

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

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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, effective January 30, 2004. Revised, effective October 30, 2005. Revised, effective Oct. 30, 2007. Revised, effective April 30, 2009. Revised, effective June 30, 2011. Revised, effective May 30, 2013. Revised, effective December 30, 2019. Revised, effective July 30, 2025.

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§ 1 Definitions

- 1.01 “EGD conversion” is any mandatory or non-mandatory change to an EGD’s existing Critical Program Storage Media (CPSM) that requires access to the EGD’s controlled logic area.
- 1.02 “EGD installation” is any placement of an EGD on the gaming floor for patron play which has never been in operation at that casino.
- 1.03 “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 that results in a machine lock up.
- 1.04 “EGD reconfiguration” is any work performed on an existing EGD to change options or settings which requires access to the EGD’s controlled logic area (e.g., payable changes, denomination changes, etc.).
- 1.05 “EGD relocation” is the movement of an EGD on the gaming floor which requires the EGD to be disconnected from and reconnected to the slot accounting system or the return of an EGD to the gaming floor from storage.
- 1.06 “Phase II test” is an MGC required test performed using casino funds to ensure an EGD is functioning and reporting properly to the slot accounting system. The test shall include inserting a ticket and U.S. currency, downloading cashless funds, playing the EGD, uploading cashless funds, and cashing out remaining credits.
- 1.07 “Random access memory (RAM) clear” is a procedure which returns an EGD’s critical non-volatile memory or storage, including game accounting meters and game recall, to the default state.

§ 2 General

- 2.01 Class B licensees shall ensure their EGDs comply with MGC Rules and Regulations (11 CSR 45-5).
- 2.02 Class B licensees shall ensure all EGDs offered for patron play only contain hardware and CPSM currently approved for use in the state. Upon notification of any revocation of approval, the Class B licensee shall replace the revoked hardware or CPSM within the time frame set forth by the MGC.
- 2.03 Any advertised EGD payout shall be accurate and not misleading. For example, advertisements of payouts on banks of EGDs 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)).
- 2.04 Class B licensees utilizing custom EGD artwork (i.e., reel strips and pay glass) shall submit the artwork to a licensed independent testing laboratory for certification prior to placing the EGD into service. Class B licensees shall retain a copy of the certification documentation.

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- 2.05 Class B licensees shall not provide free-play EGDs at any location outside the Class B licensee's approved gaming area.
- 2.06 The Class B licensee shall not issue promotional coupons in the form of a ticket which can be redeemed at EGDs.
- 2.07 Each EGD shall have the correct asset number and location displayed in a conspicuous area on the front of the EGD cabinet.
- 2.08 Class B licensees shall acquire all gambling games from an MGC licensed supplier or from a person or entity approved by MGC. The following EGD parts shall be purchased from a licensed supplier:
- (A) EGD Central Processing Unit (CPU);
 - (B) EGD CPSM;
 - (C) Progressive controllers; and
 - (D) Any EGD part that affects the result of the game by determining win, loss, or the amount paid to the patron.
- 2.09 Class B licensees shall provide, upon MGC request, a Probability Accounting Report (PAR sheet) for any CPSM used.
- 2.10 The occupational licensee who places an EGD into service for patron play is responsible for ensuring an MGC security seal is intact on the CPU and the EGD has passed any required testing. The occupational licensee shall record in the Machine Entry Access Log (MEAL Book) that the MGC security seal is intact on the CPU and sign the MEAL Book attesting to that fact prior to placing the EGD into service.

§ 3 Jackpot Payouts

- 3.01 A jackpot of \$1,200 or more shall cause the EGD to lock up, resulting in a hand-paid jackpot or a payment to the EGD credit meter if approved in the Internal Control System (ICS). A jackpot of \$1,200 or more requires completion of a W-2G and Surveillance notification. An aggregate W-2G may be issued in lieu of issuing a W-2G for each taxable jackpot individually, as long as the IRS guidelines are followed and the required documentation is maintained. The Class B licensee shall include procedures in the ICS for documenting each taxable jackpot on the aggregate W-2G tracking record and issuing an aggregate W-2G to the patron. An aggregate W-2G shall only include jackpots from a single gaming day. The tracking record shall be forwarded to Accounting at the end of the gaming day.
- 3.02 The licensee responsible for paying the jackpot shall communicate his or her access/activity by inserting his or her access card into the device's card reader.

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3.03 The following requirements for all single event jackpots shall apply:

JACKPOT CHART

Jackpot Amount	Payer	Verifier	W-2G required	MGC notification required	MGC Security Seal Verification	Surveillance notification required	Security escort required
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	no
\$15,000 or more	Slot Floor Supervisor or Supervisor thereof	Employee of Supervisory or higher status in Cage, Security, or Table Games who is independent of the Slot Department	yes	yes, must approve resetting the EGD and clearing the reel position	yes	yes	yes

3.04 Hand-paid credit meter payouts shall comply with the Jackpot Chart requirements for the required payer and verifier.

3.05 For jackpots of \$15,000 or more, when an MGC agent is available, an MGC agent shall verify the MGC security seal is intact prior to resetting the EGD, clearing the reel positions, or paying the jackpot.

- (A) If the seal is intact, the EGD shall be reset, the reel positions shall be cleared, and the patron shall be paid.
- (B) If the seal is broken, the EGD shall be placed out of service until an MGC agent has performed a CPSM verification. The Class B licensee may pay the patron at its discretion.

