

---

INTEGRITY REQUIREMENTS

**Shipping Standards for Gaming Devices**

---



July 2020

# TABLE OF CONTENTS

<b>1. INTRODUCTION .....</b>	<b>3</b>
1.1 SLGA CONTACT .....	3
1.2 RESPONSIBILITY .....	3
1.3 TRADE SHOW OR DEMONSTRATION .....	3
1.4 SOLD MACHINES .....	3
1.5 MACHINES FOR DISPOSAL .....	4
<b>2. TRANSPORTATION .....</b>	<b>4</b>
2.1 CARRIER SEALS .....	4
2.2 NOTIFICATION .....	4
2.3 INFORMATION REQUIRED .....	4
2.4 SUPPORTING DOCUMENTATION FROM MANUFACTURERS .....	5
2.5 FORMAT .....	5
2.6 SOFTWARE SHIPPING REQUIREMENTS.....	5
2.7 SHIPPER AND RECEIVER RESPONSIBILITIES.....	6
2.8 EMERGENCY WAIVERS.....	6

## Revision History

<b>REVISION APPROVAL DATE</b>	<b>REVISION DESCRIPTION</b>
July 2020	<ul style="list-style-type: none"><li>• Revised the standards to reflect updated requirements, and removed sections that are not pertinent to transportation of gaming devices</li></ul>

## 1. Introduction

The Saskatchewan Liquor and Gaming Authority (SLGA) is responsible for the distribution, regulation, management and operation of liquor and gaming in the Province of Saskatchewan pursuant to *The Alcohol and Gaming and Regulation Act, c.1997*.

This document outlines the standards for shipping, to ensure the integrity of machines and software when being transported.

### 1.1 SLGA Contact

The primary contacts for transportation notifications or inquiries regarding transportation of gaming devices are:

Dean Wurm  
Gaming Integrity Analyst  
Gaming Integrity and Licensing Branch  
[dwurm@slga.gov.sk.ca](mailto:dwurm@slga.gov.sk.ca)  
W: (306) 798-4320

Randy Shirley  
Manager, Gaming Integrity Investigations  
Gaming Integrity and Licensing Branch  
[rshirley@slga.gov.sk.ca](mailto:rshirley@slga.gov.sk.ca)  
W: (306) 933-5878  
C: (306) 229-6251

### 1.2 Responsibility

The movement of electronic gaming devices and their software is strictly controlled. It is the responsibility of manufacturers, suppliers, gaming operators and agents to ensure compliance with this standard.

#### 1.2.1 Brokers and Distributors

It is the responsibility of brokers and distributors acting on behalf of gaming operators to:

- Adhere to this standard;
- Notify SLGA in accordance with this standard, legislation and regulations, and;
- Where necessary, as part of normal operations, notify manufacturers and suppliers of the requirements set forth in this document.

### 1.3 Trade Show or Demonstration

SLGA must be notified of any gaming device arriving in Saskatchewan for reasons other than placement for public play. Examples include trade shows, demonstrations, testing and evaluation of product. Controls for gaming devices intended for these purposes are subject to the transportation requirements outlined in this document.

### 1.4 Sold Machines

All gaming devices intended for sale are subject to the transportation requirements outlined in this document.

**1.4.1** Gaming devices must be inspected by SLGA prior to their departure;

- 1.4.2 Prior to the transport of gaming devices, gaming integrity investigators will perform a background check on the interested purchaser(s) to verify that the recipient of the gaming devices can legally possess them in their respective jurisdiction;
- 1.4.3 Gaming operators must ensure that parties receiving the gaming devices are legally authorized to do so in their respective jurisdiction;
- 1.4.4 SLGA must be notified the shipment was received at its intended destination.

## 1.5 Machines for Disposal

- 1.5.1 All gaming devices intended for disposal must be inspected by a gaming integrity investigator prior to transport and must be transported only to an approved disposal site.
- 1.5.2 A gaming integrity investigator must witness the destruction process.

## 2. Transportation

### 2.1 Carrier Seals

All carriers (e.g. trucks) must be sealed by authorized personnel at the departing location. Seal information must be forwarded to personnel authorized to receive the merchandise to ensure the shipment has not been tampered with enroute.

### 2.2 Notification

SLGA must be notified each time any software or electronic gaming devices are being shipped. SLGA **requires ten (10) calendar days** notification for any shipment. This requirement includes electronic gaming devices intended for:

- Relocation between gaming sites;
- New installation at gaming sites;
- Destruction;
- Sale;
- Demonstration purposes, and;
- Testing or evaluation.

### 2.3 Information Required

The following information shall be provided:

- Shipment date of departure;
- Expected date of shipment arrival at destination;
- Names and addresses of all destinations of intended deliveries of gaming devices;
- Manifests for each destination delivery indicating serial numbers of devices;
- Name of transport company;
- Contact information of transport company;
- Security seals for each destination of transport truck.

