

GSA PRODUCT CERTIFICATION PROGRAM POLICY GUIDE RELEASE 5



Gaming Standards Association
GSA Certification Authority

Released: 2012/04/20

GAMINGSTANDARDS.COM

GSA Product Certification Program Policy Guide Release 5

Released 2012/04/20, by Gaming Standards Association (GSA).

Patents and Intellectual Property

NOTE: The user's attention is called to the possibility that compliance with this [standard/specification] may require use of an invention covered by patent rights. By publication of this [standard/specification], GSA takes no position with respect to the validity of any such patent rights or their impact on this [standard/specification]. Similarly, GSA takes no position with respect to the terms or conditions under which such rights may be made available from the holder of any such rights. Contact GSA for further information.

Trademarks and Copyright

Copyright © 2012 Gaming Standards Association (GSA). All rights reserved. All trademarks used within this document are the property of their respective owners. Gaming Standards Association and the puzzle-piece GSA logo are registered trademarks and/or trademarks of the Gaming Standards Association.

This document may be copied in part or in full provided that ALL copies retain the copyright and any other proprietary notices contained on the materials. NO material may be modified, edited or taken out of context such that its use creates a false or misleading statement or impression as to the positions, statements or actions of GSA.

GSA Contact Information

E-mail: sec@gamingstandards.com

WWW: <http://www.gamingstandards.com>

Table of Contents

I About This Document	iii
I.I The Gaming Standards Association (GSA)	iii
I.II New To GSA Standards?	iii
I.III This Guide	iii
I.IV Revisions To This Guide	iv
I.V Terms Used In This Document	iv
I.VI Formatting And Other Conventions Used In This Document	viii
I.VI.I Notes	viii
I.VI.II Indicating Requirements, Recommendations And Options	viii
I.VI.III Other Formatting Conventions	viii
I.VII Acknowledgments.....	ix
Chapter 1	
Goals, Resources, and Process Flow	1
1.1 Introduction.....	2
1.2 Certification VS. Regulatory Approval	2
1.3 Why GSA Certification?.....	2
1.3.1 Consistent Testing, Public Certifications.....	3
1.3.2 Continuous Program Improvements	3
1.3.3 What GSA Certification Means	4
1.4 ISO/IEC 17025 And Testing Laboratory Competency	5
1.4.1 What Is The ISO/IEC 17025 Standard?.....	5
1.4.2 GSA-Defined 17025 Requirements.....	5
1.4.3 What Is The Value Of Requiring 17025 Accreditation?.....	5
1.5 Roles Of Participants In The GSA Certification Program	6
1.5.1 GSA	6
1.5.2 Certification Authority (CA).....	6
1.5.3 Accreditation Bodies (ABs).....	7
1.5.4 Testing Laboratories	7
1.5.5 Vendors	7
1.5.6 Participating As Both Testing Laboratory And Vendor.....	8
1.5.7 All Participants In Certification Program.....	8
1.6 Where To Find Information	8
1.6.1 On The GSA Web Site	8
1.6.2 ISO Web Site.....	9
1.6.3 Certification Authority	9
1.7 Certification Process Flow	9
1.7.1 Registration.....	9
1.7.2 Testing And Product Submission.....	9
1.7.3 Certification.....	10
1.8 Certification And Dispute Flow Charts	11
1.8.1 Product Certification	11
1.8.2 Product Failure Cause Evaluation And Appeals Process	12
Chapter 2	
Common Policies	13
2.1 Introduction.....	14
2.2 Terms And Conditions Of Participation	14
2.3 Other Non-GSA Agreements.....	14
2.4 Certification Guidelines.....	14
2.5 Conditional Product Certification	15
2.5.1 Recommending Conditional Certification	15
2.5.2 Approving Conditional Certification	15
2.6 Registration	15

2.7 Confidentiality And Product Certification	16
2.8 Proprietary And Confidential Information In Fault Reporting And Appeals	16
2.9 Fees And Fee Schedules	16
2.9.1 Product Submissions.....	16
2.9.2 Testing	17
2.9.3 Accreditation	17
2.10 Conformance Testing Of Gaming Products	17
2.11 Faults In Certified Products	17
2.11.1 Reporting	17
2.11.2 Evaluation	17
2.11.3 Resolution	18
2.11.4 Certified Product Fault Correction	18
2.12 Faults In GSA Certification Program Or Standards	19
2.13 Faults In Non-Certified Products.....	19
2.14 Appeals: Time Limits To Initiate.....	19
2.15 Appeals: Product Fault Reports	19
2.15.1 Certified And Non-Certified Products	20
2.15.2 Three Levels Of Appeals	20
Chapter 3	
Accreditation Body Policies	21
3.1 Overview.....	22
3.2 Accreditation Body Qualifications	22
Chapter 4	
Testing Laboratory Policies	23
4.1 Introduction.....	24
4.2 Summary Of Requirements	24
4.3 Who Can Become A Testing Laboratory	24
4.4 Support Current GSA Standards	24
4.4.1 Changes In Assessment Requirements	24
4.4.2 Legacy Version Support.....	24
4.5 Invalid Certifications	25
4.6 Removal From GSA Certification Program	25
Chapter 5	
Gaming Product Policies.....	27
5.1 Introduction.....	28
5.2 After Certification	28
5.3 Recertification, Retesting And Self-Determination	28
5.3.1 Providing False Self-Determination Reports.....	28
5.4 GSA Certified Trademark Usage Guidelines	29
5.4.1 Introduction	29
5.4.2 Trademark	30
5.4.3 Trademark Usage.....	30
5.4.3.1 Clear Space.....	30
5.4.3.2 Minimum Size for Print.....	30
5.4.3.3 Minimum Size for On-Screen	30
5.4.3.4 Trademark Alignment	30
5.4.4 Other Trademark Usage Guidelines.....	30
5.4.5 Trademark Colors.....	31
5.4.6 Trademark Don'ts.....	31
5.4.7 Art Files	31
5.4.8 Print Applications	31
5.4.9 On-Screen Applications	31
5.5 Revocation Of Trademark License	32

I About This Document

- [The Gaming Standards Association \(GSA\)](#), Page iii
- [New To GSA Standards?](#), Page iii
- [This Guide](#), Page iii
- [Revisions To This Guide](#), Page iv
- [Terms Used In This Document](#), Page iv
- [Formatting And Other Conventions Used In This Document](#), Page viii
- [Acknowledgments](#), Page ix

I.1 The Gaming Standards Association (GSA)

GSA communications standards define system-to-system, system-to-EGM (electronic gaming machine) and EGM-to-peripheral device communications. GSA standards are founded on existing industry standards and technologies, and developed to support each other. Development of GSA standards has been a collaborative effort by and for the gaming industry, with the worldwide involvement of GSA-member manufacturers, suppliers, operators and regulators.

I.1.1 New To GSA Standards?

If this guide is your first introduction to GSA standards or the Gaming Standards Association, please visit gamingstandards.com to learn more about the association, its members and policies, and to download valuable information and documents, including the GSA standards themselves.

I.1.1.1 This Guide

This document describes the policies GSA has defined for the participants of the certification program, including the certification authority, testing laboratories and gaming product vendors. This document also defines the requirements that accreditation bodies must meet in order for GSA to accept testing laboratory accreditations issued by those accreditation bodies.

NOTE:

Participants of the GSA certification program **MUST** be GSA members in good standing. Please visit gamingstandards.com for more information about GSA membership and policies.

I.IV Revisions To This Guide

Changes made to this guide are recorded in the Release Notes document that accompanies this guide.

I.V Terms Used In This Document

The following terms are used as defined below throughout this document.

17025 accreditation

Attestation by an *accreditation body* that a *testing laboratory* conforms to the *ISO/IEC 17025* standard and, further, that the testing laboratory has been assessed by an *accreditation body* that meets GSA requirements and that the testing laboratory has been assessed as technically competent according to GSA-defined 17025 requirements, to perform specified GSA standards conformance testing of gaming products.

