

**ILLINOIS GAMING BOARD
MINIMUM INTERNAL CONTROL STANDARDS
SECTION E - ELECTRONIC GAMING DEVICES (EGDs)**

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General

1. All EGDs must comply with the IGB Adopted Rules.
2. All access to EGDs must be documented on an EGD/machine entry access log, which must be kept inside the EGD at all times.
3. Changes to the EGD Computer Monitoring System or programs must be tested by the Owner Licensee prior to implementation. The IGB Docksite Supervisor must be notified prior to the implementation of such changes.
4. The ICS must include detailed procedures to ensure that all EGDs linked to progressive jackpot systems comply with the IGB Adopted Rules. The Owner Licensee must notify the IGB Administrator and IGB Docksite Supervisor in writing, of the progressive increment rate allocation, and receive written approval from the IGB Administrator or their designee prior to modification.

EGD Hand-Paid Payouts (Jackpot Payouts and Cancelled Credit Payouts)

1. Describe the steps followed for a request for an EGD hand-paid payout, including the procedures for when the payout originates at the cage, when the payout is made using an EGD wallet, or when the payout is dispensed by a Jackpot Kiosk. The initiation of an EGD hand-paid payout must be described in the Owner Licensee's ICS. EGD wallets contain an imprest amount and may only be used to perform even exchanges and pay EGD hand-paid payouts of less than or equal to \$2,000.00.
2. Surveillance must be notified prior to an EGD hand-paid payout.
3. EGD Hand-paid payout forms must be at least a two-part form and must contain the following signatures:
 - a. Signature of the EGD employee making the payment; and
 - b. Signature of at least one other non-gaming employee attesting to the accuracy of the form.
4. Include the steps followed for the EGD hand-paid payout form preparation (paid from the cage, from the EGD wallet, or dispensed by a Jackpot Kiosk), sequence of required signatures and distribution of each part of the form.
 - a. If the payout is initially paid from the casino cage, ensure that one part of the EGD hand-paid payout form remains in the casino cage, and one part accompanies the payout to the patron.
 - b. If the payout is initially paid from an EGD wallet, include procedures for the replenishment of the EGD wallet, ensuring one part of the EGD hand-paid payout form is retained by the casino cage. All EGD hand-paid payout forms must be exchanged for currency before the end of the slot attendant's shift.

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- c. If the payout is initially dispensed by a Jackpot Kiosk, ensure that one part of the EGD hand-paid payout form is dropped in a locked accounting box and one part is forwarded to the cage.
5. Include signature requirements for different payout amounts.
6. The EGD hand-paid payout must be made by an EGD employee and witnessed and verified by a non-gaming employee who is independent of the transaction as follows:
 - a. If the EGD hand-paid payout is less than or equal to \$2,000.00, only the EGD employee making the payout is required to witness and verify the transaction;
 - b. If the EGD hand-paid payout is greater than \$2,000.00, the payout must be witnessed and verified by a non-gaming employee who is independent of the transaction; and
 - c. If the Owner Licensee's Computer Monitoring System/slot information system are not fully operational, the payout must be witnessed and verified by a non-gaming employee who is independent of the transaction.
7. Include procedures when an override or adjustment is required for an EGD hand-paid payout.
8. Include procedures for clearing the winning reel positions or video display from the EGD:
 - a. If the EGD hand-paid payout is less than or equal to \$2,000.00, only the EGD employee is required to witness the clearing of the winning reel positions or video display from the EGD;
 - b. If the EGD hand-paid payout is greater than \$2,000.00, the clearing of the winning reel positions or video display from the EGD must be witnessed by a non-gaming employee who is independent of the transaction; and
 - c. If the Owner Licensee's Computer Monitoring System/slot information system are not fully operational, the clearing of the winning reel positions or video display from the EGD must be witnessed by a non-gaming employee who is independent of the transaction.
9. Ensure that the appropriate federal and state tax forms are prepared for all payouts which exceed the statutory limits and that the patron's identification is verified.

Other EGD Occurrences

1. Include procedures for EGD short pays/no pays. These procedures must ensure that a slot technician is notified and performs diagnostic tests. If the diagnostic test does not verify a short pay/no pay, the patron must not be paid. If the diagnostic test verifies that a malfunction exists, the EGD must be taken out of service until it is repaired. If the diagnostic test verifies the malfunction, a short pay/no pay of more than \$20.00 is processed following the hand-paid payout procedures. Owner Licensees must develop procedures for short pays/no pays of \$20.00 or less, which may differ per denomination,

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ensuring the EGD employee records the amount on the EGD/machine entry access log, as well as a description of the malfunction and the results of the diagnostic tests.

2. Include procedures for the handling of unredeemed credits found remaining on an EGD after the completion of patron play.

Issuance of Markers at EGDs

1. Prior to issuing a marker to a patron, an EGD supervisor must verify the patron's identity. Verification of the patron's identity must be documented. Credit availability must be determined at the issuance of each marker. The EGD supervisor must document the request on an EGD marker request. Include the form used, sequence of required signatures and distribution of each part of the form. A non-gaming employee must witness the issuance of the marker.
2. The marker, which must be evidenced by a multi-part form, must be completed at the casino cage by the cashier and signed by the patron at the EGD prior to the issuance of currency.
3. The cashier must sign the marker as the preparer, prepare the amount and give the marker and remaining copies and the credit amount to the EGD supervisor. The EGD marker request must remain in the casino cage to document the release of funds and marker.
4. Include the distribution of all parts of the marker, ensuring that one copy of the marker (or section/stub) is deposited in the accounting box by another employee who witnessed the credit transaction.
5. The marker and remaining copies must be transferred to the casino cage immediately following the transaction.
6. Markers must only be redeemed at the casino cage or by mail.

Installation, Conversion, Movement or Removal of EGDs

1. Include the procedures followed when an EGD is installed, converted, moved to another location or removed, ensuring the IGB Docksite Supervisor/Agent is given prior notification. Include the procedures for notifying surveillance, removing the contents of the bill validator and labeling the contents; transporting and storing the contents in a locked location; and counting and recording the contents.
2. Include procedures for tracking the installation, conversion, movement and removal of all EGDs in an EGD control log.
3. The EGD must be tested by the IGB prior to use.

Resetting/Clearing the Random Access Memory (RAM)

In the event of an EGD malfunction that necessitates the services of an EGD technician, all efforts to correct the problem must be taken without resetting or clearing the RAM.

For situations necessitating resetting or clearing the RAM, the following steps must be taken:

1. The EGD supervisor must be summoned and is required to witness the following actions prior to clearing any RAM;
2. The EGD technician must record, on at least a three-part RAM clearing slip, all audit functions of the EGD. These functions must include, but are not limited to:
 - a. Reel positions or video display of, at least, the previous two game outcomes prior to the malfunction or dispute. Photographs of reel positions or video display properly identified and attached to each part of the RAM clearing slip satisfies this requirement;
 - b. The actual meter readings from the soft system meters for currency in, coupons in, vouchers in and out by quantity and dollar amount, and jackpots paid; and
 - c. The display in the progressive jackpot indicator if the EGD is linked to a progressive jackpot; and
3. One copy of this form must remain inside the EGD and one copy must be forwarded and maintained on file with the EGD supervisor.

