



Hi-Tech Pawn For Windows Version 101Q



<b>INTRODUCTION.....</b>	<b>5</b>
<b>System Requirements .....</b>	<b>5</b>
Operating System .....	5
Ticket & Report Printers .....	5
Label Printers.....	5
Label Supplies.....	6
Receipt Printer.....	6
Driver’s License Scanner.....	6
Digital Camera Support .....	7
<b>Installation &amp; Setup .....</b>	<b>7</b>
Adding Additional Workstations on Your Network .....	7
Creating A Daily Backup .....	10
<b>Starting the Program for the First Time.....</b>	<b>11</b>
Verify Time & Date .....	12
Main Menu- Setup Window .....	13
Pawn and Sale Ticket Text .....	14
Interest & Fee Rates .....	15
General Options .....	16
Legal Settings.....	16
Overdue Settings .....	17
Police Reporting .....	18
Title Options .....	20
Check Cashing.....	20
Truth in Lending .....	21
End Day Reporting.....	22
Numbering.....	23
<b>Making Tickets .....</b>	<b>24</b>



Looking up or Adding a Customer .....	24
Customer Description boxes: .....	25
Customer Statistics .....	26
<b>Making a Pawn Ticket .....</b>	<b>27</b>
<b>Renewing a Pawn Ticket .....</b>	<b>29</b>
<b>Redeeming a Pawn Ticket .....</b>	<b>29</b>
<b>Buying Goods .....</b>	<b>31</b>
<b>Selling Goods .....</b>	<b>33</b>
<b>Layaways .....</b>	<b>35</b>
<b>Check Advance.....</b>	<b>37</b>
<b>Check Cashing .....</b>	<b>37</b>
<b>Check Pickup / Deposit .....</b>	<b>38</b>
<b>Ticket Screen Functions.....</b>	<b>39</b>
Viewing a Customer's History .....	40
Editing Pawn Ticket, Item, or Check Advance Notes .....	41
<b>Entering Bad Titles .....</b>	<b>42</b>
<b>Bank Account Manager .....</b>	<b>43</b>
<b>Entering Miscellaneous Income .....</b>	<b>45</b>
Entering Company Expenses .....	46
Entering Bank Deposits .....	46
Entering Bad Checks .....	47
Quickly Checking Today's Net Receipts .....	49
Loaning More Money on an Existing Pawn Ticket.....	50
Applying Payments to a Layaway .....	50
Fast Entry vs. Detailed Entry of Tickets .....	50
<b>Check Menu Functions .....</b>	<b>52</b>
<b>Foreclosure of Pawns .....</b>	<b>53</b>
<b>Customer Functions .....</b>	<b>54</b>



Add / Edit Customer .....	54
View History .....	54
Search Records .....	54
Delete Customer .....	55
Changing a Social Security Number .....	55
Transfer Records .....	55
<b>Inventory .....</b>	<b>55</b>
<b>Bucket Manager.....</b>	<b>58</b>
Manage Bucket.....	58
<b>Reports Menu .....</b>	<b>62</b>
<b>Categories - List of Category Keys .....</b>	<b>69</b>
<b>Utilities .....</b>	<b>78</b>
System Cleaning .....	78
Password Access Levels.....	78
The Command Line.....	79
Setting Time and Date .....	80
Customizing Ticket Forms.....	80
<b>APPENDIX.....</b>	<b>80</b>
Configuring Your Computer for Best Performance .....	80
Making Backups.....	80
HI-Tech Pawn Software – Installing an Update .....	81
Using Backup Power Supplies.....	82
Networking Issues .....	82
Getting Technical Support.....	82
Pawn Program setup and user Instructions .....	82
<b>Program Instructions – Quick View .....</b>	<b>87</b>
<b>Help Me Now Tips!! .....</b>	<b>89</b>
<b>Vista Help Notes: .....</b>	<b>92</b>



THE MANIFEST MANAGER AND VENDOR PURCHASE BATCH:.....92

Vendor Purchase Batch: .....93

addin investors: .....93

Paying for the manifest itself. ....93

Entering the purchased items .....94

To finalize the buy you have two options,.....95

INTRODUCTION

HI-TECH Pawn is a product designed to automate the normal daily activities of a pawnshop, title loan, check advance or check cashing business. This product has been developed over a period of fifteen years to meet the requirements of nearly any size business. It has been developed with Visual FoxPro 9, which is well known for its speed and stability as a windows based database management language.

SYSTEM REQUIREMENTS

OPERATING SYSTEM

This program requires Windows 98, ME, 2000, XP, Vista or 7 be installed as your operating system. We recommend Windows XP Home or Professional due to ease of setup and office networking. Users of Windows Vista and 7 will need to run the software as an administrator. The program shortcut on the desktop can be edited to always run as administrator easily.

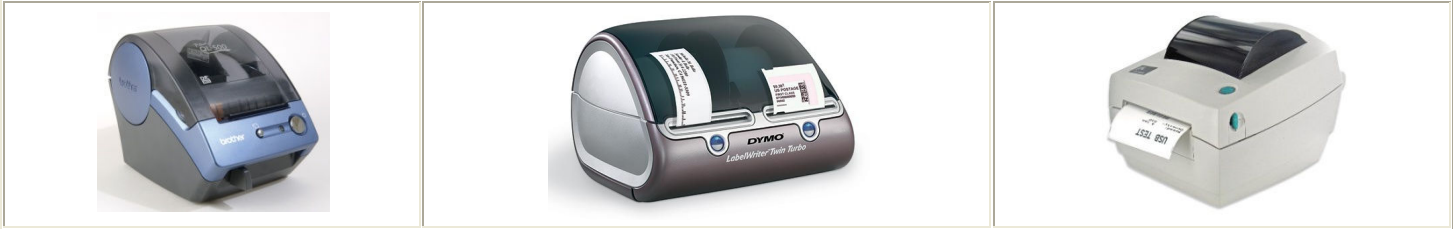
TICKET & REPORT PRINTERS

We recommend using HP Laser printers for speed and reliability but literally any type printer will work. Dot matrix or tractor fed printers are not recommended due to slow printing speed with Windows applications. USB connection printers can be used.

You may use full-page blank paper, half sheet perforated blank paper and many Burrell forms. If you decide to use pre-printed forms you will need a printer with multiple paper trays or a second printer. If you would like pre-printed form samples call Mark at Burrell Printing (512) 990-1188.

Any printer you add to your system can be shared and used by multiple workstations if desired.

LABEL PRINTERS





Brother QL500	Dymo Labelwriter Printers	Zebra LP2844
---------------	---------------------------	--------------

Due to the way windows prints, it is no longer possible to use a tractor fed label printer to print single labels. A dedicated on-demand label printer must be used. For this purpose we’ve designed our software to use Dymo, Brother, Datamax and Zebra label printers although any brand that supports a our stock label sizes will work fine.

While the Brother line of printers are inexpensive and reliable, some models have print drivers that don’t support sharing on a network so if you have multiple workstations and you wish to share a label printer you will need to use a Dymo printer.

If you would like to use the jewelry tag feature you will need a Zebra or Dymo brand label printer like the Zebra LP2844 or the Dymo Labelwriter series. Dymo offers a label printer called the Labelwriter Twin Turbo that holds two different label sizes at the same time. Regular labels can be loaded on one side and jewelry labels on the other. However the Dymo brand is not recommended if you expect to print a high volume of jewelry labels due to problems with jewelry labels peeling off inside the printer occasionally. The Zebra printers are more expensive but have no issues with label feeding and are the printer of choice for high volume jewelry labeling.

### LABEL SUPPLIES

- Regular labels for the Brother QL-500 printer – Part # DK1201
- Regular labels for the Dymo series printers – Part # 30252 or 30336
- Jewelry labels for the Dymo series printers – Part # 30299
- Regular labels for the Datamax series printers – Part # 50-LTSP-2410
- Regular labels for the Zebra series printers – Part # 800262-125
- Jewelry labels for the Zebra series printers – Part # 8000D

### RECEIPT PRINTER



Star TSP 100 Series

We support the use of thermal receipt printers for renewal, redemption, purchase, sale, layaway, principal payment and check settlement transactions. These are very popular with customers since the paper is small enough to fit in a wallet or purse. This type of printing also saves you money in paper and toner costs. If you would like to use this feature you will need a Star TSP-143U with auto-cutter and 3 1/8” thermal roll paper. A receipt printer is optional since all transactions can be printed to your full size printer.

### DRIVER’S LICENSE SCANNER



CSSN Scanshell 800 or Scanshell 800R

We are proud to offer support for the ScanShell 800 ID scanner from CSSN. This scanner will read any ID from any state in the USA. It captures the picture of the license and attaches it to your customer record then reads the text on the ID to fill out the customer information for new or existing customers. A typical license scan is finished in less than 3 seconds. You can also look up existing customers by scanning the barcode on the rear of many states’ ID cards. If you would like to order a Scanshell 800, please contact our CSSN rep Ron Zara at (213) 867-2624 to place your order.



## DIGITAL CAMERA SUPPORT



### Kodak Easyshare

You may use any windows compliant digital camera to import pictures of customers, cars or inventory items as desired. Most digital cameras will work but we recommend the Kodak Easyshare series for ease of use and quality. Call for assistance setting up your camera for use with HI-Tech Pawn.

## INSTALLATION & SETUP

Go to the Hi-Tech Pawn website <http://www.hitechpawn.com/>, click on “Downloads” on the left column. At the top of the downloads page click on the “Download Full Installer” button then click “Run” or “Open” and follow the prompts to install the software. A shortcut labeled “HI-Tech Pawn For Windows” will appear on your desktop. Use this shortcut to launch the software. If you are using Windows Vista you will most likely also need to change this shortcut to run as an admin. To do that just right click on the shortcut and choose properties, next click the tab labeled “Compatibility” and on that page near the bottom click the checkbox labeled “Run As Administrator”. We also recommend downloading and installing 7-zip on the downloads page which makes installing updates and setting up a daily backup simple. 7-zip is an open source freeware utility that makes it easy to work with or create compressed zip files.

## ADDING ADDITIONAL WORKSTATIONS ON YOUR NETWORK

If you wish to use the software on more than one computer on your network we suggest hiring a technician to aid you in setting it up. However you can follow these steps to do the job yourself if you like.

When HI-Tech Pawn is used on a network there is only one copy of the program actually used. This installation is on your networks designated server which then shares the program folder so your other workstations can run it directly from your server machine as if it was their own hard drive. You may add as many workstations as you like while still only having to activate and subscribe to one copy of the software.

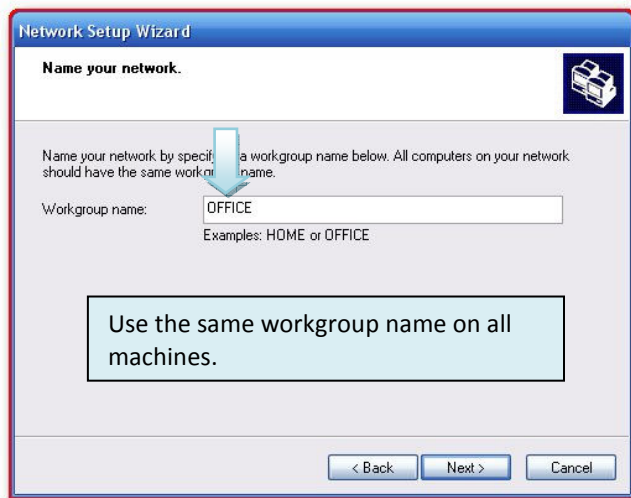
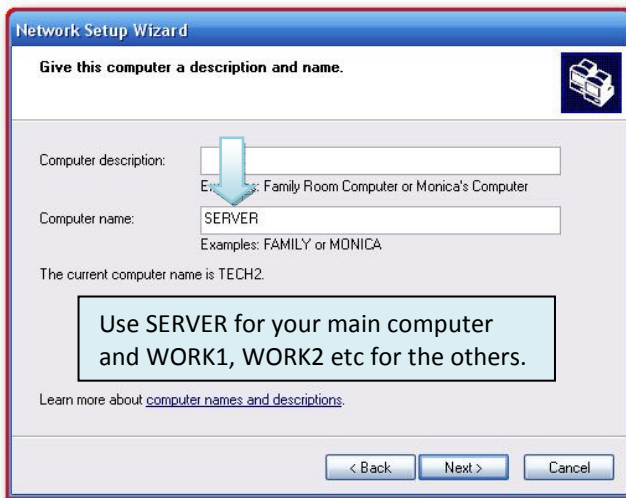
Your first step is to decide which machine on your network will become the “Server” and proceed with installation and activation of the software on that machine.

Now before proceeding any further you need to have all of your networking hardware installed and connected. While you can directly cable two machines together for networking using a special p2p cat 5 cable we recommend using a router because if either machine’s network card experiences a connection problem you usually have to restart both machines to get them talking again. A dedicated network router handles these reconnections automatically without having to restart your machines. It also makes it easy to add additional machines later and let your office network share your internet service if desired. Simply connect each machine to the router using standard cat 5 Ethernet cables.



Next go to your start button and choose control panel and launch the network setup wizard. If you don’t see it your screen probably says “Pick a category”, just click Network & Internet Connections and you will see the network setup wizard.









The network setup wizard will now configure your machine using these settings. One final screen will be displayed, on this last screen choose the “Just Finish” option and click OK. You will have to restart your computer at this point.

Repeat these steps on all workstations you intend to use on your network making sure to name your workstations WORK1, WORK2 etc...



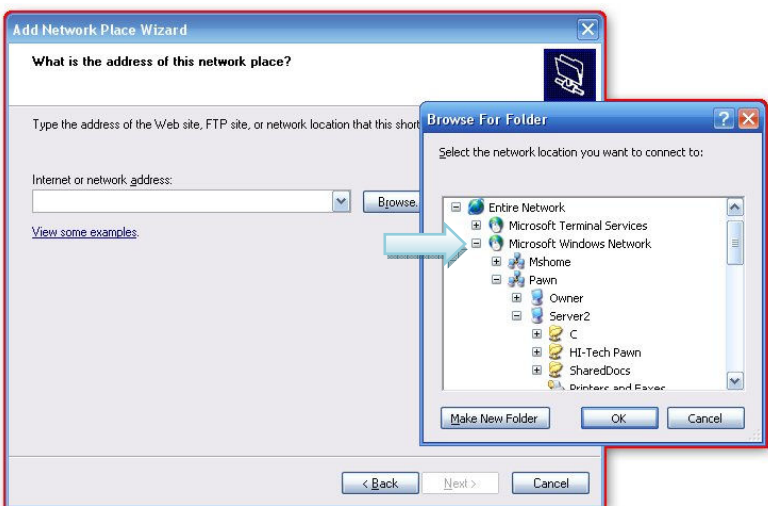
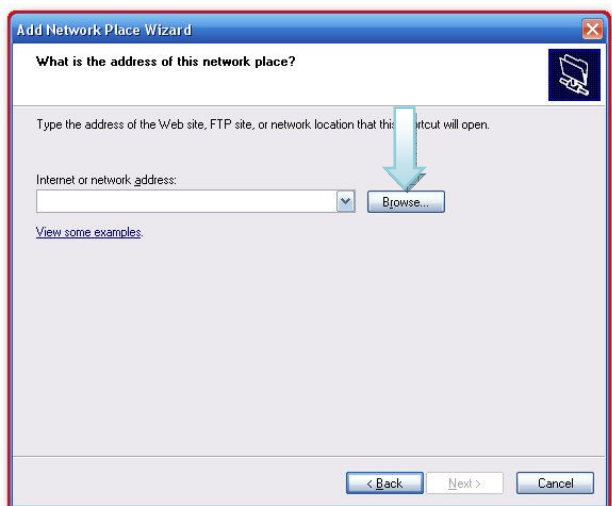
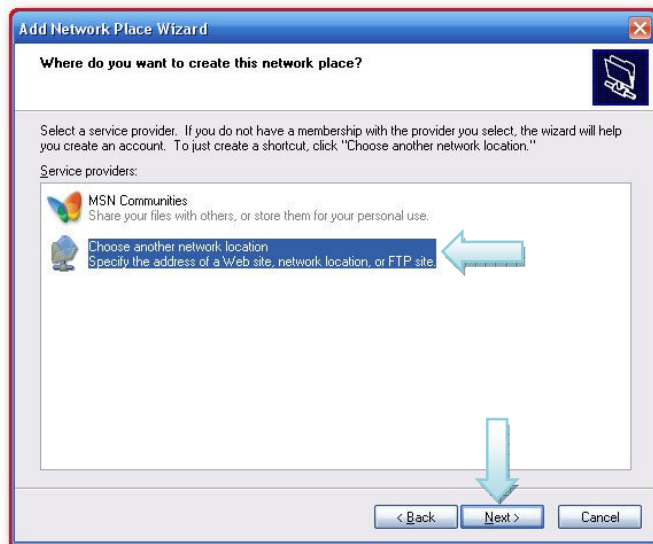
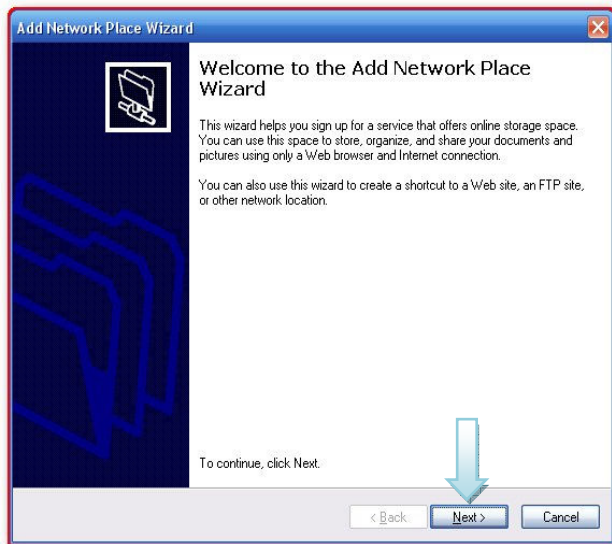
The next step is to share your program folder **ON YOUR SERVER MACHINE** so that other workstations can access it to run the program. The following instructions assume you did not change the default installation path when you installed the software.

First click your start button and choose “My Computer” then double-click your Local Disk (C:) then double click “Program Files” then double click “HI-Tech Pawn”. You should now see a folder named “HI-Tech Pawn For Windows” displayed. Right click on this folder and choose “Sharing and Security” and set the options as seen in this screenshot. If you installed the program to a custom location you will need to locate that folder instead.

Now we are ready to create a shortcut on each workstation to run the software from your server computer.

On a workstation computer click “Start” then “My Network Places”. You should see “Hi-Tech Pawn For Windows on server” listed. If it is not displayed then you will need to add it to your network places by clicking the “Add a network place” link on the panel on the left. The add network place wizard will appear, use the screenshots below as a guide for locating and creating a network place pointing to your software on your server machine.





Starting with “Microsoft Windows Network” click the plus sign next to each listing until you drill down to “HI-Tech Pawn For Windows”. If you used our name suggestions this means you will click the plus sign next to Microsoft Windows Network then Office then Server where you should then see HI-Tech Pawn For Windows, highlight it and click the OK button and it will be added to your Network Places. If you are still unable to browse to locate your server then the most likely reasons are the machine hasn’t been connected to it’s network cable or you may have a firewall in use that is blocking your network stations from connecting to the server. In this situation reboot all machines on your network and try again, if you still cannot browse to your server you will probably need to hire a technician to assist you.

You should now see a “HI-Tech Pawn For Windows on Server” displayed in your network places list. Double click the link and locate Pawn\_win in the contents displayed. Right click on Pawn\_win and choose “Send To” then “Desktop Create Shortcut”. You will now find a shortcut on your desktop named “Shortcut to Pawn\_win” use this shortcut to run the software on the workstation.

## CREATING A DAILY BACKUP

Setting up a daily backup should be done as soon as you begin using the software fulltime. This can be accomplished using various online backup services, a usb flash drive, burning a cd etc... Regardless of which route you decide to take keep in mind that a backup that doesn’t leave your building is a safeguard against equipment failure but not theft or fire. For that reason we recommend you remove a backup from the building at least once a week.



For those who have their own method of backup, you will need to backup the “HI-Tech Pawn” folder (and all subfolders) located in your “C:” drive’s “Program Files” folder. By backing up this folder you are backing up your entire software and data. The backup can then be installed to a new machine if needed at anytime.

If you don’t have your own method already, we have provided a couple of tools on our website to assist you in setting up a daily backup. Our backup tool requires a usb flash drive or an external usb disk drive. Your backup drive should probably be at least one gigabyte in case you plan on taking photos of customers, inventory or vehicles.

*\* The backup tool will not work if you changed the default installation path when you installed the software.*

Instructions for downloading and installing the HTP backup tools:

1. Go to this web address <http://hitechpawn.com/products>
2. Click on 7z432.exe and follow the prompts to install this.
3. Left click on ‘daily\_backup\_link.zip, click on save.
4. Direct the save to the desktop if it isn’t already there, click save.
5. Right click on the zip file created on the desktop.
6. Highlight 7-zip, and click on ‘Extract Here’. This will create a shortcut on the desktop.
7. Delete the zip file that was created from the download.
8. Plug Flash Drive into computer, and see what drive letter is designated to this drive. For Ex. E, F, G...
9. Right click on the shortcut icon, and click on properties.
10. Look for the ‘Target’ window. Left click once on the ‘target’ window, click on ‘home’ on your keyboard.
11. The target window should read “C:\Program files\7-Zip\7z.exe” a –tzip “j:\Pawn Backup.zip” “c:\program files\hi-tech pawn\hi-tech pawn for windows\”
12. Insert the drive letter given to the flash drive where it is now designated as “j”. That would be after (a –tzip “j:\). Remove the ‘j’ and insert the new drive letter. Hit ‘apply’, and ‘enter’.
13. We recommend doing a backup at the end of the day, by plugging in the flash drive first. Wait until the drive is setup, and double click the backup shortcut on desktop. Note: The backup should take on the average about a minute or less. If the backup screen just flashes, that is not a good backup. Try backup again. When done, remove flash drive and put in secure place.
14. If your flash drive cannot do backup, check to see if drive letter has change due to different USB port, or possibly bad flash drive.

## STARTING THE PROGRAM FOR THE FIRST TIME

Double click on the Hi-Tech Pawn short cut on the desktop.

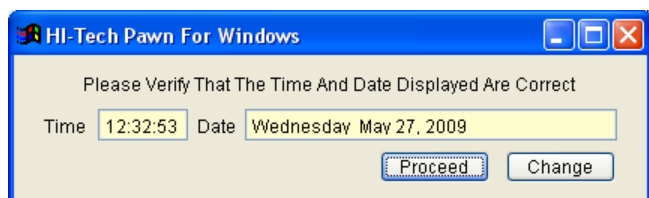
The first time you start the program you will need to activate the trial version, which will give you a 30-day free use of all features. If you are using a server and workstations, only activate the server computer program. It is not necessary to activate the workstations. Call the number on the activation window. Click on the “Activate Trial Version” button. After Activation, you



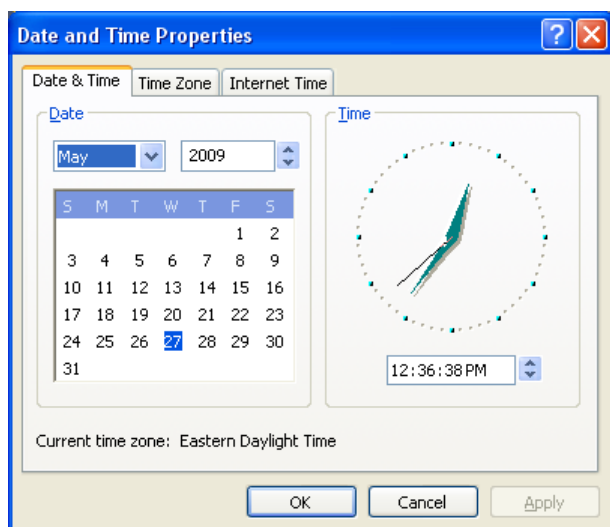
will have 30 days to try out the program to see if it's what you're looking for. Near the end of the 30-day trial, you will need to activate a subscription with the features you will be using.

## VERIFY TIME & DATE

On startup HI-TECH Pawn will ask you to verify that your computer's time and date are correct. This is very important since running on the wrong day will cause late charges, daily accounting of business, police reporting, due date calculations, and numerous other items to be incorrect. If the date and time displayed are correct just press on 'Proceed' to continue. If date and time are wrong, press 'Change'.



## DATE AND TIME SETUP



The 'Date and Time Properties' window will come up on the screen so you can make the appropriate changes. Be sure to set the 'AM' or 'PM' correctly or problems can result. Once the time is set, click on apply on the screen. Click on 'Proceed' to finish.

## SETTING UP COMPANY INFORMATION

Company Name: Your Pawnshop Name Here  
Check Advance: Your Check Cashing Company Here  
Titles: Your Title Pledge Company Here  
Store ID#:   
Store Manager: John Q. Citizen  
Power Of Attorney:   
Address: Anywhere St.  
City: Anytown  
State: US Zip: 00000  
County: County Name  
Phone: (000) 000-0000 Fax: ( ) -  
Country: USA  
☒ Include USA Postal Codes  
☐ Include Canadian Postal Codes  
Federal Firearm License Number:   
Gun Book Consigned To:  
Name: John Citizen / /  
Address: 100 MAIN STREET  
City / State / Zip: ANYTOWN, TN 00000  
Features Active: ☒ Pawn ☒ Titles ☒ Checks  
Proceed Cancel

Pawnshop Company Name  
Check Advance or Cashing Company Name  
Title Pledge Company Name  
Appears Next To Phone Number on Tickets  
Appears on Title Notices  
If Left Blank Will Use Company Name  
County Appears on Lien And Power of Attorney  
Do Not Include Postal Codes Not Needed For Better Performance  
Should Always Be Filled In If You Have An FFL  
Leave This Section Blank Unless You Sell Your Business To Another FFL  
Does Not Apply If You Do Not Deal With Guns

On the main window, click on 'setup', click on the 'Company Information' button.

Try to fill in all information that will be necessary to run your business. On the right side of the screen is an explanation of each line of data. Make sure information is correct, so as not to have problems later. Click on 'Proceed' to continue.

