## Rules of
Department of Public Safety
Division 45—Missouri Gaming Commission
Chapter 30—Bingo

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Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 45—Missouri Gaming Commission
Chapter 30—Bingo

11 CSR 45-30.020 Advertising

PURPOSE: This rule clarifies the amount of money licensees can use for advertising in relationship to the management, conduct or operation of bingo pursuant to 313.040(9), RSMo and the recent decision rendered by the U.S. Western District Court of Missouri which eliminated the advertising restriction in the Missouri Constitution.

(1) Advertising expenditures for all type (A), (B), and (C) licensees as defined in rule 11 CSR 45-30.065 may not exceed ten percent (10%) of the total receipts available for charitable, religious or philanthropic purposes. The percentage shall be calculated based on the licensee’s prior calendar year use of receipts for charitable, religious or philanthropic purposes as reported on the licensee’s quarterly reports. New licensees will be allowed to estimate the funds available for advertising for the first two (2) calendar quarters of operation. After two (2) quarters, the total must be based on the actual receipts to be used for charitable, religious or philanthropic purposes.

(2) All expenditures for advertising of a licensed bingo game must be paid from the licensee’s special bingo checking account. All invoices, receipts and other documentation used to account for advertisements must be maintained for two (2) years.

(3) The cost of advertising must represent the fair market value within the licensee’s geographical area.

(4) The provisions of this rule apply to all type (A), (B), and (C) licensees as defined in rule 11 CSR 45-30.065.


11 CSR 45-30.025 Bingo Promotions

PURPOSE: This rule establishes the general guidelines and restrictions licensed charitable organizations must follow to conduct “free no charge” promotional events in conjunction with their bingo game, pursuant to section 313.040, RSMo.

(1) Bingo promotions are defined as free drawings, free games, or promotional giveaways in which cash, merchandise, or other item of value is awarded or given away in conjunction with a bingo occasion where participants do not provide any consideration for participation in the promotion.

(2) Bingo promotions are not an authorized cost of conducting a bingo game under section 313.040, RSMo. Any bingo promotion a licensee may choose to conduct in conjunction with a licensed bingo occasion shall be entirely funded from non-bingo funds or donations.

(3) Prizes awarded from bingo promotions will not count against the maximum that a licensed organization may award during any single bingo occasion.

(4) Individuals participating in the management or conduct of a bingo promotion and bingo workers for a bingo occasion involving a bingo promotion may not receive anything of value through that promotion. All other persons sixteen (16) years of age or older will be eligible to enter the bingo hall and participate in the drawing or game without any charge whatsoever, including admission fees, and with no solicitation of any kind for donations to participate.

(5) Bingo promotions will be conducted within compliance of all applicable laws and regulations and in such a manner that the chance of winning any promotional drawing or game shall be equal for all participants. Bingo selection equipment may be used to determine the winner of a bingo promotion.

(6) Licensees will grant Gaming Commission personnel access to all records related to promotions offered in conjunction with licensed bingo upon request.

(7) Licensed bingo organizations may give away pull-tabs, bingo paper, birthday packs, daubers, or other bingo paraphernalia free of charge to the players provided they accurately maintain documentation in their records as to the quantity of product given away during each occasion. The organization must also stipulate in the house rules, which must be posted in a prominent place in the bingo premises, which situations warrant the giveaways.


11 CSR 45-30.030 Special Bingo Game

(Rescinded January 30, 2011)


11 CSR 45-30.035 Bingo Card

PURPOSE: This rule provides a definition of bingo card and its lawful use.

(1) A bingo card is an individual game face marked off into twenty-five (25) squares arranged on five (5) horizontal rows of five (5) squares each with each square being designated by a number, letter, or a combination of numbers and letters, except that the center square on the card shall be designated with the word “free.”

(2) No two (2) bingo cards shall be identical, however, one (1) or more bingo cards may be contained on a bingo sheet.

(3) The price for a single bingo card may not exceed one dollar ($1).

(4) The use of any bingo card for any purpose that is not defined within Chapter 313, RSMo, is prohibited.
(5) During an occasion, a licensee may allow a sight-impaired player to use a Braille bingo card(s) that is owned by the player or purchased from the licensee for use during that occasion. An equal amount of paper bingo cards must be destroyed in accordance with 11 CSR 45-30.175.

(6) A bingo licensee shall obtain approval from the commission prior to purchasing any Braille bingo cards.

(7) Except when prior approval is obtained from the commission to purchase Braille bingo cards directly from a nonlicensed source, a licensee shall purchase all Braille bingo cards from a Missouri licensed supplier.

(8) A bingo licensee seeking prior approval from the commission to purchase Braille bingo cards from a nonlicensed source shall submit a written request to the commission that contains the name of the source, a sample of the actual Braille bingo card(s) to be purchased, and the purchase price for the Braille bingo card(s).

(9) A licensed Missouri supplier may purchase Braille bingo cards from a nonlicensed source only after receiving prior approval from the commission.

(10) A licensed Missouri supplier seeking prior approval from the commission to purchase Braille bingo cards from a nonlicensed source shall submit a written request to the commission that contains the name of the source, a sample of the actual Braille bingo card(s) to be purchased, and the purchase price for the Braille bingo card(s).

(11) The price for the use of a single Braille bingo card per occasion shall be the same price as all other bingo cards during that occasion.

(12) The use of any Braille bingo card for any purpose that is not defined within Chapter 313, RSMo, is prohibited.

11 CSR 45-30.040 Occasion

PURPOSE: This rule defines an occasion and limits the total number of games authorized to be played during an occasion to sixty-two games.

(1) An occasion is a single bingo session within the same calendar day during which the total consists of no more than sixty-two (62) bingo games. A licensee may not conduct a bingo session under a special bingo license on the same calendar day the licensee conducts a bingo session under its regular bingo license.


11 CSR 45-30.056 Key Person Defined

PURPOSE: This rule defines the term key person as it relates to the licensing and conduct of bingo.

(1) For the purpose of sections 313.005–313.080, RSMo and rules thereto, the definition key person shall include:

(A) An officer, director, trustee, proprietor, managing agent, partner, or general manager of an applicant or licensee;

(B) Any individual whose combined direct, indirect, or attributed interest in any publicly traded or privately held supplier or manufacturer applicant or licensee is five percent (5%) or more; and

(C) Any individual so designated by the commission or the executive director.

(2) The term key person as defined in section (1) is to be applied in the commission’s licensing approval process for the following licenses:

(A) Bingo Equipment/Supplies Manufacturer’s license; and

(B) Bingo Equipment/Supplies Supplier’s license.

(3) Each key person shall submit one (1) set of fingerprints and shall complete a form prescribed and published by the commission with each initial supplier’s or manufacturer’s license application.

(4) When requested by the commission in conjunction with a renewal, each key person shall submit one (1) set of fingerprints and shall complete a form prescribed and published by the commission.

(5) An entity shall not be issued a license if the result of a background check of any key person of that entity reveals that the person’s involvement in the entity would tend to discredit charitable bingo operations in Missouri.


11 CSR 45-30.060 Operator(s)  
(Rescinded February 29, 2016)


11 CSR 45-30.065 Licenses Required

PURPOSE: This rule establishes the types of licenses that are required by the commission.

(1) The types of licenses shall include:
(A) Regular/Annual Bingo license;
(B) Special Bingo and Pull-Tab license;
(C) Special Abbreviated Pull-Tab license;
(D) Bingo Equipment/Supplies Manufacturer’s license;
(E) Bingo Equipment/Supplies Supplier’s license; and
(F) Bingo Hall Provider’s license.

(2) The commission shall investigate all levels of license applications.

(3) The commission may delegate to the director the authority to approve or deny the application of any applicant for a Regular/Annual Bingo license, Special Bingo and Pull-Tab license, Special Abbreviated Pull-Tab license or Bingo Hall Provider’s license, provided, however, that this section shall not limit the delegation of any other authority to the director. The delegation of authority provided hereunder shall not include the authority to review appeals of license denials or suspensions of any bingo license.

(4) As part of the supplier license application process, a supplier shall either post a bond or provide an irrevocable letter of credit in an amount to be determined by the commission.


11 CSR 45-30.070 Regular Bingo License

PURPOSE: This rule defines a regular bingo license and sets forth the authority for a licensee to possess both a regular and a special bingo license.

(1) A Regular Bingo License is a license issued to a qualified organization to conduct only the game of bingo as defined in section 313.005, RSMo. The number of bingo occasions conducted by a licensee is limited to two (2) bingo occasions per week, not to be held on the same day. The holder of a Regular Bingo License may also be the holder of a Special Bingo License. A veterans’ organization may be exempt from the limitation of two (2) bingo occasions per week for play at a veterans’ hospital as provided in section 313.060, RSMo.


11 CSR 45-30.080 Special Bingo License  
(Rescinded March 30, 1997)


11 CSR 45-30.090 Additional Application Information for Bingo and Pull-Tab Licenses

PURPOSE: This rule allows the commission to require additional information to verify statements made in any application for a bingo license.

(1) In addition to the information required to be furnished on the application, and prior to the issuance of a bingo license, every organization desiring to conduct bingo is required to furnish a copy of the letter from the Internal Revenue Service (IRS) granting an exemption from the payment of federal income taxes as provided in section 501(c)(3), (4), (5), (7), (8), (10), (19) or section 501(d) of the Internal Revenue Code of 1954. Every organization desiring to conduct bingo may be required by the commission to furnish additional information considered necessary to determine that the applicant organization is fully qualified and eligible for a bingo license. This information may include a copy of the corporate charter or other evidence that the organization was in existence for at least five (5) years immediately prior to the date of application.

