

ii. Require a general cashier or slot cashier or above to prepare a two-part receipt (gaming voucher receipt) containing, at a minimum, the following:

- (1) The gaming date, shift and time of preparation;
- (2) The serial number and stated value of the gaming voucher;
- (3) The location at which the gaming voucher was presented for redemption;
- (4) The name and address of the patron who presented the gaming voucher; and
- (5) The name, license number and signature of the cashier or supervisor thereof preparing the gaming voucher receipt; and

iii. Distribute the completed gaming voucher receipt as follows:

- (1) The original shall be attached to the corresponding unverified gaming voucher and transferred to the main bank or master coin bank at the end of the cashier's shift; and
- (2) The duplicate shall be presented to the patron.

9. Unverified gaming vouchers redeemed or retained during a cashier's shift pursuant to (d)7 and 8 above shall be recorded on a form (unverified gaming voucher transfer form), which shall contain, at a minimum, the following:

- i. The gaming date, shift and time of preparation;
- ii. The total number and value of unverified gaming vouchers redeemed or retained during the cashier's shift; and
- iii. The signature and license number of the cashier preparing the form.

10. The unverified gaming voucher transfer form shall be transferred with the corresponding unverified gaming vouchers to the main bank or master coin bank at the end of the cashier's shift.

11. At the end of each gaming day, all unverified gaming vouchers redeemed or retained pursuant to (d)7 and 8 above shall be transferred to casino accounting with the corresponding unverified gaming voucher transfer form, where they shall be separately accounted for.

12. If, in the course of an investigation conducted pursuant to (d)13 and 14 below, an unverified gaming voucher that was retained but not redeemed pursuant to (d)8 above is determined to be valid, the casino licensee shall, in accordance with its approved internal controls, pay the patron identified on the corresponding gaming voucher receipt in redemption of the gaming voucher.

13. A casino licensee shall investigate all unverified gaming vouchers for which it seeks a deduction from gross

revenue pursuant to (a)4i above, all unverified gaming vouchers that it elects not to redeem pursuant to (d)8 above and, if necessary, a sufficient number of unverified gaming vouchers that it redeems pursuant to (d)7 above to represent a 10 percent sample of all unverified gaming vouchers. The investigation shall be conducted by the department responsible for the operation of slot machines and/or casino accounting in consultation, as necessary, with the MIS department to determine the reason the gaming voucher system failed to verify and electronically cancel the gaming vouchers.

14. The results of each investigation conducted pursuant to (d)13 above shall be recorded in a log (unverified gaming voucher log) that shall contain, at a minimum, the following:

- i. The gaming date, shift and time of preparation;
- ii. As to each unverified gaming voucher, the following:
 - (1) The issuance date and serial number of the voucher;
 - (2) The stated value of the voucher;
 - (3) The date the voucher was presented for redemption;
 - (4) If redeemed, the amount paid to the patron;
 - (5) The name of the patron if the voucher was redeemed for more than \$500.00;
 - (6) The location at which the voucher was redeemed;
 - (7) The exact text displayed by the gaming voucher system when the voucher was scanned at the time of redemption;
 - (8) The manufacturer, product type and asset number of the slot machine that issued the gaming voucher;
 - (9) If applicable, the manufacturer, product type and asset number of the slot machine or gaming voucher redemption machine that failed to properly redeem the gaming voucher; and
 - (10) The actual reason that the system failed to verify and electronically cancel the gaming voucher or, if the actual reason cannot be determined after a diligent investigation, the probable reason; and
- iii. The signature and license number of the employee preparing the log.

15. If the unverified gaming voucher log is not prepared by casino accounting, the original log shall be transferred to casino accounting within 48 hours. A copy of the log shall be maintained by the preparer of the log, and a copy

shall be forwarded to the Commission's principal inspector.

16. The casino licensee shall, in accordance with the schedule set forth in (d)17 below, summarize the results of the investigations recorded on unverified gaming voucher logs in a report (unverified gaming voucher log summary report) that includes, at a minimum, the following:

i. The total number of unverified gaming vouchers that were, as applicable, issued or rejected for redemption, listed and grouped by the product type of each slot machine manufacturer or gaming voucher redemption machine manufacturer; and

ii. The total number and value of unverified gaming vouchers listed and grouped by the reported actual or probable cause for the failure of the system to verify and electronically cancel the vouchers.

