Pawn Broking Software Solution

An automated, versatile and user friendly solution designed to cater to technological needs of the pawn broking financial service industry.

User Manual

Modular4 Solutions (Pvt) Ltd

+94 772 317 666   mahinda@modular4.com

Introduction

Pawn Broking Finances require more features and functionality from a software package than ever before. The **Pawn Broking Software (PBS) Solution** pawn broking financial service industry has been developed using the latest in technologies. **PBS** has recognized the need for a comprehensive series of systems in the market that are reliable, easy to use and relevant to the industry.

The **PBS** is comprised of a base system and key functional areas that offer a wide number of different Loan and Interest types. **PBS** is a comprehensive yet user friendly pawn shop computer program available in both single user and multi-user versions. **PBS** will save your time and money by handling all of these features.

PBS's Pawn management functionality is user-friendly, quick and powerful in both its functionality and reporting.

Summary of Key Features
- Comprehensive Pawn Ticket, Pawn Receipt, Redemption / Settlement and Auction management for your Pawn finance business
- Complete solution to automate the process
- All figures are calculated by the system, cash calculation errors are eliminated
- Full information is kept on every Loan giving you easy access on all enquiries. Information includes Client and Guarantors, as well as financial details, current status, Interest schedule, letters/reminders, transactions, and notes/remarks.
- All information is easily accessed and clearly presented
- Various type of Pawn Receipts (Settlement Receipts, Redemption Receipts, Renewal)
- PBS can produce Overdue Letters for early detection and auctioning of arrears. Letters ranging from mild reminders through to sale of non redeemed can be generated.

- Initial Interest can be calculated on new Loans
- Advanced Search Provision to find the Pawnee quickly
- Customer History and Party summary report will allows you to analyze the party status
- Easily track your pledged item inventory and customer information in one place
- Multiple location allows you to keep the pledged item with ease
- Comprehensive, flexible and user-friendly reports
- Automatic print out of first letters on overdue contracts
- All figures are calculated by the system, cash calculation errors are eliminated
- All contracts can be viewed immediately on screen
- Search for customers by various forms of criteria
- Full range of reports can be printed or viewed on screen
- Password control ensures management security
- Isolate individual pledges to send to auction
- Safe Location Feature

Summary of Key Business Benefits

- Maximize the profit for business and reduce losses
- Reduce Manual work, Increase your free time
- Improved profitability, productivity, efficiency and competitiveness
- Quick decision making
- Find key information fast
- Easily track your customer information in one place.
- Better and more improved customer service levels
- Improved customer satisfaction
- Overall improvement in business reporting and management

Settlement Monitoring

  Receipts

  Receipt cancellation

Redemption Monitoring

  Ticket Redeeming

  Ticket Renewal Process

Reminder Management

  Reminder parameters

  Reminder Printing

  Reminder Re-Printing

Auction Management

  Initiate Auction

  Mark Auction

  Auction Expenses

  Allocation Expenses

Day End Process

Fund Management

  Requesting Funds

  Depositing Funds

Reports & Statistics

  Daily Pawning Statement

  Daily Payment Report

  Trial Balance Outstanding

  Daily Cash Balance

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Login to the System

Each user is created based in a branch. So ones he key in the login credentials, he logs logged in under that specific branch.
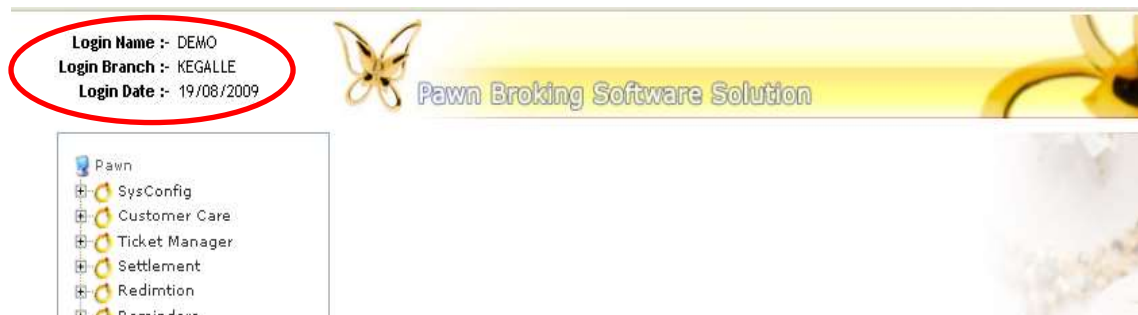
The user automatically gets logged out once he closes the system window.

Defining Company

This is the first step of setting up the system. This screen is set to enter the Company Information to the system.

More than one Company can be defined on this system

Click on the *User Company* under System configuration
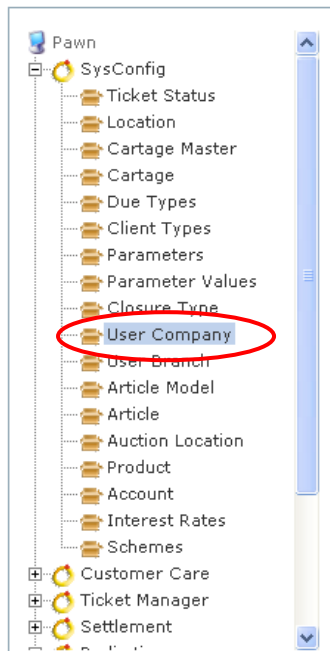
Then the following Form will be opened.

