



EMS Sector Website User Manual

Revision

ISSUE 4

DATE: 09 March 2022

Copyright Notice

© INTRALOT S.A. 2022. All rights reserved.

This work is registered and reserved by INTRALOT S.A. No part of it shall be reproduced, distributed, transmitted, displayed, published or broadcast without the prior written consent of INTRALOT S. A.

Revision History

Date: 16/07/2021
Issue No: 1
Change Summary: First Release

Date: 15/09/2021
Issue No: 2
Change Summary: Clarifications, content update

Date: 12/11/2021
Issue No: 3
Change Summary: 2 x new Society Reports added, minor corrections

Date: 09/03/2022
Issue No: 4
Change Summary: New Section "5. Report Generation" inserted

Table of Contents

EMS Background.....	6
Overview	6
EMS Sector Website - Launch	6
EMS Venues Website - Decommissioned	6
1. EMS Sector Website	7
1.1 Change Summary	7
1.2 Technical Requirements	7
1.3 Accessing the EMS Sector Website	8
1.4 Logging into the EMS Sector Website	8
2. Sector Website Pages	9
2.1 Overview	9
2.2 Reports Pages.....	11
2.2.1 Archived Reports.....	14
2.3 Messages Page	15
2.4 Contact Page	16
2.5 Help Page.....	17
2.6 FAQ Page	18
3. Society Specific Website Pages.....	19
3.1 Overview	19
3.2 Reports Pages.....	20
3.3 Navigation Profile Options	21
3.3.1 Changing the Selected Venue/Society	21
4. Adjustments Pages	23
4.1 Meter Exceptions/Machine Meter Adjustments	24
4.1.1 Create Machine Meter Adjustments.....	25
4.2 GMP Adjustments	31
4.2.1 Create a GMP Adjustment	31
4.2.2 Important points relating to GMP Adjustments	33
4.2.3 Modify a GMP Adjustment.....	34
5. Report Generation.....	35
5.1 Date Selection Fields	35
5.1.1 Daily Reports	35
5.1.2 Weekly Reports	35
5.1.3 Monthly Reports	35
5.2 Venue Selection Field	35
5.3 Saving Generated Reports.....	36
6. Venue Reports	37
Overview	37
6.1 Daily Reports	38
6.1.1 Venue Report - Daily EGM Meters Totals	38
6.1.2 Venue Report - Daily Meter Adjustments Posted	40
6.2 Weekly Reports	42
6.2.1 Venue Report - Weekly Activity Summary	42
6.3 Monthly Reports	44
6.3.1 Venue Report - Monthly Events Summary.....	44
7. Society Specific Reports.....	46
Overview	46
7.1 Daily Reports	47
7.1.1 Society Report - Daily Meter Adjustments Posted.....	47
7.2 Weekly Reports	49

7.2.1 Society Report - Weekly Venue Activity Summary	49
7.2.2 Society Report - Weekly Venue Activity by TA Summary	51
7.3 Monthly Reports	53
7.3.1 Society Report - Monthly Venue Activity Summary.....	53
7.3.2 Society Report - Monthly Venue Activity by TA Summary.....	55
8. Support for EMS Website Related Issues	56
8.1. Daily Report Availability	56
8.2 Unable to access EMS Sector website.....	56
8.3 Intralot Service Desk contact information:	56

EMS Background

Overview

Intralot NZ is responsible for the Electronic Monitoring System (EMS) for all Class 4 Electronic Gaming Machines (EGMs) in New Zealand on behalf of the Department of Internal Affairs (DIA).

The Site Controller (SC) is the EMS device situated at each Venue and connected to the Venue's EGMs. The SC collects data from the connected gambling equipment and sends it to the EMS Central System (EMS Host) at predefined polling sessions.

The gaming data from Venues is processed by the EMS Host System, which then produces reports on gambling activity for all Class 4 Societies and Venues across the country.

Statistical data relevant to the gambling industry is extracted from the EMS system by DIA and is published via the Department's website.

This user manual is a guide for the EMS Sector Website (<https://sector.nzems.net.nz>) and is intended to help EMS end users (particularly Venue and Society users) familiarise themselves with the EMS Sector website.

EMS Sector Website - Launch

The EMS Sector website (<https://sector.nzems.net.nz>):

- Launched for all users on the 1st of October 2021
- Replaces the older EMS Venues website

Refer to section "1.1 EMS Sector website changes" for details on the enhancements

EMS Venues Website - Decommissioned

The EMS Venues website (<https://venues.nzems.net.nz>):

- Was the original EMS website launched with EMS in New Zealand
- Was fully decommissioned on 10/Feb/2022

1. EMS Sector Website

1.1 Change Summary

The new EMS Sector website includes numerous changes summarised as follows:

- Provides users with an updated “look and feel”
- Leverages newer design principles and modern security features
- Provides a new reporting technology platform which:
 - Enables Society/Venue "on demand" report generation (i.e. reports are no longer pre-generated pdf documents)
 - Allows access to all historical reports (i.e. there are no historical report access limitations)
 - Allows exporting of all report information in a variety of formats (e.g. PDF, XML, Excel etc.)
- Provides improved News and Messaging functionality

1.2 Technical Requirements

- Supported modern web browsers including:
 - Chrome
 - Microsoft Edge
 - Mozilla Firefox
 - Internet Explorer (only v10 or later and Compatibility Mode **off**)
- Cookies must be enabled
- Pop-ups must be allowed

Please note: Intralot recommends using newer versions of Microsoft Edge, Google Chrome, or Mozilla Firefox browsers. Other browsers may also work but have not been fully tested.

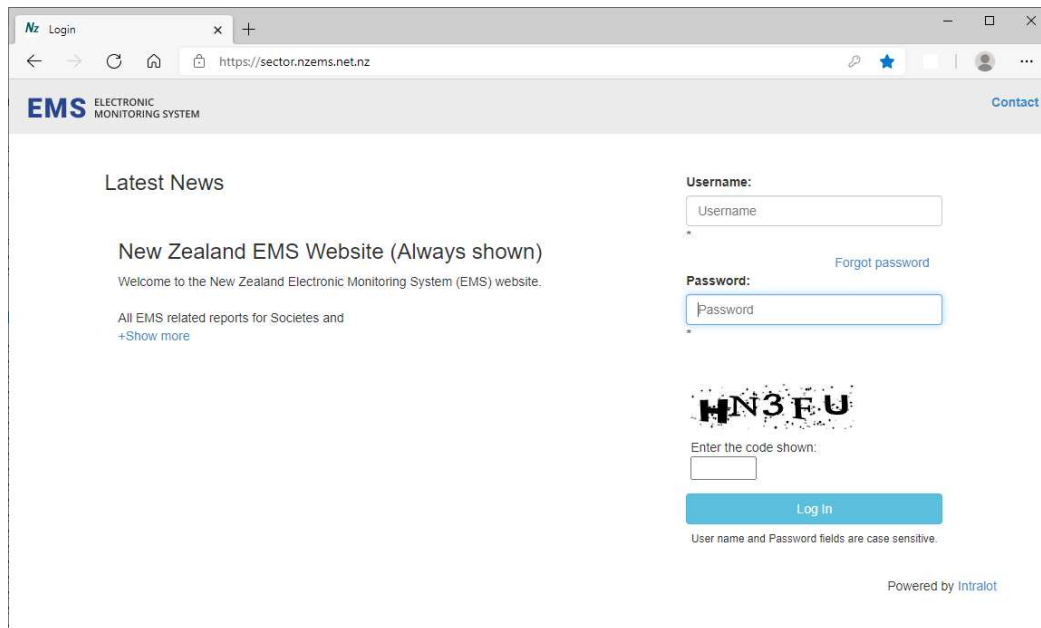
1.3 Accessing the EMS Sector Website

The EMS Sector website can be accessed by going to the following URL directly:

- <https://sector.nzems.net.nz>

1.4 Logging into the EMS Sector Website

After navigating to <https://sector.nzems.net.nz> in a web browser, users will see the following login page:



The screenshot shows a web browser window with the URL <https://sector.nzems.net.nz>. The page header includes the "EMS ELECTRONIC MONITORING SYSTEM" logo and a "Contact" link. The main content area is divided into two sections. On the left, under "Latest News", there is a headline "New Zealand EMS Website (Always shown)" followed by a welcome message and a link to "Show more". On the right, the login form is displayed. It includes a "Username:" label with a text input field, a "Forgot password" link, a "Password:" label with a password input field, and a captcha image showing the characters "HN3FU". Below the captcha is a label "Enter the code shown:" and a corresponding input field. A blue "Log In" button is positioned below the captcha. At the bottom of the login form, a note states "User name and Password fields are case sensitive." and the footer mentions "Powered by intralot".

Figure 1: EMS Sector website - login page

EMS Public News items are displayed.

To login to the EMS Sector website, users must enter:

- Username (case sensitive - as provided by the Intralot Service Desk)
- Password (case sensitive - as provided by the Intralot Service Desk)
- Captcha code

To complete the login, click the "Log In" button.

Please note:

- Usernames and passwords are case sensitive. Repeated attempts to log in using incorrect values will result in the user being "locked out". If this happens, contact the **Intralot Service Desk**
- If you have forgotten your password, a request to have the password reset can be made by clicking on the link "Forgot password".

Contact details for the Intralot Service Desk can be found by clicking the "Contact" link in the top right corner.

2. Sector Website Pages

2.1 Overview

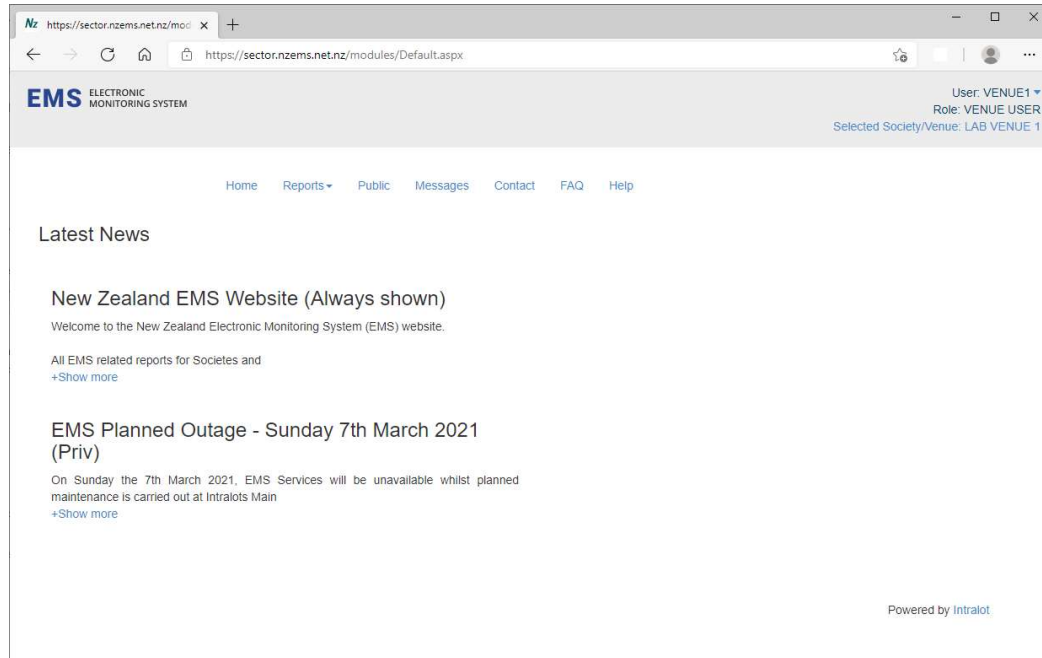


Figure 2: EMS Sector website – Home page

After successfully logging in, the Home page of the EMS Sector website is displayed (refer Figure 2 above).

The navigation bar at the top of the page contains links to other areas/website pages. This navigation bar appears on all website pages.

The Home page also shows:

- Profile Information (top right) which includes:
 - Username
 - User Role
 - Selected Society/Venue
 - Note: Clicking on this information allows the user to select “Change Password”, “Logout” or “Change profile” for Society users only
- EMS News items (Private/Public news items)

The pages available to Venue users are (Navigation bar):

Home	Home page with Private/Public news items
Reports	The report pages from which the user can access reports for viewing or downloading
Public	Link to the DIA EMS website
Messages	Access EMS messages for the current
Contact	Contains relevant contact information
FAQ	Contains FAQ (Frequently Asked Question) information
Help	Help page

2.2 Reports Pages

This section provides an overview of the Report pages. The reports themselves are discussed in more detail in Section 6 for Venues and Section 7 for Societies.

These pages contain reports produced by EMS based on data collected at Venue level and processed by the EMS Host.

