

8. Retain the original Voucher with the attached documentation for closeout purposes and subsequent forwarding, on a daily basis, to accounting for matching and agreement with the duplicate.

(h) If a transportation expense reimbursement transaction cannot be completed at the casino cage due to the unavailability of required information or documentation, a casino licensee may perform a transportation expense reimbursement transaction by mail by complying with the requirements of (a) through (g) above except as otherwise modified below:

1. The authorizer shall record the date of request for reimbursement and the information noted in (d)2 above on the Voucher, and present the partially completed Voucher to the general cashier.

2. The general cashier shall obtain the patron's signature on the Voucher, verify the requesting patron's identity in accordance with (d)8 above, stamp the term "mail in" on the Voucher and sign the Voucher. Any partially completed Voucher shall be maintained by the casino licensee in a secure location within the casino cage, and shall be processed as soon as all required information or documentation is available.

3. The authorizer, upon receipt of all information and documentation required to complete the Voucher in accordance with (d) above, shall obtain the partially completed Voucher from the general cashier, and shall:

- i. Record the information noted in (d)1 and (d)3 through (d)5 above;
- ii. Sign the Voucher; and
- iii. Present the original and duplicate Voucher, and original ticket, invoice, receipt or other documents to the general cashier.

4. The general cashier shall complete the Voucher in accordance with (g) above and sign the Voucher; provided, however, that the general cashier shall attach the cancelled ticket, invoice, receipt or any other additional documentation provided in accordance with (b)4 above, to the original Voucher, and shall return such documentation to the patron upon request; and the general cashier shall mail the corresponding reimbursement check to the requesting patron.

5. Any partially completed Voucher which is not completed within 60 days from the date of request for reimbursement shall be voided in accordance with (c) above.

(i) In the event that a casino licensee learns that a patron whom it has reimbursed for travel expenses has also been reimbursed for such travel expenses by another licensee, or by the issuer of the original ticket, invoice or receipt relied upon by the licensee in authorizing the travel expense reimbursement, the licensee shall immediately notify the Division.

New Rule, R.1989 d.611, effective December 18, 1989.  
See: 21 N.J.R. 2953(a), 21 N.J.R. 3931(b).

Petition for Rulemaking: Transportation Expense Reimbursements.  
See: 22 N.J.R. 2367(a).  
Petition for Rulemaking: Transportation Expense Reimbursements.  
See: 22 N.J.R. 3407(d).  
Amended by R.1990 d.605, effective December 17, 1990.  
See: 22 N.J.R. 2913(a), 22 N.J.R. 3764(a).

Provided for transportation expense reimbursement transaction by mail.

Administrative Correction to (d)10.

See: 23 N.J.R. 315(a).

Amended by R.1991 d.183, effective April 1, 1991.

See: 22 N.J.R. 3710(a), 23 N.J.R. 1025(a).

In (b)3: added text regarding "... tickets, invoices or receipts ..." and added provision that they may "contain no name if the reimbursement is \$250.00 or less.

Amended by R.1996 d.531, effective November 18, 1996.

See: 28 N.J.R. 4092(a), 28 N.J.R. 4898(c).

Amended by R.1998 d.267, effective June 1, 1998.

See: 30 N.J.R. 807(a), 30 N.J.R. 2076(a).

In (d), rewrote 8.

#### Case Notes

Airfare complimentaries; internal control regulations; "fair odds" statute. Gaming Enforcement Division v. Trump's Castle Associates Ltd. Partnership, 94 N.J.A.R.2d (CCC) 189.

#### 19:45-1.9B Procedures for complimentary cash and noncash gifts

(a) No casino licensee shall offer or provide, either directly or indirectly, any complimentary cash or noncash gift to any person or his or her guests except in accordance with the provisions of N.J.S.A. 5:12-102m and this section. For the purposes of this section, "complimentary cash or noncash gift" does not refer to any complimentary service or item which is provided pursuant to N.J.S.A. 5:12-102m(1) through (3), N.J.A.C. 19:45-1.9(f), 19:45-1.9(h) or 19:45-1.46. Complimentary cash gifts shall include, without limitation:

1. Public relations payments made for the purpose of resolving complaints by or disputes with casino patrons;

2. Travel or walk money payments made for the purpose of enabling a patron to return home;

3. Slot tokens issued to any person; provided, however, that prize tokens shall not be offered or provided as a complimentary service or item;

4. Cash complimentaries issued to patrons as a result of actual gaming activity;

5. Cash complimentaries, issued to participants in complimentary programs for invited guests regulated by N.J.A.C. 19:45-1.9(g), except as otherwise provided in this section;

