



FINDER PAWN

MANUAL FOR SHOP USERS

This guide is intended to help pawn shops, secondhand dealers, and secondary metals recyclers get started using FINDER Pawn to report their retail transactions to their local law enforcement agency.

You will be supplied with the following information:

1. Username
2. Temporary Password

From a computer connected to the internet, go to <https://www.FINDERpawn.org>

This will bring you to the login screen where you will enter your username and password. Passwords are CASE SENSITIVE; usernames are not. If you forget your password, you can click on the "Forgot your password?" link and reset instructions will be emailed to the address on file for you. If you have other login issues, use the "Need Login help?" link.

FINDER PAWN

Login

User Name

Password

☐ Remember me?

Login Request Account
Law Enforcement Only

[Forgot your password?](#)

[Need Login help?](#)

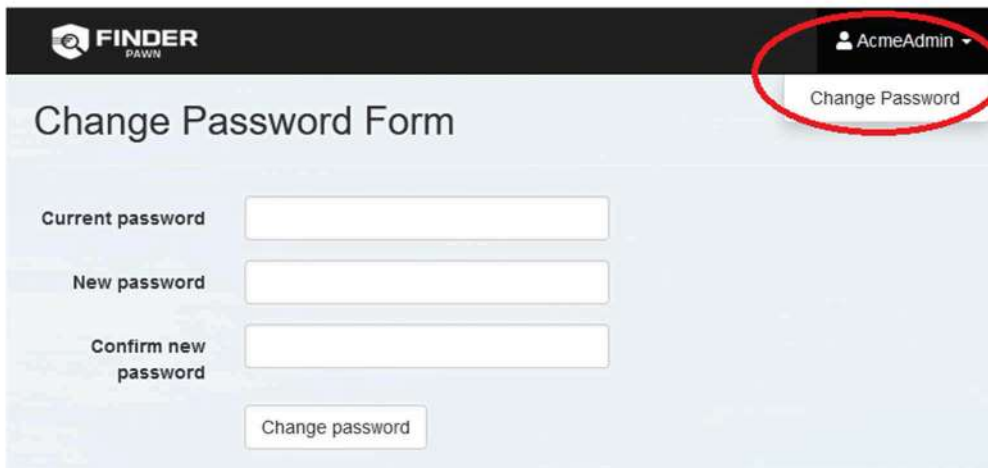
Version: 4.0.0.0

If you operate a pawn shop, secondhand shop, or metal recycling facility and need a login for this system, please contact the local law enforcement agency to which you report.

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When you login the first time, click on your name in the title bar to change your temporary password to a permanent password. Passwords must be at least 6 characters in length.



