



GEORGIA Amusement JOURNAL

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Call center improvements made

*Wait time,
call-handling
time decrease,
Intralot says*

By Paul Tash

Georgia Amusement Journal

The new service-tiered call center “has made a very positive impact” by resolving callers’ questions and problems more efficiently and effectively, the COAM Advisory Board was told last month.

Intralot’s implementation of the new “8x8” call center tool in late-October has decreased the average wait time (before an agent answers) about 12 percent year over year, said Shayne Heap, Intralot’s senior service manager in Georgia. The 8x8 software allows for “a more streamlined call-center approach” that routes calls according to complexity, he said.

“We can cycle through those simple calls,” he said, while allowing more experienced and trained technicians to deal with “more challenging problems and issues.”

The center’s call-handling time has decreased as well. Between November and December, the call center received about 13,000 calls



Paul Tash photo

MIKE PARHAM, left, provides an update on COAM Division news during the COAM Advisory Board

meeting Jan. 21 in Atlanta. Board Chairman CB Yadav is at right.

with the average handling time decreasing to 11 minutes, 52 seconds.

“That’s across all 13,000 calls – some of those took 2 minutes, some took 45 to 50 minutes,” Heap said, “but the average handling time was down about 12 percent from where we were last year.”

On average, the call center is processing about 300 calls a day,

he said, with peak hours between 11 a.m. and 1 p.m. The busiest day of the week is Tuesday.

“Knowing that and having a system that can track and monitor allows us in the call center to staff appropriately,” Heap said.

Call wait time (average time to answer) was running about 3 minutes, 47 seconds, he said, adding

that Intralot maintained a Service Level Agreement (SLA) rate of about 93 percent in November and December, above the required 90 percent rate.

Field service operations have improved, too, Heap said, noting that Intralot has fully implemented a new route-planning and route-opti-

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Skill Master Pro builds on experience, teamwork

Georgia Amusement Journal

At Skill Master Pro, success is measured by more than COAM machines or milestones – it’s defined by the people who power the company forward every day.

As a growing leader in the COAM industry, Skill Master Pro continues to strengthen its reputation through a team-first culture “built on experience, integrity, and exceptional customer service,” the company told the Georgia Amusement Journal.



“From seasoned industry veterans to dedicated technicians, each team member plays a vital role in delivering dependable service and long-term value to customers across the market.”

With more than two decades of industry expertise, Marshall Haff brings deep knowledge and perspective to the organization. Haff has spent about 22 years in the

See SKILL MASTER Page 8



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Wheel of Fortune game marks 30 years

Georgia Amusement Journal

IGT recently announced the 30th anniversary of the *Wheel of Fortune Slots* game. Known for awarding players \$1 million-plus jackpots, *Wheel of Fortune Slots*, according to a news release, is credited for changing the casino experience as the gaming industry's first licensed slots game.

To recognize the milestone, IGT kicked off a multi-month celebration that includes new product launches, coast-to-coast in-casino celebrations, contests run via Instagram and Facebook, influencer collaborations, a new creative campaign, and a week of integrations to be featured on the *Wheel of Fortune* game show.

"For three decades, IGT's *Wheel of Fortune Slots* have captivated slots players around the world and earned a reputation for delivering world-class entertainment combined with huge jackpots in casinos and online," incoming IGT CEO Hector Fernandez said in a statement. "Through our relationship with Sony Pictures Television and Carnival Cruise Line, IGT created a robust campaign for 2026 that honors the legacy of *Wheel of Fortune Slots*, while rewarding players and



delivering value to our customers worldwide."

A campaign element is the "Spin and Sail Cruise." Presented in partnership with Carnival Cruise Line, IGT's Spin and Sail Cruise empowers select casinos across the United States to reward players with eight-day cruises aboard the Carnival Jubilee, where travelers will compete in a slot tournament with a \$1 million prize pool.

Players also have a chance to win a seat aboard the November

Spin and Sail Cruise via contests run on the IGT Jackpots Facebook and IGT Gaming North American Instagram pages.

