



PawnShop Documentation

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PawnShop Manual

How to use the PawnShop software program

by Flyware Pty Ltd

Welcome to the PawnShop manual. We have strived to make this documentation as easy to use as possible.

You can use this manual while you are beginning to use PawnShop or refer to it when needed.

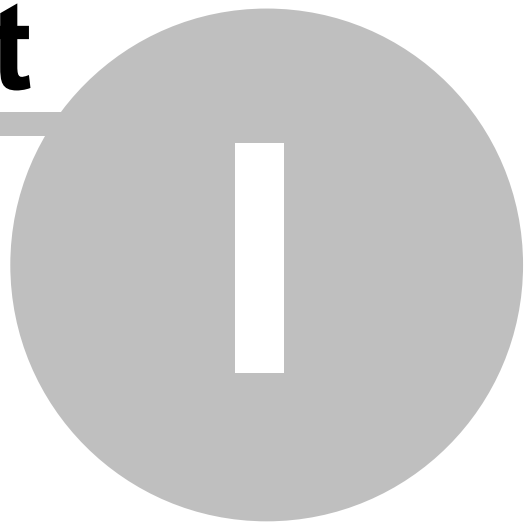
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Licence Agreement

1 Licence Agreement

PawnShop End User License Agreement

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Copyright

2 Copyright

PawnShop User's Guide

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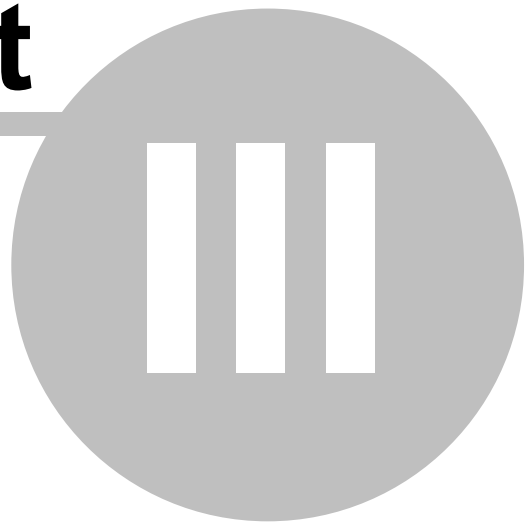
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Introduction

3 Introduction

PawnShop has been designed to provide the best custom software for pawnbrokers and second-hand dealers. It is essentially a customised database allowing you to save both client records and item records. PawnShop complies with the NSW police regulations governing the pawnbroking industry, the Queensland police transfer specifications and more recently, the Northern Territory police specifications. It has been refined over many years, with new features being added at the specific request of some of our clients. It runs under Windows XP, Windows Vista, Windows 7 and Windows 8.



NOTE: PawnShop will not operate on operating systems older than Windows XP.

We have made every effort to create a user-friendly program that will be easy to learn and quick to use. This manual takes you through each procedure step-by-step, using everyday language. We advise you to take the time to familiarise yourself with it when you can, but we realise it may not be possible to read the whole lot in one go! To simply get started, check out Appendix A at the back of the manual, which is a guide to the most useful sections (the ones you really need for your basic operations).

Please note that this help file covers both the Pawnbroking and the Second Hand Only versions of PawnShop.

To help users of the program who are second hand dealers only and are not pawnbrokers, information in this help file relating purely to pawnbroking is typed in a green font colour.

We hope PawnShop helps you run your business better and more efficiently.

Part



IV

Getting Started

4 Getting Started



NOTE: PawnShop is designed to be used primarily with a mouse, although sometimes you can use one or more keys instead. We recommend using the mouse, since it is generally easier and faster to use, so we always present the instructions with the mouse function. If there is an alternative keyboard function, it is presented second (in brackets).

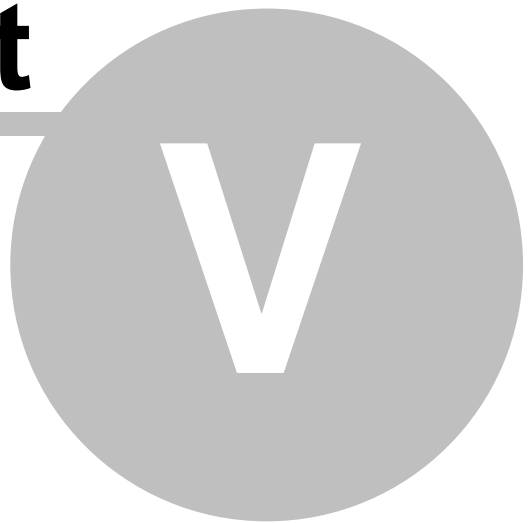
To install or re-install PawnShop:



1. Go to the Flyware website (<http://www.flyware.com.au>).
2. Click on the link to go to the Downloads page.
3. Click on the icon next to Demo Version / Full Install and follow the instructions.

The installation will create a menu entry for PawnShop under **Programs** in your **Start** menu as well as an icon on your desktop.

Part



Preferences

5 Preferences

Once PawnShop has been installed, there are a few things you must do to set the program up to suit your requirements. Before you can enter clients or items, you must first add a clerk and set preferences such as time periods and interest rates which control how the program operates.

These can be changed at any time, and may need to be updated if there are changes to the laws that regulate the pawnbroking and second-hand dealers industries. Some of these are already set according to the current (at the time of writing) legal requirements in NSW.

Usually, once you set these preferences, you don't need to change them very often but you should read this section carefully so that you understand what each option does.

The Preferences window is presented in 5 different sections, or tabs:

- [General](#) General, Time Period, Payment & Numbering options.
- [Contract](#) Interest, Hold, Auction and other Contract options.
- [Printing & Security](#) Receipt & Report printing options.
- [Receipts](#) Receipt layout options.
- [Other](#) Additional options.

To open the Preferences window:



1. Go to the **Options** menu and select **Preferences** (or use the **Alt + O** keys to open up the **Options** menu, and then press the **P** key).
2. The **Preferences** window will appear.

5.1 General Tab

The screenshot shows the 'PawnShop Preferences' window with the 'General' tab selected. The window has a blue title bar and a red close button. The 'General' tab is active, showing various settings:

- General:**
 - Activate Password
 - Overdue Layby Reminder
 - Allow zero interest amounts
 - Show last amount for item on new contract
 - Use old contract locate method
- Time Periods:**
 - Pledges due in: 3 months
 - Purchases due in: 14 days
 - Lay-Bys due in: 6 weeks
 - Consigns due in: 0 days
 - Auct Buys due in: 0 days
- Data Entry:**
 - Normal CASE
 - Auto Capitals
 - ALL UPPER CASE
 - Double Enter Serial
 - Serial # to Descr.
 - Model to Descr.
 - Others to Descr.
- Database & Backups:**
 - Backup Location: Ask, Always Use
 - Database Location: C:\Users\Public\PawnShop
- Suburbs and Postcodes:**
 - Buttons: Suburb & Postcode Maint..., Remove All
- Shop Information:**
 - Licencee: Flyware Pty Ltd, Licence No: 2PS88808
 - Branch No: 01
 - Warn me about things relevant to the NSW Police offloads

At the bottom of the window, there are buttons for 'Use Conditional Purchase', 'Clear Police Data', 'OK', and 'Cancel'.

General You turn these options on by clicking in the checkbox (or use the **tab** key and the **space bar**) – a tick will appear. To turn them off, click (or press the **space bar**) again.

Activate Password: If you click in this box, you'll be prompted to enter a password each time you start PawnShop. The procedure for entering in a new password (or changing your current password) can be found in the [Using a Password](#) section.

Overdue Layby Reminder: If you click in this box, you'll be reminded when starting the program that there are laybys which have passed their layby period and have not been finalised.

Allow Zero Interest Amounts: Normally, the program won't let you enter a zero interest amount. Setting this option allows you to have interest free loans.

Show Last Amount for Item on New: Setting this option will pop up a message box every time you enter a contract, showing the last amount you entered for the current item type and contract type. If you haven't previously entered a contract of that type with an item of that type, nothing will occur.

For example: **If you last bought a drill for \$30, the next time you enter a new Buy contract and choose Drill as the item type, a message box saying that you last bought a drill for \$30 will appear. The box will only appear for contracts of the same type (pledge, buy and consign). So if you pawned a drill for \$20, you will see \$20 on your next pledge of a drill and \$30 on your next buy. See the [Contract Details](#) section for a sample.**

Use Old Contract Locate Method: The program will locate contracts by matching the numbers you type. For example, if you type 123 when locating a contract, any contract ending in 123 (2010000123, 2011004123, 2015012123 etc) will display in a search results window. Previously, typing 123 would only locate contracts ending in 000123 (the last 6 digits would be padded out with zeros). Clicking this option will use that method instead of the newer one.

Time Periods For the fields in this section, you type numbers in the fields on the left – click inside the relevant fields (or use the **tab** key to get there) and then type. Choose days, weeks or months from the fields on the right by clicking on the arrows and selecting with your mouse (or use the **up** or **down** arrow keys, then **tab**).



NOTE: **The Pledge and Purchase periods are set up as per current (at the time of writing) NSW legislation.**

Pledges due in: This allows you to specify how long a pledged contract will be In Pawn before it is considered overdue if no payments are made. At the time of writing, NSW State legislation specifies this period as 3 months (NSW PAWNBROKERS ACT 1902).

Purchases due in: Here you specify the length of time that a contract must be retained before it is legal to put it in the shop for sale. At the time of writing, NSW State legislation specifies this period as 14 days (NSW PAWNBROKERS ACT 1902).

Laybys due in: Here you specify how long items are kept on layby before becoming overdue.

Consigns due in: This allows you to hold a consignment for a period of time before it is due to be put into the shop. At the time of writing, there are no regulations on this period, so you can choose how long you want it to be.

Auct. Buys due in: Here you specify how long items bought at auction are kept before being put out for sale. Generally this will be 0 days meaning they are due to be sold immediately after being entered.

Data Entry This section allows you to specify how the things you type appear in the program. Just click inside the circle to the left of your choice (or use the **tab** and **up/down arrow** keys).

You can choose between:

Normal CASE: This option allows you to add capital letters anywhere you want, and does NOT automatically capitalise any letter.

Auto Capitals: This option automatically places a capital letter at the start of every word. However, it will remember any capitals you type in the middle of words. **For example:** PawnShop Is The Best Program For You in NSW.

ALL UPPER CASE: This option automatically capitalises every letter of every word. **For example:** PAWNSHOP IS THE BEST PROGRAM FOR YOU IN NSW.

Double Enter Serial: NSW police now require entry of serial numbers via 'double blind coding'. If you are a NSW user, you should have this option on, otherwise click it off.

Serial # to Descr: Ensures serial numbers are copied to the Description field. This should only be turned off if you print the serial number separately on your receipts.

Model to Descr: Ensures model numbers are copied to the Description field. This should only be turned off if you print the model number separately on your receipts.

Others to Descr: Ensures other numbers (e.g. barcodes etc) entered in the **Item Numbers** window numbers are copied to the Description field.

Database & Backups

When you back up your database (which you should do regularly), you might want to save it in the same place every time – for example, onto a USB key – or you may prefer to use different locations. If you just want to back up to the floppy drive, choose **Always Use** and type **A:\PawnBack.pbu** into the text box. PawnShop will then automatically save your backups there. You can also choose your own location if you have a zip disk, USB key or removable hard disk. You should always name your backup location with .pbu at the end.

If you would like to specify different locations frequently, choose the **Ask** option, and the program allows you to choose a location. This is useful if you backup to floppy and a hard drive regularly.

The next text box allows you to type in a location for your database when you have a network and you want 2 or more computers looking at the same database. By clicking the ... button you can locate the file anywhere on your computer or network. Please see the [Network](#) section for more details. Unless you are using PawnShop on a network, we recommend leaving the location as the installation folder.

Suburbs and Postcodes

This section allows you to maintain the suburb and postcode list held within the program. See [Updating Suburbs and Postcodes](#) for more details.

Shop Information

This section is only used by NSW dealers. Type your company name (name on dealer licence), branch number, and dealer licence number in the relevant fields. Click inside each field with your mouse to move from one to the next (or use the **tab** key). If you have only one shop, your branch will usually be 01. This must be entered for police data transfer.

If you click the **Warn me about things relevant to NSW Police offloads** check box, you will be warned if you enter or omit details which could cause a problem when transferring your data.

5.2 Contract Tab

Interest This is where you specify monthly interest rates for different pawn (pledge) amounts.



For example: Some pawnbrokers may charge higher interest rates for lower pawn amounts. For amounts of \$10 and under they may charge 30% per month, for amounts between \$10 and \$50 they may charge 25% per month, and for amounts over \$50 they may charge 20% per month.

To specify these different interest bands:




1. The first **From** amount is automatically set to \$0 - use the mouse (or the **tab** key) to select the first **To** amount, and type in the amount you want.
2. Use the mouse (or the **tab** key) to select the first **Rate** amount and enter the interest rate you want. (You will notice that the next **From** amount will automatically become 1 cent more than the last **To** amount. You don't need to edit this).
3. Use the mouse (or the **tab** key) to edit the remaining **To** and **Rate** amounts. When specifying the highest amount, enter 99999.99. Currency symbols are added automatically.




NOTE: Although the interest rate is automatically calculated, you can change it for any item when you enter new pawn details – simply click on (or tab to) the % Rate field and type in the rate. The interest will be recalculated. However, you can only change the interest charged on a pawn while you are entering its details, before you click the OK button. If you want to change the interest rate after clicking OK, you have to delete the item and re-enter it.

Per Period/Over Entire Contract: These options allow you to choose whether the interest percentage is for each period specified (day, week, month) or the whole period (7 days, 4 weeks, 2 months for example). The annual rate calculation and label for interest on the main screen changes depending on your choice.

 For example: You may charge 30% for contracts over 2 months; the 30% will only be applied once over that period. On a \$100 loan, \$30 will be payable as interest over the 2 months. Alternatively, you may charge 15% per month over a 3 month contract period. In this case, \$15 per month will be payable as interest over each of the 3 months for a total of \$45.

Include current day in interest calc: This option allows you to decide whether or not to include the day on which an item is pawned in your interest calculations.

 For example: If an item is pawned on the 10th of the month, a client will often assume that they will be paying a month's interest until the 10th of the following month. Strictly speaking, they really only have until the 9th, because the day the item is brought in counts as the first day of the interest period. However, by putting a tick in this box, you can allow the monthly interest to start from the day after the item is pawned, essentially giving your client an extra day. However, if they come back on the same day to make a payment, they will still be charged a month's interest.

Hold Police occasionally have reason to put a hold on a suspected stolen item. This section of the preferences allows you to activate this option if you want, as well as set other preferences related to it. As before, you click inside the check boxes or type in the relevant number.

Activate Hold Option on Contracts: When this option is selected, any item can be put on hold. When an item has a status of **Held**, it cannot be sold or redeemed in the program.

Auto Activate Client Notes on Hold: Selecting this option means that the [Client Notes](#) window will automatically be opened whenever an item is put on hold. This allows you to record details of the hold, such as the police officer's name, the relevant police station, comments, etc. This option can only be selected when the Hold option is activated.

Hold Item for xxx days: This allows you to select the number of days that you (or the police) want items to be on hold. After this time, the item will automatically go back to its original status. A value of zero (0) in this field means that the contract will never automatically come off hold. You must do it yourself.

Overdue Items / Sales This section of the preferences allows you to specify a value over which, items are sent to auction when they have passed their due period and shows you how the amount owing on an overdue item will be displayed.

Send due items to shop automatically: Normally, any due items will appear in the **Items Due** window and you can send to shop, auction or dispose of them in that screen. Clicking this option will send items to shop when they become due, so you can sell them without needing to use the **Items Due** window.

Display amount owing at due date: Ticking this option shows the amount owing at the point an item becomes overdue.

Items over xxx sent to auction when due: This allows you to specify the value above which contracts will be sent to auction when due. At the time of writing, the NSW legislation has relaxed this condition. You may enter 99999 if you wish to sell all overdue pledges in your shop.

Sales over xxx require buyer's details: Sometimes police will require you to obtain the name and address of a buyer of an item so it can be tracked down if it turns out to be stolen. Enter 99999 if you do not wish to activate this feature. At the time of writing, any sale over \$50.00 in NSW must have the buyer's details (name and address) recorded.

Default payment type: This will initialise the payment type drop down boxes on the Payments and Sales screen to the value selected in this box. Choose your most common payment method to save time when performing a sale or payment.

Clients Here you can decide whether to enter clients' given names or surnames first, and also if you want the program to automatically warn you if you locate a Red-graded client, or if the client is under a certain age (you can specify this age yourself). Leave the boxes blank if you don't require this warning.

Payment Options This section allows you to specify whether paying interest will advance the due date of a contract or not. If the laws in your area do not allow for changing of the contract expiry (due) date, you should click this off.

Numbering This option allows you to specify the starting point for automatic contract and receipt numbers. *The NSW police specifications dictate that the format for all pledges, purchases and consignments should be the same, namely 10 digits long, beginning with the year and then a number of zeroes.* Please note that all numbers are sequential, no matter what type of contract they represent. If you are not located in

NSW and can have separate number sequences for buys and consignments, you can set this up in the [Other](#) tab.

Reset Number on First Contract of the Year: When the year changes, this option tells the program to automatically reset the sequential numbers for contracts to 1 to save you having to remember to do it each year. If you wish to have the numbers continue each year, leave this off.

5.3 Printing/Security Tab

Printer Options If you do not choose a printer in this section, the program will use the default Windows printer instead.

For Pledge/Buy tickets use: This allows you to specify which printer PawnShop uses to print loan and purchase tickets.

For Sales Receipts use: This allows you to specify which printer PawnShop uses to sales and layby receipts.

For Reports use: This option allows you to specify which printer PawnShop uses to print reports.

Show 'Change Paper' before printing reports: This option becomes available if you have selected the same printer port to print both receipts and reports. As your receipts will probably use a different type of paper (for example, carbonised or pre-printed), this option warns you to change from this paper to normal paper before printing reports, which means you don't waste your more expensive receipt paper!

Receipt Options Click any of the boxes where you want the printing to be done automatically (i.e. without having to click the **Print** button).

Add Price to Description on Sales Receipts: This option allows you to have the sale price placed with each description on Sales and Layby receipts. Normally only the total is printed.

Add Contract to Description on Sales Receipts: This option allows you to have the contract number placed with each description on Sales and Layby receipts.

Security Options This section allows you to place a password on the Reports and Cash Drawer sections of the program as well as when deleting clients and items. See [Using a Password with Reports, Cash Drawer and Deleting Clients and Items](#) for more details.

Receipt Comments This section allows you to enter up to two lines of comments that will appear on every type of printed receipt. For example, you may wish to remind customers on your receipts that exchanges and refunds are only possible if they bring their sales receipt.

5.4 Receipts Tab

Receipt Layouts This allows you to choose what sort of layout you want to use. Using the Built-In receipt types print on an A4 page in a pre-defined format. You can customise these by editing the associated .rtf file for the type of receipt (pledge, buy, consign etc) See the Built-In Receipts section for more details. The [Built-In Receipt Options](#) are used at the top of the receipt print.



NOTE: State Laws dictate that certain details must be pre-printed on each receipt you issue. Some legal details can also be pre-printed on the back of the receipt, leaving you more room on the front to print any other details you want.

Export Custom Layout to Text File... This will export your custom receipt formats to a comma delimited file which you can edit or view in Notepad. If you don't have custom receipts installed, it will export the centre aligned formats for you to edit or view. See the document titled 'Custom Receipt Formats.doc' in your installation folder for information on modifying the exported file.

Import Custom Layout from Text File... This is how you get your changed receipts back into the database. Pressing this button will warn you to do a backup before proceeding. If you have made a mistake in your text file, you may lose your custom receipts!



WARNING: It is **HIGHLY** recommended that you perform the backup when doing this. Do not attempt to import receipt formats unless you are confident that you know what you are doing!

[Receipt Copies](#)

Print X pledges/buys/sales/payment This allows you to determine how many copies of each print type are done each time you press print. If you have set tickets/receipts to print automatically, the number of copies printed will be determined here too.

5.5 Other Tab

The screenshot shows the 'PawnShop Preferences' dialog box with the 'Other' tab selected. The 'Reports' section has two unchecked checkboxes: 'Separate pledges / repledges on reports' and 'Separate sale items on income (excl. laybys)'. The 'Backups' section has two unchecked checkboxes: 'Remind me to backup upon exiting' and 'Remind me to test backups afterwards', and one checked checkbox: 'Auto Backup every' with a value of '10' minutes. The 'Police Printout' section has three checked checkboxes: 'Man Nums', 'Loan/Buy Amts.', and 'Sort Police Printout by contract number'. The 'Police Offload' section has two checked checkboxes: 'NSW User' and 'Always Use:' with a text box containing 'C:\Users\Public\Pav'. The 'Additional Numbering' section has two unchecked checkboxes: 'Use separate purchase numbers' and 'Use separate consign numbers'. The 'Addresses' section has two radio buttons: 'Skip the following address fields when tabbing' (selected) and 'Use O/S as default address type (free text)'. The 'Client Numbers' section has one checked checkbox: 'Use Client Numbers' and a text box for 'Start clients at (min 5208):' with a value of '5208'. At the bottom are buttons for 'Use Conditional Purchase', 'Clear Police Data', 'OK', and 'Cancel'.

Reports

Separate pledges/repledges on reports: This option allows you to choose whether or not repledges and rebuys (contracts that are redeemed and then brought back into your shop) are shown separately in the **Outgoings** report. This is done by showing contracts as Pledges / Repledges and Buys / Rebuys. If this option is not ticked, all contracts will appear as Pledges or Buys in the reports.

Separate sales items on income (excl. laybys): This option allows you to choose whether or not sales are shown on the income report item amounts separate or not. If this is off, a sale will be shown with the total sale amount rather than each item amount.

Backups

Remind me to backup upon exiting: This prompts you to backup when closing the program.

Remind me to test backup afterwards: This prompts you to test the backup after it has been created.



NOTE: We recommend you use a USB memory key or removable hard disk to store your backup. This can be stored offsite for extra security from theft or fire.

Auto Backups: This option allows you to specify whether regular backups are made to your hard disk automatically during the day. The auto backups are saved in your TEMP folder. You should see your computer technician if you do not know where this folder is located.

Note that this option is not a replacement for your nightly backups to a removable disk. If your entire hard disk crashes, your auto backup will also be lost. See [Backups and Restores](#) for more information on backups.

Every XX minutes: Allows you to choose the duration between auto backups.

