

MISSOURI GAMING COMMISSION

MINIMUM INTERNAL CONTROL STANDARDS  
CHAPTER E – ELECTRONIC GAMING DEVICES (EGDs)

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**MINIMUM INTERNAL CONTROL STANDARDS**  
**CHAPTER E – ELECTRONIC GAMING DEVICES (EGDs)**

**§ 1 General**

- 1.01 Class B Licensees shall ensure their Electronic Gaming Devices (EGDs) comply with MGC Rules and Regulations. (11 CSR 45)
- 1.02 Employees accessing an EGD or drop compartment, (other than when performing the bill validator drop), and when paying a jackpot shall communicate their access/activity by inserting their access card into the device's card reader.
- 1.03 Except for access involving scheduled drops, all access to EGDs shall be documented by the person who opened the EGD on an EGD Entry Access Log (MEAL book). MEAL book entries shall be complete and legible, and may not contain predefined codes for the types of work performed. If acronyms are used, they shall be defined in the internal control system. The MEAL book shall be kept inside the EGD at all times. The person who opens the EGD and signs the MEAL book is responsible for all activity inside the EGD. MEAL books shall be retained for at least one year after the EGD is removed from service and disposed of by the Class B Licensee. MEAL books shall be archived in a manner which they can be immediately retrieved.
- 1.04 The person who opens the EGD must be present the entire time the door is open, except during scheduled drops when security is present.
- 1.05 All EGD main, belly glass, top boxes (which house Critical Program Storage Media (CPSM) that contributes to the return to player (RTP)), bill validator access and any other doors specified by the MGC shall be alarmed and shall be locked when not opened for an authorized purpose. If configurable, the alarm shall be operational whether the EGD's power is on or off. The alarm shall create an audible signal in the casino surveillance department. The audible signal may be turned off only during the drop when the casino is closed. Each Wednesday following the full drop, the Class B Licensee shall run a report to determine if all bill validator access door alarms sent a signal during the drop. If a signal was not received, a Slot Technician shall be dispatched to the EGD to fix the door alarm. When an alarm is broken, malfunctioning, or disabled because the EGD is powered down, the EGD shall not contain any currency, tickets or coupons.
- 1.06 Slot Attendants, Slot Technicians and Level I Occupational Licensees other than security and surveillance personnel will be permitted to perform even exchanges of U.S.-currency-for-U.S.-currency.
- 1.07 All aspects of an EGD and any associated device/system, including all hardware and software, shall be subject to:
  - (A) testing by the Commission and/or an independent testing laboratory designated by the Commission;

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- (B) review and approval by the Commission;
  - (C) testing shall, as applicable, include examination for adherence to the applicable MGC licensed independent testing laboratory technical standards, pursuant to 11 CSR 45-4.230 et seq. as approved by the MGC; and
  - (D) The testing, review and approval process shall be required prior to the implementation of the device/system by a Class B Licensee and following implementation, prior to any changes thereto, or at any other time the Commission deems appropriate, the costs for which shall be borne by the Class B Licensee.
- 1.08 The Class B Licensee shall ensure the Commission is provided at least 30 days advanced written notice of any new installation and/or proposed programming changes to an existing critical IT system through submission of a Missouri Gaming Commission *System Upgrade Form (SUF)*. The SUF is available on the MGC EGD website at <https://mgc.dps.mo.gov/egd>.
- 1.09 Any critical program storage media (CPSM) and/or component which is deemed to be essential to an EGD's integrity as outlined in the MGC EGD Verification Manual, shall be locked by an authorized licensee and then sealed by an MGC agent prior to being put into service. Only an MGC agent may break security seals. Once the security seal has been broken, slot personnel shall immediately scrape any existing fragments of the security seals, so that upon being resealed, only a single seal is in place. (11 CSR 45-5.210(1)(J)).
- 1.10 Class B Licensees shall ensure all EGDs offered for patron play shall contain hardware and software currently approved for use in the state; and upon notification of any revocation of approval shall replace the revoked hardware or software within the time frame set forth by the MGC.
- 1.11 Prior to enabling cashless functionality, the Class B Licensee shall ensure the designated CPSM is approved for use in the Missouri cashless jurisdiction.
- 1.12 Class B Licensees shall ensure EGDs offered for play utilize valid configurations as noted in the manufacturer's hardware and software release notes.
- 1.13 Class B Licensees shall ensure the original equipment manufacturer's procedures are followed when installing and removing software, hardware, and peripheral equipment in EGDs and systems.
- 1.14 Class B Licensees shall calibrate the touch screens on EGDs at initial setup, as needed, or at a minimum every year thereafter. The calibration shall be documented.

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- 1.15 Prior to performing any troubleshooting, maintenance, setup, testing, or RAM clear the Class B Licensee shall ensure the Slot Technician has received proper training on that platform for that specific task. Training documentation shall be maintained for all employees.
- 1.16 Advertisements of payouts on EGD carousels/banks or on multi-game EGDs shall not indicate or imply that all the devices or games have payouts up to any percentage unless each device or game actually has such a payout (11 CSR 45-5.053(3)(C)). Any advertised payout of a specific EGD shall be accurate and not misleading.
- 1.17 Class B Licensees shall ensure EGD reels, symbols, or other representations of game outcome, as well as all transaction meters visible to patrons are, at all times, visible to surveillance coverage.
- 1.18 EGDs which require a bet greater than the advertised denomination shall employ one of the methods listed below to display the minimum bet:
- (A) Graphical representation before, during, and after game play;
  - (B) Approved glass/pay glass; or
  - (C) Visible stickers/decals applied behind glass or a button annotating “Minimum Bet X Credits.”
- 1.19 Class B Licensees utilizing custom artwork (i.e., reel strips and pay glass) shall submit the artwork to a licensed independent testing laboratory for approval prior to placing the EGD into service. Class B Licensees shall retain a copy of the approval documentation.
- 1.20 Class B Licensees shall ensure all Manufacturers’ Mandatory Customer Notifications (CNs) are implemented and shall be completed within 90 days, unless otherwise specified by the MGC.
- 1.21 EGDs that include progressive jackpots shall include a progressive meter, visible to the public. If any part of the distribution to the progressive jackpot(s) is being used to fund a secondary jackpot, visible signage informing players of this supplemental distribution must be placed in the immediate area of the EGD.
- 1.22 Class B Licensees shall not provide free-play EGDs at any location outside the Class B Licensee’s approved gaming area.
- 1.23 A Technical Advisory Memorandum (TAM) is a document released by MGC EGD Staff directing or informing MGC personnel and/or licensees of a technical anomaly or new technology. The Class B Licensees shall adhere to the procedures set forth until a control standard, policy, or a new software revision has been implemented. TAMs shall be

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distributed to the affected parties and a copy shall be maintained on the MGC website for future inquires.

- 1.24 Slot personnel shall not access bill validator access doors or bill validator cans of active EGDs without a Security escort.

**§ 2 Jackpot Payouts**

- 2.01 An EGD jackpot is all winnings generated from a completed game, including free spins, as a result of the wager(s) placed on that game by a patron (including any ante bets) that results in a machine lock up requiring a hand pay using an EGD Hand-Paid Jackpot Form.
- 2.02 A jackpot of \$1,200 or more shall cause the EGD to lock up, resulting in a hand paid jackpot. A jackpot of \$1,200 or more requires completion of a W-2G.
- 2.03 The licensee responsible for paying the jackpot shall communicate their access/activity by inserting their access card into the device's card reader.