3.06 For jackpots of \$15,000 or more, when an MGC agent is not available to verify the MGC security seal is intact, the following procedures shall apply:

- (A) Surveillance shall visually verify the jackpot and capture a screenshot of the winning combination and the jackpot amount on the machine display;
- (B) the EGD location/asset number and time of the jackpot shall be documented on the Surveillance Shift Log; and
- (C) the verifier shall ensure the MGC security seal is intact.

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- (1) If the seal is intact, the EGD shall be reset, the reel positions shall be cleared, and the patron shall be paid.
 - (2) If the seal is broken, the EGD shall be placed out of service until an MGC agent has performed a CPSM verification. The Class B licensee may pay the patron at its discretion.
- 3.07 The payer and verifier for the jackpot shall visually confirm the winning combination of the jackpot on the machine display and observe the correct amount is paid to the winning patron prior to signing the EGD Hand-Paid Jackpot Form. If a Jackpot Reset Form is completed, a verifier other than the one who verified the winning combination may verify the payout.
- 3.08 The verifier shall ensure the winning combination is cleared after the jackpot is verified and reset. If the patron chooses not to place a wager to clear the winning combination, a Slot department employee shall clear the winning combination.
- 3.09 An EGD that is locked up due to a hand-pay may be reset prior to paying the patron, if the following conditions are met:
 - (A) The payer and verifier are present at the machine and have witnessed the winning combination or the credits on the meter and the payout amount displayed on the machine;
 - (B) The payer completes a Jackpot Reset Form; and
 - (C) The original form is retained by the slot attendant and the copy is given to the winning guest.
- 3.10 A computer generated EGD Hand-Paid Jackpot Form must be printed from the slot accounting system prior to paying the jackpot, and shall be used as the jackpot payout form at the machine. EGD Hand-Paid Jackpot Forms shall be at least two-part forms, unless printed at a jackpot kiosk. When the slot accounting system is inoperable, the manual, pre-printed, pre-numbered EGD Hand-Paid Jackpot Form shall be utilized. Jackpots may not be paid from a slot wallet or a jackpot kiosk when the system is inoperable.
- 3.11 EGD Hand-Paid Jackpot Forms shall not be reprinted. If an EGD Hand-Paid Jackpot Form does not print or the information contained on the form is erroneous, the EGD Hand-Paid Jackpot Form shall be voided. The jackpot shall then be paid with an override EGD Hand-Paid Jackpot Form generated from the system.
- 3.12 Jackpots shall be paid in U.S. currency to the winning patron upon successful verification of the winning combination(s). All or part of the payout may be made using the following, only when requested by the patron:
 - (A) Casino-issued check;
 - (B) Chips;
 - (C) A ticket generated at a jackpot kiosk; or
 - (D) To the EGD, if approved in the Class B licensee's ICS.

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- 3.13 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;
 - (2) U.S. passport;
 - (3) Other state or federal government-issued photo ID 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;
 - (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.

- 3.14 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.
- 3.15 If it is discovered that a jackpot has been won by an individual on the List of Disassociated Persons, on the MGC Exclusion List, or who is under twenty-one (21) years of age, the following standards shall apply:
- (A) The patron shall not be paid the jackpot;
 - (B) The on-duty MGC agent shall be notified;
 - (C) The jackpot shall be voided from the system;
 - (D) The amount of the wager spent to win the jackpot and any remaining credits on the game shall be returned to the patron using the Paid-In/Paid-Out form; and
 - (E) If the jackpot is a progressive jackpot, the progressive amount of the jackpot shall be returned to the progressive meter as soon as possible. If an MGC security seal needs to be broken to return the funds, the progressive amount of the jackpot shall be returned when an MGC agent is available. If a patron wins the progressive jackpot prior to the funds being returned to the progressive meter, the winning patron shall also receive the additional funds which were not displayed on the progressive meter.
- 3.16 An override jackpot includes—
- (A) Any jackpot which was recognized by the slot accounting system and requires a change of \$10.00 or more in the jackpot amount (e.g., progressives, promotional jackpot bonuses, etc.);

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- (B) A manual jackpot which was required because the slot accounting system did not detect the jackpot; or
 - (C) Any other type of manual jackpot override used to pay patrons, excluding EGD Hand-Paid Jackpot Forms generated to replace voided EGD Hand-Paid Jackpot Forms for jackpots that were recognized by the slot accounting system.
- 3.17 Override jackpots shall be paid by a slot supervisor and verified by a different slot supervisor or above or a supervisor of the Cage, Table Games, or Security department. The EGD Hand-Paid Jackpot Form shall be signed by the supervisor processing the jackpot, the required verifier, and the winning patron. Override jackpots of \$100 or more shall require Surveillance notification and completion of an entry on the Jackpot Override Log. For override jackpots of \$100 or more, Surveillance shall visually verify the jackpot. For cancelled credit payouts of \$100 or more, Surveillance shall review available coverage to verify a ticket was not previously printed for the cashout. The log shall be submitted to Accounting at the end of each gaming day.
- 3.18 Override jackpots shall not be paid or processed using a jackpot kiosk.
- 3.19 When a ticket prints improperly and fails to include the complete validation number, the Slot employee may record the full validation number on the partially printed ticket or complete a TITO Replacement form to allow redemption of the ticket at the cage.
- 3.20 When the ticket validation system is operable and a patron notifies the Class B licensee that an attempt to cashout did not result in a ticket being printed, a Slot employee shall perform an investigation prior to payment. For tickets of \$100 or more, the investigation shall include requesting a Surveillance review to determine if a ticket was printed. Based on the results of the investigation, the following shall apply:
- (A) If the investigation reveals a ticket did print, the licensee has the option of whether or not to pay the patron; however, if paid, it shall be paid on a form, as specified in the ICS, that does not affect adjusted gross receipts;
 - (B) If the investigation reveals that a ticket was created in the system but did not print, the slot supervisor shall complete a TITO Replacement form. The slot supervisor shall take the form to a frontline cage window. The cage cashier shall then redeem the ticket in the system, disburse the funds, and sign and retain the form; or
 - (C) If the investigation reveals the game failed to create a ticket or send a jackpot signal, the payout to the patron shall—
 - (1) Be processed following the override jackpot payout procedures if the payout is \$10.00 or more; or
 - (2) Comply with procedures described in the Class B licensee’s ICS, including any forms used, for payouts of less than \$10.00.
- 3.21 If an EGD fails to print a ticket or prints an offline ticket when a patron cashes out, the EGD shall be taken out of service and not powered off until it is repaired. If a ticket is printed after the EGD is repaired, the ticket shall be physically voided by writing “VOID” on the ticket and

