

1. Overview

The TacticalPay POS **Services** section holds every fee-based item that isn't a physical product on the shelf — gunsmithing labor, range rentals, classes, FFL transfer fees, special-order deposits. Service items have a quantity of zero by design: they never decrement when sold and never appear in inventory valuation reports.

This guide covers three at-the-register flows — Rentals, Classes, and Transfers — and one work-order flow — Gunsmithing, where the customer leaves a firearm with you for several days and pays in stages.

**Important — not legal, tax, or accounting advice:** This guide is operational guidance only. Sales-tax treatment of gunsmithing labor, class tuition, range fees, and parts varies by state. ATF rules govern every disposition of a firearm. Confirm your specific situation with your ATF IOI, attorney, or CPA before you act.

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2. One-Time Setup — Service Items

Before you can sell a service at the register or put one on a gunsmithing layaway, build out your Services catalog. This is a one-time job — most shops finish it in 20–30 minutes.

2.1 Open the Services Section

In the POS sidebar, click **Services** (under Products, between Consignments and Trade-Ins). The Services page works the same way as the Inventory page — a searchable list, an **+ Add Service** button in the top right, and the same import / export / refresh controls.

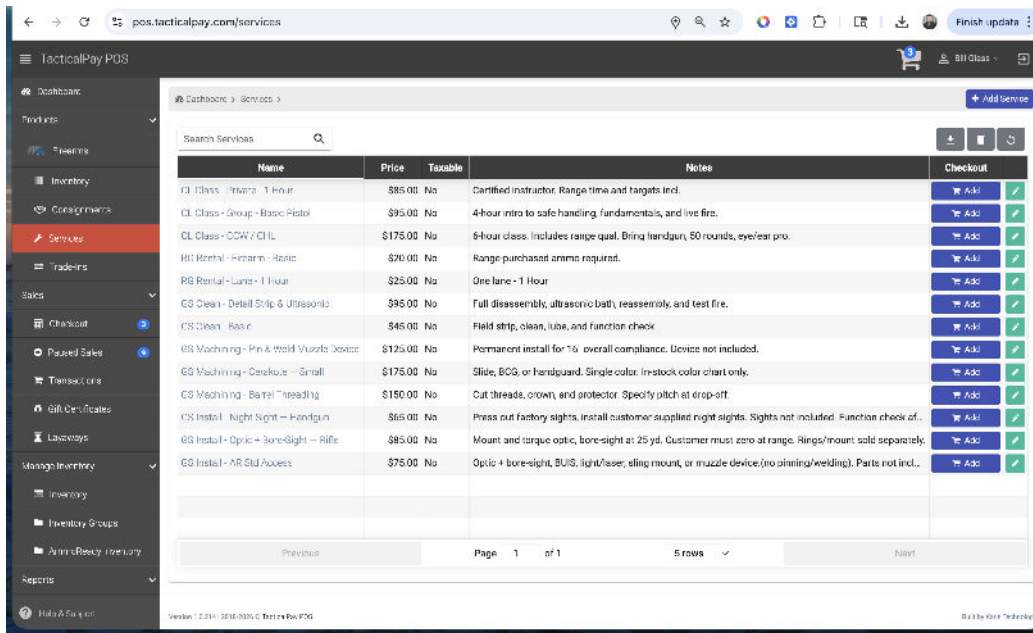


Fig. 2.1 — Services page: every fee-based item lives here, separated from physical Inventory.

2.2 Add a Service

Click **+ Add Service**. The dialog asks for four things:

- **Name** — keep it short and scannable. Use a category prefix so the list sorts logically: **GS** for gunsmithing, **CL** for class, **RG** for range, **TR** for transfer.
- **Price** — fixed retail price for the service. Set to **0.00** for variable-priced items (you'll edit the line at checkout).

- **Notes** — what the service includes, turnaround time, customer requirements.
- **Taxable / Non-Taxable** — see the tax note below.