#### 2.3.1 Transportation to Multiple Destinations

Shipments that contain gaming devices for multiple destinations within one transport is allowed. In these circumstances, the following additional information and processes are required:

- At every destination where the carrier security seal is broken and devices are unloaded, a new security seal must be installed prior to the transport departing to the next destination;
- Additional security seals for this purpose can be provided by the manufacturer, carrier or operator as long as the seals are installed and documented by authorized individuals at each destination;
- Security seal information is tracked and verified by authorized individuals at each destination arrival and departure to ensure a continuity of integrity, and;
- Security seal information shall be provided to SLGA.

### **2.3.2 Partial Shipments**

In the event that a manufacturer or operator would prefer to exercise the option of sending gaming equipment as part of a delivery where other items are intermingled, at a minimum, the following is required:

- Permission from SLGA must be requested prior to delivery;
- The gaming equipment must be physically and securely contained and sealed to prevent and reveal unauthorized access;
- The complete manifest detailing all stops occurring between the point of origin and the point of destination for the gaming equipment shall be provided to SLGA.

## **2.4 Supporting Documentation from Manufacturers**

The following additional documentation for new gaming devices or software originating from a manufacturing facility is required:

- Laboratory certifications for applicable hardware and software, and;
- “Payout and return” (PAR) documentation software.

## **2.5 Format**

No specific format for information is required. Templates and documents used by manufacturers are satisfactory provided the information required by this document is fulfilled.

## **2.6 Software Shipping Requirements**

The shipment of critical programming software for electronic gaming devices is subject to the following controls:

### **2.6.1 Secured Software**

It is permissible to ship critical software installed in gaming devices provided that:

- The software is secured in a manner rendering it unusable until unlocked by authorized personnel using an approved mechanism;
- The mechanism can be, but isn't limited to, e-Keys, security dongles, proprietary unlocking software installed on a computer, and;
- The mechanism to unlock critical software is sent securely and separately from the shipment.

### **2.6.2 Unsecured Software**

Where a secure method of locking and unlocking critical software is not available, the following shall apply:

- The software must be shipped separately from the gaming device. It cannot be shipped in the same vehicle or container as the gaming device;
- It cannot be installed on a processor board or another circuit board, and;
- Details of the software shipment must be included in the notification that provides information that includes program number, program version and the gaming device it is intended to be installed in.

### **2.6.3 Critical Software not Associated with Specific Gaming Device**

For software being delivered from a manufacturer that includes, but isn't limited to, e-Keys, security dongles, software for conversions, updates or other replacement of critical software, the following shall apply:

- Same day courtesy notification to SLGA;
- Shipment date of departure;
- Expected date of shipment arrival at destination;
- Information that includes program number, program version, and;
- Software shipments may be submitted on the same shipment notification.

## **2.7 Shipper and Receiver Responsibilities**

The originator of the shipment is responsible:

- For providing SLGA with shipping details that include where the items are originating from; where they are destined; the name of the carrier that includes their phone number, address and name of someone with the company who is able to respond to any inquiries on the delivery of the shipment;
- For providing SLGA with an inventory list of items in the shipment that includes quantities, make, model number, serial number, program number and version of software;
- For ensuring that transportation of gaming devices are secured within a dedicated shipment, shipping container, or a secured, segregated compartment as approved by SLGA.

## **2.8 Emergency Waivers**

Emergency waivers, supported with rationale, will be subject to SLGA approval on a case-by-case basis.

Appendix A

**Transportation Policy: Gaming Devices  
Revision Summary  
July 2020**

<b>Policy Section</b>	<b>Subject</b>	<b>Proposed Change</b>	<b>Rationale</b>
2.1	Carrier Seals	Mandate that all shipments are sealed. Added to reflect current practice.	Ensures integrity of shipments during transportation. This has been the practice, but was not included in the standard.
2.3.1	Transportation to Multiple Destinations	Permit shipments to contain multiple deliveries within one shipment of gaming devices.	Ensures integrity of multiple deliveries by requiring a chain of evidence for transport-seal history. This was included at the request of stakeholders as it allows them to increase cost effectiveness in shipping.
2.3.2	Partial Shipments	Allow manufacturers and operators the ability to securely transport gaming devices intermingled within a single, larger load containing multiple shipments.	To ensure integrity by requiring machine segregation. This was addressed at the request of stakeholders as it allows them to increase cost effectiveness in shipping.
1.4.2	Sold Machines	An investigator background check is required prior to sale. Added to reflect current practice.	Background checks were carried out but previously were not included in the standard.
1.5.1	Machines for Disposal	Disposal must be performed at an approved site. Added to reflect current practice.	This has been the practice but previously was not included in the standard.
2.6.1	Secured Software	Allow manufacturers to ship gaming devices with software installed but unusable until enabled by authorized individuals using a secure mechanism to unlock software.	Previously software always had to be shipped separately. This change allows manufacturers and operators to take advantage of efficiencies created by shipping software installed on gaming devices, while maintaining integrity.
2.8	Emergency Waivers	Allow SLGA to waive the 10-day notification requirement. Added to reflect current practice.	Waivers have been allowed under extenuating circumstances, but was not reflected in the standard.