Code   Unique 3 digit code to identify the Company

Date Installed   Date which the system implemented on the company

Authorization Mode

Once the relevant data are submitted they get saved & gets displayed on the grid above the form.

	Code	Company Name
1		
2	AAA	Test Company 1

Editing / Deleting an existing Company Information

Select relevant Option, Update / Delete

Click on the relevant Company

Do the necessary modifications (in an Update) & Submit.

⦿ Add ◯ Update ◯ Delete   Submit   Clear

|	
Add	Adding a new Company record
Update	Modifying an existing Company Record
Delete	Deletes the selected Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Creating Branches

Used to create branched for the previously defined Companies

Click on the *User Branch* under System configuration
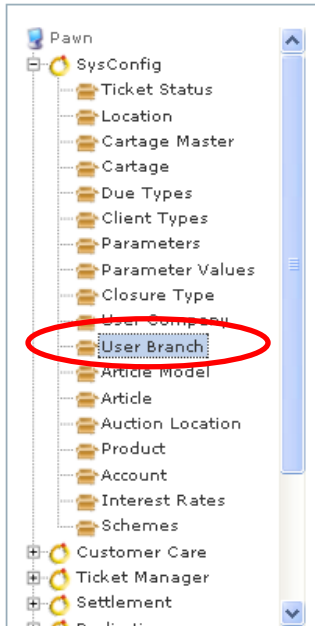
Each Brach should be created based on the previously defined Company.

Once clicking on the [...] button the existing Company list will be displayed.
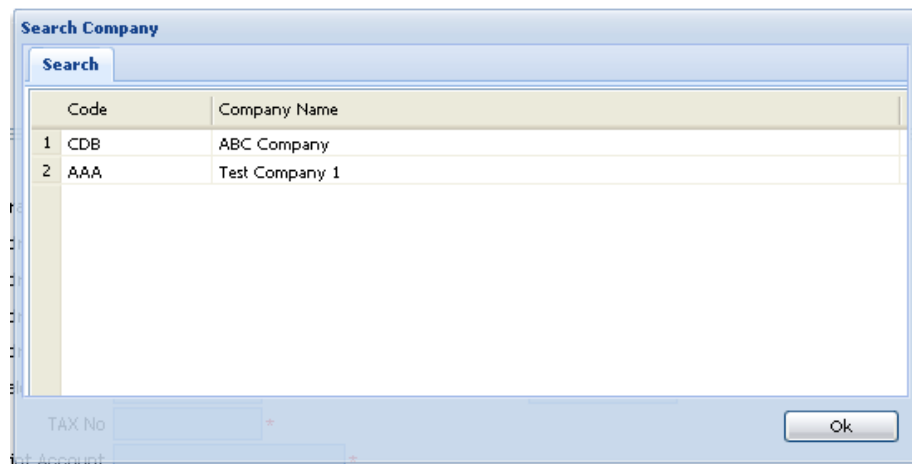
Select the required Company from this popped up list click OK.

Once the Company is selected the existing branches under the selected Company will be displayed on the grid at the middle.

Creating a new branch:

Code   Three digit branch Code. Each Code is unique within the Company

Receipt Account

Payment Account

Date Installed   The date the system was introduced to this specific Branch

Fund Limit   Maximum amount of funds initially allocated to the Branch

Editing an existing

      Click Update select on the relevant Branch

   Do the necessary modifications & Submit

Add	Adding a new Company record
Update	Modifying an existing Company Record
Delete	Deletes the selected Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Adding Safe Locations

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Over here it stores the storage information, places where the pawned properties are kept. These locations will be common to all Companies branches defined on the system.

Click on the *Location* under System configuration
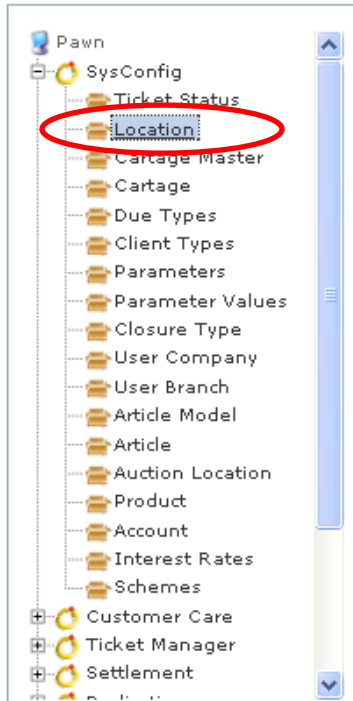
Existing Safe Locations will be displayed on the grid at the top.

	Code	Description
1	001	HEADOFFICE

Creating a New location

Click on Add, enter relevant data & Submit.

Editing an existing

Click Update select on the relevant Branch

Do the necessary modifications & Submit

Add	Adding a new Company record
Update	Modifying an existing Company Record
Delete	Deletes the selected Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Caratage Master

Used as a parent category of Caratages. This categorization is used to allocation separate Caratages or different Products.

Click on the *Caratage Master* under System configuration
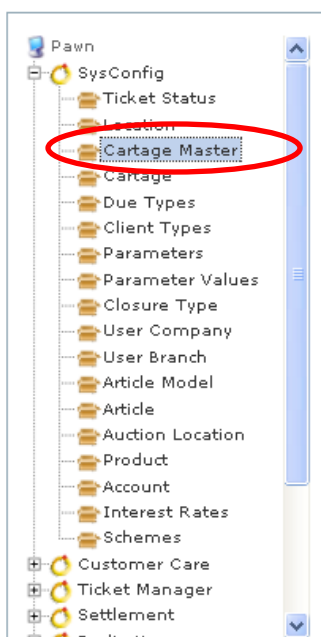
Existing Catarage Master Records are displayed at the top of the window.

