

## GDM Form Frequently Asked Questions

1. If there is a slot project with several different actions, can the form number for the removals be the same as the form number for non-removals as long as it is the same project? **No, each GDM Form will have a unique Form number.**
2. What is meant by “any action” on number five (5) of the instructions which states in part “before any action is taken, the Slot Department will forward the GDM Form to the Surveillance Department”. Does this include placing machines out of service? **Action can be defined as opening the machine door to initiate whatever action is indicated on the Form. Each property will follow whatever guidelines they have established for placing machines out of service.**
3. Referencing number six (6) of the instructions, will an initial notification to the Surveillance Department be sufficient or do they need notification each time a game is entered? **An initial notification to the Surveillance Department referencing the GDM Form number is required before the start of any action. Each property should follow their internal guidelines for any additional requirements.**
4. If not all software/firmware is being replaced, do the existing programs have to be listed on the GDM Form? **Only what is verified during a conversion, upgrade or installation is required for the GDM Form. It is the licensee’s responsibility to ensure there is no rescinded software/firmware on the gaming floor. Failure to do so will result in a Notice of Violation.**
5. If an amended GDM Form is needed, do all of the games, even those not being changed, have to be included on the amended form and the original canceled? **Yes, if no action has been initiated then the GDM Form will be canceled and a new form will be submitted.**
6. If the GDM Form is sent to the Surveillance Department and action is initiated but the Form needs to be amended due to unforeseen circumstances i.e. the machines didn’t fit in the location, what needs to be done to amend the Form? **The Form can be cancelled, indicating the reason why in the comments section and a new Form and Form number with the amended information sent to the Surveillance Department. The project can then proceed. If action has been partially completed indicate in the comments section what was completed and what will be cancelled and resubmitted.**
7. If the Technical Manager is the person who initially fills out the form and sends it to surveillance can they still sign under management verification? **Yes**
8. Can the person who verifies the actions, typically a supervisor, sign in the “licensee completing action” signature block? **Yes, as long as the person who performed the bill tests and firmware verifications initials are in the appropriate boxes.**
9. Can the same person sign the form under representative completing actions and management verification? **No, if the manager is the person performing the actions then the Slot/Operations Director/Manager or the Compliance Director/compliance department employee will need to sign the Form under management verification. There will always be the signature of two different licensee representatives on the Form. One of these signatures will always be a member of management.**

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10. Can there be an exception to the ten (10) day completion requirement if there are major projects such as floor wide remodels, BV upgrades etc.? **Yes, major projects requiring more time to complete should be coordinated with the local Enforcement Division field office.**
11. Receiving machines is approved through Jackson, is it required to complete the GDM Form for this action? **Yes**
12. There is not enough space on the form to include firmware signatures. **The form is not intended for firmware signatures, only the program identifiers of the firmware. A separate document can be maintained in-house for firmware signatures if needed.**
13. On the machine list tab of the GDM Form what information is required for the “action” column and the “reason for ram clear” column? **The action column should contain whatever action you are completing on the game i.e. installation, ram clear, conversion, etc. If you are performing a ram clear action, the “reason for ram clear” column should contain the reason why a ram clear was needed i.e. game frozen, clear tilt etc.**
14. Where does the employee performing the firmware verification/bill test initial the form? **On the machine listings located on page (2) under the blocks firmware verification and bill test verification. Electronic initials are accepted.**
15. Where do all the required dates go on the form? **The start date is the date you start the action. The date you send the Form to the Surveillance Department is the “sent to surveillance” line. The date completed is the date you are completed with the action. Action is considered completing when the machines are back up for play or have been removed from the gaming floor. The date you email the Form to MGC is the date submitted to MGC.**
16. Will a new form need to be completed for every ram clear? **Not necessarily. If you complete a GDM Form but have not started the ram clear you can add games to it. Amend the document and re-send it to the Surveillance Department. If you start the action and need to add a game, a new document must be completed. This assures the Surveillance Department is always aware of the actions being completed.**
17. If a Form needs to be amended after MGC approval is received what is the procedure? **The GDM Form will be sent back to MGC with the amended information and an amendment number.**
18. If games are being temporarily removed from the gaming floor is MGC approval still needed? **Yes, any time machines are removed from the gaming floor an approval is needed. If the games are temporarily removed then reinstalled indicate this in the comments section. If the games are going to be off the floor longer than ten (10) days the document will be sent to MGC as completed. When the games are installed back on the floor they will be considered an installation and a new GDM Form must be completed.**

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19. When is firmware verification required? **When new software/firmware is installed on the machine. This would include installations, upgrades and conversions. Each program identifier of the firmware/software verified needs to be listed on the form. It is the Licensees responsibility to ensure there is no rescinded firmware, enabled or not, on the gaming floor.**

20. If machines are being removed from the floor but are stored on site for a vendor to pick up will two forms need to be completed? **No, indicate in the comments section the date the vendor will pick them up. Once you have completed the removal the Form can be completed and sent to MGC. The vendor will receive a separate approval from the MGC Gaming Laboratory to pick up and transport the games.**