

RAPID Reminders

Hello to all dealers. Thank you for all of your efforts to 'Get It Right'.

I have created this bulletin to remind all dealers of some important requirements for transactions reported in the Regional Automated Property Information Database - RAPID.

Fingerprints

Obtaining good fingerprints is probably one of the easiest steps in the transaction process. The clerk asks the customer to place the customer's right thumb on the fingerprint capture device. The Point of Sale (POS) program used by the dealer displays the customer's thumbprint.

Now the hard part. If the customer has not properly centered their finger on the device the clerk must ask the customer to move their finger (usually up further) so the center of the customer's thumbprint pattern displays in the center of the POS print display screen.

Good thumbprints look like this:



Bad thumbprints look like this:



The next greatest problem with thumbprints is caused by dirt or film build-up on the fingerprint device. This is easily resolved by wiping down the device at the beginning of each day. If you are a high volume store you might need to repeat the cleaning several times a day.

Dirty print devices make prints like this:



No Transactions Today!

Some dealers have received emails from me asking for information on whether or not there were any transactions in their store for a particular day. Those emails are sent whenever I have an opportunity to check the dealer activity reports and find no transaction information on a particular day.

In the RAPID provided POS program you are able to indicate that you had no transactions for the day. Originally this feature would only work for the current day. The feature has now been modified so that you can make a "No Transaction Today" entry for any day.

To use this feature (and to avoid an email from me) logon to your RAPID website. From the Main Screen choose Administration/ No Transaction Today. A separate window will appear.

Demo of PortlandDemo

No Transactions

Are you sure there are no transactions for 1/31/2011?

Or select a date below to update:

February 2011						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5
6	7	8	9	10	11	12

Main Menu / No Transactions

Choose the no transaction date and click on submit. RAPID will display an asterisk instead of a blank field for that day in the Dealer Activity report.

Dealers using their own POS program can also use this feature to indicate no activity for any day.

Searching/ Updating Transactions

All dealers, whether using the RAPID provide POS or their own POS, are able to use the RAPID POS to search for a transaction record. From the Main Screen choose Inventory Management/ Inventory Search. A separate screen will appear.

This page will allow you to perform inventory searches / Item searches based on the criteria entered below.

In the Item Search Filter:
 If you have a buy ticket number choose Claim Receipt,
 If you have a buy receipt number choose Purchase Receipt,
 If you have an item number choose Item Number,
 If you have a pawn ticket number choose Pawn Ticket.

Enter the number in the Search Number field and click on Submit. RAPID will then display the item you searched for or multiple items if you searched for a ticket or receipt number.

2 items were found

[Return to Inventory Search Screen](#)

Item No	Customer	Description	Receipt	Stock	Status	Unit Cost	Item Total Cost	Unit Price	Sold
<input checked="" type="checkbox"/> 1270931	Kong, King	Mountain Bike schwinn	173		Past Hold	\$ 100.00	\$ 100.00	\$ 0.00	N/A
<input checked="" type="checkbox"/> 1270930	Kong, King	28 Mountain Bike trek 820 , S/N #wtu12312312312, kgon sticker, kevlar tires	173		Past Hold	\$ 200.00	\$ 200.00	\$ 0.00	N/A
Totals							\$ 300.00	\$ 0.00	\$ 0.00

From this screen you can view the receipt (which will display the ID image captured), the customer (and their other transactions in your store) or the full item information. Only the item information can be edited.

Demo of Portland Demo Store

Inventory Maintenance

Submit Reset All Information Advanced Search Main Menu

From this screen you can change any information located in the white boxes. Once you have made your changes click on Submit and the changes will be saved and transferred to the Police side of the system.

This is the process you should use for correcting serial numbers. If you have your own POS, be sure the information is changed in your system also.

Serial Numbers

I recently did a search for all Dell computers in RAPID from 010111 to 020811. I found 174 entries. Exactly 50% (87) of the entries displayed BAD serial numbers for the computers.

The bad serial numbers are easy to spot, because you and I know that a Dell computer serial number is labeled as the **Service Tag Number** and is only 7 digits long (5 for really old – 7 years ago, models) with alpha and numeric characters. If you have entered an incorrect serial number for a Dell computer, please find the Service Tag Number and correct your item information as shown above.

The email to which this bulletin is attached also contains a PDF file named 'Serial Numbers Compiled' which may be helpful in your efforts to provide correct serial numbers. This document contains a list of serial number locations and types for a number of manufactures. The list has been compiled by our Special Property Investigations unit over a number of years. The document is not meant to be complete but is hopefully accurate. Please let me know if you find any errors or mistakes.

Thank You

I am sure you do not hear this enough, but thank you! Thanks for your service to the community and your continued effort to curtail the sources of disposing of stolen property. If you have suspicions about an individual or an item of property, please contact your local investigator.

Also please contact you local investigator if you hear of persons or businesses that are not following the Portland City Code for Secondhand dealers. They hurt your business and our community.

Brent Bates
RAPID Program Coordinator
Portland Police Bureau