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2.04 The following requirements for all single event jackpots and credit meter payouts shall apply:

**JACKPOT CHART**

<b>Jackpot Amount</b>	<b>Payer</b>	<b>*Witness/Verifier</b>	<b>W-2G required</b>	<b>MGC notification required</b>	<b>MGC Security Seal Verification</b>	<b>Surveillance notification required</b>	<b>Security escort required</b>
Less than \$1,200	Slot Attendant or higher	Slot Employee or Security Employee	no	no	no	no	no
\$1,200 – \$4,999.99	Slot Attendant or higher	Slot Employee or Security Employee	yes	no	no	yes	no
\$5,000 – \$14,999.99	Slot Attendant or higher	Slot Floor Supervisor or Supervisor thereof	yes	no	no	yes	yes
\$15,000– \$49,999.99	Slot Floor Supervisor or Supervisor thereof	Employee of Supervisory or higher status independent of the Slot Department	yes	yes, must approve clearing the reel position	yes	yes	yes
\$50,000 or more	Slot Floor Supervisor or Supervisor thereof	Employee of Supervisory or higher status independent of the Slot Department	yes	yes, must approve clearing the reel position	yes, and MGC CPSM verification	yes	yes

\*A witness /verifier other than a Security employee must wear a red diagonal striped casino access badge.

2.05 Hand-paid credit meter payouts are not required to comply with jackpot and credit meter chart requirements for:

- (A) MGC notification;
- (B) MGC security seal verification;
- (C) Surveillance notification; and
- (D) W-2G.

2.06 The witness for the jackpot shall visually confirm the jackpot on the machine display and observe the payout to the winning patron prior to signing the jackpot slip.

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2.07 Resets

- (A) The machine cannot be reset until the verifier is present at the machine and has witnessed the winning combination and the jackpot payout amount.
- (B) If the machine is reset prior to the jackpot payout, the following information will be provided in writing to the winning patron on a form specified by the licensee:
  - (1) the time and date;
  - (2) EGD number;
  - (3) EGD location;
  - (4) the winning combination;
  - (5) the number credits played;
  - (6) jackpot amount;
  - (7) the signatures of the payer;
  - (8) the signature of the witness/verifier; and
  - (9) the signature of the winning guest.
- (C) One part of the form shall be given to the winning guest, and the second part of the form will remain with the Slot Attendant. Once the jackpot is paid with the computer generated jackpot slip, one copy of the reset form shall be attached to the original jackpot slip, and the other copy shall be attached to the copy of the jackpot slip.

2.08 A computer generated jackpot form must be printed from the on-line EGD computer monitoring system prior to paying the jackpot, and shall be used as the jackpot payout form at the machine. When the on-line EGD computer monitoring system is inoperable, a manual handwritten form is acceptable; however, jackpots may not be paid from a slot wallet. Jackpot payout forms shall be at least two-part forms.

2.09 Class B Licensees will list specific steps in their internal controls to be followed for the EGD Hand-Paid Jackpot Form preparation, (paid from the cage or from the wallet), sequence of required signatures and distribution of each part, ensuring that one part is maintained in the casino cage and one part accompanies the payout if the jackpot is initially paid from the cage.

2.10 Jackpots (chips, currency, check, etc.) shall be paid to the winning patron upon successful verification of the winning combination(s). If requested by a patron, payouts via casino issued check shall be paid to the winning patron from the casino cage.

2.11 For a jackpot of \$15,000 or more, MGC approval is required before resetting the EGD and clearing the winning reel combination from the EGD.

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- 2.12 Photo identification must be used to verify patron identity to pay all jackpots of \$1,200 or more.
- (A) Acceptable identification for U.S. residents includes valid, non-expired:
    - (1) driver's license; or
    - (2) U.S. passport;
    - (3) other government-issued photo I.D. cards containing date of birth (inmate identification cards and consular cards are not acceptable); or
    - (4) other form of picture ID with social security card or birth certificate.
  - (B) For aliens or non-residents of the United States, acceptable identification includes valid, non-expired:
    - (1) passport; or
    - (2) alien identification card; or
    - (3) other official documents evidencing nationality or residence (e.g., Provincial Driver's License).

The photo requirement shall be waived on identification issued by jurisdictions not requiring a photo.

- 2.13 If a patron fails to provide identification sufficient to process a jackpot, an MGC agent shall be notified, except in instances where the patron provides an expired identification which includes a photo, physical description and identifying information which matches the patron presenting the identification. In such case the jackpot is placed into safekeeping until such time as the patron is able to produce a non-expired ID.
- 2.14 After the jackpot has been paid and the jackpot payout form signed, the employee or an employee independent of the transaction that verified and witnessed the payout shall promptly deposit one part of the form in the accounting box.
- 2.15 An override jackpot includes:
- (A) any jackpot which was recognized by the on-line EGD computer monitoring system and requires a change of \$10.00 or more in the jackpot amount (e.g., progressives, promotional jackpot bonuses, etc.);
  - (B) a manual jackpot which was required because the on-line EGD computer monitoring system did not detect the jackpot; or
  - (C) any other type of manual jackpot override used to pay patrons, excluding jackpot slips generated to replace voided jackpot slips for jackpots that were recognized by the on-line EGD computer monitoring system.
- 2.16 Override jackpots shall be paid by a slot supervisor and witnessed according to the Jackpot Chart. The jackpot slip shall be signed by the supervisor processing the jackpot, the required witness, and the winning patron. Override jackpots of \$100 or more shall

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require Surveillance notification. Surveillance shall visually verify the jackpot and shall document the jackpot amount, the EGD number and the time on a jackpot override log. The log shall be submitted to Accounting each day. Accounting shall compare the jackpot override log entries to the manual jackpots processed for the day to ensure the overrides were witnessed by Surveillance.

- 2.17 Jackpots of \$5,000 or greater shall not be paid from a slot wallet.
- 2.18 Procedures for EGD short pay/no pay shall be established in the licensee’s ICS, and shall ensure diagnostic tests are performed by an authorized Slot Technician prior to payment. If the diagnostic tests do not verify a short pay/no pay, the licensee has the option of whether or not to pay the patron. If the diagnostic tests verify that a malfunction exists, a Slot Technician shall be called to repair the device or it shall be taken out of service until it is repaired. If the diagnostic tests verify the malfunction, a short pay or no pay of more than \$10.00 shall be processed following the manual jackpot payout procedures. Class B Licensees shall state procedures in their ICS for short pays/no pays of \$10.00 or less, which may differ per denomination.
- 2.19 Accounting shall ensure any unprinted jackpots from the previous gaming day are voided and reviewed. If a pattern of unprinted jackpots occurs, indicating a problem with the system, the MGC Compliance Audit Manager in the Jefferson City office shall be notified.
- 2.20 The Class B Licensee shall run a report each day to identify instances where a jackpot and a ticket were created for the same payout. Accounting shall review the report each day and report any instances to the MGC Tax Department.
- 2.21 Jackpot slips shall not be used to settle bill validator disputes.
- 2.22 If a jackpot occurs during EGD testing, the jackpot shall be voided.

