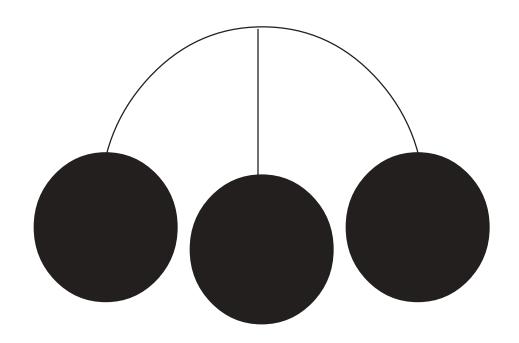# PAWN POWER

REFERENCE MANUAL

PAWN POWER Plus Release 6.0

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FOREWORD

USING THIS MANUAL

This manual is designed to help you use the functions of the Pawn Power program and to learn those functions in order of priority. For this reason, you should go through each procedure in this manual in the order in which it is explained and practice each function in the tutorial section *before* utilizing it in the Pawn Power program. In this manner, you will find your understanding of the program will develop faster and easier than if you were trying to learn the functions in random order and you will experience fewer problems when using the program. Pawn Power is designed to allow you to move through the program at the touch of a key. When you make a selection on one menu the next menu or prompt will appear on screen, then the next, etc., until you reach the desired area. Each function explained in this manual will include the prompts to reach the area of the program and perform the function in order as they appear on screen, with brief explanations when needed. **ALL PROCEDURES OUTLINED IN THIS MANUAL BEGIN AT THE MAIN MENU.**

NOTE: **If you are already familiar with the operation of the program, you can use the Quick Reference portion of this manual to find what menu options you need to choose to access the function you are looking for.**

CONVENTIONS USED IN THIS MANUAL

Bold Italics   Whenever you see commands in bold italics, this means you must do something or make a choice at that point (i.e. **enter**, **choose** or **press**). The rule of thumb is that if nothing happens after you have entered your selection you must **press** the **<ENTER>** key (which is the same as the **<RETURN>** key on a typewriter) to finish entering the data and proceed to the next step.

<Brackets>   Whenever you see a menu choice in angle brackets (i.e. **<P>**), you only need to **press** that key on the keyboard to make that selection.

[Brackets]   If you see a selection in square brackets (i.e. **[P]**), you must **press** **<ENTER>** after typing that letter. (Square brackets are used where no selection, one selection or more that one selection is acceptable.)

Enter   When you see the word "enter" in a phrase like "**enter** it now", "**enter** the `customer's name`", or "**enter** `24`", **type** the appropriate response and (when complete) **press** the **<ENTER>**

key. For example: If you see the command ***enter*** `12345676`, you should press the keys 1, 2, 3, 4, 5, 6, and 7, then ***press* <ENTER>**.

NOTE: Type beginning with this message will provide you with important information that may save you time and extra steps.

`Press these` When you see characters in this type, you should press those `keys` character keys. For example: If you see the command ***type*** `F`, you should press the F key.

*References This typeface is used in **Chapter 9 - Quick Reference** when you are directed to another portion of the same chapter to find out how to use a particular feature.

MMDDYYYY   These letters are used to represent the month, date, and/or year. For example: January 15, YYYY is representative of January 15 of the current year. Likewise, MMDDYYYY is representative of the month, day, and year.

The U.S. Standard for date is MMDDYYYY. The International Standard for date is DDMMYYYY.

...   Messages that appear on the screen and end with three trailing periods are cleared by pressing the **<ENTER>** key.

"_____"   This symbol is used to represent a reversed video input field.

FUNCTION KEYS

Pressing the **<ESC>** key will back you up one entry screen at a time.

Pressing keys **<F1>** through **<F10>** at a reverse input prompt during data entry, fills that field with the information you have defined in Function Key Definition. See **Function Key Definition**.

Pressing the **<F10>** key while running a printout to the screen will pause any screen displayed.

SCREEN-SAVER

The Pawn Power program has a built in screen-saver feature. After a 3 minute period of non-use, the screen will go blank. To bring screen you were on back up, press the space bar.

TECHNICAL SUPPORT

If you require assistance, call Technical Support at 305-895-2627.

DEFINITION OF TERMS

Default   This term is used to tell you what the computer will enter if you do nothing. For example: "If you press **<ENTER>** without typing in a date, the computer will default to today's date." This statement means the computer will use today's date when you press <ENTER> with nothing in the date prompt field.

Default Date   This is the date your pawn/purchase inventory item(s) will move into saleable inventory. It includes the loan period plus the grace period, or for purchases, the hold period. This is *NOT* the same as expiration date (see definition below).

Expiration Date   This is the date the loan period expires. This includes the loan period *ONLY*.

Extension   Extending the expiration date of a currently active option/buy back (syn: Renewal, Re-write).

Hold   Placing a option/buy-back item on hold to prevent it from moving into saleable inventory (for automatic inventory pulls only).

Move   Changing the inventory status of an item or items manually to transfer the item from option/buy-back inventory to saleable inventory so the item(s) may be sold or from saleable inventory to option/buy-back inventory so that the item(s) may be extended or reclaimed.

Multi-User   This is a term used to indicate the user has more than one monitor and/or computer referencing the same program data base (the user is running, or on, a network).

Network   The term network is used to describe a system of two or more computers where all terminals and/or peripheral devices are electronically interconnected, thus giving them the ability to share resources and a common data base. If your system is connected in this manner, you are a multi-user.

Option/ Buy-back Contract giving customer the opportunity to reclaim or repurchase items by paying a holding fee (syn: Pawn, Loan).

Principal   The amount of money you paid for items covered by a option/buy-back contract (syn: Loan Amount, Base Price).

Purchase   Purchasing an item with no customer option buy-back.

Reclaim   Reclaiming merchandise that was acquired through an option/buy-back (syn: Buy-Back, Pickup).

Repawn   Including an item that has been previously reclaimed in a new option/buy-back contract.

Reverse   This term means the background color becomes the text color,
Video   and the text color becomes the background color (i.e. reverse video prompt, reversed video input field, etc.)

Single User   This term is used to indicate the user only has one monitor and/or computer accessing the program data base.

Trade   An exchange of items between a customer and the shop. Trades can be made where the item(s) being accepted are of equal or lesser value than the item(s) being given.

DAILY REQUIREMENTS

You must enter all of your transactions into the Pawn Power data base if you want a correct record of your transactions and accurate accounting on your daily and monthly cash drawer and ledger reports.

OPENING PROCEDURES

The very first thing you must do is turn your computer system on. All of your equipment should be plugged into a voltage regulation device (i.e. a surge protector) which will be used to turn the power to your computer system on and off. Ask your computer technician about available devices that will meet your individual needs.

NOTE: **If you are on a network, you should also follow whatever procedures your hardware specialist(s) has/have given for starting up your computer system each morning. If your system is set up based on our recommendations, this process should include having your system do a defragmentation of your hard drive . See** Defragging Your Drive**.**

Once your computer is up and running, the current date and time (provided your AUTOEXEC.BAT and CONFIG.SYS files are set up based on our recommendations) will appear on screen. You should take notice as to whether or

not both are correct. Inaccuracies may be an indication of a power failure while the system was not on, or that something in the hardware may be failing.

Update your inventory. If you have answered N to #19 (Automatic Pull During Update) in General Setup, your program will index (put in numerical order) all of your data. If you have answered Y to #19 in General Setup, your program will move any items eligible into saleable inventory and print a list of those items moved. It is *highly* recommended this be done in the morning when you open. (Read **Handling Inventory** *thoroughly, <u>before</u>* proceeding with your first update.)

> **Warning: Doing an update improperly could cause you to inadvertently damage your data.**

CLOSING PROCEDURES

Most shops find it necessary (and it is recommended) to print out a Cash Drawer Report when you are ready to close at night (and between shifts if desired). If you choose Full Report (when the program gives you the choice), you will get a detailed listing of all transactions for that day as well as a cash count. It is recommended that the person closing sign this, as well as the person opening the next day, so that the ending cash drawer count is doubled checked daily.

NOTE: When running a daily cash drawer report, it is important to enter each day's beginning and ending balances as the balances from the previous day are not retained.

Before shutting your computer system down at the end of the day, you should make a backup of your Pawn Power data. It is recommended you use HBACK (the Pawn Power backup utility) to do this, and that you begin making backup disks the day you install the software! You will find detailed instructions on using the HBACK utility in **Backing Up Your Data**. You should read this section *carefully <u>before</u>* using *any* backup system. **It is imperative you make a backup at the end of every business day!!!**

NOTE: If you are on a network, have your computer technician show you the proper procedures for shutting down the network and your computer system each night. Failure to do so properly could result in data loss and/or corruption.

NOTE: If you are using Delayed Inventory Update/Pull, you should complete all closing procedures (including shutting off power to all terminals), leave off for at least 1 minute, then restart the data server <u>ONLY</u>. Go back into the Pawn Power program and set your delay (see Delayed Inventory Update/ Pull**). Your timer device should shut the server down after an appropriate amount of time has elapsed.**

MONTHLY REQUIREMENTS

You should print a Ledger Report at the end of each month, for that month. For example, if it is the end of April, you should run the report with a beginning date of 0401YYYY (YYYY is representative of the year), and an ending date of 0430YYYY. This will give you a complete review of your business for the month, including any ledger entries you have made (i.e. payables, receivables, etc.). A monthly ledger report is the _only_ report which shows you your sales tax for each calendar month.

If you see that something has been forgotten (such as a deposit), you can use the <D>ate Change feature on the General Ledger Menu to enter the transaction (see **Entering A Check (Payable)**).

If you see that something has been entered into the ledger but is an *incorrect* entry, you can use Ledger Edit to make corrections that are necessary for your bookkeeping and tax reporting.

> **WARNING: Be aware that the Ledger Editor is an exclusive Pawn Software feature, and you should consult technical support *before* using it!!! If done *improperly*, working in Ledger Editor can create untraceable changes in your ledger!!!**

At the end of the month, you should do a *monthly* backup on a brand new set of disks and put it in your safe or fire-proof cabinet. This backup is *in addition* to your daily backups. The philosophy behind this is covered in the **Backing Up Your Data** section of this manual.

CHAPTER 1 - BEFORE YOU BEGIN IN DOS/ WINDOWS

BEFORE YOU INSTALL IN DOS...

NOTE: **The following information is intended for the use of the installer only. All installers must read the following information prior to installation. If there are any questions in reference to this information, please call Technical Support at (305) 895-2627 before you proceed. Much of the information provided here can also be found in the hardware and pre-install guides sent to you with the Pawn Power program disks.**

Before installing the Pawn Power program, you will need to verify the hardware you are using meets the suggested system requirements listed below.

CPU   Computer should have an Intel processor and run in a cycle of 33 MHz (i.e.: 33, 66, 100, 133, 166...)
MS-DOS 5.0 or above
1 or 4 MB RAM
3.5" High Density Floppy Drive

Monitors   Monochrome or color CGA, EGA, or VGA

Keyboard   101 key U.S. keyboard

Networks   Networks that are fully NetBios 3 compatible with both file and record locking potential. You may find many networks that may work however, Lantastic has proven to be the most trouble free and easiest to setup and use.

The **recommended** configurations for a single and multi-user are as follows:

Single User

Computer should have an Intel Processor and run in a cycle of 33MHz
120 Mb or larger hard disk drive
9 pin dot matrix IBM graphics compatible printer (Panasonics are the recommended brand)

1 & 4 Mb (Megabyte) RAM
3.5" high density floppy drive
monochrome or color monitor
Smartprint Sharing Device (recommended for more than 2 printers)

Multi-user (Network)

Computer should have an Intel processor and run in a cycle of 33 MHz (i.e.: 133, 166..) monochrome or color monitor	4 or 8 Mb (Megabyte) RAM 120 Mb or larger hard disk drive 3.5" High density floppy drive
9 pin dot matrix IBM Graphics compatible printer (Panasonics are the recommended brand)	Smartprint Sharing Devices (recommended for more than 2 printers)

Optional Equipment

Automatic Cash Drawer (Opens Automatically)

Bar Code Reader (Customer I.D. Cards, Sales/Item Labels, Doing an Inventory count, etc.)

Laser Barcode Printer (Barcoded Jewelry Labels)

NOTE: A list of vendors with phone and part numbers is provided in the back of this manual.

THE AUTOEXEC.BAT AND CONFIG.SYS FILES

Before proceeding with the installation of your Pawn Power disks, you MUST confirm that your start-up files (AUTOEXEC.BAT & CONFIG.SYS files) are correct. These files must match the examples set out below **without any variation**. If they do not, the files should be edited to conform to these specifications, and a copy printed and faxed to Technical Support. Power Software's goal is to insure your start-up files are correct and all necessary changes are made while your technician is in your store (saving you time, money, and future problems resulting from improper file setup). A record of these files is maintained by Power Software and MUST be received prior to the insertion of your name and address into the main program.

NOTE: Altering the start-ups in the recommended way will not keep you from running other programs. It will, however prevent other programs from interfering with Pawn Power (the program which is vital to your everyday business operation) and greatly reduce the chance of data corruption and/or loss.

Listed here is what these files should look like for a single user.

Autoexec.bat	**Config.sys**
c:\dos\share	device=c:\dos\himem.sys
@echo off	device=c:\dos\emm386.exe noems

```
prompt $p$g                          dos=high,umb
verify on                            files=40
path c:\;c:\dos;                     buffers=10
date                                 lastdrive=z
time
```

The Pawn Power program **is network compatible**. Therefore, if you are using the program on a single user system, you *must* make sure that the DOS file SHARE.EXE is on your hard disk drive. This file is provided with MS-DOS to simulate a network environment. The Pawn Power install program will warn you if it has not found SHARE.EXE. (Refer to your DOS manual to find out how to copy SHARE.EXE to your hard drive.)

NOTE: It is imperative that the start-up files do not load SMARTDRV.EXE, FASTOPEN.EXE, or SETVER.EXE.

When running Pawn Power on a network, there are a few basic rules you need to follow.

1)   It is *preferred* that the network drive is assigned as the **F** drive on the server and all workstations.

2)   Do *not* partition your hard drive. Make it one large drive.

3)   Do *not* assign any drive access rights in the network.

4)   Do *not* use ATTRIB to write or read protect any files on any drives.

5)   Do *not* use PCCACHE or any other LAN CACHE, or any other CACHE, in setting up the network.

The following is an example of what the AUTOEXEC.BAT and CONFIG.SYS files for a Lantastic 6.0 network server should look like. It is provided to give you an example of the general rule used when setting up *any* network - leaving these files as clean as possible. If you are installing anything other than Lantastic 6.0, you should substitute your network start command for the call statement listed below. The start-ups for each workstation should be edited to look EXACTLY the same as those on the server. It is also *imperative* that you do not allow any station except the server to launch HBACK.BAT which performs a backup of the Pawn Power data (see **Backing Up Your Data**) unless you have a dedicated file server.

Autoexec.bat   ## Config.sys

```
c:\dos\share                         device=c:\dos\himem.sys
@echo off                            device=c:\dos\emm386.exe noems
```

prompt pg   dos=high,umb
verify on   files=40
path c:\;c:\dos;   buffers=10
date   lastdrive=z
time
call c:\lantasti\startnet.bat

COMMAND LINE OPTIONS

Command line options can be put in your command line to make your computer function a little differently. This section provides you with the command line options that are acceptable for use with this program. **If you do not understand this section, you should not use it. Consult your computer technician.**

[/p=drive:[\directory]] This command causes the program to access
                          data located in the pawnshop directory of drive
i.e. /p=c:\pawnshop   c and will be recognized by all executable
programs. This command should generally be   used only on
networks. If /p is not used, the   program will access data
located in the same   directory as the program is in.

/remote   This command causes a remote station to wait
                          until the data server has completed system
                          maintenance and arrived at the Main Menu
                          before the remote station will come on line in
                          running the program (speeds up system
                          maintenance). This command is recognized by
                          PPERDALY.EXE and is used in the
                          AUTOEXEC.BAT of the remote station(s).

                          When used this way, after exiting to DOS, you
                          would use POWER.BAT to return to the
                          program.

/dos   This command causes the program to return to
                          dos rather than loading the next executable file
                          in line. This command allows indexing of
                          customers on the server before the network is
                          loaded (speeds up indexing) recognized by
                          IPERINDX.EXE and PPERINDX.EXE used in
                          the AUTOEXEC.BAT of the data server. For
                          example, the last lines of the AUTOEXEC.BAT
                          of the server would read as follows:
                              date

```
time
cd pawnshop
iperindx /dos
pperindx /dos
cd\
call startnet.bat (optional)
```

DEFRAGGING YOUR DRIVE

To understand the purpose of defragmenting your hard drive (commonly known as doing a defrag), you must first understand how information is stored on your drive. As you enter new customers and items during the day, DOS places that information into unoccupied spaces on the hard drive _as it finds them_. Not only does this mean your information is completely disarrayed, but it must often be split apart and stored in more than one space (fragmented) because the area available is not large enough to hold ALL the information being distributed. To make things even more complicated the utilized spaces may be sections apart! Now all your computer has to do is use of all these randomly placed pieces of information efficiently.

A defragmentation utility gathers all your customers into one place on the hard drive, then all inventory items into another place on the hard drive, etc., and puts everything in correct order. Due to the enormous amount of changes (all of which add information or delete information into or from the spaces available) made to your data base each and every day, it is recommended you do a defragmentation of your hard drive on a daily basis. Your computer technician can show you how to do this for _your_ system. They can even set up your computer(s) so a defrag is done automatically each time you turn your power on. Either way, doing this daily will reduce the amount of time it takes to do a defrag, greatly minimize your chances of getting cross-linked files, and keep your system running at optimum efficiency. A few minutes of daily prevention is worth more than MANY hours of cure!!!

NOTE: You should have the technician who is installing your software do a defrag of your hard drive _prior_ to installation.

PROCEEDING WITH INSTALLATION

If your hardware meets the minimum requirements, you've done a defrag, and your AUTOEXEC.BAT and CONFIG.SYS are correct, you are ready to proceed with the installation of your Pawn Power program disks.

WARNING: You _must_ make sure the date and time are set correctly on your computer('s) and that any disk caching or doubling are removed _before_

beginning the installation.

NOTE: **If you are planning to install a network before you begin using the program for daily transactions, you should do so *prior* to installing the Pawn Power disks. If your computer already has a network installed, load the network, make sure no one is using any remote terminal, then proceed with the installation on the main computer.**

1)   Turn on the computer.

2)   Place disk 1 (the install disk) in the floppy drive of your computer.

3)   From the hard disk prompt (usually c:\ for a single user or f:\ for a multi-user) *type* A:INSTALL (OR B:INSTALL if you are using the second floppy drive on your computer), then *press* **<ENTER>**.

4)   Answer the questions as they appear on the screen. If you do not understand the question do not attempt to answer them without calling technical support or obtaining help from a qualified computer technician.

5)   Shut your computer off and then restart it after 2 minutes.

NOTE: **If you are get an error "... in Line 0 of Module...", the disk may be write protected or the .EXE files or .COM files may be flagged as read only. If you eliminate these possibilities and are still getting this error, check to see if the file LATENOTI.BAK already exists. If it does exist, delete it and attempt to re-install. If it does not exist, or you continue to receive the same error after re-installing, call Technical Support.**

EDITING POWER.BAT

After installing Pawn Power on a computer *without* a network previously installed, you will need to edit POWER.BAT - the file that actually starts Pawn Power. After installation it will read as follows:

c:	POWER.BAT	f:
cd\pawnshop	must be edited to	cd\pawnshop
pperdaly	read as follows to 〉	pperdaly
cd\	run correctly on a	cd\
c:	network server.	f:

The above changes ensure that Pawn Power is always loaded on the network

drive designated as the F drive, since all information for the program must be written to the network drive and not the local drive of each station. Similar changes will need to be made to PPTUTOR.BAT and HBACK.BAT.

PROGRAM COMMANDS

Now that your program is installed, there are three basic commands you will be using:

PPTUTOR - Typing `PPTUTOR` at the hard disk prompt will take you into the tutorial program. Pawn tutorial is a full working version of Pawn Power with a completely separate data base. Therefore, all settings, customers, parts and transactions you enter will not exist in the main program, and any mistakes made will not be transferred.

NOTE: **Every procedure described in this manual should be performed in tutorial** prior **to using the main program.**

POWER - Typing `POWER` at the hard disk prompt will take you directly into the Pawn Power program. You should not do anything in the main program until you are comfortable doing a new option/purchase, a sale, entering inventory, doing update/pulls, running reports, voiding transaction, extensions, etc.

HBACK - Typing `HBACK` at the hard disk prompt will allow you to backup your Pawn Power data base. You should be doing a backup at the end of each business day, beginning with the day you install your disks. See **Backing Up Your Data**.

PAWN POWER IN WINDOWS 95/98

Setting your computer up correctly in Windows is paramount to running your program and business successfully. You must disable write-behind disk caching for all drives prior to install the Pawn Power program! Just as when you run through DOS, disk caching or doubling can be fatal to your program.

DISABLING WRITE BEHIND DISK CACHING

Point your mouse at "My Computer" and right click on mouse. Click on **PROPERTIES, PERFORMANCE,** *FILE SYSTEM*, *TROUBLESHOOTING***,** and Check off ***DISABLE WRITE-BEHIND CACHING FOR ALL DRIVES***. Click **APPLY,** then click **OK** to close. You will need to **restart your computer to save**

changes.

HOW TO INSTALL THE PAWN POWER PROGRAM IN WINDOWS 95/98

Unless your program comes with specific instructions otherwise...
Click on START, PROGRAMS, MS-DOS PROMPT.
Type: cd\   <enter>
Install by typing: a:install   <enter>
Answer questions and follow on screen directions. When the program has finished installing you will press <enter> and find yourself back at your Windows Desktop. Now you can create your icons.

HOW TO MAKE THE PAWN POWER ICON IN WINDOWS 95/98

Point mouse at any unused space on the Desktop (where no icons reside).
Right click on Mouse.
Go to "New"
Click on "Shortcut"
In the create shortcut window, click on "Browse".
If the correct drive is not in the "look in" window, click on the arrow down key and choose the correct drive letter.
Find and double click on POWER. In the "Browse" window POWER.BAT will appear.
Click on "Next"
Type the icon's name (e.g.: Pawn Power 6.0, PP6.0, etc.). Make sure that what you type has the appropriate capitals and spaces, etc. because how you type it is how it will appear.
Click on "Next" and choose your icon, then click on "Finish".
Now your icon is done. By pointing your mouse and clicking on your icon, once, you can "drag" and place it whereever it is convenient.

SETTING UP THE PAWN POWER ICON

The icon setup listed below must be used on all computers running the Pawn Power program!

To Set Up Your Program In Windows95/98 When The Icon Is Already Made.
Right Click on the Icon.
You will see a menu appear. Click on "Properties".
You will see a menu with file folder headings appear (General, Font, Memory, Screen, Misc).
Click on GENERAL. Make sure no check is beside "Read only" "Hidden", and "System". **Check "Archive".**
Click on **PROGRAM**. "CMD Line" should have whatever drive letter and path name

you are using (e.g.:c:\power.bat)*
"*Working*" should have the drive letter and directory (e.g.: c:\)*
"*Batch File*" should be empty
"*Shortcut Key*" should say None
"*Run*" should say Normal Window
Check should be visible for CLOSE ON EXIT (Very Important!)
Click on "**Advanced**". Check should be visible for "*Suggest MS-DOS mode as necessary*". **Click OK to close Advanced screen**. **You should now be back at the file folder headings menu.**
Click on **MEMORY**. All categories should be "Auto" and a check should be visible for "Protected" and "Uses HMA"
Click on **SCREEN**. A dot should be visible next to "Window". "*Initial Size*" should be 25 Lines. "*Window*" and "*Performance*" should have all categories checked.
Click on **MISC**: Make sure no check is visible for Screen Saver in "*Foreground*". Check should be visible for Always Suspend in "*Background*". Checks should be visible for all categories in "*Termination*", "*Other*" and "*Windows Shortcut Keys*".
Click **APPLY**, then **OK** to close File Folder Menu.
Double click on Icon to make sure you are able to enter in to the program and use it.

TO SET UP PPTUTOR ICON

Follow directions for "How to make icon..." but when in **BROWSE**, double click on **PPTUTOR**. Then finish the icon and set up the properties correctly. (In **PROPERTIES** the **CMD Line** should read: c:\pptutor.bat and **Working** should read c:\)

REMEMBER!!!

Pawn Power is a DOS based program- you must use and exit the program by using the keyboard, do not use your mouse!!! Always make sure that you have fully exited the program before starting another application in Windows! If any of the aforementioned settings do not appear the same call Technical Support immediately.

*When running a network, your Command and Working lines will need to call to a common network drive (e.g.: f:\power.bat and f:\).

TECHNICAL SUPPORT

If you require assistance contact Power Software, Inc. (305) 895-2627.

CHAPTER 2 - TUTORIAL

ONE STEP AT A TIME

Tutorial provides detailed instructions on how to perform some of the primary functions of the Pawn Power program. You should have a thorough understanding of these functions, and be able to perform them with ease, before ever entering the main program. To help you gain that understanding, **follow the examples here, one step at a time, in the tutorial program**. This way, you will not place our practice data in your permanent records.

NOTE: **Do not change *ANY* of the Variables Menu settings, until you have completed working through the examples in this chapter. We suggest you have a printer attached to your first printer port with white paper in it. This will allow you to see what your printed forms will look like.**

To run PPTUTOR.BAT from the hard disk prompt ***type*** `pptutor` and ***press*** **<ENTER>**.

Each day when you start the program for the first time, you will see the following message:

> Last date of program use on file is MMDDYYYY.
>
> Is Date entered correct? <Y/N>

NOTE: **If it has been more than one day since the program will receive a message indicating today's date appears to be too great.**

***Press* <Y>** if the date is correct
***Press* <N>** if the date is Not Correct

If you press **<N>**, you are returned to your hard disk prompt where you may change the system date. *(Consult your computer manual for information on how to set the system date.)*

If you press **<Y>**, you will see the following Message:

> "Performing System Maintenance - Stand By...."

As soon as system maintenance is completed, the screen will clear, and the Main Menu will appear.

CONVENTIONS USED IN THE
PAWN POWER PROGRAM (AND TUTORIAL)

All instructions in this manual assume that you are starting from the Main Menu.

When you complete any task (pawn, buy, sell, etc.), you have not truly finished until you have returned to this menu. All instructions in this manual regarding how to perform a task, assume that you are starting from the Main Menu. Every time you return to the Main Menu, your computer data files are updated, recording the tasks that have been completed. **THE IMPORTANCE OF RETURNING TO THE MAIN MENU UPON COMPLETION OF ANY TASK, CANNOT BE STRESSED ENOUGH!!!**

Capitalization is not important, because the computer converts all input to capital letters when it files what you have typed.

Pressing the **<ESC>** key at any prompt returns you to the previous prompt or screen (if the prompt is the first one that comes up after making a menu selection).

Information in any data field can be changed by pressing **<C>**, entering the data field number and entering the correct information.

If you have a problem with performing any function, see the **Troubleshooting** section of this manual. If you are still unclear or cannot resolve the problem, call Technical Support.

ENTERING A NAME INTO
THE PAWN PROGRAM

The format of *any* name entry is very important. This tells the computer how to alphabetize and index the name so it can be located later. **In *all* instances where the program asks you to provide a customer name, the following format MUST be used:**

If the name being entered is that of an individual:
> Type the LAST NAME followed by a comma, a space, and then the FIRST NAME, another space, and then their MIDDLE INITIAL.

NOTE: **Do not use periods after an individual's initial. This could make searches for customers (by name) more difficult as it will increase the possibility of duplicate entries.**

Examples: John Doe would be entered as `doe, john`

> John Robert Doe could be entered as `doe, john r` or
> `doe, john robert`
> John Robert Doe, Jr. could be entered as `doe jr, john r` or
> `doe jr, john robert`

When mailing labels and receipts are printed for an individual, the part of the name to the right of the comma, is placed if front of the part of the name to the left of the comma.

If the name being entered is that of a business:
>   ***Type*** the business name followed by a comma, a space, and an asterisk (*).

NOTE: All business names *must* include `, *` at the end of the name.

Example: Power Software, Inc. would be entered as
`power software, inc., *`

Small Business Supply would be entered as
`small business supply, *`

When mailing labels and receipts are printed for a business, the `, *` is ignored and left off the name.

DOING YOUR FIRST OPTION/BUY-BACK

Press* <N>** to begin entry of a New Option/Buy-Back. If asked for your Employee I.D., ***type it in and then ***press* <ENTER>**. If asked for your password, ***enter*** it now. If asked for customer number, (for this demonstration) ***press* <ENTER>**. The customer name prompt will appear.

At the following prompts, ***enter*** the information listed to the right:

NOTE: If you have a problem getting your characters to appear on screen, see Troubleshooting.

	PROMPT		INFORMATION (*type* and ***press* <ENTER>**)
1	Customer Name:	"_____"	`doe, john`
2	Customer Addr:	"_____"	`1000 main street, apt. 201`
3	Customer City:	"_____"	`birmingham`
4	State:	"_____"	`al`
5	Zip:	"_____"	`33100`
6	Date of Birth:	"_____"	`080848`
7	Sex:	"_____"	`m`

8	Race:	"_____"	`w`
9	Home Phone:	"_____"	`3059959595`
10	Pl of Employment:	"_____"	`self employed`
11	Cust. Buss Phone:	"_____"	`3059959595`
12	1st I.D. Number:	"_____"	`D000-460-48-288`
13	Type:	"_____"	`dl`
14	Agncy:	"_____"	`fl`
15	2nd I.D. Num:	"_____"	`263-36-6363`
16	Type:	"_____"	`voter reg`
17	Agncy:	"_____"	`florida`
18	Customer Height:	"_____"	`5'11"`
19	Wght:	"_____"	`165`
20	Eyes:	"_____"	`blue`
21	Customer Hair:	"_____"	`brown`
22	Ident Marks:	"_____"	`scar/nose`
23	Cmnt 1:	"_____"	`good customer`
24	Cmnt 2:	"_____"	`always pays on time`
25	Mail Codes:	"_____"	`<ENTER>`

After you have entered the information for prompt 25, the screen will clear, and the customer information will be displayed in the top half of the screen with the following key prompts along the bottom:

<A>bort Entry   <C>hange Data   <N>ew Item / File Entry

If for some reason you decided not to enter this customer into your data base, you would press **<A>** and abort the entry.

If you see that you have made a mistake in entering the customer's information, you would press **<C>** and make the correction.

If everything is correct, and you want to keep the customer in your data base, you would press **<N>** to file his customer information in your data base, then proceed to exit his file or begin entering a new option/buy-back.

Using our example, let's assume we made a mistake in entering the customer's city of residence. Each input field on the screen has it's field number and a brief field name prompt to the left of the field. The number of the field containing the customer's city of residence is 3. To correct the information in this field we would:

Press <C> to make a change.
When asked which number, *enter* `3`.
The field prompt and its contents are displayed at the bottom of the screen, with the cursor blinking under the first letter of the word BIRMINGHAM.
Type `dothan`, and **press <ENTER>**.

The customer screen will be updated and the following key prompts will reappear along the bottom of the screen:

<A>bort Entry   <C>hange Data   <N>ew Item / File Entry

Press <N> to permanently file the customer in your customer data base. The following prompts will appear:

Item 1 Type: <E>xit Entry   <F>irearm   <J>ewelry   <O>ther   <R>epawn

If you press **<E>** to exit item entry, you will be returned to the main menu. To enter a firearm, a jewelry item, or any other item, **choose** the appropriate letter: **<F>**, **<J>**, or **<O>**. The questions you are asked will pertain to the item type you choose.

For this example, **press <F>** for firearm.

At the following prompts, **enter** the information listed to the right:

	PROMPT	INFORMATION (*type* and *press* **<ENTER>**)	
1	Option/Purchase:	"_____"	o
2	Firearm Type:	"_____"	h
3	Firearm Action:	"_____"	r
4	Gauge/Caliber:	"_____"	.44 mag
5	Firearm Finish:	"_____"	s
6	Firearm Barrel:	"_____"	1
7	Firearm Condit:	"_____"	u
8	Importer I.D.	"_____"	<ENTER>
25	Serial Number:	"_____"	1234567
26	Owner Apl Numbr:	"_____"	<ENTER>
27	Brand Name:	"_____"	sm
28	Model Numb/Desc:	"_____"	629 6.5"
29	Item:(TV,RING):	" HANDGUN "	<ENTER>
30	Itm Description:	"STAINLESS .44 MAG REVOLVER"	<ENTER>
	Additional Desc:	"_____"	<ENTER>
31	Amount Paid/Item	"_____"	100
34	Product Category:	"FI_____"	<ENTER>
		"FIHG_____"	<ENTER>
		"FIHG_____"	re
35	Location:	"_____"	<ENTER>

After you have entered the information for prompt 35, the screen will clear, and the item information will be displayed in the bottom half of the screen with the following key prompts along the bottom:

<A>bort Item   <C>hange Item   <N>ext Item   <E>xit Item Entry

If for some reason you decided not to include this item in this transaction, you could press **<A>** and abort the item entry.

If you see that you have made a mistake in entering the item information, you could press **<C>**, and make the correction.

If everything is correct, and you would like to enter another item as part of this same transaction, you would press **<N>** to begin entering the next item.

If everything is correct, and you *do not* want to enter another item as part of this transaction, you would press **<E>** to indicate that the entry of new option buy-back item(s) for this transaction has been completed.

Let's assume we made a mistake in entering the item's serial number. Each input field on the screen has a field number and a brief field name prompt to the left of the field. The number of the field containing the item's serial number is 25. To correct the information in this field we would:

***Press* <C>** to make a change.
When asked which number, ***enter*** 25.
The field prompt and its contents are displayed at the bottom of the screen, with the
        cursor blinking under the first letter of the number 1234567.
Type `7654321` and ***press* <ENTER>**.

The item screen will be updated and the following key prompts will reappear along the bottom of the screen:

<A>bort Item   <C>hange Item   <N>ext Item   <E>xit Item Entry

Let's add another item to this same transaction.

***Press* <N>**.

The lower half of the screen will clear, and the following prompts will appear at the center of the screen:

Item 2 Type: <E>xit Entry <F>irearm <J>ewelry <O>ther <R>epawn <D>uplicate

**NOTE: *Duplicate* appears as a choice <u>only</u> if a previous item has been
          entered.**

It is RARE you receive two items that are so similar that the Duplicate feature can be

used to your advantage. However, let's assume that this customer brought in two revolvers, and that the only differences were the barrel length and serial number. To duplicate the first item and make the changes do the following:

Press <D> to create a duplicate copy of the previous item.

A copy of the previously entered item will reappear on the screen with the following prompts along the bottom:

<A>bort Item   <C>hange Item   <N>ext Item   <E>xit Item Entry

Because the barrel length and serial number are different, we do the following:

Press <C> to make a change.
When asked which number, *type* 28.

The information contained in field 28 will be shown at the bottom of the screen and is ready to be changed.

Use the right arrow on your keyboard to move the cursor beneath the number 6 in 6.5" and *press <DELETE>* until the 6.5" is eliminated, then *type* 8" and *press <ENTER>*.

The item screen will be updated with the corrected model number, and the following key prompts will reappear along the bottom of the screen:

<A>bort Item   <C>hange Item   <N>ext Item   <E>xit Item Entry

Press <C> to make a change.
When asked which number, *enter* 25.

The information contained in field 25 will be shown at the bottom of the screen and is ready to be changed.

Use the right arrow on your keyboard to move the cursor beneath the number 2 in 7654321 and *press <DELETE>* until the 21 is eliminated, then *type* 33 and *press <ENTER>*.

The item screen will be updated the corrected serial number and the following key prompts will reappear along the bottom of the screen:

<A>bort Item   <C>hange Item   <N>ext Item   <E>xit Item Entry

Press <N> to enter a third item.

The lower half of the screen will clear, and the following prompts will appear at the center of the screen:

Item 3 Type: <E>xit Entry <F>irearm <J>ewelry <O>ther <R>epawn <D>uplicate

Press <J> to indicate that the next item is a jewelry item.

Metal karat and weight should always be separated by the "/" symbol so that the computer can determine totals of weight by karat during inventory reports. Notice the format used in #13 below for a 14 karat item weighing 2.3 grams or pennyweight.

At the following prompts, **enter** the information listed to the right:

	PROMPT	INFORMATION (*type* and *press* **<ENTER>**)

1	Option/Purchase: "_____"	o
11	Jewelry Type: "_____"	r
12	Jewelry Metal: "_____"	y
13	Jewelry KT/WT: "_____"	14/2.3
14	Jewelry Gend: "_____"	m
15	Jewelry Style: "_____"	n
16	Size/Length: "_____"	7.5
17	1st Stones Quant: "_____"	1
18	Shape: "_____"	r
19	1st Stone CT/WT: "_____"	.75 ct
20	Color: "_____"	d
21	2nd Stones Qnt: "_____"	<ENTER>
28	Engravings: "_____"	<ENTER>
29	Item:(TV,RING) "RING____"	<ENTER>
30	Itm Description: "14KYG MNS #7.5 NUG RING,.75 ST RND DIA" <ENTER>	
	Additional Desc: "_____"	<ENTER>
31	Amount Paid/Item: "_____"	75
34	Product Category: "JE_____"	<ENTER>
	"JERI_____"	<ENTER>
	"JERI_____"	<ENTER>
35	Location: "_____"	<ENTER>

After you have entered the information for prompt 35, the screen will clear, and the item information will be displayed in the bottom half of the screen with the following key prompts along the bottom:

<A>bort Item   <C>hange Item   <N>ext Item   <E>xit Item Entry

Press <N> to enter a fourth item.