FINDER PAWN

AcmeAdmin ▾

Change Password

Change Password Form

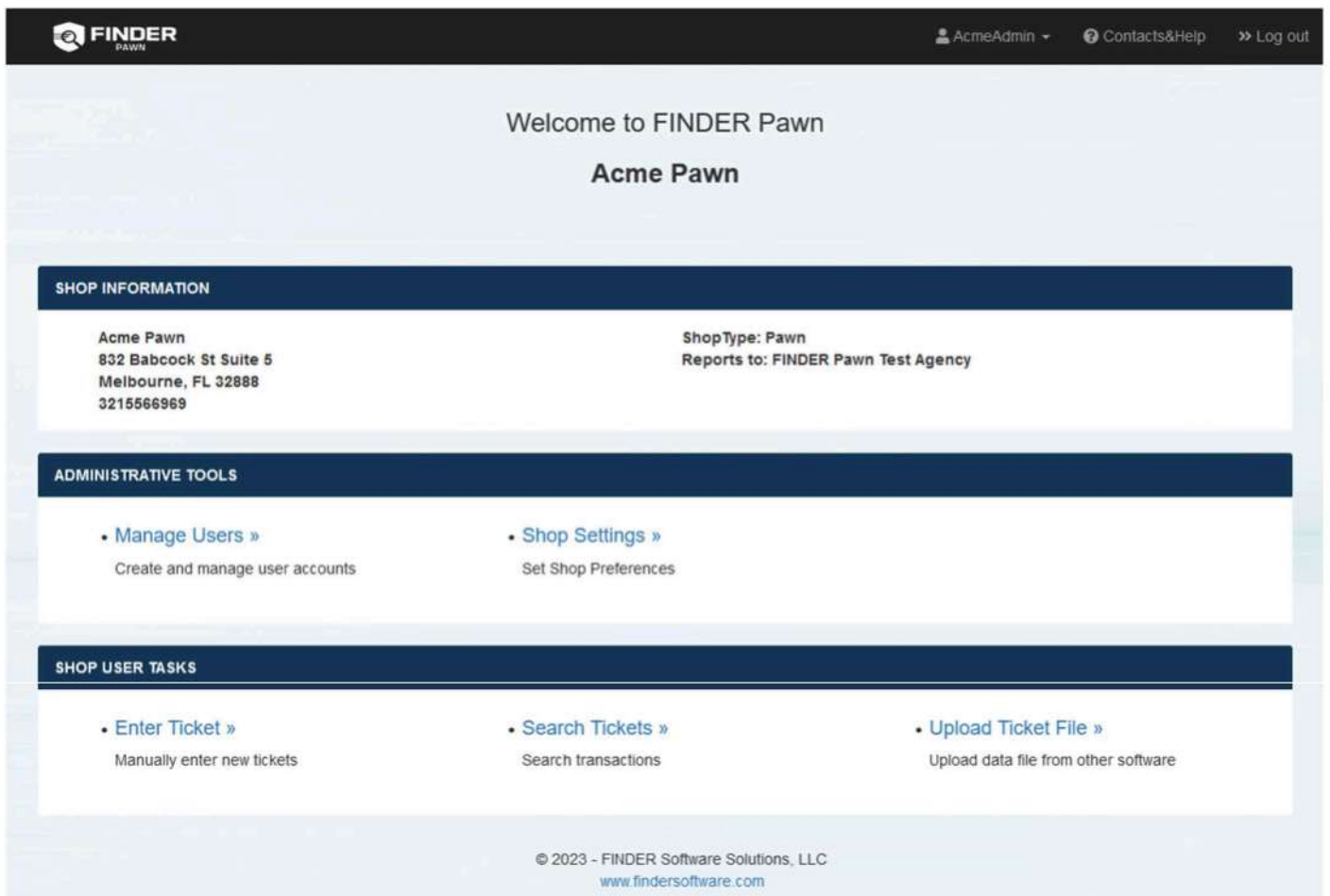
Current password

New password

Confirm new password

Change password

You can return to the Home Page at any time by clicking on “FINDER Pawn” on the left side of the title bar. Your home page will look similar to this: (Only Administrators will see the Administrative Tools section for managing users and changing shop settings.)



FINDER PAWN AcmeAdmin ▾ ? Contacts&Help » Log out

Welcome to FINDER Pawn

Acme Pawn

SHOP INFORMATION

Acme Pawn 832 Babcock St Suite 5 Melbourne, FL 32888 3215566969	ShopType: Pawn Reports to: FINDER Pawn Test Agency
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ADMINISTRATIVE TOOLS

• Manage Users » Create and manage user accounts	• Shop Settings » Set Shop Preferences
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SHOP USER TASKS

• Enter Ticket » Manually enter new tickets	• Search Tickets » Search transactions	• Upload Ticket File » Upload data file from other software
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MANAGE USERS

Your shop's Users and Administrators will be listed as shown below. The user list can be sorted by clicking on any column header. From this list you can edit user profiles, reset passwords and delete users by clicking the commands in the last three columns. Note you will not see your own user information in the list. You can change your own password using the reset described on Page 2 or the "Forgot Your Password?" link on the Login Page. Any other changes to your profile must be made by another Shop Administrator or by the law enforcement agency to which you report.