"Our longstanding relationship with IGT has been a remarkable success, and we're thrilled to continue building on that momentum as we celebrate the 30th anniversary of IGT's *Wheel of Fortune Slots*," said Suzanne Prete, Sony Pictures Television president of game shows. "Much like our *Wheel of Fortune* game show, IGT's *Wheel of*

Fortune Slots is a category leader that resonates with a wide audience, and we value IGT's enduring commitment to the franchise."

IGT licenses the exclusive rights to the legendary *Wheel of Fortune* brand across gaming, lottery, igaming and ilottery, and non-exclusive rights to distribute *Wheel of Fortune* content for free-to-play social casinos from Sony Pictures Television, which owns and produces the long-running television program.



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Journal Opinion

AMOA pushing fair access to banking

Lori Schneider
AMOA Executive Director

AMOA's Government Relations team will be back in our nation's capitol on Feb. 11-12 to continue advocating for fair access to banking for our members. Recently, the AMOA provided comment to regulatory agencies, such as the OCC and FDIC, regarding proposed guidance as a result of last August's executive order that banks cannot debank customers solely on reputational risk.

After the executive order was issued, the AMOA immediately reached out to regulatory agencies in strong support of the executive order along with suggested guidance, and to make sure our industry is included in any guidance being put in place after experiencing years of account closures due to reputational risk. In addition, the GRC team will voice concerns on the price of health care to small businesses as they visit legislative offices.

AMOA is currently working on putting together another as-



Lori Schneider

AMOA strongly supports the order that banks cannot debank customers solely on reputational risk.



sociation DC Fly-In this coming June and invites all members to participate. If interested, please contact Lori Schneider at lori@amoanet.org.

AEI perks for members

Registration is now open for

the Amusement Expo International March 16-19 in Las Vegas at the Las Vegas Convention Center.

Current AMOA members who register receive two free trade show badges and are invited to attend the AMOA After Party at

the Jewel Nightclub on Wednesday, March 18, from 9 p.m. to midnight and the AMOA member breakfast on Thursday, March 19, at Resorts World, which is the new AEI headquarter hotel.

The first two days of AEI 2026 will focus on industry-leading education, delivering deep insights tailored to the evolving needs of entertainment operators and creators. This year's program is designed to equip businesses with the strategies, knowledge, and tools necessary to thrive in a rapidly changing marketplace.

The trade show floor opens March 18, when the Las Vegas Convention Center transforms into a vibrant, high-energy landscape of innovation-in-action. The two-day trade show remains the heartbeat of AEI, where attendees can experience firsthand the products and technologies that will influence entertainment venues in the coming year.

More details can be found at www.amusementexpo.org. Hotel reservations can also be made on that website.

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COAM calendar

April 20: Gross retail receipts for January, February and March are due. The gross retail receipts must be submitted electronically through the COAM website at www.gacoam.com. Failure to report on time may result in penalties.

— MEETINGS/OTHER —

Feb. 12: GAMOA meeting, Crowne Plaza Atlanta NE, Norcross

March 16-19: Amusement Expo International, Las Vegas, Las Vegas Convention Center

April 23: COAM Advisory Board, Lottery headquarters, Atlanta

Write us

The Georgia Amusement Journal welcomes letters to the editor. Letters must include the writer's name and address. The word limit is 300. Mail to: Georgia Amusement Journal, P.O. Box 4307, Butte MT 59702, or email paul@tashcommunications.com. The Journal reserves the right not to print letters it finds objectionable.