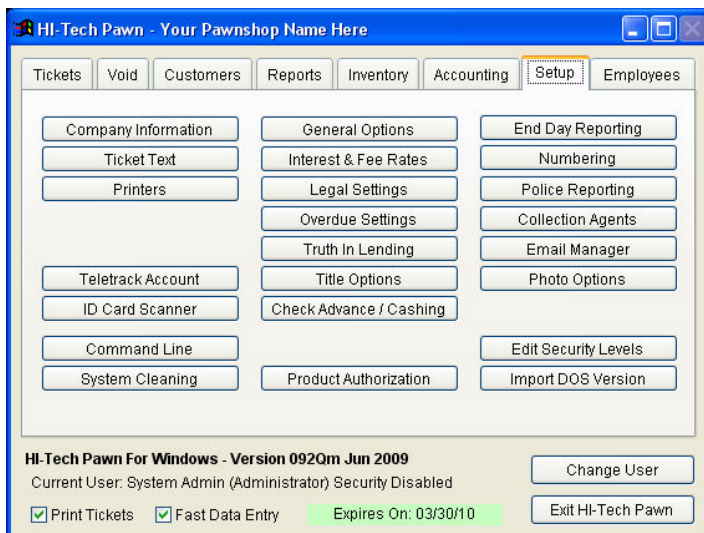
- Company Name - Appears on certain reports & tickets



- Check Cashing Name – Enter an alternate company name for check cashing services otherwise enter the same name that was used for company name.
- User Name - Licensed Pawnbrokers name
- Address – Business Address
- City / State / Zip / Phone
- County Name
- Federal Firearm License Number
- Guns consigned to and stored at:
- This information is used on the federal gun log to identify the gun license holder and the physical location that guns are stored at (street address) when they are in the pawnshop's possession (either in pawn or in inventory). Some ATF inspectors prefer this to be blank.

## MAIN MENU- SETUP WINDOW

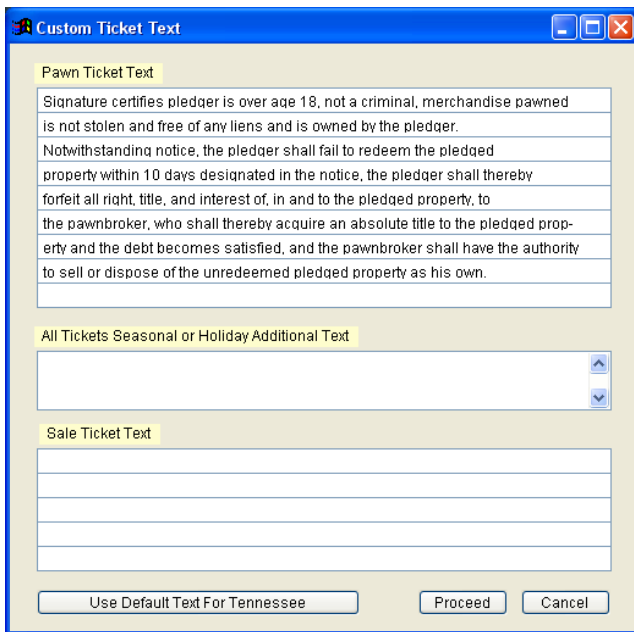
This is the Main screen for setting up all transaction information used in the program



By clicking on the main screen buttons, you will be able to move through the program screens as needed. Each window will be explained in this manual. This screen shows the version you are using, the day your subscription expires, and current user. The 'Exit Hi-Tech Pawn' button should be used to leave the program properly.



## PAWN AND SALE TICKET TEXT

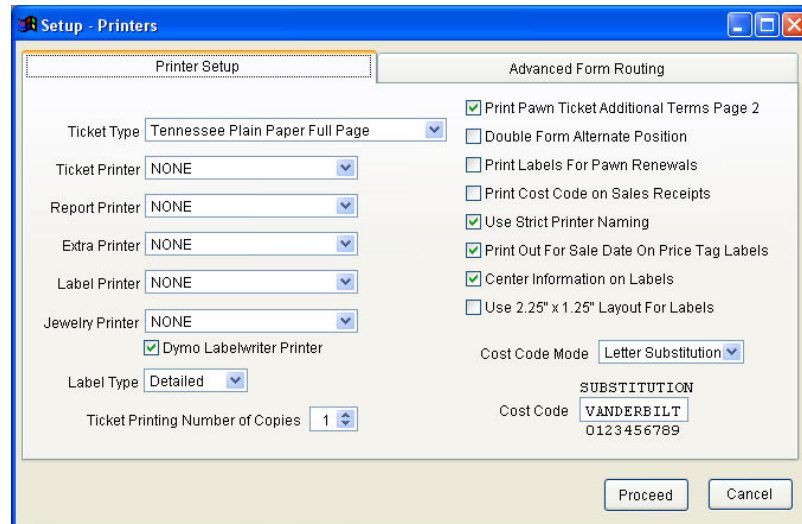


The 'Custom Ticket Text' dialog box contains three text input areas. The first, 'Pawn Ticket Text', contains a sample legal disclaimer. The second, 'All Tickets Seasonal or Holiday Additional Text', is empty. The third, 'Sale Ticket Text', is also empty. At the bottom are three buttons: 'Use Default Text For Tennessee', 'Proceed', and 'Cancel'.

From the SETUP MENU, click on 'Ticket Text', to enter custom wording to appear on your pawn or sale tickets. A sample paragraph for pawn tickets is included. This entered text only appears on plain paper ticket forms not pre-printed forms.

## TICKET TYPE

Choose the forms for your state as necessary for the printers you are using. If your state does not appear in the list, you can use the 'Any State plain paper forms'. Burrell has forms designated for most states.



The 'Setup - Printers' dialog box has two tabs: 'Printer Setup' and 'Advanced Form Routing'. The 'Printer Setup' tab shows dropdown menus for 'Ticket Type' (Tennessee Plain Paper Full Page), 'Ticket Printer', 'Report Printer', 'Extra Printer', 'Label Printer', and 'Jewelry Printer'. It also includes checkboxes for 'Dymo Labelwriter Printer' and 'Ticket Printing Number of Copies' (set to 1). The 'Advanced Form Routing' tab contains checkboxes for various printing options like 'Print Pawn Ticket Additional Terms Page 2', 'Print Labels For Pawn Renewals', and 'Print Cost Code on Sales Receipts'. It also features a 'Cost Code Mode' dropdown (set to Letter Substitution) and a 'Cost Code' field (containing VANDERBILT 0123456789). 'Proceed' and 'Cancel' buttons are at the bottom.

**Ticket Printer** - Use this popup list to specify what physical connection your ticket printer is connected to.

**Report Printer** - Same as above and can be the same printer if desired.

**Label Printer** - You can select NONE from this list to disable label printing or specify as above the physical port the label printer is connected to. A Seiko Smart Label printer can be used for label printing, the labels cost more but the printer takes very little space on your counter and is more convenient to use. If you choose

to use the Seiko label printer, just follow the instructions that come with it for installation.

**Renewal Label** – When label printing is on, you may set this switch to 'Y' and the computer will print a label for pawn renewals instead of a ticket. This label can then be affixed to the customer's original pawn ticket.

**Label Type** - Specify whether you want simple or detailed labels, the main difference is that the detailed labels print a cost code (see below).

**Cost Code Sequence** - This is a series of letters used to represent the cost of goods when printing a retail inventory label (detailed only) for example if your cost code is VANDERBILT, and something cost \$125.00, the bottom right of the retail label would print ANRVV which represents the letters above those digits. We have several variants of the cost code available.



Click Interest and Fee Rates from the SETUP MENU to specify the rates for pawning car titles, personal checks, and other miscellaneous goods. The rates can be configured in any way you choose and can be set so that they change based on the dollar amount loaned.

Rates - Sample rates are already included with HI-TECH Pawn to make it easier to see how these are entered. Each section governs how a rate will be selected when making a pawn, the first section covers default pawn settings. These include all pawned merchandise except car titles and personal checks. The column labeled RANGE indicates the dollar amount of the pawn that will look up this rate. For example if a pawn is for \$350 then the program will use the rate next to RANGE 300 - 499. You may specify Interest rate (normally can only be 2%), and Fee %. The total rate will be showed on

Rates to suit your needs. With this feature you may set up promotional fees and special interest rates for promotional use by due date, amount, and rate type.

15



## GENERAL OPTIONS

Under Setup Menu, select General Options to set company options based on how you do business.

Default new customer area code - This is the area code to automatically fill in for phone numbers whenever you are adding a new customer.

Show Disclaimer at startup - Answer 'N' here to turn off display of the disclaimer when the program first starts.

Operate in network mode – set this option to 'Y' and the program will display a warning screen whenever you are about to perform an operation that requires all other users to exit to their nearest menu.

Show previous day's sales at startup – Set this to 'Y' and the program will display all the sales from the previous day whenever you start on a new day. This function was intended to allow a manager to review sales made by employees while they were out to lunch, errands, etc. on the previous day.

Renewal under / over payment should cause a balance forward – When entering a renewal transaction, you are allowed to under or over pay the renewal amount displayed. This option controls what the computer will do when this happens. ALWAYS, the computer always credits or balance forwards an under / over payment so that the customer will have this amount calculated into future renewals or the redemption.

NEVER, an under / over payment is ignored and discarded. ASK USER, the computer will ask you what to do whenever this situation occurs.

Minimum profit percentage on sale before requiring explanation – You may set a company minimum profit rate here so that any time an employee sells an item for less than this profit percentage they are required to enter an explanation. These sales and explanations are then listed as part of the detailed cash report when closing your business day.

## LEGAL SETTINGS

Comply with the laws of - Select the state that you will be pawning in so that certain features are turned on or off based on the laws of that state.

Days to hold pawn before allowing redeem – many states have laws about the length of time that a pawn must be held before allowing the customer to pick it back up. These laws are designed to allow law enforcement officials a chance to review the police report before the item is reclaimed. Set the number of days here or set to zero to disable this feature. If you specify a number of days here, a warning screen will be displayed whenever you attempt a redeem that breaks this rule, you are then given the option of continuing anyway to allow for special circumstances.



Days to hold purchase before allowing sale – many states have laws about the length of time that a purchased item must be held before allowing it to be sold. Some states also have special hold times for precious metals you can use this tab to set your hold times according to your local agency requirements. These laws are designed to allow law enforcement officials a chance to review the police report before the item is sold. Set the number of days here or set to zero to disable this feature. If you specify a number of days here, a warning screen will be displayed whenever you attempt to sell an item that breaks this rule, you are then given the option of continuing anyway to allow for special circumstances.

Name of fees earned on a pawn transaction that's overdue – The default is 'Past Due', or can be changed to what you want it to be.

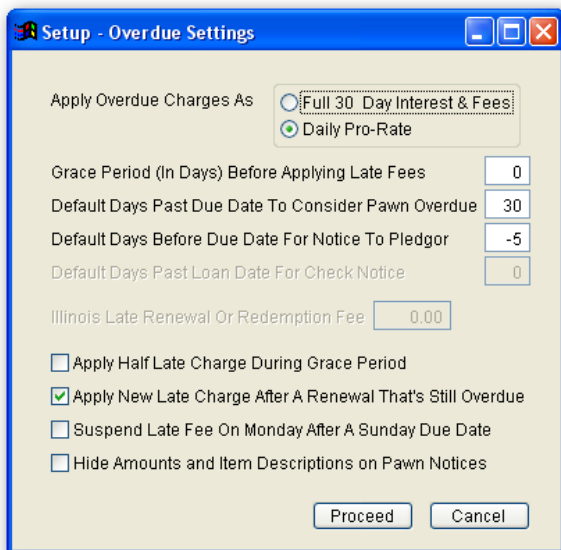
Enable Gun Instant Check Features – Check this box if you would like these features inserted on sales ticket.

Print Social Security number on forms – print customer SSN on transaction forms.

Detailed Item entry – add additional information to items such to help describe item.

Sales tax rates - This is the current sales tax rates for your area (if you set these to zero, no sales tax will be applied). If you enter separate rates for state, city, or county, the tax liability report will calculate amounts due to each jurisdiction.

## OVERDUE SETTINGS



Apply overdue charges as - Select either Daily Pro-Rate or Full Monthly here to specify how late / overdue charges will be applied. Daily pro-rate applies 1 days worth of fees for every day the ticket is late, if you are 5 days late you would pay 5 days worth of fees. The full monthly option applies a whole month worth of fees when the ticket becomes overdue. Either method is acceptable, those that charge full monthly interest report that it trains their customers to be on time.

Grace period (in days) before applying late fees - This is the number of days past the due date to wait before charging late fees. If you are using daily pro-rated late fees and you wanted to wait 5 days after the ticket was overdue, enter a 5 here and 5 days after a ticket became overdue the computer would apply 5 days worth of late fee and 1 day's worth thereafter.

Apply half late charge during grace period – Answer 'Y' to charge half the normal late fee during the grace period.

Default days past due date to consider pawn overdue - This is used for certain reports and functions to determine whether or not a ticket should be labeled OVERDUE and ready for foreclosure.

Default days before due date for notice to Pledgor – The default is 5 days before due to send notice to customer.

Default days past loan date for check notice - This is the number of days after a check's due date before sending a notice. This would normally be -12 so that the notice would be received 10 days prior to the check's due date (checks must be picked up or deposited on or immediately following the due date)

## APPLY HALF LATE CHARGE DURING GRACE PERIOD -



Apply new late charge after a pawn renewal that's still overdue – Set this option to 'Y' and the computer will immediately re-calculate a new late charge after entering a renewal where the ticket is still overdue after the renewal. If this option is set to 'N' the new late charge will be calculated on the following business day.

Suspend late fee on Monday after a Sunday due date – If item is due on Sunday and due to store closure, check this box to suspend paying late fee on the following Monday.

Hide amounts and item description on pawn notices – Notices sent to customer will not have amounts and descriptions on mailed out late notices if box is checked.

## POLICE REPORTING

**Setup - Police Reporting**

**Print / Email Options**

**Police Reporting Method Based On Ticket Numbering Mode**

- ☐ P + B + S Standard
- ☐ P + B + S Detailed
- ☐ P + B + S Simple
- ☐ P + B / S Standard
- ☒ P / B / S Standard (Preferred By Most PDs)
- ☐ P / B / S Simple
- ☐ P / B / S Detailed

P + B + S = Pawns, Buys & Sales Numbered Together

P + B / S = Pawns & Buys Numbered Together Sales Numbered Separately

P / B / S = Pawns, Buys & Sales Numbered Separately

**File Output Options**

**P + B + S Standard Method Only**

**Report Should Include**

- ☒ Pawn & Buys
- ☐ Pawns Only
- ☐ Buys Only
- ☐ Purchases From Vendors
- ☐ Pawnd Car Titles
- ☒ Pawnd Personal Checks
- ☒ Stated Value Of Pawns
- ☐ Loan / Purchase Amount
- ☐ Social Security #
- ☐ Customer Photos

**Proceed** **Cancel**

Types of police reporting available:

### P+B+S – STANDARD

Pawns, Buys, and Sales are being numbered together sequentially. This report automatically omits sales and voided transactions. Optionally other transactions may be omitted based on the settings in the next section.

### P+B+S – DETAILED AUDIT

Pawns, Buys, and Sales are being numbered together sequentially. This variation accounts for every transaction number including sales and voided transactions. No sales amounts are printed on the audit style report, it simply accounts for the fact that a given transaction

number was in fact a sale. This report gives more detailed information than any of the other variations.

### P+B+S – SIMPLE AUDIT

Pawns, Buys, and Sales are being numbered together sequentially. This variation also accounts for every transaction number like the detailed audit, however this report shows much less information and uses a much easier to read layout.

### P+B/S – STANDARD

Pawns and Buys are being numbered together sequentially. Sales are being numbered separately. This report is like the standard police report but is used especially for this numbering mode.

### P/B/S – STANDARD

Pawns, Buys, and Sales are all being numbered separately. This report is similar to the standard police report but it gives a little more detail and pawns and buys are reported as two separate lists due to the numbering mode being used.

Police reporting 2 – when using the standard version of the police report, you may specify 1 of three modes to use. Include pawns & buys, just pawns, or just buys.



Include purchases from vendors on police report - Use this option to include or exclude goods acquired from vendors (when adding a customer you have the option of specifying that they are a vendor). This option only applies to the standard police report. Include car titles on police report - Include or exclude car titles from the standard police report.

Include check pawns on police report - Include or exclude check pawns from the standard police report.

Stated value of pawns – What the item is worth according to the customer’s opinion.

Loan / purchase amount – Amount given on a loan or purchase from customer.

Social Security number - Include the Social Security number for each person on report.

#### File output options

Store ID Code – The store number, or store location ID

Data format – Format report will be sent as depending on police department.

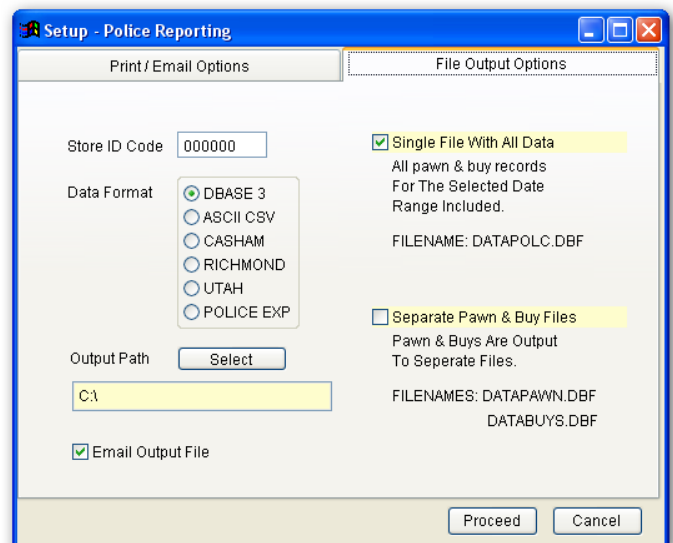
Output Path – Location of file in program

Email Output File – check box to email instead of faxing.

Single File with all Data – will be sent in a single file named DATAPOLC.DBF

Separate Pawn & Buy Files – Pawns and Buys are in separate files: DATAPAWN.DBF & DATABUYS.DBF.

This is a section for specialty file output options. The first data format selection is for leads-online. As far as selecting the correct one for your needs call Hi-Tech Software support.





---

## TITLE OPTIONS

**Setup - Title Options**

☒ Print Power of Attorney

☒ Print Affidavit For Noting of Lien

☒ Print Title Amortization Table

☒ Print Title Security Agreement

☒ Print Discharge of Lien When Redeeming Car Titles

☒ Print Title Renewal Notice With Renewals ☐ CIC Style Notice

☒ Enable Principal Payments With Pawn Renewals

Starting With Renewal #  at  % of Original Loan  
\*\*\* If Either Count or Percentage is Zero No Auto-Calc Will Occur

Title Forms Are Sent to the Following Printer

Repossessed Title Collection Fee

Default Number of Days Prior to Due Date For Title Notices

State Assigned Lien Code

☐ Ask User to Print Title Notices When Starting New Business Day

Print power of attorney when pawning car titles - An optional power of attorney will be printed on your report printer whenever doing a title pawn if you check this.

Using the pre-printed ticket/power combination form – This is a special pre-printed form that is both a pawn ticket and a power of attorney.

Print affidavit for noting of lien with car titles – set this option to ‘Y’ if you would like to print an affidavit for noting of lien whenever you enter a new car title pawn.

Print discharge of lien when Redeeming Car Titles –

Print Title Amortization Table –

Print Title Renewal Notice with Renewals -

Repossessed title collection fee – This is the default amount you will charge for a bad title collection.

Default number of days prior to due date for title notices – Insert number of day before due to send notice to customer.

State assigned lien code –

Ask user to print title notices when starting new business day – If checked, you will be asked if you want to print title notices at start of day.

---

## CHECK CASHING

Check Cashing Configurations – Up to 4 combinations of fee percentage and term in days can be setup for check cashing. These 4 settings are then listed as choices when making a new check cashing transaction. When selecting one of these choices here, a new screen appears allowing you to specify the description and percentage amount of each fee that will make up the total fee percentage.

Daily late pickup charges amount – When a customer picks up a check that is overdue, you may specify a late charge to be applied here. Select FLAT AMOUNT to charge a set price for each day late. Choose PERCENTAGE OF LOAN to charge a percentage of the amount loaned for each day late. Choose LATE / REBATE TIERS to setup flat amounts based on the dollar amount range.



Amount or % - Use this to set the flat amount or percent selected in the above option. An entry of zero will disable this feature.

Early rebate - you may specify an amount to rebate whenever a check cashing transaction is being picked up early. This amount is ignored if you are using the LATE / REBATE TIERS.

Bad check fee – amount you will charge a bad check writer for collection whenever entering a new bad check entry. You can override this amount at the time of entering a new bad check if necessary.

Check Guarantor Rate – If you use a check guarantor service such as TELECHECK, enter the percentage the company charges for approved checks here. This allows the program to properly calculate your profit on guaranteed check transactions.

Print additional terms of agreement in Tennessee – Check Deferred Presentment in Tennessee requires an additional page

of information regarding laws governing the transaction. This information doesn't change and photocopies may be used instead. If you would like this form automatically printed when doing a check transaction then set this option to 'Y'.

## TRUTH IN LENDING

Enable truth in lending functions – set this to 'Y' to turn on truth in lending calculations. This function will refund unused interest on pawn or check cashing transactions. If a pawn is redeemed early or a check is picked up early, a refund will be calculated based on the 2% interest normally charged for these transactions. For example if you make a \$100.00 pawn with interest set at 2%, the interest portion of your fees will be \$2.00. If the customer comes back in 1 week, the computer will refund three weeks worth of the 2% interest or \$1.50.

Print pawn disclosure – when this option is set to 'Y' the computer will print a truth in lending disclosure form whenever you complete a new pawn ticket. Truth in lending functions must be turned on (see above).

Pawn disclosure for check/title only – this option will limit the above option to only those transactions containing a check or car title.

Print check cashing disclosure – when this option is set to 'Y' the computer will print a truth in lending disclosure form whenever you complete a new check cashing transaction. Truth in lending functions must be turned on (see above).

Disclosure form # of copies – set this option to the amount of copies you want printed whenever printing a truth in lending disclosure. Since this form goes to your report printer, you may need a store and customer copy. If you are not using multi-copy paper you will have to set this option to 2.



**Setup - End Day Reporting**

☐ **Activate Check Register Functions**

Transactions That May Be Paid By Company Check

☒ Pawns  
☒ Purchases  
☒ Check Advance  
☒ Expenses

☐ Allow Editing of Start-Up Cash on Daily Cash Report  
☐ Allow Editing of Company Assets on Daily Cash Report  
☒ Automatically Deduct Provider Dues From Bank Account  
☐ Include Data Record With Cash Report Email  
☐ Don't Deduct Bad Checks From Cash Drawer

Profit / Markup Percentage Calculation Method

☒ METHOD 1 >  $-(100 - ((\text{RETAIL} / \text{COST}) * 100))$   
☐ METHOD 2 >  $(1 - (\text{COST} / \text{RETAIL})) * 100$

Cost	50	50	50
Retail	100	150	200
Method 1	100%	200%	300%
Method 2	50%	67%	75%

☒ Require Explanation For Late Store Opening

Store Hours of Operation  
 Use Military Time 0 = Off  
 Negative = HH:30

Examples: Not Open = 0  
 8:30 am = -8  
 9 am = 9  
 9:30 am = -9  
 5 pm = 17  
 5:30 pm = -17  
 6 pm = 18

Sunday	Open	0	Close	0
Monday	Open	0	Close	0
Tuesday	Open	0	Close	0
Wednesday	Open	0	Close	0
Thursday	Open	0	Close	0
Friday	Open	0	Close	0
Saturday	Open	0	Close	0

Email a Weekly Management Report To This Address  
  
 (Leave This Line Blank To Disable The Report)

Activate check register functions – Check to turn on the check writing and bank account manager features of HI-Tech Pawn. For more details consult the chapter covering the bank account manager.

Transactions that may be paid by company check – These switches control whether or not the program will prompt you to pay the specific transaction type from one of the company's bank accounts or the cash drawer. These switches only apply when the check register features are turned on. If using the check register and you pay expenses by check but not pawns, uncheck pawns, and check expenses, etc.

Allow editing of start-up cash on the daily cash report – check this option and you will be allowed to change the start-up cash count on the cash report.

Allow editing of company assets on the daily cash report – check this option and you will be allowed to change the company assets amount on the cash report.

Automatically deduct provider dues from bank account – Under miscellaneous income entry; you may enter money orders sold on a worksheet that calculates the amount due to the service provider. If this option is checked, these dues will automatically be deducted from the bank account on the following business day. This simplifies the process for companies whose dues are electronically transferred from their account overnight.

Cash report detail should include the following – This list of switches controls what additional information is printed on the detailed cash report. These details will be produced for the day of business the cash report has been calculated for.

- Stolen Goods - Any items shoplifted, on police hold, or picked up by the police with all details
- Damaged Goods – Any items noted as damaged
- Voided Entries – Any transactions voided
- Sales under company minimum profit – All details about items sold for less than the company minimum profit percentage. This will include a note from the employee explaining the reason for the under profit sale.
- Checks sent to collection – Any bad check entries marked to be sent to collection
- Changes to time & date – Any corrections to the system clock or date, or any startup of the program where more than three days has elapsed since the previous startup.
- Bad checks deleted – Any bad check entries deleted (with details)
- Adjustments to pawn pickup amount – If the amount due to redeem a pawn ticket is reduced, the amount of reduction and transaction details are included
- Adjustments to check pickup amount - If the amount due to pickup a check transaction is reduced, the amount of reduction and transaction details are included



- Bad titles deleted – Any bad title entries deleted (with details)
- Checks overdue by ### days – Lists all check transactions due to be deposited and overdue by the number of days specified
- Employee transactions – All details about transactions done by employees, this is determined by entering each employees social security number when setting up users of the program
- Items foreclosed – All items foreclosed (with details)
- Back dated transactions – Any transactions that were posted to a previous day of business by turning fast entry off and manually entering the old transaction date

## NUMBERING

Setup - Numbering

Transaction Numbering Mode: Pawns + Buys + Sales

+ = Numbered Together  
/ = Numbered Separate

Next Pawn + Buy + Sale	1	Prefix For Pawns	<input type="checkbox"/>
Next Pawn + Buy	1	Prefix For Purchases	<input type="checkbox"/>
Next Pawn	1		
Next Buy	1		
Next Sale	1		
Next Check Advance	1		
Next Layaway	1		
Next Item	1		
Next Title	1		
Next Gun Log Entry	1		
Next Bad Check or Title	1		

Proceed Cancel

Transaction numbering mode: Press the arrow to select the numbering mode for your store. The numbering mode can be 1 of 3 settings and can be changed at any time without causing any problems. With Pawns + Buys + Sales mode, all of these transaction types are numbered together (any of these transactions gets the next available transaction number and never share the same number). In Pawns + Buys / Sales mode, sales transactions are numbered independently from pawns and buys. In Pawns / Buys / Sales mode, all transactions are numbered independently (even though you may have a pawn, buy, and sale all having the same number they are considered unique).

