



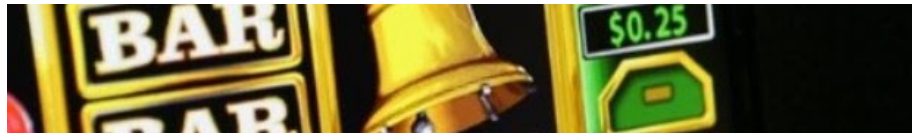
from the Georgia Lottery Corporation - COAM Division

www.gacoam.com

Issue 12

October - December 2018

ATTENTION READERS!
Beginning in 2019, the *COAM Connection* newsletter will be available two (2) times a year



Master License Holders (MLHs)

Scheduling Connectivity with Intralot

In order to proceed with scheduling the connectivity of COAMs to the Central Accounting System (CAS), the MLH must confirm receipt of LLH information by Intralot USA. This can be done by accessing the Intralot portal site and verifying the LLH information is displayed on the portal as their assigned LLH. MLHs shall ensure LLH business owners are displaying a copy of the original Location license and a copy of the Master license prominently in the business during the placement and operation of machines no earlier than two (2) days prior to scheduled connectivity. Failure to display both of these required licenses may result in a delay in connectivity of the COAMs, trip fee charges, fines up to \$50,000, suspension and/or revocation of the license, and criminal penalty may apply.



Location License Holders

Updating Information for Business Contacts on COAM Website (www.gacoam.com)

It is important to update and maintain your contact information for your COAM account. The people on the contact list are typically those that are part of your management team or other trusted employees. These individuals would likely have access to your place of business and be able to make decisions in case of an emergency. Don't forget to let your contacts know they are on the business contact list. Steps for updating business contact information on the COAM website:

- **STEP 1:** Log into your COAM account www.gacoam.com by using your username and password and click the "LOG IN" button
- **STEP 2:** Click on "LICENSES" in the navigation bar at the top of the screen for the License page
- **STEP 3:** Select the business from the business drop down list

- **STEP 4:** Verify the business name, address and license type in the business information section
- **STEP 5:** Click on the "Account Info" button for the Update Business Contact Info page
- **STEP 6:** Click on the "Edit" or "Add" button to update business contact information
- **STEP 7:** If the "Edit" or "Add" button are clicked on, the Add/Edit Contact screen appears and the user may update or add business contact information and click on the "Update Contact" button



Enforcement and Compliance

Inducements

A location owner or location operator shall not ask, demand, or accept anything of value, including but not limited to a loan or financing arrangement, gift, procurement fee, lease payments, revenue sharing, or payment of license fees or permit fee from a Manufacturer, Distributor or Master licensee, as an incentive, inducement, or any other consideration to locate COAMs in the business establishment. Failure to adhere to these requirements shall result in a fine up to \$50,000 and loss of the location owner's or location operator's license for a period of one (1) to five (5) years per incident and subject the location owner or location operator to the loss of any state or local license held by the location owner or location operator.

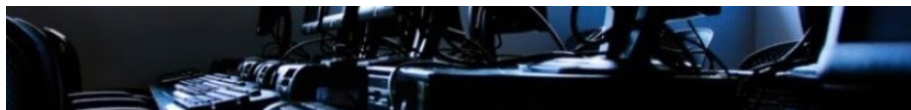


COAM Legal Corner

Assessing the Number of COAMs at Business Location

While COAMs can be an asset to a business in many ways, operation of COAMs also comes with great responsibilities. As with any business decision, some thought should be placed into how many COAMs that a business can lawfully support. Anyone applying for a Class B COAM location license and any MLH seeking to place COAMs within a location should consider the size and strength of a business when determining the appropriate number of COAMs for such location. GLC's Legal Unit reviews the size and strength of a business when looking at a Location license application and considers the number of COAMs requested by the business, as well as, the nature of the business. A Location license applicant who applies for an appropriate or reasonable number of COAMs for its business assists in the processing of its Location license application.

A MLH seeking to place COAMs within a location should also be particularly attentive and thoughtful about the number of its COAMs that a business location can lawfully support. Ultimately, lawful operation of COAMs helps compliance within the COAM industry thrive and benefits the State of Georgia.



