



Mille Lacs Band of Ojibwe Indians  
*Gaming Regulatory Authority*  
*Detailed Gaming Regulations*

**CLASS II GAMING SYSTEMS**

**Document No. DGR – 12a**

**Effective: June 26, 2018**

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- I. SCOPE.** This document includes the Detailed Gaming Regulations for Class II Gaming Systems to be regulated and played in compliance with Title 15 of the Mille Lacs Band Statutes Annotated.
- II. REGULATIONS APPLICABLE TO CLASS II GAMING SYSTEMS.** A Gaming Enterprise shall comply with all requirements set forth in applicable Federal and Mille Lacs Band Detailed Gaming Regulations.
- Section 1.** The Gaming Enterprise shall implement a System of Internal Control Standards (SICS), as approved by the Gaming Regulatory Authority (GRA) Board.
- Section 2.** Subsequent revisions to the SICS must be provided to the GRA thirty (30) days prior to implementation of revision.
- Section 3.** The GRA reserves the right to require changes to any internal control or procedure to ensure compliance to applicable laws and regulations.
- III. SUPERVISION.** Supervision must be provided for Class II Gaming System operations as needed by associates with authority equal to or greater than those being supervised.
- IV. GAMES ALLOWED.** The Gaming Enterprise shall provide game notifications to [GRAOGRNotifications@grcasinos.com](mailto:GRAOGRNotifications@grcasinos.com) for written approval to the GRA at least thirty (30) days prior to the games being played. This will allow the GRA time to review each game, procedures and potential risks for each game.
- Section 1.** Notifications for approval must include at a minimum:
- A. Listing of games;
  - B. House rules of each game;
  - C. Areas of Gaming Enterprise intended to be exposed for play;
  - D. Asset control for mobile devices;
  - E. Method to adequately monitor play;
  - F. Method of reasonable assurance only patrons of lawful age will operate the game; and
  - G. Additional information as requested by the GRA Board.
- Section 2.** Class II Bingo is a game of chance which includes the following:
- A. Played for prizes, including monetary prizes, with cards bearing numbers or other designations;
  - B. The holder of the card covers such numbers or designations when objects, similarly numbered or designated, are drawn or electronically determined;
  - C. The game is won by the first person covering a previously designated arrangement of numbers or designations on such cards;
  - D. Defined as requiring multiple players versus one player with multiple cards. Play cannot take place until there are at least two (2) players;
  - E. If played in the same location, pull-tabs, lotto, punch boards, tip jars, instant bingo, and other games similar to bingo; and
  - F. Class II gaming does not include electronic or electromechanical facsimiles of any game of chance, including pull tabs.
- V. LOCATION AUTHORIZATION FOR GAMING.** Prior to offering for public play, an Office of Gaming Regulation & Compliance (OGR&C) employee shall verify the approved locations.



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- Section 1.** If the system detects that the patron is outside an area authorized for gaming, the system shall not accept wagers until the patron returns to an authorized location.
- Section 2.** Authorization information transmitted by the communications device to the mobile gaming system for identification purposes must be collected at the time of the request from the mobile gaming system and may not be stored on the mobile communications device.
- Section 3.** The Executive Director of the OGR&C may waive the requirements of this section for wireless communication devices that cannot be reasonably moved by a patron.

