



COIN OPERATED AMUSEMENT MACHINE

LOCATION LICENSE HOLDER GUIDE



Version 1.02



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GENERAL INFORMATION

The Coin Operated Amusement Machine (COAM) Division of the Georgia Lottery Corporation (GLC) is pleased that you are considering applying for a COAM Location license. Under O.C.G.A. 50-27-70, person(s) must be licensed by the GLC to operate COAMs within the State of Georgia. We hope you find this **Location License Holder Guide** answers many questions you may have regarding the COAM licensing process and industry. The guide is available online at www.gacoam.com.

The GLC is committed to having effective communication between Location License Holders (LLHs), Master License Holders (MLHs), and GLC employees using a team approach. The GLC takes pride in providing exemplary service to the customers of Georgia through the courteous dissemination of clear and accurate information about products, services, and regulatory responsibilities. We seek and respond to feedback expressed by our employees, licensees, and the playing and non-playing public. We apply this feedback in the development of our products and in the services that we provide on a daily basis.

The day-to-day business of the COAM Division is governed by statutes enacted by the Georgia Legislature and rules adopted by the GLC. Statutes and rules are available on the COAM website at www.gacoam.com under **Documents/COAM Laws, Rules & Regulations**. If you would like a copy of the statutes or rules and do not have internet access, you may request a copy by calling the **COAM Retailer Services Helpline** at **1(800)746-8546 Option 6 and 2**.

MISSION STATEMENT

The GLC is committed to the enforcement of provisions related to COAMs and prevent the unregulated operation of the bona fide COAM business. The GLC will regulate the COAM business in a manner prescribed by law and GLC board rules so as to safeguard the fiscal soundness of the state, enhance public welfare, and support the need to educate Georgia's children through the HOPE scholarship program and Pre-kindergarten funding.

BENEFITS OF BECOMING A LOCATION LICENSE HOLDER

COAMs can be a profitable addition to your existing business portfolio. Some of the important benefits of becoming a LLH are:

- Increased Customer Traffic
- Increased Sales of Other Store Products
- Commission on Net Revenue from the COAM(s)

AVAILABLE INFORMATION ON COAMs

Self-education is the best way to learn about the basics of the COAM business. You can find available COAM information by visiting the COAM website at www.gacoam.com which includes COAM laws, rules, and regulations, and you can even watch our COAM information video (available in English, Hindi, and Spanish). Applicants are encouraged to thoroughly read the available information and watch the COAM information video before beginning to prepare an online application. Watching the video is a mandatory requirement for all employees involved in the operation of your location before a Class B license can be issued.

The COAM Division also publishes **The COAM Connection** newsletter where you will find updates to COAM laws, rules and regulations, as well as current topics of discussion involving LLHs, MLHs, Manufacturers and Distributors and many other items of interest for COAM licensees. The newsletter is delivered via email to enabled licensees and is also available online at www.gacoam.com.

CONTACT INFORMATION

It is important to the GLC and Intralot to go above and beyond to make themselves easily accessible to the customer when resolving outstanding licensing issues or troubleshooting the operation of COAMs in the field. You can contact Customer Support in the following ways:

Georgia Lottery Corporation/COAM Division Headquarters

The Executive and Administrative offices for the GLC/COAM Division are located in downtown Atlanta, Georgia. The GLC COAM Division strongly encourages customers to schedule an appointment (i.e. picking up license, dropping of requested information) with GLC/COAM personnel well in advance to avoid waiting times and to make sure the appropriate customer service representative is available to assist you.

GLC/COAM Division Physical Address

Georgia Lottery Corporation
250 Williams Street
Suite 3000
Atlanta, GA 30303

COAM Division Mailing Address

Georgia Lottery Corporation
COAM Division
P. O. Box 56927
Atlanta, GA 30343

GLC/COAM Helpline

1(800)746-8546

COAM Retailer Services Department

Option 6 and 2

COAM Retailer Contracts Administration Department

Option 4 and 1

COAM Retailer Accounting Department

ext. 8700 Option 2

COAM Email

COAMReporting@galottery.org

GLC COAM Website

www.gacoam.com

Intralot

LLHs will have the benefit of access to skilled, experienced Hotline Operators to assist you with operational and audit issues through the Hotline for Intralot, which is the designated vendor for the Central Accounting System (CAS) for Class B COAMs. The Intralot Hotline is available 24 hours a day 7 days a week. The GLC contracts with Intralot to perform the connection of Class B COAMs to the CAS and for reporting functions. The COAM Division maintains control over those functions to ensure they are performed in a timely and efficient manner and to guarantee the integrity of the COAMs and ensure customer service.

Intralot Address

Intralot
11360 Technology Circle
Duluth, GA 30097

Intralot Hotline

1(877)261-6242

Intralot Department

Operations

Audit

Scheduling Connectivity

Intralot Email

Georgia.hotline@intralot.us

GeorgiaCOAMAudit@intralot.us

GACOAMappointment@intralot.us

Intralot Portal

<https://www.gacoamrpt.com>

The COAM Division is dedicated to serving the COAM industry and welcomes your feedback to assist us in improving our Location License Holder Guide. Please send comments about the Location License Holder Guide to COAMReporting@galottery.org with "User Guide" in the subject line of the email.

TYPES OF LOCATION LICENSES

Before you place COAMs in your business location and make them available to the public for play, the business must hold a valid COAM Location License issued by the GLC. There are two (2) types of COAM Location licenses that are defined by Georgia statute:

- **Class A** – A Class A license is for those COAMs that do not allow a successful player to carry over points won on one play to a subsequent play or plays. Examples of a Class A machine are kiddie rides, skeeball, claw machines, pinball games, typical arcade games, pool tables that accept coins or bills, and juke boxes (see images below).



- **Class B** – A Class B license is for those COAMs that allow a successful player to accrue points on the machine and carry over points won on one play to a subsequent play or plays. Licensees who have both Class A and Class B machines in their business location must apply for a Class B license (see images below).



OWNING AND OPERATING COAMs

Any location that allows COAMs to be placed in the business location and made available to the public for play must hold a valid COAM Location license issued by the GLC. A LLH is the owner or operator of a business where one (1) or more COAMs are available for play by the public. Georgia law limits the number of Class B COAMs at a single location to a maximum of nine (9) unless a local city ordinance mandates a lesser number. State law does not limit the number of Class A COAMs at a single location. A Location licensee may not have more COAMs in their business location than is displayed on its current COAM license. Location licensees cannot be both a Class B MLH and a Class B LLH, nor can a Class B LLH have any direct or indirect interest in a company or person with a Class B Master license or vice versa. Failure to adhere to these requirements shall result in a fine up to \$50,000.00 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 other state or local license held by the location owner or location operator. Criminal penalties may also apply.

BUSINESS TYPES PROHIBITED FROM HAVING CLASS B COAMs

Although not an all-inclusive list, under no circumstances shall a license be issued for the operation of Class B COAMs in the following business types:

- Location featuring entertainment that would not be consistent with the dignity of the State of Georgia, GLC, and the citizens they serve; and, specifically, in a business conducting or allowing nudity (i.e. strip club)
- Location that is a retailer of distilled spirits (i.e. a package store that sells liquor)

LOCATION LICENSE FEES

The annual Location License fee is \$25.00 for each Class A machine and \$125.00 for each Class B machine. All payments for licenses must be made online, by either Automated Clearing House (ACH) or credit card, at www.gacoam.com and are subject to a non-refundable payment processing fee and administrative fee of \$100.00. COAM Location licenses shall be renewed every year through the COAM website by the expiration date shown on the license to avoid a late fee. COAM Location licenses may be renewed beginning May 1 (date is subject to change) through June 30 each year or be subject to a non-refundable late fee of \$1,000.00 beginning July 1. The late fee is a mandated statutory fee that cannot be waived by the GLC. A Location license that has been expired for more than ninety (90) days from June 30 may not be renewed. New Location license applications may be submitted anytime during the licensing year. Location license fees are not prorated based on the licensing year of July 1 thru June 30. All payments for Location license fees must clear the payment vendor before licenses may be printed and mailed to the licensee once all compliance checks have been successfully completed. Payments may take up to ten (10) business days to clear the third-party payment vendor. Licensees may also refer to the **Location License Fees** table at the end of the Location License Holder Guide for all applicable fees.

DISCLAIMER

The information contained in the Location License Holder Guide is for general guidance on COAM matters only. The application and impact of COAM laws, rules, and regulations can vary widely based on the specific facts involved. Accordingly, the information in the Location License Holder Guide is provided with the understanding that the GLC is not herein engaged in rendering legal, accounting, tax, or other professional advice and services. As such, the Location License Holder Guide should not be used as a substitute for the adherence to COAM laws, rules and regulations.

While we have made every attempt to ensure that the information contained in this document has been obtained from reliable sources, the GLC is not responsible for any errors or omissions, or for the results obtained from the use of this information. All information in this document is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results obtained from the user of this information, and without warrant of any kind, express or implied. Make sure to visit www.gacoam.com for the most recent version of the Location License Holder Guide.



APPLYING FOR A LOCATION LICENSE

Now that you have learned everything you wanted to know about COAM by reading the laws, rules, and regulations as well as watching the COAM Information video, it is time to apply for your COAM license. This section offers guidance on how to register as a user on the COAM website and complete your online application for a new COAM license. Once you have submitted your application, you can check the status of your license online 24 hours a day 7 days a week. If you have any questions, contact our **COAM Retailer Services Helpline at 1(800)746-8546 Option 6 and 2.**

Important: Before you begin the process of registering on the COAM website and applying for a COAM license, you must ensure your location is open for business and there is available product in the business to provide as prizes to players. New license applications will be subject to an inspection by a COAM Inspector before a license is granted.

REGISTERING AS A NEW USER ON THE COAM WEBSITE

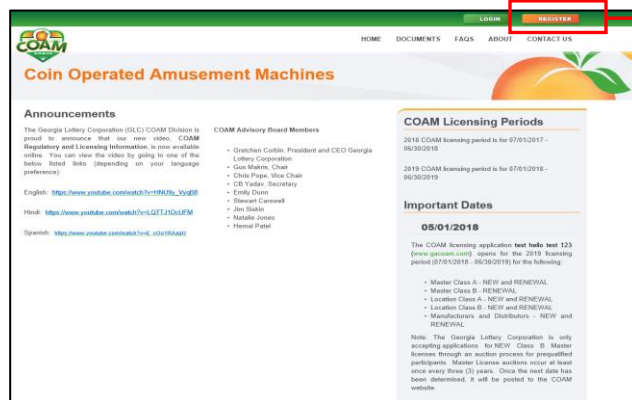
Applicants for a new Location license must register as a new user on the COAM website at www.gacoam.com. An application for a Location license must be submitted online. Paper applications for Location licenses are not offered and not accepted by mail. Once an application is submitted online, the GLC will commence a full review of your application and supporting materials. Every location owner or operator must pay an annual Location license fee for COAMs offered to the public for play. Licensees are required to submit to compliance checks each licensing year to ensure eligibility for a license. The COAM licensing year is from July 1 through June 30 the following year. A Location license is valid only at the location name and address listed on the license and the license is non-transferable. If your business changes ownership or changes business location, the new owner **MUST** apply for a new Location license.

To log into the COAM website for the first time, simply follow the first-time login instructions outlined below. The username and password created will be used to apply for new and renewal COAM applications, obtain license updates, update business contacts, and input monthly gross retail receipts.

Note: The same username and password may also be used for the Intralot website portal at www.gacoamrpt.com.

Steps for Registering as a New User on the COAM Website

Step 1 Go to the Georgia Lottery COAM website at www.gacoam.com and click the **REGISTER** button



Step 1

Step 2 Register as a user by completing all of the fields and click the **CREATE ACCOUNT** button

The screenshot shows the COAM Register page. A red box highlights the registration form, which includes fields for First Name, Last Name, Email, and User Name. Below these are five security questions, each with a dropdown menu for the question and a text input for the answer. At the bottom of the form are fields for Password and Confirm Password. A red arrow points from the text 'Step 2' to the 'CREATE ACCOUNT' button at the bottom of the form.

Step 3 The user will receive an email at the email address provided by the user during the registration process and the user must click on the area indicated “**Here**” to access the screen to input their confirmation code provided in the email

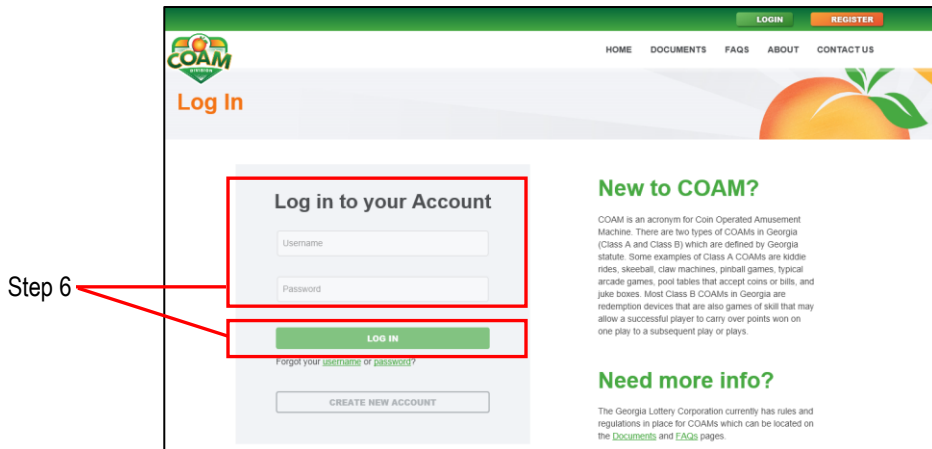
The screenshot shows an email from COAM Reporting to COAM_qa@galottery.org. The email body contains the following text: 'Hi John Smith, You have registered a new account on the Georgia Lottery COAM Licensing Portal. To complete your registration, please click [Here](#) to activate your account. Enter the following confirmation code: Fc94SfAk76. Thank you, Georgia Lottery Corporation.' A red box highlights the 'Here' link and the confirmation code 'Fc94SfAk76'. A red arrow points from the text 'Step 3' to the 'Here' link.

Step 4 Activate the account by inputting the confirmation code from your email and clicking on the **ACTIVATE** button

The screenshot shows the 'Activate Your Account' page. A red box highlights the input field for the confirmation code and the 'ACTIVATE' button. A red arrow points from the text 'Step 4' to the 'ACTIVATE' button.

Step 5 Message will be received by the user that the account has been activated

Step 6 Return to the Log In screen and input **Username** and **Password** and click the **LOG IN** button and begin the application process.