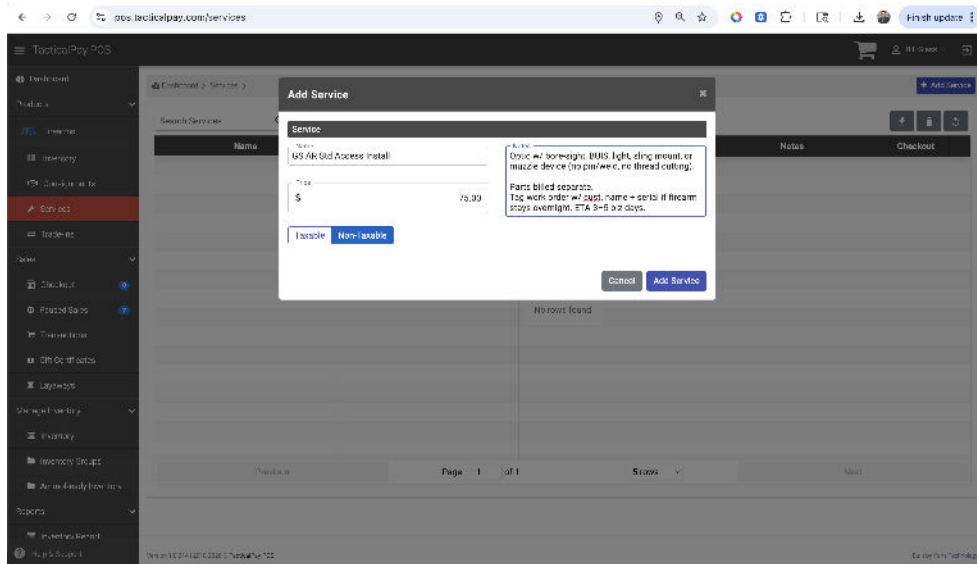


Fig. 2.2 — Add Service dialog: name, price, customer-readable notes, and taxable toggle.

**Tax — services vs. parts:** Most states do not tax pure labor (gunsmithing time, class tuition, lane rental), but most states do tax tangible parts and consumables. Default fixed-price service items to **Non-Taxable**, then flip any Parts line to **Taxable** when you add it to a sale or layaway. Some states tax fabrication labor and bundle services differently — confirm with your CPA.

**Tip:** Keep one variable-priced **GS Parts (Variable)** item set to \$0.00. When a gunsmithing job needs a \$14 sling stud or a \$42 trigger, add this line to the layaway and edit the price to the actual cost. Faster than creating a one-off Service item for every part.

### 3. At-the-Register Flow — Rentals, Classes, Transfers

Rentals, classes, and FFL transfers all follow the same three-step pattern.

- Ring up any physical items on the register.
- Click the **Services** button at the top right of the register.
- Pick the Service item from the modal, complete payment.

#### 3.1 Add the Service to the Sale

You can add services to a shopping cart just like other inventory, or from any active register, click **Services** in the top right (next to the Terminal selector). The **Add Services** modal opens with your full catalog, searchable and filterable.

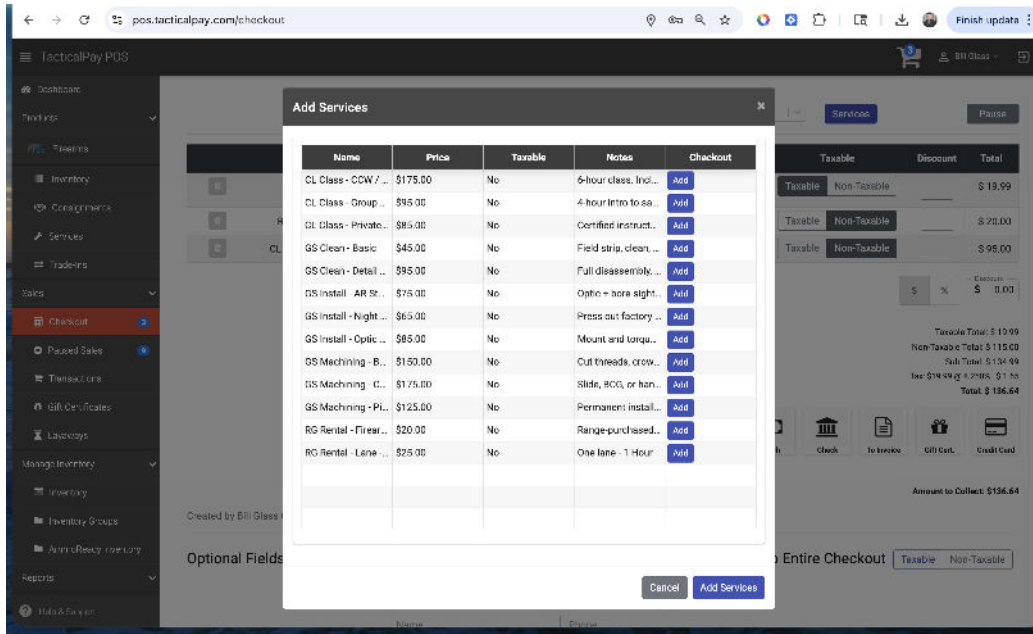


Fig. 3.1 — Add Services modal: search or scroll, then click Add to drop the item onto the current sale.