Once the user has successfully logged in to the Venues website, and clicked the “Reports” menu” option under the “Reports” tab on the navigation bar, the following screen appears:

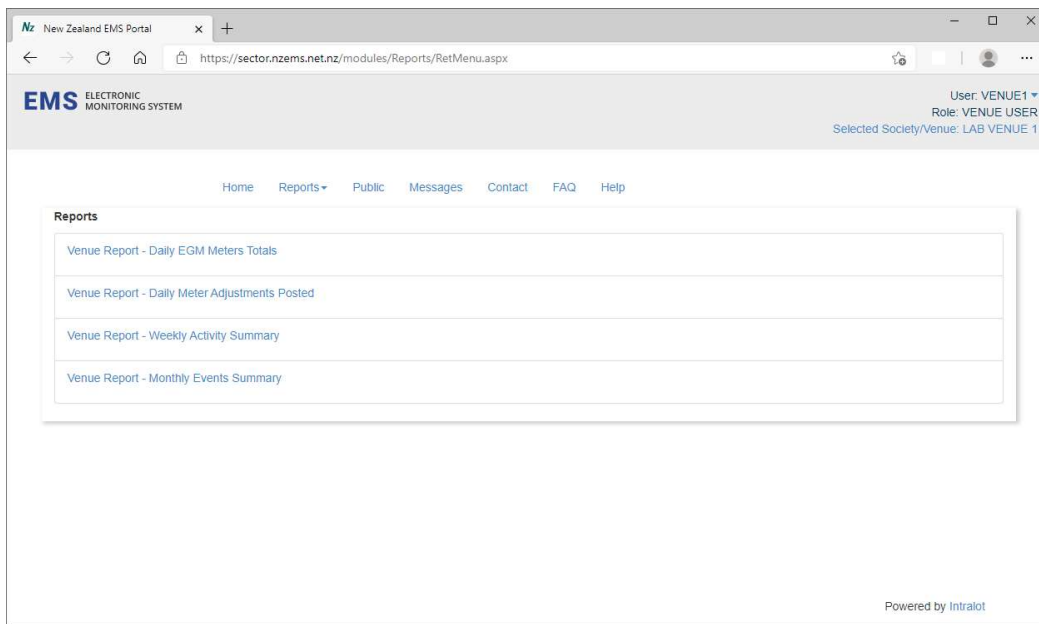


Figure 3: EMS Sector website – Venue Reports

After selecting a report to run, a screen will be displayed requesting report criteria similar to Figure 4 below:

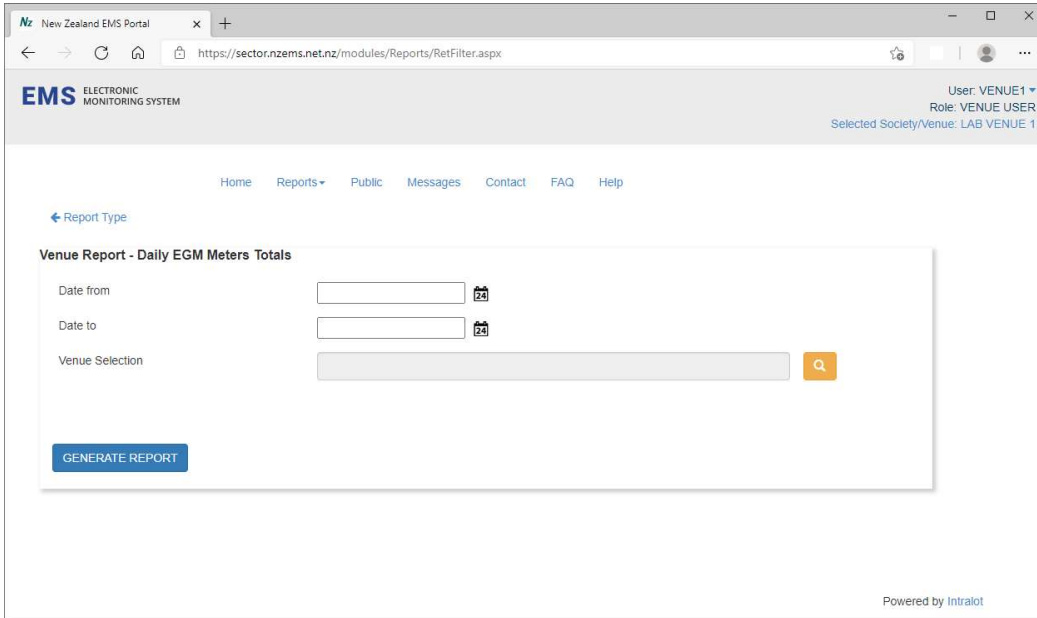
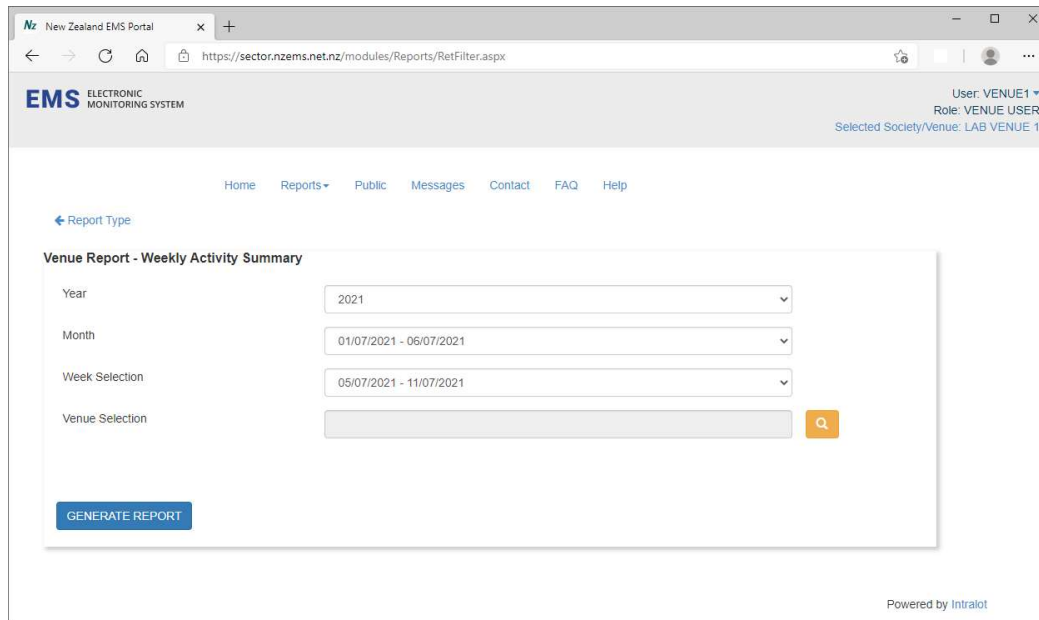


Figure 4: EMS Sector website – Daily Report criteria example

In the case of Daily Reports, the user is required to select a start and end date for the report. The user can generate a report detailing up to 7 consecutive days at once.

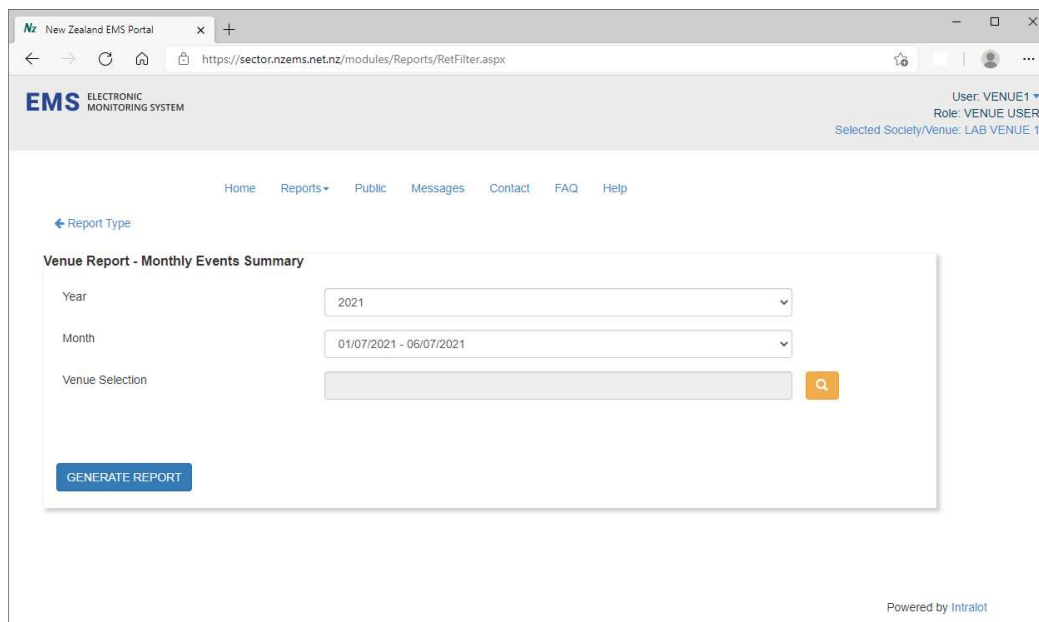
A Society level user must also select a Venue to run the report for via the “Venue Selection” field. They may select multiple Venues if they wish to create a single report detailing multiple Venues. Alternatively they can set the Venue they wish to generate reports for via the Navigation Profile options (Refer to section 3.1 Figure 11).

Weekly and Monthly reports use a series of dropdown boxes to determine the Week or Month where the desired report is to be generated (Refer to Figure 5 and Figure 6 below for an example).



The screenshot shows a web browser window with the URL <https://sector.nzems.net.nz/modules/Reports/RetFilter.aspx>. The page header includes the EMS ELECTRONIC MONITORING SYSTEM logo and user information: User: VENUE1, Role: VENUE USER, and Selected Society/Venue: LAB VENUE 1. A navigation menu contains links for Home, Reports, Public, Messages, Contact, FAQ, and Help. Below the menu, a 'Report Type' link is visible. The main form is titled 'Venue Report - Weekly Activity Summary' and contains the following fields: Year (set to 2021), Month (set to 01/07/2021 - 06/07/2021), Week Selection (set to 05/07/2021 - 11/07/2021), and Venue Selection (an empty text box with a search icon). A 'GENERATE REPORT' button is located at the bottom of the form. The footer indicates 'Powered by Intralot'.

Figure 5: EMS Sector website – Weekly Report criteria example



The screenshot shows the same web browser window as Figure 5, but the form is titled 'Venue Report - Monthly Events Summary'. The fields are: Year (set to 2021), Month (set to 01/07/2021 - 06/07/2021), and Venue Selection (an empty text box with a search icon). The 'GENERATE REPORT' button is at the bottom. The footer indicates 'Powered by Intralot'.

Figure 6: EMS Sector website – Monthly Report criteria example

To view, print or download a report file, perform the following steps:

1. Select the desired report from the Reports menu
2. Select the date(s) which you would like to generate the report(s) for and select a Venue (or Venues) in the Venue Selection field if required
3. Click “Generate Report”. A pop up window will be displayed showing the requested report

4. To print the report, you must first save the report to your device.
 - a. Click the “export” button near the top left of the window
 - b. Select a file format from the drop down menu. PDF. Format is recommended
 - c. Click “Export”
 - d. Your browser will now download the file in the selected format to your default download file location

2.2.1 Archived Reports

All reports since the beginning of EMS are now available to users. As the Sector website now generates reports dynamically, report archiving is now defunct.

The older Venues website only retained reports for a limited period; older reports were archived.

Archived Reports were available via request. This service is still available from Intralot, however there is a charge for this service. Alternatively, users can run these reports using the correct Report Criteria and access the historical report data.

Requests for Archived Reports can be made by Societies/Venues using the Archived Report Request Form, which can be found in the Help section of the website.

2.3 Messages Page

Messages may be sent by the Intralot Service Desk from time to time to specific users or user groups (i.e. Venues, Societies).

After the successful login, notification of any new or unread messages will be displayed on the Messages Page link (refer to Figure 7 below for an example).

Please note: If there are any problems with the production of reports, a message will be sent advising the Venue or Society. Please check this section for messages if you cannot access a report.

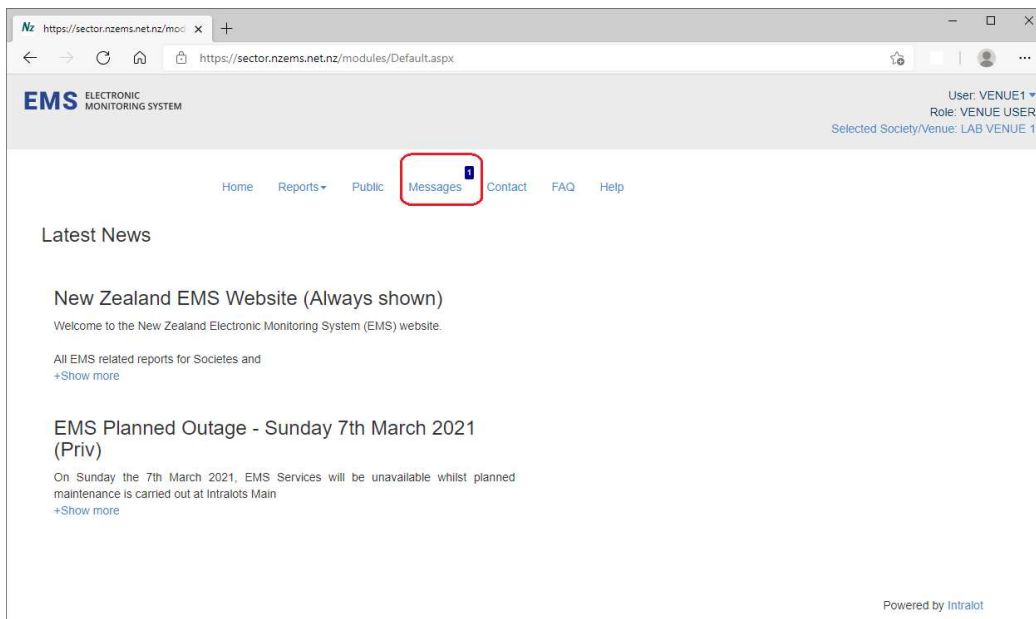


Figure 7: EMS Sector website – Messages notification

2.4 Contact Page

This provides the user with information regarding who to contact regarding various issues they may experience.

Contact information is provided for the categories: Gaming Machine faults or Jackpot faults, Licencing or Compliance enquiries, EMS enquiries.

Clicking on a category will inform the user of who to contact for the issue as well as provide relevant details such as phone numbers and email addresses

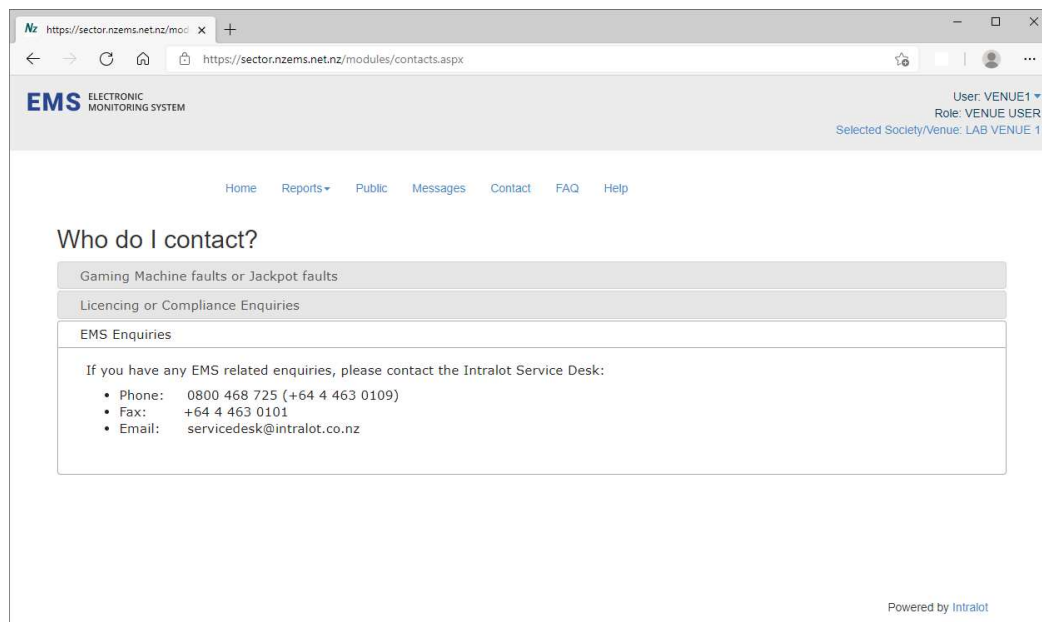


Figure 8: EMS Sector website – Contact page

2.5 Help Page

This page is available to all users and contains a number of useful documents including user guides, user manuals, a facility to download the EMA (Electronic Meter Access) application and request forms.

