PawnMaster Help File

PawnMaster Help
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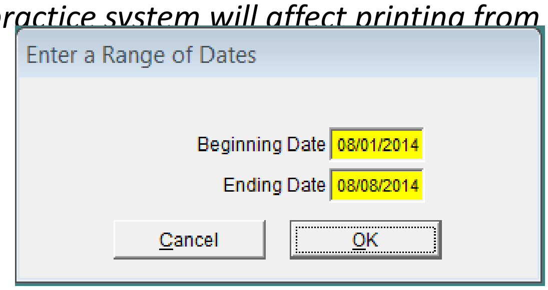
What is the PawnMaster Practice system?

The Practice System is a place where new employees can learn the PawnMaster interface without impacting the shop's data.
Almost every function of PawnMaster is duplicated in the Practice System. The only things you can't do are police uploads, send text messages make a backup and report to KeyDX.

If you are unable to login to the practice system, please contact support at 727-582-9100.

Note: *printer settings are a function of the operating system and changing printer settings in the practice system will affect printing from PawnMaster.*



There are multiple reports and other places where entering a date or rage of dates is required.

TIP: Here are some keyboard shortcuts that will be very useful. Many shops will copy the shortcuts below and post them in the office.

On all Date range menus, use the following keyboard shortcuts;
"+" adds one day
"–" subtracts a day
*"m" goes to first day of the **m**onth then prior month*
*"h" goes to last day of the mont**h** then to next month*
*"y" goes to first day of the **y**ear then prior year*
*"r" goes to end of year then forward a yea**r***
*"t" resets to current day or **t**oday's date.*

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Part One

This guide is separated into four parts. The first section, **Part 1,** covers only the fundamental topics needed to start using PawnMaster. This is intended for someone who only needs to perform the most basic functions such as making a sale, writing a basic loan and take payments.

Part 2, has advanced topics that an owner, manager or trusted employee would need to know. See the table of contents for a complete list of topics.

Part 3 is a guide to the add-on modules that integrate into PawnMaster. These modules add convenience and additional functionality.

Part 4 is a glossary of terms specific to the pawn industry.

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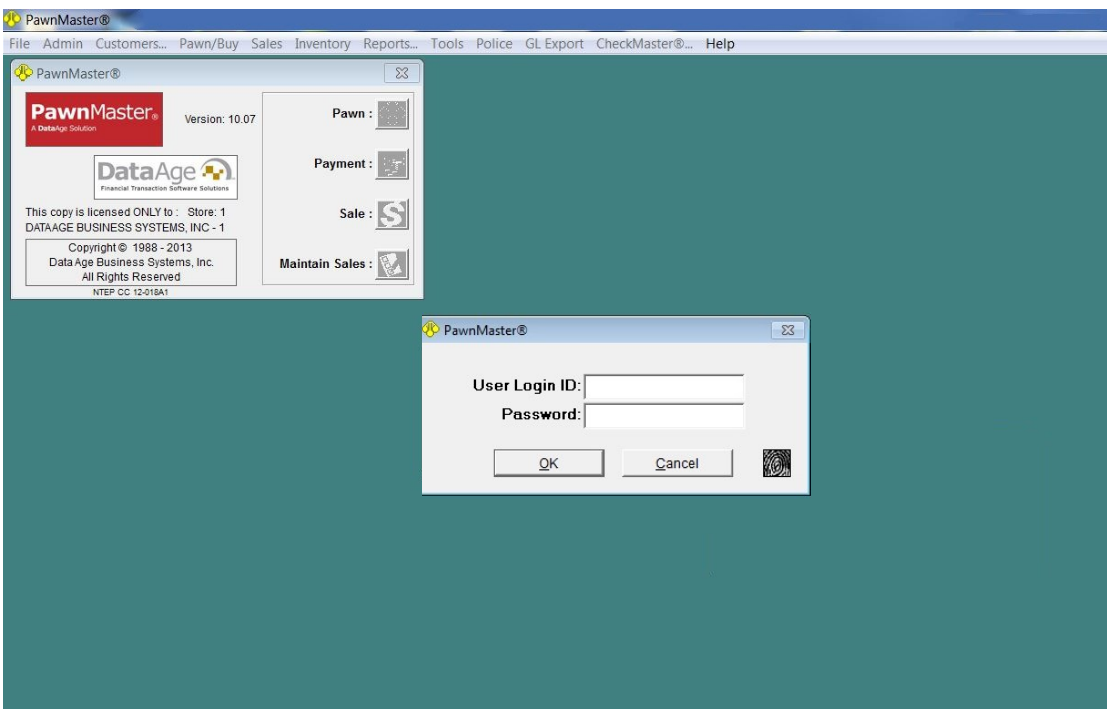
Logging in to PawnMaster

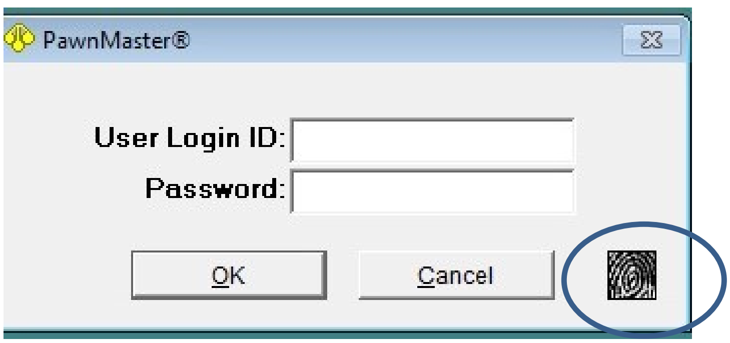
Double click on the PawnMaster shortcut to launch the program. If PawnMaster is already running, a warning will alert you that you can not run more than one instance on a single computer will be displayed.



Logging In

Log in requirements are set by the store management. The most secure method of logging in is to use the Biometric fingerprint module. *(See Biometrics in the Manger's guide or call Data Age at 888-949-7296.)*

The employee simply places their index finger on the glass surface of the fingerprint reader. The device will automatically detect the presence of a finger and scan it. In less than a second the employee will be logged in if a match is found. If a match is not found, or if non-biometric login is required, the employee can still login by entering their login ID and password that they created.



If Biometrics is not installed the fingerprint icon will not be shown.

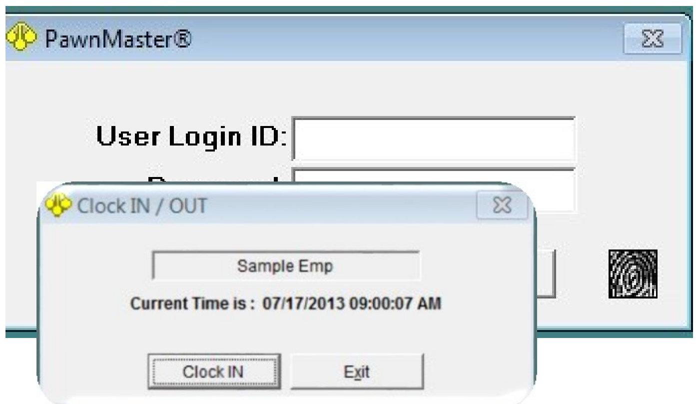
If the biometrics option is not installed, the employees will need to enter their user "Login ID:" and "Password" each time they are required to log in.

The User Login ID can be any combination of THREE characters. *No password is required by default*, but we strongly recommend the use of strong passwords and requiring employees to change their password regularly.

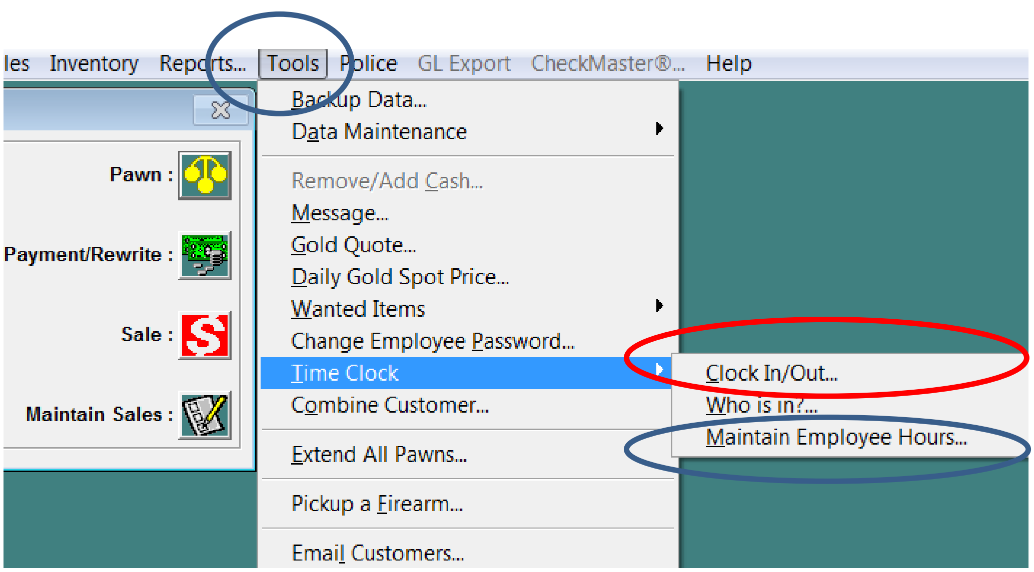
It is strongly recommended to configure PawnMaster to log off after every transaction. Especially in any environment where employees clock in, share workstations or share cash drawers.

Logging in, Time Clock enabled

If the shop is using the employee time clock feature in PawnMaster, the employee will be prompted to clock-in if they are not currently clocked-in.



It is the employee's responsibility to remember to clock out for breaks and at the end of their shifts.



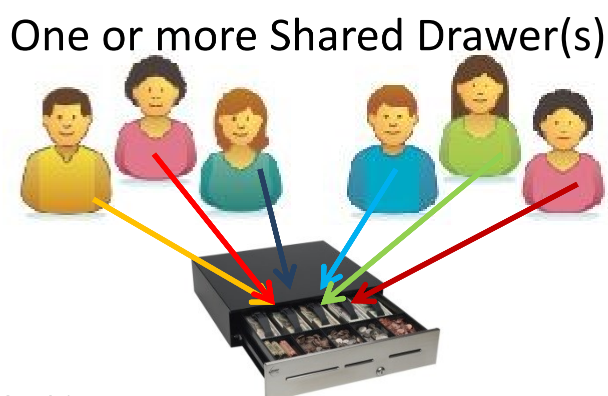
When needed, the manager can use "Maintain Employee Hours..." to adjust clock in and out times. *(See Manager's Guide to PawnMaster.)*

Cash Drawers

How the cash drawers are configured will determine how cash is handled in your shop. Check with the shop owner or manager to determine what type of cash drawer(s) your shop uses. *Please see "Cash Drawers" in Manager's section of PawnMaster help file for detailed information on cash drawers. If your shop is using a Main Drawer only, only the manger or owner will manage the cash drawer.*

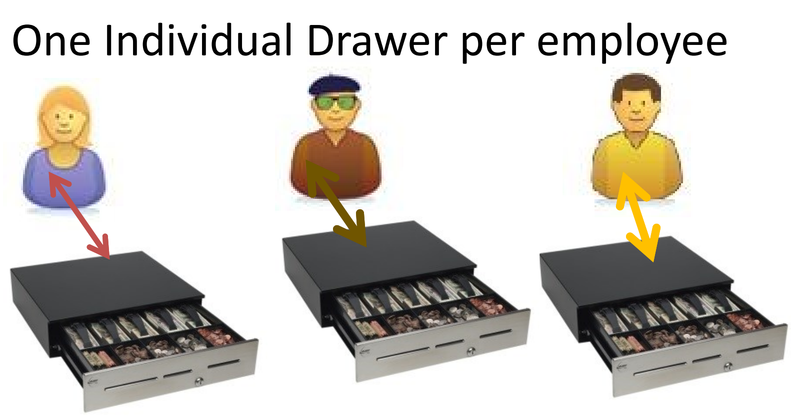
Shared Cash Drawer(s)

A single or multiple shared cash drawer(s) is when more than one person works out of the cash drawer. More than half of all pawnshops use a single cash drawer for all transactions. If this is how your shop is configured, most likely the owner or manager will balance the drawer(s) at the end of the day. *Only individual drawers are covered in Getting Started with PawnMaster, if your shop uses a shared cash drawer, skip this section.*



Individual cash drawer

Individual cash drawers are used when each physical cash drawer is assigned to a specific employee to work out of. *This is how typical retail stores work.*



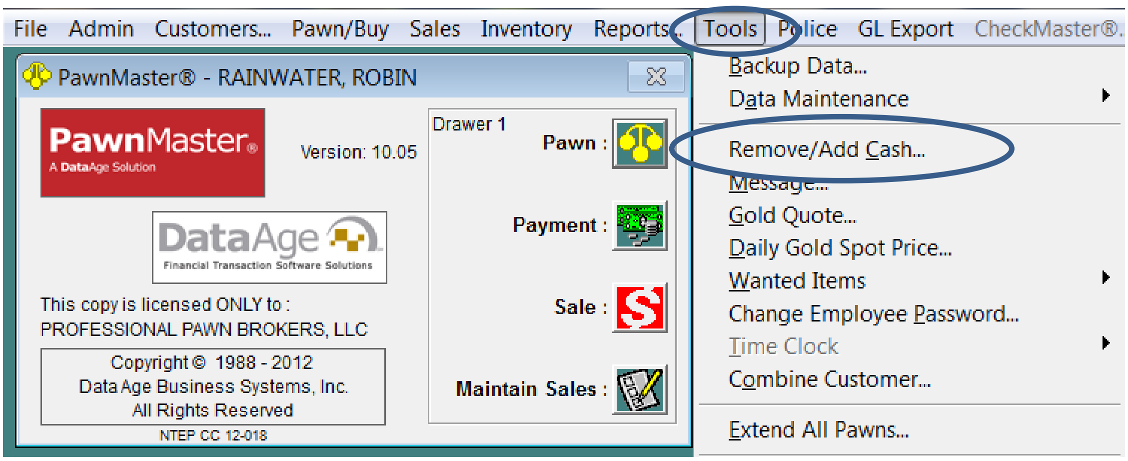
If you are assigned an individual cash drawer, you are responsible to count the drawer when you receive it at the beginning of your shift. You will balance your drawer at the end of your shift. You must track all movement of funds in and out of your drawer.

Cash Drawers, Individual Drawers

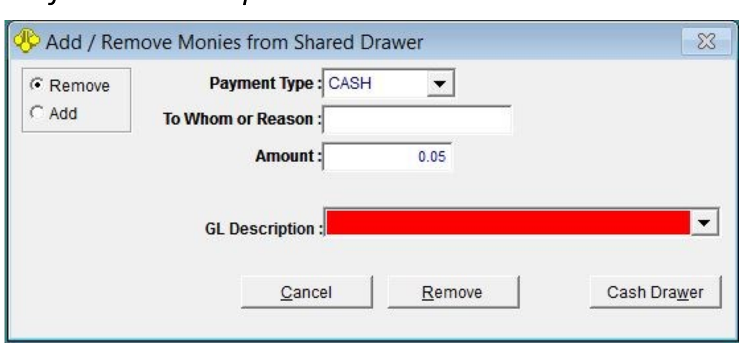
At the beginning of your shift, a manager may need to disburse cash to your individual cash drawer. *Please see "Cash Drawers" in manager section of PawnMaster help file for detailed information on cash drawers.*

When you take possession of the drawer, you should count the drawer and resolve any discrepancies now. Place the cash drawer at your assigned workstation and begin your shift.

If during the day you need to take cash out of your drawer for any reason other than a transaction, it must be recorded in PawnMaster. To record the removal of cash from an individual cash drawer, go to "Tools" on the PawnMaster tool bar. Select "Remove/Add Cash."



Select the "Remove" radio button, select the "Payment Type:", or the method in which the payment is to be made such as cash or credit card, enter "To Whom or Reason", so that you have details for your records, enter the amount and select a General Ledger category (if used). Then click the "Remove" button. *If GL is not used there will be no option for "GL Description:".*



A petty cash receipt will print upon removal. Miscellaneous cash can be added in the same way. Such as when removing cash to go buy supplies, then adding the change back to the drawer.

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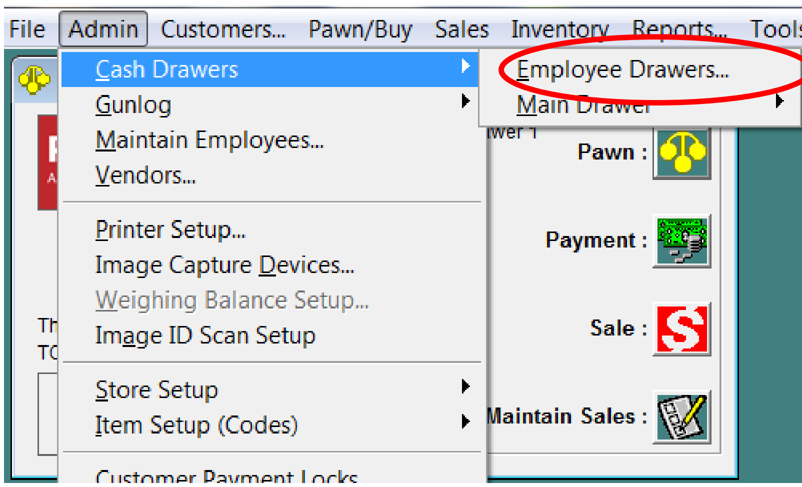
Cash Drawers, Individual Drawers , Returning

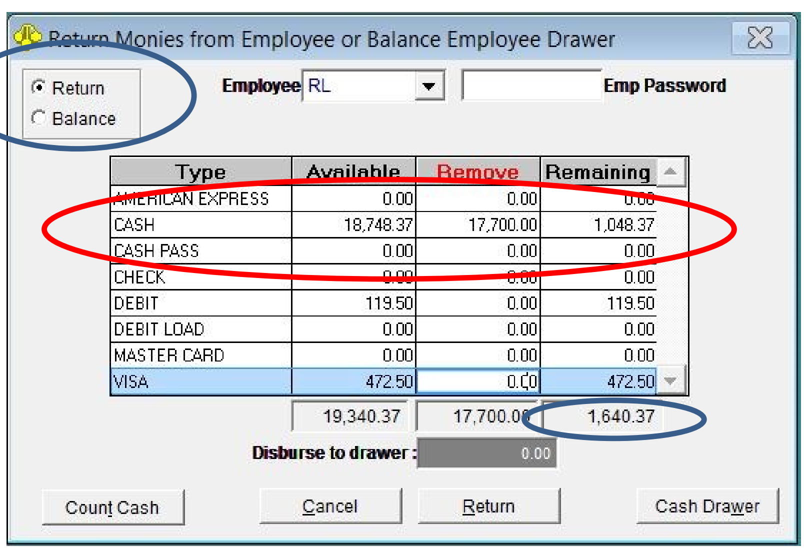
If you have been writing loans and performing several buys and your drawer is getting low the owner or manager will need to disburse additional funds to your drawer.

If you have been taking payments, performing redemptions and selling merchandise, you may have more money in your drawer than shop policy allows. At any time during your shift, you can return money to the main drawer. (AKA back office or vault.)

This is done from Admin on the toolbar, Cash Drawers, then, Employee Drawers.



Leave the default radio button, Return, selected. Enter your employee ID and password.



Enter the amount you are returning and the total for the credit cards if needed. The amount remaining in the drawer will be displayed. If correct click “Return”.

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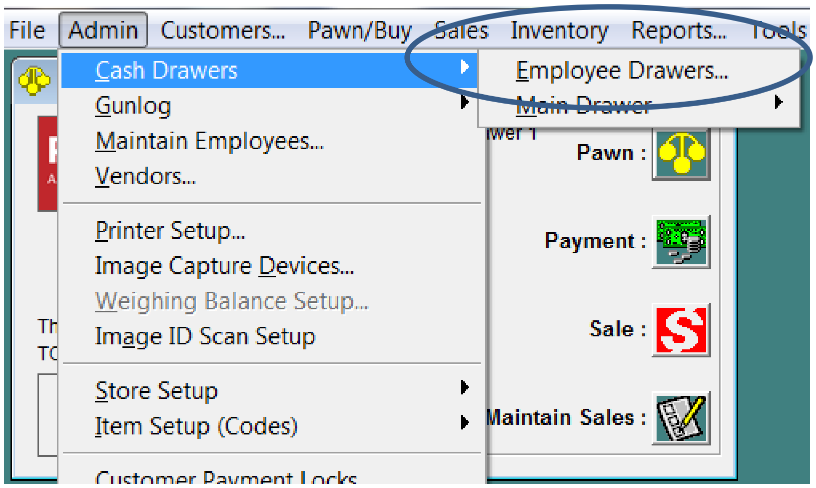
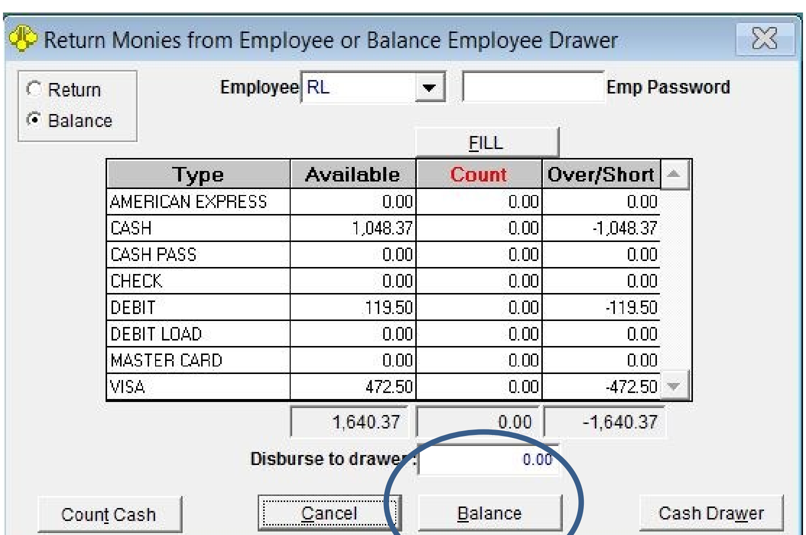
Cash Drawers, Balancing, Individual Cash Drawers

If individual cash drawers are used, at the end of every shift, each employee must balance their drawer. This is not only for accountability, but also to move the credit card receipts to the main drawer for deposit.

This is done from Admin on the toolbar, Cash Drawers, then, Employee Drawers.



Select the "Balance" radio button. *Please see "Cash Drawers" in manager section of the PawnMaster help file for an explanation of "Count Cash" and the "FILL" buttons.* Enter the totals in the "Count" column for each tender type. If you want to leave money in the drawer for the next day or shift, enter the amount in "Disburse to drawer". Then click "Balance". A confirmation pop-up will open, click "Yes".

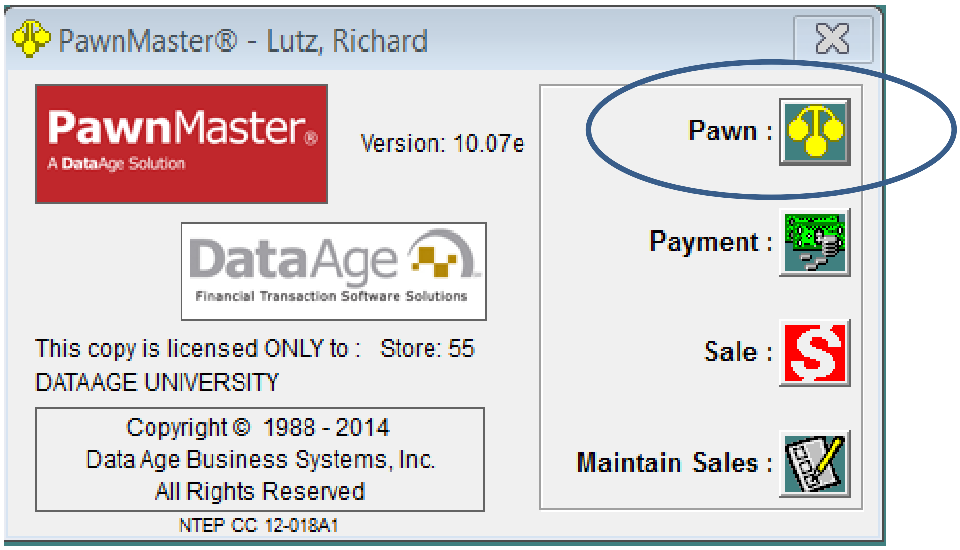


Note: If there is no employee password, you must still tab through the field.

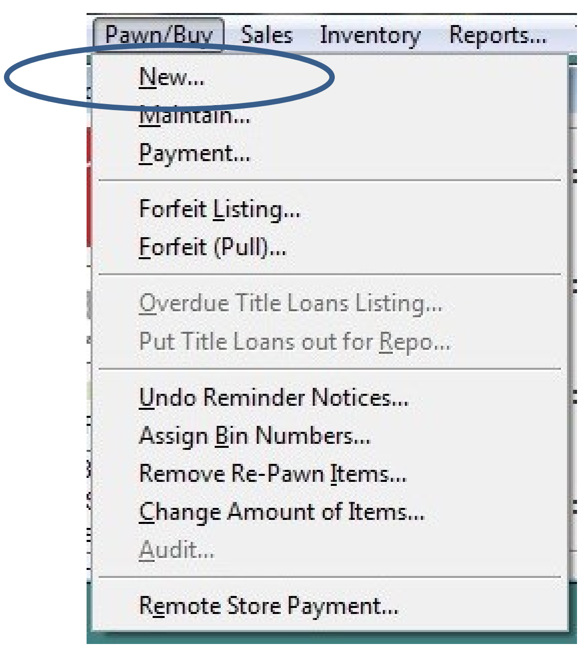
Making a new Pawn

Making a Pawn

A customer comes in to pawn an item. Log in to PawnMaster if needed and click on the Pawn icon.



Or an alternative to using the Pawn button is to select Pawn/Buy from the menu bar and click New.



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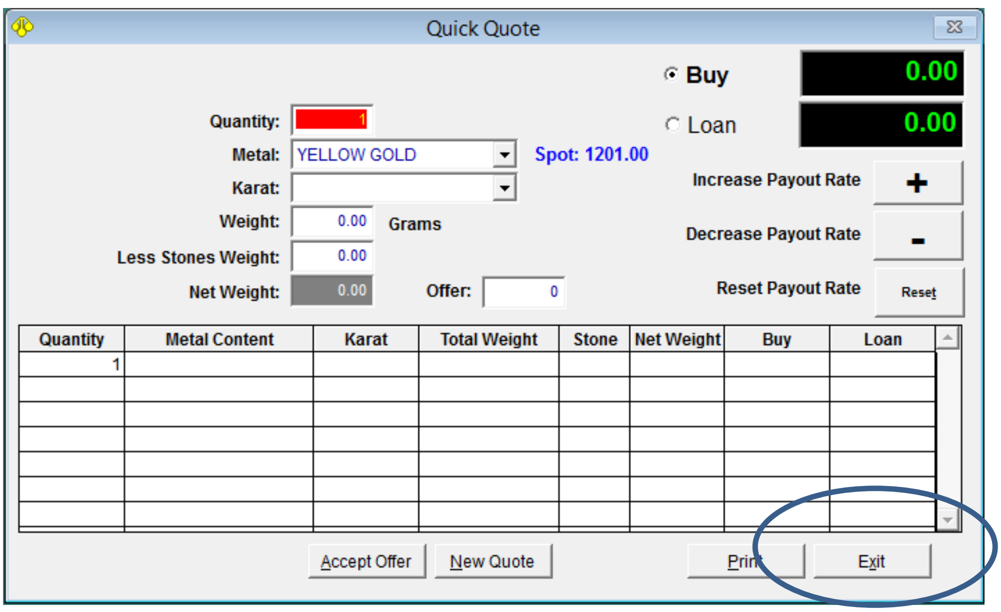
Making a Pawn, Quick Quote

If your shop uses the optional "Quick Quote" module and the customer is pledging jewelry, use Quick Quotes to make an initial offer.

See Quick Quote in the Manger's Guide to PawnMaster.

If the pledge doesn't include jewelry, **Exit** Quick Quote and continue to the next page.



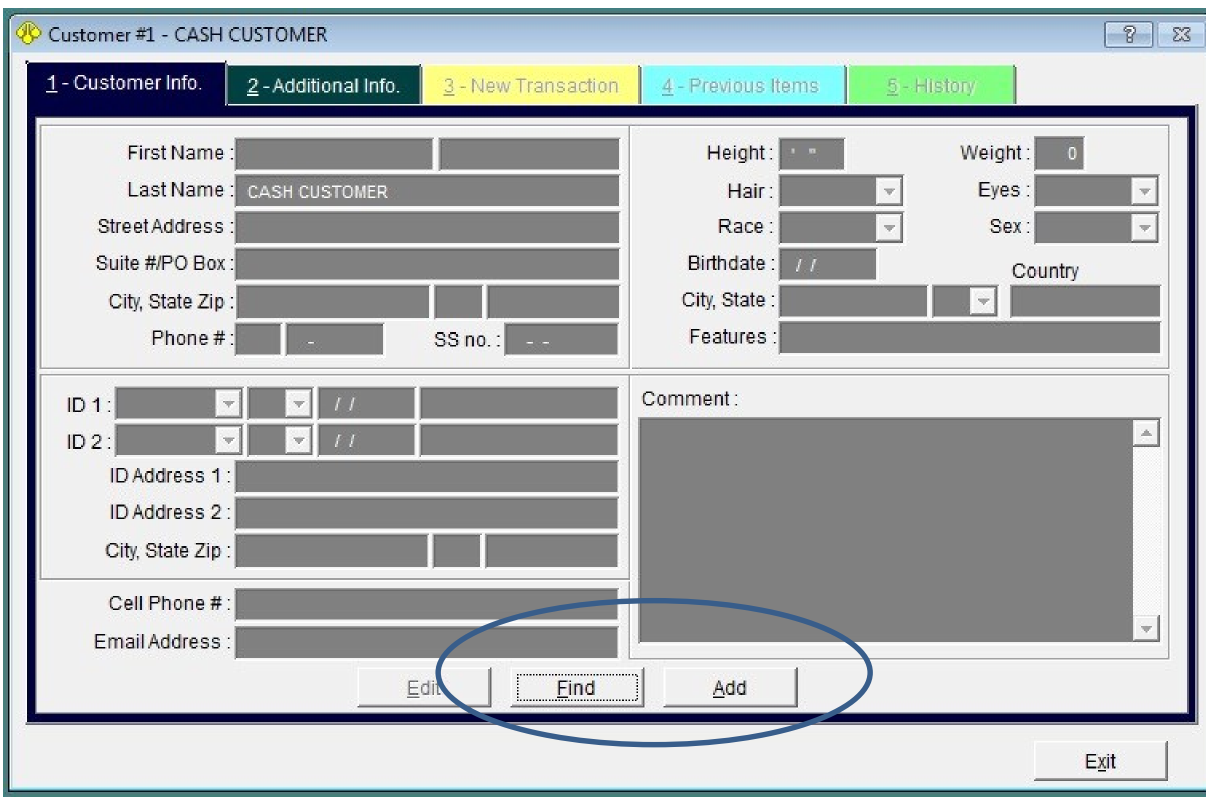
If you don't currently use Quick Quote and would like to add the module to PawnMaster please contact your account representative at 888-949-7296.

Making a Pawn, Adding/Finding a Customer

Prior to starting the transaction, in most cases you will have already determined whether you will be making a loan or buying the item(s) outright. If the customer refuses the offer there is no need to add the transaction in PawnMaster.

The Customer Info screen will open. *Because this is a PAWN, tracking customer information is required.* You have the choice of finding an existing customer or adding a new customer.

NOTE: if your store uses an ID capture device such as ScanShell, magnetic stripe reader or 2-D Barcode scan-gun **always click "Find"**, even if they are a new customer.



If you need to manually "Add" the customer you may skip the next 2 pages, on Scanning I.D. cards and searching. Although there are tips on searching for an existing customer.

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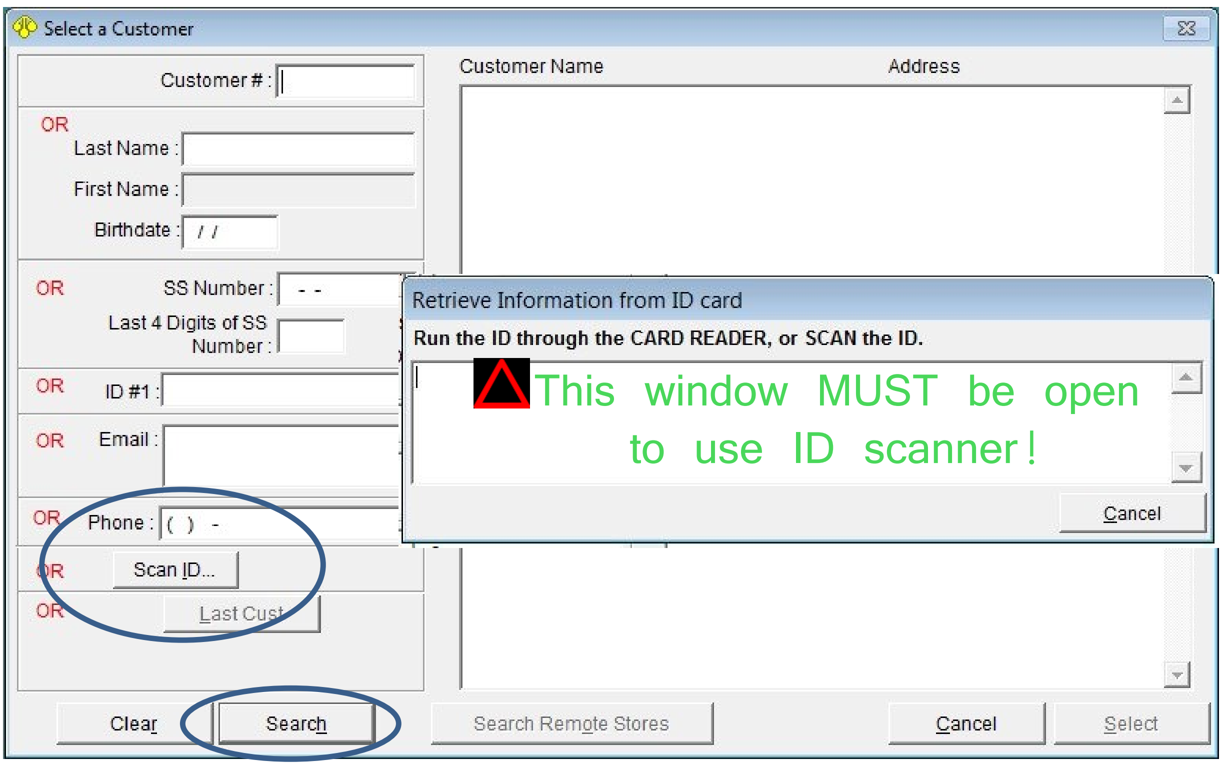
Making a Pawn, Scanning an I.D.

If you are using an ID capture device, click “Scan ID” and use the attached device. A small empty window will open, now insert the ID in the scanner or use the barcode scanner to scan the 2D barcode. If the customer is a prior customer PawnMaster will find them. If not PawnMaster will populate any fields that it was able to capture from the ID.

Sample 2D barcode from I.D.



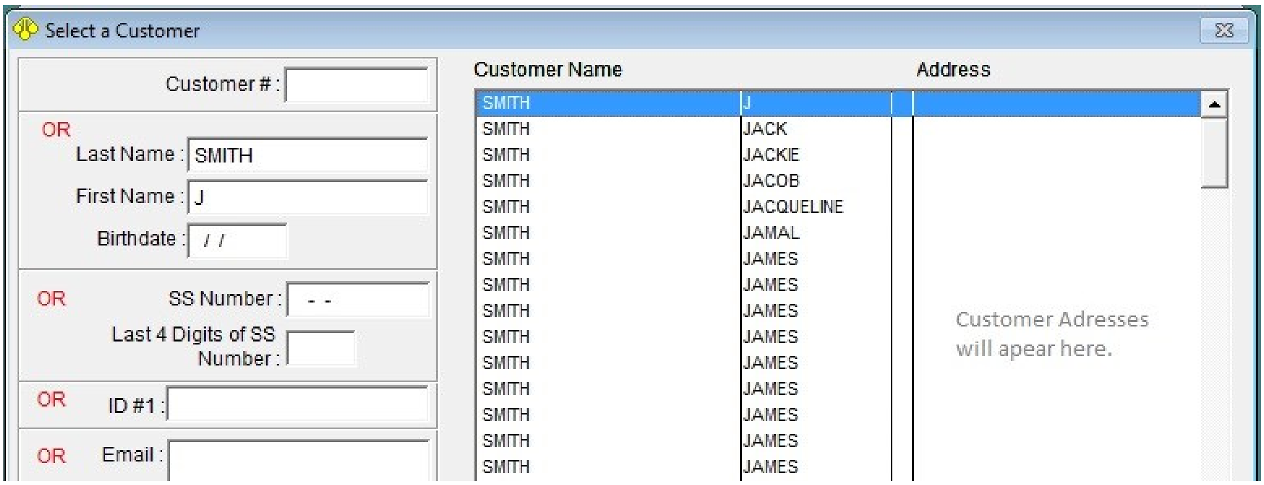
If you are manually searching for a previous customer, click on search. You can search any field such as, Customer number, Last Name , Birthdate or phone number.

If you should see the error “Bad Scan” simply click the “Scan ID” button again and when the “Retrieve ID Information from ID card” window opens again, attempt to scan the ID.

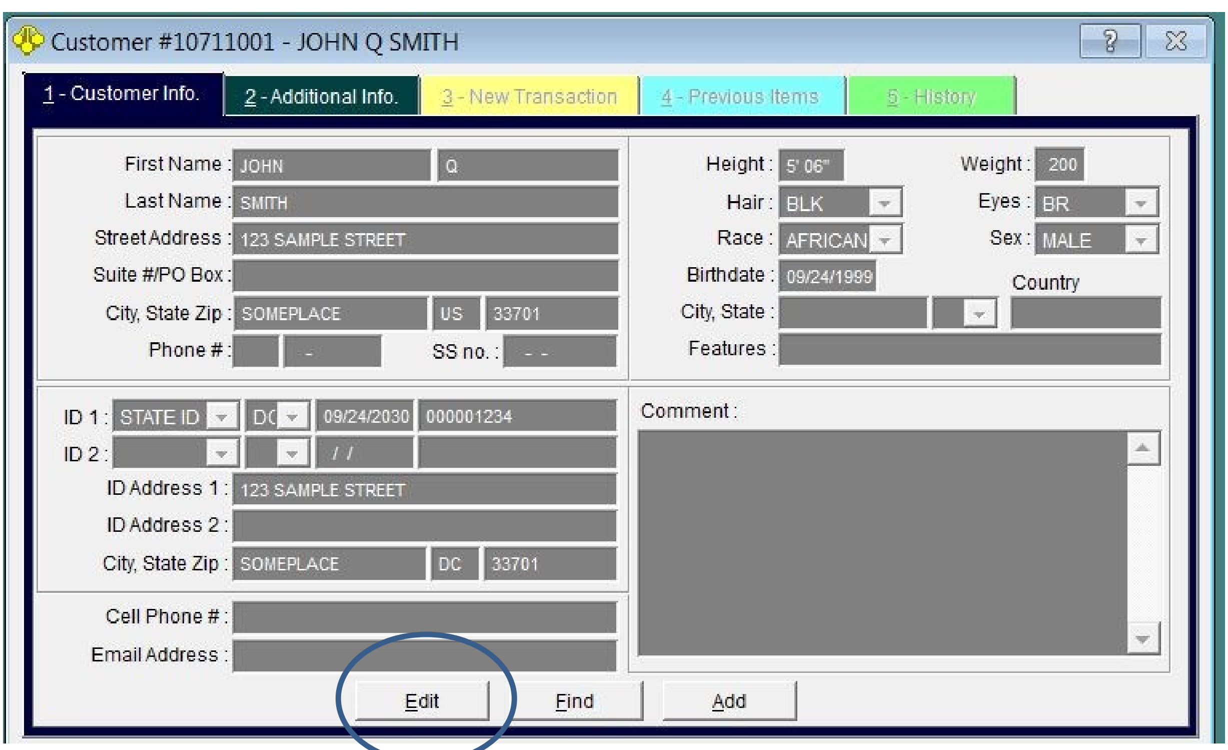
Making a Pawn, Searching for a Customer

When you have entered your search parameters, one or more customers will be displayed in the right window. You can highlight the customer and click Select or double click on the customer name.

TIP: You can enter a "%" in the Last Name field and then search by first name.

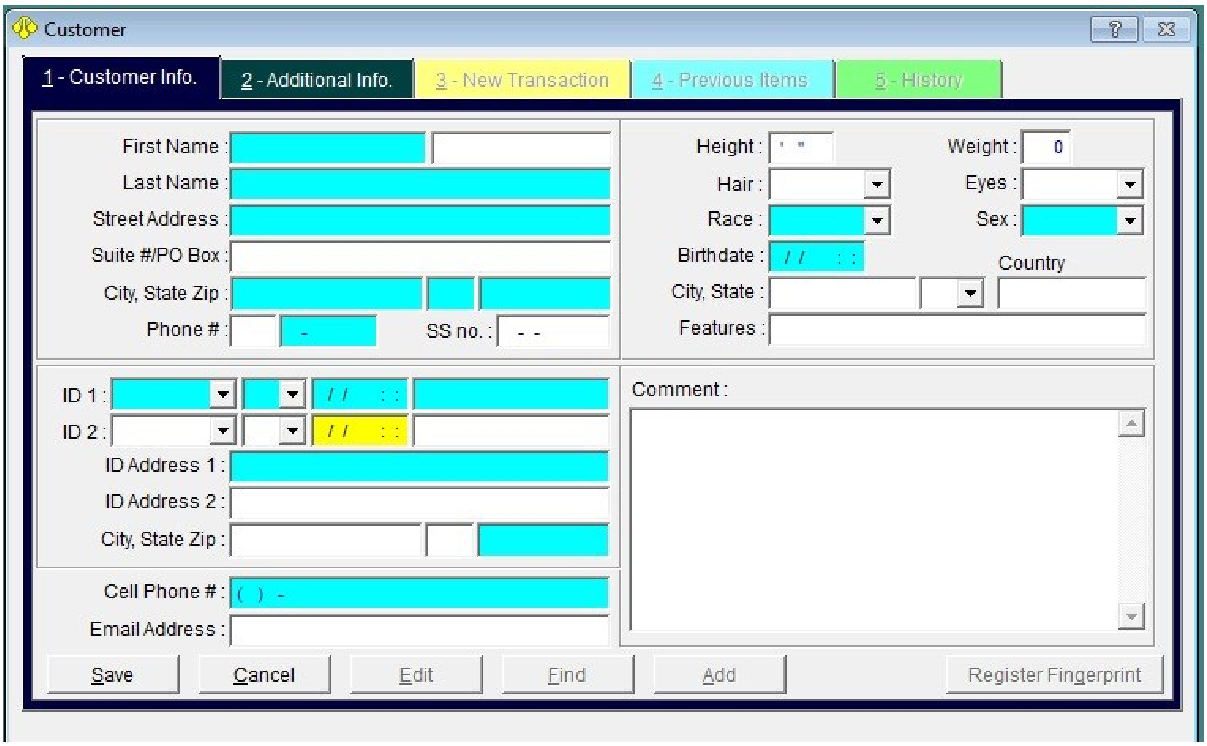


You will be returned to the customer info screen again. Now populated with the customer's information. Confirm that all data is correct. Edit if needed.



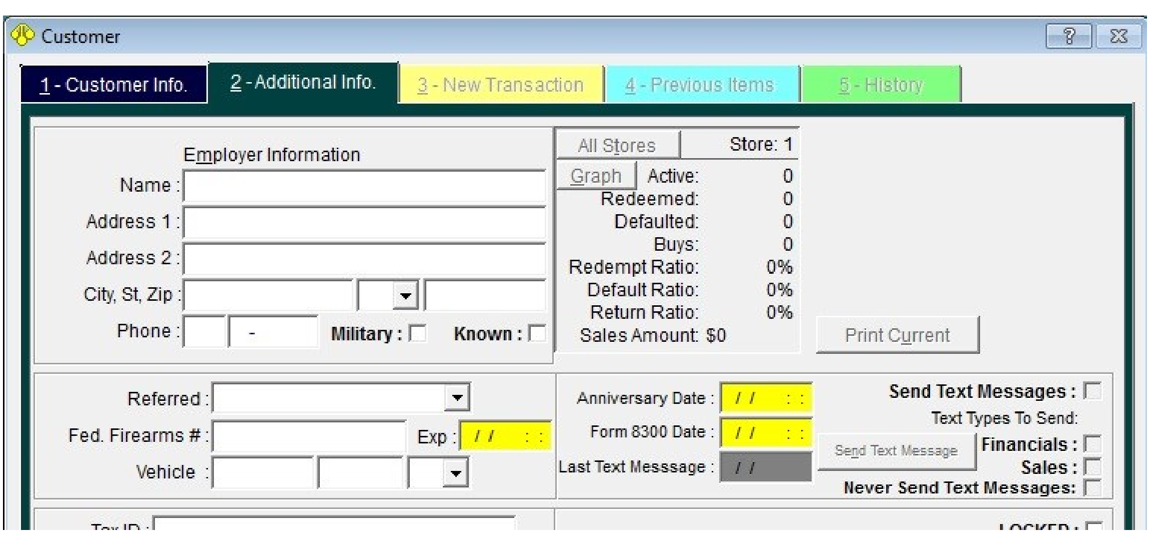
Making a Pawn, Adding a Customer

Complete all required fields (highlighted in blue). Add any additional information you deem necessary, then click on the “Additional Info.” tab.



If there are any required fields in Tab 2, “Additional Info”, complete them.

***Note:** required fields are set by the owner or manager and are not configurable in Flex. Yellow fields are not required fields, yellow fields may become required when needed such as a transaction involving a firearm.*



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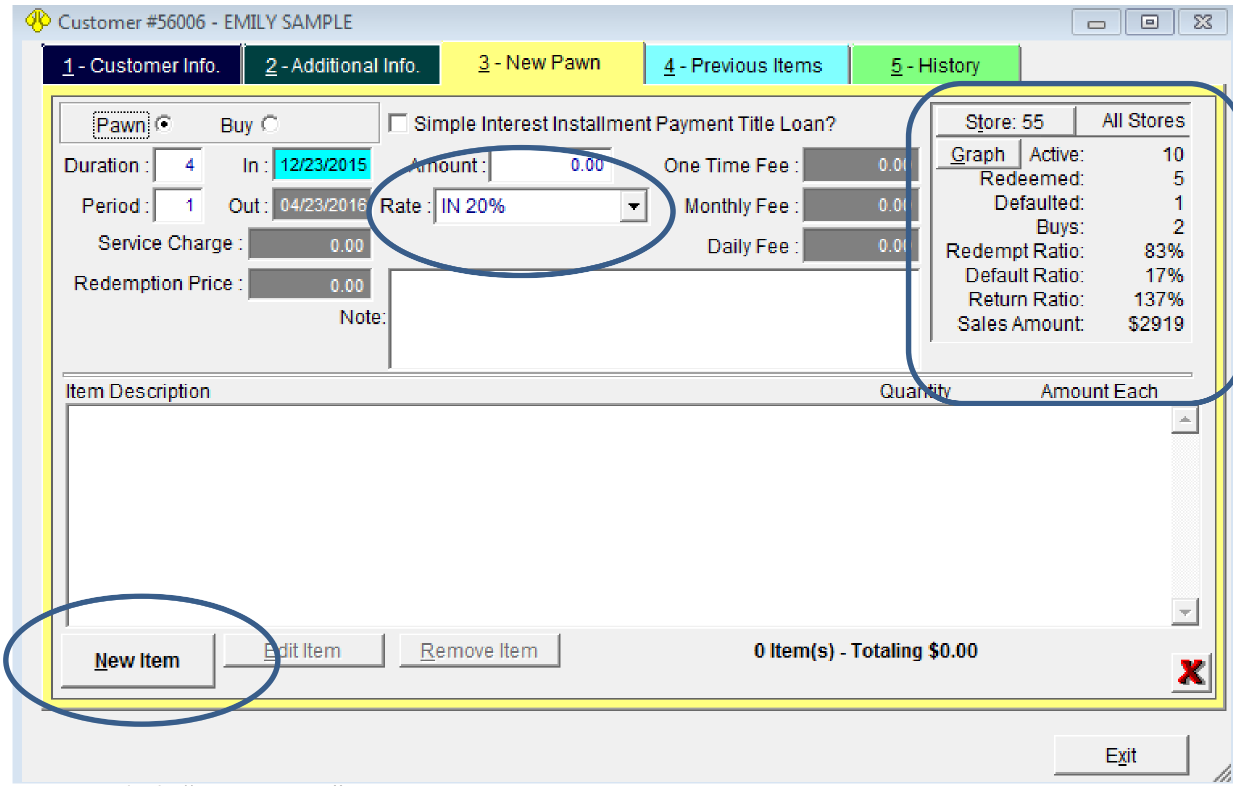
Making a Pawn, Writing the Loan

Once all of the customer information is correct, click on the New Pawn tab (or press 3 on the keyboard) and check the customer statistics. (*This gives a quick snapshot of the customer's transaction history)*. Then enter the total loan amount in the "Amount" field.



Now, click "New Item".

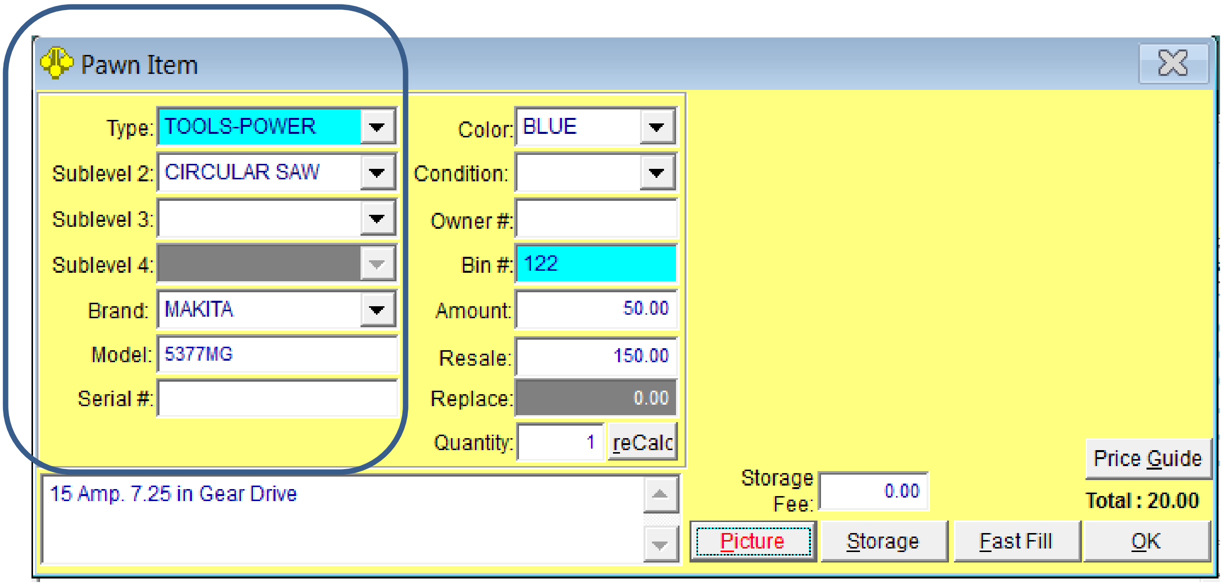
Note: the rate of the loan can be changed if your shop uses promotional rates or has specific rates for different collateral types or groups such as active military.

It is a good habit to use "Price Guide" . If the item is something that is frequently pledged, "Fast Fill" is very useful.

Please see the Price Guide and Fast Fill sections for detailed usage.

Making a Pawn, Item Description Fields

Complete each of the following fields as needed.



<u>Type:</u> is the primary category the item pledged falls in. It is important for users new to PawnMaster to become familiar with various types and sublevels.
<u>Sublevel 2:</u> The item as most people would call it.
<u>Sublevel 3:</u> is optional, some specialty shops will use this field to further refine the item. Items can be added to the field at any time by right- clicking with the mouse.
<u>Sublevel 4:</u> is not used for most items. Some specialty shops will use this field to further refine the item. Items can be added to the field at any time by right- clicking with the mouse.
<u>Brand</u>: This is the name of the manufacturer or company that retails the item.
<u>Model:</u> The manufacture's model number or may be the common description of the item.
<u>Serial #:</u> is the identifying number or letters applied by the manufacturer to differentiate one item from another.

Note: All of the above fields are included in the police file. Each field must have an entry if required by your local police.

Not all items have Models or Serial numbers. If the police require entering “None” if no serial number exists, the PawnMaster security feature to compare serial numbers to current inventory will no longer function.

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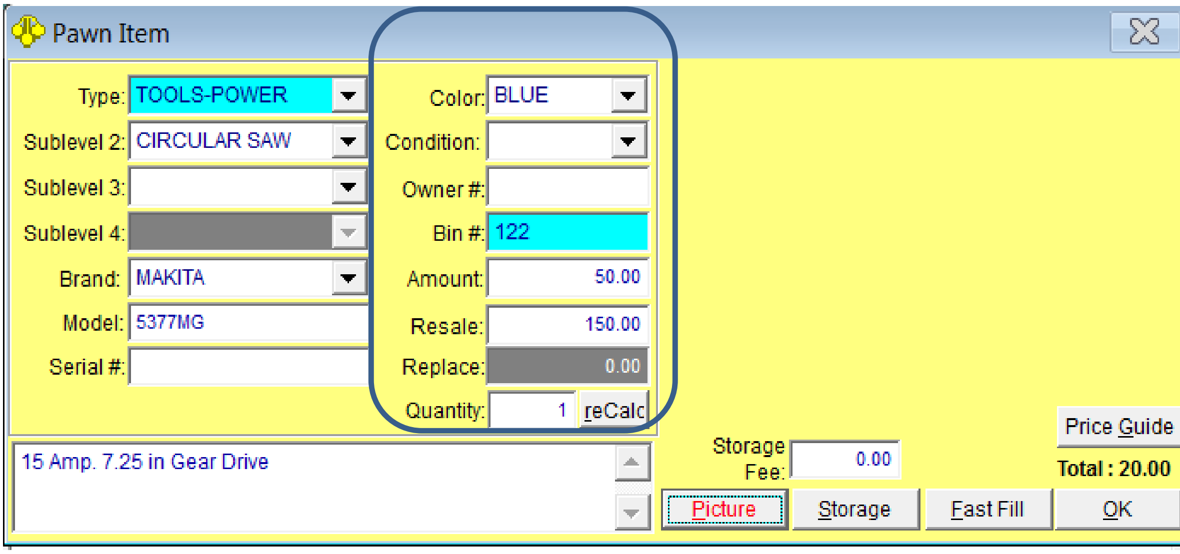
Making a Pawn, Item Description Fields



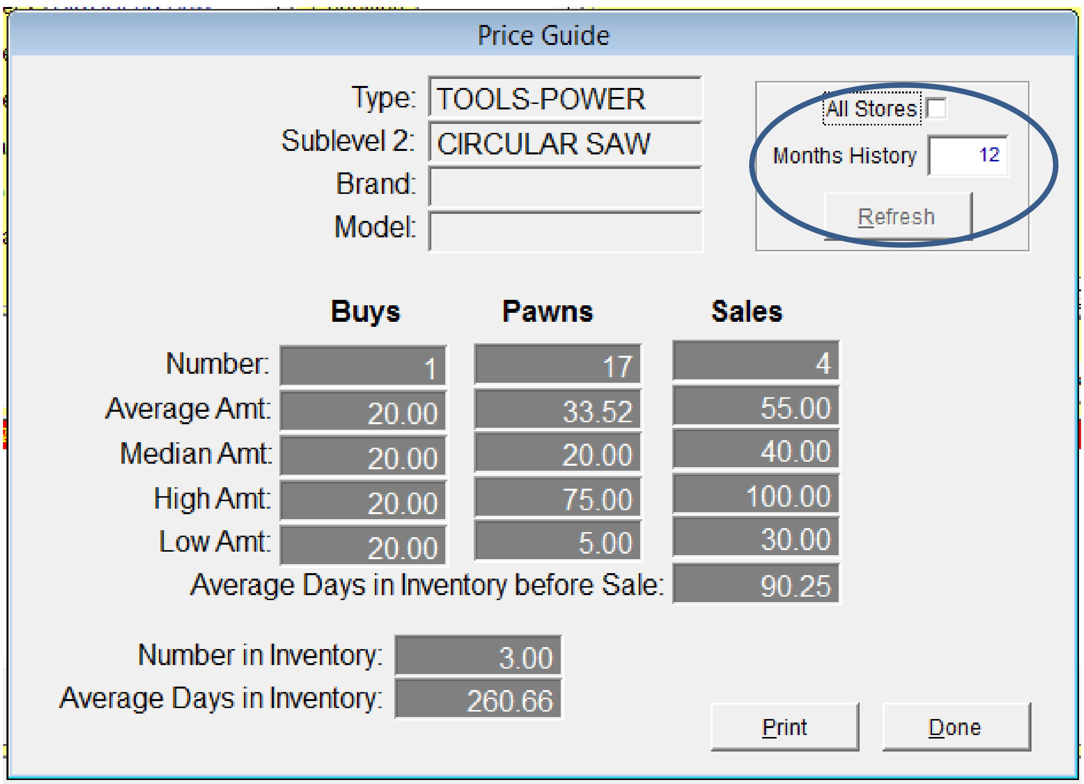
Color: The primary color of the item, “as it appears to the lay-person”. If the color “gold” is selected, it DOES NOT mean the item is made of precious metal, only that it is gold color in appearance. The “Metal :” type is entered only on jewelry.
Condition: not often used in pawnshops. Specialty shops such as coin dealers will use conditions. If this is a field you would like to use, please call Data Age and provide a list of conditions to use.
Owner#: anything applied after the item was manufactured. This might be an engraving or simply a name written in indelible ink.
Bin #: this is the location were the item will be stored in the shop. It is critical that employees are quickly able to retrieve items upon redemption. PawnMaster will display the Bin # when a redemption payment is saved.
Amount: how much is being loaned or paid to buy the item. This is the cost to the shop.
Resale: is not required at the time the loan is made, however entering the resale amount now shows how much profit the employee is expecting should the item forfeit.
Replace: would be the retail cost to replace the item with a new item of the same type. This field is rarely used in the US.
Quantity: used to divide the amount paid over multiple like items. This is most frequently used for video games and movies. Rounding may be required for odd quantities and the total amount may be slightly more or less than originally entered
reCalc is used to tell PawnMaster to perform the quantity calculation.

There are additional fields for Firearms and Jewelry that are described elsewhere in this file.

Making a Pawn, Price Guide

The price guide is used to compare the offered item to previously received items of the same type. This is to determine if the amount you are negotiating is appropriate.

*If the items do not sell well, you already have several, or if it is an item that **DOES** sell well you can adjust your offer as needed.*



You can increase or decrease the number of months of data to check because the value of many items change over time.

You are able to see statistics for Buys, Pawns and Sales.

You can see if the item type is currently in inventory, the quantity, how long it has been in inventory and the average days it takes to sell.

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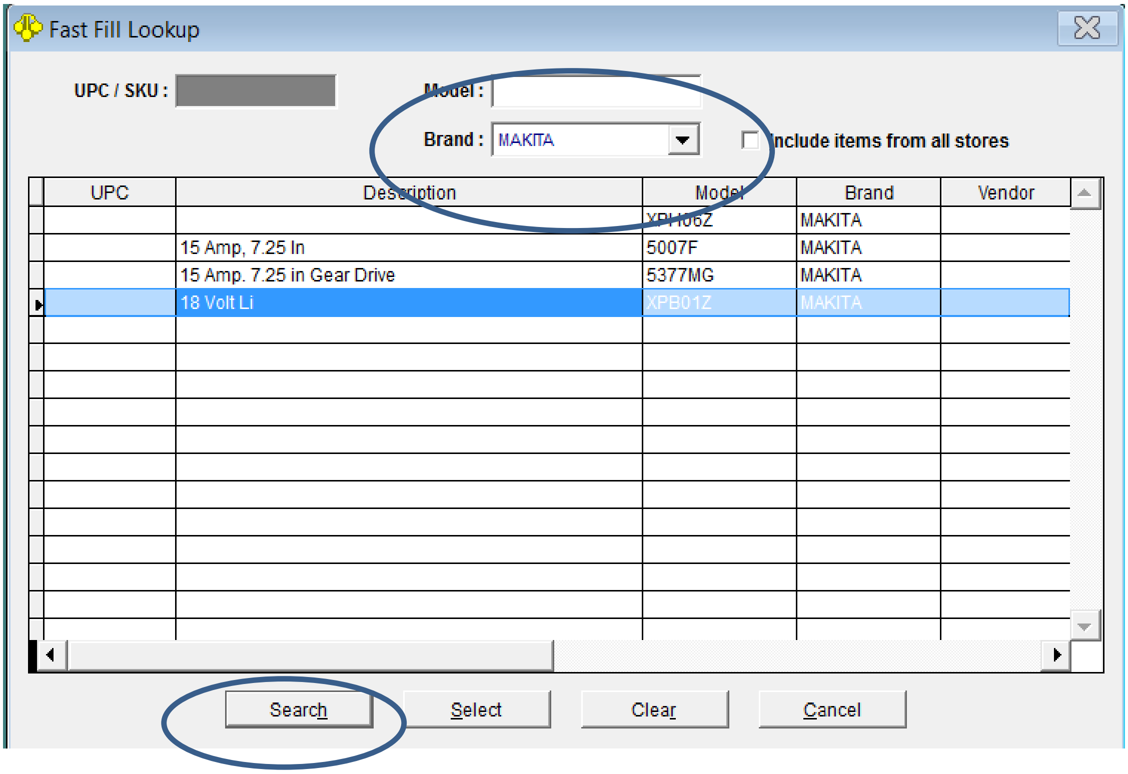
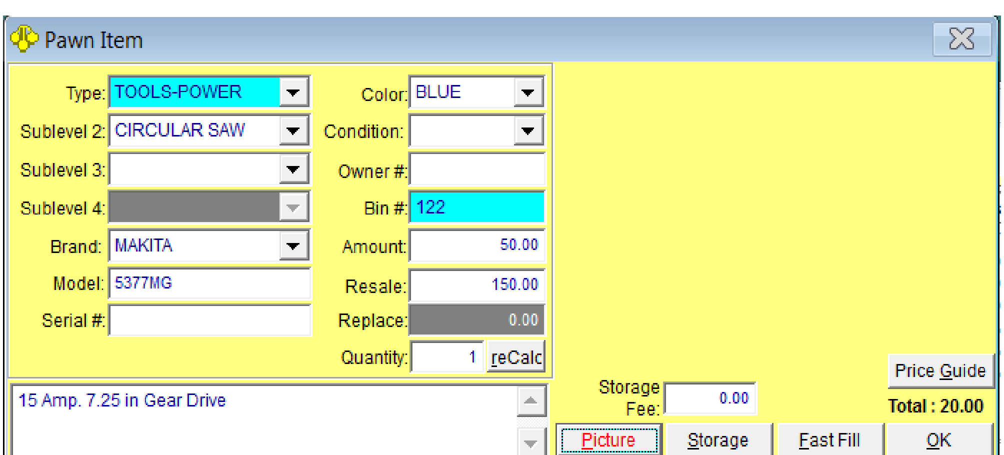
Making a Pawn, Fast Fill

Fast Fill is used to quickly and accurately add or find items to be entered.
If used, scan the UPC barcode, otherwise enter the “Model:” or select the “Brand:” from the drop-down menu, then click “Search”.



If there is a matching item listed, select it and most of the information will be added. Now just enter the Serial number, and add any additional information needed.

(*Fast Fill will assign the bin that was used previously, erase that entry unless the item will be binned in the same location. This is because when using Fast Fill while receiving inventory, it will often be placed in the same location.)*



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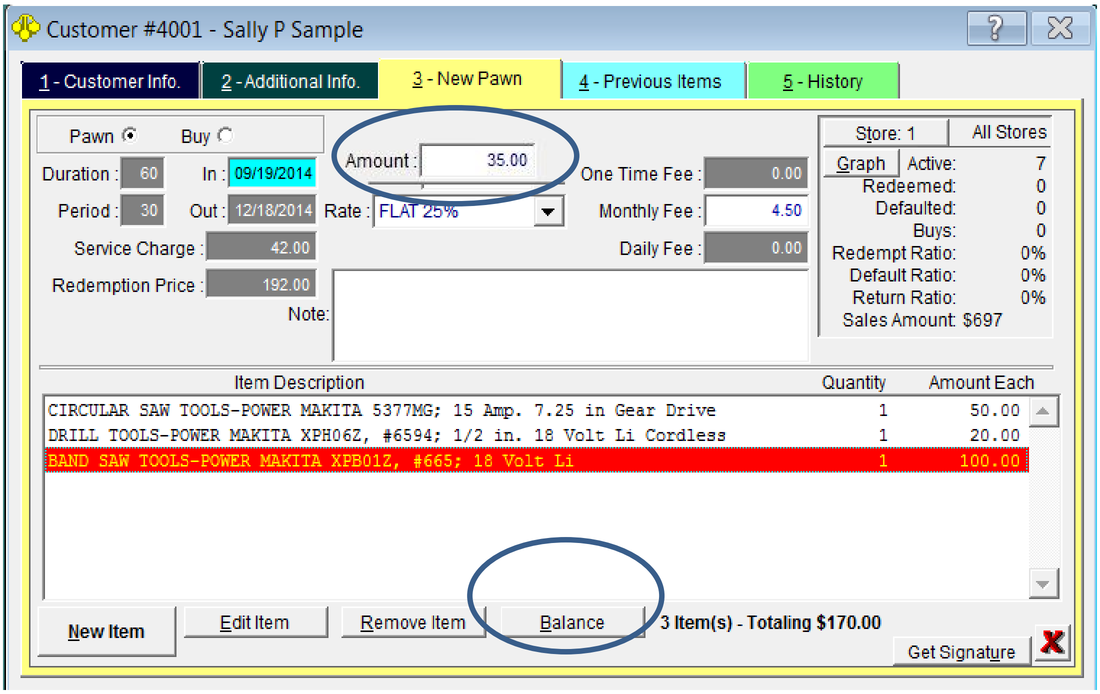
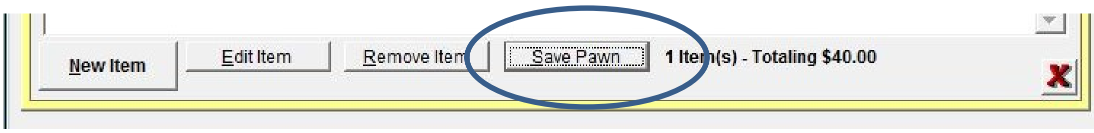
Making a Pawn, Balancing

You can now continue to add more items to this transaction. If the loan amount was changed or renegotiated, click “Balance” to calculate the new terms of the loan.





If the loan amount was changed during the course of writing the loan, you must first “Balance” the total loan amount to match the total items amount, before saving the contract.

If all item amounts have been entered and the total sum is equal to the amount first entered on this page, or the newly balanced amount, you will see “Save Pawn”. Click Save Pawn to complete the transaction.

The pawn ticket will print and, depending on your shops settings, the cash drawer may open, a label may print, and you might be automatically logged out of PawnMaster.

The “Totaling” figure at the bottom of the “New Pawn” screen is especially helpful for large loans with multiple items, where you need to account for all of the monies accurately among several items being entered. This keep you in balance.

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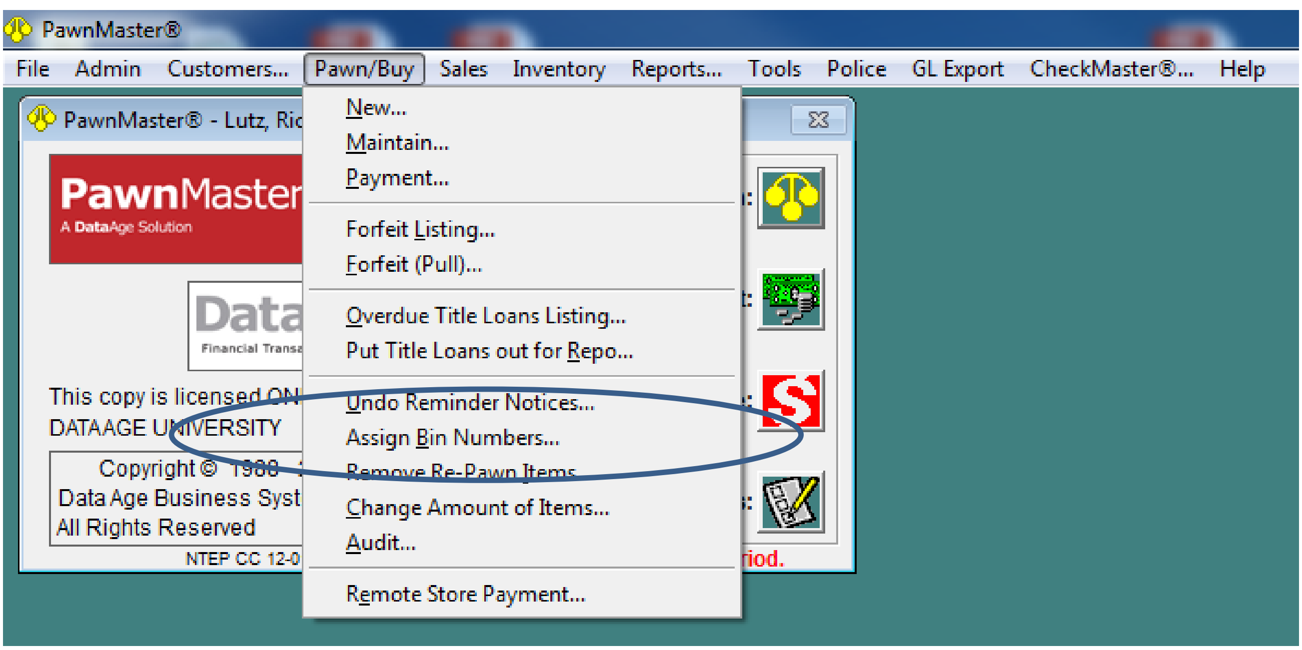
Assigning a Bin (not in Flex)

Assigning Bins

Sometimes you will know where you will store a pledged item as you are writing up the loan. In many instances you will need to find a place to store the item after the customer has left the shop. If it is a busy day you may have several items to place in storage at one time.

In PawnMaster, assigning a Bin number is recording the location where an item is stored. A “Bin” can be a room, shelf, safe, drawer, case or any other place where an item can be located.

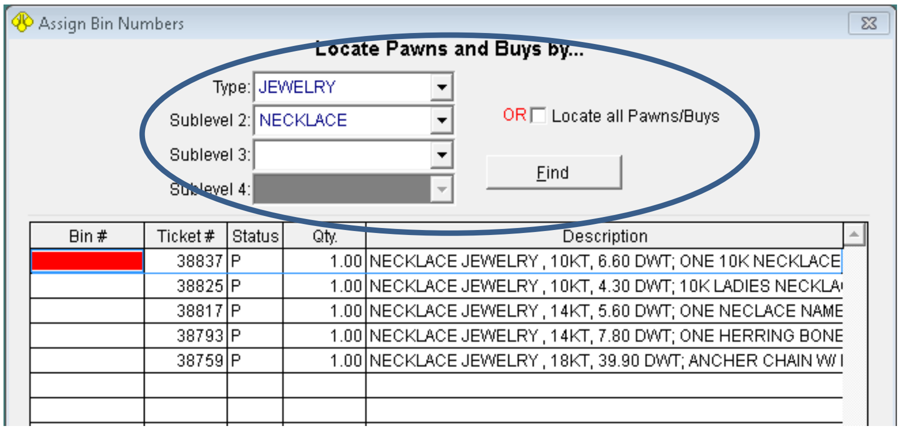
The quickest and easiest way to “Bin” an item is to use “Assign Bin Numbers” under “Pawn/Buy” on the tool bar.



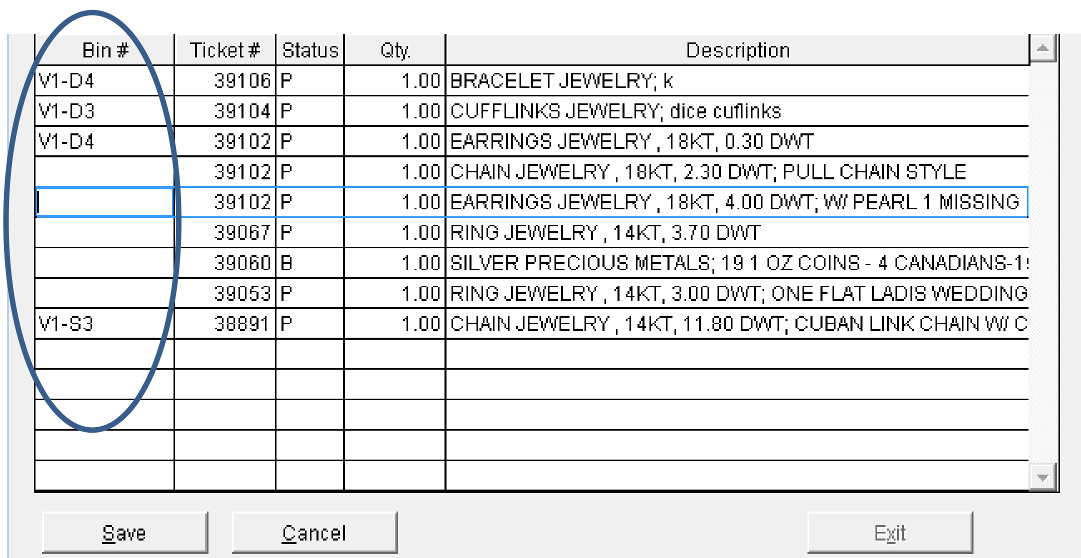
If you have several items to “Bin” it may be useful to print a “Missing Bin report” and write the bin number on the report as you place items in storage. The report can be found in Reports, PAWNS report number 9.

Assigning Bins

If you will be placing all items in storage at this time simply click “Find”. If you are only placing specific items in storage such as Jewelry in the safe, select the item type and even the sublevel if needed and click “Find”.



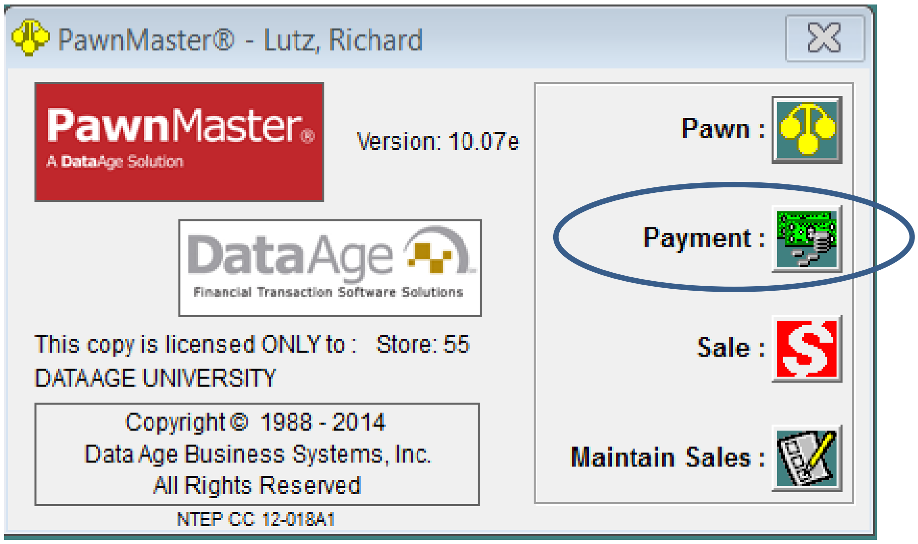
The items that need to be assigned bin numbers will be listed. Enter the location where the item is stored in the “Bin #” column on the left and click “Save” when finished. At any time you may click save and return to this screen to continue.



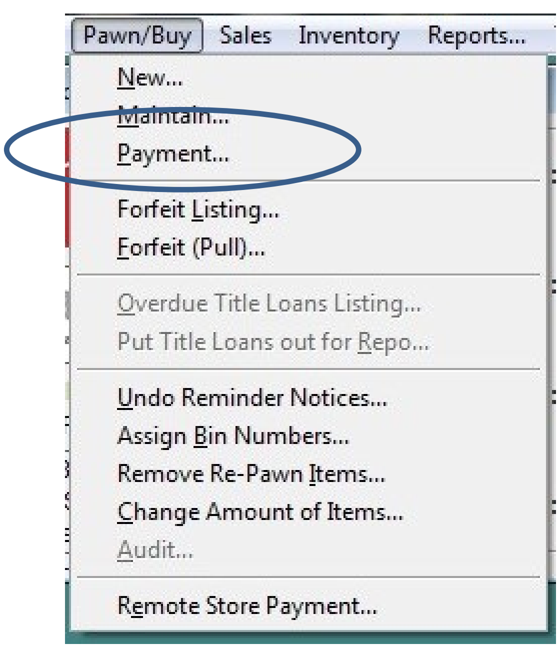
Note: Bin names are limited to 6 characters. Your shop should create a logical system for storing and locating pledged collateral. *In the example above the “V” represents, Vault, the first “1” is because this shop has 5 safes. The “D” represents drawer, the “S” is for Shelf and the last number is counting down from the top. So “V1-D4” is Vault 1, Drawer 4. You may use any system of naming bins you choose.*

Taking a Payment or Redeeming a loan

When a customer wants to make a payment or redeem an existing loan, log in to PawnMaster if needed and click on the “Payment:” icon.



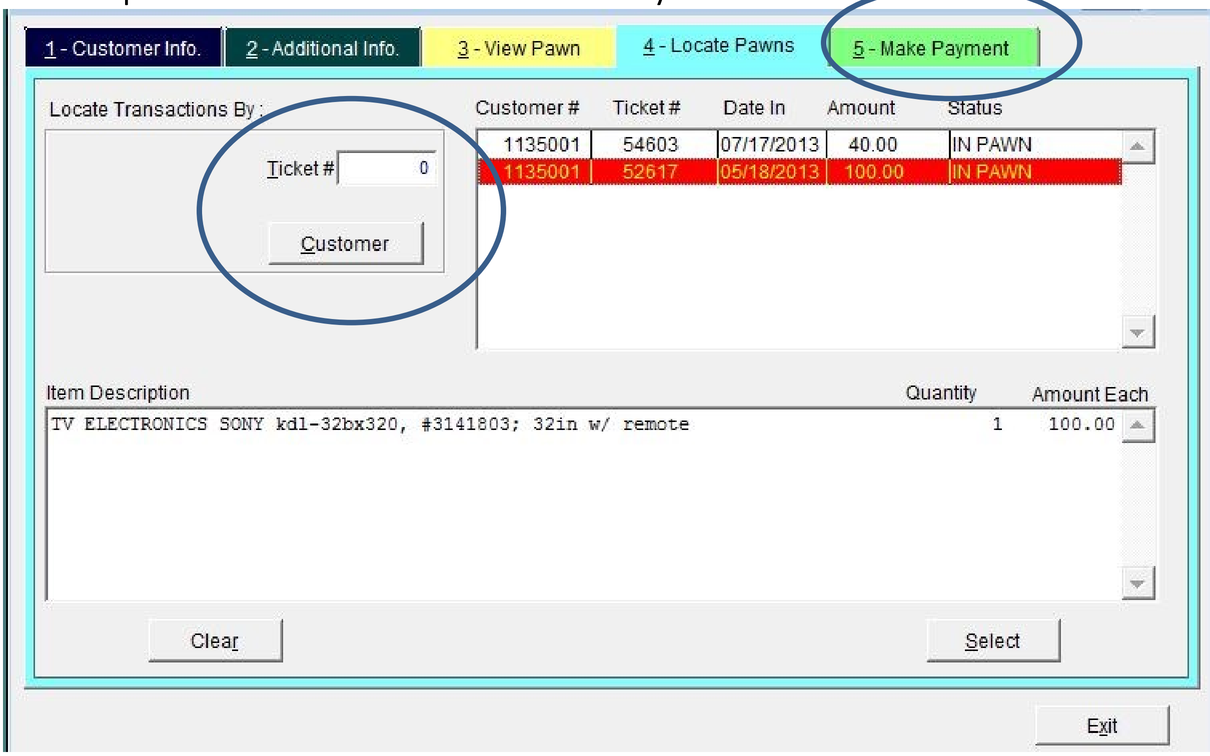
Or an alternative to using the Payment button is to select Pawn/Buy from the menu bar and click Payment.



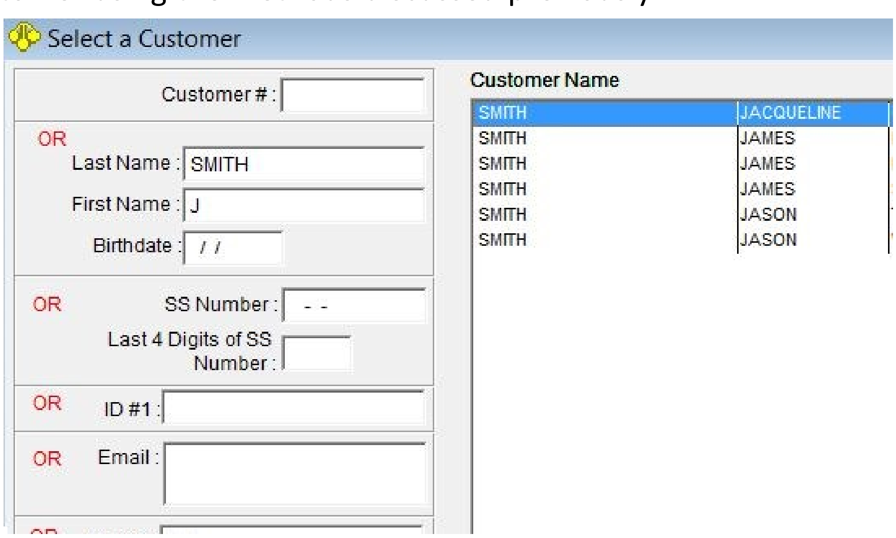
Taking a Payment or Redemption

The “Locate Pawns” screen will open. Enter the ticket number. If the customer has lost their ticket, click on “Customer” button and search by last name, ID number or phone number.

Once the pawn is located click on the “Make Payment” tab.



If the customer lost their ticket, the transaction can be located by customer. Search for the customer using the methods discussed previously.



If your shop has barcode scanners at the counter, for a nominal fee the ticket can be customized to include a barcoded ticket number.

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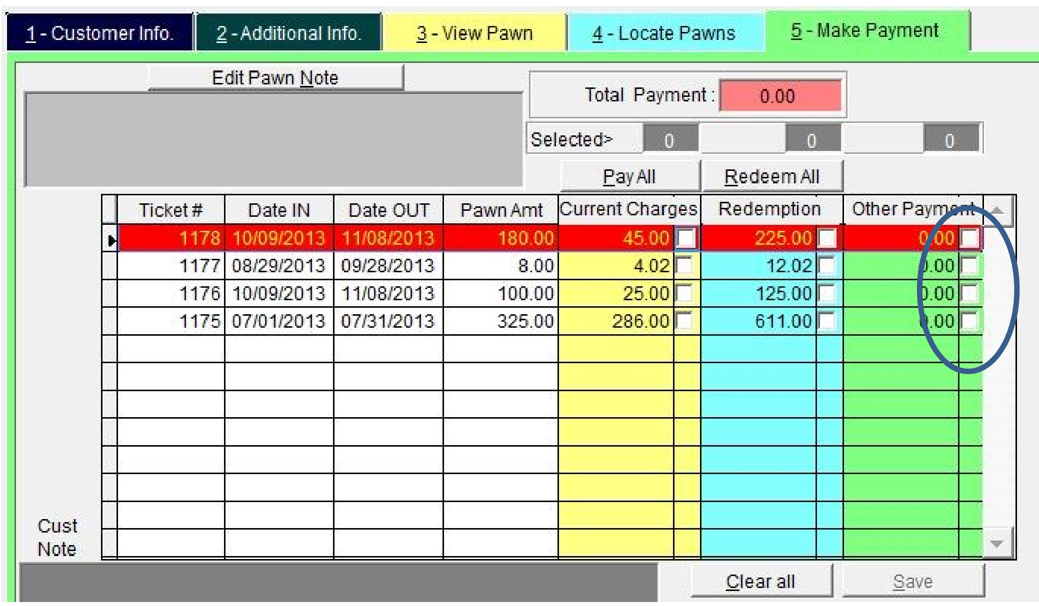
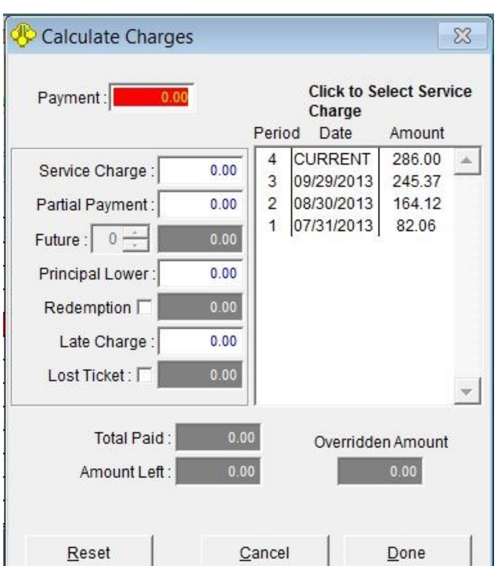
Taking a Payment or Redemption

If the customer has multiple loans, there is an option to list all of the customer's active loans, on the "Make Payment" tab. If a customer is selected all loans will always be displayed.

The customer may elect to bring service charges current or Redeem, one or more transactions. Place one or more checks in the appropriate selections. The "Pay All" and "Redeem All" buttons are used if the client chooses to pay all charges owed or wants to redeem all pledged items .



If the customer wants to make a partial payment, future payment or lower the principle, place a check in "Other Payment" for the transaction. As soon as "Other Payment" is selected, the "Calculate Charges" window will open.



On this screen;

- A <u>BACK</u> "Service Charge" can be taken.
- A "Partial Payment" accepted.
- A "Future" payment made.
- "Principal Lower", allows funds to be applied to the original loan amount.
- "Redemption", is to redeem for less than the contracted amount.
- a late charge can be assessed.
- a lost ticket fee can be assessed.

Check with your management regarding, your shop's policies for these payment types.

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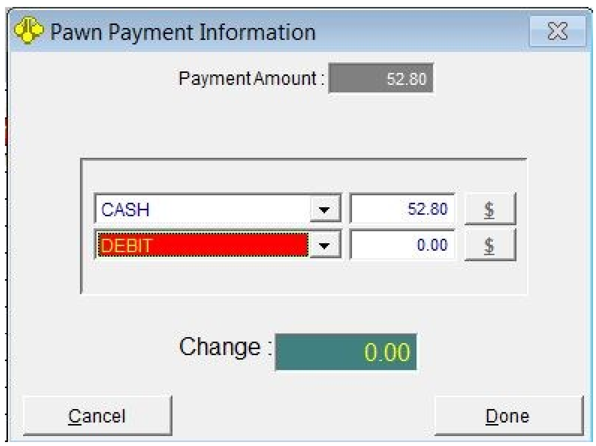
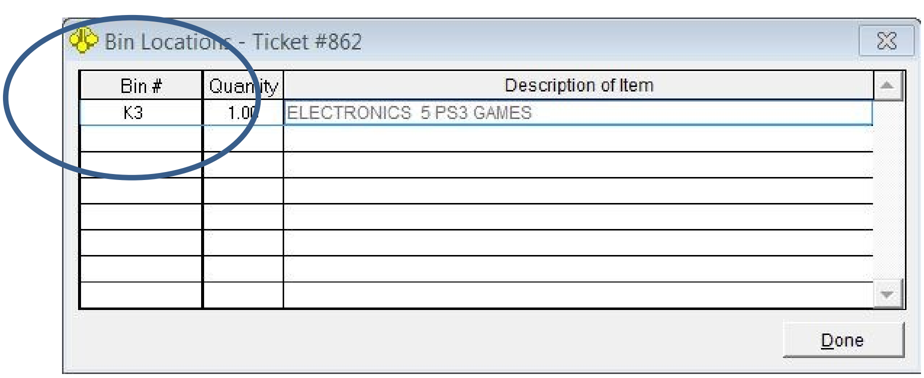
Taking a Payment or Redemption

Depending on your shops settings, when you click “Save”, the receipt will print , the cash drawer may open and when you enter the tender type and click **Done**, you might be automatically logged out of PawnMaster.

PawnMaster will prompt for the payment information and the payment can be split between two tender types, such as cash and debit card. If any change is due, it will be calculated and displayed.



If the customer is making a redemption, the bin location will be displayed, Retrieve the item for the customer. Remove any protective wrapping, labels etc..



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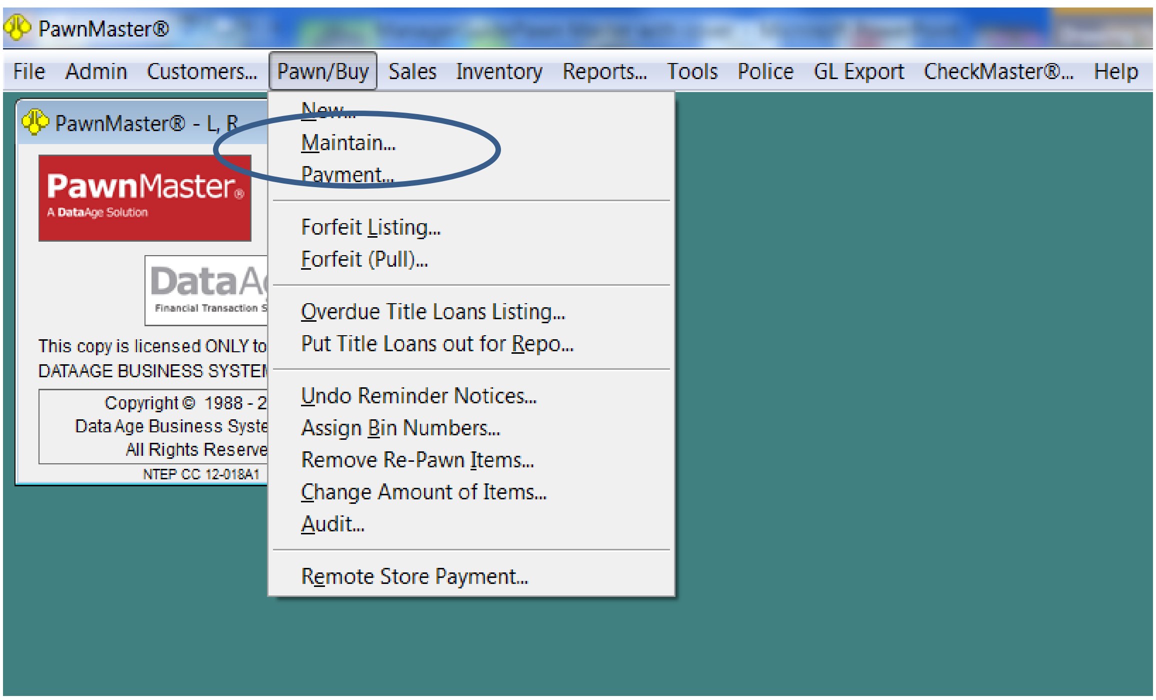
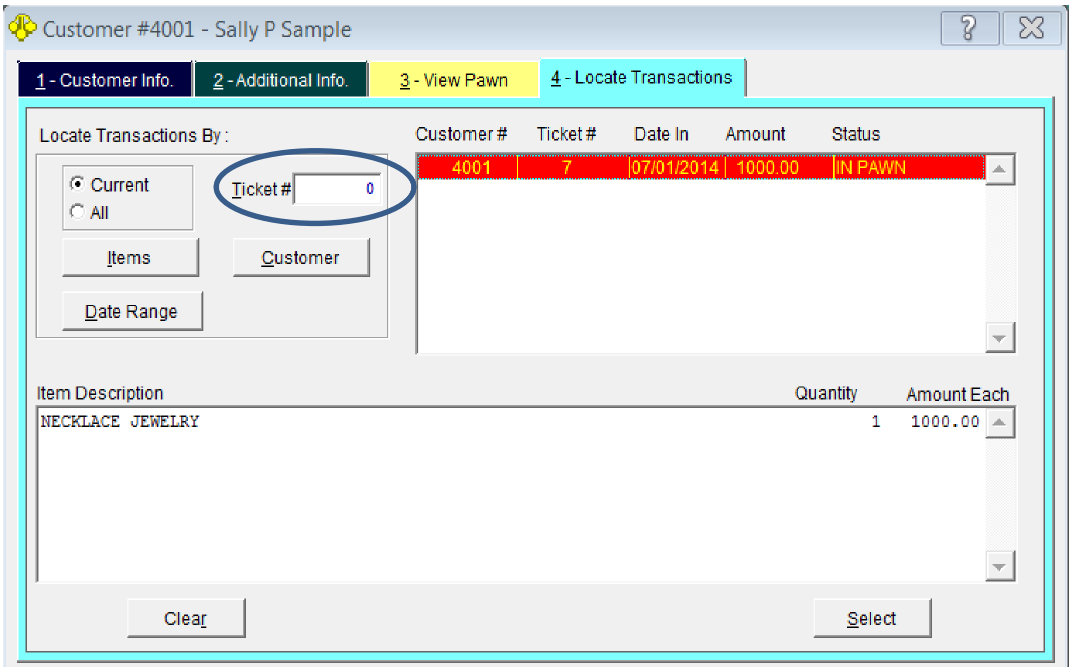
Maintaining a Pawn

There will occasionally be times where the customer wants to change the payment amount or an error was made and the payment will need to be reversed, or undone. In addition to undoing the last payment, on the maintain pawn screen you can view the history of payments made on a loan, change a pawn to a buy, view the projected payment due dates, view the rewrite history, change any fees, reprint the ticket or labels, and increase the loan amount and assign a bin.

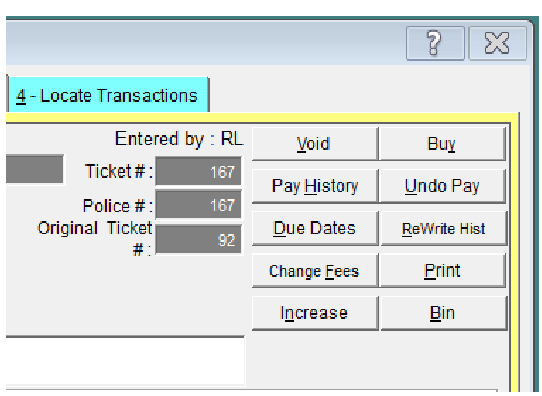


Maintaining a Pawn

Enter the ticket number of the pawn to be maintained, or search by customer or date range. Please keep in mind that if the loan is not current you may need to select the "ALL" radio button.



Click on the appropriate button for the maintenance you want to perform such as voiding a loan, undoing the last payment, checking how much will be due at a future date or reprinting a label or ticket.



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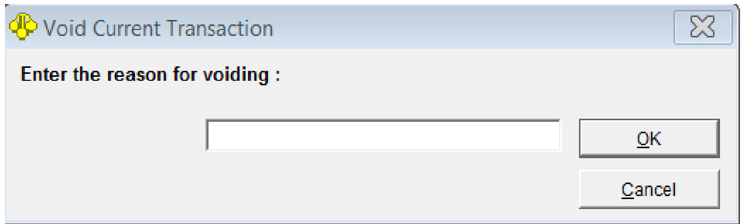
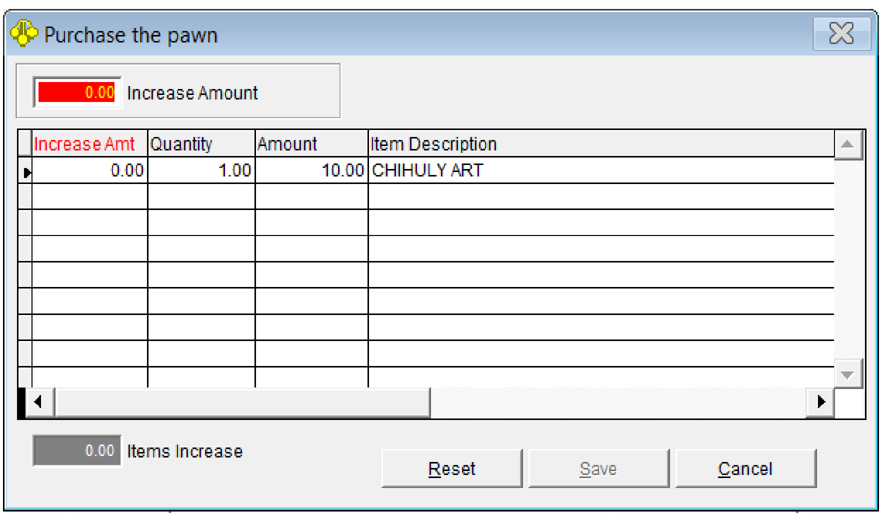
Maintaining a Pawn

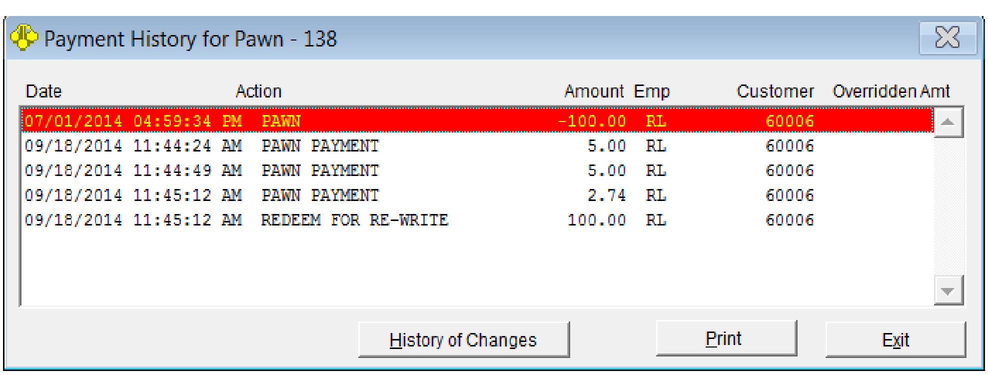
If you are voiding the pawn, you are required to enter a reason.



If changing a loan to a buy, click on the "Buy" button. If you are increasing the amount, enter the amount of the increase and click "Save".
If you DO NOT want to increase the amount and are only changing the transaction type from a pawn to a buy, press the TAB key to move out of the increase Amount field and then click "Save".



The "Pay History" button shows a list of all previous payments made. You have the option to print the payment history and view any changes made to the loan.



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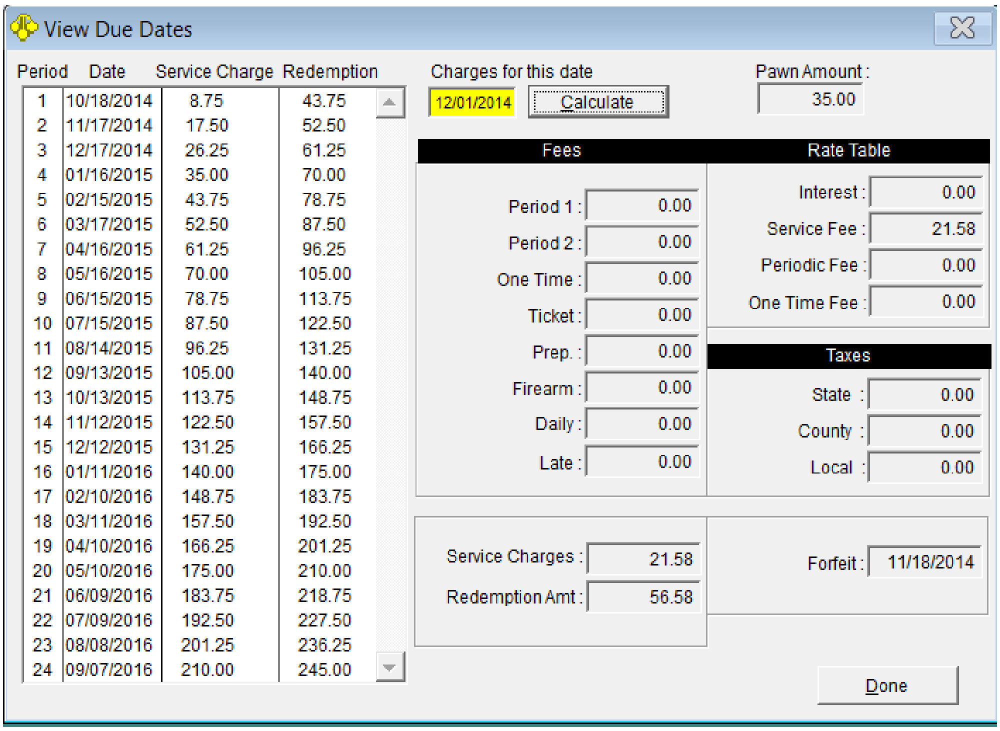
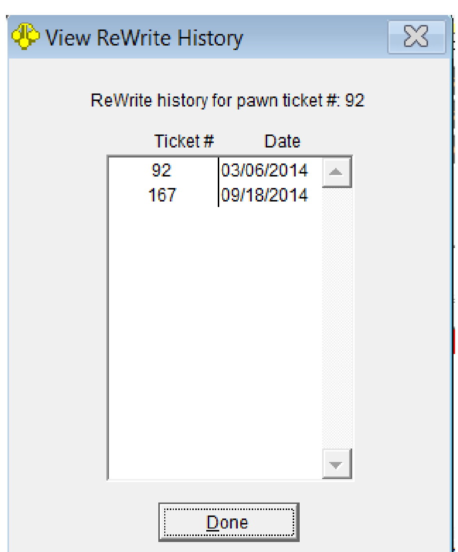
Maintaining a Pawn

The “Due Dates” button is used to display the future payments due. Entering a future date in the “Charges for this date” and clicking Calculate, will list the service charges due and the redemption amount. This is especially useful for shops that must prorate.



The “ReWrite Hist” button is used to view the previous ticket numbers and the date of the rewrite.



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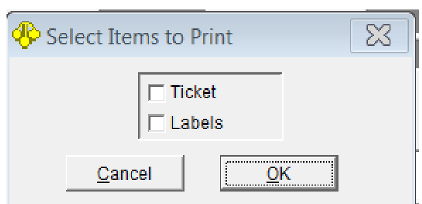
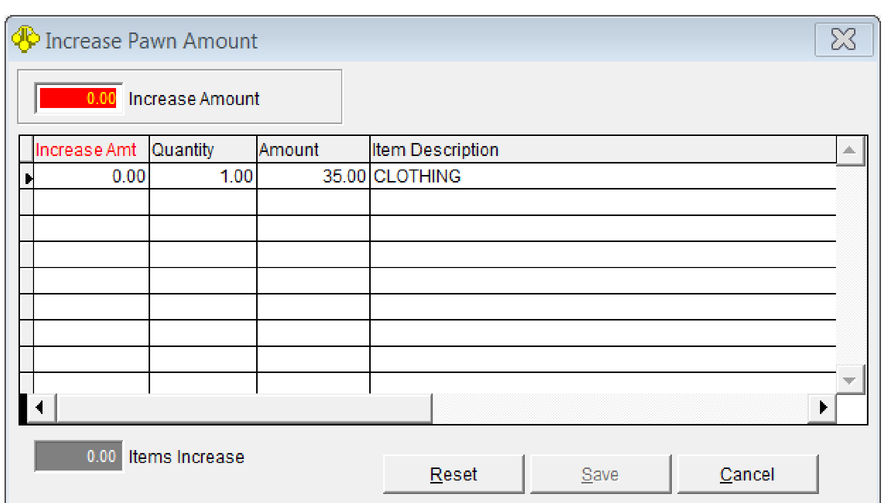
Maintaining a Pawn

If you need to change or add a fee to an existing loan, select "Change Fees" and enter the amount in the appropriate fee field. Don't forget to reprint the ticket and have the customer sign it.

The "Print" button is used to reprint the ticket or labels. Check the check box(es) as needed and click "OK".

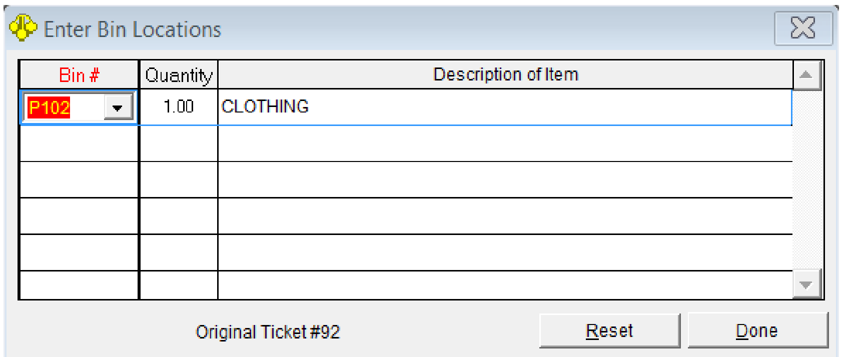


There may be an occasion when a customer is looking for just the minimum loan amount to meet the current financial need and presents an item for collateral that has significantly greater value. If the customer then finds that they are now in a position of greater need, you can increase the loan amount without having to void or redeem the existing loan. Just click "Increase" and enter the additional amount you will be lending, then click "Save". Don't forget to print a new ticket and have the customer sign it.



Maintaining a Pawn

If you would like to bin an item or change the current bin, click on the “Bin” button and change the bin. Click “Done” to complete the change. (This option is not in Flex. To bin an item in Flex you must edit each item on the ticket.)



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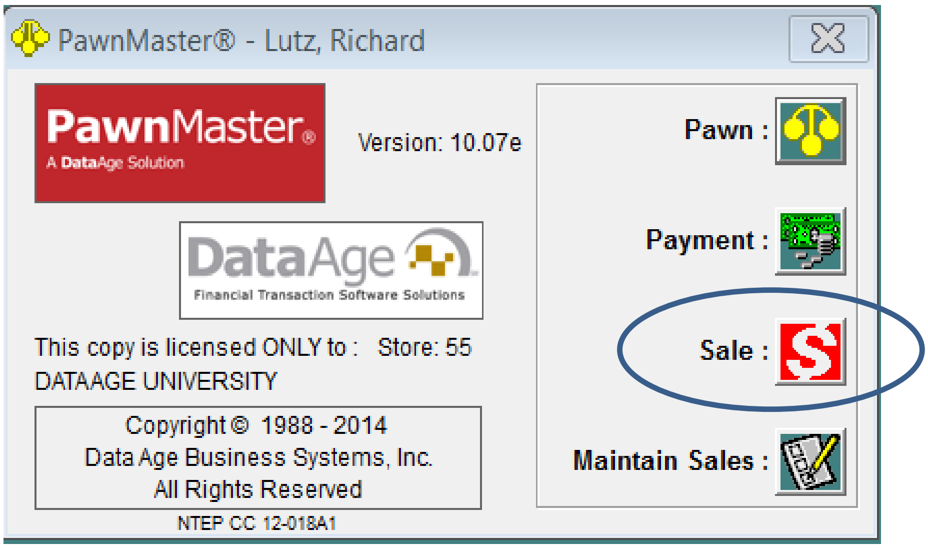
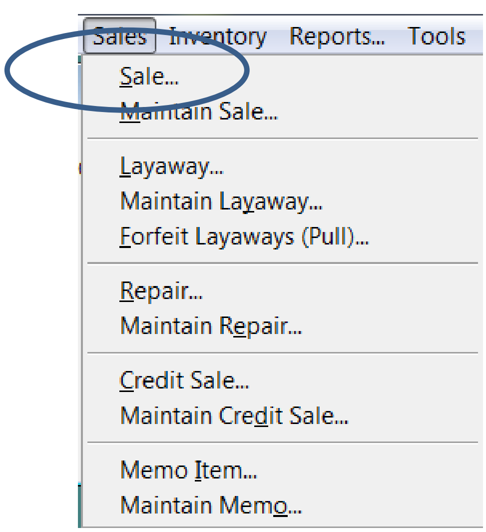
Making a Sale

When a customer wants to purchase an item from inventory.

Log in to PawnMaster if needed and click on the “Sale:” icon.



Or an alternative to using the Sale button is to select “Sales” from the tool bar and click “Sale…”.



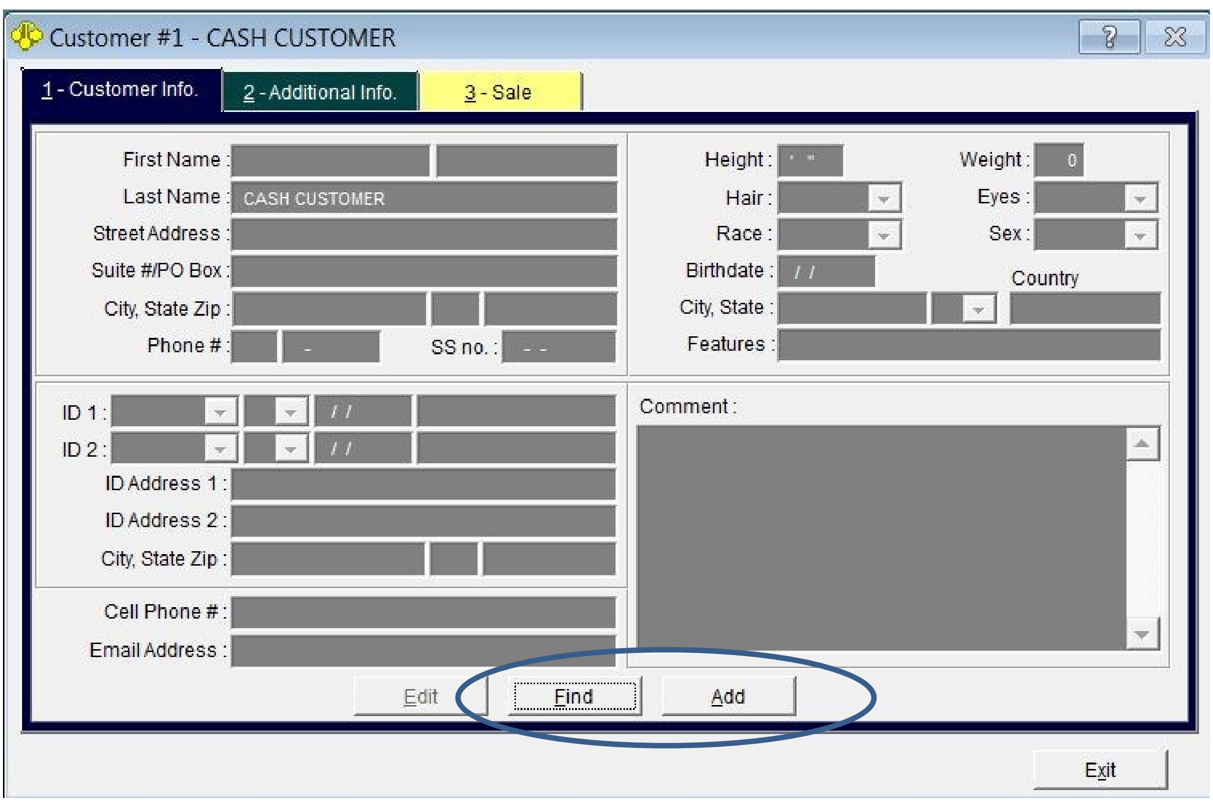
Making a Sale

The Cash Customer screen will always open first, and unless your shop tracks customer information on sales, the default tab will be the "Sale" tab. *The best practice is to gather customer information for marketing purposes. If the customer will allow it, a*dd the customer to the database just like a pawn customer.

If you are making a Firearms sale, you are required to enter customer information.

You have the choice of finding an existing customer or adding a new customer.

NOTE: if your store uses an ID capture device such as ScanShell, magnetic stripe reader or 2D Barcode scanner, <u>always click "Find", even if they are a new customer</u>.

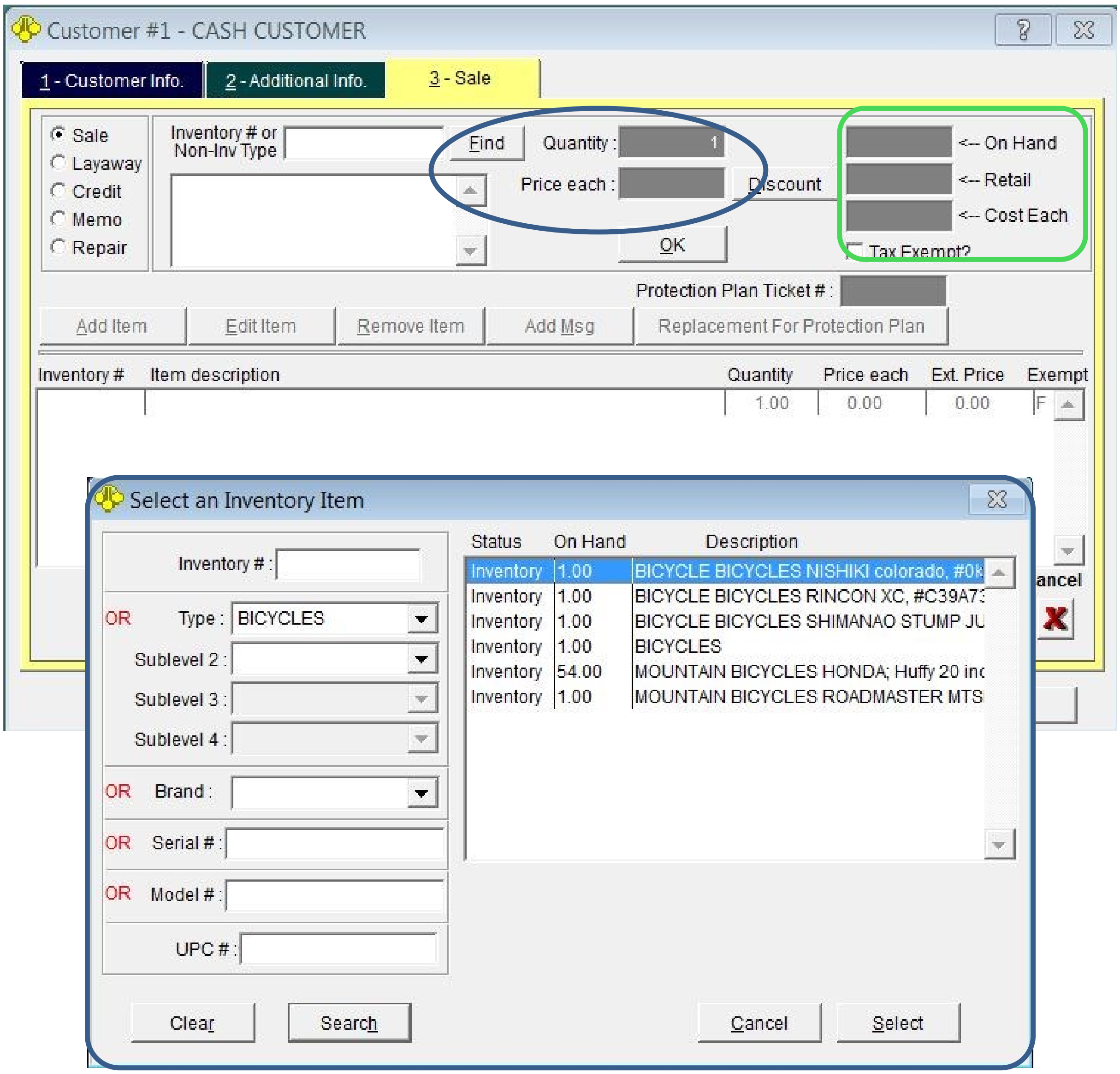


If the customer wants to remain anonymous , simply go to the Sale Tab . Or press "3" on the keyboard.

Making a Sale

If you have one, use your barcode scan gun to enter the "Inventory #", type it in manually or use the "Find" button to search by type.

Please note; that if the quantity is greater than one, the price listed is "Price Each". This means that 10 items at $5.00 each will total $50.00.

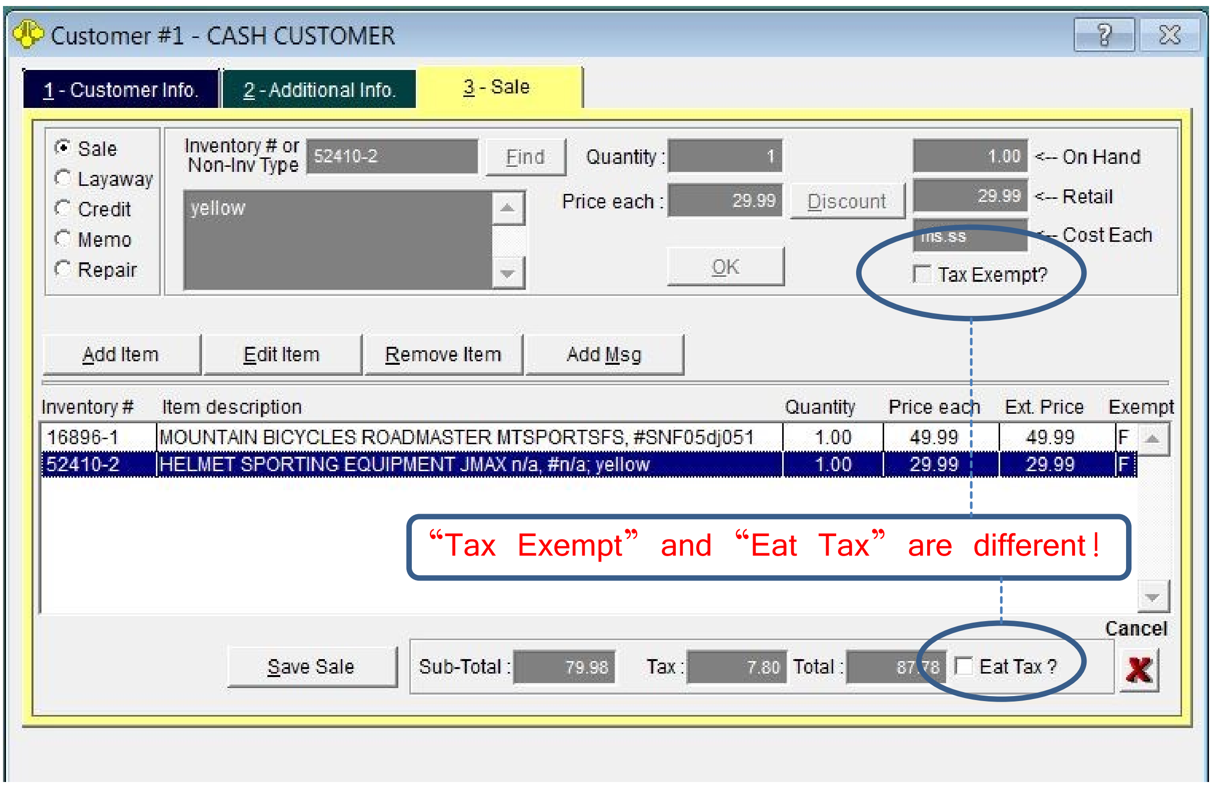


There are tools to assist with determining how many of an item you have on hand. "Retail" is the suggested sale price. Cost Each is used to assist with negotiating discounts. If this figure is replaced by letters, your shop uses a code to hide this information.