- Next Pawn, Buy, or Sale number:

This is the number that will be assigned to the next pawn, buy, or sales transaction you enter. When first using the program you can set this to the number you want the computer to begin numbering from. Fill in the next transaction number that is required for the numbering mode you selected above. Any transaction numbers that do not apply for your numbering mode will be dimmed.

- Next item number:

This is the number that will be assigned to the next item pawned or bought.

- Next check advance:

This is the number that will be assigned to the next check advance transaction.

- Next gun number:

This is the number that will be assigned to the next gun pawned or bought for tracking in the Federal gun log.



- Next lay number:

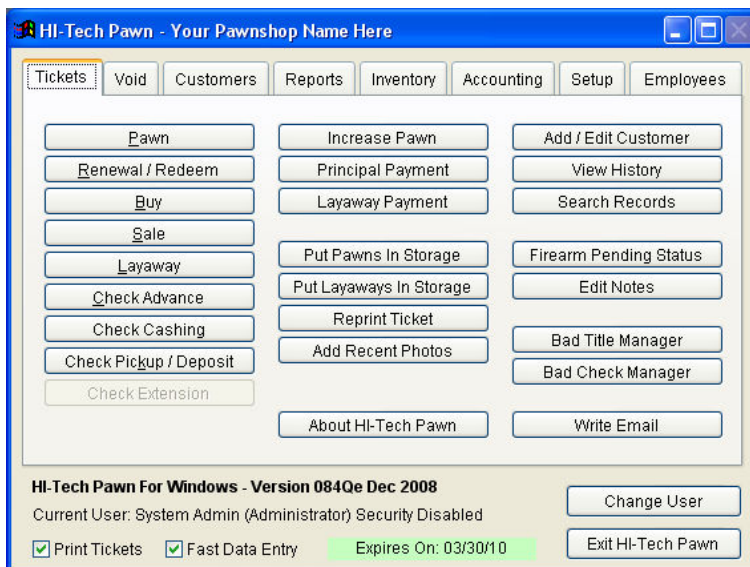
This is the number that will be assigned to the next layaway transaction.

Next bad number:

This is the number that will be assigned to the next bad check or title collection record.

## MAKING TICKETS

Making tickets with HI-TECH Pawn is so easy it's almost fun to do. Certain things are done in the same way for different types of tickets. From the MAIN MENU, click on the 'Tickets' tab at top to start the main ticket screen, this entry screen is where almost all customer functions can be performed.



### SELECTING TICKET TYPE

Click on the type of ticket you would like to do:

- PAWN
- RENEW / REDEEM
- BUY
- SALE
- LAYAWAY
- CHECK ADVANCE
- CHECK CASHING

- CHECK PICKUP / DEPOSIT

## LOOKING UP OR ADDING A CUSTOMER

Whenever you start a ticket, (except for a sale) you will be asked for a name to lookup for that transaction. If this is a new customer that is not in your records, click on 'Add New', and fill in customer information. You will be prompted to fill out the following information:



SS Number - Social Security Number is used to uniquely identify each customer. If you enter a SS# that is already in use the computer will tell you so and who it belongs to.

Birth date - Enter date of birth here (if it's a vendor just leave it blank) if the birth date you enter is underage the program will not let you continue until you correct it or cancel this new customer.

Name - First, Middle Initial, and Last Name

Address - Street address

City / State / ZIP - If this customers city of origin is on your abbreviation list, just enter that abbreviation here and the computer will fill out the rest for you.

Phone number – home phone, Cell phone, Work phone

Email Address – Optional

ID Type – There are several choices for ID type. In some states, must have id for the state that you are doing business in.

ID Number and State – Enter the number found on the type of ID being used. If the ID is state issued, or a driver's license, always precede the number with the state abbreviation.

## CUSTOMER DESCRIPTION BOXES:

Sex - M or F

Race - Select a letter that defines the customers race to your satisfaction the program does not check to see what you have type so these letters are arbitrary.

Height - Feet and Inches

Eye color – Enter a 2 or 3 letter abbreviation.

Weight – Enter the customer's weight.

Tax Exempt Number – Tax exemption number or reason

Vendor (Y/N) - Specifies whether or not this customer is actually a vendor. For example if you wanted to buy guitar strings for resale from Wal-Mart you would add them as a vendor so that those purchases would not appear on the police report.

Found store by – Specify how the customer heard about/found your store. This information can then be analyzed for any date range by using the marketing analysis report. Use this to determine the effectiveness of advertising, etc. The choices are phone book, radio or TV ad, newspaper, word of mouth, location, direct mail, and billboards.

Alert - Use this field to type a message you wish to be reminded of whenever you do business with this customer.

Examples: HAS BROUGHT IN STOLEN GOODS, REQUEST CORRECT ADDRESS,

RETURN DRIVER'S LICENSE (IN DRAWER)



Whenever you select that customer in the future this message will be shown.

References – Enter place of work, landlord, and 2 personal references. This information then appears on title and check transactions and collections.

If a customer is already on file all you have to do is type their last name or just part of it, the computer will display a list of customers whose last name starts with whatever you typed. This list includes full name, birth date, and SS# to let you quickly identify whom it is. Highlight the correct customer with your arrow keys and press enter.

You may also look up a customer by entering a ticket number they have used in the past. This is most useful when doing a renewal or redeem where the customer will typically bring the ticket with them.

## CUSTOMER STATISTICS

Customer History For John T. Smith		
Pawns Complete	0	0.00
Renewals	0	0.00
Redemptions	0	0.00
Foreclosed	0	0.00
Currently Open	0	0.00
Overdue	0	0.00
Purchases	0	0.00
Checks Cashed	0	0.00
Checks Complete	0	0.00
Checks Open	0	0.00
Bad Checks	0	0.00
Checks Written Off	0	0.00
Bad Titles	0	0.00
Titles Written Off	0	0.00

Overdue Tickets		
Due Date	Ticket#	Loan
NEED DRIVERS LICENSE NUMBER		

Check History  
Outstanding & Deposited Checks Are Red

Total Profit 0.00 Last Activity / /

Proceed

If you start a Pawn or Buy ticket and the customer you selected was already on file, the computer will display a window of that customer's statistics, which include:

Tickets Completed - \$ amount and quantity

Renewals - \$ amount, quantity

Redeemed - \$ amount, quantity, and percentage

- Foreclosed - \$ amount, quantity, and percentage

- Currently Open - \$ amount and

quantity

- Overdue - \$ amount, quantity, and percentage
- Purchases - \$ amount and quantity
- A list of overdue tickets with ticket #, \$ amount, and due date
- Profit - \$ amount you have profited from renewals, redeems, and items sold

And finally the last date they did business at your shop Just press 'Proceed' after viewing these statistics to continue. Some or all of these steps are part of making every ticket except a sale.



## MAKING A PAWN TICKET

PLEASE READ THE SECTION ON MAKING TICKETS IF YOU HAVEN'T, BEFORE CONTINUING.

### STEP BY STEP GUIDE

The screenshot shows the 'Pawn' software window. At the top, there are buttons for 'Add New' and 'Find By Scan'. Below these is a 'Select Customer' section with a dropdown menu showing 'Sm'. To the right, customer information is displayed: 'John T. Smith', '123 Anywhere Ave.', 'Taylor, MI 48180', and '123-45-6789'. There is also a checkbox for 'Active Military or Dependant'. The 'Date' is set to '05/12/2009' and 'Due' is '06/11/2009'. Below this is a large text area for 'Description' with a 'Serial' field next to it. To the right of the description area is a 'What Have I Loaned on this Description in The Past?' section with a 'Search' button. Below the description area are buttons for 'Edit Line', 'Delete Line', and 'Retrieve Item'. At the bottom, there is a summary table with columns for 'Loan', 'Interest', 'Fees 1', 'Fees 2', and 'Total'. The values are: Loan 0.00, Interest 2.00%, Fees 1 20.00%, Fees 2 0.00%, and Total 22.00%. There is also a 'Note' field and a 'Items' counter showing '0'. At the very bottom are buttons for 'Edit Customer', 'Clear', 'Teletrack Inquiry', 'Print Ticket', 'Save & Print', and 'Exit'.

Start the PAWN ticket by going through the steps outlined under MAKING TICKETS until the PAWN entry screen is displayed. Your cursor will be blinking in the box under 'description', type a description of the goods you are pawning here. For example if you were pawning a Magnavox TV with a 25 inch screen and a remote control you might type MAGANVOX 25" TV W/REMOTE and press enter. Now the program will try to decide what category the item is in, based on your description, and highlight it automatically for you. If the category is correct just press enter, otherwise use the up and down arrows to select the correct category or press [F2] to add a brand new one. The category system is discussed in more detail later.

Now you need to choose whether it is in a bucket or not. If you

choose 'Y' for yes, it will give you a choice of buckets to choose from. Next you will enter the item's Serial number. Type the serial number or any identifying number found on the item being pawned here. You may leave it blank or type none if there isn't any.

Next press enter to move to LOAN and enter the dollar amount you will loan on this item. Then press enter again to move to VALUE and enter the stated value of the item. You will notice that whatever you entered for loan amount will be copied here automatically. In some states you are required to ask the customer for the stated value of their pledged property regardless of what you are loaning them. Stated value would then be used as the basis of reimbursement for stolen or damaged goods.

Press enter again to move to OK (Y/N) and enter 'Y' if everything is OK. Enter 'N' if you need to change anything you've entered about this item.

Once you select 'Y' from here that item will be added to this pawn ticket. The window underneath where you are typing will list all the items you have entered on this ticket if there are more than three items you can see a total number of items pawned in the bottom left corner.

To continue adding items to a ticket just keep typing more descriptions, when you are done just leave description blank and the computer will move to NOTE. You may enter a note on this ticket, this note is similar to a customer alert except that it applies to only a single ticket so that any time you try to renew, redeem, or foreclose this ticket the note will be displayed.

Press enter from note to highlight 'Save & Print'. This is the last step in the creation of a pawn ticket at this point you can still cancel the ticket by pressing the 'Clear' button, or highlight the transaction, and press 'Delete Line', but once you press enter here a ticket will be made.

After you press enter to save this and any ticket you will be prompted to highlight the employee who made this ticket (employees/users are added in the password editor on the utility menu).

Next if you have selected to use labels in the printer setup menu, the computer will ask you how many pawn labels to print the default is 1.



---

## PAWNING A GUN

To pawn a gun, just type GUN and press enter, or click on the 'gun' tab next to description. You will then see a new entry screen with a list of manufacturers press the first letter of the manufacturer of the gun you are pawning to go straight to that section of the list. If the manufacturer is not on the list just press enter on whatever one you are currently on. Now you're on the field marked MANUFACTURER if you found the manufacturer of the gun on the list just press enter again, otherwise type the name of the new manufacturer over the one displayed. If you type in a new manufacturer, the computer will ask you if you would like to add it to the permanent list of manufacturers. Next enter the model, caliber, whether or not the gun is new or used, the firearm type, and the importer (if imported). When selecting the firearm type (Pistol, Revolver, Rifle, or Shotgun) use the up/down arrow keys to highlight the type you want and then press enter. When you are done you will return to enter the gun's serial number and you'll see the gun's description entered for you. From this point on proceed as outlined above.

---

## PAWNING A CAR TITLE

To pawn a car title just type TITLE and press enter, or click on the 'Title' tab next to description. You will then see a new entry screen where you may type year, make, model, body style, color, title number, license plate number, and the title's state of issue. When you are done you will return to enter the car's VIN number where the program expects a serial number. From this point you may proceed as outlined above.

Depending on your company options the computer may print a POWER OF ATTORNEY form and/or an AFFIDAVIT FOR NOTING OF LIEN upon saving this transaction.

---

## RE-PAWNING ITEMS

Often times a customer will bring the same item to be pawned over and over. To re-pawn an item that you have pawned in the past press the 'Retrieve Item' button while making a pawn ticket to see a list of all the items that customer has brought before. Scroll down the list to the item to re-pawn with you arrow keys and press enter. The item will be entered on your ticket the same way it was originally.

---

## EDITING AN ITEM

To edit an item you have already entered on your pawn ticket just highlight the item, and press the 'Edit Line' button.

---

## DELETING AN ITEM

To delete an item you have already entered on your pawn ticket, highlight the item, and press the 'Delete Line' button.

---

## EDITING A CUSTOMER WHILE MAKING A PAWN

If you wish to edit anything about the customer while you're making a pawn ticket, just press the 'Edit Customer' button and the customer editor screen will appear. You may then change the customer's address, enter an alert, or change anything about that customer except their Social Security Number.

---

## CANCELING A PAWN TICKET

To cancel a ticket after you've already started, press the 'clear' button to remove all entries.



## RENEWING A PAWN TICKET

Please read the section on MAKING TICKETS if you haven't, before continuing.

### WHAT IS A RENEWAL?

A renewal is the process of extending the life of a pawn ticket another 30 days. In order to do this the customer must pay you the interest & fees originally calculated when the ticket was first made. This does not pay anything towards the principal loan amount it simply extends the pawn ticket's due date 30 more days.

### STEP BY STEP GUIDE

Select the Renewal/Redeem button from the ticket screen. Next enter a last name or ticket number. If you enter a last name the computer will give you a list of customers with that last name, select the correct customer and press enter. Next the computer will display a list of all open pawn tickets that customer has. This display shows you the date, ticket number, and loan amount of each open ticket on the left side and as you move the highlighter up and down you can see the items of the highlighted ticket number in a window on the right hand side.

To select a ticket to renew just highlight it and press either the space bar for one renewal, or 2-9 for multiple renewals. The computer will have calculated the correct amount of payment for a renewal but you may change this amount to anything you like. If you increase or decrease the calculated amount of renewal the computer may (depending on company options) ask you if you want to credit an overpayment or balance forward an underpayment. This may happen automatically or not at all based on your company options. If you credit or balance forward any amount on the renewal, that amount will be figured into the next renewal or redeem. Press proceed

## REDEEMING A PAWN TICKET

### WHAT IS A REDEEM?

Redeeming a pawn ticket is the process of a customer paying the principal loan amount, interest & fees, and late charges due on a pawn ticket in order to have their merchandise returned.

### STEP BY STEP GUIDE

Select 'Renewal/Redeem' from the ticket screen. Next enter a last name or ticket number. If you enter a last name the computer will give you a list of customers with that last name, select the correct customer and press enter. Next the computer will display a list of all open pawn tickets that



customer has. This display shows you the date, ticket number, and loan amount of each open ticket on the left side and as you move the highlighter up and down you can see the items of the highlighted ticket number in a window on the right hand side. To select a ticket to redeem, just highlight it and press the space bar twice. You may select as many as necessary to redeem together. Press 'Proceed' to advance to the next screen. You may enter a different amount in the late box if needed. One of the company options allows you to edit the Fee amount just like the late amount if your pawnshop needs this capability. Press 'Save & Print' to print ticket.

---

## REDEEMING AND/OR RENEWING SEVERAL TICKETS AT THE SAME TIME

Some customers may have several open pawn tickets that they will want to renew and/or redeem at the same time. To do this, look up the customer by last name. After selecting the correct customer a list of open pawn tickets for that customer is displayed (see description in preceding paragraph) to tag a ticket for renew just highlight it and press the SPACEBAR. To redeem the ticket just press the SPACEBAR again. Every time you press the SPACEBAR the highlighted ticket will change to renew then redeem and then untagged again. Next to the highlighted ticket will be Renew or Redeem indicating 1 renewal or redeem. To tag a ticket for multiple renewals at once just press the number (2-9) of times you want to renew the transaction. Next to the highlighted ticket the computer will display Renew x (the x will be showing the number of times to renew). While you are tagging or un-tagging tickets, the total dollar amount to renew and redeem the selected tickets is displayed in the upper right hand corner of the screen. When you have finished tagging the tickets just press Proceed, and the next page will appear with the fees and principle payment. If everything is correct, press save and print to finish transaction.

---

## REDEEMING A GUN

If any items on your redeem ticket are guns, an additional step is required. After entering which employee made the redeem, the computer will ask you for the name, address, and drivers license number of the person picking it up. The computer will fill this information in from the customer who originally pawned it but you must verify that this is who is actually picking it up, and if not, fill in the correct information. This is a requirement of the ATF and is stored as part of the federal gun log. If any of the guns being redeemed are handguns then the computer will ask you to fill out quite a bit more information about the person redeeming the handgun. This includes type of ID and number, name, address, phone, employer, employer's address, work phone, date of birth, age, sex, race, height, weight, hair color, eye color, place of birth, and intended use for the gun. After you fill in this information the computer will printout the PENDING HANDGUN CERTIFICATION form with this information on it.

---

## REDEEMING A CAR TITLE

When redeeming a car title that you've entered expenses on, those expenses will be displayed and you will be asked if you would like to add them to the cost of redeeming the title. If you answer yes and save the redeem transaction, the title costs will be deleted for that title (since you have recovered them at time of redeem).

---

## EDITING A CUSTOMER WHILE MAKING A REDEEM

If you wish to edit anything about the customer while you're making a redeem, select the redeems and click on proceed. The next window will allow you to edit the customer's information by clicking on the 'Edit Customer' Button at the bottom of the screen. You may then change the customer's address, enter an alert, or change anything about that customer except their Social Security Number.

---

## CANCELING A REDEEM

To cancel a ticket after you've already started one just press the 'Cancel' button.



## BUYING GOODS

PLEASE READ THE SECTION ON MAKING TICKETS BEFORE CONTINUING.

### STEP BY STEP GUIDE

Start the BUY ticket by going through the steps outlined under MAKING TICKETS until the BUY entry screen is displayed. Your cursor will be blinking in the box under DESCRIPTION, type a description of the goods you are buying here. For example if you were buying a Magnavox TV with a 25 inch screen and a remote control you might type MAGANVOX 25" TV W/REMOTE and press enter. Now the program will try to decide what category the item is, based on

your description, and highlight it automatically for you. If the category is correct just press enter, otherwise use the up and down arrows to select the correct category or press [F2] to add a brand new one, or [F3] to edit the category. The category system is discussed in more detail later.

Next press enter until your cursor is blinking under BUCKET. Enter 'Y' here to have this item automatically added to an existing inventory bucket (the bucket system is explained in the BUCKET section in the INVENTORY chapter). If you want to wait and add to bucket later, just enter through this.

Next press enter until your cursor is blinking under SERIAL #, type the serial number or any identifying number that is found on the item being bought here, you may leave it blank or type NONE if there isn't any.

Next press enter to move to COST and enter the dollar amount you will pay for this item, press enter to move to RETAIL and enter the dollar amount you will sell this item for.

Now the computer will be blinking on OK (Y/N) which will be 'Y', if everything is OK with this line just press enter otherwise enter 'N' and press enter to edit this item.

Once you select 'Y' from here that item will be added to this buy ticket. The window underneath where you are typing will list all the items you have entered on this ticket if there are more than five items you can see a total number of items bought in the bottom left corner.

To continue adding items to a ticket just keep typing more descriptions, when you are done just leave description blank and the computer will move to highlight SAVE & PRINT. This is the last step in the creation of a buy ticket at this point you can still cancel the ticket by pressing the escape key, or the 'exit' button and nothing has changed, but once you press enter here, a ticket will be made.

After you press enter to save this and any ticket you will be prompted to highlight the employee who made this ticket (employees/users are added in the employee editor).



Next if you have selected to use labels in the printer setup menu, the computer will automatically print retail labels for the items purchased.

---

## BUYING A GUN

To buy a gun just type GUN for a description and press enter, or press the gun button next to the description box. You will then see a new entry screen with a list of manufacturers press the first letter of the manufacturer of the gun you are buying to go straight to that section of the list. If the manufacturer is not on the list just press enter on whatever one you are currently on. Now you're on the field marked MANUFACTURER if you found the manufacturer of the gun on the list just press enter again, otherwise type the name of the new manufacturer over the one displayed. If you type in a new manufacturer the computer will ask you if you would like to add it to the permanent list of manufacturers. Next enter the model, caliber, whether or not the gun is new or used, the firearm type, and the importer (if imported). When selecting the firearm type (Pistol, Revolver, Rifle, or Shotgun) use the up/down arrow keys to highlight the type you want and then press enter. When you are done you will return to enter the gun's serial number and you'll see the gun's description entered for you. From this point on proceed as outlined above.

---

## COPYING THE LAST BOUGHT ITEM

Because of the nature of a Pawn Shop, inventory is normally never bought in quantities since most goods are a unique item. Because of that, HI-TECH Pawn does not track quantities with an inventory item, that is, each item for sale is considered a unique item and has its own individual item number. However occasionally you will purchase goods from a vendor for resale in bulk, a typical example is purchasing 2-dozen guitar strings from a company to sell alongside your guitars. To buy the guitar strings you would enter the cost and retail for 1 package then, after saving that item, highlight the item in the list, and press 'copy item' the number of times for the amount of items you are buying. In the bottom left corner you can see the total number of items being bought so you can avoid making a mistake. And the total purchase price is displayed on the bottom right.

---

## EDITING AN ITEM

To edit an item you have already entered on your buy ticket just highlight the item to edit and press 'Edit line'.

---

## DELETING AN ITEM

To delete an item you have already entered on your buy ticket just highlight the item to delete and press 'Delete Line'.

---

## EDITING A CUSTOMER WHILE BUYING GOODS

If you wish to edit anything about the customer while you're making a buy ticket, just press the 'Edit Customer' button and the edit customer screen will appear. You may then change the customer's address, enter an alert, or change anything about that customer except their Social Security Number.



## CANCELING A BUY TICKET

The screenshot shows the 'Sales' window with the 'Date' field set to 06/14/2010. The 'Discount' list on the left has 'None' selected. The 'Item' and 'Description' fields are empty. The 'Cost' and 'Retail' fields both show 0.00. The 'OK?' checkbox is checked. The 'Profit' field shows 0%. The 'Minimum' field shows 0%. The 'Today' field shows 0%. The 'Best' field shows 0%. The 'Worst' field shows -999%. The 'Items' field shows 0. The 'Sub Total' field shows 0.00. The 'Tax' field shows 0.00. The 'Tax #' field is empty. The 'Exempt' checkbox is unchecked. The 'Print Ticket' checkbox is checked. The 'Save & Print' button is visible. The 'Exit' button is visible. The 'Clear' button is visible at the bottom left.

To cancel a ticket after you've already started one just press the 'Clear' button, or the 'exit' button.

## SELLING GOODS

### STEP BY STEP GUIDE

The screenshot shows the 'Sales' window with the 'Date' field set to 06/14/2010. The 'Discount' list on the left has 'None' selected. The 'Item' and 'Description' fields are empty. The 'Cost' and 'Retail' fields both show 0.00. The 'OK?' checkbox is checked. The 'Profit' field shows 0%. The 'Minimum' field shows 0%. The 'Today' field shows 0%. The 'Best' field shows 0%. The 'Worst' field shows -999%. The 'Items' field shows 0. The 'Sub Total' field shows 0.00. The 'Tax' field shows 0.00. The 'Tax #' field is empty. The 'Exempt' checkbox is unchecked. The 'Print Ticket' checkbox is checked. The 'Save & Print' button is visible. The 'Exit' button is visible. The 'Retrieve Item' button is visible at the bottom right.

Start the SALE ticket by pressing 'SALE' from the main ticket screen. Your cursor will be blinking in the box under ITEM. Type the item number (found on the third line of the retail label) and press enter. If you have setup any inventory buckets, you may optionally enter the bucket name instead. The program would then ask you for the quantity of items to sell from that bucket and then automatically pull the oldest items out of inventory for this sale. You also have the choice for promotional discounts

by percentage, as well as immediate entry mode for use with bar code scanners.

### WHAT IF I DON'T KNOW THE ITEM NUMBER?

If you don't know the item number the program gives you a variety of ways to track it down. From the SALE ticket screen press the 'RETRIEVE ITEM' button. The computer will display a window asking you to specify what to SEARCH FOR in this box you may type the following:

- GUN - Will display all guns for sale.
- Ticket # - Type the pawn or buy ticket number to select all items for sale from that ticket.
- Description - Type any portion of the item's description and all items for sale with that text in their description will be displayed. For example type VCR and all items for sale with VCR anywhere in their description will be displayed.



- Leave Blank – Don't type anything, just press enter, to select by category. The list of categories will be displayed already highlighted on \*\*\* ALL CATEGORIES \*\*\* which you can select to see ALL items for sale. If you don't want ALL CATEGORIES, use your up/down arrow keys to highlight the category of the item you are looking for, then press 'Proceed', and all items for sale in that category will be displayed.

Next highlight the item for sale and press enter. The item will be entered on the sale ticket for you. If the item still cannot be found just press the escape key to cancel retrieving.

If you did know the item number just type it in and press enter. That item's description, cost, and retail price will be displayed.

Now the computer will be blinking on OK (Y/N), which will be 'Y'. To the right you will notice a box marked profit, this is the percentage profit you will earn on this item's sale. Next to that is a box marked minimum, this is the minimum percentage profit an employee is supposed to sell an item for (as defined in company options) and underneath that is the dollar amount that percentage means. Any items sold under the company minimum percentage will require an explanation be entered and they will be listed on the end of day accounting (CASH) report. Beneath that you'll find the best and worst profit percentages for today's business. If everything is OK with this line just press enter, otherwise enter 'N' and press the 'edit line' button to edit this item.

Once you select 'Y' from here, that item will be added to this sale ticket. The window underneath where you are typing will list all the items you have entered on this ticket if there are more than five items you can see a total number of items being sold in the bottom left corner.

To continue adding items to a ticket just keep typing more item numbers or press 'Retrieve Item' to retrieve them. When you are done just leave item number zero and press enter and the computer will move to highlight SAVE & PRINT. This is the last step in the creation of a sale ticket at this point you can still cancel the ticket by pressing the 'Clear' button, or the 'Exit' button and nothing has changed, but once you press enter here a ticket will be made.

After you press enter to save this and any ticket you will be prompted to highlight the employee who made this ticket (employees/users are added in the password editor). If any items on the sale were sold with the best or worst profit percentage for the day you will hear a beep and the computer will display the item and percentage briefly before going on. If any items were sold under the company minimum percentage as mentioned above, you will be asked to enter an explanation.

---

## SELLING A GUN

If any items on your sale ticket are guns, an additional step is required. After entering which employee made the sale, the computer will ask you for the name, address, and drivers license number, of the person buying it. It is not required to put Social Security number in the box, but you must put something there. It can be their phone number, driver's license number, or any other number they choose. You must verify who is purchasing the gun(s) as this is a requirement of the ATF and is stored as part of the federal gun log. If any of the guns being sold are handguns then the computer will ask you to fill out quite a bit more information about the person buying the handgun. This includes type of ID and number, name, address, phone, employer, employer's address, work phone, date of birth, age, sex, race, height, weight, hair color, eye color, place of birth, and intended use for the gun. A gun Form will have to be filled out by the buyer, with fingerprints included.