The lower half of the screen will clear and the following prompts will appear at the center of the screen:

Item 4 Type: <E>xit Entry <F>irearm <J>ewelry <O>ther <R>epawn <D>uplicate

Press <O> to indicate that the next item is neither a firearm or a jewelry item.

At the following prompts, **enter** the information listed to the right.

<div align="center">

PROMPT   INFORMATION (**type** and **press <ENTER>**)

</div>

	PROMPT		INFORMATION
1	Option/Purchase:	"_____"	o
	Product Category:	"_____"	tv
		"TV_____"	sr
		"TVSR_____"	<ENTER>
25	Serial Number:	"_____"	098765
26	OwnerApl Numb:	"_____"	<ENTER>
27	Brand Name:	"_____"	so
28	Model Numb/Desc:	"_____"	kxp40
29	Item:(TV,RING):	"SATELITE__"	<ENTER>
30	Itm Description:	"SONY KXP40 SATELITE RECEIVER"	<ENTER>
	Additional Desc:	"_____"	<ENTER>
31	AmountPaid/Item:	"_____"	25
35	Location:	"_____"	<ENTER>

After you have entered the information for prompt 35, the screen will clear, and the item information will be displayed in the bottom half of the screen with the following key prompts along the bottom:

<A>bort Item   <C>hange Item   <N>ext Item   <E>xit Item Entry

We have now entered four items and are ready to exit item entry.

Press <E> to exit item entry.

The four items are displayed together on the screen with the following prompts along the bottom of the screen:

<A>dd Item   <C>hange Item   <D>elete Item   <F>ile Item(s)   <R>eDo All Items

To add a fifth item, you would press **<A>**.
To change a data field in one of the items, you would press **<C>**.
To delete one of the items, you would press **<D>**.
To file the items, you would press **<F>**.

To redo all of the items from scratch, you would press **<R>**.

Let's assume that we made a mistake in entering information about the Sony TV (item 4).

Press <C> to make a change.
When asked which number, **enter** 4.

Item 4, with all it's information, will be re-displayed on the screen.

Enter 31 at the Change Which Number: prompt.
Data field 31 will be displayed at the bottom of the screen.
Change the Amount Paid to 50 and **press <ENTER>**.

We are making no other changes to Item 4, so at the next Change Which Number: prompt, **press <ENTER>**.

The four items are again displayed on the screen with the following prompts along the bottom:

<A>dd Item   <C>hange Item   <D>elete Item   <F>ile Item(s)   <R>eDo All Items

Press <F> to file the items.

The following prompt will appear at the bottom of the screen:

      39   Loan Period: "30_____"

Data field 39 is automatically filled with the default you set in General Setup, however you may overtype that default when you are prompted.

Press <ENTER>.

If there is a designated reclaimer (someone authorized to reclaim the merchandise other than the seller), enter their name in the Designated ReClaimer field.

Press <ENTER>.

If you would like to enter any notes pertaining to the item, or group of items, enter the notes into the Optioned Group Notes field.

Press <ENTER>.

If you activated the Late Notices option by assigning a printer for late notices in the Printer Setup, you will see the following prompt:

43   Tag to Send Late Notice   <Y/N>

Press <Y> to indicate you would like to tag this file to receive a late notice if and when it qualifies for one to be sent. ***Press <N>***, if the customer does not wish to receive a late notice.

After you have responded to the Group Notes prompt (or the Late Notice prompt, if applicable) the message "Filing Items..." will appear briefly along the bottom of the screen, and then the prompt "Base Charge Is: 325.00   Calculated RE-CLAIM Cost: 390.00 CHANGE <Y/N>" will appear.

NOTE: These figures are based on a 20% per month interest rate and will be different if you have changed the default percentages in the Rates Setup section.

NOTE: You could press <Y> **and change the reclaim cost manually, but generally you will press** <N> **to use the default percentage.**

Press <N> to indicate that you do not wish to change the calculated reclaim cost.

The following prompts may appear depending on how you have set up your printer assignments:

Print BUY/SELL AGREEMENT <Y/N>
Print Police Form <Y/N>
Print Item Labels <Y/N>

NOTE: If you choose to print item labels, you can choose to print <A>ll item labels, print <O>ne item label or <S>elected item labels.

Print Transaction Tag <Y/N>
Print Customer I.D. <Y/N>

> **WARNING: If you enter <Y> to any of these printer prompts and do not have a printer set up with paper and ready to print, the computer will issue a warning message and ask whether you wish to <R>etry or <A>bort. If you get this message, you must ready the printer before pressing <R> to retry or <A> to abort the printout.**

Answer <Y> or ***<N>*** for each prompt.

If you press **<Y>** to any of the above prompts, you will receive the following message:

"Check [formname] Printer - Press <P> to Print"

Press <P> if you have attached a printer or **<ESC>** if you *do not* wish to print the selected form.

If you have a check printer assigned, the last question you will be asked is if any portion of this refund is being made by check <Y/N>.

If you answer **<Y>**, you will be asked for all the check information. The money would then be automatically transferred from the bank to the drawer and refunded from the drawer.

You will then receive the prompt "Enter Item Locations Now? <Y/N>".

This gives you the another opportunity to enter a location. If you answer **<Y>**, you will location field will once again be displayed with an entry field. If you answer **<N>**, or after entering a location(s), you will be asked if you would like to "Enter More Items For DOE, JOHN Now? <Y/N>". Answer **<N>**. (You would only answer **<Y>** if you wanted to create another contract for this customer.)

Once all questions have been answered (and forms and/or labels printed), you will be returned to the Main Menu.

Congratulations!!! You have just completed your first option/buy-back transaction!!!

DOING YOUR FIRST OPTION/BUY-BACK CONTRACT EXTENSION

John Doe has just returned to your shop and wants to extend his option/buy-back contract for the two revolvers, the ring and the Sony satelite receiver.

The first thing we must do is find the transaction. From the Main Menu of Tutorial, *press <F>* to find the transaction. The Find/Update Option/Purchase Menu is displayed on the screen.

There are four ways to find a transaction in your computer: by customer name, a word/s in the description of the item, by the item number or any item on that particular transaction, or transaction number.

The first four digits of all transaction and item numbers are representative of the year that the item/s were taken in, and the last five represent the actual number of the transaction (in relation to that year).

Let's locate the transaction by customer information.

Press <C> for Customer Find/Update.
Press <N> for Name.

At the prompt 1 Customer Name: "_____", ***type*** `doe` and ***press <ENTER>.***

The transaction will appear on the screen.

The top half of the screen display contains the customer information and the bottom half of the screen contains the transaction information.

At the bottom of the screen are the following prompts:

<V>iew <N>ext <C>hange <L>abel/Cust <H>ist <E>xtend <R>eClaim <B>atch

The **<V>**iew key switches you back and forth between viewing the entire transaction and viewing the individual item(s) information. The options along the bottom of the screen will be different when you view an item than appear when viewing a transaction.

Before we press the **<V>**iew key, let's examine the information shown on the lower portion of the screen, and the options available while in this view.

The transaction screen will show a list of the items that are included in this transaction (the revolvers, ring and satelite). The following information is listed below the Option Ticket Group Totals dividing line: time period of the loan, the current due date, the designated repurchaser (if any), the base charge of the loan, any notes you have entered, the late notice status (Y or N), date late notice was sent (where applicable), the cost to extend the loan, any payments you have received on the loan, loan principal increases or decreases, additional charges due on extension or reclaim, and the reclaim cost .

The prompts displayed along the bottom of the screen allow you to do the following:

Pressing **<V>** changes bottom portion of the screen to an item view.
Pressing **<N>** takes you to the next customer named DOE.
Pressing **<C>** allows you to make changes to the data fields.
Pressing **<L>** allows you to print a customer I.D. or mailing label.
Pressing **<H>** allows you to view this customer's loan history and the status of those
        loans.
Pressing **<E>** allows you to do an extension of the loan.
Pressing **<R>** allows you to process a customer reclaim.
Pressing **<B>** allows you to include the displayed transaction in a batch process to
        extend or reclaim more than one ticket (if this person has more than one

active contract).

Press <V> to change to item view.

The item screen will show all of the information that you entered for an item (i.e. brand name, serial number, etc.).

The prompts displayed along the bottom of the screen allow you to do the following:

Pressing **<V>** changes to transaction view.
Pressing **<N>** takes you to the next customer named DOE.
Pressing **<C>** lets you make changes to the data fields.
Pressing **<←>** allows you to view the item information for the item listed on this transaction before the one that is being displayed.
Pressing **<H>** allows you to place an item or option group on hold.
Pressing **<A>** lets you add additional charges for the loan.
Pressing **<F>** allows a confiscation to be entered.
Pressing **<M>** allows you to move the item into saleable inventory (see **Inventory Status**).
Pressing **<P>** allows you to make an additional loan or take a payment on principal.

As you can see, the available options vary according to the view you are in (transaction or item view).

Press <V> to change back to transaction view.

Let's extend the loan for an additional month.

Press <E> to extend the loan. ***Enter*** your employee ID if asked.

A window with a complete breakdown of charges in categories that apply to your state will appear in the top right corner of the screen. At the bottom of the window you will have the following options:

              <A>ccept   <R>edo   <C>ancel

If you choose <A>, the processing of the extension will continue.
If you choose <R>, you can use your arrow keys to scroll to the listing you would like to change and change it.

If you choose <C>, you will see the message "Transaction Complete... Press Any Key.." Upon pressing a key, you will be returned to the transaction screen with the options of View, Next, Change, Label, etc.

NOTE: If your customer would like a list of this breakdown, use your

\<PRINT SCREEN\> key to print a copy to paper for them.

Press \<A\>.

The following message will appear at the bottom of the screen:

Extend For (Days):   "30_____"

This field is automatically filled with the default you set in General Setup, however you may overtype that default when you are prompted.

NOTE: **If you *did not* want to proceed with the extension, you could enter 00 for the time period, and the extension would be aborted.**

Press \<ENTER\> to accept the default time period of 30 days.

The prior reclaim cost will be displayed along the bottom of the screen with option of "Change \<Y/N\>. If you would like to change the reclaim cost, answer **\<Y\>** and make the change. If not, answer **\<N\>**.

A change window will appear at the top of the screen. This window shows you the payment due and amount tendered. The amount tendered that is displayed will equal the payment due.

NOTE: **If you wanted to accept *less* than the calculated amount, you could overtype the amount tendered with the acceptable amount. However, if you do this, you cannot collect the remainder of the amount later, the program will only calculate the regular payment amounts from this extension forward.**

NOTE: **This window would not appear if the Use Change Window option in General Setup was set to N.**

The following prompts will be displayed at the bottom of the window:

\<A\>ccept/Continue   \<R\>edo Change Calculations

If you choose \<A\> to accept, you will be asked questions regarding your print options.

If you choose \<R\> to redo, you can make changes to the amounts listed in the window and accept when ready.

Press \<A\>.

If you have a printer assigned to print extension receipts, the following prompt will

appear:

Print Extn. Receipt <Y/N>

***Press <N>**.*

The message "Transaction Complete - Press Any Key..." will appear at the bottom of the screen.

***Press <ENTER>**.*

The screen will be updated with the new due date and $65.00 will be shown under payments received. The options of <V>iew, <N>ext, <C>hange, <L>abel, etc., will reappear along the bottom of the screen.

***Press <ESC>** twice to return to the Main Menu.*

DOING YOUR FIRST OPTION/BUY-BACK CONTRACT RECLAIM

Doing a reclaim is just as easy. Let's continue.

John Doe has returned again and wants to reclaim his merchandise (the revolvers, the ring and the Sony satelite receiver).

***Press <F>** to find the transaction.*

Let's locate the transaction once again by customer information.

***Press <C>** for Customer Find/Update.*
***Press <N>** for Name.*

At the prompt 1 Customer Name: "_____", ***type** doe and **press <ENTER>.***

The transaction will appear on the screen. The top half of the screen display contains the customer information and the bottom half of the screen contains the transaction information.

At the bottom of the screen are the following prompts:

<V>iew <N>ext <C>hange <L>abel/Cust <H>ist <E>xtend <R>eClaim <B>atch

NOTE: <E>xtend does not appear as an option in some states if the loan is paid ahead.

Press <R> to reclaim the loan. **Enter** your employee ID if asked.

A window with a complete breakdown of charges in categories that apply to your state will appear in the top right corner of the screen. At the bottom of the window you will have the following options:

<A>ccept   <R>edo   <C>ancel

Press <A>.

A change window will appear at the top of the screen.

NOTE: This window would not appear if the Use Change Window option in General Setup was set to N.

Press <ENTER> to use the amount displayed in the Amount Tendered field.

The following prompts will be displayed at the bottom of the window:

<A>ccept/Continue   <R>edo Change Calculations

Press <A>.

If you have a printer assigned to print extension receipts, the following prompt will appear:

Print Recl. Receipt <Y/N>

Press <N>.
Press <ENTER> at the Reclaimed By prompt.
Press <ENTER> at the Reclaimer Street Address prompt.
Press <ENTER> at the Reclaimer City, State, Zip prompt.
Press <ENTER> at the Reclaimer I.D. prompt.

NOTE: These reclaim questions are asked when there is a firearm on a contract that is being reclaimed. It is the information used for the Gun Log and ATF forms.
NOTE: Any of these fields would be changed appropriately if the reclaimer was anyone other than John Doe.

If you have a printer assigned for the ATF form, you will be asked "Print ATF Form <Y/N>". Upon answering the question, the message "Transaction Complete - Press Any Key…" will appear at the bottom of the screen.

Press **<ENTER>**.

The screen will be updated to show the item has been reclaimed and payments received will show 455.00. The options of <V>iew, <N>ext, <C>hange, <L>abel/Cust, and <H>ist will reappear along the bottom of the screen.

Press **<ESC>** twice to return to the Main Menu.

Let's look at our ledger to see what has been recorded.

Press **<G>** to move to the General Ledger menu.
At the General Ledger Menu, *press* **<L>** to receive a ledger report.
For Starting Date, *enter* today's date (the date format should be MMDDYYYY as we
          are using U.S. date format specified in the General Setup - i.e. February 5,
          1996 would be entered as 02051996).
For Ending Date, *press* **<ENTER>** (this will tell the computer to use the same date for
          the ending date, as was entered for Starting Date).
When you see the prompts <F>ull Printout <S>ynopsis, *press* **<F>**.
For ledger entry codes, *press* **<ENTER>** (this will choose all entry types - you could
          choose a single or more than one category by typing in the appropriate letter/
          s).
At the prompt Break Down Ledger Report By Entry Code Type, *press* **<N>**.
At the prompt Exclude Addresses In Printout, *press* **<Y>**.
At the prompt Customer Name:, *press* **<ENTER>** (this will choose all customers you
          could type in a name for a report for a single customer).
At the prompt Transaction Number:, *press* **<ENTER>** (this will choose all transactions
          - you could enter a transaction number for a report for a single transaction).
At the prompt Print Ledger Report <Y/N>, *press* **<Y>**.
At the prompt Print Reports to <P>rinter or <S>creen, *press* **<S>**.

After a moment you will see a listing of ledger codes and an itemized list of all the transactions that we entered during the tutorial practice session.

On each line you will see the transaction number, the item number of each item on the transaction, the transaction code (O for option, E for extension, and R for reclaim), the date of the transaction (in this case, today's date), the customers' names and amounts paid out or received.

There should be an options total of 325.00, an extension total of 65.00, and a reclaim total of 390.00.

Press the **<ENTER>** key to move to the next screen.

The screen will clear, and you will see a synopsis of all transactions.

NOTE: **The information on this and all subsequent screens is the same information you would receive if you had chosen to run a synopsis report instead of a full printout.**

Press **<ENTER>** to move to the next screen.

The screen will clear and you will see a synopsis of your sales and sales tax figures (these should all be 0 at this point).

Press **<ENTER>** to move to the next screen.

The screen will clear and you will receive a report on the day's transactions with profit evaluations.

Press **<ENTER>** to move to the next screen.

The screen will clear and you will see your current loan pickup rate.

Press **<ENTER>** to return to the General Ledger Menu, then **<ESC>** to return to the Main Menu.

THE NEXT STEP

The next step towards using your program for daily business, is to practice entering inventory items into the data base. Information in other areas of the program is entered in the same manner as it is entered into the pawn side.

ADDING PARTS FROM OUTSIDE VENDORS

Before you can add a part into inventory, you must enter the vendor into your data base (see **Entering A Customer Into The Sales Program**).

Like the "Dummy" customers (listed in **"Dummy" Customers Set Up For You**) which have very specific uses, there are two *vendor I.D.'s* which are expressly designed for entering items that were physically in your store *prior* to using this program, into this program's data base. These vendor I.D.'s are PRIOR (for Prior Inventory) and GLT (for Gun Log Transfer).

If you are entering previously owned items, everything *other than a gun* will be entered with a vendor I.D. of PRIOR, and guns will be entered with a vendor I.D. of GLT.

NOTE: **If you do not enter a vendor I.D., you will have no reference as to where your inventory came from.**

Let's practice adding a part into inventory now. Before we begin, make sure you are still in the Tutorial program. Remember all sequences of commands begin at the Main Menu.

Let's assume you have a fish tank in your store that you would like to enter. It's a 75 gallon tank with a hood, lights and a stand. The part number (assigned by the manufacturer) is 123DX456.

Press <S> for Sales & Layaways, **<I>** for Inventory Maintenance, **<A>** for Add New
            Wholesale Part.
Choose <M>anual Part Numbering.

NOTE: **When entering firearms, use manual numbering and enter the serial number as the part number. For other items that have a previous number (either from the manufacturer or a previous label), use manual numbering and enter the previous number (as we are doing here). For anything else, you just need to decide. Keep in mind that if you choose automatic, the part numbers will be totally random (they will however increase).**

Choose <O> for <O>ther.
At the following prompts, **enter** the information listed to the right:

1	Part Number:	"_____"	123dx456
2	Vendor I.D.:	"_____"	prior
	Product Category:	"_____"	hi
	Product Category:	"HI_____"	si
5	Brand Name:	"_____"	on
6	Model Numb/Decsr:	"_____"	8 place set
7	Serial Number:	"_____"	<ENTER>
17	Part Description:	"ONEIDA 8 PLACE SET SILVERWARE" <ENTER>	
	Additional Desc:	"_____"	with wood display case
18	Part Cost:	"_____"	175
19	Wholesale Price:	"_____"	250
20	Retail Price:	"_____"	359.99
21	Number In Stock:	"_____"	1
22	Min. Before Order:	"_____"	<ENTER>
23	Max. Stock Number:	"_____"	<ENTER>
24	Location	"_____"	<ENTER>

Once you have entered the location, the screen will clear and display all the item information. Notice that the part number, vendor and description appear at the top of the screen in a reverse video bar.

NOTE: **A location pop-up window can also be edited to meet your individual needs. See** Location Field Setup**.**

NOTE: **A cost of 175.000 means $175.00. The cost is broken down to the tenth of a penny.**

The following prompts will appear along the bottom of the screen:

<A>bort Invoice <C>hange Invoice   <F>ile Invoice

Review all the information and verify that everything has been entered correctly.
If you see you have made a mistake, *press <C>* and follow the screen prompts to make the necessary changes.
Press <F> to file this part.
When asked if you would like to print a label for this item, *answer <N>*.

The screen will clear and the options <E>xit Item Entry, <F>irearm, <J>ewelry, <O>ther, and <D>uplicate, will appear along the top of the screen.

All options *other than* **<E>**, will allow you to begin entry of another item.

Press <E>.
Press <ESC> twice to return to the Main Menu.

ENTERING A CUSTOMER INTO THE SALES PROGRAM

Next we will need to learn how to enter sales. Before you can enter a sale, you must know how to enter a customer into the sales side of the program.

Let's practice entering a customer into the sales side of the program **in tutorial**.

From the Main Menu of the tutorial program, *press <S>* to enter the Sales/ Layaway side of the program.
From the Sales/Layaway Menu, *press <N>* to begin entering a new customer.
Press <ENTER> to add a new file.
If asked for your Employee I.D., *type* it in and then *press <ENTER>*.
If asked for your Password, *enter* it now.

At the following prompts, *enter* the information listed to the right:

	PROMPT		INFORMATION (*type* and *press <ENTER>*)
1	Cust/Vend Name:	"_____"	smith,mary
2	Cust/Vend Type:	"_____"	b
3	Vendor I.D.:	"_____"	ms
4	Cu/Co I.D. Number:	"_____"	222-22-2222
5	Cust/Vend Addr:	"_____"	555 anystreet
6	Cust/Vend City:	"_____"	miami

7	Cust/Vend State:	"_____"	fl
8	Cust/Vend Zip:	"_____"	55555
9	Date of Birth:	"_____"	081048
10	Home Phone:	"_____"	3055555555
11	Business Phone:	"_____"	3055555556
12	Beeper Phone:	"_____"	8005555558
13	Contact:	"_____"	mary
14	Contact Title:	"_____"	owner
15	Mailing Codes:	"_____"	<ENTER>
16	Notes:	"_____"	good customer
17	Comments:	"_____"	home # is fax

After you have entered the information for prompt 16, the screen will clear, and the customer information will be displayed in the top half of the screen with the following key prompts along the bottom:

<A>bort Entry   <C>hange Data   <N>ew Invoice / File Entry

If for some reason you decided not to enter this customer into your data base, you would press **<A>** and abort the entry.

If you see that you have made a mistake in entering the customer's information, you would press **<C>** and make the correction.

If everything is correct, and you want to keep the customer in your data base, you would press **<N>** to file his information in your data base and bring up the prompt Issue New Invoice <Y/N>.

Using our example, let's assume we made a mistake in entering the customer's notes (number 15). To correct the information in this field we would:

Press <C> to make a change.
When asked which number, *enter* 12.
The field prompt and its contents are displayed at the bottom of the screen,
            with the cursor blinking under the first letter of the number 8.
Type 7, and *press* **<ENTER>**.

The customer screen will be updated and the following key prompts will reappear along the bottom of the screen:

<A>bort Entry   <C>hange Data   <N>ew Item / File Entry

Press <N> to file the customer entry.
At the Issue New Invoice prompt, *enter* **<Y>**.

ENTERING A SALE/LAYAWAY

The next prompt you will see is Taxable Sale <Y/N>.

Enter <Y>.
In the middle of the screen, an information line will appear with item number (in relation to this invoice - i.e. 1, 2, 3, etc.), part number, description, quantity, price (per unit), and charge (total charge). The cursor will be to the right of number 1, in the Part Number field.

Just above the information line, you will see the following:

At Part Number Prompt: PAGE DOWN=End   ??=Keyword Find   ?#=Create Part

If you wanted to end the item entry for this invoice, you would press the **<PAGE DOWN>** key at the Part Number prompt.

If you did not know the part number of the item being sold, you could type ?? at the Part Number prompt and enter up to three keywords to find the item you were looking for.

If you wanted to sell a part that had not been previously entered into your inventory data base, you could type ?# at the Part Number prompt and enter that item's pertinent information, then continue with this invoice.

Type the part number `123dx456`, then ***press <ENTER>***.
The following information will appear at the bottom of the screen:

Found: PRIOR   123dx456   ONEIDA 8 PLACE SET SILVERWARE   Use <Y/N>

Press <Y>.
The description of the silverware will be displayed in the description field, and the cursor will be under the quantity field.

As we are selling only 1 silverware set, ***type*** `1` and ***press <ENTER>***.

The cursor now appears under Price, and the following appears at the bottom of the screen:

Wholesale Price: 250.00   Retail Price: 359.99

Press <ENTER> to use the retail price listed at the bottom of the screen.

NOTE: If you wanted to change the retail price, you would enter the price you would like to charge.

The item and total prices will now be displayed, as well as the serial number (on the *second* description line). The cursor is located to the right of item entry number 2, awaiting the part number to be sold on this invoice.

As we are only selling the one item, *press <PAGE DOWN>* to discontinue additional item entry.

At the Handling Charges prompt, *enter* the amount you would like to charge or *press <ENTER>* for none.
The invoice will now appear on the screen, with the item and all it's information, and the following prompts will appear along the bottom of the screen:

<A>bort Invoice <C>hange Invoice   <F>ile Invoice

Review all the information and verify that everything has been entered correctly.
If you see you have made a mistake, *press <C>* and follow the screen prompts to make the necessary changes.

Press <F> to file this invoice.

A change window now appears at the top of the screen. This window shows you the balance due and payment today. The amount displayed in the Payment Today field (381.59) will equal the Balance Due (381.59).

Press <ENTER>.
The Amount Tendered reverse video prompt will now appear. The amount displayed in the reverse video field will equal that which was entered in the Payment Today field (381.59).

Press <ENTER>.
The following prompts will be displayed at the bottom of the window:

<A>ccept/Continue   <R>edo Change Calculations

**NOTE: If we were going to make this an outright sale, we would press
           <A> to accept and continue from there.**
**NOTE: Even if you are not planning on doing layaways, follow
           through with this exercise. It is important to understand how
           this works.**

Let's make this a layaway invoice.

Press <R> to re-do the calculations.

The program's definition of a layaway is an invoice with a non-zero balance. Therefore, **overtype** the Payment Today amount with 75 and **press <ENTER>**.

Let's pretend our customer does not have the exact change.

Overtype the Amount Tendered with 80 and **press <ENTER>**.

The amount of change due that customer (5.00) will be displayed, and the following prompts will reappear at the bottom of the window:

<A>ccept/Continue   <R>edo Change Calculations

Press <A>.

The date the balance is due will be displayed at the bottom of the screen in a reverse video field (this date is determined by the default loan period you have set in General Setup). You may **overtype** this date and **press <ENTER>**, or just **press <ENTER>**, (to keep the date displayed).

You will then be asked for "Payment Method:", and a Payment Method Window will appear at the top of the screen offering the following options:
                            [1]   Cash Payment
                            [2]   Check Payment
                            [3]   Credit Card Payment

If you choose **[1]**, the processing of the payment will continue.
If you choose **[2]**, you will be asked for all the check information, and then the
          processing of the payment will continue.
If you choose **[3]**, you will be asked for all the credit card information and then the
          processing of the payment will continue.

Press <1>, then **<ENTER>**.

You will then briefly see the message "Filing Invoice..." along the bottom of the screen, followed by the prompts below. **Answer** each appropriately.

Print Invoice/Receipt <Y/N>.
Print Layaway Tags <Y/N>.

You will see a message that says "Transaction Complete - Press Any Key..."

Upon pressing a key, you will be asked if you would like to enter another invoice for this customer. **Answer <N>**, then **press <ESC>**.

POSTING A PAYMENT

The reason for making this a layaway invoice was so we could post a payment. Let's do this now.

Form the Main Menu of Tutorial:

Press <S>ales & Layaways.
Press <F>ind/Update Data.
Press <C>ustomer/Vendor Find.
When asked how you would like to find this customer, ***press <N>***ame.
Type Smith, Mary and ***press <ENTER>***.

The invoice will now be displayed on the screen with Mary's customer information in the top portion and the following prompts along the bottom:

<C>hange <N>ext <L>abel <I>nvo <P>ost <Q>uery <U>npost C<G>S

NOTE: If Mary had other invoices, you might also have the prompts
<←> and/or <–»>. Pressing the right or left arrow key bring on
screen any previous or subsequent invoices (in relation to the
one currently on screen). If none exist, you will not have that
arrow prompt.

These prompts allow you to do the following.

Pressing **<C>** allows you to change the customer *or* invoice information.

NOTE: Not all fields can be altered. Fields available for change are
indicated with a number to the left of the field (i.e. 1, 2, 3, etc.)

Pressing **<N>** takes you to the next customer with that same name (if any).
Pressing **<L>** allows you to print a customer label or a layaway tag.
Pressing **<I>** brings up the prompt Print Invoice/Receipt <Y/N>.
Pressing **<P>** allows you to post a payment to this invoice.
Pressing **<Q>** brings a payment history for this invoice, up on the screen.
Pressing **<U>** allows you to unpost a payment applied to this invoice.
Pressing **<G>** brings up a window which displays the cost of goods sold on this
    invoice (the cost at the time of the sale).

Press <P>.

The Change Window will appear on the screen, with the reverse video input prompt of Payment Today. The default for this field is the remaining balance, however you *could* overtype the amount with a lesser amount. In doing this, the item would still be in

layaway.

Mary is going pay this layaway in full, so *press* **<ENTER>**.
At the Amount Tendered prompt, *press* **<ENTER>**.
Press **<A>** to accept the full payment.

You will then be asked for "Payment Method:", and a Payment Method Window will appear at the top of the screen offering the following options:

> [1]   Cash Payment
> [2]   Check Payment
> [3]   Credit Card Payment

If you choose **[1]**, the processing of the payment will continue.
If you choose **[2]**, you will be asked for all the check information, and then the
        processing of the payment will continue.
If you choose **[3]**, you will be asked for all the credit card information and then the
        processing of the payment will continue.

Press **<1>**, then **<ENTER>**.

Answer your print prompts appropriately.

The message "Transaction Complete - Press Any Key..." will appear.

Press **<ENTER>**.

The updated invoice will appear on screen with the following prompts reappearing:

<C>hange <N>ext <L>abel <I>nvoice <Q>uery <U>npost C<G>S

NOTE: **Notice the prompt to <P>ost no longer appears. This is
          because there is no longer a balance due on this invoice.**

We have finished our task, so let's return to the Main Menu by pressing the **<ESC>** key three times.

"DUMMY" CUSTOMERS SET UP FOR YOU

Before we go any further, it is important you recognize the customers that are pre-set into the program to help you manage your inventory (during sales, inventory maintenance, ledger entries, etc.). These customers are:

AH BUY-OUTS, *	GUN LOG TRANSFERS, *
AUCTION HOUSE, *	SCRAPPED METALS, *

CASH CUSTOMER, *   STOLEN MERCHANDISE, *
DAMAGED MERCHANDISE, *   TRANSFERRED ITEMS, *

WARNING: You should *not* attempt to use the following preset customers for *any* purpose other than that for which they were designed.

AH Buy-outs, *

Use this customer name to buy back items that have been returned un-sold from the Auction House.

Auction House, *

Use this customer name to sell items to an auction house.

NOTE: **Most states and/or countries do not need to use this customer.**

Cash Customer, *

Use this customer when creating invoices that do not require a permanent record of that invoice.

Damaged Merchandise, *

When items are damaged and you want to remove them form your inventory, sell them to this customer with a part number and a quantity for $0. This will show a loss of saleable inventory on your General Ledger Report, due to damage.

Gun Log Transfers, *

This customer is here as a vendor ONLY. Having this customer allows you to enter guns into your inventory data base that were in your store prior to using this program.

NOTE: **You cannot *sell* anything to this customer.**

Scrapped Metals, *

To remove items sold as scrap from inventory, sell them to this customer with a part number and a quantity for $0. Doing this will show a loss on your ledger report until a corresponding income entry is made in the ledger and assigned the code for Scrapped Metals (entries with this code are the entries used by the program to calculate the "income received for scrapped metals" shown on the General Ledger Report).

Stolen Merchandise, *

When items are stolen from your store, and you want to remove them form your inventory, sell them to this customer with a part number and a quantity for $0. This will show a loss of saleable inventory on your General Ledger Report, due to theft.

Transferred Items, *

When you find items in your inventory data base that you would like to remove, sell them to this customer with a part number and a quantity for $0. Doing this *will* show a loss to saleable inventory on your ledger report, however, any dollar values attached to these invoices *will not* be reported to the ledger, and (subsequently) *will not* be reflected on your General Ledger Report.

NOTE: **If you are transferring merchandise to another store and *are not* collecting money from that store, you can create a customer named** Transferred Items, Store Name**, and sell the items to be transferred to that customer for $0 with the same results described above (provided you spell Transferred Items correctly). If you collect money for the transferred items, just set the store up as a customer in the usual manner.**

SETTING UP A BANK

Let's set up our bank, so we can practice writing a check. From the Main Menu of Tutorial:

Press **<U>**tilities.
Press **<B>**ank Account Edit.
Enter the current year at the Edit Year prompt.

Along the top of the screen, in a reverse video bar, you will see the categories Bank Name, I.D., and Bank Balance.

At the following prompts, enter the information listed to the right:

Change Which Number:	"_____"	1
Bank 1 Name:	"_____"	`Sunshine Bank`
Sunshine Bank I.D.:	"_____"	`SB` (Sunshine Bank's initials)
Balance:	"_____"	`5000.00`

You will be returned to the Change Which Number prompt.

Press **<ESC>** twice.

Your Sunshine Bank is now set up.

ENTERING A CHECK (PAYABLE)

From the Main Menu of Tutorial:

***Press* \<G>**eneral Ledger.
***Press* \<P>**ayables.
***Press* \<B>**ank Account Payable.

At the following prompts, ***enter*** the information listed to the right:

1	Check Number:	"_____"	195
2	Paid To:	"_____"	electric company
3	For Descrip:	"_____"	electric
4	Amount Paid:	"_____"	150
5	Expense Code:	"_____"	9
6	Source Bank:	"_____"	SB (Sunshine Bank's I.D.)

Upon entering the bank I.D., the Prior (before payable) and Ending (after payable) balances will be displayed to the right of the I.D., and the following prompts will appear along the bottom of the screen:

\<A>bort Entry   \<C>hange Entry   \<F>ile Entry

***Press* \<F>** to file the entry.
***Press* \<ESC>** twice to return to the Main Menu.

Congratulations!!! If you have successfully completed these exercises, you are ready to learn how to operate daily business within the computer!!!

NOTE: If you have any problems, or do not understand how to do something, please call our technical support staff at (305) 895-2627 before continuing.

CHAPTER 3 - SETTING UP

AFTER THE INSTALLATION

Although you are now ready to begin using Pawn Power, there are things you should know and certain steps that should be taken which will save you time, ensure you get the most from your program, and prevent you from having to redo things later. If you proceed in the same manner as this chapter gives information, you will be right on track - the *right* track!

BACKING UP YOUR DATA

The most important thing you will ever do to maintain your system is to back it up!!! It is *imperative* you backup your computer at the end of *every* business day on 3.5" floppy or Iomega 100MB Zip disks. Each store should have a separate set of backup disks labeled for each day of the week that the store is open for business (e.g.: Monday, Tuesday, Wednesday, etc.). Each day when you back up, use the disk that corresponds to that day. If your computer is stolen, your system crashes, or you experience data corruption or loss due to electrical or computer problems, you have all your data files safely stored on those disks.

In addition to your daily backups, a monthly backup should be made on the last day of each month, labeled as to the day it was done (i.e. March 31, YYYY), and stored in a fire-proof container (as _all_ disks should be).

> **WARNING: We do not support tape drive backups of your Pawn Power data. Many are unreliable and/or installed in such a way that they become the origin of data problems*. Floppy disk or Zip drive backups are faster and more reliable, and if you ever have problems involving your data which requires your sending us a backup of your data, we must receive it on 3.5" floppy or Iomega 100MB Zip disks in order to ascertain and/or resolve the problem.**
>
> ** Most personal computers were not originally designed to support a tape drive. Therefore, when a technician installs a tape drive, he must often use another piece of hardware (i.e. the floppy/hard drive controller) to make the actual connection to the computer.*

As you should begin backing up daily on the day you install your disks, let's do a backup right now.

NOTE: **If you are on a network, all workstations should be completely out of the program, if not off, *prior* to initiating a backup.**

**WARNING: It is _extremely_ important that _no one_
touch _anything_ while the system is backing up.**

At the hard disk prompt, **_type_** `hback` and **_press_ <ENTER>**.
Make sure the appropriate backup disk is in the drive, and **_press_ <ENTER>**.

When you've been on the system for a long period of time, you may find you need more than one 3.5" floppy disk to backup your files. If this were the case, the computer would prompt you for another disk.

When your backup is complete, you will see a message telling you so.

You may press any key to return to the system (hard disk) prompt.

CUSTOM SETTINGS TO MEET INDIVIDUAL NEEDS

This section of the manual explains how to configure the Pawn Power program and tailor it to meet your needs. The functions here (as always) are explained in order of priority, and should be initially set up in the tutorial program. Once all are set, you should practice making 'dummy' entries to verify everything is calculating and functioning in the desired way. After verifying this, it is recommended you view each setup screen and use the **<PRINT SCREEN>** feature on your keyboard to print a copy of the correct settings. This will provide you with a hard copy of these settings, which you can use to set the variables in the main program. (Proceeding in this manner will also ensure that the tutorial and main programs mirror each other and produce the same results now AND in the future. This will come in handy when you are trying to find a mistake or learn a feature you have not used before.)