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completely filling in the space between two or more consecutive vertical lines of the barcode with a permanent marker. The voided ticket shall be deposited in the locked Accounting box.

- 3.22 EGD Hand-Paid Jackpot Forms shall not be used to settle bill validator disputes.
- 3.23 For jackpots paid from the cage, the following procedures shall apply:
- (A) The payer shall prepare the EGD Hand-Paid Jackpot Form and verify that all of the required information is included on the form prior to obtaining any funds from the cashier;
 - (B) The payer shall provide the EGD Hand-Paid Jackpot Form to the cashier who shall prepare and count the funds used to accompany the EGD Hand-Paid Jackpot Form. The cashier shall sign the original and copy of the EGD Hand-Paid Jackpot Form. If a Jackpot Reset Form is used, the cashier shall verify that the amount on the Jackpot Reset Form matches the amount on the EGD Hand-Paid Jackpot Form;
 - (C) The payer shall receive the funds from the cashier, verify the funds match the amount on the EGD Hand-Paid Jackpot Form, and sign the original and copy of the EGD Hand-Paid Jackpot Form. Once verified, the payer shall take the copy of the EGD Hand-Paid Jackpot Form along with the funds used to pay the jackpot to the EGD to pay the patron. The original EGD Hand-Paid Jackpot Form, which contains the cashier and payer signatures only, is retained by the cashier. If a Jackpot Reset Form is used, the cashier shall attach the original Jackpot Reset Form to the original EGD Hand-Paid Jackpot Form;
 - (D) The verifier shall obtain the EGD Hand-Paid Jackpot Form from the payer and verify that all of the required information is included on the form, and that the jackpot amount matches the amount on the Jackpot Reset Form if applicable, prior to the patron being paid. Once verified, the verifier shall observe the correct amount is paid to the winning patron and sign the EGD Hand-Paid Jackpot Form. If a Jackpot Reset Form was used, the patron's copy shall be collected upon payment; and
 - (E) The copy of the EGD Hand-Paid Jackpot Form, which contains the signatures of the cashier, payer, and verifier, shall be promptly dropped by the verifier or the payer into a locked Accounting box. If a Jackpot Reset Form was used, the patron's copy of the reset form shall be attached to the copy of the EGD Hand-Paid Jackpot Form prior to the forms being dropped.
- 3.24 For jackpots paid from a slot wallet, the following procedures shall apply:
- (A) The payer shall prepare the EGD Hand-Paid Jackpot Form and verify that all of the required information is included on the form;
 - (B) The payer shall count the appropriate amount of funds, verify that the funds match the amount on the EGD Hand-Paid Jackpot Form, and sign the form. Once verified, the payer shall take the original and copy of the EGD Hand-Paid Jackpot Form along with the slot wallet funds used to pay the jackpot to the EGD to pay the patron;
 - (C) The verifier shall obtain the EGD Hand-Paid Jackpot Form from the payer and verify that all of required information is included on the EGD Hand-Paid Jackpot Form and that the jackpot amount matches the amount on the Jackpot Reset Form if applicable,

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prior to the patron being paid. Once verified, the verifier shall observe the correct amount is paid to the winning patron and sign the original and copy of the EGD Hand-Paid Jackpot Form. If a Jackpot Reset Form was used, the patron's copy shall be collected upon payment;

- (D) The copy of the EGD Hand-Paid Jackpot Form, which contains the signatures of the payer and verifier, shall be promptly dropped by the verifier or payer into a locked Accounting box. If a Jackpot Reset Form is used, the patron's copy of the reset form shall be attached to the copy of the EGD Hand-Paid Jackpot Form. The original Jackpot Reset Form shall be attached to the original EGD Hand-Paid Jackpot Form; and
- (E) If imprest slot wallets are used, the payer shall take the original EGD Hand-Paid Jackpot Form to the cashier to replenish the slot wallet for the amount of the jackpot prior to the end of the payer's shift. The cashier shall prepare and count the funds used to replenish the slot wallet for the amount on the EGD Hand-Paid Jackpot Form and sign the EGD Hand-Paid Jackpot Form. The payer shall verify that the funds received from the cashier match the amount of the EGD Hand-Paid Jackpot Form. The cashier shall retain the EGD Hand-Paid Jackpot Form.