17. An unverified gaming voucher log summary report shall be filed twice a month with the Division and the Commission's principal inspector, and all supporting documentation shall be retained. The first report shall summarize all unverified gaming voucher logs prepared for gaming vouchers presented for redemption from the 1st to the 15th of the month and shall be filed on or before the end of the month. The second report shall summarize all unverified gaming voucher logs prepared for gaming vouchers presented for redemption from the 16th to the end of the month and shall be filed on or before the 15th of the following month.

18. Any unverified gaming voucher determined to be a suspicious gaming voucher in the course of the investigation conducted pursuant to (d)13 above shall be transmitted to the Division with the Division's copy of the corresponding unverified gaming voucher log summary report, and a copy of the suspicious gaming voucher shall be retained by casino accounting. All remaining unverified gaming vouchers shall be retained by the casino licensee in accordance with the requirements of N.J.A.C. 19:45-1.8(c)3iv.

19. Notwithstanding the requirements of (d)1 above, upon presentation of a gaming voucher for redemption at a slot machine, the total value of which voucher cannot be completely converted into an equivalent value of coins or slot tokens that matches the denomination of the coin or slot token, which that slot machine is designed to accept in order to activate play, the slot machine shall perform one of the following procedures, as specified in the casino licensee's approved internal controls:

i. Automatically issue a new gaming voucher containing the value that cannot be completely converted, either immediately or upon the patron's request; or

ii. Not redeem the gaming voucher and immediately return the voucher to the patron.

20. Any casino licensee that issues a gaming voucher in lieu of equipping a slot machine with a hopper shall have a slot monitoring system with the capability to preclude the generation of a Hopper Fill in accordance with the provisions of N.J.A.C. 19:45-1.41 for such slot machine, with no cashier having the ability to override such restriction, and shall have approved internal controls that identify by whom and the manner by which the non-hopper feature is enabled and to identify slot machines with a hopper separately from those without a hopper to ensure the proper collection, recordation, and reconciliation of gross revenue.

21. Any casino licensee that utilizes a system or a slot machine that does not print a test gaming voucher that is visually distinguishable from a valid gaming voucher whenever the slot machine is tested on the casino floor by a slot attendant, slot mechanic, or slot supervisor shall have approved internal controls for the issuance of test currency to a slot attendant, slot mechanic, or slot supervisor from the Cashier's Cage and the return and reconciliation of such test currency and any gaming vouchers printed during the testing process.

(e) Notwithstanding the requirements of (d) above, if a patron requests by mail to redeem a gaming voucher in any value, the casino licensee may effectuate such redemption, however, only by a cage supervisor as defined in N.J.A.C. 19:45-1.1, in accordance with the casino licensee's approved internal controls, which shall include, at a minimum, the following:

1. Procedures for using the system to verify the validity of the serial number and value of the voucher, which, if valid, shall be immediately canceled electronically by the system; and

2. Procedures for the issuance of a casino check containing the value of the voucher.

(f) Any amount paid to a patron in redemption of an unverified gaming voucher shall not be required to be recorded as a cash complimentary in accordance with the provisions of N.J.A.C. 19:45-1.9.

(g) On a daily basis, with the exception of unscanned gaming vouchers held by the main bank or master coin bank for subsequent scanning pursuant to (d)6vii above, all gaming vouchers shall be counted in accordance with this subsection and transported to the casino accounting department in a manner approved by the Commission.

1. All gaming vouchers redeemed by a bill changer shall be counted in the count room in accordance with N.J.A.C. 19:45-1.33 and shall be transported to the casino accounting department upon conclusion of the count process.

2. All gaming vouchers redeemed at a gaming voucher redemption machine shall be counted in accordance with

approved internal controls in a count room in accordance with N.J.A.C. 19:45-1.33A(a)10 or at the cashier's cage in accordance with N.J.A.C. 19:45-1.33A(a)9, documented on a Balance Receipt by a main bank or master coin bank cashier and thereafter transported to the casino accounting department separate from all other inventory items.

i. If the gaming vouchers have been counted in a count room, the main bank or master coin bank shall perform a piece count of 10 percent of the number of strapped gaming vouchers and, if in agreement, record the value of all gaming vouchers, currency and coupons, as a credit. The gaming vouchers shall be transported with the Original Balance Receipt to the casino accounting department, and the currency shall be transported with the duplicate Balance Receipt to the main bank or master coin bank.