Police Printout

Manual Nums: Normally only auto numbered items are printed in the Police Printout. If you want items which were assigned a manual number to be included, click this option.

Sale Amts: If you need amounts for your sales to be included on the report, click this.

Loan/Buy Amts: If you need amounts for your loans and buys to be included, click this.

Sort Police Printout by Contract Type/Number: You can choose to have the contract types grouped together or just have a sequential list of contracts. If grouping by type, you can use Page Break between types to ensure each new type begins on a new page.

Addresses

Use all address fields: If this option is selected, the program will advance to all address fields (unit, postcode etc), in the client details section. This is the option normally used by the program.

Skip the following address fields: This option is useful in areas where some address fields are not used. By ticking a field, it will not be tabbed to when entering/editing a client's address.

Use O/S as default address type: If you are not a NSW user of the program and are not required to provide all your address details separately (eg street number, name, type, suburb etc), you may wish to enter all your addresses as free text. Choosing this option will allow this. When you click this option on, the program will ask if you want to convert all your existing addresses to free text as well. NSW users should **NOT** use this option unless you deal exclusively with overseas clients.

Police Offload If you want your police offloads to go to the floppy disk, choose **Always Use This File** and type **A:\PawnData.txt** into the box. You can use **C:\PawnData.txt** to go to the hard disk each time. If the filename you have chosen already exists when you run a police offload, you'll be prompted to overwrite it or given the chance to move it and try again.

By choosing **Ask**, the program will prompt you for the filename each time you run a police offload or resupply. Use this option if you want to save your police files to different filenames (e.g. you might use the date as part of the file name).

NSW User: If this option is set on, there will be warnings, restrictions and limitations in the usage of the program as set by the NSW police.

Use Offload For: Allows you to offload to the NSW or Queensland police file format.

Client Numbers

Use Client Numbers: This shows a client number box in the client details section on the main screen. It allows you to use the client number which is internally generated, or to overwrite it with your own. You can then locate clients using this number instead of their name.

Additional Numbering

These options allow you to specify a different numbering scheme for purchases and consignments when using auto numbering. Note that these should NOT be used in NSW.

If you use the **Use Separate Purchase Numbers** option, a **B** (for Buy) will be placed in front of the auto-generated number. A **C** (for Consignment) will be placed in front of the number if you use the **Use Separate Consign Numbers** option. This is so that you don't have duplicate numbers in your system.

Using these options allows you to have a contract with number B000111 and C000111 in your system. Normally the number 000111 would only be used once each year.

Part



Clerks

6 Clerks

Clerks are the names of the staff members using the program. The PawnShop program requires this information, as it attaches the name of a clerk to every contract that is entered into the database. Before you can start putting in any other information, you have to enter the names of the people who will be using the program.

The **Clerk Maintenance** window is used to add, edit and delete information about your clerks.

Topics in this section:

[Adding a New Clerk](#)

[Changing/Deleting Clerk IDs](#)

6.1 Adding a New Clerk

To add your clerks:



1. Go to the **File** menu and select **Manage Clerks** (or use the **Alt + F** keys to see the **File** menu, then the **down arrow** key to get to **Manage Clerks**, then the **Enter** key).
2. The **Clerk Maintenance** window will appear. The first time you open it, there will only be one blank line displayed.

| | Name | Active | DOB | Address | Start Date | End Date |
|---|---------|-------------------------------------|------------|----------------------------------|------------|------------|
| | Stephen | <input checked="" type="checkbox"/> | 16/01/1966 | 12 Test Road, Narrabeen NSW 2101 | 1/01/2007 | |
| ▶ | Joe | <input type="checkbox"/> | 12/09/1968 | 18 Ocean Road, West Head NSW 20 | 31/03/2008 | 28/05/2013 |
| * | | <input type="checkbox"/> | | | | |

3. Click in the **Name** field and type in the name of one of your staff.
4. Click the square box (called a checkbox) in the **Active** column with the mouse so that a tick appears.



NOTE: If a staff member is sick or on holidays, you can keep their ID inactive by clicking this field off for the period they are away. This prevents other clerks choosing it by mistake when entering new contracts/payments/sales.

5. Type in the staff member's date of birth and address in the next two fields. This is only required in NSW.
6. Enter the date the clerk started working in the business in the **Start Date** field and if they stop working at any time (permanently) enter the date they stop in the **End Date** field.
7. Click in the **Name** field on the next line and repeat the procedure for each member of staff. A new line will appear for each one as you begin to type. You can put in all the names of your staff at any time by returning to the **Clerk Maintenance** screen.

You can also use the **Print** button to generate a report of your staff. This report may be requested by police if you operate in NSW and is provided to comply with legislation at the time of writing.

6.2 Changing/Deleting Clerks

To change or delete your clerks:



1. Go to the **File** menu and select **Manage Clerks** (or use the **Alt + F** keys to see the **File** menu, then the **down arrow** key to get to **Manage Clerks**, then the **Enter** key).

Just as you can add new clerk details in the **Clerk Maintenance** window, you can also delete or change these details if and when you need to. You can make a clerk inactive if they are absent temporarily, by simply clearing the **Active** checkbox.

If a staff member moves house, you can return to the **Clerk Maintenance** window and type in their new address. Just highlight the old address by clicking in that field, and type the new one.

Finally, if someone was entered in error, you can remove their details from the **Clerk Maintenance** window by highlighting the whole line of information about that person (click with the left mouse button on the arrow at the beginning of the line) and then pressing the **Delete** key on the keyboard. You can only do this if the clerk does not have any contracts, payments or sales attached to them.

Depending on your location, you may be required by law to leave details on this screen after a clerk stops working at your business. In this case, uncheck the **Active** checkbox and they will be removed from the clerk list when performing new contracts, payments and sales.

Part



The Main Window

7 The Main Window

This is the main window of PawnShop, which displays all details about clients and items, as well as providing the launching point for many other features of the program, such as Reports, Items Due Window, Sales Window, etc.

The **Main** window is composed of the following sections:

[Client Details](#)

[Contract List](#)

[Selected Contract Details](#)

[Contract Item Details](#)

[Status Bar](#)

[Tool Bar & Buttons](#)

[Sale Details](#)

7.1 Client Details

In the **Client Details** section you enter a client's full name (given and surname), address, phone number, date of birth, and identification. See the [Client Details](#) section for more details on this topic.

Any of these details can be changed. When you change something, simply click on the **OK** button on the **Main** window to save the change.

7.2 Contract List

| Cont. | Date | Item Name | Status |
|------------|-------------|------------|----------|
| 2005004920 | 19 Feb 2005 | Camera | In Shop |
| 2005007278 | 07 Aug 2005 | Television | Out Pawn |
| 2006000121 | 19 Jan 2006 | Television | In Pawn |
| 2006000374 | 13 Feb 2006 | Ring | In Shop |

The **Contract List** section (located in the upper right part of the screen) contains a list of all the selected client's items. This section contains 4 columns of information:

Cont: Contract number.

Date: The date that the contract was submitted.

Item Name / Description: The name or the full description of the first item in the contract (depending on the **Show Description in Contract List** menu item under the **Options** menu).

Status: The current status of the contract.

7.3 Selected Contract Details

The **Selected Contract Details** section consists of:

Type: Either Pledge, Buy, Consignment or Auction Buy (depending on your version of PawnShop, some of these may not appear).

Clerk: The name of the person performing the transaction.

Date: The date and time the contract was created.

Contr: The contract number.

Past: If the current contract is a repledge (one that has been redeemed and the same items are brought back again), clicking this button will show the list of original contract number(s).

7.4 Contract Item Details

| Item | Description | J/G | Amount |
|------|--|-----|---------|
| 1 | Television : NEC Magnavision S/N:G031289 Scratched on side | G | \$20.00 |
| | | | |
| | | | |
| | | | |

The **Contract Item Details** section consists of:


Item: The item number within the contract.

Description: The full description of the item including serial numbers and comments.

J/G: Indicates whether the item is Jewellery or General. Note that when you enter a new item type it will ALWAYS be marked as General. You cannot add a Jewellery type.

Amount: The amount allocated to the item. For a pledge, this will be the loan amount for the item, for a buy, it is the amount paid and for a consignment, it is the amount that the person expects to receive after sale. You will need to allow for your margins on top of this amount.

The details below this grid vary depending on the type of contract you are entering. For a loan, the following appear:

| | | | | |
|---|-------------|--|--------|---|
| <input type="button" value="Remove Item"/> | % Rate | <input type="text" value="25.0"/> | Total: | <input type="text" value="(1 Item) \$20.00"/> |
| <input checked="" type="checkbox"/> Repledge | Ann. % Rate | <input type="text" value="300"/> | | |
| <input checked="" type="checkbox"/> Owner | Mon. Int | <input type="text" value="\$5.00"/> | | |
| <input checked="" type="checkbox"/> Acquired On Site | Due Date | <input type="text" value="19 Apr 2006"/> | | |
|  | Customs Ref | <input type="text"/> | | |

Remove Item: Click this button to delete an item from the list (only when entering contracts).

Repledge: Displays whether the item has been repledged.

Owner: Is the client the owner of the item or not.

Acquired On Site: Shows if the contract was obtained on your premises or not.

% Rate: The monthly interest rate for pledges.

Ann. % Rate: The annual interest rate charged on the contract.

Mon. Int: The monthly interest amount of the contract. This is automatically calculated

and cannot be changed.

Due Date: Automatically displays the due date of the contract (after you click **OK**).

Total: Shows the total amount for all items in the contract.

Customs Ref: NSW Police require a customs reference to be supplied for all imported goods.

See [Consignments](#) for other fields that appear here.

7.5 Status Bar

The **Status Bar** runs along the base of the **Main** window, and displays information about either the current client or about what the program is doing. The display changes according to which part of the program you are running.

| | | | | | | |
|-----------------|----------------|----------------------------|--------|-------------------|--------------|-------------|
| Client Details: | Items: \$40.00 | Item Details: Paid: \$0.00 | New | Item Notes (F6) | Man Numbers | 10:36 AM |
| Paid: \$60.00 | Owing: \$30.00 | Owing: \$0.00 | Rating | Client Notes (F5) | Auto Numbers | 12 Mar 2006 |

Sample Status Bar

Locate Client

Program Function in Status Bar

| | | |
|-----------------|----------------|----------------------------|
| Client Details: | Items: \$40.00 | Item Details: Paid: \$0.00 |
| Paid: \$60.00 | Owing: \$30.00 | Owing: \$30.00 |

Client/Contract Details in Status Bar

The following information is displayed:

Program Information: What the program is doing or relevant information. eg. New Item, Locate Client etc.

Client Details: The current financial details of the client.

Items: Total lent to the client on all pledges.

Paid: Total interest paid by the client on all pledges.

Owing: Total owing on all items.

Item Details: Information about one particular contract.

Paid: Shows how much has been paid on the current contract.

Owing: Shows how much is still owing on the current contract.

Rating: Shows how you have graded customer.

Item Notes: Displays in red if there are special notes about the current item.

Client Notes: Displays in red if there are special notes about the current client.

Manual Item #s: Displays the current item numbering system selected in red.
Auto item #s:

Time: The current computer date and time.

Time and Date

The current time and date are displayed on the far right of the status bar. This is based on your computer's system time. Every transaction automatically uses the current time and date, unless you manually change them.



NOTE: For PawnShop to operate correctly please ensure that your Control

Panel date settings are set to the format dd/mm/yyyy (i.e. 14/12/2005, and not 14/12/05). This allows PawnShop to display the entire 4-digit year, which means the program will operate correctly.



NOTE: You should also use AM and PM as your am/pm symbols for the Time Settings in Control Panel.

Financial Information

All financial information about a client appears in the Status Bar.

| | | |
|-----------------|---------|----------------|
| Client Details: | Items: | \$40.00 |
| Paid: | \$60.00 | Owing: \$30.00 |

The information consists of:

- Items:** The total value of all items attached to the client (pledge amounts + purchase amounts). Consignment amounts are not included.
- Paid:** The total amount of money that has been paid by the client (pledge interest and redeem payments).
- Owing:** The total amount the client still owes.

Also, all financial information about each contract appears in the Status Bar.

| | | |
|---------------|--------|---------|
| Item Details: | Paid: | \$0.00 |
| | Owing: | \$30.00 |

This information is:

- Paid:** The total amount that has been paid on this contract
- The total amount still owing on this contract
- Owing:**

Customer Grading

The **Red**, **Amber**, **Green**, **New** options represent a unique customer grading system that may be useful to you. They graphically represent a customer's ability to pay money owing and/or redeem pledges.



Look out for this client!

Naturally, red represents a 'bad' client, amber an 'average' client, green a 'good' client, and 'New' a first-time client.



NOTE: The initial setting is "New", as this will be the one you use most frequently.

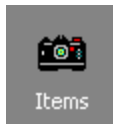
7.6 Tool Bar and Buttons

The tool bar is located down the left-hand side of the main window, and provides buttons that activate the most commonly used functions of the program.



Clients Button:

Click this button to create a record for a new client or to find a client by entering client name(s).

**Items Button:**

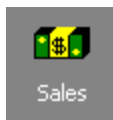
Click this button to record details of a new contract (Note: a client must be loaded first), or to find a contract by entering its number when no client is loaded.

**Search Button:**

Click this button to search your records clients / contracts matching particular information.

**Items Due Button:**

Click this button to display the Items Due window.

**Sales/Auction Button:**

Click this button to display the Sales window.

**Reports Button:**

Click this button to display the Reports window.

**Help Button:**

Click this button to display the online PawnShop help file.

**Police Button:**

Click this button to create a disk for the police. This is applicable to shops in NSW and Queensland only.

7.7 Sale Details

This section is only activated when an item is ready to be sold, or has been sold (see [Overdue Contracts](#) and [Sales and Auctions](#) for full details).

| Sale Details | |
|--------------|-------------|
| Shop # | CAM001 |
| Shop \$ | \$225.00 |
| Sale \$ | \$220.00 |
| Disc. | |
| Profit | \$20.00 |
| Date | 13 Mar 2006 |

The information included here is:

- Shop #** If you assign a new number to an item which is to be sold in your shop (not related to its contract number), you can enter it here.
- Shop \$** The amount you advertise an item for sale in your shop. This will be the sale amount unless you change it when performing the sale.

Sale \$ The amount an item was sold for. (Display only)

Disc. Discount given, if any. (Display only)

Profit The amount of profit you make on the sale (the difference between the price you originally paid for the item and the amount you sold it for, not including any interest payments). (Display only)

Date Date of the sale. (Display only)

The only parts you can type in are the **Shop #** (number) and **Shop \$** fields – the rest is all calculated automatically, where applicable, when an item is sold.

Part



Client Details

8 Client Details

Clients are people you buy items from, sell on consignment for or loan money to. When you sell an item in your shop, and you enter the buyer's details in the Sales window, the buyer will also be added as a client, so their details will be available if they happen to come in and sell something to you.

This section deals with adding a client to your system. To locate and edit an existing client, see the [Locating Clients and Items](#) section.

Topics in this section:

[Adding a New Personal Client](#)

[Adding a New Organisation](#)

[Adding Identification](#)

8.1 Adding a New Personal Client

To add a new personal (non-business) client:



1. Click the Clients button.
(or use the **Ctrl + L** keys).
2. The **Main** window will clear and the cursor will be flashing at the beginning of the first name field, ready for you to start typing. Type in your customer's first name(s), then click inside the next field with your mouse (or use the **tab** key) and type the surname.



NOTE: If you prefer, you can opt to enter the surname of a client in the first field, and the given name(s) in the second field. This is done in the Clients section in the [Contract tab](#) of the Preferences window.

3. The words in the names & address fields will be automatically capitalised if you have chosen the **Auto Caps** option, or all UPPER CASE if you have set that option in the [Data Entry](#) section of **Preferences**.
4. When you have finished typing in the client's name, click **OK** (or use the **F12** key). If you have no previous record of this client, you will see the message: "No results matched your criteria" and you are asked if you want to create a new client record. Click **Yes** (or use the **Y** key).



NOTE: If the client's record already exists, their details will appear

automatically when you click OK (or use F12).

5. Continue entering information, one field at a time. You can click inside a field using your mouse (or you can use the **Tab** key to move forward, **Shift + Tab** to move backwards), and then either type in the information required, or select from a list. You can leave some fields blank if they do not apply – just ignore them (or **tab** past them).
6. If the person you are dealing with is from a company, you must enter their company's details first. To do this, see the [Adding a New Organisation](#) section. After you do this, the person representing the company must be entered as a separate client and you can choose the company you entered previously from the list in the **Org** field.
7. Then you can choose to enter the client as an overseas client or local. If you are in NSW and your client has an Australian address, do not use the **O/S** check box! You must enter the address in the separate boxes as described further on. If the client presents an overseas address, and you click the **O/S** box on, you will see a large 'free text' box to type the overseas address as shown here. You may type the full address in this box. Non-NSW users may use this as their default address entry by setting the **Use O/S as default address type** option on the [Other tab](#) in Preferences.

Otherwise, you will need to enter the address in the following boxes. The first line contains a property name. Enter this if there is no street number for the address, for example, if the client lives on a rural property.

The next line of the address contains 3 fields:

- Unit:** for unit number – leave it blank if the client lives in a house
- From:** for street number
- To:** for a second street number

For example: If a client lives at 3/21-25 Wood St, you would enter 3, 21 and 25 in the three separate fields. If the address only contains a street number, only enter a number in the second field and leave the other two blank.

8. Some of the fields (for example, street types), have arrows pointing down at the end. Clicking on the arrow (or using **Alt + the down arrow** key) will reveal a list of words in that category – chances are, your street type will already be there, so just type the first letter or two and click on the word when it appears (or use the **up/down arrow** keys to move through the list, then **Enter**). If, for any reason, it is not there, you can type it in, and the program will ask you if you want to add it to the list. Click **Yes** (or use the **Y** key).
9. The suburb field generates a list of all Australian suburbs, states and postcodes – as you type, the list appears. You just click on the correct suburb, then **Select** (or use the **up/down arrow** keys and then **Enter**) and the suburb, state and postcode will automatically go into the appropriate fields, and the list will disappear. You can use **Suburb Maintenance** on the [General](#) tab of the **Preferences** window to create your own list of suburbs.



NOTE: The suburb field changes; as you locate "GREEN POINT" – notice how we have only typed in the first few letters. From here you would click on GREEN POINT (2251), which highlights it, then the Select button.

| Suburb | Postcode | State |
|--------------|----------|-------|
| GREEN FIELDS | 5107 | SA |
| GREEN HEAD | 6514 | WA |
| GREEN HILLS | 2730 | NSW |
| GREEN ISLAND | 4871 | QLD |
| GREEN POINT | 2251 | NSW |
| GREEN POINT | 2428 | NSW |
| GREEN RANGE | 6328 | WA |
| GREEN VALLEY | 2168 | NSW |
| GREEN VALLEY | 6330 | WA |



NOTE: As an alternative to clicking on the name of the suburb and then on the Select button, you can just double-click on the name of the suburb instead.

8.2 Adding a New Organisation

You may choose to enter a client that is an **Organisation** or company. Note that if you are in NSW, you are not permitted to assign contracts directly to organisations; you must attach a personal client to the organisation as described below.

To add a new organisation client:



1. Click the Clients button.
(or use the **Ctrl + L** keys).
2. The **Main** window will clear and the cursor will be flashing at the beginning of the first name field, ready for you to start typing. Type in the organisation's name in the first name box.



NOTE: Regardless of whether you normally enter given or surnames in the first name box, you always use the first box to enter an organisation

name.

- When you have finished typing in the organisation's name, click **OK** (or use the **F12** key). If you have no previous record of this client, you will see the message: "No results matched your criteria" and you are asked if you want to create a new client record. Click **Yes** (or use the **Y** key).



NOTE: If the record already exists, their details will appear automatically when you click **OK** (or use **F12**).

- Continue entering information, one field at a time. You can click inside a field using your mouse (or you can use the **Tab** key to move forward, **Shift + Tab** to move backwards), and then either type in the information required, or select from a list. You can leave some fields blank if they do not apply – just ignore them (or **tab** past them).
- You need to tick the **Organisation** checkbox to let the computer know you won't be entering a surname or date of birth.
- Then you can choose to enter the client as an overseas client or local. If you are in NSW and your client has an Australian address, do not use the **O/S** check box! You must enter the address in the separate boxes as described further on. If the client presents an overseas address, and you click the **O/S** box on, you will see a large 'free text' box to type the overseas address as shown here. You may type the full address in this box. Non-NSW users may use this as their default address entry by setting the **Use O/S as default address type** option on the [Other tab](#) in Preferences.

Otherwise, you will need to enter the address in the following boxes. The first line contains a property name. Enter this if there is no street number for the address, for example, if the client lives on a rural property.

The next line of the address contains 3 fields:

Unit: for unit number – leave it blank if the client lives in a house

From: for street number

To: for a second street number

For example: If a client lives at 3/21-25 Wood St, you would enter 3, 21 and 25 in the three separate fields. If the address only contains a street number, only enter a number in the second field and leave the other two blank.

- Some of the fields (for example, street types), have arrows pointing down at the end. Clicking on the arrow (or using **Alt + the down arrow** key) will reveal a list of words in that category – chances are, your street type will already be there, so just type the first letter or two and click on the word when it appears (or use the **up/down arrow** keys to move through the list, then **Enter**). If, for any reason, it is not there, you can type it in, and the program will ask you if you want to add it to the list. Click **Yes** (or use the **Y** key).
- The suburb field generates a list of all Australian suburbs, states and postcodes – as you type, the list appears. You just click on the correct suburb, then **Select** (or use the **up/down arrow** keys and then **Enter**) and the suburb, state and postcode will automatically go into the appropriate fields, and the list will disappear. You can use **Suburb Maintenance** on the [General](#) tab of the **Preferences** window to create your own list of suburbs.



NOTE: The suburb field changes; as you locate "GREEN POINT" – notice how we have only typed in the first few letters. From here you would click on GREEN POINT (2251), which highlights it, then the Select button.

| Suburb | Postcode | State |
|--------------|----------|-------|
| GREEN FIELDS | 5107 | SA |
| GREEN HEAD | 6514 | WA |
| GREEN HILLS | 2730 | NSW |
| GREEN ISLAND | 4871 | QLD |
| GREEN POINT | 2251 | NSW |
| GREEN POINT | 2428 | NSW |
| GREEN RANGE | 6328 | WA |
| GREEN VALLEY | 2168 | NSW |
| GREEN VALLEY | 6330 | WA |



NOTE: As an alternative to clicking on the name of the suburb and then on the Select button, you can just double-click on the name of the suburb instead.