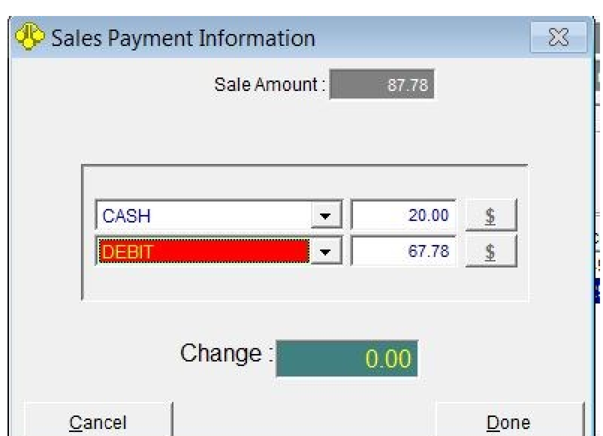
Making a Sale

Once the item is entered, click “OK”. If needed, use, “Add Item” to add additional items to this transaction. If the customer negotiated a price “out the door”, check “Eat Tax?” and PawnMaster will calculate the final price with the sales tax included.

Do not confuse “Eat the Tax”, with “Tax Exempt”. Also note that “Eat Tax” can not be checked until a price is entered and you have clicked “OK”.



Click on “Save Sale” to complete the transaction.
PawnMaster will prompt for the payment information and the payment can be split between two tender types.



The sales receipt will print and depending on your shops settings, the cash drawer may open and you might be automatically logged out of PawnMaster.

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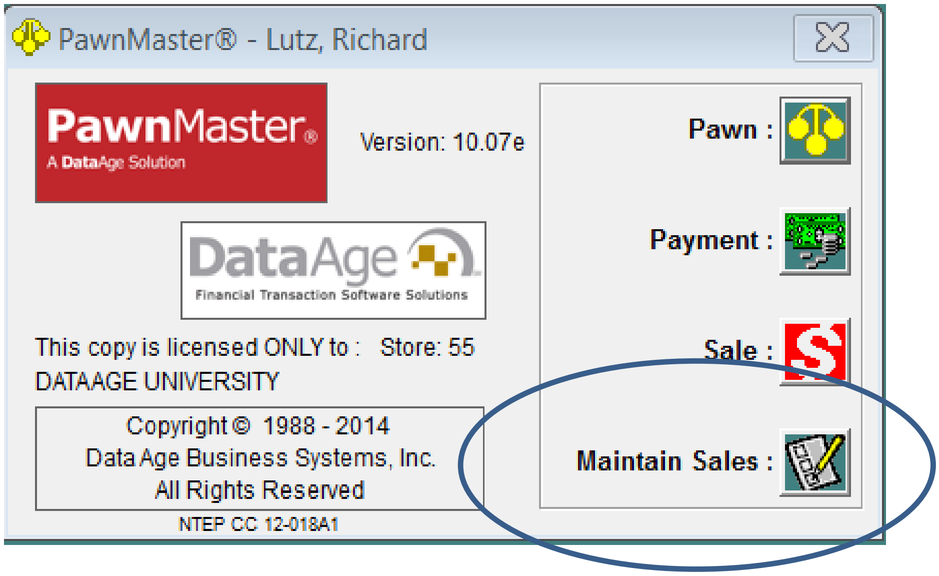
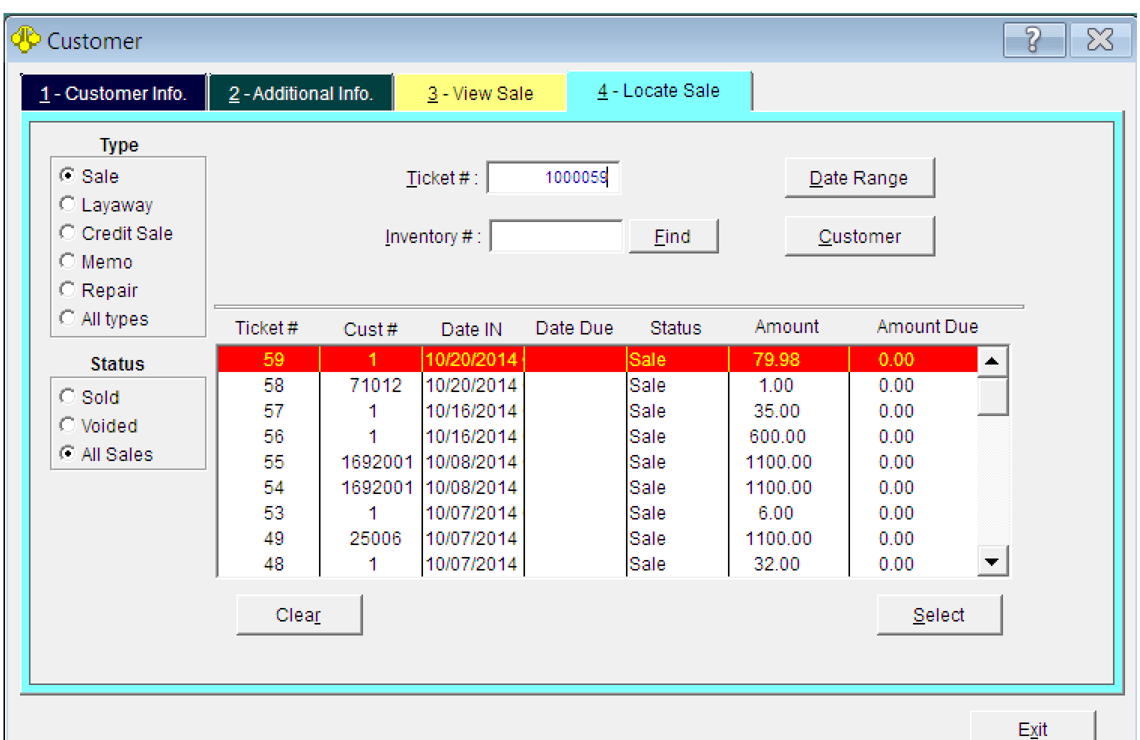
Voiding a Sale

If a customer want s to return a previously purchased item, the transaction must be found. Click on “Maintain Sales:” to locate the transaction.



Enter the receipt number in the “Ticket #” field, or search by date range or inventory #. Once the sale has been identified, click “Select if needed.



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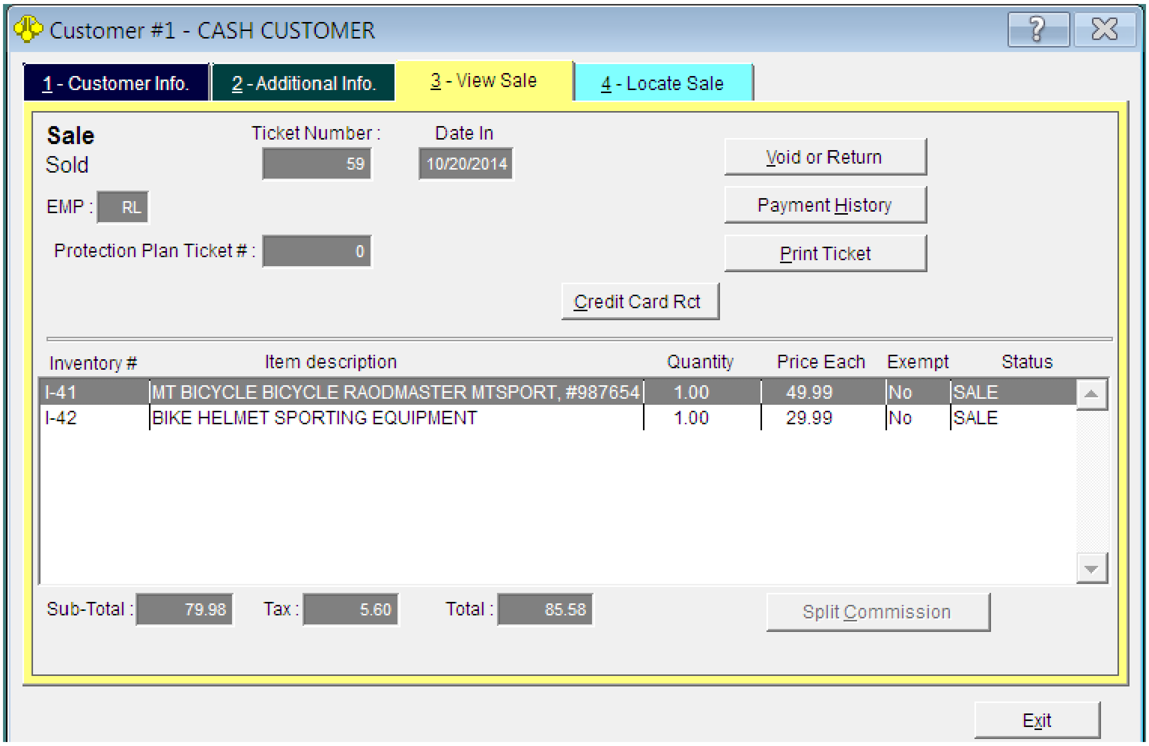
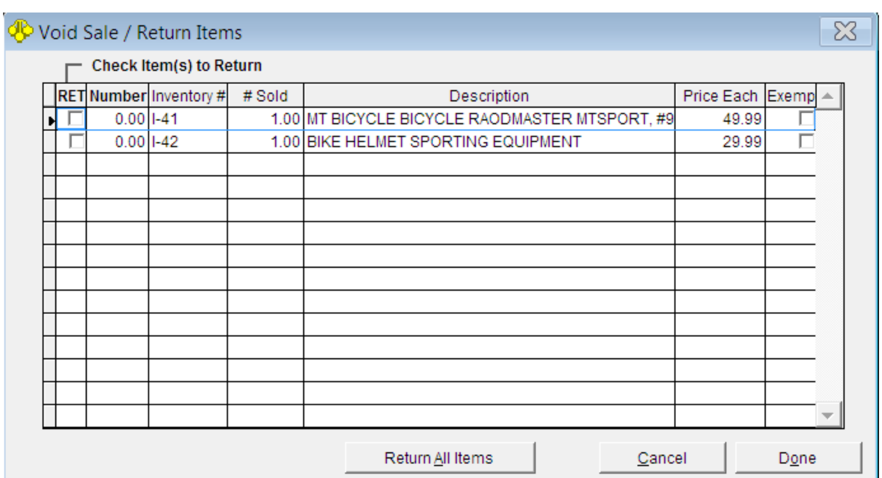
Voiding a Sale

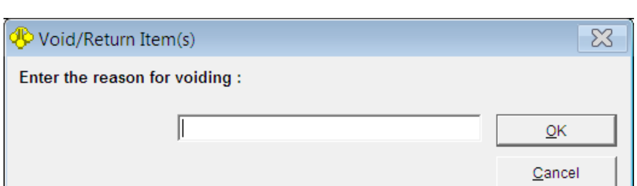
Once the transaction has been selected, the options are to "Void or Return", view the "Payment History" or reprint the receipt with "Print ticket".



If multiple items where purchased, select the item(s) to be returned.



Enter a reason for the return.



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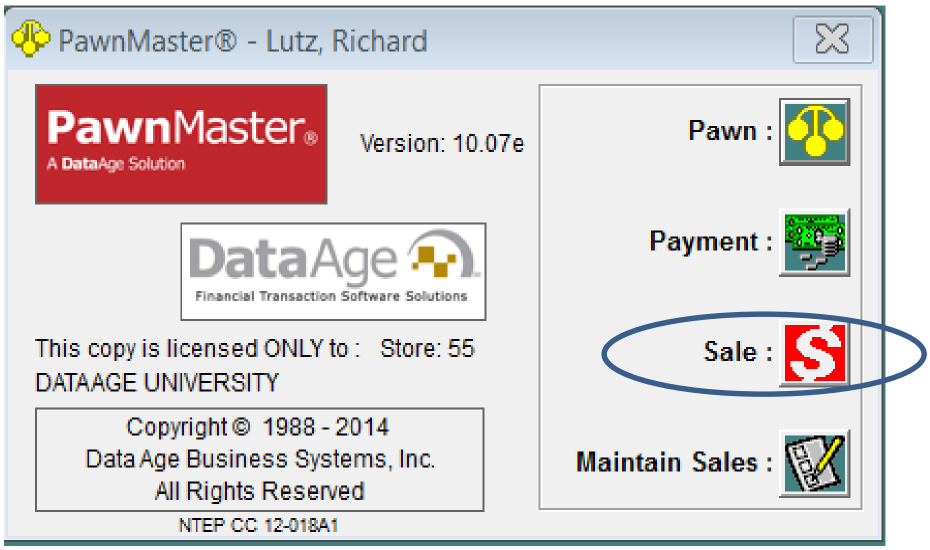
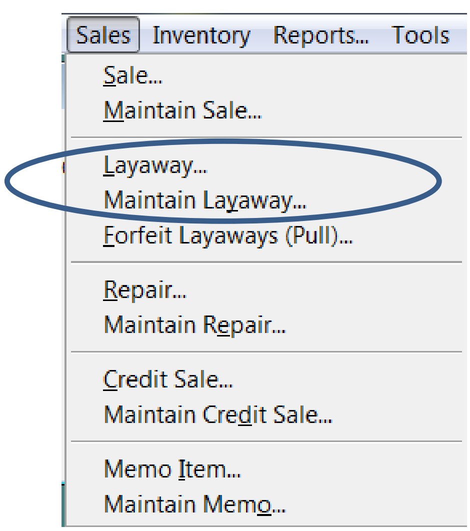
Making a Layaway

When a customer wants to purchase an item and place it on Layaway.

Log in to PawnMaster if needed and click on the “Sale:” icon.



Or an alternative to using the Sale button is to select Sales from the menu bar and click “Layaway…”.



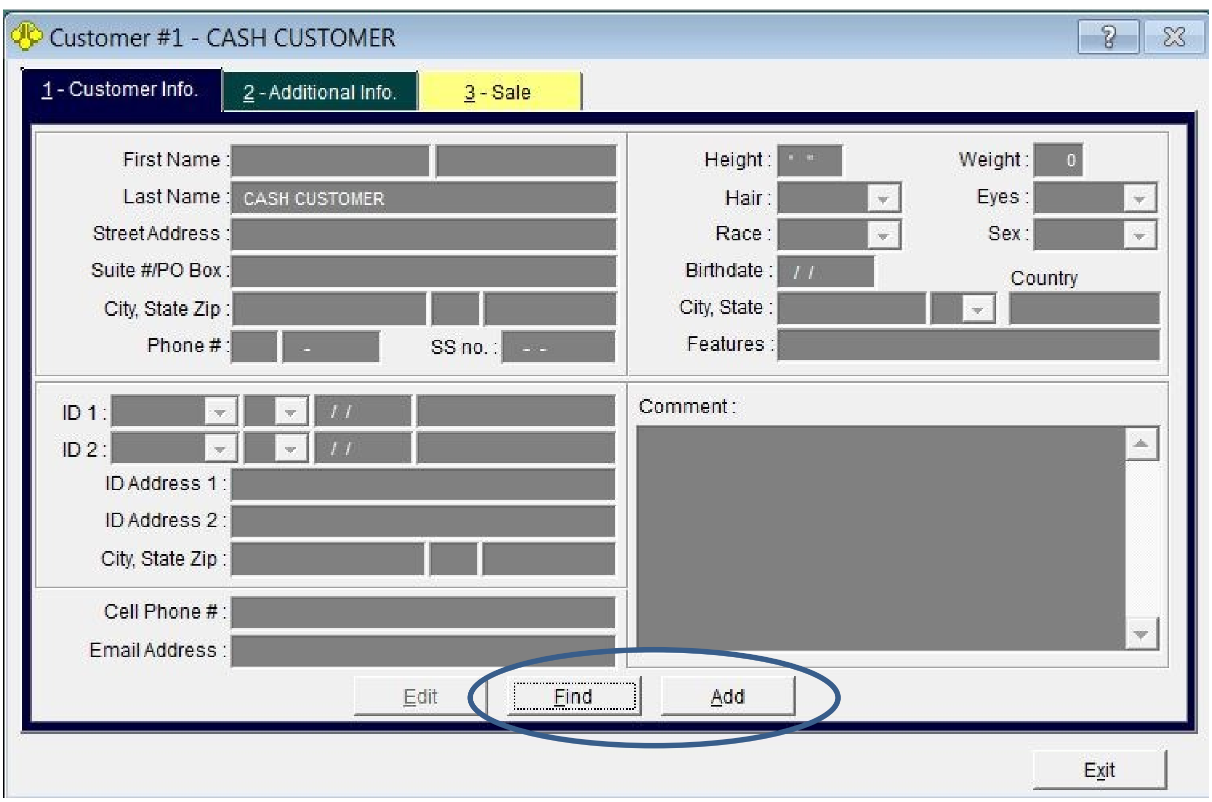
Making a Layaway

The Cash Customer screen may open. However, because this is a layaway, the customer information is required.

If the employee attempts to save the transaction without adding a customer, a popup window will warn that "you cannot make a layaway to a cash customer".

You have the choice of finding an existing customer or adding a new customer.

NOTE: if your store uses an ID capture device such as Scan Shell, magnetic stripe reader or 2D Barcode scanner, always click "Find", even if they are a new customer.



If you need to manually "Add" the customer refer back Making a New Pawn, Adding a Customer.

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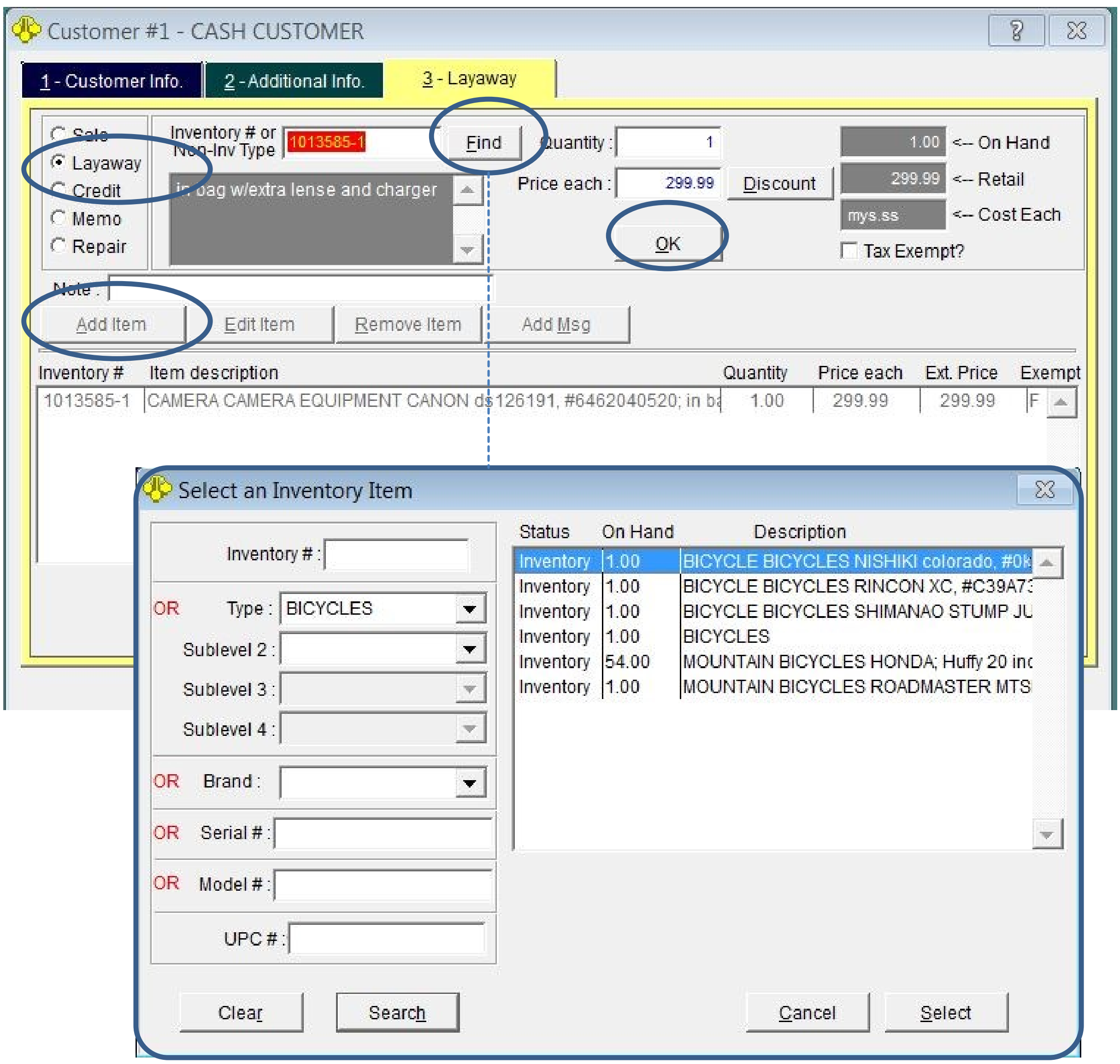
Making a Layaway

If available, use your barcode scan gun to enter the “Inventory #”, otherwise type it in manually or use the “Find” button to search by type.

Be sure to select “Layaway” and click “OK”.



If additional items need to be added to the layaway, Click on “Add Item” and repeat the above steps.

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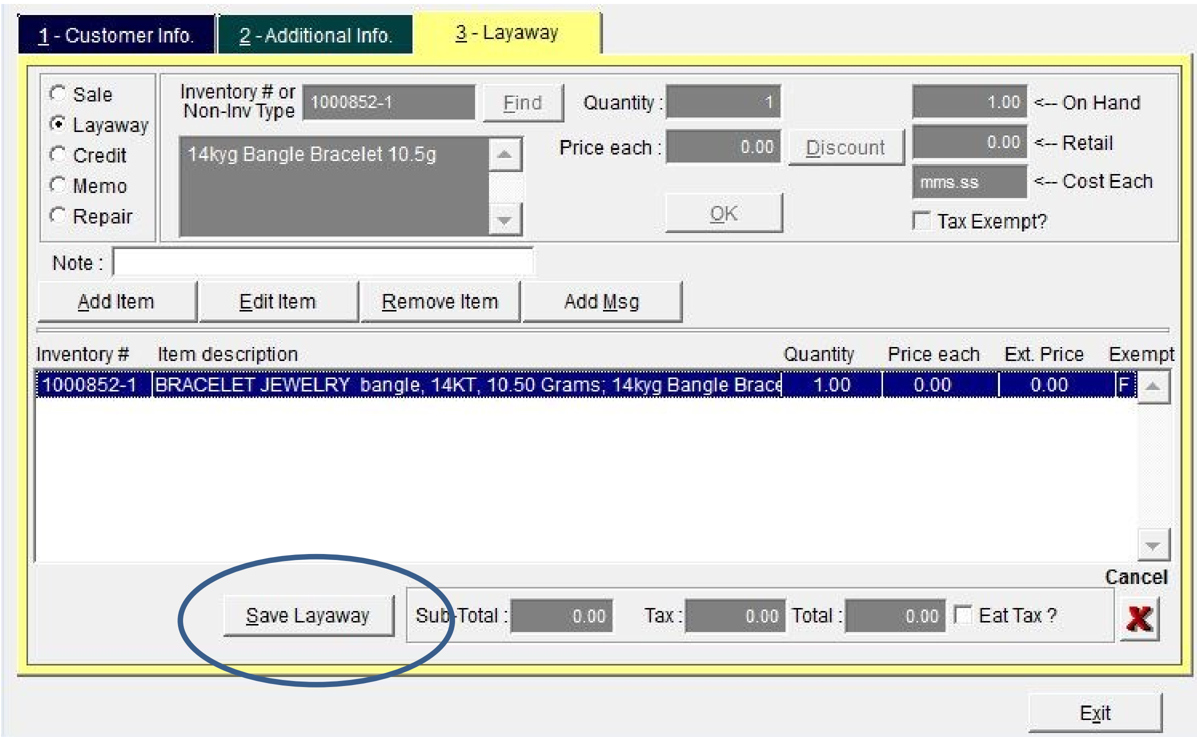
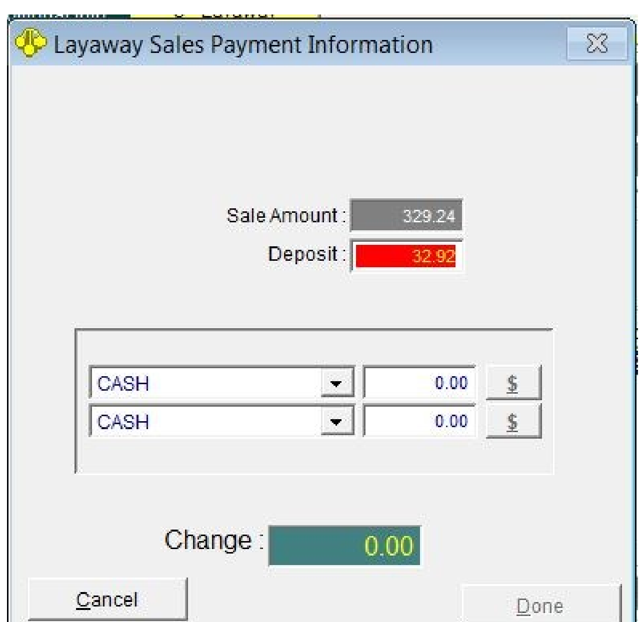
Making a Layaway

Once you are satisfied that all items are correct and you are ready to complete the transaction, Click "Save Layaway".



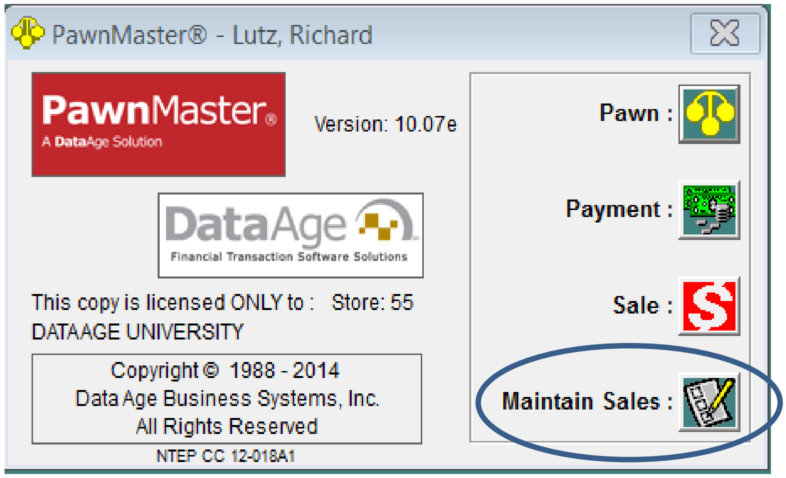
PawnMaster will prompt for the down payment information. The down payment can be split between tender types and the minimum required down payment required is set by the owner or manager.



Depending on your shops settings, the sales receipt will print and the cash drawer may open and you might be automatically logged out of PawnMaster.

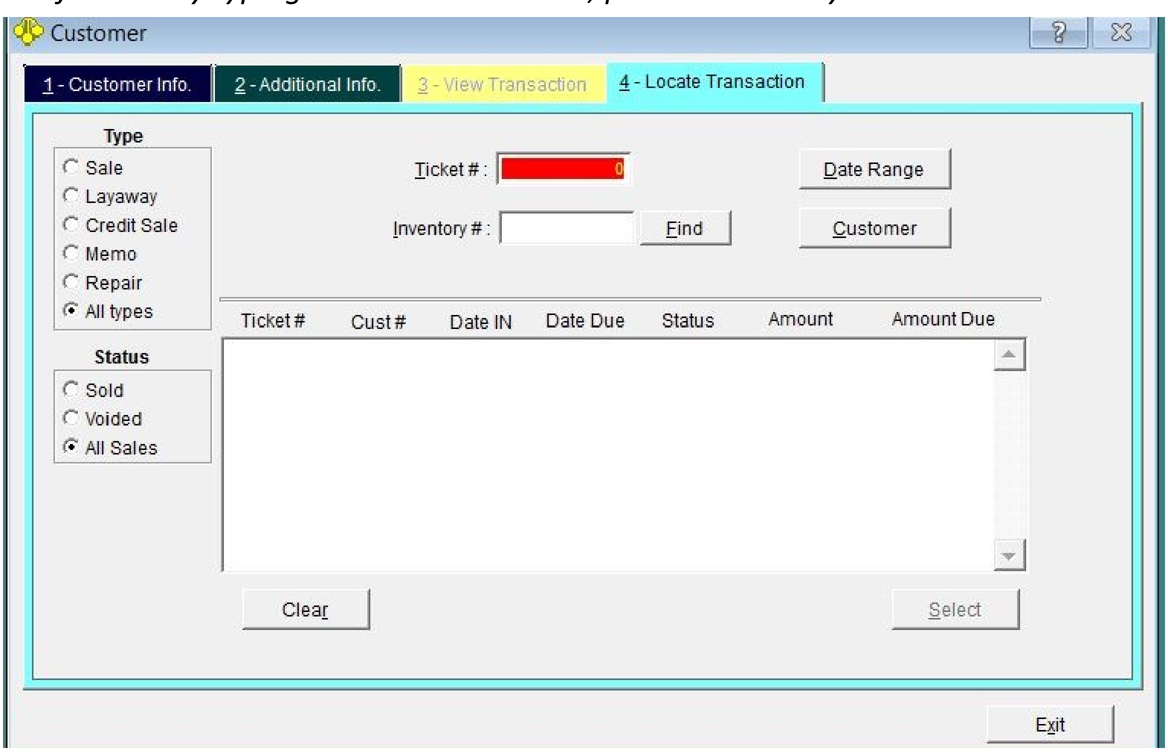
Making a Layaway, Payment

When a customer comes in to make a layaway payment or layaway redemption, click Maintain Sales



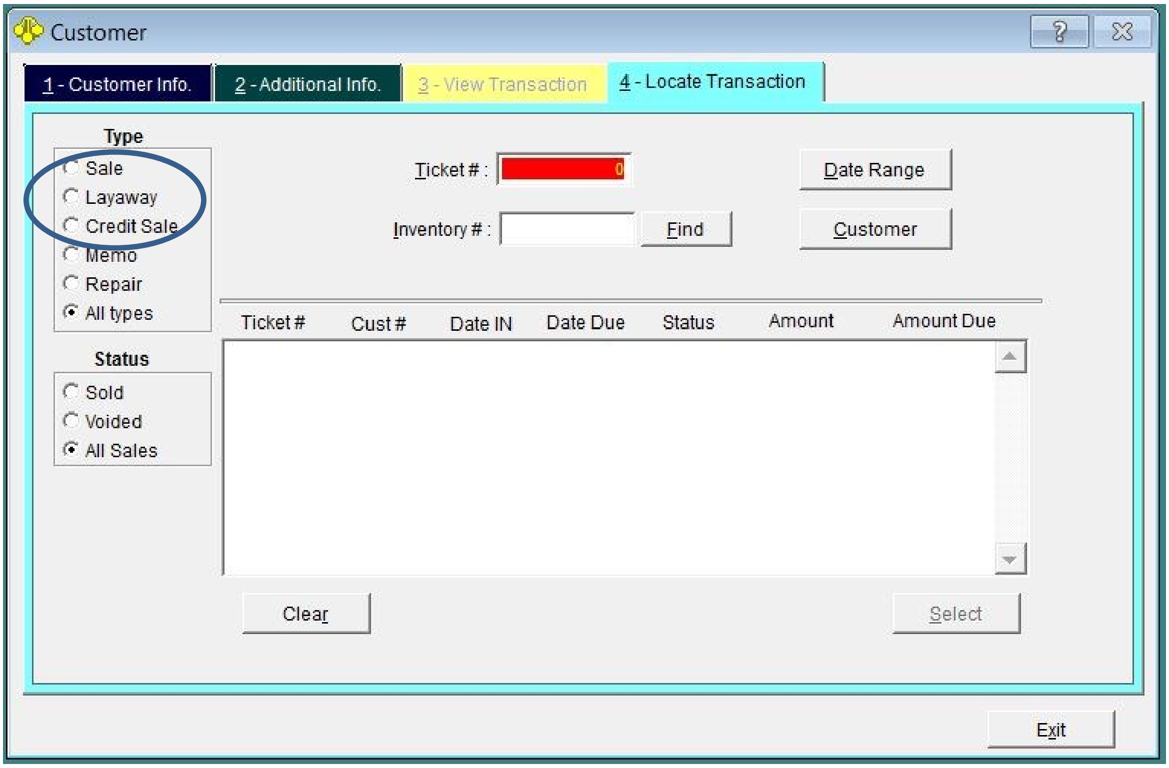
The "**Locate Transaction**" tab will open, if the customer has their ticket, scan the barcode or enter the Ticket #. *If the ticket is lost continue to next page.*

If manually typing in the ticket number, press the Tab key when done.

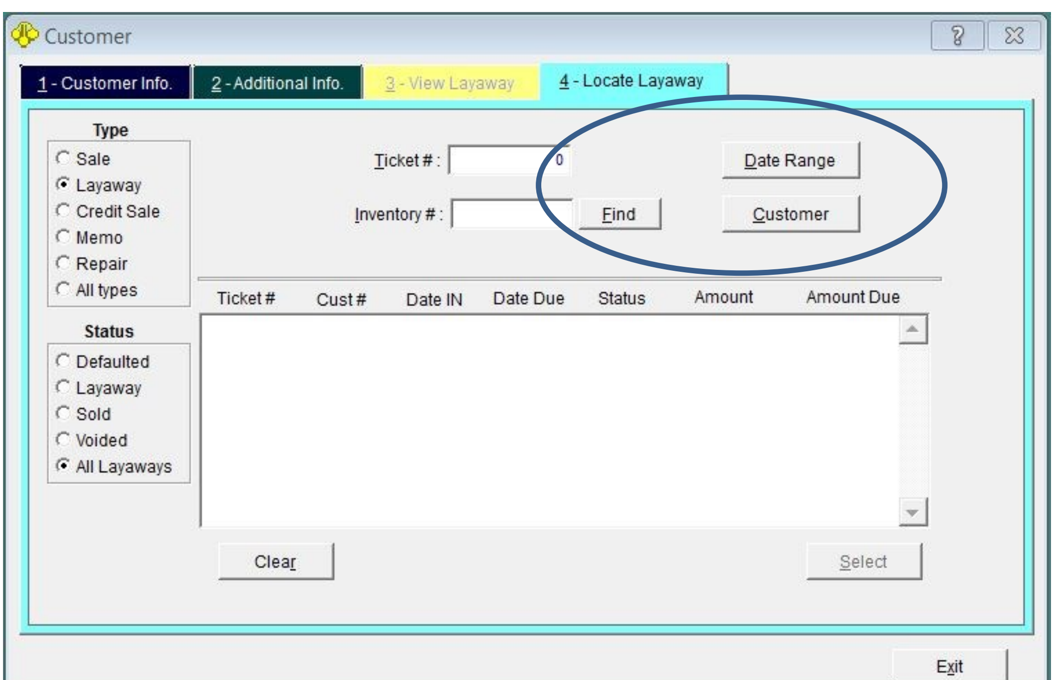


Making a Layaway, Payment

If the customer did not bring their ticket, select the Layaway radio button and the tab will change to "4-Locate Layaway".

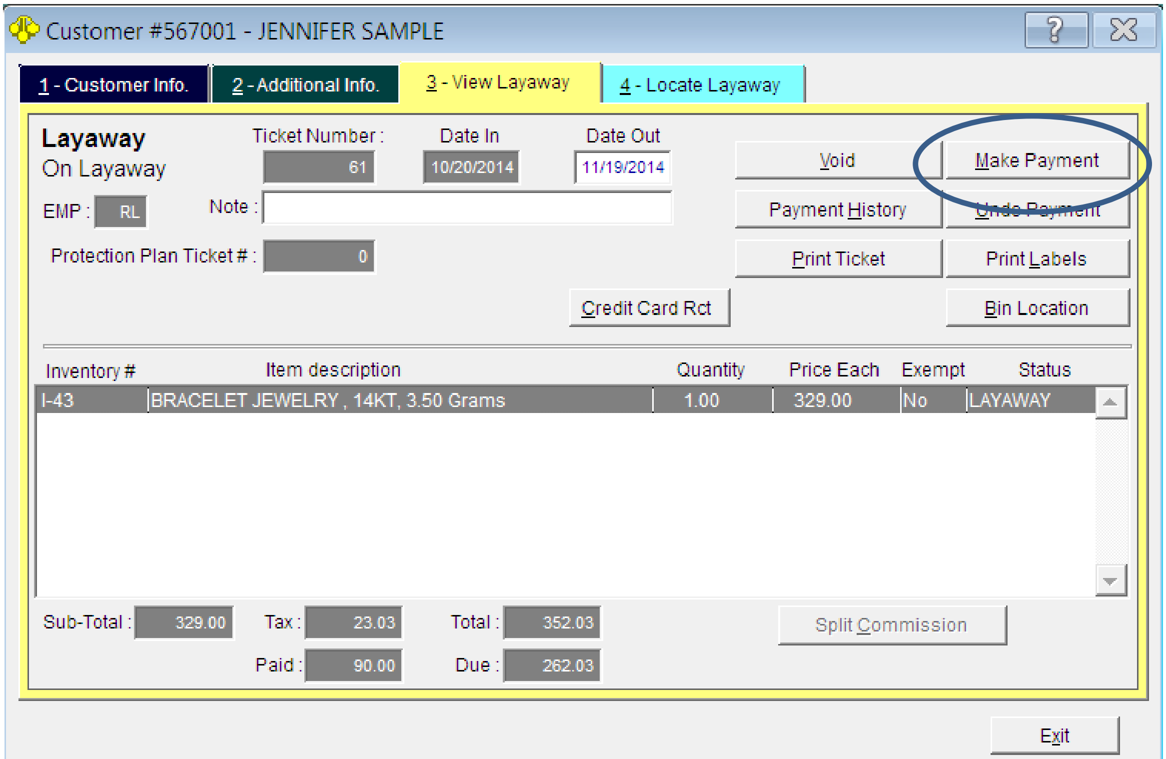


You can now search by Date Range, Customer name or Inventory type.



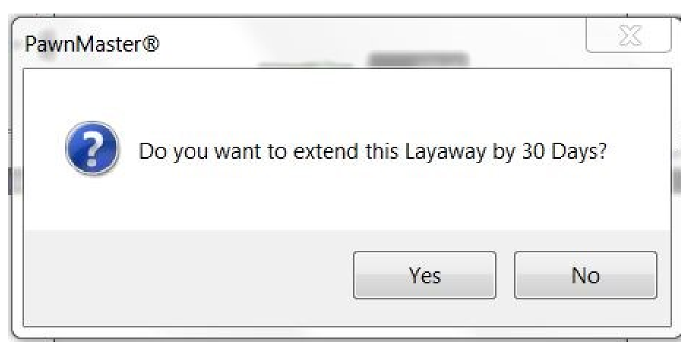
Making a Layaway, Payment

Once the transaction is located, click on “**Make Payment”.**

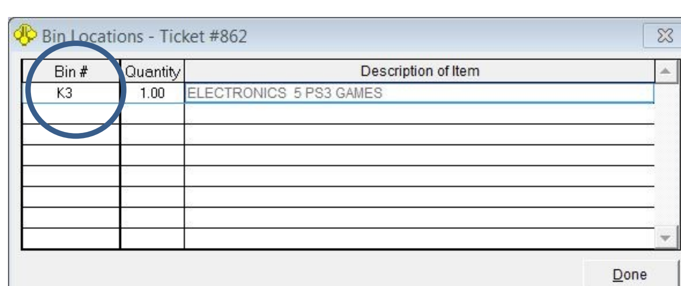


The Layaway sales Payment screen will open and you can take a payment of any amount up to the total amount due, to complete the transaction.

If a partial payment is taken, a pop-up may prompt whether to extend the layaway or not. *(check your shop policy)*



If it was the final payment, a Bin location will pop-up to help locate the goods sold.

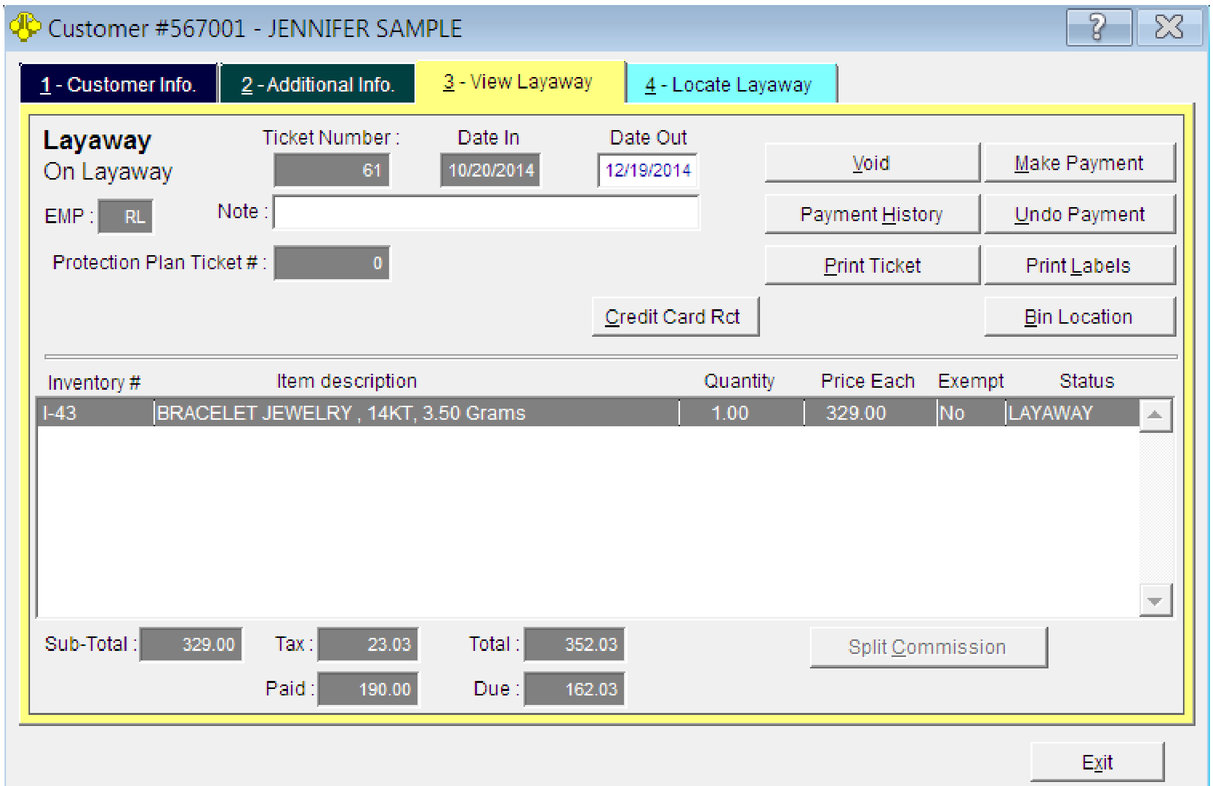


If all sales tax is collected at the end of the layaway, the final payment must include all sales tax. If this option is used the final payment must include all tax.

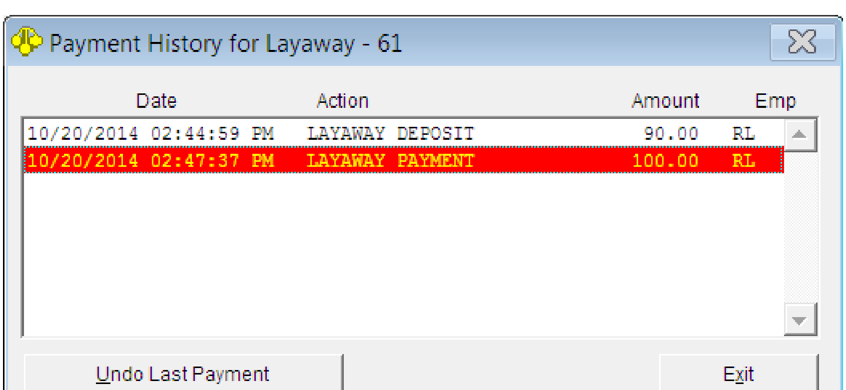
If sales tax is collected upfront or with each payment and the customer forfeits the layaway, the tax portion must be refunded.

Making a Layaway, Undo Payment

If for some reason an error is made or the customer wants to make a change, from the "Maintain Sale" screen the following changes can be made. The entire layaway can be voided by selecting "Void". If the transaction is voided a reason must be entered. The other option is to "Undo payment".



Note that the button says; "Undo Last Payment". Only one payment can be undone. If a second attempt is made to undo a payment is made, the "Undo Last Payment" button will be greyed out.



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Forfeit Items/Forfeit List

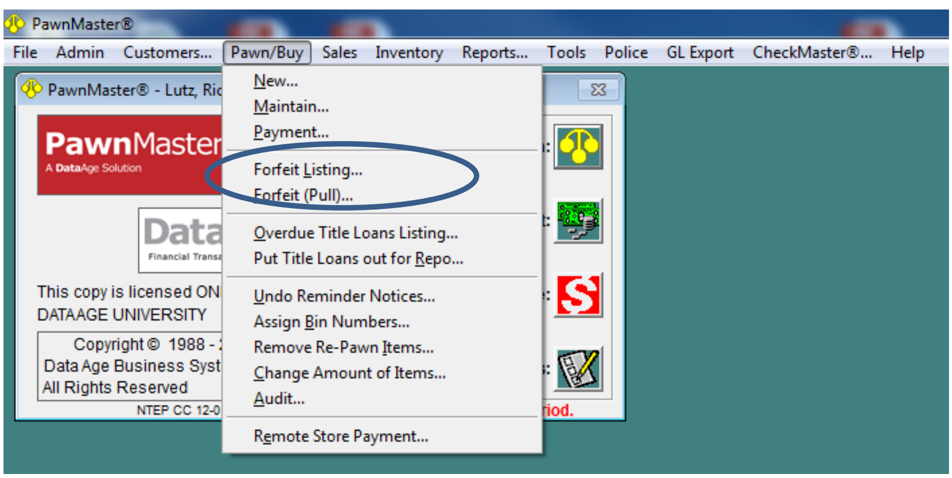
Forfeit List

It is considered to be a best practice to PULL forfeited items out to inventory regularly. Most Pawnshops perform this task daily.

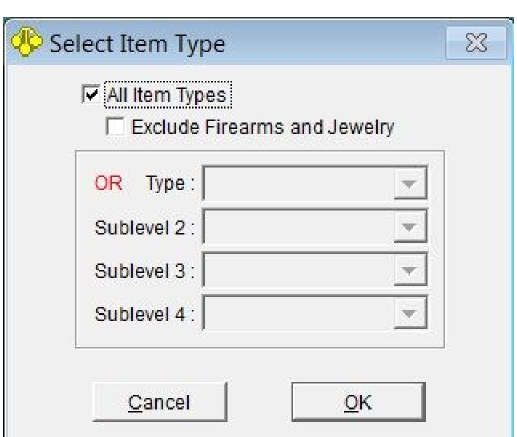
It is important to understand that pulling the loans and buys into inventory **MUST** be done to completes the item cycle. Without this step inventory and statistics will not be accurate in PawnMaster.

The first step is to print a Forfeit Listing and determine what items, if any, are not to be pulled. *Often there are items that are eligible to be pulled, but management has made an arrangement with the customer or has other reasons for extending the hold.*

To generate the Forfeit Listing, go to Pawn/Buy on the PawnMaster toolbar and select "Forfeit Listing…" *(the same list can be accessed from the Reports menu.)*



You will be given options to limit the list to specific item types, to "Exclude Firearms and Jewelry", all item types is the default. Often only a manager or specially designated employee will pull firearms and jewelry.



You can limit the report further to just "Pawns" or "Buys", "All Transactions" is the default.

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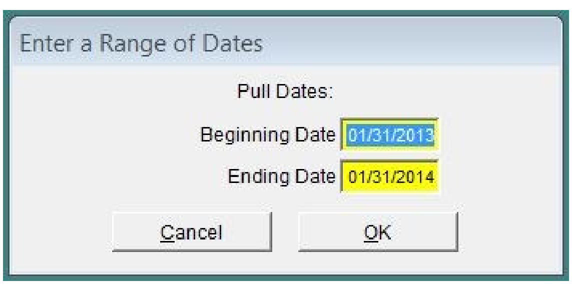
Forfeit List

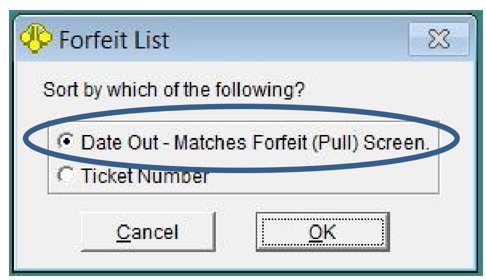
A date range window will open, if left on the default dates the list will include all items eligible to be pulled for 12 months.

Any items eligible to forfeit older than 1 year will not be included if the default dates are used.

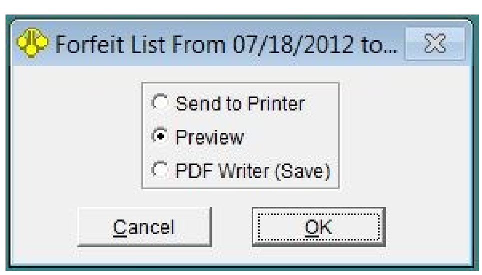
When sorting the report, it is recommended to use the default setting of “Date Out Matches Forfeit (Pull) Screen” as the items will be in the exact order as they appear on the screen when doing the pulls.

If your shop has a barcode scanner at the workstation where the pulls will be performed in PawnMaster, the sort order will not matter. You will be able to scan the barcode (ticket number) on the label for each defaulted item directly into PawnMaster as you are doing the pull.





Choose to print, preview or save the report.



Forfeit List

Once the report has printed, examine it for any transactions you do not want to pull and highlight them or notate it in some way. (See 12-1 "Extend All Pawns" for removing items from the forfeit list.)

An example would be "all customers with redemption ratios greater than 75% must be called first".

NOTE: The customer phone number and redemption ratio is included on the forfeit listing.

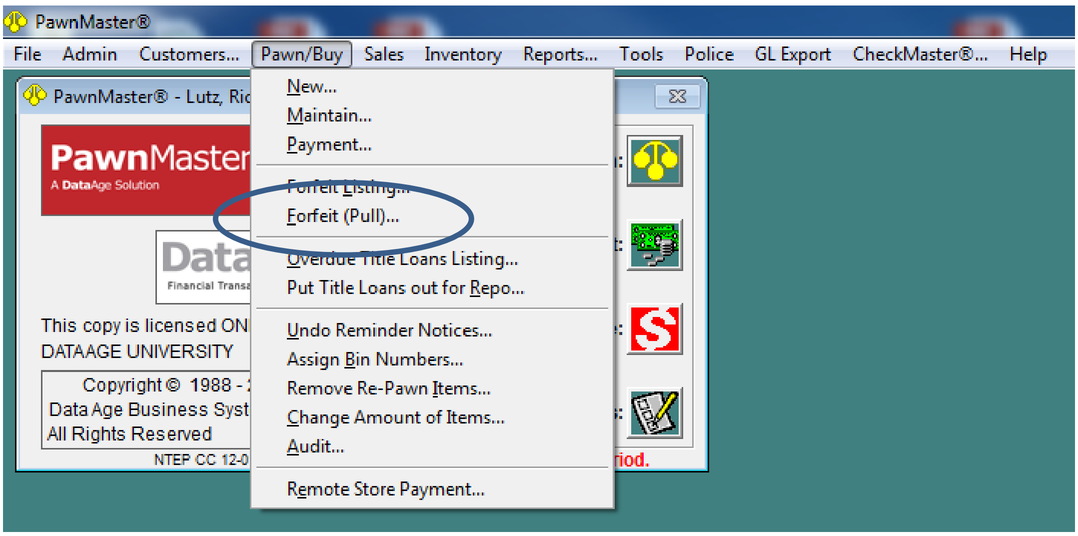
Ticket# / Last Paid	Date In / Note / Item Description	Date Out	Customer	Phone / Bin	Redemption Ratio	Emp / Cost
			Pawns			
858	03/09/2013	04/08/2013	BRANDON COBB	(678) 849-4539	0.0%	888
	AMPLIFIER ELECTRONICS MEMPHIS 20-938, #320394-20; ok shape					20.00
833	04/01/2013	05/01/2013	MICHELE MILLER	(770) 695-4482	0.0%	***
	Imported into PawnMaster on 04/24/2013					
	OTHER; JEWELRY; NA, #NA, 14.00 GRM; GOLD DLOWER CHARM W DIAMOND , NA, MOD:NA, S/N:NA, K:14, G:5					125.00
898	05/02/2013	06/01/2013	ALYSON MITCHELL	(678) 646-7790	100%	888
	WII GAMES NINTENDO rvl-101, #KU252635883; scratched					100.00
635	12/21/2012	06/19/2013	ERIC ROULETTE	(470) 216-5028	0.0%	***
05/06/2013	Imported into PawnMaster on 04/24/2013					
	OTHER; Z7, #1166377; COMPOUND BOW , MATHEWS , MOD:Z7 , S/N:1166377					400.00
684	01/22/2013	06/21/2013	DONALD DAVIS	(470) 848-2944	83.3%	***
05/06/2013	Imported into PawnMaster on 04/24/2013					
	FIREARM; PT-85, #12E2848428; BBGUN, GAMO, MOD:PT-85, S/N:12E2848428					15.00
957	05/22/2013	06/21/2013	TRAVIS BUSH	(773) 827-4544	100%	888
	CD PLAYER ELECTRONICS SONY cdx-gt270mp, #027242846364; new					25.00
785	03/02/2013	06/30/2013	DONALD DAVIS	(470) 848-2944	83.3%	***
05/06/2013	Imported into PawnMaster on 04/24/2013					
	COLLECTIBLES; NA, #NA; RED SEAL 1928 2 DOLLAR BILL, NA, MOD:NA, S/N:NA					5.00
	COLLECTIBLES; NA, #NA; RED SEAL 1928 2 DOLLAR BILL, NA, MOD:NA, S/N:NA					5.00
	COLLECTIBLES; NA, #NA; 1891 SILVER DIME , NA, MOD:NA, S/N:NA					2.00
	COLLECTIBLES; NA, #NA; RED SEAL 5 $ BILL 1963, NA, MOD:NA, S/N:NA					8.00

When pulling items to inventory, you should match the Ticket number on the report to the item label, to confirm you are pulling the correct item. Double check against the customer name. If searching by name, keep in mind that the customer may have multiple pawns.

Forfeit Items/Pulling

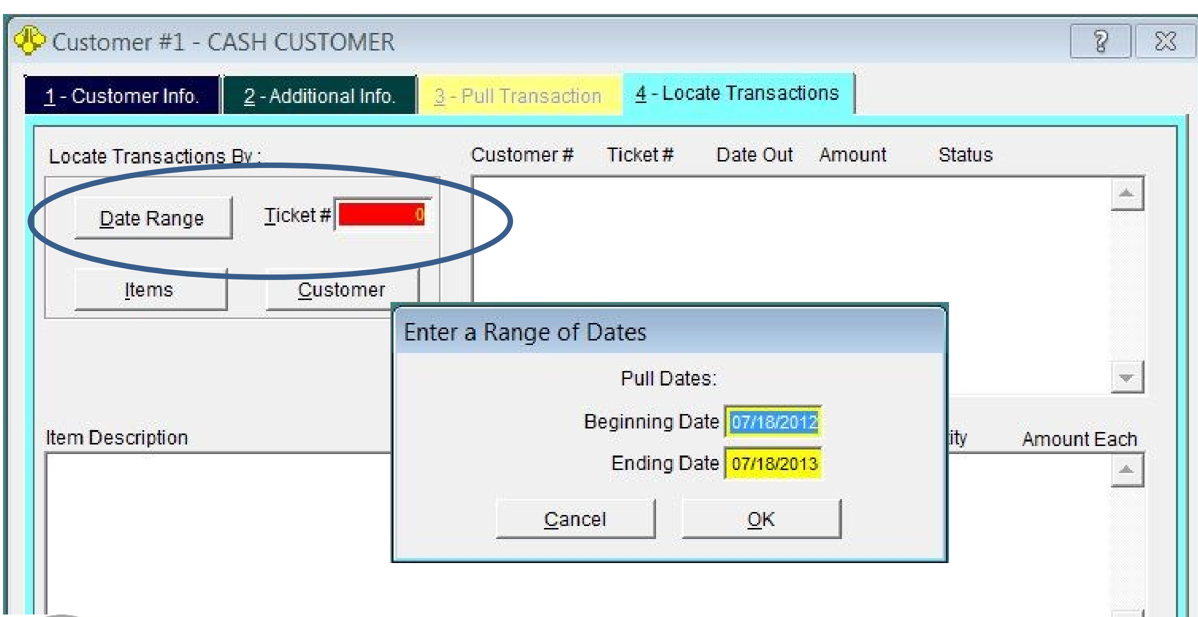
Forfeit Items, Forfeit Pulls

Once the report has been checked and notated, locate the items to pull. Place the items on a cart, at the cleaning station or the designated location in your shop to process the items. Go to Pawn/Buy on the PawnMaster toolbar and select “Forfeit (Pull)…”.



Click on “Date Range” and enter the same date range that was used when the Forfeit list was generated.

If a barcode scanner is connected, scan the pawn label applied to the forfeited items.

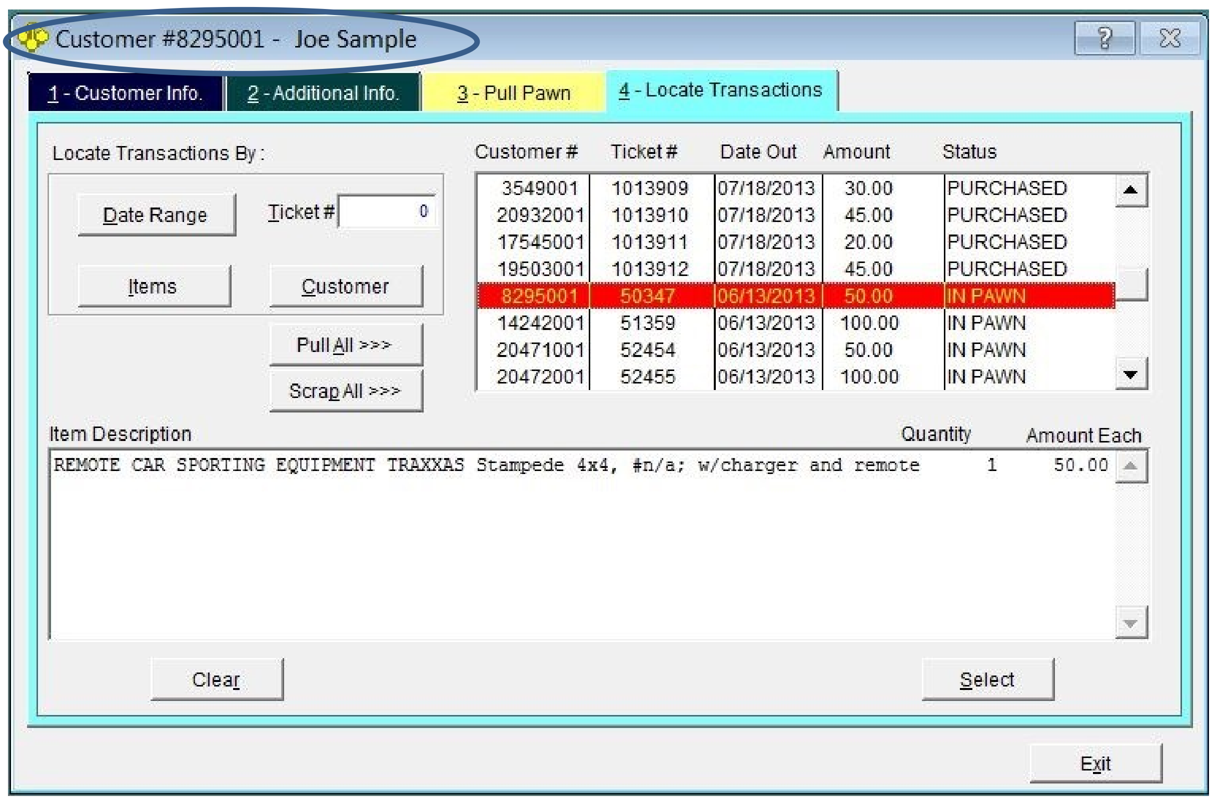


Forfeit Items, Forfeit Pulls

If you are pulling pawns, skip the items that are listed under Status as "PURCHASED". *(Purchases will always be listed first.)*

If you are pulling buys only, stop when you reach items with Status as "IN PAWN".

ONLY If you are absolutely sure, all listed items are to be pulled, the "Pull All >>>>" button may be used to quickly pull all items and apply the default markup. (The default markup is calculated by multiplying the loan/buy amount by the amount specified in Admin, Store Settings, System options, Inventory, Pricing.)



Highlight the item you want to start with by clicking on it and then click "Select", *or simply double click on the item.*

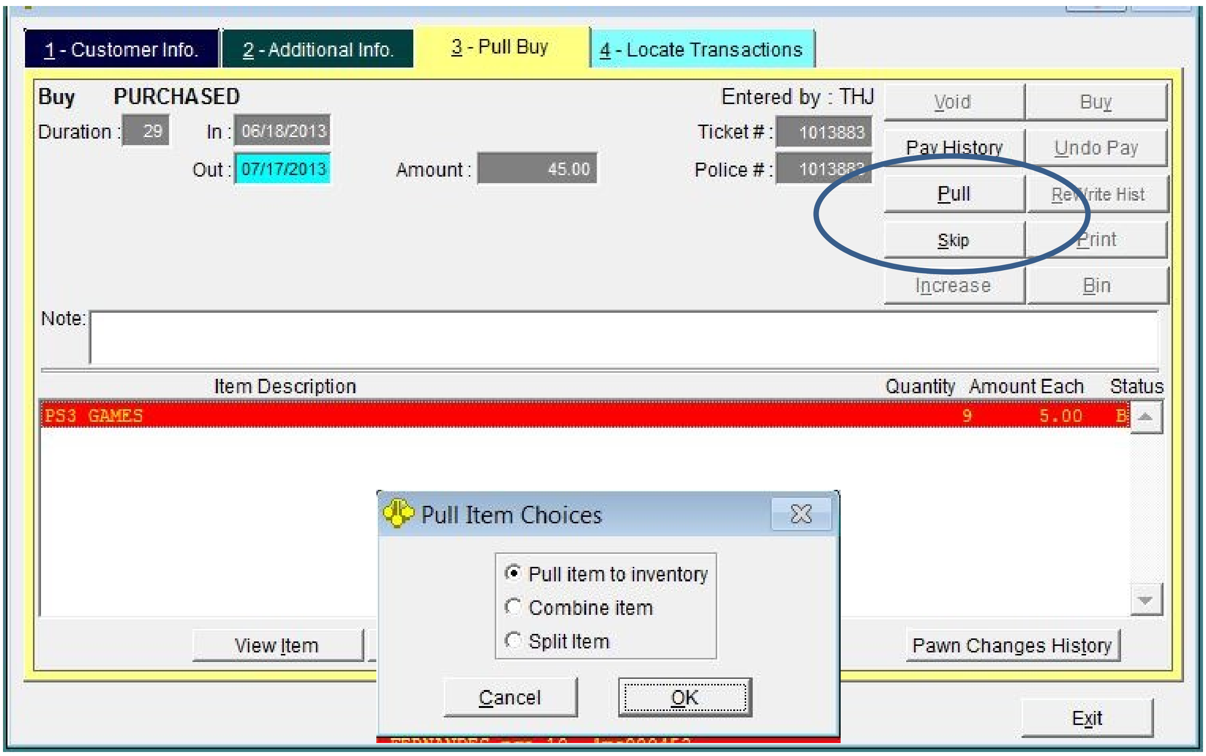
You will then be moved to the "Pull Pawn" tab. *Or "Pull Purchase" if the item was a buy.*

Confirm the customer name against the pull list.

An alternative method of selecting the items is to scan the pawn label on the item that is being pulled.

Forfeit Items, Forfeit Pulls

Click on the “Pull” button. *Use the Skip button to move to the next item on the list without pulling the current item.*



You will be presented with the “Pull Item Choices” menu.

- *Pull item to inventory, will move the item out of pawn, or buy hold. You can now assign a price and location to place the item for sale to the public.*
- *Combine Item, is used to place non-jewelry, bulk items such as DVDs in a bulk bin to be sold at a fixed price.*
- *Split Item, is used to separate multi-part items to be sold individually. An example would be separating rings in a wedding set or tools out of a tool box. See next page for detailed splitting instructions.*

Jewelry can be pulled to inventory, combined to a scrap bucket or split as above.

To scrap jewelry, one or more scrap buckets must have been created previously. (See setting up scrap and bulk bins.)

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Forfeit Items, Forfeit Pulls, Splitting

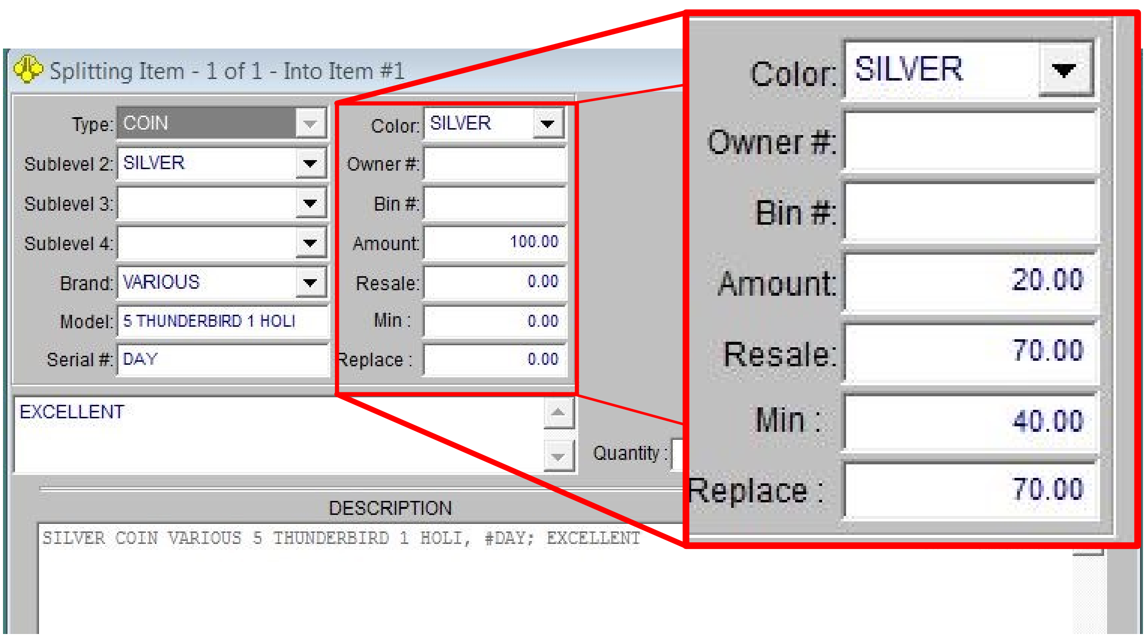
If you are splitting the items, the Splitting Item Screen is displayed. For each item enter the proportional value of the item in “Amount”.

In this sample we have five coins and the amount paid was $100.00 for the collection. We now need to divide 100 by 5 to determine the proportional value of each item. If one or more items needs to be valued higher, the remaining items, need to be reduced until the sum of all items pulled equals the sum paid for all items.

In this case we will enter an amount of $20.00 and a Resale amount of $70.00 and a Min of $40.00. Change the description for each item as you value it. Click “Done”.

We will repeat this four more times, until the last item has been priced.

Remember, each item can be priced differently. Don’t forget to update the descriptions for each item, prior to clicking “Done”.



After you click “Done” on the final item you will be presented with a list of the items. You will click done again and return to the “Pull Pawn” or “Pull Buy” screen.
Click “Save Changes” to finish and continue to the next item.

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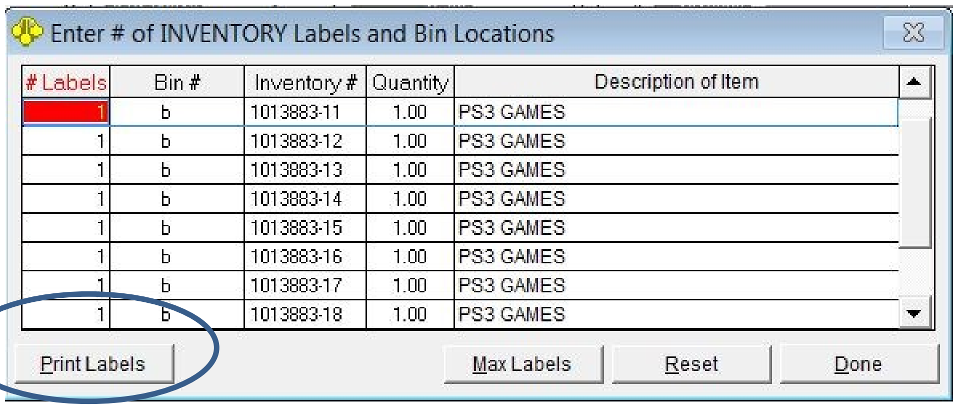
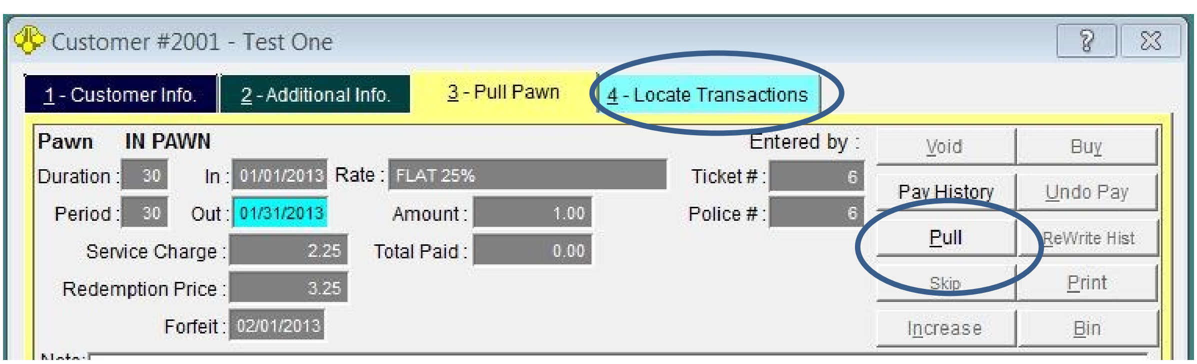
Forfeit Items, Forfeit Pulls, Splitting

After you click “Save Changes” the Inventory Labels print menu opens. Print the labels you need.



When you Click “Done” you will be returned to the “Pull Pawn” or “Pull buy” tab. The next transaction to pull will automatically be displayed. Determine if it should be Pulled or Skipped.

If needed you can click on the “Locate Transactions” tab and skip down the list if your report indicates you need to skip several in a row.

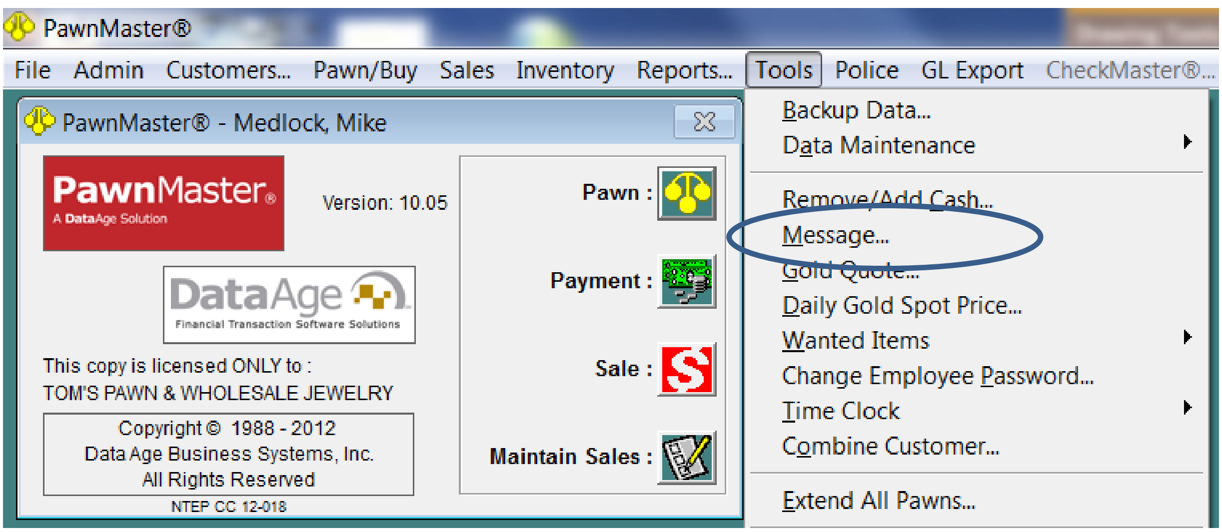


Continue pulling transactions until you have finished your list.

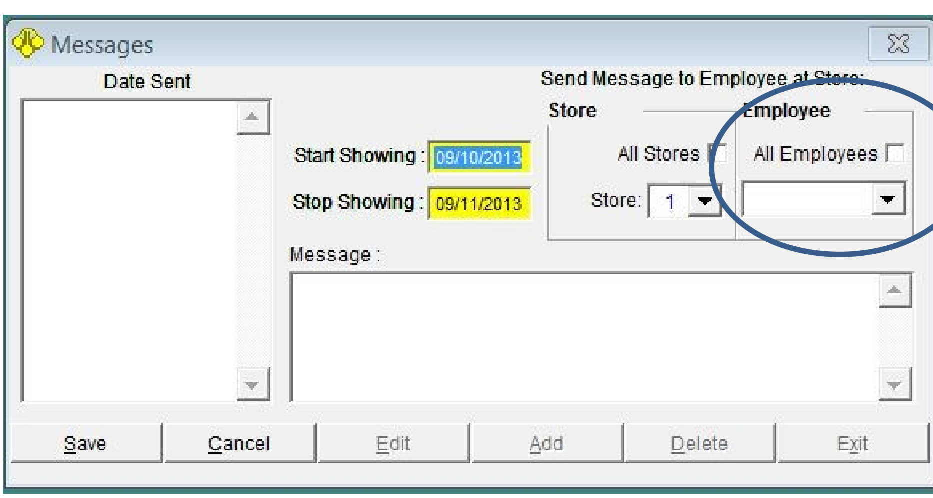
Employee Messages

PawnMaster has a tool for management to send messages to employees at login. If allowed, this tool can also be used by employees to send messages to each other. Every employee that has been sent a message, will have the message displayed at login.

To create a message, go to “Tools” and click on “Message…”



Messages can be sent to a single employee by selecting the employee from the dropdown list or “All Employees” by checking the box.
If the employee is at another store select the store number. (Central server only.)
Set the start and stop dates if needed.
Enter the message text and click Save.



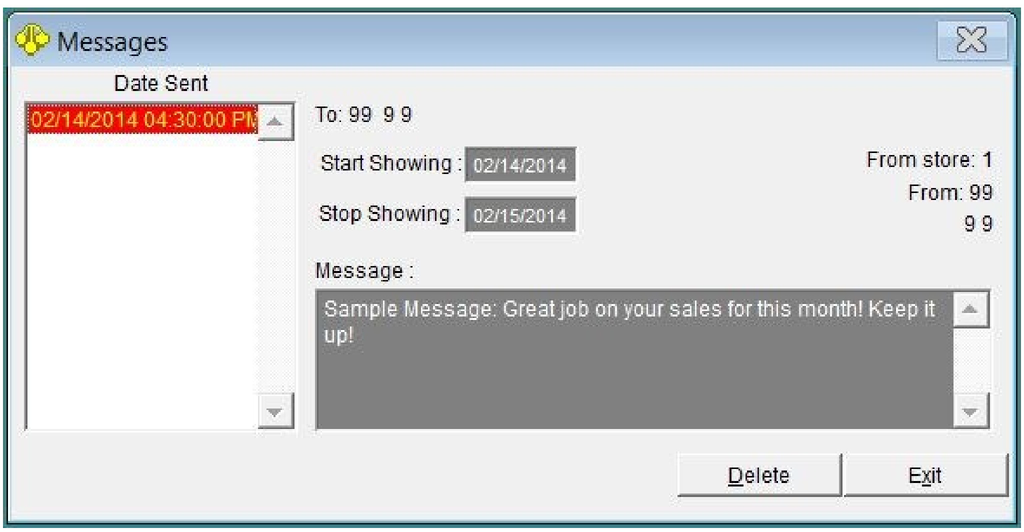
Employee Messages,

When the employee logs in the message will be displayed and the employee can delete it if they choose.

Click Exit to continue to the main PawnMaster screen.

Click “Delete” if you do not want to view the message the next time you log in.

Note: Messages are only seen at login, this feature can not be used to message an employee while they are performing a transaction.



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Part 2

PawnMaster Help (Management)

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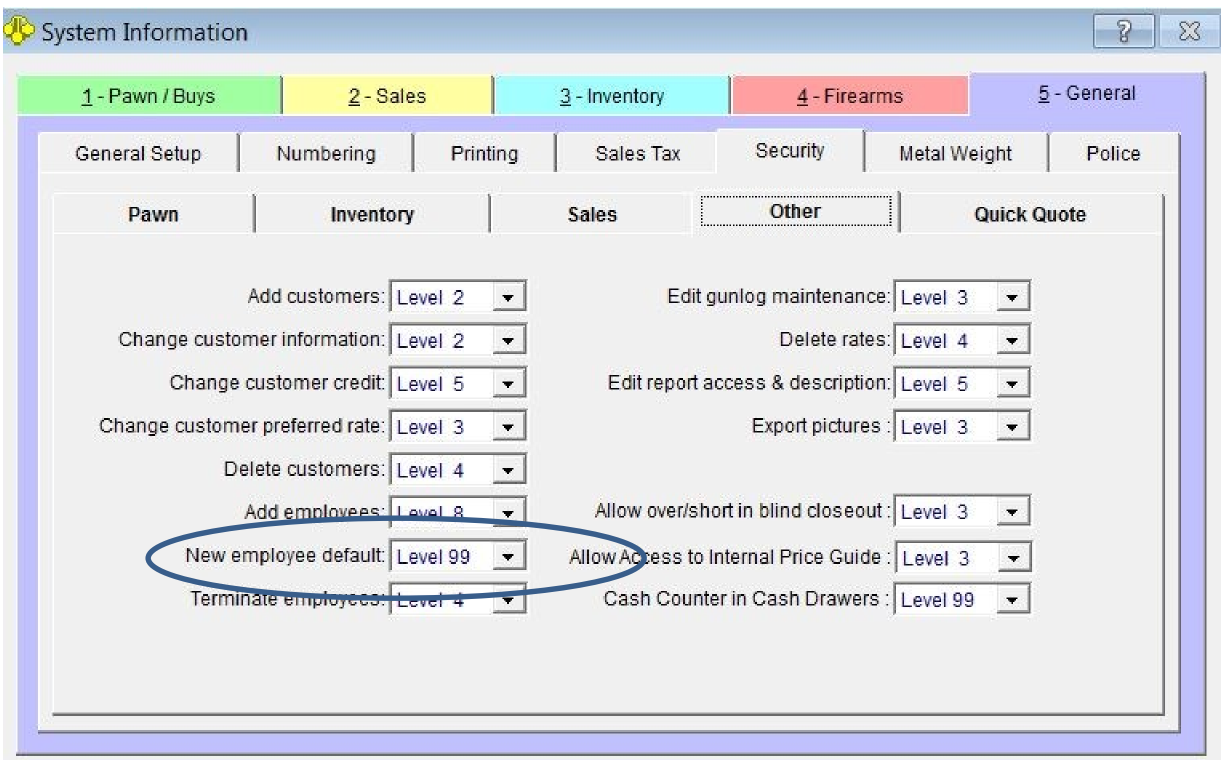
Adding and Removing Employees

Setting Default Security Level

Prior to adding any Employees, the default security level should be set. This is done in Admin/Store Setup/System Options, On the General tab, sub tab Security/Other. Once set, any employee added will automatically be set to the level you select. You can still adjust the level for each employee as needed.

Prior to assigning access levels to new employees, it is helpful to first look at the current settings for each of the “Security” sub-tabs.



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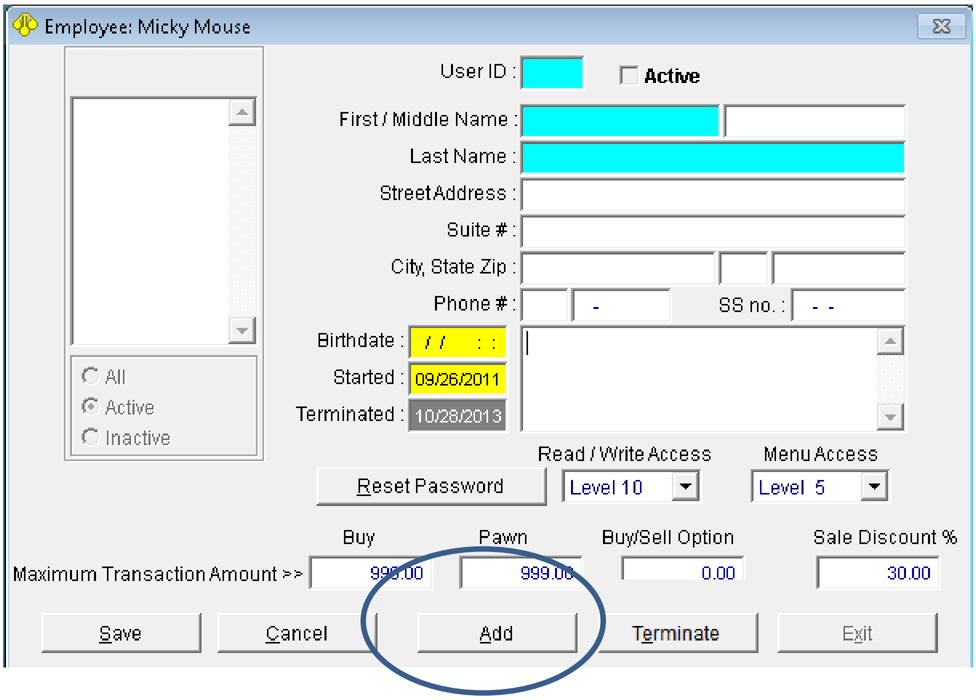
Adding & Removing Employees

To add or remove an employee go to Admin/Maintain Employees… If adding an employee, first click on the “Add” button.



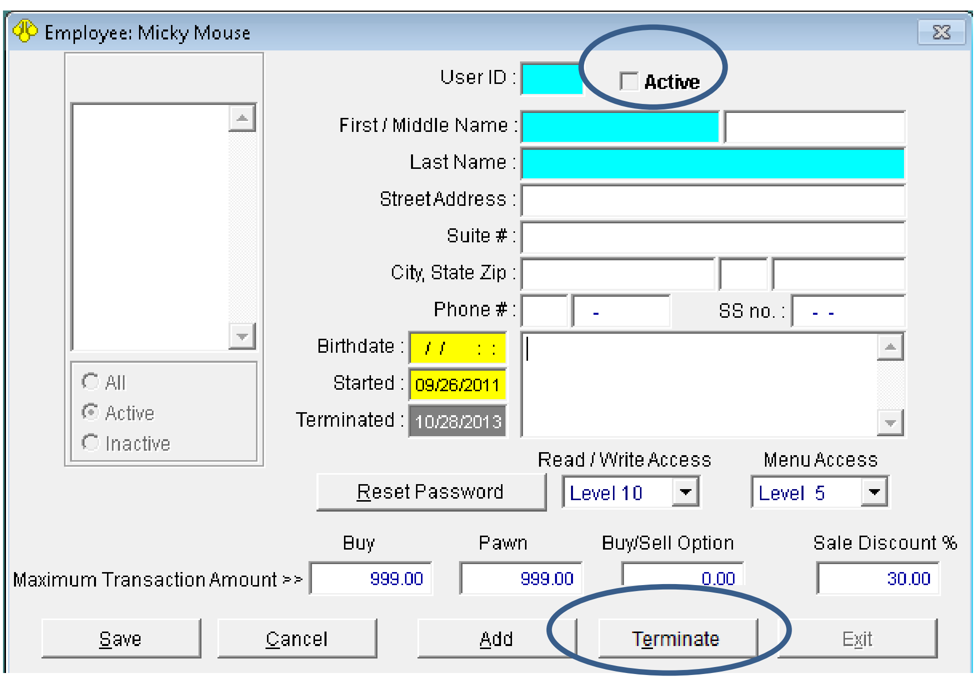
The required fields will be in blue. Any combination of up to three characters, letters or numbers may be used for a “User ID”. Enter the name and birthdate of the employee. Consider adding the employee’s address and phone number, as this information can be accessed from management report 15 (Employee Listing).

Be sure to set the “Read/Write Access”, “Menu Access” and transaction limits, as appropriate for the employee. (for details, see Security Settings) Click “Save” when done.

Adding & Removing Employees

If an employee is seasonal or has a leave of absence, unchecking “Active” changes the employee’s status to “Inactive”. The employee will not be able to log in to PawnMaster until reinstated as an active employee.

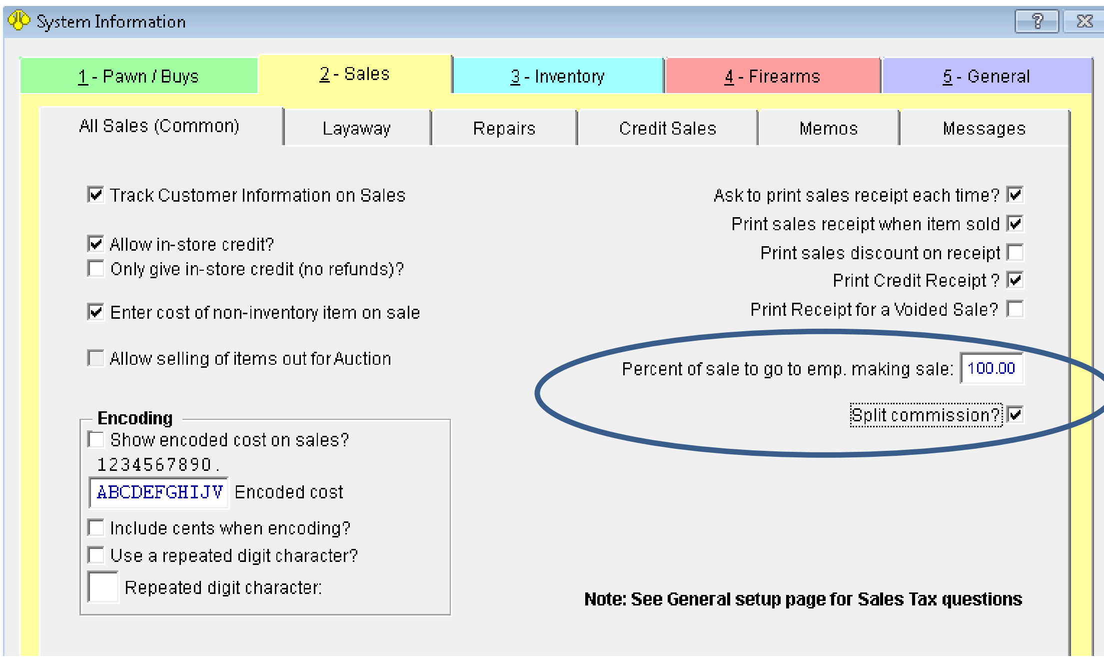
To terminate an employee, select the employee from the list of active employees and click “Terminate”. The employee record will now be listed as “Inactive”. If at anytime you want to rehire the employee, select the employee from the list of inactive employees and click “Re-hire”.



Employee Commissions

Commissions can be calculated on total pawn amount, total buy amount, total sales amount, total service charges, total redeems or **profit assigned to employee.**

It is critical that the system setting for commissions is configured correctly during the initial setup as changing this setting will not affect existing inventory!



The "Percent of sale to go to emp. making sale:" **IS NOT** the commission amount! This setting determines how much of the profit to assign to the employee making the sale. If it is anything other than 100%, the other portion is being assigned to the employee who wrote the pawn or buy. IT IS NOT THE PORTION ASSIGNED TO THE SHOP!

It is the manager's responsibility to calculate each employees commission. See supplemental guide **"Employee's Profitability Report"** for more details.

Checking "Split Commission" adds a button to the sales screen that allows two or more employees to split the sales commission.

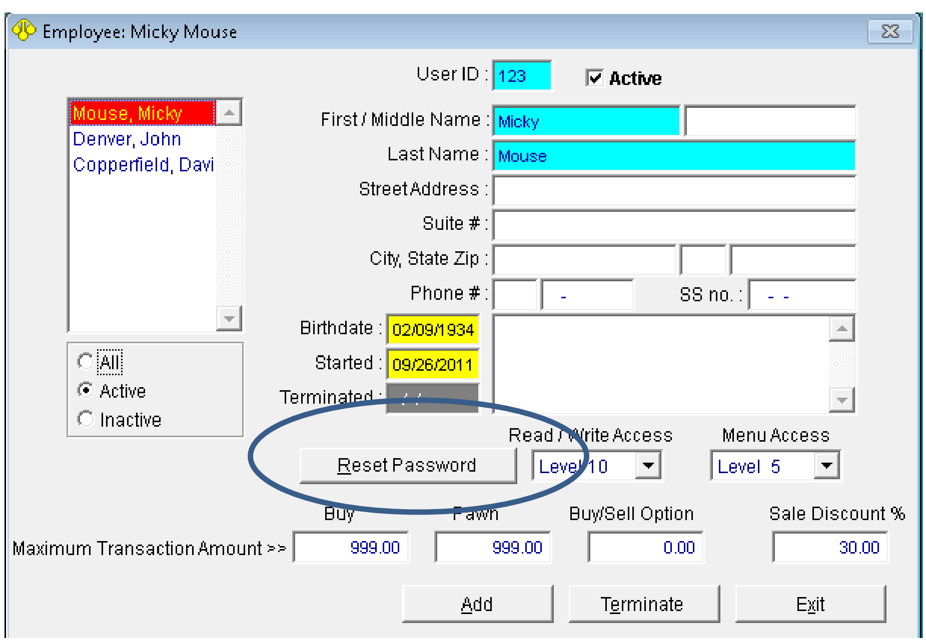
Resetting Employee Passwords

If an employee forgets their password, any employee with access to the Admin\Maintain Employees menu can reset the password. Clicking "Reset Password" deletes the password on the account and the employee can now log in with no password and go to "Tools" and set a new password. It is for this reason access to "Maintain Employees" should be limited to owners and high level managers.

If no other employee is available to reset a password you may call Data Age support and after verifying the employee the support department can reset their password.

Not all shops need to use passwords, If at any time more than one employee will share a computer, we recommend using passwords and setting PawnMaster to automatically log off after every transaction is completed.

Passwords can be any combination of characters in any length up to **eight** characters long.



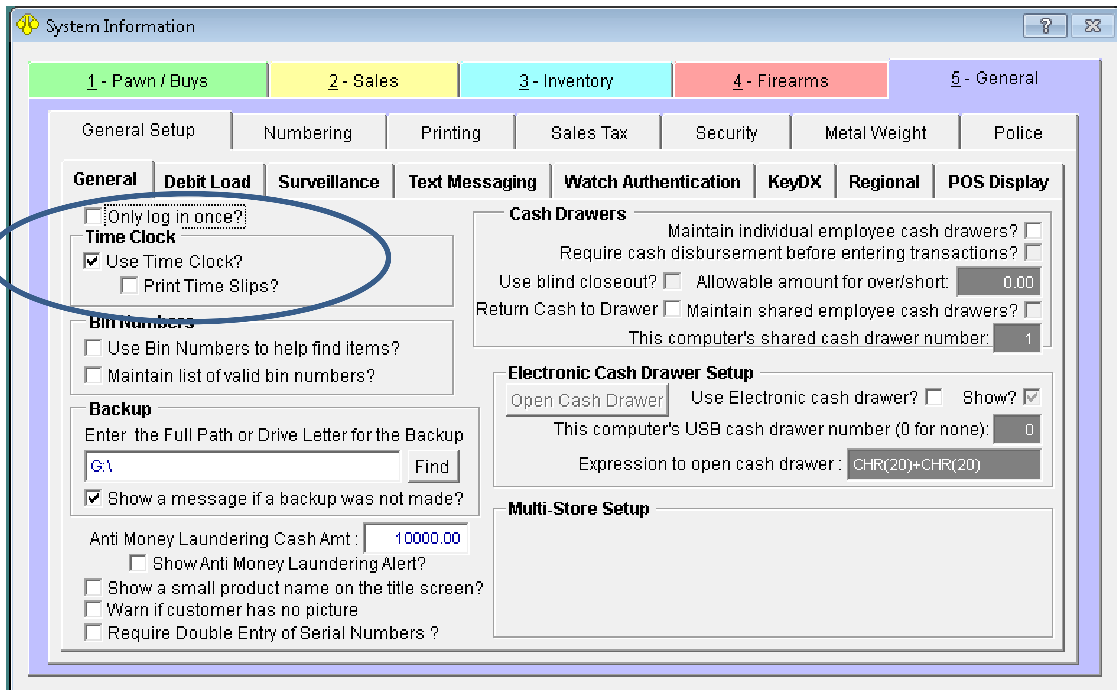
Please go here; for detailed instructions on Logging in.

Using the Time Clock

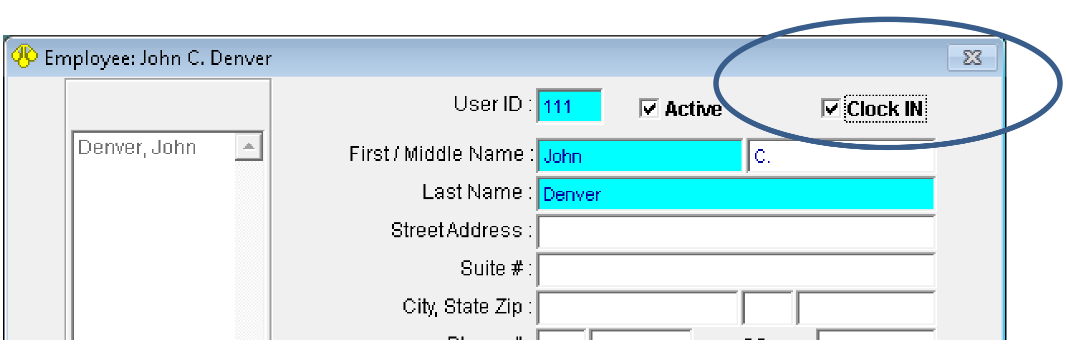
The Time Clock feature is not available in FLEX

If any employees are paid on an hourly basis, the employee hours can be tracked in PawnMaster.

To enable the use of the time clock, place a check in “Use Time Clock?” on the System Information/General tab/General sub-tab. Click “Save”.

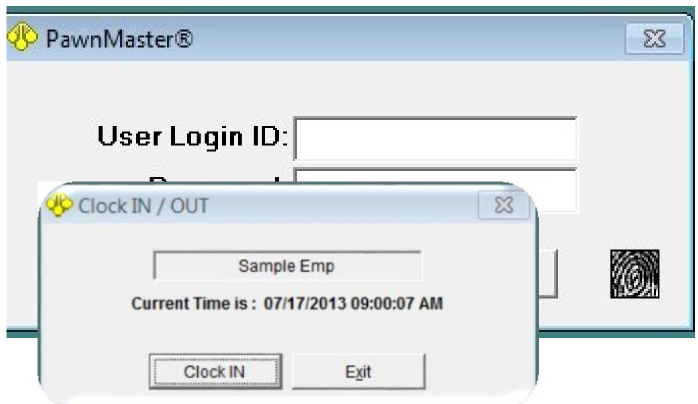


Once the feature is enabled, in Admin/Maintain Employees, select each hourly employee from the list of active employees and check “Clock IN” and click “Save”. For any salaried employees remove the check to eliminate the system from prompting them to clock in at login.

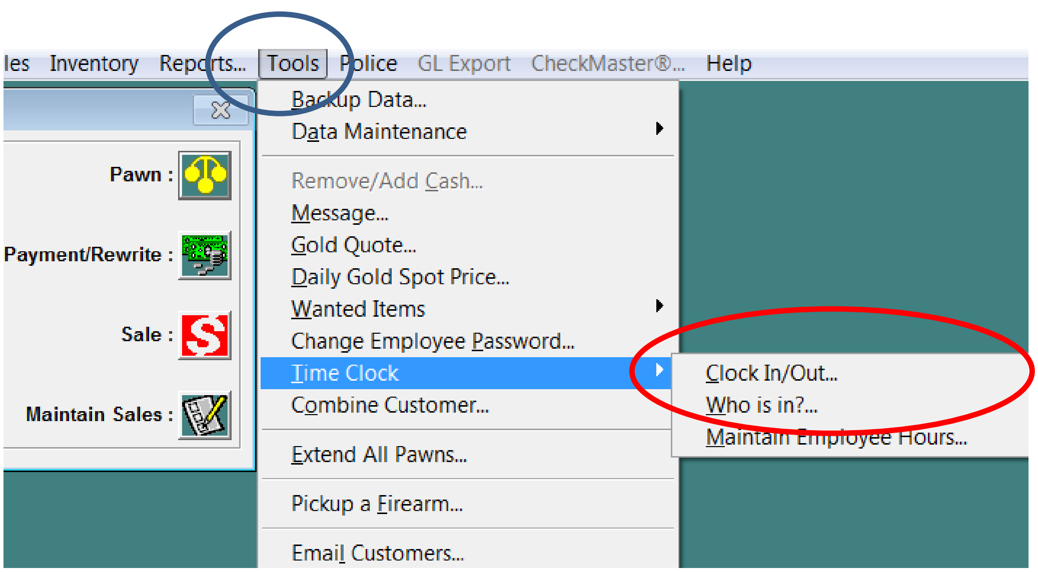


Logging in with Time Clock enabled

If the shop is using the employee time clock feature in PawnMaster, the employee will be prompted to clock-in if they are not currently clocked-in.

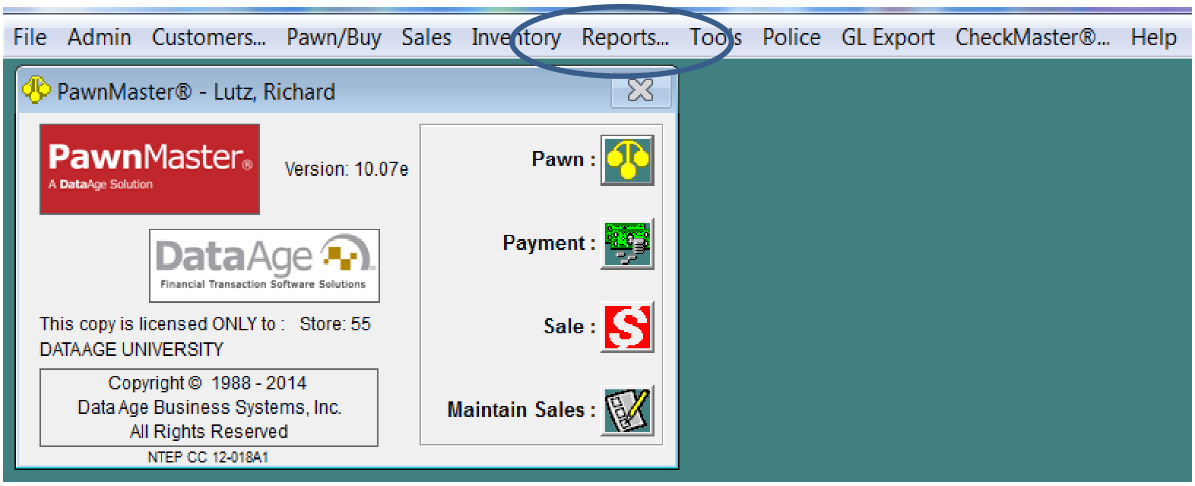


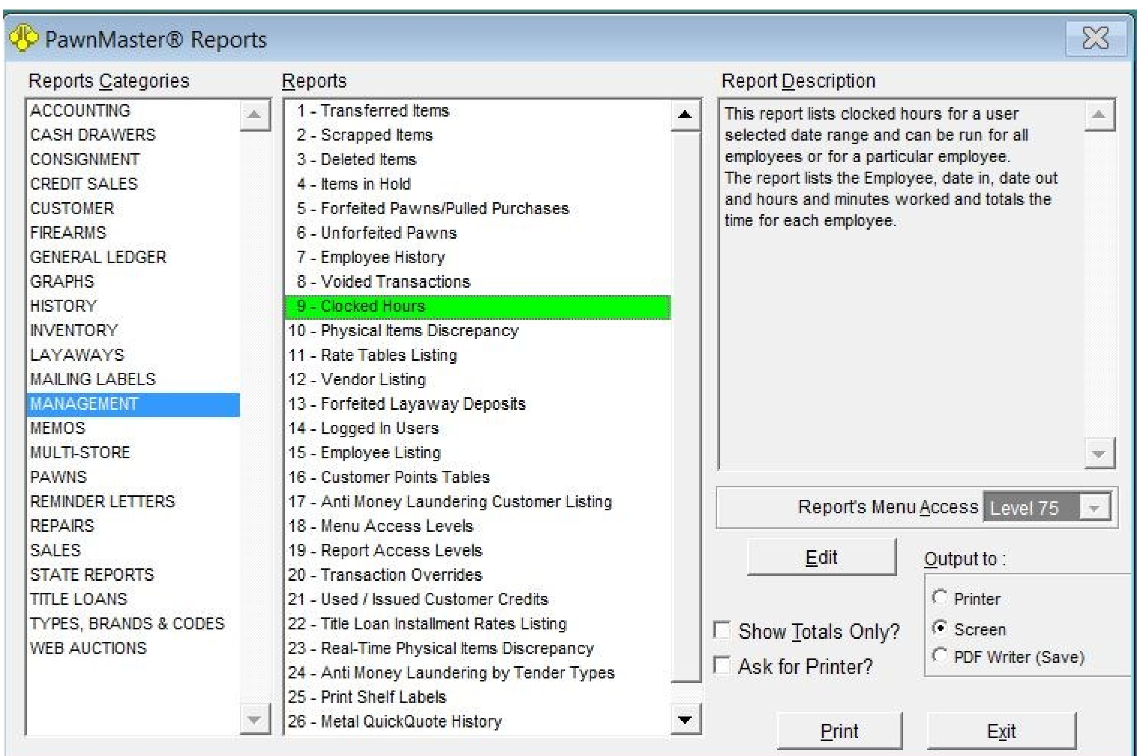
NOTE: It is the employee's responsibility to remember to clock out for breaks and at the end of their shifts.



Employee Time Clock, Time Clock report (Emp. Time Sheets)

At anytime the manger can print an employee time sheet. To do so, go to Reports on the tool bar. Then in the "Management" report category select report #9, "Clocked Hours".





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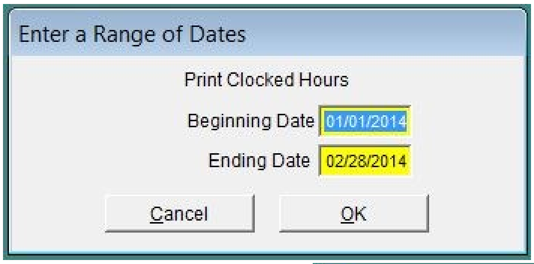
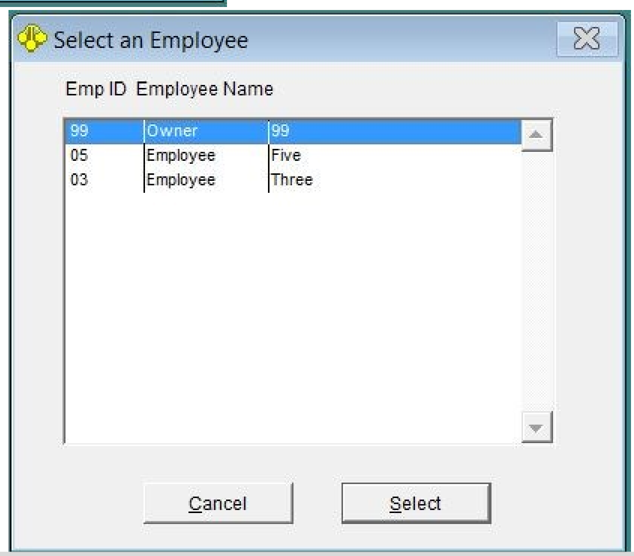
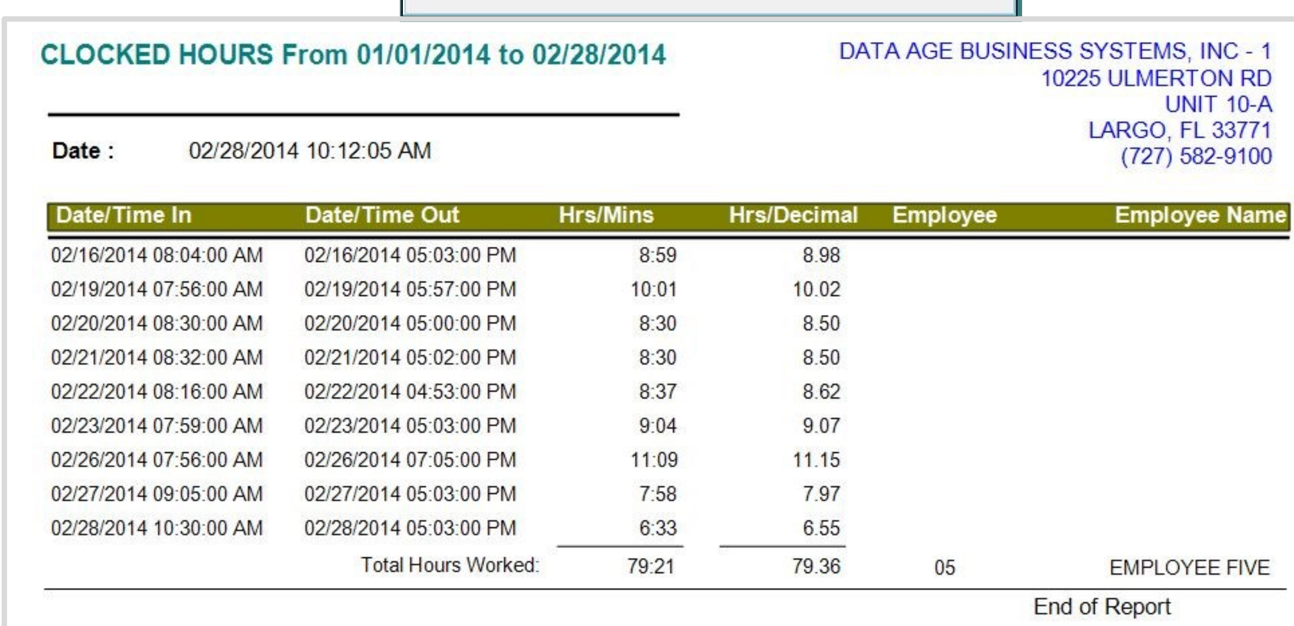
Employee Time Clock, Time Clock report (Emp. Time Sheets)

The default date range will be the first day of the prior month. Change the dates as needed. Select "All Employees" or "One Employee". If selecting one employee, highlight the employee to run the report on. Each day worked will be reported and the total hours worked will be shown.







CLOCKED HOURS From 01/01/2014 to 02/28/2014

DATA AGE BUSINESS SYSTEMS, INC - 1
10225 ULMERTON RD
UNIT 10-A
LARGO, FL 33771
(727) 582-9100

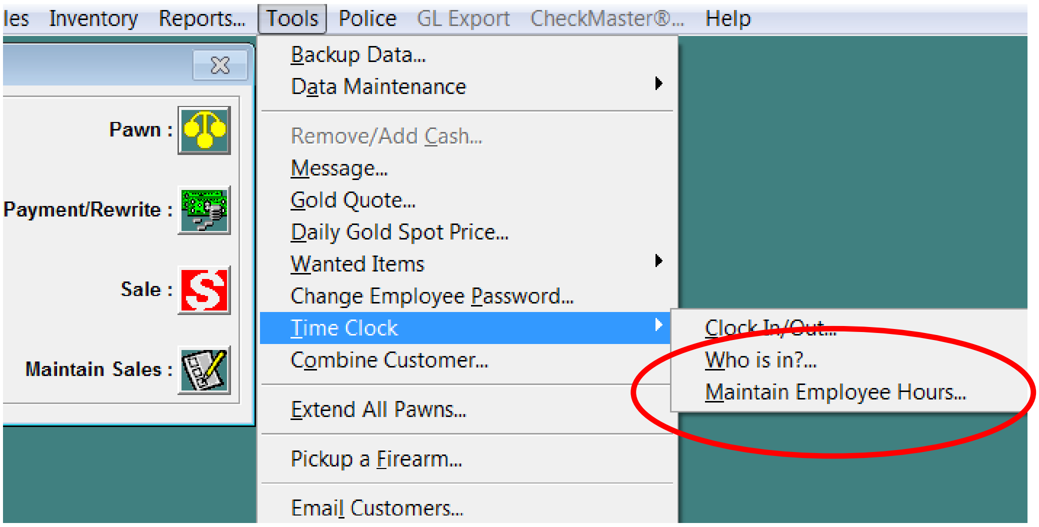
Date : 02/28/2014 10:12:05 AM

Date/Time In	Date/Time Out	Hrs/Mins	Hrs/Decimal	Employee	Employee Name
02/16/2014 08:04:00 AM	02/16/2014 05:03:00 PM	8:59	8.98		
02/19/2014 07:56:00 AM	02/19/2014 05:57:00 PM	10:01	10.02		
02/20/2014 08:30:00 AM	02/20/2014 05:00:00 PM	8:30	8.50		
02/21/2014 08:32:00 AM	02/21/2014 05:02:00 PM	8:30	8.50		
02/22/2014 08:16:00 AM	02/22/2014 04:53:00 PM	8:37	8.62		
02/23/2014 07:59:00 AM	02/23/2014 05:03:00 PM	9:04	9.07		
02/26/2014 07:56:00 AM	02/26/2014 07:05:00 PM	11:09	11.15		
02/27/2014 09:05:00 AM	02/27/2014 05:03:00 PM	7:58	7.97		
02/28/2014 10:30:00 AM	02/28/2014 05:03:00 PM	6:33	6.55		
	Total Hours Worked:	79:21	79.36	05	EMPLOYEE FIVE

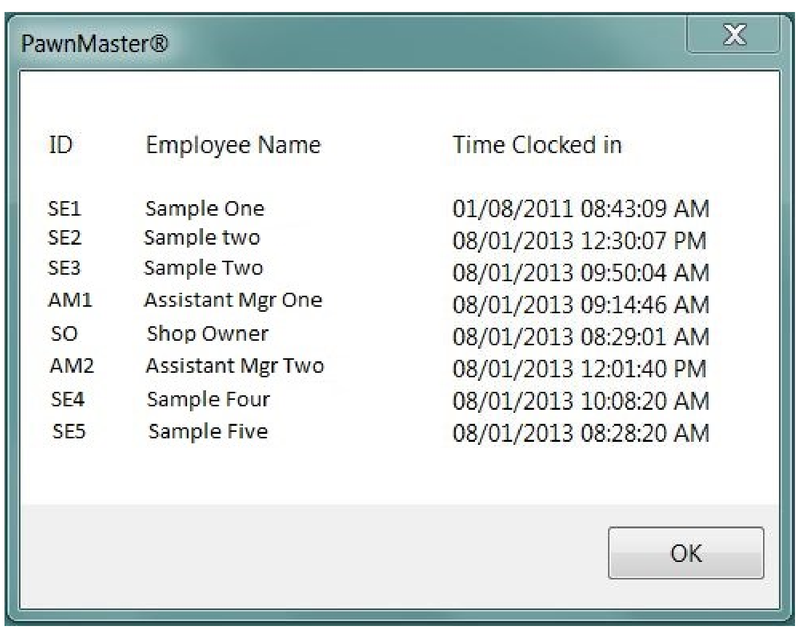
End of Report

Employee Time Clock, Who is in

At any time a manager can see who is currently clocked in. From “Tools” select “Time Clock” then “Who is in?”.

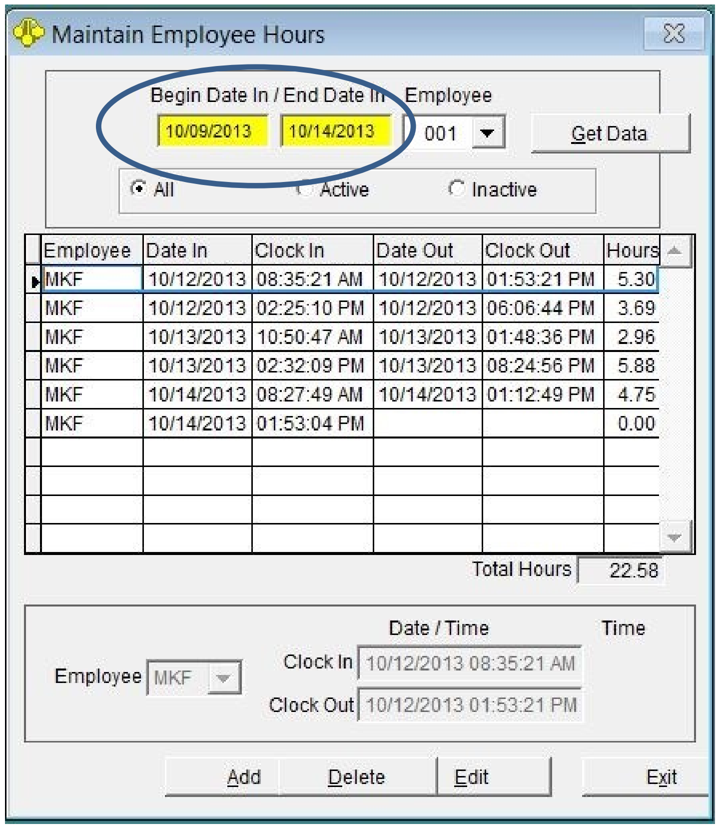


A Pop-up window will list all employees currently clocked in by ID, Name and the time they clocked in.

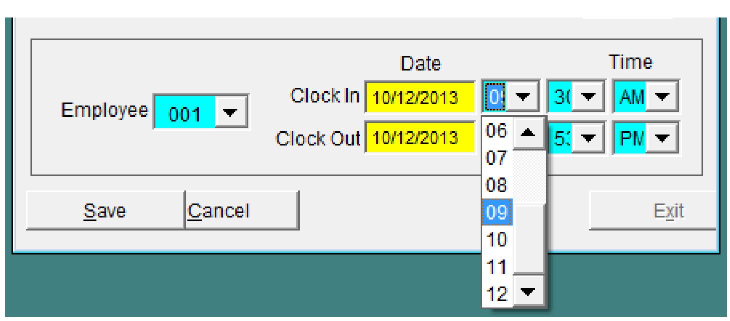


Employee Time Clock, Adjusting Employee Times

If an employee failed to clock in or out, the manager can adjust the time sheet by, entering the date that needs to be adjusted. (It is recommended to only work with one day at a time.) Select the Employee ID from the Dropdown list and click “Get Data”.



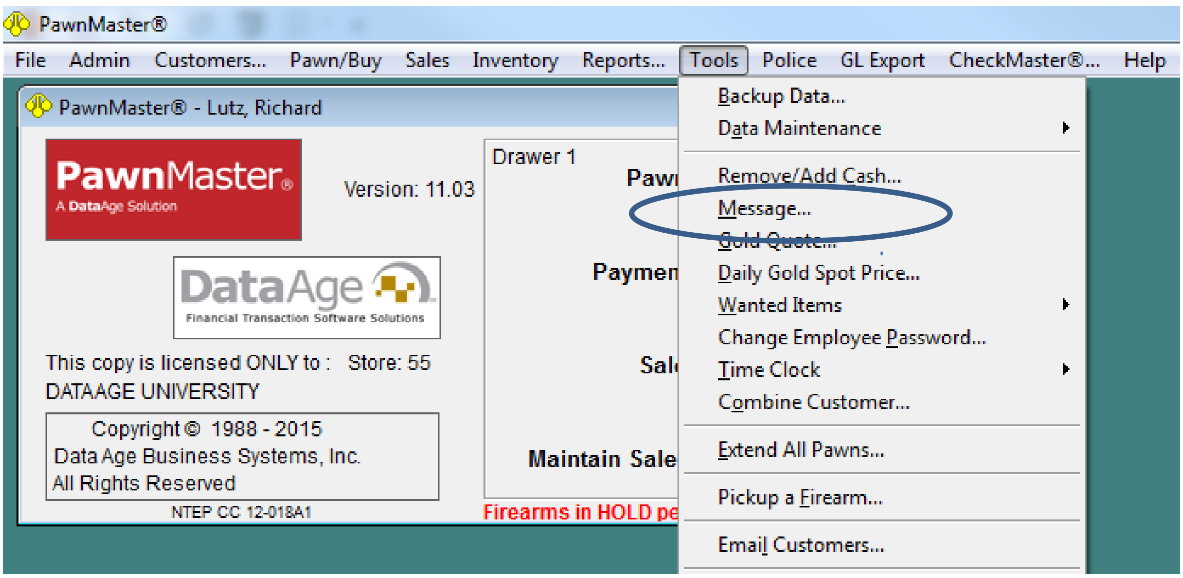
Select the line you want to edit and click the “Edit” button. Using the dropdown tools enter the time needed to clock the employee in or out, then click “Save”.