In the event that the RAM has been corrupted to the extent that last game recall is unobtainable, the EGD supervisor must be summoned and is required to witness as the EGD technician records, in triplicate, on the RAM clearing slip a description of what happened to the EGD (i.e. video display went blank), a notation that a RAM corruption existed and the actual meter readings obtainable. The EGD technician and EGD supervisor will sign the RAM clearing slip.

In the event of a patron dispute over the award of any payout that cannot be mutually resolved by the EGD supervisor, the above criteria must be adhered to in addition to the following:

1. Surveillance must be notified to photograph the customer and the front of the EGD in question, including reel positions or video display;
2. The IGB Docksites Supervisor/Agent must be notified. The internal computer processing unit's logic board containing the EPROM of the disputed EGD must be removed and secured by the IGB Docksites Supervisor/Agent. This, along with one copy of the R.A.M. clearing slip (noting the meter readings and internal audit/diagnostic observations) must be forwarded to an appropriate independent laboratory for defect determination, if any; and
3. The EGD in question may be placed back in play after an approved substitute logic board has been examined, installed and sealed by the IGB.

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Statistics

1. Records must be maintained reflecting the actual currency in, coupons in, vouchers issued, vouchers redeemed, EGD drop, EGD win, EGD win to EGD drop and theoretical payout percentage for each EGD by day, cumulative month and year-to-date.
2. The statistical reports must be distributed to EGD department management, management employees independent of the EGD department and the IGB Docksite Supervisor on a monthly basis.
3. Unusual fluctuations as defined by casino management in their ICS must be investigated and the results must be documented in writing, retained and a copy given to the IGB Docksite Supervisor.

Voucher Systems - General

1. The IGB Administrator must approve any Voucher System prior to utilization by an Owner Licensee.
2. All components of the Voucher System must be located in secure locations, with access permitted only to authorized personnel. All such proprietary software and hardware must only be supplied by an Illinois Licensed Supplier, with the exception of the printer paper used by the voucher printer.
3. The Voucher System must be linked to EGDs that are capable of dispensing a bar coded voucher, as well as receiving a valid voucher into a bill validator assembly which provides for an appropriate credit amount. All transactions of dispensations and receipt of the vouchers are communicated from an EGD linked to the Voucher System.
4. The Voucher System must also be linked to hardware (i.e., workstations/terminals) located within the casino cages and/or to Redemption Kiosks, wherein bar code scanning devices are utilized for the purpose of validating and redeeming the printed vouchers that are presented by a patron. At the point a voucher is validated at a casino cage or a Redemption Kiosk, or inserted into the bill validator assembly of an EGD linked to a Voucher System, the voucher is noted as redeemed in the Voucher System and cannot be redeemed a second time.
5. An EGD linked to a Voucher System must contain a voucher printer, which must be housed inside the EGD.
6. EGDs linked to a Voucher System must be capable of receiving such vouchers into the bill validator assembly of the EGD that will provide for an appropriate credit amount. If a voucher is inserted into an EGD of a different denomination from which the original EGD voucher was generated, the appropriate amount of credits up to the last available unit will be credited to the designated EGD credit meter. Upon cash out, the cash out

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voucher must include the residual credit amount in a single voucher. The residual credit amount is the amount remaining on a voucher which is not evenly divisible by the current denomination.

7. Only currency, vouchers and coupons may be placed in the bill validator assembly of EGDs for a patron to receive credit for play.
8. The vouchers that are received and accumulated by the bill validator assemblies of EGDs linked to Voucher Systems are accounted for whenever a soft drop/count of an EGD is performed. If the currency counting machine located within the soft count room is incapable of reading barcodes, and rejects the vouchers, then manual count and audit procedures must be implemented to account for the vouchers accepted through the bill validator assembly of an EGD. If the currency counting machine located within the soft count room is capable of reading barcodes, then automated audit procedures must be implemented to account for the vouchers accepted through the bill validator assembly of an EGD. The vouchers must be reconciled and verified by the casino accounting department upon receipt of the vouchers from soft count personnel and/or security personnel.
9. Signs must be posted in the casino by the Owner Licensee notifying patrons that vouchers may only be redeemed at a casino cage or a Redemption Kiosk, or may be re-inserted into the bill validator assemblies of EGDs linked to a Voucher System.
10. No voucher may be accepted as payment for any goods or services, or for use at any table game offered at a riverboat gaming operation.
11. Vouchers must not be used as tips for any casino employee.
12. Each Owner Licensee must maintain a log of customer disputes regarding the Voucher System. The log entry must include the patron's name, date, time and description of the dispute. The patron complaint log must be made readily available to any IGB Agent.
13. The MIS Department must maintain a log of system problems. The log entry must contain the date and time of the problem, description of the problem and name of the person making the entry. The log must be made readily available to any IGB Agent.

EGD Voucher Procedures

The following minimum procedures must be adhered to by the Owner Licensee for those EGDs linked to a Voucher System.

1. When cashing out credits on an EGD linked to a Voucher System, the EGD will pay the entire cash out amount in the form of a voucher.
2. Vouchers issued through approved voucher printers in EGDs must comply with IGB Rule 3000.635.

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3. Vouchers must be capable of insertion into the bill validator assembly of an EGD linked to a Voucher System for the purpose of issuing and redeeming electronic credits. At the point a voucher is accepted by a bill validator assembly of an EGD linked to a Voucher System, the voucher is noted as redeemed in the Voucher System and cannot be redeemed a second time.
4. The bar code printed on the voucher contains an algorithm with a casino identification number. The voucher can only be redeemed at the casino from where the voucher was generated, and within the allotted time period for redemption of the voucher, unless otherwise described below:
 - a. Vouchers may be redeemed within 120 days from the date of issuance at any EGD linked to the Voucher System, a Redemption Kiosk or at a casino cage; and
 - b. After 120 days, vouchers, if presented for redemption, must require verification by a casino cage employee referencing the Voucher System, and approved by a supervisor. The EGDs and Redemption Kiosks linked to the Voucher System must not accept vouchers aged over 120 days.
5. A voucher can be issued from an EGD linked to a Voucher System with a value of no more than \$3000.00 for accumulated credits earned by the patron. If the amount of earned credits is \$3,000.01 or greater, the EGD will lock up and the Owner Licensee must follow their approved ICS procedures concerning earned credit payouts. No W2-G forms would be required for this type of transaction.
6. For EGDs linked to a Voucher System that demonstrate a hand-pay condition in the amount of \$1,200 or greater, the EGD will lock up. The Owner Licensee must follow their approved ICS procedures concerning EGD Hand-Paid Payouts.