TIPS TO ENSURE A SUCCESSFUL APPLICATION FOR A LOCATION LICENSE

Listed below are some helpful tips which can assist the GLC with the timely and efficient processing of your initial or renewal Class B Location license application. The GLC recommends the following for Class B Location License applications:

- **Renew License Prior to Expiration Date** – While the GLC sends courtesy reminders via email to current license holders, it is ultimately the sole responsibility of the licensee to ensure the renewal of their license by the expiration date. COAM Location licenses may be renewed beginning May 1 (date is subject to change) through June 30 each year or be subject to a non-refundable late fee of \$1,000.00 beginning July 1 and ending after September 28. The late fee is a mandated statutory fee that cannot be waived by the GLC. A Location license that has been expired for more than ninety (90) days from June 30 may not be renewed. Applicants can avoid any last minute problems with the online submission by submitting their application as soon as the licensing period opens for renewal.
- **Registration Information** - Licensees should ensure they have all registration information available prior to logging into the online licensing application including your www.gacoam.com username and password, State Tax Identification (STI) number, Federal Employer Identification Number (FEIN), method of payment information and any identification or citizenship information required to complete your application.
- **Payment of Taxes or other State Financial Obligations** - Before applying for a COAM license verify you have no outstanding tax liabilities or obligations (i.e. missing tax returns). Contact the **Department of Revenue (DOR)** for the **State of Georgia** at **(404)417-4445** or go to www.gtc.dor.ga.gov to obtain a status on any outstanding corporation issues, tax liabilities or obligations, or update officers/owners.
- **Apply for the Correct License Type and License Class** - Licensees need to make sure they are applying for the correct type of license (Master, Location, Manufacturer or Distributor) and the correct Class of license (Class A and/or Class B).
Note: Location licensees in possession of both Class A and Class B machines in the same business location or anticipate having both Class A and Class B machines in the same business location anytime during the licensing year, must apply for a Class B type license. Also, if you are a Class A Location License Holder, and you **own** your Class A machines you **MUST** apply for both a Class A Master license and Class A Location license.
- **Updating Officers/Owners/Shareholders** - Applicants must ensure **ALL** officer/owner/shareholder information has been updated with the DOR and the Georgia Secretary of State (SOS) prior to submitting a COAM application. A "Personal Information" page must be completed for **EACH** officer/owner/shareholder when submitting a COAM application. Failure

to provide true and correct officer/owner/shareholder information on the COAM application, with the DOR, and with the SOS may delay the processing of your COAM application.

- **Providing True and Correct Information on Application** - Applicants are required to provide the GLC with true and correct information on their COAM application. This includes ensuring all address information, owner information and contact information for the owner(s) of record are accurate and all documents have been submitted. **Applicants should not provide their accountants' or bookkeepers' information as owner information or contact information.** GLC must be able to contact the applicant directly for any application inquiries, and operational or COAM connectivity issues.
- **Requests for Information** - Respond to information requests from the RCA and Legal Departments promptly. **Failure to respond to any information request may result in the denial of your COAM application.**

COMPLIANCE CHECKS FOR BECOMING A LOCATION LICENSE HOLDER

Class A Location License Compliance Check

Class A Location licensees are only required to complete an online application and submit the license payment online. No other compliance checks are conducted on the owner(s) or business entity.

Class B Location License Compliance Check

Class B Location licensees are required to submit to compliance checks each licensing year to ensure eligibility for a Location license. Once an application is submitted online, the GLC will commence a full review of your application and supporting materials. The review of your application will include, but is not limited, to the following compliance checks:

- **Criminal Background Check** – A criminal background check will be conducted for all officers/owners/shareholders to determine if any have been convicted of any criminal offense that would preclude obtaining a Location license.
- **Credit Check** – A personal credit check will be conducted for all officers/owners/shareholders to determine if there are any derogatory events which would present a risk of doing business with you. If your credit problems are concerning, COAM may request a security deposit.
- **Georgia Department of Revenue (DOR) Check** – A DOR check will be conducted to determine if there are any outstanding tax liabilities or obligations, officer/owner discrepancies, address discrepancies or missing tax returns.
- **Georgia Secretary of State (SOS) Check** – A SOS check will be conducted to determine if the entity is in good standing and all officers/owners are up to date.
- **Systematic Alien Verification for Entitlements (SAVE) Check** – An inter-governmental initiative using a web-based service to help federal, state and local benefit-issuing and licensing agencies and other governmental entities determine the immigration status of applicants for public benefits or licenses so only entitled applicants receive them. The SAVE Program will provide timely customer-focused immigration status to authorized agencies in order to assist them in maintaining the integrity of their programs.
- **Form of Identification** – GLC requires a copy of one of the following forms of current and valid identification for **ALL** owners/officers/shareholder be uploaded to the online COAM application system. Failure to submit a valid form of identification for each owner/officer/shareholder may cause a delay in the processing of your COAM application. No other forms of identification shall be accepted:
 - Driver's License
 - Georgia Identification Card
 - Identification Card issued by another state
 - U.S. Armed Forces Identification Card
 - U.S. Passport (must be signed)
 - U.S. Resident Alien Card

- **Outstanding Financial Amounts Due to GLC** – GLC will check for any outstanding amounts due for COAM fines or amounts due to the GLC for traditional lottery failed financial sweep amount(s).
- **Other Checks** – GLC will check for other current or previous COAM or lottery locations owned by the applicant(s), not in good standing, as well as follow up on affirmative questions answered by the applicants on the COAM application.

ACCEPTANCE OF A FINANCIAL SECURITY DEPOSIT (FSD)

As part of the application process, the GLC reviews the credit history of all Location license applicants using business and personal credit reports. If it has been determined the applicant does not meet the minimum credit requirements, the applicant is requested to complete an FSD packet and provide a security deposit on behalf of the GLC. The security deposit will be assigned to the GLC in order to guarantee prompt payment of all liabilities or obligations to the GLC. In order to ensure compliance with COAM laws, rules, and regulations, the RCA Department cannot accept FSDs directly from a MLH, any person or company representing a MLH on behalf of a LLH, or anyone acting on behalf of or with the approval of the licensee, compensated or otherwise. Separation of the funds of a LLH from those of a MLH not only serves to protect the license holder but also avoids the appearance of impropriety, and therefore the acceptance of funds from a MLH on behalf of a LLH is not permitted. As a reminder and pursuant to O.C.G.A. 50-27-87.1 (4), a MLH shall not provide anything of value, to a location owner or location operator, as any incentive, inducement, or any other consideration to locate COAMs in the establishment. Failure to comply with this requirement may result in fines up to \$50,000 and revocation of the license.

ELECTRONIC FUNDS TRANSFER (EFT) AUTHORIZED ACCOUNT

Once all compliance checks have cleared, the applicant is required to submit an **EFT Authorization Form for Location License Holders** to the RCA Department as one of the final steps in the application approval or EFT account update process. An EFT is a payment method used to either deposit or withdraw funds directly to or from a person's bank account. The EFT Authorization Form for Location License Holders and instructional information are available on the COAM website at www.gacoam.com. Once COAMs are connected to the CAS, each LLH is responsible for depositing the COAM net proceeds to its dedicated COAM EFT account no later than the next business day after the LLH collects the net proceeds. The EFT Form for Location License Holders is available through the www.gacoam.com website in the "Documents" section. Incomplete or inaccurate forms may cause a delay in the processing of your COAM application or the updating of your account information. Here are some helpful hints for completing the EFT enrollment for COAM:

- Ensure the EFT form being submitted indicates **Location License Holder** at the top of the form and is not for traditional lottery or a Master License Holder and that all sections are complete and true and correct information has been provided
- The Corporation or Legal Name of the business must be the same as it is on your COAM application and the Georgia SOS website
- Input the correct EFT Bank Routing Transit Number and Bank Account number
- Complete the "Signature of COAM Location Licensee" and the "Printed Name of COAM Location Licensee" fields on the EFT form. An original signature of one of the owners of record, per the COAM application, is required
- Completed EFT forms must be faxed to **(404)215-8897**
- Refer to the Instructions on the EFT form if you have any questions or contact the **COAM Retailer Contracts Administration (RCA) Helpline** at **1(800)746-8546 Option 4 and 1**

DISCLOSURE OF LOCATION LICENSE HOLDER APPLICATION INFORMATION

It is important for the GLC to protect private and confidential information belonging to applicants. Protected information may only be given over the phone if the person receiving the information has a right to receive it and the identity of the person receiving the information has been verified. Therefore, persons contacting the GLC and inquiring about an application may be asked a series of security questions to confirm their identity as an officer, owner, or shareholder. Information about a COAM application cannot

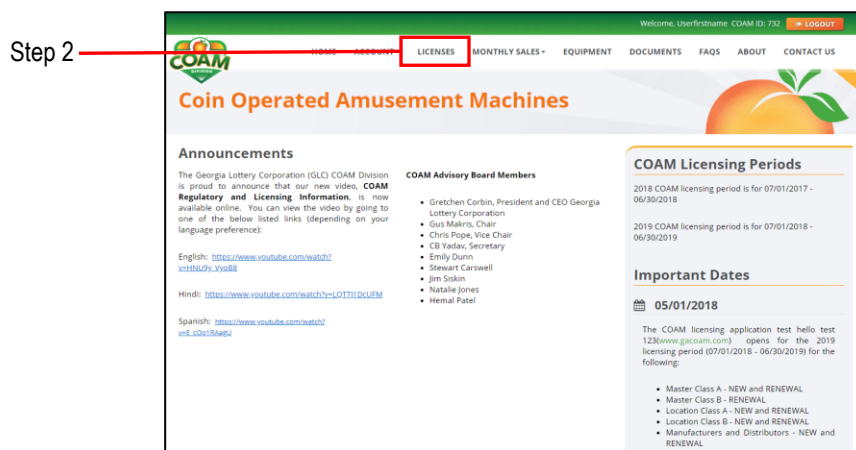
be relayed to persons not listed as an owner or a business contact on the application. Applicants should ensure all owners and contacts are listed on the COAM application and updated on the COAM website at www.gacoam.com. MLHs frequently contact the GLC to inquire about the status of a COAM Location license application, but due to the confidential information gathered during the application review process (i.e. credit and criminal history information), the GLC may not discuss this confidential information with anyone else other than those listed as LLHs owners or business contacts.

CHECKING LICENSE STATUS ON COAM WEBSITE

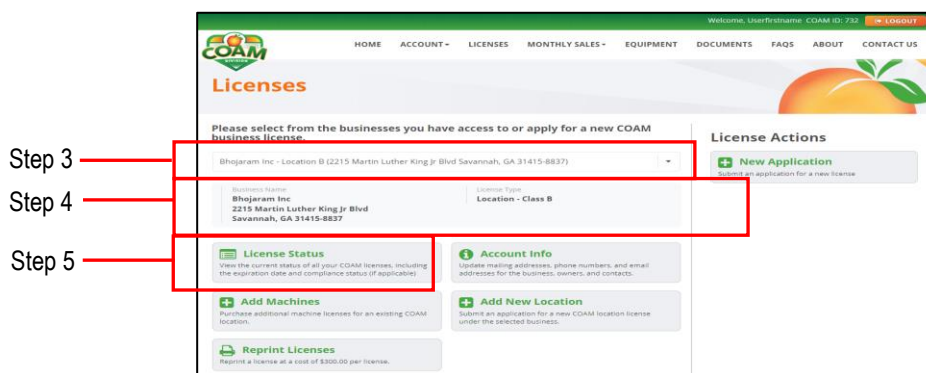
Once you have input your license information via the online COAM application and submitted payment, you may check the status of your license 24 hours a day 7 days a week by logging on the GLC/COAM website at www.gacoam.com and accessing the “License Status” page of the website. If you encounter any problems with the COAM licensing website, contact the **GLC COAM Retailer Services Helpline** at **1(800)746-8546 Option 6 and 2** or if you have any questions about the status of your COAM license contact the **COAM RCA Department** at **1(800) 746-8546 Option 4 and 1**.

Steps for Checking Current Status of COAM License Application

- Step 1** Log into your COAM account at www.gacoam.com by using your Username and Password and clicking the **LOG IN** button
- Step 2** Click on **LICENSES** in the Navigation bar at the top of the screen for the Licenses page

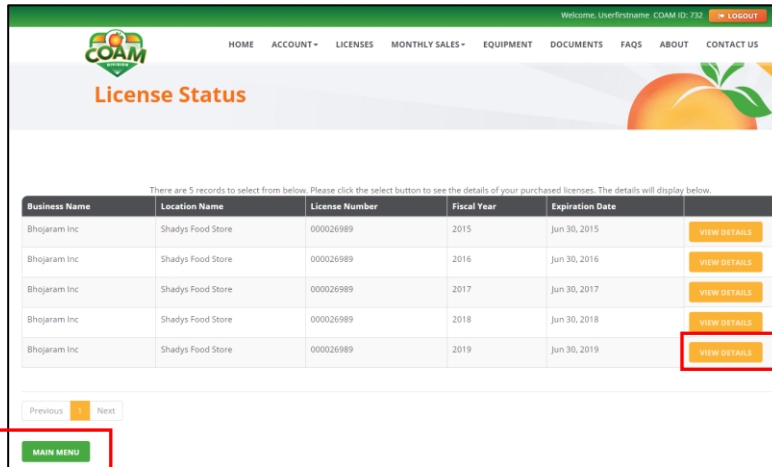


- Step 3** Select the business from the business drop down list
- Step 4** Verify the business name, address and license type in the business information section
- Step 5** Click on the **License Status** button for the License Status page



- Step 6** To view the most recent license status click on the “**VIEW DETAILS**” button on the license status grid

Step 7 To view the status of another license click on the **MAIN MENU** button and return to the Licenses screen



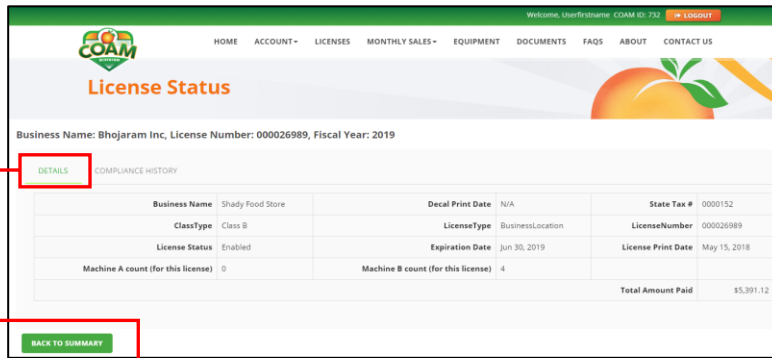
Step 7

Step 6

Step 8 User may click either the **DETAILS** to view the current status of the license or the **COMPLIANCE HISTORY** tab to view the compliance checks history and user may also view any comments posted for the license and directed to the applicant

Step 9 To view the details of another license year click on the **BACK TO SUMMARY** button and return to the License Status screen

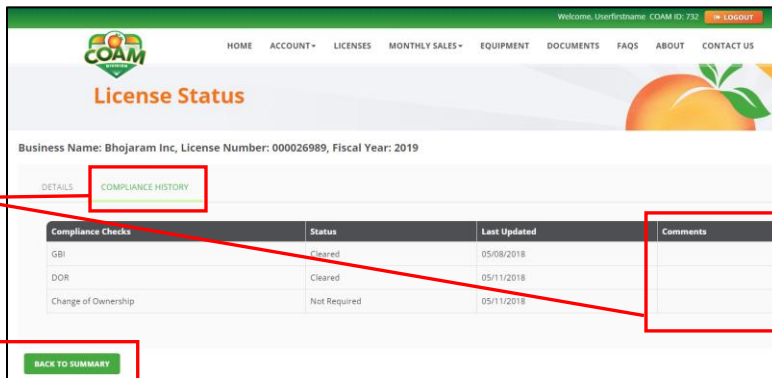
Details Tab



Step 8

Step 9

Compliance History Tab



Step 8

Step 9

PRE-INSPECTION OF NEW LOCATION LICENSE HOLDERS

Prize redemption is an important part of having Class B COAMs in a business location. Prior to the issuance of a new Class B license, a COAM Inspector may inspect the location to verify ownership and that the business is operational and there is sufficient product on-site for prize redemption. Every inspection is conducted by a professional COAM Inspector that understands the COAM laws, rules, and regulations and the need for qualified prizes for redemption. If there is not sufficient product on-site for prize redemption, the application may be denied or placed on hold until prize redemption requirements are met. A COAM Inspector will coordinate a follow-up inspection with the business owner, if necessary.

