

The importance of software training when switching vendors

DATA AGE BUSINESS SYSTEMS, INC.

2015

Why is software training important?

Our training is designed to help you absorb every tool within PawnMaster. Our software was built with business intelligence and is designed to grow with your business. We continually enhance our software to give you the tools you need to succeed.

The point of software is to make YOU effective. If you aren't using software at its full-capacity – how is your business being effective?

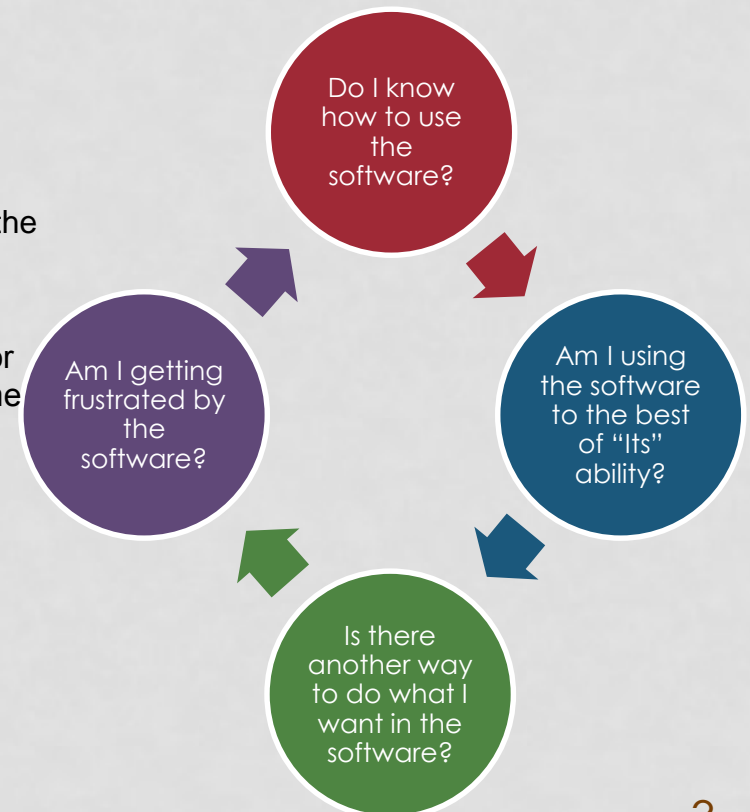
If you can 100% say that you know how to use the software as well as the people that developed it – training is not for you.

BUT

If you have those little questions of “I wonder what this feature does?” or “How does this work?” or “Is there something in the software that lets me do this?” – training is for you.

The **biggest benefit** is the **reports**. I wasn't using even 30% of what Pawnmaster is capable of prior to coming down to corporate training. Now that we had the training, there is so much more that I can keep track of.

-Gina Barkan: A Pawn USA



CUSTOMIZED TRAINING FOR ALL LEARNERS BUILT AROUND YOUR SCHEDULE

What types of training we offer



All your questions answered!



We are beyond thrilled about how we can implement the new tools Rich taught us! By far, the BEST training, support and tech support in the industry!

-Gina Barkan: A Pawn USA

DATA AGE UNIVERSITY: Accepting New Students



Vacate and Learn at Corporate Headquarters

Come see what all the fuss is about at Data Age's Corporate Headquarters. Take a look at the facility and each department, **learn the company process** from call-in to talking to one of our very knowledgeable staff.

Spend the day in Data Age's dedicated training room **interacting with modules, imitating the actions of a pawn, selling an item, and managing inventory.**

Already know how to do something? Don't worry, we'll **cater the training to your needs.** Refresh the concepts you already know, and learn the stuff you really want to know!

And while you are here – **let us take you out to lunch!**

Meet Richard Lutz – Data Age's Training Director



Richard Lutz's has trained with hundreds of pawn shop owners. From the single shop owner to the multi-shop owner; Richard has the training background to teach various types of clients.

Richard has a esteemed background in corporate training and continually finds ways to enhance his resume with industry trends. Richard's passion makes training exciting while allowing learners to understand the rich and robust features within PawnMaster!

"RICH IS AMAZING!!!! He is so knowledgeable, not only about the software, but also the pawn industry. You can tell he has a passion for it as well. He made learning very enjoyable."

– Gina Barkan: A Pawn USA

In-Store Training

Can't make it down to our headquarters?

Bring us to yours!

- ❑ Want to train on how your system works with **your employees**, in your physical shop?
- ❑ Want to train each type of employee **on how to use the system?**
- ❑ Want someone **100% knowledgeable** about PawnMaster software in your store?

If you answered YES to any of these questions, Talk to US about coming to your shop!



Richard is the man!

Is there anything you would do differently within our training department?

Yes, send Rich to Clermont every day!

-Gina Barkan



- **PawnMaster Reporting**
- **Employee management**



- **Employee Management**
- **Manager Overrides**



- **Basic transactions**
- **Adding customers**

Remote Training

“The value this training added to our company is superlative. Richard and the staff are so knowledgeable, not only about the software, but also the pawn industry. You can tell that Richard has a passion he makes learning very enjoyable.”

—Gina Barkan, A Pawn USA

Have a specific question?

- How to manage reports?
- PawnMaster Security?
- Inventory Controls?
- Employee Controls?
- How to use Built-in Marketing tools?

How it works:



Online Training

- Want to **educate** a new employee?
- **Refresh yourself** on the basics?
- **Quiz your employees** on their knowledge?
- Get **PawnMaster certified**?

“**Little tricks** of the software that I didn’t know about already **made my life easier**.
Ex: Now when we search for a customer, the Driver’s License pops up right away”

Gina Barkan,
2015

- **Videos**
 - Basic level
 - Intermediate level
 - Advance level
- **Add-on/Module Guides**
 - Text Messaging
 - eforo
 - Scanners
- **Online Courses**
 - Test your employees’ knowledge

Don't Just Take Our Word For It!

Pawn Master has many more features and is dependable. Data Age has created a program that works great for the pawnbroker with one store or multiple stores. I wish we would have switched sooner.

Frank Broadway
Salisbury, NC

We trained our people in a matter of minutes, and your tech support is the best I've ever seen.

Vic Carusa,
Kansas City, MO

Pawn Master is so very easy and user friendly it's absolutely awesome. Don't look any farther! You can't go wrong. If you are just learning how to use a computer, or have been using a computer for years, you will love this program.

-Brenda K. Althuzius

We are a single store and we had a very old system that did not meet our needs any longer, so we ordered Pawn Master and continue to be impressed with your program. It is very user friendly and your staff was very helpful in setting us up and answering any and all questions no matter how trivial.

Genia Lawrence
Boise, ID

After 16 years in retail we only use the best so applications specific software. We looked at all pawn specific software, and selected the best- Pawn Master.

Harold Scott
Olive Hill, KY

We have been Data Age customers for more than 10 years and have always enjoyed prompt customer service, helpful service representatives and an effective software program that evolved with our business needs.

Philip Web
St. Louis, MS