

DO THE RIGHT THING

Retailer Integrity & Responsibility Program

2024



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.

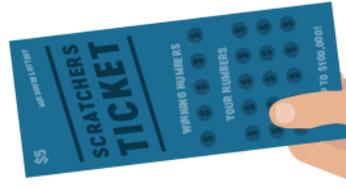


With your continued partnership and dedication, retail sales and commissions will continue to grow, and proceeds to Missouri education will soar!

Do the Right Thing
These Best
Manage Lot
successfully, wh
integrity and s
business a

SUPPLIES AND SELLING

- ✔ **ALWAYS** collect payment **BEFORE** printing any lottery tickets. And **CONFIRM** the price of the tickets with player, using the confirmation screen on your terminal. Do not accept EBT as a form of payment.

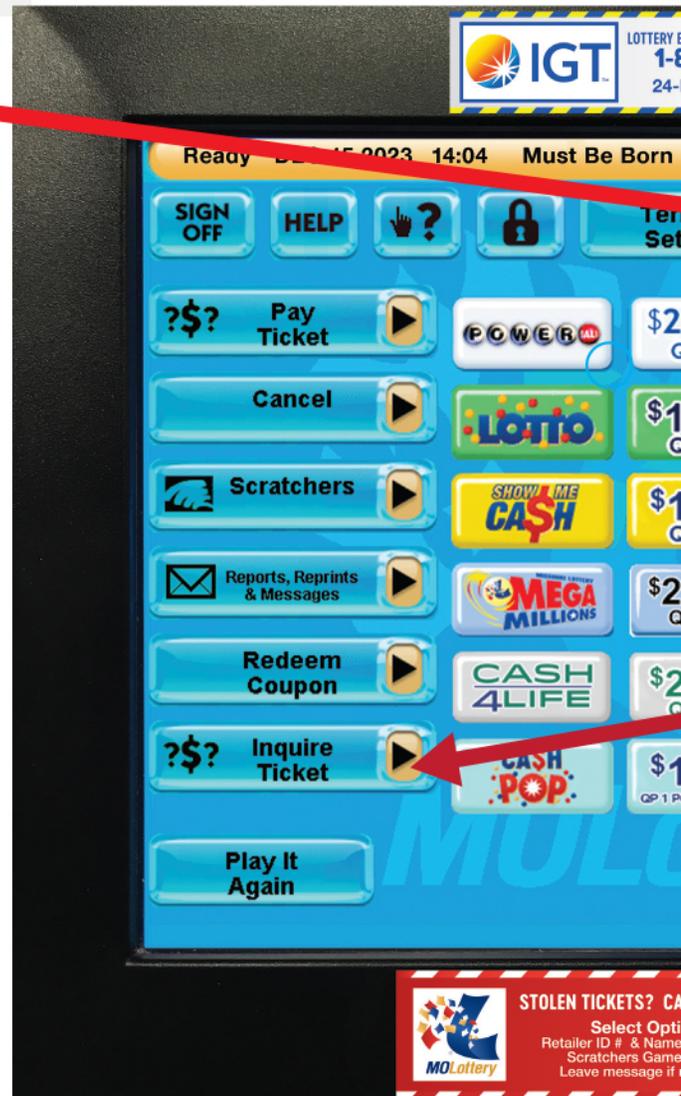


NOTE: Use the **STOP** button to discontinue tickets while the terminal is printing. This will suspend printing from your current transaction.

- ✔ Verify Scratchers® packs upon delivery against manifest **BEFORE** confirming and activating.
- ✔ Track Scratchers sales and inventory by **GAME, PACK and TICKET** numbers and record daily.
- ✔ Keep Scratchers inventory in a **SECURE** locked location when unattended.
- ✔ Lock Draw Games terminal when not present and safeguard **PASSWORD**.



- ✔ Store Draw Games ticket rolls in a cool dry and secure area and do **NOT** transfer to any other store location.



STOLEN TICKETS? CALL
Select Opti
Retailer ID # & Name
Scratchers Game
Leave message if

ing by Following t Practices

tttery games
hile ensuring the
security of our
and yours!



RESPONSIBLE GAMING

- ✓ Verify players are at least 18 years old by checking the **BORN ON DATE** at the top of the Draw Games terminal.
- ✓ Confirm Player Transaction Display signs and ESMM monitors are present, turned on and **VISIBLE** on the front counter.
- ✓ Discourage underage use by keeping Lottery vending machines in **LINE OF SIGHT**, and use the remote key fob to disable the machine when needed.
- ✓ Ensure Bets Off brochures are easily **ACCESSIBLE** for players and all employees understand responsible gaming information.



CASHING

- ✓ Use the **INQUIRY** button on terminal to check potential winners.
- ✓ Pay all winners of \$600 or less, and **DEFACE** all paid tickets/redeemed coupons (i.e. mark through the bar code, tear ticket in half, etc.).
- ✓ Advise winners of more than \$600 to **SIGN** the ticket back and make an appointment to redeem at any Lottery regional office.
- ✓ Return original ticket to the player if you are unable to cash it. **WHEN IN DOUBT, GIVE THE TICKET BACK.**



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 show any of these behaviors, which could indicate a potential gambling problem:

- ✓ Returning frequently to “get even” after experiencing losses;
- ✓ Increasing spending to reach a higher level of excitement;
- ✓ Trying to win back losses; and
- ✓ Gambling to escape problems or to feel better.

If you notice a customer showing any of these signs, provide them a Bets Off brochure or discreetly print Bets Off information using the “Gambling Problem?” button on your terminal and hand it to them along with their tickets.



IF GAMBLING BECOMES MORE THAN JUST A GAME TO YOUR CUSTOMERS, THERE IS FREE HELP AVAILABLE.



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

Web:
888betsoff.org

Email:
freehelp@888betsoff.org

QUESTIONS?

**MOLOTTERY RETAILER
HOTLINE**
(866) 665-6883

**RETAILER
PORTAL**
retailer.molottery.com

**IGT EQUIPMENT
HOTLINE**
(800) 729-4832

Direct your players to **MO Lottery.com** or (573) 751-4050.

Regional Office locations:

JEFFERSON CITY
1823 Southridge Dr.
Jefferson City, MO 65109

SPRINGFIELD
1506 E. Raynell Place
Springfield, MO 65804

KANSAS CITY
3630 Arrowhead Ave.
Independence, MO 64057

ST. LOUIS
1831 Craig Park Ct.
St. Louis, MO 63146

