Meter Adjustments in iGEM

Contents

1. Machine Exceptions - Meter Adjustments

1.1   Why the need for a Gaming Machine Meter Adjustment?

In order to ensure the accuracy of the reported gaming data the venue operator must ensure the accuracy and completeness of all polled financial data reported by the monitoring licensee (i.e. IGS) in relation to gaming machines at the venue.

A venue operator must perform all of the necessary reconciliations and data analysis as identified in these requirements to ensure the accuracy of reported data.

1.2   When will I need to do a Meter Adjustment?

You will need to do an EGM Meter Adjustment if any of the following gaming machine exceptions have been identified:

1. After an unscheduled **Master Reset** (by your GIE Technician): that occurs as a result of a gaming machine malfunction that has not been scheduled with IGS.
2. **Meter Runaway**: EGMs where meters have reported excessive or irregular increment levels, for example excessive metered information.
3. **Meter Rollover**: machines where meters have declined in relation to the previous game date, for example a master reset.

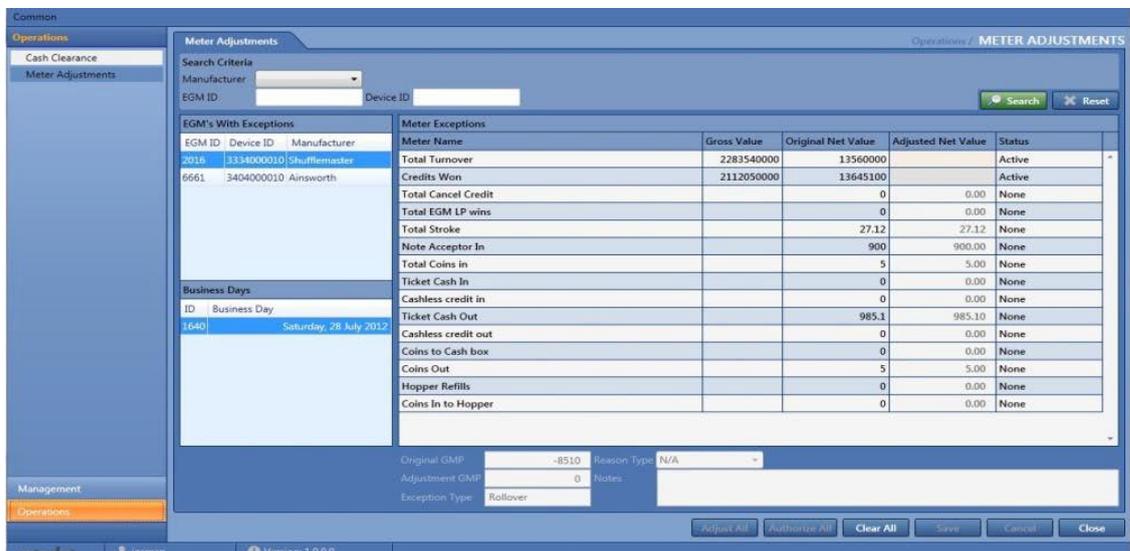## 1.3   How will I know which EGMs need Meter Adjustments?

IGS will identify gaming machine exceptions that must be reviewed and cleared by the venue operator. The venue operator must ensure all gaming machine exceptions are cleared prior to the end of the taxable month to allow complete and accurate determination of reported gaming data and taxes payable at the conclusion of the month.

Gaming machine exceptions are identified through a number of reports in iGEM available to the gaming venue operator. To access these reports follow the simple steps below:

1. Log into the iGEM Portal using your login details (Username and Password):

2. Select **Operation**s and then **Meter Adjustments** and a report with the following
    information relevant to your venue will appear:

This report provides for a quick and easy "at-a-glance" view of the gaming
machine(s) and their corresponding meters that will require adjustment(s).

**The gaming machine meter(s) that will require adjustment are shown as
"Active" in the column labeled "Status". The objective is to enter the
"Adjusted Net Value" of these meters. In order to do this, the "Adjusted
Net Value" needs to be calculated appropriately. We will see in detail
how this value is calculated in Section 2 of this document.**

An alternative way to view gaming machine exceptions is through reports in the BOS Portal. Log into the BOS portal and go to ***Accounting Reports*** and select to run either of the following reports:

1. Meter Exceptions/Adjustments

    Or

2. Gaming Machine Meters – Daily Balance

An example of what these reports look like is shown below:

1. Meter Exceptions/Adjustments

The first page of this report shows ***Runaway Meters*** (see label **Exception Type: Exceptional Increment (3)** on top left hand of the screen):

