



### MACHINE ADD

When an Operator is planning to add terminals to a location, on the Installation Procedure, when applicable, the VGM numbers need to be present with each serial number along with the terminal's chip set number. In addition to the Installation Procedure, they must also submit floor plan drawings—one indicating the present format and a new one representing the proposed format.

The floor plans must show the previously installed terminals with serial numbers, VGM numbers, poll positions, manufacturers, and camera location and the viewing angles along with the placement of the new terminal(s) with same information. Circle the new terminal(s). The floor plans must also include the kitchen and restroom locations.

### MACHINE SWAP OUT (Same Owner of Machine with the same poll position same LVL location)

When an Operator is planning to swap terminals at a location, they must submit an Installation Procedure indicating the poll position of the new terminal(s), the VGM number(s), with the chip set. They must also submit a floor plan drawing showing all machines with serial numbers, VGM numbers, poll addresses, manufacturer's and camera location with the viewing angles. The floor plans must also include the kitchen and restroom locations. The machine to be replaced must be noted along with the same machine information. If the machine has been assigned a VGM number, **Intrastate** forms are necessary for each machine showing the movement of the "exiting" terminal from the site and movement to its destination. If it is a new machine, we need the **Shipment Notification**. Circle the changed terminal(s) on the floor plans.

### MACHINE REMOVAL

Each terminal that is to be removed from a location needs to be written on an Intrastate form unless it is going out of the State. There is a Licensing section for the purpose of permanent removal of terminals. Specifics are necessary as to why they are being removed—when and where they are going. Prompts are there to assist. Floor plans, as indicated above, are required for all situations except for relinquishing their LVL license. Indicate in Licensing section the number of remaining terminals when the LVL license is still active.

### CHANGE of LOCATION (Moving)

Locations must be approved. A site survey must be completed and sent to Licensing for this purpose. Once approved, the Installation Procedure and Intrastate(s) must be sent in indicating the Present Location and the New Location. The existing Location will be a Permanent Removal and the new location will be an Additional Machine.

### CHANGE of OWNERSHIP

Installation Procedure and the Intrastate(s) as a Change of Ownership Removal must be submitted, include filling in the Licensing section. The current license should be surrendered and a new one issued. The floor plans are required indicating the current owner with its licensing and control numbers and the new floor plan with the new owner's information.

### BUSINESS CLOSING

Intrastate Procedures as Permanent Removals and complete the Licensing section. If the location is continuing their LVL license, we need the floor plans.

### BROKER AGREEMENT (Machines staying in LVL Establishment Location)

Need approved Broker Agreement from West Virginia Lottery Legal department. From one of the parties, need the Installation Procedure and the Floor Plans. On the Installation Procedure – Mark box, "Change of Operator" and "Old Operator."

### BROKER AGREEMENT (Machines being relocated)

Need approved Broker Agreement from West Virginia Lottery Legal department. See Permanent Removals. See Additional Machine Installs if machine(s) are going into a LVL Establishment – Mark box, "Broker Agreement."

### MACHINE MAINTENANCE

If the machine needs repair, requiring Lottery Security (Logic area), complete the LVL Machine Maintenance/Service Report and Email to [Ops@wvlottery.com](mailto:Ops@wvlottery.com) or FAX to the Computer Room at (304) 558-3654.

### SOFTWARE CHANGE

All software upgrades have to be requested in writing on a Software Change Request form. Requests to change software need to be **Emailed** to the LVL Security Division at **LVLOffice@wvlottery.com**. Lottery Computer Room Operators are required to have paperwork before the upgrade will take place.

**Note:** Final meter readings are required on all terminals prior to disabling.

All paperwork, with the exception of Maintenances may be emailed to [LVLOffice@wvlottery.com](mailto:LVLOffice@wvlottery.com).