

Fact Sheet

Gambling Act 2003: FACT SHEET 38 - EMS

Reconciliation & Adjustments

Reconciliation

Banking must be reconciled with EMS Weekly Venue Activity Reports every week. Other forms of reconciliation are detailed below:

Reconciliation of gaming machines is required:

- Every time a gaming machine is decommissioned, or has a configuration change - Game Rule 60(b)
- When servicing (including repairs) or testing takes place that includes a RAM clear - Game Rule 60(b)
- Where a fault or malfunction, or irregularity in relation to cash transactions is suspected or occurs - Game Rules 60(c) and 60(d)
- Where a cashless gaming machine system is installed or decommissioned (Game Rule 31)
- As a routine measure, at consecutive intervals of at least once every month and no less than 12 times a year for every gaming machine operated at a venue (Game Rule 128).

In these situations a full reconciliation of all relevant gaming machine meters with cash activity must take place, using the standard Gaming Machine Analysis Report.

Note: Where a short pay claim occurs, a limited reconciliation can be carried out to verify or negate the claim. Again, the Gaming Machine Analysis Report should be used (Game Rule 61).

Reconciliation of jackpot systems is required:

- Where any jackpot system is serviced or tested and a RAM clear or replacement of the jackpot controller is required (Game Rules 27 and 30)
- In the case of 'downloadable' jackpots, linked gaming machines' electro-mechanical (hard) turnover meters must be reconciled each day with the turnover recorded by the jackpot controller soft meter (Game Rule 119)

- In the case of 'non-downloadable' jackpots a daily reconciliation of turnover and jackpot wins with EMS reported data (Game Rule 120), and a weekly review of the EMS Weekly Jackpot Reconciliation Report (Game Rule 121) must be carried out.

You need to be aware that under EMS meter-naming conventions, and in some cases their functionality, will change. EMS uses QCOM meters only, not the standard meters you are familiar with. Therefore for most reconciliation purposes you will also need to use the QCOM meters. See Fact Sheet 39 – Changes to gaming machine metering under EMS.

Can EMS pre-generated reports be used?

Yes EMS generated reports can be used for your routine gaming machine monthly requirement, provided they cover exactly the same time frame as the period you want to reconcile.

Note: The Gaming Machine Monthly Meters and Adjustments EMS Report will cover a **calendar** month, (from 2am on the first day of the month, to 2am on the first day of the next month) and will be an aggregation of the Daily Gaming Machine Meter Totals Snapshot Reports for each day of that month. If your chosen reconciliation period does not exactly correspond with these dates, a combination of the monthly and relevant daily reports will need to be used.

For non-downloadable jackpot systems, reconciliation will invariably involve the EMS-generated reports.

What about Electronic Meter Access?

This is a facility that will be available to venues with a suitable PC to connect to the site controller. With the use of a program provided by the monitor, it will be possible to view or download meter and jackpot information at any time. The information provided will consist only of the current gaming machine meter values and jackpot activity in 'raw data' form, (i.e. it will not contain any adjustments posted or net meter or GMP calculations) but it can be used for reconciliation purposes.

Adjustments to EMS recorded data

Only the society can make any adjustments to data recorded by EMS.

There are two types of adjustment that can be made – meter adjustments and GMP adjustments.

Meter adjustments: Will need to be made in some circumstances such as meter ‘runaways’ and other exceptions such as ‘unreasonable’ meter increments – where a meter has increased by an unexpected amount. These anomalies will be detected by EMS and the society concerned will be notified. After examining the data the society will be able to carry out a corrective adjustment. Gross meter value values are unable to be adjusted – only net values can be adjusted.

Adjustments to certain meters (Turnover, Total Wins, Jackpot wins) will impact on the GMP calculation, which appears on EMS reports as a metered value, but is in fact a derived value. The GMP amount will automatically be adjusted when the adjustment is processed by EMS – for example, a decrease in the turnover meter value, or an increase in the total wins meter value will produce a corresponding reduction in the GMP calculated.

GMP adjustments: The GMP amount can also be directly adjusted. This will need to be done when a prize awarded by a gaming machine or jackpot system has not been paid out, or when other events that cannot be detected or taken into account by the monitoring system occur.

How are adjustments carried out?

By the society accessing the EMS website and using an on-line facility. The process is set out in the EMS Web Site User Manual, which will be provided by the monitor. The society must approve any adjustments, and is responsible for posting them. It is also responsible for ensuring that there is a clear audit trail to verify adjustments and the reasons for them.

How will I know the adjustment has taken place?

EMS will produce a daily report for venues and societies, giving details of all adjustments (meter and GMP) that have been posted.

More information

The monitor will be providing an EMS Societies and Venues User Manual to help you. The manual will contain sections on using the website and Electronic Meter Access.

Contact David Chatwin, Senior Inspector Technical, on 03 353 8308 or 0800 257 887 if you need any further explanation or assistance.

While reasonable measures have been taken to ensure the quality and accuracy of the information contained in this Fact Sheet it does not replace information contained in the Gambling Act 2003 or the Racing Act 2003 or any provisions pursuant to these Acts. This Fact Sheet is for general information only and is not a substitute for independent, professional legal or financial advice.