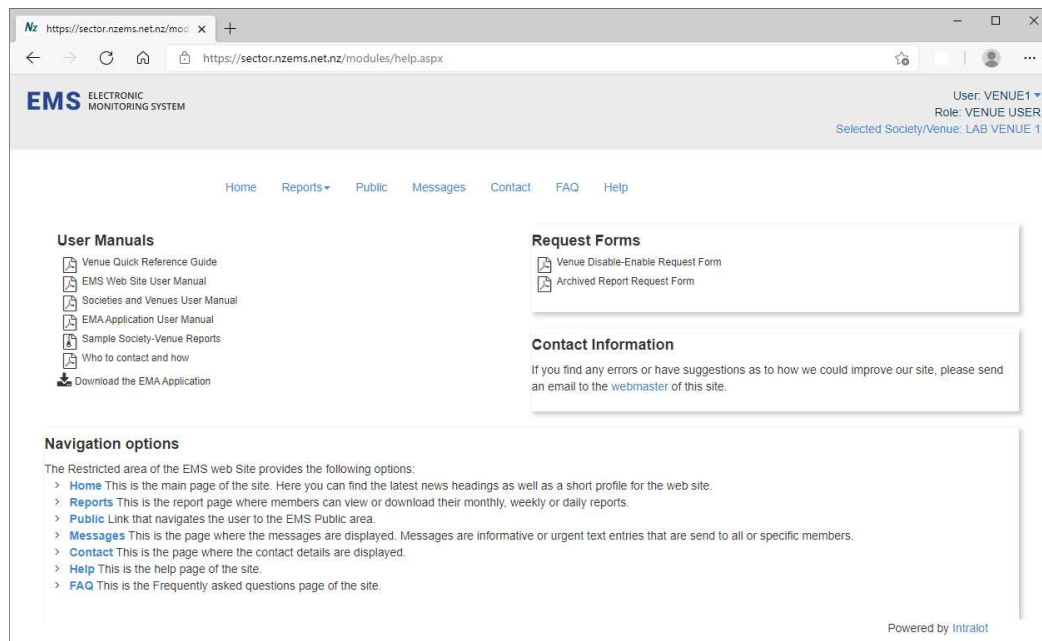


Figure 9: EMS Sector website – Help page

2.6 FAQ Page

This page is available to all users and contains various frequently asked questions regarding the EMS website and its functionality.

Clicking on a topic will display information to the user regarding the selected topic.

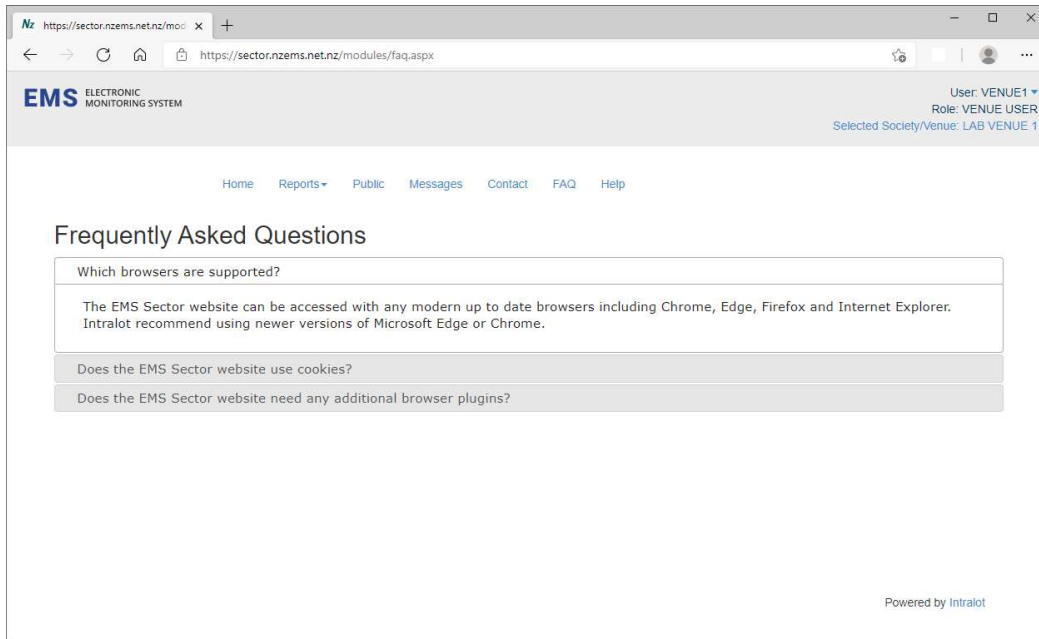


Figure 10: EMS Sector website – FAQ page

3. Society Specific Website Pages

3.1 Overview

There are a few small differences between the Society and Venue pages available.

On the navigation bar there is an additional navigation item for Societies:

Adjustments	This link allows Societies to create GMP Adjustments and also view Meter Exceptions/Create Meter Adjustments
Reports	This link includes Society specific reports (in addition to Venue reports as described previously)

When clicking on the user profile in the top right corner, Society users can change the selected Venue that is currently associated with/licensed to that Society. This allows the Society user to create GMP Adjustments/Machine Meter Adjustments for a specific Venue.

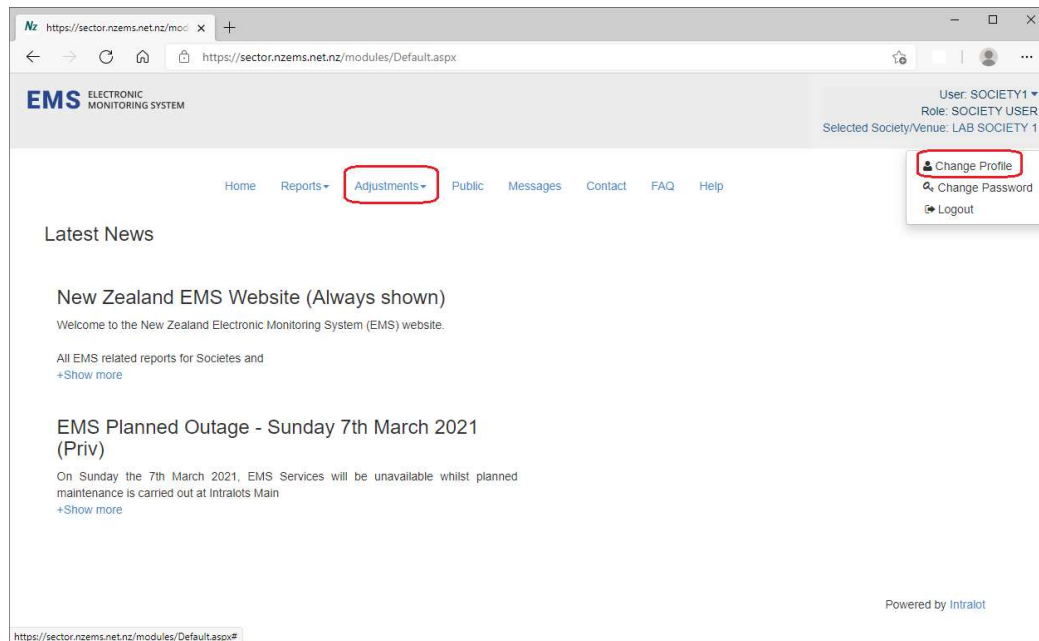


Figure 11: EMS Sector website – Society Main page

3.2 Reports Pages

Figure 12 (below) is an example of the selection of Society level reports:

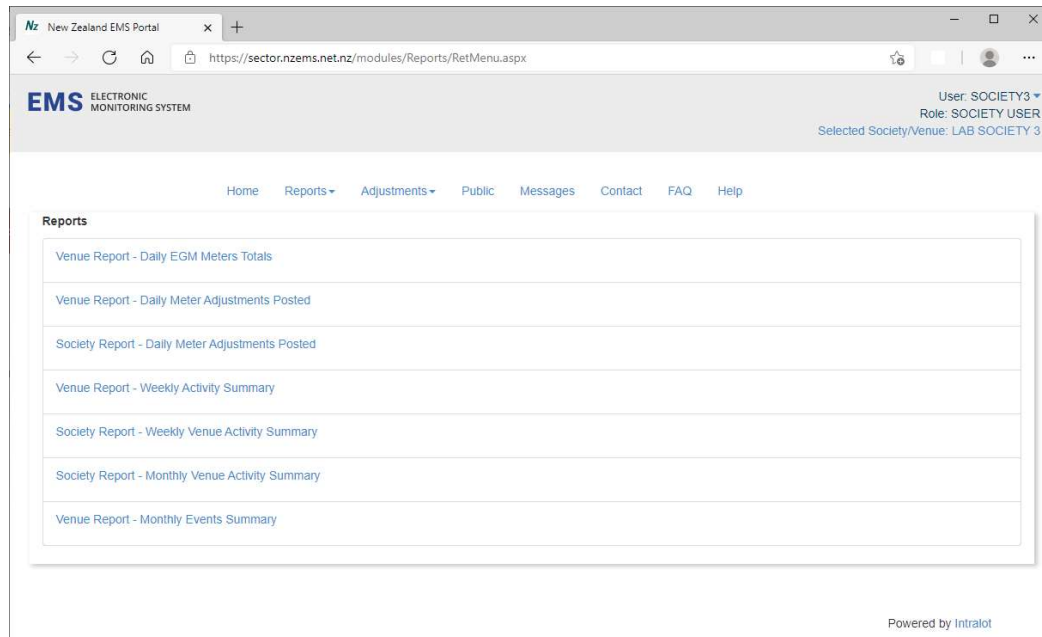


Figure 12: EMS Sector website – Society Reports Menu

The report pages for a Society have the same basic layout and functionality as those for a Venue (refer to section 2.2), but the reports themselves have a different layout and content. For a detailed description of Venue reports, please refer to Section 5. For a detailed description of Society reports, please refer to Section 6.

For Societies, Daily Gaming Machine Meter Totals Snapshot reports are available in XML format. This is to allow data import to third party applications and includes meter data for all Venues associated with that Society.

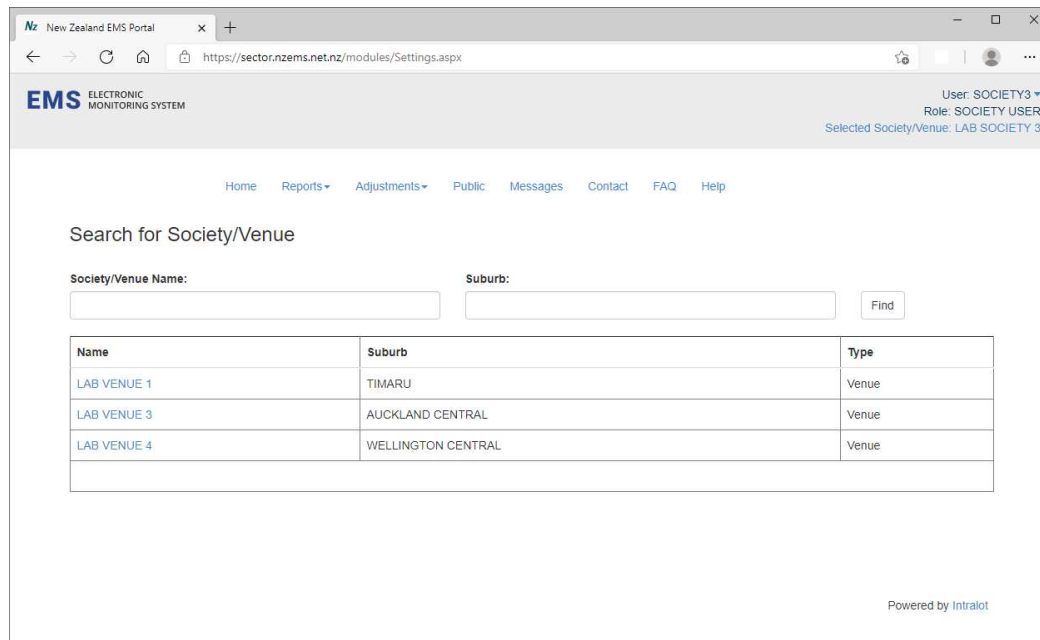
Individual Venue reports, can be generated via the Venue selection field on the selected report category or by changing the selected Venue via the “Change Profile” option outlined below

3.3 Navigation Profile Options

3.3.1 Changing the Selected Venue/Society

To create GMP Adjustments /Machine Meter Adjustments or to generate reports for a specific Venue without the need to select the Venue, a Society user needs to click on the “Change Profile” link in the navigation profile located in the top right corner of the web page. (Refer to section 3.1, Figure 11)

A “Search for Society/Venue” will then appear, listing all Venues that have/previously had a relationship with the society account:



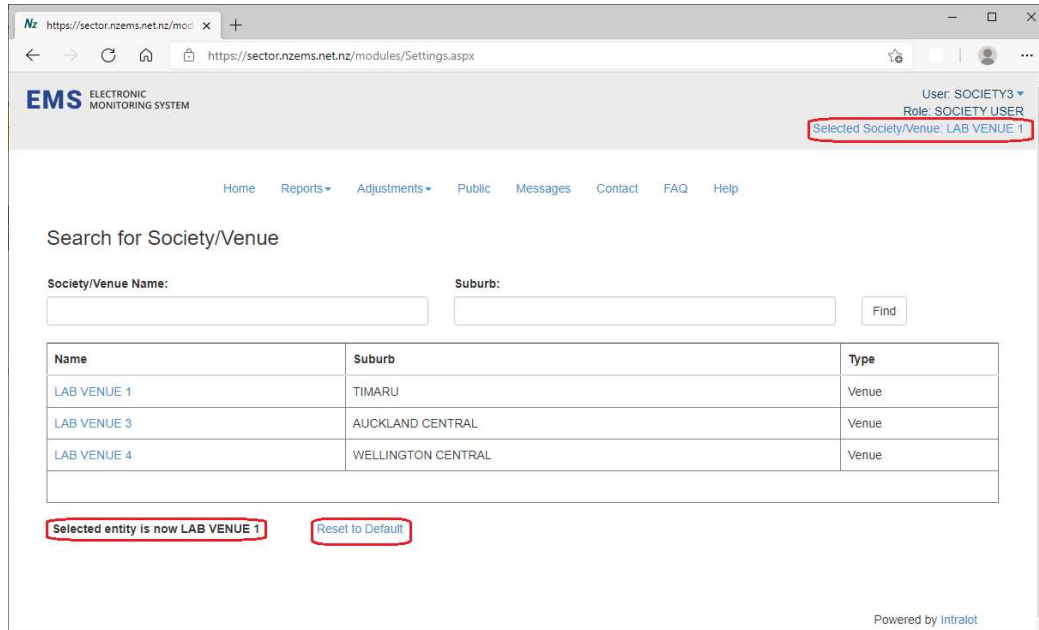
The screenshot shows the EMS Sector website interface. At the top, there is a navigation bar with the EMS logo and the text 'ELECTRONIC MONITORING SYSTEM'. The user's profile is displayed as 'User: SOCIETY3', 'Role: SOCIETY USER', and 'Selected Society/Venue: LAB SOCIETY 3'. Below the navigation bar, there is a search section titled 'Search for Society/Venue'. It contains two input fields: 'Society/Venue Name:' and 'Suburb:', followed by a 'Find' button. Below the search form, there is a table with three columns: 'Name', 'Suburb', and 'Type'. The table lists three venues: 'LAB VENUE 1' (Timaru), 'LAB VENUE 3' (Auckland Central), and 'LAB VENUE 4' (Wellington Central). The footer of the page indicates 'Powered by Intralot'.

