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from the Georgia Lottery Corporation - COAM Division

[www.gacoam.com](http://www.gacoam.com)

Issue 14

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## Gov. Kemp Announces HOPE Scholarship Has Helped More Than 2 Million Georgians

By [Tandi Reddick](#) Communications Director - Tue, Sep 14, 2021 6:27 PM

**Atlanta, GA**– Today, Governor Brian P. Kemp announced the HOPE (Helping Outstanding Pupils Educationally) Scholarship Program has helped more than 2 million Georgia students pursue postsecondary education in Georgia.

“The HOPE Scholarship Program has been a game-changer for our state and helped over 2 million Georgia students achieve greater opportunity,” **said Governor Kemp**. “With more than \$12.6 billion awarded, HOPE has allowed Georgia students to pursue education beyond high school and laid the foundation for Georgia’s recognition as the number one state for business for eight years in a row.”

**October 19, 2021** - COAM Advisory Board Meeting will be held on Tuesday, October 19, 2021 at 10:00 am EST - **Meeting will be held via conference call at 1-855-282-6330 Passcode 24420370**

**January 19, 2022** - COAM Advisory Board Meeting will be held on Wednesday, January 19, 2022 at 10:00 am EST

**April 19, 2022** - COAM Advisory Board Meeting will be held on Tuesday, April 19, 2022 at 10:00 am EST

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### COAM Advisory Board Members

- Gretchen Corbin,  
President and CEO

Funded by the Georgia Lottery Corporation, the HOPE Scholarship Program was created in 1993 by former Governor Zell Miller. HOPE continues to be one of the most generous scholarship programs in the country and has served as a model for state financial aid programs around the country.

“For almost 30 years, HOPE has allowed Georgians to pursue an affordable postsecondary education while keeping our best and brightest in the Peach State,” **said Lynne Riley, Georgia Student Finance Commission President.** “Thank you to Governor Kemp and members of the Georgia General Assembly whose generous support made this milestone possible.”

Today, the HOPE Program offers financial support to Georgia students, regardless of their field of study, through six subprograms: the HOPE Scholarship, the Zell Miller Scholarship, the HOPE Grant, the Zell Miller Grant, the HOPE Career Grant, and the HOPE GED Grant.

“Congratulations to every Georgian who has participated as a HOPE student within Georgia’s universities and technical colleges,” **said Georgia Lottery President and CEO Gretchen Corbin.** “The Georgia Lottery team goes to work every day for HOPE and Pre-K students, and today we celebrate our 2 million HOPE students and their educational and career accomplishments. The Georgia Lottery is appreciative to Governor Kemp, the Georgia General Assembly, and everyone who has worked to make 2 million HOPE students possible.”

### About the Georgia Student Finance Commission

The Georgia Student Finance Commission (GSFC) is a companion student finance entity of the Georgia Student Finance Authority (GSFA) and Georgia Higher Education Assistance Corporation (GHEAC). Together, they administer nearly 20 state- and lottery-funded scholarships, grants, and service-cancelable loans, including the nationally renowned HOPE programs. Founded in 1965, GSFC strives to ensure Georgians have an opportunity to access education beyond high school. GSFC also provides free financial aid and college planning counseling to K-12 students, parents, counselors, postsecondary institutions, and community organizations across the state. To learn more about our programs and services or to find an Outreach Representative in your area, please visit [GAFutures.org](http://GAFutures.org).

Georgia Lottery Corporation

- Emily Dunn, Chair
- Chris Pope, Vice Chair
- CB Yadav, Secretary
- Jamie Boyden
- Dhaval Bunty Doshi
- T. Mills Fleming
- Natalie Jones
- Hemal Patel
- Mehul Patel

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### Documents Available on the COAM Website

[www.gacoam.com](http://www.gacoam.com)

- EFT Forms for LLHs
- EFT Forms for MLHs
- Sweep and Push Calendar
- 50% Gross Calculation Worksheet for LLHs
- Letter of Officer Resignation Form
- Arbitration Form
- Change of MLH to Place COAMs Form
- Cancellation Request Form

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### Important Contact Info

**Georgia Lottery Corp.  
COAM Website**

[www.gacoam.com](http://www.gacoam.com)

**COAM Email**

[www.gacoam.com](mailto:info@gacoam.com)