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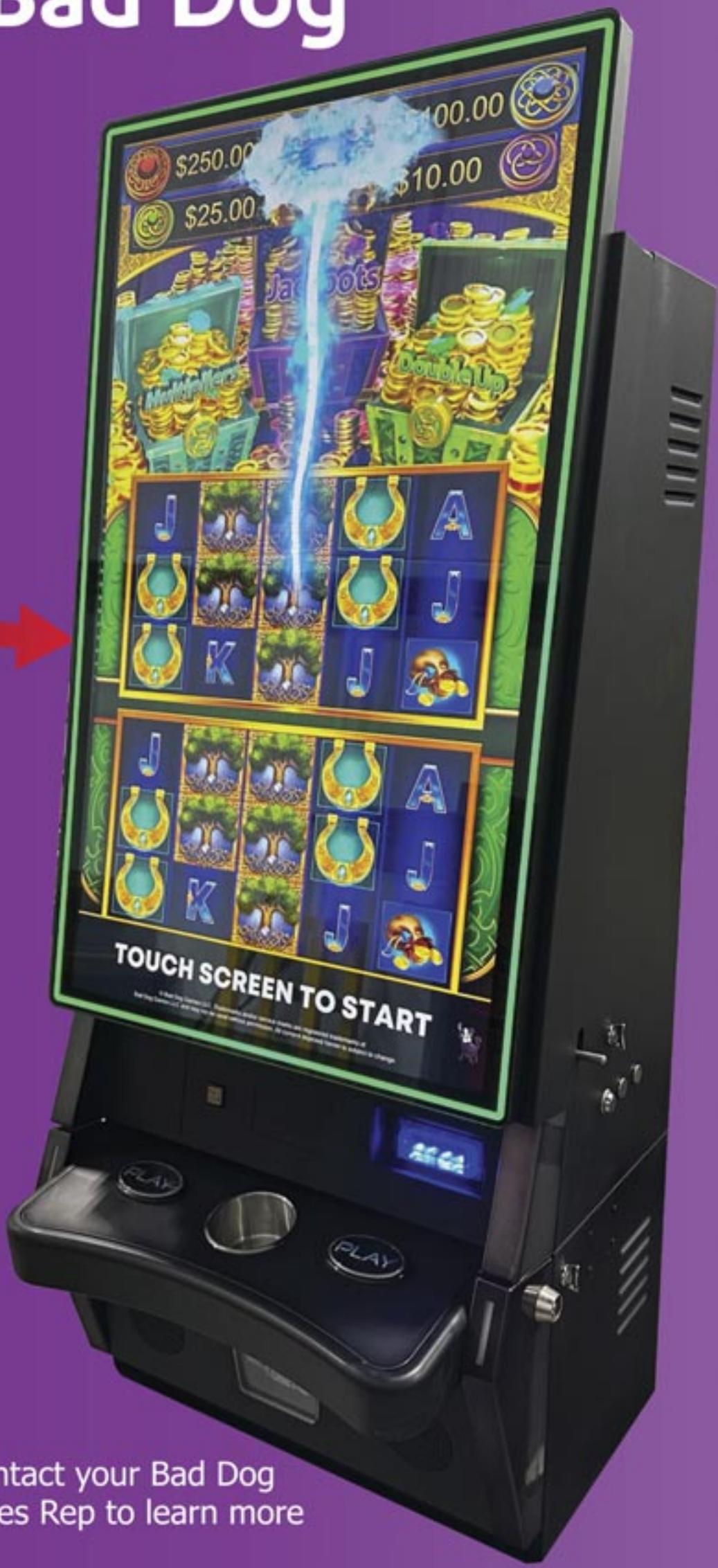
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Registration still available for AEI in Vegas

Georgia Amusement Journal

Registration is still open for the Amusement Expo International (AEI), the premier gathering for the global amusement, attractions, and location-based entertainment industries. The Expo returns to the Las Vegas Convention Center March 16–19 for four days of trend-setting innovation, education, and hands-on discovery.

The event brings together thousands of operators, developers, manufacturers, and visionaries seeking to shape the next generation of interactive entertainment.

Education Days: March 16–17

The first two days of AEI 2026 will focus on industry-leading education, delivering deep insights tailored to the evolving needs of entertainment operators and creators. This year's program is designed to equip businesses with the strategies, knowledge, and tools necessary to thrive in a rapidly changing marketplace.

Attendees can expect:

- Breakout tracks dedicated to arcade operations, FEC strategy, VR and immersive attractions, business management, cashless systems, and player engagement.
- Expert-led sessions featuring analysts, operators, and technologists who will explore new revenue models, data-driven decision making, safety and compliance updates, and the adoption of emerging technologies.
- Interactive workshops that allow participants to collaborate on real-world challenges



cuss best practices, and test solutions alongside peers.

- Forward-looking discussions on consumer behavior, including the growing demand for experiential entertainment and trends impacting game design, prize redemption, and guest expectations.

These education days have become a cornerstone of the expo, offering a rare opportunity for professionals to learn directly from leaders shaping the industry's future.