MANAGE ACME PAWN USERS							
New User ☒ Export to Excel							
UserName	FirstName	LastName	Email	Role			
AcmeUser	Shop	User	user@acmefake.com	Shop User	Edit	Reset Password	Delete
BonnieH	Bonnie	Test	admin@findersoftware...	Shop Administrator	Edit	Reset Password	Delete
testtt	test	test	testttt@gmail.com	Shop Administrator	Edit	Reset Password	Delete

To add a new user or administrator, click the "New User" button, complete the form, and click "Create". Usernames must be at least 5 characters; passwords at least 6 characters.

CREATE ACME PAWN USER			
User Name		Email	
First Name		Last Name	
Phone		Role	Shop User
Password		Confirm Password	Shop Administrator Shop User
Create			

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SHOPS WHO USE THIRD PARTY SOFTWARE TO CREATE TICKETS CAN SKIP TO THE SECTION ON UPLOADING DATA FILES (Page 14).

SHOP SETTINGS

UPDATE SHOP PREFERENCE

Print Format	Plain Paper Pawn
Last Ticket Number	31
Auto-Increment Ticket Number	YES
Monthly Finance Charge %	20.00
Minimum Finance Charge \$	5.00

Save Settings

You may choose to print onto a pre-printed form (such as Burrell's), or you have the option of using plain paper which will print the data and the form. Be sure you select the right form for your shop type (pawn or secondhand). Secondary metals recyclers should use the secondhand forms.

[Note: Because form requirements vary from jurisdiction to jurisdiction, only the front page of the form prints. Shops are responsible for ensuring the form meets state and/or local requirements.]

If you want to start your ticket numbers with something other than "1", enter the number of the last ticket you issued in the "Last Ticket Number" field.

"Auto-Increment Ticket Number" will generate sequential ticket numbers if set to "Yes". If set to "No", you must enter ticket numbers manually each time.

Enter your Monthly Finance Charge and Minimum Finance Charge. Secondhand dealers and metal recyclers will not see the Finance Charge fields since they do not give loans.

FLORIDA SHOPS: The Monthly Finance Charge can be no more than 25.00%, and the Minimum Finance Charge can be no more than \$5.00 per Florida Statute as of the date of this manual.

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ENTER TICKET

TICKET ENTRY – GENERAL INSTRUCTIONS

- 1) ALL fields should be completed unless they do not apply to a particular customer or article. FINDER Pawn will prompt you if a field cannot be left blank.
- 2) Enter thorough and complete item descriptions.
- 3) After submitting a ticket, the print button appears. Print at least 2 copies of the ticket. The customer gets a copy and the shop keeps the ORIGINAL with the signature and thumbprint of the Customer. Please note our ticket does not include any information that may be required on a second page or back of form.
- 4) **FLORIDA SHOPS:** As of the date of this manual, Florida law requires secondhand dealers to submit a photo of each item they acquire. Metals recyclers are required to submit a photo of the goods they receive as well as a photo of the customer. Pawn shops can submit images on a voluntary basis.
- 5) Each shop is solely responsible for being aware of, and complying with, existing state laws and local ordinances regarding the information required to be provided on a ticket form.

When you click “Enter Ticket” on the home page, the top section of the ticket form (Ticket Details) will be pre-populated. However, all the fields can be modified (except the Control Number if you are set to Auto-Increment). Be sure to select the correct Transaction Type (Pawn/Loan, Purchase/Trade, Consignment) since this will change the transaction form accordingly. Secondhand dealers and metals recyclers will not have the “Pawn/Loan” option.