---

## SELLING AN ITEM THAT IS NOT IN INVENTORY

You may, from time to time, need to sell an item that is not in the computer records. This is usually true if an item is on consignment or is an item from before you started using a computer. To sell these items through the computer and therefore account for the income they generate, just press the 'Non-Inventory' button and fill out the information needed. Because the ATF requires that you be able to show where a gun came from (either pawned or bought) you cannot enter a gun this way.

---

## MAKING A TAX EXEMPT SALE



If you are selling to a re-seller or other party that receives a Tax Exempt status, just check the 'Exempt' box at any time during the sale to switch back and forth between a taxable and non-taxable sale. If your tax rate is set to zero (under company rates) the [F6] key will do nothing.

When you choose to make a sale tax exempt the computer will require you to identify the customer for that sale. The computer will

display 'Select Customer', enter a portion of the customer's name to select them or leave it blank, and click on 'add a new customer'. After selecting or adding the new customer, the computer will display a confirmation screen showing the selected customer and their tax-exempt number. A tax-exempt number or reason is MANDATORY and will be stored with the sales transaction for non-taxable sales reporting. This number or reason is also displayed on the sales screen as you continue the sale.

## EDITING AN ITEM

To edit an item you have already entered on your sale highlight the item to edit and press the 'Edit Item' button.

## DELETING AN ITEM

To delete an item you have already entered on your sale ticket, highlight the item to delete and press the 'Delete' Button.

## LAYAWAYS

PLEASE READ THE SECTION ON MAKING TICKETS BEFORE CONTINUING.

## STEP BY STEP GUIDE

Start the Layaway ticket by pressing the 'Layaway' button from the main ticket screen or just press the 'L' key. Follow the steps outlined under MAKING TICKETS until the Layaway screen is displayed. Your cursor will be blinking in the box under ITEM, type the item number (found on the third line of the retail label) and press enter.

## WHAT IF I DON'T KNOW THE ITEM NUMBER?

If you don't know the item number the program gives you a variety of ways to track it down. From the Layaway screen press the 'Retrieve Item' button. The computer will display a window asking you to specify

what to SEARCH FOR in this box you may type the following:

- GUN - Will display all guns for sale.
- Ticket # - Type the pawn or buy ticket number to select all items for sale from that ticket.



- Description - Type any portion of the item's description and all items for sale with that text in their description will be displayed. For example type VCR and all items for sale with VCR anywhere in their description will be displayed.
- Leave Blank – Don't type anything, just press 'Retrieve Item' to select by category. The list of categories will be displayed already highlighted on \*\*\* ALL CATEGORIES \*\*\* which you can select to see ALL items for sale by pressing on 'Proceed'. If you don't want ALL CATEGORIES, use your up/down arrow keys to highlight the category of the item you are looking for, then press 'Proceed', and all items for sale in that category will be displayed.

Next highlight the item to put in layaway and press the 'Enter', the item will be entered on the layaway ticket for you. If the item still cannot be found just press the 'Escape' key to cancel retrieving.

If you did know the item number just type it in and press enter and that item's description, cost, and retail price will be displayed.

Now the computer will be blinking on OK (Y/N), which will be 'Y'. If everything is OK with this line just press enter, otherwise enter 'N' and press enter to edit this item.

Once you select 'Y' from here, that item will be added to this layaway ticket. The window underneath where you are typing will list all the items you have entered on this ticket, you can see a total number of items being sold on the left-hand side of the screen.

To continue adding items to a ticket just keep typing more item numbers or press 'Retrieve' to retrieve them. When you are done just leave item number zero, press Enter and the computer will move to LAYAWAY TERM. This is the number of days you will allow the customer to pay out this layaway. The default number of days (as defined under COMPANY OPTIONS) will be displayed here already. The next item is PAY EVERY. This is the frequency in days that the customer must make a payment on the layaway. This is also pre-filled from your default setting under COMPANY OPTIONS. The next item is DOWN PAYMENT. This is the amount of the first payment the customer will make. To the right of this amount you will see the percentage minimum down payment as defined under COMPANY OPTIONS. This amount will be rounded to the nearest dollar and displayed. If the customer will pay a different amount just type over it and press Enter. Next the computer will move to highlight SAVE & PRINT TICKET. This is the last step in the creation of a layaway ticket, at this point you can still cancel the ticket by pressing the 'Clear' button, or pressing 'Exit' and nothing has changed, but once you press enter here, a ticket will be made.

---

## LAYAWAY OF AN ITEM THAT IS NOT IN INVENTORY

You may, from time to time, need to layaway an item that is not in the computer records. This is usually true if an item is on consignment or is an item from before you started using a computer. To layaway these items through the computer and therefore account for the income they generate, just press the 'Non- Inventory' button, and fill out the information needed. Because the ATF requires that you be able to show where a gun came from (either pawned or bought) you cannot enter a gun this way.

---

## MAKING A LAYAWAY TAX EXEMPT

If you are making a layaway to a re-seller or other party that receives a tax exempt status just check the 'Exempt' box, at any time during the layaway to switch back and forth between a taxable and non-taxable sale.

When you choose to make a layaway tax exempt the computer will require you to identify the customer. The computer will display 'Select Customer', enter a portion of the customer's name to select them or leave it blank to add this customer. After selecting or adding the customer, the computer will display a confirmation screen showing the selected customer and their tax-exempt number. A tax-exempt number or reason is MANDATORY and will be stored with the sales transaction for non-taxable sales reporting. This number or reason is also displayed on the layaway screen as you continue the transaction.

---

## EDITING AN ITEM

To edit an item you have already entered on your layaway ticket just highlight the item to edit and press 'Edit Line'.



## DELETING AN ITEM

To delete an item you have already entered on your layaway ticket just highlight the item to delete and press 'Delete Line'.

## CANCELING A LAYAWAY TICKET

To cancel a ticket after you've already started one just press the 'Clear' button, or Press 'Exit'.

## CHECK ADVANCE

Date	Days	Post Date	Amount	Fee %	Debit Card Fee	Total Fees	Total
06/08/2009	14	06/22/2009	0.00	0	0.00	0.00	0.00

### WHAT IS CHECK ADVANCE?

A Check Advance transaction allows you to loan customers money against their personal check as a one-time service (check Advance is not renewable – a customer must write a new check for each transaction). The customer writes a check for the amount that they want to borrow plus the amount of fee you want to charge for an agreed number of days. After the number of days agreed upon has expired, the customer either returns to pay for the check or you deposit it in your bank account.

## STEP BY STEP GUIDE

Start the transaction by clicking on the CHECK ADVANCE button on the ticket screen. Once you've selected a customer, the computer will show you this customer's history of pawned and cashed checks where you may determine if they have other checks outstanding and whether or not they've written any bad checks. Press enter when done viewing their history. Select the 'Advance Type' in the drop down list, and select the amount of the advance. You may change the number of days by typing over the default value that is shown. Next you will enter a description of the check, this should normally include the check number and name of bank. The computer will calculate the fee and display the total amount the check should be written for. Click on 'SAVE & PRINT' this transaction or you may press Exit to cancel.

The computer will print a full-page contract for the customer to sign instead of a pawn ticket. This form is a legal agreement that defines the check cashing service and lists the penalties for having written a bad check.

## CHECK CASHING

PLEASE READ THE SECTION ON MAKING TICKETS BEFORE CONTINUING.



## WHAT IS CHECK CASHING?

A Check Cashing transaction allows you to give a customer, money against their personal check as a one-time service (check cashing is not renewable – a customer must write a new check for each transaction).

## STEP BY STEP GUIDE

Start the transaction by pressing the 'Check Cashing' button from the main ticket screen. Once you've selected a customer, the computer will show you this customer's history of pawned and cashed checks where you may determine if they have other checks outstanding and whether or not they've written any bad checks. Press enter when done viewing their history. Next you'll see a list of the six user-defined rates for check cashing. These rates are setup under company options. Select the percentage fee you will charge for this check cashing transaction by using the up/down arrow keys to highlight and then enter to select. Next you will enter a description of the check, this should normally include the check number and name of bank. Press enter to move to amount and type in the amount of the customer's check. Press enter again and the computer will calculate the fee and display the amount the customer will receive from the check. Press enter to select 'Save & Print'. You can press 'Clear' to cancel, or press 'Exit'.

The computer will print a full-page contract for the customer to sign instead of a pawn ticket. This form is a legal agreement that defines the check cashing service and lists the penalties for having written a bad check.

## CHECK PICKUP / DEPOSIT

## WHAT IS A CHECK PICKUP / DEPOSIT?

A Check Cashing deposit is the equivalent of redeeming a pawn ticket. It allows you to record that a customer has picked up their check or that you have deposited the check in your bank.

## STEP BY STEP GUIDE

Start the transaction by clicking on Check Pickup / Deposit from the main ticket screen or just press the 'K' key. Next you may select the check to deposit or pickup by entering the customer's last name or the transaction number printed on the original agreement. You may optionally not enter either to see a list of all open checks. Highlight the check that is being deposited or picked up and press either customer pickup or deposit. Next the computer will ask you to confirm this deposit, just press 'Y' to continue or 'N' to cancel. Next the computer will ask if you're depositing this check, answer 'Y' if you are depositing this check in your bank account today or answer 'N' to indicate that the customer is actually picking the check up. Next select which employee is doing the transaction and press enter. If you noted that the customer is picking up the check (instead of a deposit) you are shown a late fee /



rebate screen. Under company options you may setup the program to apply late fees for late pickup or a rebate for early pickup. This amount, if it applies, will be shown now. You may type over this amount to add or subtract from the actual amount the customer must pay to pickup their check. Next press the continue button, and press proceed. Next you will be asked if you want to print a check settlement, which is basically a receipt showing the check was picked up and for how much. You should always print a check settlement if a truth-in-lending unused interest refund has occurred (due to early pickup). If the check pickup is early the computer will beep to tell you that there will be an unused interest refund and how much it will be.

TICKET SCREEN FUNCTIONS

Several functions are available while making tickets that make it easy and convenient to accomplish a wide variety of tasks without having to leave the main ticket screen. The main ticket screen is accessed from the main menu by pressing 'Tickets'. These functions are only available while you are in between making tickets. The rule is if you can't see the menu of functions you can't use them.

ADD / EDIT A CUSTOMER

Press the 'Add / Edit' box to edit a customer. Type in customer's last name, or you can add a new customer. If you select by last name the computer will display all customers with that last name, highlight the correct customer and press enter to begin editing that customer.

PUT PAWNS IN STORAGE

Transaction	Date	Item	Description	Bin	User

Pawn  Item  Bin

Press the 'Put pawns in storage' box to display the most recently pawned goods. This is a list of all pawned items starting with the oldest pawned item. If you have a legal option set to hold purchased items for a certain number of days, these items will also be displayed (with the exception of items purchased from vendors). Next to each item you may type up to 4 letters to describe the location or storage bin where you are storing the item. These storage locations are displayed on the redeem ticket when redeeming, the purchased goods to be released to inventory report, and the foreclosure detail report to make it easier to locate the items. When you are done entering these locations, press the exit key to return to the ticket screen.

REPRINTING A TICKET

Enter Ticket Number To Reprint

Press the 'Reprint Ticket' box to reprint any kind of ticket or label. Printers do get jammed occasionally and you have to reload paper and reprint whatever it was you were printing. After you press 'Reprint Ticket' box, the computer will ask you for the ticket number to reprint. Type the ticket number in and press enter. If the ticket was a buy or sale ticket it will print immediately. If the ticket you wish to reprint was a pawn ticket you will see a menu of ticket types to print as follows:

- PAWN
- RENEWAL
- REDEEM



LABEL ONLY

POWER OF ATTORNEY

TRUTH-IN-LENDING DISCLOSURE

Click on the type of reprint you need for that ticket. You may only print a power of attorney for pawn tickets that were car titles.

---

## VIEWING A CUSTOMER'S HISTORY

Press the 'View History' box to view a customer's history of pawn activity. The computer will prompt you for a ticket number or last name to look up. If you enter a ticket number the computer will select the customer that made that ticket. If you type in a last name the computer will display a list of all customers with that last name. Choose the customer you are looking for from the list and press enter.

The customer history screen is a quick way to answer many different types of questions. On the screen is displayed a list of every ticket this customer has had (tax exempt sales are included).

- Date - The date the pawn ticket was made
- Due - The due date for redeeming the pawn ticket
- Renew - Last date this ticket was renewed.
- Redeem - Date this ticket was redeemed or foreclosed.

Loan - Original amount loaned.

- Interest - Interest
- Fees – Fee for making the pawn transaction.
- Late - Overdue Charges
- Total - Total Due

On the right hand side of the screen is a list of all the items from the highlighted ticket and directly beneath that is a list of all financial transactions that have occurred for that ticket. If you cannot see all the items or financial transactions just press the TAB key to switch between lists. As you change to each list you may use the arrow and Page Up/Page Down keys to move up or down in the list. When you are done viewing the customer's history press the exit button to exit. You can print this customer's history by pressing the 'Print History' button at the bottom of the screen. The computer will then ask you if you want a report of only open (active) tickets. If you answer yes you will get a report of all active tickets and their items for that customer with a total amount to pick up all goods at the bottom. If you answer no you will get a list of all tickets and items this customer has ever pawned or sold to you. This report may be viewed or faxed as well as being printed.

---

## VOIDING TICKETS OR TRANSACTIONS

Everyone makes mistakes and sometimes a customer doesn't bring enough money or they change their mind about what they want to do after you've already made a ticket. Whatever the reason is, you can void or undo any type of transaction with HI-TECH Pawn. Press the Void tab at the top to display the void menu, then choose the type of void from the list. You may void or undo the following types of transactions:

- Pawns



- Renewals
- Redeems
- Purchase
- Sales
- Principle Payment
- Layaway
- Foreclosures
- Instant check
- Check Advance
- Check Cashing
- Check Pickup
- Change Pickup / Deposit

After you select one of these void types, the computer will ask you for the ticket number. Type in the ticket number with the transaction you wish to void and press enter. The computer will check to see if the void is allowed and then do it.

---

#### EDITING PAWN TICKET, ITEM, OR CHECK ADVANCE NOTES

From the Ticket screen, press the 'Edit Notes' button to add, edit, or remove a note from a pawn ticket, item (in pawn or inventory), or check cashing transaction. The computer will give you a choice of Pawn Ticket, Item, or Check Advance to edit. Next the computer will ask you for the ticket number, just type it in and press enter. When you enter the ticket number, it will automatically enter the date the ticket was created, and a description for you. Now type the note you wish to add or type over the existing note to edit. If you want to remove a note just use the spacebar or delete key to blank out the note. If you are typing an item or check note you have an unlimited typing area (like using a word processor). When you are done, click either the Save/ Update button, or 'Exit ' if you don't want to save the note, and return to the ticket screen.

---

#### QUERYING FILES

Press the 'Search Records' to lookup customers, tickets, or items in a variety of different ways. The computer will display tabs across the top to choose from (customers, tickets, or inventory). Highlight the type of information to look up by choosing the appropriate tab.

When you choose to make a query, a screen will appear that lets you specify what types of matches to look for, fill in the box next to the type of match you're looking for. For example if you're looking for someone whose date of birth is September 17, 1969 and whose SS# contains 410, just type 410 next to SS# and 09/17/69 next to DOB. Press the View or Print box. If you are querying by more than one search criteria, the computer will assume you want matches where all criteria match, in other words using the above example the computer will locate matches where the SS# contains 410 AND the date of birth is 09/17/69. When querying inventory you may narrow down your search by inserting detailed information at the bottom of the screen.

#### ALL – SELECTS ALL ITEMS NO MATTER WHAT THEIR STATUS



- Inventory – Selects only items currently in inventory
- In Pawn – Selects only items currently in Pawn
- Redeemed – Selects only items that have been redeemed
- Sold – Selects only items that have been sold
- In Layaway – Selects only items that are currently in layaway
- Stolen – Selects only items that are marked as stolen
- Damaged – Selects only items that have been damaged
- In Repo

## ENTERING BAD TITLES

Use this function to enter detail about bad titles (repossession) at your company. HI-TECH Pawn will track these bad titles and allow you to send notices, collect payments, enter expenses, print statements, apply and collect bad title fees, and write-off titles that cannot be collected. Any bad title linked to an existing customer will be summarized and displayed whenever you begin a new transaction for that customer. These entries are then detailed and totaled for the day on the end-of-day accounting (CASH) report.

## BAD TITLE MANAGER

Press the 'Bad Title Manager' button on the ticket screen. You can find the customer in the list, or type in the last name, and press enter. A choice on the right will allow you to view outstanding titles, or all titles. Once you select the customer, all the titles ever pawned by that customer will be displayed, use your up/down arrows to highlight the bad title and press enter. You can add, edit, delete, or include a payment to the title you have selected. In the 'Edit' menu, the tabs across the top allow you to make a note, send customer a notice, insert repossession details, and insert photos of the vehicle the day the title was pawned, and the repossession date.

**Accept Payment** – Press 'Payment' on the main screen to enter a payment receipt from a customer. A new screen displays a list of all payments received to date on this title with date, time, amount, and an optional description that may have been entered. Type in the payment amount (this amount cannot exceed the balance due) and also enter a brief comment if needed in the description box. Next press 'Save Payment' to accept this payment or press exit to cancel. When you press 'Save Payment', you will be asked if you want to print out a statement now. Press yes or no. If the payment you enter pays off the remaining balance, the title will be showing a date CLEARED when you return to the bad title screen, also if the title was originally in pawn when you noted it's bad status it will automatically be redeemed at the same time. Whether the payment pays off the balance due or not the LAST PAID date will be updated when you return to the bad title screen. Whenever you enter a payment, a note describing the payment is automatically added to the bad title notepad.

Several special functions are available while adding or editing a bad title entry. You can use the up/down arrow keys to highlight the function you want:

When you press the EDIT button, you can:



- **Add Notes** – Press the notes tab on the top to add a note to the bad title notepad. The screen will open to display the bad title notepad. Click on ‘add new note’ to open with the date and time already filled in for you to type after. Just start typing your note such as “LEFT MESSAGE ON ANSWERING MACHINE” or anything else that applies to the history of this bad title collection. When you add a new note, all previous notes are “pushed” down so that the most recent note is always on top. When done entering your note just press exit to return to the bad title screen.
- **Edit Notes** – Press notes tab, to edit the bad title notepad. The screen will move up to display the bad title notepad and let you type over or edit any previously entered notes. When done editing the notepad just press exit to return to the bad title screen.
- **Enter Expenses** – Press ‘Bad Title Details’, then press ‘enter expenses’ to enter detail about expenses incurred in the pursuit of this title. These may include wrecker fees, storage and court costs, investigation, and any other miscellaneous expense.
- **Write Off Balance** – Press this button to write off the remaining balance on a bad title. Once you confirm the write off the computer will show a date cleared and a reason of “Written Off” next to it. Once a title is cleared you can no longer accept payment on it. Whenever you write off a bad title a note is automatically added to the bad title notepad.
- **Print Notice** – Press ‘Customer Notice’ tab to print a bad title notice to mail to the customer. This notice can be entered by you and is then remembered for any future notices you may send. Type up to 24 lines to appear on the notice then press {TAB} when finished to exit and print. This notice has dashes to indicate where to fold the paper for use in a windowed envelope. Whenever you print a notice the date next to NOTICE is updated and a note is added to the bad title notepad.
- **Print All Information** – Press on this button under the repossession tab to print all known information about the bad title and the customer. This report also lists the entire bad title notepad showing all contacts, mailings, and payments to date. Use this report when turning a title over to a repo man so that they can have all the detail possible to aid in locating the vehicle. Whenever you print this report a note is added to the bad title notepad.
- **Print Statement** - Press ‘Print Statement’ to print a statement for the bad title writer. This statement lists the information about the bad title and details all payments received to date. This notice also has dashes to indicate where to fold the paper for use in a windowed envelope. Whenever you print a statement a note is added to the bad title notepad.
- **Void Write-off** - Press this button to void a write-off that has already been processed.

When done adding or editing a bad title press exit to return to the list of bad titles. Press a button on the right side to further work on a highlighted entry. To highlight an entry use the up/down arrow keys. Press the ‘delete’ button to delete a highlighted entry, you will be asked to confirm the deletion. When done entering information just press exit to return to the ticket screen.

## BANK ACCOUNT MANAGER

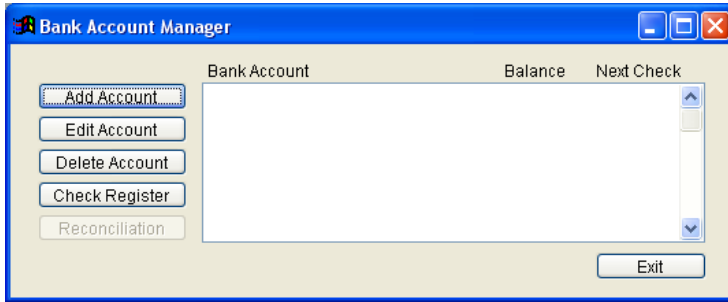
### WHAT IS THE BANK ACCOUNT MANAGER?

The bank account manager is used to track checks written on any number of bank accounts. These bank accounts are then tied into the end-of-day cash reporting to provide a cash count that includes both cash drawer and bank account balances combined.

In order to switch on the bank account system and to have the program prompt you for payment by check, you must first go to the SETUP menu and choose END DAY REPORTING. Check the box next to ‘ACTIVATE CHECK REGISTER FUNCTIONS’. For more information on these settings see the section covering COMPANY OPTIONS.



## USING THE BANK ACCOUNT MANAGER FOR THE FIRST TIME



In order to begin using the Bank Account Manager, and use the check register functions, follow these steps:

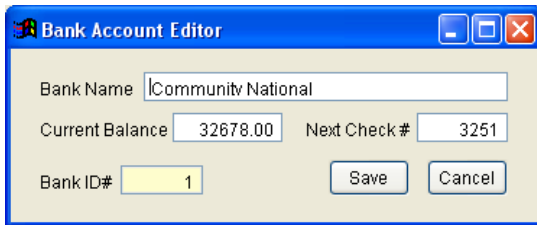
Activate check register functions (see above)

Go to the bank account manager and add all your bank accounts

On the cash report add the total of all your bank accounts to

the start-up cash (if it's not already included in your start-up cash)

## ADDING OR EDITING BANK ACCOUNTS

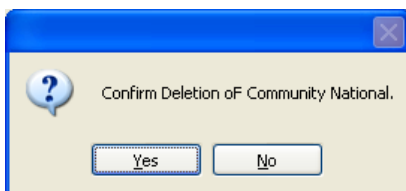


From the bank account manager select Add or Edit account to setup your bank accounts. When selecting Add, the computer displays the bank account editor with no information. Type in the bank name, current balance, and next check number. The bank ID# will automatically be selected for you. If you select Edit,

the computer will let you select the bank account to edit. Highlight the desired account and press enter. Next the computer displays the bank account editor screen; change any information you like at this time.

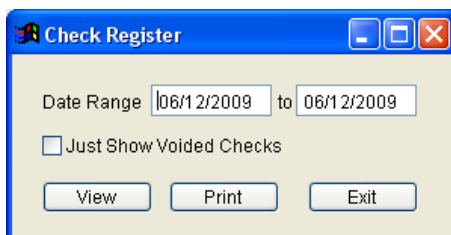
## DELETING BANK ACCOUNTS

If you select Delete Account, the computer will let you select the bank account to delete. Highlight the desired account and press the 'Delete Account button'. Next the computer will check to make sure that there are no un-voided checks written on this account, and if there are it will inform you and cancel the deletion. If there are no checks written on this account OR all the checks on this account have been voided, the computer will ask you to confirm the deletion, answer click yes to remove the account.



## CHECK REGISTER

If you select Check Register, the computer will let you select the bank account to report. Highlight the desired account and press the 'Check Register' box. Next the computer will ask you for the date range of checks, and then the box if you want to 'Just Show Voided Checks'. Next the computer will display the standard view, print, or fax menu. This report includes date, check, payment type, amount, paid to, transaction number, employee, voided date, voided time, voiding employee, and reconciliation date.



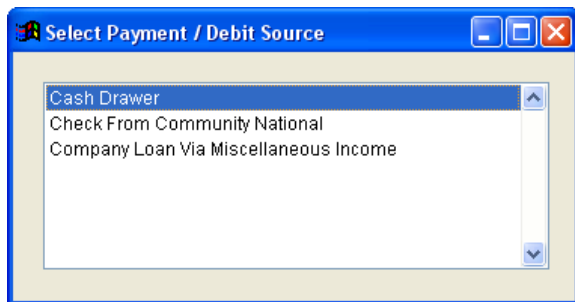


## FUNCTIONS AFFECTED BY THE BANK ACCOUNT MANAGER

- When doing a pawn transaction, you are asked if paying by cash drawer or check.
- When doing a buy transaction, you are asked if paying by cash drawer or check.
- When doing a check advance transaction, you are asked if paying by cash drawer or check.
- When entering an expense, you are asked if paying by cash drawer or check.
- Check book balance on the cash report is automatically set to the sum of all bank account balances currently in the bank account manager and cannot be edited.
- Bank Deposits now automatically update the bank account balance and must be single entries for the entire amount of the day's deposits.
- Expenses paid by check can't be edited.
- Bank deposits require that you select which bank is receiving the deposit.
- Voiding a transaction paid by check automatically voids the check.
- The Funds transfer system on the cash report is disabled.

## PAYMENT SELECTION SCREEN

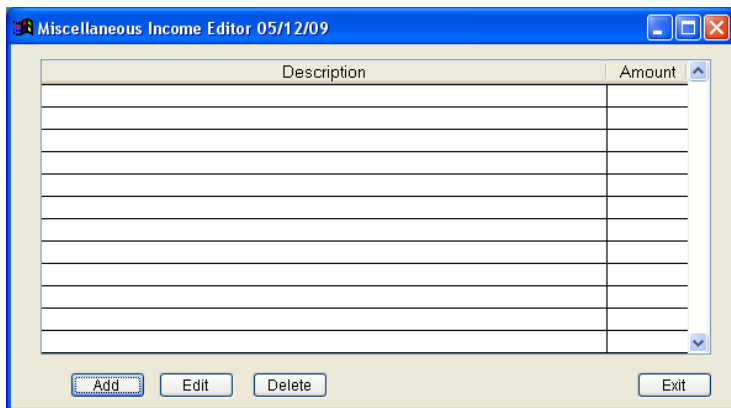
Many transaction types can optionally be paid by company check in which case the program will prompt you for the payment method (image above). Whenever paying a transaction by check, a check writing data entry screen appears to allow you to confirm the payment and select an alternate check number if the assumed one is incorrect. This is shown in the following image:



## ENTERING MISCELLANEOUS INCOME

Use this function to enter detail about money that has been added to the cash drawer from sources the program is not involved with. You may enter a brief description of the miscellaneous income and the amount. These entries are then detailed and totaled for the day on the end-of-day accounting (CASH) report.