6. Match play coupons;

7. Progressive wager coupons; and

8. Coupons for slot credits issued pursuant to N.J.A.C. 19:45-1.46(a).

(b) Except as otherwise provided in N.J.A.C. 19:45-1.9(e), all complimentary cash and noncash gifts provided by a casino licensee shall be recorded in accordance with the

provisions of N.J.A.C. 19:45-1.9(e). If a complimentary cash or noncash gift has a value of \$500.00 or more, or if a complimentary cash or noncash gift is issued through a complimentary program operated pursuant to N.J.A.C. 19:45-1.9(i) and has a value of more than \$1,000, the casino licensee shall also:

1. Record the address of the recipient;
2. Verify the identity of the recipient by:
  - i. An examination of an identification credential that also contains a photograph or physical description of the recipient that is consistent with the actual appearance of the patron;
  - ii. Obtaining the patron's signature and comparing it and the patron's physical appearance to the signature and general physical description in a patron signature file; or
  - iii. A personal attestation by an authorized employee, which may include an attestation made after a telephone call to the recipient of the gift, or the receipt of a document signed by the recipient acknowledging the receipt of the gift; and
3. Record the method of verification.

(c) All complimentary cash gifts shall be disbursed directly to the patron by a general cashier at the cashiers' cage after receipt of appropriate documentation or in any other manner approved by the Commission in a casino licensee's internal control submission.

(d) Notwithstanding the provisions of N.J.A.C. 19:45-1.9(b), no casino licensee shall permit any employee to authorize the issuance of a complimentary cash or noncash gift with a value of \$10,000 or more unless the employee is licensed and functioning as a casino key employee and the authorization is co-signed by a second employee licensed and functioning as a casino key employee.

(e) If a casino licensee provides complimentary cash and noncash gifts worth \$10,000 or more to a person or his or her guests within any five day period, the casino licensee shall record the reason why such gifts were provided and maintain such records available for inspection by the Commission or Division upon request. Such reasons may include, without limitation, the participation of the person in a complimentary program for invited guests conducted pursuant to N.J.A.C. 19:45-1.9(g) or information concerning the person's player rating, which rating shall be based upon the actual amount and frequency of play by the person as recorded in the casino licensee's player rating system.

(f) Each casino licensee shall submit to the Division a report listing each person who has received \$10,000 or more in complimentary cash and noncash gifts within any five day period ending during the preceding month. Such report shall be filed by the last business day of the following month and shall include the total amount of complimentary cash or noncash gifts provided to each person.

(g) Each casino licensee which purchases a noncash gift for the direct or indirect benefit of a patron shall require the vendor from which the gift is purchased to deliver the gift directly to the casino licensee or the patron. The casino licensee shall also require the vendor to pay to the casino licensee directly any refund or cash balance generated by the return or exchange of the gift by the patron or any representative of the patron.

(h) If a noncash gift to be purchased from a vendor by a casino licensee for the direct or indirect benefit of a patron has a purchase price of \$2,000 or more, the purchase shall be authorized by a written agreement or purchase order, a copy of which shall be maintained by the casino licensee in its files for inspection upon request, and shall include a provision in substantially the following form:

"Pursuant to the requirements of New Jersey law, the seller agrees not to effect any transaction with (name of the patron), directly or indirectly, involving the item(s) purchased pursuant to this purchase agreement after delivery without the express written approval of (the casino licensee). If the seller violates this condition of purchase, the seller agrees that this purchase agreement shall be null and void, and the seller further agrees to return this full purchase price of the item(s) purchased pursuant to this purchase agreement to (the casino licensee) as liquidated damages."

(i) Notwithstanding any other provisions of this section, a casino licensee which intends to provide a complimentary cash gift to a patron in accordance with the requirements of N.J.S.A. 5:12-102m and this chapter may, upon receipt of a written request from the patron and in accordance with internal controls approved by the Commission, credit the cash complimentary directly to:

1. The payment of any outstanding Counter Checks or Slot Counter Checks issued by the patron and held by that casino licensee in accordance with the provisions of N.J.A.C. 19:45-1.26, 1.27 and 1.28;
2. The payment of any returned checks issued by the patron and held by that casino licensee in accordance with the provisions of N.J.A.C. 19:45-1.29; or
3. The establishment or enhancement of a cash deposit held for the benefit of the patron in accordance with the provisions of N.J.A.C. 19:45-1.24.

(j) The written request required pursuant to (i) above shall be attached to documentation of the cash complimentary gift maintained by the casino licensee pursuant to its approved internal controls.

1. The written request shall include, at a minimum, the following:
  - i. The date of the request;
  - ii. The name and address of the patron;

iii. Instructions as to the use to which the cash complimentary is to be credited; and

iv. The signature of the patron.