REVIEW OF APPLICATION FOR STRAW OWNERSHIP

An important aspect of GLC's review of a COAM license application is to ensure that the applicant is actually the owner and operator of the business. A common component of COAM application fraud is when someone with good credit or a clear criminal history is convinced to act as a "straw owner". Straw owners are people who consent to the use of their names and personal details by people who will apply for a Location license but do not intend to own or operate the business location. Sometimes a straw owner will be offered money for this "favor" or does not know that his or her name and information have been used on the COAM application. Even if the straw owners claim to not know about the fraudulent application, he or she can be held criminally responsible and are also responsible for any outstanding tax liabilities or obligations for COAM revenue and prize redemption. Remember, those who misrepresent information and straw owners who allow others to complete COAM applications in their name are liable for any financial shortfalls in the event of default. Failure to provide true and correct owner information on your COAM application may result in the denial of your application, criminal penalties, along with the loss of any traditional lottery license and other state issued licenses.

RECEIPT OF APPROVED LOCATION LICENSE

Once the initial license payment has cleared the third party payment vendor, all compliance checks have been completed and all required documents have been received, the COAM Division will mail the license to the mailing address listed on the application. If the license is undeliverable by the post office, it will be returned to the COAM Division at which time an attempt will be made to contact the owner(s) of record to obtain an alternate mailing address. Delivery time by the postal service varies by region and service level. When applying online, the COAM Division offers the option of picking up the Location license at the **Georgia Lottery Headquarters** located at **250 Williams Street, Suite 3000, Atlanta, GA** once the license has been approved by the GLC. The applicant will be contacted by a COAM Division employee to coordinate the pickup date and time. **DO NOT** contact the COAM Division to inquire about picking up your license. Only location owner(s) of record or a designee shall pick up the license. A designee must have a letter on company letterhead and signed by the owner(s) of record authorizing the designee to pick up the license.

FAILURE OF INITIAL LICENSE PAYMENT

If the payment for a new or renewal license application has been returned from the bank for Non-Sufficient Funds (NSF), account closed, stop-payment or any other reason, the GLC will contact the owner(s) of record and make notification the payment did not clear the bank and payment must be immediately submitted to the GLC. If payment is not received immediately, the GLC shall deny the COAM license application. Applicants shall be assessed a service charge for a NSF return for a failed license payment.

REFUND OF LICENSE PAYMENTS

If a Location license is not issued, the COAM RCA Department will refund the machine fee(s) less credit card/ACH processing fees and \$100.00 to cover administrative costs. No refund of machine fee(s) will be allowed if the owner has an existing liability for any other fees or taxes due and the refund will be applied to the existing liability due. Refund of license payments will begin after September 28th each year.

QUESTIONS ABOUT COAM LICENSING WEBSITE

If you have any questions about the COAM licensing website, you can always speak with the **GLC COAM Retailer Services Helpline** at **1(800)746-8546 Option 6 and 2**. Our COAM Retailer Services staff is available Monday through Friday (excluding major holidays), 8:00 am to 5:00 pm EST, and our automated service is available 24 hours a day, 7 days a week. You may also email us at COAMReporting@galottery.org.



LOCATION LICENSE HOLDER PROCEDURES

Now that your application has been approved, you have received your Class A or Class B license and surveyed the area where you will place the COAMs, what are the next steps to make sure you are on the road to becoming a successful COAM Location licensee? This section will explain the process of having the Class B COAMs connected at your business, how to make sure all the appropriate documents, signs and decals are properly displayed as well as many other LLH procedures to ensure you are in compliance with all the laws, rules and regulations in order to be a successful COAM Location licensee.

SELECTING A MASTER LICENSE HOLDER

Applicants are provided the opportunity to input the license number for a preferred Master License Holder (MLH) during the online COAM application process. However, an assessment will be conducted by a member of the COAM Operations Division to determine if COAMs have been placed by a MLH at any time at the business location within the immediate preceding nine (9) months. If the LLH has not selected a MLH, they may reference the internet or contact industry associations to obtain a listing of available vendors which provide amusement machines at business locations.

WRITTEN CONTRACTS

One of the roles of the COAM Inspectors is to check for the presence of the COAM contract between the MLH and the LLH and ensure the contract is in compliance with COAM laws, rules, and regulations. A Class B Location owner or operator must enter into a written agreement (or addendum) for the placement of COAMs in the business. A copy of the written agreement (or addendum) shall be on file with the LLH and available for inspection by individuals authorized by the GLC and any agreement (or addendum) entered into or renewed after May 3, 2016 shall be for at least one (1) year.

PLACEMENT OF COAMS AT BUSINESS LOCATION

The Location licensee must receive the physical paper license and post the original license in its establishment before Class A and/or Class B COAMs can lawfully be placed in the business by a MLH. The MLH shall not place Class B COAMs in a location any earlier than two (2) business days prior to the scheduled date of connectivity (see examples listed below). Placement of COAMs in an unlicensed location may result in large fines up to \$50,000.00, denial of license application, suspension and/or revocation of the license, and criminal penalties may also apply.

Note: The term "placement" is considered to be the delivery of COAMs to the location but does not include connection to the CAS.

Example 1: If a NEW location received their COAM license for the upcoming licensing year on June 15th, machines cannot be placed any earlier than two (2) business days prior to July 1.

Example 2: If a location RENEWED for an increased quantity of COAMs from the prior licensing year and has received their COAM license for the upcoming year on June 15th, the additional COAM(s) cannot be placed any earlier than two (2) business days prior to July 1.

CENTRAL ACCOUNTING SYSTEM (CAS) CONNECTION

The CAS is a communications network that is connected to every Class B COAM in Georgia. The system monitors and reads activity from the COAMs as well as allows for remote enabling and disabling of COAMs when warranted. Class A COAMs are not

required to be connected to the CAS. The following steps shall be taken to ensure the timely and efficient installation and connection of Class B COAMs once a COAM license application has been approved:

Steps for Installing and Connecting Class B COAMs at Business Location

Step 1 After confirming the LLH has received their paper Location license, the MLH shall access the Intralot portal and verify your license number is assigned to their account and verify the Location license is prominently displayed in the business location.

Step 2 MLH shall contact Intralot at GACOAMappointment@intralot.us to schedule a COAM installation and connectivity appointment.

Important: Connection of Class B COAMs to the CAS may take up to ten (10) business days from the time the necessary installation files have been transmitted to Intralot which, typically, may take up to three (3) business days after the license is approved.

Step 3 No earlier than two (2) business days prior to the scheduled date of connectivity, the MLH may setup the COAMs (and any other peripheral equipment, i.e. internal card systems) as well as provide the LLH with a completed contract or contract addendum.

Step 4 On the scheduled date of connectivity, the MLH and an Intralot Technician will meet at the business location and connect the Class B COAMs to the CAS. The MLH shall provide instructions to the licensee on how to operate the COAMs and how to remove money from the COAMs. The Intralot Technician shall provide instructions to the licensee on how to log into the Intralot portal at www.gacoamrpt.com and obtain the weekly invoice report and various other reports provided by Intralot. **Class B COAMs shall not be available for play until this step has been completed.**

Important: Class B COAMs which are unable to be successfully connected to the CAS on the day of connectivity may not remain at the business location and must be removed by the MLH.

In order to ensure accurate reporting of financial data to the CAS, it is imperative the LLH ensures all equipment remains connected and powered up at all times. MLHs receive notifications daily of those Class B COAMs not connected to the CAS. The GLC maintains a record of those LLHs that are repeat offenders for failing to ensure the continuous connectivity and operation of Class B COAMs. Any attempt by a Location licensee to evade the requirement to connect Class B COAMs to the CAS shall be subject to disciplinary action, including fines up to \$50,000, suspension and/or revocation of the license, and criminal penalties per GLC RU 13.1.14 (9) and applicable Georgia statutes. LLHs are not permitted to place signage of any type on or near a Class B COAM indicating the machine is out of order or is not available for play.

SIGNAGE PROMOTING COAMs

Can you advertise COAMs for play? The answer is “yes”, but with guidelines. Signs provide continuous advertising for COAMs and will work for your business 24 hours a day 7 days a week. All COAM signage must comply with the following conditions:

- Signs will not obscure or otherwise alter the effectiveness of any adjacent traffic control device.
- Words or terms such as "Vegas Style", "casino", or "slot machines" are not appropriate and should not be used in connection with Class B COAMs. The words "Las Vegas", "slots" or "casino" connote gambling and suggest use of unlawful gambling devices. COAMs are intended for amusement purposes and redemption for non-cash business merchandise or lottery tickets at the location where the game is played.
- Any use of such inappropriate terminology to describe COAMs along with any suggestion that such is approved by the GLC or State of Georgia shall be deemed inappropriate.
- Shall not use the Georgia Lottery name or any other protected names or marks without permission.
- Additionally, any terminology or images used in any advertisement of COAMs within a location should be consistent with applicable law and rules (for example no images of cards or cash).

Note: In the 2020 licensing year, the COAM Division will begin distributing promotional signage to the MLHs which may be displayed on the COAMs or throughout the business location. The promotional signage will highlight the fact that a portion of the

proceeds from COAMs help fund Georgia's HOPE scholarship and Pre-kindergarten programs. It is critical for all licensees to understand the importance of following all COAM laws and rules so that our partnership, as it relates to the mission of supporting educational programs, continues to succeed.

DISPLAY OF COAM LICENSES AND OTHER SIGNAGE

O.C.G.A. 50-27-21 requires that the original Location license and other signage be prominently displayed at the address for which the license was issued. Listed below are the required items to be displayed, as well as items available upon request by a COAM Compliance Inspector, at a business location where COAMs are available for commercial use and for play by the public.

Items Required to be Prominently Displayed for Inspection at a Class B Business Location

Provided by Location License Holder

Original Location license for current licensing year with gold seal

THIS CERTIFICATE MUST BE PUBLICLY DISPLAYED AS PROVIDED BY LAW
State of Georgia

Georgia Lottery Corporation
Coin Operated Amusement Machine Division
CERTIFICATE OF REGISTRATION
FOR
COIN OPERATED AMUSEMENT MACHINES

L

2020

STATE TAXPAYER ID 21234567891	EFFECTIVE DATE 07/01/2019	LOCATION LICENSE NUMBER 000061958	EXPIRES 06/30/2020	FEE PAID \$625.00
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NUMBER OF MACHINES REGISTERED: CLASS A - 0 CLASS B - 5 LOCATION ADDRESS: QUICK STOP, 123 MAIN STREET, ATLANTA, GEORGIA 30303 IMPORTANT: This certificate is NON TRANSFERABLE

THE STORE LLC
QUICK STOP
123 MAIN STREET
ATLANTA, GEORGIA 30303

GLC CEO SIGNATURE

GLC CEO PRINTED NAME

President and CEO, Georgia Lottery Corporation

IT IS THE SOLE RESPONSIBILITY OF THE LICENSEE TO ENSURE THE RENEWAL OF THEIR LICENSE
EACH OWNER MUST DISPLAY THE ORIGINAL OF THIS REGISTRATION WHERE MACHINES ARE AVAILABLE FOR PLAY
Table Date: 1/8/2019

Provided by Master License Holder

Fraud and Abuse sign (one per location)

TO REPORT

FRAUD, ABUSE OR
CASH PAYOUTS

related to the operation of coin
operated amusement machines.
please call our Confidential
TIPLINE (855) 515-0004

Play Responsibly decal (one per machine)

PLAY
RESPONSIBLY

If someone you know has a gambling
problem, help is available by calling a
toll-free referral service at:
1-866-922-7369

Copy of Master license for current licensing year

THIS CERTIFICATE MUST BE PUBLICLY DISPLAYED AS PROVIDED BY LAW
State of Georgia

Georgia Lottery Corporation
Coin Operated Amusement Machine Division
CERTIFICATE OF REGISTRATION
FOR
COIN OPERATED AMUSEMENT MACHINES

B

2020

STATE TAXPAYER ID 26789123456	EFFECTIVE DATE 07/01/2019	MASTER LICENSE NUMBER 000015010	EXPIRES 06/30/2020	FEE PAID \$5,000.00
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NUMBER OF DECALS REGISTERED: 44 IMPORTANT: This certificate is NON TRANSFERABLE

TOP AMUSEMENT LLC
USA GAMES
879 PARK DRIVE
ATLANTA, GEORGIA 30303

GLC CEO SIGNATURE

GLC CEO PRINTED NAME

President and CEO, Georgia Lottery Corporation

IT IS THE SOLE RESPONSIBILITY OF THE LICENSEE TO ENSURE THE RENEWAL OF THEIR LICENSE
EACH OWNER OF MACHINES MUST DISPLAY A COPY OF THIS REGISTRATION WHERE MACHINES ARE AVAILABLE FOR PLAY
Table Date: 8/2/2019

Class B decal (one per machine)

GLC CEO Printed Name
**President and CEO
Georgia Lottery Corporation**

Master License No. 000015010

CLASS B

Coin Operated Amusement Machine

Decal No. 0000001

Georgia Law prohibits the payment or receipt of any
money for replays or machine dice awarded for playing
this machine. O.C.G.A. 16-12-36, and Title 60, Chapter
27, Article 3.
Expires: June 30, 2020

Other Items Available Upon Request for Inspection at a Class B Business Location

Provided by Location License Holder

- Contract and/or contract addendum between LLH and MLH (only for Class B LLHs)
- Supporting documentation for prize redemption (only for Class B LLHs) or any other financial documents for business location

Displaying a copy of the Location license is not sufficient; the original license must be displayed. Each COAM Location license is issued for a specific business address. Any relocation of a business by the owner requires a new license. COAM licenses are not transferable from one location owner to another. A location may obtain a duplicate license from the COAM website at www.gacoam.com and pay a reprint fee of \$100.00.

