



*Fueling Imagination.
Funding Education.*

KLC Retailer Manual

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Section 1: Retailer Basics



Becoming a Retailer

Bring more income to your business, the proceeds of which benefit the students of Kentucky – It's a win-win! Our success depends on your success and that is why we're committed to forming a partnership that benefits your business and improves Kentucky's education. By being a Kentucky Lottery retailer, you'll increase store traffic and grow your revenue through well-known, well-regarded products.

Click here to learn more about [Becoming A Retailer](#).

If you have already requested information about becoming a retailer through our customer service number, website or through one of our state sales reps, you should expect to receive a complete licensing application packet in the mail or download it [here](#).

Product Overview

Get to know the Lottery Products offered. As a retailer, knowing the products that you are offering will make it easier to connect with your customers, increase your sales, and grow your commissions. Don't expect to know everything right away. Use this training, our [website](#), and your local sales rep to learn over time as our game offerings, and promotions are always changing.

You can also check out our [How To Play Brochure](#) & [Draw Game Portfolio](#)



Images from [The Quarter Magazine](#) by the KLC.



Draw Games

A **Draw Game** is a lottery game generated via a lottery terminal in which players attempt to match numbers or symbols on their tickets to numbers or symbols randomly selected, or “drawn” by the lottery or a multi-state lottery organization. The Kentucky Lottery offers three main types of Draw games; *jackpot games*, *daily games*, and *monitor games*. Some of these games also offer players a chance to win instantly such as Fast Play and Cash Ball 225 with EZ Match, and can be purchased at the Pro S2 Terminal, Online @ kylottery.com, or at a KY Lottery Vending Machine.

Check out our [Draw Game Portfolio](#) and [Terminal Games Guide](#) to learn more.

Some Draw games offer bonus features such as:

Instant wins- This feature gives players the opportunity to win instantly in addition to the draw prize.

Multipliers- This feature gives players the opportunity to multiply their winnings from the draw prize

Jackpot- This feature gives players the opportunity to win large, multi-state, rolling jackpots



The Fast Lane To Fun

Fast Play Games are instant win and a happy medium between Draw games and

Scratch games. These tickets can be purchased at The Pro S2 Terminal or at a KY Lottery Vending Machine and do not require a Play slip. These games take the combined total of all the Kentucky Fast Play games and put them into one In-state rolling jackpot.

Fast Play games offer the following features:

In-State Rolling Jackpot: This means that the Jackpot will only be won in Kentucky. The dollar amount of the ticket purchased determines the percentage of the jackpot the ticket is eligible to win. Some games might not fall in the progressive jackpot for Fast Play games.

Instant Win: This means the Jackpot is available to win instantly after purchase. This feature allows the player to know instantly if they have won instead of having to wait for a drawing.

To produce a terminal game ticket: [See Pro S2 Terminal](#) in Equipment Section for more specific details



Draw Games

Best Practice: Because draw games lack the visual appeal of their scratch-off counterparts, it is crucial to follow draw game best practices.

➤ **Promote High Jackpots For Maximized Sales.**

Everyone wants to win big, so use the Big Jackpots to encourage players to purchase their chance to win it at your location. [Access jackpot/winning numbers on Retailer Pro S2 terminal.](#)

Example: Ask Players: Have you seen how much the (Insert Game Name) jackpot is today? Have you purchased your ticket yet?

➤ **Always Keep Playcenters stocked and organized.**

Keeping the playcenter clean and organized, as well as having play slips stocked and available at the playcenter allows players to create the ticket they want to print in advance so that retailers can just feed the play slip into the terminal and generate the desired ticket. This in turn saves both the retailer and the player time. Use the [Play Center Plan-O-Gram](#) to organize your playcenter.

➤ **Always Promote New Games.**

Players always want to know about the next new thing on the market, so use their curiosity to maximize your sales and generate revenue for your store by always encouraging players to try the new game at your location first. New game launch days include terminal games along with scratch offs.

➤ **Always display game signage so that players know the games you offer at your location.**

Advertising games helps to raise awareness for your customers so that they are more likely to purchase the games and increase your sales and commissions. All marketing materials are provided to you at no cost. Social Media is also a great way to reach players and promote sales. The [KLC website](#) has digital signs you may use when promoting KLC Products.



Scratch-offs

Scratch-off games are games that require the player to scratch off the latex on the ticket to reveal their prize. These tickets can be redeemed instantly.

To purchase a ticket:

Scratch-Off tickets are available for purchase from the retail counter or from a Kentucky Lottery Vending machine and are not available online.

Note: Scratch Games are always changing depending on the supply and demand, so the following games are just examples of the types of tickets for each category.

Check out our [Scratch-off Guide](#) here!

Ticket Pack Sizes

\$1- 150	\$10- 60
\$2- 150	\$20- 30
\$3- 100	\$30- 30
\$5- 100	\$50- 20/ 30

Scratch-off Categories Include:

Families of Games

- Break Ft. Knox
- Kentucky Jackpot
- Wild Cash

Multiplier

- Money Multiplier
- Lucky 7's Multiplier
- Fast 5X

Extended Play

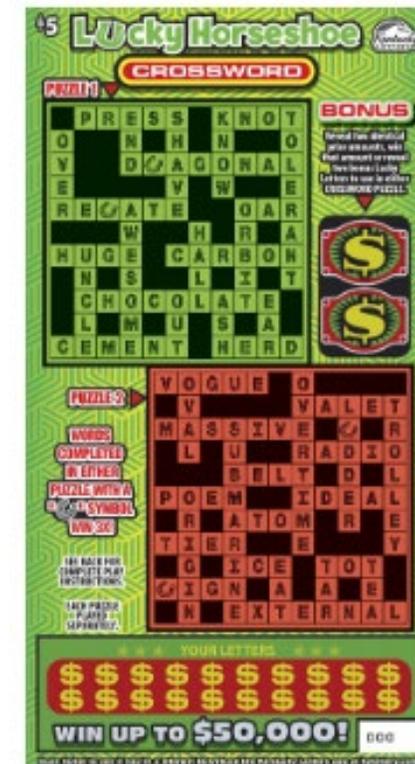
- Crossword
- Bingo
- Slingo

Seasonal

- Love & Luck
- Holiday
- Halloween

Licensed Trademark

- Wheel of Fortune
- Ghostbusters
- Monopoly



Scratch Off

Best Practices: Inventory Management

Lottery tickets are delivered to your store by UPS or DDS. Packs are assigned to your retailer number and cannot be activated or sold by any other retailer.

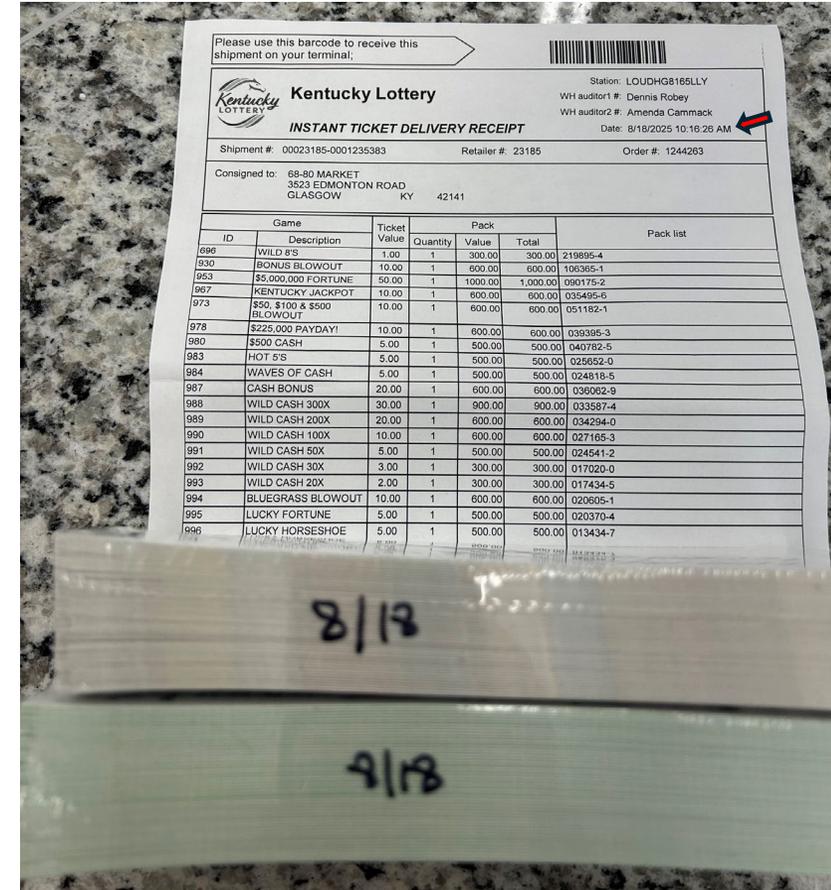
It is important to do the following when you receive an order:

- Ensure an invoice was included with your order.
- Match game and pack number of each pack received to invoice. (If there are discrepancies call our retailer hotline @ 800-937-8946.)
- Scan barcode on top right of your invoice (or the long barcode on the package) at the Retailer Pro S2 Terminal to **Confirm Instant Ticket Order**.
- Save invoice for bookkeeping purposes.

Before placing tickets into backstock:

- Record packs of tickets on the [Ticket Inventory Log](#) for tracking.
- Date packs with a permanent marker or pen (side of packs, not top or bottom) using the invoice date, not the day you receive them.
- Store tickets in a secure place until needed.
- Stacking tickets by date and price point will save you time when looking for tickets to restock empty bins

For Security concerns see [KLC Security](#)



Scratch Offs

Best Practices Continued:

- ✓ **Activate** tickets before adding them to dispensers or vending machines. Rotate ticket inventory using the oldest dated packs first so you may sell out of a pack before being billed for it. (FIFO- First in first out)
NOTE: Packs will be billed even if they are not activated. See more in our [Billing section](#)
- ✓ **Keep Tickets Fully Stocked.** Keeping your tickets stocked and available for purchase is a very important factor when maximizing your sales. If tickets are not available for purchase, then you are losing sales as well as commissions and retailer incentive bonus opportunities. [Retailer Incentive Program.](#)
- ✓ **Keep Tickets On Plan-O- Gram (POG).** Plan-O-Grams are designed to display scratch-offs in the best way to maximize sales. Our POG's give retailers the top games for the space they have and then display those games from highest price point to lowest. This will draw your players in and help them to find what they are looking for quickly. [Plan-O-Grams.](#) A **Price Point POG** will tell you the quantity of each price point, and you will need to keep them in descending price point order (\$50-\$1).
- ✓ **Activate New Games On Launch Day.** New Tickets are released approximately every 4 to 6 weeks. One hundred percent (100%) activation of at least one (1) pack of scratch-off tickets from every new game by the end of Launch Day 2. Visit our [Retailer Website](#) for additional information.



Scratch Offs

Best Practices Continued:

There are 2 reports that can help manage your scratch off tickets.

Packs on Hand and *Unbilled Packs*. [Click here](#) to access on your Pro S2 terminal.

Packs on Hand is a report that shows you a complete list of your ticket packs, the quantity, and what status they are in.

T- In Transit: Tickets have been shipped to your store, and have not been Confirmed.

B- Backstock: Tickets been confirmed but not activated.

A- Activated: Tickets been activated and can be sold.

This allows you to see how many of each pack you have, where they are, and if you need to order more. It will also help with managing your vending machine and sub games. By utilizing this Report, you will have a better idea of what you have in inventory and the ability to monitor your tickets.

Unbilled Packs is a report that breaks down each game and then individual packs that you have not been charged for. This report tells you if they have been activated or not and their *estimated* date of charge. Remember, packs are charged to your account 120 after confirmation, 60 days after activation or 85% validated, whichever comes first. See [billing](#) for additional information.

ACT- Activated. 60 days from activation, unless reaching 120-day mark.

ISS- Issued and Not Activated. 120 days from Confirmation in the system of receipt.

KENTUCKY LOTTERY
 PACKS ON HAND
 Sorted by Top 25
 RETAILER: 98904
 AS OF 05/08/25 10:44 AM(ET)

↓

\$	Game#	Name	T	B	A
\$20	979	FEELIN' LIKE A MILLION B	0	1	4
\$50	953	\$5,000,000 FORTUNE	0	0	4
\$50	980	\$500 CASH	0	0	4
\$10	978	\$225,000 PAYDAY1	0	0	4
\$5	977	KENTUCKY BOURBON TRAIL	0	1	0
\$10	973	\$50, \$100 & \$500 BLOWOUT	0	1	4
\$20	974	\$100 OR \$1,000	0	0	4
\$50	971	50X THE LUCK	0	1	0
\$10	930	BONUS BLOWOUT	0	0	4
\$20	968	KENTUCKY JACKPOT	0	0	4
\$30	969	KENTUCKY JACKPOT	0	0	4
\$20	747	MAX-A-MILLION	0	1	4
\$30	714	BREAK FORT KNOX	0	0	4
\$50	975	MEGA SUPER HOT 7'S	0	0	4
\$5	982	LUCKY 7 TRIPLER	0	1	0
\$10	967	KENTUCKY JACKPOT	0	0	4
\$5	981	ONE-WORD CROSSWORD	0	0	4
\$10	815	BLUEGRASS BLOWOUT	0	0	4
\$5	966	KENTUCKY JACKPOT	0	0	4
\$3	758	CROSSWORD	0	0	4
\$10	972	KING CROSSWORD	0	0	4
\$1	696	WILD 8'S	0	0	4
\$5	976	X'S & O'S	0	0	4
\$10	779	GOLD RUSH	0	0	4
\$5	793	\$200,000 NEST EGG	0	0	4

Other games at this location:

\$30	941	HIT \$5,000	0	0	4
\$20	848	\$1,000,000 LUCK	0	0	4
\$20	921	200X THE CASH	0	0	4
\$10	894	SIX FIGURES	0	0	4
\$10	950	FIREWOLF CROSSWORD	0	0	4
\$10	533	DELUXE CROSSWORD DOUBLER	0	0	4
\$10	712	BREAK FORT KNOX	0	0	4
\$10	804	MONEY MULTIPLIER BONUS	0	0	4
\$10	926	\$500 FRENZY	0	0	4
\$10	958	STOCKING STUFFER	0	0	4
\$10	759	BINGO	0	0	4
\$10	847	BLOCK-0	0	0	4
\$10	907	NAUGHTY OR NICE CASHWORD	0	0	4
\$10	821	TRIPLE PLAY	0	0	4
\$10	962	TWELVE ELVES	0	0	4
\$10	970	LUCKY ME!	0	0	4
\$1	880	PRECIOUS METAL COPPER	0	0	4
\$1	961	HOLIDAY CASH	0	0	4

T = In Transit
 B = Backstock
 A = Activated and Selling

TOTAL 0
 TOTAL 15
 TOTAL 138

**Report information valid for 30 min. from the 'AS OF' time listed at the top of the report.

Packs on Hand Report example

KENTUCKY LOTTERY
 Thu May 08 2025 03:35 AM(ET)

UNBILLED PACKS
 KROGER L-717
 Retailer # 98904
 Chain # 2956

Disclaimer:
 This report contains billing sweep date information that's subject to change when packs of tickets are activated or have reached the validation threshold.

As of 05/08/25 03:35 AM(ET)

SCRATCH OFF Description	Game #	Pack #	Amount (\$)	Sweep Date	Sts
WILD 8'S	696	2091464	\$300.00	05/15/25	ACT
BREAK FORT KNOX	696	2096782	\$300.00	05/15/25	ISS
MAX-A-MILLION	712	1452866	\$600.00	05/15/25	ACT
CROSSWORD	747	6080688	\$300.00	05/15/25	ISS
GOLD RUSH	758	4456955	\$600.00	05/15/25	ISS
BLUEGRASS BLOWOUT	779	813787	\$600.00	05/15/25	ISS
BLOCK-0	779	815882	\$300.00	05/15/25	ISS
\$1,000,000 LUCK	815	1349885	\$600.00	05/15/25	ACT
BONUS BLOWOUT	847	342634	\$600.00	05/15/25	ACT
HIT \$5,000	848	804468	\$600.00	05/15/25	ACT
\$5,000,000 FORTUNE	848	804475	\$600.00	05/15/25	ACT
KENTUCKY JACKPOT	930	912066	\$900.00	05/15/25	ISS
	941	398044	\$1,000.00	05/15/25	ISS
	953	722489	\$500.00	05/15/25	ISS
	953	727271	\$500.00	05/15/25	ISS
	966	300218	\$600.00	05/15/25	ISS

Unbilled packs report example



Plan-O-Gram (POG)

The Kentucky Lottery uses an innovative inventory management system, [SciTrak](#) that provides our retailers with the best-selling games for their store location. The SciTrak system uses an OrderCast algorithm that powers the system to create a predictive order of the best-selling games for you.

How does it work?

- You will automatically receive weekly orders based on the number of counter facings in your store.
- Instead of an Exact Game Plan-O-Gram – you will be moved to a **Price Point Plan-O-Gram** which will give you the advantage of selling games that are the best sellers for your store location and may differ from what other retailers are selling.
- Your TSM will start with a recommended price point Plan-O-Gram for all your scratch-off facings.
- As games sell – the system will learn what are the best-selling games for you and your area and automatically send you games to keep your bins full.
- For future game launches your TSM will notify you of what games you will pull to make room for the new games based on the system recommendations

Price Point	# of Games
\$1	1
\$2	1
\$3	3
\$5	6
\$10	7
\$20	5
\$30	2
\$50	3

What are the benefits?

- Greater Variety: Stay ahead of the competition with a game selection catered to your players.
- Personalized Support: From your Territory Sales Manager (TSM).
- Incentive Plan Qualification: Staying on Price Point POG qualifies you for the Plan-O-Gram portion of the incentive plan.



Plan-O-Gram (POG)

Plan-O-Grams Continued

Lottery Plan-O-Grams (POG) are designed to display merchandise to help maximize sales. Lottery POG's display games from the highest price point to lowest, creating an organized display allowing players to find what they are looking for quickly.

Each POG has a number indicating how many games it represents along with the effective start and end dates. Games highlighted Blue, Green, Yellow and White are created to bring awareness within the POG of specific games.

- Blue** is limited availability, once inventory is depleted, you will receive a replacement game at the same price point.
- Green** is an older game coming back to the POG.
- Yellow** is a new game, which will replace the current game in the indicated bin.
- White** is a game that will remain the same in those bins.

On the back of the Lottery POG there will be a list of **Partial Packs** eligible for return. Do not activate a full pack that is eligible for return. Your Territory Sales Manager (TSM) will return them. If a partial pack isn't eligible for return, the retailer will use those once a game sells out of the same price point.

The Kentucky Lottery uses SciTrak to identify the best possible game to replace a sold-out game listed on the POG. The retailer will be sent a replacement game of the same price point to be used. The retailer is expected to keep games that are on the POG in order and place replacement games as needed when the original tickets are not available.

Scan the QR Code on your phone or go to our [web site](#) and select the corresponding POG



40-GAMES PLAN-O-GRAM

Effective Dates: AUGUST 7 - SEPTEMBER 10, 2025

Games highlighted in BLUE denote limited availability. Once the game inventory is depleted, your Tel-Sel Rep will determine and send the best replacement game for your store at the same price point.

Green highlights an older game coming back to the POG or moving from one bin to another.

1 \$5,000,000 FORTUNE WIN UP TO \$5,000,000! \$50	2 MILLIONAIRE CLUB 4 \$1 MILLION TOP PRIZES! \$50	3 WILD CASH BOOX WIN UP TO \$3,500,000! \$30	4 Kentucky JACKPOT WIN UP TO \$3,000,000! \$30	5 BREAK FORT KNOX WIN UP TO \$3,000,000! \$30	6 FASTEST ROAD TO \$3 MILLION WIN UP TO \$3 MILLION! \$30	7 MEGA CASH WIN UP TO \$500,000! \$20	8 CASH BONUS WIN UP TO \$500,000! \$20
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Effective Dates: AUGUST 7, 2025 - SEPTEMBER 10, 2025
40-GAME - RETURNS

PARTIAL PACKS OF THE FOLLOWING GAMES ARE NOW ELIGIBLE FOR RETURN

Please use our self-return process to expedite issuing of any credit. Full packs of tickets cannot be activated and returned. Use the enclosed security envelope to pack and seal your returns and hold them for your TSM to conclude the return ticket process on their next visit.

848 - \$1,000,000 LUCK - \$20	815 - BLUEGRASS BLOWOUT - \$10	712 - BREAK FORT KNOX - \$5	938 - CORNER CASH CROSSWORD - \$5
985 - FLAMINGO BINGO - \$5	981 - ONE WORD CROSSWORD - \$3		

Facings	
\$1	1
\$2	2
\$3	3
\$5	11
\$10	11
\$20	6
\$30	4
\$50	2
Total	40




Play Center POG

TRADITIONAL PLAY CENTER POG					PLAY CENTER POG WITH SCANNER			
P3	P4	HTP	MM	PB	P4	CP	PB	EXPRESS
P3	P4	HTP	MM	PB	P3	KENO	MM	POINT
CB	L4L	PR	CP	KENO	CB	PR	L4L	SCANNER
LEGEND					HTP	FRONT UNDER SURFACE		
P3	PICK 3							
P4	PICK 4							
CB	CASH BALL							
L4L	LUCKY FOR LIFE							
HTP	HOW TO PLAY							
MM	MEGA MILLIONS							
CP	CASH POP							
PB	POWER BALL							
KENO	KENO							
PR	PLAY RESPONSIBLY							



Promotions

Promotions

Events consist of planned public or social occasions. To learn more and be informed on what current promotions or events are going on visit [Promotions and Events](#)

Coupons consist of 3 types: digital, printed and at the Pro S2 terminal. Visit our KLC Website to learn more about KLC coupons.



Kentucky State Fair 2025



Retailer Incentive Program

Goals and Objectives

- To develop a program to exceed the State Sales Scratch Off Quota for the current Fiscal Year
- To provide financial incentives beyond standard fees for Retailers achieving outstanding sales performance.
- To provide a compensation program that is fair and equitable for all KLC Retailers.
- To provide an incentive for KLC Retailers to increase lottery presence and sales.
- To provide an incentive system that will motivate retailers to promote and sell lottery games throughout the fiscal year.

To qualify for the Excellence in Execution visit our Retailer Incentive Plan web page to find out more. [Retailer Incentive Plan](#)

Best Practice: Winner Awareness

Create a **Winner Awareness Area** in your business to display winning tickets you have **sold or validated**. Players like to know that winners are out there and that they can win close to home. In showing winners from your location, you draw more players in for their chance to be the next big winner which in turn increases your sales.



iLottery

Basics of Playing iLottery:

To purchase online tickets via the Internet a player must register for a Fun Club account or update an existing account; have his or her identity verified; have sufficient funds in the account to make the purchase; have a valid Kentucky address and be physically located in Kentucky at the time of purchase.

Players can then use the money in their Fun Club account to purchase lottery tickets online and in store.

Draw Game Tickets:

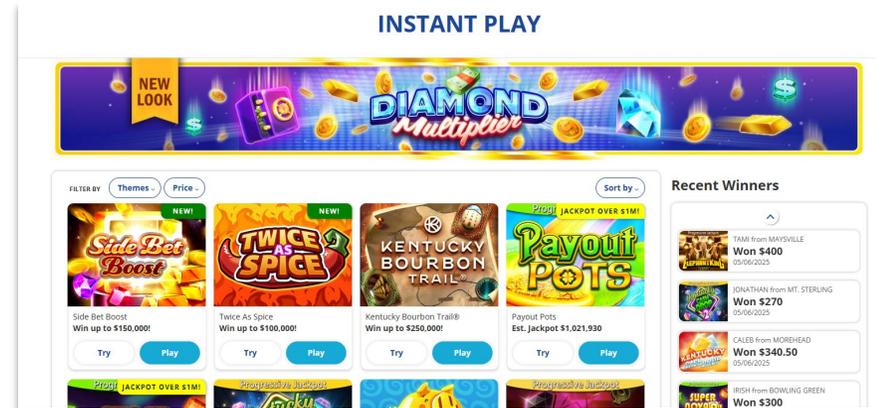
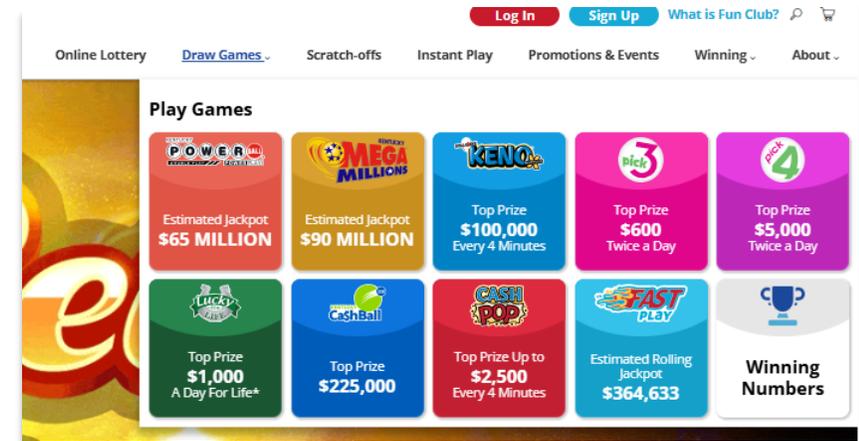
The draw game tickets will be virtual tickets, meaning they will not have a physical ticket. They are however just like tickets bought in your store, good for a specific game and draw with all the current add on features such as Power Play and Double play.

Instant Play Games:

Electronic KLC Instant Games are only available on our Kentucky Lottery app and website.

Prize Payment:

Unlike prizes that are redeemed at your retail location, prizes will automatically be loaded to their Fun Club account. Prizes over \$600 will require the player to follow the [High-Tier claims process](#).

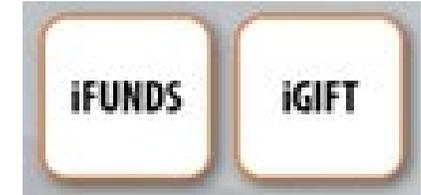


iLottery

Funding Player's Fun Club Account at Retail

Players can purchase an iGift or iFund in your store to fund their Fun Club Account. You earn 5% selling commission when online players choose to fund their account through you!

- iGift gives your customers the ability to buy a voucher, like a gift card to use for their Fun Club Account or give as a gift. This is not connected directly to a player's account but will be added by simply entering the voucher code in the player's Fun Club account.
- iFunds allows a Fun Club Account player to add money directly to their account from your retail location. Unlike the iGift, they DO NOT have to enter a voucher code once they get home, the money automatically goes into their account.



What is a Player Fun Club Account Card?

A player Fun Club Account card allows you to scan the bar code or QR code to link a retail purchase to their Fun Club Account. The Fun Club card may be presented in two (2) forms;

- Printed card
- QR code via the website or the Official Kentucky Lottery Mobile App. If using the QR code, there is a 4-minute time limit once the code is generated and expires once used. The QR code cannot be copied and/or saved into an iPhone wallet.



Your wireless scanner on your Pro S2 Terminal is used to scan and read each unique QR Code established from a player's Fun Club Account.

Barcode not scanning:

The QR Code may have timed out of the 4-minute active window allowed from the player's Fun Club Account. Request the player to regenerate another QR Code to scan again.



iLottery

Connected Play offers players access to convenient digital features that enhance their overall experience. Players can purchase wagers/tickets at retailers or KLC vending machines and pay using a Fun Club Account from their mobile app, allowing for a smooth, cashless transaction.

Additionally, players can create a [digital play](#) slip using their favorite numbers in a mobile app and simply scan it at a retailer terminal/vending machine for quick and easy paperless ticket generation. With connected play, players can also scan their paper tickets in their mobile app to instantly check results and submit the cashing for low tier win (less than or equal to 600). With a successful process of cashing, the player can get paid through their Fun Club account.

Connected Play makes the experience faster and more engaging. Below is the list of connected play features:



New Shopping Cart Experience

Can select all items before loading credit to the machine.

Add their lottery purchases into a single shopping cart on the Touch vending machines.

Review and confirm their selections before checkout.

Can use a combination of all funds to purchase selected items.

Enjoy a faster, more convenient ticket-buying experience- especially when purchasing multiple games at once.



Fun Club Account Retail Integration

Players can now link their Fun Club account to in-store lottery purchases.

After selecting their favorite games, they can pay using their mobile device or Fun Club Player Card.

Works at both the counter and KLC vending machines- bridging the gap between digital and retail play!



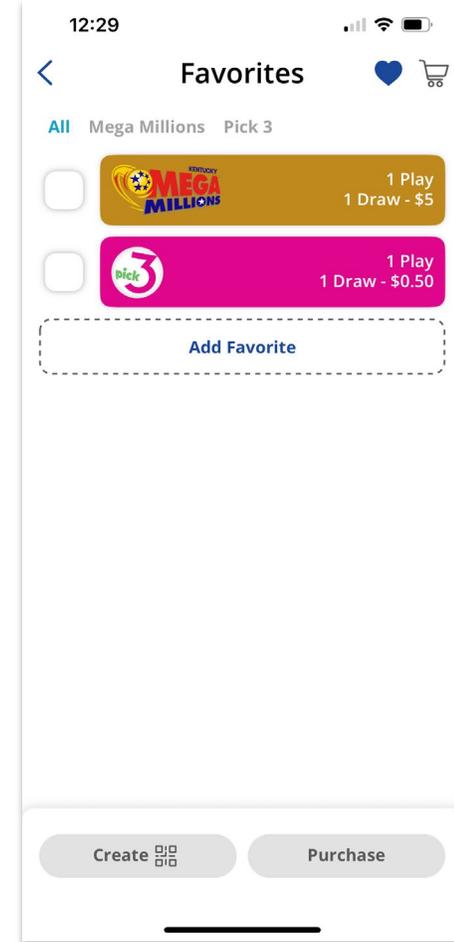
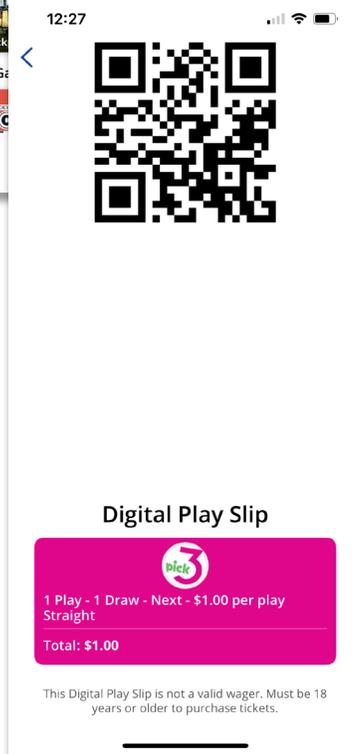
Digital Play Slips

A player can go to the Kentucky Lottery App and produce a digital Play slip for any KLC terminal or Vending Machine games except “Fast Play”. Once the player has completed selecting the game of their choice, a QR Code will be produced for the player to scan at any Kentucky retail location or Vending machine.

Digital Play slips can be saved  for future use and do not require the player to create a Fun Club account.

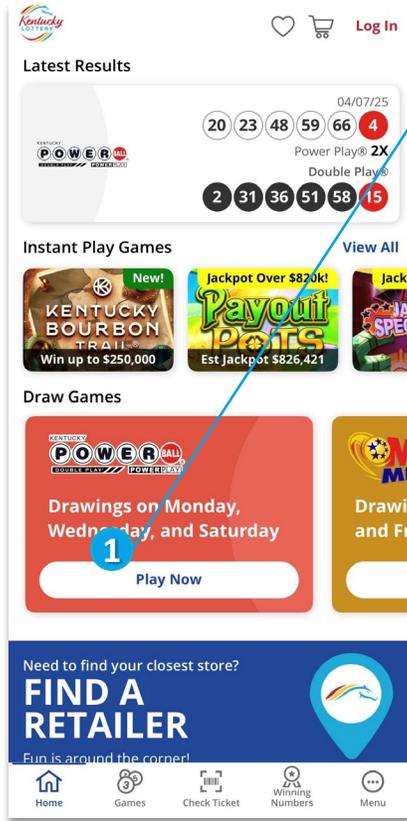


*The Touch 20 vending machine do not accept physical play slips but will accept a Digital Play slip.



Digital Play Slips

Digital play slip creation:



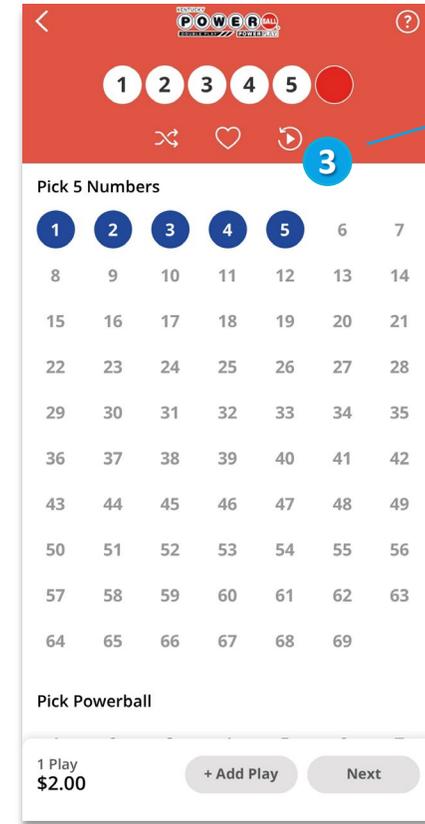
Select the “Play Now” button on the game you want to play

For this example, we will build a Powerball play slip

Note: While we encourage all players to sign up for a Fun Club account, they **do not** need an account to create a digital play slip!



Select “Pick Your Numbers”

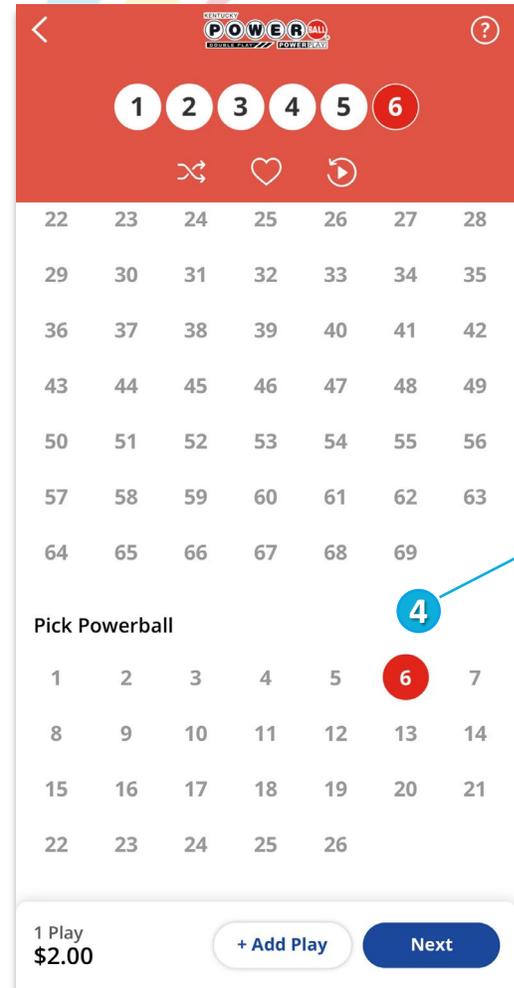


Select your 5 “white ball” numbers.



Digital Play Slips

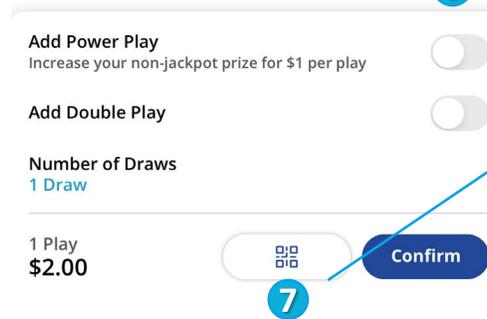
Digital play slip creation:



Scroll down the page, then select your Powerball number

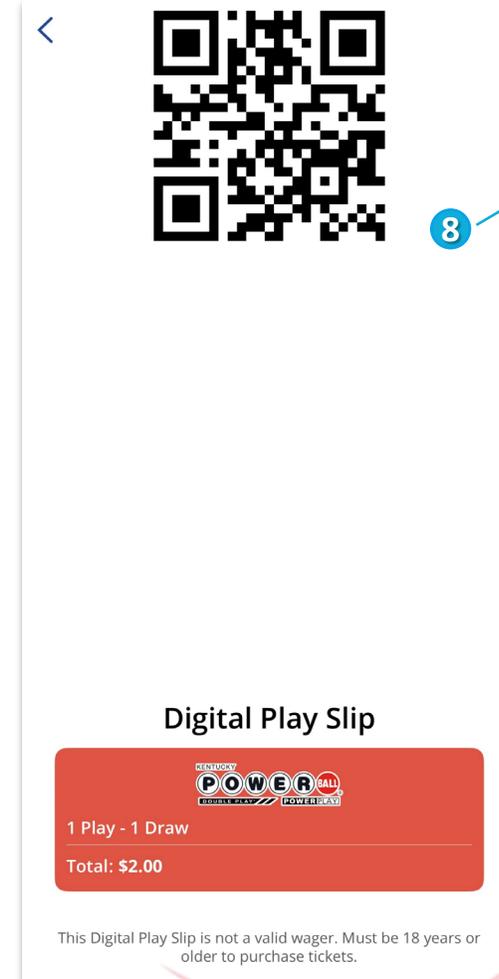


Verify your numbers are correct



If desired add Power Play and/or Double Play to your purchase

Once you have confirmed your play is correct, select the QR Code icon



The Digital Playslip QR code may be scanned at both the Lottery Terminal and at any KY Lottery Vending Machine





Section 2: Equipment Guide



Retailer Pro S2 Terminal



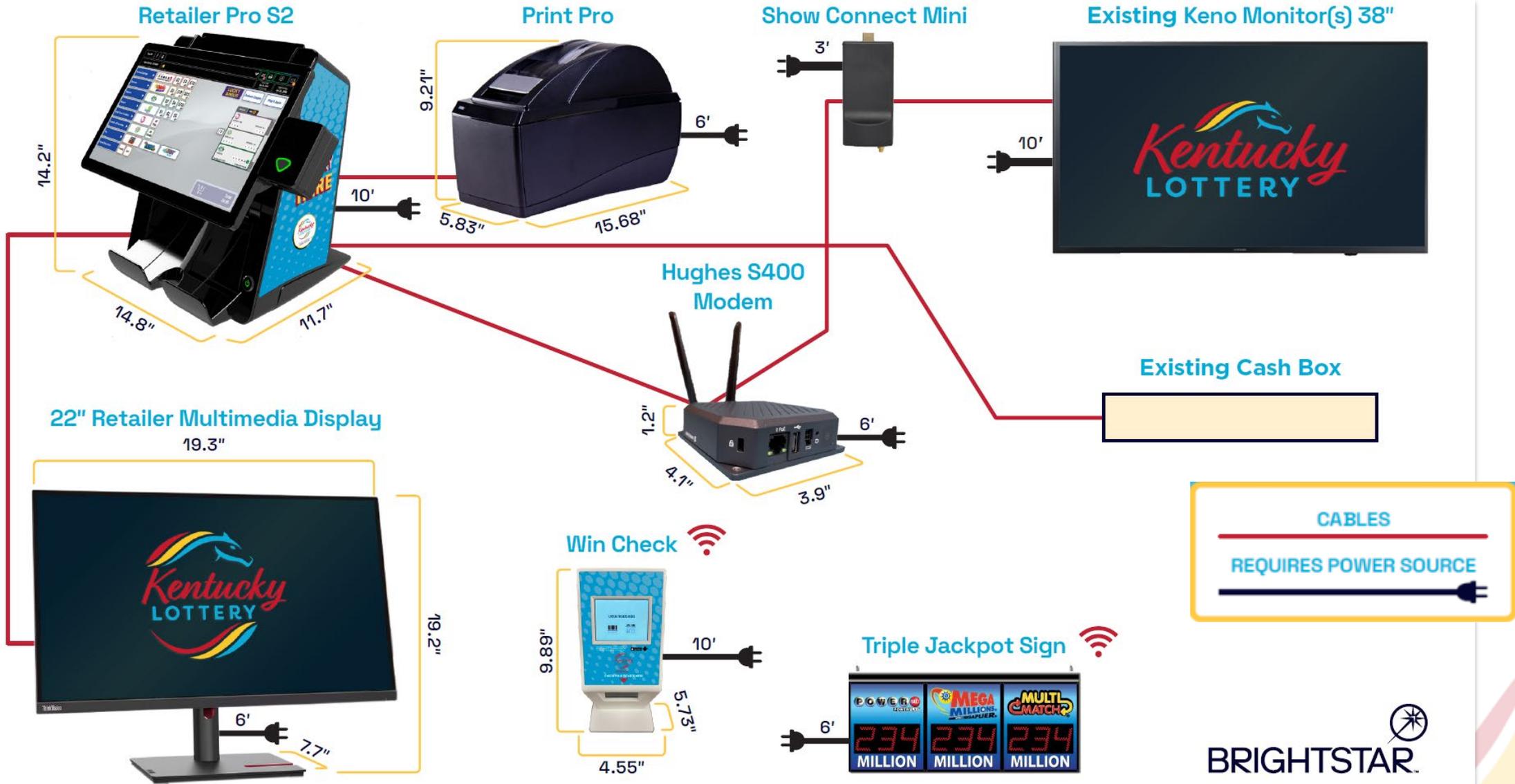
Your Retailer Pro S2 terminal will serve as your main piece of lottery equipment and acts as the brain for any additional vending machines you may have installed. The latest Retailer Pro S2 Reference guide can be found [here](#).

Your Retailer Pro S2 will be used for:

- Selling of Terminal Game Tickets
- Confirming and activating scratch-off orders
- Validating all winning scratch-off, online and Fast Play tickets
- Reporting for daily sales and weekly EFT sweeps
- Processing returns of old scratch-off tickets during new game launches



Retailer Pro S2 Terminal





Retailer Pro S2 Terminal

Equipment Power outlet requirements:
Terminal- 1 output
Printer- 1 output and USB to terminal
Ticket Checker- 1 output and USB to terminal
Ventis- 1 output and USB to terminal
Display- 1 output and USB to terminal

Key Features:



Efficient design tailored to meet the needs of high-volume retailers while conserving space.



Built for high performance and high volume.



Fanless design and external power supply unit to reduce noise and improve total cost of ownership.



15.6" full HD, tablet-like clerk-facing touchscreen.



Multiple peripheral mounts on sides and top of clerk display.



Triple video support to drive content on clerk-operated display and two optional external player-facing displays.



WLA security-compliant for intrusion detection.



Retailer Pro S2 Terminal

How to run a play slip and use the scanner

Insert Play Slips vertical or horizontal

Scratch offs, draw games, coupons, Ticket packs, confirmation bar codes and QR codes can be scanned using the scanner

If there is a jam, tilt the bottom of the screen up, behind it will be a dropdown lever to access the jammed play slip

Complete Play Slip will exit from the bottom



Retailer Pro S2 Terminal

Cleaning Terminal

When cleaning the Retailer Pro S2 terminal, spray non-ammonia window cleaner on a soft, dry, lint-free cloth and gently wipe the components clean.

Note: Do not spray cleaner directly onto the device or use a rough towel or cloth.

Printer Operations

- Lift on the silver latch bar and open the cover on the printer.
- Remove the used paper roll from the printer.
- Place the new roll of paper in the printer with the paper unwinding from the bottom toward you.
- Make sure approximately 2 inches of excess paper is hanging out of the front of the printer.
- Close the paper cover firmly over the excess paper so that it latches securely.

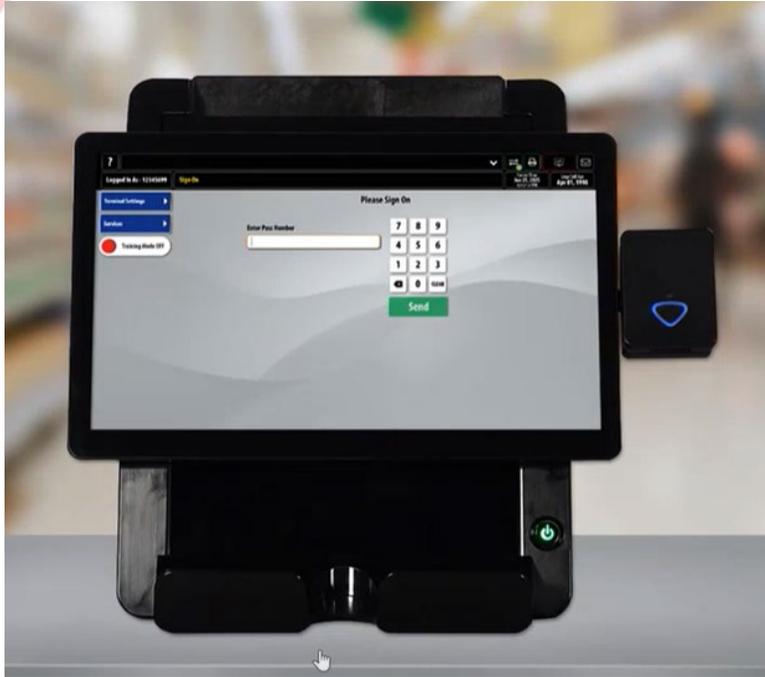
The paper feeds automatically to align itself. The printer automatically cuts the excess paper.



NOTE: A Printer Test can be run to ensure the paper was loaded properly. To run this test, touch Retail Functions from the Home Screen, then touch the Printer Test option. A test ticket will print if the printer is loaded properly.

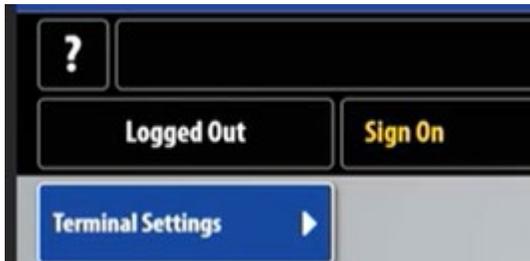


Retailer Pro S2 Terminal



LOG IN

Enter your 4-digit Pass Number using the **numeric touchpad**.



LOG OUT

Touch **LOG OUT** on the HOME screen.



Retailer Pro S2 Terminal



Logout- The Log out button logs the retailer out of the terminal.

Help ?- Using the Help button lets you know what the indicated items is.

Lock- Locks the terminal, use retailer log in to sign back in.

Status ▼ - Shows past activity

Communication activity ↔ - currently showing not connected.

Printer Status 🖨️ - You can see if your printer is connected, as seen in the example, it isn't.

Device Status 🖥️ - Shows status of terminal.

Mail 📧 - Messages from the lottery sent to the retailer

Logged in As- Whos' logged in

Home Button- Takes you back to the Home screen and shows breadcrumb navigation (pathway from where you are).

Current Time – Time of day.

Legal Age- Legal age to buy lottery (18).



Retailer Pro S2 Terminal

Terminal Settings allow you to adjust the volume and brightness of your terminal.

The screenshot displays the 'Terminal Settings' interface on a terminal. The top navigation bar includes 'Sign Off', a help icon, a lock icon, and a dropdown menu. Below this, the user is logged in as '12345699' and the current page is 'Terminal Settings'. The interface shows two main control sections: 'Volume Control' and 'Brightness Control'. Each section features a horizontal slider with a yellow indicator and two buttons: a red minus sign and a green plus sign. A sidebar on the left contains several menu items: 'Terminal Settings', 'Services', 'Reprints', 'Reports', 'Draw Game Functions', 'Scratch-off Functions', 'Pay', and 'Cancel Draw Game'. In the top right corner, there are icons for 'FST Sign On', a printer, a signal strength indicator, and an email icon. The bottom right corner of the terminal screen has a home icon.

Retailer Pro S2 Terminal

The screenshot displays the Retailer Pro S2 Terminal interface. At the top, there is a status bar with 'Signed In As - 12345699', a home icon, and 'Services'. To the right, it shows 'Current Time Jun 25, 2025 02:07:02 PM' and 'Legal Sell Age May 13, 2007'. The main area contains a grid of buttons for various services: Mail, News, Video Help, Transaction History, Illumination Settings, Terminal Reset, Version Info, Terminal Info, Temperature Monitor, Intrusion Detection, Comm Log, External Barcode Reader Test, Image Reader Test, Printer Test, IP Test, Boot Events, and Wincheck Test. A sidebar on the left lists 'Terminal Settings', 'Services', 'Reprints', 'Reports', 'Draw Game Functions', 'Scratch-off Functions', 'Pay', and 'Cancel Draw Game'. At the bottom, there is a section for 'IMPORTANT NUMBERS' with contact information for ticket orders, equipment issues, and a retailer hotline.

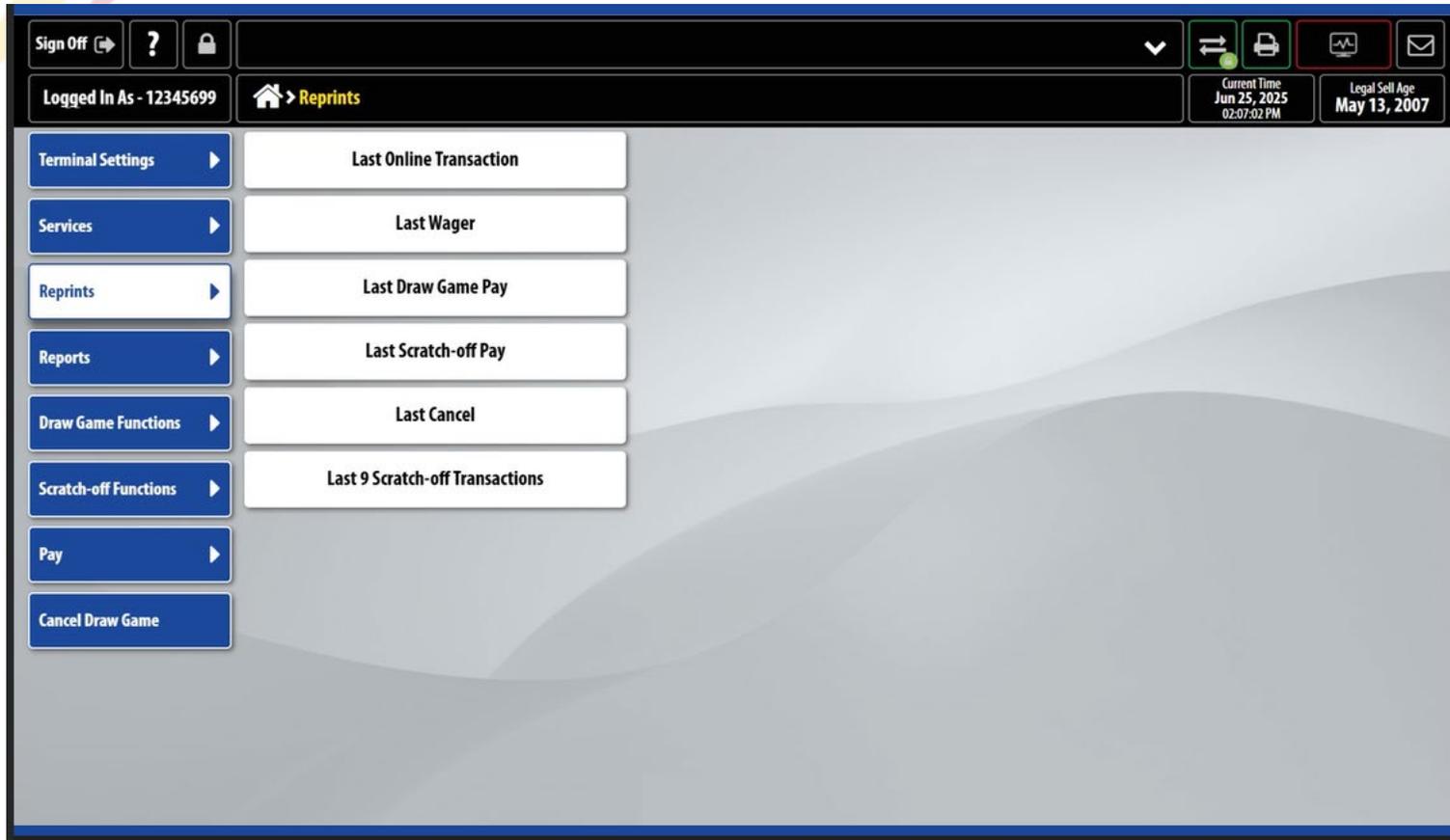
Terminal Settings	Mail	Terminal Reset	External Barcode Reader Test
Services	News	Version Info	Image Reader Test
Reprints	Video Help	Terminal Info	Printer Test
Reports	Transaction History	Temperature Monitor	IP Test
Draw Game Functions	Illumination Settings	Intrusion Detection	Boot Events
Scratch-off Functions		Comm Log	Wincheck Test
Pay			
Cancel Draw Game			

IMPORTANT NUMBERS
For **Ticket Orders** or Questions related to your order call: 1-833-306-5124 (Sci Games)
To report **Equipment Issues** call: 1-800-599-5686 (IGT)
Retailer Hotline: 1-800-937-8946

- **Mail**- Notifications from the Lottery, also accessed from the home screen
- **News**- Information sent out by the lottery
- **Video Help**- education videos on how to do things on the terminal
- **Transaction History**- Shows previous transactions
- **Terminal Reset**- Reset the Pro S2 terminal
- **Printer Test**- After changing paper and or printer issues



Retailer Pro S2 Terminal



If a Draw ticket is damaged, fix the printer and complete a print test (located within the services section), then select Reprints and select Last Online Transaction. The reprinted ticket is NOT for the player, but for a refund. Once the reprint has been completed, produce the player a new ticket.

Fill out an [Online Adjustment Form](#) and put the damaged ticket, the reprint, and the white copy of the form into the postage paid envelope provided by the KLC. The Online Adjustment Form must be received by the KLC within 30 days to receive a refund.



Retailer Pro S2 Terminal



Billing Report- Retailer Billing Invoice, read more [here](#).

Scratch-off Report- Instant Tickets Redeemed Report

Online Report- Online Sales Report

Vending Reports- Allows you to access vending reports.

Packs on Hand- Indicated all scratch off packs in transit, in backstock and activated. Read more [here](#).



Retailer Pro S2 Terminal

The screenshot displays the Retailer Pro S2 Terminal interface. At the top, there is a navigation bar with 'Sign Off', a help icon, a lock icon, and a dropdown menu. Below this, the user is logged in as '12345699' and is in the 'Draw Game Functions' section. The main area is divided into a left sidebar with menu items: Terminal Settings, Services, Reprints, Reports, Draw Game Functions (selected), Scratch-off Functions, Pay, and Cancel Draw Game. The main content area shows 'Validate Ticket', 'Cancel Ticket', 'Play It Again', 'Redeem Coupon', and 'Current Jackpots' (with sub-items 'All Jackpots' and 'Current Jackpot for ...'). To the right, the 'Winning Numbers' section displays a grid of game categories: All Winning, Weekly, Powerball, Mega Millions, Pick 3, Pick 4, Cash Ball 225, Lucky for Life, and CASH POP. The top right corner shows the current time as 'Jun 25, 2025 02:07:02 PM' and the legal sell age as 'May 13, 2007'.

Validate Ticket- Pay out a winning ticket

Cancel Ticket- Cancel a draw game ticket. (Picks 3, Pick 4, Keno, Cash Ball w/o EZ Match)

Play it Again- Replay a previous Draw Game ticket.

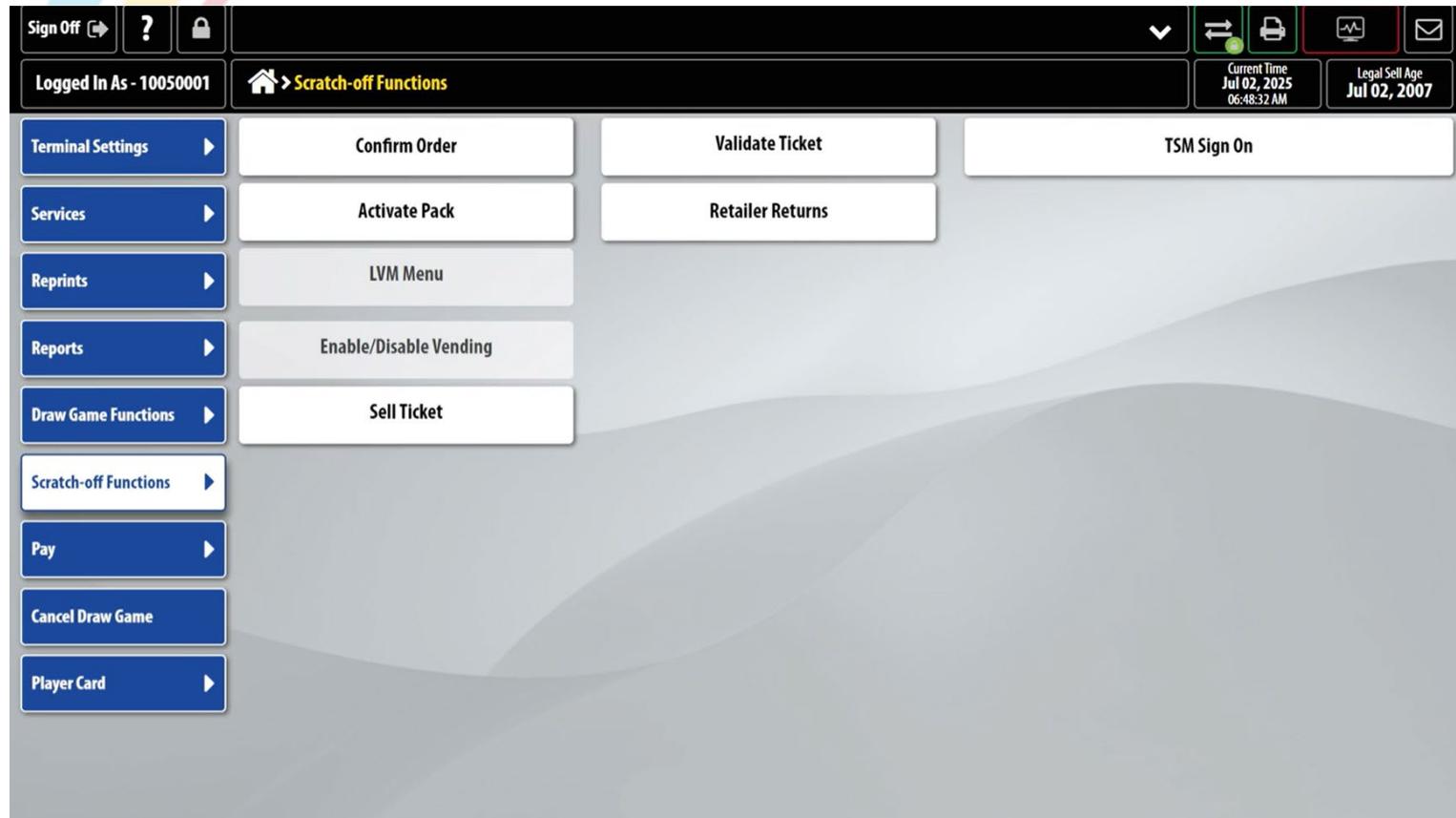
Redeem Coupon- Use a coupon.

Current Jackpots- You can review draw game jackpots.

Winning Numbers- The most recent draw game winning numbers.



Retailer Pro S2 Terminal



Confirm Order-Confirm Scratch-off tickets were delivered by scanning the invoice barcode. Read more [here](#).

Activate Pack- Scan the [barcode](#) on the back of a ticket of the pack you want to activate.

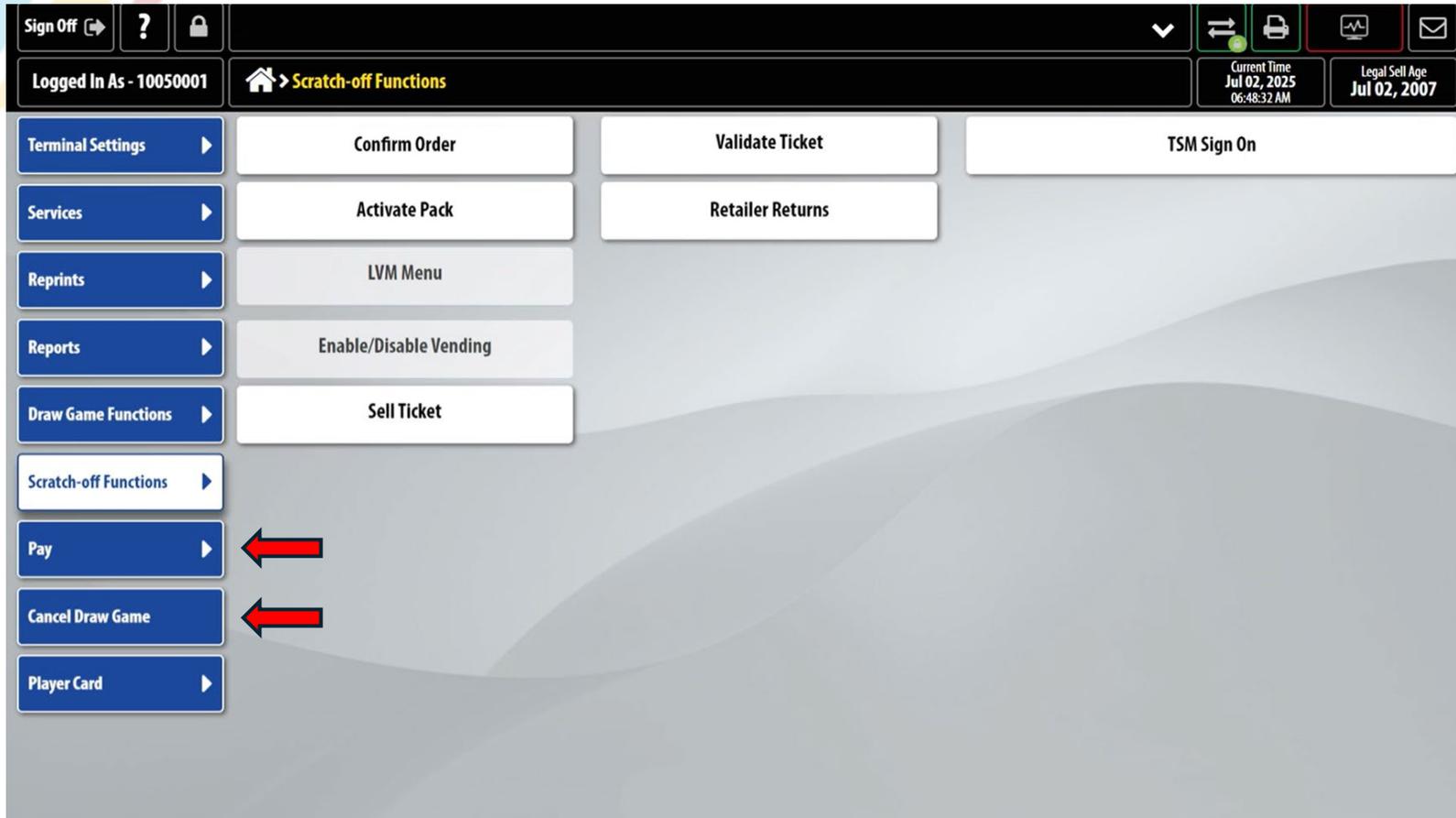
Validate Ticket- Pay or determine winning status of a ticket. Read more [here](#).

Retailer Returns- indicate scratch-off packs for return to the KLC. Speak with your TSM for guidance.

Sell Ticket- used when paying for scratch-off tickets with the Fun Club Account. Adds the ticket to the shopping cart. [Read more here](#)



Retailer Pro S2 Terminal



If a scratch-off or Draw game ticket cannot be scanned, you can select **Pay** and enter the serial number next to the barcode to manually process the ticket.

There are a select few Draw games that can be canceled.

- Keno- before next draw (4 min)
- Pick 3- 30 min before draw
- Pick 4- 30 min before draw
- Cash Ball 225 without EZMatch

Select **Cancel Draw Game** and scan the barcode to cancel.



Retailer Pro S2 Terminal

The screenshot displays the Retailer Pro S2 Terminal interface. At the top, there is a navigation bar with icons for Sign Off, Help, Lock, and a dropdown menu. Below this, the user is logged in as '1174699'. The main area is divided into several sections: Terminal Settings, Services, Reprints, Reports, Draw Game Functions, Scratch-off Functions, Pay, Cancel Draw Game, and Player Card. Each section contains various game options with their respective prices and denominations. For example, under 'Terminal Settings', there are options for Kentucky Powerball (Double Play and Power Play) at \$2, \$4, and \$10 QP. Under 'Services', there are options for Kentucky Mega Millions at \$5, \$10, and \$25 QP. Under 'Reprints', there are options for Kentucky Millionaire for Life at \$5, \$10, and \$25 QP. Under 'Reports', there are options for Kentucky CashBall EZmatch at \$1, \$2, and \$5 QP. Under 'Draw Game Functions', there are options for 'All Trips' and 'All Quads'. Under 'Scratch-off Functions', there are options for 'pick 3' and 'pick 4'. Under 'Pay', there are options for Cash Pop, Keno, and Fast Play. Under 'Cancel Draw Game', there are options for iFUNDS and iGIFT. At the bottom right, there is a shopping cart icon and a 'Total \$0.00' display.

Redeem Coupon- allows you to redeem coupons from the main screen.

Play Again- scan an old Draw game ticket to play the game again using the same selections.

> Icon- Jackpots and Mail shortcut popout

Lucky Bundles- includes any promotions going on at the time and Kentucky Combo.

Kentucky Combo- Produces a ticket with ... \$2 Powerball QP, \$5 Mega Millions, \$1 Cash Ball 225, \$1 Cash Pop, \$1 Keno 4 spot



Retailer Pro S2 Terminal

The screenshot displays the Retailer Pro S2 Terminal interface. At the top, there is a status bar with 'Sign Off', a help icon, a lock icon, and a notification 'Wager Added to Shopping Cart'. Below this, the user is logged in as '1174699'. The main area is divided into a left sidebar with navigation options: Terminal Settings, Services, Reprints, Reports, Draw Game Functions, Scratch-off Functions, Pay, Cancel Draw Game, and Player Card. The central area shows game options with denominations: POWER (\$2, \$4, \$10), MEGA MILLIONS (\$5, \$10, \$25), MILLIONAIRE (500K) (\$5, \$10, \$25), CashBall (\$1, \$2, \$5), All Trips, All Quads, CASH POP, KENO, and FAST PLAY. There are also buttons for 'LUCKY BUNDLES', 'Redeem Coupon', and 'Play It Again'. On the right, a 'Jacksots' window shows a preview of a Power Play ticket for \$5.00, dated 04/23/2024, with a next draw on 04/25/2024 and an estimated jackpot of \$300 MILLION. Below the ticket preview is a table showing the item 'M4L' with a quantity of 1 and a cost of \$5.00. At the bottom right, there is a shopping cart icon, a 'Total \$5.00' display, and a 'PRINT' button.

Draw Game tickets can be produced in several different ways.

- Play again
- Play slip/Digital play slip
- Quick Pick (QP)
- Manual- not recommended.

Retailers are encouraged to have players use Play Slips or use the Play Again option when wanting to pick their numbers.

iFund/iGift- Add funds to your Player Fun Club Account. Read more [here](#).



Retailer Pro S2 Terminal

Log Out

Logged In As - 1174699

Powerball

Current Time
Apr 28, 2024
12:11:23 PM

Legal Sell Age
Apr 28, 2006

Powerball Mega Millions Millionaire for Life Cash Ball 225 Pick 3 Pick 4 CASH POP Keno Fast Play

KENTUCKY POWERBALL

DOUBLE PLAY POWERPLAY

Choose Numbers Quick Pick

Plays 1 2 3 4 5 6 7 8 9 10

Draws 1 2 3 4 5 6 9 12 15

Tickets 1 2 3 4 5 6 7 Other Tickets -- ▶

Power Play No Yes

Double Play No Yes

Price: \$2.00

0 / Total

KENTUCKY POWERBALL

DOUBLE PLAY POWERPLAY

\$2.00 Powerball Only

\$3.00 Power Play Double Play

\$4.00 Double + Power Play

Creating a manual ticket:
Choose # of Plays, Draws, Tickets, and if they want to add Power Play and/or Double Play. Then, select Choose Numbers.

*The same process will work for all draw games

Select Quick Pick (QP)
for a randomly selected set up numbers. Then select if the player wants Powerball only, Power Play, Double Play, or both.

*The same process will work for all draw games



Retailer Pro S2 Terminal

The screenshot displays the Retailer Pro S2 Terminal interface. At the top, there is a navigation bar with "Log Out", a home icon, and "Fast Play". Below this, the user is logged in as "1174699". The current time is "Apr 28, 2024 12:11:23 PM" and the legal sell age is "Apr 28, 2006".

The main menu features several game categories: Powerball, Mega Millions, Millionaire for Life, Cash Ball 225, Pick 3, Pick 4, CASH POP, Keno, and Fast Play. The Fast Play section is highlighted, showing a grid of 20 different lottery games with their respective ticket prices and features:

Game Name	Wager Price	Prize/Feature
ZODIAC	\$2	
Dodgeball	\$2	THE MORE THEY MISS, THE MORE YOU WIN
FROSTY \$50s	\$2	LOADED WITH \$50 PRIZES!
lucky CLOVER	\$2	
BIGWIN!	\$2	
BLIZZARD BINGO	\$3	
the PRICE IS RIGHT	\$5	
FULL OF \$250s	\$5	LOADED WITH \$250 PRIZES
CUPID'S RICHES	\$5	
DOUBLEWIN	\$5	2 WAYS TO PLAY • 2 WAYS TO WIN
KENTUCKY BOURBON TRAIL®	\$5	
MONEY BAGS	\$10	
GHOSTBUSTERS	\$10	
HolidayLUCK	\$10	
TRIPLEWIN	\$10	3 WAYS TO PLAY • 3 WAYS TO WIN
EXTREME GO GREEN	\$10	
BLUEGRASS JACKPOT	\$20	
JACKPOT FORTUNE	\$20	
BIG MONEY DOUBLER	\$20	
MAXWIN	\$20	4 WAYS TO PLAY • 4 WAYS TO WIN

At the bottom, there is a "Tickets" section with buttons for 1, 2, 3, 4, 5, 6, 7, and "Other". The "WAGER PRICE" is currently set to "\$0.00". A shopping cart icon and a "Total \$0.00" display are also visible.

Fast Play tickets are produced by selecting the game and number of tickets desired. Learn more about Fast Play [here](#).



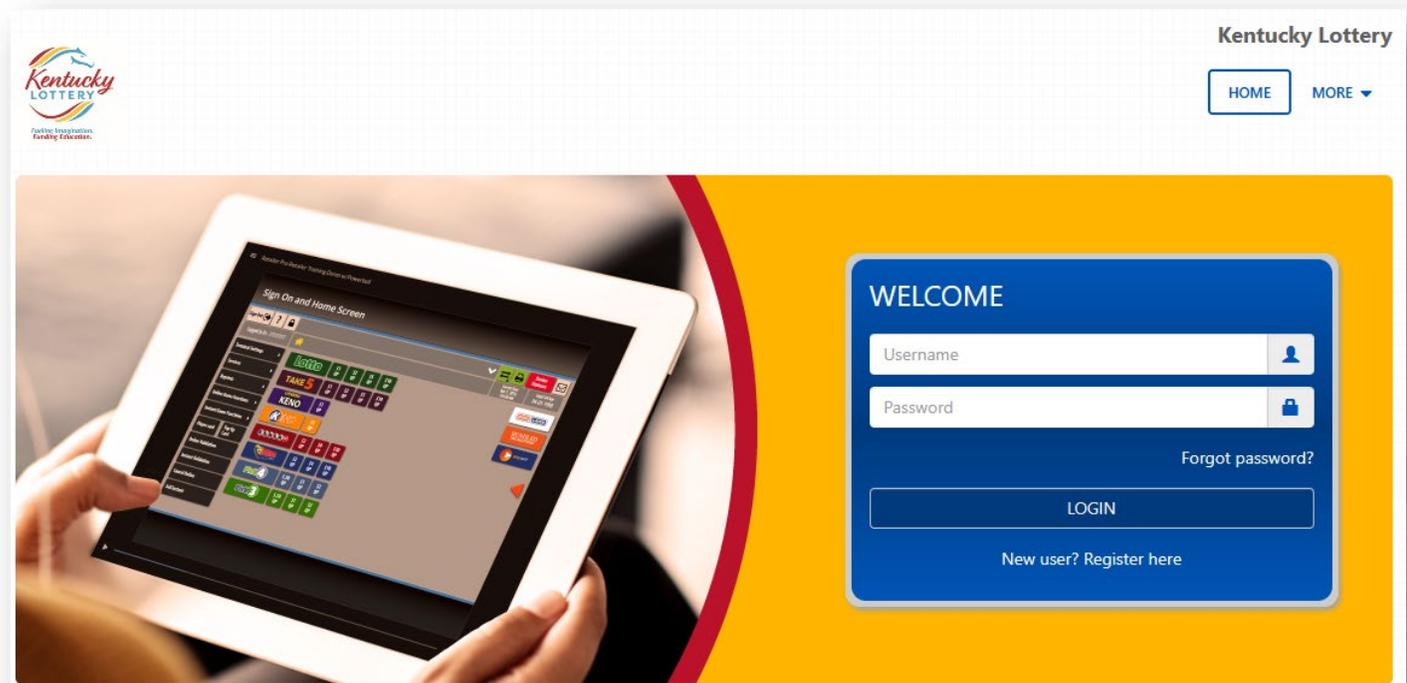
Learning Wizard

New retailers will be invited to log onto our E-Learning platform called Learning Wizard. This program walks you through the basic use of our Pro S2 terminal. This training is required to be completed prior to install and is available to access whenever you wish. Learning Wizard can be accessed by using the link: <https://learningwizard.lotteryservices.net/klc>

- Username is your 5-digit **retailer number**
- Password is: **WelcomeToLW (Password is Case Sensitive)**
- Login

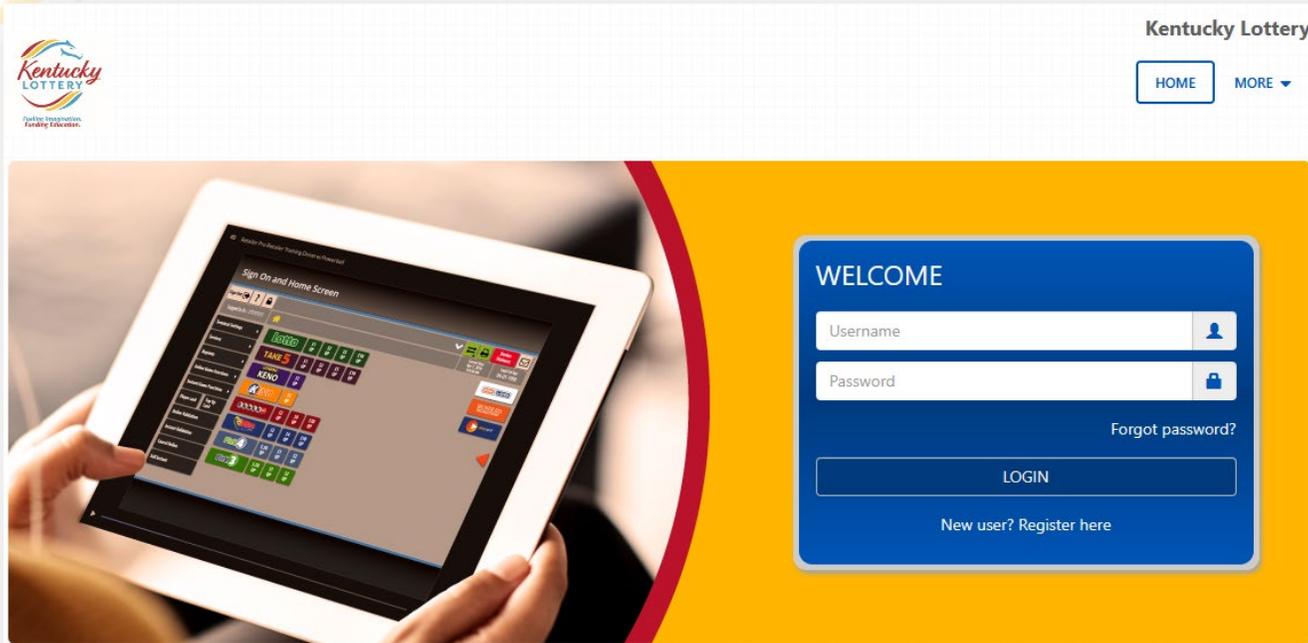
After initial Pro S2 training, you will have access to additional trainings of other KLC equipment. You will also be able to track the progress of staff completion of these courses.

For questions regarding Learning Wizard, please email learningwizard@kylottery.com.

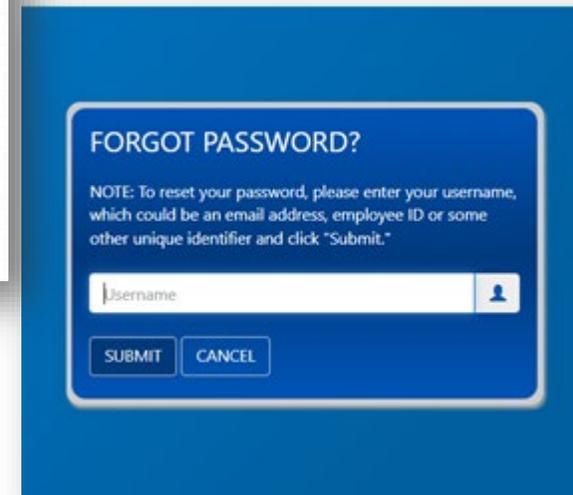


Learning Wizard

Resetting Password for Learning Wizard



Users can select “Forgot Password” from the pre-login homepage to reset their password. Users are prompted to enter their username.



The user will receive an email from donotreply@lotteryservices.net prompting them to a link to reset their password.



Gemini Touch 20

- KLC vending machine with touchscreen and 20 scratch off ticket games.
- Walmart exclusive machine.
- All Draw games available.
- Cash/Debit or Credit Card Functionality.
- This machine does not give change.
- Player may add up to \$100 in credits with a winning ticket redemption.
- Plan-o-Gram is used for all vending machines to ensure maximum sales.
- Digital Play Slips only.

For additional information [Quick Reference Card](#) and [Best Practices](#)



Gemini Touch 20

External Features

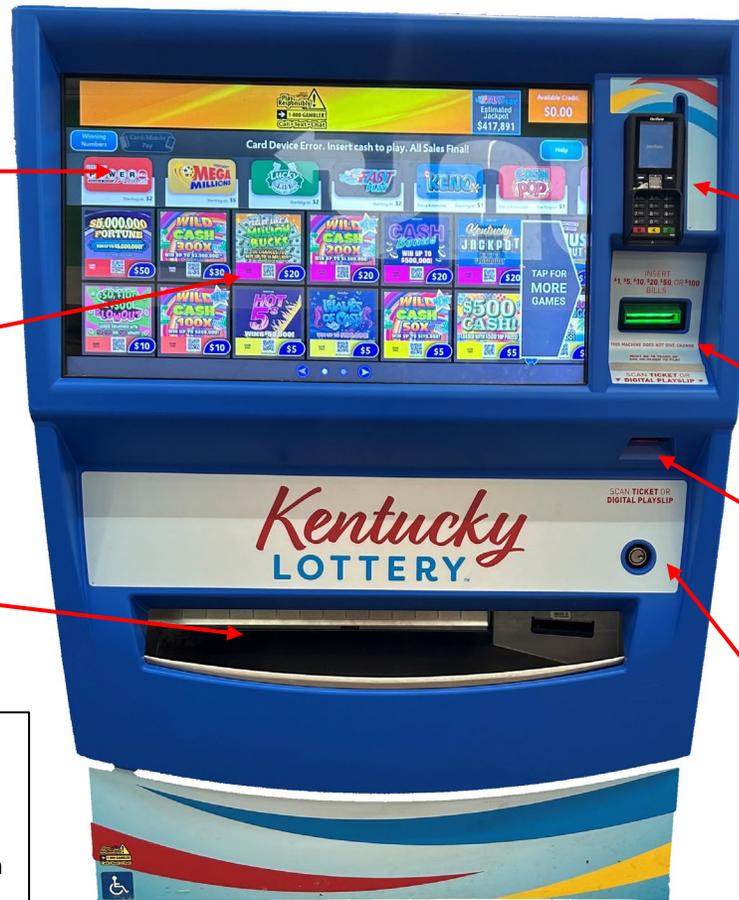
Draw games. Use Pick Your Own number or Quick Pick on screen.

Scratch-off ticket display. Ticket price and inventory status displays below each item.

Ticket bin catches and collects all scratch-off and terminal game purchases

Remote Control

Remote disable is a terminal feature intended to discourage underage use. This feature allows store personnel to “disable” the terminal via remote control. To disable the terminal, press the I button on the remote transmitter. To reactivate, press the button on the remote transmitter again. The remote does not require careful aiming or close range. Although the Game Touch 28 is configured with one remote, multiple self-service terminals in one location will be affected by any remote used.



Card reader, able to take tap to pay

Main door handle

Bill acceptor, no change given

Ticket Scanner to check for winners and to add credits to the machine with coupons or winning ticket redemptions.

Main door Lock

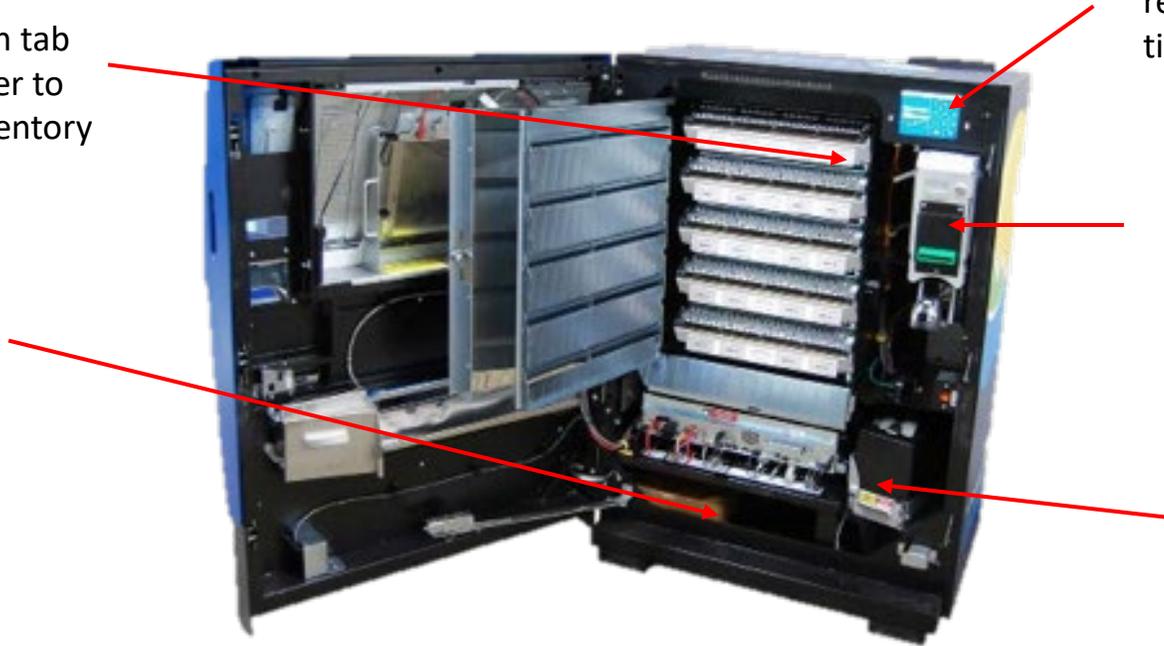


Gemini Touch 20

Internal Features

Ticket drawer. Use green tab and pull to access drawer to manager scratch off inventory

Secure Storage for ticket tape, extra paper, returns, etc.