	Code	Description
1	001	CDB Customers
2	002	None Customers
3	003	NEW SCHEME WEF 27-07-09

Creating a new Caratage master data

Enter relevant data & Submit

Code   Three digit unique code to identify the specific

Editing an existing

Click Update select on the relevant Branch

Do the necessary modifications & Submit

Add	Adding a new Company record
Update	Modifying an existing Company Record
Delete	Deletes the selected Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Products Master

This is system can be used to pawn not only jewelry but anything. What types of items are to be pawned are defined over here.

Click on the *Product* under System configuration
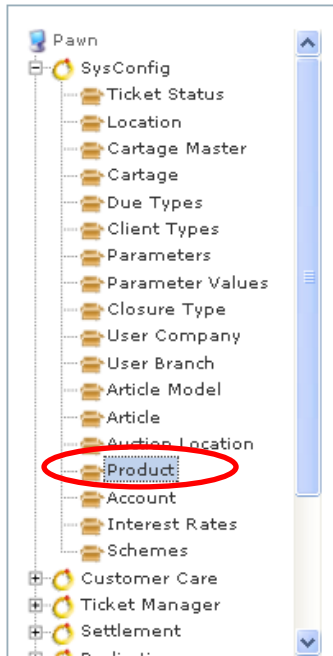
Existing Products are displayed at the top of the page.

Creating a new Product information

Enter relevant data & Submit

Code   Three digit code to identify each Product uniquely

Scheme

Editing an existing

Click on Update select the relevant Product record, do necessary

modifications & Submit

Add	Adding a new Company record
Update	Modifying an existing Company Record
Delete	Deletes the selected Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Editing an existing

Caratage

Click on the *Caratage* under System Configuration
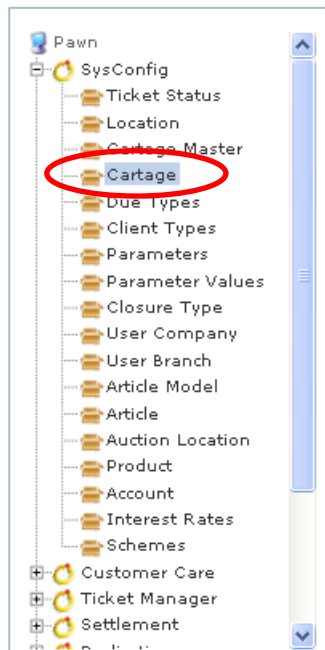
Caratage is created based on predefined Product & a Catarage Master Record.

Over here it is used to create the Carat values, their market & disbursed values.

This information created here will be displayed when raising a Ticket while pawning.
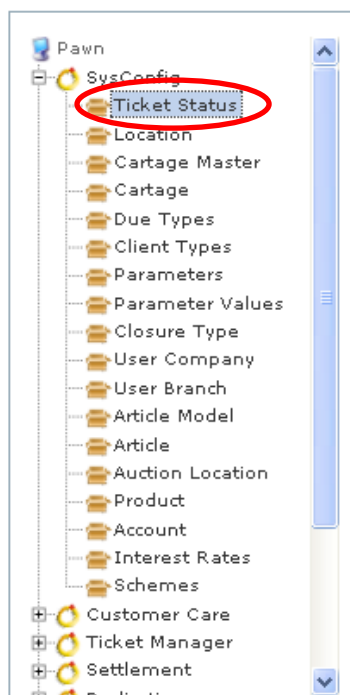

Add	Adding a new Company record
Update	Modifying an existing Company Record
Delete	Deletes the selected Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Articles & Article Models

Article & Article Model both are used to hold basic information regarding the items which can be pawned under a certain Product.
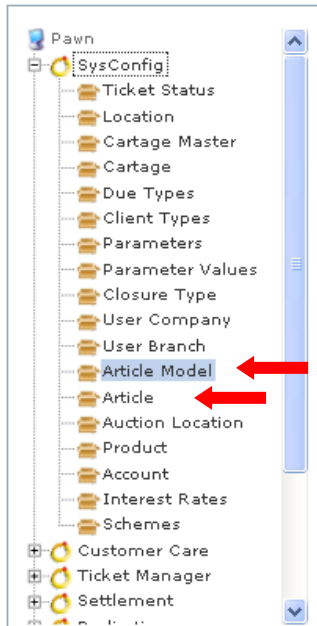
Article Model

Article Model is created based on a certain product. Existing list of Article Models are displayed at the middle of the page.

Adding new Article Models

Article Model is simply a code which is used to categorize the articles for better management.

| Add	Adding a new Company record
Update	Modifying an existing Company Record
Delete	Deletes the selected Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Adding new Articles

Articles are created based on Product as well as the Article Model.

Example: Article Model –   Ring

Article –   Ring with Stone, Ring without Stone

This categorization of information is called when raising Tickets.

