



SUPPLIES AND SELLING

- Scratchers® packs are verified against the manifest for accuracy before confirmation.
- Scratchers shipments are checked and confirmed upon receipt and packs are activated before selling.
- Scratchers ticket sales and inventory are tracked (game number, pack number, ticket number) and recorded daily.
- Scratchers are properly secured in dispensers and/or storage.
- Draw Games ticket stock is properly and securely stored.
- Employees who are convicted felons do not handle Lottery.
- EBT cards are not accepted as a form of payment for Lottery products.

CASHING

- “Inquire” for potential winners when necessary.
- Pay all winners of \$600 or less accordingly.
- Deface all paid tickets (i.e., mark a line through the barcode).
- Advise winners of more than \$600 to sign the ticket back and redeem at Lottery office.
- Return original ticket to player if unable to cash it for any reason. When in doubt, give the ticket back.



RESPONSIBLE GAMING

- Player Transaction Display signs, ESMM display monitors and Check-A-Ticket devices are present, turned on and visible to customers.
- Clerks are aware/informed responsible gaming information is available to customers.
- Clerks practice age verification to ensure players are 18 and older.
- Clerks have reviewed and understand responsible gaming information.

Problem Gambling: The uncontrollable urge to continue gambling despite any personal, financial or professional consequences.

FREE help is available.

Call



(1-888-238-7633)

Visit

888betsoff.org

Email

freehelp@888betsoff.org

MACPG

Missouri Alliance to Curb Problem Gambling

Play | Responsibly