



## Gaming Taxes Update

Please be consistent when entering your Gaming Tax return on Revenue Online. It has come to the Division's attention that once a return has been entered and submitted by one person, another person will not be able to view the return under their own log in on the same day. It also cannot be saved and reviewed and finished by a different person under their log in at a later time.

You may have to implement internal procedures on how to avoid duplicating submissions until the Division is able to give more information on the issue.

## Secondary Level of Review

Make sure your secondary level of review is separate from the one who prepares statistical and supporting reports and that they are reviewing for accuracy. Oftentimes, it is easy to forget that documents need to be reviewed in a timely manner and signed off accordingly.

For help with:

Gaming Tax (GAM) contact July Vang at (303)205-1304 or email [July.Vang@state.co.us](mailto:July.Vang@state.co.us).

Personnel Tracking (PER) contact Trinda Quint at (303) 205-1300 or email [Trinda.Quint@state.co.us](mailto:Trinda.Quint@state.co.us).

Device Tracking (DEV) contact Gus Swartz at (303)582-0529 or email [Donald.Swartz@state.co.us](mailto:Donald.Swartz@state.co.us)

## Field Operations

The Division's Field Operations have begun slot machine storage inspections. Anyone who has not scheduled their inspection should contact Field Operations or Ralph LeDoux to schedule an inspection.

Ralph LeDoux (303) 582-0529 or email [ralph.ledoux@state.co.us](mailto:ralph.ledoux@state.co.us)

## EBT Rule

There was a recent change to the Electronic Benefits Transfer (EBT) Rule, or Rule 1 CCR 210-4. The revision to the rule was to increase penalties for multiple violations. It went into effect September 14, 2017.

## Update Contacts

Please verify that the contact information you have provided to the Division is current. Specifically, double check that the contact provided for the Device Tracking, Personnel Tracking, Tax Return and the Gambling Payment Intercept is correct. Also confirm phone numbers, emails and faxes are accurate as well. When there are any changes in the contact information provided to the Division of Gaming, remember to forward the updated information to the Division's email address in a timely manner, [dor\\_coloradocasinos@state.co.us](mailto:dor_coloradocasinos@state.co.us).



## Reminder

Remember to submit all Tax returns, Device counts, and Personnel tracking in a timely manner to avoid any penalties or warnings the Division may issue.

**Tax Returns** are due the 15<sup>th</sup> of every month, unless it falls on a holiday or weekend. In which case, it will be due on the 1<sup>st</sup> business day immediately following.

**Device Counts** are due the 2<sup>nd</sup> of every month, unless it falls on a holiday or weekend. In which case, it will be due on the 1<sup>st</sup> business day immediately following.

**Personnel trackings** are due the 1<sup>st</sup> business day of every month.

If you are unable to upload your spreadsheet because you are getting the "Unprocessable Entity" error, please send a copy of your spreadsheet to Trinda Quint at [trinda.quint@state.co.us](mailto:trinda.quint@state.co.us). Please note in your email that you are receiving the error.

Please do not delete any terminations from your spreadsheet because you will need to upload them with end date when the issue is resolved.

## ICO Meetings

Tuesday, November 7, 2017 – Cripple Creek, at the Division's Cripple Creek Office Commission Room, 10:00 am

Thursday, November 9, 2017 – Central City/Black Hawk, at the Division's Central City Office Commission Room, 10:00 am

You are encouraged to submit any questions or topics of discussion that you would like addressed either by the Division or your fellow ICOs. Please call or email your questions or topics to:

[dor\\_coloradocasinos@state.co.us](mailto:dor_coloradocasinos@state.co.us),

Roger Pinson (303) 205-1372,

[roger.pinson@state.co.us](mailto:roger.pinson@state.co.us)

Laurie Scott (719) 689-3362,

[laurie.scott@state.co.us](mailto:laurie.scott@state.co.us)

## Closed Dates

The Division's Golden office will be closed on the following dates:

October 9, 2017 - Columbus Day

November 10, 2017 - Veteran's Day

November 23, 2017 - Thanksgiving

December 25, 2017 - Christmas

## Commission Meeting Dates:

The Commission generally meets the third Thursday of the month at 9:30 a.m., unless otherwise noted. Dates and locations are subject to change.