ISO/IEC 17025 accreditation alone does not guarantee GSA's acceptance of a testing laboratory as being qualified to participate in the *GSA certification program*. A 17025 accredited testing laboratory must also comply with all applicable *GSA certification program* requirements and policies.

accreditation body (AB)

A body that performs accreditation.

Board of Directors (BOD)

The GSA *Board of Directors*.

certificate of compliance

A document issued by the *GSA certification authority* that indicates that, at the time of issuance, 1) a specific product has been found to conform to a GSA standard by a qualified testing laboratory, and 2) the product vendor is in compliance with *GSA certification program* requirements and policies.

If a product was not tested for conformance with the entire standard, the certificate will specify the individual *functional groups* to which the product was found to conform, not conform, and/or was not tested.

When a *certified product* is a module within a larger package, the certificate for the product does not apply to the larger package, nor ensure conformant behavior from the larger package.

certification

Process in which: 1) a qualified testing laboratory attests that it found a product to be conformant to a GSA standard, 2) a certificate is issued for that product by the *GSA certification authority*, and 3) a public record for that product is added to the *GSA certification registry*.

certification authority (CA)

Directs and manages the *GSA certification program*, and approves certifications.

certification criteria	A list of the requirements for <i>certification</i> . In most cases, this is a list that identifies <i>functional groups</i> within a GSA standard for which a product may be certified.
certification program	A program developed by GSA comprised of policies and processes, both automated and manual, used to certify products as conforming to GSA standards.
certification record	A list, prepared by a testing laboratory, of all <i>functional groups</i> present within a product indicating which <i>functional groups</i> conformed to the specifications for the <i>functional groups</i> , which <i>functional groups</i> did not conform to the specifications for the <i>functional groups</i> , and which <i>functional groups</i> were not tested. The <i>certification record</i> also indicates whether any additional functionality, which was not contained in a <i>functional group</i> , was present in the product.
certification registry	The public list of all <i>certified products</i> . This list is maintained on the GSA certification web site.
certified product	A product that has completed <i>certification</i> and has not had the <i>certification</i> revoked.
conditional certification	Indicates that the CA determined that a product was found to conform to a sufficient portion, but not all, of the requirements of a <i>functional group</i> to be certified. A <i>conditional certification</i> is issued only under special circumstances, on a case-by-case basis. The <i>defects</i> and/or <i>restrictions</i> that resulted in the <i>conditional certification</i> are recorded on the <i>certification record</i> for the product.
defect	A non-conformance to a requirement defined in a GSA standard or other standard.
discontinued product	A <i>discontinued product</i> is a GSA <i>certified product</i> that is a member of a product line that a vendor has discontinued and no longer sells or supports in any way.
fault	A possible non-conformance to defined requirements, such as a GSA standard or other standard. <i>Faults</i> must be formally reported to the appropriate body, such as the GSA <i>certification authority</i> , in order to be properly tracked and evaluated. This term is generally used in reference to a GSA <i>certified product</i> , but may also be used in reference to other components within the GSA <i>certification program</i> .
functional group	A particular area of functionality defined in a GSA standard or <i>certification criteria</i> that a product may support.
GSA Certified trademark	A logo or other mark owned and licensed by GSA that may be attached to a product to indicate that the vendor is compliant with GSA <i>certification program</i> policies and the product has been certified as conformant to one or more GSA standards.

ILAC	International Laboratory Accreditation Cooperation. www.ilac.org
ISO/IEC 17011	A standard that defines requirements for accreditation bodies that assess and attest to the competency of <i>testing laboratories</i> and other conformity assessment bodies.
ISO/IEC 17025	A standard that defines quality, management and general technical requirements for conformance assessment bodies, such as <i>testing laboratories</i> .
main product identifier (MPI)	The identifier that the vendor uses to uniquely identify the product being certified. The identifier must apply only to the specific combination of software and/or hardware components within the product being certified, and must apply only to the specific model or version of the product that is being certified.
operator	An establishment that installs gaming products on its site, such as a casino.
performance requirements	Required results, applicable to a specific version of a GSA standard, that a <i>product</i> must produce during conformance testing in order to be GSA certified. The original source of <i>performance requirements</i> is the GSA standards, though additional <i>performance requirements</i> documentation may be created that correspond to <i>test scripts</i> used in conformance testing.
product	Software or hardware (or combination of software and/or hardware modules) entered into the GSA <i>certification program</i> .
recertification	<p><i>Certification</i> of a gaming <i>product</i> that is a modified version of an existing GSA <i>certified product</i>. <i>Recertification</i> requires a new <i>product</i> submission for the new version.</p> <p><i>Retesting</i> may be required in the <i>recertification</i> process.</p> <p><i>Self-determination</i> may be used in requesting <i>recertification</i> by <i>product</i> vendors in good standing.</p>
restriction	A limitation that prevents a particular feature of a GSA standard, or other standard, to be enabled, disabled, or otherwise configured and used by an <i>operator</i> .
retesting	<p>Testing of a gaming <i>product</i> that is a new model or version of a previously <i>certified product</i> for the purpose of acquiring a <i>certificate of compliance</i> for the new <i>product</i> version. Depending on the type of changes made to the new <i>product</i> version, it may be <i>retested</i> in all or part of the functionality in which the previously <i>certified product</i> was tested in order to acquire a new <i>certificate of compliance</i>. The new <i>certificate of compliance</i> will cover all areas of the certificate issued for the previously <i>certified product</i>.</p> <p><i>Retesting</i> may or may not be a required part of <i>recertification</i>.</p>

self-determination	Determination by the vendor submitting a <i>product</i> , rather than a third-party or end-user <i>testing laboratory</i> , that a new version of the vendor's previously <i>certified product</i> requires no <i>retesting</i> in order for the GSA CA to issue a <i>certificate of compliance</i> for the new <i>product</i> version. In order to receive a <i>certificate of compliance</i> for the new <i>product</i> version without <i>retesting</i> , the vendor must represent and warrant that no <i>retesting</i> is required to certify the new <i>product</i> . Provided the vendor is in good standing, the CA will issue a certificate for the new <i>product</i> based on <i>self-determination</i> . (Accreditation bodies call this First Party Conformity Assessment.)
testing laboratory	A qualified <i>testing laboratory</i> , as defined in this guide, that performs or intends to perform gaming <i>product</i> conformance testing in the GSA <i>certification program</i> . See also <i>17025 Accreditation</i> .
test scripts	A defined set of procedures that must be followed to demonstrate conformance to the <i>performance requirements</i> .
vendor	An organization that sells <i>products</i> in the gaming industry.

I.VI Formatting And Other Conventions Used In This Document

I.VI.I Notes

Notes and cautionary information are presented between two thin, solid black lines, with the word NOTE or CAUTION heading the block of text. Example:

NOTE:

There are a number of terms used throughout this document that have specific meaning within the context of the GSA certification program. [Section I.V](#) defines these terms as used in this document.

I.VI.II Indicating Requirements, Recommendations And Options

Terms and phrases in this document that indicate requirements, recommendations, and options are used as defined in the [IETF RFC 2119](#). In summary:

Requirements:

To indicate requirements, this document uses the terms or phrases "MUST", "MUST NOT", "REQUIRED", "SHALL", or "SHALL NOT".

Recommendations:

To indicate recommendations, this document uses the terms or phrases "SHOULD", "SHOULD NOT", "RECOMMENDED".

Options:

To indicate options, this document uses the terms "MAY" or "OPTIONAL".

I.VI.III Other Formatting Conventions

- **Blue** text indicates an internal link or external hyperlink to a URL.
- **Bold** (other than in headings) or underlined text is used for emphasis, unless specifically indicated otherwise.
- *Italicized* text (other than in headings) is used for newly introduced terms that are defined in the glossary.