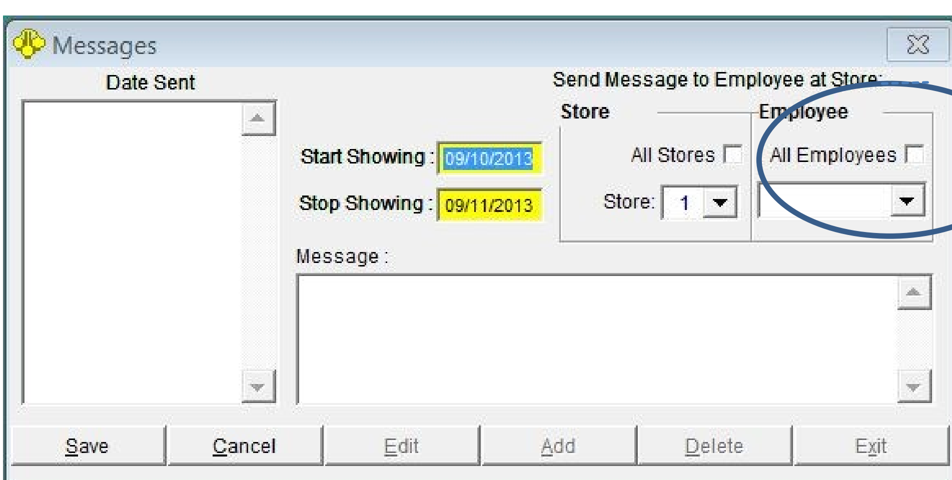
Employee Messages

PawnMaster has a tool for management to send messages to employees at login. If allowed, this tool can also be used by employees to send messages to each other. Each employee who is sent a message, will start their shift by viewing the message.

To create a message, go to “Tools” and click on “Message…”



Messages can be sent to a single employee by selecting the employee from the dropdown list or “All Employees” by checking the box.
If the employee is at another store select the store number. (Central server only.)
Set the start and stop dates if needed.
Enter the message text and Save



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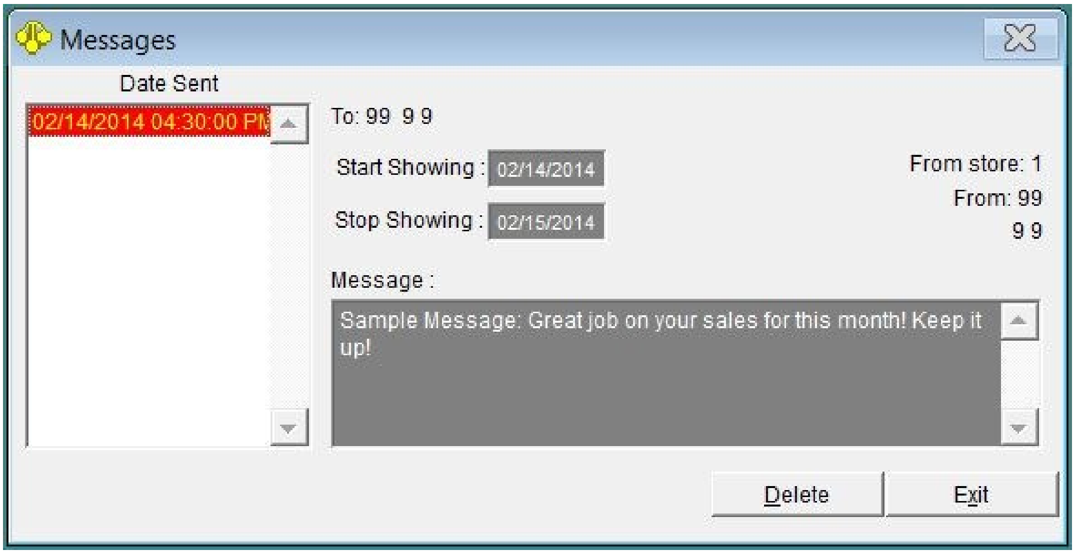
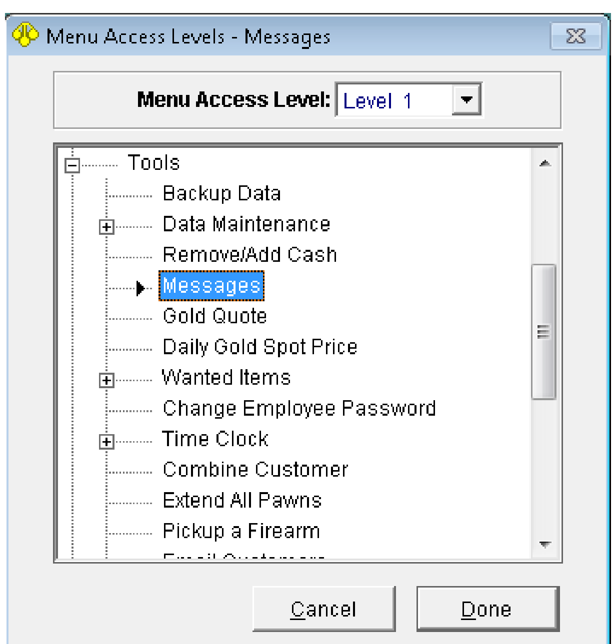
Employee Messages

When the employee logs in the message will be displayed and the employee can delete it if they choose or click Exit to continue to the main PawnMaster screen.



The default access level to Employee Messages is “1”. To restrict employee access to this menu go to Admin/Store Setup/Menu Access Levels. Select Messages and choose an access level from the Dropdown.



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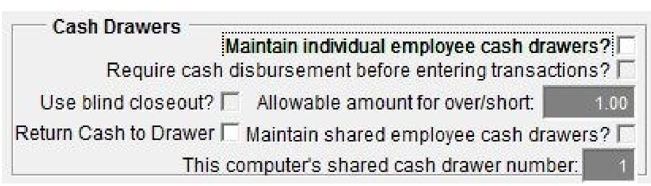
Cash Drawers , Configuring

PawnMaster can be configured to run cash drawers in multiple ways.

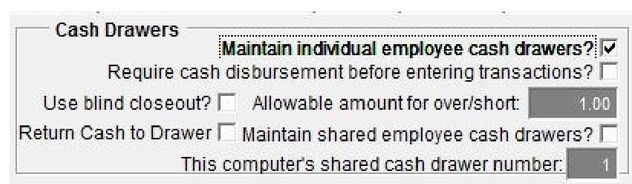
The most common configuration is a "Main Drawer" only. This configuration is frequently used among independent pawn shops. All employees work out of the main drawer and the available funds in the vault may or <u>may not</u> be included.

All other configurations require the main drawer to be the vault (or whatever you wish to call the main repository of the shop funds.) Cash is disbursed from the main drawer out to one or more drawers at the counter. At the end of the day (shift) the drawer(s) are balanced and all funds returned to the Main Drawer. The Main Drawer is then balanced in order to deposit any credit card transactions as well as any cash to be deposited to the bank.

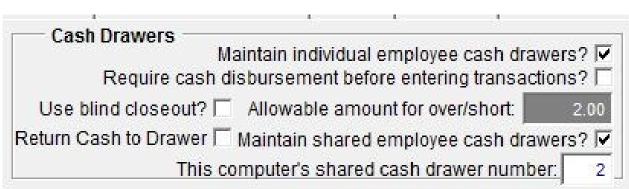
The following screen shots are from Admin, Store Setup, System Options, the General Tab, General setup, general.



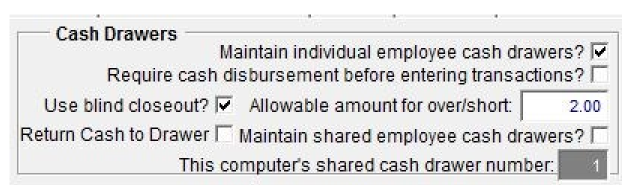
Main Drawer ONLY



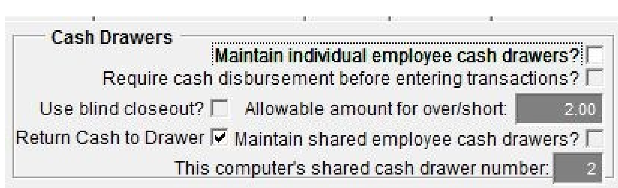
Individual Employee Drawer(s)



Multiple shared cash drawers
This can also be a single shared drawer



Individual Employee Drawer(s) with Blind Closeout option enabled.



Option to "Return Cash to Drawer" is available for all drawer types. This option if enabled will default the total available cash to "Disburse to Drawer" field when balancing. What this means is, with this option enabled PawnMaster will automatically keep the cash in the cash drawer(s) each time the drawer is balanced.

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Cash Drawers , Configuring

Note: many shops want to track the available cash in the back office in PawnMaster. However , if you **only** want to track the money at the counter and do not want to track the back office funds, you must use a main drawer only. All other cash drawer types require that you disburse cash from the back office.

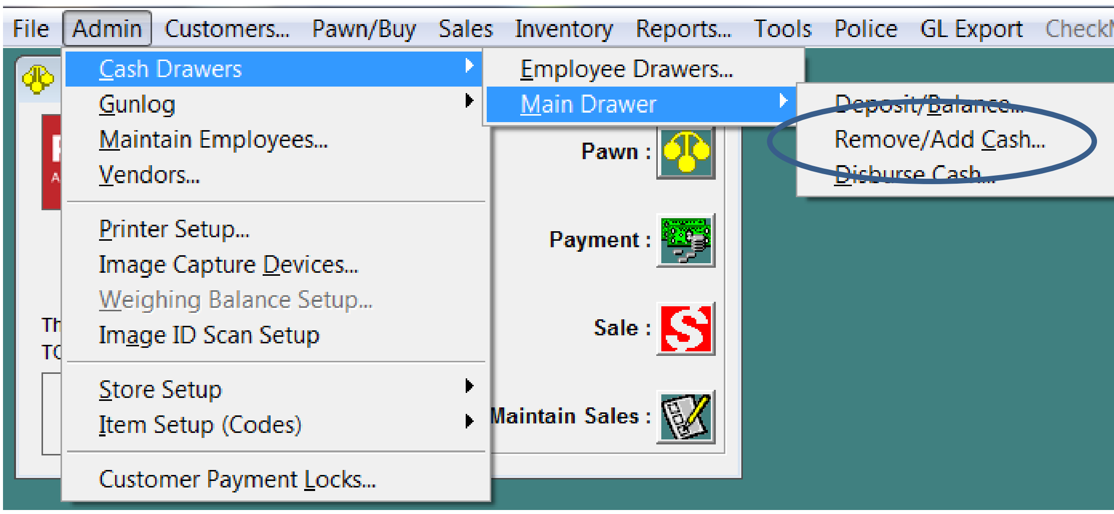
Important, always balance the cash drawers prior to changing cash drawer options.

The decision as to how to configure the cash drawers should have been made during your store setup with the Data Age technician. If you want to change the configuration, always make a backup first.

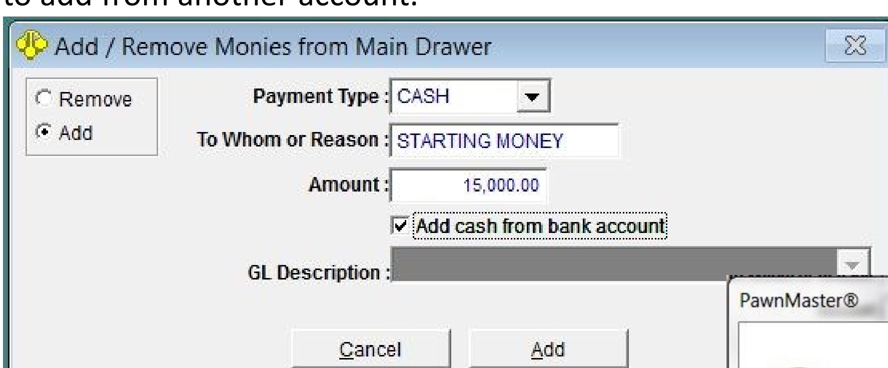
Cash Drawers, Main Drawer, Adding Funds

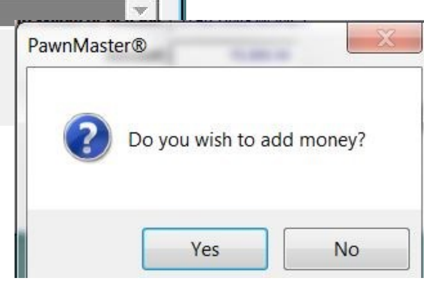
If running a Main Drawer only, the decision must be made as to whether all of the shop funds will be tracked in the drawer, or only the cash at the counter. For all cash drawer types, funds will need to be added to the main drawer prior to running your first transaction.

This is done from Admin on the PawnMaster tool bar. Select “Cash Drawers”, “Main Drawer”, “Remove/Add Cash…”.



Select the “Add” radio button, choose the “Payment Type:” (most likely cash), enter a reason, and check “Add cash from bank account”, unless funding the main drawer from another source or you have the General Ledger module installed for QuickBooks and want to add from another account.





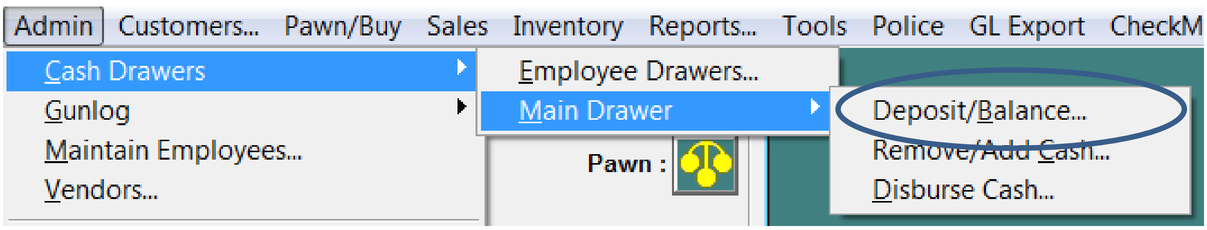
Click “Add” and a confirmation pop-up will open, Click “Yes” to confirm. Then add cash and a receipt will print.

There are now funds available in PawnMaster. If running a main drawer only, you may start making transactions, otherwise disburse cash to the employee drawers as needed.

Cash Drawers, Main Drawer, Balancing

No matter what other cash drawers are used, the main cash drawer will need to be balanced regularly to deposit the credit card receipts. If this is not done, even if you batch out the credit card terminal daily, PawnMaster will show the credit card transactions in the main cash drawer.

To balance the Main Cash Drawer at the end of the day, go to “Admin” on the PawnMaster tool bar. Select “Cash Drawers”, “ Main Drawer”, “Deposit/Balance…”.



Be sure to select the “Balance” radio button, otherwise all funds will be deposited to the bank and there will be no option to leave cash in the drawer for the next day.

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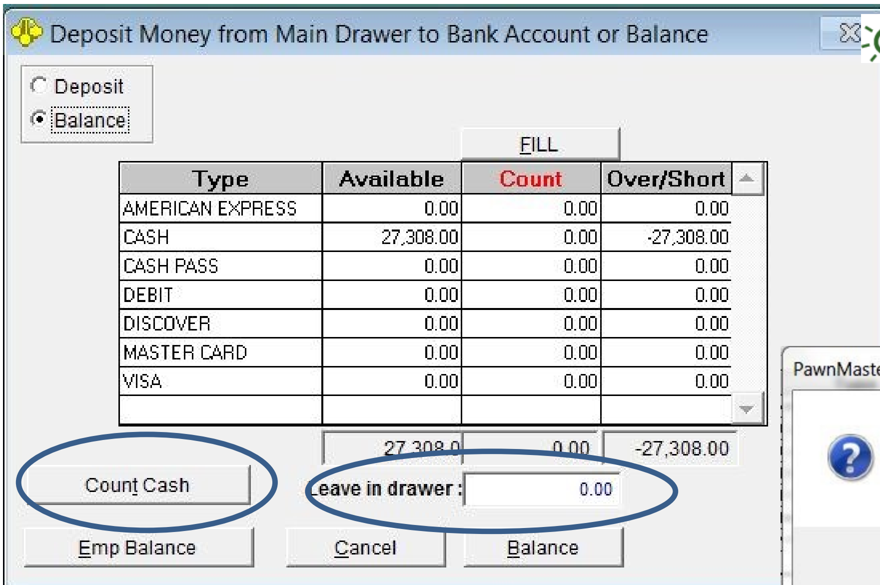
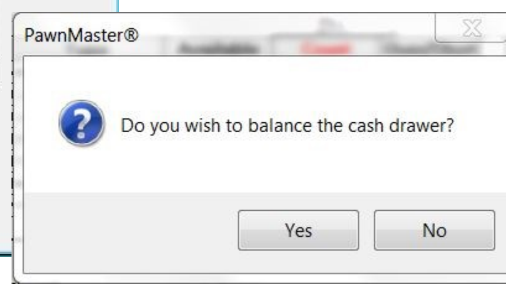
Cash Drawers, Main Drawer, Balancing

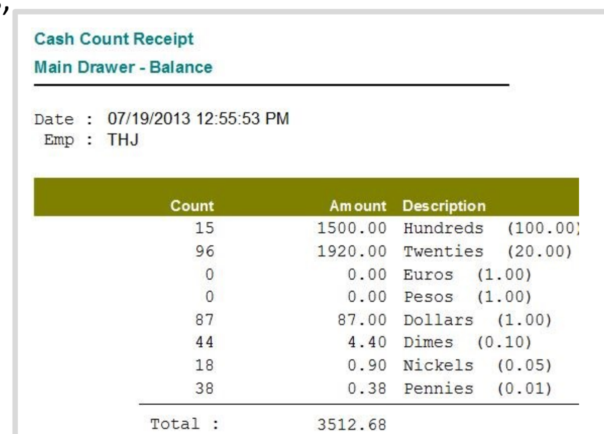
The “Count Cash” tool is designed to assist with counting cash when balancing the drawer. Click on “Count Cash” and count the number of each tender type. The tool will automatically total the cash in the drawer.



If you choose to “Leave in drawer:” a set amount of cash each day, you will not need to disburse cash in the morning.

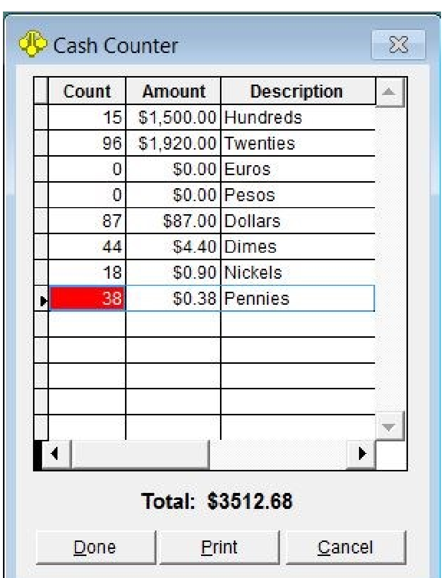


If management has set up the denominations, the “Count Cash” tool can be used to quickly total the cash drawer. If desired a receipt can be printed.


Cash Count Receipt
Main Drawer - Balance

Date : 07/19/2013 12:55:53 PM
Emp : THJ

Count	Amount	Description
15	1500.00	Hundreds (100.00)
96	1920.00	Twenties (20.00)
0	0.00	Euros (1.00)
0	0.00	Pesos (1.00)
87	87.00	Dollars (1.00)
44	4.40	Dimes (0.10)
18	0.90	Nickels (0.05)
38	0.38	Pennies (0.01)
Total :	3512.68	



When all of the Totals are entered for each tender type in the “Count” column, click “Balance”.

NOTE: If the totals are calculated on an adding machine and all totals are correct, the FILL button will copy all figures from Available to the Count column. (Use of the “Fill” button is not recommended!)

Cash Drawers, Main Drawer, End of Day

Prior to Balancing the “MAIN CASH DRAWER”, printing the Cash Drawers report 4 “Main Cash Drawer Detail” is recommended. This report can be run with “Activity Since Previous Closeout” selected. If the drawer has already been balanced the report would need to be by Date Range.

Any employee drawers or shared drawers, if used, should be balanced **before** balancing the main drawer.

It is STRONGLY recommended that the cash drawer(s) be balanced at the end of EVERY day, or for individual cash drawers at the end of each employee’s shift. If daily cash drawer balancing is not done it becomes nearly impossible to determine the cause of any overages and shortages.

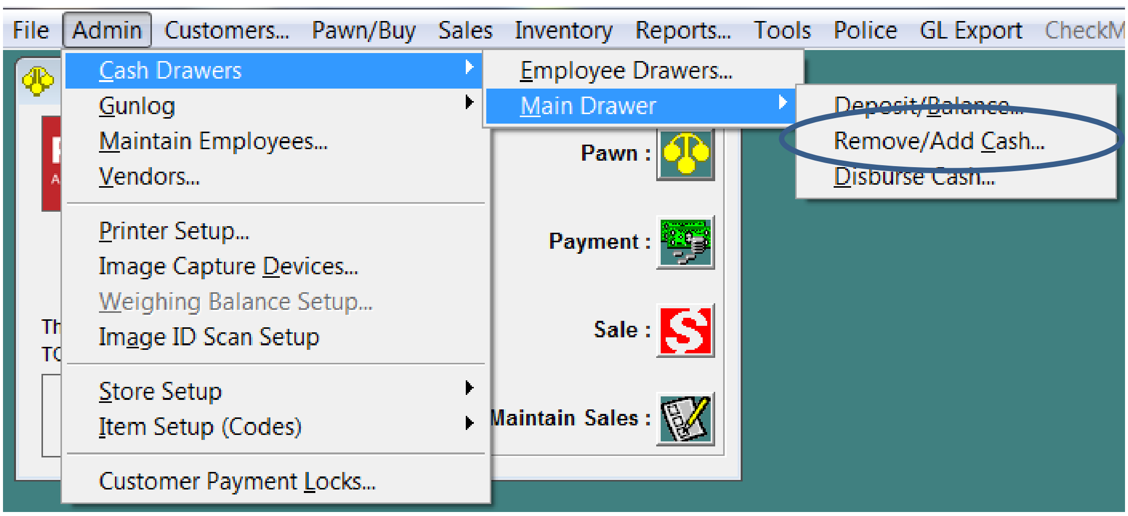
If at any point during the day monies are removed from the cash drawer it needs to be recorded in PawnMaster.

Cash Drawers, Main Drawer, Petty Cash Removal

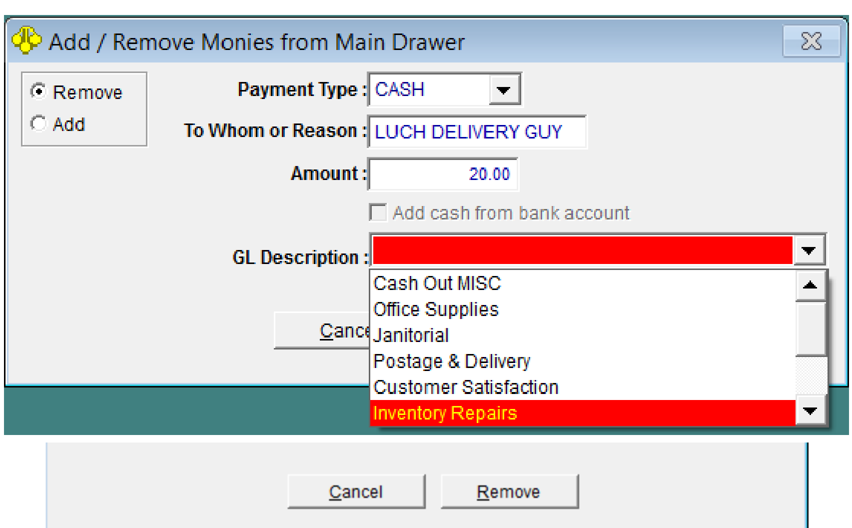
Cash removal should be tracked no matter how the cash drawers are configured. If at any point during the day monies of any type are added or removed from any cash drawer, for any reason, it MUST be recorded in PawnMaster.

To record the removal of cash from **Main cash drawer**, go to “Admin” on the PawnMaster tool bar. Select “Cash Drawers”, “Main Drawer”, “Remove/Add Cash…”.

If removing cash from any other cash drawer other than the main drawer use “Tools”, Individual Drawer(s) Petty Cash Removal.



Select the “Remove” radio button, select the “Payment Type:”, enter “To Whom or Reason”, enter the amount and select a General Ledger category (if used). Then click the “Remove” button. *If GL is not used there will be no option for “GL Description:”.*



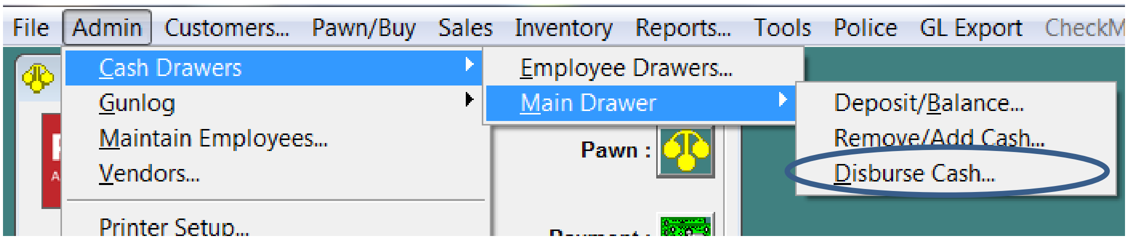
A petty cash receipt will print upon removal.

Back to TOC.

Cash Drawers, Individual Drawers, Disbursing Cash

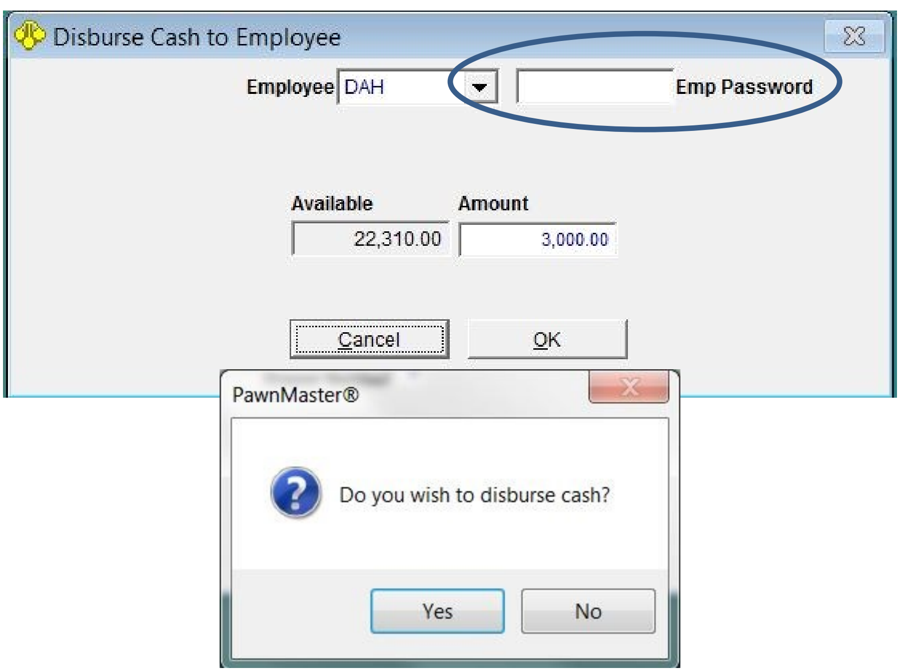
An employee with sufficient security access, such as a manager, needs to disburse cash to the individual cash drawer(s).

Go to Admin on the PawnMaster tool bar. Select “Cash Drawers”, “Main Drawer”, “Disburse Cash…”.



Select the “Employee” to disburse to, the employee must be present to enter their password or fingerprint. This employee is responsible for confirming the cash in the drawer is correct. Enter the amount and click OK.

Note: if the employee doesn’t use a password you must still tab through the “Emp Password” field.



A confirmation screen will pop-up, click “Yes” to confirm disbursement.

Once cash is disbursed, the employee may begin conducting transactions. Continue to disburse cash to all remaining employees as needed.

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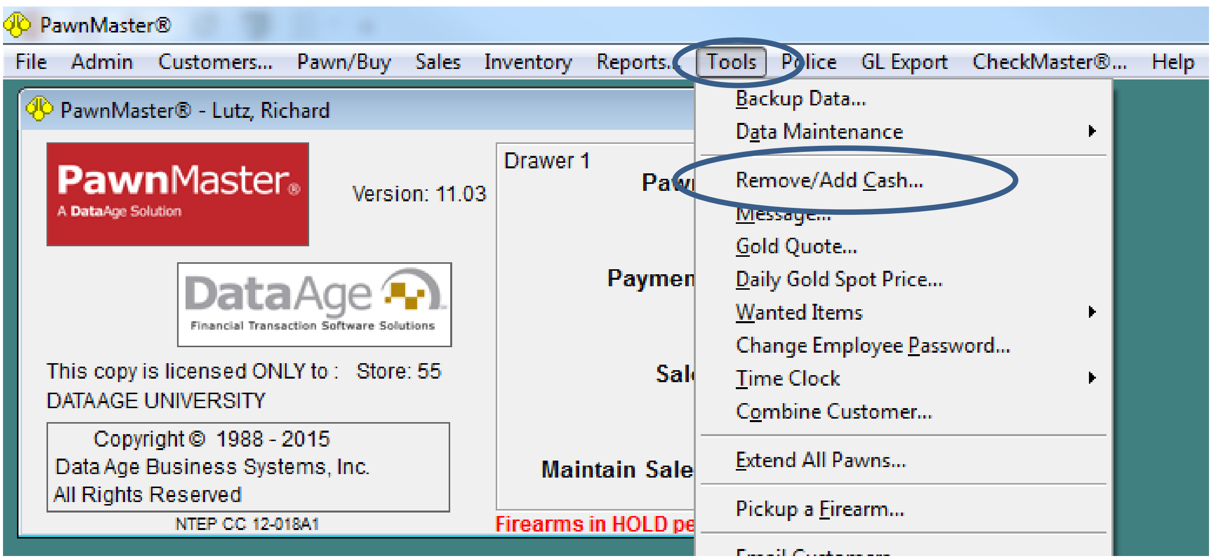
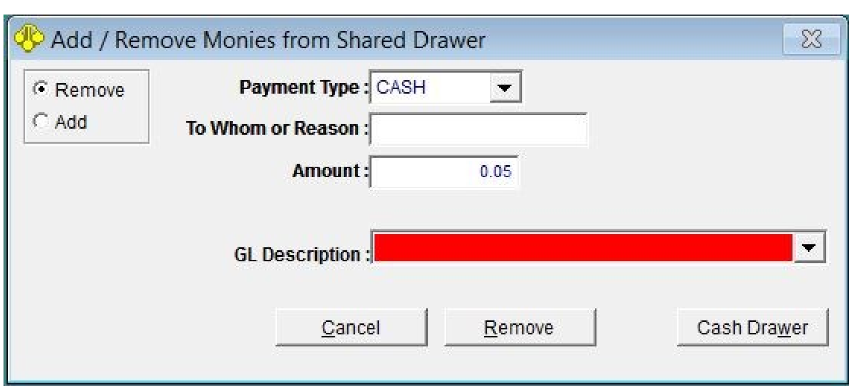
Cash Drawers, Individual Drawer(s), Petty Cash Removal**,**

Cash removal should be tracked no matter how the cash drawers are configured. If at any point during the day monies of any type are added or removed from any cash drawer, for any reason, it MUST be recorded in PawnMaster.

To record the removal of cash from **an individual or a shared cash drawer**, go to “Tools” on the PawnMaster tool bar. Select “Remove/Add Cash.”



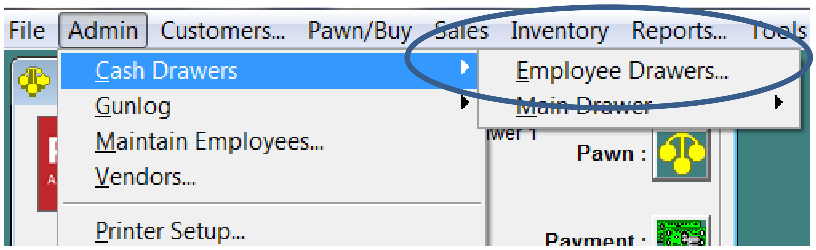
Select the “Remove” radio button, select the “Payment Type:”, enter ”To Whom or Reason”, enter the amount and select a General Ledger category (if used). Then click the “Remove” button. *If GL is not used there will be no option for “GL Description:”.*



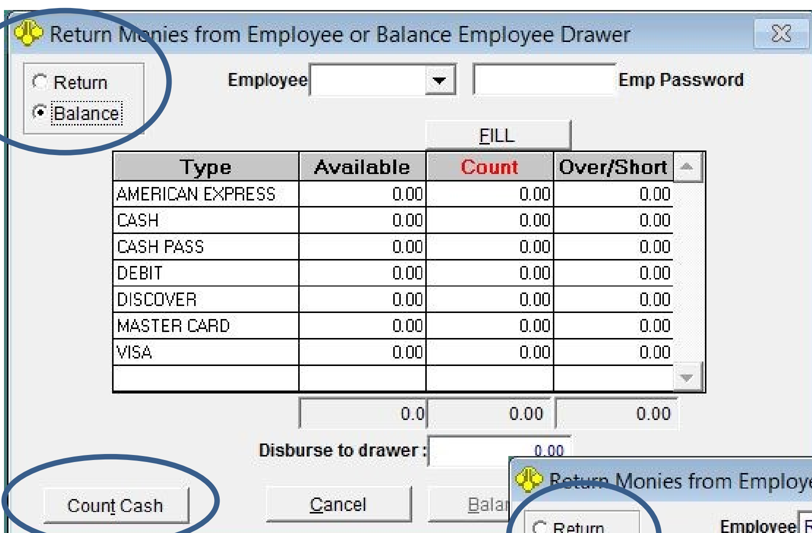
A petty cash receipt will print upon removal.

Cash Drawers, Individual Cash Drawers, Balancing

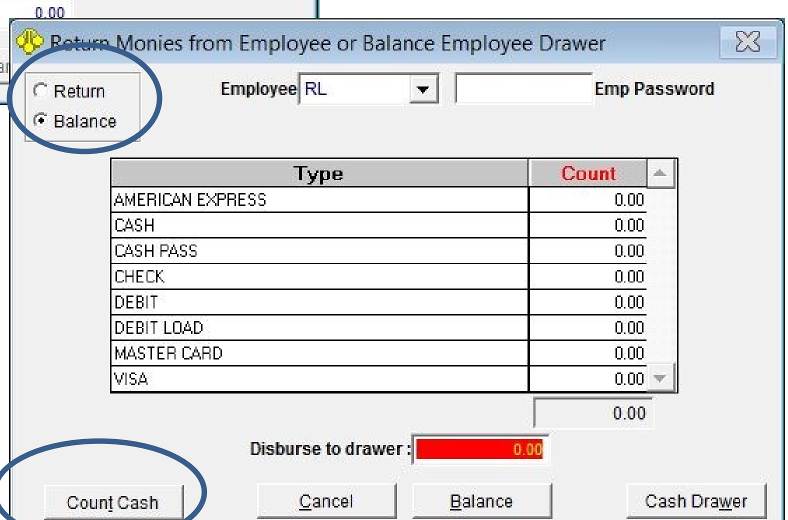
To balance an employee cash drawer at the end of the shift, go to “Admin” on the PawnMaster tool bar. Select “Cash Drawers”, “Employee Drawers…”.



Select the “Balance” radio button. Please see **Cash drawers, Main Cash Drawer, Balancing**, for a detailed explanation of “Count Cash” and the “FILL” buttons. Otherwise, manually enter the totals in the “Count” column. Then click “Balance”, A confirmation pop-up will open, click “Yes”.



Note: if there is no employee password, you must still tab through the field.)

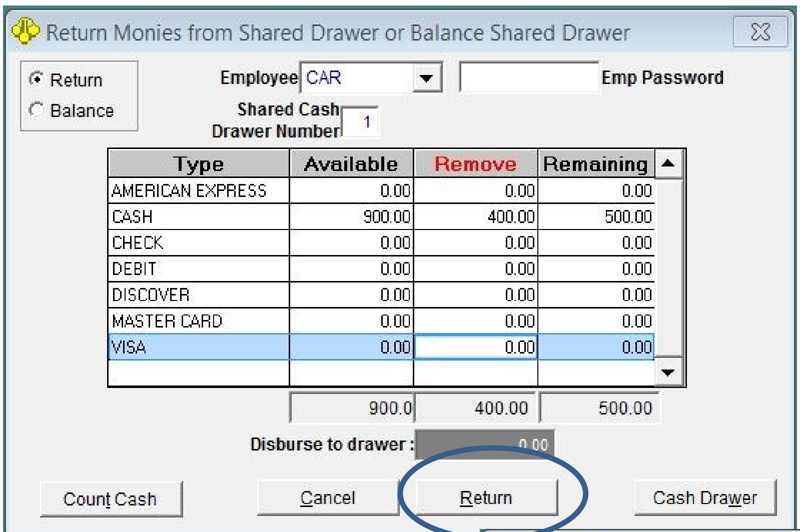


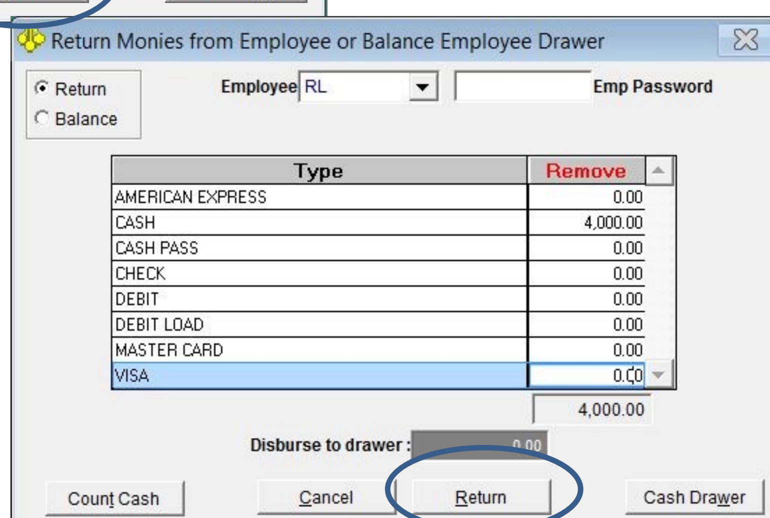
Standard employee balance screen shown above. Blind closeout screen to the right.

Cash Drawers, Return Cash from Employee Drawer

During the course of the day as customers are making service charge payments, purchasing merchandise and redeeming loans, the cash in the cash drawer(s) may exceed the amount that the shop wants to keep on hand. When this happens the employee should do a RETURN in the affected cash drawer.

A deposit is moving funds from a main cash drawer to another location such as a shop vault or bank account. **"Returning"** funds is performed on shared cash drawers and individual cash drawers. *The funds are "Returned to the Main Cash Drawer.*





Standard employee return screen shown above. Blind return screen to the right.

When returning funds, the options for "Leave in drawer" and "Disburse to drawer" are not available because it is expected that only limited funds will be removed and the amount in the "Remaining" column will continue to be used for any transactions for the remainder of the business day.

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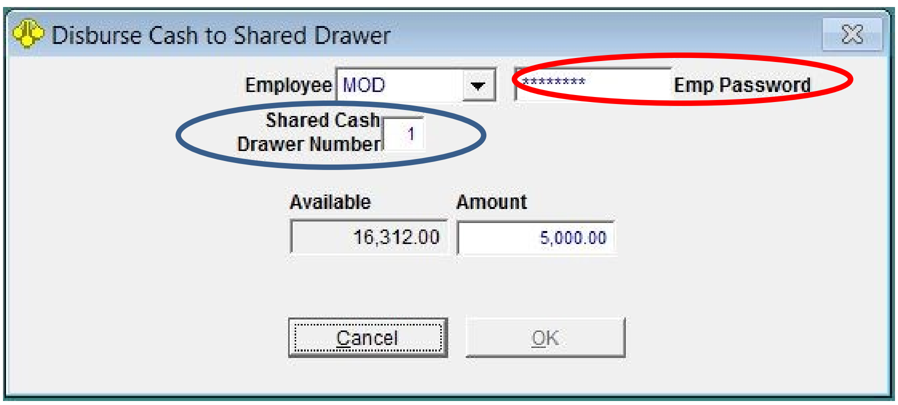
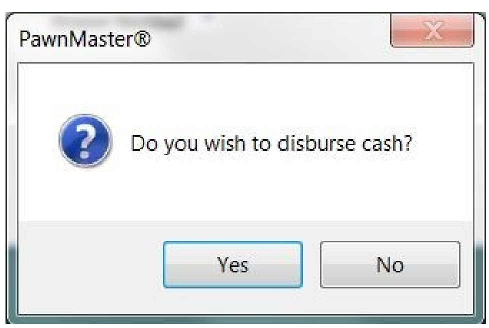
Cash Drawers, Shared Cash Drawers

A shared cash drawer can be a single shared drawer or any number of drawers that multiple employees work out of.

Before using the drawer, money must be disbursed from the main cash drawer to the shared cash drawer(s). Select the "Employee" to disburse to, the employee must be present to enter their password or fingerprint. (The employee can be the same person who is disbursing the money.) Select the cash drawer to disburse to. Enter the amount and click "OK".

Note: if the employee doesn't use a password you must still tab through the field.





A confirmation screen will pop-up, click "Yes" to confirm disbursement.

Once cash is disbursed to a shared drawer, any employee may conduct transactions from that drawer. All transactions will be recorded with the employee ID of the person currently logged in. It is for that reason that the option to only log in once should **NOT** be used.

If there are more shared cash drawers, continue to disburse monies to the remaining drawers as needed.

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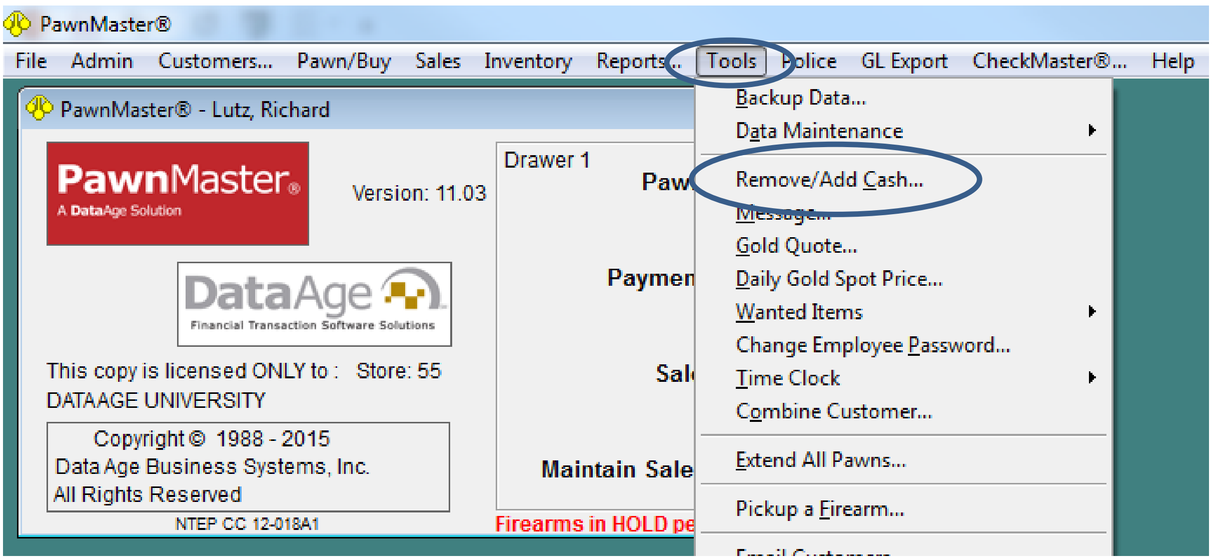
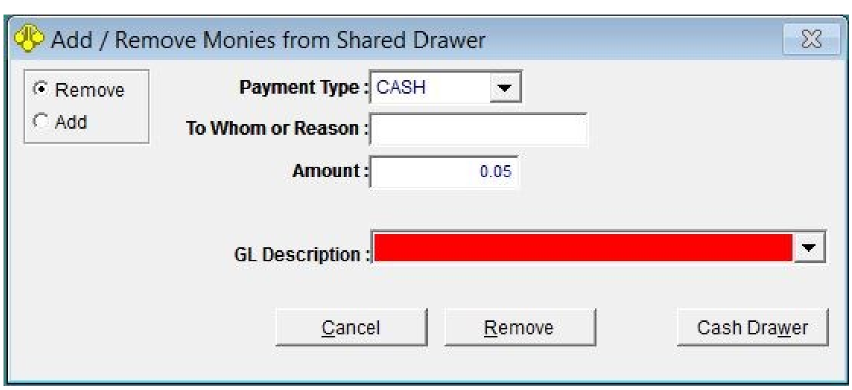
Cash Drawers, Shared Drawer(s), Cash Removal

Cash removal should be tracked no matter how the cash drawers are configured. If at any point during the day monies of any type are added or removed from any cash drawer, for any reason, it MUST be recorded in PawnMaster.

To record the removal of cash from **a shared cash drawer**, go to “Tools” on the PawnMaster tool bar. Select “Remove/Add Cash.”



Select the “Remove” radio button, select the “Payment Type:”. enter “To Whom or Reason”, enter the amount and select a General Ledger category (if used). Then click the “Remove” button. *If GL is not used there will be no option for “GL Description:”.*

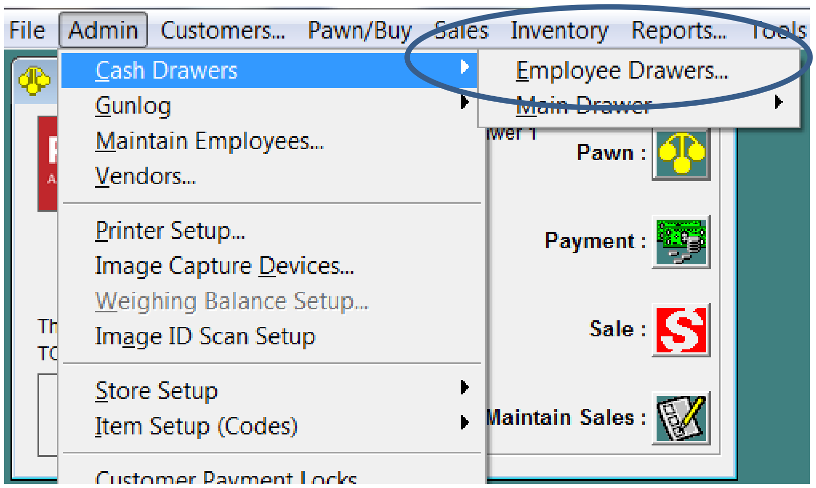


A petty cash receipt will print upon removal.

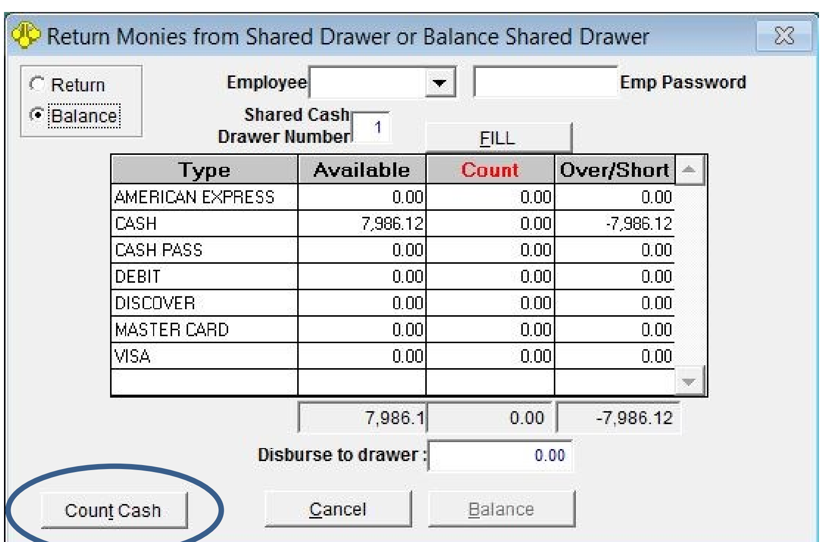
Cash Drawers, Shared Cash Drawers, Balancing

Note; the last employee at each work station, upon closing, should balance the shared cash drawer(s).

To balance a shared employee cash drawer, go to "Admin" on the PawnMaster tool bar. Select "Cash Drawers", "Employee Drawers…".



Select the "Balance" radio button. Please see **Cash Drawers, Main Cash Drawer, Balancing,** for an explanation of "Count Cash" and the "FILL" buttons. Enter the totals in the "Count" column. Then click "Balance". A confirmation pop-up will open, click "Yes". Once all Shared cash drawers are balanced, the main cash drawer should be balanced.



Note: If there is no employee password, you must still tab through the field.

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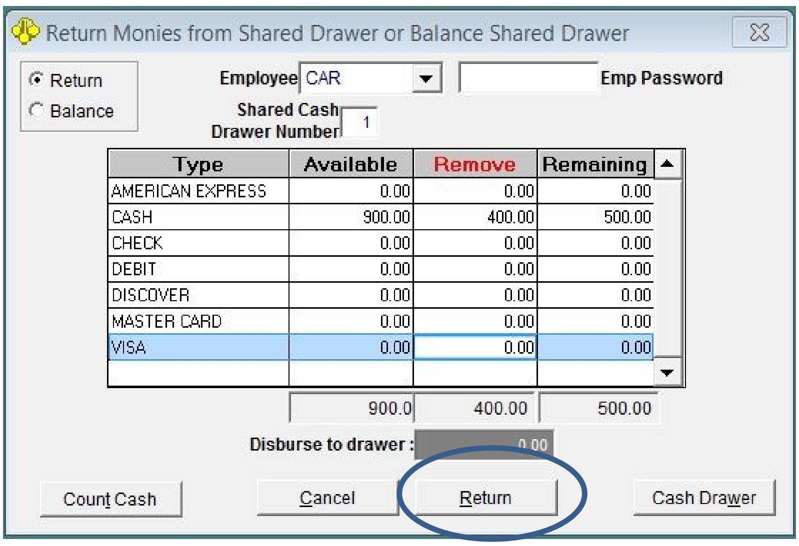
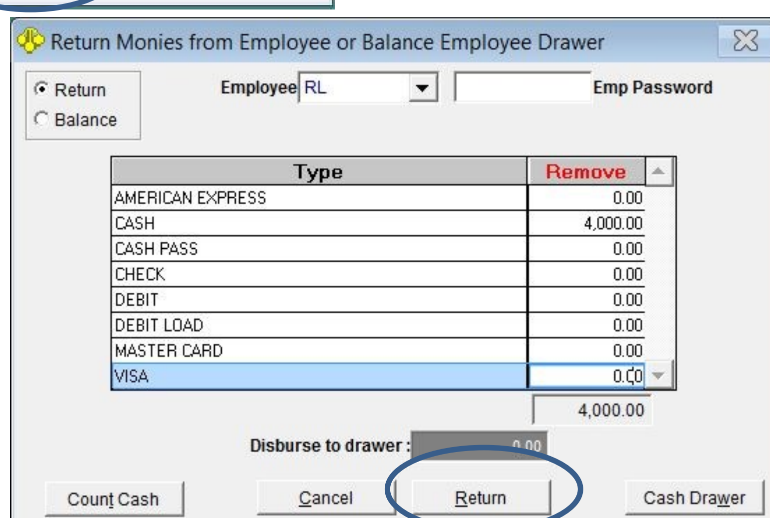
Cash Drawers, Return Cash from Shared Drawer

During the course of the day as customers are making service charge payments, purchasing merchandise and redeeming loans, the cash in the cash drawer(s) may exceed the amount that the shop wants to keep on hand. When this happens the employee should do a RETURN in the affected cash drawer.

A deposit is moving funds from a main cash drawer to another location such as a shop vault or bank account. **"Returning"** funds is performed on shared cash drawers and individual cash drawers. *The funds are "Returned to the Main Cash Drawer.*



Standard employee return screen shown above. Blind return screen to the right.



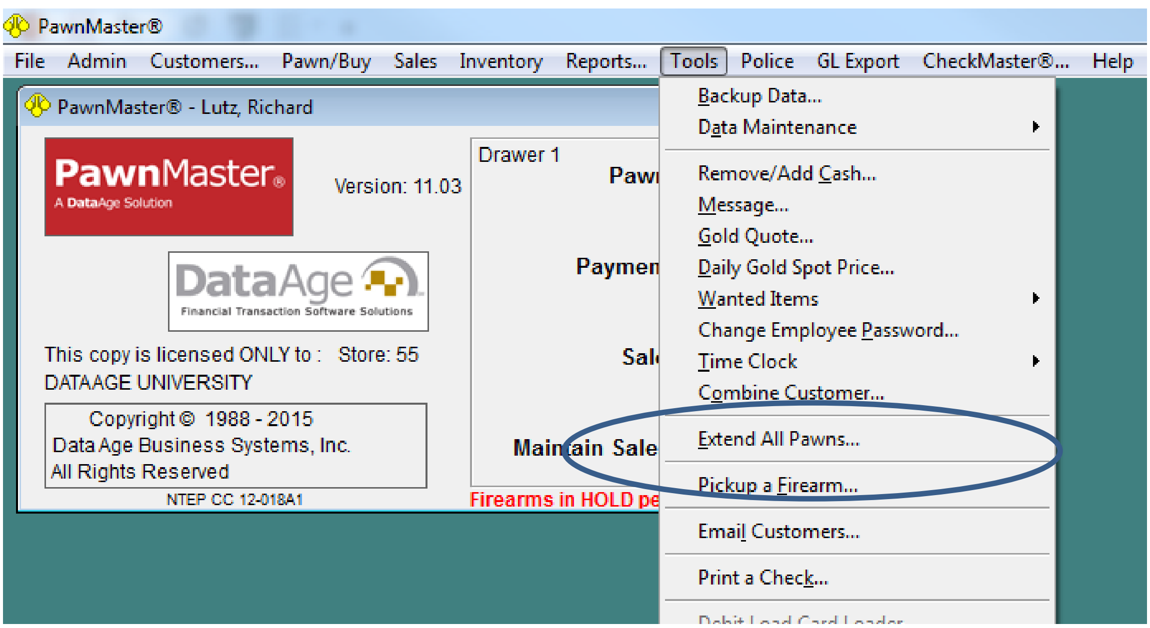
When returning funds, the options for "Leave in drawer" and "Disburse to drawer" are not available because it is expected that only limited funds will be removed and the amount in the "Remaining" column will continue to be used for any transactions for the remainder of the business day.

Customer Tools

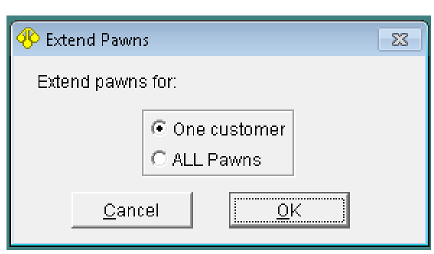
Extending all Pawns

There may be occasions when you will need to extend ALL pawns for a single customer or ALL pawns for ALL customers.

It may be that the customer is known to you and has a circumstance that is preventing him from meeting his obligation but you do not want to allow his transactions to forfeit. Or you may have a circumstance that will result in you needing to close the shop for a period of time. If that happens you will need to extend ALL pawns for All customers.



When extending pawns go to “Tools“, on the PawnMaster Toolbar and select “Extend All Pawns”. Select “One customer” or “ALL Pawns”, click OK. If you selected one customer, you will need to find the customer. You will then be prompted for the number of days or a date to extend to.



Once entered you will be asked “Are you sure, you want to extend the loans?” select “Yes”, the selected loans will not forfeit until the time you have chosen has passed. This will keep the pawns from the appearing on the forfeit list, however service charges will continue to accrue.

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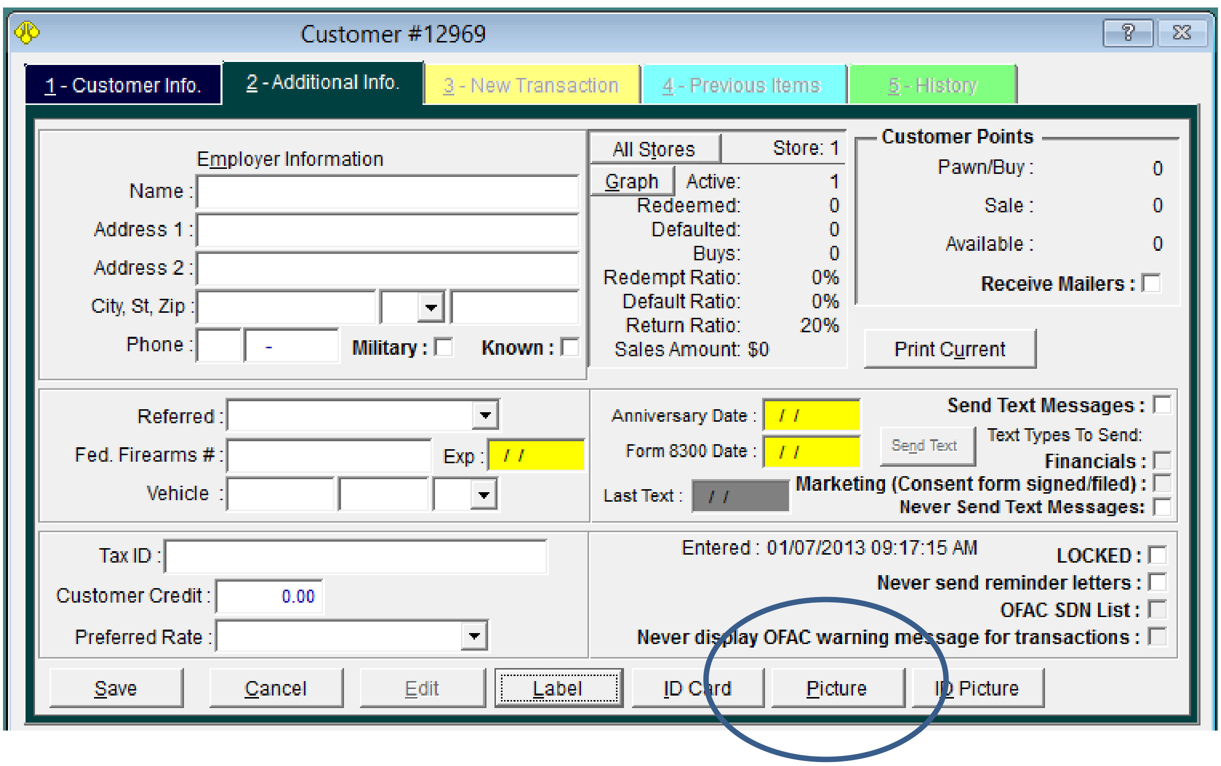
Customer tools, Customer Pictures

In some locations, photographs of customers are required, or your shop may have a policy in place to capture a picture of every pawn customer. To use this feature you will need a webcam connected to the workstation and Data Age must install a driver in the PawnMaster folder. (Call your account manager for recommended webcams.) Once configured, anytime a customer is added, go to tab 2 “Additional Info” and click on “Picture”.



If The customer already has a picture on file, it will be displayed.

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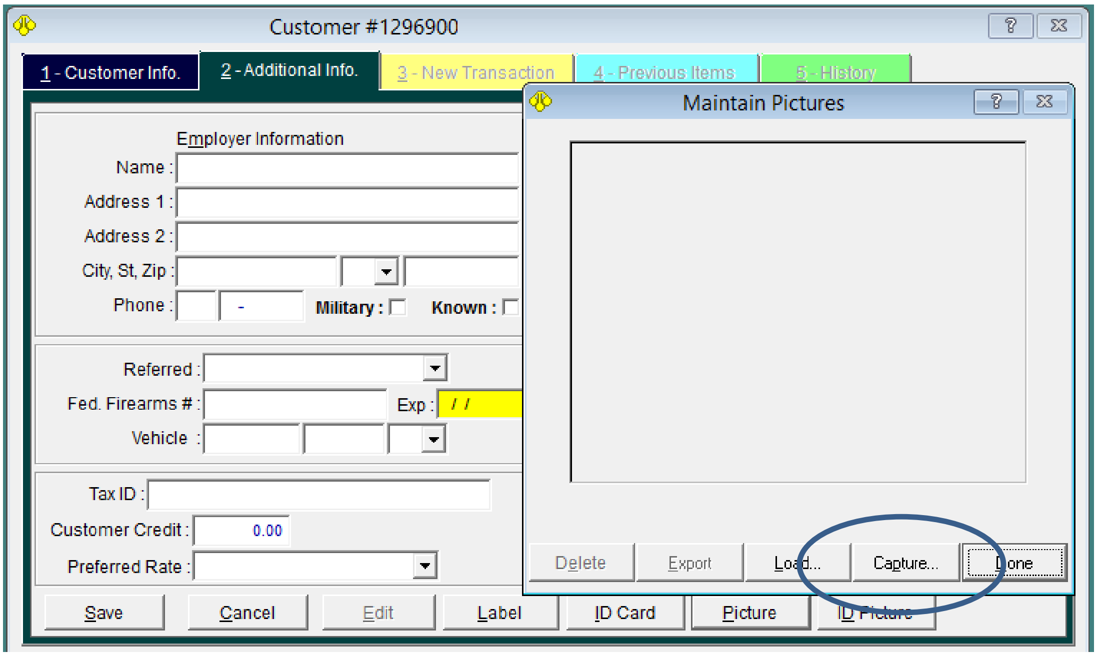
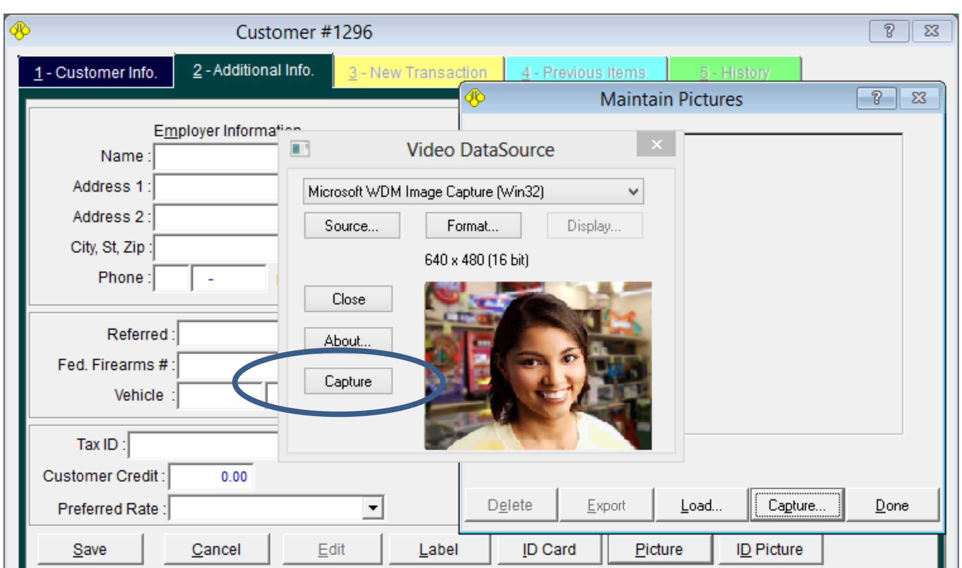
Customer tools, Customer Pictures

If the “Maintain Pictures” window is blank or you would like to update the picture, click “Capture”. If the webcam is not already initialized it may take a few moments before an image is displayed.



Once the customer is centered in the display and in focus click “Capture” in the “Video Data Source” dialog window.



An alternative to using a webcam is to take the picture with a digital camera, then click “Load” and browse to the picture.

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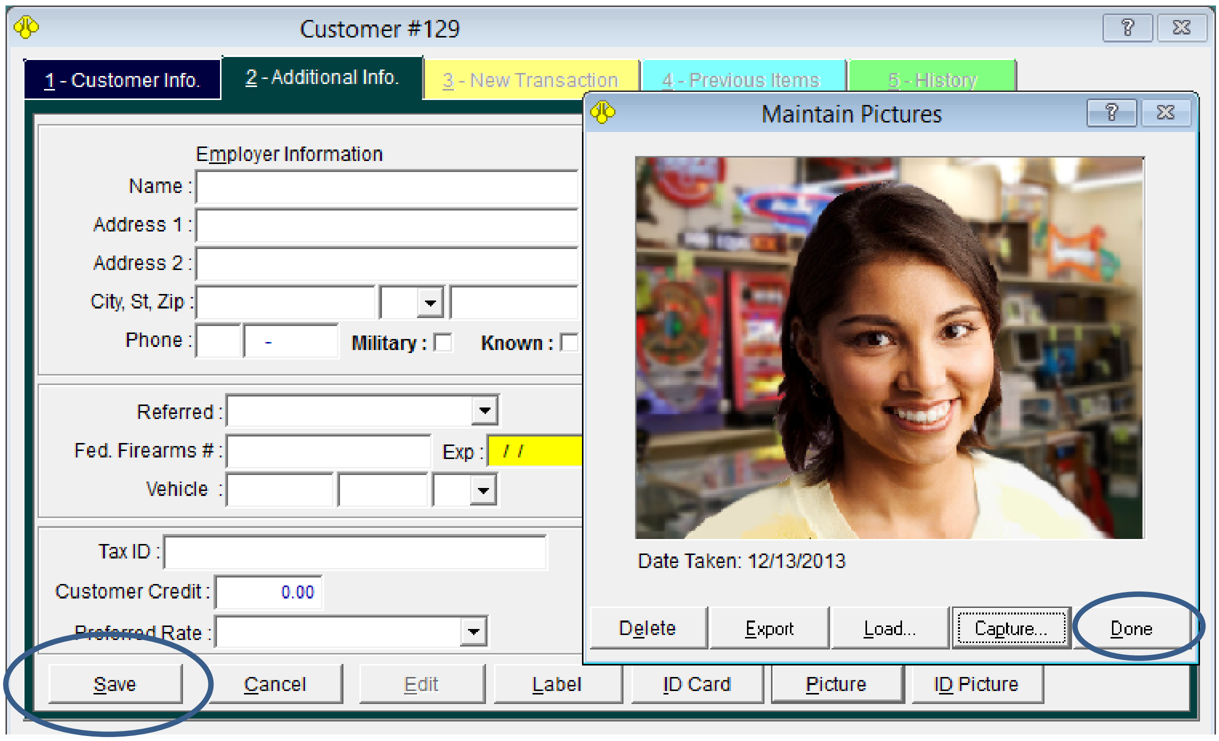
Customer tools, Customer Pictures

Now click “Done”, to close the “Maintain Pictures” window and click “Save” to continue with the transaction.



If for any reason you need to provide a copy of the customer picture to law enforcement, click “Export” and the picture will open in the default viewer for JPEG files. You can then save or print the picture.

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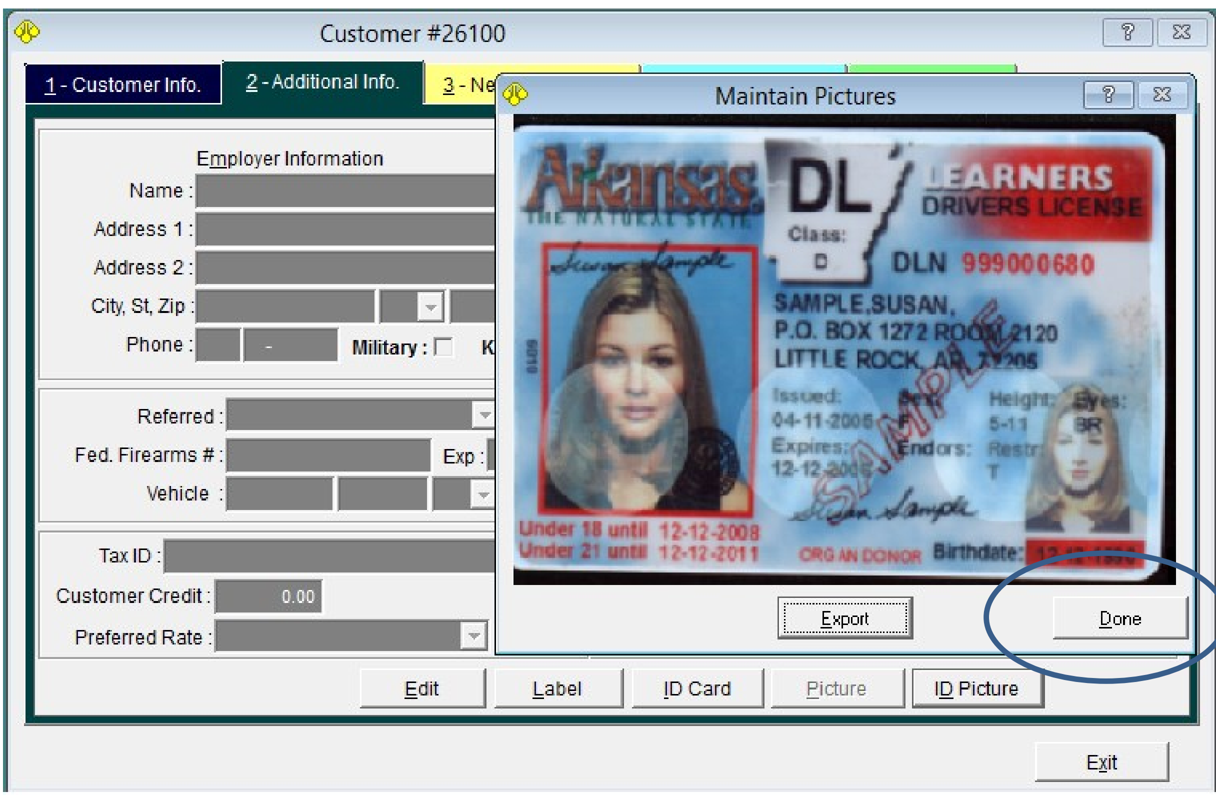
Customer tools, ID Pictures

In some locations, capturing an image of the customer's identification is required by law. Or your shop may have a policy in place to save an image of the ID for every pawn customer. When the System Option, "Display DL Picture After Finding Customer" is selected, anytime a customer is found in PawnMaster an image of the ID will open in a new window. This is used to visually confirm that the customer at the counter is the same one that is on file in PawnMaster.



If an ID picture is shown when the customer is found, confirm that the ID is for the customer and then click done.

If a copy of the image is needed for law enforcement, click "Export". The file will be saved as "dlpicture.jpg" in the PawnMaster folder. Which can be printed or copied to removable media.

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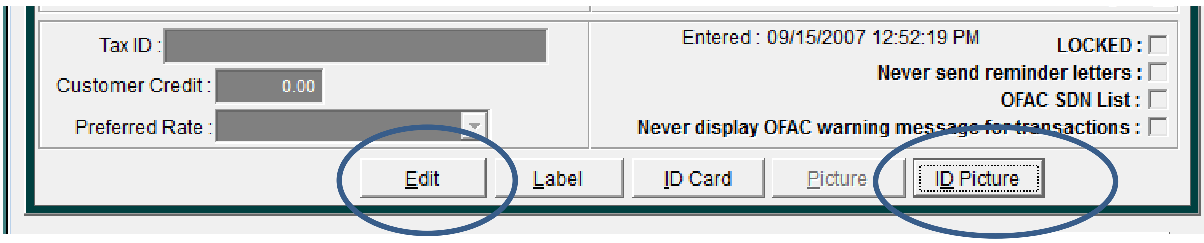
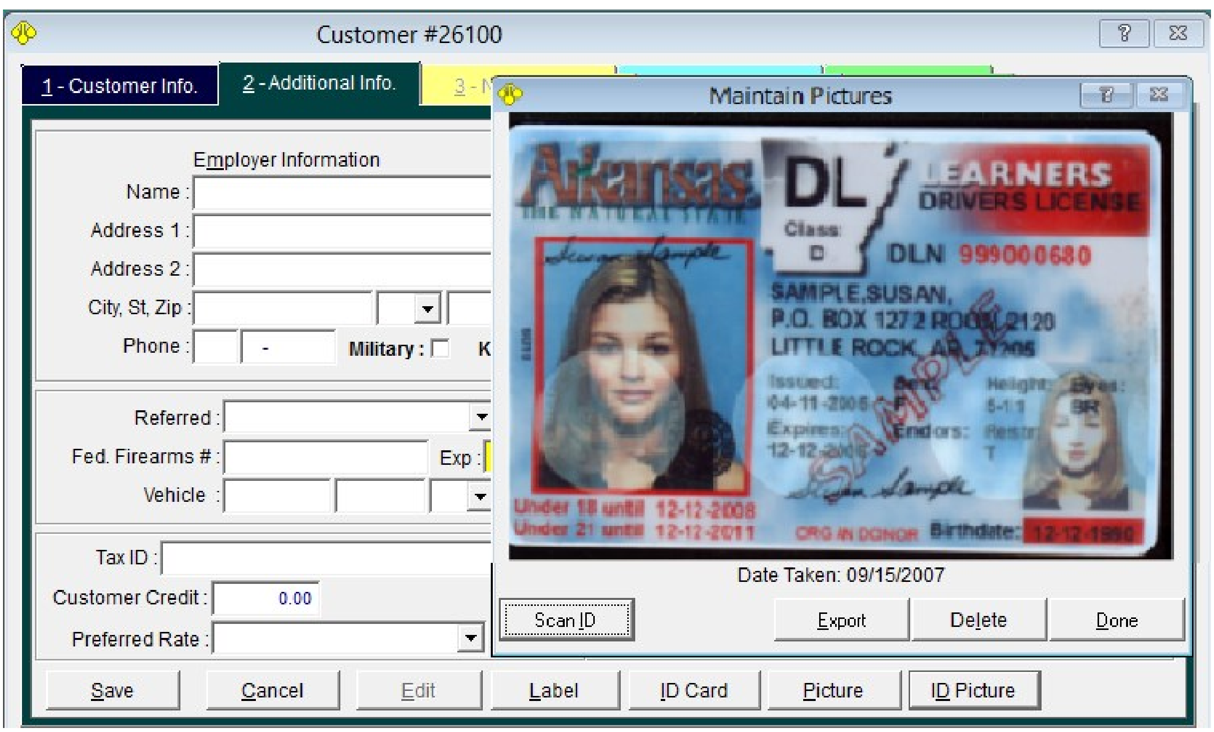
Customer tools, ID Pictures

If at anytime during the transaction you want to view the captured ID picture, click “ID Picture”. Do not confuse this button with “ID Card”. (Clicking “ID Card” can print a label, or print to a specialized card printer.)



If the ID has been replaced and a new capture is needed, FIRST click “Edit” on the Customer Info tab. Then click “ID Picture” and the options to “Scan ID” and “Delete” are added. Click “Save” after clicking “Done”.

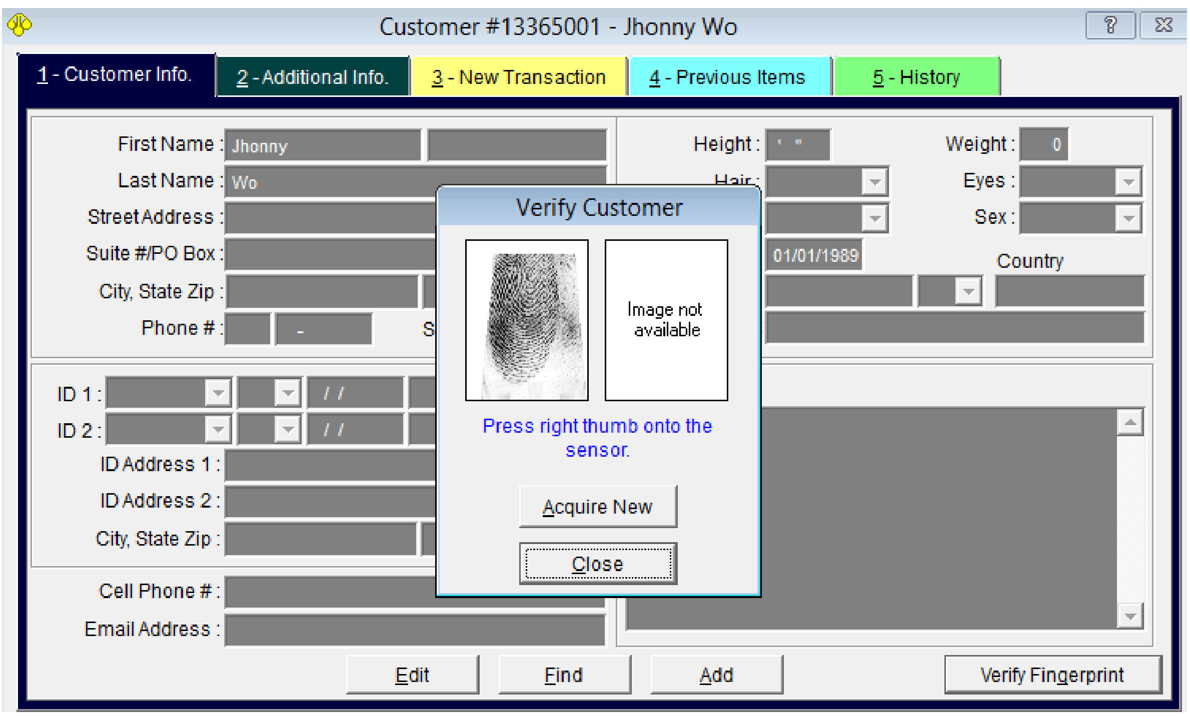


NOTE: Capturing an image of the ID in “ID Picture” area can only be performed using an optical ID scanner. Please contact your account representative for a list of compatible devices.

Customer tools, Fingerprint Validation, (SEE BIOMETRIC ADD-ON MODULE)

This feature is an add-on module. Once purchased and installed customers will enroll their fingerprint upon first making a pawn or buy transaction. Once enrolled the customer can then verify the fingerprint during any future transaction and the new verified fingerprint will be transmitted to law enforcement. Please see "Biometric Add-On Module" for more information.

Note; the same fingerprint reader can also be used for fast, accurate employee logins as well.



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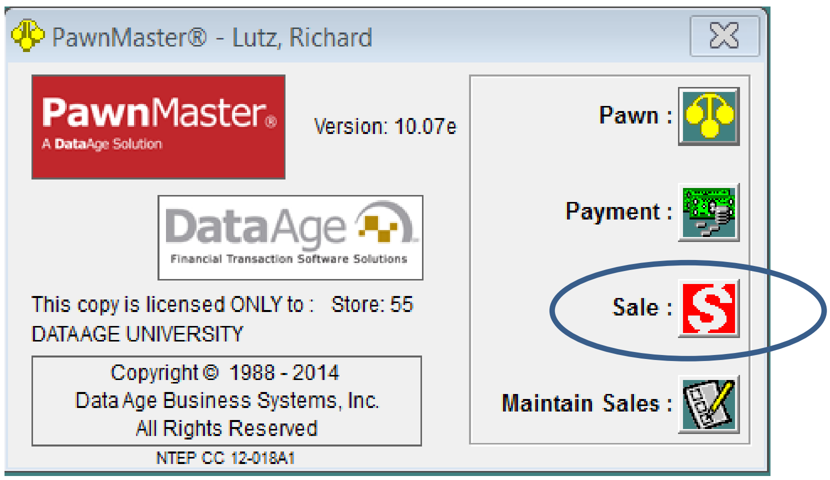
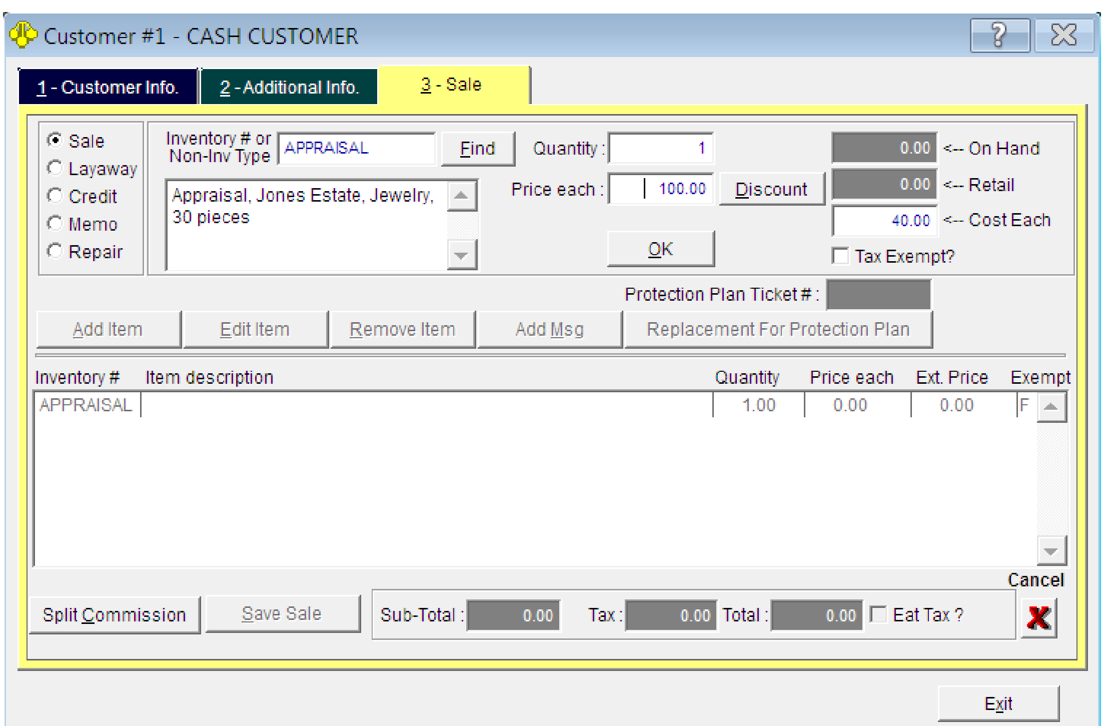
Advanced Sales

Non-Inventory Sales

There may be several services that your shop offers from appraisals to firearms transfer service (see 31-5 for gun transfer service). You may get an offer on an item that hasn't been added to your inventory yet. PawnMaster allows selling of items that are not in your current inventory. To do so click on the Sale icon.

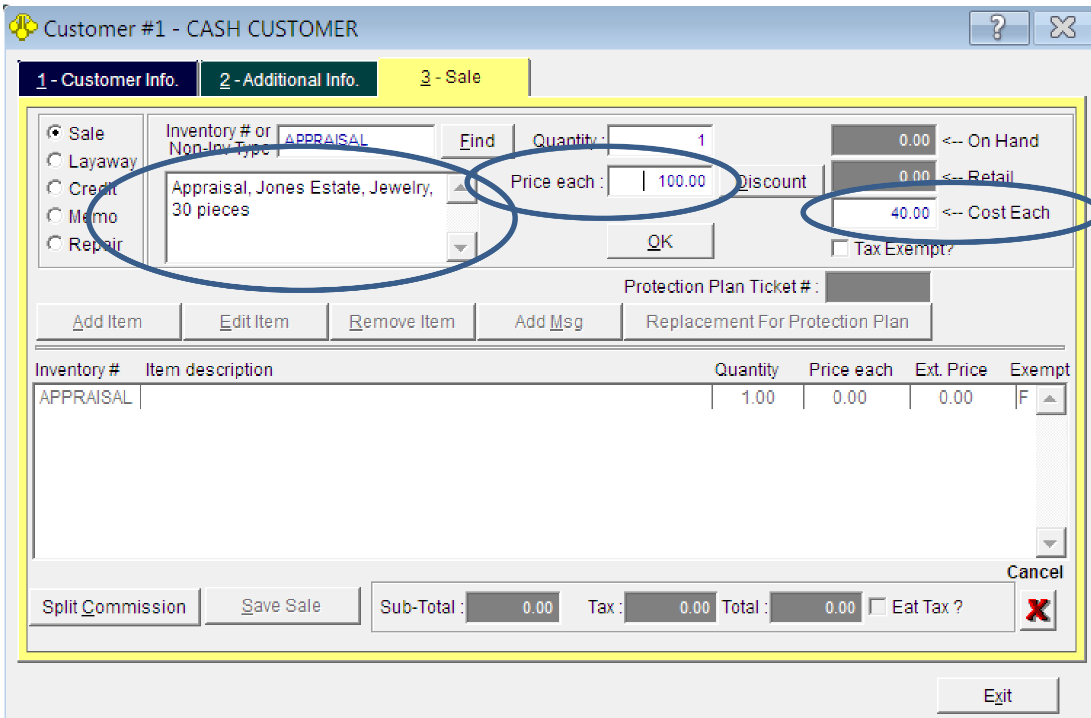


In the field labeled "Inventory # or N0n-Inv Type" type in the name of the service or item to be sold. Then press the "TAB" key.



Non-Inventory Sales

Enter the "Item Description" for the item or service. Enter the amount you are charging in "Price each" and enter a cost in "Cost Each". (make the cost realistic, as this will affect your profitability reports and your capitol gains taxes.



Click "OK" and "Save Sale" to complete the selling of a non-inventory item.

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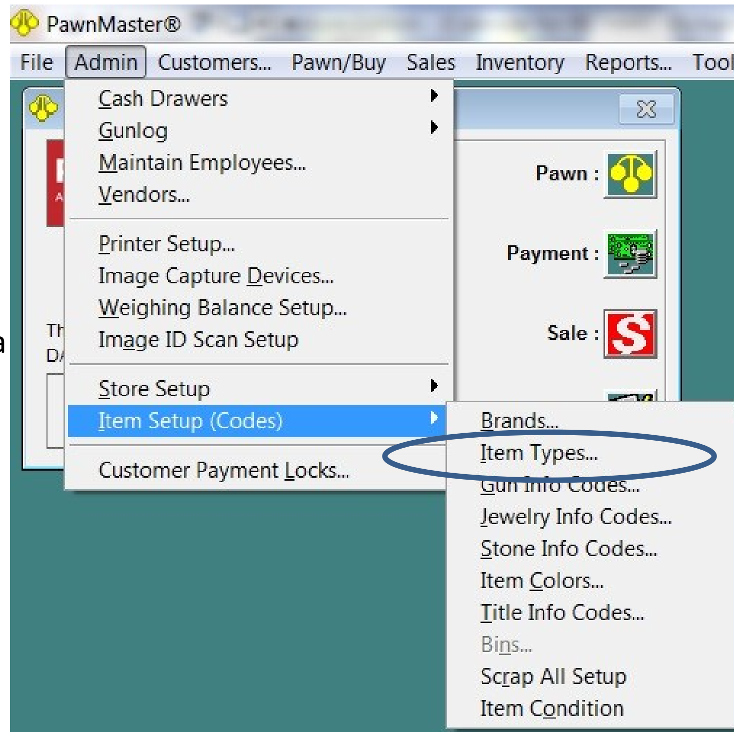
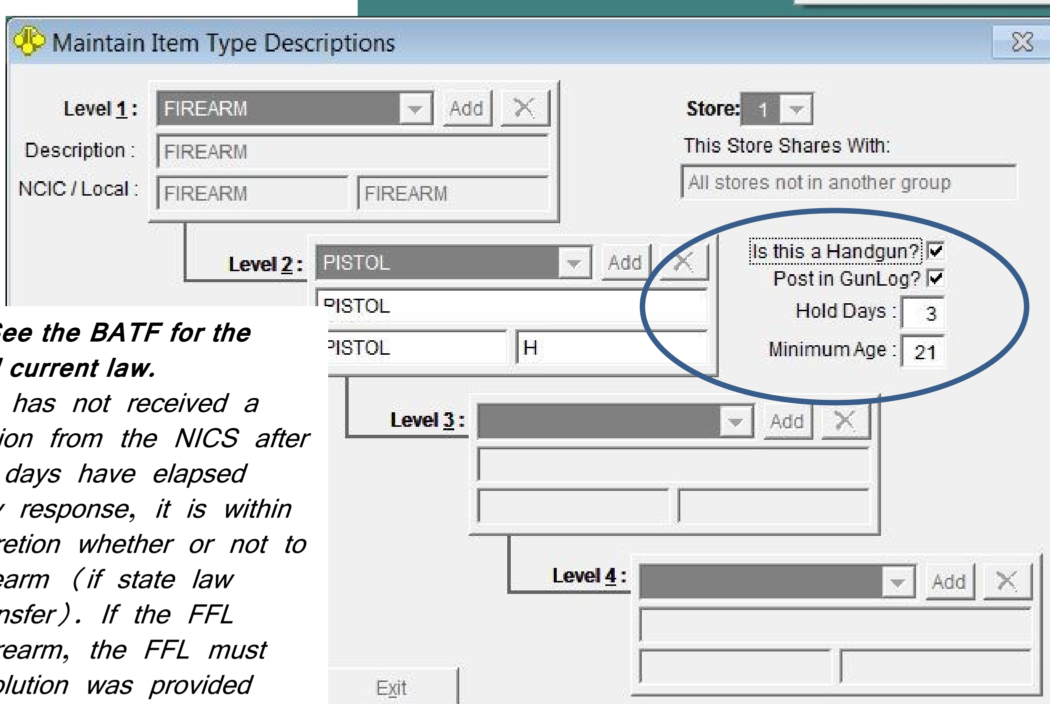
Firearms Sales

It is strongly recommended that the shop assign hold days to all firearms, even if no hold period is mandated. This will allow PawnMaster to track firearms that have been delayed during the BATF approval process.

To set or adjust the Hold days for firearms sales, go to Admin, Item Setup (Codes) and select “Item Types…”.



Select FIREARMS on Level 1 and select each Level 2 item and enter a value of at least 1 for each type of firearm to be held. We recommend 3 or greater, see note below.

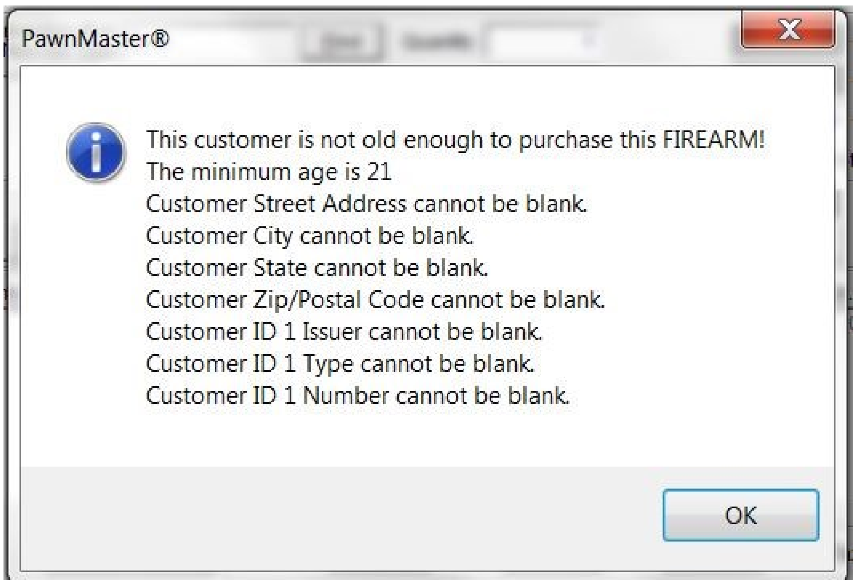


CAUTION: See the BATF for the full details and current law.

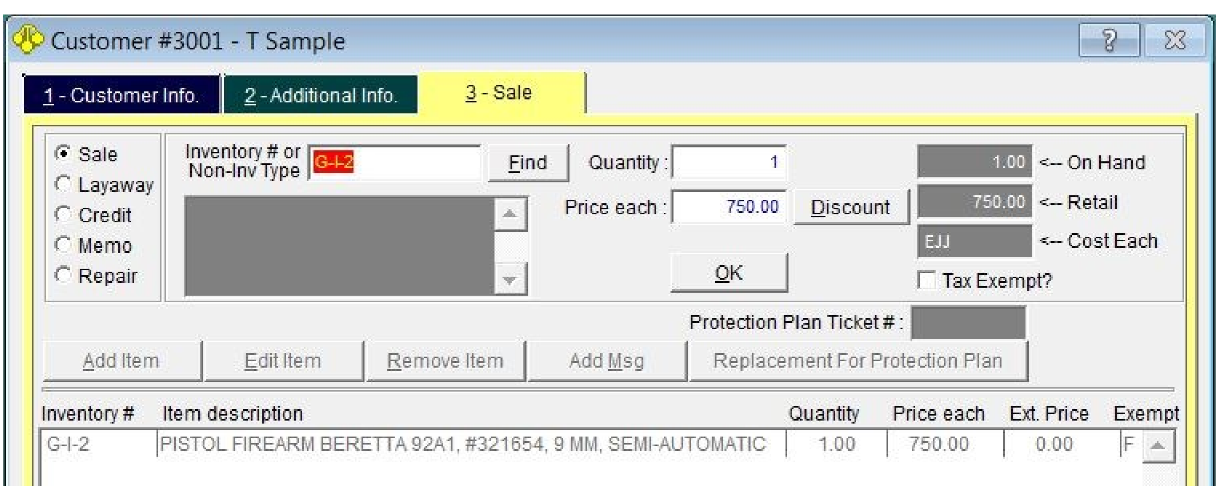
“. . .If the FFL has not received a final determination from the NICS after three business days have elapsed since the delay response, it is within the FFL’s discretion whether or not to transfer the firearm (if state law permits the transfer). If the FFL transfers the firearm, the FFL must check “no resolution was provided within three business days” on line 21d of the ATF Form 4473.”

Firearms Sales

In most respects selling a firearm is similar to making any other type of sale. However, because customer information is required, you must find or add the customer. If you fail to record a required piece of information, PawnMaster will prompt you to make corrections.



Once the customer information is correct, scan or enter the inventory number or UPC for the firearm or search for it in inventory.



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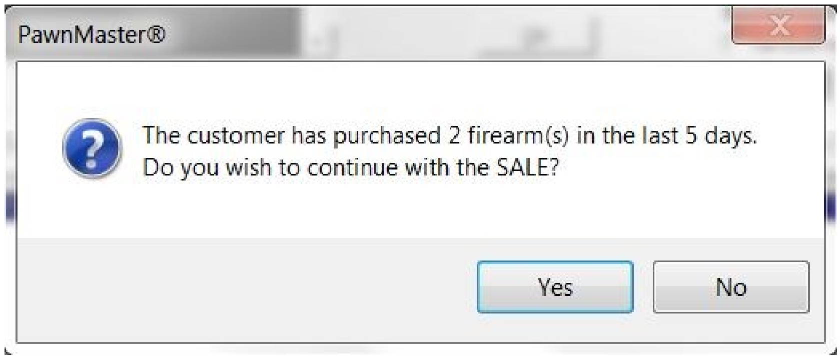
Firearms Sales *ATF 4473 & NICS #*

After clicking “Save Sale”, you may be warned if the customer has made a firearms purchase recently.



Next, if you charge a gun processing fee, you will be prompted to verify the fee amount. The fee can be changed or waved at this time.

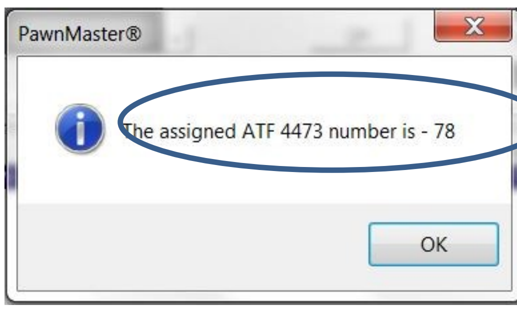
Firearms Sales *ATF 4473 & NICS #*

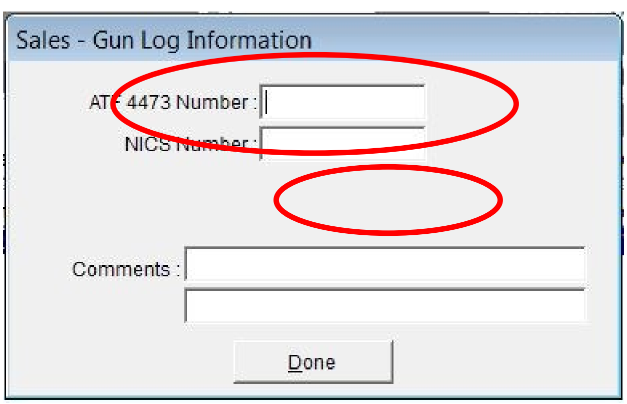
Finally, you will be prompted for the NICS number.

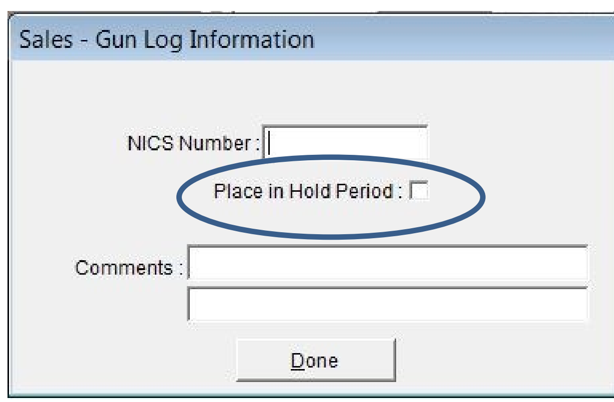
FFLs may contact the NICS Call Center by dialing the toll-free telephone number 1-877-FBI-NICS (319-6427), option 1, to request a background check.

PawnMaster can be configured to automatically assign the next available 4473 number. If not so configured enter the next available 4473 number.

If you do not have PawnMaster configured with Firearm hold days you will **not** have the option to check "Place in Hold Period:".







Manual 4473 entry,
No hold days assigned
(no option to hold)

Hold days assigned for firearms,
Automatic generation of 4473 enabled

If a firearm is placed in hold, a corresponding pickup MUST be performed in PawnMaster when the gun is released from hold. See 13-7.

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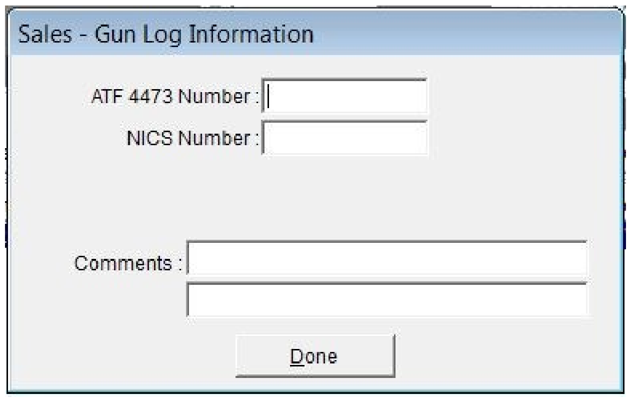
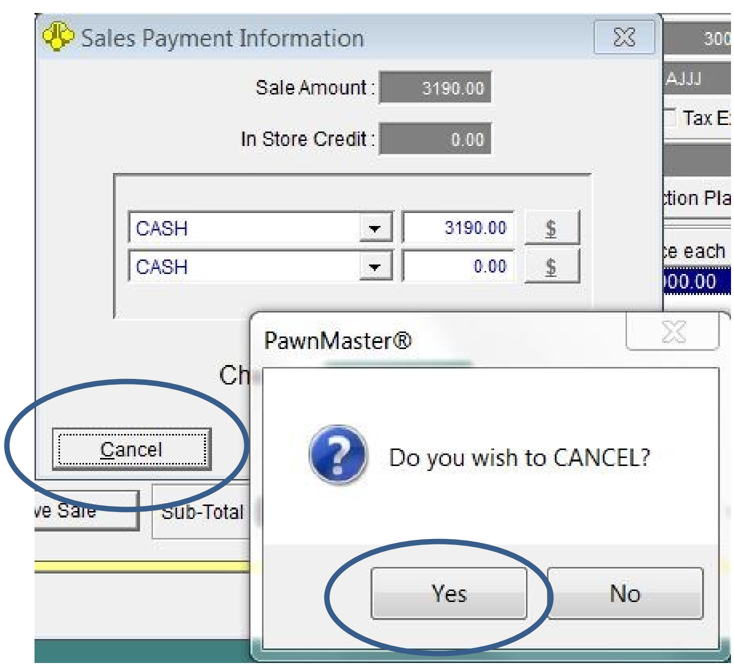
Firearms Sales *Cancel Sale*

If your shop doesn't have firearm hold days configured and there is a delay, your only option is to cancel the sale and complete it when the delay is resolved.

To cancel a sale at this point enter an "X" in the 4473 field and click "Done".

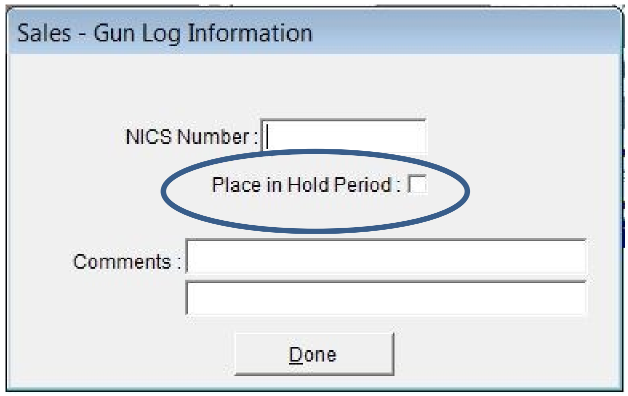


On the payment screen click "Cancel" and "Yes" to discard the transaction.

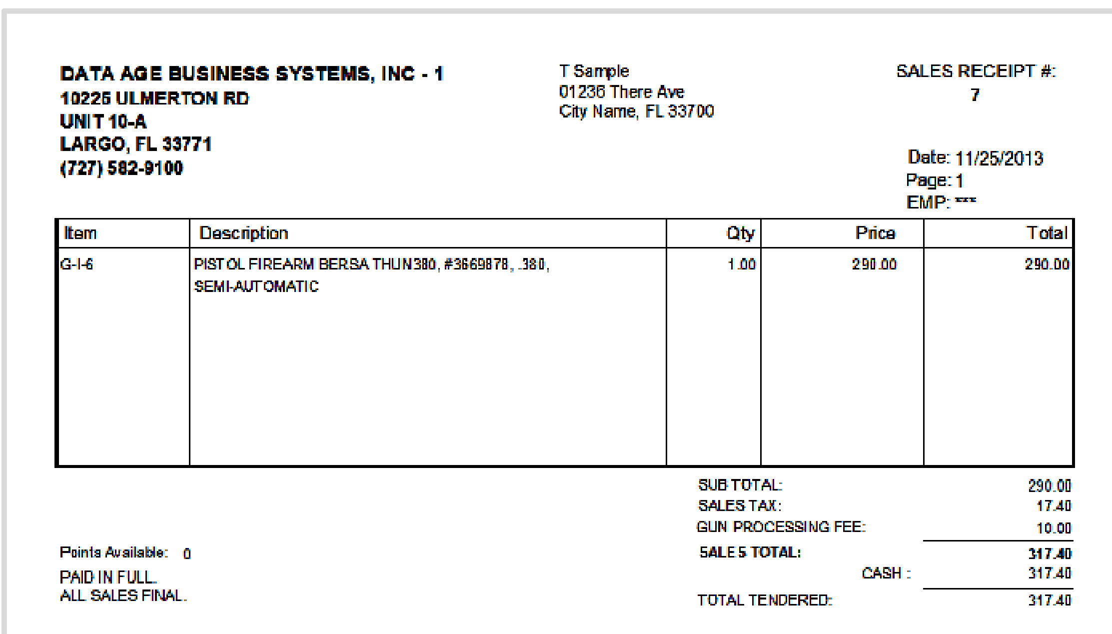


Firearms Sales *Delayed, Place in Hold*

Enter the NICS number provided by the BATF or if there is a delay, check "Place in Hold Period:" and click "Done"



You may be prompted to print a receipt or it may print automatically.



DATA AGE BUSINESS SYSTEMS, INC - 1
10225 ULMERTON RD
UNIT 10-A
LARGO, FL 33771
(727) 582-9100

T Sample
01236 There Ave
City Name, FL 33700

SALES RECEIPT #:
7

Date: 11/25/2013
Page: 1
EMP: ***

Item	Description	Qty	Price	Total
G-I-6	PISTOL FIREARM BERSA THUN380, #3669878, .380, SEMI-AUTOMATIC	1.00	290.00	290.00

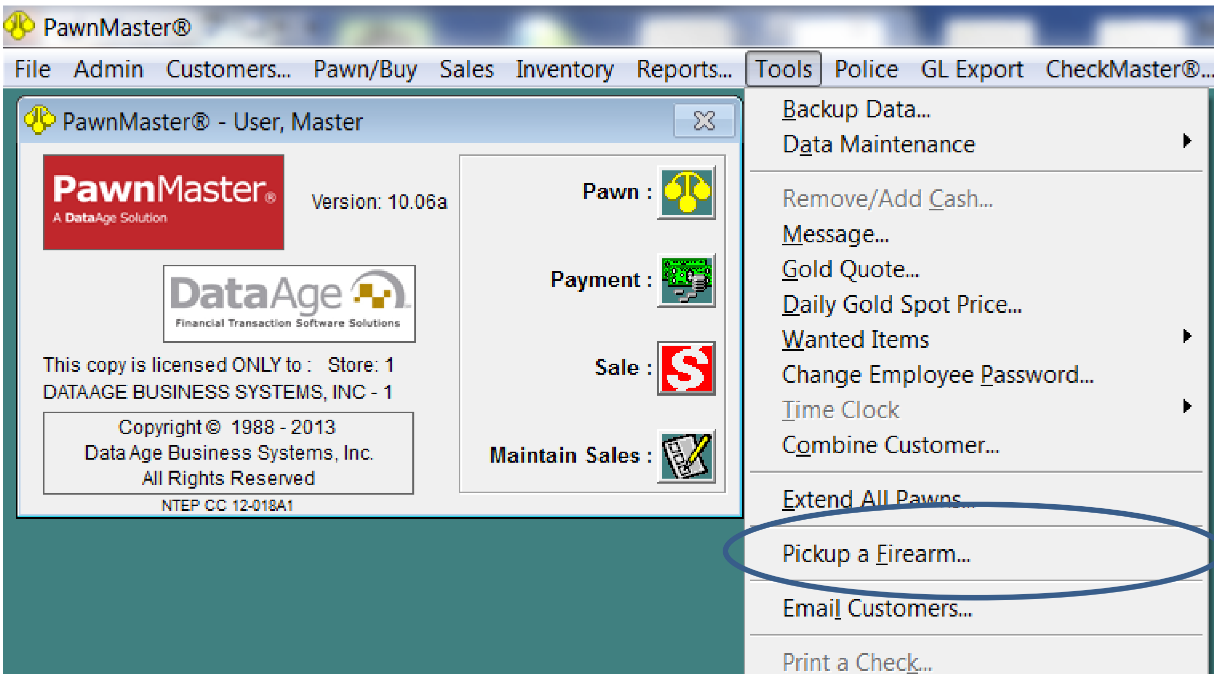
SUB TOTAL:	290.00
SALES TAX:	17.40
GUN PROCESSING FEE:	10.00
SALES TOTAL:	**317.40**
CASH :	317.40
TOTAL TENDERED:	317.40

Points Available: 0
PAID IN FULL.
ALL SALES FINAL.

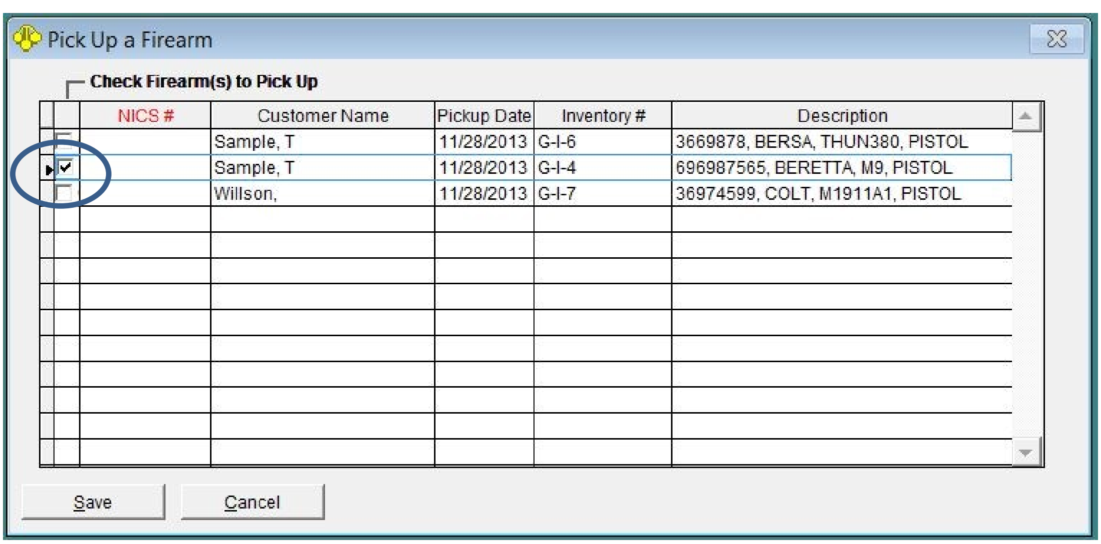
If the firearm sale was delayed you may be prompted to print a storage tracking label.

Firearms Sales *Release from Hold*

When the customer returns to take possession of the firearm, go to Tools and select "Pickup a Firearm…".



Select the appropriate transaction.



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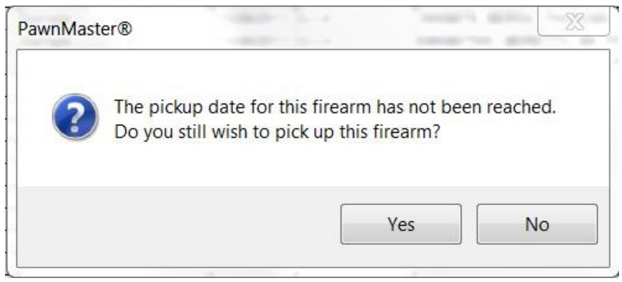
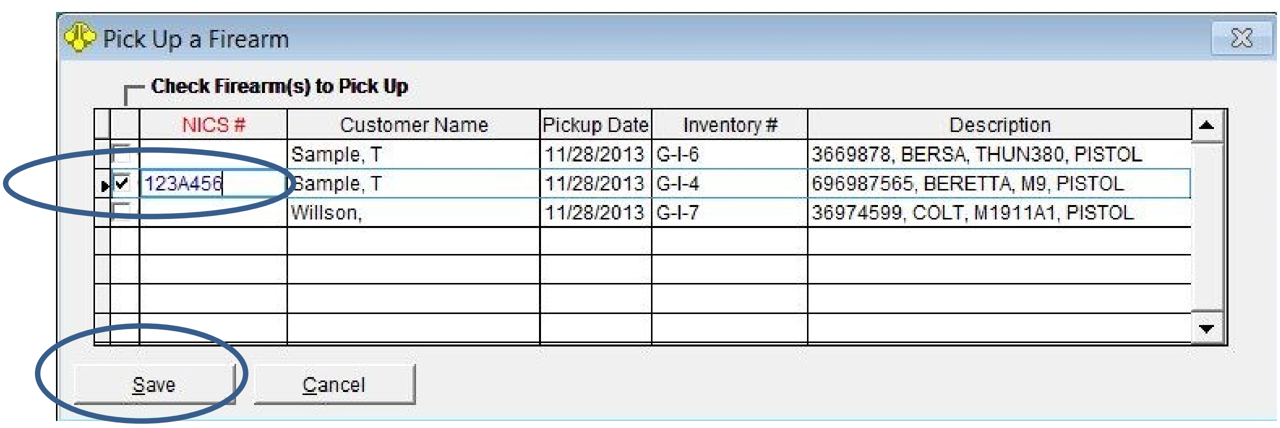
Firearms Sales *Release from Hold*

If the delay is resolved in less than the hold days configured in PawnMaster an override message will appear, Click “yes”.



Enter the NICS number in the second column and Click “Save”. You may now provide the firearm to the customer, the transaction is complete. The gun-log will be updated with the time and date that the customer took possession of the firearm.



Firearms Sales *with trade*

When a customer wants to trade-in a firearm for a discount on another firearm they want to purchase, both the trade-in and the sale must be tracked in the gun-log.

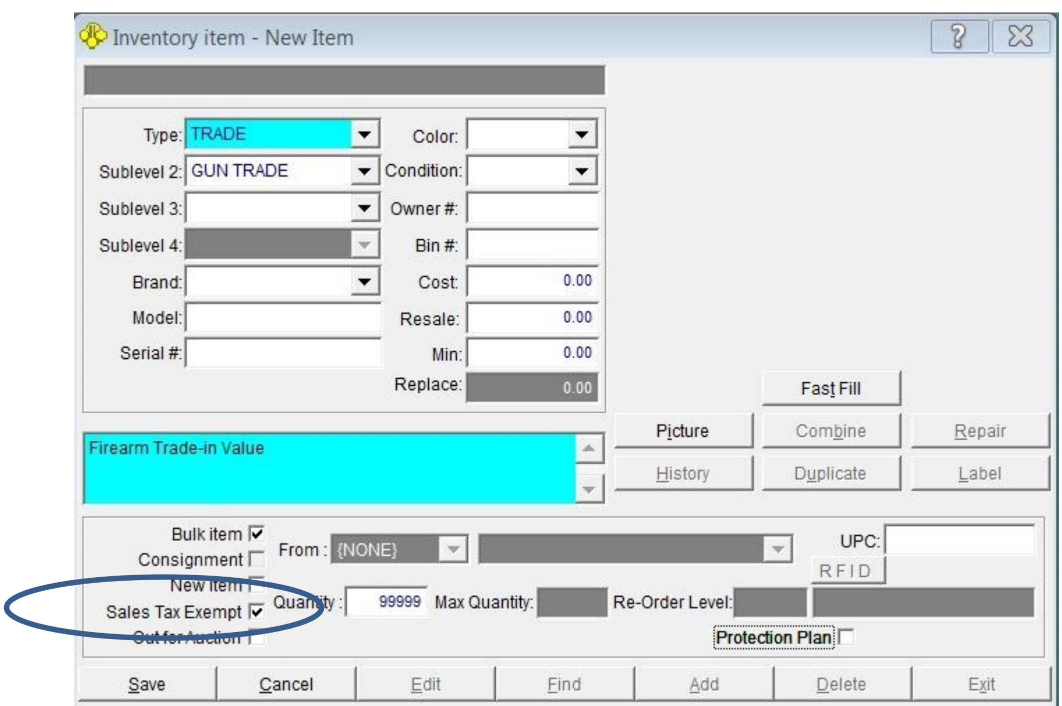
There are a few ways that this can be accomplished in PawnMaster, but for accurate sales-tax and reports, the following is the best procedure;

If your shop will allow taking in guns on trade it is possible to create a bulk inventory item called “Gun Trade”. Make the quantity 100 or less and the cost $0.00.

Caution: when adding the quantity in the bulk bin the amount you add will affect items in inventory, **you can use a non-inventory item instead of creating a bulk item to avoid this.** Also note that if cost or resale amounts are entered these figures will be multiplied by the quantity and shown in the inventory and accounting reports.

A “buy” is done instead of adding the item directly to inventory, because you must report and hold the firearm for the police.

Please see “Bulk Items, for information on how to create a bulk bin and adding an item type.

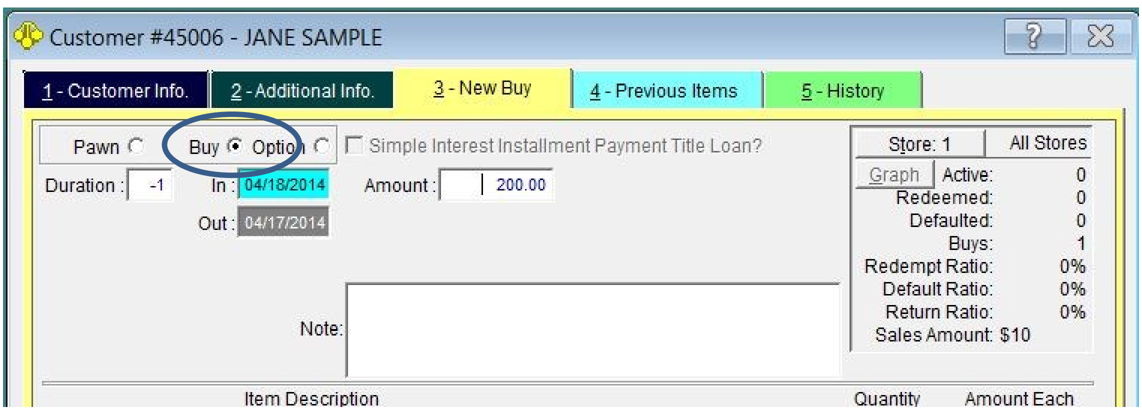


If using a bulk item for the trade, “Sales Tax Exempt” should be checked.

Firearms Sales *with trade*

When a customer arrives and wants to do a trade, determine the trade-in value of the firearm. Once the price has been agreed to by both parties, perform a buy, just as if it were any other gun being sold to the shop. **DO NOT PAY THE CUSTOMER FOR THE BUY,** Just close the cash drawer, the cash for the buy will be used upon completing the trade.

Some people find it easier to remove the funds from the buy from the cash drawer and set them aside until they ring up the sale.



