

FEATURES

Lottery Manager Professional is a mature, feature-rich product. The main product features are listed here.

ORDER ENTRY SYSTEM

- Support for multiple price-points; for example \$100 each, or 3 for \$250.
- Supports using a postal code / city lookup table to automatically fill in the correctly spelled city and province based on the postal code.
- Support for one or two-letter city codes to speed data entry for common city names.
- Spelling of address data and cities may be automatically corrected and expanded. For example, “Ave” to “Avenue”, or “South Bby” to “Burnaby”.
- Supports the use of a direct mail database, to allow quick entry of orders from direct mail campaigns by use of a customer or direct mail code number.
- Area codes can be defaulted based on the postal code.

BATCH MANAGEMENT

- Loading from external data sources (for example, telephone answering services or call centers).
- Data validation
- Importing batches and assigning ticket numbers.
- Tickets may optionally be assigned non-consecutively, on a system-wide basis, by batch, or individually.

CUSTOMER SERVICE

- Maintenance of all ticket-holder information.
- Can be searched by any field if needed, not only the key fields.
- Tickets may be cancelled and restored later (if needed).
- Information tracking. Lottery Manager/Professional keeps the following dates to help you with customer service calls:
 - Date and Time Entered. When the order was entered into the system.
 - Date Printed. The date the tickets were printed.
 - Date Mailed. The date the tickets were mailed. You can set the date when a range of tickets were mailed at the touch of a button.
 - Comments are automatically time-stamped with the date, time and user ID.
 - The original value of fields is stored in the comments whenever a change is made.
 - An audit trail is maintained separately as well for any changes made.

PRINTING TICKETS

- Tickets may be printed or reprinted by batch, by range of ticket numbers, by order, or individually. As well, all unprinted tickets may be printed at once.
- Tickets may be sorted, keeping international orders at the end of the printout
- Tickets may be grouped by orders, even if they are assigned non-consecutively
- Tickets may also be printed in order for a paper cutter, so that once cut, they are in consecutive order.

SYSTEM-WIDE SEARCHES

- Status of any order can be reviewed, even if it has not yet been assigned a ticket.
- The order can be brought up in the appropriate order entry or customer service screen automatically, directly from the search screen, and changes made if necessary.
- Customer service codes may be assigned when making changes as a tracking aid.

PRIZES

- All prizes may be entered into the database so that draw can be recorded on-line.
- Updates to prize descriptions are automatically reflected in the prize draw information.
- Screen for entering ticket and prize numbers during the draw.
- Updates a table with all data required for merging with prize winners' letters.

REPORTS

- Sales reports by location, source, city, postal sorting area, day, and batch number.
- Sales as a percentage of direct mail coverage. Allows you to enter in the number of households you drop a mail piece to, and report on the response. Summarized by FSA or City.
- Extracts of the data for mailing lists and for auditing.
- Batch reconciliation.
- Auditing reports.
- Full lists of ticket owners, by name or by ticket number
- Prize winners.
- Statistics on the order-entry time, on a per-user basis.

MAIL MERGING

- Directly supports Microsoft Word for printing form letters. Sample Thank-You, Too-late and Prizewinner letters are included.

SECURITY

- Security and access rights can be set on a per-user basis.

MISCELLANEOUS FUNCTIONS

- Maintaining city, province, location and source tables.
- Maintaining the Auto-Spell entries for order entry.
- System Setup and Configuration
- Verification of the database.
- Reindexing data tables.