Name	Suburb	Type
LAB VENUE 1	TIMARU	Venue
LAB VENUE 3	AUCKLAND CENTRAL	Venue
LAB VENUE 4	WELLINGTON CENTRAL	Venue

Figure 13: EMS Sector website – Change selected Venue

Larger Societies with many Venues can filter results either by Name or Geographic location by filling in either the “Society/Venue Name” and/or “Suburb” field with a full or partial value and clicking the “Find” button. Any Venues matching the search criteria will then be listed.

Select the required Venue by clicking on the Venue Name. This will change the “Selected Society/Venue” in the Navigation Profile and indicate that the selected entity has changed (refer Figure 14 below).



The screenshot shows the EMS Sector website's Settings page. The user is logged in as SOCIETY3 with the role SOCIETY USER. The selected Society/Venue is LAB VENUE 1. The page includes a search form for Society/Venue Name and Suburb, and a table of venues.

Name	Suburb	Type
LAB VENUE 1	TIMARU	Venue
LAB VENUE 3	AUCKLAND CENTRAL	Venue
LAB VENUE 4	WELLINGTON CENTRAL	Venue

Selected entity is now LAB VENUE 1

Reset to Default

Figure 14: EMS Sector website – Settings: Change selected Venue (Venue Selected)

To change to another Venue, click on “Change Profile” again, and follow the same process.

To revert back to the default Society, click the ‘Reset to Default’ button. The Selected Society/Venue will then be reset to the Society’s Name (refer Figure 14 above).

4. Adjustments Pages

The Adjustments tab provides access to screens that allow:

- Machine Meter Adjustments
 - View existing Meter Exceptions (Net Meters only)
 - Create Machine Meter Adjustments (Net Meters only)
- GMP Adjustments
 - Create GMP Adjustments

Reported GMP or daily Net Meter values may need correction for the following reasons:

- The daily data processing has marked specific EGM Net Meters as “Exceptions” (i.e. unusually high values were detected)
- Manual GMP adjustments are necessary when events that cannot be detected by EMS have affected its calculation. (e.g. unpaid JPC prizes, missing JPC Wins etc)

Only Society users are able to create Adjustments (GMP or Machine Meter based) on behalf of Venues associated with that Society.

4.1 Meter Exceptions/Machine Meter Adjustments

The Gross Meter values shown on EMS reports are the actual EGM Meter readings collected by the SC and sent to the EMS host. They represent the cumulative meter values since the last EGM RAM Clear. They are a record of the various meters (i.e. Stroke, Turnover, Total Wins etc.) as at the time of the last snapshot. Gross Meter values cannot be adjusted.

Net Meter values on the other hand, are those calculated by the EMS Host for each business day. They show the difference between the closing Gross Meter values of the current business day and the closing Gross Meter values of the previous business day. This represents the Net Meter movement between daily meter snapshots.

During this Net Meter calculation, Meter Exceptions can be detected.

Meter Exception records are automatically generated by the EMS Host system whenever Meter values are found to be non-compliant with specific validation rules.

Meter Exceptions are highlighted to users in the Venue Daily Gaming Machine Meter Totals Snapshot report (PDF report) in the 3rd column of the first table, headed 'Exception Present'. A "Yes" flag will appear in the row(s) corresponding to the affected EGM(s). The specific Meters affected can usually be readily identified by them showing abnormal Net Meter values.

Please note: Meter Exceptions are not highlighted in XML format based reports.

While Meter Exceptions are rare, it is important that they are acted upon promptly, particularly where the meters affected are relevant to GMP calculation (i.e. Turnover meter, Wins meter etc.). Ideally, Meter Exceptions should be investigated and resolved by the Society within the same business week in which they occur.

When a Meter Exception occurs, the first step is to establish what the correct Net Meter values should be. If you need any assistance, please contact the Intralot Service Desk.

If Meter Exceptions are confirmed as valid and no Meter Adjustment is required, the Meter Exception record can be cleared (deleted) by the Society.

Meter Adjustments can only be made to Net Meter values that have been identified by EMS and reported as "Meter Exceptions".

Meter Adjustment transactions are a two-step process:

- Enter corrected Net Meter Values (make Meter Adjustment)
- Authorisation of Meter Adjustment

4.1.1 Create Machine Meter Adjustments

To create Machine Meter Adjustments or to clear current Meter Exception records, the Society user needs to perform the following steps:

1. Click the “Adjustments” link in the navigation bar at the top of the web page (refer Figure 15 below)

The user will see two options:

- Machine Meter Adjustments
- GMP Adjustments

2. Select **Machine Meter adjustments**

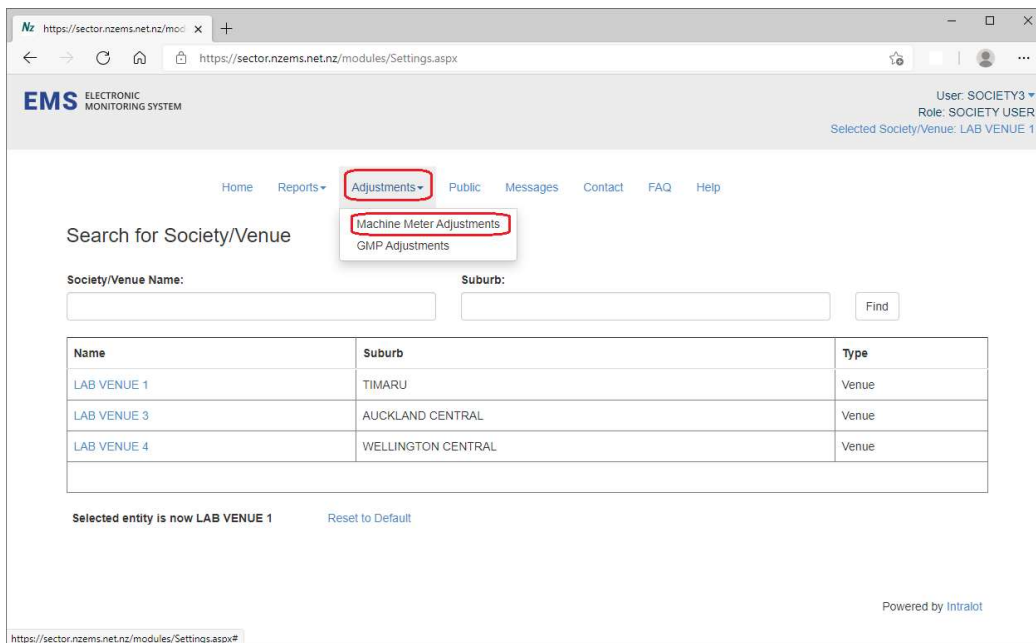


Figure 15: EMS Sector website – Adjustments: Machine Meter Adjustments

3. A page will open showing the current business day. A calendar on the right-hand side of the screen is also displayed. This will show any days with Meter Exceptions present for the currently displayed month (refer Figure 16 below). These are highlighted in a darker colour. To select a different month, click the left or right arrow either side of the month shown or select the month via the drop down box.

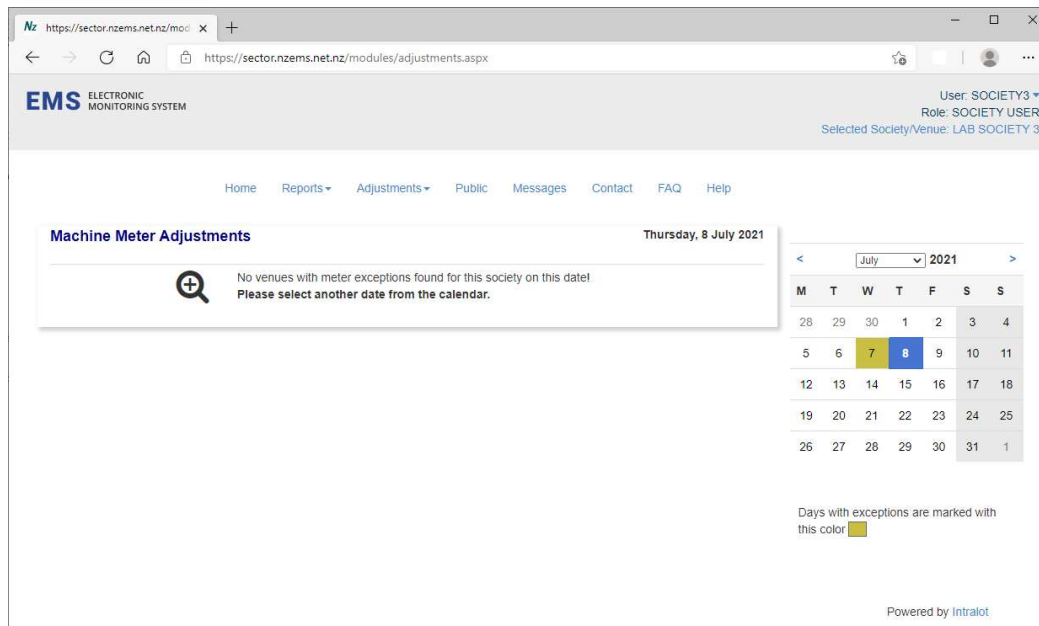


Figure 16: EMS Sector website – Adjustments: Machine Meter Adjustments

4. Select the required business day by clicking on the shaded date on the calendar (i.e. Date for which there is a Meter Exception present)

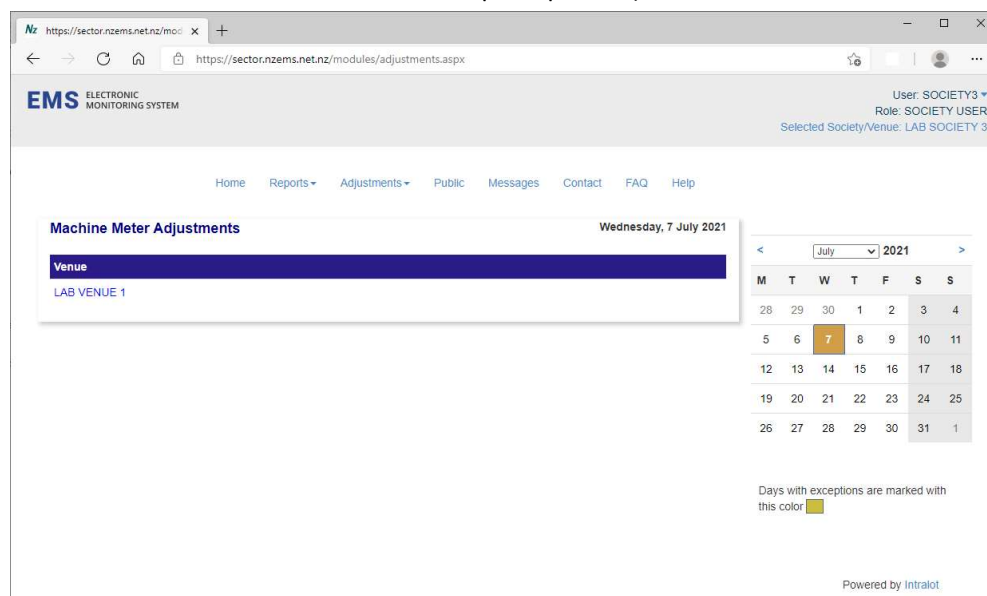
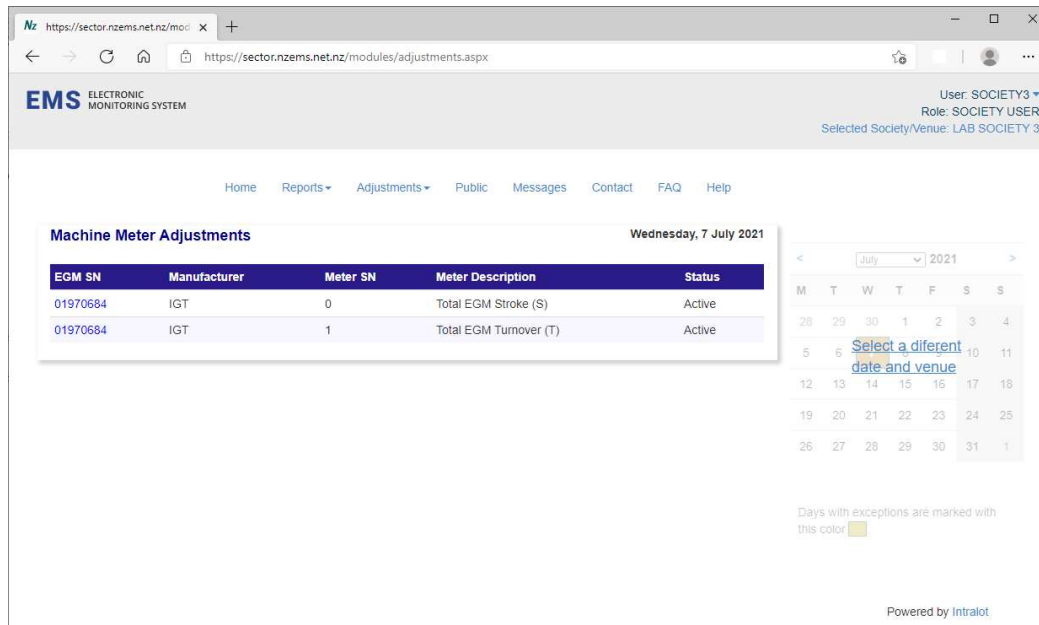


Figure 17: EMS Sector website – Adjustments: Meter Adjustments (Venues with Meter Exceptions)

