

MISSOURI GAMING COMMISSION  
COMMISSION RESOLUTION NO. 21-069  
REGARDING APPROVAL OF FINAL ORDER OF RULEMAKING

11 CSR 45-9.123

December 1, 2021

WHEREAS, on August 25, 2021, the Commission approved proposed rule 11 CSR 45-9.123 -Minimum Internal Control Standards (MICS)-Chapter W;

WHEREAS, a public hearing to receive comments on the proposed rule was held on November 1, 2021, at the Commission's offices. No comments were received at the public hearing, but written comments were received from Missouri Gaming Commission staff;

WHEREAS, written comments and changes that have been made to the text of the proposed revision of the Minimum Internal Control Standards (MICS), as incorporated by reference in Chapter W, are set forth in the Order of Rulemaking attached and incorporated hereto;

BE IT RESOLVED, that the Missouri Gaming Commission specifically adopts 11 CSR45-9.123.

SO ADOPTED.

  
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Mike Leara, Chairman  
Missouri Gaming Commission

**Title 11-DEPARTMENT OF PUBLIC SAFETY  
Division 45-Missouri Gaming Commission  
Chapter 9-Internal Control System**

**ORDER OF RULEMAKING**

By the authority vested in the Missouri Gaming Commission (MGC) under section 313.805, RSMo 2016, the commission adopts a rule as follows:

11 CSR 45-9.123 is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on October 1, 2021 (46 MoReg 1759). Changes have been made to the text of the proposed revision of the *Minimum Internal Control Standards* (MICS) as incorporated by reference in Chapter W, and those changes are explained below. Changes have been made to the text of the proposed rule, so it is reprinted here. This proposed rule becomes effective thirty (30) days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: A public hearing was held on this proposed rule on November 1, 2021. No one attended the public hearing. No written comments were received. The MGC staff commented on the rule.

COMMENT #1: W §2.01-A staff member requested that §2.01 be revised to have the Class B Licensee identify the manufacturer of the hybrid table game system in the Internal Control System (JCS).

RESPONSE AND EXPLANATION OF CHANGE: The staff revised W §2.01 to add the following sentence at the end-"The Class B Licensee shall identify in the ICS the manufacturer of each hybrid table game system to be used."

COMMENT #2: W §8.03 and §8.04-A staff member requested that §8.03 and §8.04 be revised to include "Drop" in the title for the form that is used for the drop report.

RESPONSE AND EXPLANATION OF CHANGE: The staff revised W §8.03 to read-"When all assets from the player terminals have been counted, a count team member shall prepare a separate Hybrid Table Game System Drop Report in the count room listing the correct count for the total coupon drop, the total ticket drop, the total bill drop for each player terminal, and the correct grand total for each drop type." The staff also revised the first sentence of W §8.04 to read-"Each member of the count team present at the time the Hybrid Table Game System Drop Report is generated shall sign the report on the page that contains the grand total attesting to the accuracy of the information recorded."

**11 CSR 45-9.123 Minimum Internal Control Standards (MICS)-Chapter W**

The commission shall adopt and publish minimum standards for internal control procedures that in the commission's opinion satisfy 11 CSR 45-9.020, as set forth in *Minimum Internal Control Standards* (MICS) Chapter W-Hybrid Table Game Systems which is incorporated by reference and made a part of this rule as adopted by the commission on December 1, 2021, and published by the Missouri Gaming Commission, 3417 Knipp Dr., PO Box 1847, Jefferson City, MO 65102 and which may be accessed at <http://www.mgc.dps.mo.gov>. This rule does not incorporate any subsequent amendments or additions.

MISSOURI GAMING COMMISSION

MINIMUM INTERNAL CONTROL STANDARDS (MICS)  
CHAPTER W - HYBRID TABLE GAME SYSTEMS

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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 /CS includes compliance with the requirements set forth.*  
Adopted TBD, effective TBD.

**MINIMUM INTERNAL CONTROL STANDARDS (MICS)  
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**§1 Definitions**

The following words and terms, when used in this chapter, shall have the following meanings, unless the context indicates otherwise.

- 1.01 "Hybrid Table Game System" is a gaming system that allows players to play one or more table games from a player terminal. The hybrid table games are dealt by live dealers. The system may also offer electronic table games (ETGs) and electronic gaming device (EGO) themes. Buy-ins and cash-outs are conducted at the player terminal using a bill validator and a ticket printer, respectively.
- 1.02 "Hybrid table" is the physical table where hybrid table game(s) are dealt by a dealer.
- 1.03 "Hybrid table game" is a table game dealt by a live dealer on a hybrid table that is connected to the hybrid table game system and does not have gaming chips (value or non-value) at the table.
- 1.04 "Player terminal" is a remote betting terminal containing a bill validator and ticket printer where the hybrid table games are displayed to the patron through a live camera feed and a graphical representation of the game. ETGs and EGD themes may also be displayed.
- 1.05 "Electronic table game" is a table game where operation of the game is fully automated and uses a random number generator (RNG).

**§2 General**

- 2.01 Each table game offered on a hybrid table game system must be an approved hybrid table game in Missouri. The Class B Licensee shall have MGC approved hybrid rules of the game in Chapter C of its Internal Control System (ICS) for that type of hybrid table game prior to offering that game to the public. The Class B Licensee shall identify in the ICS the manufacturer of each hybrid table game system to be used.
- 2.02 Employees shall be prohibited from taking a pocketbook or other personal container to a hybrid table game unless such container is transparent.
- 2.03 Table games supervisors shall ensure all gaming equipment (e.g., roulette wheel, Big Six Wheel) are functioning properly prior to opening the table for play that gaming day. Table games supervisors shall ensure all inspection procedures, as outlined in the rules of the game, are performed prior to opening the table for play.
- 2.04 Cash, counter checks, tickets, chips, and coupons shall not be accepted at hybrid tables. Wagers on hybrid table games may only be accepted at player terminals.
- 2.05 All promotional coupons redeemed in player terminals and credits downloaded to the player terminal that are wagered shall be included in the drop as revenue for the purpose of calculating Adjusted Gross Receipts (AGR).

Effective TBD.

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- 2.06 Each hybrid table opened for play must have a functioning live feed camera which is displayed on the player terminal.
- 2.07 All hybrid table games utilizing cards shall be dealt from a dealing shoe or shuffling device.
- 2.08 The hybrid table game system, alone or in conjunction with the slot accounting system, shall be capable of generating a revenue report(s) that includes the bill-in, ticket-in, coupons-in, non-cashable electronic promotion (NCEP) in, cashable electronic promotion (CEP) in, tickets printed, CEP out, NCEP out, attendant paid jackpots (if applicable), attendant paid cancelled credits, coin in, coin out, win, and drop for each player terminal and a breakdown of the win and coin-in for each hybrid table game type on each player terminal. The report shall also include the win and coin-in for the ETGs and EGD themes combined on each player terminal.
- 2.09 The Class B Licensee shall utilize the following formula for computing Adjusted Gross Revenue (AGR): [(Bill Drop+ Ticket Drop+ Coupon Drop)+ (WAT In+ CEP In+ NCEP In)] - [(WAT Out+ CEP Out+ NCEP Out)+ (Hand Pays+ Tickets issued by player terminals only)]. Hand pays include cancelled credits and jackpots.
- 2.10 Patrons may only tip via the player terminal when the hybrid table game is open for play.
- 2.11 Hybrid table game systems may offer dealer tipping which is accounted for by the system or by the printing of dealer tip tickets. If the hybrid table game system prints dealer tip tickets, the tickets shall print at the hybrid table and shall be deposited in the dealer tip box prior to the start of the next hand. If dealer tip tickets are printed, the ticket out meter shall increment. If dealer tip tickets are not printed, the meter used shall be identified in the ICS and shall only increment a meter that is not currently used in the property's calculation of AGR.
- 2.12 All progressive hybrid table games shall comply with 11 CSR 45-5.300. Hybrid table games where a "hidden meter" increments as a result of wagers must display signage in the immediate area of the game in public view to explain the existence of a "hidden meter" for funding a secondary jackpot.
- 2.13 Hybrid table game systems shall be tested and certified by a licensed independent testing lab.
- 2.14 All Code of State Regulations that address table games shall also apply to hybrid table games.
- 2.15 The following Code of State Regulations relating to EGDs apply to hybrid table game systems and/or player terminals:
- (A) 11 CSR 45-5.190(4)(A), (C), (D), (E), (I), (J), (K), and (M);
  - (B) 11 CSR 45-5.190(5);

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- (C) 11 CSR 45-5.192 (player terminals only);
  - (D) 11 CSR 45-5.210(1)(A), (C), (F), (I), (J), (L), (M), (N)(3)(A-O), (O), (P), (R)(4) & (8), (S), (V), (W), and (X);
  - (E) 11 CSR45-5.210(2);
  - (F) 11 CSR 45-5.225;
  - (G) 11 CSR 45-5.230;
  - (H) 11 CSR 45-5.235;
  - (I) 11 CSR 45-5.237; and
  - (J) 11 CSR 45-5.270.
- 2.16 When an ETG or EGO theme is offered on player terminals, all Code of State Regulations and MICS pertaining to EGDs shall apply.
- 2.17 The payable for a hybrid table game shall only be changed through a secured method approved by the commission. The payable for any hybrid table shall only be changed when that hybrid table game is closed.
- 2.18 If a player's card is used, cash-in and cash-out transactions involving player terminals shall be included in the compilation process for multiple transactions.
- 2.19 MICS, Chapter L §2.01(A)(5), (6), (7), (9), (10), & (11), §2.01(B)(1), (2), (3), (5), (6), & (7), and §2.01(E)(3), (4) & (6) shall apply to hybrid table games and player terminals, as applicable.
- 2.20 Tournaments may be offered on hybrid table game systems if the player terminals are placed in a tournament mode that does not allow buy-ins at the player terminals or the downloading of credits.
- 2.21 All doors that control access to Critical Program Storage Media (CPSM), and any other doors specified by the MGC shall be alarmed and shall be locked when not opened for an authorized purpose. The alarm shall create an audible signal in the casino surveillance department. All keys to these doors shall be sensitive keys.
- 2.22 Any area housing CPSM 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.
- 2.23 Access to areas housing CPSM for the hybrid table game system shall be documented by the person who accesses the area on an EGO Entry Access Log (MEAL book). MEAL book entries shall be complete and legible. The MEAL book shall be kept inside the compartment at all times. The person who opens the compartment and signs the MEAL book is responsible for all activity inside the compartment.

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**§3 Hybrid Table Game Jackpots**

- 3.01 Hybrid table game jackpots include:
- (A) taxable jackpots of \$600 or more and at least 300 times the amount of the wager; and
  - (B) any other hand-pays at the player terminals (i.e. cancelled credits, overrides).
- 3.02 Only hybrid table game systems that are capable of locking up the player terminals for taxable table game jackpots can offer a payout that is \$600 or more and at least 300 times the amount of the wager. A W-2G shall be prepared for each taxable jackpot.
- 3.03 Any hybrid table game jackpot that is \$600 or more and at least 300 times the amount of the wager and any other hand-pays at the player terminals shall be paid with the EGD Hand-Paid Jackpot form and shall include the table game type which shall be recorded in the game theme field on the form. Immediately after the jackpot has been paid and the jackpot payout form has been signed, one part shall be deposited in an Accounting drop box and the other copy shall be retained by the cashier processing the transaction. The payouts shall be processed by the Slot Department in accordance with the Jackpot Chart in MICS, Chapter E, except that MGC security seal verification is not required. Jackpot payouts for credit meter payouts (non-taxable) are not required to comply with MGC notification, MGC security seal verification, Surveillance notification, and the completion of a W-2G.
- 3.04 Photo identification must be used to verify patron identity to pay all jackpots of \$600 or more and at least 300 times the wager.
- (A) Acceptable identification for U.S. residents includes valid, non-expired:
    - (1) driver's license;
    - (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;
    - (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.
- 3.05 The standards in MICS, Chapter E §2.06 through §2.22 shall apply to the hybrid table game jackpots except for §2.12 and §2.14.

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**§4 Hybrid Table Game Security and Supervision**

- 4.01 Any hybrid table game that uses a shaker must use a MGC approved auto dice shaker.
- 4.02 Class B licensees shall only offer hybrid table games designed to not accept wagers on roulette games after the ball has fallen from the ball track, on the Big Six wheel after the wheel has been spun, or on card games after the first card has been removed from the shoe.
- 4.03 The staffing requirements for the supervision of hybrid table games shall be the same as the staffing requirements for table games as noted in MICS, Chapter D; however, hybrid table games are not required to be in the pit. Each hybrid table game must be assigned to a pit for determining staffing levels. When assigned to supervise a hybrid table game, a Table Game Supervisor or Pit Manager may leave the pit to supervise the hybrid table game.
- 4.04 Dealers shall not have the ability to override, void a game, or manually enter the game outcome. Only the Table Games Supervisor and the Pit Manager shall have this ability. The Class B licensee shall, in its ICS, include procedures for overriding a game, voiding a game, and manually entering the game outcome.
- 4.05 The Table Games Supervisor or the Pit Manager shall notify Surveillance prior to overriding or voiding any game or manually entering a game outcome. Surveillance shall review surveillance coverage of the game play for validity and log the event in the Surveillance Shift Log. Any discrepancies shall be immediately reported to the MGC Agent on duty.
- 4.06 Remote access to the hybrid table game system is prohibited. The hybrid table game system shall be configured as a stand-alone system.
- 4.07 The card history maintained by the hybrid table game system or the shuffler shall not be used to determine when the next shuffle of the cards occurs. There is no limitation on the number of game outcomes that can be held.
- 4.08 Surveillance coverage required for EGDs shall apply to player terminals. Surveillance coverage required on table games shall also apply to hybrid table games and ETG components (e.g. automated roulette wheel, dice shaker, etc.).
- 4.09 The Class B Licensee shall maintain a hybrid table games statistical analysis report reflecting statistical drop, statistical win, and statistical win-to-drop percentages for each hybrid table game offered for play. These records shall be maintained by day, cumulative month-to-date, and cumulative year-to-date.

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**§5 Cards, Dice, and Table Layouts**

- 5.01 All regulations related to table games cards and dice shall apply to cards and dice used on hybrid table games. Only card and dice designs compliant with 11 CSR 45-5.183 and 11 CSR 45-5.260, respectively, and approved by MGC shall be used on hybrid table games.
- 5.02 The cards and dice used on hybrid table games shall follow the Card and Dice Control standards outlined in MICS, Chapter D, 11 CSR 45-5.184, and 11 CSR 45-5.265. Once cards and dice are delivered to the pit, the cards and dice for hybrid table games may be transferred from the pit directly to hybrid table games by a Table Games Supervisor or a Pit Manager without a Security escort after notifying surveillance. Prior to Security's collection at the end of the gaming day, all cards and dice used on hybrid table games shall be returned to the pit for collection.
- 5.03 Layouts installed on hybrid table games shall be consistent with the licensee's approved ICS's Rules of the Games. All layouts shall be approved by the MGC prior to use. All standards related to table layouts in MICS, Chapter D shall apply to layouts used on hybrid table games.

**§6 Minimum and Maximum Wagers**

- 6.01 All minimum and maximum hybrid table game wagers shall be displayed at each player terminal and may only be changed between games.
- 6.02 If the minimum or maximum hybrid table game wager is changed, the display must be changed to reflect the new amount. No wagers are to be accepted outside these limits.

**§7 Player Terminals**

- 7.01 Each player terminal shall display the live video feed of table game play on the hybrid table game(s).
- 7.02 Each player terminal shall be linked to the slot accounting system. The player terminals shall have a unique zone assigned to them within the slot accounting system or other approved configuration that allows for all player terminal information to be viewed collectively and separate from the EGD accounting information from the rest of the floor.
- 7.03 If only hybrid table games are offered on the hybrid table game system, the following standards shall apply to the player terminals:
- (A) The standards in MICS, Chapter E §1, except for §1.11, §1.16, §1.18, §1.19, §1.21, §1.22, and §1.23;
  - (B) The standards in MICS, Chapter E §3;
  - (C) The standards in MICS, Chapter E §4, except for §4.01 and §4.17;
  - (D) The standards in MICS, Chapter E §5;
  - (E) The standards in MICS, Chapter E §6, except for §6.02(D) and §6.08;

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- (F) The standards in MICS, Chapter E §8;
- (G) The standards in MICS, Chapter E §12;
- (H) The standards in MICS, Chapter E §14;
- (I) The standards in MICS, Chapter U §2, except for §2.16;
- (J) The standards in MICS, Chapter U §3, except for §3.07; and
- (K) The standards in MICS, Chapter U §4.01.

7.04 The following player terminal keys shall be considered sensitive keys:

- (A) Central Processor Key;
- (B) Bill Validator Door Key;
- (C) Drop Box Release Key;
- (D) Bill Validator Contents Key; and
- (E) Keys accessing components within the player terminal.

**§8 Drop and Count Procedures**

- 8.01 All drop and count standards for EGDs from MICS, Chapter G shall apply to the drop and count of player terminals, except for §7.13 and §8.01.
- 8.02 The hybrid drop shall be counted separately from all other drops. The main bank cashier shall verify and take possession of the funds prior to the commencement of any other count. Other assets may be in the room, however they shall remain secured in locked carts until the hybrid drop has been counted and transferred to the main bank.
- 8.03 When all assets from the player terminals have been counted, a count team member shall prepare a separate Hybrid Table Game System **Drop** Report in the count room listing the correct count for the total coupon drop, the total ticket drop, the total bill drop for each player terminal, and the correct grand total for each drop type.
- 8.04 Each member of the count team present at the time the Hybrid Table Game System **Drop** Report is generated shall sign the report on the page that contains the grand total attesting to the accuracy of the information recorded. The lead count room representative shall ensure the names of the count team members who were not present for the final count report are listed on the same page of the report to indicate their presence during the count.

**§9 Accounting**

- 9.01 Accounting shall maintain the documentation of the following information for each gaming day for the player terminals (collectively):
  - (A) gaming date;
  - (B) total bill drop;
  - (C) total coupon drop;
  - (D) total ticket drop;
  - (E) total jackpot payouts;

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- (F) tickets printed at player terminals;
  - (G) total CEP In;
  - (H) total CEP Out;
  - (I) total NCEP In;
  - (J) total NCEP Out;
  - (K) total WAT In;
  - (L) total WAT Out;
  - (M) total Machine Paid External Bonus;
  - (N) total Attendant Paid External Bonus
  - (O) dealer tips
  - (P) win/loss for each hybrid table game type (from the hybrid system);
  - (Q) total coin-in for each hybrid table game type (from the hybrid system);
  - (R) win/loss for the ETG and EGD themes combined;
  - (S) total coin-in for the ETG and EGD themes combined; and
  - (T) Accounting representative's signature.
- 9.02 Tax shall be paid daily on drops as they occur. On non-drop days, the tax shall be paid daily, using the amounts on the on-line computer monitoring system. When the player terminals are dropped and counted, the amounts reported on the tax remittal (per the on-line computer monitoring system) shall be reconciled and adjusted by the end of the tax reporting week.
- 9.03 Accounting shall generate a hybrid table game system jackpot report for each gaming day from the slot accounting system. This report shall only include jackpots generated from the hybrid table game system. These jackpots shall not be included on the EGD Jackpot Slip Report. The report shall include:
- (A) each jackpot;
  - (B) the date and time of the jackpot;
  - (C) the player terminal location of the jackpot;
  - (D) the amount of the jackpot; and
  - (E) the jackpot amount sent from the player terminal to the system.
- 9.04 For each gaming day Accounting shall compare the hybrid table game system jackpot report from the slot accounting system to the jackpots recorded in the hybrid table game system. Any variances shall be investigated and resolved prior to filing the daily tax remittal.
- 9.05 Accounting shall generate the reports required to complete the hybrid table game system AGR report and shall ensure tips are not included in the amount reported as AGR.
- 9.06 The accounting reviews required by MICS, Chapter I §7.04(B) and §7.05(A) shall be conducted for the hybrid table game system. MICS, Chapter I §7.04(C) does not apply to points added to patrons' accounts through player terminal play.

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- 9.07 The Accounting Department shall perform a daily audit of hybrid table game system, which shall include the following:
- (A) compare the total of the “bills-in,” “tickets-in,” and “coupons-in” meter readings as recorded by the on-line computer monitoring system to the actual count performed by the soft count team to verify agreement;
  - (B) examine the Hybrid Table Game System AGR report for proper calculation and to verify the totals to source documents;
  - (C) reconcile tickets redeemed at player terminals to the ticket redeemed report in the slot accounting system;
  - (D) reconcile the jackpot slips to the hybrid table game system jackpot report from the slot accounting system;
  - (E) ensure all copies of jackpot slips in the daily paperwork are matched. All slips shall be accounted for and any missing slips shall be investigated. The results of the investigation shall be documented;
  - (F) review the jackpot slips for the appropriate authorized signatures and all other required information;
  - (G) review all voided jackpot slips for the appropriate authorized signatures and all other required information. Ensure all copies of the forms are attached to the original;
  - (H) review override jackpot slips as defined in MICS, Chapter E for appropriate authorized signatures and the signature of the winning guest;
  - (I) verify jackpots are properly recorded for the computation of win;
  - (J) trace the detail from the Hybrid Table Game System AGR report into the accounting entries recording the transactions; and
  - (K) if tip tickets are printed from the hybrid system, compare the total dollar amount of dealer tip tickets recorded during the counting of the tips to the total dollar amount of dealer tip tickets reported on the hybrid system report to ensure all tip tickets were accounted for.
- 9.08 Casino accounting shall perform a monthly general ledger reconciliation of the AGR from the hybrid table game system.

**§10 Cashiering**

- 10.01 All standards in MICS, Chapter H that apply to EGD tickets shall apply to tickets generated from player terminals.
- 10.02 All standards in MICS, Chapter H that apply to EGD coupons shall apply to coupons that are accepted at player terminals.
- 10.03 Class B licensees will take reasonable action to identify, locate, and notify the proper owner of unclaimed credits left on a player terminal and found tickets from player terminals.

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- 10.04 All credits left on a player terminal for which the owner cannot be determined, shall be redeemed at the cage and the cash transferred to the main bank or floating employee window as unclaimed property.
  
- 10.05 All abandoned or unclaimed hybrid table game system jackpots shall be processed and the cash transferred to the main bank or floating employee window as a safekeeping deposit.