



STANDARD SERIES

GLI-17:

Bonusing Systems in Casinos

Version: 1.3

Release Date: September 6, 2011



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ABOUT THIS STANDARD

This Standard has been produced by Gaming Laboratories International, LLC (GLI) for the purpose of providing independent certifications to suppliers under this Standard and complies with the requirements set forth herein.

A supplier should submit equipment with a request that it be certified in accordance with this Standard. Upon certification, Gaming Laboratories International, LLC will provide a certificate of compliance along with an appropriate *Gaming Labs Certified*[®] mark evidencing the certification to this Standard.

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CHAPTER 1

1.0 OVERVIEW - STANDARDS FOR BONUSING SYSTEMS IN CASINOS

1.1 Introduction

1.1.1 Bonusing Systems Defined. Bonusing Systems are comprised of gaming devices that are configured to participate in electronically communicated bonus award payments from a host system, and the host system that controls the bonus award issuance parameters. The bonus host system provides designated gaming devices with additional features that entitle players to special Bonus Awards based on events triggered by the gaming device. In other words, bonus awards are a derivative of an existing casino feature whereby game events may result in additional pays to those described on the payable (artwork or help screens). Facilities now exist to support these awards at a gaming machine utilizing protocol commands for direct credit transfers to the gaming machine as the patron is playing the device. Bonus awards are those based on a gaming machine event or some external trigger which do not include triggers based upon specific patron account activity. For discussion of additional awards based on player accounts, please see GLI-18, Promotional Systems in Casinos. A bonus award is typically won based on several criteria: a variable amount of play occurring on a group of participating gaming machines or achieving a winning combination during a specific time frame. Examples include: multiplied jackpots, whereby the host system is able to instruct the gaming machine to multiply all wins within a specified range by a specified value or an nth coin award is won when a percentage of play on participating gaming machines reaches a randomly selected value. The parameters and eligibility are to be determined by each property in accordance with the Minimum Internal Control Procedures (MICPs).

1.1.2 Phases of Certification. The approval of a Bonusing System shall be certified in two phases:

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- a) Initial laboratory testing, where the laboratory will test the integrity of the system in conjunction with EGDs, in the laboratory setting with the equipment assembled; and
 - b) On-site certification where the communications and set up are tested on the casino floor prior to implementation.

1.2 Acknowledgment of Other Standards Reviewed

1.2.1 *RESERVED*

1.3 Purpose of Standard

1.3.1 General Statement. The purpose of this technical standard is as follows:

- a) To eliminate subjective criteria in analyzing and certifying Bonusing System operation.
- b) To only test those criteria which impact the credibility and integrity of gaming from both the Revenue Collection and game play point of view.
- c) To create a standard that will insure that Bonusing Systems in Casinos are fair, secure, and able to be audited and operated correctly.
- d) To distinguish between local public policy and laboratory criteria. At GLI, we believe that it is up to each local jurisdiction to set their public policy with respect to gaming.
- e) To recognize that non-gaming testing (such as Electrical Testing) should not be incorporated into this standard but left to appropriate test laboratories that specialize in that type of testing. Except where specifically identified in the standard, testing is not directed at health or safety matters. These matters are the responsibility of the manufacturer, purchaser, and operator of the equipment.
- f) To construct a standard that can be easily changed or modified to allow for new technology.
- g) To construct a standard that does not specify any particular technology, method or algorithm. The intent is to allow a wide range of methods to be used to conform to the standards, while at the same time, to encourage new methods to be developed.

1.3.2 No Limitation of Technology. One should be cautioned that this document should not be read in such a way that limits the use of future technology. The document should not be interpreted that if the technology is not mentioned, then it is not allowed. Quite to the contrary, as new technology is developed, we will review this standard, make changes and incorporate new minimum standards for the new technology.

1.3.3 Scope of Standard. This standard will only govern Bonusing Systems and Device requirements necessary to achieve certification.

1.3.4 Exceptions to Standard. This standard does not govern Cashless or Promotional System requirements for any other form of electronic transaction.

Please refer to GLI-16 for Cashless and GLI-18 for Promotional System regulations.

1.4 Other Documents That May Apply

1.4.1 General Statement. This standard covers the minimal requirements for Bonusing Systems and Device(s) and all associated components. The following other standards may apply:

- a) Gaming Devices in Casinos (GLI-11);
- b) On-Line Monitoring and Control Systems (MCS) and Validation Systems in Casinos (GLI-13); and
- c) Individual Gaming Board Minimum Internal Control Procedures.

NOTE: All bonuses should require formal submission to and written approval from the local regulatory group who may respond to unconditionally approve, require additional constraints be placed on the bonuses to resolve any issues, or disallow the bonus. The possible permutations and effects concern subtleties best left to the discretion of the individual jurisdiction.

CHAPTER 2

2.0 *BONUSING GAMING DEVICE AND SYSTEM REQUIREMENTS*

2.1 **Gaming Device(s) with a Bonusing Feature Requirements**

2.1.1 General Statement. The requirements throughout this section apply to the bonus gaming device. These requirements are in addition to the requirements set forth in GLI-11 Gaming Devices and Casinos, and GLI-13 On-Line Monitoring and Control Systems (MCS) and Validation Systems in Casinos.

2.1.2 Configuring Bonus Transactions on a Gaming Device. Since a Bonusing feature would impact the electronic accounting meters, any Gaming Device that allows Bonusing gaming as a selectable feature must conform to the Configuration Setting requirements outlined within GLI-11 Gaming Devices in Casinos.