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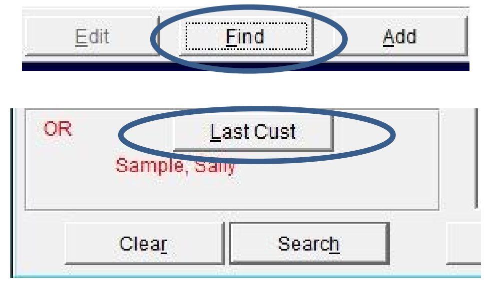
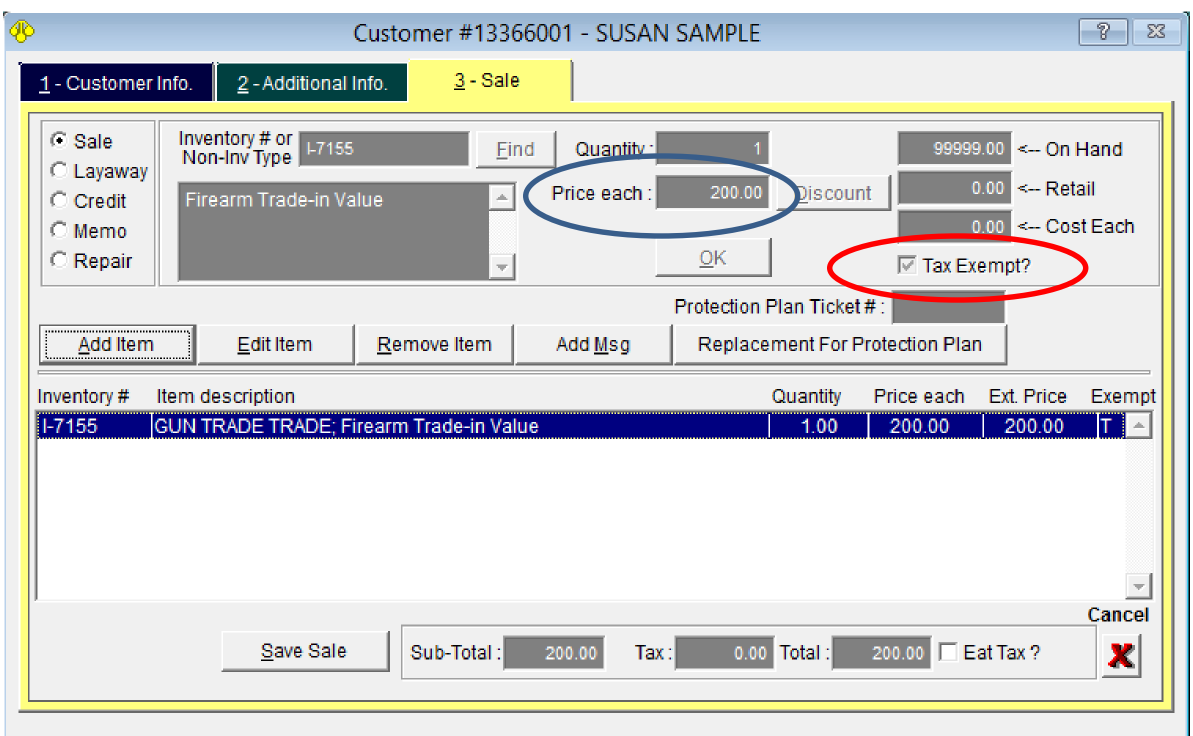
Firearms Sales *with trade*

To complete the trade, Click “Sale” on the quick launch menu. Because this is a firearm sale, you must select a customer. Because you just did a “Buy” from the customer, you should be able to click “Find” on the customer tab and then click the “Last Cust” button.



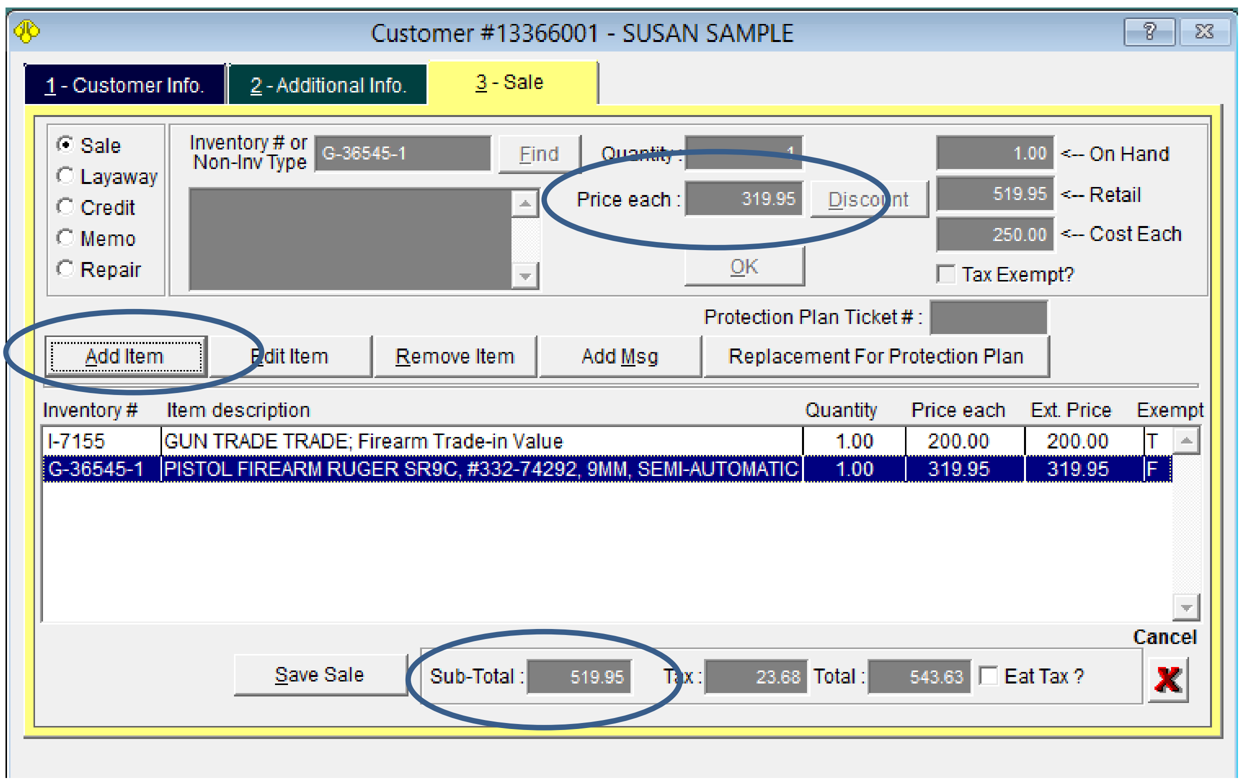
Once the customer has been selected, add an item for the gun trade. Enter a non-inventory item for “Gun Trade”. The trade will be for the trade-in amount and be sure to check “**TAX EXEMPT**”. Or if your shop has an inventory item for trades, enter the inventory number.



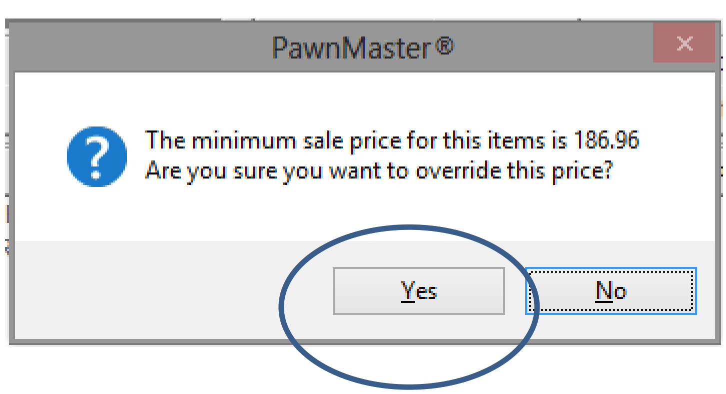
Firearms Sales *with trade*

Next add the firearm the customer is purchasing to the sale, using “Add Item”. <u>Discount the gun by the amount of the trade-in. EVEN IF THIS is below COST!</u>

Do Not make this portion of the sale tax exempt. Double check that all items are correct and that the “Sub-Total” is equal to the cost of the firearm being sold. Add any other items to sale if needed.



Click Save sale, click “Yes” if the minimum sale price alert is displayed. Have a manger perform an override if needed.



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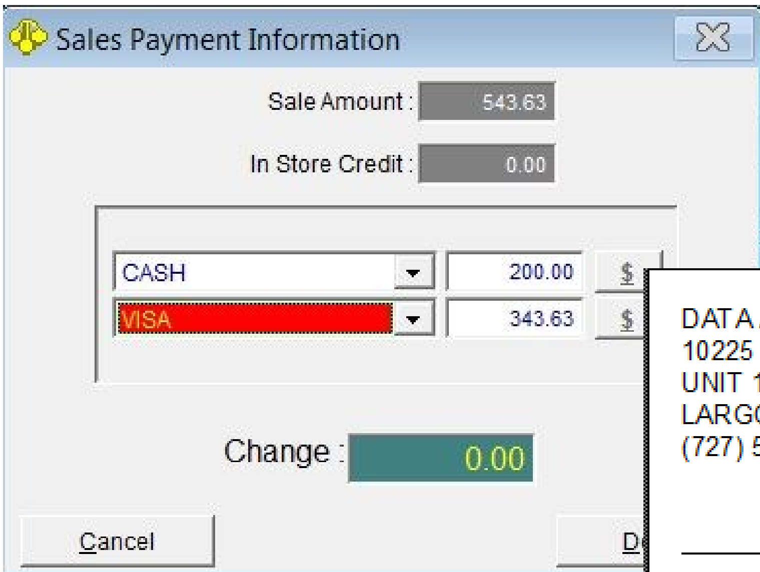
Firearms Sales *with trade*

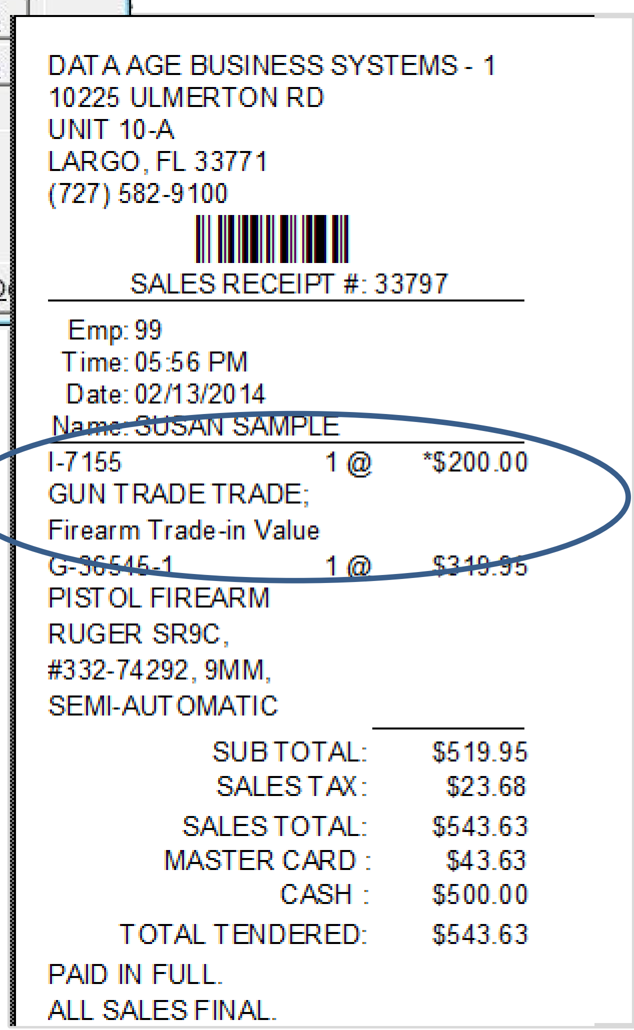
To complete the transaction enter the amount provided for the trade-in as cash. (Remember, you left the cash from the buy in the drawer.) Get the difference from the customer in any tender type that you accept. If the customer is paying cash, add it to the cash from the trade-in.

If the money from the trade-in was removed from the cash drawer earlier, put it back in now.



When done a receipt will print showing the amount discounted by the trade-in.

The asterisk indicates that the portion of the sale that was paid with a trade is tax exempt.



DATA AGE BUSINESS SYSTEMS - 1
10225 ULMERTON RD
UNIT 10-A
LARGO, FL 33771
(727) 582-9100

SALES RECEIPT #: 33797

Emp: 99
Time: 05:56 PM
Date: 02/13/2014
Name: SUSAN SAMPLE

I-7155	1 @	*$200.00
GUN TRADE TRADE;		
Firearm Trade-in Value		
G-36545-1	1 @	$319.95
PISTOL FIREARM		
RUGER SR9C,		
#332-74292, 9MM,		
SEMI-AUTOMATIC		
	SUB TOTAL:	$519.95
	SALES TAX:	$23.68
	SALES TOTAL:	$543.63
	MASTER CARD :	$43.63
	CASH :	$500.00
	TOTAL TENDERED:	$543.63

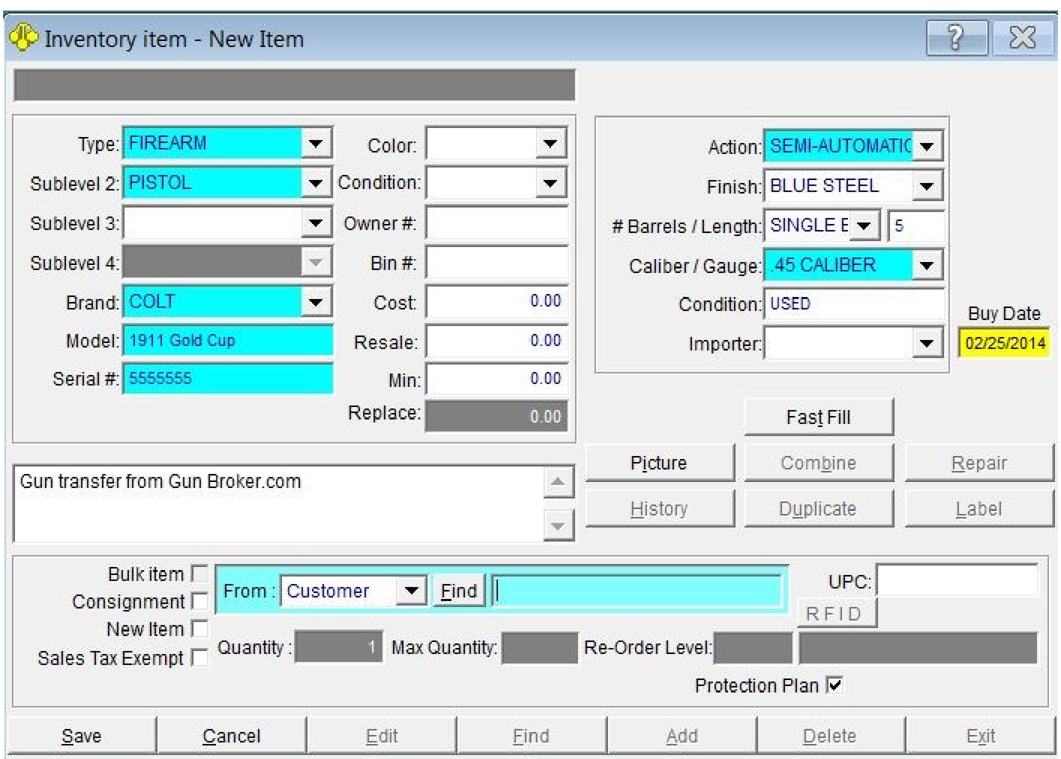
PAID IN FULL.
ALL SALES FINAL.

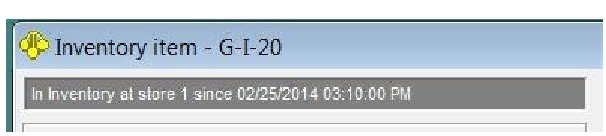
Firearms Sales, *firearm transfer service*

A firearm transfer is a service that you can perform for your customers. As such you may charge for the service. The firearm must be tracked in your gun-log, the transfer service however does not.

At the time that the firearm is delivered to the shop it needs to be entered in the log. This is done by adding the gun to inventory. If the gun came from a vendor such as “ABC Guns”, you will need to add the vendor to you list of vendors. If you are facilitating a transfer between individuals you will need to add the seller as a customer or Vendor in PawnMaster.

Go to “Inventory” on the tool bar and click on “New Item”. Enter the details of the firearm to be transferred. Do Not add a cost or resale amount for the item. Find the customer or vendor and save the item. Be sure to print a label and affix it to the packaging or gun.





Print a label, or write the inventory number on the box.

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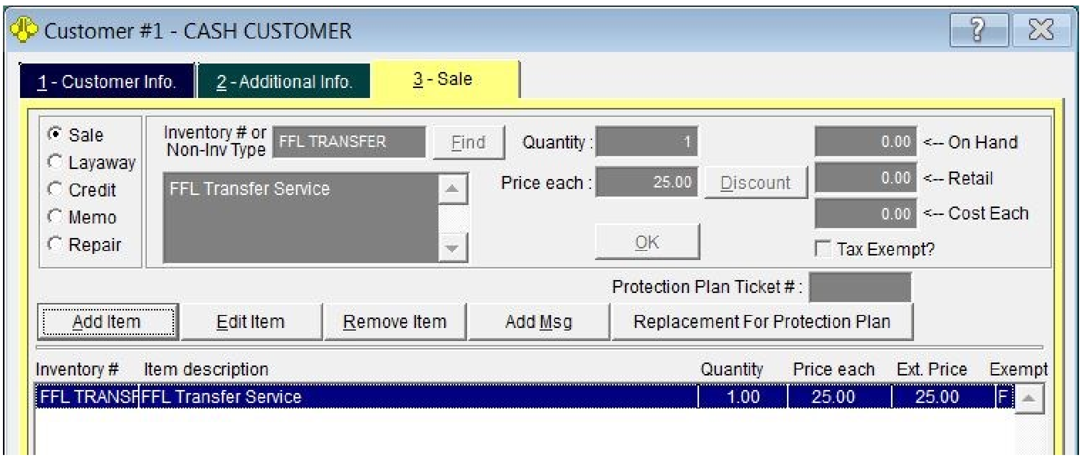
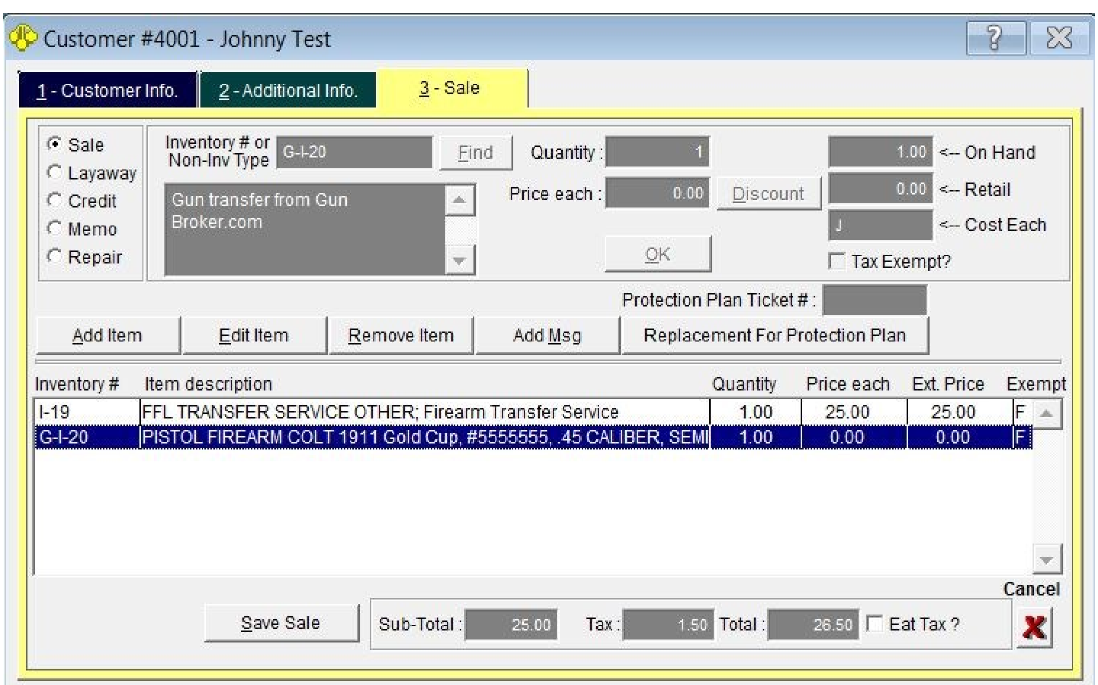
Firearms Sales, *firearm transfer service*

When the customer comes in to pick up the firearm, click on sale and find or add the customer in PawnMaster. In the "Inventory # or Non-Inventory Type" field, type "FFL Transfer" and in the description box enter "FFL Transfer Service" and click "OK".

It is not recommended to create a bulk item called "FFL Transfer" because, depending on the quantity entered, several thousand dollars will be add to inventory for the service and items in inventory reports will not be accurate.



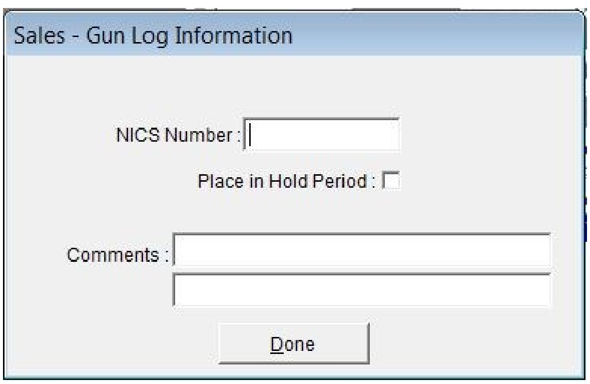
Now click "Add Item" and scan the label or enter the inventory number for the firearm. Click "Save Sale".

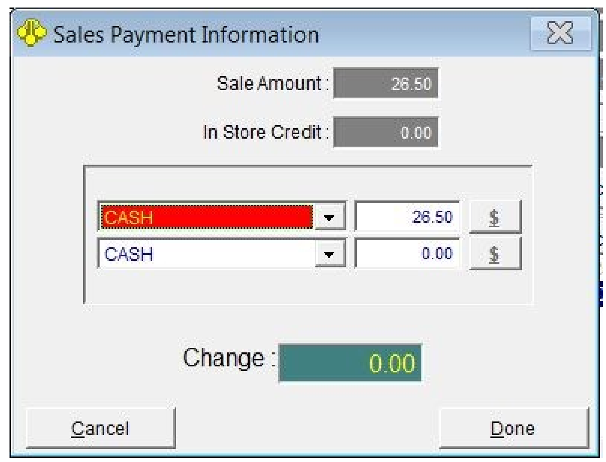


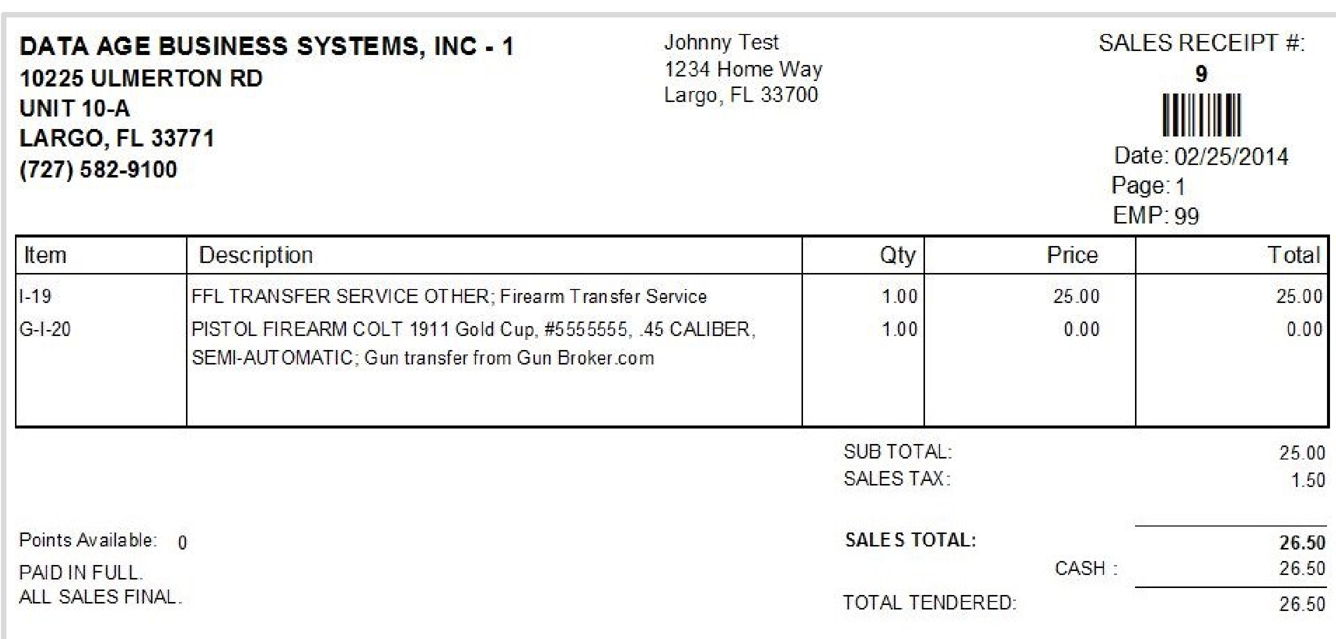
Firearms Sales, *firearm transfer service*

Enter the NICS number provided by the ATF. Only check “Place in Hold Period” if there is a delay or if your location requires a hold period.

Take the customer’s payment for the transfer service. A receipt will print.







DATA AGE BUSINESS SYSTEMS, INC - 1
10225 ULMERTON RD
UNIT 10-A
LARGO, FL 33771
(727) 582-9100

Johnny Test
1234 Home Way
Largo, FL 33700

SALES RECEIPT #:
9

Date: 02/25/2014
Page: 1
EMP: 99

Item	Description	Qty	Price	Total
I-19	FFL TRANSFER SERVICE OTHER; Firearm Transfer Service	1.00	25.00	25.00
G-I-20	PISTOL FIREARM COLT 1911 Gold Cup, #5555555, .45 CALIBER, SEMI-AUTOMATIC; Gun transfer from Gun Broker.com	1.00	0.00	0.00

SUB TOTAL: 25.00
SALES TAX: 1.50

Points Available: 0

SALES TOTAL: 26.50
CASH : 26.50

PAID IN FULL.
ALL SALES FINAL.

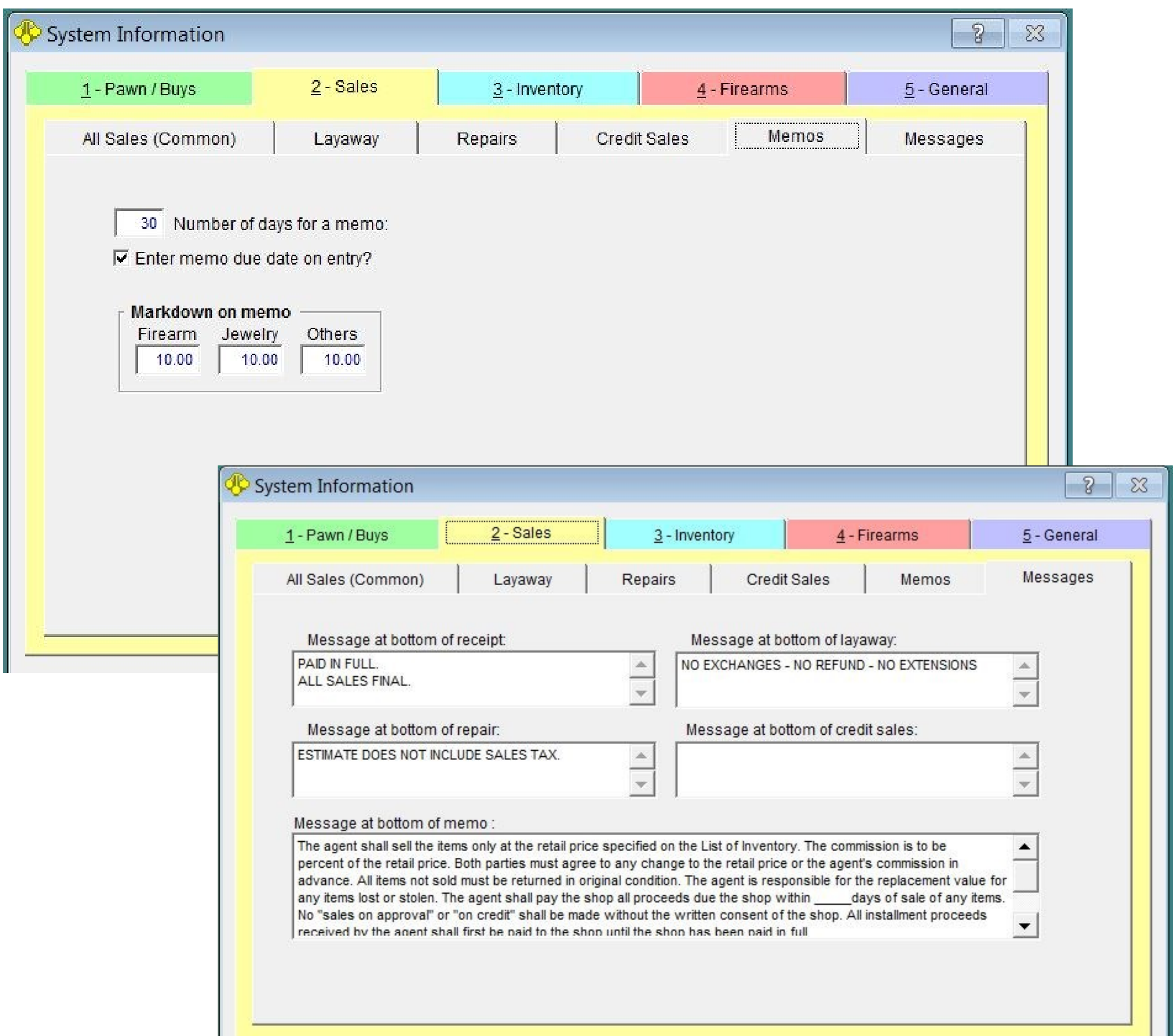
TOTAL TENDERED: 26.50

Advanced Sales

Memo Sales (This feature is not available in PawnMaster Flex.)

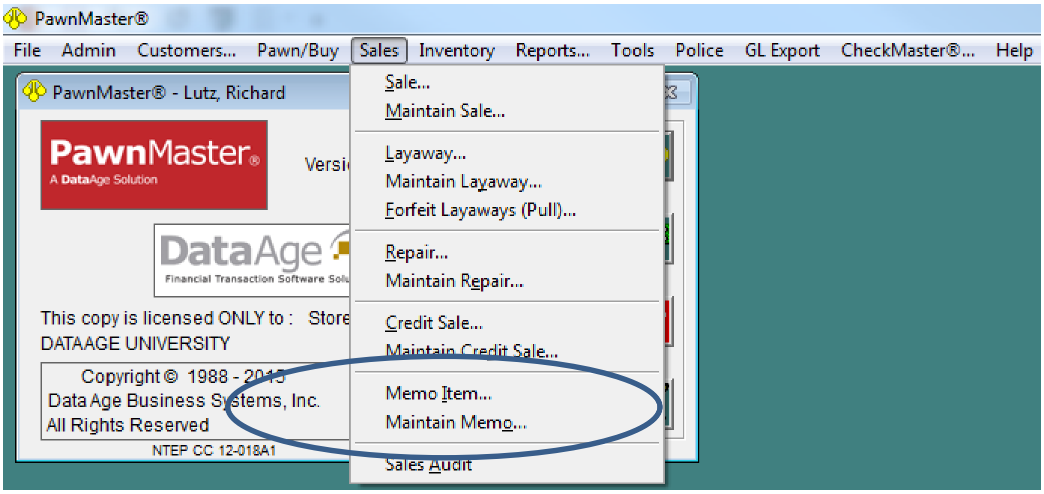
A Memo in PawnMaster is a sales contract to entrust inventory to someone else's care to be sold on the shop's behalf. It could be items to be sold at a show, flea market, auction or any other venue. It can also be used when sending scrap gold to a refiner. Once the transaction is completed you must maintain the memo to record the disposition of the goods.

Default settings for Memos can be configured, however these settings can be changed at the time a memorandum is created. To enter default settings go to Admin/Store Setup/System Options/Sales tab/Memos & Messages.

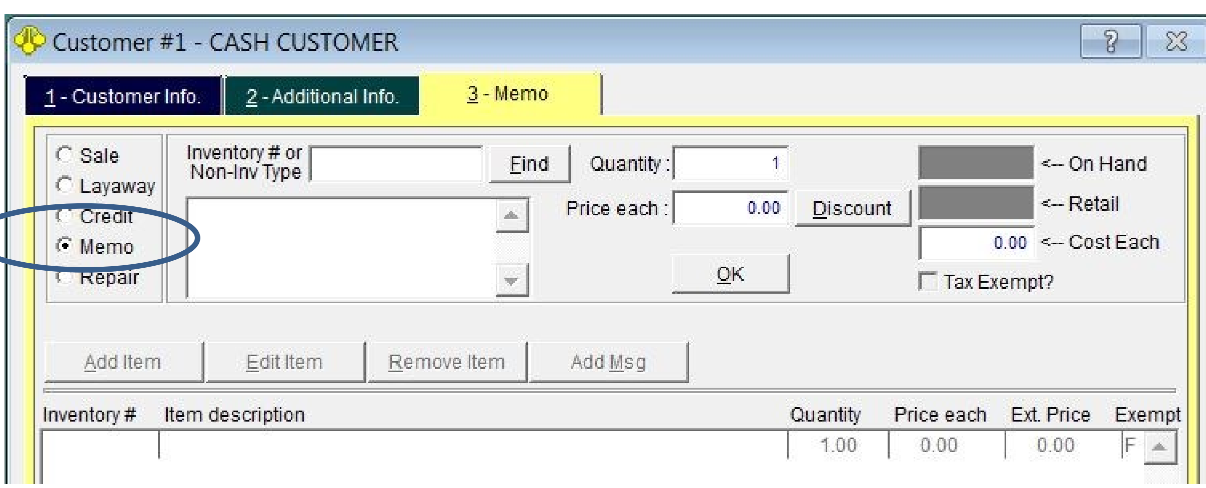


Memo Sales

To perform a memo, go to “Sales” on the tool bar and select “Memo Item” and the customer screen will open.



If you click on the “Sale” icon, it will open to the Sales tab and you will need to select “Memo” and return to the Customer Info tab to select or add a customer.



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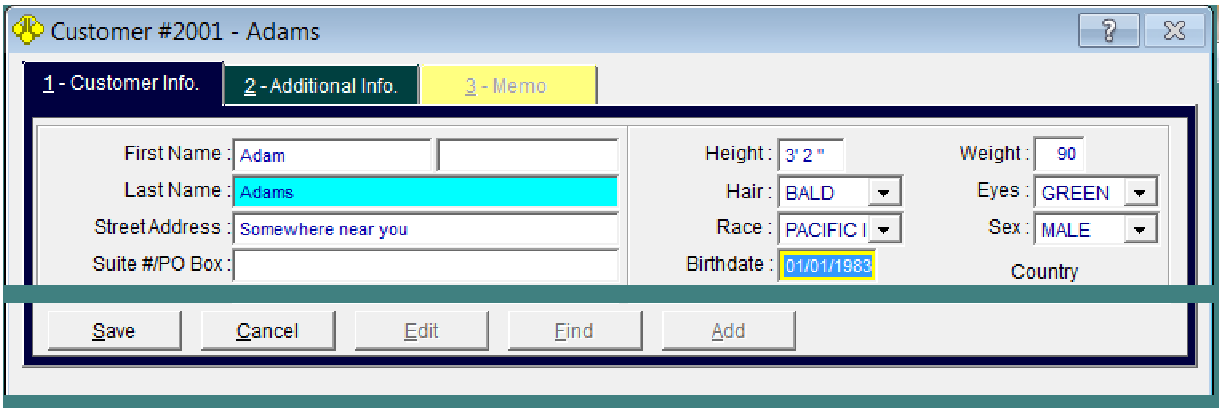
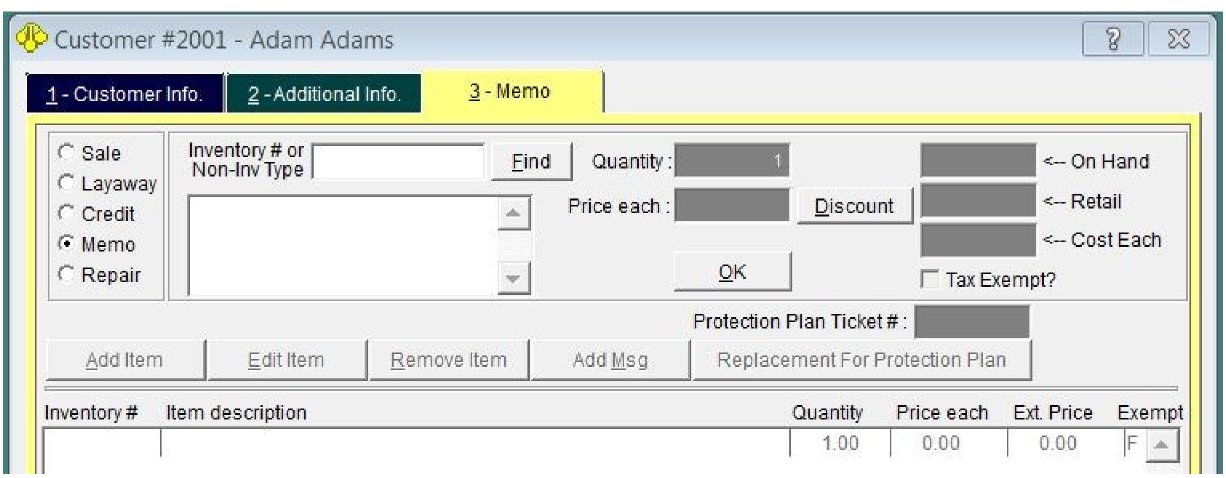
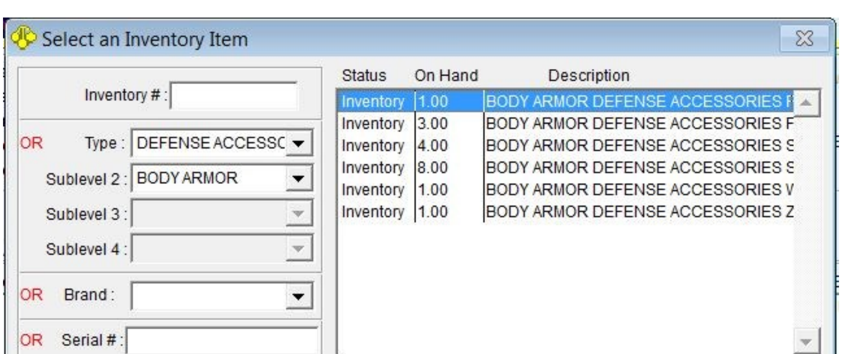
Memo Sales

Add, or find a customer and save if needed. Then click on the Memo tab.



Scan or enter the inventory number of the first item to be included in the Memo. If several items of the same type will be on the memo, using "Find" and selecting the item type will provide a list of items to choose from.

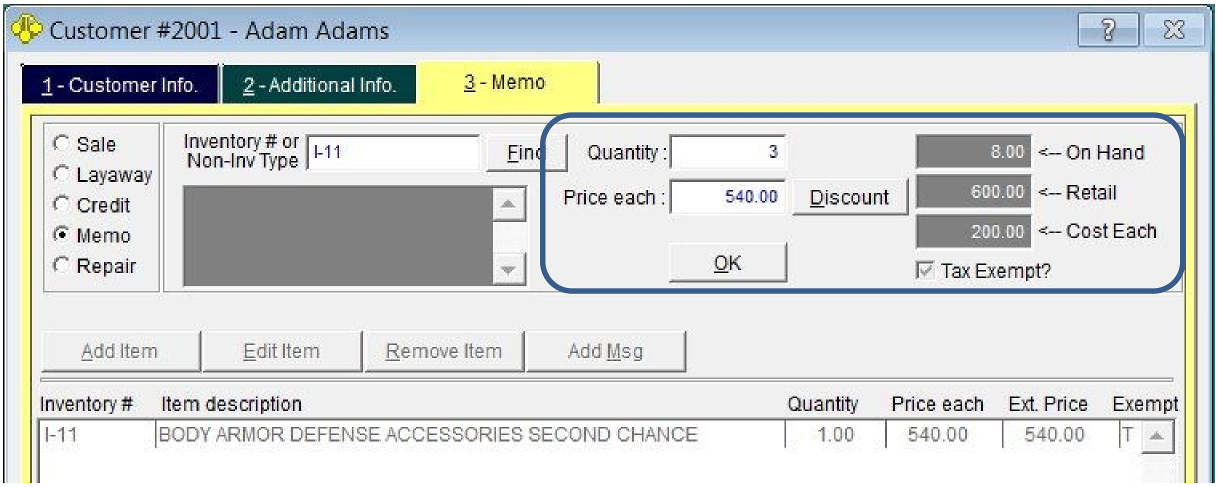




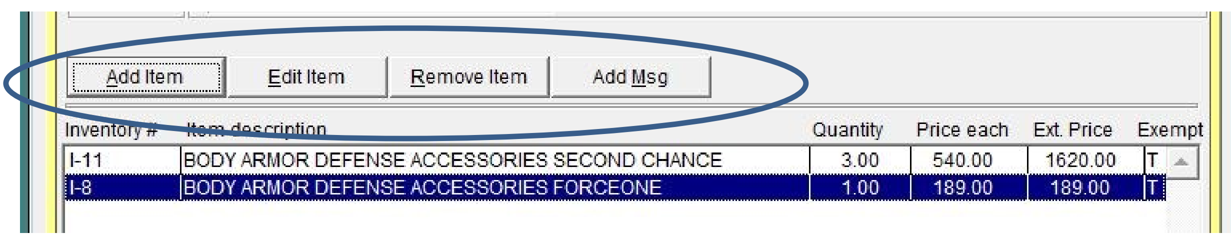
Memo Sales

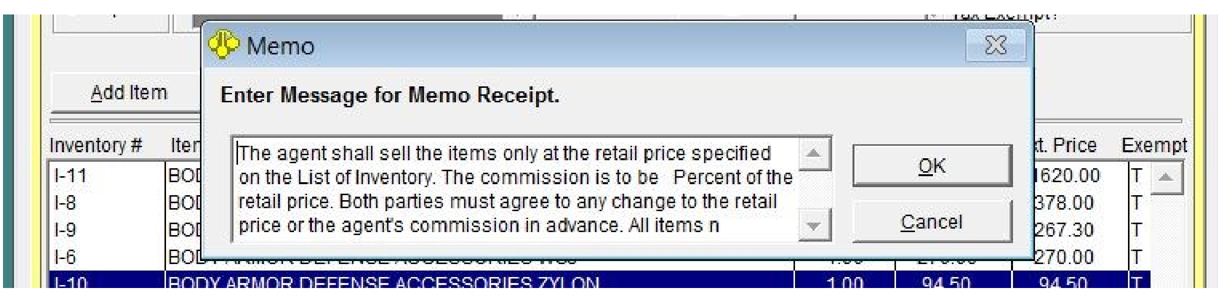
Once the item has been selected you can adjust the quantity and sale price.

Note: the number in inventory as well as the “Retail” and “Cost Each” is displayed. *The cost may be encoded using your shop’s code phrase.*



Once you have clicked “OK” you have the option of adding another item, editing an item, removing an item or adding/editing the receipt message.

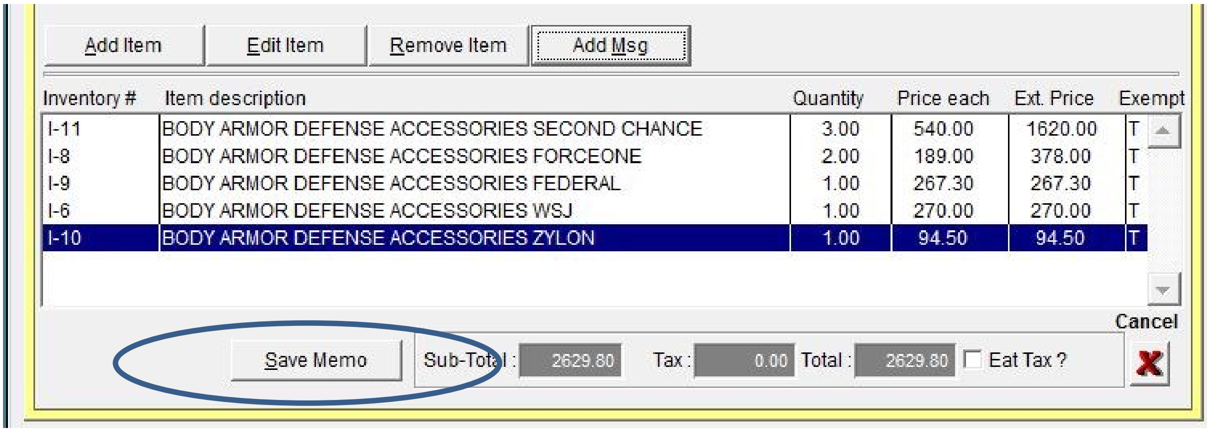




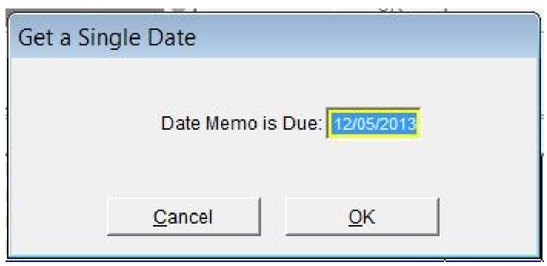
If you would like to set a permanent message to print on all memos, go to Admin/Store Setup/ System Options/Sales/Messages. The Memo message may be up to 800 characters.

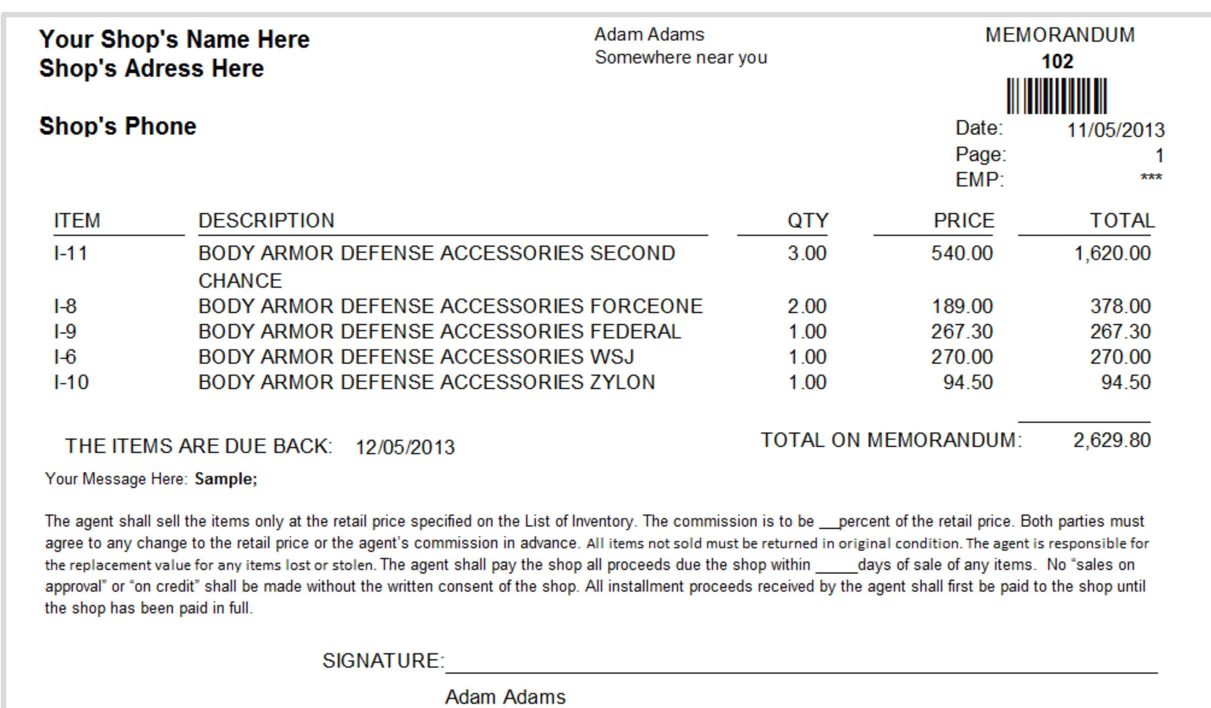
Memo Sales

After all items are listed in the memo, click “Save Memo”.



You will be prompted to enter a due date and a receipt will print.





Your Shop's Name Here
Shop's Adress Here

Shop's Phone

Adam Adams
Somewhere near you

MEMORANDUM
102

Date: 11/05/2013
Page: 1
EMP: ***

ITEM	DESCRIPTION	QTY	PRICE	TOTAL
I-11	BODY ARMOR DEFENSE ACCESSORIES SECOND CHANCE	3.00	540.00	1,620.00
I-8	BODY ARMOR DEFENSE ACCESSORIES FORCEONE	2.00	189.00	378.00
I-9	BODY ARMOR DEFENSE ACCESSORIES FEDERAL	1.00	267.30	267.30
I-6	BODY ARMOR DEFENSE ACCESSORIES WSJ	1.00	270.00	270.00
I-10	BODY ARMOR DEFENSE ACCESSORIES ZYLON	1.00	94.50	94.50

THE ITEMS ARE DUE BACK: 12/05/2013

TOTAL ON MEMORANDUM: 2,629.80

Your Message Here: **Sample;**

The agent shall sell the items only at the retail price specified on the List of Inventory. The commission is to be __percent of the retail price. Both parties must agree to any change to the retail price or the agent’s commission in advance. All items not sold must be returned in original condition. The agent is responsible for the replacement value for any items lost or stolen. The agent shall pay the shop all proceeds due the shop within ____days of sale of any items. No “sales on approval” or “on credit” shall be made without the written consent of the shop. All installment proceeds received by the agent shall first be paid to the shop until the shop has been paid in full.

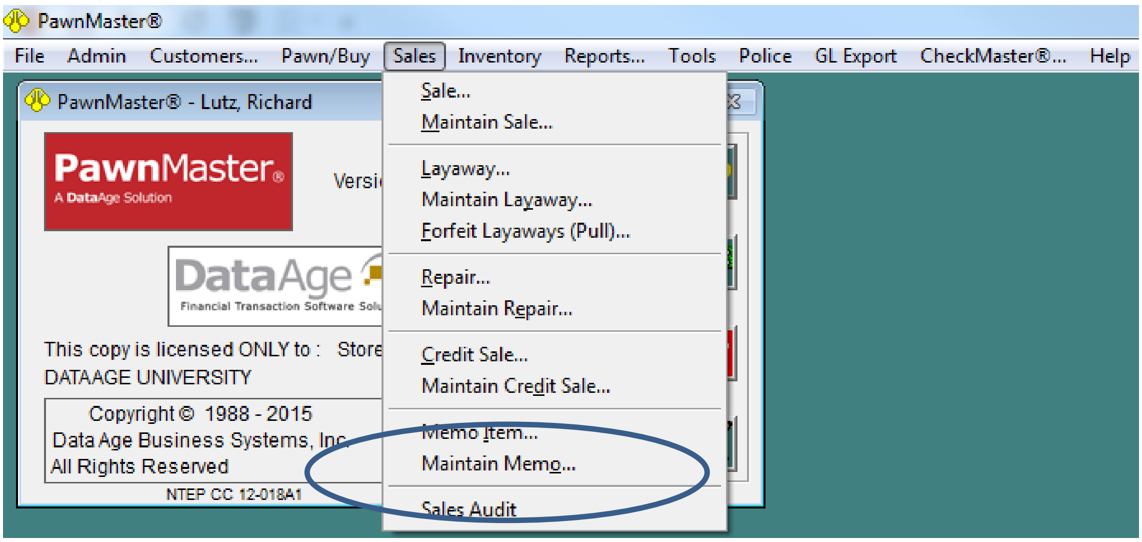
SIGNATURE:______________________________

Adam Adams

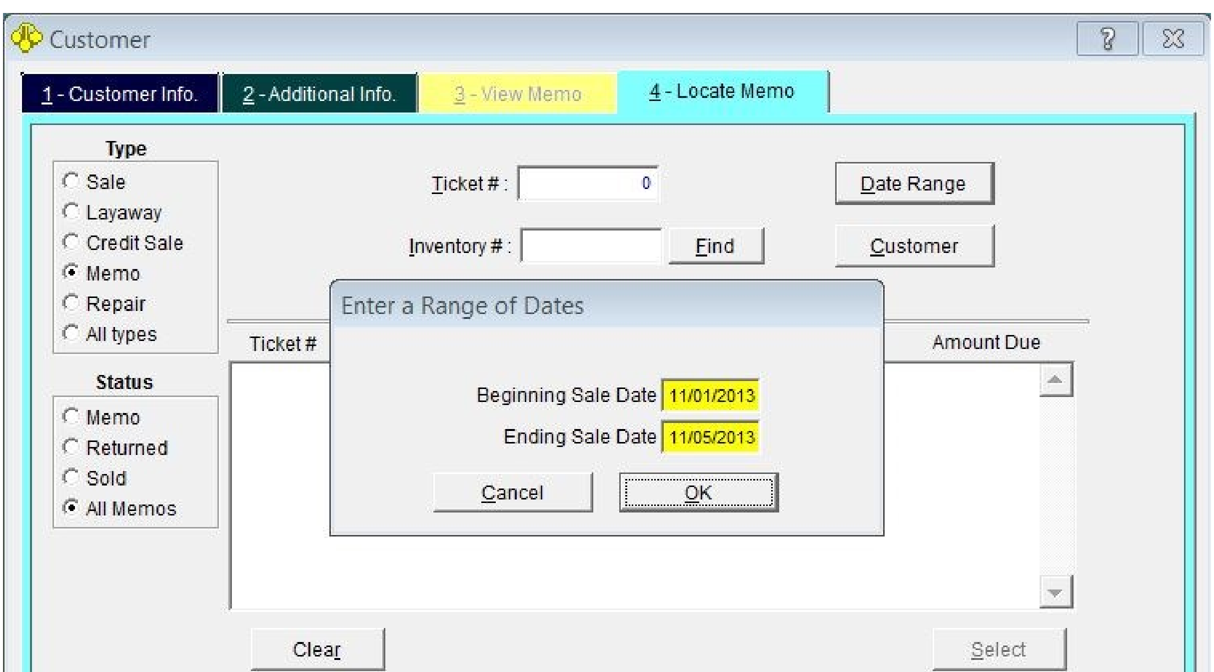
Back to table of contents.

Memo Maintenance

When the items in memo are sold or returned to inventory, memo maintenance will need to be performed. On the tool bar select “Sales” and “Maintain Memo”.



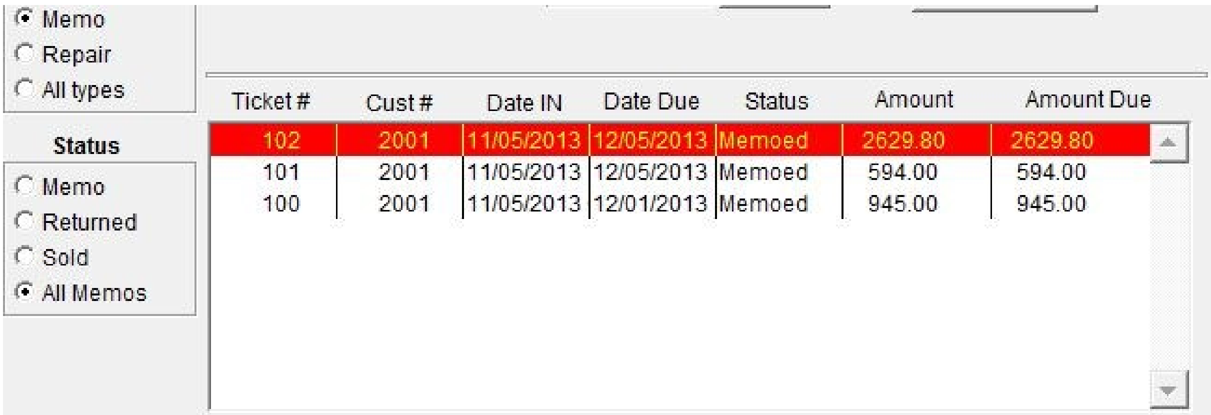
Locate the memo by ticket number, customer or date range.



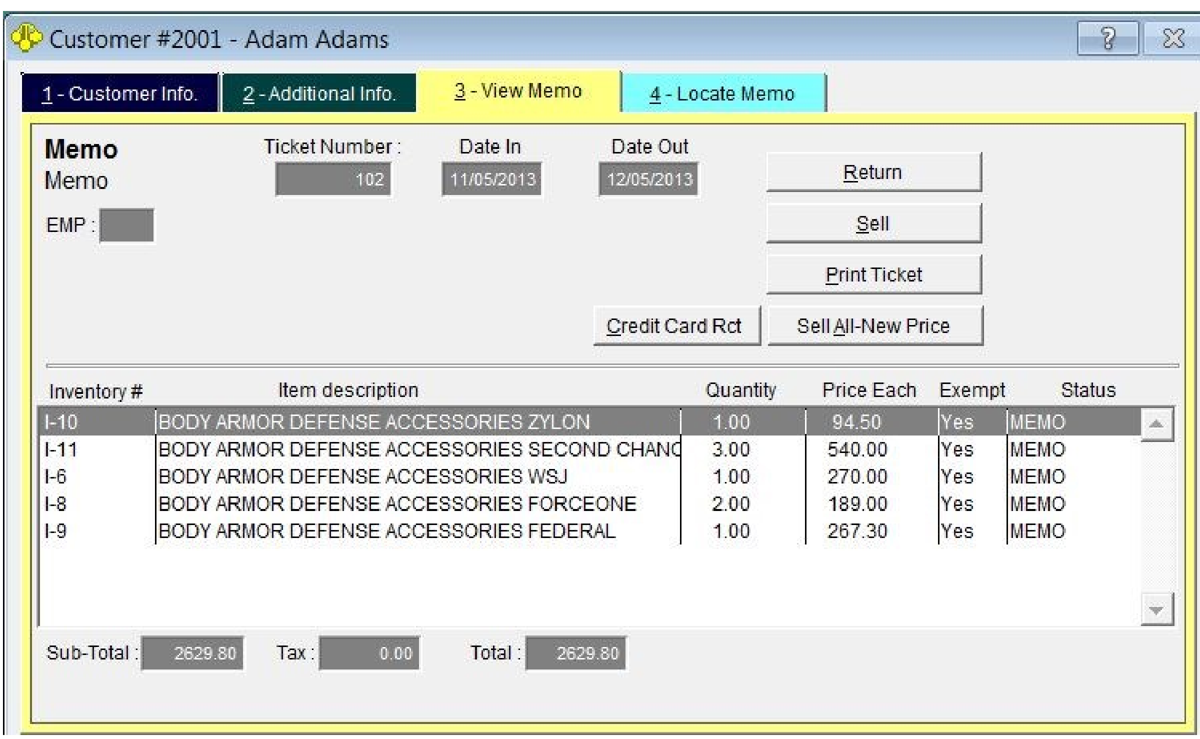
Back to table of contents.

Memo Maintenance

If multiple memos are found, select the correct one.

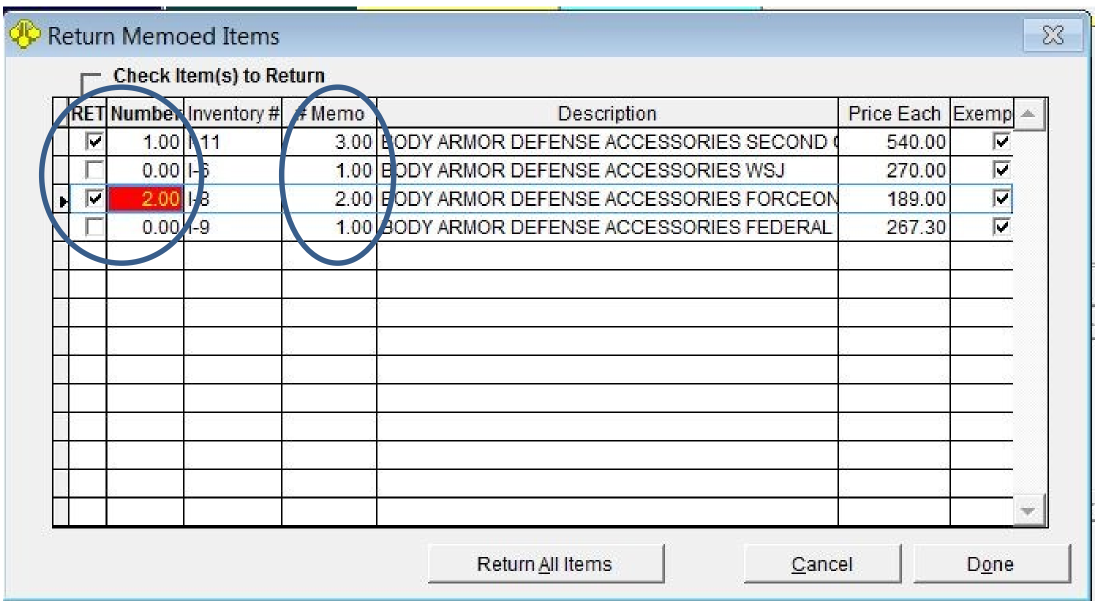


You now have the options to return, sell, print ticket or “Sell All-New Price”. If any items are being returned, first do the returns by clicking “Return”.

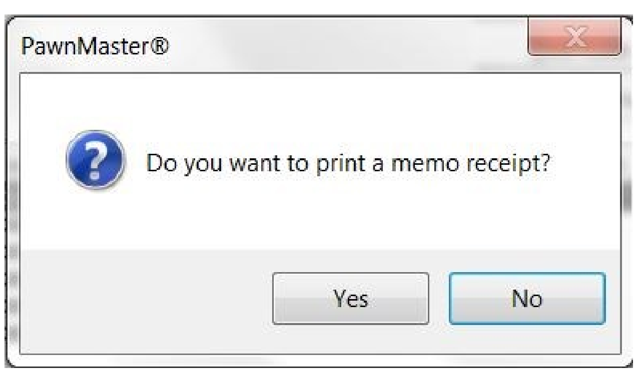


Memo Maintenance

The “Return Memoed Items” screen will open. Place checks in the appropriate check boxes to select the item(s) and adjust the quantity if needed. (The quantity for each item in the memo is listed in the fourth column.)



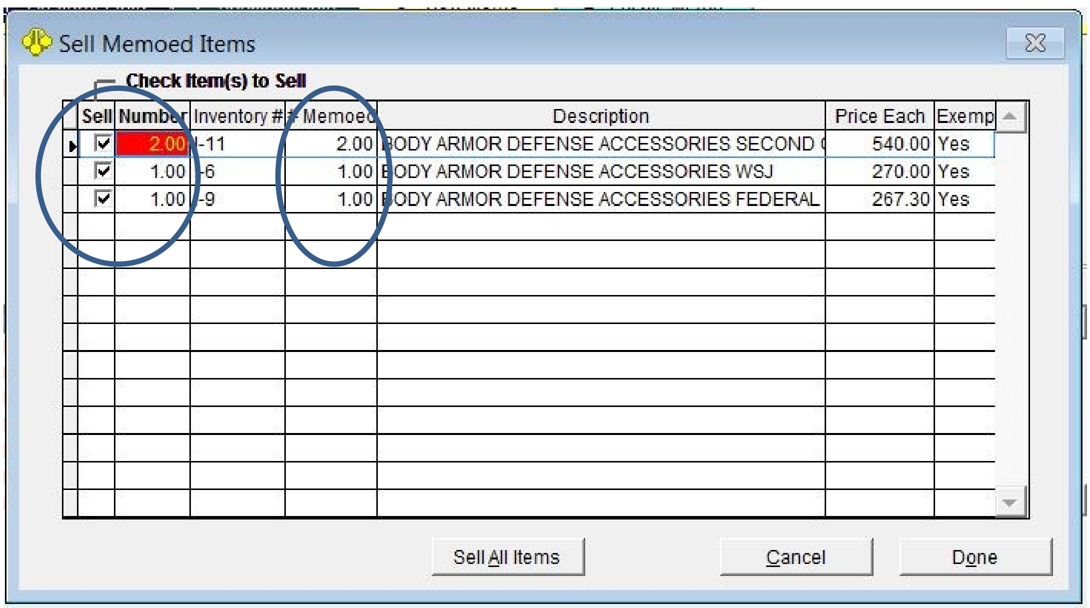
If all items are being returned you can click “Return All Items”. Click “Done” when finished returning items.



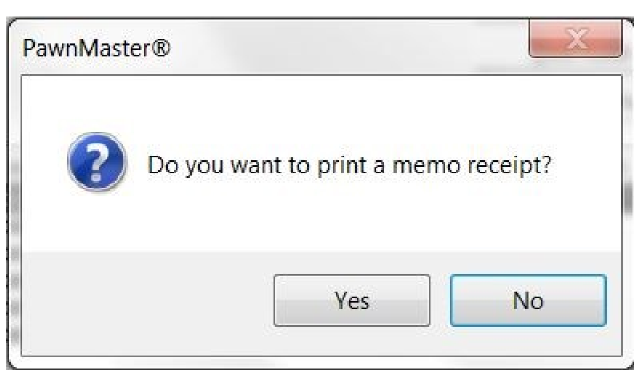
You will be prompted to print a receipt. If items also sold you may wait to print the receipt at the end. You will also be prompted to print new inventory labels. Do so if needed.

Memo Maintenance

Click Sell and the Sell screen will open. Place checks in the appropriate check boxes to select the item(s) and adjust the quantity if needed. (the amount in the memo is listed in the fourth column.



If you have already done the returns and all remaining items sold, you can click “Sell All Items”. Click “Done” when finished.



You will be prompted to print a receipt. If finished, print the memo receipt.

Back to table of contents.

Memo Maintenance

Sample Memo receipt

Your Shop's Name Here
Shop's Adress Here

Shop's Phone

Adam Adams
Somewhere near you

MEMORANDUM
102

Date: 11/05/2013
Page: 1
EMP:

ITEM	DESCRIPTION	QTY	PRICE	TOTAL
I-10	BODY ARMOR DEFENSE ACCESSORIES ZYLON	1.00	94.50	94.50
(RETURNED)	BODY ARMOR DEFENSE ACCESSORIES ZYLON	-1.00	94.50	-94.50
I-11	BODY ARMOR DEFENSE ACCESSORIES SECOND CHANCE	3.00	540.00	1,620.00
(RETURNED)	BODY ARMOR DEFENSE ACCESSORIES SECOND CHANCE	-1.00	540.00	-540.00
(SOLD)	BODY ARMOR DEFENSE ACCESSORIES SECOND CHANCE	-2.00	540.00	-1,080.00
I-6	BODY ARMOR DEFENSE ACCESSORIES WSJ	1.00	270.00	270.00
(SOLD)	BODY ARMOR DEFENSE ACCESSORIES WSJ	-1.00	270.00	-270.00
I-8	BODY ARMOR DEFENSE ACCESSORIES FORCEONE	2.00	189.00	378.00
(RETURNED)	BODY ARMOR DEFENSE ACCESSORIES FORCEONE	-2.00	189.00	-378.00
I-9	BODY ARMOR DEFENSE ACCESSORIES FEDERAL	1.00	267.30	267.30
(SOLD)	BODY ARMOR DEFENSE ACCESSORIES FEDERAL	-1.00	267.30	-267.30

TOTAL ON MEMORANDUM: 0.00

Your Message Here: **Sample;**

The agent shall sell the items only at the retail price specified on the List of Inventory. The commission is to be __percent of the retail price. Both parties must agree to any change to the retail price or the agent's commission in advance. All items not sold must be returned in original condition. The agent is responsible for

SIGNATURE:____

If at any time you need to review a completed memo you can by selecting "All Memos", and chose a date range in which the memo was created.

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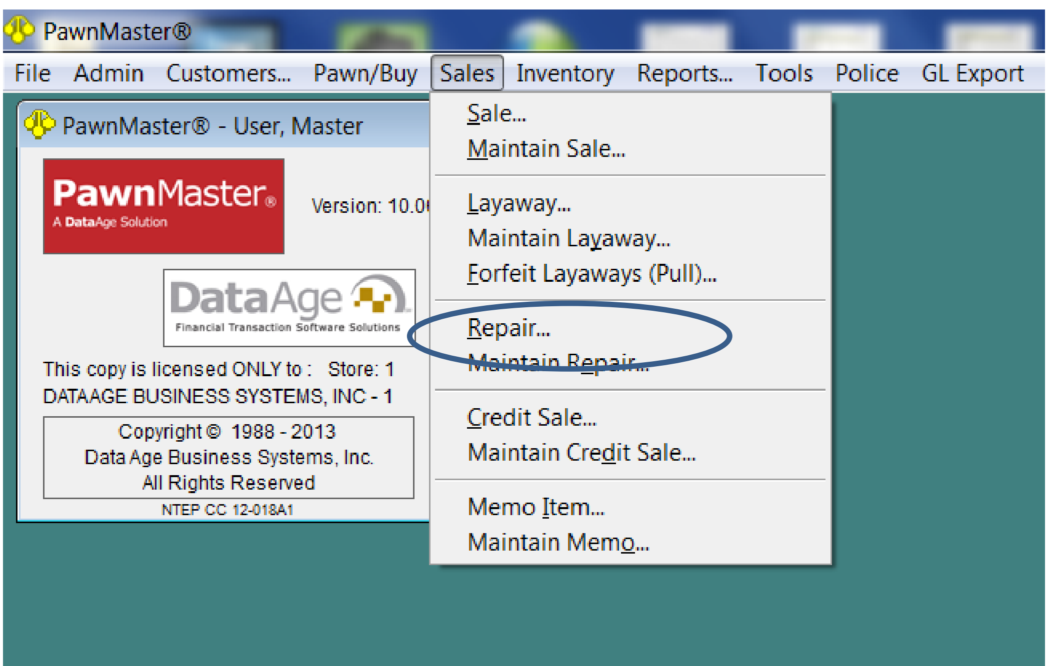
Advanced Sales

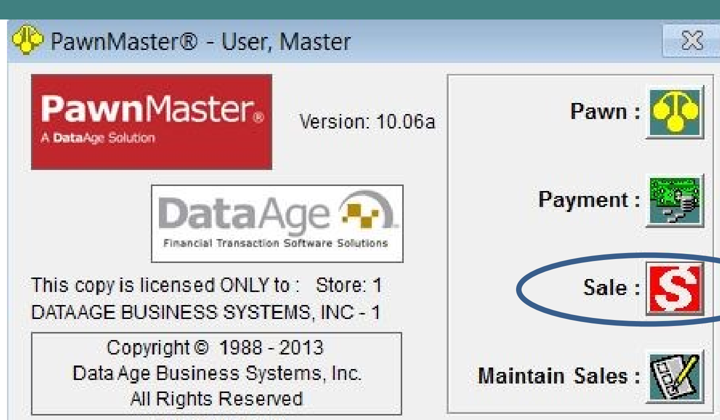
Advanced Sales, Repairs

Some types of repairs can be very profitable. Repairs can be performed in-house or out-sourced to another vendor. Examples may include, but are not limited to, jewelry cleaning, resizing and repair, Watch battery replacement, Firearms, bicycle and computer repairs.

If you have a repair service that you perform frequently such as replacing watch batteries, you can add an inventory item or bulk location, (see Bulk Items) to quickly record the repair in PawnMaster.

To Start a repair sale, select “Sales” on the tool bar and “Repair” or click on the Sales quick task button.

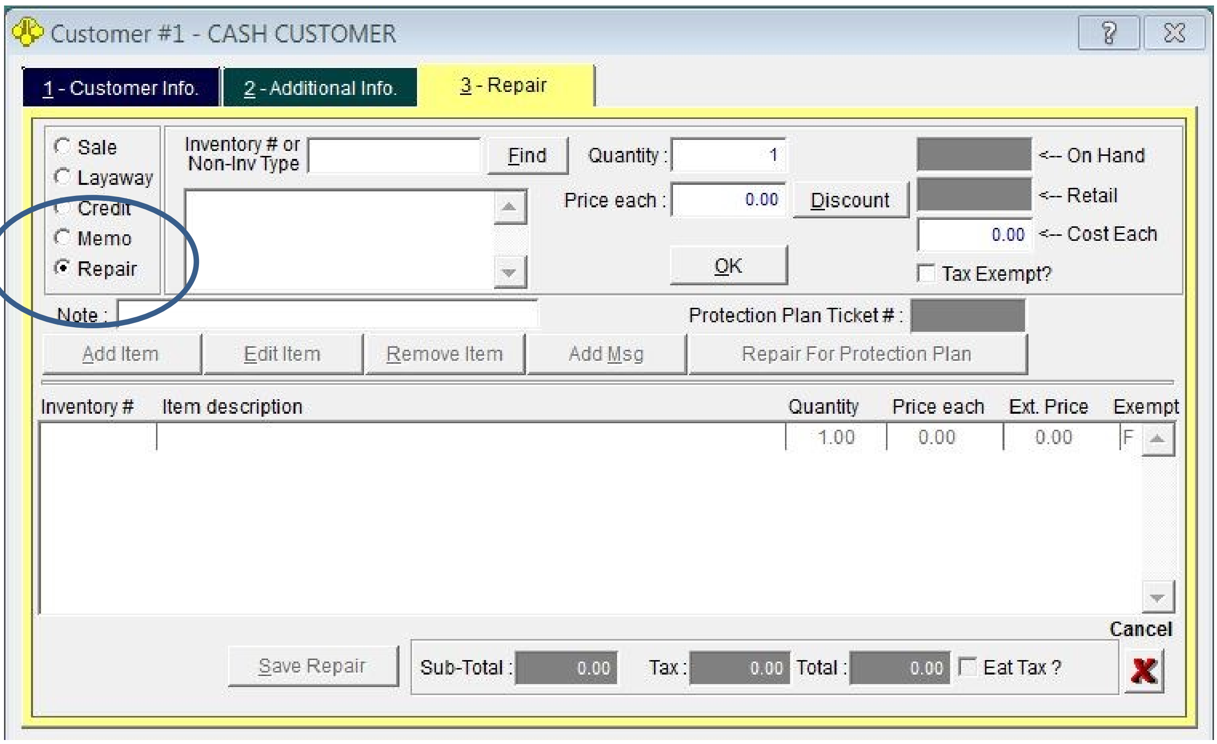


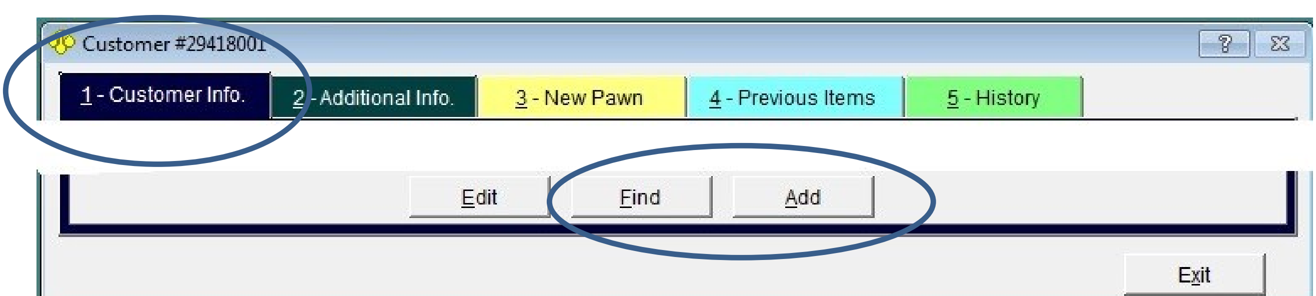


Advanced Sales, Repairs

If you selected “Repair” from the Sales tool bar menu you will be at the customer screen. If you clicked on the Sales quick task button you will need to select the “Repair” radio button and go to the customer tab to enter a customer.

Add or find the customer just as you would for a pawn or layaway.





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Advanced Sales, Repairs

Once you have found or added the customer, go to the “Repair” tab and enter the inventory number for the repair or add it as a non-inventory item. (see non inventory sales if needed).

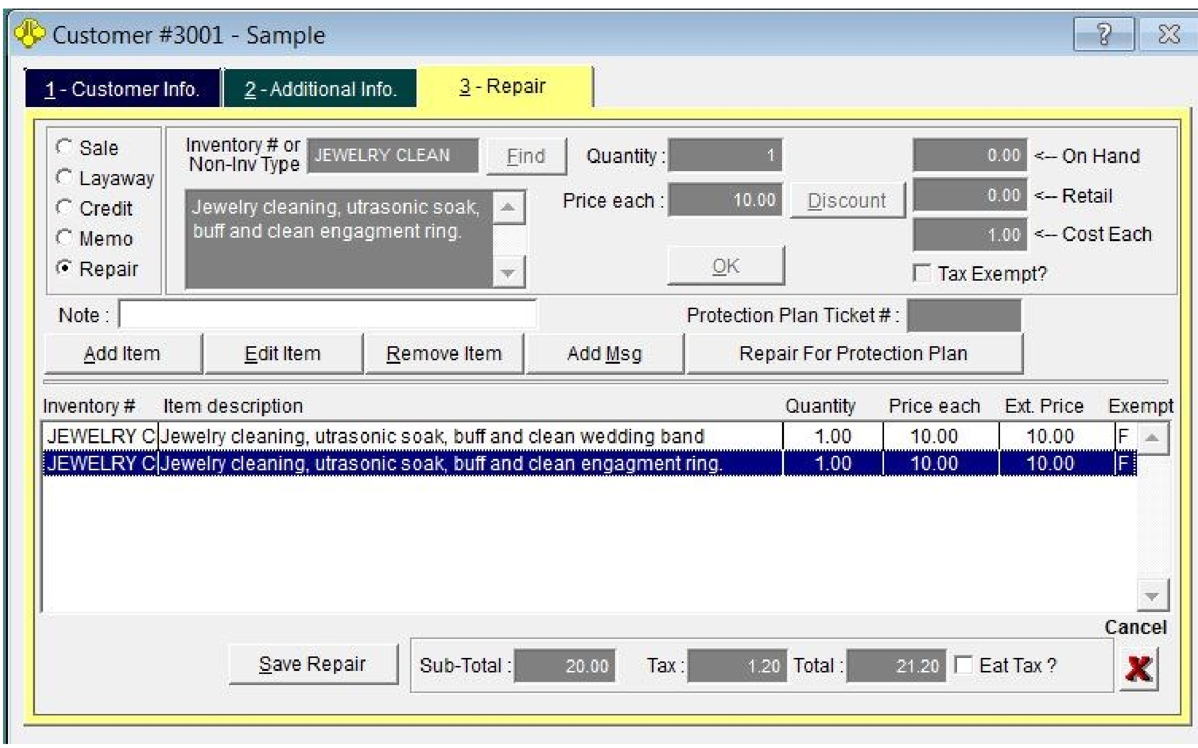
If multiple items are included, use “Add Item” to list each item in the repair.

Use “Edit Item” to make any needed corrections.

“Remove Item” is used to delete an item from the repair.

If you would like to check or change the message on the receipt click “Add Msg”.

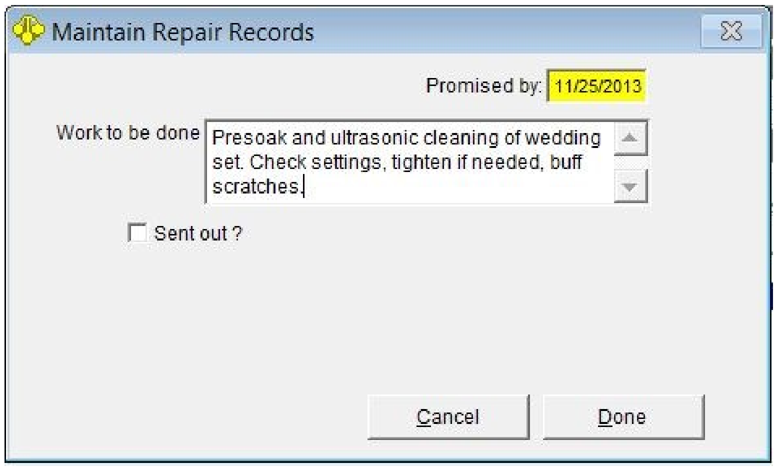
If this repair is being performed as a result of a protection plan, please refer to the instructions with the Protection Plan module.



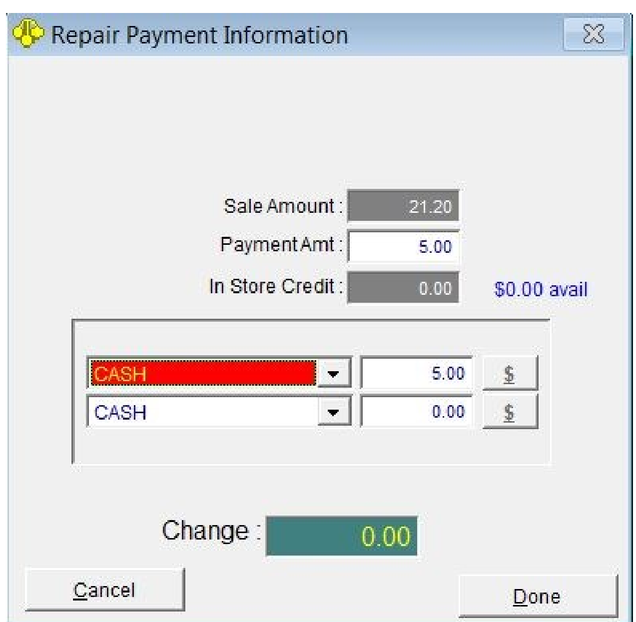
Once all items are entered and correct, save the repair.

Advanced Sales, Repairs

As soon as you save the repair, the “Maintain Repair Records” screen will open. Enter a short description of the work to be done. Select “Sent Out?” if the work will be outsourced to another vender. Adjust the “Promised by” date, if needed and click “Done”.



Enter the amount of the deposit if needed or take the full payment up front. If no deposit is required leave the amount $0.00 and click “Done”. Note: if the customer pays the full amount of the repair upfront a payment of $0.00 must still be taken to complete the transaction.



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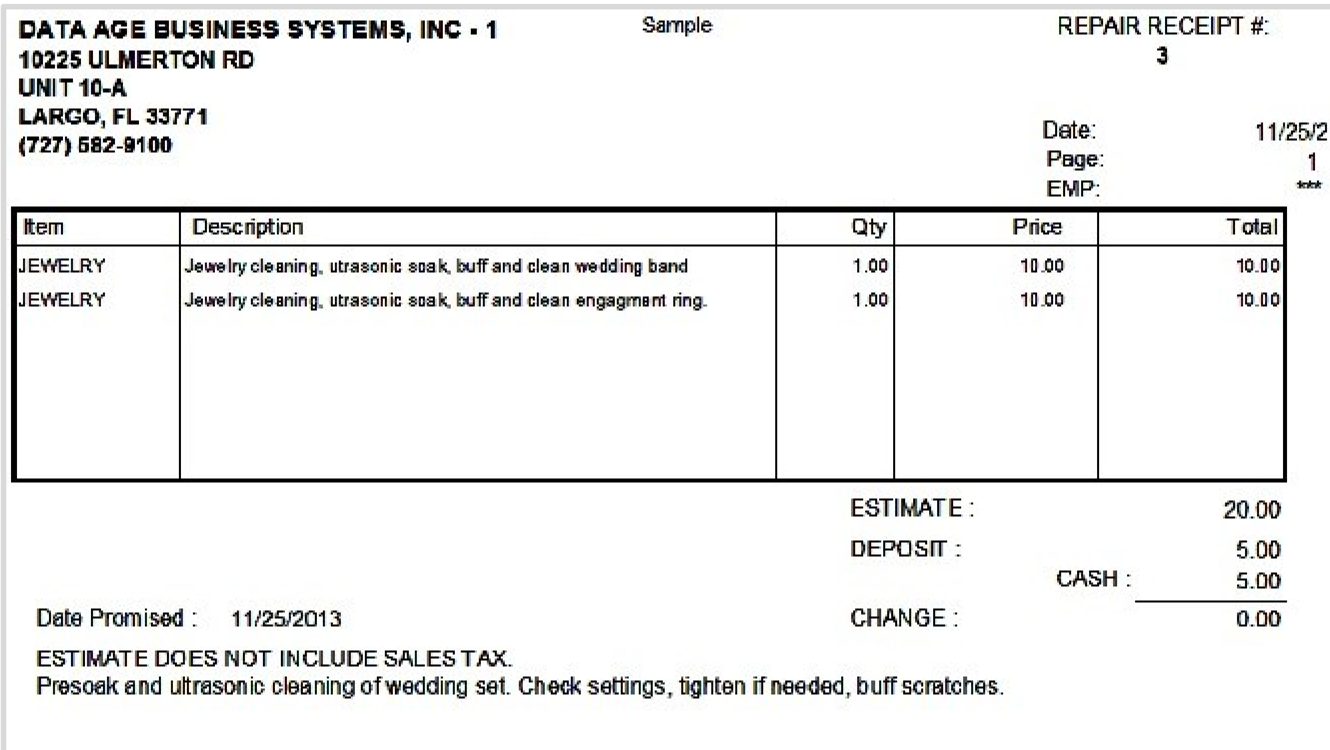
Once the deposit is taken, one or more repair invoices will print.


DATA AGE BUSINESS SYSTEMS, INC - 1
10225 ULMERTON RD
UNIT 10-A
LARGO, FL 33771
(727) 582-9100

Sample

REPAIR RECEIPT #: **3**

Date: 11/25/2
Page: 1
EMP: ***

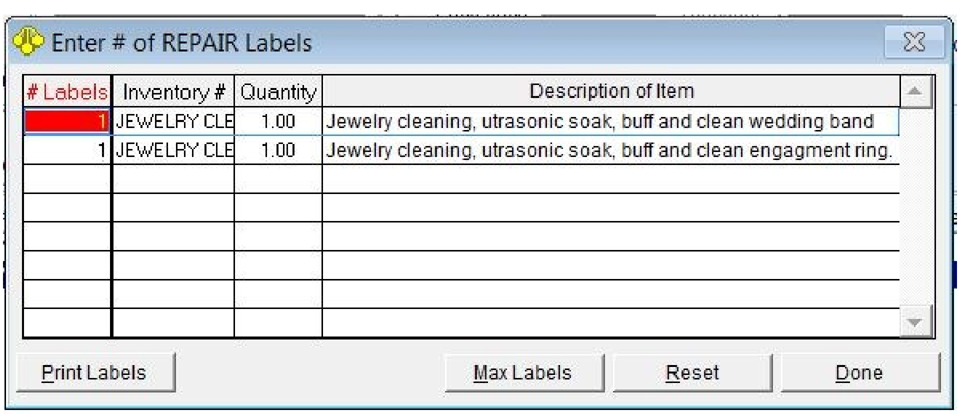
Item	Description	Qty	Price	Total
JEWELRY	Jewelry cleaning, utrasonic soak, buff and clean wedding band	1.00	10.00	10.00
JEWELRY	Jewelry cleaning, utrasonic soak, buff and clean engagment ring.	1.00	10.00	10.00

ESTIMATE : 20.00
DEPOSIT : 5.00
CASH : 5.00
CHANGE : 0.00

Date Promised : 11/25/2013

ESTIMATE DOES NOT INCLUDE SALES TAX.
Presoak and ultrasonic cleaning of wedding set. Check settings, tighten if needed, buff scratches.

Print any required labels.


Enter # of REPAIR Labels

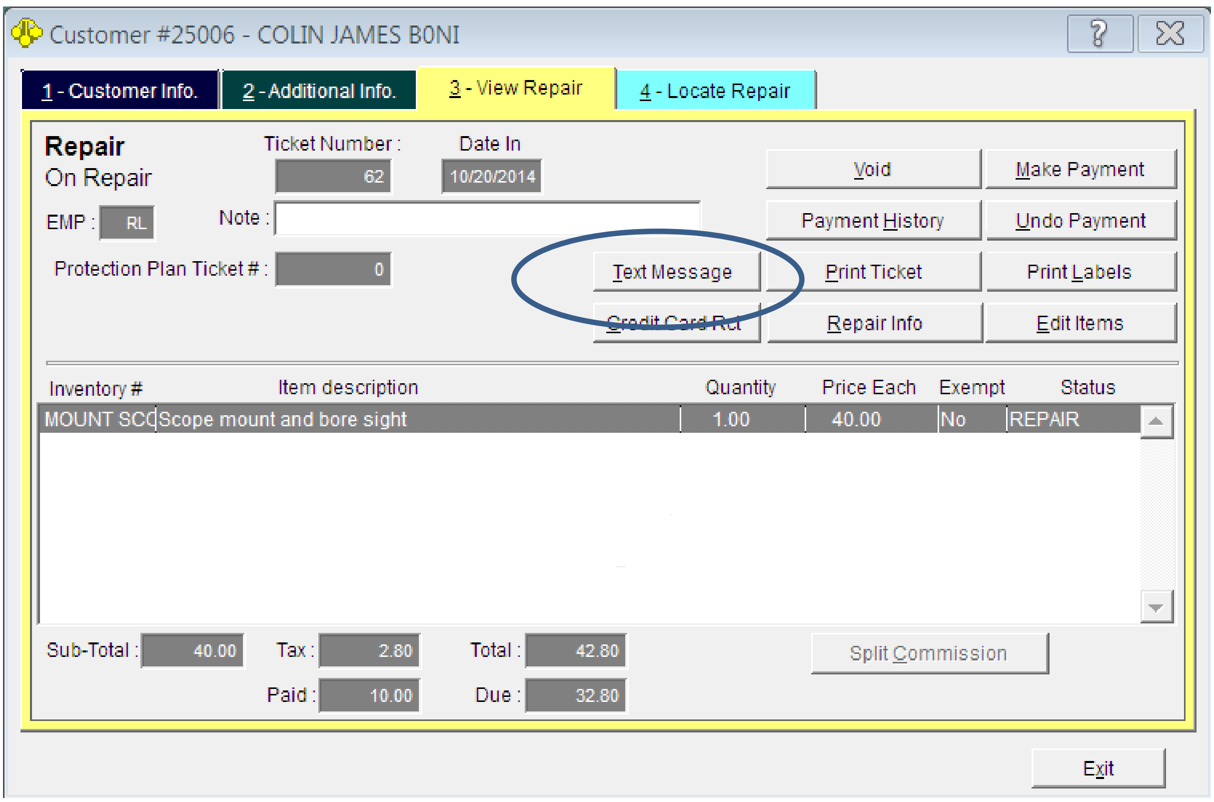
# Labels	Inventory #	Quantity	Description of Item
1	JEWELRY CLE	1.00	Jewelry cleaning, utrasonic soak, buff and clean wedding band
1	JEWELRY CLE	1.00	Jewelry cleaning, utrasonic soak, buff and clean engagment ring.

Print Labels | Max Labels | Reset | Done

Advanced Sales, Repairs

Once the repair has been completed the customer will need to be contacted.

If your shop uses text messaging and the customer has opted in for text messaging, a notice of the completed repair can be sent simply by clicking “Text Message” on the maintain repair screen. If your shop is not using text messaging, the employee will need to call the customer to let them know the repair is done.

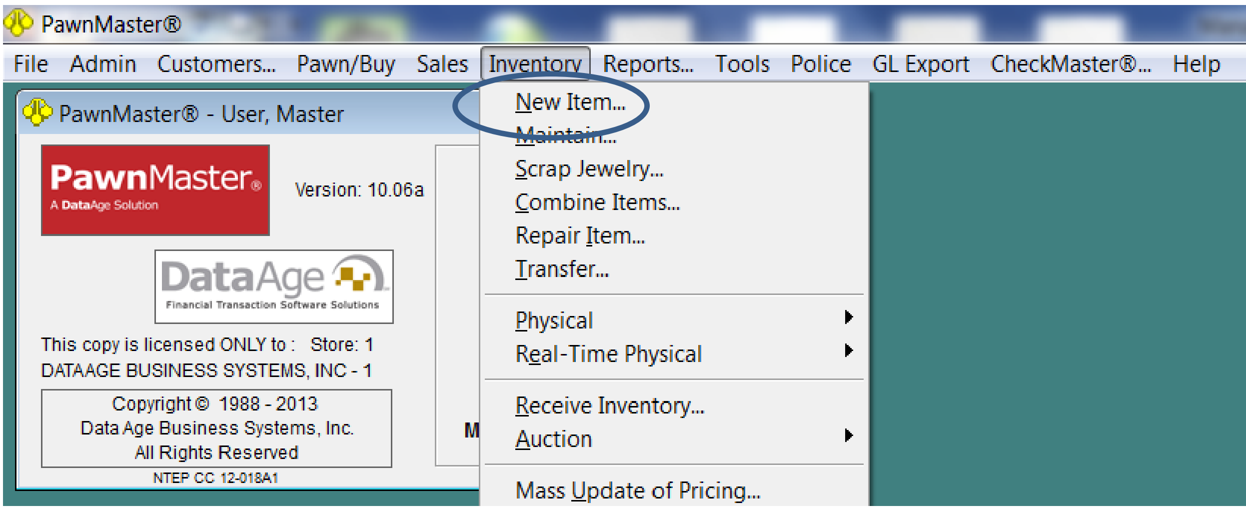


In addition to sending a text message, here a payment is made, the payment undone, the repair can be voided, the payment history viewed, the invoice reprinted, labels reprinted, additional info viewed and the repair edited.

Advanced Sales, Repairs (Firearms)

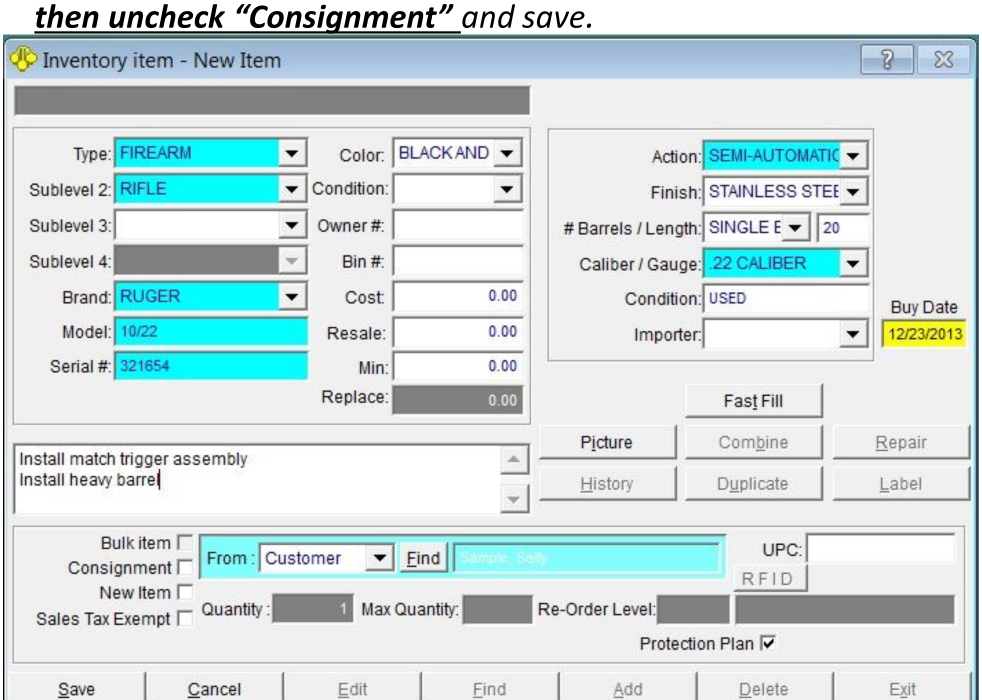
Because firearms MUST be tracked in the gun log it is important that you ADD the item to the shop inventory prior to beginning the repair. You must also add the customer in PawnMaster, if they are not already a customer, add them now.

Go to Inventory on the tool bar and select "New Item".



Enter all firearm details. **Do not check "New Item".** Find the customer, enter the "Cost", which should be the estimated cost of the repair to the shop, and add any notes. Click "Save".

If you are unable to select "Customer" check "Consignment" and select the customer ***<u>then uncheck "Consignment"</u>*** *and save.*



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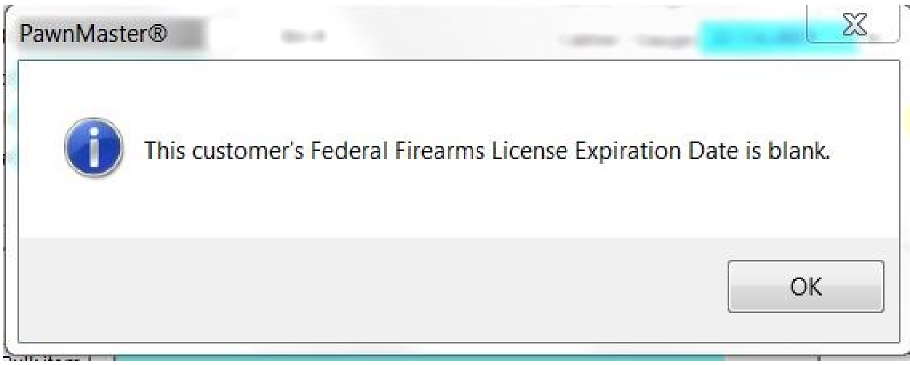
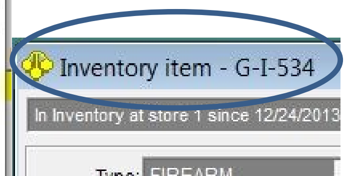
Advanced Sales, Repairs (Firearms)

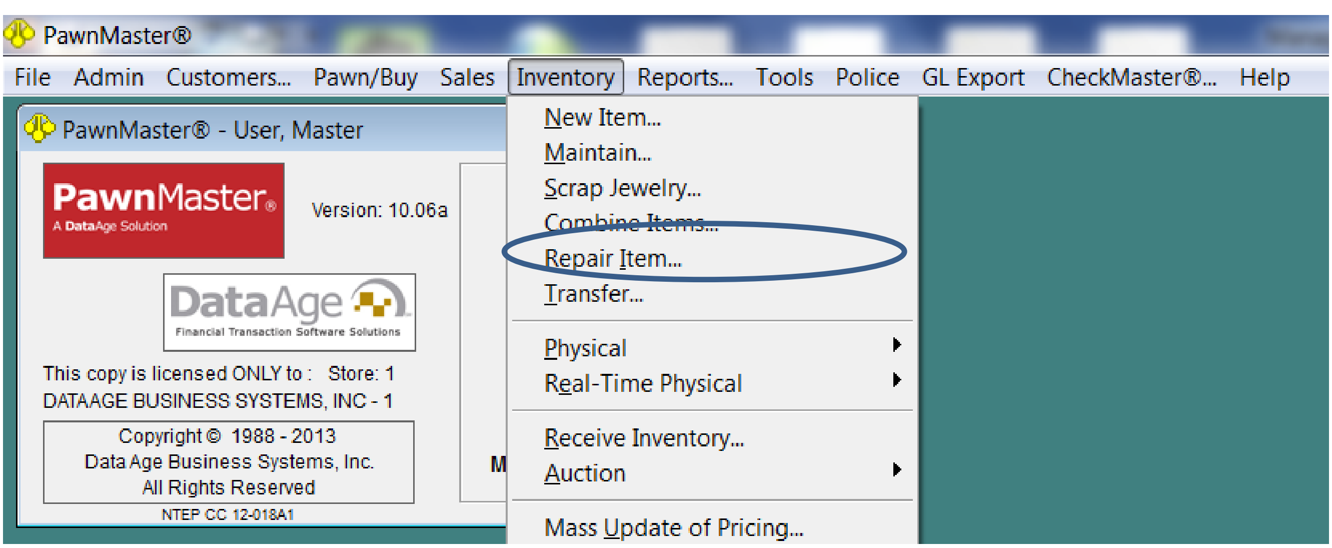
When you select the customer you will get a warning that "the customer's Federal Firearms License Expiration Date is blank." click "OK".
Make a note of the inventory number at the top of the inventory item screen.





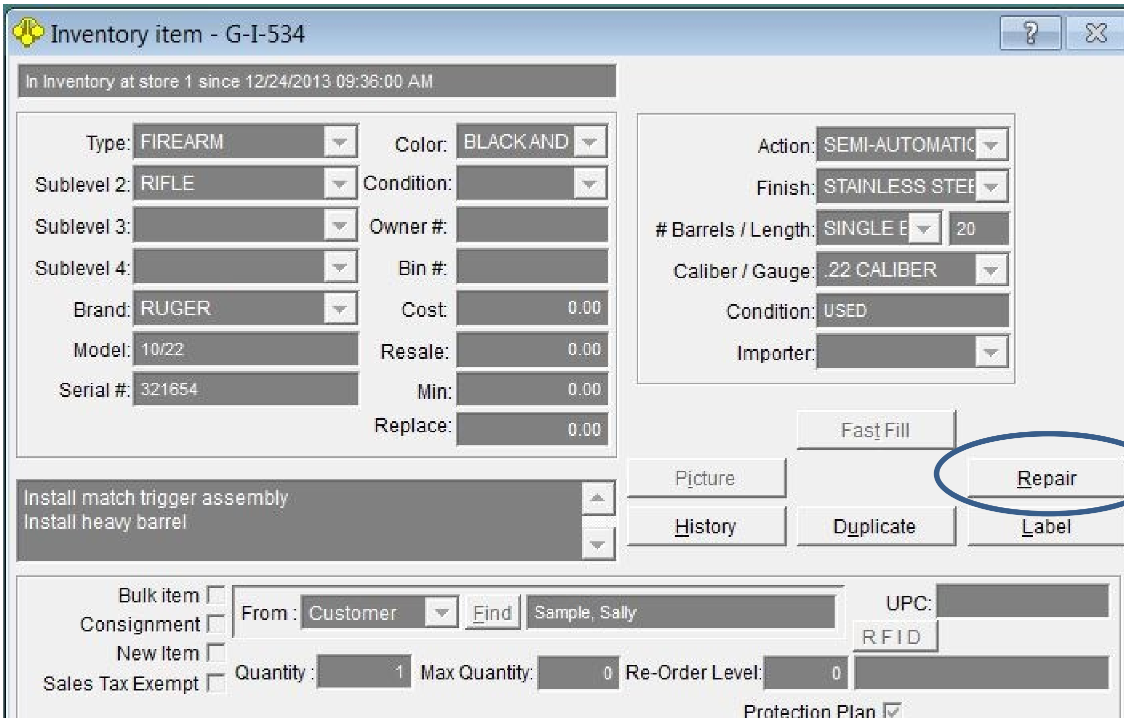
Click "Save" and click on "Label" to print a label for tracking the item. You may assign the item to repair status now or **if the gun will leave the shop,** wait until it is actually leaving the premises.

When you are ready to begin the repair or send the gun to the gunsmith, go to Inventory on the tool bar and select "Repair Item".

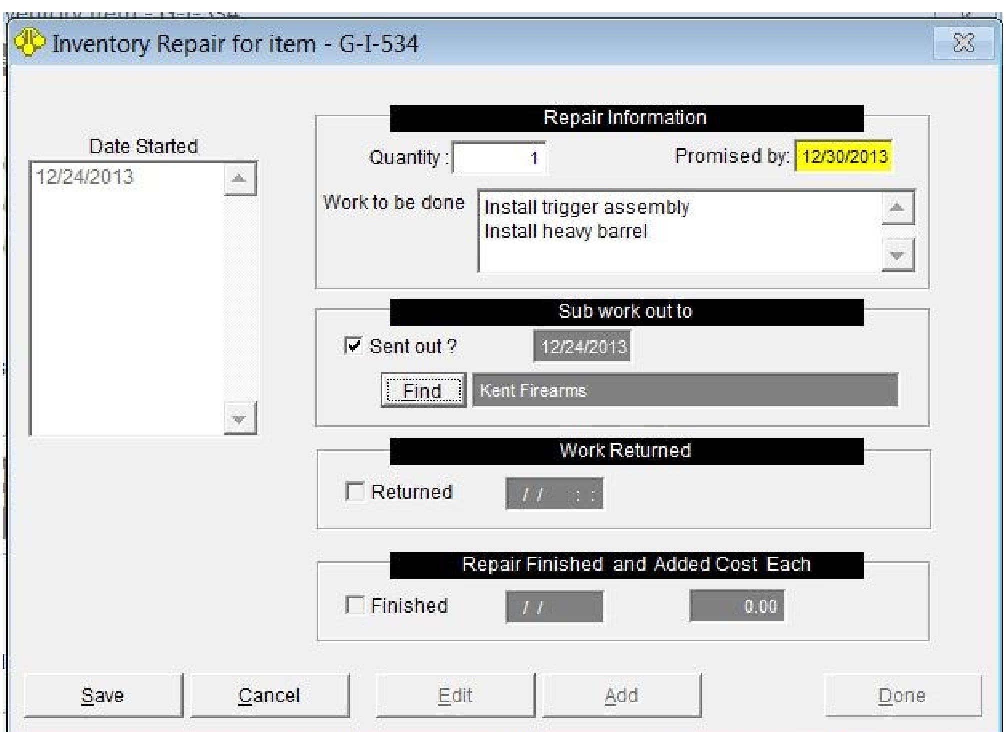


Advanced Sales, Repairs (Firearms)

Find the firearm by scanning the label or entering the inventory number. Click on "Repair".

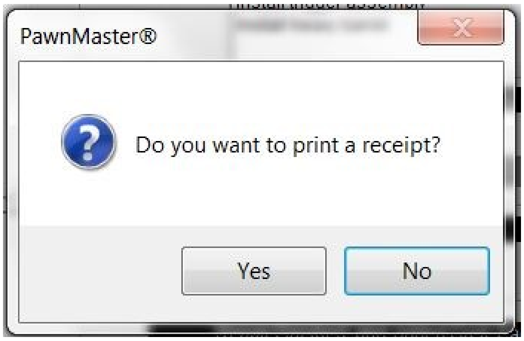


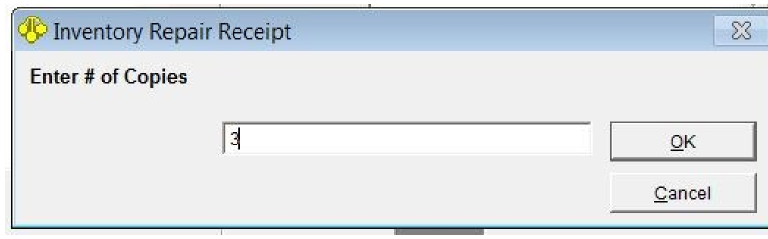
Enter the repair work to be done. If outsourcing check "Send out" and find the vendor. Click "Save" when done.



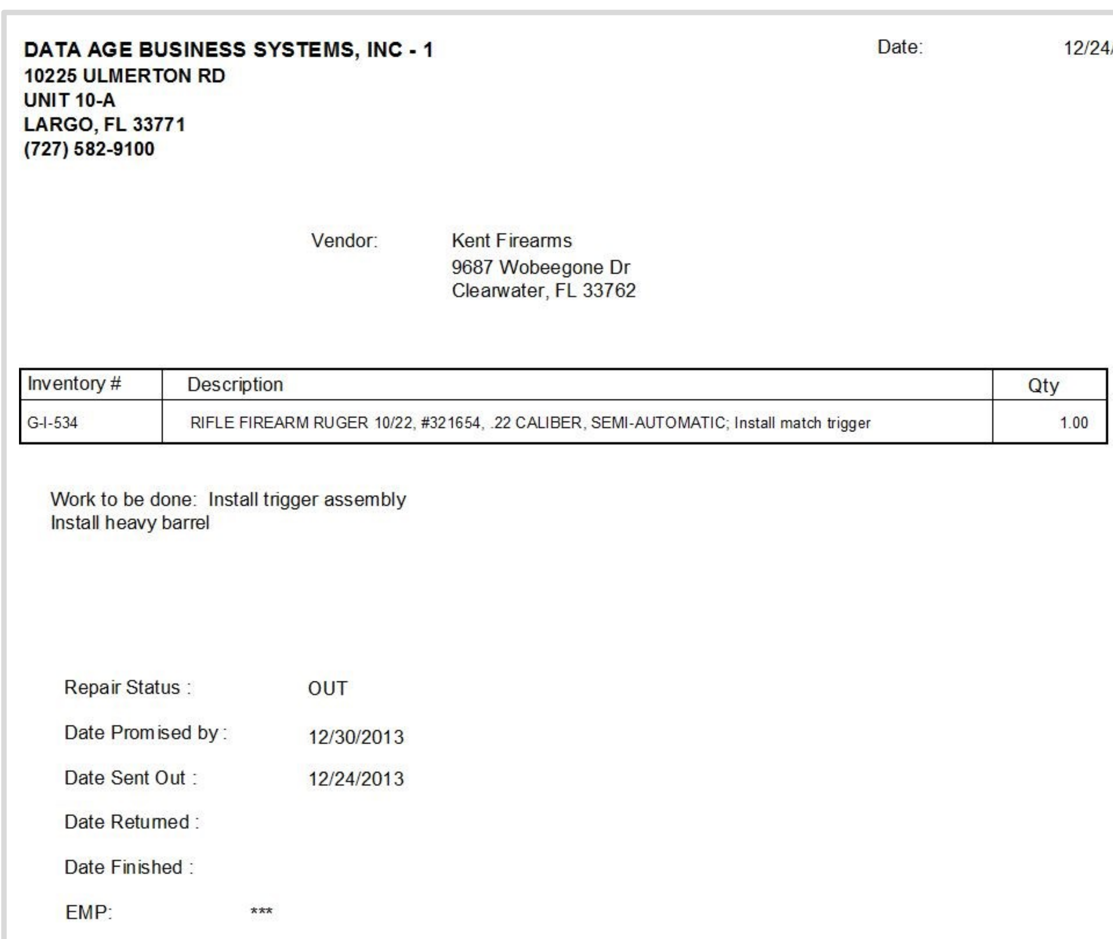
Advanced Sales, Repairs (Firearms)

Click “Yes” to print a receipt. Enter the number of copies you want to print and click “OK”.





The receipt will include the details you entered for the repair.



DATA AGE BUSINESS SYSTEMS, INC - 1
10225 ULMERTON RD
UNIT 10-A
LARGO, FL 33771
(727) 582-9100

Date: 12/24/

Vendor: Kent Firearms
9687 Wobeegone Dr
Clearwater, FL 33762

Inventory #	Description	Qty
G-I-534	RIFLE FIREARM RUGER 10/22, #321654, .22 CALIBER, SEMI-AUTOMATIC; Install match trigger	1.00

Work to be done: Install trigger assembly
Install heavy barrel

Repair Status : OUT

Date Promised by : 12/30/2013

Date Sent Out : 12/24/2013

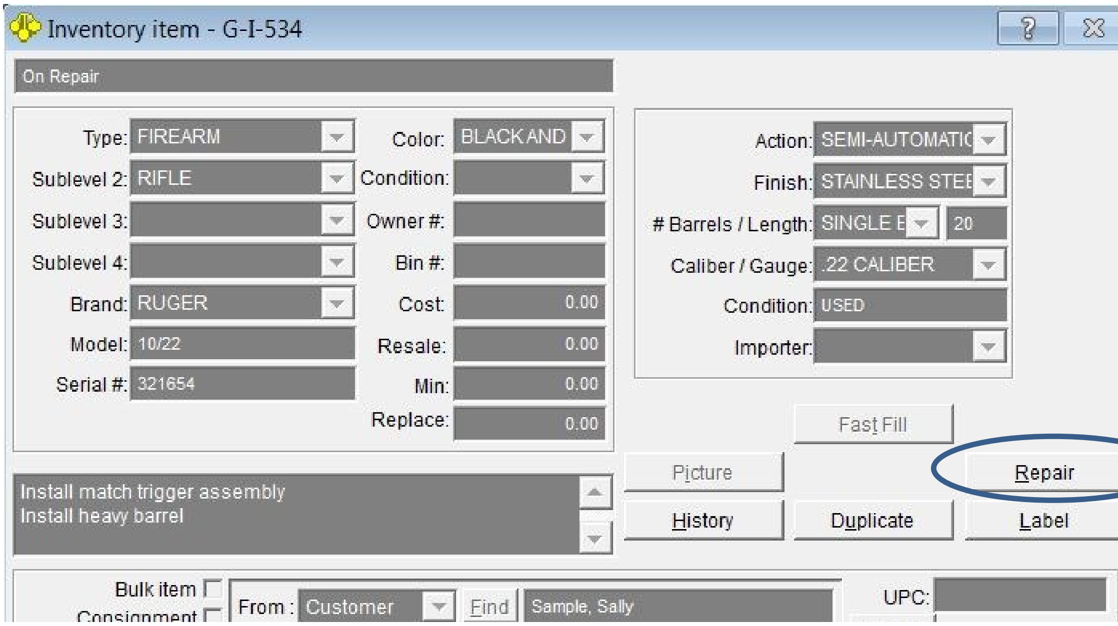
Date Returned :

Date Finished :

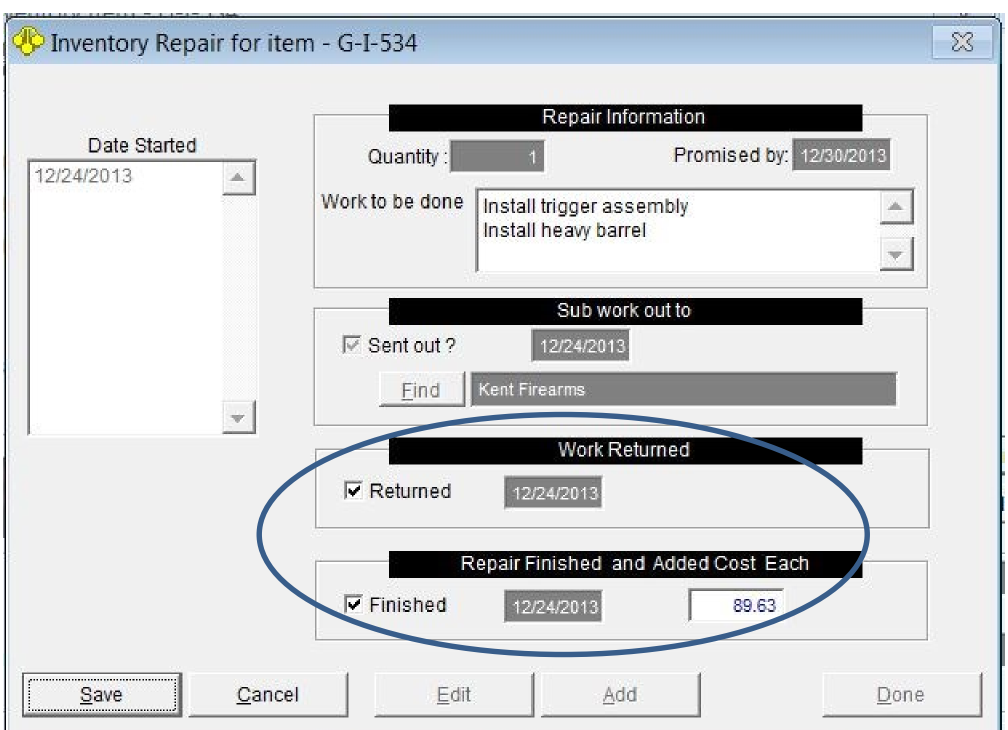
EMP: ***

Back to table of contents.

When the repair is done, go to Inventory and select "Maintain", locate the item and Click "Repair".

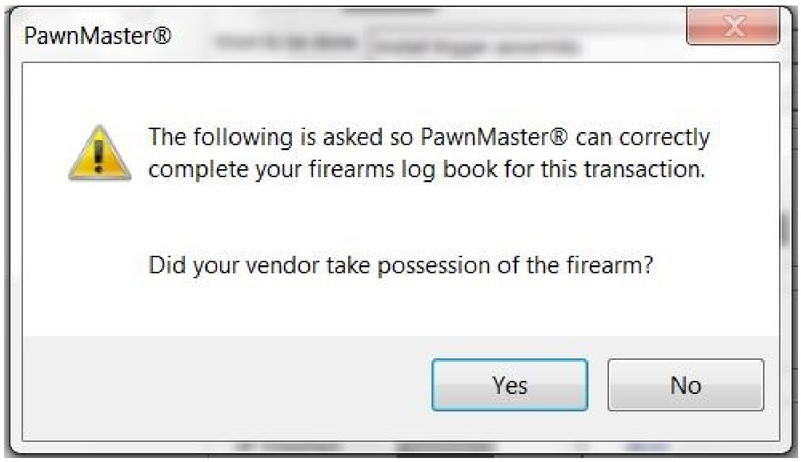


Check the "Returned" box if the item was sent out and returned. Check "Finished", enter the cost of the repair to the shop and click "Save".

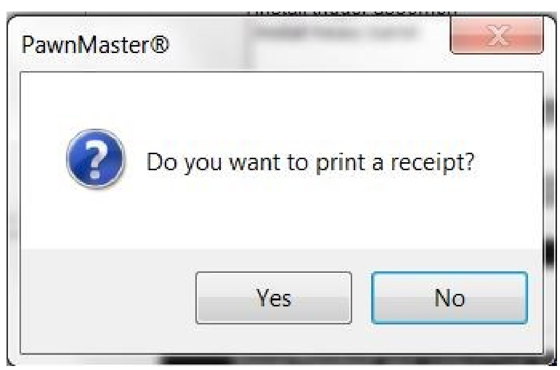


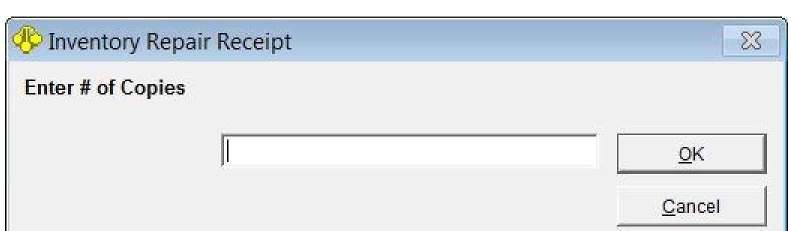
Advanced Sales, Repairs (Firearms)

PawnMaster will confirm that the firearm left the shop and returned to update the gun log. Click “Yes” or “No” as needed.