I.VII Acknowledgments

GSA members, as well as others throughout the gaming world, including those that support and regulate the industry, contributed to the development of this program for the benefit of our industry as a whole. GSA offers its sincere appreciation to all contributors.

Chapter 1

Goals, Resources, and

Process Flow

1.1 Introduction

This chapter is an overview of the certification program. It is extremely important to understand the difference between GSA certification and jurisdictional regulatory approval, so that difference is explained first, in [Section 1.2](#). Please review carefully. In this chapter:

Section 1.2	Distinction between GSA certification and jurisdictional regulatory approval.
Section 1.3	Why the industry needs a certification program.
Section 1.4	Why GSA chose ISO/IEC 17025 as a means of qualifying testing laboratories.
Section 1.5	Roles and responsibilities of participants.
Section 1.6	Sources of information, such as the standards, performance requirements, certification criteria.
Section 1.7 and Section 1.8	Flow charts that summarize the program events from registration to certification, as well as dispute processes.

1.2 Certification VS. Regulatory Approval

THE GSA CERTIFICATION PROGRAM IS IN NO WAY A SUBSTITUTE FOR REGULATORY APPROVAL.

GSA product certification identifies ONLY that a specific product version correctly implements specific functional groups within a version of a GSA standard. GSA certification DOES NOT ensure the overall quality of a gaming product and DOES NOT ensure that a product performs its function(s) correctly or in accordance with any jurisdictional regulatory requirements.

1.3 Why GSA Certification?

The purpose of the GSA certification program is to:

Certify: Facilitate accurate, consistent conformance testing of gaming industry products for correct implementation of GSA standards; and, certify and publicize those products.

Educate: Ensure that operators, as well as others in the gaming industry, are educated about the GSA certification program, what it means for a product to be GSA certified and how to ensure that a product is GSA certified in areas important to the operator.

Ensure quality: Address issues such as re-certification and fault resolution in products.

The existence of a communication standard, whether proprietary or open, does not by definition mean that implementations of that standard will be correct, consistent or interoperable with one another, particularly when the standard is relatively new. Additionally, when a standard is interpreted and implemented in multiple ways, it is no longer a standard and defeats the intent of enabling interoperability, of plug-and-play.

The goal of the GSA certification program, and the reason for specifying GSA certification, is to ensure gaming applications do communicate in a consistent and predictable manner so that interoperability is not only achievable, but is expected of certified products.

Participation in and support of this program will give the industry an added layer of assurance that open standards will be successful, that the products will function as expected and be interoperable and that all facets of the gaming industry (manufacturers, suppliers, operators, regulators, etc.) will benefit by better use of the industry's resources. Operators and other end users will benefit from the ability to choose based on functionality, quality and other business concerns.

1.3.1 Consistent Testing, Public Certifications

Within the GSA certification program:

- Qualified 17025 accredited testing laboratories follow defined guidelines and set criteria to provide consistent, thorough and accurate conformance testing of gaming products. See [Section 1.4](#).
- Test results meeting the approval of the certification authority result in certification of a gaming product.
- The certification record for the product is made publicly available on the certification web site.
- The details of that certification record include where and by whom the product was tested, what functional groups the product has implemented, and which functional groups have been successfully tested. It may also include other important information, such as conditional certification defects and/or restrictions, as well as updated status information added throughout the life of the certified product.

1.3.2 Continuous Program Improvements

The GSA certification program also provides participants with mechanisms for reporting, evaluating and tracking the status of faults in certified gaming products. Verified faults, like certifications, are publicly disclosed, and as a condition of participating in the GSA certification program, participants (including GSA technical committees) are committed to the timely correction of faults, regardless of where they are discovered in GSA standards, certification policies and processes, or in gaming product function.

To ensure that the results produced by these processes are accurate, the GSA certification program includes provisions for dispute resolution to ensure that faults are accurately diagnosed and addressed in all components of the GSA certification program.

1.3.3 What GSA Certification Means

NOTE:

GSA certification is specific to the product identified in the certificate of compliance. That certification DOES NOT apply to non-certified products in which a certified product is packaged. GSA certificates reflect the known status of a GSA certified product at the time the certificate was issued.

For example, if a system module is certified and is used within a gaming machine, the gaming machine as a whole would not be identified as GSA certified because components in the gaming machine, other than the system module, may cause non-compliant behavior in the gaming machine as a whole even though the system module is compliant.

For the most current status of a GSA certified product, see the product's certification record in the certification registry on the GSA web site.

A gaming product that is GSA certified as conforming to a GSA standard has been successfully tested by a qualified 17025 accredited testing laboratory (see [Section 1.4](#)).

The certification records for products that do not implement the entire set of functional groups within a GSA standard identify which functional groups were implemented. The certification records also indicate which functional groups were successfully tested, which functional groups were not successfully tested, and which functional groups were not tested at all. This information is made available publicly so that operators and others can make informed choices about the gaming products they use, distribute or package with their own products.

GSA certification also means that the vendors of *certified products* comply with the GSA certification program requirements and policies, and have made a commitment to support the goals of the certification program and the GSA standards. This includes ensuring continued conformance to applicable GSA standards and certification requirements after certification, as well as timely correction of verified faults discovered after certification.

1.4 ISO/IEC 17025 And Testing Laboratory Competency

1.4.1 What Is The ISO/IEC 17025 Standard?

The ISO/IEC 17025 standard defines the general management, quality and technical requirements that testing and calibration laboratories must meet to demonstrate their competence. This standard was developed by the International Organization for Standardization. For management and quality requirements, ISO drew from the requirements defined in ISO 9001, so that a testing laboratory that conforms to the 17025 standard also operates in accordance with ISO 9001. Technical requirements in the 17025 standard were derived from an earlier ISO document, ISO/IEC Guide 25 and the European standard EN 45001, both of which the 17025 standard now replaces.

1.4.2 GSA-Defined 17025 Requirements

To be 17025 accredited, testing laboratories must not only be assessed for conformance to the 17025 standard but also for their proficiency in particular fields or disciplines. A testing laboratory's *17025 accreditation* certificate includes a scope document that defines the proficiency requirements for which a testing laboratory has been assessed and found to meet in specific fields or disciplines.

Testing laboratories participating in the GSA certification program must also be assessed for conformance to any GSA-defined 17025 requirements for GSA standards conformance testing, if applicable, and comply with the policies defined in this document.

1.4.3 What Is The Value Of Requiring 17025 Accreditation?

ISO/IEC 17025 has been in use as a means of evaluating testing laboratory competence since 1999. Older standards on which it was based, such as those referenced above and earlier revisions, have been in place and implemented since at least 1983. The benefit of an internationally recognized and implemented standard in thousands of laboratories is of value to the GSA certification program in that there is no need for GSA to "re-invent the wheel", or devote resources to managing an entire program for ensuring testing laboratory qualifications.

GSA requires that 17025 accreditations be acquired from an *accreditation body* that conforms to *ISO/IEC 17011* and meets the requirements defined in [Chapter 3](#), which includes a requirement that the accreditation body be a signatory to the International Laboratory Accreditation Cooperative (*ILAC*) Mutual Recognition Arrangement (MRA). MRAs such as this one define requirements that signatories must meet, such as peer review to ensure that assessment practices are consistent throughout the membership. Members also agree to recognize the accreditations issued by other members. This is a clear benefit for GSA product certifications on a global scale.