Click **Add** next to the service the customer is buying. The item lands on the active sale with the price and taxable setting from its Service definition. Items appear in checkout with the suffix — **Service** so the cashier can see at a glance which lines are labor vs. tangible product.

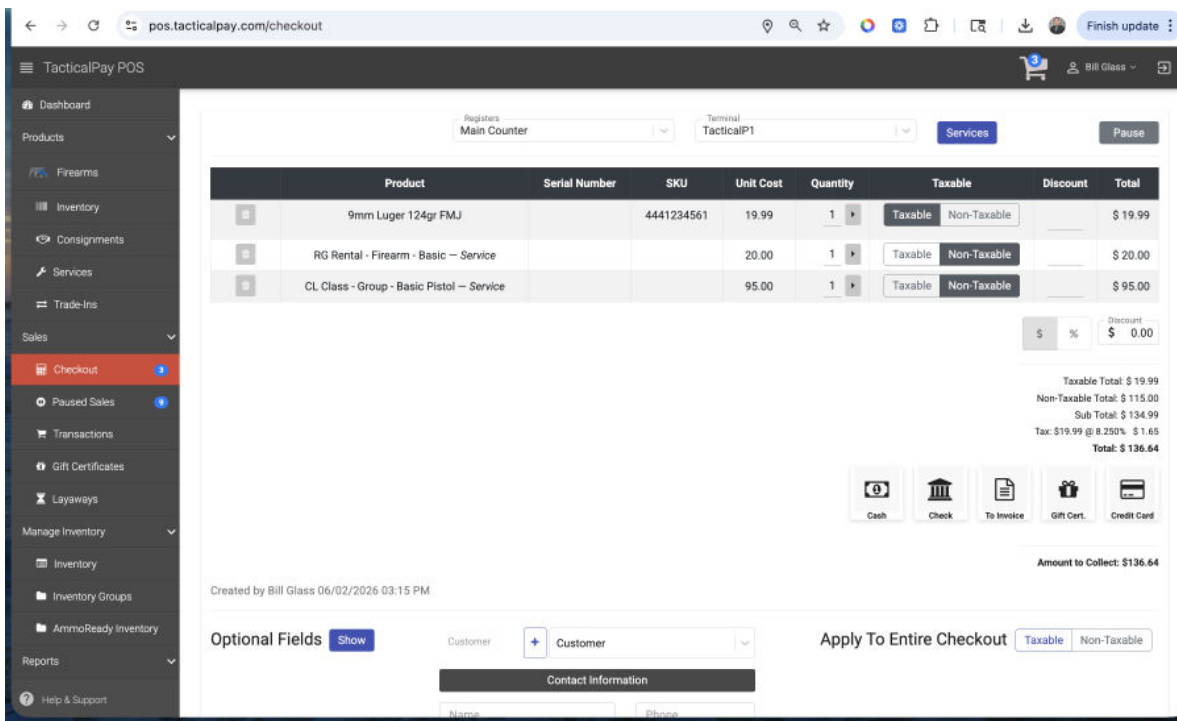


Fig. 3.2 — Checkout view: a mixed sale showing ammunition (Taxable) alongside a Rental and a Class (Non-Taxable Services).

### 3.2 Rentals

For a range rental (lane time, rental firearm, eye/ear pro), add the services (e.g. **RG**) and ring up any range-purchased ammunition on the same sale.

**Tip:** Build a "Range Day Bundle" sale template in the POS if your range runs the same package repeatedly (e.g., lane + rental + 50 rounds of 9mm). Cashiers can fire it from one button instead of clicking through three Service lines.

### 3.3 Classes

For a class registration (CCW, basic pistol, private instruction), add the relevant service item (e.g. **CL**) and take the deposit or full tuition at the register.



