

PART ONE · SETUP

1 What This Guide Covers

A special order is a firearm (or suppressor) you order for a customer who pays a deposit up front. The gun arrives in a week or two, you do any in-house work it needs — mounting a scope, an optic cut — and the customer comes back, completes the 4473, pays the balance, and takes it home. This guide walks you through that whole cycle in TacticalPay POS using a **work order**, so the deposit, the balance, and your inventory all stay correct from the first phone call to pickup.

At a Glance

- **One-time setup:** create a \$0 **Special Order** inventory item. It stands in for the firearm until the real, serialized gun arrives.
- **Taking the order:** start a work order, rename and price the Special Order line, add any services, and collect the deposit with **Add Payment**.
- **When the gun arrives:** log the acquisition in FFL Boss, then swap the Special Order line for the serialized firearm.
- **Pickup:** complete the 4473 and disposition, then collect the balance. Paying in full closes the work order automatically.
- **Not the right fit?** If the gun is already on your shelf, use layaway — see “Using the Layaway Feature.” For suppressors and other NFA items, see “Selling an NFA Item” — the Form 4 wait changes the flow.

Important — not legal or compliance advice: taking a deposit doesn't start or complete a firearm transfer. The customer still completes the 4473 and background check before taking the gun, and some states add their own rules on deposits and transfers. This reflects our general understanding only — confirm your specific situation with your ATF rep or attorney before acting.

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2 Create the Special Order Item (One Time)

The firearm isn't in your bound book or inventory yet, so **Add Product** can't find it. A reusable Special Order item holds its place on the work order until it arrives. You only set this up once.

- 1 Go to **Manage Inventory** → **Inventory** and click **Add Inventory**.
- 2 Enter a **Name** (Special Order) and a **SKU** (for example, SPECIALORDER).
- 3 Enter **0.00** as the **Retail Price**. It's a required field — you'll set the real price on each work order.
- 4 Choose **Taxable** or **Non-Taxable** to match how you tax firearms, so the deposit receipt shows the right tax.
- 5 Enter a large **Current Stock** number, such as 99999, so the item never runs out. Add a short **Description** if you like.
- 6 Click **Add Item**.

Add Inventory

Inventory ☆

NameSpecial Order

SKU SPECIALORDER

ClassDefault

LocationBill's Gun Shop

Taxable

Non-Taxable

Retail Price\$ 0.00

Min Sale Price\$ 0.00

Purchase Price\$ 0.00

DescriptionPlaceholder for special-order firearms. Swap for the serialized firearm once it is acquired.

Stocking Levels

Current Stock99999

For Inventory Reporting (To Keep In Stock)

Minimum

Maximum

Cancel

Add Item

Fig. 2 — The Special Order item: \$0.00 Retail Price, Taxable, and a high Current Stock.

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PART TWO · TAKING THE ORDER

3 Start the Work Order

- Go to **Sales** → **Work Orders** and click **Start Work Order**. Select the customer, then fill in the fields with the special order in mind:
- **Status** — **Awaiting Parts** while the gun is on order.
 - **Work Order Description** (shown on the receipt) — the make, model, and caliber, plus any work you'll do before pickup.
 - **Work Order Notes** (shown on the receipt) — your deposit and pickup terms, such as whether the deposit is refundable and that the balance is due at pickup.
 - **Customer Notes** (internal only) — the distributor, PO number, and expected arrival.
 - **Estimated Completion Date** (required) — the expected arrival date plus any build time.

New to work orders? See “Work Order Guide” on tacticalpay.com/knowledge-base/pos for every field and button.

4 Add the Firearm & Services

- 1 In **Work Order Items**, click **Add Item**, search for **Special Order**, click its **+**, then click **Add Work Order Items**.
- 2 Click **Edit** on the Special Order line. Rename it to the firearm (for example, *Special Order - Glock 19 Gen 5 9mm*) and enter the full sale price in **Price**. Click **Save**.
- 3 Add any in-house work with **Add Service** (an optic install, for example) and any parts with **Add Item** (the scope, rings).
- 4 Check the **Total** at the bottom of the form, then click **Start Work Order** to save.

Tip: the name you give the Special Order line prints on the receipt, so spell out the make and model the customer is paying for.

Update for: Special Order - Glock 19 Gen 5 9mm

Name

Special Order - Glock 19 Gen 5 9mm

Serial Number

Sku

SPECIALORDER

Price

0.00

Discount Amount

Quantity

1

Fig. 4a — Edit the Special Order line: rename it to the firearm, then enter the full price.