Trade Show: March 18–19

When the show floor opens March 18, the Las Vegas Convention Center transforms into a vibrant, high-energy landscape of innovation-in-action. The two-day trade show remains the heartbeat of AEI, where attendees can experience firsthand the products and technologies that will influence entertainment venues in the coming year.

Highlights include:

- Unveiling of next-generation attractions, from cutting-edge arcade games and redemption machines to fully immersive VR and mixed-reality experiences.
- Live demonstrations by manufacturers and developers showcasing gameplay, guest interaction, software tools, and operational systems.
- Debuts of cashless platforms, prize systems, and operational technology designed to improve efficiency, enhance guest experiences, and boost profitability.
- Hands-on testing opportunities, giving attendees a true feel for game mechanics, prize pathways, durability, interface design, and entertainment value.
- International exhibitor participation, bringing global perspectives on innovation, amusement trends, and market opportunity.

The trade show floor not only serves as a marketplace but also as a collaborative hub where conversations spark new partnerships, ideas, and business ventures.

Connect and grow

Throughout the week, AEI offers numerous opportunities for networking – from evening receptions and industry meet-ups to informal gatherings that foster discussion and idea exchange. These connections, often sparked on the show floor or during an education session, continue to drive innovation long after the Expo concludes.

For more information visit www.amusement-expo.org/2026.

The image is a promotional advertisement. At the top, the text 'GEORGIA'S TRUSTED NAME FOR OVER A DECADE' is displayed in large, bold, white letters. Below this, a white rounded rectangle contains the text 'JOIN US AT' in purple. Underneath, the 'AMUSEMENT EXPO international' logo is shown, featuring the word 'AMUSEMENT' with yellow and purple stars above it, and 'EXPO' in a large, stylized blue font with 'international' in a green banner below it. To the right, there are two slot machine cabinets. The one on the left is for 'THE GREAT TRAIN' and shows a 'WILD Q' symbol. The one on the right is for 'FUSION 2' and displays 'GRAND PRIZE \$1,001.59', 'MAJOR PRIZE \$101.06', and 'MINOR PRIZE \$10.53'. It also shows a grid of smaller game icons: 'CASH TWISTER', 'KEMI', 'Racing', 'TRAIN', 'LAW OF THE TIGER', 'MONEY', 'PUNKIN PATCH PIRATES', and 'TERRIBLE TAVERN'. A large, stylized 'NEW RELEASE!' text is overlaid in the center. At the bottom, there are logos for 'Innovative Technology' (with a stylized 'i'), 'PATRIOT GAMING & ELECTRONICS', 'JCM GLOBAL', 'GOLD FINGER', 'VSR INDUSTRIES', 'BANILLA GAMES' (with a banana icon), and contact information: 'Contact Sales: 252.329.7977 banillagames.com'.

Skill Master

from Page 1

COAM industry, including 19 years working directly with master license holders in Georgia, giving him a firsthand understanding of the challenges operators face daily.

“I joined Skill Master Pro at its inception in January 2024,” Haff said. “I’m excited and fortunate to work with the best team in the COAM industry every single day.”

His experience helps bridge the gap between customer needs and service solutions, ensuring technicians feel supported and understood.

Kristina McDaniel brings 13 years of industry experience, having built her career with Primero Games before joining Skill Master Pro in December 2025. She credits the Skill Master Pro’s “collaborative culture” with making her transition seamless and sees it as an opportunity to apply her loyalty and expertise while helping Skill Master Pro grow the distribution for Aristocrat.

“I’m excited to be part of such an incredible team and work family that truly cares about its employees and delivering the best customer service experience,” McDaniel said. “People often ask if I’m in



Skill Master photo

MARSHALL HAFF, Kristina McDaniel, Miles Castine and Aaron Harrison (left to right) comprise the

team at Skill Master Pro, the exclusive distributor of Aristocrat games in Georgia.

sales, and my answer is simple – we all work as a team.”

She adds that this shared sense

of accountability and teamwork is what truly sets Skill Master Pro apart.

Miles Castine, a skilled technician and devoted family man, brings a strong work ethic and positive energy to the field. He thrives on the camaraderie within the organization and said he “takes pride in the daily impact” of his work.

“I truly love what I do, especially the strong team morale,” Castine said.

