

IGT
Patron Management 8.0 SP4
Suggested Trial Procedures

Each day accounting and auditing personnel shall:

Meter Readings:

1. For two consecutive days each week during the trial period, manually read and record the meters listed below for a sample of 30 slot machines (the sample should be representative of your slot floor). You may take a system meter reading and print the Meter Reading On Demand Detail to use as a tool to verify the manual readings.
 - a. Coin In
 - b. Attendant Paid External Bonus (SAS 6 Machines)
 - c. Machine Paid External Bonus (SAS 6 Machines)
 - d. XtraCredit (Pre-SAS 6 Machines)

NOTE: The manual meter readings must be taken directly from the gaming device and performed at a time that will minimize any timing difference between the manual readings and the system end of day meters on the meter reports. Depending upon the drop cycle for the machines, it may be necessary to read the meters a third time during the week to coincide with the machines' drop period in order to complete some of the trial period procedures contained in this letter.

2. Calculate the delta for the manual meter readings for each of the above meters and trace to the On-Line Slot System Meter Verification Detail (for SAS 6 Machines) and the Meter Verification Detail (for pre-SAS 6 machines). Investigate all variances with results documented.

Variance Reports:

Investigate all variances with results documented. Prepare a summary of variances by type for each report.

1. Trace the attendant paid external bonus meter by machine and in grand total on the On-Line Slot System Meter Verification Detail report and Meter Verification Detail report to the following reports:
 - a. Attendant Paid External Bonus Variance Detail
 - b. External Bonuses Paid Actual vs. Metered Detail
 - c. Attendant Paid Variance Detail

2. Trace the machine paid external bonus meter by machine and in grand total from the On-Line Slot System Meter Verification Detail and Meter Verification Detail reports to the External Bonuses Paid Actual vs. Metered Detail report.
3. Trace the attendant paid slips by machine and in grand total to the actual attendant paid on the following reports:
 - a. Attendant Paid External Bonus Variance Detail
 - b. External Bonuses Paid Actual vs. Metered Detail

Xtra Credit:

1. Trace the XtraCredit "Used" in total from the XtraCredit Liability by Site Detail report to the "Non Restricted Bonus" and "NonRestricted Bonus to EGM" column grand totals on the following reports:
 - a. Gaming Report
 - b. Gaming Metered Report

Investigate any variances noted with results documented.

2. Reconcile the "XtraCredit Balance" on the Player Liability Detail report (prior day balance + "Awarded" + "Adjusted" – "Used" – "Expired" from the XtraCredit Liability by Site Detail report).

NOTE: The Player Liability Detail report must be run at the end of day to minimize the possibility of timing differences.

3. Review the XtraCredit Adjustment Detail report for propriety of adjustments made to player's accounts. Investigate exceptions with the results documented.
4. On a sample basis review the expired XtraCredit on the XtraCredit Liability by Site Detail report to verify that the expired XtraCredit is within the parameters set for the applicable promotion.

General:

1. On a sample basis, such that each report indicated in this letter is verified at least once, foot and cross foot the system generated reports to verify the clerical accuracy of the reports.

NOTE: It is acceptable to utilize tools such as Microsoft Excel to perform this step. In instances where reports exceed 10 pages in length, it is acceptable to perform the footing and cross footing on a meaningful sample from the detailed reports (i.e. for a specific

denomination, or for the sample of 30 machines selected for the "Meters" section of these procedures). The grand totals for the sample on the detailed reports must then be traced to the totals on the summary report.

2. The IGT system components (i.e., translator, concentrator, configuration workstation, and bonus server) must be installed in a secured location with access permitted to authorized personnel only (i.e., IT personnel, controller, casino manager, slot manager) in accordance with Information Technology MICS #1.
3. Maintain a log of system problems occurring during the trial period (i.e., any problems relating to the functioning of the system, incorrect calculations, large variances, etc.). This log is to include, at a minimum, the date, description of the problem and the initials of the person recording the information. Please maintain the log as one continuous document or file (i.e. do not file with each day's work).
4. Maintain a log of customer complaints, if any, regarding the On-Line Slot Metering System components, including the date, time, and description of the complaint and the names of the individuals involved. Please maintain the log as one continuous document or file (i.e. do not file with each day's work).
5. Maintain all vouchers, computer-generated reports, and computer storage media in accordance with Regulation 6.040(1). Also maintain documentation evidencing the performance of all trial procedures (logs, checklists, calculator tapes, etc.).
6. Perform any other procedures necessary to ensure that employees are complying with documented internal control procedures and NGC regulations.