**§ 3 Other EGD Occurrences**

- 3.01 If a patron disputes the operation of an EGD relative to a malfunction, slot personnel shall contact Surveillance to begin camera coverage of the EGD display ensuring screen content is legible. Once coverage is obtained, slot personnel will attempt to resolve the issue. If the issue is not resolved to the satisfaction of the patron, slot personnel will contact an MGC agent. If the operation of an EGD is questioned by the MGC agent and the issue cannot be resolved by slot personnel to the satisfaction of the agent, the questioned device shall be placed out of service until examined by an MGC EGD Specialist. A random access memory (RAM) clear will not be performed unless the problem is determined, and a RAM clear is required and approved by the MGC agent.

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- 3.02 If a patron dispute involves any display on an EGD, surveillance shall be notified to photograph the patron and the front of the EGD in question, including all displays. If video surveillance coverage exists of any disputed EGD play, payout, or other disputed activity, the coverage shall be maintained by surveillance until the dispute is resolved.
- 3.03 Class B Licensees shall complete an MGC Electronic Gaming Device Incident Report (EGDIR) within 48 hours of experiencing any unexplainable technical anomalies. All applicable fields and supporting documentation shall be completed prior to submitting the report. Additionally, the EGD shall remain out of service and game history preserved until contacted by an MGC agent. Examples of unexplainable technical anomalies include, but are not limited to: wrong jackpot amounts sent to the system, false jackpot signals sent to the system, etc.
- 3.04 Cash or ticket vouchers found in a bill validator inside the EGD shall be added to the drop for that EGD if the cash or ticket was metered by the EGD. If the cash or tickets were not metered by the EGD, the cash or tickets shall be turned into the cage as found money if not claimed by the patron.

**§ 4 Installation, Relocation, Conversion and Removal of EGDs** (11 CSR 45-7.120(3))

- 4.01 Any time the CPSM is changed and prior to bringing EGDs which utilize physical reel strips into service, a reel strip/pay table test for the top award shall be conducted verifying the combination and payout listed on the pay glass/pay screen matches the reel strip combination and the award credits displayed.
- 4.02 Class B Licensees shall ensure EGD CPSM software compatibility prior to installation.
- 4.03 EGDs, redemption kiosks, and related systems shall be Phase II tested following a new installation, change or conversion of the CPSM, or relocation of the device prior to placing the device into service. The following procedures shall be adhered to:
- (A) A Slot Technician Supervisor or IT employee shall assign a uniquely identifiable test card to each licensed Slot Technician performing Phase II testing. The Slot Technician shall only utilize his or her assigned test card. The slot department shall maintain a list of the Slot Technicians and test card numbers that have been assigned to each.
  - (B) Funds required for Phase II testing will be issued by the Main Bank or cage on a Cage Paid-Out form specifying the funds are being used for EGD testing.
  - (C) An MGC EGD Phase II test form shall be used during testing.
  - (D) The Slot Technician performing the Phase II test shall make an entry in the MEAL book stating the device has been Phase II tested.

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- (E) When Phase II testing multiple devices the previous ticket out shall be inserted into the next device to be tested. This will ensure only one active ticket upon the completion of testing.
  - (F) Upon completion of Phase II testing, the Slot Technician shall ensure the final testing ticket(s) are marked and cancelled as follows:
    - (1) Write “VOID” with a permanent marker; and
    - (2) Disable the final Phase II ticket bar code by completely filling in the space between two or more consecutive vertical lines of the bar code with a permanent marker.
  - (G) After a cancellation is completed, the ticket shall be placed into an EGD bill acceptor to ensure the ticket cannot be accepted.
  - (H) A detailed system report shall be generated that reflects the outlined fields on the MGC EGD Phase II Test Sheet.
  - (I) The documentation shall be submitted to an MGC agent for review.
  - (J) When the documentation has been returned from the MGC agent, the Slot Technician shall take the ticket to the cage or Main Bank. The Cashier shall manually redeem the ticket and create a Cage Paid-In for the funds indicating the funds are returned test funds. The original Paid-Out forms, the resulting Paid-In form and the redeemed ticket shall be forwarded to Accounting for an independent reconciliation. The Slot Technician shall submit the coin test report and the MGC EGD Phase II Test Sheet directly to Accounting without being forwarded through the cage or Main Bank.
  - (K) The Casino Accounting Department shall reconcile the amount of funds paid out of the cage, the amount of funds returned, and the funds added/removed during Phase II testing to the amount of the final test ticket to ensure all funds are accounted for. Reconciliation shall be completed daily for all Phase II testing performed. In addition, the Accounting Department shall verify the final test ticket created from testing was redeemed at the cage or Main Bank as indicated by the cage or Main Bank paperwork. Any discrepancies shall be reported to the MGC agent on duty.
  - (L) The Casino Accounting Department will maintain all Phase II testing documentation.
- 4.04 Any EGD that has not passed Phase II testing shall not be placed into service for patron play.
- 4.05 The individual licensee who places an EGD into service for patron play is responsible for ensuring the EGD has met all regulatory requirements (reel strip test, Software/CPU seal, passed Phase II testing, etc.).
- 4.06 In addition to surveillance requirements, all EGDs shall have the correct asset number and location displayed in a conspicuous area on the EGD cabinet.

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- 4.07 The installation, conversion, removal, relocation, disposal, or movement of EGDs requires the submission of written notification to a MGC boat supervisor or MGC EGD coordinator at least five days prior to the event, and must be approved prior to the move, installation or conversion. The MGC boat supervisor or MGC EGD coordinator may allow for a shortened notification timeframe at his/her discretion.
- 4.08 Class B Licensees shall acquire all gambling games from a MGC licensed supplier or from a person or entity approved by MGC. (§ 313.807.4, RSMo)
- 4.09 The licensed supplier or Class B Licensee shall complete and submit a Gaming Device Shipment Request Form when facilitating an interstate or intrastate shipment into, out of, or within the state of Missouri. Written MGC approval must be received five (5) calendar days prior to the shipments. CPU boards may be shipped with EGDs. (11 CSR 45-5.237)
- 4.10 EGD installations, conversions, removals, relocations, and disposals shall require:
- (A) surveillance notification prior to the move;
  - (B) a drop of the contents of the bill validator storage devices;
  - (C) a method to identify the drop contents to the EGD;
  - (D) transporting and storing the contents in a locked location; and
  - (E) counting and recording the contents.
- 4.11 Class B Licensees shall submit separate procedures in their ICS for each of the following topics:
- (A) EGD installation;
  - (B) Conversion;
  - (C) Removal; and
  - (D) Relocation.
- 4.12 A complete drop is required of any EGD on the gaming floor that is moved.
- 4.13 The Class B Licensee shall submit a listing, in a Commission approved format, of all EGDs, progressives, redemption kiosks, shufflers, and all associated software in their possession. After the initial submission, all changes shall be submitted on the 1st and on the 15th of the month.
- 4.14 Written notification shall be submitted to the MGC at least five days prior to any EGD being destroyed. MGC approval shall be received prior to destruction.
- 4.15 All EGDs removed from the gaming floor shall:
- (A) contain no loose or unaccounted currency, tickets, coupons or credits;

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- (B) have the MGC security seals on the central processing unit (CPU) compartment and CPSM broken by an MGC agent; and
  - (C) be stored in a manner as set forth in this chapter.
- 4.16 All CPSMs and sensitive locks shall be stored on property. EGDs shall be stored either:
- (A) On Property – in a secured containment area with constant surveillance coverage, access to which is limited to Slot Technicians or other employees as allowed by the MGC. EGDs may be stored with their CPU boards with locks, CPSM, and bill validator stacker boxes with locks; however, the EGD main doors shall be locked; or
  - (B) Off Property – in a secured and alarmed storage facility, access to which is limited to Slot Technicians or other employees as allowed by the MGC. If EGD storage occupies only a portion of the secured and alarmed facility, the EGDs shall be stored within a separate, secured confinement area of the storage facility, access to which is limited to Slot Technicians or other employees as allowed by the MGC.
- 4.17 Class B Licensees shall provide, upon MGC request, a PAR sheet for any CPSM used.
- 4.18 EGDs may be temporarily staged in hallways, etc., immediately prior to their being placed onto or immediately after being removed from the gaming floor. Such staging, however, shall not exceed three days unless otherwise approved in writing by the MGC boat supervisor, and all EGDs so staged shall be monitored by surveillance cameras.

