



AGUA CALIENTE TRIBAL INTERNAL CONTROL STANDARDS

Table of Contents

§ 100.1 Introductions	7
§ 100.2 Definitions.....	8
§ 100.3 Complying with the Tribal Internal Control Standards	20
(a) Tribal Internal Control Standards	20
(b) Tribal Gaming Operations.....	20
(c) CPA Testing.....	21
(d) Report Format.....	24
(e) Report Submission Requirements.....	24
§ 100.4 Standards for Pull Tabs	25
(a) Computer applications.....	25
(b) Internal control systems... ..	25
(c) Pull tab inventory... ..	26
(d) Access... ..	26
(e) Transfers... ..	26
(f) Winning pull tabs.....	26
(g) Accountability form	27
(h) Standards for statistical reports... ..	27
(i) Electronic equipment... ..	27
(j) Variances... ..	28
§ 100.5 Standards for Card Games... ..	28
(a) Computer applications.....	28
(b) System of Internal control systems... ..	28
(c) Standards for drop and count... ..	28
(d) Standards for supervision	28
(e) Standards for playing cards and tournament chips.....	29
(f) Plastic cards... ..	30
(g) Standards for shills.....	30
(h) Standards for reconciliation of Card Room Bank	30
(i) Standards for promotional progressive pots and pools... ..	30
(j) Adoption of Rules for Card Games.....	32
(k) Standards for gaming equipment.	33
(l) Variances.....	33
§ 100.6 Standards for Table Games.....	33
(a) Computer applications.....	33
(b) Internal control systems... ..	33

(c) Standards for drop and count...	33
(d) Fill standards...	34
(e) Credit standards...	35
(f) Table inventory forms...	36
(g) Table games computer generated documentation standards...	37
(h) Standards for playing cards...	37
(i) Plastic cards...	38
(j) Standards for supervision	38
(k) Analysis of table game performance standards	38
(l) Accounting/auditing standards...	39
(m) Credit play...	39
(n) Marker Credit Play	39
(o) Call Bets...	42
(p) Rim Credit...	42
(q) Foreign currency...	43
(r) Betting limits...	43
(s) Standards for gaming equipment...	43
§ 100.7 Standards for Gaming Machines...	43
(a) Computer applications...	43
(b) System of Internal control systems...	43
(c) Standards for gaming machines...	44
(d) Standards for drop and count...	44
(e) Jackpot payouts, short pays and accumulated credit payouts standards...	44
(f) Promotional payouts or awards...	45
(g) Gaming machine department funds standards...	46
(h) EPROM control standards...	46
(i) Standards for evaluating theoretical and actual hold percentages...	47
(j) Gaming machine drop contents standards	50
(k) Player tracking system...	50
(l) In-house progressive gaming machine standards...	51
(m) Wide area progressive gaming machine standards...	51
(n) Accounting/auditing standards...	52
(o) Cash-out tickets...	53
(p) Account access cards...	55
(q) Smart Cards...	57
§ 100.8 Standards for the Cage/Vault	57
(a) Computer applications...	57
(b) System of Internal Control Systems...	58
(c) Supervision	58
(d) Personal checks, tribal checks, state checks, federal checks, and payroll checks	58
(e) Customer deposited funds...	58
(f) Cage and Vault accountability standards	60

(g) Chip standards.....	60
(h) Coupon standards... ..	60
(i) Extraneous items... ..	61
(j) Accounting/auditing standards.	61
(k) Kiosks/TRMs... ..	61
(l) Promotional payments, drawings, and giveaway programs... ..	62
(m) Vouchers.....	62
(n) Cage and Vault access.....	63
(o) Variances... ..	63
§ 100.9 Standards for Credit.....	63
(a) Computer applications.....	63
(b) Supervision	63
(c) Credit standards... ..	63
(d) Payment standards.....	64
(e) Access to credit documentation.....	65
(f) Maintenance of credit documentation	65
(g) Write-off settlement standards... ..	66
(h) Collection agency standards.....	66
(i) Accounting/auditing standards.....	66
(j) Variances... ..	66
§ 100.10 Standards for Information Technology.....	66
(a) System of Internal Control Systems... ..	67
(b) Supervision	67
(c) General controls for gaming hardware and software.....	67
(d) Independence of information technology personnel... ..	68
(e) Gaming program changes.....	69
(f) Security logs	69
(g) Remote dial-up	70
(h) Document storage.....	70
(i) Incident monitoring and reporting	70
§ 100.11 Standards for Complimentary Services and Items.....	70
(a) Computer applications.....	71
(b) System of Internal Control Systems... ..	71
(c) Complimentary services and items.	71
(d) Variances.....	72
§ 100.12 Standards for Accounting	72
(a) Computer applications.....	72
(b) System of Internal Control Systems... ..	72

(c) General accounting standards.....	72
(d) Gross gaming revenue computations.	73
(e) Maintenance and preservation of books, records and documents... ..	75
(f) NIGC shall publish the rates of fees in a notice in the Federal Register	76
(g) Documentation.....	77
(h) Controls for following areas subsections 1 thru 10... ..	77
§ 100.13 Standards for Drop and Count.....	81
(a) Computer applications.....	81
(b) System of Internal control systems.....	81
(c) Table game drop standards.	82
(d) Count room personnel... ..	82
(e) Table game count standards.....	83
(f) Gaming machine bill acceptor drop standards.	85
(g) Gaming machine bill acceptor count standards... ..	85
(h) Gaming machine drop key control standards.	87
(i) Table game drop box key control standards.	87
(j) Table game drop box release keys.	87
(k) Bill acceptor canister release keys.	88
(l) Table game drop box storage rack keys.....	88
(m) Bill acceptor canister storage rack keys.....	89
(n) Table game drop box contents keys.....	89
(o) Bill acceptor canister contents keys.	89
(p) Gaming machine computerized key security systems.....	90
(q) Table games computerized key security systems.....	91
(r) Emergency drop procedures... ..	92
§ 100.14 Standards for Internal Audit.....	93
(a) Internal audit personnel... ..	93
(b) Audits... ..	93
(c) Documentation.....	95
(d) Reports... ..	95
(e) Material exceptions	96
(f) Role of Management	96
(g) Internal Audit Guidelines... ..	96
§ 100.15 Standards for Surveillance	96
(a) Computer applications.....	96
(b) System of Internal control systems... ..	96
(c) Supervision.....	97
(d) General Surveillance Standards... ..	97
(e) Bingo... ..	98
(f) Card games... ..	98

(g) Progressive card games.....	99
(h) Keno.....	99
(i) Pari-mutuel... ..	99
(j) Table games.....	99
(k) Craps.....	99
(l) Roulette	99
(m) Progressive table games.....	99
(n) Gaming machines... ..	100
(o) In-house progressive machine.....	100
(p) Wide-area progressive machine.....	100
(q) Cage and Vault... ..	100
(r) Fills and credits... ..	101
(s) Currency and coin	101
(t) Kiosks and automatic ticket redemption machines... ..	101
(u) Video recording and/or digital record retention.....	101
(y) Video library log.....	102
(v) Malfunction and repair log.....	102
(w) Surveillance log.....	102
§ 100.16 Standards for Security	103
(a) Computer applications.....	103
(b) System of Internal control systems... ..	103
(c) Security Standards... ..	103
§ 100.17 Standards for Title 31	104
(a) Computer applications.....	104
(b) System of Internal control systems... ..	104
(c) Requirements of the Gaming Operation	104
§ 100.18 General Operations... ..	107
(a) Employee participation in gaming activities.....	107
(b) Environmental Public Health and Safety standards... ..	107
(c) System of Internal control systems... ..	107
(d) Submission to the Agua Caliente Gaming Commission	107
(e) Review and comments by the Agua Caliente Gaming Commission	108
(f) Approval by the Agua Caliente Gaming Commission	108
(g) Amendments and revisions to internal control systems... ..	108
§100.19 Marketing (gaming promotions) and Player Tracking.....	108
(a) Supervision.....	108
(b) Gaming Promotions... ..	108
(c) Player Tracking and Gaming Promotions... ..	109

(d) Variances.....	109
§100.20 Bingo.....	110
(a) Supervision.....	110
(b) Bingo cards... ..	110
(c) Bingo card sales... ..	111
(d) Draw	112
(e) Prize payout... ..	112
(f) Cash and cash equivalent... ..	114
(g) Technologic aids to the play of bingo... ..	114
(h) Operations... ..	116
(i) Vouchers	117
(j) Variances	118
§ 100.21 Patron Deposit and Cashless Systems.....	118
a) Supervision.....	118
b) Patron Deposit Accounts and Cashless Systems... ..	118
c) Patron Deposits, withdrawals and adjustments... ..	118
d) Variances.....	119
§100.22 Pari-mutuel Gaming.....	120
(a) Exemptions.....	120
(b) Computer applications... ..	120
(c) Betting ticket and equipment standards... ..	120
(d) Payout standards.....	121
(e) Check standards... ..	121
(f) Employee wagering.....	122
(g) Computer reports standards... ..	122
(h) Accounting and auditing functions.....	123

§ 100.1 Introductions

- (1) The following Tribal Internal Control Standards (TICS) incorporate all the 25 CFR 542 and 25 CFR 543 NIGC MICS requirements and updates which reflect current business practices.
- (2) The sections in this document are identified by department and all mandatory requirements for inclusion in the department generated SICS (System of Internal Control Standards) are included in these sections.
- (3) TICS may not be modified or changed without approval from the Agua Caliente Gaming Commission Board of Commissioners. They are the minimum requirements standards recognized by the NIGC and the California Bureau of Gambling Control.

- (4) Submissions for changes to the Internal Controls presented to the ACGC Compliance Department will be reviewed for compliance with the requirements specified in these TICS.

§ 100.2 Definitions

Accountability - all items of cash, chips, coins, checks, constituting the total amount for which the bankroll custodian is responsible at a given time which includes all financial instruments, receivables, and patron deposits.

Account access card - an instrument used to access customer accounts for wagering at a gaming machine. Account access cards are used in connection with a computerized account database. Account access cards are not “smart cards.”

Accumulated credit payout - credit earned in a gaming machine that is paid to a customer manually in lieu of a machine payout.

ACGC - The Agua Caliente Gaming Commission.

Actual hold percentage - calculated by dividing the win by the drop or coin-in (number of credits wagered). Can be calculated for individual tables or gaming machines, type of table games, or gaming machines on a per day or cumulative basis.

Agent - A person authorized by the gaming operation, as approved by the ACGC, to make decisions or perform assigned tasks or action on behalf of the gaming operation.

Agreed-upon procedures - an audit of a facility’s operations.

Automated payout - Payment issued by machine.

Ante - a player's initial wager or predetermined contribution to the pot before the dealing of the first hand.

Ante/Commission drop box (chips) - a drop box into which the chips from a gaming table are placed.

Betting station - area designated in a pari-mutuel area that accepts wagers and pays winning bets.

Betting ticket - a printed, serially numbered form used to record the event upon which a wager is made, the amount and date of the wager, and sometimes the line or spread (odds).

Bill acceptor - device that accepts and reads cash by denomination in order to accurately register customer credits.

Bill acceptor canister - the box attached to the bill acceptor used to contain cash received by bill acceptors.

Bill acceptor canister contents key - the key used to open the bill acceptor canister and access its contents.

Bill acceptor canister release key - the key used to release the bill acceptor canister from the bill acceptor device.

Bill acceptor canister storage rack key - the key used to access the storage rack where bill acceptor canisters are secured.

Bill acceptor drop - cash contained in bill acceptor canisters.

Bill-in meter - a meter on a gaming machine that tracks the number of bills put into the machine.

Boxperson - the first-level supervisor who is responsible for directly participating in and supervising the operation and conduct of a craps game.

Breakage - the difference between actual bet amounts paid out by a racetrack to bettors and amounts won due to bet payments being rounded up or down. For example, a winning bet that should pay \$4.25 may be actually paid at \$4.20 due to rounding.

Cage - the secure work area within the Gaming Operation that houses the Cashiers.

Cage accountability form - an itemized list of the components that make up the Cage accountability and is used to reconcile the daily activities of the Cage.

Cage credit - advances in the form of cash or gaming chips made to customers at the Cage. Documented by the players signing an IOU or a marker similar to a counter check. Cage Credit is not currently being extended to customers by any Gaming Operation owned and operated by the ACBCI.

Cage marker form - a document, signed by the customer, evidencing an extension of credit at the Cage to the customer by the Gaming Operation. Cage Credit is not currently being extended to customers by any Gaming Operation owned and operated by the ACBCI.

Call bets - a wager made without cash or chips, reserved for a known customer and includes marked bets (which are supplemental bets made during a hand of play). For the purpose of settling a call bet, a hand of play in craps is defined as a natural winner (e.g., seven or eleven on the comeoutroll), a natural loser (e.g., a two, three or twelve on the come-out roll), a seven-out, or the player making his point, whichever comes first.

Calibration module - the section of a weigh scale used to set the scale to a specific amount or number of coins to be counted.

Card game - a game in which the Gaming Operation is not party to wagers and from which the

Gaming Operation receives compensation in the form of a rake, a time buy-in, or other fee or payment from a player for the privilege of playing.

Card room bank - the operating fund assigned to the Card Room or Main Card Room Bank.

Cash-out ticket - an instrument of value generated by a gaming machine representing a cash amount owed to a customer at a specific gaming machine. This instrument may be wagered at other machines by depositing the cash-out ticket in the machine bill acceptor or redeemed for payment at the Cage.

Cash equivalents - Documents, financial instruments other than cash, or anything else of representative value to which the gaming operation has assigned a monetary value. A cash equivalent includes, but is not limited to, tokens, chips, coupons, vouchers, payout slips and tickets, and other items to which a gaming operation has assigned an exchange value.

Cashless system - A system that performs cashless transactions and maintains records of those cashless transactions.

Cashless transaction - A movement of funds electronically from one component to another, such as to or from a patron deposit account.

Chips - cash substitutes, in various denominations, issued by a Gaming Operation and used for wagering.

Class II gaming - Class II gaming has the same meaning as defined in 25 U.S.C. 2703(7)(A).

Class II gaming system - All components, whether or not technologic aids in electronic, computer, mechanical, or other technologic form, that function together to aid the play of one or more Class II games, including accounting functions mandated by these regulations.

Coin-in meter - the meter that displays the total amount wagered in a gaming machine that includes coins-in and credits played.

Coin meter count machine - a device used in a coin room to count coin

Coin room - an area where coins and tokens are stored.

Coin room inventory - coins and tokens stored in the coin room that are generally used for gaming machine department operation.

Complimentary - a service or item provided at no cost, or at a reduced cost, to a customer.

Count - the total funds counted for a particular game, gaming machine, shift, or other period.

Count room - room where the cash drop from gaming machines, table games, or other games are transported to and counted.

Count team - personnel that perform the count of the bill acceptor drop, table games drop, or other game drops.

Counter check - a form provided by the gaming operation for the customer to use in lieu of a personal check.

Counter Game - a game in which the gaming operation is a party to wagers and wherein the gaming operation documents all wagering activity. The term includes, but is not limited to, bingo, keno, and pari-mutuel race books. The term does not include table games, card games and gaming machines.

Coupon - A financial instrument of fixed wagering value that can only be used to acquire noncashable credits through interaction with a voucher system. This does not include instruments such as printed advertising material that cannot be validated directly by a voucher system

Credit - the right granted by a Gaming Operation to a customer to defer payment of debt or to incur debt and defer its payment.

Credit limit - the maximum dollar amount of credit assigned to a customer by the gaming operation.

Credit Request - a manual or computer-generated form that is used to request the transfer of chips from a table to the Vault or Card Room Bank. The order precedes the actual transfer transaction that is documented on a credit slip.

Credit slip - a form used to record the return of chips from a gaming table to the Vault or Card Room Bank.

Currency cassette - A compartment that contains a specified denomination of currency. Currency cassettes are inserted into kiosks, allowing them to dispense currency.

Customer deposits - the amounts placed with a cage cashier by customers for the customers' use at a future time.

Deal - a specific pull tab game that has a specific serial number associated with each game.

Dealer - an employee who operates a game, individually or as a part of a crew, administering house rules and making payoffs.

Dedicated camera - a video camera required to continuously record a specific activity.

Drop (for gaming machines) - the total amount of cash, cash-out tickets, coupons, coins, and tokens removed from drop buckets and/or bill acceptor canisters.

Drop (for table games) - the total amount of cash, chips, and tokens removed from drop boxes, plus the amount of credit issued at the tables.

Drop box - a locked container affixed to the gaming table into which the drop is placed. The game type, table number, and shift are indicated on the box. This term may refer to a Table Drop box or

an Ante/Commission Drop box.

Drop box contents keys - the key used to open drop boxes.

Drop box release keys - the key used to release drop boxes from tables.

Drop period - the period of time that occurs between sequential drops.

Drop box storage rack keys - the key used to access the storage rack where drop boxes are secured.

Drop bucket - a container located in the drop cabinet (or in a secured portion of the gaming machine in coinless/cashless configurations) for the purpose of collecting coins, tokens, cash-out tickets, and coupons from the gaming machine.

Drop cabinet - the wooden or metal base of the gaming machine that contains the gaming machine drop bucket.

Duplicate ticket - a cash-out ticket printed from a gaming machine to replace the original cashout ticket printed due to some type of malfunction. Duplicate Tickets are prohibited by Gaming Operations owned and operated by the ACBCI.

Earned and unearned take - race bets taken on present and future race events. Earned take means bets received on current or present events. Unearned take means bets taken on future race events.

EPROM - erasable programmable read-only memory or other equivalent game software media.

Exception report - A listing of occurrences, transactions or items that fall outside a predetermined range of acceptability.

Fill - transaction whereby a supply of chips or coins is transferred from the Vault or the Card Room Bank to a table/card game.

Fill slip - a document evidencing a fill to a table/card game.

Financial instrument - Any tangible item of value tendered in Class II game play, including, but not limited to bills, coins, vouchers, and coupons.

Financial instrument storage component - Any component that stores financial instruments, such as a drop box, but typically used in connection with player interfaces.

Fiscal year - the twelve-month accounting period that may or may not coincide with the calendar year. The fiscal year for all Gaming Operations owned and operated by the ACBCI begins October 1 and ends September 30.

Flare - the information sheet provided by the manufacturer that sets forth the rules of a particular pull tab game and that is associated with a specific deal of pull tabs. The flare shall contain the following information:

- (1) Name of the game;
- (2) Manufacturer name or manufacturer's logo;
- (3) Ticket count; and
- (4) Prize structure, which shall include the number of winning pull tabs by denomination, with their respective winning symbols, numbers, or both.

Future wagers - bets on races to be run in the future (e.g., Kentucky Derby).

Game server - an electronic selection device, utilizing a random number generator

Gaming machine - an electronic or electromechanical machine that allows a player to play games of chance, some of which may be affected by skill, which contains a microprocessor with random number generator capability for outcome selection or computer terminal that accesses an outcome that is subsequently and randomly selected in drawings that are electronically conducted by central computer or other such methods of chance selection, whether mechanical or electronic. The machine is activated by the insertion of cash or cash equivalents and which awards cash, cash equivalents, merchandise, or a written statement of the player's accumulated credits, which written statements may be redeemable for cash.

Gaming machine analysis report - a report prepared that compares theoretical to actual hold by a gaming machine also referred to as a Statistical Report.

Gaming machine booths and change banks - a booth or small cage in the gaming machine area used to provide change to players, store change aprons and extra coin, and account for jackpot and other payouts.

Gaming machine count - the total amount of coins, tokens, and cash removed from a gaming machine. The amount counted is entered on the Gaming Machine Count Sheet and is considered the drop. Also, the procedure of counting the coins, tokens, and cash or the process of verifying gaming machine coin and token inventory.

Gaming machine pay table - the reel strip combinations illustrated on the face of the gaming machine that can identify payouts of designated coin amounts.

Gaming operation accounts receivable (for gaming operation credit) - credit extended to gaming operation customers in the form of markers, returned checks, or other credit instruments that have not been repaid.

Gaming machine cabinet door - the main door on a gaming machine.

Gaming machine cabinet door key - the key used to open the main door on a gaming machine.

Gross gaming revenue - annual total amount of cash wagered on class II and class III games and admission fees (including table or card fees), less any amounts paid out as prizes or paid for prizes awarded.

Gaming promotion - Any promotional activity or award that requires game play as a condition of eligibility.

Generally Accepted Accounting Principles (GAAP) - A widely accepted set of rules, conventions, standards, and procedures for reporting financial information, as established by the Financial Accounting Standards Board (FASB), including, but not limited to, the standards for casino accounting published by the American Institute of Certified Public Accountants (AICPA).

Generally Accepted Auditing Standards (GAAS) - A widely accepted set of standards that provide a measure of audit quality and the objectives to be achieved in an audit, as established by the Auditing Standards Board of the American Institute of Certified Public Accountants (AICPA).

Governmental Accounting Standards Board (GASB) - Generally accepted accounting principles used by state and local governments.

Independent - The separation of functions to ensure that the agent or process monitoring, reviewing, or authorizing the controlled activity, function, or transaction is separate from the agents or process performing the controlled activity, function, or transaction.

Hold - the relationship of win to coin-in for gaming machines and win to drop for table games.

Hub - the person or entity that is licensed to provide the operator of a pari-mutuel wagering operation information related to horse racing that is used to determine winners of races or payoffs on wagers accepted by the pari-mutuel wagering operation.

Internal audit - persons who perform an audit function of Gaming Operations that are independent of the department subject to audit. Independence is obtained through the organizational reporting relationship, as the internal audit department shall not report to Management of the Gaming Operation. Internal audit activities should be conducted in a manner that permits objective evaluation.

Issue slip - a copy of a credit instrument that is retained for numerical sequence control purposes

Jackpot payout - the portion of a jackpot paid by gaming machine personnel. The amount is usually determined as the difference between the total posted jackpot amount and the coins paid out by the machine. May also be the total amount of the jackpot.

Kiosk - A device capable of redeeming vouchers and/or wagering credits or initiating electronic transfers of money to or from a patron deposit account

Lammer - a type of chip used to evidence transfers between table banks and Card Room Banks.

Lammer button - a type of chip that is placed on a gaming table to indicate that the amount of chips designated thereon has been given to the customer for wagering on credit before completion of the credit instrument. Lammer button may also mean a type of chip used to evidence transfers between table banks and card room banks.

Linked electronic games - any game linked to two (2) or more Gaming Operations that are

physically separate and not regulated by the same Tribal gaming regulatory authority

Manual payout - a payout made by the Gaming Operation in lieu of a cash-out ticket, usually the result of a machine malfunction.

Main card room bank - a fund of cash, coin, and chips used primarily for poker and pan card game areas. Used to make even cash transfers between various games as needed. May be used similarly in other areas of the gaming operation.

Marker - a document, signed by the customer, evidencing an extension of credit to him by the gaming operation.

Marker credit play - that players are allowed to purchase chips using credit in the form of a marker.

Marker inventory form - a form maintained at table games or in the gaming operation pit that are used to track marker inventories at the individual table or pit.

Marker transfer form - a form used to document transfers of markers from the pit to the cage.

Master credit record - a form to record the date, time, shift, game, table, amount of credit given, and the signatures or initials of the persons extending the credit.

Master game program number - the game program number listed on a gaming machine EPROM.

Master game sheet - a form used to record, by shift and day, each table game's winnings and losses. This form reflects the opening and closing table inventories, the fills and credits, and the drop and win.

Mechanical coin counter - a device used to count coins that may be used in addition to or in lieu of a coin weigh scale

Meter - an electronic (soft) or mechanical (hard) apparatus in a gaming machine that records the number of credits wagered, the number of credits dropped, or the number of credits paid out to winning players.

Motion activated dedicated camera - a fixed video camera that, upon its detection of activity or motion in a specific area, begins to record the activity or area. A PTZ camera does not qualify as a motion activated dedicated camera.

Multi-game machine - a gaming machine that includes more than one type of game option.

Network communication equipment - A device or collection of devices that controls data communication in a system including, but not limited to, cables, switches, hubs, routers, wireless access points, landline telephones and cellular telephones.

NIGC - the National Indian Gaming Commission.

On-line gaming machine monitoring system - a system used by a Gaming Operation to monitor gaming machine meter readings and/or other activities on an on-line basis.

Order for credit - a form that is used to request the transfer of chips or markers from a table to the cage. The order precedes the actual transfer transaction that is documented on a credit slip.

Par percentage - the percentage of each dollar wagered that the house wins (i.e., Gaming Operation advantage).

Par sheet - a specification sheet for a gaming machine that provides machine hold percentage, model number, hit frequency, reel combination, number of reels, number of coins that can be accepted, and reel strip listing.

Pari-mutuel wagering - a system of wagering on horse races, jai-alai, greyhound, and harness racing, where the winners divide the total amount wagered, net of commissions and operating expenses, proportionate to the individual amount wagered.

Patron - A person who is a customer or guest of the gaming operation and may interact with a Class II or Class III game. Also may be referred to as a "player."

Patron deposit account - An account maintained on behalf of a patron, for the deposit and withdrawal of funds for the primary purpose of interacting with a gaming activity.

Payment slip - that part of a marker form on which customer payments are recorded.

Payout - a transaction associated with a winning event.