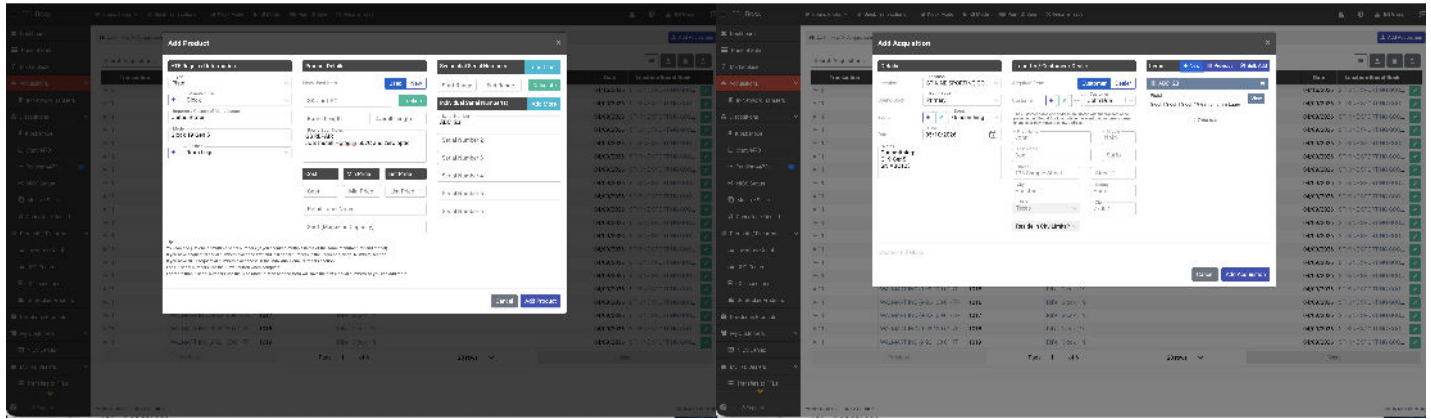


Fig. 4.1c — Add Product: full ATF Required Information plus the gunsmithing job notes and serial number. Fig. 4.1d — Add Acquisition: completed with customer, item, and Gunsmithing event tag.

## 4.2 Open a POS Layaway as the Work Order

In the POS, go to **Layaways** → **Start Layaway**. Fill out:

- **Customer** — pick from the dropdown or click + to add a new customer. The customer block auto-populates Name, Phone, Email, Birth Date. Click **Copy Customer to FFL Boss** if the customer isn't yet in FFLBoss.
- **Description** — the work-order body. Use a consistent template so every job reads the same way at a glance:  
 JOB: <work to be done>  
 ACC: <accessories left with firearm>  
 <any special instructions, e.g., Call before extra charges>
- **Estimated Payoff Date** — use this as your job ETA. The Layaways list sorts by this date so the next-due jobs surface to the top.
- **Layaway Items** — click + **Add Service** to add labor lines, + **Add Item** to add non-serialized parts or accessories, and + **Add Product** if a serialized firearm is being added to the job.