CREATE TICKET ACME PAWN			
TICKET DETAILS			
Control Number	32	Transaction Date	12/14/2023
		Time	04 : 02 PM
Maturity Date	01/13/2024	Default Date	02/12/2024
		Monthly Finance Charge	20.00 %
Transaction Type	Pawn/Loan Pawn/Loan Purchase/Trade Consignment		
CUSTOMER DETAILS			
Last Name		First Name	
		Middle Name	

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In the next section, please enter the Customer Details carefully and accurately. If you have a returning customer, you can enter their Last Name and First Name and use the "LookUp Customer" button to autofill the remaining fields. Be sure to review and update the customer's current information as necessary.

To add the customer's photo, click "Select files" and browse to the location on your computer where the photo is saved. Double click on the file name to upload the photo. Repeat for as many customer photos as you want to add (facial photo, driver's license, etc.). When done, you will see a thumbnail of the image(s) at the bottom of the Customer Details section. Please see General Instruction #4 at the beginning of this section regarding photo requirements.

CUSTOMER DETAILS

Last Name

Smith

First Name

Jane

Middle Name

DOB

1/1/2000



LookUp Customer

First and last name required.

Street

123 Oak St

Apt

City

Orlando

State

Florida

Zip

32801

Home Phone

5555555555

Gender

Female

Race

White

Height

5' 02"

Weight

100

Hair Color

Black

Eye Color

Black

Marks

Employer

RETIRED

Work Phone

ID Number

S123456789000

ID Type

Driver's License

Issue By

Florida

Upload Customer images

Select files...

Article

Jewelry

Firearm

(LookUp Customer)

Customer List						
First Name	Middle Name	Last Name	DOB	Street	City	
Jane		Smith	01/01/2000	123 Oak St	Orlando	select

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ADD AN ARTICLE

Click the "Article" button below the Customer Details section to add articles other than jewelry and firearms. Enter the Brand, Model, Serial Number, and any "Owner applied" numbers or markings (such as personal engravings). Select the Article Type from the alphabetical list. To quickly find your article type, enter a keyword in the search box to the left of the list, then highlight the proper type in the list. Next, enter a detailed description of the item in the Description field, then put the amount paid or loaned in the Amount field.

To upload a photo of the item, click "Select files" and browse to the location on your computer where the photo is saved. Double click on the file name to upload it. When done, you will see a thumbnail of the image at the bottom of the Article Details section. Please see General Instruction #4 at the beginning of this section regarding photo requirements.

When finished with this item, click on "Add Article". Repeat process for additional items for this customer/ticket, if any. Items can be edited or deleted by using the buttons next to the article in the Item List. When finished entering items, enter your Employee Name/ID on the bottom left and click the green "Submit Ticket" button to process the ticket and send it electronically to the appropriate law enforcement agency.

ARTICLE DETAILS

Brand	Model	Serial Number	Owner Number
Apple	iPhone15	121212121	
Search item list	Article Type	NCIC Code	
cell	Cello Cellular Telephone	OTELPH	
Description	Amount		
Black iPhone 15 with 128GB storage	25.00		
Upload Article images			
Select files...			
 iphone 15.png 17.88 KB			
Add Article			

FINDER Pawn User's Guide (Shops)

ADD A JEWELRY ITEM

Click the "Jewelry" button below the Customer Details section to add a jewelry item to the ticket. If applicable, enter the Brand, Model, Serial Number, and any "Owner applied" numbers or markings (such as personal engravings). Select the Jewelry Type and Metal from the dropdown lists. Enter the purity (KT) of the metal and the total weight (WT) of the item. Select the Gender and Style from the dropdown lists. Enter the Size (or length), if applicable, a detailed description of the jewelry article, and the Amount paid or loaned for the item. If there are any stones on this item, fill in the Quantity, Shape, Color and Weight (CT) of the stones. FINDER Pawn can accommodate up to two different sets of stones per jewelry article.

