

System Setup Questionnaire

Name: _____ Store Location: _____

After completing this questionnaire, please call Data Age to schedule an appointment at least **48 hours prior** to your desired store setup time. Before we start your store setup, you must have these items completed:

- A. All Hardware is connected and positioned in actual location of use.
- B. First, Install PawnMaster CD on your server only. The client install instructions are included in the software case.
- C. Secondly, install the System Update disk in both the real and practice system.
- D. Have Pawn/Buy tickets on hand.

Please do not hesitate to call us if you have any questions on the above items.

Please complete the following questions:

1. If you are in a multi-user environment, is your server in a secure location away from the other users? Yes No
2. Do you have different rates for different loan amounts?
 Yes No
3. Do you have different rates for different customers?
 Yes No
4. Will the interest rate remain the same for the life of the loan or will it change from period to period? Remains the same Varies from period to period
Pd 1 _____% Pd 2 _____% Pd 3 _____% Pd 4 _____% Pd 5 _____% Pd 6 _____%
Pd 7 _____% Pd 8 _____% Pd 9 _____% Pd 10 _____% Pd 11 _____% Pd 12 _____%
5. Is your service charge period calculated by days or months?
 Days Months
6. Do you have any of the following fees? If yes, what are they and are the charged in future periods?
One time fees? No Yes _____% or \$_____ Yes No
Monthly fees? No Yes _____% or \$_____ Yes No
Storage fees? No Yes _____% or \$_____ Yes No
Lost ticket fees? No Yes _____% or \$_____ Yes No
Firearm fees? No Yes _____% or \$_____ Yes No
Late Charges? No Yes _____% or \$_____ Yes No
7. Are you required by your state to separate interest from other charges?

Yes No

8. What is the duration of your contracts?

_____Days or _____ Months

9. How many grace days for pulling pawns?

_____Days

10. How many hold days for buys?

_____Days

11. Do you prorate your redemption charges on a daily basis? If yes, what period do you start prorating? No Yes

12. Do you prorate your service charges on a daily basis? If yes, what period do you start prorating? No Yes

13. Do you allow Back Service Charge Payments to be taken?

Yes No

14. Do you allow Partial Payments to be taken?

Yes No

15. Do you allow Future Payments?

Yes No

16. Do you allow the Lowering of Principal?

Yes No

17. Do you reset the contract date to the day the customer makes a service charge payment?

Yes No

18. Do you assign a new ticket number when you make a service charge payment?

Yes No

19. Do you re-charge any fees when you make a service charge payment?

Yes No

20. Are you required to send reminders? If yes, do you send a reminder letter or self-mailer?

No Yes, Reminder letter Self-mailer

21. Do you allow in-store credit?

Yes No

22. What is the number of days allowed initially for a layaway?

_____Days

23. What is the maximum number of days allowed for a layaway?

_____Days

24. What percentage down for a layaway deposit?

_____%

25. Do you extend date out on a layaway payment?

Yes No

26. Do you give credit on a defaulted layaway?

Yes No

27. What method do you plan on using for your data back-up?

28. Are your employees responsible for balancing their own cash drawers?

Yes No

29. Are you going to use a single employee cash drawer or are they using a shared cash drawer?

Employee Shared

30. Do your pawn and buy tickets use the same numbering system?

Yes No

31. If residing in the United States, what are your state, county and local sales tax rates?

State _____% Non-US Type _____ % Non-US Type _____ %

County _____% Non-US Type _____ % Non-US Type _____ %

Local _____% Non-US Type _____ % Non-US Type _____ %

32. Are you required to report to your Police Department electronically? If yes, what system are they using? No Yes _____

33. Are you planning on processing credit card transactions from your PawnMaster System? Yes No

34. Are you planning on sending text messages through the PawnMaster System? Yes No

When scheduling your Store Setup appointment, please be aware that you need to call a minimum of 5 business days before your desired setup date.

Please fax back to Data Age at 727-582-9666.

Disclaimer:

In no event, regardless of the cause, shall Data Age Business Systems, Inc. be liable for information provided in the course of your store setup. We make no warranty or representation of having knowledge of your state laws. In addition, in no way do we constitute an offer of advice as a valid substitute to your state laws. It is your responsibility to obtain the required information requested.