intralot
GamingServices

18 October 2012

Dear Venue Operator,

Update – Monitoring Service

Your venue is now on the new Intralot Gaming Services (**IGS**) Monitoring System. As you are aware there are many more expectations placed upon the Venue Owner as a result of the changes of August 16. We take this opportunity to clarify certain new procedures in the hope that this will provide you with valuable information in your day to day operation of your EGM's.

Let's identify some typical issues which you may confront and ways to address them:

- **You have an EGM that is disabled (Poll disable, Error Message, etc.)**

  Turn the power to the specific EGM off and on again. If the problem persists then contact the IGS Help Desk.

- **You cannot access reports in the iGEM BOS Portal**

  Check that you have installed your VPN client correctly. Detailed instructions on how to set your VPN up can be found in the document which can be downloaded from IGS's website or following the link:

  http://www.igsmonitor.com.au/docs/igs/iGEM_VPN_for_Venue_PCs.pdf

  If after installation you are still unable to retrieve any reports, please call the IGS HelpDesk.

- **You cannot print reports from the iGEM BOS Portal**

  If after you have set up your venue's VPN portal and although you are able to access your reports you are unable to print them by clicking on the print icon (top left hand corner of your BOS portal screen), you will need to make the following adjustments to your Internet Explorer:

  1. Go to Tools /Internet options in the Internet Explorer
  2. Select the **Security** tab and then select **Trusted Sites** in *Select a zone to view or change security settings*

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3. Click button **Sites** and add (by typing in) the URL: *www.bos.igsmonitor.com.au* in the
   A*dd this website to the zone:* field as shown below:
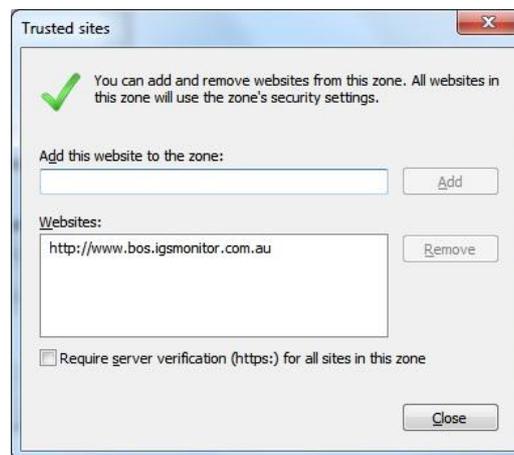
4. Click **Add** and then **Close** to return to the previous menu (Trusted Sites)