PIN - the personal identification number used to access a player's account

Pit podium - the space within the card or table games area used by supervisory personnel as a workspace, often used to store chips, banks, and card game records

Pit supervisor - the employee who supervises all games in the Pit's immediate area

Player interface - Any component(s) of a Class II gaming system, including an electronic or technologic aid (not limited to terminals, player stations, handhelds, fixed units, etc.), that directly enables player interaction in a Class II game.

Player tracking system - a system typically used in gaming machine departments to record the gaming machine play of individual customers.

Post time - the time when a pari-mutuel track stops accepting bets in accordance with rules and

regulations of the applicable jurisdiction.

Primary and secondary jackpots - promotional pools offered at certain card and table games that can be won in addition to the primary pot.

Prize payout - Payment to a player associated with a winning or qualifying event.

Progressive gaming machine - a gaming machine, with a payoff indicator, in which the payoff increases as it is played. The payoff amount is accumulated, displayed on a machine, and will remain until a player lines up the jackpot symbols that result in the progressive amount being paid.

Progressive jackpot - a payout from a progressive gaming machine.

Progressive table game - table games that offer progressive jackpots.

Promotional payout - merchandise or awards given to players by the Gaming Operation based on wagering activity.

Promotional progressive pots and/or pools - funds contributed to a card game by and for the benefit of players. Funds are distributed to players based on a predetermined event such as a particular hand (i.e. Bad Beat Jackpot).

Progressive Table Games Jackpots - funds contributed to a player for the benefit of the player.

Rake - a commission charged by the house for maintaining or dealing a game such as poker. **Rake circle** - the area of a table where rake is placed.

Random number generator - a device that generates numbers randomly without a pattern. May be used to determine numbers selected in various games such as keno and bingo. Also commonly used in gaming machines to generate game outcome.

Reel symbols - symbols listed on reel strips of gaming machines.

Rim credit - extensions of credit that are not evidenced by the immediate preparation of a marker and does not include call bets.

Runner - a gaming employee who transports chips/cash to or from a gaming table and a cashier.

SAM - a screen-automated machine used to accept pari-mutuel wagers. SAM's also pay winning tickets in the form of a voucher, which is redeemable for cash.

Series number - the unique identifying number printed on each sheet of bingo paper that identifies the bingo paper as a series or packet. The series number is not the free space or center space number located on the bingo paper.

Shift - a scheduled period of operation within the gaming day

Shill - an employee financed by the house and acting as a player for the purpose of starting or maintaining a sufficient number of players in a game. Shills are prohibited at all Gaming Operations owned and operated by the ACBCI.

Short pay - a payoff from a gaming machine that is less than the listed amount usually resulting from a customer dispute or machine malfunction. Customer disputes must comply with the dispute procedures outlined by the Tribal-State Gaming Compact.

Soft count - the count of the contents in a drop box or a bill acceptor canister.

Smart card - A card with embedded integrated circuits that possesses the means to electronically store or retrieve account data.

Statistical table drop - the total amount of currency contained in the table game drop boxes plus pit credit issued, minus pit credit payments in cash in the pit.

Statistical table win - the ending table count, plus chips credited to the Vault, plus the table game drop, minus opening table count, minus fills to the table plus marker credits.

Sufficient clarity - surveillance equipment must record at a minimum of twenty (20) frames per second. If a digital record, the resolution must be at least 4 CIF (Common Intermediate Format), which is generally defined as resolution 704 x 576.

Surveillance room - a secure location(s) in a Gaming Operation used to house and operate the Gaming Operation's surveillance system.

Surveillance system - a system of video cameras, monitors, recorders, video printers, switches, selectors, and other ancillary equipment used for Gaming Operation surveillance.

System of Internal Control Standards - procedures or applications put in place to safeguard the assets of a Gaming Operation

Table games - games that are house banked.

Table/Card games drop - the total amount of cash and chips, removed from drop boxes

Table drop box (cash) - a drop box into which the cash from a gaming table is placed

Table inventory - the total coins and chips at a table.

Table inventory form - the form used by Gaming Operation supervisory personnel to document the inventory of chips and coins on a table at the beginning and end of each shift.

Table tray - container located on gaming tables where chips, coins, or cash are stored

Take - the same as earned and unearned take.

Theoretical hold - the intended hold percentage or win of an individual gaming machine as computed by reference to its payout schedule and reel strip settings or EPROM

Theoretical hold worksheet - a worksheet provided by the manufacturer for all gaming machines that indicate the theoretical percentages that the gaming machine should hold based on adequate levels of coin-in. The worksheet also indicates the reel strip settings, number of credits that may be played, the payout schedule, the number of reels and other information descriptive of the particular type of gaming machine.

Tribal Internal Control Standards - standards created by the Agua Caliente Gaming Commission for the purpose of regulating any Gaming Operations owned and operated by the ACBCI, intended to assure compliance with all tribal, state, and federal regulations

TRM - a machine used to redeem cash-out tickets, or break bills, also referred to as an automatic ticket redemption machine (ATR).

Tribal gaming regulatory authority means the Agua Caliente Gaming Commission (ACGC)

Tokens - a coin-like cash substitute, in various denominations, used for gambling transactions. Tokens are not accepted at Gaming Operations owned and operated by the ACBCI.

Vault - a secure area within the Gaming Operation where the Gaming Operation's bankroll is stored.

Voucher - A financial instrument of fixed wagering value, usually paper, that can be used only to acquire an equivalent value of cashable credits or cash through interaction with a voucher system.

Voucher system - A system that securely maintains records of vouchers and coupons; validates payment of vouchers; records successful or failed payments of vouchers and coupons; and controls the purging of expired vouchers and coupons.

Wide area progressive gaming machine - a gaming machine that is linked to machines in other operations where play on any of the linked machines affects the progressive amount. As wagers are placed, the progressive meters on all of the linked machines increase.

Win - the net win resulting from all gaming activities. Net win results from deducting all gaming losses from all wins prior to considering associated operating expenses.

Win-to-write hold percentage - win divided by write to determine hold percentage.

Wrap - the method of storing coins after the count process has been completed, including, but not limited to, wrapping, racking, or bagging. May also refer to the total amount or value of the counted and stored coins.

Write - the total amount wagered in keno, bingo, pull tabs, and pari-mutuel operations.

Writer - employee who writes keno, bingo, pull tabs, or pari-mutuel tickets. A keno writer usually also makes payouts.

§ 100.3 Complying with the Tribal Internal Control Standards

(a) Tribal Internal Control Standards.

(1) The Agua Caliente Gaming Commission has, in accordance with the Tribal gaming ordinance, established and implemented Tribal Internal Control Standards that:

- (i) Provide a level of control that equals or exceeds those previously set forth in 25 CFR Part 542 & 543.
- (ii) Contain standards for currency transaction reporting that comply with 31 CFR Part 103.
- (iii) Establish standards for games that are not addressed in 25 CFR Part 542 & 543.

(b) Tribal Gaming Operations.

(1) Each Gaming Operation must develop and implement an internal control system that, at a minimum, complies with the Tribal Internal Control Standards.

- (i) Failure to do so may subject the Tribal operator of the Gaming Operation, and/or the Management contractor, to penalties under the Tribal Gaming Ordinance.

(2) All policies, procedures, or applications, including any alternative applications or procedures, developed or used by a Gaming Operation must be submitted to and approved by the Agua Caliente Gaming Commission prior to implementation.

- (i) Documentation evidencing such approval must be maintained by the Gaming Operation for future inspection.

(3) Recognizing that Tribes are the primary regulator of their Gaming Operation(s), enforcement action by the Agua Caliente Gaming Commission will not be initiated under this part without first informing the Gaming Operation of deficiencies in the internal controls of its Gaming Operation and allowing a reasonable period of time to address such deficiencies.

(4) Failure to do so may subject the Tribal operator of the gaming operation and/or the management contractor, to penalties under 25 U.S.C. 2713:

- (i) Such prior notice and opportunity for corrective action is not required where the threat to the integrity of the Gaming Operation is immediate and severe.

(c) CPA Testing.

- (1) Annually, an independent certified public accountant (CPA) shall be engaged to perform “Agreed-Upon Procedures” to verify that the Gaming Operation is in compliance with the Tribal Internal Control Standards set forth in this part.
- (2) The CPA shall report each event and procedure discovered by or brought to the CPA's attention that the CPA believes does not satisfy the Tribal Internal Control Standards.
 - (i) The “Agreed-Upon Procedures” may be performed in conjunction with the annual audit.
- (3) The CPA shall report its findings to the Tribe, the Agua Caliente Gaming Commission, and the Gaming Operation.
- (4) This regulation is intended to communicate the Tribe’s position on the minimum agreed-upon procedures to be performed by the CPA.
- (5) The CPA shall perform the “Agreed-Upon Procedures” in accordance with the following:
 - (i) As a prerequisite to the evaluation of the Gaming Operation's internal control systems, it is recommended that the CPA obtain and review an organization chart depicting segregation of functions and responsibilities, a description of the duties and responsibilities of each position shown on the organization chart, and an accurate, detailed narrative description of the Gaming Operation's procedures in effect that demonstrate compliance.
 - (ii) Complete the Minimum Internal Control Standards Compliance checklists or other comparable testing procedures.
- (6) The checklists should measure compliance on a sampling basis by performing walk-throughs, observations and substantive testing.
- (7) The CPA shall complete separate checklists for each gaming revenue center, Cage and credit, internal audit, surveillance, information technology and complimentary services or items.
- (8) All questions on each applicable checklist should be completed.
- (9) Work-paper references are required for all “no” responses for the results obtained during testing.
- (10) The CPA shall perform, at a minimum, the following procedures in conjunction with the completion of the checklists:

- (i) At least one unannounced observation of each of the following: gaming machine currency acceptor drop, table games drop, gaming machine currency acceptor count, and table games count.
- (11) The ICPA's "Audits of Casinos" Audit and Accounting Guide states that "observations of operations in the Cage and Count Room should not be announced in advance."
- (i) For purposes of these procedures, "unannounced" means that no officers, directors, or employees are given advance information regarding the dates or times of such observations.
 - (ii) The independent accountant should make arrangements with the Gaming Operation and Agua Caliente Gaming Commission to ensure proper identification of the CPA's personnel and to provide for their prompt access to the Count Rooms.
- (12) The checklists should provide for drop/count observations, drop/count and currency acceptor drop/count.
- (i) The Count Room would not be entered until the count is in process and the CPA would not leave the room until the monies have been counted and verified to the count sheet by the CPA and accepted into accountability.
 - (ii) If the drop teams are unaware of the drop observations and the count observations would be unexpected, the Count Rooms may be entered simultaneously.
 - (iii) If the gaming machine currency acceptor count begins immediately after the table games count in the same location, by the same count team, and using the same equipment, the currency acceptor count observation can be conducted on the same day as the table games count observation, provided the CPA remains until monies are transferred to the Vault.
 - (iv) Observations of the Gaming Operation's employees as they perform their duties.
 - (v) Interviews with the Gaming Operation's employees who perform the relevant procedures.
 - (vi) Compliance testing of various documents relevant to the procedures. The scope of such testing should be indicated on the checklist where applicable.
- (13) For new Gaming Operations that have been in operation for three months or less at the end of their business year, performance of this regulation is not required for the partial period.
- (14) The CPA will verify compliance by the Gaming Operation with the Tribal Internal Control Standards. As a prerequisite, the CPA will perform the following:
- (i) The CPA may utilize personnel of the Agua Caliente Gaming Commission to cross-reference the Tribal Internal Control Standards to the Minimum Internal Control Standards, provided the CPA performs a review of the

Agua Caliente Gaming Commission personnel's work and assumes complete responsibility for the proper completion of the work product.

- (ii) The CPA shall report each procedure discovered by or brought to the CPA's attention that the CPA believes does not satisfy requirements.
- (15) The CPA may rely on the work of an internal auditor, to the extent allowed by the professional standards, for the performance of the recommended procedures specified in paragraphs (3), (4), (5), and (c)(5)(ii)(of this section, and for the completion of the checklists as they relate to the procedures covered therein provided that the internal audit department can demonstrate to the satisfaction of the CA that the requirements contained within the Internal Audit Standards herein, as applicable, have been satisfied.
- (16) Agreed-upon procedures are to be performed by the CPA to determine that the internal audit procedures performed for a past 12-month period encompassing a portion or all of the most recent business year has been properly completed. The CPA will apply the following Agreed-Upon Procedures to the Gaming Operation's written assertion:
- (i) Obtain internal audit department work-papers completed for a 12-month period encompassing a portion or all of the most recent business year and determine whether the Minimum Internal Control Standards Compliance Checklists or other comparable testing procedures were included in the internal audit work-papers and all steps described in the checklists were initialed or signed by an internal audit representative.
 - (ii) For the internal audit work-papers obtained in paragraph (c)(5)(i) of this section, on a sample basis, re-perform the procedures included in the Minimum Internal Control Standards Compliance Checklists or other comparable testing procedures prepared by internal audit and determine if all instances of noncompliance noted in the sample were documented as such by internal audit.
- (17) The CPA's sample should comprise a minimum of 3 percent of the procedures required in each Minimum Internal Control Standards Compliance Checklist or other comparable testing procedures for the gaming machine and table game departments and 5 percent for the other departments completed by internal audit in compliance with the Internal Audit section of these regulations. The re-performance of procedures is performed as follows:
- (i) For inquiries, the CPA should either speak with the same individual or an individual of the same job position as the internal auditor did for the procedure indicated in their checklist.
 - (ii) For observations, the CPA should observe the same process as the internal auditor did for the procedure as indicated in their checklist.
 - (iii) For document testing, the CPA should look at the same original document as tested by the internal auditor for the procedure as indicated in their checklist. The CPA need only retest the minimum sample size required in the checklist.

(iv) The CPA is to investigate and resolve any differences between their re-performance results and the internal audit results.

(18) Documentation is maintained for 5 years by the CPA indicating the procedures re-performed along with the results.

(19) When performing the procedures for paragraph (c)(5)(ii) of this section in subsequent years, the CPA must select a different sample so that the CPA will re-perform substantially all of the procedures after several years.

(20) Any additional procedures performed at the request of NIGC, the Agua Caliente Gaming Commission or the Gaming Operation should be included in the Agreed-Upon Procedures report transmitted to the NIGC.

(d) Report Format.

(1) The report must describe all instances of procedural noncompliance, regardless of materiality, with these regulations or approved variations, and all instances where the Agua Caliente Gaming Commission regulations do not comply with the Minimum Internal Control Standards.

(2) When describing the agreed-upon procedures performed, the CPA should also indicate whether procedures performed by other individuals were utilized to substitute for the procedures required to be performed by the CPA. For each instance of noncompliance noted in the CPA's agreed-upon procedures report, the following information must be included:

(i) The citation of the applicable standard for which the instance of noncompliance was noted.

(ii) A narrative description of the noncompliance, including the number of exceptions and sample size tested.

(e) Report Submission Requirements.

(1) The CPA shall prepare a report of the findings for the Tribe, The Agua Caliente Gaming Commission, and the Gaming Operation.

(i) The Agua Caliente Gaming Commission shall submit 2 copies of the report to NIGC no later than 120 days after the Gaming Operation's fiscal year.

(ii) This report should be provided in addition to any other reports required to be submitted to the NIGC.

(iii) The CPA should maintain the work-papers supporting the report for a minimum of five (5) years. Digital storage is acceptable.

(2) The Agua Caliente Gaming Commission may request access to these work-papers.

§ 100.4 Standards for Pull Tabs

(a) Computer applications.

(1) The Gaming Operation must develop policies and procedures for any computer applications utilized, alternate documentation, and/or procedures that provide at least the level of control described by the standards in this section.

(i) Any such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.

(2) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(b) System of Internal Control Standards.

(1) The Gaming Operation must establish and comply with policies and procedures that provide at least the level of control described by the standards in this section.

(i) Such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.

(2) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(c) Pull tab inventory.

Supervision. Supervision must be provided as needed for pull tab operations and over pull tab storage areas by an agent(s) with authority equal to or greater than those being supervised.

(1) Pull tab inventory (including unused tickets) shall be controlled to assure the integrity of the pull tabs.

(2) Purchased pull tabs must be inventoried and secured by a person or persons independent of the pull tab sales at least monthly.

(3) The issue of pull tabs to the Cashier or sales location shall be documented and signed for by the person responsible for inventory control and the Cashier. The document log shall include the serial number of the pull tabs issued.

(4) Appropriate documentation shall be given to the redemption booth for purposes of determining if the winner purchased the pull tab from the pull tabs issued by the Gaming Operation.

(i) Electronic verification satisfies this requirement.

(5) At the end of each month, Accounting shall verify the accuracy of the ending balance in the pull tab control by reconciling the pull tabs on hand.

(6) A monthly comparison for reasonableness shall be made of the amount of pull tabs sold from the pull tab control log to the amount of revenue recognized by Accounting.

(7) When pull tab sales are recorded manually, total sales must be verified by an agent independent of the pull tab sales being verified.

(d) Access.

Pull tabs are maintained in a secure location, accessible only to authorized agents, and with surveillance coverage adequate to identify persons accessing the area.

(1) Access to pull tabs shall be restricted to authorized persons.

(2) The Gaming Operation is responsible for creating and maintaining an authorized access list to be made available upon request.

(e) Transfers.

(1) Transfers of pull tabs from storage to the sale location shall be secured and independently controlled.

(f) Winning pull tabs.

(1) Winning pull tabs shall be verified and paid as follows:

(i) Payouts in excess of \$100.00 shall be verified by at least two employees.

(ii) Total payout shall be computed and recorded by session.

(iii) The winning pull tabs shall be voided so that they cannot be presented for payment again.

(iv) Accounting shall verify the amount of winning pull tabs redeemed each day.

The redeemed pull tabs must be defaced so that they cannot be redeemed for payment again.

Pull tabs that are uniquely identifiable with a machine readable code (including, but not limited to a barcode) may be redeemed, reconciled, and stored by kiosks without the need for defacing, so long as the redeemed pull tabs are secured and destroyed after removal from the kiosk in accordance with the procedures approved by the ACGC.

Controls must be established and procedures implemented to record, track, and reconcile all redeemed pull tabs and pull tab payouts

(g) Accountability form.

- (1) All funds used to operate the pull tab game shall be recorded on an accountability form.
- (2) All funds used to operate the pull tab game shall be counted independently by at least two persons and reconciled to the recorded amounts at the end of each shift or session. Unverified transfers of cash and/or cash equivalents are prohibited.

(h) Standards for statistical reports.

- (1) Records shall be maintained, which include win, write (sales), and a win-to-write hold percentage as compared to the theoretical hold percentage derived from the flare, for each deal or type of game, for:
 - (i) Each session
 - (ii) Each day
 - (iii) Month-to-date
 - (iv) Fiscal year-to-date
- (2) Accounting shall review statistical information at least on a monthly basis and shall investigate any large or unusual statistical fluctuations.
 - (i) These investigations shall be documented, maintained for inspection, and provided to the Agua Caliente Gaming Commission upon request.
- (3) Each month, the actual hold percentage shall be compared to the theoretical hold percentage.
 - (i) Any significant variations (-+3% or greater) shall be investigated and documented by Accounting.
 - (ii) Electronic equipment.

(i) Electronic Equipment

- (1) If the Gaming Operation utilizes electronic equipment in connection with the play of pull tabs, then the following standards shall also apply.
 - (i) If the electronic equipment contains a bill acceptor, then the bill acceptor drop and count standards shall apply.
 - (ii) If the electronic equipment uses a bar code or microchip reader, the reader shall be tested at least monthly to determine that it is correctly reading the bar code or microchip.
 - (iii) Documentation of all testing must be maintained for future inspection.
 - (iv) If the electronic equipment returns a voucher or a payment slip to the player, then the Gaming Machine Payout Ticket Standards shall apply.

(j) Variances.

- (1) The operation must establish, as approved by the Agua Caliente Gaming Commission, the threshold level at which a variance must be reviewed to determine the cause. Any such review must be documented.

§ 100.5 Standards for Card Games

(a) Computer applications.

- (1) The Gaming Operation must develop policies and procedures for any computer applications utilized, alternate documentation, and/or procedures that provide at least the level of control described by the standards in this section.
 - (i) Any such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
 - (ii) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(b) System of Internal control Standards.

- (1) The Gaming Operation must establish and comply with policies and procedures that provide at least the level of control described by the standards in this section.
 - (i) Such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
 - (ii) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(c) Standards for drop and count.

- (1) The procedures for the collection of the card game drop and the count thereof shall comply with the drop and count standards herein.

(d) Standards for supervision.

- (1) Supervision shall be provided at all times while the Card Room is in operation by personnel with authority equal to or greater than those being supervised.
 - (i) The Gaming Operation shall establish and maintain a departmental organizational chart indicating the levels or authority.
 - (ii) Such must be made available upon request.

(2) Exchanges between table banks and the Main Card Room Bank or Cage in excess of \$100.00 shall be authorized by a supervisor.

(i) All exchanges of chips and/or cash must take place at the table.

(3) Exchanges from the Main Card Room Bank or Cage to the table banks shall be verified by the dealer, the supervisor, and the runner.

(4) If applicable, transfers between the Main Card Room Bank and the Cage shall be properly authorized and documented.

(5) A rake collected or ante placed shall be done in accordance with the posted rules.

(6) A supervisor may function as a dealer without any other supervision if disputes are resolved by supervisory personnel independent of the transaction or independent of the card games department; or

(7) A dealer may function as a supervisor if not dealing the game.

(e) Standards for playing card and tournament Chips and cards

(1) Playing cards shall be maintained in a secure location to prevent unauthorized access and to reduce the possibility of tampering.

(2) Used cards shall be maintained in a secure location until marked, scored, or destroyed in a manner approved by the ACGC, to prevent unauthorized access and reduce the possibility of tampering.

(i) This standard shall not apply where playing cards are retained for an investigation.

(3) Used playing cards must be destroyed within seven (7) days of being removed from play.

(4) A card control log shall be maintained that documents when cards are received on site, distributed to and returned from tables, and removed from play by the Gaming Operation.

(i) The Gaming Operation must establish an authorized access list for receipt, distribution, and removal of playing cards from the secure location.

(5) Standards for Tournament Chips and cards.

(1) Tournament Chips and cards shall be maintained in a secure locked storage location to prevent unauthorized access and to reduce the possibility of tampering.

(2) Tournament Chips shall be counted prior to a tournament and verified at the completion of the tournament. A log shall be maintained for this purpose. Any variances and discrepancies shall be investigated immediately with immediate notification to the ACGC.

(3) A Tournament Card control log shall be maintained that documents when tournament cards are received, used, replaced and destroyed. This Log shall be maintained by a Poker Supervisor or above.

(f) Plastic cards.

(4) All plastic cards must be inspected at least daily.

(5) Plastic cards may be used for up to three (3) months, if washed or cleaned at least weekly.

(6) The Poker Card Log must be completed and signed with ID number each time the cards are cleaned.

(g) Standards for skills.

(1) The use of skills is prohibited at all Gaming Operations owned and operated by the Agua Caliente Band of Cahuilla Indians.

(h) Standards for reconciliation of Card Room Bank

(1) The amount of the Main Card Room Bank shall be counted, recorded, and reconciled per shift.

(2) At least once per shift, the table banks that were opened during that shift shall be counted, recorded, and reconciled by a dealer, and a supervisor, and shall be attested to by their signatures on the check-out form. The form will contain at a minimum the following information:

- (i) Date;
- (ii) Shift;
- (iii) Table number;
- (iv) Amount by denomination;
- (v) Amount in total; and
- (vi) Signatures of both agents.

(i) Standards for promotional progressive pots and pools.

- (1) All funds contributed by players into the pools must be returned when won in accordance with the posted rules with no commission or administrative fee withheld.
- (2) Rules governing promotional pools must be conspicuously posted and designate:
 - (i) The amount of funds to be contributed from each pot.
 - (ii) What type of hand it takes to win the pool (e.g., what constitutes a “bad beat”)
 - (iii) How the promotional funds will be paid out.
 - (iv) How/when the contributed funds are added to the jackpots
 - (v) Amount/percentage of funds allocated to primary and secondary jackpots, if applicable.
- (3) Promotional pool contributions must not be placed in or near the rake circle or commingled with gaming revenue from card games or any other gambling game.
 - (i) Promotional pool contributions must be placed in the Promotional drop box.
- (4) The amount of the jackpot must be conspicuously displayed in the Card Room.
 - (i) At least once a day, the posted pool amount must be updated to reflect the current pool amount.
 - (ii) At least once a day, increases to the posted pool amount must be reconciled to the cash previously counted or received into the Vault by Accounting.
 - (iii) All decreases to the pool must be properly documented, including a reason for the decrease.
- (5) Individual payouts for card game promotional progressive pots and/or pools that are \$600 or more must be documented at the time of the payout to include the following:
 - (i) Patron's name;
 - (ii) Date of payout;
 - (iii) Dollar amount of payout and/or nature and dollar value of any non-cash payout;
 - (iv) The signature of the agent completing the transaction attesting to the disbursement of the payout; and
 - (v) Name of contest/tournament.
- (6) If the cash (or cash equivalent) payout for the card game promotional progressive pot and/or pool is less than \$600, documentation must be created to support accountability of the bank from which the payout was made.
- (7) Promotional funds removed from the card game must be placed in a locked container.