(2) Also required with the initial application, each organization shall submit for approval a complete list of the officers of the applicant organization and a complete list of all two (2)-year bona fide members that will assist with the management, conduct, and operation of the bingo game. These lists shall include each individual’s Social Security number and date of birth. A copy of each individual’s driver license shall also be provided for each officer or worker. Changes to the lists shall be reported to the commission as they occur. Any request to add an officer or worker to the list shall include the individual’s Social Security number, date of birth, and a copy of the individual’s driver license.

(3) Each application or renewal application shall designate a bingo chairperson who shall be responsible for the overall supervision, management, and conduct of the bingo activities. The commission shall be notified as soon as possible but not later than thirty (30) calendar days from the date of any change of the bingo chairperson.

(4) Each regular bingo license application or renewal application shall include a game sheet and house rules. Revisions to the game sheet or house rules shall be submitted to the commission as they occur.


11 CSR 45-30.100 Denial of Application or License Renewal

PURPOSE: This rule further clarifies the commission may deny any original application or renewal application for issuance of a bingo license.

(1) The commission may deny any original application or renewal for failure to meet statutory requirements or noncompliance with Chapter 313, RSMo or official rules. The license fee is considered a processing fee pursuant to Chapter 313, RSMo and is not refundable to the applicant.


11 CSR 45-30.135 Bingo Workers

PURPOSE: This rule provides a definition of “bingo worker.”

(1) A bingo worker is any person participating in the operation of the game of bingo. This includes the bingo chairperson or member in charge, callers and any person that helps to verify or pay bingo winners. It includes any person that sells bingo paper or pull-tabs, as well as any person involved in the management, conduct, or operation of the actual games, including those who help prepare bingo paper, count winning pull-tabs, or otherwise handle the bingo supplies, bingo equipment, or receipts.

(2) For the purposes of this rule, the term “bingo worker” shall not include any person whose sole duty or responsibility is to prepare or sell concessions, provide janitorial or security services, sell raffle or sweepstakes tickets for a lawfully conducted raffle or sweepstakes, or sell markers, cushions, bags, and other incidentals, as well as any authorized representative of a licensed supplier whose sole duty or responsibility is to maintain Electronic Bingo Card Monitoring Devices (EBCMDs).


11 CSR 45-30.140 Worker—Player

PURPOSE: This rule sets forth guidelines permitting a worker to also be a player during the same occasion but not during the same game.

(1) Any eligible person approved by the commission to work bingo may participate in the conduct, management, or operation of bingo and play bingo during the same occasion but may not be both a player and a worker during the same game. An eligible person shall pay to participate in the playing of a bingo game or pull-tab cards in the same manner and at the same cost as any other player. If an eligible person works the first portion of the occasion and then purchases bingo paper or pull-tab cards and becomes a player, the person may not assist with the management, conduct, or operation of bingo or the sale of pull-tab cards for the remainder of the occasion. If an eligible person plays the first portion of the bingo occasion and then ceases playing and becomes a worker, the person may not participate as a player of bingo or pull-tab cards during the remainder of the occasion. An eligible person may only switch from player to worker or worker to player once during an occasion, and a switch will only be permitted during the first half of the bingo occasion.

(2) The bingo worker designated as the bingo chairperson or member in charge who is responsible for the overall game activities of a bingo occasion cannot both work and play bingo or pull-tabs during that occasion.

(3) Bingo workers are prohibited from purchasing bingo paper and/or pull-tabs and having another player play for them.

(4) Bingo workers are prohibited from playing bingo cards for a payer.


11 CSR 45-30.145 Premises Required to be Open for Inspection

(Rescinded February 29, 2016)

11 CSR 45-30.150 Information to be Posted

PURPOSE: This rule requires full information regarding cost of bingo cards to be posted in a conspicuous place at the bingo premises.

(1) In addition to the Missouri bingo license, there shall be posted, in a conspicuous place at the bingo premises, full information regarding the cost of bingo cards, including the house rules which clearly explain how players are awarded prizes for bingo and pull-tabs, and other information desired by the licensee.


11 CSR 45-30.155 Bingo Equipment Defined

PURPOSE: This rule clarifies the definition of bingo equipment pursuant to section 313.005(4), RSMo.

(1) In addition to the items listed in section 313.005(4), RSMo the following items are considered paraphernalia used in the conduct of a bingo or pull-tab game or event:

(A) Bingo selection equipment which includes but is not limited to bingo blowers, hoppers, squirrel cages, manual or electronic display boards, electronic bingo card monitoring devices, and any equipment designated by the commission as bingo selection equipment; and

(B) Pull-tabs and pull-tab dispensers.

(2) Equipment used in the conduct of bingo shall be maintained in good and proper working condition. Equipment shall be operated in a manner so that each player is given an equal opportunity of winning. The object or balls to be drawn shall be essentially the same as to size, shape, weight, and balance so that they are equally agitated and circulated within the receptacle and have an equal probability of being dispensed, selected, or drawn.


11 CSR 45-30.160 Equipment


11 CSR 45-30.170 Records Required


11 CSR 45-30.175 Organization (Operator) Record Keeping Requirements

PURPOSE: This rule describes the record keeping requirements and record retention requirements for bingo organizations licensed by the commission, effective January 1, 1995.

(1) An organization shall maintain complete, accurate, and legible general accounting records that contain sufficient detail to furnish information, which shall be made available and recorded at each occasion, regarding all bingo game activity including the number of admission fees, if any, the number of bingo cards and pull-tab cards sold by category and price. All working papers shall be maintained. Records shall be sufficient to adequately reflect gross receipts, as defined in 11 CSR 45-30.205, prizes awarded, expenses, and other bingo game related transactions to include all bingo paper and pull-tab sales which accurately reflect the requirements and restrictions contained in the Missouri Constitution and Chapter 313, RSMo.

(2) The bingo chairperson shall be responsible for all records necessary to accurately reflect the bingo operations and shall ensure timely filing of all required reports.

(3) Each organization shall perform a monthly reconciliation of the special bingo checking account, as required by 11 CSR 45-30.280, which lists outstanding checks, deposits, and beginning and ending book balances for the month.

(4) Copies of supplier invoices for all bingo paper, pull-tabs, and bingo equipment purchased must be maintained and stored by the organization.

(5) Winning bingo cards for values of two hundred dollars ($200) or more shall be signed by the winner, dated, and retained by the organization for a period of one (1) year. If the winning pattern was achieved on a Braille bingo card, a photocopy of the Braille card shall be signed, dated, and retained for a period of one (1) year.

(6) All pull tab flares must be retained by the organization for a period of one (1) year from the date the corresponding pull-tab game is completed or terminated upon prior approval by the commission.

(7) All pull-tab winners shall be counted and totaled at the end of each occasion to determine and record the prizes awarded. All winning pull-tab cards shall be retained for a period of four (4) weeks. Each winning pull-tab card for values of one hundred dollars ($100) or more must be signed by the winner, dated, and retained by the organization for a period of one (1) year.

(8) At the time each winning pull-tab card is identified, it shall be validated by either marking it with permanent ink or a hole punch so that it cannot be reused, resold, or reclaimed.

(9) All records not specified in sections (5), (6), (7), or (8) of this rule, as well as all ledgers, receipts, and invoices required by this rule and Chapter 313, RSMo, must be retained for a period of two (2) years, unless prior written approval is received from the commission to retain any such record, ledger, receipt, or invoice for a period less than two (2) years, and stored in such a manner as to be immediately available for inspection by the
commission upon demand.

(10) If sight-impaired players are sold Braille bingo cards for use during an occasion an equal amount of paper bingo cards shall be destroyed.

(11) Operators are only allowed to buy bingo paper, pull-tabs, and bingo equipment from suppliers licensed by the commission. If violations of this restriction or other restrictions listed in this rule, or Chapter 313, RSMo, are identified by the commission, the operator’s license may be subject to penalties, suspension, or revocation. The term bingo equipment and supplies does not include markers, cushions, bags, and other incidentals.


11 CSR 45-30.180 Inventory, Ownership, and Leasing of Bingo Equipment

PURPOSE: This rule requires that accurate records be maintained on the quantity and ownership of all equipment used directly in the conduct of bingo.

(1) Accurate records shall be maintained indicating the quantity and ownership of all equipment used directly in the conduct of bingo.

(2) Each licensee shall keep a separate physical inventory of bingo paper and pull-tab cards which shall be stored on the bingo premises, as defined in 11 CSR 45-30.270. Licensed operators shall make all bingo products available for inspection upon request. Bingo paper and pull-tab cards purchased by one licensee may not be used during another licensee’s game without prior approval from the commission.

(3) No bingo licensee that is the holder of a regular bingo license shall use bingo equipment in which the licensee does not have an ownership interest. Two (2) or more bingo licensees may enter into an agreement for the joint ownership of bingo equipment. No non-licensee shall share any interest in the equipment except the security interest of an established financial institution. The equipment may not be purchased from a nonlicensee who has an interest in the premises on which the equipment is to be used. A copy of the purchase agreement may be requested by the commission and shall contain the following information:

(A) The percentage of ownership;
(B) The total cost of the co-ownership;
(C) The amount and terms of any time payment (if applicable);
(D) The name of the seller and other co-owners;
(E) Acceptable method(s) for sale or disposition of the co-ownership; and
(F) A description of the bingo equipment purchased.

(4) For the purposes of this rule the term “ownership interest” shall include a sole ownership interest, co-ownership interest, or lease interest in bingo equipment.

(5) Bingo equipment shall only be leased from a licensed supplier. No lease providing for a rental arrangement for bingo equipment shall provide for payment in excess of the reasonable market rental rate for such equipment and in no case shall any payment be based on a percentage of gross receipts or profits derived from the game of bingo.

(6) Except for Electronic Bingo Card Monitoring Devices (EBCMDs), a regular bingo licensee conducting a bingo occasion under a special bingo license may, during the occasion, use bingo equipment in which the licensee does not have an ownership interest.

(7) A regular bingo licensee conducting a bingo occasion under a special bingo license shall not, during the occasion, use any EBCMDs in which the licensee does not have an ownership interest.


11 CSR 45-30.190 Rules of Play

PURPOSE: This rule sets forth guidelines for the rules of play.

(1) Except for pull-tab games, a bingo occasion begins with the first letter and number drawn (called) for the first bingo game as defined in 313.005, RSMo. No bingo paper or pull-tabs shall be sold more than three (3) hours prior to the start of the first bingo game. No pull-tab sales may start before 7:00 a.m. The paper and/or pull-tab sales time shall be clearly posted in the licensee’s house rules or game sheet. All bingo paper and/or pull-tabs shall be sold by approved workers and sales times are subject to approval by the commission. The drawing of hot balls, Bonanza balls, or wild balls in preparation for a subsequent bingo game during an occasion is not considered the start of the bingo occasion; however, the drawing of these balls shall be visible to and called in front of the majority of players. All seventy-five (75) balls shall be present in the receptacle before these balls are drawn.

(2) All seventy-five (75) objects or balls shall be present within the receptacle before each bingo game is started. The physical drawing of the objects shall be visible to the majority of players and numbers shall be announced so that they are clearly heard by all players of that game.

(3) The amount of the prize and the permissible winning combination shall be clearly announced prior to the start of each game. Verification of the winner of each game shall be openly conducted in the presence of the majority of the players. In the event of multiple winners in any single game, the aggregate announced dollar prize of the game shall be divided equally. In the event of multiple winners in any single game in which merchandise is awarded as a prize, substitute prizes may be awarded provided that the organization does not exceed the single day prize limit set by the commission.

(4) All disputes between the players and the licensed organization regarding prizes shall be settled between the player(s) and the organization.

(5) Operators may only conduct one (1) bingo game at a time. When a player achieves the
preannounced winning combination and the winning combination is verified, the next game shall be commenced with a new bingo card or sheet.

(6) The aggregate retail value of all prizes or merchandise awarded, except prizes or merchandise awarded by pull-tab cards and progressive bingo games, in any single day of bingo may not exceed three thousand six hundred dollars ($3,600).

(7) The bingo licensee shall conduct bingo in accordance with its house rules.


11 CSR 45-30.200 Merchandise Prizes

PURPOSE: This rule sets forth guidelines for determining the retail price or fair market value of merchandise prizes.

(1) When merchandise is awarded as a prize in a bingo game, its value shall be the suggested retail price or fair market value. Receipts for the purchase of merchandise or documentation as to the suggested retail price or fair market value of donated items to be awarded as merchandise prizes shall be retained in the records of any licensed manufacturer that invents, fabricates, assembles, or otherwise produces the pull-tab game.


11 CSR 45-30.205 Game Operation Definitions

PURPOSE: This rule defines the accounting terms and reports which may be used to comply with the record keeping requirements for Class A, B and C licensees pursuant to section 313.045, RSMo and I CSR 45-30.210.

(1) Gross receipts—all receipts from admission charges, sale of any bingo cards, pull-tab cards, or any item sold for which the proceeds are commingled with bingo funds.

(2) Net income—all receipts over and above the actual cost of conducting the occasion.

(3) Net receipts—gross receipts less bingo card prizes awarded and pull-tab card prizes awarded, plus starting cash.

(4) Starting cash—any cash used to make change for the occasion.

(5) Occasion Report—a report of activity conducted at each bingo or pull-tab occasion which includes, but is not limited to the date of the occasion, attendance (number of players), gross receipts, starting cash, prizes awarded, net receipts, and amount deposited. Each occasion report must be signed by the member in charge of the game, as a true and correct accounting of receipts and prizes awarded during each bingo or pull-tab occasion. Class A, B, and C licensees may use their own occasion reports, if the required information is contained in the report or use reports provided by the commission. Occasion reports are not required to be submitted to the commission unless the commission specifically requests the organization to submit a report for a specific occasion or series of occasions.


11 CSR 45-30.210 Reports

PURPOSE: This rule requires each licensee to file reports only on forms supplied by the commission.

(1) The forms necessary for the filing of any licensing or tax reporting requirements by this chapter, of each licensee shall be made on the forms supplied by the commission.

(2) Alternative forms may be used if prior approval has been received from the commission.

(3) Pursuant to section 313.045, RSMo, each licensed organization/operator must file with the commission a quarterly report for the preceding calendar quarter listing: 1) the number of games it has conducted during the quarter, 2) the gross receipts from each game, to include bingo card receipts and pull tabs, 3) an itemization of the cost of conducting each game, including prizes awarded, and the names of the person(s) to whom said expenses were paid, and 4) the purposes for which the net proceeds of each game were used and the amounts so used. The report is due the last day of each month following each calendar quarter except the fourth quarter report which will be due February 28. The first quarter is January through March, the second quarter is April through June, the third quarter is July through September, and the fourth quarter is October through December. The due dates will be April 30, July 31, October 31, and February 28, respectively. Reports not filed by the due dates will subject the licensee to the penalties described in 11 CSR 45-30.535 or the licensee/operator may hydrate the organization to submit a report for a specific occasion or series of occasions.

(A) Date of each occasion;
(B) The progressive prize offered;
(C) The consolation prize offered;
(D) The number of balls needed to win the progressive prize; and
(E) The prize amount awarded.

**AUTHORITY:** section 313.065, RSMo 2000.*


11 CSR 45-30.220 Bank Account
(Rescinded June 30, 2005)


11 CSR 45-30.225 Change of Day and/or Time of Bingo Occasion

**PURPOSE:** This rule sets forth the requirement that a licensee submit a request and obtain authorization from the commission prior to changing the day and/or time of its bingo occasion.

(1) Each applicant for licensure or organization licensed to conduct bingo is required to state the day(s) and time(s) the bingo occasion(s) will be conducted in the relevant application. Upon issuance of a new or renewal license, each licensed organization shall conduct its bingo games on the day(s) and time(s) so stated in the application. A licensed organization may request a change in the day(s) and/or time(s) of its bingo occasion(s) in writing to the commission. The licensed organization may change the day(s) and/or time(s) of its bingo occasion(s) upon receipt of written authorization from the commission.

**AUTHORITY:** section 313.065, RSMo 2000.*


11 CSR 45-30.235 Hall Provider License

**PURPOSE:** This rule specifies who shall obtain a Hall Provider License and the rental rate charged by a lessor to a bingo licensee.

1. A person who or business entity which owns or has a lease for at least five (5) years of a premises and intends to lease said premises to conduct bingo games shall obtain a Hall Provider License.

2. Licensed hall providers may only lease the location(s) for the conduct of bingo to organizations which have obtained a Regular/Annual Bingo License, Special Bingo and Pull-Tab License, or Special Abbreviated Pull-Tab License from the commission.

3. Bingo licensees may not sublease the premises to any other bingo licensee for the purpose of conducting bingo without first obtaining a Hall Provider License.

4. Pursuant to section 313.025(1), RSMo the reasonable market rental rate for leased premises on which bingo will be conducted shall be determined by the commission. The commission may request the applicant for licensure or licensed organization to submit documentation to support the proposed rental rate. The type of documentation shall be at the discretion of the commission.

5. Hall providers shall charge each licensee their equal prorated amount of the rent which shall not exceed the prorated amount each licensee is charged for the same time under the terms of the lease. Example: If a hall provider’s total weekly rental charge to four bingo licensees is twelve hundred dollars ($1,200), the hall provider must charge each organization twenty-five percent (25%) of the weekly rental charge or in this example three hundred dollars ($300).

6. Each licensee is responsible for paying the rent directly to the licensed hall provider from a check drawn from the licensee’s bingo checking account.


11 CSR 45-30.240 Leased Locations
(Rescinded June 30, 2005)


11 CSR 45-30.250 Subsidiary Body—Application for License
(Rescinded February 29, 2016)


11 CSR 45-30.260 Participation of Workers—Restricted

**PURPOSE:** This rule prohibits any hall provider, manufacturer or supplier of bingo equipment or its agents to participate in the management, operation or conduct of bingo games.

(1) No person, or the agents or employees...
thereof, who directly or indirectly leases the premises, as lessee sells, leases or otherwise distributes bingo supplies or equipment, or furnishes commodities or services to a bingo licensee shall take part in the management, operation or conduct of bingo games.

(2) This restriction may be waived by the commission for nonprofit organizations who are also licensed hall providers.

**AUTHORITY: section 313.052, RSMo 1994.**


**11 CSR 45-30.270 Premises Defined, Inspections, All Gambling and Gambling Devices Prohibited**

**PURPOSE:** This rule establishes the presumption that gambling violations which occur on a licensee’s premises have been sanctioned by the licensee, its officers, and agents.

(1) The word premises, as used in sections 313.005 to 313.085, RSMo, means an entire permanently affixed structure. The division of a structure by floors, rooms, or areas to create multiple premises for the conduct of bingo is prohibited. A bingo licensee must receive approval from the commission prior to using any structure in which it intends to play bingo.

(2) The premises where any game of bingo is being conducted, or where any game of bingo is intended to be conducted, shall be open for inspection by the commission or its appointed representatives. The licensed hall provider or the licensed bingo organization/operator, or any entity determined by the commission or the courts required to have a license pursuant to Chapter 313, RSMo, shall permit access to said premises during any reasonable time as requested by the commission or its representative.

(3) Pursuant to section 313.035, RSMo, no unauthorized gambling or gambling devices, as defined by Chapter 572, RSMo, shall be permitted on the premises used by a bingo licensee. The bingo licensee, its officers and agents shall be responsible for any violations that may occur.

(4) The presence of gambling devices such as, but not limited to, slot machines, roulette wheels, or other gambling games shall be prima facie evidence of violations of those provisions of Chapter 572, RSMo relating to gambling and gambling promoters.

(5) The commission shall have the right to impose penalties and suspend, revoke, or deny any license issued under Chapter 313, RSMo for any other violations related to illegal gaming and/or gambling under Missouri law.

**AUTHORITY: sections 313.052 and 313.065, RSMo 2000.**


**11 CSR 45-30.280 Net Receipts from Bingo and Bank Account**

**PURPOSE:** This rule explains the requirements for starting cash, maintaining the bingo checking account, and the disposition of bingo receipts.

(1) Each regular/annual bingo licensee is required to obtain a dedicated bingo checking account in a financial institution located in Missouri. Each special bingo and pull-tab licensee or special abbreviated pull-tab licensee that obtains any three (3) special licenses during any calendar year and applies for a fourth such license shall obtain a dedicated bingo checking account in a financial institution located in Missouri.

(2) All receipts from each bingo occasion, less the amount awarded as cash prizes for that occasion, shall be deposited in the bingo checking account no later than the next business day following the date of the bingo occasion. Disbursements for reasonable and necessary expenses incidental to the conduct of bingo games shall be paid from the bingo checking account on preprinted, serially numbered checks. Checks shall be payable to a specific payee. At no time may checks be made payable to “cash.” An organization may use a debit transaction instead of a check; however, each debit transaction shall be reported with other disbursements from the bingo checking account on the quarterly report as required by 11 CSR 45-30.210. All debit transactions shall be documented with a receipt or other supporting documentation to ensure proper use of bingo proceeds.

(3) If an organization uses starting cash, a check shall be written to a financial institution, retail establishment, or to a charitable organization to obtain the starting cash. The entire amount of the starting cash obtained by the organization shall be redeposited into the bingo checking account no later than the next business day. An organization may use a debit transaction instead of a check to obtain starting cash from their bingo checking account; however, each debit transaction shall be reported with other disbursements from the bingo checking account on the quarterly report, as required by 11 CSR 45-30.210.

(4) Pursuant to section 313.040.1, RSMo, the entire net receipts over and above the actual cost of conducting the game of bingo as enumerated in section 313.040.1, RSMo may be paid from the bingo checking account into the general treasury of the licensed bingo organization. All bingo funds paid into the general treasury of the licensed bingo organization shall be devoted exclusively to lawful, charitable, religious, or philanthropic purposes of the licensed organization. However, no funds from any source shall be used to compensate anyone affiliated with the licensee for managing, conducting, or operating the game of bingo or to provide any services or equipment for the game of bingo.

(5) Game operators may transfer funds from another account into the bingo checking account to cover bingo game-related expenses. Bingo operators may not deposit receipts from any other fund-raising activities of the organization into the bingo checking account. Any monies deposited into the bingo checking account are deemed to be bingo proceeds and can only be used to pay bingo gaming expenses or for religious, charitable, or philanthropic purposes.

(6) Bingo funds may be used for up to three (3) members of the organization to attend up to two (2) bingo-related conventions per calendar year. The following documentation
shall be retained in the licensee’s bingo records, and made available to commission staff upon request, for any convention expenses paid from bingo proceeds: 1) an official brochure containing the agenda and cost of the convention; 2) the names of the members attending and the title they hold in the organization; and 3) all receipts for associated costs such as mileage, hotel, and other reasonable expenses. Organizations may use bingo proceeds to pay reasonable fees to hold membership in a bingo-related association or organization. Documentation shall be retained reflecting the cost of said membership.

(7) The bookkeeping or accounting records of the licensed organization shall completely and accurately reflect the net amount received from operating bingo. The total expenditures for lawful, charitable, religious, or philanthropic purposes from all revenue sources shall equal or exceed the net receipts from bingo.

(8) The commission upon request may examine any account into which bingo proceeds are deposited or transferred.

(9) Any licensee who denies the commission access to any account into which bingo proceeds are deposited or transferred may have its license immediately suspended until such access is granted.


11 CSR 45-30.300 Participation of Auxiliary, Post or Organization Members in Licensee’s Bingo Games

PURPOSE: This rule clarifies that, for purposes of assisting in the management, conduct or operation of bingo games, members of a post’s or organization’s auxiliary and members of an auxiliary’s post or organization may assist in its bingo game.

(1) For purposes of section 313.040(2), RSMo, if any post or organization, by its national charter, has established an auxiliary organization for spouses, then members of the auxiliary organization shall be considered bona fide members of the licensed organization and members of the post or organization shall be considered bona fide members of the auxiliary organization. Regardless of which organization is licensed, the responsibility for the overall management, conduct and operation of bingo games shall be that of the members as defined in the licensee’s constitution and/or bylaws.


11 CSR 45-30.335 Participation of Full-Time Employee, Full-Time Staff Member, or Ordained Member of Clergy

PURPOSE: This rule specifies the eligibility requirements and defines positions of individuals which are eligible to participate in the management, conduct or operation of bingo.

(1) No full-time employee or full-time staff member employed by an organization licensed to conduct bingo may participate in the management, conduct, or operation of bingo games until the time that the organization has submitted proof on forms prescribed by the commission to verify the eligibility of the employee or staff member to participate in the management, conduct, or operation of bingo. The commission shall approve or disapprove the participation of the full-time employee or full-time staff member within thirty (30) days of receipt of the proof of eligibility submitted by the organization. The commission may immediately suspend the participation of any full-time employee or full-time staff member upon determination by the commission that the employee or staff member is no longer eligible to participate in the management, conduct, or operation of bingo.

(2) The organization of any full-time employee or full-time staff member whose participation has been disapproved or suspended by the commission may resubmit proof on forms prescribed by the commission to verify the employee or staff member’s eligibility to participate in the management, conduct, or operation of bingo at any time following the commission’s disapproval or suspension of the employee or staff member’s participation. The commission shall sustain, modify, or rescind the suspension of the full-time employee or full-time staff member or approve or disapprove the participation of the employee or staff member within thirty (30) days of receipt of the proof of eligibility resubmitted by the organization. No organization, without prior written permission from the commission, may resubmit proof of eligibility more than two (2) times within a one (1)-year period for any full-time employee or full-time staff member whose participation has been disapproved or suspended by the commission.

(3) The burden of proof as to the eligibility of a full-time employee or full-time staff member to participate in the management, conduct, or operation of bingo shall at all times rest with the organization seeking approval for the employee or staff member’s participation. The approval, disapproval, or suspension of the participation of a full-time...
employee or full-time staff member shall be within the sole discretion of the commission.

(4) Any person who is a duly ordained member of the clergy and who is a member of the church or church organization licensed to conduct bingo may participate in the management, conduct, or operation of the organization’s licensed bingo games without securing the approval of the commission.

(5) No part-time employee or part-time staff member of the organization licensed to conduct bingo may participate in the management, conduct, or operation of the organization’s licensed bingo games without the prior approval of the commission.

(6) No person may receive remuneration for conducting or operating a bingo game.


11 CSR 45-30.350 Pull-Tab Cards
(Rescinded June 30, 2005)


11 CSR 45-30.357 Pull-Tab License

PURPOSE: This rule defines pull-tab and pull-tab license.

(1) A pull-tab event ticket game is a type of pull-tab game which is comprised of series of hold tickets and may include instant winners. Either bingo selection equipment or the verify window on the flared is used to determine the winning hold ticket(s). Pull-tab event ticket games may be conducted either separately or simultaneously with a bingo game.

(2) A dashboard event ticket game is a type of pull-tab game which is comprised of subsets with each subset containing a series of hold tickets and may include instant winners. Either bingo selection equipment or the verify window on the subset flare is used to determine the winning hold ticket. Each subset’s hold ticket winner selects a prize window from a dashboard, which reveals the winning amount for that subset.

11 CSR 45-30.357 Event Ticket

PURPOSE: This rule defines a pull-tab and a dashboard event ticket game.

(1) A pull-tab event ticket game is a type of pull-tab game which is comprised of a series of hold tickets and may include instant winners. Either bingo selection equipment or the verify window on the flared is used to determine the winning hold ticket(s). Pull-tab event ticket games may be conducted either separately or simultaneously with a bingo game.

(2) A dashboard event ticket game is a type of pull-tab game which is comprised of subsets with each subset containing a series of hold tickets and may include instant winners. Either bingo selection equipment or the verify window on the subset flare is used to determine the winning hold ticket. Each subset’s hold ticket winner selects a prize window from a dashboard, which reveals the winning amount for that subset.

(3) All rules governing the sale of pull-tab cards by bingo licensees shall apply to event.
ticket games and cashboard event ticket games.