5. Click button **Custom Level**

6. ActiveX controls must have the following settings which are different from the default settings **Medium (default)**:
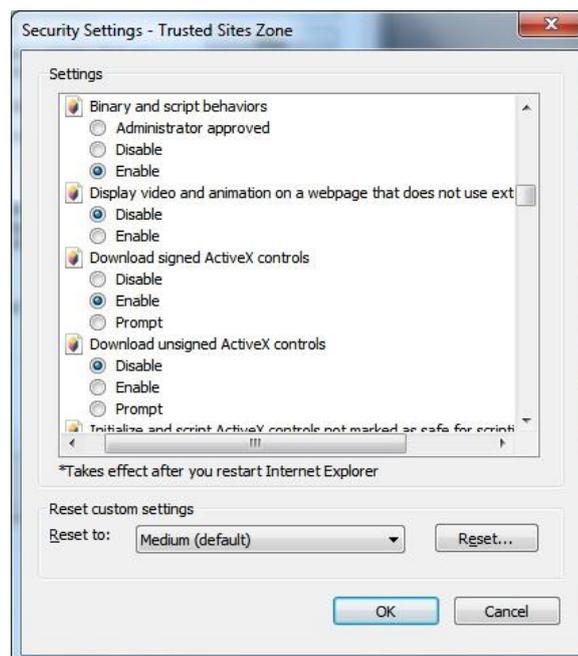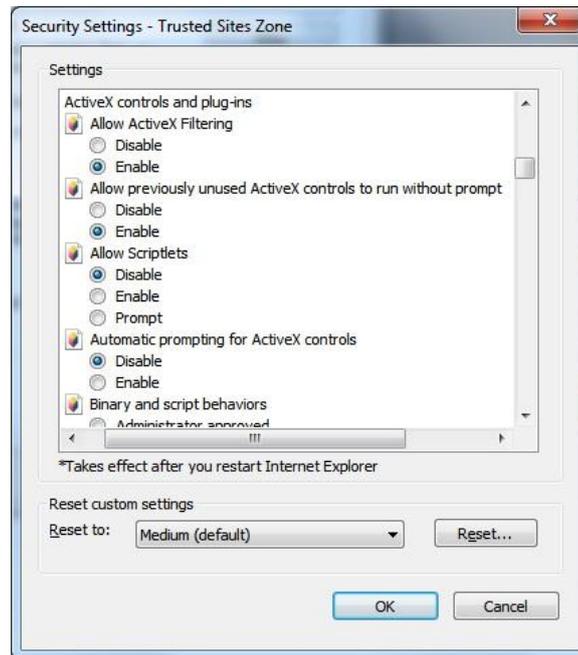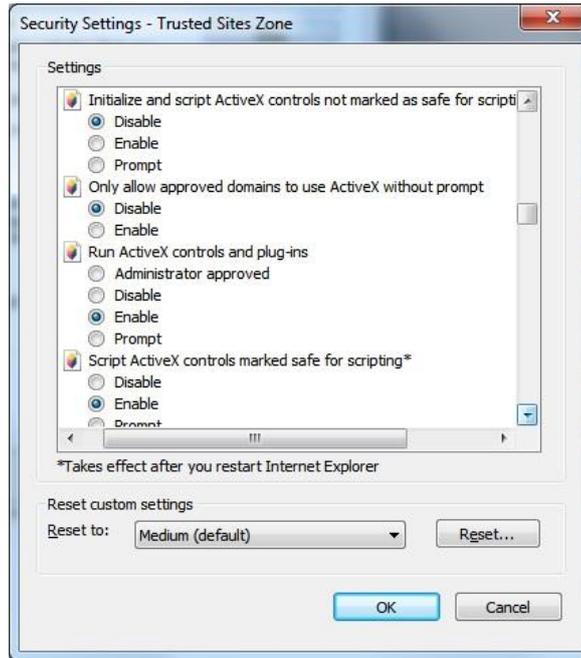
- **How do you get Accounting and Taxation Reports in the iGEM BOS Portal?**

These can be accessed by logging on to the iGEM BOS Portal at:

http://www.bos.igsmonitor.com.au

using your *Username* and *Password*. Please note that this requires that you have set-up your VPN client.

The Gaming Machine Tax Report (titled ***Venues Monthly Accounting Report***) and the Monitoring Fee and Legacy Fee (titled ***Tax Invoice***) are available in the **Accounting Reports** menu.

The generation of the Accounting and Taxation Reports is a multi step process, requiring consolidation of data collected by the new Monitoring System, data files received from VCGLR, data files from the Legacy Systems and the processing of the Meter Adjustments entered in the system by the venues. During this consolidation process, IGS performs several checks to ensure the accuracy of the information, before the reports are released to the web site.

From the processing that we did in the system for September, it came to our attention that several venues had entered their meter adjustments incorrectly, which affected the calculation of taxation for those venues. For this reason and together with representatives from VCGLR, it was decided to perform an additional verification cycle in the data provided, to ensure that

the tax invoices and accounting reports were absolutely accurate for all venues. These additional checks resulted in a few hours of delay in the generation of the reports.

Please note that the delay is not a result of any malfunction of the system. On the contrary it was a result of the careful data verification process both the VCGLR and IGS have employed and our efforts to amend all cases of the errors in the meter adjustments that have been entered by some venues.

- **Gaming Machine Tax**

  i. Gaming Machine Tax Invoice

  IGS and the State do not provide venues with a gaming machine tax invoice. Gaming machine tax is not an expense which is or can be invoiced, such as a fee.
  The venues are responsible to pay the required taxes, and IGS facilitates this by calculating the taxes and the VCGLR facilitates this by sweeping the monies from the venues nominated accounts.

  ii. Tax Reports

  Tax reports will be available for venues approximately 5 days after month end.

  iii. GST

  GST related issues should be addressed to your tax advisor or the ATO. IGS and the VCGLR are unable to provide assistance regarding the payment of the federal GST.

