DO THE RIGHT THING

Retailer Integrity & Responsibility Program

2025

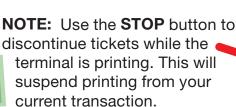**Scan to go to the Retailer Portal**

MOLottery — **PLAY IT FORWARD**

✅ 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 by Following These Best Practices

Manage Lottery games successfully, while ensuring the integrity and security of our business and yours!

SUPPLIES AND SELLING

- **ALWAYS** collect payment **BEFORE** printing any lottery tickets. **VERIFY** 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.

- **NEVER** manually enter debit/credit card numbers, and ensure full approval on debit/credit machines for **ANY** purchase.

- 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.

- Check mail/messages for important information such as removing Scratchers.

- Keep Scratchers inventory in a **SECURE** locked location when unattended.

- Lock terminal when you are 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.

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.
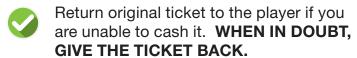
- Ensure brochures with problem gambling resources are easily **ACCESSIBLE** for players and all employees understand responsible gaming information.

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.**

IGT — LOTTERY EQUIPMENT ISSUES & SUPPLIES 1-800-729-4832 24-Hour Assistance

Ready   DEC 15 2023   14:04   Must Be Born By: 12-15-2005

SIGN OFF | HELP | Terminal Settings | STOP | PICK 3

Pay Ticket | POWERBALL | $2 QP | $4 QP | $6 QP | $10 QP | pick 4

Cancel | LOTTO | $1 QP | $2 QP | $5 QP | $10 QP | EZMatch

Scratchers | SHOW ME CASH | $1 QP | $2 QP | $5 QP | $10 QP | Keno

Reports, Reprints & Messages | MEGA MILLIONS | $2 QP | $4 QP | $6 QP | $10 QP | DRAW GAMES as Gifts

Redeem Coupon | CASH 4LIFE | $2 QP | $4 QP | $6 QP | $10 QP

Inquire Ticket | CASH POP | $1 QP 1 POP | $5 QP 5 POPS

Play It Again

MOLottery

STOLEN TICKETS? CALL 1-866-665-6883
Select Option 5 and Provide:
Retailer ID # & Name • Contact Name & Phone #
Scratchers Game, Pack & Ticket # Ranges
Leave message if no answer • Notify Police

HELP STARTS HERE.
1-800-GAMBLER HELP FOR PROBLEM GAMBLING 1-800-436-3537
Gambling taking over? Call for support.
WINNER $10 POWERBALL $2

DRAW GAMES TICKET

HELP CUSTOMERS PLAY RESPONSIBLY

Responsible play of the Lottery begins with the player, but sometimes players need reminders and resources 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, offer them the Lottery-provided brochure containing problem gambling resources or discreetly print Bets Off information using the **GAMBLING PROBLEM?** button on your terminal and hand it to them along with their tickets.

HELP STARTS HERE.

Gambling taking over?
Call for support.

1-800-GAMBLER
HELP FOR PROBLEM GAMBLING

Calls made in Missouri are automatically redirected to Missouri-based 1-888-BETSOFF (1-888-238-7633) services.
freehelp@888betsoff.org

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

1-800-GAMBLER
HELP FOR PROBLEM GAMBLING
OR
1-888-BETS OFF

Phone:
1-800-426-2537 or 1-888-238-7633

Web:
888betsoff.org

Email:
freehelp@888betsoff.org

Calls made to 1-800-GAMBLER in Missouri are automatically redirected to Missouri-based Bets Off services.

QUESTIONS?

MOLOTTERY RETAILER HOTLINE	**RETAILER PORTAL**	**IGT EQUIPMENT HOTLINE**
(866) 665-6883	retailer.molottery.com	(800) 729-4832

Direct your players to MOLottery.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

MOLottery

18+ **Play Responsibly**