3. All gaming vouchers redeemed at a cashiering location shall be counted by the main bank or master coin bank, and either:

i. A casino accounting representative shall, prior to accepting a transfer of the vouchers, perform a piece count of the vouchers being transferred, compare the result of such count to a record of all vouchers recorded by the main bank or master coin bank, and sign the document attesting to the accuracy of the information recorded thereon. All gaming vouchers shall be then transported to the casino accounting department; or

ii. A casino accounting representative shall sign a document approved by the Commission acknowledging receipt of the vouchers, transport the vouchers in a sealed bag to the casino accounting department, perform a piece count of the vouchers, compare the result of such count to a record of all vouchers recorded by the main bank or master coin bank, and sign the document attesting to the accuracy of the information recorded thereon.

(h) Casino accounting department representatives with no incompatible functions shall perform, at a minimum, the following:

1. On a daily basis:

i. Review for the propriety of signatures and all other information on gaming voucher documentation as required in accordance with the provisions of this chapter;

ii. Compare gaming voucher system reports to gaming vouchers received in accordance with (g) above to ensure proper electronic cancellation of gaming vouchers;

iii. Calculate the unredeemed liability for gaming vouchers, such as by reconciling the total number and value of redeemed gaming vouchers to the total number and value of gaming vouchers issued through the use of

system reports generated in accordance with the requirements of (d)4iii above, unless the system performs the calculation in a manner approved by the Commission;

iv. Unless the casino licensee utilizes counting equipment in its cashiers' cage or count room that enables its gaming voucher system to verify the serial number and obtain the value of gaming vouchers redeemed at locations other than slot machines, reconcile the serial number and value of gaming vouchers to the system report(s) generated pursuant to (d)4 above, by examining:

(1) No less than five percent of all gaming vouchers redeemed at such locations; or

(2) A random sample of all gaming vouchers redeemed at such locations, provided, however, that the random sample shall have a statistical confidence level of 95 percent with a precision of plus or minus two percent and that the Commission shall have approved the procedures for selecting the sample size and for assuring a proper selection of the sample.

v. Verify that casino accounting has received:

(1) The closing paperwork for each cashier and supervisor who redeemed gaming vouchers during the gaming day; and

(2) The Balance Receipt prepared for each gaming voucher redemption machine in conjunction with the bill validator drop performed at the end of the gaming day.

vi. Complete the Slot Win Report for the recordation of all gaming voucher revenue and deductions for gaming vouchers redeemed in accordance with the following:

(1) Gaming voucher drop shall be the greater of the value of gaming vouchers redeemed, as recorded on the gaming voucher system report required by (d)4ii above, or the value of gaming vouchers counted in the count room, as recorded on the Slot Cash Storage Box Report, provided, however, that unsecured gaming vouchers shall be separately reported on the Slot Win Report in accordance with N.J.A.C. 19:45-1.42;

(2) Deductions for gaming voucher redemptions by a bill changer or at a cashiering location shall be the lesser of the value, as recorded on the gaming voucher system report required by (d)4ii above, or the total value of gaming vouchers counted in the count room, as recorded on the Slot Cash Storage Box Report, plus the value of gaming vouchers transferred in accordance with (g) above. Deductions for gaming voucher redemptions by a gaming voucher redemption machine shall be calculated in accordance with N.J.A.C. 19:45-1.33A(b); and

(3) No adjustment shall be made to the amounts recorded on the Slot Win Report in accordance with (g)1v(1) and (2) above unless the reason for the adjustment is adequately documented by casino accounting in accordance with the approved internal controls of the casino licensee and the adjustment is necessary in order to accurately report the casino licensee's gross revenue; and

vii. Attach or file with the Slot Win Report for the applicable gaming day any system reports and other items approved in the casino licensee's internal controls as supporting documentation;

2. On a weekly basis:

i. Compare the readings of the slot machine meters required pursuant to N.J.A.C. 19:45-1.37(b)5 and (e)4 to the number and value of issued and redeemed gaming vouchers, as applicable; and

ii. Review exception reports and audit logs;

3. Sign each system report or item reviewed in accordance with internal controls approved pursuant to (g), (g)1, and (g)2 above, attesting to the accuracy of the information recorded thereon; and

4. Maintain and control redeemed gaming vouchers until destruction in accordance with the requirements of N.J.A.C. 19:45-1.8.