Before joining Skill Master Pro, Castine worked with Gig Guys Transportation in Lawrenceville, building and delivering custom arcade machines nationwide – helping bring entertainment experiences to communities across the country.

For Aaron Harrison, Skill Master Pro represents more than a career move – it’s a fresh start. After years of searching for a workplace that “valued fairness and respect,” he found exactly that.

“I’ve been here a little over a year and a half, and it’s honestly the best work experience I’ve ever had,” Harrison said. “I couldn’t be happier to be part of this company.”

According to Adam Foust, CEO of Skill Master Pro, building a strong, unified team has always been the company’s top priority.

“We set out to build a world-class team, and we’ve done exactly

that,” said Foust. “We operate differently than other distributors. Everyone who joins Skill Master Pro becomes part of the team, and we work together to deliver the best results for our customers.”

These stories reflect the foundation of Skill Master Pro’s philosophy: teamwork first. While roles may vary, the mission remains constant – support one another, serve customers with excellence, and grow together, Foust said.

As the company continues to expand, it’s this shared commitment to people – both employees and customers – that will continue driving Skill Master Pro’s success, he added.

About Skill Master Pro

Skill Master Pro is the exclusive distributor for Aristocrat COAMs in Georgia. Skill Master Pro “provides reliable service and unmatched customer support” to Master License Holders throughout Georgia,” the company said.

Built on a foundation of integrity, responsiveness, and teamwork, the company combines experienced leadership with a customer-first approach. Skill Master Pro remains committed to setting a higher standard for sales, service, and support throughout the COAM industry.”

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Retail Matters

RaceTrac partners for next loyalty phase

Enhanced rewards adds tier-based recognition, ability to combine offers

Angela Hanson
Convenience Store News

RaceTrac Inc. is launching a strategic partnership with Capillary Technologies to transform and enhance its RaceTrac Rewards loyalty program across its network.

The collaboration with the provider of AI-powered loyalty solutions marks a step forward in RaceTrac's mission to deliver more personalized, flexible, and rewarding experiences for its guests, according to the companies. RaceTrac plans to leverage Capillary's modern loyalty infrastructure to introduce a new generation of features that recognize and reward guests in smarter, more meaningful ways.

The updated program combines tier-based recognition with the ability to stack and combine offers. Advanced targeting will tailor promotions to members' individual preferences and behaviors.

"At RaceTrac, we're committed to creating frictionless experiences that feel simple and enjoyable. Our enhanced RaceTrac Rewards program is designed to meet guests where they are – offering tailored value that makes every guest feel appreciated and every visit worth repeating," said Jamie Miller, vice president of marketing at RaceTrac. "We're excited to partner with Capillary Technologies to bring this next phase of the program to life."

The modernized rewards program reflects RaceTrac's commitment to empowering guest experiences through digital innovation. Uniting advanced personalization with a more flexible rewards construct allows the retailer to recognize loyalty at multiple levels, present offers that fit each customer's context and strengthen the emotional connection that drives repeat visits.

"We're thrilled to partner with RaceTrac, a brand that truly lives its customer-first values,"



said Kunwar Keshav, senior vice president at Capillary Technologies. "This collaboration brings together RaceTrac's deep understanding of guest experiences with Capillary Technologies' AI-led

loyalty technology. The result is a modern program that not only responds to what customers want today but anticipates what they'll value tomorrow."

Headquartered in Atlanta, family-owned RaceTrac is one of the largest privately held companies in the United States, serving guests since 1934. The company's retail brands include more than 800 RaceTrac and RaceWay retail locations, about 1,200 Gulf branded locations, and more than 445 Potbelly neighborhood sandwich shops nationwide.

RaceTrac employs more than 15,000 team members across RaceTrac, RaceWay, Potbelly and affiliated companies Energy Dispatch and Gulf.

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Accel makes leadership changes

Buck Wargo, CDC Gaming

Distributed-gaming operator Accel Entertainment, which has a presence in the Georgia COAM market, announced earlier this month that founder and CEO Andy Rubenstein has been named chairman of the company's Board of Directors, while Accel's President of U.S. Gaming Mark Phelan has been appointed chief operating officer. Phelan will succeed Rubenstein as both CEO and president, effective Aug. 7. Phelan is also expected to join the Accel Board at that time.