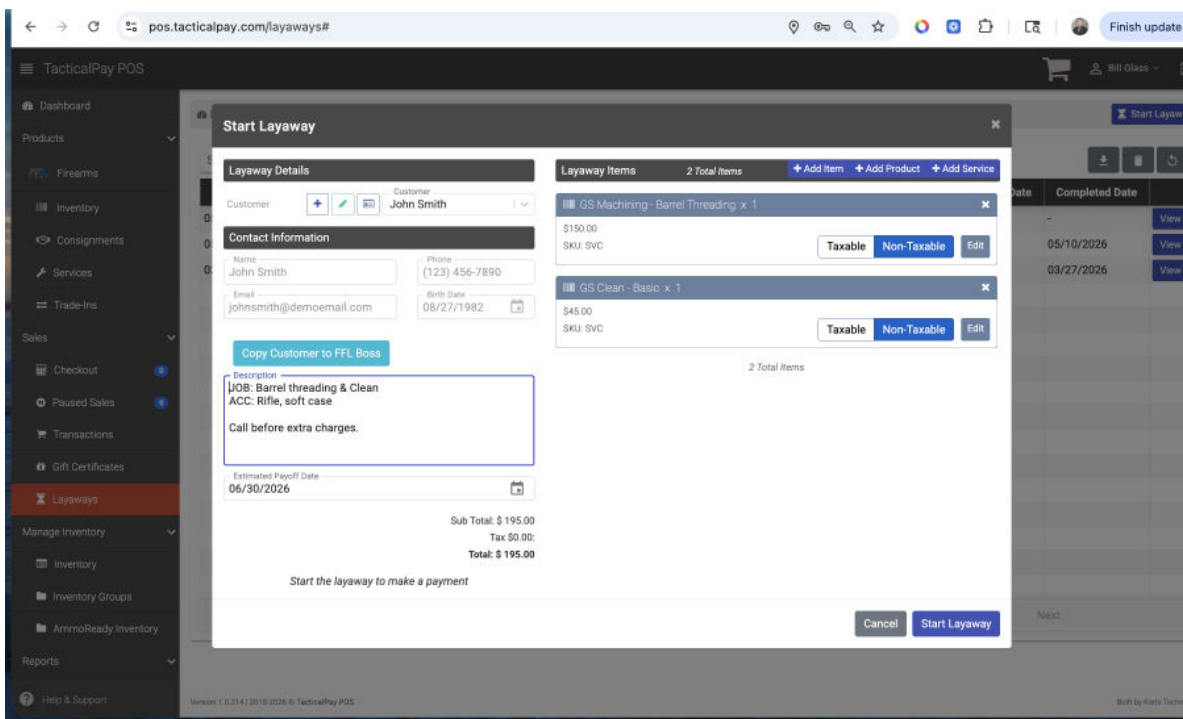


Fig. 4.2 — Start Layaway: customer block, structured Description, and Service items added via the new + Add Service button.

## 4.3 Take the Deposit Payment

Click **Start Layaway** to create the work order, then **Add Payment** to take the deposit. In Checkout:

- Enter the deposit amount (e.g., \$50) in the **Payment Amount** field.

- Select the payment method — Cash, Check, To Invoice, Gift Cert., or Credit Card.
- Click **Complete**.

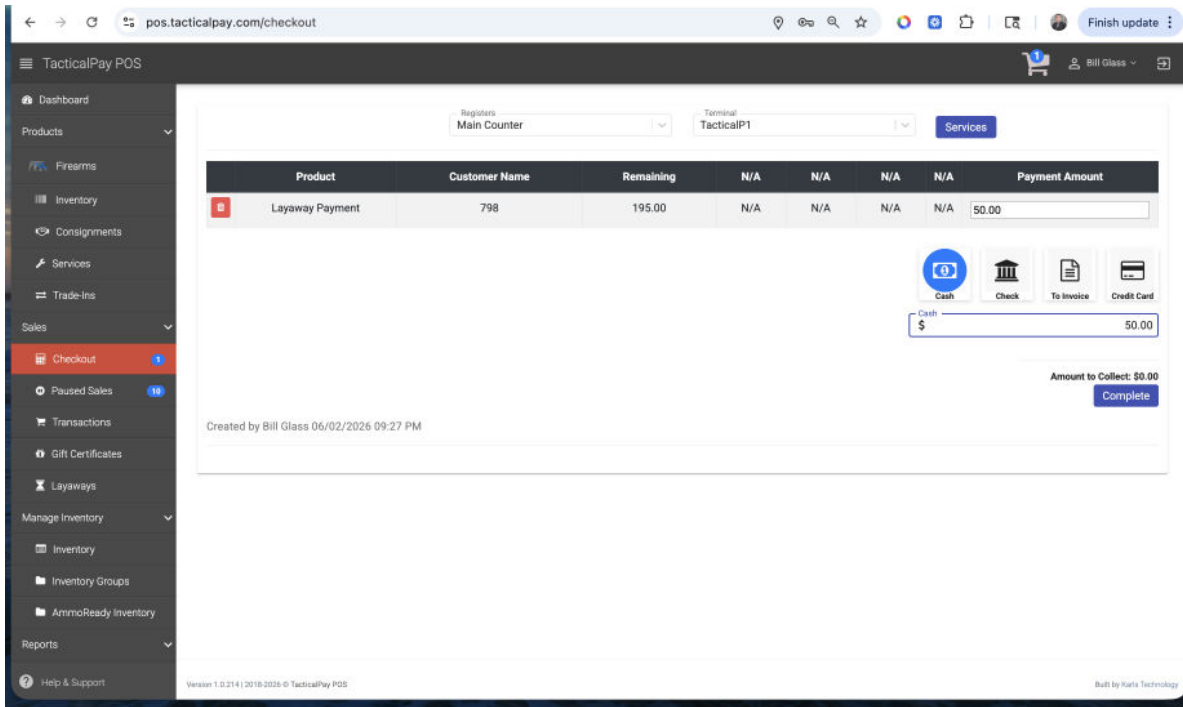


Fig. 4.3 — Deposit payment: \$50 cash against a \$195 gunsmithing layaway.