- There is no need to enter the Date of Birth for an organisation, so that field is disabled for these types of client.
- If you are in NSW, you should enter the Identification for the client as the ABN for the organisation. See the [Adding Identification](#) section.
- Once you have completed the above steps, you should enter a personal client for the person you deal with in the company and choose this company from the Org. drop down box.

8.3 Adding Identification

To add identification for a currently loaded client:



- Click the **Identification** button (or **tab** onto it and then use the **Enter** key), another window pops up. This allows you to enter up to three forms of ID per client.

Identification for Bobby Donald

Identification

ID 1 (F6) ID 2 (F7) ID 3 (F8)

Type: Drivers Licence

Issuer: NSW RTA

No #: 123456

Name: Bobby James Donald

Address Signature Photo DOB

Occupation: _____

No Photo Loaded

Buttons: Save & Close, Show View, Load Photo..., Clear Photo

2. As before, the fields with down-arrows at the end contain the most commonly-used types of ID (and issuers), so scroll down the list by clicking your mouse cursor on the down-arrow (or use the **Alt + up/down arrow** keys). If you don't find what you're looking for, just type in whatever you want and when you have finished entering all the other details, the computer will ask you if you want to add this ID type (or issuer) to your list for next time – of course, you should click **Yes** (or use the **Y** key) when this happens.
3. The name you typed in the **Client Details** section will be copied directly into the **Name** field here – this saves you having to type it in again. In most cases, the names are the same. However, sometimes people use nicknames, shortened forms (like "Bob") or second names; in this case, you will need to edit the name until it is exactly as it appears on the form of ID.
4. The check boxes at the bottom of the window can be clicked on or off, (or **tab** to each one and then use the **space bar**), making a tick appear or leaving the box blank, according to whether the ID has an address, photo, signature or date of birth on it.
5. To enter a second or third form of ID, click inside the **ID 2** or **ID 3** circles at the top of the window (or use the **F7** or **F8** keys).
6. If you have a digital camera or scanner, you can load a photo of the client into the **Identification** window. If you have a digital camera, click the **Show View** button and you will see the view that your camera's viewfinder is displaying in a separate window. When you are happy with it, click the **Take Photo** button. If you have a scanner, you must save the file in a suitable graphics format (JPEG, BMP etc). Then click on the **Load Photo...** button and locate the file. Your photo file will then be displayed. Note that only the file name is stored in the database, so you must keep the file in the selected location at all times.



NOTE: The NSW police data offload will only copy the first two ID records. Make sure that you enter the most important IDs in spaces 1 and 2.

7. Click the **Save & Close** button (or use the **F12** key).



NOTE: If you have enabled the Client Numbers option in Preferences, you will see another box in the Client Details section. It will be filled with the next client number when you add a new client, but you may use your own number to change it.

Part



Contract Details

9 Contract Details

Contracts (pledges, purchases or consignments) are linked to the current client. Information that is recorded with each new contract includes contract number, date and time, amount lent/paid, status of contract, and, where relevant, due date, % interest rate and monthly interest amount. When contracts are added, PawnShop automatically calculates such things as due date and monthly interest (if relevant), based on the values you set in the [Preferences](#) section.

Contracts are made up of one or more items which you either buy from, lend money on or sell on behalf of a client.

Topics in this section:

[Adding a New Contract](#)

[The Item Details Window](#)

[Adding Jewellery Details](#)

[Finishing the Contract](#)

[Consignments](#)

[Viewing Contract Details](#)

[The Copy For New Option](#)

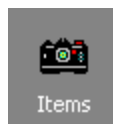
[The Copy From Option](#)

[Number Allocation](#)

[Item Hold](#)

9.1 Adding a New Contract

To enter details of a contract, first locate an existing client or [add](#) a new client. Then:



1. Click the Items button.
(or use the **Ctrl + I** keys).
2. The **Selected Contract Details** section will become available for use.

| | | | | | |
|-------|------------|-------|--------------|-----------|---------|
| Type | [Dropdown] | Date | 14 Mar 2006 | [Time] | 08:38 A |
| Clerk | Stephen | Contr | [Text Field] | [Past...] | |

3. Select the contract type (Pledge, Buy, Consign or Auction Buy) from the list. Do this by clicking on the arrow with your mouse (or by using the **up/down arrow** keys, then the **tab** key to move on. Depending on the version of PawnShop you have, some of these contract types may not be available.
4. Select the name of the clerk in exactly the same way. If there is only one clerk in your database, it will be selected automatically when you start a new contract.
5. The current date and time is automatically generated. If you want to change these details, you can. When you click inside the date field (or **tab** to it), the date format changes to double digits with slashes separating the day, month and year (for example, 12/12/05). You can alter any part or all of this date; just remember -
 - type a zero before any single digits for dates and months
 - you do not need to type the slashes; they are already included



NOTE: If your system uses American date formats, when entering the date, remember the order is month/day/year.

- If your numbering system is set to **Automatic**, the contract number is automatically generated, and cannot be changed unless you do it **manually**. It will appear in the appropriate field later on; for now, ignore (or **tab** past this field).
- Click in the **Contract Item Details** section, (or **tab** to it). The **Item Details** window will appear.

9.2 The Item Details window



- You are now going to choose the item type in the single field marked Item Type between the **Client Details** and the **Item Details** (the cursor is flashing in this field). Look through the list of item types first, by clicking on the arrow (or using the **Alt + up/down arrow** keys), to see if the one you want is already included. If it is there, select it; if not, type it and the program will ask you if you want to add it to your list. Click **Yes** (or use the **Y** key).



NOTE: Remember that you are only entering the type of item – no specifics yet!

2. Now click (or **tab**) to the next field – you are now inside the **General Tab**. The first four fields in this part are for General items, which means anything that is not jewellery. The **Description** and **Item Amount** fields are for all item types.
3. Now you type in the brand and model of the item, if there is one. For most jewellery, you won't have values to type here.
4. If there are no serial numbers on the item, click the **No identifying numbers appear on item** check box. This will tell the program to disable the serial number entry. If that check box is off, and you are a NSW user, a new window will open when you tab to the serial number field as shown below. The police have mandated that serial and barcode numbers be double 'blind' entered. This hides what you type and you must type it twice exactly the same before the program accepts it. If you are outside NSW, you can just type in the serial number box on the **In Item** window.

Clicking OK when you have entered the number twice will display it in the list box at the top of the window. Then click **Close** to return to the **Item Details** window.

The screenshot shows a dialog box titled "Item Identification Numbers". It features a list box containing one entry: "Serial Number - 12345". To the right of the list box are three buttons: "Add New", "Edit", and "Delete". Below the list box is a "Number Type" dropdown menu set to "Serial Number". Underneath are two text input fields: "Enter Number" and "Re-enter Number", both containing six asterisks (xxxxxx). At the bottom are three buttons: "OK", "Cancel", and "Close".

5. If the item is inscribed, type it in the **Inscription** field, otherwise just click in (or **tab** through to) the **Description** field. The name of the item (e.g. Watch) will appear, and you can then type in anything else you would like to appear on the receipt.



NOTE: The text in the **Description** box shows on printed receipts you give the client.

6. Enter the **Item Amount**. You don't need to put in the dollar sign or decimal point. For consignments, this is the amount you expect to give the client, there is nothing holding you to this amount. For buys, it is the amount you are paying the client and for loans, it is the amount you are loaning. All of these are for the current item, so if you agree on say, \$500 for a contract with 3 items, you need to assign separate prices for each item.

9.3 Adding Jewellery Details



- For jewellery items, you then click on the **Extras** tab (or if you use the **tab** key after entering the amount, the program will advance to it). Here you can enter information such as material, carat, stones etc. You do not have to do this while the client is in the shop; you can enter this information later. What you typed in the **Description** field will appear on the receipt – none of the information in the **Extras** tab does. See the picture below for an example of the kind of details you can enter for a watch.



IMPORTANT NOTE ABOUT JEWELLERY FOR NSW SHOPS:

When entering jewellery items, you must select one of the following options:

- Anklet
- Charm
- Pendant
- Bangle
- Cufflinks
- Ring
- Bracelet
- Earrings
- Stop Watch
- Brooch
- Gemstone
- Tie Pin
- Chain
- Necklace
- Watch

These categories are specified by the NSW Police, and every item of jewellery must be entered in one of them. It is very important that you do NOT type in anything different, as this will not only contravene police requirements, it will also register the item as "general", not as jewellery, and you will not be able to use the "Extras" tab. Please contact Flyware if you have any other jewellery types that are not listed.

The screenshot shows a software window with a dropdown menu at the top set to 'Item Type: Watch'. Below this are two tabs: 'General' and 'Extras'. The 'Extras' tab is selected and contains a section titled 'Jewellery Item Details'. This section has several fields, each with a dropdown menu or a text input field:

- Mens/Ladies/Childs: Ladies
- Band Material: Leather
- Band Colour: Brown
- Face Display: Roman numerals
- Face Material: (empty dropdown)
- Face Colour: (empty dropdown)
- Face Shape: (empty dropdown)
- Weight (grams): (empty text input)
- Primary Stone Colour: (empty dropdown)
- Primary Stone Count: (empty text input)



NOTE:

Each jewellery item has different properties, so not all Extras tabs look the same. You can use the **Append Jewellery Details to Description** button to copy all the data from the Extras tab into the item description box on the General tab. You can then modify the description as you like.

9.4 Finishing the Contract



1. To enter another item in the same contract, click **Next** (or use the **Alt + N** keys) and repeat the steps.
2. If the client changes his/her mind right in the middle of the transaction, clicking **Reset** (or using the **Alt + R** keys) will clear the current item from the screen, **Cancel** (or the **Esc** key) will clear all items. You will need to press **Cancel** on the **Main** window to cancel the transaction.
3. Click **OK** (or use the **F12** key) to finish if there are no more items. You will be returned to the **Main** window.
4. Check that the information you have entered is correct, in the **Contract Item Details** section (see picture below). If anything is wrong, you have to **double-click** (or use the **Ctrl** key and a number – **1, 2, 3** etc - corresponding to the number of the item) for the **In Items** window to reappear and to make any changes.

Contract Item Details

| Item | Description | J/G | Amount |
|------|--|-----|---------|
| 1 | Television : NEC Magnavision S/N:G031289 Scratched on side | G | \$20.00 |
| | | | |
| | | | |
| | | | |

Remove Item % Rate 25.0 Total: (1 Item) \$20.00

Repledge Ann. % Rate 300

Owner Mon. Int \$5.00

Acquired On Site Due Date

Flyware Customs Ref

5. The **% Rate** and **Mon. Int.** (Monthly Interest) are automatically calculated, based on the values you specify in your preferences. Most of the time, you do not need to do anything to them.



NOTE: If you want, you can type something different into either of these fields. For example, you may have a flat monthly interest amount for particular items, or you might want to give special clients a lower interest rate. In either of these cases, after closing the In Item Details window, just click on (or tab to) the field you want to change, and type in the new amount or rate. If you change the % Rate, the Mon. Int. will change accordingly, and vice versa.

6. Tick the **Repledge** box by clicking in it (or by using the **space bar** after tabbing to it) if the contract has been submitted before. This is ticked for you if you use the **Copy for New** function.
7. Only remove the tick in the **Owner** box if the client tells you the items belong to someone else. You do this by clicking inside it (or by using the **space bar**). If you are taking possession of the goods at a place other than your business premises, click the **Acquired On Site** check box off.
8. When you've finished, click the **OK** button on the **Main** window (or the **F12** key).
9. The details of the transaction (including only the name of the first item) will now appear in the **Contract List** at the top right of the **Main** window.

| Cont. | Date | Item Name | Status |
|------------|-------------|------------|----------|
| 2005004920 | 19 Feb 2005 | Camera | In Shop |
| 2005007278 | 07 Aug 2005 | Television | Out Pawn |
| 2006000121 | 19 Jan 2006 | Television | In Pawn |
| 2006000374 | 13 Feb 2006 | Ring | In Shop |

**NOTE:**

Depending on your business, you may prefer to see all items in the Contract List or just the most recent ones. We have incorporated an option to show only the items from the last 6 or 12 months in the Contract List, if this is your preference. To do this, simply go to the Options menu and select either **Only Show Last 6 Months' Contracts** or **Only Show Last 12 Months' Contracts**. This option can be changed at any time.

- The **Due Date** now appears in the **Contract Item Details** section. This is automatically calculated and you cannot change it. The contract details are now saved to the database.

9.5 Consignments

When you select the contract type **Consign**, some extra fields appear in the **Main** window.

| | |
|---|---|
| Amount Wanted: | <input type="text" value="(1 Item) \$30.00"/> |
| Due Sales Date | <input type="text" value="10 May 2006"/> |
| <input type="checkbox"/> Amount Refunded to Owner | <input type="text"/> |

- The **Amount Wanted** goes in automatically when you enter the amount in the usual way.
- You can type in the **Due Sales Date**, as this will be a date agreed upon by you and the client.
- The third field (**Amount Refunded to Owner**) and the checkbox only become available when the item has been sold.

9.6 Viewing Contract Details

You can look at the full details of any contract at any time. These details are displayed in the **Contract Item Details** section.

To view the details of any item:



- Locate the contract you want by clicking on the Items button when there is no client displayed and entering the contract number.
 - The details of this contract are displayed in the **Contract Item Details** section.
- or
- Locate the client of the contract you want.
 - Use the mouse to select the contract from the **Contract List**.
 - The details of this contract are displayed in the **Contract Item Details** section.

9.7 The Copy for New Option

When a contract is repledged (picked up by the client and brought back again later), it can be time-consuming to have to put all the details back into the computer, one by one, just as you would for a new contract. PawnShop lets you copy the details of contracts that have been pledged before in a few simple stages.



For example: If a client continually submits an electric drill for pawn and picks it up by paying the principal + interest, instead of retyping all the details of the drill, follow these instructions.

To use the Copy For New function:



1. Locate the client (with the contract you want to copy from)
2. Either go to the **Edit** menu and choose **Copy For New** or use the right mouse button to select the contract you want from the **Contract List** section.



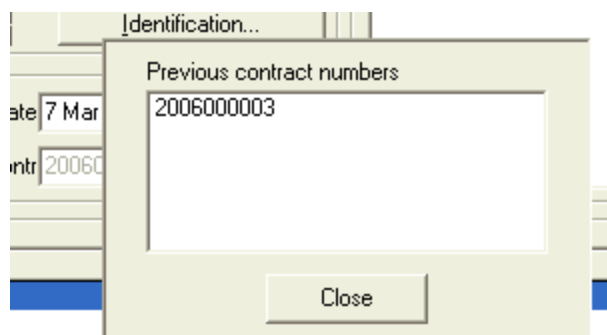
NOTE: You must select a contract that is out of pawn (i.e. has a status **Out Pawn**), as it would be impossible for a client to repledge one of their contracts that is currently in pawn. If you want to copy a contract's details which is not **Out Pawn**, use the [Copy From](#) option described in the next section.

3. The **Right Mouse** menu appears.
4. Select the **Copy For New** option from this menu. The details of each item in the contract will automatically appear in the **Contract Item Details** section.



NOTE: You will notice that the **Repledge** check box is automatically ticked and disabled.

5. Select a clerk (and contract number if **Manual Number Allocation** is selected), and change any other details you want.
6. Click the **OK** button.
7. The item details are copied and the original contract number appears when you click the **Past** button in the **Selected Contract Details** section.



9.8 The Copy From Option

Sometimes you may want to copy details of a contract that is not being pledged by the same person who originally brought it in. As long as you know the original contract number, the **Copy From...** option gives you the ability to copy details for contracts even if the owner changes, so for any contract that you recognise as one that has been in your shop before, you'll be able to locate the old record and copy it, instead of typing in all the details again from scratch.

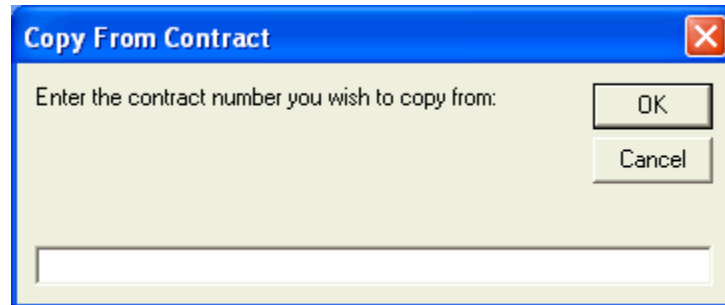


NOTE: If you don't know the original contract number, you can locate it using the [Search](#) function.

To use the Copy From... function:



1. Start a new contract for the client in the usual way.
2. Go to the **Edit** menu and select the **Copy From...** option.
3. A box appears - type in the contract number of the item you want to copy.



4. Click **OK**.
5. The contract details are copied.
6. Choose a clerk and continue in the usual way.

9.9 Number Allocation

Contract numbers are critical to the functioning of the program and serve to identify and differentiate contracts and items. You have the option of two types of number allocation:

Auto Contract Number Allocation is the quickest and easiest system to use. This option automatically assigns a number to each new contract, and each item within a contract. New contracts are always given a number that is one number higher than the last, whether they are pledges, purchases or consignments (To reset this number see [Contract Preferences: Numbering](#)).

However, there may be times when you want to enter an item number out of sequence. In this case, you can select **Manual Contract Number Allocation**.

Manual Contract Number Allocation is useful if you choose to skip item numbers or enter items out of sequence, or item numbers that are not current.



For example: When you start using PawnShop, you may want to retain your book work and receipts until you are more familiar with the program. Manual Contract Number Allocation gives you the flexibility to skip entering a whole day's contracts and then come back to them later without creating problems with your numbering system.



NOTE: To do this you will also need to carefully backdate all contracts when you finally enter them (for the due date and amount owing to be correct). Once you are up-to-date, we recommend you return to Automatic Number Allocation.



NOTE: For NSW users, the program will only send contracts with numbers in the correct NSW police format in a police load. The correct format is YYYY000000 where YYYY is the four digit year followed by six digits

afterwards. If your manual number is not in this format, it will NOT be transferred to the police.

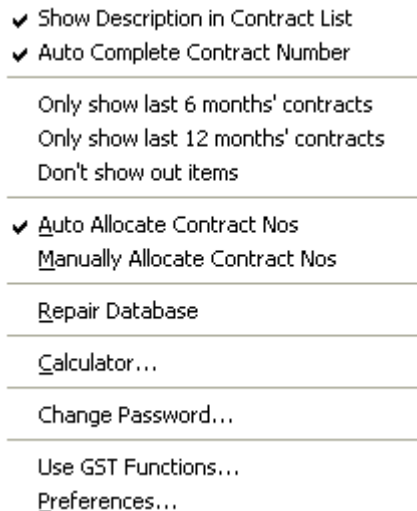
You can alternate between these options at any time.

To select or alternate between them:



1. Go to the **Options** menu (or use the **Alt + O** keys) and click on either **Auto Allocate Contract Nos** or **Manually Allocate Contract Nos**.

Whichever option you select is displayed with a tick beside it in the **Options** menu, and in the status bar in red.



Alternatively, you can just double click on the numbering system you want to use in the status bar on the **Main** window to change it.

Man Numbers
Auto Numbers

9.10 Item Hold

Due to the regulatory nature of running a pawnbroking or second-hand dealer's business, you may occasionally be requested by the police to place an item on hold. When you do this, its status will change to **Held** and payments can be made on it, but the client cannot redeem it. PawnShop allows you to set your Hold options, including how many days to keep items on hold, and whether the **Client Notes** window pops up automatically when you put things on hold.

You can put any item on **Hold** unless it has been sold, auctioned or redeemed. This includes all pawns, buys and consignments (including those that have a status of **Due Shop**, **Due Auction** or even **In Shop** or **In Auction**).

To put an item on Hold:



1. Locate the contract.
2. Right mouse click the contract in the **Contract List** to show the **Right Mouse** menu.
3. Select **Put on Hold**.



NOTE: If you want, you can make the [Client Notes](#) window automatically appear when you put an item on hold (see [Contract Preferences – Hold Option](#)). Then you can record certain details (e.g. the name of the policeman ordering the hold) straight away.

The status of the item now reads **-HELD-** in the **Contract List**.

To take an item off Hold:



1. Locate the contract.
2. Right mouse click the contract in the **Contract List** to generate the [Right Mouse](#) menu.
3. Select **Take off Hold**.

The contract now returns to its original status.



NOTE: If you set up a hold period (ie. not zero) in Preferences, the item will automatically come off hold after this period has elapsed.

Part



Locating Clients and Items

10 Locating Clients and Items

Before you can perform any transactions, there must be a client to link the transaction to. When you locate a client, all their details appear. A history of the client's contracts appears in the **Contract List** and details of the last contract made are displayed in the **Selected Contract** field.

Topics in this section:

[Locating by Client Details](#)

[Locating by Contract Number](#)

[Changing Client and Item Details](#)

[The Search Window](#)

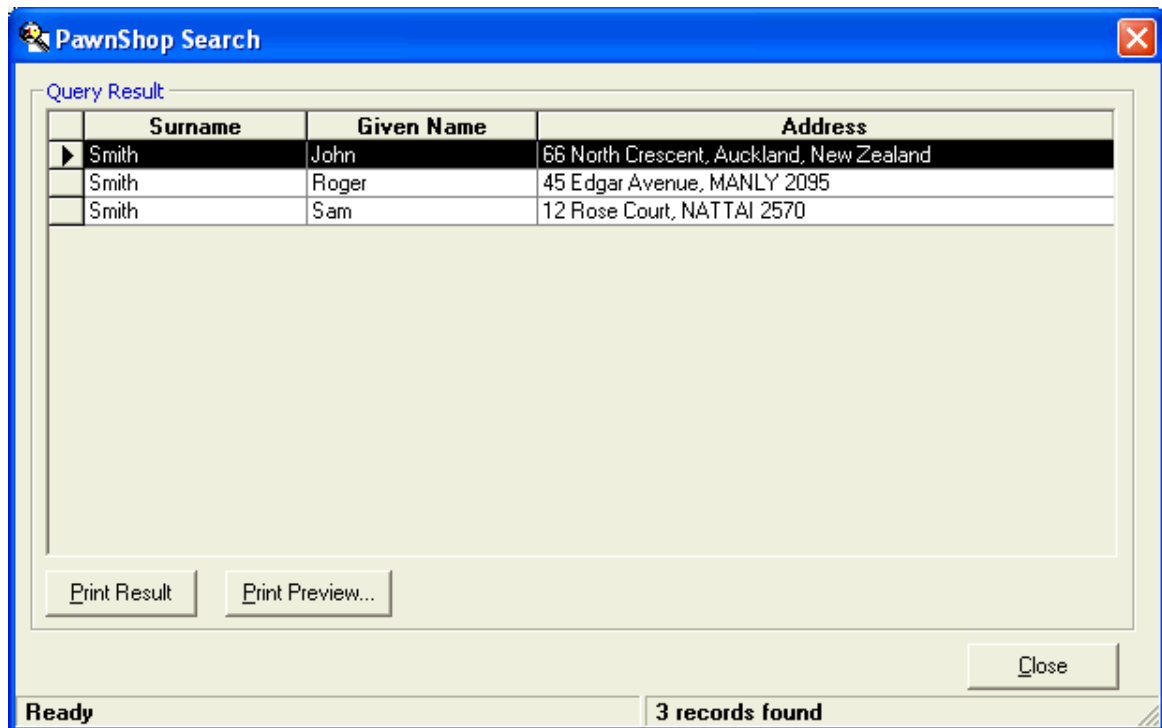
10.1 Locating by Client Details

To locate a client by name:



1. Click the **Clients** button on the tool bar (or use the **Ctrl + L** keys).
2. The easiest way to locate a client is by entering their name (given, surname or both).
3. You can enter their client number instead if you use it in the program.
4. When finished, click the **OK** button, (or use the **Ctrl + Enter** keys). The address and other details will appear.