**VI. COMMUNICATION BETWEEN GAMING DEVICE AND GAMING SYSTEM.**

- Section 1.** Communication between a gaming device and a gaming system must be conducted using a method that securely links the mobile gaming device to the mobile gaming system and authenticates both the mobile gaming device and mobile gaming system as authorized to communicate over that link.
- Section 2.** Mobile gaming system components which interface mobile gaming devices must sufficiently isolate the mobile gaming devices from the server portion of the mobile gaming system.
- Section 3.** A mobile gaming device must be designed or programmed such that it may only communicate with authorized mobile gaming systems.
- Section 4.** Patron account access information must not be permanently stored on mobile gaming devices. Such information must be masked after entry, encrypted immediately after entry is complete, and may be temporarily stored or buffered during patron entry provided that the buffer is cleared as follows:
- A. After the patron confirms that the account access entry is complete; or
  - B. If the patron fails to complete the account access entry within one (1) minute.
- Section 5.** The mobile gaming system must associate a patron's account with a single mobile gaming device during each patron session.
- Section 6.** Each patron session must have a unique identifier assigned by the mobile gaming system.
- Section 7.** The mobile gaming system must immediately terminate a patron session whenever:
- A. Required by the GRA Board or Gaming Enterprise;
  - B. The patron ends a session;
  - C. The patron session is inactive for more than fifteen (15) minutes;
  - D. The patron fails any authentication during a game or patron session; or
  - E. A system error impacts game play.

**VII. GENERAL CONTROLS FOR GAMING HARDWARE AND SOFTWARE.**

- Section 1. Gaming Equipment.**
- A. The GRA must approve all Class II Gaming System components before they are offered for play.
  - B. The supplier shall submit shipping and receiving notifications for Class II Gaming System components to the OGR&C at [GRAOGRNotifications@grcasinos.com](mailto:GRAOGRNotifications@grcasinos.com) and Gaming Enterprise at least five (5) days before expected delivery, unless waived by the OGR&C. Notifications must include the following:
    - 1. Name and address of the supplier;
    - 2. Description of shipment;



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3. For mobile gaming devices: a serial number;
  4. For software: software version and description of software;
  5. Method of shipment; and
  6. Expected date of delivery.
- C. Class II Gaming System components must be shipped in a secure manner (following current GRA shipping requirements) to deter unauthorized access.
- D. The Gaming Enterprise shall restrict associate access to the controlled gaming equipment/components (e.g. draw objects and back-up draw objects, mobile gaming devices, Class II servers, random number generators, etc.).
- E. The GRA shall establish and comply with procedures relating to the periodic inspection, maintenance, testing and documentation of a random sampling of gaming equipment/components, including but not limited to:
1. Software related to game outcome must be authenticated initially, after any modifications and semi-annually by an OGR&C employee by comparing signatures against the test laboratory letter on file with the GRA for that version.
  2. The manufacturer shall provide specialized equipment or the services of an independent technical expert to assist with the testing, examination and analysis.

**Section 2. System Software.**

- A. Any game software components must be submitted for testing and approval by an independent testing laboratory. The testing laboratory shall provide a formal written report setting forth and certifying its findings and conclusions, and noting compliance with any applicable standard established by the GRA and 25 CFR §§ 543 and 547.
- B. The game software components of a Class II Gaming System will be identified in the test laboratory report. When initially received, the software must be verified to be authentic copies, as certified by the independent testing laboratory.
1. The Gaming Enterprise, observed and verified by an OGR&C employee, shall perform system software signature verification(s) comparing the signature obtained to the signatures provided in the independent test laboratory letter for that software version to verify that only approved software is installed.
  2. Any software verification variances must be investigated and resolved. Software that cannot be verified shall not be installed in any Class II Gaming System.
- C. For all installations or modifications:
1. Only GRA authorized and approved systems and modifications may be installed.
  2. Records must be kept of all new installations and modifications to Class II Gaming Systems. These records must include, at a minimum:
    - (a) The date of the installation or modification;
    - (b) The nature of the installation or change (such as new software, server repair and configuration modifications);
    - (c) Evidence of verification that the installation or the modifications are approved; and
    - (d) The identity of the agent(s) performing the installation or modification.
- D. The gaming system must provide a log entry anytime an agent causes a software component to be added, removed or altered in the server or system portion of the device.
1. Each log must contain:
    - (a) The date and time of action;



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- (b) The identification of the component affected;
  - (c) The identification of the agent performing the modification;
  - (d) The reason for the modification; and
  - (e) Any pertinent validation information.
2. This log must be maintained on the server or system portion of the device, as well as on a computer or other logging device not accessible to the agent making the program modification and located outside the secure area where the server or system component of the device resides. The record of the program changes must be maintained for at least ninety (90) days. The server must also retain the listed information for at least one hundred (100) downloads.
- E. Documentation, such as manuals and user guides, must be maintained describing the systems in use and the operation, including hardware.

