

3772-10-08 Procedures for monitoring and reviewing game operations. Slot machine meter readings and related statistical reports.

(A) "Electronic gaming equipment" as used throughout this section shall mean any electronic device that converts cash or cash equivalents into a wagering instrument.

(AAB) Each casino operator shall establish internal controls for monitoring and reviewing table game and slot machine electronic gaming equipment operations and related statistical data licensee or applicant's internal control system which shall include: internal controls for meter readings and the preparation of related statistical reports.

(1) Procedures for monitoring and reviewing table game transactions:

(21) Procedures for the preparation of a monthly forecast of expected results by table game type, including expected total game revenue and game hold.

(2) Procedures for the preparation of a monthly forecast of expected results of slot machine electronic gaming equipment operations, including expected total slot electronic gaming equipment revenue and average hold.

(33) Procedures for documenting, investigating, and resolving deviations of more than fivefour percent between the forecasted amounts and the actual results. The procedures shall include, but are not limited to:

(a) The procedures for conducting and recording documenting the investigation; and

(b) Notification to the commission of the investigation results within twenty-one days following the end of the month;

(B) Each casino operator shall establish internal controls for monitoring and reviewing electronic gaming equipment operation for equipment which converts cash or cash equivalents into wagering instruments. These procedures shall include:

(4) Procedures for monitoring and reviewing electronic gaming equipment transactions:

(15) Procedures for recording electronic gaming equipment meters. Electronic gaming equipment meters shall be recorded for each drop and immediately prior to an electronic gaming equipment's meters being reset.

(26) Procedures for the review of recorded electronic gaming equipment meters. The procedures shall include including the name of the department conducting the review and the parameters used to determine the reasonableness of the recorded meters.

(37) Procedures for the alteration of recorded electronic gaming equipment meters, including the departments positions authorized to perform the alteration and the documentation maintained to support the alteration.

(48) Procedures for the comparison of each electronic gaming equipment's recorded meters with the actual drop amount. The comparison shall be performed for each drop.

(59) Procedures for documenting, investigating, and resolving inconsistencies encountered while comparing each electronic gaming equipment's recorded meters with the actual drop amounts. The procedures shall include, but are not limited to:

(a) The variance threshold(s) that indicate an investigation is necessary. The commission shall be notified of variances requiring investigation within one week of the variance discovery;

(b) The procedures for conducting and ~~recording~~ documenting the investigation. The procedures should include a comparison of metered cash and voucher transactions with cash and vouchers from the drop; and

(c) Notification to the commission of the investigation results upon completion;

(10) Procedures for the daily review of all manual payouts from electronic gaming equipment. The review shall consist of a comparison of the electronic gaming equipment's recorded manual payout meter with the actual amount paid for each manual payout.

(11) Procedures for documenting, investigating, and resolving inconsistencies encountered while reviewing manual payouts from electronic gaming equipment. The procedures shall include, but are not limited to:

(a) The variance threshold that indicates an investigation is necessary. The commission shall be notified of variances requiring investigation within one week of the variance discovery;

(b) The procedures for conducting and recording the investigation; and

(c) Notification to the commission of the investigation results upon completion;

(612) Procedures for the monthly review of electronic gaming equipment performance. The review shall consist of a month-to-date, year-to-date, and life-to-date comparison of the theoretical payout percentage and the actual payout percentage for each electronic gaming device. The comparisons shall be done on a per payable basis, unless otherwise approved by the commission.

(713) Procedures for documenting, investigating, and resolving deviations of more than four percent while reviewing electronic gaming equipment performance. The procedures shall include, but are not limited to:

(a) Notification of the electronic gaming equipment requiring investigation to the commission within one week of the deviation discovery;

(b) The procedures for conducting and ~~recording~~ documenting the investigation; and

(c) Notification to the commission of the investigation results upon completion;

(B) Any casino operator licensee may have a computer system to record any of the required meter readings. The computer shall store in machine-readable form all information required by this rule. The stored data shall not be susceptible to change or removal by any personnel without

~~the system identifying and establishing a record of the personnel making the change, maintaining an archive of the original record, and identifying the new record as having been changed. Access to this information shall be restricted to the following:~~

- ~~(1) Accounting department personnel;~~
- ~~(2) Internal audit department personnel;~~
- ~~(3) Slot department personnel when diagnosing slot problems;~~
- ~~(4) Management staff when assessing slot performances; and~~
- ~~(5) Count room supervisors when reconciling a slot drop.~~

~~(C) Bill validator meter readings shall be taken when any of the following occurs:~~

- ~~(1) For each drop;~~
- ~~(2) Devices containing bill validators are moved;~~
- ~~(3) Denominations change;~~
- ~~(4) Devices containing bill validators are placed in service;~~
- ~~(5) Devices containing bill validators are taken out of service; and~~
- ~~(6) The computer components of the devices containing bill validators are accessed, which could cause the device or system meters to reset.~~

~~(D) The internal controls shall detail the use of gaming machine meter sheets, including that each employee involved with the sheet's preparation shall attest to the accuracy of the information contained on the sheet. The sheet shall then be forwarded directly to the accounting department for comparison to the gaming machine win sheet and calculation of gaming machine statistics.~~

~~(E) The accounting department shall review all meter readings for reasonableness using preestablished parameters and prior meter readings. Meter readings shall not be altered except to correct meters that were incorrectly recorded, and all changes shall have adequate supporting documentation. The accounting department shall notify the slot department of potentially faulty meters and follow up to ensure that proper maintenance is performed. Documentation that supports machine service and maintenance shall be maintained in accordance with the record retention requirements contained within rule 3772-3-05 of the Administrative Code.~~

~~(F) If a meter unexpectedly resets or "zeros out," then accounting personnel shall notify the slot department to determine the cause of the reset. If a problem persists, the commission shall be notified.~~

~~(G) The casino operator licensee's accounting department shall prepare monthly slot activity statistical reports including:~~

- ~~(1) A slot revenue summary report, which summarizes slot activity by drop and by denomination;~~

~~(2) A comparison of the meter drop with the actual drop report shall compare the meter drop with the actual drop by device, by denomination, and in total;~~

~~(3) A comparison of meter jackpots with actual jackpots paid;~~

~~(4) A comparison of the theoretical hold with the actual hold, by machine, by denomination, and in total;~~

~~(5) A comparison of ticket in meter to tickets redeemed by device;~~

~~(6) A comparison of ticket out meter to tickets issued by device; and~~

~~(7) A comparison of coupon in meter to coupons redeemed by device.~~

~~(H) If any of the comparison reports required in this rule, except for paragraph (G)(4) of this rule, reveal a significant variance, then the casino operator licensee shall prepare and file an incident report documenting the variance with the commission. The casino operator licensee shall report the actual cause of the variance, unless the cause cannot be definitively determined after an investigation, in which case the probable cause of the variance shall be reported. The incident report shall be filed no later than one week from discovery.~~

~~(I) No person shall alter meter information on any statistical report, unless the meter was read or recorded incorrectly or a data entry error occurred. All changes shall be supported with adequate documentation.~~