**§ 5 Clearing Random Access Memory (RAM)**

- 5.01 A RAM clear shall be conducted for all EGD conversions, and installations of EGDs with previous game history.
- 5.02 RAM clears shall be performed in accordance with the gaming device manufacturer's RAM clear procedures, utilizing, as applicable, approved RAM clear programs.
- 5.03 R.A.M. Clear Slips shall be completed for all RAM clears of EGDs on the gaming floor except new installations and EGDs which have been dropped and final meter readings have been recorded. Procedures for completion of R.A.M. Clear Slips shall include:
- (A) A Slot Technician shall record, on at least a two-part R.A.M. Clear Slip, the reason for the RAM clear and the dollar value of all progressive jackpot meters displayed, if the EGD is a stand-alone or linked progressive; and
  - (B) One copy of this form shall be forwarded and maintained on file by the Slot Technician Supervisor, and one copy shall be forwarded to the accounting department.

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5.04 Any EGD in which RAM is cleared shall be Phase II tested by the MGC prior to use.

**§ 6 Statistics** (11 CSR 45-5.220)

6.01 Class B Licensees shall maintain records as required in 11 CSR 45-5.220 reflecting the actual amount-in (credits played), amount-out, EGD drop, EGD win to EGD drop, actual hold and theoretical payout percentage for each EGD by day, cumulative month and year-to-date.

6.02 Class B Licensees shall maintain records by serial number for each EGD which indicate the—

- (A) date the machine was placed into service;
- (B) date the machine was removed from operation;
- (C) date the machine was placed back into operation;
- (D) date and any change in theoretical hold; and
- (E) changes in machine numbers and designation.

6.03 All EGDs shall contain functioning nonvolatile meters (soft meters with battery back-up) to include: amount-in (credits played), amount-out, amount-dropped, total amount wagered, total amount won, number of games played and jackpots paid, or their equivalent as approved by the Commission. (11 CSR 45-5.190(2)(K))

6.04 Accounting shall document on a drop variance report the total currency, total tickets and total EGD coupons dropped as reported by the EGD computer monitoring system and the actual counted drop for each reported by soft count for each drop. [The percentage of variance is based on the delta between the system meter amount (bills-in, tickets-in, and coupons-in) and the actual counted amount divided by the system meter amount.] Any variance greater than 1% and more than \$5.00 and all variances greater than \$20.00 shall be investigated.

- (A) Variances from the original drop variance report shall first be investigated by Accounting. If Accounting cannot identify the source of a variance, it shall be forwarded to the Slot Department for investigation. The findings from all investigations shall be documented, maintained by Accounting and copies shall be forwarded to the MGC EGD department.
- (B) Any qualifying drop variance for three consecutive drop periods shall require the Class B Licensee to prepare a Meter Reading Comparison Report for each EGD having such variance. To prepare the Meter Reading Comparison Report, accounting shall obtain two meter readings of the EGD internal soft meter readings for the amount-in (credits played), amount-out, amount-to-drop and jackpot paid meters at the beginning and the end of a period of at least a week and

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no more than a month. The difference between these EGD internal soft meter readings shall be compared to the difference in the EGD computer monitoring system meter readings for the same period to verify that both sets of meters are incrementing by the same amount. Accounting shall investigate and document any differences. A copy of the report will be provided to the MGC EGD department. An EGD continuing to experience such variances for the ensuing three consecutive drop periods shall be removed from service until repaired, and when returned to play shall continue to have its internal soft meters compared with those from the computer monitoring system for each drop until three consecutive drop periods are realized for which variances are within acceptable limits.

- 6.05 On each banking day Accounting shall compare the reported incremental change in the jackpots paid meter since the last reconciliation to the hand pays for that same period for each EGD. All variances shall be documented. All variances greater than two percent shall be investigated.
- 6.06 On each banking day Accounting shall compare the reported incremental change shown by the EGD tickets printed meter to the system ticket out meter for each EGD for the previous gaming day. All variances shall be documented and investigated.
- 6.07 On each banking day Accounting shall compare the reported incremental change shown by the EGD jackpot meter to the system jackpot paid meter for each EGD for the previous gaming day. All variances shall be documented and investigated.
- 6.08 Class B licensees shall on a semi-annual basis within the first and third calendar quarters perform a theoretical-to-actual percentage return to player (RTP) comparison for each Electronic Gaming Device (EGD) deploying the game of chance and/or skill, that has had at least 100,000 life-to-date handle pulls of activity. Any EGD displaying a variance of  $\pm 4\%$  shall require further analysis. This additional analysis shall include a review of the pay table(s) to determine the proper RTP percentage confidence intervals as calculated using the number of games played, the theoretical RTP percentage and the Volatility Index (VI) as provided within the manufacturer's PAR (Probability Accounting Report) or exactomizer index sheet(s). Any pay table(s) where the actual RTP percentage falls outside of the calculated RTP percentage confidence intervals is required to be investigated further to determine the source of the discrepancy. All findings and facts shall be submitted to the EGD department in a format approved by the Commission within fifteen days of the end of the calendar quarter.

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**§ 7 Critical Program Storage Media (CPSM) Duplication**

- 7.01 The use of a CPSM duplicator for EGDs shall be subject to the following restrictions:
- (A) The Class B Licensee shall maintain written authorization from the manufacturer of the CPSM to be duplicated, and a copy of the authorization form shall be kept on file by the slot department and be immediately available to MGC upon request; and
  - (B) Any copied CPSM must be properly labeled and shall contain information identical to that shown on the manufacturer’s label.
- 7.02 Class B Licensees shall maintain a Duplication of CPSM log documenting the duplication and disposition of CPSM.

**§ 8 Security of EGD Equipment**

- 8.01 Class B Licensees shall document procedures in their ICS to ensure the accountability of tickets and U.S. currency used for EGD testing including the amounts of currency that will be allowed for testing.
- 8.02 EGD maintenance rooms shall not maintain any tickets or currency other than tickets and currency currently being used for testing. Any found U.S. currency, tickets or coupons shall be handled in accordance with MICS, Chapter H.
- 8.03 The EGD maintenance room(s) on or off property shall be secured when not occupied by a Slot Technician or above, employed by the Class B Licensee. The following items shall be maintained in a locked compartment in the EGD maintenance room, and access will be limited to Slot Technicians or above, employed by the Class B Licensee and other licensees as allowed by the MGC:
- (A) bill validator boxes with locks installed (if retained by Slots);
  - (B) CPSM;
  - (C) locks for main doors, belly glass doors, top boxes, drop compartments, auxiliary compartments, bill validator access doors, bill validator can contents, CPU compartments, controllers and controller compartments, redemption kiosks, and others identified by MGC; and
  - (D) processor boards with locks.