Print or email the receipt. The receipt shows the line items, totals, deposit paid, balance remaining, and the structured job Description.

## 5. Gunsmithing Workflow — Job in Progress

The Layaway stays open throughout the job. You can take additional payments, add line items, or revise prices at any time — the Total and Remaining Balance recalculate automatically.

### 5.1 The Layaway Detail View

From the Layaways list, click into the active layaway. The detail view shows the customer block, the structured Description (your work-order body), Customer/Receipt Notes (visible on receipts), and Layaway Notes (internal-only). On the right: every Service and Product line on the job, with a running Total and Remaining balance.

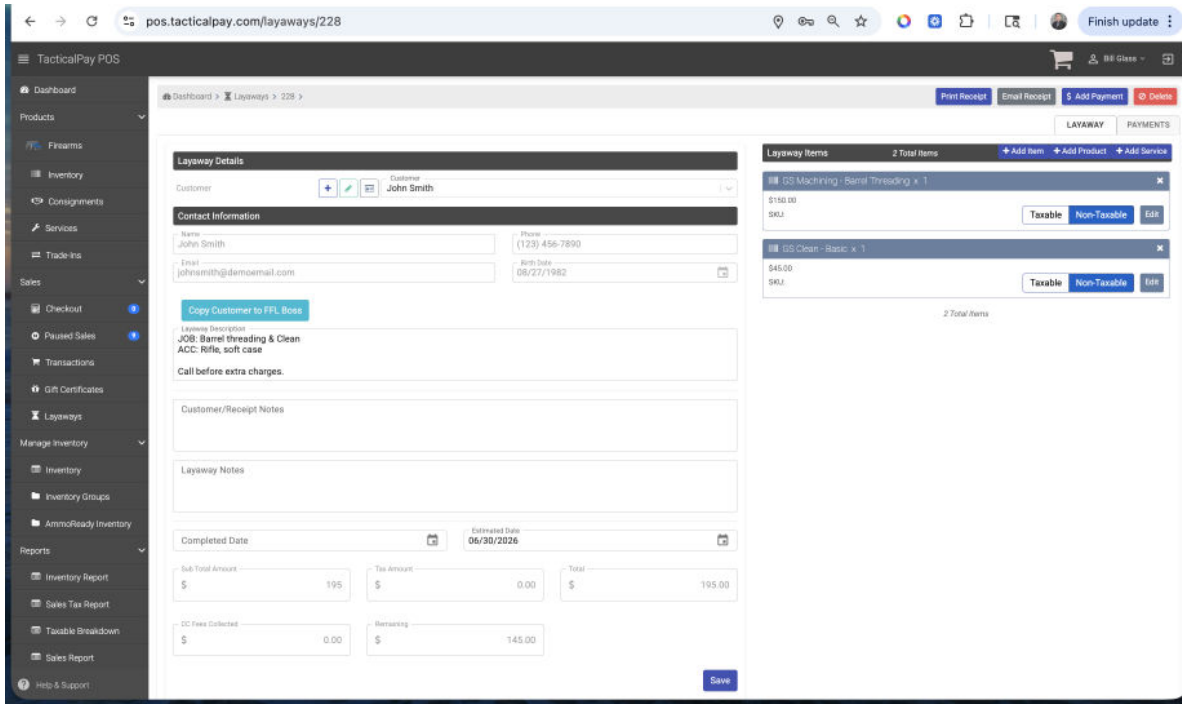


Fig. 5.1 — Layaway detail: structured job description on the left, line items and running balance on the right.