To upload a photo of the item, click "Select files" and browse to the location on your computer where the photo is saved. Double click on the file name to upload it. When done, you will see a thumbnail of the image at the bottom of the Jewelry Details section. Please see General Instruction #4 at the beginning of this section regarding photo requirements.

When finished with this item, click on "Add Jewelry". Repeat process for additional items for this customer/ticket, if any. Items can be edited or deleted by using the buttons next to the article in the Item List. When finished entering items, enter your Employee Name/ID on the bottom left and click the green "Submit Ticket" button to process the ticket and send it electronically to the appropriate law enforcement agency.

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JEWELRY DETAILS

Brand	Model	Serial Number	Owner Number
Jewelry Type	Metal	KT	WT
Ring	Yellow Gold	14	
Gender	Style	Size	NCIC Code
Womens	Other	6	PRING
Description	Amount		
Womens gold ring with large center ruby with	100.00		
Stone # 1			
Quantity	Shape	Color	CT / WT
1	Oval	Red/Pink	2.2
Stone # 2			
Quantity	Shape	Color	CT / WT
10	Round	Clear	.8
Upload jewelry images			
Select files...			
 Img-0.jpg 31.624 KB ×			

Add Jewelry

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ADD A FIREARM

Click the "Firearm" button below the Customer Details section to add a firearm. Enter the Brand, Model, Serial Number, and any "Owner applied" numbers or markings (such as personal engravings). Select the Firearm Type (which also populates the NCIC Code), Action, Finish and number of Barrels. Enter the Barrel Length (in inches), Gauge/Caliber, a detailed description of the firearm and the Amount paid or loaned for the firearm.

To upload a photo of the item, click "Select files" and browse to the location on your computer where the photo is saved. Double click on the file name to upload it. When done, you will see a thumbnail of the image at the bottom of the Firearm Details section. Please see General Instruction #4 at the beginning of this section regarding photo requirements.

When finished with this item, click on "Add Firearm". Repeat process for additional items for this customer/ticket, if any. Items can be edited or deleted by using the buttons next to the article in the Item List. When finished entering items, enter your Employee Name/ID on the bottom left and click the green "Submit Ticket" button to process the ticket and send it electronically to the appropriate law enforcement agency.

FLORIDA SHOPS: PLEASE NOTE YOU MUST KEEP HARD COPIES OF FIREARM TICKETS BECAUSE ELECTRONIC RECORDS WILL BE DELETED AFTER 30 DAYS (FOR A PURCHASE) OR 60 DAYS (FOR A PAWN) PER FLORIDA STATUTE 790.335.

FIREARM DETAILS			
Brand	Model	Serial Number	Owner Number
Glock	G21	123456	
Firearm Type	Action	Finish	# of Barrels
Handgun	Semi-Auto	Other	Single
Barrel Length (IN)	Gauge/Caliber	NCIC Code	
4.6	.45	GHANDGU	
Description	Amount		
New Glock G21 pistol in box	200.00		
Upload Firearm images			
Select files...			
 Glock.png 24.59 KB			
Add Firearm			

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ITEM LIST

Article	Description: Black iPhone 15 with 128GB storage	Amount: 25.00	Edit/View	Delete
Jewelry	Description: Womens gold ring with large center ruby with diamond clusters	Amount: 100.00	Edit/View	Delete
Firearm	Description: New Glock G21 pistol in box	Amount: 200.00	Edit/View	Delete

Total Amount: 325.00

Employee Name/ID

MM

Clear

Submit Ticket

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SEARCH TICKETS

To find a previous ticket, enter information about the person, item or ticket you are looking for and click the green "Find" button. At the bottom right of the search screen, you can format your results to list the **ITEMS** or list the **TICKETS**. This selection must be made before you hit the "Find" button to run your search. The default choice is List Items.

TIPS: You can use the % sign as a wildcard to replace characters you don't know (see "Wildcard Help" at top left of screen for more), and you can search by keywords in the Item Description field.