**§ 9 Slot Wallets**

- 9.01 Slot wallets contain a predetermined dollar value of gaming assets and shall contain no more than \$10,000. At any given time the dollar value of gaming assets contained in the slot wallet and the dollar value indicated on the documentation which is required for

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allowable payouts from the wallet shall equal the predetermined dollar value of the slot wallet, with the exception of any jackpot playoffs. Payouts from slot wallets shall be documented on forms identified in the licensee’s internal controls as approved by MGC. This documentation shall be exchanged with the Main Bank or other location approved by MGC to replace the assets in the slot wallet that were used in those transactions.

9.02 Slot wallets may only be used on the gaming floor to:

- (A) break bills;
- (B) conduct even exchanges;
- (C) pay jackpots under \$5,000;
- (D) pay EGD or BV malfunctions up to \$100;
- (E) pay patron disputes up to \$100;
- (F) play off a jackpot if a patron refuses to do so; and
- (G) redeem tickets in accordance with MICS Chapter E, in the section entitled Ticket Validation Systems—“Ticket In/Ticket Out” (TITO) when the ticket validation system is down.

9.03 Slot wallets shall be classified either as imprest banks or temporary banks as defined in Chapter H, and the applicable accountability standards set forth in Chapter H shall apply. If the slot wallets are classified as imprest banks, the required counts are conducted by the Slot Attendant and the closing count verified by the Slot Attendant’s supervisor.

**§ 10 Wide Area Progressives** (also see 11 CSR 45-5.200)

10.01 Wide Area Progressive (WAP) Systems shall link only gambling establishments licensed or approved by the Commission. For a WAP to exist, at least two Class B Licensees shall offer at least one EGD per property connected to the WAP link. MGC EGD staff shall be notified if at any point a property disables all EGDs on a WAP link for a period that exceeds 48 hours.

10.02 Class B Licensee shall comply with location accounting and operational procedures set forth by the licensee authorized to provide the wide area progressive system, and as approved by MGC.

10.03 EGDs connected to a common wide area progressive system shall:

- (A) all require the same maximum wager; or
- (B) if allowing different maximum wagers, equalize the expected value of winning the top award by setting the odds of winning the top award in proportion to the amount wagered. The method of equalizing the expected value of winning the top award shall be conspicuously displayed on each device connected to the system.

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**§ 11 Local Progressives** (also see 11 CSR 45-5.200)

- 11.01 The Class B Licensee shall maintain a record of the percent of funds being contributed to each jackpot held as part of the local progressive and ensure the controller is properly communicating with all devices connected to the progressive link. The licensee will test and document the incrementation of the progressive to ensure the correct amount is credited for amount-in whenever the progressive is initially set up and after any physical break in the progressive communication link.
- 11.02 All access to a local progressive controller shall be documented in a MEAL book, which is kept inside the controller compartment at all times, or other access control system approved by MGC. Licensees accessing the controller shall record their name, MGC number, the time, date and reason for accessing the controller in the MEAL book. All controller compartments shall be alarmed.
- 11.03 Progressive controller CPSM will be verified and sealed by a MGC agent prior to use.
- 11.04 Controllers used for local progressives shall withstand power failures without loss of data and retain the following information in nonvolatile memory which can be displayed on demand:
- (A) The number of progressive jackpots won on each progressive meter if the progressive display has more than one winning amount; and
  - (B) The cumulative amounts paid on each progressive meter if the progressive display has more than one winning amount.
- 11.05 Different types of games shall not be combined on the same progressive meter unless the games have the same expected value of winning the progressive award(s) within 0.005%. In addition, video poker games combined on the same progressive meter are required to have the same wager to win the progressive award(s).
- 11.06 If a progressive EGD is removed from the floor, or is to be converted, the MGC EGD department shall be notified in writing at least five (5) calendar days prior to the removal or conversion in a format approved by the MGC. MGC will be notified of the amount in excess of the old base jackpot amount and whether this amount will be added to the new base jackpot amount or to an existing progressive jackpot already on the floor.

**§ 12 Ticket Validation Systems—“Ticket In/Ticket Out” (TITO)**

Additional TITO standards are included in Chapter H of the MICS.

- 12.01 The Class B Licensee shall ensure the ticket validation system in use at the licensee’s facility utilizes encryption or password protection or other secure method as approved by

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the MGC for files and directories containing critical or sensitive data, which at a minimum shall include the ticket liability record and ticket validation number of unredeemed tickets. The Class B Licensee shall restrict users from viewing the contents of such files and directories, which at a minimum shall provide for the following:

- (A) The effective segregation of duties and responsibilities with regard to the system to prevent fraudulent redemption and creation of tickets; and
- (B) The automatic monitoring and recording by the system of access by any person to such files and directories.

12.02 The Class B Licensee shall ensure the ticket validation system in use at the licensee’s facility performs the following minimum functions to control system operations:

- (A) Validates the identity of those devices from which a transmission is received;
- (B) Ensures that all data sent through a transmission is completely and accurately received; and
- (C) Detects the presence of corrupt or lost data packets and, as necessary, rejects the transmission.

12.03 The Class B Licensee shall ensure the ticket validation system in use at the licensee’s facility performs the following minimum functions to control the integrity of data:

- (A) Generates a validation number for each ticket, either utilizing a unique algorithm, or by such other method approved by the MGC, which method shall prevent the ability to predict the composition of any other validation number generated by the system;
- (B) Validates the data type and format of all inputs to critical fields and rejects any corrupt data;
- (C) Provides for the automatic and independent recordation of critical data upon ticket generation and redemption, including, at a minimum, the information specified in MICS Chapter E, in the Section entitled “Ticket Validation Systems”–“Ticket In/Ticket Out” (TITO) pertaining to ticket design; and
- (D) Provides for verification of the information contained on a ticket presented for redemption and the ticket liability record for unredeemed tickets to an unalterable source that separately records and maintains transaction data, such as an automated transaction log, or such other compensating procedure as approved by the MGC, which procedure shall:
  - (1) Independently verify the accuracy of the ticket validation number and value prior to redeeming the ticket; and
  - (2) Not be used to satisfy any other requirements of this subsection.

12.04 The Class B Licensee shall ensure the ticket validation system in use at the licensee’s facility possesses sufficient and complete modularity (e.g., High-Availability (HA) Clusters) and employs redundancy techniques to prevent loss of data. Redundant copies

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of each audit log and system database shall reside on the central server with open support for backups and restoration. The Class B Licensee shall submit written detailed topology layout, rapid recovery strategies and failover procedures to the MGC EGD Department Manager.