GENERAL SETUP

Commands To Enter This Screen: **<U>** Utilities **<V>** Variable Definition
                                                    <G> General Setup
The following is a generic list of the settings available in General Setup:

1	Shop Phone	(305) 333-3333	25 User Defined Control Number	Y
2	Shop Control # Prefix		26 Option/Pawn Form Rate Print Type	B
3	Firearm Purchase Hold Days	30	27 Ask Date of Entry (New Opt/Pur)	Y
4	Jewelry Purchase Hold Days	15	28 Scramble Cost Code	N
5	Other Purchase Hold Days	30	29 Show Sale Price In Cost Code	N
6	Option/Pawn Grace Period Days	30	30 Ask If Sale Price Includes Tax	Y
7	Option/Pawn State Hold Period	60	31 Brand/Category Menu	Y
8	Sales Tax Rate	0.06	32 Layaway Payment Due Date Type	E
9	Cost Code	PAWNSHCODE	33 Bar Code Usage	Y
10	BATF FFL#:		34 Use Change Windows	Y
11	2X Minimum Charge On Guns	N	35 Minimum Pawn/Option Age	18

12 Pull By Customer Number	Y	36 Layaway/Carry-Out Invo Due Type	B
13 Transaction # First on Labels	Y	37 Carry-Out Finance Chrg Aft Days	0
14 Show Extension/Reclaim Payments	Y	38 Late Notice For Exp. ± Today	-50
15 Round Up Dollar % Fees on Loans	N	39 Date Format	U
16 Request Employee I.D.	Y	40 Reduce Interest on Principal Pmnt	Y
17 Ask Sale Price on New Entries	Y	41 Collect Transaction Chg 1st Month	N
18 Default Loan Period	30	42 Gun Loan Pickup Charge	0.00
19 Auto Pull During Index	N	43 Lost Ticket Charge	2.00
20 Extension Type	E	44 Late Notice Charge	0.00
21 Early Extension Profile	7x7x3	45 Use Extension/Reclaim Fee Window	Y
22 Early Reclaim Profile	10x.05	46 New Option/Pawn Name List Profile	D
23 Show Prices on Police Forms	N	47 Use Internal Printer Locking	N
24 Show Prices on Option/Pawn Form	Y	48 Invoice Format	S

<C>hange

This screen (and the correct settings for it) vary according to your city, state, and/or country. Therefore, you should read through each definition provided and set each variable to meet your business needs and area requirements.

To change the settings above, **press <C>** for change, and you will prompted for the menu item number you would like to change. **Enter** your selection and change to the desired setting.

The following describes each entry next to it's corresponding number:

I.   **Enter** your business phone number here. *(This is what will print on all the forms.)*

2.   **Enter** the identification number assigned to you by the state or local governing authority. *(If applicable.)* This ID number will preface the transaction number on reports designed for police departments.

3-5.   **Enter** the time periods you will hold each category of purchased items before moving them into saleable inventory. *(Check with the authorities for any legally required time periods.)*

6.   **Enter** the amount of time you wish to hold pawned items *after* the expiration of the Pawn contract, before moving them into saleable inventory. *(Automatic pulls only.)*

7.   **Enter** the legally required hold period for pawned items if required by law (for automatic pulls). If your state requires you to hold an item a certain number of days from the day the loan is made, enter the number of days to be held as a positive number. If your state requires you to hold an item for a certain number of days from the date of the last loan payment made, enter the number of days as a negative number.

8.   **Enter** sales or other applicable tax as required by law. *(0.06 represents a 6% tax.)*

9.   *Enter* the letters you want to use to represent your cost on item labels that are printed out and placed on the items you take in as pawns, purchases, or trades. You must type in 10 letters to represent numbers 1 through 9 and 0. *(In the example on the previous page the letters PAWNSHCODE represent 1234567890 in that order.)*

10.   *Enter* the Bureau of Alcohol, Tobacco and Firearms license number if you have been assigned one or other firearm ID number if required by law in your state, province or country.

11.   *Enter* **[Y]**es or **[N]**o to choose whether or not you want double the minimum monthly charge on guns only.

12.   *Enter* **[Y]**es or **[N]**o to choose if you would like the program to ask you for the customer number when entering a new pawn or sale for an existing customer and when finding a customer. A barcode reader can be used to scan in the customer number from a barcoded customer ID card. *(If you choose [Y], you will still have the ability to find a customer by name. To do this, simply press <ENTER> when prompted for the customer number.)*

13.   *Enter* **[Y]**es if you want the transaction number to be in larger emphasized print or **[N]**o if you want the customer name to be in the emphasized print on your item labels.

14.   *Enter* **[Y]**es or **[N]**o to choose whether or not you want payments on the pawn to print on the customer's receipt.

15.   *Enter* **[Y]**es or **[N]**o to choose whether or not you want the program to round up all charges to the next even dollar.

16.   *Enter* **[Y]**es or **[N]**o to choose whether or not you want the program to require all employees to enter their ID prior to accessing each function. *(Entering Y in this field will prompt for employee ID; however, to restrict access to certain functions, you <u>must</u> use password protection - see* **Modify Passwords***.)*

17.   *Enter* **[Y]**es or **[N]**o to choose whether or not you want the program to ask you to set your wholesale and retail prices on each item as you do a pawn or a purchase.

18.   *Enter* the number of days that you wish to set as your standard pawn period. *(The program will allow you to overtype this default period with a different time period as you do each transaction)*

19.   *Enter* **[N]**o*.* When you want the program to automatically move your eligible pawned, purchased, and traded items into saleable inventory during an inventory index, you will answer [Y]es to the on screen prompt *Pull Items Before Indexing*. Remember that eligibility is determined by the items' designated expiration, hold and grace periods.

20.   When you choose to edit this selection, a pop out menu will appear in the upper left section of the screen with the choices available.

   If you choose: **[E]** Expiration Date + Loan Period
   Extensions will: Begin at the expiration of the original contract or last extension period *(whichever is later)* and will extend the contract the same

number of days for which you wrote the original contract.

If you choose: **[C]** Current Date + Loan Period

Extensions will: Begin on the day you do the extension and will extend the contract the same number of days for which you wrote the original contract.

If you choose: **[U]** User Defined Expiration Date

Extensions will: End on an expiration date you will type in manually and charges will be calculated on the same number of days for which you wrote the original contract.

21-22. *Enter* the correct parameters for setting loan and/or reclaim reductions using the formula **N1xN2xN3** or **N1xN2** depending on how you would like to reduce the charges. Although the formulas are the same for both, the values entered *do not* have to be the same for both loan and reclaim reductions. Use the sentences below to decide what parameters (if any) you would like to use.

Example 1: N1xN2xN3 = 7x7x3

If a customer comes in to extend his loan or reclaim his merchandise at least 7 (**N1**) days prior to the expiration date, you will reduce the charge in 7 (**N2**) day increments, with a maximum number of 3 (**N3**) reductions.

Example 2: N1xN2 = 10x.05

If a customer comes in to extend his loan or reclaim his merchandise at least 10 (**N1**) days prior to the expiration date, you will reduce the charge by .05 (**N2**) percent of the principal.

If you used the formula given in **Example 2** to extend a loan for a $100 - using an interest rate of .20 (20%) - the resulting extension charge would   be $15 ($20 interest charge - 5% of 100).

23.   *Enter* **[Y]**es or **[N]**o to choose whether or not you want the program to print itemized prices for pawned and/or purchased items on the police form.

24.   *Enter* **[Y]**es or **[N]**o to choose whether or not you want the program to print itemized prices for pawned and/or purchased items on the pawn/option-buy-back form.

25.   *Enter* **[Y]**es or **[N]**o to choose whether or not your local governing agency requires you to use predefined control numbering for your transactions.

26.   When you choose to edit this selection, a pop out menu will appear in the upper left section of the screen with three choices available.

If you choose: **[E]** Extension and Reclaim Charges For Loan Period

Pawn Tickets Will Show: Extension and reclaim charges for the number of days that you wrote the loan contract for (known as the default loan period) or 15, 30, 60 or 90 days.

If you choose: **[B]** Both 30 and 60 Day Charges

Pawn Tickets Will Show: Extension and Reclaim Charges based on 30 and 60 day pickup.

If you choose: **[M]** Monthly Charge Only

Pawn Tickets Will Show: Extension charge based on 30 day rate.

27.   *Enter* **[Y]**es or **[N]**o to choose whether or not you would like the ability to

overtype today's date with another date on which a transaction was actually done. Normally this feature should be set to N or your employees will have the ability to backdate enter pawns. However, most people set this feature to Y while entering active pawns made prior to using this program for daily business. (See **Entering Customers and Inventory**.)

28.   *Enter* **[Y]**es or **[N]**o to choose whether or not you want to mix in dummy letters with your cost code when it prints on labels. If you decide to use this feature, every second letter will be the significant letter.

29.   *Enter* **[Y]**es or **[N]**o to choose whether or not you want to show your sale price in cost code rather than dollar value on saleable inventory labels.

30.   *Enter* **[Y]**es or **[N]**o to choose if you would like to be asked if sale values are to be reduced so that they include sales tax while you are doing the sale.

31.   When you choose to edit this selection, a pop out menu will appear in the upper left section of the screen with four choices available.

During New Item Input:

If you choose: [B] Brand Name Menus Only

At the item brand name prompt, a brand name help menu will appear.

If you choose: [C] Category Menus Only

At the item category prompt, you will have a category help menu appear.

If you choose: [N] Neither Brand Name or Category Menus

No Brand Name or Category Menus will appear.

If you choose: [Y] Yes - Both Brand Name and Category Menus

At both the item brand name and item category prompts, help menus will appear.

32.   When you choose to edit this selection, a pop out menu will appear in the upper left section of the screen with three choices available.

If you choose: [E] Due Date + 30

You extend the due date of a layaway to 30 days past the current due date.

If you choose: [C] Current Date + 30

You extend the due date of a layaway to 30 days past the current   date.

If you choose: [N] No Change to Due Date

No change is made to the due date of the layaway.

33.   *Enter* **[Y]**es or **[N]**o to choose whether or not you want bar coded item numbers on labels. *(You must* **choose [N]** *to print 3-across, dot matrix, barbell jewelry labels.)*

34.   *Enter* **[Y]**es or **[N]**o to choose whether or not you want the Change Window to appear during payment entry for sales, extensions, reclaims, and payments on principal.

35.   *Enter* the minimum customer age required to do pawns/options

36.   When you choose to edit this selection, a pop out menu will appear in the upper left section of the screen with three choices available.

You may choose: [L] Layaways Only, if you only do Layaways

You may choose: [C] Carry-Out Financed Only, if you only do carry-out

financing.

You may choose: [B] Both Layaway and Carry-Out Financed, if you do both layaways and carry-out financed type sales invoices.

37.   *Enter* the number of days delay (if any) that you give the purchaser before you begin to charge interest on carry-out financed sales.

38.   *Enter* the number of days (plus or minus, relative to the day you print late notices) that you want to set the default "Print late notices for pawns expiring through" date.

Example 1: If you are printing late notices today and would like notices for all loans which expired (show a contract expiration date of) 50 days ago, you would set this number to -50.

Example 2: If you are printing late notices today and would like notices for all loans which expire (show a contract expiration date of) 10 days from now, you would set this number to 10.

NOTE: There are always going to be days that you do not print late notices. Either you are not open seven days a week, there's a holiday you are closed, or you only print them once a week. To ensure your customers receive all the time you have allowed them, you should compensate for those days. To do this, add the number of days between printings to the grace period you have set in #6 of General Setup. For example, you print late notices daily, but are closed on the weekend (Saturday and Sunday). To compensate, you would add at least 2 days to your grace period (#6 in General Setup). Likewise, if you only print once a week, add at least 7 days to your grace period.

39.   When you choose to edit this selection, a pop out menu will appear in the upper left section of the screen with two choices available.

You may choose: [I] International Date Format *(DD/MM/YYYY)*
You may choose: [U] U.S.A. Date Format *(MM/DD/YYYY)*

40.   *Enter* **[Y]** if you wish to reduce interest charges each time a payment on principal is received, or **[N]** if you would like to wait to reduce the interest charges until the next extension payment is received.

NOTE: If you answer No to this option, a customer can make as many payments on principal during the *current* loan period. Once an extension is done, the interest is re-calculated for this new (renewed) ticket based on the new principal of the new loan period.

41.   *Enter* **[Y]** if you would like to collect the transaction charge with the first payment (first extension) or **[N]** if you would like it to collect the transaction charge with the final payment (reclaim payment). *(The charge itself - if any - will be entered into the Rates Setup.)*

42.   *Enter* the amount *(if any)* you would like to collect as a charge for reclaiming a pawned firearm.

43.   *Enter* the amount *(if any)* you would like to charge a customer if he comes

in to extend a loan or reclaim his merchandise without his pawn ticket.

44.   ***Enter*** the amount *(if any)* you would like to charge a customer if a late notice has been sent. *(This charge will be applied each time a late notice is sent.)*

45.   When this feature is turned to **[Y]**, a pop out menu window with a breakdown of all charges will appear when doing an extension or a reclaim.

46.   When you choose to edit this selection, a pop out menu will appear in the upper left section of the screen which will give you the ability to select the profile you would like to use while displaying customer information during customer selection. Your profile choices will consist of combinations of the following: name, address, phone number, birthdate, customer number, I.D. #1, and/or I.D. #2.

47.   ***Enter*** **[Y]**es or **[N]**o to choose whether or not you would like to use internal printer locking. If you are a single user or your network supports print task separation, ***enter*** **[N]**. Otherwise, ***choose*** **[Y]**.
    NOTE: If you are on a network that supports printer separation, choosing [N] will reduce the chances of getting an error while printing receipts or reports. If you are not sure how to answer this question, consult your computer technician.

48.   When you choose to edit this selection, a pop-out menu will appear in the upper left section of the screen with the choices available.
    If you choose: **[S]**tandard Sales Invoice
    Invoices will print: In the standard format on a regular invoice receipt form.
    If you choose: **[R]**eg Z Sales Invoice
    Invoices will print: In a format allowing you to use your Regulation Z pawn form as your sales receipt.

RATES SETUP

Commands To Enter This Screen: **<U>** Utilities **<V>** Variable Definition
                                                           <R> Rates Setup
    The following is a generic Rates Setup screen:

Description	Range 1	Range 2	Range 3	Range 4	Range 5	Range 6
1 Low Dollar Value	0.00	50.00	100.00	500.00	0.00	0.00
2 High Dollar Value	49.99	99.99	499.00	20000.00	20000.00	20000.00
3 Firearm Monthly Percent	0.30	0.25	0.20	0.15	0.00	0.00
4 Jewelry Monthly Percent	0.30	0.25	0.20	0.15	0.00	0.00
5 Others Monthly Percent	0.30	0.25	0.20	0.15	0.00	0.00
6 Minimum Monthly Charge	2.00	5.00	0.00	0.00	0.00	0.00
7 Monthly Service Charge	1.00	1.00	1.00	1.00	0.00	0.00
8 Transac Service Charge	1.00	1.00	1.00	1.00	0.00	0.00

Late Fees Extend/Reclaim	Range 1	Range 2	Range 3	Range 4	Range 5	Range 6
9 Ext Flat Rate After Days	3	3	5	5	0	0
10 Extension Flat Rate	2.00	2.00	2.00	0.00	0.00	0.00
11 Extension Percent Aft Days	3	3	5	5	0	0
12 Extension Late Percentage	0.30	0.25	0.20	0.15	0.00	0.00
13 Ext Late % Based On	P	P	P	P	P	P
14 Reclaim Flat Rate Aft Days	3	3	0	0	0.00	0.00
15 Reclaim Flat Rate	2.00	5.00	0.00	0.00	0.00	0.00
16 Rec Percentage Aft Days	3	3	0	0	0	0
17 Reclaim Late Percentage	0.30	0.25	0.20	0.15	0.00	0.00
18 Rec Late % Based On	P	P	P	P	P	P

<C>hange

This screen (and the correct settings for it) vary according to your city, state, and/ or country. Therefore, you should read through each definition provided and set each variable to meet your business needs and area requirements.

To change the settings above, *press <C>* for change, and you will prompted for the menu item number you would like to change. Once you have entered your selection, you will be prompted to then *enter* the number of the range in which you would like to make this change. You will then *enter* the values you want the program to use when calculating the charges on loans that are within the dollar values defined by that range.

The following describes each entry next to it's corresponding number:

1.   *Enter* the beginning *(or low dollar value)* of each range here.
2.   *Enter* the ending *(or high dollar end)* of each range here.
   NOTE: The entries for description 1 and 2 under Range 1 in the screen depiction of the Rates Setup screen, make Range one between zero and $49.99. Therefore, all parameters set for Range 1 will affect loans for amounts within that range.
3-5.   *Enter* the percentages you wish to be your default percentages for each of the three categories of pawned items. *(i.e. 30 percent would be entered as .30)*
6.   *Enter* a dollar value here if you wish to apply a minimum monthly charge to all pawns.
7.   *Enter* a dollar value or percentage here if you wish to apply a monthly service charge *to all pawns.*
8.   *Enter* a dollar value or percentage here if you wish to apply a one-time service charge *per transaction.*
9.   *Enter* the number of days following the end of the current contract *after* which you wish to apply a flat rate late extension charge.

NOTE: If you enter a value in numbers 9 and/or 12, the program will apply the greater amount (of numbers 9 or 12) to loans within that range.

10.   *Enter* a dollar value here if you wish to apply a flat rate late extension charge. *(This charge is applied <u>after</u> the lapse of the time period you have entered in number 9 above.)*

11.   *Enter* the number of days following the end of the current contract *after* which you wish to apply a percentage based late extension charge.

12.   *Enter* a percent value here if you wish to apply a percentage based late extension charge. *(This charge is applied <u>after</u> the lapse of the time period you have entered in number 11 above.)*

NOTE: If you enter a value in numbers 9 and/or 12, the program will apply the greater amount (of numbers 9 or 12) to loans within that range.

13.   *Enter* the letter or symbol to the left of the statement in the pop out menu that best describes what you want your late fees to be based on

   [P] Percentage of Principal   **[D]** Daily Percentage of Principal
   [R] Percentage of Reclaim Charge   **[+]** Daily Percentage of Reclaim Charge

NOTE: Daily rates are generally calculated by dividing your monthly rate by 30.

14-18.   Follow the steps for 9 - 13 above, applying them to Reclaims instead of Extensions.

PRINTER SETUP

Commands To Enter This Screen: **<U>** Utilities **<V>** Variable Definition
                                 <P> Printer Setup

The following is a list of forms that are shown on the Printer Setup screen and possible port and code assignments:

Print Assignment	Port and Codes	AutoPrint
1 A.T.F. Forms		
2 Check Printer		
3 Customer I.D. Cards	LPT3:	
4 Extension Receipts	LPT2:	
5 Invoices (Sales)	LPT2:	
6 Item Labels	LPT3:	
7 Jewelry Labels	LPT3:	
8 Late Notices	LPT1:	ON
9 Option Buy-Back (Pawn) Forms	LPT2:	
10 Police Forms		
11 Principal Payments/Increases	LPT2:	
12 Purchase Receipts	LPT2:	
13 Reclaim Receipts	LPT2:	

14 Repair/Layaway/Transact. Tags
15 Reports   LPT1:-^   ON
16 Start Bold (Comma Delimited)
17 Start Doub (Comma Delimited)
18 End Bold (Comma Delimited)
19 End Double (Comma Delimited)

Σ <ALT>228 = <ESC>   √ <ALT>251 = <BELL>   ^ = Formfeed

<C>hange

There are two terms you should be familiar with before you begin assigning your printers. The first is the term PORT. A PORT is the name assigned to the actual physical device on the back of the computer into which your printer cable is plugged (i.e. LPT1:). The second is the term CODE. Printer CODEs are optional characters that may be passed out of the port at the time of printing to control switching devices, electronic cash drawers, etc.

You should also know that if you have more than two printers, or are running on a network, it may be beneficial for you to use a printer switching (sharing) device. These devices make it easier to add a printer in the future, require little (if any) maintenance, and many are fully network compatible. (Instructions for setting these devices up are provided in this section.)

To assign a printer to a task, *press <C>* and *enter* the number of the form or printer control code you would like to change. *Enter* the new printer port assignment and/or printer control code. You will then be asked if you would like AutoPrint on <Y/N> (this function is described in more detail below). *Answer <Y>* or *<N>*.

> **NOTE: If you are on a network, your computer person may need to redirect your printers through the network.**

If you have no printer sharing device and are connecting your printers using only the parallel printer ports on the back of your computer, the LPT number should reflect the number of the printer port to which that printer is attached (i.e. LPT**1**: - first printer, LPT**2**: - second printer, LPT**3**: - third printer).

NOTE: The reports printer (your white paper printer) should always be assigned to the number one port as your <PRINT SCREEN> key will print to that printer by default, as it will on anything 'Print Screened' outside of this program.
NOTE: A laser printer *can* be used to print all *reports EXCEPT* for the Gun Log Report because the page breaks do not meet the requirements of the ATF.

To pass a code to a port *before* printing begins, insert a **+** sign after the port name (i.e. LPT1:+), followed by the codes you wish to pass. For example, you want your electronic cash drawer to open *before* you print a reclaim receipt on the second printer. As the √ symbol is the code to open a parallel port cash drawer, the port and code for number 13 would be LPT2:+√.

To pass a code to a port *after* something has printed, insert a **-** sign after the port name (i.e. LPT2:-), followed by the codes you wish to pass. For example, you want your electronic cash drawer to open *after* you print a reclaim receipt on the second printer. The port and code for number 13 would be LPT2:-√. Likewise, if you wanted your reports to form feed (denoted with a **^** symbol) after a report is printed on the first printer, the port and code would be LPT1:-^.

There are times when you need to pass more than one code at a time. This most often occurs when you are using a printer switching device (i.e. Smartprint, Buffalo Box, etc.).

NOTE: The codes - and + have the same effect as outlined above, even when used with printer switching device codes.

To make use of this kind of device, you need to tell the computer the port the code is coming out of, the code for the module that activates the printer you are trying to use (*before* it actually prints), and (*after* the printing is complete) the code for the first module (which awaits the next print command from computer port.)

NOTE: The number one printer talks directly to the first module so there is no need to pass codes for the first module. Therefore, items being printed on the first printer do not require the use of the switching device codes (ΣΣPTRN#ΣΣ).

For example, you are using Smartprint modules attached to the first printer port on your computer and want the second printer to print your reclaim receipts.

The code to activate a Smartprint module is ΣΣPTRN#ΣΣ (the **#** sign is representative of the number of the printer the module has been set to - i.e. the code for the third module would be ΣΣPTRN3ΣΣ). Therefore, the port and code for number 13 would be LPT1:+ΣΣPTRN2ΣΣ-ΣΣPTRN1ΣΣ. This says the code is coming out of LPT1, before printing the command is going to the second module (which commands the printer to print), then, after printing, it goes back to the first module which receives the next print command directly from the number one port.

Likewise, if you are using a Buffalo Box (coded @BFOUT#) attached to the first printer port on your computer and want the third printer to print your reclaim

receipts, the port and code for number 13 would be LPT1:+@BFOUT2-@BFOUT1.

If you would like a form feed or electronic cash drawer code assigned to a printer that has this type of switching device code, simply insert the **^** or **√** symbol in the appropriate place in the code (after the **-** or after the **+**).

NOTE: **If you are using a switching device, DO NOT load the software that comes with the device. All necessary codes for your printers to print in and outside the program are handled here in Printer Setup.**

The best way to explain how to use AutoPrint is to give you examples.

Example 1: You complete a sale and want to be asked if you want print an invoice, **<Y>**es or **<N>**o. Number 5 would have a port and code, but AutoPrint *would not* be ON.
Example 2: You complete a sale and would like the program to print an invoice on it's own, *without* asking you if you would like to print. Number 5 would have a port and code and AutoPrint *would be* set to ON.
Example 3: You do not print invoices at all and do not want to be asked if you would like to print. Number 5 *would not* have a port and code or *anything* assigned to that line.

Zebra Barcode Printers

To use a Zebra Thermal Transfer Printer to print barcoded jewelry labels, you must first set number 33 in General Setup to L for Laser. The printer should be used as a 'stand alone unit' with it's own printer port. (DO NOT USE A PRINTER SHARING DEVICE WITH THIS PRINTER.)

CUSTOM FORM MESSAGES

Commands To Enter This Screen: **<U>** Utilities **<V>** Variable Definition
                                                    <C> Custom Form Messages
The following is a generic Custom Form Messages setup screen:

1 PAWN FORM Form Title: PAWN FORM
2 PAWN FORM Mid-Form Message: HAVE A NICE DAY
3 PAWN FORM Bottom Message 1:   DUE ON OR BEFORE
4 PAWN FORM Bottom Message 2:   TRANSFERRED FOR RESALE AT
                                                                              EXPIRATION
5 Sales Invoice Mid-Form Message: HAVE A NICE DAY
6 Sales Invoice Bottom Message 1:   ALL SALES ARE FINAL
7 Sales Invoice Bottom Message 2:   NO REFUNDS OR EXCHANGES
8 Layaway Payment Due Message: BALANCE DUE ON OR BEFORE

<C>hange

It is here that you have the ability to change the non-*pre*printed messages that print on your forms.

To change a message, ***press <C>*** for change, ***enter*** the number of the message you want to change, then ***enter*** the new message.

FUNCTION KEY DEFINITION

Commands To Enter This Screen: **<U>** Utilities **<V>** Variable Definition
                                  <F> Function Key Definition
The following is a generic Function Key Setup screen:

```
 1     F1      Key Definition
 2     F2      Key Definition
 3     F3      Key Definition
 4     F4      Key Definition
 5     F5      Key Definition
 6     F6      Key Definition
 7     F7      Key Definition
 8     F8      Key Definition
 9     F9      Key Definition
10     F10     Key Definition
```

<C>hange

When you define a function key, you may press that key to enter the defined information instead of having to type it all the time.

For example, most all of your customers are live in the city of Miami, FL. If you define F1 as MIAMI and F2 as FL, when you reach the City prompt, you can ***press <F1>*** and the program will enter MIAMI in that field for you. When you get to the State prompt, ***press <F2>*** and it will enter FL. Another common use for these keys is for employee initials. When the I.D. prompt appears on screen, an employee could hit their function key versus typing in their initials.

To change a function key definition, ***press <C>*** for change, ***enter*** the number of the function key you want to change, then ***enter*** the new function key definition.

DEFINE PRODUCT CATEGORIES

Commands To Enter This Screen: **<U>** Utilities **<V>** Variable Definition
                                  <D> Define Product Categories

The following is a generic Main Category setup screen:

AU	AUTOMOTIVE	ST	STEREO/AUDIO/RADIO
BI	BICYCLES	TE	TELECOMMUNICATIONS
CA	CAMERA/OPTICS	TO	TOOLS
CH	CHILD ACCESSORY	TV	TELEVISION/VIDEO
CO	COINS		
FI	FIREARM		
GO	GOLF EQUIPMENT		
HA	HOME APPLIANCE		
HE	HOME ELECTRONICS		
HI	HOUSEHOLD ITEMS		
IN	INDUSTRIAL EQ.		
JE	JEWELRY		
LA	LAWN & GARDEN		
MA	MARINE EQUIPMENT		
MI	MUSICAL INSTRUMENT		
MU	MUSIC		
OF	OFFICE EQUIPMENT		
OT	OTHER		
PE	PERSONAL ITEMS		
SP	SPORTING EQUIP		

<C>hange Label   <V>iew Submenu   <A>dd Label/Submenu   <D>elete Label/Submenu

The product category menus are three levels deep. Some categories are provided, however you have the ability to change or add categories on all levels up to the limits of each menu.

The First Level (or MAIN Category): At this level you should define *only* **major** *categories* for items, i.e. JE for **JE**WELRY and OF for **OF**FICE EQUIPMENT.

The Second Level (or Item Type): At this level you should define items that fall under the Main Categories, i.e. a computer is one item that could be entered as a second level category under Office Equipment as follows:

CO   COMPUTER

The Third Level (or Item Description): At this level you should describe the items that you entered in the second level, i.e. for the computer you might make the following entries:

XT   XT COMPATIBLE
AT   AT COMPATIBLE

38   80386 COMPATIBLE
48   80486 COMPATIBLE

When you choose **<O>**ther at the start of a new option or purchase, the program uses the third level menu descriptions and the second level item type to fill out the item type and descriptions during item entry. The category OFCOAT would produce the following results:

Category: **OF**fice Equipment   Item Type: **CO**MPUTER

Item Description: **AT** COMPATIBLE COMPUTER

NOTE: Things like `chain saw`, `battery charger`, etc., are NOT items. A `saw` and a `charger` are items: `18" chain` and `battery` are descriptions.

Pressing the following key at any category menu display has the following effect:
     <C>hange lets you re-type the description of one of the two-key menu choices.
     <V>iew lets you see the contents of the subcategories of defined categories.
     <A>dd lets you add a new category, subcategory or description to the currently displayed screen category menu.
     <D>elete lets you remove a category, subcategory or description from the currently displayed screen category menu.

Pressing the **<ESC>** key at any *subcategory* menu level takes you back one menu level.
Pressing the **<ESC>** key at the *main* category menu takes you back to the Variable Definitions menu.

NOTE: If you are doing automobile or title loans, you will need to set up the category MV **for** M**otor** V**ehicles. Using MV for this category tells the program to ask for the brand and model/year and to expand the serial number field to accommodate the vehicle's V.I.N. number. You will also need to set up subcategories for MV. The second level should include items like car, truck, van, etc. The third level (using car for an example) should include items such as 4 door, 2 door, convertible, etc.**

BRAND NAME TABLE EDIT

Commands To Enter This Screen: **<U>** Utilities **<V>** Variable Definition
                              <B> Brand Name Table Edit

When you Select Brand Name Table Edit, the list of major product categories are displayed on screen, and you are prompted to enter the two-key code for the category in which you wish to view/edit brand names. Each *major* category listed has its own brand name table.

The following is the Brand Names Table setup screen for Office Equipment:

OFFICE EQUIPMENT Brand Names Table

AP	APPLE	APPLE
AT	AT&T	AT&T
CA	CANON	CANON
CH	CHICONY	CHICONY
CI	CITIZEN	CITIZEN
CL	CLONE	CLONE
CM	COMMODORE	COMMODOR
CO	COBRA	COBRA
EM	EMERSON	EMERSON
I B	IBM	IBM
MO	MOTOROLA	MOTOROLA
OH	OHAUS	OHAUS
OK	OKIDATA	OKIDATA
P A	PANASONIC	PANASON
RA	RADIO SHACK	R SHACK
RE	REALISTIC	REALISTIC
SE	SEARS	SEARS
SM	SMITH CORONA	S CORONA
TA	TANDY	TANDY
ZE	ZENITH	ZENITH

<C>hange Brand Code Label   <A>dd Brand Name   <D>elete Code/Label

Pressing the following key at *any* menu in Brand Name Table Edit has the following effect:

    <C>hange lets you retype the brand name for one of the two-key menu choices.

    <A>dd lets you add a brand name to the currently displayed brands menu.

    <D>elete lets you remove a brand name from the currently displayed brand menu.

NOTE: **If you set up the category** MV **(M**o**tor** V**ehicle), you will need to set up a brand menu for vehicles (i.e. Chevrolet, Ford, Toyota, etc.).**

Pressing the **<ESC>** key at any brand name *menu*, takes you back to the main category listing to make another category selection.

Pressing the **<ESC>** key at any brand name *category selection menu*, takes you back to the Variable Definitions menu.

LOCATION FIELD SETUP

Commands To Enter This Screen: **<U>** Utilities **<V>** Variable Definition
                                                              <L> Location Field Setup

Location codes are two character codes used to note the actual physical location (i.e. in your safe, on the shelf, in a box, etc.) of an item that is in your store. Not only can this be used to locate items easily, but you can also run inventory reports by location to help you when you are taking a physical inventory of items/parts in your shop.

A Location Table (with default entries listed) will appear with the following prompts along the bottom of the screen:

<C>hange Location Label <A>dd Location Name <D>elete Location Code/Label

Pressing **<C>** allows you to change the location assigned to the code (label).

Pressing **<A>** allows you to add a code and location label to your table.

Pressing **<D>** allows you to delete a code and location label that is currently listed in your table.

SCREEN COLOR SETUP

Commands To Enter This Screen: **<U>** Utilities **<V>** Variable Definition
                                                              <S> Screen Color Setup

NOTE: <S>creen Color Setup will only appear as a choice on color monitors.

If you are running the Pawn Power program in a network environment changing the screen colors at any network station will change the colors for all color stations on the network. If you are running a mixture of color and monochrome stations you may select the colors you wish for the display on the color screens and the monochrome stations will still run in monochrome mode.

The following are the Screen Color Setup choices:

1.   Foreground Color 1
2.   Foreground Color 2
3.   Background Color
4.   Menu Program Name Color

5.   Menu Border Color
6.   Pop Up Foreground
7.   Pop Up Background

<C>hange

To change any of the colors listed, **press <C>** for change, then **enter** the number of the color that you wish to change. The following describes the areas effected by color changes:

1-2.   Changes the foreground colors of text displayed on the screen. While viewing information you have entered into your database. Foreground Color 1 is used to display field numbers and labels generated by the computer, and Foreground Color 2 is used to display information that you have entered from the keyboard.

3.   Background Color changes the color of the screen itself.

4.   Menu Program Name Color changes the Pawn Power logo that tops each menu.

5.   Menu Border Color changes the color of the border around the menu choices.

6.   Pop-Up Foreground changes the color of text displayed in pop-up help menus.

7.   Pop-Up Background changes the background color of the pop-up help menus.

NOTE: Some combinations of colors produce strange results (i.e. blinking text while typing information). Avoid these combinations... unless you like them!

MODIFY PASSWORDS

Commands To Enter This Screen: **<U>** Utilities **<V>** Variable Definition
                                 <M> Modify Passwords

You must enter "OWNR" when asked for I.D. & enter the owner password if requested.

The following is a Modify Passwords setup screen:

#	I.D.	Password	Access	Access Codes
1: User 1	OWNR	APPLE	F	A = Acquisitions Report
2: User 2	ABC	ORANGE	BECNRS	B = Begin Program
3: User 3	DEF	BANANA	BECNRS(GILMPTUVX)	C = Change Ext/Reclaim Chrg.
4: User 4				D = Cash Drawer
5: User 5				E = Extensions/Payments

 6: User 6   F = Full Access
 7: User 7   G = Gun Log
 8: User 8   H = History/Customer List
 9: User 9   I = Inventory Reports
10:User 10   L = Ledger Entries/Reports
11:User 11   M= Modify Ledger
12:User 12   N = New Entries
13:User 13   P = Price Changes
14:User 14   Q= Query
15:User 15   R = Reclaims
16:User 16   S = Confiscations/Refunds
17:User 17   T = Transaction Voids
18:User 18   U = Update Inventory
19:User 19   V = Void Extens./Reclaims
20:User 20   X = Scrap/Trnsfr/Stolen/Dam.
21:User 21   Z = Change Invoice Info.
22:User 22   Letters in () require a
                                    Password - i.e. (BPR)NE.
<C>hange

NOTE: **To make use of ANYTHING set in Modify Passwords, #16 in General Setup MUST be set to 'Y'. See General Setup.**

To change a persons I.D., password, and/or access, *press <C>* for change, *enter* the number of the line you would like to change and *press <ENTER>*. Then *choose <I>* for I.D., *<P>* for Password or *<A>* for Access levels, and *enter* the new I.D., Password or Access Level Description.

Once you have made all desired changes to the password setup screen, you will need to change the Password for User 1 - OWNR to activate the password protection. The User 1 I.D. of OWNR and his F access are fixed and cannot be changed. Remember to make your password something easy to remember, but not know to everyone. Otherwise, you may end up locked out of your own program.

NOTE: **Once password protection is activated, only the OWNR (with their password) can enter the screens listed on the Variables menu (i.e. General Setup, Rates Setup, Modify Passcodes, etc.)**

Access letters not enclosed in parentheses are allowed for any user who is assigned that access level without prompting for the user password. For example, User 2 has access to levels "BECNRS" and does not need to enter a password to perform these functions.

Access letters enclosed in parentheses are allowed for any user who is assigned

that access level but password entry is required. For example, User 3 has protected access to levels "GILMPTUVX" and must enter a password to perform these functions.

Access Codes and What They Do

Assigning the code:	Gives an employee the ability to:
A	Print an acquisitions report
B	Begin the program
C	Change extension/reclaim charges
D	Print a cash drawer report
E	Do an extension of a loan
	Take a payment on principal
	Do an additional loan
	Post a payment to an invoice
F	Access everything (for OWNR only)
G	Do anything from the Gun Log Menu
H	Print letters to customers w/ active loans
	Print labels to customers w/ active loans

Print labels to sales customers

	Print a customer history report
	Print a name listing
I	Print inventory reports (pawn & purchase)
	Print inventory reports (sales & layaway)
	Find a part in Find/Update Part Data
	Add a part into inventory
	View cost of goods sold on an invoice
	Change the cost of items in Edit/Reprint
	Return parts on an invoice to stock
	Order parts from a vendor
	Do a download of old data
	Tag items for invoicing
	View inventory detail in pawn & sales View/Tag
	Export items using Import/Export
	View/Edit import parts
	Import items using Import/Export
L	Use Query in pawn & sales

	Use business graphics
	Print a cost/profit analysis
	Print a layaway and ledger payment reports
	Print a delinquent accounts report
	Print late billings for layaways
	Run account re-billings
	Do anything from the General Ledger Menu
M	Modify your ledger (using Ledger Edit)
	Use Bank Account Edit
N	Enter new customers (in pawn and sales)
	Enter new transactions & sales
	Do a new entry in Letters & Labels
P	Change sales prices on invoices
	Make changes to inventory cost
	Change the cost of import items
S	Do confiscations & invoice refunds
T	Void transactions
U	Update, tag, and/or move inventory items
	Print a warnings list
V	Void extensions and reclaims
X	Do invoices to 'Dummy' customers
	(Transferred Items, Scrapped Metals, etc.)
	Make changes to invoices to 'Dummy' customers
	(Transferred Items, Scrapped Metals, etc.)
	Tag items for auto-invoicing to 'Dummy' customers
Z	Edit pawn item information
	Change sales invoice information

Modify Passwords Helpful Hints

Passwords can be used for the purposes of : 1) security, 2) verifying which employee processed a transaction or sale, 3) reserving the ability to perform certain functions within the program for owners or managers.