For very common surnames (e.g. Smith), you will get a faster result by typing in the client's full name, because there is every chance you will have more than one Smith in your records. If you do just type in "Smith", the program will locate all of your clients with that surname and present them in a list (Query Result), like this:



5. Now just double click on the name you want, and the details will be displayed in the correct places in the **Client Details** section.

The same kind of thing applies if you only type in the first few letters of a name. If the name is unusual enough, the program will immediately locate the one person you are looking for, but if more than one client in your database has a name that begins with the same few letters, the program will retrieve them all, like this:

| Query Result | | | |
|--------------|----------|------------|--|
| | Surname | Given Name | Address |
| ▶ | Seinfeld | Gerry | Freddie Street, WADBILLIGA 2546 |
| | Smith | John | 66 North Crescent, Auckland, New Zealand |
| | Smith | Roger | 45 Edgar Avenue, MANLY 2095 |
| | Smith | Sam | 12 Rose Court, NATTAI 2570 |
| | Stevens | John | 12 Graham Road, NARRABEEN 2101 |

Sometimes this is useful, because you might want to locate a client, but don't know exactly how they spell their name (for example, "Alison" or "Allison", "Lee" or "Leigh"). If you enter the whole name, it might be the wrong spelling, and the program will tell you that no record exists for that person, so you have to try again.

By entering just a few letters (even just the initial), you will be sure to find their name in the **Query Result**. All you do then is to double click on the appropriate name, and their details will be copied into the correct places in the **Main** window.



NOTE: If you have enabled the **Client Numbers** function in **Preferences**, you may also locate a client by that number. Simply type in the **Client Number** field. However, you must type the exact number to get a match.

10.2 Locating by Contract Number

You can locate a contract quickly by simply entering its contract number, if you know it.

To locate a contract by number:



1. Start with a blank screen, by clicking the **Esc** key. **IMPORTANT: If you perform step 2 with a client located, you will start a new contract for that client rather than locate an existing one.**
2. Click the **Items** button on the tool bar (or use the **Ctrl + I** keys).
3. The cursor will jump immediately to the **Contr** field. Enter the number of the item you want to locate.



NOTE: If you have enabled the **Auto Complete Contract Number** option, you can leave out the year and leading zeros in the number. E.g. If you are trying to find contract 2015000198, you can just type 198 in the **Contr** box to find it, if you have the option on.

4. When finished, click the **OK** button (or use the **Ctrl + Enter** keys).

If you do not know the client's name or the contract number, or if you want to locate something by any other criteria, use the [Search](#) function.

10.3 Changing Client and Item Details

All client details can be changed at any time. However, once the details of a new contract have been entered, you cannot change the amount (pledges), date, contract type (pledge, buy or consign), interest rate or clerk details.

To change any client or contract details:

1. Locate the [client](#) or [contract](#).
2. Change any information you want to (bearing in mind the restrictions mentioned above for contracts).
3. You will notice that as soon as any information is changed, the **OK** and **Cancel** buttons will appear in the lower right part of the window.
4. Click the **OK** button to save the changes.

10.4 The Search Window

There will probably be times when you want to find things other than by their name or contract number. For example, you might be trying to locate a particular Samsung TV, but you can't remember the name of the person who brought it in, or its contract number. Or perhaps you want a list of all the Samsung televisions that have come through your shop.

PawnShop has a **Search** function that can help you to find anything that is in your records in just a few simple steps. It may look a little daunting at first, but it is quite easy to use if you know how. Take a look at the following section and experiment with the **Search** function yourself – you'll soon find out that it's not as complicated as it appears!

To start a search:

1. Click the **Search** button.
2. This **Search** window will appear:

PawnShop Search

Design Search Criteria

| Field | Operator : | Value |
|-------|------------|-------|
| | | |

Sort Order

None
 Ascending
 Descending

Add
 Delete
 Reset

Current Query

| | Field | Operator | Value | Sort Order |
|---|-------|----------|-------|------------|
| * | | | | |

New Query
 Run Query
 Close

2. Go to the **Design Search Criteria** section and click on the arrow at the end of the box marked **Field**.
3. You will now see a list of all the different criteria you can search by: item names, contract types, brands, names of clerks, dates of transactions, even clients' birthdays! Scroll down the list by clicking on the arrow and keeping the mouse button pressed down (or by using the **down arrow** key) until you find the first thing you want to search by.
4. In our example, we are choosing "Item Name" – this list contains televisions. You will see that the **Operator** box now contains the word "Equal". This goes in automatically and it simply means that you are going to choose from a list of all the different item names that are already in the program.
5. From the **Value** box, find the item you are searching for (we are looking for "TV"). In our example, we are looking for a TV, so our search says "Item Name" "Equal" "TV". If you were looking for everything except televisions (unlikely, but possible!) you would modify your search to say "Item Name" "Not Equal" "TV".
6. Now click the **Add** button (or use the **Alt + A** keys) – the details of your search are copied into the lower part of the screen, the **Current Query** section. The screen should now look like this:

The screenshot shows the 'PawnShop Search' window. It has a blue title bar with a close button. The window is divided into two main sections: 'Design Search Criteria' and 'Current Query'.

Design Search Criteria: This section contains three dropdown menus: 'Field' (set to 'Item Name'), 'Operator' (set to 'Equal'), and 'Value' (set to 'TV'). To the right of these is a 'Sort Order' section with three radio buttons: 'None' (selected), 'Ascending', and 'Descending'. Below the dropdowns are three buttons: 'Add', 'Delete', and 'Reset'.

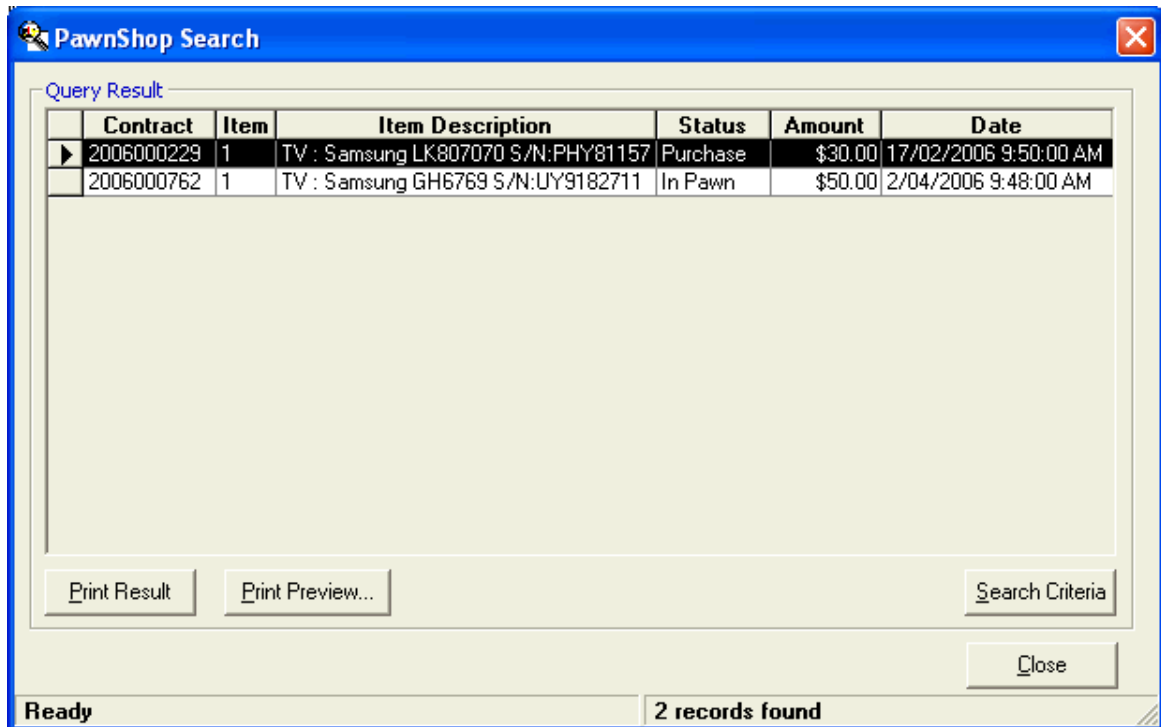
Current Query: This section contains a table with the following data:

| | Field | Operator | Value | Sort Order |
|---|-----------|----------|-------|------------|
| ▶ | Item Name | Equal | TV | |
| * | | | | |

Below the table are two buttons: 'New Query' and 'Run Query'. At the bottom right of the window is a 'Close' button.

7. If you were to run the query at this stage, you would get a list of every single TV in your records, so you probably want to refine the search a little more.
 Firstly, click the **Reset** button (or use the **Alt + R** keys) to clear the **Design Search Criteria** fields. In the following example, we have chosen "Brand" as the second thing we are looking for, and the **Operator** box says "Like" (this appears automatically, but you can change it to "Equal" or "Not Equal", if you want). "Like" means that you only have to type in a few letters of the brand name, so we can just type "Sam" in the **Value** box (we are looking for Samsung). This will find any TV with a brand name that contains the letters Sam, in sequence. If there were a TV brand called Samson, this search would locate them as well! However, if you entered "Brand" "Like" "S", the program would retrieve records of all TVs with a letter S anywhere in their names – not just Sony, Sanyo, Sharp and Samsung, but Panasonic, Philips, etc.
8. Add more criteria, as before, in the **Design Search Criteria** section, clicking the **Add** button after each one.
9. If you would like to put the list of results into some sort of order, you can do so by clicking the **Sort Order** options. **Ascending** order means from the most recent to the earliest and **Descending** order means from the earliest to the most recent. Otherwise, the program uses **None**.

10. If you make a mistake, or decide to change the criteria you have chosen before hitting the **Add** button, you can click the **Reset** button (or use the **Alt + R** keys) and the boxes will clear.
11. If you want to change the criteria after you have hit the **Add** button, click the **Delete** button and the information in the lower section will clear, line by line each time you click, starting from the bottom.
12. When you are ready, click the **Run Query** button (or use the **Alt + Q** keys). The program will present you with a complete list of all the things in your records that fit your criteria.



In our example there are 2 Samsung TVs in the database.

13. If you find what you are looking for, double click on it, and the program will locate it in the **Main** window along with all its other details. Then simply close the **Search** window by clicking the **Close** button (or using the **Alt + C** keys).
14. If you need to add more criteria to narrow the search down a bit more, click **Search Criteria** (or use the **Alt + S** keys) to go back to your query. It will not have cleared, so you can just add to it.

Part



Payments

11 Payments

There are two instances where you would want to use the **Payments** window in PawnShop. The first is a pawnbroker who wants to make an interest payment for a pledge. Usually this will advance the due date of the contract by 1 month (if a month's interest is paid) and may change the status of the contract if it has passed its due date and the payment brings it back in pawn.

The other situation where the **Payments** window is used is when making a payment on a layby. See the [Sales and Auctions](#) section for how to locate a layby.

Topics in this section:

[Adding a Payment](#)

[Deleting a Payment](#)

11.1 Adding a Payment

This section refers only to pawnbrokers. The text has been left black for readability.

To make an interest payment on a contract:



1. Double click on the relevant contract in the **Contract List** (or use the **Ctrl + Y** keys).
2. The **Payments** window will appear.

Contract Details

Contract: 2006000004
 Past: 2006000003
 Type: Pledge
 Clerk: Stephen
 Date: 07 Mar 2006
 Time: 04:23 PM

| Item Name | J/G | Amount |
|-----------|-----|---------|
| Drill | G | \$20.00 |

M. Interest: \$5.00 Balance: \$20.00

Payment History

| Date and Time | Clerk | Amount |
|--------------------|---------|--------|
| 31 Mar 06 12:06 PM | Stephen | \$5.00 |

Total: \$5.00

Payment Info

Clerk: Stephen
 Type: Cash
 Amount: \$0.00
 Date: 3 Apr 2006
 Time: 09:47 AM
 Final Payment

Buttons: Delete Payment (F8), Print Payment History, Close

3. Select a **Clerk** with the mouse (or use the **Alt + down arrow** keys, then press the **Enter** key).

- Click in the **Amount** field (*or tab* to it) and enter the payment amount.



NOTE: You can enter any amount you want. The amount does not need to be an exact multiple of the monthly interest amount. However, the due date will not advance until a month's interest has been paid.

- If you want to make a final payment that is different from the balance owing – i.e. the client redeems the item - you must click the **Final Payment** checkbox (*or tab* to it and then use the **space bar**). The database then records that there is no money owing on this item. Entering an amount identical to the balance owing will automatically tick this check box.
- The date and time of the payment are automatically generated.



NOTE: If you are entering a payment at a different time or date from that displayed, you can manually change the time and date.

- Click **OK** (*or use the F12 key*) if the details are correct. If you want to cancel the transaction at this stage, click **Cancel** (*or use the Esc key*).
- Click the **Close** button (*or tab* to it and then use the **Enter** key) to save the details of this payment.

11.2 Deleting a Payment

In the **Payment History** list, you can see the details of past payments. You can delete any of these payments as long as the contract has not been redeemed already (status is **Out Pawn**) and the record sent to the police. Also, you cannot delete a payment for a layby that has been finalised.



NOTE: If the contract has been redeemed and the record has not been sent to the police, deleting a payment will bring the contract back into pawn.

To Delete a Payment:



- Click on the appropriate payment in the **Payment History** list to select it.

Payment History

| Date and Time | Clerk | Amount |
|--------------------|---------|--------|
| 31 Mar 06 12:06 PM | Stephen | \$5.00 |
| 3 Apr 06 9:47 AM | Stephen | \$5.00 |

Total \$10.00

Delete Payment (F8) Print Payment History

- Click the **Delete Payment** button.
- Click **Yes** when asked if you are sure you want to delete the payment.

Part



XII

Overdue Contracts

12 Overdue Contracts

If you have selected the **Send due items to shop automatically** option in the **Overdue Items / Sales** section of the **Contract** tab in **Preferences**, when a contract passes the regulatory time period that you must hold it, it will automatically be given the status **In Shop**. If there is more than 1 item in the contract, they will be split into separate contracts as detailed in the [Sending Items to Shop](#) section.

If you have not selected the above option, when items fall due, their status in the contract list will be displayed as **Due Shop**, **Due Auction** or **Cons In Due**, depending on the type of item and its value:

| Cont. | Date | Item Name | Status |
|------------|-------------|--------------|-------------|
| 2006009113 | 03 Jan 2006 | Test Pledge | Due Auction |
| 2006010028 | 31 Jan 2006 | Test Buy | Due Shop |
| 2006010175 | 11 Mar 2006 | Test Consign | Cons In Due |

If you hold a second-hand dealer's licence, you can send these items to auction or to put them into your shop for sale. You also have the option to keep them as they are, if you like – rest assured, the program will not send items in different directions automatically! However, you cannot send items to shop or auction until they have a **Due** status, and you must change this status to **In Shop** or **In Auction** before you can sell them.

Topics in this section:

[The Items Due window](#)

[Sending Items to Shop or Auction](#)

[Other Options for Overdue Items](#)

[Viewing Client Details in the Items Due window](#)

12.1 The Items Due Window

At any time, you can bring up a list of all the items (of all types) in your shop which have fallen due, by simply clicking the **Items Due** button on the tool bar.



The **Items Due** window will appear:

| | Contract | Seq | Date | Due | Description | Type | Amount | Status |
|---|------------|-----|-----------|-----------|----------------|---------|----------|-------------|
| ▶ | 2006009113 | 1 | 03 Jan 06 | 03 Apr 06 | Test Pledge : | Pledge | \$70.00 | Due Auction |
| | 2006010028 | 1 | 31 Jan 06 | 18 Mar 06 | Test Buy : | Buy | \$30.00 | Due Shop |
| | 2006010175 | 1 | 11 Mar 06 | 11 Mar 06 | Test Consign : | Consign | \$100.00 | Cons In Due |

| | |
|----------------------------------|-------------------------|
| <input type="radio"/> | Auto Split Item (F6) |
| <input type="radio"/> | Send To Shop (F7) |
| <input checked="" type="radio"/> | Send To Auction (F8) |
| <input type="radio"/> | Send To Damaged (F9) |
| <input type="radio"/> | Send To Misc (F10) |
| <input type="radio"/> | Return to Owner (F11) |
| <input type="radio"/> | Manual Split Item (F12) |
| <input type="radio"/> | Other Disposal: |
| | |

| | | | | |
|------------|----------|----------------------|-------|---------------------|
| Reset Last | Print... | Close To Main Screen | Apply | Back to Main Screen |
|------------|----------|----------------------|-------|---------------------|

The **Items Due** window lists:

- Overdue pledges, if no payment has been made after the time period you have specified.
- Purchased items, after they have been held for the time period you have specified.
- Consignments, after they have been held for the time period you have specified.
- Items that have been returned and have a status of **Misc/Damaged**. This allows you to assess whether they can be fixed and sent to shop, or are irreparable and must be written off. You can also send items to a status of **Misc** manually by using the **Right Mouse Menu**. See [Using the Right Mouse](#) for more details.

12.2 Sending Items to Shop or Auction

To send items to shop or auction:



1. By clicking with your mouse on the black triangular arrow to the left of the item you want to deal with, the whole line becomes highlighted, indicating that you are going to change the status of the item.



NOTE: You do not have to send an item that is Due Auction to auction, nor an item that is Due Shop to your shop – it is your choice (although laws in your area might require you to send to one or the other).

2. If you want to assess each item separately and decide where you would like to send it as you go along, we recommend you highlight each item individually, then one of the options marked **Send to Shop** or **Send to Auction** in the **Item Options** section on the right, then click the **Apply** button.
3. If you have a lot of items to deal with and you are sure you would like to send them all to your shop, for example, you can highlight all the items in the list which have the same status by pressing the **Ctrl** key on the keyboard at the same time as you are clicking on the black arrows (it will look a bit like the picture below).


| Contract List | | | | | | | | | Contract Options | | | |
|---------------|------------|-----|-----------|-----------|----------------|---------|----------|-------------|--|--|--|--|
| | Contract | Seq | Date | Due | Description | Type | Amount | Status | <input type="radio"/> Auto Split Item (F6) | <input checked="" type="radio"/> Send To Shop (F7) | <input type="radio"/> Send To Auction (F8) | <input type="radio"/> Send To Damaged (F9) |
| | 2006009113 | 1 | 03 Jan 06 | 03 Apr 06 | Test Pledge : | Pledge | \$70.00 | Due Auction | | | | |
| ▶ | 2006008991 | 1 | 02 Jan 06 | 02 Apr 06 | Earrings : | Pledge | \$30.00 | Due Shop | | | | |
| | 2006010028 | 1 | 31 Jan 06 | 18 Mar 06 | Test Buy : | Buy | \$30.00 | Due Shop | | | | |
| | 2006010175 | 1 | 11 Mar 06 | 11 Mar 06 | Test Consign : | Consign | \$100.00 | Cons In Due | | | | |

4. When you have highlighted all the items (with the same status) you want to, click the **Apply** button and status of all of the items will change at once. This will obviously save you lots of time!



NOTE: If you highlight any items from contracts which contain more than 1 item, you will be splitting that contract into separate contracts which each have 1 item from the original contract. E.g. If contract 2006000010 has 3 items in it and you send one of them to shop, the original contract will first be split into 3. The numbers of these split contracts will be the same as the original one with a /1, /2 or /3 at the end to identify which item they contain from the original. The program needs to do this so you can sell items in the contracts separately.

5. Continue highlighting items and sending them to shop or auction until you are satisfied that there are no more on your list you want to deal with. Sending items to shop or auction this way ensures that you have control over each one – you cannot make a mistake by inadvertently clicking the **Apply** button.
6. Click **Pipe to Main Screen** to close the **Items Due** window and return to the main window, if you want a complete list of all the items you have just dealt with to be displayed. You can then allocate a shop number and price for each item in the list, as below (notice these fields in the **Sale Details** section):

| Client Details | | | | Contract List | | | |
|--|---------------------------------------|-------------|-------------------|----------------------|-------------|----------------------|---------|
| Name | | | | Cont. | Date | Item Name | Status |
| Org | <input type="checkbox"/> Organisation | | | 2006008991 | 02 Jan 2006 | Earrings | In Shop |
| O/S | Property Name | | | 2006010028 | 31 Jan 2006 | Test Buy | In Shop |
| Unit | From / To | | | | | | |
| Street | | | | | | | |
| Suburb | | | P/C | | | | |
| Tel | Client No. | | | | | | |
| DOB | _/_/19_ | | Identification... | | | | |
| Selected Contract Details | | | | | | | |
| Type | Pledge | Date | 2 Jan 2006 | 08:23 A | | | |
| Clerk | Stephen | Contr | 2006008991 | Past... | | | |
| Contract Item Details | | | | Sale Details | | | |
| | Item | Description | J/G | Amount | | | |
| | 1 | Earrings : | J | \$30.00 | | Shop # | |
| | | | | Total: | | (1 Item) \$30.00 | |
| <input type="button" value="Remove Item"/> | | | | % Rate 25.0 | | <input type="text"/> | |
| <input type="checkbox"/> Repledge | | | | Ann. % Rate 300 | | <input type="text"/> | |
| <input checked="" type="checkbox"/> Owner | | | | Mon. Int \$7.50 | | <input type="text"/> | |
| <input checked="" type="checkbox"/> Acquired On Site | | | | Due Date 02 Apr 2006 | | <input type="text"/> | |
|  | | | | Customs Ref | | <input type="text"/> | |
| | | | | Shop \$ \$0.00 | | <input type="text"/> | |
| | | | | Sale \$ | | <input type="text"/> | |
| | | | | Disc. | | <input type="text"/> | |
| | | | | Profit | | <input type="text"/> | |
| | | | | Date | | <input type="text"/> | |

or:

- Click **Back to Main Screen** if you just want to return to the main window to do something else (e.g. enter details of a new pledge, if a client comes in).