**Section 3. Installation Testing.**

- A. Testing must be completed by an OGR&C employee during the installation process to verify that the mobile gaming devices have been properly installed. This includes testing the following, as applicable:
1. Communication with the Class II Gaming System/server;
  2. Communication with the accounting system;
  3. Communication with the player tracking system;
  4. Currency and vouchers to bill acceptor;
  5. Voucher printing;
  6. Meter incrementation, including any and all progressive meters;
  7. Pay table, for verification;
  8. Mobile gaming device denomination, for verification;
  9. All buttons, to ensure all are operational and programmed appropriately;
  10. All game rules and disclaimers are displayed at all times or made readily available to the patron upon request;
  11. System components, to ensure they are safely installed at location; and
  12. Locks, to ensure they are secure and functioning.

**Section 4. Removal or Retirement of Class II Gaming System Components.** Procedures to retire or remove any or all associated components of a Class II Gaming System from operation must include the following, as applicable:

- A. For mobile gaming devices and components that accept cash or cash equivalents:
1. Coordinate with the Drop Team to perform a final drop;
  2. Collect final accounting information (such as meter readings, drop and payouts);
  3. Remove or secure any or all associated equipment (such as locks, card reader, or ticket printer) from the retired or removed component; and
  4. Document removal or retirement.
- B. For removal of software components:
1. Purge or return the software to the license holder; and
  2. Document the removal.
- C. For other related equipment (such as blowers, cards, and interface cards):
1. Remove or secure equipment; and
  2. Document the removal or securing of equipment.



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- D. Verify that unique identifiers and descriptions of removed or retired components are recorded as part of the retirement documentation; and
- E. Coordinate with the accounting department to properly retire the component in the system records.

**Section 5. Disposal or Destruction of Class II Gaming System Components.**

- A. Any Gaming Enterprise seeking to destroy or dispose of Class II gaming equipment shall obtain the written approval of the GRA Board or its designee prior to destruction or disposal.
- B. The GRA Board may approve the destruction or disposal of Class II gaming equipment to protect the integrity of gaming at a Gaming Enterprise or as otherwise required by law.
- C. The Gaming Enterprise shall provide a written notice at least fourteen (14) days in advance to the Executive Director of the OGR&C. The Executive Director of the OGR&C shall present the notice to the GRA Board for its approval.
- D. The notice must include the following:
  - 1. A brief written explanation for the proposed destruction or disposal.
  - 2. Identification of the equipment including:
    - (a) Type and amount of equipment to be destroyed, name of the manufacturer and model number (if applicable);
    - (b) Unique identification number (if applicable); and
    - (c) Date and source of original acquisition.
  - 3. Description of method of destruction or disposal including:
    - (a) Name of the associate responsible for destruction or disposal;
    - (b) Date, place and time of proposed destruction or disposal; and
    - (c) Proposed method for destruction or disposal.
- E. The GRA Board may require an OGR&C employee to be present at the destruction or disposal of the Class II gaming equipment. In addition, the GRA Board may require the destruction of the Class II gaming equipment to be video recorded.
- F. Once destruction or disposal is complete, written verification must be provided to the GRA Board.
- G. The Gaming Enterprise shall maintain all documentation of destroyed and disposed Class II gaming equipment for at least two (2) years.

**Section 6. Malfunctions.**

- A. The Gaming Enterprise shall investigate, document and resolve malfunctions. Malfunction is defined as a Class II gaming equipment having performed an operation outside of its normal programmed abilities. Investigation results must be forwarded to the OGR&C. The Gaming Enterprise shall establish and comply with procedures for dealing with malfunctions, and those procedures, at a minimum, must address the following:
  - 1. Immediate notification of the OGR&C and Surveillance;
  - 2. Determination of the event causing the malfunction;
  - 3. Review of relevant records, game recall, reports, logs and surveillance records;
  - 4. Repair or replacement of the Class II gaming component; and
  - 5. Verification of the integrity of the Class II gaming component by an OGR&C employee before restoring it to operation.