5. A list of any Venues related to the Society with Meter Exceptions will be displayed (refer Figure 17 above)
6. Select the Venue with a Meter Exception by clicking on the Venue Name
7. A list of any of the selected Venue's gaming machines (EGMs) that have Meter Exceptions present will be displayed. Each EGM is displayed by Serial Number and lists each meter that has a Meter Exception (refer Figure 18 below)

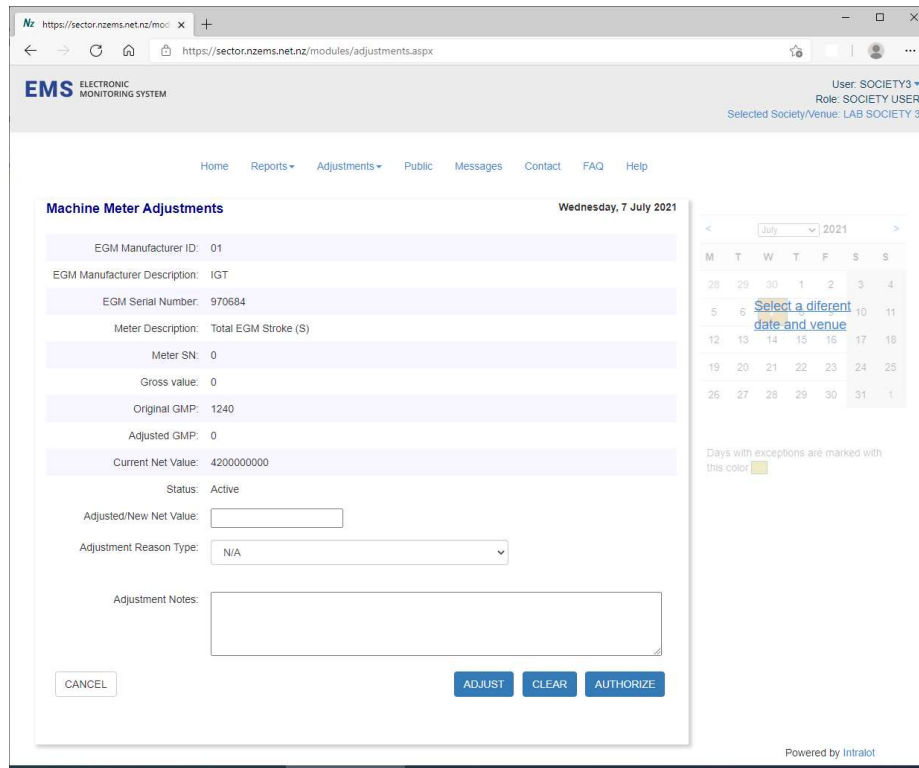


The screenshot shows the EMS Sector website interface. The header includes the EMS logo and navigation links. The main content area is titled 'Machine Meter Adjustments' and displays a table of EGMs with meter exceptions. The table has columns for EGM SN, Manufacturer, Meter SN, Meter Description, and Status. Two rows are visible, both for EGM SN 01970684, manufactured by IGT. The first row shows Meter SN 0 with description 'Total EGM Stroke (S)' and status 'Active'. The second row shows Meter SN 1 with description 'Total EGM Turnover (T)' and status 'Active'. To the right of the table is a calendar for July 2021, with a date picker set to July 7, 2021. A link 'Select a different date and venue' is visible. The footer indicates 'Powered by Intralot'.

EGM SN	Manufacturer	Meter SN	Meter Description	Status
01970684	IGT	0	Total EGM Stroke (S)	Active
01970684	IGT	1	Total EGM Turnover (T)	Active

Figure 18: EMS Sector website – Adjustments: Machine Meter Adjustments (EGMs with Meter Exceptions)

8. The Society user is now able to create a Meter Adjustment record or can clear an existing Meter Exception (in cases where no Meter Adjustment is actually required)
9. Select the EGM Meter Exception record by clicking on the EGM Serial Number in the left hand column. Data specific to the EGM Meter Exception record and Meter Adjustment fields will be displayed. (Refer Figure 19 below)



The screenshot displays the 'Machine Meter Adjustments' form on the EMS Sector website. The form is titled 'Machine Meter Adjustments' and is dated 'Wednesday, 7 July 2021'. It contains several input fields and a calendar widget.

Form Fields:

- EGM Manufacturer ID: 01
- EGM Manufacturer Description: IGT
- EGM Serial Number: 970684
- Meter Description: Total EGM Stroke (S)
- Meter SN: 0
- Gross value: 0
- Original GMP: 1240
- Adjusted GMP: 0
- Current Net Value: 4200000000
- Status: Active
- Adjusted/New Net Value:
- Adjustment Reason Type: N/A (dropdown menu)
- Adjustment Notes:

Calendar Widget:

The calendar widget shows the month of July 2021. It includes a header with the month and year, and a grid of days. A tooltip is visible over the 10th of July, stating 'Select a different date and venue'.

Buttons:

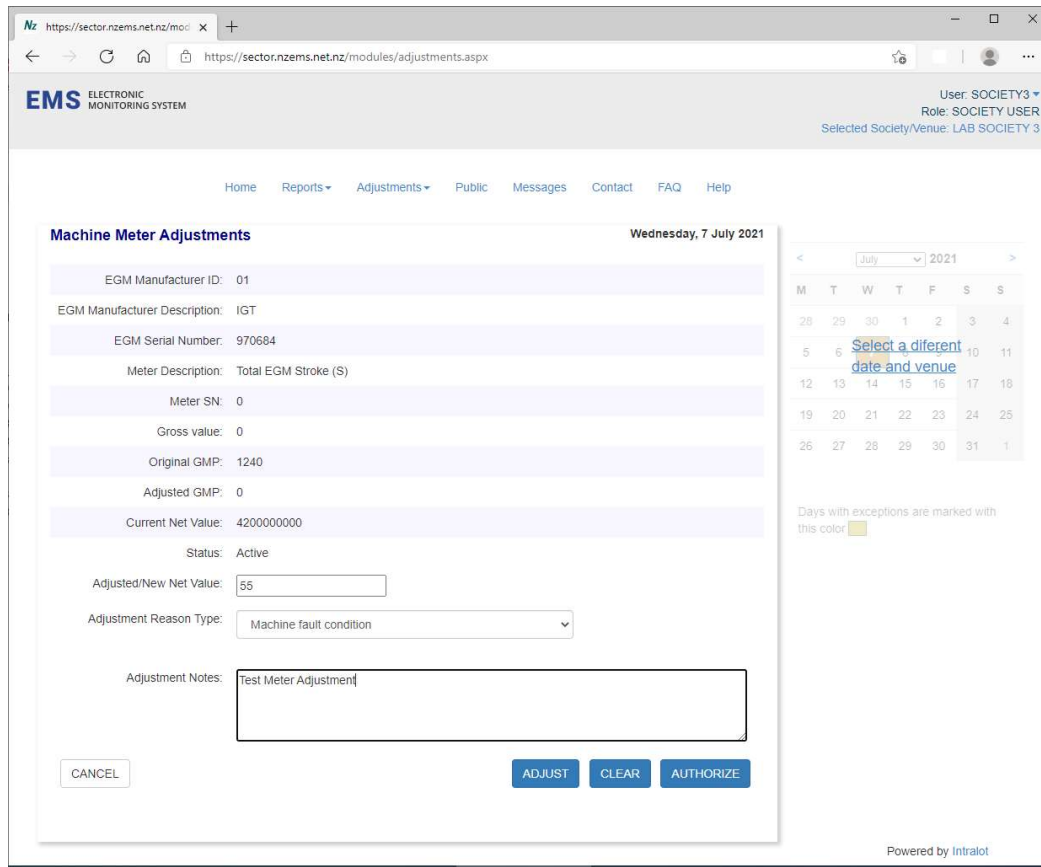
- CANCEL
- ADJUST
- CLEAR
- AUTHORIZE

Footer:

Powered by Intralot

Figure 19: EMS Sector website – Adjustments: Machine Meter Adjustments (Data Entry)

10. Enter the new correct value for the affected Net Meter into the “Adjusted Net Value” field (e.g. \$724.90 should be entered as 72490)
11. Select an appropriate reason for the meter adjustment from the “Reason Type” drop down list
12. Enter any extra information in the “Notes” field. These notes must be sufficient to act as an audit trail for the change and will be displayed on the “Venue Report – Daily Meter Adjustments Posted” report



The screenshot shows the 'Machine Meter Adjustments' screen on the EMS Sector website. The page is titled 'Machine Meter Adjustments' and includes a date indicator 'Wednesday, 7 July 2021'. The form contains the following fields and controls:

- EGM Manufacturer ID: 01
- EGM Manufacturer Description: IGT
- EGM Serial Number: 970684
- Meter Description: Total EGM Stroke (S)
- Meter SN: 0
- Gross value: 0
- Original GMP: 1240
- Adjusted GMP: 0
- Current Net Value: 4200000000
- Status: Active
- Adjusted/New Net Value: 55
- Adjustment Reason Type: Machine fault condition
- Adjustment Notes: Test Meter Adjustment

At the bottom of the form, there are three buttons: 'ADJUST', 'CLEAR', and 'AUTHORIZE'. A 'CANCEL' button is also present. On the right side, there is a calendar widget for July 2021, with a tooltip that says 'Select a different date and venue'.

Figure 20: EMS Sector website – Adjustments: Machine Meter Adjustments (Data Entry example)

13. There are four buttons located at the bottom of the Meter Adjustments screen:

Adjust: The net value adjustment transaction will be saved within the EMS host system but will not have yet been released for processing until authorised. If the transaction is not subsequently authorised, it will not be released for processing. In this case, the adjustment transaction may be further edited if needed (but only until the end of the current business day). As each adjustment is entered, the status column is updated from “Active” to “Temp Adjusted”.

Clear Exception: This will mark the Meter Exception record for deletion. This option should be used in cases where the Meter Exception is in fact a valid value and no Meter Adjustment transaction is required.

Authorise: This will authorise and release the meter adjustment transaction within the EMS host system. The user will not be able to go back and edit the meter adjustment transaction further. Once authorised, all changes submitted are permanent. Authorised Meter Adjustment transactions will be processed within the next daily EMS host processing cycle and reported on the “Venue Report – Daily Meter Adjustments Posted” report. **Please note:** Clicking on the “Authorise” button ONCE

will release ALL adjustments with a “Temp Adjusted” status. It is therefore important that whoever is authorising the adjustment(s) carefully checks the relevant data entries before performing this step.

Cancel: This will cancel the current data entry and returns the user to the previous page (refer Figure 18 above)

In addition to the production of a “Venue Report - Daily Meter Adjustments Posted” report, details of Meter Adjustments will also appear in a table at the bottom of the “Venue Report - Weekly Activity Summary” report and the “Society Report - Weekly Venue Activity Summary” report as well as the “Society Report - Monthly Venue Activity Summary” report.

Meter Exceptions can occur (and adjustments made) for any one or more of the following gaming machine meters:

QCOM	Unit
Stroke	Count (number)
Turnover	Cents
Wins	Cents
Cancel Credit	Cents
Cents In	Cents
Cents Out	Cents
Jackpot wins (Downloadable jackpots only)	Cents
Coins / Tokens In	Cents
Coins / Tokens Out	Cents
Coins/ Tokens to Cash box	Cents
Cashless Credit In	Cents
Note Acceptor Cents in	Cents
Notes in Count	Count (number)
RCR Turnover	Cents
RCR Wins	Cents
\$5 Notes in	Count (number)
\$10 Notes in	Count (number)
\$20 Notes in	Count (number)

Please note: when making a Machine Meter Adjustment to **Turnover, Wins or Jackpot Wins** meters, GMP will be automatically adjusted. There is no need to make a GMP Adjustment in addition to the Machine Meter Adjustment.

4.2 GMP Adjustments

Manual GMP adjustments are necessary for some events that are not detected by EMS and yet impact upon the accuracy of the calculation of GMP.

Examples of this include:

1. Unpaid JPC Wins of any description including jackpot 'walk-aways', prize payments refused to under-age players or non-members of clubs
2. Missed JPC Wins resulting from downloadable jackpot related issues or other problems etc.

Only Society users can enter or modify GMP adjustment transactions, even though Venues are responsible for banking of the Venue GMP. Societies must first satisfy themselves that these adjustments are justified and necessary and that there is an adequate audit trail to substantiate them.

GMP Adjustments must be made against a specific EGM at the selected Venue for which the GMP Adjustment is being made for.

4.2.1 Create a GMP Adjustment

To create a GMP adjustment transaction:

1. Select the appropriate Venue from the Navigation Profile Options (refer section 3.3 above)
2. Click the "Adjustments" link at the top of the web page (refer Figure 12 above)

The user will see two options:

- Machine Meter Adjustments
 - GMP Adjustments
3. Select "**GMP Adjustments**"
 4. The selected Venue will be displayed, and any previously entered GMP adjustment transactions for that business day will be listed here. If the user has found they have chosen the incorrect Venue, they can search and select another Venue (related to their Society) by using the "Change Selected Society/Venue" link on this web page (Refer Figure 14 above)

