

**ILLINOIS GAMING BOARD
MINIMUM INTERNAL CONTROL STANDARDS
SECTION C - LIVE GAMES (TABLE GAMES)**

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Disposal of Live Gaming Devices and Other Gaming Equipment

1. The Owner Licensee must notify the IGB Administrator and the IGB Docksite Supervisor in writing, and receive written approval from the IGB Administrator prior to disposing of or removing from the premises Live Gaming Devices..
2. The Owner Licensee must notify the IGB Docksite Supervisor in writing, and receive written approval from the IGB Docksite Supervisor prior to disposing of or removing from the premises other Gaming Equipment.

Table Inventory

1. Chips from other casinos must not be accepted.
2. Chips and tokens must only be added or removed from the table inventory:
 - a. In exchange for cash or markers presented by the patron;
 - b. For payment of winning wagers or collection of losing wagers made at the table;
 - c. Through table fill and credit procedures; and
 - d. In exchange with patrons for gaming chips of equal value.
3. The transfer or exchange of chips, tokens and/or currency between table games must be strictly prohibited.
4. Table inventories must be maintained in trays, which are covered with a transparent, locking lid when the tables are closed. The information on the table inventory slip must be placed inside the transparent locking lid and be visible from the outside of the cover.
5. The table inventory slip must be at least a two-part form, one is the "opener" and the other is the "closer". Include the sequence of the required signatures and the distribution of each part of the form.

Opening of Gaming Tables

1. Immediately prior to opening the table for gaming and in the presence of the dealer assigned to the table, a live games supervisor must unlock the transparent table tray lids.
2. The dealer must count the chips and tokens by denomination in the presence of a live games supervisor and agree the count to the "opener" removed from the table tray.
3. Signatures attesting to the accuracy of the information are recorded on the "opener" by the dealer and the live games supervisor.
4. Once signed, the dealer must immediately deposit the "opener" into the drop box attached to the gaming table.

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5. Include procedures followed when the counted inventory differs from the amount recorded on the "opener". These must include the live games supervisor preparing a table error form, the signatures required and distribution of each part of the form and ensuring that one part is deposited in the drop box.

Shift Change at Gaming Tables

Owner Licensees that elect to perform a table inventory and drop at shift change must include shift change procedures, ensuring that the live games drop and closing of gaming table MICS are followed.

Closing of Gaming Tables

1. When a gaming table is closed, chips and tokens remaining at the table must be counted by the dealer and verified by the live games supervisor.
2. A table inventory slip must be prepared.
3. After the table inventory slip is signed by the dealer and live games supervisor, the dealer must immediately deposit the "closer" in the drop box.
4. The live games supervisor must place the "opener" on the table tray in a manner that the amounts on the "opener" may be read through the cover, and lock the transparent table tray lid in place.

During 24-Hour Gaming

1. During 24-hour gaming, a table inventory "closer" must be prepared to coincide with the table drop for that gaming day. All activity at the table must be temporarily ceased to allow sufficient time to accurately count the table inventory.

Table Fills

1. A live games supervisor at the pit must initiate the request for fill process. Include the steps followed for the request process.
2. The ability to input data into the casino system from the pit is restricted to live games supervisors and pit clerks.
3. Table fill slips, which are at least three-part forms, must be generated at the casino cage. Include the steps followed for the table fill slip preparation and verification.
4. The cashier must prepare, verify and dispatch the fill in a chip carrier and the table fill slip to the appropriate table via security who verifies the fill prior to transportation.

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5. Include the sequence of the required signatures and the distribution of each part of the table fill slip, ensuring that one part stays in the casino cage, and after all required signatures are obtained one part is dropped in the drop box by the dealer.
6. The chips are broken down and counted by the dealer in the presence of the live games supervisor and security before they are placed in the table tray.