**VIII. GENERAL OPERATIONAL CONTROLS.**



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**Section 1. Cash Control Procedures.** The Gaming Enterprise shall establish and comply with procedures to prevent unauthorized access to, and fraudulent transactions involving, cash or cash equivalents.

- A. Cash or cash equivalents exchanged between two (2) associates must be counted independently by at least two (2) associates and reconciled to the recorded amounts at the end of each session. Unexplained variances must be documented, investigated, and maintained. Unverified transfers of cash or cash equivalents are prohibited.
- B. Cash or cash equivalent controls must include counting and recording the following on a session accountability form:
  - 1. Inventory, including any increases or decreases;
  - 2. Transfers;
  - 3. Exchanges, including acknowledging signatures or initials; and
  - 4. Resulting variances.
- C. Any change of control of accountability, exchange or transfer must require the cash or cash equivalents be counted and recorded independently by at least two (2) associates and reconciled to the recorded amount.

**Section 2. Sales.**

- A. The Gaming Enterprise must accurately account for all sales.
- B. All sales must include the following:
  - 1. Date;
  - 2. Time;
  - 3. Dollar amount of sales;
  - 4. Amount in, amount out and other associated meter information; and
  - 5. Signature, initials or identification of the associate or device who conducted the sales.

**Section 3. Patron Deposit Accounts Used for Session Bingo.**

- A. The cashier will verify the patron's identity by checking both the player tracking card (if used) and an authorized identity document (ID) (i.e. state issued driver's license or ID card, tribal ID, military ID, etc.).
- B. If paid for by credit/debit card or check, patron's ID must be verified to ensure the patron making the purchase is the holder of the account.
- C. Signage must be present at each cashier and Point of Sale (POS) station stating, but not restricted to, the following:
  - 1. Any credit or debit card transaction will be treated by the authorizing bank as a cash advance, and that fees from the transaction may apply;
  - 2. Any holds or restrictions that may be placed by the authorizing bank on the amount being charged/debited; and
  - 3. The charge amount will be for the transaction only, that there will be no cash back from a credit/debit sale.
- D. The patron will receive a purchase receipt/ticket, showing, but not limited to:
  - 1. Patron name;
  - 2. Player tracking card number, if used;
  - 3. Date/time of transaction;
  - 4. Session the receipt/ticket is good for;
  - 5. Amount of transaction;



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6. Bingo package purchased; and
7. Security code and personal identification number (PIN) to activate a player interface or personal handheld device (PHD), if used.
- E. The Gaming Enterprise will implement, with GRA approval, procedures covering adding of credits to an active account.
  1. If it is during a bingo session, the bingo floor attendant is allowed to take the patron's POS slip and currency to be added to the POS where the cashier will complete the transaction, then bring the new receipt to the patron.
  2. If not during a bingo session, the patron will have to add credits themselves, utilizing one of the kiosks installed for that purpose.
- F. The Gaming Enterprise will, with GRA approval, set the maximum deposit amount allowed above the cost of the bingo package purchased. If no bingo package is purchased, this will be the maximum amount which can be deposited.
- G. Any funds remaining in the account must be cashed out at the end of the session/day. The Gaming Enterprise will, with GRA approval, set the amount of time funds are valid before forfeiture. Purchase ticket must be presented to cash out.
- H. Signage must be present at each cashier position describing the purchase process, how the "Buy on the Fly," Bonanza trade-ins, and other games being offered, work. Signage must also be present describing what happens to any unclaimed funds (i.e. forfeit XX hours after close of session).