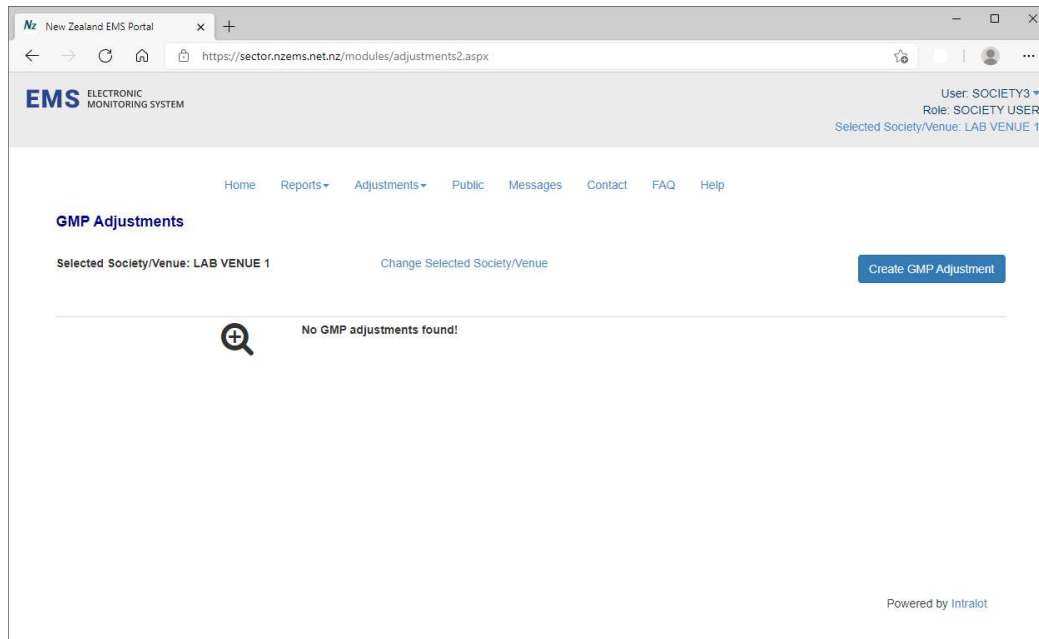
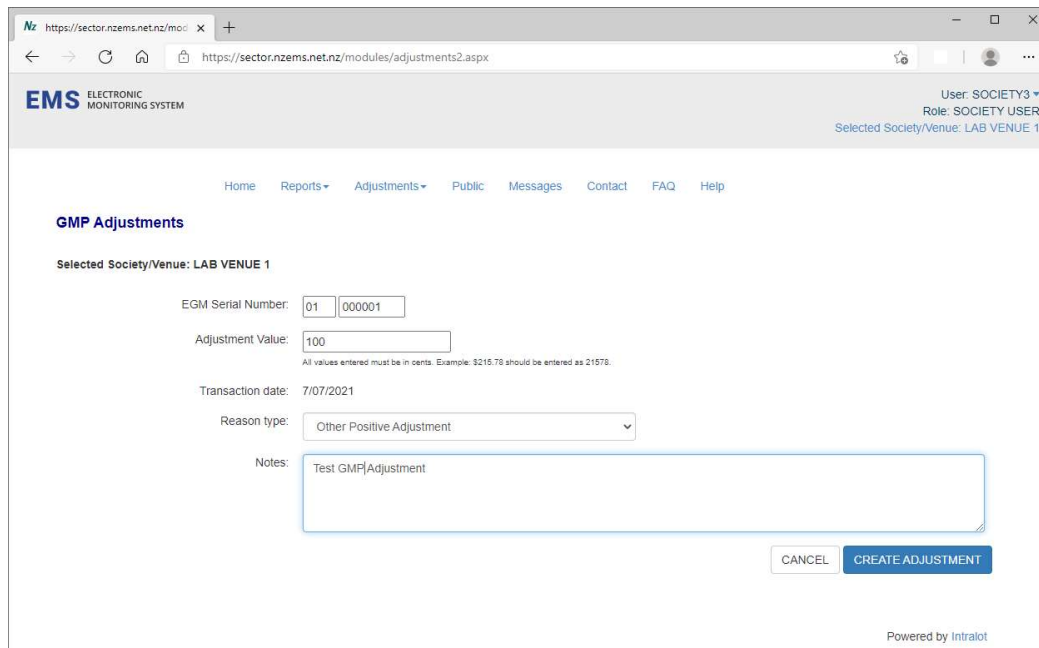


Figure 21: EMS Sector website – GMP Adjustments

- Click the “Create GMP Adjustment” to create a GMP Adjustment. The GMP Adjustment form will be displayed (refer Figure 22 below)



The screenshot displays the 'GMP Adjustments' form on the EMS Sector website. The form is titled 'GMP Adjustments' and shows 'Selected Society/Venue: LAB VENUE 1'. The form fields include:

- EGM Serial Number: Two input boxes containing '01' and '000001'.
- Adjustment Value: An input box containing '100'.
- Transaction date: A text field containing '7/07/2021'.
- Reason type: A dropdown menu with 'Other Positive Adjustment' selected.
- Notes: A large text area containing 'Test GMP Adjustment'.

 At the bottom right, there are two buttons: 'CANCEL' and 'CREATE ADJUSTMENT'. The footer indicates 'Powered by Intralot'.

Figure 22: EMS Sector website – GMP Adjustments (Create GMP Adjustment)

6. Enter values for each of the following fields:
 - **EGM Serial Number:** Include leading “zeros”. The first two numbers are the Manufacturer ID (e.g. Aristocrat 00, IGT 01)
 - **Adjustment Value:** Use a “-” sign if this is a negative amount. Do not use a “\$” sign and enter as cents (e.g. \$849.15 should be entered as 84915, a negative value will be -84915)
 - **Reason type:** Select the most appropriate from the options in the drop-down box
 - **Notes:** These should contain sufficient detail to accurately identify the cause and need for the adjustment (e.g. “Jackpot win struck at 20.15 on 09 Nov 2008 not paid out because ”)
7. Once all data entry has been completed, click “Save” to save the GMP Adjustment record or “Cancel” to exit the transaction without saving any data.

The GMP Adjustment transaction will be saved immediately but will not be visible until the next business day’s report is generated. The GMP adjustment value will appear in the Adjustment GMP column of the “Venue Report - Daily EGM Meters Totals” report.

4.2.2 Important points relating to GMP Adjustments

- ALL values must be entered in cents (e.g. 724.90 entered as 72490)
- Once you select a “Reason Type”, this will validate whether the adjustment amount should be negative or positive
- Do not make a GMP Adjustment until the relevant EMS reports for the particular business day are available and you have confirmed that the data captured is incorrect or incomplete. Wait for the reports to appear and then make an adjustment if that information is incorrect – NOT if the report is missing
- Check the “Venue Report - Daily EGM Meters Totals” report for the day following entry of the adjustment data, to ensure that the adjustment has been correctly posted and has had the required effect
- Effect on EMS Weekly GMP reporting:
 - GMP Adjustments are not retrospective. Unless the adjustment has been actioned within the weekly period in which the error occurred, the adjustment will impact upon the GMP calculation for the week in which it has been processed by the EMS system

4.2.3 Modify a GMP Adjustment

In order to modify an existing GMP Adjustment transaction, the user should perform the following steps once a Venue has been selected:

1. Go to the Adjustments tab in the navigation bar and select GMP adjustments
2. A list of existing GMP Adjustments for the selected Venue and current business day will be displayed (Refer Figure 23 below)

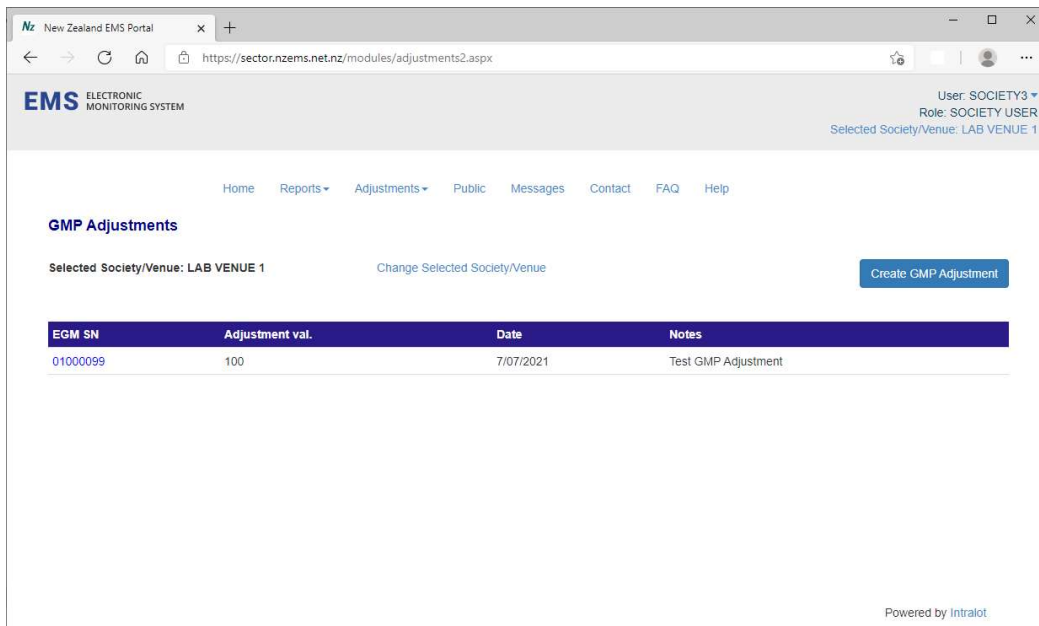


Figure 23: EMS Sector website – GMP Adjustments (Modify GMP Adjustments)

3. Click the EGM Serial Number of the required GMP adjustment record
4. The GMP adjustment form will appear. You can modify any values as required (i.e. Adjustment Value, Reason Type or Notes)
5. Click “Save” to save the updated GMP adjustment record. Selecting “Clear” will remove the adjustment entirely in case the adjustment was made in error

The amended GMP adjustment transaction will be saved immediately but will not be visible until the next business day’s report is generated. The GMP adjustment value will appear in the Adjustment GMP Column of the “Daily Gaming Machine Meter Totals Snapshot” report.

5. Report Generation

5.1 Date Selection Fields

5.1.1 Daily Reports

Daily Reports allow the user to generate a report for a single day or a range of consecutive days (maximum of 7 days) using the date selection fields.

5.1.2 Weekly Reports

Weekly Reports allow the user to generate a report for a specified week using the dropdown selection menus. There is no limit to historical data access. Reports will remain empty if there is no activity for the period specified.

5.1.3 Monthly Reports

Monthly Reports allow the user to generate a report for a specified month using the dropdown selection menus. As with weekly reports, there is no limit to historical data access. The report will remain empty if there is no activity for the period specified.

5.2 Venue Selection Field

For all report types, the Venue selection field is optional. The following rules apply:

Venue Users

- Reports can only be generated for your Venue
- This field can always safely be ignored

Society Users

- By default, the report will include all active Venues for the period specified if the Venue Selection field is ignored or left blank
- Optionally, the Venue Selection field can be used to run a report for one or more specific Venues if you wish

Please note: Report data is only displayed when there was activity for the period specified.

Examples

If a Venue user is logged in, they never have to specify a Venue in the Venue selection field, as the account only has access to the activity data for their Venue.

A Society user has access to all Venue data (for Venues that are associated to the Society). They can optionally utilise the Venue selection field to filter which Venues they want to appear in the report. However, if a Society user wishes to see all active venues for the specified period, they do not need to select any Venues in the Venue selection field.

5.3 Saving Generated Reports

Once a Report has been executed by clicking the **GENERATE REPORT** button, the report execution will begin. Once the report is ready, a “View Report” pop-up window appears as follows:

View Report

Find
1 of 1
57%

Venue Report - Daily Gaming Machine Meter Totals
Report Period: 07/03/2022 to 07/03/2022

Venue: LAB VENUE 4 (GMP: 2023108) (Ref: 43)
Society: LAB SOCIETY'S (License No: 2023102) (Ref: 37)
Suburb: WELLINGTON CENTRAL
City: WELLINGTON

Business Day: 07/03/2022



EGM Serial No.	Snapshot Timestamp	Exception Present	Stroke (0)		Turnover (1)		Wins (2)		Cancel Credit (3)		Cents In (5)		Cents Out (6)	
			GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET
01007348	06/03/2022 02:00:00	No	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
07069571	06/03/2022 02:00:01	No	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
12124216	06/03/2022 02:00:02	No	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Totals			0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

EGM Serial No.	GROSS	Jackpot Wins (4)		Hopper Refills (10)		Coins In (11)		Coins Out (12)		GROSS	Cashbox (13)		Cashless Credit In (14)		Note Acceptor Cents In (16)	
		GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET		GROSS	NET	GROSS	NET		
01007348	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
07069571	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
12124216	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Totals	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

EGM Serial No.	Notes In Count (17)		RCR Turnover (18)		RCR Wins (19)		\$5 Notes In (20)		\$10 Notes In (21)		\$20 Notes In (22)		Adjustment GMP	GMP
	GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET		
01007348	0	0	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0.00	0.00
07069571	0	0	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0.00	0.00
12124216	0	0	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0.00	0.00
Totals	0	0	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0.00	0.00

Close

This pop-up window:

- Is only a mechanism to inform the user that the report execution has completed
- Allows the User to take one of the following actions (2 icons in top left of image above):
 -  Print this Report (downloads Report in PDF format)
 -  Export this Report (downloads Report in a variety of available formats)
- Should not be used** to view the report or navigate to different report pages

Please note: Reports must be downloaded in PDF format, then the PDF document opened to view a report properly.

6. Venue Reports

Overview

The following table summarises the available reports and relevant notes/comments:

Name	Notes/Comments
Venue Report - Daily EGM Meters Totals	Maximum - 7 day period selectable
Venue Report – Daily Meter Adjustments Posted	Only available when “Machine Meter Adjustments” have been posted
Venue Report - Weekly Activity Summary	Maximum – 1 week period selectable
Venue Report - Monthly Event Summary	Maximum - 1 month period selectable

Please note: This section (Section 5) and Section 6, includes examples and explanations of those EMS reports that can be generated by the user. Those in XML format have not been reproduced as they are intended primarily for data import.

6.1 Daily Reports

6.1.1 Venue Report - Daily EGM Meters Totals

Venue Report - Daily Gaming Machine Meter Totals

Report Period: 16/06/2021 to 16/06/2021



User Role: VENUE User Entity: LAB VENUE 4

Venue: LAB VENUE 4 (GMV: 2023108) (Ret: 43)
Society: LAB SOCIETY 3 (Licence No: 2023102) (Ret: 37)
Suburb: WELLINGTON CENTRAL
City: WELLINGTON

Business Day: 16/06/2021

EGM Serial No	Snapshot Timestamp	Exception Present	Stroke (0)		Turnover (1)		Wins (2)		Cancel Credit (3)		Cents In (5)		Cents Out (6)	
			GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET
01997348	17/06/2021 02:00:00	No	2284	7	5438.55	17.50	5258.13	0.00	0.00	0.00	578.00	0.00	0.00	0.00
07999571	17/06/2021 02:00:01	No	1113	0	2732.50	0.00	2139.50	0.00	0.00	0.00	595.00	0.00	2.00	0.00
12124218	17/06/2021 02:00:00	No	1234	0	2812.60	0.00	2538.50	0.00	298.20	0.00	687.00	0.00	2.00	0.00
Totals				7		17.50		0.00		0.00		0.00		0.00

Business Day: 16/06/2021

EGM Serial No	Jackpot Wins (D)		Hopper Refills (10)		Coins In (11)		Coins Out (12)		Cashbox (13)		Cashless Credit In (14)		Note Acceptor Cents In (16)	
	GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET
01997348	0.00	0.00	0.00	0.00	8.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	585.00	0.00
07999571	0.00	0.00	20.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00	595.00	0.00
12124218	0.00	0.00	0.00	0.00	602.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00	85.00	0.00
Totals		0.00		0.00		0.00		0.00		0.00		0.00		0.00

Business Day: 16/06/2021

EGM Serial No	Notes In Count (17)		RCR Turnover (18)		RCR Wins (19)		\$5 Notes In (20)		\$10 Notes In (21)		\$20 Notes In (22)		Adjustment GMP	GMP
	GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET	GROSS	NET		
01997348	47	0	0.00	0.00	0.00	0.00	17	0	12	0	18	0	0.00	17.50
07999571	85	0	0.00	0.00	0.00	0.00	51	0	34	0	0	0	0.00	0.00
12124218	6	0	0.00	0.00	0.00	0.00	1	0	2	0	3	0	0.00	0.00
Totals		0		0.00		0.00		0		0		0	0.00	17.50

Figure 24: EMS Sector website – “Venue Report – Daily Gaming Machine Meter Totals”

Report Frequency

This report is intended to be run daily. Each morning after 8am, the report for yesterday's business day is available.