- (i) Agents authorized to transport the locked container are precluded from having access to the contents keys.
 - (ii) The contents key must be maintained by a department independent of the card room.
 - (iii) At least once a day, the locked container must be removed by two agents, one of whom is independent of the card games department, and transported directly to the cage or other secure room to be counted, recorded, and verified, prior to accepting the funds into cage accountability.
 - (iv) Promotional progressive pots and pools where funds are displayed in the card room. (1) Promotional funds displayed in the card room shall be placed in a locked container in plain view of the public.
- (8) Persons authorized to transport the locked container shall be precluded from having access to the contents keys.
- (9) The contents key shall be maintained by personnel independent of the card room.
- (10) At least once a day, the locked container shall be removed by two persons, one of whom is independent of the card games department, and transported directly to the cage or other secure room to be counted, record verified, prior to accepting the funds into cage accountability.
- (11) The posted pool amount shall then be updated to reflect the current pool amount.
- (i) Promotional progressive pots and pools will be maintained in the Accounting system.
 - (ii) Promotional funds removed from the card game shall be counted as required by the Drop and Count Standards herein.
 - (iii) The posted pool amount must be calculated by Accounting and reported to the Gaming Operation for posting as required by the standards in this section.
- (j) Adoption of Rules for Card Games.
- (1) The gaming operation shall provide copies of the game rules in effect to the Agua Caliente Gaming Commission not less than thirty (30) days before play.
 - (2) No play may proceed if the Agua Caliente Gaming Commission objects to the procedures.
 - (3) At a minimum the rules shall include:
 - (4) Rules of the Game shall be posted.
 - (i) Procedures of play
 - (ii) Minimum and maximum permissible wagers
 - (iii) Payout on each form of wager
 - (iv) Procedures to be followed on occurrence of irregularities in play
 - (v) Hours of operation

(7) The Agua Caliente Gaming Commission may require change(s) in procedures of any game played.

(k) Standards for gaming equipment.

(1) The gaming operation shall adopt specifications that may be provided by the equipment manufacturer or supplier applicable to gaming equipment for the physical characteristics of the following including procedures for receipt and storage:

- (i) Chips
- (ii) Cards
- (iii) Tables
- (iv) Layouts
- (v) Dealing shoes
- (vi) Any other equipment or devices as may be required for use in the game.

(l) Variances.

(1) The operation must establish, as approved by the ACGC, the threshold level at which a variance must be reviewed to determine the cause. Any such review must be documented.

§ 100.6 Standards for Table Games

(a) Computer applications.

(1) The Gaming Operation must develop policies and procedures for any computer applications utilized, alternate documentation, and/or procedures that provide at least the level of control described by the standards in this section.

- (i) Any such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.

(2) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(b) Internal control systems.

(1) The Gaming Operation must establish and comply with policies and procedures that provide at least the level of control described by the standards in this section.

- (i) Such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.

(2) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(c) Standards for drop and count.

(1) The procedures for the collection of the table game drop and the count thereof shall comply with the drop and count standards herein.

(d) Fill standards.

(1) Fill slips shall be in at least triplicate form, and in a continuous, pre-numbered series. Such slips shall be concurrently numbered in a form utilizing the alphabet and only in one series at a time. The alphabet need not be used if the numerical series is not repeated during the business year. Fill slips will contain at a minimum:

(i) The table number

(ii) Shift

(iii) Amount of fill by denomination and in total shall be noted on all copies of the fill slip

(iv) The correct date and time shall be indicated on at least two copies.

(2) Unissued and issued fill slips shall be safeguarded and adequate procedures shall be employed in their distribution, use, and control.

(i) Personnel from the Cage or Pit departments shall have no access to the secured (control) copies of the fill slips.

(3) When a fill slip is voided, the Cashier shall clearly mark "void" across the face of the original and first copy.

(i) The Vault Cashier and the Runner shall sign both the original and first copy.

(ii) The Vault Cashier will submit them to Accounting for retention and accountability.

(4) Fill transactions shall be authorized by Pit supervisory personnel before the issuance of fill slips and transfer of chips or cash equivalents.

(i) The fill request shall be communicated to the Vault where the fill slip is prepared.

(5) At least three parts of each fill slip shall be utilized as follows:

(i) One part shall be transported to the Pit with the fill and, after the appropriate signatures are obtained, deposited in the table game drop box.

(ii) One part shall be retained in the Vault for reconciliation of the Vault bank

- (iii) For computer systems, one part shall be retained in a secure manner to ensure that only authorized persons may gain access to it.
- (6) The Gaming Operation shall develop and maintain a list of authorized personnel allowed to access the control copy of the fill slips.
 - (i) Such list shall be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
 - (ii) Documentation evidencing such approval must be maintained by the Gaming Operation for future inspection.
- (7) For manual systems, one part shall be retained in a secure manner in a continuous unbroken form.
 - (i) The part of the fill slip that is placed in the table game drop box shall be of a different color for fills than for credits.
 - (ii) The table number, shift, date, time, and amount of fill by denomination and in total shall be noted on all copies of the fill slip.
- (8) The fill slip shall be signed by at least the following persons (as an indication that each has counted the amount of the fill and the amount agrees with the fill slip):
 - (i) Vault Cashier who prepared the fill slip and issued the chips or cash equivalent indicating that the amount being transferred is correct.
 - (ii) Runner who carries the chips or cash equivalents from the Vault to the Pit.
 - (iii) Dealer who received the chips or cash equivalents at the gaming table.
 - (iv) Pit Supervisory Personnel who supervised the fill transaction.
- (9) When returned, fills shall be broken down and verified by the Dealer in public view before the Dealer places the fill in the table tray.
- (10) A copy of the fill slip shall then be deposited into the table drop box by the Dealer, where it shall appear in the Count Room with the cash receipts for the shift.
- (11) All fills shall be carried from the Vault by a Runner who is independent of the Vault or Pit.
- (e) Credit standards.
 - (1) Table credit transactions shall be authorized by a Pit Supervisor before the issuance of credit slips and transfer of chips or other cash equivalent.
 - (i) The credit request shall be communicated to the Vault where the credit slip is prepared.
 - (2) At least three parts of each credit slip shall be utilized as follows:

- (i) Two parts of the credit slip shall be transported by the Runner to the Pit.
- (3) After signatures of the Runner, Dealer, and Pit Supervisor are obtained, one copy shall be deposited in the table game drop box and the original shall accompany transport of the chips or cash equivalents from the Pit to the Vault for verification and signature of the Vault Cashier.
 - (i) For computer systems, one part shall be retained in a secure manner to ensure that only authorized persons may gain access to it.
- (4) The Gaming Operation shall develop and maintain a list of authorized personnel allowed to access the control copy of the credit slips.
 - (i) Such list shall be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
 - (ii) Documentation evidencing such approval must be maintained by the Gaming Operation for future inspection.
- (5) For manual systems, one part shall be retained in a secure manner in a continuous unbroken form.
- (6) The table number, shift, date, time, and the amount of credit by denomination and in total shall be noted on all copies of the credit slip.
- (7) Chips and cash equivalents shall be removed from the table tray by the Dealer and shall be broken down and verified by the Dealer in public view prior to placing them in racks for transfer to the Vault.
- (8) All chips and cash equivalents removed from the tables shall be carried to the Vault by a Runner who is independent of the Vault or Pit.
- (9) The credit slip shall be signed by at least the following persons as an indication that each has counted the items transferred:
 - (i) Vault Cashier who received the items transferred from the Pit and prepared the credit slip
 - (ii) Runner who carried the items transferred from the Pit to the Vault
 - (iii) Dealer who had custody of the items prior to transfer to the Vault
 - (iv) Pit Supervisory personnel who supervised the credit transaction.
- (10) The credit slip shall be inserted in the table drop box by the Dealer.
- (11) Chips or other cash equivalents shall be deposited on or removed from gaming tables only when accompanied by the appropriate credit transfer forms.

(12) Cross fills (the transfer of chips between table games) and even cash exchanges are prohibited in the Pit.

(f) Table inventory forms.

(1) At the close of each shift, for those table banks that were opened during that shift:

(i) The table's chip inventory shall be counted and recorded on a table inventory form.

(2) Beginning and ending inventories must be recorded on the master game sheet for shift win calculation purposes.

(3) The accuracy of inventory forms prepared at shift end shall be verified by the outgoing Pit Supervisor and the Dealer.

(4) If the Dealer is not available, such verification may be provided by another Pit Supervisor or another Supervisor from another gaming department.

(i) Verifications shall be evidenced by signature on the inventory form.

(ii) The inventory forms shall then be deposited into the table drop box by the Dealer, where it shall appear in the Count Room with the cash receipts for the shift.

(g) Table games computer generated documentation standards.

(1) The computer system shall generate adequate documentation of all information recorded on the source documents and transaction detail (e.g., fill or credit slips, etc.).

(2) This documentation shall be restricted to authorized personnel.

(i) The Gaming Operation shall develop and maintain a list of authorized personnel allowed to access the computer system.

(ii) Such list shall be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.

(iii) Documentation evidencing such approval must be maintained by the Gaming Operation for future inspection.

(3) The documentation shall include, at a minimum:

(i) System exception information (e.g., appropriate system parameter information, corrections, voids, etc.)

(ii) Personnel access listing, which includes, at a minimum:

(A) Employee name or employee identification number (if applicable)

(B) Listing of functions employees can perform or equivalent means of identifying the same

(h) Standards for playing cards.

- (1) Playing cards shall be maintained in a secure Card Room or the Pit Podium to prevent unauthorized access and to reduce the possibility of tampering.
- (2) Used cards shall be maintained in a secure location until marked, scored, or destroyed, to prevent unauthorized access and reduce the possibility of tampering.
 - (i) This standard shall not apply where playing cards are retained for an investigation.
- (3) Used playing cards must be destroyed within seven (7) days of being removed from play.
- (4) A card control log shall be maintained that documents when cards are received on site, distributed to and returned from tables, and removed from play by the Gaming Operation.
 - (i) The Gaming Operation must establish an authorized access list for receipt, distribution, and removal of playing cards from the secure Card Room.

(i) Plastic cards.

- (1) All plastic cards must be inspected at least daily and must be washed every three (3) months.

(j) Standards for supervision.

- (1) Supervision shall be provided at all times of operation by personnel with authority equal to or greater than those being supervised.
 - (i) The Gaming Operation shall establish and maintain a departmental organizational chart indicating the levels or authority.
 - (ii) Such must be made available upon request.

(k) Analysis of table game performance standards.

- (1) Records shall be maintained by day and shift indicating any single-deck blackjack games that were dealt for an entire shift.
- (2) Records reflecting hold percentage by table and type of game shall be maintained by shift, by day, cumulative month-to-date, and cumulative year-to-date.
 - (i) This information shall be presented to and reviewed by Accounting Management monthly.
- (3) Accounting Management shall investigate any unusual fluctuations in hold percentage with Pit Supervisory personnel.

- (i) The results of such investigations shall be documented, maintained for inspection, and provided to the Agua Caliente Gaming Commission upon request.

(l) Accounting/auditing standards.

- (1) The Accounting procedures shall be performed by personnel who are independent of the transactions being audited/accounted for.
- (2) If a table game has the capability to determine drop (e.g., bill-in/coin-drop meters, bill acceptor, computerized record, etc.) the dollar amount of the drop shall be reconciled to the actual drop by shift.
- (3) Accounting shall review exception reports for all computerized table games systems at least monthly for propriety of transactions and unusual occurrences.
- (4) All noted improper transactions or unusual occurrences shall be investigated with the results documented.
- (5) Evidence of table games Accounting procedures and any follow-up performed shall be documented, maintained for inspection, and provided to the Agua Caliente Gaming Commission upon request.
- (6) A daily recap shall be prepared for the day and month-to-date, which shall include the following information:
 - (i) Drop
 - (ii) Win
 - (iii) Gross revenue
- (7) The calculation of the player's pool balance will be performed by accounting daily
 - (i) The player's pool balance must not be displayed in the table games area.

(m) Credit play.

- (1) ACBCI Gaming Operations do not allow the extension of credit to patrons.

(n) Marker credit play.

- (1) If a gaming operation allows marker credit play (exclusive of rim credit and call bets), the following standards shall apply:

- (i) A marker system shall allow for repayment of the full amount in the pit. Partial payments are not accepted in the Table Games Pit areas. If a guest wishes to make a partial payment, they will be referred to the Main Cage.
- (ii) Prior to the issuance of gaming credit to a player, the employee extending the credit shall contact the cashier or other independent source to determine if the player's credit limit has been properly established and there is sufficient remaining credit available for the advance.
- (iii) Proper authorization of credit extension in excess of the previously established limit shall be documented.
- (iv) The amount of credit extended shall be communicated to the cage or another independent source and the amount documented within a reasonable time subsequent to each issuance
- (v) The marker form shall be prepared in at least triplicate form (triplicate form being defined as three parts performing the functions delineated in the standard in paragraph (k)(1)(vi) of this section), with a preprinted or concurrently printed marker number, and utilized in numerical sequence. (This requirement shall not preclude the distribution of batches of markers to various pits.)
- (vi) At least three parts of each separately numbered marker form shall be utilized as follows:
 - (A) Original shall be maintained in the pit until settled or transferred to the cage;
 - (B) Payment slip shall be maintained in the pit until the marker is settled or transferred to the cage. If paid in the pit, the slip shall be inserted in the table game drop box. If not paid in the pit, the slip shall be transferred to the cage with the original;
 - (C) Issue slip shall be inserted into the appropriate table game drop box when credit is extended or when the player has signed the original.
- (vii) When marker documentation (e.g., issue slip and payment slip) is inserted in the drop box, such action shall be performed by the dealer or boxperson at the table.
- (viii) A record shall be maintained that details the following (e.g., master credit record retained at the pit podium)
 - (A) The signature or initials of the person(s) approving the extension of credit (unless such information is contained elsewhere for each issuance);
 - (B) The legible name of the person receiving the credit;
 - (C) The date and shift of granting the credit;
 - (D) The table on which the credit was extended;
 - (E) The amount of credit issued;
 - (F) The marker number;
 - (G) The amount of credit remaining after each issuance or the total credit available for all issuances;
 - (H) The amount of payment received and nature of settlement (e.g., credit slip number, cash, chips, etc.); and
 - (I) The signature or initials of the person receiving payment/settlement.

- (ix) The forms required in paragraphs (k)(1)(v), (vi), and (viii) of this section shall be safeguarded, and adequate procedures shall be employed to control the distribution, use, and access to these forms.
- (x) All credit extensions shall be initially evidenced by lammer buttons, which shall be displayed on the table in public view and placed there by supervisory personnel.
- (xi) Marker preparation shall be initiated and other records updated within approximately one hand of play following the initial issuance of credit to the player.
- (xii) Lammer buttons shall be removed only by the dealer or boxperson employed at the table upon completion of a marker transaction.
- (xiii) The original marker shall contain at least the following information:
 - (A) Marker number;
 - (B) Player's name and signature;
 - (C) Date; and
 - (D) Amount of credit issued.
- (xiv) The issue slip or stub shall include the same marker number as the original, the table number, date and time of issuance, and amount of credit issued. The issue slip or stub shall also include the signature of the person extending the credit, and the signature or initials of the dealer or boxperson at the applicable table, unless this information is included on another document verifying the issued marker.
- (xv) The payment slip shall include the same marker number as the original. When the marker is paid in full in the pit, it shall also include the table number where paid, date and time of payment, nature of settlement (cash, chips, etc.), and amount of payment. The payment slip shall also include the signature of pit supervisory personnel acknowledging payment, and the signature or initials of the dealer or boxperson receiving payment, unless this information is included on another document verifying the payment of the marker.
- (xvi) When partial payments are made in the pit, a new marker shall be completed reflecting the remaining balance and the marker number of the marker originally issued.
- (xvii) When partial payments are made in the pit, the payment slip of the marker that was originally issued shall be properly cross-referenced to the new marker number, completed with all information required by paragraph (k)(1)(xv) of this section, and inserted into the drop box.
- (xviii) The cashier's cage or another independent source shall be notified when payments (full or partial) are made in the pit so that cage records can be updated for such transactions. Notification shall be made no later than when the customer's play is completed or at shift end, whichever is earlier.
- (xix) All portions of markers, both issued and unissued, shall be safeguarded and procedures shall be employed to control the distribution, use and access to the forms.
- (xx) An investigation shall be performed to determine the cause and responsibility for loss whenever marker forms, or any part thereof, are

missing. These investigations shall be documented, maintained for inspection, and provided to the Tribal gaming regulatory authority upon request.

- (xxi) When markers are transferred to the cage, marker transfer forms or marker credit slips (or similar documentation) shall be utilized and such documents shall include, at a minimum, the date, time, shift, marker number(s), table number(s), amount of each marker, the total amount transferred, signature of pit supervisory personnel releasing instruments from the pit, and the signature of cashier verifying receipt of instruments at the cage.
- (xxii) All markers shall be transferred to the cage within twenty-four (24) hours of issuance.
- (xxiii) Markers shall be transported to the cashier's cage by a person who is independent of the marker issuance and payment functions (pit clerks may perform this function).

(k) Call bets.

(1) The following standards shall apply if call bets are accepted in the pit:

- (i) A call bet shall be evidenced by the placement of a lammer button, chips, or other identifiable designation in an amount equal to that of the wager in a specific location on the table;
- (ii) The placement of the lammer button, chips, or other identifiable designation shall be performed by supervisory/boxperson personnel. The placement may be performed by a dealer only if the supervisor physically observes and gives specific authorization;
- (iii) The call bet shall be settled at the end of each hand of play by the preparation of a marker, repayment of the credit extended, or the payoff of the winning wager. Call bets extending beyond one hand of play shall be prohibited; and
- (iv) The removal of the lammer button, chips, or other identifiable designation shall be performed by the dealer/ boxperson upon completion of the call bet transaction.

(l) Rim credit.

(1) The following standards shall apply if rim credit is extended in the pit:

- (i) Rim credit shall be evidenced by the issuance of chips to be placed in a neutral zone on the table and then extended to the customer for the customer to wager, or to the dealer to wager for the customer, and by the placement of a lammer button or other identifiable designation in an amount equal to that of the chips extended; and
- (ii) Rim credit shall be recorded on player cards, or similarly used documents, which shall be:

- (A) Pre-numbered or concurrently numbered and accounted for by a department independent of the pit;
- (B) For all extensions and subsequent repayments, evidenced by the initials or signatures of a supervisor and the dealer attesting to the validity of each credit extension and repayment;
- (C) An indication of the settlement method (e.g., serial number of marker issued, chips, cash);
- (D) Settled no later than when the customer leaves the table at which the card is prepared;
- (E) Transferred to the accounting department on a daily basis; and
- (F) Reconciled with other forms utilized to control the issuance of pit credit (e.g., master credit records, table cards).

(m) Foreign currency.

- (1) ACBCI Gaming Operations do not accept foreign currency.

(n) Betting limits

- (1) Betting limits shall be displayed at each table game.

(o) Standards for gaming equipment.

- (1) The gaming operation shall adopt specifications that may be provided by the equipment manufacturer or supplier applicable to gaming equipment for the physical characteristics of the following including procedures for receipt and storage:

- (i) Chips
- (ii) Cards
- (iii) Tables
- (iv) Layouts
- (v) Dealing shoes
- (vi) Any other equipment or devices as may be required for use in the game.

§ 100.7 Standards for Gaming Machines

(a) Computer applications.

- (1) The Gaming Operation must develop policies and procedures for any computer applications utilized, alternate documentation, and/or procedures that provide at least the level of control described by the standards in this section.

- (i) Any such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
- (ii) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(b) System of Internal control systems.

(1) The Gaming Operation must establish and comply with policies and procedures that provide at least the level of control described by the standards in this section.

(i) Such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.

(ii) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(c) Standards for gaming machines.

(1) For this section only, credit or customer credit means a unit of value equivalent to cash or cash equivalents deposited, wagered, won, lost, or redeemed by a customer.

(2) For all computerized gaming machine systems, a personnel access listing shall be maintained, which includes at a minimum:

(i) Employee name or employee identification number

(ii) Listing of functions employee can perform or equivalent means of identifying same

(3) Procedures shall be developed and implemented to ensure that unauthorized access to gaming machine cabinet door keys will not occur.

(4) Computer applications. For any computer applications utilized, alternate documentation and/or procedures that provide at least the level of control described by the standards in this section, as approved by the Tribal gaming regulatory authority, will be acceptable.

(d) Standards for drop and count.

(1) The procedures for the collection of the gaming machine drop and the count thereof shall comply with the gaming machine drop and count standards herein.

(e) Jackpot payouts, short pays and accumulated credit payouts standards.

(1) For jackpot payouts documentation shall include the following information:

(i) Date and time

(ii) Machine number

(iii) Both alpha and numeric dollar amount of cash payout or description of personal property awarded, including fair market value.

(iv) Game outcome (including reel symbols, card values, suits, etc.) for jackpot payouts

- (A) Game outcome is not required if a computerized jackpot system is used.
 - (v) Preprinted or concurrently printed sequential number
 - (vi) Signatures of at least two employees verifying and witnessing the payout
- (2) Jackpot payouts in excess of predetermined amount shall require the signature and verification of a Supervisory or Management employee independent of the gaming machine department in addition to the two signatures required above.
- (3) For manual payouts, the payout form shall include the following information:
- (i) Date and time
 - (ii) Machine number
 - (iii) Dollar amount of payout (both alpha and numeric)
 - (iv) The signature of at least two (2) employees verifying and witnessing the payout
 - (v) Preprinted or concurrently printed sequential number
- (4) Where the manual payout amount is \$50 or more, signatures of at least two ~~(2)~~ employees verifying and witnessing the manual payout, one of whom must be a supervisor shall be required.
- (i) The manual payout ticket must be immediately entered and validated in the on-line accounting system at the time of payout. On graveyard shifts (eight-hour maximum) payouts/fills less than \$100 can be made without the payout/fill being witnessed by a second person.
- (5) For short pays of \$10.00 or more, and payouts required for accumulated credits, the payout form shall include the following information:
- (i) Date and time;
 - (ii) Machine number;
 - (iii) Dollar amount of payout (both alpha and numeric); and
 - (iv) The signature of at least one (1) employee verifying and witnessing the payout.
- (6) Computerized jackpot systems shall be restricted to prevent unauthorized access and fraudulent payouts by one person.
- (7) All Payout forms must be controlled and routed in a manner that precludes any one person from producing a fraudulent payout by forging signatures or by altering the amount paid out subsequent to the payout and misappropriating the funds.
- (8) Standards for holding jackpot funds refer to 100.8 Cage/Vault subsection Customer Deposited Funds E, 1 thru 9 for the detailed procedures.
- (f) Promotional payouts or awards.

(1) If a Gaming Operation offers promotional payouts or awards that are not reflected on the gaming machine pay table, then the payout form/documentation shall include:

- (i) Date and time
- (ii) Machine number and denomination
- (iii) Dollar amount of payout or description of personal property (e.g., jacket, toaster, car, etc.), including fair market value
- (iv) Type of promotion (e.g., hot seat drawings, etc.)
- (v) Signature of at least one employee authorizing and completing the transaction

(g) Gaming machine department funds standards.

(1) Kiosks and automatic ticket redemption machines must be counted and reconciled at a minimum every (7) seven days.

(h) EPROM control standards.

(1) Annually, Gaming Commission Personnel shall perform procedures to ensure the integrity of a sample of gaming machine game program EPROM's or other equivalent game software media.

(2) The Agua Caliente Gaming Commission shall develop and implement procedures for the following:

- (i) The removal of EPROMs, or other equivalent game software media, from devices, the verification of the existence of errors as applicable, and the correction via duplication from the master game program EPROM, or other equivalent game software media:
- (ii) Copying one gaming device program to another approved program
- (iii) Verification of duplicated EPROMs before being offered for play
- (iv) Receipt and destruction of EPROMs, or other equivalent game software media
- (v) Securing the EPROM, or other equivalent game software media, duplicator, and master game EPROMs, or other equivalent game software media, from unrestricted access

(3) The master game program number, par percentage, and the pay table shall be verified to the par sheet when initially received from the manufacturer.

(4) All gaming machines shall have the game software circuit boards locked or physically sealed.

- (i) The lock or seal shall necessitate the presence of the Agua Caliente Gaming Commission to access the device game program EPROM, or other equivalent game software media.
 - (ii) All seals used to secure the gaming device shall be pre-numbered.
 - (iii) Any CD-ROM's used in the operation of a gaming machine must be sealed unless the gaming machine vendor can provide a letter stating that the CD-ROM does not affect game outcome, the par percentage, or the game theme.
- (5) Records that document the procedures in this section shall include the following information:
- (i) Date
 - (ii) Machine number (source and destination)
 - (iii) Manufacturer
 - (iii) Program number
 - (iv) Personnel involved
 - (v) Reason for duplication
 - (vi) Disposition of any permanently removed EPROM, or other equivalent game software media
 - (vii) Seal numbers
 - (viii) Approved testing lab approval numbers, if available
- (6) EPROM's, or other equivalent game software media, returned to gaming devices shall be labeled with the program number.
- (i) Supporting documentation shall include the date, program number, information identical to that shown on the manufacturer's label, and initials of the person replacing the EPROM, or other equivalent game software media.
- (7) Kiosks and automatic ticket redemption machines software media shall be controlled in the same manner provided in this section.
- (i) Standards for evaluating theoretical and actual hold percentages.
- (1) Accurate and current theoretical hold worksheets shall be maintained for each gaming machine by the Agua Caliente Gaming Commission and the Gaming Operation.
 - (2) The Gaming Operation is responsible for establishing and complying with procedures for the following:
 - (i) For multi-game/multi-denominational machines, the Gaming Operation shall:
 - (A) Daily, Accounting will record the total coin-in meters. Electronic collection of the meters will satisfy this requirement.