**Section 4. Patron Wagering Accounts.**

- A. Before a transaction may be made on a wireless or mobile system, the patron shall personally appear at the Gaming Enterprise to open a wagering account.
  1. At the time the account is opened, initial and any additional deposits are made, withdrawals made, or account closed, the identity of the patron must be verified by examination of a valid government issued ID.
  2. An authorized associate shall examine the patron's identification, in the presence of the patron, and record the patron's:
    - (a) Legal name and current physical address;
    - (b) Unique account identifier;
    - (c) Date of birth;
    - (d) Telephone and mobile account number (if applicable);
    - (e) Electronic mail address;
    - (f) Method used to verify the patron's identity, including the type, number, and expiration date of the ID;
    - (g) The associate's name; and
    - (h) The date the account was opened.
- B. The patron must sign the account documentation before the associate may activate the account.
- C. The associate or cashless system must provide the patron deposit account holder with a secure method of access.
- D. Only patrons with wagering accounts may engage in wireless or mobile gaming.
- E. Patron's shall only have one wagering account and they shall be:
  1. Non-transferable;



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2. Unique to the patron who establishes the account; and
  3. Distinct from any other account the patron may have established.
- F. Patron access shall include the following security measures at a minimum:
1. A username;
  2. Password of sufficient length and complexity to ensure its effectiveness;
  3. Upon account creation the option for users to choose, “strong authentication” log in protection, if possible; and
  4. Electronic notification to the patron’s registered email address, cellular phone or other device each time a mobile gaming account is accessed, if applicable, provided however that a patron may opt out.
- G. The Gaming Enterprise shall record the following at the initial set up of account and thereafter as deemed necessary:
1. Record the patron’s acceptance of the terms and conditions of participation.
  2. Record the patron’s certification that the information provided is accurate.
  3. Record the patron’s acknowledgement that the legal age for mobile gaming is eighteen (18) and that he/she is prohibited from allowing any other person to access their wagering account.
- H. The mechanism used to verify that the mobile communications device is being operated by an authorized person must be capable of being initiated both on demand and on a regular basis.
- I. When a deposit, withdrawal, or adjustment is processed by an associate, a transaction record must be created containing the following information:
1. Same document number on all copies;
  2. Type of transaction, (deposit, withdrawal, or adjustment);
  3. Name of the patron;
  4. The unique account identifier;
  5. Patron signature for withdrawals;
  6. Reason for account adjustment, if applicable;
  7. Date and time of transaction;
  8. Amount of transaction;
  9. Nature of deposit, withdrawal, or adjustment (cash, check, chips); and
  10. Signature of the associate processing the transaction.

**Section 5. Cashless Transactions.**

- A. Audit trail: Class II Gaming Systems shall be able to recall the last twenty-five (25) wagering account transactions received from the host system and the last twenty-five (25) wagering account transactions transmitted to the host system. The following information must be displayed:
1. The type of transaction;
  2. The transaction value;
  3. The time and date of the transaction; and
  4. The patron’s account number or a unique transaction number.
- B. Meter requirements: Mobile Gaming Devices and the Class II Gaming System must have electronic accounting meters which are at least ten (10) digits in length and show the following information:





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1. Electronic credits/cashable credits received from the central system/wagering account; and
  2. Electronic credits/cashable credits transmitted to the central system/wagering account.
  - C. Transaction confirmation: The mobile gaming device and central system must be capable of providing confirmation/denial of every cashless/electronic transaction initiated. The confirmation/denial must include:
    1. The type of transaction (upload/download);
    2. The transaction value;
    3. The time and date;
    4. The patron's account number or unique transaction number;
    5. If denied, a message showing why the transaction was denied; and
    6. If a patron initiates a cashless transaction which exceeds game configured limits, credit limit, etc., the transaction may only be processed if the patron is clearly notified that he/she has received or deposited less than requested, to avoid patron disputes.
  - D. Error conditions.
    1. Host system. The following conditions must be monitored and a message displayed to the patron for :
      - a. Invalid PIN or player ID (prompt for re-entry up to 5 times); and
      - b. Account unknown.
    2. Gaming Device. Any credits on the gaming device that are attempted to be transferred to the host system that result in a communication failure where this is the only payout medium (no hopper/ticket printer), must result in a hand-pay lockup or tilt condition on the device.
  - E. Current account balance information must be available on demand from the mobile device after confirmation of patron identity.