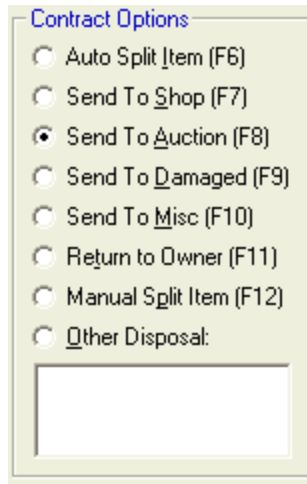
You are now ready to sell these items in your shop or at auction.



NOTE: Payments can still be made on items that have a status of "In Shop" or "In Auction". In fact, if a client pays enough money on an item to make it current again (not overdue) the program will recalculate its status and remove it from the Items Due window.

12.3 Other Options for Overdue Items

In the top right-hand corner of the **Items Due** window, you can see this box. If you have any items which are overdue but which you do not want to send to shop or auction, you can choose from a number of other options. As you can see, it is possible to select each of these options by using one of the **F** keys as an alternative to clicking inside the appropriate circle.



Contract Options

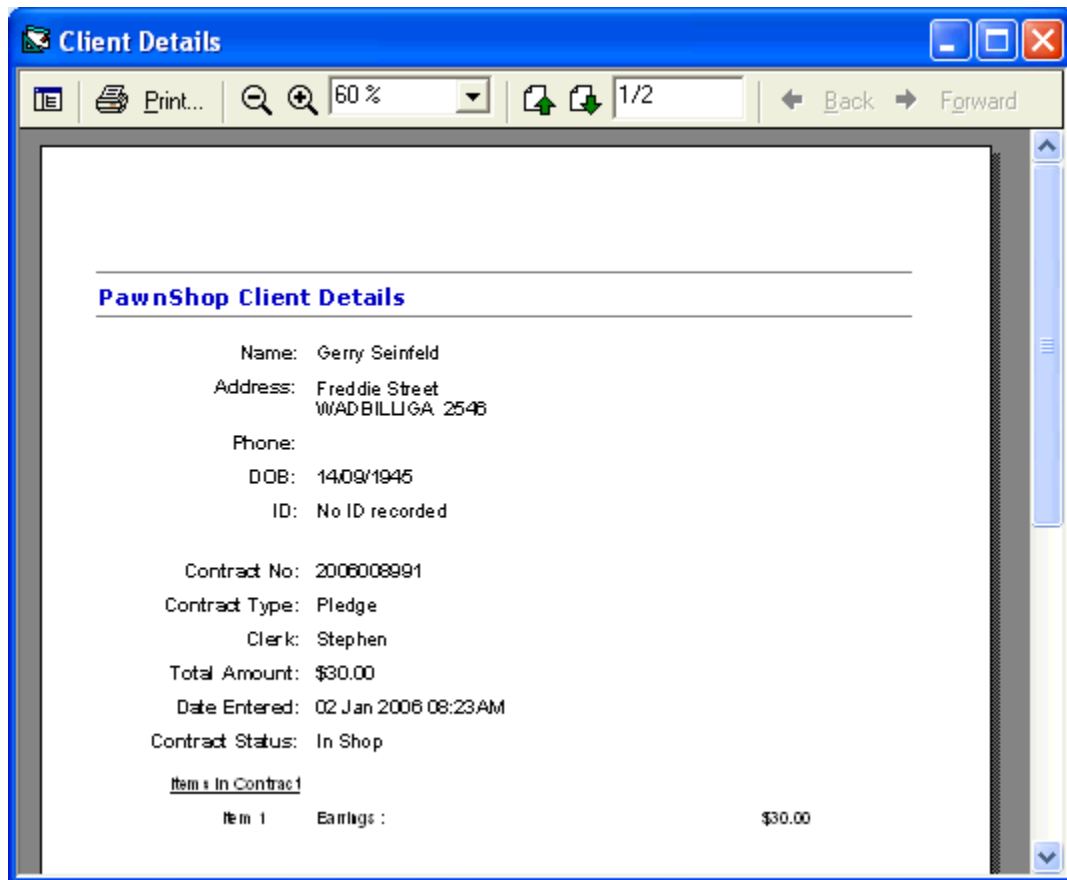
- Auto Split Item (F6)
- Send To Shop (F7)
- Send To Auction (F8)
- Send To Damaged (F9)
- Send To Misc (F10)
- Return to Owner (F11)
- Manual Split Item (F12)
- Other Disposal:

As well as the options we have already mentioned (**Auto Split Item**, **Send To Shop** and **Send To Auction**), the following options are available:

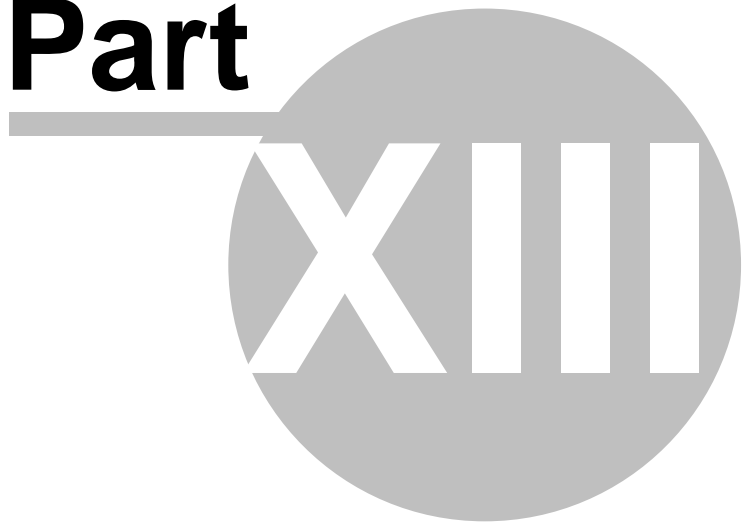
- **Send To Damaged** - this means the item is written off and has been removed from your shop.
- **Send To Misc** - this means that the item can't be sold - for example, it is being repaired, but remains in the **Items Due** list for future disposal.
- **Return To Owner** - this means an item is to be returned if it proves to have been **stolen**. You will receive a confirmation box if you choose this option.
- **Manual Split Item** - this is used to split a contract where there was only one item in the contract, but that item can be split and sold in separate parts. For example, you can use this if you want to sell individual tools within a toolbox that was pledged as a single item. See the Manual Split , if you need to know how to do this.
- **Other Disposal** - for any other disposal of an item, for example, a gift. If you choose this option, you are required to type in what kind of disposal it is, in the box provided.

12.4 Viewing Client Details in the Items Due window

You may like to know that when you are in the **Items Due** window, you can bring up all the details of any client whose items are overdue, without having to go back to the main window. All you have to do is right mouse click on a particular item in the list, and the client details will appear.



Part



Sales and Auctions

13 Sales and Auctions

Locate / Select Item

Clerk: Stephen Contract #: Rec #:

| Contract | Description | J/G | Type | Status | Shop\$ | Sale\$ |
|----------|-------------|-----|------|--------|--------|--------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Transaction Details

| Contract | Description | J/G | Type | Status | Shop\$ | Sale\$ |
|----------|-------------|-----|------|--------|--------|--------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Sub Total:

Discount: % Grand Total:

Buyer's Details

Name:

O/S: Property Name:

Unit: From / To:

Street:

Sub: P/C:

Tel: Client No.:

Receipt Details

Rec #:

Man Rec:

Date:

Payment:

Topics in this section:

[Adding a New Sale](#)

[Sale Returns](#)

[Laybys](#)

[Making a Layby Payment](#)

[Overdue Laybys](#)

[Cancelling Laybys](#)

13.1 Adding a New Sale

To make a new sale:



1. Either click the **Sales** button with a clear screen on the **Main** window

or

Locate an item which has a status of **In Shop** or **In Auction** on the **Main** window and then click the **Sales** button.

2. Select a **Clerk**.
3. Either type in the contract number or check that it is correct in the **Contract #** field.
4. Click the button on the right

- If you have only entered the contract number, the button will say **Locate**. When you click it, the description and price will appear, and the button name will change to **Add**. Check that the details are the ones you require, then click it again.
- If the item description is already there (because you located the item before entering the **Sales** window), the button will already say **Add** (as in the picture below) and you only have to click it once.

Locate / Select Item

Clerk: Stephen Contract #: 2006000374 Rec #:

| Contract | Description | J/G | Type | Status | Shop\$ | Sale\$ | |
|------------|---|-----|------|---------|---------|---------|-----|
| 2006000374 | Ring : Ladies Gold 18ct Yellow Red stor | J | Buy | In Shop | \$30.00 | \$40.00 | Add |

Transaction Details

| Contract | Description | J/G | Type | Status | Shop\$ | Sale\$ | |
|----------|-------------|-----|------|--------|--------|--------|--------------|
| | | | | | | | Sale (F5) |
| | | | | | | | Auction (F6) |
| | | | | | | | Layby (F9) |
| | | | | | | | Consign |

- The details of the item are copied into the **Transaction Details** section. If you want to sell other items at the same time, go back and locate/add them in the same way. When you have finished entering the list of the items to be sold, just click **Sale** or use the **F5** key to process the sale.
- As soon as you click **Sale**, the following part of the screen is activated, and the date and time of sale are automatically generated. There is also provision for you to enter your own receipt number in the **Man Rec** box in case you have your own set of numbers that you use. You can locate a sale by the number you enter in this box as well as by the one automatically generated by the program. The program will assign a **Rec #** once you click the **OK** button in the **Sales** window.

| Receipt Details | Cash Details |
|--------------------------|---------------|
| Rec # | Tendered 55 |
| Man Rec | Change \$0.00 |
| Date 7 Apr 2006 11:22 AM | |
| Payment Cash | |

- If the sale is more than the prescribed amount in your **Preferences**, you are required to enter the details of the client who is buying the item from you in the **Buyer's Details** section. If this person is one of your existing clients, their details will already be in your database, so you just need to type in their name and then click **Locate** – the program will then put in all their details from your records. As in the **Main** window, if the client does not exist, you will be prompted to add them. However, all you need to add for buyers are the name and address.

Buyer's Details

Name

O/S Property Name

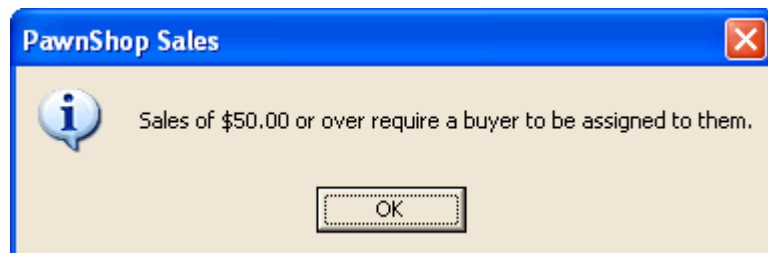
Unit From / To

Street

Sub P/C

Tel Client No.

8. Click **OK** when all relevant details have been entered and you are ready to print
9. If you forget to enter a client's details for an amount over the allowed limit (set in **Preferences**), the following message appears on the screen to remind you:



10. Click the **Print** button to print the sales receipt.
11. Click **Back to Main Screen** when you have finished.

13.2 Sale Returns

To record the return of **Sold or Auctioned** items:

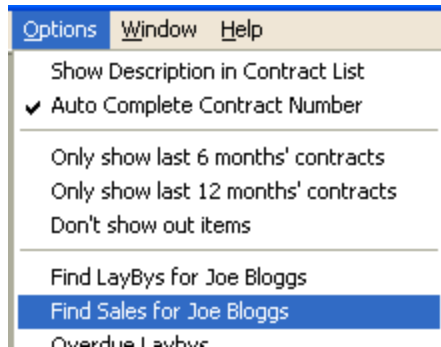


1. With a clear screen (press the **Esc** key to clear all details), click the **Sales** button.
2. Enter the receipt number in the **Rec #** field. Click the **Locate** button.
3. The sale details will appear in the **Transaction Details** section.

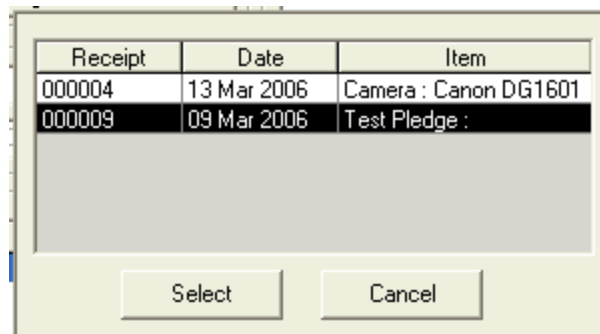
If you do not know the receipt number, you can still locate the sale:



1. Locate the client who bought the goods from you by name, as you would a normal client.
2. Go to the **Options** menu and select **Find Sales** (this option is only present in the menu for those clients who have sales)



4. A box containing the receipt number, date of sale and item description will appear. Just click on the sale you are looking for and click the **Select** button.



5. The **Sales** window will then display with your sale loaded. By clicking with your mouse on the black triangular arrow to the left of the item you want to deal with, the whole line becomes highlighted, indicating that you are going to return that item.
6. Click the **Return (F7)** button.
7. Click the **OK** button.

13.3 Laybys

A layby is almost identical to a sale, except that it is paid off in instalments rather than all at once. The dealer holds the goods until they are completely paid off. There are certain retail laws governing laybys (for example, a customer has the right to cancel a layby at any time), but you determine how long to hold the goods, how many payments will be made, and what the amount should be.

The procedure for putting an item on layby is the same as for making a sale, up to the point where you locate the goods and add them to the **Transaction Details** – after this, you click the **Layby** button (or use the **F9** key), instead of the **Sale** button.

Next, move on to the payment field and select the payment type, and when you have done so, the **Layby Details** section will appear:

In the example above, the total amount of the goods will be \$40, and the number in the **Deposit** field (in this case \$8.00), is 20% of the total price. The number representing the 20% calculation appears automatically, but you can change it if you want.

After this deposit has been paid, you simply click **OK** to process the transaction and then the **Print** button to print out the receipt (unless you have opted to print these receipts automatically).

13.4 Making a Layby Payment

To make a locate a layby:

There are 2 ways to locate a layby in order to make a payment on it. The most common is:

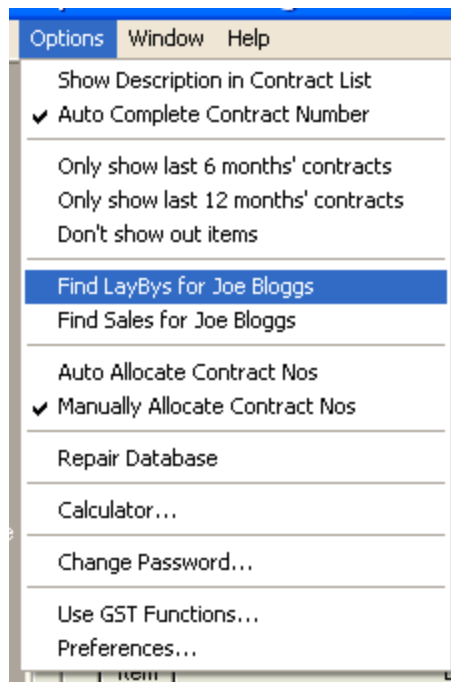


1. With a clear screen (press the **Esc** key to clear all details), click the **Sales** button.
2. Enter the receipt number in the **Rec #** field. Click the **Locate** button.
3. The layby details will appear in the **Transaction Details** section.

If you do not know the receipt number, you can still locate the layby:



1. On the **Main** window, locate the buyer as you would a normal client who you buy or pledge from.
2. Go to the **Options** menu and select **Find Laybys** for (this option is only present in the menu for those clients who have laybys)



NOTE: The **Find Laybys** menu item will only appear in the **Options** menu if the current client actually has a layby attached to them.

To make a payment on a layby:



1. In the **Sales** window, click the **Payments** button in the **Layby Details** section.

- The **Payments** window will appear.

Contract Details

Receipt: 6
 Past: [dropdown]
 Type: LayBy
 Clerk: Stephen
 Date: 7 Apr 2006
 Time: 11:27 AM

| Item Name | J/G | Amount |
|-----------|-----|---------|
| Ring | J | \$40.00 |

M. Interest: [text] Balance: \$32.00

Payment History

| Date and Time | Clerk | Amount |
|-------------------|---------|--------|
| 7 Apr 06 11:27 AM | Stephen | \$8.00 |

Total: \$8.00

Payment Info

Clerk: [dropdown]
 Type: [dropdown]
 Amount: [text]
 Date: [calendar]
 Time: [text]
 Final Payment

Buttons: Delete Payment (F8), Print Payment History, Close, New Payment (F6)

- Click the **New Payment** button at the bottom (or use the **F6** key)
- Enter the payment information in the usual way. (Non-pawnbrokers may need to see the [Payments](#) section to find out how to enter a payment).



NOTE: You can check the balance owing on a layby at any time by clicking the **Payments** button in the **Layby Details** section of the **Sales** window, without having to make a new payment.

13.5 Overdue Laybys

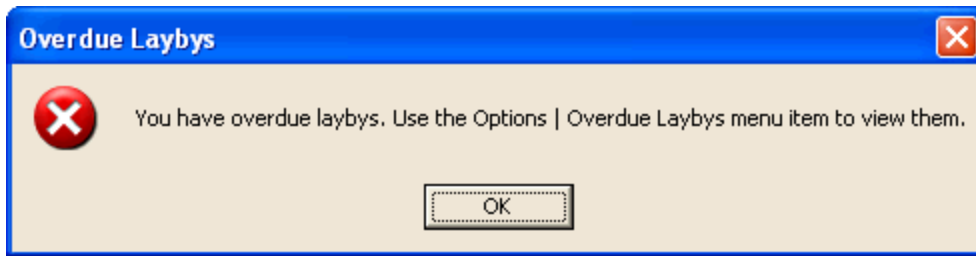
PawnShop has a feature to remind you if you have any overdue laybys, so you can contact the clients if you want to. This feature can be turned on and off by an option in the **Preferences** window. The **General** group under the [General](#) tab on the **Preferences** window looks like this:

General

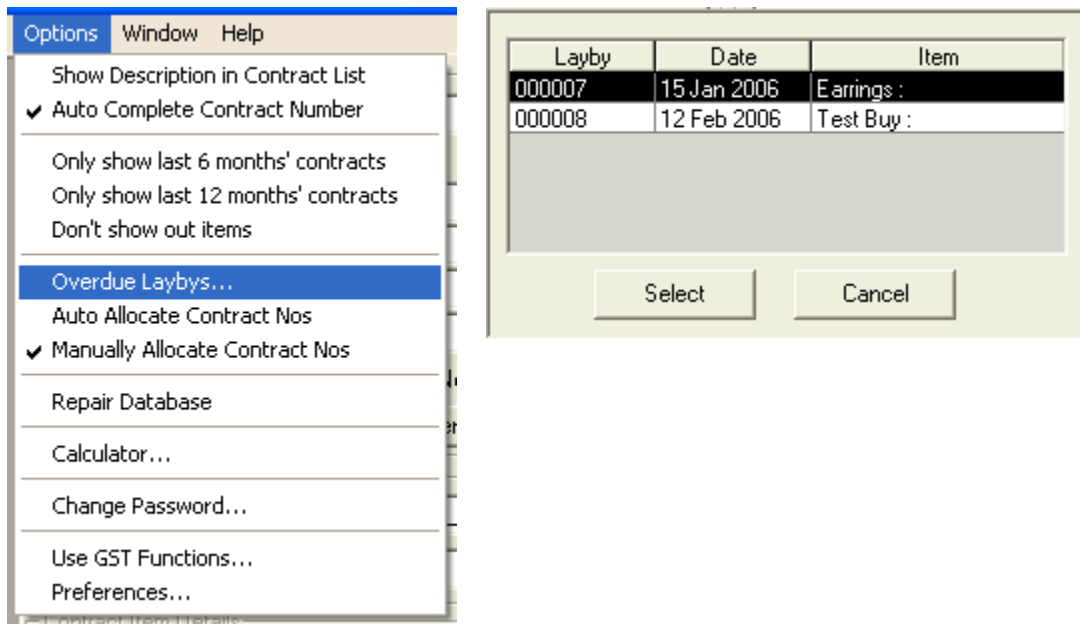
Activate Password
 Overdue Layby Reminder
 Allow zero interest amounts
 Show last amount for item on new contract

If wish to use the reminder, you must place a tick beside the **Overdue Layby Reminder** option. This

option is turned off by default, so you must turn it on to start it working. After you have saved the changes in the **Preferences** window, a message will appear, each time you start the program up, as below:



By going to the **Options** menu and selecting **Overdue Laybys**, you will be presented with a list of any that are due:



By clicking the **Select** button for an entry in this list, you will be taken to the **Sales** window to see the details of the layby, including the client's name and address. From there you can cancel the layby if you wish. See the [Cancelling Laybys](#) section for more details.

13.6 Cancelling Laybys

You can cancel a layby that may be overdue or if the customer simply wants their money back.

To cancel a layby:



1. Locate the layby as described in the [Making a Layby Payment](#) section.
2. The **Cancel** button will be visible where the **Sale**, **Auction** and **Layby** buttons normally are. Press the **Cancel** button. Click **Yes** when asked if you're sure you want to cancel the layby.
3. The **Cancel Layby Details** window will appear

Cancel Layby Details

Cancellation Fee

Yes, I want to charge a cancellation fee

No, I just want to cancel the layby

Clerk: Stephen

Amount paid so far: \$8.00

Amount to be returned: \$8.00

Print & Close

OK Cancel

4. If you normally charge a fee for laybys, click the **Yes, I want ...** option and enter the amount you are charging in the box next to it. If you are returning all their money, leave the option on **No, I just want to cancel the layby**.
5. Choose your **Clerk** and press **OK**. The items in the layby will be returned to a status of **In Shop** so that you can sell them again. Pressing **Cancel** will close the window without changing the layby.