1.5 Roles Of Participants In The GSA Certification Program

1.5.1 GSA

- Defines the certification program, its policies and procedures.
- Defines any additional requirements for 17025 accredited testing laboratories that participate in the GSA certification program.
- Defines the requirements that an accreditation body must meet in order for GSA to accept a testing laboratory's 17025 accreditation through that body.
- Approves all documents used in the certification program, including but not limited to those that define GSA-specific requirements for 17025, as well as performance requirements and certification criteria for GSA product certifications.
- Designates the entity or individuals that make up the certification authority (CA).
- Serves as the final approving authority in certification program arbitration. GSA's staff, committees and Board of Directors (BOD) may serve as arbiters in dispute processes regarding conformance testing results and third-party assertions that a certified product does not in fact conform to the portions of a GSA standard in which it was certified.

1.5.2 Certification Authority (CA)

- Manages and administers the certification program. The CA is the approval authority for all certifications and issues the certificates of compliance.
- Maintains current records for, and publicizes, GSA certified products. The CA also publicizes qualified 17025 accredited testing laboratories that are participating in the GSA certification program.
- Manages and tracks fault reporting, verification and disclosure processes.
- Manages and tracks dispute processes.
- Provides administrative and technical support to participants, ensuring all have the information needed to participate in the program.

1.5.3 Accreditation Bodies (ABs)

- Accreditation bodies (ABs) assess the competency of testing laboratories (see [Section 1.5.4](#)) that participate in the GSA certification program, based on the testing laboratory's conformance to ISO/IEC 17025 and any applicable GSA-specific requirements.
- ABs are responsible for informing the GSA certification authority when accreditation statuses change for testing laboratories that participate in the GSA certification program.
- ABs must meet the requirements defined in [Chapter 3](#).

1.5.4 Testing Laboratories

- Testing laboratories MUST acquire and maintain 17025 accreditation and be assessed for proficiency in conformance testing for specified GSA standards and compliance with any defined, applicable GSA 17025 requirements.
- Testing laboratories MUST comply with the policies defined in this guide.
- Testing laboratories MUST register as a testing laboratory in the GSA certification program prior to performing conformance testing within the program. See [Section 1.7.1](#).
- Testing laboratories perform GSA standards conformance testing on gaming products. Testing laboratories MUST ensure that testing is thorough, consistent, impartial, performed in a timely manner and according to GSA specifications. Testing laboratories are responsible for providing the vendor detailed test results and for providing the CA with the final certification record for the product when testing is closed.

1.5.5 Vendors

- The vendor is responsible for self-testing its product prior to submitting the product to the testing laboratory for GSA certification conformance testing.
- The vendor MUST comply with the policies defined in this guide.
- Before a vendor can have a product certified within the GSA certification program, the vendor MUST register as a vendor in the GSA certification program. See [Section 1.7.1](#).
- The vendor MUST use the GSA Certified trademark only on or in relation to the specific version of product for which a GSA certificate of compliance has been issued, and using the trademark in the manner defined in the Trademark License Agreement.

1.5.6 Participating As Both Testing Laboratory And Vendor

GSA certification program policies permit an entity to participate in the program as both a vendor and as a testing laboratory, provided that the entity abides by all policies, terms and conditions of the certification program defined for all roles the entity plays in the program. See [Section 4.3](#) for related policy.

1.5.7 All Participants In Certification Program

Vendors, testing laboratories, the CA and GSA are all responsible for using best efforts to ensure the integrity and value of the certification program, and the validity of the certifications that result from its processes.

Participants are expected to report to the GSA certification authority any faults or deficiencies discovered in certified products, in any component of the certification program, including program policies and procedures, and other documents including the GSA standards themselves.

Participants associated with a reported fault are expected to participate in its evaluation and resolution processes.

1.6 Where To Find Information

1.6.1 On The GSA Web Site

<http://www.gamingstandards.com>

GSA standards are available to its members on the GSA web site.

NOTE:

Accreditation bodies may contact cert.admin@gamingstandards.com to request access to GSA standards if performing 17025 accreditation services for testing laboratories being assessed for compliance with GSA-specific requirements.

The following information is available to the public on the GSA web site:

- Currently available certifications and associated product certification requirements.
- GSA ISO/IEC 17025 requirements for participating testing laboratories.
- List of accreditation bodies that currently meet GSA requirements for testing laboratory assessment.

1.6.2 ISO Web Site

<http://www.iso.org>

The ISO/IEC 17025 standard, which defines the general requirements for testing laboratories, can be purchased from the ISO web site.

1.6.3 Certification Authority

Product certification requests, fault reports, and questions about certification requirements should be directed to the certification authority. The certification authority can be contacted by emailing cert.auth@gamingstandards.com.

Website and other administrative questions should be directed to the certification program administrator. The certification program administrator can be contacted by emailing cert.admin@gamingstandards.com.

1.7 Certification Process Flow

Organization registration, product submission, testing and certification are tracked through the GSA web site. The process is described in the following sections.

1.7.1 Registration

GSA member organizations register on the GSA web site to participate in the certification program by (1) giving basic contact and location information, (2) identifying how the organization will participate, and (3) agreeing to comply with terms and conditions applicable to the roles the organization will play. The CA must verify the contact information provided and enable the first user registered under the organization before any products can be submitted.

1.7.2 Testing And Product Submission

The vendor submits the product to a qualified testing laboratory that is registered in the GSA certification program and is qualified to perform conformance testing of the GSA standard implemented in the product. The product is tested for conformance to the specified GSA standard. When testing is closed, the testing laboratory provides the test results to the vendor. If the vendor approves, the testing laboratory will then submit the product certification record to the CA. For policies on disputes about test results, see [Section 2.15](#).

1.7.3 Certification

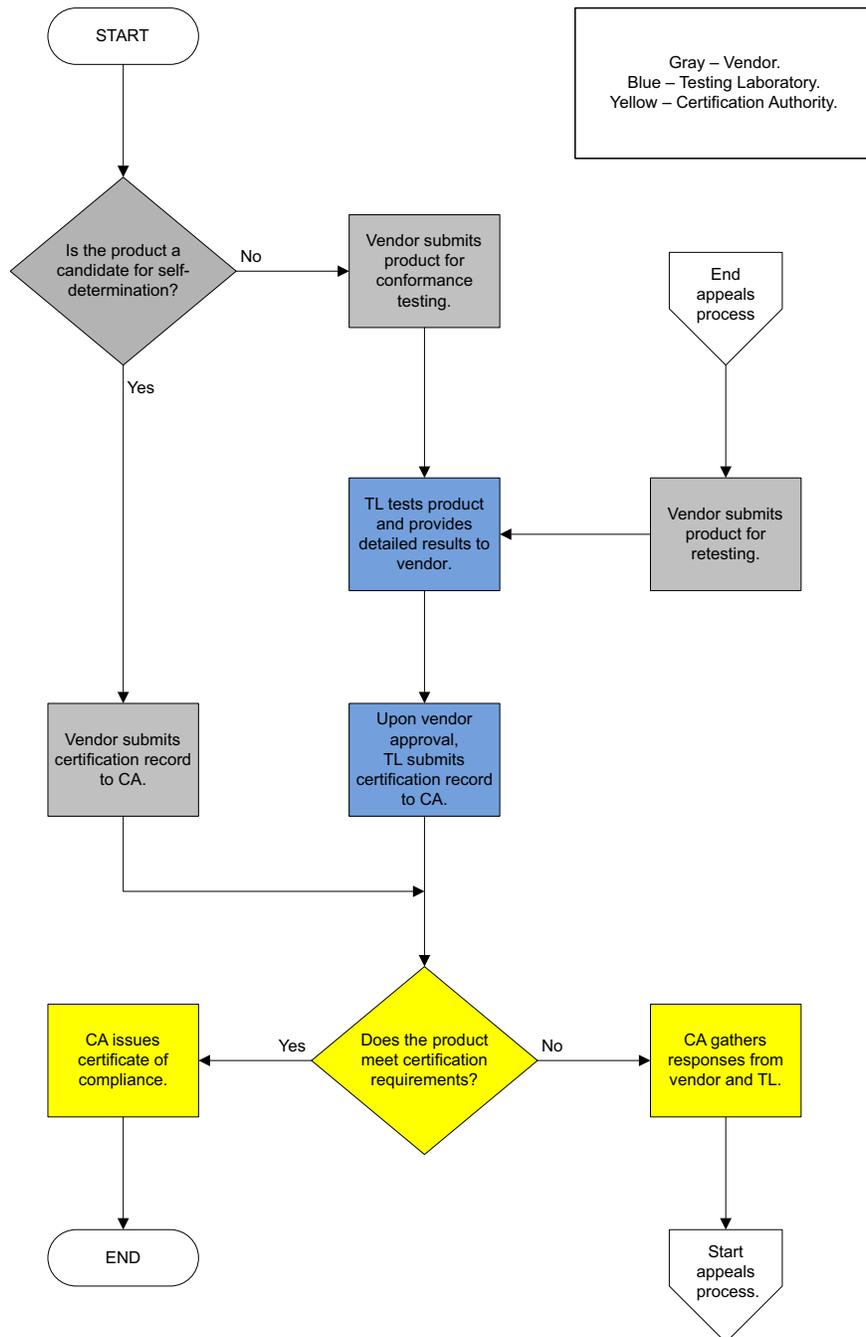
Upon completion of testing and delivery of the certification record, the CA certifies the product, issues the certificate and displays the certification in the registry on the GSA web site. The CA will not issue certificates for products that contain defects or restrictions that could materially affect interoperability with other products. After certification, participants are legally bound to ensure continued compliance with GSA requirements in order to maintain certifications and the right to publicize them, such as through the use of the GSA Certified trademark.

Mechanisms for fault reporting are available on the GSA web site to registered participants. Fault reporting and verification are managed by the CA. Faults that are verified are disclosed in the affected certification records.

1.8 Certification And Dispute Flow Charts

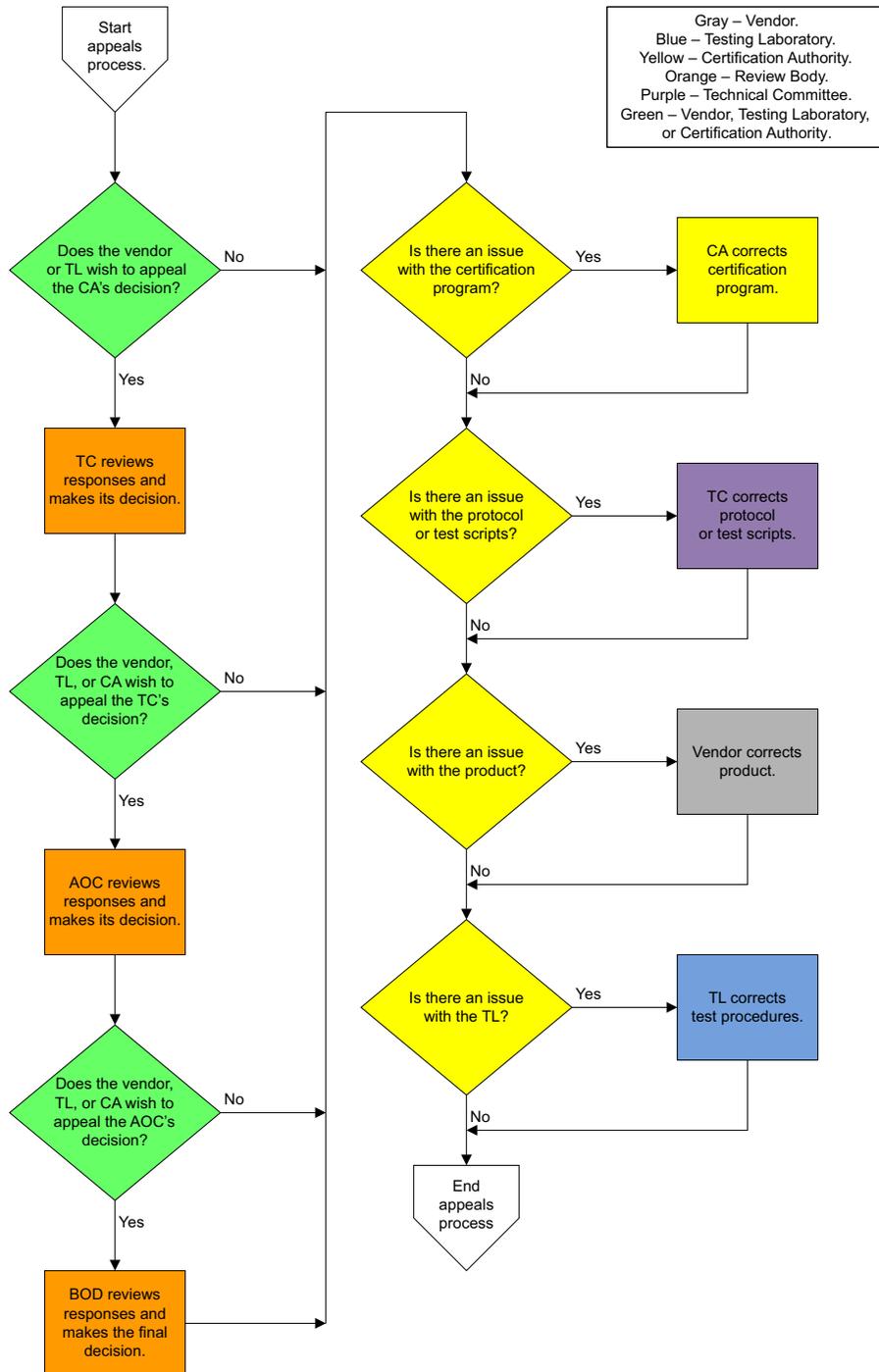
1.8.1 Product Certification

Figure 1.1 Product Certification Flow Chart



1.8.2 Product Failure Cause Evaluation And Appeals Process

Figure 1.2 Product Fail Result Evaluation and Dispute Flow Chart



Chapter 2

Common Policies

2.1 Introduction

This chapter describes the policies that affect and/or apply to testing laboratories and vendors, as well as other certification program participants (such as operators).

2.2 Terms And Conditions Of Participation

GSA certification program participants **MUST** be GSA members in good standing.

All testing laboratories and vendors **MUST** execute GSA legal agreements in order to participate in the GSA certification program. These agreements define terms and conditions of participating in the GSA certification program and presenting gaming products publicly as GSA certified.

During the registration process, the registrant is asked to “Click to accept” the appropriate legal agreements. This means that the person submitting the registration **MUST** be a organization representative that is authorized to accept legal terms and conditions on behalf of the organization.

2.3 Other Non-GSA Agreements

Should testing laboratories and vendors choose to execute legal agreements other than those presented through the GSA certification program, they **MUST NOT** conflict with GSA certification program terms and conditions.

2.4 Certification Guidelines

To be certified, a product **MUST** meet the following requirements:

1. The vendor of the product **MUST** comply with all requirements of the GSA Certification Program Guide.
2. For required functional groups of a GSA protocol, the product **MUST** fully implement and comply with all requirements for those functional groups.
3. For optional functional groups and public extensions to a GSA protocol that are to be certified, the product **MUST** fully implement and comply with all requirements for those optional functional groups and public extensions. The vendor **MAY** choose which optional functional groups and public extensions are to be certified for the product.
4. For private extensions to a GSA protocol that are implemented in the product, GSA certification is not available.
5. When a GSA protocol provides a mechanism that reports implemented features, the product **MUST** use that mechanism to report all features implemented via the GSA protocol. The reported features **MUST** include all required features, optional features, public extensions, and private extensions that are implemented in the product.

The product's certification record **MUST** meet the following requirements:

1. For all required and optional GSA protocol functional groups that the product implements, as well as all public extensions to a GSA protocol that the product implements, the testing laboratory **MUST** accurately identify which functional groups conformed to the requirements for those functional groups, which functional groups did not conform to the requirements for those functional groups, and which functional groups were not tested. For functional groups that did not conform, the testing laboratory **MUST** identify all defects and restrictions present in the functional group.
2. For private extensions, if private extensions are present in the product, the testing laboratory **MUST**, at a minimum, indicate that private extensions were present in the product. Further details of any such private extensions **MAY** be withheld from the certification record. The product's certification record **MUST NOT** include any indication of whether the private extensions were tested or whether the private extensions conformed to the requirements for the private extensions.

2.5 Conditional Product Certification

Under special circumstances, on a case-by-case basis, the CA **MAY** grant conditional certification of a product that contains defects and/or restrictions. In no case will the CA grant conditional certification if the defects or restrictions will materially affect interoperability with other products.

2.5.1 Recommending Conditional Certification

If the testing laboratory and vendor feel that, due to the nature of the defects and/or restrictions, the product is a candidate for conditional certification, the testing laboratory **MUST** request that the CA review the proposal.

2.5.2 Approving Conditional Certification

The CA will review the proposal and consult with the testing laboratory and the vendor. After making a determination, the CA will notify the testing laboratory and vendor whether the conditional certification was approved.

If approved, the product can then complete the normal certification process. The defects and/or restrictions **MUST** be included in the certification record for the product.

2.6 Registration

In order to submit products for GSA certification, perform gaming product conformance testing, and/or report faults within the GSA certification program, the GSA member organization and one organization representative **MUST** be registered and verified by the CA. Registration involves providing organization contact and location information, accepting terms and conditions associated with the role(s) the organization will play in the program, and providing contact information for the first representative entered under the organization. This individual will be identified as the main organization contact and will be responsible for verification of any additional organization users within the GSA certification program web site.

NOTE:

If the main contact changes, it is the organization's responsibility to ensure that a new representative is designated the main contact. For assistance, contact the CA.

2.7 Confidentiality And Product Certification

The CA and testing laboratory MUST maintain confidentiality about all products submitted to the GSA certification program until after certification has occurred, except in certain circumstances discussed in [Section 2.8](#).

- The testing laboratory and the vendor are the only parties in possession, or given possession, of testing result details, unless requested and approved by the product vendor.
- After product testing has been completed, the testing laboratory has delivered the certification record to the CA, and the CA has issued a certificate of compliance, the CA can then disclose the details contained in the certification record, displaying the certification record in the registry.

2.8 Proprietary And Confidential Information In Fault Reporting And Appeals

Fault reports and appeal records MUST NOT contain any proprietary or confidential information without the authorization of the affected individual(s)/entity/entities. It is the responsibility of the fault reporter or person initiating an appeal to ensure such information is not disclosed in records associated with the GSA certification program without the appropriate authorization.

2.9 Fees And Fee Schedules

2.9.1 Product Submissions

GSA certification program fees for product submission are set by GSA and disclosed on the GSA certification web site. These fees are used only to fund the resources the CA requires to manage the certification program and perform associated technical and administrative support functions. Product submission fees will be reviewed by the GSA BOD and adjusted biannually, up or down, according to need.

Product submission fees are payable to GSA. Invoices are issued monthly and are payable within 60 days. Invoices will itemize certifications by product MPI (main product identifier). If payments are not received within 60 days, the CA will place a hold on any new certifications until payment is received.

2.9.2 Testing

Fees and fee schedules for conformance testing are set by the testing laboratory. Fees for conformance testing services are payable to the testing laboratory.

2.9.3 Accreditation

Fees and fee schedules for 17025 accreditation are set by the AB. Fees for accreditation are payable to the AB.

2.10 Conformance Testing Of Gaming Products

ISO/IEC 17025 defines testing laboratory requirements associated with conformance testing, including requirements for the contents of test reports provided to the product vendor.

2.11 Faults In Certified Products

2.11.1 Reporting

Faults may be reported to the CA by certification program participants. The status of faults are tracked by the CA from report through evaluation and resolution. Note that faults related to functionality that was not tested will not be evaluated by the CA. Only faults related to functional groups that were tested for conformance will be evaluated.

A fault report MUST include: product MPI, detailed description of the environment in which the fault was observed and a detailed record of the non-conformant actions or results observed, such as in a log report.

2.11.2 Evaluation

The CA forwards the report to the associated vendor and testing laboratory.

NOTE:

Due to the potential conflict of interest, if the vendor and testing laboratory of the product are one and the same, the CA may require that the organization obtain an unbiased evaluation of the product by a third-party approved by the CA.

Vendor and testing laboratory evaluation:

The vendor and testing laboratory MUST each evaluate the report, determine whether the fault is valid and forward a response to the CA within ten business days. The vendor and the testing laboratory MAY jointly or individually submit their responses.

CA evaluation:

Within ten business days of receiving the responses from the vendor and testing laboratory, the CA will review the fault report and the responses, and make its determination as to the validity of the fault.

- If the CA, testing laboratory and vendor agree that the fault is valid:
The fault MUST be resolved. See [Section 2.11.3](#).
- If the CA, testing laboratory and vendor agree that the fault is not valid:
The CA notifies the fault reporter of the determination, providing the responses of all parties to the report. If the fault reporter accepts the determination, the CA will close the issue; if not, the fault reporter may initiate the appeals process. See [Section 2.15](#).
- If the CA, testing laboratory and/or vendor do not agree:
The testing laboratory or the vendor may initiate the appeals process. See [Section 2.15](#).

2.11.3 Resolution

Verified fault in a certified product:

The CA updates the product certification record on the GSA certification web site, in cert.gamingstandards.com/?page=registry to indicate a fault has been verified in the product and certification has been revoked. When the fault is corrected in a new version of the product (see [Section 2.11.4](#)) and that product is certified, after the vendor notifies the CA that either 1) all instances of the faulty product have been removed from service or 2) the GSA Certified trademark has been removed from all instances of the faulty product, the certification record of that product can then be removed from the public certification registry.

Verified faults in GSA certification program components:

A non-compliant behavior in a certified product indicates that a fault exists not only in the certified product, but may also exist in one or more components of the certification program or possibly in a GSA standard.

See policy in [Section 2.12](#).

Invalid faults: Fault reports determined to be invalid are closed and the reports are never disclosed to the public.

2.11.4 Certified Product Fault Correction

This section applies only to certified products that are not discontinued products.

Verified faults in certified products MUST be addressed and corrected versions MUST be certified. (See related information in [Section 2.11.3](#) regarding records in the certification registry.)

Within 180 days¹ after the CA determines that a fault reported in a certified product is valid, the vendor MUST submit a corrected version of the product into the certification program for conformance testing to be certified.

Failure to address certified product faults as described above will be considered a violation by the vendor of the Trademark License Agreement, and GSA will proceed accordingly (see [Section 5.5](#)).

1. Or a longer period if approved by the CA.

2.12 Faults In GSA Certification Program Or Standards

Faults or deficiencies discovered in any GSA certification program component or GSA standard should be reported to the CA.

Faults or deficiencies in certification program components that are verified by the CA MUST be addressed by the CA in a timely manner. Fault resolution MAY require BOD approval.

Faults or deficiencies in GSA standards or test scripts MUST be addressed by the applicable technical committees in accordance with the applicable GSA policies and bylaws.

2.13 Faults In Non-Certified Products

If a fault is identified by a testing laboratory during conformance testing and the vendor disagrees with the testing laboratory's determination, the vendor and/or the testing laboratory may report the fault to the CA and request that the fault be evaluated. Any such requests will be resolved by following the same process as described in [Section 2.11.2](#) through [Section 2.11.4](#), as appropriate, including an initial evaluation by the CA and, if necessary, appeals to various review bodies.

Similarly, if a fault is identified during interoperability testing between two vendors, either vendor may report the fault to the CA and request that the fault be evaluated. Any such requests will be resolved by following the same process as described in [Section 2.11.2](#) through [Section 2.11.4](#), as appropriate, including an initial evaluation by the CA and, if necessary, appeals to various review bodies. However, rather than a vendor and a testing laboratory submitting reports and making appeals, both vendors will submit reports to the CA and either vendor may appeal the decision of the CA or a review body as outlined in [Section 2.15](#).

2.14 Appeals: Time Limits To Initiate

All parties have ten business days from the time of being notified of the results of a fault evaluation by the CA or a review body to formally object to the results and issue an appeal.

After the ten business day period, the results are considered final and the CA will take appropriate action, such as closing the record of a fault determined not to be valid or disclosing verified fault discovery in certification records.

2.15 Appeals: Product Fault Reports

This section applies to certified products against which fault reports related to GSA standards have been submitted, as well as products still in the conformance testing stage.

2.15.1 Certified And Non-Certified Products

If a vendor, the testing laboratory or fault reporter disagrees with the final determination by the CA that a fault reported against a product is valid or invalid, the party that disagrees with that determination (disputing party) may initiate the appeals process in order to resolve the dispute.

2.15.2 Three Levels Of Appeals

There are three levels of appeals beyond the CA through which the disputing party may escalate its case:

Technical Committee > AOC > BOD

At each level, beginning with the technical committee and ending with the GSA BOD, the process is the same:

The disputing party, in conjunction with the CA, will submit a report to the review body (Technical Committee/AOC/BOD) requesting the issue to be reviewed. Other affected parties will be notified by the CA when the appeal is submitted. The review body will review all associated reports and responses produced to date that are related to the non-conformance issue.

The review body will review all documents, make its determination and inform the CA and the disputing party. The review body should make its determination within 10 business days. However, to thoroughly evaluate the issues at hand, the review body may, at its discretion, take longer to make its determination. If the disputing party does not accept the review body findings, within ten business days the disputing party may appeal to the next higher level of review body; otherwise, the CA will assume the disputing party accepts the review body findings and the CA will notify all affected parties and take the appropriate action.

Examples:

- If the review body found that a fault report was invalid, the CA would close the report and it would not be made public.
- If the review body found that a fault report was valid, the CA would require that the fault be resolved. See [Section 2.11.3](#).
- If the review body found that conformance testing results were invalid and that a product should have been certified, the CA would then certify the product. Otherwise, the CA would recommend to the vendor that the product be redeveloped and retested.

The findings of the BOD are final.

Chapter 3

Accreditation Body

Policies

3.1 Overview

This chapter defines the policies to which an accreditation body (AB) must adhere in order for the CA to allow the testing laboratories that the AB has accredited to participate in the GSA certification program.

3.2 Accreditation Body Qualifications

- The AB MUST conform to the ISO/IEC 17011 Conformity assessment—general requirements for accreditation bodies accrediting conformity assessment bodies.
- The AB MUST, at a minimum, be an International Laboratory Accreditation Cooperation (ILAC) member in good standing and signatory to the ILAC Mutual Recognition Arrangement (MRA).
- The AB SHOULD also be an active member in at least one applicable regional cooperative.
- The AB MUST use qualified assessors that:
 - have been trained or have otherwise acquired expertise in GSA standards for which they will be assessing testing laboratory proficiency in GSA conformance testing. Locations and contact information for approved assessor testing locations are available on the GSA certification web site.
 - can demonstrate expertise in ISO/IEC 17025.
 - have previous experience performing conformance assessment services in the information technology field.
- In testing laboratory assessments, the AB MUST use the currently available versions of any GSA-defined 17025 requirements applicable to the standards for which the testing laboratory will provide conformance testing services. Additionally, testing laboratories must be found to comply with the policies defined in this guide.
- The AB MUST inform the GSA certification authority when testing laboratories acquire, lose, or modify their accreditation.

Chapter 4

Testing Laboratory

Policies

4.1 Introduction

The policies in this chapter are specific to testing laboratories. See also [Chapter 2, Common Policies](#). Testing laboratories must abide by all applicable policies defined in the GSA certification program in order to participate in the program.

4.2 Summary Of Requirements

To perform GSA standards conformance testing on gaming products within the GSA certification program, a testing laboratory MUST:

- Acquire and maintain 17025 accreditation, from a qualified ISO/IEC 17011 conformant accreditation body (See [Chapter 3](#)); and, be found to conform to any applicable GSA standard specific 17025 requirements.
- Abide by the policies defined in this document.
- Be registered in the GSA certification program.

4.3 Who Can Become A Testing Laboratory

The GSA certification authority will allow any testing laboratory that meets the defined requirements and adheres to all applicable program policies to participate in the GSA certification program. This includes without limitation: independent testing laboratories, government run or sponsored testing laboratories, operators, manufacturers and other gaming entities that maintain testing laboratories.

4.4 Support Current GSA Standards

The testing laboratory MUST be able to perform conformance testing in new versions of GSA standards within six (6) months after the release of the new standard.

4.4.1 Changes In Assessment Requirements

If the CA determines that a new version of a GSA standard includes significant changes or significant new functionality, the CA may update the associated GSA 17025 requirements (if applicable) and notify accreditation bodies. ABs will follow their defined policies for changed requirements in scopes to update assessment procedures, and perhaps schedule focused reassessment or surveillance visits to testing laboratories to evaluate conformance testing capabilities in that new version.

4.4.2 Legacy Version Support

Upon the release of a new version of a GSA standard the testing agency MUST at a minimum, continue to provide certification support for the prior version for at least nine (9) months. Such support MUST include conformance testing of products. The testing agency SHOULD continue to support all prior versions of GSA standards while the versions are still in the field and while certification testing is still being requested for those versions.

4.5 Invalid Certifications

Testing laboratories MUST NOT, intentionally or through neglect, cause the CA to certify non-conformant products due to test operator error, non-compliance with an established test script, incorrect reporting of results, incorrect operation of equipment or other error associated specifically with the testing laboratory.

The CA may report to the associated accreditation body instances where a testing laboratory has been found to have caused the CA to issue invalid certificates.

If a testing laboratory is found to have caused the CA to certify non-conformant products the CA may upon BOD approval remove the testing laboratory from the GSA certification program regardless of whether the testing laboratory still retains 17025 accreditation. It is important to note that invalid certifications resulting from faults in accepted test scripts or procedures will not be counted as faults, as discussed in this section. The testing laboratory may re-register to participate in the GSA certification program 3 (three) months after termination of the agreement. The following table defines the fault thresholds that may trigger the CA to consider removal of a testing laboratory from the program.

# of Certifications	Faults Allowed Per Year
1 - 50	Up to 1 fault allowed.
51 - 100	Up to 2 faults allowed.
100+	A maximum of 2% allowed, up to a maximum of 20 faults.

If after becoming re-registered as described above, the testing laboratory is found to have caused the CA to certify additional non-conformant products in excess of these thresholds, the CA may upon BOD approval remove the testing laboratory from the GSA certification program for a longer period, up to 1 (one) year.

4.6 Removal From GSA Certification Program

A testing laboratory can be removed from the GSA certification program by:

- The CA, with cause upon 30 days written notice. Causes include testing laboratory violation of legal agreements executed with GSA or non-compliance with the policies described in this document.
- The testing laboratory, with or without cause, upon 30 days written notice.

When a testing laboratory is removed from the program, whether initiated by the testing laboratory or the CA, within 30 days after receipt of termination notice: the CA will remove the testing laboratory from the list of accredited testing laboratories from which vendors may choose to arrange product conformance testing.

Chapter 5

Gaming Product

Policies

5.1 Introduction

The policies in this chapter are specific to vendors. See also [Chapter 2, Common Policies](#).

5.2 After Certification

Permission to use the GSA Certified trademark applies only to the specific gaming products that have been certified as conformant to one or more GSA standards. These specific products are identified by the MPI listed on the product's certificate of compliance and by the product's program signature(s) provided by the testing laboratory that performed the conformance testing.

Use of the trademark is governed by the Trademark License Agreement. See [Section 5.4](#) for usage guidelines for the GSA Certified trademark. GSA will proceed accordingly, as described in [Section 5.5](#), if a vendor is found to have violated the terms and conditions of this agreement.

5.3 Recertification, Retesting And Self-Determination

In general, to be recertified, retesting will be necessary for any change made between the previously certified and new product versions that changes the implementation of any portion of the GSA standard as previously conformance tested. Examples of the types of changes that would require retesting include, but are not limited to:

1. Changes in the support for the GSA standard, such as the addition or removal of support for one or more functional groups, or changes to existing support.
2. Changes made to support a different version of a GSA standard.
3. Changes that affect meters, such as adding meters or meter events.
4. Addition of support for a new protocol with behavior overlapping that of the GSA standard.

The final responsibility of determining whether any type of change to a product should require retesting lies solely with the vendor.

Causing the CA to issue and publicize an invalid certification through a vendor's use of self-determination will result in restriction of some or all privileges that vendor has in the GSA certification program. See [Section 5.5](#).

5.3.1 Providing False Self-Determination Reports

This section defines when the vendor's privilege of self-determination may be revoked. Revocation is based on whether, and how many times, the vendor causes the CA to issue and publicize invalid product certifications through self-determination. The following table defines the fault threshold that triggers the loss of the self-determination privilege.

# of Certifications	Faults Allowed Per Year
1 - 100	Up to 1 fault allowed.
100+	A maximum of 1% allowed, up to a maximum of 20 faults.

Faults are counted on a per certified product basis—that is, a single certified product version (tied to a program signature) found to contain multiple faults counts as a single fault regardless of how many actual errors are contained in the product.

Only official faults reported that have been evaluated and verified per documented fault resolution and arbitration procedures will be considered. See [Section 2.11](#).

After the fault threshold is reached and upon BOD approval, a vendor loses the privilege of self-determination for recertification of its products for a period of 6 (six) months. After 6 (six) months, the vendor automatically regains the privilege of self-determination.

5.4 GSA Certified Trademark Usage Guidelines

5.4.1 Introduction

The examples of the GSA Certified trademark you see below have been protected by the word "sample" printed across each. Upon executing the trademark license, you will receive access to all the electronic GSA Certified trademark art files without the sample mark.

To qualify for the right to display the trademark, products must pass GSA certification. Successful completion of this testing will be communicated through the word "Certified" in the trademark.

Figure 5.1 GSA Certified Trademark Examples



(The grey background is for demonstration purposes only, so that the white trademark is visible)

5.4.2 Trademark

The GSA Certified trademark may be reproduced only in the versions shown in [Figure 5.1](#) (note that the grey background behind the white trademark is for demonstration purposes only) and may not be altered in any way. The trademark must be reproduced from the GSA digital artwork files.

5.4.3 Trademark Usage

5.4.3.1 Clear Space

Avoid visual clutter by maintaining a minimum amount of clear space around the trademark that is equal to the height of the letter "G."

5.4.3.2 Minimum Size for Print

The minimum height of the GSA Certified trademark is .5 inch (13 mm). The trademark should not be distorted in any way, e.g., by stretching or condensing.

5.4.3.3 Minimum Size for On-Screen

The minimum width of the GSA Certified trademark is 80 pixels x 62 pixels or approximately 1 inch tall. The supplied on-screen trademarks are created with the clear space built into the files. The smallest file available (80 pixels) is the minimum size requirement and should not be scaled down.

5.4.3.4 Trademark Alignment

When aligning the trademark with text or a graphic, use the left corner of the trademark as the vertical guideline. Use the top of the text "GSA" as the horizontal line. The trademark check mark should protrude above the horizontal line of the text or graphic. Care should be taken not to crop the check mark.

5.4.4 Other Trademark Usage Guidelines

1. Licensee may use the GSA Certified trademark(s) when the product(s) tested have received an issued certificate from the certification authority.
2. Your company name, logo or product name must appear on any products or related materials where the GSA Certified trademark(s) are used. The GSA Certified trademark(s) cannot be larger or more prominent than your product name, trademark, logo, or company name.
3. You must use the trademark(s) exactly as they are shown in the GSA digital artwork files; you may not imitate the GSA Certified trademark(s) in any way in your materials.
4. You may not combine the GSA Certified trademark(s) with any other feature, including other marks, words, graphic, photos, slogans, numbers, design features, or symbols. The GSA Certified trademark(s) may not be used as a design feature on any of your materials.

5.4.5 Trademark Colors

The GSA Certified trademark has been created as a 2-color trademark. It is best to reproduce the trademark using the Pantone (PMS) numbers as shown. When reproducing these colors in 4-color process inks, the screen tints listed here should be used.

YELLOW

PMS	4-Color
7404 C	Cyan 1%
	magenta 17%
	Yellow 99%
	Black 0%

5.4.6 Trademark Don'ts

1. Don't place the trademark on a busy background. A busy background would not follow the clear space guidelines, spelled out earlier in this document.
2. Don't change the colors of the trademark.
3. Don't use a version of the trademark without the word "Certified".

5.4.7 Art Files

The GSA Certified trademark is available in various digital file formats. The file names are listed next to the visuals of the trademark for your reference.

5.4.8 Print Applications

Encapsulated Postscript (EPS) files were created in Adobe Illustrator and can be reproduced at any size without compromising quality. Use these versions for printing. Each version is a separate file. Trademarks can be printed using either PMS colors or the 4 color process mix specified in [Section 5.4.5](#). Type has been converted to outlines; no fonts are required to reproduce the trademark. The files have been saved for both PC and Macintosh.

5.4.9 On-Screen Applications

1. These versions are for on-screen applications such as the Web or Microsoft PowerPoint presentations. They have been created in RGB color mode, in low resolution (72 DPI), and should not be used for offset printing. These versions were rasterized in Adobe *Photoshop* from Macromedia FreeHand. The bitmap files are available in JPG file format. Three sizes have been optimized for choice. JPG file format should be used on a white background.
2. Keep in mind that bitmap files look their best when placed at 100% size, or smaller. Should the provided sizes not meet your specific needs, you should create additional files from the original EPS file. Don't forget to convert to the proper RGB color breakdown.

3. JPG files are provided for use in Web applications. The smallest size of each version has been optimized to the minimum size requirements specified in the Trademark Usage section of this document. The trademark should not be saved as a GIF because of the color blend.
4. EPS files were created in Macromedia FreeHand and are saved in RGB color format. These files are to be used in Web software applications that utilize vector-based artwork, e.g., Macromedia.

5.5 Revocation Of Trademark License

Violation of any of the terms and/or conditions defined in the Trademark License Agreement may give GSA cause to terminate its agreement with a vendor, revoking the vendor's right to claims of GSA certification associated with any and all products submitted by the vendor.

If however, the violations are associated with only a limited few individual certified products of the vendor, GSA may simply revoke a vendor's right to claim GSA certification of the specified products.

The agreement can be terminated by GSA, with cause upon 30 days written notice; or, by the vendor, with or without cause upon 30 days written notice.

Within 30 days after receipt of notice of the termination, whether initiated by the vendor or GSA:

1. The CA will update the applicable certification records in the certification registry.
2. The vendor may no longer display the GSA certificate of compliance or use the GSA Certified trademark in association with its products.

END OF DOCUMENT

Released: 2012/04/20

GAMING STANDARDS



A S S O C I A T I O N