Start Work Order

Work Order Details

Customer

John Smith

Contact Information

Name

John Smith

Phone

(123) 456-7890

Email

johnsmith@demoemail.com

Birth Date

08/27/1982

Status

Awaiting Parts

Assigned Employee

Assigned User

Work Order Description (Shown On Receipt)

Special order: Glock 19 Gen 5, 9mm. Includes scope mount installed before pickup.

Work Order Notes (Shown On Receipt)

Deposit is non-refundable once the firearm is ordered. Balance due at pickup. Firearm transfer requires a completed 4473 and background check.

Work Order Items

2 Total Items

+ Add Item

+ Add Product

+ Add Service

Special Order - Glock 19 Gen 5 9mm - \$650.00 x 1

\$650.00

SKU: SPECIALORDER

Taxable

Non-Taxable

Edit

GS Install - Optic - Handgun - \$75.00 x 1

\$75.00

SKU: SVC

Taxable

Non-Taxable

Edit

2 Total Items

Fig. 4b — The new work order: Awaiting Parts, the renamed \$650.00 Special Order line, and an optic install service.

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5 Take the Deposit

Most shops collect 50% to 100% of the firearm's cost when the order is placed.

- 1 Open the work order (click **View** on the Work Orders list) and click **Add Payment**. Checkout opens with a **Work Order Payment** line showing the remaining balance.
- 2 Enter the deposit in **Payment Amount**.
- 3 Choose **Cash, Check, Zelle, Credit Card**, or **Debit Card**, and click **Complete**.
- 4 You're returned to the work order. The deposit appears on the **PAYMENTS** tab, and the **Remaining** balance drops to match.
- 5 Click **Print Receipt** or **Email Receipt** to give the customer a deposit receipt. It lists the deposit under **Payments Made**, the balance as **Remaining**, and your Work Order Notes.



Bill's Gun Shop
Main Store
7131234567
Demo@BillsGuns.com
123 Main Street
Conroe TX 77384
10-01-2026

Work Order #36

Special Order - Glock	\$ 650.00
19 Gen 5 9mm	
SKU:	
SPECIALORDER	
SN:	x1 \$ 650.00
GS Install - Optic —	\$ 75.00
Handgun	
SKU:	
SN:	x1 \$ 75.00
Sub Total:	\$ 725.00
Tax Breakdown (8.250% on \$650.00):	\$ 53.63
City Tax (1.0000%):	\$ 6.50
Special Tax (1.0000%):	\$ 6.50
State Tax (6.2500%):	\$ 40.63
Total:	\$ 778.63
Remaining:	\$ 378.63

Fig. 5b — Deposit receipt: \$400 paid, \$378.63 remaining.

Fig. 5a — Checkout with the Work Order Payment line: a \$400.00 deposit against \$778.63 remaining.

PART THREE · ARRIVAL & PICKUP

6 Acquire the Firearm in FFL Boss

When the gun arrives, log it in your bound book the same way you log any incoming firearm: in FFL Boss, go to **Acquisitions**, click **Add Acquisition**, choose the distributor, and add the firearm with its serial number. The acquisition syncs to TacticalPay POS on its own — the gun appears under **Products** → **Firearms as In Stock**, ready to add to the work order.

See “Firearm Acquisitions” on tacticalpay.com/knowledge-base/pos for the step-by-step.

Pistol	Glock	19 Gen 5	9mm Luger	SODEM0001	\$450.00	\$650.00	In Stock	3554	Print	Add	
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Fig. 6 — The newly acquired Glock 19 Gen 5 in Products → Firearms, In Stock at \$650.00.

Tip: add the work order number to the acquisition's **Notes** field (for example, “Special order — Work Order #36”) so the bound-book entry and the customer's order stay linked. While you're doing any in-house work, set the work order's **Status** to **In Progress**; switch it to **Ready** and call the customer when the gun is ready for pickup.

7 Swap In the Serialized Firearm

- 1 Open the work order and click **Add Product**.
- 2 Find the **exact serial number** you just acquired, click its **+**, then click **Add Work Order Products**.
- 3 Check that the firearm's price matches the Special Order line. If it doesn't, click **Edit** on the firearm line and adjust the **Price**.
- 4 Click the **x** on the Special Order line, then **Delete Line Item** to confirm.
- 5 Click **Save**.

Match the serial exactly. The Add Product list also shows firearms that are already sold or transferred, so pick the serial you just acquired — not just the right make and model.