Central Accounting System (CAS)

Recommended Troubleshooting Steps by MLH for COAMs Not Connected to CAS

Daily automated emails are sent to MLHs to alert them when their COAMs are disconnected from the Central Accounting System (CAS) for 24 hours or more. These emails will assist you with resolving the connectivity issue(s) in a timely manner. To resolve any possible issues with COAMs communicating with the CAS, MLHs should follow the below listed troubleshooting steps:

STEP 1

- Utilize a RS-232 Tester (Verifier) to confirm connectivity between the COAM and Site Controller
- Connect the RS-232 Tester between the COAM and Site Controller as shown in the image below:



- See instructions below for correct configuration and corrective action

RXD = Green: Site Controller is transmitting correctly

RXD = No Light. COAM not configured correctly (wrong SAS address) or faulty serial cable
Check DB9 connectors and COAM SAS address

TXD = Green: Site Controller is transmitting correctly

TXD = No Light: Site Controller has bad port.

Contact Intralot Helpline at 1(877) 261-6242 to request Site Controller Replacement

RTS = Red: Site Controller is transmitting correctly

RTS = Green: Site Controller not configured correctly

Contact Intralot Helpline at 1(877) 261-6242 to check COAM settings

STEP 2

- If Step 2 did not resolve the issue, reset or replace the COAM board. To reset/replace the board:
- See instructions below for resetting/replacing the board:
 - Go to the COAM settings and take a screenshot of the COAM soft/lifetime meters
 - Email the screenshot to GeorgiaCOAMAudit@intralot.us indicating the location license number and COAM game
 - Contact the Intralot Helpline at 1 (877) 261-6242 and request a board reset/replacement
 - Intralot Helpline will decommission the faulty board and notify you when you can safely replace it
 - Once the board has been replaced contact the Intralot Helpline so they can commission the new board and perform a coin test

Recommended Troubleshooting Steps by MLH for COAMs Not Producing Revenue

COAMs not producing revenue will show zero (0) meters in the Gaming Machine - Daily Balance and Period Balance Reports. COAMs which are not producing revenue will **NOT** show under the Monitor Exceptions/Adjustment Report. To resolve any possible issues with COAMs not producing revenue, MLHs should follow the below listed troubleshooting steps:

- Visit the business location and confirm all COAM components are working properly (no issues with the bill acceptor, monitor, etc.)
 - Confirm the COAM in question is accessible to players
 - Contact the Intralot Helpline at 1 (877) 261-6242 and request a coin test
 - Consider replacing the board and/or cabinet with a more up to date game
-



Did you know the 2019 COAM Financial Sweep and Push Calendar is now available on the COAM website (www.gacoam.com) ?

LLHs and MLHs may obtain a copy of the 2019 COAM Financial Sweep and Push Calendar by accessing the COAM website and clicking on the "Documents" section and scrolling to the "COAM Communications" section.

Note: Holidays on a Thursday or Friday may affect the availability of the Location Period Accounting Report on the following Monday.

Staying Connected

GEORGIA LOTTERY CORPORATION

Mailing Address

COAM Division
P.O. Box 56927
Atlanta, GA 30343

GLC COAM Helpline
1(800) 746-8546
Option 6 and 2

GLC COAM Website
www.gacoam.com

GLC Retailer Contracts Administration
1(800) 746-8546
Option 4 and 1 - COAM License Applications

GLC COAM email
COAMReporting@galottery.org

INTRALOT USA

Mailing Address

11360 Technology Circle
Duluth, GA 30097

Intralot email - Operational Issues
Georgia.hotline@intralot.us

Intralot Helpline
1(877) 261-6242

Intralot email - Audit issues
GeorgiaCOAMAudit@intralot.us

Intralot portal website
[www.https://www.gacoamrpt.com](https://www.gacoamrpt.com)

COAM ADVISORY BOARD MEMBERS

Gretchen Corbin, President and CEO, Georgia Lottery Corporation

Gus Makris (Chair)
CB Yadav (Secretary)
Jim Siskin
Natalie Jones
Jamie Boyden

Chris Pope (Vice Chair)
Emily Dunn
Stewart Carswell
Hemal Patel

RESPONSIBLE GAMING

1(866) 922-7369

ANONYMOUS TIPLINE TO REPORT FRAUD, ABUSE OR CASH PAYOUTS

1(855) 515-0004