**Section 6. System Access Credentials.**

- A. Must meet standards in DGR 8 (III)(5).
- B. Access credential records must be maintained manually, or by a system that automatically records access changes and forces access credential changes. Such records must include the following information for each agent:
  1. Agent's name;
  2. Date the agent was given access or password change; and
  3. Description of the access rights assigned to the agent.
- C. Only authorized agents may have access to inactive or closed accounts of other users, such as player tracking accounts and terminated agent accounts.

**Section 7. Access Controls for Patron Wagering Accounts.** The following standards apply only to computerized patron wagering account systems where the patron deposits funds for mobile gaming play.

- A. The addition or deletion of credits and currency to patron wagering accounts, other than through an automated process related to actual play, must be sufficiently documented to enable Accounting/Audit associates to track changes.
  1. The addition or deletion of credits and currency to patron accounts authorized by supervisory associates must be documented and randomly verified by Accounting/Audit associates on at least a quarterly basis.



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2. The above requirements do not apply to the deletion of credits related to inactive or closed accounts through an automated process.
  - B. Associates who accept deposits or redeem credits for patrons shall not have access to inactive or closed accounts without supervisory associate authorization. Documentation of such access and approval must be created and maintained.
  - C. Patron identification is required when redeeming credits for cash.
  - D. Changes to the patron account system parameters, such as associate access, must be performed by supervisory associates independent of the department initiating the change.
  - E. Rules and policies for patron wagering accounts (including the awarding, redeeming and expiration of points) must be prominently displayed or available for patron review at the Gaming Enterprise.

**Section 8. Progressive Prize Pools.**

- A. A display showing the amount of the progressive prize must be conspicuously displayed on the mobile gaming device.
- B. At the end of each session, the Gaming Enterprise shall record the total amount of each progressive prize pool offered on the progressive log.
- C. When a manual payment for a progressive prize is made from a progressive prize pool, the amount must be recorded on the progressive log.
- D. The Gaming Enterprise shall record, on the progressive log, the base reset amount of each progressive prize the Gaming Enterprise offers.
- E. The Gaming Enterprise shall establish and comply with procedures specific to the transfer of progressive amounts in excess of the base reset amount to other awards or prizes. Such procedures may also include other methods of distribution that accrue to the benefit of the gaming public.

**Section 9. Bingo Payout Verification.** The Gaming Enterprise shall establish and comply with procedures to ensure that at least two (2) associates verify the winning pattern has been achieved prior to the payment of a prize.

- A. Prize payouts of \$1,199.99 or less require the authorization and signature of at least two (2) key associates.
- B. Prize payouts of \$1,200.00 to \$4,999.99 require the signature and verification of two (2) key associates, one of whom must be a management associate from an independent department.
- C. Prize payouts of \$5,000.00 or more require the signature and verification of three (3) key associates, one whom must be a management associate from an independent department.
- D. Payout records must include the following information:
  1. Date and time;
  2. Amount of the payout;
  3. Mobile gaming device serial number;
  4. Game name;
  5. Description of pattern covered (such as cover-all);
  6. Signature of all associates involved in the transaction; and
  7. Any other information necessary to substantiate the payout.

**Section 9. Pull Tab Payout Verification.** Winning pull tabs must be verified and paid as follows:



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- A. Prize payouts of \$600.00 or more, or a lesser amount established by the Gaming Enterprise and approved by the GRA, must be verified and documented by at least two (2) key associates, one of whom must be from an independent department.
- B. Prize payouts of more than \$1,199.99 must be verified and documented by at least two (2) key associates, one of whom must be a supervisory or management associate from an independent department.
- C. Total payout must be computed and recorded by shift.
- D. The winning pull tabs must be voided so that they cannot be presented for payment again.
- E. Controls must be established and procedures implemented to record, track, and reconcile all redeemed pull tabs and pull tab payouts.

**History**

Approved by the Gaming Regulatory Authority Board on June 26, 2018. Effective June 26, 2018.