NOTE: For our purposes here, the term 'manager' is used to describe a person other than the owner, who is trusted to perform daily business in the owner's absence.

Only the owner should have access code F - Full Access.

The owner should also be entered with their initials as an employee (with an *employee* I.D. and a password that is *different* than that of OWNR), and assigned rights to perform normal day to day functions.

NOTE: Doing this keeps the owner from having to use the OWNR I.D. and password for all functions (making life *much* easier), and aids them in keeping their OWNR password confidential.

It is recommended that only the manager, *if anyone*, have access codes C, L, P, T, V, X and Z.
Use *EXTREME* caution when assigning access codes G and M to ANYONE.

If you have followed this manual sequentially (as recommended), you have just finished setting the last of your Variables Menu options.

Now that these parameters have been entered (in Tutorial), you should make some dummy entries to verify all is operating and calculating in the manner in which you would like to. If it is not, adjust your settings appropriately and test again. Keep repeating this process until you are satisfied with the results.

CHAPTER 4 - BEGINNING BUSINESS

ENTERING YOUR SETTINGS IN THE MAIN PROGRAM

You have set up all your Variables Menu options (in Tutorial), verified those settings are producing the desired results, practiced (and had your employees practice) using the program (in Tutorial), and are now ready to set up the main program for your daily business operation.

The first thing you need to do is transfer the settings you entered for your Variables Menu options in Tutorial.

The easiest way to do this is to bring each Tutorial Variables Menu option (General Setup, Rates Setup, etc.) onto your screen and press **<PRINT SCREEN>**. This will print a copy of these screens to your number one printer (LPT1:).

Printing your settings to paper will accomplish two things:

One, it will give you a hard copy of all your correct settings which you can use to enter the same settings into the main program.

Two, it verifies your tutorial program is set in the same manner as your main program. In the future, when you would like to learn a function you've never used before or figure out how to correct a mistake you have made, you can experiment in tutorial and know you are getting the same results as you would in the main program.

ENTERING CUSTOMERS AND INVENTORY

It is time to make the decision as to how you will enter customers and inventory into your data base. There are two possible methods which are set out below in order of preference:

METHOD #1 (PREFERRED METHOD)
RUNNING YOUR OLD SYSTEM AND PAWN POWER SIDE BY SIDE

When a customer comes in to extend an active loan done prior to using this system, you will collect all interest owing and then enter this customer into your data base as a new pawn. You *will not*, of course, give the customer any monies, but you *will* print a computer generated ticket which will show the new expiration date of the pawn.

If the customer comes in to reclaim their pawn, you will collect all monies owing and return their merchandise to them. If they are a regular customer you could, if you would like, enter the customer's information into the data base at this time. (You *would not* enter any pawn information as the item has been reclaimed.)

If a customer's pawn *expires* on your old system, you will pull the item and enter it into your Pawn Power saleable inventory. This is done in the same manner as all other in-store saleable inventory (see **Adding Parts From Outside Vendors**).

It is recommended you do a physical inventory of your shop and enter all of your *saleable* inventory into the computer (See **Adding Parts From Outside Vendors**).

NOTE: **While the above *is* the <u>recommended</u> way to proceed, you *can* enter inventory while doing an invoice (see** Entering Inventory While Doing An Invoice**) and by adding *new* inventory items into the system as they come into your store (see** Adding Parts From Outside Vendors **and** Splitting and Combining Parts**). Proceeding in *this* manner will <u>not</u> allow you to rely on ANY reports with regards to sales until all is entered (and you may not really know when that is). Over time, this can create a multitude of problems not the least of which is an enormous or deflated amount of inventory in your data base. It is our opinion that it is better to take a little extra time to enter your all your saleable inventory than to never really have an accurate record of inventory in your data base.**

During this transitional period, you will, of course, be entering all *new* pawns, purchases, customers, vendors, sales, etc., into the system.

At some point during the transitional period, you will need to complete the other tasks outlined in this chapter.

Advantages:
This method allows you to begin using the program for daily business very quickly. If you have a system that you are phasing out, this method may be preferable as you will have your old system records to refer to during the transitional period and your employees will not be tied up with data entry.

Disadvantages:
Your reports <u>will not</u> be reliable until <u>all</u> old and current information has been entered in the computer.

METHOD #2

ENTERING ALL INFORMATION PRIOR TO DAILY USE OF THE PROGRAM

Go to your General Setup screen and ***answer* <Y>** to question #27 Ask Date of Entry (New Opt/Pur). This will give you the ability to enter pawns using the *original* loan

date and the *current* expiration date (see **Backdate Entering Pawns**). Backdate entering simulates a pawn(s) being in your data base beginning with the first day of the loan (excluding payments made interim).

NOTE: **When you have completed your backdate entering, it is VERY important to change #27 in General Setup back to N for no, as you do not want your employees to have the ability to backdate enter pawns on a regular basis. In Tutorial, #27 should always be set to Y so you can always backdate enter pawns for experimentation. It should be the only difference in the parameters you have defined for your Variables Menu options.**

You will need to do a physical inventory of your shop and enter all of your *saleable* inventory into the computer (See **Adding Parts From Outside Vendors** and **Splitting and Combining Parts**).

NOTE: **Continue using your hand written or old computer system until you have completed the entries outlined above in their entirety.**

Prior to using the system for daily business, you will need to complete the other tasks outlined in this chapter.

Advantages:
From the day you begin using the Pawn Power system for daily business, you can make use of all reports and resources available to you. If you are just opening your business, this method may be preferable as you will have complete records to refer to from the day you begin business.

Disadvantages:
Data entry will be more time consuming than in Method #1.

BULK LABEL PRINTING

Regardless of the method you choose for entering saleable inventory, you will still need to print labels for your merchandise. Although you *can* print them individually as you enter the items into saleable inventory, if you have never used the program before, this program's labels before, or never printed labels for a specific group of merchandise (i.e. jewelry), Bulk Label Printing is the feature to use.

To get to this area from the Main Menu *press*:
<S>ales & Layaway
<I>nventory Maintenance
<B>ulk Labels

Answer the questions according to your preferences.

SETTING UP YOUR LEDGER

Once you have chosen the manner in which you would like to enter customers and inventory into your data base, and completed the steps pertaining to that method, you will need to set up your ledger.

INCOME AND EXPENSE CODES

The very first thing you will need to do is to look at your income and expense codes. If you find the default codes listed do not represent income sources and/or business expenses applicable to your store, you may add to or edit the tables accordingly (see **Income Code Table Editing** - take note of the **Warning** - and **Expense Code Table Editing**).

> **Warning: Once you begin using the income and expense codes for your ledger entries, you *should not* change the tables in the middle of the year. If you find it necessary to change them after they have been in use, you should wait until the end of the year. This will allow you to determine the meaning of the code by the date of the entry.**

ENTERING YOUR BANK BALANCE

Next you will need to enter your current bank balance (see **Setting Up A Bank**). There are two ways you can do this depending on the results you are trying to achieve.

If you would like a record of checks written for a period of time *prior* to using this system, enter all of the checks written, and withdrawals made, *before* entering a bank balance (see **Entering A Check - Payable**).

If you would like these payables to reflect the date they were actually done on, use the <D>ate Change option available on the General Ledger Menu to change the date to whatever day you would like to use for the entry, then proceed to enter the payable as usual. The date the program is using will be displayed in the middle of the General Ledger Menu screen and will change only when use <D>ate Change again or exit to the Main Menu. (*When you exit to the Main Menu and re-enter the General Ledger Menu, the program will default back to the current date - the date on the computer.*)

If you are using old records for checks written before using this system and are not interested in keeping a record within the Pawn Power data base, enter your current balance.

NOTE: **The bank balance that you enter should be the balance after deducting any outstanding checks.**

Whichever method you use, you should enter all payables, receivables, and transfers, from the day you enter your balance forward.

NOTE: **All transactions done in a day (pawns, extensions, reclaims, sales, etc.) are *automatically* entered as cash drawer payables and receivables. Money taken out of the drawer (you give Joe $10 for office supplies) or put into the drawer (you put in 10 $1 bills of your own money for change) that is not entered into the system as a part of a transaction, should be entered into the ledger as a cash drawer payable or receivable (whichever is applicable).**

PUTTING IN YOUR NAME

When you are ready to begin your daily business transactions, you are ready to put your name into the main program so it prints properly on all your paperwork.

To do this, if you are running through DOS or Windows 3.1, you will need to print a copy of your Autoexec.bat and Config.sys files (See **Printing Your Start-up Files on page 165**), and fax a copy with your name and phone number to Power Software, Inc. at (305) 895-1425.

If you are running through Windows 95 or 98, you will need to make sure you have set up your program according to the guidlines we have provided for you. Once that is accomplished you will need to call Technical Support at 305-895-2627 and have them verify your properties and settings.

Once they verify your start-up files in DOS or your properties and settings in Windows are correct, they will call you back and walk you through entering your name into the program. Putting your name in only takes a few minutes!

Congratulations!!! Your necessary "grunt work" is done and you are ready to use the program for daily business!!!

CHAPTER 5 - HANDLING INVENTORY

There are many things involved in properly handling and maintaining your inventory in the Pawn Power program. This chapter is dedicated to helping you master the skills necessary to do this with ease.

INDEXING INVENTORY

The most important part of maintaining your inventory is indexing it regularly. We *highly* recommend you do this daily! At the *very least*, once a week. Why? When you do an inventory index, your program indexes your entire data base (puts it into alpha-numerical order). Therefore, indexing on a regular basis will decrease your chances of getting cross-linked files and keep your system running at peak speed and efficiency. Customer names are also indexed and new entries are then included in their alphabetical position when you use the pop-up windows rather that at the end of the window. Let's do an inventory index in Tutorial.

The first thing you will need to do is to set number 19 in General Setup to "N". This will prevent any eligible for pull items from moving into saleable inventory.

NOTE: **If you are on a network, automatic inventory index/pulls should always be done on the main computer (the data server), with all other terminals (workstations) at the Main Menu, completely out of the program, or (better yet) completely off. The index should be allowed to completely finish *WITHOUT* INTERRUPTION!!!**

                 WARNING: DO NOT ALLOW *ANYONE* TO TOUCH *ANYTHING* WHILE YOUR COMPUTER IS INDEXING YOUR INVENTORY!!! This could result in cross-linked files, data corruption, or data loss. If it is accidentally interrupted, call Technical Support IMMEDIATELY!!!

Press **<I>**nventory Index/Pull Inventory.
Press **<I>**ndex/Pull Inventory.
Read the WARNING screen.
Press **<I>**ndex if you are ready to continue.

The last question you will be asked is if you would like to "Delay Update Until A Specific Time <Y/N>". *Answer* **<N>**. (See **Pulling Inventory** later in this chapter.)

INVENTORY STATUS

There is a lot of information that can be derived from an item's inventory status (i.e. if

it is an option not for sale, an option that has been moved into saleable inventory, purchase not for sale, etc.). Therefore, it is important to understand the meaning of these codes to successfully maintain and manipulate your inventory.

Find a transaction (pawn or purchase) that you have entered in Tutorial. The screen first displays the transaction with transaction options (<V>iew, <N>ext, <C>hange, etc.) at the bottom of the screen. When you press **<V>**, a blown up description of the first item of the transaction (if you located the transaction by item number or description keywork you will already be in item view mode and will not have to press V to view). The number one field of the item information looks like this:

1 Op/Pur "_____"   Inv "_____"

For explanation purposes, we will refer to the Op/Pur field as field 1A and the Inv field as field 1B.

Field 1A will have an O or a P in the field to indicate if the item displayed was entered as an option/buy-back (O) or a purchase (P - note this _does not_ stand for pawn).

Field 1B uses the letters N, R, I, S, C, and Y to indicate the status of that item. An explanation of each letter is as follows:

When items are first entered into the computer through the pawn program, their inventory status is "N" (not available for sale). The status of these items remains "N" until they are reclaimed, moved into saleable inventory (manually or by using the automatic pull feature), sold, or confiscated.

NOTE: If extension payments are made in a timely manner (determined by the parameters you define(d) in General Setup), the "N" status of the item(s) will be maintained.

If the item was pawned and then reclaimed, it's inventory status becomes "R" (reclaimed) at the time the reclaim is done.

An item that is moved into saleable inventory will show and inventory status of "I" (invoiceable inventory).

NOTE: Even though an item's status is "I", it may still be moved back to "N" status (allowing an extension or reclaim) by using the <M>ove option. (See Moving Inventory**.)**

If an item is sold or scrapped, it's inventory status becomes "S" (sold or scrapped).

If an item in your shop is confiscated, it's inventory status becomes "C" at the time of confiscation (see **Confiscations**). If a confiscated item is returned to your shop, it's

inventory status returns to "N" when you unconfiscate the item (see **Unconfiscations**).

NOTE: **If an unconfiscated item is eligible to be moved into saleable inventory, and you are using the automatic pull feature, the item will be moved the next time you update your inventory. Subsequently, the inventory status for that item will change to "I" (see** Automatic Pull During Update**.)**

The normal transition of inventory status for items you purchase outright is: "N" to "I" to "S".

The normal transition of inventory status for items you take in pawn that are reclaimed is: "N" to "R".

The normal transition of inventory status for items you take in pawn that are not reclaimed is from "N" to "I" to "S".

It is important to understand the meaning of these indicators as you will refer to them time and time again for as long as you use the program.

KEEPING INVENTORY RECORDS CURRENT

Keeping your inventory records current (meaning all pawn and purchase items eligible for sale show a status of "I", confiscated items show a status of "C", items are on hold when they should be, etc.), is vital to maintaining accurate inventory records. To do this, there are several requisites with regards to the moving of items into saleable inventory (doing an inventory pull) that must be fulfilled:

NOTE: **The requisites listed here should be satisfied in the order that they are listed.**

Any eligible for pull items currently on hold that you would like to pull must be taken off hold, then moved.

Any eligible for pull items you would like to have keep their "N" status must be put on a hold.

Purchased items must be checked against their expiration dates. If they have surpassed their required purchase hold period are beyond their expiration date , they must be moved into invoiceable (saleable) inventory.

Option buy-back items must be checked against their expiration dates. If they have surpassed the allotted loan period *plus* the allotted grace period, they must be moved into saleable inventory.

NOTE: **This program will automatically add any applicable interest, finance charges, and/or late fees, to options that are passed their expiration date but still within the grace period. These additions are determined by the parameters set in your Rates and General Setups.**

PUTTING CUSTOMERS ON (AND TAKING THEM OFF) A HOLD

To put customers on (and take them off) hold, follow the instructions below.

NOTE: **This should be done regardless of the method you choose to move eligible items into saleable inventory.**

In Tutorial, print a holds list (see **Hold List - Inventory**). This list will tell you what items (if any) are currently on hold. As items on hold cannot be moved into saleable inventory, any items you wish to pull will need to be taken off hold (see **Holding Inventory - Pawns And Purchases**)

For Example: Sally told you she would be in to pay on her loan in one week. It has now been over a month, and she still has not come in. You could take her off hold.

Next, (in Tutorial) print an availability list (see **Availability List**). This list will show you the items that are due to be pulled on the day you run the list. Look over this list and see if you would like to put an item(s) on hold (see **Hold Inventory - Pawns And Purchases**). An item that is on hold will remain there forever, unless it is taken off. You might hold an item as a courtesy to a good customer or to one you know is always late, or to satisfy a request from the police department.

For Example: Joe calls and says that, due to a family emergency, he will be out of town for a month. He would really appreciate it if you could put a hold on his loan as it is scheduled to default during that time.

NOTE: **Only items with an inventory status of "N" can be put on hold.**

Once you have made all desired adjustments, you can proceed with moving your eligible items into saleable inventory (doing a pull).

PULLING INVENTORY

There are two methods of pulling inventory: manually moving items or having the computer move them for you during your inventory index.

If you choose to move items manually (which we highly recommend *against*) and

would like to keep an accurate inventory record in your data base, you will still need to fulfill the remaining requisites (checking pawns and purchases for availability and moving them) for doing so. [To manually move items, see **Moving Inventory (Forced Moves Between Pawn & Sales)** and **Tagging Parts For Auto-Move (Pawn to Sales)**].

If you choose to do automatic pulls, the computer will scan, mark, and pull any eligible items, and print a pull sheet (a list of items that were pulled). When an automatic pull is complete, the program will index your data base, and you will then be returned to the Main Menu. This is (by far) the *preferred* method of moving eligible items.

There are three main reasons you should do automatic pulls:

1. No pawnbroker, manager or employee can remember *every* pawn or purchase that has passed its default or hold period and ready to be moved into saleable inventory. When items are force moved by hand, inevitably something will be overlooked. This can create two different problems:

> Perhaps the item will be pulled too soon, and subsequently sold prematurely. **(If this happens, and the customer comes back and wants to extend, redeem, or re-activate his loan, you will have a *very* big legal problem.)**

> If an item is missed from time to time, you may not think it is a very big deal. But eventually you _will_ end up with your inventory in a mess, and you will have   to take a physical inventory of *everything* in your shop, compare it to what is   in the computer, and take whatever steps are necessary to correct it. Not only will this be tedious, time-consuming, and cost you lots of money, but your reports will not be reliable in the mean time. After all of that, it is also highly probable that you will then choose to update automatically anyway!

2. You will need to price and print labels for your items that were moved into saleable inventory so they can be put out on the floor. Having a printout of items pulled gives you the information you need to do this as quickly and efficiently as possible.

3. Moving items manually can take literally hours, when the computer can perform the same functions in a few minutes. This saves you time and money.

To do an automatic pull, you will first need to set your program to automatically pull your inventory by answering "Y" to number 19 in General Setup. This will cause the program to ask a series of questions when you begin an index which will determine what items get pulled, how they are reported, and when you would like the index to be done (now or using the delay).

For example, the update/pull report will always show the transaction number, the item code (which identifies the item as an option, purchase, or trade), the item number, the

cost, and the description. The first question you are asked determines what the last column of the report will show. It can list either the customer name, expiration date, location, or transaction date.

The next two questions allow you to break down the items you are pulling by categories. For instance, today you only want to pull purchases and further break this down to only firearms. Or perhaps you only want to pull options and break this down to only jewelry. You choose how and what you would like to pull.

NOTE: The program will update you entire data base regardless of the categories you choose to pull.

At the "Print to P/S/D" prompt, we advise you to ALWAYS, ALWAYS, ALWAYS, PRINT the pull sheet to the printer.

NOTE: You can only *re-print* the last pull sheet you printed. Therefore, you should print all each day's pull sheet to a printer and put it in a three ring binder. If you ever need to know what was pulled on a certain day, or when a particular item was moved into saleable inventory, you can use that binder as a reference.

The last question you will be asked is if you would like to "Delay Update Until A Specific Time <Y/N>". If you wanted, you could answer **<Y>** and set a time (between midnight and 8:00am) that you would like the update performed. Very large shops that move large amounts of inventory on a regular basis find this advantageous.

NOTE: The update and pull would be performed in the same manner, only it would be initiated by the computer at the designated time. Therefore, you should still choose to print to the printer (it will not print until the update is done) and make sure all the same requirements for doing an update are met (i.e. doing it on the server with no other computer in use, letting it run uninterrupted, etc.). Consult your computer technician on methods to automate this process and still protect your system.

If you were to find an item(s) on your pull sheet that you *really* wanted to put on hold, you could still manually move that item back into non-saleable inventory (see **Moving Inventory**) and put it on hold. Likewise, if a customer comes in to pay on a loan or reclaim his merchandise, and the item has already been moved into saleable inventory, you could (if you wanted) manually move it back into non-saleable inventory and then do the extension or reclaim.

NOTE: Remember, if a defaulted item is moved back into *non-saleable*

inventory (and you are doing automatic pulls), that item will again be moved into *saleable* inventory when you run your next update/pull, unless something is done to make it no longer eligible (i.e. a payment is made, the item is put on hold, etc.).

PRICING PULLED ITEMS

Pulled items will need to be priced and labeled for sale (see **Pricing Saleable Inventory Items**). Use the part number on your pull sheet (formerly referred to as an item number) to bring the part onto the screen. Price the article, print a new sales label, place it over the old pawn label, and put the merchandise out on the sales floor.

SPLITTING AND COMBINING INVENTORY

Another aspect of properly handling your inventory is knowing how to split and combine parts. To understand these processes, walk through the examples below (in Tutorial) as you read them.

CASE #1 - MULTIPLE ITEMS OF THE SAME TYPE THAT MAY BE GROUPED

Overview case #1:

A customer brought in 10 CD's that were entered on one line of the police/pawn form and therefore received one item/part number.

The 10 CD's were held until the hold period expired and were moved into saleable inventory as one item.

A new part generic part number needs to be created for this type of item and the quantity in stock in this category needs to be set to 10.

The computer assigned "group" item/part number needs to be placed on an invoice to a "dummy" customer (Transferred Items), sold for $0.00 and removed from the computer.

From time to time, it is convenient to list multiple items on one item entry line of the pawn module. A good example would be the customer who brings in 10 CD's. Generally, you would not choose to list each CD separately on your police or pawn form. You would instead make one entry for the group, and in the item description field, you would simply enter `10 ASSORTED CDS`.

If these CD's move into saleable inventory, because they were entered as one item, they will have only one part number for all ten and be transferred to inventory with an in-stock quantity of one. In order to sell these CD's individually, it is necessary to

modify the way that they are treated in the sales module.

The easiest way to accomplish this reclassification of the CD's is to set up a part number where these CD's can be placed in sales inventory as part of a group, and add 10 to the in-stock quantity.

To accomplish this task, we have included the ability to do adding and averaging of parts.

Add And Average

Add and Average is a tool that is used to combine parts of the same type into a part record, so that the cost can be factored out evenly over the total quantity of items you have in stock.

Items such as Cassette Tapes, CD's, Video's, Nintendo Games, etc., all fall into this category.

Let us set the scenario for you - you have just completed your Update/Pull and, sheet in hand, you note that item number 199300531, of transaction number 199600256, consisted of 10 CD's, at a cost of $15.00. Now that the CD's are available for sale, you need a way to process this inventory, so that you can sell them conveniently and at a cost that is factored out evenly over the total quantity of items you have in stock.

STEP 1: Your first step will be to set-up a part record with a part number that you will use when selling CD's.

NOTE: Each parts record is created only once and will be used as a "catch-all" for all future parts in this category.

A separate part record is set up in the following manner (Remember to begin at the Main Menu):

<S>ales & Layaways
<I>nventory Maintenance
<A>dd New Wholesale Part
<M>anual numbering
Choose **<F>**irearm, **<J>**ewelry or **<O>**ther (in the case of CD's, *select* **<O>**).

Make up a part number for compact disks that will be easy for you to remember. We suggest using CD (this is what *we* will be using for this example).

When asked for part number, *enter* CD.
When asked for vendor I.D., *enter* PRIOR (for prior inventory - see **Adding Parts From Outside Vendors**).

When asked for part description, *enter* `ASSORTED CD's`.
When asked for brand, *press* **<ENTER>.**
When asked for model number, *press* **<ENTER>**.
When asked for serial number, *press* **<ENTER>**.
When asked for part cost, *enter* 0 (zero dollars).
When asked for wholesale price, *enter* the *lowest* price you generally sell
      one CD for.
When asked for retail price, *enter* the price you generally *ask* for one CD.
When asked for number in stock, *enter* 0 (zero).

The information you have entered will be displayed. If you *do not* wish to make any changes, *press* **<F>** to file the newly created part entry, then **<E>** to exit the item entry.

NOTE: **You will only need to set up a part record *once* for each type of item.**

Now that you have created a part number to handle the CD's in quantity, your next step will be to remove the part number assigned to the CD's when you first did the pawn or purchase.

STEP 2: Your second step will be to sell the CD's to the "dummy" customer TRANSFERRED ITEMS, with the original part number and quantity, so the computer assigned "group" item/part number is removed from the computer.

NOTE: **Remember that selling an item to Transferred Items affects inventory totals ONLY. It *does not* affect ANYTHING to do with accounting.**

To do this the first time, you would (from the Main Menu) *select*:

<S>ales & Layaways
<N>ew Entry/Invoice/Vendor
When asked for customer name, *enter* `TRANSFERRED ITEMS`, and *press*
   <ENTER>.
When asked if you would like to use this customer, *type* **<Y>**.
Choose **<N>** to initiate the invoice.
When asked for part number, *type* 1996531 and *press* **<ENTER>**.

The part will be displayed at the bottom of the screen, and you will be asked,   "Use Y/N".

Press **<Y>** to use the displayed part.
When asked for quantity, *type* 1 and *press* **<ENTER>**.
When asked for the sale price, *type* 0 and *press* **<ENTER>**.

At the second part number, *press <PAGE DOWN>* to end item input.
At the handling charges prompt, press **<ENTER>**.
Press <F> to file the invoice.
Press <ENTER> to confirm the zero payment we entered.
Press <A> to accept.
Press <ENTER> to return to the Sales & Layaway Menu.

You have now removed the computer assigned "group" number from the computer.

STEP 3: After you have removed the computer assigned part number, your last step will be to add items into the "catch all" part record by selecting the following from the Main Menu:

<S>ales & Layaways
<I>nventory maintenance
<F>ind and Update
<N>umber (remember the item number is now CD)
Type CD and **press <ENTER>**.

The CD part record will be displayed on the screen and at the bottom of the screen you will have the following choices:

<N>ext, <C>hange <L>abel <A>dd & Average.

Press <A>dd and Average and answer the questions in the following manner:

When asked for quantity to be added to current part quantity, *type* 10 and
        press <ENTER>.
When asked for total paid for all parts added to current part quantity, *type* 15 and
        press <ENTER>.

The CD part screen will update, and you will see that the cost of the 10 CD's has been factored to a cost per item value, so that the cost of one CD is shown as $1.500 (in tenths of a penny).

To add more CD's to the CD part record, simply repeat steps 2 & 3 when more show up on your pull sheet.

Now that you have practiced (and hopefully understand the flow of Add and Average), let us tell you how to automate this process.

Move to Bucket

Now that you understand the flow of Add & Average, you are ready to learn about a feature that will do all of the above for you with one key stroke - Move To Bucket.

While viewing a part in the find part section of inventory maintenance, if the part qualifies for moving to bucket, an additional choice of <M>ove to bucket will be displayed with your other options along the bottom of the screen. When you press <M>, the part(s) can be added to a previously created bucket part.

Let's practice by doing the following:

<S>ales/Layaways
<I>nventory Maintenance
<F>ind/Update Part Data
***Choose* <N>** if you want to find the item by number or **<K>** to find it by keyword.
Keep pressing **<N>**ext until a part appears that has <M>ove to bucket as a choice at
    the bottom of the screen.
Once you have found a qualifying item, ***press* <M>**ove To Bucket.
You will then be asked for the bucket part number you would like to move this item to
    (i.e. CD). ***Enter*** the appropriate part number.
When asked for the quantity to be added to current bucket part, ***enter*** the quantity to
    be moved.

A line along the bottom of the screen will read:

    Found: Bucket Part Number   Description   Use <Y/N>

If this is the correct bucket part, ***answer* <Y>**.

NOTE: **If this is not the correct bucket part number,** *answer* <N> **and
         continue until the correct one is found.**

Pop-up windows will display the bucket part information before and after the move. You will then have the option to <E>xit/Abort or <F>ile Bucket Part.

If you choose <E>, you will be returned to first screen you were at when you originally found the part.

If you choose <F>, the original part will show an inventory status of "S" for sold/ transferred (just as it would if you did this manually - using Add and Average), and your bucket part information will be updated appropriately (as shown in the Bucket Part After Move window).

CASE #2 - ITEM WITH MULTIPLE PARTS TO BE GIVEN INDIVIDUAL NUMBERS

Overview Case #2:

A customer brought in a stereo system that was entered on one line of the police/ pawn form and therefore received one item/part number.

The system was held until the hold period expired and moved into saleable inventory as one item.

A new part generic part number needs to be created for each of the component parts, and the quantity in stock for each of the items needs to be set to 1.

The computer assigned "group" item/part number needs to be placed on an invoice to the "dummy" customer TRANSFERRED ITEMS, sold for $0.00, and therefore removed from the computer.

To accomplish this task we have included the ability to do splitting of parts.

Splitting Parts

In order to familiarize yourself with how you "split" parts, let us (in the Tutorial Program), take a step-by-step approach to splitting an item that must be separated into different types of parts with individual part numbers for resale.

Step 1: We will enter a new pawn/purchase containing multiple items of different types as one item so that one item number is assigned.

To do this you would (from the Main Menu):

Press **<N>** to begin entry of a new Option Buy-Back.

NOTE: For this example we will use the customer Doe, John you previously entered when doing your first option/buy-back in the Entering A New Option/Buy-Back **section of this manual.**

When asked for customer name, *type* `doe, john` and *press* **<ENTER>**.

As this customer has previously been entered into the program, a message will be displayed at the bottom of the screen showing the customers name and street address and asking if you wish to use this customer **<Y/N>**.

Press **<Y>** and this customer's history will be displayed on the screen.

Follow the on-screen instructions to escape the customer history, then the following key prompts will appear along the bottom of the screen:

<A>bort   <C>hange Data   <N>ew Item/File Entry

Press <N> to begin entry of a new item and the following prompt will appear:

Item 1 Type: <E>xit Entry <F>irearm <J>ewelry <O>ther <R>epawn

As you will be entering a stereo system, you should **choose <O>**ther.
When asked if the item is an option, purchase or trade, **type** O and **press <ENTER>**.
When asked for the product category, **type** ST and **press <ENTER>**.
When asked for the subcategory, **press <ENTER>** (right now, we are entering the
        whole system as one item).
When asked for serial number, **type** 12345626 and **press <ENTER>**.
When asked for the owner apl number, **press <ENTER>**.
When asked for the brand name, **type** SO (for Sony) and **press <ENTER>**.
When asked for the model num/desc, **type** SO789 and **press <ENTER>**.

Note: Data fields 29 and 30 are filled in for you but you could use the
        <ESC> **key to back up and edit these fields if needed.**

When asked for the amount paid, **type** 100.00 and **press <ENTER>**.
When asked for item location, **type** Shelf 5 and **press <ENTER>**.

After you have entered the information for prompt 31, the screen will clear, and the
item information will be displayed in the bottom half of the screen, with the following
key prompts along the bottom:

<A>bort Item   <C>hange Item   <N>ext Item   <E>xit Item Entry

If everything is correct, and you *do not* wish to make any changes to the item, you
would **press <E>** to exit the item entry (indicating the entry of a new items for this
transaction has been completed).

The item is again displayed on screen with the following prompts along the bottom:

<A>dd Item   <C>hange Item   <D>elete Item   <F>ile Item(s)   <R>eDo All Items

Press <F> to file the item.

The item would normally be held until the hold and grace periods have expired and
would be moved into saleable inventory when you did your daily inventory update/pull
(see An Automatic Inventory Update/Pull). For purposes of this practice session, you
will make a "forced move" from option/purchase/trade inventory into saleable
inventory by following the steps outlined in this manual (see Manually Moving Inventory
Between Pawn & Sales).

Let's find the transaction by customer information and do the forced move:

From the Main Menu:

***Press* <F>** for Find and Update.
***Press* <C>** for Customer/Find Update.
***Press* <N>** for name.
When asked for customer name, ***type*** DOE and ***press* <ENTER>**.

The screen will clear, and the customer and transaction information will   appear on the screen.

At the bottom of the screen, you will see the following prompts:

<V>iew <N>ext <C>hange <L>abel/Customer <E>xtend <R>eclaim <B>atch

***Press* <V>** to change the screen view.

Note: **The <V>iew key switches you back and forth between viewing the whole transaction or viewing the individual items on that transaction. There options along the bottom of the screen will vary depending on the view you have displayed.**

***Press* <M>** to move the item into saleable inventory.
Answer the questions as they appear at the bottom of the screen.

You have now "force moved" the stereo system from option/purchase/trade inventory into saleable inventory. ***Make a note of the Item number in the reverse video bar in the center of the screen****,* so you will have it at your fingertips when you are ready to "split" the part.

***Press* <ESC>** twice, to return to the Main Menu.

We are now going to "split" the items into 3 different parts (an amplifier, a turntable, and a speaker set), so that each may be sold as a separate item, with it's own individual part number.

To do this you would (from the Main Menu) ***select***:

<S>ales and Layaway
<I>nventory Maintenance
<F>ind & Update Part Data
<N>umber.

When asked for the part number, ***enter*** the item number you wrote down when you completed the forced move.

When the item is displayed on the screen, ***choose* <S>**plit Part from the choices
available at the bottom of the screen
When asked "Split Into How Many Parts?", ***type*** 3 and ***press* <ENTER>**.

Your screen will clear and then display one PARENT part and three CHILD
PARTS.

The child parts each show a quantity of 1, and the cost has been equally divided
between the three parts.

You will now need to change each child part to reflect the correct description and
cost.

***Choose* <C>**hange Part from the options at the bottom of the screen.
When asked "Change Which New Part?", ***type*** in 1 and ***press* <ENTER>**.

Your screen will now show a detailed view of child part 1996#####A, which needs to
be altered to fit the description and cost for the first split part you are making.

When asked "Change which Number?", ***type*** 17 and ***press* <ENTER>**.
Press and ***hold*** the **<DELETE>** key to delete the old item description.
Type the new part description Sony 654123 Amplifier, then ***press* <ENTER>**.

Now check the following fields:

Number 5 Brand Name
Number 6 Model Numb/Descr
Number 7 Serial Number.

If other changes need to be made, press the number you want to change, and enter
the correct information in each field the same way you did for field 17.

Since the part cost has been equally divided between the 3 parts, you may wish to
distribute the total cost of the original part in different amounts per child part.

Note: We recommend you start with the first child part to do this.

To change the *cost* for this child part, ***type*** 18, ***press* <ENTER>**, then ***enter*** the
correct amount you want to apply as the cost for this part *only.*

To change the *wholesale price* for this child part, ***type*** 19, ***press* <ENTER>**, then
enter the correct amount you want to apply as the *wholesale* price for this part *only.*
(The wholesale price is generally the *lowest* price you will allow your employees to sell
this item for.)

To change the *retail price* for this child part, *type* `20`, *press* **<ENTER>**, then *enter* the correct amount you want to apply as the *retail* price for this part only. The retail price is what will appear on the new sales label for this part.

You may now want to change the product category for this child part.

To do this, *type <C>*.
When asked which number, *type* `24` and *press* **<ENTER>**.
Type `ST` (for Stereo), and *press* **<ENTER>**.
Type `AP` (for Amplifier), and *press* **<ENTER>**.
Press **<ENTER>** to return to the screen that has *all* of the child parts listed.

Once you have changed the cost of the amplifier, you will note that the cost of child parts two and three have been automatically adjusted so that the total cost of all three items is equal to the cost of the original item.

You should now edit the second child part. This can be done by entering the following:

Choose <C> to from the menu at the bottom of the screen.

After doing this you will be asked the following:

"Change Which New Part?"
Type in `2` and *press* **<ENTER>**.

Your screen will now show a detailed view of child part 1996#####B, which needs to be altered to fit the description and cost for the second split part.

At the bottom of the screen you will be asked the following.

Change which number?
Type `17` and *press the* **<ENTER>** key.
Press and *hold* the **<DELETE>** key to delete the old item description.

Type the new part description `Sony 123456 Turntable`, then *press* **<ENTER>**.

Now *change* the following fields in the same manner:

Number 5 Brand Name: SONY
Number 6 Model Numb/Descr   123456
Number 7 Serial Number   T582174

To change the *cost* for this child part, *choose* `18` now, then *enter* the correct amount you want to apply as the *cost* for this part *only*.

To change the *wholesale price* for this child part, **choose** 19, then **enter** the correct amount you want to apply as the *wholesale* price for this part *only*. As stated before, the *wholesale* price is generally the lowest price you will allow your employees to sell this item for.

To change the *retail price* for this child part, **choose** 20, then **enter** the correct amount you want to apply as the retail price for this part *only*. The *retail* price is what will appear on the new sales label for this part.

You may now want to change the product category for this child part.

To do this, **type <C>**.
When asked which number, **type** 24 and **press <ENTER>**.
Type ST (for Stereo), and **press <ENTER>**.
Type TU (for Turntable), and **press <ENTER>**.
Press <ENTER> to return to the screen that has *all* of the child parts listed.

You should now edit your third item. This can be done by entering the following:

Choose <C> from the menu at the bottom of the screen.

After doing this you will be asked the following:

"Change Which New Part?"
Type 3 and then **press <ENTER>**.

Your screen will now show a detailed view of child part 1996#####C, which needs to be altered to fit the description and cost for the second split part.

At the bottom of the screen you will be asked the following:

"Change which number?"