2.1.3 Audit Trails for Bonusing Transactions. Bonus Gaming Devices must have the ability to recall the last twenty-five (25) monetary transactions received from the host system. However, if a gaming device has Cashless or host-Promotional features, or both, enabled simultaneously with bonus features, a single 100-event log would suffice. The following information must be displayed:

- a) The transaction value; and
- b) The time and date.

2.1.4 Meter Requirements for Bonusing Gaming Devices. Bonus gaming devices must incorporate electronic accounting meters that conform to the following electronic metering requirements:

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- a) The operation of the mandatory electronic accounting meter, "Coins-Out" as described in GLI-11, shall not reflect Bonus wins, if the host pays those Bonus wins to the game (i.e. not hand paid);
 - b) The operation of the mandatory electronic accounting meter, "Machine Paid External Bonus Payout" as described in GLI-11 shall reflect Bonus wins that are paid by the gaming device;
 - c) The operation of the mandatory electronic accounting meter, "Attendant Paid External Bonus Payout" as described in GLI-11, shall reflect Bonus wins that are hand paid by the attendant; bonus payouts which are keyed to the credit meter shall not increment this meter; and

NOTE: If conditions exist wherein a bonus award is transferred to a gaming device, and results in a handpay, then this meter must increment for the value of the bonus award. Further, where this meter is not supported in the protocol, this requirement may be waived as long as there is a method to audit the Bonus Awards that are Handpaid.

2.1.5 Identifying a Bonusing Device. A patron should be able to identify each supporting machine at or near the gaming device, by a means left to the discretion of the individual jurisdiction (e.g. provide a host message indicating bonusing capability or a specific sticker on gaming machines to indicate participation).

2.1.6 Notification of a Bonus Award. The method of bonus win notification, at or near the gaming device, can include any combination of host messaging, sounds, or visual indicators as long as deemed acceptable to the individual jurisdiction. Since bonuses are awarded directly to the gaming device, the gaming device itself shall reflect the amount of the bonus win. Additionally, electronic accounting meters, and logs will reflect all bonus transactions accordingly, see also section 2.1.3 and 2.1.4 of this document.

2.1.7 Disclaimers and Feature Expiration. Any disclaimers and their display to the public are also left to the discretion of the individual jurisdiction, as they will likely be non-uniform across

specific manufacturer implementations. Qualifying parameters and/or frequency of events and any specific information relevant to the award type (e.g. current multiplier value during the bonusing session) shall be displayed.

2.2 Central System Security Requirements

2.2.1 General Statement. The rules within this section shall be implemented by the host system to allow for securely changing of any of the associated parameters. Additionally, the communication process must be robust and stable enough to secure each bonus award transaction such that failure event(s) can be identified and logged for subsequent audit and reconciliation.

2.2.2 Communication Failure. Messages must be either displayed to the patron or be available under a diagnostic function, either at the game or system level, which would indicate the reason for any bonus transaction failure due to a Communication Failure.

NOTE: In this circumstance, the bonusing system must recognize failure of bonus win payment to be paid to the gaming device, and notify appropriate casino personnel so manual procedures can be implemented to ensure proper payment.

2.2.3 Modification of Critical Parameters. All changes to factors that may impact bonus redemption frequency or amount must be logged indicating:

- a) who made the change;
- b) the altered parameter;
- c) the time and date of change;
- d) the parameter value before and after the change; and
- e) the reason for the parameter adjustment.

NOTE: Since bonus issuance may result in player fairness issues, which are jurisdictional public policy issues, each local regulatory agency will determine the controls governing changes to critical parameters.

2.2.4 Prevention of Unauthorized Transactions. The following minimal controls shall be implemented by the host system to ensure that games are prevented from responding to commands for crediting outside of properly authorized Bonus transactions (hacking):

- a) The network hubs are secured (either in a locked/monitored room or area) and no access is allowed on any node without valid login and password;
- b) The number of stations where critical Bonusing applications or associated databases could be accessed is limited; and
- c) The users who have the requisite permission levels/login to adjust critical parameters are limited.

2.2.5 Diagnostic Tests on a Bonusing Gaming Device. Controls are placed on any diagnostic functionality available at the device/system such that all activity would reflect a specific individual(s) tasked to perform these diagnostics whereby all bonusing diagnostic activity that effect the gaming machine associated meters may be audited by the local regulatory group.

2.3 Central System Audit Trails

2.3.1 General Statement. The central system shall have the ability to produce logs for all complete bonus transactions to include the same information required on gaming machine audit logs. In addition, these logs shall be capable of being filtered by:

- a) Machine number;
- b) Time/Date; and
- c) Type.

2.4 Financial Reports

3.4.1 General Statement. The system shall have the ability to produce the following reports:

- a) Bonus Summary and Detail Reports. These reports shall include transaction information indicating the gaming machine number, amount, date/time and type of bonus;
- b) Bonus Meter Reconciliation Summary and Detail Reports. These reports shall provide reconciliation of each participating gaming machine bonus meter(s) against host system's bonus activity; and
- c) Auditing Report. This report shall provide modification details whenever critical parameters are modified.

NOTE: There must be a report or method that would allow the comparison of the theoretical hold percentage of the bonusing gaming device to the actual hold of the device.

2.5 Central System Random Number Generator

2.5.1 General Statement. Bonus systems that utilize an electro-mechanical system based Random Number Generator (RNG) must comply with the requirements outlined within the 'Mechanical Based RNG Games' Requirements of GLI-11.