3.25 For jackpots paid from a jackpot kiosk, the following procedures shall apply:

- (A) The payer shall only select a jackpot for payment at the kiosk when he or she has carded the EGD for that jackpot;
- (B) The payer shall prepare the EGD Hand-Paid Jackpot Form and verify that all of the required information is included on the form prior to obtaining any funds from the jackpot kiosks;
- (C) The payer shall obtain the appropriate amount of cash from the jackpot kiosk and sign the EGD Hand-Paid Jackpot Form. The payer shall write "kiosk" in the signature line for the cashier or some other method should be used to differentiate the EGD Hand-Paid Jackpot Forms generated by the kiosk from other EGD Hand-Paid Jackpot Forms used at the casino as specified in the ICS. All or a portion of the jackpot may be paid by a ticket but only if requested by the patron and the kiosk ticket function is online. The payer shall take the EGD Hand-Paid Jackpot Form along with the payout to the EGD to pay the patron;
- (D) If the jackpot kiosk is unable to dispense the full amount of the jackpot, the jackpot kiosk shall print a Jackpot Kiosk Receipt, which lists the amount paid and the remaining balance to be paid. The Slot employee shall take the receipt to the cashiering location, as specified in the ICS, to obtain the remaining funds. The receipt shall be exchanged with the cashier for cash to pay the jackpot. The cashier shall retain the receipt to be used as the source document for the payout;
- (E) Prior to paying the patron, the verifier shall obtain the EGD Hand-Paid Jackpot Form from the payer, verify that all required information is included on the EGD Hand-Paid Jackpot Form, and that the jackpot amount matches the amount on the Jackpot Reset Form, if applicable. The verifier shall then observe the correct amount is paid to the winning patron and sign the EGD Hand-Paid Jackpot Form. If a Jackpot Reset Form was used, the patron's copy shall be collected upon payment; and

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- (F) The EGD Hand-Paid Jackpot Form, which contains the signatures of the payer and verifier, shall be promptly dropped by the verifier or payer into a locked Accounting box. If a Jackpot Reset Form is used, both the original and the patron's copy of the reset form shall be attached to the EGD Hand-Paid Jackpot Form prior to the forms being dropped.
- 3.26 Class B licensees may allow a machine-paid taxable jackpot under \$15,000 to be paid to the EGD credit meter for United States residents, instead of being paid via the hand-paid jackpot procedures. The ICS shall indicate if the Class B licensee allows this. The following procedures shall apply:
- (A) For initial enrollment, the patron shall be required to enroll at the cage or player's club. The enrollment process shall include:
 - (1) retaining a copy of the required identifications;
 - (2) obtaining the patron's tax payer identification number;
 - (3) verifying the patron's address; and
 - (4) requiring the patron to confidentially create a PIN using a shadow box;
 - (B) The patron shall be required to opt-in to machine-paid taxable jackpots on each visit by presenting his or her player's card to an employee, identified in the ICS, who shall verify the patron is not currently on the DAP List or MGC Excluded Persons List and verify the required identification is not expired and the information provided is current. Upon approval, the feature will be activated until the end of that gaming day;
 - (C) The system shall require the patron to be carded-in at the EGD;
 - (D) When a jackpot is won, the patron shall have the choice to be paid via the normal jackpot payout procedures or to have the jackpot paid to the credit meter;
 - (E) To select payment to the credit meter, the system shall require the patron to enter his or her PIN;
 - (F) State taxes of 4% shall be withheld at the time of the jackpot. If AGR affecting meters increment as a result of withholding taxes, then the ICS shall identify the meter;
 - (G) A system transaction shall be recorded each time a jackpot has been paid to the credit meter;
 - (H) A W-2G shall be automatically printed for each jackpot or an aggregate W-2G shall be created at the end of the patron's session or at the end of the gaming day, whichever comes first. An aggregate W-2G shall be created following aggregate W-2G procedures approved in the ICS;
 - (I) The Class B licensee shall require the patron to sign each individual W-2G or the aggregate W-2G tracking record prior to leaving the property. In the event the patron leaves the gaming area without signing or receiving his or her copy, the patron's copy(s) will be mailed to the address on the W-2G by January 31st of the following calendar year, if not obtained by the patron prior to that date;
 - (J) The Class B licensee shall disable the feature by the end of the gaming day for any patron who has opted-in for that day; and
 - (K) At the end of the gaming day, the cage supervisor or slot supervisor shall—
 - (1) Review the system and create an individual W-2G or an aggregate W-2G for any machine-paid taxable jackpots that have not yet been processed. The patron shall be provided a copy. Each aggregated jackpot report and the

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- casino's copy of the W-2G shall be reviewed and signed by the cage supervisor or slot supervisor attesting to his or her review; and
- (2) Disable any remaining patron accounts that have opted in for machine-paid jackpot processing that gaming day. This may be an automated process.