Type in 17 and **press <ENTER>**.
Press and **hold** the **<DELETE>** key to delete the old item description.
Type the new part description 2 Dolby 24" Speakers, then **press <ENTER>**.

Now **change** the following fields in the same manner:

Number 6 Model Numb/Descr	d46913/2-24"
Number 7 Serial Number	329d279

To change the *cost* for this child part, **choose** 18 now, then **enter** the correct amount you want to apply as the *cost* for this part *only*.

To change the *wholesale price* for this child part, ***choose*** 19, then ***enter*** the correct amount you want to apply as the *wholesale* price for this part *only*. As stated before, the *wholesale* price is generally the lowest price you will allow your employees to sell this item for.

To change the *retail price* for this child part, ***choose*** 20, then ***enter*** the correct amount you want to apply as the retail price for this part *only*. The *retail* price is what will appear on the new sales label for this part.

You may now want to change the product category for this child part.

To do this, ***type <C>***.
When asked which number, ***type*** 24 and ***press <ENTER>***.
Type ST (for Stereo), and ***press <ENTER>***.
Type SP (for Speakers), and ***press <ENTER>***.
Press <ENTER> to return to the screen that has *all* of the child parts listed.

A list of *all* items (with their correct descriptions, costs and product categories) is now displayed on screen.

If all the information you have entered is *correct,* you are now ready to file the parts and print part labels for each of the child parts.

At the bottom of the screen the following prompts will appear

<A>dd Part   <C>hange Part   <D>elete Part   <E>xit/Abort   <F>ile New Parts

Press <F> to file the new parts and ***answer*** the questions as they appear at the bottom of your screen.

TRADE-INS

When you take articles in trade, there are two possibilities to consider. Does the trade need to be reported to the police and do you have to collect sales tax on the full amount of the sale or on the difference between the sale price and the amount taken in trade.

ITEM REPORTED TO POLICE, TAX COLLECTED ON FULL SALE PRICE

You must first enter the item as a Purchase in the Option/Purchase/Trade section of the program. (Keep in mind that entering an item as a Purchase causes the Ledger to show a cash dispersal in the amount of the purchase price and the inventory count to be increased by $50.00.)

Next you would go into Sales and Layaways and make the sale in the normal manner.

Let's assume that you took in an item as a Purchase valued at $50.00 and are selling the customer an item valued at $100.00. Assuming a sales tax rate of 5% the total billed on the invoice would be $105.00. When the computer asks you for the amount paid on the invoice you would respond with $105.00 but you would actually collect $55.00 from the customer i.e. the $105.00 for the sale minus the $50.00 reported for the purchase.

ITEM REPORTED TO POLICE, TAX COLLECTED ON PRICE DIFFERENCE

You must first enter the item as a Trade in the Option/Purchase/Trade section of the program. (Keep in mind that entering an item as a Trade causes the Ledger not to report any cash dispersal, however, the inventory count is increased by the trade value.)

Let's assume that you took in an item as a Trade valued at $50.00 and are selling the customer an item valued at $100.00. Assuming a sales tax rate of 5%, you want the total billed on the invoice to be $55.00. You would go into Sales and Layaways and begin the sale in the normal manner. The part is entered on the invoice at the regular retail price and on the next line of the invoice you would press <Enter> when asked for part number, type trade-in as a part description, enter 1 when asked for quantity and enter the trade-in value as a NEGATIVE amount. When you press page down to complete the invoice, the invoice will show an amount billed before tax of $50.00 (the difference between the sales price and the trade value) and a sales tax figure of $5.00. At this point you would file the invoice and collect the $55.00.

ITEM NOT REPORTED TO POLICE, TAX COLLECTED ON FULL SALE PRICE

You must first enter the item in the Sales & Layaway, Inventory Maintenance, Add Wholesale Part section of the program. (Keep in mind that entering an item in this manner causes the saleable inventory count to be increased by $50.00.)

Then you would go into general ledger and enter a disbursal to the customer in the amount of $50.00 (this causes the Ledger to show a cash dispersal in the amount of the trade-in value.)

Next you would go into Sales and Layaways and make the sale in the normal manner.

Let's assume that you added an item to saleable inventory valued at $50.00 and are selling the customer an item valued at $100.00. Assuming a sales tax rate of 5% the total billed on the invoice would be $105.00. When the computer asks you for the amount paid on the invoice you would respond with $105.00 but you would actually

collect $55.00 from the customer i.e. the $105.00 for the sale minus the $50.00 reported as a disbursal in the general ledger.

ITEM NOT REPORTED TO POLICE, TAX COLLECTED ON PRICE DIFFERENCE

You must first enter the item in the Sales & Layaway, Inventory Maintenance, Add Wholesale Part section of the program. (Keep in mind that entering an item in this manner causes the saleable inventory count to be increased by $50.00.)

Next you would go into Sales and Layaways and make the sale in the normal manner.

Let's assume that you added an item to saleable inventory valued at $50.00 and are selling the customer an item valued at $100.00. Assuming a sales tax rate of 5%, you want the total billed on the invoice to be $55.00. You would go into Sales and Layaways and begin the sale in the normal manner. The part is entered on the invoice at the regular retail price and on the next line of the invoice you would press <Enter> when asked for part number, type trade-in as a part description, enter 1 when asked for quantity and enter the trade-in value as a NEGATIVE amount. When you press page down to complete the invoice, the invoice will show an amount billed before tax of $50.00 (the difference between the sales price and the trade value) and a sales tax figure of $5.00. At this point you would file the invoice and collect the $55.00.

IMPORT/EXPORT ROUTINES

Import/Export Routines are used to help one store with a Power Software program transfer saleable merchandise to another store with a Power Software program using disk transfer.

The first step in using this routine is to decide what items are to be transferred according to each company's own needs. To help you in your decisions, you can use an inventory update/pull sheet or an inventory report of a specific category of merchandise (e.g. jewelry). Once you have decided on the items to be transferred, you will need to export those items to a disk.

NOTE: As always, practice exporting AND importing in Tutorial *before* trying this in the main program.

EXPORTING ITEMS TO DISK

To ready selected items for export to a disk, follow the steps below:

<S>ales/Layaway
<I>nventory Maintenance
<I>mport/Export Routines

<S>et Export Drive:\path\file name:
Enter the drive you will be exporting the file to (usually A: or B:) and the file name
        (to be decided by the store). For example, you might enter `A:PARTS.EXP`
<S>et Your 2 character Pawn Export Prefix
Enter the Export Prefix for the store you are exporting from. For example, `S1` (for
        Store # 1)
<S>et Your 5 character Export Vendor I.D.
Enter a five character export vendor I.D. For example, we want to use and S for
        Store and a 1 for the #1 store. our five character vendor I.D. would be S0001.
Set up the store you are exporting to as a customer with Customer Type "B" (for
        Both) with a unique Vendor I.D. (<S>ales/Layaway, <N>ew Entry/Invoice/
        Vendor).

If you will be selling the items selected at cost or for any dollar amount, just use the store name. If you will be selling them for $0, you must set up the store name in the following manner:

       `TRANSFERRED ITEMS, STORE NAME`

    For Example: `Transferred Items, Jackson Street`
                      `Transferred Items, Main Store`

Sell all items to be transferred to the receiving store (on invoices) as a non-taxable sale with part number, quantity and amount TO BE PAID BY THE RECEIVING STORE (it does not matter if they are sold for $0 dollars, the cost of goods or a profit on the goods). If the sale total *is not* $0, the method for selling the items should be either as a carry-out finance or a layaway (this should be decided by the store).

NOTE: **To somewhat automate the selling process, you can use the**
          Sales Inventory View/Tag (see Tagging Parts For Bulk Non-
          Taxable Sales**).**

To export the selected items to disk, ***do*** the following:

Enter your Employee I.D.
When asked for the Export File Spec, ***enter*** the drive you are exporting to and the file
        name that holds your selected items. In our example, this would be
        `A:` or `B:\Parts.Exp`
At the Export From Invoices Issued To: prompt, ***enter*** the name of the store you are
        transferring your merchandise to.
At each prompt, ***type*** in the starting invoice date and the ending invoice date.   At
each prompt, ***type*** in starting invoice number and ending Invoice number.
Read each screen and ***follow*** all the commands.

Take your disk out of the drive and give it to the receiving store.

Before parts on a disk are imported, you should view and/or edit the import part file.

VIEWING/EDITING AN IMPORT PART FILE

To view and/or edit an import part file, *do* the following:

<S>ales/Layaway
<I>nventory Maintenance
<V>iew/Edit Import Part File
When asked for the Import File Spec, *enter* the drive you are importing from and the
      file name that holds your selected items. In our example, this would be
        `A: or B:\Parts.Exp`

Items contained on the disk for import will be displayed with their part information in
the same format as parts viewed in Inventory Maintenance, Find/Update Part Data.

Any changes you would like to make can be made here BEFORE importing. Once you
are done viewing/editing your import items, you can complete the importing process.

IMPORTING ITEMS FROM A DISK

To import a file from disk, *do* the following:

<S>ales/Layaway
<I>nventory Maintenance
<I>mport/Export Routines
<S>et Import Drive:\path\file name:
Enter the drive you will be importing the file from (usually A: or B:) and the file name
      (decided by the exporting store). Using our example, you would enter
        `A:PARTS.EXP`
Set up the store you are importing from as a customer with Customer Type "B" (for
      Both) with a unique Vendor I.D. (<Sales/Layaway, <N>ew Entry/Invoice/
      Vendor).

NOTE: **Firearms WILL NOT import unless the store that they are being
         imported *from* has been set up as a vendor with a Vendor I.D.
         that matches the stores Export Vendor I.D.**

Read each screen and *follow* all the commands.

PHYSICAL INVENTORY EXPORT

Doing a physical inventory is one of the most tedious aspects of maintaining accurate
inventory records. The Physical Inventory Export allows you to enter physically
counted items manually, or scan them in using a barcode reader, and compare your

physical inventory count with the quantities listed in your data base in an instant.

To do this, you will first need to export the information needed by the executable file IPERSCAN.EXE. You can export your entire inventory or selective groups of items (type, category, location, keyword, etc.) depending on your method of taking inventory.

To do a physical inventory from the main menu you would press:
<S>ales & Layaway
<I>nventory Maintenance
<P>hysical Inventory Export (to create the data file that you will be verifying)
Pick the criteria of the parts to be included in the compare file from menu choices and/or screen prompts. The last prompt will be for the drive and path where you wish to place the compare file. The default drive/path for this file is a:\ but you can change the drive/path to reflect the drives that you have installed in your system. Once you have answered all the prompts the software will begin processing the parts and create the compare file. The IPERSCAN.EXE executable program file must then be copied from disk 2 of your software installation disks to the directory where you will be running it from. To start the IPERSCAN utility you would cd into the directory where you copied IPERSCAN.EXE, type iperscan and press <ENTER>.

At the iperscan menu press <F>loppy copy. At the prompt for Drive and Path enter the same drive and path that you used when doing the physical export and press <ENTER>.

The compare files will be read in for doing the inventory compare and you will be returned to the menu. Press <S>can Parts and a parts listing window will appear showing the part numbers, part descriptions, quantity in the computer data base and quantity scanned so far (which should be 0 at this point). Look down the list about half way and type the part number of one of the parts shown there into the reverse video prompt at the bottom of the screen then press <ENTER>.

The highlight bar will move to the part number that you typed in and the #Scanned field will increment by one.

Pressing <ESC> at the Part Number prompt exits the scan mode and the following prompt appears at the bottom of the screen: "Finished Scanning All Inventory In This Group <Y/N>"

Pressing Y causes the following prompt to appear at the bottom of the screen: "Print Discrepancy Report <Y/N>"

Pressing Y causes a report to be printed to the printer showing parts where the Instock Quantity and the #Scanned Quantity are NOT EQUAL.

PAWN/SALES INVENTORY VIEW/TAG

To get to the inventory view/tag section from the main menu you will press:
<S>ales & Layaway
<I>nventory Maintenance
<V>iew/Tag Inventory

This new feature has 3 uses.

The first allows you to simply view all pawn/purchase/trade inventory not yet available for sale or current saleable inventory in a scrollable window and gives you the ability to view item records by pressing <V>iew. You can be selective in the items you view by choosing just the category, brand, keyword or other information in the initial questions you are asked. Once you have answered the questions a scrollable window showing the item #, description, inventory status, cost, etc.

The second allows you to tag items in your pawn/purchase/trade inventory that you want to move into saleable inventory. You can be selective in which items you want displayed in the list by the answers you give to questions asked. A scrollable window will appear with the items you chose to include. In order to tag an item you want to move you would press the <ENTER> key, this will tag the item that is highlighted and all items on the same transaction. Once you have finished tagging items you want to move press <ESC> and you will be prompted "Process Tagged Items <Y/N>" if you want to finish tagging items at a later time press "N", but if you want to move the items currently selected press "Y" and the tagged items will be moved into saleable inventory.

The third allows you to tag items in your saleable inventory that you want to be invoiced automatically. A scrollable window provides you with a listing of saleable inventory. Inventory contained in the window may be determined by the user based on part type, keyword, etc. The arrow and page control keys are used to maneuver through the listing and when any item in the window is highlighted the view key may be pressed to view the actual part entry in the saleable inventory file. When you press <ENTER> to tag an item for invoicing you will be asked the name of the customer the part is to be sold to, the quantity to be sold and the price at which you will be invoicing the part.

To experiment with tagging items to be invoiced press:
<S>ales Inventory View/Tag from the SALES/PAWN VIEW/TAG MENU
Press T to indicate that you wish to tag items for invoicing
Press <ENTER> at each prompt until the scrollable window appears

Once parts are collected and displayed you will see that one of the parts is highlighted. You may change the highlighted part by pressing the down arrow. Try it.

Tag the currently highlighted part by pressing the <ENTER> key. When you press the <ENTER> key a prompt will appear at the bottom of the screen asking for the name of the customer that the selected part will be invoiced to. Type TRANSFERRED into the prompt field and press <ENTER>. A customer listing window will appear with the name "TRANSFERRED ITEMS, *" highlighted. Press <ENTER> to confirm this selection and a part sale window will appear with the cursor located on the quantity field. The quantity field will be defaulted to the current in stock quantity. Press <ENTER> to leave the quantity at the default value and move to the sales price prompt. If a retail price has been established for the part the retail price will be the default sale price in the sale price prompt field. Normally when selling to TRANSFERRED ITEMS, * all items are sold for $0. If the selling price is anything other than $0 type 0 into the field and then press <ENTER>. After pressing <ENTER> at the sale price prompt two choices will appear at the bottom of the part sale window (<A>ccept and <R>edo).

Press A to accept the quantity and price shown in the part sale window and you will be returned to the part listing window. The highlighted part in the listing window will now show the quantity and sale price in the #Sold and $Sold columns.

Select and sell a few more items to TRANSFERRED ITEMS, *. (Once you have tagged any item to sell to a specific customer notice that the customer remains the default customer unless you delete and overtype the customer name prompt with another name.) Once you have selected and tagged a few items and are back at the part listing window press the <ESC> key and the following prompt will appear:

Process Tagged Items <Y/N>

Press Y to process. The program will scan through saleable inventory and locate the parts you have tagged and print an invoice with the items filled in at the quantities and sale prices you set while tagging. In processing tagged items payment equal to the amount billed is posted to the invoice making it a fully resolved invoice therefore you should only use the tag feature when selling to customers like TRANSFERRED ITEMS, * OR SCRAPPED METALS, *.

WISH LIST

Have you ever had someone who asked for an item that you did not have in stock so you told them to check back with you or took down the pertinent information and hoped you'd remember them and what they wanted? This is the entire reason for having a Wish List.

Wish List allows you to enter a customer's request(s) for merchandise that is not currently in your saleable inventory. You can use this list to contact those customers when you acquire an item that you think they would like to purchase.

When you go to the Customer Wish List Menu (<I>nventory Update/Pull, <C>ustomer Wish List), you will have the following options:

<N>ew Wish List Entry   <C>ompare to Last Pull Sheet
<F>ind/Update Wish List
<P>rint Wish List

When making a new wish list entry, you can enter a customer's name, phone number, the product category and brand name of the item they would like to buy and make any notes about the item they are looking for (such as a Murray mountain bike - preferably blue). When the entry is complete, you can either abort the entry, change it, or file it.

NOTE: **The brand name and category prompts are important because those fields are the fields that are compared to your pull sheets when you <C>ompare Wish List.**

Find/Update Wish List is used to find an entry by keyword (name, category, brand name, etc.). Once the desired entry is found, it may be changed or deleted.

When you print a wish list (either to a printer, the screen, or a disk file), the customers' names, phone numbers and categories, brands and descriptions of the item being sought.

If you would like to compare the wish list to your last pull sheet, you can do this automatically by using the Compare to Last Pull Sheet option. This will show you the item number, description, category and brand name of item pulled that matched a wish list entry along with the customer name and phone number of the person with the matching entry.

NOTE: **This option will not appear on your screen if you are not doing automatic pulls during updates.**

TRACKING INVENTORY

The tracking inventory feature (<S>ales/Layaway, <P>rint Routines) allows you to see the *entire* history of an item from the time it was brought into your store until the time it goes out. This report can be run to a printer, the screen or a disk file, and will show you the part/item number, date of move action, employee who initiated move, transaction/invoice number, quantity moved in that action, where it was moved from and to, and the previous (before move action) and current part value (after the move). For example, a typical entry would look like this:

P/I Num	Vend	Date	Empl	Ac	Tr/In Num	Qty	From/To		PrPtVa	CuPtVa
199602497	Pawn	071596	JAS	MP	199502218	1	O	S	30.00	30.00

This tells me that part number 199602496 (which was brought in as a pawn - transaction number 199502218) was moved during an inventory pull (MP), on July 15, 1996 from option into saleable inventory. The value before the move was $30.00, and the value after the move was $30.00.

The first time you run an inventory tracking report, we highly recommend you 'print screen' the Inventory Action Codes window that appears on the screen when the "Move action Code or <ENTER> for all: " prompt appears at the bottom of the screen. This way, you will have a hard copy to use as a reference when you are looking at a report.

As for the From/To codes, there are four:

O	Option	An O shows that an item is in Option (Pawn) inventory.
S	Saleable Inventory	This includes purchases and trades - even if they are not yet available for sale.
L	Layaway Inventory	This includes on invoices that have non-zero balances.
-	Out of Store	When items are sold they show as being Out-of-Store. When they are taken in (either as a pawn or purchase), they show as coming from Out-of-Store.

DISPOSAL OF INVENTORY

There are times when you may need to dispose of inventory that exists in your data base but *is not* in your store. To do this, sell those items to the "dummy" customer (see **"Dummy" Customers Set Up For You**) `Transferred Items, *`, with a part number and a quantity for $0. Doing this *will* show a loss to saleable inventory on your ledger report, however, any dollar values attached to these invoices *will not* be reported to the ledger, and (subsequently) *will not* be reflected on your ledger report.

SCRAPPING METALS

There are two ways to scrap metals, both of which require you to create an invoice to the "dummy" customer (see **"Dummy" Customers Set Up For You**) `Scrapped Metals, *`.

The first way is to sell the items to be scrapped to Scrapped Metals with a part number and a quantity for $0. Doing this will remove the items from inventory and show a loss on your general ledger report (which is exactly what happens until you actually receive the money for them - you do not have the item(s) or the money).

When you receive the money for those items (from the foundry), you will need to make

a corresponding income entry (as a non-taxable sale) in the ledger and assign the code for Scrapped Metals. (Entries with this code are the entries used by the program to calculate the "income received on scrapped metals" shown on the General Ledger Report.)

The other method is to sell the items to be scrapped to Scrapped Metals with a part number and a quantity, but for a dollar value with a payment received of $0 (this creates a layaway invoice). This will remove the item from salable inventory and increase layaway inventory.

When you receive the money for those items (from the foundry), verify the dollar value you sold them for is truly the amount you received. If it is not, correct the invoice - make the price of the item sold the amount received (see **Changing Invoice Information In The Sales Program**). Once the correct price is on the invoice, post a payment for the full amount of the invoice. This will remove the item from layaway inventory and reflect the posted amount as "income received on scrapped metals" shown on the General Ledger Report.

CHAPTER 6 - GENERAL LEDGER

This chapter is designed to help you understand how the things you do in a regular business day affect your general ledger. Hopefully, in the process of, you will learn what report to run when looking for something specific (that affects the ledger) and understand the information presented on each .

To do this, we will be incorporating samples of all reports that detail all the things you do in a day that affect your ledger. Each of those things are assigned an identifying character which will be used throughout this chapter.

For example: Look at our sample cash drawer report. The letter A (to the left of the margin) is assigned to the information on that line (an Option). On all the pages that follow, every entry with an identifying A beside it, is where our option has an affect.

Asterisks (*) mean to look for a note regarding that entry. The note will follow the sample report that has the * beside the identifying character.

GENERAL LEDGER REPORTS

General ledger reports are available from the General Ledger Menu (<G>eneral Ledger) and may be run at any time, for any date range. The program allows you to select the format of the report (i.e. Full Ledger Report - lists all items on report - or Synopsis - gives only totals for report), if you would like the report for an individual or for all customers and/or employees (using Employee I.D.). *Some* reports even allow you to break down the report by entry types (i.e. purchases, options, disbursals, etc.).

NOTE: **If you decide you do not want to print a report (either you have made a mistake in entering your report parameters or have chosen to print the wrong report), keep answering the prompts or press <ENTER> until you are asked if you want to print the report, then answer <N>o. You will then be returned to the General Ledger Menu.**

NOTE: **All reports in this program can be run to a printer, the screen or a disk file.**

CASH DRAWER REPORT VS. LEDGER REPORT

A cash drawer report shows you cash drawer transactions (i.e. payments, refunds, loans, extensions, etc.) and any petty cash drawer payables, receivables or transfers entered in through the general ledger. Cash drawer reports should be run *daily* so that you may balance your cash drawer while the activities of the day are fresh in your mind.

NOTE: **Cash drawer reports do not retain a balance from the previous day as the program has no way of knowing the amount of cash you will be beginning each day with.**

A ledger report contains all information that affects your general ledger. This includes transactions done in the day, payables, receivables (everything *except* for your bank activity), and shows your profit and loss, inventory balances, profitability net gain/loss figures, and your sales tax (when run for a month - i.e. 0101YYYY to 0131YYYY, 0601YYYY to 0630YYYY). Your ledger report should be printed *monthly* and provided to your accountant.

Some people are confused at first by the differences between the Cash Drawer Report and the General Ledger Report. This is understandable considering both are extracted from the same data file containing a detailed account of every transaction affecting your ledger that has occurred during your use of the program.

The real differences are:

Cash drawer reports contain information related to transfers of money from your cash drawer to your bank and from your bank to your cash drawer, but general ledger reports *do not* contain any information related to money transfers. These transfers change the amount of money you have on hand in your store at any given time, but *do not* affect profit and loss calculations for your business.

Your cash drawer report contains information regarding payments that you receive on layaways, but until payment *in full* has been received, **no entry** is shown on your general ledger report. This insures that sales taxes will not be paid until an invoice has been paid in full. (*When a final payment on an invoice is made, the General Ledger Report will show a reported sale for the full amount of the invoice.*)

A cash drawer report *does not* include information on expenses (payables) you have paid by check or debits (bank charges) that have been deducted from your checking account, but a general ledger report shows both.

Note the following definitions (which in themselves explain the difference):

Cash Drawer Report definitions:
Invoice Payment -   Any payment posted to an invoice.
Invoice Refund -   A return of monies by unposting a payment.

General Ledger Report definitions:
Reported Sale -   When an invoice achieves a zero balance and is reported to the ledger.
Reported Refund -   When an invoice that *has* a zero balance is altered to show a non-zero balance.

To further see these differences, look at the following sample reports and charts.

Sample Cash Drawer Report

```
    PAWN SHOP                                    Printed 07-17-1996
    14:19
    1010 ANY STREET

    CASH DRAWER CODES:
    P Purchase  O Option    R Reclaim   E Extension   P Principal±   A* Trade
    I Income    D Disbursal  T Transfer  3 Inv.Payment  5 Inv.Refund
```

	TRAN/INVO#	ITEM#	CoEmpl	DATE	CUSTOMER NAME	PAID	EXT/PMT	REC/SAL
A								
B	TRANS							
C	T199600002	00002	O LAC	07/15	ADAMS, GOMEZ	100.00		
B B	T199600003	00003	P LAC	07/15	ADAMS, GOMEZ	100.00		
Z	T199600004	00004	A*LAC	07/15	ADAMS, GOMEZ	100.00		
Y	I199600001		3 LAC	07/15	RICH, RICHIE			50.00
H	I199401209		5 LAC	07/15	PAWN SHOP			-135.00
D	I199501057		3 LAC	07/15	BILKO, ERNES			105.01
E	PIZZA		D LAC	07/15	DADDYO'S	12.76		
T	T199500526		R LAC	07/15	YORSEF,GOFOK			221.00
R	T199502207		E LAC	07/15	BROWN, CHARL		5.00	
K	SCRAP GOLD		I LAC	07/15	FOUNDARY			253.86
J	I199600004		3 LAC	07/15	SCRAPPED MET			39.00
	T199600001		+ LAC	07/15	WENCES, SENO		10.00	
	DISPLAY		I LAC	07/15	MADONNA			25.00

```
                                             ===================================
                                              212.76    15.00   558.87
       0.00
  *
 M,N  Cash Drawer Synopsis: 07-15-96 Through 07-15-96

   B  Beginning Cash:            1000.00
 A,L  Transfers:                    0.00
   Z
   H  Purchases Total:            100.00
      Options Total:              100.00
BB,T,R,Y Sales Payment Refunds:   135.00
   **  Petty Cash Expenses:        12.76
   J
   E  Sales Payment Totals:       447.87
   D  Pre4.0 Auc/Scr/Dama/Sto       0.00
   K  Miscellaneous Income:        25.00
      Extensions Total:             5.00
   *  Reclaims Total:             221.00
   *  Payments On Principal:       10.00
                                 ==========
      Computed Ending Cash:      1361.11
      Actual Cash Count:         1361.11
```

*   Beginning Cash and Actual Cash Count are entered by the user at the time the report is run. The Computed Ending Cash is the sum of all the things that happened in your drawer during the period of time the report is run for, added to or subtracted from the Beginning Balance entered. If your Computed Ending Cash and Actual Cash Count do not match, your cash drawer is off.

** This figure includes data entered into versions of Pawn Power before 4.0 was installed. If you have never used a version prior to 4.0, this figure will always be zero.

Sample General Ledger Report

```
PAWN SHOP                                      Printed 07-17-1996 14:19
1010 ANY STREET


Ledger Report 07-15-96 Through 07-15-96
LEDGER CODES:
P Purchase    O Option    E Extension    R Reclaim    P Principal±
C Confis.     I Income    D Disbursal    A*Trade      1 Rep.Sale    2 Rep.Rfn

     TRAN/INVO#  ITEM# CoEmpl  DATE CUSTOMER      PAID   EXT/PMT   REC/SAL      TAX
 A  T199600002 00002 O LAC  07/15 ADAMS, GO   100.00
 B  T199600003 00003 P LAC  07/15 ADAMS, GO   100.00
 C  T199600004 00004 A*LAC  07/15 ADAMS, GO   100.00
AA  I199401209       2 LAC  07/15 PAWN SHOP                       -135.00     0.00
 Y  I199501057       1 LAC  07/15 BILKO, ER                        356.82    23.19
 G  FLYER           D LAC  07/15 PRINT CO.   149.77
 H  PIZZA           D LAC  07/15 DADDYO'S     12.76
 D  T199500526      R LAC  07/15 YORSEF,GO                         221.00
 E  T199502207      E LAC  07/15 BROWN, CH               5.00
 W  I199600003      1 LAC  07/15 SCRAPPED                            0.00     0.00
 T  SCRAP GOLD      I LAC  07/15 FOUNDARY                          253.86
 U  I199600004      1 LAC  07/15 SCRAPPED                           39.00     0.00
 K  T199600001      + LAC  07/15 WENCES, S              10.00
 J  DISPLAY         I LAC  07/15 MADONNA                            25.00
                                            ===================================
                                             362.53   15.00    760.68    23.19


Ledger Income/Expense Synopsis 07-15-96 Through 07-15-96


   B  Purchases Total:   -     100.00
 A,L Options Total:      -     100.00
  AA Refunds Total:      -     135.00
 G,H Check/Cash Expnd: -      162.53
 T,Y Sales + Tax Total:+     633.87
   D Reclaims Total:    +     221.00
   U Auct/Scrp/Dmaged: +      39.00
   E Extensions Total: +       5.00
   K Payments/Princ:   +      10.00
 I,J Misc Income Total:+      25.00
                         ==========
     Profit/Loss Cash:      436.34


                      Total    Salable   Pawn/Opt   Layaway
     Ending Inventory:  92244.06  79691.66   9396.50    3155.90
     Previous Inventory: 92276.06  79511.66   9406.50    3357.90
                      ==========   B,C,F,U,V,       A,D,F,K,L     AA,BB,Y,Z
     Profit/Loss Invn:     -32.00   W,X*,Z,BB,CC

     Profit/Loss Cash:     436.34   Ending Layaway Deposits:    3170.42  BB,Y
     Profit/Loss Invn:     -32.00   Prior Layaway Deposits:     3395.42
                      ==========                             ==========
     Net Loss/Gain:       404.34    Net Deposit Loss/Gain: -225.00
```

X* Items invoiced to Transferred Items are never reported on the Cash Drawer Report and **only** affect saleable inventory on the General Ledger Report.

The following is a printout of the sentences that appear at the bottom of our sample general ledger report. You will find the identifying character that corresponds to our sample reports either to the left of the sentence or incorporated into the sentence in parentheses.

```
E   Extension income of 5.00 was received on items valued at 8.00
    resulting in a profit of 62%.

D   Reclaim income of 221.00 was received on items valued at 100.00
    resulting in a profit of 121%.

K   Payments on principal of 10.00 were received.

E,D Option/Interest income of 126.00 was received during this period.
D,K Option Inventory/Loan principal was reduced by 110.00 during this period.

E,D Reclaimed loans profit yielded over time is 396%.

C   Inventory items valued at 100.00 were received in trade.

    Sales income of 221.82 (AA,Y)  was received on items valued at 267.00
    (AA,Y)
    resulting in a profit of -17%.

    Sale + Trade income of 321.82 (AA,C,Y) were received on items valued at
    267.00 (AA,Y) resulting in a profit of 21%.

    Scrap income of 292.86 (T,U) was received on items valued at 55.00 (U,W)
    resulting in a profit of 432%.
```

BANK ACTIVITY REPORTS

A bank activity report contains check disbursals, withdrawals, deposits and transfers to and from the bank. Bank activity reports should also be printed monthly and provided to your accountant.

Sample Bank Activity Report

```
    ALL STAR PAWN                                    Printed 07-19-1996
    11:57
    10017 NORTH FLORIDA AVENUE

G   Bank Activity SUN 07-15-96 thru 07-15-96
    Date  Srce Dest  ChkNum    Paid To/Rcvd From    For (Descr.)
    Amount
N   07/15 SUN        1234      Print Co.            FLYER
I   149.77
M
G   SUN  Activity Totals
    Deposits Total:  0.00
    Bank Credits Total:    0.00
    Withdrawals Total:     0.00
    Disbursals Total:149.77
```

The above report is for only one bank. If you run a bank activity report for all banks, this

EXPENSE REPORTS

Expense reports contains information on checks you have written and entered through the payables section of the General Ledger. It *can* include petty cash drawer expenditures entered through payables (if you choose to do so). (*When run for bank and petty cash drawer payables, this report is an explosion of "Check/Cash Expnd" shown in the synopsis of the General Ledger Report - provided they are both run for the same period of time.*)

Sample Expense Report

```
ALL STAR PAWN                                    Printed 07-24-1996
16:08
740 NE 120th Street


Expense Code Report 07-15-96 Through 07-15-96  All Categories


Expense Code 2 - ADVERTISING                     Printed 07-24-1996
16:08
Date        ChkNum    Paid To             For (Descr.)           Amount
07/15/1996  1234      PRINTING CO.         FLYER                  149.77


Total Expense Code 2 - ADVERTISING =    149.77
---------------------------------------------


Expense Code 22 - MEAL                           Printed 07-24-1996
16:08
Date        ChkNum    Paid To             For (Descr.)           Amount
07/15/1996  PT. CASH  DADDYO'S             PIZZA                   12.76


Total Expense Code 22 - MEAL =     12.76
---------------------------------------------
```

INCOME REPORTS

An income report contains information on any monies (check, cash, electronic, etc.) you have received and entered through the receivables section of the general ledger. It *can* include petty cash drawer income entered through receivables (if you choose to do so). (*When run for bank and petty cash drawer receivables, this report is an explosion of "Misc Income Total" shown in the synopsis of the General Ledger Report - provided they are both run for the same period of time.*)

Sample Income Report

```
ALL STAR PAWN                                    Printed 07-24-1996
16:08
10017 NORTH FLORIDA AVENUE


Income Code Report 07-15-96 Through 07-15-96  All Categories


Income Code 26 - REIMBURSAL                      Printed 07-24-1996
16:08
Date        ChkNum     Rcvd From            For (Descr.)          Amount
07/15/1996  CASH       MADONNA              DISPLAY                25.00


Total Income Code 26 - REIMBURSAL =    25.00
----------------------------------------------


Income Code 31 - SCRAPPED METALS                 Printed 07-24-1996
16:08
Date        ChkNum     Rcvd From            For (Descr.)          Amount
07/15/1996  0987       FOUNDARY             SCRAP GOLD            253.86


Total Income Code 31 - SCRAPPED METALS =   253.86
----------------------------------------------
```

SALES/LAYAWAY REPORTS THAT DETAIL LEDGER ENTRIES

Printing reports from the Print Routines Menu (<S>ales/Layaway, <P>rint Routines) will allow you to select specific product categories (i.e. <F>irearms, <J>ewelry, <O>ther or all categories), keyword descriptions, brand names, starting and ending dates and individual or all customers, depending on the report you choose. There are four sales/layaway reports that detail information reported on your general ledger report.

INVENTORY TRACKING REPORTS

This feature allows you to track changes in inventory status to and from out-of-store, option/pawn, saleable, and layaway inventory and keeps track of date and I.D. of the employee who initiated the change.

Sample Inventory Tracking Report

```
Inventory Tracking Report
    P/I Num     Vend  Date     Empl Ac Tr/In Num   Qty  From/To   PrPtVa    RsPtVa
    ------------------------------------------------
  A 199600002   PAWN  07-15-96 LAC  NO 199600002    1   -    O     0.00     100.00
  B 199600003   PAWN  07-15-96 LAC  NP 199600003    1   -    S     0.00     100.00
  C 199600004   PAWN  07-15-96 LAC  NT 199600004    1   -    S     0.00     100.00
C C N3456       RSR   07-15-96 LAC  NI         0    1   -    S     0.00     100.00
B B 223         PRIOR 07-15-96 LAC  IN 199600001    1   S    L   200.00     200.00
A A 56958397    ASP2  07-15-96 LAC  IU 199401209    1   -    L     0.00     135.00
  Z 56958397    ASP2  07-15-96 LAC  IR 199401209    1   L    S   135.00     135.00
  Y 199501005   PAWN  07-15-96 LAC  IP 199501057    1   L    -   112.00       0.00
  Y 199500839   PAWN  07-15-96 LAC  IP 199501057    1   L    -   120.00       0.00
  Y 199500512   PAWN  07-15-96 LAC  IP 199501057    1   L    -    60.00       0.00
  Y 199501875   PAWN  07-15-96 LAC  IP 199501057    1   L    -    50.00       0.00
  Y 199401570   PAWN  07-15-96 LAC  IP 199501057    1   L    -    60.00       0.00
  D 199500595   PAWN  07-15-96 LAC  RE 199500526    1   O    -    60.00       0.00
  D 199500596   PAWN  07-15-96 LAC  RE 199500526    1   O    -    40.00       0.00
X * 101347146   DA    07-15-96 LAC  IT 199600002    1   S    -   232.00       0.00
  W 104044746   PI    07-15-96 LAC  IT 199600003    1   S    -    20.00       0.00
  W 104045010   JAS   07-15-96 LAC  IT 199600003    1   S    -    10.00       0.00
  W 104045182   PI    07-15-96 LAC  IT 199600003    1   S    -    10.00       0.00
  K 199600001   PAWN  07-15-96 LAC  L- 199600001    1   O    O    25.00      15.00
  U 199401366B  PAWNS 07-15-96 LAC  IN 199600004    1   S    -    15.00       0.00
  V 101347146   DA    07-15-96 LAC  IR 199600002    1   -    S     0.00     232.00
```

B * Notice that the vendor of our purchase is listed as pawn on the Inventory Tracking Report.

X * Items invoiced to Transferred Items never show on the Cash Drawer Report and **only** affect saleable inventory on the General Ledger Report.

All moves and or changes made to any item, invoice or pawn (option/buy-back) are shown on the inventory tracking chart.

LEDGER PAYMENT REPORTS

Ledger payment reports include invoice numbers, ledger codes, customer name, reported sales, reported refunds, tax, amount paid and amount credited. The report can be run for a single customer, if so desired and by employee ID if you wish to see ledger entries for that employee. There are two different types of ledger payment reports: a Standard and a Detailed (Full).

