Using Special Orders, Layaways, and Transfers with FFL Compliance Manager Transcript

When creating a special order for a firearm, you may not have all of the information you need to complete the process. With Eagle Software Release 27. 1 and higher, we added tools to help ensure that you document the transactions properly. Let's take a look at creating a special order, using the layaway feature, and using transfers in conjunction with Eagle's FFL Compliance Manager.

If a customer comes in looking for a firearm that you don't have in stock, you can now create a special order without the specific serial number. In Point of Sale, select Special Order from the ribbon menu. Then, enter the Firearm SKU and any other required information. In the serial selection box, choose To Be Determined, and press OK. Now, when you total your order, the firearm will not send information out to the FFLCM server.

 When you receive the firearm from the manufacturer, recall the special order. Double click the SKU. The bottom of the screen will indicate that a serial number has not yet been assigned. Press the Menu button, and choose Select firearm to sell. Locate the item that was special ordered.

If you have many firearms in your inventory, use the Lookup button. Enable the corresponding check box, and then press OK. The system adds the serial number information to the transaction. Total the invoice as you normally would.

When a customer comes into your store to place a firearm on layaway, you can communicate the required information to FFLCM. Select Start Transaction, and choose Layaway. Enter the Firearm SKU and quantity as you would with any order, and then press Enter. Select To Be Determined and press OK.

Now Total the order and take the customer's deposit. Your system settings will determine what amount is required. Complete the order as you normally would.

When the customer returns to pick up their layaway firearm, recall it by either scanning the receipt barcode, entering the document number, or looking up the

order. On the Layaway menu, select Apply the final payment. The system displays the amount needed. When the system indicates that you're missing a serial number, select No so that you can enter it.

Just like we did with the special order, double click the firearm SKU. Then, select the correct model purchased, and press OK. Total the order and take the remaining payment.

You can use Point of Sale's Transfer functionality to move firearms from one store to another. From Point of Sale, select Start Transaction. Then click Interstore Transfer. From the Customer drop down menu, select the store that will be transferring the firearm out of their inventory. Enter the SKU and the quantity. Select the serial number for the firearm and press OK.

Total the transaction and select a transfer status of S, for shipped, and press OK. When the firearm arrives at the other store, they will recall the transfer. Press Total or the plus key, and then set the Transfer Status to Complete.

With Eagle Software Release 27.1 and higher, you can create Special Orders and Layaways before the serial number is available. You can also transfer firearms between stores and make sure the process is documented and accurate.

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