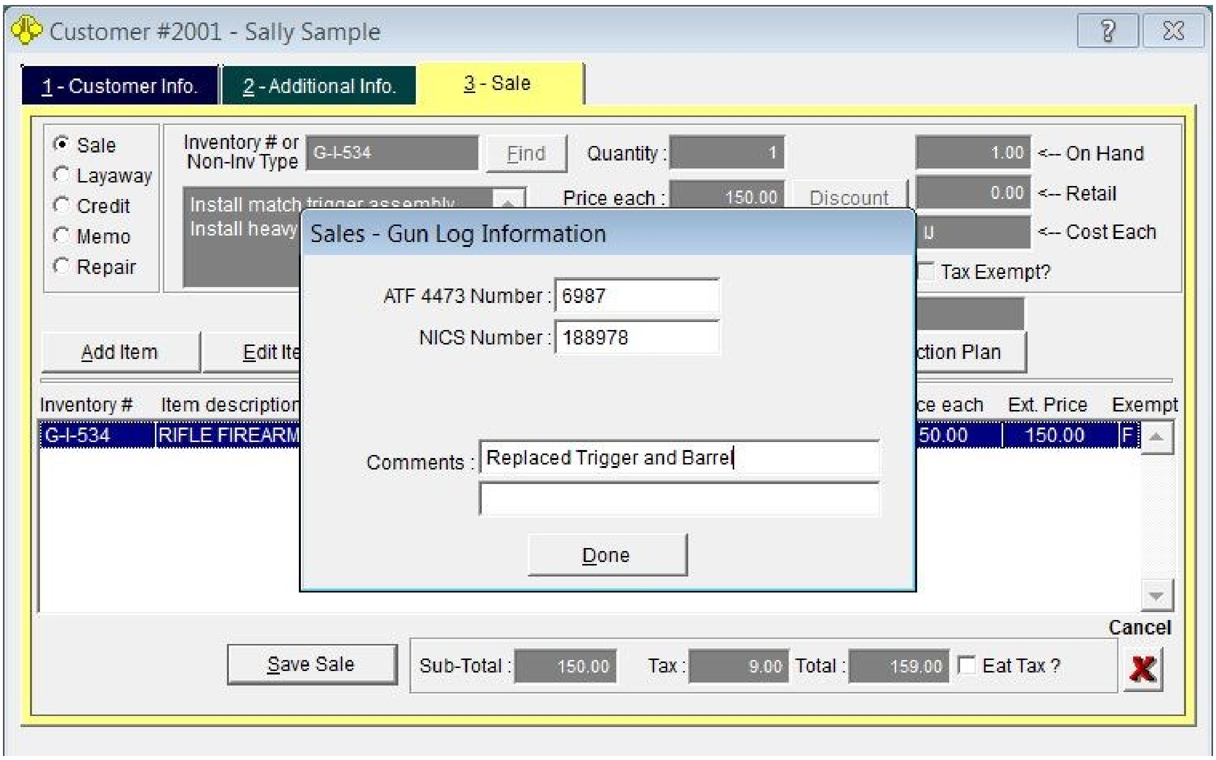
Print receipts if needed,



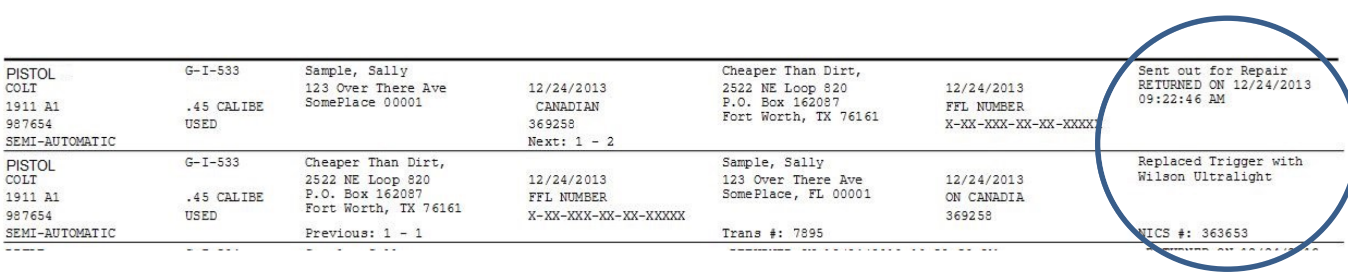


 Back to table of contents.

When the customer returns to pickup the firearm, complete the transaction as a firearm sale. Enter the sale price as the amount you are charging the customer for the repair. If the cost is blank, enter the amount the repair cost the shop.



The gun log will have two entries. The first will detail receiving the firearm and sending it to the vendor. The second entry will be receiving the firearm from the vendor and the customer taking possession of the gun. Note the work performed is recorded



PISTOL COLT 1911 A1 987654 SEMI-AUTOMATIC	G-I-533 .45 CALIBE USED	Sample, Sally 123 Over There Ave SomePlace 00001	12/24/2013 CANADIAN 369258 Next: 1 - 2	Cheaper Than Dirt, 2522 NE Loop 820 P.O. Box 162087 Fort Worth, TX 76161	12/24/2013 FFL NUMBER X-XX-XXX-XX-XX-XXXXX	Sent out for Repair RETURNED ON 12/24/2013 09:22:46 AM
PISTOL COLT 1911 A1 987654 SEMI-AUTOMATIC	G-I-533 .45 CALIBE USED	Cheaper Than Dirt, 2522 NE Loop 820 P.O. Box 162087 Fort Worth, TX 76161 Previous: 1 - 1	12/24/2013 FFL NUMBER X-XX-XXX-XX-XX-XXXXX	Sample, Sally 123 Over There Ave SomePlace, FL 00001 Trans #: 7895	12/24/2013 ON CANADIA 369258	Replaced Trigger with Wilson Ultralight NICS #: 363653

The above sample is the ten entries per page firearms log book prior to Oct 2014. Entries after Oct 2014 will print to 8.5X14 legal size paper

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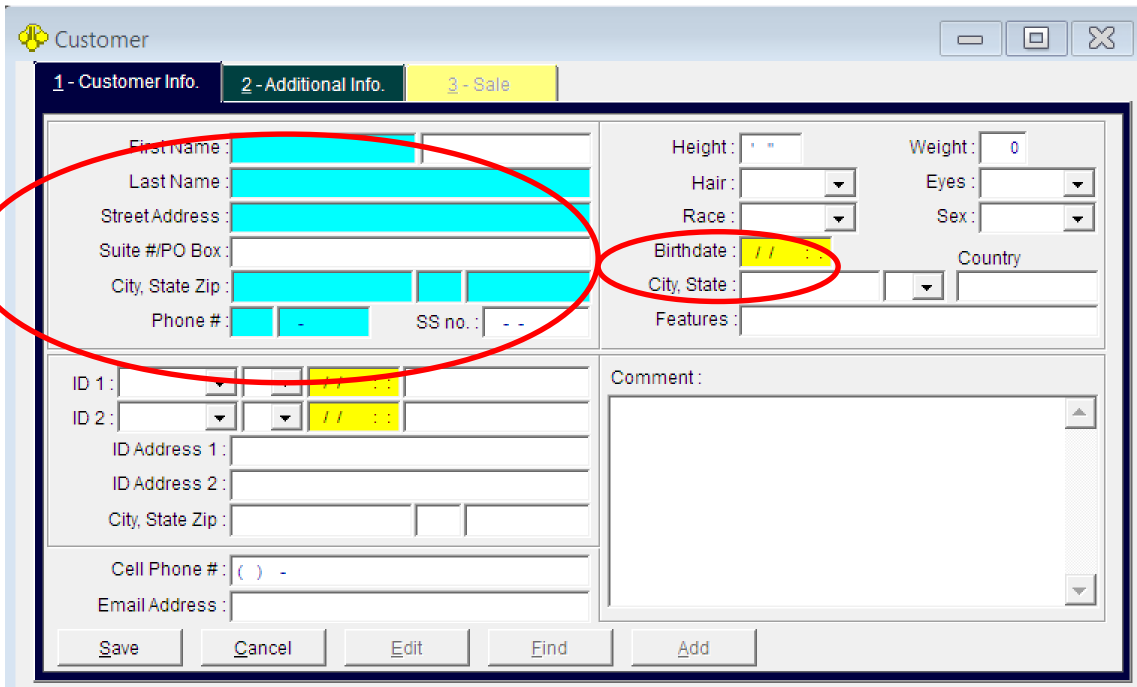
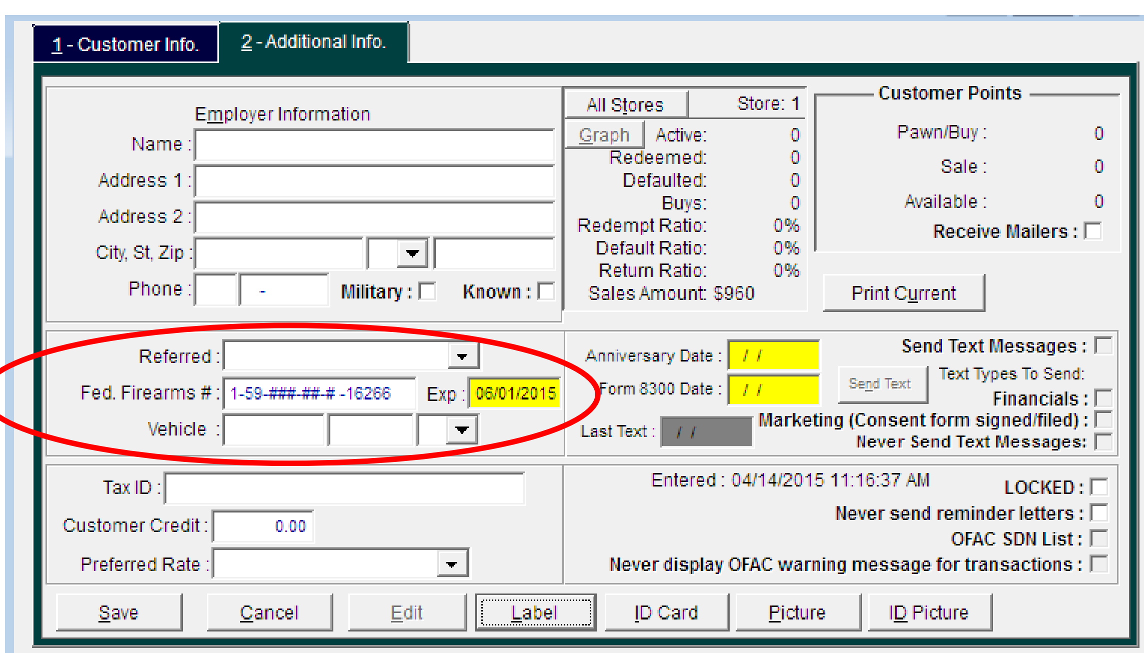
Advanced Sales, Firearms, Shipping to FFL

When a customer purchases a firearm through an on-line channel, the firearm must be sent to a licensed dealer to complete the transfer.

Enter the FFL holder that will receive the firearm as a customer. Or find them if already in PawnMaster.



You must enter a DOB such as 01/01/1900. Go to Additional info tab and enter the FFL#



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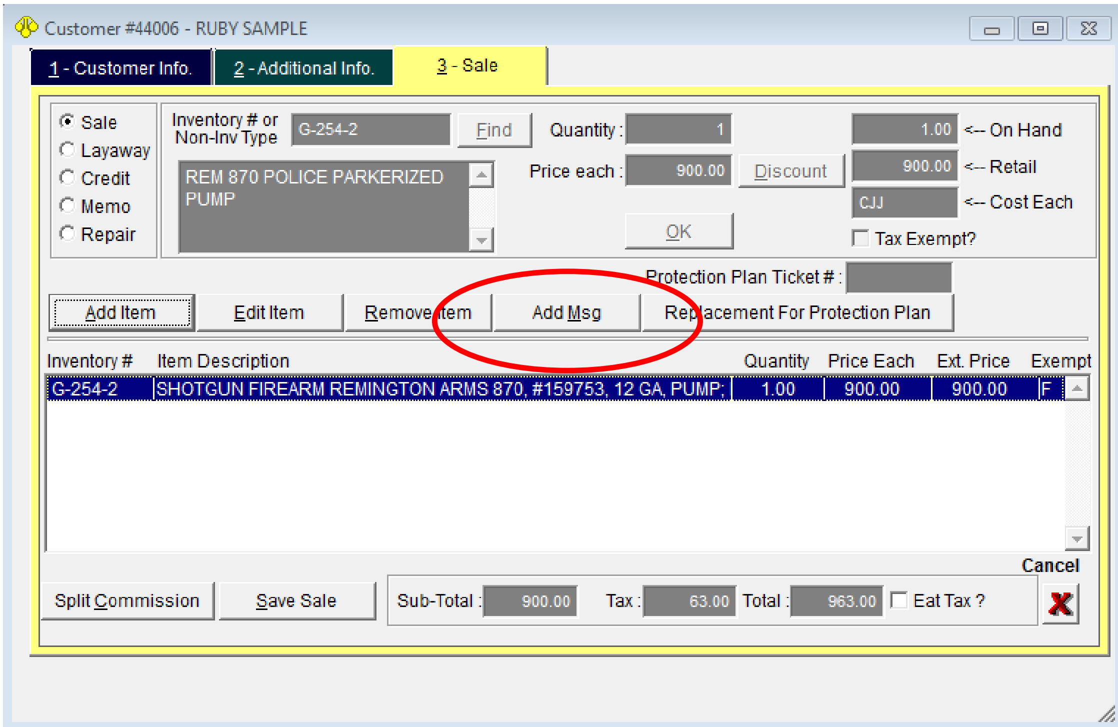
Advanced Sales, Firearms

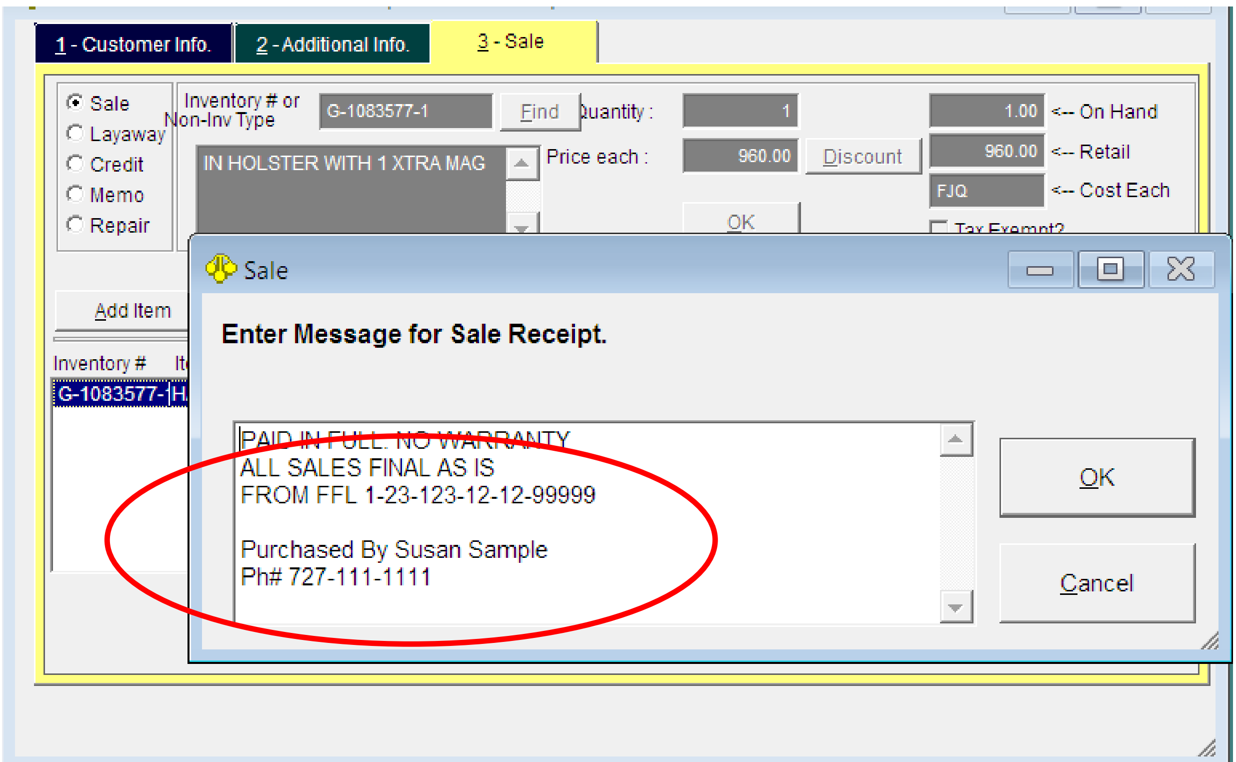
Enter the inventory number or find the firearm. Click OK then click “Add Msg”



Advanced Sales, Firearms

Add your FFL information and the name and contact info for the customer.

Enter the same information you would want if the firearm arrived at your shop for a transfer.



Click Save sale

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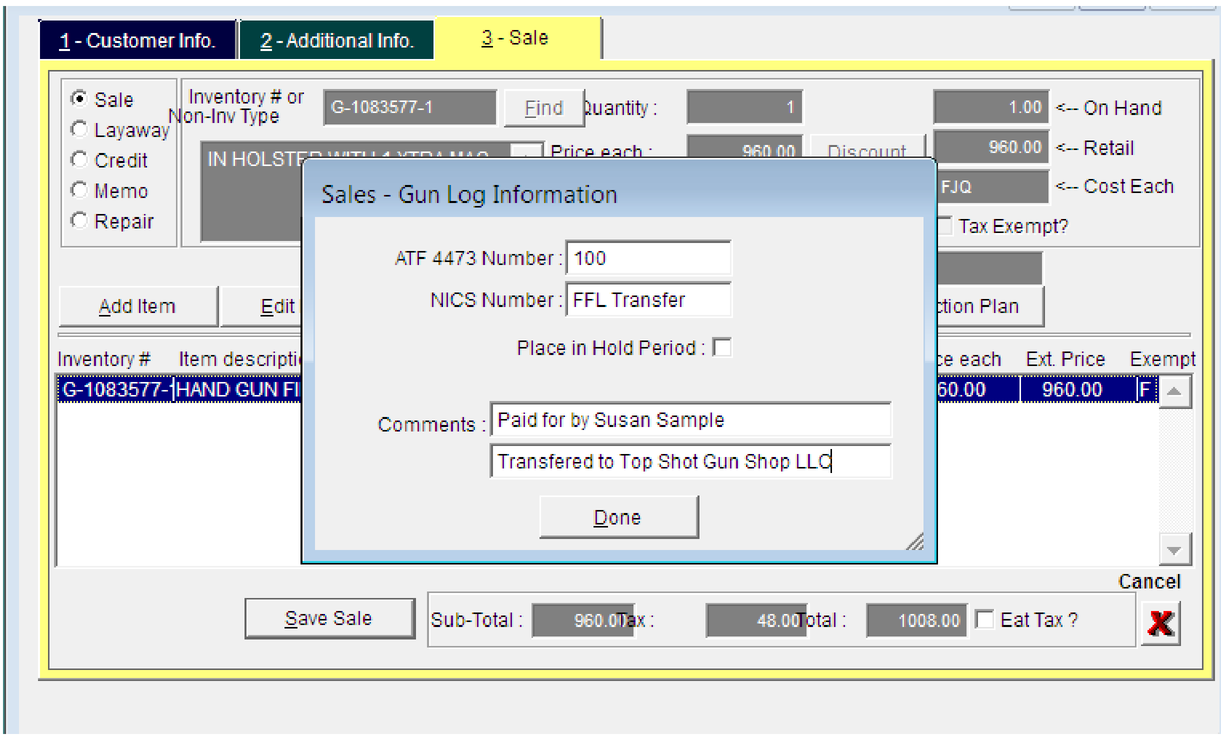
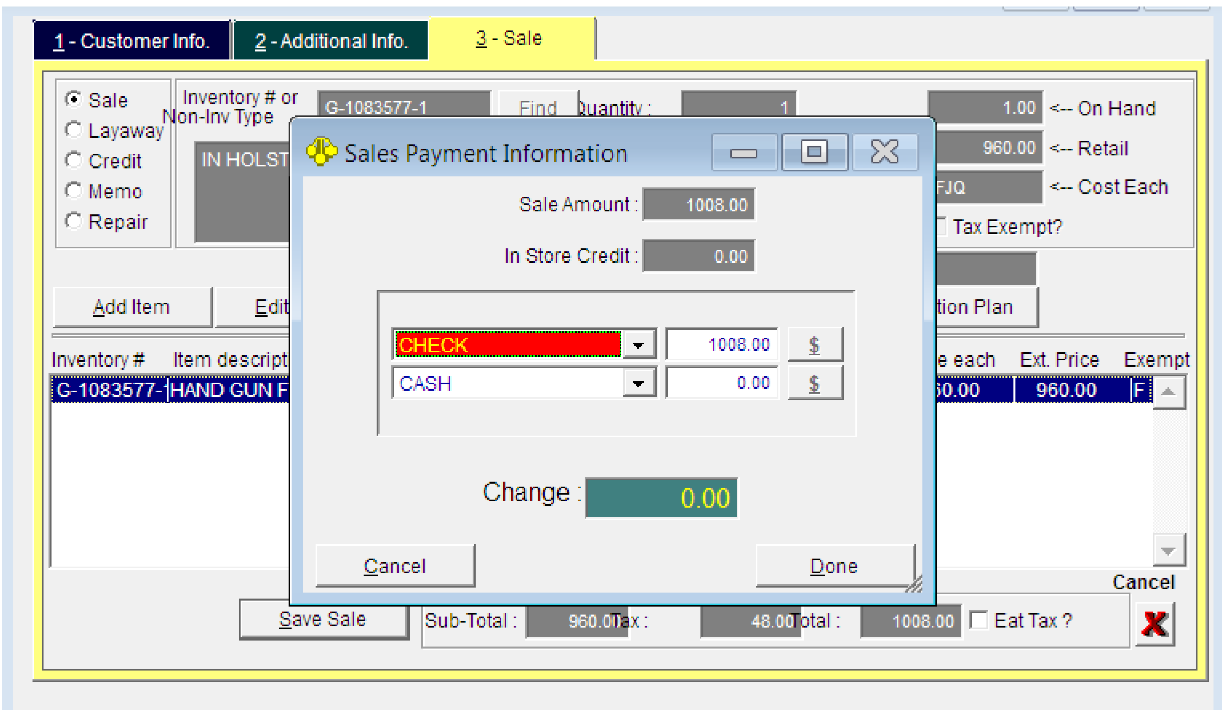
In the NICS field enter “FFL TRANSFER”.

Add any additional comments you want to appear in your gun log.



Advanced Sales, Firearms

Choose the correct tender type such as PayPal, Credit Card or Check.



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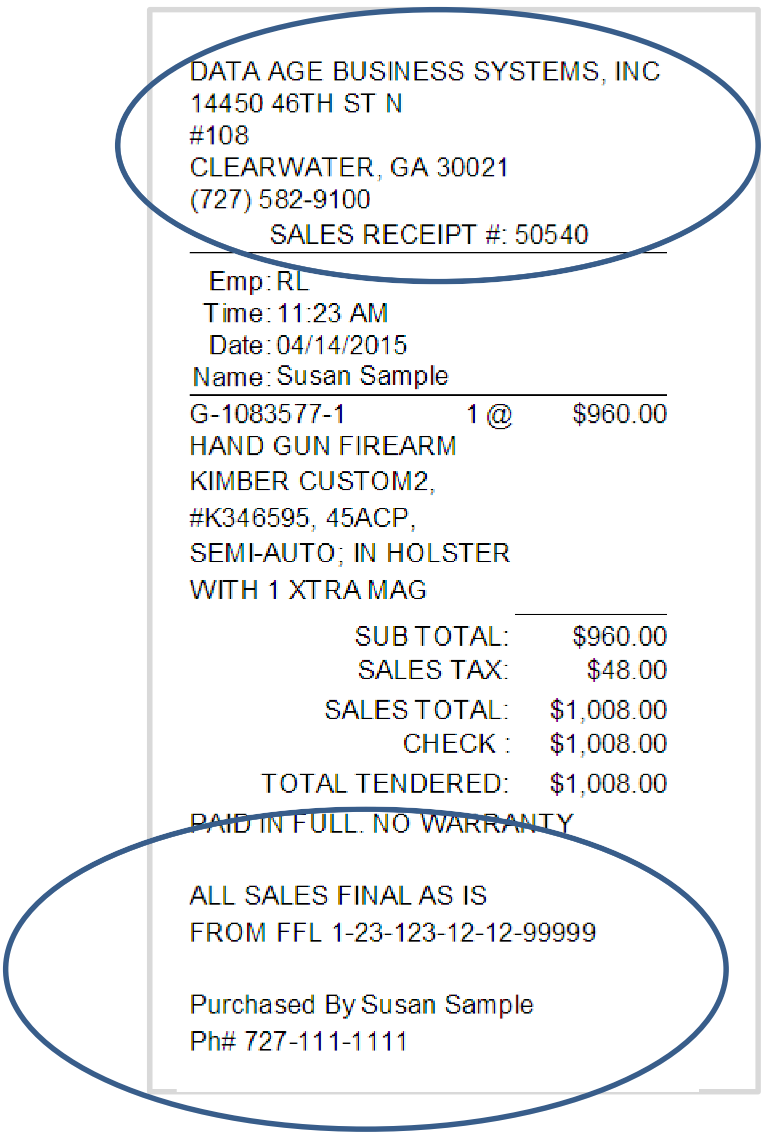
Advanced Sales, Firearms

Print the receipt and pack it with the firearm to be shipped.


DATA AGE BUSINESS SYSTEMS, INC
14450 46TH ST N
#108
CLEARWATER, GA 30021
(727) 582-9100
SALES RECEIPT #: 50540

Emp: RL
Time: 11:23 AM
Date: 04/14/2015
Name: Susan Sample

G-1083577-1	1 @	$960.00

HAND GUN FIREARM
KIMBER CUSTOM2,
#K346595, 45ACP,
SEMI-AUTO; IN HOLSTER
WITH 1 XTRA MAG

SUB TOTAL:	$960.00
SALES TAX:	$48.00
SALES TOTAL:	$1,008.00
CHECK :	$1,008.00
TOTAL TENDERED:	$1,008.00

PAID IN FULL. NO WARRANTY

ALL SALES FINAL AS IS
FROM FFL 1-23-123-12-12-99999

Purchased By Susan Sample
Ph# 727-111-1111

Advanced Sales, Firearms

Your log book will include the information of the FLL holder that the fire arm was disposed to.

Inv #:G-1083577-1
Type:HAND GUN
Manu:KIMBER
Import:
Model:CUSTOM2
Serial:K346595
Cal/Gag:45ACP
Action:SEMI-AUTO
Cond:USED

Received From:

CUSTOMER NAME
AND ADRESS HERE

09/27/2014
WY DRIVERS
104003-603

Paid for by Susan Sample
Transfered to Top Shot Gun Shop
LLC

Sold To:

FFL HOLDER NAME
AND ADRESS HERE

04/14/2015
FFL NUMBER
1-59-###-##-#
- 111111

Pickup Date:
Trans #: 100
NICS #: FFL Transfer
Previous:
Next:

09/27/2014 11:55:06 AM	PAWN	RM	Received from Customer
04/14/2015 11:23:21 AM	SALE	RL	Sold to Customer

End of Report

As well as the name of the buyer.

FIREARMS LOG BOOK for DATA AGE BUSINESS SYSTEMS, INC - 1 #: 5-XX-XXX-XX-XX-00123 Printed using PawnMaster® On 04/14/2015 Page: 1

Manufacturer Importer	Model	Serial	Type	Caliber/Gauge	Receipt Date	Receipt Name Address or License Number	Disposition Date	Disposition Name Address or License Number	Notes 4473 # NICS #	Inventory # Gunlog #
KIMBER	CUSTOM II	K45589	HAND GUN	.45 ACP	12/19/2014	Sample, John 114 S. D Someplace , WY 82443	04/14/2015	Name 1-59-###-##-# -1111	Paid for by Susan Sample Transfered to Hot Shot LLC 102 FFL Transfer	G-1084466-1 10037

End of Report

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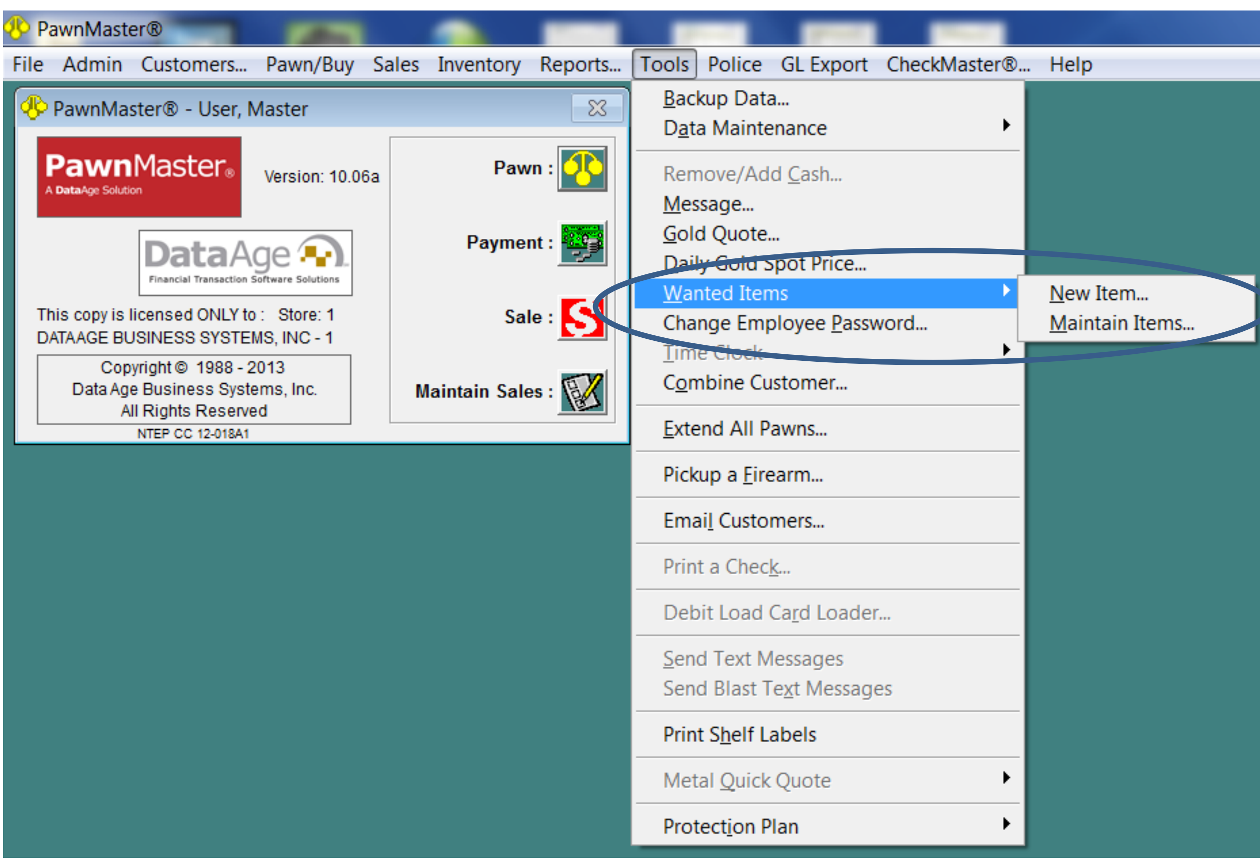
Advanced Sales

Advanced Sales, Wanted items

This can be a powerful tool to drive sales if used correctly. Only add wanted items for rare or unusual items. PawnMaster will search the inventory based on the item type and brand only. However **PawnMaster will not differentiate between size, caliber, color, metal, karat, style or finish.** When adding an item to the wanted items list PawnMaster will display all items that match the item type and model in inventory, in pawn and in a buy hold

Note, with the text messaging module, when an item is saved to inventory that matches a wanted item, the customer will be sent an automatic text message alerting them that the item they want is now available.

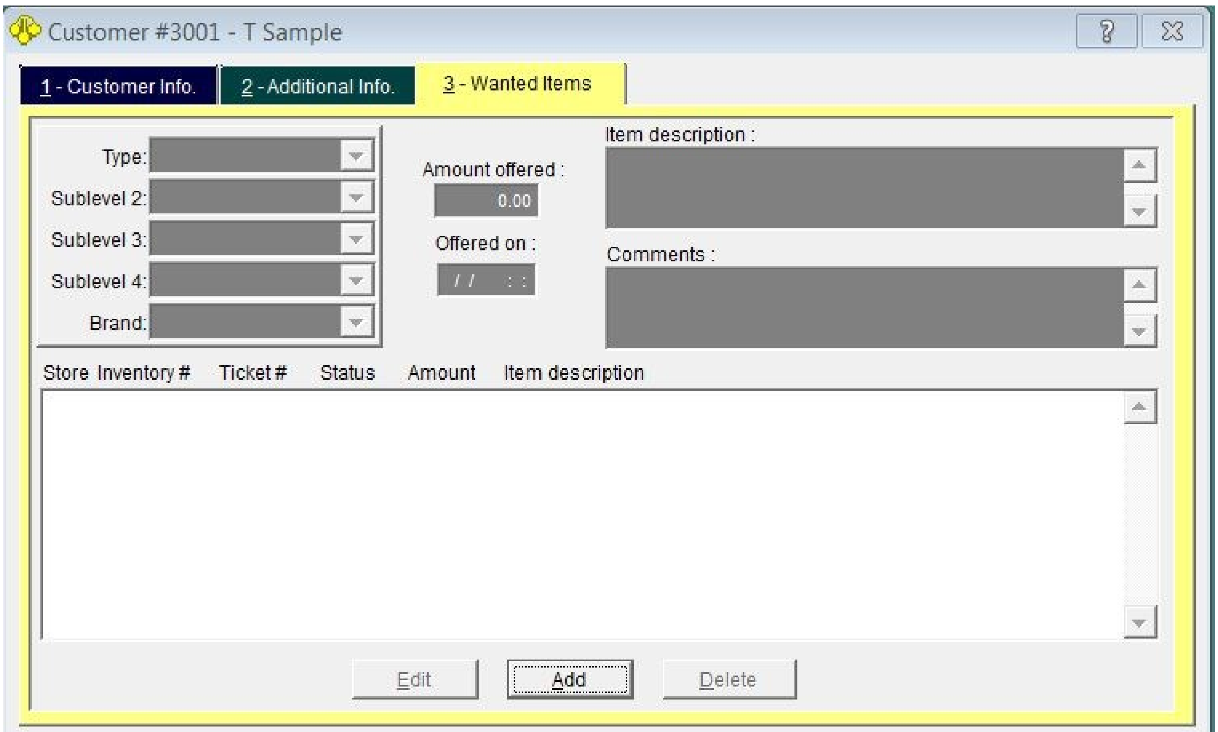
To add a new wanted item go to Tools/Wanted Items/New Item.



Advanced Sales, Wanted items

The wanted items screen will open to the “Customer Info” tab, you must select a customer to link the wanted items too.

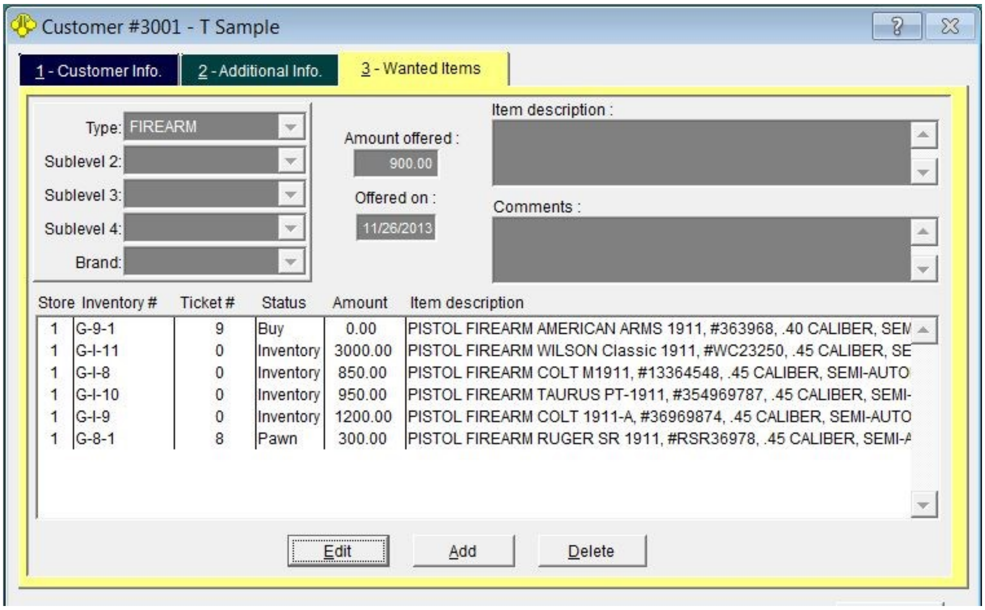
Once the customer is found or added, click “Add” on the Wanted Items tab.



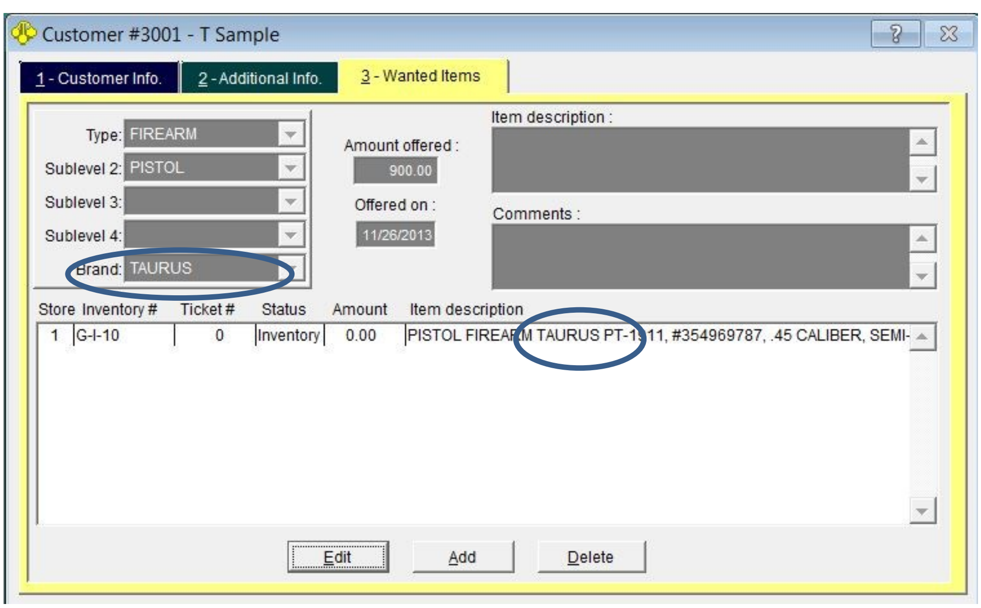
Enter an “Amount offered” select the item “Type” and “Sublevel 2”. Enter a “Brand” if the item has one. You may add any additional comments and click “Save”

Advanced Sales, Wanted items

If the item is currently available in inventory or in hold from a pawn or buy, it will be listed.



Notice, the addition of a brand, reduced the matches from six to one in our example.



Remember to run the wanted items report regularly.

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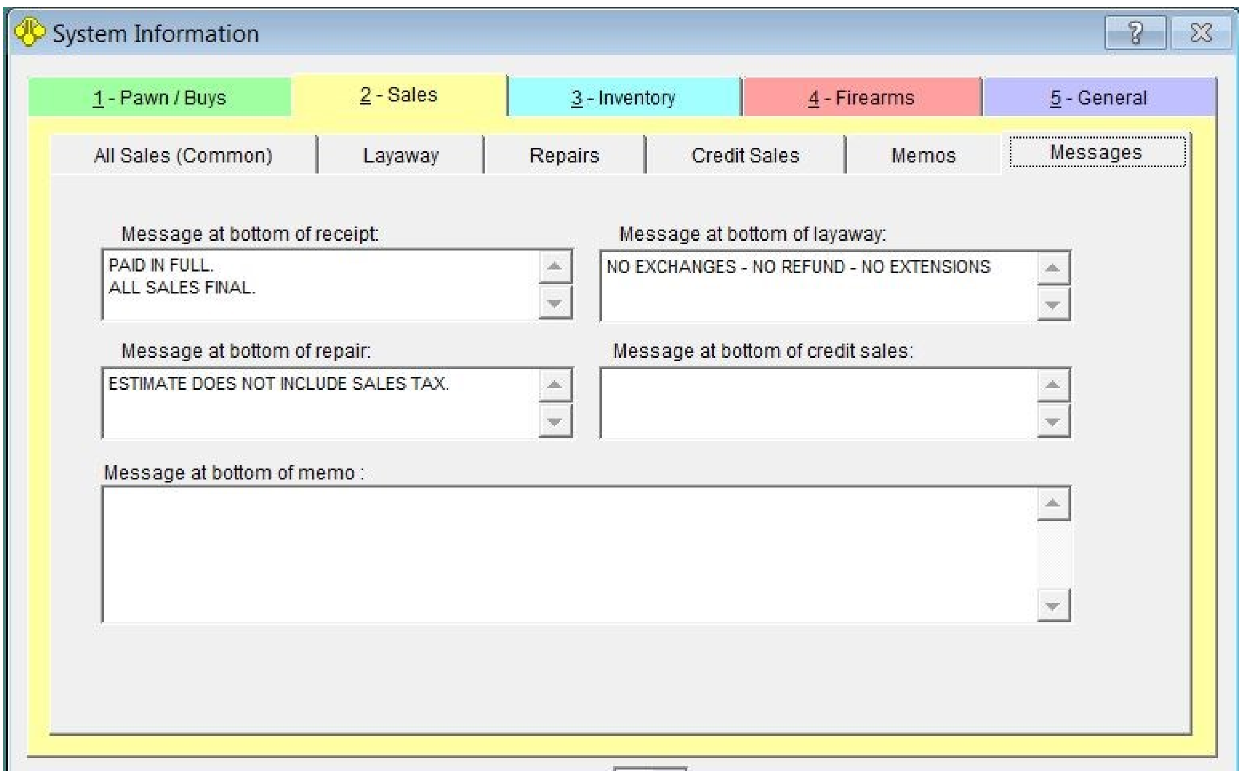
Advanced Sales

Advanced Sales, Receipt Messages

You can customize the message that is printed on the bottom of the receipt provided to your customers.

To add or change a receipt message, go to Admin, Store Setup, System Options, Sales tab, Messages tab.



The default message for sales receipts is “PAID IN FUL” “All SALES FINAL”.
The default message for layaway receipt is “NO EXCHANGES-NO REFUND-NO EXTENSIONS”.

The default message for repair receipts is “ESTIMATE DOES NOT INCLUDE SALES TAX”.

The defaults for credit sales and memo receipts are blank.

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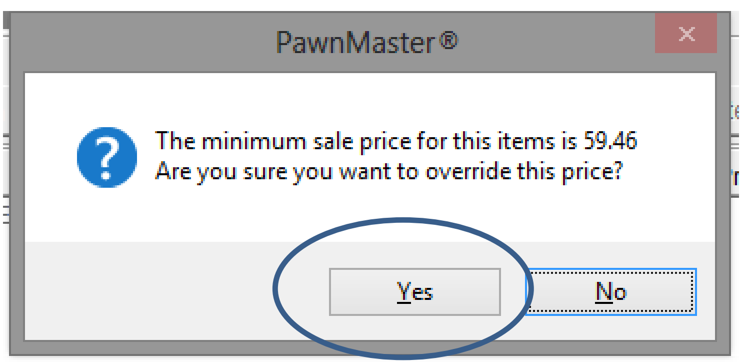
Advanced Sales

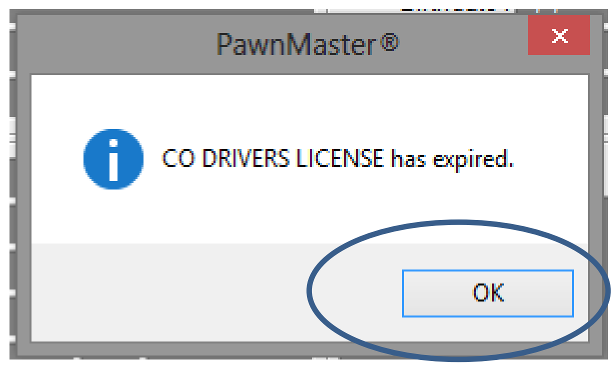
Advanced Sales, Transaction Overrides

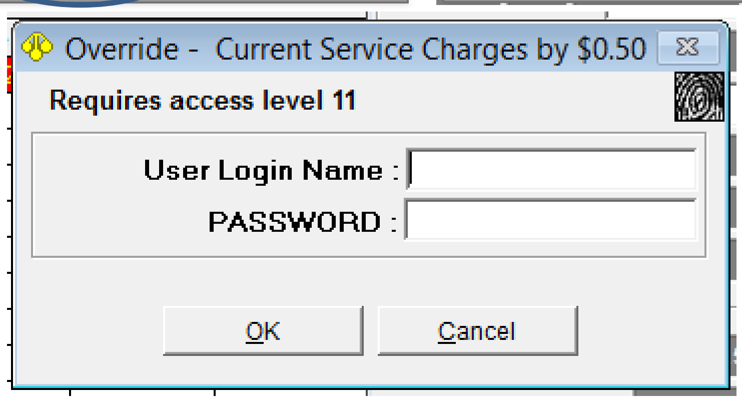
There are several items that may trigger PawnMaster to require an override, these include but are not limited to; Reduce Service charge, Reduce Redemption Amount,

Default Rate, Expired I.D., No Finger Print, Employee Transaction Limit, Number of Pawns Limit, Minimum Sale Price ,Maximum Sales Discount & Minimum Layaway Deposit.

Management Report 20 “Transaction Overrides” will list all overrides performed in a date range.







Depending on the employee’s access levels an override may be performed by simply clicking “Yes” or “OK”. If the employee doesn’t have the required security level a login screen will open for a manger to enter an ID and password to perform the override.

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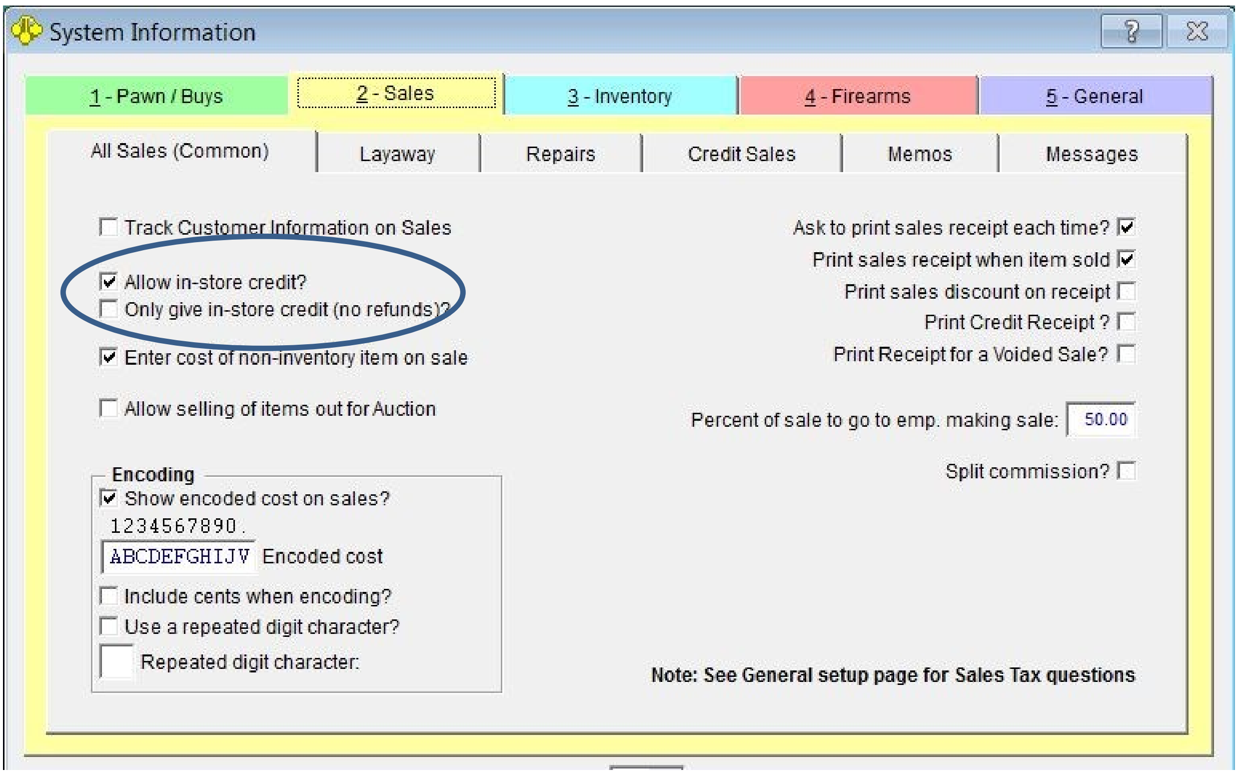
Advanced Sales, Customer Credit (Not available in FLEX)

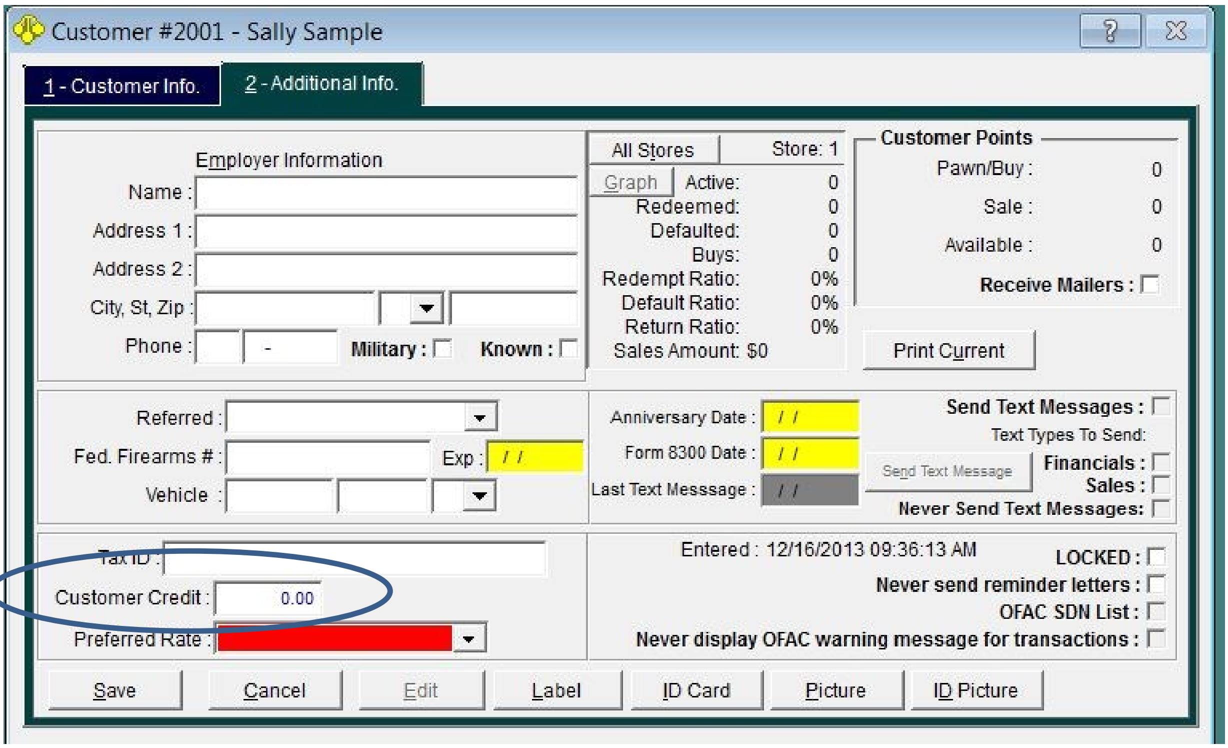
If you want to allow customer credit, go to Admin, Store Setup, System Options, Sales tab, All Sales Common. Check "Allow in-store credit?".



You also have the option to "Only give in-store credit (no refunds)?".
If you select this option, note that credit card payments will not be refunded to the credit card, but will also be as store credit.

Advanced Sales, Customer Credit

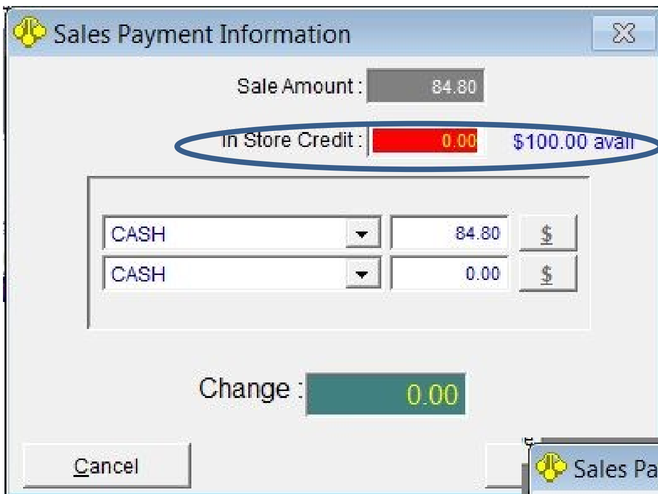
Once allowed, customer credits are tracked on the customer's "Additional Info" tab.

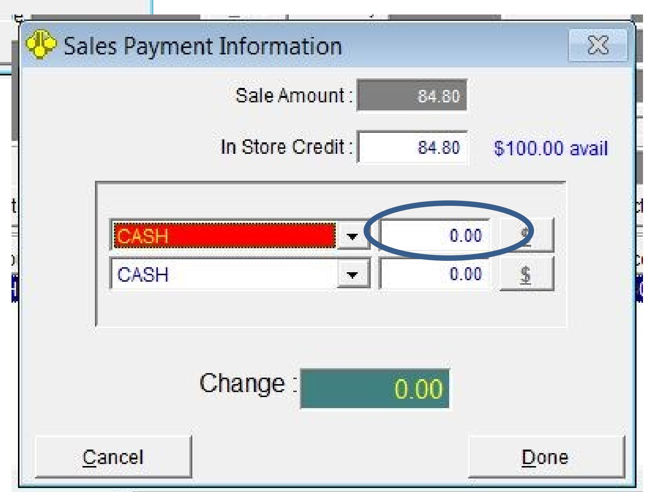


Credit can be entered directly by clicking "Edit" and entering the credit. Or if "Only give in-store credit (no refunds)" is selected then anytime a sale is returned the refund will be applied as in-store credit. This is especially important to remember if the payment was made with a credit card and the customer is expecting the funds to be applied to the account.

Advanced Sales, Customer Credit

If the customer has customer credit available at the time a sale is performed, the "In Store Credit" field in the payment screen will be accessible and the available credit will be displayed to the right .





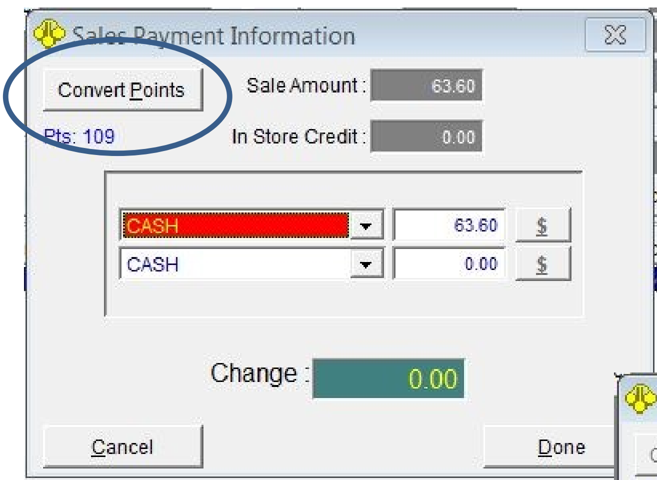
As an amount is entered in the "In Store Credit" field the cash amount will automatically be reduced to the remaining amount to be paid.

Once all of the tender types are entered and correct, Click "Done".
The portion paid with credit will be recorded on the bottom of the sales receipt.

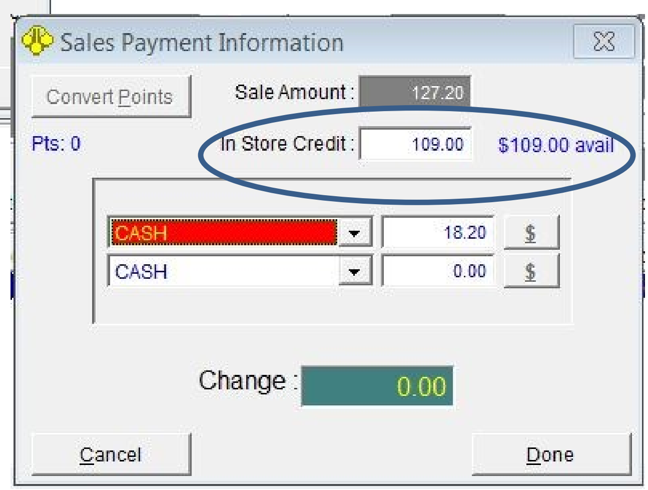
Advanced Sales, Loyalty Points *(optional module)*

(Pease see add-on modules for setting up customer points.)

If your shop awards loyalty points and a customer wishes to redeem points to purchase an item, first find the customer then add the item(s) that will be purchased.



Click “Convert Points”, the points are then converted to store credit. Note if the customer has more than the required amount of points, only the needed points will be converted.



Once the points have been converted to store credit, enter the amount to use in the “In Store Credit” field. If any additional funds are required, the amount will be shown below.

Don’t forget to change the tender type if the customer is using any payment type other than cash and click “Done”.

Note: If the transaction is cancelled the Points will not be converted to credit, however if the customer chooses to complete the transaction using another tender type, the points will be converted and shown on tab 2 of the customer screen.

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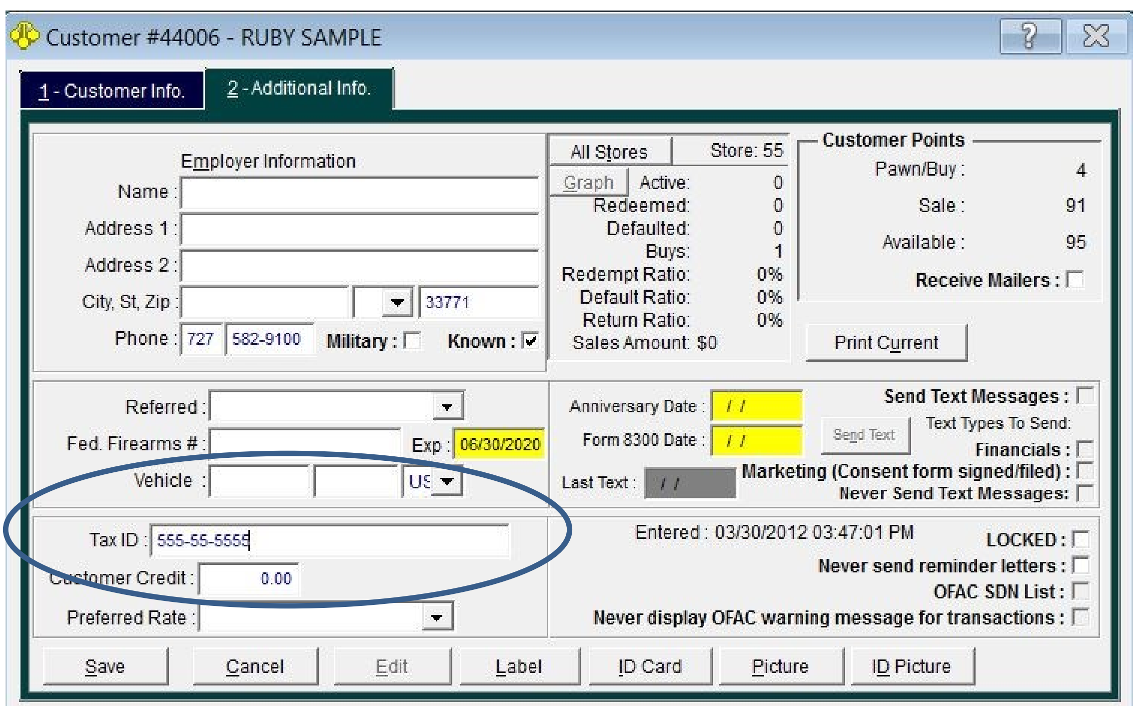
Advanced Sales, Selling Scrap to a Refiner

Scrap buckets should already have been created for the precious metals you deal in. (See also , Inventory for how to create bulk item bins and scrap buckets.)

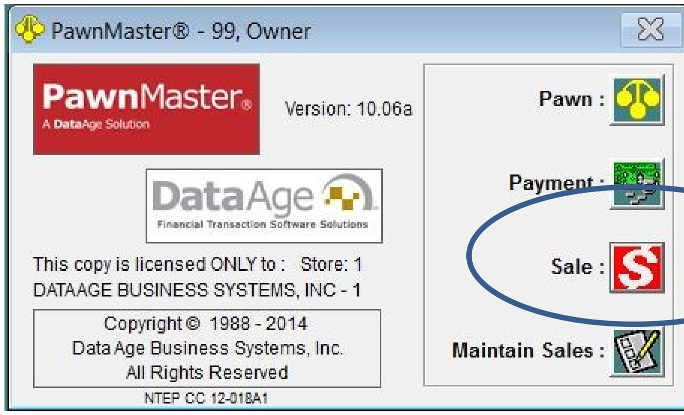
When pawns and buys default occasionally there will be items made of precious metal that are broken or just too unattractive for reselling to the public. When you are pulling these items, you should choose "Scrap item" to send it to the scrap bucket. (see section on, scrap buckets) At some point you will want to empty the scrap bucket. This is done by selling the contents of the bucket.

You should add the refiner or wholesaler that you will be selling to, as a customer. Be sure to get the refiner's "Tax ID" and add it to the second tab, because in most cases selling gold to a refiner is "Tax Exempt".

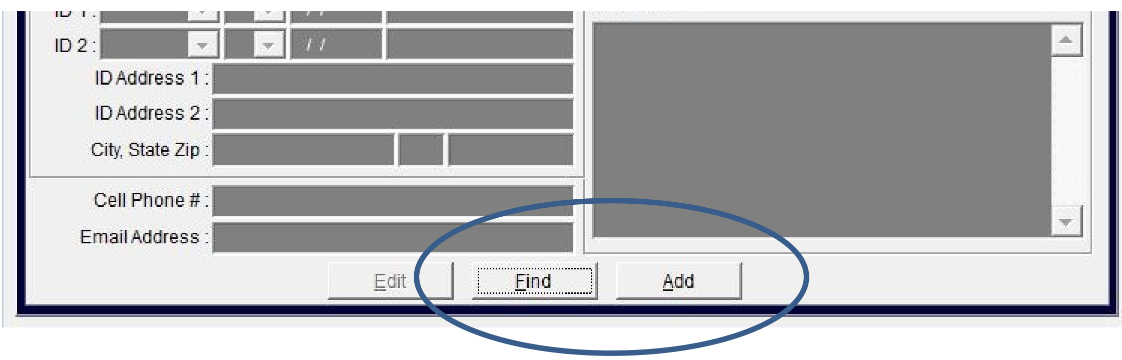


Advanced Sales, Selling Scrap to the Refiner

To sell the scrap gold first click the "Sale" quick start button.



You should "Find" or "Add" the refiner at this time.



If you will be taking the gold to the refiner or if the refiner will assay the metal in your shop, the transaction type should be "Sale".

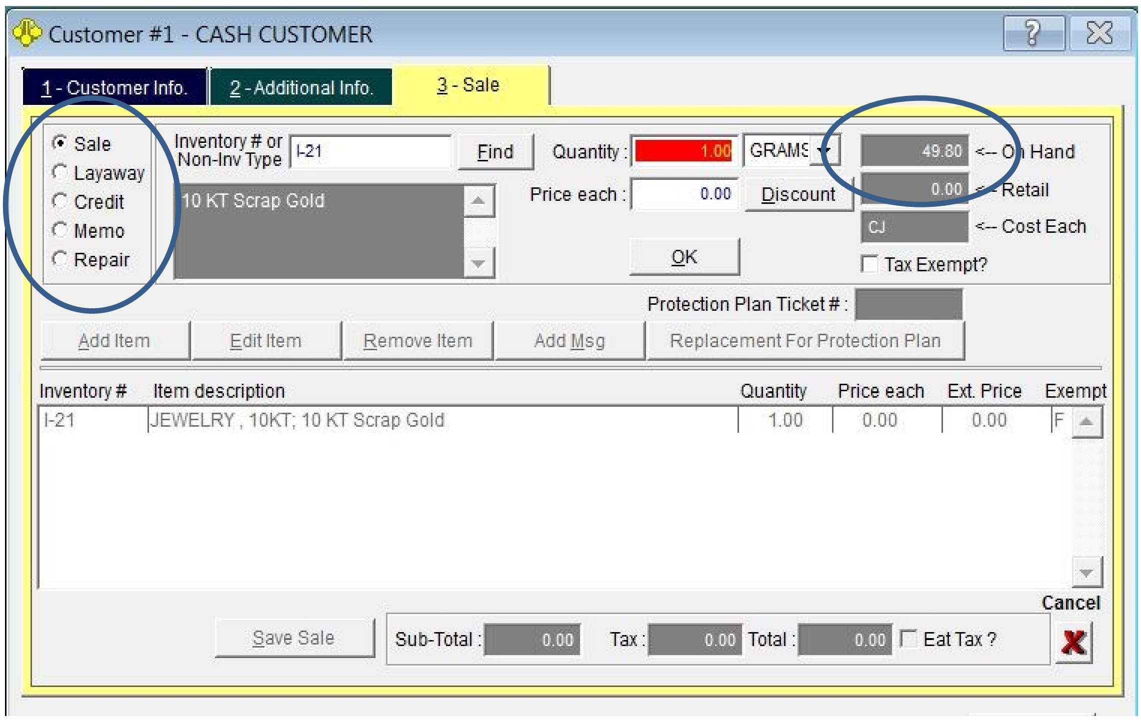
If you are shipping the gold to the refiner or if for any other reason you will be getting paid later, consider making the transaction type as "Memo". (see memo sales, previously in this Section).

By selling scrap on a Memo, you have the option to adjust the final sale price for the correct payout.

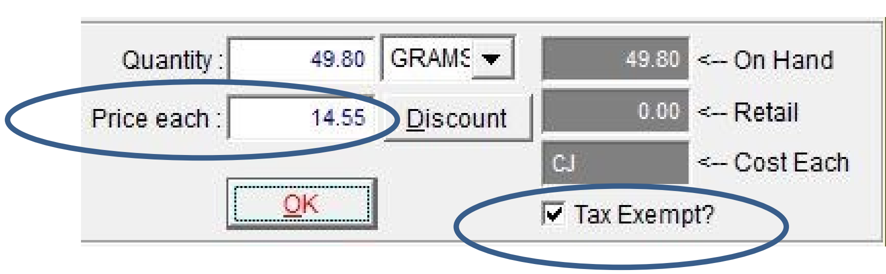
Advanced Sales, Selling Scrap to the Refiner

Once you have selected the refiner, enter the inventory number for the scrap bucket you will be selling from. To make things easier we recommend printing labels for the scrap buckets from the maintain inventory screen.

The total weight of the metal will be listed in the “On Hand” field. Enter the weight of the metal you are selling in “Quantity”.



When you receive payment for the scrap, complete the sale or memo. Enter the quantity sold in grams or penny weight. Enter the amount paid <u>PER UNIT of WIEGHT</u>. Be sure to check “Tax Exempt” . Click “OK” and “Save Sale.

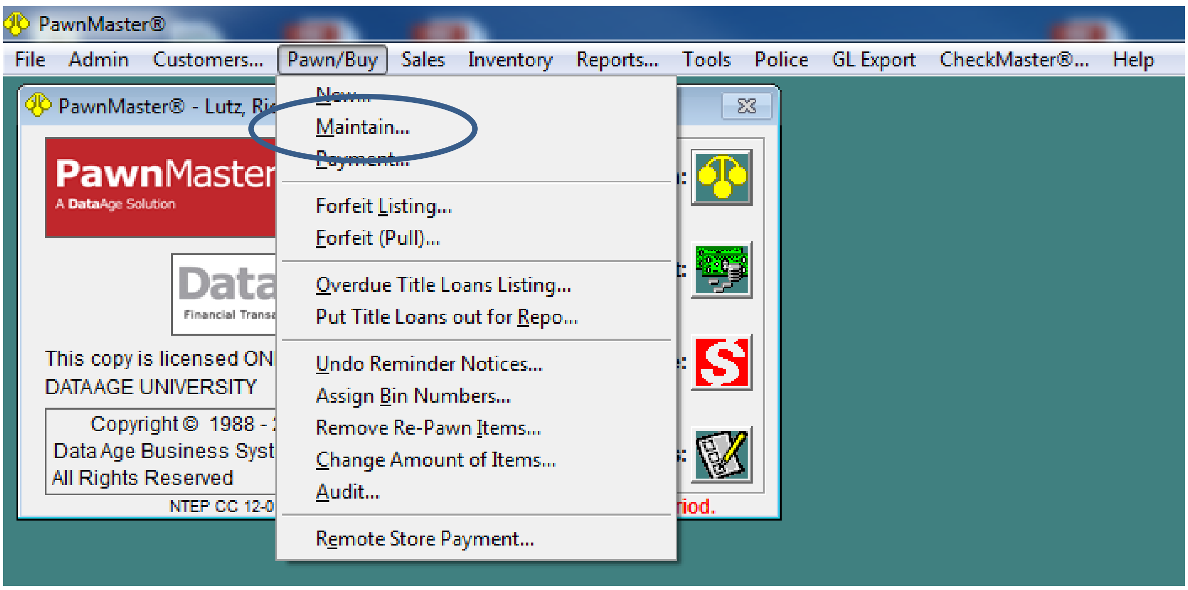


Select the correct tender type you were paid with and click “Done”.

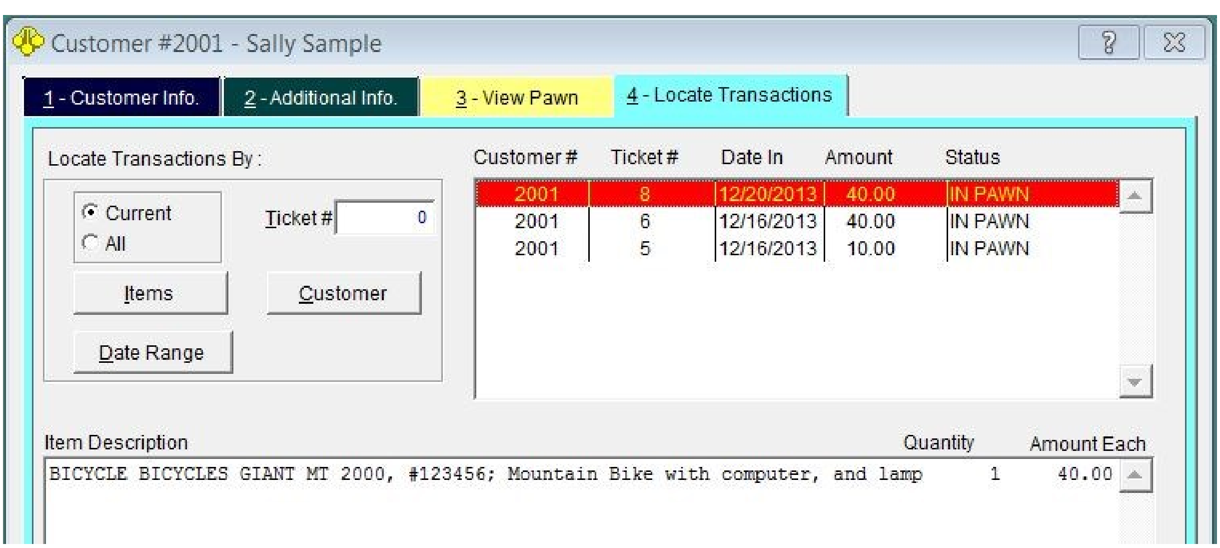
Advanced Pawns

Advanced Pawns, Converting a Pawn to a Buy

Occasionally a customer will pawn an item and later decide they do not want to redeem the item. Or an employee will accidently enter it in PawnMaster as a pawn transaction. To change a pawn to a buy, go to "Pawn/Buy" on the tool bar and select "Maintain".

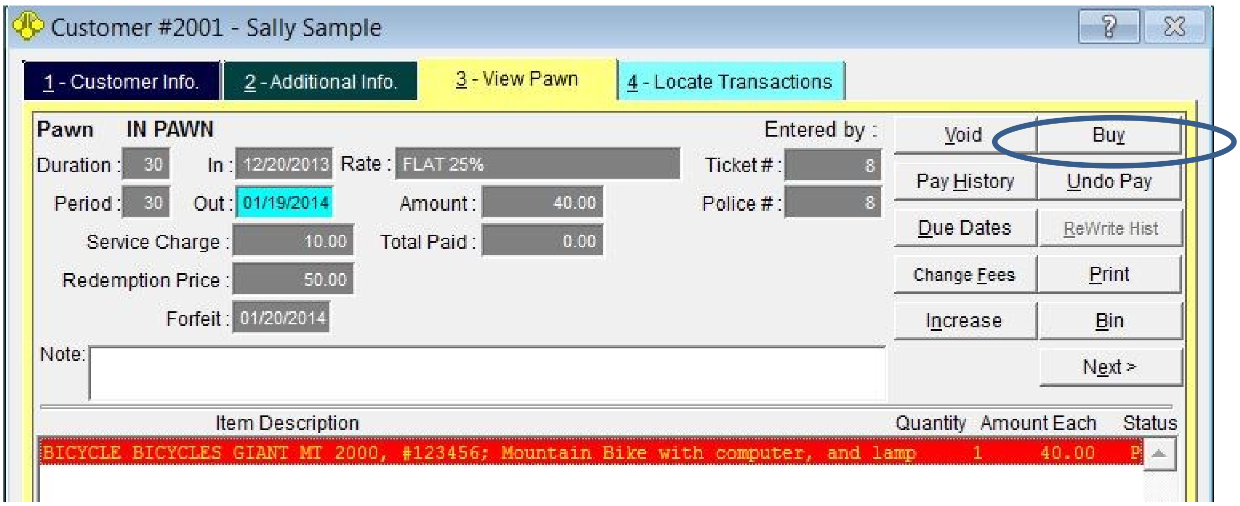


Locate the transaction by ticket #, Customer or Date Range.

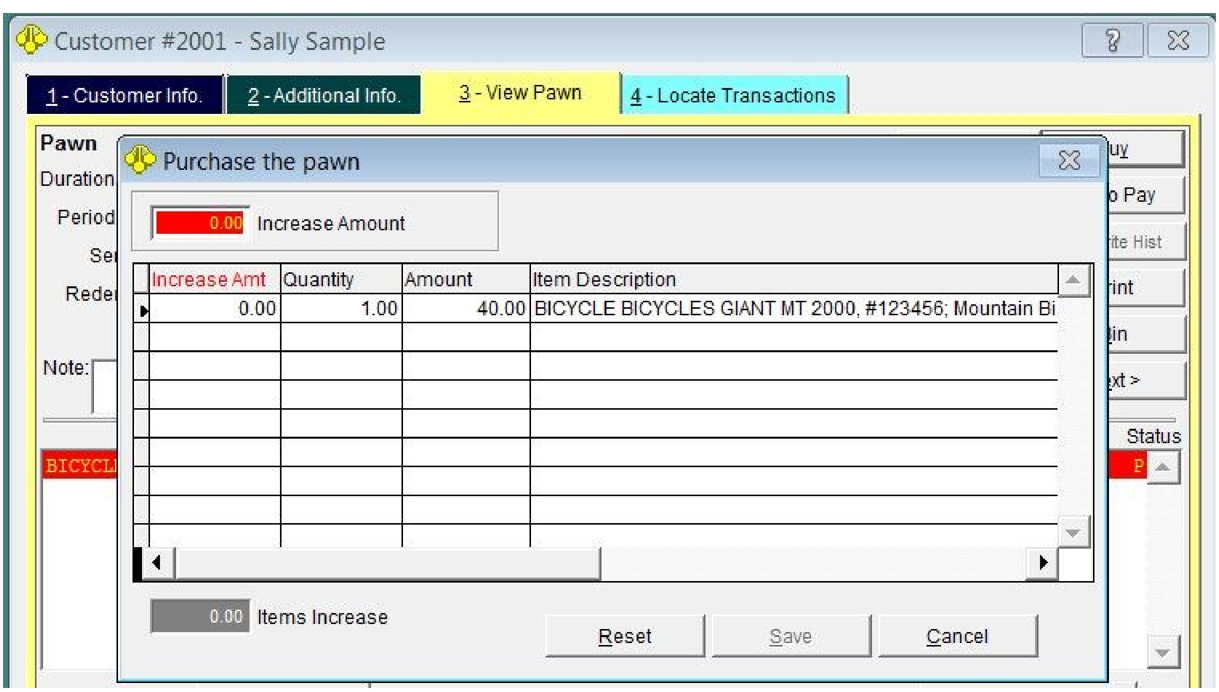


Advanced Pawns, Converting a Pawn to a Buy

Click on the “Buy” button to change the transaction type.

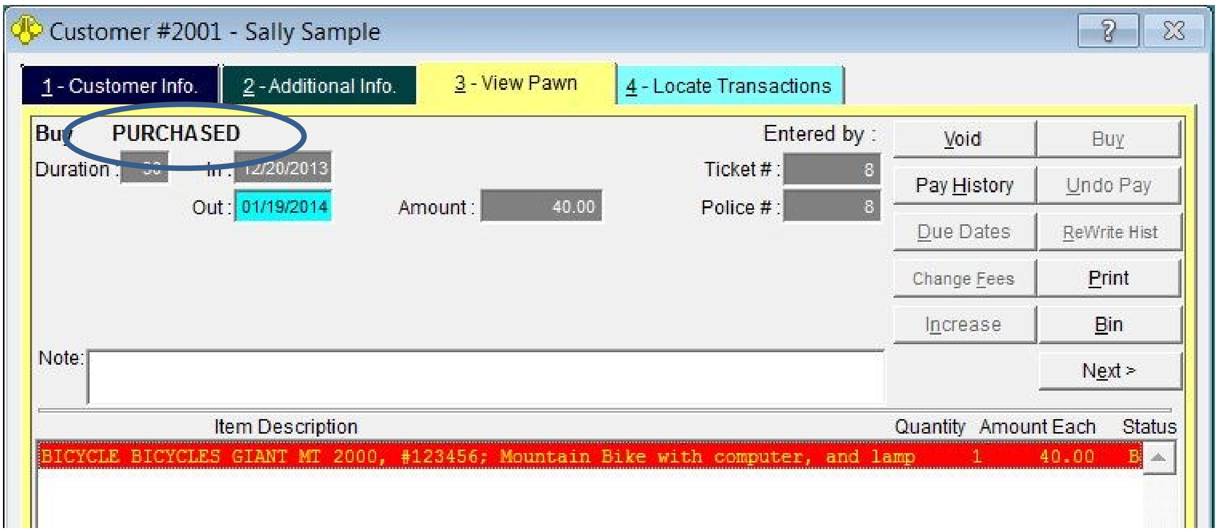


Some pawn savvy customers know that in many locations the shop will be able to sell the item much sooner when the item is a buy and may ask for additional funds. If so enter the increased amount. <u>If not press the tab key</u> and the “Save” button will become available.



Advanced Pawns, Converting a Pawn to a Buy

Whether increasing the amount or not, once saved, the transaction will be listed as "PURCHASED".



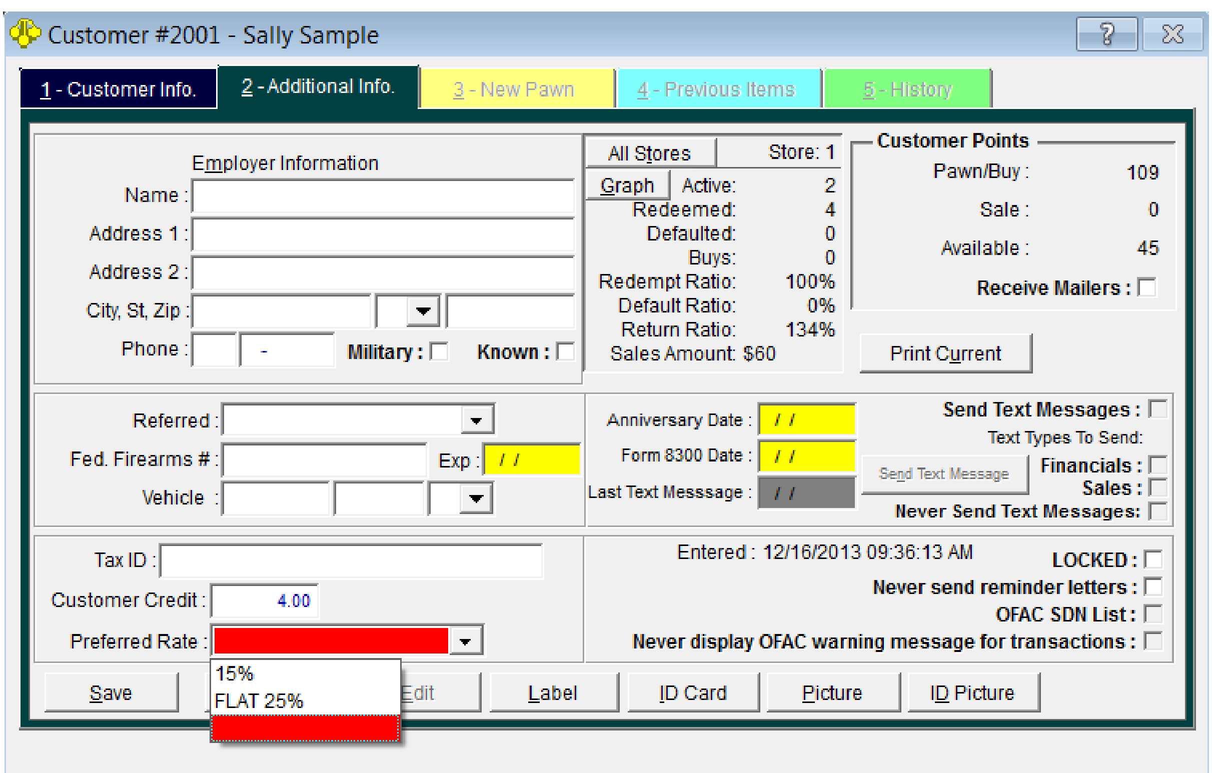
Keep in mind pawns can be converted to buys but a buy can not be converted to a pawn because contracts are involved. If you ever need to change a buy that was entered in error, the buy must be voided and a new pawn entered.

Advanced Pawns, Preferred Customer Rates

At times you may want to reward customers with a "preferred" rate. It may be that the customer is a friend, family member or steady customer. To give a customer a preferred rate you must first create one or more rate tables that are less than your current default rate table. We strongly recommend that you call Data Age at 727-582-9100 for assistance when working with rate tables. DO NOT DELETE ANY RATE TABLES.

Once a "Preferred Rate" is assigned to a customer, any pawn this customer makes in the future will use the preferred rate, unless another rate is selected.

To set a preferred rate, find the customer and select the rate table to use on the "Additional Info" tab and click "Save".



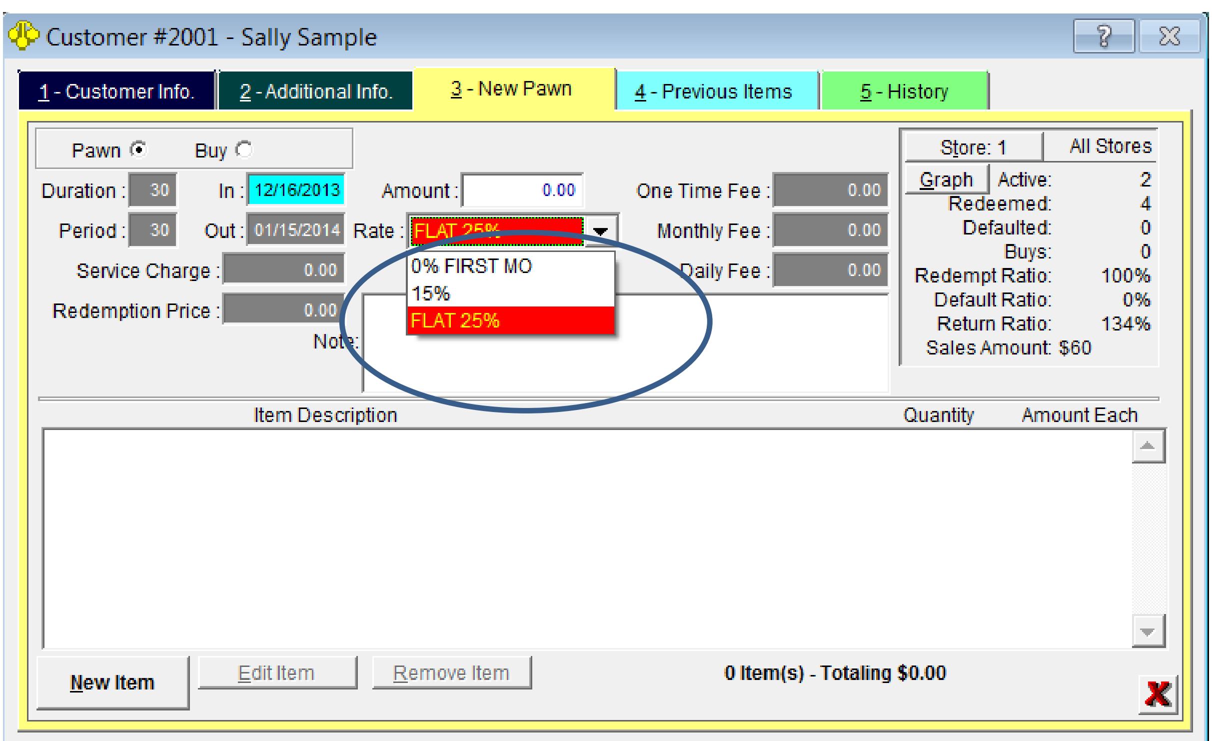
Advanced Pawns, Promotional Rates

It is possible to create promotional rate tables to drive business. As an example; you might offer a coupon that states “1/2 off first interest on all new loans made in the month of July”.

To use a promotional rate you must first create one or more rate tables that are less than your current default rate table. We strongly recommend that you call Data Age at 727-582-9100 for assistance when working with rate tables. DO NOT DELETE ANY RATE TABLES.

Once your promotional rate table is created and you have begun your ad campaign, customers will come in with the coupon, text message or flyer. To use the promotional table start the pawn as normal. Be sure to select the appropriate rate table for this transaction. This rate table will be used for this transaction only and all future transactions will continue to use the default rate table.

Caution: If your pawn ticket is written in such a way as the interest listed is from the first period, DO NOT make a rate table with multiple periods that have a higher rate. Instead make sure all periods are for the listed interest rate or less.

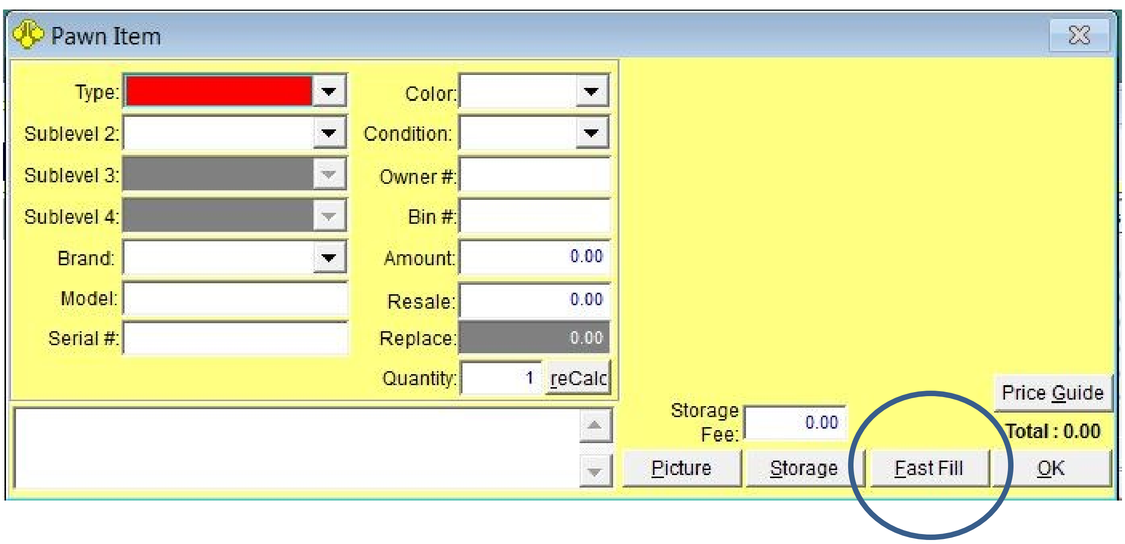


Advanced Pawns, Fast Fill **(**Pawn)

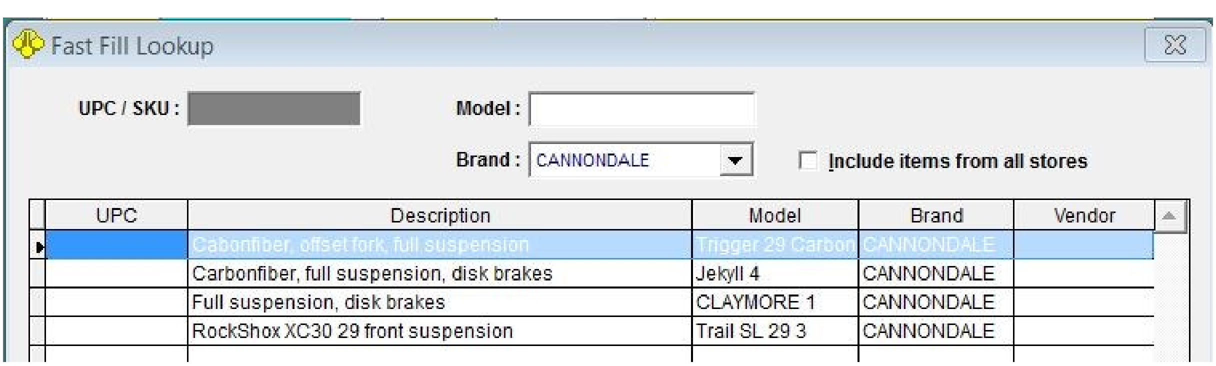
Fast Fill is used when entering a new pawn item to speed entry and increase accuracy. This feature is used if the item is one that your shop has loaned on before. Fast fill is also helpful if you are not sure what Type and Sublevel is used.

Begin writing the loan as normal, when you reach the point where you are entering the "New Item" click on "Fast Fill".

Because Fast Fill was added to PawnMaster to speed up entry of inventory, a "Bin #" will be shown, if one was assigned previously. Delete the Bin # unless you are sure the location is available for this item. *Also see Fast Fill in the section on inventory.*

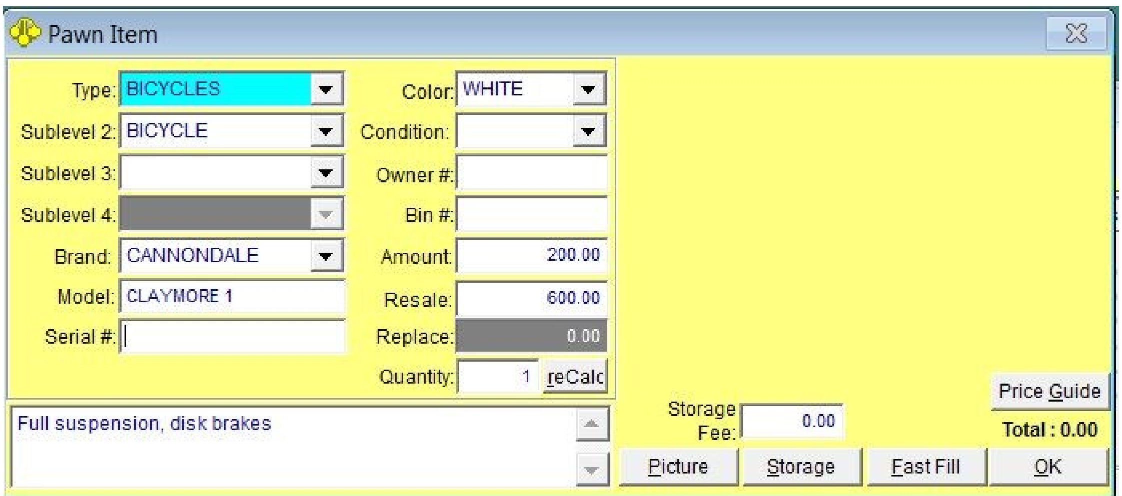


Select the brand or enter the model and click "Search". Then select the closest match from the list.



Advanced Pawns, Fast Fill **(**Pawn)

Enter the “Serial #” of the item and adjust any details as needed such as “Color”, “Bin #” loan “Amount” and description. Once done click “OK” and add any additional items if needed to the loan.



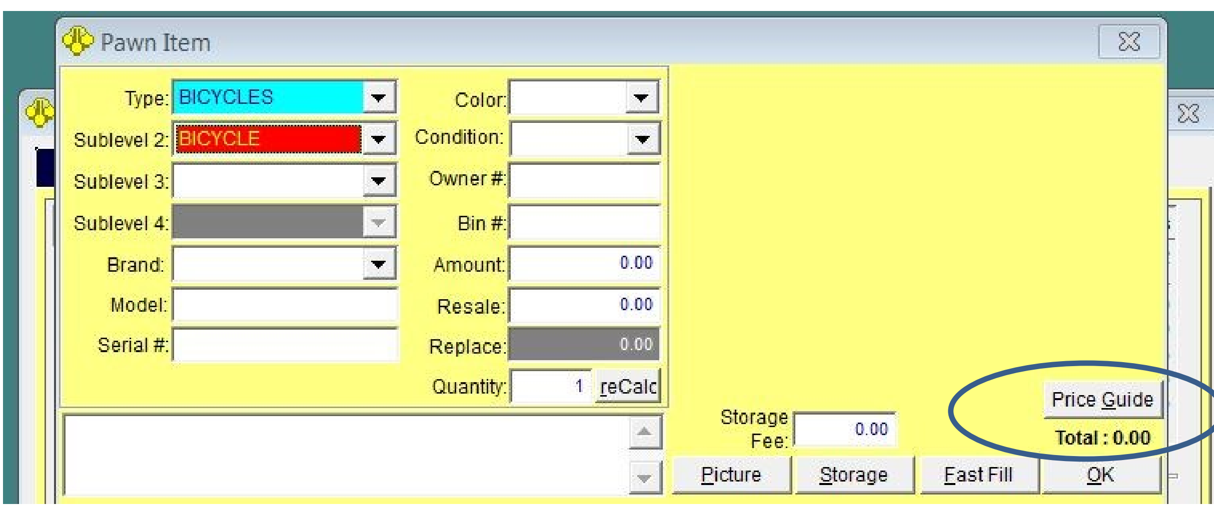
Advanced Pawns, Price Guide

Until you have written several loans, there will not be enough data for Price Guide to work.

Once you have been using PawnMaster for a few months enough data will be captured, that the price guide will become a useful tool.

By knowing how many of an item you have on hand and how long it takes to sell the item type you will be in a stronger position when negotiating loans and buys with your customers.

To use the Price Guide begin writing the loan as normal. Once you have selected the item type and Sublevel 2 click on the "Price Guide" button. If you want to further limit the results displayed you may include the brand and model.



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Advanced Pawns, Price Guide

If you want to reduce or increase the number of months history to search you can adjust the months and click "Refresh"

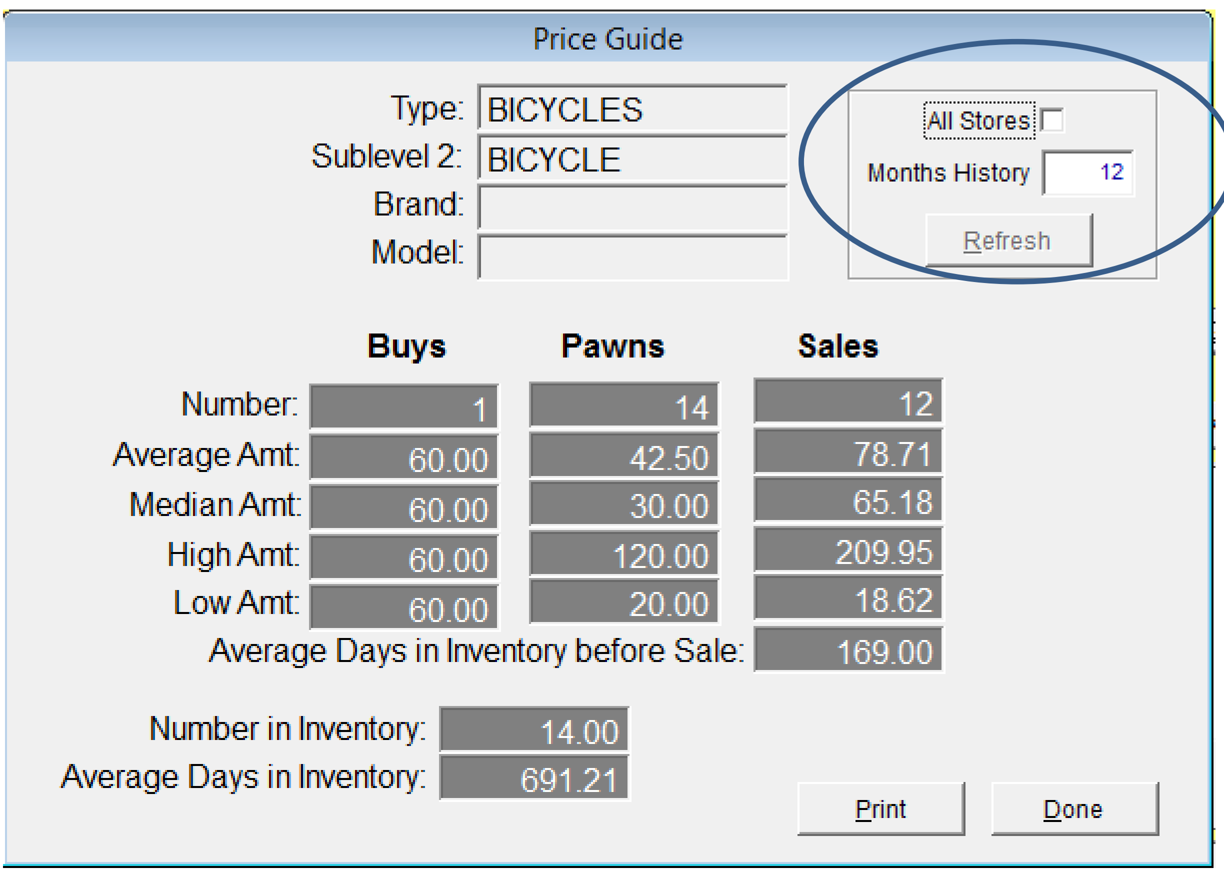
The information displayed is the matching items currently in buy hold.

The matching items in current pawn hold. (note, Pawns is not displayed in flex)

The matching items that have sold over the months entered.

The low, high, median and average amounts are displayed.

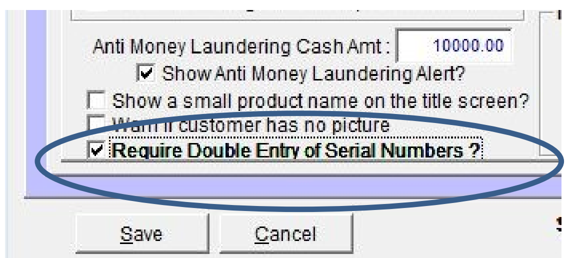
The average days the item takes to sell and the total average days in inventory is displayed.



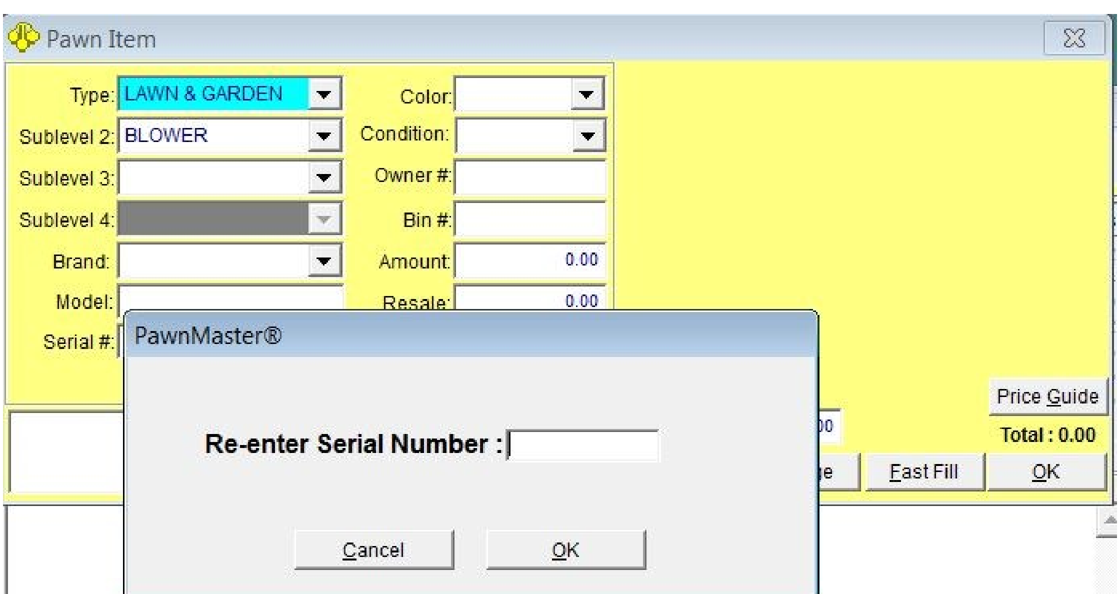
Advanced Pawns, Serial Numbers (Double Entry)

If your shop deals in firearms or if you are having employees making errors when entering serial numbers, it is recommended to require double entry of serial numbers. If a barcode scanner is available and the serial number is barcoded, scanning the serial number is fast and accurate. When double entry of serial numbers is required simply scan the barcode twice.

This setting can be found in Admin, Store setup, system options, general tab, “General” bottom left corner.



When making a pawn, buy or adding new inventory and a serial number is entered PawnMaster will automatically display a window to re-enter the serial number. The window will cover the previous entry and can not be repositioned.



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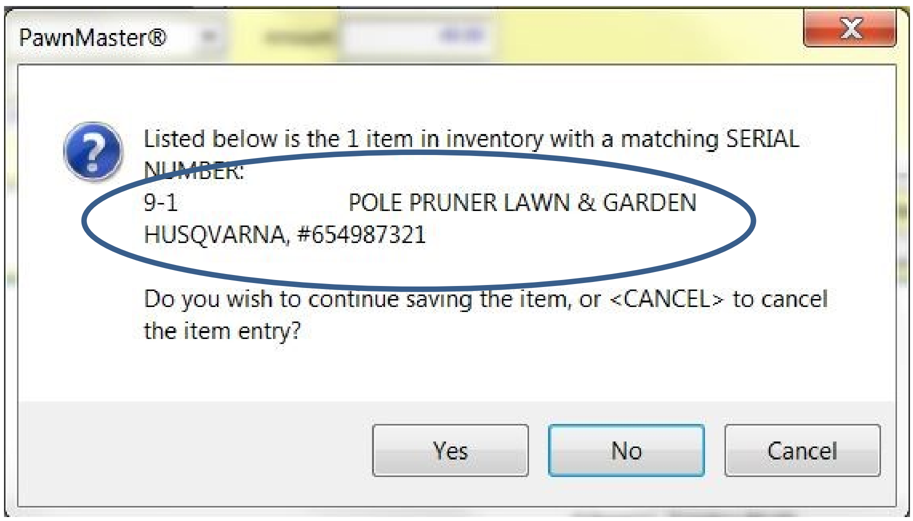
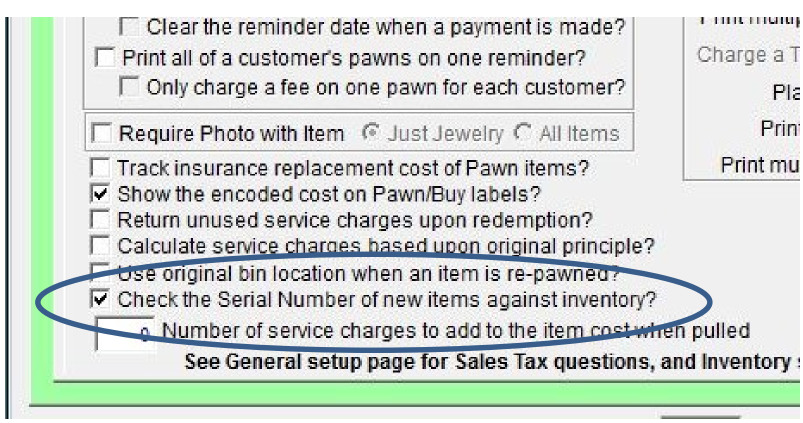
Advanced Pawns, Serial Numbers (Check current inventory), *Not in Flex*

As an anti-theft, security measure, PawnMaster can be configured to automatically check current inventory for a matching serial number at the time a pawn or buy is saved. If a customer removes your inventory labels from an item in your stock and then attempts to sell or pawn it back to your shop, an alert will be displayed.



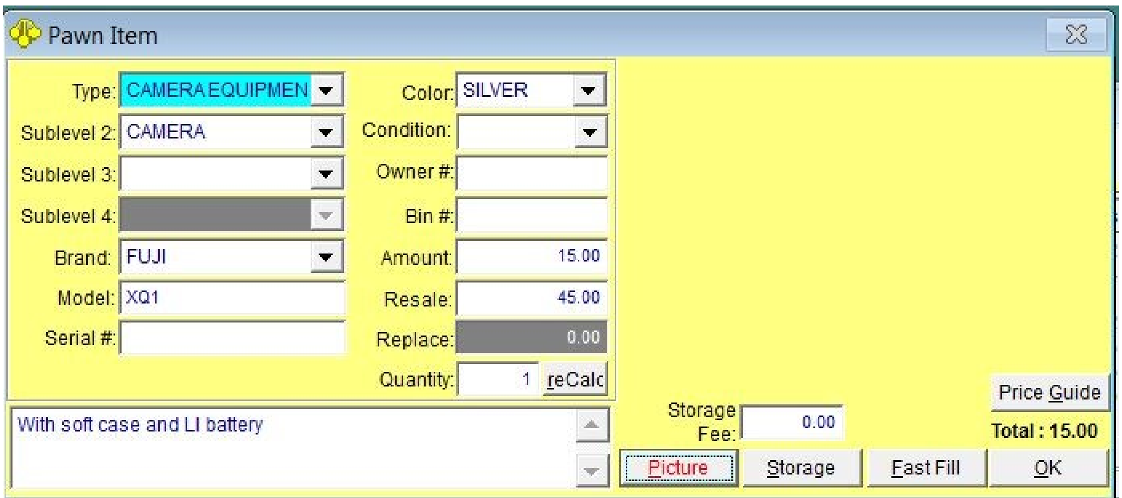
If you get a match on a serial number, **confirm the brand and model are the same**. If so confront the customer or call law enforcement. Taking pictures of inventory can be useful here. If the item is a completely different item type and the serial numbers happen to be the same, click "Yes" to continue with the transaction.

To enable this feature go to Admin, Store setup, system options, Pawn/Buy tab, Other tab.

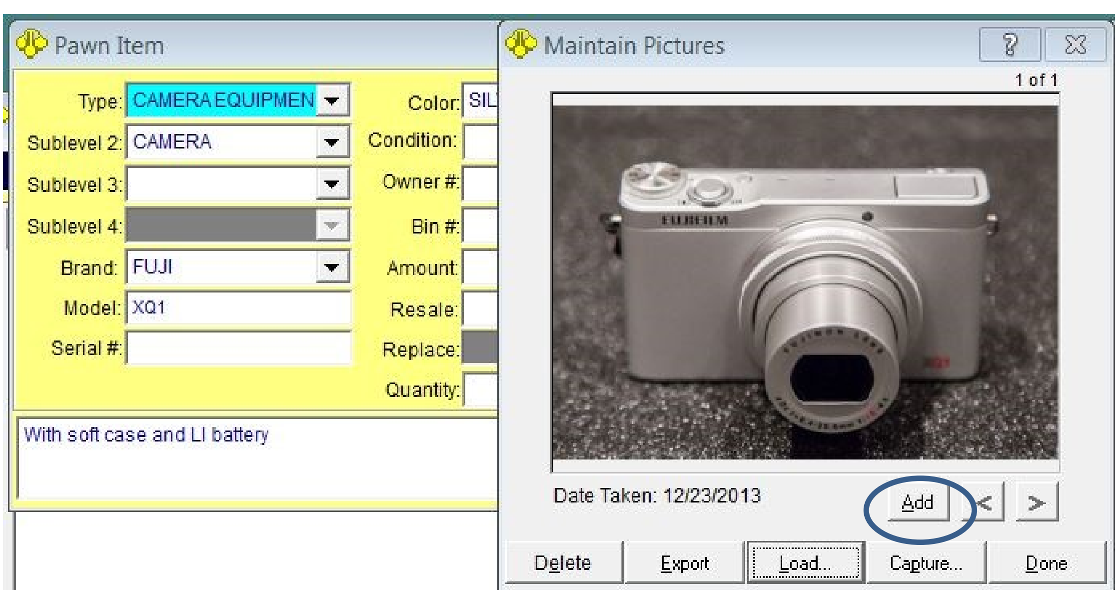


Advanced Pawns, Item Pictures

PawnMaster allows you to store up to six pictures of every item in a pawn, buy or when adding new items in inventory. You may use a webcam to “Capture” pictures or use a digital camera and “Load” the pictures.



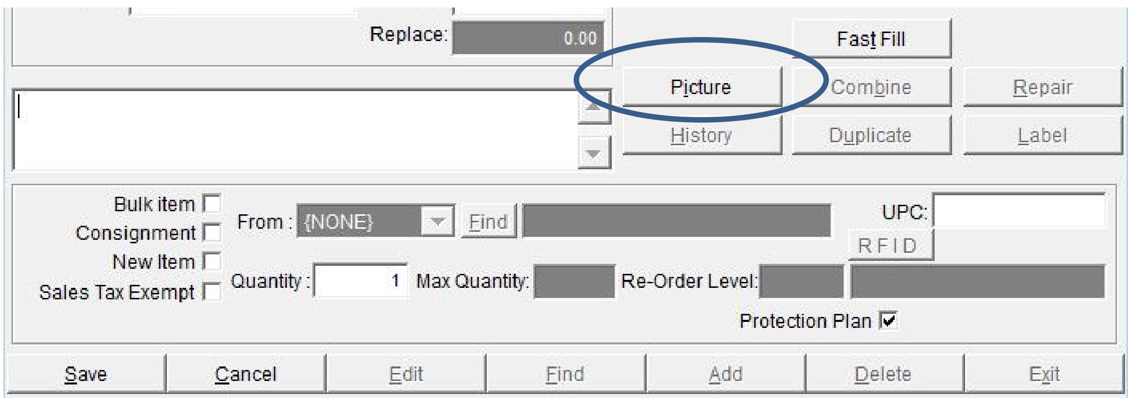
To store a picture with an item, click on the “Picture” button. If an item already has a picture the word “Picture” will be in red. Click “Capture” or “Load” to obtain the picture. Click “Add” to obtain additional pictures. (up to six per item.)



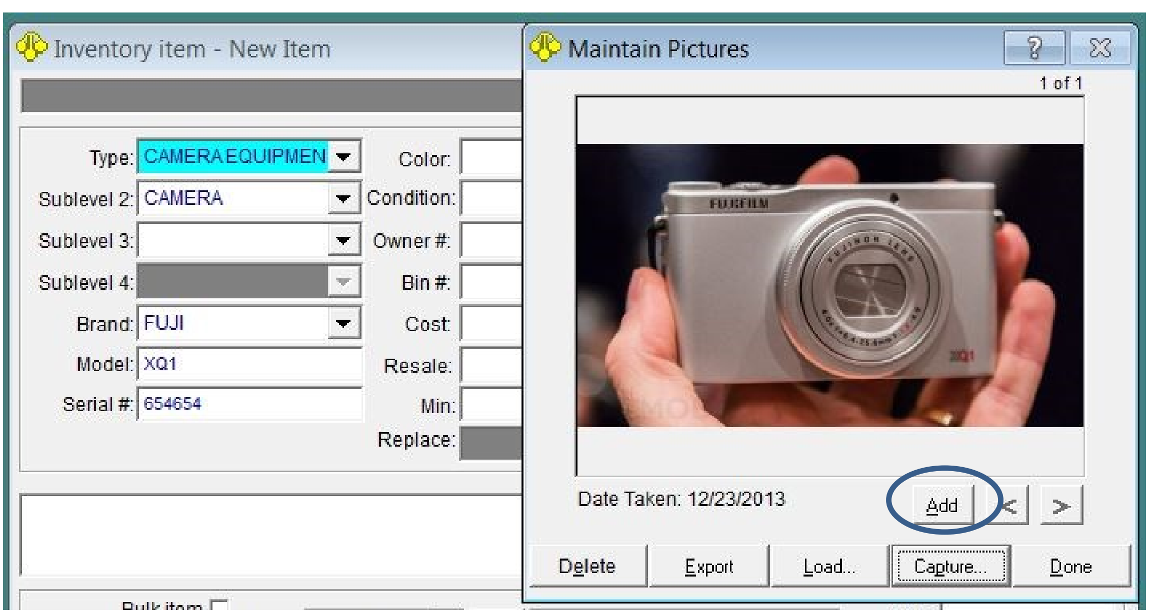
Advanced Pawns, Item Pictures

Pictures can be exported and printed for law enforcement if needed. If an item picture needs to be reviewed or exported, you must "Maintain" the pawn/buy on inventory item.

Adding pictures to new items as you add inventory or take in consignments is similar to a pawn/buy. Click "Picture" and capture or load the picture(s).



Click "Add" if multiple pictures are needed. (Up to six per item.)



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Locating Items (Binning)

Assign Bin Numbers (not in Flex)

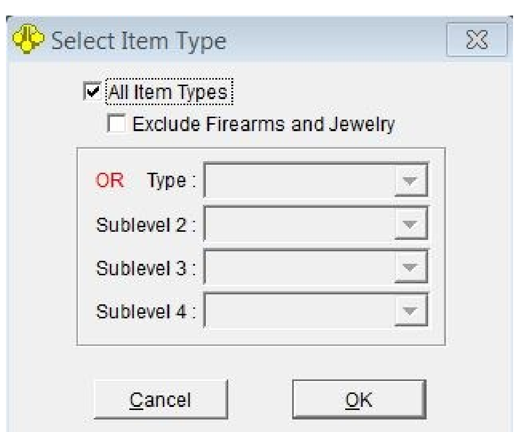
This topic is also covered in Part One, Getting Started with PawnMaster. It is repeated here because mangers need to be aware of the importance of being able to quickly locate pledged items for customers upon redemption.

It is important to understand that a “bin” in PawnMaster is a location. If you can tell a person where an item is located it is a “Bin” in PawnMaster.

When several customers are wanting to make pawns it is not always practical to put the pledged items in the storage room at the time the loan is made. Sometimes you will know exactly where the item will be stored at the time the loan is written. At other times you may have to find a place for it later. Once the customers have been served and you have a moment, you may want to print a list of items that need to be “Binned”. If it is only one or two items you may skip this step.

In reports select the report category “PAWNS” and select the report number 9 “Missing Bin Report”. You may use the default choice of “All Item Types” or select a specific item type.

Bin names are currently limited to 6 characters in PawnMaster.



Assign Bin Numbers

After the report has printed, take it and the items you want to “bin” to the location where the item will be stored. Note the location where you stored the item and continue binning any other items as needed.

Once you have noted the location for each item you are binning, return to a workstation with PawnMaster installed.