- **When and how do you do a Meter Adjustment for a gaming machine in your venue?**

  Please download the document titled *Meter Adjustments in iGEM* from the IGS website following the link: *http://www.igsmonitor.com.au/docs/igs/Meter_Adjustments_in_iGEM.pdf*

  This document provides details on:

    - Why the need for an EGM Meter Adjustment?
    - When will I need to do a Meter Adjustment?
    - How will I know which EGMs need Meter Adjustments?
    - Step-by-Step instructions on how to perform Meter Adjustments

Please also note that if there is a Meter Exception in any gaming machine meter, the revenue for that particular EGM and for that day, will NOT be included in the monthly venue revenue and therefore is NOT subject to tax.

ONLY adjusted Meters which are correctly processed by the venue and acknowledged by the VCGLR in the iGEM system will be included in the Venue's monthly revenue and are subject to tax.

Even exceptions to meters that do not impact on the tax calculation, such as coins-in and hopper exceptions, MUST be cleared to ensure revenue from such a machine is included in the tax calculation.

A venue operator should contact IGS if the process for clearing meter exceptions is unclear.

- **A Voucher / Hand Pay is not showing up in the Validation/Payment terminal (microLOT)**

Following a recent software upgrade in the iGEM Monitoring System this should no longer be the case.

However, please note that the validation/payment terminal recognises the date that the ticket was issued which may not be the same as the date that the ticket is validated.

The validation terminal goes into "sleep" mode after a few minutes of no activity and restarts once the screen is "tapped". The 4-digit Password is required when a new validation is initiated.

- **How do you schedule works, deployments?**

IGS has recently communicated to you on how to schedule any changes on your gaming floor (**Scheduled Works**) after your venue's migration. This process is described below in detail:

1. Venues to order EGMs and games from manufacturers and/or service providers
2. Venues to provide to the IGS Help Desk at: info@igsmonitor.com.au, at least 15 days prior to the requested change date, an updated Annexure C (the form used in Venue Notifications to IGS). This should reflect the Gaming Floor after the requested change and must specify the requested change date
3. IGS will acknowledge receipt within 2 days and provide advice if additional information is needed

4. Venues will need to schedule the required works on the iGEM system portal, at least 10 days prior to the required works day (not later than 10am Thursday morning of the week prior to the deployment week)

5. For EGM increases/decreases/internal moves to a new layout VCGLR will need to acknowledge the submission on the iGEM System portal before you can proceed. VCGLR may indicate in iGEM whether an Inspector will be in attendance.

6. IGS to review submission in the iGEM system

7. IGS Help Desk will contact venue and re-confirm works schedule

8. IGS Help Desk contacts the VCGLR to establish the time of the Inspector attendance.

9. Venue to secure technician and other subcontractors to undertake the work on the requested day

For new EGMs and Games (not currently operating in Victoria) IGS will require additional details, such as the Manufacturer's Submission to the VCGLR and VCGLR Approval documents and Game EPROMs, Game Binary Image Files, EGM platforms for the purpose of performing interoperability testing with the new IGS Monitoring System. The Game EPROMs, files and EGM platforms will be provided to IGS by the EGM manufacturers.

The process for deployment of jackpots and jackpot changes will be communicated at a later stage.

Please note that for new EGMs and Games, IGS requires a 28 days' notice from the day of your initial and correctly completed submission until the requested work is performed. This period is needed to verify compliance of the requested games and EGMs, plan venue works (cabling, equipment installation) and subcontractors, coordinate with the Legacy System Operators, prepare the system and complete the required work.

If you have any questions in relation to this matter, please contact Nathan O'Mara through our Help Desk.

There are also a number of Frequently Asked Questions (FAQs) with relevant answers our website:
http:/www.igsmonitor.com.au/index/faq

Please note that IGS's obligations in providing resolution to any issues in relation to the Monitoring Service are clearly stipulated in your Venue Monitoring Services Agreement (VMSA).

IGS requests your co-operation in minimising the potential for disruption to your business by ensuring that all tasks and functions are carefully planned.

Please do not hesitate to contact our **Help Desk on 1300 764 495** should you have any questions.

Yours sincerely

Arthur Baoustanos
Communications Director