Management Screen. Used for pulling reports, loading tickets, etc.

Bill acceptor/ strong box. Open to remove cash.

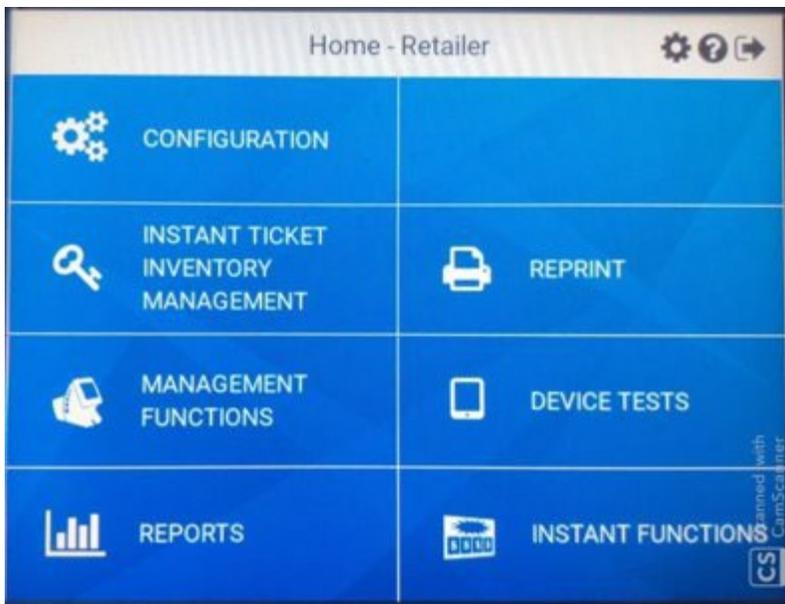
Thermal Printer. Slides out to allow for easy reloading. Check paper level every time machine is opened.



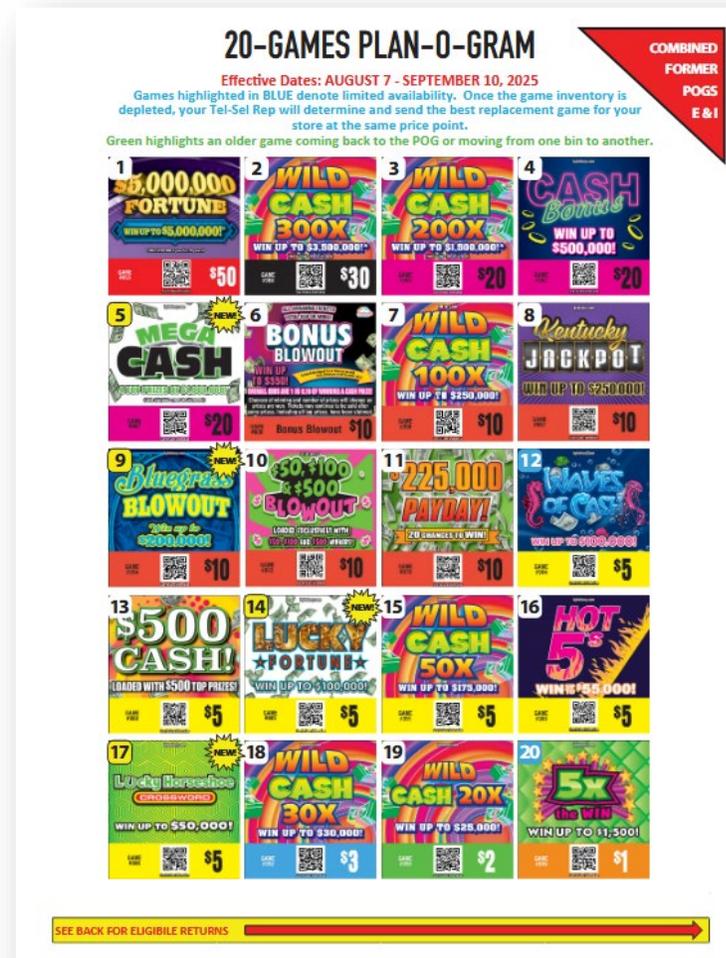
Gemini Touch 20

Ticket Management

- Confirm ticket order at the Pro S2 terminal.
- Ensure all packs of tickets are activated before loading into the vending machine.
- Packs may be activated from the vending machine under the “Instant Functions” menu, but the Pro S2 will be fastest.
- Log in to management screen to view “Main Menu” pictured below.
- Select “Instant Ticket Inventory Management” for loading and unloading of scratch-off tickets or Scan the intended Bin Load or unload barcode.



On New Game Launch day, the Plan-O-Grams (POG) will be updated. You can view and print your POG via the KLC website, scan the QR code displayed on your counter dispensers, or using the link below. [Current Plan-o-Grams](#)



Gemini Touch 20

Ticket Management

Loading

- Scan “load” under the desired ticket bin.
- Scan the first ticket (lowest ticket number) , then scan the last ticket (highest ticket number) as indicated on the management screen.
- Follow prompts on screen to confirm ticket loading

Unloading

- First, scan unload on the desired bin. A message will appear, “Inventory exists for this bin, select YES to remove inventory, select NO to keep current inventory”.
- Selecting YES deletes the inventory from the bin and will be used if the tickets are being returned or are changing bin numbers.
- Selecting NO keeps current inventory and only unloads the tickets from the machine. This is the option you will use when taping.
- Second, scan load on the same bin and follow directions for loading the new pack of tickets.

*Click [here](#) it view the Touch 20 ticket loading/unloading training video



Gemini Touch 20

Reporting

There are a total of four (4) reports that will regularly be used from this machine.

Inventory Report which shows the current scratch-off inventory by bin can be found

Reports=>Local=>Inventory

Shift Report which shows the current amount of money located in the strong box can be found

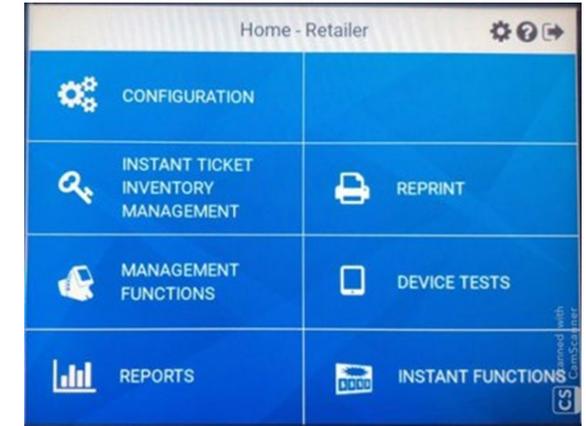
Reports=>Local=>Shift

Online Report which shows all sales, and any free plays of all terminal games can be found

Reports=>Online and selecting desired day

Scratch-off Report which shows all sales, and any free plays of all scratch-off tickets can be found

Reports=>Scratch-off and selecting desired day.



Gemini Touch 20

Reporting: Inventory Report

It is highly encouraged for retailers should print a vending inventory report daily.

- From your Gemini Touch 20 select Reports=>Local=>Inventory to view and print
- Ticket packs should be loaded and taped for all tickets whose inventory shows less than 10 tickets (excluding \$50 and \$30 price point).

An Inventory Report should be run before and after loading tickets to ensure all ticket packs are accounted for.

Once all bins are loaded, close main door and wait for machine to reinitialize. If bins were loaded correctly the touchscreen will load all tickets images. If a bin is empty or jammed, the image will appear black or display ERROR. Open the door, unload and reload the tickets to remove the jam or error.

In this example: The retailer added a pack of \$1 tickets (300 tickets) to bin 7

Kentucky Lottery
Fri Jan 15 2021 10:58:43 AM(ET)

LVM INVENTORY REPORT
RETAILER 42747
LVM 03
Fri Jan 15 2021 10:58:40 AM(ET)

BIN	GAME	PPT	COUNT	VALUE
01	0000	\$0.00	0	\$0.00
02	0708	\$3.00	96	\$288.00
03	0707	\$2.00	132	\$264.00
04	0761	\$30.00	30	\$900.00
05	0000	\$0.00	0	\$0.00
06	0000	\$0.00	0	\$0.00
07	0000	\$0.00	0	\$0.00
08	0718	\$5.00	46	\$230.00
09	0722	\$10.00	58	\$580.00
10	0675	\$10.00	20	\$200.00
11	0635	\$3.00	72	\$216.00
12	0676	\$25.00	28	\$700.00
13	0736	\$10.00	58	\$580.00
14	0770	\$10.00	59	\$590.00
15	0756	\$5.00	53	\$265.00
16	0000	\$0.00	0	\$0.00
17	0000	\$0.00	0	\$0.00
18	0000	\$0.00	0	\$0.00
19	0733	\$1.00	298	\$298.00
20	0713	\$10.00	29	\$290.00
21	0000	\$0.00	0	\$0.00
22	0765	\$5.00	60	\$300.00
23	0701	\$1.00	274	\$274.00
24	0677	\$20.00	16	\$320.00
25	0000	\$0.00	0	\$0.00
26	0000	\$0.00	0	\$0.00
27	0718	\$5.00	1	\$5.00
28	0739	\$1.00	295	\$295.00
TOTALS			1625	\$6,595.00

REPORT ONLY
NOT FOR SALE

Kentucky Lottery
Fri Jan 15 2021 11:00:28 AM(ET)

LVM INVENTORY REPORT
RETAILER 42747
LVM 03
Fri Jan 15 2021 11:00:24 AM(ET)

BIN	GAME	PPT	COUNT	VALUE
01	0000	\$0.00	0	\$0.00
02	0708	\$3.00	96	\$288.00
03	0707	\$2.00	132	\$264.00
04	0761	\$30.00	30	\$900.00
05	0000	\$0.00	0	\$0.00
06	0000	\$0.00	0	\$0.00
07	0750	\$1.00	300	\$300.00
08	0718	\$5.00	46	\$230.00
09	0722	\$10.00	58	\$580.00
10	0675	\$10.00	20	\$200.00
11	0635	\$3.00	72	\$216.00
12	0676	\$25.00	28	\$700.00
13	0736	\$10.00	58	\$580.00
14	0770	\$10.00	59	\$590.00
15	0756	\$5.00	53	\$265.00
16	0000	\$0.00	0	\$0.00
17	0000	\$0.00	0	\$0.00
18	0000	\$0.00	0	\$0.00
19	0733	\$1.00	298	\$298.00
20	0713	\$10.00	29	\$290.00
21	0000	\$0.00	0	\$0.00
22	0765	\$5.00	60	\$300.00
23	0701	\$1.00	274	\$274.00
24	0677	\$20.00	16	\$320.00
25	0000	\$0.00	0	\$0.00
26	0000	\$0.00	0	\$0.00
27	0718	\$5.00	1	\$5.00
28	0739	\$1.00	295	\$295.00
TOTALS			1925	\$6,895.00

REPORT ONLY
NOT FOR SALE



Gemini Touch 20

Reporting: Shift Report

The **shift report** must be printed and cleared every time the cash is removed. Failure to follow this process may result in a reporting error the next time the cash is pulled. Select Shift Report > Select print > After printing the desired number of copies, touch clear shift **Note: This can not be undone.**

After shift report has been printed and cleared the money can now be removed. Compare the actual cash count to the “Cash Collected” portion of the Shift Report

Note: Retailers must PRINT AND CLEAR the Shift Report, at minimum, once every 10 days to avoid information loss and inaccurate reporting.

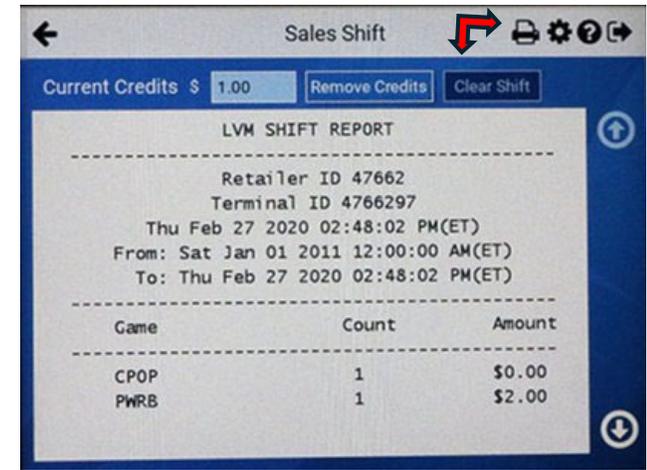
To remove cash:

- Unlock strong box
- Pull forward and allow strong box to drop open
- Use latch on back of cash box to remove
- Lift up on lid to remove cash
- Print and clear Shift Report

Add cash to register POS:

Once cash is pulled and shift report is printed from machine it must be added to the Walmart POS system at the register where the lottery Pro S2 terminal is located. Use your Barcode & [Quick Reference Guide](#) for help.

Troubleshooting: If your cash is off, that usually means the shift report wasn't cleared last time. Check the From: and To: dates at the top of the report to verify when the last time it was cleared.



Gemini Touch 20

Security Features

There are multiple reports can be used to trace and troubleshoot failed vending machine transactions.

Cash Log- a log available at the Pro S2 terminal and vending machine. This log will display the last 200 transactions, their time and date, and if they were successful or not.

Example: If a player comes to you and states I put \$20 into the bill acceptor and I did not get my Lottery ticket. You can use this Cash Log to resolve this situation. Simply open the cash log and look to see if the \$20 is on there. If it is not the player did not put it into the Lottery Vending Machine.

To access at Pro S2 terminal:

To access at vending machine: Management Functions>Journal> Cash

There are reports that can help you monitor the vending machine.

Security log- a log available at the Pro S2 terminal and vending machine. This log lists the last 200 security events, such as main door opening/closing, Bill acceptor opening/closing, and power down details.

To access at Pro S2 terminal:

To access at vending machine: Management Functions>Journal> Security

#No	Loc	Date	Type	Time	Seq	Serial	Status	\$
1	28	05/08/25	Instant Sale	10:13:11	957		Success	\$1.00
2		05/08/25	Bill Stacked	10:13:00	57			\$1.00
3	30	05/08/25	Online Sales	09:48:49	956	3399-021909761	Success	\$5.00
4	30	05/08/25	Online Sales	09:48:40	956	3399-005143809	Success	\$5.00
5	30	05/08/25	Online Sales	09:48:27	956	3399-034481409	Success	\$5.00
6	30	05/08/25	Online Sales	09:48:13	956	3399-001015041	Success	\$5.00
7		05/08/25	Bill Stacked	09:48:02	56			\$20.00
8	21	05/08/25	Instant Sale	09:30:08	955		Success	\$5.00
9	21	05/08/25	Instant Sale	09:30:03	955		Success	\$5.00
10		05/08/25	Card Transaction	09:29:49	55			\$10.00

Cash Log

#	Door Action	Date	Time
#1	DOOR CLOSED	05/08/2025	05:00
#2	DOOR CLOSED BY LOTTERY	05/08/2025	03:27
#3	DOOR CLOSED	05/08/2025	03:26
#4	DOOR CLOSED	05/08/2025	02:02
#5	DOOR CLOSED	05/08/2025	00:11
#6	DOOR CLOSED BY LOTTERY	05/08/2025	00:11

Security Log



Gemini Touch 28

- KLC vending machine with touchscreen and 28 scratch off games.
- All Draw games available with play slips and Pick Your Own Number on screen functionality.
- Cash/Debit or Credit Card Functionality.
- This machine does not give change or cash tickets.
- Player may add up to \$100 in credits with a winning ticket redemption.
- Plan-o-gram is used for all vending machines to ensure maximum sales.

For additional information [Quick Reference Card](#) and [Best Practices](#)



Gemini Touch 28

External Features

Retail Multi-Media Display

Terminal games. Use Pick Your Own number or Quick Pick on screen or insert a play slip

Scratch-off ticket touch screen display. Ticket price and inventory status displays below each item.

Ticket bin catches and collects all scratch-off and terminal game purchases

Remote Control

Remote disable is a terminal feature intended to discourage underage use. This feature allows store personnel to "disable" the terminal via remote control. To disable the terminal, press the I button on the remote transmitter. To reactivate, press the button on the remote transmitter again. The remote does not require careful aiming or close range. Although the Game Touch 28 is configured with one remote, multiple self-service terminals in one location will be affected by any remote used.



Main Door

Ticket scanner to check for winners. Can be used to add credits to the machine with coupons or winning ticket redemptions

Door Handle on side of machine

Cart, Help, Winning Numbers, Flip Screen

Card reader that accepts tap to pay.

Bill acceptor. \$1, \$5, \$10 and \$20 bills. No change is given

Door Lock

Playslip reader for terminal game purchases

Printer



Gemini Touch 28

Internal Features

Ticket Drawer. Use green tab and pull to access drawer to manage scratch off inventory.

Secure storage for tape, extra Paper, returns, etc.



Main Power Switch

Management Screen. Used for pulling reports, loading tickets, etc.

Bill Acceptor/ Strong Box. Open to remove cash.

Playslip reader. Lift black latch to open cover in case of jam.

Thermal Printer. Slides out to allow for easy reloading. Check paper every time machine is opened.



Gemini Touch 28

Ticket Management

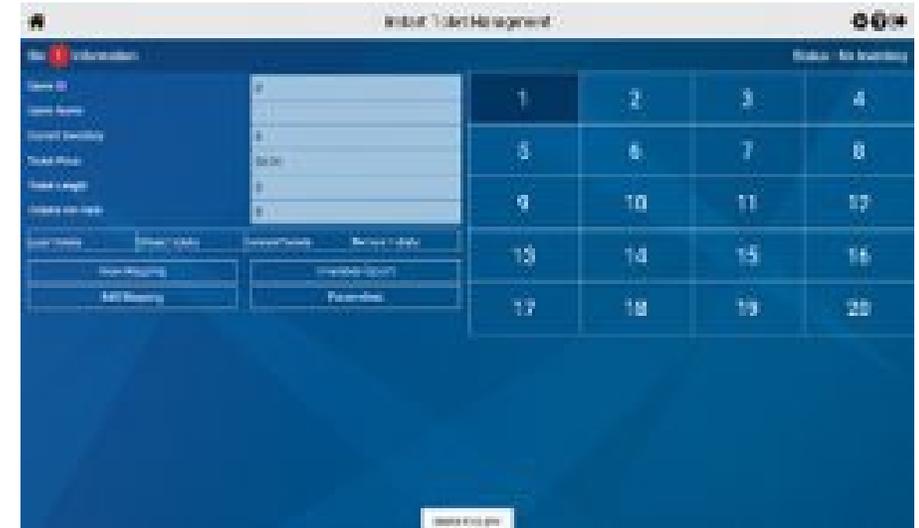
Loading

- Scan “load” below the desired ticket bin.
- Scan the first ticket (lowest ticket number) , then scan the last ticket (highest ticket number) as indicated on the management screen
- Follow prompts on screen to confirm ticket loading

Unloading

- First, scan unload on the desired bin. A message will appear, “Inventory exists for this bin, select YES to remove inventory, select NO to keep current inventory”
- Selecting YES deletes the inventory from the bin and will be used if the tickets are being returned or are changing bin numbers
- Selecting NO keeps current inventory and only unloads the tickets from the machine. This is the option you will use when taping
- Second, scan load on the same bin and follow directions for loading the new pack of tickets

*Click [here](#) it view the Touch 28 ticket loading/unloading training video



Reporting

Gemini Touch 28

There are a total of four (4) reports that will regularly be used from this machine

• **Inventory Report** which shows the current scratch-off inventory by bin can be found. How to access the Inventory Report:

Vending: Reports>Local>Inventory

Terminal: Reports>Vending Reports> Select Vending> Inventory

• **Shift Report** which shows the current amount of money located in the strong box can be found. How to access the Shift Report:

Vending: Reports>Local>Shift

Terminal: Reports>Vending Reports>Select Vending machine> Shift

• **Online Report** which shows all sales, and any free plays of all terminal games can be found.

• **Scratch-off or Instant Ticket Redeemed Report** which shows all sales, and any free plays of all scratch-off tickets can be found.



Gemini Touch 28

Reporting: Inventory Report

It is highly encouraged for retailers should print a vending inventory report daily.

- From your Gemini Touch 28 select Reports=>Local=>Inventory to view and print
- Ticket packs should be loaded and taped for all tickets whose inventory shows less than 10 tickets (excluding \$50 and \$30 price point).

An Inventory Report should be run before and after loading tickets to ensure all ticket packs are accounted for.

Once all bins are loaded, close main door and wait for machine to reinitialize. If bins were loaded correctly the touchscreen will load all tickets images. If a bin is empty or jammed, the image will appear black or display ERROR. Open the door, unload and reload the tickets to remove the jam or error.

In this example: The retailer added a pack of \$1 tickets (300 tickets) to bin 7

BIN	GAME	PPT	COUNT	VALUE
01	0000	\$0.00	0	\$0.00
02	0708	\$3.00	96	\$288.00
03	0707	\$2.00	132	\$264.00
04	0761	\$30.00	30	\$900.00
05	0000	\$0.00	0	\$0.00
06	0000	\$0.00	0	\$0.00
07	0000	\$1.00	300	\$300.00
08	0718	\$5.00	46	\$230.00
09	0722	\$10.00	58	\$580.00
10	0675	\$10.00	20	\$200.00
11	0695	\$3.00	72	\$216.00
12	0676	\$25.00	28	\$700.00
13	0736	\$10.00	58	\$580.00
14	0770	\$10.00	59	\$590.00
15	0756	\$5.00	53	\$265.00
16	0000	\$0.00	0	\$0.00
17	0000	\$0.00	0	\$0.00
18	0000	\$0.00	0	\$0.00
19	0733	\$1.00	298	\$298.00
20	0713	\$10.00	29	\$290.00
21	0000	\$0.00	0	\$0.00
22	0765	\$5.00	60	\$300.00
23	0701	\$1.00	274	\$274.00
24	0677	\$20.00	16	\$320.00
25	0000	\$0.00	0	\$0.00
26	0000	\$0.00	0	\$0.00
27	0718	\$5.00	1	\$5.00
28	0739	\$1.00	295	\$295.00
TOTALS			1625	\$6,595.00

BIN	GAME	PPT	COUNT	VALUE
01	0000	\$0.00	0	\$0.00
02	0708	\$3.00	96	\$288.00
03	0707	\$2.00	132	\$264.00
04	0761	\$30.00	30	\$900.00
05	0000	\$0.00	0	\$0.00
06	0000	\$0.00	0	\$0.00
07	0000	\$1.00	300	\$300.00
08	0718	\$5.00	46	\$230.00
09	0722	\$10.00	58	\$580.00
10	0675	\$10.00	20	\$200.00
11	0695	\$3.00	72	\$216.00
12	0676	\$25.00	28	\$700.00
13	0736	\$10.00	58	\$580.00
14	0770	\$10.00	59	\$590.00
15	0756	\$5.00	53	\$265.00
16	0000	\$0.00	0	\$0.00
17	0000	\$0.00	0	\$0.00
18	0000	\$0.00	0	\$0.00
19	0733	\$1.00	298	\$298.00
20	0713	\$10.00	29	\$290.00
21	0000	\$0.00	0	\$0.00
22	0765	\$5.00	60	\$300.00
23	0701	\$1.00	274	\$274.00
24	0677	\$20.00	16	\$320.00
25	0000	\$0.00	0	\$0.00
26	0000	\$0.00	0	\$0.00
27	0718	\$5.00	1	\$5.00
28	0739	\$1.00	295	\$295.00
TOTALS			1925	\$6,895.00



Gemini Touch 28

Reporting: Shift Report

The **shift report** must be printed and cleared every time the cash is removed. Failure to follow this process may result in a reporting error the next time the cash is pulled. Select Shift Report > Select print > After printing the desired number of copies, touch clear shift **Note: This can not be undone.**

After shift report has been printed and cleared the money can now be removed. Compare the actual cash count to the “Cash Collected” portion of the Shift Report **Note: Retailers must PRINT AND CLEAR the Shift Report, at minimum, once every 10 days to avoid information loss and inaccurate reporting.**

Kentucky Lottery
Thu Jan 01 2026 03:39:45 PM(ET)

LVM SHIFT REPORT
Retailer ID 42747
Terminal ID 4274799
Thu Jan 01 2026 03:39:44 PM(ET)
From: Thu Dec 25 2025 11:26:51 AM(ET)
To: Thu Jan 01 2026 03:39:44 PM(ET)

Game	Count	Amount
M4L	15	\$310.00
O/L TOTAL	15	\$310.00
INST TOTAL	0	\$0.00
TOTAL SLS	15	\$310.00

PRIZES REDEEMED

Online	2	\$35.00
Instants	0	\$0.00
Coupon	0	\$0.00

CASH COLLECTED
BILL COUNT

CREDITS	CASHLESS PAYMENT COUNT	AMOUNT
Card Tran-Online	0	\$0.00
Card Tran-Instants	0	\$0.00
CASHLESS TOTAL	0	\$0.00

FUN CLUB PAYMENT COUNT

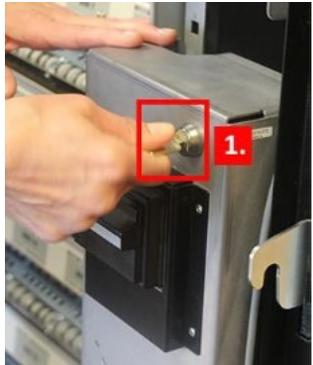
CREDITS	FUN CLUB PAYMENT COUNT	AMOUNT
Fun Club-Online	13	\$275.00
Fun Club-Instants	0	\$0.00
FUN CLUB TOTAL	13	\$275.00

MANUAL CREDIT
AMOUNT COUNT

Troubleshooting: If your cash is off, that usually means the shift report wasn't cleared last time. Check the From: and To: dates at the top of the report to verify when the last time it was cleared.

To remove cash:

- Open the bill acceptor drawer with the key (labeled BA).
- Remove the cash box by lifting the blue release button at the rear and sliding the cash box toward the back of the GT28. Then lift up and out.
- To remove money from the cash box, locate the round opening on the top-rear, press the blue tab down to open the cash box door.
- Gently pull the cash box forward until it locks into place. Then lift the assembly up to close the bill acceptor and turn the key to the left to lock it.



Sales Shift

Current Credits \$ 1.00 Remove Credits Clear Shift

LVM SHIFT REPORT

Retailer ID 47662
Terminal ID 4766297
Thu Feb 27 2020 02:48:02 PM(ET)
From: Sat Jan 01 2011 12:00:00 AM(ET)
To: Thu Feb 27 2020 02:48:02 PM(ET)

Game	Count	Amount
CPOP	1	\$0.00
PWRB	1	\$2.00

Bill Jam: Remove the bill acceptor by pushing up the silver latching bar and pulling straight out. Clear any jammed bills.



Gemini Touch 28

Security Features

There are multiple reports can be used to trace and troubleshoot failed vending machine transactions.

Cash Log- a log available at the Retailer Pro S2 terminal and vending machine. This log will display the last 200 transactions, their time and date, and if they were successful or not. *Example:* If a player comes to you and states I put \$20 into the bill acceptor and I did not get my Lottery ticket. You can use this Cash Log to resolve this situation. Simply open the cash log and look to see if the \$20 is on there. If it is not the player did not put it into the Lottery Vending Machine.

To access at Pro S2 terminal: Reports> Vending Reports> Select Vending machine>Cash Log

To access at vending machine: Management Functions>Journal> Cash

There are reports that can help you monitor the vending machine.

Security Log- a log available at the Pro S2 terminal and vending machine. This log lists the last 200 security events, such as main door opening/closing, Bill acceptor opening/closing, and power down details.

To access at Pro S2 terminal: Reports> Vending Reports> Select Vending Machine> Security Log

To access at vending machine: Management Functions>Journal> Security

#No Loc	Date Type	Time	Seq Serial	Status \$
1 28	05/08/25 Instant Sale	10:13:11	957	Success \$1.00
2	05/08/25 Bill Stacked	10:13:00	57	\$1.00
3 30	05/08/25 Online Sales	09:48:49	956 3399-021909761-26-XXXX	Success \$5.00
4 30	05/08/25 Online Sales	09:48:40	956 3399-005143809-26-XXXX	Success \$5.00
5 30	05/08/25 Online Sales	09:48:27	956 3399-034481409-26-XXXX	Success \$5.00
6 30	05/08/25 Online Sales	09:48:13	956 3399-001015041-26-XXXX	Success \$5.00
7	05/08/25 Bill Stacked	09:48:02	56	\$20.00
8 21	05/08/25 Instant Sale	09:30:08	955	Success \$5.00
9 21	05/08/25 Instant Sale	09:30:03	955	Success \$5.00
10	05/08/25 Card Transaction	09:29:49	55	\$10.00

Cash Log

Event	Date	Time
#1 DOOR CLOSED	05/08/2025	05:00
#2 DOOR CLOSED BY LOTTERY	05/08/2025	03:27
#3 DOOR CLOSED	05/08/2025	03:26
#4 DOOR CLOSED	05/08/2025	02:02
#5 DOOR CLOSED	05/08/2025	00:11

Security Log



Taping for Vending Machines

Taping allows you to connect a new pack of tickets to another pack to prevent out of stocks.

- Flip original pack over and locate the last ticket in the pack
- Locate the first ticket on the new pack
- Make sure that you always tape the loose end of the last ticket to the loose end of the first ticket of the new pack
- Peel off a piece of provided perforated tape
- Place tape on one ticket so that the red perforated line is on the end of the ticket
- Line up the other ticket end and press tape to seal both tickets together
- Fold packs together and reload into the machine with the lowest ticket of the original pack being loaded first into the machine

Note: Always tape on the white side of the tickets, never the printed latex side.

Watch Video: [Here](#)



Reloading

- Once all tickets for a desired bin have been scanned into the inventory and taped, the ticket pack or packs may be placed into the bin and loaded
- Tickets should always be loaded with the printed latex side of the tickets facing up
- Longer tickets should be loaded under the bar located in the ticket tray
- Feed loose end of ticket under the metal guard and continue to push ticket until the rollers pull the tickets forward (as pictured)
- If tickets are properly loaded the ticket should be secure inside the roller and you should not be able to remove the ticket without damaging it.
- Continue the process of loading and taping ticket packs until all bins are loaded.



Game Touch Draw

- KLC vending machine designed for use in restaurants, bars and other social establishments.
- Terminal games vending only (no scratch-off tickets).
- All terminal games available with play slips and Pick Your Own Number on screen functionality.
- Cash/Debit or Credit Card Functionality.
- This machine does not give change or cash tickets.
- Player may add up to \$100 in credits with a winning ticket redemption.
- Easy to use, easy to [play](#).

Click here for the latest [Quick Reference Card](#) and [Best Practices](#)



Game Touch Draw

External Features



Remote Control

Remote disable is a terminal feature intended to discourage underage use. This feature allows store personnel to “disable” the terminal via remote control. To disable the terminal, press the I button on the remote transmitter. To reactivate, press the button on the remote transmitter again. The remote does not require careful aiming or close range. Although the Game Touch 28 is configured with one remote, multiple self-service terminals in one location will be affected by any remote used.



Draw Game monitor. Can be used by players to watch draw games like CashPop and Keno.

Games display here and players use the touch screen to make their selections

VeriFone Debit/Credit Card reader

Digital scanner for checking tickets, and scanning mobile devices for coupons and playslips

Bill acceptor. No change is given

Playslip reader for terminal game purchases

Main door lock

Tickets generated by player selection will print here



Game Touch Draw

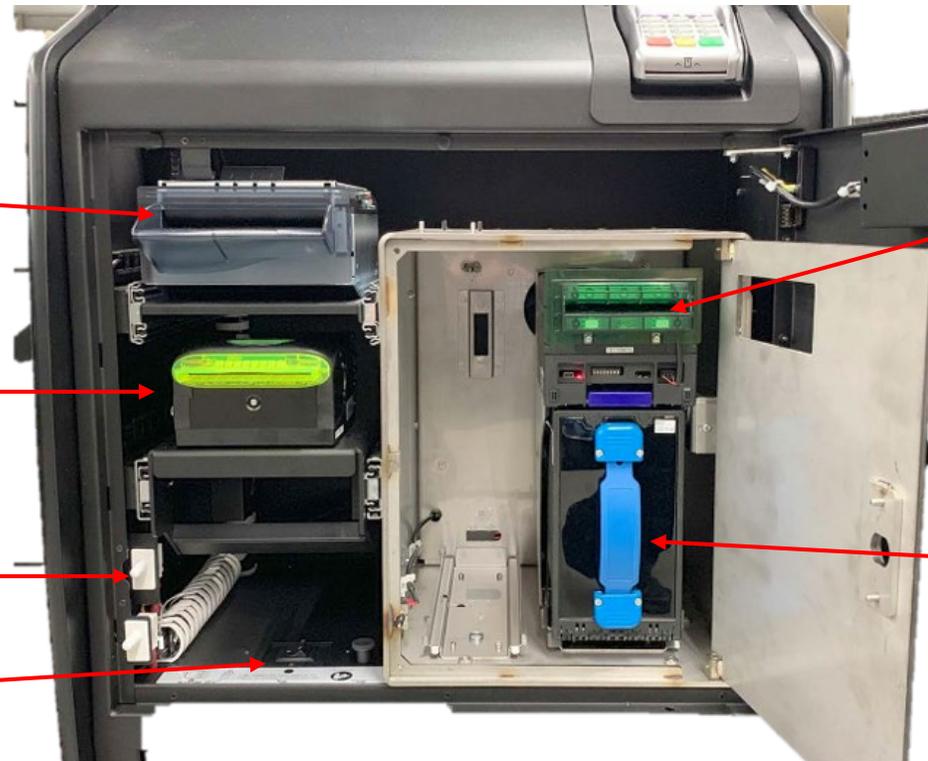
Internal Features

Playslip Reader. Pull to slide out. Lift black latch to open cover in case of jams

Ticket printer. Pull to slide out. Check paper level anytime machine is opened. Slide green latch to open cover

Mute alarm button

Main power switch



Bill acceptor. Doesn't give change.

Cash box. Pull blue handle to remove



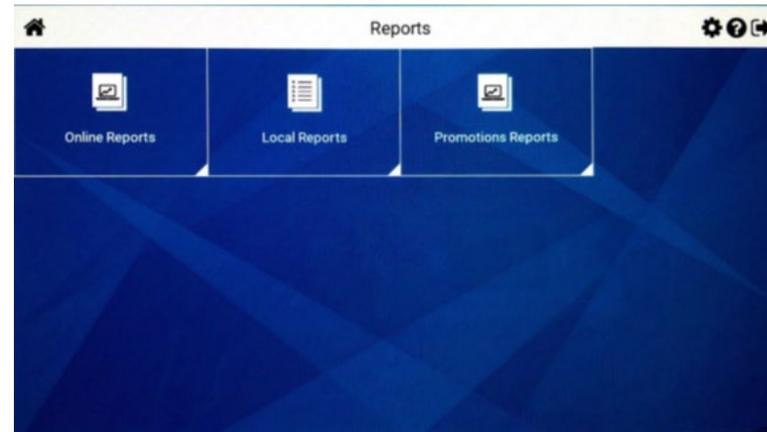
Game Touch Draw

Reporting

There are two reports that will be used from the Game Touch Draw. Once the main door is opened, enter the login information to reach the home screen pictured here. Some locations, you can access these reports from the terminal

Shift Report-Select Report>Local>Shift. This report keeps a running total of sales and cash in the cash box. Terminal-

Online Report-Select Reports>Online and choose the day. This report shows the total sales and free plays for the given day. This report can be used for retailers that require reporting daily vending sales. Terminal-



Game Touch Draw

Reporting: Shift Report

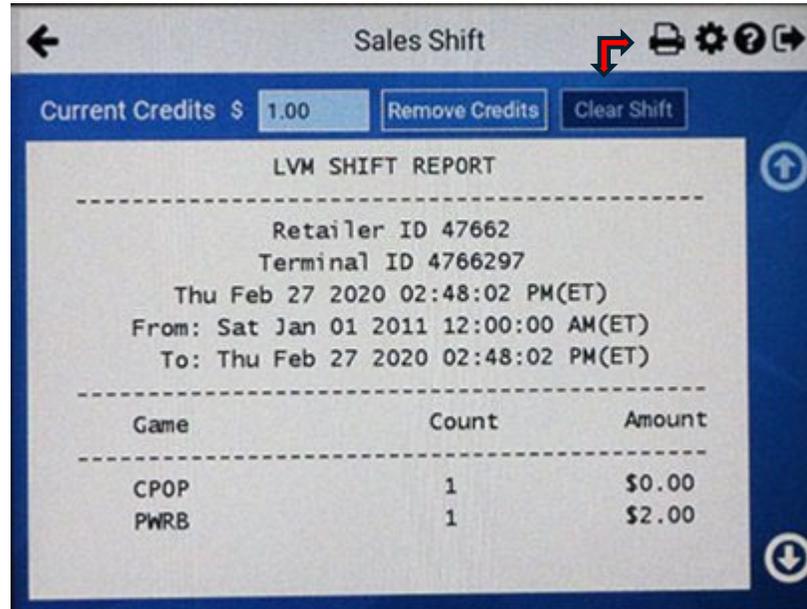
The shift report must be printed and cleared every time the cash is removed. Failure to follow this process may result in a reporting error the next time the cash is pulled.

- Select Shift Report
- Select print
- After printing the desired number of copies, touch clear shift. **Note:** *This can not be undone.*
- After shift report has been printed and cleared the money can now be removed.
- Compare the actual cash count to the “Cash Collected” portion of the Shift Report

Note: Retailers must print AND CLEAR the Shift Report, at minimum, once every 10 days to avoid information loss and inaccurate reporting.

To remove the cash:

- unlock the strongbox. The alarm will sound.
- Press the white button located near the bottom left of the machine to mute the alarm.
- Pull firmly on the blue handle to remove the cash box. The provided backup cash box can be put immediately in its place.
- You may now close and lock the strongbox door and main door.



Troubleshooting: If your cash is off, that usually means the shift report wasn't cleared last time. Check the Fron: and To: dates at the top of the report to verify when the last time it was cleared.



Game Touch Draw

Security Features

There are multiple reports can be used to trace and troubleshoot failed vending machine transactions.

Cash Log- a log available at the Pro S2 terminal and vending machine. This log will display the last 200 transactions, their time and date, and if they were successful or not. *Example:* If a player comes to you and states I put \$20 into the bill acceptor, and I did not get my Lottery ticket. You can use this Cash Log to resolve this situation. Simply open the cash log and look to see if the \$20 is on there. If it is not the player did not put it into the Lottery Vending Machine.

To access at Pro S2 terminal: Reports> Vending Reports> Select vending machine> Cashlog

To access at vending machine: Management Functions>Journal> Cash

There are reports that can help you monitor the vending machine.

Security log- a log available at the Pro S2 terminal and vending machine. This log lists the last 200 security events, such as main door opening/ closing, Bill acceptor opening/closing, and power down details.

To access at Pro S2 terminal: Reports> Vending Reports> Select vending machine> Security

To access at vending machine: Management Functions>Journal> Security



KENTUCKY LOTTERY
THU MAY08 2025 10:40:35 AM(ET)

VENDING CASH REPORT
RETAILER 098904
LVM 03
05/08/2025 10:40:35

#No Loc	Date Type	Time	Seq Serial	Status	\$
1 28	05/08/25 Instant Sale	10:13:11	957	Success	\$1.00
2	05/08/25 Bill Stacked	10:13:00	57		\$1.00
3 30	05/08/25 Online Sales	09:48:49	956 3399-021909761	Success 26-XXXX	\$5.00
4 30	05/08/25 Online Sales	09:48:40	956 3399-005143809	Success 26-XXXX	\$5.00
5 30	05/08/25 Online Sales	09:48:27	956 3399-034481409	Success 26-XXXX	\$5.00
6 30	05/08/25 Online Sales	09:48:13	956 3399-001015041	Success 26-XXXX	\$5.00
7	05/08/25 Bill Stacked	09:48:02	56		\$20.00
8 21	05/08/25 Instant Sale	09:30:08	955	Success	\$5.00
9 21	05/08/25 Instant Sale	09:30:03	955	Success	\$5.00
10	05/08/25 Card Transaction	09:29:49	55		\$10.00

Cash Log



KENTUCKY LOTTERY
THU MAY08 2025 10:41:46 AM(ET)

VENDING SECURITY REPORT
RETAILER 098904
LVM 03
05/08/2025 10:41:46

#1	DOOR CLOSED	05/08/2025 05:00
#2	DOOR CLOSED BY LOTTERY	05/08/2025 03:27
#3	DOOR CLOSED	05/08/2025 03:26
#4	DOOR CLOSED	05/08/2025 02:02
#5	DOOR CLOSED	05/08/2025 00:11
#6	DOOR CLOSED BY LOTTERY	05/08/2025 00:11
#7	DOOR CLOSED BY LOTTERY	05/07/2025 21:25

Security Log



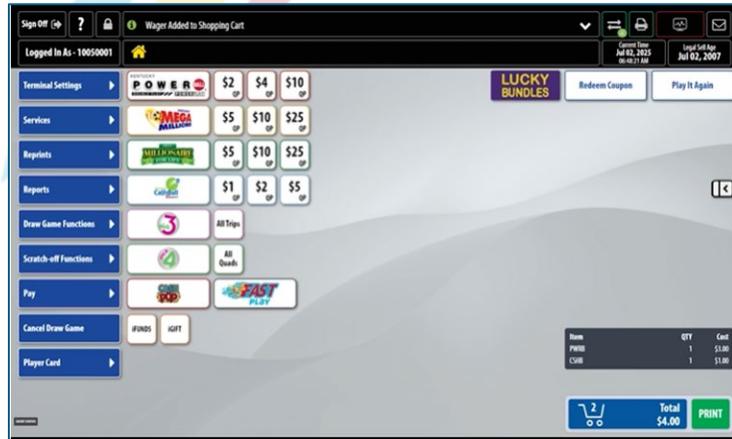
Additional Equipment

- WinCheck S2:** Ticket Checker
- Bin/dispenser:** Holds Scratch-off tickets
- Cash Drawer:** Money drawer
- Monitor/ESMM:** Display monitor
- Menu Board:** Scratch-off display options
- Printer:** KLC printer connected to the Pro S2 terminal
- Show connect Mini :** connector allowing for live Keno and Cash POP drawings
- Jackpot sign-** Digital light sign with current Jackpot amounts



Shopping Cart

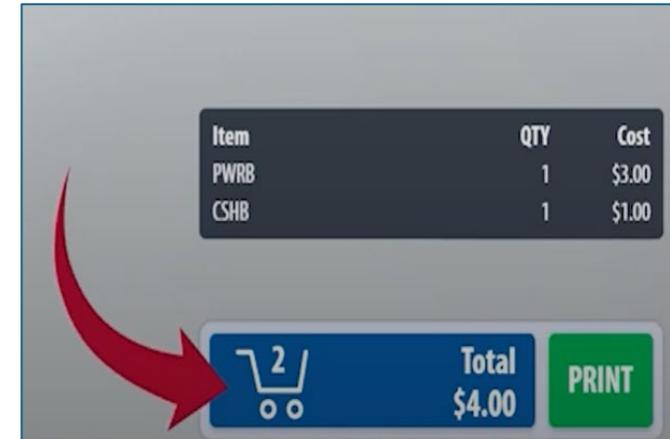
Follow the steps below to process transactions using Shopping Cart on the Retailer Pro S2 Terminal.



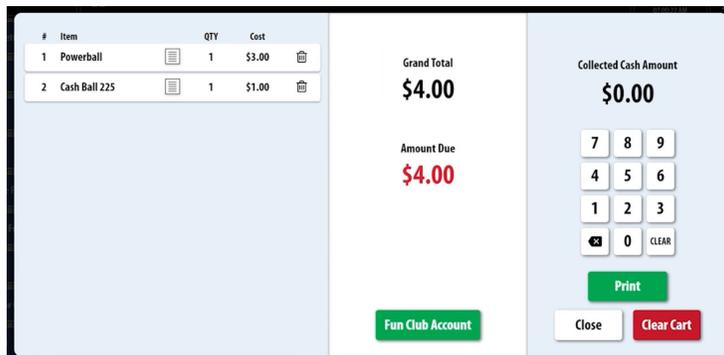
1. When a ticket is selected, it will now be automatically added to the shopping cart.



2. Select Scratch Off Functions, then Sell Ticket. Simply scan the barcode on the back of the scratch-off, and it will be added to your shopping cart.

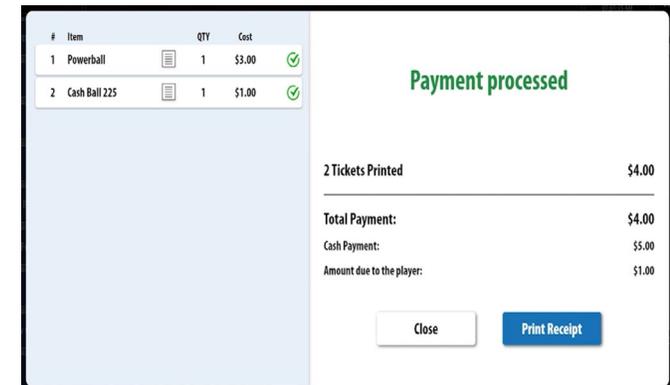


3. Once all tickets have been selected, tap the blue shopping cart icon in the bottom-right corner of the screen. Step 4 can be skipped by selecting Print, which will automatically print what is in the shopping cart.



4. Confirm that the tickets in the shopping cart are correct. Enter the cash amount provided by the player. If the player is using a Fun Club Card, select Fun Club Card and scan their QR code.

*If the player pays with cash and provides more than the total amount, enter the amount using the keypad on the right. The system will automatically calculate and display the change due.



5. Select Print Receipt (optional).

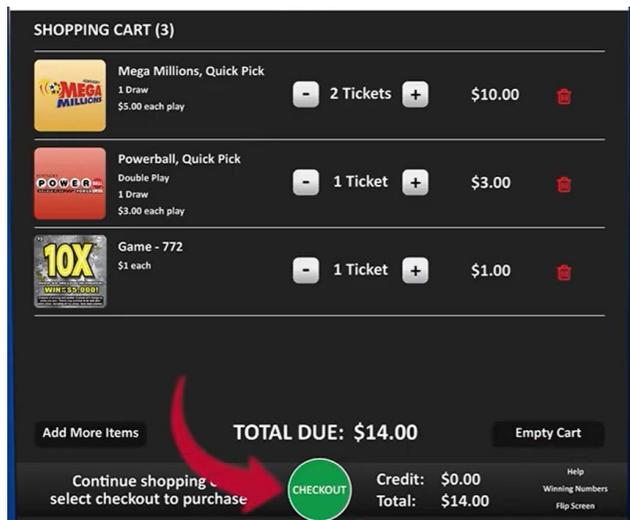


Shopping Cart

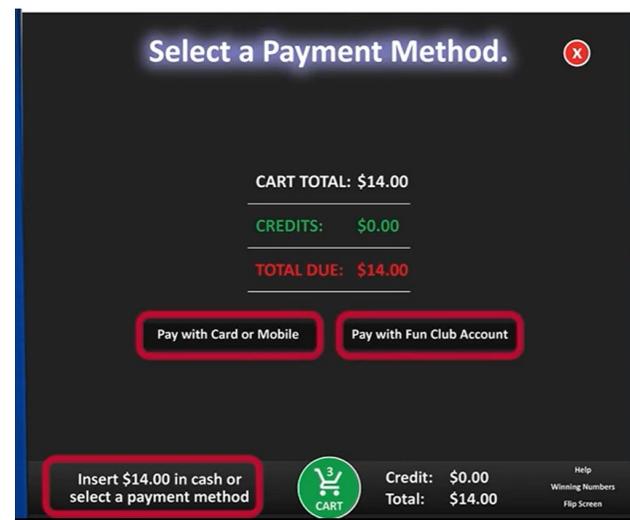
The new Shopping Cart feature will also be available on all Kentucky Lottery Vending machines. Follow these easy steps to complete your transaction.



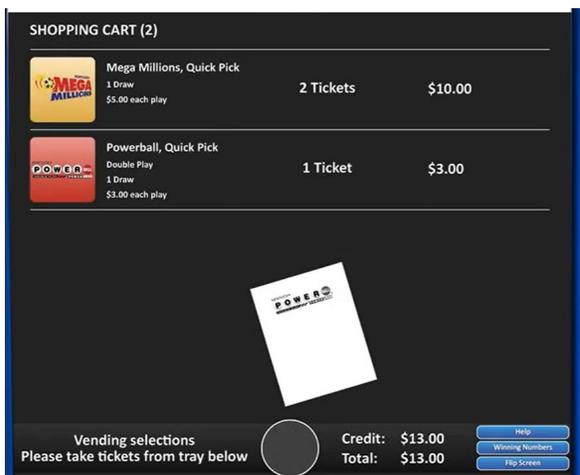
1. As you select your desired tickets they are added to the Shopping Cart. Once complete, select CHECK OUT



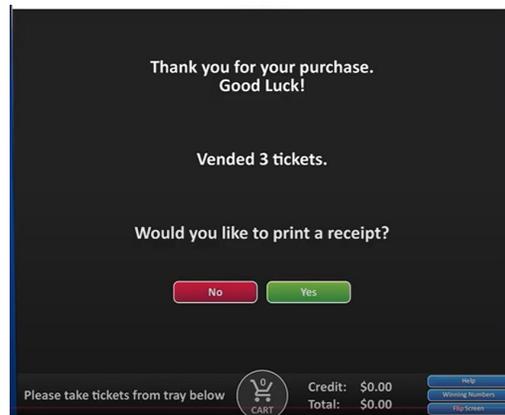
2. Once you have reviewed your selections, touch checkout.



3. Select your Payment method. Only one payment method may be used per transaction.



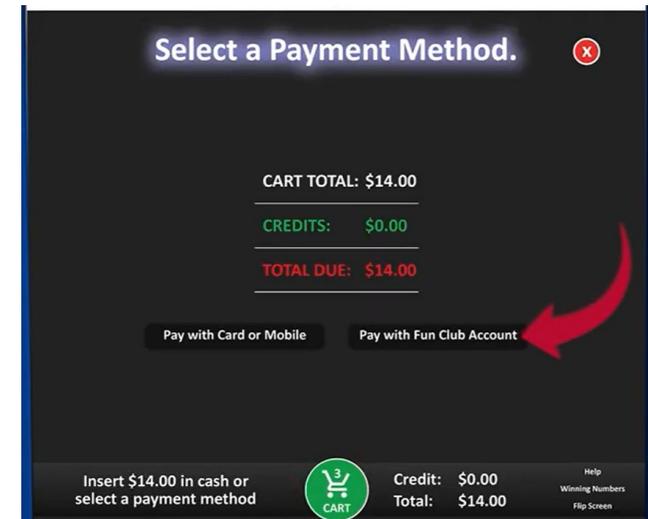
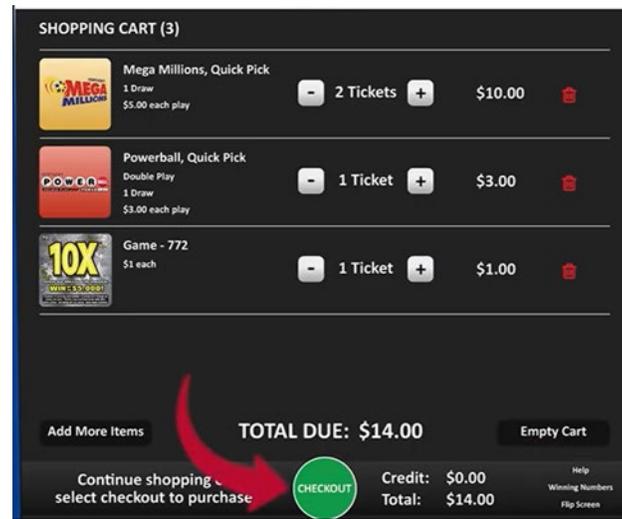
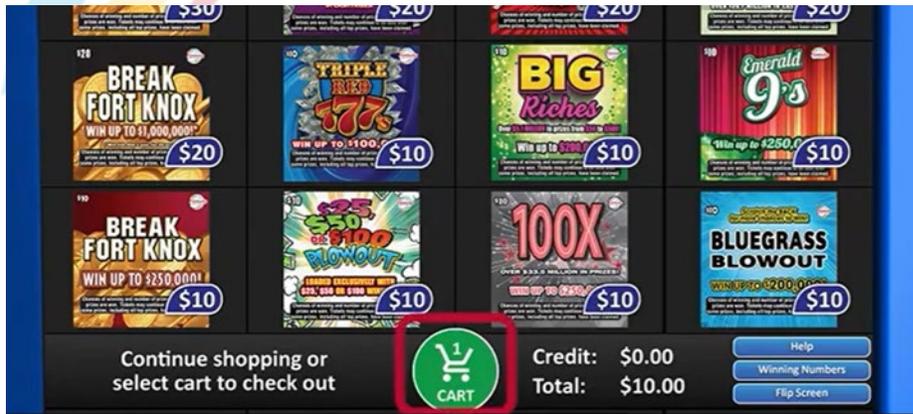
4. All tickets will vend and it will give you the option to print a receipt.



Connected Play

Connected play allows a player to use their Fun Club Account to pay for lottery purchases at retail.

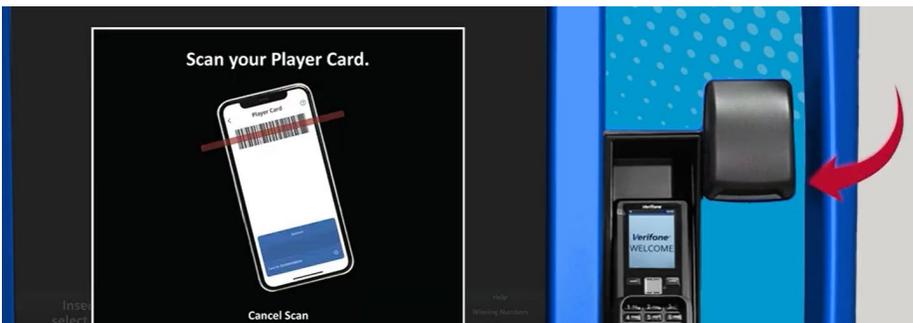
At Vending, to use a Fun Club account:



1. The player adds their desired game(s) to the shopping cart.

2. After reviewing the cart, the player taps the green cart icon.

3. Next, the player selects their preferred payment method. In this case, they choose "Pay with Fun Club Account."



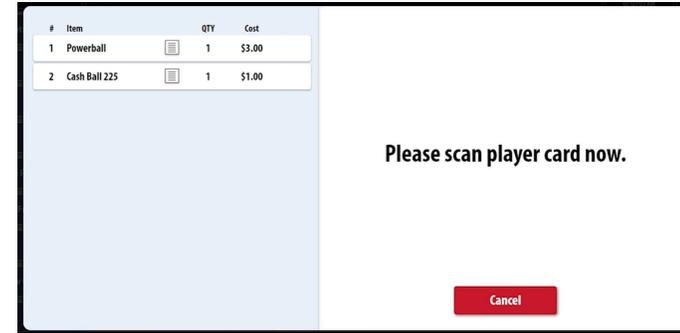
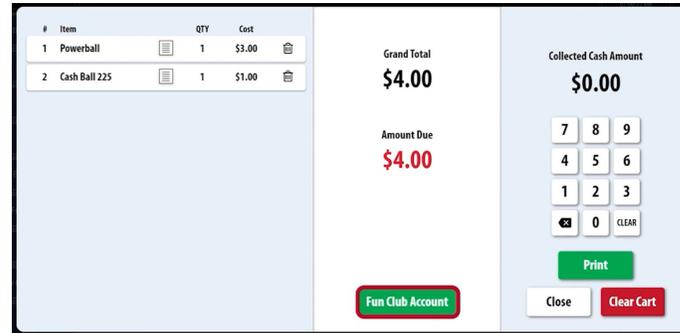
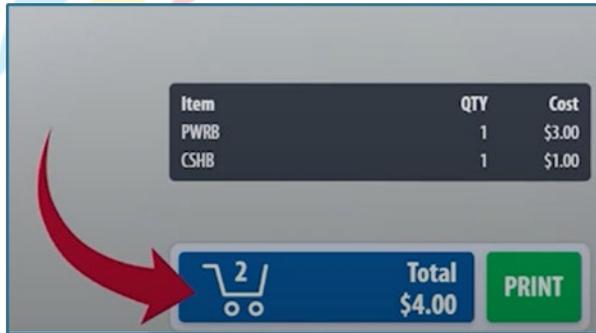
4. The system will then prompt the player to scan their digital player card. Note: Only one payment method can be used per transaction.



Connected Play

Connected play allows a player to use their Fun Club Account to pay for lottery purchases at retail.

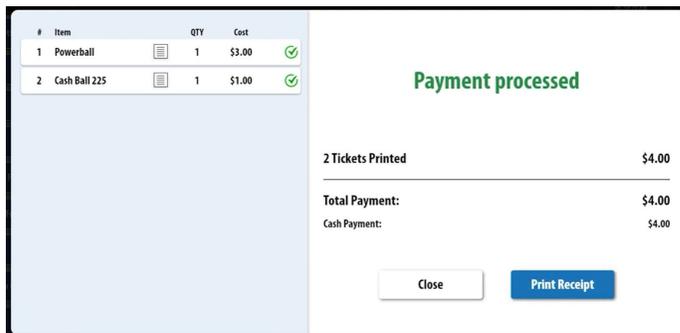
At the terminal, to use a Fun Club account:



1. As tickets are created, they will automatically be added to the shopping cart at the lower right corner of the screen. Tap this shopping cart icon to proceed with checkout.

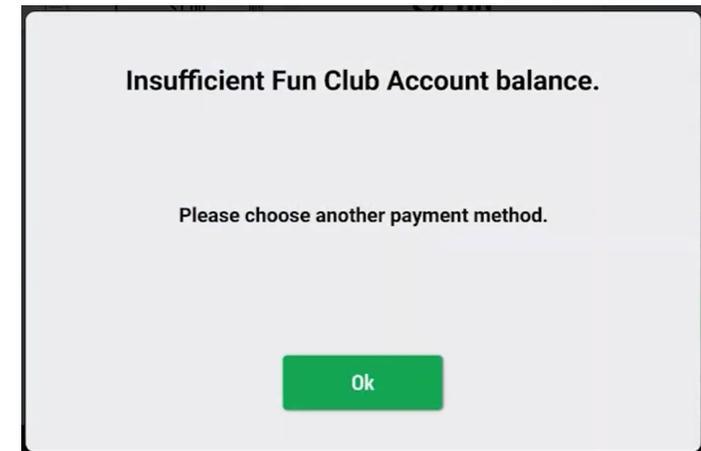
2. After reviewing the cart with the player, select Fun Club Account.

3. The terminal will prompt the retailer to scan the players Fun Club Account.



4. Once the payment is complete the terminal will print any draw games and give the option to print a receipt.

If there are insufficient funds in the account, the terminal will prompt the retailer for another payment method.





Section 3 : Retailer Accounting



Validation Basics

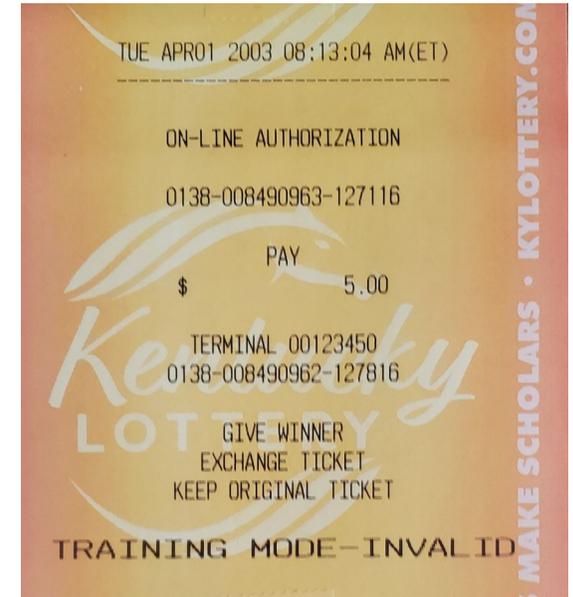
Validations is the term used for the cashing of tickets. Validations can happen at both the lottery vending machines and the Retailer Pro S2 terminal. However, if the player wants to receive cash, then they must validate their ticket at the Retailer Pro S2 Terminal.

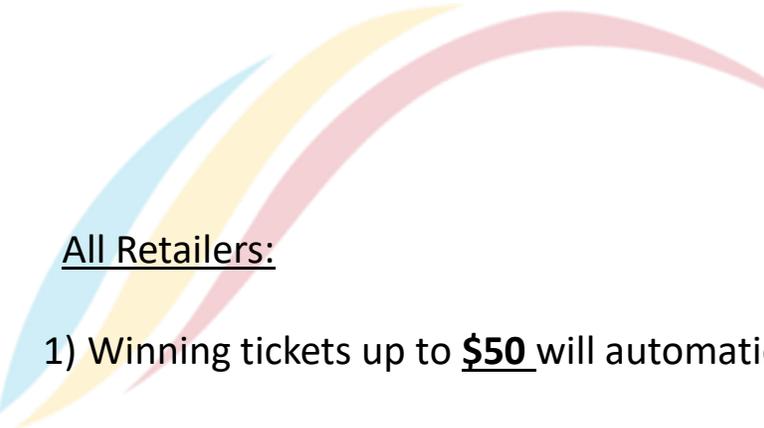
Retailers can validate tickets using the hand scanner from the home screen or may use the PAY button on the home screen and enter the ticket serial number if the ticket is not scanning.

Validations can only occur during the business day which is from 5am until 2am the following night. No tickets may be redeemed between 2am and 5am.

After a winning ticket is scanned, an Online or Instant Authorization slip will print. The retailer should keep this receipt as proof that the ticket has been validated.

***For all Validation related questions please call:
1-800-937-8946 – Select Option 3***





Validation Basics

All Retailers:

- 1) Winning tickets up to **\$50** will automatically validate when scanned at the terminal.
- 2) Winning tickets can be scanned at KLC vending machines and validated by adding credits to the vending machine for continued play, but they **cannot** give cash.
- 3) Winning tickets up to \$600 can be cashed at all retailers and do not require tax information.
- 4) Once a \$50+ ticket is scanned, a pay verification screen will appear. Select Yes only if you can payout the full amount of the prize.
- 5) Winning tickets above \$100 can not be credited on a vending machine.

Note: *If validating a multi draw ticket or instant win ticket with a nightly draw, always give Exchange tickets along with any cash prize to player after validating the instant win.*



Validation Basics

Cashing Agents:

- 1) Winning tickets over \$600 can be validated at a Cashing Agent if the retailer has the money available to pay out.
- 2) Once ticket is scanned, a pay verification screen will appear. Select **Yes** only if you can payout the full amount of the prize.
- 3) Winning tickets above \$600 require a [Winner Claim Form](#) or [Self-Service Claim Form](#) to be completed by the player.

Use these documents to learn more:

- [Web-based Claims Help](#)
- [Frequent Claim Errors](#)

Winning Tickets \$601-\$5000

WINNER CLAIM FORM www.kylottery.com		MAIL TO: Kentucky Lottery Corporation Claims - Dept. 100 Louisville, KY 40287-0001	
STAPLE TICKET TO TOP COPY HERE <small>DO NOT WRITE OR SIGN IN THESE SPACES</small>	INSTRUCTIONS TO CLAIMANT		FOR LOTTERY/CASHING AGENT USE ONLY
	- ON BACK OF TICKET, PRINT YOUR NAME & ADDRESS.		
	- YOU MUST SIGN YOUR NAME ON THE TICKET.		
- COMPLETE ITEMS 1 THROUGH 10 BELOW.		DATE _____	CASHIER INITIALS _____
- YOU MUST SIGN YOUR NAME ON THE CLAIM FORM.		CLAIM NUMBER _____	
- STAPLE TICKET TO TOP COPY OF FORM AT LEFT.		PRIZE AMOUNT _____	
- MAIL WHITE COPIES OF THIS FORM WITH TICKET TO ADDRESS SHOWN ABOVE.			
1. NAME			
PLEASE PRINT LAST NAME FIRST NAME MI			
2. SOCIAL SECURITY NUMBER _____ 3. DATE OF BIRTH _____			
MONTH DAY YEAR			
4. RESIDENT STATUS <input type="checkbox"/> U.S. CITIZEN <input type="checkbox"/> NON-RESIDENT ALIEN <input type="checkbox"/> RESIDENT ALIEN <input type="checkbox"/>			
5. MAILING ADDRESS _____ APARTMENT/UNIT # (IF APPLICABLE) _____			
6. CITY _____ 7. STATE _____			
8. ZIP CODE _____ 9. PHONE NUMBER _____			
10. Presently or in the past 180 days, have you, or any member of your family, been any of the following with respect to a business that sells Kentucky Lottery tickets: employee, owner, partner, member, managing member, officer, director, or shareholder? Yes / No.			
If yes, provide the name, address and telephone number of the business. _____			
<small>I declare I am not (1) a director, or officer or employee of the Kentucky Lottery Corp., (2) a vendor (or related entity) of a major lottery-specific procurement item to the Kentucky Lottery Corp. or an officer, director, employee, partner or owner of such a vendor (or related entity), or (3) a spouse, child, sibling, or parent residing as a member of the same household in principal residence of any such person, prohibited from purchasing a ticket or claiming a prize from the Kentucky Lottery Corp. under KRS 154A.110. Under penalty of perjury, I declare that to the best of my knowledge and belief, the name, address and social security number provided above correctly identified me as the recipient of the payments and that no other person is entitled to any part of the payments. I understand that Kentucky and federal taxes shall be withheld by the KLC from prize payments in such amounts as may be required, in accordance with applicable provisions of state and federal law, and that any attachments, garnishments, delinquent amounts, or executions authorized and issued pursuant to statute shall also be withheld. I understand that any person who, with intent to defraud, falsely present for payment a forged or counterfeit lottery ticket is in violation of state law. I authorize the Kentucky Lottery to use my name, image and voice for any reasonable publicity it considers desirable.</small>			
CLAIMANT'S SIGNATURE: _____		DATE: _____	
CONFIDENTIAL			

Cashing Agent Self-Service Claims QR Code



Validation Basics

Self Service Cashing Agent Process

1. After the player has scanned the QR code onto their personal phone, the Winner Claim Form is displayed.
2. The player will then enter their personal information following the prompted process. After the player has completed entering their information, you will then follow your normal process by selecting the following steps: **Log into retailer web portal** **Select Web Form.**
3. Select the player from Pending Claimants list. You will only see pending claimants associated with your retail location. The Player information will remain on this list for up to 1 hour after entering personal information.
4. Verify player has filled out and signed the back of the ticket. Verify Government issued ID matches information provided on the back of the ticket and on the web portal.
5. Answer the corresponding questions below the player's information.
6. Select Pay Claim
7. Once you receive Claim Pay Confirmation, you may pay the player.

Please Note: You will not need to send in any documentation to the Kentucky Lottery. Retain the ticket until you have received reimbursement.

Process and View Player Claims

To process a new claim, click **Paper Form** or **Web Form** to indicate the method the player used to complete the Kentucky Lottery Claim form.

To view the last 10 claims that your retail location(s) has paid, click **Recent Claims**.



Pending Claimants

Listed below are the players who completed their claim form online within the past hour from your retail location(s). To proceed with paying a player's claim, click the corresponding row.

Cashing Retailer	First Name	MI	Last Name	Address 1	Submission Date/Time
10017	Katie	L	Lawson	781 Madison Street	01/19/2024 14:24:47
21412	Bruce	W	Wayne	123 batcave	01/29/2024 08:41:31
21412	Clark		Kent	123 fortress	01/29/2024 08:43:31
21412	Barry		Allen	123	01/29/2024 08:47:31
21412	Steve		Wandel	123 fake	01/29/2024 10:14:34

Claim Pay Confirmation

It is OK to pay claim.

Claim Number: **9737644**

Player: **WANDEL, STEVE**
Prize Amount: **\$624.00**

Answer the two questions at the bottom of the page and then click **Pay Claim**.

Question 4 (Resident status)	US Citizen
Box 1 (Last, First, Middle)	WANDEL STEVE
Box 2 (SSN)	123-45-6789
Box 3 (Date of Birth)	01/29/1976
Box 5 (Mailing Address)	123 FAKE
Box 6 (City)	CRESTWOOD
Box 7 (State)	KY
Box 8 (Zip Code)	40014
Box 9 (Phone Number - Optional)	(502) 111-2234
Email (Optional)	STEVE@STEVWANDEL.COM

Has the player signed the back of the ticket?

Player has government-issued photo ID - Enter Expiration Date / / Format MM/DD/YYYY



Validation Basics

Super Cashing Agents:

These select Cashing agents are able to validate winners of up to \$25,000. All normal Cashing Agents rules apply but there are additional steps required for claims over \$5,000.

These claims cannot be completed using the Web or Self-Service Based Validation and requires retailers to contact the KLC directly 1-800-937-8946 Opt. 3 for authorization. KLC hours are Monday thru Friday, 8:00 am to 5:00 pm (EST).

NOTE: Any prize over \$25,000 must be claimed in person at the Kentucky Lottery Headquarters in Louisville. Prize amounts up to \$99,999 may also be claimed by mailing the winning ticket to the Kentucky Lottery Headquarters.

Use these documents to learn more:

[Super Cashing Information](#)

[Retailer Web Access](#)

[Cashing Agent Reminders](#)

Winning Tickets
\$5001-\$25,000

WINNER CLAIM FORM www.kylottery.com		MAIL TO: Kentucky Lottery Corporation Claims - Dept. 100 Louisville, KY 40287-0001	
STAPLE TICKET TO TOP COPY HERE FOR LOTTERY/CASHING AGENT USE ONLY	INSTRUCTIONS TO CLAIMANT		
	• ON BACK OF TICKET, PRINT YOUR NAME & ADDRESS. • YOU MUST SIGN YOUR NAME ON THE TICKET. • COMPLETE ITEMS 1 THROUGH 10 BELOW. • YOU MUST SIGN YOUR NAME ON THE CLAIM FORM. • STAPLE TICKET TO TOP COPY OF FORM AT LEFT. • MAIL WHITE COPIES OF THIS FORM WITH TICKET TO ADDRESS SHOWN ABOVE.		
DATE _____	CLAIM NUMBER _____	PRIZE AMOUNT _____	
1. NAME PLEASE PRINT: LAST NAME FIRST NAME MI			
2. SOCIAL SECURITY NUMBER _____		3. DATE OF BIRTH _____ MONTH DAY YEAR	
4. RESIDENT STATUS <input type="checkbox"/> U.S. CITIZEN <input type="checkbox"/> NON-RESIDENT ALIEN <input type="checkbox"/> RESIDENT ALIEN			
5. MAILING ADDRESS _____			APARTMENT # (IF APPLICABLE)
6. CITY _____		7. STATE _____	
8. ZIP CODE _____		9. PHONE NUMBER _____	
10. Presently or in the past 180 days, have you, or any member of your family, been any of the following with respect to a business that sells Kentucky Lottery tickets: employee, owner, partner, member, managing member, officer, director, or shareholder? Yes / No. If yes, provide the name, address and telephone number of the business: _____			
<small>I declare I am not (1) a director, officer or employee of the Kentucky Lottery Corp., (2) a vendor (or related entity) of a major lottery-specific procurement item to the Kentucky Lottery Corp. or an officer, director, employee, partner or owner of such a vendor (or related entity), or (3) a spouse, child, sibling, or parent residing in the same household in principal residence of any such person, prohibited from purchasing a ticket or claiming a prize from the Kentucky Lottery Corp. under KRS 154.110. Under penalty of perjury, I declare that to the best of my knowledge and belief, the name, address and social security number provided above correctly identified me as the recipient of the payments and that no other person is entitled to any part of the payments. I understand that Kentucky and federal laws shall be withheld by the KLC from prize payments in such amounts as may be required, in accordance with applicable provisions of state and federal law, and that any attachments, garnishments, delinquent amounts, or encumbrances authorized and issued pursuant to statute shall also be withheld. I understand that any person who, with intent to defraud, falsify present for payment or forged or counterfeit lottery ticket is in violation of state law. I authorize the Kentucky Lottery to use my name, image and voice for any reasonable publicity it considers desirable.</small>			
CLAIMANT'S SIGNATURE: _____		DATE: _____	
CONFIDENTIAL			



Commissions Basics

Retailer commissions is one of many ways retailers benefit from selling lottery products.

All retailers earn:

- 5% Commission for all Lottery Sales.
- 1% Cashing Commission for all tickets validated in store.
- 1% Selling Bonus for any tickets validated at another location above \$600.

Note: Commissions for Online Sales are paid on the next Billing Report. Commissions for Scratch-off Sales are paid when the pack settles. View your weekly Billing Report to see your selling and cashing commissions.

The cashing bonus for “authorized cashing agents” will remain at 2% for cashing winning tickets between \$601 - \$5,000.



Billing Basics

Online-only Retailers

The **Billing Invoice** prints automatically at the Retailer Pro S2 Terminal upon sign on every *Tuesday* for bank sweeps on Thursday. The invoice is for the previous weeks sales *Sunday at 5am – Sunday at 2am*. The total balance due is the amount that KLC will initiate a sweep on **Thursday**.

The sweep will include:

- Draw games
- Communication fee
- Commissions, ticket cashed, and other credits

For Any Billing Related Questions Please Call:
1-800-937-8946 – Select Option 2
or refer to the [Reports and Accounting Reference Guide](#)

DESCRIPTION	QTY	AMOUNT (\$)
ON-LINE INVOICE # 7232102 12/21/25-12/27/25		
KENO	0	0.00
KENO BULLS-EYE	0	0.00
KENO MULTIPLYR	0	0.00
CASH POP	0	0.00
KY CASH BALL	9	\$496.00
KY CB EZMATCH	0	0.00
MEGA MILLIONS	1	\$5.00
MILLION 4 LIFE	0	0.00
LUCKY FOR LIFE	0	0.00
FAST PLAY PLUS	0	0.00
PICK3	2	\$2.00
PICK4	6	\$162.50
POWERBALL	0	0.00
PB POWER PLAY	0	0.00
PB DOUBLE PLAY	0	0.00
IFUNDS	0	0.00
IGIFTS	0	0.00
CASHLESS SALES	0	0.00
CASHLESS ADJ	0	0.00
FUN CLUB SALES	0	0.00
SELLING COMM	18	(\$33.28)
PAYS	0	0.00
CANCELS	0	0.00
COUPONS	0	0.00
PROMOTIONS	0	0.00
PROMO CASH	0	0.00
FREE PLAYS	0	0.00
CASHING COMM	0	0.00
SELLING BONUS	0	0.00
ADJUSTMENTS	0	0.00
FEES	7	\$15.96
DEBIT MEMOS	0	0.00
CREDIT MEMOS	0	0.00
ONL QUAR BONUS	0	0.00
ONL CSHAGT BNS	0	0.00
ONL MISC	0	0.00
AMOUNT DUE		\$648.18

This section details your Online Sales for the previous business week. It shows quantity of games sold and the total value of those sales



Billing Basics

General Retailers/Cashing Agents/Super Cashing Agents

The **Billing Invoice** prints automatically at the Pro S2 Terminal upon sign on every *Tuesday* for bank sweeps on Thursday. The invoice is for the previous weeks sales *Sunday at 5am – Sunday at 2am*. The total balance due is the amount that KLC will initiate a sweep for on **Thursday**.

The sweep will include:

- Scratch-off games
- Draw games
- Communication fee
- Commissions, ticket cashed, incentive bonuses, and other credits

For Any Billing Related Questions Please Call:

1-800-937-8946 – *Select Option 2*

or refer to the [Reports and Accounting Reference Guide](#)

DESCRIPTION	QTY	AMOUNT (\$)
INSTANT INVOICE # 7232101 12/14/25-12/27/25		
SCRATCH-OFF SLS	3	\$1,700.00
CASHLESS SALES	0	0.00
CASHLESS ADJ	0	0.00
FUN CLUB SALES	0	0.00
RETURNS	0	0.00
SELLING COMM	3	(\$65.00)
SELLING BONUS	0	0.00
COUPONS	0	0.00
CASHING COMM	0	0.00
SCRATCH-OFF PYS	0	0.00
FREE SCRATCH	0	0.00
DEBIT MEMOS	0	0.00
CREDIT MEMOS	0	0.00
QUARTER BONUS	0	0.00
CASH AGT BONUS	0	0.00
INST MISC	0	0.00
AMOUNT DUE		\$1,615.00
ON-LINE INVOICE # 7232102 12/21/25-12/27/25		
DESCRIPTION	QTY	AMOUNT (\$)
KEND	0	0.00
KEND BULLS-EYE	0	0.00
KEND MULTIPLYR	0	0.00
CASH POP	0	0.00
KY CASH BALL	9	\$496.00
KY DB EZMATCH	0	0.00
MEGA MILLIONS	1	\$5.00
MILLION 4 LIFE	0	0.00
LUCKY FOR LIFE	0	0.00
FAST PLAY PLUS	0	0.00
PICK3	2	\$2.00
PICK4	6	\$162.50
POWERBALL	0	0.00
PB POWER PLAY	0	0.00
PB DOUBLE PLAY	0	0.00
IFUNDS	0	0.00
GIFTS	0	0.00
CASHLESS SALES	0	0.00
CASHLESS ADJ	0	0.00
FUN CLUB SALES	0	0.00
SELLING COMM	18	(\$33.28)
PAYS	0	0.00
CANCELS	0	0.00
COUPONS	0	0.00
PROMOTIONS	0	0.00
PROMO CASH	0	0.00
FREE PLAYS	0	0.00
CASHING COMM	0	0.00
SELLING BONUS	0	0.00
ADJUSTMENTS	7	0.00
FEES	0	\$15.56
DEBIT MEMOS	0	0.00
CREDIT MEMOS	0	0.00
ONL QUAR BONUS	0	0.00
ONL CSHAGT BNS	0	0.00
ONL MISC	0	0.00
AMOUNT DUE		\$648.18
TOTAL AMOUNT		\$2,263.18
EFT SWEEP AMOUNT		\$0.00

This section details Scratch-off Sales and Billing details for the previous business week

This section details your Online Sales for the previous business week. It shows quantity of games sold and the total value of those sales

This is the total amount due and will be swept from your Bank Account on Thursday.





Billing Basics

Scratch-off Billing Terms

Validation-based Billing

- Scratch-off ticket packs will be billed 60 days after activation or when 85% of the pack has been validated, whichever comes first.
- Scratch-off ticket packs will be billed 120 days after issued date if they are not activated within the first 60 days.

Bill Immediate

- Retailers may elect to be billed immediate or may be placed on bill immediate due to multiple NSF's (Non- Sufficient Funds).
- Scratch-off ticket packs are billed one business day after the tickets are ordered. Activations are irrelevant with this billing option.

For Any Billing Related Questions Please Call:

1-800-937-8946 – Select Option 2 or refer to our [Online Adjustment Guide](#)



KLC Security

Please contact Kentucky Lottery Security if:

- You did not receive your ticket order so that they can be put it into lost/stolen status.
- You have questions about how to activate a pack after some of the tickets have already been sold.
- You have questions about potential employee lottery misconduct.
- You receive the message please contact lottery on your Pro S2 Terminal.
- Please contact both the police and lottery if you believe tickets have been stolen.

KLC Security: Best Practices

- ✓ Always keep Scratch-off Tickets secured.
- ✓ Always keep Sign-on numbers out of public view.
- ✓ Always keep and maintain daily inventory logs for Scratch-off tickets especially the ones sold from the counter.
- ✓ Keep your Scratch-off invoices for your records.
- ✓ Never print and give player tickets without getting the money for it first.
- ✓ Keep security cameras on both the vending machine and front counter lottery areas.

KLC Security

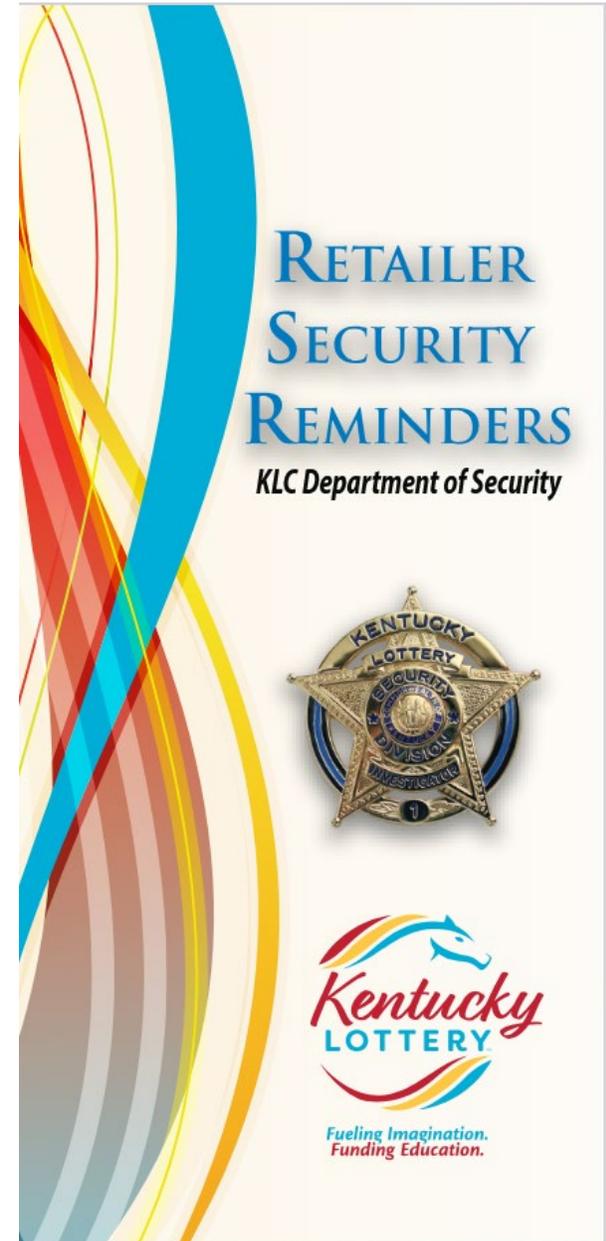
Phone: 1-800-937-8946 – option 5

Email: klcfraudwatch@kylottery.com

[KY Lottery- Security](#)

[Bookkeeping and Security Checklist](#)

[KLC Security Brochure](#)



Positive Play

Playing responsibly doesn't mean you can't have fun! Welcome to Positive Play, an educational resource for Kentucky Lottery players to learn valuable information on how to safely and responsibly enjoy our entertaining games.

We know, winning can be exciting. It is important that you have the tools to make responsible decision when playing the Kentucky Lottery. After all, the lottery is meant to be FUN and never stressful.

Anyone seeking help or information is encouraged to call 1-800-GAMBLER or 1-800-522-4700 (Council on Compulsive Gambling). Hotline staff will send you more information about problem or compulsive gambling or make a referral to the closest certified problem gambling counselor or Gamblers Anonymous meeting.