As part of these leadership changes, Karl Peterson has been appointed as the lead independent director of the Accel board.

The company said these changes reflect the board's long-term commitment to strong corporate governance and a leadership succession strategy.

"After 17 years and having built a deep bench of talent, I am confident that transitioning day-to-day leadership to Mark will enable Accel to continue to capitalize on our many growth opportunities," Rubenstein said. "Accel has grown into a public company that is a leader in the route-gaming industry, operating across 10

states, partnering with over 4,600 local retail businesses, employing more than 1,600 people, and generating billions of dollars in municipal and state tax revenue over the years in the states we serve."

Peterson, speaking on behalf of the board, thanked Rubenstein for his "outstanding leadership and the foundation and culture of integrity he established that defines Accel today."

"After careful consideration and discussions with Andy, the board is confident that now is the right time to affect this transition, as the company continues to grow and evolve into a scaled, multi-state enterprise," Peterson said. "We believe

Andy's new role will allow him to leverage his longstanding local and industry relationships and regulatory experience to help further position Accel to capitalize on promising growth opportunities, including expanding into the Chicago VGT market."

As CEO and president, Phelan will lead Accel with a continued focus on disciplined execution and operational consistency, the company said.



"Accel has a strong foundation, long-standing partnerships, and a culture built on accountability," Phelan said. "My focus will be on execution – improving the experience for our location owners and players, driving consistent performance across our markets, operating with discipline, identifying and capitalizing on growth opportunities, and working to create long-term value for shareholders. I am honored that Andy and the Board have selected me to lead Accel."

Rubenstein said Phelan has a deep understanding of the distributed-gaming business and a demonstrated record of effective execution. He added that Phelan understands Accel's markets, partners, regulators, and players and has shown the judgment and discipline required to lead the company at scale.

Accel Entertainment, listed on the New York Stock Exchange, is a provider of locals-focused gaming and one of the largest terminal operators in the United States, supporting more than 28,000 electronic gaming terminals in over 4,600 third-party local and regional establishments and 20 self-operated gaming locations across ten states. Through exclusive long-term contracts, Accel serves licensed non-casino locations including bars, restaurants, convenience stores, truck stops, gaming cafes, and fraternal and veteran establishments. Accel also owns and operates a racino venue.

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Board

from Page 1

mization software, called Route4Me.

“We continue to perform below the established SLAs,” he said.

He said 6.2 days is now the average turnaround time (from service request to completion).

In addition, he said Intralot has added a technician in the Cartersville area and will soon add another in the Brunswick area, which will “allow us to be more responsive and cut down on wait times.”

“Route4Me has enabled us to be more efficient with our routing,” he said.

Technicians now can perform six to eight services a day, he said, compared to four to five previously. That improved efficiency has led to a 20 percent increase in the number of appointments that Intralot can schedule for its technicians. He said that in November and December, Intralot achieved a 99 percent SLA compliance while managing 1,155 service requests.

The software provides real-time location tracking of technicians, who will be dedicated to a geographic area, and creates more efficient schedules. The platform sends automated emails to the responsible person for each appointment, including notifications when routes are planned, dispatched, delayed, completed, or if service cannot be completed. Up to two hours before a scheduled visit, licensees will receive a link to track the technician's location enroute to the appointment, similar to delivery tracking services.

Heap said Intralot is working with MLHs to continue to improve the process. For example, he said, Intralot will no longer schedule new installations or change-of-master installations for Mondays, “so that you get more time to get games in place.”

“For anybody who has issues or challenges, or has experienced



Paul Tash photo

SHAYNE HEAP, Intralot's senior service manager in Georgia, makes a point during a presentation to the COAM Advisory Board Jan. 21 in Atlanta. At left

are Chris Tzoumaras, senior vice president of Distributed Gaming for Intralot, and George Zazanis, vice president of Operations for Intralot.

some angst or frustration with Route4Me and what you're getting from us, please communicate (with us),” he said. “We're more than willing to help individual cases and see what we can do to refine the process.”

