Gambling Fact Sheet #38

Electronic Monitoring System (EMS) Reconciliations & Adjustments

Updated: October 2016

Reconciliation

Banking must be reconciled with the Electronic Monitoring System (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 55)
- when servicing (including repairs) or testing takes place that includes a RAM clear (Game Rule 55)
- where a cashless gaming machine system is installed or decommissioned (Game Rule 60).

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

Note: Where a short pay claim occurs, a limited reconciliation can be carried out to verify or negate the claim.

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 Rule 58).

You need to be aware that under the EMS meter-naming conventions, and in some cases their functionality, have changed. EMS uses QCOM meters only, not the standard meters you are familiar with. Therefore for most reconciliation purposes you also need to use the QCOM meters.

See also: Fact Sheet 39 - Changes to Gaming Machine Metering under the Electronic Monitoring System.

Can EMS-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 covers a calendar month, (from 2am on the first day of the month, to 2am on the first day of the next month) and is 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 needs to be used.

What about Electronic Meter Access?
This is a facility that is available to venues with a suitable PC to connect to the site controller. With the use of a programme provided by the monitor, it is 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 does 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
An adjustment to the meter may 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 are detected by the EMS and the society concerned is notified.

After examining the data the society can carry out a corrective adjustment. Gross meter 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 the EMS reports as a metered value, but is in fact a derived value.

The GMP amount is automatically adjusted when the adjustment is processed by the 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 needs 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.

More information
Free phone the Gambling Compliance Group on 0800 257 887 (New Zealand only) or email gambling.compliance@dia.govt.nz if you need any further explanation or assistance.
Note: 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.