(i) No adjustment to the value of any gaming voucher shall be made without the approval of the Commission.

(j) Employees of a casino licensee who are authorized to receive gaming vouchers as personal gratuities may redeem the gaming vouchers only at the cashiers' cage or a slot booth, subject to the terms and conditions set forth in (c) and (d) above. Gaming vouchers valued at more than \$100.00 shall be redeemed at the cashiers' cage only with the approval of the supervisor of the cashier conducting the redemption transaction.

New Rule, R.2003 d.4, effective January 6, 2003.

See: 34 N.J.R. 2012(a), 35 N.J.R. 259(a).

Amended by R.2004 d.10, effective January 5, 2004.

See: 35 N.J.R. 3292(a), 36 N.J.R. 199(b).

Rewrote (g)iv.

Amended by R.2004 d.33, effective January 20, 2004.

See: 35 N.J.R. 4625(a), 36 N.J.R. 532(a).

In (c), substituted "Except as provided in (i) below for employee redemption of gaming vouchers, each" for "Each" in the introductory paragraph; added (i).

Amended by R.2005 d.196, effective June 20, 2005.

See: 36 N.J.R. 3245(a), 37 N.J.R. 2234(a).

In (g), rewrote 1v(1) and 1v(3).

Amended by R.2007 d.117, effective April 16, 2007.

See: 38 N.J.R. 4669(a), 39 N.J.R. 1505(a).

In (d)1, inserted "gaming voucher redemption machine"; in (d)1i, deleted "and" from the end; in (d)1ii, inserted "and" at the end; added (d)1iii; rewrote the introductory paragraph of (d)4 and (d)4ii; rewrote (g); inserted new designation (h); rewrote (h)1iv; added new (h)1v; recodified former (h)1v and (h)1vi as (h)1vi and (h)1vii; rewrote (h)1vi(2); and recodified former (h) and (i) as (i) and (j).

Amended by R.2008 d.13, effective January 7, 2008.

See: 39 N.J.R. 3289(a), 40 N.J.R. 206(a).

In the introductory paragraph of (a)4, substituted "Except as permitted by (a)4i below, no" for "No" and inserted "through 8"; added (a)4i; in the introductory paragraph of (d), substituted "implement the following requirements and procedures." for "provide for the following."; rewrote the introductory paragraph of (d)1 and (d)1i; in (d)2 and the introductory paragraph of (d)3, inserted "gaming voucher"; in (d)2, (d)3iv, (d)4v and (d)19ii, substituted a period for the semicolon at the end; in the introductory paragraph of (d)3, inserted "the provisions of"; rewrote (d)5 and (d)6; added new (d)7 through (d)18; recodified former (d)7 through (d)9 as (d)19 through (d)21; in the introductory paragraph of (d)19, inserted a comma following "token"; and rewrote (d)20, (f), the introductory paragraph of (g) and (g)3.

19:45-1.55 Computerized gaming voucher systems; required procedures

(a) In order to issue or redeem gaming vouchers in accordance with the procedures at N.J.A.C. 19:45-1.54, a casino licensee shall operate a computerized gaming voucher system (system) which satisfies the requirements of this section. Each slot machine, gaming voucher redemption machine and other location that redeems gaming vouchers shall be connected to such a system, provided that no slot machine, gaming voucher redemption machine or other redemption location may be connected to, or disconnected from, such a system without approved internal controls and prior written approval of the Commission to connect or disconnect each slot machine and other redemption location. If the system is used by a gaming voucher redemption machine or count room equipment to obtain the value of a gaming voucher, the system shall perform a calculation or integrity check of the value of each gaming voucher. In the case of a gaming voucher redemption machine, the calculation or integrity check shall be performed prior to permitting the gaming voucher to be redeemed by the gaming voucher redemption machine.

(b) All aspects of a system, including all hardware and software utilized therein, shall be subject to testing by the Division pursuant to N.J.A.C. 19:46-1.28 and review and approval by the Commission prior to the implementation of the system by the casino licensee and following implementation, prior to any changes thereto.