Sample Ledger Payment Report (Standard)

```
    PAWN SHOP                                      Printed 07-17-1996
    14:28
    1010 ANY STREET

    TRANSACTION CODES: Ledger Payment Report
    1 Reptd Sale   2 Reptd Refund   3 Payment   5 Refund
B B Invoice#   Co DATE CUSTOMER NAME    RpSale    RpRfnd    Tax  Payment
A A Refund
 z  I199600001 3  7/15 RICH, RICHIE                               50.00
 Y  I199401209 2  7/15 PAWN SHOP                 135.00
 Y  I199401209 5  7/15 PAWN SHOP
x * 135.00
 W  I199501057 3  7/15 BILKO, ERNEST                             105.01
 R  I199501057 1  7/15 BILKO, ERNEST   356.82           23.19
U * I199600002 1  7/15 TRANSFERRED IT
    I199600003 1  7/15 SCRAPPED METAL
    I199600004 3  7/15 SCRAPPED METAL                             39.00
    I199600004 1  7/15 SCRAPPED METAL    39.00
                                  =========================================
                                  395.82   135.00  23.19  194.01
    135.00

U,W,Y
  A A Synopsis Of Transactions
      07-15-1996 Through 07-15-1996
   R
   z  Reported Sales Total:      395.82
      Reported Refunds Total:    135.00
      Taxes Due Out Total:        23.19
      Unrptd Payments Total:     194.01
      Unrptd Refunds Total:      135.00
```

X* Items invoiced to Transferred Items are never reported on the Cash Drawer Report and **only** affect saleable inventory on the Ganeral Ledger Report.

Most of the time you will only want to run a Standard Ledger Payment Report. The Detailed Ledger Payment Report is only run when you would like to see the cost of items on an invoice at the time of a reported sale or reported refund.

SAMPLE LEDGER PAYMENT REPORT (DETAILED/FULL)

```
PAWN SHOP                                    Printed 07-17-1996 14:27
1010 ANY STREET

TRANSACTION CODES: Ledger Payment Report
1 Reptd Sale   2 Reptd Refund   3 Payment   5 Refund
Invoice#   Co DATE CUSTOMER NAME     RpSale   RpRfnd    Tax Payment    Refund
A A I199401209 2  7/15 PAWN SHOP                135.00

     Reported Refund of Parts Costing:         135.00

 Y  I199501057 1  7/15 BILKO, ERNEST    356.82           23.19

          Part Numb       Empl Description    Qty   TCost
          199501005       AS   RCA X20341EB TV-  1   112.00
          199500839       AS   PHILCO P2505RT20  1   120.00
          199500512       AS   SIGNATUR 15142C   1    60.00
          199501875       AS   MAGNAVOX VR9210A  1    50.00
          199401570       AS   EMERSON VCR755 V  1    60.00

          Reported Sale of Parts Costing:        402.00

x *  I199600002 1  7/15 TRANSFERRED IT

          Reported Sale of Parts Costing:        232.00

 W  I199600003 1  7/15 SCRAPPED METAL

          Part Numb       Empl Description    Qty   TCost
          104044746            14K NECKLACE      1    20.00
          104045010            14K BRACELET      1    10.00
          104045182            14K CHARM         1    10.00

          Reported Sale of Parts Costing:         40.00

 U  I199600004 1  7/15 SCRAPPED METAL    39.00

          Part Numb       Empl Description    Qty   TCost
          199401366B           14KYG HERR. NECK  1    15.00

          Reported Sale of Parts Costing:         15.00

                    ============================================
                    395.82   135.00  23.19    0.00      0.00

Synopsis Of Transactions
07-15-1996 Through 07-15-1996

Reported Sales Total:       395.82
Reported Refunds Total:     135.00
Taxes Due Out Total:         23.19
Unrptd Payments Total:        0.00
Unrptd Refunds Total:         0.00
```

X* Items invoiced to Transferred Items are never reported on the Cash Drawer Report and **only** affect saleable inventory on the Ganeral Ledger Report.

LAYAWAY PAYMENT REPORT

The Layaway Payment Report shows the invoice number, ledger code, date of ledger entry, customer name, current invoice amount, entry type, amount posted or unposted, the resulting balance of that posting or unposting and the current invoice balance due.

Sample Layaway Payment Report

```
PAWN SHOP                                      Printed 07-17-1996
14:28
1010 ANY STREET

TRANSACTION CODES: Layaway Payment Report
3 Payment   5 Refund
Invoice#  Co PDate Customer Name          Billed Type Payment   ResBal
B B CurBal
 Y 199600001 3P 07-15 RICH, RICHIE         319.50 Pmt    50.00  269.50
269.50
199501057 3P 07-15 BILKO, ERNEST          380.01 Pmt   105.01    0.00
0.00
```

DETAIL CHARTS

The following detail charts are to help you (at a glance) see what report different entries would appear on.

Whenever possible, values represented on our sample reports are filled into the charts and have the the same identifying character that has been previously used for that entry.

Letters on the detail charts that *do not* have a dollar value assigned, do not have examples in our sample reports but show where that entry would be shown. Likewise, our sample reports will show the same identifying character even though there will be no figure associated with it.

A + or - indicates the affect that function would have on that particular report - the change that would occur.

For Example: A -150.00 in the Saleable Inventory column would mean that saleable inventory was decreased by $150.00)

BASIC REPORTS CHART

Action	Cash Drawer Report	General Ledger Report	Bank Activity Report
New Option	-100.00	-100.00	
Purchase	-100.00	-100.00	
Trade	0	0	
Reclaim	+221.00	+221.00	
Extension	+5.00	+5.00	
Confiscation		-F	
Bank Acct. Payable		-149.77	-G
Cash Drawer Payable	-12.76	-12.76	
Bank Acct. Receivable		+I	+I
Cash Drawer Receivable	+25.00	+25.00	
Payment on Principal	+10.00	+10.00	
Increase of Principal	-L	-L	
Bank / Drawer Transfer	+M		-M
Drawer / Bank Transfer	-N		+N
Bank / Bank Transfer			±O

A
B
C*
D
E
F
G
H
I
J
K
L
M
N
O

c * You will notice that on both the Cash Drawer **and** General Ledger reports, the code for a trade (A) has an * beside it. This indicates that is it not total of monies paid which is why in our chart you see a zero instead of -100.00.

INVENTORY CHART

Action	Inventory (General Ledger Report)	
	Saleable	**Pawn/Option**
New Option		+100.00
Purchase	+100.00	
Trade	+100.00	
Reclaim		-100.00
Extension		
Confiscation	-F	-F
Payment on Principal		-10
Increase of Principal		+L

a, b*, c*, d, e, f*, k, l

F* Confiscations will show in saleable inventory if the item is a purchase or a trade and in pawn/option inventory if the item is a pawn (option/buy-back).

B*,C* Purchases **and** trades increase saleable inventory.

INVOICE PAYMENT CHART

Action To $200 Inv. C.O.G. is $75	Cash Dr. Report	General Ledger				Ledger Payment	
		Report	Saleable Inventory	Layaway Inventory	Layaway Deposits	Standard Report	Detailed Report
Pmt. of $200 At T.O.S.	+200.00	+200.00	-75.00			+200.00[1] +200.00[3]	+200.00[1]
Pmt. of $150 At T.O.S.	+150.00		-75.00	+75.00	+150.00	+150.00[3]	
Pmt. of $100* After T.O.S.	+100.00	+200.00		-75.00	-100.00	+200.00[1] +100.00[3]	+200.00[1]
Status of Invoice	$200.00 Invoice w/ $200.00 Paid So Far Cost of Goods Sold = $75.00						
Refund of $150	-150.00	-200.00		+75.00	+50.00	-200.00[2] -150.00[5]	
Refund of $200	-200.00	-200.00		+75.00		-200.00[2] -200.00[5]	-200.00[2]
Status of Invoice	$200.00 Invoice w/ $150.00 Paid So Far Cost of Goods Sold = $75.00						
Refund of $50	-50.00				-50.00	-50.00[5]	
Refund of $150	-150.00				-150.00	-150.00[5]	

*   This $100.00 payment after the time of sale is on the $200.00 invoice with $100.00 previously paid and a balance owing of $100.00.

5   The superscript numeral to the right of the values shown (i.e. +150.00[5]) in the Ledger Payment Report columns are to indicate the code that shows on the reports.

T.O.S. This stands for Time Of Sale.

C.O.G. This stands for Cost Of Goods.

Invoice Payments

Payments on an invoice can be for the full amount of the total billed or only a part of the total (this will become a layaway - any invoice with a non-zero balance). When you create a new invoice, parts are put on the invoice and the cost of those parts are deducted from saleable inventory and theoretically *temporarily* placed into layaway inventory.

When you file the invoice and post a *partial* payment, the cost of the item(s) is placed in layaway inventory. If you post *payment in full*, the cost of the item(s) on that invoice are removed from their temporary layaway inventory status and are no longer considered part of inventory at all.

RESTOCKING CHART

Restock	Cash Dr. Report	General Ledger				Ledger Payment	
		Report	Saleable Inventory	Layaway Inventory	Layaway Deposits	Standard Report	Detailed Report
Status of Invoice	**$200.00 Invoice w/ $200.00 Paid So Far** **Cost of Goods Sold = $75.00**						
Restock - $0 Bal.*		-200.00	+75.00		+200.00	-200.00^2	-200.00^2
Status of Invoice	**$200.00 Invoice w/ $150.00 Paid So Far** **Cost of Goods Sold = $75.00**						
Restock - $50 Bal.**			+75.00	-75.00			
Status of Invoice	**$200.00 Invoice w/ $0.00 Paid** **Cost of Goods Sold = $75.00**						
Restock - $200 Bal.			+75.00	-75.00			

[5]   The superscript numeral to the right of the values shown (i.e. $+150.00^5$) in the Ledger Payment Report columns are to indicate the code that shows on the reports.

*   This Restock would result in a credit invoice of $200.00.

** This Restock would result in a credit invoice of $150.00.

CHAPTER 7 - MISCELLANEOUS REPORTS & BUSINESS GRAPHICS

This program offers you a variety of reports to help you with day to day accounting, inventory management, trend tracking, customer tracking, and much, much more! We've already discussed the reports for day to day accounting in Chapter 6. This chapter is designed to help you find the other reports and understand what you can get from them. Try printing the reports that interest you in Tutorial.

NOTE: **All reports in this program can be run to a printer, the screen or a disk file.**

INVENTORY/CUSTOMER REPORTS

Inventory/Customer reports are available from the Reports Inventory/Customers Menu (<R>eports Inventory/Customers) and can be run by selected categories (i.e. <F>irearms, <J>ewelry, <O>ther or all categories). They may also be broken down to include specific Product Categories, Keyword Descriptions, Brands, Starting and Ending In-stock and Expiration dates, individual or all customers and Employee ID's. A brief explanation of what information each report gives you is listed below.

ACQUISITIONS REPORT (POLICE)

This report contains the information required by your local reporting agency with regard to all Options/Purchases/Trade-Ins you have completed and should be printed according to the time period specified by that agency i.e., daily, weekly, bi-weekly, monthly etc.

GUN LOG

There are 6 choices listed on the Gun Log screen:

Complete Log Printout

This printout gives you a complete list of *everything* in your computer gun log (pages for your gun log book) and should be run immediately after entering all your firearms into the data base. When you printout is complete, it should be 3 hole punched and placed in a binder (gun log book) for ready reference and inspection by ATF personnel.

NOTE: **If you plan to use the computerized gun log *in place* of your hand written log, it will be necessary for you to apply for a**

variance from the ATF. Contact your local ATF agent for information.

Items Modified Since Last Printout

This report should be run by stores who have *not* applied for a variance and intend to continue using their hand written log. It is used to confirm that the hand written log is up-to-date and reflects any new or modified entries generated in the computer log.

Pages Modified Since Last Printout

This feature is used to print any pages that have been modified since you last printed your gun log or pages modified. At the end of each business week, a pages modified report should be run to the white paper printer and appropriate pages in the gun log binder *replaced* with the newly generated sheets containing the latest information.

Book/Page Print

This feature allows you to print a specific page from any book.

Guns In Inventory

This feature will print a report of *all* guns in inventory. It includes item information on each gun (item number, manufacturer, serial number, etc.), the date it came in, inventory status (if the item is not yet available for sale), where the gun came from (customer/vendor name), and the disposition (if it is a layaway).

NOTE: This report prints 10 items per page. If you are printing to the screen, pages can be easily identified by the column headings which are at the top of each page.

Date Gun Added To Inventory

This feature will print a report of guns added into inventory on a specific date or during a specific period of time. It includes item information on each gun (item number, manufacturer, serial number, etc.), the date it came in, inventory status (if the item is not yet available for sale), where the gun came from (customer/vendor name), and the disposition (if it is a layaway *or* sold).

You *must* enter a beginning *and* ending date to get this report unless they are the same, in which case you could enter the beginning date and press <ENTER> for the ending date.

NOTE: **This report prints 10 items per page. If you are printing to the screen, pages can be easily identified by the column headings which are at the top of each page.**

HISTORY (CUSTOMER)

This report gives you an individual customer's history and shows both in and out-of-store items, their cost and resolution (i.e. scrapped, reclaimed, sold, etc).

BUSINESS GRAPHICS

Business graphics allow you to see at a glance 2 year trends in 11 categories:

Age of Customers

This graph displays the number of customers in reported age groups.

Customer Race/Sex

This graph shows the race and sex of your customers in each category.

Default Ratio (Loans)

This graph displays the number of new loans written during the reporting period and how many loans defaulted (in that same period).

Expense/Income

This graph shows income dollars received during each month and expense dollars paid out.

Inventory

This graph displays the dollar value of sales, options and layaway inventory.

Loan Yield

This graph reports the month by month value of loans and the dollar amount received on loans in extension and reclaim payments.

New Options/Sales

This graph shows the dollar value of all new sales and pawns in each month.

Peak Periods

This graph displays the number of transactions/sales written at peak times in the day, day of the week and month in the year.

Retail Sales Profit

This graph is a cost/profit report in dollars showing cost of parts and sale price in dollars.

Scrap Metals Profit

This graph displays the dollar value of scrapped metals showing cost and price.

Zip Code Volume

This graph reports the number of customers in a reported zip code area.

INVENTORY REPORT

This feature generates reports for items that have been entered through the Option/Purchase/Trade section of the program. These reports can be generated under three separate Print Formats <S>tandard <C>ategory <L>ocation and can be broken down into single or multiple categories per your selection, for specific types within each category, and you can choose the Inventory Status Code depending on what information you desire. If you want to know the value of the pawns you presently have out on the street you would choose [N]ot For Sale (Active Pawn/On Hold). Choosing the status code of [I]n Saleable Inventory will show you what items have moved from Pawn to Saleable Inventory. All inventory reports can be run to a printer, the screen or a disk file. Remember to read each menu or prompt carefully before making your selection - the appropriate choice will generate the information you want.

NOTE: **Printing inventory reports from the Print Routines Menu (<S>eports Inventory/Customer, <P>rint Routines), reports for items that have been entered through the Sales/Layaway, Inventory Maintenance section of the program, and those that have defaulted into saleable inventory from the Option/Purchase/Trade side.**

NAME/ADDRESS REPORT

Name/Address reports show the names and addresses of customers in your data base and can be run in a <L>ine Listing or <M>ail Label format. You can choose the starting and ending letter of the alphabet which allows you to print out customers names and addresses by either single, multiple or complete alphabetical listing.

SALES/LAYAWAY REPORTS

Printing reports from the Print Routines Menu (<S>ales/Layaway, <P>rint Routines) will allow you to select specific product categories (i.e. <F>irearms, <J>ewelry, <O>ther or all categories), keyword descriptions, brand names, starting and ending dates and individual or all customers, depending on the report you choose. A description of the information provided by each is listed below.

ACCOUNT RE-BILLINGS

This report produces a summary invoice of multiple open invoices, for a single customer and should be run monthly. The summary invoice should be sent to the customer for payment.

**NOTE: If you would like to print individual invoices for customers,
        see Re-billings.**

COST/PROFIT ANALYSIS

This report displays a per part analysis of items sold which includes quantity, cost, retail price, and markup by percentage. It also shows the total cost of parts, total invoiced, invoiced profit, average markup (by percentage), and the quantity of all items listed on the report. There are a number of options available as to how you wish this report to be run. Read each screen carefully before making your selection.

DELINQUENT ACCOUNTS

This report prints the status of layaway and carry-out financed non-zero invoices for all invoices that have not been paid on in over 30 days and can be printed in a <F>ull Printout or <S>ynopsis format. If you choose <C>urrent Invoices, this report will show 30 day invoices only.

INVENTORY REPORT

This feature generates reports for parts that have been entered through the Sales/ Layaway, Inventory Maintenance section of the program, and those that have defaulted into saleable inventory from the Option/Purchase/Trade side. These reports can be generated under three separate Print Formats <S>tandard <C>ategory <L>ocation and can be broken down into single or multiple categories per your selection, for specific types within each category, and you can choose the Inventory Status Code depending on what information you desire. Remember to read each menu or prompt carefully before making your selection - the appropriate choice will generate the information you want.

NOTE: Printing inventory reports from the Reports Inventory/

Customer Menu (<R>eports Inventory/Customer, <I>nventory Report), reports for items that have been entered through the Option/Purchase/Trade section of the program.

LEDGER PAYMENT REPORT

The <F>ull Payment Report includes invoice numbers, ledger codes, customer name, reported sales, reported refunds, tax, amount paid and amount credited. The report can be run for a single customer, if so desired and by employee ID if you wish to see ledger entries for that employee.

NOTE: This report is a detailed view of some of the items reported on your General Ledger Report. to get an overall view of how the things you've done affect your General Ledger, and thereby this report, refer to Chapter 6.

LAYAWAY PAYMENT REPORT

Shows the invoice number, ledger code, date of ledger entry, customer name, current invoice amount, entry type, amount posted or unposted, the resulting balance of that posting or unposting and the current invoice balance due.

NOTE: This report is a detailed view of some of the items reported on your General Ledger Report. to get an overall view of how the things you've done affect your General Ledger, and thereby this report, refer to Chapter 6.

NAME/ADDRESS LISTING

Gives you the ability to print a list of your customers and their addresses under three separate listing types: <S>tandard, <T>wo Column Listing and <V>endor Listing. The standard listing allows you to choose either Line or Mail Label Format, The Two Column method prints in 2 columns across the page in line format only, and the Vendor Listing lists all vendors and their addresses either in a Line or Mail Label Format. All can be run for all or individual customers/vendors.

ORDER PARTS FROM VENDOR

If you regularly order parts from vendors and have set up #21 (maximum number in stock) and #22 (minimum before order) when entering a part, a computer generated order will be printed when you use this routine, providing the criteria you have set for ordering parts corresponds. Orders are printed to white paper only.

RE-BILLINGS

This feature prints invoices that have not been billed for 30 days. If you allow carry-out

financing, the appropriate interest charges will be added.

NOTE: **If you would like to print one invoice per customer, see Account Re-billings.**

TRACK INVENTORY

This feature allows you to track changes in inventory status to and from out-of-store, option/pawn, saleable, and layaway inventory and keeps track of date and I.D. of the employee who initiated the change.

NOTE: **This report is a detailed view of some of the items reported on your General Ledger Report. to get an overall view of how the things you've done affect your General Ledger, and thereby this report, refer to Chapter 6.**

CHAPTER 8 - LETTERS & LABELS

Letters & Labels is really it's own seperate program. This chapter will explain the features listed on each screen and what each is used for.

PREPARING LETTERS FOR USE WITH LETTERS & LABELS

To prepare a letter to be printed through the program, you must first create the document using a word processing package (i.e. Dos Editor). In Letters & Labels, you can print *any* letter you have constructed (using your edit utility) for any *or all* of your customers. How? Let's try one.

Let's pretend I want to print letters each month to my customers whose birthdays' are in the coming month, offering them a 10% discount. In my edit utility, I write a letter that reads as follows:

DAYDATE

Dear Mr./Ms *LASTNAME*,

As you are one of my most valued customers and are having a birthday this coming month, I have a special birthday present for you! Just bring this letter into the shop within 4 weeks of your birthday, and you will receive a 10% discount on anything you purchase. You may even want to use it toward the purchase of your own birthday present! Happy Birthday!

Sincerely,
John Smith

I save my letter with a file name of C:\PAWNSHOP\BDAY.DAT and can now use this letter at any time for the customers of my choice.

NOTE: ***LASTNAME* and *DAYDATE* are used to extract that information from your customer data base. The use of these (and other keywords) is explained later in this chapter.**

PRINTING LETTERS TO ONE OR MORE CUSTOMERS

To print letters to a particular customer (or group of customers), you must first decide on the letter you would like to print and the customer(s) you would like to print them for. You will be asked a series of questions to help you choose the customer(s) and for the file name assigned to the letter that you would like to use. Let's use the sample letter above to practice this.

It's now November, and I want to print copies of my bithday letter for all my customers whose birthdays' are in December, so I:

Press **<L>**etters & Labels
Press **<P>**rint Choices
Choose **<2>** Letters to Customers (All/Selectively/Exclusively)
At the I.D. prompt, *press* **<ENTER>** or (if necessary) *enter* your I.D.
Choose **<2>** Print Letters by Zip/Comments/Code (Selectively/Exclusively)
At the zip code prompt, *press* **<ENTER>**.
At the keyword in notes prompt, *press* **<ENTER>**.
At the customer name prompt, *press* **<ENTER>**.
At the birth month prompt, *type* `12` and *press* **<ENTER>***.*
At the selected codes prompt, *press* **<ENTER>**.
At the excluded codes prompt, *press* **<ENTER>**.
At the path prompt, *type* `C:\PAWNSHOP\BDAY.DAT`

Below is a copy of my birthday letter printed for the customer Sally Jones.

FEBRUARY 15, 1996

Dear Mr./Ms JONES,

As you are one of my most valued customers and are having a birthday this coming month, I have a special birthday present for you! Just bring this letter into the shop within 4 weeks of your birthday, and you will receive a 10% discount on anything you purchase. You may even want to use it toward the purchase of your own birthday present! Happy Birthday!

Sincerely,
John Smith

I now look through my letters and find one to Carolyn Smith and she is no longer considered a good customer (she constantly writes bad checks). I take Carolyn's letter out and throw it away. Everyone else is OK, so I print labels for these same customers (by making the *same* customer selections), put them on my envelopes, enclose the corresponding letter, and mail them.

INCLUDING DATA IN YOUR DATA BASE IN LETTERS PRINTED

The following is a copy of a sample letter that has already been written and provided to you in the program. This letter shows how to get information from your database automatically placed into your letters through Letters & Labels.

TO: *FIRSTANDLASTNAME*

STREETADDRESS
CITYSTATEZIP

FROM: POWER SOFTWARE
740 NE I20TH STREET
MIAMI, FL. 33161

DATE: *DAYDATE*

DEAR *FIRSTNAME*,

IT HAS COME TO OUR ATTENTION THAT YOU MAY NOT TOTALLY UNDERSTAND
HOW TO FORMAT A LETTER FOR USE WITH THE LETTERS & LABELS
PROGRAM.

THE FOLLOWING FIELDS ARE AVAILABLE AND THE SUBSTITUTIONS ARE
MADE MADE FROM YOUR CUSTOMER DATA BASE:

FIELD	SUBSTITUTION
FIRSTNAME	CUSTOMER'S FIRST NAME
LASTNAME	CUSTOMER'S LAST NAME
FIRSTANDLASTNAME	CUSTOMER'S FIRST *AND* LAST NAME
LASTANDFIRSTNAME	CUSTOMER'S LAST NAME, FIRST NAME
STREETADDRESS	CUSTOMER'S STREET ADDRESS
CITYSTATEZIP	CUSTOMER'S CITY, STATE AND ZIP CODE
DAYDATE	DATE LETTER WAS PRINTED

WHEN COMPOSING A LETTER TO A CUSTOMER, YOU MAY USE THE ABOVE
FIELDS AT ANY LOCATION IN THE LETTER AND DATA FROM YOUR CUSTOMER
DATABASE WILL BE SUBSTITUTED AT THAT LOCATION.

TRY PRINTING THIS LETTER AS AN EXAMPLE.

The name of this file is LETTER.DAT. Try printing it using the following instructions:

Press **<L>**etters & Labels
Press **<P>**rint Choices
Choose **<2>** Letters to Customers (All/Selectively/Exclusively)
At the I.D. prompt, *press* **<ENTER>** or (if necessary) *enter* your I.D.
Choose **<2>** Print Letters by Zip/Comments/Code (Selectively/Exclusively)
At the zip code prompt, *press* **<ENTER>**.
At the keyword in notes prompt, *press* **<ENTER>**.
At the customer name prompt, *type* any name you know is in your data base and
press **<ENTER>**.
At the birth month prompt, *press* **<ENTER>**.
At the selected codes prompt, *press* **<ENTER>**.
At the excluded codes prompt, *press* **<ENTER>**.
At the path prompt, *type* your hard disk prompt letter (usually c:), the directory
(PAWNSHOP), and the file name (LETTER.DAT).

For example, `C:\PAWNSHOP\LETTER.DAT`

The results of printing out this letter using the false name and information of John J. Jones is shown below.

TO: JOHN J JONES
1234 MIAMI GARDENS DRIVE #411
MIAMI, FL. 33333

FROM: POWER SOFTWARE
740 NE I20TH STREET
MIAMI, FL. 33161

DATE: 09-22-91

DEAR JOHN,

IT HAS COME TO OUR ATTENTION THAT YOU MAY NOT TOTALLY UNDERSTAND HOW TO FORMAT A LETTER FOR USE WITH THE LETTERS & LABELS PROGRAM.

THE FOLLOWING FIELDS ARE AVAILABLE AND THE SUBSTITUTIONS ARE MADE MADE FROM YOUR CUSTOMER DATA BASE:

FIELD	SUBSTITUTION
JOHN	CUSTOMER'S FIRST NAME
JONES	CUSTOMER'S LAST NAME
JOHN J JONES	CUSTOMER'S FIRST *AND* LAST NAME
JONES, JOHN J	CUSTOMER'S LAST NAME, FIRST NAME
1234 MIAMI GARDENS DRIVE #411	CUSTOMER'S STREET ADDRESS
MIAMI, FL. 33333	CUSTOMER'S CITY, STATE AND ZIP CODE
09-22-91	DATE LETTER WAS PRINTED

When composing a letter to a customer, you may use the above fields at any location in the letter and data from your customer database will be substituted at that location.

TRY PRINTING THIS LETTER AS AN EXAMPLE.

CHAPTER 9 - QUICK REFERENCE

Pawn Power menus are designed to allow you to easily access all features of the program. Each menu selection made will bring you to the next consecutive menu or option. This chapter is designed to assist you in navigating through these prompts easily by listing the prompts (in consecutive order) with explanations when needed. Note that tasks which require a particular password protection access level, have the level of access necessary to perform that task, listed.

This chapter is to supplement*, NOT REPLACE*, the other chapters in this manual! Once you understand the philosophy behind the features available to you, this chapter will help you perform them without **re**-reading the preliminary information.

All procedures outlined in this chapter (as in the rest of this manual) begin at the main menu.

FINDING INFORMATION YOU'VE ENTERED INTO THE COMPUTER

When looking for information that you have entered into the computer you will generally have the following ways to locate that information:

By customer Name
By transaction, invoice or item/part Number
By customer, invoice or item/part Keyword

When you select to locate something by customer name you must *type* all or part of the customer name (last name first) and then press **<ENTER>**.

When you select to locate something by number you must *type* the computer assigned number then press **<ENTER>**.

When you select to locate something by keyword you may enter up to three keywords associated with the Part, Invoice or Customer and then press **<ENTER>**.

Once you press **<ENTER>**, the first transaction, invoice or customer that matches (if any) will display on the screen. If it **is not** the entry you wanted, *press* **<N>** to advance to the next entry. (Continue to press **<N>** until the entry or customer you want is displayed.)

When locating information by customer related data, if you locate the correct customer but not the invoice/transaction you are trying to find for that customer, you may use the **<←>** Prev, **<CTRL><←>** Prev, **<→>** Sub or **<CTRL><→>** Sub keys to view either Previous or Subsequent entries for that customer.

ACCOUNT RE-BILLINGS (LAYAWAYS/CREDIT SALES)

<S>   Sales & Layaways

\<P>   Print Routines
\<A>   Account Re-Billings
Answer the questions as they appear at the bottom of the screen.

NOTE: **Requires password protection access level L.**

ACQUISITIONS REPORT (POLICE)

\<R>   Reports Inventory/Customer
\<A>   Acquisition Report (Police)
Answer the questions as they appear at the bottom of the screen.

NOTE: **Requires password protection access level A.**

ADDING PARTS FROM OUTSIDE VENDORS

\<S>   Sales & Layaways
\<I>Inventory Maintenance
\<A>   Add New Wholesale Part
***Choose* \<A>** Automatic Part Numbering or **\<M>**anual Part Numbering
***Choose* \<F>**, **\<J>** or **\<O>** for type of part.
Enter the part number you wish to use.
If the part number entered matches any existing part number (*even partially*), a message
will appear at the bottom of the screen, and you will be asked if you want to exit. If you
would like to use the part number entered, ***press* \<N>**.
Enter the Vendor I.D.
     "PRIOR" may be entered as an I.D. for Prior Inventory.
     "GLT" must be used as an I.D. for inventory transferred from your manual
          gun log. Refer to **New Vendor** to create a new Vendor I.D.
Answer the questions as they appear at the bottom of the screen.
Use the Pop-Out Menus when applicable to choose your description codes.
Review the information that is displayed on your screen.
***Press* \<C>** and follow the screen prompts if you wish to make changes.
***Choose* \<F>** to file the part or **\<A>** to abort this entry.

NOTE: **Requires password protection access level I.**
NOTE: **You may enter** ?? **at the wholesale and retail price prompts to
          access the Blue Book data base (provided you have Orion
          Blue Books installed on your computer - refer to the appendix
          entitled** Using The Orion Blue Books Interface**).**

ADDITIONAL CHARGES

\<F>   Find/Update Data
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen ***press***
\<V>   View Items (if applicable)

<A>   Add Charges
Choose the appropriate one letter code from the pop-up menu.
Enter the amount you want for the additional charge(s).

NOTE: **Additional charges are added to reclaim cost for pawns and are shown on screen for purchases.**

ADDITIONAL LOANS ON ACTIVE OPTION/BUY-BACKS

See Increasing Loan Principal.

AUTOMATIC PULL DURING INDEXING

Verify number 19 in General Setup is set to "Y".
Run an inventory index. (Available items will be automatically moved into saleable inventory when you run the index - read the chapter entitled **Handling Inventory** *before* attempting to do your first automatic pull.)

See Indexing Inventory.

AVAILABILITY LIST

<I> Inventory Update
<A>   Availability List
Answer the questions as they appear at the bottom of the screen.

Note: **The availability list is a list of items that would be automatically moved into saleable inventory if you were to run an Inventory Index/Pull with number 19 in General Setup set to "Y". (This is a list of items** available **to be moved into saleable inventory.)**

BACKING UP YOUR PAWN POWER DATA (USING HBACK)

Press <ESC>.
When asked if you would like to "Exit Pawn Program Y/N?", **answer <Y>**.
Insert your backup disk into your floppy drive.
At the hard disk prompt, **type** HBACK and press enter.
When backup is complete, **type** POWER to return to the main program.

NOTE: **Before you do your first backup, it is** *imperative* **you read the section on** Backing Up Your Data **in** Chapter 3 **of this manual.**

BANK ACCOUNT ACTIVITY REPORT

<G>   General Ledger
<B>   Bank Account Activity Report
Answer the questions as they appear at the bottom of the screen.

NOTE: **Requires password protection access level L.**

BANK ACCOUNT EDIT

<U>   Utilities
<B>   Bank Account Edit
Press **<C>**hange and *enter* the number of the bank you wish to enter or edit.
Answer the questions as they appear at the bottom of the screen.

NOTE: **Requires password protection access level M.**

BULK LABEL PRINTING

<S>   Sales & Layaways
<I>Inventory Maintenance
<B>   Bulk Label Printing
Answer the questions as they appear at the bottom of the screen.

BUSINESS GRAPHICS

<R>   Reports Inventory/Customer
<B>   Business Graphics
Choose the graph you wish from the following list:
   <C> Customer Race/Sex
   <E> Expenses/Income
   <I>   Inventory
   <L> Loan Yield
   <N> New Options/Sales
   <P> Peak Periods
   <R> Retail Sales Profit
   <S> Scrap Metals Profit
   <Z> Zip Code Volume
Answer the questions as they appear at the bottom of the screen.

NOTE: **Requires password protection access level L.**

CASH DRAWER REPORT

<G>   General Ledger
<C>   Cash Drawer Report by Date
<Y>   To print
Enter the dates in the date format you selected in General Setup:
   MMDDYYYY or DDMMYYYY (i.e. 03071996 or 07031996 for March 3, 1996).
Press **<ENTER>** instead of an ending date to receive a one day report.
Choose **<F>** Full Printout, **<S>** Synopsis or **<T>**ransfers Only
Enter Employee I.D. or *press* **<ENTER>** for all employee's.
Enter the Beginning Cash Total for the starting date.
Enter the Actual Ending Cash Count for the starting date.

Press **<ENTER>** to advance through subsequent parts of the report.

NOTE: Requires password protection access level D.

CASH TRANSFERS FROM BANK TO DRAWER

<G>   General Ledger
<T>   Transfers
<B>   Bank Account to Petty Cash (Drawer) Transfer
Answer the questions as they appear at the bottom of the screen.
Choose one of the following **after** the information is displayed on the screen:
    <A>   Abort Entry to cancel this transaction.
    <C>   Change Entry to make changes before filing the transaction.
    <F>   File Entry to store this transaction.

CASH TRANSFERS FROM DRAWER TO BANK

See Transfers (Between Cash Drawer And Bank).*

CHANGING IMPORT PART INFORMATION
BEFORE IMPORTING

<S>   Sales & Layaway
<I>Inventory Maintenance
<I>Import/Export Routines
<V>   View/Edit Import Part File
Answer the questions as they appear at the bottom of the screen.

NOTE: You should set up your import drive & path before using this
          feature.
NOTE: Requires password protection access level I.
NOTE: Requires password protection access level P to change
          pricing information on import parts.

CHANGING INVOICE INFORMATION IN THE SALES MODULE

<S>   Sales & Layaways
<F>   Find/Update Data
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/invoice you want on screen *press*
<C>   Change
Choose **<I>** Invoice Information
Enter the number of the field you wish to change and then *enter* the information.

NOTE: You may enter ?? at the wholesale and retail price prompts to
          access the Blue Book data base (provided you have Orion
          Blue Books installed on your computer - refer to the appendix

entitled Using The Orion Blue Books Interface**).**
NOTE: Requires password protection access level Z.
NOTE: Requires password protection access level X for changing invoices to "Auction House", "AH Buy-outs", "Damaged Merchandise", "Stolen Merchandise" and "Transferred Items".

CHANGING ITEM INFORMATION IN THE PAWN PROGRAM

Choose **<F>**   Find/Update Data to change Notes or Designated Repurchaser
   or
Choose **<E>**   Edit/Reprint to change Item Information
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen *press*
<V> View (if applicable)
<C> Change
Choose **<I>** Item Information
Enter the number of the field you wish to change and *enter* the information.

NOTE: Requires password protection access level Z in Edit/Reprint module.
NOTE: Requires password protection access level I to change item cost in Edit/Reprint module.
NOTE: Requires password protection access level C to change reclaim charge in Edit/Reprint module.

CHANGING PART INFORMATION IN THE SALES MODULE

<S> Sales & Layaway
<I> Inventory Maintenance
<F>   Find/Update Part Data
Choose the method you want to use to find the part.
Enter the name, number or keyword(s).
When the part information is displayed on the screen, *choose* **<C>** to make changes.

NOTE: Requires password protection access level I.
NOTE: Requires password protection access level P to change pricing information.

CHANGING PAWN CUSTOMER INFORMATION

<F> Find/Update Data
   or
<E> Edit/Reprint
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer you want on screen *press*
<C> Change

Choose **<C>** Customer Information
Enter the number of the field you wish to change and then *enter* the information.

CHANGING SALES CUSTOMER INFORMATION

<S>   Sales & Layaways
<F>   Find/Update Data
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer you want on screen *press*
<C>   Change
Choose **<C>** Customer Information
Enter the number of the field you wish to change and *enter* the information.

CHANGING LETTERS & LABELS FILE INFORMATION

<L>   Sales & Layaways
<F>   Find/Update Letters & Labels Data Base Entry
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
The first entry that matches will display on the screen. If it **is not** the entry you wanted, *press* **<N>** to advance to the next entry. (Continue to press **<N>** until the entry you want is displayed.)
<C>   Change
Enter the number of the field you wish to change and *enter* the information.

CHANGING VENDOR INFORMATION

*See Changing Sales Customer Information.

CHANGING WISH LIST ENTRIES

<I> Inventory Index/Pull Routines
<C>   Customer Wish List
<F>   Find/Update Wish List
Enter keyword(s) contained in the record you wish to change.
Press **<N>** ext until you find the entry you wish to change.
Press **<C>** hange to change the record.
Answer the questions as they appear on screen.

CHECKING WISH LIST ENTRIES AGAINST YOUR PULL SHEETS

<I> Inventory Index/Pull Routines
<C>   Customer Wish List
<C>   Compare to last Pull Sheet
Answer the questions as they appear on screen.

