Kentucky LOTTERY™

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

Rakesh and Bijal, owners of Countryside BP in Lancaster.

Alpesh Patel at Neighborhood Market in Elizabethtown.

Images from The Quarter Magizine by the KLC.

New Retailer Expectations

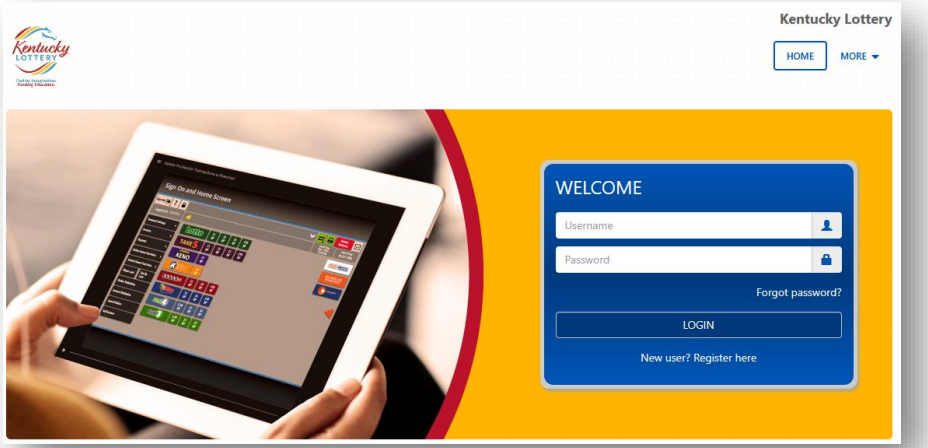
Prior to your lottery install, your TSM (Territory Sales Manager) will discuss what equipment you will be receiving, ticket quantity, and the space/outlets required for sales.

Retailer's will receive a Pro S2 terminal, printer, and WinCheck S2 (ticket checker), and monitor . This equipment will need a secure place to sit and at least 4 electrical outlets near the terminal. If extension cords are needed, the retailer will be responsible for providing these.

Scratch-off Dispensers will need to be placed in an easily accessible position for your staff and must be visible to the player. The scratch-off dispensers cannot have anything in front of them blocking the players view, and nothing on top as this is where we place KLC Marketing signage.

Your TSM will contact you with an install date, and training will happen after install, preferably same or next day.

We have an E-Learning platform Learning Wizard that will be provided for all retailers when new game or equipment updates occur. You will be required to complete a training session in Learning Wizard using your Retailer Number as your Username and **W**elcome**T**o**LW** as your Password when required training is scheduled.



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 Draw 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

FAST PLAY 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- 300	$10- 60
$2- 150	$20- 30
$3- 100	$30- 30
$5- 100	$50- 20/ 30

Scratch-off Categories may Include:

Families of Games
- Set for Life
- Wild Cash

Multiplier
- Money Multiplier
- Mega Multiplier

Extended Play
- Crossword
- Bingo

Seasonal
- Holiday
- Halloween

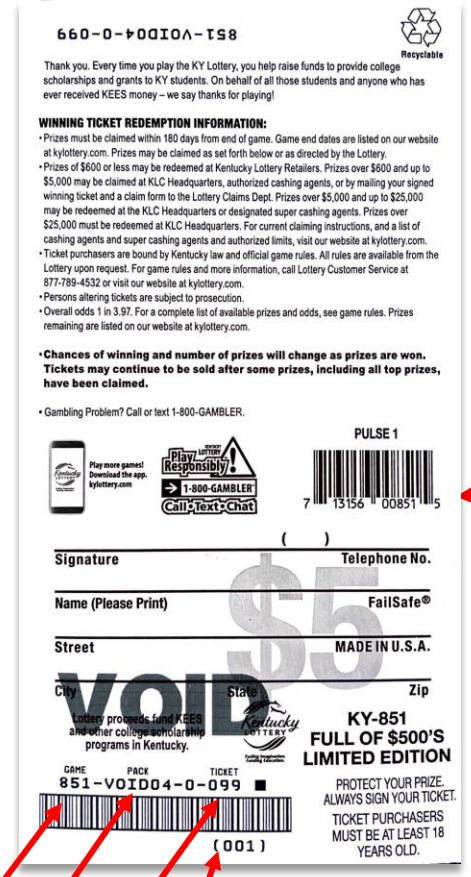
Licensed Trademark
- Wheel of Fortune
- Ghostbusters
- Monopoly

Scratch-offs

All Scratch-off tickets share the same basic format. They may come in different sizes, and dollar value but the barcode locations and purposes are the same for all.

Game description

Validation Barcode and serial #



Information on redemption

Retail Barcode: Can be used to track sales if loaded into retailer POS system

Game Number

Pack Number

Ticket Number

Tickets remaining in pack

Scratch-Off's

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.

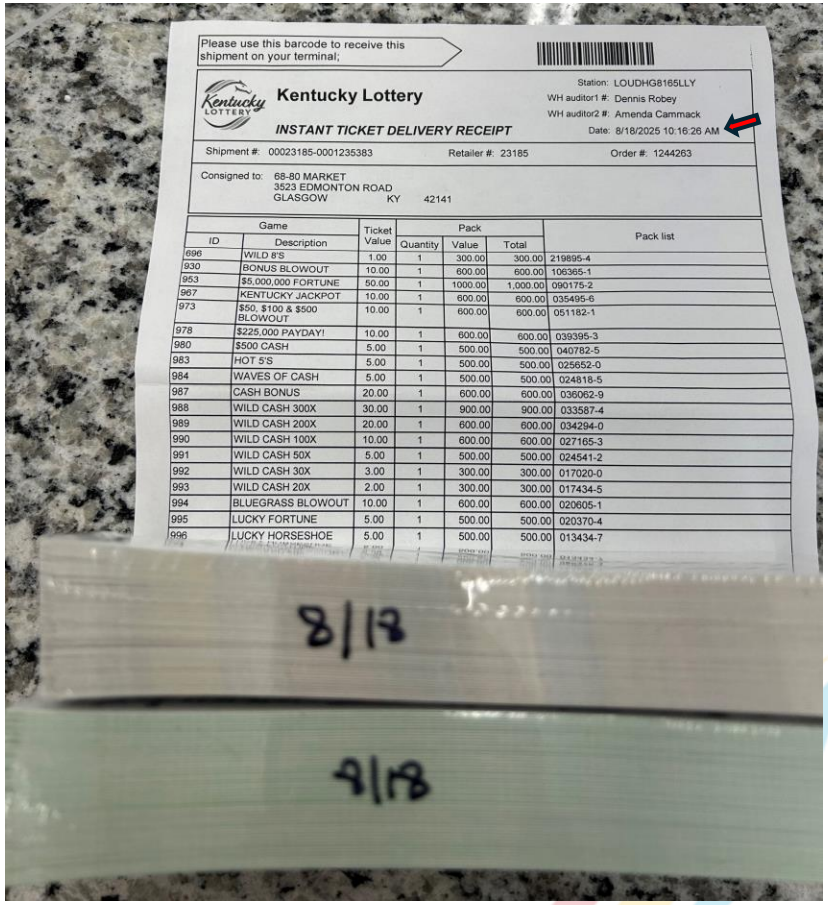
It is important to do the following when you receive an order:

- 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 permeant 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



Please use this barcode to receive this shipment on your terminal;

Kentucky Lottery

INSTANT TICKET DELIVERY RECEIPT

Station: LOUDHG8165LLY
WH auditor1 #: Dennis Robey
WH auditor2 #: Amenda Cammack
Date: 8/18/2025 10:16:26 AM

Shipment #: 00023185-0001235383 Retailer #: 23185 Order #: 1244263

Consigned to: 68-80 MARKET
3523 EDMONTON ROAD
GLASGOW KY 42141

Game		Ticket Value	Pack			Pack list
ID	Description		Quantity	Value	Total	
696	WILD 8'S	1.00	1	300.00	300.00	219895-4
930	BONUS BLOWOUT	10.00	1	600.00	600.00	106365-1
953	$5,000,000 FORTUNE	50.00	1	1000.00	1,000.00	090175-2
967	KENTUCKY JACKPOT	10.00	1	600.00	600.00	035495-6
973	$50, $100 & $500 BLOWOUT	10.00	1	600.00	600.00	051182-1
978	$225,000 PAYDAY!	10.00	1	600.00	600.00	039395-3
980	$500 CASH	5.00	1	500.00	500.00	040782-5
983	HOT 5'S	5.00	1	500.00	500.00	025652-0
984	WAVES OF CASH	5.00	1	500.00	500.00	024818-5
987	CASH BONUS	20.00	1	600.00	600.00	036062-9
988	WILD CASH 300X	30.00	1	900.00	900.00	033587-4
989	WILD CASH 200X	20.00	1	600.00	600.00	034294-0
990	WILD CASH 100X	10.00	1	600.00	600.00	027165-3
991	WILD CASH 50X	5.00	1	500.00	500.00	024541-2
992	WILD CASH 30X	3.00	1	300.00	300.00	017020-0
993	WILD CASH 20X	2.00	1	300.00	300.00	017434-5
994	BLUEGRASS BLOWOUT	10.00	1	600.00	600.00	020605-1
995	LUCKY FORTUNE	5.00	1	500.00	500.00	020370-4
996	LUCKY HORSESHOE	5.00	1	500.00	500.00	013434-7

8/18

8/18

Scratch-Offs

Best Practices Continued:

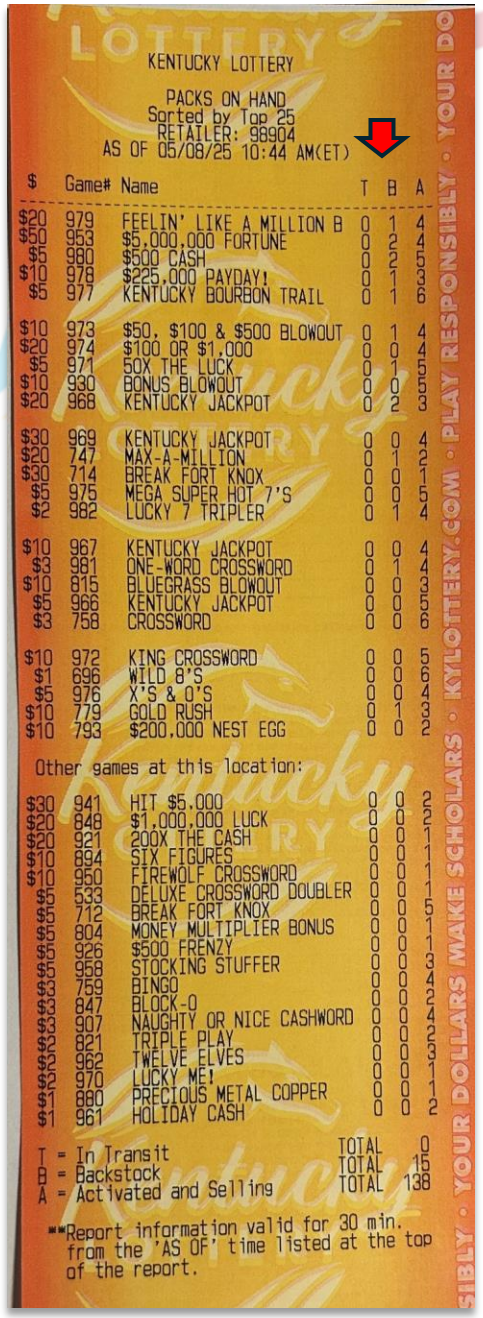
✓ **Activate** tickets before adding them to dispensers or vending machines.
Rotate ticket inventory using the oldest dated packs first so you may sell out of a pack before being billed for it. (FIFO- First in first out)
NOTE: Packs will be billed even if they are not activated. See more in our Billing 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



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	2	4
$5	980	$500 CASH	0	2	5
$10	978	$225,000 PAYDAY!	0	1	3
$5	977	KENTUCKY BOURBON TRAIL	0	1	6
$10	973	$50, $100 & $500 BLOWOUT	0	1	4
$20	974	$100 OR $1,000	0	0	4
$5	971	50X THE LUCK	0	1	5
$10	930	BONUS BLOWOUT	0	0	5
$20	968	KENTUCKY JACKPOT	0	2	3
$30	969	KENTUCKY JACKPOT	0	0	4
$20	747	MAX-A-MILLION	0	1	2
$30	714	BREAK FORT KNOX	0	0	1
$5	975	MEGA SUPER HOT 7'S	0	0	5
$2	982	LUCKY 7 TRIPLER	0	1	4
$10	967	KENTUCKY JACKPOT	0	0	4
$3	981	ONE-WORD CROSSWORD	0	1	4
$10	815	BLUEGRASS BLOWOUT	0	0	3
$5	966	KENTUCKY JACKPOT	0	0	5
$3	758	CROSSWORD	0	0	6
$10	972	KING CROSSWORD	0	0	5
$1	696	WILD 8'S	0	0	6
$5	976	X'S & O'S	0	0	4
$10	779	GOLD RUSH	0	1	3
$10	793	$200,000 NEST EGG	0	0	2
Other games at this location:					
$30	941	HIT $5,000	0	0	2
$20	848	$1,000,000 LUCK	0	0	2
$20	921	200X THE CASH	0	0	1
$10	894	SIX FIGURES	0	0	1
$10	950	FIREWOLF CROSSWORD	0	0	1
$5	533	DELUXE CROSSWORD DOUBLER	0	0	1
$5	712	BREAK FORT KNOX	0	0	5
$5	804	MONEY MULTIPLIER BONUS	0	0	1
$5	926	$500 FRENZY	0	0	1
$5	958	STOCKING STUFFER	0	0	3
$3	759	BINGO	0	0	4
$3	847	BLOCK-O	0	0	2
$3	907	NAUGHTY OR NICE CASHWORD	0	0	4
$2	821	TRIPLE PLAY	0	0	2
$2	962	TWELVE ELVES	0	0	3
$2	970	LUCKY ME!	0	0	1
$1	880	PRECIOUS METAL COPPER	0	0	1
$1	961	HOLIDAY CASH	0	0	2

T = In Transit TOTAL 0
B = Backstock TOTAL 15
A = Activated and Selling 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

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.

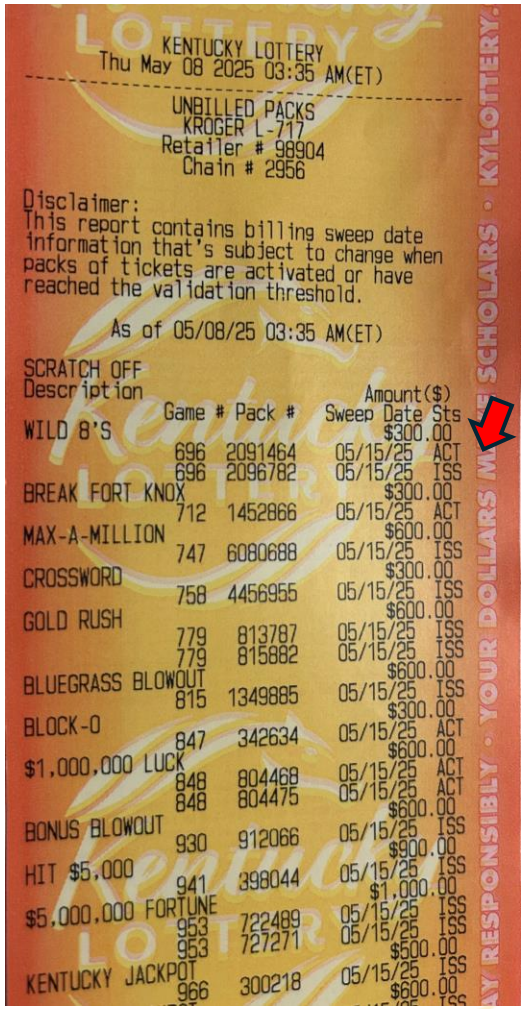
Packs on Hand is a report that shows you a complete list of your ticket packs, the quantity, and what status they are in.

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
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			$300.00	
	696	2091464	05/15/25	ACT
	696	2096782	05/15/25	ISS
BREAK FORT KNOX			$300.00	
	712	1452866	05/15/25	ACT
MAX-A-MILLION			$600.00	
	747	6080688	05/15/25	ISS
CROSSWORD			$300.00	
	758	4456955	05/15/25	ISS
GOLD RUSH			$600.00	
	779	813787	05/15/25	ISS
	779	815882	05/15/25	ISS
BLUEGRASS BLOWOUT			$600.00	
	815	1349885	05/15/25	ISS
BLOCK-O			$300.00	
	847	342634	05/15/25	ACT
$1,000,000 LUCK			$600.00	
	848	804468	05/15/25	ACT
	848	804475	05/15/25	ACT
BONUS BLOWOUT			$600.00	
	930	912066	05/15/25	ISS
HIT $5,000			$900.00	
	941	398044	05/15/25	ISS
$5,000,000 FORTUNE			$1,000.00	
	953	722489	05/15/25	ISS
	953	727271	05/15/25	ISS
KENTUCKY JACKPOT			$500.00	
	966	300218	05/15/25	ISS
			$600.00	

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.

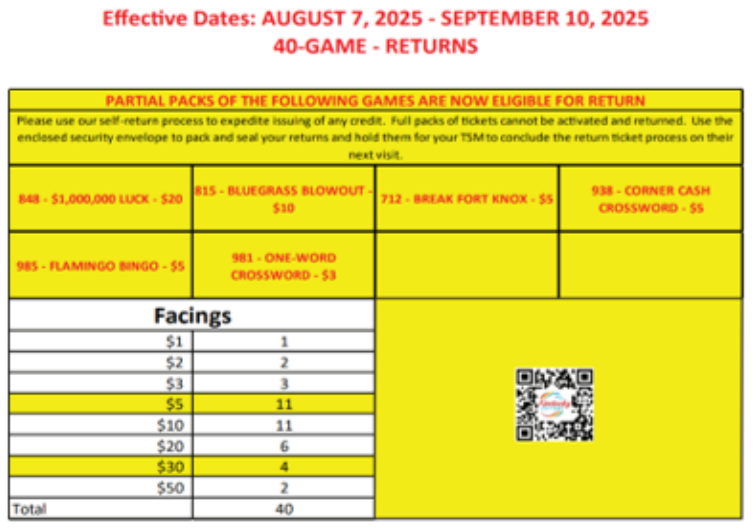
Each POG has a number indicating how many games it represents along with the effective start and end dates. Games highlighted Blue, Green, Yellow and White are created to bring awareness within the POG of specific games.

- 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



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				
P3	P4	HTP	MM	PB
P3	P4	HTP	X&O	PB
CB	M4L	PP	CP	KENO

PLAY CENTER POG WITH SCANNER			
P4	X&O	PB	TICKET
P3	KENO	MM	CHECKER
CB	PP	M4L	SCANNER
CP	HTP	*FRONT UNDER SURFACE*	

LEGEND	
P3	*PICK 3*
P4	*PICK 4*
CB	*CASH BALL*
M4L	*MILLIONAIRE FOR LIFE*
HTP	*HOW TO PLAY*
MM	*MEGA MILLIONS*
CP	*CASH POP*
PB	*POWER BALL*
KENO	*KENO*
PP	*POSITIVE PLAY*
X & O	PB X & O

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

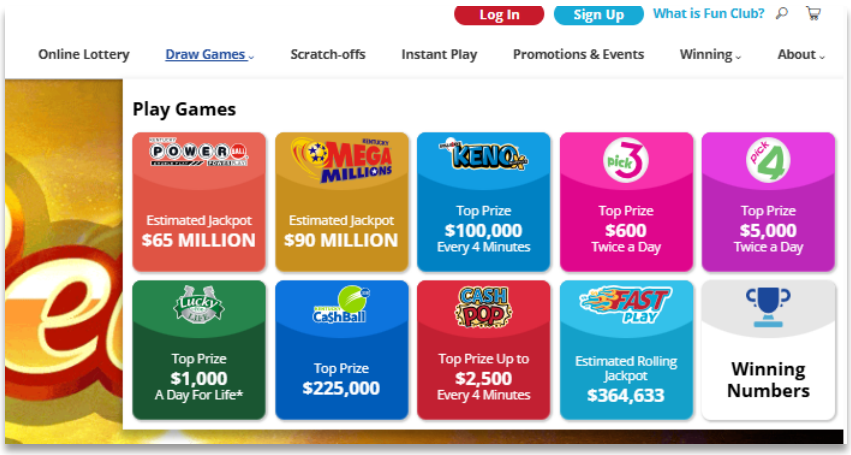
Create a Winner Awareness Area in your business to display winning tickets you have sold or validated. Players like to know that winners are out there and that they can win close to home. In showing winners from your location, you draw more players in for their chance to be the next big winner which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

iLottery

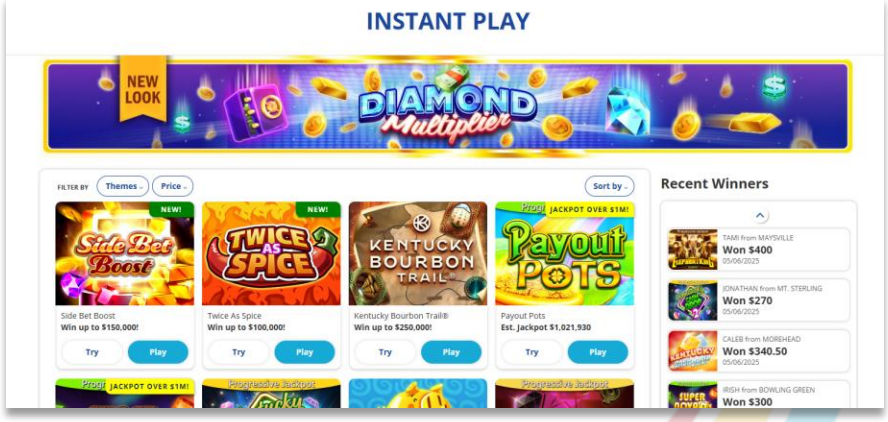
Basics of Playing iLottery:

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 players 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 players Fun Club Account.

Barcode not scanning:

The QR Code may have timed out of the 4-minute active window allowed from the players 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.

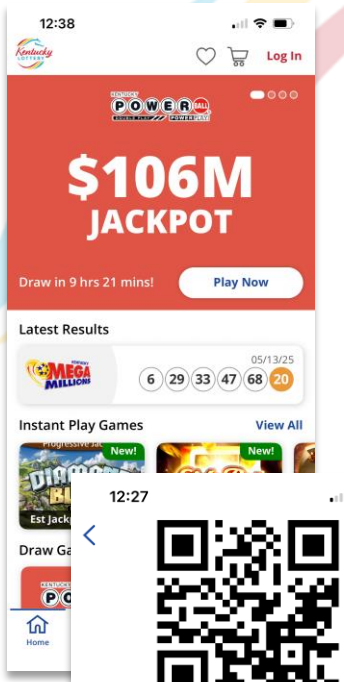
Additionally, players can create a digital play slip using their favorite numbers in a mobile app and simply scan it at a retailer terminal/vending machine for quick and easy paperless ticket generation. With connected play, players can also scan their paper tickets in their mobile app to instantly check 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.

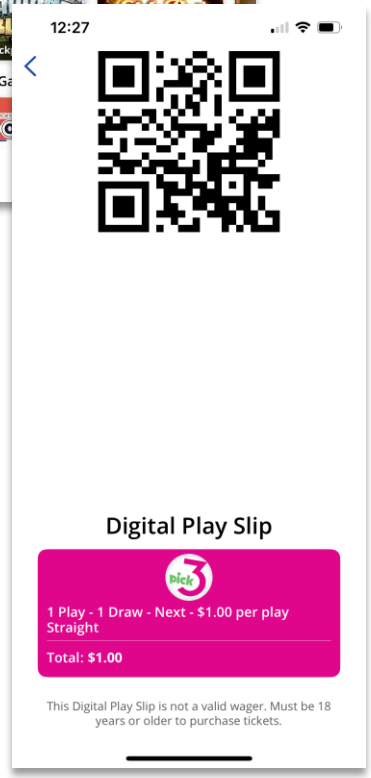
Connected Play makes the experience faster and more engaging. Below is the list of connected play features:

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

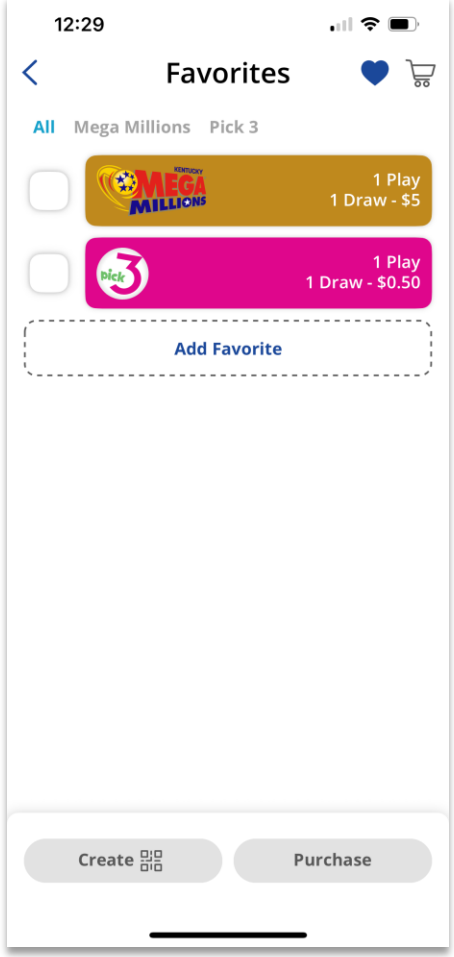




A player can go to the Kentucky Lottery App and produce a digital Play slip for any KLC terminal or Vending Machine games except “Fast Play”. Once the player has completed selecting the game of their choice, a QR Code will be produced for the player to scan at any Kentucky retail location or Vending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

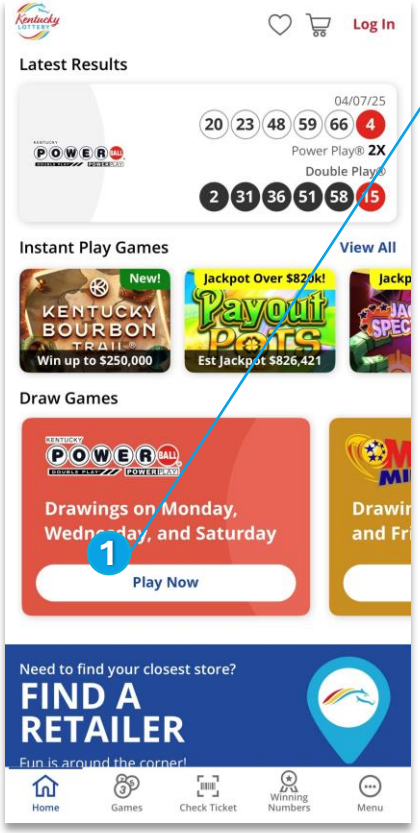
Digital Play slips can be saved ♡ for future use and do not require the player to create a Fun Club account.

*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:

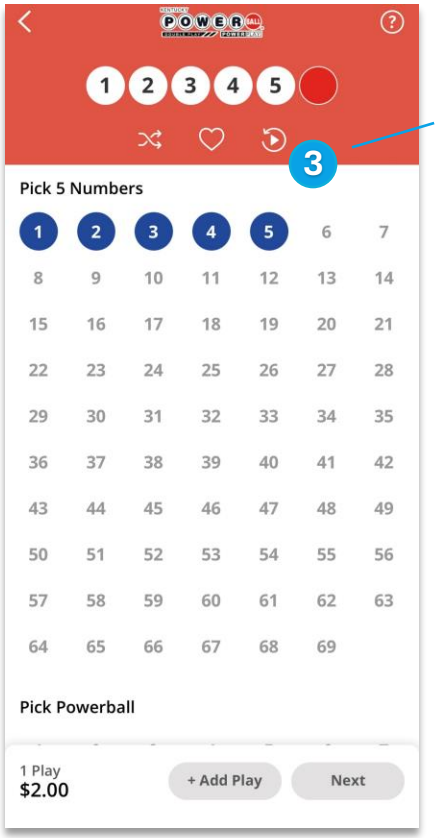


Select the "Play Now" button on the game you want to play

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!*

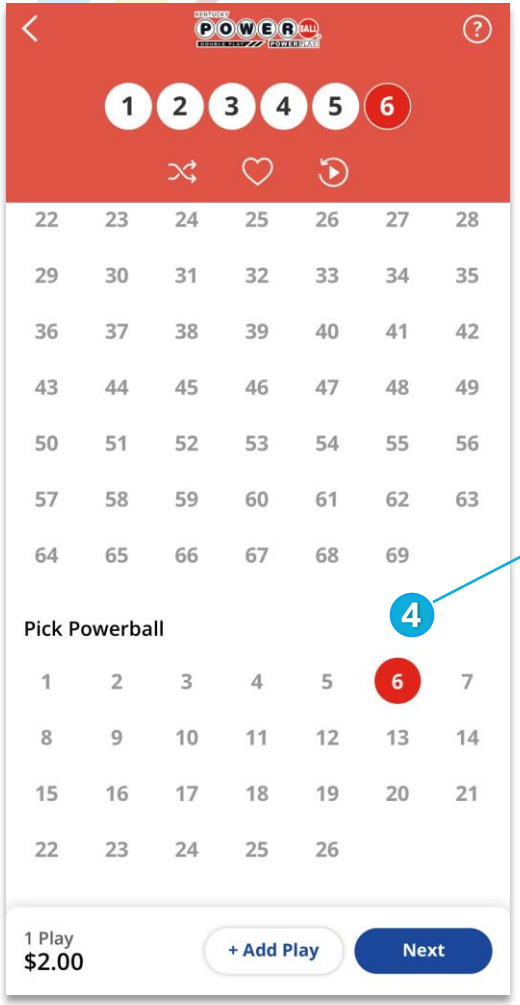
Select "Pick Your Numbers"



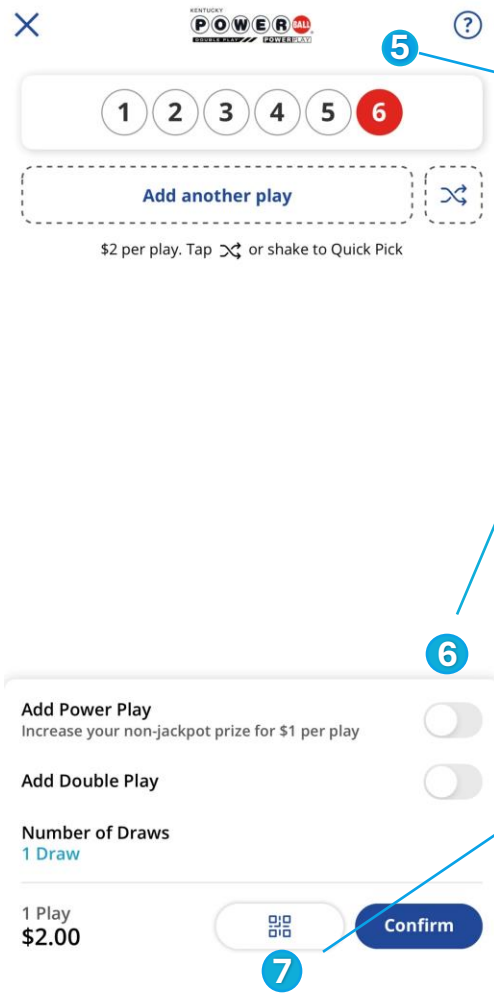
Select your 5 "white ball" numbers.

Digital Play Slips

Digital play slip creation:



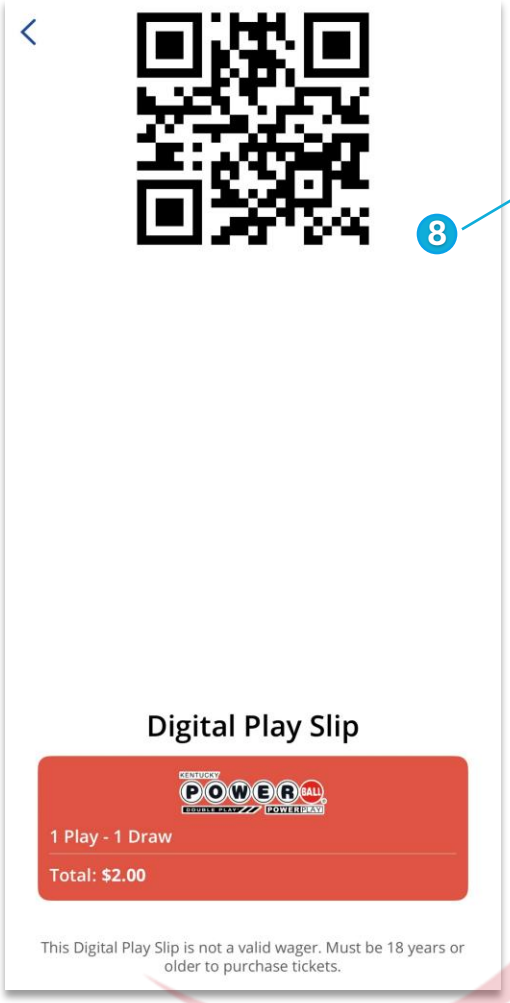
4 Scroll down the page, then select your Powerball number



5 Verify your numbers are correct

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

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



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

Section 2: Equipment Guide

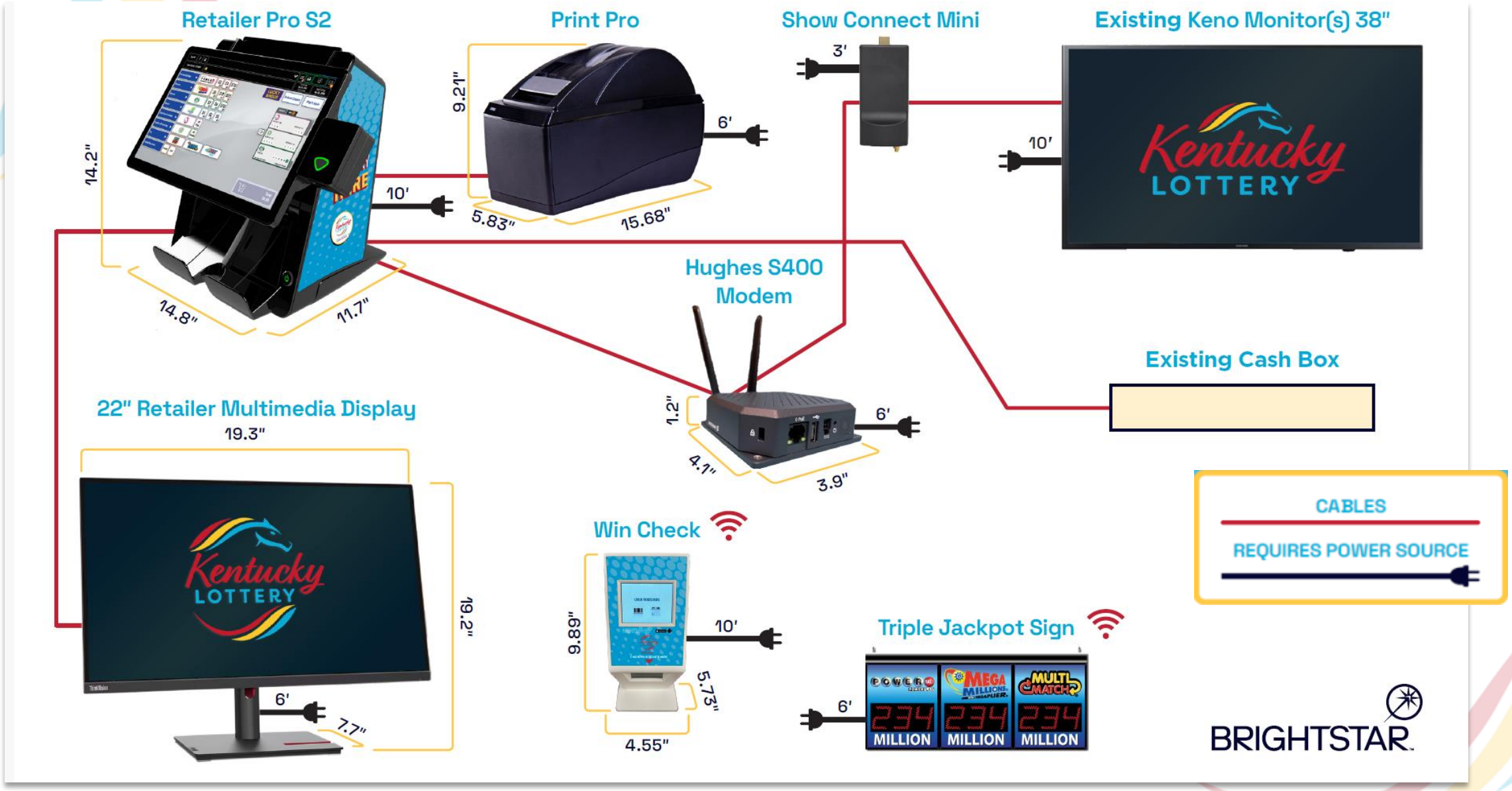
Retailer Pro S2 Terminal

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.

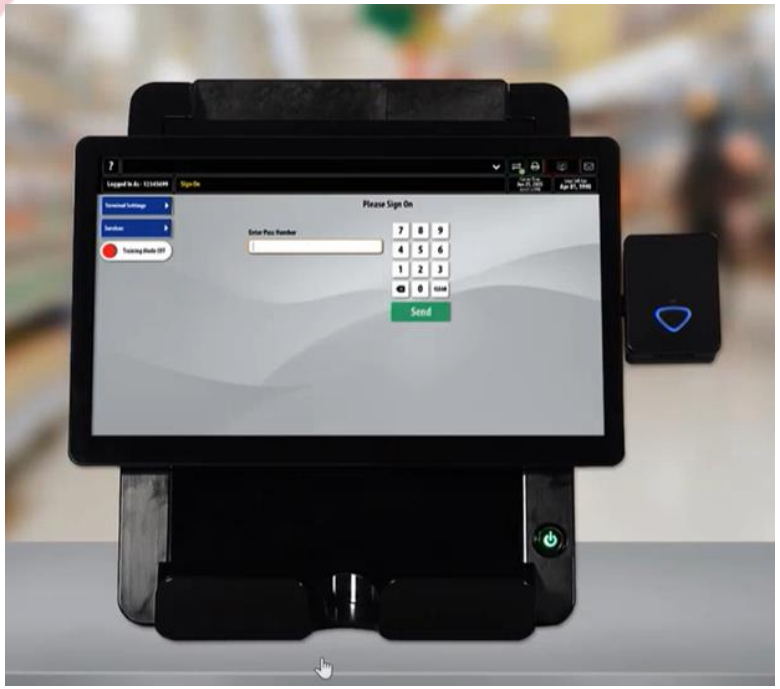
Printer Operations

- 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

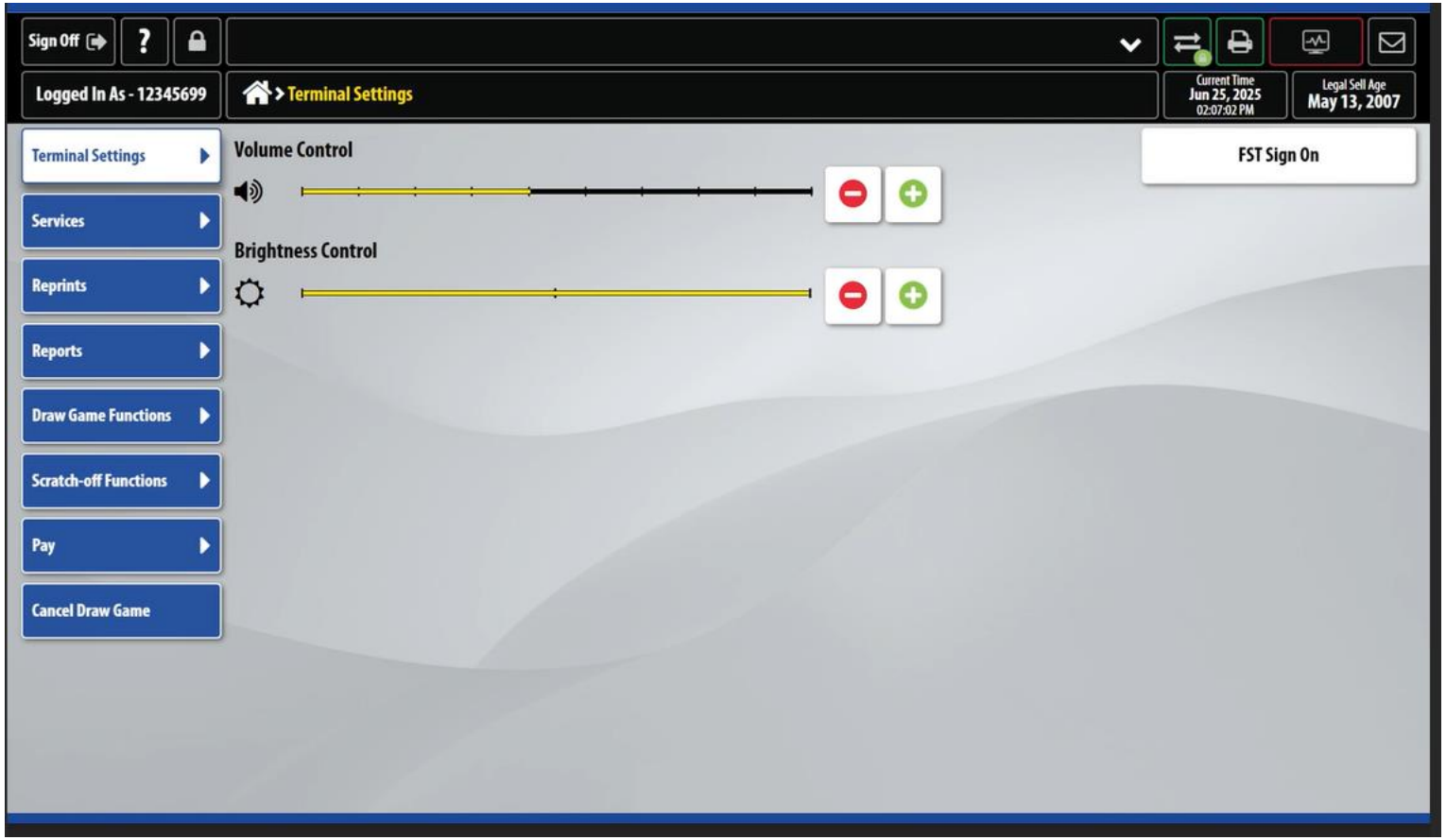
Touch **LOG OUT** on the HOME screen.

Retailer Pro S2 Terminal

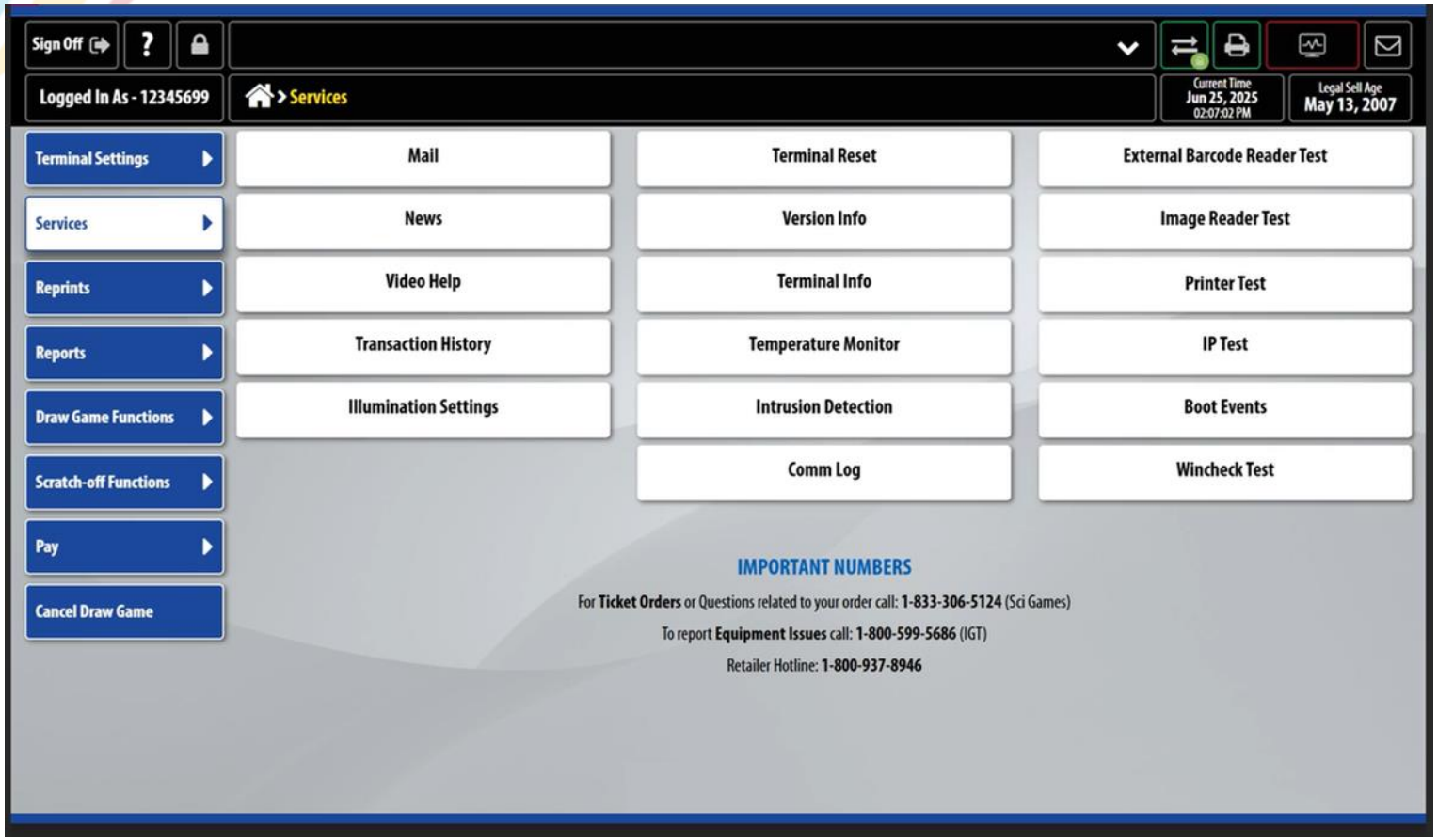
Logout- The Log out button logs the retailer out of the terminal.
Help ?- Using the Help button lets you know what the indicated items is.
Lock- Locks the terminal, use retailer log in to sign back in.
Status ⌄ - Shows past activity
Communication activity ⇄ - currently showing not connected.
Printer 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.

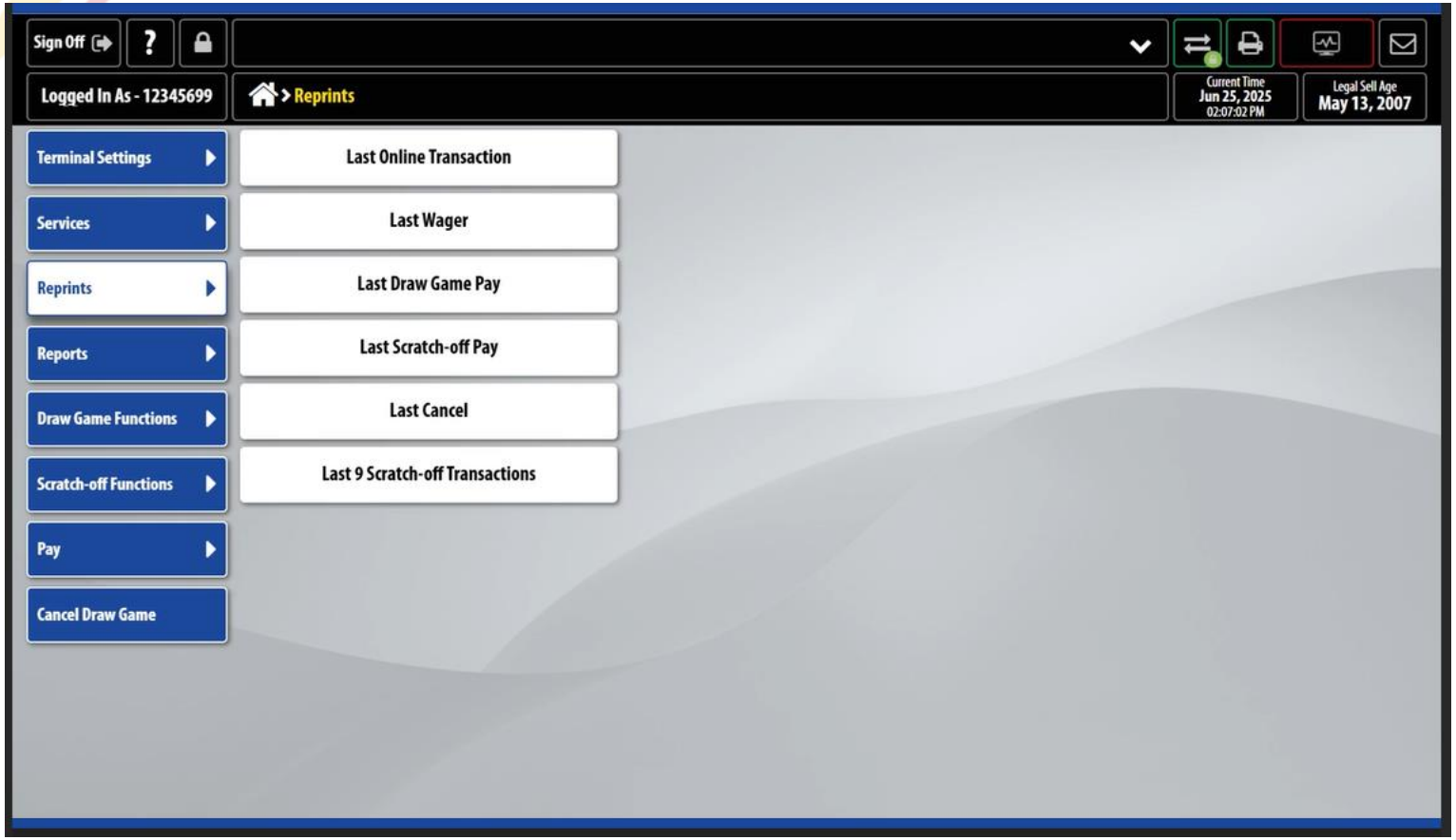


Retailer Pro S2 Terminal



- **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.

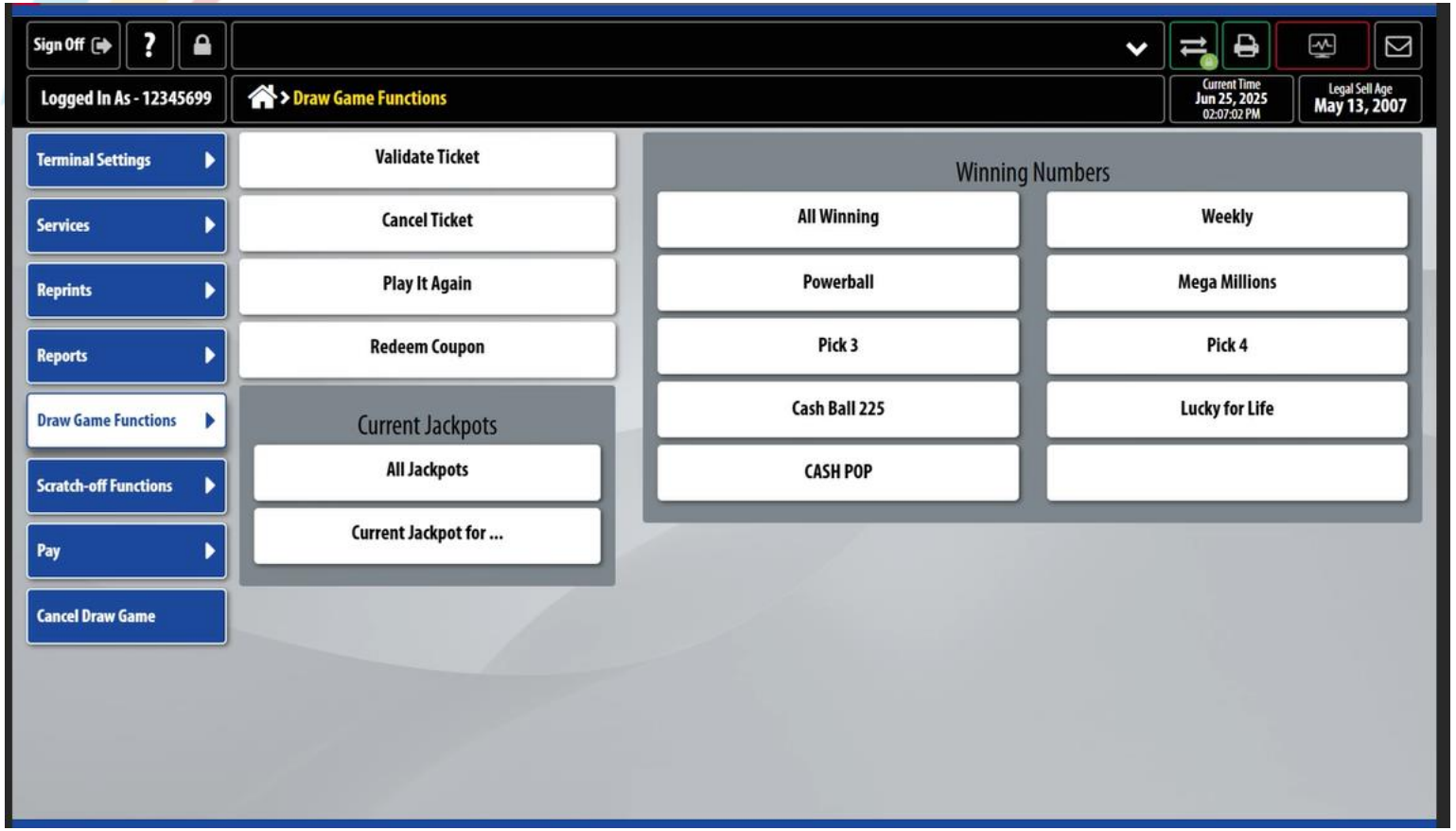
Scratch-off Report- Instant Tickets Redeemed Report

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



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)

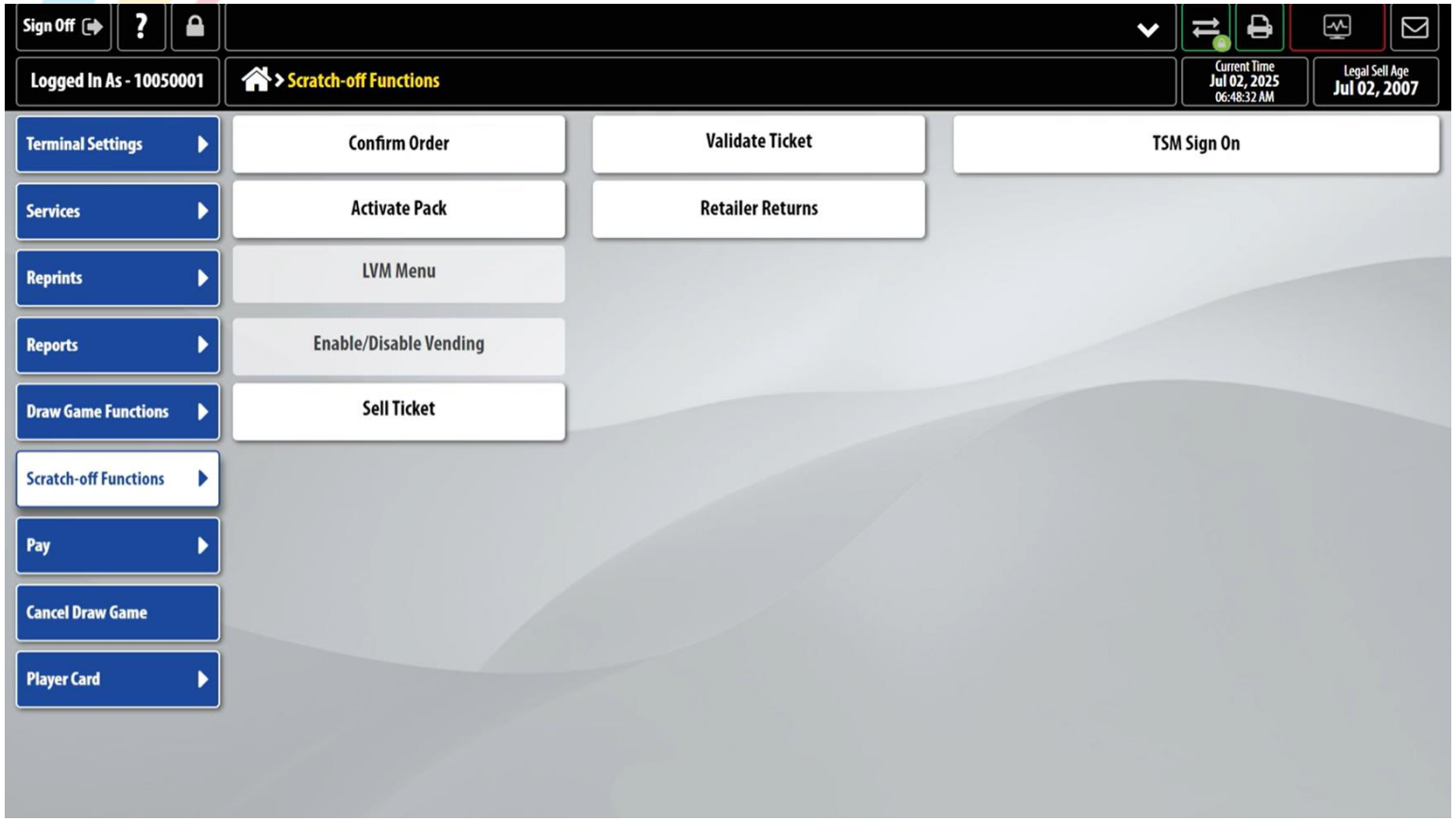
Play it Again- Replay a previous Draw Game ticket.

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.

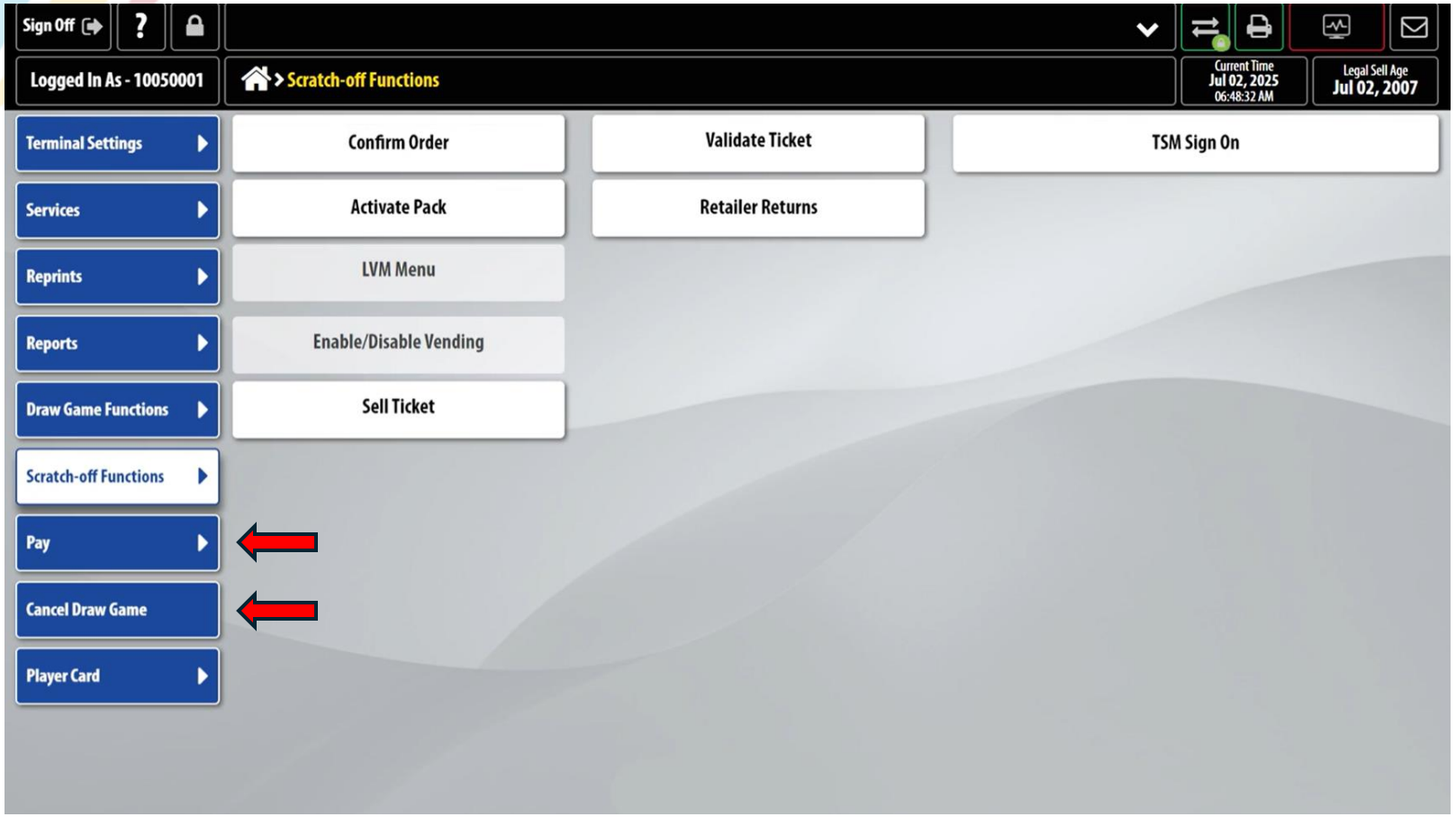
Activate Pack- Scan the barcode on the back of a ticket of the pack you want to activate.

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

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

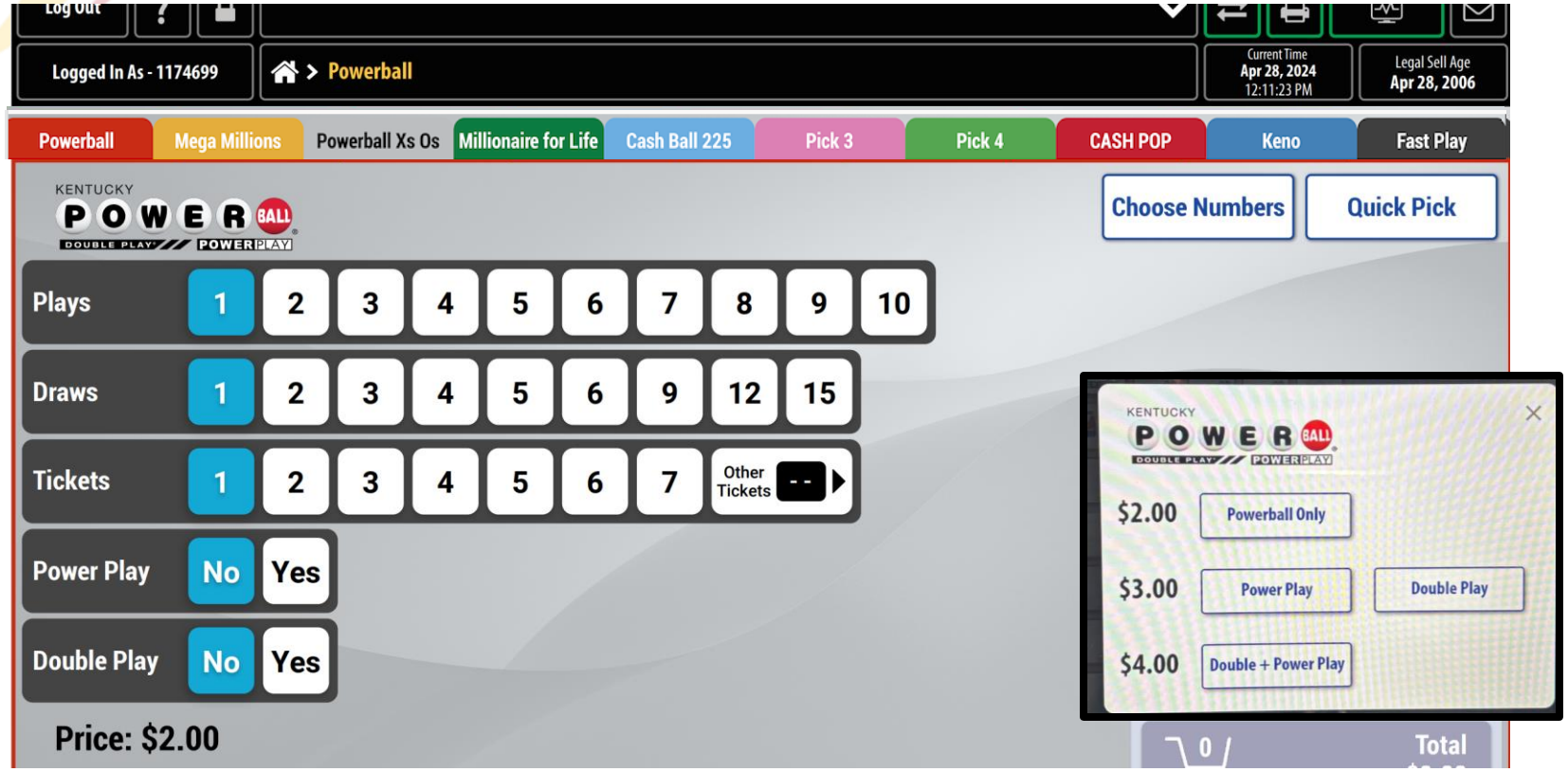
Draw Game tickets can be produced in several different ways.

- 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



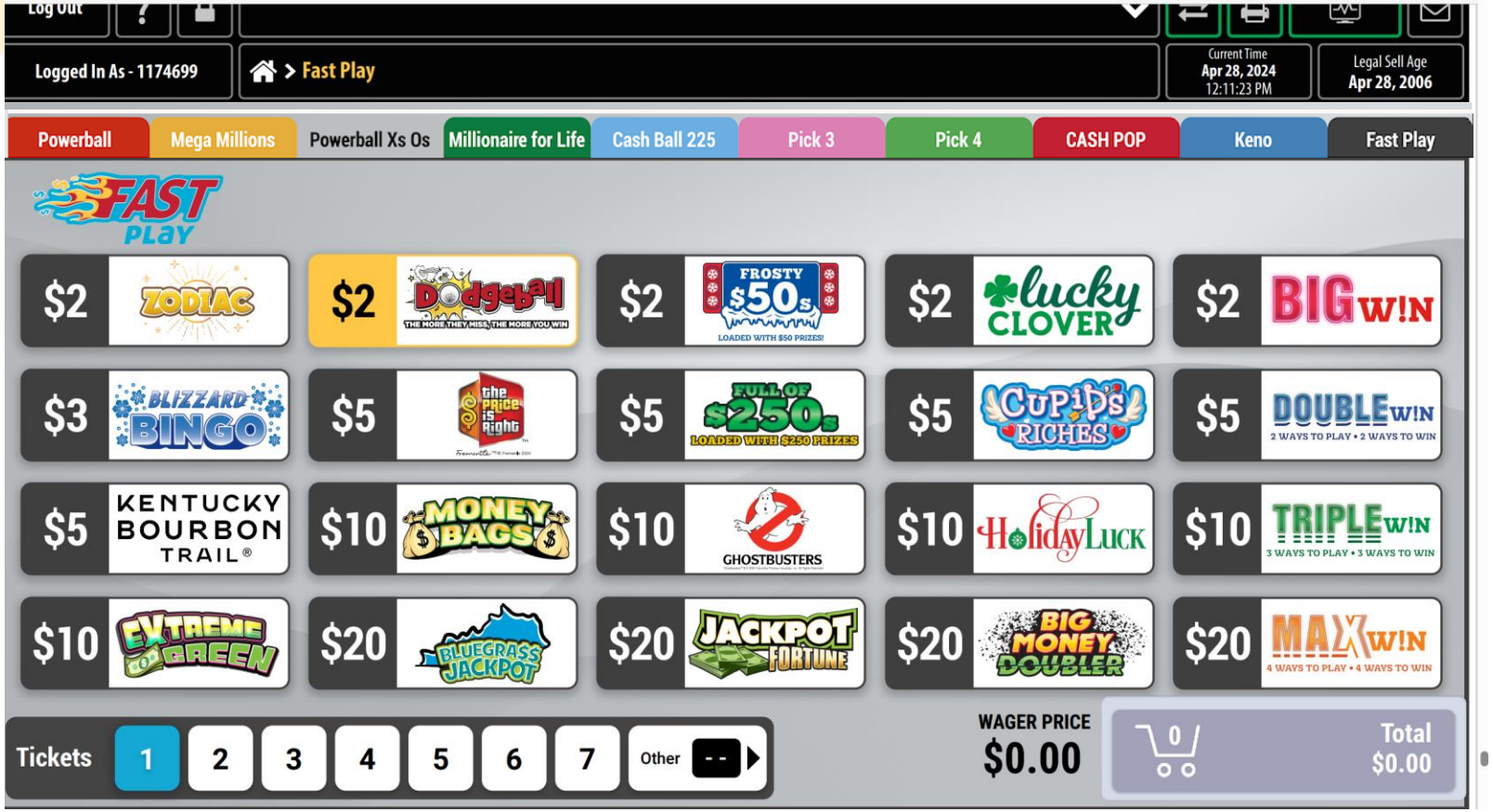
Creating a manual ticket:
Choose # of Plays, Draws, Tickets, and if they want to add Power Play and/or Double Play. Then, select Choose Numbers.

***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



Fast Play tickets are produced by selecting the game and number of tickets desired. Learn more about Fast Play here.

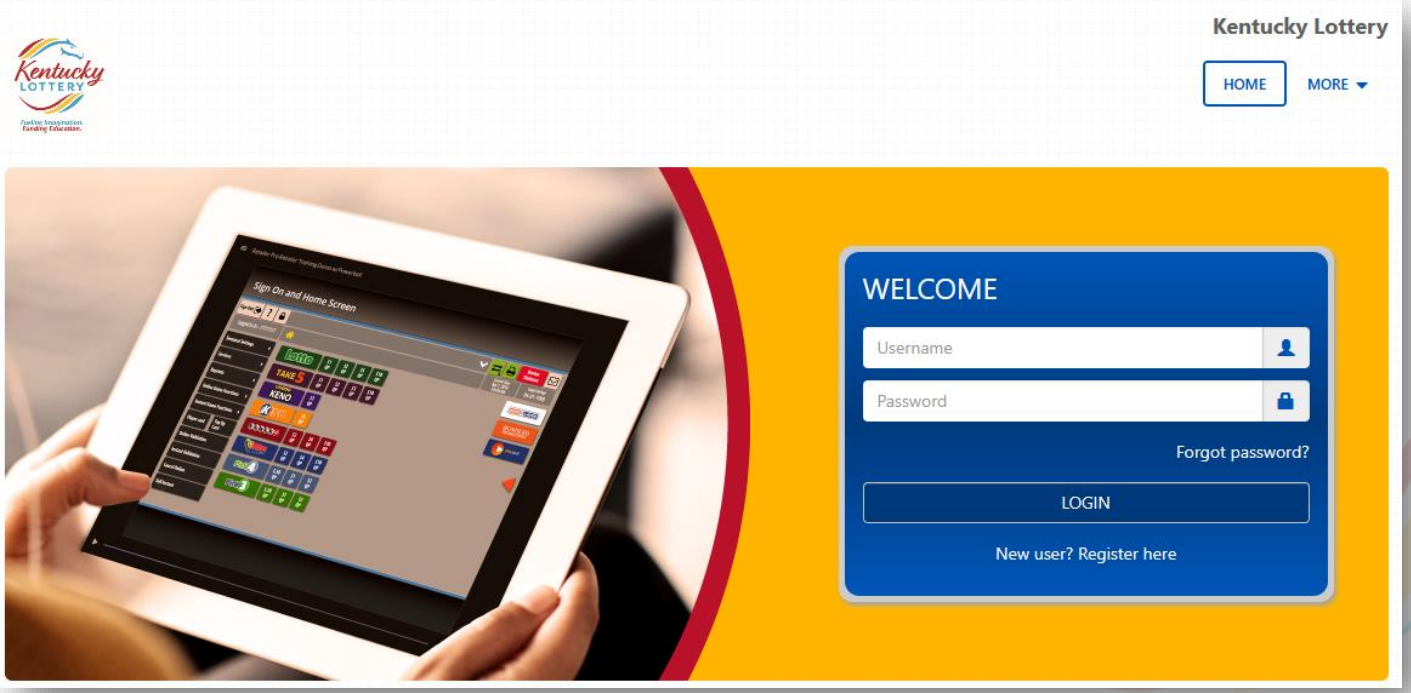
Learning Wizard

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

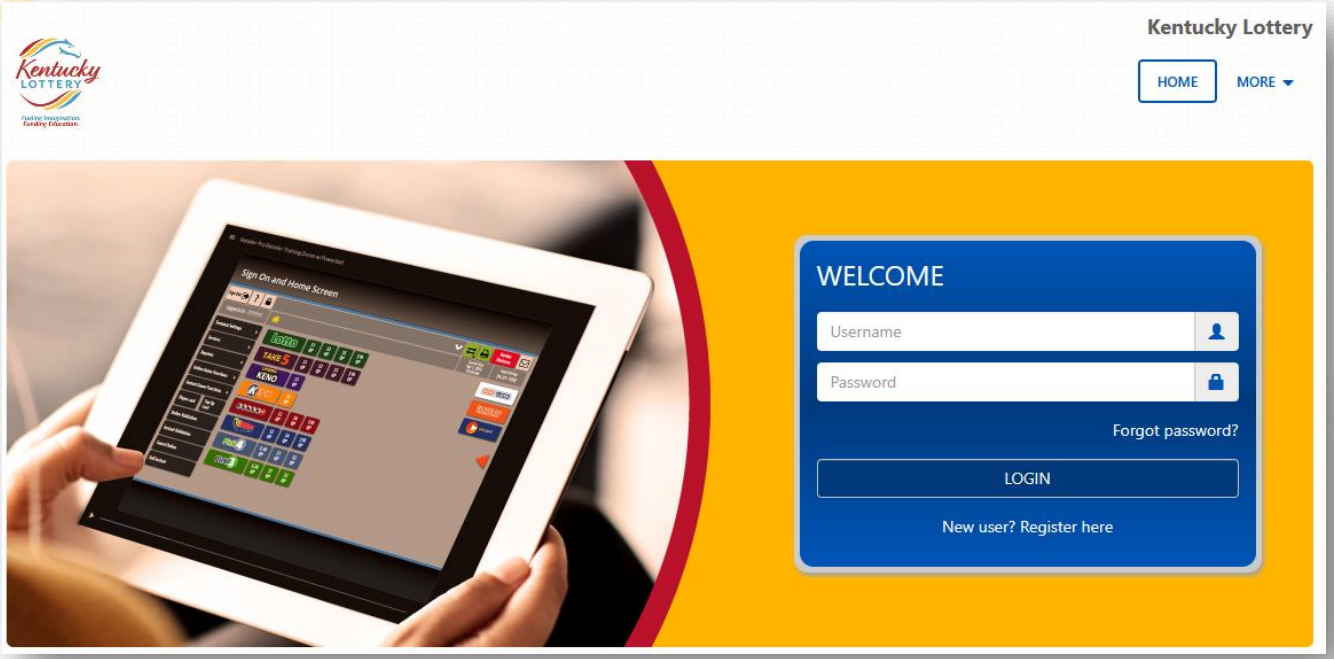
After initial Pro S2 training, you will have access to additional trainings of other KLC equipment. You will also be able to track the progress of staff completion of these courses.

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

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

Remote Control

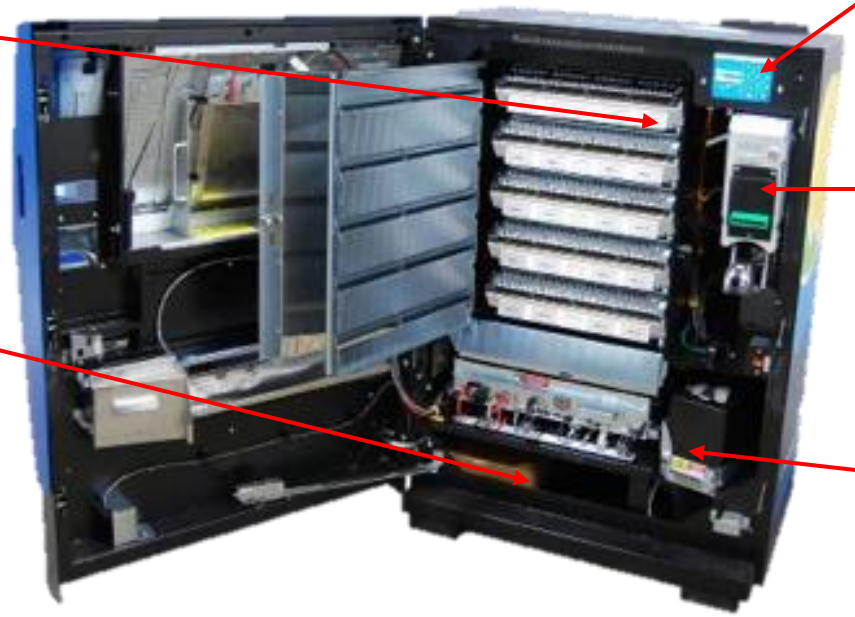
Remote disable is a terminal feature intended to discourage underage use. This feature allows store personnel to “disable” the terminal via remote control. To disable the terminal, press the I button on the remote transmitter. To reactivate, press the button on the remote transmitter again. The remote 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.

Gemini Touch 20

Internal Features

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

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



Bill acceptor/ strong box. Open to remove cash.

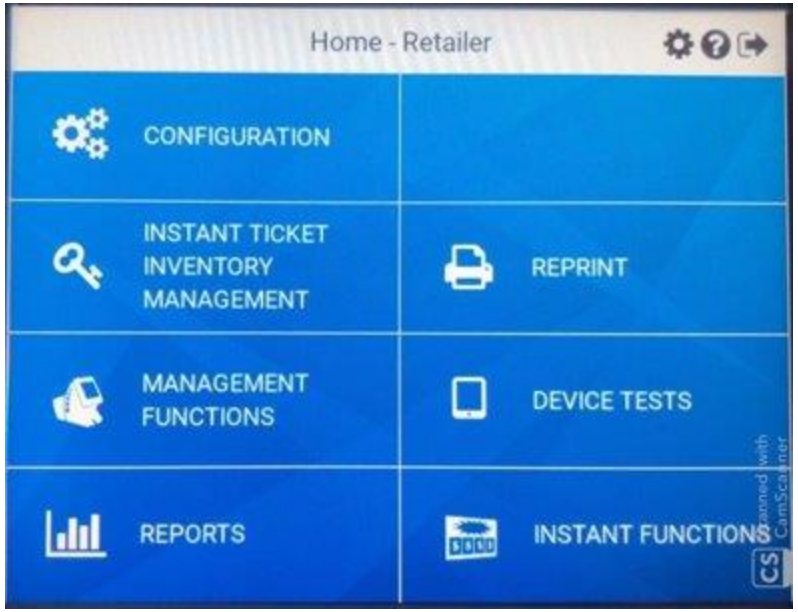
Secure Storage for ticket tape, extra paper, returns, etc.

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

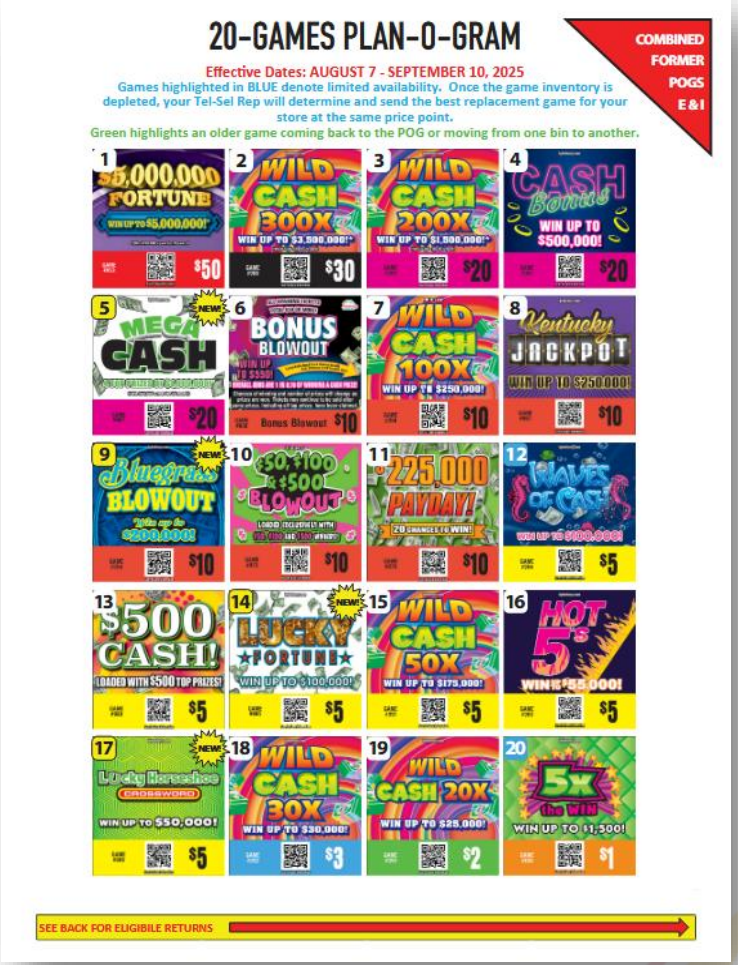
Gemini Touch 20

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

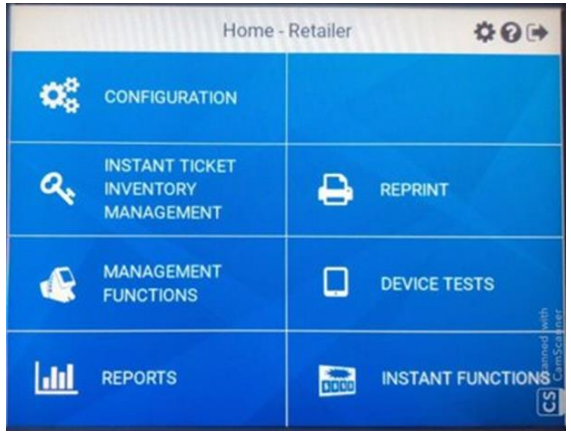
Unloading

•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.

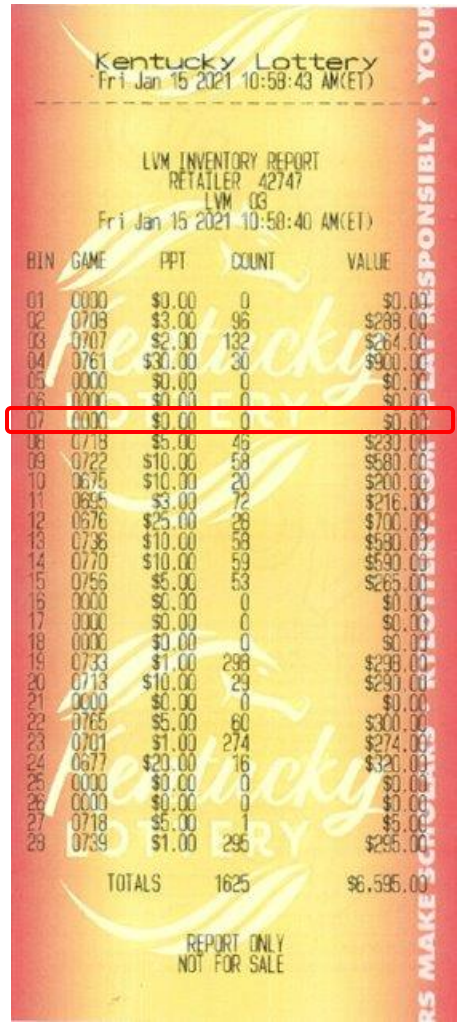
•From your Gemini Touch 20 select Reports=>Local=>Inventory to view and print

•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 with 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

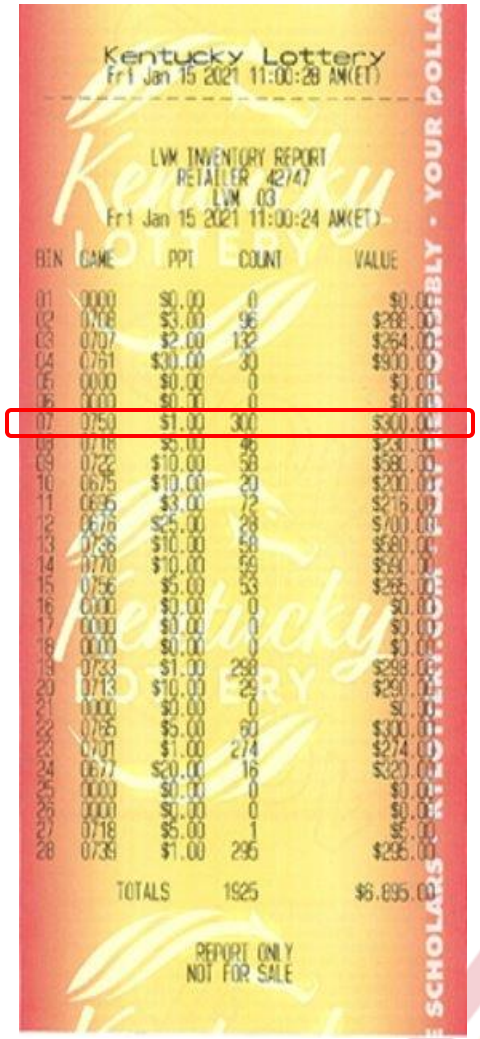


Kentucky Lottery
Fri Jan 15 2021 10:58:43 AM(ET)

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	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

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	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

REPORT ONLY
NOT FOR SALE

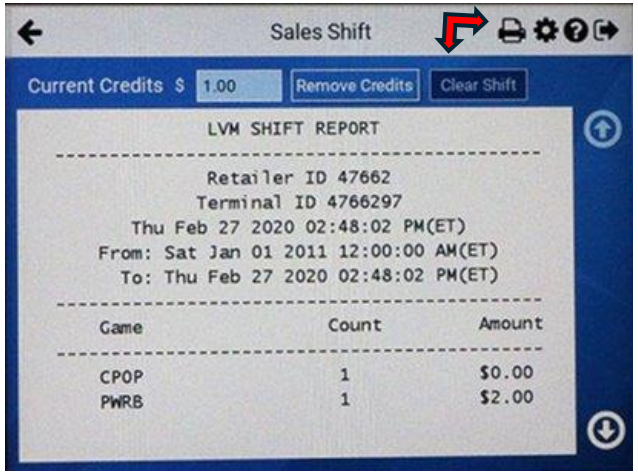
Gemini Touch 20

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

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

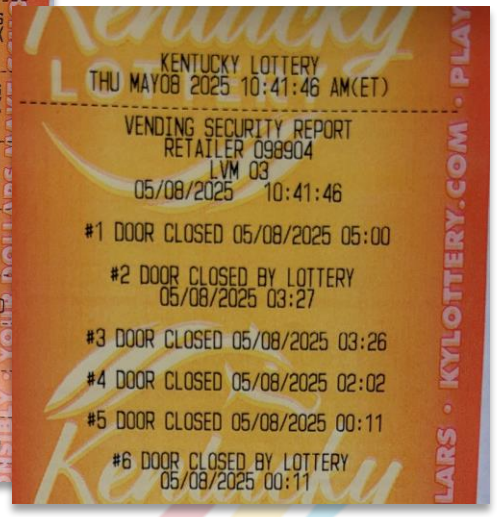
Cash Log- a log available at the Pro S2 terminal and vending machine. This log will display the last 200 transactions, their time and date, and if they were successful or not.
Example: If a player comes to you and states I put $20 into the bill acceptor and I did not get my Lottery ticket. You can use 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

<u>There are reports that can help you monitor the vending machine.</u>

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

Cash Log



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

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

Remote Control

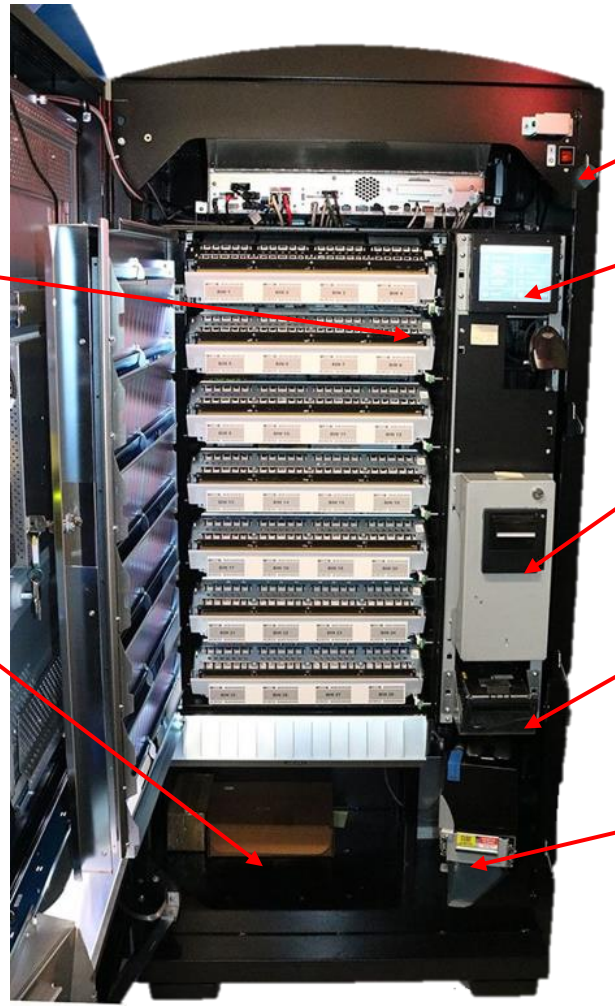
Remote disable is a terminal feature intended to discourage underage use. This feature allows store personnel to “disable” the terminal via remote control. To disable the terminal, press the I button on the remote transmitter. To reactivate, press the button on the remote transmitter again. The remote 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.

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

Gemini Touch 28

Reporting

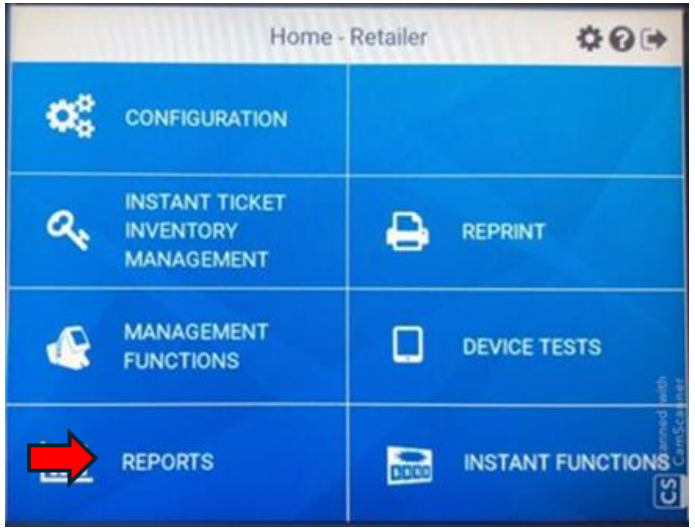
There are a total of four (4) reports that will regularly be used from this machine

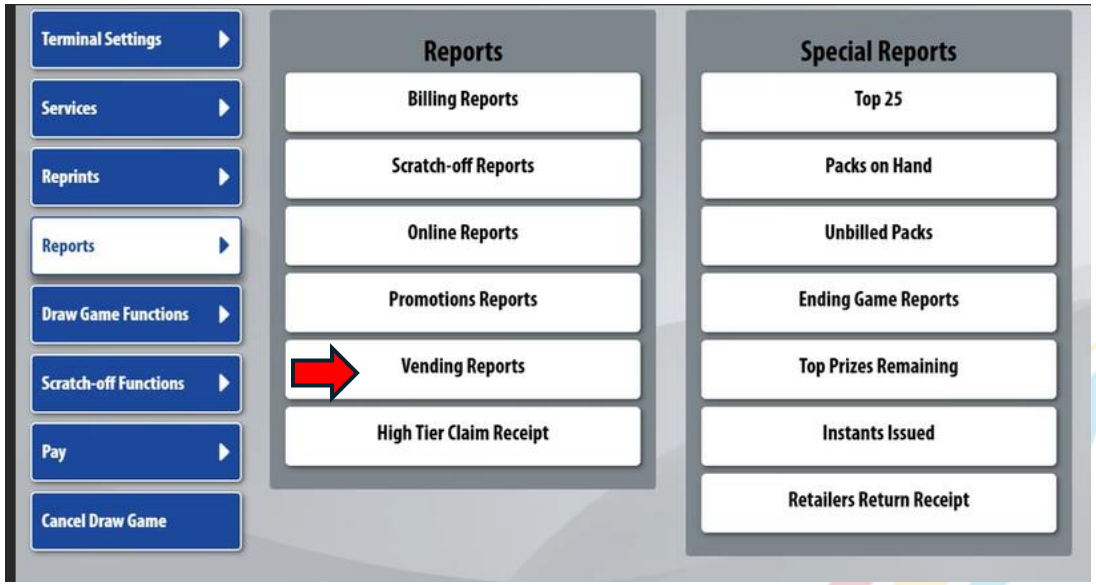
•**Inventory Report** which shows the current scratch-off inventory by bin can be found. How to access the Inventory Report:
Vending: Reports>Local>Inventory
Terminal: Reports>Vending Reports> Select Vending> Inventory

•**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

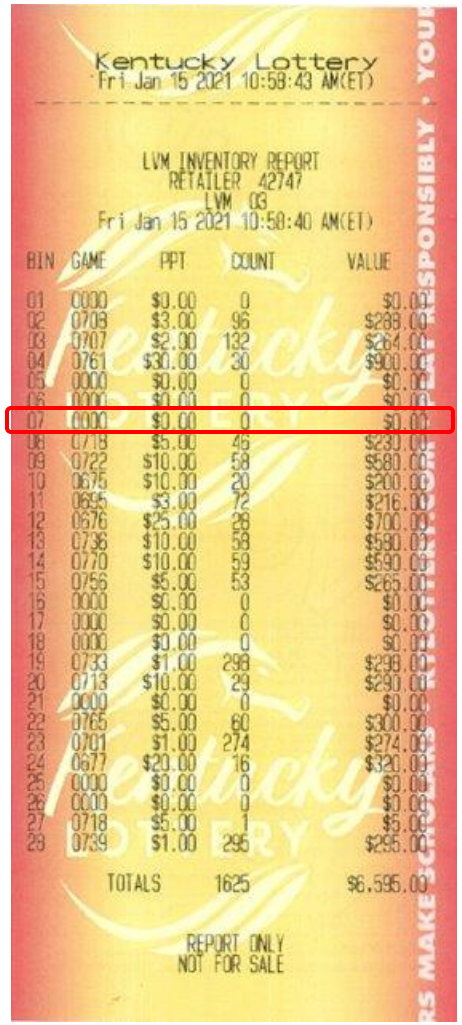
Reporting: Inventory Report

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 with 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

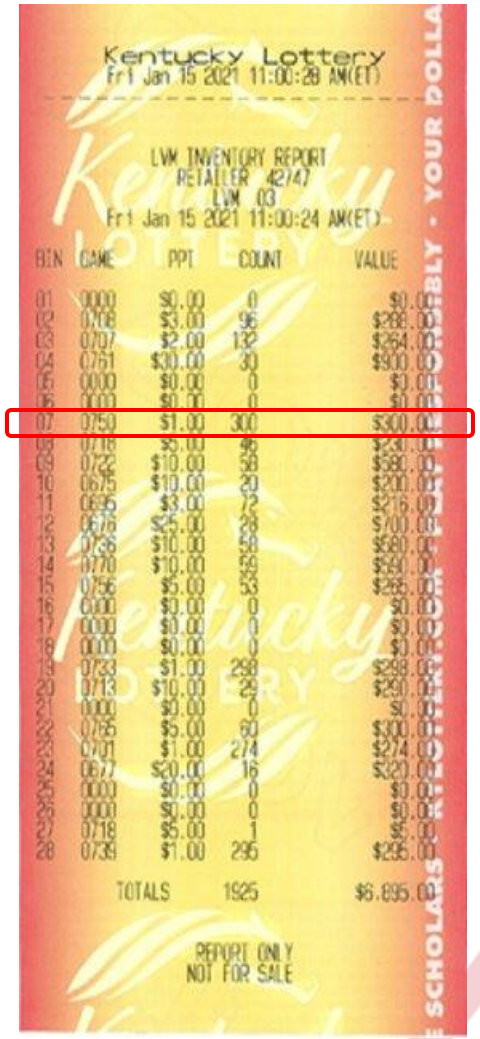


Kentucky Lottery
Fri Jan 15 2021 10:58:43 AM(ET)

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	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

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
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19	0733	$1.00	298	$298.00
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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

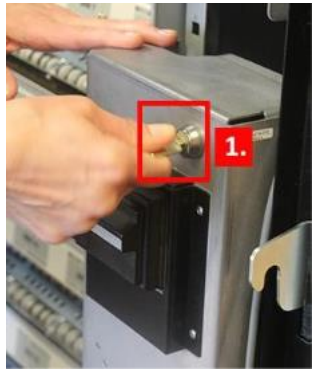
Gemini Touch 28

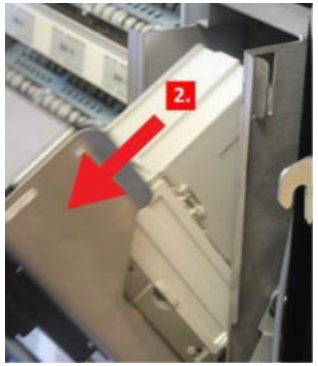
Reporting: Shift Report

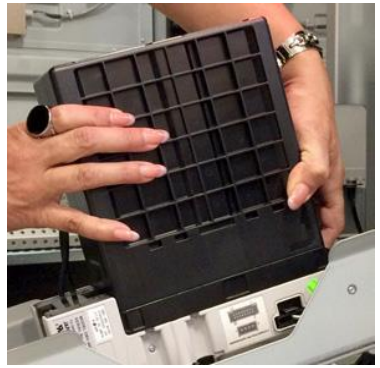
The **shift report** must be printed and cleared every time the cash is removed. Failure to follow this process may result in a reporting error the next time the cash is pulled. Select Shift Report > Select print > After printing the desired number of copies, touch clear shift ***Note:*** *This can not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

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.







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

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.

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

CASHLESS PAYMENT

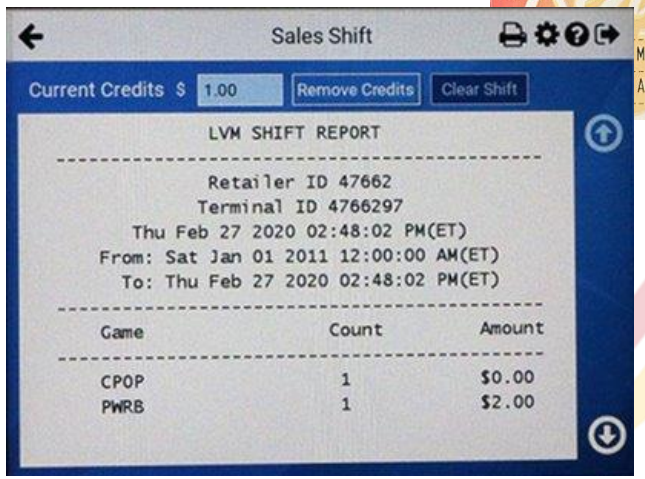
CREDITS	COUNT	AMOUNT
Card Tran-Online	0	$0.00
Card Tran-Instants	0	$0.00
CASHLESS TOTAL	0	$0.00

FUN CLUB PAYMENT

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

MANUAL CREDIT

AMOUNT	COUNT



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

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 3399-021909761-26-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

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

Security Log

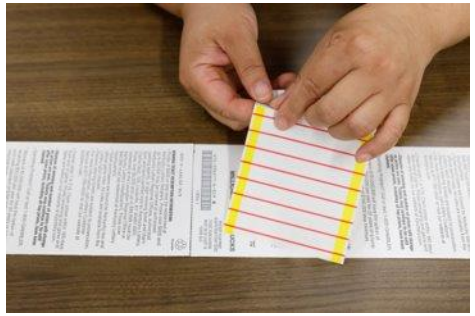
Taping for Vending Machines

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 one 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 one 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 lose 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

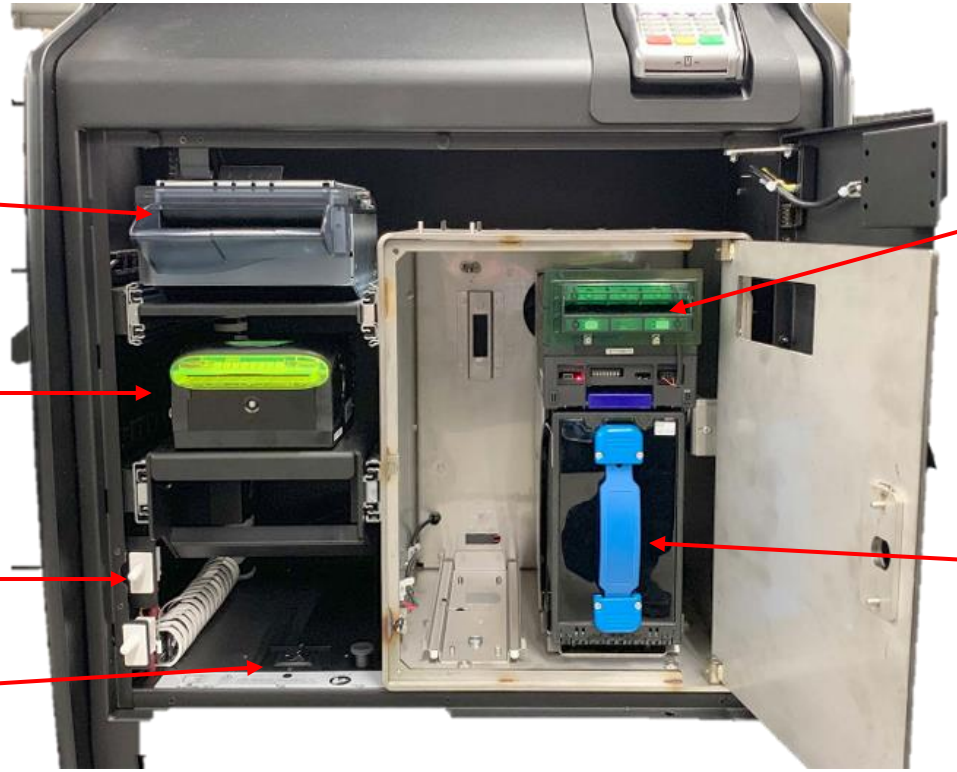
Internal Features

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

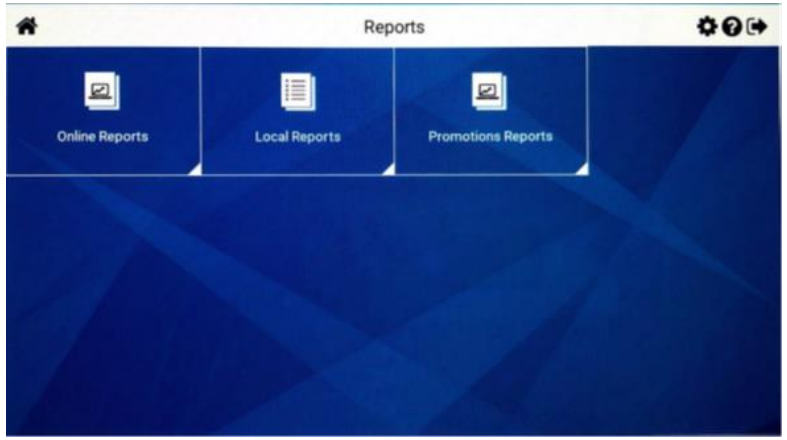
Game Touch Draw

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 form 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-



ONLINE WEEKLY SALES REPORT
08/02/2026 THRU 08/08/2026
TERMINAL 4766200

0 POWERBALL	0.00
0 PICK 3	0.00
0 PICK 4	0.00
0 KY CASH BALL	0.00
0 KENO	0.00
0 KY CASH POP	0.00
0 MEGA MILLIONS	0.00
18 POWERBALL XS AND OS	180.00
0 MILLION 4 LIFE	0.00
0 LUCKY FOR LIFE	0.00
0 FAST PLAY PLUS	0.00
0 IFUNDS	0.00
0 IGIFTS	0.00
1 PAYS	40.00C
0 CANCELS	0.00
0 COUPONS	0.00
0 PROMOTIONS	0.00
0 PROMO CASH	0.00
0 FREE PLAYS	0.00
TOTAL $	140.00
0 CASHLESS PAYMENT	0.00
5 ONLINE FUN CLUB	75.00
0 INSTANT FUN CLUB	0.00
5 TOTAL FUN CLUB	75.00
0 CLAIMS	0.00

THIS REPORT DOES NOT REFLECT
FEES, ADJUSTMENTS OR
COMMISSIONS

VOID
NOT FOR SALE
OR
PRIZE PAYMENT

MAKE SCHOLARS • KYLOTTERY.COM • PLAY RESPONSIBLY •

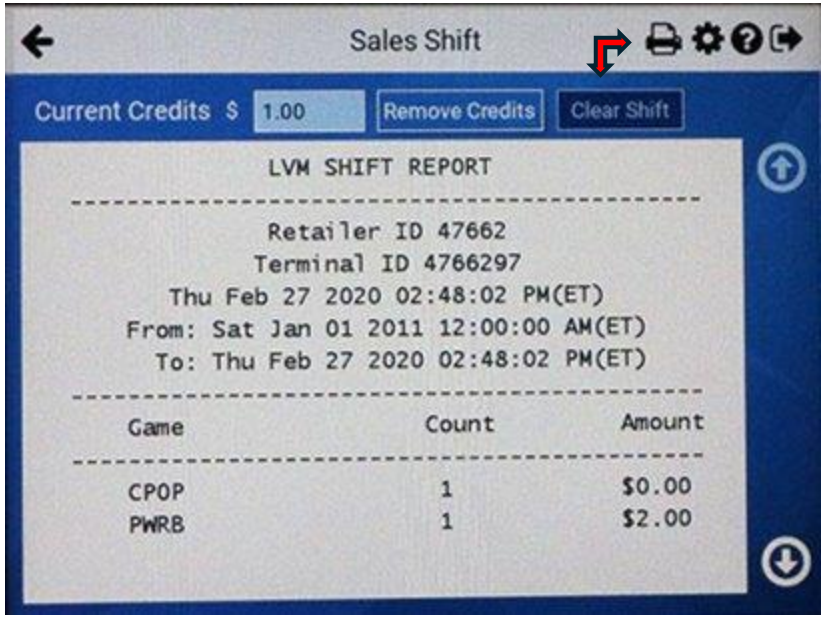
Game Touch Draw

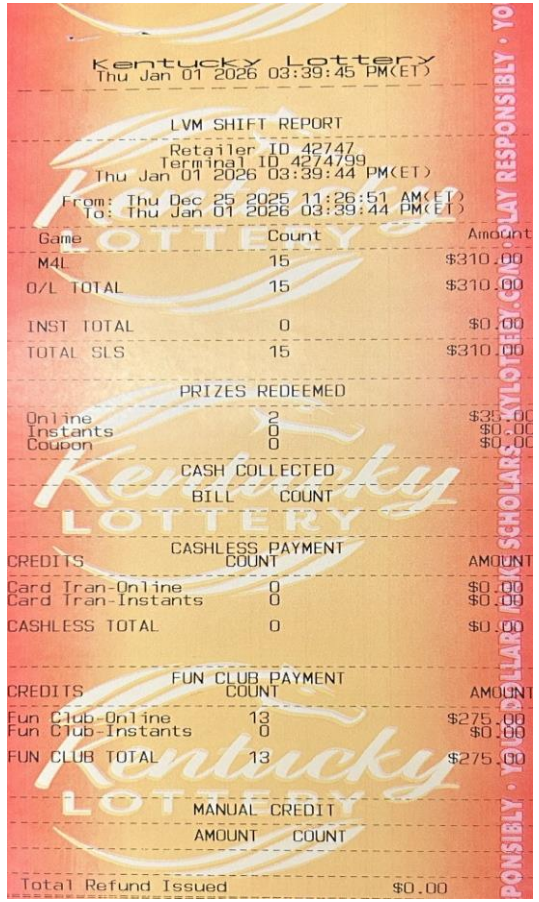
Reporting: Shift Report

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.*





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.

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.

Game Touch Draw

Security Features

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

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

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 3399-021909761-26-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

<u>There are reports that can help you monitor the vending machine.</u>

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 10:41:46 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

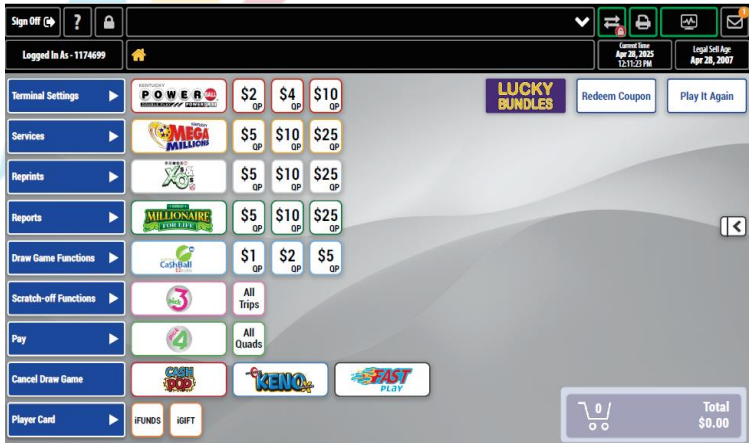
Security Log

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 : connecter allowing for live Keno and Cash POP drawings
Jackpot sign- Digital light sign with current Jackpot amounts

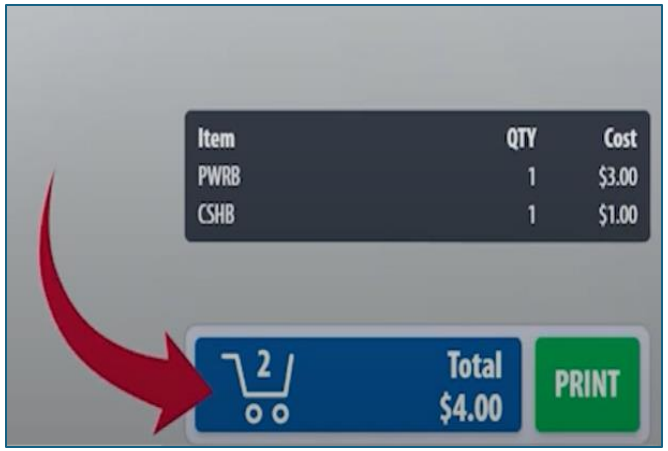
Shopping Cart

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

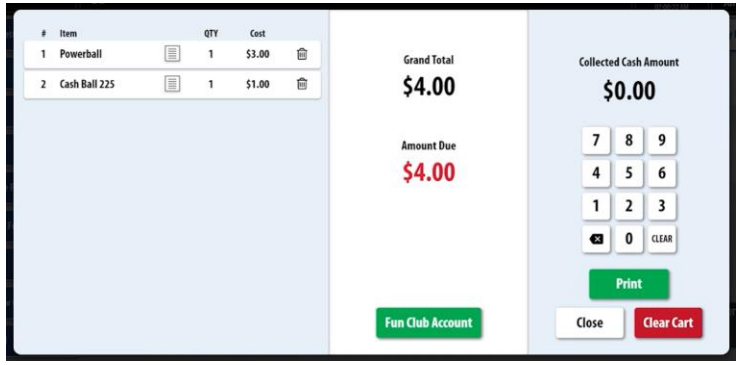


1. When a ticket is selected, it will now be automatically added to the shopping cart.

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.

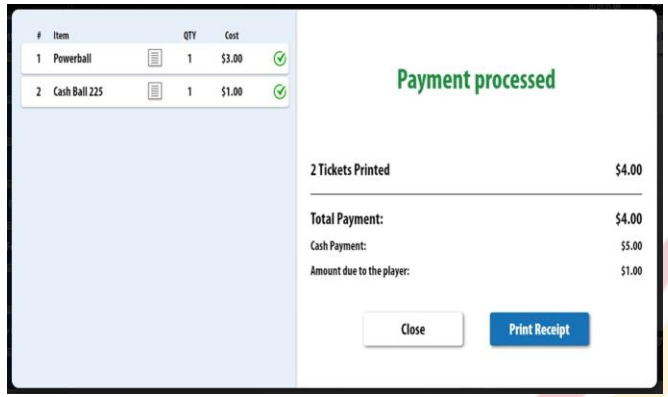


3. Once all tickets have been selected, tap the blue shopping cart icon in the bottom-right corner of the screen. Step 4 can be skipped by selecting Print, which will automatically print what is in the shopping cart.



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.

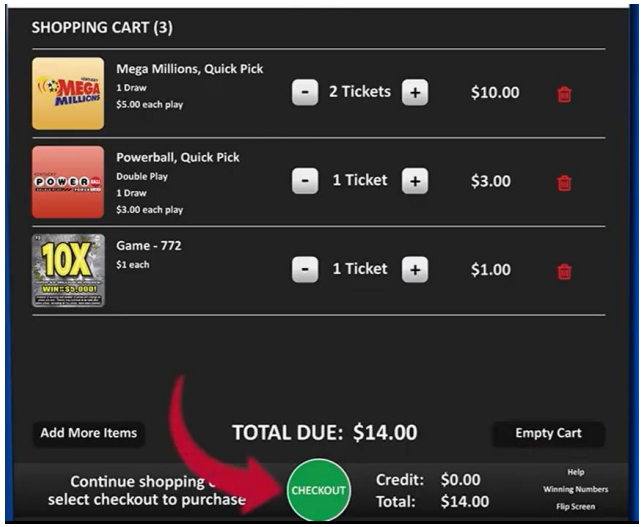


5. Select Print Receipt (optional).

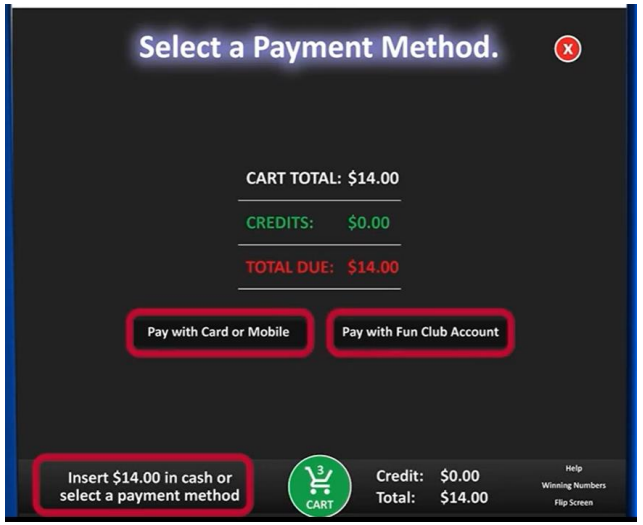
Shopping Cart

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

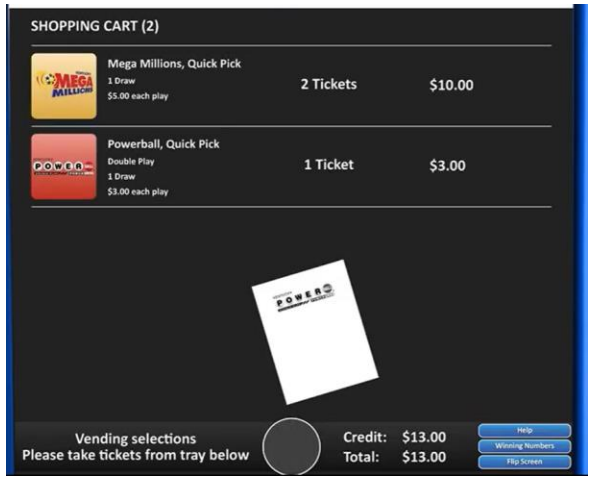
1. As you select your desired tickets they are added to the Shopping Cart. Once complete, select CHECK OUT



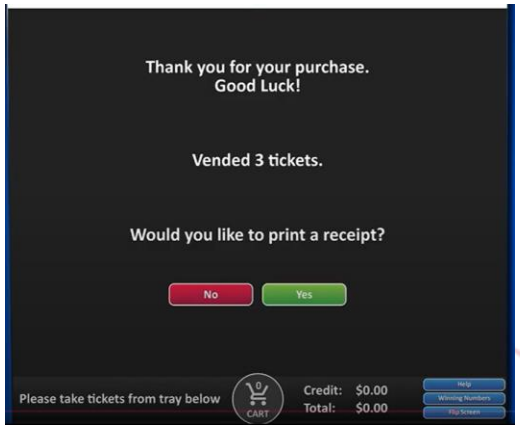
2. Once you have reviewed your selections, touch checkout.



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.

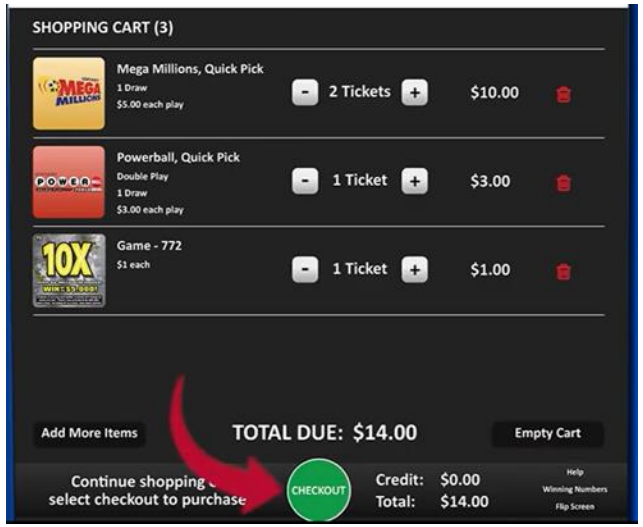


Connected Play

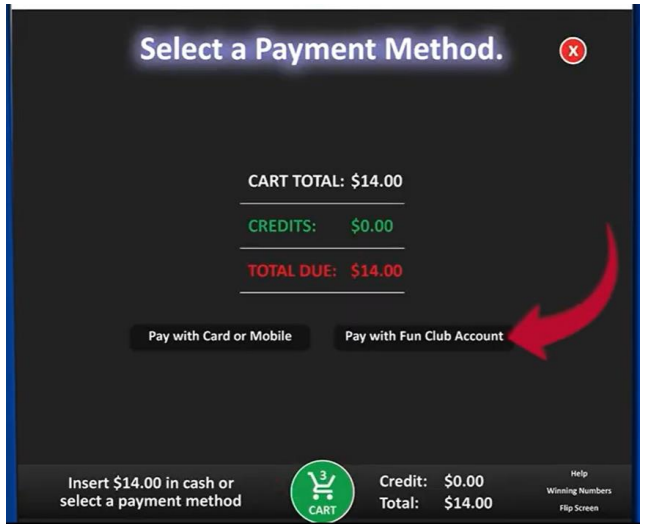
Connected play allows a player to use their Fun Club Account to pay for lottery purchases at retail.

At Vending, to use a Fun Club account:

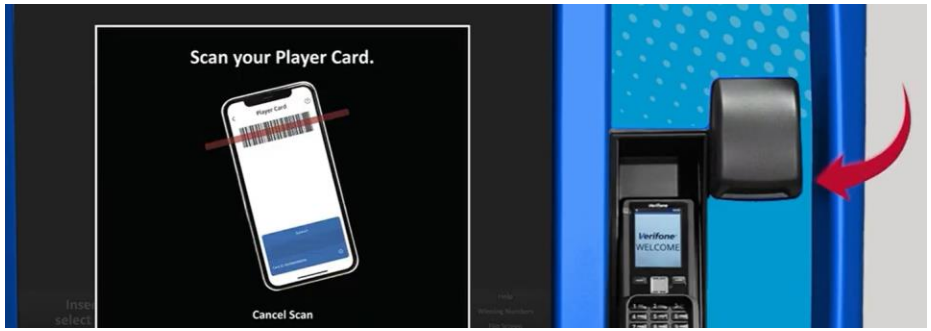
1. The player adds their desired game(s) to the shopping cart.



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."



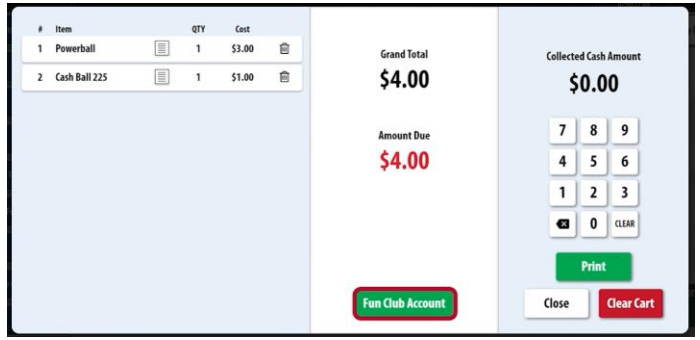
4. The system will then prompt the player to scan their digital player card. Note: Only one payment method can be used per transaction.

Connected Play

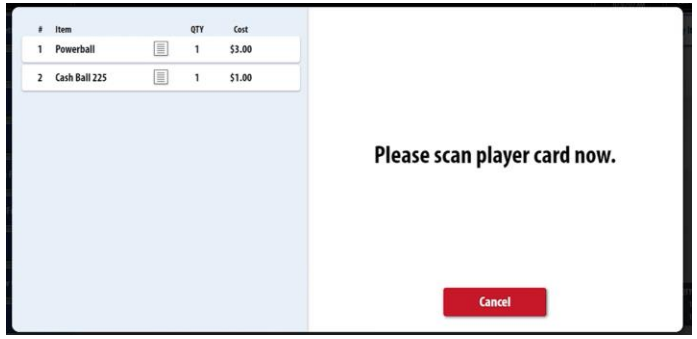
Connected play allows a player to use their Fun Club Account to pay for lottery purchases at retail.

At the terminal, to use a Fun Club account:

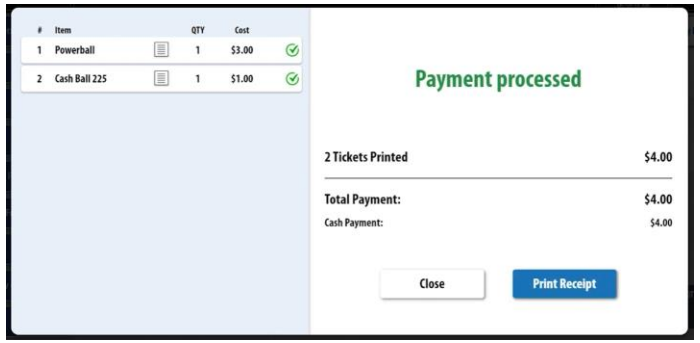
1. As tickets are created, they will automatically be added to the shopping cart at the lower right corner of the screen. Tap this shopping cart icon to proceed with checkout.



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

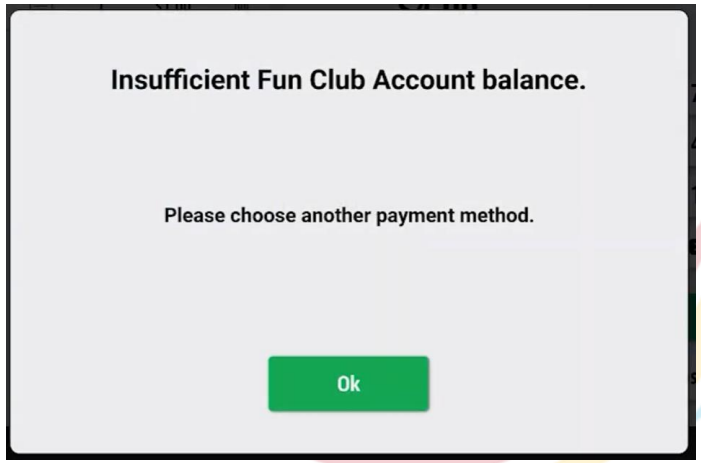


3. The terminal will prompt the retailer to scan the players Fun Club Account.



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

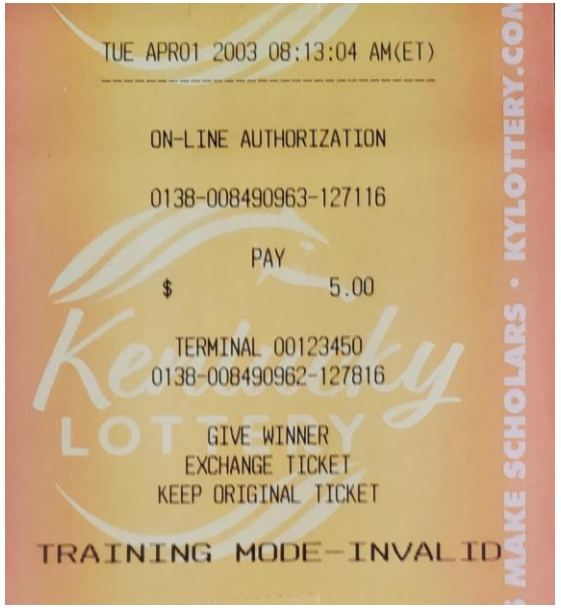
If there are insufficient funds in the account, the terminal will prompt the retailer for another payment method.



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:

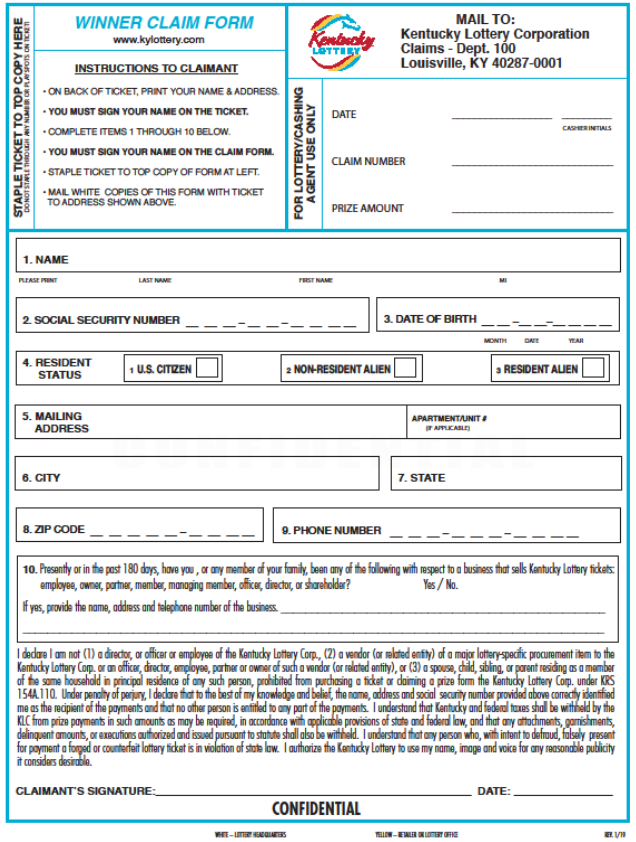
1) Winning tickets over $600 can be validated at a Cashing Agent if the retailer has the money available to pay out.

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



STAPLE TICKET TO TOP COPY HERE
DO NOT STAPLE THROUGH ANY NUMBER OR PLAYSPOTS ON TICKET!

WINNER CLAIM FORM
www.kylottery.com

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.

MAIL TO:
Kentucky Lottery Corporation
Claims - Dept. 100
Louisville, KY 40287-0001

FOR LOTTERY/CASHING AGENT USE ONLY
DATE _____ _____ CASHIER INITIALS
CLAIM NUMBER _____
PRIZE AMOUNT _____

1. NAME
PLEASE PRINT LAST NAME FIRST NAME MI

2. SOCIAL SECURITY NUMBER _ _ _-_ _-_ _ _ _
3. DATE OF BIRTH _ _-_ _-_ _ _ _
MONTH DATE YEAR

4. RESIDENT STATUS
1 U.S. CITIZEN ☐
2 NON-RESIDENT ALIEN ☐
3 RESIDENT ALIEN ☐

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. _____

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 form 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.

CLAIMANT'S SIGNATURE:_____ DATE: _____

CONFIDENTIAL

WHITE – LOTTERY HEADQUARTERS YELLOW – RETAILER OR LOTTERY OFFICE REV. 1/19

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.

Validation Basics

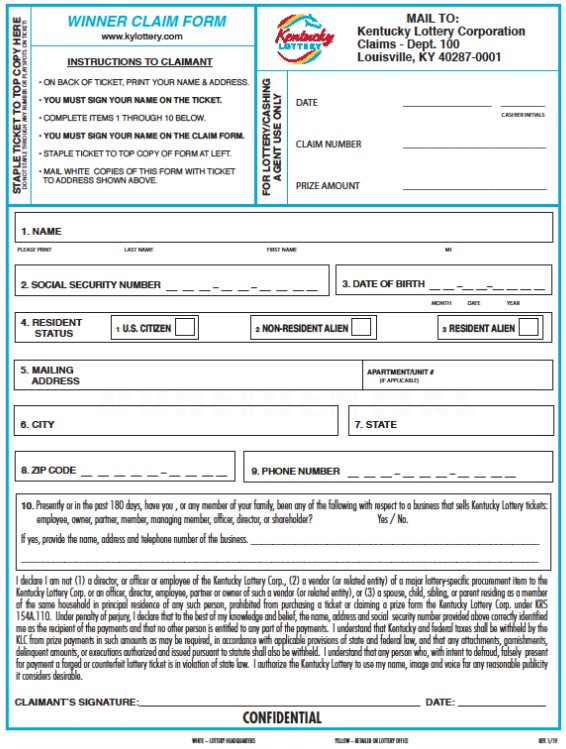
Winning Tickets
$5001-$25,000

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.*



STAPLE TICKET TO TOP COPY HERE
DO NOT STAPLE THROUGH ANY NUMBER OR PLAY SPOTS ON TICKET

WINNER CLAIM FORM
www.kylottery.com

INSTRUCTIONS TO CLAIMANT
- ON BACK OF TICKET, PRINT YOUR NAME & ADDRESS.
- YOU MUST SIGN YOUR NAME ON THE TICKET.
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- MAIL WHITE COPIES OF THIS FORM WITH TICKET TO ADDRESS SHOWN ABOVE.

MAIL TO:
Kentucky Lottery Corporation
Claims - Dept. 100
Louisville, KY 40287-0001

FOR LOTTERY/CASHING AGENT USE ONLY
DATE _____ _____ CASHIER INITIALS
CLAIM NUMBER _____
PRIZE AMOUNT _____

1. NAME
PLEASE PRINT LAST NAME FIRST NAME MI

2. SOCIAL SECURITY NUMBER _ _ _-_ _-_ _ _ _
3. DATE OF BIRTH _ _-_ _-_ _ _ _
MONTH DATE YEAR

4. RESIDENT STATUS
1 U.S. CITIZEN ☐
2 NON-RESIDENT ALIEN ☐
3 RESIDENT ALIEN ☐

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. _____

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 form 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.

CLAIMANT'S SIGNATURE:_____ DATE: _____

CONFIDENTIAL

WHITE – LOTTERY HEADQUARTERS YELLOW – RETAILER OR LOTTERY OFFICE REV. 1/19

Use these documents to learn more:
Super Cashing Information
Retailer Web Access
Cashing Agent Reminders

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.

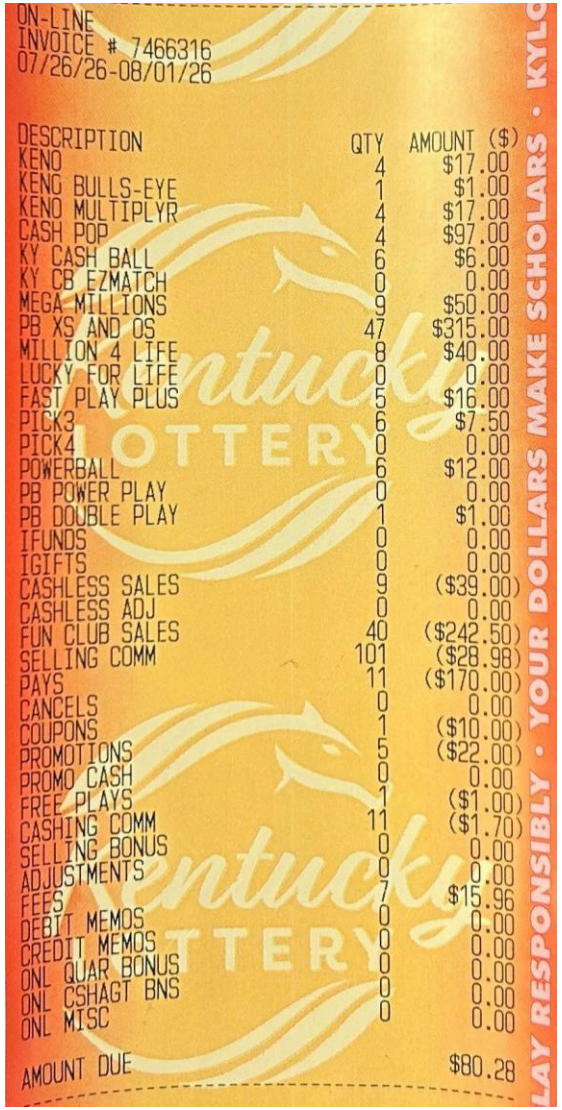
Billing Basics

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



ON-LINE
INVOICE # 7466316
07/26/26-08/01/26

DESCRIPTION	QTY	AMOUNT ($)
KENO	4	$17.00
KENO BULLS-EYE	1	$1.00
KENO MULTIPLYR	4	$17.00
CASH POP	4	$97.00
KY CASH BALL	6	$6.00
KY CB EZMATCH	0	0.00
MEGA MILLIONS	9	$50.00
PB XS AND OS	47	$315.00
MILLION 4 LIFE	8	$40.00
LUCKY FOR LIFE	0	0.00
FAST PLAY PLUS	5	$16.00
PICK3	6	$7.50
PICK4	0	0.00
POWERBALL	6	$12.00
PB POWER PLAY	0	0.00
PB DOUBLE PLAY	1	$1.00
IFUNDS	0	0.00
IGIFTS	0	0.00
CASHLESS SALES	9	($39.00)
CASHLESS ADJ	0	0.00
FUN CLUB SALES	40	($242.50)
SELLING COMM	101	($28.98)
PAYS	11	($170.00)
CANCELS	0	0.00
COUPONS	1	($10.00)
PROMOTIONS	5	($22.00)
PROMO CASH	0	0.00
FREE PLAYS	1	($1.00)
CASHING COMM	11	($1.70)
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		$80.28

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

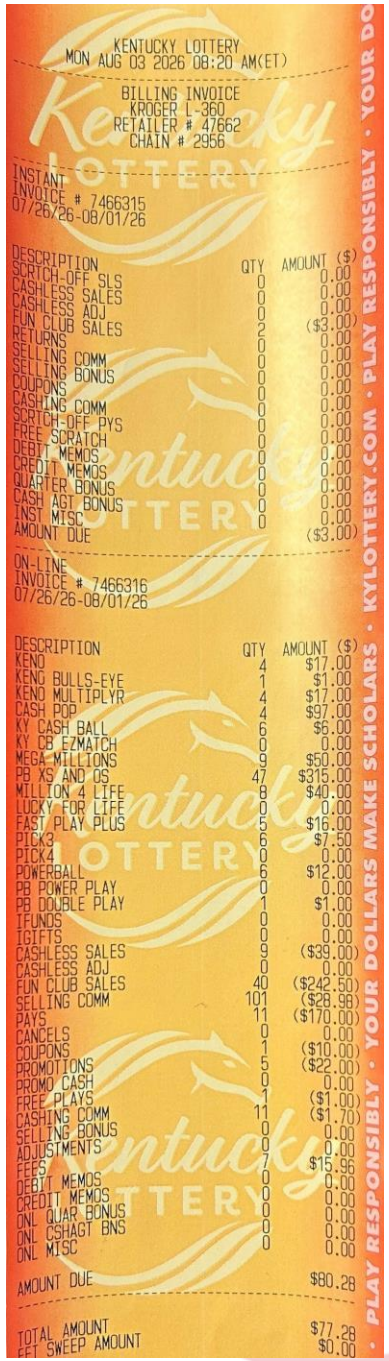
Billing Basics

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



KENTUCKY LOTTERY
MON AUG 03 2026 08:20 AM(ET)

BILLING INVOICE
KROGER L-360
RETAILER # 47662
CHAIN # 2956

INSTANT
INVOICE # 7466315
07/26/26-08/01/26

DESCRIPTION	QTY	AMOUNT ($)
SCRTCH-OFF SLS	0	0.00
CASHLESS SALES	0	0.00
CASHLESS ADJ	0	0.00
FUN CLUB SALES	2	($3.00)
RETURNS	0	0.00
SELLING COMM	0	0.00
SELLING BONUS	0	0.00
COUPONS	0	0.00
CASHING COMM	0	0.00
SCRTCH-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		($3.00)

ON-LINE
INVOICE # 7466316
07/26/26-08/01/26

DESCRIPTION	QTY	AMOUNT ($)
KENO	4	$17.00
KENO BULLS-EYE	1	$1.00
KENO MULTIPLYR	4	$17.00
CASH POP	4	$97.00
KY CASH BALL	6	$6.00
KY CB EZMATCH	0	0.00
MEGA MILLIONS	9	$50.00
PB XS AND OS	47	$315.00
MILLION 4 LIFE	8	$40.00
LUCKY FOR LIFE	0	0.00
FAST PLAY PLUS	5	$16.00
PICK3	6	$7.50
PICK4	0	0.00
POWERBALL	6	$12.00
PB POWER PLAY	0	0.00
PB DOUBLE PLAY	1	$1.00
IFUNDS	0	0.00
IGIFTS	0	0.00
CASHLESS SALES	9	($39.00)
CASHLESS ADJ	0	0.00
FUN CLUB SALES	40	($242.50)
SELLING COMM	101	($28.98)
PAYS	11	($170.00)
CANCELS	0	0.00
COUPONS	1	($10.00)
PROMOTIONS	5	($22.00)
PROMO CASH	0	0.00
FREE PLAYS	1	($1.00)
CASHING COMM	11	($1.70)
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		$80.28

TOTAL AMOUNT	$77.28
FFI 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

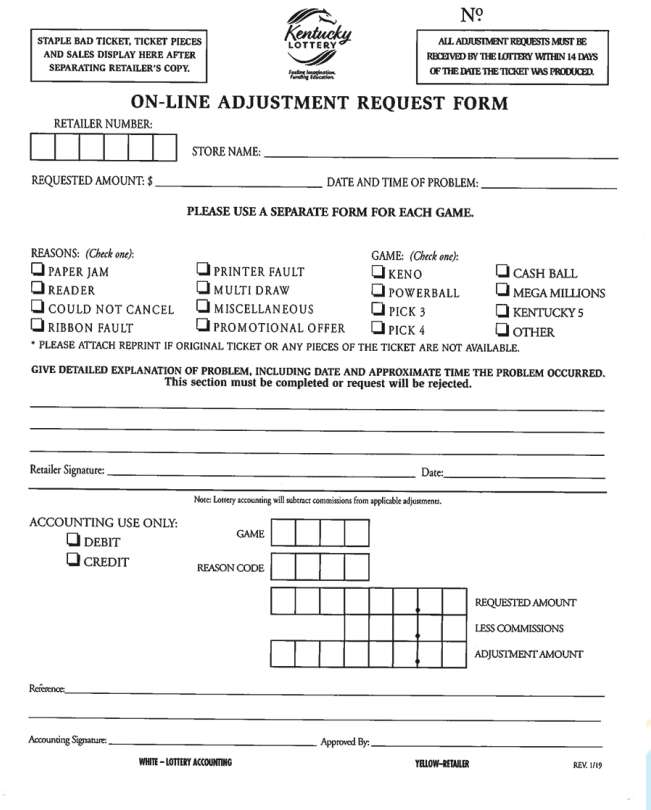
Online Adjustments

How to get credit for a damaged ticket:
The Online Adjustment Form is to be filled out and sent to the KY Lottery Billing Dept. within 30 days of a damaged ticket being printed. Bill adjustments can be made if a ticket is damaged and can not be sold or cancelled. These forms must be accompanied by the damaged ticket as well as a reprint to be considered for an adjustment. Your KLC Rep. can also submit these tickets for adjustments.

Most common reasons for an online adjustment may include but are not limited to the following :
Ticket Jammed
Ticket printed with no barcode
Ticket printed blank
Ticket Printed illegible
Ticket did not print what was on play slip

*For damaged Scratch-offs, contact your TSM for adjustments.

For Any Billing Related Questions Please Call:
1-800-937-8946 – Select Option 2 **or refer to our Online Adjustment Guide**



STAPLE BAD TICKET, TICKET PIECES AND SALES DISPLAY HERE AFTER SEPARATING RETAILER'S COPY.

Kentucky LOTTERY

№

ALL ADJUSTMENT REQUESTS MUST BE RECEIVED BY THE LOTTERY WITHIN 14 DAYS OF THE DATE THE TICKET WAS PRODUCED.

ON-LINE ADJUSTMENT REQUEST FORM

RETAILER NUMBER: ☐☐☐☐☐☐ STORE NAME: _____

REQUESTED AMOUNT: $ _____ DATE AND TIME OF PROBLEM: _____

PLEASE USE A SEPARATE FORM FOR EACH GAME.

REASONS: *(Check one)*:
- ☐ PAPER JAM
- ☐ READER
- ☐ COULD NOT CANCEL
- ☐ RIBBON FAULT
- ☐ PRINTER FAULT
- ☐ MULTI DRAW
- ☐ MISCELLANEOUS
- ☐ PROMOTIONAL OFFER

GAME: *(Check one)*:
- ☐ KENO
- ☐ POWERBALL
- ☐ PICK 3
- ☐ PICK 4
- ☐ CASH BALL
- ☐ MEGA MILLIONS
- ☐ KENTUCKY 5
- ☐ OTHER

* PLEASE ATTACH REPRINT IF ORIGINAL TICKET OR ANY PIECES OF THE TICKET ARE NOT AVAILABLE.

GIVE DETAILED EXPLANATION OF PROBLEM, INCLUDING DATE AND APPROXIMATE TIME THE PROBLEM OCCURRED. This section must be completed or request will be rejected.

_____

_____

_____

Retailer Signature: _____ Date: _____

Note: Lottery accounting will subtract commissions from applicable adjustments.

ACCOUNTING USE ONLY:
- ☐ DEBIT
- ☐ CREDIT

GAME ☐☐☐☐

REASON CODE ☐☐☐☐

☐☐☐☐☐☐☐☐ REQUESTED AMOUNT

LESS COMMISSIONS

☐☐☐☐☐☐☐☐ ADJUSTMENT AMOUNT

Reference: _____

_____

Accounting Signature: _____ Approved By: _____

WHITE – LOTTERY ACCOUNTING YELLOW–RETAILER REV. 1/19

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

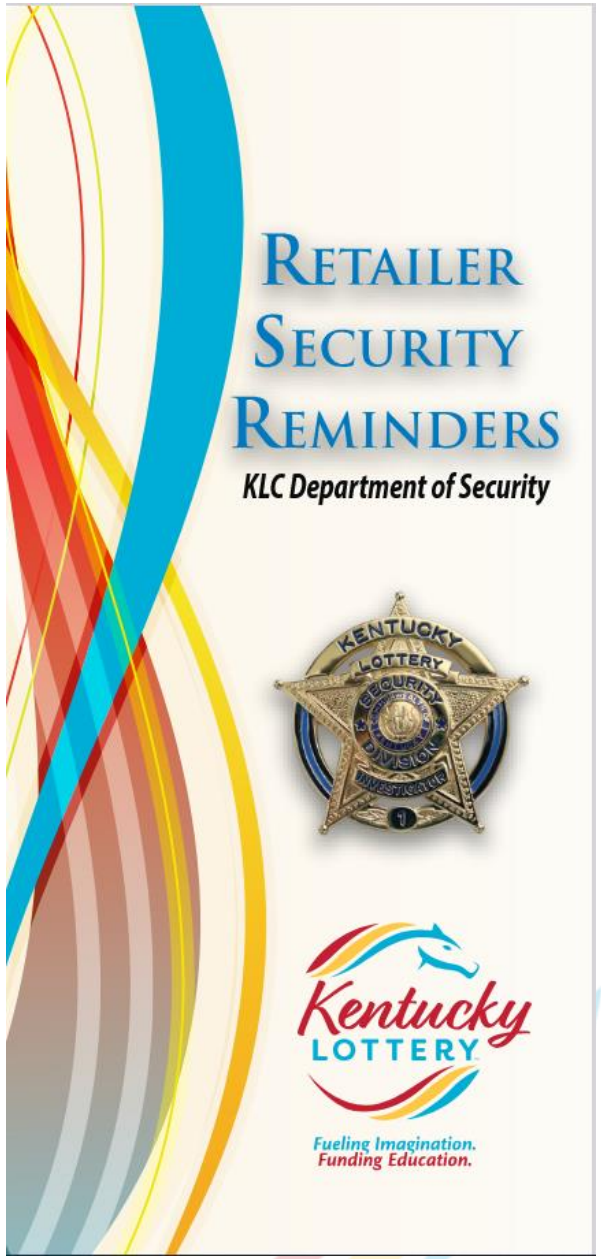
Phone: 1-800-937-8946 – option 5

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.