Work Order Items 3 Total Items + Add Item + Add Product + Add Service

1094
Glock | 19 | 9 mm
\$650.00 Taxable Non-Taxable Edit

Special Order - Glock 19 Gen 5 9mm - \$650.00 x 1
\$650.00
SKU: SPECIALORDER Taxable Non-Taxable Edit

GS Install - Optic - Handgun - \$75.00 x 1
\$75.00
SKU: Taxable Non-Taxable Edit

3 Total Items

Fig. 7 — Both lines on the order, just before you remove the Special Order line with the **x**.

Your deposit stays put. Payments are tied to the work order, not the line item, so swapping lines doesn't touch what the customer has already paid. Tax recalculates to the firearm's own tax settings, so the total and the remaining balance can shift by a few cents after the swap.

8 Complete the 4473

Run the 4473 before you collect the final balance:

- 1 On the work order, click **Copy Customer to FFL Boss** if the customer isn't in FFL Boss yet.
- 2 In FFL Boss, open **Start 4473**, click **Add Items**, and select the serialized firearm. This list shows only in-stock firearms.
- 3 Click **Send to Kiosk**. The customer completes Section B, then you run NICS and complete the disposition as usual.

Section A - Must Be Completed By Transferor/Seller Before Transferee/Buyer Completes Section B

Manufacturer	Model	Serial	Type	Caliber
Glock	19 Gen 5	SODEM0001	Pistol	9mm Luger

6. Total Number of Firearms to be Transferred (Please spell total number e.g., one, two, etc. Do not use numerals.)
Total Number of Firearms: ONE

7. Check if any part of this transaction is a pawn redemption.
Record Line Number(s) From Question 1: Pawn Redemption: Yes No

8. Check if this transaction is to facilitate a private party transfer.
Private Party Transfer: Yes No

Send to Kiosk

Fig. 8 — Start 4473 in FFL Boss with the special-order firearm added to Section A, ready to send to the kiosk.

See "Processing Firearm Dispositions" on tacticalpay.com/knowledge-base/pos for the full 4473, NICS, and bound-book walkthrough. Once the disposition is complete, the firearm shows as **Sold** in Products → Firearms — even though the customer hasn't paid the balance yet. That's expected: the firearm is legally sold, and the work order still tracks what's owed.

9 Collect the Balance

- 1 On the work order, click **Add Payment**.
- 2 Enter the full **Remaining** balance in **Payment Amount**, choose the payment method, and click **Complete**.
- 3 Paying in full closes the order automatically: the **Status** changes to **Completed**, the **Completed Date** fills in, **Remaining** drops to \$0.00, and the item buttons lock.
- 4 Print or email the final receipt and hand the customer their firearm.

Dashboard > Work Orders > 36 >

Print Receipt Email Receipt Delete

WORK ORDER PAYMENTS

Work Order Details

Customer: John Smith

Contact Information

Name: John Smith Phone: (123) 456-7890

Email: johnsmith@demoemail.com Birth Date: 08/27/1982

Copy Customer to FFL Boss

Status: Completed

Work Order Items 2 Total Items + Add Item + Add Product + Add Service

1094
Glock | 19 | 9 mm
\$650.00 Taxable Non-Taxable Edit

GS Install - Optic - Handgun - \$75.00 x 1
\$75.00
SKU: Taxable Non-Taxable Edit

2 Total Items

Fig. 9 — The completed work order: Status is Completed and the item buttons are locked.

10 Quick Reference

Print this page and keep it by the counter.

- **Set up once** — Manage Inventory → Inventory → **Add Inventory**: "Special Order," \$0.00, high stock.
- **Start** — Sales → Work Orders → **Start Work Order** → customer, **Awaiting Parts**, description, deposit terms in Work Order Notes, completion date.
- **Add the gun** — **Add Item** → Special Order → **Edit**: rename to the firearm and enter the full price. Add services and parts → **Start Work Order**.
- **Deposit** — **View** → **Add Payment** → deposit amount → payment method → **Complete** → print or email the receipt.
- **Gun arrives** — FFL Boss **Add Acquisition** (syncs to POS as In Stock) → status **In Progress** while you work on it, **Ready** when done.
- **Swap** — **Add Product** → the exact serial → confirm the price → ✕ the Special Order line → **Save**.
- **4473** — Copy Customer to FFL Boss → **Start 4473** → Add Items → Send to Kiosk → NICS → disposition.
- **Pickup** — **Add Payment** for the remaining balance → the order closes as **Completed** → hand over the gun.

Need help? More guides are at tacticalpay.com/knowledge-base/pos. For questions on this workflow, email POS@TacticalPay.com — our in-house, Texas-based team will get back to you.