Items Required to be Prominently Displayed for Inspection at a Class A Business Location

Provided by Location License Holder

Original Location license for current licensing year with gold seal

THIS CERTIFICATE MUST BE PUBLICLY DISPLAYED AS PROVIDED BY LAW				
State of Georgia				
Georgia Lottery Corporation Coin Operated Amusement Machine Division CERTIFICATE OF REGISTRATION FOR COIN OPERATED AMUSEMENT MACHINES				
STATE TAXPAYER ID 23456789123	EFFECTIVE DATE 07/01/2019	LOCATION LICENSE NUMBER 000061989	EXPIRES 06/30/2020	FEE PAID \$100.00
NUMBER OF MACHINES REGISTERED CLASS A - 4 CLASS B - 0	LOCATION ADDRESS FAST FOOD 456 BROAD STREET ATLANTA, GEORGIA 30303		IMPORTANT This certificate is NON TRANSFERABLE	
SMITH STORES LLC FAST FOOD 456 BROAD STREET ATLANTA, GEORGIA 30303		GLC CEO SIGNATURE GLC CEO PRINTED NAME <small>President and CEO, Georgia Lottery Corporation</small>		
<small>IT IS THE SOLE RESPONSIBILITY OF THE LICENSEE TO ENSURE THE RENEWAL OF THEIR LICENSE EACH OWNER MUST DISPLAY THE ORIGINAL OF THIS REGISTRATION WHERE MACHINES ARE AVAILABLE FOR PLAY Enable Date: 3/14/2019</small>				

Provided by Master License Holder

Copy of Master license for current licensing year

THIS CERTIFICATE MUST BE PUBLICLY DISPLAYED AS PROVIDED BY LAW				
State of Georgia				
Georgia Lottery Corporation Coin Operated Amusement Machine Division CERTIFICATE OF REGISTRATION FOR COIN OPERATED AMUSEMENT MACHINES				
STATE TAXPAYER ID 25678912345	EFFECTIVE DATE 07/01/2019	MASTER LICENSE NUMBER 000005075	EXPIRES 06/30/2020	FEE PAID \$2,000.00
NUMBER OF DECALS REGISTERED 40	ABC GAMES LLC JONES AMUSEMENTS 456 TUCKER ROAD ATLANTA, GEORGIA 30303		IMPORTANT This certificate is NON TRANSFERABLE	
		GLC CEO SIGNATURE GLC CEO PRINTED NAME <small>President and CEO, Georgia Lottery Corporation</small>		
<small>IT IS THE SOLE RESPONSIBILITY OF THE LICENSEE TO ENSURE THE RENEWAL OF THEIR LICENSE EACH OWNER OF MACHINES MUST DISPLAY A COPY OF THIS REGISTRATION WHERE MACHINES ARE AVAILABLE FOR PLAY Enable Date: 8/4/2018</small>				

Class A decal (one per machine)

GLC CEO Printed Name President and CEO Georgia Lottery Corporation	
Master License No.	000005075
CLASS A Coin Operated Amusement Machine	
Decal No.	0000002
<small>Georgia Law prohibits the payment or receipt of any money for replays or merchandise awarded for playing this machine. O.C.G.A 16-12-35 and Title 50, Chapter 27, Article 3</small>	
Expires: June 30, 2020	

INVOICE PERIOD

The weekly invoice period runs from 5:00 a.m. Sunday through 4:59 a.m. EST the following Sunday. A weekly statement will typically be available on the Intralot website portal after 8:00 a.m. EST each Monday. The Location licensee may access the **Location Period Accounting Report** on the Intralot website portal at <https://www.gacoamrpt.com> and obtain the amount which shall be deposited to its dedicated COAM EFT account for the designated accounting week. Credits resulting from a location's redemption amount exceeding the amount of money played will roll over to subsequent weeks until the credit has been completely depleted. Holidays from one week may affect the availability of reports the following week.

DEPOSIT OF COAM FUNDS

Each Location licensee is responsible for depositing the net receipts to its dedicated COAM EFT account. The COAM law requires that the Location license place all the COAM proceeds in a bank account (dedicated only for COAM proceeds) separate from its traditional lottery account no later than the next business day after the Location licensee collects the proceeds. At such time of deposit, the proceeds become the property of the GLC. Once a week (Wednesday), the GLC will electronically sweep the designated percentage of the COAM net proceeds due from the previous week's accounting period from each Location licensee's designated COAM bank account. After each weekly sweep, the GLC will retain its designated percentage of the proceeds, and then electronically transfer the designated percentage of the COAM net proceeds to the MLH for each location. After GLC's sweep, the Location licensee may withdraw its share of the proceeds and only its share.

FINANCIAL SWEEP DATE

Once COAMs are connected to the CAS, electronic withdrawals of funds from each LLHs bank account will commence on Wednesday following the connection date and continue on a weekly basis. If a bank holiday falls on Monday, Tuesday or Wednesday, the sweep for that week may occur on the next business day. The entire amount you owe must be available for the sweep (See **Step 11** in the "**ACCESSING WEEKLY INVOICE REPORTS**" section below for obtaining the Location sweep amount). The EFT system will not accept partial payment. A list of sweep dates are available in the "Documents" section of the COAM website at www.gacoam.com.

INTRALOT PORTAL USER GUIDE

LLHs may familiarize themselves with the accounting reports and monitoring reports, provided by Intralot, by accessing the **Location Portal User Guide** and the **Location Portal Quick Start Guide** which are available in the Documents/COAM Communications section of the COAM website at www.gacoam.com. The Location Portal User Guide can take you from raw beginner to full-fledged expert if read page by page. However, you are more likely to read each section as needed, obtaining the necessary information and using it as a reference. All chapters contain clearly written steps for the tasks you need to perform. The guides provide detailed instructions for operating the Intralot COAM Reporting Portal and accessing available reports which include the following:

- **Accounting Reports** – provides financial information based on meter data from Class B COAMs which includes Total Money In, Total Redemption, etc.
- **Monitoring Reports** – provides information on COAM meters, events, revenue, etc.

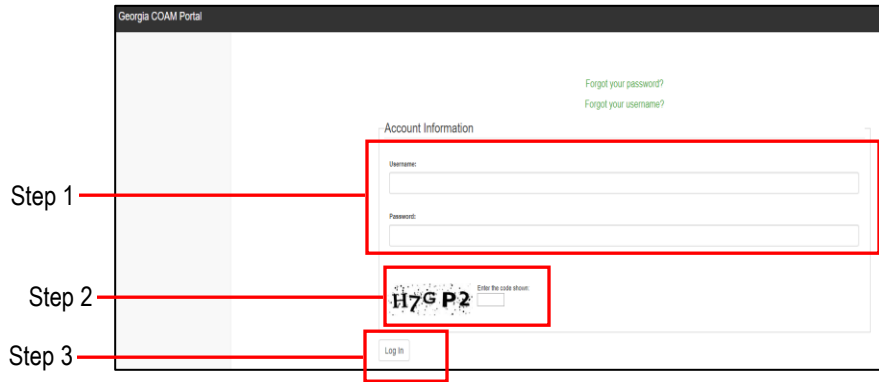
For support, click on the **Contact** link listed with the applications on the left hand side of the Home screen. This will provide the **24 hour Intralot Hotline** number for any questions or concerns about reports and the portal web application in its entirety. For login questions the user must contact the **GLC COAM Retailer Services Helpline** at **1(800)746-8546 Option 6 and 2**.

ACCESSING WEEKLY INVOICE REPORTS

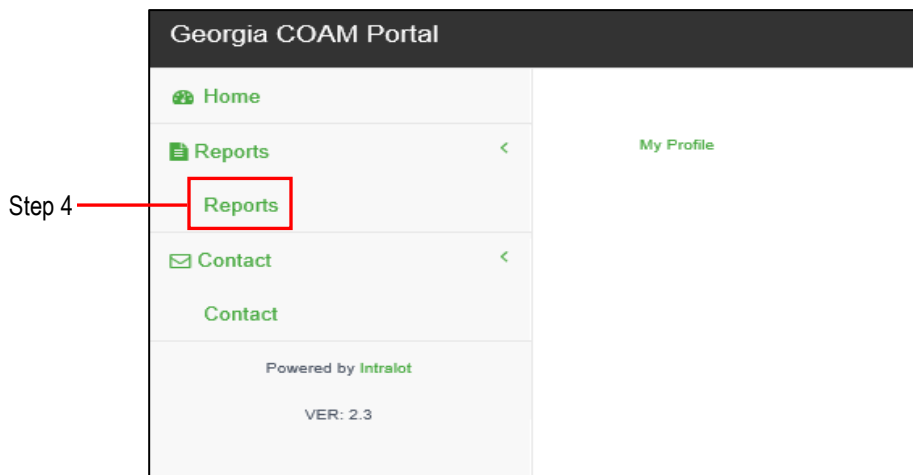
LLHs may access the **Location Period Accounting Report** (weekly invoice report) on the Intralot website portal at <https://www.gacoamrpt.com> and obtain the amount (GLC Total Receivable Amount) which shall be deposited to its dedicated COAM EFT account for the designated accounting week. The **Location Period Accounting Report** displays COAM financial information for a specific location for single or multiple accounting periods. Typically, the **Location Period Accounting Report** is updated for the prior week every Monday morning unless there is an observed holiday.

Access the Location Period Accounting Report (Weekly Invoice Report)

- Step 1** Log into the Intralot website portal at <https://www.gacoamrpt.com> using the same **Username** and **Password** you use for the COAM website (www.gacoam.com)
- Step 2** Enter the code displayed on the screen into the input box
- Step 3** Click the **LOG IN** button

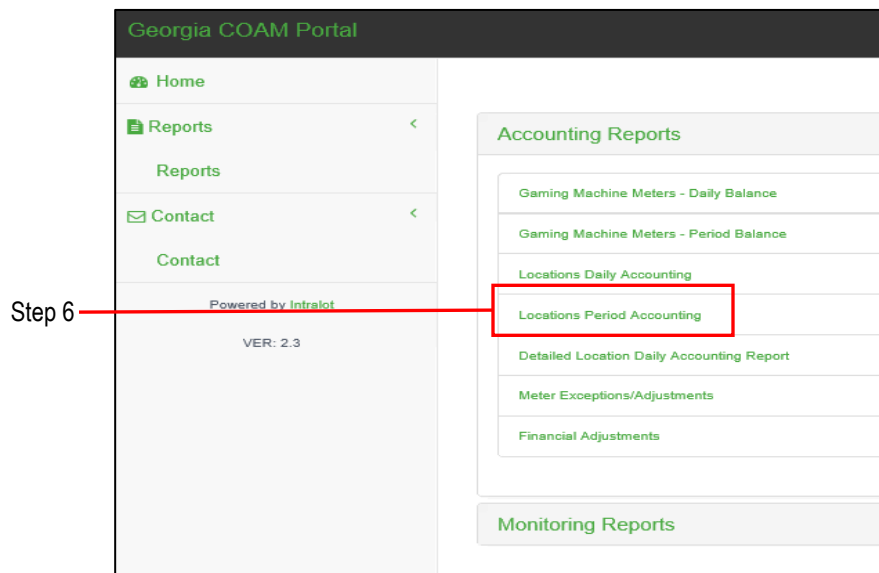


Step 4 To access the **Location Period Accounting Report** (Weekly Invoice Report), click on the **Reports** application hyperlink on the Portal main screen (left side)

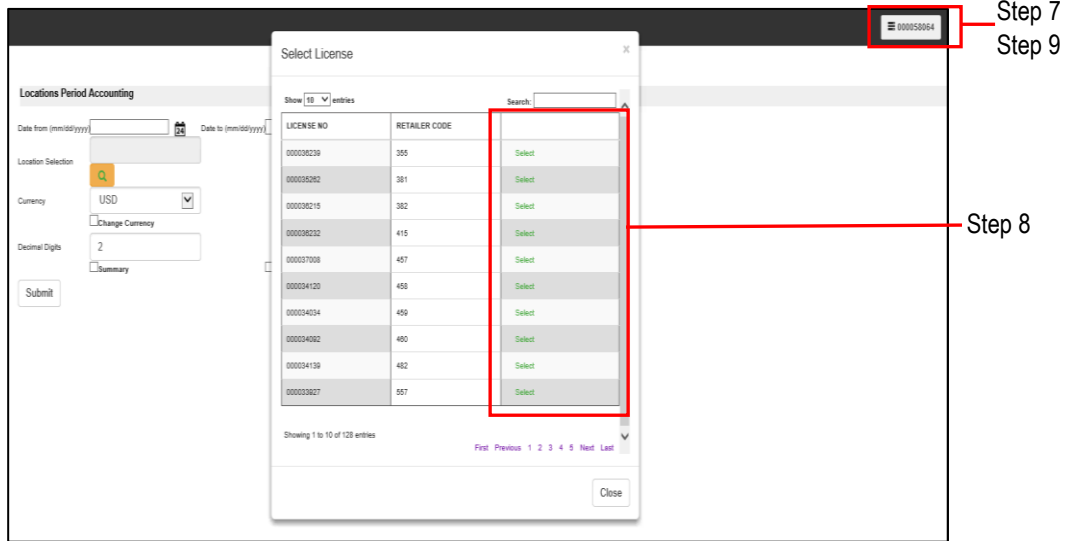


Step 5 The **Accounting Reports** list will appear and provides you with access to the available accounting reports

