

- §1. Slot Machine Operators and Casino Operators shall redeem tickets presented by a player in accordance with procedures proposed by the Operator and approved by the Director prior to the opening of the premises for slot machine play. Nothing in this subsection shall prohibit the use of coin-in/coin-out machines.
- §2. Tickets may be redeemed by a player at the designated places on the premises where the slot machine issuing the ticket is located. No ticket or jackpot claim shall be redeemed by an Operator more than one year from the date of issuance of the ticket or the date of the occurrence of the jackpot.
- §3. No payment for credits awarded on a slot machine may be made unless the ticket meets the following requirements:
1. For printed tickets, the ticket presented is a fully legible, valid ticket, printed on paper approved by the board, containing all the information required by the Board's Rules in Appendix A to Chapter 5, Section III-D-9(J)(1);
  2. It is not mutilated, altered, unreadable, or tampered with in any manner, or previously paid; and
  3. It is not counterfeit in whole or in part.
- §4. The management of each licensed Slot Machine Operator or Casino Operator shall designate employees authorized to redeem tickets during the hours of operation. Credits shall be immediately paid in cash or by check, electronic funds transfer (EFT), or automatic funds transfer (AFT) when a player presents a ticket for payment meeting the requirements of this section. No credits may be paid in tokens, chips or merchandise.
- §5. Automated ticket redemption systems such as self-service kiosks are permissible, and shall:
1. Only to be used for the purpose of accepting, validating and providing payment for tickets inserted, or converting bills into smaller denominations. Automated ticket redemption machines shall not incorporate other functions.
  2. Automated ticket redemption machines shall be capable of detecting the following error conditions:
    - A. Power loss or power reset;
    - B. Interpretation of communication with the automated ticket redemption machine;
    - C. Cash dispenser empty or timed out;

- D. RAM error;
  - E. Low RAM battery;
  - F. Ticket in jam;
  - G. Door open;
  - H. Bill acceptor stacker full;
  - I. Bill acceptor door open;
  - J. Bill stacker door open or bill stacker removed; and,
  - K. Printer errors.
3. Error conditions listed in subparagraphs (2)(A)-(G) and (2)(K), shall require a licensed employee identified in the licensee's internal controls to intervene and clear the error from the automated ticket redemption machine prior to the resumption of operation.
4. There shall be a maximum ticket value of \$2,999.99 that can be paid by an automated ticket redemption machine, per individual ticket.
5. The automated ticket redemption machine shall maintain the following meters:
- A. A "total in" meter that accumulates the total value of tickets or vouchers accepted by the automated ticket redemption machine; and,
  - B. A "total out" meter(s) for payments issued by the machine;
  - C. Separate "out meters" shall report the value of all bills dispensed by denomination.
6. A log shall be maintained in critical memory or on a paper log housed within the individual automated ticket redemption machine that consists of the following:
- A. An event log which shall record the following information about the ticket redeemed:
    - (1) Date/time of redemption,
    - (2) Amount of ticket; and
    - (3) At least last 4-digits of validation number.
  - B. The automated ticket redemption machine shall maintain the most recent 35 events in the event log.
7. Tickets may only be accepted by the automated ticket redemption machine when:
- (1) All communication links are intact;

- (2) Tickets inserted into or scanned at an automated ticket redemption machine shall be rejected in the event of a communication failure; and,
    - (3) Payment shall only be made when the ticket is collected and physically housed within the bill stacker, or when the ticket's barcode is scanned and redeemed.
  - §6. Operators may only redeem tickets for credits awarded on slot machines located on its premises. The Board and the State of Maine are not liable for the payment of any credits on any tickets.
  - §7. All tickets redeemed by a licensed Slot Machine Operator or Casino Operator shall be marked, defaced, or electronically cancelled in a manner that prevents any subsequent presentation and payment.
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STATUTORY AUTHORITY: **8 M.R.S.A. §1003**

EFFECTIVE DATE:

February 21, 2005 – filing 2005-61 as “Ticket Redemption and Forfeited Winnings”

AMENDED:

November 26, 2005 – Section 4, filing 2005-480

August 5, 2006 – Section 2, filing 2006-347

April 11, 2007 – Section 6, filing 2007-131

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March 8, 2025 – filing 2025-049 to 054