Other Voucher Occurrences

1. A casino cage cashier must not redeem a voucher that has the word “void” printed on the voucher.
2. A voucher that is missing all or part of a bar code, but has the actual bar code number printed at one end of the ticket, may be manually entered into the Voucher System for redemption by a casino cage cashier.
3. The ICS must describe procedures for verifying vouchers that are found to be questionable.
4. The ICS must describe procedures for verifying, validating and redeeming vouchers at a casino cage when casino cage employees are unable to communicate with the Voucher System for any reason.
5. If a voucher is found to be not valid, or cannot be verified at the casino cage, Redemption Kiosks or EGDs linked to a Voucher System, the ICS must describe procedures for

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documenting the incident. The documentation must include all details of verification procedures used, patron's name and complete address, date and time and all personnel involved. The IGB Docksite Supervisor/Agent will be immediately notified, and the aforementioned documentation will be submitted to the IGB Docksite Supervisor/Agent within 3 business days.

6. The ICS must describe procedures for "found" vouchers that no patron has a legitimate claim to.

Voucher Validation Terminals (Redemption Kiosks)

1. All Redemption Kiosks utilized by an Owner Licensee must comply with the IGB Adopted Rules. Automated Teller Machines ("ATM") may be used in conjunction with Redemption Kiosks. A Redemption Kiosk may allow for ATM functionality for patron cash withdrawals only where the material components of such functionality and any accompanying remote access communications are logically segregated from the functionality for the Voucher System. The ATM system and Redemption Kiosk system may share a single currency dispenser.
2. All aspects of a Redemption Kiosk, including all hardware and software utilized therein, must be subject to testing by the IGB and/or an independent testing laboratory designated by the IGB. All costs associated with testing by an independent laboratory will be borne by the Owner Licensee.
3. Each Redemption Kiosk utilized by an Owner Licensee must be monitored and continuously recorded by a dedicated surveillance camera.
4. Redemption Kiosks utilized by an Owner Licensee must be maintained by the Main Bank/Vault or the casino cage on an imprest basis. The Redemption Kiosk must be counted down and reconciled each time the Redemption Kiosk is reimpressed which must be at least every seven days. The U.S. coin must be counted down at a minimum of every 30 days, the total utilized for the reconciliation may be taken from the system reports.
5. Redemption Kiosks may accept the following instruments:
 - a. Currency (for even-exchanges);
 - b. Vouchers;
 - c. Other promotional instruments as approved by the IGB Administrator and
 - d. Bank cards and other similar instruments for ATM functionality.
6. A Redemption Kiosk will utilize a bill validator assembly similar to what is used in an EGD to verify and accept U.S. currency. The Redemption Kiosk will use cassettes to store U.S. currency to dispense in exchange for U.S. currency. The Redemption Kiosk will also store U.S. coin. Additionally, the Redemption Kiosk will utilize a bill validator

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- assembly to read vouchers. Validated vouchers must be paid with U.S. currency and coin.
7. All external doors must be locked and monitored by door access sensors which must detect and report all external door openings, both to the device by way of an error code and/or tower light and to surveillance and an on-line system.
 8. All external doors must be manufactured of materials that are suitable for allowing only legitimate access to the inside of the Redemption Kiosk. External doors and their associated hinges must be capable of withstanding determined illegal efforts to gain access to the inside of the Redemption Kiosk and must leave evidence of tampering if an illegal entry is made.
 9. The Redemption Kiosk must have a tag supplied by the Licensed Supplier affixed to the Redemption Kiosk that is not removable without leaving evidence of tampering. The tag must include the following information:
 - a. Manufacturer's Name;
 - b. Unique Serial Number;
 - c. Redemption Kiosk Model Number; and
 - d. Date of Manufacture.
 10. Communication controller electronics, components housing the communication program storage media and the communication board for the Voucher System comprise the logic area of the Redemption Kiosk. Access to the logic area of the Redemption Kiosk must be outlined in the Owner Licensee's ICS. Owner Licensees must ensure the ATM functionality is separate from the Redemption Kiosk Voucher System functionality and is not linked to the Critical Gaming System(s).
 11. All sensitive keys associated with the Redemption Kiosk must be maintained in accordance with the Owner Licensee's ICS.
 12. All Redemption Kiosk sensitive keys must be different from keys used for EGDs.
 13. The Redemption Kiosk logic compartment and the program software, once certified, must be sealed by an IGB Agent. Additionally, an IGB Agent must be present to break the seal(s) when access is required to the compartment or the software housed therein.
 14. When utilizing a Redemption Kiosk as a method of payment for the redemption of a voucher, the Redemption Kiosk must read the voucher accepted (via the bill validator assembly) and notify the Voucher System of all required validation information. The Voucher System must then determine if the voucher is valid and transmit to the Redemption Kiosk the amount to be paid or instruct the Redemption Kiosk to reject the voucher. If the voucher is valid and the amount to be paid is sent to the Redemption Kiosk, the Voucher System must change the status of the voucher accepted from an "unpaid/unredeemed" status to a "paid/redeemed" status. For valid vouchers, payment is

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made by the Redemption Kiosk to the patron with U.S. currency and coin. If the voucher is invalid, the Redemption Kiosk will reject the voucher.

15. The maximum payout limit (value) of a voucher that may be paid out by a Redemption Kiosk is \$3,000.00 in U.S. currency and coin.
16. A Redemption Kiosk must automatically cease operation if it contains insufficient U.S. currency and/or coin to redeem any voucher accepted up to the maximum payout limit.
17. All access to Redemption Kiosks must be documented by the individual employee who opened the Redemption Kiosk on an EGD/machine entry access log, which must be kept inside the Redemption Kiosk at all times. The individual employee who opens the Redemption Kiosk and signs the EGD/machine entry access log is responsible for all activity conducted inside the Redemption Kiosk during that time period. The individual employee who opens the Redemption Kiosk must be present the entire time the door is open.
18. The ICS must include procedures for the following occurrences associated with a Redemption Kiosk:
 - a. Power loss or power reset;
 - b. Voucher System and Redemption Kiosk not communicating;
 - c. Machine jam;
 - d. Incomplete transactions (e.g., nonpayment by the Redemption Kiosk);
 - e. Bill validator drop box full;
 - f. Maintenance; and
 - g. Customer disputes.
19. Include a statement that the IGB Docksite Supervisor must be notified in writing of the exact location of each Redemption Kiosk and must also be notified in writing of any change in location prior to the movement of a Redemption Kiosk.

Coupons for Complimentary Electronic Credits

Coupons for Electronic Credits may be redeemed only at EGDs or at a casino cage as detailed in the ICS.