Interest Rates & Scheme
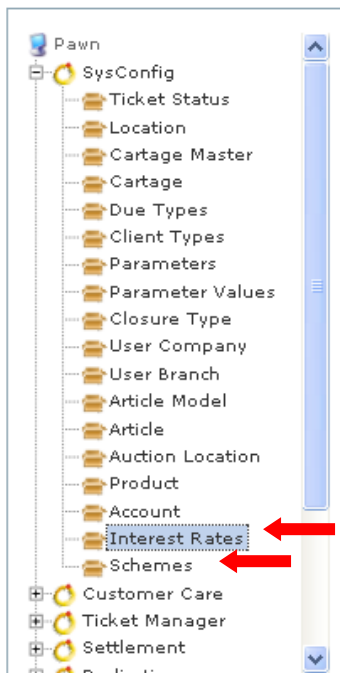
Interest Rate is another categorical master data which is later used to create Schemes.

Scheme data helps to calculate interests when raising tickets. Scheme is created under a certain Product based under Interest Rate & Caratage master.

Add	Adding a new Company record
Update	Modifying an existing Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Client Types

Under Client Types the system holds a list on initial facilitators or the beneficiaries of the system. By default the list is as follows;

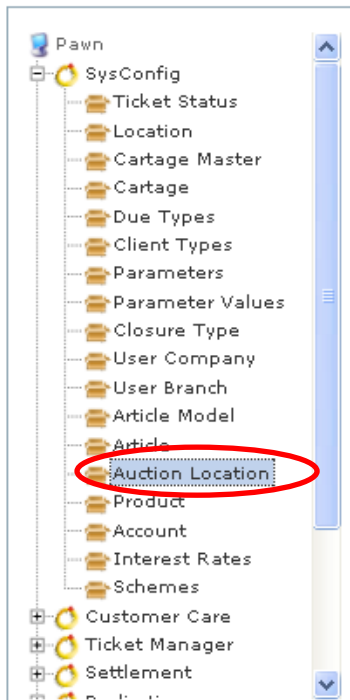|	
Officer	The officer who will be in charge of an auction
Pawnee	Client who has pawned his or her property
Auctioneer	The person who conducts the auction

Add	Adding a new Company record
Update	Modifying an existing Company Record
Delete	Deletes the selected Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Ticket Status

This holds the information on all status, of which a Ticket can be through out the system.

By default the system comes with the following ticket status.

Active	
Pending	Ticket pending for Approval
Rejected	
Laps	Ticket where the duration is over & waiting for renewal
Redeem	Ticket, which is settled in full

Once a ticket is renewed, the existing ticket gets closed & the items are transferred to a new ticket.


Add	Adding a new Company record
Update	Modifying an existing Company Record
Delete	Deletes the selected Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Parameters & Parameter Values
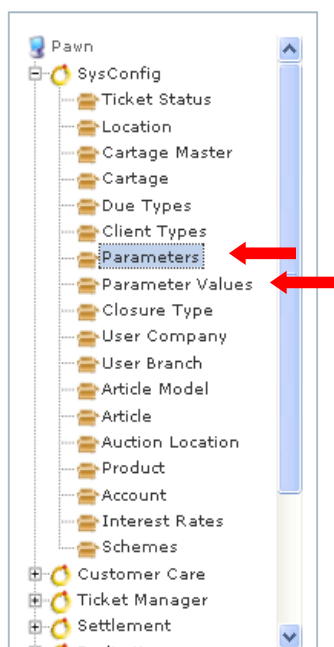
These are like system parameters, which are created to be used through out the whole system.

Parameter Creation

Parameters are created based on a Product.

Parameter Values

These are created based on both the Product as well as a Parameter.

Add	Adding a new Company record
Update	Modifying an existing Company Record
Delete	Deletes the selected Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Due Types

Creating Dues

Click on *Due Types* under System Configuration

Receipts / Payment

Internal / External Due

OO Interest Chargeable

Account

Add	Adding a new Company record
Update	Modifying an existing Company Record
Delete	Deletes the selected Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Auction Locations

Places where the auctions are help are created and listed on this page.


This information is later used when initiating Auctions.

Add	Adding a new Company record
Update	Modifying an existing Company Record
Delete	Deletes the selected Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

System Audit

Click on *System Audit* under System Configuration
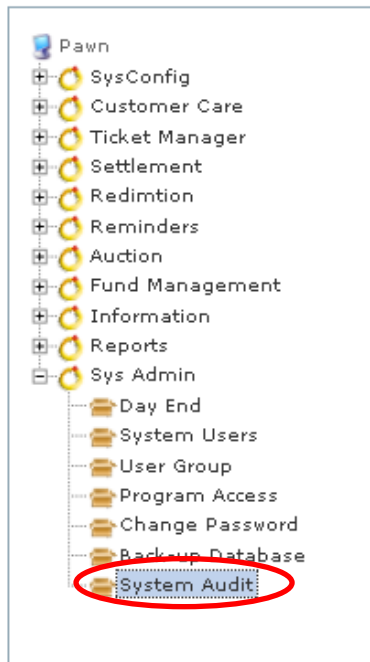
Over here every user action is listed. System audit covers the following.

User Login   Date & Time of every user login

Event Log   List of nodes where the user wandered around whiles his visit.

This is reported for each user on all his visits.

Audit Trail   All data changes done my user are listed on this. This will hold a before & after image of every change.

Creating Users / Officers in the System

Every user who needs to login into the system should be created through this.

User Groups

Each user belongs to a certain User Group. Therefore User Groups is the first step of creating Users / Officers.
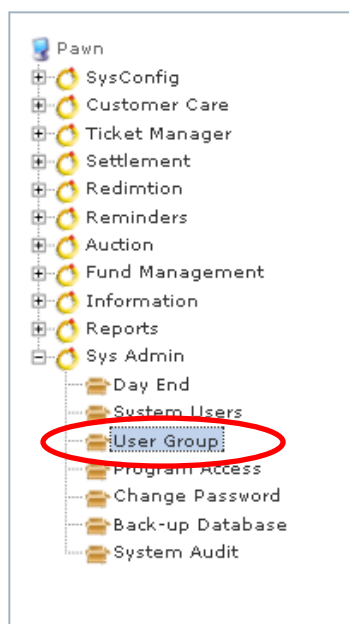
Once a user group is created on the system, is cannot be deleted.


Add	Adding a new Company record
Update	Modifying an existing Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Access Rights

Access Rights / User Access are given based on User Groups. No Rights are assigned based on individual Users.

Access right allocation is categorized into various usage areas on the system. Each area is divided based on the access depth. (Create, Update, Delete, Print etc…)

Can give access based on these by clicking on relevant box ☑ & submitting.

System Users
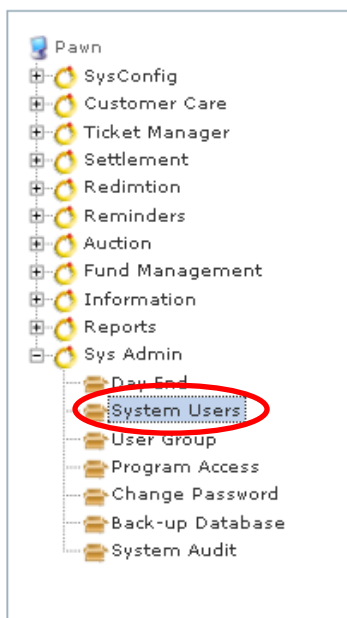
Users can be created under the previously defined User Groups. User will be having all access rights defined for the specific user group, which he belongs to.

The system users are in such a way that the users them solves can be clients as well.

Add   Adding a new Company record

Update   Modifying an existing Company Record

Submit   Saves the entered / modified changes

Clear   Undo the modifications done, since last Submission

Client Information maintenance

To enter information regarding the pawning transaction, the related Pawnee information needs to be on the system. This module is used to enter that Client / Pawnee information to the system.

Click on *Client Management* under Customer care
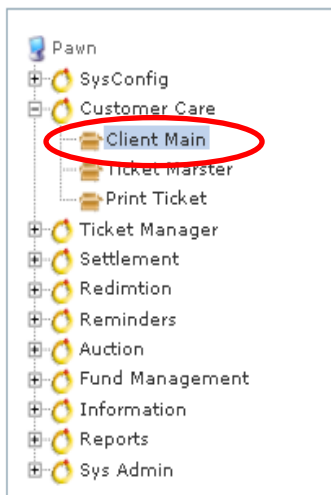
There can be two types of Clients.

Corporate & Individual

Based on this selected type, the data collected will differ.

Individual

NIC   This is verified based in the algorithm given by the CRIB

Client Status

Pawnee Type This it related to the Client Type we created through System Configuration

Corporate

BR Number   Business Registration Number

Pawnee Type This it related to the Client Type we created through System Configuration

Editing an existing

Click Update select on the relevant Client

Do the necessary modifications & Submit

Add	Adding a new Company record
Update	Modifying an existing Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Ticket Master

Once the pawning transaction to ne happened, Ticket Master is the first document that gets created.

Go to Customer Care & click on *Ticket Master*
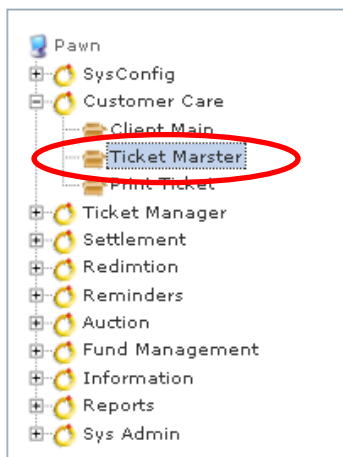
The Ticket master document has three main parts

Top

Predefined system data to be entered related to the new Ticket / pawning transaction

Ticket Number   A 13 digit System generated Number

Each ticket has a unique number

Brach Code   Product Code   Year   Serial

Middle

The middle part holds the information about the items which are to be pawned.

Article Mode, Article & Caratage are predefined data related to the pawning items.

       Disbursement   The amount that will be given for this certain Item

All Items to be pawned will have to be added one by one.

If there are two or more identical Items "*No of Article*" can be used.

All added Items under the ticket are displayed on the area right above the Item entering.

Bottom

System generated information based on the entered pawning items.

       Submit   Saves the entered / modified changes

       Clear   Undo the modifications done, since last Submission

Printing a Ticket
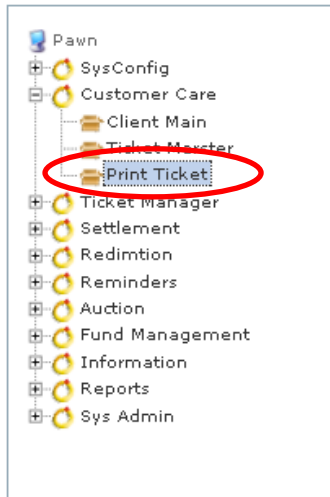
Once it is clicked a panel comes to enter the Ticket Number

The existing tickets on the system can be searched by clicking on the button.
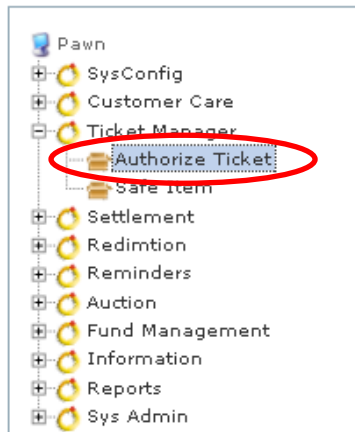
Once it is clicked;

Above will be opened, & the ticket can be searched through this.

Once the required ticket is selected, click on the Print button. Then the Ticket printout will be created, which can be printed on a Letter sized preprinted paper.

Ticket Approval Process

The created tickets need to be approved by a higher authority in order to release funds.

Once the Ticket Number is entered related information regarding that ticket will be displayed.

Now the officer can either Reject / Approve the ticket.

Authorize	To approve the ticket
Clear	The loaded Ticket Information will be cleared

Viewing Ticket Information
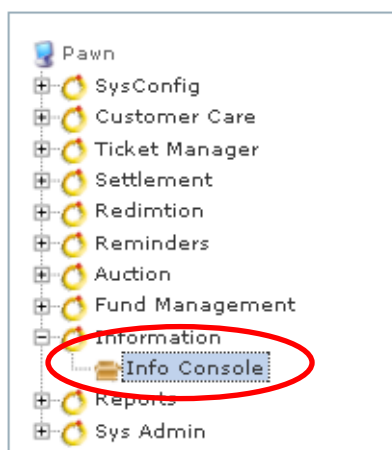
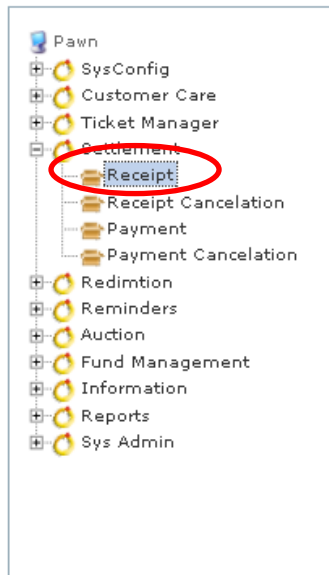Once the Ticket Number is entered, the relevant information will be displayed.

The status of the viewed ticket will be displayed at the top right hand corner of the information screen.

Settlement / Receipts

Once the payments are done for the Tickets (pawned items) they come are called Settlements. Receipts are created for these settlement payments.

Once the Ticket number is entered, the system retrieves the Total due amount to be paid. Also the list of previous payments will be displayed at the bottom of the page.

Payments are done based on previously created Tickets. On a Ticket there are three main costing parts.

1. Interest
2. Others Charges
3. Capital

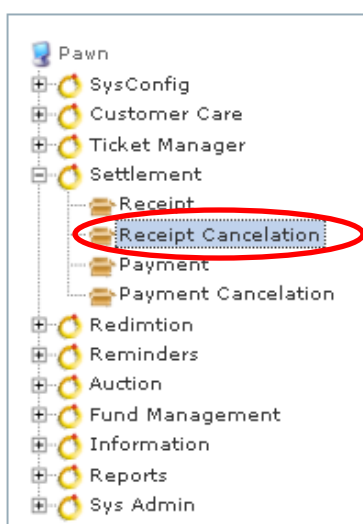Once a Settlement payment is done the amount is allocated to these three costs in order.

Now user will have to enter the payment amount & hit *Submit* button to process the Receipt.

Once the payment is saved, can get a print out of the created receipt through the "*Print*" button

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Receipt Cancellation

At cancellation the whole receipt payment will have to be cancelled. No partial cancellations are allowed.


User will just have to retrieve the relevant Receipt Number. Then the related information will be displayed on the page. Then by clicking on the "*Submit*" button the payment gets cancelled.

No editing allowed on Receipt cancellation

Redemption

Once all related payments are done, & the pawning can be releases, the final settlement transaction is called Redemption. This could also be the on time transaction, if the Client is paying the total interest & the capital at once.
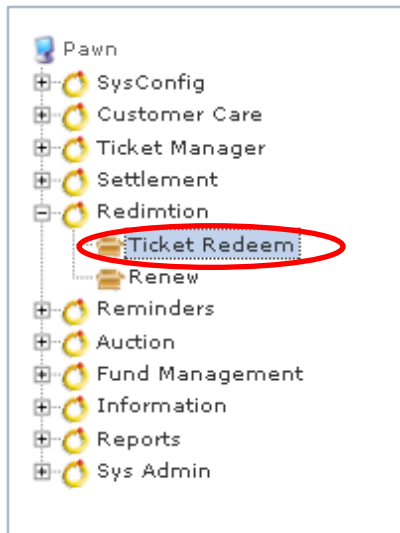
Redeeming is also done based on Tickets. Once the relevant Ticket is selected all relevant data will be displayed on the page.

Once the Grand Total Outstanding is paid in full the system allows redeeming the ticket.

Renewal
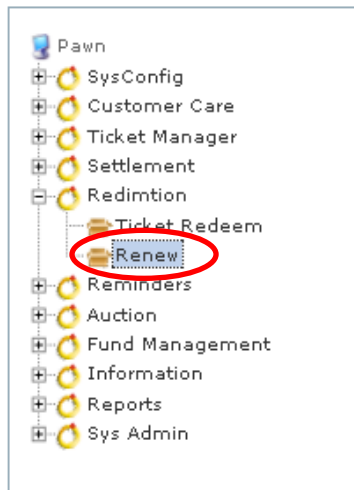
Once the Ticket period is over, Client can also renew the ticket. At this point the same Items will be allocated to a new Ticket under the current system configured values.

Also, if part of the payment is done, system allows releasing some items from the ticket & renewing the rest of the remaining Items.

Once a certain Ticket is renewed, the first ticket automatically get Closed & new pawning transaction is created under new Tickets Number.

Reminder Parameters

Reminder parameters are also a set of system parameters defined to be used through out the system.
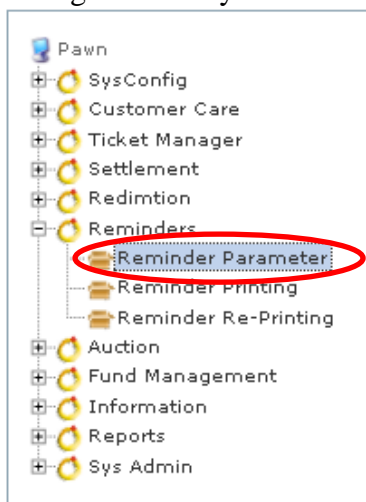
These are created based on the Product and the Interest Scheme.

The list of existing Reminder Parameters is displayed at the top.

Also the system can define when to create the Reminder & whether to send a copy to the Nominee or not.
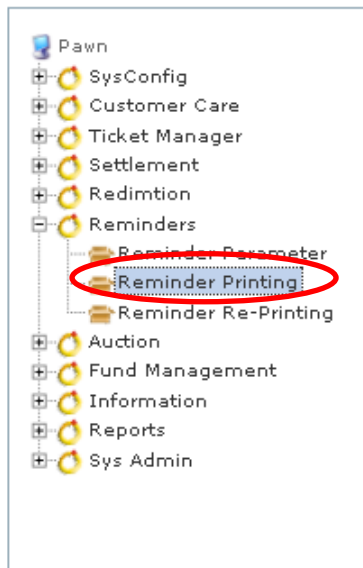

Add	Adding a new Company record
Update	Modifying an existing Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Reminder Printing

Reminders are created based on the defined parameters at the time of the day end processing.

This feature is to print those automatically created Reminders.

User either can print the reminders one by one or can select all and print at once.
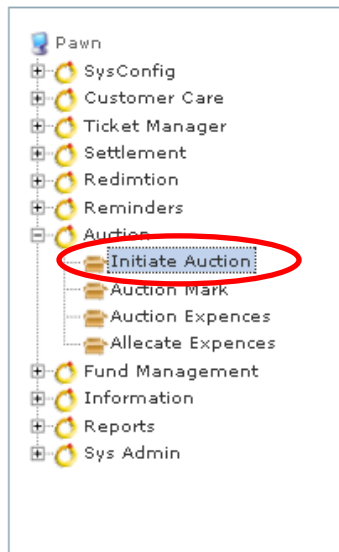

Reminder Re-Printing

In the case of reprinting the Reminders this feature will have to be used. As the Reminders once printed does not load under Reminder Printing again.

Auctioning - Initiate Auction

When the Ticket is lapsed & all reminders are sent if no response from the Pawnee the company can allocate the Ticket items for the Auction.

Over the here the Auction is created with the relevant information regarding the auction.

Auction Data, Venue and related officers are defined through this page.

Add   Adding a new Company record

Update   Modifying an existing Company Record

Submit   Saves the entered / modified changes

Clear   Undo the modifications done, since last Submission

Mark Auction

Marking of tickets to the created Auction is done over there. Items pawned under each ticket also can be viewed.
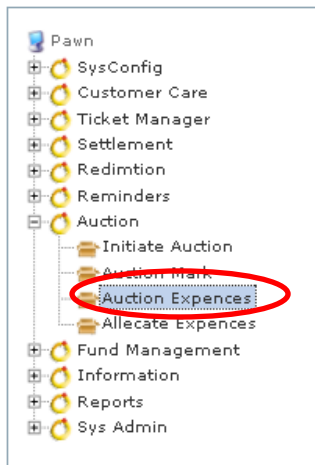
Only the Lapsed y Reminder sent tickets are listed to get marked.

No editing is allowed.

Auction Expenses

Expenses related to each Auction is created & assignment of them into the
Auction is done through this window. Auction expense amounts are specified
based on predefined Dues.

Expense Amount are entered for the predefined Due Types
(Due Types are defined during the System Configuration)

Add	Adding a new Company record
Update	Modifying an existing Company Record
Delete	Deletes the selected Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Allocating Expenses

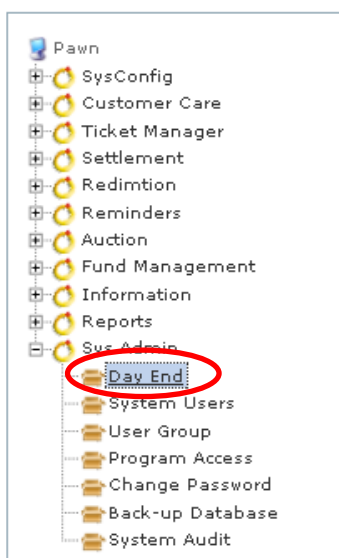The defined Expenses on the previous step are allocated to the items to be auctioned.
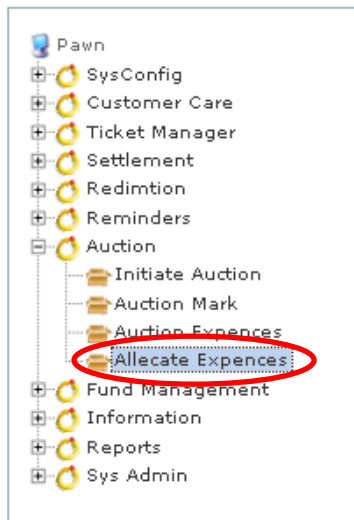
Once the Tickets selected, the system automatically divides the total expenses among these Items proportionately.

The Auction initial price is defined based on the total of all these costs.

Day End Process

Day Ending is a manual process. The Date Roll forwarding happens at this process. Running this process needs higher user authority. Day End can be done to branches separately or all branches at once, depending on whether all branches are on the same date.
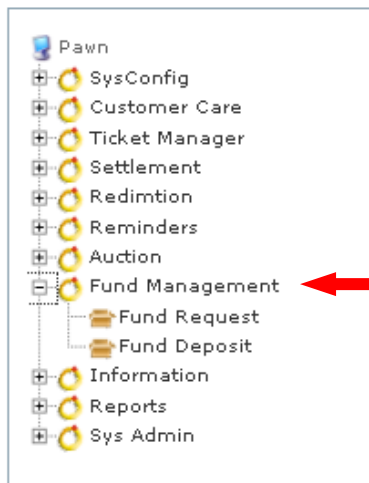

At the Day End Processing the following happen:

- Reminder Processing

- Interest Calculation

- Lapsed Tickets marking

Fund Management

This module is used to control & monitor fund transferring from & to each branch. This transferring is done based on the Fund Limit mentioned when creating each branch.
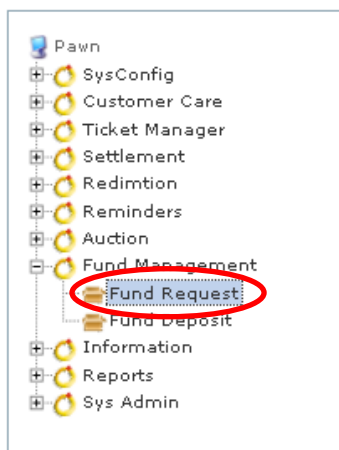

Also at any moment once you view the Branch Information the available fund amount is shown at the end of the screen.

Once the user goes to Fund Request / Deposit the system query and display the amount the branch can request or the access amount of fund branch has & has to deposit.

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Fund Request

At the top of the page, the list of previous fund requests is displayed.

	Request No	Request Date	Request Amount	Approved By	Approved Date	
1	KGP090000002	31/08/2009	100,000.00	DEMO	14/08/2009	
2	KGP090000003	16/08/2009	1,000.00	DEMO	17/08/2009	
3	KGP090000004	15/09/2009	10,000.00	DEMO	19/08/2009	

At the bottom of the page, it displays the available fund amount & the specific branches fund limit, which was defined at the time of creating the branch

Fund Available	77,295.00	Fund Limit	100,000.00

Based on this information the user can submit the funs requisition.

Request No	[ ] *
Request Date	[ ] ... *
Request Amount	0 *

Request No   System generated Number

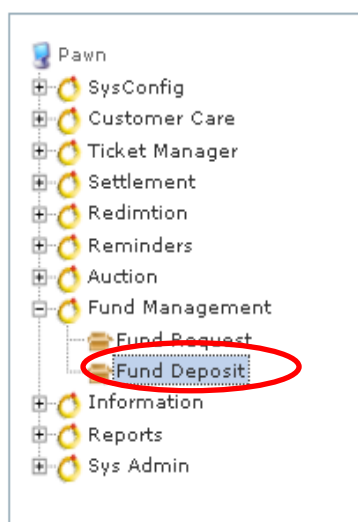**Request Amount**   This amount is controlled as per braches fund availability & limit

Fund requesting needs higher authority approval.

○ Add ○ Update ○ Delete ○ Approve   [Submit] [Clear]

Fund Deposit

Once you come to this page system automatically calculates the excess funds with the related branch & displays it. This calculation also happen based on the available fund & the branch Fund limit.

	Deposit No	Deposit Date	Deposit Amount	Approved By	Approved Date	Total Ticket
1	KGP090000002	14/08/2009	1,973.00	DEMO	14/08/2009	1

Total Tickets	1	Total Ticketed amount	30,000.00
Total Receipts	20	Total Receipted amount	35,295.77
Fund Available	77,295.00	Fund Limit	100,000.00

Deposit No	*
Deposit Date	19/08/2009 *
Deposit Amount	-22,705.00 *

● Add ○ Update   Submit   Clear
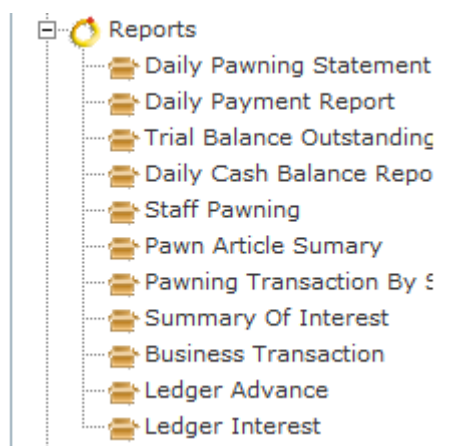
Add	Adding a new Company record
Update	Modifying an existing Company Record
Submit	Saves the entered / modified changes
Clear	Undo the modifications done, since last Submission

Reports & Statistics

These reports data are queried branch wise only, but for a given period of time.

The Report output will be a PDF file.

Select the requires Branch, enter the specific Time period & "*Print*"