2. Prior to the crediting of any complimentary cash gift to the payment of an outstanding counter check, slot counter check or returned check, the general cashier or check cashier shall verify that the signature of the patron on the request agrees with the signature of the patron in a patron signature file.

New Rule, R.1992 d.499, effective December 21, 1992.

See: 24 N.J.R. 2692(b), 24 N.J.R. 4570(a).

Amended by R.1993 d.145, effective April 5, 1993.

See 24 N.J.R. 4505(a), 25 N.J.R. 1521(a).

In (b): added reference to N.J.A.C. 19:45-1.9(f).

In (g): added phrase "greater of" introducing (g)1 and new (g)2 and 3.

Amended by R.1993 d.494, effective October 4, 1993.

See: 25 N.J.R. 3108(a), 25 N.J.R. 4619(a).

Amended by R.1994 d.34, effective January 18, 1994.

See: 25 N.J.R. 4871(b), 26 N.J.R. 491(a).

Amended by R.1994 d.139, effective March 21, 1994.

See: 26 N.J.R. 113(a), 26 N.J.R. 1377(a).

Amended by R.1994 d.471, effective September 19, 1994.

See: 26 N.J.R. 2212(a), 26 N.J.R. 3891(c).

Amended by R.1994 d.504, effective October 3, 1994.

See: 26 N.J.R. 2872(a), 26 N.J.R. 3253(a), 26 N.J.R. 4089(a).

Amended by R.1995 d.254, effective May 15, 1995.

See: 27 N.J.R. 848(a), 27 N.J.R. 2011(b).

Amended by R.1995 d.468, effective August 21, 1995.

See: 27 N.J.R. 2124(a), 27 N.J.R. 3223(a).

Raised dollar amounts throughout the section and provided for identity verification through a signature comparison.

Amended by R.1996 d.562, effective December 2, 1996.

See: 28 N.J.R. 3900(a), 28 N.J.R. 5082(a).

Amended by R.1997 d.448, effective October 20, 1997.

See: 29 N.J.R. 3202(a), 29 N.J.R. 4561(a).

In (b), inserted "or if a complimentary cash or noncash gift is issued through a complimentary program operated pursuant to N.J.A.C. 19:45-1.9(i) and has a value of more than \$1,000."

Amended by R.1998 d.267, effective June 1, 1998.

See: 30 N.J.R. 807(a), 30 N.J.R. 2076(a).

In (b), rewrote 2; and in (l)2, substituted a reference to signature files for a reference to credit files.

Amended by R.2004 d.98, effective March 15, 2004.

See: 35 N.J.R. 5225(a), 36 N.J.R. 1363(b).

Deleted (g) and (h); recodified former (i) through (l) as (g) through (j).

Amended by R.2005 d.267, effective August 15, 2005.

See: 36 N.J.R. 4431(a), 37 N.J.R. 3069(a).

In (a), deleted "and" in 6, added "and" following "coupons;" in 7, and added 8.

#### Case Notes

Unlawful cash complimentaries. Gaming Enforcement Division v. Trump's Castle Associates Ltd. Partnership, 94 N.J.A.R.2d (CCC) 183.

Issuance of cash complimentaries; "fair odds" provisions of the Casino Control Act. Gaming Enforcement Division v. GNOC Corp., 94 N.J.A.R.2d (CCC) 180.

Complimentary payments; Casino Control Act. Division of Gaming Enforcement v. GNOC Corp., 94 N.J.A.R.2d (CCC) 170.

Implementation and operation of cash incentive programs. Gaming Enforcement Division v. Adamar of New Jersey, Inc., et al., 94 N.J.A.R.2d (CCC) 192.

Incentive program; Casino Control Act. Division of Gaming Enforcement v. Boardwalk Regency Corp., 94 N.J.A.R.2d (CCC) 116.

Rebates by casino to patron violated the Casino Control Act. Division of Gaming Enforcement v. Adamar of New Jersey, Inc., 94 N.J.A.R.2d (CCC) 107.

#### 19:45-1.9C Alternative reporting procedures; accessible complimentaries database

(a) A casino licensee which records all information concerning complimentary services or items which is required by N.J.A.C. 19:45-1.9 or 1.9B in a computer database which is accessible by the Commission and Division from remote locations and conforms to standards established and approved by the Commission pursuant to this section shall be exempt from filing all reports required pursuant to N.J.A.C. 19:45-1.9(e), 1.9B(b), and 1.9B(f).

(b) The structure and accessibility of the complimentary database shall be subject to review and approval by the Commission and such submission shall include, without limitation, the following:

1. A complete description of the computer hardware, file formats and software products to be used;

2. The hours of the day and the days of the week, if any, that the database will be inaccessible on a routine basis due to system maintenance or other technical reasons;

3. The procedures by which the Division and, if requested, the Commission will be able to read and copy data files, both current and stored; and

4. Security procedures for database access and secondary data dissemination.

New Rule, R.1993 d.145, effective April 5, 1993.