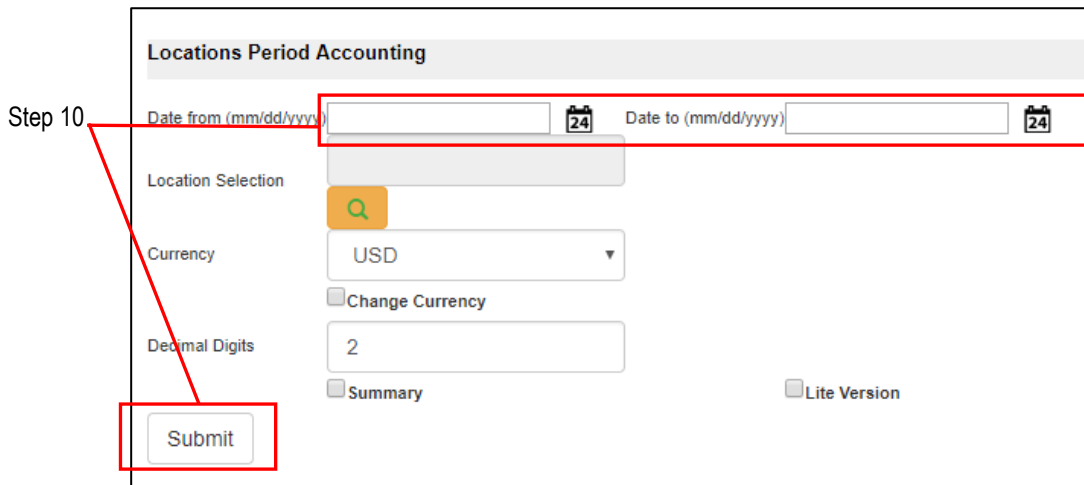
Step 6 Click on **Location Period Accounting** in the **Accounting Reports** list





- Step 7** If a user is allowed access to view report for more than one license, the user can change the current license in the portal by selecting the **Select License** button which contains the license number
- Step 8** After clicking the **Select License** button, the user is presented with a grid which displays the licenses available to the user. The user can change to a different license by clicking on the green Select link on the applicable row. The user can also search the available licenses in the grid by entering a license number in the Search box
- Step 9** After selecting a license from the grid, the license number displayed in the **Select License** button changes to the selected license number and the user will click on the **Reports** application hyperlink on the Portal main screen (left side) and click on **Location Period Accounting** in the **Accounting Reports** list




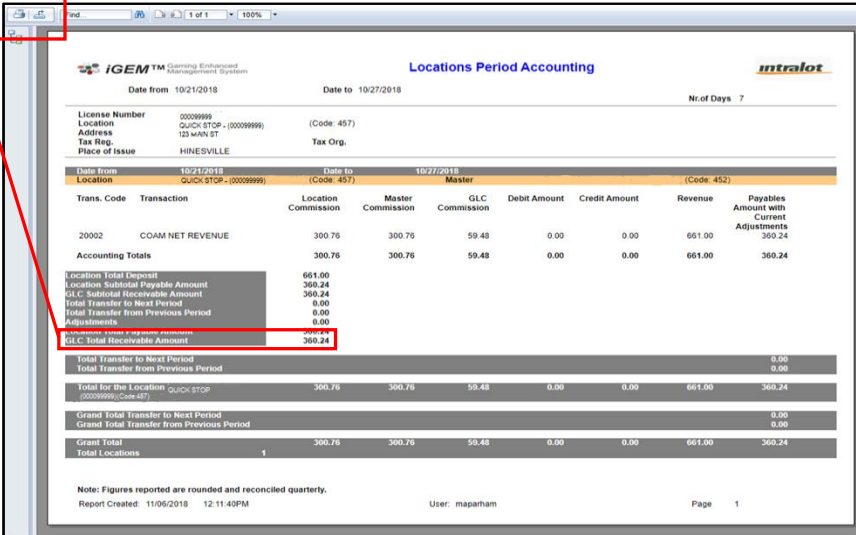
- Step 10** Select the **Date from (mm/dd/yyyy)** and **Date to (mm/dd/yyyy)** by clicking on the calendar icons and choosing the weekly accounting dates (the full accounting week runs from 5:00 a.m. Sunday through 4:59 a.m. the following Sunday, EST) and clicking on the **Submit** button



Step 11 The amount indicated in the “**GLC Total Receivable Amount**” section of the **Location Period Accounting Report** shall be the financial amount swept by the GLC from the designated EFT account. User may click on the export icon

 to export the document or the print icon  to print the report

Step 11 



The screenshot displays the 'Locations Period Accounting' report for license number 0009999. The report includes a table with the following data:

Trans. Code	Transaction	Location	Commission	GLC	Debit Amount	Credit Amount	Revenue	Payables Amount with Current Adjustments
2002	COAM NET REVENUE	300.76	300.76	59.48	0.00	0.00	661.00	360.24
Accounting Totals								
		300.76	300.76	59.48	0.00	0.00	661.00	360.24
Location Total Deposit							661.00	
Location Subtotal Payable Amount							360.24	
GLC Subtotal Receivable Amount							360.24	
Total Transfer to Next Period							0.00	
Total Transfer from Previous Period							0.00	
Adjustments							0.00	
GLC Total Receivable Amount							360.24	
Total Transfer to Next Period							0.00	
Total Transfer from Previous Period							0.00	
Total for the Location		300.76	300.76	59.48	0.00	0.00	661.00	360.24
Grand Total Transfer to Next Period							0.00	
Grand Total Transfer from Previous Period							0.00	
Grand Total		300.76	300.76	59.48	0.00	0.00	661.00	360.24
Total Locations		1						

Note: Figures reported are rounded and reconciled quarterly.
Report Created: 11/09/2018 12:11:40PM User: maparham Page 1

Note: Report is not real-time. Report is populated when the weekly accounting period procedures are completed by Intralot Operations. Weekly accounting period procedures are completed on Sunday, and weekly reports are typically populated on Monday morning. Licensees that have difficulty accessing the Intralot website or do not have access to the internet to obtain their weekly invoice statements, may contact the **COAM Retailer Services Helpline at 1(800)746-8546 Option 6 and 2** for assistance. Holidays observed for one week may affect the availability of reports for Monday of the following week.

INVOICE INQUIRIES

A Location licensee may contact their MLH if they have any questions regarding their weekly invoice statements. The MLH will require specific details from your invoice (i.e. invoice period, license number), to help them with identifying your account. Taking a few minutes to ensure you have this information available will help the MLH respond back more quickly and accurately without need for further clarification. If your query cannot be resolved immediately, the MLH may have to contact Intralot for follow up and will respond back to you as quickly as possible, although some complex issues may take a little longer to resolve.

FAILED COAM FINANCIAL SWEEPS

The most basic and important aspect of COAM account management is ensuring there is enough money in your account to cover your sweep transactions. Ultimately, keeping your account in good standing is your responsibility. A failed financial sweep or "bank return" occurs if the total amount due is not available when the EFT system sweeps your COAM account. In the event of a bank return, any COAM equipment linked to your license number and any lottery equipment linked to your retailer number may be disabled and you will be subject to a NSF fee for each failed draft. Acceptable commercial deposits for an ACH return may be made by cash, wire transfer, or cashier's check.

Penalties for failed ACH drafts are assessed on a rolling 180 days period and the number of NSF's calculated begins from the date of the first return going forward and, in the case of multiple returns, the 180 days is calculated from the date of the last return. In the events of multiple ACH returns within a 180 day rolling period, the LLH shall be considered for disciplinary action ranging from suspension to termination of COAM operations. Licensees shall be assessed a service charge for each NSF return for a failed COAM financial sweep. Any time your COAMs are disabled, call our **COAM Retailer Services Helpline** for assistance at **1(800)746-8546 Option 6 and 2**.

UPDATING EFT ACCOUNT INFORMATION

In the event there is a change to your EFT banking account information, routing number, account number change, you will need to submit an updated **EFT Authorization Form** in order to stay on schedule with financial sweeps for your COAM designated account. The EFT Authorization Form and instructional information are available on the COAM website at www.gacoam.com. Indicate on the EFT Authorization Form that it is an update to an existing COAM EFT account by checking the box of such update in the "Licensee Information" section of the form. Changes to EFT accounts must be submitted on an EFT Form for Location License Holders by an owner of record. Allow two (2) full weekly accounting periods for your account to reflect an EFT change. Completed EFT Authorization Forms must be faxed to **(404)215-8897**. To prevent the possibility of incurring a NSF, please contact our **COAM Retailer Accounting Department** at **(404)215-5000 ext. 8700 Option 2** to establish payment arrangements.

REPORTING OF GROSS RETAIL RECEIPTS AND ACCESSING MONTHLY SALES SUMMARY

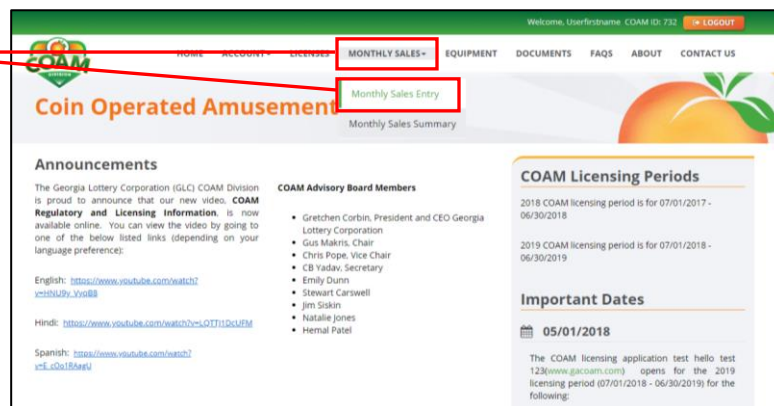
Class B Location owners/operators are required to report Gross Retail Receipts for each business location on a monthly basis. Each such monthly report shall be submitted in electronic format via the www.gacoam.com website as required by the GLC and shall be due by the 20th of the following month. For example, the report for the month of September shall be due by October 20th with subsequent reports due on the 20th of each month thereafter for the previous month. Gross Retail Receipts means the total revenue derived by a business at any one business location from the sale of goods and services and the commission earned at any one business location on the sale of goods and services but shall not include revenue from the sale of goods or services for which the business will receive only a commission. Revenue from the sale of goods and services at wholesale shall not be included. **If a Class B business does not have any retail sales for the month, the owner/operator must access the website and input a \$1.00 for their Gross Retail Receipts.** Failure to report and report accurately may lead to disciplinary action and often results in significant fines to the licensee. Do not rely solely on a third party (i.e. accountant, bookkeeper, etc.) to submit Gross Retail Receipts for each location. Failure of a third party to submit Gross Retail Receipts shall not be an acceptable defense in the case of a citation issued to the licensee. Refer to Section titled "**50% RULE FOR CLASS B LOCATION LICENSE HOLDERS**" for information pertaining to the "50% Rule".

Input of Gross Retail Receipts into COAM Website

Step 1 Log into your COAM account using your Username and Password and clicking the **LOG IN** button

Step 2 Click on **MONTHLY SALES** in the Navigation bar at the top of the screen and select **Monthly Sales Entry** from the drop down list

Step 2



Step 3 Select a business from the drop down list

Step 4 Select a location of the business from the drop down list and confirm the legal name and address of the location

Step 5 Select a COAM Period from the drop down list

Step 6 Enter Gross Retail Receipts for the location. Dollar sign is not required

Step 7 Read the terms and conditions for entry of the Monthly Sales data and check the box indicating "I agree to the above terms and conditions"

Step 8 Click on the **CONFIRM AND SUBMIT** button

The screenshot shows the 'Monthly Sales Entry' form with the following steps highlighted:

- Step 3:** Select a business (dropdown menu)
- Step 4:** Select a location (dropdown menu)
- Step 5:** Select a COAM Period (dropdown menu)
- Step 6:** Enter Gross Retail Receipts for the location (text input field)
- Step 7:** Terms and conditions section with a checkbox for agreement.
- Step 8:** CONFIRM AND SUBMIT button.

Step 9 Once the **CONFIRM AND SUBMIT** button is clicked, user will receive a confirmation screen indicating “Monthly Sales Entry successfully submitted”

The screenshot shows the 'Monthly Sales Summary' confirmation screen. A green box highlights the message: "Monthly Sales Entry successfully submitted". Below the message is a "RETURN TO MONTHLY SALES ENTRY" button.

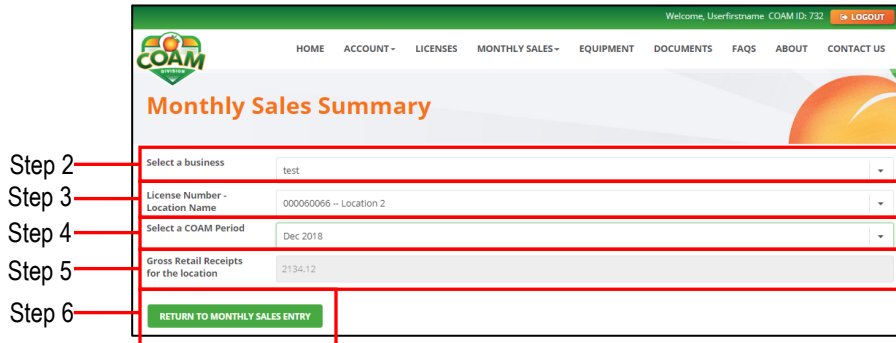
Access Monthly Sales Summary

Step 1 Click on **MONTHLY SALES** in the Navigation bar at the top of the screen and select **Monthly Sales Summary** from the drop down list

The screenshot shows the COAM website navigation bar. A red box highlights the "MONTHLY SALES" dropdown menu, which is open to show "Monthly Sales Entry" and "Monthly Sales Summary". A red arrow points from the text "Step 1" to the "MONTHLY SALES" dropdown.