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

- 4.01 Following any installation of physical reels or reels strips from EGDs, a reel strip and payable test shall be conducted to ensure proper configuration and installation of the reels and reel strips prior to placing the EGD in service for patron play. The test shall be recorded in the MEAL Book.
- 4.02 Class B licensees shall ensure each EGD, its components, and its CPSM are compatible prior to installation.
- 4.03 EGDs and associated systems shall be Phase II tested following a new installation, a RAM clear, a change or conversion of the CPSM, or at any other time deemed necessary by the MGC prior to placing the device into service.
- 4.04 Any EGD that has not passed Phase II testing shall not be placed into service for patron play.
- 4.05 Any time an EGD is physically disconnected from the slot accounting system, the Class B licensee shall conduct testing to ensure that communication has been reestablished with the slot accounting system prior to placing the EGD in service. When an EGD relocation occurs, documentation of the testing shall be retained and provided to the MGC within forty-eight (48) hours of the EGD being placed in service. The Class B licensee shall specify in the ICS the process for ensuring communication has been reestablished.
- 4.06 The installation, conversion, reconfiguration, removal, relocation, or disposal of EGDs requires written notification to be submitted through the MGC EGD Portal at least five (5) days prior to the event, and must be approved prior to the work being performed. The MGC may allow for a shortened notification timeframe at its discretion.
- 4.07 Prior to any EGD conversion, removal, or relocation, Surveillance shall be notified and a drop of the bill validator can shall be conducted in accordance with the approved drop procedures.
- 4.08 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.
- 4.09 All EGDs removed from the gaming floor shall not contain any currency, tickets, or credits.

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- 4.10 Class B licensees shall ensure EGDs offered for play utilize valid configurations as noted in the manufacturer's hardware and software documentation.
- 4.11 Class B licensees shall ensure the original equipment manufacturer's procedures are followed when installing and removing software, hardware, and peripheral equipment in EGDs.
- 4.12 Class B licensees shall calibrate the touch screens on EGDs at initial setup, as needed, and at a minimum every year thereafter. The calibration shall be documented in the MEAL Book.
- 4.13 Prior to performing any troubleshooting, maintenance, setup, testing, or RAM clear, the Class B licensee shall ensure the slot technician has received training on that platform to properly perform that specific task.

§ 5 Clearing Random Access Memory (RAM)

- 5.01 A RAM clear shall be conducted for all EGD conversions and installations.
- 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 The Class B licensee shall include procedures in its ICS regarding how Accounting is notified by the end of the gaming day of all RAM clears that have occurred on the gaming floor. The notification shall include all progressive meter amounts.
- 5.04 Any EGD in which RAM is cleared shall be Phase II tested by the MGC prior to use.

§ 6 EGD Testing

- 6.01 A slot technician supervisor or IT employee shall assign a uniquely identifiable test card to each licensed slot technician performing 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 their corresponding, assigned test card numbers.
- 6.02 Funds required for testing will be issued by the main bank or floating employee window on a Paid-Out form specifying the funds are being used for EGD testing.
- 6.03 A test sheet shall be used during testing to document the use of the funds.
- 6.04 The slot technician performing the test shall make an entry in the MEAL Book indicating the device has been tested.
- 6.05 When testing multiple devices, the previous ticket out shall be inserted into the next device to be tested. If the ticket cannot be redeemed, another ticket shall be created from the test funds.
- 6.06 Upon completion of testing, the slot technician shall ensure the final test ticket(s) is marked and cancelled as follows:

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- (A) Write “VOID” with a permanent marker; and
 - (B) Disable the final ticket bar code by completely filling in the space between two or more consecutive vertical lines of the bar code with a permanent marker.
- 6.07 A detailed system report shall be generated that includes an audit trail of all meters incremented in the slot accounting system during the testing.
- 6.08 For Phase II testing only, the completed MGC EGD Phase II Test Sheet and the detailed system report shall be given to an MGC agent for review. Upon receiving the results of the MGC agent’s review, a slot technician shall make an entry in the MEAL Book indicating whether the EGD passed or failed the testing.
- 6.09 The slot technician shall take the final test ticket(s) and any remaining funds to the main bank or floating employee window prior to the end of his or her shift. The cashier shall manually redeem the ticket(s) and create a Paid-In for the funds indicating the funds are returned test funds. The original Paid-Out form, the resulting Paid-In form, and the redeemed ticket(s) shall be forwarded to Accounting for an independent reconciliation.
- 6.10 The slot technician shall submit the system report and the test sheet directly to Accounting without being forwarded through the main bank or floating employee window.
- 6.11 If a jackpot occurs during EGD testing, the jackpot shall be voided.
- 6.12 If a progressive win occurs during EGD testing, any incremental amount funded by patrons shall be returned to the meter.

§ 7 Access to and Security of EGD Equipment

- 7.01 EGD maintenance room(s) shall not maintain any tickets or currency other than tickets and currency currently being used for testing. Any found U.S. currency or tickets shall be handled in accordance with MICS, Chapter H.
- 7.02 The EGD maintenance room(s) shall be secured when not occupied by a slot technician or above. The following items shall be maintained in a locked cabinet or area in the EGD maintenance room, and access shall be limited to slot technicians or above, and other licensees as allowed by the MGC:
- (A) Bill validator cans with locks installed;
 - (B) Uninstalled CPSM;
 - (C) Uninstalled 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, and others identified by MGC; and
 - (D) Uninstalled processor boards with locks.

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- 7.03 EGDs containing CPSM or locks that require a sensitive key shall be stored on the premises with constant surveillance coverage. The EGD main doors shall be locked and the contents secured. EGDs that do not contain CPSM or locks that require a sensitive key may be stored off premises in a secured and alarmed storage facility in an area that is only accessible to slot technicians.
- 7.04 The following doors shall be alarmed and shall be locked when not being accessed by a licensee:
- (A) EGD main;
 - (B) EGD belly glass;
 - (C) EGD top box (containing CPSM that contributes to the RTP);
 - (D) EGD bill validator access; and
 - (E) progressive controller compartment.
- 7.05 The bill validator access door alarm shall be wired independent of all other door alarms. The alarm shall create an audible signal in the Surveillance department. The audible signal may be turned off only during the drop when the casino is closed. Following each required 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. The job title of the responsible employee shall be specified in the ICS. If a signal was not received, a slot technician shall be dispatched to the EGD to fix the door alarm. Once the Class B licensee has knowledge that an alarm is not working, regardless of the reason (e.g. EGD is powered down, alarm broken), the alarm shall be repaired or the EGD bill validator can shall be dropped within four (4) hours if the can contains cash or tickets.
- 7.06 The logic area housing EGD CPSM shall be locked by an authorized licensee and then sealed by an MGC agent prior to the EGD being placed into service. Only an MGC agent may break MGC security seals; however, slot technicians may break MGC security seals on EGDs that have received approval for pending slot work submitted through the MGC EGD Portal. Once the security seal has been broken, the slot technician shall immediately scrape any existing fragments of the security seals, so that upon being resealed, only a single seal is in place.
- 7.07 Class B licensees shall ensure persons accessing EGDs, progressive controllers, redemption kiosks, or jackpot kiosks possess an active MGC occupational license.
- 7.08 Except when performing the bill validator drop, employees accessing an EGD or any alarmed compartment shall communicate their access/activity by inserting their slot accounting system access card into the device's card reader.
- 7.09 A MEAL Book shall be kept inside each EGD and each progressive controller compartment at all times. MEAL Books shall be retained for at least one year after the EGD or progressive controller is removed. MEAL Books shall be archived in a manner which they can be immediately retrieved.

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- 7.10 Except for access involving scheduled drops, all access to EGDs and progressive controller compartments shall be documented in a MEAL Book by each licensee accessing the EGD or progressive controller compartment. Each licensee is responsible for documenting his or her activity inside the EGD or progressive controller compartment. If a supplier occupational licensee requires access to the EGD or progressive controller compartment, the Class B occupational licensee who allows access shall record in the MEAL Book the supplier occupational licensee's name and MGC license number, along with the activity performed.
- 7.11 MEAL Book entries shall be complete and legible. The entries may only contain predefined codes or acronyms for the types of work performed, if defined in the ICS.
- 7.12 The Class B licensee shall ensure EGD cabinets and CPSM are rendered unusable prior to disposal.

§ 8 Other EGD Occurrences

- 8.01 If a patron disputes the operation of an EGD relative to game play, a payout, or other 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. The nature of the dispute shall be recorded in the MEAL Book. If casino personnel identify an unexplainable game event or graphic anomaly, Slot personnel shall 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 and not powered off until examined by an MGC EGD Specialist.
- 8.02 When an EGD is rendered totally inoperable due to a malfunction, the current wager and all credits appearing on the screen prior to the malfunction shall be returned to the patron. If the wager and credits are not obtainable, the patron shall be compensated based on system data or an agreed upon reasonable amount.
- 8.03 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 for at least thirty (30) days following the dispute.
- 8.04 Class B licensees shall complete an MGC Electronic Gaming Device Incident Report (EGDIR) within forty-eight (48) hours of experiencing any unexplainable game event or graphic anomaly. 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 EGD Specialist. The EGDIR shall include the following information:
- (A) Incident date;
 - (B) Incident time;

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- (C) Detailed description of malfunction;
 - (D) Contact's phone number; and
 - (E) Contact's email address.
- 8.05 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.
- 8.06 The MGC may deem certain supplier Customer Notification (CN) actions as mandatory. Class B licensees shall ensure any supplier CN actions which have been deemed mandatory are implemented as directed by the MGC.
- 8.07 Class B licensees shall not use electronic devices and RAM extraction tools on the gaming floor to collect data from EGDs unless the use of the device has been approved per 11 CSR 45-5.192.

§ 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 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 ICS 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 with other cashiering locations;
 - (C) Conduct even exchanges of U.S. currency with patrons;
 - (D) Pay jackpots under \$5,000 (when the slot accounting system is online);
 - (E) Pay EGD or bill validator malfunctions up to \$100;
 - (F) Pay patron disputes up to \$100;
 - (G) Play off a jackpot if a patron refuses to do so; and
 - (H) Redeem tickets in accordance with MICS, Chapter E 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 a slot wallet is classified as an imprest bank, the required counts shall be conducted by the slot attendant and the closing blind count shall be conducted by the slot attendant's supervisor.
- 9.04 Each Slot employee shall only carry one (1) slot wallet at a time.

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§ 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 forty-eight (48) hours.
- 10.02 The 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 A Class B licensee utilizing a WAP system link must suspend play on the system if a communication failure in the system cannot be corrected within twenty-four (24) hours.

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

- 11.01 The Class B licensee shall ensure the controller is properly communicating with all devices connected to the progressive link. The licensee shall test the incrementation of the progressive to ensure the correct amount is added to the progressive meter for the amount wagered whenever the progressive is initially set up and after any physical break in the progressive communication link. The test results shall be documented and retained.
- 11.02 The Slot department shall maintain a list of all EGDs offering progressive jackpots and provide it to Accounting each time it is updated. The list shall include the following:
- (A) Asset number;
 - (B) Location;
 - (C) Supplier;
 - (D) Denomination for each level;
 - (E) Incrementation rate for each level;
 - (F) Reset amount for each level;
 - (G) Indication of whether the progressive is linked or stand-alone for each level;
 - (H) Paytable identification (may be provided to Accounting upon request);
 - (I) Indication of whether the progressive is internally or externally controlled for each level; and
 - (J) Wager required to win the progressive for each level.
- 11.03 Each progressive controller must be housed on the Class B licensee's premises in a secure, locked location which only allows authorized access. Progressive controller CPSM shall be verified and the controller shall be sealed by an MGC agent prior to use. Only an MGC agent may break MGC security seals; however, slot technicians may break MGC security seals on progressive controllers that have received approval for pending slot work submitted through the MGC EGD Portal.

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- 11.04 If a progressive EGD is removed from the floor, or is to be converted, the MGC EGD department shall be notified through the MGC EGD Portal at least five (5) calendar days prior to the removal or conversion. The notification shall include the following:
- (A) The date the funds will be removed;
 - (B) The EGD asset number(s) from which the funds will be removed;
 - (C) The incremental amount of funds to be removed; and
 - (D) The minimum wager(s) to win the progressive.
- 11.05 After progressive funds have been moved to a different EGD, the Class B licensee shall notify the MGC within twenty-four (24) hours. The notification shall include the following:
- (A) The date the funds were added;
 - (B) The EGD asset number(s) to which the funds were added; and
 - (C) The minimum wager(s) to win the progressive.
- 11.06 EGDs that include progressive jackpots shall connect to a meter that shows the accurate dollar amount of each progressive jackpot and is conspicuously displayed at or near the machines to which the jackpot applies. 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.
- 11.07 If a top-level progressive jackpot requires reconciliation, the EGD shall be set to lock up and result in a hand-paid jackpot, unless the Class B licensee has a system capable of recording each progressive payout, including machine-paid taxable jackpots, and its associated level.

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

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

- 12.01 The Class B licensee shall ensure the ticket validation system in use at the licensee’s facility utilizes an encryption algorithm with a minimum of a 128-bit key size, password protection, or another secure method as approved by 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 ticket validation system shall possess a non-alterable user audit trail. 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 of the users 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 ticket validation database shall reside at the Class B licensee’s facility.

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- 12.03 The Class B licensee shall maintain a ticket validation system manual that includes the following:
- (A) An example of each report and, if applicable, the specific regulation for which the report is used for compliance; and
 - (B) A list of system codes and the corresponding explanation for each code.
- 12.04 Each ticket design must be approved by the MGC and each ticket printed shall, at a minimum, contain the following printed information:
- (A) Casino name, city, and state;
 - (B) EGD asset number or location identifier;
 - (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) Method of differentiating tickets generated from EGDs versus other locations, as identified in the ICS; and
 - (H) Bar code or any machine-readable code representing the validation number.
- 12.05 Tickets shall not expire in the system and shall have no expiration date printed on them. Tickets may, on their reverse, contain wording which indicates tickets that cannot be validated may be considered void.
- 12.06 When a patron cashes out of an EGD that is unable to print a ticket, the EGD shall lock up and result in a hand pay. If a signal for the hand pay is not received by the system, override jackpot payout procedures shall be used to pay the patron.
- 12.07 Patrons may redeem tickets at cashier windows, redemption kiosks, or EGDs.
- 12.08 Each ticket presented by a patron shall be redeemed for currency, a check issued by the Class B licensee, credits on a participating EGD, value chips, or combination thereof in the amount of the ticket being redeemed. The Class B licensee may allow a patron to choose to donate the coin portion of a ticket at a redemption kiosk, instead of receiving the change. Donations shall only be made to any organization recognized as charitable or religious, pursuant to federal law.
- 12.09 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.
- 12.10 All tickets redeemed at the cage or main bank shall be forwarded to Accounting on a daily basis. All tickets redeemed through the bill validator on EGDs shall be forwarded to Accounting upon conclusion of the count process.

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- 12.11 Once the validation information is stored in the database, the data may not be altered in any way. No one shall have system access to view full validation numbers prior to redemption, except Accounting, MIS, Slot employees, and the ticket validation system manufacturer. These positions shall have a segregation of duties, ensuring those positions do not have the ability to redeem tickets for cash. 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.
- 12.12 The Class B licensee shall maintain all transactions in the slot accounting system for a period of at least ninety (90) days from the date of the transaction. Any records removed from the system after ninety (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.
- 12.13 The Class B licensee shall maintain a record of “ticket liability” for tickets that have been issued but not yet redeemed, which shall be stored in the slot accounting system for not less than two (2) 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 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, and once disposed of, shall have its status changed to “redeemed” in the ticket validation system. Tickets shall not be disposed of until at least three (3) years have passed since the date of issuance.
- 12.14 The Class B licensee shall retain all tickets redeemed at EGDs for not less than fifteen (15) days after being received in Accounting; 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.
- 12.15 Whenever validation information is missing from the system, an investigation shall be launched within seventy-two (72) hours and completed within a seven (7) 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 on a weekly basis. Any machine experiencing more than three (3) malfunctions within the gaming week shall be placed out of service until inspected by the MGC EGD department.
- 12.16 Tickets shall not be manually added to the ticket validation system for any reason.

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12.17 Cash shall not be used to create tickets from EGDs to be distributed to patrons.

