



DO THE RIGHT THING

Retailer Integrity &
Responsibility Program

2026

- ✔ 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!

Scan to go to the
Retailer Portal



*Thank you for 40 years of
playing it forward for
Missouri and public education.*

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** verify ticket type and transaction amount using the confirmation screen **BEFORE** printing any lottery tickets. 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.

NOTE: Return packs when advised by your LSR to avoid selling expired tickets.

- ✓ 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 in the bag that they are delivered in. **DO NOT** transfer ticket rolls 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.**



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.

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

1-888-BETS OFF

PHONE

1-888-238-7633

WEB

888betsoff.org

EMAIL

freehelp@888betsoff.org

QUESTIONS?

MOLOTTERY RETAILER HOTLINE

(866) 665-6883

RETAILER PORTAL

retailer.molottery.com

BRIGHTSTAR EQUIPMENT HOTLINE

(800) 729-4832



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

Regional Office locations:



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JEFFERSON CITY
1823 Southridge Dr.
Jefferson City, MO 65109

KANSAS CITY
3630 Arrowhead Ave.
Independence, MO 64057

SPRINGFIELD
1506 E. Raynell Place
Springfield, MO 65804

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

18+ Play Responsibly