- Step 2** Select a business from the drop down list
- Step 3** Select License Number - Location Name from the drop down list

- Step 4** Select a COAM Period to view from the drop down list
- Step 5** Gross Retail Receipts for the location entered for the month selected will appear
- Step 6** Click on the **RETURN TO MONTHLY SALES ENTRY** button to return to the Monthly Sales Entry Form

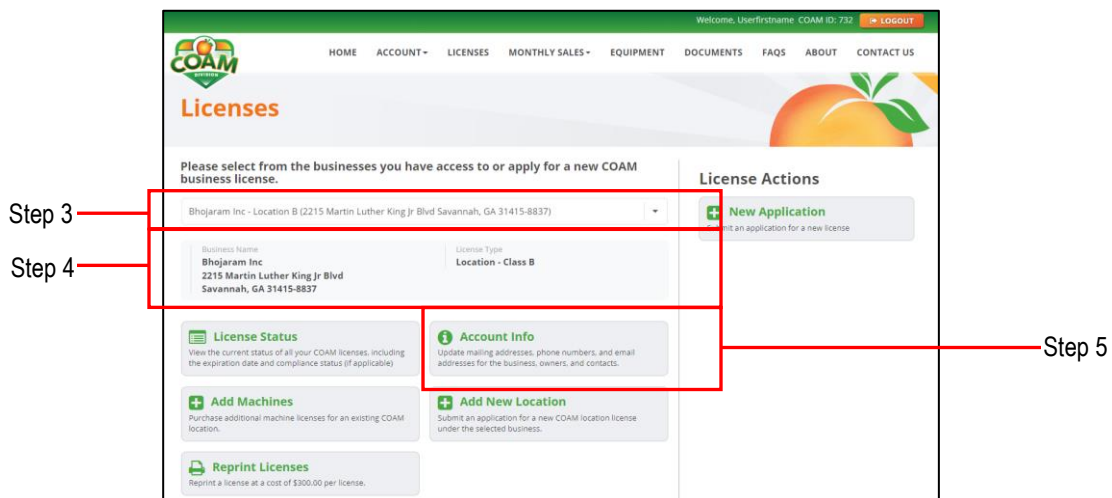


UPDATING INFORMATION FOR BUSINESS CONTACTS ON COAM WEBSITE (www.gacoam.com)

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. The GLC/COAM Division will only be permitted to discuss COAM business with those persons listed as contacts.

Update Business Contact Info for COAM License

- Step 1** Log into your COAM account at www.gacoam.com by using your Username and Password and clicking the **LOG IN** button
- Step 2** Click on **LICENSES** in the Navigation bar at the top of the screen for the Licenses 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

Title	First Name	Last Name	Email	Primary Phone	
Manager	John	Smith	jsmith@anyemail.com	4045551212	EDIT

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

First Name *	John	Middle Name	
Last Name *	Smith	Job Title *	Manager
Email *	jsmith@anyemail.com	Primary Phone *	(404)555-1212
Alternate Phone	() -	Fax Number	() -

MAINTENANCE OF INTRALOT DESIGNATED EQUIPMENT

The best way to make sure COAMs are always operating at optimal performance levels is to ensure COAM equipment is always clean and well maintained. The best way to achieve that level of performance is to not allow COAM players to place drinks or other fluids on or near COAMs or Intralot designated equipment such as modems, cradle points, or site controllers. Contact your MLH to visit your business location and conduct a thorough inspection and assessment of your equipment at regular intervals. In the case of damaged, lost or stolen equipment that is the property of Intralot, if it is determined that the damage was the result of neglect or abuse, the LLH may be responsible for the full replacement cost of the item that cannot be repaired. Upon receiving any notification of damage, loss or theft, Intralot will prepare an invoice and submit it to the LLH for the full replacement cost of the item(s) as well as any associated trip fees. The LLH will be responsible for the full payment of the invoice within thirty (30) days of the date of invoice. If payment is not received within thirty (30) days, your COAMs may be disabled until the invoice is paid in full. If you have any questions about invoices for fees associated with damaged, lost, or stolen equipment, please contact the **Intralot Hotline at 1(877)261-6242**.

ACCESS TO MACHINES BY AUTHORIZED PERSONNEL

COAM Inspectors and Intralot Technicians may enter the licensed place of business of any person engaged in the ownership and/or operation of COAMs at any time for the purpose of conducting a COAM inspection or the repair of any Intralot equipment. It is mandated by the GLC/COAM Division that Intralot Technicians wear shirts displaying the Intralot company logo and display Intralot identification when conducting business at a location. COAM Inspectors shall also have shirts displaying the GLC/COAM logo and identification displaying the GLC logos. Under no circumstances, shall any Intralot Technician or COAM Inspector be requesting permission to areas that have direct access to any area containing cash. LLHs reserve the right to refuse access to Intralot Technicians or COAM Inspectors at the business location without the proper attire or identification. If necessary, verification of GLC COAM Inspectors and Lottery Sales Representatives may be verified by contacting the **GLC Security Department** at **(404)215-5100** seven (7) days a week from 5:00 am to midnight and verification of Intralot employees may be verified by contacting the **Intralot Hotline** at **1(877)261-6242** 24 hours a day 7 days a week.

MAINTENANCE OF COAMs

To prevent COAMs from breaking down, MLH Technicians should clean them regularly and conduct maintenance checkups every time they service the machines. If a LLH notices an issue with a COAM, it is their responsibility to inform the MLH immediately. If COAMs at your business location should become inoperable or should need repair, contact your designated MLH. If the COAMs are not being repaired in a timely manner, contact the **COAM Division** of the **Georgia Lottery** at **(404)215-5000**.

ACCESS TO ACCOUNTING COMPONENTS OF COAMs

To prevent fraud, Location licensees are not permitted access to the secured logic box, which houses critical accounting components, inside Class B COAMs. Location licensees are only permitted to access the area of the machine that houses the receptacle for the money inserted into the machine.

CHANGES OF OWNERSHIP AND CHANGES IN APPLICATION INFORMATION

You must notify the COAM RCA Department in writing (includes email), with an authorized signature, of any change in the information on your original or most recent renewal application, such as a change in officers or a change in your mailing address. Certain changes may require the submission of a new license application. For example, if you sell your business, the new owner will not be permitted to operate COAMs under your license. Also, if you change your business structure – for example, changes from a sole proprietorship to a corporation – or acquire a new Federal Employer Identification Number (also known as a Federal Tax Identification Number), you must submit a new application and any applicable fees. If you are adding a new owner, you must contact the **COAM RCA Department** at **1(800)746-8546 Option 4 and 1**.

Important: A Location license is valid only at the location named on the license and the license is non-transferable.

CHANGE OF MASTER LICENSE HOLDER

Before any COAMs are removed or replaced in a location, the MLH and the LLH must certify to GLC whether or not there is a dispute between them. If there is a dispute between the MLH and the LLH, the matter will be referred to arbitration pursuant to O.C.G.A. 50-27-102(d). Pursuant to the law, Class B COAMs must remain connected to the CAS within the business while awaiting the decision on the pending dispute. Before COAMs are removed from a location, please visit the COAM website at www.gacoam.com to print a copy of the **Arbitration Form** and follow the instructions on the form to return it to GLC. The MLH and the LLH should each complete an Arbitration Form. If either party certifies to GLC that there is a dispute, the matter will be referred to arbitration proceedings. If GLC contacts a MLH regarding a non-dispute certification and the licensee fails to respond with its own dispute certification form to GLC within five (5) calendar days, the GLC will proceed as if there is no dispute between the LLH and MLH. If GLC confirms that there is no dispute between the MLH and LLH, the COAMs may be removed from the location. For Class B COAMs, the COAMs must be properly disconnected from the CAS by the MLH with the assistance of Intralot to ensure that the CAS records are updated accordingly. **At no time shall a LLH disconnect COAMs from the CAS.**

9 MONTH RULE CONSIDERATION FOR CHANGING MASTER LICENSE HOLDER

Amendments to the COAM law as of May 3, 2016, established a "9 month rule" related to replacement of Class B COAMs by a MLH in a new owner's location if COAMs were in the business location within the last nine (9) months of the date of submission of the new application. Pursuant to O.C.G.A. 50-27-87 (b)(3)(C), as an applicant for a new Location license where COAMs have been placed at any time in the immediately preceding nine (9) months, the applicant shall either: not place COAMs in the location for nine (9) months from the date of the approval of the new owner's COAM license; or formally accept an assignment of the written agreement between the Master licensee and the preceding Location owner. If the nine (9) month rule applies to a location, the only exception is if the Master licensee who placed COAMs within the last nine (9) months refuses to sign an assignment agreement with the new Location licensee. If a Location licensee wishes to submit a **Dispute Certification Form** (available at www.gacoam.com) to certify that it has no dispute with the Master licensee associated with the location and wishes to replace COAMs with those of another Master licensee, GLC will reach out to the Master licensee associated with the location to inquire as to whether it has a dispute with the new owner's request to change Master licensees. If the Master licensee associated with the location certifies that it has no dispute with the new owner's request to change Master licensees, GLC may approve a change of MLH for the location (based on a change of Master form that is also available at gacoam.com). However, if the Master licensee fails to certify that it has no dispute with the change of Master request, the location owner must wait nine (9) months from the date of approval of its COAM Location license to replace COAMs within the location with those of another Master licensee. Special facts and circumstances may change results and determinations.

RENEWAL OF LICENSE

It is the sole responsibility of the licensee to ensure the renewal of all their Location license(s). Check your business records and verify you have submitted a renewal application for all of your current businesses that will be operating Class A or Class B machines for the upcoming licensing period. If you are a Class A Location License Holder, and you own your Class A machines you **MUST** have both a Class A Master and Class A Location license. The last day to renew your COAM Location Class A or Class B license for the upcoming licensing period, without a \$1,000.00 late fee is June 30 of each year. Access the COAM website at www.gacoam.com to renew your Class A or Class B license. If you encounter any problems with the COAM licensing website or have any questions, please contact the **COAM Retailer Services Helpline at 1(800) 746-8546 Option 6 and 2.**

BUSINESS REMODELS OR TEMPORARY CLOSING

If you plan to close your business temporarily (i.e. remodel, owner is on extended leave), an owner, officer, partner or director must send an email to the **GLC COAM Sr. Operations Specialist** and the **GLC COAM Installation Coordinator** at COAMReporting@galottery.org at least two (2) weeks in advance of an anticipated closing date to allow sufficient time to perform an assessment and complete the disabling and/or removal of machines from the business location. You must provide the dates and times when you plan to be closed and a telephone number where you can be contacted while your business is closed. Do not attempt to disconnect machines from the site controller on your own or power down the machines as this can disrupt the financial data transmitted by the site controller and may result in a citation.

Note: Your bank account will continue to be swept while your business is closed, so you must keep your bank account open with sufficient funds to pay any charges.

DAMAGE TO BUSINESS LOCATIONS

The GLC/COAM Division is more than willing to offer assistance to those COAM locations that have been affected by a natural or other disaster such as hurricane, tornado, winter storms, or fire. The GLC understands there may be interruptions in machine communication or banking services which can create legitimate concerns regarding the deposit or collection of funds involving a COAM designated account. If a COAM location has been affected by a natural or other disaster, the LLH and MLH shall conduct an evaluation of the business location to determine whether it can continue to provide COAM services or have the ability to access their banking institution. If the COAM location is unable to make deposits to their banking institution, or operate machines at the business location, they should contact our **COAM Retailer Services Helpline** for assistance at **1(800)746-8546 Option 6 and 2.**

If possible, the Class B COAMs at the business location will be disabled until the business is back in operation and the COAM license will remain in an Enabled status. The GLC Finance Department will work closely with licensees to ensure any funds due to the lottery are paid in full. The licensee will not be accountable for any overdraft fees from the GLC but will be responsible for any failed sweep amounts.

ADDING MACHINES

Class A Licensee Adding Class B Machines

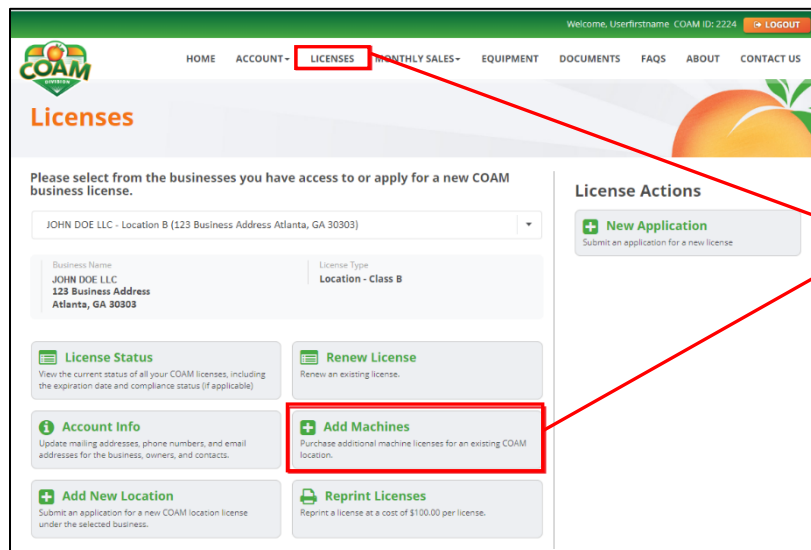
Applicants who currently have a Class A license and want to add Class B machines must submit a letter to the GLC RCA Department. The letter must contain the following information:

- Class A license number
- Applicant/owner making request
- Contact information (phone number and email address)
- Specific request to release the State Tax Identification (STI) number and add Class B machines

Submit the letter to the attention of the **RCA COAM Department** by faxing it to **(404)215-8897**. Once the request is received, the RCA Department will make the appropriate system updates and contact the applicant and instruct them to apply for a Location Class B license at www.gacoam.com.

Class B Licensees Adding Class A/B Machines or Class A Licensees Adding Class A Machines

- Step 1** Class A licensees wanting to add Class A machines to their current license or Class B licensees wanting to add Class A/B machines to their current license may do so by accessing the COAM website at www.gacoam.com and clicking on the **ADD MACHINE** button from the **LICENSES** Navigation bar at the top of the screen.



- Step 2** To add more Class A machines using a different MLH:

- (A) Select the location
- (B) Click on the **ADD MORE** button to update machine count for the existing MLH of record; or
- (C) Click the **ADD MACHINE** button to add more Class A machines using a different MLH
- (D) Click the **ADD** button after each machine count update during Step (B) and (C) above

Note: If a Class B location already has Class B machines on the record, the option to select Class B will not be available when the **ADD MACHINE** button is clicked. However, location B can click on **ADD MORE** button to update the Class B machine count (to a maximum of 9).

Welcome, Userfirstname COAM ID: 2224 [LOGOUT](#)

HOME ACCOUNT LICENSES MONTHLY SALES EQUIPMENT DOCUMENTS FAQS ABOUT CONTACT US

Add Machines

Business Name: JOHN DOE LLC License Type: Location - Class B - Add Machine License Period: 2019 (07/01/2018 - 06/30/2019)

Application Progress

- Add Machines
- Cart Review
- Payment
- Invoice

Machines

Pending Orders

Location Name	License #	New Class A Machines	New Class B Machines

Add Machines

Locations *
000011111 - John Doe LLC - 123 Business Address Atlanta 30303

Machine Description	Master's License No	Current Quantity	Additional Machines
Class B Machines	000055555	5	<input type="button" value="+ ADD MORE"/> <input type="button" value="+ ADD MACHINE"/>

Add Machines

Class A

Master License

Number of Machines to Add

All payments for adding machines must clear the banking institution before updated licenses may be printed and mailed to or picked up by the licensee. Ordering a reprint of a license is not required if machines are being added to a license that was received during the current licensing year. Once the payment clears the banking institution for adding machines to a license, an updated license will be printed by the COAM Division and provided to the licensee. Payments may take up to then (10) business days to clear the banking institution.