Report Function

This report provides a daily snapshot of meter totals captured for the last business day. It reports meter totals for individual EGMs per Venue. It contains two values per EGM meter:

- The Gross Meter values captured at the Daily Checkpoint
- The Net Meter values calculated for the business day (= Current Day Gross Value – Previous Day Gross Value)

Report Data

There are four sections to the report:

- The header section, including:
 - Venue and Society details
 - Suburb and City
 - Reporting Period (Business Day)
- The first table includes EGM QCOM Group 0 Gross and Net meter values
- The second table includes EGM Jackpot Wins and Group 1 Gross and Net meter values
- The third table displays EGM Group 2 Gross and Net meter values

Tables

- EGMs are sorted by EGM Serial No
- The first table has additional columns showing the Snapshot Timestamp and an "Exception Present" column (this denotes a Meter Exception – refer Section 4.1 above)
- Totals exist for all Net Meters (i.e. total Net activity for the Venue on that date)
- The third table contains, in addition to QCOM Group 2 meters columns for "Adjustment GMP" values posted and a "GMP" column. GMP is the net GMP calculated for each individual EGM (including any adjustments) and a total GMP for the Venue for the day is also provided

In cases where polling of the Site Controller failed or was unsuccessful (i.e. there were no meters collected and processed by the EMS Host) then no report will be shown for that day.


On the next business day, if polling was then successful, the "missing" net meter and GMP data will be included on the report for that day. Each separate Business Day will be identified by the date and have its own separate meter tables and totals.

Where there are a series of consecutive polling failures, the first DGMMT Snapshot report following a successful polling session will "back capture" the missing net meter activity and the report will contain data relating to the multiple business days, with each business day's tables delineated as described above.

6.1.2 Venue Report - Daily Meter Adjustments Posted

Venue Report - Daily Meter Adjustments Posted

Report Period: 15/06/2021 to 15/06/2021



User Role

VENUE

User Entity

LAB VENUE 4

Venue

LAB VENUE 4 (GMV: 2023108) (Ret: 43)

Society

LAB SOCIETY 3 (Licence No: 2023102) (Ret: 37)

Suburb

WELLINGTON CENTRAL

City

WELLINGTON

Adjustment Day

15/06/2021

Meter Adjustment Details

EGM	Business Day	Adjustment Day	Meter Description	Original Value	Adjusted Value	Original GMP	Adjusted GMP	Adjustment Reason	Adjustment User	Authorized User
AGT_12124218	14/06/2021	15/06/2021	Total EGM Stroke (S)	4200000000	79	7.50	7.50	Machine fault condition Adjusted to original value	SOCIETY3	SOCIETY3
AGT_12124218	14/06/2021	15/06/2021	Total EGM Cents Out (CO)	4200000000	0	7.50	7.50	Machine fault condition Adjusted to original value	SOCIETY3	SOCIETY3

Meter Adjustment Summary

EGM Serial No	Business Day	Adjustment Day	Turnover (1)	Wins (2)	Jackpot Wins (D)	Adjustment GMP	GMP
12124218	14/06/2021	15/06/2021	7.50	0.00	0.00	0.00	7.50
Totals			7.50	0.00	0.00	0.00	7.50

Figure 25: EMS Sector website – “Venue Report - Daily Meter Adjustments Posted”

Report Frequency

This report is available only in cases where a Society has posted a Meter Adjustment to correct Net Meters that have been marked as “Exceptions”. Each morning after 8am, the report for yesterday’s business day is available (if an Adjustment was posted).

Report Function

This report lists all the Meter Adjustments made to the EGM Net Meter values and the GMP on the given Business Day.

Report Data

There are three sections to the report:


- The header section, including:
 - Venue and Society details
 - Suburb and City
 - Reporting Period (Business Day)
- The first table contains details of the Meter Adjustments applicable to EGMs including the business day to which the adjustment relates, the adjustment date, the meter(s) involved, the original and adjusted meter values and GMP if applicable, the reason, and who performed the adjustment and authorisation steps (Society ID)
- The second table displays a summary of all Meter Adjustments specific to GMP calculation for the affected business day

6.2 Weekly Reports

6.2.1 Venue Report - Weekly Activity Summary

Venue Report - Weekly Activity Summary

Report Period: 10/05/2021 to 16/05/2021



User Role

VENUE

User Entity

LAB VENUE 1

Venue

LAB VENUE 1 (GMV: 2023105) (Ret: 40)

Society

LAB SOCIETY 4 (Licence No: 2023103) (Ret: 38)

Suburb

TIMARU

City

TIMARU

Current Week's EGM Summary Totals

EGM	Turnover (1)	Wins (2)	Jackpot Wins (D)	Adjustment GMP	GMP
AGT_12161580	315.84	185.95	0.00	0.00	129.89
IGT_01000099	20.52	6.90	0.00	0.00	13.62
IGT_01970684	273.80	250.71	0.00	0.00	23.09
KONAMI_09000874	47.00	348.45	0.00	0.00	-301.45
Totals	657.16	792.01	0.00	0.00	-134.85

Current Week's Venue Summary Totals

Business Day	Turnover (1)	Wins (2)	Jackpot Wins (D)	Adjustment GMP	GMP
10/05/2021	0.00	0.00	0.00	0.00	0.00
11/05/2021	2.50	0.00	0.00	0.00	2.50
12/05/2021	17.68	15.25	0.00	0.00	2.43
13/05/2021	412.18	604.76	0.00	0.00	-192.58
14/05/2021	0.00	0.00	0.00	0.00	0.00
15/05/2021	224.80	172.00	0.00	0.00	52.80
16/05/2021	0.00	0.00	0.00	0.00	0.00
Totals	657.16	792.01	0.00	0.00	-134.85

Current Week's Turnover:

\$657.16

Previous Week(s) Turnover:

\$0.00

Total Turnover:

\$657.16

Current Week's GMP to be banked:

\$-134.85

Previous Week(s) Outstanding GMP to be banked:

\$0.00

Total GMP to be banked:

\$-134.85

Meter Adjustments relating to Previous Week(s):

\$0.00

Total 1.28% Cap (GST Excl) (This is the maximum total amount to be reported to the Department):

\$8.41

Total 1.28% Cap + GST (This is the maximum total amount that can be paid to the Venue):

\$9.67

Total 16% GMP (Excl GST)

\$-18.76

Figure 26: EMS Sector website – "Venue Report - Weekly Activity Summary"

Report Frequency

This report is intended to be run once a week. All details for the previous week (Monday to Sunday inclusive) should be available from Monday morning after 8am.

Report Function

This report provides summary information of a Venue's Weekly EGM and Jackpot activity including any GMP or Meter Adjustments that have been processed during the week. Its main purpose is to determine the amount of GMP (Gaming Machine Profit) that has been generated by the Venue for the week.

Report Data

There are usually four sections to the report (sometimes five):

- The header section, including:
 - Venue and Society details
 - Suburb and City
 - Reporting Period (Week)
- (Optional) A table "Previous Weeks" may be present if data relating to previous week(s) has been uploaded since the generation of that week(s) reports
- The first table (Current Week EGM Summary Totals) lists all individual EGMs monitored at the Venue and their net Turnover, Wins, Jackpot Wins, any GMP Adjustments made and the GMP totals. Grand Totals are also included
- The second table (Current Week Venue Summary Totals) provides a list of each of the Business Days in the week and the Turnover, Wins, Jackpot Wins, any GMP Adjustments made and the GMP totals. Grand Totals are also included
- The third table displays summary totals:
 - Current Week's GMP to be banked
 - Previous Week(s) Outstanding GMP to be banked
 - Meter Adjustments relating to Previous Weeks

In most circumstances, only the "Current Week's GMP to be banked" field will be populated and will accurately represent the Venue's GMP liability for the week, while the other two fields will show "zero's".

Where in the previous week (or weeks), failed polling or other communication issues resulted in one or more days' data being omitted from that week's report, "Previous Week(s) Outstanding GMP to be banked" will show the total GMP arising from the "back captured" data and the sum of "Current Weeks GMP" and "Previous Week(s) Outstanding GMP" will represent the amount to be banked for the current week.

"Meter Adjustments relating to Previous Weeks" will only be populated where Meter Adjustments were created and processed during the current week that relate to a previous weekly period. (Any such adjustments relating to the current week will have automatically been taken into account in producing the current weekly report). Whether or not these adjustments need to be included in the current week's banking total will depend upon the circumstances, including how much was actually banked when the Meter Exceptions first arose.

6.3 Monthly Reports

6.3.1 Venue Report - Monthly Events Summary

Venue Report - Monthly Events Summary			
Report Period: May - 2021			
User Role	VENUE	User Entity	LAB VENUE 4
Venue	LAB VENUE 4 (GMV: 2023108) (Ret:43)		
Society	LAB SOCIETY 3 (Licence No: 2023102) (Ret:37)		
Suburb	WELLINGTON CENTRAL		
City	WELLINGTON		
EGM	Event Severity	Event Description	Event Count
AGT_12124218			
	Critical	SC-EGM Invalid Program Hash - SHA1	27
	Medium	EGM Communications Time-Out	1
		EGM Excessive Note/Ticket Acceptor Rejects Fault	1
		EGM Hopper Disconnected	26
		EGM Main Door Opened	19
		EGM New PID Session Started	22
		EGM New PID Session Stopped	21
		EGM Note Acceptor Door Closed	1
		EGM Note Acceptor Door Opened	1
IGT_01997348			
	Critical	SC-EGM Invalid Program Hash - SHA1	27
	Medium	EGM Communications Time-Out	1
		EGM Main Door Opened	9
		EGM New PID Session Started	26
		EGM New PID Session Stopped	25
		EGM Note Acceptor Door Closed	9
		EGM Note Acceptor Door Opened	9
		EGM Note Stacker Cleared	5

Figure 27: EMS Sector website – “Venue Report - Monthly Events Summary”

Report Frequency

The new monthly report can now be generated at any point in a calendar month and can include figures/events from as recent as the previous business day.

Report Function

The report summarises the number and nature of selected events that have occurred during a calendar month in relation to the operation of a Venue's EGMs.

Report Data

There are two sections to the report:

- The header section, including:
 - Venue and Society details
 - Suburb and City
 - Reporting Period (Month)
- Table: Lists each EGM by Manufacturer and Serial Number, Event Severity (Medium or Critical), Event description, and Event count (the number of times each event was recorded by EMS)

This is not a comprehensive record of every event that has been captured by EMS. Such a report would typically be extremely large and comprise of numerous pages. If more detailed or specific information is required, the Venue or Society user should contact DIA.

7. Society Specific Reports

Overview

The following table summarises the names, frequency and format(s) of reports that are only available to Society level users:

Name	Notes/Comments
Society Report – Daily Meter Adjustments Posted	Only produced when “Machine Meter Adjustments” have been posted
Society Report – Weekly Venue Activity Summary	Maximum – 1 week period selectable
Society Report – Weekly Venue Activity by TA Summary	Maximum – 1 week period selectable
Society Report – Monthly Venue Activity Summary	Maximum – 1 month period selectable
Society Report – Monthly Venue Activity by TA Summary	Maximum – 1 month period selectable

7.1 Daily Reports

7.1.1 Society Report - Daily Meter Adjustments Posted

Society Report - Daily Meter Adjustments Posted

Report Period: 14/06/2021 to 16/06/2021

intralot

New Zealand

User RoleSOCIETYUser EntityLAB SOCIETY 3

Society:LAB SOCIETY 3 (Licence No: 2023102) (Ret: 37)

VenueLAB VENUE 1 (GMV: 2023105) (Ret: 40)

SuburbTIMARU

CityTIMARU

Adjustment Day14/06/2021

Meter Adjustment Details

EGM	Business Day	Adjustment Day	Meter Description	Original Value	Adjusted Value	Original GMP	Adjusted GMP	Adjustment Reason	Adjustment User	Authorized User
KONAMI_09000874	13/06/2021	14/06/2021	Total EGM Stroke (S)	4200000000	60	44.00	7.20	Machine fault condition Adjusted to original value	SOCIETY3	SOCIETY3

Meter Adjustment Summary

EGM Serial No	Business Day	Adjustment Day	Turnover (1)	Wins (2)	Jackpot Wins (D)	Adjustment GMP	GMP
09000874	13/06/2021	14/06/2021	155.00	147.80	0.00	0.00	7.20
Totals			155.00	147.80	0.00	0.00	7.20

VenueLAB VENUE 4 (GMV: 2023108) (Ret: 43)

SuburbWELLINGTON CENTRAL

CityWELLINGTON

Adjustment Day15/06/2021

Meter Adjustment Details

EGM	Business Day	Adjustment Day	Meter Description	Original Value	Adjusted Value	Original GMP	Adjusted GMP	Adjustment Reason	Adjustment User	Authorized User
AGT_12124218	14/06/2021	15/06/2021	Total EGM Stroke (S)	4200000000	79	7.50	7.50	Machine fault condition Adjusted to original value	SOCIETY3	SOCIETY3
AGT_12124218	14/06/2021	15/06/2021	Total EGM Cents Out (CO)	4200000000	0	7.50	7.50	Machine fault condition Adjusted to original value	SOCIETY3	SOCIETY3

Meter Adjustment Summary

EGM Serial No	Business Day	Adjustment Day	Turnover (1)	Wins (2)	Jackpot Wins (D)	Adjustment GMP	GMP
12124218	14/06/2021	15/06/2021	7.50	0.00	0.00	0.00	7.50
Totals			7.50	0.00	0.00	0.00	7.50

Figure 28: EMS Sector website – "Society Report - Daily Meter Adjustments Posted"

Report Frequency

This report is available only in cases where a Society has posted a Meter Adjustment to correct Net Meters that have been marked as “Exceptions”. Each morning after 8am, the report for yesterday’s business day is available (if an adjustment was posted).

Report Function

This report lists all the Meter Adjustments made to the EGM Net Meter values and the GMP on the given Business Day.

Report Data

There are three sections to the report:

- The header section, including:
 - Venue and Society details
 - Suburb and City
 - Reporting Period (Business Day)
- The first table contains details of the Meter Adjustments applicable to EGMs including the business day to which the adjustment relates, the adjustment date, the meter(s) involved, the original and adjusted meter values and GMP if applicable, the reason, and who performed the adjustment and authorisation steps (Society ID)
- The second table displays a summary of all Meter Adjustments specific to GMP calculation for the affected business day

Please note: In the event that Meter Adjustments are posted for more than one of a Society’s related Venues during a single business day, tables are produced for each separate Venue.

7.2 Weekly Reports

7.2.1 Society Report - Weekly Venue Activity Summary

Society Report - Weekly Venue Activity Summary

Report Period: 07/06/2021 to 13/06/2021

User Role

SOCIETY

User Entity

LAB SOCIETY 3

Society

LAB SOCIETY 3 (Licence No: 2023102) (Ret: 37)

Current Week's Venue Summary Totals

Venue	Turnover (1)	Total 1.28% Cap (GST Excl) (This is the maximum total amount to be reported to the Department):	Total 1.28% Cap + GST (This is the maximum total amount that can be paid to the Venue):	Wins (2)	Jackpot Wins (D)	Adjustment GMP	GMP	Total 16% GMP (Excl GST)
LAB VENUE 1 (GMV: 2023105) (Ret: 40)	1,194.20	15.29	17.58	1,427.85	0.00	0.00	-233.65	-32.51
LAB VENUE 4 (GMV: 2023108) (Ret: 43)	1,521.50	19.48	22.40	1,332.60	0.00	-105.10	83.80	11.66
Totals	2,715.70			2,760.45	0.00	-105.10	-149.85	

Current Week's Society Daily Totals

Business Day	Turnover (1)	Wins (2)	Jackpot Wins (D)	Adjustment GMP	GMP
07/06/2021	1,300.00	787.45	0.00	0.00	512.55
08/06/2021	195.00	529.20	0.00	0.00	-334.20
09/06/2021	186.00	110.40	0.00	0.00	75.60
10/06/2021	341.00	517.50	0.00	0.00	-176.50
11/06/2021	197.50	189.40	0.00	-105.10	-97.00
12/06/2021	40.00	10.25	0.00	0.00	29.75
13/06/2021	456.20	616.25	0.00	0.00	-160.05
Totals	2,715.70	2,760.45	0.00	-105.10	-149.85

Current Week's GMP to be banked:

\$-149.85

Previous Week(s) Outstanding GMP to be banked:

\$0.00

Meter Adjustments relating to Previous Week(s):

\$0.00

Figure 29: EMS Sector website – “Society Report - Weekly Venue Activity Summary”

Report Frequency

This report is intended to be run once a week. All details for the previous week (Monday to Sunday inclusive) should be available from Monday morning after 8am.

Report Function

The report provides summary information, including meter and GMP Adjustments for all Venues associated with a Society and calculates the GMP generated at Society level for the week.

Report Data

There are usually four sections to the report (sometimes five):

- The header section, including:
 - Society details
 - Reporting Period (Week)
- (Optional) A table “Previous Week” may be present if data relating to previous week(s) has been uploaded since the generation of that week(s) reports
- The first table (Current Week’s Venue Summary Totals) lists all of the Society’s Venues and summary totals of the net metered Turnover, Wins, Jackpot Wins, any GMP Adjustments made and the GMP for each individual Venue for the week
- The second table (Current Week Society Daily Totals) provides a list of each of the Business Days in the week and the Turnover, Wins, Jackpot Wins, any GMP Adjustments made and the GMP totals. Grand Totals are also included
- The third table displays summary totals:
 - Current Week’s GMP to be banked
 - Previous Week(s) Outstanding GMP to be banked
 - Meter Adjustments relating to Previous Weeks

In most circumstances, only the “Current Week’s GMP to be banked” field will be populated and will accurately represent the Societies GMP liability for the week, while the other two fields will show “zero’s”.


Where in the previous week (or weeks), failed polling or other communication issues resulted in one or more days’ data being omitted from that week’s report, “Previous Week(s) Outstanding GMP to be banked” will show the total GMP arising from the “back captured” data and the sum of “Current Weeks GMP” and “Previous Week(s) Outstanding GMP” will represent the amount to be banked for the current week.

“Meter Adjustments relating to Previous Weeks” will only be populated where Meter Adjustments were created and processed during the current week that relate to a previous weekly period. (Any such adjustments relating to the current week will have automatically been taken into account in producing the current weekly report). Whether or not these adjustments need to be included in the current week’s banking total will depend upon the circumstances, including how much was actually banked when the Meter Exceptions first arose.

7.2.2 Society Report - Weekly Venue Activity by TA Summary

Society Report - Weekly Venue Activity by TA Summary

Report Period: 07/06/2021 to 13/06/2021



User Role

SOCIETY

User Entity

LAB SOCIETY 3

Society

LAB SOCIETY 3 (Licence No: 2023102) (Ret: 37)

Current Week's Venue Summary Totals

Territorial Authority	Venue	Turnover (1)	Wins (2)	Jackpot Wins (D)	Adjustment GMP	GMP
WELLINGTON CITY	LAB VENUE 1 (GMV: 2023105) (Ret: 40)	1,194.20	1,427.85	0.00	0.00	-233.65
	LAB VENUE 4 (GMV: 2023108) (Ret: 43)	1,521.50	1,332.60	0.00	-105.10	83.80
	Territorial Authority Totals:	2,715.70	2,760.45	0.00	-105.10	-149.85

Current Week's GMP to be banked:

\$-149.85

Previous Week(s) Outstanding GMP to be banked:

\$0.00

Figure 30: EMS Sector website – “Society Report - Weekly Venue Activity Summary”

Report Frequency

This report is intended to be run once a week. All details for the previous week (Monday to Sunday inclusive) should be available from Monday morning after 8am.

Report Function

The report's main purpose is to provide Societies with GMP data to assist in the breakdown of Turnover and GMP by TA as calculated on a calendar week cycle.

Report Data

There are usually three sections to the report (sometimes four):

- The header section, including:
 - Society details
 - Reporting Period (Week)
- (Optional) A table “Previous Week” may be present if data relating to previous week(s) has been uploaded since the generation of that week(s) reports. This is grouped by TA
- The first table (Current Week's Venue Summary Totals) lists all of the Society's Venues and summary totals of the net metered Turnover, Wins, Jackpot Wins, any GMP Adjustments made and the GMP for each individual Venue for the week. This is grouped by TA
- The third table displays summary totals:
 - Current Week's GMP to be banked
 - Previous Week(s) Outstanding GMP to be banked

In most circumstances, only the “Current Week's GMP to be banked” field will be populated and will accurately represent the Societies GMP liability for the week, while the other two fields will show “zero's”.

Where in the previous week (or weeks), failed polling or other communication issues resulted in one or more days' data being omitted from that week's report, “Previous Week(s) Outstanding GMP to be banked” will

show the total GMP arising from the “back captured” data and the sum of “Current Weeks GMP” and “Previous Week(s) Outstanding GMP” will represent the amount to be banked for the current week.


“Meter Adjustments relating to Previous Weeks” will only be populated where Meter Adjustments were created and processed during the current week that relate to a previous weekly period. (Any such adjustments relating to the current week will have automatically been taken into account in producing the current weekly report). Whether or not these adjustments need to be included in the current week’s banking total will depend upon the circumstances, including how much was actually banked when the Meter Exceptions first arose.

7.3 Monthly Reports

7.3.1 Society Report - Monthly Venue Activity Summary

Society Report - Monthly Venue Activity Summary

Report Period: 01/02/2021 to 28/02/2021



User Role

SOCIETY

User Entity

LAB SOCIETY 4

Society

LAB SOCIETY 4 (Licence No: 2023103) (Ret: 38)

Previous Month(s)

Venue	Turnover (1)	Wins (2)	Jackpot Wins (D)	Adjustment GMP	GMP
LAB VENUE 1 (GMV: 2023105) (Ret: 40)	0.00	0.00	0.00	0.00	0.00
Totals	0.00	0.00	0.00	0.00	0.00

Current Month's Venue Summary Totals

Venue	Turnover (1)	Wins (2)	Jackpot Wins (D)	Adjustment GMP	GMP
LAB VENUE 1 (GMV: 2023105) (Ret: 40)	485.21	364.85	0.00	0.00	120.36
Totals	485.21	364.85	0.00	0.00	120.36

Current Month's Society Daily Totals

Business Day	Turnover (1)	Wins (2)	Jackpot Wins (D)	Adjustment GMP	GMP
01/02/2021	0.00	0.00	0.00	0.00	0.00
02/02/2021	0.00	0.00	0.00	0.00	0.00
03/02/2021	0.00	0.00	0.00	0.00	0.00
04/02/2021	0.00	0.00	0.00	0.00	0.00
05/02/2021	0.00	0.00	0.00	0.00	0.00
06/02/2021	0.00	0.00	0.00	0.00	0.00
07/02/2021	0.00	0.00	0.00	0.00	0.00
08/02/2021	0.00	0.00	0.00	0.00	0.00
09/02/2021	0.00	0.00	0.00	0.00	0.00
10/02/2021	0.00	0.00	0.00	0.00	0.00
11/02/2021	0.00	0.00	0.00	0.00	0.00
12/02/2021	0.00	0.00	0.00	0.00	0.00
13/02/2021	0.00	0.00	0.00	0.00	0.00
14/02/2021	0.00	0.00	0.00	0.00	0.00
15/02/2021	0.00	0.00	0.00	0.00	0.00
16/02/2021	0.00	0.00	0.00	0.00	0.00
17/02/2021	0.00	0.00	0.00	0.00	0.00
18/02/2021	0.00	0.00	0.00	0.00	0.00
19/02/2021	0.00	0.00	0.00	0.00	0.00
20/02/2021	0.00	0.00	0.00	0.00	0.00
21/02/2021	0.00	0.00	0.00	0.00	0.00
22/02/2021	0.00	0.00	0.00	0.00	0.00
23/02/2021	484.96	364.85	0.00	0.00	120.11
24/02/2021	0.00	0.00	0.00	0.00	0.00
25/02/2021	0.00	0.00	0.00	0.00	0.00
26/02/2021	0.25	0.00	0.00	0.00	0.25
27/02/2021	0.00	0.00	0.00	0.00	0.00
28/02/2021	0.00	0.00	0.00	0.00	0.00
Totals	485.21	364.85	0.00	0.00	120.36

Current Month's GMP to be banked:

\$120.36

Previous Month(s) Outstanding GMP to be banked:

\$0.00

Meter Adjustments relating to Previous Month(s):

\$0.00

Figure 30: EMS Sector website – "Society Report - Monthly Venue Activity Summary"

Report Frequency

The new monthly report can now be generated at any point of a calendar month and can include figures/events from as recent as the previous business day.

Report Function

The report provides summary information, including meter and GMP adjustments for all Venues associated with a Society and shows the GMP generated at Society Level for the previous calendar month.

Its main purpose is to provide Societies with GMP data to assist in the determination of those taxes, duties, levies etc. that are calculated on a calendar month cycle.

Report Data

Refer to Section 6.2.1.

The design of this report is identical to the weekly report, except that all meter values are aggregated over the period of the first to the last day (inclusive) of the given calendar month.

7.3.2 Society Report - Monthly Venue Activity by TA Summary

Society Report - Monthly Venue Activity by TA Summary						
Report Period: 01/02/2021 to 28/02/2021						
<div> <div> <div>User Role</div> <div>SOCIETY</div> </div> <div> <div>User Entity</div> <div>LAB SOCIETY 4</div> </div> </div>						
<div> <div>Society</div> <div>LAB SOCIETY 4 (Licence No: 2023103) (Ret: 38)</div> </div>						
Previous Month(s)						
Territorial Authority	Venue	Turnover (1)	Wins (2)	Jackpot Wins (D)	Adjustment GMP	GMP
WELLINGTON CITY	LAB VENUE 1 (GMV: 2023105) (Ret: 40)	0.00	0.00	0.00	0.00	0.00
Territorial Authority Totals:		0.00	0.00	0.00	0.00	0.00
Current Month's Venue Summary Totals						
Territorial Authority	Venue	Turnover (1)	Wins (2)	Jackpot Wins (D)	Adjustment GMP	GMP
WELLINGTON CITY	LAB VENUE 1 (GMV: 2023105) (Ret: 40)	485.21	364.85	0.00	0.00	120.36
Territorial Authority Totals:		485.21	364.85	0.00	0.00	120.36
Current Month's GMP to be banked:						\$120.36
Previous Month(s) Outstanding GMP to be banked:						\$0.00

Figure 30: EMS Sector website – " Society Report - Monthly Venue Activity Summary"

Report Frequency

The new monthly report can now be generated at any point of a calendar month and can include figures/events from as recent as the previous business day.

Report Function

The report's main purpose is to provide Societies with GMP data to assist in the breakdown of Turnover and GMP by TA as calculated on a calendar month cycle.

Report Data

Refer to Section 6.2.2.

The design of this report is identical to the weekly report, except that all meter values are aggregated over the period of the first to the last day (inclusive) of the given calendar month.

8. Support for EMS Website Related Issues

8.1. Daily Report Availability

EMS Reports will be available each morning at ~8am for the previous day's gambling operation.

If your reports are not available by 9am please check the "Messages" section of the EMS Sector website. If there are no messages, please contact the Intralot Service Desk.

8.2 Unable to access EMS Sector website

Before calling the Intralot Service Desk check that:

- You are able to access other websites
- Your Internet connection is active
- The web address, username and password are correct

8.3 Intralot Service Desk contact information:

Phone (local): 04 463 0109
Phone national: 0800 INTRALOT (0800 468 725)
Fax: (04) 463 0101
Email: servicedesk@intralot.co.nz

0800 Number: Please note that the 0800 number is to be used for legitimate business purposes such as reporting of issues and related enquiries etc. only.

Fax or E-Mail: When faxing or emailing an issue to the Intralot Service Desk, please ensure you have clearly listed all relevant information including:

- Society and /or Venue name
- Licence Number (Society), and/or GMV Number (Venue). Alternatively, you can quote the EMS Retailer Code (shown on EMS report headers as "Ret CD")
- Explanation of the issue
- Contact phone number
- Contact name

The Intralot Service Desk is available 24/7 including public holidays.

Each incident logged with the Intralot Service Desk is allocated a unique Incident ID. This can be used for tracking the incident throughout the resolution process.

If you require an update regarding an existing incident, please quote this Incident ID when contacting the Intralot Service Desk.