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TO: ALL LICENSED MANUFACTURERS AND INTERESTED PERSONS

SUBJECT: GAMING DEVICE/CASHLESS WAGERING SYSTEM PRINTER POLICY

The Gaming Control Board Electronic Services Division (ESD) has adopted a new policy that sets standards for printers used in conjunction with a cashless wagering system. This policy will be enforced beginning February 1, 2003.

Initially, the ESD had hoped to minimize the occurrence of incomplete vouchers. However, due to the current printer capabilities, the ESD has generated this policy based upon the redeemability of the voucher and not the completeness. If a printed voucher is redeemable on the system by barcode reader or manual entry it is deemed a valid voucher and should never be reprinted or replaced.

DEFINITIONS:

“Complete Voucher”: A complete voucher contains all of the required information and is of a quality that can be redeemed through the use of a barcode reader.

“Incomplete Voucher”: An incomplete voucher contains, at a minimum, the voucher validation number printed across the printed leading edge, but is not of a quality that can be redeemed through the use of a barcode reader.

“Duplicate Voucher”: A duplicate voucher is any reprinted complete or incomplete voucher.

“Replacement Voucher”: A replacement voucher is any voucher that is printed following a failed attempt to print a complete or incomplete voucher. It contains the same sequence and validation numbers as the original print attempt.

“Print Failure”: A print failure is a condition following the failed attempt to print a complete or incomplete voucher.

“Presentation Error”: A presentation error is a condition where a complete or incomplete voucher has been printed, however, the voucher is not presented to the patron for removal or the voucher has not been removed by the patron.

STANDARDS:

- 1) If a printed voucher is redeemable by barcode reader or manual entry (complete or incomplete voucher) it is deemed a valid voucher and should not be reprinted or replaced (duplicate voucher.)
- 2) Voucher Content. A complete voucher is required to contain the following information:
 - a. Licensee name, city and state;
 - b. Gaming device number;
 - c. Date and time of issuance;
 - d. Alpha and numeric dollar amount;
 - e. Sequence number;
 - f. Validation number;
 - g. Validation number vertically printed on the leading edge of the voucher.
 - h. Unique identifier (e.g., bar code);
 - i. Transaction type; and
 - j. Expiration period or date when ticket will expire.
- 3) Printers. The printer mechanism on gaming devices must be designed to detect paper jams, paper out, print failure, and paper low conditions.
- 4) Security. Printers must be mounted inside a lockable area of the gaming device.
- 5) Error Conditions. If a print is attempted and a complete or an incomplete voucher has **not** been printed or if a replacement voucher cannot be printed, the device must complete the cashout by another means (handpay, hopper, etc.) The device may offer the patron the ability to re-enter the game-play state instead of cashing out.
 - a. The device must detect and display the following error conditions, which may either be cleared by an attendant or

cleared automatically once the condition no longer exists.
Game play may continue.

- 1) Printer Low on Paper. A low paper condition must be detected following the completion of a voucher print.
 - 2) Presentation Error.
 - 3) Printer Out of Paper. A paper out condition must be detected prior to print, following a print or upon any significant event (power reset, door just closed, etc.)
- b. The device must detect and display the following error conditions, which may only be cleared by an attendant.
- 1) Paper Jam. A paper jam condition must be monitored at all times during the print process. This condition can be tested by blocking the presentation bezel, stopping paper feed during print and not allowing paper to feed into print head.
 - 2) Print Failure. A print failure condition must be monitored at all times during the print process. A Replacement voucher may be printed once failure condition has been cleared.

Please contact the Lab Manager Travis Foley in the Electronic Services Division at (702) 486-2043 with any questions regarding this matter.

Sincerely,

Scott Scherer
Board Member

SS/MM:je

c: Dennis Neilander, Chairman
Bobby Siller, Board Member
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