COAM LICENSE CANCELLATION REQUEST FORMS

Licensees must submit a **COAM License Cancellation Request Form** in order to cancel their COAM license(s). Once the cancellation request has been completed, the Class B COAMs will be disabled and the LLH is no longer authorized to operate COAMs at the business location and COAMs must be removed from the business location by the MLH. The cancellation request must be made by at least one owner/officer of the business. Licensees may obtain a copy of the COAM License Cancellation Request Form by accessing the **COAM Forms** section of the www.gacoam.com website. Completed COAM License Cancellation Request Forms must be faxed to the **COAM RCA Department** at **(404) 215-8897**. The LLH will be responsible for COAM revenues previously generated, but not yet collected, and for any pending citations or penalties resulting from a citation. Cancelling a license in an effort to change MLHs is subject to arbitration under the "nine (9) month rule".

REFUND OF FSD AMOUNTS

Upon submission of a COAM License Cancellation Request Form, any security deposit being held by the GLC will be returned to the business of record minus any outstanding amounts due for COAM fines or amounts due to the GLC for traditional lottery or COAM failed financial sweep amounts. Receipt of FSD refund amounts may take up to four (4) to six (6) weeks after the COAM

License Cancellation Request Form has been received by the GLC. If you have any questions, contact the **FSD Coordinator** in our **COAM RCA Department** at **1(800)746-8546**.

ADJUSTMENTS FROM AUDITS OR METER EXCEPTIONS

Occasionally there is the need for a financial adjustment for a LLH due to a meter error on a Class B machine. Meter errors may be from the MLH performing an unauthorized game board swap/hard reset or a manufacturer error on the game components. If a LLH has any questions regarding financial discrepancies caused by meter discrepancies, they should contact the **Intralot Hotline** at **(877)261-6242** or send an email to GeorgiaCOAMAudit@intralot.us. It is imperative that your MLH follow all operational and technical procedures when addressing machine malfunctions or game board swaps in order to ensure accurate reporting of financial data to the CAS.

ISSUANCE OF IRS 1099-MISC FORM

Internal Revenue Service (IRS) **1099-MISC Forms** are mailed by the GLC to only Class B LLHs that are sole proprietor, partnership, and limited liability (LLC) unincorporated ownership types, and only if the commission amount is \$600 or more for the calendar year. Corporation type ownerships are NOT mailed a 1099-MISC Form and the GLC does not report commissions for corporation type ownerships to IRS as it is not required by the IRS. 1099-MISC Forms will be delivered to the mailing address designated on the most recent year COAM application and are mailed out by the GLC the last business day of January. Allow two (2) weeks delivery time. If you have any questions about IRS 1099-MISC Forms, please contact **COAM Retailer Services Helpline** at **1(800)746-8546 Option 6 and 2**.

TAX OBLIGATIONS OF THE LICENSE HOLDER

LLHs should make sure they are educating themselves on the complexities involved with filing taxes as a LLH to avoid being overwhelmed when it's time to file and pay. LLHs are responsible for filing taxes for COAM revenue and prize redemption. Make sure that whatever tax preparer or accountant you choose to work with comes with proper credentials, great references, and a good understanding of the COAM business and any unique situations.



ENFORCEMENT AND COMPLIANCE

AWARENESS AND EDUCATION

Awareness and education are the two most important fundamentals for a Location licensee in the COAM industry. It is the Location licensee's responsibility to know the laws, rules, and regulations. While we encourage the MLHs to educate the LLHs, it is still the responsibility of the LLH to know, study, and put into practice the requirements of HB 487 and the Georgia Lottery Rules and Regulations as it relates to COAMs. The LLH has the responsibility of training his or her staff. Investigations for non-compliance will extend beyond the store clerk and will look for culpability on the part of the LLH when it exists. Any COAM violation committed by an employee, agent, or representative of a licensee shall be deemed to be the act of the licensee.

PRIZES FOR COAM REDEMPTION

Georgia law prohibits any form of cash payout as a form of redemption for COAM prizes. Payment of cash, in any form, by the licensee is a criminal and regulatory violation. A Location licensee could face legal penalties including prosecution by law enforcement authorities, fines, as well as the possible suspension or revocation of the COAM licensee along with the loss of any traditional lottery license and other state issued licenses. Redemption of COAM prizes from Class B COAMs can only be made for non-cash merchandise (up to \$5 per play) or lottery tickets at the location where the game is played. No alcohol, tobacco, or firearms can be redeemed as COAM prizes.

If a LLH is also a lottery retailer, instant and online (draw game) tickets may be given as COAM prizes (any price point). A LLH that is a lottery retailer must ensure the instant games have not ended and ensure that none of the draws have expired for the online (draw game) tickets prior to distributing to the player as a prize redemption. If a LLH is not a lottery retailer, the LLH may only purchase instant tickets (any price point) from an authorized lottery retailer and provide them as COAM prizes. A LLH that is not an authorized lottery retailer shall maintain records to verify purchases of instant lottery tickets from an authorized lottery retailer. A LLH that is not an authorized lottery retailer but provides instant lottery tickets as COAM prizes shall not redeem those Lottery tickets for cash. Players may be referred to authorized lottery retailers in order to redeem instant ticket prizes.

Items Permitted as COAM Prizes

- Lottery tickets (online and instant tickets for approved lottery locations)
- Lottery tickets (instant only for non-lottery approved locations)
- Gift cards designated ONLY for specific location prize is won
- Non-cash store merchandise
- Services offered by business (i.e. haircuts, manicures, etc.)

Items NOT Permitted as COAM Prizes

- Cash
- Alcohol
- Tobacco
- Firearms
- Gift cards for other businesses (Wal-Mart, Target, etc.)
- No promotional play

Note: The best practice with regards to awarding lottery tickets as prizes is to become a lottery retailer yourself!

The GLC expects LLHs to fully and legally honor all successful players winning prize redemption amount. LLHs are prohibited from imposing additional purchases, commissions, or requirements on COAM players as a condition of awarding merchandise,

prizes, toys, gift certificates, novelties, or lottery ticket(s) as COAM prizes. Any complaints will be documented and investigated by a COAM Inspector. Failure to comply with this process may result in fines up to \$50,000, suspension and/or revocation of the license, and criminal penalties may also apply.

COAM INSPECTORS AND LAW ENFORCEMENT AGENCIES

The GLC has allocated dedicated resources to enforce compliance mandates, and the GLC is very focused on the goal of furthering a highly regulated, professional industry with the key element of integrity. The GLC has its own Compliance Inspectors who conduct inspections and investigations. They work very closely with law enforcement and other regulatory agencies when circumstances dictate. The GLC has a contracted with a GLC Hearing Officer who will preside over cases involving licensing issues and citations for non-compliance, and who will administer fines as well as license suspensions and revocations when deemed appropriate.

INSPECTIONS

COAM Inspectors may enter a licensed place of business of any person engaged in the ownership and/or operation of COAMs at any time for the purpose of conducting a COAM inspection. Inspectors shall have access to all areas of the place of business and all books, records, and supplies relating to the ownership and/or operation of COAMs. Failure to cooperate with all aspects of an inspection or to hinder or interfere with an agent in the performance of the agent's duties by any licensee, its employee or anyone acting on behalf of or with the approval of the licensee or otherwise, shall be a violation of COAM rules. Interference or hindrance of an agent shall include, but is not limited to:

- Disorderly conduct including behaving in any manner tending to threaten or to appear to threaten the agent or members of the public during an inspection or performance of the agent's duty.
- Disturbing the peace including, but not limited to, utilizing loud, boisterous, threatening, abusive, insulting, or indecent language during an inspection or performance of the agent's duty.

PLACEMENT AND REMOVAL OF SECURITY SEALS

Tamper-evident security seals (red) are used by COAM Inspectors to place across the bill acceptor, or any other peripheral device (i.e. internal card systems), of COAM to prevent the insertion of cash by players. Removal of security seals is permitted only by COAM Compliance Inspectors. At no time is a LLH permitted to remove security seals from the bill acceptor, or any other peripheral device, of a COAM.

CLASS B MASTER LICENSE HOLDER INTEREST IN A CLASS B LOCATION

No person, or immediate family member of a person, with or applying for a Location owners or Location operator's license shall have an interest in any person, or immediate family member of a person, with a Master License, or doing business as a Distributor, or Manufacturer in the State of Georgia. COAM Inspectors conduct regular checks of LLH files to ensure license holders do not have any interest in a COAM Class B MLH and vice versa. Failure to comply with these procedures may result in fines up to \$50,000, suspension and/or revocation of the license.

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, permit fees or fines from a Master licensee, Manufacturer or Distributor or 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 \$50,000.00 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 other state or local license held by the location owner or location operator.

50% RULE FOR CLASS B LOCATION LICENSE HOLDERS

The 50% rule is meant to discourage businesses from operating like gambling establishments, relying on Class B COAM revenue rather than other goods to pay the bills. No Class B COAM LLH shall derive more than 50% of its monthly gross retail receipts for the business in which the Class B COAMs are situated from such COAMs; provided however, that revenues that are due to the GLC and the Master licensee shall not be deemed revenue derived from COAMs. GLC compares a LLHs share of COAM revenue to its gross business receipts. A LLH may include its lottery sales commission in its gross retail receipts amount and any other commission amount for a product or service where the location only receives a commission from the sale. If a LLH uses lottery instant tickets as redemption for COAM awards, it shall not include the face value of the instant tickets in its gross retail receipts. GLC encourages LLHs to maintain accurate records showing the forms of redemption used for COAM prizes. Compliance with the 50% rule requires both the availability of records for inspection and compliance with the 50% of gross retail receipts requirement. LLHs may access the **50% Gross Calculation Worksheet for Licensees** (sample provided below) at www.gacoam.com in order to ensure they are in compliance.

50% GROSS CALCULATION WORKSHEET FOR LICENSEES O.C.G.A. 50-27-84 3(b)(1)			
<small>INSTRUCTIONS: Location License Holders (LLHs) are permitted to only complete the blue highlighted fields of the worksheet. The calculation results of COMPLIANT OR NON-COMPLIANT will be displayed in the yellow highlighted field on Line N. Replays shall NOT be considered for any of the calculations.</small>			
<small>*NOTE: Percentage amounts for Line D will change on July 1 each year thru year 2019</small>			
<input type="text" value="LICENSE NUMBER"/>		<input type="text" value="REVIEW PERIOD"/>	
<input type="text" value="DBA NAME (BUSINESS NAME)"/>		<input type="text" value="DATE"/>	
LINE	COAM RECEIPTS COMPARED TO TOTAL GROSS RETAIL	AMOUNT	DESCRIPTION
A	GROSS COAM RECEIPTS		TOTAL AMOUNT OF CASH INSERTED INTO MACHINES
B	PRIZE REDEMPTION		AMOUNT REDEEMED AS PRIZES
C	TOTAL NET COAM AMOUNT		LINE A MINUS LINE B
D	GLC AND MASTER LICENSE HOLDER AMOUNT (54%)*		54% OF LINE C FOR FISCAL YEAR 2017 (AS REQUIRED BY O.C.G.A. 50-27-84)
E	COAM RECEIPTS (LOCATION'S SHARE)		LINE C MINUS LINE D
LINE	TOTAL GROSS RETAIL CALCULATION NOT INCLUDING COAM RECEIPTS	AMOUNT	DESCRIPTION
F	ST - 3 AMOUNT OR BUSINESS RECEIPTS THAT WERE REPORTED TO THE GEORGIA LOTTERY CORPORATION		NON-COMMISSIONED STORE SALES (FOOD, BEVERAGES, GROCERIES, MERCHANDISE, TOBACCO, ALCOHOL, CLOTHES, ACCESSORIES, PRE-PAID GAS, ETC.)
G	LOTTERY TICKETS		6% OF COMMISSION FROM SALE OF LOTTERY TICKETS (FOR LOTTERY RETAILERS ONLY). 6% OF VALUE OF LOTTERY TICKETS REDEEMED AS COAM PRIZES (FOR NON-LOTTERY RETAILERS)
H	GAS COMMISSION		GAS PURCHASED ON CONSIGNMENT OR COMMISSION IS INCLUDED IN THIS SECTION
I	PHONE CARD COMMISSION		COMMISSION ON THE SALE OF PHONE CARDS
J	MONEY ORDER/CHECK CASHING/ATM COMMISSION		COMMISSION ON MONEY ORDERS, CASHIER CHECKS AND ATMS
K	OTHER COMMISSION		
L	TOTAL GROSS RETAIL AMOUNT NOT INCLUDING COAM RECEIPTS		SUM OF LINE F THRU LINE K
LINE	TOTAL GROSS RETAIL RECEIPTS	AMOUNT	DESCRIPTION
M	COAM RECEIPTS (MINUS GLC AND MASTER LICENSE HOLDER SHARE) DIVIDED BY TOTAL GROSS RETAIL RECEIPTS (LINE E DIVIDED BY LINE M)		SUM OF LINE E AND LINE L
N			RESULT

Note: The 50% Gross Calculation Worksheet for Licensees shown above is only a tool to be used by licensees for determining if they are within the acceptable 50% threshold for COAM revenue in comparison to gross business receipts for the business location. Use of the 50% Gross Calculation Worksheet is NOT a substitute for adhering to the licensee requirement of reporting monthly sales at www.gacoam.com.

REPORTING FRAUD

Reporting fraud is a key component in identifying patterns of concern. Information from the public contributes to potential investigations and possible legal action taken on behalf of the GLC. If you suspect fraud, abuse or cash payouts, you may contact our **Confidential Tip Line** at (855)515-0004 or go to www.lighthouse-services.com/galottery to report such incidents. Callers have the option of remaining anonymous. MLHs must display a **"Fraud, Abuse or Cash Payouts" Sign** at the business location. A Fraud and Abuse sign must be prominently displayed in close proximity to wherever the machines are located. If machines are located in multiple locations within the business, multiple signs will need to be displayed. If you currently do not have a Fraud, Abuse or Cash Payouts Sign, contact your MLH and they will provide and install one, at no charge, in the immediate vicinity of the Class B COAMs.



THEFT OF COAM FUNDS

The vandalism of machines or the theft of money from machines is an unfortunate situation but it can happen. If your machines are vandalized or broken into and there is a theft of money, the business owner will be responsible for any lost money. Neither the GLC nor the MLH are permitted to reimburse the LLH for the theft of COAM funds. In order to minimize the financial loss as a result of vandalism or theft, the GLC would like to remind LLHs of some strategies for reducing or minimizing theft from COAMs.