More COAMs, locations

In his report to the board, COAM Vice President Mike Parham said 42,057 Class B COAM machines were licensed in 7,481 locations across Georgia as of Jan. 1 – about a six percent increase over the same time a year ago for both machines and locations.

“Those numbers continue to be very impressive,” he said.

Parham then commended the Master License Holders (MLHs)

for their role in growing the Georgia COAM market.

“We recognize that investment and commitment by the masters,” he said.

He said the Georgia Lottery Corp. will continue its part in providing licensees the support they need for the market to continue its growth.

“We know regulation is our top priority, but we are also committed to masters in making sure the applications are processed as quickly as possible, we get machines connected to the system as quickly as possible, and that they stay connected to the central system.”

Parham said the Lottery will continue to review “our processes” and refine them to constantly improve efficiencies and help the industry be successful.

Parham also provided some licensing statistics. The number of enabled licenses as of Jan. 1 were:

- Class A master licenses – 304
- Class A location licenses – 2,250
- Class B master licenses – 197
- Class B location licenses – 7,832
- Manufacturers licenses – 38
- Distributors – 5

In addition, he said, sixteen multi-year applications have been received so far in FY26.

Parham also said that MLHs should affix a new play-responsibility decal, which provides a dif-

ferent hotline number, on their machines. The new decals were mailed out in late December. Licensees who have not received them should “reach out to us,” he added.

“We encourage masters to get those (new decals) on as soon as possible,” Parham said.

Inspectors have been advised that the new decals have been sent, he said, but added that they won't be checking for the new decals for a few months to allow masters time to replace them.

“It's not a priority,” Parham said.

Parham also noted that Intralot has completed the G2S conversions. The extensive project, which began in 2024, replaced all site controllers with enhanced versions that provide more functionality and fewer complications.

Specifically, the new controller eliminates some of the cumbersome cabling that master licensees have had to deal with, including the problematic octopus cord. The new controllers also:

- Provide 10 designated ports to connect the machines directly to the controller.
- Allow Intralot to provide some maintenance remotely, easing the need for technicians to visit locations as much.
- Come with software enhancements to improve functionality.

Parham also discussed the Lottery's efforts to prepare for the July 1



CLASS B MASTER LICENSE FOR SALE!

10 fully operational locations, each with multiple-year contracts.

The locations are primarily in veterans and private clubs, with a few in convenience stores.

For more information, contact Caris @ 770-548-9362.

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(Continued from Page 14) date when major redemption changes kick in. Effective on that date, only gift cards (reloadable and non-reloadable), Lottery products and replays will be allowed for Class B redemption.

He said the Lottery has been meeting to discuss the changes and develop ways “to educate internal staff and external customers in this process.” He said the Lottery is also working to ensure “that there is ample inventory in place” to handle the expected increased demand in Lottery products and gift cards.

“We will be (emailing) communications at least two times a month,” he said.

“We will be providing educational sessions on this to industry associations,” he said, adding that those sessions will likely start in March in partnership with the Georgia Amusement and Machine Operators Association (GAMOA) and others.

Parham said licensees should monitor the COAM website –

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RESPONSIBLY**
If someone you know has a gambling problem, help is available by calling a toll-free referral service at:
1-800-715-4225

MASTER LICENSEES are encouraged to affix the new Play Responsibly decal, shown above, on machines in their locations as soon as they can. The new decals were necessary because the toll-free hotline number has changed.

www.gacoam.com – for updates on a variety of topics during the process leading up to July 1.

Player complaints fall

In another report to the board, COAM's lead investigator Andrew Pippin said he had “some good news” for the board. The Lottery's COAM Division, he said, experienced a sharp decrease in the number of player complaints in Fiscal

Year 2025 compared to the previous year – down to just 500 complaints in FY25 from 2,200 complaints in FY24, a 72 percent drop.

Pippin said the decrease in complaints resulted from a specific effort by investigators to contact the players and locations personally to resolve their issues, which usually involved a dispute over the redemption amount or process.

“We feel like that is working,” he said.

Pippin also mentioned that inspectors are seeing an increase in “tampered games,” where players use devices to manipulate the machines.

“We've developed a protocol for locations ... to follow,” he said.

If locations feel players “have cheated the games” by using “some sort of a device,” they're urged to ask a redeeming player to return “in a day or so” to give the location time to investigate whether the machine has been tampered with.