The second page of this report shows ***Meter Rollover*** (see label Exception Type: Rollover (1) on top left hand of the screen):

2. Gaming Machine Meters – Daily Balance

If you run this report then if there has been a gaming machine exception identified with the Meter Readings then the gaming machine(s) that will require an adjustment is/are shown with a "**P**" in the column labeled EXC

2. How do I perform a Meter Adjustment in iGEM?

The iGEM environment provides the platform to clear venue adjustments. Once the gaming machine exceptions have been identified (as described above) the next step is to determine their **adjusted value** and include in the Meter Adjustments application in iGEM. The formula that is applied to find the adjusted value is:

$$\text{Adjusted Value} = (A - B) + (C - D)$$

where:

Parameter	Description
A	Daily Check Point (of Current Day)
B	After Meter Exception (e.g. Rollover)
C	Before Meter Exception (e.g. Rollover)
D	Daily Check Point (of Previous Day

These values can be accessed through the **Monitoring Reports** in the BOS Portal. Log into the BOS portal and go to **Monitoring Reports** and select to run **Daily EGM Gross Meters** Report.

An example of such a report is shown below:

Based on the data in this report the Adjusted Values will be calculated by way of an example.

Parameter	Example Value
A	136,003,000
B	0
C	1,310,430,000
D	1,107,166,000

The **Adjusted Value** is thus (for the Total Turnover Meter):

$$(136,003,000 - 0) + (1,310,430,000 - 1,107,166,000) = 339,267,000$$

Please note the following:

- The values shown in the **Gross Value** column entry should be divided by 100,000 to obtain the real net value. This step will be removed in iGEM shortly in order for the Gross Value to reflect real value dollars.
- **Adjusted Net Value** column entry is in real dollars.

So for the example below:

Adjusted Net Value is 339,267,000/100,000 = $3,392.67

Now that the relevant Meter Adjustments have been calculated, return to the Meter Adjustments screen in iGEM and proceed to enter the values into the **Adjusted Net Value** column, then right click on 'Active' in the column labelled **Status** and select 'Adjust All' then click 'Save' from the tabs at the bottom of the screen. The Status will change to 'Temp Adjusted'. If you have entered incorrect information- right click 'Temp Adjusted' and select Create Manual Adjustment. Once completed, click 'Save'.

> **Please note that there may be cases where Meter Exceptions have occurred, where no 'Noted Event' has taken place, therefore upon verifying the various EGM Gross Meter Reports, no meters suffered an Exception or Rollover you may decide to 'Clear All' exceptions relating to that day/EGM once you have fully investigated it.**

The final step is now the authorisation process which is performed by the VCGLR (**Authorize All**).

To view your **Meter Exceptions/Adjustments** reports, return to the BOS Portal and in the **Accounting Reports** group select **Meter Exceptions/Adjustments** and enter the dates you wish to view.

Please note that if your GIE Technician requires to do a gaming machine Master Reset, then he/she should contact the IGS Help Desk on 1300 764 495 in order to prepare for a Factory Reset, as follows:

1. IGS will then "collect" the last Meter snapshot
2. GIE Technician performs the Master Reset on the EGM
3. The Factory Reset can now be completed

3. Q&A

- **Why does the venue operator have to clear gaming machine exceptions**

  It is the responsibility of the venue gaming operator to ensure that it is familiar with the process for clearing gaming machine exceptions and raising necessary financial adjustments.

- **Where can I find additional information on the VCGLR requirements in relation to adjustments?**

  Please also read the ***VCGLR Accounting and Auditing Venue Requirements*** document which is part of the ***VCGLR Venue Manual*** available from the VCGLR Online Services. You will need to login using your venue's Username and Password provided by the VCGLR to access this manual.

- **What happens if I perform my Meter Adjustments incorrectly?**

  Gaming data for gaming machines with outstanding exceptions at the end of the month will not be included in the taxable revenue for that month.
  Any outstanding gaming machine exceptions at the end of the month will be monitored by the monitoring licensee and the Commission to ensure all necessary adjustments are processed by the venue operator after the settlement month and therefore correct taxes are ultimately paid by the venue.

- **What happens if I miss the adjustments for the month to which the trade relates?**

  Once processed, gaming revenues for the machines that have been adjusted after the month to which the trade relates will be subject to tax in the current month and further penalties will apply to all late adjustments processed.

- **Who can I contact if I need further information or assistance?**

  You can contact the IGS Service Desk on 1300 764 495 to obtain a further reference guide. Alternatively, you can contact your service provider or the VCGLR.