CHECKS YOU WRITE TO COVER BUSINESS EXPENSES

*See Payables (Expenses).

CONFISCATIONS

<F>   Find/Update Data
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen ***press***
<V>   View (if applicable)
<F>   Confiscate
Answer the questions as they appear at the bottom of the screen.

   NOTE: Requires password protection access level S.

CONVERTING OPTIONS, PURCHASES, OR TRADES

   *See *Option/Purchase/Trade Reassignments.*

COST OF GOODS SOLD (ON A SALES INVOICE)

<S>   Sales & Layaways
<F>   Find/Update Data
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/invoice you want on screen ***press***
<G>   (C<G>S) Cost of goods sold

   NOTE: Requires password protection access level I.

COST/PROFIT ANALYSIS (SALES)

<S>   Sales & Layaway
<P>   Print Routines
<C>   Cost/Profit Analysis
Answer the questions as they appear at the bottom of the screen.

   **NOTE: The cost of items sold on an invoice may be obtained by
            going to <S>ales/Layaway, <F>ind/Update Data, locating the
            invoice and pressing the c<G>s key.**
   NOTE: Requires password protection access level L.

CUSTOMER HISTORY REPORT

<R>   Reports Inventory/Customer
<H>   History Report (Customer)
Enter all or part of customer's last name.
Press <Y> when the name you are looking for appears at the bottom of the screen.
Answer the questions as they appear at the bottom of the screen.

   NOTE: A history synopsis of loans/purchased items for a customer

and their current status may be obtained by going to <F>ind/ Update, locating the customer and pressing the <H>ist key.
NOTE: Requires password protection access level H.

CUSTOMER I.D. CARDS (PAWN CUSTOMERS)

NOTE: I.D. cards can be printed during any new transaction entry, through Edit/Reprint or Find/Update.

CUSTOMER MAILING/REFERRAL CODE TABLE EDITING

<L>   Letters & Labels
<M>   Mail/Referral Code Table Editing
<C>   Change
Enter code letter or number you wish to change.
Enter code description as you want it to appear in the table.

CUSTOMER NOTES

*See Changing Pawn Customer Information, Changing Sales Customer Information and/or Changing Vendor Information.

DAMAGED MERCHANDISE (REMOVING FROM INVENTORY)

Sell the item(s) to the customer named "Damaged Merchandise".

*See New Sales.

DELINQUENT ACCOUNT REPORT (LAYAWAYS)

<S>   Sales & Layaways
<P>   Print Routines
<D>   Delinquent Accounts
Answer the questions as they appear at the bottom of the screen.
Enter the customer name or *press* **<ENTER>** to view all accounts.
Press **<ENTER>** to advance through subsequent parts of the report.

NOTE: Requires password protection access level L.

DEPOSITS FROM YOUR CASH DRAWER TO YOUR BANK

*See Transfers (Between Cash Drawer And Bank).

DOWNLOADING OUTDATED DATA

<U>   Utilities
<D>   Download Outdated Data
Answer the questions as they appear at the bottom of the screen.

NOTE: Requires password protection access level I.

EDITING

See Bank Account Edit, Changing Import Part Information Before Importing, Changing Invoice Information In The Sales Module, Changing Item Information In The Pawn Program, Changing Part Information In The Sales Module, Changing Pawn Customer Information, Changing Sales Customer Information, Changing Letters & Labels File Information, Changing Vendor Information, Changing Wish List Entries, Customer Mailing/Referral Code Table Editing, Expense Code Table Editing, Gun Log Editing, Income Code Table Editing, Ledger Editing
and/or Mail Code Table Editing.

ENTERING INVENTORY

See Adding Parts From Outside Vendors.

EXPENSE CODE TABLE EDITING

<U>   For Utilities
<I> Income/Expense Table
<E>   Expense Table
Enter the year.
Enter code number you wish to change.
Enter code description as you want it to appear in the table.

EXPENSE ENTRY

See Payables.

EXPENSE REPORT

<G>   General Ledger
<E>   Expense Report by Code
Answer the questions as they appear at the bottom of the screen.

NOTE: Requires password protection access level L.

EXPORTING PARTS FROM SALEABLE INVENTORY

<S>   Sales & Layaway
<I> Inventory Maintenance
<I> Import/Export Routines
<E>   Export Parts to Disk
Answer the questions as they appear at the bottom of the screen.

NOTE: You must set up your export drive & path before using this feature.
NOTE: Requires password protection access level I.

EXTENDING A LOAN

<F>   Find/Update Data
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen *press*
<V>   View (if applicable)
<E>   Extend
Answer the questions as they appear at the bottom of the screen.

NOTE: **If you have set number 45 in general setup to Y, you will get a pop-up window that breaks down the extension charges into their component parts (i.e. interest, service late notice and other charges) with the choices of <A>ccept, <R>edo and <C>ancell and (in some circumstances) <+>Month<-> (which changes the number of months you are collecting payments for).**
NOTE: **Requires password protection access level E.**
NOTE: **Requires password protection access level C to change calculated reclaim charge.**

EXTENSION VOID

<U>   For Utilities
<E>   Extension Void
Enter the transaction number.
Enter the year the extension was done.
<E>   Extension Void
Answer the questions as they appear at the bottom of the screen.

NOTE: **Requires password protection access level V.**

GUN LOG EDITING

<U> For Utilities
<G> Gun Log Editor
Choose the method you want to use to find the transaction.
Enter the date, number or keyword(s).
Once you have the transaction you want on screen *press*
<C>   Change
Enter the number of the field you wish to change and then *enter* the information.

NOTE: **Requires password protection access level G.**

GUN LOG PRINTOUT

<R>   Reports Inventory/Customer

<G>   Gun Log
Choose one of the following to select the type of printout you desire:
    <C>   Complete Log Printout
    <I>   Items Modified Since Last Printout
    <P>   Pages Modified Since Last Printout
    <B>   Book/Page Printout
    <G>   Guns in Inventory
    <D>   Date Gun Added to Inventory
Answer the questions as they appear at the bottom of the screen.

NOTE: **Requires password protection access level G.**

HISTORY REPORT (PAWN CUSTOMERS)

<R>   Reports Inventory/Customer
<H>   History (Customer)
Enter all or part of customer's last name.
Press **<Y>** when the name you are looking for appears at the bottom of the screen.
Answer the questions as they appear at the bottom of the screen.

HOLD LIST (INVENTORY)

<I> Inventory Update
<H>   Hold List
Answer the questions as they appear at the bottom of the screen.

HOLDING INVENTORY (PAWNS AND PURCHASES)

<F>   Find/Update Data
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen *press*
<V>   View (if applicable)
<H>   Hold
Answer the questions as they appear at the bottom of the screen.

NOTE: **Pressing <H> for an item** already *on* hold**, will take it off hold.**

IMPORTING PARTS FROM SALEABLE INVENTORY

<S>   Sales & Layaway
<I> Inventory Maintenance
<I> Import/Export Routines
<I> Import Parts from Disk
Answer the questions as they appear at the bottom of the screen.

NOTE: **You must set up your import drive & path before using this feature.**
NOTE: **Requires password protection access level I.**

INCOME CODE TABLE EDITING

<U>   For Utilities
<I>Income/Expense Table
<I>Income Code Table
Enter the year.
Enter code number you wish to change.
Enter code description as you want it to appear in the table.

INCOME ENTRY

*See *Receivables***.**

INCOME REPORT

<G>   General Ledger
<I>Income Report
Answer the questions as they appear at the bottom of the screen.

INCREASING LOAN PRINCIPAL

<F>   Find/Update Data
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen ***press***
   <V> View (if applicable)
   <P> Principal
   <A> Additional Loan
   Answer the questions as they appear at the bottom of the screen.

NOTE: **Requires password protection access level E.**
NOTE: **Requires password protection access level C to change calculated reclaim charge.**

INDEXING INVENTORY

<I>Inventory Index
<U>   Update Inventory
<U>   Update/Pull
Answer the questions as they appear at the bottom of the screen.

NOTE: Before **you attempt to index your inventory for the first time, it is** very **important you read the chapter entitled** Handling Inventory**.**
NOTE: **Requires password protection access level U.**
NOTE: **Inventory update automatically pulls and transfers eligible items to sales inventory** after **any purchase hold periods or option/buy-back grace periods have expired, if you entered**

"Y" in number 19 of General Setup. Items may be manually moved from pawn to sales prior **to the expiration of the hold periods, or from sales back to purchase/pawn** after **transfer to saleable inventory.**

See Moving Inventory.

INDEXING YOUR DATA BASE

Verify number 19 in General Setup is set to "N".
Run an inventory index. (None of your eligible items will be moved into saleable inventory - read the chapter entitled **Handling Inventory** *before* attempting to do your first indexing.)

See Updating Inventory.

NOTE: If number 19 in General Setup was set to "Y" before you indexed your data, you will need to change it back to "Y" when your computer has completed the indexing.

INVENTORY REPORTS IN PAWN PROGRAM

<R>   Reports Inventory/Customer
<I> Inventory Report
Answer the questions as they appear at the bottom of the screen.

NOTE: Requires password protection access level I.

INVENTORY REPORTS IN SALES PROGRAM

<S>   Sales & Layaways
<P>   Print Routines
<I> Inventory Report
Answer the questions as they appear at the bottom of the screen.

NOTE: Requires password protection access level I.

INVENTORY UPDATE

See Indexing Inventory.

INVENTORY UPDATE/PULL

See Automatic Pull During Indexing.

INVOICE REPRINTS

<S>   Sales & Layaways

<F>   Find/Update Data
Choose the method you want to use to find the invoice.
Enter the name, number or keyword(s).
Once you have the invoice you want on screen *press*
<I>   Invoice (print)
Answer the questions as they appear at the bottom of the screen.

ITEM LABEL REPRINT (PAWNS AND PURCHASES)

<E>   Edit/Reprint
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen *press*
<V>   View (if applicable)
<P>   Print
<I>Item Label

LATE NOTICES

<I>Inventory Update
<L>   Late Notices
Answer the questions as they appear at the bottom of the screen.

LAYAWAY PAYMENT REPORT

<S>   Sales & Layaways
<P>   Print Routines
<L>   Ledger Payment Report
<L>   Layaway Payment Report
Answer the questions as they appear at the bottom of the screen.

NOTE: Requires password protection access level L.

LAYAWAY PAYMENTS

See Posting Payments (Sales And Layaways).

LAYAWAY REFUNDS AND LAYAWAY CANCELLATIONS

See Unposting Payments (Sales And Layaways).

LAYAWAYS

See New Sales.

LEDGER EDITING

<U>   Utilities
<L>   Ledger Editor
Choose the method you want to use to find the entry.

Enter the date, number or keyword(s).
Once you have the entry you want on screen *press*
<C> to make changes.
Enter the number of the field you wish to change and then *enter* the information.

NOTE: Requires password protection access level M.

LEDGER REPORT IN PAWN PROGRAM

<G>   General Ledger
<L>   Ledger Report by Date Range
Answer the questions as they appear at the bottom of the screen.

NOTE: Requires password protection access level L.

LEDGER REPORT IN SALES PROGRAM

<S>   Sales & Layaways
<P>   Print Routines
<L>   Ledger Payment Report
Answer the questions as they appear at the bottom of the screen.

NOTE: Requires password protection access level L.
NOTE: The only information included in the sales ledger report that is
not included **in the pawn ledger report is the record of**
payments on layaways that have *not been paid* **in full and**
therefore have *not been posted* **to the permanent ledger record.**

LETTERS TO CUSTOMERS/VENDORS/ETC.

<L>   Letters & Labels
<P>   Print Choices
<2>   Letters to Customers
Choose **<1>** if you want to print letters to an entire data base or
          <2> to define the criteria for the printout.
               (To prepare letters, refer to **Appendix LL**.)
Answer the questions as they appear at the bottom of the screen.

NOTE: Requires password protection access level H.

LOAN INCREASES

*See *Increasing Loan Principal*.

MAIL CODE TABLE EDITING

<L>   Letters & Labels
<M>   Mail/Referral Code Table Editing
<C>   Change

Enter the letter or number of the field you wish to change and then *enter* the correct information.

MAILING LABELS IN LETTERS & LABELS PROGRAM

<L>   Letters & Labels
<P>   Print Choices
<I>Labels to Customers
    Choose **<1>** if you want to print labels to an entire data base or
           <2> to define the criteria for the printout.
Answer the questions as they appear at the bottom of the screen.

    NOTE: Requires password protection access level H.

MAILING LABELS IN PAWN CUSTOMER DATA BASE

If you want to print a label for **only one** customer *do* the following*:*
<F>   Find/Update Option/Purchase
Choose the method you want to use to find the customer.
Enter the name, number or keyword(s).
Once you have the customer you want on screen *press*
<V>   View (if applicable)
<L>   Label/Customer
<M>   Mailing Label
Answer the questions as they appear.

    **NOTE: If you want mailing labels for more than one customer, use the
              Letters & Labels option from the main menu of the pawn
              program.**

MAILING LABELS IN SALES CUSTOMER DATA BASE

If you want to print a label for **only one** customer *do* the following*:*
    <S>   Sales & Layaways
    <F>   Find/Update Data
    Choose the method you want to use to find the customer.
Enter the name, number or keyword(s).
Once you have the customer you want on screen *press*
<L> Label/Customer
Answer the questions as they appear at the bottom of the screen.

    NOTE: If you want mailing labels for more than **one customer, use the
              Letters & Labels option from the main menu of the pawn
              program. (Refer to** Using Letters & Labels**.)**

MODIFY PASSWORDS

    *See Password Protection.

MOVING INVENTORY (FORCED MOVES BETWEEN PAWN & SALES)

<F>   Find/Update Data
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen ***press***
<V>   View (if applicable)
<M>   Move
Answer the questions as they appear at the bottom of the screen.

   NOTE: Requires password protection access level U.

MOVING INVENTORY TO BUCKETS (PARTS FROM PAWN PURCHASE)

<S>   Sales & Layaway
<I> Inventory Maintenance
<F>   Find Part
<M>   Move to Bucket
Answer the questions as they appear at the bottom of the screen.
<F>   File Bucket Part

   NOTE: Requires password protection access level I.

NAME AND ADDRESS LISTINGS OF PAWN CUSTOMERS

<R>   Reports Inventory/Customer
<N>   Name/Address Report
Choose **<L>** Line Listing or **<M>** Mail Label format.
Answer the questions as they appear at the bottom of the screen.

   NOTE: Requires password protection access level H.

NAME AND ADDRESS LISTINGS OF SALES CUSTOMERS

<S>   Sales & Layaways
<P>   Print Routines
<N>   Name/Address Listing
Choose **<S>** Standard Listing, **<T>** Two Column Listing or **<V>** Vendor Listing.
Answer the questions as they appear on the screen.

   NOTE: Requires password protection access level H.

NEW LETTERS & LABELS DATA BASE ENTRY

<L>   Letters & Labels
<N>   New Letters & Labels Data Base Entry
Answer the questions as they appear on the screen.

<F>   File Entry

NOTE: **Requires password protection access level N.**

NEW OPTION/BUY-BACKS

See New Pawns.

NEW PAWNS

<N>   New Transaction Entry
Enter all or part of the customer's last name.

If the customer is already in the computer, their name will appear in a pop-up window on screen. ***Press <ENTER>*** to select the name or use your up and down arrow keys to advance through customer names. When you ***press <ENTER>***, *the customer file you have selected will be displayed in full on the screen.*

If the customer **is not** in the computer, you will be shown the correct name entry format at the bottom of the screen. ***Press <ENTER>*** to return to the Customer Name input prompt after reviewing the correct entry format.

Answer the questions as they appear on the screen.
Press <N> for New Item/File Entry **after** the customer information (top portion) is displayed on the screen and the customer history listing (previous customers only) is complete.
Choose <F>, <J>, <O>, or **<R>** for item type or **<E>** to Exit Item Entry.

NOTE: **You may enter up to 12 items on a ticket before starting a new one in most states.**
NOTE: <D> **Duplicate will also appear as an item type choice starting with the second item during new item entry.**
NOTE: **You may use the** <ESC> **key during item entry to move back through the item entry fields one at a time, then use <ENTER> to carry you forward again.**
NOTE: **You may enter** ?? **at the wholesale and retail price prompts to access the Blue Book data base (provided you have Orion Blue Books installed on your computer - refer to the appendix entitled** Using The Orion Blue Books Interface**).**

Answer the questions as they appear on the screen using the pop-out menus to choose your description codes.
Review the information that is displayed on your screen.
Press <C> and follow the screen prompts if you wish to make changes.
Choose <A> to abort the item, **<N>** to enter the next item or **<E>** to exit item entry.
Choose one of the following from the bottom of the review screen that appears

*after **pressing <E>** Exit Item Entry:*
>   **<A>**   Add Item If you still wish to add another item.
>   **<C>**   Change item If you need to change an item before filing the transaction.
>   **<D>**   Delete Item if you wish to delete an item.
>   **<F>**   File Item If your entries are correct and you are ready to store the transaction.
>   **<R>**   ReDo All Items if you want to start the item portion of the transaction from scratch.

Answer the questions as they appear at the bottom of the screen.

NOTE: **If you have a printer set up to print checks, you will be asked if you wish to make any portion of the loan/purchase payment to the customer by check.**

NOTE: **Requires password protection access level N.**

NEW PURCHASES

****See** New Pawns.*

NEW SALES

<S> Sales & Layaways
<N> New Entry /invoice/ Vendor
Enter all or part of the customer's last name.

If the customer is already in the computer, their name will appear in a pop-up window on screen. ***Press <ENTER>*** to select the name or use your up and down arrow keys to advance through customer names. When you ***press <ENTER>***, *the customer file you have selected will be displayed in full on the screen.*

If the customer **is not** in the computer, you will be shown the correct name entry format at the bottom of the screen. ***Press <ENTER>*** to return to the Customer Name input prompt after reviewing the correct entry format.

Answer the questions as they appear on the screen.
Press <N> for New Invoice/ File Entry **after** the customer information (top portion) is displayed on the screen and the customer history listing (previous customers only) is complete.
Enter all the information as the screen prompts you to.
Review the information that is displayed on the 'Review Screen'.
If needed, ***choose*** **<A>** to abort the invoice or **<C>** to make changes.
Press <F> File Entry
Answer the questions as they appear on the screen.

NOTE: **Requires password protection access level N.**
NOTE: **Requires password protection access level X for new invoices**

to "Auction House", "AH Buy-outs", "Damaged Merchandise", "Stolen Merchandise" and "Transferred Items".

NOTE: **You may enter up to 8 entries on an invoice before starting a new invoice.**

NOTE: **Pressing <PAGE DOWN> at any part number input field ends invoice input.**

NOTE: **If you *do not* have a part number for an item, you can either set up a part number by typing** `?#`**, pressing** <ENTER>**, and then answering the questions as they appear (**cannot **be used to enter firearms); or you can simply press** <ENTER> **on the blank part number field to sell the part without using a number.**

NOTE: **If you know that a part has been entered into the computer, but you can't remember the part number, you can type** `??` **and press** <ENTER> **instead of a entering a part number and use the keyword search function to locate the part by keyword(s) that exist(s) in that parts' file.**

NOTE: **You can not sell a firearm to a person that does not have an I.D. number in the I.D. field or is underage for the type of firearm they are purchasing.**

NOTE: **You may enter** `??` **at the wholesale and retail price prompts to access the Blue Book data base (provided you have Orion Blue Books installed on your computer - refer to the appendix entitled** Using The Orion Blue Books Interface**).**

NEW VENDOR

A new vendor is entered as new customer except that you must *choose* **<V>** or **<B>** for Customer/Company Type or your vendor will not be available as a vendor.

  *See New Sales.

NEW WISH LIST ENTRY

<I> Inventory Index/Pull Routines
<C>   Customer Wish List
<N>   New Wish List Entry
Answer the questions as they appear on screen.

OPTION GROUP NOTES

<F>   Find/Update Data
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen *press*
<V> View (if applicable)
<C> Change.

***Choose* \<I\>** Item Information.
Choose the number for the notes field and then ***enter*** the information.

NOTE: The notes you enter will display as a blinking message whenever the file is viewed.

OPTION/PURCHASE/TRADE REASSIGNMENTS

\<U\>   Utilities
\<O\>   Option/Purchase/Trade
Enter item number.
   ***Press* \<O\>** if converting item to an option.
   ***Press* \<P\>** if converting item to an purchase.
   ***Press* \<T\>** if converting item to an trade.
Answer the questions as they appear at the bottom of the screen.

NOTE: Requires password protection access level I.

ORDERING PARTS FROM VENDORS

\<S\>   Sales & Layaways
\<P\>   Print Routines
\<O\>   Order Parts From Vendors
Answer the questions as they appear at the bottom of the screen.

NOTE: Requires password protection access level I.

PART LABELS IN SALEABLE INVENTORY

If you want part labels for **only a few** parts do the following:
\<S\> Sales & Layaways
\<P\> Inventory Maintenance
\<F\> Find/Update Part Data
Choose the method you want to use to find the part.
Enter the number, keyword(s) or retail price.
The first part that matches will display on the screen. If it **is not** the part you wanted, ***press***
\<N\> to advance to the next part. (Continue to press **\<N\>** until the part you want is displayed.)
\<L\>   Label
Answer the questions as they appear at the bottom of the screen.

NOTE: If you want part labels for all parts, use the Bulk Label Printing option from the Sales & Layaways, Inventory Maintenance menu.

PASSWORD PROTECTION

\<U\>   Utilities

<V>   Variables
<M>   Modify Passwords
Enter "OWNR" at Employee I.D. prompt.
Enter your owner password if prompted.
<C>   Change
Enter the number of the "User" whose rights you wish to change.
Choose <I> to Change "User I.D.", **<A>** to change "Access" or **<P>** to change a
    "Password".
Answer the questions as they appear at the bottom of the screen.

PAWN FORM REPRINT

<E>   Edit/Reprint Transaction
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen ***press***
<P>   Print
<T>   Ticket (Pawn, Option, Loan, etc.)
Answer the questions as they appear at the bottom of the screen.

PAWNS

*See *New Pawns.*

PAYABLES

<G>   General Ledger
<P>   Payables (Expenses)
Choose one of the following to select the type of transaction you want:
    <B> Bank Account Payable (Dispersible/Expense)
        For checks or other debits from your business checking account.
    <P> Petty Cash (Drawer) Payable (Dispersible/Expense)
        For expenditures paid directly out of your petty cash drawer.
Answer the questions as they appear on the screen.

   NOTE: Requires password protection access level L.

PAYMENTS ON LAYAWAYS

*See *Posting Payments On Layaways.*

PAYMENTS TO REDUCE THE PRINCIPAL OF A LOAN

<F>   Find/Update Data
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen ***press***
<V>   View (if applicable)
<P>   Principal
<P>   Payment on Principal

Answer the questions as they appear at the bottom of the screen.

> **NOTE:** **Requires password protection access level E.**
> **NOTE:** **Requires password protection access level C to change**
>   **calculated reclaim charge.**

PETTY CASH EXPENDITURES

*See *Payables**.*

PICKUPS

*See *Reclaims (Merchandise In Pawn)**.*

POLICE REPORT REPRINT

<E> Edit/Reprint Transaction
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen ***press***
<P> Print
<P> Police Report Re-Print
Answer the questions as they appear at the bottom of the screen.

POSTING PAYMENTS (SALES AND LAYAWAYS)

<S> Sales & Layaways
<F> Find/Update Data
Choose the method you want to use to find the invoice.
Enter the name, number or keyword(s).
Once you have the customer/invoice you want on screen ***press***
<P> Post
Answer the questions as they appear on screen.

> **NOTE:** **Requires password protection access level E.**

PRICING SALEABLE INVENTORY ITEMS

*See *Changing Part Information in the Sales Module**.*

PRINCIPAL PAYMENTS

*See *Payments To Reduce The Principal Of A Loan**.*

PRINTING

*See *Account Rebillings**, Acquisitions Report (Police)**, Availability List**, Bank Activity
Report**, Bulk Label Printing**, Business Graphics, Cash Drawer Report**, Changing Part
Information In The Sales Module* (for Printing Saleable Inventory Labels)*, Cost/Profit*

*Analysis, Customer History Report, Customer I.D. Cards, Delinquent Account Report (Layaways), Expense Report, Gun Log Printout, History Report (Pawn Customers), Hold List (Inventory), Income Report, Inventory Reports In Pawn Program, Inventory Reports In Sales Program, Late Notices, Layaway Payment Report, Ledger Report In Pawn Program, Ledger Report In Sales Program, Mail Labels In Sales Program, Name And Address Listings Of Pawn Customers, Name And Address Listings Of Sales Customers, Part Labels In Saleable Inventory, Pull Sheet, Warnings List, Wish List Report **and/or** Zip Code Activity Report.*

PULL SHEETS

*****See** *Automatic Pull During Indexing.**

PURCHASE GROUP NOTES

<F>   Find/Update Data
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen ***press***
<V>   View (if applicable)
<C>   Change
Choose **<I>** Item Information
Choose the number for the notes field and then ***enter*** the information.

NOTE: **The notes you enter will display as a blinking message whenever the file is viewed.**

PURCHASE RECEIPT REPRINT

<E>   Edit/Reprint Transaction
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen ***press***
<P>   Print
<R>   Receipt Re-Print (Purchases)
Answer the questions as they appear at the bottom of the screen.

REBILLING PAST DUE LAYAWAYS/CREDIT SALES

<S>   Sales & Layaways
<P>   Print Routines
<R>   Re-Billings
Answer the questions as they appear at the bottom of the screen.

NOTE: Requires password protection access level L.

RECEIVABLES

<G>   General Ledger

<R>   Receivables (Income)
Choose one of the following to select the type of transaction you want:
   <B> Bank Account Receivables (Income)
        For receivables posted directly to your business checking account.
   <P> Petty Cash (Drawer) Receivables (Income)
        For miscellaneous income placed directly in your petty cash drawer.
Answer the questions as they appear on the screen.

   NOTE: **Requires password protection access level L.**

RECLAIM VOID

<U>   For Utilities
<R>   Reclaim Void
Enter the transaction number.
Enter the year the reclaim was done.
<R>   Reclaim Void
Answer the questions as they appear at the bottom of the screen.

   NOTE: **Requires password protection access level V.**

RECLAIMS (MERCHANDISE IN PAWN)

<F>   Find/Update Data
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen ***press***
<V>   View (if applicable)
<R>   Reclaim
Answer the questions as they appear at the bottom of the screen.

   NOTE: **If you have set number 45 in general setup to "Y", you will get**
            a pop-up window that breaks down the extension charges into
            their component parts (i.e. interest, service late notice and
            other charges), with the choices of <A>ccept, <R>edo and
            <C>ancel.
   NOTE: **Requires password protection access level R.**
   NOTE: **Requires password protection access level C to change**
            calculated reclaim charge.

REFUNDING PAYMENTS ON RETURNED MERCHANDISE

   *See *Unposting Payments (Sales And Layaways)**.***

REMOVING PARTS FROM INVENTORY

Refer to chapter entitled **Handling Inventory**.

*See Damaged Merchandise, Scrapping **and/or** Stolen Merchandise.*

RENEWING A LOAN

See Extending A Loan.

REPAIRS

Repairs are invoiced like any regular sale or layaway invoice.

See New Sales.

"Repair" is a special 'part number' and may be entered at any part number input prompt instead of entering a part number. When you enter `Repair` at a part number input prompt, you are asked for a description of the repair work, a quantity and a price.

If you charge by the hour ($15.00 per hour) and **worked for three hours** on a particular repair, you would enter 3 for the "Quantity" and `15.00` for the "Price". The **computer will multiply the quantity 3 times $15.00** and give a resulting charge of **$45.00** for the repair. If you have given a **flat rate of $35.00** for the repair, you would enter `1` for the **quantity** and `35.00` for the **price**, resulting in a charge of **$35.00** (**1** x **35.00**).

REPAWN

See New Pawns.

NOTE: When entering a new pawn transaction, <R> Repawn appears as a selection under "Item Type". You may mix items to repawn from separate tickets under a new ticket and mix repawns with new items on a new ticket.

REPRINT LAST PULL SHEET

<I> Inventory Update
<R>   Reprint Last Pull Sheet
Answer the questions as they appear at the bottom of the screen.

REPRINTS

*See Invoice Reprint, Item Label Reprint, Pawn Form Reprint, Police Report Reprint, Purchase Receipt Reprint **and/or** Reprint Last Pull Sheet.*

REWRITING A LOAN

See Extending A Loan.

SALES

See New Sales.

SCRAPPING

Sell items to the customer named "Scrapped Metals".

See New Sales.

SETTING UP YOUR BANK

See Bank Account Edit and enter your start-up bank information.

SPLITTING PARTS

<S>   Sales and Layaway
<I>Inventory Maintenance
<F>   Find and Update Data
Locate the part by Number, Keyword(s) or Retail Price.
When the part is displayed on the screen you will have the following choices:
<C>hange   **<N>**ext   **<S>**plit Part
Press <S>

See Breaking Up Inventory.

STOLEN MERCHANDISE (STOLEN FROM YOUR STORE)

Sell items to the customer named "Stolen Merchandise".

See New Sales.

SUPPLEMENTING YOUR CASH DRAWER

See Cash Transfers From Bank To Drawer.

TAGGING PARTS FOR AUTO-MOVE (PAWN TO SALES)

<S>   Sales & Layaway
<I>Inventory Maintenance
<V>   View/Tag Inventory
<P>   Pawn Inventory View/Tag
<T>   Tag
Answer the questions as they appear on the screen.

NOTE: Requires password protection access level U.
NOTE: Tagged items may be moved when you exit and a pull sheet
               for those items will be printed.

TAGGING PARTS FOR BULK NON-TAXABLE SALES

<S> Sales & Layaway
<I> Inventory Maintenance
<V> View/Tag Inventory
<S> Sales Inventory View/Tag
Answer the questions as they appear on the screen.

NOTE: **Requires password protection access level X.**
NOTE: **Requires password protection access level I to view exploded part information.**
NOTE: **Tagged items may be invoiced when you exit and invoices for those items will be printed.**

TAKING ITEMS OFF HOLD

*See *Holding Inventory (Pawns And Purchases)**.*

TRANSACTION VOIDS

*See *Voiding Pawns and Purchases**.*

TRANSFERS (BETWEEN CASH DRAWER AND BANK)

<G> General Ledger
<T> Transfers (Bank/Drawer/Bank)
Choose one of the following to select the type of transaction you want
    <B> Bank Account To Petty Cash (Drawer) Transfer
        For withdrawals made to supplement your petty cash drawer.
    <P> Petty Cash (Drawer) To Bank Account Transfer
        For bank deposits made from your petty cash drawer.
Answer the questions as they appear on the screen.

NOTE: Requires password protection access level L.

UNCONFISCATIONS

<F> Find/Update Data
Choose the method you want to use to find the transaction.
Enter the name, number or keyword(s).
Once you have the customer/transaction you want on screen ***press***
<V> View (if applicable)
<U> Un-Confiscate.
Answer the questions as they appear at the bottom of the screen.

UNPOSTING PAYMENTS (SALES AND LAYAWAYS)

<S> Sales & Layaways
<F> Find/Update Data
Choose the method you want to use to find the invoice.
Enter the name, number or keyword(s).

Once you have the customer/invoice you want on screen **press**
<U>   Un-Post
Answer the questions as they appear at the bottom of the screen.

NOTE: **If you have a printer set up to print checks, one of the questions you will be asked is if any portion of this refund will be made by check. If you answer yes, you will be taken to a ledger entry type screen to enter the appropriate information and the money will be automatically transferred from the bank to the drawer and from the drawer to the customer.**

NOTE: **If a total payment unposting has been done, the option to <R>estock will appear at the bottom of the screen. This is what you use to return the item(s) to saleable inventory. After pressing <R>, you will be asked if you would like to retain the part number(s), and the quantity will be removed from the invoice (restocked).**

NOTE: **Requires password protection access level S.**
NOTE: **Requires password protection access level I to restock parts.**

UNSPLITTING PARTS

<S>   Sales and Layaway
<I> Inventory Maintenance
<F>   Find and Update Data
Locate the split part by Number, Keyword(s) or Retail Price.
When the part is displayed on the screen **press**
<U>   Unsplit Parts

   ***See** Breaking Up Inventory**.**

VIEWING AN IMPORT PART FILE BEFORE IMPORTING

   ***See** Before Importing**.**

VOIDING A PAYMENT ON PRINCIPAL

To void a payment on Principal, simply enter an additional loan for the same amount of the payment you are voiding.

   ***See** Increasing Loan Principal**.**

VOIDING A PRINCIPAL INCREASE (AN ADDITIONAL LOAN)

To void an increase that was added to the Principal of a loan, enter a payment on Principal for the same amount of the increase you would like to remove.

   ***See** Payments To Reduce The Principal Of A Loan**.**

VOIDING PAWNS AND PURCHASES

<U>   For Utilities
<T>   Transaction Void
Enter the transaction number
<T>   Transaction Void
Answer the questions as they appear at the bottom of the screen.

NOTE: Requires password protection access level T.

VOIDS

*See *Extension Void**,** Reclaim Void**,** Unposting Payments (Sales And Layaways)* ***and/or*** *Voiding Pawns And Purchases**.***

WARNINGS LIST (INVENTORY)

<I> Inventory Update
<W>   Warnings List
Answer the questions as they appear at the bottom of the screen.

NOTE: Requires password protection access level U.

WISH LIST REPORT

<I> Inventory Update
<C>   Customer Wish List
<P>   Print Wish List
Answer the questions as they appear at the bottom of the screen.

WITHDRAWALS

*See *Transfers (Between Cash Drawer And Bank)**.***

ZIP CODE ACTIVITY REPORT (LETTERS & LABELS)

<L>   Letters & Labels
<Z>   Zip Code Activity Report
Answer the questions as they appear at the bottom of the screen.

APPENDICES

BACKDATE ENTERING PAWNS

Backdate entering pawns is something most only do when they have active pawns done prior to using the program, that they would like to enter into the computer before they begin using it for daily business. It *is not* something that you want to do (or allow your employees to do) on a regular basis.

To backdate enter a pawn:

Change number 27 in General Setup to "Y".

Doing this will make the first field appearing on the screen for new entries the "Date of Option/Purchase" field. The date in that field will reflect the date currently on the computer (usually today's date).

To backdate enter a pawn, **overtype** the date which appears with the original date of the pawn.
Press <ENTER> and then proceed with entering the customer/pawn information following the on screen questions.

When the question 'Next Expiration Date' appears at the bottom of the screen. If it is incorrect (as it will default to the beginning date of the option/purchase plus your default loan period), overtype this date with the correct (current) expiration date of this loan. (Accuracy is vital.)

**NOTE: When you have completed your backdate entering, it is VERY
           important to change #27 in General Setup back to "N" for no,
           as you do not want your employees to have the ability to
           backdate enter pawns on a regular basis. In Tutorial, #27
           should always be set to Y so you can always backdate enter
           pawns for experimentation. It should be the only difference in
           the parameters you have defined for your Variables Menu
           options.**

CASH DRAWER SHORTAGES AND OVERAGES

If you run a cash drawer report and find that you have a shortage or overage, you will need to post a payment in the General Ledger in the following manner:

If you are correcting a shortage, post a payment as a Petty Cash Drawer Payable for the amount you are short and assign the entry code for CASH SHORTAGE.

If you are correcting a overage, post a payment as a Petty Cash Drawer Receivable

for the amount you are over and assign the entry code for CASH OVERAGE.

CHECK CASHING

Although the Pawn Power Sales Module is not specifically designed to do check cashing, it gives you the ability to cash different categories of checks i.e. cashiers, government, payroll, personal, etc.

There are 2 initial steps you must take to set-up your Pawn Power program so you have this ability. By following the steps outlined below you will have a "Check Cashing Program" and it won't cost you an extra dime!

DEFINING PRODUCT CATEGORY - ADDING LABELS AND SUBMENU'S

From the Main Menu press:

<U>tilities
<V>ariables
<D>efine Product Categories

The following choices appear at the bottom of the screen:

<C>hange Label <V>iew Submenu <A>dd Label/Submenu <D>elete Label/Submenu

Press <A>dd Label/Submenu and you will be asked to Add Which Code:

Type: cc (for Check Cashing) and press <ENTER> and type in the New Label For Code CC: check cashing <ENTER>
Type: <V>iew Submenu and the View Which Menu selection will appear
Type: cc <ENTER> and the CHECK CASHING Category will appear
Type: <A>dd Label/Submenu and Add Which Code: will appear
Type: ck <ENTER> and the question New Label For Code CK: appears at the bottom of the screen
Type: check <ENTER>
Type: <V>iew Submenu and the question View Which Menu appears at the bottom of the screen
Type: ck for CHECK Category menu and
Type <A>dd Label/Submenu and enter the different CHECK Categories and labels you want e.g., ca
cashiers; go government. After entering all your check categories escape back to the main menu

CREATING ITEM NUMBERS FOR EACH OF YOUR CHECK CATEGORIES

From the Main Menu Press
<S>ales & Layaways
<I>nventory Maintenance
<A>dd New Wholesale Part
<M>anual Numbering
<O>ther and the GENERAL ITEM INPUT screen will appear

1. Part Number: ckcashiers<ENTER>
2. Vendor ID.:   prior<ENTER>
    Product Category: ccckca<ENTER>
5. Brand Name: <ENTER>
6. Model Numb/Descr: <ENTER>
7. Serial Number: <ENTER>
17. Part Description: cashiers check<ENTER>
18. Part Cost: 0<ENTER>
19. Wholesale Part: 0<ENTER>
20. Retail Price   0.05<ENTER>   (This value should represent the %
                                          you are charging for cashing this
                                          particular check)
21. Number In Stock: 32000   <ENTER>
22. Min Bef Order   0<ENTER>
23. Max Stock Num: 0<ENTER>
24. Location: <ENTER>

PRESS F to file Part

A new part number must be created for each category of check you anticipate cashing.