**COAM Helpline**

1(800)746-8546

**Retailer Services**

Option 6 and 2

**Retailer Contracts**

Option 4 and 1

**Finance**

ext. 8700 Option 2

## About the Georgia Lottery Corporation

Since its first year, the Georgia Lottery Corporation has returned more than \$23.8 billion to the state of Georgia for education. All Georgia Lottery profits go to pay for specific educational programs, including Georgia's HOPE Scholarship Program and Georgia's Pre-K Program. More than 2 million students have received HOPE, and more than 1.6 million 4-year-olds have attended the statewide, voluntary prekindergarten program. For more information on the Georgia Lottery Corporation, please visit [www.galottery.com](http://www.galottery.com).

## Intralot

### Website Portal

[www.gacoamrpt.com](http://www.gacoamrpt.com)

### Customer Helpline

1(877)261-6242

### COAM Connectivity

#### Scheduling

[GACOAMappointment@intralot.us](mailto:GACOAMappointment@intralot.us)

#### Operations

[Ga.Oper@intralot.us](mailto:Ga.Oper@intralot.us)

### COAM Audit

[GeorgiaCOAMAudit@intralot.us](mailto:GeorgiaCOAMAudit@intralot.us)

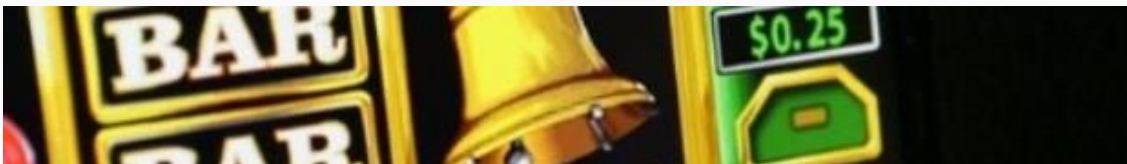
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## Lisa Clair Taylor



It is with great sadness the Georgia Lottery Corporation shares with you that our colleague, Lisa Taylor, has passed away after a long illness. Lisa was a dear and valued member of the COAM team and had been with the GLC since acquisition of the COAM Unit from the Georgia Department of Revenue in 2013. Lisa had previously worked with the Georgia Department of Revenue for 15 years prior to her joining the Georgia Lottery. Lisa leaves a long legacy of work and care within the COAM industry and the communities of Georgia. In lieu of flowers, donations may be made in memory of Lisa Taylor to Dogs Rock Rescue, an organization that was near and dear to her heart. To donate via paypal @ [dogsrockga@gmail.com](mailto:dogsrockga@gmail.com) or checks can be made payable to Dogs Rock Inc. or Dogs Rock Rescue. Condolences may be expressed to the family online at [www.mckoon.com](http://www.mckoon.com).

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## Master License Holders

### Scheduling Connectivity of COAMs at Business Location

Master License Holders (MLH) shall not schedule connectivity or place Class A and/or Class B COAMs in a business establishment until the Location License Holder (LLH) has received their original license and

posted it in the business. A MLH shall not place Class B COAMs in a location any earlier than two (2) business days prior to the scheduled date of connectivity. MLHs must have all current decals prominently displayed on all COAMs at a business location. Placement of COAMs in an unlicensed location may result in large fines up to \$50,000.00, denial of license application, suspension and/or revocation of the license, and criminal penalties may also apply.

### **Labeling COAMs with MLH Contact Information**

Whatever a MLH can do to provide excellent customer service on a consistent and ongoing basis is a worthwhile investment. Don't make your customers turn to the internet to find out how they can get in touch with your support team. Make it easy for them by displaying your contact information in a visible area of each COAM. MLHs should take proactive measures to ensure their COAMs are functioning properly and are protected from damage or abuse. There may be occasions when a business owner, property owner or landlord may need to contact the MLH because a business has been abandoned or the tenant has been evicted and the property owner needs to have the COAMs picked up from the business. Providing a reliable means of contacting the MLH is the first essential step in providing top-quality customer service.



## **Location License Holders**

### **Providing True and Correct Information on Application**

Applicants are required to provide the GLC with true and correct information on their COAM application. This includes ensuring all address information, owner information and contact information for the owner(s) of record are accurate and all documents have been submitted. Applicants should NOT provide their accountants' or bookkeepers' information as owner information which includes email address as well. GLC must be able to contact the applicant(s)/owner(s) directly for any license renewal reminders, application inquiries, and operational or COAM connectivity issues. The licensee is ultimately responsible for any compliance issues to include accuracy of documents, meeting all regulatory deadlines, and lawful operation of COAMs.

### **Monthly Reporting of Gross Retail Receipts**

Class B Location owners/operators are required to report Gross Retail Receipts for each business location on a monthly basis. Each such monthly report shall be submitted in electronic format via the [www.gacoam.com](http://www.gacoam.com) website as required by the GLC and shall be due by the 20th of the following month. For example, the report for the month of September shall be due by October 20th with subsequent reports due on the 20th of each month thereafter for the previous month. Gross Retail Receipts means the total revenue derived by a business at any one business location from the sale of goods and services and the commission earned at any one business location on the sale of goods and services but shall not include revenue from

the sale of goods or services for which the business will receive only a commission. Revenue from the sale of goods and services at wholesale shall not be included. If a Class B business does not have any retail sales for the month, the owner/operator must access the website and input a \$1.00 for their Gross Retail Receipts. Failure to report and report accurately may lead to disciplinary action and often results in significant fines to the licensee. Do not rely solely on a third party (i.e. accountant, bookkeeper, etc.) to submit Gross Retail Receipts for each location. Failure of a third party to submit Gross Retail Receipts shall not be an acceptable defense in the case of a citation issued to the licensee. Monthly gross retail receipts submitted by mail or by email will not be accepted by the GLC/COAM Division.



## Enforcement and Compliance

### COAM Inspections

Inspectors may enter a licensed place of business of any person engaged in the ownership and/or operation of COAMs at any time for the purpose of conducting a COAM inspection. Inspectors shall have access to all areas of the place of business and all books, records, and supplies relating to the ownership and/or operation of COAMs. Failure to cooperate with all aspects of an inspection or to hinder or interfere with an inspector in the performance of the inspector's duties by any licensee, its employee or anyone acting on behalf of or with the approval of the licensee or otherwise, shall be a violation of COAM rules. Interference or hindrance of an inspector shall include, but is not limited to:

- Disorderly conduct including behaving in any manner tending to threaten or to appear to threaten the agent or members of the public during an inspection or performance of the inspector's duty.
- Disturbing the peace including, but not limited to, utilizing loud, boisterous, threatening, abusive, insulting, or indecent language during an inspection or performance of the inspector's duty.

### Requesting Security Seals for Logic Boxes

Security Seals are an important part of the security process and help to ensure the protection of the vital components of a COAM. MLHs are required to affix security seals to logic boxes for integrity purposes. Security seals must be maintained by the MLH in a secured area. The security seals for the logic boxes are blue in color and contain a serialized number which is assigned to each MLH. Security seals should be affixed to the logic box across the nearest opening to the lock. At least one (1) inch of the security seal must extend on each side of the gap/opening of the logic box. Each MLH must maintain a **Security Seal Installation and Removal Form** for each machine. The Security Seal and Installation and Removal Form must remain within the cabinet for each designated logic box and must be available at all times for inspection by the Georgia Lottery Corporation. It is recommended MLHs reorder security seals from the GLC when their security seal inventory reaches 5% of their total machine count. MLHs may contact

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the COAM Security Manager at (404)215-5084 to reorder security seals.

### **COAM Prize Redemption Reminder**

Redemption of COAM prizes from Class B COAMs can only be made for non-cash merchandise (up to \$5 per play) or lottery tickets at the location where the game is played. No alcohol, tobacco, or firearms can be redeemed as COAM prizes. The GLC expects LLHs to fully and legally honor all successful players winning prize redemption amount. LLHs are prohibited from imposing additional purchases, taxes, tips, commissions, or requirements on COAM players as a condition of awarding merchandise, prizes, toys, gift certificates, novelties, or lottery ticket(s) as COAM prizes. Any complaints will be documented and investigated by a COAM Inspector. Failure to comply with this process may result in fines up to \$50,000, suspension and/or revocation of the license, and criminal penalties may also apply.