Press the 'Accounting' tab at the top of the main menu; press the 'Miscellaneous Income' button. A list of the income entries entered today is displayed. Add, Edit, Delete buttons are at the bottom of the screen. Choose the function by clicking on a button. When you press to add a new entry, you can insert a Description and an amount. You can also check whether it is a company loan, or a loan payment transaction. For a standard miscellaneous income entry, type in up to 25 characters describing the entry. Now press enter to move to amount and enter that here. It is perfectly OK to enter a negative amount, just precede the amount with a minus sign '-'

'. After entering the new income entry you will return to the list screen with the new entry now included in the list. Press the 'Edit' button to edit a highlighted entry, to highlight an entry use the up/down arrow keys. Press the 'Delete' button to delete a highlighted entry, you will be asked to confirm the deletion. When done entering information, press 'Exit' to return to the ticket screen.

## ENTERING COMPANY EXPENSES

Use this function to enter detail about money that has been paid out of the cash drawer for reasons the program is not aware of. You may select a category for the expense (such as postage), enter a brief description, and the amount. These entries are then detailed and totaled for the day on the end-of-day accounting (CASH) report.

Press the 'Expenses' button from the Accounting menu screen. A list of the expense entries entered today is displayed. Across the bottom of the screen the function keys are listed – ADD - add a new entry, EDIT - to edit the entry highlighted, and Delete - to delete the entry highlighted. When you press 'ADD' to add a new entry, select the expense category (these categories are user-defined and can be edited on the SETUP MENU), by using your up/down arrow keys to highlight the category and then press enter. You may also just press the first letter of the desired category to go straight to the first category in the list that starts with that letter. Next type in up to 25 characters describing the entry. Now press enter to move to amount and enter that here. It is perfectly OK to enter a negative amount, just precede the amount with a minus sign '-'. If you have activated the check register functions, the computer will ask you if you're paying this expense from the cash drawer or writing a check from one of your bank accounts. After entering the new expense entry you will return to the list screen with the new entry now included in the list. Press 'Edit' to edit a highlighted entry, to highlight an entry use the up/down arrow keys. Press 'Delete' to delete a highlighted entry, you will be asked to confirm the deletion. When done entering

## ENTERING BANK DEPOSITS

Use this function to enter detail about checks or cash that are being deposited in your bank account today. You may enter a brief description of the deposit and the amount. These entries are then detailed and totaled for the day on the end-of-day accounting (CASH) report.

Press the 'Accounting' button from the ticket screen to select the Accounting Menu. From that menu press 'BANK DEPOSITS'. A list of the deposit entries entered today is displayed. Across the bottom of the screen the function keys are listed – ADD - to add a new entry, EDIT - to edit the entry highlighted, and Delete - to delete the entry highlighted. When you press 'Add' to add a new entry, you can type in up to 25 characters describing the entry. Now press enter to move to amount and enter that here. It is perfectly OK to enter a negative amount, just precede the amount with a minus sign '-'. After entering the new deposit entry you will return to the list screen with the new entry now included in the list. Press 'Edit' to edit a highlighted entry, to highlight an entry use the up/down arrow keys. Press 'Delete' to delete a highlighted entry, you will be asked to confirm the deletion. When done entering information just click the Exit button to return to the ticket screen.



---

## ENTERING BAD CHECKS

Use this function to enter details about bad checks written to your company. HI-TECH Pawn will track these bad checks and allows you to send notices, collect payments, monitor collection agency progress, print statements, apply and collect bad check fees, and write-off checks that cannot be collected. In addition these checks can be from check pawns, check cashing, or over-the-counter sales even if the check writer is not an existing customer. Any bad checks linked to an existing customer will be summarized and displayed whenever you begin a new transaction for that customer. These entries are then detailed and totaled for the day on the end-of-day accounting (CASH) report.

Press 'Bad Check Manager' from the ticket screen. You can search for a name by typing it in the 'Search for name box at the top. If you leave it blank, it will show all names. The right side of the screen will have choices of what checks to list. Select the type you want to see. Highlight a check entry and use the buttons on the lower right to make changes. When you press 'Add' for a new entry, the computer will ask you to select the source of the new bad check entry – check advance, or manual entry. If you choose check advance the computer will use the standard method of name lookup to allow you to select the customer who wrote the check. Once you select the customer, all the checks ever written by that customer will be displayed, use your up/down arrows to highlight the bad check and press enter. If you selected manual entry, enter a last name to look up. The screen will come up where you can enter all information manually.

Here is a breakdown of all items to fill in on a new bad check entry:

- Birth Date – Check writer's date of birth
- Name – Check writer's first and last name as well as middle initial
- Address – Check writer's street address
- City/ST/Zip – Check writer's city, state, and zip
- ID Type – Type of identification used
- ID # - Number associated with the identification used
- Phone – Check writer's phone number
- Sex – Check writer's sex
- Race – Check writer's race
- Height – Check writers height (feet' inches")
- Eye Color – Check writer's eye color
- Weight – Check writer's weight
- Check # - Check number on bad check
- ABA # - American Banking Association routing number (9 digits on bottom of check that start and stop with three little dots)
- Account # - Bank account number (all remaining digits on bottom of check that are not the ABA # or check #)
- Bank Name – Name of the bank
- City/State – City, state, and/or branch name of the bank



- Reason – Reason check was returned by the bank (insufficient funds, closed account, stopped payment, forgery, bankruptcy, or other)
- Check Date – Date the bad check was originally written
- Bad Date – Date the check was picked up from the bank (this should normally be today so that the end-of-day accounting can reflect the fact that money left the cash drawer to pay the bank for this check)
- Amount – Amount of the bad check
- Fees – Amount of fees you want to charge for this bad check (this amount is automatically filled in based on your company options, however you may type any amount you like)

If you selected a pawned check, check advance, or looked up the customer, most of this information will be filled in automatically for you. Press exit at any time during check entry to return to the bad checklist.

Several special functions are available while adding or editing a bad check entry. You can use the up/down arrow keys to highlight the function you want:

- Add Notes – Press the 'Edit' button, then press the Notes tab at the top to add a note to the bad check notepad. The screen will move up to display the bad check notepad with the date and time already filled in for you to type after. Just start typing your note such as LEFT MESSAGE ON ANSWERING MACHINE or anything else that applies to the history of this bad check collection. When you add a new note, all previous notes are "pushed" down so that the most recent note is always on top. When done entering your note just press either 'Add new note', or 'Print all information'. You can also print an Address Label from this screen. Press exit to return to the bad check screen.
- Edit Notes – Click on the note you want to edit, type over or edit any previously entered notes. When done editing the notepad just press exit to return to the bad check screen.
- Send To Collection – Press the 'Send to Collection' button to transfer a bad check to a collection agency, attorney, check guarantor, or any other party that will be attempting to collect and repay you for the bad check. On the SETUP MENU you can define your own list of collection agents that you will choose from when marking a check as in collection. A list of these collection agents is displayed, using your up/down arrow keys highlight the agency you are sending the check to and press e. The computer will now fill in the TO COLLECTION date with today's date and show the agency you selected directly beneath that. You may change this date manually by typing over if you need to.
- Accept Payment – Press the 'Payment' button to enter a payment receipt from a customer or collection agent. A new screen displays a list of all payments received to date on this check with date, time, amount, and an optional description that may have been entered. Type in the payment amount (this amount cannot exceed the balance due) and also enter a brief comment if needed in the description box. Next press Enter to accept this payment or press Exit to cancel. This screen shows you the number of payments already received and the remaining balance due. If the payment you enter pays off the remaining balance, the check will be showing a date CLEARED when you return to the bad check screen. Whether the payment pays off the balance due or not the LAST PAID date will be updated when you return to the bad check screen. After saving a payment the computer will ask you if you'd like to print a statement now, press 'Yes' to print a statement showing the particulars of the bad check and a list of all payments received and the current balance due. This statement also has dashes to indicate where to fold the paper for use in a windowed envelope. Whenever you enter a payment, a note describing the payment is automatically added to the bad check notepad.
- Write Off Balance – Press the 'Edit' button, then press 'Write-off Balance' to write off the remaining balance on a bad check. Once you confirm the write off the computer will show a date cleared and a reason of "Written Off" next to it. Once a check is cleared you can no longer accept payment on it. Whenever you write off a bad check a note is automatically added to the bad check notepad.



- **Print Notice** – Press the 'Print Notice' button to print a bad check notice to mail to the check writer. This notice describes the bad check and serves as a ten-day notice for making arrangements to repay the bad check. This notice also has dashes to indicate where to fold the paper for use in a windowed envelope. Whenever you print a notice the date next to NOTICE is updated and a note is added to the bad check notepad.
- **Print All Information** – Press this button to print all known information about the bad check and the check writer. This report also lists the entire bad check notepad showing all contacts, mailings, and payments to date. Use this report when turning a check over to a collection agency so that they can have all the detail possible to aid in collecting the balance due. Whenever you print this report a note is added to the bad check notepad.
- **Print Statement** – Press the 'Print Statement' button to print a statement for the bad check writer. This statement lists the information about the bad check and details all payments received to date. This notice also has dashes to indicate where to fold the paper for use in a windowed envelope. Whenever you print a statement a note is added to the bad check notepad.

When done adding or editing a bad check press escape or exit to return to the list of bad checks. When done entering information press escape or exit to return to the ticket screen.

## QUICKLY CHECKING TODAY'S NET RECEIPTS

The screenshot shows a window titled "Today's Net Receipts" with a dropdown menu for "Employee Drawer" set to "All Employees". The window is divided into two main sections: "INCOME" and "EXPENSES".

INCOME		EXPENSES	
Sales	0.00	Pawns	0.00
Redeems	0.00	Purchases	0.00
Renewals	0.00	Advanced Checks	0.00
Investments	0.00	Expenses	0.00
Check Extensions	0.00	Total Expenses	0.00
Check Dep/Pkup	0.00		
Collections	0.00		
Princ Pay - Loans	0.00		
Princ Pay - Fees	0.00		
Instant Checks	0.00		
Cashing Fees	0.00	Net Receipts	0.00
Total Income	0.00		

At the bottom right of the window is a "Return" button.

Use this function to quickly view your income and expense figures for today's business. To see how much your cash drawer has increased or decreased since the beginning of the day.

Select the ACCOUNTING MENU, from that menu, click on the TODAY'S NET RECEIPTS button. A list of all income and expense figures is displayed including sales, redeems, renewals, investments, check deposits and pickups, bad check collections, pawns, purchases, checks cashed, and expenses. The program then shows the net receipts for today's business, which will tell you the amount your start-up cash has increased or decreased since the beginning of the day. Press the 'return' button to return to the ticket screen.



## LOANING MORE MONEY ON AN EXISTING PAWN TICKET

while the left-hand side shows the current loan amount. At the middle of the screen the computer will ask you how much to increase the pawn by. Type in the dollar amount to add to the pawn and the computer will display the new fees & total on the right hand side. The computer will then highlight 'Save & Print'. You can press escape or the exit key to cancel before you save and print. The computer will print an updated pawn ticket for the customer.

## APPLYING PAYMENTS TO A LAYAWAY

escape or exit key to cancel. If the payment you enter will pay off the layaway, the computer will generate a sale and show it as income on today's business, but if it does not pay off the layaway the computer will print an updated layaway ticket. You can also edit this customer's information on this screen if necessary.

## FAST ENTRY VS. DETAILED ENTRY OF TICKETS

While making tickets the program has two different modes, FAST ENTRY, and DETAILED ENTRY. Normally the program is operating in FAST ENTRY mode. In this mode you can quickly make tickets where there will be nothing unusual about the transaction. In DETAILED ENTRY mode the computer adds additional steps to making a ticket like changing the date or manually selecting a ticket number. To switch between these two modes, while at the ticket menu, check or uncheck the Fast Data Entry box at the bottom of the screen. The Following is a summary of all the additional steps allowed while making tickets in DETAILED ENTRY mode:

Sometimes an item pawned will be worth more than it was pawned for and a customer will ask for more money on that item at a later date.

Just like a renewal or redeem, you may specify a ticket number or name to lookup. If you lookup up by name just select the correct customer from the list and press enter and the computer will display a list of all open pawn tickets for that customer, highlight the ticket to increase and press enter. You may tag several tickets to increase at the same time by pressing the SPACEBAR on each ticket as you are highlighting them.

Next the computer will display the pawn increase screen. The top half of the screen shows the details of the pawn ticket

In the ticket menu, press the 'Layaway Payment' button to apply a payment to a layaway ticket. The computer will ask you for the Customer or layaway ticket number, just type it in and press enter. The computer will then display the layaway payment screen. This screen displays the terms, customer, date, amount, and balance of the layaway ticket. A list of payments appears on the left-hand side of the screen showing date, time, and payment amount. In the bottom right corner the computer will show the payment date (which defaults to today's date). Next enter the payment amount and press enter. The computer will highlight 'Save & Print'. Press enter to save this payment and print a new ticket or press the



---

## PAWN TICKETS

- You may change the date of the pawn to a previous or future date. This allows a convenient method of putting in old records, or to put a pawn on tomorrow's business if you do one after finishing your end-of-day accounting.
- You may change the percentage fee you will apply on this pawn transaction.
- You may manually enter the pawn ticket number. Like changing the pawn date, this is a convenient way of putting in old records that exist from before the computer program was installed.

---

## RENEWALS

- You may change the date of the renewal to a previous or future date. This allows a convenient method of putting in old records, or to put a renewal on tomorrow's business if you do one after finishing your end-of-day accounting.

---

## REDEMPTIONS

- You may change the date of the redemption to a previous or future date. This allows a convenient method of putting in old records, or to put redemption on tomorrow's business if you do one after finishing your end-of-day accounting.

---

## BUYS

- You may change the date of the purchase to a previous or future date. This allows a convenient method of putting in old records, or to put a purchase on tomorrow's business if you do one after finishing your end-of-day accounting.
- You may manually enter the buy ticket number. Like changing the date, this is a convenient way of putting in old records that exist from before the computer program was installed.

---

## SALES

- You may change the date of the sale to a previous or future date. This allows a convenient method of putting in old records, or to put a sale on tomorrow's business if you do one after finishing your end-of-day accounting.
- You may manually enter the sale ticket number. Like changing the date, this is a convenient way of putting in old records that exist from before the computer program was installed.

---

## LAYAWAYS

- You may change the date of the layaway to a previous or future date. This allows a convenient method of putting in old records, or to put a layaway on tomorrow's business if you do one after finishing your end-of-day accounting.

---

## CHECK CASHING

- You may change the date of the check cashing to a previous or future date. This allows a convenient method of putting in old records, or to put a check cashing on tomorrow's business if you do one after finishing your end-of-day accounting.

---

## INCREASING A PAWN

- You may change the percentage fee you will apply on the pawn increase.



## TEMPORARILY DISABLING TICKET PRINTING

On the ticket screen, you can check or uncheck the box at the bottom of the screen to turn printing on or off. When you uncheck this box, the computer will not attempt to print tickets or labels when you are making them. Check the box to print a ticket again for each transaction.

## CUSTOMER BUZZER

Press [F11] anytime to play an alarm sound through your PC's speaker and display some random piece of information in a message window. This function is typically used with difficult customers to tell them the computer will not allow whatever it is they want to do. The enable PC speaker option must be set to 'Yes' in the general options screen in order for the alarm to be heard.

## CHECK MENU FUNCTIONS

Use these functions to manage Check cashing transactions:

### VOIDING A CHECK CASHING / CHECK ADVANCE

Use this function to void a check cashing transaction.

Click on the 'Void' tab at the top of the main menu, Click on 'Void Check Cashing' or 'Void Check Advance' button. Enter the transaction number or customer name. You can leave the box blank to show all outstanding checks. Highlight the transaction using your up/down arrow keys and then press enter. The program will ask you to confirm

the void, answer Yes to proceed or No to cancel.

### VOIDING A CHECK PICKUP

Use this function to void the deposit or pickup of a check cashing transaction. This has the effect of returning the check cashing transaction to ACTIVE status.

Click on the 'Void' tab at the top of the main menu. Click on 'Void Check Pickup' button. Next, look up the check by entering the transaction number, or searching by the customer's last name. If you leave the search box blank and press enter, a list of all deposited / picked up checks is displayed. Highlight the transaction using your up/down arrow keys and then press either 'void' or 'Change Pickup / Deposit. The program will ask you to confirm the switch, answer Yes to proceed or No to cancel.

### QUICKLY ACCEPTING A PAYMENT ON A BAD CHECK

Use this function to quickly enter a payment on a bad check without having to go through the bad check system.

Click on 'Bad Check Manager' from the ticket screen. The computer will then display a list of all unpaid bad checks in your system. Highlight the transaction using your up/down arrow keys and then press the 'Payment' button. A new screen displays a list of all payments received to date on this check with date, time, amount, and an optional description that may have been entered. Type in the payment amount (this amount cannot exceed the balance due) and also enter a brief comment if needed in the description box. This screen shows you the number of payments already received and the remaining balance due. After saving a payment the computer will ask you if you'd like to print a statement now, press Yes to print a statement showing the particulars of the bad check



and a list of all payments received and the current balance due. This statement also has dashes to indicate where to fold the paper for use in a windowed envelope. Whenever you enter a payment, a note describing the payment is automatically added to the bad check notepad.

## FORECLOSURE OF PAWNS

Foreclosing a pawn is the process of terminating an overdue pawn or transaction and transferring the goods to inventory.

Go to the Inventory Menu , click on the ‘Foreclosure Manager’ button to start the foreclosure process. An options screen appears to let you choose what type of foreclosure you want to perform. The following is a summary of the options available on this screen:

**CLOSING TYPE** – This menu is for foreclosing Pawn tickets only.

**CLOSING DATE** – This is the date you wish to record as the actual foreclosure date. This will be pre-filled with today’s date and should be entered on today’s business if you wish to record the foreclosure amounts on the end-of-day (CASH) report.

**OVERDUE BY DAYS** (only applies to pawns) – Enter the number of days past the due date a pawn must be before being included in the list. If you close your tickets when they are 10 days overdue enter 10, if you close after two months enter 60, etc...

**EDIT EACH ITEM CLOSED** – If you would like to edit the items being transferred to inventory as you foreclose them enter a ‘check’ here. This is typically done to clean up descriptions or set retail pricing.

**LIST SPECIFIC NAME OR TICKET NUMBER** – You can choose to foreclose by entering the customer last name or a ticket number.

## FORECLOSING A PAWN

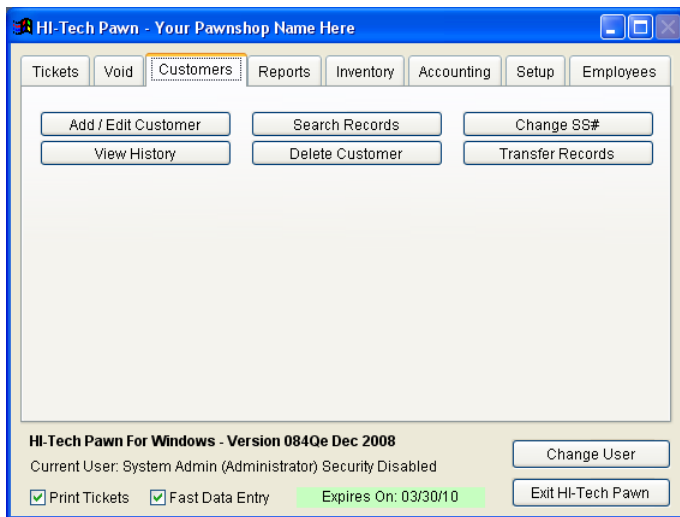
After selecting your options the computer will display PREPARING WORK FILE while it prepares a list of pawn tickets that match your choices. This list is sorted in age order beginning with the oldest at the top. Using the up/down arrow keys you may highlight pawn tickets in the window on the left. This window shows the ticket number, number of days since the ticket was pawned, number of days overdue, amount loaned, and customer name (partial). As you highlight each pawn ticket the items pawned on it are displayed in the window on the right as well as their storage location. If a note was entered on the pawn ticket or if a late notice has been sent, that

Information will be displayed in a box below the description. To mark a ticket to be foreclosed, press the [SPACEBAR], once you’ve highlighted it. A check will appear in the left column of the task screen to indicate that this ticket will be part of the foreclosure. Pressing [SPACEBAR] again will remove the check. This is referred to as “tagging” or “un-tagging” the tickets on the list. Only those tickets that have been “tagged” will be foreclosed when you continue. The following is a list of functions available from the pawn foreclosure screen:



- EXIT – Cancels the foreclosure process, no changes will occur. You may also press the u key to do the same thing.
- PROCEED WITH FORECLOSURES – This function lets you complete the foreclosure process. After you select it the computer will ask you to confirm the closing of all tagged tickets, answer ‘Y’ to proceed, ‘N’ to cancel. If you selected EDIT EACH ITEM CLOSED on the option screen, the items being foreclosed will be displayed one by one. You may change the description, category, serial number, gun or title status, stated value, and retail price. Next the computer will display FORECLOSURES COMPLETE and the items are ready to be sold. You may go the REPORTS MENU and select CLOSE OUT DETAIL for a convenient report listing the items you foreclosed today and their location. Use this report as a “pull” sheet for locating the items to stock as retail.
- TAG ALL – This function will quickly “tag” all the tickets on the list. Use this to foreclose ALL overdue tickets at once or to quickly see the total dollar amount that is overdue (displayed in the lower left corner).
- UNTAG ALL – This function will remove all the “tags” you may have already marked.
- LIST SPECIFIC NAME OR TICKET NUMBER – List over due pawns by single customer. Select a customer the same way you do while making tickets, using their last name. The foreclosure list will be re-displayed showing only tickets of the chosen customer. You can also choose a specific ticket number to foreclose.
- LIST ALL CUSTOMERS – Use this function after you’ve used the [F6] function (see above) to restore the foreclosure list to a display of all overdue tickets.
- CUSTOMER HISTORY – Shows all pawn statistics for the highlighted customer.

## CUSTOMER FUNCTIONS



From the MAIN MENU press the ‘Customers’ tab to access customer functions.

The customer functions menu lets you change the following:

### ADD / EDIT CUSTOMER

When you click on add /edit customer, a window will appear to type in a customer last name or add a new customer. To add, click on ‘Add new Customer’ button and enter information as necessary. To edit customer, type in the last name and press enter. Choose the customer from the list by highlighting and pressing enter. A window will appear to edit customer information. Edit the information as

needed and press the ‘save / update’ button when done, or click cancel to void changes.

### VIEW HISTORY

When you click on the ‘View History’ button, it will give you a choice to type in the last name or ticket number, then press enter. All of the customer’s transactions will be shown. You can look at all transactions, but you cannot change anything from this screen. There is an option to print history if you need to.

### SEARCH RECORDS



When you press this button, you will be able to Query records of customers, tickets, inventory. Choose which one to view from the top, and enter information to help find the records you are looking for. You can clear, view, or print the information as necessary.

## DELETE CUSTOMER

When you press the delete customer button, you can type in a customer last name, press enter and choose from the list for the one you are looking for. Highlight the one you want and press enter. To continue with the delete, press the 'Delete Customer' Button and you will be given a warning screen. To continue, press ok. All of the customer's history will be displayed. Click on 'Proceed' to continue. Another warning will show on the screen, asking you to continue. Press either yes to continue, or no to cancel.

## CHANGING A SOCIAL SECURITY NUMBER

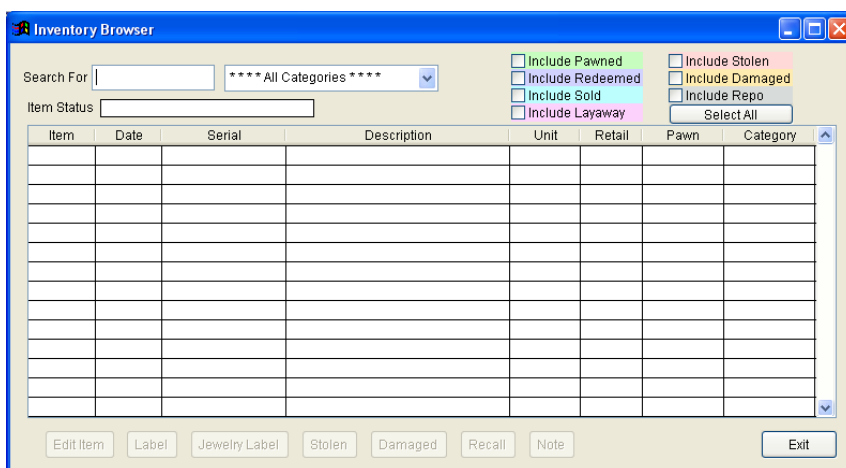
When you click on the 'Change SS# button, a screen appears to type in the customer's last name. Type in last name and press enter. Choose from the names listed and press enter. The change SS# screen appears with a box to type the new SSN# in. Type in the new social security number and press enter. The 'Change SS#' box will highlight. You can press 'enter' again to confirm or press 'exit' to cancel. Computer will display 'updated'. Click ok to finish.

## TRANSFER RECORDS

Sometimes the same customer gets entered more than once by using different social security numbers. Typically this is due to entering their driver's license when they first visit the store because they don't have their SS# card with them. When they visit in the future they may get added with their SS# instead. For whatever reason you have two or more copies of the same person and each of them have separate records. To combine these customers together press the 'Transfer Records' button. Type in the last name of customer you want to do the transfer with. Select the name you want. Enter the new ss# of the customer to be merged with. The other customers on the list will be deleted and their records will be transferred to the customer you are keeping.

## INVENTORY

From the MAIN MENU, click on the 'Inventory' tab at the top.



From the Inventory Menu, click on the 'Browse Inventory' tab on the left. From this window, you can view or edit any type of item, trace the origin of a pawn or retail item, split out bundled items, do inventory verification, edit the ATF gun log, and maintain your inventory categories.

## VIEWING OR EDITING AN ITEM

. The computer will display a screen that lets you clarify what will be included in the list of items to browse. Check the box next to the items you want included in the search. EX. Pawned, Redeemed, Sold, etc. To view or edit an item, highlight the item and click on 'Edit Item' at the bottom of the screen. Any item no matter what its current status can be accessed from here.