- 12.05 The Class B Licensee shall ensure the MGC is immediately notified following any malfunction of the ticket validation system in use at the licensee’s facility, and that the system shall not be utilized until the malfunction has been successfully repaired. Notwithstanding the foregoing, the MGC may permit a Class B Licensee to utilize the system prior to it being successfully repaired, for a period not to exceed 48 hours, provided that:
- (A) The malfunction is limited to a single storage media device, such as a hard disk drive;
  - (B) In addition to the malfunctioning storage media device, the system contains a backup storage media device not utilized in the normal operation of the system, which backup device shall immediately and automatically replace the malfunctioning device, to permit a complete and prompt recovery of all information in the event of an additional malfunction; and
  - (C) Continued use of the malfunctioning system would not limit the ability to perform a complete and prompt recovery of all information, and would not otherwise harm or affect the normal operation of the system.
- 12.06 The Class B Licensee shall maintain a system manual that includes:
- (A) documentation of the system design and layout both in narrative and diagrammatic formats;
  - (B) copies of all reports used to monitor security activity and system error codes;
  - (C) procedures for assigning EGD asset numbers and identifying other redemption locations in the system, and enabling and disabling ticket capabilities for such EGDs and redemption locations;
  - (D) procedures for issuance, modification, and termination of system user accounts;
  - (E) constraints used to configure and maintain user passwords;
  - (F) procedures for restricting special rights and privileges such as “administrator” and override capabilities;
  - (G) the duties and responsibilities of the MIS, internal audit, slot and casino accounting departments, respectively, and the level of access for each position with regard to the system;
  - (H) identification of all software files and directories, the location and a description of each, and the reports generated from such files;

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- (I) a description of physical controls on all critical hardware such as locks and surveillance, including the location and security of each piece of equipment as approved by the MGC;
  - (J) procedures for the backup and timely recovery of critical data and failure analysis;
  - (K) logs used to document and maintain the details of any hardware and software modifications upon implementation; and
  - (L) procedures for reviewing the system’s operation and the adequacy and effectiveness of policies and procedures.
- 12.07 No EGD or redemption kiosk may be connected to or disconnected from a ticket validation system without the written approval of the MGC.
- 12.08 Payment by ticket printer as a method of credit redemption on an EGD is only permissible when the EGD is linked to and is in communication with an approved validation system or on-line slot accounting system that allows validation of the printed ticket. Validation information shall come from the validation system or on-line slot accounting system using a secure communication protocol. Each EGD so linked shall:
- (A) at the machine level, have an internal log that records and has available for recall the last 35 tickets printed; and
  - (B) at the machine level, have an internal log that records and has available for recall the last five items redeemed.
- 12.09 Ticket design must be approved by the MGC and each ticket shall, at a minimum, contain the following printed information:
- (A) Casino Name and Site Identifier;
  - (B) Machine Asset Number;
  - (C) Date and Time (24-hour format acceptable);
  - (D) Alpha and numeric dollar amount of the ticket;
  - (E) Ticket sequence number;
  - (F) Validation number;
  - (G) Type of transaction or other method of differentiating ticket types; and
  - (H) Bar code or any machine-readable code representing the validation number.
- 12.10 Tickets shall be non-expiring, having no expiration date. Tickets may, on their reverse, contain wording which indicates tickets that cannot be validated may be considered void.
- 12.11 When a patron cashes out of an EGD that has lost communication with the validation system, the EGD shall lockup and result in a hand pay in accordance with procedures approved by the MGC and set forth in the licensee’s internal controls. An EGD communicating with a system component capable of retaining all information required on tickets issued shall not be deemed to have lost communication.

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- 12.12 Jackpots requiring completion of a W-2G and jackpots used to pay top-tier progressives shall cause the EGD to lockup and, after reset, result in a hand-paid jackpot in accordance with procedures approved by the MGC and set forth in the licensee's internal controls.
- 12.13 EGDs shall not be capable of printing duplicate tickets.
- 12.14 Tickets may be inserted in any EGD participating in the validation system providing that no credits are issued to the EGD prior to confirmation of ticket validity. The patron may also redeem a ticket at a cashier window or other approved validation location. Tickets presented for redemption, whether by a Cashier or through insertion into the bill validator of a participating EGD or other approved redemption device, shall immediately upon validation be moved from an unpaid status to a paid status.
- 12.15 Each ticket shall be redeemed by a patron for a specific value of cash, a casino check of the Class B Licensee in the amount of the ticket surrendered, credits on a participating EGD, value chips, or combination thereof.
- 12.16 If a ticket is presented for redemption at an EGD and the total value of the ticket cannot be completely converted into an equivalent number of credits that matches the denomination for which the EGD is designed/optioned, the EGD shall either retain the nonconvertible credits until cashout or reject the original ticket.
- 12.17 On-line tickets issued from EGDs shall result in a deduction for computing Adjusted Gross Revenue (AGR) [Coupons Dropped + Bills Dropped + Tickets Dropped – Hand pays – On-Line Tickets Issued from EGDs]. Hand pays include cancelled credits, jackpots, and attendant paid external bonus payouts.
- 12.18 All tickets redeemed at cashiering locations shall be forwarded to the casino accounting department on a daily basis. All tickets redeemed through the bill acceptor devices on participating EGDs shall be forwarded to the casino accounting department upon conclusion of the count process.
- 12.19 Once the validation information is stored in the database, the data may not be altered in any way. The validation system database must be encrypted utilizing a NIST approved algorithm or password protection or other secure method as approved by the MGC and shall possess non-alterable user audit trail to prevent unauthorized access. The ICS shall list the department(s) and position(s) which have system access to view full validation numbers prior to redemption. These positions shall have a segregation of duties, ensuring those positions do not have the ability to redeem tickets. Any EGD or system hardware on the EGD that holds ticket information shall not have any options or methods that would allow for viewing of the full validation number prior to redemption. Any EGD that holds ticket information in its memory shall not allow removal of the information

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unless it has first transferred that information to the database or other secured component(s) of the validation system.

- 12.20 The Class B Licensee shall maintain all transactions in the slot accounting system for a period of at least 90 days from the date of the transaction. Any records removed from the system after 90 days shall be stored and maintained in a manner that allows the data to be retrieved consistent with the requirements of 11 CSR 45-8.
- 12.21 The Class B Licensee shall maintain a record of “ticket liability” for tickets that have been issued but not yet redeemed, which records shall be stored in the slot accounting system for not less than two years from the date of issuance of the ticket, provided that:
- (A) any unredeemed ticket removed from the system shall be stored and controlled in a manner approved by the MGC, consistent with the provisions of 11 CSR 45-8;
  - (B) prior to redemption the complete validation number of the unredeemed ticket shall only be available to the system;
  - (C) the redemption of any ticket for which the unredeemed ticket record has been removed from the system shall require that, prior to redemption, the unredeemed ticket record be reloaded into the system, and the validity of the validation number and value of the ticket be subsequently verified by the system;
  - (D) after the redemption of a ticket for which the unredeemed ticket record has been reloaded into the system, the unredeemed ticket record shall be immediately cancelled electronically and the ticket redeemed for the value printed thereon; and
  - (E) any unredeemed ticket which is abandoned, lost, or unclaimed shall be disposed of in accordance with sections 447.500 through 447.595, RSMo.
- 12.22 The Class B Licensee shall retain, in a manner approved by the MGC, all tickets forwarded to the casino accounting department for not less than 30 days after being received in the accounting department; provided, however, tickets for gaming days during which the slot accounting system experienced a malfunction shall be retained until disposal is authorized by the MGC.
- 12.23 Whenever missing validation information occurs an investigation shall be launched within 72 hours and completed within a seven-day period. The investigation shall be documented. The results of the investigations completed during the gaming week shall be forwarded to the MGC boat supervisor and the MGC EGD Department Manager on a weekly basis. Any machine experiencing more than three malfunctions within the gaming week shall be placed out of service until inspected by the MGC EGD Department.
- 12.24 Tickets shall not be manually added to the ticketing system for any reason.
- 12.25 Cash shall not be used to create tickets from EGDs to be distributed to patrons as EGD coupons.