Table Credits

1. A live games supervisor must initiate the request for credit. Include the steps followed for the request for credit, ensuring that the chips removed are documented on a table credit slip.
2. Table credit slips must be at least a three-part form and are generated at the casino cage. Include the steps followed for the preparation of the table credit slip, including the verification of the credit, sequence of the required signatures and the distribution of each part of the form. Ensure that one part stays on the table until the transaction is completed. After all required signatures are obtained, one part is returned to the casino cage and one part is dropped in the drop box by the dealer.
3. The dealer must break down and count the credit in view of the live games supervisor and place it in a chip carrier for transfer to the casino cage by security.

Accepting Cash at Gaming Tables

1. Cash and/or vouchers must not be used as a wager.
2. The purchase of chips may only be permitted at a gaming table or a casino cage.
3. Foreign currency must not be accepted at gaming tables.
4. Whenever cash or a marker is presented by a patron at a gaming table for exchange for chips, the dealer must:
 - a. Spread the cash or marker on top of the gaming table in full view of the patron who presented it;
 - b. Verbalize the amount of cash in a tone of voice calculated to be heard by the patron who presented the cash and a live games supervisor; and
 - c. Break down and count an equivalent amount of chips or tokens for the patron. Promptly place the cash or appropriate copy of the marker into the drop box attached to the gaming table.

Promotional Coupons

1. The ICS procedures for promotional coupons, which include match play coupons, must include:

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- a. Details for printing coupons in-house or the receipt of coupons from an outside vendor and the inventory, storage and distribution of the coupons, including the completion of a coupon inventory log; and/or
 - b. A statement that the printing of and distribution of coupons will be completed by a direct mail house or outbound electronic mailing vendor.
2. Match play coupons must be presented at a table game along with a matching wager of value chip(s). Match play coupons will only be accepted at a table game. Match play coupons must clearly state the terms and conditions for use and have the following attributes:
- a. Be designed and printed so that the denomination and type of coupon is clearly visible from the surveillance system;
 - b. Include the casino and/or Owner Licensee name;
 - c. Clearly state the face value and amount of the required minimum matching wager;
 - d. Clearly state that the match play coupon has no cash value;
 - e. Contain an area designated for the placement of the required gaming chip wager, which must not obscure the visibility of the type and denomination of the coupon;
 - f. Contain a unique validation number if distributed by a direct mail house or outbound electronic mailing vendor or be sequentially numbered if distributed in-house;
 - g. Include the start and expiration dates of the program; and
 - h. Include any limitation to specific table games and/or wagers.
3. Include procedures for what occurs when a match play coupon and chip(s) are presented at an authorized gaming table, including:
- a. A listing of the live games and specific bets (if applicable) where match play coupons will be accepted;
 - b. A statement that the match play coupon must be placed underneath the gaming chip(s) wagered by the patron in the appropriate betting area of the gaming table;
 - c. Procedures for what happens when the amount of chips wagered is less than the stated value of the match play coupon;
 - d. A statement that only one match play coupon may be used with a wager;
 - e. A statement that winning wagers must be paid as if the coupon was a value chip;
 - f. A statement that in the event of a tie or push, the match play coupon is not affected and is returned to the patron; and
 - g. A statement that once the dealer settles a winning or losing wager, the dealer must immediately deposit the match play coupon into the drop box attached to the gaming table.
4. Promotional coupons must be presented at a table game. Promotional coupons will only be accepted at a table game. Promotional coupons must clearly state the terms and conditions for use and have the following attributes:

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- a. Be designed and printed so that the denomination and type of coupon is clearly visible from the surveillance system;
 - b. Include the casino and/or Owner Licensee name;
 - c. Clearly state the face value;
 - d. Clearly state that the promotional coupon has no cash value;
 - e. Contain a unique validation number if distributed by a direct mail house or outbound electronic mailing vendor or be sequentially numbered if distributed in-house;
 - f. Include the start and expiration dates of the program; and
 - g. Include any limitation to specific table games and/or wagers.
5. Include procedures for what occurs when a promotional coupon is presented at an authorized gaming table, including:
- a. A listing of the live games and specific bets (if applicable) where promotional coupons will be accepted;
 - b. A statement that winning wagers must be paid as if the coupon was a value chip;
 - c. A statement that in the event of a tie or push, the promotional coupon is not affected and is returned to the patron; and
 - d. A statement that once the dealer settles a winning or losing wager, the dealer must immediately deposit the coupon into the drop box attached to the gaming table.
6. Include procedures for canceling, counting, recording, verifying and auditing coupons. Ensure that coupons are included in the computation of Adjusted Gross Receipts for table games.
7. Include procedures for issuing replacement coupons, if applicable.

Markers Issued at Gaming Tables

1. Prior to issuing a marker to a patron, a live games supervisor must verify the patron's identity. Verification of the patron's identity must be documented. Credit availability must be determined at the issuance of each marker.
2. After credit availability has been established, the marker must be completed and signed by the patron prior to the issuance of chips.
3. Include procedures for preparation and distribution of the marker, which must be evidenced by a multi-part form, ensuring that one copy (or section/stub) of the marker is deposited in the drop box by the dealer.
4. The marker and remaining copies of the marker and, if applicable, a separate acknowledgment form are transferred via security to the casino cage immediately following the acceptance of the marker.

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5. Security must return either the acknowledgement copy of the marker or the acknowledgment form to the table after it is signed by the cashier.
6. The acknowledgement copy of the marker or the acknowledgment form must be deposited in the accounting box by the end of the gaming day.
7. Markers can only be redeemed at the casino cage or by mail.

Cards and Dice Control

1. When cards and dice are received from the supplier, the packages are inspected for quantity and obvious damage by at least two employees from different departments. The cards and dice must be recorded in the card/dice inventory ledgers. Any deviation between invoice/packing list amount and/or any defects found must be promptly reported to the IGB Administrator and the IGB Docksite Supervisor/Agent.
2. Describe the procedures for issuing cards and dice.
3. Describe the procedures for control and maintenance of card and dice inventories, including who maintains the inventory ledger.
4. Owner Licensees must remove any cards or dice if there is any indication of tampering, flaws, scratches, marks or other defects that might affect the integrity of the game. The IGB Docksite Supervisor/Agent must be immediately notified of the removal. Cards and dice must be removed at the request of the IGB.
5. Describe the procedures for the pick-up of used cards and dice, including the preparation of the card and dice pick-up and cancellation log on non-24 hour gaming days and 24 hour gaming days.
6. Include procedures for inspecting used cards and dice, ensuring that the IGB Docksite Supervisor/Agent is notified immediately, along with a security incident report to follow, of any flaws, suspect or missing cards and dice which are noted.
7. Describe the procedures for canceling cards and dice ensuring they are cut, notched, drilled or destroyed.

Control Over Table Layouts

1. When table layouts are received from the supplier, they must be inspected for quantity and obvious damage by at least two employees from different departments. The layouts must be recorded in the table layout inventory ledger by game type. Any deviation between the invoice/packing list amount and/or any defects found must be promptly reported to the IGB Administrator and the IGB Docksite Supervisor/Agent.

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2. Include the procedures for control over table layouts, including who maintains the table layout inventory ledger.
3. Include the procedures for obtaining approval from the IGB Docksite Supervisor and notifying the IGB Docksite Supervisor prior to removal and destruction of table layouts. Include the method of destruction.

Statistics

1. Records must be maintained reflecting statistical drop, statistical win and statistical win to drop percentage for each gaming table and type of game. These records must be maintained by day, cumulative month-to-date, and cumulative year-to-date.
2. Statistical reports must be distributed to casino management above pit level personnel on at least a monthly basis. Unusual fluctuations as defined by casino management in the ICS must be investigated and the results must be documented in writing, retained and a copy given to the IGB Docksite Supervisor.
3. Each day a report must be given to the IGB Docksite Supervisor of daily table game drop, win/loss and percentage win/loss. In addition, if casino management has prepared an analysis of specific table wins or loss or unusual fluctuations, such reports must also be given to the IGB Docksite Supervisor.