- (3) Quarterly, a drop team member independent of the count team, shall record the coin-in meters for each payable contained in the machine.
 - (i) Electronic collection of the meters will satisfy this requirement
- (4) Annually, Accounting shall adjust the theoretical hold percentage in the gaming machine statistical report to a weighted average based upon the ratio of coin-in for each game payable.
- (5) For those Gaming Operations that are unable to perform the weighted average calculation as required by this section, the following procedures shall apply:
 - (i) At least annually, Accounting will perform the following functions:
 - (A) Calculate the actual hold percentage for each gaming machine.
 - (B) Adjust the theoretical hold percentage in the gaming machine statistical report for each gaming machine to the previously calculated actual hold percentage.
 - (C) The adjusted theoretical hold percentage shall be within the spread between the minimum and maximum theoretical payback percentages.
- (6) The adjusted theoretical hold percentage for multi-game/multi-denominational machines may be combined for machines with exactly the same game mix throughout the year.
- (7) The Gaming Operation must ensure that the theoretical hold percentages used in the gaming machine analysis reports are within the performance standards set by the manufacturer.
- (8) The Gaming Operation and the Agua Caliente Gaming Commission Personnel will maintain independent files for each machine indicating the dates and type of changes made and the recalculation of theoretical hold as a result of the changes.
 - (i) Records shall be maintained for each machine that indicates the date the machine was placed into service, the date the machine was removed from operation, the date the machine was placed back into operation, and any changes in machine numbers and designations.
 - (ii) The Gaming Operation shall notify the Agua Caliente Gaming Commission of any machine changes and report such as required by the Agua Caliente Gaming Commission Standard Operating Policies and Procedures.
- (9) All of the gaming machines shall be connected to an on-line gaming machine monitoring system that captures coin-in or ticket-in.
- (10) All gaming machines with bill acceptors shall contain functioning billing meters that record the dollar amounts or number of bills accepted by denomination.

- (11) The online gaming machine monitoring system shall record daily, prior to or subsequent to a gaming machine drop, all meter readings.
- (12) Meter readings shall be electronically captured by the on-line gaming machine monitoring system at the same time each day or as triggered by the removal of the bill acceptor.
 - (i) If the on-line gaming machine monitoring system becomes inoperable, the meters must be read daily.
- (13) Upon receipt of the meter reading summary, Accounting shall review all meter readings for machines that have a variance between actual coin drop and coin-to-drop meter reading in excess of three percent (3%) and over \$25.00.
- (14) Prior to final preparation of statistical reports, meter readings that do not appear reasonable shall be reviewed with gaming machine department employees or other appropriate designees, and exceptions documented, so that meters can be repaired or clerical errors in the recording of meter readings can be corrected.
 - (i) The Gaming Operation is responsible for designating review personnel in the internal control system applicable to this standard.
- (15) A report shall be produced monthly showing month-to-date, year-to-date for the previous twelve (12) months, and if practicable, life-to-date actual hold percentage computations for individual machines and a comparison to each machine's theoretical hold percentage previously discussed.
- (16) Each change to a gaming machine's theoretical hold percentage, including progressive percentage contributions, shall result in that machine being treated as a new machine in the statistical reports (i.e. , not commingling various hold percentages).
- (17) If promotional payouts or awards are included on the gaming machine statistical reports, it shall be in a manner that prevents distorting the actual hold percentages of the affected machines.
- (18) The statistical reports shall be reviewed by both Gaming Machine Department Management and Accounting Management on at least a monthly basis.
 - (i) Documentation evidencing such review must be retained by Management for future inspection.
- (19) For those machines that have experienced at least 100,000 wagering transactions, large variances (three percent (3%)) between theoretical hold and actual hold must be investigated and resolved by Accounting with the findings documented and provided to the Agua Caliente Gaming Commission upon request in a timely manner.

(20) Maintenance of the on-line gaming machine monitoring system data files shall be performed by Information Technology personnel.

(i) Maintenance may be performed by gaming machine supervisory employees if sufficient documentation is generated and it is randomly verified on a monthly basis by Information Technology personnel.

(21) Updates to the on-line gaming machine monitoring system to reflect additions, deletions, or movements of gaming machines shall be made weekly prior to the machine being turned on for play.

(j) Gaming machine drop contents standards.

(1) When machines are temporarily removed from the floor, gaming machine drop contents shall be protected to preclude the misappropriation of stored funds.

(2) When machines are temporarily or permanently removed from the floor, the gaming machine drop contents shall be counted and recorded by at least two employees with appropriate documentation being routed to the Accounting for proper recording and accounting.

(k) Player tracking system.

(1) The following standards apply if a player tracking system is utilized:

(i) The player tracking system shall be secured so as to prevent unauthorized access (e.g., changing passwords at least quarterly and physical access to computer hardware, etc.).

(ii) The addition of points to members' accounts other than through actual gaming machine play shall be sufficiently documented (including substantiation of reasons for increases) and shall be authorized by a department independent of the player tracking and gaming machines.

(iii) The addition of points to members' accounts may be authorized by Gaming Machine Supervisory Employees if sufficient documentation is generated and it is randomly verified by employees independent of the Gaming Machine Department on a monthly basis.

(iv) Booth employees who redeem points for members shall be allowed to receive lost players club cards, provided that they are immediately deposited into a secured container for retrieval by independent personnel.

(v) Changes to the player tracking system parameters, such as point structures and employee access, shall be performed by supervisory employees independent of the gaming machine department.

(vi) Changes to player tracking system parameters may be performed by gaming machine supervisory employees if sufficient documentation is generated and it is randomly verified by supervisory employees independent of the gaming machine department on a monthly basis.

- (vii) All other changes to the player tracking system shall be appropriately documented.
- (2) The Gaming Operation is responsible for establishing rules of membership for the Player Tracking System.
 - (i) Such rules must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
 - (ii) Evidence of such approval must be documented and maintained by the Gaming Operation for future inspection.
 - (3) The Gaming Operation is responsible for establishing a system of internal controls to address the standards of this section.
 - (i) Such system must be submitted to the Agua Caliente Gaming Commission for approval and evidence of such approval shall be maintained by the Gaming Operation for future inspection.
- (l) In-house progressive gaming machine standards.
- (1) For all in-house progressive machines, a meter that shows the amount of the progressive jackpot shall be conspicuously displayed at or near the machines to which the jackpot applies.
 - (2) At least once each day, each Gaming Operation shall record the amount shown on each progressive jackpot meter at the Gaming Operation.
 - (3) Explanations for meter reading decreases shall be maintained with the progressive meter reading sheets, and where the payment of a jackpot is the explanation for a decrease, the Gaming Operation shall record the jackpot payout number on the sheet or have the number reasonably available.
 - (4) Each Gaming Operation shall record the base amount of each progressive jackpot the Gaming Operation offers.
 - (5) The Gaming Operation shall develop procedures specific to the transfer of progressive amounts in excess of the base amount to other gaming machines.
 - (i) Such procedures may also include other methods of distribution that accrue to the benefit of the gaming public via an award or prize.
 - (ii) Such procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
 - (iii) Evidence of such approval must be documented and maintained by the Gaming Operation for future inspection.
- (m) Wide area progressive gaming machine standards.

- (1) For wide area progressive machines, a meter that shows the amount of the progressive jackpot shall be conspicuously displayed at or near the machines to which the jackpot applies.
- (2) As applicable to participating Gaming Operations, the wide area progressive gaming machine system shall be adequately restricted to prevent unauthorized access (e.g., changing passwords at least quarterly, restrict access to EPROMs or other equivalent game software media, and restrict physical access to computer hardware, etc.).
- (3) The Gaming Operation must establish procedures for the following:
 - (i) Reconciling meters and jackpot payouts
 - (ii) Collecting/dropping gaming machine funds
 - (iii) Verifying jackpot, payment, and billing to Gaming Operations on pro-rata basis
 - (iv) System maintenance
 - (v) System accuracy
 - (vi) System security
- (4) Reports, where applicable, adequately documenting the procedures required herein shall be generated and retained.

(n) Accounting/auditing standards.

- (1) Gaming machine accounting/auditing procedures shall be performed by Accounting employees who are independent of the transactions being reviewed.
- (2) For on-line gaming machine monitoring systems, procedures shall be performed at least monthly to verify that the system is transmitting and receiving data from the gaming machines properly and to verify the continuing accuracy of the coin-in meter readings as recorded in the gaming machine statistical report.
- (3) For currency interface systems, for at least one drop period per month accounting shall make such comparisons as necessary to the system generated count as recorded in the gaming machine statistical report.
 - (i) Discrepancies shall be resolved prior to generation/distribution of gaming machine reports.
- (4) For each drop period, Accounting shall compare the bill-in meter reading to the total bill acceptor drop amount for the period.
 - (i) Discrepancies shall be resolved before the generation/distribution of gaming machine statistical reports.

- (ii) Follow-up shall be performed for any one machine having an unresolved variance between actual currency drop and bill-in meter reading in excess of an amount that is both more than \$25 and at least three percent (3%) of the actual currency drop.
 - (iii) The follow-up performed and results of the investigation shall be documented, maintained for inspection, and provided to the Agua Caliente Gaming Commission upon request.
 - (5) Annually, Accounting shall randomly verify that EPROM or other equivalent game software media changes are properly reflected in the gaming machine analysis reports.
 - (i) Verification shall be performed on 10% of all gaming machines.
 - (6) Accounting shall review exception reports for all computerized gaming machine systems on a daily basis for propriety of transactions and unusual occurrences.
 - (7) All gaming machine auditing procedures and any follow-up performed shall be documented, maintained for inspection, and provided to the Agua Caliente Gaming Commission upon request.
- (o) Cash-out tickets.
- (1) Cash-out tickets must include the following information:
 - (i) Date and time
 - (ii) Issuing gaming machine number
 - (iii) Dollar amount of payout (both alpha and numeric)
 - (iv) Name of the Gaming Operation
 - (v) Validation number
 - (vi) Expiration date
 - (2) For gaming machines that utilize cash-out tickets, the following standards apply:
 - (i) In addition to the applicable auditing and accounting standards, the Gaming Operation shall foot all jackpot cash-out tickets equal to or greater than \$1,200 and trace totals to those produced by the host validation computer system daily.
 - (ii) The customer may request a cash-out ticket from the gaming machine that reflects all remaining credits.
 - (iii) The cash-out ticket shall be printed at the gaming machine by an internal document printer.
 - (iv) The cash-out ticket shall be valid for thirty (30) days.
 - (v) Cash-out tickets may be redeemed for payment or inserted in another gaming machine and wagered, if applicable, during the specified time period.

- (vi) Gaming machines must not accept cash-out tickets in excess of \$2,999.99 per cash out transactions.
 - (vii) Gaming machines must not accept cash-out tickets that are produced from any other gaming operation.
 - (viii) The customer shall redeem the cash-out ticket at a Cage or automated ticket redemption machine.
 - (ix) Duplicate tickets are prohibited and all gaming machines must be restricted to exclude the printing of duplicate tickets.
- (3) Remote computer validation systems are prohibited at Gaming Operations owned and operated by the ACBCI.
- (i) This does not include automated ticket redemption machines or kiosks.
- (4) Upon presentation of the cash-out ticket(s) for redemption, the following shall occur:
- (i) Scan the bar code via an optical reader or its equivalent
 - (ii) Input the cash-out ticket validation number into the computer.
 - (iii) The host computer shall verify the authenticity of the cash-out ticket and communicate directly to the redeemer of the cash-out ticket.
 - (iv) If valid, the Cashier pays the customer the appropriate amount and the cash-out ticket is electronically noted “paid” in the system.
 - (v) The “paid” cash-out ticket shall remain in the Cashier’s bank for reconciliation purposes.
 - (vi) The host validation computer system shall electronically reconcile the Cashier’s banks for the paid cashed-out tickets.
 - (vii) If invalid, the host computer shall notify the Cashier.
 - (viii) The Cashier must refuse payment to the customer and notify a Supervisor of the invalid condition.
 - (ix) The Supervisor shall resolve the dispute.
- (5) If the host validation computer system temporarily goes down, Cashiers may redeem cash-out tickets at the Cashier's Cage by accepting the cash-out tickets and physically marking the ticket “paid.”
- (i) Cash-out tickets shall remain in Cashier's bank for reconciliation purposes.
 - (ii) Cash-out tickets shall be validated as expeditiously as possible when the host validation computer system is restored.
- (6) The Gaming Operation shall develop and comply with procedures to control cash-out ticket paper, which shall include procedures that:
- (i) Mitigate the risk of counterfeiting of cash-out ticket paper.
 - (ii) Adequately control the inventory of the cash-out ticket paper.
 - (iii) Provide for the destruction of all unused cash-out ticket paper.

- (iv) If the Gaming Operation utilizes a computer validation system, this standard shall not apply.
- (v) If the host validation computer system is down for more than four (4) hours, the Gaming Operation shall promptly notify the Agua Caliente Gaming Commission.

(p) Account access cards.

Account access cards are prohibited at all Gaming Operations owned and operated by the ACBCI.

(1) Equipment.

- (i) A central computer, with supporting hardware and software, to coordinate network activities, provide system interface, and store and manage a player/account database;
- (ii) A network of contiguous player terminals with touch-screen or button-controlled video monitors connected to an electronic selection device and the central computer via a communications network;
- (iii) One or more electronic selection devices, utilizing random number generators, each of which selects any combination or combinations of numbers, colors, and/or symbols for a network of player terminals.

(2) Player terminals standards.

- (i) The player terminals are connected to a game server;
- (ii) The game server shall generate and transmit to the bank of player terminals a set of random numbers, colors, and/or symbols at regular intervals. The subsequent game results are determined at the player terminal and the resulting information is transmitted to the account server;
- (iii) The game server shall be housed in a game server room or a secure locked cabinet.

(3) Customer account maintenance standards.

- (i) A central computer acting as an account server shall provide customer account maintenance and the deposit/withdrawal function of those account balances;
- (ii) Customers may access their accounts on the computer system by means of an account access card at the player terminal. Each player terminal may be equipped with a card reader and personal identification number (PIN) pad or touch screen array for this purpose;
- (iii) All communications between the player terminal, or bank of player terminals, and the account server shall be encrypted for security reasons.

(4) Customer account generation standards.

- (i) A computer file for each customer shall be prepared by a clerk, with no incompatible functions, prior to the customer being issued an account access card to be utilized for machine play. The customer may select his/her PIN to be used in conjunction with the account access card.
- (ii) For each customer file, an employee shall:
 - (A) Record the customer's name and current address;
 - (B) The date the account was opened; and
 - (C) At the time the initial deposit is made, account opened, or credit extended, the identity of the customer shall be verified by examination of a valid driver's license or other reliable identity credential.
- (iii) The clerk shall sign-on with a unique password to a terminal equipped with peripherals required to establish a customer account. Passwords are issued and can only be changed by information technology personnel at the discretion of the department director.
- (iv) After entering a specified number of incorrect PIN entries at the cage or player terminal, the customer shall be directed to proceed to a clerk to obtain a new PIN. If a customer forgets, misplaces or requests a change to their PIN, the customer shall proceed to a clerk for assistance.

(5) Deposit of credits standards.

- (i) The cashier shall sign-on with a unique password to a cashier terminal equipped with peripherals required to complete the credit transactions. Passwords are issued and can only be changed by information technology personnel at the discretion of the department director.
- (ii) The customer shall present cash, chips, coin or coupons along with their account access card to a cashier to deposit credits.
- (iii) The cashier shall complete the transaction by utilizing a card scanner that the cashier shall slide the customer's account access card through.
- (iv) The cashier shall accept the funds from the customer and enter the appropriate amount on the cashier terminal.
- (v) A multi-part deposit slip shall be generated by the point of sale receipt printer. The cashier shall direct the customer to sign the deposit slip receipt. One copy of the deposit slip shall be given to the customer. The other copy of the deposit slip shall be secured in the cashier's cash drawer.
- (vi) The cashier shall verify the customer's balance before completing the transaction. The cashier shall secure the funds in their cash drawer and return the account access card to the customer.
- (vii) Alternatively, if a kiosk is utilized to accept a deposit of credits, the Tribal gaming regulatory authority, or the gaming operation as approved by the Tribal gaming regulatory authority, shall establish and the gaming operation shall comply with procedures that safeguard the integrity of the kiosk system.

(6) Prize standards.

- (i) Winners at the gaming machines may receive cash, prizes redeemable for cash or merchandise.
 - (ii) If merchandise prizes are to be awarded, the specific type of prize or prizes that may be won shall be disclosed to the player before the game begins.
 - (iii) The redemption period of account access cards, as approved by the Tribal gaming regulatory authority, shall be conspicuously posted in the gaming operation.
- (7) Credit withdrawal. The customer shall present their account access card to a cashier to withdraw their credits. The cashier shall perform the following:

- (i) Scan the account access card;
- (ii) Request the customer to enter their PIN, if the PIN was selected by the customer;
- (iii) The cashier shall ascertain the amount the customer wishes to withdraw and enter the amount into the computer;
- (iv) A multi-part withdrawal slip shall be generated by the point of sale receipt printer. The cashier shall direct the customer to sign the withdrawal slip;
- (v) The cashier shall verify that the account access card and the customer match by:
 - (A) Comparing the customer to image on the computer screen;
 - (B) Comparing the customer to image on customer's picture ID; or
 - (C) Comparing the customer signature on the withdrawal slip to signature on the computer screen.
- (vi) The cashier shall verify the customer's balance before completing the transaction. The cashier shall pay the customer the appropriate amount, issue the customer the original withdrawal slip and return the account access card to the customer;
- (vii) The copy of the withdrawal slip shall be placed in the cash drawer. All account transactions shall be accurately tracked by the account server computer system. The copy of the withdrawal slip shall be forwarded to the accounting department at the end of the gaming day; and
- (viii) In the event the imaging function is temporarily disabled, customers shall be required to provide positive ID for cash withdrawal transactions at the cashier stations.

(q) Smart cards.

- (1) All smart cards (i.e., cards that possess the means to electronically store and retrieve data) that maintain the only source of account data are prohibited.

§ 100.8 Standards for the Cage/Vault

(a) Computer applications.

(1) The Gaming Operation must develop policies and procedures for any computer applications utilized or alternate documentation that provides at least the level of control described by the standards in this section.

- (i) Any such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
- (ii) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(b) System of Internal Control Systems

(1) The Gaming Operation must establish and comply with policies and procedures that provide at least the level of control described by the standards in this section.

- (i) Such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
- (ii) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(c) Supervision.

(1) Supervision must be provided as needed for cage, vault, kiosk, and other operations using cash or cash equivalents by an agent(s) with authority equal to or greater than those being supervised.

(d) Personal checks, tribal checks, state checks, federal checks, and payroll checks.

(1) If the Gaming Operation elects to cash personal checks, a check guarantee service must be used.

(2) Counter checks, guaranteed drafts, third-party checks, and money orders are prohibited at all Gaming Operations owned and operated by the ACBCI.

(3) The Gaming Operation shall establish and comply with policies and procedures that include the following requirements:

- (i) The acceptance of personal checks, payroll checks, state checks, and federal checks, in addition to the collection and recording checks returned to the Gaming Operation after deposit, re-deposit, and write-off authorization.
- (ii) The verification of the customer's identity, including but not limited to photo identification.

(e) Customer deposited funds

- (1) If a gaming operation permits a customer to deposit funds with the gaming operation at the cage, the following standards shall apply:
 - (i) The receipt or withdrawal of a customer deposit shall be evidenced by at least a two-part document with one copy going to the customer and one copy remaining in the cage file.
- (2) The multi-part receipt shall contain the following information:
 - (i) Same receipt number on all copies;
 - (ii) Customer's name and signature;
 - (iii) Date of receipt and withdrawal;
 - (iv) Signature of agent processing transaction
 - (v) Dollar amount of deposit/withdrawal; and
 - (vi) Nature of deposit (cash, check, chips); however,
 - (vii) Provided all of the information in paragraph (d)(2)(i) through (v) is available, the only required information for all copies of the receipt is the receipt number.
- (3) The Tribal gaming regulatory authority, or the gaming operation as approved by the Tribal gaming regulatory authority, shall establish and the gaming operation shall comply with procedures that:
 - (i) Maintain a detailed record by customer name and date of all funds on deposit;
 - (ii) Maintain a current balance of all customer cash deposits that are in the cage/vault inventory or accountability; and
 - (iii) Reconcile this current balance with the deposits and withdrawals at least daily.
- (4) The gaming operation, as approved by the Tribal gaming regulatory authority, shall describe the sequence of the required signatures attesting to the accuracy of the information contained on the customer deposit or withdrawal form ensuring that the form is signed by the cashier.
- (5) All customer deposits and withdrawal transactions at the cage shall be recorded on a cage accountability form on a per-shift basis.
- (6) Only cash, cash equivalents, chips, and tokens shall be accepted from customers for the purpose of a customer deposit.
- (7) The Tribal gaming regulatory authority, or the gaming operation as approved by the Tribal gaming regulatory authority, shall establish and the gaming operation shall comply with procedures that verify the customer's identity, including photo identification.

- (8) A file for customers shall be prepared prior to acceptance of a deposit.
- (9) Gaming operations owned and operated by the ACBCI will permit patrons to deposit funds in the Cage or Vault for safekeeping. The following information is required:
 - (i) Date
 - (ii) Valid ID
 - (iii) Taxpayer ID
 - (iv) Permanent address
 - (v) Amount of Transaction

(f) Cage and Vault accountability standards.

- (1) All transactions that flow through the Cage or Vault shall be summarized on an accountability form by shift and shall be supported by documentation.
- (2) The Cage and Vault inventories shall be counted by the oncoming and outgoing Cashiers.
 - (i) These employees shall make individual counts for comparison for accuracy and maintenance of individual accountability.
 - (ii) Such counts shall be recorded at the end of each shift during which activity took place.
 - (iii) All discrepancies shall be noted and investigated.
 - (iv) Unverified transfers of cash and/or cash equivalents are prohibited.
- (3) The Gaming Operation shall establish procedures to comply with the minimum bankroll formula as established by the NIGC to ensure the Gaming Operation maintains cash or cash equivalents (on hand and in the bank, if readily accessible) in an amount sufficient to satisfy obligations to the Gaming Operation's customers as they are incurred.
- (4) The cage and vault inventories (including coin rooms) must be counted independently by at least two agents, attested to by signature, and recorded in ink or other permanent form at the end of each shift during which the activity took place. These agents must make individual counts to compare for accuracy and maintain individual accountability. All variances must be documented and investigated.

(g) Chip standards.

- (1) The Gaming Operation shall establish and comply with procedures for the purchase, receipt, inventory, storage, and destruction of gaming chips. (Basic Requirements)

(h) Coupon standards.

- (1) Any program for the exchange of coupons for chips, and/or another coupon program shall be approved by the Agua Caliente Gaming Commission prior to implementation.

- (i) If approved, the Gaming Operation shall establish and comply with procedures that account for and control such programs.

(i) Extraneous items.

- (1) The Gaming Operation shall establish and the Gaming Operation shall comply with procedures to address the transporting of extraneous items, such as coats, purses, and/or boxes, into and out of the Cage, Count Room, and/or Vault.

(j) Accounting/auditing standards.

- (1) The Cage and Vault accountability shall be reconciled to the general ledger monthly.

- (2) A trial balance of Gaming Operation accounts receivable, including the name of the customer and current balance, shall be prepared at least monthly for active, inactive, settled or written-off accounts.

- (3) The trial balance of Gaming Operation accounts receivable shall be reconciled to the general ledger each month.

- (i) The reconciliation and any follow-up performed shall be documented, maintained for inspection, and provided to the Agua Caliente Gaming Commission upon request.

- (4) The following reconciliation reports must be available upon demand for each day, shift, and drop cycle (this is not required if the system does not track the information, but system limitation(s) must be noted):

- (i) Starting balance dollar amount per financial instrument;
- (ii) Starting balance number of items per financial instrument;
- (iii) Dollar amount per financial instrument issued;
- (iv) Number of items per financial instrument issued;
- (v) Dollar amount per financial instrument issued;
- (vi) Number of items per financial instrument redeemed;
- (vii) Dollar amount per financial instrument increases;
- (viii) Number of items per financial instrument increases;
- (ix) Dollar amount per financial instrument decreases;
- (x) Number of items per financial instrument decreases;
- (xi) Ending balance dollar amount per financial instrument; and
- (xii) Ending balance number of items per financial instrument.

- (5) All Cage and Vault Accounting Procedures and any follow-up performed shall be documented, maintained for inspection, and provided to the Agua Caliente Gaming Commission upon request.

(k) Kiosks/TRMs.

- (1) Kiosks must be maintained on the cage accountability and must be counted independently by at least two agents, documented, and reconciled for each increase or decrease to the kiosk inventory.
- (2) Currency cassettes must be counted and filled by an agent and verified independently by at least one agent, all of whom must sign each cassette.
- (3) Currency cassettes must be secured with a lock or tamper resistant seal and, if not placed inside a kiosk, must be stored in a secured area of the cage/vault.

(l) Promotional payments, drawings, and giveaway programs

- (1) The following procedures must apply to any payment resulting from a promotional payment, drawing, or giveaway program disbursed by the cage department or any other department. This section does not apply to payouts for card game promotional pots and/or pools.
- (2) All payments must be documented to support the cage accountability.
- (3) Payments above \$600 (or lesser amount as approved by ACGC) must be documented at the time of the payment, and documentation must include the following:
 - (i) Date and time;
 - (ii) Dollar amount of payment or description of personal property;
 - (iii) Reason for payment; and
 - (iv) Patron's name and confirmation that identity was verified (drawings only)
 - (v) Signature(s) of at least two agents verifying, authorizing, and completing the promotional payment with the patron. For computerized systems that validate and print the dollar amount of the payment on a computer generated form, only one signature is required.

(m) Vouchers

- (1) Controls must be established and procedures implemented to:
 - (i) Verify the authenticity of each voucher redeemed.
 - (ii) If the voucher is valid, verify that the patron is paid the appropriate amount.
 - (iii) Document the payment of a claim on a voucher that is not physically available or a voucher that cannot be validated such as a mutilated, expired, lost, or stolen voucher.
 - (iv) Retain payment documentation for reconciliation purposes.
 - (v) For manual payment of a voucher of \$500 or more, require a supervisory employee to verify the validity of the voucher prior to payment.

- (2) Vouchers paid during a period while the voucher system is temporarily out of operation must be marked “paid” by the cashier.
- (3) Vouchers redeemed while the voucher system was temporarily out of operation must be validated as expeditiously as possible upon restored operation of the voucher system.
- (4) Paid vouchers must be maintained in the cashier's accountability for reconciliation purposes.
- (5) Unredeemed vouchers can only be voided in the voucher system by supervisory employees. The accounting department will maintain the voided voucher, if available.

(n) Cage and vault access.

(1) Controls must be established and procedures implemented to:

- (i) Restrict physical access to the cage to cage agents, designated staff, and other authorized persons; and
- (ii) Restriction of extraneous items such as personal belongings, beverage containers, etc., into and out of the cage.

(o) Variances.

(1) The operation must establish, as approved by the ACGC, the threshold level at which a variance must be reviewed to determine the cause. Any such review must be documented.

§ 100.9 Standards for Credit

(a) Computer applications.

(1) For any computer applications utilized, alternate documentation and/or procedures that provide at least the level of control described by the standards in this section, as approved by the Tribal gaming regulatory authority, will be acceptable.

(b) Supervision.

(1) Supervision must be provided as needed for lines of credit by an agent(s) with authority equal to or greater than those being supervised.

(c) Credit standards.

(1) The following standards shall apply if the gaming operation authorizes and extends credit to customers:

- (i) At least the following information shall be recorded for customers that have credit limits or are issued credit (excluding personal checks, payroll checks, cashier's checks, and traveler's checks):

- (ii) Customer's name, current address, telephone number and signature;
 - (iii) Identification verifications including legible copies
 - (iv) Social Security number
 - (v) Authorized credit limit;
 - (vi) Documentation of authorization by a person designated by management to approve credit limits; and
 - (vii) Credit issuances and payments.
- (2) Prior to extending credit, the customer's gaming operation credit record and/or other documentation shall be examined to determine the following:
- (i) Properly authorized credit limit;
 - (ii) Whether remaining credit is sufficient to cover the credit issuance; and
 - (iii) Identity of the customer (except for known customers).
- (3) Credit extensions over a specified dollar amount shall be approved by personnel designated by management.
- (4) Proper approval of credit extensions over ten percent (10%) of the previously established limit shall be documented.
- (5) The job functions of credit approval (i.e., establishing the customer's credit worthiness) and credit extension (i.e., advancing customer's credit) shall be segregated for credit extensions to a single customer of \$10,000 or more per day (applies whether the credit is extended in the pit or the cage).
- (6) If cage credit is extended to a single customer in an amount exceeding \$2,500, appropriate gaming personnel shall be notified on a timely basis of the customers playing on cage credit, the applicable amount of credit issued, and the available balance.
- (7) Cage marker forms shall be at least two parts (the original marker and a payment slip), pre-numbered by the printer or concurrently numbered by the computerized system, and utilized in numerical sequence.
- (8) The completed original cage marker shall contain at least the following information:
- (i) Marker number;
 - (ii) Player's name and signature; and
 - (iii) Amount of credit issued (both alpha and numeric).
 - (iv) Date of issuance
 - (v) Bank name and account number
 - (vi) Employee name and signature of issuer
- (9) The completed payment slip shall include the same marker number as the original, date and time of payment, amount of payment, nature of settlement (cash, chips, etc.), and signature of cashier receiving the payment.

(d) Payment standards.

- (1) All payments received on outstanding credit instruments shall be recorded in ink or other permanent form of recordation in the gaming operation's records.
- (2) When partial payments are made on credit instruments, they shall be evidenced by a multi-part receipt (or another equivalent document) that contains:
 - (i) The same preprinted number on all copies;
 - (ii) Customer's name;
 - (iii) Date of payment;
 - (iv) Dollar amount of payment (or remaining balance if a new marker is issued), and nature of settlement (cash, chips, etc.)
 - (v) Signature of employee receiving payment; and
 - (vi) Number of credit instrument on which partial payment is being made.
- (3) Unless account balances are routinely confirmed on a random basis by the accounting or internal audit departments, or statements are mailed by a person independent of the credit transactions and collections thereon, and the department receiving payments cannot access cash, then the following standards shall apply:
 - (i) The routing procedures for payments by mail require that they be received by a department independent of credit instrument custody and collection;
 - (ii) Such receipts by mail shall be documented on a listing indicating the customer's name, amount of payment, nature of payment (if other than a check), and date payment received; and
 - (iii) The total amount of the listing of mail receipts shall be reconciled with the total mail receipts recorded on the appropriate accountability form by the Accounting Department on a random basis (for at least three (3) days per month).

(e) Access to credit documentation

- (1) Access to credit documentation shall be restricted as follows:
 - (i) The credit information shall be restricted to those positions that require access and are so authorized by management;
 - (ii) Outstanding credit instruments shall be restricted to persons authorized by management; and
 - (iii) Written-off credit instruments shall be further restricted to persons specified by management.

(f) Maintenance of credit documentation.

- (1) All extensions of cage credit, pit credit transferred to the cage, and subsequent payments shall be documented on a credit instrument control form.

(2) Records of all correspondence, transfers to and from outside agencies, and other documents related to issued credit instruments shall be maintained.

(g) Write-off and settlement standards.

(1) Written-off or settled credit instruments shall be authorized in writing.

(2) Such authorizations shall be made by at least two management officials who are from departments independent of the credit transaction.

(h) Collection agency standards.

(1) If credit instruments are transferred to collection agencies or other collection representatives, a copy of the credit instrument and a receipt from the collection representative shall be obtained and maintained until the original credit instrument is returned or payment is received.

(2) A person independent of credit transactions and collections shall periodically review the documents in paragraph (g)(1) of this section.

(3) Records will be maintained for 5 years

(i) Accounting/auditing standards

(1) A person independent of the cage, credit, and collection functions shall perform all of the following at least three (3) times per year:

(i) Ascertain compliance with credit limits and other established credit issuance procedures;

(ii) Randomly reconcile outstanding balances of both active and inactive accounts on the accounts receivable listing to individual credit records and physical instruments;

(iii) Examine credit records to determine that appropriate collection efforts are being made and payments are being properly recorded; and

(iv) For a minimum of five (5) days per month, partial payment receipts shall be subsequently reconciled to the total payments recorded by the cage for the day and shall be numerically accounted for.

(j) Variances.

(1) The operation must establish, as approved by the Agua Caliente Gaming Commission, the threshold level at which a variance must be reviewed to determine the cause. Any such review must be documented.

§ 100.10 Standards for Information Technology

(a) System of Internal Control Standards

- (1) The Gaming Operation must establish and comply with policies and procedures that provide at least the level of control described by the standards in this section.
- (2) Such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
- (3) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(b) Supervision.

- (1) Controls must identify the supervisory agent in the department or area responsible for ensuring that the department or area is operating in accordance with established policies and procedures.
- (2) The supervisory agent must be independent of the operation gaming activity.
- (3) Controls must ensure that duties are adequately segregated and monitored to detect procedural errors and to prevent the concealment of fraud.
- (4) Information technology agents having access to gaming systems may not have signatory authority over financial instruments and payout forms and must be independent of and restricted from access to:
 - (i) Financial instruments;
 - (ii) Accounting, audit, and ledger entries; and
 - (iii) Payout forms.

(c) General controls for gaming hardware and software.

- (1) Management shall take an active role in making sure that physical and logical security measures are implemented, maintained, and adhered to by personnel to prevent unauthorized access that could cause errors or compromise data or processing integrity.
 - (i) Management shall ensure that all new gaming vendor hardware and software agreements/contracts contain language requiring the vendor to adhere to tribal law applicable to the goods and services the vendor is providing.
 - (ii) Physical security measures shall exist over computer, computer terminals, and storage media to prevent unauthorized access and loss of integrity of data and processing.

- (iii) Access to systems software and application programs shall be limited to authorized personnel
 - (iv) Access to computer data shall be limited to authorized personnel.
 - (v) Access to computer communications facilities, or the computer system, and information transmissions shall be limited to authorized personnel.
- (2) The main computers (i.e., hardware, software, and data files) for each gaming application (e.g., keno, race and sports, gaming machines, etc.) shall be in a secured area with access restricted to authorized persons, including vendors.
 - (3) Access to computer operations shall be restricted to authorized personnel to reduce the risk of loss of integrity of data or processing.
 - (4) Incompatible duties shall be adequately segregated and monitored to prevent error in general information technology procedures to go undetected or fraud to be concealed.
 - (5) Non-information technology personnel shall be precluded from having unrestricted access to the secured computer areas.
 - (6) The computer systems, including application software, shall be secured through the use of passwords or other approved means where applicable. Management personnel or persons independent of the department being controlled shall assign and control access to system functions.
 - (7) Passwords shall be controlled as follows unless otherwise addressed in the standards in this section.
 - (i) Each user shall have their own individual password
 - (ii) Passwords shall be changed quarterly with changes documented
 - (iii) For computer systems that automatically force a password change on a quarterly basis, documentation shall be maintained listing the systems and the date the user was given access.
 - (8) Adequate backup and recovery procedures shall be in place that includes:
 - (i) Frequent backup of data files
 - (ii) Backup of all programs
 - (iii) Secured off-site storage of all backup data files and programs, or other adequate protection
 - (iv) Recovery procedures, which are tested on a sample basis annually with documentation of results
 - (9) Adequate information technology system documentation shall be maintained, including descriptions of hardware and software, operator manuals, etc.
- (d) Independence of information technology personnel.

(1) The information technology personnel shall be independent of the gaming areas (e.g., Cage, Pit, Count Rooms, Gaming Machines, etc.).

(i) Information technology personnel procedures and controls should be documented and responsibilities communicated to ensure segregation of duties and responsibilities.

(2) Information technology personnel shall be precluded from unauthorized access to:

(i) Computers and terminals located in gaming areas

(ii) Source documents

(iii) Live data files (not test data)

(3) Information technology personnel shall be restricted from:

(i) Having unauthorized access to cash or other liquid assets

(ii) Initiating general or subsidiary ledger entries

(e) Gaming program changes.

(1) Program changes for in-house developed systems should be documented as follows:

(i) Requests for new programs or program changes shall be reviewed by the information technology supervisor.

(A) Approvals to begin work on the program shall be documented.

(ii) A written plan of implementation for new and modified programs shall be maintained, and shall include, at a minimum, the date the program is to be placed into service, the nature of the change, a description of procedures required in order to bring the new or modified program into service (conversion or input of data, installation procedures, etc.), and an indication of who is to perform all such procedures.

(iii) Testing of new and modified programs shall be performed and documented prior to implementation.

(iv) A record of the final program or program changes, including evidence of user acceptance, date in service, programmer, and reason for changes, shall be documented and maintained.

(v) In-House Progressive Programs will be submitted to the on-site ACGC Regulatory Office for review.

(f) Security logs

(1) If computer security logs are generated by the system, they shall be reviewed by information technology supervisory personnel monthly for evidence of:

(i) Multiple attempts to log-on, or alternatively, the system shall deny user access after three attempts to log-on

- (ii) Unauthorized changes to live data files
- (iii) Any other unusual transactions
- (iii) Evidence of such review must be documented and maintained for future inspection.

(2) All security incidents must be responded to within an established time period approved by the ACGC and formally documented. And made available to the ACGC upon request.

(g) Remote dial-up.

(1) If remote dial-up to any associated equipment is allowed for software support, the Gaming Operation shall maintain an access log that includes:

- (i) Name of employee authorizing modem access
- (ii) Name of authorized programmer or manufacturer representative
- (iii) Reason for modem access
- (iv) Description of work performed; and
- (v) Date, time, and duration of access

(h) Document storage.

(1) Documents may be scanned or directly stored to an unalterable storage medium under the following conditions:

- (i) The storage medium shall contain the exact duplicate of the original document.
- (ii) All documents stored on the storage medium shall be maintained with a detailed index containing the Gaming Operation department and date.
- (iii) This index shall be available upon request by the Agua Caliente Gaming Commission or NIGC.
- (iv) Upon request and adequate notice by the Agua Caliente Gaming Commission or NIGC, hardware (terminal, printer, etc.) shall be made available in order to perform auditing procedures.
- (v) Controls shall exist to ensure the accurate reproduction of records up to and including the printing of stored documents used for auditing purposes.
- (vi) The storage medium shall be retained for a minimum of five years.

(2) All remote access must be performed via a secured method

(i) Incident monitoring and reporting.

(1) Procedures must be implemented for responding to, monitoring, investigating, resolving, documenting, and reporting security incidents associated with information technology systems.

(2) All security incidents must be responded to within an established time period approved by the Agua Caliente Gaming Commission and formally documented.

§ 100.11 Standards for Complimentary Services and Items

(a) Computer applications.

- (1) The Gaming Operation must develop policies and procedures for any computer applications utilized, alternate documentation, and/or procedures that provide at least the level of control described by the standards in this section.
 - (i) Any such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
 - (ii) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(b) System of Internal Control Standards

- (1) The Gaming Operation must establish and comply with policies and procedures that provide at least the level of control described by the standards in this section.
 - (i) Such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
 - (ii) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(c) Complimentary services and items.

- (1) Each Gaming Operation shall establish Internal Controls for the authorization, issuance, voiding and tracking of complimentary services and items, including cash and non-cash items.
 - (i) The procedures delegate to its employees the authority to approve the issuance of complimentary services and items.
 - (ii) The procedures must contain conditions or limits of the relationship between the authorizer and the recipient and shall further include effective provisions for audit purposes.
- (2) Monthly, Accounting, information technology, or revenue audit personnel that cannot grant or receive complimentary privileges shall prepare reports that include the following information for complimentary items and services in excess of \$50.00:
 - (i) Name of customer who received the complimentary service or item;
 - (ii) Patron's Player ID number; when applicable
 - (iii) Name(s) of authorized issuer of the complimentary service or item;
 - (iv) The actual cash value of the complimentary service or item;

- (v) The type of complimentary service or item (i.e., food, beverage, etc.)
- (vi) Date the complimentary service or item was issued.

(3) The reports mentioned above shall be reviewed monthly by Accounting and made available to the Tribe, the Agua Caliente Gaming Commission, the NIGC, or any other entity designated by the Tribe upon request.

- (i) The reports must be reviewed monthly by department management for legitimacy of the complimentary item or service issued as well as the relationship between the issuer and recipient.
- (ii) Operations Management must review and approve all complimentary services issued by their department (Manual and System generated) on a weekly basis and submit this approval to accounting for verification purposes.

(d) Variances.

(1) The operation must establish, as approved by the ACGC, the threshold level at which a variance must be reviewed to determine the cause. Any such review must be documented.

§ 100.12 Standards for Accounting

(a) Computer applications.

(1) The Gaming Operation must develop policies and procedures for any computer applications utilized, alternate documentation, and/or procedures that provide at least the level of control described by the standards in this section.

- (i) Any such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
- (ii) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(b) System of Internal Control Systems

(1) The Gaming Operation must establish and comply with policies and procedures that provide at least the level of control described by the standards in this section.

- (i) Such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
- (ii) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(c) General accounting standards.

(1) Each Gaming Operation shall prepare accurate, complete, legible, and permanent records of all transactions pertaining to revenue and gaming activities.

(2) Each Gaming Operation shall prepare general accounting records according to Generally Accepted Accounting Principles on a double-entry system of accounting, maintaining detailed, supporting, subsidiary records, including, but not limited to:

- (i) Detailed records identifying revenues, expenses, assets, liabilities, and equity for each Gaming Operation.
- (ii) Detailed records of all returned checks, markers, hold checks, or other similar credit instruments.
- (iii) Individual and statistical game records to reflect statistical drop, statistical win, and the percentage of statistical win to statistical drop by each table game, and to reflect statistical drop, statistical win, and the percentage of statistical win to statistical drop for each type of table game, by shift, by day, cumulative month-to-date and year-to-date, and individual and statistical game records reflecting similar information for all other games.
- (iv) Gaming machine analysis reports which, by each machine, compare actual hold percentages to theoretical hold percentages.
- (v) The records required by the NIGC Minimum Internal Control Standards 25 CFR 542 and these Tribal Internal Control Standards.
- (vi) Journal entries prepared by the Gaming Operation and by its independent accountants.
- (vii) Any other records specifically required to be maintained.

(3) Each Gaming Operation shall establish administrative and accounting procedures for the purpose of determining effective control over a Gaming Operation's fiscal affairs. The procedures shall be designed to reasonably ensure that:

- (i) Assets are safeguarded.
- (ii) Financial records are accurate and reliable.
- (iii) Transactions are performed only in accordance with Management's general and specific authorization.
- (iv) Transactions are recorded adequately to permit proper reporting of gaming revenue and of fees and taxes, and to maintain accountability of assets.
- (v) Recorded accountability for assets is compared with actual assets at reasonable intervals, and appropriate action is taken with respect to any discrepancies.
- (vi) Functions, duties, and responsibilities are appropriately segregated in accordance with sound business practices.

(d) Gross gaming revenue computations.

(1) For table games, gross revenue equals the closing table bankroll, plus credit slips for cash, chips, or personal/payroll checks returned to the Cage, plus drop, less opening table

bankroll and fills to the table, and money transfers issued from the game through the use of a cashless wagering system.

- (2) For gaming machines, gross revenue equals drop, less machine payouts, jackpot payouts and personal property awarded to patrons as gambling winnings.
- (3) For each card game and any other game in which the Gaming Operation is not a party to a wager, gross revenue equals all money received by the operation as compensation for conducting the game.
 - (i) A gaming operation shall not include either skill win or loss in gross revenue computations.
 - (ii) In computing gross revenue for gaming machines and bingo, the actual cost to the Gaming Operation of any personal property distributed as losses to patrons may be deducted from winnings (other than costs of travel, lodging, services, food, and beverages), if the Gaming Operation maintains detailed documents supporting the deduction.
- (4) Each Gaming Operation shall establish internal control systems sufficient to ensure that currency (other than tips or gratuities) received from a patron in the gaming area is promptly placed in a locked box in the table, or, in the case of a Cashier, in the appropriate place in the Cashier's Cage, or on those games which do not have a locked drop box, or on card game tables, in an appropriate place on the table, in the cash register or in another approved repository.
- (5) Gaming Operations owned and operated by the ACBCI are prohibited from establishing periodic payments to satisfy a payout resulting from a wager.
 - (i) All payouts are to be paid immediately in full immediately upon presentation of valid identification.
- (6) For payouts by wide-area progressive gaming machine systems, a Gaming Operation may deduct from winnings only its pro rata share of a wide-area gaming machine system payout.
- (7) Cash-out tickets issued at a gaming machine or gaming device shall be deducted from gross revenue as jackpot payouts or machine payouts in the month the tickets are issued by the gaming machine or gaming device.
 - (i) Tickets deducted from gross revenue that are not redeemed within a period, not to exceed 30 days of issuance, shall be included in gross revenue.
 - (ii) An unredeemed ticket previously included in gross revenue may be deducted from gross revenue in the month redeemed.
- (8) A Gaming Operation may deduct from gross revenue the unpaid NSF checks if the Gaming Operation documents, or otherwise keeps detailed records of, compliance with the

following requirements. Such records confirming compliance shall be made available to the Agua Caliente Gaming Commission and/or NIGC upon request:

- (i) The Gaming Operation can document that the NSF fees were for gaming purposes.
- (ii) The Gaming Operation has established and complies with procedures and relevant criteria as required by the guarantee service to evaluate a patron's credit reputation or financial resources and to determine that there is a reasonable basis for check cashing services in the amount or sum placed at the patron's disposal.
- (iii) In the case of personal checks, the Gaming Operation has established procedures to examine documentation, which would normally be acceptable as a type of identification when cashing checks, and has recorded the patron's bank check guarantee card number has satisfied the requirements of this section, as Management may deem appropriate for the check-cashing authorization granted.
- (iv) The Gaming Operation has established procedures to ensure that the checks cashed are appropriately documented, not least of which would be the patron's identification and signature attesting to the authenticity of the individual check transactions.
- (v) The authorizing signature shall be obtained at the time the check is cashed.
- (vi) The Gaming Operation has established procedures to effectively document its attempt to collect the full amount of the debt.
- (vii) Such documentation would include, but not be limited to, letters sent to the patron, logs of personal or telephone conversations, proof of presentation of the credit instrument to the patron's bank for collection, settlement agreements, or other documents which demonstrate that the Gaming Operation has made a good faith attempt to collect the full amount of the debt.
- (viii) Such records documenting collection efforts shall be made available upon request.

(e) Maintenance and preservation of books, records and documents.

- (1) All original books, records and documents pertaining to the conduct of wagering activities shall be retained by a Gaming Operation in accordance with the following schedule.
- (2) A record that summarizes gaming transactions is sufficient, provided that all documents containing an original signature(s) attesting to the accuracy of a gaming related transaction are independently preserved.
- (3) Original books, records or documents shall not include copies of originals, except for copies that contain original comments or notations on parts of multi-part forms.
- (4) The following original books, records and documents shall be retained by a Gaming Operation for a minimum of five (5) years:

- (i) Cage documents
 - (ii) Documentation supporting the calculation of table game win
 - (iii) Documentation supporting the calculation of gaming machine win
 - (iv) Documentation supporting the calculation of revenue received from the games of keno, pari-mutuel, bingo, pull-tabs, card games, and all other gaming activities offered by the Gaming Operation
 - (v) Table games statistical analysis reports
 - (vi) Gaming machine statistical analysis reports
 - (vii) Internal audit documentation and reports
 - (viii) Documentation supporting the write-off of gaming credit instruments and named credit instruments
 - (ix) All other books, records and documents pertaining to the conduct of wagering activities that contain original signature(s) attesting to the accuracy of the gaming related transaction.
- (5) Unless otherwise specified in this part, all other books, records, and documents shall be retained until such time as the accounting records have been audited by the Gaming Operation's independent certified public accountants.
- (6) This standard shall apply without regard to the medium by which the book, record or document is generated or maintained (paper, computer-generated, magnetic media, etc.).
- (7) Each Gaming Operation under the jurisdiction of the NIGC shall pay to the NIGC annual fees as established by the NIGC 25 CFR 514.
- (f) The NIGC shall publish the rates of fees in a notice in the Federal Register.
- (1) For purposes of computing fees, assessable gross revenues for each Gaming Operation are the annual total amount of money wagered on class II and III games, admission fees (including table or card fees), less any amounts paid out as prizes or paid for prizes awarded, and less an allowance for amortization of capital expenditures for structures.
 - (2) Unless otherwise provided by the regulations, Generally Accepted Accounting Principles shall be used.
- (3) All class II and III revenues from Gaming Operations are to be included.
- (4) Each Gaming Operation subject to the jurisdiction of the NIGC and not exempt from paying fees pursuant to the self-regulation provisions shall file with the NIGC a statement showing its assessable gross revenues for the previous calendar year.
- (5) These statements shall show the amounts derived from each type of game, the amounts deducted for prizes, and the amounts deducted for the amortization of structures;

- (6) These statements shall be sent to arrive on or before—March 1, and August 1, of each calendar year the Gaming Operation is subject to the jurisdiction of the NIGC, Any changes or adjustments to the previous year's assessable gross revenue amounts from one quarter to the next shall be explained.
 - (7) The statements shall identify the Accounting to be contacted should the NIGC need to communicate further with the Gaming Operation. The telephone numbers of the individual(s) shall be included.
 - (8) The statements shall be transmitted to the NIGC to arrive no later than the due date and the Agua Caliente Gaming Commission one week prior to the due date.
 - (9) Each Gaming Operation shall determine the amount of fees to be paid and remit them with the statement required in 25 CFR 514.
 - (10) The Gaming Operation shall reconcile its fee assessment reports with the audited financial statements required in 25 CFR 571.14.
 - (11) Each statement shall include the computation of the fees payable, showing all amounts used in the calculations.
 - (12) Statements, remittances and communications about fees shall be transmitted to the NIGC at the following address:

Office of Finance,
National Indian Gaming Commission,
1441 L Street, N.W., Suite 9100,
Washington, DC 20005.
 - (13) Checks should be made payable to the National Indian Gaming Commission (do not remit cash).
 - (14) The NIGC and/or the Agua Caliente Gaming Commission may assess a penalty for failure to file timely statements.
 - (15) The NIGC will notify each Gaming Operation as to the amount of overpayment, if any, and therefore the amount of credit to be taken against the next payment otherwise due.
 - (16) Failure to pay fees, any applicable penalties, and interest related thereto may be grounds for disapproving or revoking the approval of any license required under 25 CFR 514 for the operation of gaming by the ACBCI.
- (g) Documentation.
- (1) The performance of revenue audit procedures, the exceptions noted, and the follow-up of all revenue audit exceptions must be documented and maintained.