Part



Reports

14 Reports

PawnShop allows you to produce a series of up-to-date reports on your business, helping you to monitor the financial situation of your business at any point in time, or for any period of time. These include detailed reports of goods held, income and outgoings, and auction reports as well as some reports mandated by the NSW police.

You can print these reports out, save them in files on the computer for later use (which can be helpful if you want to keep a series of them), or simply look at them on the screen.

PawnShop will save reports in the popular Adobe Acrobat (PDF) format. You can obtain a viewer for these files from your installation CD or the Adobe web site.

Goods Held Report

This will display a list of items currently held on your premises. This includes all items that are in your possession (including items in shop or in auction, but excluding items sold or auctioned).

Income Report

This report lists all types of income recorded by the program at any given time. This includes pledge payments, layby payments, shop sales and auction sales.

Outgoings Report

This report lists outgoings recorded by the program at any given time. This includes all pledge loans, purchases, refunds and returns.



NOTE: You can also monitor income and outgoings totals in the Cash Drawer window.

Auction List Report

This report lists all items that have the status In Auct, and are therefore ready to be sent to auction for sale. This includes all pledge loans, purchases, refunds, returns and write-offs.

The Internal Report option is designed to produce a report that lists all relevant auction information, so it is intended for private use only and NOT for distribution to the public (as it contains private pawnbroker information). It includes all information such as auction lot number, auction type, contract number, item description, amount lent, and due date.



NOTE: This report is useful to keep track of all items that have been sent to auction. It can be used as a guide for entering auction sale amounts after auction.

The External Report option is designed for pawnbrokers who will coordinate their own auctions, and want to produce a list of auction items that can be distributed to the public, so it only includes information such as auction lot number and description.

Auction Type

As some laws specify that different auctions must be held for jewellery and general items, this section allows you to specify which auction type (or both) report you produce.

Damaged Goods

This report lists all contracts marked as **Damaged** or **Return to Owner** in the **Items Due** window.

Item Storage Location

This report lists the location (as entered in the **Notes** window) of any items not located on your premises for contracts taken in between the dates you specify.

Customer Sold To

This report lists all buyers of all contracts between the dates you specify.

14.1 Running a Report

To run a report:



1. Click the **Reports** button on the tool bar.
2. The **Reports** window will appear.

PawnShop Reports

Report Type

Goods Held

Income

Outgoings

Damaged Goods

Auction List

Item Storage Location

Customer Sold To

Listings

Detailed

Totals Only

Time

Period Current

From: [/ /]

To: [/ /]

Auction Type

Jewellery General

Run Report Close

3. Select the report from the **Report Type** section (click inside the circle).
4. Select the format you want (**Detailed with Totals** or **Totals Only**) from the **Listings** section.



NOTE: After selecting the **Auction List** report, you can specify whether you want an internal or an external report. An internal report lists extra things like cost price, which you obviously wouldn't want people at the auction to see.

5. The **Time** section is set according to the type of report you choose. For **Goods Held** and

Auction List reports, you have the **Current** time setting, which covers everything that is current in your database. For other reports you have the **Period** time setting – here you select a time period (type in the **From** and **To** dates) for the report to cover.

6. For auction reports, select the **Auction Type** (**Jewellery**, **General** or both).
7. Click the **Run Report** button to create the report.
8. The **Report Result** window will appear. Depending on the type and time period of the report, this can take a moment or two.

14.2 The Report Result window

After running a report, you will be presented with the Report Result window. The actual layout of each report will differ, but there are common elements at the top of each screen. We have shown a **Goods Held** report in the example below.

| Status | Contract | Name | Description | Amount |
|---|--------------|----------------|--|-----------------|
| Goods Held (Detailed) as at 8 Apr 2006 9:10 AM | | | | |
| Cons Due Consign | | | | |
| | 2006010175/1 | Gerry Seinfeld | Test Consign: | \$100.00 |
| Cons Due Consign Total | | | | \$100.00 |
| In Pawn Pledge | | | | |
| | 2006000004/1 | Joe Bloggs | Drill : | \$20.00 |
| | 2006000121/1 | Bobby Donald | Television : NEC Magnavision S/N:G031289 | \$20.00 |

The buttons at the top of the screen allow you to print the report out or save it for later use. You can also zoom in or out to be able to see more details, and move forwards or backwards by using the page control.

When you click the **Print** button, you will be prompted to change the paper in your printer (as long as you have set this in Printing Preferences). This will avoid using receipt paper by mistake!

When you click the **Export to PDF** button, a window will pop up. In this, you specify a directory and file name for the report. Pick a name that describes the report, allowing you to easily find it the next time you want to see it. Each report file you save will automatically have the file extension .pdf at the end of the name you type in.

14.3 Viewing a Saved Report

After you have saved a report, you can go back and look at it later, which is useful if you want to compare different reports over a period of time.



For example: If you create and save an income report (totals only) after business every Saturday afternoon, you can easily compare previously saved reports, and monitor changes in your income.

You can view a saved report by locating it with Windows Explorer and double clicking on it. You need to have Adobe Acrobat Reader to see the file, which is available from the Adobe website.

Part

XV

Receipts

15 Receipts

The accurate printing of receipts is essential to the running of a pawnbroking or second-hand dealer's business. This is because computerised receipt printing:

- allows you to eliminate time-consuming hand-written paperwork
- gives you clearer and more concise receipts
- can create multiple copies of the same receipt
- provides an easy and concise way to provide your documentation to local police

PawnShop allows you to print receipts for:

- New pledges, buys, and laybys
- Payments on pledges (including pledge redeems) and laybys
- Shop and auction sales

The program can either print your receipts automatically, or you can choose to print them by clicking a button from most windows of the program.

PawnShop also gives you a choice of layout for your printed receipts (see Receipt Preferences). This is useful, as you can make sure that the program prints around your own receipt design with all its pre-printed details (such as logos, addresses, and legal information).

15.1 Automatic Printing

If you want, you can get the program to print receipts out automatically for each transaction, as you work. This includes receipts for new contracts (pledges, buys or consignments), new laybys, pledge payments, layby payments and shop sales. To do this, you have to set it up in the **Preferences** section.



1. Go to the **Options** menu
2. Select **Preferences**
3. Click on the **Printing Preferences** tab
4. In the **Receipt Options** section, click inside the relevant checkboxes if you want the receipts to be printed automatically.

After activating these Auto Print options:

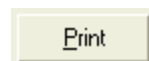
For new pledge/buy/consignment receipts, printing will begin when you click the **OK** button after you have entered the item details.

For sales/layby receipts, printing will begin after you click the **OK** button in the **Sales** window.

For pledge/layby payments, printing will begin when you click the **OK** button after entering the payment details in the **Payments** window.

15.2 The Print Button

Even if automatic printing is not set, you can still print a receipt whenever you want by simply clicking the **Print** button, which appears on any window where printing is available.



NOTE:

The Print button will appear regardless of whether automatic printing is selected. This allows you to print multiple copies of the same receipt.

15.3 Receipt Reprints

PawnShop allows you to re-print pledge, purchase and consignment receipts at any time. This is useful for instances where a client loses the original receipt, or in the case of a dispute where the details of the original transaction are called into question. You can re-print the original receipt of any item as long as it has not been sold or auctioned. This includes all pawns (including those that are Due Shop/Auction or In Shop/Auction), and all laybys.



NOTE: Contracts that are split into different items cannot have their original pledge receipts reprinted.

To avoid having a permanent **Print** button visible in the **Main** window (which could lead to accidental reprints), a special procedure must be followed to make the **Print** button appear.



NOTE: Flyware recommends that you do not make any changes to the contents of the description, as the description in the program's database should always be identical to that on any printed receipt – for later police reference.

To reprint a receipt:



1. Locate the record of the item to be reprinted.
2. Double click on the item in the **Contract Item Details** section (or use the **Ctrl** key + the **number** of the item in the **Contract Item Details** section).
3. The **Item Details** window appears – click **Cancel**.
4. Click **OK** in the main window. The **Print** button will appear.
5. Click the **Print** button.

15.4 Reprinting Past Payments

It is possible to print another receipt of a past payment made on a pawn at any time (even when the status of the item is Out Pawn, Sold or Auct). This is useful in the event of a dispute over the number of payments made on an item while it was in your possession.

To reprint the receipt of a past payment:



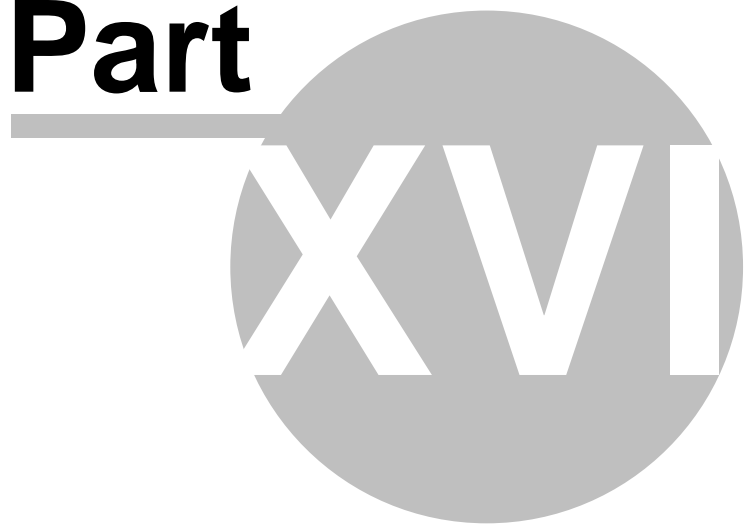
1. Locate the record of the item to be reprinted.
2. Double click the item in the **Contract List**. This will display the **Payment** window.
3. The **Payment History** field is located on the left-hand side of the payment window. This contains a history of all payments made on this item.
4. Select the payment you want to reprint and click on it once. The **Print** button will automatically appear.
5. Click the **Print** button to reprint the receipt of this payment.

15.5 Customised Receipts

Although there are three formats of receipts that come with PawnShop, you may want to change certain features of the printing.

You can customise the look of your receipts yourself. You should look at the document titled '**Custom Receipt Formats.doc**' which was placed in your program directory when you installed the program for further information.

Part



Other Features

16 Other Features

There are more advanced features of PawnShop which might not be required by all people who use the program. This section describes some of those features in detail. As you grow in confidence in using the program, some of these features may become of interest to you.

Topics in this section:

[Using a Program Password](#)

[Using a Password with Reports, Cash Drawer and Deleting Clients and Items](#)

[Client and Item Notes](#)

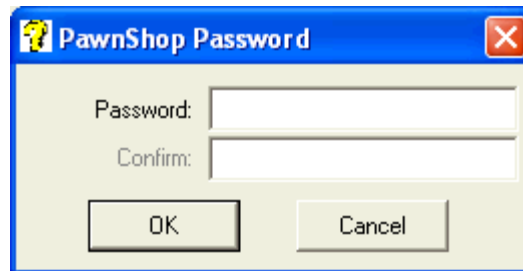
[The Cash Drawer window](#)

[The Calculator window](#)

[Using the Right Mouse Button](#)

16.1 Using a Program Password

To protect your information, you may like to put a password on the program, which will prevent any unauthorised person from being able to use it. The procedure for doing this is very easy, and each time you start the program, this window will appear:



Access to **PawnShop** will not be granted until the password is entered.

To initially set up a password:

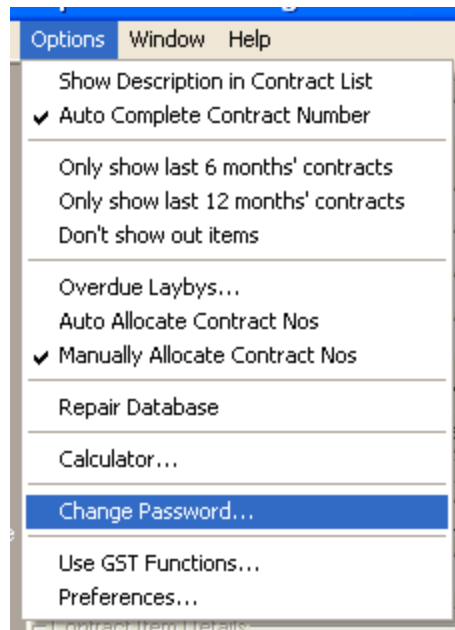


1. From the **Options** menu, select **Preferences**
2. In the **General Preferences** tab, click inside the checkbox marked **Activate Password**.
3. Click **OK** to close the window.
4. When you next start the program, the screen shown above will be displayed.
5. Type password into the field marked **Password**.

To change your password:



1. Go back to the **Options** menu and select **Change Password...**



- The following window will appear:



- Type in your chosen password twice, once in each field.
- Click **OK**.

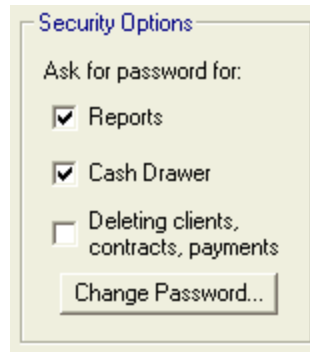
16.2 Using a Password with Reports, Cash Drawer and Deleting Clients and Items

You have the ability to put a password on your reports and/or your Cash Drawer screen. This is of benefit to any shop owner who prefers not to let employees have access to their financial details.



NOTE: The password is separate from the one for opening the program.

For password security on **Reports** and/or the **Cash Drawer**, go to the **Options** menu and select **Preferences**. Click on the **Printing and Security** tab and you will see the **Security** Options section on the right-hand side:

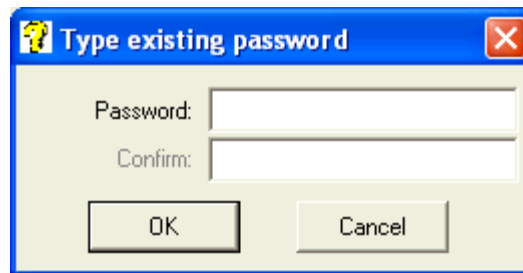


You can tick any of the boxes to have the program request a password before allowing access.

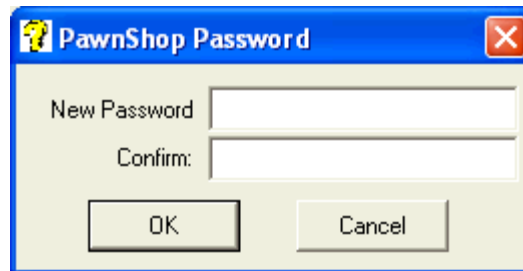
To put password security on Reports, Cash Drawer or Deletes:



1. Click in the box(es) in the **Security Options** section of the **Printing and Security** tab, as described above.
2. Click the **Change Password...** button.
3. The following will appear:



4. If you have not used this feature before, type password in the first empty field, otherwise type the password you changed it to previously, and then click **OK**. A new box will appear:



5. Type your new password in the first empty field, then again in the second to confirm it.



NOTE: It is advisable to use a password that cannot easily be guessed!

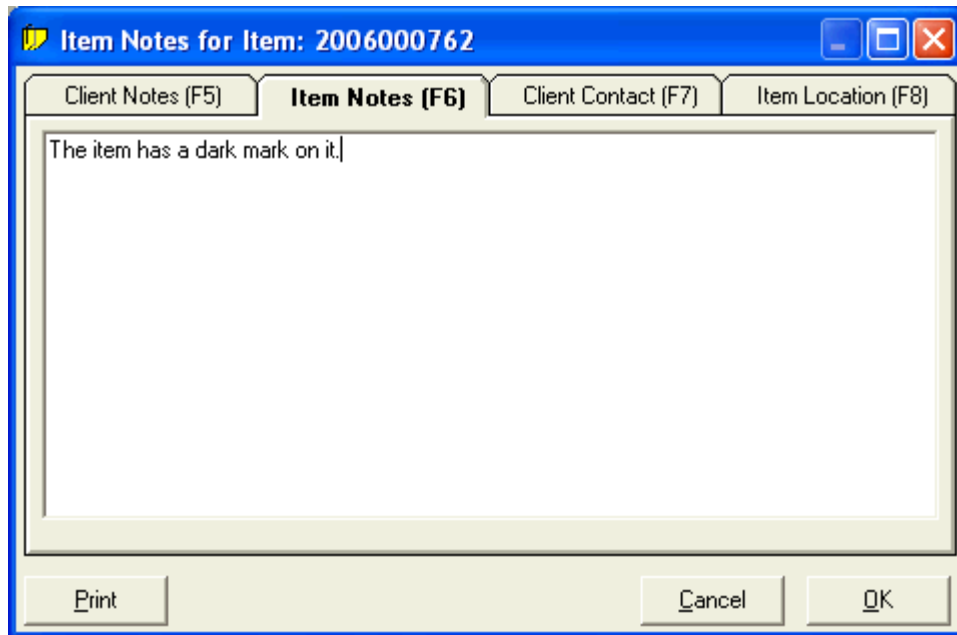
6. Click **OK**. The program will now only accept the password you have just entered. Anyone who tries to change the password will have to know what it is in order to change it!

16.3 Client and Item Notes

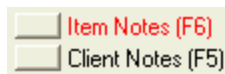
Although you can record a lot of information about clients and items in the main window, there may be times when you would like to make a note of something extra. For example, if a client phones to say they will come in on a certain day to redeem or make a payment on a particular item. In this case, you just click a button.

In the **Status Bar** at the bottom of the screen you can see these 2 buttons:

Simply click the appropriate button (or use the **F6** or **F5** keys) and a small window will appear, allowing you to type in your extra details. You also have the option to print them, if you want.



When you have finished, simply close the window by clicking **OK**. In our example, we made notes on an item, and the words **Item Notes** now appear in red in the status bar, giving you a clear reminder whenever that item is located.



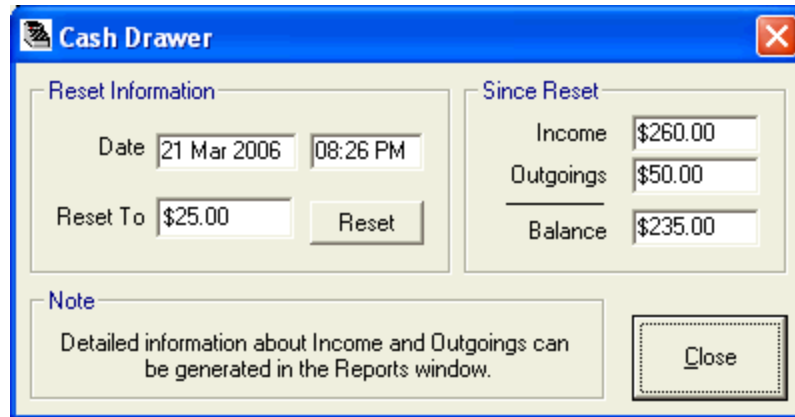
16.4 The Cash Drawer window

The **Cash Drawer** window allows you to keep track of the amount of money that is in your register. It provides an excellent tool to schedule trips to the bank (to keep cash stored on shop premises to a minimum) or even to monitor possible cash thefts by staff members.

To access your Cash Drawer:



1. Go to the **File** menu and select the **Cash Drawer...** option.



The screenshot shows a window titled "Cash Drawer" with a blue title bar and a close button (X) in the top right corner. The window is divided into several sections:

- Reset Information:** Contains a "Date" field with "21 Mar 2006" and "08:26 PM", a "Reset To" field with "\$25.00", and a "Reset" button.
- Since Reset:** Contains three fields: "Income" with "\$260.00", "Outgoings" with "\$50.00", and "Balance" with "\$235.00".
- Note:** A text box containing the message: "Detailed information about Income and Outgoings can be generated in the Reports window." and a "Close" button.

The **Reset** button lets you reset the balance of the **Cash Drawer** window to match the actual balance in your register. Thus, you can specify an amount for a "float" at the beginning of each day. The **Date** field shows the date and time that you reset this amount.

The **Income** and **Outgoings** fields record all income and outgoings totals from the time you hit the **Reset** button. **Income** includes all interest and layby payments as well as all shop and auction sales. **Outgoings** include all pledge totals and purchases, as well as shop refunds or returns.

The **Balance** represents the amount you have in your register. In our example above, you can see that we have taken into account the \$25 float; otherwise the balance would only be \$210!



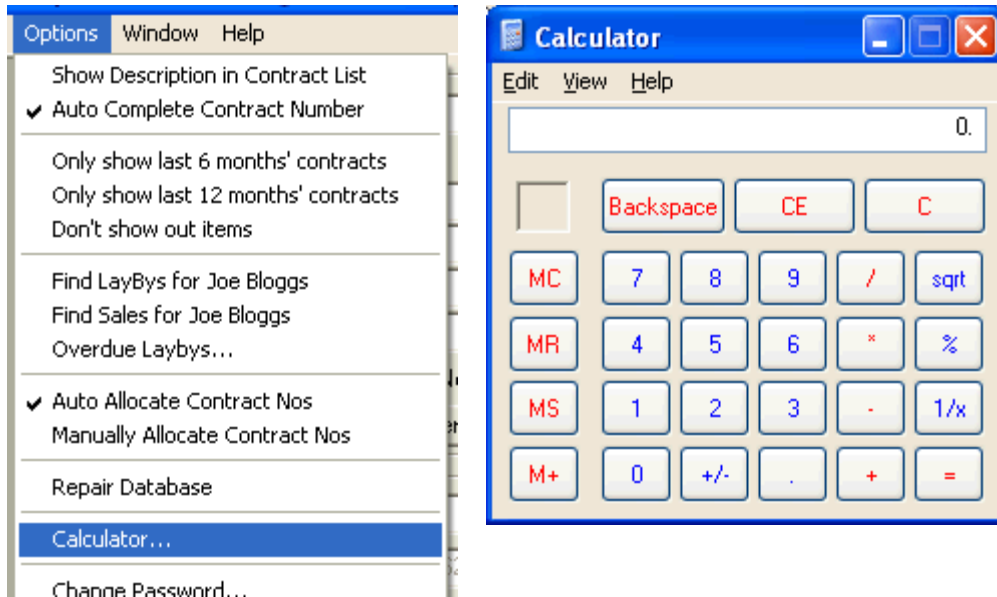
NOTE: More detailed information about your income and outgoings can be viewed by using the **Income and Outgoings** reports in the **Reports** window. These reports can display total amounts as well as detailed lists of each transaction.

16.5 The Calculator window

To open your system calculator:



1. Go to the **Options** menu and select **Calculator** with your mouse (or by using the **Alt + C** keys).

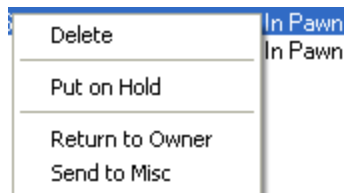
**NOTE:**

The calculator function will only work if your system calculator file is named `calc.exe`. If it is not, you can simply copy it to `calc.exe`. This file can be found in your Windows folder (usually `C:\Windows`). Make sure you are comfortable copying files before you attempt this.

