

FFL Compliance Manager Transcript

The FFL Compliance Manager is a stand-alone software solution for Firearm Licensees of all sizes and is available to Eagle and non-Eagle users. With FFL Compliance Manager, you can easily acquire firearms, dispose firearms, run reports, simplify the work required for an ATF audit, and perform Trace Requests. On Eagle software Release 27 and higher, FFL Compliance Manager works with your Eagle system to keep your records updated and organized.

This course will show you how to use the helpful Walk Me step-by-step guide within FFLCM. We will also see how Eagle integrates with FFLCM when using the Service and Repair function. This will include the process to return and trade in firearms.

The Walk Me feature will take you through each keystroke needed for a specific action. Let's take a look at using this to help us acquire a firearm. From the Transactions page, select Acquire Firearm. Then select the blue circled question mark next to the words New Acquisition. This symbol is identical to the Help symbol in Eagle, so it should look familiar.

A popup window displays to walk you through the process of acquiring a new firearm. After completing each step, select next. Continue following the steps until the firearm has been acquired.

Eagle Software Release 27 and higher allows you to offer gunsmith and repair services using the Service and Repair feature. View the Options Document to ensure that your system is correctly set up. From Point of Sale, start a service order as you normally would. Enter the firearm serial number. Enter the customer number and job if applicable.

Then select the F repair type. This stands for Firearm Repair. Press OK. Fill out the left side of the screen based on your system settings for required customer information.

On the right, select the firearm type from the dropdown menu. Enter the firearm caliber and model number. With Eagle Software Release 27 and higher you can choose the related Service Package and add any additional notes.

Change the status of the firearm to Checked-in and press OK. A dialog box prompts you to enter the firearm's manufacturer, country of manufacture, and importer if applicable. Fill in the required fields and press OK.

The data is posted to the order. The related Service Package SKU appears in the Item field. Determine the Quantity and press Enter. Add any other items the customer may need and then total the transaction. Apply any needed deposits. A document number is assigned to the order.

Now, login to FFLCM and select Transactions so that your business can acquire the firearm being worked on. If your Eagle system is integrated with your FFLCM software, select Acquisitions from the Approve heading. Here you will see all of the acquisitions that need to be approved. Contact your customer account manager if you have questions about integration.

Select the correct one. The firearms details appear at the bottom of the screen. Select the edit button. Ensure that all of the information for the firearm is filled out and press save.

Enable the check box next to the firearm that is being worked on, and press Acquire Selected. When asked to confirm, select yes. A popup window appears on the screen confirming that the firearm was acquired.

When the work is complete and the customer returns, recall the order from Eagle Point of Sale, and invoice it. It must be invoiced to update Compliance Manager. In FFLCM Transactions, select Dispositions from the Approve section.

Select New Dispositions and locate the firearm. As before, enable the check box next to the firearm in question. Then press Dispose Selected. Confirm that the information is correct, and then press Save. This removes the firearm from your bound book.

Now when a firearm is returned to your store, an acquisition will automatically be sent to FFLCM. In Point of Sale, start a Credit Memo, as you would for any type of return, and select the Return Method.

Enter the firearm SKU. Enter a quantity of one and press enter. A Best Practice is to use Returns Validation. Watch the course titled Merchandise Returns for more information. Select the correct document, type of return, and reason for the return.

Press OK. Select the correct serial number and press OK. Total the transaction and refund the customer based on your store's policy. Within FFLCM, the firearm is listed in Approve/Acquisitions.

Your business may allow Firearm Trade-Ins. Let's walk through how to process them. Start by walking through the process of purchasing a firearm. Enter the SKU, TRADE with a quantity of one. Refer to the course documentation for SKU setup.

Then enter the price of the firearm that is being traded in. Press the Credit button. Select return with no receipt and press OK. If prompted that the item was not previously sold in the store, press YES.

Select Return the Item. Choose option 4 when asked for a reason and press OK. Note that while Trade-Ins are treated as returns, they will not affect your sales numbers. Press Enter to post the item. Enter a short Description for the firearm.

A Best Practice is to enter the cost and retail price for the item you are allowing to be traded in. Then press OK. On the FFL Compliance Manager window, enter the Firearm Type, Manufacturer, Model, Caliber and Country of Manufacture. Then press OK.

Press Enter. Enter the trade in firearm's serial number and press OK. Press Total and complete the order as you normally would. Now when you log into the FFL Compliance Manager, you will be able to acquire the trade in firearm just as you would with any other accepted firearm.

Using the FFL Compliance Manager alongside Eagle can make selling and acquiring firearms a seamless process. You should now be familiar with the Walk Me feature in the FFL Compliance Manager. Use this to help you move through the process step-by-step. We also saw how Eagle Point of Sale integrates with FFL Compliance Manager to offer gunsmithing and repair services. Returning firearms and firearm trade-ins can be performed using familiar Eagle functions.

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