TICKET SEARCH

[Wildcard Help](#)

TRANSACTION			
Start Date mm/dd/yyyy	End Date mm/dd/yyyy	Control Number	

ITEM			
Article Brand	Article Model	Serial Number	Inscription/Owner Applied #
Description	Firearm Type	Firearm Action	Firearm Barrel
Firearm Finish			

CUSTOMER			
Last Name or Business Name Smith	First Name Jane	Middle Name	Date of Birth mm/dd/yyyy
Street	City	State	Zip
ID number / Driver License #	Phone #	Identifying Marks	Employer
Race	Sex	Hair Color	Eye Color
Height Range	Weight Range (in Pounds)		

VEHICLE			
Vehicle Make	Vehicle Model	Vehicle Tag	Vehicle State
Vehicle Description			

[List Items](#) [List Tickets](#)

[Clear Search](#) [Find](#)

FINDER Pawn User's Guide (Shops)

A list of tickets that match your search will be shown below the search window.

RESULT												
Export to Excel View Reports												
Select	Control Number	Shop Name	Date	Make	Model	Description	Serial Number	Images	First Name	Last Name	DOB	
☐	33	Acme Pawn	12/15/2023	Apple	iPhone15	Black iPhone 15 with 128GB storage	121212121		Jane	Smith	01/01/2000	
☐	33	Acme Pawn	12/15/2023			Womens gold ring with large center ruby with diamond accents			Jane	Smith	01/01/2000	
☐	33	Acme Pawn	12/15/2023	Glock	G21	New Glock G21 pistol in box	123456		Jane	Smith	01/01/2000	
☐	32	Acme Pawn	12/14/2023	Dewalt	D25	Dewalt D25 drill with bits and carrying case	545454		Jane	Smith	01/01/2000	
☐	30	Acme Pawn	07/19/2023	TORO	ABC123	LAWN MOWER WITH BAG	9876543		Jane	Smith	01/01/2000	

Clicking on the **Control Number** will bring up a summary of that transaction.

TRANSACTION INFORMATION			Create New Ticket with these articles	Edit Ticket	Void	Print
Acme Pawn 832 Babcock St Suite 5 Melbourne, FL 32888 3215566969			Control Number	32		
			Transaction Date	12/14/2023		
			Transaction Time	06:11 PM		
			Transaction Type	Pawn		
			Maturity Date	01/13/2024		
			Default Date	02/12/2024		
			Finance Charge	7.00		
CUSTOMER INFORMATION						
Smith, Jane 123 Oak St Orlando, Florida 32801			Home Phone	5555555555		
			Employer	RETIRED		
			Business Phone			
			DOB	1/1/2000		
Gender	Female	Race	White	Height	5' 2"	
Hair Color	Black	Eye Color	Black	Weight	100	
Marks						
ID Number	S123456789000	ID Type	Driver's License	Issued By	Florida	
ARTICLE						\$35.00
Brand	Dewalt	Model	D25	Serial Number	545454	Owner Number
Type	Drill	Description	Dewalt D25 drill with bits and carrying case			

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From the ticket summary you can:

- 1) Create a new ticket with some or all of these articles (for customers who repeatedly pawn the same item or items)
 - 2) Edit the ticket data or add photos
 - 3) Void the ticket to remove it from the system completely
 - 4) View and print the ticket
- 1) Clicking "Create New Ticket with these articles" will pop up a ticket entry screen with a new Control Number but with the customer and item information pre-populated. You can change the information and add or remove items from the ticket and then submit it as a new transaction.
 - 2) Click on "Edit Ticket" to correct errors or to insert additional information or photos on a previously submitted ticket. Click on "Delete" next to an item to remove the item from the transaction completely. To edit an item or to add a photo, click on "Edit/View" next to the article. To add an item to the ticket, click on "Article", "Jewelry" or "Firearm" above the Item List. Please follow the detailed instructions in the "Enter Ticket" section of this manual to complete the appropriate fields and add photos.
 - 3) Voiding a ticket cannot be undone, so be sure you really mean it before you hit "Void". The system will ask if you are sure – click OK to void the ticket or Cancel to return to the ticket summary.
 - 4) Clicking "Print" will open the ticket in PDF format in a new window for printing.