- **Reduce Trouble by Building Relationships** - LLHs and their employees should be attentive to activity within their location and around the COAMs. Greet people and be mindful of activity around COAMs in an effort to identify any potential security risks. People are less likely to do bad things to people they feel a connection or have a rapport with.
- **Placing COAMs in Visible Area of the Business** - If a machine often experiences damage or theft, the best course of action may be to move the machine(s) to a different location within the business. Placing COAMs in an area of the business that can be easily observed by employees helps prevent a lot of damage and destruction as well as theft.
- **Remove Cash Daily** - Another suggestion would be to remove cash from COAMs daily and deposit the funds on a daily basis in their COAM designated bank account and maintain accurate accounting records.
- **Security Camera Installation** - One of the best methods of vandalism and theft deterrence may be the installation of a simple security camera in the area. If a particular section of your business is more susceptible to theft, consider better placement of the COAMs. A COAM may be more profitable in a different part of a business location. As a reminder, any movement of COAMs must be coordinated ahead of time between the MLH and Intralot.

LLHs must contact their MLH for the repair or replacement of COAMs as a result of vandalism or damage due to theft.

OPTIONS FOR LICENSEES AFTER RECEIVING A COAM CITATION

Location licensees issued a citation by a COAM Compliance Inspector, will receive instructions and a plea packet explaining the COAM administrative hearing procedures and informs each licensee of its rights and duties. If a COAM Compliance Inspector has served you with a citation alleging that you have violated a Georgia law or a GLC rule regarding your COAM license, you may challenge the charges before the GLC's Administrative Hearing Officer at the date, time and location shown on your citation. Hearings are conducted under RU 13.2 of the COAM Rules and Regulations. Prior to appearance at the hearing, you will be asked to enter a plea to the charge(s) against you. The three possible pleas to a citation are:

- **Guilty** - By entering a plea of **GUILTY**, you admit that you committed the act charged, that the act is prohibited by law or regulation, and that you have no defense for your act. The Hearing Officer may enter an order and impose an appropriate penalty.
- **No Contest** - A plea of **NO CONTEST** simply means that you do not wish to contest the GLC's charge against you but wish to explain mitigating circumstances to the Hearing Officer. The Hearing Officer will hear your explanation and may enter an order and impose an appropriate penalty.

- **Not Guilty** - A plea of **NOT GUILTY** means that you are informing the Administrative Hearing Officer that you deny guilt and the GLC must prove its charges against you.

You are not required to have an attorney represent you but may wish to contact an attorney for legal advice. If you wish to plead no contest prior to the hearing, you may complete and submit the no contest plea form that is given to each person that receives a citation within a packet of other information related to the hearing process. It is important that you respond to the citation by either appearing at the hearing or submitting a no contest plea prior to the hearing date as described on the no contest plea form. Failure to choose either method will result in the imposition of an additional fine due to the licensee's failure to respond to the citation. If you have any questions about the citation, contact the GLC COAM Inspector whose name and telephone number is located on the citation.

PENALTIES FOR COAM VIOLATIONS

A Location licensee could face legal penalties including prosecution by law enforcement authorities, fines, as well as, the possible suspension or revocation of the COAM license along with the loss of any traditional lottery license and other state issued licenses.

PAYMENT OF COAM FINES

If a LLH has been ordered to pay a fine they will receive an **Executive Order**, either by certified mail or personal service, issued by the COAM Hearing Officer along with a **Fine Payment Letter**. Fine payments may **ONLY** be made by depositing or wiring funds to a designated bank account for COAM fines. Fine payments WILL NOT BE ACCEPTED via mail or in person at GLC Headquarters. The specific account number information for the deposit or wire and the required payment period will be designated in the **Executive Order** paperwork provided by the COAM Division. Fines imposed by an **Executive Order** to LLHs, usually, must be paid within ten (10) days of receipt of such Executive Order. **In order to receive credit for the fine payment, proof of deposit (deposit slip) MUST be either faxed to the COAM designated fax line at (404)215-8872 or scanned and emailed to those persons designated in the Fine Payment Letter and MUST include your license number and citation number.** If you have any questions about how to pay your fine, please contact our **COAM Retailer Services Helpline** at **1(800)746-8546 Option 6 and 2**. It is unlawful for a MLH to provide payment for fines or any payment or consideration, including loans, finance arrangement, gift, procurement fee, lease payment or payment of fees to a location owner for the placement of COAMs.



ABBREVIATIONS/ACRONYMNS/DEFINITIONS

Abbreviation/Acronym	Description/Definition
ACH	Automated Clearing House. A network that coordinates electronic payments and automated money transfers; basically, a way to move money between banks without using paper checks.
CAS	Central Accounting System. The communications network connected to each and every Class B COAM in Georgia. The system will monitor and read activity of the COAMs as authorized in the COAM law and to track financial activity as well as allow for remote enabling and disabling of COAMs when warranted.
Class A Machine	A bona fide coin operated amusement machine that is not a Class B machine, does not allow a successful player to carry over points won on one play to a subsequent play or plays, and (A) provides no reward to a successful player, (B) rewards a successful player only with free replays or additional time to play, (C) rewards a successful player with noncash merchandise, prizes, toys, gift certificates, or novelties.
Class B Machine	A bona fide coin operated amusement machine that allows a successful player to accrue points on the machine and carry over points won on one play to a subsequent play or plays and (A) rewards a successful player in compliance with the provisions of paragraphs (1) and (2) of subsection (d) of Code Section 16-12-35 and (B) does not reward a successful player with any item prohibited as a reward in subsection (i) of Code Section 16-12-35.
COAM	Coin Operated Amusement Machine. Every machine of any kind or character used by the public to provide amusement or entertainment whose operation requires the payment of or the insertion of a coin, bill, other money, token, ticket, card, or similar object and the result of whose operation depends in whole or in part upon the skill of the player, whether or not it affords an award to a successful player.
Coin	Any object, including, but not limited to, such things as a coin, paper bill, ticket, token or other monetary substitute, which is necessary for the operation of a Coin Operated Amusement Machine.
Decal	The decal (sticker) issued for every bona fide coin operated amusement machine to show proof of payment of the permit fee.
EFT	Electronic Funds Transfer. A Transaction that takes place over a computerized network, either among accounts at the same bank or to different accounts at separate financial institutions.
EST	Eastern Standard Time
FEIN	Federal Employer Identification Number. A unique nine (9) digit number assigned by the Internal Revenue Service to business entities operating in the United States for the purposes of identification.
GLC	Georgia Lottery Corporation

Gross Retail Receipts	The total revenue derived by a business at any one business location from the sale of goods and services and the commission earned at any one business location on the sale of goods and services but shall not include revenue from the sale of goods or services for which the business will receive only a commission. Revenue from the sale of goods and services at wholesale shall not be included.
Immediate Family Member	Immediate family member means: spouse, parent, child, stepchild, sibling, stepsibling, grandparent, grandchild, cousin, niece, nephew, son-in-law, daughter-in-law, father-in-law, mother-in-law, brother-in-law, sister-in-law, aunt and uncle.
LLH	Location License Holder. An owner or operator of a business where one or more bona fide coin operated amusement machines are available for commercial use and play by the public.
Location license	Means the initial and annually renewed license which every business Location Owner or business Location Operator must purchase and display in the location where one or more bona fide coin operated amusement machines are available for commercial use by the public for play in order to operate legally any such machine in this state.
Malfunction	A failure in a bona fide coin operated amusement machine that can be corrected only by the Master Licensee of the machine. Acceptable malfunctions shall include, but are not limited to, hardware failures, software failures, electrical surges, and failures due to low or high voltage levels within a machine.
Master License	The certificate which every Owner of a bona fide coin operated amusement machine must purchase and display in the Owner's or Operator's place of business, where the machine is located for commercial use by the public for play in order to legally operate the machine in the state.
MLH	Master License Holder. Any person, individual, firm, company, association, corporation, or other business entity that exhibits, displays, or permits to be exhibited or displayed, in a place of business other than his own, any bona fide coin operated amusement machine in this state.
NSF	Non-Sufficient Funds. Also referred to as insufficient funds which means the checking account that does not have enough money to cover transactions.
Owner	Any person, individual, firm, company, association, corporation, or other business entity owning any bona fide coin operated amusement machine in this state.
RCA	Retailer Contracts and Administration.
STI	State Tax Identifier. A unique eleven (11) digit number assigned to a business or organization by the state where the business operates and is used for filing taxes.
Total Gross Receipts	Means the total revenue received from the public for play of an amusement machine.
Total Net Receipts	The entire amount of moneys received from the public for play of an amusement machine, minus the amount of expenses for noncash redemption of winnings from the amusement machine, and minus the amount of moneys refunded to the public for bona fide malfunctions of the amusement machine.
Total Value of Prizes Awarded	The total dollar value of all prizes awarded to players which may include merchandise, prizes, toys, online tickets and instant tickets.



IMPORTANT RECURRING LICENSING YEAR DATES

Date	Task / Event / Deadline
January (last business day)	Annual deadline to mail 1099-MISC Form to qualified licensees
May 1	Online licensing application at www.gacoam.com opens for the upcoming licensing year. If there is a delay in the opening of the online application, a notice will be placed on the homepage of the website
May 31	Last day to apply for a NEW Location license (Class A and Class B)
July 1 - June 30 (following year)	COAM licensing year
July 1	Date a \$1,000 late fee will be assessed to all licenses that have not RENEWED for the upcoming licensing period. Existing licensees will not be allowed to apply for a new license to avoid payment of the late fee
September 28	<p>Last date to submit a RENEWAL Location license application with a \$1,000.00 late fee. If a holder of a license fails to renew its license or its license application is not approved on or before this date, the person or entity will no longer be allowed to operate COAMs</p> <p>MLHs must have all current decals on COAMs by this date unless otherwise authorized by the GLC</p> <p>MLHs must have machines removed from those Class A and Class B Locations, within ten (10) business days of this date, that did not renew their license for the upcoming licensing period</p>
20 th of Each Month	Deadline for Class B Location owner/operators to complete required submittal of Gross Retail Receipts for the prior month for business location(s) via the www.gacoam.com website
Note: Dates are subject to change	

LOCATION LICENSE FEES

Fee Type	Fee Amount
Class A Location license	\$25.00 per machine
Class B Location license	\$125.00 per machine
Late Fee (for Class A and Class B)	\$1,000.00
License Reprint (for Class A and Class B)	\$100.00
Administrative Fee for Refund (non-refundable if applicable)	\$100.00
Credit Card Processing Fee (subject to change)	2% of Total Amount
ACH Processing Fee (subject to change)	0.3% of Total Amount



QUICK REFERENCE CONTACT LIST

Georgia Lottery Corporation	
Department/Division	Phone Number/Email Address/Website
GLC COAM Website	www.gacoam.com
GLC COAM Operations Department	COAMReporting@galottery.org
Class A licenses and decals	1(800)746-8546 x5073
Class B Operations – Installation Coordinator	1(800)746-8546 x5088
Class B Operations – Sr. Operations Specialist	1(800)746-8546 x5193
GLC COAM Retailer Contracts Administration Department	1(800)746-8546 Option 4 and 1
GLC COAM Retailer Contracts Administration Fax Line	(404)215-8897
GLC COAM Retailer Services Department Helpline	1(800)746-8546 Option 6 and 2
GLC COAM Retailer Accounting Department	(404)215-5000 ext. 8700 Option 2
GLC COAM Division Email Address	COAMReporting@galottery.org
Intralot	
Department/Division	Phone Number/Email Address/Website
Intralot – Reporting Website	https://www.gacoamrpt.com
Intralot – Helpline	1(877)261-6242
Intralot – Operations	Georgia.hotline@intralot.us
Intralot – Audit Issues	GeorgiaCOAMAudit@intralot.us
Intralot – Scheduling Connectivity of COAMs	GACOAMappointment@intralot.us
Other Agencies	
Department/Division	Phone Number/Email Address/Website
Department of Revenue (DOR)	(404)417-4445 www.gtc.dor.ga.gov
Georgia Secretary of State (SOS)	(404)656-2817 www.ecorp.sos.ga.gov



LOCATION LICENSE HOLDER CHECKLIST

CLASS A LOCATION LICENSE - NEW	
Checklist Item	Completed
• Read all COAM information and watch COAM Information video at www.gacoam.com	
• Have payment method available for application	
• Register as new user on COAM website at www.gacoam.com	
• Submit Class A new application and payment online	
• Receive Class A Location license at mailing address indicated in the online application (or pickup if indicated on application)	
• Post the original Class A Location license in the business establishment	
CLASS A LOCATION LICENSE - RENEWAL	
Checklist Item	Completed
• Read all COAM information and watch COAM Information video at www.gacoam.com	
• Have username, password, method of payment available for application	
• Input username and password on COAM website at www.gacoam.com	
• Submit Class A renewal application and payment online	
• Receive Class A Location license at mailing address indicated in the online application (or pickup if indicated on application)	
• Post the original updated Class A Location license in the business establishment	
CLASS B LOCATION LICENSE - NEW	
Checklist Item	Completed
• Read all COAM information and watch COAM Information video at www.gacoam.com	
• Resolve any outstanding tax liabilities or obligations	
• Ensure all officer/owner/shareholder information has been updated with the DOR and the Georgia SOS	
• Ensure business is operational and there is sufficient product on-site for prize redemption (pre-inspection conducted at later date)	
• Have username/password, STI number, payment method, and identification available prior to submitting application	
• Input username and password on COAM website at www.gacoam.com	
• Submit Class B new application and payment online	
• Receive Class B Location license at mailing address indicated in the online application (or pickup if indicated on application)	
• Post the original Class B Location license in the business establishment	
• Await contact from the MLH to coordinate the installation of COAMs	
• COAMs installed by MLH (COAMs shall not be placed in business no earlier than 2 days prior to install)	
• Begin making daily deposits of COAM Net Revenue to designated COAM bank account	
• Begin filing monthly Gross Retail Receipts by the 20 th of following month	
CLASS B LOCATION LICENSE - RENEWAL	
Checklist Item	Completed
• Read all COAM information and watch COAM Information video at www.gacoam.com	
• Resolve any outstanding tax liabilities or obligations	
• Ensure all officer/owner/shareholder information has been updated with the DOR and the Georgia SOS	
• Have username/password, STI number, payment method, and identification available prior to submitting application	
• Input username and password on COAM website at www.gacoam.com	
• Submit Class B renewal application and payment online	
• Receive Class B Location license at mailing address indicated in the online application (or pickup if indicated on application)	
• Post the original updated Class B Location license in the business establishment	
• Continue making daily deposits of COAM Net Revenue to designated COAM bank account	
• Continue filing monthly Gross Retail Receipts by the 20 th of following month	