Pawns/Buys - Missing Bin Report

All Item Types

DATA AGE BUSINESS SYSTEMS, INC - 1
14450 46TH ST N
#108
CLEARWATER, FL 33762
(727) 582-9100

Date : 12/13/2013 04:23:52 PM

	Inv#	Description	Status
Safe 2	45200-1	STONE JEWELRY , 10KT	Buy
Tools	45839-2	CHAIN SAW LAWN & GARDEN	Pawn
Tools	45859-1	ANALYZER TOOLS-POWER	Pawn
SH-12	45859-2	BANJO MUSICAL INSTRUMENTS	Pawn
	45860-1	AUTOWINDER CAMERA EQUIPMENT	Pawn
File-1	45867-1	TITLE BUICK LeSaber, #7019889724, 1999, 4 DOOR, BROWN, GA, XYZ-123; 1999 Buick LeSaber, Brown	Pawn
File-2	45868-1	TITLE DODGE 1500 RAM, #59995, 1998, TRUCK, CAMO, GA, 369258	Pawn
File-1	45875-1	TITLE CHEVROLET 1500, #36925881477, 1997, TRUCK, CAMOFLAUGE, GA, XYZ-9874; Dents on all sides, Roll bar, light bar, wench and hitch	Pawn
Safe E	G-45872-2	REVOLVER FIREARM SMITH & WESSON P-38, #SW789K69, .38 CALIBER, REVOLVER	Pawn
Safe F	G-45872-4	RIFLE FIREARM SKS SKS, #369478, 7.62X54R, SEMI-AUTOMATIC	Pawn
Safe D	G-45872-5	SHOTGUN FIREARM MOSSBERG 12GP, #36998, 12 GAUGE, PUMP	Pawn

TOTAL: 11

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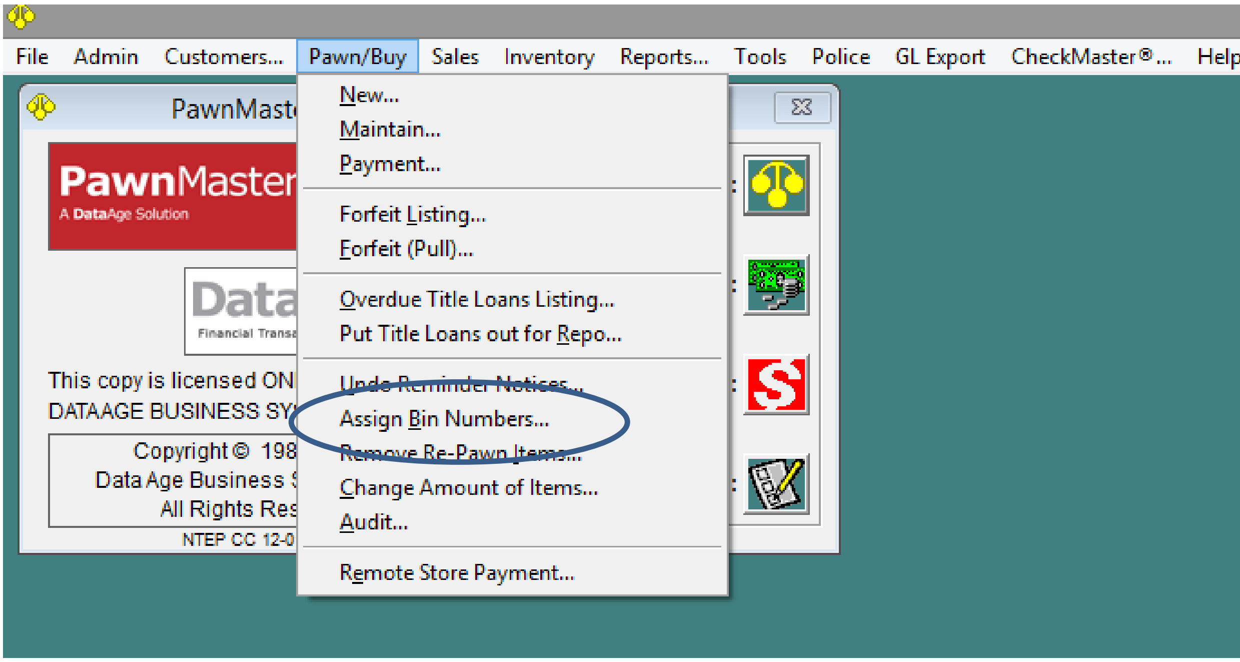
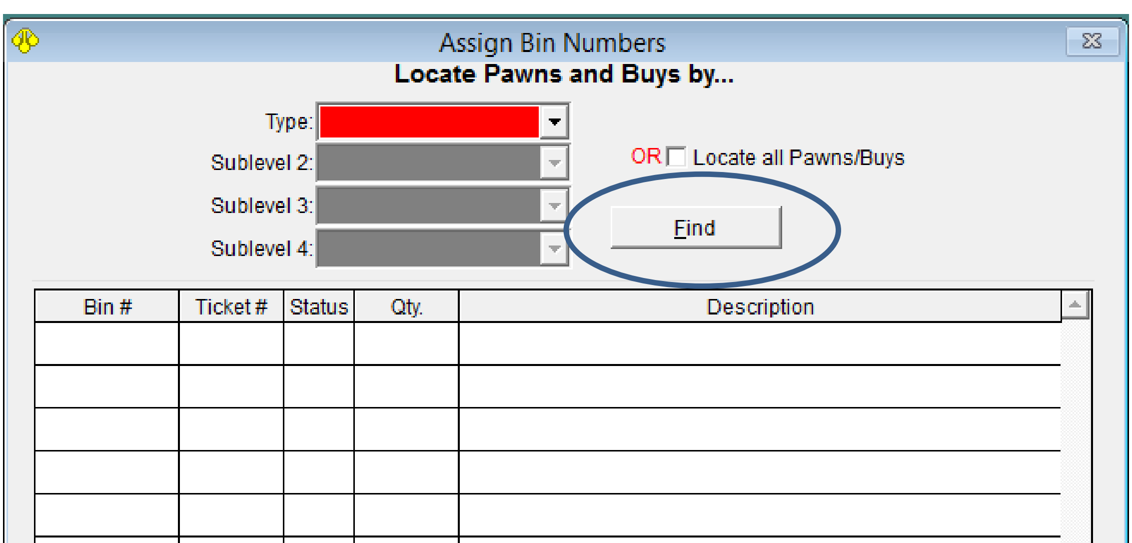
Assign Bin Numbers

Under Pawn/Buy on the tool bar select “Assign Bin Numbers”.



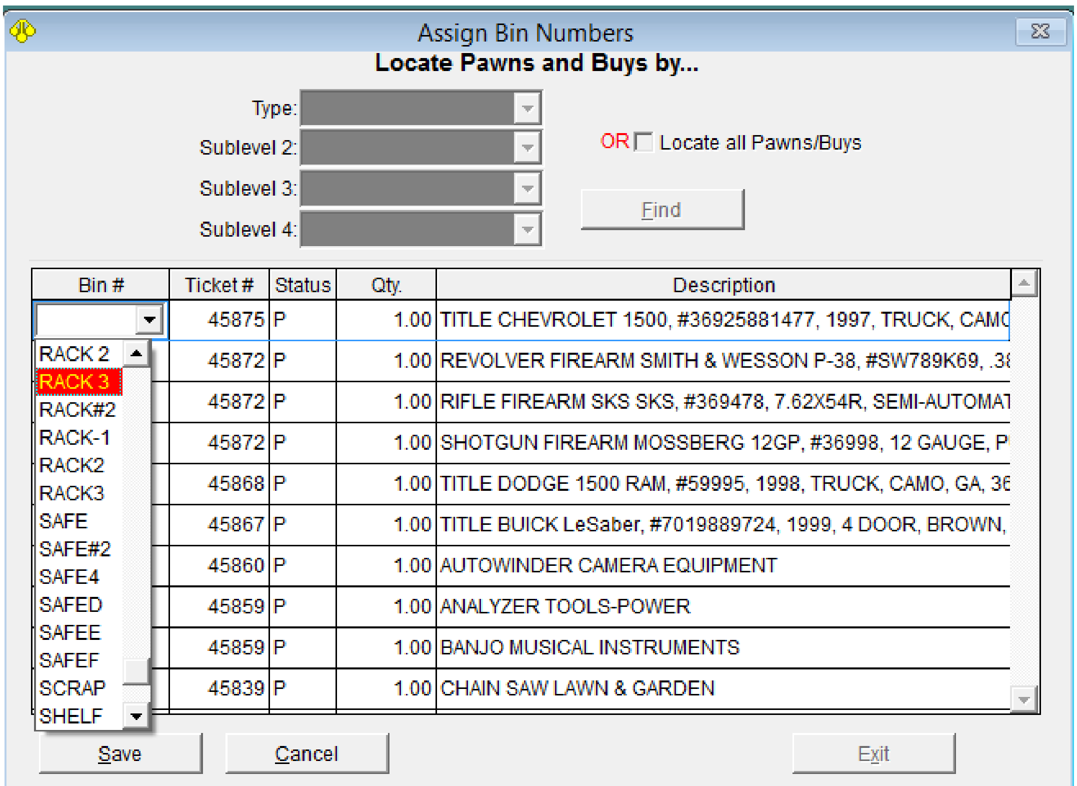
Click “Find”, unless you want to limit the item types listed.



Assign Bin Numbers

Reference your printout and enter the location where each item is located. If you have selected the system option to maintain a list of valid bin numbers, there will be a dropdown selection, otherwise just type in the name in the “Bin #” field.

Click “save” when done.



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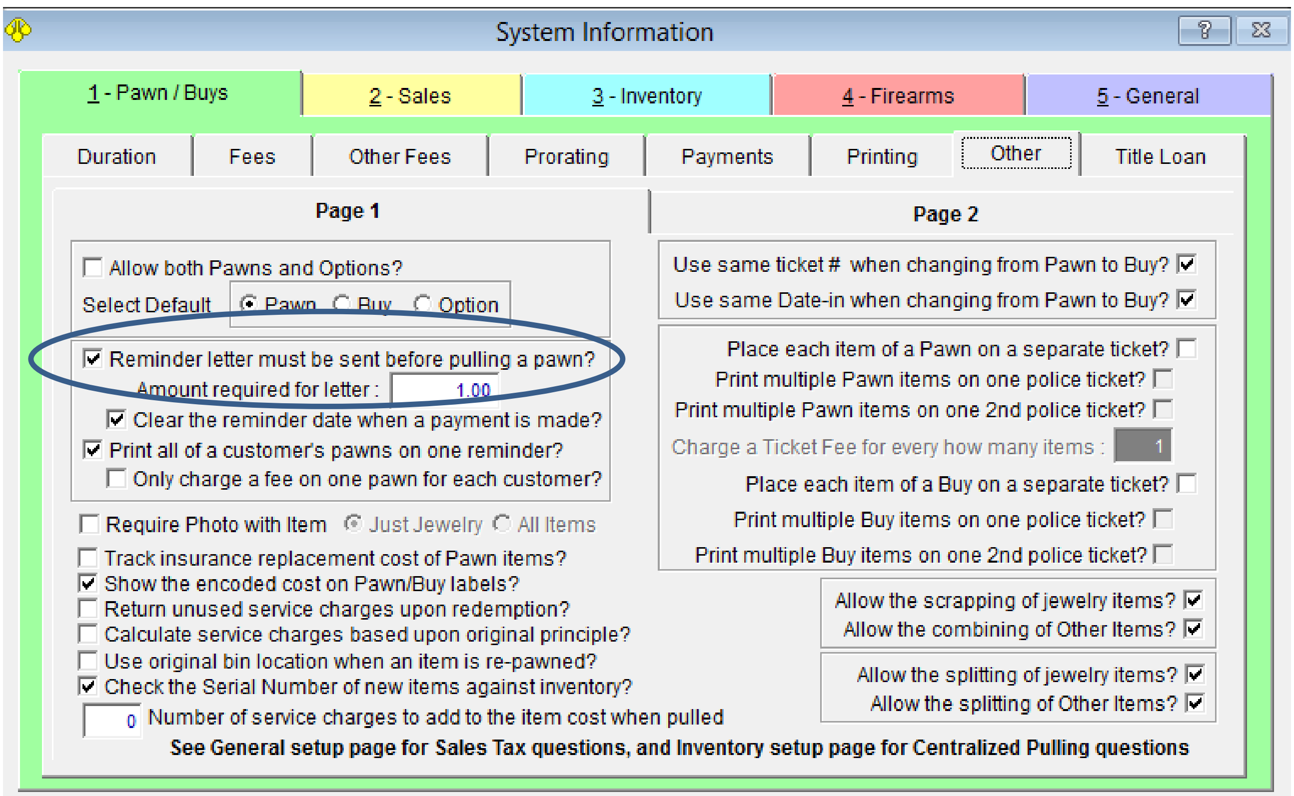
Forfeits

Forfeits, Reminder Letters

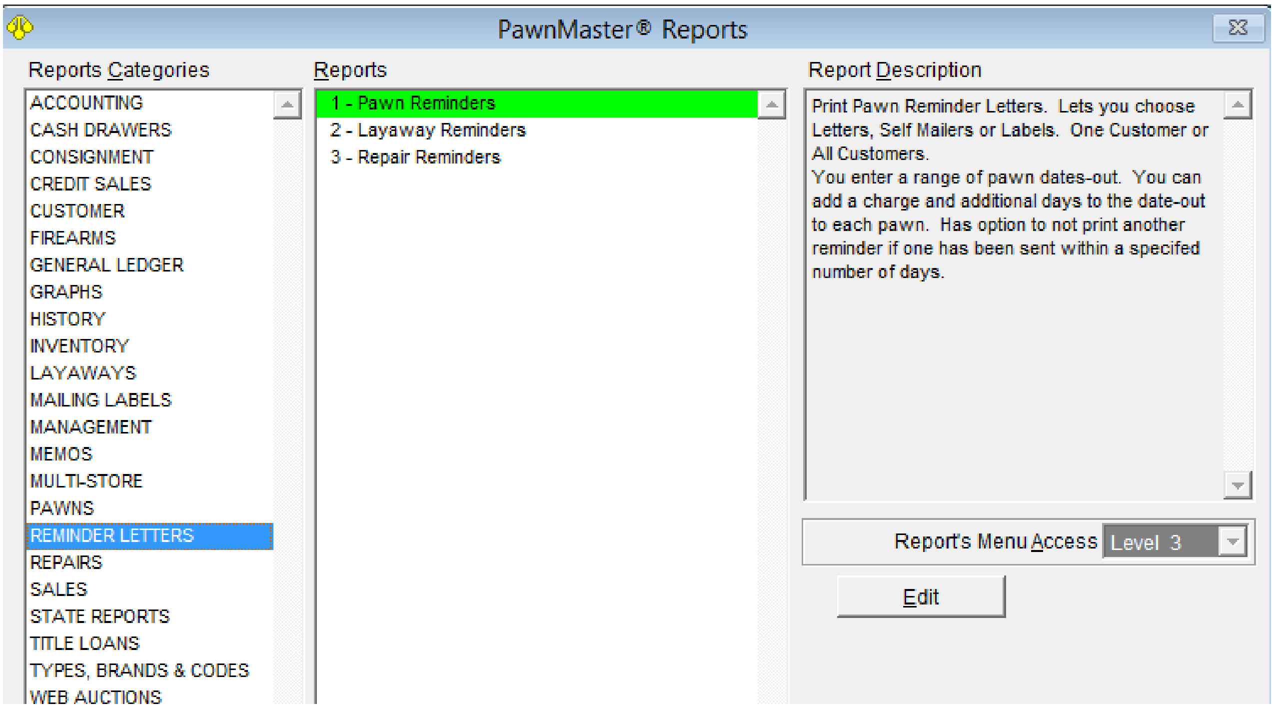
If you are in a location that requires sending reminder letters PawnMaster should be configured not to allow items to forfeit until the reminder letters are sent. To require reminder letters, go to Admin. Store setup, System information, Pawn/Buys, “Other” tab. Place a check in “Reminder letter must be sent before pulling a pawn?”.



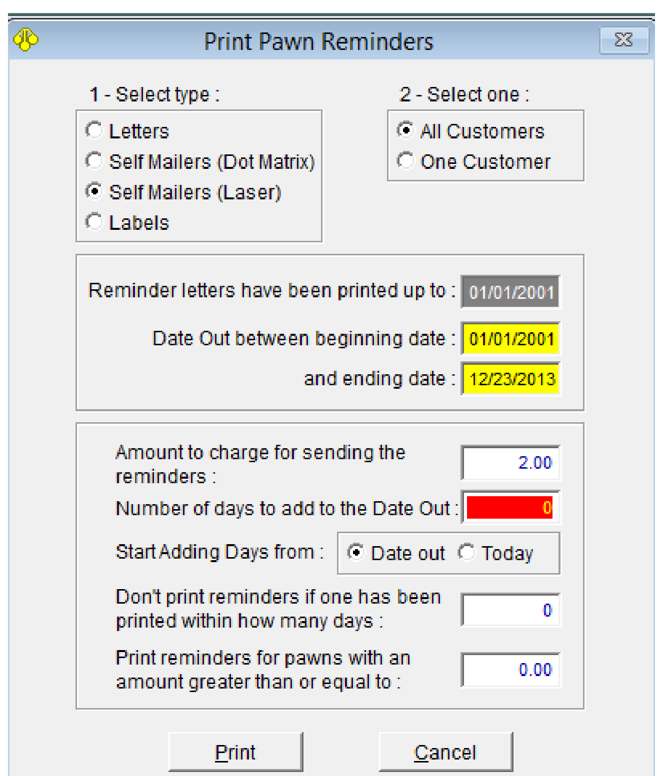
Keep in mind, no pawns, only buys, will be listed on the forfeit list until the reminder letters are printed and sent.

Forfeits, Reminder Letters

To print reminder letters, go to reports on the tool bar and select “Reminder Letters” in the Reports categories then report 1, “Pawn Reminders”.



Select the letter type or Labels to print. Choose “All Customers or “One Customer”. Do not change the Dates unless you need to limit the letters to a smaller date range. If an amount is added here it will be applied to the service charges owed for each ticket. Enter a number if you will be extending the forfeit date out by 2 or 3 days. Click “Print” when ready.



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Forfeits, Reminder Letters

The following is a sample of the letter that will be printed for each customer. This letter is intended to be mailed in a double window envelope with the address window centered.

The correct envelopes for the address to be readable is envelope double window #99513. Contact your Data Age Business Supplies Specialist at 888-949-7296 for all of your consumable business supplies.

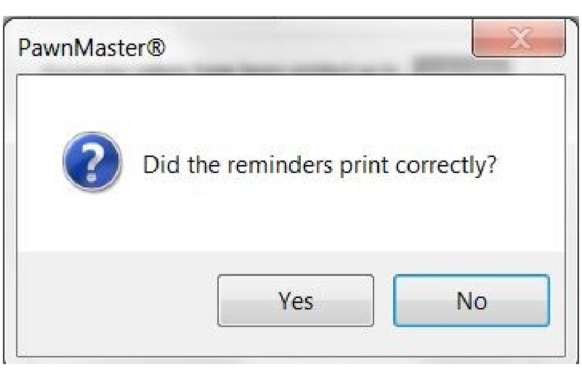
Dear Customer Name

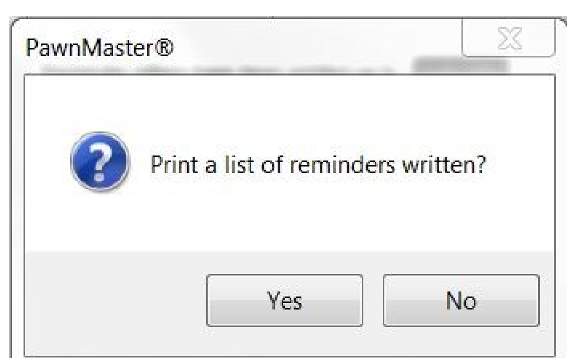
A payment on transaction number 41256 is due on or before 03/02/2013.

If no payment is received, all of the items(s) on transaction number 41256 will become the property of DATA AGE BUSINESS SYSTEMS, INC - 1. Please call (727) 582-9100 to arrange payment on the transaction.

Sincerely,
DATA AGE BUSINESS SYSTEMS, INC - 1

You will need to confirm that the letters printed correctly. Click “Yes” to print the list of reminders to provide to the post master.





Forfeits, Reminder Letters

The total number of pawn tickets updated will be provided and each ticket number for each customer shown. The total number of letters printed will be listed. This is the number the post master needs to confirm are being mailed.

The post master should count the letters and enter the total on the line provided. The post master should then sign or stamp the Mail Receipt Listing.

Mail Receipt Listing

DATA AGE BUSINESS SYSTEMS, INC - 1
14450 46TH ST N
#108
CLEARWATER, FL 33762
(727) 582-9100

Date : 12/27/2013 11:52:34 AM

Name	Address	City, State ZipCode	Ticket #
Sydney Specimen		New Jersey, NJ 07039	42180
Jhonny Wo	111 Noisy St	Jersy City, NJ 07033	45845
			45848
			45850
Henry Carlos	789 Mountin View Dr	NY, NY 10001	45852
GARY Goodguy	444 Gone Fishin Ave	New Jersy, NJ 07031	45853
Manny Sample	1124 W MESA AVE	New Jersy, NJ 07031	45854
			45855
SAMANTHAT SACCOMANNO	1512 LAKE AVE	PUEBLO, CO 81004	45856
Johnathan Example	1012 E 1ST	New Jersy, NJ 07031	45860
			45861
ANNA SMITH	8888 Neverhome Ln	Jersey, NJ 07036	45862
			45863
			45864
			45865
			45866
Tony SMITH	105 GARCIA RD	Jersey, NJ 07036	45867
DOMINICK Sample	102 N MAIN ST	Jersy City, NJ 07033	45870
JONATHAN JOHNSON	123 Over Thar Way	New York, NY 10003	45881

Number of Tickets Accounted For : 19
Number of Mail Pieces : 11
Number of Mail Pieces received by the Post Office : ________________

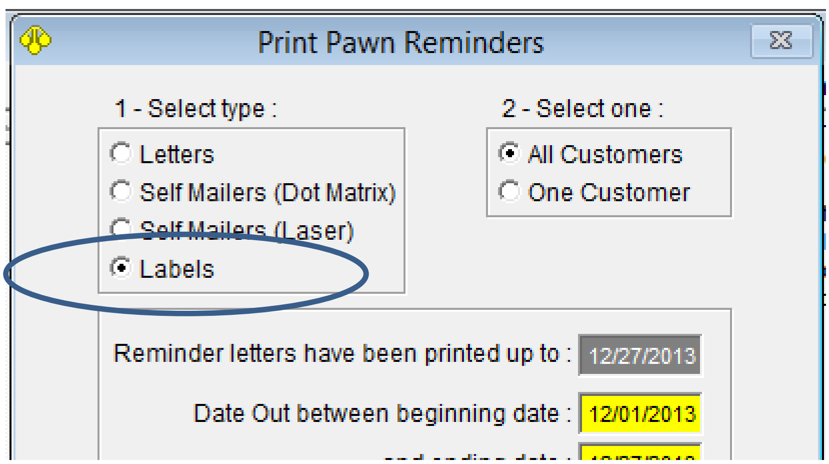
POSTMASTER : ______________________________________

If for some reason you must reprint previously printed reminder letters, go to Pawn/Buy on the tool bar and select "Undo Reminder Notices".

Forfeits, Reminder Labels

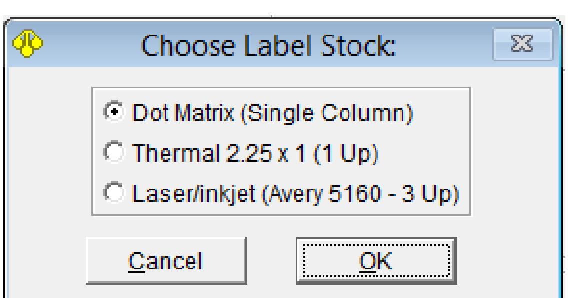
Should you choose to write a custom reminder letter or choose to use standard envelopes, you have the option of printing address labels for your reminder letters.

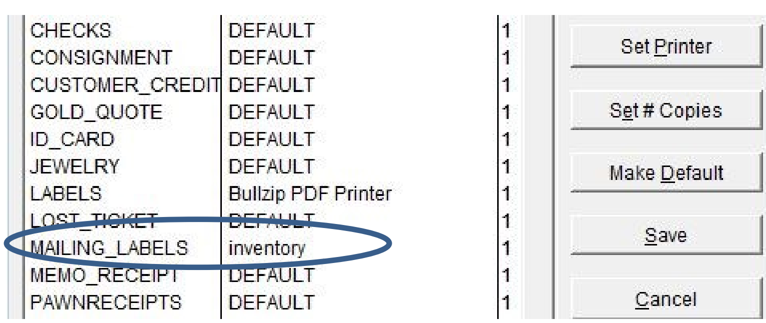
Run the report the same as previously described, go to reports on the tool bar and select “Reminder Letters” in the Reports categories and report 1, “Pawn Reminders”. Select “Labels”.



If you want to print address labels using your inventory label printer select “Thermal 2.25 X 1(1Up). If you want to print to Avery address label 5160 using a standard laser printer such as your report printer select “Laser/Inkjet (Avery 5160 -3Up).

Note, Make sure the “MAILING_LABELS” printer is set to the correct printer.





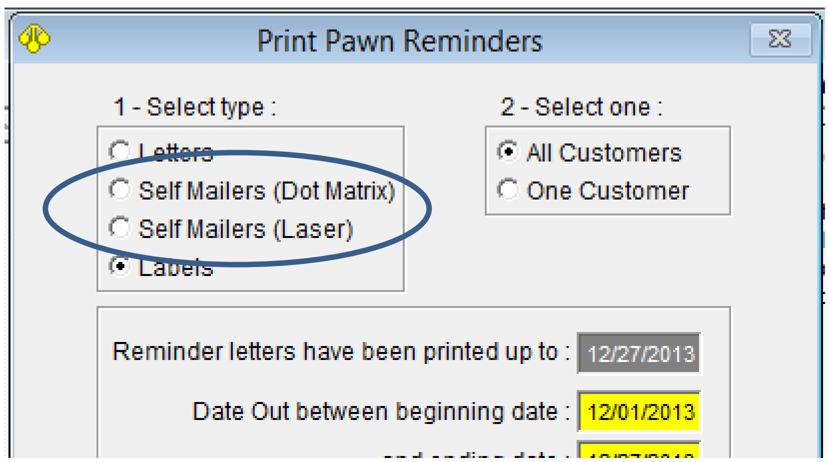
Forfeits, Reminder Self Mailers

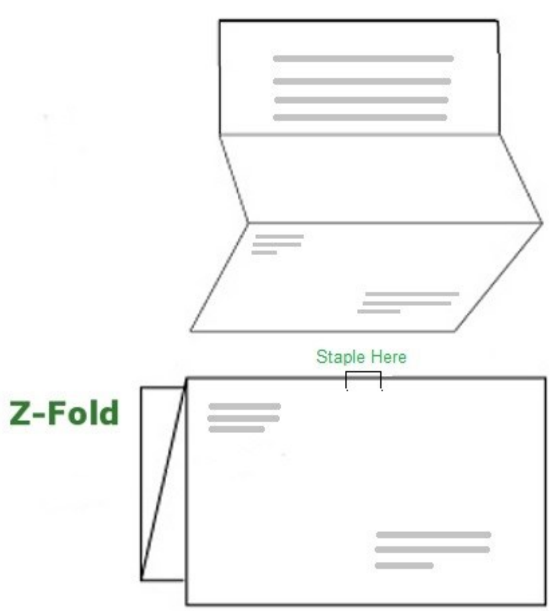
To avoid the costs of envelopes and labels there is a third option to print Self-Mailers.

"Self Mailers (Dot Matrix)" require the use of a tractor (pin) feed dot matrix printer and use #211601 **White Pin Feed Ledger card stock.**

Contact your Data Age Business Supplies Specialist at 888-949-7296 for all of your consumable business supplies.

"Self Mailers (Laser) can be printed on any printer using standard paper. The mailers are then folded in thirds in a "Z" fashion and stapled at the top.





Forfeits, Reminder Letters and Text messaging

Because most states that require reminder letters do not recognize text messaging as a replacement for sending the reminder letters you most likely will still need to send reminder letters even if you use text messaging. (Although at the time of writing California is considering a bill to change that.)

Text messaging reminders to your customers still has value. Many customers will read a text message when they throw away a mailer without even opening it. With text messaging you can set it to alert the customers of payments due 3,4 or 5 days prior to the due date.

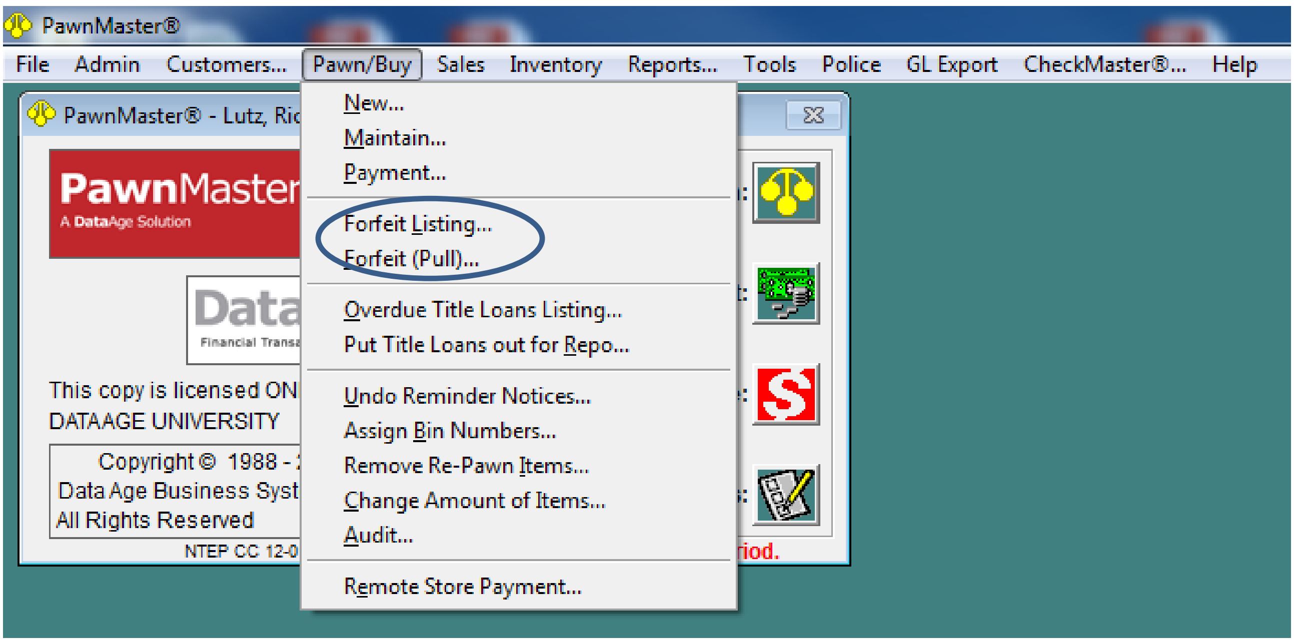
One final feature, is the ability to set management alerts to be sent to key staff should certain events occur, such as an employee modifying a transaction or deleting inventory. See the Text messaging add on module for the list of all 27 events that can be configured to send alerts.

Forfeits

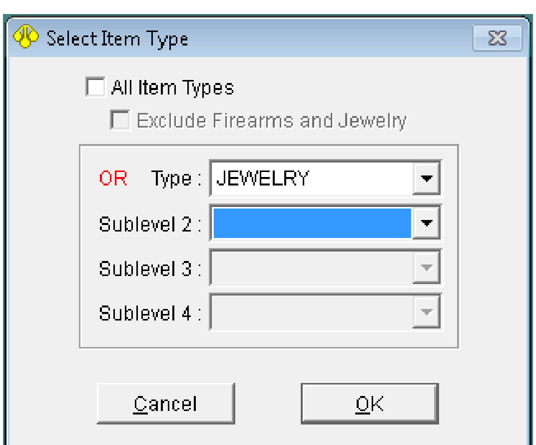
Forfeits, forfeit Report (Pull List)

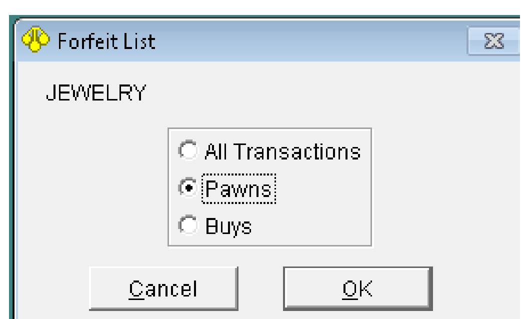
Accessing the forfeit list can be done from two locations in PawnMaster. It is available in Reports/Pawns/3-Forfeit List.

Or a faster way to get the report is click Pawn/Buy on the tool bar and then “Forfeit Listing”.



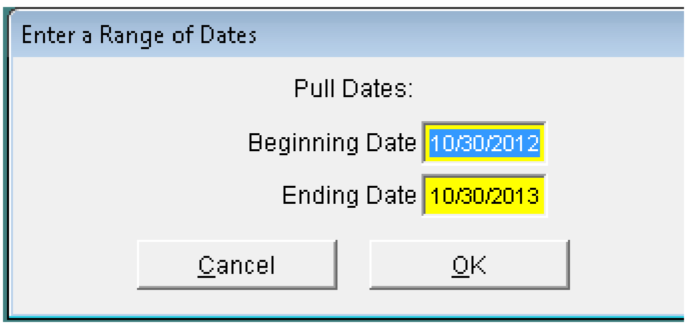
You can limit the report to a specific item type and transaction type.

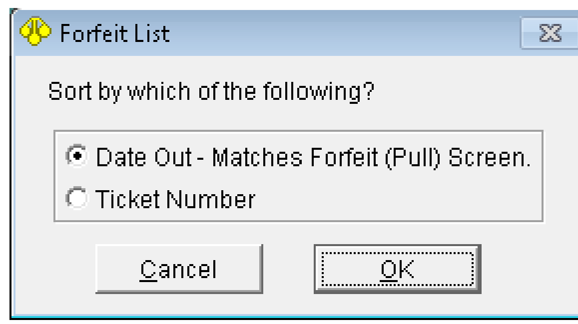




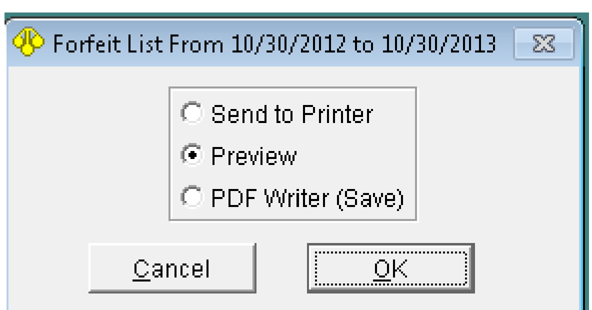
Forfeits, forfeit Report (Pull List)

Using the default dates beginning and ending date range selection will list all items that became eligible to be forfeited in the last 12 months. If you have items that reached maturity more than a year ago, enter the year in “Beginning Date”. If you want to list items for a shorter or different period, do so. Generally using “Date Out-Matches Forfeit (Pull) Screen.” is the best choice, as the items on the list will be in the same order as in PawnMaster.





In most cases you will want to “Send to Printer”, although you can preview the results first or save it as a PDF file.



Forfeits, forfeit Report (Pull List)

The resulting report will list “Buys” first, (*if included)*, then “Pawns” (*if included)*. The customer’s phone number is included it the report because often a shop will want to call some customers prior to pulling the item, especially if the “Redemption Ratio” is high. Cross out any items that you do not want pulled and consider extending the loan to remove it from the report.

Forfeit List From 10/30/2012 to 10/30/2013

JEWELRY

Your Shop Name & Adress Here:

Date : 10/30/2013 03:46:36 PM

Ticket# / Last Paid / Item Description	Date In / Note	Date Out	Customer	Phone / Bin	Redemption Ratio	Emp / Cost
Pawns						
1264	10/31/2011	10/25/2012	MARIA LNAME	(911) 422-6123	0.0%	111
06/11/2013	ORIGINAL # 37645					
JEWELRY				1		500.00
1193	09/22/2011	12/15/2012	MARIA L-NAME	(911) 555-6123	0.0%	111
10/03/2013	ORIGINAL # 37562					
JEWELRY				1		1600.00
38288	10/18/2012	12/17/2012	NIURKA L-NAME	(911) 555-6123	0.0%	123
07/08/2013						
JEWELRY , 90.00 DWT				1		1500.00
1064	01/12/2011	01/01/2013	JULIA L-NAME	(911) 555-6123	0.0%	111
08/12/2013	ORIGINAL # 37060					
JEWELRY				1		200.00
37743	12/13/2011	01/06/2013	MARIA L-NAME	(911) 555-6123	0.0%	111
10/03/2013						
JEWELRY				1		250.00
38307	10/26/2012	01/24/2013	MARISOL L-NAME	(911) 555-6123	100%	123
02/28/2013						
JEWELRY , 9.00 DWT				1		7000.00
38123	07/31/2012	01/27/2013	REYNA L-NAME	(911) 555-6123	100%	123
08/30/2013						
JEWELRY , 90.00 DWT				1		800.00
1349	11/16/2011	02/08/2013	MARIA L-NAME	(911) 555-6123	0.0%	111
10/03/2013	ORIGINAL # 37685					
JEWELRY				1		800.00

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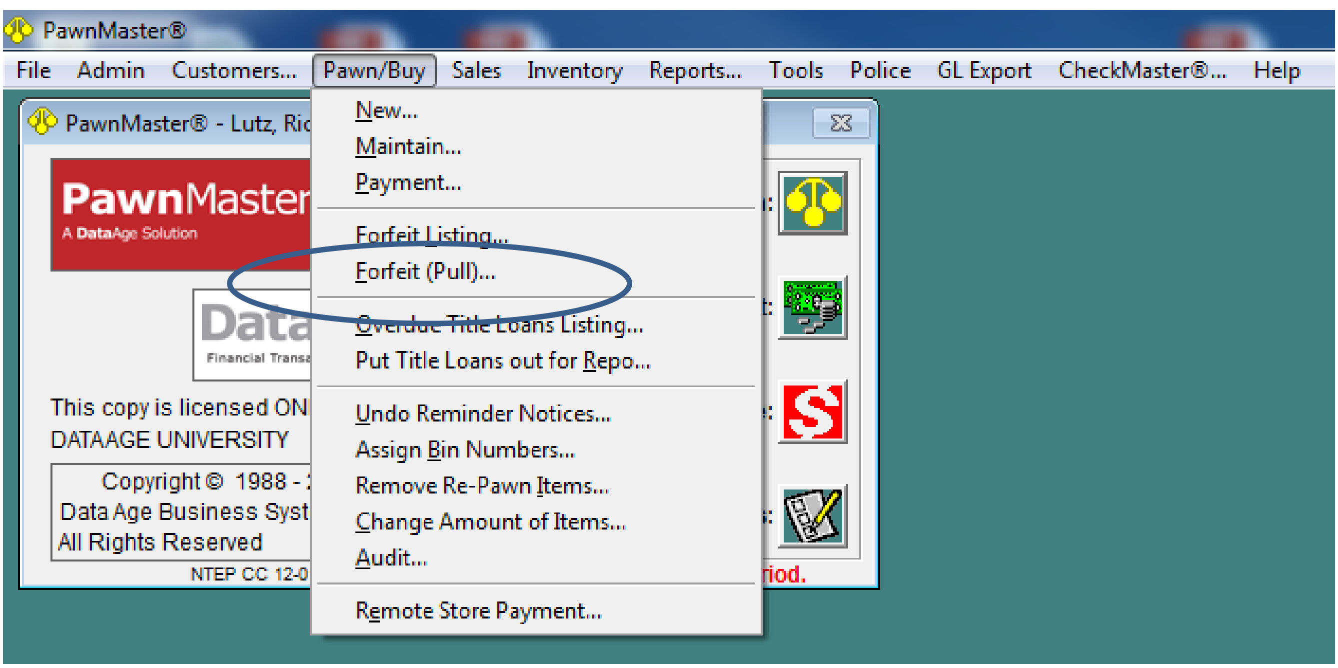
Forfeits

Forfeits, Pulling (Items into Inventory)

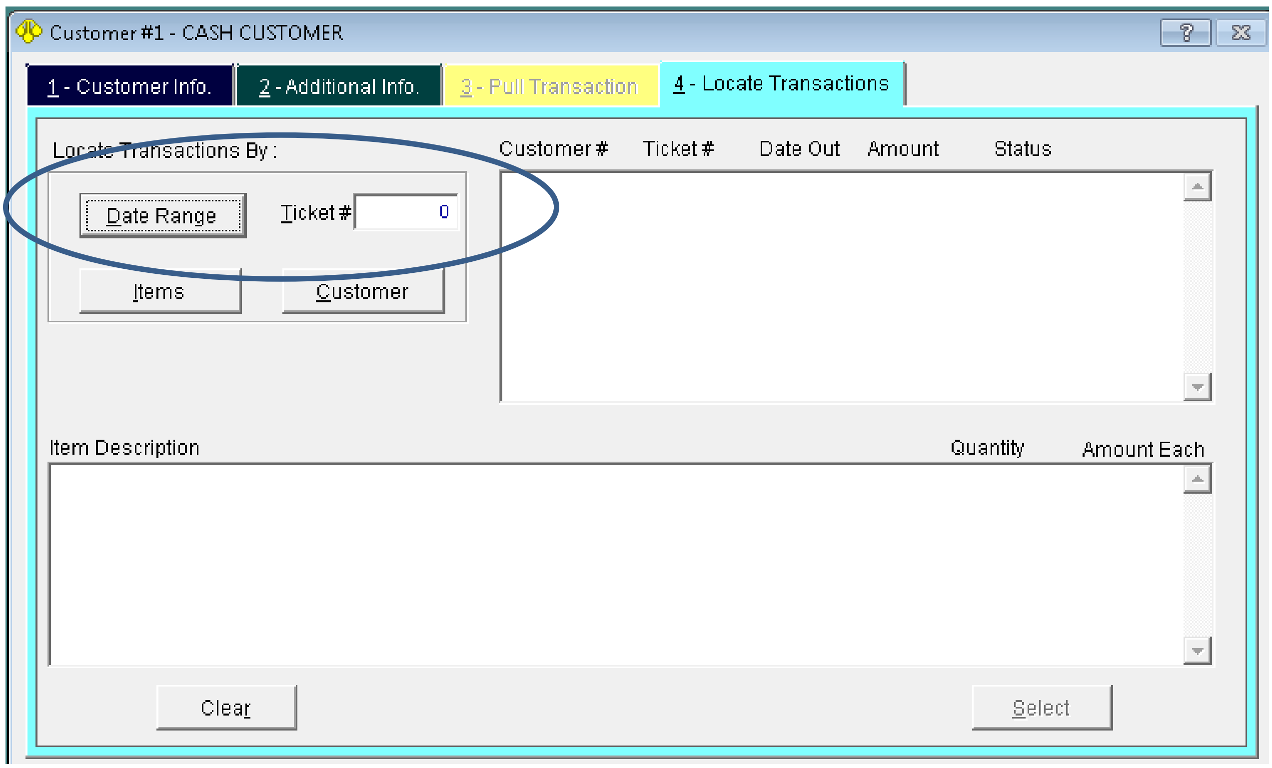
Once you have physically retrieved one or more items, you will need to prepare the item(s) to be sold, scrapped, combined or split. In many cases the item will need to be cleaned, priced, labeled and placed on display to be sold. Jewelry, if damaged can be sent to a refiner. Some items such as DVD's, Blu-rays, loose tools etc. may need to be "combined" to a bulk location to be sold at a fixed price.

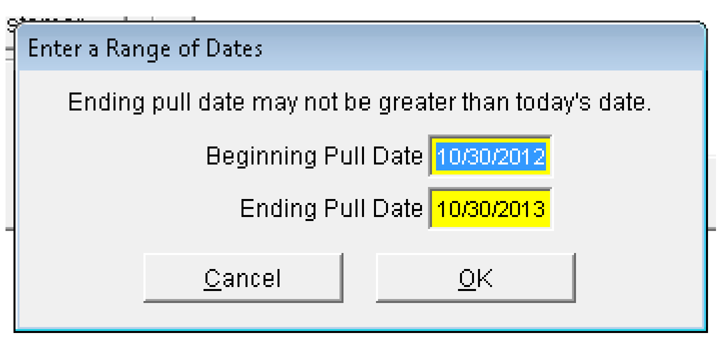
To begin the process of pulling items click on Pawn/Buy on the toolbar and select "Forfeit (Pull)…".



Forfeits, Pulling (Items into Inventory)

The “Locate Transactions” screen will open. If using a barcode scanner you may scan the pawn label in “Ticket #”, otherwise click “Date Range” and enter the same date range you used to generate your pull list.





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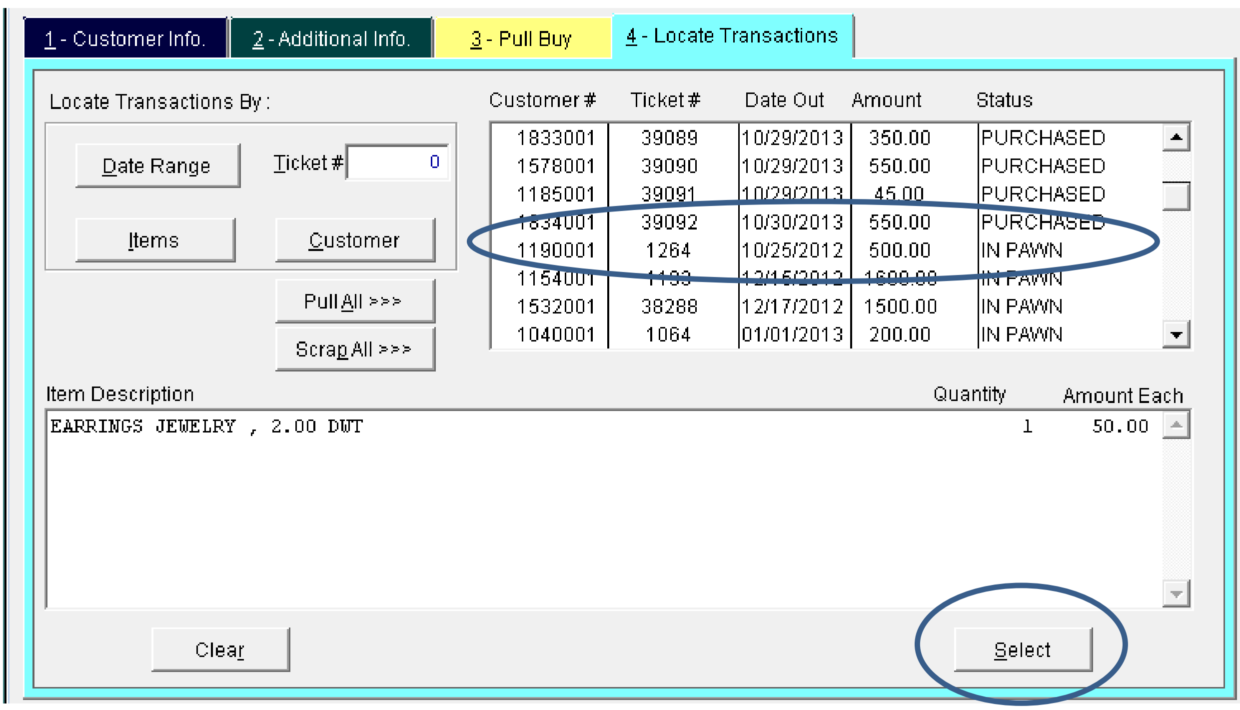
Forfeits, Pulling (Items into Inventory)

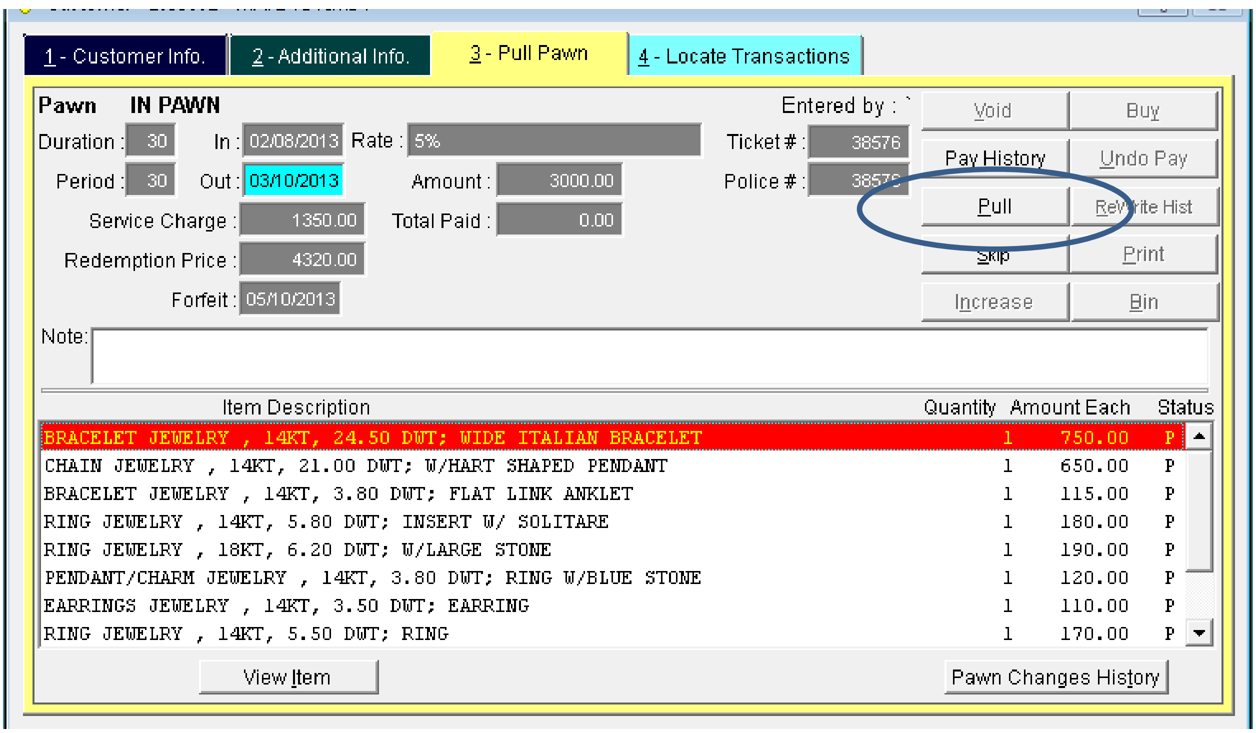
The Purchases will be displayed first. *If you are only pulling pawns, scroll down to the pawns.* Choose the first ticket you want to pull and double click the line in the list or select it and click the “Select” button.



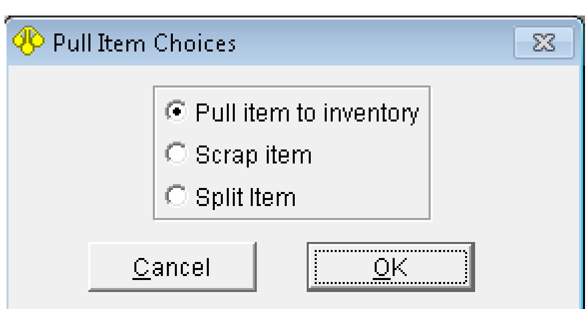
Use caution when using the “Pull All” and “Scrap All” buttons. Once confirmed, the process must be completed, there is no cancel.

Pulling (items to inventory)

Once selected, the items on the ticket will be listed on the “Pull Pawn” tab. Click on the “Pull” button.



Choose “Pull item to Inventory”, “Scrap Item”, “Combine Item” or “Split Item” as you need and click “OK”.



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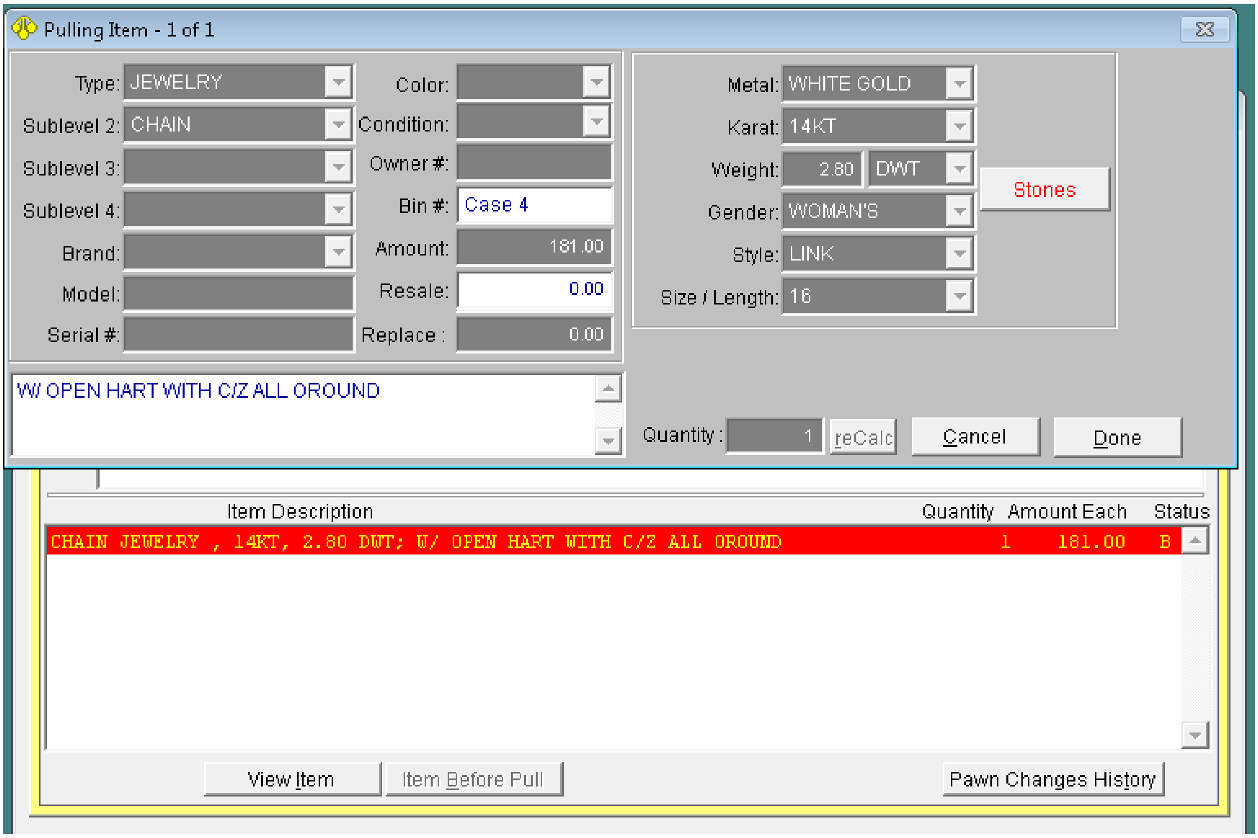
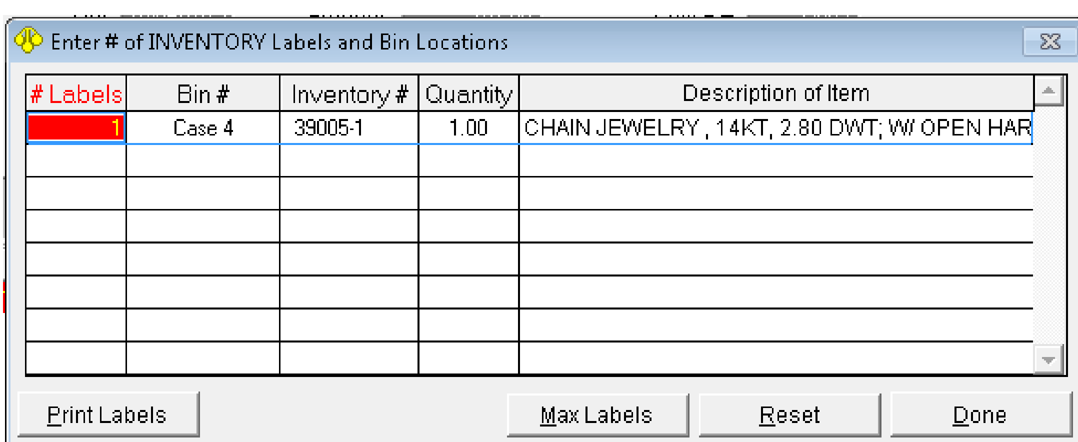
Forfeits, Pulling (Items into Inventory)

If pulling to inventory, the “Pulling Item” screen will open. You can now assign a bin to display the item. PawnMaster may calculate a resale value automatically, if you need to change the resale amount, do so. Some shops also track the replacement value for insurance purposes, if needed, adjust the replacement value. Click “Done”.

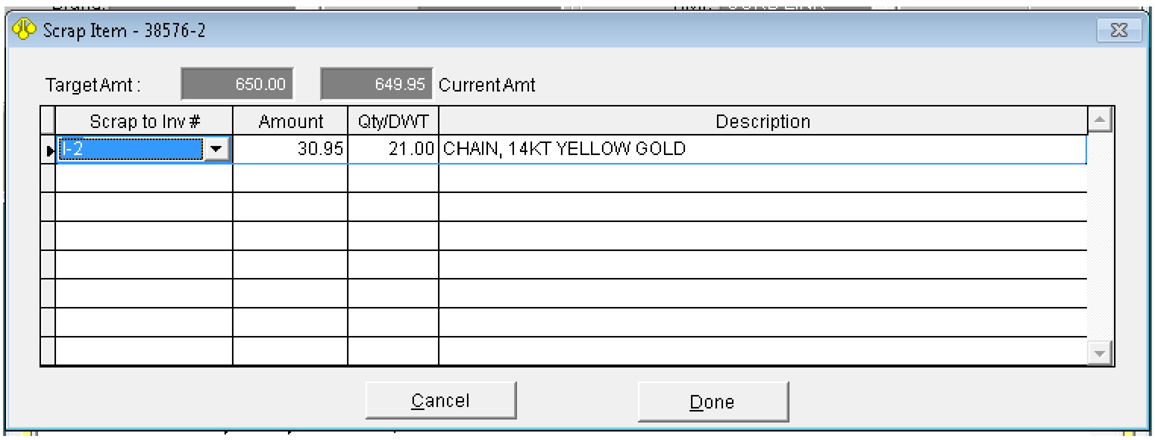


If prompted, enter the number of labels needed and click “Print Labels”, then “Done”. If you forget to print the labels, or need additional labels you will need to use “Maintain Inventory”.

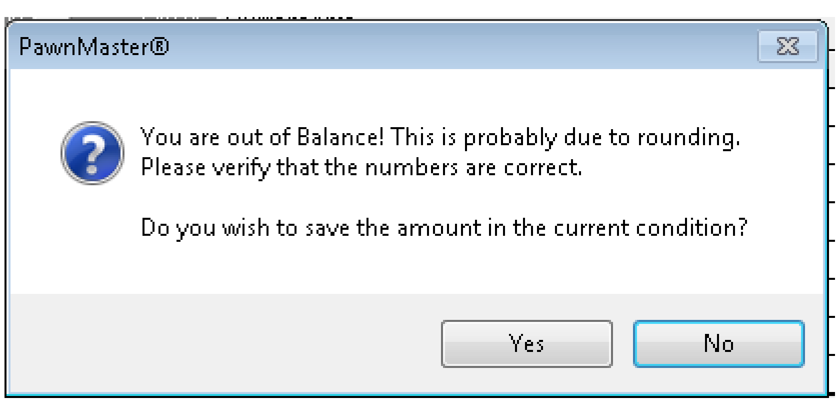


Forfeits, Pulling (Items to Scrap)

If scraping precious metal, you will need to select the appropriate scrap bin from the drop-down list. If your shop separates gold by purity select the correct bin. *(if no scrap bins have been set up see Inventory, Bulk bins.)*



Do not be alarmed if you get an out of balance warning. PawnMaster will automatically round costs to the nearest whole penny and as a result there will often be time that there is a rounding discrepancy. There is a report that you may run to determine what the discrepancy is per transaction. （Inventory －11）



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Forfeits, Pulling (Items to Scrap)

As you can see from the example , over time the rounding discrepancies tend to balance out.

Scrapped/Combined Items Rounding Discrepancy
For Dates: 01/01/2013 to 06/01/2013

DATA AGE BUSINESS SYSTEMS - 1
(727) 582-9100

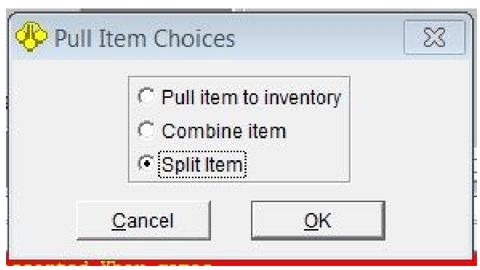
Date : 10/31/2013 01:09:07 PM

INV #	DATE	ITEM TYPE, BRAND, AND DESCRIPTION	Amount	Cost Avg Amt Added to Inv	Discrepancy
I-71		JEWELRY, 10KT; Scrap White Gold 10K			
976-5	03/20/2013	BRACELET JEWELRY, 10KT, 10.50 Grams	50.00	49.98	-0.02
0329-1	03/20/2013	BRACELET JEWELRY, 10KT, 8.90 Grams	140.00	139.95	-0.05
9392-1	03/20/2013	BRACELET JEWELRY, 14KT, 11.90 Grams; TENNIS BRACLET	250.00	250.15	0.15
976-4	03/20/2013	BRACELET JEWELRY, 14KT, 8.20 Grams	250.00	249.99	-0.01
		SUBTOTALS :	**690.00**	**690.07**	**0.07**
I-78		JEWELRY, 14KT; Scrap Yellow Gold 14K			
9897-1	03/20/2013	BAND RING JEWELRY, 14KT, 5.40 Grams	250.00	250.02	0.02
1945-1	03/20/2013	BRACELET JEWELRY, 10KT, 6.80 Grams	100.00	100.08	0.08
-190	03/20/2013	BRACELET JEWELRY, 10KT, 8.30 Grams; BLUE SAPPHIRE BRACELET	90.00	90.01	0.01
3894-2	03/20/2013	BRACELET JEWELRY, 14KT, 10.80 Grams	320.00	319.89	-0.11
9854-1	03/20/2013	BRACELET JEWELRY, 14KT, 11.30 Grams	280.00	280.22	0.22
3727-1	03/20/2013	BRACELET JEWELRY, 14KT, 20.40 Grams; SILVER WITH WHITE GOLD OVERLAY	200.00	199.53	-0.47
-3267	03/20/2013	BRACELET JEWELRY, 14KT, 7.20 Grams; PERIDOE BRACELET	75.00	74.91	-0.09
8440-1	03/20/2013	BRACELET JEWELRY, 14KT, 7.40 Grams	80.00	80.24	0.24
0796-1	03/20/2013	BRACELET JEWELRY, 14KT, 9.10 Grams; PER MATT	300.00	300.04	0.04
		SUBTOTALS :	**1,695.00**	**1,694.94**	**-0.06**

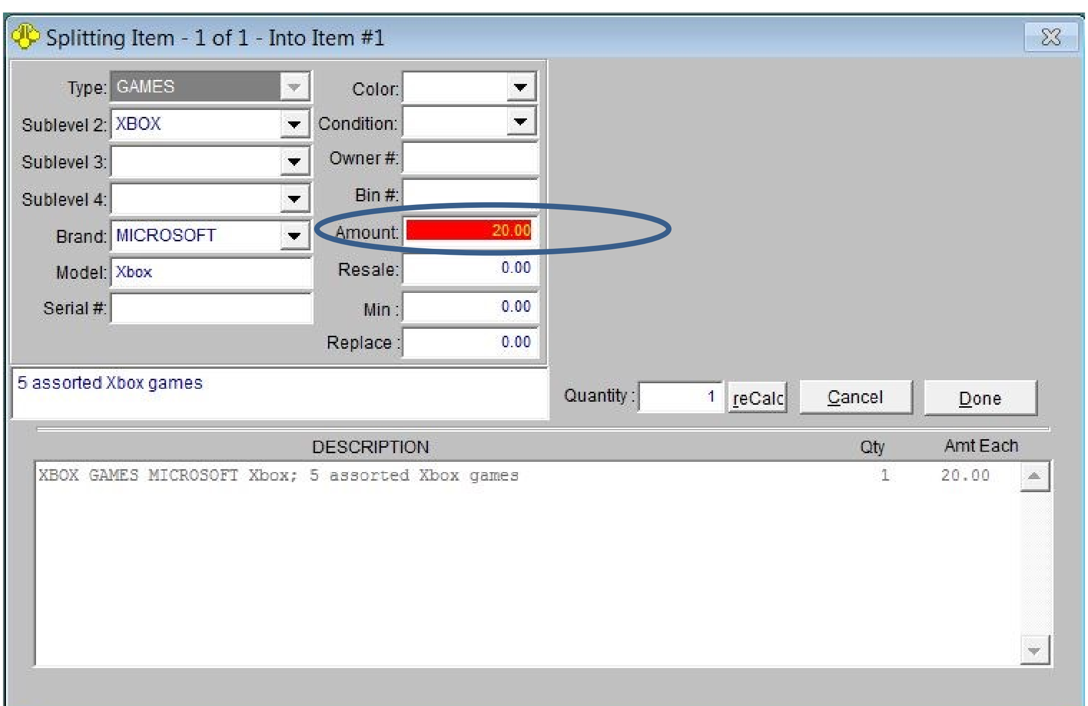
Forfeits, Pulling (Splitting Items)

At times you will need to split items when you are pulling them into inventory. Examples include the item pawned was entered as “Wedding set” and you want to list the wedding band and engagement ring separately in inventory. Or a buy was done for 5 Xbox games which should be priced to sell separately.

Pull the item as described previously.
When presented with the choice to pull, combine or split choose “Split Item”.



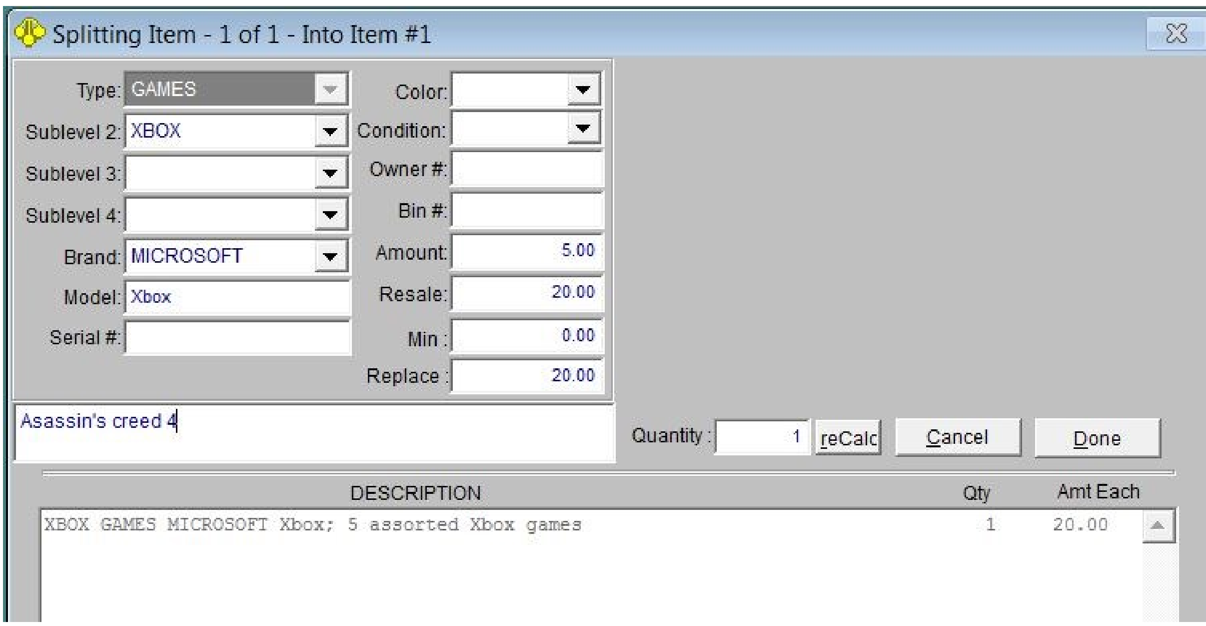
Determine how many items will be split out of the original, in this example we will spilt it into five individual games. To do so, click or tab into the “Amount” field.



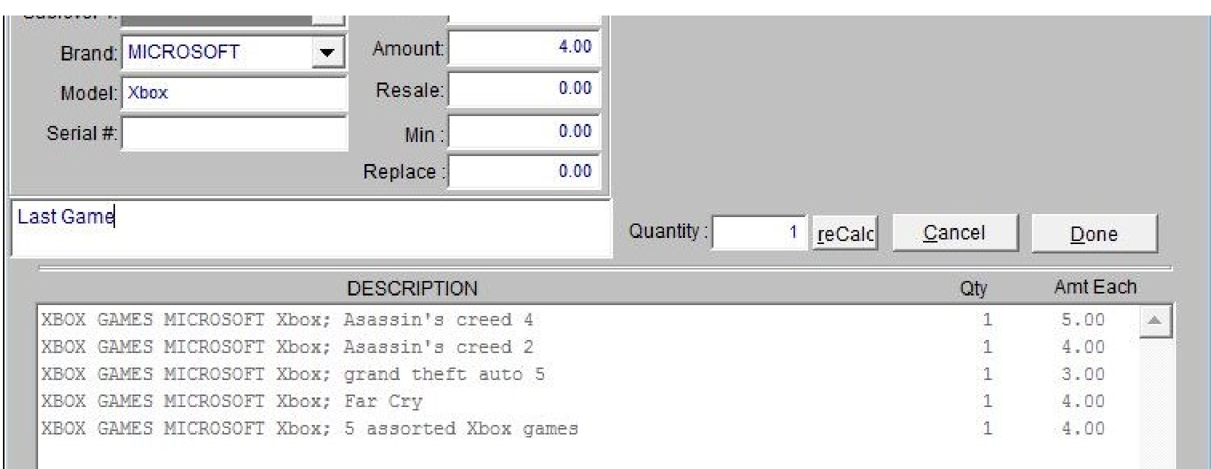
Forfeits, Pulling (Splitting Items)

The twenty dollars evenly divided by 5 items would be $4.00 each. You can simply enter 4.00 for each item. However sometimes one or more items have more value than the others and we want our reports to reflect accurate costs, therefore you can enter greater or lesser amounts in the Amount field.

Put the game title in the description field and click “Done”.

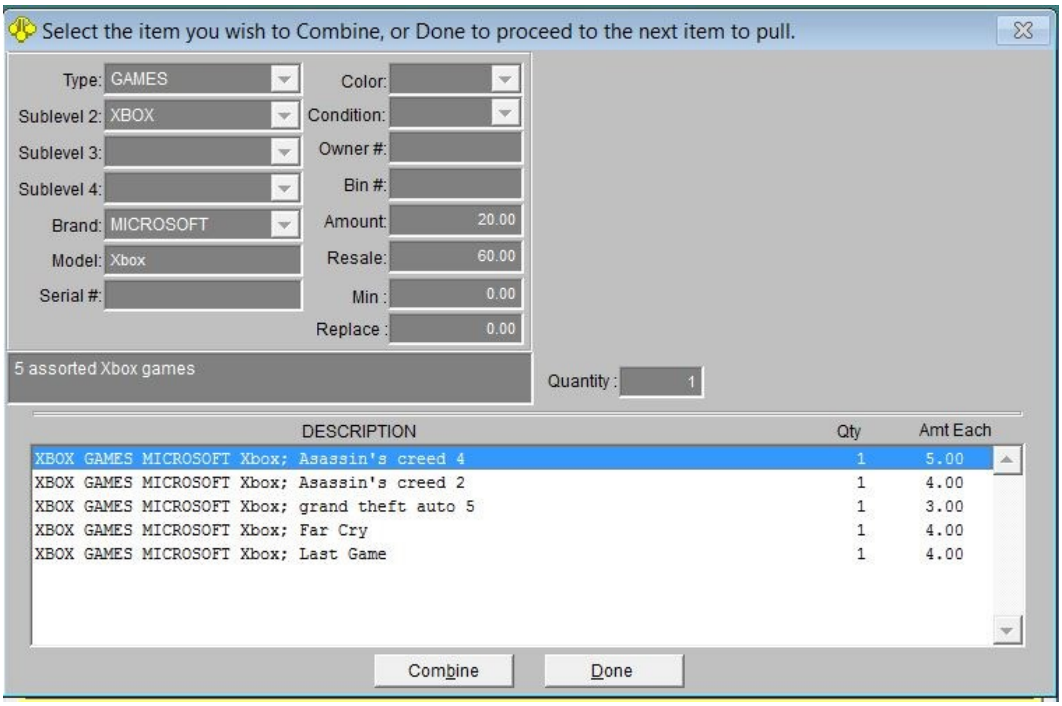


Continue to enter the buy amounts and descriptions for each item until you have used all of the available funds.

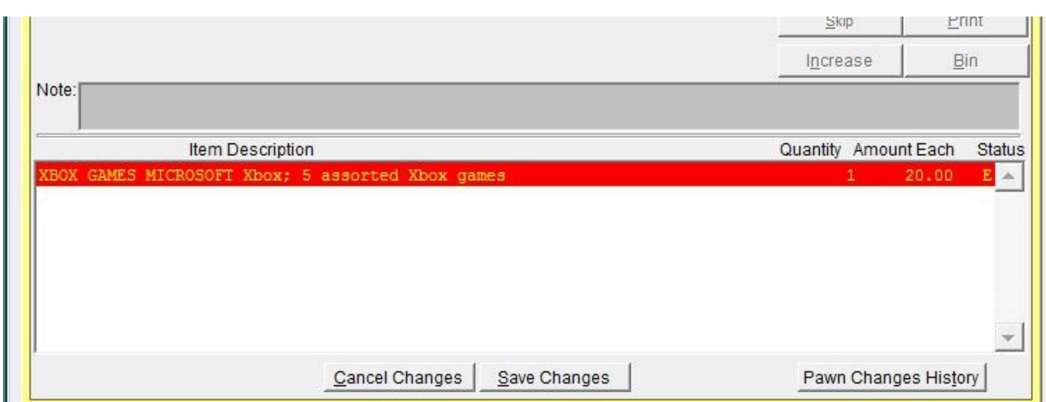


Forfeits, Pulling (Splitting Items)

Once you click “Done” you will be presented with a list of all changes and the prices paid for each item. You may now click “Done” to print labels and add the items to inventory or you may click “Combine” to send the items to a bulk bin.



You are given one more chance to cancel, if everything is correct click “Save Changes”.



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Forfeits, Pulling (Splitting Items)

Adjust the quantity of labels needed for each item, assign a bin number to display the item and click “Print Labels” followed by clicking “Done”.

It is important to note that splitting must be done at the time the item is being pulled into inventory. Once in inventory items can not be split.

Forfeits, Combining items

Some items such as DVD’s or video games will need to be combined to a bulk **location** to be sold at a preset price.

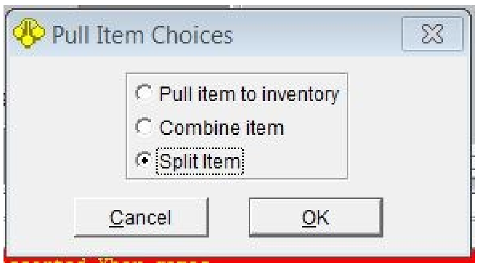
If the bulk bucket hasn’t been configured yet, please see; Inventory, Bulk Bins.

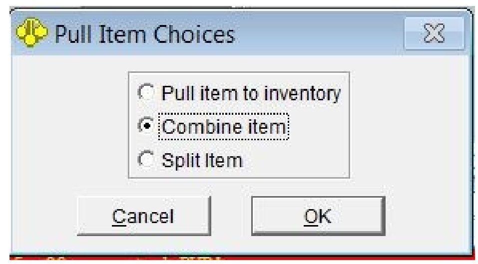
At other times you may want to sell items as a set and want to combine multiple items under a single inventory number.

Forfeits, Combining items

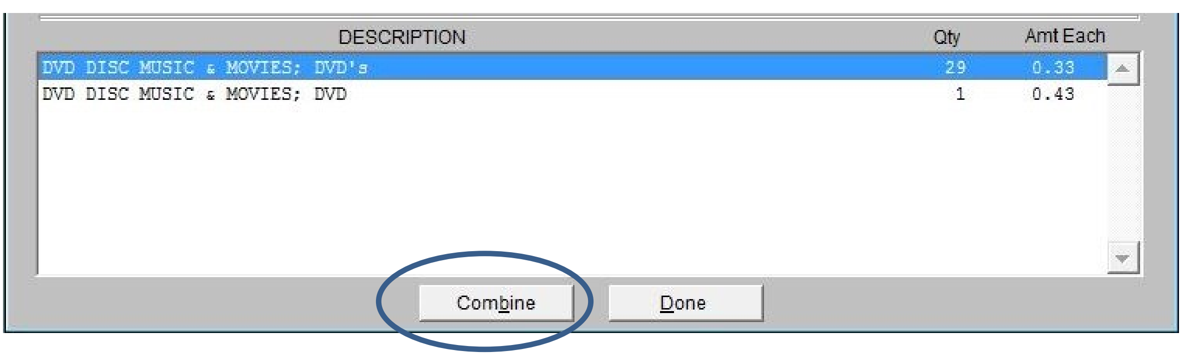
In the example, the original transaction was written as “Box of 30 DVD’s”. So before the items can be combined to the bulk bin, the DVDs need to be split. (see previous section if needed.)

If the quality of your item is already correct, skip splitting and choose “combine item.”

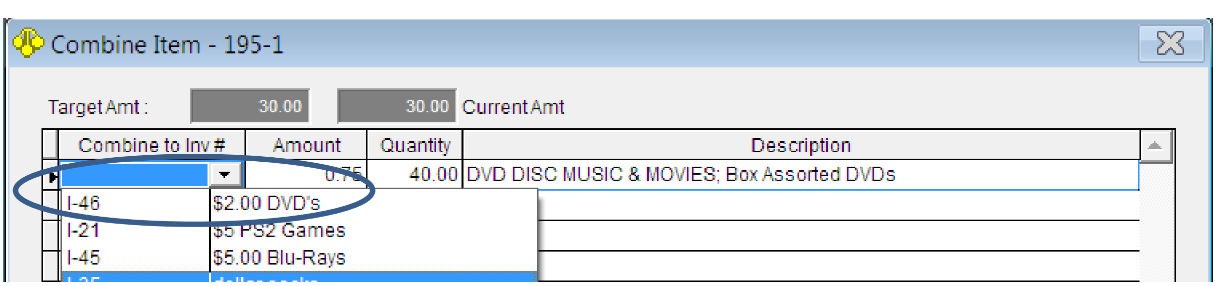




The shop paid $10 for a box of 30 DVDs. Because at ten dollars the cost each is $0.333333, we will Split the items and enter a quantity of 29 and enter an amount of $0.33 each. For the remaining DVD we will accept the $0.43 amount PawnMaster assigns. We now have 2 lines to combine, one line has 29 DVDs the other has 1. Click on “Combine” for both lines.



Select the correct bulk bucket to put the items to.



System Tools, Gold Quote

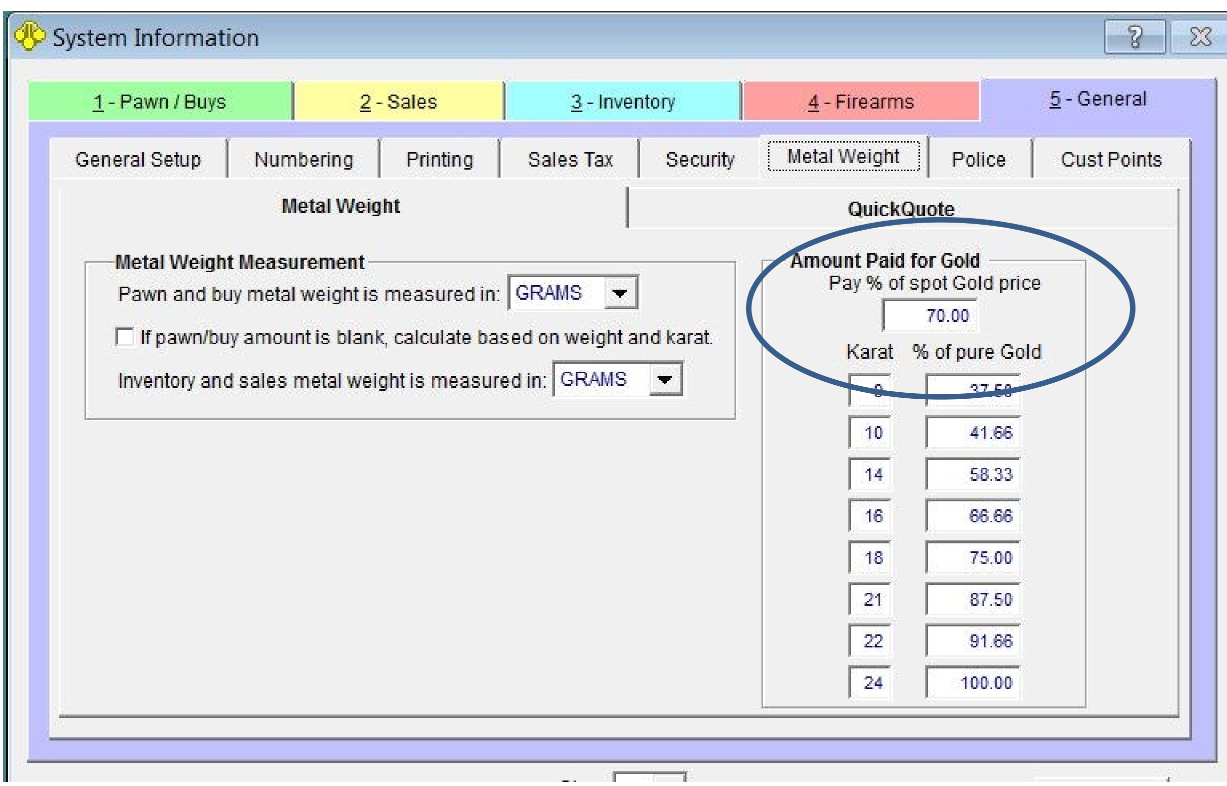
System Tools, Gold Quote & Daily Spot price

(Do not confuse "Gold Quote" with "Quick Quote", an add on module. Gold Quote is for gold only, Quick Quote is for all precious metals and anything else you want to include. Quick Quote also has the ability to calculate different rates for loans and buys.)

Gold quote is a tool to quickly make an offer on gold. Before the tool can be used the percent of spot price must be established and the gold spot price must be entered into PawnMaster.

The percent of spot price is driven by local market forces. In your area it may be that most pawnshops and gold dealers are able to start the offer at 50% of the daily spot price or less. While in the next town competition has forced the shops to increase the starting offer to 60%, 70% or more.

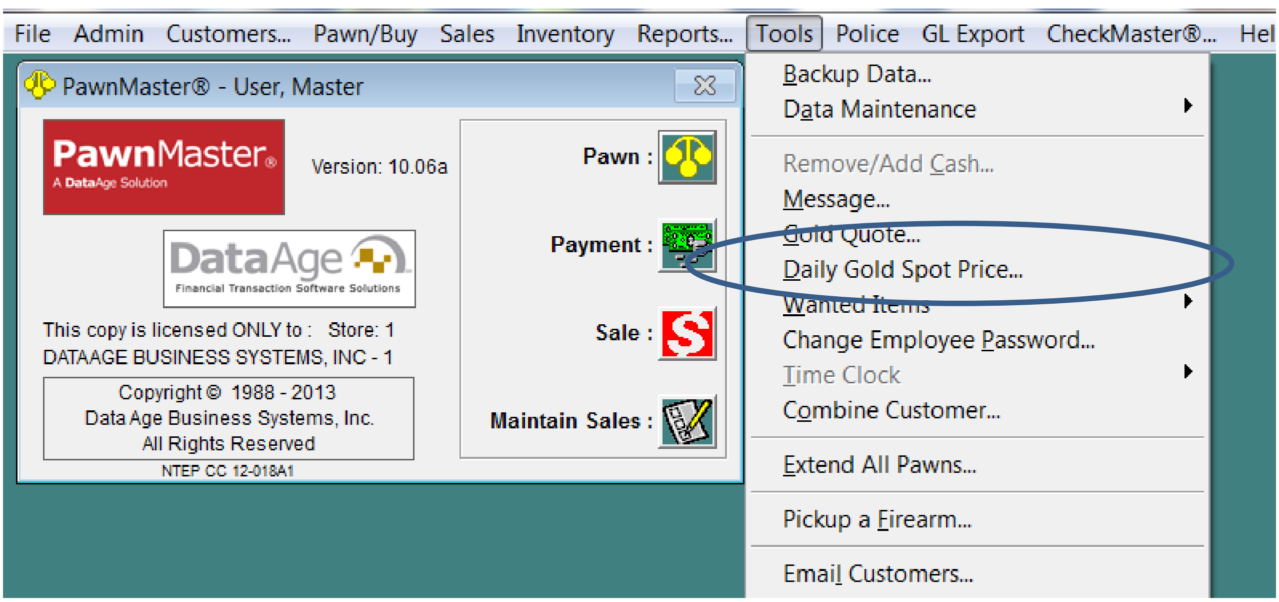
To set the offer percentage, go to Admin, Store Setup, System Options, General, Metal Weight tab. The default is 70%.



System Tools, Spot Price

The daily gold spot price must be updated in PawnMaster regularly. You can enter the daily spot price daily or may choose to use an average spot price that you enter weekly or even monthly.

To enter the spot price go to Tools, “Daily Gold Spot Price…”



Enter the spot price and click “Save”. PawnMaster will use this spot price until the next time it is updated.

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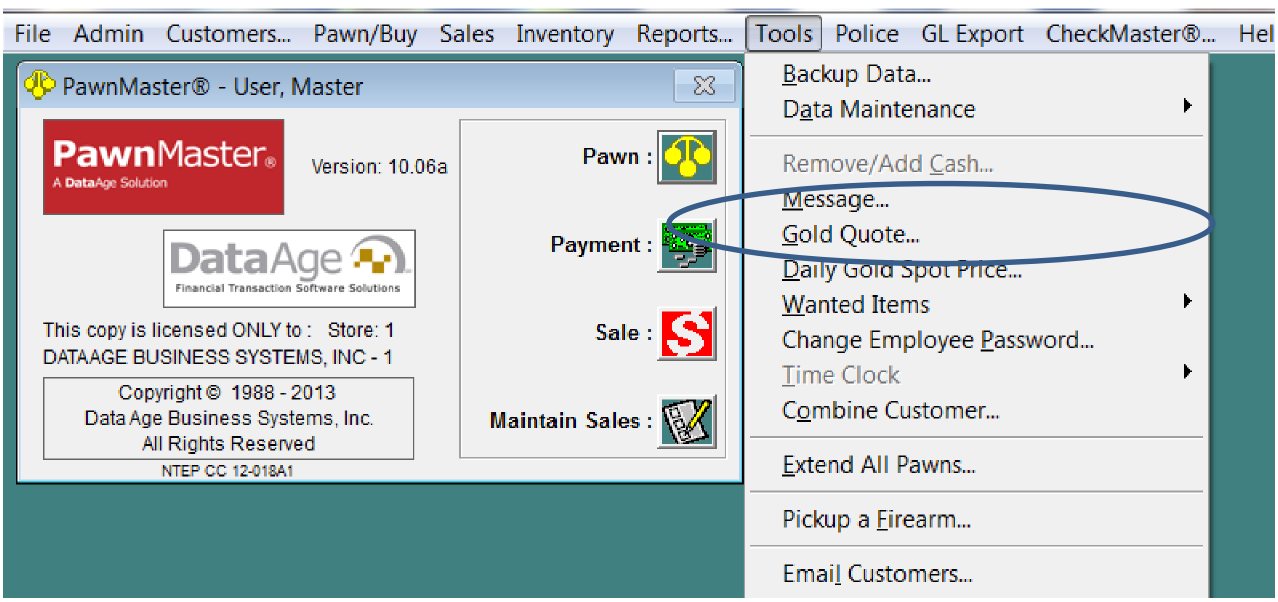
System Tools, Using Gold Quote

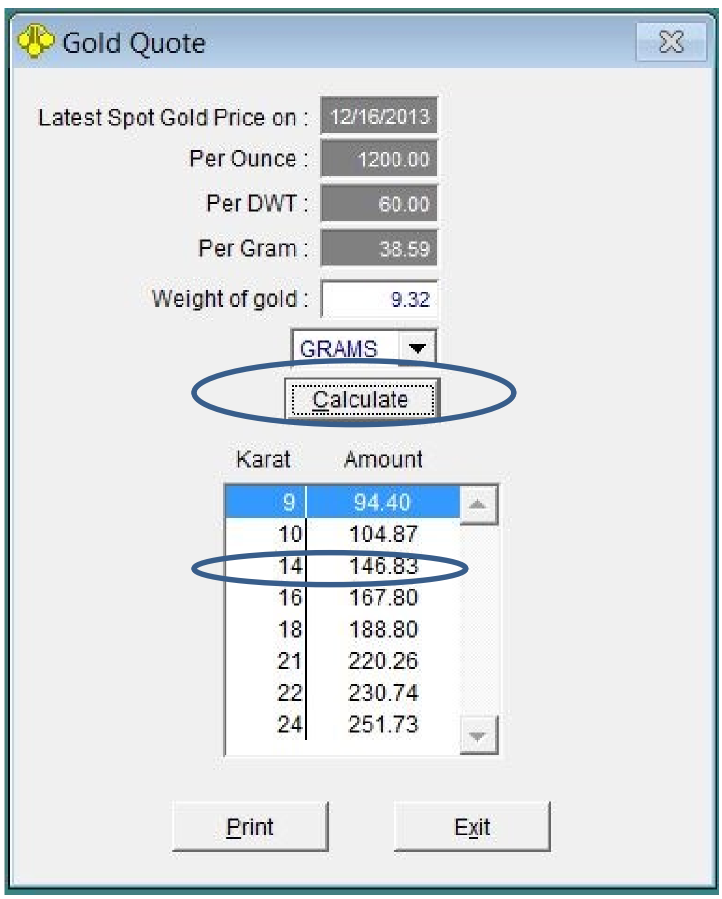
Now that the offer percentage and spot price are set, you may now start making gold offers using the gold quote tool.

When a customer comes in and presents one or more gold items, first separate the items by karat (purity) and weigh all of the items of like karat. Then go to Tools, “Gold Quote”.



System Tools, Using Gold Quote

Enter the weight for the first set of items and click “Calculate”. Find the karat on the list and note the amount. Repeat for the remaining items. Once all items have been weighed and the amounts noted, total the offer amount and present it to the customer. If the customer accepts the offer write the buy or loan as normal. If the offer is rejected you may choose to increase your offer amount or return all items and go on to the next customer.



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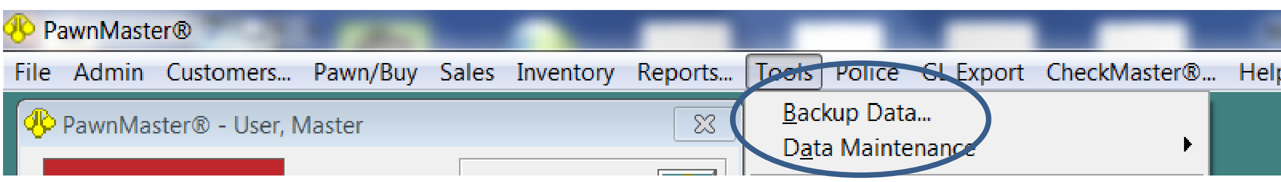
Daily Back Up

It is critical that you backup PawnMaster every day. If there is any doubt that you will remember to do this, **consider adding DigiShield and let DataAge facilitate the backup**. *(please see add on modules.)*

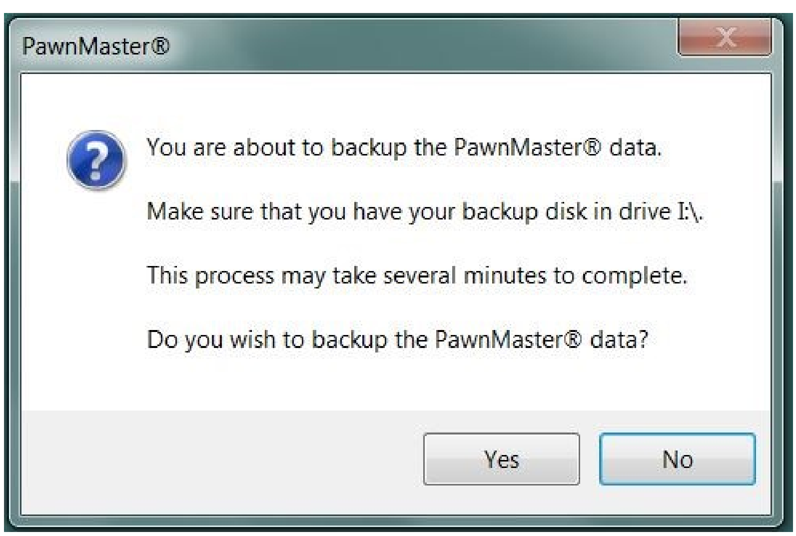
DO NOT use any 3rd party backup utilities to back up PawnMaster files. It has been our experience that shops that do not backup using the approved procedure, believe they have a good backup and find out that they only have corrupt files only after it is needed.

Backups must be performed on the PawnMaster server (the computer that PawnMaster was originally installed on). Insert the USB drive or attach the external drive to the server. Go to Tools, “Backup Data”. You will be asked if you want to be logged off when finished, select “Yes” or “No”.



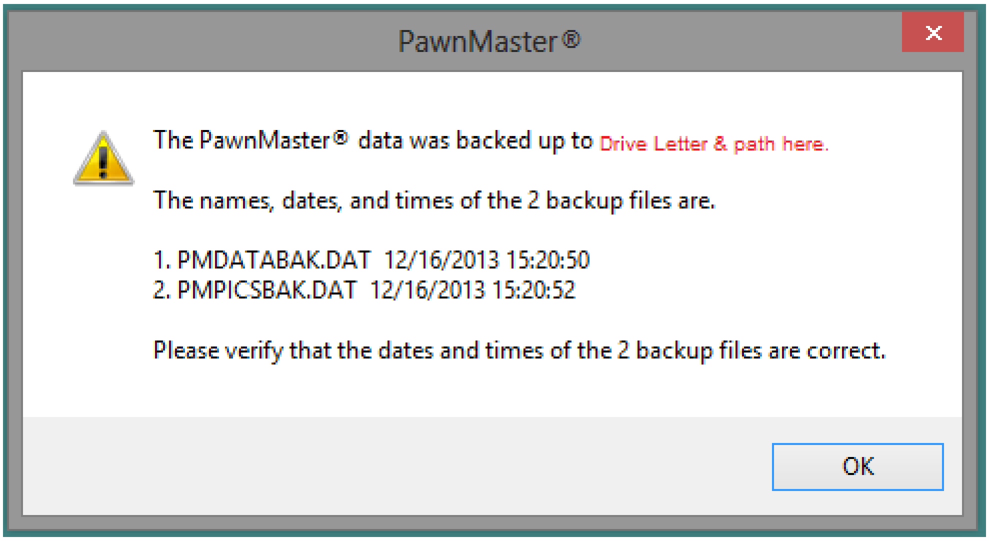
If PawnMaster detects that it is backing up to the same drive it is installed on it will warn you that should the drive fail you will not only lose your data but the backup as well.

Make sure no one is logged in to PawnMaster at any other workstation and when you see the following message click “Yes”.



System Tools, Backing up PawnMaster

Once PawnMaster has finished backing up you will see the following message;



Take the USB or external drive off site or lock it in a fire safe every day. Consider using multiple drives and alternating them, see warning at bottom of the page.

If your backup was not successful contact DataAge at 727 – 582 - 9100 immediately.

IF you choose to store your backups to a "cloud" service, keep in mind the backup must be performed in PawnMaster every day! Not all backup software can backup "OPEN" SQL tables. There is a a major difference in how SQL table backups are performed, if you do not understand the differences please contact Data Age technical support before you make any commitments or decisions on a backup service.

If you are using a USB drive, consider having multiple drives and alternating because eventually ALL drives will eventually fail.

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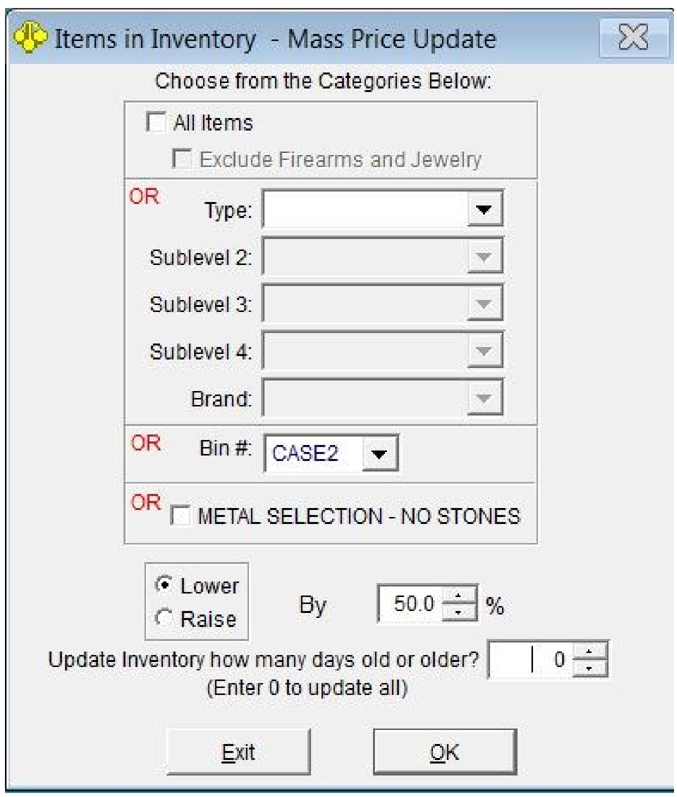
Mass Price Adjustment

There will be times when it may be necessary to adjust the price on several items at one time. It may be that you are about to have a large sale or maybe the price of gold is rising and you need to increase prices.

Prices can be increased or decreased as necessary. It can be on all items, specific item types, or all the items in a location such as a display case. The final option is to adjust all items older than the number of days you choose.

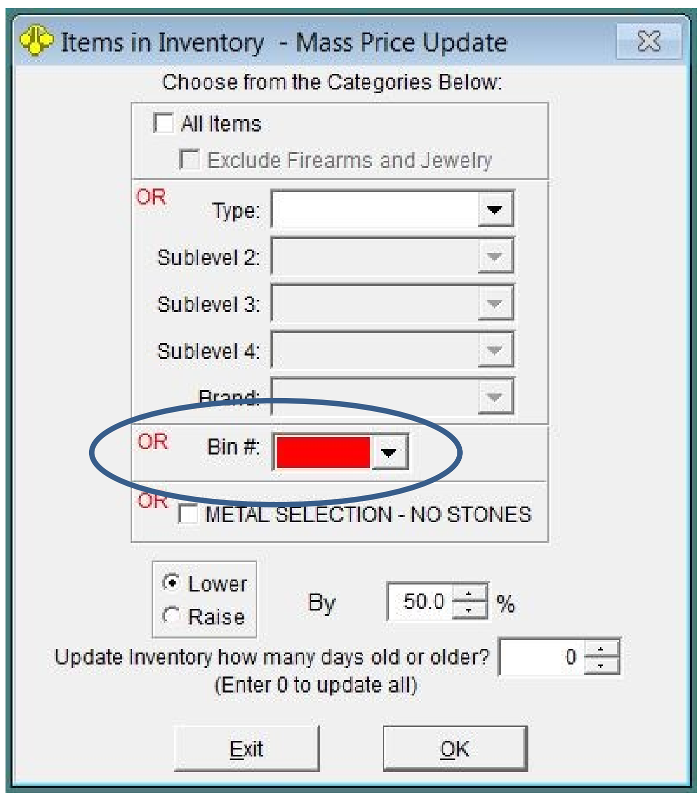


In the example we have decided that you are going to have a Valentines day jewelry blowout. We want to sell all items in two of our jewelry cases for 50% off. By unchecking "All Items" we can then select each jewelry case (Bin #) and enter the percentage.

System Tools, Mass update of Pricing

The first step will be to make sure only those items we want to discount are in the cases we have chosen to use. If needed we will re-bin items to other cases and bin items we want to discount into the discount cases. *(see Maintain Inventory, re-binning)* Once we are satisfied that the items are located correctly we will go to Inventory on the toolbar and click “Mass Update of Pricing”.

The next step is to uncheck “All Items” and select the first of the two bins in the “Bin #” dropdown.



Next select “Lower” and enter the percentage. Finally click “OK”.

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System Tools, Mass update of Pricing

You will be presented with a report of the items that are about to be adjusted. Check the report to confirm that there are no items listed that shouldn't be. You may print it if you choose. You will be asked "Do you want to update these items?". Click "Yes" if you are ready, "No" if you still need to add or remove items. PawnMaster with then list the number of items successfully updated. Click "OK". You will then be offered a chance to print new labels for the updated items.

MASS UPDATE OF PRICES

CATEGORIES: JEWELRY, EARRINGS

ACTION: LOWER BY 50.00%

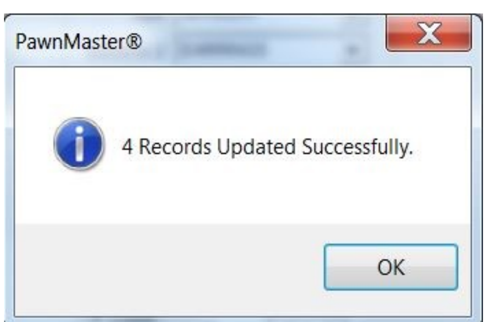
Date : 08/08/2014 11:32:01 AM

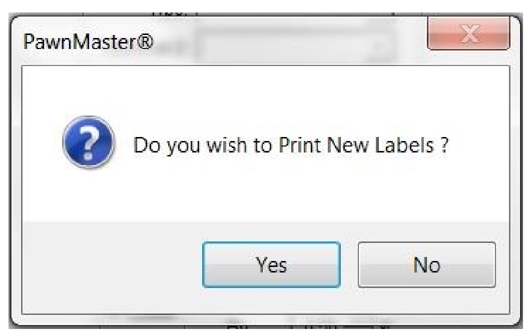
DATA AGE UNIVERSITY
14450 46TH ST.
SUITE 108
CLEARWATER, FL 33762
(727) 582-9100

					RESALE AMOUNT	
INV #	DESCRIPTION	BIN	QTY	COST	OLD	NEW
I-12	EARRINGS JEWELRY , 18KT , 0.60 DWT; Ball studs 3mm 18K YG		8.00	19.00	199.95	99.98
I-11	EARRINGS JEWELRY; Plain ball studs 2MM SS		15.00	2.00	20.93	10.47
I-14	EARRINGS JEWELRY , 10KT , 0.08 DWT; Hoops, 10k WG		1.00	4.00	44.95	22.48
I-13	EARRINGS JEWELRY , 10KT , 0.08 DWT; Hoops, 10k YG		4.00	24.00	199.95	99.98

Total Before Update: 465.78
Total After Update: 232.91
Difference: -232.87

End of Report





For our example we are going to put large signs in the cases that read "Everything in case, 50% off listed price!", so we don't need new labels.

Now we need to repeat the same process for the second case.

Keep in mind, when you scan the bar code on the label or enter the inventory number at the time of sale, the new discounted price will be displayed in PawnMaster.

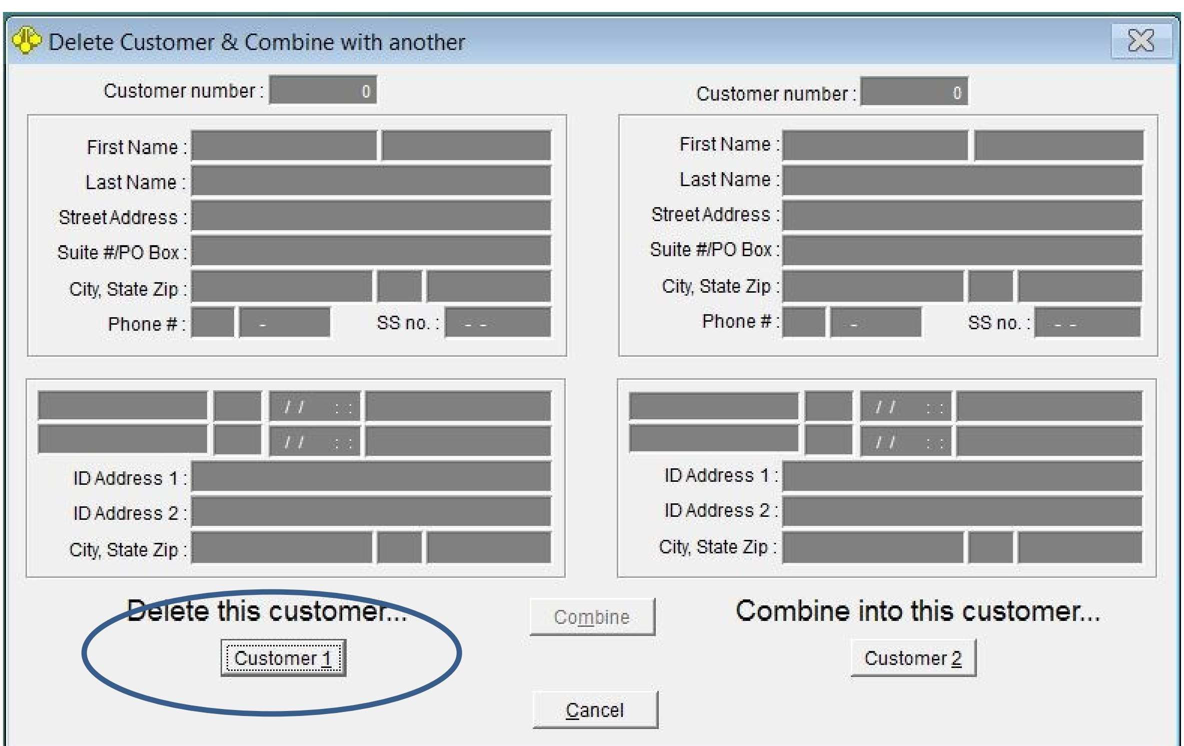
System Tools, Combining Customers

Due to human error or inconsistencies when using optical ID scanners, customers can be entered in the database multiple times. Often this type of error is discovered when a customer comes to make a payment on multiple pawns or when using the “Find” feature. A duplicate customer listing report can be run a few times each year to find these and correct them. To run the report go to reports on the tool bar, select “Customer” in the report category and report # 15, “Duplicate Customer Listing”.

If needed, maintain the listed customers to confirm addresses, phone numbers or other matching information.

Customer #	Customer Name	Birthdate	SS #	ID #
24006	**HARRIS, D JEFFREY**	**05/03/1982**		**B18080780**
1498001	HARRIS, D JEFFREY	05/03/1982	111-11-1111	B18080780

To combine customers, go to “Tools” on the tool bar and select “Combine Customer”. The following screen will open, click on “Customer 1”.



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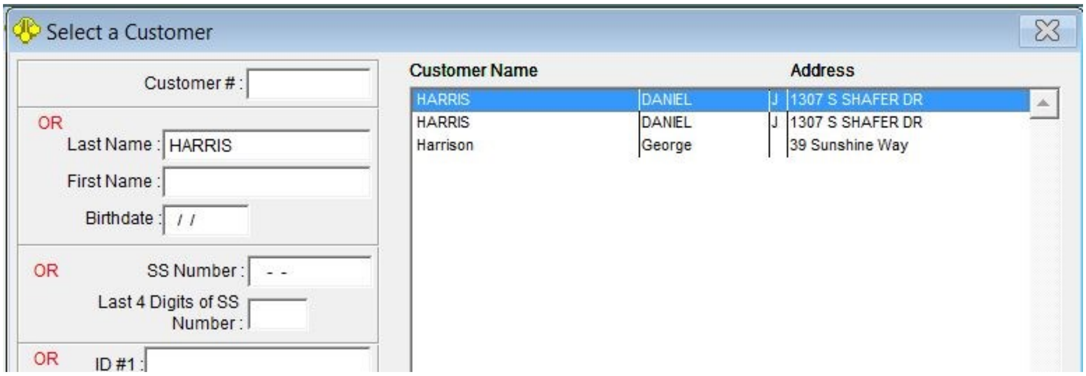
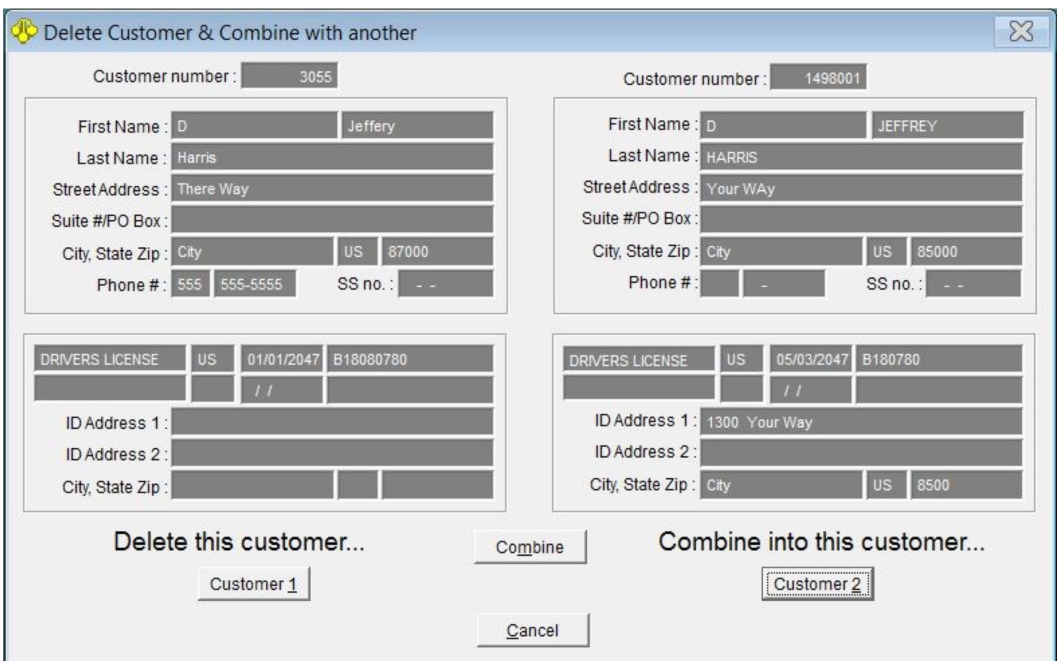
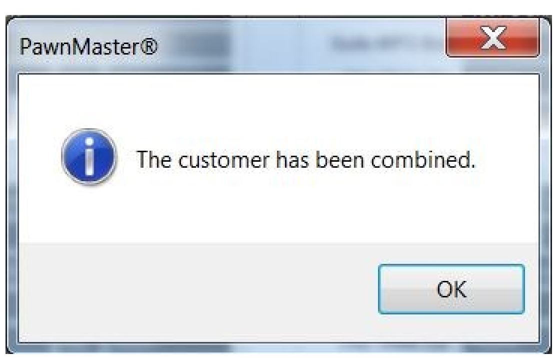
System Tools, Combining Customers

Enter the customer number or last name of the record to be merged. Click on “Customer 2” and find the customer record that will be retained. Then click on “Combine”.







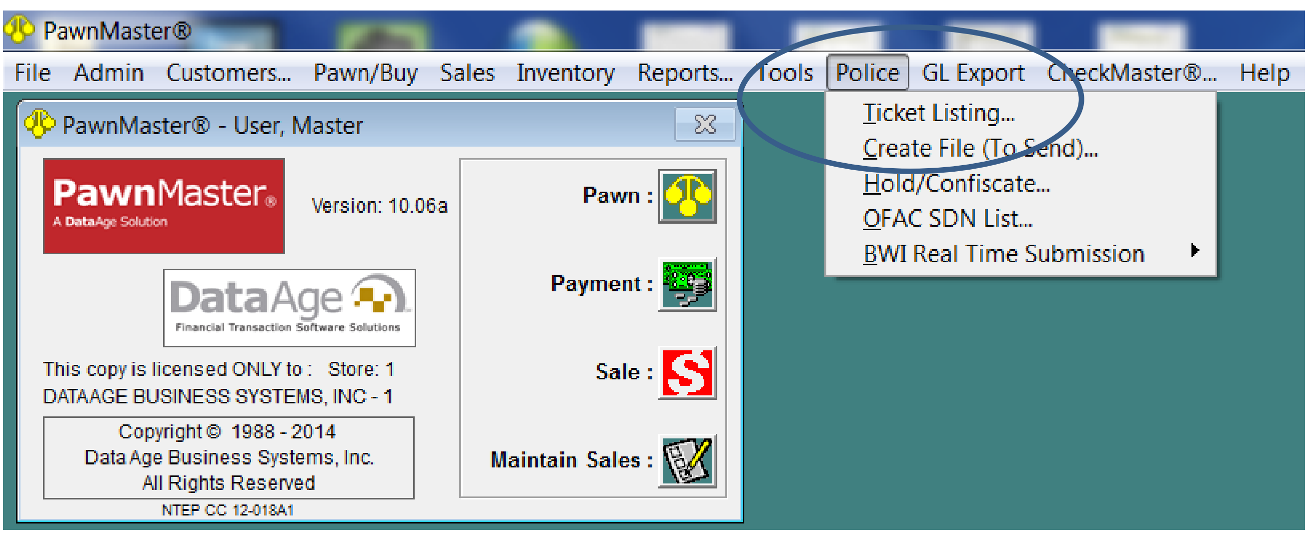
The records from customer 1 will be merged into customer 2, click “OK” to finish.

Police Reporting

Business Watch International (BWI), LEADS online, and Pawn Tracker are all systems for reporting transaction information to law enforcement agencies. Businesses that may be required to report some or all transactions include pawn shops, precious metal dealers, 2nd hand dealers, scrap metal dealers and pharmacies.

Reporting requirements vary widely by location. In some places an officer will stop at the shop to collect the police tickets, in others the tickets are faxed or dropped off at the police department. As computers and the internet access becomes common, more police agencies are requiring electronic reporting or using 3rd party reporting tools. Your local law enforcement agency will determine which system you will be required to use, if any.

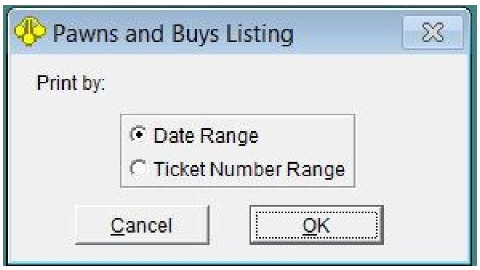
To print a standard police ticket listing, go to "Police" on the PawnMaster tool bar and select "Ticket Listing".

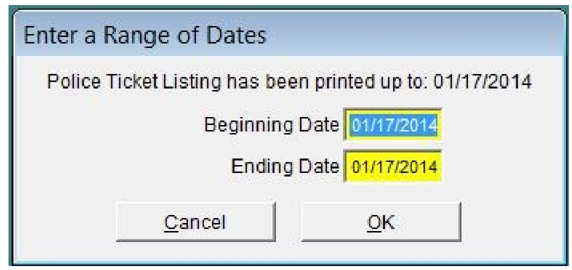


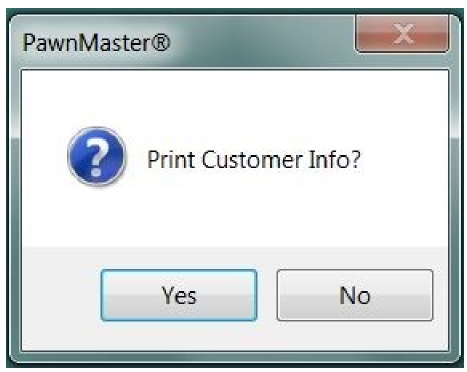
An alternative to printing a police ticket listing is to print police tickets. If you are required to print police tickets, PawnMaster will need to be encoded at the time of setup and the tickets configured during the store setup.

Police Reporting, police ticket listing

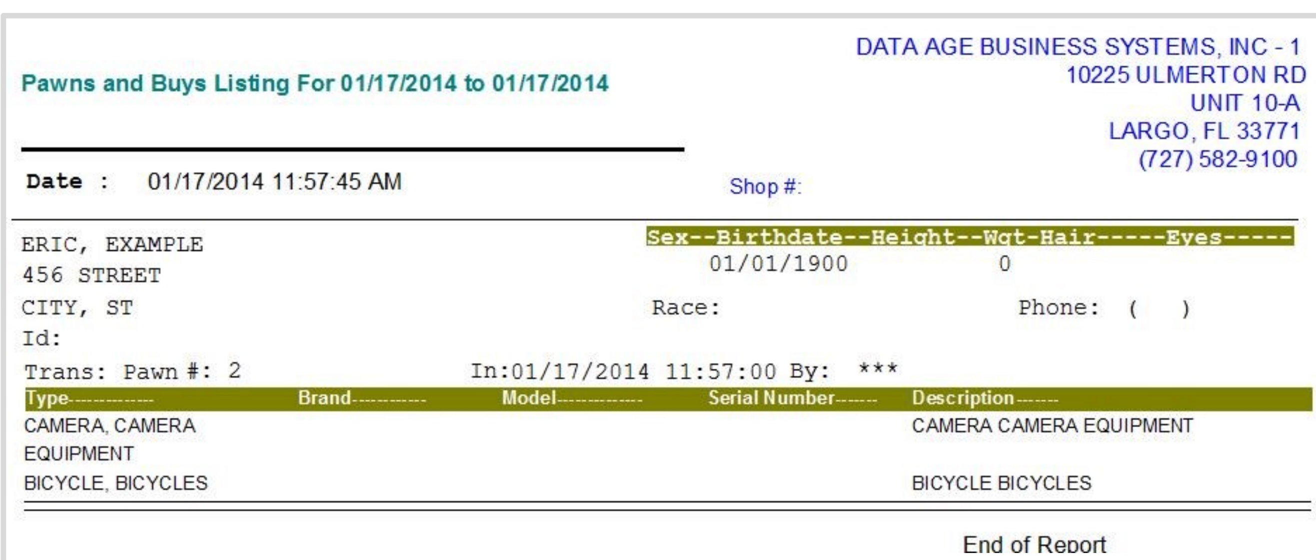
Select “Date Range” or “Ticket Number Range” to select the tickets to include in the listing. PawnMaster will prompt whether to include the customer info, click “Yes*” or “No” according to your police department’s requirements.*







The report to provide law enforcement will be printed.