Remember, any changes made to a ticket should be provided to the customer and attached to your original copy of that ticket. Any voided tickets should have the date and reason of the void noted on the shop's copy.

UPLOAD TICKET FILE

If you do not enter your transactions directly into FINDER Pawn, you will need to generate a file from your pawn (or secondhand or metal) software system after each day's transactions and save that file to a location on your computer where you can find it for uploading into FINDER Pawn.

FLORIDA SHOPS: As of the date of this manual, Florida law requires tickets to be submitted to the appropriate law enforcement agency:

- By the end of the next business day for **Pawn Shops**
- Within 24 hours of acquiring the item for **Secondhand Dealers**, and
- By 10:00 a.m. the next business day for **Secondary Metals Recyclers**

FINDER Pawn User's Guide (Shops)

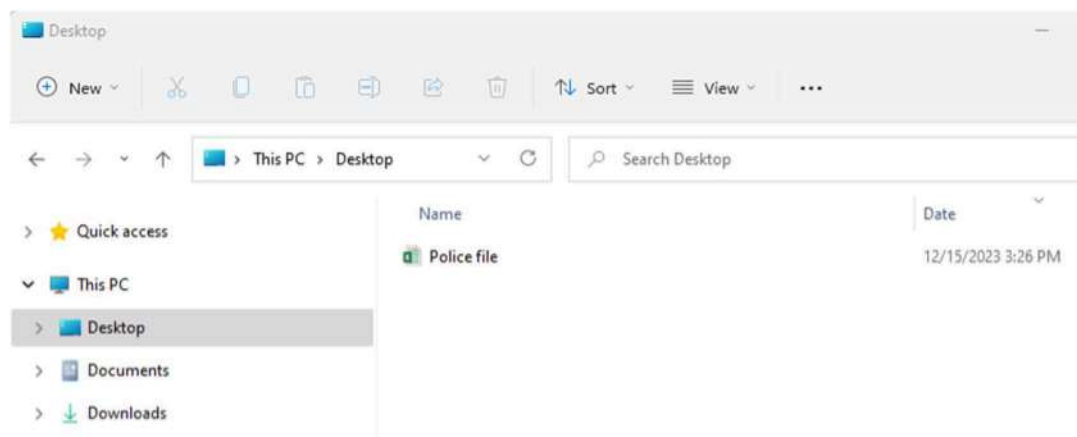
Each shop is solely responsible for being aware of, and complying with, existing state laws and local ordinances.

IF YOU MODIFY A TICKET IN YOUR SOFTWARE SYSTEM, YOU WILL NEED TO RE-UPLOAD THAT TICKET TO FINDER PAWN. VOIDED TICKETS NEED TO BE VOIDED IN BOTH SYSTEMS. See instructions for voiding tickets in the "Search Tickets" section on Pages 12-14 of this manual.

To upload your transactions, click on "Upload Ticket File" on the home page.



Click on the Browse button to find the file you generated/exported from your pawn software system. Navigate to the directory where you saved the data file, then double click on the file name (or highlight it and click "Open").



After selecting your data file, you will be returned to the Upload Tickets screen. Click the orange Submit button to upload your file. You should see one of the following messages:

"File successfully uploaded" – Tickets were imported without issue. You should now see those tickets if you do a ticket search in FINDER Pawn.

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"No tickets found on file" – The uploaded file was empty. Please generate a new export file from your pawn software and try again.

"There was a problem importing your file. Tech Support has been notified." – The format of your data file did not match any of our importers. The issue has been reported to the FINDER Pawn support team. No action is required on your part, but you may hear from our team.

