

# Venues Operating Under Legacy System

- **POST August 16th &**
- **Before Transition to IGS**

## 1. Help Desk/Customer Support

The Legacy Operators Help Desk/Customer Support will perform the following functions (as per current operations):

1. Deal with Polling Errors and non responding EGMs
2. Large Win Process and EGM activations (Polling EGMs & Authorisation)
3. Disputes of transactions (EGM Faults)
4. Time Display failure notification (e.g. time outside 5 minutes, EGM needs to be manually disabled from the Legacy System)
5. Significant Events **Type 4 FORM** (e.g. logic door breaks).
6. Exception Reporting (e.g. flood, fire, security issues such as robberies which may cause Venues to be closed for a few days), these may need to be reported to VCGLR for informational purposes.
7. General Venue Assistance with Information: for example
  - Report questions regarding the monitoring service and procedures
  - If there is a fault with EGMs; expect Legacy Operator to direct Venue support calls to Manufactures or venue's own maintenance providers.
8. Change of Operating hours:
  - Expect no change to this process, venues responsibility to keep within approved hours. Operational Hours to be notified to IGS Help Desk and passed on the Legacy Help Desk.
9. Business As Usual (BAU) venue activity:
  - Notify IGS Help Desk of significant incidents and provide daily Incident Reports to IGS.

## 2.1 Prize Payments/Wins prior to Aug 16th

IGS is not responsible for any wins, unpaid prizes and relevant claims prior to Aug 16, while a venue operates under a Legacy Operator. Players will be able to validate such cash tickets through the legacy payment terminal at the venue, with the same process as today. In cases that the validation of at the venue cannot be performed (i.e. the local Site Controller has purged the tickets or the venue has been connected to the new system), the payment will be handled at the Legacy Operator headquarter, using the same process as today.

## **2.2 Prize Payments/Wins after Aug 16th**

Payments of EGM cash tickets and Jackpot tickets for venues under the Legacy System will happen by validating the unpaid ticket with the Legacy System Cashier Terminals in the same manner and process used prior to August 16, with the following exception: The Site Controllers of the legacy systems hold EGM cash ticket information for fourteen (14) days maximum and then these are purged. From August 16 onwards, Venues will be responsible to pay the EGM and Jackpot cash tickets and handle player claims. Legacy Operators will not collect or sweep money from the Venue Bank Accounts.

## **3. Venue Tax Calculation**

From August 16th onwards, the taxation regime changes and it is based on monthly accounting periods. The tax is calculated on the total EGM net revenue of the venue for each month, which is averaged out on per active EGM basis, according to the procedure approved by VCGLR.

The new Monitoring System will be calculating the tax and will be providing the monthly tax statement for each venue, for all venues, even those that will be under the Legacy System, until their transition.

## **4. Tax Statements**

Venues which will be monitored by the Legacy Systems after August 16 will receive their tax statement on a monthly basis produced by the new Monitoring System.

Every month IGS will be receiving from the Legacy Systems the net revenue reports for each venue, will import this information to the iGEM Monitoring Accounting module, which in turn will calculate the tax amount and the revenue after tax, for each venue. This calculation will be based on the new taxation regime for Clubs and Hotels.

The venues will continue to get the daily and weekly reports (meter, jackpot meters) from the Legacy Operators as they do today. Only the weekly tax statements will be ceased and instead venues will be receiving the monthly statements produced by the new iGEM Monitoring System by accessing the iGEM Venue Website, (or alternatively through email in cases the venue is not able to access the website), on the 3<sup>rd</sup> day of the following month.

## **5. Adjustments after Aug 16 on a Legacy System**

Venues that are operating under a legacy system will use the Legacy Operator to perform the adjustments and calculate the adjusted EGM net revenue in a similar manner as they operate today, based on information collected by the Legacy System and the venue.

IGS has made provisions in the service agreements it has signed with the Legacy Operators and they will continue to calculate the adjusted net revenue until the venue connects to the new system.

### Handling of Unadjusted Meter Records

EGMs with meter records that have not been adjusted by the 3<sup>rd</sup> day of the following month will not appear on the monthly taxation report. Such adjustments may be performed and will appear on the following monthly taxation report, as adjusted revenue from prior accounting period.