- Thursday, October 19, 2017 - Central City
- Thursday, November 16, 2017 - Golden
- Thursday, December 21, 2017 - Golden



## TSG CORNER

The Division recognizes and appreciates the effort and cooperation of the casino staff to maintain a compliant gaming environment.

### REMINDERS:

1. Section 6 of the ICMP states when an unanticipated incident occurs that causes a significant disruption in the collection, accuracy, integrity or availability of the gaming system, the licensee must immediately contact the appropriate IT resources, such as local IT staff, IT contractor or gaming system vendor to begin the troubleshooting process. The licensee must add an entry to the RAMP log, and inform the Division as soon as practically possible via email. The email must include, but is not limited to, the following:

- A detailed description of the problem,
- Why they think the problem occurred,
- If the manufacturer was contacted to assist in or to resolve the issue and if not, why not,
- The time it was identified,
- A brief statement about where the casino/vendor is in the troubleshooting process, and
- The manufacturer's case number (if applicable).

The Division does not require that the licensee wait for an approval from the Division before proceeding with the solution.

After the problem has been resolved, a follow up email must be sent to the Division within 48

hours of resuming normal operations. The email must include a description of and resolution to the problem.

It is acceptable for the licensee to contact the local Division office/employee; however, it is still a requirement for the casino to send an email to that Division office/employee. A copy should be sent to the respective `dor_ccbhcasinos@state.co.us` or `dor_cripplecreekcasinos@state.co.us` with the required information at the time of the incident and once the incident is resolved as outlined in Section 6 of the ICMPs.

2. Section 6 of the ICMP states backup and recovery testing must be performed at least twice a year. The results of a completed restore must be detailed with supporting documentation. The restore must include gaming data and be usable by the gaming system. The testing must continue until a successful restore has been completed. The summary of the results of every restore must be recorded on the RAMP Log.

The test results must include a restore of the gaming database, statistical reports, and supporting documentation from the same date. The restored files must be usable, in other words, the statistical reports and supporting documentation must be readable, and the database must have gaming data that is retrievable whether through a query, 3rd party software, or gaming system software. As part of the review process, the Division will require examples of both statistical and supporting documents and a data extract or screenshot of usable database data.



3. Section 16 of the ICMP states electronic promotional credits downloaded transfers may not exceed \$100 for a single transaction. Credits must download to a slot machine in increments of at least \$1.00 or the denomination of the game.

Please ensure your system threshold limits comply with the ICMPs. Verify all EPCS configurations are correct and have been tested. In some cases upgrading the system may cause a threshold to be reset to the system default limit, therefore, causing an out of compliance situation. The casino should audit system reports on a regular basis to ensure system configuration settings have not been changed or altered. A review of system configuration settings and reports is especially important after a system upgrade.

## On the Website

Please check out the Division's web site, <https://www.colorado.gov/enforcement/gaming>. There are some helpful features on the main page, like the Revenue Online link, GPI link, and the Upcoming Gaming Events Calendar. The Statistical Summaries can be found under Industry Statistics. There is also a quick link to the ICMP and ICO Information under Links and Casino Information.

### **USEFUL WEBSITES:**

The Drop & Count Schedule, Minimum Bankroll Worksheet, and Tax Template are located at:

<https://www.colorado.gov/enforcement/node/37861>

ICO checklist and attribute worksheets:

<https://www.colorado.gov/pacific/enforcement/node/38316>

License Applications:

<https://www.colorado.gov/pacific/enforcement/node/38571>

ICMPs:

<https://www.colorado.gov/pacific/enforcement/node/37861>