In the 'Search for' box, you can type in what you are for such as the following:



- GUN - Will display all guns.
- TITLE – Will display all car titles.
- Description - Type any portion of the item’s description and all items with that text in their description will be displayed. For example type VCR and all items for sale with VCR anywhere in their description will be displayed.
- Leave Blank – Don’t type anything to select by category. The list of categories will be displayed already highlighted on \*\*\* ALL CATEGORIES \*\*\* which you can select to see ALL items. If you don’t want ALL CATEGORIES, use your up/down arrow keys to highlight the category of the item you are looking for, then press enter, and all items in that category will be displayed.

Next the computer will display an item list. This list displays the item number, entry date, serial number, description, unit cost, retail price, ticket number, and categories of each item. In the Item Status box, the computer will show the current status of that item:

PAWN - Item is currently in pawn.

- REDM - Item has been redeemed.
- INVT - Item is currently in inventory.
- SOLD - Item has been sold.
- LAY - Item is currently in layaway.
- LIFT - Item has been shoplifted.
- HOLD - Item has been put on police hold.
- PKUP - Item has been picked up by the police.
- DMGD - Item was damaged.

Using your up and down arrow keys or page up/page down you can move through the list of items. If the item highlighted has a note entered, the computer will display a message under the clock. There are a variety of functions that can be performed on an item that you have highlighted. The most important functions like editing items and marking them stolen or damaged are only available from EDIT INVENTORY. The view inventory selection is designed to be accessed by employees and the edit inventory by management. Refer to the section covering password access levels to find out how to set this up. Once you highlight an item, you may press any of the following function keys:

To Search By	Type In	Pawn / Buy #	Item #	Lay #	Sale #
Item Number	#####	0	0	0	0
Pawn Number	P#####				
Buy Number	B#####				
Sale Number	S#####				
Layaway Number	L#####				
Gun Number	G#####				

Item Status: [ ]

Description: [ ] Serial: [ ]

Date: [ ] Value: 0.00 Loaned: 0.00 Cost: 0.00 Retail: 0.00

Buttons: Edit Item, Label, Jewelry Label, Stolen, Damaged, Recall, Note, Exit

**EDIT ITEM** – This function allows you to edit the selected item. You may change the description, bucket (optional), category, serial number, gun or title status, stated value, and retail price.

**LABEL** – Print a retail label for the highlighted item.

**JEWELRY LABEL** – Print a Jewelry Label for the item highlighted

**STOLEN** – Use this function to mark an item as shoplifted, on hold by the police, or picked up by the police. When marking an item in this way an additional information screen appears (see image below).



First you enter the item status (shoplift, on hold, picked up, or recall) and then enter the date. If the item is being put on hold or picked up, enter the information for police department, officer, and complaint number. You may also type in an unlimited notepad, any details concerning the item. Under the REPORTS MENU you can select from a variety of inventory reports that summarize your losses in any of these stolen categories for any date range. Also any items marked as stolen can be automatically listed with all details on the end-of-day (CASH) report.

**DAMAGED** – Use function to mark an item as damaged. The date is automatically stamped on the item so that you may run a write-off report for a date range. Under the Reports Menu, you can select Inventory items stolen or damaged to get a detailed report of items you marked as damaged for any date range. Also any items marked as damaged are automatically listed on the end-of-day (CASH) report.

**RECALL** – Use this function to recall an item to inventory after it has been marked as damaged. If an item that was damaged is repaired you can recall it to inventory so that it is available for sale again.

**NOTE** – Use this function to view, add, or edit notes associated with this item. You may type as much as you like, then click on 'Exit' to exit the notepad and return to the inventory editor. When finished viewing or editing inventory press 'Exit' to return to the MAIN MENU.

## SEARCH RECORDS

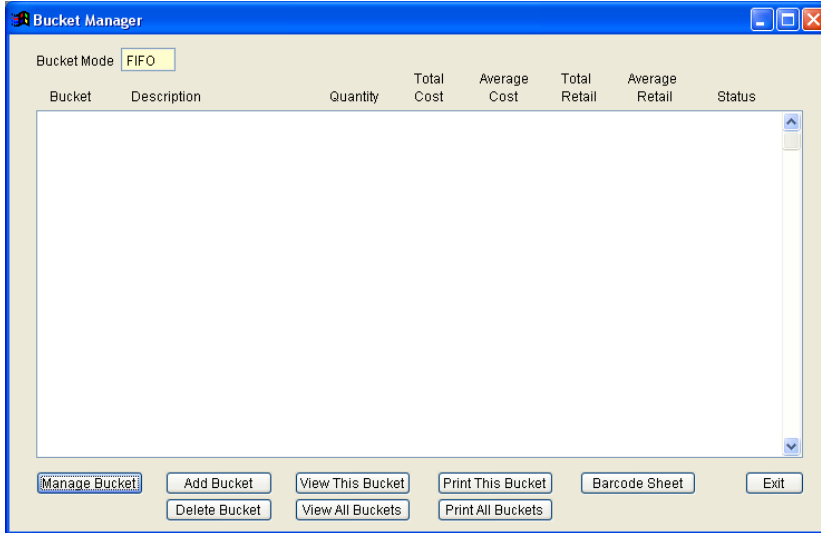
Use this function to determine the source of any item.

From the INVENTORY MENU choose the Search Records Tab to begin. You can choose between 'Customers', 'Tickets', or 'Inventory' tabs at the top of the screen. Fill in the information needed to find your search. You can view or print the returned information as needed.



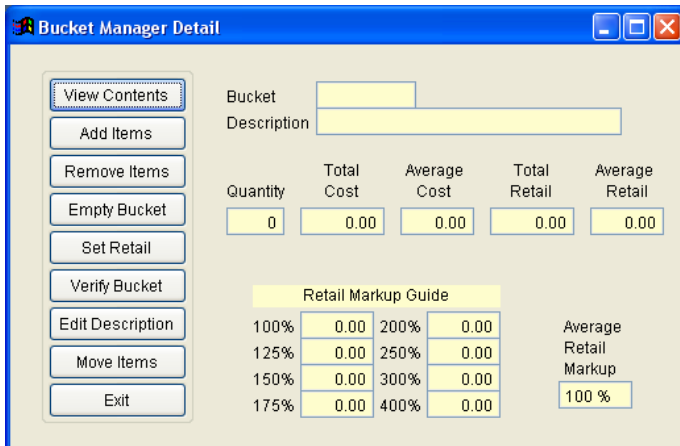
## BUCKET MANAGER

The bucket manager is a system designed to allow you to group similar items together to make sales and verification of those items more convenient. Basically you can create a bucket called CDs, and add all compact discs in inventory to that bucket. From then on you can sell those CDs by typing the name of the bucket instead of a specific item number. The computer will ask you for the quantity to sell and then automatically clear the oldest items in the bucket out for that sale. Whenever you purchase or foreclose items, you can select a bucket to assign them to so that your bucket's contents are automatically maintained.



The bucket system makes it convenient to track items like CDs, movies, cassettes, screwdrivers, etc. From the inventory menu select 'Bucket Manager' to access the bucket manager. The program will immediately recalculate the statistics for all buckets before displaying the bucket manager screen (image above). To add a new bucket just choose 'Add Bucket' and give it a Bucket ID name such as 'CD', then give it a name such as 'Music' to specify the type of cd. Select the 'Delete Bucket' button to remove a bucket, and return the items to regular stock. Select PRINT to print a list of the contents of any of the buckets. Finally select MANAGE to add, edit, view, price, or verify the contents of a bucket (image below).

## MANAGE BUCKET



View Contents – Displays all items in this bucket.

Add Items – Lets you add items from inventory to this bucket, you can search for any item using the same method described in the inventory editor. Press e on any highlighted item to tag it to be added to this bucket. Press u when finished tagging items and they will be automatically added to this bucket.

Remove Items – Lets you remove specific items from this bucket.

Empty Bucket – Removes all items from this bucket and returns them to standard inventory.

Set Retail – Lets you set the global retail price of all items in the bucket.

Verify Bucket – Lets you automatically verify the contents of a bucket after you have begun a new verification process (see the section on inventory verification). Simply enter the quantity of items found in the store that belong in this bucket. If you enter more items than are in the bucket, the program will automatically add non-inventory items to make up the difference. If you enter fewer items than are in the bucket, the program will automatically mark the oldest items as shoplifted for you.

- Edit Description – Use this function to change the name of this bucket.



## SPLITTING AN ITEM INTO MULTIPLE ITEMS

Use this function to convert a single item into many.

Description	Cost	Retail	Detailed Data
10 Dvd	1.50	3.00	No
10 Dvd	1.50	3.00	No
10 Dvd	1.50	3.00	No
10 Dvd	1.50	3.00	No
10 Dvd	1.50	3.00	No
10 Dvd	1.50	3.00	No
10 Dvd	1.50	3.00	No
10 Dvd	1.50	3.00	No
10 Dvd	1.50	3.00	No
10 Dvd	1.50	3.00	No

Number of Items: 10  
Original Item: 10 Dvd  
Original Cost: 15.00  
Original Retail: 3.00  
New Cost: 15.00  
New Retail: 30.00

This is often necessary because items are often bundled together in the description of a pawned item. For example a combined description of “2 RINGS & BRACELET” is perfectly fine when pawning items, but if you end up foreclosing this pawn you must convert these items into three separate items in order to sell them individually. This is a common situation for cases full of DVDs or CDs.

HI-TECH Pawn calls this process “breaking out an item”. Select the ‘Break out Items’ button from the INVENTORY MENU to begin a break out process. The computer will display a list of all items currently in inventory. Using the up/down or page up/page down keys, highlight the item you wish to break out. Once the item you want to break out has been highlighted,

press the ‘Breakout’ button to start its break out. The computer will display an EDIT screen where you can change the description, bucket (optional), serial number, cost, and retail price of the item being broken out. This does not change the original item unless you complete the break out. When you create new items, this edited information is used to make them. For example lets say the item is “10 DVDs” (see above image) and you intend to sell them for \$3.00 each, you would change the description to “DVD” and the retail price to \$3.00. Next the computer will display the INVENTORY BREAK OUT screen. At the top of this screen the computer displays the original item’s number, description, cost, and retail price. Enter the total number of items (including the original item) you want. For this example you would enter “10”. To divide the cost of goods equally between these items, press ‘Split Cost’. If you answer ‘Yes’, the computer will divide the original cost of goods equally between each of the items. In this example let’s say that you bought the DVD’s for \$15.00, the computer would re-cost all of them at \$1.50. The break out process will not let you save your broken out items unless their total cost matches the cost of the original item. Next you would choose COPY RETAIL to copy the retail price of \$3.00 to all the rest of the items.

A list on the screen shows the new items, with its cost divided equally. The first item has the new retail price. On the left side is a list of pushbuttons. The following is a summary of these pushbuttons:

- **EDIT ALL** - Use this function to quickly edit description, serial number, cost, and retail price of all the items involved in the break out. Using your up/down arrow keys you can highlight any item, then press the enter key to move from column to column. Once your cursor is blinking on the item you want to change, just type over it.
- **EDIT ITEM** - Use this pushbutton just like EDIT ALL described above, except you highlight a single item in the list and press ‘edit item’ to edit just that item. The edit screen displays more information about the item then EDIT ALL but you still only change description, serial number, bucket (optional), cost, or retail price.
- **ADD ITEM** - This pushbutton simply adds another item to the list. Whenever you select this function the computer will ask you again if you want to divide the cost equally between all items.
- **DELETE ITEM** - Use this pushbutton to remove one of the items from the list. When you select it you are asked to highlight the item you want to delete and press the ‘Delete Item’ button. The computer will ask you to confirm the deletion. If you answer ‘Yes’ the computer will again ask you if you want to divide the cost of goods equally between the remaining items. The original item being broken out cannot be deleted.
- **SPLIT COST** - Use this pushbutton to split the total cost between the items.
- **SPLIT RETAIL** - Use this pushbutton to equally price all items based on a division of the original retail price.



- **COPY RETAIL** - Use this pushbutton to copy the original item's retail price to all the rest of the items being broken out.
- **SAVE & EXIT** - Use this pushbutton when satisfied that the items being broken out are the way you want them. The computer will ask you to confirm the break out, answer 'Yes' to continue, 'No' to cancel. If you answered 'Yes' the computer then creates the new items in inventory and displays a print menu. The print menu allows you to print new retail labels, or view/print a report of the newly split items. This report will list all items involved with the break out including the original item, and shows the new item numbers that have been assigned.
- **CANCEL** - Use the pushbutton to cancel breakout.

After performing a break out you are returned to the item list where you may select another item to break out or press 'Exit' to return to the INVENTORY MENU.

## VERIFICATION OF INVENTORY TO DETERMINE SHOPLIFTING

As with any computerized retail establishment, from time to time you need to verify that what the computer says you have for sale and what's actually on the shelf agree.

From the inventory menu press the 'Inventory Verification' button. The screen has an option if you want to start a new verification process. Press the tab at the bottom. Answer 'Yes' if you are starting a new process, and you will reset all items in inventory to unverified status. Press 'No' to continue one you started earlier. The computer will display the INVENTORY VERIFICATION screen.

Typically a store will have one employee go around the shelves calling out the item numbers of every item, while another employee sits at the computer typing them in. As you type in an item number the computer checks to see if it's supposed to be inventory and if not tells you what the problem is, for example the computer may say "THAT ITEM HAS BEEN SOLD", or "THAT ITEM IS IN PAWN". This can help you identify errors in labeling and/or other problems. If the item number you type in is valid the computer will mark it as verified by selecting the <VERIFY> pushbutton. You may select <UNVERIFY> to remove the mark. Select 'Exit' when finished. You may resume a process at any time by just returning to this function and selecting 'N' when asked if you want to start a new verification process. Once you have verified all items, go to the REPORTS MENU and select the "INVENTORY VERIFICATION" report. This report will list all items the computer thinks are in inventory that did not get verified. Use this report to identify lost or stolen merchandise.

## INVENTORY CATEGORIES

With HI-TECH Pawn you can define your own categories for grouping pawned or purchased items together. Using categories allows you to determine the stated value, loan amount, or cost of goods of any group of items. For example your insurance company may require that you give them the total stated value of your jewelry in pawn. It also allows you to get useful reporting broken down by category, there are reports that show outstanding inventory, outstanding pawned goods, profit on sales, and foreclosures by category. HI-TECH Pawn comes pre-loaded with the following categories:

Audio Equipment & Supplies

- Automotive Items
- Boating & Fishing Gear
- Books



- Cameras, Binoculars, & Telescopes
- Car Titles \* (Cannot be moved or changed)
- Checks \* (Cannot be moved or changed)
- Clothing Items
- Computer Equipment & Supplies
- Gun Equipment & Supplies
- Guns \* (Cannot be moved or changed)
- Hand Tools
- Hobby Electronics
- Home Appliances
- Hunting & Camping Gear
- Jewelry & Watches
- Lawn & Garden Equipment
- Medical Equipment & Supplies
- Miscellaneous \* (Cannot be moved or changed)
- Movies, CD's, Tapes, & Records
- Musical Equipment & Supplies
- Phone Equipment & Supplies
- Power Tools
- Sports Equipment & Supplies
- Stamps & Coins
- Video Equipment & Supplies
- Video Games & Equipment

These preset categories should cover most any pawnshop's needs, but you can create, edit, or delete any category as needed except for the 4 categories marked above with an asterisk (\*). To add, edit, or delete a category, select the inventory Categories button, then select one of the buttons in the Category Manager. A list of all defined categories will appear. you may use your up and down arrow keys to move through the list. A menu is displayed at the bottom of the screen with the following choices:

ADD – Use this function to add a brand new category. The CATEGORY EDITOR screen appears ready for you to enter a CATEGORY NAME. Enter the name of the new category here. Next enter up to 16 "KEYS" used to determine if an item is in this category. A "KEY" should be unique and not used in any other categories. Whenever you enter a brand new item on a pawn or buy transaction the computer will look for a category key that matches. If it finds a match the item is assumed to be that



category, if it doesn't, the item is set miscellaneous. To get an idea of how you should setup "KEYS" look at some of the pre-existing categories by using the EDIT function described below.

- EDIT – Use this function to edit an existing category. Select the category you wish to edit by highlighting it with your up/down arrow keys and then press 'Edit'. You may type over the CATEGORY NAME or any of its "KEYS". To remove a "KEY" just type over it with spaces.
- DELETE – Use this function to delete a category. Select the category you wish to delete by highlighting it with your up/down arrow keys and then press 'Delete'. The computer will ask you to confirm the deletion, answer 'Yes' to continue, 'No' to cancel. Any items that belonged to the category being deleted will be re-assigned to miscellaneous.

When you are done maintaining categories just press 'Exit' to return to the INVENTORY MENU.

## EDITING OF ATF GUN LOG ENTRIES

Received	From	Acquisition	Disposed	Number	Description

Display Only

Gun #

Pawn / Buy #  Item #

Description

Use this function to edit information about your gun log entries.

From the INVENTORY MENU press 'Edit Gun Log Entries' to start the gun log editor. The list of gun log entries is displayed. Use your up/down arrow keys to highlight the gun log entry you want to edit, and then press 'Edit Gun'. The following items on the gun log can be edited in this way:

Once your cursor is blinking on the item you want to change, just type over it. Press u when done making changes.

## REPORTS MENU

HI-TECH Pawn includes a wide variety of reports for just about any information you might need.

HI-Tech Pawn - Your Pawnshop Name Here

Tickets Void Customers **Reports** Inventory Accounting Setup Employees

\* Cash Report  
\* Checks To Deposit  
\* Close Out Detail  
\* Overdue Pawns  
\* Police Report  
\* Purchase Release List  
ATF Acknowledgement of Notice  
Bad Check Customer Detail  
Bad Check Writers - Master Listing  
Bad Checks - Deposit Report  
Bad Checks - Various Lists  
Bad Checks In Collection  
Bad Title Pledgors - Master Listing

Remove From Favorites

Business Activity Date

This report is used to account for all financial activity on a specified date and allows you to balance your cash drawer by entering investments, expenses, bank deposits, bad checks in drawer, and cash drawer count.

HI-Tech Pawn For Windows - Version 092Qq May 2009  
Current User: System Admin (Administrator) Security Disabled

☒ Print Tickets ☒ Fast Data Entry Expires On: 03/30/10

First click on the 'Reports' tab on the MAIN MENU to start the report system, then double click on the report you want. As you highlight each report, a window to the right lists the options available for that report and a window below that shows a description of the report, what information appears on it, and what it's typically used for. Each report generally follows the same steps, first select whatever options are available, then the report is created, and then you're given options for output. Almost all reports have the following output options:



VIEW – This option will display the report to your computer screen exactly as it will appear on paper. If the report is wider than your screen, you may use the right/left arrow keys to move it back and forth on the screen

PRINT – This option prints the report on your report printer (as defined under printer setup)

EXIT – Finished with the report, return to the REPORT MASTER screen.

By default the reports are listed in alphabetical order and you may press the first letter of the report to jump quickly down the list.

The following is a list of all reports in alphabetical order, each report lists the options available and has a brief description:

---

## BAD CHECK CUSTOMER DETAIL

Options:

Date Range

This report lists all known information about the check writer for each bad check currently in your system. Use this report for purposes of collection and/or notification to other stores.

---

## BAD CHECKS IN COLLECTION

This report details every check that has been submitted to collection agents for payment but has not yet been paid. The checks appear in order of age and the age in days is displayed for each check. This report can be used to detail how much is in collections at each collection agency.

---

## BAD CHECK WRITERS – MASTER LISTING

Options:

All Bad Check Writers

Only Currently Outstanding

This report gives you an alphabetical list of all your bad check writers. You may optionally select only those that currently have an outstanding bad check. This report lists name, total of original bad check and fees, balance due, date cleared, and clear method (Collection agency, In house, Write-off, etc.)

---

## BAD TITLE PLEDGERS – MASTER LISTING

Options:

All Bad Title Pledgors

Only Currently Outstanding



This report gives you an alphabetical list of all your bad title pledgors. You may optionally select only those that currently have an outstanding bad title. This report lists name, total of original bad title and fees, balance due, date cleared, and clear method (In house, Write-off, etc.)

---

## BAD TITLES OUTSTANDING

This report details outstanding bad titles and shows the amount, late fees, bad fees, expenses, payments, and outstanding balances for each title you are trying to collect.

---

## BUSINESS STATISTICS CHART

Options:

Date Range

All / Titles Only / Exclude Titles / Guns Only / Checks Only

Compare Years by Month or Months by Year

This report will print a graph of records for a date range. A variety of figures can be graphed including loans, renewals, profit on sales etc. A percentage change from month to month is also displayed.

---

## BUSINESS STATISTICS REPORT

Options:

Pawn or Check Cashing

Date Range

All / Titles Only / Exclude Titles / Guns Only / Checks Only

This report lists quantity, amount, fees, total, and averages for the specified records. A summary of all records to date is listed at the bottom of the report.

---

## CASH REPORT

Options:

Date Range

All Information or Just Check Cashing

This report is used to account for all financial activity on a specified date and allows you to balance your cash drawer by entering investments, expenses, bank deposits, bad checks in drawer, and cash drawer count.



When you select this report you will be allowed to enter a date range. The computer will be showing today's date already. If you enter a date range you will get a summary report of financial activity for each day THAT YOU RAN A CASH REPORT in that date range. To re-enter or view information from a previous day just enter that date as the range. You should end every business day with this report, used properly it will provide you with everything needed to account for all activity in your business.

If you select a single date, the computer will ask you if you want to calculate outstanding entries, normally this is only necessary the last time you run a cash report on this date since it adds calculation time to the report. Next the cash report view screen appears. This screen is divided into sections of information that move across your screen as you click on each tab. Below is a picture and brief explanation of each item on this report:

## STARTUP SECTION

**Date** – The day of business activity calculated, all statistics that follow are based on or entered for this date.

**Start Up Cash** – The amount of cash in the drawer at the beginning of the day, this amount may optionally include your bank account balances if you wish to reconcile both cash drawer and bank accounts at the end of each day.

**Start Up Time** – The time of day when the program was first started.

**Closing time** – The time the program was closed for the day.

**New Customers** – The quantity of new customers entered.

**Deposits** – Press to enter detail about bank deposits.

**Income** – Press to enter detail about miscellaneous income.

**Expense** – Press to enter detail about expenses.

**Bad Check** – Press to access the bad check manager (described in ticket screen functions)

**Transfer** – Press to transfer money to and from the cash drawer and bank accounts.

	MTD Total	YTD Total
Sales	0	0
Tax	0	0
Pawns Redeemed	0	0
Pawns Redeemed Fees	0	0
Pawns Renewed	0	0
Principal Payments	0	0
Principal Payments Fees	0	0
Received On Account	0	0
Miscellaneous Income	0	0
Checks Deposited	0	0
Checks Picked Up	0	0
Checks Total	0.00	0.00
Check Advance Fees	0	0

## INCOME SECTION

**Sales** – Amount of sales (excluding tax)

**Tax** – Amount of tax collected on sales



Pawns Redeemed – Loan amount collected from pawn redemptions

Pawns Redeemed Fees – Amount of fees / late charges collected on redemptions

Pawns Renewed – Amount of renewal fees collected

Received on Account – Miscellaneous undescribed income, any income amount unknown to the computer

Investments – Use instead of received on account to enter detail about miscellaneous income

Checks Deposited – Advanced amount of checks deposited

Checks Picked Up – Advanced amount of checks picked up by the customer

Checks Fees – Amount of fees collected on check advance deposits and pickups

Checks Extended – Amount of extension fees collected on check transactions

Bad Check Collections – Amount of payments received on bad checks

Bad Title Collections – Amount of payments received on bad titles

## EXPENSES SECTION

			MTD Total	YTD Total
Pawns Made	0	0	0	0
Titles Made	0	0	0	0
Checks Advanced	0	0	0	0
Sub Total	0	0.00	0.00	0.00
Purchases	0	0	0	0
Expenses / Assets	0	0	0	0
Consignment Liability	0	0	0	0
Total Paid Out	0	0	0	0
Informational - No Money Paid Out				
New Consignments	0	0	0	0
Returned To Consignee	0	0	0	0

Pawns Made – Amount loaned on ordinary goods

Titles Made – Amount loaned on car titles

Checks Made – Amount loaned on check pawns

Checks Cashed – Amount loaned on check advances

Purchases – Cost of goods for items purchased

Expenses / Assets – Used to detail miscellaneous expenses

## TOTALS SECTION

NET RECEIPTS – THE NET CHANGE TO YOUR START UP CASH BASED ON TOTAL INCOME MINUS TOTAL EXPENSES



## LAYAWAY RECEIVED – THE AMOUNT OF LAYAWAY PAYMENTS RECEIVED

**Layaway Received In Sales** – This is the amount of layaway payments received on this date that are already accounted for in today's sales figures (adjusts out layaway payments that completed a sale on this date)

## NEW BAD CHECK ENTRIES – AMOUNT OF BAD CHECKS PICKED UP AT THE BANK

**Service Provider Due** – The amount owed to the service provider for fees and face amount of money order transactions.

**Net Cash** – The computed amount that should be in the cash drawer and bank accounts

**Cash In Drawer** – Amount hand counted in the cash drawer at the end of this day

**Check Book Balance** – Amount in store bank accounts

**Over / Short** – The difference between the computed Net Cash and the actual counted Cash In Drawer and Check Book Balance

**Cash Drawer Deposits** – Amount of bank deposits entered

**Bad Check Write-Offs** – Amount of bad checks written off as uncollectable

**MTD Bad Check Write-Off** – The Month-to-date amount of write-offs

**New Bad Title Entries** – Amount of bad titles entered

**Bad Title Write-Offs** – Amount of bad titles written off as uncollectable

**MTD Bad Title Write-Offs** – The Month-to-date amount of write-offs

## STATISTICS SECTION

**Outstanding Pawns** – Loaned amount of open pawns

**Outstanding Titles** – Loaned amount of open titles

**Outstanding Pawned Checks** – Loaned amount of open check pawns

**Outstanding Cashed Checks** – Loaned amount of open check advances

**Outstanding Inventory** – Cost of goods of all items for sale

**Outstanding Bad Checks** – Amount unpaid on bad checks



Outstanding Bad Titles – Amount unpaid on bad titles

Company Assets – Amount of unknown company assets to include in total assets

Outstanding Layaway Due – Amount of unpaid layaway balance

Outstanding Layaway Received – Amount of payment received to date on current outstanding layaways

Pawns Foreclosed – Loaned amount foreclosed

Deposits Last 10 Days – Amount of pawned or advanced checks deposited at the bank in the last 10 days

Bad Checks To Collection – Amount of bad checks sent to a collection agent

The column beside many of these figures indicates the amount by which this figure has risen or fallen since the beginning of the current month.