See: 24 N.J.R. 4505(a), 25 N.J.R. 1521(a).

#### 19:45-1.10 Closed circuit television system; surveillance department control; surveillance department restrictions

(a) Each casino licensee shall install in its establishment a CCTV system that complies with the requirements of this section. Except as otherwise provided herein, the CCTV system shall be under the exclusive control of the surveillance department. A casino licensee shall provide the Commission or Division, upon request, with timely access to the CCTV system and its transmissions. Without limitation of the foregoing, each member of the surveillance department shall timely comply with a request from the Commission or the Division to:

1. Use, as necessary, any monitoring room contained in the establishment;

2. Display on the monitors in the monitoring room, the Commission inspection booth, the principal inspector's office and the Division's office, any event capable of being monitored on the CCTV system; and

3. Make a video and, if applicable, audio recording of, and take a still photograph of, any event capable of being monitored on the CCTV system.

i. The casino licensee shall preserve and store each such recording or photograph in accordance with the directions of the Commission or the Division.

ii. The Commission and the Division shall have unfettered access to each recording or photograph and, upon the request of either, the casino licensee and its personnel shall be denied access thereto.

(b) The CCTV system shall be approved by the Commission in consultation with the Division and shall include, but need not be limited to, the following:

1. Light sensitive cameras, with lenses of sufficient magnification to allow the operator to read information on gaming chips, playing cards, dice, tiles, slot machine reel symbols and slot machine credit meters, and with 360 degree pan, tilt and zoom capabilities without camera stops or, until such time as they are replaced by cameras without camera stops, with camera stops as currently operating on the casino floor or in inventory as August 15, 2005, to effectively and clandestinely monitor in detail and from various vantage points, the following:

i. The gaming conducted at each gaming table in the casino and casino simulcasting facility and the activities in the casino and casino simulcasting facility pits;

ii. The gaming conducted at the slot machines in the casino;

iii. The operations conducted at and in the cashiers' cage, any satellite cage, and each office ancillary thereto;

iv. The operations conducted at and in the slot booths;

v. The operations conducted at automated coupon redemption machines;

vi. The operations conducted in the simulcast counter;

vii. The count processes conducted in the count rooms in conformity with N.J.A.C. 19:45-1.33 and 19:45-1.43;

viii. The movement of cash, gaming chips and plaques, drop boxes, slot cash storage boxes, slot drop boxes, and slot drop buckets in the establishment;

ix. The entrances and exits to the casino, casino simulcasting facility and the count rooms;

x. The gaming and operations associated with the conduct of keno on the casino floor and in the casino simulcasting facility and of keno booths and satellite keno booths in public keno areas; and

xi. Such other areas as the Commission designates;

2. Video recording equipment which, at a minimum, shall:

i. Permit the preservation and viewing of a clear copy of the transmission produced by any camera connected to the CCTV system;

ii. Be capable of superimposing the time and date of the transmission on each recording made by the video recording equipment; and

iii. Enable the operator to identify and locate, through the use of a meter, counter or other device or method, a particular event that was recorded;

3. Recording media, which shall be replaced immediately upon the manifestation of any significant degradation in the quality of the images or sound, if applicable, recorded thereon; provided, however, where videotape is utilized, it shall be used for no more than one year;

4. Audio capability in the soft count room;

5. One or more monitoring rooms in the establishment which, through the surveillance department employees or agents assigned thereto by the casino licensee, shall constantly monitor the activities in the casino, the casino simulcasting facility and elsewhere in the establishment where CCTV coverage is available;

6. An emergency power system that can be used to operate the CCTV system in the event of a power failure, such power system to be tested at 12-month intervals subject to more frequent re-testing upon failure of a test; and

7. A preventive maintenance program, implemented by technicians assigned to the surveillance department or, if assigned to another department, subject to the direction and control of the director of surveillance, which ensures that the entire CCTV system is maintained in proper working order and that transparent covers over CCTV system cameras are cleaned in accordance with a routine maintenance schedule. In the event that preventive maintenance to be performed by a technician assigned to another department is required on an emergency basis, the surveillance department shall have priority with respect to personnel resources of such other department to ensure the efficacy of the CCTV system.

(c) All areas, including gaming tables and pits, where CCTV system camera coverage is required by the Commission shall contain continuous lighting that is of sufficient quality to produce clear video recordings and still picture reproductions.

(d) In addition to any other requirements imposed by this section, a casino licensee's CCTV system shall be required to record, during the times and in the manner indicated below, all transmissions from cameras used to observe the following locations, persons or transactions: