CT Lottery

CTLOTTERY.ORG

SmartCount™
USER MANUAL

An accounting of the Retailer's on-hand inventory by Game, Pack, and Ticket Number at the end of each day or shift.

Scratch Game Inventory Tracking

QUICK...EASY...EFFICIENT!

CT Lottery
24/7 Hotline

1-888-311-0037

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What is SmartCount?

SmartCount is a patented Scratch Game sales tracking and inventory management tool that allows the tracking of up to 200 open packs of tickets on a day-by-day or shift-by-shift basis. It's integrated directly into your lottery terminal's software, but it's separate from your terminal accounting system, so there's no way a scanning error could affect your billing.

At the end of each day, simply use the lottery terminal's barcode reader to scan the barcode of the next available ticket for each Scratch Game pack that remains in inventory. Some retailers may even choose to scan inventory during shift changes.

SmartCount automatically blocks the inventory from being validated and calculates the number and dollar value of tickets on hand and of tickets that have been sold since the last scan – no more need for manual counting.

NOTE:
Users must perform the Start Day and End Day functions to successfully track Scratch ticket sales for a sales day with SmartCount.

The Change Shift function is optional, and it is recommended that retailers only utilize the Change Shift function once familiar with SmartCount functionality.

SMARTCOUNT CAN PROVIDE:

- A "to-the-minute" inventory of tickets on hand by game, pack, and ticket number.
- Dollar value and quantity of tickets sold during each shift or day.
- Information for cash drawer reconciliation.

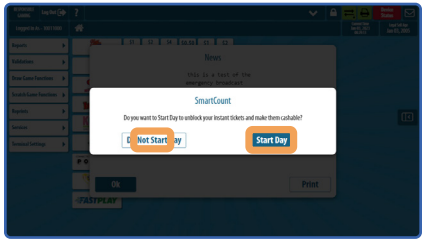
As with all technologies, SmartCount is only effective if it is operated properly. Please follow the procedures on the following pages exactly to ensure quick and accurate counts and values from SmartCount.

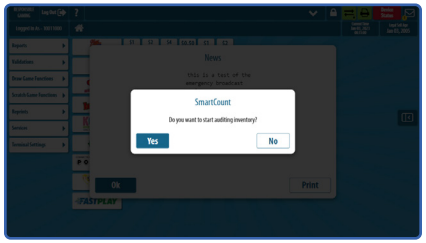
Start Day

Users must perform Start Day to successfully track Scratch ticket inventory.

SCENARIO 1

1. Upon signing on to the terminal, the SmartCount Start Day message displays. Touch **Start Day**. For retailers with multiple registers, touch **Start Day for Display (x)**.
2. The message: “Do you want to start auditing inventory?” displays. Touch **Yes** to begin tracking inventory.
3. If tickets are blocked from the prior day, the message “Do you want to Start Day to unblock your instant tickets and make them cashable?” displays. Touch **Yes** to unblock the inventory, or **No** to cancel.
4. News messages, if any display. Touch **OK** to acknowledge the message, or touch **Print** to print.
5. The Update Unprocessed Packs screen displays if there are packs that were not closed properly. If there are no open packs, the message: “No Packs Exist” displays on the status bar. Touch the expand **arrow** to view all recent status messages.



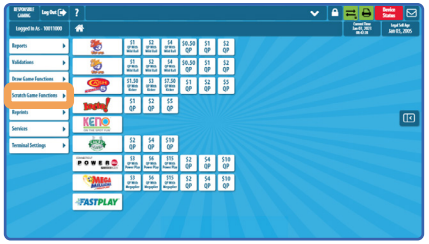


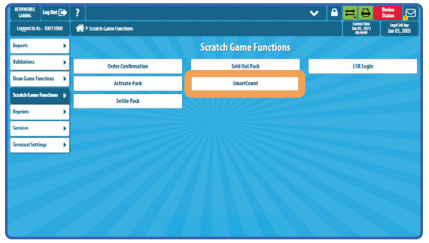
NOTE:

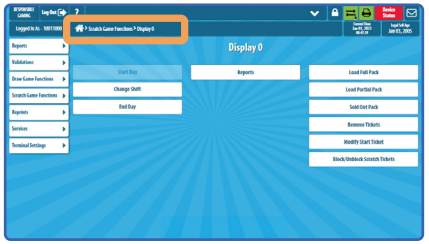
Users must perform the Start Day and End Day functions to successfully track Scratch ticket sales for a sales day with SmartCount. If the system detects an End Day error from the previous day, a warning message displays requesting the retailer to verify current inventory.

SCENARIO 2

1. To go to the SmartCount menu, touch **Scratch Game Functions** on the Home screen.
2. From the Scratch Game Functions menu, touch **SmartCount**.
3. From the SmartCount menu, touch **Start Day**. For retailers with multiple registers, select the **Display** for which to start tracking Scratch ticket inventory.
4. If there are no open packs, the status bar displays, ***“No Packs Exist”***.







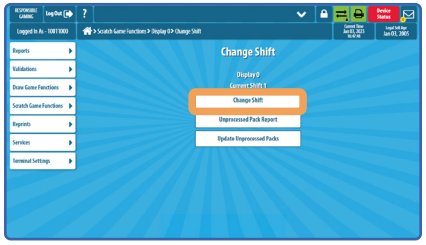
NOTE:

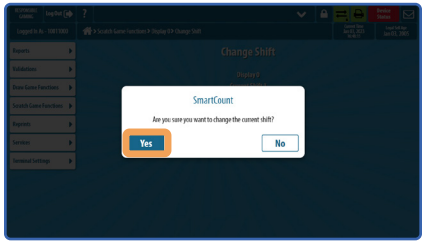
If Start Day has begun and a **Pack Activation** is performed, a message displays asking the user to add the pack(s) to SmartCount. Touch **Yes**. If Start Day has not been enabled, no prompt displays.

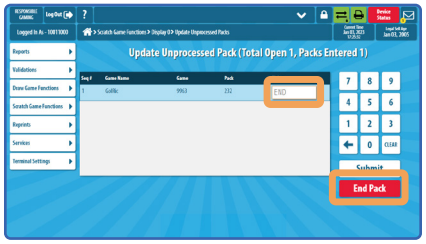
Change Shift

Retailers experienced with SmartCount may perform the Change Shift function when preparing for a shift change, though it is not required to track sales and inventory.

1. From the SmartCount menu, touch **Change Shift**.
2. From the Change Shift sub-menu, touch **Change Shift**.
3. The following message displays: “Are you sure you want to change the current shift?”. Touch **Yes** to change shift, or touch **No** to cancel.
4. The Update Unprocessed Packs screen displays. Using the barcode scanner on your lottery terminal, scan the barcode of the next available ticket of each pack in each dispenser bin. Ticket numbers can also be entered manually using the **numeric keypad**.
5. If a pack sold out during a day or shift and was not previously processed as sold out, scroll to the pack using the scroll bar, highlight the pack, then touch **End Pack**. The ticket field automatically populates to: “END”.





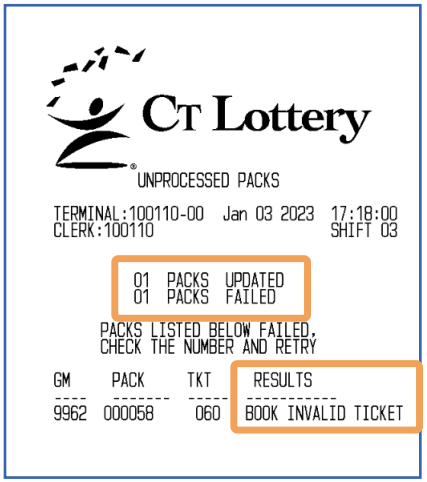


NOTE:

The Change Shift function is optional, and it is recommended that retailers only utilize the Change Shift function once familiar with SmartCount functionality.

6. Touch **Submit** when complete. An Unprocessed Packs receipt prints automatically indicating the success or failure of the unprocessed packs update.

A receipt indicating no failures.



Packs that fail updating will be listed on the Unprocessed Packs receipt, along with the reason for failure.

7. Touch **Unprocessed Pack Report** on the Change Shift menu and the report displays. Touch **Print** to print the report.

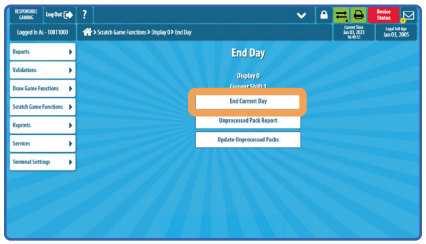
NOTE:

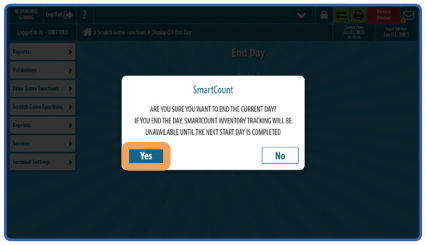
SmartCount allows a max. of 10 shift changes each day.

End Day

Users must perform End Day to successfully track Scratch ticket inventory.

1. From the SmartCount menu, touch **End Day**.
2. From the End Day menu, touch **End Current Day**.
3. The following message displays: “ARE YOU SURE YOU WANT TO END THE CURRENT DAY? IF YOU END THE DAY, SMARTCOUNT INVENTORY TRACKING WILL BE UNAVAILABLE UNTIL THE NEXT START DAY IS COMPLETED”. Touch **Yes** to end day, or touch **No** to cancel.
4. The Update Unprocessed Pack screen displays. Using the barcode scanner on your lottery terminal, scan the barcode of the next available ticket of each pack in each dispenser bin. Ticket numbers can also be entered manually using the **numeric keypad**.
5. If a pack sold out during a day or shift and was not previously processed as sold out, scroll to the pack using the scroll bar, highlight the pack, then touch **End Pack**.

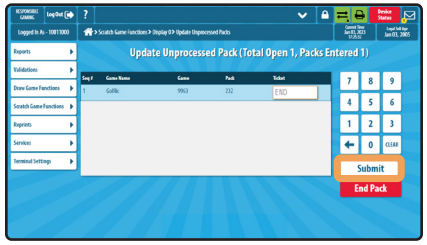




NOTE:

Users must perform the Start Day and End Day functions to successfully track Scratch ticket sales for a sales day with SmartCount.

6. Touch **Submit** when complete.
7. An Unprocessed Packs receipt prints automatically. Once the day has ended, the remaining Scratch ticket inventory is automatically blocked from validations, and the only SmartCount function available is viewing reports. SmartCount functions resume when the next Start Day begins and the user unblocks the inventory.



CT Lottery

UNPROCESSED PACKS

TERMINAL:100110-00 Jan 03 2023 17:09:06
CLERK:100110 SHIFT 02

01 PACKS UPDATED
00 PACKS FAILED

A receipt indicating no failures.

CT Lottery

UNPROCESSED PACKS

TERMINAL:100110-00 Jan 03 2023 17:18:00
CLERK:100110 SHIFT 03

01 PACKS UPDATED
01 PACKS FAILED

PACKS LISTED BELOW FAILED.
CHECK THE NUMBER AND RETRY

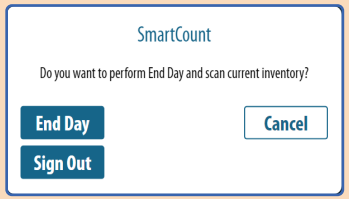
GM	PACK	TKT	RESULTS
9962	000058	060	BOOK INVALID TICKET

Packs that fail updating will be listed on the Unprocessed Packs receipt, along with the reason for failure.

8. Touch **Log Out** to log out.

NOTE:

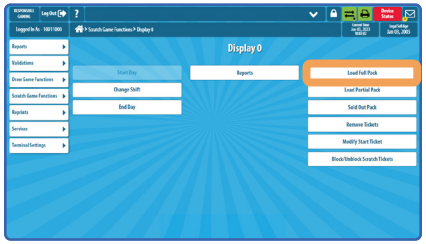
If Start Day has been performed and a user attempts to log out without ending day, the user is prompted to select between signing out without ending day or performing end day.



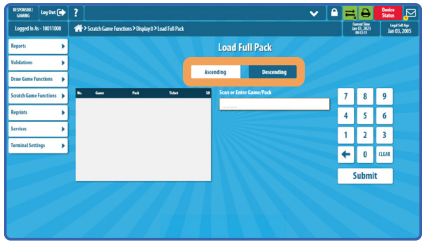
Load Full Pack(s)

Use the Load Full Pack function to load full packs that have not been previously loaded into SmartCount (during the Start Day audit or during pack activation).

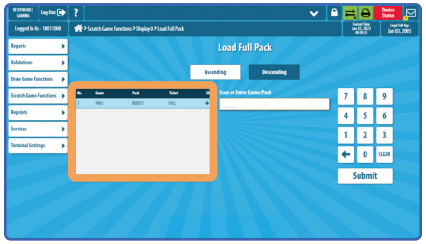
1 From the SmartCount menu, touch **Load Full Pack(s)**.



2 The Load Full Packs screen displays. Select **Ascending** or **Descending** ONLY if you are loading packs opposite of your default setting. Using the barcode scanner on your lottery terminal, scan the barcode of any ticket in the pack you are loading. Game, Pack, and ticket numbers can also be entered manually using the **numeric keypad**.



Indicates current order setting, either Ascending or Descending



Indicates the Game and Pack numbers that were scanned and will be loaded.

FULL = Full Pack

NOTE:

Ascending = if you start selling a pack from the lowest ticket number (e.g., 000 – 299).

Descending = if you start selling a pack from the highest ticket number (e.g., 299 – 000).

3 Touch **Submit** when complete. A Load Full Pack receipt prints automatically.

CT Lottery

LOAD FULL PACK

TERMINAL:100110-00 Jan 03 2023 09:30:01
CLERK:100110 SHIFT 01

01 PACKS LOADED

GM	PACK	TKT	SD	RESULTS
9961	000073	FUL	D	APPROVED

00 PACKS FAILED

A receipt for a successfully loaded full pack.

CT Lottery

LOAD FULL PACK

TERMINAL:100110-00 Jan 03 2023 10:03:04
CLERK:100110 SHIFT 01

00 PACKS LOADED
01 PACKS FAILED

PACKS LISTED BELOW FAILED
CHECK THE NUMBER AND RETRY

GM	PACK	TKT	SD	RESULTS
9963	000055	FUL	D	BOOK NOT YOURS

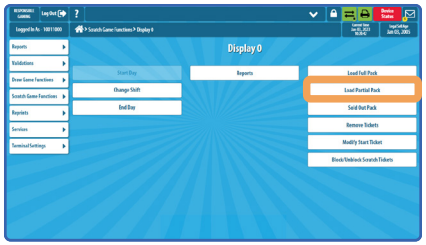
For packs that fail to load, the Unprocessed Packs Report displays on the screen. Click Print to print a failed load receipt.

NOTE: To load any pack(s) that failed to load, repeat steps 1 & 2, then touch **Submit** again for an updated Load Full Pack receipt.

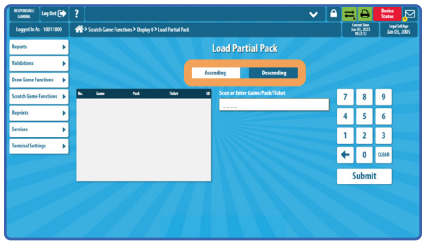
Load Partial Pack(s)

Use the Load Partial Pack function to load partial packs that have not been previously loaded into SmartCount (during the Start Day audit or during pack activation).

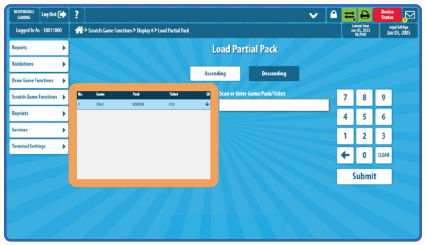
1 From the SmartCount menu, touch **Load Partial Pack(s)**.



2 The Load Partial Packs screen displays. Select **Ascending** or **Descending** ONLY if you are loading packs opposite of your default setting. Using the barcode scanner on your lottery terminal, scan the barcode of first (beginning) ticket in the pack you are loading. Game, Pack, and ticket numbers can also be entered manually using the **numeric keypad**.



Indicates current order setting, either Ascending or Descending



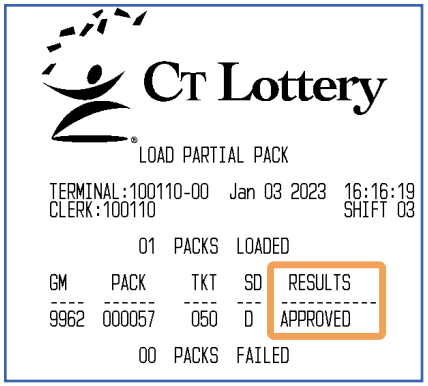
Indicates the Game number and Pack number, and first (beginning) ticket number that was scanned and will be loaded.

NOTE:

Ascending = if you start selling a pack from the lowest ticket number (e.g., 000 – 299).

Descending = if you start selling a pack from the highest ticket number (e.g., 299 – 000).

3 Touch **Submit** when complete. A Load Partial Pack receipt prints automatically.



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LOAD PARTIAL PACK

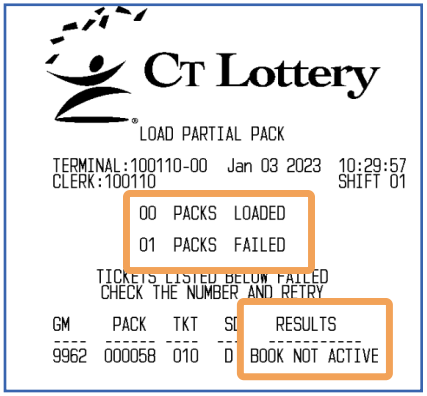
TERMINAL:100110-00 Jan 03 2023 16:16:19
CLERK:100110 SHIFT 03

01 PACKS LOADED

GM	PACK	TKT	SD	RESULTS
9962	000057	050	D	APPROVED

00 PACKS FAILED

A receipt for a successfully loaded partial pack.



CT Lottery

LOAD PARTIAL PACK

TERMINAL:100110-00 Jan 03 2023 10:29:57
CLERK:100110 SHIFT 01

00 PACKS LOADED
01 PACKS FAILED

TICKETS LISTED BELOW FAILED
CHECK THE NUMBER AND RETRY

GM	PACK	TKT	SD	RESULTS
9962	000058	010	D	BOOK NOT ACTIVE

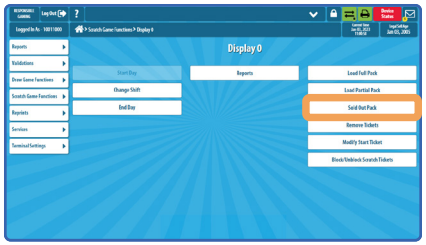
Partial packs that failed load are listed on the Load Partial receipt, along with the reason for the failure.