### 5.2 Add or Adjust Line Items Mid-Job

When the actual cost of the job changes — an extra labor hour, an additional install, or a parts cost that came in higher than the estimate — adjust the layaway directly:

- **+ Add Service** — add a labor or service line discovered during the job (e.g., found a worn extractor while disassembling, add GS Clean – Basic).
- **+ Add Item** — add a non-serialized part or accessory from inventory (springs, pins, sights, sling studs). Most parts go here.
- **+ Add Product** — add a serialized firearm. Rare on a gunsmithing job, since the firearm itself is tracked in FFLBoss, not the layaway.
- **Edit (per line)** — change the price of an existing line (e.g., final parts cost was \$42 instead of the \$50 estimate).

No need to void or recreate the layaway — the running balance updates as you go.

### 5.3 The Payments Tab

Click the **PAYMENTS** tab to see every partial payment against the job. Each row shows date, total, payment method (Cash / Check / Card / CC Fee), register, and a description.

Date	Total	Cash	Check	Card	CC Fee	Register	Description
06/02/2026 09:27 PM	50.00	50.00	0.00	0.00	0.00	Main Counter	

Fig. 5.3 — Payments ledger: every deposit and partial payment, with date, method, and register.

## 6. Gunsmithing Workflow — Pickup

### 6.1 Take the Final Payment

When the customer arrives to pick up:

- From the Layaways list, find the customer's layaway and click into it.
- Click **Add Payment** and collect the remaining balance.
- Print or email the final receipt.

The layaway is now paid in full and closes out automatically.

### 6.2 Disposition the Firearm in FFLBoss

**FFL Critical — Before the Firearm Leaves Your Shop:** Record the Gunsmith Disposition in FFLBoss, then transfer the physical firearm to the customer. Never hand back a firearm without a completed Disposition entry — that's a no-record gap in your A&D book.

In FFLBoss:

- Go to **Dispositions** and select **Gunsmith Disposition** from the dropdown. (Quick Disposition uses the same form — both are for transfers that don't require a NICS check.)
- The Add Disposition dialog opens. The yellow banner reminds you that no automated NICS background check is needed (this is a return of the customer's own property, not a transfer to a new owner). Search for and select the customer.
- Click **Add In Stock Products** and select the customer's firearm by serial number.
- Set **Event: Gunsmithing**, today's date, and confirm **Pawn Redemption: No** and **Private Party Transfer: No**.
- Click **Add Disposition**.

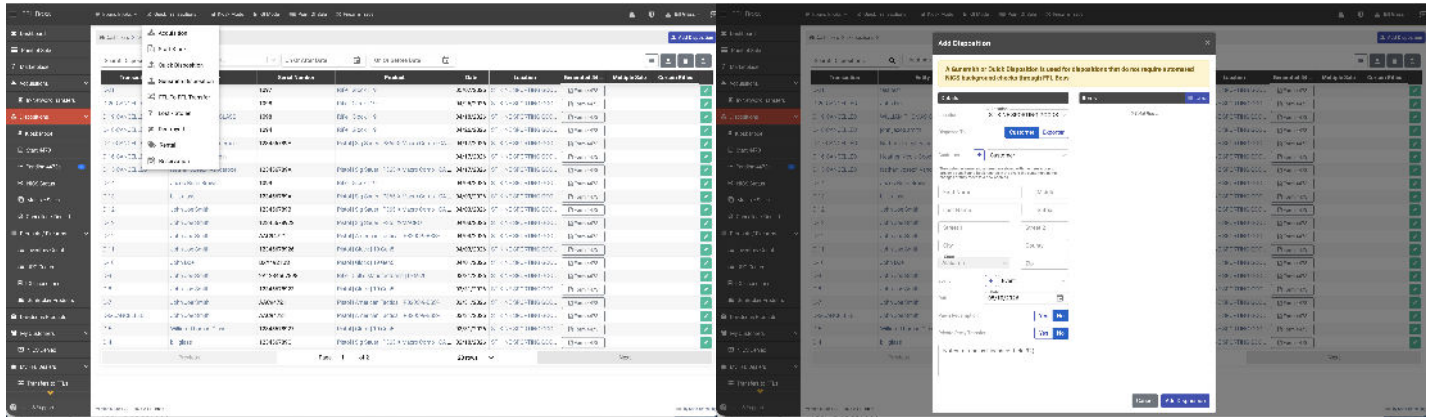


Fig. 6.2a — Dispositions dropdown: choose Gunsmith Disposition for return-of-property.

Fig. 6.2b — Add Disposition: yellow banner confirms no NICS check is needed for this return.