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**§ 13 Redemption Kiosks**

Additional redemption kiosk standards are included in Chapter H of the MICS.

- 13.01 Redemption Kiosks are devices that accept redeemable ticket vouchers that are issued as a result of a cashout from an electronic gaming device. Kiosks communicate ticket voucher information to the ticket validation system then the validation system will notify the kiosk to either pay the ticket amount to the patron or return the ticket voucher to the patron.
- 13.02 Kiosk cash compartment access shall be controlled by dual locks, requiring separate keys, one issued to the Main Bank Cashier or Cage Cashier, the other to security. Kiosk main doors shall be locked when not opened for an authorized purpose and shall be monitored by door access sensors which shall detect and report all external door openings, both to the device by way of an error code and tower light and to an on-line system monitored by surveillance. Coin compartments may be single locked. The alarm shall create an audible signal in the casino surveillance system; the alarm shall be available with the power on and off. When an alarm is broken or malfunctioning the kiosk shall not contain any currency, tickets or coins.
- 13.03 Class B Licensees shall ensure persons accessing redemption kiosks shall possess an active MGC occupational license.
- 13.04 Communication controller electronics, components housing the communication program storage media, and the communication board for the validation system, comprise the logic area, which must:
- (A) reside within a separate locked compartment area with its own locking door; and
  - (B) include a security system, device, or protocol acceptable to the MGC that prevents the kiosk's control program from being written to or altered.
- 13.05 The keys to the kiosk main door(s), as well as the logic door shall be sensitive keys.
- 13.06 The device shall have the ability to allow a MGC agent to conduct an integrity check as a means of field-testing the software to identify and validate the program. This can be accomplished by the medium being removed and authenticated by an approved third-party device, or having an interface port for an approved third-party device to authenticate the media.
- 13.07 The kiosk logic compartment; the program software, once validated; and the security system, device, or protocol that prevents the kiosk's control program from being written to or altered shall as necessary be sealed by an agent of the Commission and an agent

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must be present to break the seal(s) when access is required to the compartment or the software housed therein.

- 13.08 The maximum ticket(s) value that can be paid by a kiosk in a single transaction is \$1,000 in U.S. currency. A kiosk must automatically cease operation if it contains insufficient U.S. currency to redeem any ticket inserted up to the maximum payout limit and the ticket shall be returned to the patron.
- 13.09 The Class B Licensee shall establish procedures to perform monthly inspections of door alarm sensors and tower lights, which detect and report all external door openings to the on-line system and audible signal(s) to the casino surveillance system. The inspection shall be coordinated with the surveillance department to ensure the proper detection is reported. The inspection shall be documented in the Surveillance Shift Log.
- 13.10 The kiosk bill validator access key and the bill validator contents key shall be different from those for EGDs.
- 13.11 Each redemption kiosk shall be continuously monitored and recorded by a dedicated surveillance camera.
- 13.12 All access to redemption kiosks shall be documented by the person who opened the kiosk on an EGD Entry Access Log (MEAL book), which shall be kept inside the kiosk at all times. The person who opens the kiosk and signs the EGD Entry Access Log (MEAL book) is responsible for all activity inside the kiosk. The person who opens the kiosk must be present the entire time the door is open. Kiosk EGD Entry Access Logs (MEAL books) shall be retained for at least one year after the kiosk is removed from service and disposed of by the Class B Licensee and shall be archived in a manner that they can be immediately retrieved.
- 13.13 The Class B Licensee shall include the procedures followed when a redemption kiosk malfunctions in the Internal Control System.

**§ 14 Electronic Gaming Device (EGD) Coupon Systems**

Additional EGD coupon standards are included in Chapter H of the MICS.

- 14.01 The on-line Monitoring and Control Systems (MCS) and Validation Systems utilized by Electronic Gaming Device (EGD) coupon systems supporting the redemption of bar-coded EGD coupons, and their associated components, shall meet the applicable MGC licensed independent testing laboratory technical standards, or their equivalent as approved by the MGC, with regard to EGD coupon redemptions.

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- 14.02 The Class B Licensee shall ensure that the EGD coupon validation system in use at the licensee’s facility utilizes at least a 128-bit key size encryption methodology or password protection or other secure method as approved by the MGC for files and directories containing critical or sensitive data.
- 14.03 The Class B Licensee shall ensure the EGD coupon validation system in use at the licensee’s facility performs the following minimum functions to control system operations:
- (A) Validates the identity of those EGDs from which a transmission is received;
  - (B) Ensures that all data sent through a transmission is completely and accurately received; and
  - (C) Detects the presence of corrupt or lost data packets and, as necessary, rejects the transmission.
- 14.04 The Class B Licensee shall ensure that the EGD coupon system in use at the licensee’s facility performs the following minimum functions to control the integrity of data:
- (A) Utilizes EGD coupons containing a validation number that is unique to each EGD coupon, either utilizing a unique algorithm, or by such other method approved by the MGC, which method shall prevent the ability to predict the composition of any other validation number generated by the system;
  - (B) Validates the data type and format of all inputs to critical fields and rejects any corrupt data; and
  - (C) Provides for the automatic and independent recordation of critical data upon EGD coupon redemption.
- 14.05 The Class B Licensee shall ensure the MGC is provided an EGD coupon validation system manual that includes:
- (A) Documentation of the system design and layout both in narrative and diagrammatic formats;
  - (B) Copies of all reports used to monitor security activity and system error codes;
  - (C) Procedures for assigning EGD asset numbers and identifying other redemption locations in the system, and enabling and disabling EGD coupon validation capabilities for such EGDs and redemption locations;
  - (D) Procedures for issuance, modification, and termination of system user accounts;
  - (E) Constraints used to configure and maintain user passwords;
  - (F) Procedures for restricting special rights and privileges such as “administrator” and override capabilities;
  - (G) The duties and responsibilities of the MIS, internal audit, slot and casino accounting departments, respectively, and the level of access for each position with regard to the system;

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- (H) Identification of all software files and directories, the location and a description of each, and the reports generated from such files;
  - (I) A description of physical controls on all critical hardware such as locks and surveillance, including the location and security of each piece of equipment as approved by the MGC;
  - (J) Procedures for the backup and timely recovery of critical data and failure analysis;
  - (K) Logs used to document and maintain the details of any hardware and software modifications upon implementation; and
  - (L) Procedures for reviewing the system’s operation and the adequacy and effectiveness of policies and procedures.
- 14.06 The Class B Licensee shall set forth in their system of internal controls the procedures to be utilized to print EGD coupons, including security and control over inventory, issuance, redemption and destruction.
- 14.07 Each EGD coupon shall, at a minimum, contain the following printed information:
- (A) Casino Name and Site Identifier;
  - (B) Coupon validation number;
  - (C) Value in alpha and numeric characters;
  - (D) Whether the EGD coupon is redeemable for cash (cashable) or not (non-cashable). If the EGD coupon is non-cashable it shall also include wording that provides notice to the patron that non-cashable credits cannot be cashed out and will remain on the EGD’s credit meter if not played;
  - (E) Indication of an expiration period from date of issue, or date and time the coupon will expire; and
  - (F) Bar code or any machine-readable code representing the validation number.
- 14.08 When a patron attempts to redeem an EGD coupon in an EGD that has lost communication with the EGD coupon validation system, the EGD must reject the EGD coupon to the patron.
- 14.09 EGD coupons may be inserted in any EGD participating in the validation system providing that no credits are issued to the EGD prior to confirmation of coupon validity. The patron may also redeem cashable EGD coupons at a cashier window or other approved validation terminal. EGD coupons presented for redemption, whether by a Cashier or through insertion into the bill validator of a participating EGD or other approved redemption device, shall immediately upon validation be moved from an unpaid or unredeemed status to a paid or redeemed status.
- 14.10 Each EGD coupon redeemed by a patron at a participating EGD shall be redeemed for a specific value of cash or credits.