1. Include procedures in the ICS to ensure that the system used for the validation and redemption of coupons for electronic credits utilizes encryption or password protection or equivalent security for files and directories containing critical or sensitive data.
2. The ICS must include procedures to ensure the system used performs the following functions to control system operations:
 - a. Validates the identity of those EGDs from which a transmission is received;

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- b. Ensures all data sent through a transmission is completely and accurately received;
 - c. Detects the presence of corrupt or lost data and, as necessary, rejects the transmission; and
 - d. Maintains a log of repeated attempt rejected transactions.
3. Include procedures to ensure the system used performs the following functions to control the integrity of the data:
 - a. Utilizes coupons containing a unique validation number, either utilizing a unique algorithm or other method as approved in the ICS, which will prevent the ability to predict the composition of any other validation number generated by the system;
 - b. Validates the data type and format of all inputs to critical fields and rejects any corrupt data; and
 - c. Provides for the automatic and independent recordation of critical data upon coupon redemption.
4. Prior to using coupons in an EGD, an IGB agent must test the EGD to ensure the EGDs are incrementing correctly and information is communicating correctly.
5. Coupon validation information stored in the system may not be altered in any way. The data must be encrypted, password protected or safeguarded using other equivalent security measures and possess a non-alterable user audit trail to be specified in the ICS.
6. The ICS procedures for coupons for complimentary electronic credits must include:
 - a. Details for printing coupons for complimentary electronic credits in-house or the receipt of coupons for complimentary electronic credits from an outside vendor and the inventory, storage and distribution of the coupons, including the completion of a coupon inventory log; and/or
 - b. A statement that the printing of and distribution of coupons for complimentary electronic credits will be completed by a direct mail house or outbound electronic mailing vendor.
7. If casino cage cashiers issue coupons, include procedures to ensure that all coupons are accounted for.
8. Each coupon for electronic credits must contain the following printed information:
 - a. The name of the casino and/or the Owner Licensee;
 - b. A unique bar code or machine readable code representing the coupon validation number;
 - c. Value;
 - d. State whether the coupon is redeemable for cashable or non-cashable credits;
 - e. An expiration date and/or valid time period; and

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- f. Patron's name and player card account number.
9. Include procedures for the redemption of coupons at EGDs. To redeem coupons for complimentary electronic credits, a patron will insert the coupon into the bill validator of an EGD along with their player card. Once the coupon is read by the bill validator, the unique validation number is sent to the system for validation and redemption. If the coupon is valid, the value of the coupon is transferred to the EGD's credit meter. The coupon must immediately upon validation be changed in the system from an unredeemed status to a redeemed status.
 10. Winning EGD wagers, including a winning wager made with non-cashable EGD credits, must be paid with cashable EGD credits.
 11. If an EGD has both cashable and non-cashable EGD credits available for play, all non-cashable EGD credits must automatically be wagered before any cashable EGD credits are wagered.
 12. When a patron attempts to redeem an invalid coupon at an EGD, the EGD must reject the coupon. Include casino cage procedures addressing what occurs when an invalid coupon is presented, including notification to the casino cage cashier that the validation number cannot be found on file, the coupon has already been redeemed or the amount on the coupon differs from the amount on file;
 13. If the system is not functioning when a patron attempts to redeem a coupon at an EGD, include procedures for redemption at the casino cage, including:
 - a. Ensuring the coupon is valid;
 - b. Ensuring the patron is not on the IGB Board exclusion list, the IGB statewide voluntary self-exclusion list or the Owner Licensee's property based self-exclusion list;
 - c. Manually voiding the coupons;
 - d. Segregating these coupons;
 - e. Electronically verifying and cancelling the coupons in the system when the system is restored following manual override procedures; and
 - f. Forwarding coupons redeemed at the casino cage to accounting daily.
 14. Include procedures for issuing replacement coupons, if applicable.

Cashless Wagering Systems

1. Cashless wagering systems (CWS), as applicable, must meet the following technical standards (or their equivalent as approved by the IGB Administrator):
 - a. Gaming Devices in Casinos (GLI-11) version 2.0*, et seq.;
 - b. Cashless Systems in Casinos (GLI-16) version 2.0*, et seq.;
 - c. Bonusing Systems in Casinos (GLI-17) version 2.0*, et seq.;

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- d. Promotional Systems in Casinos (GLI-18) version 2.0*, et seq.; and
- e. Illinois Statutes, Adopted Rules, and Minimum Internal Control Standards**.

*Standards established by *Gaming Laboratories International, Inc.* as applicable, in addition to IGB Standards.

**Technical standards therein are subject to review and revision by the IGB and must not be construed to either allow or disallow other technologies because they do not conform to these standards.

- 2. All of the hardware, software, logic or code, calculations, and interfaces of the CWS must be subject to testing by the IGB and/or an independent testing laboratory designated by the IGB. The Owner Licensee, prior to installation of a CWS or any modification thereto, must provide documentation acceptable to the IGB Administrator or their designee that all hardware on which the CWS resides and any non-operating system or non-utility software operating thereon, as well as all associated hardware and software interfaced with the CWS, has been reviewed for and has no known vulnerabilities which may compromise the CWS, its integrity, or functionality. A list of known vulnerabilities outlining any previously identified system anomalies must be provided to the IGB Administrator along with the expected time line to remedy. The list must be updated at least monthly.
- 3. EGDs connected to the CWS must possess, at a minimum, a single 100 event log by transaction type which provides an audit trail for WAT In, WAT Out, CEP In, CEP Out, NCEP In and NCEP Out or provide a combined thirty-five (35) event log for all cashless transfers that increment the aforementioned in-meters and a thirty-five (35) event log for all cashless transfers that increment the aforementioned out-meters. The EGD must provide the following information by transaction, accessible through the attendant menu:
 - a. Type of transaction;
 - b. Monetary value of the transaction;
 - c. Time and date of the transaction; and
 - d. A unique transaction number, which must be utilized to authenticate the source of funds.
- 4. The Owner Licensee must ensure the CWS in use at their facility performs the following minimum functions to control logical access to the system by employees, vendors/manufacturers or other designees approved by the IGB Administrator:
 - a. When passing information through an intranet connection behind firewall protection, utilizes encryption methodologies as specified in the ICS for securing patron authentication information (e.g., Personal Identification Number) at all times;
 - b. When transmitting information to or receiving information from an external application or program (i.e., remote access), utilizes encryption methodologies as required by the IGB's Remote Access MICS;

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- c. Utilizes system-monitoring software that creates a digital unalterable log of all users, including default administrator for root, access and activities;
 - d. Performs daily audits of all CWS component logs. Logs reviewed must include servers responsible for security functions, such as Intrusion Detection System and Authentication, Authorization and Accounting servers;
 - e. Ensures all data transmitted locally between the CWS and authorized user terminals is encrypted and utilizes Virtual Private Network, Secure Socket Layer, Internet Protocol Security or other methodologies for securing data transmissions. The specific methodology must be identified in the ICS;
 - f. Network ports are designed to deny by default. The ports must only be opened when required; e.g., maintenance, upgrades, changes in protocols, IGB direction. The open ports must be immediately documented on the user matrix evidencing the identity, reason and duration for opening the port;
 - g. Ensures encryption of all passwords during transmission and storage, on all system components;
 - h. Prior to performing a password reset, the licensee performing the reset must verify the identity of the individual requesting the reset;
 - i. An integrity check mechanism must be deployed for critical files and directories to monitor for unauthorized modifications or corruption. The process for selecting the integrity check mechanism must ensure the proper mechanism is selected and tool limitations are identified and recorded. The integrity check mechanism must be validated by the IGB's approved testing laboratory;
 - j. Any breach to the security of the encryption methodology approved must result in the CWS and encryption methodology's continued approval being reevaluated by the IGB; and
 - k. The Owner Licensee must have a written plan detailing the response protocols to critical security incidents.
5. There must be procedures to permit the recovery of the non-volatile memory of EGDs for forensic analysis. Such recovery techniques must be satisfactory to the IGB. Any deviation from this standard must be approved in writing by the IGB Administrator.
6. The Owner Licensee must perform a daily audit of all CWS component log(s) as described in Standard #4.d. above. The Owner Licensee must designate in their ICS the job title responsible for the audit. The job title must be free of any conflicts with the segregation of duties and the individual performing the audit must be independent of the process. If an area of integrity breach or unexplainable event is identified, the IGB Docksite Supervisor/Agent must be notified.
7. Requests to waive modifications or upgrades to an existing CWS must be approved by the IGB Administrator prior to implementing any proposed modification or upgrade. Modifications or upgrades to an existing CWS must include, without limitation:
- a. A description of the reasons for the proposed modification(s);
 - b. A list of the computer component(s) and programs(s) or version(s) to be added, modified or replaced;