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## **COAM Legal Corner**

### **COAM Contracts**

While the COAM Law has certain requirements for Class B COAM contracts between Master and Location licensees, it also does not require certain things for COAM contracts. A Class B Location owner must enter into a written agreement (or addendum) for the placement of COAMs by a Class B Master Licensee in the location business. Before signing any contract, each party to the contract should read it carefully and understand its provisions. Like other contracts, COAM contracts are legal documents. COAM licensees may end up in arbitration and ongoing litigation over such documents. Even if a Location licensee does not understand a COAM contract he or she signs, he or she may still be bound by the promises made within the contract. Each Location licensee should review its COAM contract for important information about length of the contract, any automatic renewal conditions, any required notices (including to terminate the contract), where to send required notices, any liability of the Location owner or operator if it should close or sell the business, and any liability upon the Location licensee for damages due to any breach of the contract. Additionally, a copy of the COAM contract (or addendum) must be available for inspection by Georgia Lottery Corporation (GLC) or its representative. While a COAM contract is not required to be posted at the business location, it must be available when requested by a GLC Inspector. It is advisable to make copies of the COAM contract and have copies easily accessible by employees at the business location. The COAM law also requires that any COAM contract entered into or renewed (as of May of 2016) shall be for at least a year. In other words, a COAM contract term length of longer than one year is not required. A month to month contract between a Class B Master licensee and a Class B Location licensee is not permissible under the COAM Law. It is important for a COAM Location licensee to be familiar with its COAM contract and also COAM law and rules. If a Master licensee has any contract dispute with a Location licensee, the COAM law provides that such dispute be referred to arbitration. GLC staff do not



decide whether a COAM contract is expired or terminated which is even more reason for a Location licensee to take all steps it can to make sure it is familiar and comfortable with the promises it is making within a COAM contract. A Location owner may find it beneficial to have its own attorney review the contract provisions to ensure that the location owner understands its obligations under the contract.



## Central Accounting System

### Decommissioning of COAMs

A MLH is required to follow all operational and technical procedures when decommissioning COAMs in order to ensure accurate reporting of financial data to the Central Accounting System. To proceed with the decommissioning of COAM(s):

1. **Call Intralot before disconnecting the COAMs from a location.** Before removing COAM(s) from a location, the MLH shall contact the Intralot Helpline at 1(877)261-6242, so to properly decommission the COAM(s). The COAM(s) must be connected to the site controller at this time. Intralot will advise of additional procedures if there is currently no power at the business location.
2. **Intralot will let you know when the COAM(s) is decommissioned.** The Intralot representative will perform steps on their system which prepares the COAM(s) for the decommission. 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.
3. **Disconnect decommissioned COAMs from the site controller.** Decommissioned COAM(s) can be disconnected from the site controller and removed from the location.

Failure to comply with decommissioning procedures may result in fines up to \$50,000.00, suspension and/or revocation of the license, and criminal penalties may also apply.

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## IMPORTANT NOTICE

**Due to COVID-19 the Georgia Lottery Corporation is currently not accepting visitors at its headquarters located at 250 Williams Street, Suite 3000, Atlanta, Georgia.**

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**Did you know there is a 24 hour business cancellation and rescheduling policy for COAMs?**

The efficient scheduling of your COAMs to the Central Accounting System is very important to the GLC and Intralot teams. Connection times and appointments are reserved especially for you. We understand that sometimes schedule adjustments are necessary. Therefore, we respectfully request at least 24 hour business notice to Intralot for cancellations or rescheduling of appointments between MLHs and Intralot Technicians. Please understand that when you forget, cancel, or change an appointment without giving enough notice, we miss the opportunity to fill the appointment time, and customers on our wait list miss the opportunity to receive services. Any appointment missed, late cancelled, or changed without a 24 business hour notice may result in a charge of \$85 invoiced by Intralot. Intralot will invoice the MLH separately from their regularly scheduled weekly push of financial amounts. Failure to pay the invoice amounts within 30 days of invoice date may result in disciplinary action to the MLH. The 24 hour cancellation policy give us time to inform our wait list clients of any availability, as well as keeping our staff's schedules filled, thus better serving everyone. If you have any questions about invoices for fees associated with the cancellation or rescheduling of appointments, please contact Intralot at (877)261-6242.

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**RESPONSIBLE GAMING**

1(866) 922-7369

**ANONYMOUS TIPLINE TO REPORT FRAUD, ABUSE OR CASH PAYOUTS**

1(855) 515-0004

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