16.6 Using the Right Mouse Button

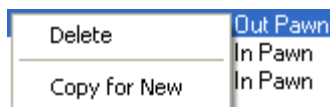
Whenever there is a reference in this manual to "clicking the mouse", it almost always means the left mouse button. However, Flyware has incorporated some functions into the right mouse button and all references to these are clearly specified as right-mouse button clicking. Using the right mouse button often gives you a quick and easy way to do something, so it is definitely worth looking at.

- a) For items which are **In Pawn** or **In Shop** – if you right mouse click on any item in the **Contract List** section, the following appears:



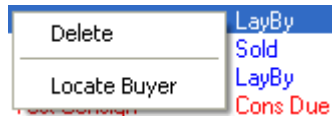
This enables you to either delete a contract, put it on police hold, return to the owner (the original owner meaning that this item was stolen!) or send the item to a miscellaneous state (for example, being repaired). Simply select the option you want by clicking on it with the left mouse button.

- b) For items which have been redeemed (their status reads **Out Pawn**), right mouse clicking will produce the following:



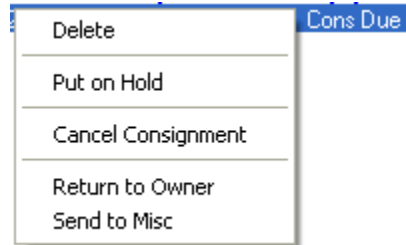
Again, you can delete the item from your database, or you can copy all the details of this previous pledge as a new item (see [Copy for New](#) for how and when to use this).

- c) For items with a status of **Sold**, **Auctioned** or **Layby**, right mouse clicking will produce the following:



Again, you can delete the item, or you can find the details of the person or organisation that bought the item.

- d) For consignments, right mouse clicking will produce the following:



As before, you can delete the item, put it on hold, you can cancel the consignment if the owner of the item decides to take it back before you sell it or mark the item as stolen or send to miscellaneous.

Part



Miscellaneous Functions

17 Miscellaneous Functions

This section contains some of the other useful functions that can be found in PawnShop. If you are trying to find the solution to a problem that doesn't seem to be anywhere else in the manual, the chances are that you will find it here.

Topics in this section:

[Changing Column Widths](#)

[Changing a Contract Number](#)

[Duplicate Contract Numbers](#)

[Deleting a Contract Record](#)

[Deleting a Client Record](#)

[Police Offload](#)

[Police Resupply](#)

[Resupplying Individual Contracts](#)

[Police Printout](#)

[Viewing a Police File](#)

[Checking for Police File Errors](#)

[Changing the Client That a Contract Belongs To](#)

[Manually Splitting a Contract](#)

[Redeeming Goods After Putting Them In Your Shop](#)

[Updating Your Version of PawnShop](#)

17.1 Changing Column Widths

The columns in each table are set at certain widths, but you can make them wider or narrower at any time.



1. Place your mouse cursor at the top of the column you want to widen, where the dividing line is. The mouse cursor will change from an arrow to a vertical bar with horizontal arrows on each side.
2. Hold the left mouse button down and then move the cursor to the right or left as far as you want. You'll see the column change width.
3. When you're happy with the new width of the column, release the left mouse button.



NOTE: If you lose control changing these column widths, you may find that you 'lose' a column. This means that the table isn't wide enough to accommodate the column widths you have set. (Clicking on any listing in the table and then using the right or left keyboard arrows to pan right or left will reveal these lost columns). If this happens, you must use the procedure outlined above to re-size all the column widths.

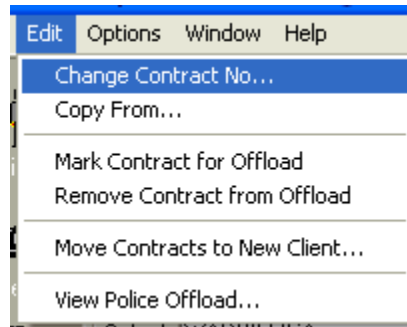
The column widths are saved every time you close PawnShop.

17.2 Changing a Contract Number

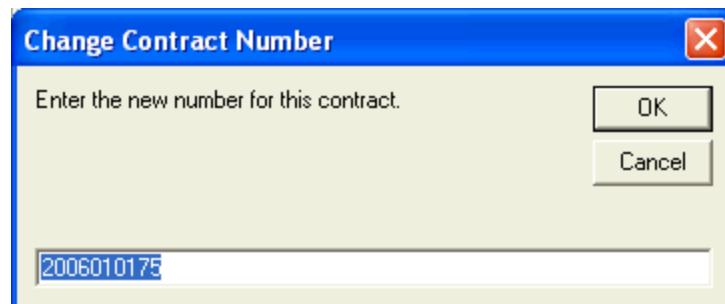
Although you should rarely need to, PawnShop makes it possible for you to change a contract number.



1. Locate the contract in the **Contract List**.
2. Go to the **Edit** menu and select **Change Item No...**



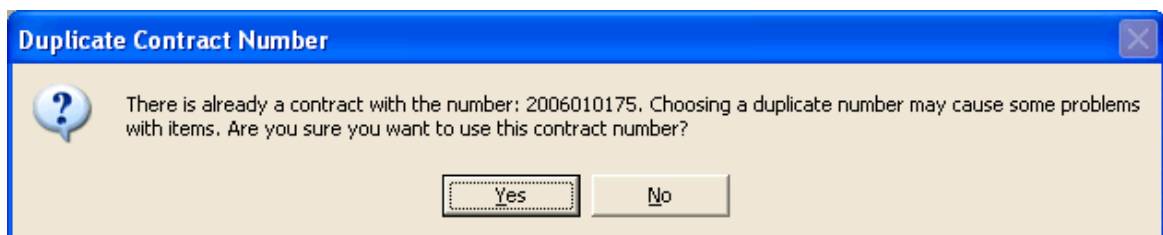
3. The following window will appear, with the original contract number highlighted. Simply type in your new contract number.



4. Click **OK** and the contract number will change immediately in the **Contract List**.

17.3 Duplicate Contract Numbers

In very rare cases, you may (accidentally or intentionally) create a duplicate contract number. In order for this to happen, you have used **Manual** numbering, and you have changed a contract number to one that will be used in the future. If this happens, when you try to use the same number again, a warning like this will appear on the screen:



17.4 Deleting a Contract Record

To delete a contract record:



1. First, locate the contract in the **Contract List**. It should be highlighted if there are more than one in the list.
2. Do one one the following:
 - a) Use the **Ctrl + D** keys
 - b) **Right mouse** click and choose **Delete**

- c) Go to the **File** menu, choose **Delete** and then **Item**
3. In each case, you will then be asked if you are sure you want to delete the contract. Depending upon your security settings in [Preferences](#), you may also be asked for a password.

17.5 Deleting a Client Record

To delete a client record from the database:



1. Locate the client you want to delete.
2. Go to the **File** menu, choose **Delete** and then **Client**.
3. You will be asked if you are sure that you want to delete the client. Click the **Yes** or **No** button.

Warning: All contracts and sales related to the client will also be deleted.

17.6 Police Offload

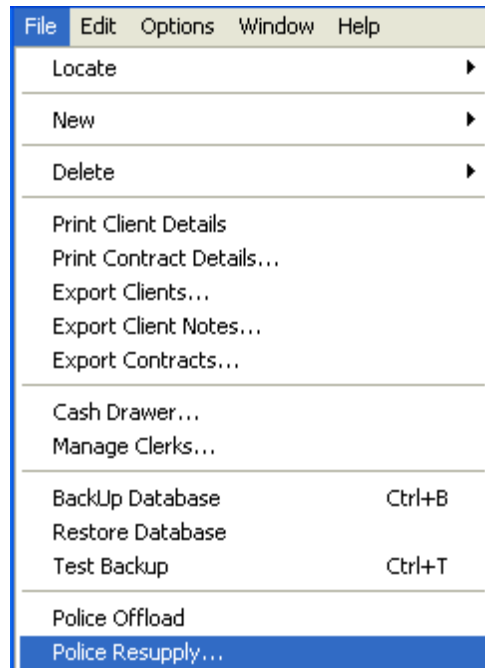
At the time of writing, all pawnbrokers and second-hand dealers in NSW are required to provide the police with information about their business via the Internet. You are required to send a text file in the police specific format by using the police website. PawnShop has been designed to match the police format and makes this as easy as possible for you. Simply click the **Police** button (*or* go to the **File** menu and select **Police Offload**).



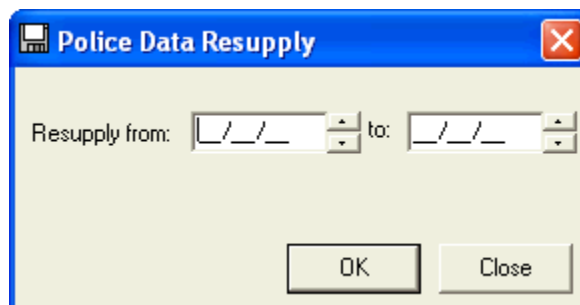
Once finished, you can log on to the Police web site to transfer your file. This process takes just a few moments and gives the police up-to-date information about your transactions since your last transfer. You can change the location of the police file by changing the setting in [Preferences](#). By default, it is set to C:\Pawndata.txt.

17.7 Police Resupply

Occasionally, the police may ask you for backdated information or for information spanning a certain period of time. For this, you insert the floppy disk as before, then go to the **File** menu and select **Police Resupply...**



The following window will appear:



Simply type in the dates the police require, then click **OK**. A file will be created in the same place as your normal police offload file with contracts falling within the dates included.



NOTE: This does not affect contracts in your normal police load. You can run a police offload after a resupply and all the correct contracts will still go in the offload.

17.8 Resupplying Individual Contracts

Sometimes the police only require that you resend a particular contract after you have fixed some problem, like a missing date of birth, for example. In this case, they do not require a full resupply of all contracts, just the one that you have amended.

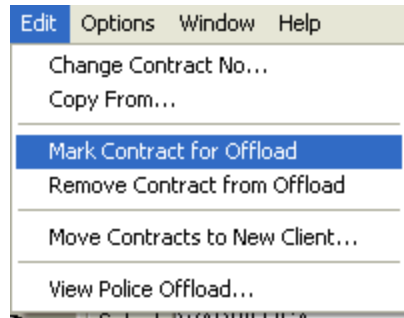
To add a single contract to your next police offload:



1. Locate the contract to be re-sent to the police. Make sure it is highlighted in the **Contract**

List.

2. Click on the **Mark Contract for Offload** menu item in the **Edit** menu.

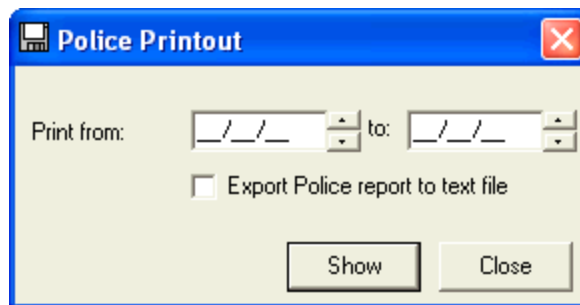


3. The contract will be included in your next police offload. Note that for split contracts, only the split item will go to the police. If you need to send an entire contract that has been split, you'll need to highlight each item and click the **Mark Contract for Offload** menu in turn.

Note that if you **DON'T** want a contract to go to the police (you may have fixed on that has been successfully sent), you can use the **Remove Contract from Offload** menu item to stop it being transferred in the file.

17.9 Police Printout

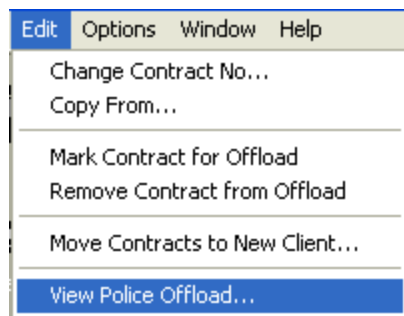
It is also possible to print out information for the police. To do this, select **Police Printout...** from the **File** menu and a similar window to the one above will appear.



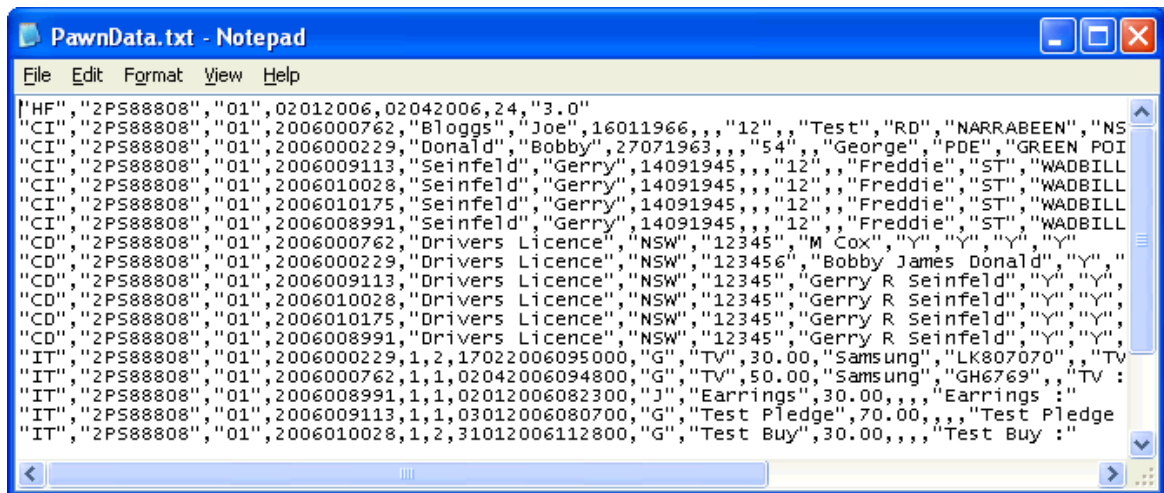
As before, type in the dates, and you will get a printout of information about all the pledges and purchases you have handled between the specified dates.

17.10 Viewing a Police File

Sometimes it is advisable to quickly check that the data file you are giving to the police has the information they require. If you are at all unsure whether you have copied the data to give to the police, go to the **Edit** menu and select **View Police Offload...** (if you have your police file set to go to the floppy drive, make sure there is a floppy disk in the drive first).



If the screen immediately fills with information, as below, the data has been copied to the floppy correctly.



```

^HF", "2PS88808", "01", "02012006,02042006,24", "3.0"
"CI", "2PS88808", "01", "2006000762", "Bloggs", "Joe", "16011966", "12", "Test", "RD", "NARRABEEN", "NS
"CI", "2PS88808", "01", "2006000229", "Donald", "Bobby", "27071963", "54", "George", "PDE", "GREEN POI
"CI", "2PS88808", "01", "2006009113", "Seinfeld", "Gerry", "14091945", "12", "Freddie", "ST", "WADBILL
"CI", "2PS88808", "01", "2006010028", "Seinfeld", "Gerry", "14091945", "12", "Freddie", "ST", "WADBILL
"CI", "2PS88808", "01", "2006010175", "Seinfeld", "Gerry", "14091945", "12", "Freddie", "ST", "WADBILL
"CI", "2PS88808", "01", "2006008991", "Seinfeld", "Gerry", "14091945", "12", "Freddie", "ST", "WADBILL
"CD", "2PS88808", "01", "2006000762", "Drivers Licence", "NSW", "12345", "M Cox", "Y", "Y", "Y"
"CD", "2PS88808", "01", "2006000229", "Drivers Licence", "NSW", "12345", "Bobby James Donald", "Y", "
"CD", "2PS88808", "01", "2006009113", "Drivers Licence", "NSW", "12345", "Gerry R Seinfeld", "Y", "Y"
"CD", "2PS88808", "01", "2006010028", "Drivers Licence", "NSW", "12345", "Gerry R Seinfeld", "Y", "Y"
"CD", "2PS88808", "01", "2006010175", "Drivers Licence", "NSW", "12345", "Gerry R Seinfeld", "Y", "Y"
"CD", "2PS88808", "01", "2006008991", "Drivers Licence", "NSW", "12345", "Gerry R Seinfeld", "Y", "Y"
"IT", "2PS88808", "01", "2006000229", "1,2,17022006095000", "G", "TV", "30.00", "Samsung", "LK807070", "TV
"IT", "2PS88808", "01", "2006000762", "1,1,02042006094800", "G", "TV", "50.00", "Samsung", "GH6769", "TV :
"IT", "2PS88808", "01", "2006008991", "1,1,02012006082300", "J", "Earrings", "30.00", "Earrings :
"IT", "2PS88808", "01", "2006009113", "1,1,03012006080700", "G", "Test Pledge", "70.00", "Test Pledge
"IT", "2PS88808", "01", "2006010028", "1,2,31012006112800", "G", "Test Buy", "30.00", "Test Buy :

```

17.11 Checking for Police File Errors

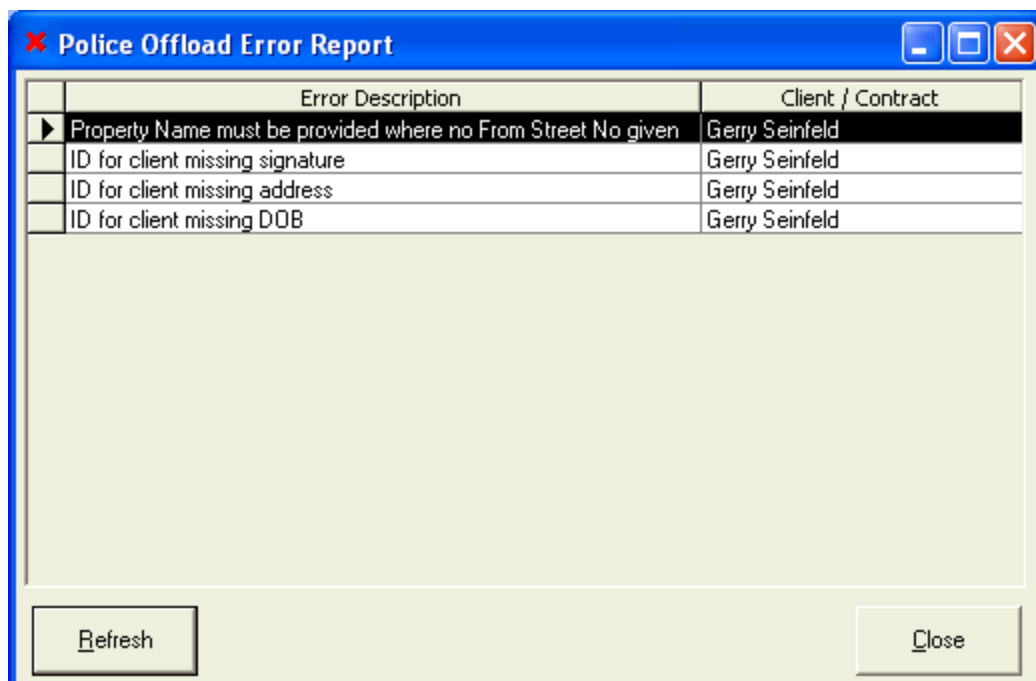
Sometimes when you send a file to the police, they may reject your data for a number of reasons. Some data may be missing which the police specify must be present. To help you to catch these errors before actually sending the file, there is a Problem Report function built into the program.

The report only works on data that will be sent in your next transfer. It won't scan your entire database for errors.

To run the Police Problem Report:



1. Select **Police Problem Report...** from the **File** menu on the Main window.
2. If you have any errors that have been recognised, a new window will open. Each error will appear on a separate line with the client name or contract number.



| Error Description | Client / Contract |
|--|-------------------|
| Property Name must be provided where no From Street No given | Gerry Seinfeld |
| ID for client missing signature | Gerry Seinfeld |
| ID for client missing address | Gerry Seinfeld |
| ID for client missing DOB | Gerry Seinfeld |

Refresh Close

- You can double click on an error to load that client/contract in the Main window, and then fix the problem. Click **Refresh** to do the check again when you have fixed the error.



NOTE: This function does not claim to fix all possible errors that the police may find, but it will help you eliminate the most common ones before sending your data to them.



NOTE: This function now runs automatically when you run a Police Offload if you are a NSW user.

17.12 Changing the Client That a Contract Belongs To

Sometimes if you are rushed in your shop, you may not locate a client correctly and end up entering a new one when they are already on the database. A more common mistake is to assign items to an organisation or client that the police will not allow.

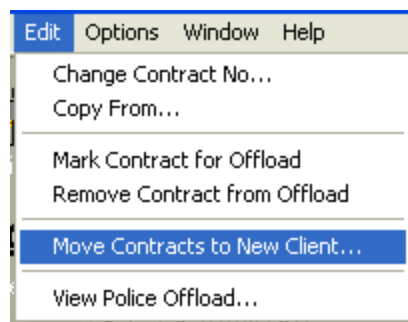
In these cases, you may need to alter which client is linked to a particular item. Say for example that you have entered George Smith in your database twice and have attached one item to one and want to move it to the record with all his other items.

Note that what we are talking about here is moving items to an existing client. If you just want to change the name of the client you don't have to move items to another client, just change the details directly.

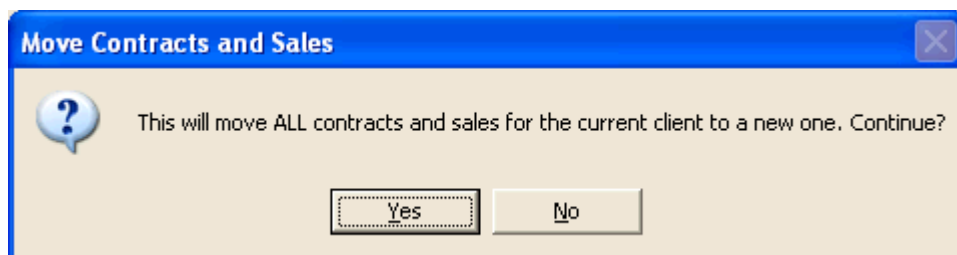
To move all contracts for a particular client to another:



- Locate the client that you want the items moved from.
- Then click the **Move Items to New Client** menu item under the **Edit** menu.



- You'll see a warning like the one shown below. Click **Yes** if you are sure you want to do this.



- The program will then clear the screen and prompt you to locate the client you want the contracts moved to.
- When you click **OK** to locate the client, the program asks you to confirm that the client you have located is indeed the one you want to move the contracts to. If you click **Yes**, all contracts from the original client will be added to the client you have just located.

