

1 Title 36 MARYLAND STATE LOTTERY AND GAMING CONTROL AGENCY

2 Subtitle 03 GAMING PROVISIONS

3 Chapter 10 Video Lottery Facility Internal Control Standards

4 Authority: State Government Article, §§9-1A-02 and 9-1A-04, Annotated Code of
5 Maryland

6 **.28 Counter Check Substitution, Consolidation, and Redemption.**

7 (A. – G. text unchanged)

8 H. A facility operator may conduct a substitution, consolidation, ~~or~~ **and full or** partial
9 redemption transaction:

10 (1) At the cashiers' cage during the hours of operation approved by the Commission for the
11 facility under COMAR 36.03.11.02;

12 (2) By mail; ~~or~~

13 (3) At an off-site customer service location; ~~or~~

14 **(4) In a table game pit.**

15 I. A facility operator shall develop and include in the internal controls submitted to and approved
16 under Regulation .05 of this chapter procedures and controls addressing the substitution,
17 consolidation, and full or partial redemption of a counter check.

18 **J. A facility operator may allow a player to redeem a counter check at a gaming table in**
19 **exchange for gaming chips.**

20 **K. A facility operator's internal controls for redeeming a counter check at a gaming table**
21 **shall include:**

22 **(1) A requirement that a redemption occur:**

23 **(a) On the same gaming day the counter check is issued;**

24 **(b) At the same gaming pit where the counter check was issued and held for pit**
25 **redemption;**

For May 28, 2020 Commission.

The proposed amendment would authorize a counter check to be redeemed in a gaming pit.

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- 1 **(2) A requirement that a general cashier or casino clerk:**
- 2 **(a) Remove the original and redemption copy of the counter check from its secured**
3 **location in the pit;**
- 4 **(b) Prepare a two-part serially prenumbered pit redemption form in accordance with this**
5 **regulation;**
- 6 **(c) Present the pit redemption form and the original and redemption copy of the counter**
7 **check to the dealer or boxperson, in the presence of a floorperson or above;**
- 8 **(3) Procedures and controls over the counter check redemption process which require:**
- 9 **(a) A dealer or boxperson to verify that the amount of chips received from the player**
10 **agrees with the amount of the original counter check and the pit redemption form;**
- 11 **(b) The dealer or boxperson to place the gaming chips from the player into the table**
12 **inventory;**
- 13 **(c) The dealer or boxperson, and the floorperson to sign the pit redemption form and;**
- 14 **(d) The dealer or boxperson to deposit the original of the pit redemption form in the drop**
15 **box;**
- 16 **(e) The floorperson to return the original counter check to the player; and**
- 17 **(f) The floorperson to return the redemption copy of the counter check and the duplicate**
18 **of the pit redemption form to the general cashier or casino clerk;**
- 19 **(g) The general cashier or casino clerk to forward the redemption copy of the counter**
20 **check to the check bank for processing; and**
- 21 **(h) The cashiers' cage to forward the duplicate of the pit redemption form to the casino**
22 **accounting department at the end of the gaming day; and**
- 23 **(4) A requirement that the general cashier or casino clerk records the following**
24 **information on a two-part serially prenumbered pit redemption form residing in a book,**
25 **wiz machine, or functional equivalent, the:**
- 26 **(a) Date and time of redemption;**
- 27 **(b) Identification number of the table game;**

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- 1 **(c) Player's name;**
- 2 **(d) Counter check number and amount;**
- 3 **(e) Signature of the general cashier or casino clerk;**
- 4 **(f) Signature of the table game dealer or boxperson; and**
- 5 **(g) Signature of the floorperson or above.**

6 **L.** Electronic Credit System.

7 (1) A facility operator may use an electronic credit system approved by the Commission to
8 process electronic counter check transactions.

9 (2) The facility operator may access the player's file in the electronic credit system using a
10 portable device or other method approved by the Commission.

11 (3) The electronic credit system shall be capable of maintaining independently, or in conjunction
12 with another computer system, as approved by the Commission:

13 (a) A digital photograph and signature of the player;

14 (b) Encrypted employee and player personal identification numbers;

15 (c) For each player account and transaction, the information required to be recorded by §§B and
16 E of this regulation;

17 (d) A record of each electronic transaction, printable in the check bank, which shall include at
18 least:

19 (i) Date and time;

20 (ii) Transaction type;

21 (iii) Document number;

22 (iv) Location;

23 (v) Player name and account number; and

24 (vi) Amount;

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1 (e) A record of each electronic transaction for which the player has successfully entered the
2 player's personal identification number and digital signature in the system;

3 (f) A record of voided transactions and the reason for the void; and

4 (g) Any other information the Commission requests.

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