Pawns and Buys Listing For 01/17/2014 to 01/17/2014

DATA AGE BUSINESS SYSTEMS, INC - 1
10225 ULMERTON RD
UNIT 10-A
LARGO, FL 33771
(727) 582-9100

Date : 01/17/2014 11:57:45 AM   Shop #:

ERIC, EXAMPLE   Sex--Birthdate--Height--Wgt-Hair-----Eyes-----
456 STREET   01/01/1900   0
CITY, ST   Race: Phone: ( )
Id:
Trans: Pawn #: 2   In:01/17/2014 11:57:00 By: ***

Type-------------	Brand-----------	Model------------	Serial Number------	Description-------
CAMERA, CAMERA EQUIPMENT				CAMERA CAMERA EQUIPMENT
BICYCLE, BICYCLES				BICYCLE BICYCLES

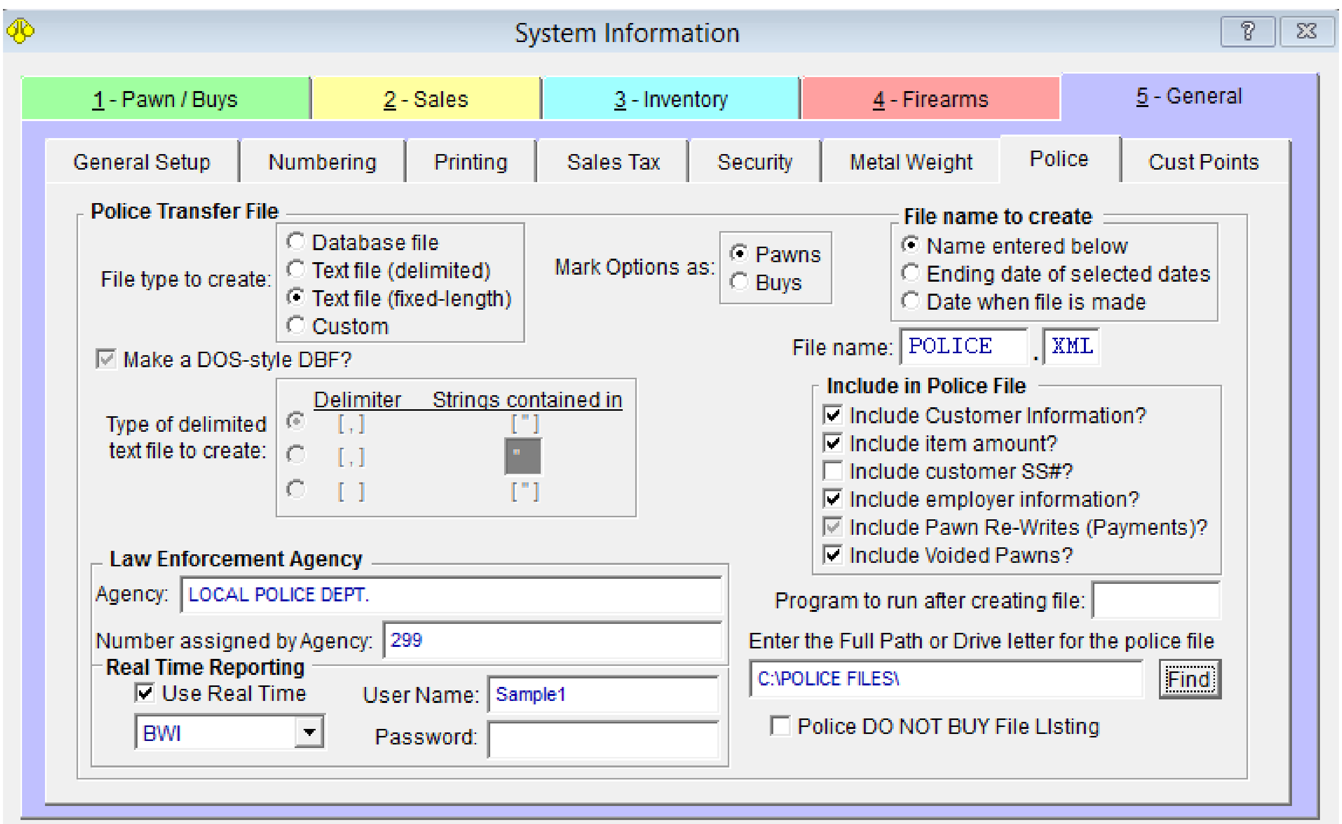
End of Report

Police Reporting, BWI R.A.P.I.D.

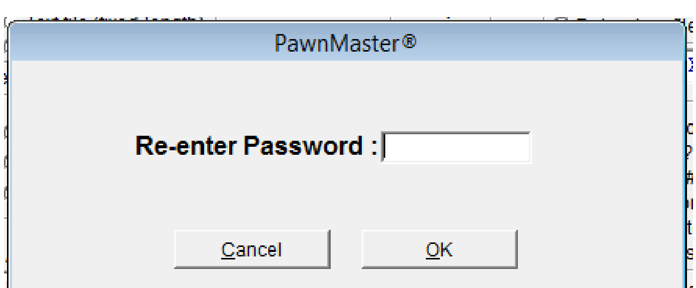
Your local law enforcement reporting agency will determine if you will be required to report using BWI RAPID. In some locations the local police will contact BWI first, then BWI will contact the pawnshop and provide the account information.

BWI RAPID, uses the Internet to transmit the transaction data from your business to a database accessible by your local law enforcement agency.

You will be provided a login ID and Password which you will enter in PawnMaster.



Enter the User Name and Password provided by BWI. You will be prompted to reenter the password.



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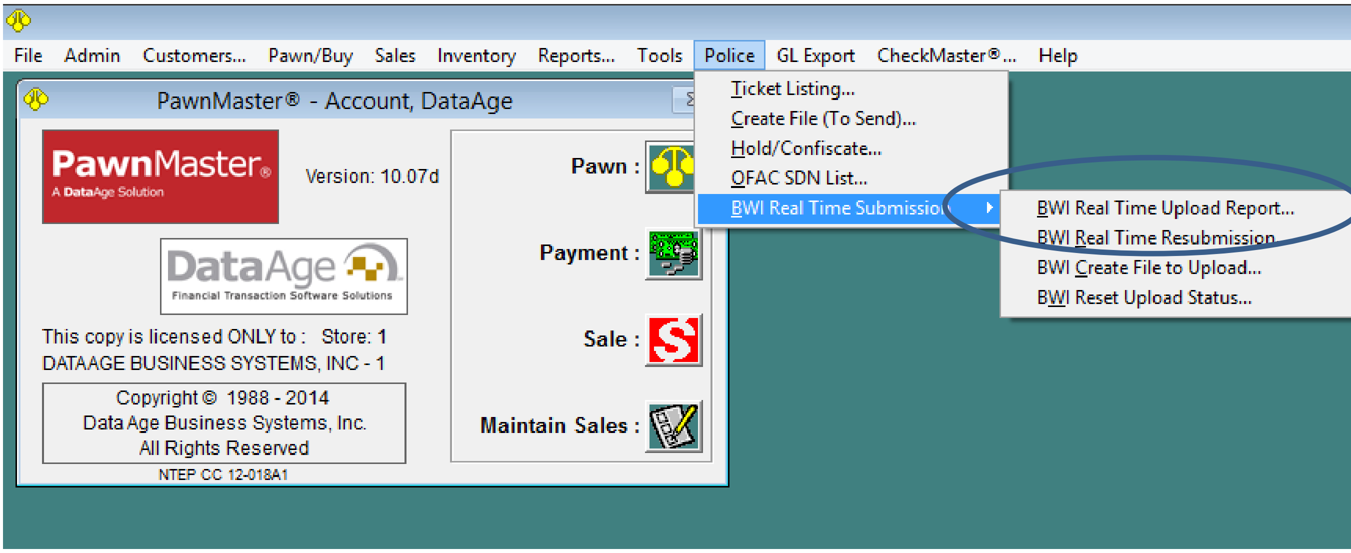
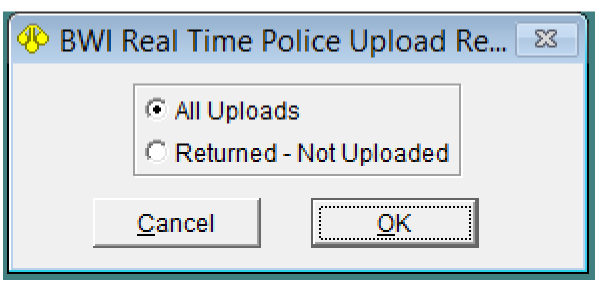
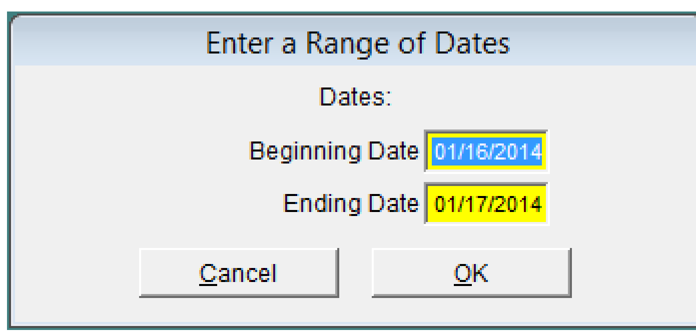
Police Reporting, BWI R.A.P.I.D.

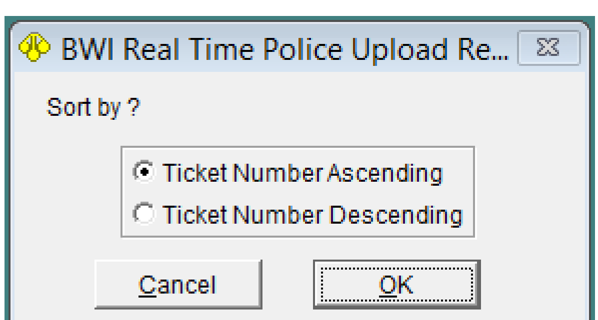
To confirm that the transactions are being uploaded to BWI, run the “BWI Real Time Upload Report”.



To confirm uploads, select “All Uploads” the first time. After uploads have been confirmed, selecting “Returned-Not Uploaded” will show only transactions that have a problem reporting. Select the needed date range and the order preferred.



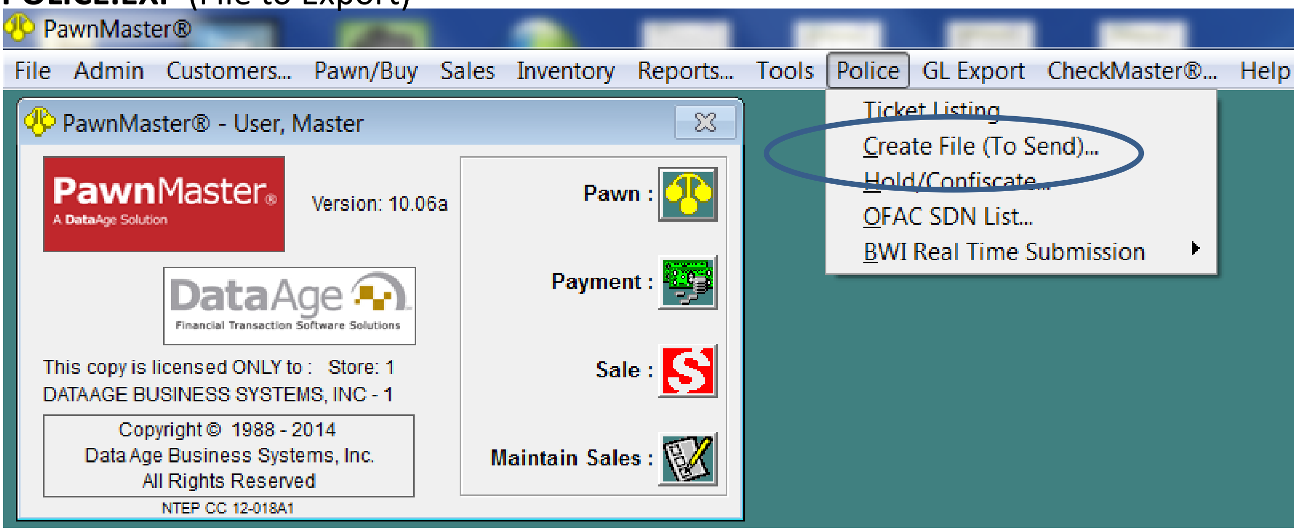




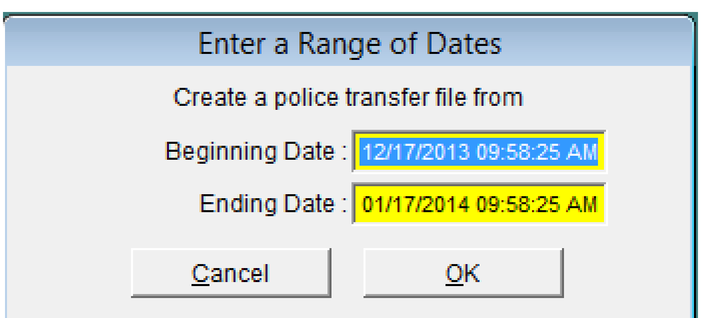
Police Reporting, BWI File upload

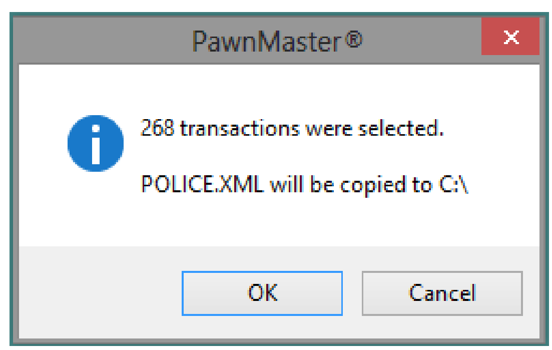
If your local police require manual police file uploads to BWI, the “BWI Real Time Submission” option will not be available. Click on “Create File (To Send).

POLICE.EXP (File to Export)



You will be prompted to enter a date range, as long as no date was skipped, click OK to use the default beginning and ending dates. PawnMaster will list the number of transactions selected and provide the path to where the file will be copied to.





Go to the web address provided and log in to your account. Select “Upload File” and browse to your police file and select it.

Once uploaded, BWI, will return, “File successfully uploaded” when done.

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Police Reporting, LEADS Online

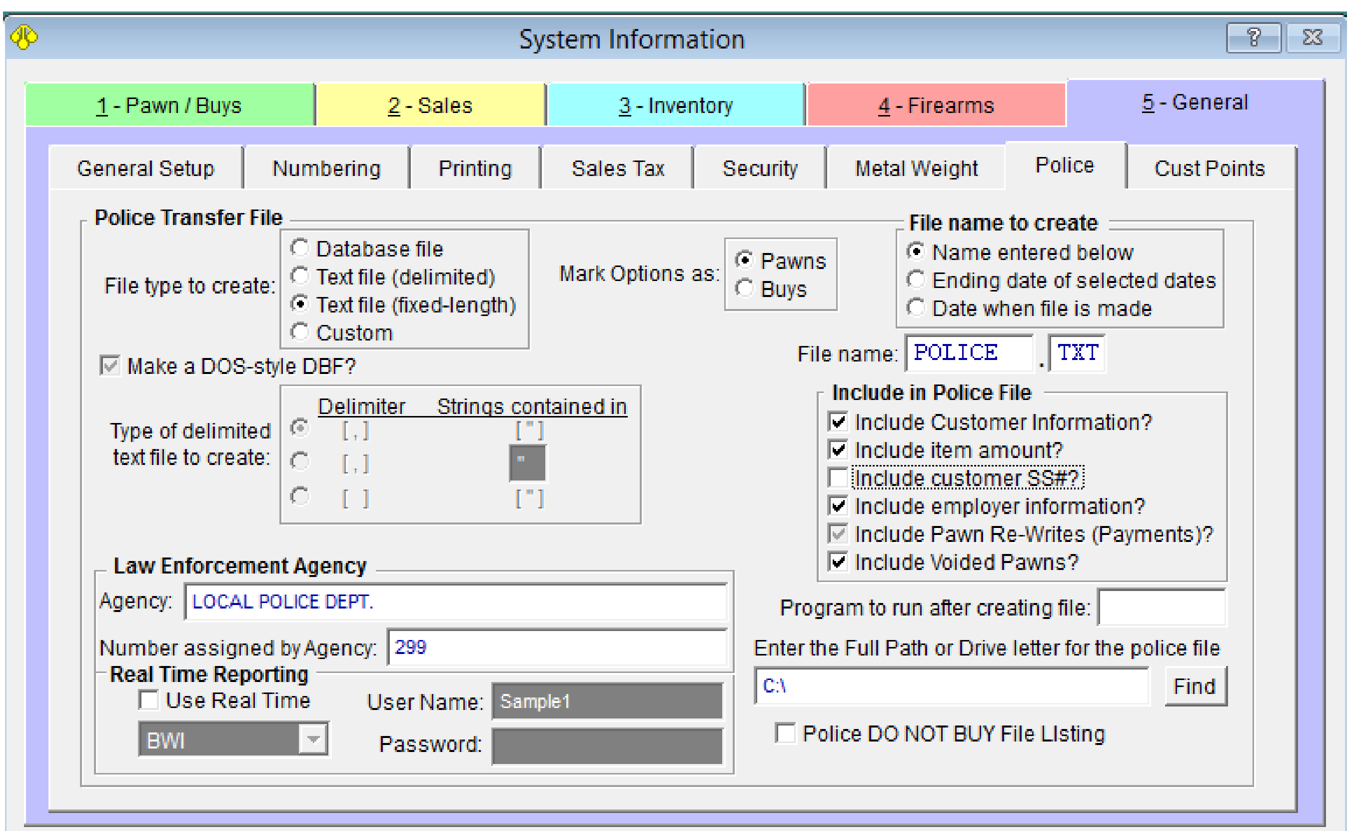
Your local law enforcement reporting agency will determine if you will be required to report using LEADS online.

Leads Online uses the Internet to transmit the transaction data from your business to your local law enforcement agency.

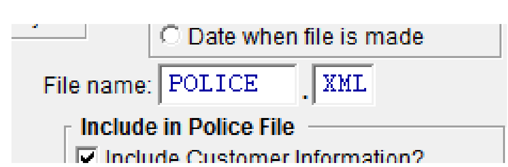
If you are required to use LEADS online, call 1-800-311-2656 for an account.

You will create a login ID and Password which you will use to submit police files daily.

At the close of everyday you should send your police file. Check your local regulations to determine if there is a maximum time for reporting transactions to the police.



Depending on your location the file LEADS requires will need to end in “TXT” or “XML”. If in doubt check with LEADS online support.



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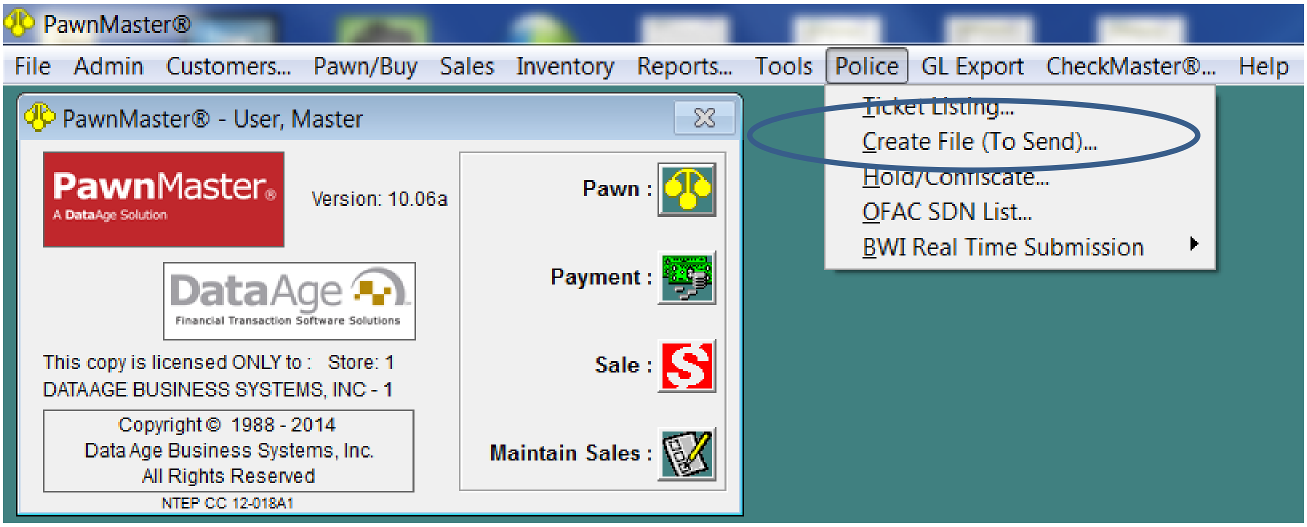
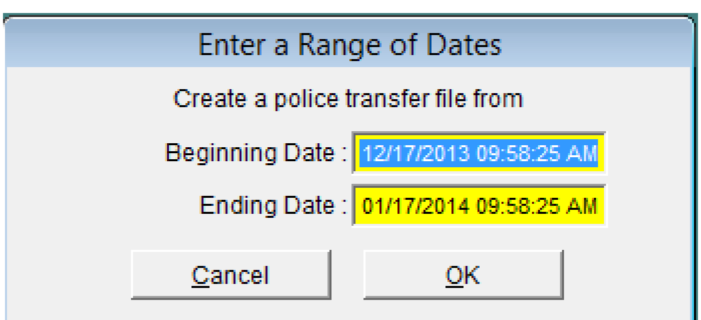
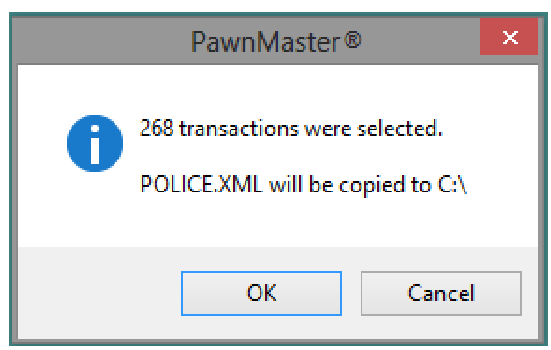
Police Reporting, LEADS Online

To submit the police file, go to “Police” on the PawnMaster tool bar and select “Create File (To Send)”.



You will be prompted to enter a date range, as long as no date was skipped, click OK to use the default beginning and ending dates. PawnMaster will list the number of transactions selected and provide the path to where the file will be copied to.



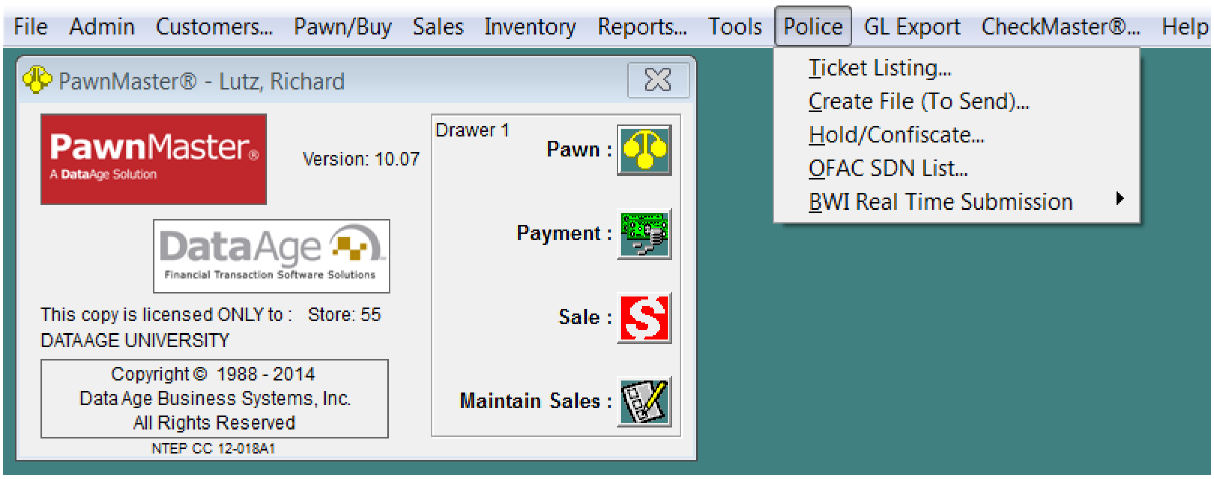


Go to the LEADS online website and log in to your account.

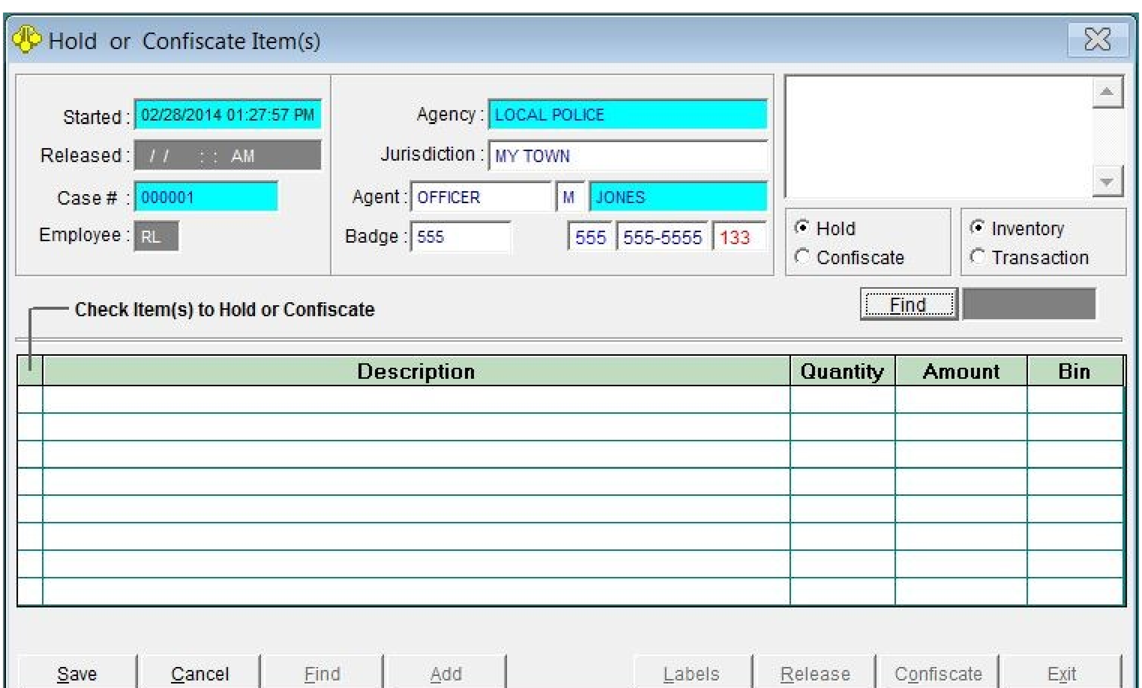
Police Holds and Confiscations

Unfortunately even as careful as you are to avoid having stolen merchandise enter your shop, it does happen on occasion. When a police officer enters your shop and requests that you hold an item or that an item must be confiscated, there is a tool in PawnMaster to track this.

To place items in police hold/confiscate, select “Police” on the tool bar.

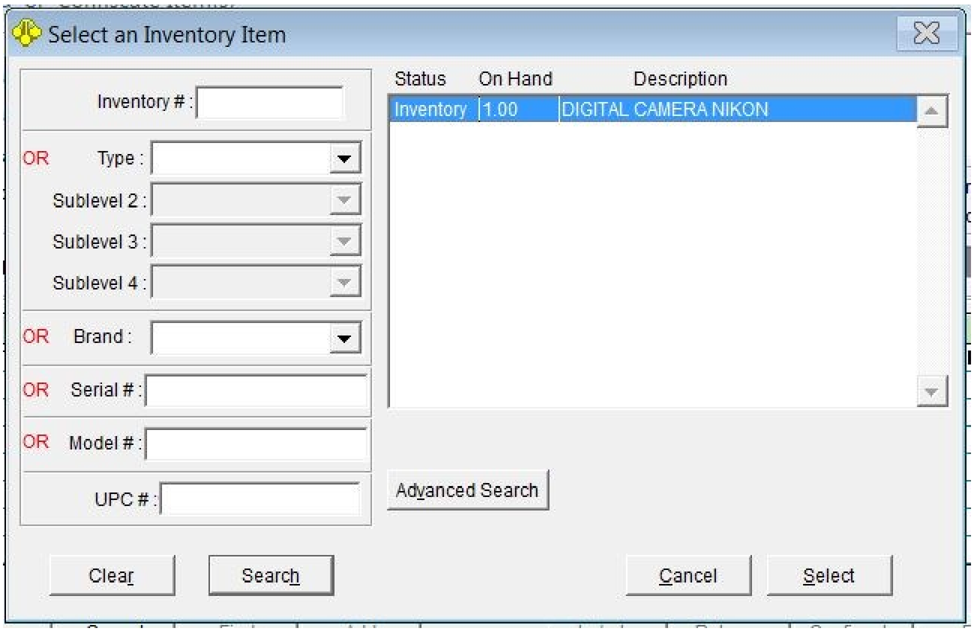


Enter the case #, agency and officer details. Select “Hold” if the items are to held in the shop, select “Confiscate” if the officer will be taking the item(s) as evidence.

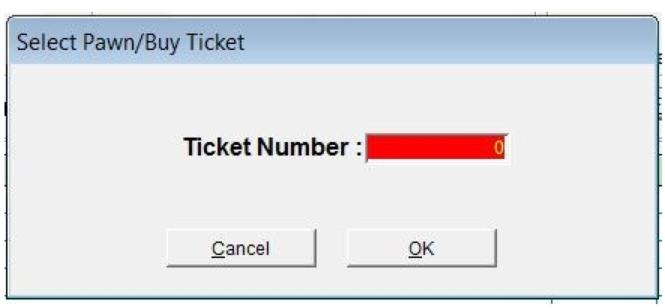


Police Holds and Confiscations

If the item has already been added to the shop inventory (pulled), select “ Inventory” and scan the label or search for the item(s).

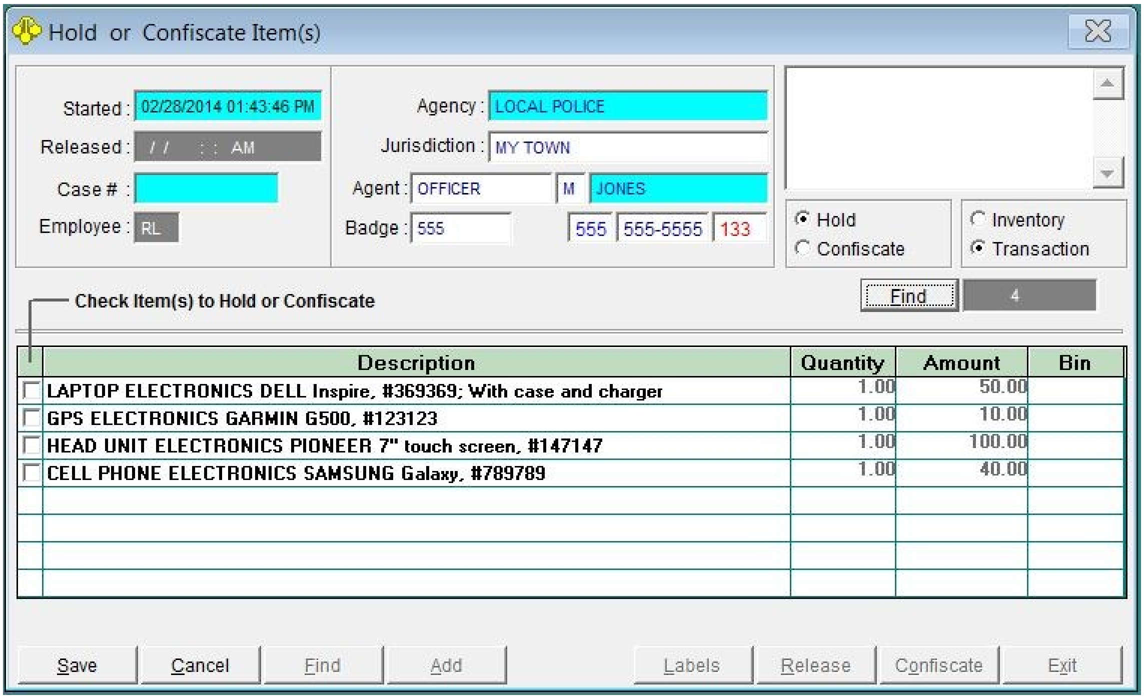


If the item is in hold from a recent pawn or buy, select “Transaction” and enter the ticket number.



Police Holds and Confiscations

Once the item(s) or ticket has been found, place checks in the check boxes for those items that are affected. Click “Save” when done.



If the item needs to be changed from held to confiscated click “Find” and enter the case # or ticket #. Once the items are released from hold or confiscate, click “Find” and enter the case # or ticket # and then click “Release”.

E-Mail

(Not available in PawnMaster Flex)

PawnMaster has direct integration with Microsoft Outlook.

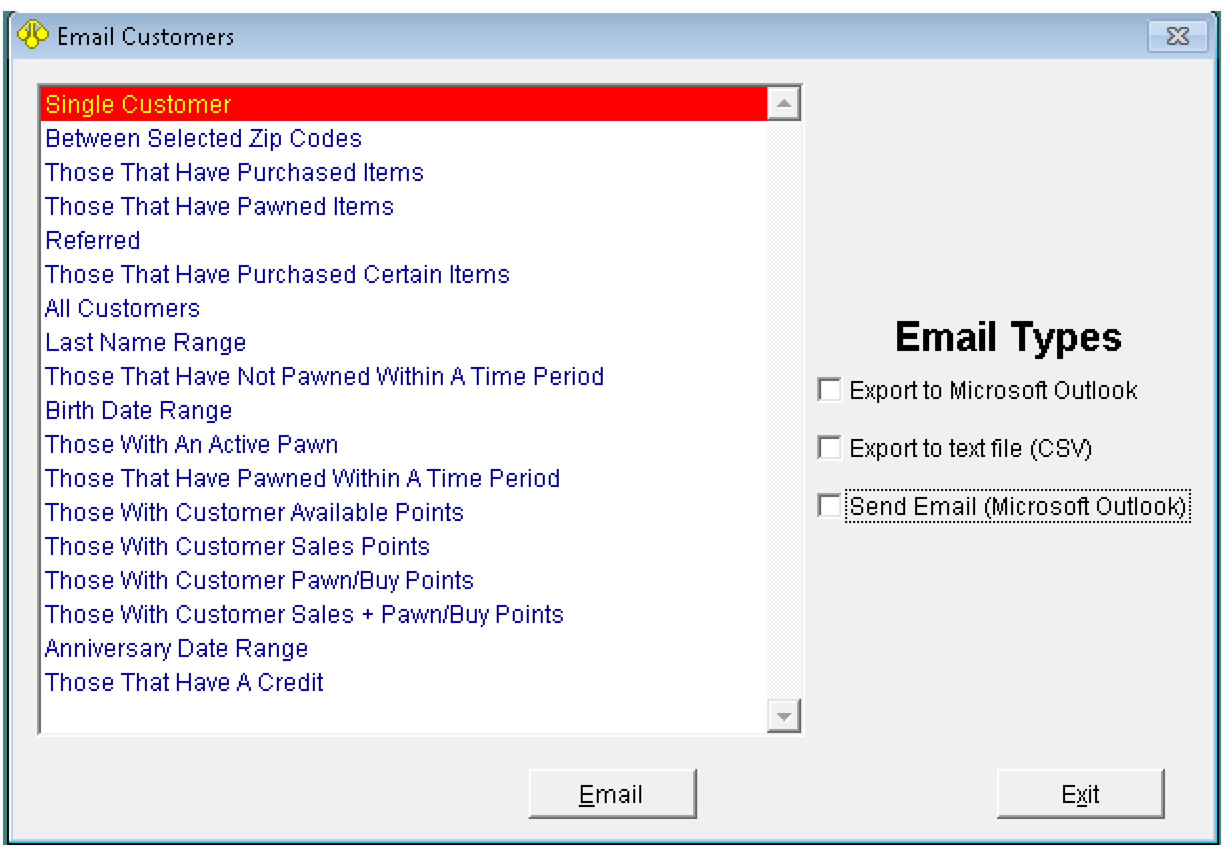
An alternative is export to CSV. You would need to check your e-mail client to determine if and how to import the CSV file.

There are customer filters that include send to a single customer, All customers and 16 others. Once you have chosen the filter and e-mail type, click the “Email” button.

Outlook will open and all the customer email addresses will be populated to the BCC field. (BCC is used to protect the privacy of each customer from each other.)

Enter a “Subject” and type or paste the message in the body of the email.

Send once you have confirmed every thing is correct.



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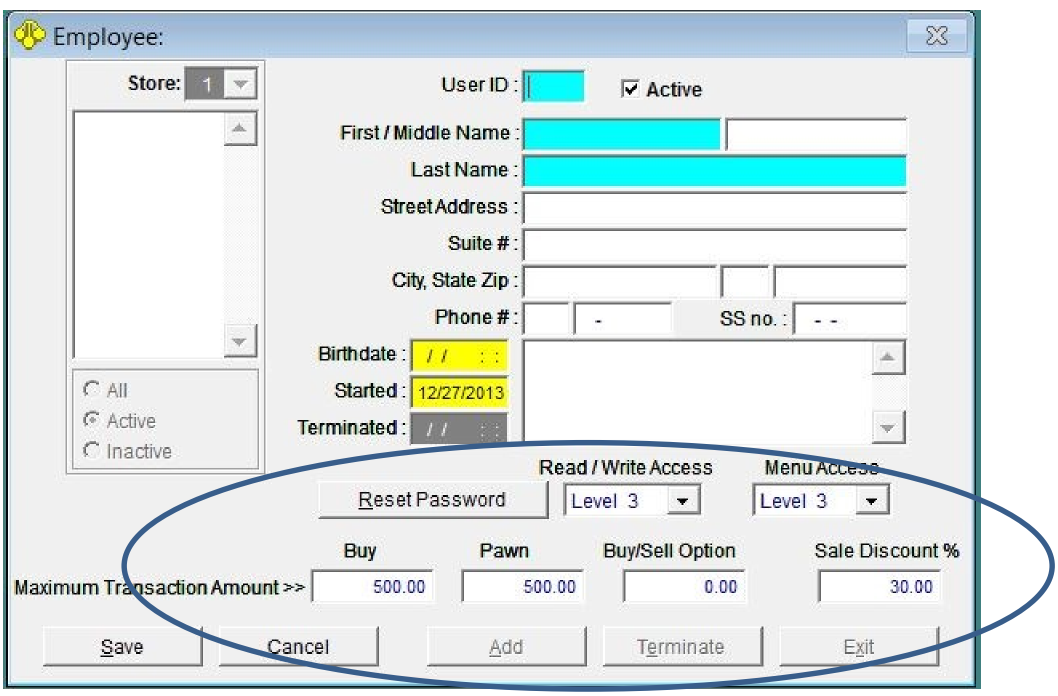
System Settings

System Settings, Security

Keep in mind that passwords are the cornerstone of security. If any employee's password is compromised, no other security measure will prevent abuse of the system.

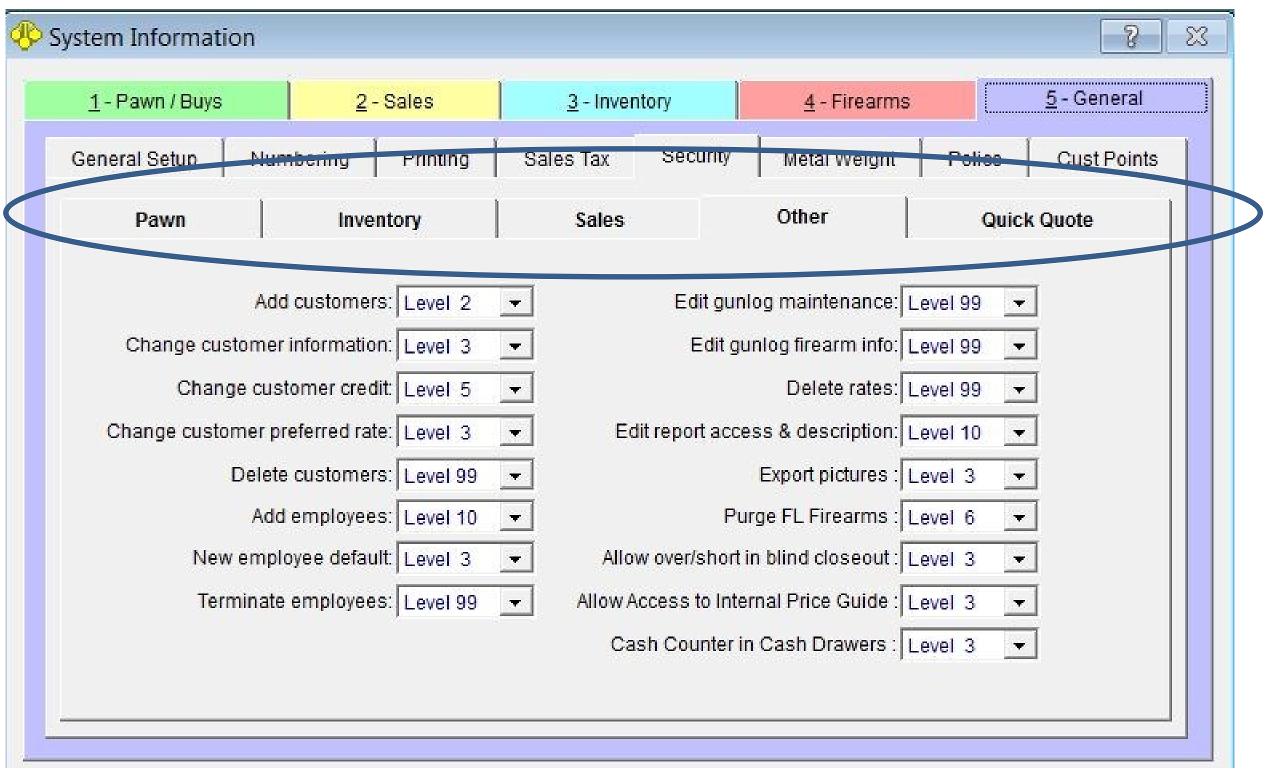
There are reports available in PawnMaster to help you determine if any access levels need to be adjusted. They are under reports, management reports 18 & 19

There are several places in PawnMaster where security levels can be adjusted. It is much easier to set the employee level and only make a few adjustments than to go through and adjust all of the settings to fit an employee.



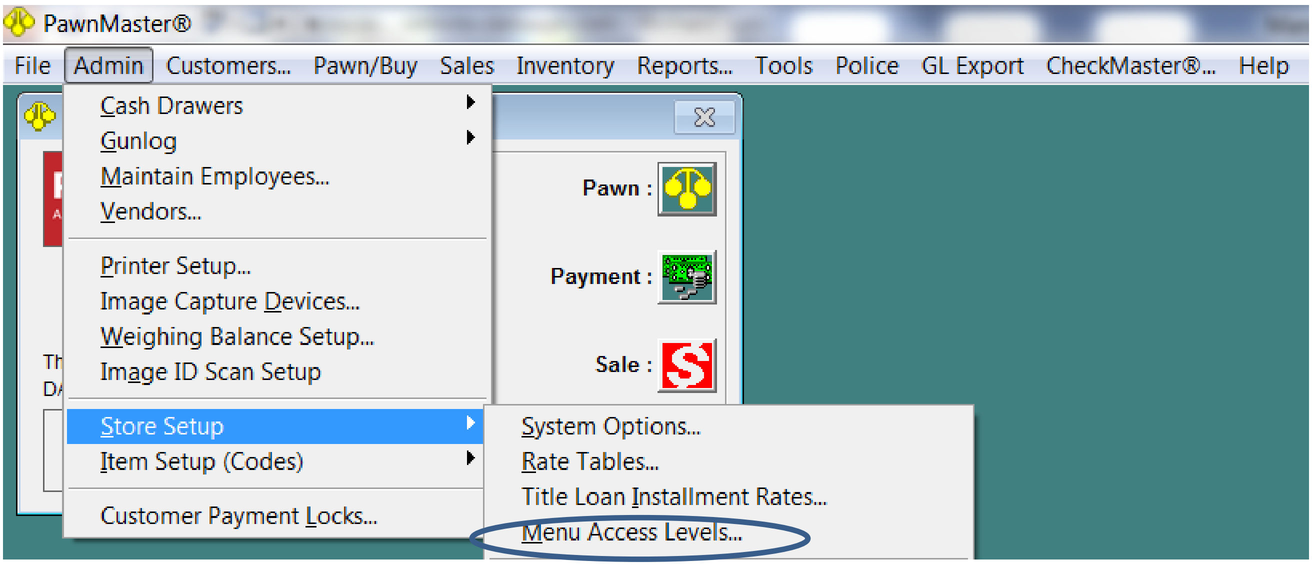
System Settings, Security

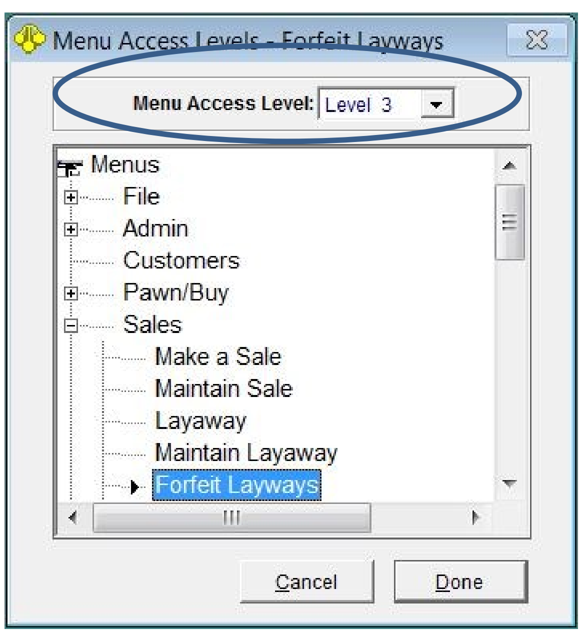
To adjust “Read/Write” access levels, go to Admin, Store Setup, System Options, General, “Security” tab. There are five sub tabs for “Pawn”, “Inventory”, “Sales”, “Other” and “Quick Quote”. Of these tabs, the “Other” tab may need some adjustment such as limiting access to “Terminate employees” and granting access to the “Cash Counter in the Cash Drawers”.



System Settings, Security

An often over looked area is “Menu Access Levels” located in Admin, Store Setup, “Menu Access Levels”. Here every menu can be adjusted individually. Remember there is a report you can print to assist with making these changes. (Management report 18.)





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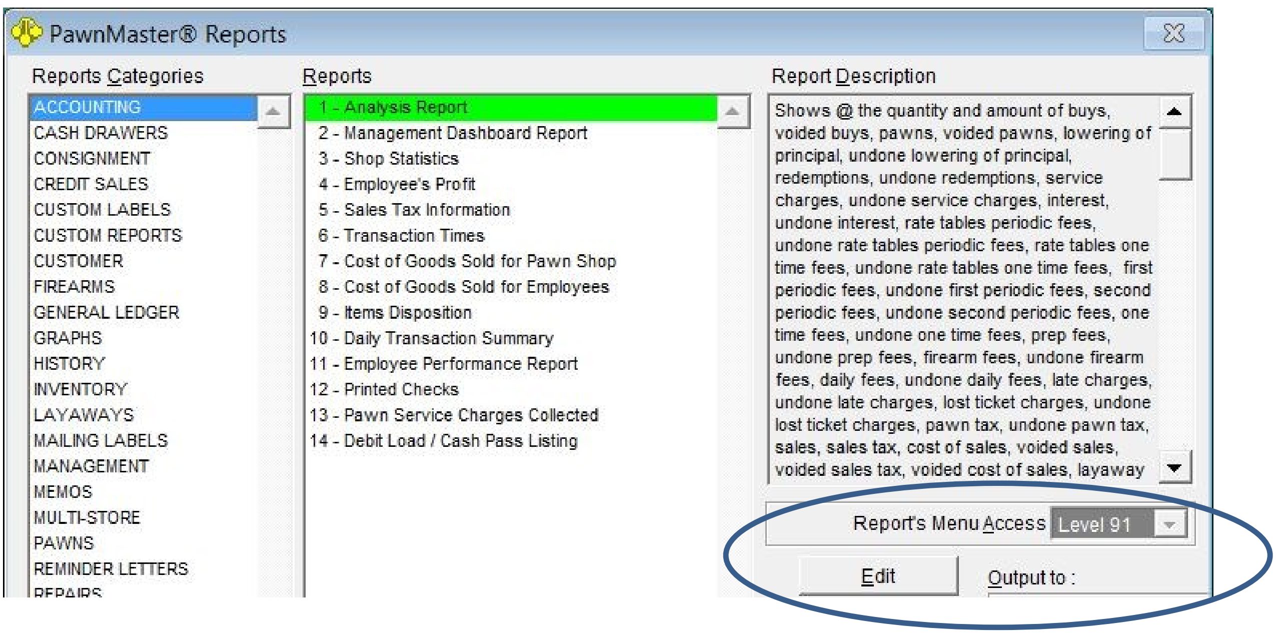
System Settings, Security

Management may want to limit access to accounting and management reports. The access level for every report can be adjusted directly in the reports menu.



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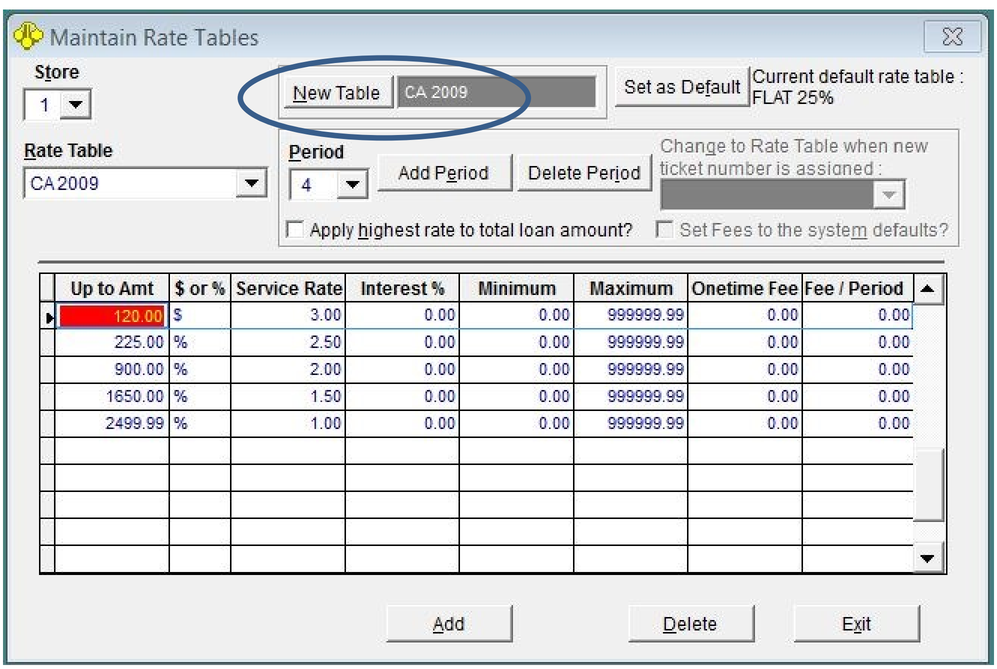
System Settings

System Settings, Rate Tables

The rate table is the frame on which all of your loans are built on. **Do not delete a rate table** even if you are confident that no loans were written using that table. Your shop may have multiple rate tables and each rate table may have several rates that change over several periods. Depending on the regulations in place for your location your rate tables may be very simple or very complex. Please call Data Age at 727 – 582 - 9100 anytime you need to add or change a rate table.

This section of this guide is only to explain what each section of the table is. It is not intended to be used to add new tables. Always test new rate tables in the PawnMaster Practice system first to confirm it is compliant with local regulations.

To create a new rate table click “New Table” you will need to confirm that you want to do so.

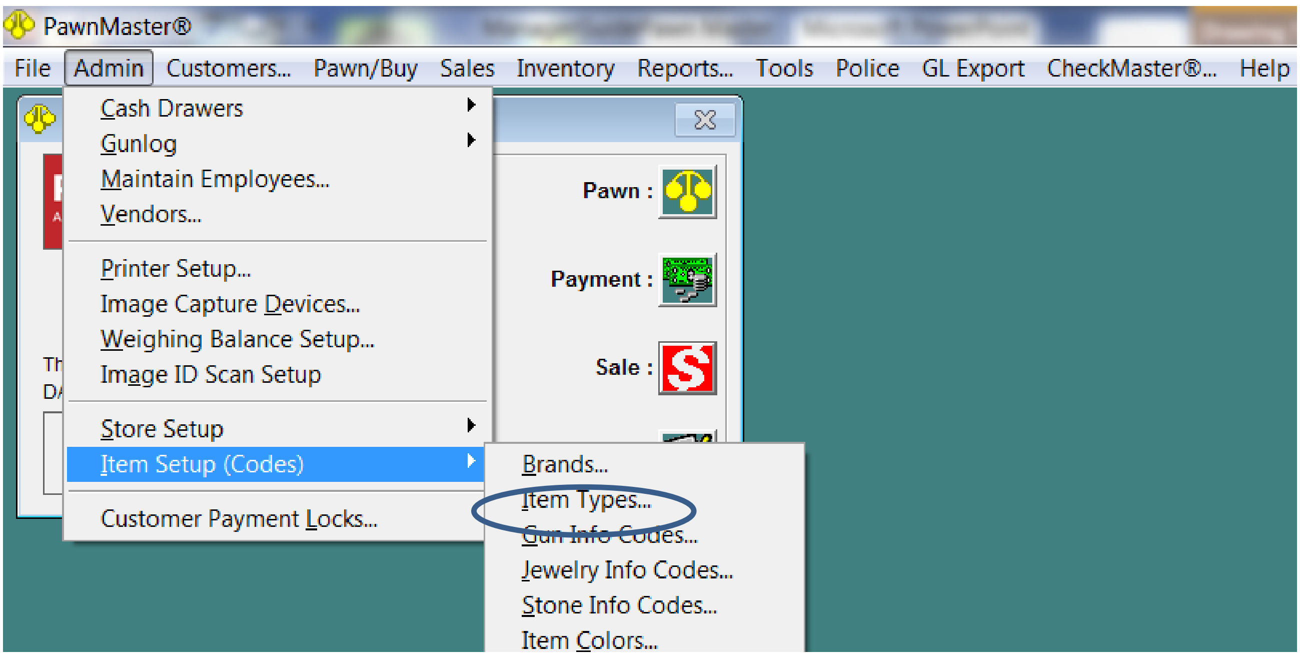


Service charges can be added as a percent or dollar amount. Interest percentages, Onetime fees, as well as recurring fees can be added. If anything changes in a specific period, that period will need to be included. Call Data Age at 727-582-9100 for assistance.

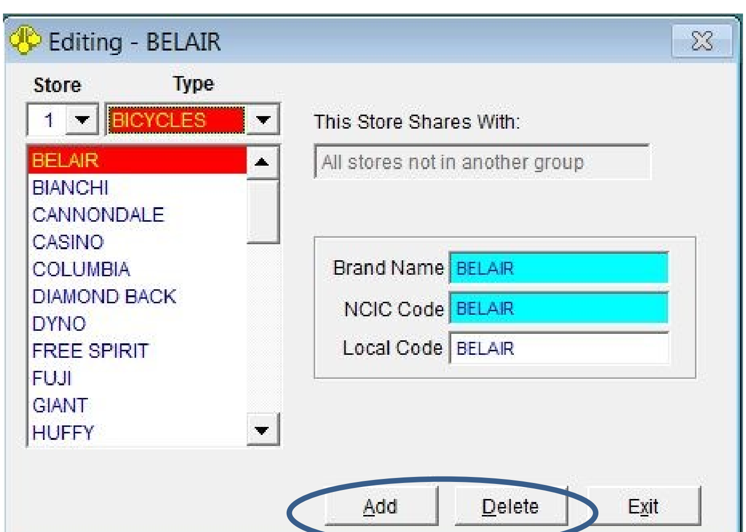
System Settings

System Settings, Add Brands

PawnMaster has some brands already entered in the database for most Item types, but brands come and go. As a result the brands your shop sees may not be included in the default lists. To speed up transaction entry we recommend taking a few minutes each year to update the brands in PawnMaster. Go to, Admin, Item Setup (Codes), “Brands”.



Select the item type to edit. Delete any brands you do not accept or have in your location. Add any local or new brands that are not currently listed.



Note, ***NCIC Code*** *is the National Crime Information Center code. See glossary for more.*

Local Code *is the local police code. If your location uses anything other than English descriptions, contact Data Age support.*

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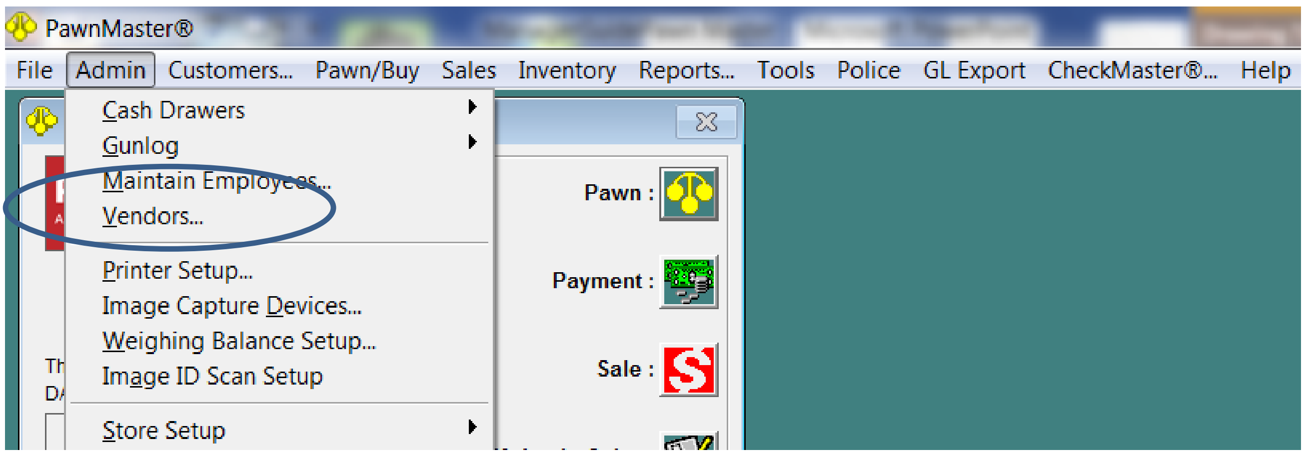
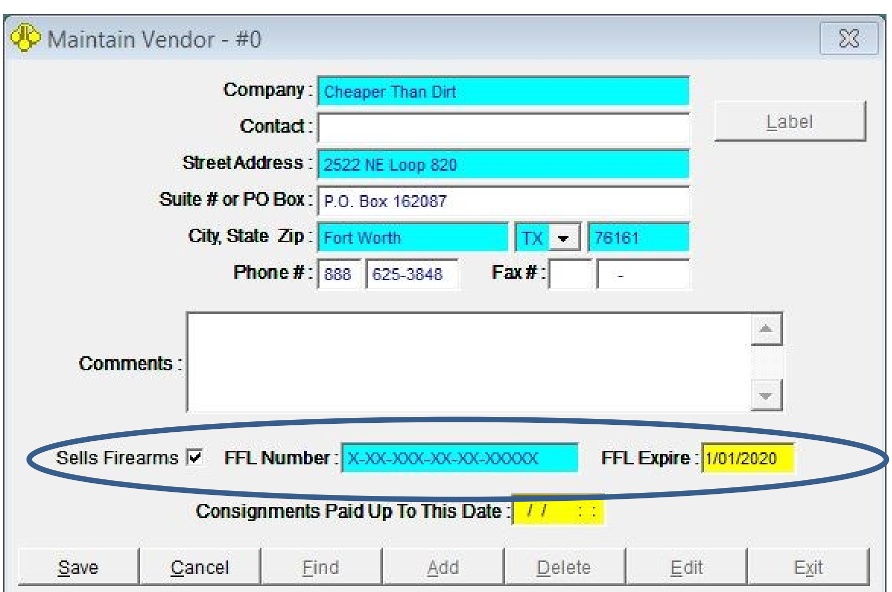
System Settings

System Settings, Add Vendors

If your shop sells any new items purchased from a vendor, it is recommended that you enter the vendor information prior to receiving inventory. To do so, go to “Admin” on the tool bar and select “Vendors”. (See also Bulk bins.)



Enter all required items (in blue). If the vendor sells firearms check the “Sells Firearms” box and you will need to enter their federal firearms license number and expiration date. Continue adding vendors as needed.



The “Label” button is used to print a return merchandise authorization on an inventory label.

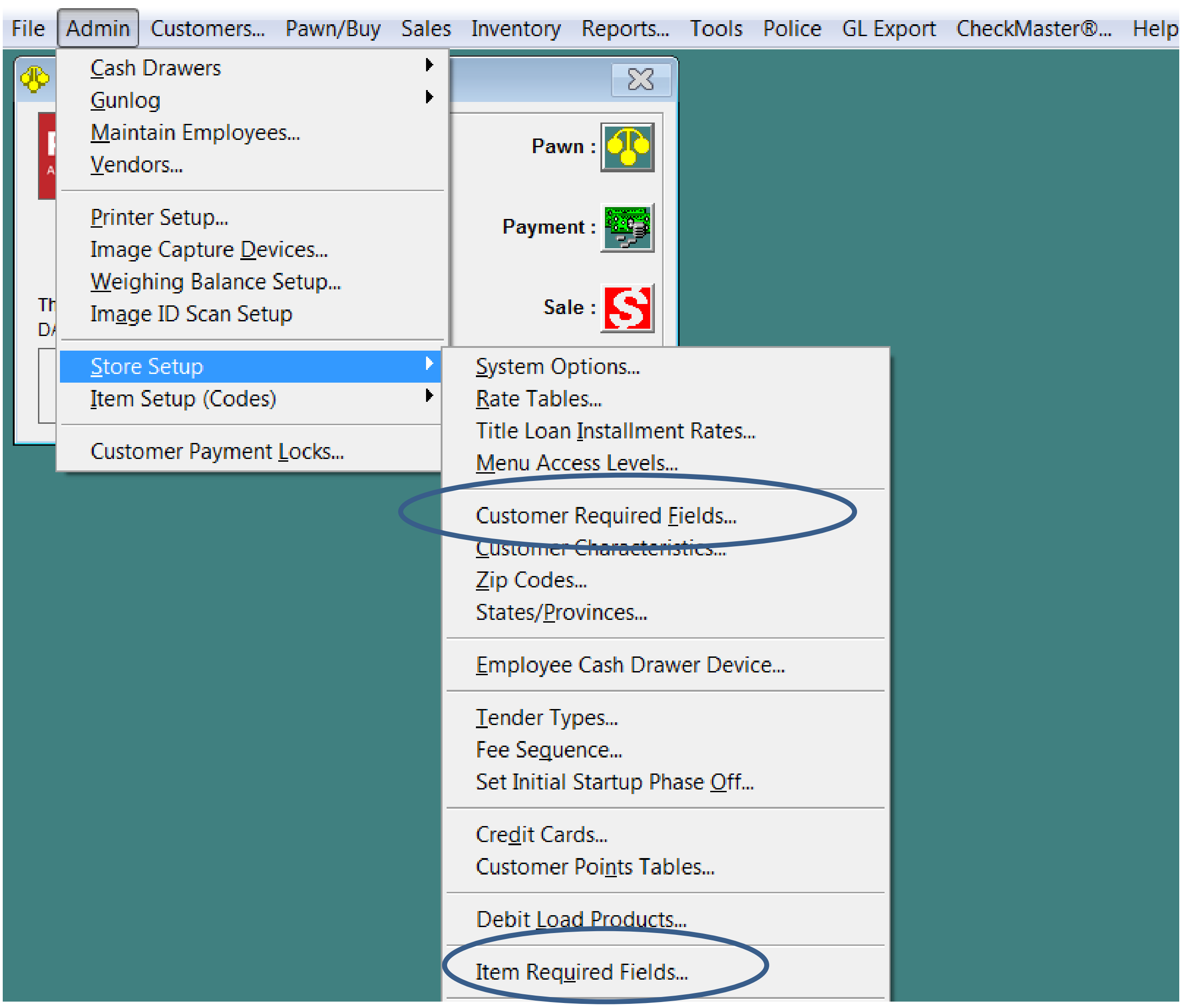
RMA: A-12334-234
Cheaper Than Dirt
2522 NE Loop 820
P.O. Box 162087
Fort Worth, TX 76161

System Settings

System Settings, Adding Required fields (Not available in Flex)

Required fields can be configured for the customer tabs as well as the item tabs. It is recommended to make any information requested by local authorities a required field.

Both settings are found under “Admin”, “Store Setup”. Customer Required Fields include things like Name, height and hair color, but also includes information such as employer and referral type. Item required fields include specifics for firearms and jewelry as well.



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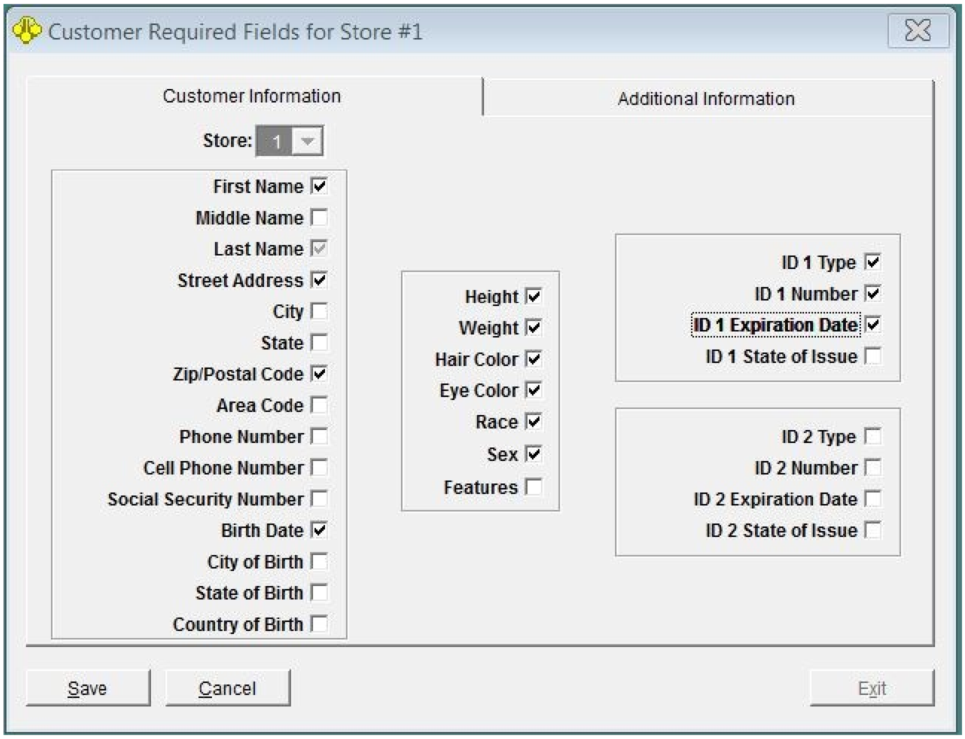
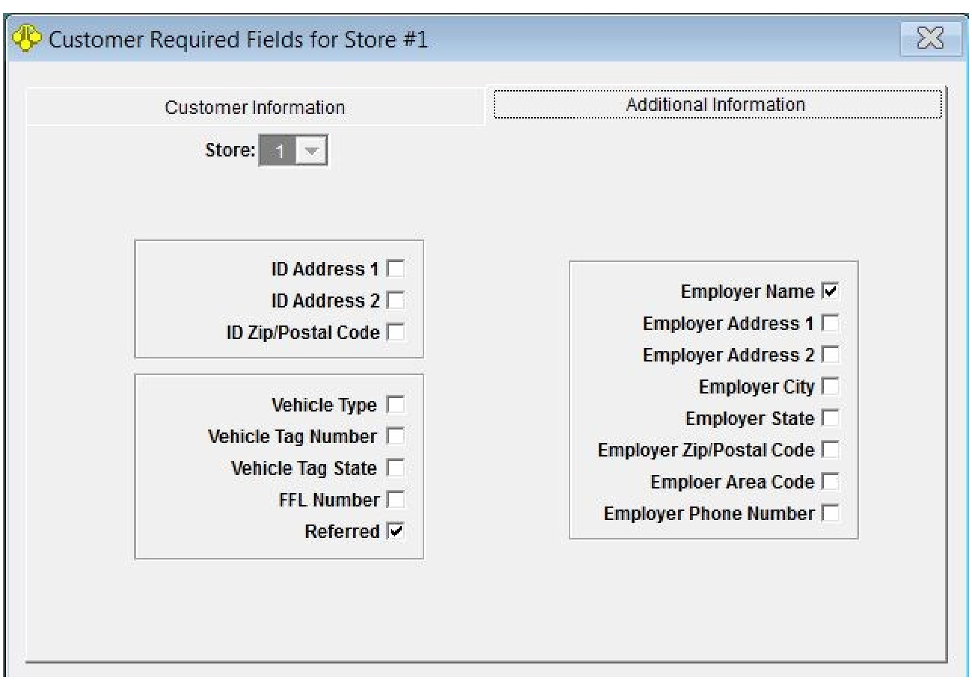
System Settings, Add Required fields, Customers

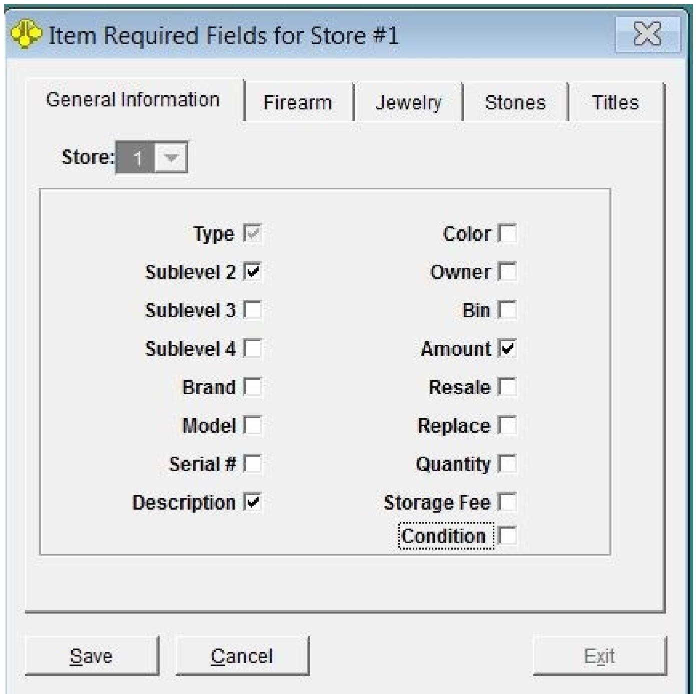
Place Checks in the adjacent check boxes to toggle the required field on. Use caution when adding required fields, If a field like “Features” is selected but not used often, your staff will always be required to enter something even if there are no unique features to make note of.





System Settings, Add Required fields, Items

Place Checks in the adjacent check boxes to toggle the required field on. Use caution when adding required fields. If a field such as “Model” or “Serial #” is checked, you and your staff will have to enter model types and serial numbers for items that typically don’t have them, such as for rings and hand tools.



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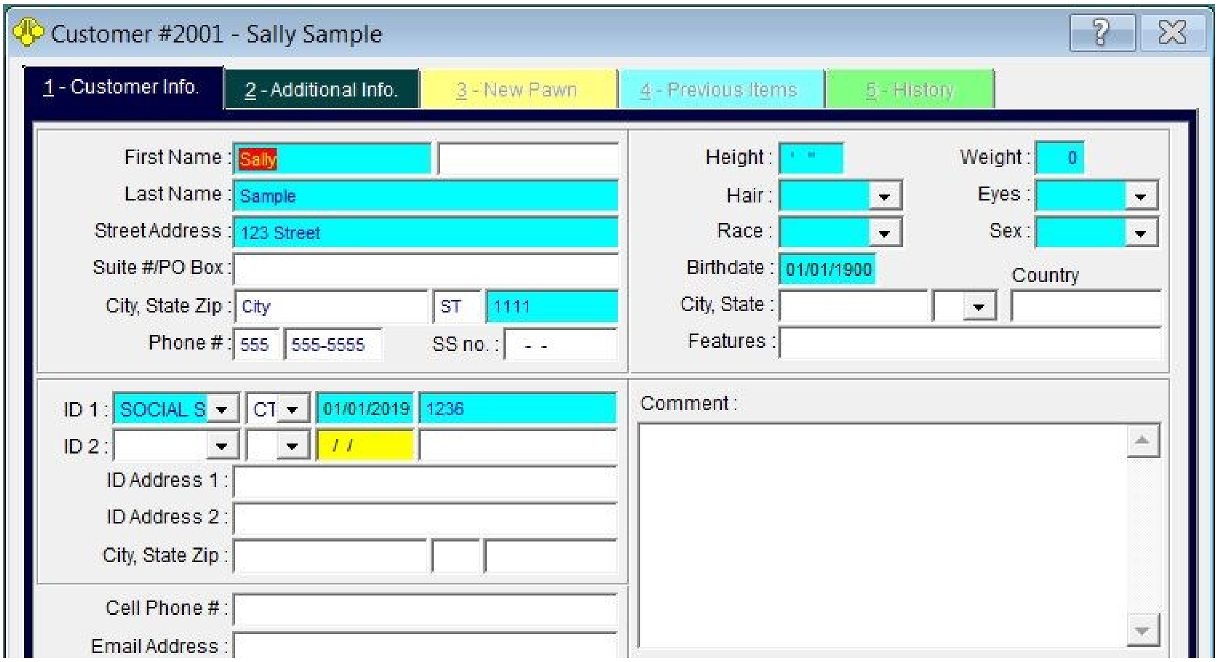
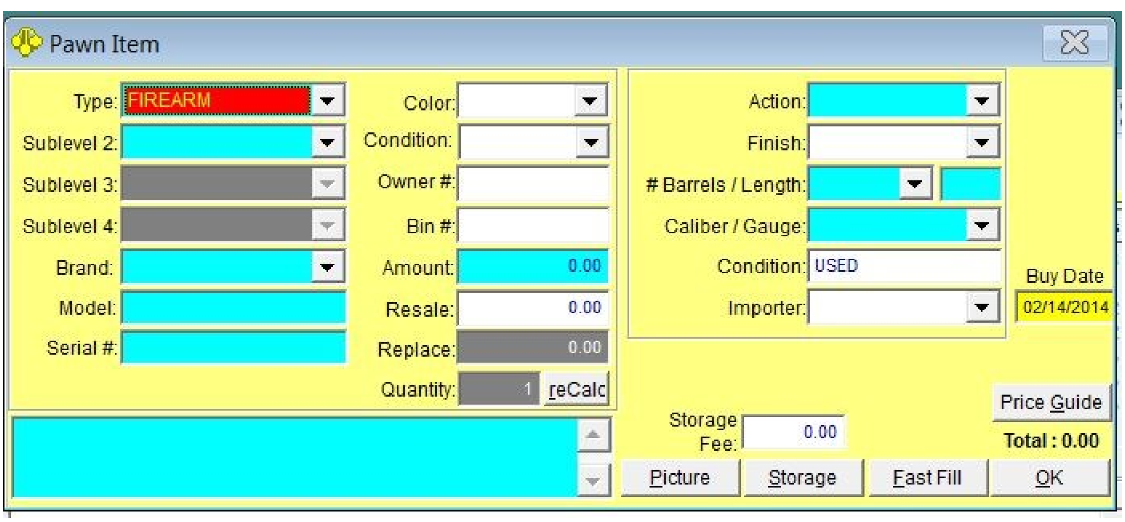
System Settings, Add Required fields

The fields in blue are now required fields and must have an entry before the transaction can continue or be saved.





Note: in the example above, “Model” and “Serial #” were not selected as required fields, but because this example is a firearm, PawnMaster automatically makes those fields required.

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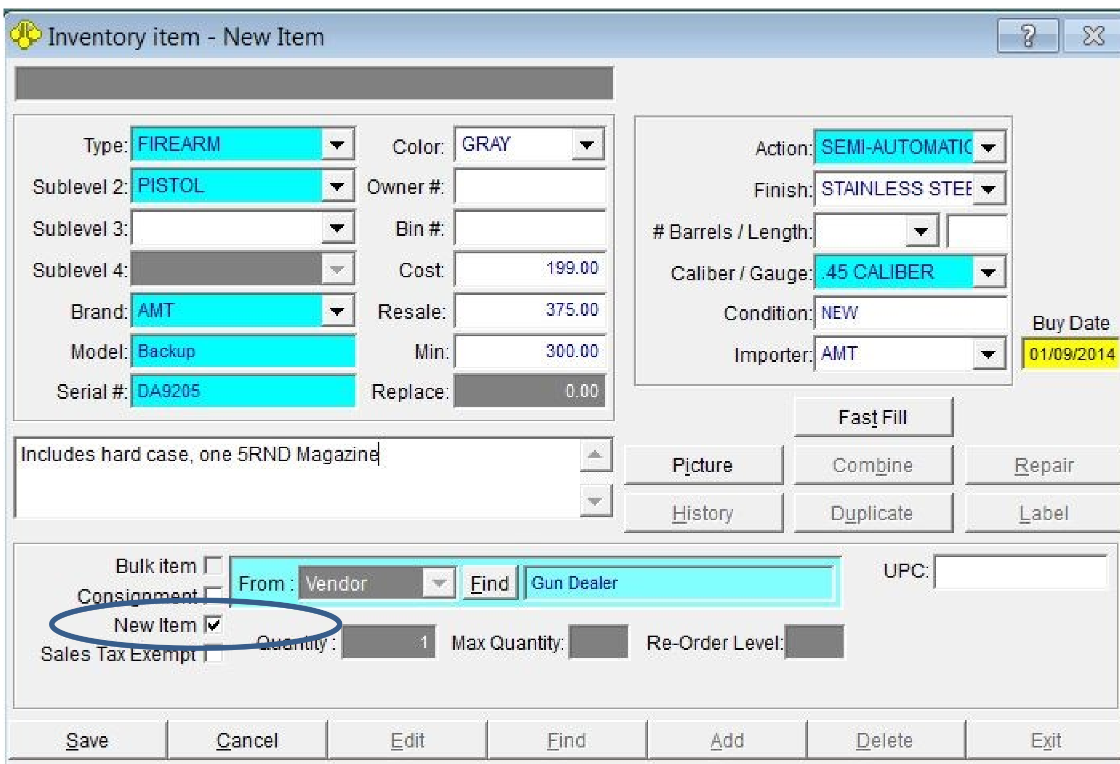
Inventory

New Items

Anytime the decision is made to sell a new item from a vendor, the item will need to be added into PawnMaster. Once the item is in the system you will then "RECEIVE" inventory and only need to enter the new quantity. *(see receiving inventory)*

There is an exception for certain types of inventory that must be tracked individually and added as new items individually. Items such as **FIREARMS** must have the serial number recorded for each item. Fortunately there is a **"Duplicate"** button that allows you to quickly add items and enter the serial number for each gun separately. If you sell new high end items such as watches, laptops or TVs you may also want to individually track and price those items.

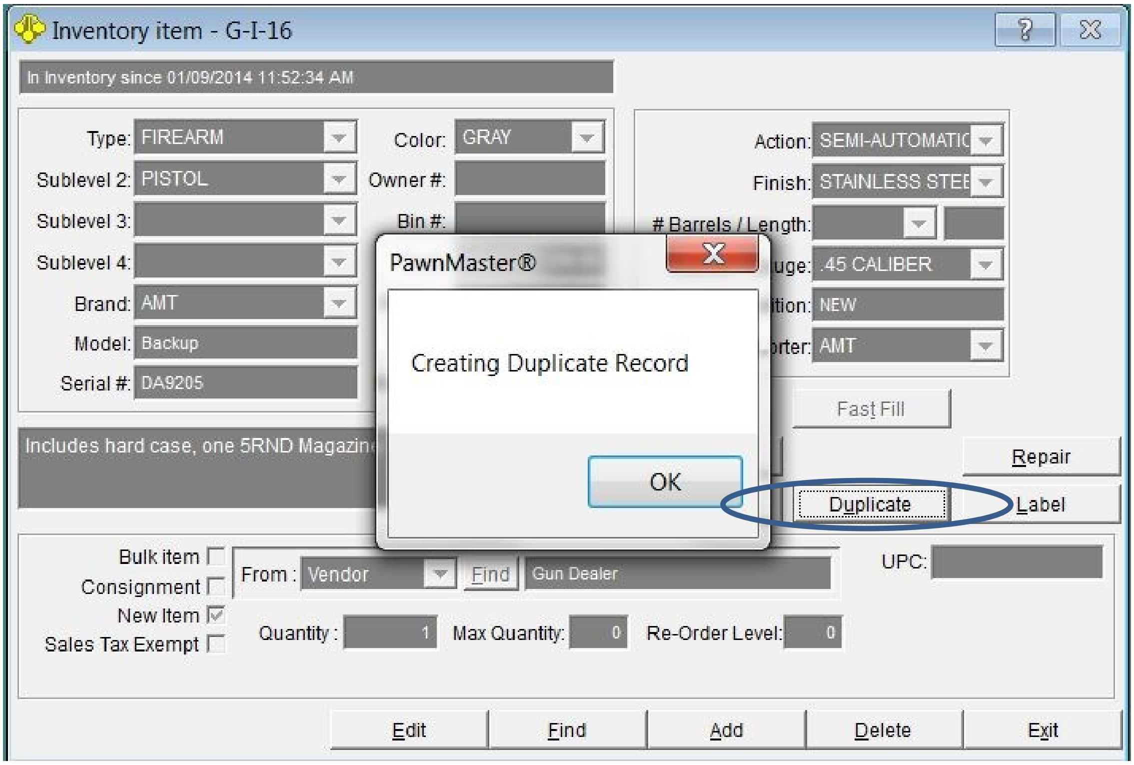


Click in "New Item" and enter all needed information about the item you will be selling. Select the vendor it came from. **Click "Bulk Item" ONLY if this is one of several identical or like items, that you want to price the same.**

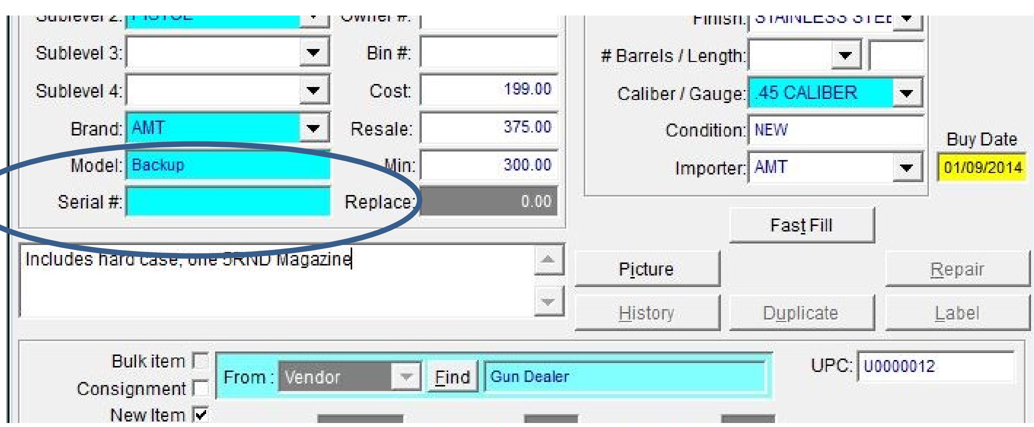
Click "Save" then click on "Label" to print any needed labels.

New Items *Duplicating Items*

If you are adding several like items such as an order of 10 pistols or 5 new laptops. Enter the first item, then click “Duplicate”. Then click “OK” to copy the record.



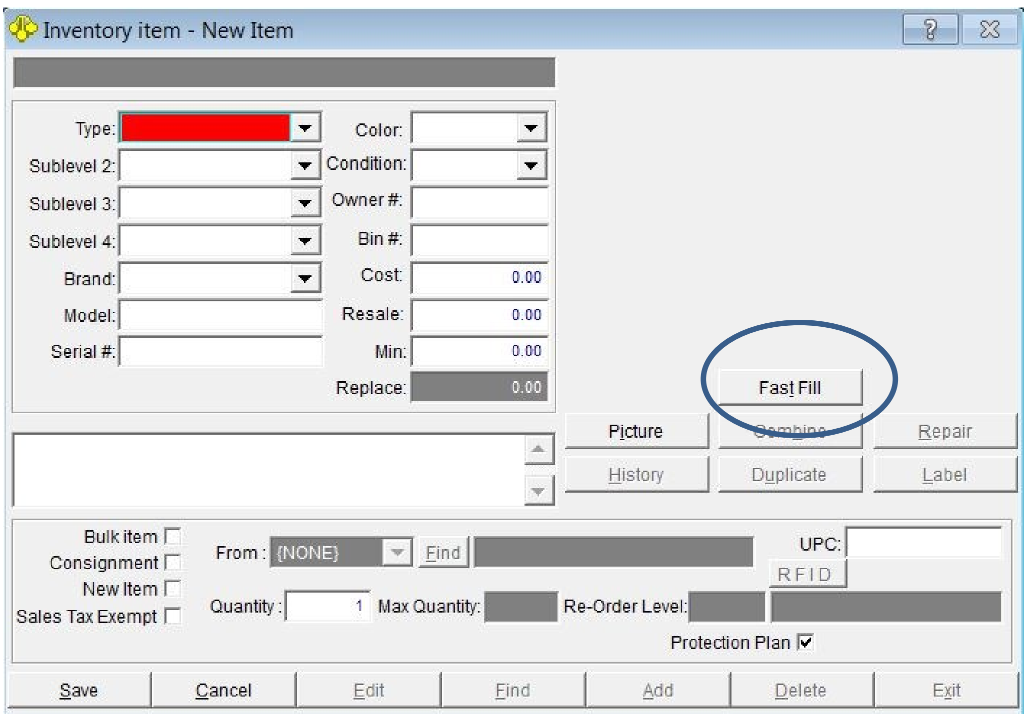
Enter the serial number of the second item. Make any changes to color or description, if needed. Repeat for the next items until all items are added. Don’t forget to print the labels, unless you are using the UPC.



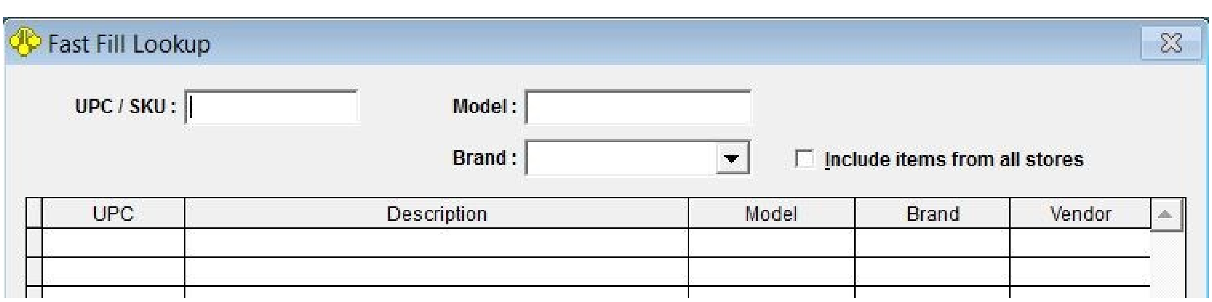
Fast Fill, (Inventory)

When adding new inventory items, often you will order several items that are essentially the same and only one or two characteristics may change such as the color or the size. Once you have entered all of the details once, it is just a matter of copying the item and changing the portions of the description that have changed. To do so, check "New Item" and click on "Fast Fill".

You may know that the inventory item exists in the system but may not be sure of which sublevel it is entered under. Fast Fill is an easy way to find that item.

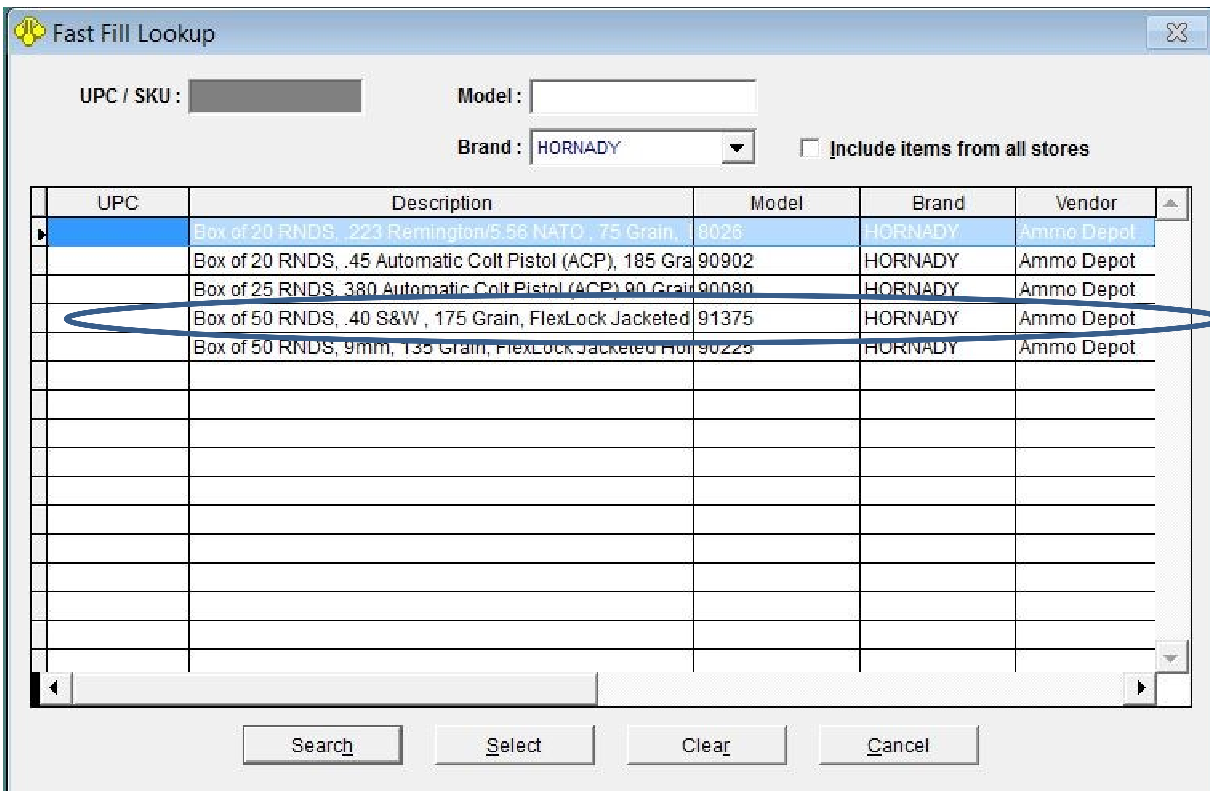


Enter the brand, or the model or UPC of a similar item that is already in PawnMaster.



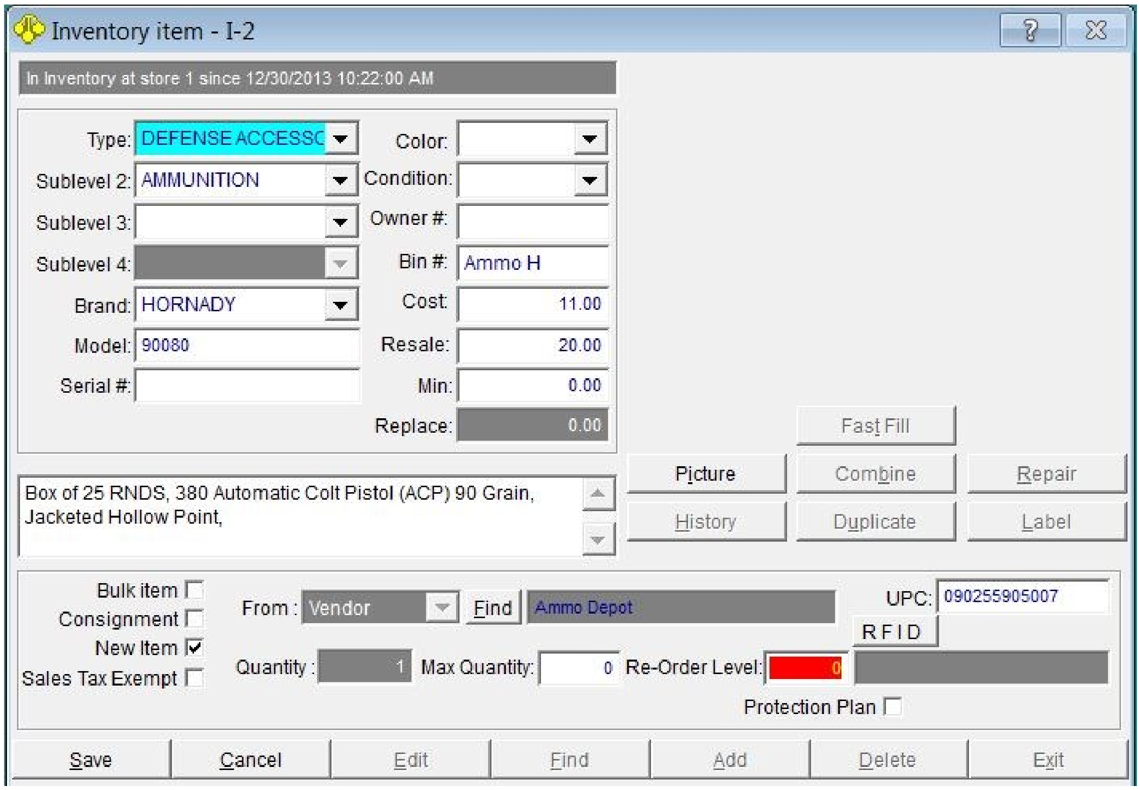
Fast Fill (Inventory)

For this example, the brand, “Hornady” was selected. The next item we will add is .357 ammo and it is 25 rounds per box, So we can select line 3, the .380 ACP ammo to use for the fast fill lookup.

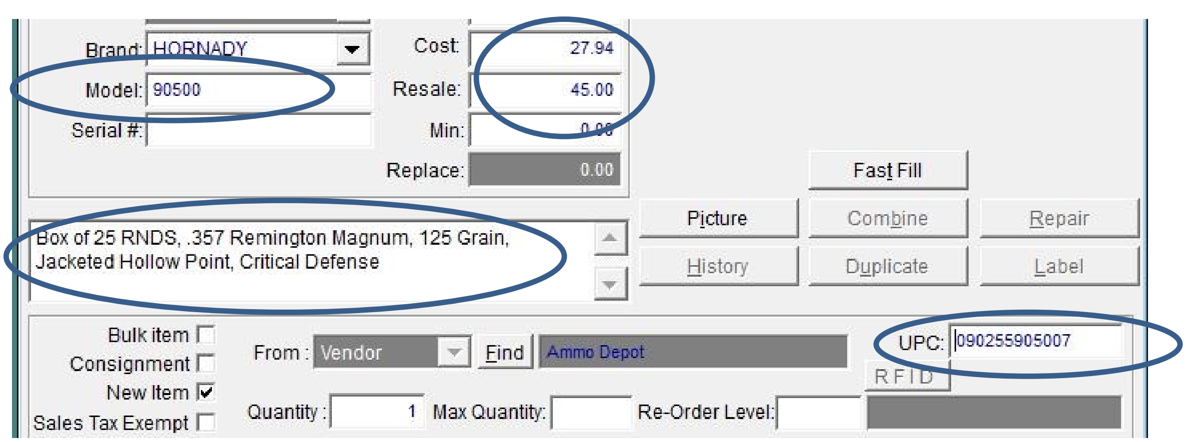


Fast Fill (Inventory)

Now it is just a matter of adjusting those items that are different such as “Model”, “Bin #”, “Cost”, “Resale” and anything that changed in the description.



Don’t forget to scan the UPC if you use a barcode scanner and check “Bulk Item” if you will be selling many of the same item.

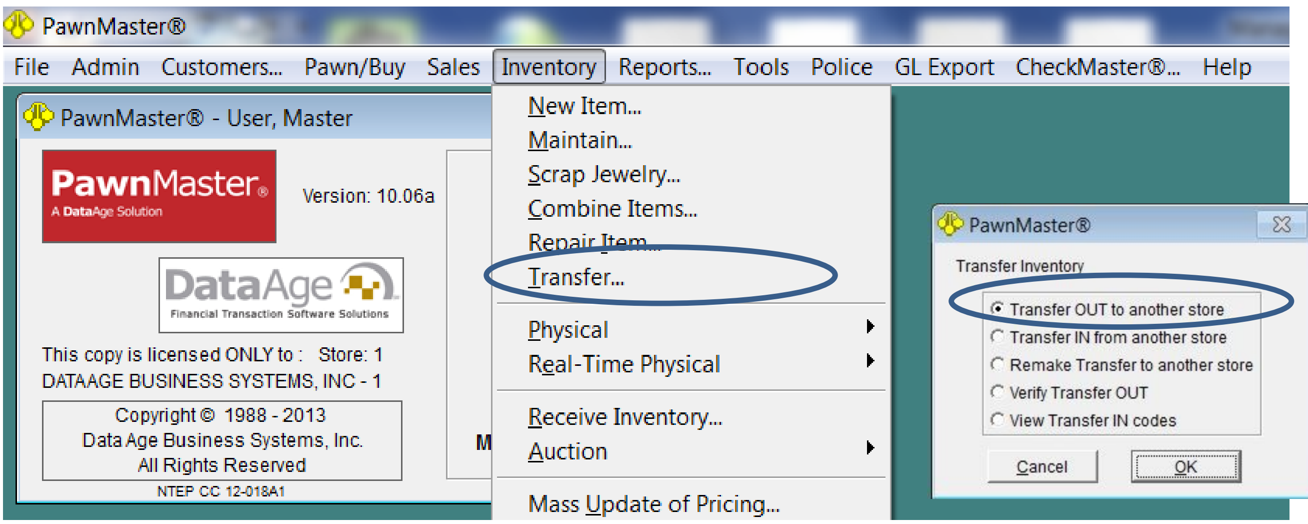


Inventory

Transfers

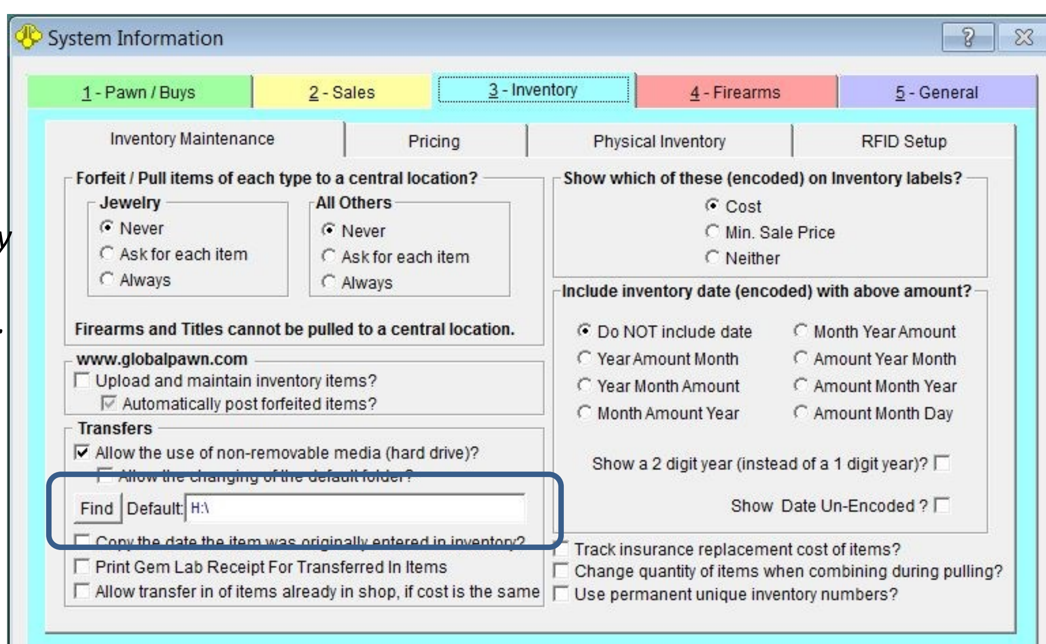
If you have multiple shop locations with PawnMaster and need to move items between locations, or if you want to buy or sell inventory to another shop that uses PawnMaster, there is a tool to assist with transferring inventory.

To use the tool go to “Inventory” on the tool bar and click “Transfer”. Then select “Transfer OUT to another store”. Click “OK”.



To set a default location to always save transfer files to, contact Data Age support and a technician will assist you with entering the setting.

This setting is in Admin, store setup, system options, Inventory tab, Inventory maintenance tab.



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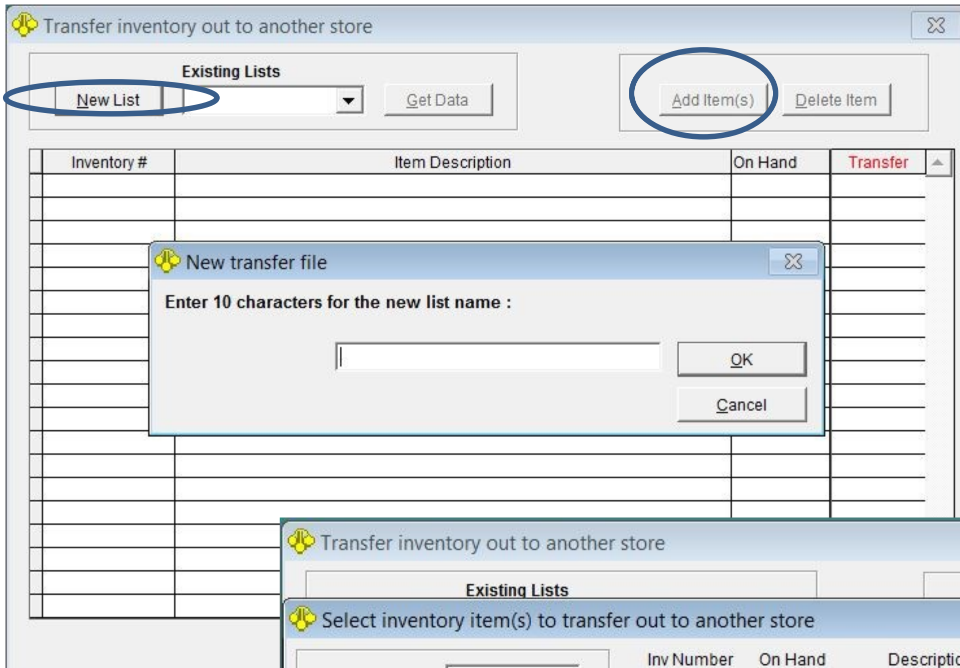
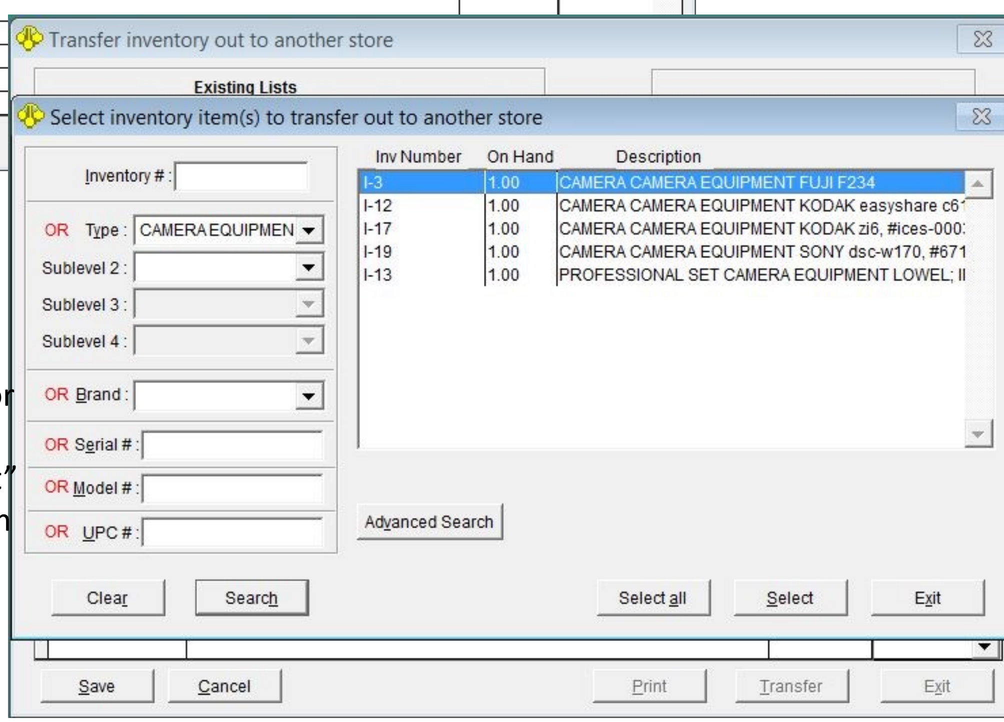
Inventory Transfers Out

To create a transfer file, click “New List” and enter a name for the list of items. The name can not exceed 10 letters and should not use any special characters. Click “OK” when done. Then click “Add Items”.



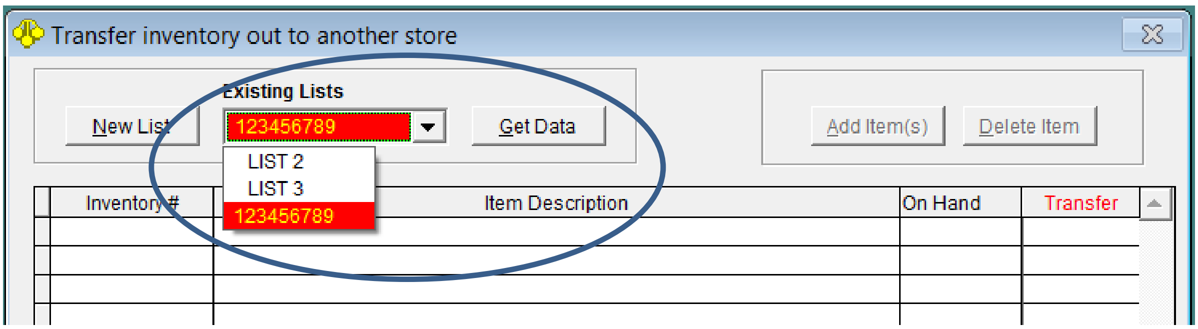
You may begin scanning item labels with a barcode scanner, or searching by item types. Click “Select” to confirm the item to be transferred.



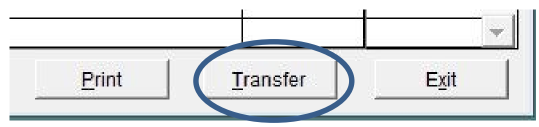
At any point you may save, exit and return to the transfer list to add or delete items.

Inventory Transfers Out

If at any point you leave the transfer tool and want to continue adding items to the transfer list, select the list name from the dropdown menu and click “Get Data”.



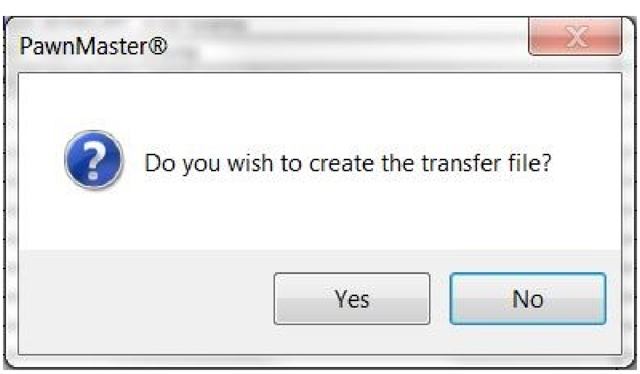
When you are ready to actually do the transfer, click on “Transfer”.

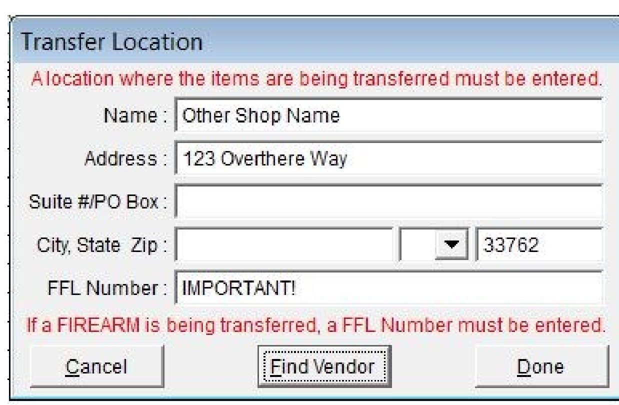


You will need to confirm you are ready to do the transfer, click “Yes”.

If this is a location that you think you may transfer to again consider adding the shop information in your list of vendors. If the shop is already in the list of vendors click “Find Vendor”.

If you think this is a one time event, enter the details of the shop who will receive the inventory. Then click “Done”.





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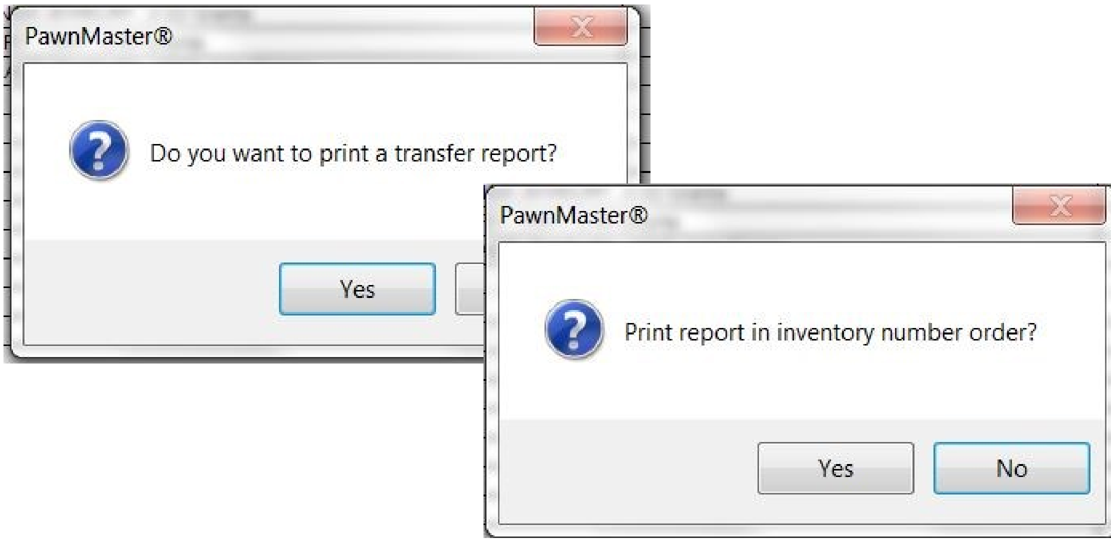
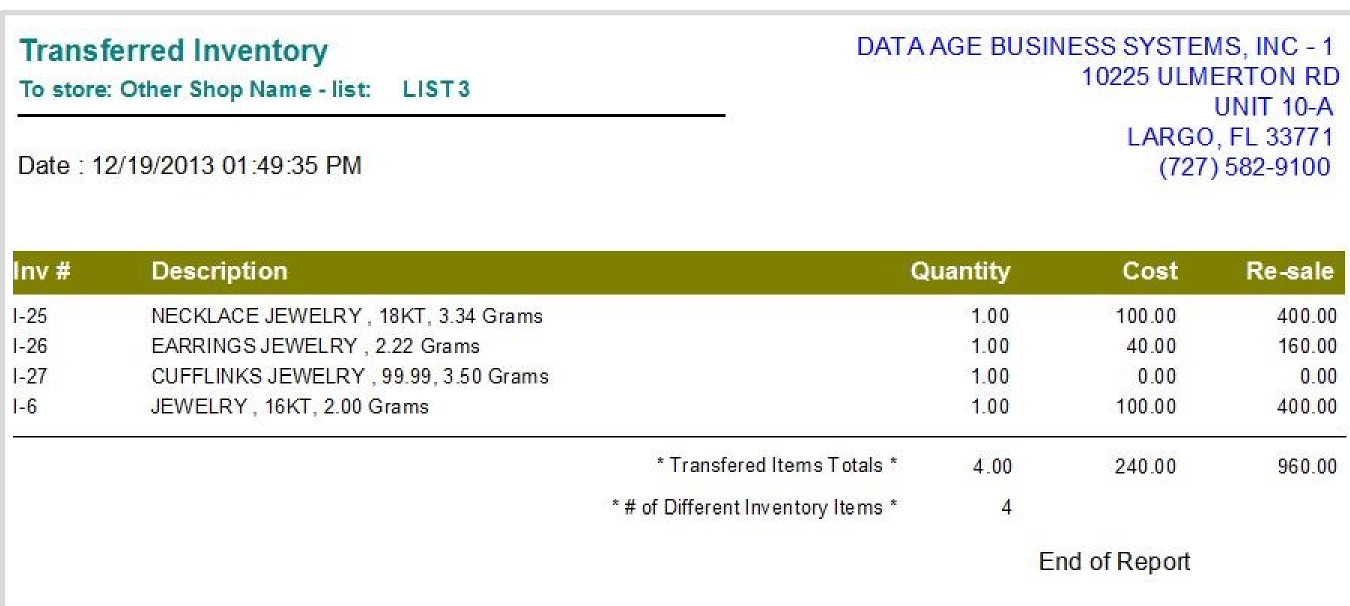
Inventory Transfers Out

You will be offered a chance to print a transfer report. Click “Yes” if it is wanted. The report can be in inventory number order or if “No” is selected it will be in alphabetical order of description.





Transferred Inventory
To store: Other Shop Name - list: LIST 3

DATA AGE BUSINESS SYSTEMS, INC - 1
10225 ULMERTON RD
UNIT 10-A
LARGO, FL 33771
(727) 582-9100

Date : 12/19/2013 01:49:35 PM

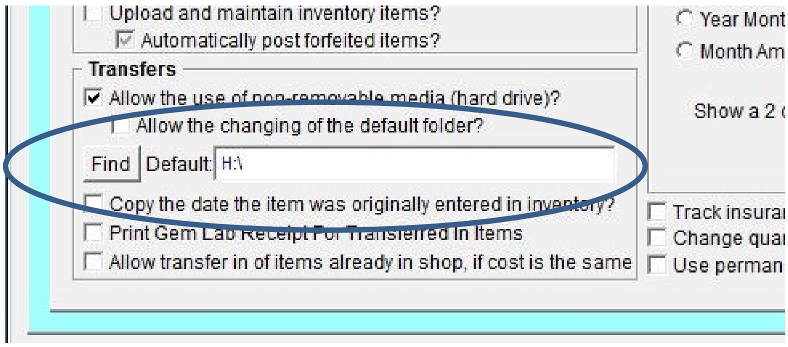
Inv #	Description	Quantity	Cost	Re-sale
I-25	NECKLACE JEWELRY , 18KT, 3.34 Grams	1.00	100.00	400.00
I-26	EARRINGS JEWELRY , 2.22 Grams	1.00	40.00	160.00
I-27	CUFFLINKS JEWELRY , 99.99, 3.50 Grams	1.00	0.00	0.00
I-6	JEWELRY , 16KT, 2.00 Grams	1.00	100.00	400.00
	* Transfered Items Totals *	4.00	240.00	960.00
	* # of Different Inventory Items *	4		

End of Report

The transfer file is actually 3 files, the names will appear as follows where the “X’s” are the shop’s PawnMaster serial number; “sXXXXX NAME.DBF”, “tXXXXX NAME.DBF” and “tXXXXX NAME.FPT”. (where the X’s are the shop’s PM number.) Provide the 3 files to the receiving shop.

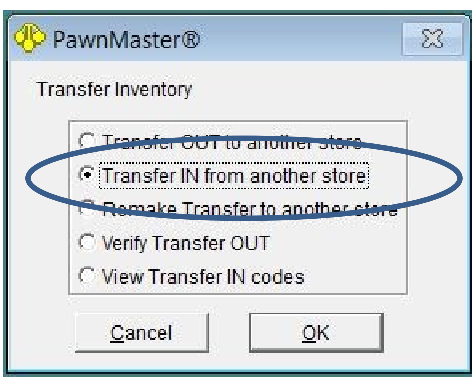
Inventory Transfers IN

When receiving inventory from another shop that uses PawnMaster, you will be provided with 3 transfer files. Be sure that the path where the files are located is entered correctly, otherwise you will receive an "OLE error" and PawnMaster will shut down.



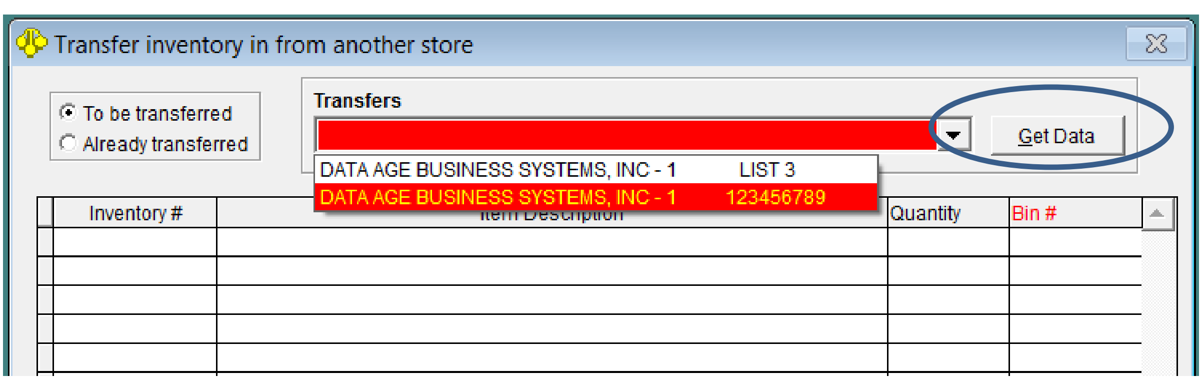
This setting is in Admin, store setup, system options, Inventory tab, Inventory maintenance tab.