(4) Event ticket games shall comply with the following:
(A) The sale and play of a pull-tab event ticket game shall be started and completed during a single occasion;
(B) Even if all tickets have not been sold during the occasion, the pull-tab event ticket game shall be played during that occasion in such a manner to ensure at least sixty percent (60%) of the gross revenues generated by the ultimate sale of the entire game is paid out in prizes; and
(C) Any unsold pull-tab event tickets shall be reported to the commission and retained until approved for disposal.

(5) Cashboard event ticket games shall comply with the following:
(A) Each subset shall be sold and played during the occasion in which it is opened;
(B) A cashboard event ticket game may not contain more than twenty-four (24) subsets;
(C) The cashboard event ticket game shall be played in such a manner to ensure at least sixty percent (60%) of the gross revenues generated by the ultimate sale of the entire game, which includes all subsets, is paid out in prizes;
(D) All subsets shall have the same serial number, which corresponds to the serial number on the cashboard used for that game;
(E) The number of prize windows on the cashboard shall equal the number of subsets in the game;
(F) The hold ball tickets and any instant winners shall be randomly disbursed within each subset;
(G) No hold tickets from open subsets can carry over from one occasion to the next; and
(H) Any unsold pull-tab event tickets shall be reported to the commission and retained until approved for disposal.

**AUTHORITY: section 313.065, RSMo 2000.*

### 11 CSR 45-30.370 Progressive Games

**PURPOSE: This rule establishes the guidelines for the conduct of progressive bingo games by organizations/operators.**

(1) A progressive game is one in which the established prize amount shall be increased from one occasion to the next scheduled occasion if no player completes the required winning pattern within the specified number of bingo balls drawn as posted by the game operator. If after ten (10) occasions progressive prize has not been awarded, the game operator must increase the number of balls drawn to complete the winning pattern by at least one (1) above the highest number required in the previous ten (10) occasions at each subsequent occasion until the progressive prize is awarded.

(2) Only two (2) progressive games may be conducted per occasion.

(3) A prize for a progressive game may start at an amount not to exceed one thousand dollars ($1,000) and must be increased by no more than two hundred fifty dollars ($250) at each subsequent occasion.

(4) If a progressive game is not awarded at a bingo occasion, the progressive game shall be continued at each subsequent occasion until the progressive prize is awarded. In the event no player completes the required winning pattern within the specified number of bingo balls drawn at the occasion, one (1) stated consolation prize shall be offered and awarded. The consolation prize is exempt from section 313.040(4), RSMo; however, the consolation prize must be less than the value of the progressive prize amount and only one (1) consolation prize shall be offered and awarded per progressive game per occasion.

(5) All progressive bingo games shall be fully described and posted in the house rules prior to the start of the occasion and shall comply with all other statutory and regulatory requirements. This description shall include dates and times when the progressive games shall be played, including any progressive game conducted in conjunction with a Special Bingo and Pull-Tab License, if any. Each game operator shall submit a progressive game activity report for each progressive game with its quarterly report as defined in 11 CSR 45-30.210. The report shall indicate the date, progressive prize offered, consolation prize offered, number of balls needed to win the progressive prize, and the prize amount awarded.

(6) Each operator’s/licensee’s progressive game set of rules shall remain in effect until the game ends and the progressive prize winner is determined.

(7) A holder of a Regular/Annual Bingo License may conduct its progressive game during a special bingo and pull-tab licensed event, if approval is granted by the commission prior to the licensed event. The special bingo and pull-tab event must be open to the public. No other special bingo and pull-tab licensee may conduct a progressive bingo game at its event.

(8) An operator may not cease bingo operations unless the progressive bingo game(s) in play is completed and the progressive prize is awarded, unless prior approval has been received from the commission.

(9) Game operators who conduct progressive games shall maintain cash reserves in their bingo checking account in an amount equal to or greater than any progressive game prize offered.

(10) Progressive games may be played on electronic bingo card monitoring devices.

(11) A hot ball progressive game is a bingo game in which a certain number of bingo balls are drawn from the receptacle prior to the start of the game. These balls are considered “hot balls.” If a bingo player achieves the winning pattern and the last number called is a “hot ball,” then the progressive prize is awarded. If after ten (10) occasions the progressive prize has not been awarded, the game operator shall increase the number of hot balls drawn to complete the winning pattern each subsequent occasion until the progressive prize is awarded.

Chapter 30—Bingo

11 CSR 45-30.390 Manufacturer Defined

PURPOSE: This rule defines the term manufacturer and clarifies that a manufacturer may be considered a supplier.

(1) A manufacturer shall include any person, firm, partnership, corporation and/or business, which:
   (A) Invents, fabricates, concocts or assembles bingo cards, bingo supplies, pull-tab games, a coin board game, or any electronic device used in the playing of bingo or pull-tabs;
   (B) Adds prizes to any pull-tab or coin board game; or
   (C) Invents, modifies, or seeks approval for use of any software used in conjunction with any electronic device.

(2) Any manufacturer who manufactures bingo supplies or equipment in Missouri shall be required to obtain a manufacturer’s license.

(3) Any person who derives income directly or indirectly as a sales representative or commissioned agent from a licensed manufacturer for the purpose of selling, leasing or otherwise distributing bingo supplies, equipment, and/or cards to an end user, (licensee or nonlicensee) shall also be required to obtain a bingo supplier’s license.

(4) Printers who only print bingo tally cards or programs at the request of the licensed organization shall not be required to obtain a license.

11 CSR 45-30.395 Manufacturer Record Keeping Requirements

PURPOSE: This rule describes the record keeping requirements and record retention requirements for manufacturers licensed by the commission, effective January 1, 1995.

(1) A manufacturer shall maintain copies of all sales invoices. Invoices shall include name of manufacturer, manufacturer’s Missouri license number, name and license number of the Missouri supplier, invoice number, full description of bingo equipment/merchandise shipped, serial number of equipment/merchandise, shipping destination and date equipment/merchandise was shipped.

(2) Invoices reflecting sales of bingo paper and pull tabs shall also include the total number of bingo cards or bingo sheets in a package of bingo paper and the total number of pull tabs per deal, retail price per tab and the color and the serial number of the top sheet of bingo paper or pull tab.

(3) All documents generated by the manufacturer with each product sold must also be maintained. Documents such as order forms, bills of lading or other documents must be retained with the invoice.

(4) In packaging the bingo paper or pull-tabs, the manufacturer shall comply with the following packaging requirements:
   (A) Each package, box or container shall be sealed; and
   (B) The serial number shall be placed on the outside of the package so that it can be clearly viewed from the outside.

(5) All records, reports and receipts required by this rule and Chapter 313, RSMo shall be maintained for a minimum of three (3) years and stored in such a manner as to be available for inspection by the commission upon request at no charge.

(6) Manufacturers are only allowed to sell their bingo equipment, as defined in 11 CSR 45-30.155, in the state of Missouri to suppliers licensed by the commission. If violations of this restriction or other restrictions listed in this rule, or Chapter 313, RSMo are identified by the commission, the manufacturer’s license could be subject to immediate suspension or revocation.

11 CSR 45-30.480 Package Deals and Tying Arrangements Prohibited (Rescinded December 30, 2018)


11 CSR 45-30.500 Bingo on Military Installations (Rescinded July 30, 2018)


11 CSR 45-30.515 Organization Bona Fide Member Definition

PURPOSE: This rule defines the term bona fide member as it relates to bingo licensing requirements.

(1) For purposes of sections 313.005–313.080, RSMo and rules thereto, the definition of the term bona fide member shall be an individual who:
   (A) Is defined as a member in the organization’s by-laws, constitution and/or articles of incorporation;
   (B) Has made an affirmative effort to join the organization, thereby forming an identifiable association with the organization; and
   (C) Participates in the organization’s activities other than bingo.

PURPOSE: This rule describes the record keeping and record retention requirements for bingo suppliers licensed by the commission.

(2) All records generated by the supplier with each order of product(s) from the manufacturer or each product sold to the operator shall be maintained. Documents such as order forms, bills of lading, or other documents must be retained with the invoice.

(3) Suppliers shall record sales transactions of the products listed above on a preprinted or computer-generated serially numbered sales invoice. A minimum of three (3) copies of each invoice or two (2) copies and a payment stub are required. One (1) copy of the invoice shall be retained by the supplier. Two (2) copies or one (1) copy and the payment stub shall be sent to the operator with the order and/or billing. One (1) copy shall be retained by the operator, and one (1) copy or the payment stub shall be returned with the payment to the supplier. The date of the sale shall be evidenced by the date on the invoice. Voided invoices shall also be retained.

(4) A sales invoice shall include:
(A) The invoice number;
(B) Date of sale;
(C) License number and name of the operator;
(D) Destination;
(E) Total number of pull-tabs per deal, retail price per pull-tab, and serial number of each pull-tab deal;
(F) Total number of bingo cards, number of bingo cards on each sheet, number of bingo sheets in each packet, and serial number and color of the top sheet of each packet;
(G) Serial number of each piece of bingo equipment and description of the equipment;
(H) Applicable bingo tax(es) or fees;
(I) Supplier name and license number; and
(J) Other information may be substituted only if the supplier has received approval from the commission.

(5) Credit for Returned Products—Suppliers will be allowed credit for returned products, if a credit memorandum has been received from the manufacturer. Credit memorandums shall be issued by suppliers to bingo operators for returned merchandise, which may be resold to another operator. The credit memorandum issued to the operator shall indicate the same type of information as the sales invoice. The amounts shall be shown as negative amounts for both the cost of the goods and the tax. When the items are resold to another operator, the total tax amount shall be on the sales invoice. When the supplier files the monthly report, the returned merchandise shall be shown as a negative amount.

(6) Supplier to Supplier Sales—Suppliers will be allowed to make tax-free sales to other licensed suppliers, if a Bingo Resale Exemption Certificate is completed and signed by the seller and the purchaser. One (1) copy shall be retained by the seller, one (1) by the purchaser, and one (1) shall be filed with the commission. Sales invoices for supplier to supplier sales shall include the same information as invoices to operator sales.

(7) All records, reports and receipts required by this rule or Chapter 313, RSMo shall be maintained for a period of three (3) years and stored by the supplier in such a manner as to be available for inspection upon request by the commission at no charge.

(8) Suppliers are only allowed to buy bingo products from manufacturers licensed in Missouri and are only allowed to sell bingo products to suppliers or operators licensed in Missouri. Suppliers may, however, sell bingo paper to entities who are not licensed with the commission, if the paper is used for a free, no-charge bingo game. Prior approval must be obtained from the commission by the entity that is going to use the bingo paper each time a purchase of such items is made. The supplier must maintain a copy of the approval with the original invoice. The paper must be marked as prescribed by the commission, to reflect the paper may not be used in conjunction with a licensed bingo game. Suppliers are allowed to sell products tax free to suppliers or operators in other states (export sales), if the record keeping requirements listed in sections (2)–(4) of this rule are followed. Suppliers shall maintain a separate invoice file for all Missouri tax-exempt sales. If violations of this restriction or the other restrictions listed in this rule or Chapter 313, RSMo are identified by the commission, the supplier’s license could be subject to immediate suspension or revocation.

(9) Damaged or obsolete returned products subject to the bingo taxes pursuant to Chapter 313, RSMo, which the supplier does not intend to resell must be itemized to include the applicable serial number(s), before it can be destroyed. A copy of the list must be filed with the commission. The destruction of the product(s) must be witnessed by commission personnel or the supplier must have obtained prior written approval from the commission before it can be destroyed.


11 CSR 45-30.535 Penalties

PURPOSE: This rule specifies the penalties which may be assessed by the commission against licensees for violations of the bingo statutes and regulations, pursuant to section 313.052, RSMo.

(1) Any licensee required to collect, account for, and pay over any tax or fee, who willfully, with intent to defraud, fails to collect the tax or fee, or truthfully account for and pay over the tax or fee, or willfully attempts in any manner to evade the tax or fee, or the payment of it, in addition to other penalties provided by law, shall be liable for a penalty equal to the total amount of the tax, fee or penalty evaded, or fifty dollars ($50) per occurrence, (whichever is larger) or not remitted, or not accounted for and paid over.

(2) The commission may also assess the penalties outlined in this rule against any entity which should have obtained a license as determined by the commission or by the courts and failed to do so.

(3) For operators who fail to file a renewal application as required in sections 313.015 and 313.057, RSMo, by the required date the commission may assess a late penalty of five dollars ($5) per day from the date due until filed.

(4) For operators who fail to file quarterly reports as required in section 313.045, RSMo, and 11 CSR 45-30.210, by the required due dates, the commission may assess a late penalty of five dollars ($5) per day from the date due until filed. The maximum late penalty for one (1) report shall be one hundred dollars ($100).

(5) Any manufacturer or supplier may be assessed tax, interest, and/or a penalty pursuant to section 313.052, RSMo, to be determined by the commission for violation of sections 313.004 to 313.085, RSMo, or the rules and regulations promulgated thereunder.

(6) For purposes of this rule, the term licensee includes an individual or an officer, member, partner, or employee of the licensee who was under a duty to perform the act which led to the violation(s).


11 CSR 45-30.540 Approval of Bingo Paraphernalia

PURPOSE: This rule clarifies items that must be approved by the commission, the party responsible for getting approval, and the approval process.

(1) Written approval from the commission shall be obtained prior to the delivery of any type of pull-tab game to any licensed supplier for sale to organizations licensed to conduct bingo in this state.

(2) In order to obtain approval for a pull-tab game, the licensed manufacturer shall submit to the commission each pull-tab flare, one (1) winning pull-tab, one (1) losing pull-tab, a sheet displaying all symbols used in the game, and a payout (profit) sheet for each form of the pull-tab game. If the pull-tab is an event ticket game, play instructions shall also be submitted with the request for approval. In lieu of submitting actual products, the licensee may submit an electronic representation of the required submission information.

(3) Licensed manufacturers shall submit to the commission all coin boards, excluding the actual coins and prizes, or legible artwork of the coin board, one (1) winning pull-tab, one (1) losing pull-tab, a sheet displaying all symbols used in the game, and a payout (profit) sheet. In lieu of submitting actual products, the licensee may submit an electronic representation of the required submission information.

(4) No unapproved pull-tabs or coin boards shall be provided to, or be possessed or used by, any licensed bingo organization in this state. Bingo paper that have not been manufactured or purchased from a Missouri licensed manufacturer are declared contraband.

11 CSR 45-30.545 Contraband

PURPOSE: This rule defines bingo products considered contraband and the action the commission will take if items are identified as contraband by the commission.

(1) Any bingo cards, bingo faces, or pull-tabs that have not been purchased from a Missouri licensed supplier are declared contraband.

(2) Any bingo cards, bingo faces, or pull-tabs sold or offered for sale by an operator or business entity who possesses such material knowing or having reason to believe that it is to be used in the state of Missouri in the advancement of unlawful gambling activity to be used in the state of Missouri in the advancement of unlawful gambling activity with intent to distribute pursuant to section 572.030, RSMo, and has not obtained the required license pursuant to Chapter 313, RSMo, are declared contraband.

(3) Any bingo cards, bingo faces, or pull-tabs that have been sold for use in the state that have not been manufactured or purchased from a Missouri licensed manufacturer are declared contraband.

(4) Pull-tabs that do not meet the statutory requirements of sections 313.004 to 313.085, RSMo or have not been approved by the commission are declared contraband.

(5) Bingo paper that does not meet the statutory requirements of sections 313.004 to 313.085, RSMo, or has not been approved by the commission is declared contraband.

(6) The commission or its agents may seize any and all contraband and determine its lawful disposition.

11 CSR 45-30.550 Licensee’s Duty to Report and Prevent Misconduct

PURPOSE: This rule establishes a licensee’s duty to report and prevent misconduct associated with charitable gaming.

(1) Licensees, workers, members, partners, agents, and employees of a licensee shall promptly report to the commission any facts which the licensee has reasonable grounds to believe indicate a violation of law (other than a traffic violation) or commission rule committed by any licensed bingo manufacturer, supplier, or organization, its workers or employees, including, without limitation, the performance of licensed activities different from those permitted under its license.

(2) Any licensed bingo organization’s workers shall immediately take reasonable action to prevent or suppress any violent quarrel, disorder, brawl, fight, or other improper or unlawful conduct of any person at a bingo occasion.

(3) In the event that a licensee’s worker, agent, partner, member, or employee knows or should have known that an illegal or violent act has been committed in association with bingo activities, the individual shall immediately report the occurrence to the commission and local law enforcement officials, if applicable, and shall cooperate with law enforcement authorities and agents of the commission during the course of any investigation of the occurrence.


11 CSR 45-30.555 Agreements Restricting Freedom to Buy and Sell—Prohibited

PURPOSE: This rule establishes guidelines for compliance with Article III, section 39(a)(5) of the Missouri Constitution and section 313.025, RSMo.

(1) No licensee, supplier, or hall provider shall enter into any agreement, expressed or implied, with any other person or entity which requires any person or entity to purchase exclusively from, or sell exclusively to, any other person or entity, or which prohibits any person or entity from purchasing from or selling to any other person or entity, any devices, materials, products, equipment, or services which are reused or offered in any way in connection with bingo.

(2) No person or entity shall enter into any agreement, expressed or implied, wherein any person or entity is prohibited from, or required to, make a purchase or sale only within a particular geographic area or as a condition precedent or prerequisite to obtaining by sale or lease any equipment, supplies, or a particular premises for the conduct of bingo. Nothing in this section shall restrict a licensee from exercising proprietary rights gained through patents, copyrights, trademarks, or other similar rights bestowed by state or federal governments or by courts.

(3) No supplier shall enter into an agreement or understanding whereby a lessor or potential lessee of premises will rent solely to licensees who use the supplies or equipment of that supplier or whereby the lessor will discourage its lessees from obtaining its supplies or equipment from other suppliers.

(4) No manufacturer or supplier shall make or have an agreement or understanding with any licensee that either of them shall be restricted in the operation and carrying on of business to a specific geographic area, or areas, and such a restriction shall not be a condition of any other licensee.


11 CSR 45-30.570 Pull-Tab Packaging, Assembly, and Distribution

PURPOSE: This rule establishes pull-tab pricing requirements to be followed by manufacturers, suppliers, and operators to ensure fairness and integrity of the tabs when sold to the players pursuant to section 313.057(10), RSMo.

(1) Licensed manufacturers shall submit a list of all bingo paper and bingo pull-tab products intended to be marketed, sold, or distributed in this state and the price of each to the commission no later than the last calendar day of each March, June, September, and December. New applicants for a manufacturer’s license shall submit a price list with their license application.

(2) Price lists shall include the prices charged to licensed suppliers including any special offers, discounts, or rebates and any price ranges associated with special offers, discounts, or rebates. Price lists for bingo paper shall clearly reflect the cost per thousand for each type, i.e., collated or straight stock, whether the border is colored, striped, or plain, etc. Pull-tab price lists shall reflect the cost per ticket charged to licensed suppliers for each type of ticket, i.e., three (3)-window, five (5)-window, etc. Pricing information shall be reported in a format prescribed by the commission.

(3) Manufacturers shall submit proposed price changes in writing so the information is received by the commission at least ten (10) days prior to the effective date of the change.

(4) When any bingo supplies and/or equipment will be sold by a licensed supplier below the price paid for the supplies, the supplier shall submit the following information in writing so the information is received by the commission at least ten (10) days prior to the effective date of the sale: the original purchase price, the sale price to be charged, and the reason for selling the supplies at a loss.


(1) Manufacturers of pull-tabs shall assemble and package each pull-tab deal intended for sale in Missouri as follows:

(A) Each pull-tab deal shall have the same unique serial number stamped on the flare and on each pull-tab card included in the deal;
(B) Each pull-tab deal shall contain a packing slip placed inside or attached to the box(es) or container(s); and
(C) The packing slip shall contain the name of the manufacturer, serial number, person(s) who packed it, and the date the deal was packaged.

(2) Winning pull-tabs shall be randomly distributed and mixed among all other pull-tabs within a deal and/or series so as to eliminate any pattern between series, or portions of series, from which the location or approximate location of any of the winning tabs may be determined. The pull-tab deal or series must be assembled so that no placement or design of winners or losers exists that allows for the possibility of picking the winning pull-tabs.

(3) Manufacturers shall mix pull-tabs prior to placing them in their final packaging containers. The mix shall ensure that pull-tabs are separated from the original collated row position and dispersed amongst all rows in the final packaging container.

(4) Pull-tab containers shall be sealed by the manufacturer with a sticker or seal of the manufacturer and shrink wrapped. This seal and shrink wrap can only be removed by an authorized member of the bingo organization whose name shall appear on the organization’s worker list on file with the Missouri Gaming Commission. At no time shall this seal or shrink wrap be removed by a supplier. Suppliers are prohibited from opening, repackaging, or bundling the pull-tabs.

(5) Any pull-tab protection shall be shipped in one (1) single box for all pull-tab deals containing more than one (1) box or unit container.

(6) The commission shall have the authority to select any pull-tab deal or series, whether held by an operator, supplier, or manufacturer and to examine the quality and/or integrity of the pull-tab series in any manner including pulling all chances. Manufacturers shall be responsible for reimbursing suppliers or operators for unused games selected by the commission for quality control testing purposes.

(7) Pull-tabs shall be manufactured so that it is impossible to determine by any method or device the covered or concealed numbers, symbol, set of symbols, or game protection on the pull-tab until it has been dispensed to and opened by the player.

(8) All pull-tabs shall be manufactured to ensure that, when offered for sale to the public, the pull-tab is free of security defects so that the winning or losing pull tabs cannot be determined by any method or device prior to being opened by the player.

(9) Pull-tabs shall be designed in a manner which prevents the pull-tabs from being resold to eliminate the possibility of them being reused or resold after the initial opening.

(10) There shall be no consideration awarded for purchasing the last pull-tab in a pull-tab deal. The prohibition against such practice, commonly referred to as “last sale feature,” shall include, but not be limited to, pull-tab games that utilize coin boards and merchandise boards.


**11 CSR 45-30.580 Procedure for Entry of Names to the List of Ineligible Persons**

PURPOSE: This rule defines the procedure for the entry of names of ineligible persons to the List of Ineligible Persons, the criteria for which are stated in section 313.035, RSMo.

(1) There is hereby created a List of Ineligible Persons (List) which consists of those persons whom the commission has determined are not eligible under the provisions of section 313.035, RSMo, for any license and shall not participate in the management, conduct, or operation of any bingo game or be employed or work in any capacity for any entity required to be licensed pursuant to section 313.035, RSMo. If a hearing is requested, the List of Ineligible Persons is examined under judicial review, then the ineligibility shall continue until the judicial review is completed and becomes final.

(2) Upon a determination by the commission that a person comes under any one (1) or more of the criteria listed in section 313.035, RSMo, this person may be deemed a candidate for placement on the List and the commission may file a Notice of Ineligibility. This notice shall include the identity of the candidate, the nature and scope of the circumstances or reasons that the person should be placed on the List, names of potential witnesses, and a recommendation as to whether the determination of ineligibility shall be permanent. The notice shall also inform the person of the availability of a hearing by the commission. A request for a hearing shall be made within thirty (30) days from the date the Notice of Ineligibility was filed. If no hearing is requested, the name shall be placed on the List and such listing will be considered a final order of the commission. If a hearing is requested, it shall follow the procedures as set out in 11 CSR 45-13 et seq.

(3) When a person is determined to be ineligible under any of the criteria listed in section 313.035, RSMo, that person is not eligible for any license under the provisions of sections 313.005 to 313.080, RSMo, and shall not participate in the management, conduct, or operation of any bingo game or be employed or work in any capacity for any entity required to be licensed pursuant to section 313.035, RSMo. If a hearing is requested, the ineligibility shall continue until a final determination is made by the commission on the merits following the requested hearing. If a determination of ineligibility by the commission is examined under judicial review, then the ineligibility shall continue until the judicial review is completed and becomes final.

(4) If the commission or a subsequent judicial review finds in favor of the individual appealing the placement of his/her name on the List, then his/her name shall be removed from the List and his/her ineligibility shall be terminated as of the date of the final action by the commission or court.


**11 CSR 45-30.585 Maintenance of the List of Ineligible Persons**

PURPOSE: This rule establishes procedures for the maintenance of the list and requires...
that all licensees submit the names of all employees/workers prior to their employment so that they may be checked against the list.

(1) The commission shall maintain a list of persons who are ineligible for any license under the provisions of 313.003 to 313.080, RSMo, and who shall not participate in the management, conduct, or operation of any bingo game, or be employed or work in any capacity for any entity required to be licensed pursuant to section 313.057, RSMo. The list shall be maintained at the commission’s office in Jefferson City. All bingo licensees, including those listed pursuant to section 313.057, RSMo, shall submit the names of all employees/workers to the commission prior to their employment so that they may be checked against the list.


11 CSR 45-30.590 Duty of Licensee to Exclude Ineligible Persons

**PURPOSE:** This rule requires licensed organizations to exclude persons on the List of Ineligible Persons (List) from engaging in the management, conduct, or operation of any bingo game. It also creates a duty on the part of the licensee to report persons they believe meet the criteria for placement on the List.

(1) No person who has been placed on the List of Ineligible Persons (List) shall be permitted to participate in the management, conduct, or operation of any bingo game, or be employed or work in any capacity for any entity required to be licensed pursuant to section 313.057, RSMo, unless and until a determination is made by the commission or a court to the contrary.

(2) It shall be the duty of all licensees and their workers, members, and employees to exclude persons on the List from engaging in any of the above activities when the licensee or any employee or member of the licensee knows or reasonably should know of the presence of the ineligible person. In addition, no licensee shall employ or associate with a person on the List. It shall further be the duty of the holder of a license to inform the commission in writing of the names of persons the holder reasonably believes meet the criteria for placement on the List.


11 CSR 45-30.595 Petition for Removal of Name from the List of Ineligible Persons

**PURPOSE:** This rule establishes procedures to petition for removal from the list.

(1) Any person who has been placed on the list of ineligible persons may petition the executive director of the commission in writing and request that his/her name be removed from the list after a period of two (2) years has elapsed from the initial placement.

(2) The executive director at his/her discretion may remove the person’s name from the list if sufficient evidence exists to show that such person is no longer a threat to the public interest or to the effective regulation and control of bingo. To assist in this determination, the executive director may order that an evidentiary hearing be held to determine if sufficient evidence exists to warrant a name’s removal from the list.


11 CSR 45-30.600 Electronic Bingo Card Monitoring Devices

**PURPOSE:** This rule defines Electronic Bingo Card Monitoring Devices (EBCMD) and the requirements licensees must follow when using EBCMDs in this state.

(1) "Electronic Bingo Card Monitoring Device (EBCMD)" means "bingo card monitoring device" as defined by section 313.005(3), RSMo. The EBCMD shall be approved by the commission prior to the sale, installation, or use of the EBCMD by a licensed bingo organization or in a licensed bingo facility.

(2) “Electronic bingo card” means an electronic representative of a bingo card as defined in section 313.005(2), RSMo.

(3) “EBCMD bingo sheet” means a disposable piece of paper containing one (1) or more bingo cards which is a physical representation of the electronic bingo cards loaded into an EBCMD. All EBCMD bingo sheets printed from the EBCMD site system must be in a form approved by the commission.

(4) “Site system,” means the computer hardware, software, and peripheral equipment, approved by the commission, that is used by a licensed organization at the site of its bingo occasion which provides bingo card monitoring devices to players, and which receipts the sale or rental of such cards and devices and generates reports relative to such sales or rentals.

(5) EBCMDs must be acquired by licensed suppliers from a licensed manufacturer and may only be rented or leased by licensed suppliers to licensed bingo operators. Bingo operators using the EBCMD site system shall procure and maintain a dedicated phone line or secure internet connection at the bingo hall for the commission and the licensed supplier and/or licensed manufacturer to remotely connect to the system.