(h) Controls must be established and procedures implemented to audit of each of the following operational areas:

(1) Bingo.

- (i) At the end of each month, verify the accuracy of the ending balance in the bingo control log by reconciling it with the bingo paper inventory. Investigate and document any variance noted.
- (ii) Daily, reconcile supporting records and documents to summarized paperwork or electronic records (e.g. total sales and payouts per shift and/or day).
- (iii) At least monthly, review variances related to bingo accounting data in accordance with an established threshold, which must include, at a minimum, variance(s) noted by the Class II gaming system for cashless transactions in and out, electronic funds transfer in and out, external bonus payouts, vouchers out and coupon promotion out. Investigate and document any variance noted.
- (iv) At least monthly, review statistical reports for any deviations from the mathematical expectations exceeding a threshold established by the Agua Caliente Gaming Commission. Investigate and document any deviations compared to the mathematical expectations required to be submitted per §547.4.
- (v) At least monthly, take a random sample, foot the vouchers redeemed and trace the totals to the totals recorded in the voucher system and to the amount recorded in the applicable cashier's accountability document.

(2) Pull tabs.

- (i) Daily, verify the total amount of winning pull tabs redeemed each day.
- (ii) At the end of each month, verify the accuracy of the ending balance in the pull tab control log by reconciling the pull tabs on hand. Investigate and document any variance noted.
- (iii) At least monthly, compare for reasonableness the amount of pull tabs sold from the pull tab control log to the amount of pull-tab sales.
- (iv) At least monthly, review statistical reports for any deviations exceeding a specified threshold, as defined by the ACGC. Investigate and document any large and unusual fluctuations noted.

(3) Card games.

- (i) Daily, reconcile the amount indicated on the progressive sign/meter to the cash counted or received by the cage and the payouts made for each promotional progressive pot and pool. This reconciliation must be sufficiently documented, including substantiation of differences and adjustments.

- (ii) At least monthly, review all payouts for the promotional progressive pots, pools, or other promotions to verify payout accuracy and proper accounting treatment and that they are conducted in accordance with conditions provided to the patrons.
- (iii) At the conclusion of each contest/tournament, reconcile all contest/tournament entry and payout forms to the dollar amounts recorded in the appropriate accountability document.
- (iv) All variances will be investigated utilizing all available resources.

(4) Gaming promotions and player tracking.

- (i) At least monthly, review promotional payments, drawings, and giveaway programs to verify payout accuracy and proper accounting treatment in accordance with the rules provided to patrons.
- (ii) At least monthly, for computerized player tracking systems, perform the following procedures:
 - (A) Review authorization documentation for all manual point additions/deletions for propriety
 - (B) Review exception reports, including transfers between accounts
 - (C) Review documentation related to access to inactive and closed accounts.
- (iii) At least annually, all computerized player tracking systems must be reviewed by agent(s) independent of the individuals that set up or make changes to the system parameters. The review must be performed to determine that the configuration parameters are accurate and have not been altered without appropriate management authorization Document and maintain the test results.
 - (i) .All variances will be investigated utilizing all available resources.

(5) Complimentary services or items.

- (i) At least monthly, review the variance reports. These reports must be made available to those entities authorized by the Agua Caliente Gaming Commission or by tribal law or ordinance.

(6) Patron deposit accounts.

- (i) At least weekly, reconcile patron deposit account liability (deposits ±adjustments–withdrawals = total account balance) to the system record.
- (ii) At least weekly, review manual increases and decreases to/from player deposit accounts to ensure proper adjustments were authorized.
- (iii) All variances will be investigated utilizing all available resources.

(7) Lines of credit.

- (i) At least three (3) times per year, an agent independent of the cage, credit, and collection functions must perform the following review:
 - (A) Select a sample of line of credit accounts
 - (B) Ascertain compliance with credit limits and other established credit issuance procedures
 - (C) Reconcile outstanding balances of both active and inactive (includes write-offs and settlements) accounts on the accounts receivable listing to individual credit records and physical instruments. This procedure need only be performed once per year for inactive accounts
 - (D) Examine line of credit records to determine that appropriate collection efforts are being made and payments are being properly recorded.
 - (E) For at least five (5) days during the review period, subsequently reconcile partial payment receipts to the total payments recorded by the cage for the day and account for the receipts numerically.
- (ii) At least monthly, perform an evaluation of the collection percentage of credit issued to identify unusual trends.

(8) Drop and count.

- (i) For computerized key security systems controlling access to drop and count keys, perform the following procedures:
 - (A) At least quarterly, review the report generated by the computerized key security system indicating the transactions performed by the individual(s) that adds, deletes, and changes users' access within the system (i.e., system administrator). Determine whether the transactions completed by the system administrator provide adequate control over the access to the drop and count keys. Also, determine whether any drop and count key(s) removed or returned to the key cabinet by the system administrator was properly authorized
 - (B) At least quarterly, review the report generated by the computerized key security system indicating all transactions performed to determine whether any unusual drop and count key removals or key returns occurred
 - (C) At least quarterly, review a sample of users that are assigned access to the drop and count keys to determine that their access to the assigned keys is appropriate relative to their job position.
- (ii) At least quarterly, an inventory of all controlled keys must be performed and reconciled to records of keys made, issued, and destroyed. Investigations must be performed for all keys unaccounted for, and the investigation documented.

(9) Cage, vault, cash, and cash equivalents.

- (i) At least monthly, the cage accountability must be reconciled to the general ledger.
- (ii) At least monthly, trace the amount of cage deposits to the amounts indicated in the bank statements.
- (iii) At least annually, select a sample of invoices for chips and tokens purchased, and trace the dollar amount from the purchase invoice to the accountability document that indicates the increase to the chip or token inventory to ensure that the proper dollar amount has been recorded.
- (iv) At each business year end, create and maintain documentation evidencing the amount of the chip/token liability, the change in the liability from the previous year, and explanations for adjustments to the liability account including any adjustments for chip/token float.
- (v) At least monthly, review a sample of returned checks to determine that the required information was recorded by cage agent(s) when the check was cashed.
- (vi) At least monthly, review exception reports for all computerized cage systems for propriety of transactions and unusual occurrences. The review must include, but is not limited to, voided authorizations. All noted improper transactions or unusual occurrences identified must be investigated and the results documented.
- (vii) Daily, reconcile all parts of forms used to document increases/decreases to the total cage inventory, investigate any variances noted utilizing all available resources, and document the results of such investigations.

(10) Inventory.

- (i) At least monthly, verify receipt, issuance, and use of controlled inventory, including, but not limited to, bingo cards, pull tabs, playing cards, keys, pre-numbered and/or multi-part forms.
- (ii) Periodically perform minimum bankroll calculations to ensure that the gaming operation maintains cash in an amount sufficient to satisfy the gaming operation's obligations.

§ 100.13 Standards for Drop and Count

(a) Computer applications.

- (1) The Gaming Operation must develop policies and procedures for any computer applications utilized, alternate documentation, and/or procedures that provide at least the level of control described by the standards in this section.
- (2) Any such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
- (3) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(b) System of Internal control systems.

- (1) The Gaming Operation must establish and comply with policies and procedures that provide at least the level of control described by the standards in this section.
- (2) Such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
- (3) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(c) Table game drop standards.

- (1) The setting out of empty table game drop boxes and the drop shall be a continuous process.
- (2) At the end of each shift:
 - (i) All locked table game drop boxes shall be removed from the tables by a person independent of the Pit shift being dropped
 - (ii) A separate drop box shall be placed on each table opened at any time during each shift or a Gaming Operation may utilize a single drop box with separate openings and compartments for each shift.
 - (iii) Upon removal from the tables, table game drop boxes shall be transported directly to the Count Room or other equivalently secure area with comparable controls and locked in a secure manner until the count takes place.
- (3) The transporting of table game drop boxes shall be performed by a security guard(s) and Table Games Manager/Shift Manager, under observation by the Agua Caliente Gaming Commission Regulatory Department who is independent of the Pit shift being dropped.
- (4) All table game drop boxes shall be posted with a number corresponding to a permanent number on the gaming table and marked to indicate game, table number, and shift.
- (5) Surveillance shall be notified when the drop is to begin so that surveillance may monitor the activities.

(d) Count Room personnel.

- (1) The table game count and the gaming machine bill acceptor count shall be performed by a minimum of three employees.
- (2) Count Room personnel shall not be allowed to exit or enter the Count Room during the count except for emergencies or scheduled breaks.

- (i) At no time during the count, shall there be fewer than three employees in the Count Room until the drop proceeds have been accepted into Vault accountability.
 - (ii) Surveillance shall be notified whenever Count Personnel exit or enter the Count Room during the count.
- (3) Count team members shall be rotated on a routine basis such that the count team is not consistently the same three persons more than four (4) days per week.
 - (i) This standard shall not apply to Gaming Operations that utilize a count team of more than three persons.
- (4) The count team shall be independent of transactions being reviewed and counted.
 - (i) The count team shall be independent of the Cage/Vault departments; however, an Accounting representative may be used if there is an independent audit of all count documentation.
- (5) The count team policy, at a minimum, must address the transportation of extraneous items such as personal belongings, tool boxes, beverage containers, etc., into or out of the count room.
- (6) Count equipment and systems must be tested, with the results documented, at minimum before the first count begins to ensure the accuracy of the equipment.
- (7) If a currency counter interface is used:
 - (i) It must be restricted to prevent unauthorized access; and
 - (ii) The currency drop figures must be transferred via direct communications line or computer storage media to the Accounting department.
- (e) Table game count standards.
 - (1) The table game count shall be performed in a Count Room or other equivalently secure area with comparable controls.
 - (2) Access to the Count Room during the count shall be restricted to members of the drop and count teams, with the exception of authorized observers and authorized maintenance personnel.
 - (3) If counts from various revenue centers occur simultaneously in the Count Room, procedures shall be in effect that prevent the commingling of funds from different revenue centers.

- (4) The table game drop boxes shall be individually emptied and counted in such a manner to prevent the commingling of funds between boxes until the count of the box has been recorded.
 - (i) The count of each box shall be recorded in ink or other permanent form of recordation.
 - (ii) A second count of each box shall be performed by an employee on the count team who did not perform the initial count.
 - (iii) Corrections to information originally recorded by the count team on count documentation shall be made by drawing a single line through the error, writing the correct figure above the original figure, and then obtaining the initials of at least two count team members who verified the change.
- (5) If currency counters are utilized and the Count Room table is used only to empty boxes and sort/stack contents, a count team member shall be able to observe the loading and unloading of all currency at the currency counter, including rejected currency.
- (6) Table game drop boxes, when empty, shall be shown to another member of the count team or to surveillance, provided the count is monitored in its entirety by a person independent of the count.
- (7) Orders for fill/credit shall be matched to the fill/credit slips.
 - (i) Fills and credits shall be traced to the count sheet by Accounting.
- (8) Pit marker issue and payment slips (if applicable) removed from the table game drop boxes shall either be:
 - (i) Traced to or recorded on the count sheet by the count team; or
 - (ii) Totaled by shift and traced to the totals documented by the computerized system. Accounting personnel shall verify the issue/payment slip for each table is accurate.
 - (iii) Pit marker issue and payment slips are allowed at all Gaming Operations owned and operated by the ACBCI. Partial payments are only allowed at the Cashiers Cage.
- (9) The opening/closing table inventory forms shall either be:
 - (i) Examined and traced to the count sheet.
 - (ii) If a computerized system is used, accounting personnel shall trace the opening/closing table inventory forms to the count sheet.
- (10) Discrepancies shall be investigated with the findings documented and maintained for inspection.
- (11) The count sheet shall be reconciled to the total drop by a count team member who shall not function as the sole recorder.

- (12) All members of the count team shall sign the count document or a summary report to attest to their participation in the count.
 - (13) All drop proceeds and cash equivalents that were counted shall be turned over to the Vault Cashier (who shall be independent of the count team) for verification.
 - (i) Such person shall certify by signature as to the accuracy of the drop proceeds delivered and received.
 - (14) The count sheet, with all supporting documents, shall be delivered to Accounting by a count team member or a person independent of the Cashier's department and must not be left in the Count Room at the conclusion of the count.
 - (15) Access to stored, full table game drop boxes shall be restricted to authorized members of the drop and count teams.
- (f) Gaming machine bill acceptor drop standards.
- (1) A minimum of three employees shall be involved in the removal of the gaming machine drop, at least one of who is independent of the gaming machine department.
 - (2) All bill acceptor canisters shall be removed only at the time previously designated by the Gaming Operation and reported to the ACGC, except for emergency drops.
 - (3) Surveillance shall be notified when the drop is to begin so that surveillance may monitor the activities.
 - (4) The bill acceptor canisters shall be removed by a person independent of the gaming machine department then transported directly to the Count Room or other equivalently secure area with comparable controls and locked in a secure manner until the count takes place.
 - (i) Security shall be provided over the bill acceptor canisters removed from the gaming machines and awaiting transport to the Count Room.
 - (ii) The transporting of bill acceptor canisters shall be performed by a security guard and a person who is independent of the gaming machine department.
 - (5) All bill acceptor canisters shall be posted with a number corresponding to a permanent number on the gaming machine.
- (g) Gaming machine bill acceptor count standards.
- (1) The gaming machine bill acceptor count shall be performed in a Count Room or other equivalently secure area with comparable controls.

- (2) Access to the Count Room during the count shall be restricted to members of the drop and count teams, with the exception of authorized observers and authorized maintenance personnel.
- (3) If counts from various revenue centers occur simultaneously in the Count Room, procedures shall be in effect that prevent the commingling of funds from different revenue centers.
- (4) The bill acceptor canisters shall be individually emptied and counted in such a manner to prevent the commingling of funds between canisters until the count of the canister has been recorded.
 - (i) The count of each canister shall be recorded in ink or other permanent form of recordation.
 - (ii) Corrections to information originally recorded by the count team on count documentation shall be made by drawing a single line through the error, writing the correct figure above the original figure, and then obtaining the initials of at least two count team members who verified the change.
- (5) If currency counters are utilized and the Count Room table is used only to empty canisters and sort/stack contents, a count team member shall be able to observe the loading and unloading of all currency at the currency counter, including rejected currency.
- (6) Canisters, when empty, shall be shown to another member of the count team, or to another person who is observing the count, or to surveillance, provided that the count is monitored in its entirety by a person independent of the count.
- (7) The count sheet shall be reconciled to the total drop by a count team member who shall not function as the sole recorder.
- (8) All members of the count team shall sign the count document or a summary report to attest to their participation in the count.
- (9) All drop proceeds and cash equivalents that were counted shall be turned over to the Vault Cashier (who shall be independent of the count team) for verification.
 - (i) Such person shall certify by signature as to the accuracy of the drop proceeds delivered and received.
- (10) The count sheet, with all supporting documents, shall be delivered to Accounting by a count team member or a person independent of the Cashiers department.
 - (i) Alternatively, it may be adequately secured (e.g., locked container to which only Accounting can gain access) until retrieved by Accounting.
- (11) Access to stored bill acceptor canisters, full or empty, shall be restricted to:

- (i) Authorized members of the drop and count teams
- (ii) Authorized personnel in an emergency for the resolution of a problem.
- (iii) The Gaming Operation shall establish and authorized personnel access list to comply with the requirements of this section.
- (iv) Such lists must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
- (v) Documentation evidencing such approval must be maintained by the Gaming Operation for future inspection.

(h) Gaming machine drop key control standards.

- (1) Procedures shall be developed and implemented to ensure that unauthorized access to empty bill acceptor canisters will not occur from the time the boxes leave the storage racks until they are placed in the gaming machines.
- (2) The involvement of at least two persons independent of the cage department shall be required to access stored empty gaming machine bill acceptor canisters.
- (3) At least three count team members are required to be present at the time count room and other count keys are issued for the count.
- (4) All duplicate keys shall be maintained in a manner that provides the same degree of control as is required for the original keys.
 - (i) Records shall be maintained for each key duplicated that indicate the number of keys made and destroyed.
- (5) Logs shall be maintained by the custodian of sensitive keys to document authorization of personnel accessing keys.

(i) Table game drop box key control standards.

- (1) Procedures shall be developed and implemented to ensure that unauthorized access to empty table game drop boxes will not occur from the time the boxes leave the storage racks until they are placed on the tables.
- (2) The involvement of at least two persons independent of the Cage department shall be required to access stored empty table game drop boxes.
- (3) The release keys shall be separately issued and keyed from the contents keys.
- (4) At least three count team members are required to be present at the time Count Room and other count keys are issued for the count.
- (5) All duplicate keys shall be maintained in a manner that provides the same degree of control as is required for the original keys.

(i) Records shall be maintained for each key duplicated that indicate the number of keys made and destroyed.

(6) Logs shall be maintained by the custodian of sensitive keys to document authorization of personnel accessing keys.

(j) Table game drop box release keys.

(1) Procedures shall be developed and implemented to ensure that unauthorized access to table game drop box release keys will not occur.

(2) The table game drop box release keys shall be maintained by a department independent of the Pit department.

(3) Only the person(s) authorized to remove table game drop boxes from the tables shall be allowed access to the table game drop box release keys; however, the count team members may have access to the release keys during the count in order to reset the table game drop boxes.

(4) Persons authorized to remove the table game drop boxes shall be precluded from having simultaneous access to the table game drop box contents keys and release keys.

(5) For situations requiring access to a table game drop box at a time other than the scheduled drop, the date, time, and signature of employee signing out/in the release key must be documented.

(k) Bill acceptor canister release keys.

(1) Procedures shall be developed and implemented to ensure that unauthorized access to bill acceptor canister release keys will not occur.

(2) The bill acceptor canister release keys shall be maintained by a department independent of the gaming machine department.

(3) Only the person(s) authorized to remove bill acceptor canisters from the gaming machines shall be allowed access to the release keys.

(4) Persons authorized to remove the bill acceptor canisters shall be precluded from having simultaneous access to the bill acceptor canister contents keys and release keys.

(5) For situations requiring access to a bill acceptor canister at a time other than the scheduled drop, the date, time, and signature of employee signing out/in the release key must be documented.

(l) Table game drop box storage rack keys.

- (1) Procedures shall be developed and implemented to ensure that unauthorized access to table game drop box storage rack keys will not occur.
- (2) A person independent of the Pit department shall be required to accompany the table game drop box storage rack keys and observe each time table game drop boxes are removed from or placed in storage racks.
- (3) Persons authorized to obtain table game drop box storage rack keys shall be precluded from having simultaneous access to table game drop box contents keys with the exception of the count team.

(m) Bill acceptor canister storage rack keys.

- (1) Procedures shall be developed and implemented to ensure that unauthorized access to bill acceptor canister storage rack keys will not occur.
- (2) A person independent of the gaming machine department shall be required to accompany the bill acceptor canister storage rack keys and observe each time canisters are removed from or placed in storage racks.
- (3) Persons authorized to obtain bill acceptor canister storage rack keys shall be precluded from having simultaneous access to bill acceptor canister contents keys with the exception of the count team.

(n) Table game drop box contents keys.

- (1) Procedures shall be developed and implemented to ensure that unauthorized access to table game drop box contents keys will not occur.
- (2) The physical custody of the keys needed for accessing stored, full table game drop box contents shall require the involvement of persons from at least two separate departments, with the exception of the count team.
- (3) Access to the table game drop box contents key at other than scheduled count times shall require the involvement of at least three persons from separate departments, including Management. The reason for access shall be documented with the signatures of all participants and observers.
- (4) Only count team members shall be allowed access to table game drop box content keys during the count process.

(o) Bill acceptor canister contents keys.

- (1) Procedures shall be developed and implemented to ensure that unauthorized access to bill acceptor canister contents keys will not occur.

- (2) The physical custody of the keys needed for accessing stored, full bill acceptor canister contents shall require involvement of persons from two separate departments, with the exception of the count team.
 - (3) Access to the bill acceptor canister contents key at other than scheduled count times shall require the involvement of at least three persons from separate departments, one of whom must be a supervisor. The reason for access shall be documented with the signatures of all participants and observers.
 - (4) Only the count team members shall be allowed access to bill acceptor canister contents keys during the count process.
- (p) Gaming machine computerized key security systems.
- (1) Procedures shall be developed and implemented to ensure that unauthorized access to the computerized key security system will not occur.
 - (2) Computerized key security systems which restrict access to the gaming machine drop and count keys through the use of passwords, keys or other means, other than a key custodian, must provide the same degree of control as indicated in the aforementioned key control standards
 - (i) This standard does not apply to the system administrator.
 - (3) For computerized key security systems, the following additional gaming machine key control procedures apply:
 - (i) Management personnel independent of the gaming machine department assign and control user access to keys in the computerized key security system (i.e., system administrator) to ensure that gaming machine drop and count keys are restricted to authorized employees.
 - (ii) In the event of an emergency or the key box is inoperable, access to the emergency manual key(s) (a.k.a. override key), used to access the box containing the gaming machine drop and count keys, requires the physical involvement of at least three persons from separate departments, including Management.
 - (A) The date, time, and reason for access, must be documented with the signatures of all participating employees signing out/in the emergency manual key(s).
 - (iii) The custody of the keys issued pursuant to this section requires the presence of two persons from separate departments from the time of their issuance until the time of their return.
 - (iv) Routine physical maintenance that requires accessing the emergency manual key(s) (override key) and does not involve the accessing of the gaming machine drop and count keys only requires the presence of two persons from separate departments.

(A) The date, time and reason for access must be documented with the signatures of all participating employees signing out/in the emergency manual key(s).

(4) For computerized key security systems controlling access to gaming machine drop and count keys, accounting/audit personnel, independent of the system administrator, will perform the following procedures:

- (i) Daily, review the report generated by the computerized key security system indicating the transactions performed by the individual(s) that adds, deletes, and changes user's access within the system (i.e. system administrator).
- (ii) Determine whether the transactions completed by the system administrator provide an adequate control over the access to the gaming machine drop and count keys.
- (iii) Determine whether any gaming machine drop and count key(s) removed or returned to the key cabinet by the system administrator was properly authorized.
- (iv) For at least one day each month, review the report generated by the computerized key security system indicating all transactions performed to determine whether any unusual gaming machine drop and count key removals or key returns occurred.
- (v) At least quarterly, review a sample of users that are assigned access to the gaming machine drop and count keys to determine that their access to the assigned keys is adequate relative to their job position.
- (vi) All noted improper transactions or unusual occurrences are investigated with the results documented.
- (vii) Quarterly, an inventory of all Count Room, drop box release, storage rack and contents keys shall be performed, and reconciled to records of keys made, issued, and destroyed.
- (viii) Investigations are performed for all keys unaccounted for, with the investigation being documented.

(q) Table games computerized key security systems.

(1) Computerized key security systems which restrict access to the table game drop and count keys through the use of passwords, keys or other means, other than a key custodian, must provide the same degree of control as indicated in the aforementioned key control standards of this section.

(i) This standard does not apply to the system administrator.

(2) For computerized key security systems, the following additional table game key control procedures apply:

(i) Management personnel independent of the table game department assign and control user access to keys in the computerized key security system (i.e.

system administrator) to ensure that table game drop and count keys are restricted to authorized employees.

- (ii) In the event of an emergency or the key box is inoperable, access to the emergency manual key(s) (a.k.a. override key), used to access the box containing the table game drop and count keys, requires the physical involvement of at least three persons from separate departments, including Management.
- (iii) The date, time, and reason for access, must be documented with the signatures of all participating employees signing out/in the emergency manual key(s).
- (iv) The custody of the keys issued pursuant to this section requires the presence of two persons from separate departments from the time of their issuance until the time of their return.
- (v) Routine physical maintenance that requires accessing the emergency manual key(s) (override key) and does not involve the accessing of the table games drop and count keys, only requires the presence of two persons from separate departments.
- (vi) The date, time and reason for access must be documented with the signatures of all participating employees signing out/in the emergency manual key(s).

(3) For computerized key security systems controlling access to table games drop and count keys, accounting/audit personnel, independent of the system administrator, will perform the following procedures:

- (i) Daily, review the report generated by the computerized key security system indicating the transactions performed by the individual(s) that adds, deletes, and changes user's access within the system (i.e. system administrator).
- (ii) Determine whether the transactions completed by the system administrator provide an adequate control over the access to the table games drop and count keys.
- (iii) Determine whether any table games drop and count key(s) removed or returned to the key cabinet by the system administrator was properly authorized.
- (iv) For at least one day each month, review the report generated by the computerized key security system indicating all transactions performed to determine whether any unusual table games drop and count key removals or key returns occurred.
- (v) At least quarterly, review a sample of users that are assigned access to the table games drop and count keys to determine that their access to the assigned keys is adequate relative to their job position.
- (vi) All noted improper transactions or unusual occurrences are investigated with the results documented.

(4) Quarterly, an inventory of all Count Room, table game drop box release, storage rack and contents keys is performed, and reconciled to records of keys made, issued, and destroyed. Investigations are performed for all keys unaccounted for, with the investigations being documented.

(r) Emergency drop procedures.

(1) Emergency drop procedures shall be approved by the TGA.

All drop boxes may be removed only at the time previously designated by the gaming operation and reported to the ACGC. If an emergency drop is required, surveillance must be notified before the drop is conducted and the ACGC must be informed within a timeframe approved by the ACGC

(s) Supervision.

(1) Supervision must be provided for drop and count as needed by an agent(s) with authority equal to or greater than those being supervised.

(t) Variances.

(1) The operation must establish, as approved by the Agua Caliente Gaming Commission, the threshold level at which a variance must be reviewed to determine the cause. Any such review must be documented.

§ 100.14 Standards for Internal Audit

(a) Internal audit personnel.

(1) A separate internal audit department shall be maintained whose primary function is performing internal audit work and that is independent with respect to the departments subject to audit.

(i) The Internal Audit personnel shall report directly to the Agua Caliente Gaming Commission.

(b) Audits.

(1) Internal audit personnel will perform audits of all major gaming areas of the Gaming Operation at least annually. The following areas must be reviewed for compliance with the Minimum Internal Control Standards, Tribal Internal Control Standards, approved policies and procedures, and all state and federal regulations:

(i) Bingo, including but not limited to, bingo card control, payout procedures, and cash reconciliation process

- (ii) Pull tabs, including but not limited to, statistical records, winner verification, perpetual inventory, and accountability of sales versus inventory
- (iii) Card games, including but not limited to, card games operation, cash exchange procedures, and count procedures
- (iv) Pari-mutuel wagering, including write and payout procedures, and pari-mutuel auditing procedures
- (v) Gaming promotions and player tracking procedures, including supervision, gaming promotion rules and player tracking systems
- (vi) Table games, including but not limited to, fill and credit procedures, Pit, drop/count procedures and the subsequent transfer of funds, unannounced testing of Count Room currency counters and/or currency interface, location and control over sensitive keys, the tracing of source documents to summarized documentation and accounting records, and reconciliation to restricted copies
- (vii) Gaming machines, including but not limited to, jackpot payout procedures, gaming machine drop/count and bill acceptor drop/count and subsequent transfer of funds unannounced testing of Count Room currency counters and/or currency interface, tracing of source documents to summarized documentation and accounting records, reconciliation to restricted copies, location and control over sensitive keys, compliance with EPROM duplication procedures, and compliance with Minimum Internal Control Standards procedures for gaming machines that accept currency and cash-out tickets.
- (viii) Cage and credit procedures including all cage, credit, and collection procedures and the reconciliation of trial balances to physical instruments on a sample basis. Cage accountability shall be reconciled to the general ledger.
- (ix) Patron deposit accounts and cashless systems procedures, including supervision, patron deposit accounts and cashless systems, as well as patron deposits, withdrawals and adjustments
- (x) Drop and count standards, including supervision, count room access, count team, card game drop standards, player interface and financial instrument drop standards, card game count standards, player interface financial instrument count standards, and controlled keys
- (xi) Twice annually, a count must be performed of all funds in all gaming areas (i.e. cages, vaults, and booths (including reserve areas), kiosks, cash-out ticket redemption machines, and change machines. Count all chips and tokens by denomination and type. Count individual straps, bags, and imprest banks on a sample basis. Reconcile all amounts counted to the amounts recorded on the corresponding accountability forms to ensure that the proper amounts are recorded. Maintain documentation evidencing the amount counted for each area and the subsequent comparison to the corresponding accountability form. The count must be completed within the same gaming day for all areas.

- (xii) Counts must be observed by an individual independent of the department being counted. It is permissible for the individual responsible for the funds to perform the actual count while being observed.
- (x) Information technology functions must comply with Information Technology standards
- (xi) Accounting standards, including accounting records, maintenance and preservation of financial records and relevant supporting documentation
- (xii) Complimentary service or item, including but not limited to, procedures whereby complimentary service items are issued, authorized, and redeemed
- (xiii) Title 31 Compliance Program including but not limited to, the review of employee files, periodic interviews on Title 31 knowledge, observation of Title 31 trainings, review of all forms and policies, and review of all filed forms
- (xiv) IRS compliance, including but not limited to, the review of all W-2G's, 1099-MISC's, 1042-S's, W-9's, and all reporting policies and procedures
- (xv) State compact or any other state or federal regulations that the Gaming Operation is required to abide by.
- (xvi) Environmental Public Health and Safety standard
- (xvii) Any other internal audits as required by the Agua Caliente Gaming Commission.

(3) Follow-up observations and examinations shall be performed within six (6) months of the date of notification to verify that corrective action has been taken regarding all instances of non-compliance cited by internal audit, the independent accountant, and/or the NIGC.

(4) Whenever possible, internal audit observations shall be performed on an unannounced basis (i.e. without the employees being forewarned that their activities will be observed).

(5) If the independent accountant also performs the internal audit function, the accountant shall perform separate observations of the table games/gaming machine drops and counts to satisfy the internal audit observation requirements and independent accountant tests of controls as required by the American Institute of Certified Public Accountants guide.

(c) Documentation.

(1) Documentation (e.g. checklists, programs, reports, etc.) shall be prepared to evidence all internal audit work performed as it relates to the requirements in this section, including all instances of noncompliance.

(2) The Internal Audit Department shall operate with audit programs, which, at a minimum, address the Tribal Internal Control Standards and the Agua Caliente system of Internal Control Standards.

(i) The department shall properly document the work performed, the conclusions reached, and the resolution of all exceptions. Institute of Internal Auditors standards are required.

(d) Reports.

(1) Reports documenting audits performed shall be maintained and made available to the NIGC upon request.

(i) Such audit reports shall include the following information:

- i. Audit objectives
- ii. Audit procedures and scope
- iii. Findings and conclusions
- iv. Recommendations, if applicable
- v. Management's response

(e) Material exceptions.

(1) All material exceptions resulting from internal audit work shall be investigated and resolved with the results of such being documented and retained for five years.

(f) Role of Management.

(1) Internal audit findings shall be reported directly to Operations Management and Management shall be required to respond directly to internal audit findings within fourteen (14) business days stating corrective measures to be taken to avoid recurrence of the audit exception, unless an Extension is granted by the Agua Caliente Gaming Commission.

(2) Such Management responses shall be included in the internal audit report that will be delivered to, the Tribe, Agua Caliente Gaming Commission, or other entity designated by the Tribe.

(i) The internal auditor will deliver the internal audit report to include Management responses within ten (10) business days of receiving Management responses.

(g) Internal Audit Guidelines.

(1) The internal auditor will use the NIGC Internal Audit Guidelines to perform the required audits.

§ 100.15 Standards for Surveillance

(a) Computer applications.

(1) The Gaming Operation must develop policies and procedures for any computer applications utilized, alternate documentation, and/or procedures that provide at least the level of control described by the standards in this section.

- (i) Any such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
- (ii) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(b) System of Internal control systems.

- (1) The Gaming Operation must establish and comply with policies and procedures that provide at least the level of control described by the standards in this section.
- (2) Such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
- (3) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(c) Supervision.

- (1) Supervision must be provided as needed for surveillance by an agent(s) with authority equal to or greater than those being supervised.

(d) General Surveillance Standards.

- (1) The surveillance system shall be maintained and operated from a staffed surveillance room and shall provide surveillance over all gaming areas.
- (2) The entrance to the surveillance room shall be located so that it is not readily accessible by either Gaming Operation employees who work primarily on the floor, or the general public.
- (3) Access to the surveillance room shall be limited to surveillance personnel, designated employees, and other persons authorized in accordance with the surveillance department policy.
 - (i) The surveillance department shall maintain a sign-in log of other authorized persons entering the surveillance room.
- (4) Surveillance room equipment shall have total override capability over all other satellite surveillance equipment located outside the surveillance room.
- (5) In the event of power loss to the surveillance system, an auxiliary or backup power source shall be available and provide immediate restoration of power to all elements of the surveillance system that enable surveillance personnel to observe the table games remaining open for play and all areas covered by dedicated cameras. Auxiliary or backup power sources such as a UPS System, backup generator, or an alternate utility supplier, satisfy this requirement.

- (6) The surveillance system shall include date and time generators that possess the capability to display the date and time of recorded events on video and/or digital recordings. The displayed date and time shall not significantly obstruct the recorded view.
- (7) The Surveillance Department shall strive to ensure staff is trained in the use of the equipment, knowledge of the games, and house rules.
- (8) Each camera required by the standards in this section shall be installed in a manner that will prevent it from being readily obstructed, tampered with, or disabled by customers or employees.
- (9) Each camera required by the standards in this section shall possess the capability of having its picture displayed on a monitor and recorded. The surveillance system shall include sufficient numbers of monitors and recorders to simultaneously display and record multiple gaming and Count Room activities, and record the views of all dedicated cameras and motion activated dedicated cameras.
- (10) Reasonable effort shall be made to repair each malfunction of surveillance system equipment required by the standards in this section within seventy-two (72) hours after the malfunction is discovered. The Agua Caliente Gaming Commission shall be notified of any camera(s) that has malfunctioned for more than twenty-four (24) hours.
- (11) In the event of a dedicated camera malfunction, the Gaming Operation and/or the surveillance department shall immediately provide alternative camera coverage or other security measures, such as additional supervisory or security personnel, to protect the subject activity.

(e) Bingo.

- (1) The surveillance system shall possess the capability to monitor the bingo ball drawing device or random number generator, which shall be recorded during the course of the draw by a dedicated camera with sufficient clarity to identify the balls drawn or numbers selected.
- (2) The surveillance system shall monitor and record the game board and the activities of the employees responsible for drawing, calling, and entering the balls drawn or numbers selected.
- (3) For manual draws, the surveillance system must monitor the bingo ball drawing device or mechanical random number generator, which must be recorded during the course of the draw by a dedicated camera to identify the numbers or other designations drawn.

(f) Card games.

- (1) The surveillance system shall monitor and record general activities in each Card Room with sufficient clarity to identify the employees performing the different functions.

- (2) An overview of the activities on each card table surface, including card faces and cash and/or cash equivalents
- (3) An overview of card game activities, including patrons and dealers.
- (4) An unobstructed view of all posted progressive pool amounts.
- (5) For card game tournaments, a dedicated camera(s) must be used to provide an overview of tournament activities, and any area where cash or cash equivalents are exchanged.

(g) Progressive card games.

- (1) Progressive card games with a progressive jackpot of \$20,000 or more shall be monitored and recorded by dedicated cameras that provide coverage of:
 - (i) The table surface, sufficient that the card values and card suits can be clearly identified.
 - (ii) An overall view of the entire table with sufficient clarity to identify customers and dealer.
 - (iii) A view of the posted jackpot amount.

(h) Keno. N/A

(i) Pari-mutuel.

- (1) The surveillance system shall monitor and record general activities in the pari-mutuel area, to include the ticket Writer and Cashier areas, with sufficient clarity to identify the employees performing the different functions.

(j) Table games

- (1) The surveillance system of Gaming Operations operating four (4) or more table games shall provide at a minimum one (1) pan-tilt-zoom camera per two (2) tables and surveillance must record:
 - (i) With sufficient clarity to identify customers and dealers
 - (ii) With sufficient coverage and clarity to simultaneously view the table bank and determine the configuration of wagers, card values, and game outcome.
 - (iii) One (1) dedicated camera per table and one (1) pan-tilt-zoom camera per four (4) tables may be an acceptable alternative procedure to satisfy the requirements of this paragraph.

(k) Craps.

- (1) All craps tables shall have two (2) dedicated cross view cameras covering both ends of the table.

(l) Roulette.

- (1) All roulette areas shall have one (1) overhead dedicated camera covering the roulette wheel and shall also have one (1) dedicated camera covering the play of the table.

(m) Progressive table games.

- (1) Progressive table games with a progressive jackpot of \$25,000 or more shall be monitored and recorded by dedicated cameras that provide coverage of:

- (i) The table surface, sufficient that the card values and card suits can be clearly identified.
- (ii) An overall view of the entire table with sufficient clarity to identify customers and dealer
- (iii) A view of the progressive meter jackpot amount. If several tables are linked to the same progressive jackpot meter, only one meter need be recorded.

(n) Gaming machines.

- (1) Gaming machines offering a payout of more than \$250,000 shall be monitored and recorded by a dedicated camera(s) to provide coverage of:

- (i) All customers and employees at the gaming machine
- (ii) The face of the gaming machine, with sufficient clarity to identify the payout line(s) of the gaming machine.

(o) In-house progressive machine.

- (1) In-house progressive gaming machines offering a base payout amount (jackpot reset amount) of more than \$100,000 shall be monitored and recorded by a dedicated camera(s) to provide coverage of:

- (i) All customers and employees at the gaming machine.
- (ii) The face of the gaming machine, with sufficient clarity to identify the payout line(s) of the gaming machine.

(p) Wide-area progressive machine.

- (1) Wide-area progressive gaming machines offering a base payout amount of \$750,000 or more and monitored by an independent vendor utilizing an on-line progressive computer system shall be recorded by a dedicated camera(s) to provide coverage of:

- (i) All customers and employees at the gaming machine.
- (ii) The face of the gaming machine, with sufficient clarity to identify the payout line(s) of the gaming machine.

(q) Cage and Vault.

- (1) The surveillance system shall monitor and record a general overview of activities occurring in each Cage and Vault area with sufficient clarity to identify employees within the Cage and Vault and customers and employees at the counter areas.
- (2) Each Cashier station shall be equipped with one (1) dedicated overhead camera covering the transaction area.
- (3) The surveillance system shall provide an overview of cash transactions. This overview should include the customer, the employee, and the surrounding area.
- (4) The cage or vault area in which exchange and transfer transactions occur must be monitored and recorded by a dedicated camera or motion activated dedicated camera that provides coverage with sufficient clarity to identify the chip values and the amounts on the exchange and transfer documentation

(r) Fills and credits.

- (1) The Cage or Vault area in which fills and credits are transacted shall be monitored and recorded by a dedicated camera or motion activated dedicated camera that provides coverage with sufficient clarity to identify the chip values and the amounts on the fill and credit slips.
- (2) Controls provided by a computerized fill and credit system may be deemed an adequate alternative to viewing the fill and credit slips.

(s) Currency and coin.

- (1) The surveillance system shall monitor and record with sufficient clarity all areas where currency, TITO tickets or coin may be stored or counted
- (2) Audio capability of the Count Room shall also be maintained.
- (3) The surveillance system shall provide for:
 - (i) Monitoring and recording of the table game drop box storage rack or area by either a dedicated camera or a motion-detector activated camera.
 - (ii) Monitoring and recording of Count Room, including all doors to the room, all table game drop boxes, safes, and counting surfaces, and all count team personnel. The counting surface area must be continuously monitored and recorded by a dedicated camera during the count.
 - (iii) Monitoring and recording of all areas where TITO tickets and currency is sorted, stacked, counted, verified, or stored during the count process.

(t) Kiosks and automatic ticket redemption machines.

- (1) The surveillance system shall monitor and record an overview of the activities occurring at each kiosk and automatic ticket redemption machine.

(u) Video recording and/or digital record retention.

- (1) All video recordings and/or digital records of coverage provided by the dedicated cameras or motion-activated dedicated cameras required by the standards in this section shall be retained for a minimum of fourteen (14) days.
- (2) Recordings involving suspected or confirmed gaming crimes, unlawful activity, or detentions by security personnel, must be retained for a minimum of one year.
- (3) Duly authenticated copies of video recordings and/or digital records shall be provided to the Agua Caliente Gaming Commission upon request.
- (4) Surveillance records that are utilized in connection with a potential tort claim shall be maintained for at least one (1) year beyond the time which a claim can be made; or if a tort claim is made, than beyond the final disposition of such claim.
- (5) Surveillance records that are utilized in connection with a potential prize claim shall be maintained for at least one hundred eight (180) days beyond the time which a claim can be made or if prize claim is made, than beyond the final disposition of such claim.

(v) Video library log.

- (1) A video library log, or comparable alternative procedure, shall be developed and maintained by the Gaming Operation to demonstrate compliance with the storage, identification, and retention standards required in this section.
- (2) Such policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
- (3) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(w) Malfunction and repair log.

- (1) Surveillance personnel shall maintain a log that documents each malfunction and repair of the surveillance system as defined in this section.
- (2) The log shall state the time, date, and nature of each malfunction, the efforts expended to repair the malfunction, and the date of each effort, the reasons for any delays in repairing the malfunction, the date the malfunction is repaired, and where applicable, any alternative security measures that were taken.

(x) Surveillance log.

(1) Surveillance personnel shall maintain a log of all surveillance activities.

(2) Such log shall be maintained by surveillance room personnel and shall be stored securely within the surveillance department.

(3) At a minimum, the following information shall be recorded in a surveillance log:

(i) Date

(ii) Time commenced and terminated

(iii) Activity observed or performed

(iv) The name or license credential number of each person who initiates, performs, or supervises the surveillance.

(v) Surveillance personnel shall also record a summary of the results of the surveillance of any suspicious activity.

(vi) This summary must be maintained in a separate log or form.

(4) All surveillance logs shall be maintained for less than three (3) years for the date generated.

(i) The surveillance logs may be destroyed, at the discretion of the Executive Director of the ACGC, if no incident has been reported within one (1) year following the date such logs were made.

§ 100.16 Standards for Security

(a) Computer applications.

(1) The Gaming Operation must develop policies and procedures for any computer applications utilized, alternate documentation, and/or procedures that provide at least the level of control described by the standards in this section.

(2) Any such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.

(3) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(b) System of Internal control systems.

(1) The Gaming Operation must establish and comply with policies and procedures that provide at least the level of control described by the standards in this section.

(2) Such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.

(3) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(c) Security Standards

(1) Security shall comply with all regulations as required by the Agua Caliente Gaming Commission as well as any applicable state and federal regulations.

§ 100.17 Standards for Title 31

(a) Computer applications.

(1) The Gaming Operation must develop policies and procedures for any computer applications utilized, alternate documentation, and/or procedures that provide at least the level of control described by the standards in this section.

(2) Any such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.

(3) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(b) System of Internal control systems.

(1) The Gaming Operation must establish and comply with policies and procedures that provide at least the level of control described by the standards in this section.

(2) Such policies and procedures and/or revisions to said policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.

(3) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(c) Requirements of the Gaming Operation.

(1) Each Gaming Operation shall establish a designated person(s) to ensure ongoing compliance with the Title 31 Regulations.

(2) Each Gaming Operation shall establish procedures requiring the use of all applicable documentation for compliance with the Bank Secrecy Act.

(3) Each Gaming Operation shall establish a written Title 31 Compliance Program that complies with all standards set forth in the 31 CFR Chapter X (Title 31) including but not limited to the following:

- (i) Procedures for currency transaction reporting using FinCEN form 103, Currency Transaction Reports by Casinos, for all aggregated cash transactions in a gaming day that exceed \$10,000 that may occur at a Cage, game table, slot machine, bingo, pari-mutuel, promotion, or any other area of the Gaming Operation that results in the receipt or payment of cash
 - (ii) All Currency Transaction Reports must be filed within fifteen (15) days of the transaction by electronic submission.
 - (iii) Procedures for suspicious activity reporting using FinCEN form 102, Suspicious Activity Reports by Casinos, for all transactions and behavior by both employees and patrons that appears suspicious in nature including, but not limited to:
 - i. Structuring transactions to evade IRS reporting.
 - ii. Transactions involving funds derived from illegal activity or is intended or conducted in order to hide or disguise funds or assets derived from illegal activity (including, without limitation, the ownership, nature, source, location, or control of such funds or assets) as part of a plan to violate or evade any federal law or regulation; transaction reporting requirement under federal law or regulation.
 - iii. Transactions which have no business or apparent lawful purpose or is not the sort in which the particular customer would normally be expected to engage, and the Gaming Operation knows of no reasonable explanation for the transaction after examining the available facts, including the background and possible purpose of the transaction
 - iv. The use of the Gaming Operation to facilitate criminal activity
 - v. The use of the Gaming Operation purely for its financial services
 - vi. The use of the Gaming Operation for funding of terrorist activity
- (4) The requirement to file all Suspicious Activity Reports by Casinos no later than 30 calendar days after the date of the initial detection by the Gaming Operation.
- (5) If no suspect is identified on the date of such initial detection, the Gaming Operation may delay filing a SARC for an additional thirty (30) calendar days to identify a suspect, but in no case shall reporting be delayed more than sixty (60) calendar days after the date of such initial detection.
- (6) In situations involving violations that require immediate attention, such as ongoing money laundering schemes, the Gaming Operation shall immediately notify tribal law enforcement authority by telephone in addition to timely filing a SARC.
- (7) Gaming operations wishing to voluntarily report suspicious transactions that may relate to terrorist activity may call FinCEN's Financial Institutions Hotline in addition to timely filing a SARC, if required.

- (8) Procedures to complete a Monetary Instrument Log (MIL) daily, containing a list of each transaction between the Gaming Operation and its customers involving the following types of instruments having a face value of \$3,000 or less:
- (i) Personal checks
 - (ii) Business checks (including Gaming Operation checks)
 - (iii) Tribal, federal, and state checks
 - (iv) Third-party checks, cashier's checks, guaranteed drafts, counter checks, promissory notes, traveler's checks, and money orders are prohibited
- (9) Applicable transactions will be placed on the MIL in the chronological order in which they occur. The record must contain the following:
- (i) Time
 - (ii) Date
 - (iii) Amount of transaction
 - (iv) The name and permanent address of the customer
 - (v) The type of instrument
 - (vi) The name of the drawee or issuer of the instrument
 - (vii) All reference numbers (e.g. Gaming Operation account number, personal check number, etc.)
 - (viii) The name or Gaming Operation license number of the employee who conducted the transaction
- (10) Procedures to complete a Multiple Transaction Log (MTL) daily, containing a list of all aggregated transactions between the Gaming Operation and its customers that are \$2,500 or more in a gaming day.
- (11) Procedures for the testing, both internally and externally, of the Title 31 Compliance Program and the Gaming Operation's compliance with the Title 31 Compliance Program.
- (12) Each Gaming Operation shall establish a training program, to ensure comprehension of all Title 31 reporting requirements that includes the following:
- (i) Such training program must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
 - (ii) Evidence of such approval must be maintained by the Gaming Operation for future inspection.
 - (iii) Comprehensive training on all Title 31 requirements and deadlines.
 - (iv) Immediate training for all new hires as well as annual training for all non-cash handling positions and bi-annual training for all cash-handling positions.
 - (v) Instructions for the completion of and examples of all Title 31 forms including but not limited to S RC's, CTRC's, MTL's, and MIL's.
 - (vi) Testing requirements with standards for the minimum allowable passing score and retesting standards.

- (vii) Requirements for the annual review of the Title 31 program to ensure all regulatory requirements are achieved and the proper forms are used.
- (13) Each Gaming Operation shall determine the hours for the gaming day to ensure proper reporting.
- (14) Documentation evidencing this timeframe must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
- (15) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

§ 100.18 General Operations

- (a) Employee participation in gaming activities.
 - (1) Employees may engage in wagering activity at the properties owned and operated by the ACBCI under restrictions imposed by management of the property and approved by the Tribal Gaming Regulatory Authority.
 - (2) All Gaming Commission Personnel shall be prohibited from any game wagering activity.
 - (3) If an employee is voluntary terminated, they shall be prohibited from play for thirty (30) days after termination and ninety (90) days for involuntary termination.
 - (4) This regulation applies to all gaming activities, including Employee Appreciation Poker/Blackjack Tournaments.
- (b) Environmental Public Health and Safety standards.
 - (1) Each Gaming Operation shall develop and comply with Environmental Public Health and Safety standards.
 - (2) Such policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.
 - (3) Evidence of such approval must be maintained by the Gaming Operation for future inspection.
- (c) System of Internal control systems.
 - (1) The Gaming Operation must establish and comply with system of internal control systems that provide at least the level of control described by the Tribal Internal Control Standards.
 - (2) Such policies and procedures must be submitted to the Agua Caliente Gaming Commission for approval prior to implementation.

(3) Evidence of such approval must be maintained by the Gaming Operation for future inspection.

(d) Submission to the Agua Caliente Gaming Commission.

(1) System of Internal control systems submitted to the Agua Caliente Gaming Commission must be accompanied by a submission request.

(e) Review and comments by the Agua Caliente Gaming Commission.

(1) Upon receipt of the internal control system and submission request, Gaming Commission Personnel must document receipt of such as follows:

(i) Gaming Commission Personnel must indicate the date of receipt on the submission request.

(ii) Gaming Commission Personnel must sign the submission request evidencing receipt.

(2) Gaming Commission Personnel must review the internal control system for compliance with all tribal, federal, and state regulations as well as all grammatical, spelling, and typographical errors and General Manager or Assistant General Manager receiving the rejection notice

(f) Approval by the Agua Caliente Gaming Commission.

(1) Upon approval of the Gaming Operations internal control system, the Agua Caliente Gaming Commission will issue an approval letter.

(g) Amendments and revisions to internal control systems.

(1) Amendments to and revisions of internal control systems shall be subject to the same approval process as required by the standards in this section.

(2) Additions to the internal control systems must be made in red.

(3) Deletions to the internal control systems must be made in red and strikethrough.

§100.19 Marketing (gaming promotions) and Player Tracking

(a) Supervision.

(1) Supervision must be provided as needed for gaming promotions and player tracking by an agent(s) with authority equal to or greater than those being supervised.

(b) Gaming promotions.