NOTE: To load any pack(s) that failed to load, repeat steps 1 & 2, then touch **Send** again for an updated Load Partial Pack receipt.

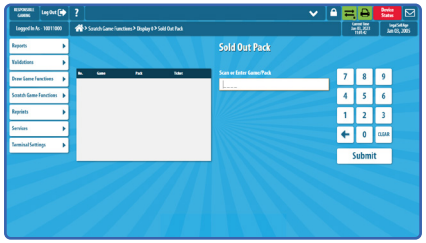
Sold Out Pack(s)

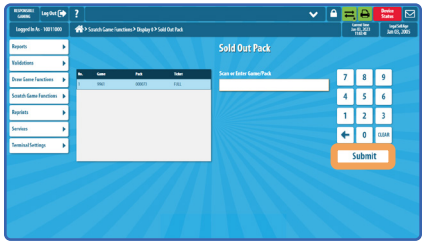
Perform the Sold Out Pack function to remove packs from SmartCount after they have been sold out from the dispensers.

1 From the SmartCount menu, touch **Sold Out Pack(s)**.



2 At the Sold Out Pack(s) screen, scan or enter the Game and Pack number of the pack that has been sold out. If unavailable, the games and packs in inventory may be found in several of the SmartCount reports. Touch **Submit** when complete.





3 A Sold Out Pack receipt prints automatically.

CT Lottery

SOLD OUT PACK

TERMINAL:100110-00 Jan 03 2023 11:03:33
CLERK:100110 SHIFT 01

01 PACKS SOLD OUT

GM	PACK	TKT	RESULTS
9961	000073	FUL	APPROVED

00 PACKS FAILED

A receipt indicating no errors.

CT Lottery

SOLD OUT PACK

TERMINAL:100110-00 Jan 03 2023 11:04:44
CLERK:100110 SHIFT 01

00 PACKS SOLD OUT

01 PACKS FAILED

PACKS LISTED BELOW FAILED
CHECK THE NUMBER AND RETRY

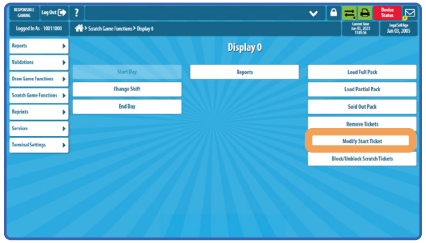
GM	PACK	TKT	RESULTS
9961	000073	FUL	BOOK PREV PROCESSED

Packs that failed to be removed are listed on the Sold Out Pack receipt, along with the reason for the failure.

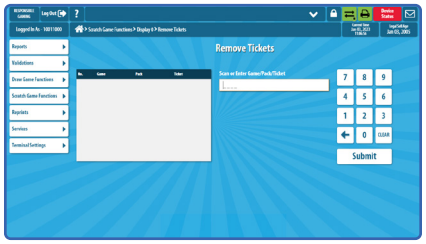
Remove Ticket(s)

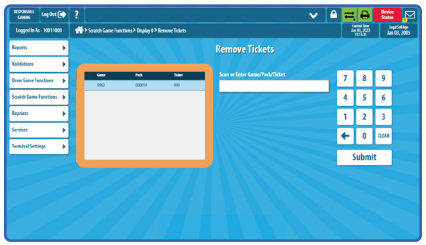
Perform the Remove Tickets function to remove games from sale (old games, returns, etc.), remove inventory from SmartCount, or to correct your inventory count due to user error.

1 From the SmartCount menu, touch **Remove Tickets**.



2 The Remove Tickets screen displays. Using the terminal barcode scanner, scan the barcode of next available ticket in the pack you are removing. Game, Pack, and ticket numbers can also be entered manually using the **numeric keypad**.





Indicates the Game number, Pack number, and first Ticket number that was scanned and will be removed.

NOTE: When your Lottery Sales Representative removes packs from your inventory, it is YOUR responsibility to remove the packs from SmartCount.

3 Touch **Submit** when complete. A Remove Ticket(s) receipt prints automatically.

CT Lottery

REMOVE TICKET(S)

TERMINAL:100110-00 Jan 03 2023 11:10:45
CLERK:100110 SHIFT 01

01 TICKETS ENDED

GM	PACK	TKT	RESULTS
9962	000059	000	APPROVED

00 TICKETS FAILED

A receipt indicating no errors.

CT Lottery

REMOVE TICKET(S)

TERMINAL:100110-00 Jan 03 2023 11:08:37
CLERK:100110 SHIFT 01

00 TICKETS ENDED
01 TICKETS FAILED

TICKETS LISTED BELOW FAILED
CHECK THE NUMBER AND RETRY

GM	PACK	TKT	RESULTS
9961	000073	000	BOOK PREV PROCESSED

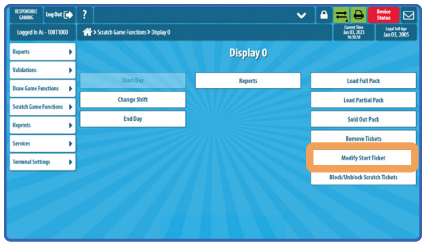
Packs that failed to be removed are listed on the Remove Ticket(s) receipt, along with the reason for the failure.

NOTE: A Lottery Sales Representative returning Instant tickets will not be removing them from SmartCount. This is the retailer's responsibility and should be done based on the Return Receipt.

Modify Start Ticket

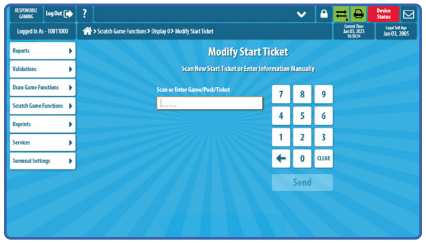
Perform the Modify Start Ticket function to modify the starting ticket number of an open (unprocessed) pack, such as when the starting ticket entered was wrong.

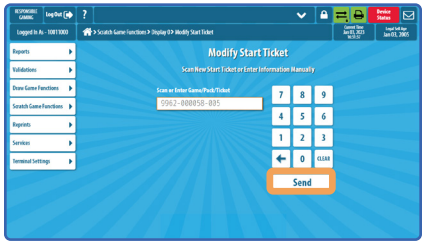
1 From the SmartCount menu, touch **Modify Start Ticket**.



2 At the Modify Start Ticket screen, scan the barcode of the correct starting ticket number or enter the Game, Pack, and Ticket number of the pack. Touch **Send** when complete.

3 The status bar displays, ***"Start ticket modified".***





4 A Modify Start Ticket Receipt prints.

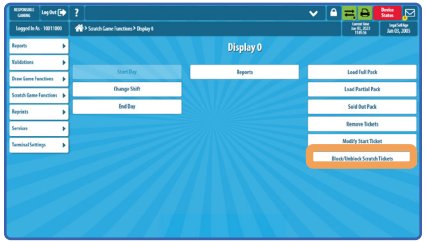
NOTE: The Modify Start Ticket function may be used during the current shift only and is not supported for previous shifts.

Block/Unblock Scratch Ticket(s)

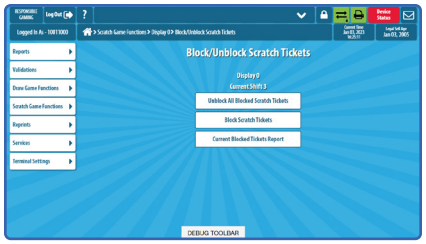
Perform the Block/Unblock Scratch Ticket function to prohibit or allow validations for Scratch ticket inventory.

1 From the SmartCount menu, touch **Block/Unblock Scratch Tickets**. The Block/Unblock Scratch Tickets screen displays.

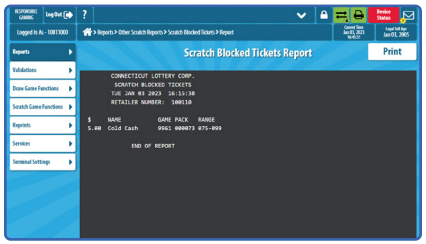
- Touch **Unblock All Blocked Scratch Tickets** to allow validations for all inventory.



- Touch **Block Scratch Tickets** to prevent validations of specific inventory. Scan the ticket(s) or manually enter the ticket information.
- Touch **View Blocked Tickets Reports** to view details for currently blocked Scratch ticket inventory.



2 Respond to any system prompts to confirm or cancel blocking/unblocking tickets.



NOTE: Tickets are automatically blocked from validations when ending day with SmartCount, and users may unblock them at the start of the next day; however, these functions may also be performed manually as needed using the Block/Unblock Scratch Tickets function.

3 Touch **Print** to print the Scratch Blocked Tickets Report.

CT Lottery

CONNECTICUT LOTTERY CORP.
SCRATCH BLOCKED TICKETS
TUE JAN 03 2023 16:15:38
RETAILER NUMBER: 100110

$	NAME	GAME PACK	RANGE
5.00	Cold Cash	9961 000073	075-099

END OF REPORT

A receipt indicating no errors.

CT Lottery

REMOVE TICKET(S)

TERMINAL:100110-00 Jan 03 2023 11:08:37
CLERK:100110 SHIFT 01

00 TICKETS ENDED
01 TICKETS FAILED

TICKETS LISTED BELOW FAILED
CHECK THE NUMBER AND RETRY

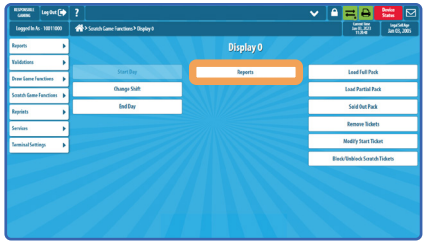
GM	PACK	TKT	RESULTS
9961	000073	000	BOOK PREV PROCESSED

Packs that failed to be removed are listed on the Remove Ticket(s) receipt, along with the reason for the failure.

Reports

The SmartCount menu provides access to multiple reports that you may use to view SmartCount information as needed.

1. From the SmartCount menu, touch **Reports**.
2. Select the desired report.



REPORTS MENU

UNPROCESSED PACKS REPORT

Provides a summary of unresolved inventory counts at a shift change or at day end. The packs listed need to be updated in order to complete the shift or end the day.

TICKET BALANCE SUMMARY

Provides a summary of all shifts for a specific date, including the count and amount of tickets sold on each shift and totals for the day.

TICKET BALANCE DETAIL

Provides detailed information for a specific shift for a specified date by price point from highest to lowest.

TICKETS IN BINS AT SHIFT END

Provides detailed information for the number of tickets that should be on-hand for each pack for a specific shift on a specific date. Managers find this report handy for viewing what is left in the bins at the end of shifts.

PREVIOUS SEVEN DAY SUMMARY

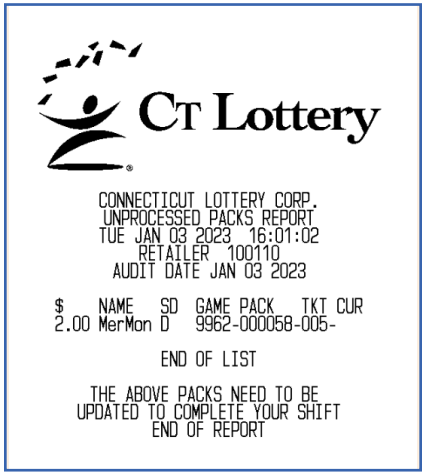
Provides a summary of Instant ticket sales for all shifts for the previous seven days (not counting the current day).

NOTE: It is important to keep your SmartCount inventory up to date to ensure the accuracy of these reports.

Reports

UNPROCESSED PACKS REPORT

1. Touch **Unprocessed Packs Report** from the SmartCount > Reports menu.
2. The report displays on the screen. Touch **Print** to print the report if desired.



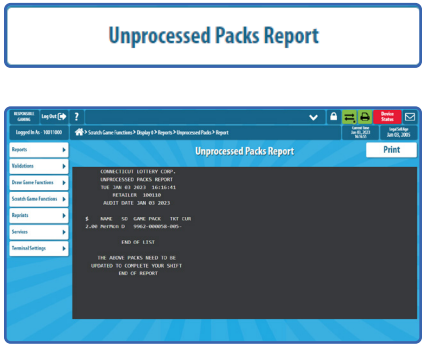
CT Lottery

CONNECTICUT LOTTERY CORP.
UNPROCESSED PACKS REPORT
TUE JAN 03 2023 16:01:02
RETAILER 100110
AUDIT DATE JAN 03 2023

$	NAME	SD	GAME PACK	TKT CUR
2.00	MerMon	D	9962-000058-005-	

END OF LIST

THE ABOVE PACKS NEED TO BE
UPDATED TO COMPLETE YOUR SHIFT
END OF REPORT



TICKET BALANCE SUMMARY

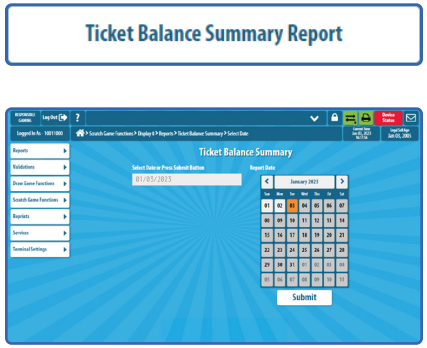
1. Touch **Ticket Balance Summary** from the SmartCount > Reports menu.
2. Enter the desired date or touch **Send** for the current day.
3. Enter a specific terminal number or touch **Send** for all terminals.
4. The report displays on the screen. Touch **Print** to print the report if desired, or touch the **Home Icon** to return to the Home screen.
5. Enter a specific terminal number or touch **Send** for all terminals.