§ 13 Jackpot and Redemption Kiosks

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

13.01 The Class B licensee shall provide the commission at least thirty (30) days advanced notice of any new installation and/or proposed programming changes to critical files of an existing kiosk through submission of an MGC System Upgrade Request (SUR) in the MGC EGD Portal. The SUR shall include the following information:

- (A) Requestor full name;
- (B) Email address;
- (C) Description of the system upgrade;
- (D) Project coordinator name and phone number;
- (E) Project start date and time;
- (F) Project finish date and time;
- (G) Reason if less than thirty (30) days;
- (H) Device type;
- (I) Current ID number, if applicable;
- (J) New ID number, if applicable;
- (K) IP address, if applicable;
- (L) Server name, if applicable; and
- (M) Timeline of the project.

13.02 The Class B licensee shall obtain written approval from MGC prior to relocating any kiosk on the gaming floor or removing any kiosk from the gaming floor.

13.03 Kiosk cash compartment access shall be controlled by dual locks, requiring separate sensitive keys. One key shall be issued to the main bank cashier or floating employee window cashier and the other key shall be issued to Security. Coin compartments may be single locked.

13.04 Kiosk main doors shall be alarmed and shall be locked when not opened for an authorized purpose. Main doors shall be monitored by door access sensors which shall detect and report all external door openings using an error code to the device and to an online system monitored by Surveillance. The sensor shall also trigger the tower light to activate and create an audible signal in the casino surveillance room. The alarm shall function whether the kiosk is powered on or off. When an alarm is broken or malfunctioning the kiosk shall not contain any currency, tickets, or coins.

13.05 The Class B licensee shall establish procedures to perform monthly testing of kiosk door alarm sensors and tower lights. The testing shall be coordinated with Surveillance to ensure alarms are working, whether the kiosk is powered on or off. The testing shall be documented in the Surveillance Shift Log.

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- 13.06 The logic area which houses the CPSM shall—
- (A) Reside within a separate locked compartment area inside the kiosk or other method approved by the MGC; 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.
- 13.07 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 be sealed by an agent of the commission and an agent 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 redemption kiosk in a single transaction is \$2,999.99 in U.S. currency. A redemption 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 kiosk bill validator access key and the bill validator contents key shall be different from those for EGDs.
- 13.10 Each kiosk shall be continuously monitored and recorded by a dedicated surveillance camera.
- 13.11 Each licensee who unlocks a kiosk shall document his or her access in a MEAL Book, which shall be kept inside the kiosk at all times. Kiosk MEAL Books shall be retained for at least one (1) year after the kiosk is removed from service by the Class B licensee and shall be archived in a manner from which they can be immediately retrieved. If a supplier occupational licensee requires access to the kiosk, the Class B occupational licensee(s) who allows access shall record in the MEAL Book the supplier occupational licensee's name and MGC license number, along with the activity performed.
- 13.12 The Class B licensee shall include in the ICS the procedures to be followed when—
- (A) A redemption kiosk malfunctions; and
 - (B) A jackpot kiosk malfunctions.
- 13.13 The Class B licensee shall perform all patch management and firmware updates for kiosks which contain security vulnerability fixes within ninety (90) days of the release date. The Class B licensee shall retain all patch and firmware update documentation and a record of the applied updates, including the deployment date.

§ 14 Records and Statistics

- 14.01 The Class B licensee shall maintain a current list of all EGDs, progressives, redemption kiosks, shufflers, and all associated software in its possession. The current list shall be submitted to the MGC EGD department between the first and the fifth of each month.

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- 14.02 Class B licensees shall maintain records, as required in 11 CSR 45-5.220, to report the actual hold percentage, actual payout percentage, and theoretical payout percentage for each EGD by day, cumulative month, and year-to-date.
- 14.03 Upon receipt of the unresolved drop variances from Accounting, the Slot department shall investigate the variances and return the results of its investigation(s) to Accounting within ninety-six (96) hours of receiving the variances from Accounting.
- 14.04 Accounting shall notify the MGC EGD department of any EGD that has had three (3) consecutive qualifying drop variances, per MICS, Chapter I, from the audited drop variance report. An EGD experiencing any qualifying drop variance from the audited drop variance report for three (3) consecutive drops shall be removed from service until the source(s) of the variances has been identified and addressed.
- 14.05 If the Class B licensee has qualifying variances on the unaudited drop variance report for more than 10% of the EGDs dropped, all EGD moves and conversions shall be suspended for one week. The Class B licensee shall prepare, implement, and submit to the MGC a detailed plan to address the drop variances within one (1) week.
- 14.06 Class B licensees shall, on an annual basis, during the first calendar quarter perform a theoretical-to-actual return to player (RTP) percentage comparison for each EGD deploying a game of chance and/or skill, that has had at least 500,000 handle pulls of activity since the last RAM clear. Any EGD displaying a variance of $\pm 4\%$ shall require further analysis. This additional analysis shall include a review of the payable(s) to determine the proper RTP percentage confidence intervals which is calculated using the number of games played and the theoretical RTP percentage and the Volatility Index (VI) as provided within the manufacturer's PAR sheet. Any payable(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. The Class B licensee shall document each investigation. For each EGD payable that has a qualifying variance, the findings from the investigation shall be submitted to the EGD department in a format approved by the commission. The report shall be submitted by April 15th. The report and any documentation used to prepare the report shall be retained for five (5) years.
- 14.07 The Class B licensee shall, on each banking day, investigate any EGD that has a net negative win of more than \$2,500. If a valid jackpot(s) is not the source of the negative win, the MGC EGD department shall be notified. All documentation shall be retained.