(1) The rules of the gaming promotion must be displayed or made readily available to patron upon request. Gaming promotions rules require ACGC approval and must include the following:

- (i) The rules of play
- (ii) The nature and value of the associated prize(s) or cash award(s)
- (iii) Any restrictions or limitations on participant eligibility
- (iv) The date(s), time(s), and location(s) for the associated promotional activity or activities
- (v) Any other restrictions or limitations, including any related to the claim of prizes or cash awards
- (vi) The announcement date(s), time(s), and location(s) for the winning entry or entries
- (vii) Rules governing promotions offered across multiple gaming operations, third party sponsored promotions, and joint promotions involving third parties.
- (viii) Rules for changes or cancellations of gaming promotions

(2) Promotions with Alcohol

- (i) Marketing promotions with alcohol must adhere to all applicable regulations including but not limited to California Department of Alcohol Beverage Control Regulation.
- (ii) Rules and procedures must be developed.

(3) For each prize won, a Winner's Release Form must be completed and signed by the winner prior to the payment of prizes. The marketing employee completing the Winner's Release Form must sign and write their I.D. # on the form.

(4) Documentation must be retained for five (5) years
(5)

(c) Player tracking systems and gaming promotions.

(1) Changes to the player tracking systems, promotion and external bonusing system parameters, which control features such as the awarding of bonuses, the issuance of cashable credits, non-cashable credits, coupons and vouchers, must be performed under the authority of supervisory agents, independent of the department initiating the change. Alternatively, the changes may be performed by supervisory agents of the department initiating the change if sufficient documentation is generated and the propriety of the changes are randomly verified by supervisory agents independent of the department initiating the change on a monthly basis.

(2) All other changes to the player tracking system must be appropriately documented.

(3) All changes must be documented and submitted to ACGC upon request.

(d) Variances

- (1) The operation must establish, as approved by the ACGC, the threshold level at which a variance must be reviewed to determine the cause. Any such review must be documented.
- (2) Method of how players are notified of upcoming promotions
- (3) Documentation retained for (5) five years
- (4) External vendors to be verified with ACBCI Vendor Approved list
- (5) Notification to Surveillance for promotions with drawings and payout prizes
- (6) Disposition of unclaimed prizes addressed within the promotion.

§100.20 Bingo

(a) Supervision.

- (1) Supervision must be provided as needed for bingo operations by an agent(s) with authority equal to or greater than those being supervised.

(b) Bingo cards.

- (1) Physical bingo card inventory controls must address the placement of orders, receipt, storage, issuance, removal, and cancellation of bingo card inventory to ensure that:

- (i) The bingo card inventory can be accounted for at all times
- (ii) Bingo cards have not been marked, altered, or otherwise manipulated

(2) Receipt from supplier.

- (i) When bingo card inventory is initially received from the supplier, it must be inspected (without breaking the factory seals, if any), counted, inventoried, and secured by an authorized agent.
- (ii) Bingo card inventory records must include the date received, quantities received, and the name of the individual conducting the inspection.

(3) Storage.

- (i) Bingo cards must be maintained in a secure location, accessible only to authorized agents, and with surveillance coverage adequate to identify persons accessing the storage area.

(4) Issuance and returns of inventory.

- (i) Controls must be established for the issuance and return of bingo card inventory. Records signed by the issuer and recipient must be created under the following events:
 - (A) Issuance of inventory from storage to a staging area

- (B) Issuance of inventory from a staging area to the cage or sellers
- (C) Return of inventory from a staging area to storage
- (D) Return of inventory from cage or seller to staging area or storage.

(5) Cancellation and removal.

- (i) Bingo cards removed from inventory that are deemed out of sequence, flawed, or misprinted and not returned to the supplier must be cancelled to ensure that they are not utilized in the play of a bingo game. Bingo cards that are removed from inventory and returned to the supplier or cancelled must be logged as removed from inventory.
- (ii) Bingo cards associated with an investigation must be retained intact outside of the established removal and cancellation policy.

(6) Logs

- (i) The inventory of bingo cards must be tracked and logged from receipt until use or permanent removal from inventory.
- (ii) The bingo card inventory record(s) must include:
 - (A) Date
 - (B) Shift or session
 - (C) Time
 - (D) Location
 - (E) Inventory received, issued, removed, and returned
 - (F) Signature of agent performing transaction
 - (G) Signature of agent performing the reconciliation
 - (H) Any variance
 - (I) Beginning and ending inventory
 - (J) Description of inventory transaction being performed

(c) Bingo card sales.

- (1) Agents who sell bingo cards must not be the sole verifier of bingo cards for prize payouts.
- (2) Manual bingo card sales: In order to adequately record, track, and reconcile sales of bingo cards, the following information must be documented:
 - (i) Date
 - (ii) Shift or session
 - (iii) Number of bingo cards issued, sold, and returned
 - (iv) Dollar amount of bingo card sales
 - (v) Signature, initials, or identification number of the agent preparing the record
 - (vi) Signature, initials, or identification number of an independent agent who verified the bingo cards returned to inventory and dollar amount of bingo card sales

(3) Bingo card sale voids must be processed in accordance with the rules of the game and established controls that must include the following:

- (i) Patron refunds
- (ii) Adjustments to bingo card sales to reflect voids
- (iii) Adjustment to bingo card inventory
- (iv) Documentation of the reason for the void
- (v) Authorization for all voids.

(4) Class II gaming system bingo card sales. In order to adequately record, track and reconcile sales of bingo cards, the following information must be documented from the server (this is not required if the system does not track the information, but system limitation(s) must be noted):

- (i) Date
- (ii) Time
- (iii) Number of bingo cards sold
- (iv) Dollar amount of bingo card sales
- (v) Amount in, amount out and other associated meter information.

(d) Draw.

(1) Controls must be established and procedures implemented to ensure that all eligible objects used in the conduct of the bingo game are available to be drawn and have not been damaged or altered. Verification of physical objects must be performed by two agents before the start of the first bingo game/session. At least one of the verifying agents must be a supervisory agent or independent of the bingo games department.

(2) Where the selection is made through an electronic aid, certification in accordance with 25 CFR 547.14 is acceptable for verifying the randomness of the draw and satisfies the requirements of paragraph (d)(1) of this section.

(3) Controls must be established and procedures implemented to provide a method of recall of the draw, which includes the order and identity of the objects drawn, for dispute resolution purposes.

(4) Verification and display of draw. Controls must be established and procedures implemented to ensure that:

- (i) The identity of each object drawn is accurately recorded and transmitted to the participants. The procedures must identify the method used to ensure the identity of each object drawn.
- (ii) For all games offering a prize payout of \$1,200 or more, as the objects are drawn, the identity of the objects are immediately recorded and maintained for a minimum of 24 hours.

(e) Prize payout

- (1) Controls must be established and procedures implemented for cash or cash equivalents that address the following:
 - (i) Identification of the agent authorized (by position) to make a payout
 - (ii) Predetermined payout authorization levels (by position)
 - (iii) Documentation procedures ensuring separate control of the cash accountability functions
 - (iv) Verification of validity.

- (2) Controls must be established and procedures implemented to verify that the following is valid for the game in play prior to payment of a winning prize:
 - (i) Winning card(s)
 - (ii) Objects drawn
 - (iii) The previously designated arrangement of numbers or designations on such cards, as described in 25 U.S.C. 2703(7)(A).
 - (iv) At least two agents must verify that the card, objects drawn, and previously designated arrangement were valid for the game in play.
 - (v) Where an automated verification method is available, verification by such method is acceptable.

- (3) Validation for manual payouts, at least two agents must determine the validity of the claim prior to the payment of a prize. The system may serve as one of the validators.

- (4) For automated payouts, the system may serve as the sole validator of the claim.

- (5) Verification for manual payouts, at least two agents must verify that the winning pattern has been achieved on the winning card prior to the payment of a prize. The system may serve as one of the verifiers.
 - (i) For automated payouts, the system may serve as the sole verifier that the pattern has been achieved on the winning card.

- (6) Authorization and signatures.
 - (i) At least two agents must authorize, sign, and witness all manual prize payouts above \$1,200, or a lower threshold as authorized by management and approved by the Agua Caliente Gaming Commission.
 - (ii) Manual prize payouts above the \$20,000 (or a lower threshold, as authorized by management and approved by Agua Caliente Gaming Commission) must require one of the two signatures and verifications to be a supervisory or management employee independent of the operation of bingo.

- (7) Payout records, including manual payout records, must include the following information:
 - (i) Date and time

- (ii) Amount of the payout (alpha & numeric for player interface payouts)
- (iii) Bingo card identifier or player interface identifier
- (iv) Manual payout records must also include the following:
 - (A) Game name or number
 - (B) Description of pattern covered, such as cover-all or four corners
 - (C) Signature of all, but not less than two, agents involved in the transaction
 - (D) For override transactions, verification by a supervisory or management agent independent of the transaction
 - (E) Any other information necessary to substantiate the payout.

(f) Cash and cash equivalent controls.

- (1) Cash or cash equivalents exchanged between two persons must be counted independently by at least two agents and reconciled to the recorded amounts at the end of each shift or session. Unexplained variances must be documented and maintained. Unverified transfers of cash or cash equivalents are prohibited.
- (2) Procedures must be implemented to control cash or cash equivalents based on the amount of the transaction. These procedures must include documentation by shift, session, or other relevant time period of the following:
 - (i) Inventory, including any increases or decreases
 - (ii) Transfers
 - (iii) Exchanges, including acknowledging signatures or initials
 - (iv) Resulting variances.
- (3) Any change to control of accountability, exchange, or transfer requires that the cash or cash equivalents be counted and recorded independently by at least two agents and reconciled to the recorded amount.

(g) Technologic aids to the play of bingo.

Controls must be established and procedures implemented to safeguard the integrity of technologic aids to the play of bingo during installations, operations, modifications, removal and retirements. Such procedures must include the following:

- (1) Shipping and receiving.
 - (i) A communication procedure must be established between the supplier, the gaming operation, and the ACGC to properly control the shipping and receiving of all software and hardware components. Such procedures must include:
 - (A) Notification of pending shipments must be provided to the Agua Caliente Gaming Commission by the gaming operation;
 - (B) Certification in accordance with 25 CFR part 547

(C) Notification from the supplier to the ACGC, or the gaming operation as approved by the Agua Caliente Gaming Commission, of the shipping date and expected date of delivery. The shipping notification must include:

- a. Name and address of the supplier
- b. Description of shipment
- c. For player interfaces: a serial number

(ii) For software: software version and description of software

(iii) Method of shipment

(iv) Expected date of delivery.

(v) Procedures must be implemented for the exchange of Class II gaming system components for maintenance and replacement.

(vi) Class II gaming system components must be shipped in a secure manner to deter unauthorized access.

(vii) The ACGC, or its designee, must receive all Class II gaming system components and game play software packages, and verify the contents against the shipping notification.

(viii) Access credential control methods.

(ix) Controls must be established to restrict access to the Class II gaming system components, as set forth in §543.20, Information and Technology.

(2) Recordkeeping and audit processes

(i) The gaming operation must maintain the following records, as applicable, related to installed game servers and player interfaces:

- (A) Date placed into service
- (B) Date made available for play
- (C) Supplier
- (D) Software version
- (E) Serial number
- (F) Game title
- (G) Asset and/or location number
- (H) Seal number
- (I) Initial meter reading.

(3) System software signature verification.

(i) Procedures must be implemented for system software verifications. These procedures must include comparing signatures generated by the verification programs required by 25 CFR 547.8, to the signatures provided in the independent test laboratory letter for that software version.

(ii) An agent independent of the bingo operation must perform system software signature verification(s) to verify that only approved software is installed.

(iii) Procedures must be implemented for investigating and resolving any software verification variances.

(4) Installation testing.

(i) Testing must be completed during the installation process to verify that the player interface has been properly installed. This must include testing of the following, as applicable:

- (A) Communication with the Class II gaming system
- (B) Communication with the accounting system
- (C) Communication with the player tracking system
- (D) Currency and vouchers to bill acceptor
- (E) Voucher printing
- (F) Meter incrementation
- (G) Pay table, for verification
- (H) Player interface denomination, for verification
- (I) All buttons, to ensure that all are operational and programmed appropriately
- (J) System components, to ensure that they are safely installed at location
- (K) Locks, to ensure that they are secure and functioning.

(5) Display of rules and necessary disclaimers.

(i) The Agua Caliente Gaming Commission or the operation must verify that all game rules and disclaimers are displayed at all times or made readily available to the player upon request, as required by 25 CFR part 547.

(6) Agua Caliente Gaming Commission approval of all technologic aids before they are offered for play.

(7) All Class II gaming equipment must comply with 25 CFR part 547, Minimum Technical Standards for Gaming Equipment Used With the Play of Class II Games.

(8) Dispute resolution.

(h) Operations.

(1) Malfunctions. Procedures must be implemented to investigate, document and resolve malfunctions. Such procedures must address the following:

- (i) Determination of the event causing the malfunction
- (ii) Review of relevant records, game recall, reports, logs, surveillance records
- (iii) Repair or replacement of the Class II gaming component
- (iv) Verification of the integrity of the Class II gaming component before restoring it to operation

(2) Removal, retirement and/or destruction. Procedures must be implemented to retire or remove any or all associated components of a Class II gaming system from operation. Procedures must include the following:

- (i) For player interfaces and components that accept cash or cash equivalents:
 - (A) Coordinate with the drop team to perform a final drop
 - (B) Collect final accounting information such as meter readings, drop and payouts
 - (C) Remove and/or secure any or all associated equipment such as locks, card reader, or ticket printer from the retired or removed component
 - (D) Document removal, retirement, and/or destruction
- (ii) For removal of software components:
 - (A) Purge and/or return the software to the license holder
 - (B) Document the removal
- (iii) For other related equipment such as blowers, cards, interface cards:
 - (A) Remove and/or secure equipment
 - (B) Document the removal or securing of equipment
- (iv) For all components::
 - (A) Verify that unique identifiers, and descriptions of removed/retired components are recorded as part of the retirement documentation
 - (B) Coordinate with the accounting department to properly retire the component in the system records.
- (v) Where the Agua Caliente Gaming Commission authorizes destruction of any Class II gaming system components, procedures must be developed to destroy such components. Such procedures must include the following:
 - (A) Methods of destruction
 - (B) Witness or surveillance of destruction
 - (C) Documentation of all components destroyed
 - (D) Signatures of agent(s) destroying components attesting to destruction.

(i) Vouchers

(1) Controls must be established and procedures implemented to:

- (i) Verify the authenticity of each voucher redeemed.
- (ii) If the voucher is valid, verify that the patron is paid the appropriate amount.
- (iii) Document the payment of a claim on a voucher that is not physically available or a voucher that cannot be validated such as a mutilated, expired, lost, or stolen voucher.
- (iv) Retain payment documentation for reconciliation purposes.
- (v) For manual payment of a voucher of \$500 or more, require a supervisory employee to verify the validity of the voucher prior to payment.

(2) Vouchers paid during a period while the voucher system is temporarily out of operation must be marked “paid” by the cashier.

- (3) Vouchers redeemed while the voucher system was temporarily out of operation must be validated as expeditiously as possible upon restored operation of the voucher system.
- (4) Paid vouchers must be maintained in the cashier's accountability for reconciliation purposes.
- (5) Unredeemed vouchers can only be voided in the voucher system by supervisory employees. The accounting department will maintain the voided voucher, if available.

(j) Variance.

- (1) The operation must establish, as approved by the ACGC, the threshold level at which a variance, including deviations from the mathematical expectations will be reviewed to determine the cause. Any such review must be documented.

§100.21 Patron Deposit Accounts and Cashless Systems

a) *Supervision.* Supervision must be provided as needed for patron deposit accounts and cashless systems by an agent(s) with authority equal to or greater than those being supervised.

(b) *Patron deposit accounts and cashless systems.* (1) Smart cards cannot maintain the only source of account data.

(2) *Establishment of patron deposit accounts.* The following standards apply when a patron establishes an account.

(i) The patron must appear at the gaming operation in person, at a designated area of accountability, and present valid government issued picture identification; and

(ii) An agent must examine the patron's identification and record the following information:

(A) Type, number, and expiration date of the identification;

(B) Patron's name;

(C) A unique account identifier;

(D) Date the account was opened; and

(E) The agent's name.

(3) The patron must sign the account documentation before the agent may activate the account.

(4) The agent or cashless system must provide the patron deposit account holder with a secure method of access.

(c) *Patron deposits, withdrawals and adjustments.* (1) Prior to the patron making a deposit or withdrawal from a patron deposit account, the agent or cashless system must verify the patron deposit account, the patron identity, and availability of funds. A personal identification number (PIN) is an acceptable form of verifying identification.

(2) Adjustments made to the patron deposit accounts must be performed by an agent.

(3) When a deposit, withdrawal, or adjustment is processed by an agent, a transaction record must be created containing the following information:

(i) Same document number on all copies;

(ii) Type of transaction, (deposit, withdrawal, or adjustment);

(iii) Name or other identifier of the patron;

(iv) The unique account identifier;

(v) Patron signature for withdrawals, unless a secured method of access is utilized;

(vi) For adjustments to the account, the reason for the adjustment;

(vii) Date and time of transaction;

(viii) Amount of transaction;

(ix) Nature of deposit, withdrawal, or adjustment (cash, check, chips); and

(x) Signature of the agent processing the transaction.

(4) When a patron deposits or withdraws funds from a patron deposit account electronically, the following must be recorded:

(i) Date and time of transaction;

(ii) Location (player interface, kiosk);

(iii) Type of transaction (deposit, withdrawal);

(iv) Amount of transaction; and

(v) The unique account identifier.

(5) Patron deposit account transaction records must be available to the patron upon reasonable request.

(6) If electronic funds transfers are made to or from a gaming operation bank account for patron deposit account funds, the bank account must be dedicated and may not be used for any other types of transactions.

(d) *Variances*. The operation must establish, as approved by the TGRA, the threshold level at which a variance must be reviewed to determine the cause. Any such review must be documented.

§ 100.22 Pari-Mutuel Wagering

(a) Exemptions.

(1) The requirements of this section shall not apply to gaming operations who house pari-mutuel wagering operations conducted entirely by a state licensed simulcast service provider pursuant to an approved tribal-state compact if:

- (i) The simulcast service provider utilizes its own employees for all aspects of the pari-mutuel wagering operation
- (ii) The gaming operation posts, in a location visible to the public, that the simulcast service provider and its employees are wholly responsible for the conduct of pari-mutuel wagering offered at that location
- (iii) The gaming operation receives a predetermined fee from the simulcast service provider
- (iv) In addition, the Tribal gaming regulatory authority, or the gaming operation as approved by the Tribal gaming regulatory authority, shall establish and the gaming operation shall comply with standards that ensure that the gaming operation receives, from the racetrack, its contractually guaranteed percentage of the handle.

(2) Gaming operations that contract directly with a state regulated racetrack as a simulcast service provider, but whose on-site pari-mutuel operations are conducted wholly or in part by tribal gaming operation employees, shall not be required to comply with paragraphs (h)(5) thru (h)(9) of this section.

- (i) If any standard contained within this section conflicts with state law, a tribal-state compact, or a contract, then the gaming operation shall document the basis for noncompliance and shall maintain such documentation for inspection by the Tribal gaming regulatory authority and the Commission.
- (ii) In addition, the Tribal gaming regulatory authority, or the gaming operation as approved by the Tribal gaming regulatory authority, shall establish and the gaming operation shall comply with standards that ensure that the gaming operation receives, from the racetrack, its contractually guaranteed percentage of the handle.

(b) Computer applications.

- (1) For any computer applications utilized, alternate documentation and/or procedures that provide at least the level of control described by the standards in this section, as approved by the Tribal gaming regulatory authority, will be acceptable.

(c) Betting ticket and equipment standards

- (1) All pari-mutuel wagers shall be transacted through the pari-mutuel satellite system. In case of computer failure between the pari-mutuel book and the hub, no tickets shall be manually written.

- (2) Whenever a betting station is opened for wagering or turned over to a new writer/cashier, the writer/cashier shall sign on and the computer shall document gaming operation name (or identification number), station number, the writer/cashier identifier, and the date and time.

- (3) A betting ticket shall consist of at least two parts:

- (i) An original, which shall be transacted and issued through a printer and given to the customer
- (ii) A copy that shall be recorded concurrently with the generation of the original ticket either on paper or other storage media (e.g., tape or diskette).
- (iii) Upon accepting a wager, the betting ticket that is created shall contain the following:
 - (A) A unique transaction identifier
 - (B) Gaming operation name (or identification number) and station number
 - (C) Race track, race number, horse identification or event identification, as applicable
 - (D) Type of bet(s), each bet amount, total number of bets, and total take
 - (E) Date and time

- (4) All tickets shall be considered final at post time.

- (5) If a gaming operation voids a betting ticket written prior to post time, it shall be immediately entered into the system.

- (6) Future wagers shall be accepted and processed in the same manner as regular wagers.

(d) Payout standards.

- (1) Prior to making payment on a ticket, the writer/cashier shall input the ticket for verification and payment authorization.

- (2) The computer shall be incapable of authorizing payment on a ticket that has been previously paid, a voided ticket, a losing ticket, or an unissued ticket.

(e) Checkout standards.

- (1) Whenever the betting station is closed or the writer/cashier is replaced, the writer/cashier shall sign off and the computer shall document the gaming operation name (or identification number), station number, the writer/cashier identifier, the date and time, and cash balance.
- (2) For each writer/cashier station a summary report shall be completed at the conclusion of each shift including:
 - (i) Computation of cash turned in for the shift
 - (ii) Signature of two employees who have verified the cash turned in for the shift. Unverified transfers of cash and/or cash equivalents are prohibited.

(f) Employee wagering.

- (1) Pari-mutuel employees shall be prohibited from wagering on race events while on duty, including during break periods.

(g) Computer reports standards.

- (1) Adequate documentation of all pertinent pari-mutuel information shall be generated by the computer system.
- (2) This documentation shall be restricted to authorized personnel.
- (3) The documentation shall be created for each day's operation and shall include, but is not limited to:
 - (i) Unique transaction identifier
 - (ii) Date/time of transaction
 - (iii) Type of wager
 - (iv) Animal identification or event identification
 - (v) Amount of wagers (by ticket, writer/SAM, track/event, and total)
 - (vi) Amount of payouts (by ticket, writer/SAM, track/event, and total)
 - (vii) Tickets refunded (by ticket, writer, track/event, and total)
 - (viii) Unpaid winners/vouchers ("outs") (by ticket/voucher, track/event, and total)
 - (ix) Voucher sales/payments (by ticket, writer/SAM, and track/event)
 - (x) Voids (by ticket, writer, and total)
 - (xi) Future wagers (by ticket, date of event, total by day, and total at the time of revenue recognition)
 - (xii) Results (winners and payout data)
 - (xiii) Breakage data (by race and track/event)
 - (xiv) Commission data (by race and track/event)
 - (xv) Purged data (by ticket and total)

(4) The system shall generate the following reports:

- (i) A reconciliation report that summarizes totals by track/event, including write, the day's winning ticket total, total commission and breakage due the gaming operation, and net funds transferred to or from the gaming operation's bank account
- (ii) An exception report that contains a listing of all system functions and overrides not involved in the actual writing or cashing of tickets, including sign-on/off, voids, and manually input paid tickets
- (iii) A purged ticket report that contains a listing of the unique transaction identifier(s), description, ticket cost and value, and date purged.

(h) Accounting and auditing functions

(1) A gaming operation shall perform the following accounting and auditing functions:

- (i) The parimutuel audit shall be conducted by personnel independent of the parimutuel operation.
- (ii) Documentation shall be maintained evidencing the performance of all parimutuel accounting and auditing procedures.
- (iii) An accounting employee shall review handle, commission, and breakage for each day's play and recalculate the net amount due to or from the systems operator on a weekly basis.
- (iv) The accounting employee shall verify actual cash/cash equivalents turned in to the system's summary report for each cashier's drawer (Beginning balance, (+) fills (draws), (+) net write (sold less voids), (-) payouts (net of IRS withholding), (-) cashbacks (paid), (=) cash turn-in).

(2) An accounting employee shall produce a gross revenue recap report to calculate gross revenue for each day's play and for a month-to-date basis, including the following totals:

- (i) Commission
- (ii) Positive breakage
- (iii) Negative breakage
- (iv) Track/event fees
- (v) Track/event fee rebates
- (vi) Purged tickets.

(3) All winning tickets and vouchers shall be physically removed from the SAM's for each day's play.

(4) In the event a SAM does not balance for a day's play, the auditor shall perform the following procedures:

- (i) Foot the winning tickets and vouchers deposited and trace to the totals of SAM activity produced by the system
 - (ii) Foot the listing of cashed vouchers and trace to the totals produced by the system
 - (iii) Review all exceptions for propriety of transactions and unusual occurrences
 - (iv) Review all voids for propriety
 - (v) Verify the results as produced by the system to the results provided by an independent source
 - (vi) Regrade 1% of paid (cashed) tickets to ensure accuracy and propriety
 - (vii) When applicable, reconcile the totals of future tickets written to the totals produced by the system for both earned and unearned take, and review the reports to ascertain that future wagers are properly included on the day of the event.
- (5) At least annually, the auditor shall foot the wagers for one day and trace to the total produced by the system.
- (6) At least one day per quarter, the auditor shall recalculate and verify the change in the unpaid winners to the total purged tickets.