



Victorian Commission for Gambling and Liquor Regulation

Gambling Information Sheet

Requirement to record and reconcile soft meters

Venue operators are required to independently record soft meter data on a daily basis in order to comply with sections 2.1(ii) and section 2.3(ii) of the 'Accounting and auditing venue requirements' approved by the Victorian Commission for Gambling and Liquor Regulation (VCGLR). The venue operator must use the independently recorded soft meter readings to calculate metered gaming trade and compare to the daily data reported by the monitoring licensee, Intralot Gaming Services Pty Ltd (IGS).

How do I meet this requirement?

In order to meet the requirements, a venue must:

- independently record the soft meters, for turnover, credits won, cash in and cash out, from all its operational machines on a daily basis
- calculate the day's metered gaming trade using the independently recorded soft meters
- compare the daily calculated metered values to the polled data provided by IGS
- maintain daily supporting documentation to verify all steps above.

Can I use the downloaded soft meter data to meet this requirement?

The VCGLR is aware that downloaded gross meter data from the IGS monitoring system is being used by venues to input to third party management systems to comply with the above requirement.

Downloaded data taken from the IGS monitoring system should not be used to calculate the metered data, or to compare to the polled data, without independent verification to each operational machine on a daily basis.

Downloaded and polled data are received from the same source, therefore comparing the two data sets, fails to meet this requirement.

Can I print off the downloaded meter data, check them against the machines on a daily basis, and then use these as my gross metered data to meet the above requirement?

The metered values detailed in the downloaded data from the monitoring system, checked against each operational machine on a daily basis, will be sufficient. It is expected that source documentation for each day will be maintained and verified by the gaming venue. In addition, the VCGLR will review the documentation when conducting an audit at the gaming venue.

If downloaded meters are not available at the commencement of the game day, the venue must revert to recording meters independently from the gaming machines.

Does the VCGLR assess the use of a third party management system in meeting the above requirements?

The VCGLR is not required to approve, assess or provide endorsement of third party software packages made available to gaming venues. It is the responsibility of the gaming venue to ensure the use of such packages is sufficient in meeting their obligations.

How do I assess the compliance level for the recording of soft meter readings?

The venue must maintain daily evidence of:

- independently recorded/verified soft meters from each operational machine
- the calculation of meter data using recorded/verified soft meters
- polled data reported for each day by the monitoring system
- comparisons between the metered and polled data
- details of the follow up performed to assess the detected variances.

What do I do if the calculated metered data does not balance with the polled data reported by IGS?

The venue should contact IGS to assess any discrepancies between polled and calculated metered data.

Do I need to record both the hard and soft meters for Turnover, Credits Won, Money In and Money Out?

Yes. As both hard and soft meters are considered vital internal control functions, they must **both** be recorded from each machine in line with the requirements outlined in this information sheet.

What should I do if I am still unclear as to whether or not I am meeting the above requirements?

If you require further clarification, please contact the VCGLR by email contact@vcglr.vic.gov.au or phone 1300 182 457.