For example, the location can request Intralot to perform a machine audit that will show if “money has been put into the machine.”

Pippin also said player hotline operators and investigators are being trained on the July 1 redemption requirements to ensure they can answer questions from locations and players that will come up about the new redemption requirements.



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COMPLIANT SOLUTIONS OPERATORS NEED



Decommission COAMs correctly

The proper procedure to decommission coin-operated amusement machines (COAMs) can be found on the COAM Division website, www.gacoam.com. The COAM decommission procedure should be followed when there is:

- A change of master, change of ownership, or cancellation letter received by GLC;
- A COAM game board swapped out with a different game;
- A COAM malfunction.

To proceed with the decommissioning:

1. Call Intralot before disconnecting the COAMs from a location and removing those COAMs. The Master License Holder (MLH) needs to contact the Intralot Hotline at 877-261-6242 to properly decommission COAMs. The COAMs must be connected to the site controller at this time.

2. Intralot will let you know when the COAMs are decommissioned. The Intralot representative will perform steps on the Intralot system that prepares the COAMs for the decommission. Once the steps are complete, Intralot will notify the MLH the machines have been decommissioned.

3. Disconnect decommissioned COAMs from the site controller.

COIN OPERATED AMUSEMENT MACHINE LOCATION SWEEP AND MASTER PUSH CALENDAR



JAN-JUNE 2026



ACCOUNTING WEEK START	ACCOUNTING WEEK END	LOCATION SWEEP DATE	MASTER PUSH DATE
28-Dec-25	03-Jan-26	07-Jan-26	13-Jan-26
04-Jan-26	10-Jan-26	14-Jan-26	21-Jan-26*
11-Jan-26	17-Jan-26	21-Jan-26	27-Jan-26
18-Jan-26	24-Jan-26	28-Jan-26	03-Feb-26
25-Jan-26	31-Jan-26	04-Feb-26	10-Feb-26
01-Feb-26	07-Feb-26	11-Feb-26	18-Feb-26*
08-Feb-26	14-Feb-26	18-Feb-26	24-Feb-26
15-Feb-26	21-Feb-26	25-Feb-26	03-Mar-26
22-Feb-26	28-Feb-26	04-Mar-26	10-Mar-26
01-Mar-26	07-Mar-26	11-Mar-26	17-Mar-26
08-Mar-26	14-Mar-26	18-Mar-26	24-Mar-26
15-Mar-26	21-Mar-26	25-Mar-26	31-Mar-26
22-Mar-26	28-Mar-26	01-Apr-26	07-Apr-26
29-Mar-26	04-Apr-26	08-Apr-26	14-Apr-26
05-Apr-26	11-Apr-26	15-Apr-26	21-Apr-26
12-Apr-26	18-Apr-26	22-Apr-26	28-Apr-26
19-Apr-26	25-Apr-26	29-Apr-26	05-May-26
26-Apr-26	02-May-26	06-May-26	12-May-26
03-May-26	09-May-26	13-May-26	19-May-26
10-May-26	16-May-26	20-May-26	27-May-26*
17-May-26	23-May-26	27-May-26	02-Jun-26
24-May-26	30-May-26	03-Jun-26	09-Jun-26
31-May-26	06-Jun-26	10-Jun-26	16-Jun-26
07-Jun-26	13-Jun-26	17-Jun-26	24-Jun-26*
14-Jun-26	20-Jun-26	24-Jun-26	30-Jun-26
21-Jun-26	27-Jun-26	01-Jul-26	08-Jul-26*

*Indicates sweep or push date has been changed to accommodate holiday

Note: Holidays on a Thursday and Friday may delay the availability of the Location Period Accounting Report on the following Monday

Keep COAMs connected

To ensure accurate reporting of financial data to the Central Accounting System, the Georgia Lottery Corporation (GLC) says it is imperative the Location License Holders (LLHs) ensure all equipment remains connected to the site controller and powered up at all times.

The GLC maintains a record of those LLHs that are repeat offenders of failing to ensure the continuous connectivity and operation of Class B COAMs.

Failure to comply with these procedures may result in fines up to \$50,000, suspension and/or revocation of the license.



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