## INVENTORY ACTIVITY

	MTD Total	YTD Total
Beginning Inventory	0	0
Ending Inventory	0	0
Net Change Today	0	0
Items Sold	0	0
Total Sales Without Tax	0	0
Cost of Goods	0	0
Profit On Sales	0	0
Average Profit	0 %	0 %
Best Profit	0 %	0 %
Worst Profit	0 %	0 %
Stolen Goods	0	0
Damaged Goods	0	0
Adjusted Profit	0.00	0.00
Adjusted Percentage	0 %	0 %

Beginning Inventory – Cost of goods of inventory at the beginning of the day

Ending Inventory – Cost of goods of inventory at the end of the day

Net Change Today – Amount of change to inventory

Items Sold – Number of items sold

Total Sales (W/O) Tax – Amount of sales not including tax

Cost of goods – Cost on items sold

Profit on Sales – Amount of profit on sales

Average Profit – The average profit percentage on sales

Best Profit – The best profit percentage on sales

Worst Profit – The worst profit percentage on sales

Stolen Goods – Cost of goods of stolen items

Damaged Goods – Cost of goods of damaged items

Adjusted Profit – Profit amount adjusted by stolen and damaged goods

Adjusted Percentage – Profit percentage adjusted by stolen and damaged goods

Time Of Last Calculation Today – The last time the cash report was calculated on this date



## BAD DEBT

	Income 1	Income 2	Expenses	Totals	Statistics	Inventory Activity	Bad Debt
New Bad Title Entries	0	0	0	0	0	0	0
Bad Title Write-Offs	0	0	0	0	0	0	0
New Bad Check Entries	0	0	0	0	0	0	0
Bad Check Write-Offs	0	0	0	0	0	0	0
Bad Checks To Collection	0	0	0	0	0	0	0
In Collection	0	0	0	0	0	0	0

New Bad Title Entries – Bad Titles Entries since last Cash report

Bad Title Write-offs -

New Bad Check Entries – New Bad Check entries since last Cash report

Bad Check Write-offs -

Bad Checks to Collection -

In Collection –

Cash Report Options:

After preparing the cash report, you have several options of what you can do with the report. Choose from the options at the bottom of the screen.

## CATEGORIES - LIST OF CATEGORY KEYS

This report lists all inventory categories and the search keys (1-16) that are used to define them.

## CHART FORECLOSURES BY CATEGORY

Options:

Date Range.

This report gives you a comparison by category chart for all foreclosures over a date range. Count, total loaned, stated value, and percentage of foreclosures are shown for each category. The graph is produced from the total loaned amount.

## CHART INVENTORY BY CATEGORY

This report gives you a comparison by category chart for all outstanding inventory. Count, total cost of goods, total retail, and percentage of inventory are shown for each category.

## CHART PAWNED ITEMS BY CATEGORY

This report gives you a comparison by category chart for all pawned items. Count, total loaned, stated value, and percentage of pawned items are shown for each category. The graph is produced from the total loaned amount.



---

## CHART SALES PROFIT BY CATEGORY

Options:

Date Range.

This report gives you a comparison by category chart for all sales over a date range. Count, total cost of goods, total retail, profit on sales, and percentage of inventory are shown for each category. The graph is produced from the profit on sales figure.

---

## CHECK CASHING DAILY ACTIVITY

Options:

Date Range.

This report displays every check cashing transaction that occurred for a date range including new checks, extensions, deposits, and pickups. Each transaction type is sub-totaled and displays the date, transaction number, check description, amount, customer, and employee. Use this report as an audit of the day's financial activity.

---

## CHECK DEPOSITS IN LAST # OF DAYS

Options:

Pawned or Cashed

Number of Days

This report is used to determine the amount and/or a listing of all checks marked as having been deposited within the number of days specified. Use this report to determine the amount of money that could possibly be returned due to bad checks.

---

## CHECK FEES FOR PERIOD

Options:

Pawn or Check Cashing

Date Range

This report displays each check that was guaranteed for a date range showing date, ticket number, check description, check amount, guarantee rate, and fee incurred. Use this report to determine how much you owe to the guarantee company for a period.

---

## CHECK NOTICES

Options:

Overdue Age

Pickup Within 10 Days of Date



This report prints reminder notices (2 a page) based on your selections for cashed checks that will become due.

- ☐ This form can be customized on the CUSTOMIZE FORMS selection of the SETUP MENU.

---

## CHECK STATISTICS

Options:

Pawn or Check Cashing

Date Range

This Report shows statistical information for pawned or cashed checks including amount advanced, guarantor fees, profit, bad check response time, bad check amounts by type, and cleared or written-off check amounts by type.

---

## CHECK TRANSACTION DETAIL

Options:

### PAWN OR CHECK CASHING

This report displays every check entered for a date range and it's current status. At the end of the report a summary section shows counts and amounts by status for all the checks listed.

---

## CHECKS TO DEPOSIT

Options:

Pawned or Check Cashing

Currently Due / Will Be Due in 1-3 Days / All Outstanding

Include Transaction Notes?

This Report is mainly used to provide a list of pawned or cashed checks that have matured and need to be deposited since the customer has not picked them up. A list of pending in 1-3 days or all checks are options available.

---

## CLOSE OUT DETAIL

Options:

### DATE RANGE

This report will list each individual item that has been foreclosed for a date range including where it is stored for quick retrieval. Use this as a pull sheet whenever you foreclose pawns.



---

## CUSTOMER ALERT LIST

Options:

### PRINT AS LABELS?

This report lists all customers in alphabetical order who have an alert noted on their record. This report can be a full-page report or mailing labels and will display the alert reason.

---

## CUSTOMER MASTER LIST

Options:

### PRINT AS LABELS?

This report lists all customers in alphabetical order. This report can be a full-page report or mailing labels.

---

## EMPLOYEE SALES

Options:

### DATE RANGE

This report shows all sales for a date range grouped by employee. It calculates profit amount and percentage for each sale and then shows the averages by employee.

---

## END-OF-DAY

See Cash Report

---

## GUN - ACQUISITIONS

Options:

Report Date

This report lists all guns acquired on a given date.

---

## GUN - ATF LOG & QUERIES

Options:

### MANY QUERIES ARE POSSIBLE

This report can be used to look up any gun in your federal gun log by name, serial number, gun number, date acquired, date disposed, manufacturer, model, old or new status, or gun type.

---

## GUN - DISPOSITIONS



Options:

## REPORT DATE

This report lists all guns disposed on a given day.

---

## GUN - IN HOUSE LIST

This report lists all guns that are currently in your possession either in pawn, for sale, or in layaway.

---

## INVENTORY

Options:

## SELECT ITEMS BY ANY CATEGORY OR DESCRIPTION

This report lists all items in your inventory in item number order. You may optionally choose to see a single category or items matching a description you enter. For example you may see all items that are listed as audio equipment or that contain "MAGNAVOX" anywhere in their description.

---

## INVENTORY AGING

Options:

## ITEMS OLDER THAN SPECIFIED AGE

This report lists all items that have been for sale for longer than a specified age. The items are listed in oldest to youngest order and grouped by age category.

---

## INVENTORY ITEMS DAMAGED

Options:

## DATE RANGE

This report lists all items in your inventory marked as damaged for any date range. Use this report to determine quarterly or yearly write-offs.

---

## INVENTORY ITEMS SHOPLIFTED

Options:

## DATE RANGE

This report lists all items in your inventory marked as shoplifted for any date range. Use this report to determine quarterly or yearly write-offs.

---

## INVENTORY ITEMS ON POLICE HOLD



This report lists all items in your inventory marked as currently on police hold. Use this report to determine items that possibly should be returned to stock. This report list the date, case number, and officer involved as well as any notes entered by the operator at the time the item was placed on hold.

---

## INVENTORY ITEMS PICKED UP BY POLICE

Options:

### DATE RANGE

This report lists all items in your inventory marked as picked up by the police for any date range. This report lists the date, complaint, officer, and any notes entered by the operator at the time the item was picked up.

---

## INVENTORY NOTES

This report list all item notes regardless of the item's status (in pawn, inventory, stolen, redeemed, etc...)

---

## INVENTORY VERIFICATION

This report is used with the inventory verification system found in the inventory menu. It is used to list all items that have not been verified on the last inventory verification indicating those items that have been shoplifted or lost.

---

## LAYAWAYS OUTSTANDING

This report lists all open layaways and lists due date, last payment, terms etc...

---

## LAYAWAYS OVERDUE

Options:

Pro-Rated Payment Due / Any Payment Due / Layaway has Expired.

Number of Days

This report is used to determine layaways for which a payment should have been received.

---

## LAYAWAYS PAYMENT DETAIL

Options:

### DATE RANGE

This report lists all layaway payments received for a specified date range.

---

## MARKETING ANALYSIS

Options:



Pawn or Check Cashing

Date Range

Shows quantity, amount, average, and percent of category for numerous types of information such as age or city of customers. This report can be used to determine your busiest day of the week etc.

---

## NOTICE TO PLEDGER

Options:

Overdue Age

Pickup Within 10 Days of Date

Print Newspaper Ad

This report prints overdue notices (2 a page) based on your selections and notes on the customer's permanent record the date of notice. When through you may optionally print a newspaper ad covering all of the notices printed.

This form can be customized on the CUSTOMIZE FORMS selection of the UTILITY MENU.

---

## OUTSTANDING PAWNS

Options:

All / Titles Only / Exclude Titles / Guns Only / Checks Only

Include Ticket Notes?

This Report shows the selected items currently in pawn and includes pawn and overdue age in days.

---

## OVERDUE PAWNS

Options:

Overdue Age

All / Titles Only / Exclude Titles / Guns Only / Checks Only

Include Ticket Notes?

This Report shows the selected items currently overdue by the age you specify and includes pawn and overdue age in days. This report is sorted by overdue age in days.



---

## P/L STATEMENT

Options:

### DATE RANGE

This report shows all income and expenses (if entered through the daily cash reporting expense system) for a date range and then calculates your profit / loss.

---

## PAWN VERIFICATION

This report is used with the item verification system found in the inventory menu. It is used to list all items in pawn that have not been verified on the last pawned items verification indicating items that have been lost.

---

## PAYROLL FOR PERIOD

Options:

### DATE RANGE

This report shows all payroll paid for a date range (if entered through the daily cash reporting expense system) and gives totals by employee.

---

## POLICE REPORT

Police Reporting

Date Range

This Report provides police reporting of pawns and purchases. This report's appearance and content are controlled by the Police Reporting option, found on the SETUP MENU. You may also output the police report in a variety of data file formats that are 'found in file output options'.

---

## RENEWAL ADJUSTMENTS

Options:

Date Range

Show all renewals for date range

This report shows all renewals that were not the expected renewal amount. It displays the employee, expected amount, and actual amount of renewal. This report will display balance forward / credit payments but may also list renewals that occurred prior to increasing a pawn.



---

## STATUS OF PAWNS

Options:

Single Customer?

Ticket Number Range

This Report can be used as an audit to account for every transaction number in a range or for a single customer. It notes each ticket as a pawn, foreclosure, purchase, sale, or void.

---

## TAX LIABILITY

Options:

### DATE RANGE

This Report is used to determine your tax liability for a given date range. This report can also be used to audit non-taxable sales for that date range. The date, amount, customer, and tax exempt number are shown for each tax-exempt sale. Each tax rate applied during the date range (State, City, and/or County) is summarized showing taxable amount, tax rate, and amount of tax due. The report also shows total sales, total non-taxable sales, net taxable, and total tax due.

---

## TITLE ANALYSIS

Options:

Date Range

All / In Repo / Not In Repo / With Expenses / Without Expenses

Shows quantity, amount, average, and percent of category for numerous types of information such as body style, make, color, and year of vehicle. This report can be used to determine at what age a car title becomes a risky loan etc.

---

## TITLE INCOME / EXPENSE REPORT

Options:

Date Range

Only Titles in Repossession?

Include Ticket Notes?

This Report shows you all expenses that have been entered and associated with a car title. These expenses are entered at the main ticket screen by using the [F10] function.



## TRANSACTIONS

Options:

Date Range

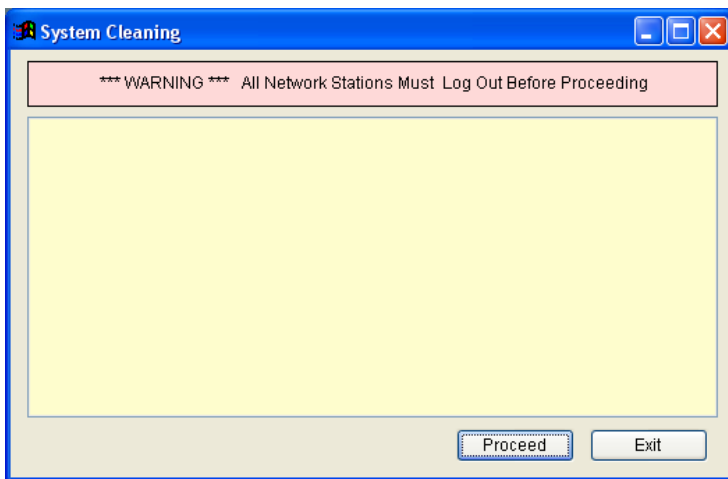
Transaction Types

Specific Employee

This report lists all selected financial transactions for a date range. Every time a financial transaction occurs it's type, amount, date, customer, description, and employee is stored for reporting here. Use this report to audit figures on other reports you may question or to track a specific employee's activities.

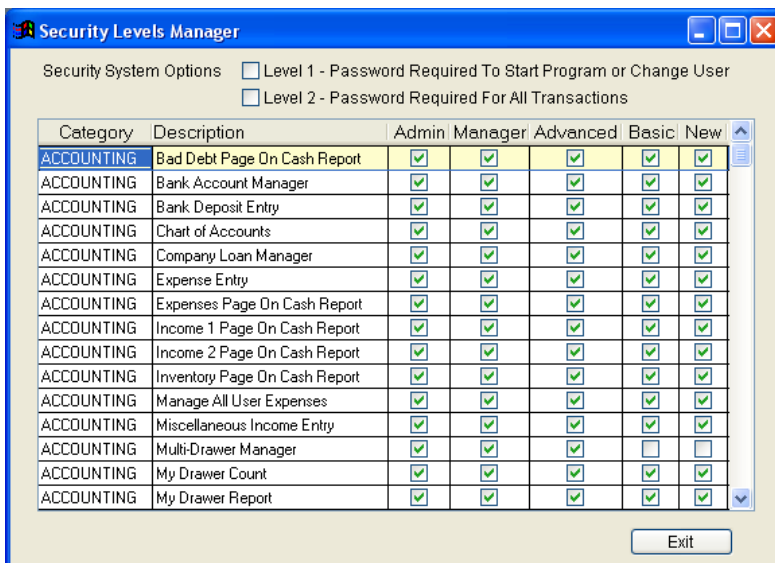
## UTILITIES

### SYSTEM CLEANING



Use this selection to permanently remove entries that have been deleted and to reset indexes used by the program. This should be done at least on a monthly basis. You should always do this after a power failure or other unexpected termination of HI-TECH Pawn. Also if you experience unusual results from the program such as a customer with no tickets or a pawn ticket with no items, running this function will nearly always fix the problem.

### PASSWORD ACCESS LEVELS



Password access levels can only be setup by the system administrator. They control what menu choices an employee can make that has been assigned to that access level. There are 5 access levels, level 1 is reserved for access to all menus, while level 5 is reserved for new employees and typically allows the least access.

From the Main menu, click on 'Edit Security Levels', the Security Levels Manager screen will be displayed. Next to each menu choice is a group of boxes. Any box with a check mark in it means that an employee on that access level may select that menu item. Using your up/down arrow keys, and your right/left arrow keys to move to



any menu choice you want to permit/forbid and press the [SPACEBAR]. The box next to that menu choice will switch back and forth between checked and unchecked each time you press it. You can scroll down to set the security level in all categories. When you get done, press 'exit'.

The next section describes how to use the access levels with individual employees.

---

## EMPLOYEES / PASSWORD SYSTEM

Even if you do not wish to use the security system you should enter all the employees that may do transactions so that the computer may record what an employee does. This information is used on several reports.

From the MAIN MENU, click on 'Employees', 'Employees' again, and you will be at the Employee Manager screen. Click on 'Add', fill in all information including Access level and password.

One user has to be setup as the program Administrator. This is the user who will be able to determine what an employee can access or to delete an employee. To become the administrator you must first delete all other users, from the password editor sub-menu select DELETE USER, if this is your first use of the program you will see only one user named 'Admin'. Delete each user by highlighting and press the 'Delete' button.

Once you have deleted all users select the 'ADD' button from the bottom choices. Since there are no other users, this new user will become the administrator. Enter first name, last name, and a password (when the program asks for your password at startup you must re-enter the same way it appears here - example:

Think THINK think ThiNk

These are all considered different passwords because upper and lower case are seen as different so if you enter your password as all uppercase (THINK) you MUST re-enter in all uppercase when the program asks you for it at start up.

After you have created the administrator, just keep adding to enter all other employees/users that will make tickets (the program



has to know who did a ticket so all people who make tickets must be added in this way.) When first adding an employee the administrator should use the employee's initials as their password. You can then allow the employee to come to this menu and select 'EDIT' to change it to a password of their choosing..

The Employee Manager will allow employee information to be changed as necessary, in which is used to select 1 of 5 user defined access levels that determine what a user can and can't get into. The administrator is automatically set as access level 1 (this allows access to everything) and new users are automatically set up as access level 5. Read the preceding section on PASSWORD ACCESS LEVELS for instructions on how to setup access levels 1 through 5.

Generally you will only need 2 levels, setup access level 5 for the menu choices regular employees can select and access level 1 is preset to allow access to everything.

---

## THE COMMAND LINE

The command line is used to access special functions and features that are not possible through the program. It is normally only used with the guidance of HI-TECH Pawn technical support to correct problems or to accomplish tasks that are difficult or impossible



otherwise. If you have a special need, call technical support for directions on usage. If an error comes up on the screen while running the program, we advise calling tech support and telling us the error message so we can help to correct the problem and get you going faster with no possible mistakes and less down time.

## SETTING TIME AND DATE

From the Task Bar on the desktop, double click the time to set the computer’s internal clock. If the date and time displayed at program startup are correct, press Proceed to continue. If they are wrong, click on Change and set the time and date. The computer will ask you to enter the new time in military format so for 9:30 in the morning type 9:30, for 4:30 in the afternoon you type 16:30. Then the computer will ask you for the new date, so enter it just like you’d write it. Ex: 4/9/97 or 4-9-97 for April 9<sup>th</sup>, 1997.

If you change the date here you should exit the program and re-start it so that late charges and overdue status can be correctly reset.

## CUSTOMIZING TICKET FORMS

If none of the ticket forms provided with the program are suitable for your company’s needs you may create your own ticket form layout for pawn, buy, sale, renewal, redeem, and layaway transactions.

Transaction	Form Type	Goto	Printer	Copies
Pawns	Tennessee Plain Paper Full Page	TICKET	ALWAYS	1
Title Pledge	Tennessee Plain Paper Full Page	TICKET	ALWAYS	1
Renewals	Tennessee Plain Paper Full Page	TICKET	ALWAYS	1
Redeems	Tennessee Plain Paper Full Page	TICKET	ALWAYS	1
Purchases	Tennessee Plain Paper Full Page	TICKET	ALWAYS	1
Sales	Tennessee Plain Paper Full Page	TICKET	ALWAYS	1
Layaways	Tennessee Plain Paper Full Page	TICKET	ALWAYS	1

On the SETUP MENU under the PRINTERS option you must select the ticket type used for your state. There are many state types to select from. Please call technical support for instructions on making specific changes. When done editing a form press ‘Proceed’ to save changes or press Escape to discard your changes.

## APPENDIX

### CONFIGURING YOUR COMPUTER FOR BEST PERFORMANCE

These notes are intended for experienced PC users or consultants that may help a company setup its PC. HI-TECH Pawn comes now as a windows version. The windows version will run on Windows 98, Windows Millennium, Windows XP, or Windows Vista. We recommend using Windows XP if possible, with a minimum 512mb memory.

### MAKING BACKUPS

There are several different ways to do your backup. The most common way is to use a flash drive that is dedicated for backup use only. A one or two gigabit flash drive will be large enough to work for a long time. The flash drive can be taken off site in case of fire,



or two can be used, and keep one on site at all times for emergencies. What really matters is that you MAKE THOSE BACKUPS! Backing up the contents of the 'Hi-Tech Pawn for windows' directory will backup ALL of the data from the Pawn Shop program. As a rule, you should make a backup as often as you don't want to redo what has happened since the last backup. The best strategy is to make two sets of backups, a daily, a weekly, backup. That way if some information is damaged and the damage has been backed up, you need to be able to go to an alternate BACKUP to recover some information. Also you should keep your weekly backups at an out-of-store location so that fire or theft doesn't get your backups too.

---

## HI-TECH PAWN SOFTWARE – INSTALLING AN UPDATE

Make sure all workstations are currently out of the Hi-Tech Pawn software. You cannot update the program while anyone is currently using it.

If you haven't performed a recent backup, you should make one now in case of a power outage or other unforeseen problem occurring during the update.

You will need to be on your main or "server" computer that hosts the program for all other machines in the office (if any).

Open Internet Explorer (not firefox or chrome if possible), and go to the HTP website <http://hitechpawn.com> and choose DOWNLOADS.

If you do not remember if you have 7zip installed then click the 7-Zip Compression Software choice on the downloads page and choose RUN. Follow all the prompts to install 7zip.

On the Downloads page choose the DOWNLOAD UPDATE button on the right.

Choose SAVE, not OPEN.

At the SAVE AS screen check to make sure it's showing "HI-Tech Pawn For Windows" before clicking OK.

If it is not showing "HI-Tech Pawn For Windows", then choose the selector at the top of the window and choose MY COMPUTER then double click LOCAL DISK C, double click PROGRAM FILES, double click HI-TECH PAWN and finally double click HI-TECH PAWN FOR WINDOWS then click the SAVE button.

While it downloads make sure the checkbox labeled CLOSE THIS WINDOW WHEN DOWNLOAD COMPLETES is NOT CHECKED.

When the download completes click the OPEN FOLDER button. PAWN\_UPDATE\_09?? .zip should already be highlighted, right click on it and choose 7ZIP then EXTRACT HERE.

Answer YES TO ALL when 7zip asks for confirmation to overwrite existing files.

Close all windows you used and restart HI-Tech Pawn and verify it is showing the latest version number at the bottom of the menu windows.

Go to the SETUP menu and choose COMPANY INFORMATION and make sure INCLUDE CANADIAN POSTAL CODES is UNCHECKED then click PROCEED.

In the lower left corner of the SETUP menu click SYSTEM CLEANING and click PROCEED. If you see a warning screen telling you there are files that need to be updated choose YES to proceed.

When the program says SYSTEM CLEANING COMPLETE you are done installing the update.



## POSSIBLE PROBLEM SCENARIOS WHILE DOING UPDATE:

---

**Problem:** You are using a different browser and need to use Internet Explorer.

**Resolution:** Browsers like Mozilla are often set to not allow the user to select a save destination. If you can't use IE, then wait until the download finishes then press CTRL+J or choose the TOOLS pull down menu and select DOWNLOADS. Once the downloads window is open right click the PAWN\_UPDATE at the top of the list and choose OPEN CONTAINING FOLDER and you may then continue using the instructions above from the point that mentions OPEN FOLDER.

**Problem:** You get an error message from 7-ZIP when choosing EXTRACT HERE.

**Resolution 1:** Most likely cause is that there is still an open running copy of HTP on this machine or one of the workstations. Make sure all copies of HTP are closed on all machines and try EXTRACT HERE again.

**Resolution 2:** The download is bad or corrupt (it happens) and you will need to repeat downloading again and overwrite the previous download. The leading indicator that this may be the problem is when you choose to download the update it finishes too quickly like in a few seconds rather than a minute or more.

**Problem:** You get lost after clicking OPEN FOLDER and for some reason can't find the PAWN\_UPDATE file, which should already, have been highlighted.

**Resolution:** Click your Windows START button and choose MY COMPUTER (XP) or COMPUTER (Vista) then double click LOCAL DISK C, double click PROGRAM FILES, double click HI-TECH PAWN and finally double click HI-TECH PAWN FOR WINDOWS then locate PAWN\_UPDATE\_09?? And resume from the main instruction from the point marked OPEN FOLDER.

**Problem:** You have restarted the program but it still shows the old version, so the update is not installed for your actual data.

**Resolution:** You must have installed to a location other than the default or have moved the software to a new location since installation. Right click the icon used to start the program and choose properties and find out where the program is installed by looking at the target location or start in path. Use that location to install the update, and extract the file there.

---

## USING BACKUP POWER SUPPLIES

One of the easiest ways to eliminate problems with your computer system and/or pawn shop data is to install a backup power supply. A backup power supply will provide your computer with power for 5, 10, or more minutes after the power has failed. During this time if the power does not return, you can safely exit the program, which prevents loss of or damage to data.

---

## NETWORKING ISSUES

Communication problems between the server computer and workstations can usually be traced to a router, or network card problem. It is good to have a technician handy to look into these kinds of problems as they happen.

---

## GETTING TECHNICAL SUPPORT

Technical support is available Monday through Friday from 9am to 5:30pm, Saturday from 9am to 5:00pm at (423) 775-0235 or (423) 775-8028 EXT. #3

---

## PAWN PROGRAM SETUP AND USER INSTRUCTIONS



### **From Workstation computer:**

To create Shortcut to Pawn Program:

Click "Start", "My Computer", "Folders". On the Left side Click "My Network Places", Entire Network, Microsoft windows network, click the network name being used for all computers. Click on "Server Computer, Click on "C", Click on "Program files", Click on "Hi-Tech Pawn", Click on "Hi-Tech Pawn for Windows", Right Click "Pawn\_Win, Click "Send to", Click "Desktop".

### **Backup Shortcut on Desktop**

To add backup shortcut to desktop: (Setup on Server or main computer)

Go to Hi-Tech pawn website at: [hitechpawn.com/products](http://hitechpawn.com/products)

1) Download: daily\_backup\_link.zip:

On products page, Right click on daily\_backup\_link.zip, click on 'Save as', click on 'save'. On desktop right click daily backup folder, at 7-zip click 'extract here'. Remove daily backup folder to recycle bin.

Depending on what you use for backup, if flash drive, plug in flash drive to server or main computer, it will open a file and show you what drive it has designated to use.