The steps outlined above are a one time procedure (unless you need to add more categories to your Check Category menu.

CASHING A CHECK

From the Main Menu press:

<S>ales & Layaways
<N>ew Entry/Invoice/Vendor
Press <ENTER> to continue into the Sales Module screen
Enter the Customers Name and press <ENTER>
(If the customer is already in your data base you will choose to use this customer. If the customer is not in your base, you will need to enter them so that you have all their personal data on file.)

You will now enter all invoice details as you normally would following the procedure

set out below:

Answer N to the question of taxable sale.

Enter the part number that corresponds to the type of check you are cashing i.e. ckcashiers; ckgovernment etc.

Quantity will be the FACE VALUE of the check. For example 50 if it is a $50.00 check (if the check is for additional cents you will need to decide whether to round up or down to the nearest dollar) and the price will be the % value you will charge to cash this type of check i.e. 0.5; 0.6; or 0.7%.

When you have entered all the checks the customer wishes to cash press the Page Down key at the new part number prompt and <F>ile Invoice.

The Change Window showing the Balance Due and the Payment now appears on screen. The figure displayed represents the dollar amount you will receive based on the % charged for cashing this type of check.

Press <ENTER> and the Amount Tendered will appear. Here you will enter (by overtyping the amount appearing on screen) the TOTAL AMOUNT OF ALL CHECKS BEING CASHED on this invoice and press <ENTER>. The Change line will appear giving you the total amount you should hand to this customer.

<A>ccept/Continue and choose whether or not you wish to print the Invoice/Receipt.

This method is for check cashing. If you would like to do payday advances, see **Payday Loans** later in this chapter.

NOTE: **The method used for handling payday loans can also be used for check cashing. Which method to use is strictly a matter of personal preference.**

BATCHING EXTENSION & RECLAIM CHARGES INTO A LUMP SUM TOTAL

To combine extension and reclaim payments on multiple loans to get a 'lump sum' total, you will first need to *find* the pawn customer by name.

Once the customer (with his most recent transaction) is on the screen, use the previous and subsequent arrows to *scroll* to the transactions you would like to add into that 'lump sum' total.

As you find them, *press* **<B>**atch for each one.

Once you have included all transactions you are combining, *choose* **<P>**rocess, and you will get a total amount necessary to bring all loans batched current.

NOTE: Do not forget that you can use the <CTRL> key with your
**   arrows to scroll through active loans only.**

CONSIGNMENT SALES

Many Pawnbrokers today take goods from customers on consignment rather than purchasing them outright. The advantages are (a) the customer will sell his goods at a price greater than he would receive if sold directly to the pawnbroker (b) the pawnbroker has no cash outlay, and (c) the pawnbroker will make an agreed profit on any sale of consigned goods.

Set out below are the steps you will need to take so you can do Consignment Sales. All instructions assume that you will be starting each task from the Main Menu (practice in Tutorial before entering one in the main program).

Press **<S>**ales & Layaways
Press **<N>**ew Customer/Vendor Entry
Enter the customer, with all pertinent details as a vendor (including an appropriate
      Vendor I.D.).

If the customer is already in your sales data base, all you need to do is find the customer and change the customer type from C to B (for both customer and vendor) and add their Vendor ID in the field provided.

Enter the customer's consigned goods into saleable inventory.
Select **<M>**anual Numbering.
Prefix the part number with CON and *add* additional numbers or letters to aid in identifying the part.

NOTE: If you are taking a firearm on consignment, use the serial
**   number of the gun after the prefix of CON.**

NOTE: Entering parts with the prefix of CON will enable you to
**   generate a Cost/Profit Analysis report which will show you**
**   what has been sold and the profit you have made and, when**
**   running an inventory report of all consigned parts, you will be**
**   able to determine what consigned parts are in your inventory**
**   at any given time.**

Use the Vendor ID you have entered on the Customer/Vendor screen.

At the cost prompt, *enter* the amount your customer expects to receive for this part. (This will increase your inventory value and is essential in case of loss, damage or theft of the part as you need to have it on record for insurance

purposes etc.).

Set the retail price to include the cost plus the amount you will receive for selling the customers goods.

When all part information has been entered into the data base, file the part, ***print*** a label and put the goods out on the floor for sale.

After the sale of any consigned goods has been completed, you will pay the consignee through the General Ledger by either check or cash. If paying by check, use Bank Account Payable. If paying cash to your customer, use Petty Cash Payable for the amount agreed upon and assign the entry the appropriate ledger code.

CUSTOMER HISTORY FOR A PURCHASE CUSTOMER

To have a customer history display for a customer who has made only purchases, enter a 'dummy' pawn and immediately void it. The next time that customer comes in to do a pawn *or* purchase, the customer history will be displayed.

DEFAULTED LAYAWAYS

Prior to defaulting layaway payments you should run a Delinquent Accounts Report. Once you have identified the defaulted layaways, follow the instructions below to handle the default properly.

Find the invoice with the defaulted layaway.
Press <U> to unpost the payment, then ***press <R>*** (Restock) to return the part to saleable inventory.
Or
Press <C>hange
Choose <I>tem Information
Delete the number of parts sold on each line where there is a part number recorded. (This will allow you to retain the part number on the invoice for future reference).

If you *do not* give in-store credits, you must now account for the amounts unposted with a compensating entry through the General Ledger. It should be entered as a petty cash drawer receivable, miscellaneous income, and you should enter the total amount of all defaulted payments. You now have corresponding debits and credits recorded on your cash drawer and ledger reports. (If you are not sure how to do this, see **Receivables** in the **Quick Reference**.)

NOTE: If the part which has defaulted is a firearm, follow instructions above and then verify all gunlog information for that item is correct by looking it up in Gun Log Editor. IT IS *IMPERATIVE*

**YOU VERIFY YOU ARE TRULY ON THE CORRECT ENTRY AND
ANY CORRECTIONS MADE ARE ACCURATE!!!**

DUPLICATE ENTRIES

Once a customer has been entered into your data base, it *cannot* be deleted.

To handle a duplicate entry, find the second entry for that customer, delete all the address information and type in "DUPLICATE ENTRY - DO NOT USE". If this entry has active loans assigned to it, phase them out.

When the second entry has been inactive long enough to qualify, it will be discarded when you do a Download.

EDITING LATE NOTICES

See **Preparing Letters For Use With Letters & Labels**.

ENTERING PARTS INTO SALES INVENTORY WHILE DOING AN INVOICE

While doing an invoice, you can sell an item that has not yet been entered into inventory, by typing "?#" at the part number prompt, and entering the item into inventory prior to selling it out on the invoice.

HOW TO HANDLE AUCTIONED ITEMS

After selling items returned from Auction House to AHBUYOUTS, a new part number must be created - and the vendor ID of PAWN is used to allow for tracking of the original pawn item #.

HOW TO PRINT A COMPLETE LIST OF INVENTORY

As your Pawn Power is divided into two sides, with two different data bases, you will need to run inventory reports from both sides of the program to get a complete list of inventory that is in your store.

From the pawn side of the program, you will need to run inventory reports for Options Not For Sale and Purchases Not For Sale.

From the sales side of the program, you will need to run inventory reports for both Saleable Inventory, In-stock Items Only, and Layaway Inventory, In-stock Items Only.

HOW TO PRINT LATE NOTICES

Before you ever begin printing late notices, you should verify that number 38 in your General Setup is set in the appropriate manner to meet your individual needs. See **General Setup**.

Once you are ready to print, go to the Inventory Update Menu (<I>nventory Update). After choosing **<L>**ate Notices and format you would like to print them in (**<L>**etter Format or **<M>**ailing Label Format), you will see the following options:

<E>xpiring Through Date   <F>orce Print Specified Date   <S>pecific Transaction

For regular printing, you will choose **<E>**xpiring Through Date. This will print late notices for all loans expiring through a specific date. The default date is determined by the parameters you set in General Setup.

If you would like to re-print late notices printed on a specific day, use **<F>**orce Print Specified Date and enter the date you printed the late notices that you would like to reproduce. For example, if you wanted to re-print late notices you printed on February 15th of this year, you would enter 0215YYYY as your beginning date and press <ENTER> at the ending date prompt.

NOTE: **Late notices printed in <L>etter Format can be folded for the address and return address to show when using double-view check envelopes.**

You can also use **<F>**orce Print Specified Date to print notices printed on several days. For example, if you wanted to re-print late notices you printed February 15th, 16th, and 17th of this year, you would enter 0215YYYY as your beginning date and 0217YYYY as your ending date.

NOTE: **If, after printing late notices in letter format, you would like to print labels for them, proceed to print late notices as you normally would. Choose** <M>**ailing Label Format,** <F>**orce Print Specified Date, and use today's date as the beginning date and press <ENTER> for the ending date.**

To print a late notice for a specific customer, use **<S>**pecific Transaction and enter the transaction number that you would like a late notice re-printed for.

NOTE: **<F>orce Print Specified Date and <S>pecific Transaction only work for transactions with late notices printed *after* the installation of Pawn Power Plus Release 6.0.**

HOW TO PRINT STARTUPS (AUTOEXEC.BAT & CONFIG.SYS FILES)

To type out your AUTOEXEC.BAT and CONFIG.SYS files, follow the instructions listed below:

Exit to DOS

At your disk prompt (usually c:), ***type*** `COPY AUTOEXEC.BAT LPT1:`
***Press* <ENTER>**
The AUTOEXEC.BAT file should print out on your number one printer.

After your AUTOEXEC.BAT has finished printing, ***type*** `COPY CONFIG.SYS LPT1:`
***Press* <ENTER>**
The CONFIG.SYS file should print out on your number one printer.

If these files are requested from Technical Support and you are on a network, the above procedures should be followed for all terminals, and each terminals' print-out should be labeled as to which terminal it refers to (this can be computer 1,2,3…, Sally's computer, computer by the door, etc. - anything that will allow Technical Support to accurately identify a station with you).

If you are faxing a copy of these files, be sure to put your shop name and phone number on them (even if you have a header in your fax machine - these are not always accurate and our staff have no way of knowing which are and which aren't).

IN-STORE CREDIT ON DEFAULTED LAYAWAYS

If your store allows in-store credits on defaulted layaways, it is not necessary to unpost any payments made on the layaway.

Print a Delinquent Accounts report.
Bring the invoice up onto the screen.
***Press* <C>**hange
***Choose* <I>**nvoice Information
Choose the corresponding line number for the defaulted item and ***delete*** the
   number of parts sold. This will return the part to stock but leave the amount
paid as a credit balance.

If the customer returns to your store, you will use the same invoice to record a *new* layaway or sale by bringing the original invoice up onto the screen. From there you would:

***Press* <C>**hange
***Choose* <I>**nvoice Information
On the appropriate line of the invoice, ***record*** the part number, description,
   quantity sold and total price. If the amount of the new part is *greater* than the
credit recorded on the invoice, a balance due will appear.
Post the payment and ***reprint*** the invoice.

IN-STORE CREDIT ON RETURNED SALES

Basically, an in-store credit on a returned sale is when a customer returns a part to

your store and you *do not* refund the cost of the sale, but issue an in-store credit instead.

If the customer selects another item, use the original invoice and change the invoice information to reflect the appropriate part number on the *next available line* with a quantity and a price.

If the part sold is *equal* in amount, reprint the invoice showing the new part sold and nothing further need be done.

If the amount of the new part sold is *greater* than that of the original, post the amount owing and print the amended invoice.

If the new part cost is *less* than that of the original, the invoice will show a remaining credit balance which can be used at a later date.

IN-STORE CREDIT ON NEW SALES INVOLVING TRADE-INS

Basically, an in-store credit on a new sale occurs when a customer purchases an item from your store and gives you a trade-in that is of greater value.

Normally, the best way to handle this type of transaction is to purchase their item outright and then do a nontaxable sale for the item they are purchasing from you.

In cases where you do not want to give the customer cash but would rather give them a credit, do the following:
1. Take the item in on the pawn side as a trade-in with an amount paid equal to the trade-in value (i.e. $100.00).
2. Do an invoice on the sales side for the item they are purchasing and when you file the invoice enter $0 for the payment today.
3. Find the invoice and edit line 8 of the invoice to have no part number, a description that reads "trade-in", a quantity of "1" and a price of minus the value you allowed in number 1 above (i.e. $-100.00). The balance due on the invoice will be the amount of the credit balance expressed as a negative number.

When the customer comes in to use the credit for a new purchase, find the invoice and edit line 2 of the invoice to have the new part number,   quantity and price.

If the addition of the new part results in a positive balance due collect the new balance due. If the balance due is still a negative number the remaining credit balance will be used at a later date when another item is purchased.

KEYWORD SEARCHES

A keyword is all or part of a word that you have typed in response to any of the

questions that you are asked during data entry.

For example, in the description "COLT .45ACP SEMI-AUTOMATIC PISTOL", the words "COLT", "ACP", "45", "AUTO" AND "PISTOL" are all acceptable as keywords.

Keyword searches *do not* restrict you to whole words. What does that mean? Whenever you use keyword searches, you can type the entire word *or* just a portion of a word. You can also define up to three whole (or partial words).

The search is activated when you have defined all three keywords or have pressed the **<ENTER>** key in response to any of the keyword prompts.

EXAMPLES:
To find all COLT firearms in your data base, you would:
Type COLT at the Keyword 1 of 3 prompt and *press* **<ENTER>**.
At the Keyword 2 of 3 prompt, *press* **<ENTER>**.

To find all COLT AUTOMATIC firearms in your data base, you would:
Type COLT at the Keyword 1 of 3 prompt and *press* **<ENTER>**.
At the Keyword 2 of 3 prompt, *type* AUTO and *press* **<ENTER>**.
At the Keyword 3 of 3 prompt, *press* **<ENTER>**.

To find all COLT 45 AUTOMATIC firearms in your data base you would:
Type COLT at the Keyword 1 of 3 prompt and *press* **<ENTER>**.
At the Keyword 2 of 3 prompt, *type* AUTO and *press* **<ENTER>**.
At the Keyword 3 of 3 prompt, *type* 45 and *press* **<ENTER>**.

You must keep in mind which type of record you will be looking through. For instance, you will not be able to locate an item by an item data field keyword if you are searching by customer data field keywords, nor will you be able to locate a customer by a customer data field keyword if you are searching by item data field keywords.

LATE NOTICES

See **How To Print Late Notices** & **Editing Late Notices**.

PAYDAY LOANS (PAYDAY ADVANCES)

There are 2 initial steps you must take to set-up your Pawn Power program so you have the ability to do payday advances.

DEFINING PRODUCT CATEGORY - ADDING LABELS AND SUBMENU'S

From the Main Menu press:

<U>tilities
<V>ariables
<D>efine Product Categories

The following choices appear at the bottom of the screen:

<C>hange Label <V>iew Submenu <A>dd Label/Submenu <D>elete Label/Submenu

Press <A>dd Label/Submenu and you will be asked to Add Which Code:Type: cc (for Check Cashing) and press <ENTER> and type in the New Label For Code CC: check cashing <ENTER>
Type: <V>iew Submenu and the View Which Menu selection will appear
Type: cc <ENTER> and the CHECK CASHING Category will appear
Type: <A>dd Label/Submenu and Add Which Code: will appear
Type: ck <ENTER> and the question New Label For Code CK: appears at the bottom of the screen
Type: check <ENTER>
Type: <V>iew Submenu and the question View Which Menu appears at the bottom of the screen
Type: ck for CHECK Category menu and
Type <A>dd Label/Submenu and enter the different CHECK Categories and labels you want e.g., ca
cashiers; go government. After entering all your check categories escape back to the main menu

CREATING ITEM NUMBERS FOR EACH OF YOUR CHECK CATEGORIES

From the Main Menu Press
<S>ales & Layaways
<I>nventory Maintenance
<A>dd New Wholesale Part
<M>anual Numbering
<O>ther and the GENERAL ITEM INPUT screen will appear

1.	Part Number:	ckcashiers<ENTER>
2.	Vendor ID.:	prior<ENTER>
	Product Category:	ccckca<ENTER>
5.	Brand Name:	<ENTER>
6.	Model Numb/Descr:	<ENTER>
7.	Serial Number:	<ENTER>
17.	Part Description:	cashiers check
18.	Part Cost:	0<ENTER>
19.	Wholesale Part:	0<ENTER>

20. Retail Price	0.05<ENTER>	(This value should represent the % you are charging for cashing this particular check)
21. Number In Stock:	32000<ENTER>	
22. Min Bef Order	0<ENTER>	
23. Max Stock Num:	0<ENTER>	
24. Location:	<ENTER>	

Press F to file Part

A new part number must be created for each category of check you anticipate cashing.

The steps outlined above are a one time procedure (unless you need to add more categories to your Check Category menu.

MAKING YOUR PAYDAY ADVANCE

A customer comes into your store with a check dated January 1, 1996 for $125. Calculate the amount you want to charge them for cashing it. Do a pawn with the loan amount being the amount of the check minus your charge, then make the reclaim cost the total amount. Keep a file of some sort with the date the check can be cashed. On that day, reclaim the pawn. In this example, the loan amount (if my charge is $10) would be $115 and the reclaim amount would be $125.

NOTE: This method can be used for check cashing as well by making the loan and reclaim amounts the same.

This method is for payday loans. To do check cashing, see **Check Cashing** earlier in this chapter.

REBILLING LAYAWAY/CARRYOUT INVOICES TO AVOID MAILING

Re-billings can be run to update layaways and carry-out financings *without* actually printing them for mailing.

To do this, ***go to*** your Printer Setup.
Press **<PRINT SCREEN>** (This will print a copy of the Printer Setup).
Remove the port and/or codes from Sales Invoices and Late Notices.
Print rebillings to the screen. late notices and sales invoices.

Use your printout to re-assign the same port and/or codes you deleted, once you have finished printing the rebillings to the screen.

REFUNDING AN INVOICE PAYMENT

Press **<S>**ales & Layaway
Find the invoice by number, customer or keyword.

If this is a multi-part invoice, and all parts are being returned, *press* **<U>**npost and unpost the full amount of the invoice. If you have a check printer assigned, you will then be asked if any portion of this refund is being made by check
    <Y/N>. If you answer yes, you will be asked for all the check information. The money would then be automatically transferred from the bank to the drawer and refunded from the drawer.

Press **<R>**estock to return the part to saleable inventory.

If you wish to retain the part numbers on the invoice for future reference, *press* **<C>**hange, **<I>**nvoice Information, *select* the appropriate line number and
    delete the quantity sold to restock the part.

Return the customers money.

If the customer is returning one part on a multi-part invoice, *press* **<C>**hange, **<I>**nvoice Information and, choosing the appropriate line number, *delete* the quantity sold to retain the part information on the invoice. Deleting the quantity sold will return the item to stock and show a credit balance on the invoice for the amount to be unposted and returned to the customer.

Press **<U>**npost
Follow the on screen instructions and *return* the customers money.

REPLACING A LATE NOTICE

If you need to replace a late notice that has been damaged in some way, you can generate a replacement letter by extending the person's loan and immediately voiding the extension. The next time you run late notices, another notice for this customer will be generated. If you do not run them again immediately following the above process, you may need to put the item on a customer hold to insure it is not pulled before the required notification period in your state has expired.

SCRAPPING

Scrapping metals out of your saleable inventory and selling the scrap to your metals dealer should be handled in the following manner:

Sell the parts you are scrapping to the customer Scrapped Metals, * *with* part numbers *and* quantity *for $0*. This will result in your saleable inventory being reduced by the amount you paid for the metals, and your ledger sentences showing a loss until such time as you sell your metals to your scrap metal

dealer (which is truly what happens).

When you receive payment from your dealer, ***record*** the payment through the General Ledger by entering the gross amount of the sale as a petty cash draw receivable, non-taxable sale, and assigning the income code designated as Scrapped Metals to the entry.

SELLING A PART WITHOUT KNOWING THE PART NUMBER

While doing an invoice, if you do not know a part number, you can enter "??" at the part number prompt and search by keyword to find the part.

SELLING MULTIPLE BUCKET PARTS AT DIFFERENT PRICES

When selling out more than one bucket part with the same part number (but a different price or description) on the same invoice, you can type "??" at the part number prompt on the sales invoice screen and do a keyword search for the full part number and say "yes" you will use. This fools the computer into thinking that this is a separate part number.

SCRAPPING GUNS

To scrap guns, you will first need to create a new customer called DAMAGED MERCHANDISE, FIREARMS. All information should be filled in using the store's Federal Firearms License number in the ID filed.

Guns to be scrapped will then be sold to this customer using the item number, description, a quantity of 1, and a price of $0. This will remove the part from inventory, and the gun log will note is has been sold. (*Scrapping guns in this manner will ensure correct profit reporting.*)

STARTING OVER

NOTE: Starting over is something that should only be done if you are a new shop and have mistakenly entered information into the main program instead of tutorial. Starting over will wipe out ALL data entered into the program.

To start over, you will first need to save the files PPERVDEF.DAT and PPERREST.DAT. Once that is done, delete the PAWNSHOP directory, all subdirectories, and .DAT files in the directory. Re-install the program disks and copy PPERVDEF.DAT and PPERREST.DAT back into the PAWNSHOP directory.

NOTE: If you would like to save the customer base, you will need to save the files CUSTOMER.DAT and NAMEX.DAT in addition to the ones listed above.

USING THE BLUE BOOKS INTERFACE

If you have the Orion Blue Books software and *our* Blue Books interface, you can type "??" while entering the wholesale and/or retail prices of an item (while adding a part into inventory, changing invoice information in the sales module, entering a new pawn, or doing a new sale), access your Blue Book information, exit, and be exactly where you were before.
However, there is a specific Blue Book software package made specifically for Windows 95/98. If running in a Windows environment, you would not need to load Blue Books into our system.

USING THE REPAWN FEATURE TO PAWN SIMILAR ITEMS

To use the repawn feature to pawn similar items, *choose* **<R>**epawn and *enter* in a keyword(s) to find the item that is similar to the one being pawned.

Continue to *answer* **<N>**o you do not want to use the item listed until you find the one that is the closest match to the item being pawned, then *enter* **<Y>**es you would like to use it.

Once the item information is displayed on the screen as being part of the transaction, *use* the **<C>**hange feature to change any of the item information to match the item being pawned.

For example: John Smith brings in a T.V. that is similar to one that was brought in a couple of weeks ago by Sally Jones. I proceed to enter a new pawn for John and choose <R>epawn. When asked for keyword(s) I enter 27" for keyword one, Sony for keyword 2, and T.V. for keyword 3. The items whose descriptions include these keywords are displayed. When Sally's T.V. is displayed with the option to Use <Y/N>, I choose <Y>. The item is now displayed on the screen as part of the transaction. I use <C>hange to change the serial number and add to the description line, then proceed with the pawn.

TROUBLESHOOTING

CANNOT MOVE AN ITEM

There are only two reasons that you would not be able to move an item, do an extension, or do a reclaim.

(1) The item has been confiscated.
(2) The item has been invoiced.

Depending on what you are trying to do, make adjustments which will allow you to do it (i.e. taking an item of hold so you can do an extension).

CANNOT TAKE A PAYMENT ON PRINCIPAL

There are three reasons you would not be allowed to accept a payment on principal.

(1) The item has been confiscated.
(2) The item has been invoiced.
(3) The payment that is being entered is more than the amount still financed.

CANNOT VOID A TRANSACTION

The only thing that would keep you from voiding a transaction is if you are trying to void it on a day that is different than the day the transaction was done.

Change the date on your computer to the date the transaction was done, do the void, then change the date back to the current date.

NOTE: Items included on a transaction must have an inventory status of "N" before you can void that tranasaction. If they do not, you can use the <M>ove feature to return the item to that status, then proceed with the void in the manner described above.

ERROR WHILE EXTENDING OR RECLAIMING A LOAN

If you are trying to extend a loan and get an Error 06 or 11, you may need to recalculate the loan. To do this you must go to Edit/Reprint and find the transaction. Get the full view of the item, and re-enter the loan amount (e.g.: <c>hange, <I>tem information, #31, $100.00). Then say NO to "change reclaim amount?". go back to your Main Menu and look up the loan through Find/Update and complete the extension/ reclaim.

ERROR WHILE RESTOCKING AN ITEM

If you are trying to restock an item and receive an error message, there is a negative number in stock for the part quantity. (This sometimes occurs when two people try to sell the part at the same time or have the same invoice on two screens simultaneously and both file the sale.)

Change the quantity to 0 and try to restock.

INCOME/EXPENSE TABLES ARE BLANK

If, on accessing the leger at the beginning of a new year, you get an error code 52 and find your income/expense codes are blank, you have not opened your ledger for the new year.

The ledger is opened when you do a new sale or pawn. Therefore, to correct this situation, you must either wait until you have done a new sale or pawn or enter a 'dummy' sale to cash customer for $0. Once one of these things occur, you may go back and make your ledger entries as usual.

INVENTORY STATUS OF "Y"

Depending on the version of Pawn Power you have, this could indicate a problem has occurred during an inventory update. If you notice an item with this status, call Technical Support.

ITEM MOVING BEFORE IT IS ELIGIBLE

There are only two reasons an item might move prematurely:

1. It has already been moved into saleable inventory (manually).
2. If your General Setup settings have been changed.

If you find one of the above has caused an item to move prematurely, move it back to it's "N" status using the <M>ove feature.

If the item moved because the General Setup settings were changed, make any necessary adjustments after you have moved it back to "N" status.

LOOPING DURING INVENTORY UPDATE

If you are doing an automatic inventory update/pull, and your computer begins looping, *DO NOT* touch anything. Call Technical Support immediately!!!

PREVIOUS AND ENDING INVENTORY SHOWING SAME AMOUNTS

If a ledger report shows the same figures for previous and ending inventory, that computer has been dated forward and the inventory counted as of that date.

To correct this, change directories into the PAWNSHOP directory, then type `COPY /B INTRYYYY.DAT CON` (YYYY is representative of the current year - you should enter the current year). Displayed on the screen you will see a list of dates. The last entry will be last time the ledger was read. If this date is only a few days ahead, you may want to wait until that date passes as the ledger will correct itself. If this date is far into the future, you will need to restore a backup done prior to the date when the forward dating was done.

RENAME ERROR DURING AN AUTOMATIC INVENTORY INDEX/PULL

If you get a rename error (error 58) while running an automatic inventory update/pull, the PARTCOMB.DAT file was being updated and re-created a PARTTEMP.DAT file.

To correct this, the smaller of the two files should be deleted and then renamed PARTCOMB.DAT. Once that is done, you will need to re-index your data. **(*If you do not know how to do this, call your computer person.*)**

If running in a Windows environment you would get this error when trying to index with multiple copies of the program open. Exit out of the program fully by usine your keyboard, and check the Windows Toolbar to make sure no extra copies of the program have been left open.

SCREEN PROMPTS ARE FLASHING DURING KEYBOARD INPUT

If your screen is flashing, Screen Color Setup has been altered to include parameters greater than those recommended (a number greater than 15 for the foreground color or 7 or the background color).

To remedy this situation simply correct the parameters.

TYPING WITH NO EFFECT

When a data field becomes full and you are in insert mode your typing will have no effect on the already full data field. When this happens, press the **<INSERT>** key once so that you can type over the unwanted data.

INSERT KEY

All computers have two data field input modes: *insert* and *overtype*. When you are in *insert* mode, each character you type bumps the characters formerly placed in the field, one space to the right. Therefore, you are *insert*ing the characters you are typing in. In *overtype* mode, each character you type will *overtype* an already existing character in that data field. To change the data field input mode, press the **<INSERT>** key once. To change it back, press the **<INSERT>** key again.

WRONG CUSTOMER OR PART COMES UP ON SCREEN

If you are trying to find a customer or part and a different customer or part is displayed on the screen, index your data base (see **Updating Inventory**) and try again. If this does not work, call Technical Support.

ERROR MESSAGES

ABORT OR RETRY AND LOCK ERRORS

Many errors will give you the option to Abort or Retry.

If the error has been identified to be a result of a hardware problem, correct the problem and then choose to retry.

If the error is a result of two people accessing the same information at the same time (a lock error or permission denied), communicate with the other employees to find out who has the information of file locked. Allow that person to finish what they are doing BEFORE YOU DO ANYTHING!!! Once they are finished, choose to retry and continue. (*This should work unless the information or file is still locked.*)

NEVER **CHOOSE TO ABORT WITHOUT CALLING TECHNICAL SUPPORT FIRST!!!**

ERROR CODES

Below is a list of error codes. Each is listed with a definition, the possible origin(s) of the error (**DE** - Data Entry, **DC** - Data Corruption or **HW** - Hardware), and an example of *how* it might *POSSIBLY* have originated. Use this list to help you decide what to do next when you see an error code on the screen. **Always eliminate the simpler problems first.**

If you identify an error as being a result of data entry, simply correct the entry.

If you identify an error as being a result of a harware problem, eliminate the simple possibilities (if there are any) then call your computer person as our Technical Support personnel *cannot* help you.

If you identify an error as being a result of data corruption, print a copy of your AUTOEXEC.BAT and CONFIG.SYS files (see **How To Print Startups**) from each computer connected in your system. Identify the computer each copy was printed from, and have it available when you call Technical Support.

NOTE: **Data corruption** *will not* **have an example listed as there are a multitude of things that can cause it (incorrect startup files, a power outage, cutting your computer off while in the program,**

etc.).

5   Illegal function call

A parameter that is out of range is passed to a math or string function. A negative or unreasonably large subscript is used or a negative number is raised to a power that is not an integer.
An improper or out-of-range argument is given to a function (**DE**).
A negative record number is given when using GET file or PUT file (**DC**).

Example:
   DE You may have a loan for $0 or a negative value.

6   Overflow

The result of a calculation is too large to be represented within the range allowed for floating-point numbers (**DE** or **DC**).

Example:
   DE You may have a loan for $200,000,000. (If you are writing loans for this amount, let us know! Not only will we re-write the software to accomodate you, but we may want to take out a loan!) Check your Rates Setup. You might also need to recalculate the loan.

7   Out of memory

More memory is required than is available (**HW**).

Example:
   HW There may not be enough memory to allocate a file buffer.

9   Subscript out of range

Something has been entered that is an incorrect parameter (**DE** or **DC**).

Example:
   DE May occur when invalid month, day or year is entered while running a report.

11   Division by zero

A division by zero is encountered in an expression, or an exponentiation operation results is zero being raised to a negative power (**DE** or **DC**).

Example:
   DE Generally occurs only if you have entered a loan with a loan period of 0 days (zero). You might also need to recalculate the loan.

13   Type mismatch

Some DOS versions recognize some combinations of letters as representing numeric values. This error would appear if you used one of

these combinations in a field where this numeric value was unacceptable (**DE** or **DC**).

Example:
DE If you entered the letters 1E-10 as a part number, you would get this error because the computer is recognizing it as .0000000001 a numeric value which does not make sense in the text field.

24   Device timeout

The program did not receive information from an I/O device within the default DOS predetermined amount of time (**HW**).

Example:
HW Your printer may have a full buffer or no buffer at all.

25   Device fault

A device has returned a hardware error (**HW**).

Example:
HW Your printer may be jammed. (If this occurs when printing, try turning off the printer and check all lines, cables, sharing device modules, etc.)

27   Out of paper

You printer is out of paper (**HW**). (*No example necessary.*)

52   Bad file name or number

A statement or command references a file with a file name or number that is not specified in the OPEN filestatement or is out of the range of the file numbers specified in config.sys, files = xx, at bootup (**DE**, **DC** or **HW**).

Examples:
DE An attempt was made to print to a disk with an invalid file name.
HW Your config.sys specifies an inadequate number of files.

53   File not found

A KILL, NAME, FILES, or OPEN statement references a file that does not exist at the specified location (**HW, DE,** or **DC**).

Example:
HW Your autoexec.bat file in your startups has smartdrv.exe (or .sys), and/or your config.sys has setver.exe loaded and data corruption has occurred.
DE If you are on a network, you would get this when someone was attempting to do a new pawn while another was indexing the data base (doing an inventory update/pull).

57   Device I/O error

An I/O error occurred on a device I/O operation. The operating system cannot recover from this error (**HW**).

Example:

HW On a network remote terminal (a workstation), this error occurs when the terminal has lost contact with the server. Try re-booting the workstation getting the error. If it still appears, shut down the system as you do at the end of the day and **call you computer technician!!!**

On a server (a stand alone computer), this error occurs when you have a hard drive failure. The computer that is getting this error must be restarted **WITH CAUTION!!!** Call your computer technician **IMMEDIATELY!!!**

58   File already exists

The file name supplied in a NAME statement is identical to file name already in use on the disk. This is sometimes referred to as a rename error (**DE** or **DC**).

Example:

DE If you are on a network, you would get this when someone was attempting to do a new pawn while another was indexing the data base (doing an inventory update/pull).

DC If you are running in a Windows environment you would get this error when you have multiple copies of the program open.

61   Disk full

Your hard or floppy drive is full (**HW**).

63   Bad record number

Each entry in your data base is assigned a record number that is associated with the file that stores that information. This error will appear when you are trying to access a record number that does not exist (**DE** or **DC**).

Example:

DE This error will occur when you enter an invalid two-letter code in the product category field.

64   Bad file name

An illegal form is used for the file name with LOAD, SAVE, KILL, or OPEN (**DE** or **DC**).

Example:
DE The file name you are trying to use has too many characters.

67   Too many files

It occurs when the 255-file director maximum or the files=xx in config.sys maximum is execeded by an attempt to create a new file with a **SAVE** or **OPEN** statement (**HW**).

68   Device unavailable

The device you are attempting to access is not on line or does not exist (**HW**).
Example:
HW Your printer is not on line or the printer setup calls to a device that doesn't exist (i.e. LPT0:). If this occurs when printing, try turning off the printer and check all lines, cables, sharing device modules, etc.

70   Permission denied

An attempt was made to write to a write-protected disk, or to access a locked file. This error is standard when you are on a network.
Example:
DE This error will occur when the information trying to be accessed is already being used at another terminal.

71   Disk not ready

The disk drive door is open, or no disk is in the drive or networked disk did not respond before timeout occurred (**HW**).
Example:
HW You are trying to do a backup and there is no disk in the drive or the disk drive door is open. If you are on a network, your Net Use statement needs to call to a common drive.

72   Disk-media error

Disk-drive hardware has detected a physical flaw on the disk (**HW**).
Example:
HW Bad clusters, sectors, a problem with the fat table, etc., has been detected.

73   Advanced feature unavailable

You are attempting to use a feature supported only under a later version of DOS (**HW**).

75   Path/File access error

During an OPEN, MKDIR, CHDIR, or RMDIR operation, the operating system was unable to make a correct path-to-filename connection. The operation *is not* completed (**DE** or **HW**).

Example:
   HW You are trying to access a path or file that cannot be located (i.e. you entered a path instead of a file name).

76   Path not found

During an OPEN, MKDIR, CHDIR, or RMDIR operation, DOS was unable to find the path specified. The operation *is not* completed (**DE** or **HW**).

Example:
   DE The path name you are trying to use does not exist.
   HW On a network remote terminal (a workstation), this error might occur when the terminal has lost contact with the server. Try re-booting the workstation getting the error. If it still appears, shut down the system as you do at the end of the day and **call you computer technician!!!**

   On a server (a stand alone computer), this error occurs when you have a hard drive failure. The computer that is getting this error must be restarted **WITH CAUTION!!!** Call your computer technician **IMMEDIATELY!!!**

   If this occurs when printing, try turning off the printer and check all lines, cables, sharing device modules, etc.

Miscellaneous Additional Errors:

If an error occurs that is not in the above list, you should contact Technical Support and report the error.

VENDOR LIST

The following is a list of vendors who provide Power Software customers with supplies and/or equipment. Under each vendor's name, the supplies and/or equipment they provide is listed for you.

Burrell Printing Company **1-800-531-5234**
  All necessary forms and checks to be printed by the program.
  Standard Mailing/Item Labels (#7260).
    $^{15}/_{16}$" high x $3^1/_2$" wide
  Standard Labels for use as Dot Matrix Barcode Jewelry Labels (#7507).
    $^1/_4$" high x 4" wide

TheNerds.net **1-888-566-6373**
  (AS248T & AS248R Parallel Transmitter and Receiver)
  Multi-Printer port splitting device
  You need one transmitter for print server & one receiver for each printer.

Kassoy **1-516-942-8517**
  Zebra Laser Barcode Jewelry Printer.
  Laser Barcode Jewelry Labels (for use with Zebra printer).
  Three Across Dot Matrix Barbell Jewelry Labels (non-barcode).

Orion **1-800-748-1984**
  Blue Books disks for use with Blue Books interface.

Variant Microsystems **1-800-827-4268**
  Barcode Readers (#VM5125PP for Power Software discount).
  Automatic Cash Drawers (#MMF2230PL for Power Software discount).