



# Decommission Procedures



## Reasons why you would have to decommission a COAM

Cancellation Request

Change of Ownership/Master License Holder

COAM is being swapped for another COAM.

COAM Malfunction

**Remember you only have 2 business days to remove COAMs in most scenarios**

Call Intralot before disconnecting the COAMs from a location

Intralot will let you know when the COAM(s) is decommissioned

Disconnect decommissioned COAM(s) from the Site Controller

**Each BOLD word is action that should be taken.**

- Before removing COAM(s) from a location, **the Master License Holder needs to contact Intralot Hotline at 877-261-6242**, so to properly decommission the COAM(s). The COAM(s) must be connect to the Site Controller at this time.
- The Intralot representative will perform steps on their system which prepares the COAM(s) for the decommissioning. **Once the steps on Intralot's side are complete, they will notify the MLH the COAM(s) have been decommissioned.** The COAM(s) should be expected to disable. **\*In the case of a COAM Malfunction that requires a Hard Reset, please follow the documented COAM Hard Reset Guidelines found on [www.gacoam.com](http://www.gacoam.com)**
- Decommissioned COAM(s) can be **disconnected from the Site Controller and removed from the location.**

**! In the case of a machine with a 'bad' board (i.e. a machine that is playable, but not sending meters to the site controller) the soft meters from the machine must be sent to Intralot. Intralot will use these soft meters to calculate financial adjustments for any missing revenue caused by the bad board.**

**It is imperative MLHs follow all operational and technical procedures noted above in order to ensure accurate reporting of financial data to the Central Accounting System.**

**Failure to comply with these procedures may result in fines up to \$50,000, suspension, and/or revocation of the license, and criminal penalties may also apply per GLC RU 13.1.14 (9)**