(6) All aspects of an EBCMD unit and site system, including all hardware and software used therein, shall be subject to testing by the commission or an independent testing laboratory designated by the commission prior to the sale, installation, or use of the EBCMD network by a licensed bingo organization or in a licensed bingo facility and prior to any changes thereto following the initial installation, or at any other time the commission deems appropriate, the cost for which in all cases shall be borne by the licensed manufacturer. In addition, all aspects must be reviewed and approved by the commission and the licensed manufacturer will be required to provide the following before installation in a licensed bingo facility:

(A) A demonstration of the equipment and software to commission staff as deemed necessary by the commission;

(B) A computer system to be housed at the commission which will allow the commission uninterrupted access to remotely connect to the licensed bingo facilities using the licensed manufacturer’s system to verify sales information and to verify that the approved version of software is being utilized;
(C) Training for the system, as deemed necessary by the commission; and

(D) Additional information as deemed necessary by the commission. Any changes or upgrades to the approved system or system hardware or software must meet the same review and approval standards as original equipment and the changes or upgrades must also be made to the system housed at the commission.

(7) No EBCMD shall be able to monitor more than fifty-four (54) bingo cards per game.

(A) An EBCMD shall be downloaded with electronic bingo cards only by an approved bingo worker or authorized representative of the licensed supplier if accompanied by an approved worker of the licensed organization.

(B) All downloading into the EBCMD shall be completed prior to the drawing of the first ball for a bingo game in order for the player to participate in that bingo game. If an EBCMD must be voided and reissued after the start of the game, the EBCMD shall be reloaded with the same bingo face numbers or replaced with an EBCMD which was downloaded prior to the drawing of the first ball for that game.

(C) Organizations using EBCMD which require a site system to download electronic bingo cards to EBCMD shall ensure that any disposable paper bingo cards used at the bingo occasion are of a different series than the electronic bingo cards, in order to avoid duplication of faces in play.

(8) Each EBCMD shall be programmed to automatically erase all electronic bingo cards and/or bingo card face numbers stored in the device—

(A) Upon turning off the device after the last bingo game of the occasion has been played; and

(B) By some secondary timing method.

(9) No EBCMD may be designed to allow bingo players the ability to design their own bingo cards and/or bingo card face numbers stored in the device—

(A) Upon turning off the device after the last bingo game of the occasion has been played; and

(B) By some secondary timing method.

(10) A site system shall not be able to engage in any type of sale, void, or reload transaction unless the EBCMD is connected to and communicating with the site system.

(11) A site system shall not be able to load more than fifty-four (54) electronic bingo cards per bingo game into any one (1) EBCMD. The site system shall be capable of printing a continuous hard copy transaction log, including all sales, void, and reload transactions. A printout showing the device identification number, and all of the bingo cards and their face numbers loaded into the device, shall be available to the player upon request. The site system shall record and print out a receipt which is given to the player. The receipt shall include the device identification number or ticket number identifying the device, the date, number of electronic bingo cards purchased or loaded, and the total amount charged for the electronic bingo cards.

(12) A site system shall be able to provide the winning game patterns required for the entire bingo occasion on a hard copy printout. The printout shall be available upon demand at the bingo occasion.

(13) If the commission detects or discovers any malfunction or problem with an EBCMD or site system that could affect the security or integrity of the bingo game or if the commission is unable to remotely connect to a licensed bingo facility, the commission may direct the supplier or licensed organization to cease providing or using the EBCMD or site system, as applicable. The commission may require the supplier to correct the problem or recall the devices or system immediately upon notification by the commission to the supplier.

(A) If a supplier or licensed organization detects or discovers any malfunction or problem with the EBCMD or site system which could affect the security or integrity of the bingo game, EBCMD, or site system, the supplier or licensed organization, as applicable, shall discontinue use of the devices or site system and notify the commission the next working day.

(B) Failure to discontinue use of the EBCMD or site system in such instances will result in disciplinary action by the commission.

(14) The licensed supplier shall serve as the initial contact for the licensed organization with respect to requests for installation, service, maintenance, or repair of EBCMD and site systems. A licensed supplier may, with commission approval, authorize or subcontract with a person or company to service, maintain, or repair EBCMD and/or site systems; however, the ultimate liability for such service, maintenance, or repair shall be solely that of the licensed supplier.

(15) The licensed supplier shall invoice the licensed organization by the second business day following usage and collect any and all payments for the rental or lease of the EBCMD used by the licensed organization, and the sale, rental, or lease of the site systems to the licensed organization. The supplier shall also invoice the licensed organization by the second business day following usage and collect any and all payments for the sale of electronic bingo cards, including the applicable taxes as described in accordance with section 313.055, RSMo.

(16) EBCMDs may be transported by a licensed supplier from one (1) location to another for use by more than one (1) licensed organization provided the supplier notifies the commission of the rotation schedule of the EBCMD. However, each licensed organization utilizing a site system must have its own site system, which cannot be moved from its bingo location or be used by another organization without prior approval from the commission. A licensed organization may obtain computer terminals and/or printers to be used in conjunction with site system software obtained from a licensed supplier, from any source.

(17) The use of a player-owned EBCMD at a bingo occasion is prohibited.

(18) EBCMDs shall be rented or leased to bingo players only by the licensed organization conducting the bingo occasion, and only at the time and place of the bingo occasion. A bingo player using an EBCMD must be physically present on the premises, during the time of the bingo occasion, in order to be eligible to play bingo or win any bingo prize.

(19) Regardless of the number of EBCMDs made available for play, at least one (1) device shall be reserved by the licensed organization as a back-up device, in the event a device in play malfunctions.

(20) EBCMDs shall be made available to players on a first-come, first-serve basis. No EBCMD may be reserved for any player, except that a device may be reserved for any player with a disability that would restrict his or her ability to mark cards and such disability is consistent with definitions set forth in the Americans with Disabilities Act.

(21) No bingo player shall be allowed to utilize more than one EBCMD at any time during a bingo occasion.

(22) A bingo player may, in addition to the maximum fifty-four (54) bingo cards per
game which he or she purchases to monitor with an EBCMD, purchase additional disposable paper bingo cards to play.

(23) A licensed organization may, at its discretion, charge a separate fee to players for the use of an EBCMD; however, if an organization charges a separate fee for the use of an EBCMD—

(A) The fee charged must be a flat fee, regardless of the number of bingo cards purchased or any other factor; and

(B) The fee charged must be separately stated.

(24) All bingo cards used in conjunction with EBCMDs shall conform to the restrictions in sections 313.005(2) and 313.040(17), RSMo. Bingo cards of a series dedicated to or uniquely compatible with EBCMDs are permitted.

(25) Numbers appearing on a bingo card, identified by an EBCMD to be a winning bingo card, shall be verified in the presence of the majority of the players or displayed to the players by entry into an electronic card verifier.

(26) The site system shall be capable of providing accounting and revenue reports on a daily basis. Additionally, the system must be capable of providing weekly and monthly summaries of the daily reports. The daily report shall include, at a minimum, the following:

(A) Gross sales of all bingo cards sold and loaded into an EBCMD, gross sales voided and/or canceled, and net sales of all bingo cards sold;

(B) Gross number of all bingo cards sold and loaded into an EBCMD, total number of bingo cards voided and/or canceled, and net number of bingo cards sold;

(C) Adequate documentation shall be maintained to explain any voids or cancellations; and

(D) The number of units sold, the number of bingo cards per game, and the number of games played.

(27) The supplier is responsible for the collection and payment of all the taxes for electronic bingo cards sold and loaded into an EBCMD in accordance with section 313.055, RSMo and any rules and regulations promulgated thereunder. The tax computation shall be based upon the information provided in the daily reports generated by the EBCMD site system. Copies of the reports used to compute the tax amount shall be attached to the supplier’s original sales invoices.

(28) The manufacturer, supplier, or game operator may be required to maintain and submit additional information at the request of the commission.


**11 CSR 45-30.610 Wireless Technology**

**PURPOSE:** This rule sets forth the requirements for using wireless electronic products in the conduct of bingo games.

(1) Wireless products used in conjunction with any bingo equipment as defined in 11 CSR 45-30.155 must meet minimum standards as determined by the commission. Pursuant to section 313.005(3), RSMo, a bingo card monitoring device shall not communicate with any other bingo card monitoring device, computer, or electronic device once provided to the patron; however, each bingo card monitoring device may receive wireless information from the system solely for the purpose of calling balls and advancing games.

(2) Bingo faces shall not be loaded wirelessly on an electronic bingo card monitoring device after that device has been provided to the patron.

(3) All aspects of a wireless network, including all hardware and software used therein, shall be subject to testing by the commission or an approved independent testing laboratory designated by the commission, and review and approval by the commission prior to the sale, installation, or use of the network by a licensed organization or in a licensed bingo facility and following installation, prior to any changes thereto, or at any other time the commission deems appropriate, the cost for which in all cases shall be borne by the licensed manufacturer.

(4) The licensed manufacturer shall ensure the commission is provided at least five (5) days advanced written notice of any proposed changes or upgrades to an approved existing wireless network by an authorized representative of the licensed manufacturer, which shall include, without limitation:

(A) A description of the reason(s) for the proposed modification;

(B) A list of the component(s) and program(s) or version(s) to be modified or replaced;

(C) A description of any operating process(es) that will be affected;

(D) The method to be used to complete the proposed modification;

(E) The date the proposed modification will be installed and the estimated time for completion;

(F) The name, title, and employer of the person(s) to perform the installation; and

(G) A diagrammatic representation of the proposed hardware design change.

(5) Any changes or upgrades to an approved existing wireless network shall be performed by an authorized representative of the licensed manufacturer. All changes or upgrades shall be conducted while on-site.