Select "Transfer IN from anther store" and click "OK



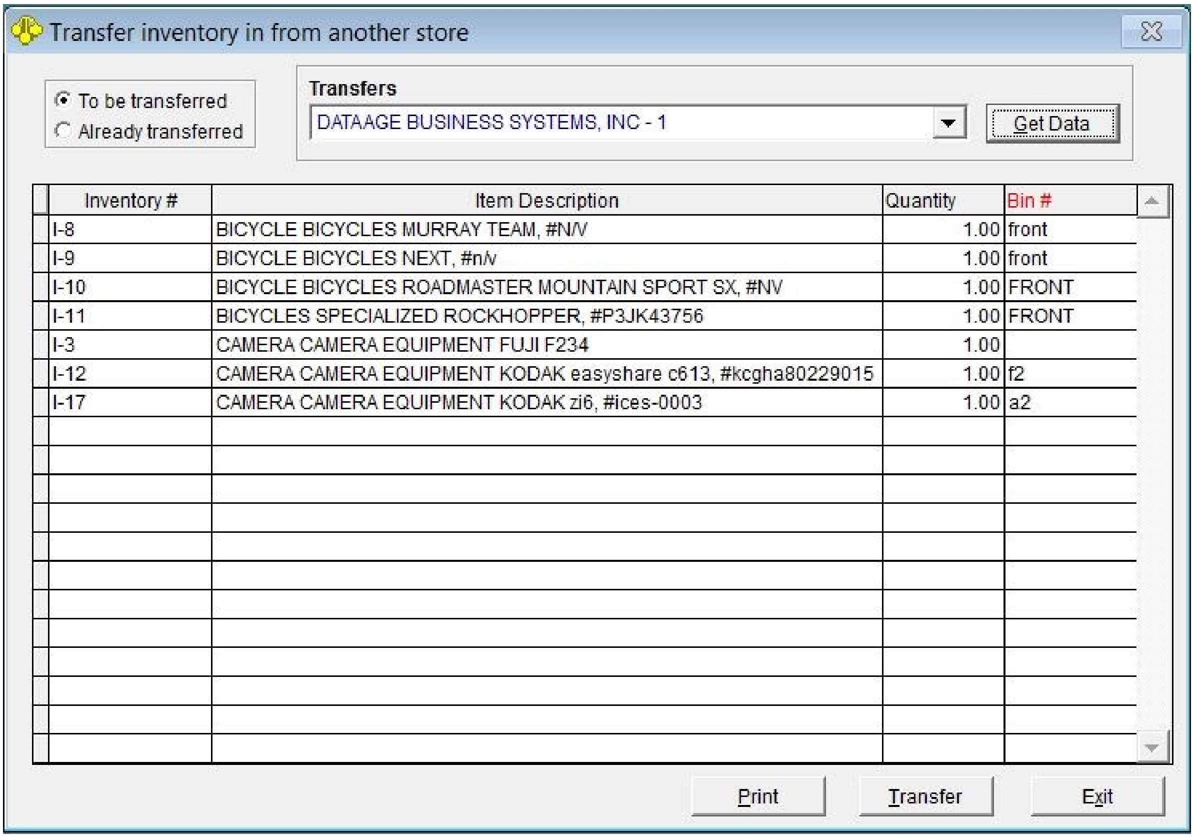
Select the transfer file from the Dropdown list of files. Click "Get Data".

Note: the "Verify Transfer OUT" and View Transfer IN codes" tools are used to verify that the transfer has been completed. The code can not be viewed until the inventory is uploaded to PawnMaster.

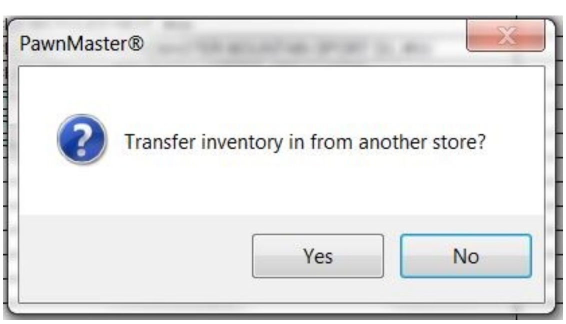


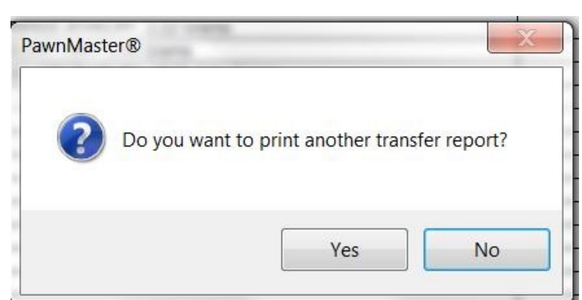
Inventory Transfers IN

A list of all items to be transferred will be displayed. If it is the correct items, click "Transfer"



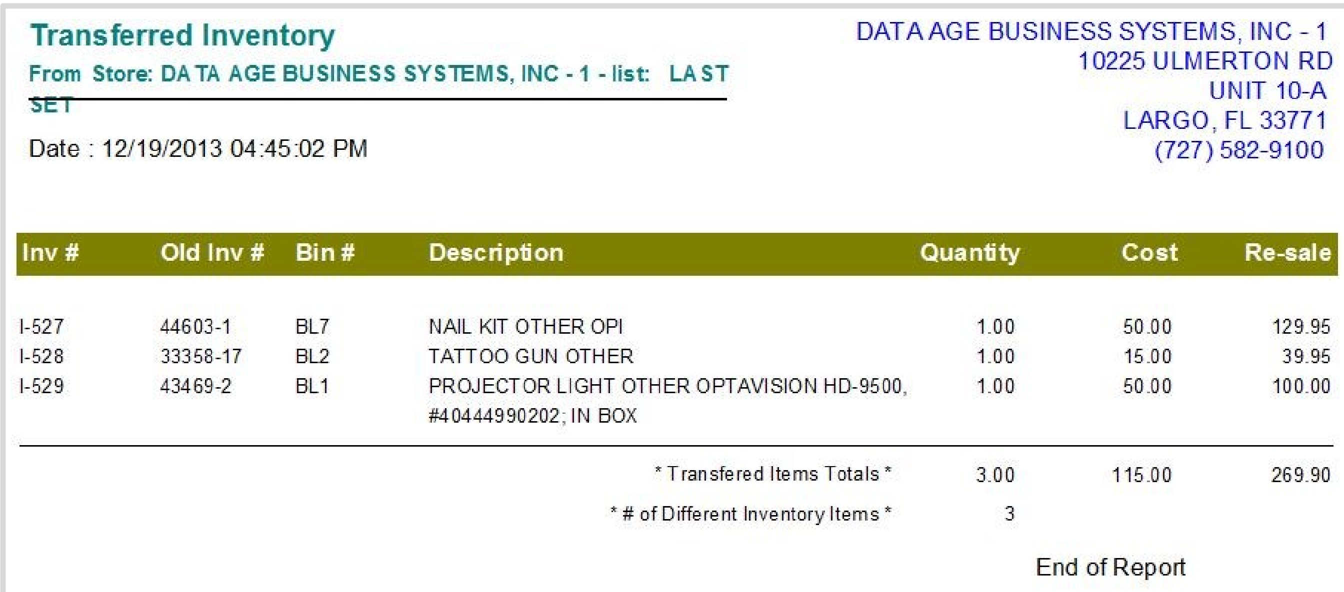
Click "Yes" to confirm transfer. You will be offered a chance to print a report of items transferred.





Inventory Transfers IN

The report will list the items transferred with the new inventory number as well as the old inventory numbers listed.


Transferred Inventory
From Store: DATA AGE BUSINESS SYSTEMS, INC - 1 - list: LAST SET

Date : 12/19/2013 04:45:02 PM

DATA AGE BUSINESS SYSTEMS, INC - 1
10225 ULMERTON RD
UNIT 10-A
LARGO, FL 33771
(727) 582-9100

Inv #	Old Inv #	Bin #	Description	Quantity	Cost	Re-sale
I-527	44603-1	BL7	NAIL KIT OTHER OPI	1.00	50.00	129.95
I-528	33358-17	BL2	TATTOO GUN OTHER	1.00	15.00	39.95
I-529	43469-2	BL1	PROJECTOR LIGHT OTHER OPTAVISION HD-9500, #40444990202; IN BOX	1.00	50.00	100.00
			* Transfered Items Totals *	3.00	115.00	269.90
			* # of Different Inventory Items *	3		

End of Report

Call the shop that sent the file and provide the code. Then click "Close".

Print labels as needed.

The shop that sent the inventory will select Inventory, Transfer, "Verify transfer out". The employee will enter the code you provide. If it is accepted the file is good and has been unloaded. If it says "Verification Code is Incorrect", the file has not been successfully uploaded or is corrupt .

Note: if a system setting, "Print gem lab receipt for transferred in items" is enabled, you will get a printout of every item transferred each on a separate page. It will also not prompt to print labels. We recommend leaving this off.

Caution: If items are transferred out and you change your mind and transfer the items back in to the same location, all items transferred will be assigned new inventory numbers.

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Inventory

Bins

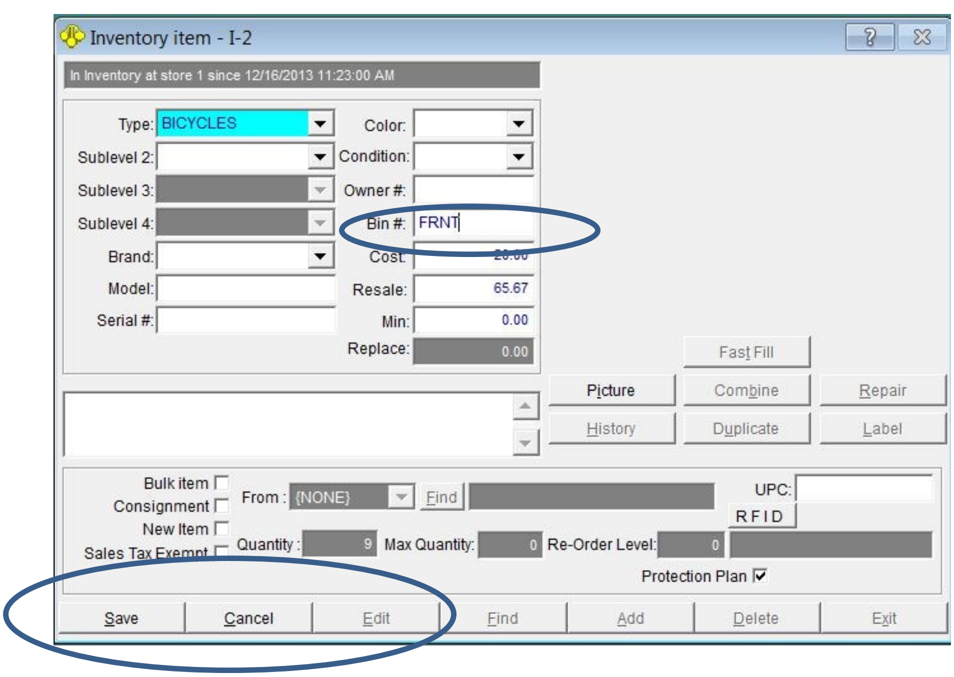
Occasionally in any busy shop a few items will not get binned correctly when being pulled. For items that have no bin assigned running a missing bin report will help. For items that are assigned to the wrong bin, the only solution is to do an audit (inventory).

(Please see, Memor wireless inventory add-on module, 9190, real-time wireless add-on module and "Performing an Inventory Audit")

To run the missing bin report for items in inventory, go to reports, Inventory and select report 13, "Missing Bin Report". You may run the report for all items or for specific item types. Once you have a list of items missing bins you should locate the item and mark it on the report.

Once all missing items have been located, open PawnMaster and go to Inventory on the tool bar and "Maintain". Enter the inventory number from your report or search for it by type or brand etc.. Click "Edit" and enter the bin number. Click "Save" when done.

If you will be using inventory management tools (see add-on modules) having bins in the sales area will make performing audits much easier. At the minimum you should designate items in inventory as on the sales floor and jewelry cases should be numbered.

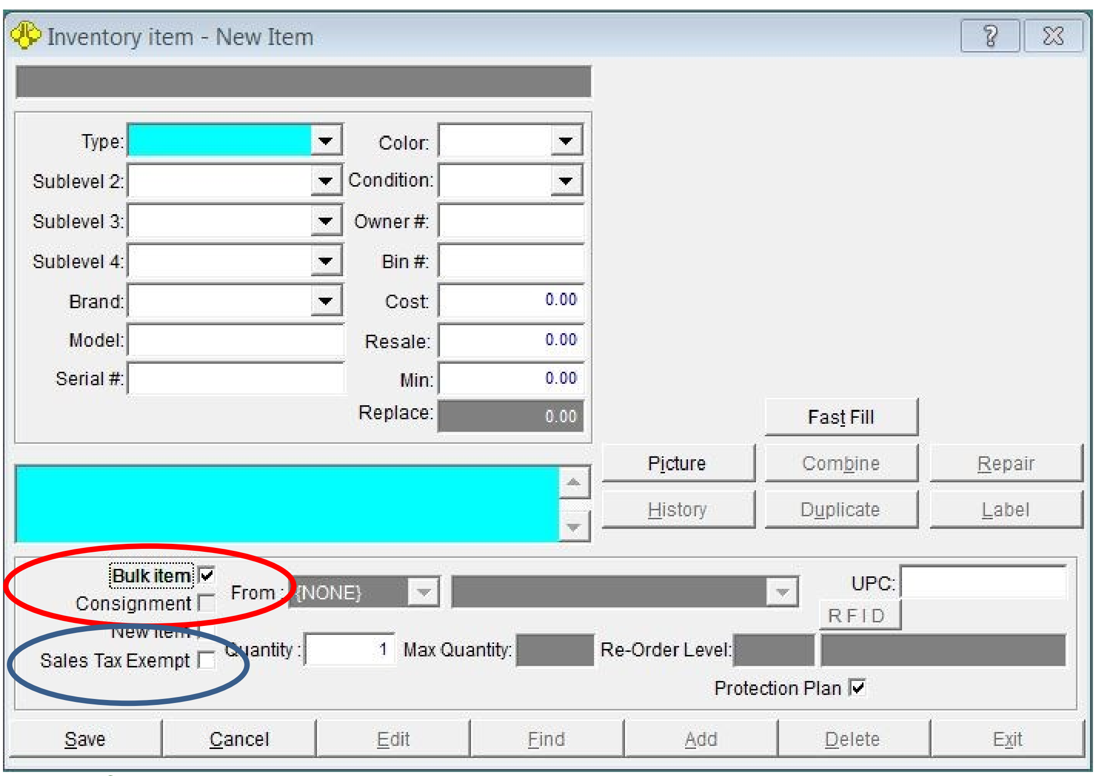


Bulk Items & Scrap Gold Bins

Most pawnshops and gold dealers will buy items with the intent of selling the items to a refiner for melt value. The item may be damaged or just unattractive. It is useful to have an inventory location to assign those items too until they are sold to the refiner.

Some pawnshops will sell new items that are purchased from vendors. (see adding a vendor.) Examples of items that are sold new may include firearms and ammunition, watches and watch accessories, and music accessories. *Firearms can not be bulk items because they are regulated and must be tracked individually*, but it is easy to set up bulk items for ammunition.

Setting up "scrap buckets" and "bulk bins" are done once and used indefinitely. These locations are created from "Inventory" on the tool bar, "New Item".



Checking "Bulk Item" is the key!

You can check "Sales Tax Exempt" when creating the scrap bucket, so that sales to the refiner will default to tax exempt.

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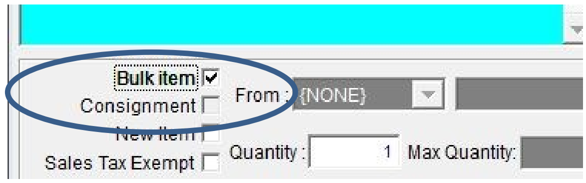
Adding Scrap Bins

When “Bulk Item” is checked the item entered here will become a **<u>LOCATION</u>**.

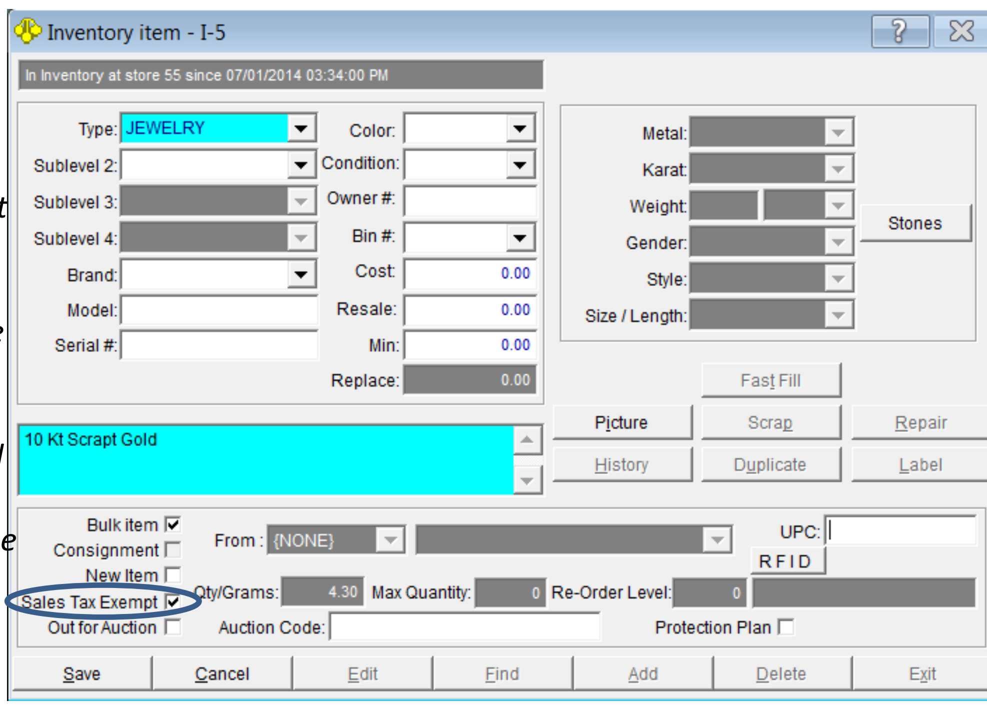


If the item type selected is “Jewelry”, PawnMaster will automatically make the new location a scrap bin. If the Item type is any other type such as “Defense Accessory” the new location will be a bulk bin.

Some shops will create a single scrap gold bucket for all purities of gold. Other shops like to sort the scrap gold and will have a scrap bucket for each karat type.

In the example below we are about to make a 10kt scrap bucket.

Note: the Required fields will be in Blue. For scrap buckets, do Not enter a cost or resale amount, as these will be cost averaged as items are added and sold to the refiner. The price will be determined at the time the scrap is sold to the refiner.



It is important to include the description, as this is what will be displayed when selecting the bin when scraping. Select “Sales Tax Exempt” if you normally sell scrap only to a refiner or wholesaler.

ALLWAYS check before adding a new scrap bucket, many shops unintentionally create duplicate buckets for the same gold karats.

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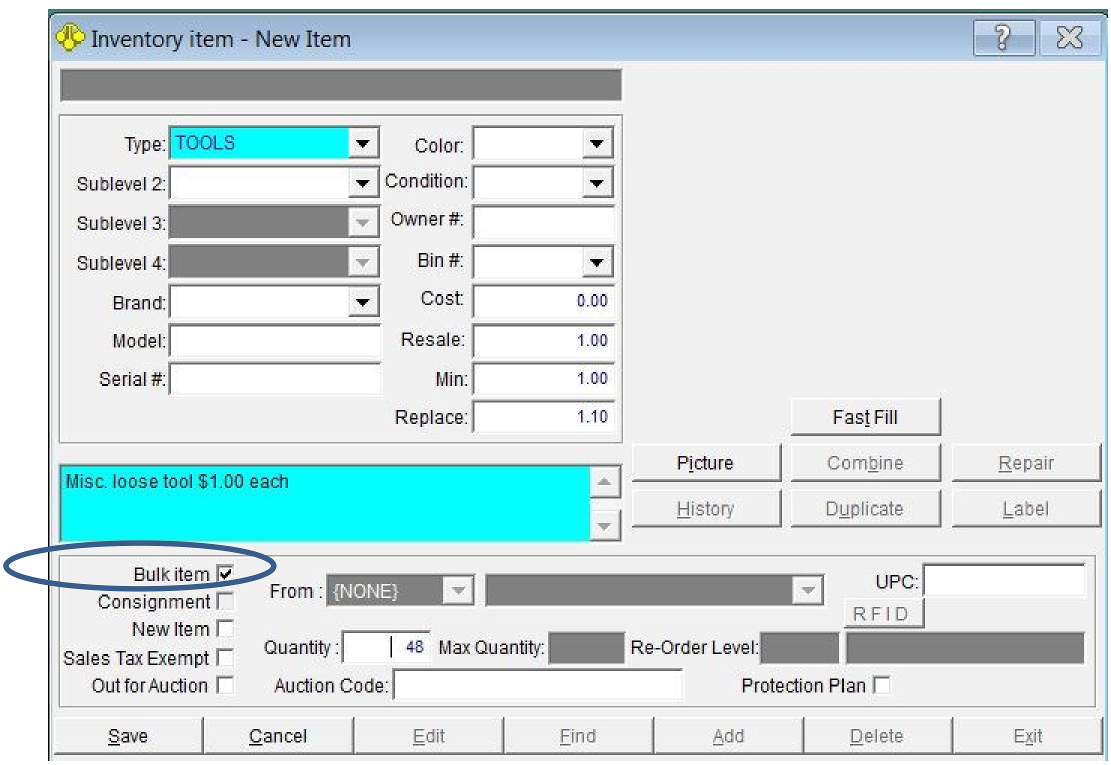
Adding Bulk Bins

In the next example we will make a bulk bin to sell $1.00 tools. (this could be games, movies, reloads, or anything you sell a set price.)

This is a location where loose sockets, screwdrivers, wrenches , etc. will be pulled to be sold as is for a dollar each. This bulk bin could be for any items that are frequently sold at a fixed price, such as movies, video games, or anything else.

Choose the item type and sublevel if needed. Enter a description, be mindful that this description will be printed on the customer receipt. Enter the "Resale" amount. Place a check in "Bulk Item" then click save.

After saving the bulk bin, click "Label" to print a label for the bin. Also print labels for any scan cards or books used by employees to scan the barcode when making the sale.



If your shop already has a quantity of items in the bulk bin, be sure to enter the number of items in the "Quantity" field. Once saved this entry can no longer be edited directly.

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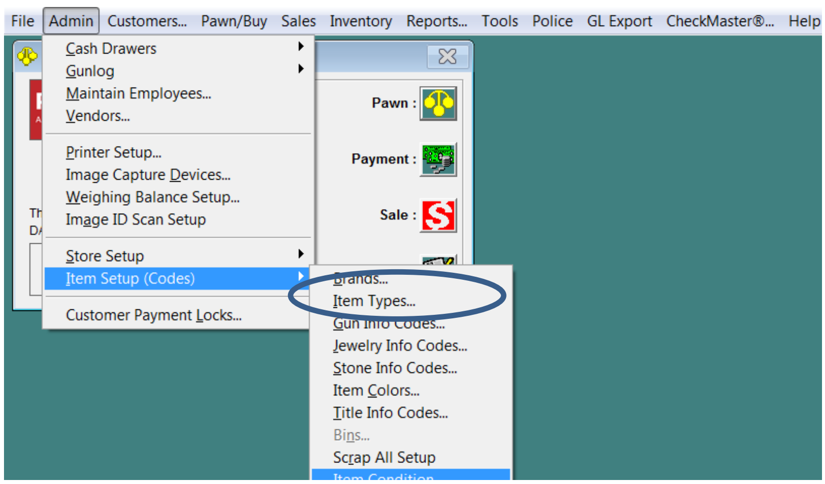
Adding Bulk Services

You may offer services such as resizing rings, watch repairs, or firearm transfer service that need a specific item type to be added, prior to creating the bulk inventory item.

WARNING! Creating bulk items for services will be reported as inventory with the associated cost and resale amounts added to the shop's inventory reports. For example, if a shop charges $40.00 for a firearm transfer and adds a quantity of 9999, The Items in inventory report will add $399,960.00 to "Resale" and the quantity increased by 9999 as well.

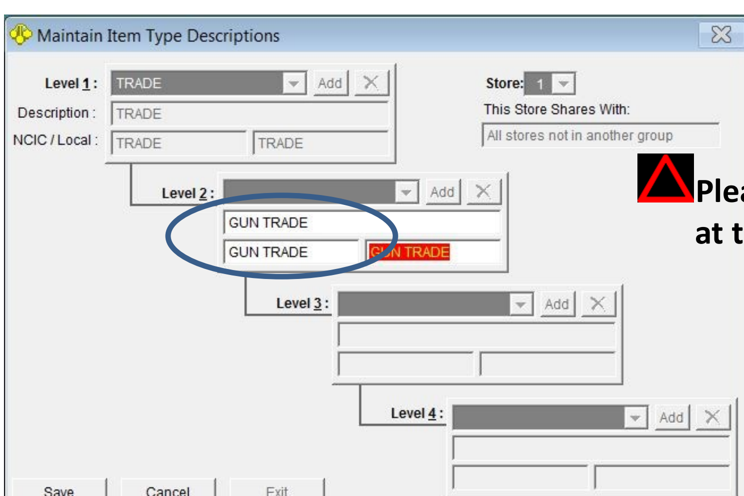
This is **NOT** recommended by Data AGE. This section is included in this guide only because some shops insist on using this procedure. Please see "Non-Inventory sales" for selling Nom-Inventory items.

To add a new Item type, go to "Admin", "Item Setup (Codes)" and click on "Item Types".



In the "Maintain Item Type Descriptions" window Click "Add" on level 1 and create a new item type. If needed repeat for level 2 and so on.

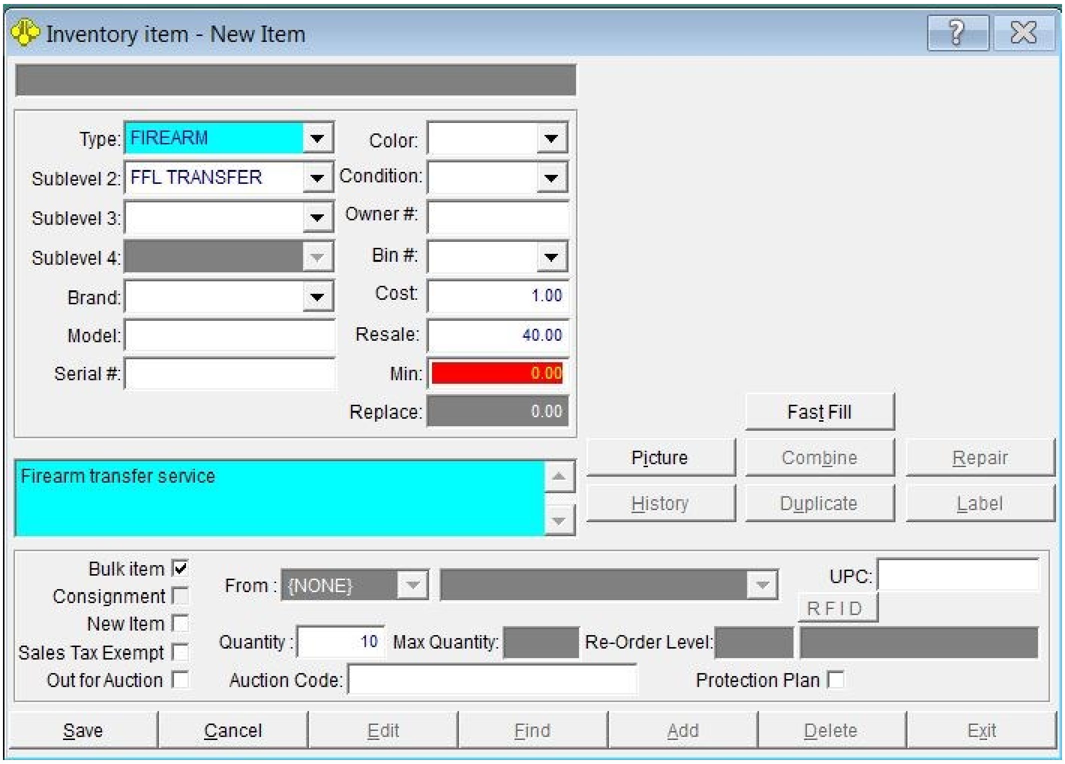
Once the item type has been created, add the bulk item as described previously.

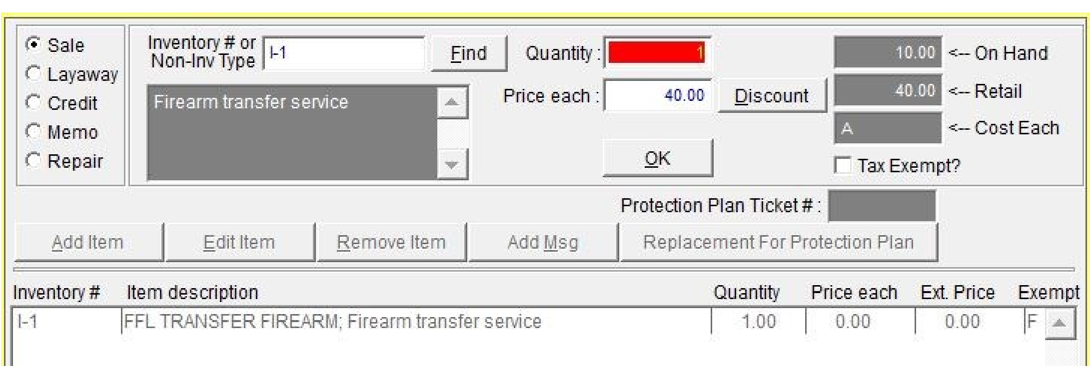


Please see the warning at top of page!

Adding Bulk Services

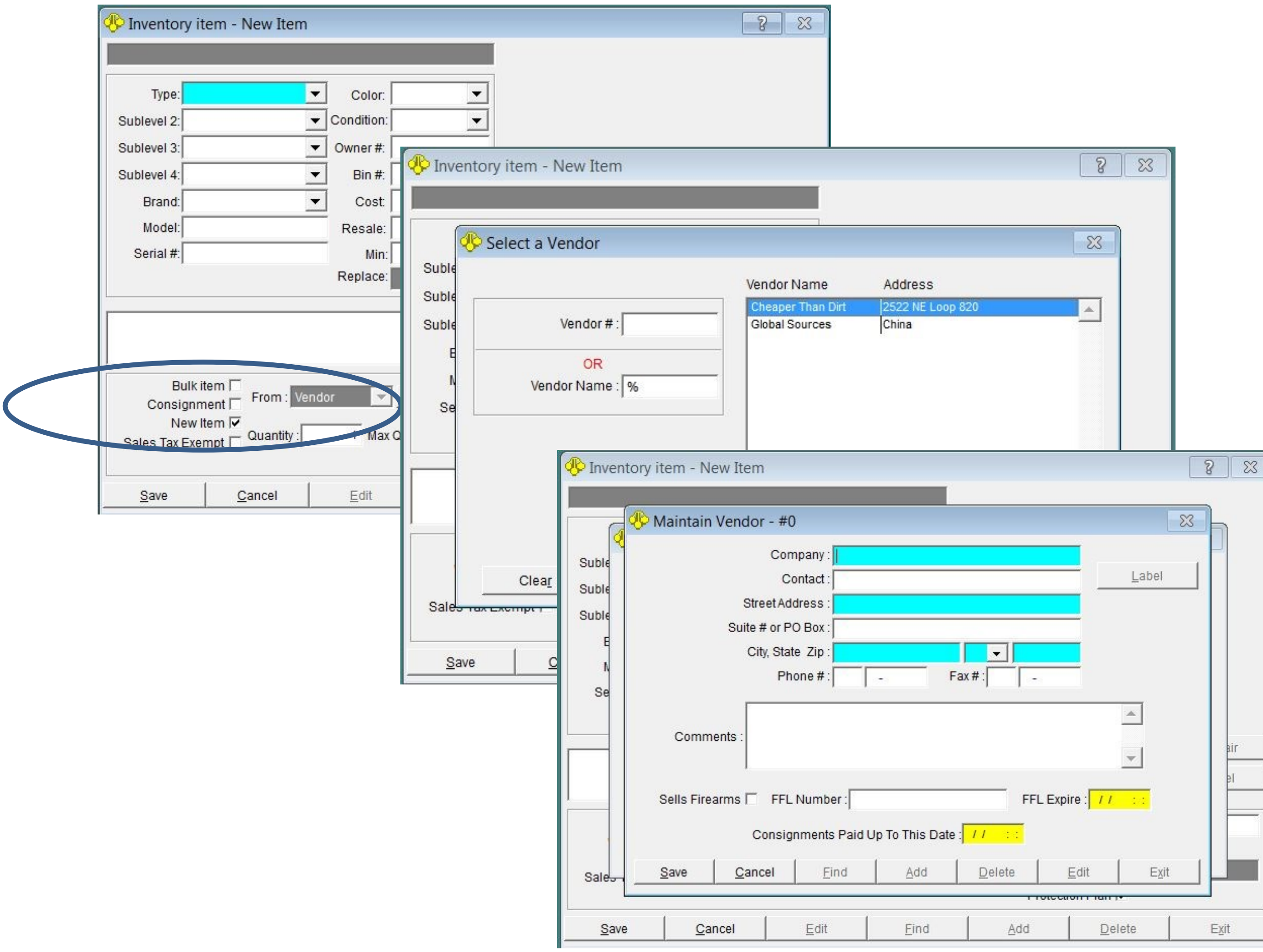
The only advantage of adding services as bulk items is being able to print a label so that your employees can scan a barcode anytime they sell the service. It is recommended to have all employees trained in how to enter the sale of services as non-inventory sales.





Adding a Vendor (from add Inventory screen)

After the initial PawnMaster setup one of the administrative tasks that should have been performed is adding all of the vendors your shop deals with. If you are adding inventory and the vendor is not listed, you may add it directly in the vendor selection screen.



When “New Item” is checked, the “Find” vendor function becomes available.

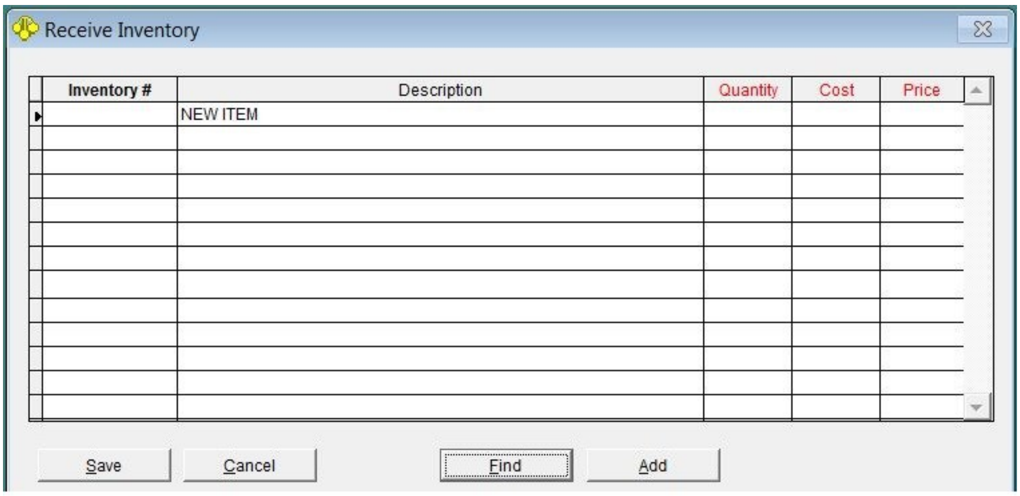
If a percent symbol (%) is entered in “Vender Name” all vendors will be listed. If the vendor is not listed, click “Add” and enter the vendor information, see “Adding Vendors”.

Caution, using wild card searches bypass the SQL index and may take some time to finish.

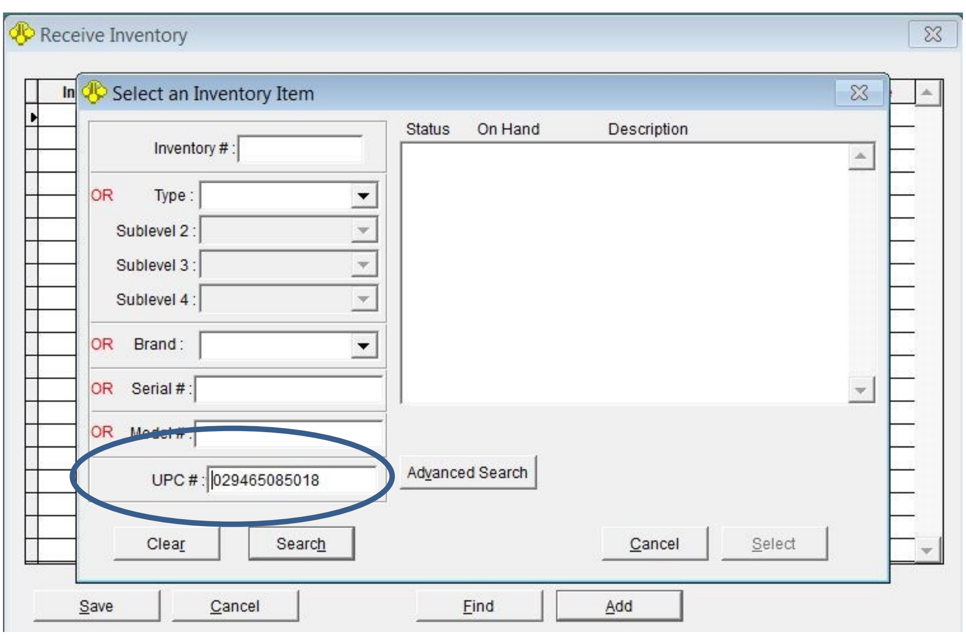
Inventory

Receiving Inventory

After your vendors and bulk bins have been setup and in use for awhile it will be necessary to order more stock to replace items that have sold. When the order arrives it is time to receive inventory in PawnMaster. To do so, go to “Inventory” on the tool bar and select “Receive Inventory”.



In most cases the items will have UPC codes and you will have already saved the UPC number at the time you created the bulk bin. Simply click “Add” and scan the UPC from one of the items. If PawnMaster doesn’t automatically go to the “quantity” field, press enter or click “Search”.



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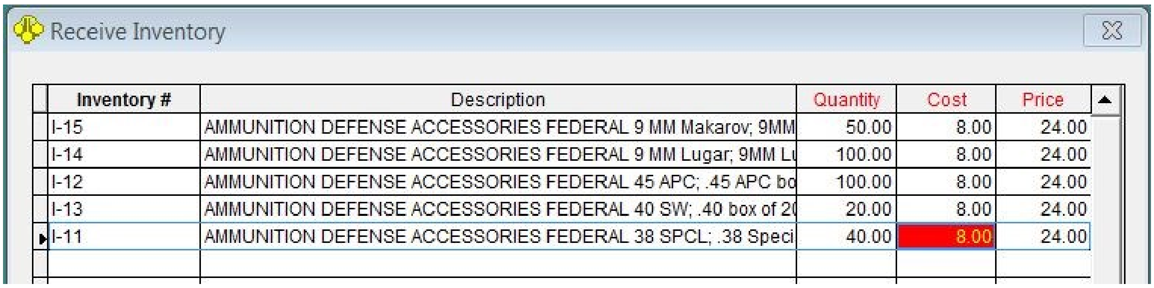
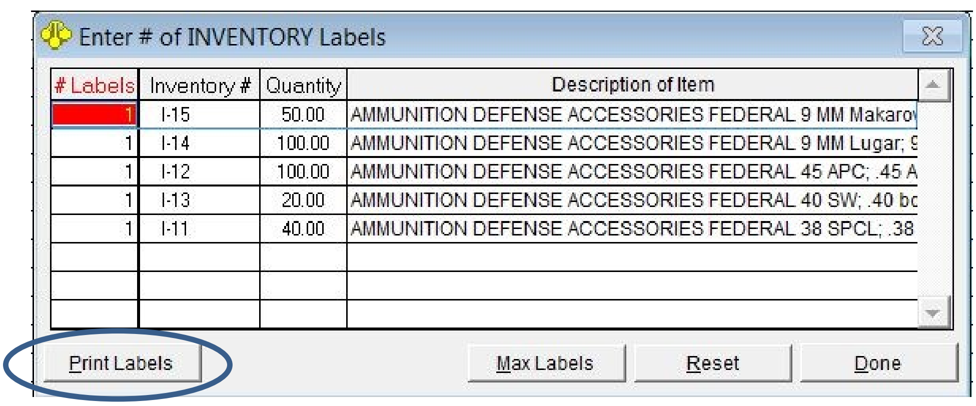
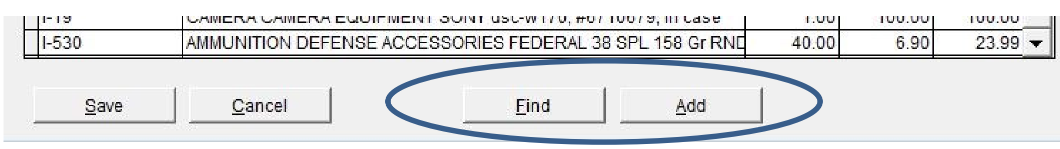
Receiving Inventory

Enter the quantity received. Adjust the cost or sell price only if needed. **Click “Add” to receive the next product.**



Continue adding items until all inventory is received. Click “Save” when done. The label print screen will be displayed, for you to print any needed labels. If you use UPC codes labels may not be needed, simply click “Done”.





An alternative to the add button is to use the “Find” button and search for inventory by item type, brand or model.

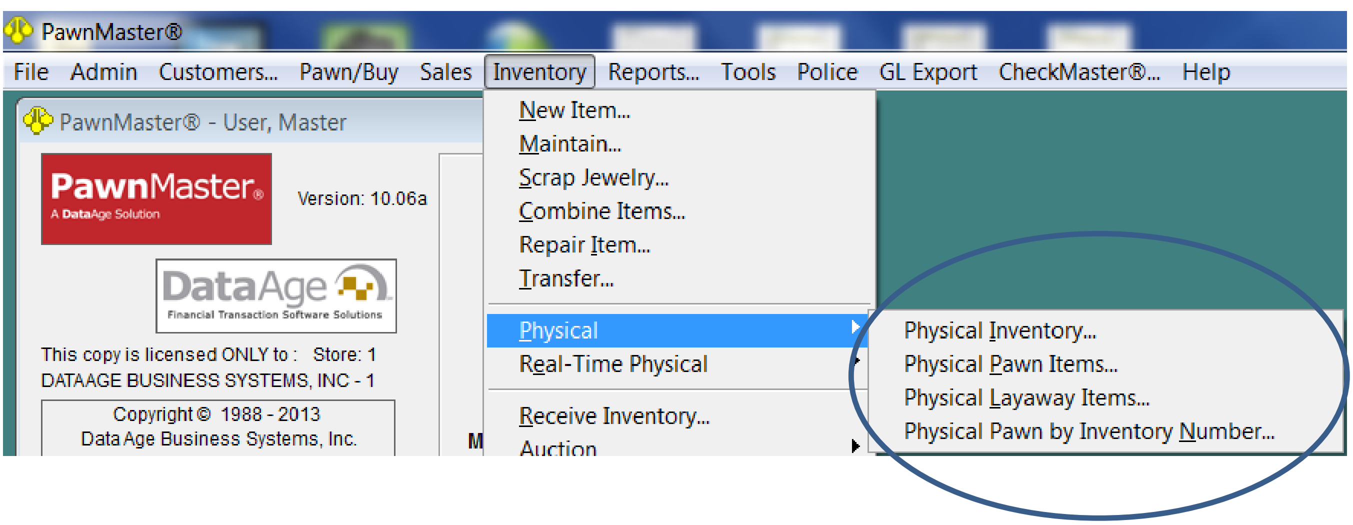
Inventory

Inventory Audits

Occasionally in any busy shop a few items will not get binned correctly when being pulled. For items that have no bin assigned running a missing bin report will help. For items that are assigned to the wrong bin, the only solution is to do an “audit” or “wall to wall inventory”.

PawnMaster can interface with the Datalogic Memor batch scanner and the Motorola MC9190 hand held terminal to increase speed and accuracy. ***Please see add-on modules.***

To begin an audit go to Inventory on the tool bar and select “Physical”. Then select “Physical Inventory”, Physical Pawn Items”, Physical Layawy Items” or “Physical Pawn by Inventory Number”.



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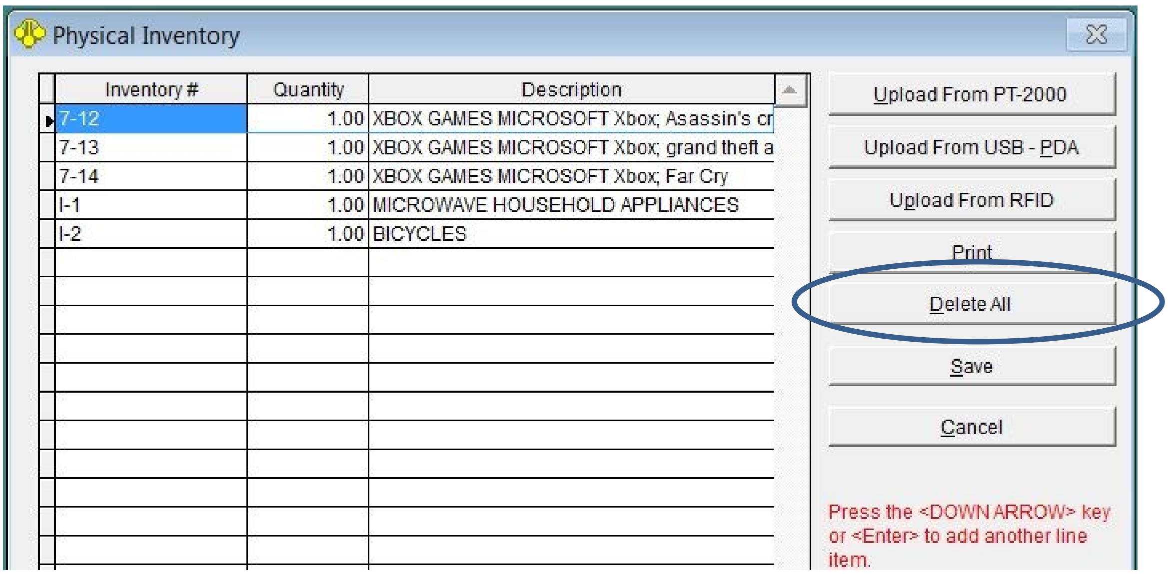
Inventory Audits

If the physical inventory screen contains data and you are starting a fresh audit, click "Delete All" then "Yes" and "Save". Your starting screen should only display "1.00" on the first line in "Quantity".



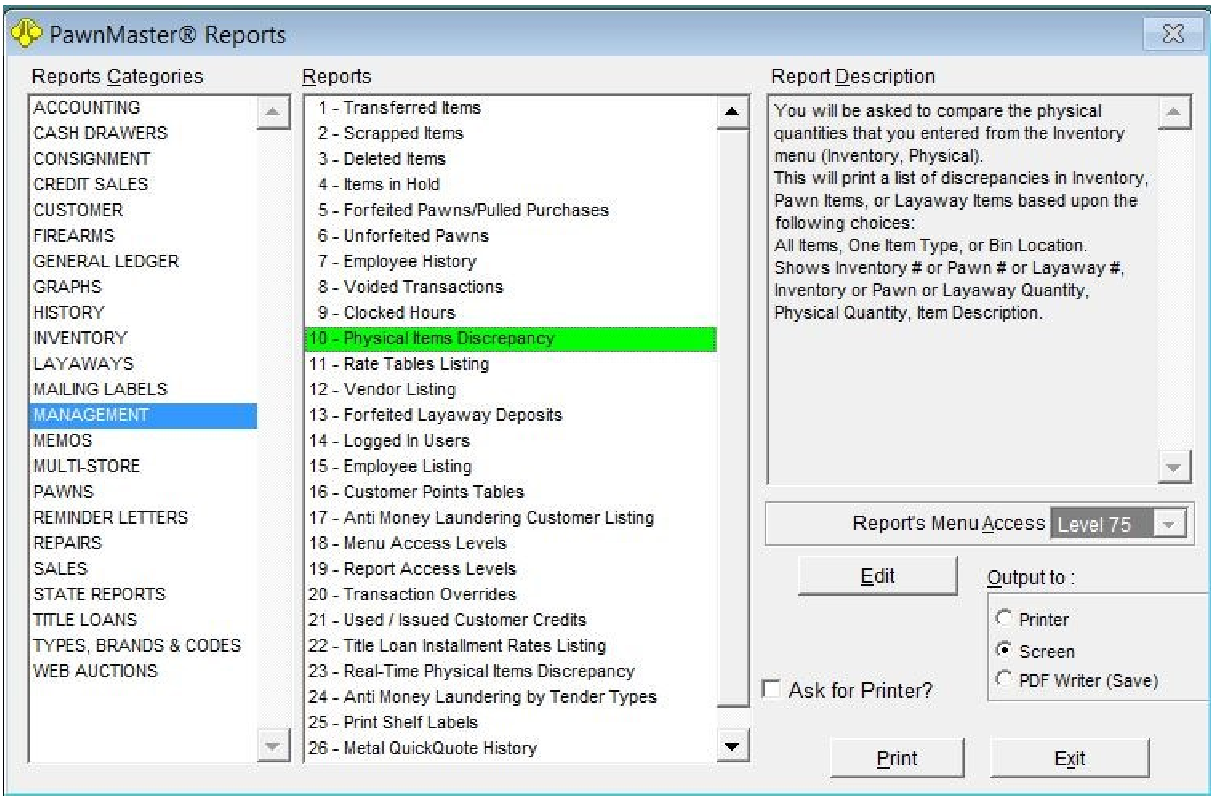
At this point you will need to enter the items you are auditing. If you performed a manual audit with pencil and clipboards, begin typing in the inventory numbers. If you have loaded PawnMaster on a portable computer and are using a handheld scanner, begin scanning the items. For any items that have a quantity greater than one, enter the correct quantity.

NOTE: if performing an audit using a portable computer wirelessly, a strong wireless signal is critical! If the connection is lost PawnMaster must be restarted and you may need to reenter any items scanned since last saved.

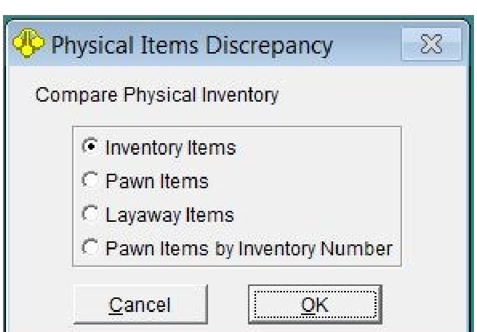
At anytime you can click "Save". The physical inventory screen will close, however when you return to it the items you already entered will be displayed.

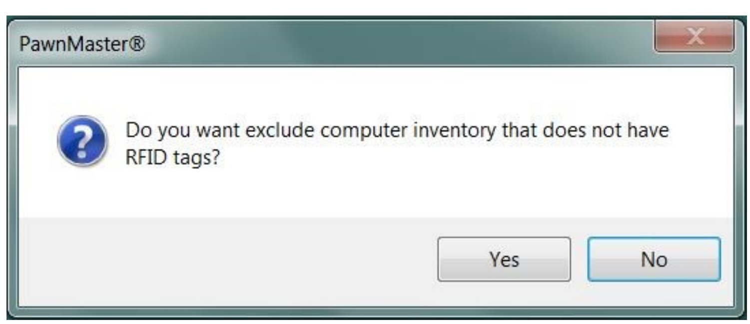
Inventory Audits

Once you have completed the audit for the location you have chosen, go to "Reports", select the report category "Management" and choose report 10, "Physical Items Discrepancy".



Select the item types audited. Unless you use RFID tags select "No".





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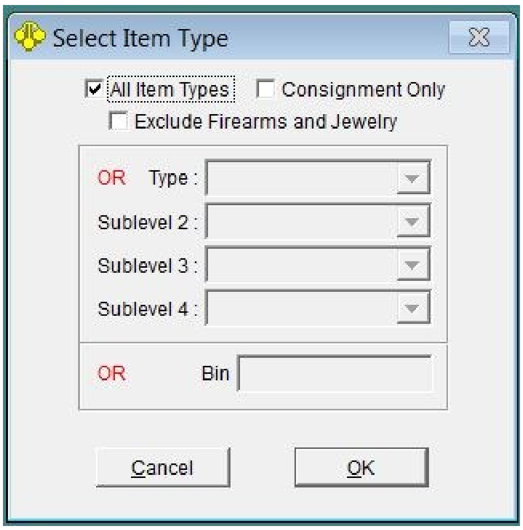
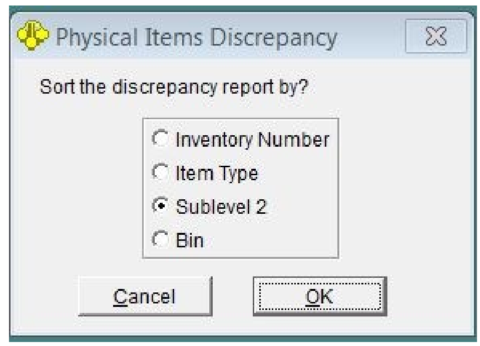
Inventory Audits

Select the item types or location (Bin) that was audited. Select a sort order if so desired.





The report that is generated will list only those items that are missing or are in excess for the location audited.

Physical Items Discrepancy For Inventory

All Items

Date : 12/20/2013 04:31:13 PM

DATA AGE BUSINESS SYSTEMS, INC - 1
10225 ULMERTON RD
UNIT 10-A
LARGO, FL 33771
(727) 582-9100

Inventory #	Inv Qty	Phys Qty	Bin #	Cost	Item Description
I-2	9.00	0.00		180.00	BICYCLES
I-31	1.00	0.00	FRONT	150.00	BICYCLES SPECIALIZED ROCKHOPPER, #P3JK43756
I-28	1.00	0.00	front	10.00	BICYCLE BICYCLES MURRAY TEAM, #N/V
I-29	1.00	0.00	front	20.00	BICYCLE BICYCLES NEXT, #n/v
I-30	1.00	0.00	FRONT	10.00	BICYCLE BICYCLES ROADMASTER MOUNTAIN SPORT SX, #NV
I-7	1.00	0.00	FRONT	30.00	BICYCLE BICYCLES DYNO COMPRE, #Y600H12962
I-32	2.00	0.00		40.00	CAMERA CAMERA EQUIPMENT FUJI F234
I-33	1.00	0.00	f2	40.00	CAMERA CAMERA EQUIPMENT KODAK easyshare c613, #kcgha80229015
I-34	1.00	0.00	a2	45.00	CAMERA CAMERA EQUIPMENT KODAK zi6, #ices-0003
I-19	1.00	0.00	A3	100.00	CAMERA CAMERA EQUIPMENT SONY dsc-w170, #6710679; in case
I-13	1.00	0.00	G3	200.00	PROFESSIONAL SET CAMERA EQUIPMENT LOWEL; IN BLACK SOFT CASE
I-530	50.00	0.00		345.00	AMMUNITION DEFENSE ACCESSORIES FEDERAL 38 SPL 158 Gr RND N; 38 Spl 158 Grain Lead Rnd Nose Federal American Eagle

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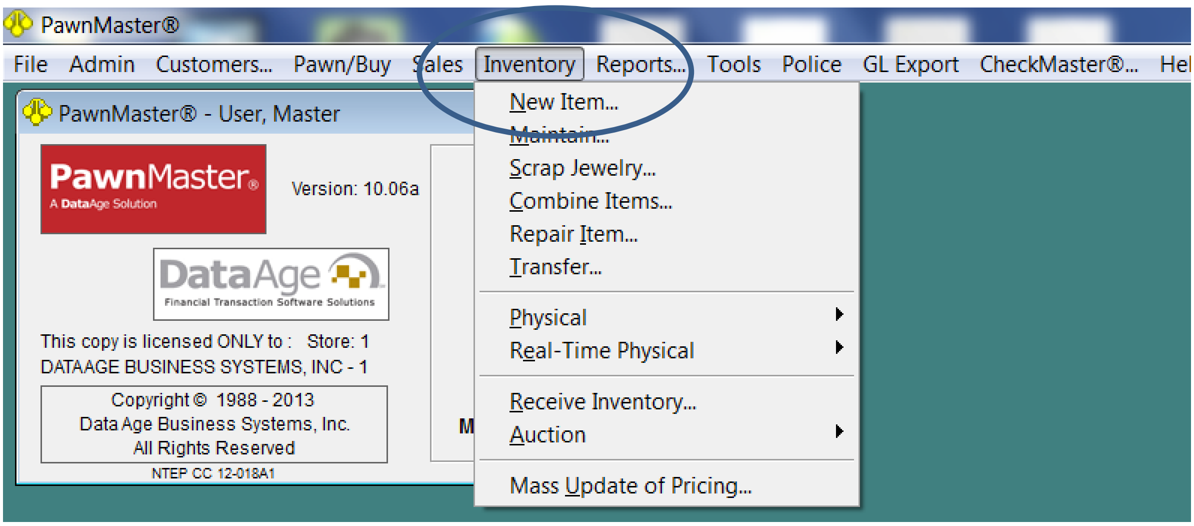
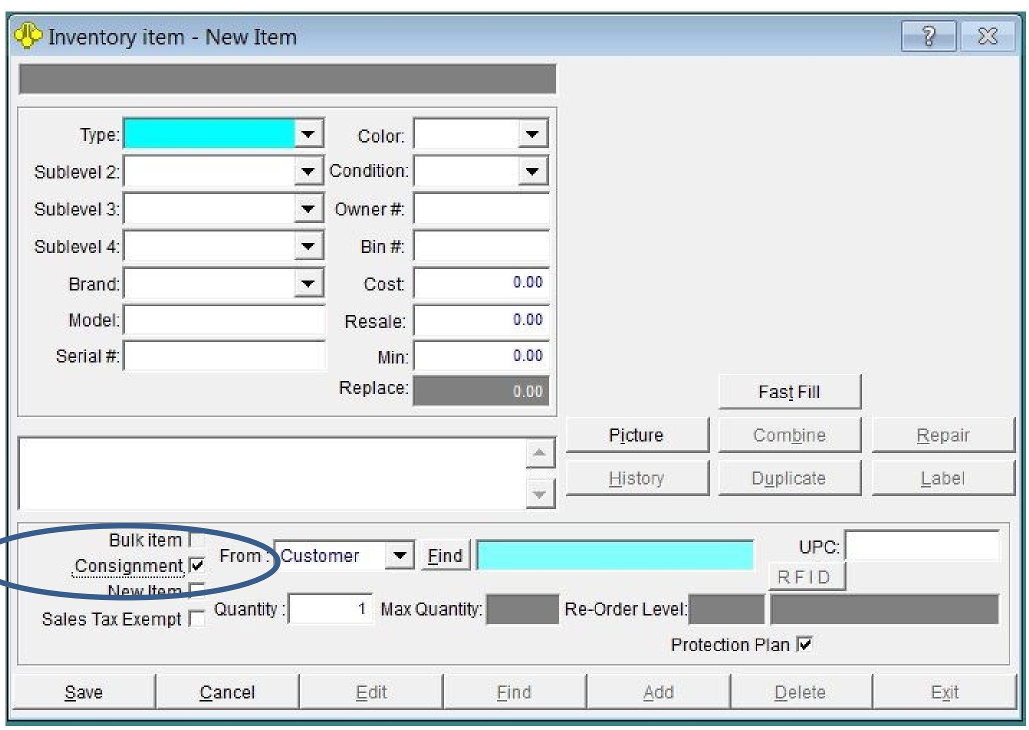
Inventory

Consignments

To take an item in on consignment go to “Inventory”, “New Item”.



Check the Consignment check box. <u>Find the customer who is consigning the item.</u> If the consigner isn’t a current customer, cancel and first add the customer.



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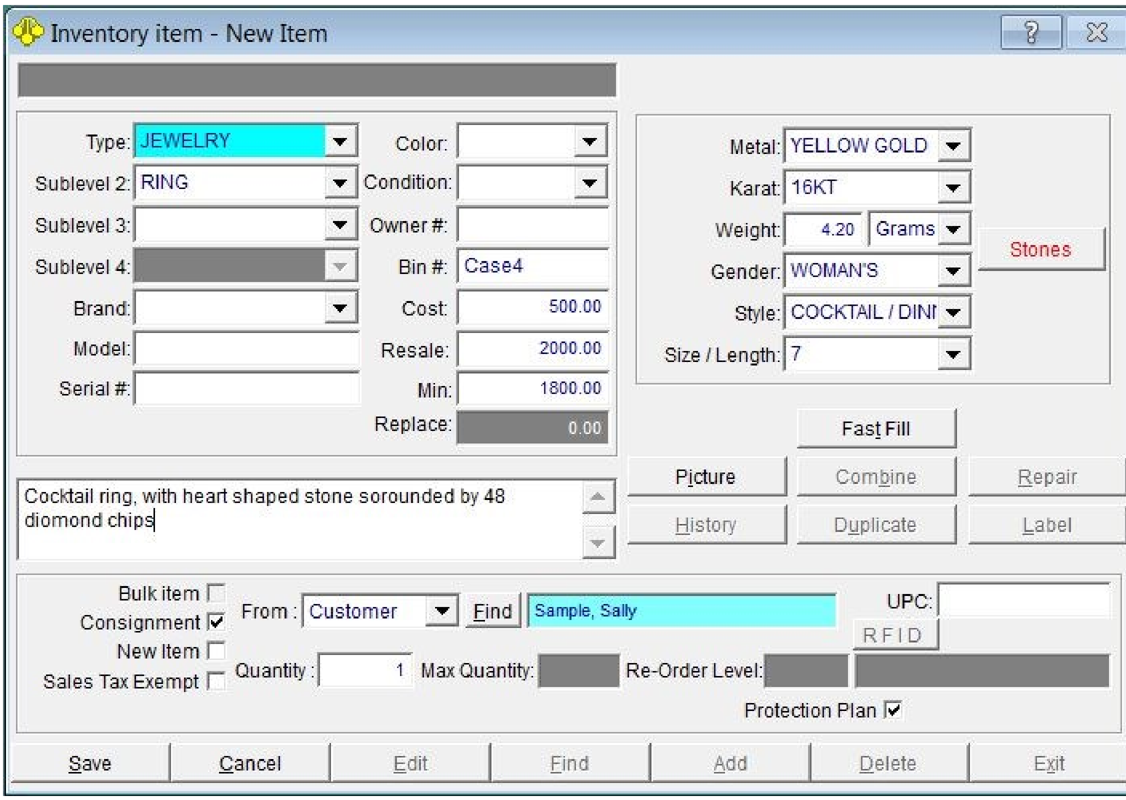
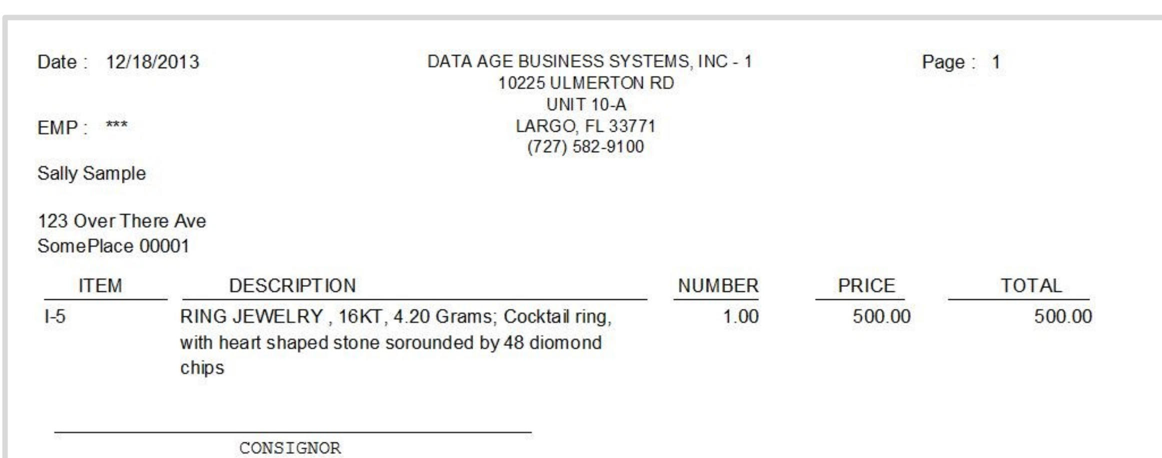
Consignments

Add all of the information pertaining to the item(s) being placed on consignment. The "Cost:" is the minimum the consigner is willing to let the item sell for. The "Resale:" is the amount that the item will be listed for and the "Min:" is the minimum amount the shop can sell the item for, and still make enough profit to do the consignment. Take any required pictures. Click "Save" when done



You will be prompted to print a consignment receipt.



Date : 12/18/2013

DATA AGE BUSINESS SYSTEMS, INC - 1
10225 ULMERTON RD
UNIT 10-A
LARGO, FL 33771
(727) 582-9100

Page : 1

EMP : ***

Sally Sample

123 Over There Ave
SomePlace 00001

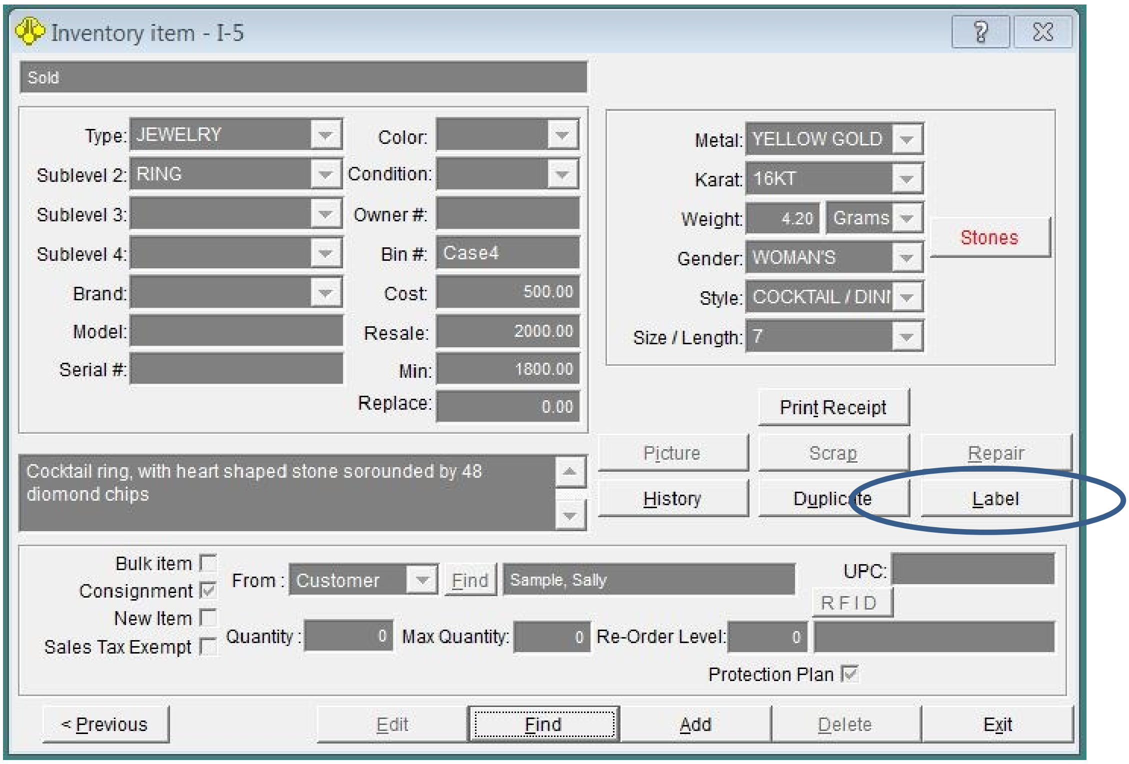
ITEM	DESCRIPTION	NUMBER	PRICE	TOTAL
I-5	RING JEWELRY , 16KT, 4.20 Grams; Cocktail ring, with heart shaped stone sorounded by 48 diomond chips	1.00	500.00	500.00

CONSIGNOR

Consignments

You will be prompted to print a police listing.

If you want or need inventory labels, click “Label”.



There are reports for current consignments, sold consignments and returned consignments. Once the item has sold, contact the consignor and pay them the difference between the final sale price and the “Cost:”.


ITEMS ON CONSIGNMENT ON 12/18/2013

All Consignors

DATA AGE BUSINESS SYSTEMS, INC - 1
10225 ULMERTON RD
UNIT 10-A
LARGO, FL 33771
(727) 582-9100

Date : 12/18/2013 05:33:14 PM

ITEM TYPE,BRAND, DESCRIPTION	INV #	CONSIGNOR	QTY	COST	RETAIL
RING JEWELRY , 16KT, 4.20 Grams; Cocktail ring, with heart shaped stone sorounded by 48 diomond chips	I-5	Sample, Sally	1.00	500.00	2000.00
				500.00	2,000.00

End of Report

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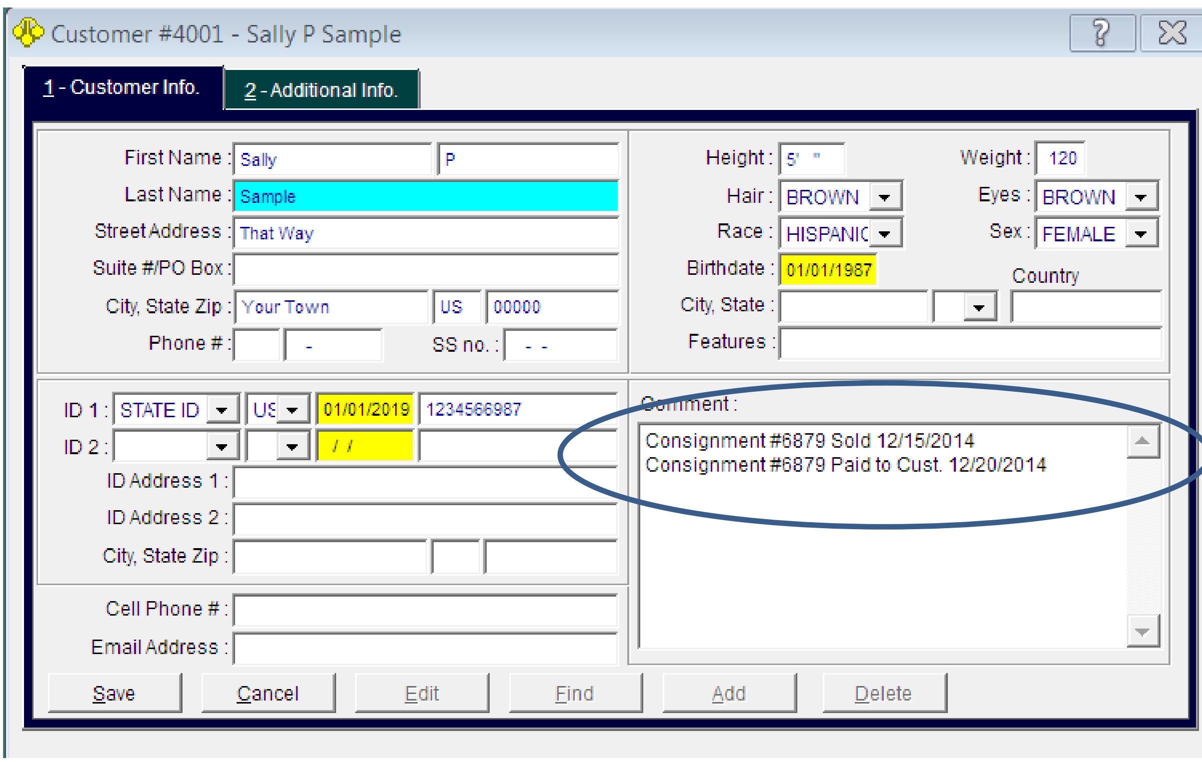
Consignments

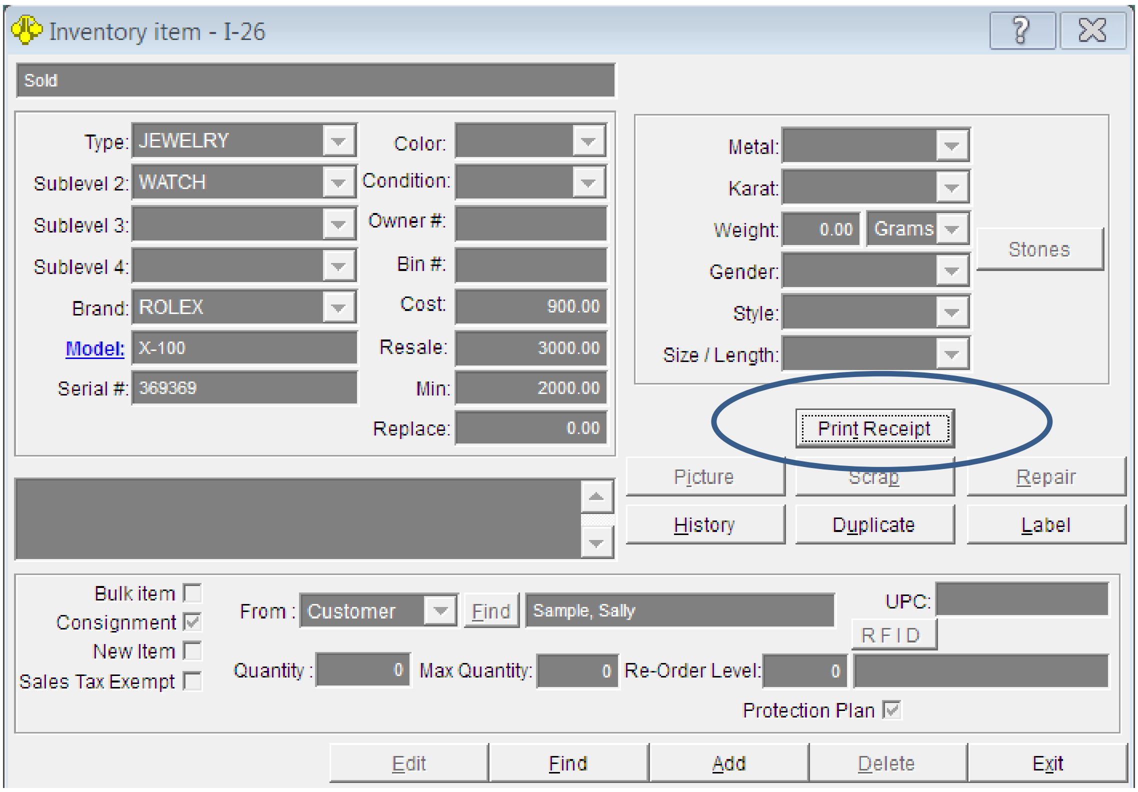
When the consignor comes in to be paid, determine if the payment will be in cash from a cash drawer or in the form of a check or other tender type. (Please see removing cash from the appropriate cash drawer here)

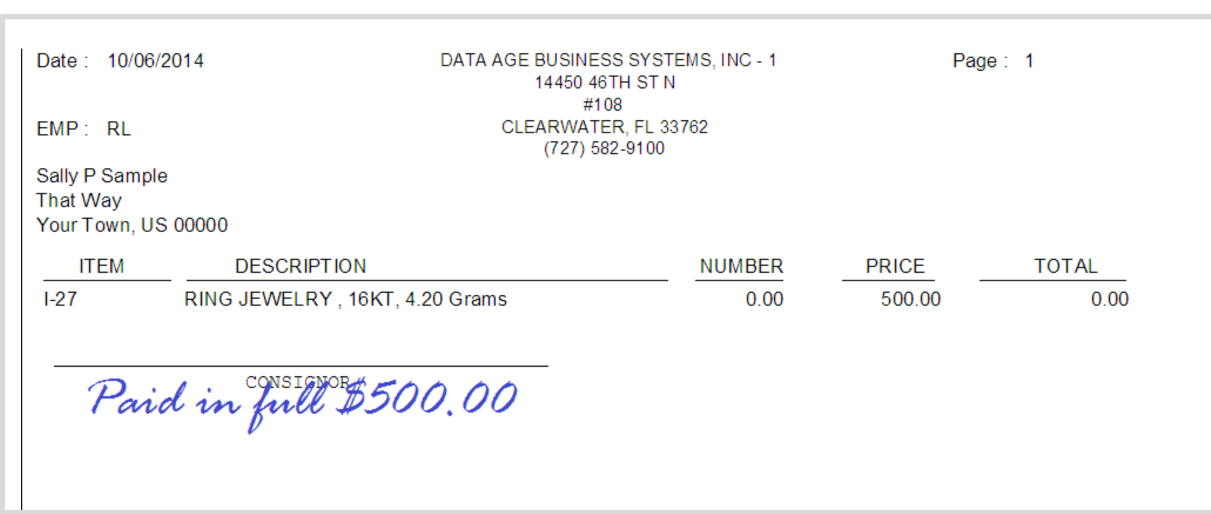
Enter a comment in the comments field that includes the consignment number and that the customer was paid. This is to prevent the customer from returning and claiming that they where not paid. Another option is to reprint the consignment receipt, mark it “PAID”, have the consignor sign it and keep it on file.



Consignments

To reprint the consignment receipt, go to “Inventory” on the tool bar and select “Maintain”. Select “All Items” and enter the ticket number or search by item type. Once the item has been found, click “Print Receipt”.





Date : 10/06/2014

DATA AGE BUSINESS SYSTEMS, INC - 1
14450 46TH ST N
#108
CLEARWATER, FL 33762
(727) 582-9100

Page : 1

EMP : RL

Sally P Sample
That Way
Your Town, US 00000

ITEM	DESCRIPTION	NUMBER	PRICE	TOTAL
I-27	RING JEWELRY , 16KT, 4.20 Grams	0.00	500.00	0.00

CONSIGNOR #

Paid in full $500.00

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Reports

Reports General

PawnMaster has 192 individual reports (not including the state specific reports). When the multi part reports and all the report variations are taken into account there are well over 400 report options.

It is important to note that some reports need to be run on specific days. If the report includes items that can change status such as an item pledged as a pawn being forfeited and pulled into inventory, as soon as the item changes status, running any report that included that item, even if you back date the report the item will no longer be included. For this reason it is recommended that the following reports be run on the last day of each month and saved as a PDF file or printed and filed.

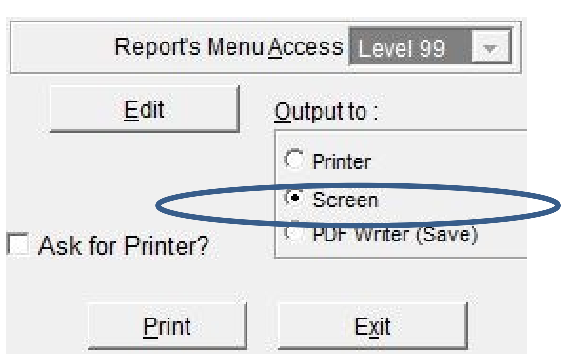
The following reports can be run for “totals only”;

Inventory report #1, Layaways report #1, Management report #4, and Pawns report #1.

An alternative is printing the Accounting report #2 the “Management Dashboard Report”. The advantage is printing a single report containing the needed information. The disadvantage is that the report contains so much information the needed figures can be hard to locate in the data.

A complete guide to every possible report is beyond the scope of this guide. Please take the time to run any report that you want on your data. Try running the same report with different options selected to see how it changes the results. Be sure to select “Output to: Screen” to avoid wasting paper.

For most reports, the data reported is self evident, there are a few reports that may need a little additional explanation.



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Reports, Accounting

Accounting report #1, "Analysis Report" can be printed as a 3 part or 5 part report, depending on whether you select "Yes" or "No" to the question to "Print a Breakdown by Item types". Selecting "Yes" will produce the two additional reports that detail the pawn transactions, followed by the details of inventory sales.

This is a date range report and the figures will be for only transactions that occurred between the dates selected.

Part 1 will be 3 pages detailing every possible revenue & expense source that PawnMaster tracks. This report also incudes every voided transaction and all undo's.

Part 2 is a summary of part one, voids and undo's are not detailed in this version.

Part 3 of the "Analysis Report" is the inventory portion of the reports. The first line "ADDED TO INVENTORY" is showing the change in inventory value by adding items to inventory for the date range selected. "DEFAULTED PAWNS" is showing the change in inventory value, by the loan amounts of defaulted loans pulled into inventory, for the date range selected. Deleted inventory, returned consignments and sales, shows the reduction in inventory value for the date range selected.

Part 4 is the pawn/buy activity for the date range selected. This is only reported if "YES" is selected when asked to "Print a breakdown by item types?". This shows the item details for all pawns that where made, or defaulted between the dates entered will be listed. NOTE; active pawns that received a service charge payment will no be included in this report. Pay special attention to items that show high quantities. For items that also have a high redemption (80% or greater) you can consider loaning more. For items that have a high default rate, consider loaning less or urge the customer to sell the item outright.

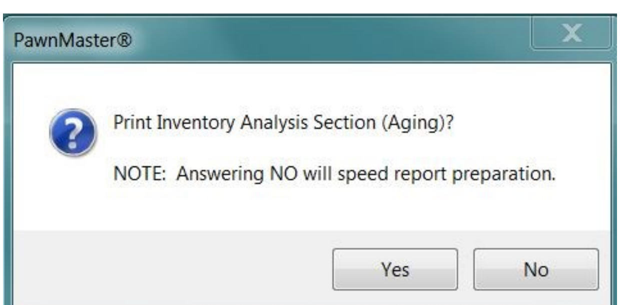
Part 5 is the sales data for the date range selected. This is only reported if "YES" is selected when asked to "Print a breakdown by item types?". This shows the item details for all sales in the date range selected. If an item on the previous report has a high rate of default, look for the same items here and see if the items are selling and at what profit. This is the final determination on whether you will continue to make loans on, or buy these items.

Reports, Accounting

Accounting report #2, "Management Dashboard" (not available in Flex), is a summary of 19 other reports. (see table for the list of reports.) This report defaults to the current day. Back-dating the report is possible, however keep in mind items that changed status, such as pawns that defaulted and were pulled will be reported as in inventory.

ACCOUNTING 1	Analysis Report
ACCOUNTING 5	Sales Tax Information
ACCOUNTING 7	Cost of Goods Sold for Pawn Shop
CASH DRAWERS 4	Main Cash Drawer Detail
CASH DRAWERS 5	All Cash Drawers Detail
CASH DRAWERS 8	Cash Drawer Over / Short
INVENTORY 1	Items in Inventory
LAYAWAYS 1	Layaways
MANAGEMENT 5	Forfeited Pawns/Pulled Purchases
MANAGEMENT 8	Voided Transactions
MANAGEMENT 13	Forfeited Layaway Deposits
PAWNS 1	Items in Pawn
PAWNS 2	Pawn Payments
PAWNS 3	Forfeit List
SALES 3	Discounted Sales
SALES 4	Below Cost Sales
SALES 5	Voided Sales
TITLE LOANS 1	Overdue Title Loans
TITLE LOANS 2	Title Loans Out for Repossession

When running the Management Dashboard Report you will be asked if you want to include inventory turns. Keep in mind this report is pulling data from several locations in the database and can take a long time to run, depending on the speed of your computer and the amount of data to report.



When viewing the Management Dashboard report, "DAY" is the date selected, "WTD" is , week to date, "MTD" is month to date and "YTD" is year to date.

If "Yes" is selected, the following information will be reported on the lower right section of the report;

INVENTORY ANALYSIS: Aging as of 01/20/2014 02:39:25 PM

0-90 Days	91-180 Days	181-270 Days	271-365 Days	366-730 Days	731 Plus
2,306.00	0.00	0.00	0.00	0.00	0.00

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Reports, Accounting,

Accounting report #3 "Shop Statistics" can be run for the shop as a whole or by employee. This report (run for the shop), coupled with the Item In Pawn Totals Report, will give users a good estimate of how much money in interest income they will make over the next period. Simply multiply the redemption amount rate by the "Total service Charges Due" from Pawn Report #1. the resulting figure is the amount of income you can expect from service charges for the up coming month.

The industry average redemption/default ratio is 70/30. The business model you are striving for may be significantly different. You may want a higher redemption ratio to control inventory growth. Or you may have a highly profitable avenue for disposing of defaulted merchandise so that your funds are not tied up sitting on the shelves.

You will notice that the redemption ratio is reported twice on the report. The top value is averaged by the number of loans written.

Redemption Rate:	67.58 %	Service Payments:	68.41 %
Default Rate:	32.42 %	Redemption Payments:	31.59 %
Redemption Amount Rate:	63.77 %	Default amount:	10,882.00
Default Amount Rate:	36.23 %	Re-Written Amount:	0.00

The bottom redemption ratio is averaged by the dollar value of the loans written.

The Service Payments and redemption Payments combined will total 100%. These figures are both on the interest and service charges only and provided to show what percentage of the revenue is recurring.

Running this report for each employee can help show if any employees are varying widely from the shop's business model.

Accounting report #4, employee's profit, is intended to be used by shops that pay employee commissions. If you do not intend to pay commission you can disregard this report. It may still be of some use to compare employee sales performance.

The key to understanding this report is knowing that PawnMaster doesn't calculate employee commissions. PawnMaster only reports the totals and it is up to the store owner/manager to calculate how much commission to pay the employees. Because each employee may have a different commission and you may choose to pay commissions on different criteria for each employee, this report only shows the amounts assigned to the employees.

This is a date range report, you may want to run it weekly, bi-weekly, monthly or quarterly, depending on how often commissions are paid. Each transaction the employee completed will be reported with the date, transaction number and amount. If any commission is paid for the first five columns, take the total at the end of the report and calculate any earned commission.

Gross Profit, is the total profit on **Sale transactions only**. It is important to note that PawnMaster assigns all of the Commission Profit to the person making the pawn/Buy unless "**Percent of sale to go to emp. making sale**" has an entry in it. (please system settings.)

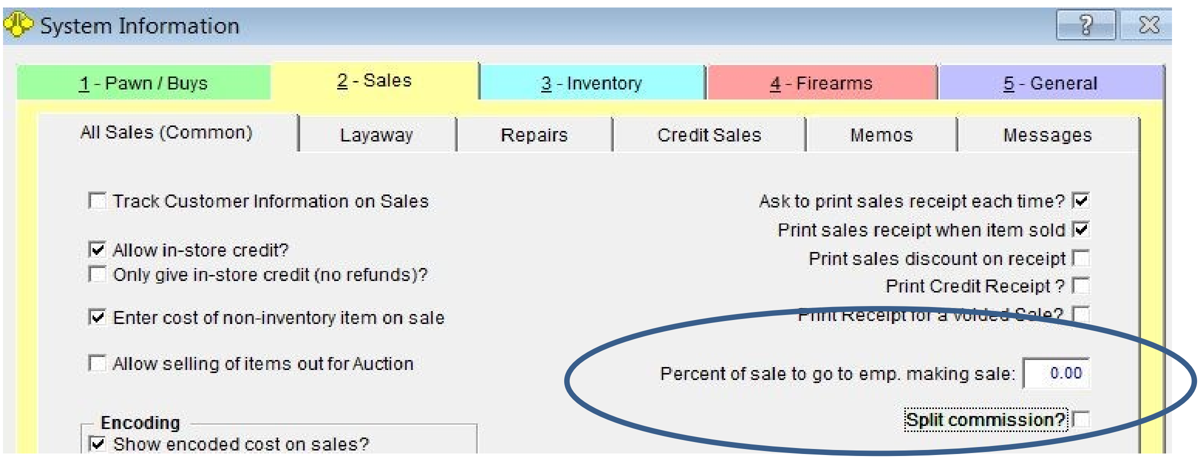
Commission Ratio, is the percentage of the transaction's profit assigned to the employee being reported. Keep in mind, if the sale included multiple items this number can be a fraction if other employees took the items in as pawns or buys.

Commission Profit, is the total profit assigned to the employee. Use this total to calculate the commission for each employee, if commissions are paid on "Sales Profit".

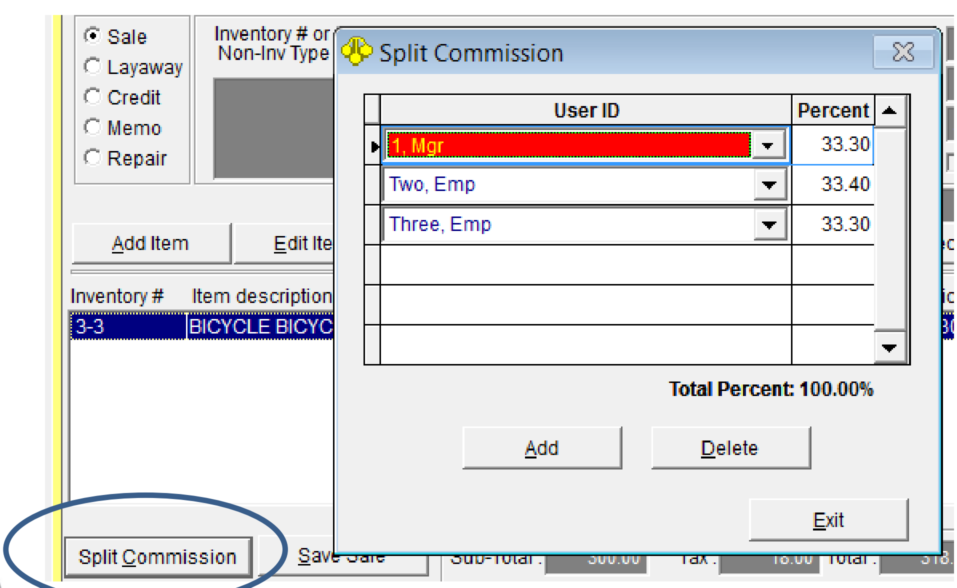
Accounting report #4, employee's profit continued.

Changes here, on the system setup tab, "All sales (Common)", will have a significant effect on how profits are assigned. **Profits are NEVER "assigned" to the shop.** *The shop doesn't sell inventory, employees do.* The profit will either be assigned to the person taking the item in as a pawn or a buy (default setting), assigned to the person selling the item, or split between those two persons according to the percent entered here.

Warning: changing this setting is not retroactive. The percentage is recorded in the transaction record at the time the pawn/buy is made.



If "Split commissions?" is checked, the option for multiple employees to divide the commission is added to the sales screen. Each employee's portion will be reported in the employee profitability report in commission ratio and commission profit.



Reports, Accounting,

Accounting report #6, Transaction Times;

This report is very useful for calculating staffing needs. It can be run by hours or days for a date range. Running the report by hours will show what types of transactions are being performed at what times throughout the day. Running it by days will show what days of the week are busiest.

Accounting report #9, Items Disposition ;

A summary of what has happened to pawned & purchased items over a specific date range. This report is used to make decisions on the risk in taking specific item types. If an excessive number of an item type are defaulting, are you loaning to much? If several items of a specific item type are getting confiscated by the police is the profit enough to justify the risk? If several items are being deleted from inventory because of breakage, a closer look is in order, maybe a particular brand is poorly made or defective.

Accounting report #11, Employee Performance Report;

This is a 3 part report, combining information from the transaction times report and accounting report 1 parts 4&5 for only the employee selected.

Reports, Cash Drawers,

Cash Drawers reports;

Which Cash Drawer report(s) you use will depend on how your cash drawers are configured. Please see the section on Cash Drawers to determine witch report(s) you need to run.

All cash drawer reports can be printed for totals only or with the details of every transaction. By selecting "Yes" to include tender types will indicate what payment type was used for each transaction.

Reports, Customer (Marketing)

Customer report # 10, “Demographics by Race/Age”

Running this report once or twice a year can be a real eye opener. Shop Owners/Managers aren’t always aware how much certain market segments are doing in the shop. The report data can be used for your business decisions in marketing, staffing and much more.

Customer report # 20, “Summary Referral report”

If your staff are trained to ask how a customer heard about your shop, the answers should be recorded on the customer screen tab 2, “Referred”.

Knowing how much revenue your marketing is generating is invaluable. As long as the information is being captured, PawnMaster has reports to help you make proper marketing decisions.

Running this report, will show the total number of pawns, buys and sales with a total dollar amount for the date range selected.

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Firearm Reports

Firearms report #1, Firearms Count;

This is a detailed list of all firearms that should be in the shop at the time the report is run. The firearms will be reported as being in “Buy” hold, “Pawn” hold or in current inventory. Serial numbers are listed and a total number is provided at the end of the report. It can be run for totals only or with full details.

Firearms report #2, Firearms Log Book;

When printing the logbook, you may be asked if you want to ”Print gunlog entries after switching to 2013-5” or “Print gunlog entries before switching to 2013-5”. (any firearms that came into the shop prior to October 2014 will be “BEFORE” switching and firearms that came in after October 2014 will be “AFTER” switching. Combining both sections makes the complete firearms logbook. This is because of an ATF rule change.

If you select “Print pages, enter the page number range you want. If You select “Print changed pages only”, be sure to select “Yes”, selecting “No” cancels the report. This report will list only the changes that have been recorded since the last printing.

Firearms report #3, Firearms Log Detail;

This report prints the details in the log book for a specific firearm. You can find the firearm by any of 13 search criteria, such as serial number, customer last name or NICS number.

Firearms report #6, Firearms Acquisition/Disposition;

A list of all firearms that came in to and left the shop for the entered date range.

Firearms report #8, Firearms in the Shop;

This report’s layout and included information is as specifically requested by the ATF. The details for every firearm are provided, and customer information, but the total count of firearms is not included.

Firearms report #9, Firearms Disposition with Reason;

Details the firearms that have left the shop over the specified date range.

Inventory Reports

Inventory report #1, Items in inventory;

This is where you can view all inventory or inventory of a certain type or in a specific location. This is also where you are able to view your aged inventory for any date range you choose.

Inventory report #9, Metal weight;

Know the exact weight of all precious metals in your shop at all times. Use the report to do spot audits. Also useful for knowing your risk as metal spot prices move up or down.

Inventory report #17, Inventory turns;

Used to determine if inventory is turning over. Inventory sitting on the shelves is money tied up that can’t be put out on the street. Successful shops turn over the inventory 4 to 5 times every year. Consider discounting items slow to move or auction the items locally or using the internet, to get the money back out on the street working for you.

Management Reports

Management report #3, Deleted Items;

All deletions should be set to require an override. All transactions are tracked with an audit trail, PawnMaster is one of only a few pawn applications that track this.

Management report #4, Items in Hold

This report will list purchased items (Buys) that have not yet been pulled in to inventory. The report includes the date out.

Management report #20, Transaction Overrides;

Used to make sure managers are not taking advantage of their privileges.

Management report #24, Anti Money Laundering by Tender Types;

This report should be run at least twice a month. The IRS mandates that any transaction or related transactions totaling $10,000.00 in cash or cash equivalent needs to be reported within 14 days. (see **Title 31 Anti-Money Laundering).**

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Reports, Pawns,

Pawns report #1; Items in Pawn;

The “Total Pawn Amount” is the dollars on the street. The “Number of Pawns” is the total number of pawns written, if a pawn has multiple items on the ticket, the next line, “Number of Items” provides the total. The ‘Total Service Charges Due” when multiplied by the average redemption ratio will provide an accurate estimate of the shop’s future cash flow. The “average Days Due” shows how often customers are coming in and making payments. Text Messaging has been proven to be an effective way to keep customers coming in to make payments in a timely fashion.

Pawns report #3, Forfeit List;

This report is also accessible from the tool bar under “Pawn/Buy”, “Forfeit Listing”. This report should be run and checked prior to doing any pulls. Line out any items not to be pulled, or consider extending the pawn. This report can be run for Buys, Pawns or both. The items types can be filtered. It is recommended to print this report when doing pulls.

Pawns report #9, Missing Bin Report;

For items taken in as collateral , it is STRONGLY recommended that they are placed in bins and the location recorded in PawnMaster. When bins are used and a customer redeems an item, as soon as the payment is save PawnMaster displays the bin name. It is very nice to be able to go right to the item and not have to spend time looking for it. Many shops will print the Missing Bin Report at the end of each day and the employees can not leave until all items have been assigned a bin.

Reports, Sales,

Sales report #1; Sales;

Totals Include: Sales, Layaways, Repairs and Credit Sales. It is recommended to run this report at the end of every month.

Sales report #3; Discounted Sales;

This report can be a useful security report to spot trends, such as employees discounting friends. Or if any employee may be consistently maxing out the allowed discounts. The report shows the suggested price, sold for price, total discount, total cost and discount percentage.

Sales report #5, Voided Sales;

Know what sales and layaway transactions are being voided. Frequently voiding sales and layaways can be considered a red flag and deserves further investigation.

Reports, Credit Sales, (If used)

Credit Sales, report #1; Credit sales

This report lists the details of all credit sales performed for the date range selected.

Credit Sales, report #2; Credit sales Due

This report is a detailed list of all credit sales that have payments due. The charges paid and amount due is listed.

Credit Sales, report #3; Written off Credit Sales

This report is a detailed list of all credit sales that are deemed uncollectable and have been written off. The total written off is also provided.

Credit Sales, report #4; Credit sales Change

This is a place holder and not currently used.

Credit Sales, report #5; Credit sales Statements

This can be a letter, label or Self-Mailer. All customers with payments due will be listed. Select the customer(s) to include for the reminders to be sent to. Printing this report is required to calculate late charges. The late charges will only be applied to the transactions once the statements are printed.

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Sample Start of day/End of day check lists

Start of day

Log in to PawnMaster

Disburse cash to cash drawer if needed

Load printer with tickets and plain paper if needed

Check inventory labels in label printer(s)

Print forfeit listing

Mark customers with high redemption ratios to call, if needed

Pull Buys

End of day

Print daily reports

Check Pawns Missing bin report, to confirm all items are binned

Submit police file, if needed

Balance all cash drawers.

Backup PawnMaster

Suggested daily reports

Accounting

Report 1, Analysis report
Report 2, Management Dashboard

Cash Drawers

Report 2, Employee Cash Drawer detail, (if used)
Report 4, Main Cash Drawer Detail, *Activity since Pervious Closeout*
Report 6, Cash in Cash Out, today only

Customer

Report 21, New Customer Report, Today only

Inventory

Report 4, Inventory Reorders by Primary Vender
Report 5, Held Confiscated Items
Report 13, Missing Bin Report

Layaway

Report 1, Items in Layaway, Current

Management

Report 4, Items in Hold, Date Range, today only
(this is to walk your buys)

Management

Report 5, Forfeited Pawns/Pulled Purchases, today only (used to make sure employees are pricing pulls correctly)

Management

Report 6, Unforfeited Pawns, today only, (most days should show "no data")

Management

Report 13, forfeited Layaway deposits, today only

Memos

Report 1, Memos (if memos are used)

Pawns

Report 1, Items in Pawn, today only, (this is to walk the pawns)
Report 9, Missing Bin Report, (bin any items that haven't been binned)

These are only suggestions. You may choose to add or remove reports from this list as needed. The reports can be printed and filed or saved as PDF files to a folder on your computer.

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Add-on Modules General

PawnMaster Modules allow shops to add future functionality to PawnMaster. These modules increase revenue or add convenience and security, as the needs of the shop grow. Only pay for the features you need.

This section Lists the modules available and provides a brief overview.

e-4o

Integrates PawnMaster with online sales platforms such as eBay and Craig's list.

Adds tax exempt sales, shipping fees and optimized selling items out of PawnMaster on completed auctions.

Audit

The Audit Module allows the shop to quickly review the day's transactions in sufficient detail to determine if there have been any errors made or fraudulent activity.

Biometric

The finger print module allows electronic capture, verification, printing and police reporting of customer finger prints as well as automatic employee logins.

Integrated credit card processing

This is strongly recommended so that your cash drawer(s) balance automatically, seamlessly and include all credit card payments.

Customer Loyalty Points

Customer loyalty programs have been proven all around the world and in any business to create a reason for customers to return.

DigiShield

It is critical that PawnMaster is backed-up be on a regular basis. If you find that the daily backup is being missed or you worry about the integrity of the backup consider adding DigiShield.

General Ledger, (QuickBooks)

Send transaction information directly to QuickBooks.

ID Scanning

Click "Scan ID" and auto populate customer information in PawnMaster. Significantly increase speed at the counter and keeps employee eyes out of the screen and monitoring customer activity.

Modules

Data Collector

Use a cordless handheld computer to perform more frequent inventory audits quickly, easily and accurately.

KeyDX

Designed for the pawnshop owner with multiple shops, or the single shop owner who likes to stay connected. KeyDX brings more than 40 of the most useful reports to web enabled device, anywhere you have internet access.

OFAC

Don't rely on your employee's instincts on when to perform a search for "Specially Designated Nationals" (terrorists and drug cartel members), Have PawnMaster check every customer against the list every time.

Protection Plans

Common in many retail stores that sell electronics, when implemented properly this provides an excellent service to your customers and can be a very profitable source of revenue.

Quick Quote

Allows you to quickly give metal quotes to your customers prior to getting involved with entering the customer information. It is a quick calculator for employees and implements controls on raising amounts paid for metals. It also tracks declines and accepted offers to help you monitor at what price metals left your shop and into a competitor's.

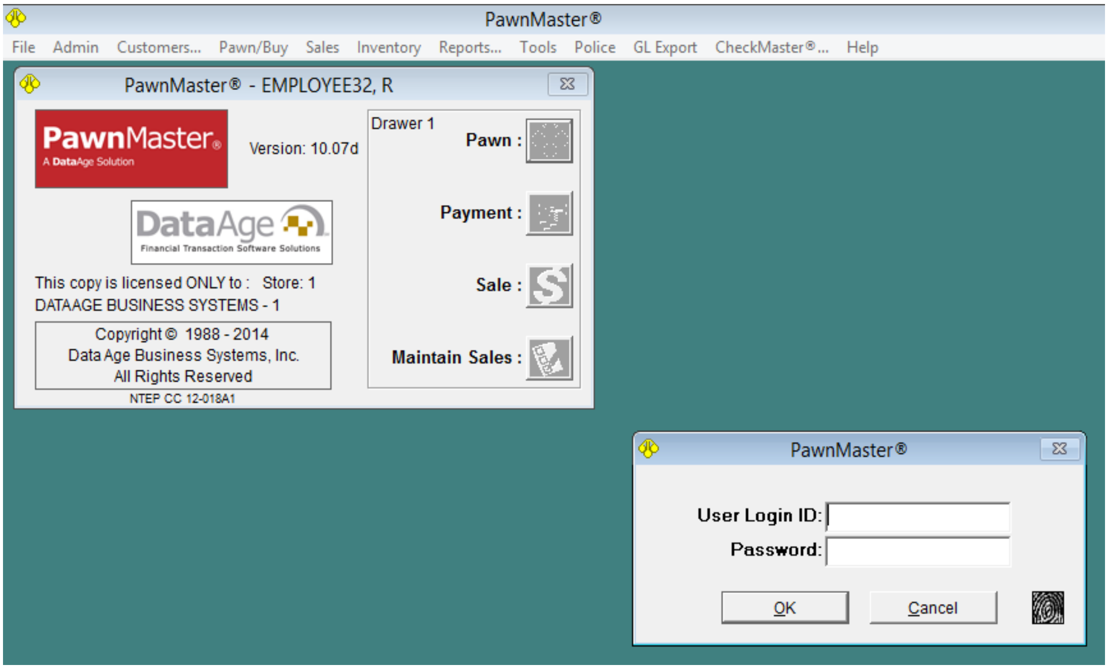
Text Messaging

Designed to automate communication with your customers. With this module customers are automatically sent a curtesy reminder when payments are coming due, or collateral s about to forfeit, thus increasing service revenue. With customer consent, texting is a great way to inform your customers of sales, special offers and events. The text messaging module also adds additional security tools for managers

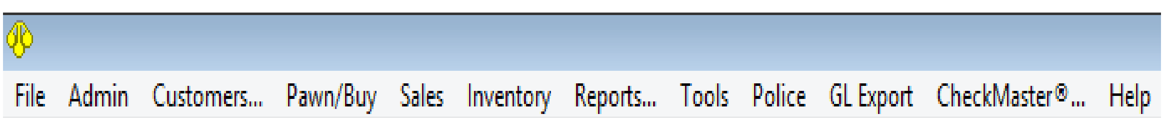
Title Loan

With the Title Loan module installed , shops can offer title loans and vehicle pawns. The title loan module add a new separate set of rate tables specific to installment loans and a duration of months that may be required in your location

Appendix-A
Keyboard shortcuts



On the login screen, the **tab** key or **arrow keys** may be used to move the cursor. **Enter** key or **ALT+ O** used to login.



On the home screen, pressing the ALT key, will add an underline to the shortcut keys. Here is a list of the shortcuts for the PawnMaster toolbar;

ALT+F	File
ALT+A	Admin
ALT+C	Customer
ALT+P	Pawn/Buy
ALT+S	Sales
ALT+I	Inventory
ALT+R	Reports
ALT+T	Tools
ALT+O	Police
ALT+G	GL Export
ALT+M	CheckMaster
ALT+H	Help, Also accessible by pressing F1 and right-clicking in certain fields

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Appendix-A
Keyboard shortcuts

When using keyboard shortcuts, hold down the ALT key through each of the keystrokes. Do not release then press the alt key again, because, depending on the key combination selected different menus will open.

For example;

Pressing **ALT+P, N, F, I,** will start a new pawn and take me right to the screen to scan a customer's ID.

*However pressing **ALT+P** then **ALT+N** then **ALT+F** then **ALT +I** will result in opening the inventory menu.*

Memorizing the keyboard shortcuts for just a few of the most frequently used tasks will greatly increase your speed and productivity.

Admin

ALT+C	Cash Drawers
ALT+G	Gun Log
ALT+M	Maintain Employees…
ALT+V	Vendors…
ALT+P	Printer Setup
ALT+D	Image Capture Devices
ALT+W	Weight and Balance
ALT+S	Store Setup
ALT+I	Item Setup (Codes)
ALT+L	Customer Locks

Customers…

ALT+E	Edit
ALT+F	Find
ALT+A	Add
ALT+D	Delete
ALT+X	Exit

Pawn/Buy

ALT+N	New
ALT+M	Maintain
ALT+P	Payment
ALT+L	Forfeit Listing
ALT+F	Forfeit Pull
ALT+O	Overdue Title Loans
ALT+R	Send out for Repo
ALT+U	Undo Reminder Notices
ALT+B	Assign Bins
ALT+C	Change amount of Items
ALT+A	Audit
ALT+E	Remote Store Payment

Sales

ALT+S	Sale
ALT+M	Maintain Sale
ALT+L	Layaway
ALT+Y	Maintain Layaway
ALT+R	Repair
ALT+E	Maintain Repair
ALT+C	Credit Sale
ALT+D	Maintain Credit Sale
ALT+I	Memo Item
ALT+O	Maintain Memo

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Appendix-A
Keyboard shortcuts

Inventory

ALT+N	New
ALT+M	Maintain Inv.
ALT+S	Scrap
ALT+C	Combine
ALT+I	Repair
ALT+T	Transfer
ALT+P	Physical
ALT+E	Real-time Physical
ALT+R	Receive Inventory
ALT+A	Auction
ALT+U	Mass update price

Reports

ALT+C	Report Categories
ALT+R	Reports
ALT+T	Total only
ALT+P	Print
ALT+X	Exit

Tools

ALT+B	Backup
ALT+A	Data Maintenance
ALT+C	Remove/Add Cash
ALT+M	Message
ALT+G	Gold Quote
ALT+D	Daily Spot Price
ALT+W	Wanted Items
ALT+P	Change Emp. Password
ALT+T	Time clock
ALT+O	Combine Customers
ALT+E	Extend all Pawns
ALT+F	Pickup a Firearm
ALT+L	E-Mail Customers
ALT+K	Print a Check
ALT+R	Debit Load Card
ALT+S	Send Text Messages
ALT+X	Send Blast Text Message
ALT+H	Print Shelf Labels
ALT+Q	Metal Quick Quote
ALT+I	Protection Plan

Police

ALT+T	Ticket Listing
ALT+C	Create File to Send
ALT+H	Hold/Confiscate
ALT+O	OFAC SDN Listing
ALT+B	BWI Real-time Sub

GL Export

ALT+X	Export Batch Data
ALT+P	Print Batch
ALT+A	Setup Accounts
ALT+C	setup Cash drawers
ALT+I	Setup Item Types
ALT+M	Setup Account Mask
ALT+O	Setup Options
ALT+K	Setup Checking Accounts
ALT+R	Remote Store Payment Setup

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Appendix-A
Keyboard shortcuts

*On all **Date range menus**, use the following keyboard shortcuts;*
"+" adds one day
"–" subtracts a day
*"m" goes to first day of the **m**onth then prior month*
*"h" goes to last day of the mont**h** then to next month*
*"y" goes to first day of the **y**ear then prior year*
*"r" goes to end of year then forward a yea**r***
*"t" resets to current day or **t**oday's date.*

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Glossary of Terms

4473, Form- A Firearms Transaction Record, or Form 4473, is a United States government form that must be filled out when a person purchases a firearm from Federal Firearm License holder (such as a gun shop).

1D Barcode- A 1D barcode is a series of vertical lines that is an optical machine-readable representation of data relating to the object to which it is attached. Originally barcodes systematically represented data by varying the widths and spacing of parallel lines, and may be referred to as linear or one-dimensional.

2D Barcode- Barcodes evolved into rectangles, dots, hexagons and other geometric patterns in two dimensions (2D). Also known as QR codes. Frequently the term 3D barcode is used, but this is generally incorrect as a 3D barcode has depth, is engraved and only used in very specialized applications.

Amortization Schedule- The process of paying off a debt, loan or mortgage over time through regular payments. A portion of each payment is for interest while the remaining amount is applied towards the principal balance. The percentage of interest versus principal in each payment is determined in an amortization schedule.

APR- The term annual percentage rate (APR), also called nominal APR, and the term effective APR, also called EAPR, describes the interest rate for a whole year (annualized), rather than just a monthly fee/rate, as applied on a debit, loan, mortgage, credit card, etc.

ATF- The Bureau of Alcohol, Tobacco, Firearms and Explosives is a federal law enforcement organization within the United States Department of Justice. The ATF also regulates via licensing the sale, possession, and transportation of firearms, ammunition, and explosives in interstate commerce.

Auction Module- An add-on module for Pawn Master that provides a virtual inventory location used for tracking items that have been listed in various web-sites. Items moved to auction can still be sold from the shop and additional reports are available. A unique feature is the ability to print a notice at the auction workstation , to pull the item off-line when sold.

Barbell label-See Jewelry Label.

Barcode- A barcode is an optical machine-readable representation of data relating to the object to which it is attached. Originally barcodes systematically represented data by varying the widths and spacing of parallel lines, and may be referred to as linear or one-dimensional.

BATF- See ATF above.

Bin - The system used by the shop to locate stored merchandise. May be boxes, selves, cabinets, safes , drawers, tool- sheds, etc. . . Any location where an item can be stored or displayed.

Glossary of Terms

Bin Number - Limited to six characters, a system used to identify the location where items are stored. See Bin.

Blind Closeout- The act of totaling the funds in a cash drawer without having the expected total know at the time of summing the funds.

Buy Option- Is a contract to provide the seller the first opportunity to buy back goods sold within the duration of the contract. Buy Option contracts are often used where pawn loans are restricted or prohibited by law.

Collateral- Any item of value used to secure a loan.

Compounding Interest- When interest is added to the principal, so that, from that moment on, the interest that has been added also earns interest. The period the interest is compounded may be, daily, monthly or annually.

Counterfeit- To imitate something. Counterfeit products are fake replicas of the real products.

Currency Delimiter- Symbol use for a currency digit separator, used for ease of reading. Different cultures use different symbols for the decimal mark.

Current Charges- all interest and fees owed on the loan to date.

Date out- The date that items being held become available to move into sales inventory.

Debit Card- A card issued by a bank allowing the holder to transfer money electronically to another bank account when making a purchase.

Depreciated value- is the loss in value that naturally occurs as an object is put to use or ages. When determining this value, use a mathematical formula that will take into consideration the original value of the item, the scrap value of the item and the expected age of the item.

Dumbbell label- See Jewelry Label.

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Glossary of Terms

DWT- A pennyweight (abbreviated dwt) is a unit of mass that is equal to 24 grains, $^1/_{20}$ of an International avoirdupois ounce, $^1/_{240}$ of an international avoirdupois pound and exactly 1.55517384 grams.

Eat the tax- A formula to recalculate the discount so that the final price includes all taxes.

Encoding- A method of encrypting information that appears on labels using a number/letter substitution cypher.

FFL- A Federal Firearms License (FFL) is a license that enables an individual or a company to engage in a business pertaining to the manufacture of firearms and ammunition or the interstate and intrastate sale of firearms.

Financial Instruments- A tradable asset of any kind; either cash or is a document guaranteeing the payment of a specific amount of money, either on demand, or at a set time, without conditions.

Forfeit- Lost or surrendered pledged property for failure to pay a loan. (see also Pulls)

Grace Days A set time period allowed before a penalty is applied

Gram- Is a metric system unit of mass, defined as one one-thousandth of the kilogram. One International avoirdupois ounce (oz) = 28.349523125 grams (g)

Hold Period- A number of days, usually required by law, before an action can be completed. Such as from the time a firearm is paid for before it may leave the shop or the number of day that must pass before the collateral on a defaulted loan can be sold.

Installment- A sum of money due as one of several equal payments for something, spread over an agreed period of time: "paid in installments".

Interest- A fee paid by a borrower of assets (money) to the owner as a form of compensation for the use of the assets.

Jewelry Label- A specialized label with a narrow section used to minimize or eliminate adhesive marring the item it is attached to.

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Glossary of Terms

Karat- The carat or karat (symbol: K or kt) is a unit of purity for gold alloys. 24kt is considered to be pure gold with no other alloying metal added. Gold purity is calculated by dividing the karat by 24 (22kt = 91.6% pure).

KeyDX- An add-on module for Pawn Master that uploads over fifty reports to a secure website for retrieval to any web-enabled device anywhere web access is available.

Layaway- An agreement in which the seller reserves an item for a consumer until the consumer completes all the payments necessary to pay for that item. Rather than taking the item home and then repaying the debt on a regular schedule, as in most installment plans or hire purchases, the layaway customer does not receive the item until it is completely paid for.

Mag Stripe- A magnetic stripe card is a type of card capable of storing data by modifying the magnetism of tiny iron-based magnetic particles on a band of magnetic material on the card. The magnetic stripe, sometimes called swipe, is read by swiping past a magnetic reading head.

Markdown- A reduction in price.

Markup- The amount added to the cost price of goods to cover overhead and profit.

Memo- Short for memorandum, memos are a method of tracking inventory assigned to a 3rd party to sell on behalf of the shop.

Memorandum of extension- A short written statement outlining the terms of an agreement, to extend a transaction, or contract, in which the forfeit data is postponed.

Negotiable instrument- see financial instrument.

NCIC- The **National Crime Information Center** is a computerized database of documented criminal justice information available to virtually every law enforcement agency nationwide, 24 hours a day, 365 days a year.

Option- See Buy Option.

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Glossary of Terms

Ounce- Abbreviated oz, from the former Italian word *oncia*; is a unit of mass with several definitions, the most commonly used of which is equal to approximately 28 grams.

Pawn- Another name for a pledge. To provide a physical asset to warranty repayment of a debit.

Penny Weight- See dwt.

Principle- The amount borrowed or the amount still owed on a loan, separate from interest.

Prorate- To divide, distribute, or assess proportionately.

Pulls- Items that have forfeited and are eligible to be added to inventory to sell. Any required hold periods have expired.

Quick Quote- Module available for Pawn Master. This Module allows adding more metal types in addition to yellow gold.

Rat tail label- See Jewelry Label.

Rate table- A group of values measured in amounts of funds and percentages used to calculate the terms of a loan.

Redemption- To pay off, such as for a promissory note.

Regulation Z- A specific Federal Reserve Board regulation that requires debt lenders to disclose all the specifics of a given loan. This was done to promote a level of credit protection for the underlying consumer. Most of the requirements imposed by the 1968 Truth in Lending Act are contained within Regulation Z, and the two terms are often used interchangeably**.**

Scrap- The act of removing metal from inventory to be sent to the refiner.

Scrap bucket- An inventory location in Pawn Master used to hold items allocated to be sent to the refiner. The shop may or may not have an actual physical bucket or buckets for scrap jewelry.

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Glossary of Terms

Service Rate- The fee for servicing the loan, may be calculated daily or monthly, may or may not include interest. Often the maximum is regulated by local law.

Simple Interest- Determined by multiplying the interest rate by the principal by the number of periods. It is called simple because it ignores the effects of compounding.

SMS- **Short Message Service** is a text messaging service component of phone, web, or mobile communication systems, using standardized communications protocols that allow the exchange of short text messages between fixed line or mobile phone devices.

Statement- A printed history of all payments made. A formal record of the financial activities of a person, business or other entity.

Surveillance- Is the monitoring of the behavior, activities, or other changing information, usually of people for the purpose of influencing, managing, directing, or protecting property.

Text Messaging- A module available for installation in Pawn Master used to send payment reminders and promotion alerts. (see also SMS)

Ticket- A pawnbroker's receipt for articles taken as security bearing particulars of the loan.

Title- The **certificate of title** for a vehicle (also known as a **car title** or **pink slip)** is a legal form, establishing a person or business as the legal owner of a vehicle

Title loan- Is a type of secured loan where the borrower can use their vehicle title as collateral. Borrowers who get title loans must allow a lender to place a lien on their car title, and temporarily surrender the hard copy of their vehicle title, in exchange for a loan amount.

Truth in lending- See Regulation Z

Vender- A person or agency that sells merchandise to the shop for immediate resale.

Void- To undue a transaction. A record of the void is retained.

WCSA- Watch Certification Services of America - A database of genuine watches, used to determine if a Swiss watch is counterfeit. http://www.watchcsa.com/

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