(c) Each system shall perform the following functions, at a minimum, in order to control logical access to the system:

1. Generate daily monitoring logs of user access, security incidents and unusual transactions, and immediately notify the MIS department of critical security incidents and unusual transactions in a manner approved by the Commissioner;

2. Be capable of assigning rights and privileges to each user, including:

i. Allowance for the secure administration of a unique system account for each user to provide an adequate segregation of duties; and

ii. Contain adequate password parameters such as lockout, minimum length, and expiration interval;

3. Use appropriate access permissions to restrict unauthorized users from viewing, changing or deleting critical files and directories; and

4. Utilize encryption for files and directories containing critical or sensitive data, which at a minimum shall include the unredeemed gaming voucher record. Notwithstanding the foregoing, in lieu of utilizing encryption for files and directories containing critical or sensitive data, the system shall be designed to permit, and the casino licensee shall implement, internal controls approved by the Commission to restrict users from viewing the contents of such files and directories, which internal controls shall, at a minimum, provide for the following:

- i. The effective segregation of duties and responsibilities with regard to the system in the MIS department; and
- ii. The automatic monitoring and recording by the system of access by any person to such files and directories.

(d) Each system shall perform the following functions, at a minimum, in order to control system operations:

1. Generate daily monitoring logs and alert messages for system performance, hardware problems, and software errors;
2. Authenticate the identity of a slot machine, gaming voucher redemption machine or other redemption location from which a transmission of data is received;
3. Ensure that all data sent through a transmission is completely and accurately received;
4. Detect the presence of corrupt or lost data packets and, as necessary, reject the transmission; and
5. Utilize an appropriate cryptographic system, such as public/private key encryption, for all critical transmissions of data, such as transmissions that include a gaming voucher serial number, slot machine meter information, or any other information used in the calculation or verification of gross revenue.

(e) Each system shall perform the following functions, at a minimum, in order to control the integrity of data:

1. Generate a unique serial number for each gaming voucher, with a portion of the serial number comprised of randomly generated numbers, symbols or characters, as approved by the Commission, or by such other method as approved by the Commission, which numbers, symbols or characters shall be constructed in a manner so as to prevent a person from being able to predict the composition of any other serial number generated by the system;
2. Validate the data type and format of all inputs to critical fields and reject any corrupt data;

3. Provide for the automatic and independent recordation of critical data upon gaming voucher generation and redemption, including at a minimum, the information specified in N.J.A.C. 19:45-1.54(b)1 through 5;

4. Provide for verification of the information contained on a gaming voucher presented for redemption and the unredeemed gaming voucher record to a source that separately records and maintains transaction data, such as an automated transaction log, or such other compensating procedure as approved by the Commission, which procedure shall:

- i. Independently verify the accuracy of the gaming voucher serial number and value prior to redeeming the gaming voucher; and
- ii. Not be used to satisfy any other requirements of this chapter; and

5. Segregate all security critical system programs, files and directories from all other programs and files and directories contained in the system.

(f) Each system shall be equipped with the following, at a minimum, in order to address continuity:

1. Data redundancy, such as disk mirroring, which writes a complete and duplicate copy of all data on the primary disk to a secondary disk as it occurs, to permit a complete and prompt recovery of all information in the event of any malfunction;
2. Environmental protection, such as an uninterruptible power supply, and fireproof and waterproof materials designed to protect critical hardware from a natural disaster; and
3. A backup capability, which enables the casino licensee to create, in accordance with procedures approved pursuant to (h)10 below, periodic backup copies of files and data on a removable storage device, such as magnetic tape, which shall be separate from the devices required in accordance with (f)1 above.

(g) Each system shall immediately inform the casino licensee of any malfunction, in a manner approved by the Commission. Following any malfunction of a system, the casino licensee shall immediately notify the Commission and Division, and shall not utilize the system until the malfunction has been successfully repaired. Notwithstanding the foregoing, the Commission may permit a casino licensee to utilize the system prior to it being successfully repaired, for a period not to exceed 72 hours, provided that:

1. The malfunction is limited to a single storage media device, such as a hard disk drive;
2. In addition to the malfunctioning storage media device, the system contains a backup storage media device not utilized in the normal operation of the system, which backup device shall immediately and automatically replace

the malfunctioning device, to permit a complete and prompt recovery of all information in the event of an additional malfunction; and

3. Continued use of the malfunctioning system would not inhibit the ability to perform a complete and prompt

recovery of all information, and would not otherwise harm or affect the normal operation of the system.

(h) Prior to implementing a system, each casino licensee shall establish a system of internal controls which addresses the integrity, security and control of its system which internal