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- c. Copies of all current independent testing laboratory certification letter(s);
 - d. A description of any functionality changes to any screen(s), menu(s), report(s) or operating processes that will be affected;
 - e. The method to be used to complete the proposed modification(s);
 - f. The method to be used to reverse the proposed modification(s) should the proposed modification(s) fail;
 - g. The date and time the proposed modification(s) will be installed and the estimated time for completion. If the proposed modification is subject to waiver, this information must be reviewed by the IGB prior to issuing the waiver;
 - h. The name, title, IGB license number, corporate employee number (if applicable), and employer of the person(s) scheduled to perform the modification(s);
 - i. Procedures for inactivating access of the person(s) implementing the modification(s) to the CWS once the upgrade has been completed, not to exceed fifteen business days following the departure of support personnel;
 - j. A diagrammatic representation of the proposed hardware design change locally and at any offsite facility;
 - k. Restriction on update access to the production code to the person implementing the modification(s);
 - l. Procedures to ensure the user and operator manuals are updated to reflect changes in policies and procedures resulting from the proposed modification(s);
 - m. A list of all support personnel who will be accessing restricted areas associated with the modification(s). The Owner Licensee must include detailed procedures for the “resetting” of key codes and/or deactivation of access card(s); and
 - n. Plan for user acceptance testing and the method for documenting the results of testing.
8. The Owner Licensee must ensure the CWS in use at their facility performs the following minimum functions to control system operations:
- a. Validates the identity of those devices from which a transmission is received;
 - b. Ensures that all data sent through a transmission is completely and accurately received; and
 - c. Detects the presence of corrupt or lost data packets and, as necessary, rejects the transmission.
9. EGDs participating in the CWS must, through the electronic patron interface, display the relevant informational message whenever any patron-initiated transaction (WAT, CEP, and NCEP) occurs. During the transaction, the EGD must possess bi-directional communication and employ a communication lock until the transfer is confirmed.
10. The CWS, Bonus System and Promotional System components which affect the integrity of operations must be designed to permit an independent integrity check of each component’s software that is critical to its operation. The integrity check must be accomplished by utilizing an IGB approved, external third-party verification tool.

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11. Funds are only added to a patron's wagering account and/or promotional account (or an individual account that will track the two balances) by a patron:
 - a. Depositing funds at a cashier's cage;
 - b. Transferring credits from an EGD;
 - c. Receiving promotional awards from the casino; and/or
 - d. Other methods approved by the IGB.

12. The Owner Licensee must only allow patrons to establish wagering accounts as described in the ICS. Only authorized employees, as described in the ICS, may activate accounts. These same employees will not be allowed to perform any cash or chip transactions.

13. In order to establish a CWS account, the Owner Licensee must:
 - a. Require patrons to present valid government-issued photo identification;
 - b. Verify the photo on the identification matches the physical characteristics of the patron presenting the photo identification;
 - c. Verify the patron is not on the IGB board exclusion list, the IGB statewide voluntary self-exclusion list, or the Owner Licensee's property based self-exclusion list; and
 - d. The patron must independently and confidentially enter a secure PIN a minimum of two times. The two PINs must successfully match each time entered.

14. When resetting a PIN, the Owner Licensee must ensure the following minimum functions are performed at the Owner Licensee's facility:
 - a. If the Owner Licensee permits the resetting of a PIN at the EGD's electronic patron interface, the patron must be required to answer a previously established security question at the EGD. The answer to that question is stored in the CWS and must be encrypted and masked from any employee's view;
 - b. If the Owner Licensee permits the resetting of a PIN at the player's club, or other location as specified in the ICS, the patron must provide valid government issued photo identification before the PIN can be changed by the patron. Storage of the PIN in the CWS must be encrypted and masked from any employee's view. Resetting of a PIN at the casino cage is prohibited for patron WAT accounts;
 - c. The Owner Licensee must verify the patron is not on the IGB board exclusion list, the IGB statewide voluntary self-exclusion list, or the Owner Licensee's property based self-exclusion list; and
 - d. The patron must independently and confidentially enter a secure PIN a minimum of two times. The two PINS must successfully match each time entered.

15. The IGB's board exclusion list, the IGB's statewide voluntary self-exclusion list, and the Owner Licensee's property based self-exclusion list must be compared to active patron WAT accounts within the CWS at least once a month and any patron found on either list that has a balance must be repaid.

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16. The Owner Licensee must maintain a log of patron disputes regarding the CWS utilized by the Owner Licensee. The log entry must include the patron's name, patron's account number, date, time, and description of the dispute, and signature requirements. Should a patron dispute any account information in writing, the Owner Licensee must immediately disable that patron's account and notify the IGB Docksite Supervisor/Agent.
17. The Owner Licensee must, upon patron request with proper identification, provide the patron immediate real time access to his/her thirty (30) day CWS transaction history. Should the patron request additional transaction history beyond the thirty days, the Owner Licensee must provide the information within fourteen (14) calendar days. Extensions to the fourteen calendar day requirement must be approved by the IGB Administrator or their designee. The report must include the:
 - a. Last four digits of the account number and the patron's last name;
 - b. Owner Licensee's name, city and state at which the report was generated;
 - c. EGD location number or kiosk location at which the transactions occurred;
 - d. Detailed transaction history that occurred; and
 - e. Summary balance of each account.
18. The Owner Licensee must ensure the CWS restricts patron WAT accounts to the property at which the account was originally established, prohibiting transfers of any WAT balances between properties. Reduction of promotional funds between an Owner Licensee's properties will be permitted provided compliance with MICS Section E, Standard #41.
19. The Owner Licensee must specify the period of time for which all transactions will be maintained in the CWS, which must be for a period of not less than ninety (90) days from the date of the transaction, provided that any such records removed from the system after ninety (90) days must be stored and controlled in an easily accessible manner approved by the IGB Administrator or their designee, and maintained in accordance with the IGB's Records Retention Schedule.
20. The Owner Licensee must maintain a record of the patron's account balance which must be stored in the CWS for not less than three years from the last date of account activity, provided that:
 - a. Any account balance archived from the CWS must be stored and controlled as specified in the ICS; and
 - b. The withdrawal of any patron account funds for which the record has been archived from the CWS must require that, prior to withdrawal, the patron account data be reloaded into the system and the patron's identification be verified to the CWS patron account data.
21. Any patron WAT account which is abandoned or unclaimed must be properly disposed of in accordance with the Illinois Unclaimed Property Act, 765 ILCS 1025 *et seq.* In addition:

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- a. The Owner Licensee’s ICS must specify the procedures for closing or disabling inactive patron WAT accounts; and
 - b. The Owner Licensee’s ICS must specify the procedures for activating patron WAT accounts that have been closed or disabled.
22. The Owner Licensee must maintain a restricted account of a minimum reserve able to fully fund the value of all WAT and CEP outstanding balances. The Owner Licensee is prohibited from using this account to secure or collateralize any loans. The Owner Licensee must provide restricted account documentation to the IGB Administrator or their designee regarding the establishment of a restricted account, including subsequent changes to the restricted account, prior to activating the WAT and CEP accounts.
 23. Records to determine whether the currency transactions exceed \$5,000 for a customer in a gaming day must be evaluated by the Owner Licensee for possible fund structuring subject to FinCEN regulations. Internal controls must be put in place to monitor/identify these instances. Changes to the internal controls require prior IGB Administrator approval and are subject to testing by an independent test lab. The ICS must include the procedures used by the Owner Licensee to evaluate these transactions and identify which department is responsible for performing these procedures.
 24. The Owner Licensee must establish procedures to ensure WAT funds are only transferred from EGDs or devices approved by the IGB Administrator or their designee.
 25. The Owner Licensee’s ICS must address the situation, and the corresponding procedures and documentation necessary to adjust a patron’s account balance. The ICS must specify the job titles of those individuals authorized to approve the adjustments.
 26. The Owner Licensee may provide patrons participating in the CWS/WAT environment an opportunity to establish a “pay on death” (POD) designee. Should the patron choose not to establish a POD designee, the balance of the patron’s account must be disposed of in accordance with applicable laws.
 27. CWS central servers must possess sufficient and complete modularity and employ redundancy techniques to prevent any loss of data. Copies of each audit log and system database must exist with an open support for backups and restoration. The Owner Licensee must submit written detailed topology layout, rapid recovery strategies, and failover procedures to the IGB.
 28. The Owner Licensee must maintain flowcharts or diagrams of the physical/logical topology layouts showing how the CWS interfaces with existing systems. In addition, the Owner Licensee must maintain a data flow diagram that traces data through the system for wagering, reporting, and payouts.

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29. The ICS must include procedures to revoke access of all terminated users within 24 hours. The Owner Licensee must have procedures to revoke access of all reassigned users where access is not required within 72 hours.
30. The CWS central server and main interface elements (items responsible for gathering accounting data) must reside in a secure room(s) which:
 - a. Has controlled access and all ingress and egress is documented on an ingress/egress log;
 - b. Is locked at all times with authorized personnel only permitted access after a successful authentication;
 - c. Has digital/video surveillance coverage that permits identification of anyone accessing the room and server, providing a 14-day retention; and
 - d. Utilizes environmental controls to protect critical hardware from disasters (e.g., uninterruptible power supplies).
31. The CWS in use at the Owner Licensee's facility must perform the following minimum functions:
 - a. Prohibit monetary transfers between patron accounts;
 - b. All patron accounts are solely owned and accessed by one unique identifier per patron;
 - c. Wagering account electronic transfers cannot occur once a game has commenced and are not eligible until final game outcome is determined;
 - d. Prohibit external Electronic Fund Transfers (EFT) between financial institutions and the CWS;
 - e. Prohibit the ability to place a wager directly at an EGD by the means of an external EFT to an EGD through the use of a credit card or other external debit instrument(s);
 - f. Possess the ability to identify the frequency and respective cashout/withdrawal amounts of electronic credits from an EGD, within a configurable time period during any gaming day. Internal controls must be put in place to monitor/identify the frequency and respective cashout/withdrawal amounts. Changes to the internal controls require prior approval by the IGB Administrator or their designee and are subject to testing by an independent test lab;
 - g. Possess the ability to identify patron accounts for those patrons whose player cards have been stolen and/or compromised;
 - h. Employ network clock synchronization technology;
 - i. Establish a configurable maximum number of attempts a patron is permitted to enter to determine a successful confirmation; and
 - j. Execute self-monitoring integrity checks of all files deemed critical by the IGB for the operation of the CWS at least once every twenty-four (24) hours. Should the CWS integrity checks fail, an automated notification must be sent to an Owner Licensee and the IGB Administrator or their designee must be immediately notified. As an alternative to automated integrity checks, the Owner Licensee's MIS Department may utilize an external third party verification tool approved by the IGB to perform manual integrity checks. Similarly, should the manual

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integrity checks fail, the IGB Administrator or their designee must be immediately notified.

32. Procedures must be in place to identify and flag suspect or stolen player cards and to prevent their unauthorized use.
 33. The Owner Licensee must immediately notify the IGB Supervisor/Agent of any:
 - a. Incident of a suspicious transaction(s) involving CWS redemptions; and/or
 - b. Evidence that an electronic player card has been counterfeited, tampered with or altered in any way that would affect the integrity or suitability of the card.
 34. All EGD Critical Program Storage Media (CPSM), Promotional Systems and Bonusing Systems must be specifically approved by an IGB approved independent testing laboratory for use with the CWS.
 35. The Owner Licensee must set forth detailed procedures for testing of WAT, CEP and NCEP balances pertaining to each respective CWS module. The detailed procedures must be included in the ICS.
 36. Promotional System awards and Bonusing System awards must not be utilized when calculating the actual payout of individual EGDs. Bonusing awards must be included in the aggregate payout percentage.
 37. If NCEP and CEP credits are co-mingled on one credit meter at an EGD, the EGD must wager the funds from the NCEP credit balance first. All NCEP credits must be wagered before any CEP credits are committed.
 38. The Owner Licensee must utilize the following formula, if applicable, for computing Adjusted Gross Receipts (AGR): $(\{ \text{Currency Drop} + \text{Voucher Drop} + \text{Coupon Drop} + \text{Bonus Awards} \} + \{ \text{WAT In} + \text{CEP In} + \text{NCEP In} \}) - (\{ \text{WAT Out} + \text{CEP Out} + \text{NCEP Out} \} + \{ \text{EGD Hand-Paid Payouts}^* + \text{Vouchers Issued} \})$.
- * Includes attendant hand pays for cashable credits awarded by a Bonusing System.
39. For EGDs that participate in the CWS environment, the following EGD meter information, if applicable, must be stored on the CWS and the EGD in units equal to the denomination of the device or in dollars and cents for:
 - a. Voucher in;
 - b. Voucher out;
 - c. Wagering account transfer in (WAT In);
 - d. Wagering account transfer out (WAT Out);
 - e. Cashable electronic promotion in (CEP In);
 - f. Cashable electronic promotion out (CEP Out);
 - g. Non-cashable electronic promotion in (NCEP In);

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- h. Non-cashable electronic promotion out (NCEP Out);
 - i. Coupon promotion in; and
 - j. Coupon promotion out.
40. The Owner Licensee must, on each gaming day, prepare a CWS meter comparison report on all EGDs with CWS options enabled. The report will compare the CWS meter deltas of the EGD internal soft meters with the meter deltas of the CWS. The EGD soft meter deltas may be obtained by manually recording the values at the EGD, or by polling the EGD using the CWS. Any meter variance between the deltas of the EGD and the CWS which is greater than 1% must be investigated and findings documented and provided to the IGB Administrator or their designee. Any EGD exhibiting such a variance for three consecutive days must be removed from service. Once the malfunction has been identified and repaired, the EGD may be placed back into service. Upon placing the EGD back in service, the Owner Licensee must submit a detailed report to the IGB Administrator or their designee annotating the malfunction and the corrective action steps.
41. Should the Owner Licensee elect to integrate a Promotional System and/or Bonusing System locally or provide intra-state accessibility at multiple related facilities into the CWS, in addition to all other requirements of this section, the Owner Licensee must include in the ICS the following provisions:
- a. Promotional System awards must be transferred into the appropriate patron accounts and utilize meter conventions set forth herein. The CWS must display the amount of the awards and prompt the patron to enter into a verification process to redeem;
 - b. All Promotional awards must be converted into CEP funds, NCEP funds, or WAT funds respectively;
 - c. All bonusing awards, which are based on EGD events, will be added directly to the EGD credit meter of EGDs participating in the Bonusing System;
 - d. A bonus must be awarded as a cashable credit;
 - e. The Promotional System and/or Bonusing System must provide fair notice to the patron of the types of the awards through the electronic patron interface;
 - f. Upon award, any disclaimers and rules for the promotional awards and/or bonusing awards must be clearly displayed to the patron through the electronic patron interface;
 - g. The electronic patron interface on EGDs participating in the Promotional System and/or Bonusing System must clearly indicate if any communication errors are present. The indicator must be presented to the patron and denote the inability to participate with the system; and
 - h. The Promotional System and/or Bonusing System utilize a dedicated secure encrypted communication line reviewed and approved by a third-party designated by the IGB, when operating in an intra-state configuration.

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42. All implementations of Promotional Systems and Bonusing Systems must be reviewed and approved by the IGB and/or the independent testing laboratory prior to implementation with all costs being borne by the Owner Licensee.
43. The Owner Licensee is responsible for all Promotional System awards transferred to a patron account. Once transferred to a patron's account, an Owner Licensee may only remove those Promotional System awards which have expired in accordance with the established rules.
44. The Owner Licensee must communicate to the patron the expiration time and date of all promotional awards and bonusing awards. The Owner Licensee must also visibly display on the electronic patron interface a message when the promotional awards and bonusing awards associated with EGD play are no longer available. The electronic message must be approved by the IGB Administrator or their designee.
45. Should a patron elect to transfer NCEP credits to an EGD, the Owner Licensee must visibly display in significant print on the electronic patron interface a message notifying the patron of the option to accept or cancel the NCEP transfer. (Note: at this time, Illinois does not allow NCEP Out).
46. Promotions may only be redeemed at the cashier's cage, an EGD connected to an approved CWS, at redemption kiosks, or other locations as specified in the ICS. The CWS must verify the validity of the promotion prior to redemption, and will electronically cancel the promotion in a manner approved by the IGB.
47. The issuance of promotional awards to adjust an individual patron's account for a previously approved promotion must be sufficiently documented including the patron's name, patron's account number, the amount of the transaction, the explanation for the adjustment, and the name of the individual issuing/authorizing the adjustment. A record of all promotional award adjustments that occurred during the gaming day must be maintained. The accounting department must conduct a daily audit of these adjustments to verify that all of the required information is present and to detect any adjustments that exceed guidelines for authorizing promotional award adjustments established by the Owner Licensee and maintained in the accounting department.
48. The Owner Licensee utilizing WAT transfers must establish terms and/or conditions for patron accounts prior to activating the CWS account. Patrons participating in the CWS must receive a copy of the terms and/or conditions upon the establishment of an account. Should the Owner Licensee revise or change the terms and/or conditions, all CWS account holders must receive notice of the change at least thirty (30) days prior to its effective date.

The terms and/or conditions must include at a minimum:

- a. Privacy statement;
- b. Terms of service;

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- c. Patron’s responsibility for account security;
 - d. Patron’s right to account information;
 - e. Responsible Gaming information;
 - f. Dispute resolution procedures; and
 - g. Order of credits played.
49. If any part of the casino gaming floor has CWS features enabled, the Owner Licensee must ensure a prominent and conspicuous notice is located on the EGDs denoting which EGDs have CWS features enabled or alternatively, which EGDs do not have CWS features enabled. The notice must be affixed in a manner that it cannot be easily removed. If all EGDs on the Owner Licensees gaming floor have the CWS features enabled, a prominent and conspicuous notice must be placed at all entrances to the gaming floor. Casinos may elect to use electronic displays on the EGD to serve notice.
50. At a patron’s request, the Owner Licensee must provide a brochure(s)/card(s) outlining information necessary to participate in the CWS environment including at a minimum:
- a. How to open an account;
 - b. Definition of type of promotion offered by casino;
 - c. How to add funds to an account, where applicable;
 - d. How to download credits;
 - e. How to withdraw funds or close an account;
 - f. Responsible Gaming information; and
 - g. Patron’s right to account information.

Marketing Procedures for Cashless Wagering Systems (CWS)

The Cashless Wagering System (CWS) permits patrons to wager at Electronic Gaming Devices (EGDs) or other devices approved by the Illinois Gaming Board (IGB), through the use of player cards which activates access to patron accounts maintained in the casino’s CWS database. Requests for transfer by a patron at an EGD from their patron account using their player card is followed by a successful confirmation through a secure, patron-initiated verification process or other methodologies approved by the IGB. After the patron’s identity is confirmed, the EGD will present transfer options to the patron which require selection before the transfer occurs. These options allow the patron to move a predefined amount of their balance from their account to the EGD they are playing. Patrons may transfer amounts from their accounts to the extent of the account’s current balance. Once play is complete, patrons may move some or all of the authorized credits back to their patron account, if allowable by the system.

Promotional systems may be connected to EGDs that are configured to participate in promotional award payments issued from a CWS. These EGDs support protocols for direct transfers from the marketing department or adjustments by the player’s club via a player’s account. A transfer may be in the form of Wagering Account Transfer In (WAT In), Wagering Account Transfer Out (WAT Out), Cashable Electronic Promotion In (CEP In), Cashable Electronic Promotion Out (CEP Out), Non-Cashable Electronic Promotion In (NCEP In) or Non-

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Cashable Electronic Promotion Out (NCEP Out). [Note: At this time, Illinois does not allow NCEP Out]

“Promotion” or “Promotional award” as used in this section means cashless credits based on predefined criteria outlined by the rules of the promotion.

1. The Owner Licensee must establish a database to track all promotions by patron including amount, type of promotion, date issued, and start date and expiration date of the promotion. The database must also track redemptions by patron including date, time, and location of the redemption. The Owner Licensee must specify the period of time for which all transactions will be maintained in the CWS, which must be for a period of not less than ninety (90) days from the date of the transaction, provided that any such records removed from the system after ninety (90) days must be stored and controlled in an easily accessible manner approved by the IGB Administrator or their designee.
2. The Owner Licensee must maintain a segregation of duties between employees that can issue promotions and any employee that can open/activate a patron account and any employee that can directly access the EPROM or other Non-Alterable Storage Media of an EGD. Employees that can issue promotions cannot open/activate a patron’s account unless it is for a patron on the IGB board exclusion list or IGB statewide voluntary self exclusion list.
3. All promotions must be reviewed and approved by someone other than the employee that entered the promotion into the database. The ICS must include the job titles of those employees allowed to enter a promotion into the database and the job titles of those employees allowed to approve a promotion.
4. The ICS must include a statement that promotions must be submitted under separate cover to the IGB Administrator for approval prior to implementation and must include the following information:
 - a. The estimated aggregate dollar value of the promotions. If the promotions contain NCEP credits, the estimated number and non-cash value must be included;
 - b. The start and expiration dates of the promotions;
 - c. Details regarding the issuance and controls over the issuance of the promotions;
 - d. Name of the direct mail house or outbound electronic mailing vendor that will provide the patron notification of the promotions or an indication that the patron will be notified of the promotions directly by the Owner Licensee; and
 - e. A sample of the notification.
5. The notification of the promotion to the patron must include:
 - a. The total value of the promotion including whether credits are cashable or non-cashable;
 - b. Start and expiration dates of the promotion;

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- c. Description of the promotion;
 - d. Responsible Gaming statement; and
 - e. The name of the casino and/or Owner Licensee.
6. The ICS must include a statement of who is responsible for the review of the internal controls and security measures employed by the direct mail house or outbound electronic mailing vendor.
 7. The ICS must include procedures to ensure that the promotion does not include any person on the IGB statewide voluntary self-exclusion list, the Owner Licensee’s property based self-exclusion list, and the IGB’s Board exclusion list.
 8. The ICS must include a statement that an approved promotion may not be altered or cancelled without the prior written approval of the IGB Administrator.
 9. The ICS must include procedures for altering or cancelling an approved promotion for all patrons and for groups or individual patrons including documentation and approval. The ICS must include the job titles of those individuals who are allowed to alter or cancel a promotion.
 10. The ICS must include a statement that any anomaly or deviation from the approved promotion or any equipment malfunction that occurs must be reported immediately to the IGB Docksites Supervisor/Agent.
 11. The ICS must include procedures for tracking redeemed and expired promotions.
 12. The ICS must include accounting procedures for tracking all aspects of a promotion from issuance to redemption.

Disposal of Electronic Gaming Devices and other Gaming Equipment

1. The Owner Licensee must notify the IGB Administrator and the IGB Docksites Supervisor in writing, and receive written approval from the IGB Administrator prior to disposing of or removing from the premises Electronic Gaming Devices.
2. The Owner Licensee must notify the IGB Docksites Supervisor in writing, and receive written approval from the IGB Docksites Supervisor prior to disposing of or removing from the premises other Gaming Equipment.

Jackpot Kiosks

1. All aspects of a Jackpot Kiosk, including all hardware and software utilized therein, must be subject to testing by the IGB and/or an independent testing laboratory designated by the IGB. All costs associated with testing by an independent laboratory will be borne by the Owner Licensee.

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2. Each Jackpot Kiosk utilized by an Owner Licensee must be monitored and continuously recorded by a dedicated surveillance camera.
3. Jackpot Kiosks utilized by an Owner Licensee must be maintained by the Main Bank/Vault or the casino cage on an imprest basis. The Jackpot Kiosk must be counted down and reconciled each time the Jackpot Kiosk is reimpressed which must be at least every seven days. For Jackpot Kiosks that contain a hopper, the U.S. coin must be counted down at a minimum of every 30 days, the total utilized for the reconciliation may be taken from the system reports.
4. Jackpot Kiosks may accept the following instruments:
 - a. Currency (for even-exchanges) by authorized employees only, as described in the Owner Licensee's ICS;
5. A Jackpot Kiosk will utilize a bill validator assembly similar to what is used in an EGD to verify and accept U.S. currency. The Jackpot Kiosk will use cassettes to store U.S. currency to dispense hand-paid payouts issued from an EGD and in exchange for U.S. currency by an authorized employee. The Jackpot Kiosk may also store U.S. coin.
6. All external doors must be locked and monitored by door access sensors which must detect and report all external door openings, both to the device by way of an error code and/or tower light and to surveillance and an on-line system.
7. All external doors must be manufactured of materials that are suitable for allowing only legitimate access to the inside of the Jackpot Kiosk. External doors and their associated hinges must be capable of withstanding determined illegal efforts to gain access to the inside of the Jackpot Kiosk and must leave evidence of tampering if an illegal entry is made.
8. The Jackpot Kiosk must have a tag supplied by the Licensed Supplier affixed to the Jackpot Kiosk that is not removable without leaving evidence of tampering. The tag must include the following information:
 - a. Manufacturer's Name;
 - b. Unique Serial Number;
 - c. Jackpot Kiosk Model Number; and
 - d. Date of Manufacture.
9. Communication controller electronics, components housing the communication program storage media and the communication board for the Computer Monitoring System/slot information system comprise the logic area of the Jackpot Kiosk. Access to the logic area of the Jackpot Kiosk must be outlined in the Owner Licensee's ICS.
10. All sensitive keys associated with the Jackpot Kiosk must be maintained in accordance with the Owner Licensee's ICS.

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11. All Jackpot Kiosk sensitive keys must be different from keys used for EGDs.
12. The Jackpot Kiosk logic and program software, once certified, must be sealed by an IGB Agent. Additionally, an IGB Agent must be present to break the seal(s) when access is required to the logic and program software housed therein.
13. The maximum payout limit amount that may be paid out by a Jackpot Kiosk must be included in the Owner Licensee's ICS.
14. All access to Jackpot Kiosks must be documented by the individual employee who opened the Jackpot Kiosk on an EGD/machine entry access log, which must be kept inside the Jackpot Kiosk at all times. The individual employee who opens the Jackpot Kiosk and signs the EGD/machine entry access log is responsible for all activity conducted inside the Jackpot Kiosk during that time period. The individual employee who opens the Jackpot Kiosk must be present the entire time the door is open.
15. The ICS must include procedures for the following occurrences associated with a Jackpot Kiosk:
 - a. Power loss or power reset;
 - b. Computer Monitoring System/slot information system and Jackpot Kiosk not communicating;
 - c. Machine jam;
 - d. Incomplete transactions (e.g., nonpayment by the Jackpot Kiosk);
 - e. Bill validator drop box full; and
 - f. Maintenance.
16. Include a statement that the IGB Docksite Supervisor must be notified in writing of the exact location of each Jackpot Kiosk and must also be notified in writing of any change in location prior to the movement of a Jackpot Kiosk.