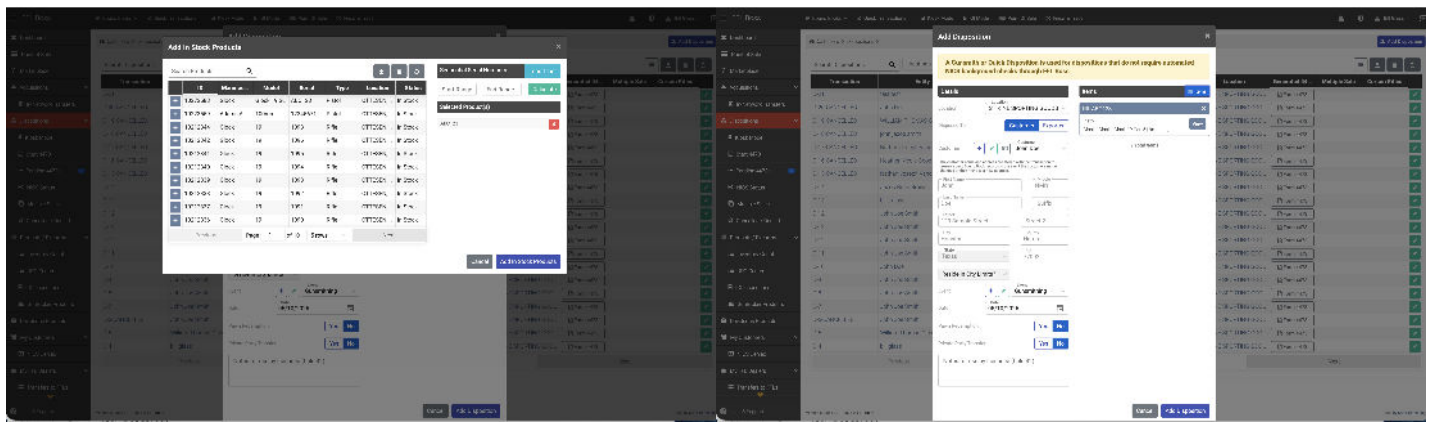


Fig. 6.2c — Add In Stock Products: pick the customer's firearm by serial number.

Fig. 6.2d — Add Disposition completed: customer, firearm, Gunsmithing event, ready to record.

The A&D book is now closed out for this firearm. Hand the firearm back to the customer.

## 7. Things to Know

A few practical notes about using Services + Layaway as a gunsmithing system:

- **The Description field is the work order.** Use the JOB: / ACC: / notes template consistently so any staff member can pick up a job at a glance. The Description prints on receipts and shows in the Layaway detail view.
- **Services don't move inventory.** Service items have a fixed quantity of zero. They never appear in inventory valuation, never need restocking, and never trigger low-stock alerts.
- **Parts are taxable, labor usually isn't.** Default Services to Non-Taxable, but flip any parts line (Product or Item) to Taxable when you add it. Confirm your state's specific treatment with your CPA.

## 8. Quick Reference

Print this page and pin at the gunsmith bench.

### At Intake

- FFLBoss → **Acquisitions** → **Add Acquisition** — add customer (if new), enter ATF Required Information + serial number, submit
- POS → **Services** — confirm the labor and parts items you need are in your catalog (one-time setup)
- POS → **Layaways** → **Start Layaway** — pick customer, fill Description template (JOB / ACC / notes), set Estimated Payoff Date
- **+ Add Service** for each labor line, **+ Add Item** for non-serialized parts, edit the Variable Parts price as needed; flip parts lines to Taxable
- **Add Payment** — take the deposit; print or email receipt

### Mid-Job

- Adjust line items via **+ Add Service** / **+ Add Item** / **Edit** as the job changes
- Click **PAYMENTS** tab to see the running ledger
- Take additional partial payments via **Add Payment** at any time

### At Pickup

- Open the customer's Layaway → **Add Payment** for the balance → print or email final receipt
- FFLBoss → **Dispositions** → **Gunsmith Disposition** — select customer, select firearm by serial, Event: Gunsmithing, Pawn Redemption: No, Private Party Transfer: No → Add Disposition
- Hand firearm to customer

### Description Template

JOB: <work to be done>

ACC: <accessories left with firearm>

<any special instructions, e.g., Call before extra charges>

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