

Online Intralot Appointment Request Form Instructions for Master License Holders

This document provides step-by-step instructions for Master License Holders (MLHs) on how to submit an online appointment request through the Intralot system for Class B Coin Operated Amusement Machine (COAM) services. It outlines the required procedures before, during, and after scheduling an installation to ensure compliance and avoid delays or cancellation fees.

1. Monitor iGEM System:

Master License Holders (MLHs) must regularly check the Intralot iGEM System at www.gacoamrpt.com for newly added Location License Holder (LLH) information.

2. Verify LLH Information:

Confirm that the LLH information appears in the iGEM System **before** proceeding with an appointment request.

3. Complete Intralot Appointment Request Form:

Access and complete the online **Intralot Appointment Request Form** using the following link: [Intralot Appointment Request Form](#)

4. Select Service Type (Item #6):

Choose the appropriate request type:

- New Install
- Change Owner
- Change of Master/New Install
- Change of Master/Asset Purchase
- Warehouse Decommission (only)
- Migration

5. Submit the Form:

Click “**Submit**” to send the request to Intralot. A confirmation message will appear on the screen indicating successful submission.

6. Email Confirmation:

The MLH will receive a confirmation email with the subject line “**Appointment Request Received.**” Intralot will respond within 48 business hours with a scheduled installation date and time.

From: GA COAM Appointment <GACOAMappointment@intralot.us>
Sent: Friday, May 16, 2025 11:49 AM
To: Michael Parham <MPARHAM@galottery.org>
Subject: Appointment Request Received

[EXTERNAL EMAIL] Caution opening links or files.

Thank you for your request! Here are the details:

Requestor: John Smith
Contact Phone: 404-555-1234
Type of Appointment Requested: New Install
Location Number: 123456
Additional Notes: No additional notes

We'll respond to your request within 48 business hours from submission. Please note holiday and weekend hours may cause a small delay in responses.

If you do not receive a response, please email shayne.heap@intralot.us and GACOAMappointment@intralot.us for further assistance.

Have a great day.

Intralot

7. Appointment Scheduling:

The MLH will receive an appointment email with the subject line “**Intralot Service Appointment Schedule – [LLH Number]**” with the scheduled installation date and time.

From: GA COAM Appointment <GACOAMappointment@intralot.us>
Sent: Friday, May 16, 2025 12:29 PM
To: John Smith <jsmith@gmail.org>
Subject: Intralot Service Appointment Schedule - 12345

[EXTERNAL EMAIL] Caution opening links or files.

Hello John Smith

Please see the following for your schedule Intralot Service Appointment:

Location: 12345
Type of Service: New Install
Day of Service: 05/19/2025 @ 11:30 AM
Technician's Name: Cory
Service Ticket #:

Please notify the store owner of the scheduled appointment date and time. A **\$150 fee** will be charged for same-day cancellations.

To avoid delays or cancellation, please ensure the following requirements are met:

- The **original Location (L) License** and a **copy of the Master (B) License** must be posted on-site at the time of installation. Failure to provide these documents will result in a \$150 cancellation fee, payable before the appointment can be rescheduled.
- Cancellations must be submitted to Intralot **at least 24 hours in advance to avoid the \$150 cancellation fee.**
The appointment **must be confirmed within 24 hours of scheduling.** Unconfirmed appointments will be canceled and filled by another request.
- All games must be set up and operational **prior** to the appointment date/time to avoid cancellation.
- The location must be **open to the public and have inventory available for sale** at the time of installation. We cannot complete installations at Unopened locations or those lacking inventory.
- **Please ensure the correct game titles and versions are on-site and ready upon arrival.**

Thank you for your cooperation.

Intralot

8. MLH Follow-Up Responsibilities:

Once the installation appointment is scheduled, the MLH must complete the following actions to ensure a successful installation and avoid delays or fees:

- The original Location (L) License and a copy of the Master (B) License must be posted on-site at the time of installation. Failure to provide these documents will result in a \$150 cancellation fee, payable before the appointment can be rescheduled.
- Cancellations must be submitted to Intralot at least 24 hours in advance to avoid the \$150 cancellation fee. The appointment must be confirmed within 24 hours of scheduling. Unconfirmed appointments will be canceled and filled by another request.
- All games must be set up and operational prior to the appointment date/time to avoid cancellation.
- The location must be open to the public and have inventory available for sale at the time of installation. We cannot complete installations at unopened locations or those lacking inventory.
- **Please ensure the correct game titles and versions are on-site and ready upon arrival.**

9. Installation Timeline:

Intralot will complete the installation within 10 (ten) business days of the originally scheduled installation date. Please note: Installation dates may change based on MLH or LLH availability.