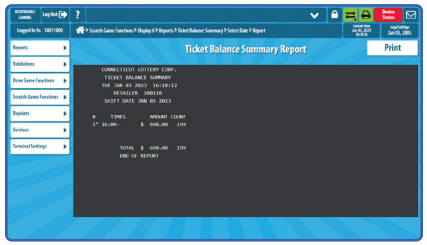
CT Lottery

CONNECTICUT LOTTERY CORP.
TICKET BALANCE SUMMARY
TUE JAN 03 2023 16:18:12
RETAILER 100110
SHIFT DATE JAN 03 2023

#	TIMES		AMOUNT	COUNT
1*	16:00-	$	698.00	199

TOTAL $ 698.00 199
END OF REPORT





Reports

TICKET BALANCE DETAIL

1. Touch **Ticket Balance Detail** from the SmartCount > Reports menu.
2. Select the desired **Shift #**.
3. Enter the desired date or touch **Send** for the current day.
4. Enter a specific terminal number or touch **Send** for all terminals.
5. The report displays on the screen. Touch **Print** to print the report if desired, or touch the **Home Icon** to return to the Home screen.

CT Lottery

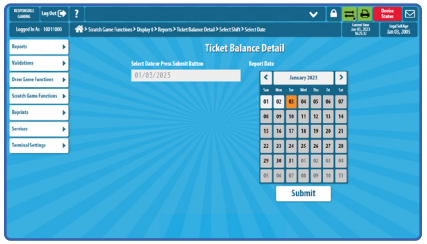
CONNECTICUT LOTTERY CORP.
TICKET BALANCE DETAIL
TUE JAN 03 2023 16:01:54
RETAILER 100110
SHIFT 1 DATE JAN 03 2023
16:00:56 TO --:--:--

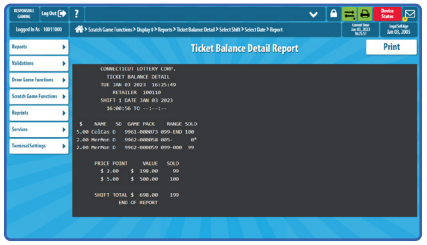
$	NAME	SD	GAME PACK	RANGE SOLD
5.00	ColCas	D	9961-000073	099-END 100
2.00	MerMon	D	9962-000058	005- 0*
2.00	MerMon	D	9962-000059	099-000 99

PRICE POINT	VALUE	SOLD
$ 2.00	$ 198.00	99
$ 5.00	$ 500.00	100
SHIFT TOTAL	$ 698.00	199

END OF REPORT

Ticket Balance Detail Report





TICKETS IN BINS AT SHIFT END

1. Touch **Ticket Bins At Shift End** from the SmartCount > Reports menu.
2. Select the desired **Shift #**.
3. Enter the desired date or touch **Send** for the current day.
4. Enter a specific terminal number or touch **Send** for all terminals.
5. The report displays on the screen. Touch **Print** to print the report if desired, or touch the **Home Icon** to return to the Home screen.

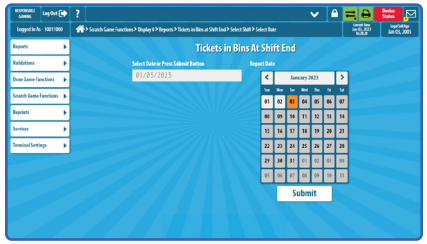
CT Lottery

CONNECTICUT LOTTERY CORP.
TICKETS IN BINS AT SHIFT END
TUE JAN 03 2023 16:29:49
RETAILER 100110
SHIFT 1 DATE JAN 03 2023
16:00:56 TO --:--:--

$	NAME	SD	GAME PACK	TKT	IB
2.00	MerMon	D	9962-000058	N/A	0

TOTAL IN BINS $ 0.00 0
END OF REPORT

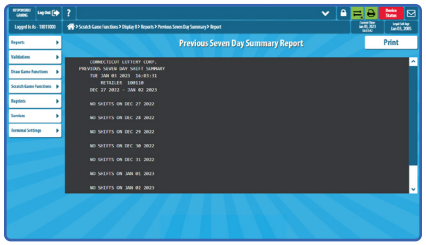
Tickets In Bins At Shift End Report



Reports

PREVIOUS SEVEN DAY SUMMARY

1. Touch **Previous Seven Day Summary** from the SmartCount > Reports menu.
2. Enter a specific terminal number or touch **Send** for all terminals.
3. The report displays on the screen. Touch **Print** to print the report if desired, or touch the **Home Icon** to return to the Home screen.



CT Lottery

CONNECTICUT LOTTERY CORP.
PREVIOUS SEVEN DAY SHIFT SUMMARY
TUE JAN 03 2023 16:03:31
RETAILER 100110
DEC 27 2022 - JAN 02 2023

NO SHIFTS ON DEC 27 2022
NO SHIFTS ON DEC 28 2022
NO SHIFTS ON DEC 29 2022
NO SHIFTS ON DEC 30 2022
NO SHIFTS ON DEC 31 2022
NO SHIFTS ON JAN 01 2023
NO SHIFTS ON JAN 02 2023

TOTAL $ 0.00 0
END OF REPORT