## **6. Jackpots**

All Jackpot products and jackpot arrangements will need to be re-approved by the Victorian Commission for Gambling and Liquor Regulation for use with the new Monitoring System.

Existing Linked Jackpots that the venues wish to retain will continue to operate after August 15 with the Legacy Systems in venues that are still connected to their Legacy System. These jackpots have to be reset to base levels and be restarted for August 16. Only re-approved or newly approved Jackpot arrangements can operate on the Legacy system after 15 August.

## **7. Starting of New Jackpots after Aug 16**

New Linked Jackpots that the venues wish to activate while under the Legacy System or with the new monitoring system need to be notified to IGS 28 days in advance, to allow for adequate preparation time. These Jackpots will need approval by VCGLR for the new monitoring system and the Legacy System if they are planned to start before the transition day for that venue.

## **8. Scheduled Works and Venue Equipment Maintenance**

Scheduled Works concern changes and reconfiguration in the venue gaming equipment, installations of new gaming equipment, removal of gaming equipment, RAM Clears (Master Resets), logic access, changes of EGM positions, and generally all works on the venue equipment that need Certification and Commencement of Gaming Certification as defined in the relevant venue procedures of VCGLR.

## 8.1 Scheduled Works

After August 16 and while the venue is still connected to the Legacy System, requests for Scheduled Works in the venue gaming equipment will be initiated by the Venue Operators. Such requests will be given to the IGS help desk in writing using the defined forms (as supplied on the CD) and sent email or fax at least 15 business days before the change is to take place.

All requests should specify the EGMs, the work to be performed in each EGM and the suggested day and time of work, as per the provided form.

The IGS Help Desk will immediately transfer the list of all requests to the Legacy Operator Help Desk. The Legacy Operator will prepare the system and will coordinate with the venue, on the day of each work, to make sure that the EGMs, that the work was performed on, are connected, monitored and activated for gaming.

The process to be followed will be similar to the process happening today, with the difference that works will be performed by the EGM service technicians appointed by the venue and not by the Legacy Operator.

### **Notes:**

- 1. if works concern new EGMs and Jackpots of compatible protocol and jackpot type, that do not exist in the Legacy System database, venues need to notify IGS and the Legacy Operators **twenty (20) business days in advance** and provide the details and parameters of the EGMs, so that the Legacy Systems be prepared. Apart from this, the process of scheduling and performing the works in the venue, is as described below:*
- 2. Requests for changes in EGMs, jackpots and floor layouts in Venues which are planned to be transitioned to the new Monitoring System on a certain week will not be processed for one week prior to the transition week. This one week period (where changes will not be performed) is needed to verify the venue manifest and finalise the preparation of the new system and the legacy system for the transition.*

### **Scheduled Works Process:**

1. Venue submits to IGS, Requests for Scheduled works by Thursday 10am for works to take place after the 15 day period in addition to VCGLR approval (if applicable), using the appropriate form and specifying EGM, work type and date/time.

2. IGS Help Desk informs VCGLR for all Requests for review and possible approvals.
3. VCGLR will provide approvals for works that need approval and will notify the IGS Help Desk. Also notification will be provided if an inspector of VCGLR will be present.
4. IGS notifies the Legacy Operator and the venue for approvals. The Legacy Operator prepares the system, if needed.
5. On the day the work is scheduled and when the technician arrives at the venue, the venue will coordinate with the Legacy Operator Help Desk to deactivate the EGMs, perform the job, and then verify their connectivity and transmission of significant events.
6. The EGM technician and the venue operator will sign and fax the Certificates of Installation for the EGMs, to the Legacy Operator and to IGS Help Desks
7. The Legacy Operator will prepare the Commencement of Gaming Document and then activate the EGMs.
8. The Legacy Operator will fax the Commencement of Gaming Document to IGS
9. On the following day to the Legacy Operator prepares GER files and sends them to VCGLR, in the same manner as today.

Certificates of Installation must be maintained by all parties for 12 months.