17.13 Manually Splitting a Contract

Occasionally you may find that you need to split up individual items that were originally pawned together, and make them into separate contracts – for example, you might have a toolbox containing a saw, a hammer, a drill and a set of screwdrivers, which were all pawned together and not redeemed. You may then want to sell the drill (or any of the other items) separately.

To manually split a contract:



1. Bring up the **Items Due** screen and locate the contract you want to deal with.
2. Click on the arrow on the left to highlight the line.

| Contract | CC | Date | Exp | Description | Type | Amount | Status |
|--------------|----|-----------|-----------|-------------------------------|--------|---------|-------------|
| ▶ 2006000102 | 1 | 10 Jan 06 | 10 Apr 06 | Tool Set : Sidchrome 36 pc ir | Pledge | \$75.00 | Due Auction |

3. Click inside the option next to **Manual Split Item** (on the right of the screen), then click the **Apply** button. The **In Items Details** window will appear.



NOTE: In the example above, the total amount for the toolbox and the tools inside was \$75, so when we split this contract up, we will have to allocate prices to each of the items to total \$75. But don't worry - the program helps you to keep track (or change your mind!) as you go along.

4. Now you need to delete the original **Description** and **Item Amount** and put in just one of the items and the new amount you allocate to it. In our example, we will allocate the two spanners as one item and price them at \$10. After you click **Next** you can see that the **Total Amount** is also \$10 - this will change as you add more items and their amounts to the contract.

5. Click the **Next** button and put in the next item, its amount and any other details. Keep doing this until each item has been entered separately and the **Total Amount** is the same as the original amount for the contract.
6. Click **OK**.

At any time during this procedure, you can change the amounts by using the **Next** and **Prev** buttons. Whenever you change an **Item Amount**, the **Total Amount** will also be recalculated.

The **Reset** button deletes the last item you entered.

The **Cancel** button cancels the whole contract – you will get a message asking you if you are sure you want to cancel it. This prevents you wiping out your work accidentally!

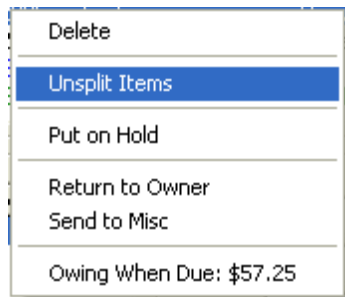
The **Repeating...** button can be used for splitting up a number of items all of the same type and the same value – for example, 5 CDs which were pawned together but which are to be sold separately (note that NSW police regulations require you to enter every CD separately).

If you use this option, clear the **Description** and **Amount** fields before clicking the **Repeating...** button. A window appears in which you type in the number of items and the total amount for all of them, and the program calculates the amount for each separate item.

17.14 Redeeming Goods After Putting Them In Your Shop

A client may still redeem their goods from you, even after these items have fallen overdue and been placed in the shop for sale, as long as they are prepared to redeem all items pledged in the original contract. If the contract contained 2 or more items, these will have been split up in order to sell them, and now cannot be redeemed individually. As with any contract in which items are pledged together, the interest is calculated on the entire contract, and clients cannot make payments on single items within that contract, or redeem them separately.

If the client still wishes to redeem all their original items, you first have to "unsplit" them, which means putting them back together in one contract. To do this, simply right mouse click on each item in the **Contract List**, and select **Unsplit** from the menu.



As long as none of the items in the contract have been sold, auctioned or otherwise disposed of, the contract will go back to its original state and you can make a payment on it as normal.



NOTE: Once any of the items in the contract have been disposed of, you cannot unsplit the contract and cannot make any payments on it. You can simulate a redeem by selling the item in question for the same price as the redeem would be.

17.15 Updating Your Version of PawnShop

PawnShop comes with the ability to download updates from the Internet. You **MUST** be connected to the Internet to perform this function.



1. Click the **Help** menu on the **PawnShop** screen.
2. Click the **Check for Updates..** menu item.

The program will then download a small text file from the internet which contains the current version of PawnShop. This is compared to your version to see if your system needs updating. If it does, you will get a message saying that a new version has been found and asking you if you want to download the patch for it.

After the download, PawnShop is closed and the patch is started. As usual, you should perform a backup before starting this procedure to protect your data.

Alternatively, you may download patches manually from the **Downloads** section of our website. Note that you must exit PawnShop before applying any patch.

Part



Database Maintenance

18 Database Maintenance

Topics in this section:

[Backups and Restores](#)

[Backing Up a Database](#)

[Restoring a Database](#)

[The Repair Database Option](#)

[The Test Backup Option](#)

[Automatic Backups](#)

[Updating Suburbs, States and Postcodes](#)

[Setting up PawnShop to run over a Network](#)

[Export Clients and Contracts](#)

18.1 Backups and Restores

If you think about the amount of information you are storing every day, and imagine that, for some reason, something were to happen to your computer, you'll realise what an important precaution backing up is. You should perform backups regularly to avoid losing your data – we suggest a few times (or at least once) every day. You can do this onto a floppy disk or to another place on the hard drive, if you prefer. We recommend using a floppy disk or USB key, in case your hard drive is ever damaged.

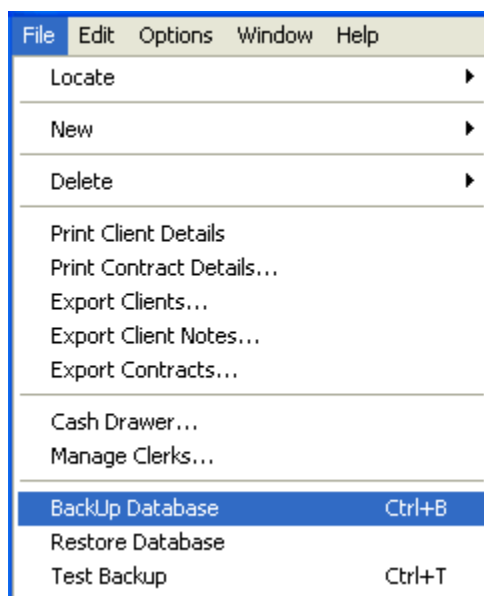
The procedure for backing up is very simple and can be done in just a minute or two. It is definitely a habit worth getting into and could save you a lot of heartache!

18.2 Backing Up a Database

If you have specified that you always want your database backed up to the same place, you will have selected the **Always Use** option when you set up your preferences (see [General Preferences](#) section to check):



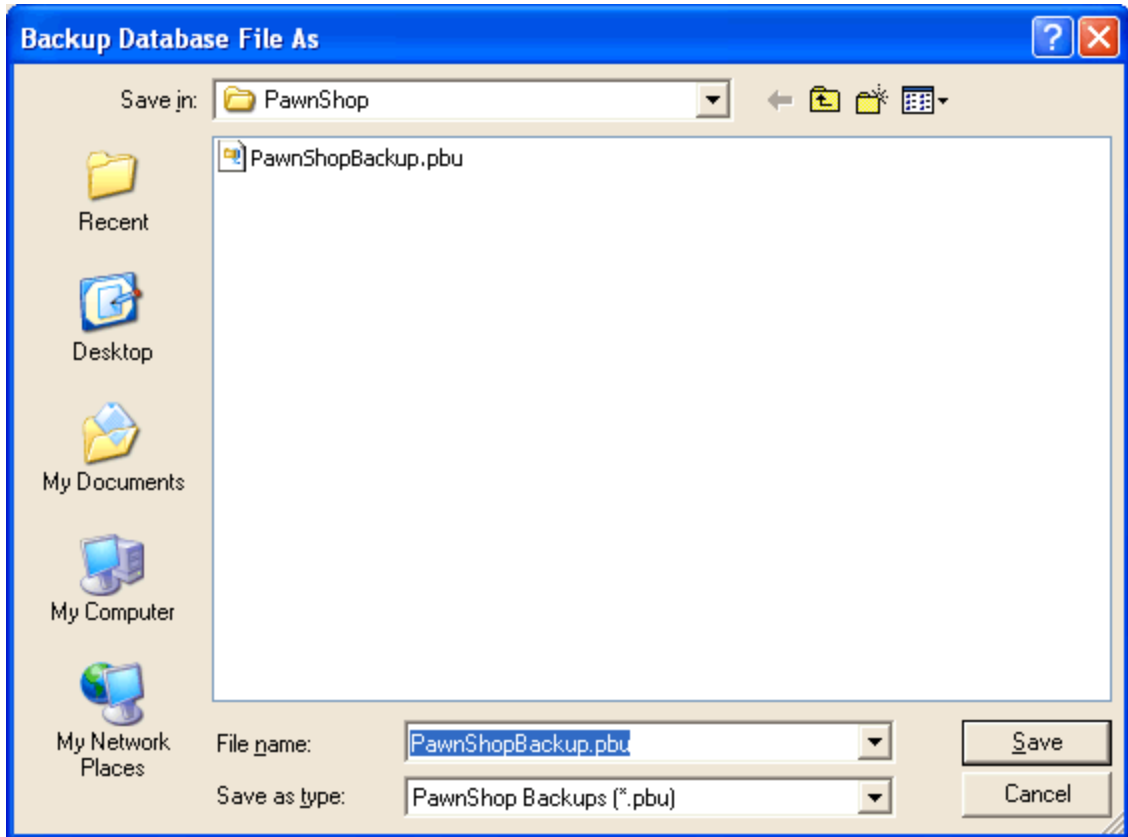
1. Insert a disk into the floppy drive if this is the place you prefer to save your data.
2. *Either:* Choose **BackUp Database** from the **File** menu



Or: Use the **Ctrl + B** keys.

3. All your data will be backed up to the place you have specified.

If you prefer to back up your data to different locations each time, you will have selected the **Ask** option in [General Preferences](#). This simply means that when you complete Step 2 above, a box like this will appear on your screen:



You can then specify the place where you would like to save your data (naturally, your box may not be exactly the same as the one above – it will show your own folders and files). In the text box File name, type in the name you would like to call this backup file, then click Save.



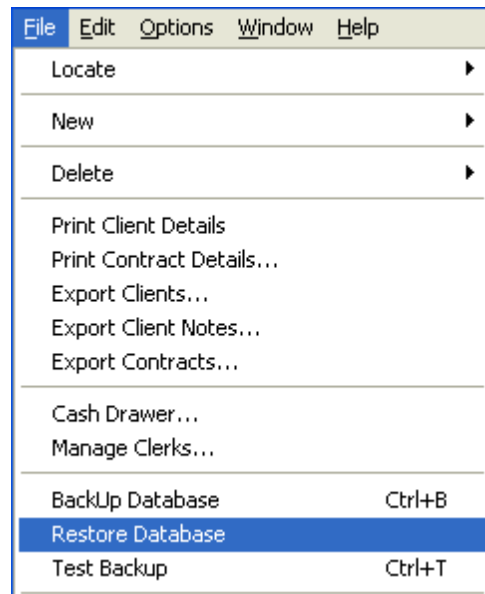
NOTE: Try to use a meaningful name when backing files up. For example, use the month and year in the name, which should make it easier to keep track, especially once you start to save quite a few.

18.3 Restoring a Database

As with backups, the procedure for restoring your data differs slightly, depending on whether you have chosen to always back up to the same place or not. If your backups are always in the same place you will have specified the **Always Use** option in [General Preferences](#), and the procedure for restoring is as straightforward as for backing up:



1. Insert the disk with your last backup file into the floppy drive (if applicable).
2. Choose **Restore Database** from the **File** menu.



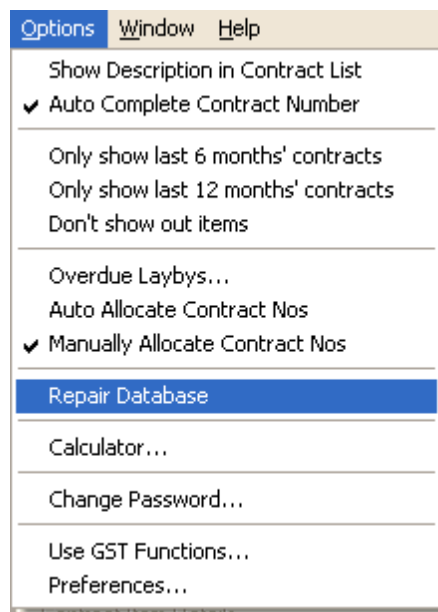
As before, if your backups are saved in different places each time, you will have selected the **Ask** option in [General Preferences](#), and when you choose **Restore Database** from the **File** menu, a window will appear and you can type in the file name and click the **Open** button.



Warning! When you restore a database, you will overwrite the one currently in use. Make sure that the file you are restoring is the one you want.

18.4 The Repair Database Option

The **Repair Database** option can be selected if you encounter any problems with the database. It will force PawnShop to go through the checking procedure it performs during its first start-up every day (checking for errors in records, missing records and automatically compressing the database). To use this option, simply select **Repair Database** from the **Options** menu.



18.5 The Test Backup Option

The **Test Backup** option can be selected to test that a backup you have created is not corrupt. You should do this as often as you can to make sure that if you need it, your backup will restore properly. Magnetic and electrical fields can affect floppy disks and damage the data on them. Use this function under the **File** menu to check that your backup is OK.

18.6 Automatic Backups

There is an option in [Other Preferences](#), which allows you to schedule automatic backups to be made during the day while you work. These backups are saved to your hard disk and are useful for returning to the database before a corruption occurred or before some data was entered by mistake.

They are **not** a substitute for doing normal backups to a removable disk because if your computer is stolen or your hard drive crashes, you will lose all your information.

18.7 Updating Suburbs, States and Postcodes

It is possible to make changes to the list of suburbs, states and postcodes provided with the program, or to delete the existing list altogether and enter your own. This is useful for those outside New South Wales or even overseas. It will also appeal to users who want to limit the number of suburbs to those in their immediate vicinity, with the option of adding new ones when they arise. In this way, everyone can customise the list for themselves.

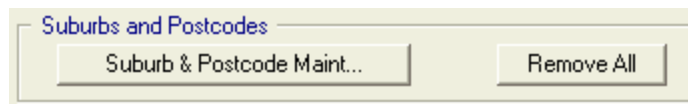


NOTE: NSW users **MUST** leave the postcode list imported into the program as is. Updates from Flyware will provide the latest file from Australia Post.

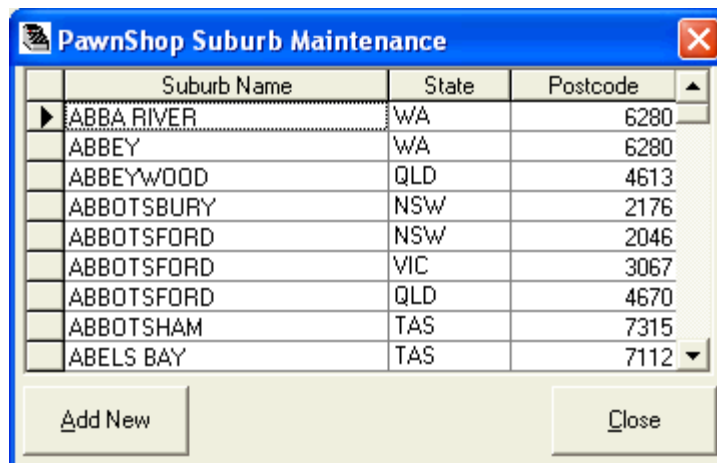
To update your suburb, state and postcode list:



1. Go to the **Options** menu and select **Preferences**. In the **General Preferences** tab you will see the **Suburbs and Postcodes** section.

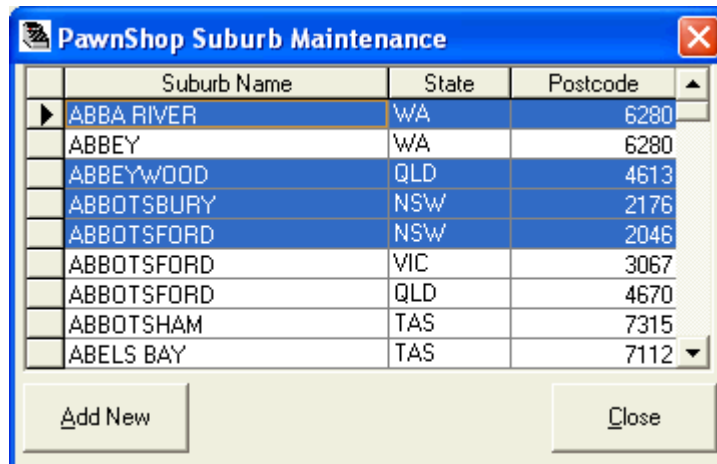


2. If you click on the button on the left, the following window appears:



3. As with other windows in the program, you can select a particular entry in the list by clicking on the arrow on the left. To highlight an entire range, hold down the **Shift** button as you click the top and the bottom entries and everything in between will be selected as well.
4. To highlight several entries, hold down the **Control** button and click the individual suburb

names you want to get rid of. For example, if you live in the Perth metro area, you might want to remove the country postcodes from your list, so you may go down the list this way:



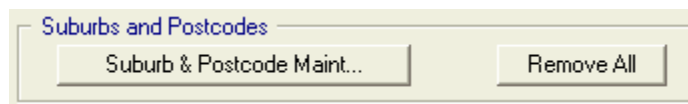
- Once you have highlighted the suburbs and postcodes you want to remove from your list, simply press the **Delete** button on the keyboard. If, in the future, you want to add a suburb and postcode to your revised list, simply click the **Add New** button and type the details in.

Interstate or overseas users who do not require all Australian suburb names or postcodes, you have the option to remove the entire list and enter your own list from scratch.

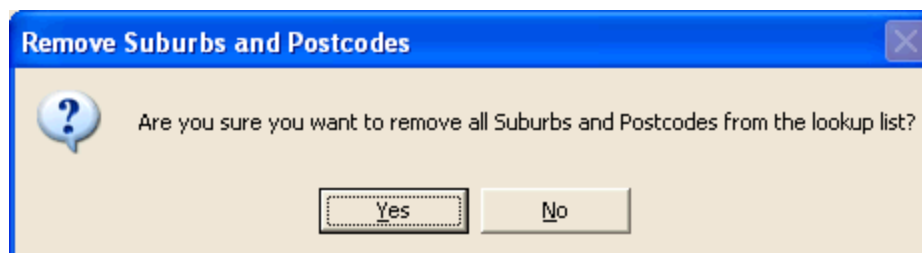
To remove all entries from the suburbs list:



- Click the **Remove All** button in the Suburbs and Postcodes section in Preferences.



- When you do this, a warning appears. This is just to make sure nobody accidentally deletes the whole list, but if you are sure, click **Yes** and then go to the **Suburb and Postcode Maintenance** window and start adding your own.



18.8 Setting up PawnShop to run over a network



NOTE: Unless you are very comfortable using Windows Explorer, it is recommended that you let the people installing your network do this for you. The language is technical.

PawnShop was designed to be run over networks supported by Windows 98, NT 4.0, ME, XP and 2000. To do this, you will need to have your computers connected to each other. Only one computer on your network will actually contain the PawnShop database. You will have to decide which computer you would like to have

it on.

Once you have decided, you will need to connect the slave computer(s) (i.e. the one(s) which won't contain the database) to the master or server (the one which does hold the database). This terminology will be used throughout this documentation. Please note that you can have more than two computers on your network. You will always have one server, but can have more than one slave computer.

To share the server drive so that other computers can see it:



1. Open **Windows Explorer**.
2. Click the right mouse button on the drive that you wish to share. This will usually be the C: drive.
3. A menu will appear. Choose **Sharing...** from this menu.
4. Click on **Shared As** and make sure the drive letter is in the **Share Name** box.
5. Click **Full** as the **Access Type**. Do not use a password.
6. Click **OK**.

Now that you have shared the drive so that other computers can see it, you can tell the slave computer to look at the server drive.

To connect a drive from the server to the slave:



1. Open Windows Explorer.
2. Choose **Map Network Drive...** from the **Tools** menu.
3. The computer will allocate the next available drive letter for you. Type the path of the server along with the share name.
4. Make sure that the **Reconnect at Logon** box is ticked.
5. Click the **OK** button.

By doing this, the slave computer will see the server's hard drive as if it were its own.

The next step to using PawnShop over a network is to tell the slave's version of Pawnshop to use the copy of the database on the server.

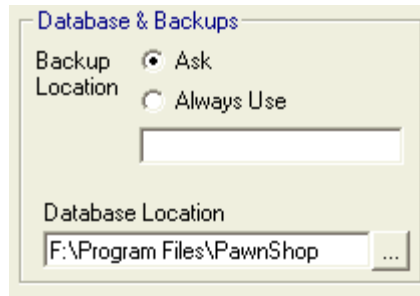


NOTE: By default, PawnShop will use the database located in the same folder as the program when you installed it. We now want it to look at our server's drive for the database instead.

To change the location that PawnShop looks for the database:



1. Make sure that the server is started, the network has been connected and you have set up a drive connection as outlined above.
2. Open **PawnShop** on the slave computer.
3. Choose **Preferences...** from the **Options** menu.
4. Click on the **General** tab.
5. Change the entry in the text box next to the **Browse...** button in the **Database & Backups** frame to match what this computer sees the server database as. For example: If you connect the server drive to the slave computer as drive F: and the Pawnshop database resides in C:\Program Files\PawnShop on the server, the slave will see this as F:\Program Files\PawnShop.



6. You can use the **Browse...** button to find the pawn99.mdb file on the server if you do not know the exact location.
7. Click the **OK** button to save the changes to the preferences.
8. Close **PawnShop** and restart. The program should then use the server file as its database.

**NOTE:**

The server must be turned on before running PawnShop on the slave(s). If you turn them on in the reverse order and start PawnShop on the slave computer first, you will get a message saying that the database cannot be found, and you will be asked if you wish to restore a backup. You will also be asked this question if there has been a problem with your network. This problem could be faulty cables, network cards or either the server's or slave's hard disk. Answer No to this question. If you answer Yes, your slave computer will look for the database on its own hard drive rather than on the server's. This problem will be addressed in a future update of PawnShop. You can get around it by always turning the server computer on first.

18.9 Export Clients and Contracts

Sometimes you may wish to import your client list into a word processor program to do a mail out to all of your clients. Or you may wish to load all items into a spreadsheet. There are three menu items that export your data to text files to allow you to do this.

Under the **File** menu, you will see the **Export Clients...**, **Export Contracts...** and **Export Client Notes...** menu items. These will export all clients, contracts and notes respectively to a file location that you specify. Please note that they will export all client and contract records, so the files may be quite large and it may take a moment or two to complete.

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