

DO THE RIGHT THING

Retailer Integrity & Responsibility Program

- The Missouri Lottery is dedicated to the integrity of our products, players and retailers.
- The “**Do The Right Thing**” program helps ensure player and retailer protection, maintains the integrity of Lottery games and instills confidence and loyalty in your business.
- With your continued partnership and dedication, retail sales and commissions will continue to grow and proceeds to Missouri education will soar!

SUPPLIES AND SELLING

- Secure payment for Scratchers® prior to giving to player.
- Run only a few Draw Games tickets at a time when players ask for large amounts, and **ask for payment throughout the process** - especially near draw breaks.
- Verify Scratchers packs against manifest before confirming and activating.
- Track Scratchers sales and inventory by game, pack and ticket numbers, and record daily.
- Check terminal messages for important news, including instructions to pull Scratchers games.
- Secure Scratchers tickets and Draw Games ticket stock.
- Lock unattended terminals and safeguard Draw Games terminal password.
- Ask for another form of payment if EBT is presented, as it is NOT accepted for Lottery products.



Scratchers Inventory

Shift #
Date

| \$1 Games - Four facings | | | | | | |
|--------------------------|--------|--------|-----------|--------|--------------|-------|
| Bin # | Game # | Pack # | Ticket # | | # of Tickets | x \$1 |
| | | | Beginning | Ending | | |
| 32 | 204 | 112177 | 84 | 299 | 1 | x \$1 |
| 31 | 213 | 124163 | 209 | 250 | 50 | x \$1 |
| 30 | 210 | 117779 | 60 | 240 | 60 | x \$1 |
| 29 | 224 | 134509 | 287 | 290 | 10 | x \$1 |
| | | | | | | x \$1 |
| | | | | | | x \$1 |

CASHING

- Use “Inquiry” button on terminal to check potential winners.
- Pay all winners of \$600 or less.
- Deface all paid tickets (i.e., mark through the barcode).
- Advise winners of more than \$600 to sign the ticket back and make an appointment to redeem at any Lottery office.
- Return original ticket to the player if unable to cash it. When in doubt, give the ticket back.
- Encourage players to scan their tickets into their *My Lottery*® account **BEFORE** cashing their winning tickets. Do not return winning tickets back to players after cashing.

RESPONSIBLE GAMING

- Verify players are at least 18 years old by checking the “Born By Date” on the top of the Draw Games terminal screen.
- Confirm Player Transaction Display signs and ESMM monitors are present, turned on and visible on front counter.
- Discourage underage use by keeping Lottery vending machine locations in line of sight and educating employees how to “disable” the machine via remote key fob.
- Ask all employees to review and understand provided responsible gaming information.
- Ensure Bets Off brochures and other responsible gaming materials are easily accessible by customers.

REPORTING STOLEN SCRATCHERS TICKETS

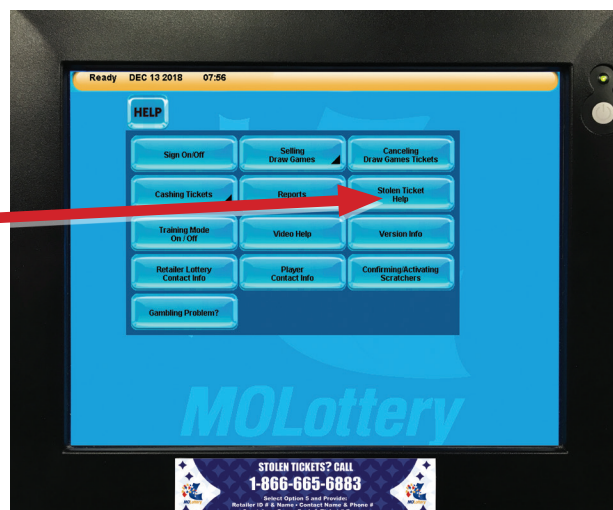
1. Call Missouri Lottery at **1-866-665-6883**, press 5.
2. Minimize liability by providing the following information as soon as possible.
 - Retailer ID number, business name and address
 - Your name and phone number



- Game number, pack number and ticket range on all stolen Scratchers® tickets.

NOTE: This information is available on your terminal.

Press "Help,"
then press "Stolen Ticket Help"
and press "Print."



3. If no one is available to take your call, please **leave a voicemail message** with all details listed in Step 2. Missouri Lottery Security will contact you the next business day to confirm your call and if needed, request additional information.

NOTE: If you have multiple packs to report and the voicemail runs out, please call again, repeat your Retailer ID number and continue where you left off.

4. Immediately notify your local law enforcement agency to file a report. Missouri Code of State Regulations, 12 CSR 40-40.180, requires a retailer to immediately report the theft, loss or damage of any Lottery tickets or equipment to the Lottery and local law enforcement agency.
5. You are encouraged to file a claim with your insurance company, if applicable.
6. Missouri Lottery Security will investigate each report of stolen Scratchers tickets. Security will work directly with your business throughout the investigation and will notify you when the investigation is complete. Any consideration for credit for stolen tickets will be subject to the investigation. Administrative fees may apply.

PLEASE REPORT IMMEDIATELY TO LIMIT YOUR LIABILITY!

HELP CUSTOMERS PLAY RESPONSIBLY

Responsible play of the Lottery begins with the player, but sometimes players need reminders and tips to keep them on track.

It's important for retailers to recognize the signs of problem gambling. Be aware if customers exhibit any of these behaviors, which could indicate a potential gambling problem:

- Frequently returning to "get even" after experiencing losses
- Increasing spending to reach a high level of excitement
- Trying to win back losses
- Gambling to escape problems and to feel better

If gambling becomes more than just a game for your customers, there is FREE help available.



Phone:

1-888-BETSOFF (1-888-238-7633)

Web:

888betsoff.org

Email:

freehelp@888betsoff.org

MACPG

Missouri Alliance to Curb Problem Gambling

QUESTIONS?

MOLOTTERY

1-866-665-6883

RETAILER PORTAL

retailer.molottery.com

IGT EQUIPMENT HOTLINE

1-800-729-4832

Contact your Lottery Sales Representative

OR

your nearest Lottery regional office:

JEFFERSON CITY

1823 Southridge Dr.
Jefferson City, MO 65109
(573) 751-4050

SPRINGFIELD

1506 E. Raynell Place
Springfield, MO 65804
(417) 888-4227

KANSAS CITY

3630 Arrowhead Ave.
Independence, MO 64057
(816) 795-8811

ST. LOUIS

1831 Craig Park Ct.
St. Louis, MO 63146
(314) 340-5800



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18+ Play Responsibly