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- 14.11 EGD coupons shall only be distributed in denominations which are capable of being redeemed for full face value at any EGD on the Class B Licensee’s property without resulting in an “odd-out ticket.”
- 14.12 All EGD coupon validation terminals shall be user and password controlled.
- 14.13 The EGD coupon validation system must have the ability to identify invalid EGD coupons and notify the Cashier that one of the following conditions exists:
- (A) Validation number cannot be found on file (stale date, forgery, etc);
  - (B) Coupon has already been redeemed; or
  - (C) Amount on coupon differs from amount on file.
- 14.14 The Class B Licensee shall establish procedures in their internal controls for the immediate notification of the MGC agent on duty of any:
- (A) Incident of a EGD coupon being presented for redemption which the validation system indicates has already been redeemed; or
  - (B) Evidence that a EGD coupon has been counterfeited, tampered with, or altered in any way which would affect the integrity, fairness, reliability or suitability of the coupon.
- 14.15 If the EGD coupon validation system temporarily ceases to function and validation information cannot be sent to the validation system, an alternate method of payment must be provided either by the validation system possessing unique features (validity checking of coupon information through a redundant system) to identify duplicate coupons and prevent fraud, or use of an alternative method approved by the MGC.
- 14.16 The Class B Licensee shall establish procedures in their internal controls for situations where an EGD coupon for which validation information cannot be accessed from the system or for which no validation information exists is presented for payment. Procedures shall include:
- (A) Manual override or redemption procedures for valid transactions;
  - (B) Procedures for the physical cancellation, segregation and security of coupons, for valid transactions;
  - (C) Provisions for the electronic verification and cancellation of coupons when the Promotional Validation system is restored following manual override procedures; and
  - (D) Preparation of a report for each Cashier’s shift of the total number and value of all such coupons redeemed.

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- 14.17 All coupons redeemed through the bill acceptor devices on participating EGDs shall be forwarded to the casino accounting department upon conclusion of the count process.
- 14.18 At a minimum, the following reports shall be generated at the end of each gaming day and reconciled with all validated/redeemed tickets/coupons:
- (A) EGD Coupon Redemption Report;
  - (B) EGD Coupon Drop Report; and
  - (C) Cashier Report – to detail sum of EGD coupons paid by Cashier or validation unit.
- 14.19 Once the validation information for EGD coupons is stored in the database, the data may not be altered in any way unless an audit trail provides full disclosure of the changes made. Accounting shall review the audit trail weekly to determine if changes have been made and if so, are the changes appropriate. The validation system database must be encrypted or password protected or secured by another method approved by the MGC and shall possess non-alterable user audit trail to prevent unauthorized access. The normal operation of any device that holds coupon information shall not have any options or method that may compromise coupon information. Any device that holds coupon information in its memory shall not allow removal of the information unless it has first transferred that information to the database or other secured component(s) of the validation system.
- 14.20 The Class B Licensee shall, in their internal controls, specify the period of time for which EGD coupon transactions will be maintained in the validation system, which period shall not be less than 90 days from the date of the transaction. Records removed from the system shall be stored and controlled in a manner approved by the MGC, consistent with the requirements of 11 CSR 45-8.
- 14.21 The Class B Licensee shall, in their internal controls, indicate whether or not they intend to issue a cash equivalent complimentary for the value printed on a EGD coupon that is not otherwise redeemable in accordance with the requirements of this section, and if so, shall set forth the procedures for so doing.
- 14.22 Notwithstanding MICS Chapter E, Section 14.19 to the contrary, the Class B Licensee shall retain, in a manner approved by the MGC, all coupons forwarded to the casino accounting department in compliance with MICS, for not less than 30 days after being received in the accounting department; provided, however, coupons for gaming days during which the validation system experienced a malfunction shall be retained until disposal is authorized by the MGC.

*Note: Sections 313.800 through 313.850, RSMo, et seq., and Title 11, Division 45 of the Code of State Regulations establish standards to which Class B Licensees must comply. Class B Licensees should review these statutes and rules to ensure their ICS includes compliance with the requirements set forth. Revised January 30, 2004. Revised October 30, 2005 (Sections 4.09, 12.01, 14.12, 14.13, 14.19, 14.29 and added Section 16). Revised Oct. 30, 2007. Revised April 30, 2009 (changed Class A to B, and revised Sections 1.04, 1.06, 1.17, 4.04, 4.06, 4.12, 4.15, 5.05, 8.08, 10.03, 11.02, 14.19, 14.23, 14.26, 14.33, 14.34, 15.10, 15.11, and 15.12). Revised June 30, 2011 (changed Sections 1, 3, 4, 6, 7, 9, 14, 15, and 16). Revised May 30, 2013. Revised December 30, 2019 (Revised 4.01, 4.09, 11.01, 11.05, and 11.06).*

**MINIMUM INTERNAL CONTROL STANDARDS**  
**CHAPTER E – ELECTRONIC GAMING DEVICES (EGDs)**

- 14.23 If non-cashable EGD coupons are offered, any unplayed non-cashable credits shall remain on the game’s credit meter and shall not be paid out by the EGD in the form of a non-cashable coupon upon cashout.
- 14.24 If non-cashable EGD coupons are offered, each EGD shall have, immediately above or below its ticket printer’s bezel, a sticker stating in red at least one-eighth inch high on a white background, “Patrons are responsible to ensure payment is received for all cashable credits. Non-cashable credits will remain on the credit meter if not played.”

*Note: Sections 313.800 through 313.850, RSMo, et seq., and Title 11, Division 45 of the Code of State Regulations establish standards to which Class B Licensees must comply. Class B Licensees should review these statutes and rules to ensure their ICS includes compliance with the requirements set forth. Revised January 30, 2004. Revised October 30, 2005 (Sections 4.09, 12.01, 14.12, 14.13, 14.19, 14.29 and added Section 16). Revised Oct. 30, 2007. Revised April 30, 2009 (changed Class A to B, and revised Sections 1.04, 1.06, 1.17, 4.04, 4.06, 4.12, 4.15, 5.05, 8.08, 10.03, 11.02, 14.19, 14.23, 14.26, 14.33, 14.34, 15.10, 15.11, and 15.12). Revised June 30, 2011 (changed Sections 1, 3, 4, 6, 7, 9, 14, 15, and 16). Revised May 30, 2013. Revised December 30, 2019 (Revised 4.01, 4.09, 11.01, 11.05, and 11.06).*