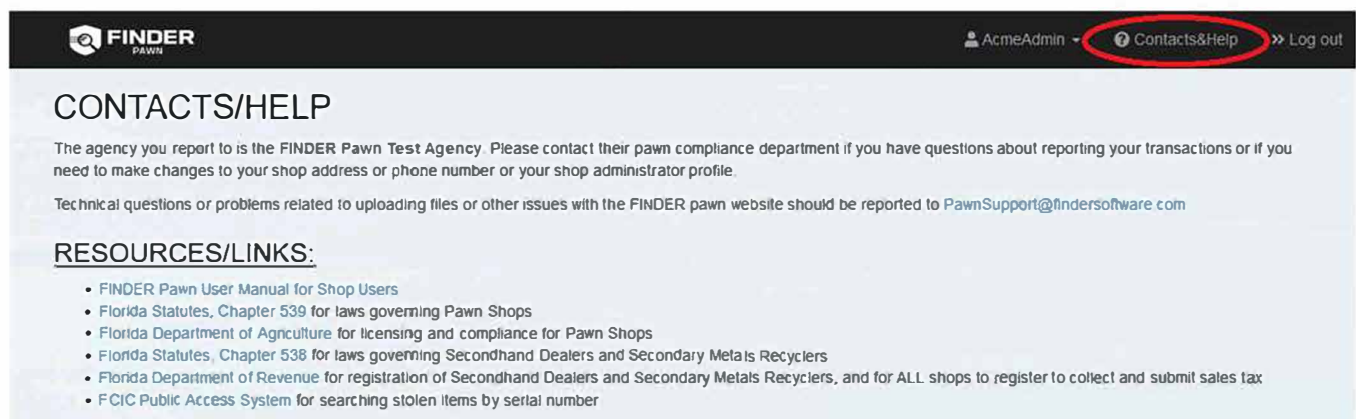


The screenshot shows a yellow notification bar at the top with the text "File successfully uploaded" circled in red. Below this is a dark blue button labeled "UPLOAD TICKETS". Under the button, it says "Select the file with the tickets to be uploaded." At the bottom, there is a light blue button with "Browse..." and "No file selected" text.

We also have a process for bulk uploading of tickets for multiple/corporate shops using a web services interface or FTP. Please fill out a support ticket at Support@findersoftware.com or [FINDERSoftware.com/support](https://findersoftware.com/support) for more information.

CONTACTS / HELP

Please visit the Contacts & Help page for additional information and resources as shown below.



The screenshot shows the FINDER Pawn website header with the logo on the left and user information "AcmeAdmin" and "Contacts&Help" (circled in red) on the right, along with a "Log out" link. The main content area is titled "CONTACTS/HELP" and contains the following text:

The agency you report to is the FINDER Pawn Test Agency. Please contact their pawn compliance department if you have questions about reporting your transactions or if you need to make changes to your shop address or phone number or your shop administrator profile.

Technical questions or problems related to uploading files or other issues with the FINDER pawn website should be reported to PawnSupport@findersoftware.com

RESOURCES/LINKS:

- FINDER Pawn User Manual for Shop Users
- Florida Statutes, Chapter 539 for laws governing Pawn Shops
- Florida Department of Agriculture for licensing and compliance for Pawn Shops
- Florida Statutes, Chapter 538 for laws governing Secondhand Dealers and Secondary Metals Recyclers
- Florida Department of Revenue for registration of Secondhand Dealers and Secondary Metals Recyclers, and for ALL shops to register to collect and submit sales tax
- FCIC Public Access System for searching stolen items by serial number

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For **technical** questions about uploading to FINDER Pawn or error messages received, fill out a support ticket at [FINDERSoftware.com/support](https://findersoftware.com/support)

All other questions should be directed to the law enforcement agency to which you report.

Agency:

Contact person:

Phone number:

Email:

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