On your desktop, right click on backup shortcut, Left click on target file, click 'Home' on keyboard, use right arrow over to 'j', change the 'j' to the letter of your flash drive, click 'OK'. To test, make sure no one is doing a transaction, and double click on shortcut. A black screen should appear on screen showing file it is saving. If floppy drive, it will use "A" drive, insert that in shortcut target line.

### **Backup Problem**

Some possible causes:

Back up folder on flash drive corrupted. Usually too many backups have been done.



Remove backup folder from flash drive, and try new backup to establish new backup folder.

Flash drive has established new drive letter...Using different USB port, using different flash drive, flash drive has read only switch on.

Flash drive destination drive has changed (different drive letter in path)

Flash drive is bad, replace and start over.

#### Resolution:

Check to see what the drive letter the flash drive is showing (look in My Computer, see what it shows when you plug it into computer).

On desktop, Right click on the shortcut for backup, click on properties, at the target window look to see what the letter is after " a-tzip". That should be changed to the drive letter the flash drive is using. Click OK, and try backup again.

A 2gb flash drive should be plenty big enough to use for a long time.

#### **Reloading Program:**

From Main Computer (server), copy the Hi-Tech folder from programs folder to flash drive or use the backup created previously.

#### On new computer:

Install full download from web site (Hi-Tech pawn), run on new computer (setup). Paste pawn folder from flash drive over folder in programs folder. Will install all data from old computer into new computer.

Using the backup on the flash drive, which is a zip file, extract it to the 'Hitech pawn for windows' folder and answer yes to overwrite the files already there.

#### **Printer and Scanner Setup Instructions**

#### **Drivers License Scanner Setup**



### CSSN Scanshell 800 drivers License Scanner Setup:

Do not use drivers that came with scanner...throw away!!! Use the drivers at our website

Do not plug in scanner until drivers are installed first!!! (All USB Products)

Go to: Hi-tech pawn website: [www.hitechpawn.com/products](http://www.hitechpawn.com/products)

To Download "Scanshell\_SDK\_Setup\_9\_31\_6.exe":

Click on driver, Select 'Run', click 'Run' Again, click 'Next' on through to finish.

Plug cord into scanner and computer. Go to Hi-tech Pawn website home page, click download on left side, under the update tab you will see the scanner code. Right click on it, and select 'copy'. Go to pawn program, click 'setup', click 'ID Card Scanner', If error shows on screen, click 'OK', Clear CSSN License window on bottom, do 'Control V' to paste new License. It should say initializing on screen. Done!

To calibrate scanner using test cards supplied with scanner: Set card into front of scanner (Scanshell Logo is facing you) click 'Calibrate' on screen, card will feed slowly through.

To test scanner:

Click on 'Enable ID card scanner', insert Drivers License...Face Down and Head First, Pushed to right. This is the fastest way to scan.

When adding new customer by way of scan, you need to add Social Security Number first!

To scan 'Bar Code' on back of Drivers License, insert... Face up...Head First, to right.

### **Dymo Twin Turbo printer setup**

Before hooking up Dymo printer, you must install software first, due to a USB configuration. Insert Cd, and follow on screen instructions to install. When finished installing, Plug in power adapter to printer, and into wall outlet, Plug in USB cable to printer, and to port on computer. Computer will detect printer and setup.

Go to Pawn program, click on 'setup', 'printers', making sure 'Dymo Label writer Printer' is checked. Select it next to 'Label printer' in the drop down list. Print out a test label to confirm proper operation. Done!

### **Printing Problem with 'Dymo printer'**

If printer is not printing from breakout or other method, If screen shows 'DAX Error'. That is a printer software problem, not our software. Try restarting computer, unplugging printer, plugging it back in, Check your printer's troubleshooting manual for resolutions.

Also try printing from somewhere else with the same printer.



The Web site [www.dymo.com](http://www.dymo.com) has good tech support information, drivers, and manuals you can download for free.

### **Printer Sharing turned off on start up**

This pertains to 'Windows XP' only as of now

4/22/09 For unknown reason even to Microsoft, when you turn your computer on, the printer sharing is turned off, and printer is not available on shared computer.

For now...Go to control panel, double click 'Printers and Faxes', highlight the printer you want to share, click 'Share this printer' on the left column, click 'if you understand the security, click 'Share this printer', and give it a name such as the brand of printer your using. Click 'apply' and click OK. Done.

### **Pawn Program Instructions and Tips**

#### **Check Cashing (Check Mode)**

For customers who are using the check mode part of the software, and just did a new update from version 092Qa or older, read these instructions and apply to your program and store.

New Update:

Open program, click setup, Click on check advance cashing:

Default Days 14

Minimum Days 7

Maximum days 30

Click setup or print rates:

Shows 3 modes... Standard, Special, Military

Remove Loan Amounts not using:



Highlight Loan Amount not using and delete. For amount you are using, you can edit those in with rate amounts. Click on 'save and print'. A copy of your rate chart should be posted on wall by law. Now, when you do a check advance, you put the customer in and it will give you the three options of 'Standard, Special, Military' to choose from. Special can be for special promotions (Such as interest free for first time customers), The rates listed are the highest rates allowed in Tennessee by law. You need to change these to what you are using in your store.

## PROGRAM INSTRUCTIONS – QUICK VIEW

### ADD ENTRY TO PREVIOUS DATE

Right click on time on task bar, enter date and/or time, click OK, insert entry or entries as needed, when done, change time back to today's date, or date of other entries.

### ADD NEW CUSTOMER

To add new customer to Pawn, Sale, Buy, Layaway, etc., click on appropriate tab, click the 'Add New' button. In the SS Number box, you do not have to enter their SSN. You can insert a unique set of letters or numbers (minimum of three), instead. Ex. ph7753413. Continue adding the necessary data as needed

### FORECLOSE LAYAWAY

Go to Void menu, Click Void Layaway, Type in ticket number, click void. This does not delete entry, but it flags the layaway as voided.

### TO VOID AN INCREASED PAWN

Click on the "increase pawn button" on the top bar, select customer to service, in the 'increase amount' window, type in the same amount as the increase, but negative amount (Ex. -22.00). Click on 'save and print'. Done!



---

## BUY ITEM OF SAME TYPE (QUANTITY MORE THAN ONE OF SAME ITEM)

To buy multiple items, click 'Buy', type in customer name, click proceed, type item in 'Description', (item name is however you want to label it). Tab over to cost, insert item cost per item (total cost \$10.00 for 10 items, cost \$1.00 each item), tab over to 'retail', insert sell price, tab and click 'ok'.

Highlight item (click twice to highlight both item and boxes below.) Click 'copy item' the amount of times needed to show quantity of buy. Click on 'Save and print'.

If you copy too many item quantities, click on delete line back to the quantity needed.

---

## TO BREAKOUT BUY ITEMS

Click on 'Inventory', click on 'Break out items'. Choose the item to break out, click 'breakout'. At this screen you can edit the information of the item prior to duplication. Click on continue, enter the number of items to breakout, click 'split cost', click ok. Highlight first item, click 'copy retail', click yes, click on 'save and close'. Done!

---

## TO CHANGE SSN# OF CUSTOMER

Click 'Customer tab' at top, click on 'Change SSN#', 'Select customer' by typing in customer name and hit enter, type in new SSN#, Click on 'Change SSN#, click ok. Done!

---

## ITEM FORECLOSURE- PRINT OUT

After doing item foreclosure and 'proceed with Foreclosure', Go to reports menu, click on "Close out Detail". Then you can either 'View or Print' foreclosure detail. Print for use while still doing business, so as not to tie up your computer.

---

## VIEW ALL OUTSTANDING CHECKS

Click on 'Reports tab', click on checks to deposit, options are "Currently Due, Will be Due in 1-3 Days, All Outstanding. Also there is a tab for including notes. Report can be viewed, printed, or E-mailed. Done!



---

## VIEW TITLE PLEDGES

Click on 'Reports' menu, click on 'Outstanding Pawns', click on 'Titles only' tab. You can view, print, or Email the report.

---

## INSERTING PICTURES IN CUSTOMER FILE

---

### PICTURES FOR TITLE PLEDGES:

Click on Customers tab at top, click view history, type in customer last name or part of last name. Select customer from list and press enter. Find the title pawn in the list at the left and highlight it. On the right side under 'Pawn- item-Loaned- Description', the item number is the first set of numbers.

Go to the 'Inventory' tab at top and click on 'Edit Inventory', and type in the item number from the customer file, and press enter. Click on 'Edit Item', click on 'Get Picture' on right side of window. Browse for the location of the picture taken on your computer. Double click the picture, and it should be inserted into box on screen. Click on the 'Save/Update' box at bottom of screen.

---

### PICTURES FOR CUSTOMER FILE

You can use the driver's license for the picture, by using the license scanner method. You can also insert a picture from a camera. To insert picture from a camera, click on the customer tab at top of window, click on 'Add/Edit Customer'. Type in the last name of customer, or part of the name, and press enter. On the right side of the window, click on 'Get Picture', and browse your files for the picture you want. Double click on the picture, and the picture will show in the empty box. Click on 'Save/Update' to finish.

---

## HELP ME NOW TIPS!!

---

## WRONG CHECK AMOUNT ENTERED

Go To Expenses:

Highlight check to change, click Edit, or Delete.

Edit check amount, or Delete check and Re-Enter.

If after cash report has been run, or on the next day:

On Task Bar at bottom right, Change date back to previous day,



in pawn program, click on Expenses, Highlight Check to change, make change. Other choice is to highlight check, delete check and re-Enter check with right amount. Redo Cash report and compare reports for correction. If entry is corrected, change date to today's date on task bar. Done!

---

#### ERROR MESSAGE: "VARIABLE MIDDLE"

Receive this message while doing a cash report. Hit 'Abort'. Make sure all other computers are out of Hi-Tech program. Go to setup, System Cleaning, Click on proceed. When system cleaning is done, try doing a cash report again.

Note: If screen is locked up: Press 'Control, Alt, Delete', all at the same time to open up task manager. In the list you will see 'Microsoft Visual FoxPro'. Highlight it and press 'End Task' to close program. Restart program and do system cleaning.

---

#### END OF DAY: FORGOT TO PRINT OUT CASH REPORT

You come in the next and realize you did not print out cash report. Solution is open up cash report window; change the date at the top of window to yesterdays date (or whatever day you need to print out). Click on 'Prepare report'. Date will automatically default back to today's date the next time you do cash report.

---

#### FATAL EMBRACE (LOCKED SCREEN)

If program locks up during a transaction, it is called a 'Fatal Embrace'. Usually pages are out of order. If you are unable to do anything on screen, check the screen or screens behind the front screen. There may be a screen that is waiting for an input or button push. If not, press 'Control, Alternate, Delete' at the same time to bring up task manager. Do an 'End Task' to clear out of program, then restart program, and redo transaction.

---

#### CANNOT INSERT STARTUP CASH AMOUNT

Go to 'Setup', Click 'End Day Reporting', Check the box 'Allow Editing of Start-up cash on Daily Cash Report', Click 'Proceed', click on 'Accounting' Tab, click on 'Cash Report', click on 'Prepare report', Now you should be able to insert Startup Cash amount. Done!

---

#### CHECK ADVANCE PROBLEM "UNKNOWN MEMBER"

Unknown Member CMB\_Unknown Type:

The new update '092qg' will fix that problem that occurs when new customer is added to check advance by way of scanning drivers license. If you have not updated to 092qg, you can click 'ignore' and go on with no problem...can be annoying though...so do new up date. Done!

---

#### CUSTOMER ERROR CAN'T RUN PROGRAM FROM WORKSTATION. CORRUPTED CUST.DBF FILES



Customer calls, says an error is showing on screen. Have customer read the error to you, not the error number, the exact error.

Example Error:

“Table/ 00502 server/C\$ program files/Hitech pawn/Hitech pawn for windows/cust.dbf corrupted”

Customer has two options:

- 1) Email the ‘cust.dbf’ file for us to repair...takes an average of 5 minutes to fix (in most cases).
- 2) Try to restore from backup...if using our backup, we can help. If using another type of backup, we cannot help. Problem with this method is if you have added new customers since last backup, you need to know all the data, such as SSN numbers, addresses, basically all info entered for each customer that was entered originally. The most critical is the SSN numbers.
- 3) Make sure the Server is on battery backup with the monitor, so you can at least protect data from corruption, and save the work done today to backup. If the server goes down, all workstations are down (workstations run off the server computer at all times!)
- 4) If the usual tool will not fix the problem, we have a program in place to fix on a last resort basis.
- 5) Once the files are repaired, and sent back to customer, copy and paste back into pawn folder to overwrite the bad files.
- 6) Start program on server computer, and do system cleaning. Make sure no one is using program while doing system cleaning. Better to do system cleaning on server computer...it will be much faster.

---

## TAX EXEMPT STATUS

To setup customer for tax-exempt status, add new customer, and put the tax number in the tax-exempt box on the setup screen. If no tax number, insert resale number, or explanation that the state will accept in case of audit.

Ex. Check into cash is transferring goods between stores. Put explanation to that effect in tax- exempt box.

To sell item to customer:

Click on Tickets, click on Sale, and insert item number. To retrieve item number, click on browse inventory, pick next available item number of merchandise you are selling, click exit. Go back to ticket window, click on sale, type in item number, press enter, set retail cost, (price you are selling item for) press enter twice. Check the exempt box, select the customer being sold to, and verify customer’s exempt number and press on proceed. Click on Save and Print. Done!

---

## CUSTOMER PAYMENT HISTORY FOR STATE AUDITOR

Go to the Ticket screen, and click on ‘Reprint Ticket’, Enter Ticket number, Select ‘Transaction History’, you can view or print.

Problem occurs during cash report. Solution:



Choose 'Abort', not ignore. Make sure all computers are out of program. Go to Setup menu, Click on 'System Cleaning, click 'Proceed' to do system cleaning. When system-cleaning finishes, try to do cash report again. Check to see what version up date customer is using. Try installing the latest version to correct problem.

---

## PRINTER ON WORK STATION NOT PRINTING

Problem: Try to print report, ticket, etc. From workstation and nothing happens.

Go to the Main computer (Server). Check the printer name. To keep it simple, name the printers names such as "report, label, ticket, usually all capitals, no spaces. Name the printer by what it does. Go into windows and make sure the name on the server computer printer's match what is on the Pawn program printer setup. Check both under 'shared', in windows printers and faxes, and in the setup menu in the pawn program. Go to the workstation computer and delete any instances of the printer that are listed.

## VISTA HELP NOTES:

These Note are for Vista software users. Fewer computers are being produced with Windows XP installed on them. Our program will run just fine with Vista, with a few modifications that the user can do on their own.

---

## SETTING UP PROGRAM SHORT CUT:

Right click on the Hi-Tech Pawn short cut on the desktop, click on the 'Properties' tab, Click on the 'Compatibility' tab at the top of the page, Check the box that says ' Run this program as an administrator', then click on 'OK'.

---

## INSTALLING PROGRAM UPDATE ON VISTA

Make sure that you have done a recent backup of the program files. All computers in store must be out of the Hi-Tech Pawn program. Go to the Server computer, Go to our web site <http://hitechpawn.com>, Click on the 'Downloads' tab on left of screen. Click on the 'Download Update 092Qx, (x is the letter of the version presently available). When the window opens, click on 'save'. If the window shows 'Hi-Tech Pawn for windows', click save at the bottom right corner. The download should take about a minute and a half. If it downloads in just a few seconds, redo the download.

If Hi-Tech Pawn for Windows is not showing:

Click on 'Browse Folders' in the lower left corner, double click on 'Computer' in the right window. Double click on 'Local disk C', double click on Program files, double click on 'High -Tech Pawn' folder, double click on 'Hi-Tech Pawn for Windows' folder. Click 'Save' in the lower right corner. The download should take about a minute and a half. If it downloads in just a few seconds, redo the download.

Once download is completed:

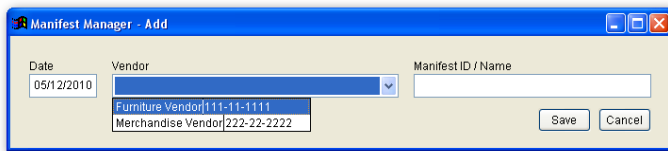
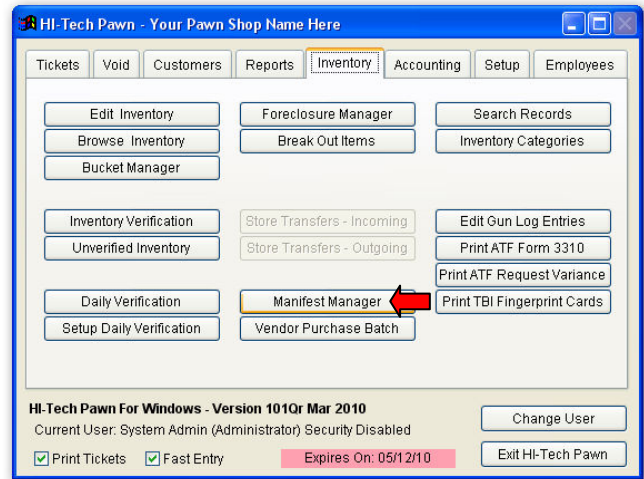
Find the Update in the 'Hi-Tech Pawn for Windows' folder, right click on the folder, right click on 7-zip and click on 'Extract Here'. When asked to overwrite files click on 'Yes to all'. Close out the folder and open the Hi-Tech Pawn program, click on the 'setup' tab at the top of the screen. Click on 'Company Information', and make sure 'Include Canadian postal codes' is not checked and click 'Proceed'. Now click on 'System Cleaning', and click 'Proceed'. When system cleaning is done, you are ready to go.

## THE MANIFEST MANAGER AND VENDOR PURCHASE BATCH:



## VENDOR PURCHASE BATCH:

This feature was added to help with large vendor buys so you may sell items as added to inventory before costing out the buy. To use this feature you must have the source of items selected to be a vendor. You can do this when you add this person or buissness as a new customer. To start go to your inventory tab and select manifest manager. From there you just need to go in add your manifest entry.

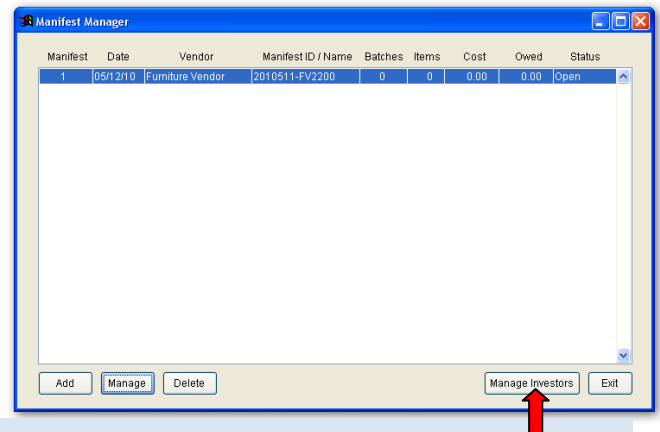


To add a manifest select the add button. From there you can select the vendor and add a manifest id number so you can Associate items with the manifest they came from.

## ADDIN INVESTORS:

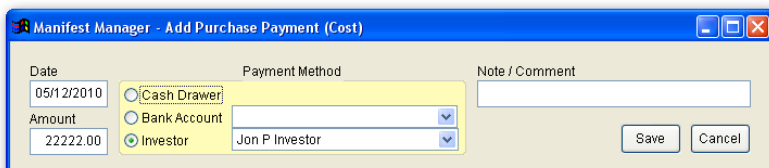
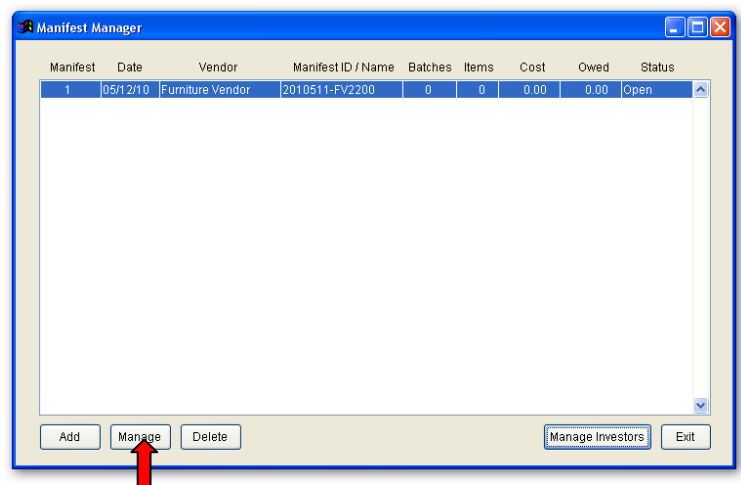
1. Adding an investor.

First thing when you pay for a manifest you have three choices; cash, check, or an investor. From the manifest manager screen choose and click manage investors. From there add the investors name or names.



## PAYING FOR THE MANIFEST ITSELF.

From the manifest manager you need to highlight the manifest you wish to pay for And select manage. This will bring up a new menu where You can select payment method and enter the cost for the Manifest.



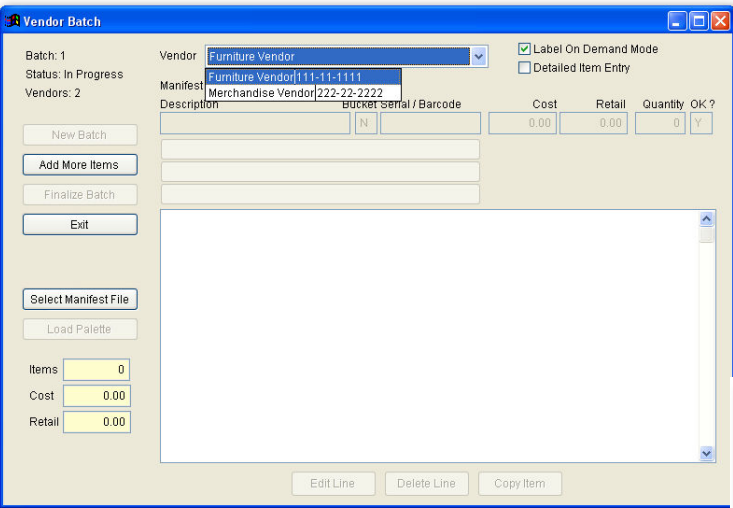
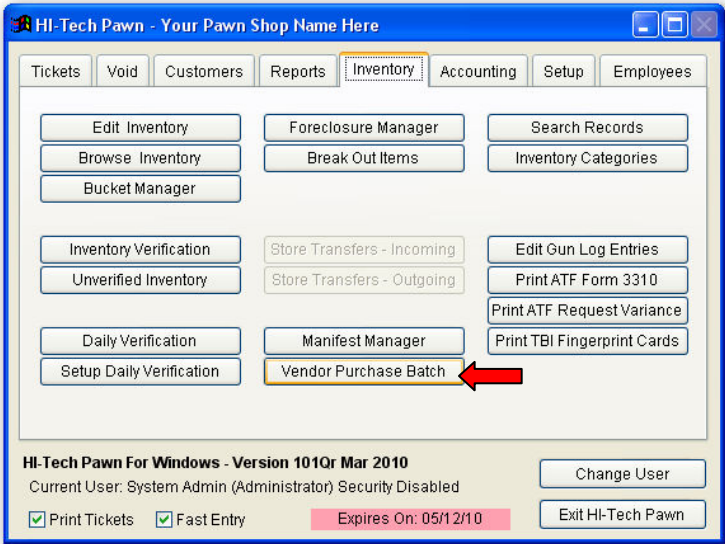
simply enter your amount and payment method, you have



the option to choose from multiple bank accounts, or multiple investors. Click save and your done.

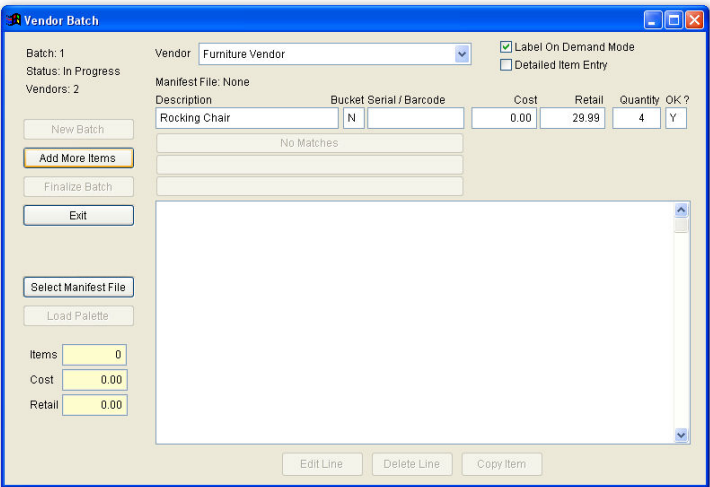
ENTERING THE PURCHASED ITEMS

From your inventory directory select vendor purchase batch. This will allow you to enter your items, cost and retail. Here you may describe each item or enter a quantity of items. Some stores buy pallets of overstock merchandise this allows you to price and sell on the fly before the pallet is completed by assigning an item number in inventory right then.



Enter your description, retail, quantity and cost per item you leave the cost field blank you may enter an overall cost at the end of the purchase that will be divided automatically according to retail) You may choose label on demand to print labels for every item entered. If you enter a quantity of four it will print out four

After selecting vendor purchase batch, select new batch, the program will then ask you to select a vendor. Once a vendor and manifest is selected, vendors are listed with the manifest for that load beside them ( one manifest can be done at a time from one or more workstations ) you then select add more items and your off.



(if



price labels.

TO FINALIZE THE BUY YOU HAVE TWO OPTIONS,

A manifest batch does not require you to pay now since it has been paid in advance through the manifest manager so you simply enter the amount, highlight the manifest and click proceed as manifest batch.

Option two, A vendor batch has to be paid for on the spot. So enter your amount and click proceed as vendor batch. At any time during the manifest item entry process you may exit and come back later without losing items when you come back in select add more items and your up and running again as long as that batch has not been finalized, once finalized it is done.

Vendor Batch Finalize

There are 2 ways to finalize a vendor batch. You may save this as a manifest batch or a regular vendor batch.

A MANIFEST BATCH does not require any payment method since it has already been paid for through the manifest system.

A VENDOR BATCH is not associated with any truckload manifest and must be paid for now.

DO NOT PROCEED IF YOU ARE UNSURE WHICH TYPE YOU ARE FINALIZING!

Total Cost of Goods For This Batch

For a MANIFEST BATCH please select from the list of open manifests below. If your manifest is not displayed DO NOT PROCEED, contact your store manager to add the manifest first.

1	05/12/10	Furniture Vendor	2010511-FV2200
---	----------	------------------	----------------

Proceed as MANIFEST BATCH

Proceed as VENDOR BATCH

Cancel

NOTES: