



JAMS

User Manual

A step-by-step guide to every screen of the JAMS app — for store owners, managers and staff.

Contents

0	About this manual	6
	0.1 Who this manual is for	6
	0.2 How the chapters are organised	6
	0.3 How to read the pictures	7
	0.4 Boxes in the text	7
	0.5 If something does not look the same	8
1	Getting started	9
	1.1 Signing in	9
	1.2 Your first sign-in: the Terms of Service	11
	1.3 The Dashboard	13
	1.4 Finding your way: the menu	14
	1.5 Using JAMS on a phone or tablet	15
	1.6 My Profile	16
	1.7 Verify your recovery email	19
	1.8 Forgot your password?	20
	1.9 Signing out	22
2	Store Profile	23
	2.1 Open Store Profile	23
	2.2 Store identity	24
	2.3 Location	24
	2.4 Contact & online presence	26
	2.5 Save your changes	26
	2.6 Boutique QR code and window posters	27
3	Staff Management	29
	3.1 Why every person needs their own sign-in	29
	3.2 The Staff Directory	30
	3.3 Add a staff member	30
	3.4 Appoint a Store Manager	32
	3.5 Change a staff member, reset a password or switch someone off	34
4	Base Price	36
	4.1 How JAMS uses the Base Price	36
	4.2 Your current Base Price	37
	4.3 Set or change your Base Price	37
	4.4 Global gold market reference	39
	4.5 Price history	39

5	Products	40
	5.1 The life of a product	40
	5.2 The Products page	41
	5.3 Add a product	42
	5.4 Change a product	48
	5.5 Product Status & Actions	49
6	Attaching JAMS tags	51
	6.1 How tagging works	51
	6.2 Items waiting for a tag	51
	6.3 Attach a tag	53
	6.4 If a tag is refused	54
7	Showroom	56
	7.1 What you need	56
	7.2 Open the Showroom	56
	7.3 Show a piece to a customer	57
	7.4 If a piece does not appear	59
8	Sales	61
	8.1 Start a sale	61
	8.2 Step 1 – Customer	62
	8.3 Step 2 – Payment	63
	8.4 Step 3 – Review & complete	64
	8.5 The sales invoice	65
	8.6 Sales Register	66
	8.7 What JAMS does automatically	67
9	Customer Service	68
	9.1 The customer list	69
	9.2 Customer profile	70
	9.3 Privacy	71
10	Second-Hand	72
	10.1 Purchase Reports	72
	10.2 Buy an item – four steps	73
	10.3 After the purchase	78
	10.4 When the hold ends	81
11	Local Accounting	82
	11.1 Key words	82
	11.2 Overview	83

11.3 What JAMS records automatically	83
11.4 Create a money voucher	84
11.5 Create a gold voucher	87
11.6 Customer accounts and statements	88
11.7 Coffe statements	91
11.8 Stock queue	93
11.9 Manager corrections	93
12 Inventory Scan	94
12.1 What is counted	94
12.2 Before you start	94
12.3 The Inventory Scan page	95
12.4 Count the store	95
12.5 Save or discard the result	96
12.6 Read the result	98
12.7 If pieces are missing	99
13 Transfers	100
13.1 How a transfer works	100
13.2 Send a transfer	100
13.3 Receive a transfer	104
13.4 Transfer history	106
14 Boutique and JAMSY Central	107
14.1 Boutique settings	107
14.2 Choose which pieces are shown	108
14.3 What customers see	109
14.4 JAMSY Central	110
15 Reports	112
15.1 Choose the period	112
15.2 The Reports page	113
15.3 Report Library	116
15.4 Open, print or export a report	117
16 Billing	118
16.1 How Data Hosting & Care is charged	118
16.2 When a plan ends	119
17 Support	120
17.1 Read the manual and videos first	120
17.2 Send a support request	121
17.3 Follow the conversation	122

17.4 How to take a screenshot	122
18 Data Export	124
18.1 Good to know	125
19 Problems, questions and JAMS words	127
19.1 Common problems	127
19.2 Frequently asked questions	128
19.3 JAMS words	129

CHAPTER 0

About this manual

How this manual is organised, who it is for, and how to read the pictures.

0.1 Who this manual is for

This manual is for everyone who works in a JAMS store: the **store owner**, **managers** and **staff**. It explains every screen of the JAMS app at **app.jamsy.au**, step by step, with real pictures from the app.

Some pages are only for the **store owner** and the **Store Managers** the owner appoints — Store Profile, Base Price, Staff Management, Local Accounting and Billing. **Data Export** is for the store owner only. In this manual, “owner” also means a Store Manager, except for Data Export. Accounts created in Staff Management as **Staff** see only the modules ticked for them, whatever their job title. At the start of each chapter, a grey line tells you who can use that chapter.

0.2 How the chapters are organised

The chapters follow the menu on the left of the app. Chapter 1 explains signing in and finding your way around. Chapters 2 to 4 are the one-time setup the owner does first. Chapters 5 to 15 cover daily work. The last chapters cover billing, support, your data and common problems.

Chapter	Menu item	Used for
1	Sign in, Dashboard, My Profile	Signing in, the first sign-in, finding your way, your own password
2	Store Profile	Your store name, logo, address, contact details and window posters
3	Staff Management	Adding staff and choosing what each person may use
4	Base Price	Today's 24K gold (and silver) price that drives your prices
5	Products	Registering and managing every piece
6	Products → Pending RFID	Attaching a ready-made JAMS tag to a piece
7	Showroom	Showing a piece to a customer by scanning it
8	Sales	Selling a piece, taking payment, printing the sales invoice
9	Customer Service	Your store's customers and their history
10	Second-Hand	Buying second-hand gold with complete records
11	Local Accounting	Money and gold accounts, vouchers and statements

12	Inventory Scan	Counting the whole store and finding missing pieces
13	Transfers	Sending pieces to another JAMS store and receiving them
14	Boutique	Your online showcase and JAMSY Central
15	Reports	Sales, stock and staff reports
16	Billing	Your Data Hosting & Care and invoices
17	Support	Asking the JAMSY team for help
18	Data Export	Downloading a copy of all your data
19	—	Common problems, questions and the meaning of JAMS words

0.3 How to read the pictures

Most pictures have **numbered gold circles** with a gold frame around a part of the screen. Under the picture, the same numbers explain what that part is for, what to type or choose there, and what happens next. In the text, a small gold number like **3** points to the same circle in the picture above it.

Words in a grey box, like **Save Product**, are the exact words you see on a button, tab or field in the app.

TIP

The pictures show a demonstration store called **Demo Jewellers**. Your own store name, products, customers and prices will be different, but the screens work the same way.

0.4 Boxes in the text

NOTE

A **Note** gives extra information that is useful to know.

TIP

A **Tip** shows a quicker or better way of doing something.

IMPORTANT

An **Important** box warns you about something that cannot be undone, or that affects your records, money or the law.

0.5 If something does not look the same

JAMS is improved regularly. If a button or page looks a little different from this manual, the steps are usually the same. If you are unsure, open **Support** inside JAMS (Chapter 17) and ask the JAMSY team.

NOTE

The newest version of this manual, in every language, and the training videos are always linked at the top of the **Support** page (Chapter 17).

CHAPTER 1

Getting started

How to sign in, what you see the first time, how to find your way around JAMS, and how to look after your own profile and password.

For everyone: owner, managers and staff.

1.1 Signing in

JAMS works in any modern web browser — Chrome, Edge or Safari — on a computer, tablet or phone. Open **app.jamsy.au**. You see the sign-in page.

The JAMS sign-in page.

- 1 **Language** – choose the language of the screens: English, Persian, Arabic, Turkish, Italian or Simplified Chinese. Your products, customer names and prices are never translated.
 - 2 **Username** – the username JAMS or your store owner gave you. It cannot be changed.
 - 3 **Password** – your private password. The first time, use the temporary password from your welcome email.
 - 4 **Keep me signed in on this device** – tick this only on a computer or tablet that belongs to the store and is not shared with the public.
 - 5 **Sign In** – opens your store's Dashboard.
 - 6 **Forgot password?** – reset your password yourself with your verified recovery email (see section 1.8).
- 1 Type your **username** 2 and **password** 3.
 - 2 Press **Sign In** 5.
 - 3 The first time you sign in, JAMS asks you to confirm the Terms of Service (section 1.2). After that, the Dashboard opens.

IMPORTANT

After several wrong passwords, JAMS stops sign-ins from that connection for **15 minutes**. This protects your store. Wait, then try again – or use [Forgot password?](#)

1.2 Your first sign-in: the Terms of Service

The first time the **store owner** or a **Store Manager** signs in, JAMS shows **Before you start**. Staff members do not see this page; the owner's acceptance covers them. The page appears once, and again only if the Terms of Service change.

WELCOME TO JAMS

Before you start

Hello Sarah Mitchell — please confirm the three points below for **Demo Jewellers**. This is asked only once; a copy is e-mailed to you and JAMSY keeps the record.

1 [Read the Terms of Service](#) [PDF version](#)

2 ☐ I have read the JAMS Terms of Service, including the PDF version, and I agree, on behalf of my business, to be bound by them.

3 ☐ I confirm that my business will not store in JAMS confidential or critically valuable information that JAMS does not need in order to work — such as trade secrets, passwords, payment-card numbers or other highly sensitive commercial material. I agree that information entered into JAMS may be used by JAMSY in aggregated, de-identified form, in line with the JAMS Privacy Policy, to prepare market and marketing reports and to improve JAMS and its services.

4 ☐ **Human oversight:** I understand and agree that JAMS is an assistive business-management software platform only. It does not replace my business's owners, managers, staff, professional advisers or human judgement. My business remains responsible for appropriate human review, supervision and authorisation of material operational, financial, commercial, employment, security, inventory, legal, regulatory, compliance and customer-related decisions and actions made using or informed by JAMS.

Not you **6** [Sign out](#)

5 [Agree and continue](#)

Before you start — confirmed once, on the first sign-in.

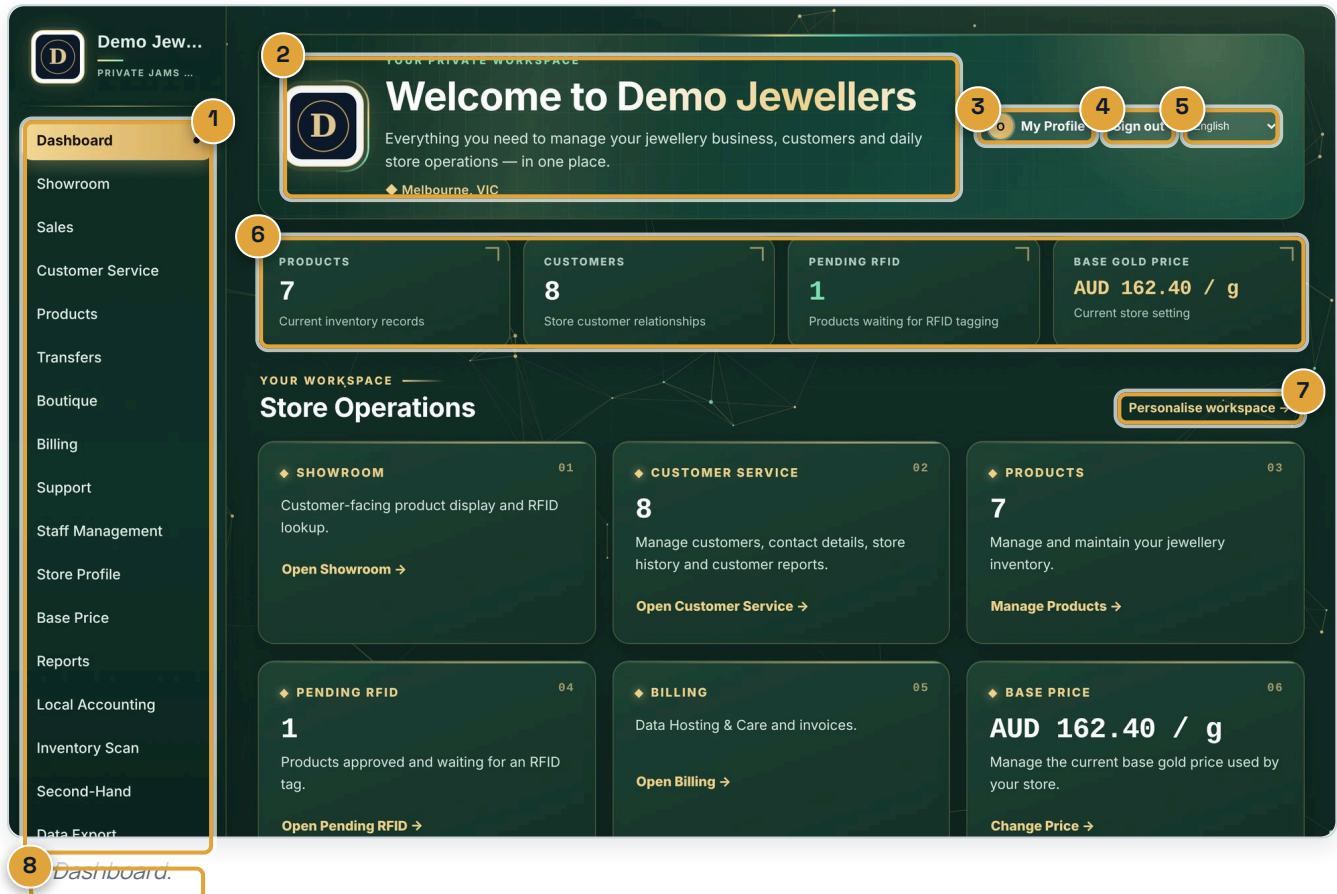
- 1** [Read the Terms of Service](#) and [PDF version](#) — open the full Terms in a new tab. Please read them before you continue.
- 2** Tick to confirm you have read the Terms and agree on behalf of your business.
- 3** Tick to confirm you will not store passwords, card numbers or other highly sensitive material in JAMS.
- 4** Tick to confirm that JAMS assists your business but does not replace human judgement and supervision.
- 5** [Agree and continue](#) — becomes active when all three boxes are ticked. A copy of what you accepted is emailed to you.
- 6** [Sign out](#) — if this is not your account, sign out here.

NOTE

Your acceptance is recorded with the date and time, and a copy is emailed to you. JAMSY keeps the record.

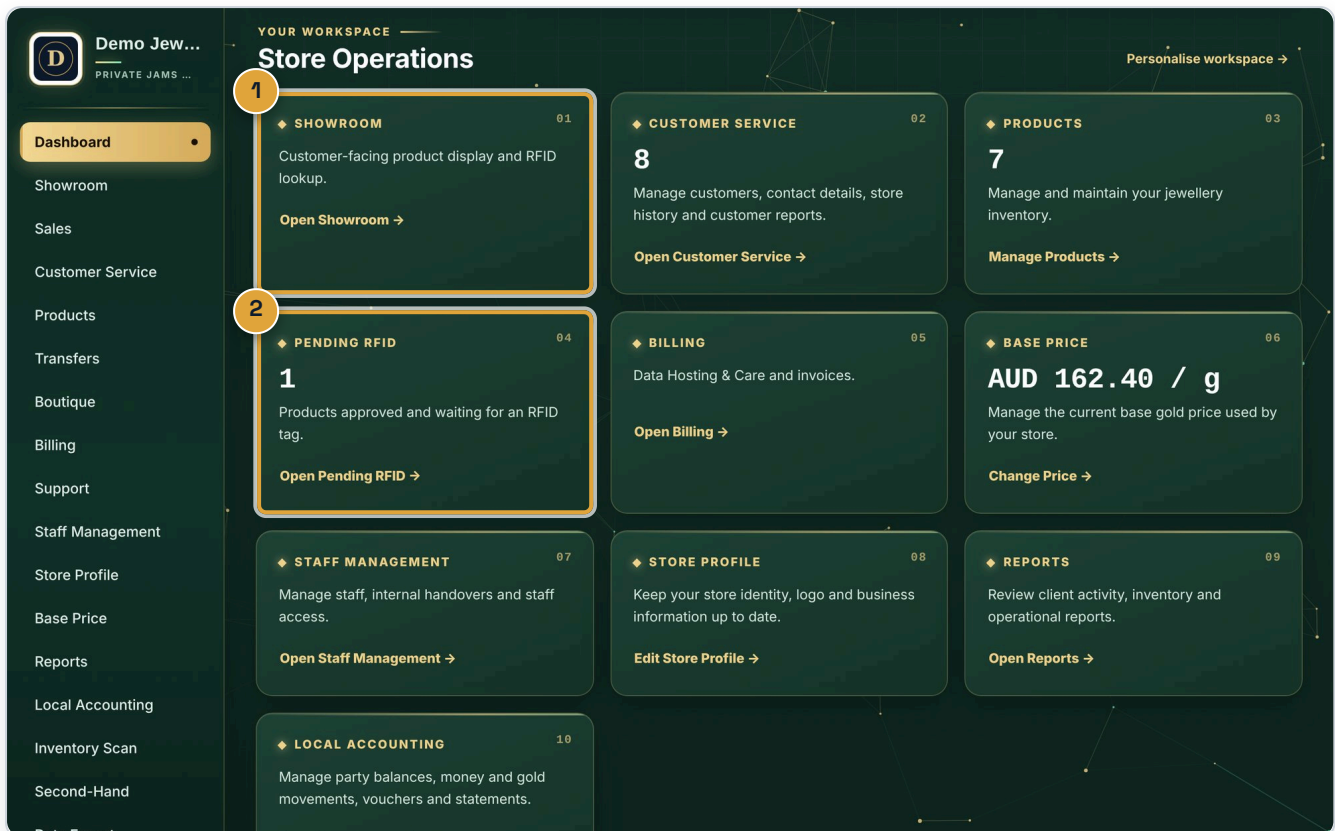
1.3 The Dashboard

The Dashboard is your home page. It shows the most important numbers for your store and a card for every part of JAMS you are allowed to use.



- 1 **The menu** – every part of JAMS. The page you are on is highlighted in gold. Staff only see the items the owner has allowed (Chapter 3).
- 2 **Your store** – logo, name and location from your Store Profile (Chapter 2).
- 3 **My Profile** – your own name, recovery email, password and colour theme (section 1.6).
- 4 **Sign out** – always sign out on a shared computer.
- 5 **Language** – change the language of the screens at any time.
- 6 **Key figures** – products, customers, products waiting for an RFID tag, and today's base gold price.
- 7 **Personalise workspace** – opens Store Profile to change your logo and store details.
- 8 **Theme** – choose the colours of the menu and dashboard.

Scroll down to see the **Store Operations** cards. Each card shows a number where useful and a link to open that page.



Store Operations – one card for each part of JAMS.

- 1 Each card has a short description and a link, for example **Open Showroom**.
- 2 **Pending RFID** shows how many products are waiting for a tag. When the number is above 0, open it and attach their tags (Chapter 6).

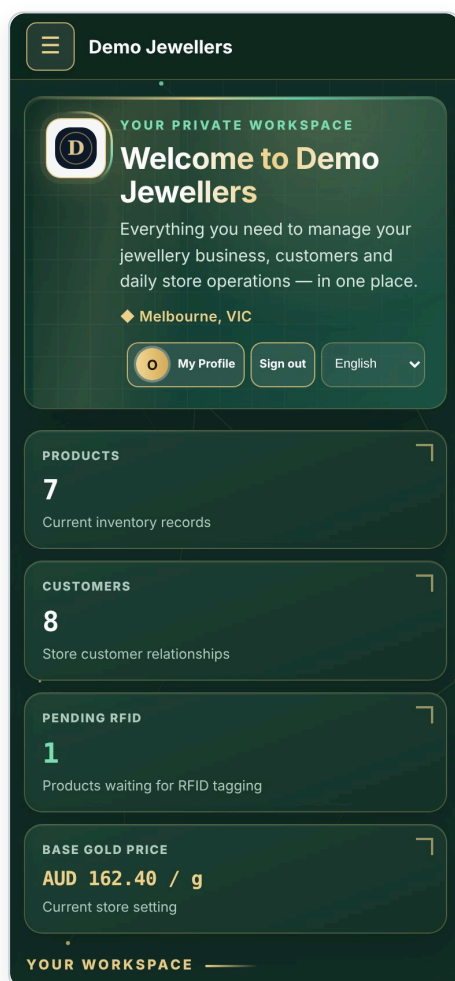
1.4 Finding your way: the menu

Menu item	What it is for	Chapter
Dashboard	Home page with key figures	1
Showroom	Show a piece to a customer by scanning its tag	7
Sales	Sell pieces and print sales invoices	8
Customer Service	Your store's customers and their history	9
Products	Register and manage pieces; Pending RFID	5, 6
Transfers	Send and receive pieces between JAMS stores	13
Boutique	Your online showcase and JAMS Central	14
Billing	Data Hosting & Care and invoices	16
Support	Ask the JAMS team for help	17

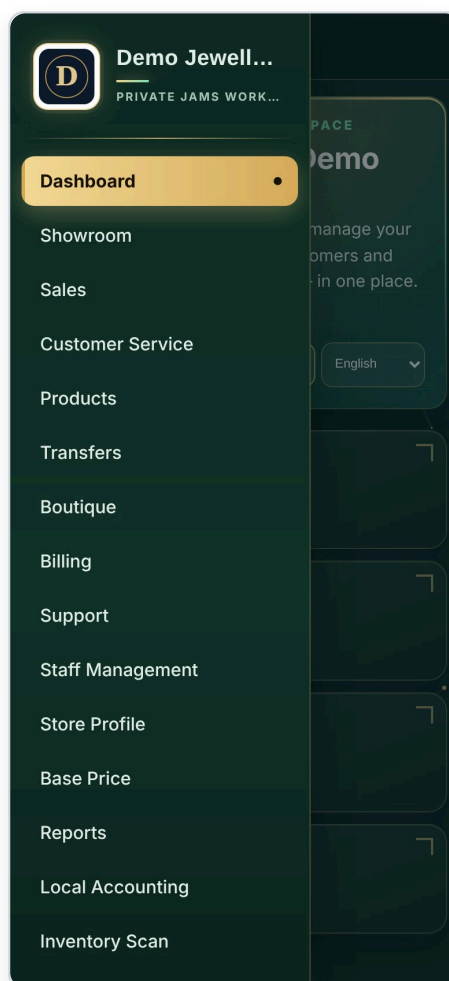
Staff Management	Staff accounts and permissions	3
Store Profile	Store details, logo, posters	2
Base Price	Today's gold and silver price	4
Reports	Sales, stock and staff reports	15
Local Accounting	Money and gold accounts	11
Inventory Scan	Count the whole store	12
Second-Hand	Buy second-hand gold	10
Data Export	Download all your data	18

1.5 Using JAMS on a phone or tablet

On a phone, the menu is folded away to give more room. Tap the **menu button** (three lines) at the top left to open it, then tap a page.



The Dashboard on a phone.



Tap the menu button to open the menu.

Add JAMS to your Home Screen

You can open JAMS like an app, with its own icon:

- **iPhone or iPad:** open app.jamsy.au in **Safari**, tap the **Share** button, choose **Add to Home Screen**, then tap **Add**. The Dashboard on an iPhone also shows a short **iPhone / iPad setup** guide.
- **Android or a computer with Chrome or Edge:** open the browser menu and choose **Install app** (or **Add to Home screen**).
- The icon opens the same secure JAMS. If your session has ended, JAMS asks you to sign in again.

1.6 My Profile

Open **My Profile** from the Dashboard  (or from the top of any page). Here you look after your own details. Each person changes only their own profile.

MY PROFILE & SECURITY

My Profile

Manage your personal details, email and password.

1

JAMS USER

S

Sarah Mitchell

owner · Demo Jewellers · Owner

2

LOGIN ID

owner

Your login ID and client assignment cannot be changed from your profile.

3

Recovery Email Security

Your recovery email is not verified. We recommend verifying it soon so you can reset your password if needed. Your access is not restricted.

[Verify recovery email →](#)

PERSONAL PROFILE

Profile details

4

Full name

Sarah Mitchell

5

Email

sarah@demojewellers.example

6

Mobile

0412 345 678

7

Save Profile

My Profile – your details.

- 1 Your account** – your name, your role and your store.
- 2 Login ID** – your username. It cannot be changed here.
- 3 Recovery Email Security** – shows whether your recovery email is verified. Verify it so you can reset your own password (section 1.7).
- 4 Full name** – the name shown in JAMS, on records and on invoices you prepare.
- 5 Email** – your recovery email address.
- 6 Mobile** – your mobile number (optional).
- 7 Save Profile** – saves the three fields above.

Change your password

PASSWORD SECURITY

Change password

Your password is private. Administrators can reset it but cannot view it.

- 1 Current password
- 2 New password
- 3 Confirm new password

At least 12 characters. Other devices signed in to this account will be signed out.

4 **Change Password**

Change password.

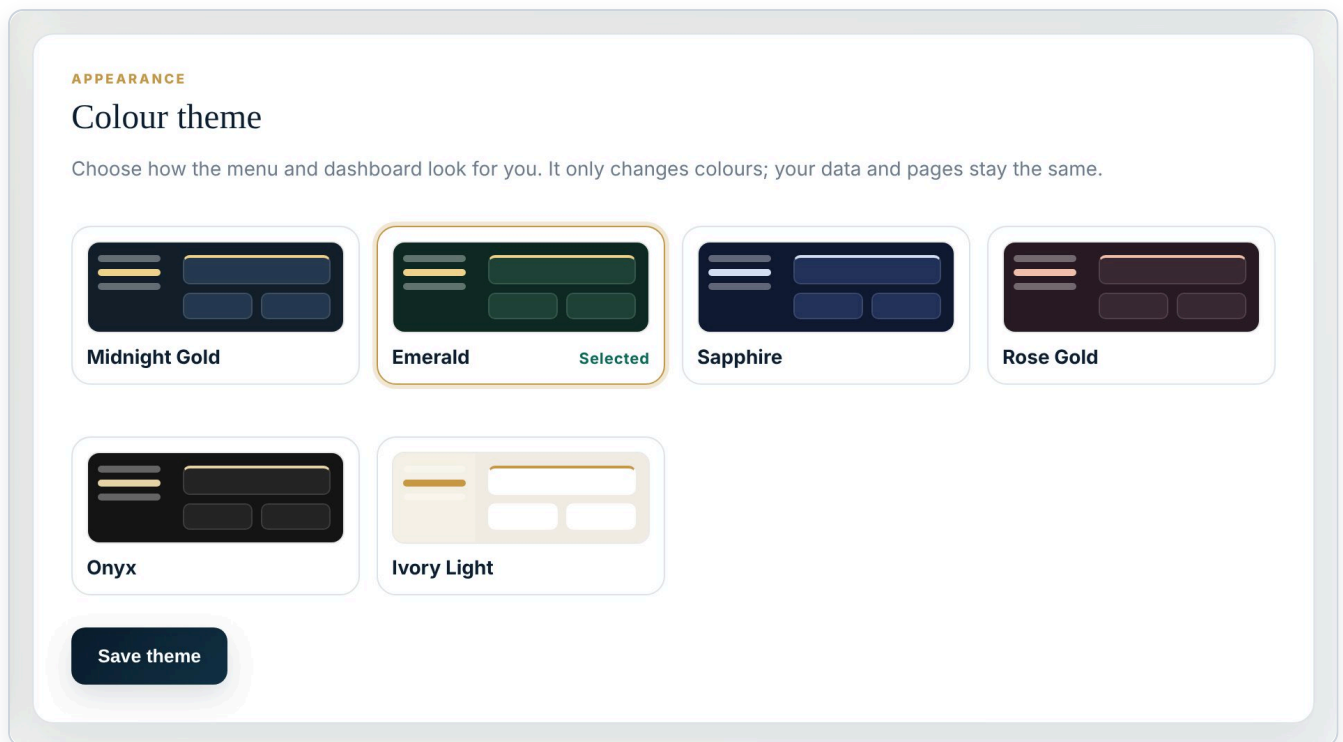
- 1 **Current password** — the password you use now.
- 2 **New password** — at least **12 characters**. A short sentence is easy to remember and hard to guess.
- 3 **Confirm new password** — type the new password again.
- 4 **Change Password** — saves it. Other devices signed in to your account are signed out.

NOTE

Your password is private. Nobody can see it — not the store owner and not JAMS. If a staff member forgets their password, the store owner can set a new one (Chapter 3).

Colour theme

Choose how the menu and dashboard look for you: Midnight Gold, Emerald, Sapphire, Rose Gold, Onyx or Ivory Light. It only changes colours for your own account.

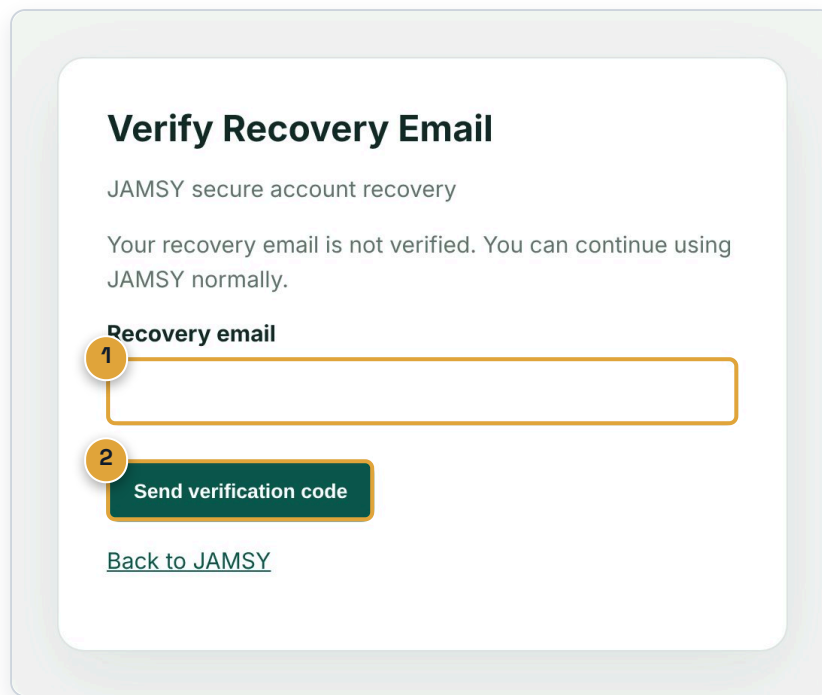


Colour theme.

1.7 Verify your recovery email

A verified recovery email lets you reset your own password at any time without waiting for help. Do this once, on your first day.

- 1 Open **My Profile** and press **Verify recovery email →**.
- 2 Type your email address **1** and press **Send verification code 2**.
- 3 Open your email. Copy the **6-digit code** and type it on the next screen. The code is valid for **10 minutes**.
- 4 When it says the email is verified, you are done.



Verify Recovery Email

JAMSYS secure account recovery

Your recovery email is not verified. You can continue using JAMSYS normally.

Recovery email

1

2 **Send verification code**

[Back to JAMSYS](#)

Verify Recovery Email.

- 1 **Recovery email** – an address only you can open.
- 2 **Send verification code** – sends a 6-digit code to that address.

1.8 Forgot your password?

- 1 On the sign-in page, press **Forgot password?**.
- 2 Type your **username** 1 and your **verified recovery email** 2, then press **Send recovery code** 3.
- 3 Type the **6-digit code** from your email (valid for 10 minutes).
- 4 Choose a new password of at least 12 characters.
- 5 Sign in with your new password.

Forgot Password

JAMS secure account recovery

1 Username

2 Verified recovery email

3 Send recovery code

[Back to JAMS](#)

Forgot Password.

- 1 Your username.
- 2 Your verified recovery email.
- 3 **Send recovery code**.

TIP

Staff: if your recovery email was never verified, ask the store owner to set a new password for you (Chapter 3). Then verify your recovery email straight away.

Store owner: look after your password

IMPORTANT

For your security, JAMS cannot see or look up your password. If the **store owner** forgets the password and has **no verified recovery email**, the password can only be reset by JAMS directly on the server. Before doing this, JAMS must confirm the identity of the business and of the owner. This can take some time, your store may be without access in the meantime, and a fee may apply.

- Verify your recovery email on your first day, and keep it up to date (section 1.7).
- Choose a password you can remember, or keep it in a trusted password manager.
- Never share the owner's password with staff — give each person their own sign-in (Chapter 3).

1.9 Signing out

Press **Sign out** on the Dashboard **4**. Always sign out on a computer that other people use. If you ticked **Keep me signed in**, your session stays open on that device until you sign out.

CHAPTER 2

Store Profile

Your store's name, logo, legal details, address and public contact details. JAMS uses them on sales invoices, in your online Boutique, on JAMSY Central and on your window posters — so fill them in first.

For the store owner and Store Managers. Staff cannot open Store Profile.

2.1 Open Store Profile

Choose **Store Profile** in the menu, or press **Personalise workspace** on the Dashboard. The page has three parts — **Store identity**, **Location** and **Contact & online presence** — and one **Save Store Profile** button at the bottom that saves all three.

2.2 Store identity

Store identity

How your business is identified across JAMS.

1
Store / Trading Name
Demo Jewellers

2
Legal Business Name
Demo Jewellers Pty Ltd

3
ABN / Business Registration
12 345 678 901

4
Store Logo

Choose File
No file chosen

Recommended: square logo, at least 600 × 600 px. JPG, PNG or WebP.

5
About the Store
Family-owned jewellers specialising in gold and fine jewellery since 1998.

Store identity.

- 1 Store / Trading Name** — the name your customers know. It is shown on the Dashboard, on invoices, in your Boutique and on posters.
- 2 Legal Business Name** — the registered name of your business, for example "Demo Jewellers Pty Ltd". It is printed on sales invoices.
- 3 ABN / Business Registration** — your ABN. It is printed on sales invoices.
- 4 Store Logo** — press **Choose File** and pick your logo. Use a square image of at least 600 × 600 pixels (JPG, PNG or WebP). The logo appears in the menu, on the Dashboard, in your Boutique and on posters.
- 5 About the Store** — two or three sentences about your store. They appear in your online Boutique.

2.3 Location

Your address helps customers find you. It appears in your Boutique, and JAMS Central uses it to show your store on the map and to sort stores by distance.

The screenshot shows a 'Location' form with the following fields and callouts:

- 1 Location:** A large text input field with a placeholder instruction: 'Store or business address. Start typing the address and pick it from the Google suggestions — the fields below fill in automatically and customers can find your store on the map.'
- 2 Address line 1:** A text input field containing '123 Collins Street'.
- Address line 2:** An empty text input field.
- 3 Suburb / City:** A text input field containing 'Melbourne'.
- State / Province:** A text input field containing 'VIC'.
- 4 Postcode:** A text input field containing '3000'.
- Country:** A text input field containing 'Australia'.

Location.

- 1 Address search** — start typing your address and choose it from the Google suggestions: the fields below fill in automatically and the map position of your store is saved. An address typed by hand is located automatically.
- 2 Address line 1 and 2** — street address. You can also type it yourself.
- 3 Suburb / City** and **State / Province**.
- 4 Postcode** and **Country**.

NOTE

If you choose not to show your address publicly (next section), JAMS keeps only an approximate position — about 1 km — so JAMSY Central can still show roughly where you are without revealing the street.

2.4 Contact & online presence

The screenshot shows a form titled 'Contact & online presence' with the subtitle 'Optional public contact channels for your customers.' The form contains several input fields and checkboxes, each highlighted with a numbered orange circle:

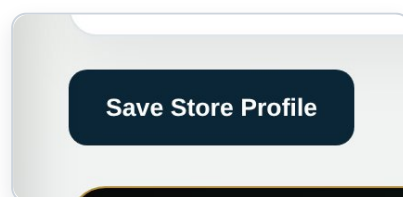
- 1 Phone:** A text field containing '03 9000 0000'.
- 2 Public Email:** A text field containing 'hello@demojewellers.example'.
- 3 Website:** A text field containing 'https://demojewellers.example'.
- 4 Instagram:** A text field containing 'https://instagram.com/demojewellers'.
- Facebook:** A text field containing 'https://facebook.com/...'.
- 5 What is public:** A section with four checkboxes:
 - 'Show address publicly' (checked)
 - 'Show phone publicly' (checked)
 - 'Show public email' (checked)
 - 'Show legal name / ABN' (unchecked)

Contact & online presence.

- 1 Phone** — your store phone number.
- 2 Public Email** — the email address customers may use.
- 3 Website** — your own website, if you have one. Start with https://.
- 4 Instagram** and **Facebook** — links to your pages (optional).
- 5 What is public** — tick what your customers may see in your Boutique and on JAMSY Central: address, phone, public email, and legal name / ABN.

2.5 Save your changes

- 1** Check every field.
- 2** Press **Save Store Profile** at the bottom of the form.
- 3** The page reloads with your saved details. New invoices, your Boutique and posters use the new details straight away.



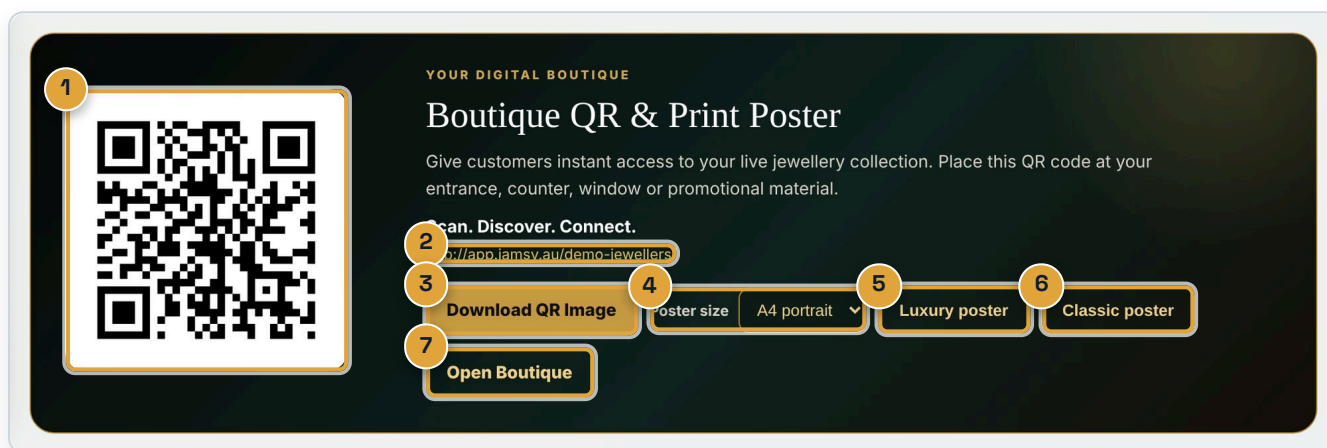
The Save button at the bottom of the form.

IMPORTANT

Invoices that were already printed keep the details that were correct at the time. Only new invoices use the new details.

2.6 Boutique QR code and window posters

At the bottom of Store Profile is a QR code that opens your online Boutique. Put it on your window, counter, business cards or advertising, so customers can browse your collection with live prices on their phone.

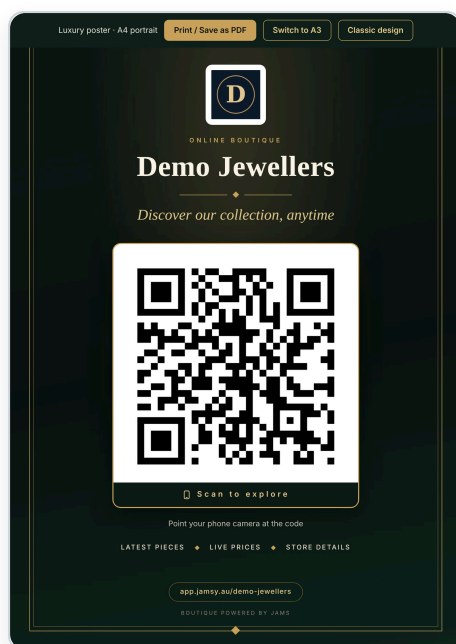


Boutique QR & Print Poster.

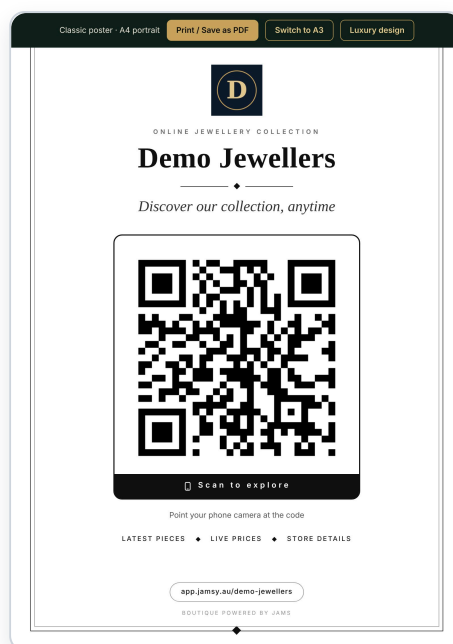
- 1 **Your QR code** — customers scan it with their phone camera.
- 2 **Your Boutique address** — the web address the QR code opens.
- 3 **Download QR Image** — saves the QR code as an image for your own designs.
- 4 **Poster size** — choose **A4 portrait** or **A3 portrait** before opening a poster.
- 5 **Luxury poster** — a dark, gold-framed poster.
- 6 **Classic poster** — a light, black-and-white poster that prints well on any printer.
- 7 **Open Boutique** — opens your public Boutique in a new tab (Chapter 14).

Print a poster

- 1 Choose the **Poster size** 4.
- 2 Press **Luxury poster** 5 or **Classic poster** 6. The poster opens in a new tab.
- 3 Press **Print / Save as PDF** at the top of the poster. Choose your printer, or **Save as PDF** to send it to a print shop.
- 4 Use **Switch to A3** (or A4) and the design button at the top to change size or design without going back.



Luxury poster (A4).



Classic poster (A4).

TIP

The posters always use your current logo, store name and Boutique address. If you change your logo, print a new poster.

CHAPTER 3

Staff Management

Give every person who works in your store their own sign-in, and choose which parts of JAMS each person may use. Everything a person does in JAMS is recorded under their own name.

For the store owner. Store Managers can manage staff too, but only the owner can appoint a Store Manager.

3.1 Why every person needs their own sign-in

- Sales, purchases, scans and changes are recorded under the person who made them. Staff performance reports depend on this.
- You decide exactly what each person can open. For example, a sales assistant can sell and use the Showroom but not see Reports.
- When someone leaves, you switch off their sign-in in one step — nobody else is affected.

IMPORTANT

Never share one username between several people. Your Data Hosting & Care plan includes up to **4 user accounts per store**, including the owner. Ask JAMSY if you need more.

IMPORTANT

Security and responsibility. If an attack, or any action against the security of JAMS or its network, is made from an account of your store — owner, Store Manager or staff — JAMSY blocks the store's access at once, and restoring it can be difficult and take time. The store owner is legally responsible for every action made from the store's accounts. Tell every manager and staff member this clearly, and train them before you give them access.

3.2 The Staff Directory

Staff Directory

Create staff login accounts, activate or deactivate staff, and control which JAMS modules each staff member may use.

1 + Add Staff

2 Sarah Mitchell
owner
owner
at Owner

3 Aiden Park
demo.aiden
sales
Dashboard · Showroom · Sales · Customer Service · Products · Inventory Scan

Mia Lopez
staff
staff
Showroom

Important: every account in this store works under the owner's responsibility. If an attack or any action against the security of JAMS is made from an account of this store, JAMSY blocks the store's access at once, and restoring it can take time. Tell every staff member and manager clearly that misuse of JAMS is the owner's legal responsibility, and train them before giving access.

Staff Management — the Staff Directory.

- 1** + Add Staff — creates a new staff sign-in.
- 2** **The owner** — the store owner's own account. It cannot be edited here; the owner changes their own details in My Profile.
- 3** **Edit** — change a staff member's details, modules or status, or reset their password.

3.3 Add a staff member

- 1** Press **+ Add Staff**. The **Add Staff** form opens.
- 2** Fill in the fields as shown below.
- 3** Tick the modules this person may use.
- 4** Press **Save Staff**. The new person appears in the Staff Directory.
- 5** Give the person their username and initial password in private. Ask them to change the password in **My Profile** and to verify their recovery email on their first day (Chapter 1).

Add Staff

Staff sign in through the normal JAMS login using their own client.staff username.

1
Staff name
Aiden Park

2
Staff username
demo.aiden
Final login: demo.aiden

3
Staff role
Sales Staff
4
Status
Active

Access level

☒ Staff — only the modules ticked below
☐ Store Manager — full access, the same as the owner, except Data Export

5
Initial password
.....

Module Access

Only selected modules are assigned to this staff account. Access must also be enforced by JAMS at the backend.

6
Dashboard
☒ Showroom
☒ Sales

☒ Customer Service
☒ Products
☐ Transfers

☐ Boutique
☒ Inventory Scan
☐ Second-Hand

☐ Reports

7
Save Staff

Add Staff.

- Staff name** — the person's full name. It appears on sales, invoices, scans and reports.
- Staff username** — the part after your store prefix. JAMS adds your store prefix automatically: here **aiden** becomes **demo.aiden**. The final username is shown underneath. Usernames cannot be changed later.
- Staff role** — Staff, Sales Staff, Supervisor or Manager. This is the person's job title for your records only. What they can open is decided by Module Access **6**.
- Status** — **Active** can sign in; **Inactive** cannot.
- Initial password** — at least **12 characters**. The person changes it after their first sign-in.
- Module Access** — tick each part of JAMS this person may use: Dashboard, Showroom, Sales, Customer Service, Products, Transfers, Boutique, Inventory Scan, Second-Hand and Reports.
- Save Staff** — creates the sign-in.

Module	Tick it for staff who...
Dashboard	should see the home page with key figures (recommended for everyone)

Showroom	show pieces to customers at the counter
Sales	sell pieces and print sales invoices
Customer Service	look up customers and their history
Products	register and update pieces and attach their JAMS tags
Transfers	send and receive pieces between stores
Boutique	choose what is shown in the online Boutique
Inventory Scan	count the whole store and find missing pieces
Second-Hand	buy second-hand gold from the public and manage the hold
Reports	need sales, stock or staff reports

NOTE

Staff work directly in the modules you tick – their work does **not** wait for your approval. A piece registered by a staff member goes straight to Pending RFID, just like your own. Two actions always stay with the owner and Store Managers: **Delete Product Permanently** (Chapter 5) and **exporting the customer list** (Chapter 9).

NOTE

Store Profile, Base Price, Staff Management, Local Accounting and Billing are for the store owner and Store Managers (section 3.4). **Data Export** is for the store owner only. Staff accounts never see these pages – whatever their job title.

3.4 Appoint a Store Manager

A **Store Manager** has full access, the same as the owner: sales, products, Local Accounting, staff, Store Profile, Base Price, billing and every other module – **except Data Export**, which stays with the owner. Only the store owner can appoint, change or remove a Store Manager, and confirms it with the owner password.

- 1 Press **+ Add Staff** (or **Edit** for an existing staff member).
- 2 Fill in the name, username and initial password as for any staff member.
- 3 Under **Access level** choose **Store Manager** 1. All modules are included automatically.
- 4 Read the text 2, tick **I am the store owner and I authorise this person as Store Manager** 3 and type your own owner password 4.
- 5 Press **Save Staff** 5. JAMS e-mails you a confirmation and keeps a record of the appointment.

Add Staff

Close

Staff sign in through the normal JAMS login using their own client.staff username.

Staff name

Maya Chen

Staff username

demo. maya

Final login: demo.maya

Staff role

Manager

Status

Active

Access level

☐ Staff — only the modules ticked below

1 ☒ **Store Manager** — full access, the same as the owner, except Data Export

2 Store Manager can do everything you can do in JAMS — sales, products, Local Accounting, staff, Store Profile, Base Price and billing — except Data Export. Everything a Store Manager does is your responsibility as the store owner. You can remove this access at any time.

3 I am the store owner and I authorise this person as Store Manager.

4 Your owner password

Initial password

.....

Module Access

Only selected modules are assigned to this staff account. Access must also be enforced by JAMS at the backend.

☒ Dashboard
 ☒ Showroom
 ☒ Sales

☒ Customer Service
 ☒ Products
 ☒ Transfers

☒ Boutique
 ☒ Inventory Scan
 ☒ Second-Hand

☒ Reports

5

Save Staff

Appointing a Store Manager.

- 1** **Store Manager** — full access, the same as the owner, except Data Export.
- 2** What a Store Manager can do, and that it is your responsibility.
- 3** Your confirmation that you authorise this person.
- 4** **Your owner password** — proves that the owner made this decision.
- 5** **Save Staff**.

- To remove the access, open the manager with **Edit** and choose **Staff** (then tick the modules), or set **Status** to **Inactive**. JAMS e-mails you every change.
- A Store Manager can add and change staff, but cannot appoint or change other Store Managers.

- In the Staff Directory a Store Manager shows **Full access, the same as the owner – except Data Export.**

IMPORTANT

Everything a Store Manager does is done in your name and is your responsibility as the store owner. Appoint only a person you fully trust.

3.5 Change a staff member, reset a password or switch someone off

Press **Edit** next to the person. The **Edit Staff** form opens with their current details.

Edit Staff.

- Status** – choose **Inactive** and press **Save Staff** to switch the person off. They are signed out everywhere straight away and cannot sign in. Choose **Active** again to switch them back on; their history is kept.
- New password** – type a new password of at least 12 characters if the person forgot theirs.
- Reset Password** – saves the new password. The person is signed out on all devices and must use the new password.
- Save Staff** – saves changes to the name, role, status and modules.

IMPORTANT

When a staff member leaves, set them to **Inactive** on their last day. Do not delete or reuse their account: their past sales and records stay linked to their name.

TIP

Staff members who verify their own recovery email can reset a forgotten password themselves, without waiting for you.

CHAPTER 4

Base Price

The Base Price is your price for one gram of pure (24K) gold, and optionally one gram of pure silver. JAMS uses it to calculate the price of every gold and silver piece in your store, in the Showroom, in Sales and in your online Boutique.

For the store owner and Store Managers. Staff cannot open Base Price.

4.1 How JAMS uses the Base Price

You do not type a price for each piece. Instead, each piece has a weight, a purity (for example 18K) and a making fee. JAMS works out its price from today's Base Price every time the piece is shown or sold. When you change the Base Price, **every calculated price in your store changes straight away**.

Step	How it is calculated
1. Metal value	Weight (g) × purity × Base Price. For 18K the purity is 0.75 (18 ÷ 24). A piece with gold and silver adds both parts.
2. Making fee	Metal value × the making fee % set on the product.
3. Additional cost	Any extra amount set on the product, for example for stones.
4. Price before GST	Metal value + making fee + additional cost.
5. GST	10% is added, unless the product is marked GST-free.

Worked example

An **18K Diamond Solitaire Ring** weighs 4.2 g and has an 18% making fee. The Base Price is AUD 162.40 per gram.

	AUD
Metal value: $4.2 \times 0.75 \times 162.40$	511.56
Making fee: 18% of 511.56	92.08
Additional cost	0.00
Price before GST	603.64
GST 10%	60.36
Price shown to the customer (the same price you see in Products, Chapter 5)	664.00

NOTE

Products marked **Fixed Price** (Chapter 5) keep the price you typed. They do not change when the Base Price changes. Country of origin is for information only and does not change the price.

4.2 Your current Base Price

The screenshot displays the 'Base Price' section of the JAMS app. It features two main panels: Gold Base Price and Silver Base Price. The Gold panel shows a price of AUD 162.40 / gram, with a 'Your own price' field and a table of prices per troy ounce, 10 grams, and kilogram. The Silver panel shows a price of AUD 1.95 / gram, with a note about the silver value calculation.

GOLD BASE PRICE · 24K PURE	
1	AUD 162.40 / gram
2	Your own price
3	PER TROY OUNCE: AUD 5,051.20
	PER 10 GRAMS: AUD 1,624.00
	PER KILOGRAM: AUD 162,400

SILVER BASE PRICE · 999 PURE	
4	AUD 1.95 / gram
AUD 60.65 per troy ounce · updated 24 Oct 2026 · 04:27 · Sarah Mitchell	
Silver value = weight × purity × silver base price.	

Base Price — the prices JAMS is using now.

- 1 **Gold base price · 24K pure** — the price of one gram of pure gold that JAMS is using right now.
- 2 **Your own price** — where the price comes from, and below it when it was last changed and by whom.
- 3 The same price **per troy ounce**, **per 10 grams** and **per kilogram**, to compare with market prices.
- 4 **Silver base price · 999 pure** — the pure silver price per gram. It shows “Not set” until you save a silver price. Silver value = weight × purity × silver base price (for example 925 silver has a purity of 0.925).

The screenshot displays the 'Metal Value by Purity' section of the JAMS app. It includes a table showing the value of one gram of gold at various purities (24K, 22K, 21K, 18K, 14K, 10K, and 9K). Below the table is a formula for calculating the gold value.

METAL VALUE BY PURITY						
What one gram is worth today						
Metal value only, from your base price. Making fees, extras and GST are added by each product's pricing.						
1	24K 99.9 fine AUD 162.40 per gram	22K 916 fine AUD 148.87 per gram	21K 875 fine AUD 142.10 per gram	18K 750 fine AUD 121.80 per gram	14K 585 fine AUD 94.73 per gram	10K 417 fine AUD 67.67 per gram
	9K 375 fine AUD 60.90 per gram					

Gold value = Weight × Karat ÷ 24 × Base price · Fixed-price products are not affected.

What one gram is worth today.

- 1 The **metal value of one gram** at each purity — 24K, 22K, 21K, 18K, 14K, 10K and 9K — from your base price. Making fees, extra costs and GST are added by each product.
- 2 The formula: gold value = weight × karat ÷ 24 × base price. Fixed-price products are not affected.

4.3 Set or change your Base Price

- 1 Choose **Base Price** in the menu.

- 2 Under **Set today's base price**, type today's 24K gold price per gram in **Gold · 24K pure** 1.
- 3 Check the change shown under the field 2 – for example “+0.43% vs current”. A large change usually means a typing mistake.
- 4 If you sell silver, type the pure silver price per gram in **Silver · 999 pure** 3.
- 5 Press **Save base price** 4. The new price is shown at the top of the page and is used everywhere straight away.

Set today's base price and the price source.

- 1 **Gold · 24K pure** (required) – your price for one gram of pure 24K gold, in AUD. Type the number only, for example **162.40**.
- 2 The change compared with the current price, shown before you save. It says “No change” when the price is the same.
- 3 **Silver · 999 pure** (optional) – your price for one gram of pure silver. Leave it empty if you do not sell silver.
- 4 **Save base price** – saves both prices. Every change is recorded in the history.
- 5 **My own base price** – **In use**: you set the price yourself, and it stays until you change it.
- 6 **JAMSY Global price** and **Kitco live price** – **coming later**. They cannot be selected yet.

IMPORTANT

Always enter the price of **pure 24K** gold, not the price of 18K or 22K. JAMS applies the purity of each piece itself. Entering an 18K price would make every piece too cheap.

NOTE

If no Base Price has been saved, JAMS cannot calculate prices: products show “Metal base price not configured” and cannot be sold until a price is entered. Silver pieces need the silver price in the same way.

4.4 Global gold market reference

Under the form, the **Gold value by purity** panel shows a live reference from the international market, with an **Open on Kitco** link. Market prices are usually quoted in US dollars per ounce, so convert them to AUD per gram before you compare. This panel **never** changes your Base Price – only the price you save does.

4.5 Price history

Every time a price is saved, JAMS adds a line to **Recent changes** at the bottom of the page, so you can always see what price was used on any day. The last 15 changes are shown.

PRICE HISTORY					
Recent changes					
The last 15 changes for your store, in your local time.					
DATE	METAL	OLD	NEW	CHANGE	CHANGED BY
4 Oct 2026 · 04:27	Gold 24K	AUD 160.50	AUD 162.40	▲ +1.18%	Sarah Mitchell
24 Oct 2026 · 04:27	Silver	—	AUD 1.95	First price	Sarah Mitchell

Price history – recent changes.

- Each line shows the **date and time** (your local time), the **metal** (Gold 24K or Silver), the **old** and **new** price, the **change** in %, and **who** changed it.

TIP

Update the Base Price at the same time every morning before you open, so the Showroom, Sales and your Boutique all show today's prices.

CHAPTER 5

Products

Every piece in your store is registered once in Products, with its photos, metal, weight and purity. After a JAMS tag is attached (Chapter 6), the piece becomes Active: it can be shown in the Showroom, sold, counted, transferred and displayed in your Boutique.

For the owner and for staff with the Products module. Permanent delete is only for the owner and Store Managers, as marked.

5.1 The life of a product

Status	What it means
Pending RFID	Saved, but no JAMS tag attached yet. It cannot be sold or shown in the Boutique. Attach a tag with Attach tag (Chapter 6).
Active	Has a JAMS tag attached. It is current stock: it can be shown, sold, counted, transferred and displayed in the Boutique.
Inactive	Taken out of stock for now (for example sent for repair). It keeps its tag and can be made Active again.
Archived	No longer used. It disappears from normal lists, but its record is kept.
Sold	Sold in Sales. Kept as read-only history and can be used as a template for a new piece.

5.2 The Products page

JAMS INVENTORY

Products

Register and manage jewellery products for this client.

1 + Add Product

2 **ACTIVE**
5
Current inventory

3 **AWAITING**
2
RFID, pending or inactive

4 **SOLD**
1
Read-only history

Active Products **5**

Only Active products are current inventory and eligible for Boutique display.

5 Q Search product, code, category... **Search**

IMAGE	PRODUCT	CATEGORY	MATERIAL	TOTAL WEIGHT	PURITY	PRICE	STATUS
	18K Diamond Solitaire Ring Single Metal	Ladies / Ring	Gold	4.200 g	18K	6 Calculated · AUD 664.00	Active 7 Edit
	18K Curb Chain Single Metal	Ladies / Chain	Gold	8.000 g	18K	Calculated · AUD 1,200.46	Active Edit
	22K Gold Bangle Fixed Price	Ladies / Bangle	Gold	10.000 g	22K	Fixed · AUD 2,450.00	Active Edit
	18K Rope Bracelet Single Metal	Mens / Bracelet	Gold	20.000 g	18K	Calculated · AUD 3,001.15	Active Edit

Products – totals and Active Products.

- 1** **+ Add Product** – register a new piece.
- 2** **Active** – number of pieces in current stock. Click to jump to the list.
- 3** **Awaiting** – pieces waiting for a tag, or Inactive.
- 4** **Sold** – pieces already sold (history only).
- 5** **Search** – type part of a name, product code, category or type and press **Search**.
- 6** **Price** – today's price. **Calculated** prices follow the Base Price (Chapter 4); **Fixed** prices do not change.
- 7** **Edit** – open the piece to change it.

Below Active Products are two more lists: **Other Product Statuses** (Pending RFID and Inactive) and **Sold Products**.

Other Product Statuses ²

Pending RFID, Pending, Inactive and other non-active products. Sold products are kept separately below as read-only history.

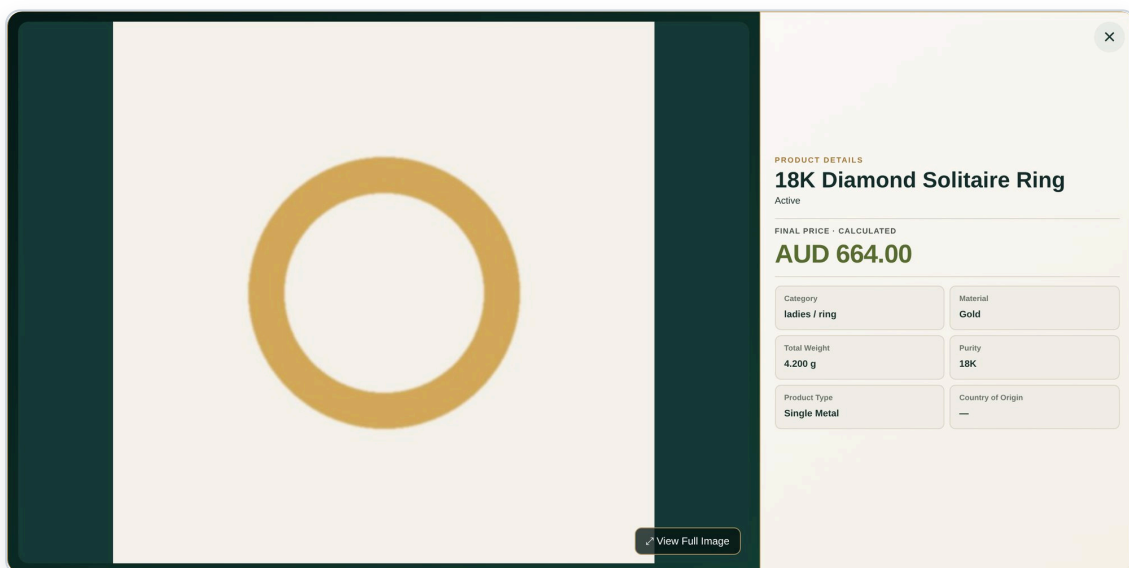
IMAGE	PRODUCT	CATEGORY	MATERIAL	TOTAL WEIGHT	PURITY	PRICE	STATUS	
	18K Classic Gold Bangle Single Metal	Ladies / Bangle	Gold	12.500 g	18K	Calculated · AUD 1,925.96	1 Pending RFID	Edit
	18K · 8.400 g · 18K yellow gold curb bracelet, 19 cm, worn... Second-hand item JSH001-SUP4TOYD	—	—	—	—	—	2 Pending RFID	Attach tag

Other Product Statuses.

- 1** The status of the piece.
- 2** **Attach tag** — attach a JAMS tag to this piece (Chapter 6). Items bought through Second-Hand (Chapter 10) also appear here while they wait for their tag.

Product card

Click the name of any piece to open its product card: the main photo (press **View Full Image** to enlarge it), today's price and the key details. Press × or Esc to close it.



Product card.

5.3 Add a product

Press **+ Add Product**. The form has four parts. You can jump between them with the bar at the top of the form.

PRODUCT REGISTRATION

Add Product

Tenant protected

Complete the essentials, add your photos and save. Optional details can be added anytime.

01 · Details

02 · Materials

03 · Pricing

04 · Photos

The four parts of the form.

1. Product details

01

Product details
Identity and classification

1

Product name

18K Classic Gold Bangle

2

Main category

Ladies Jewellery

3

Product type

Bangle

4

Country of Origin — optional

Italy

Optional. Start typing or choose a suggested country.

Product details.

- 1 Product name** — a clear name customers understand, for example “18K Classic Gold Bangle”. It appears on invoices and in the Boutique.
- 2 Main category** — Ladies Jewellery, Men’s Jewellery, Investment, Wedding or Special.
- 3 Product type** — Bangle, Ring, Bracelet, Necklace, Chain, Earrings, Pendant and so on.
- 4 Country of Origin** — optional. Start typing and choose a country. It is for information only and does not change the price.

2. Materials & weight

02

Materials & weight
 Primary and optional secondary metal

1

Metal Type
 Gold

2

Weight (g)
 12.5

3

Karat
 18

Type any value greater than 0 up to 24, or select a common karat. Fineness: 0.750000

4

+
 Second Metal
 Optional — add another metal with its own purity and weight

☐ Add Second Metal

Materials & weight.

- 1 Metal Type** — Gold, Silver or Other.
- 2 Weight (g)** — the weight of the metal in grams, for example **12.5**. Weigh the piece on your store scale.
- 3 Karat** — for gold, type or choose the karat (for example 18). JAMS shows the fineness underneath (18K = 0.750000). For silver, enter the purity out of 1000 (for example 925).
- 4 Second Metal** — tick **Add Second Metal** for a piece made of two metals, for example gold with silver. Enter the second metal, its purity and its own weight. Each metal is priced separately.

NOTE

Products with Metal Type **Other** (for example platinum or steel) cannot be calculated from the Base Price. They need a **Fixed Price**.

3. Pricing

03

Pricing

Making fees and additional costs

1

Making fee (%)

15

2

Stone / Special Additional Cost (AUD)

0

3

Fixed Price (AUD) — optional

4

Product description

Classic polished 18K yellow gold bangle, 62 mm inner diameter.

Leave blank for normal JAMS price calculations. If entered, this exact fixed price overrides calculated pricing.

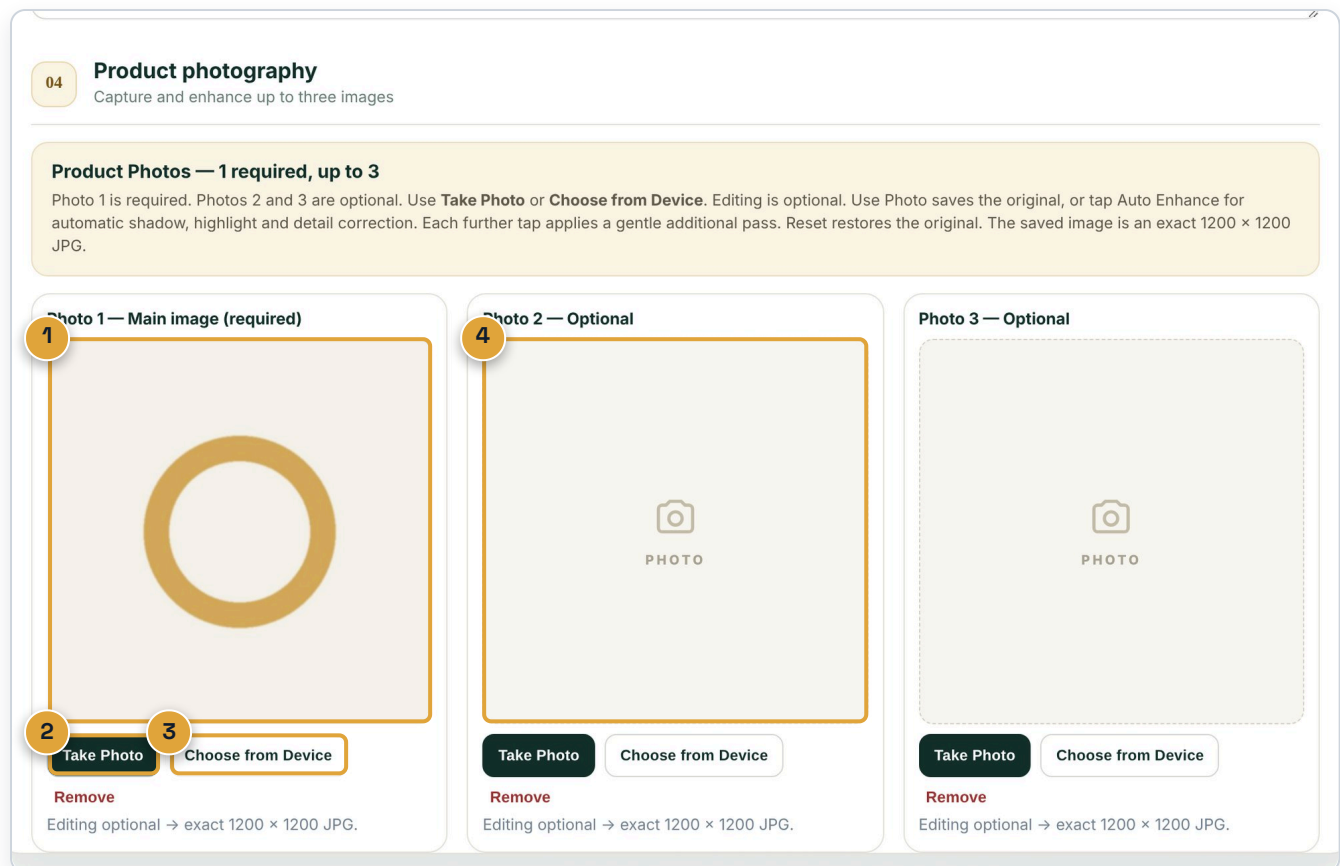
Pricing and description.

- 1 Making fee (%)** — your labour and design margin, as a percentage of the metal value. For example **15**.
- 2 Stone / Special Additional Cost (AUD)** — an extra amount added to the price, for example for diamonds or stones. Leave **0** if there is none.
- 3 Fixed Price (AUD)** — optional. Leave it blank so JAMS calculates the price every day from the Base Price. If you type a price here, the piece is always sold at exactly this price.
- 4 Product description** — a short description for the product card and the Boutique.

The price is calculated as explained in Chapter 4: metal value + making fee + additional cost, plus 10% GST. For this bangle: $12.5 \text{ g} \times 0.75 \times \text{AUD } 162.40 = 1,522.50$; + 15% making = 1,750.88; + GST = **AUD 1,925.96**.

4. Product photography

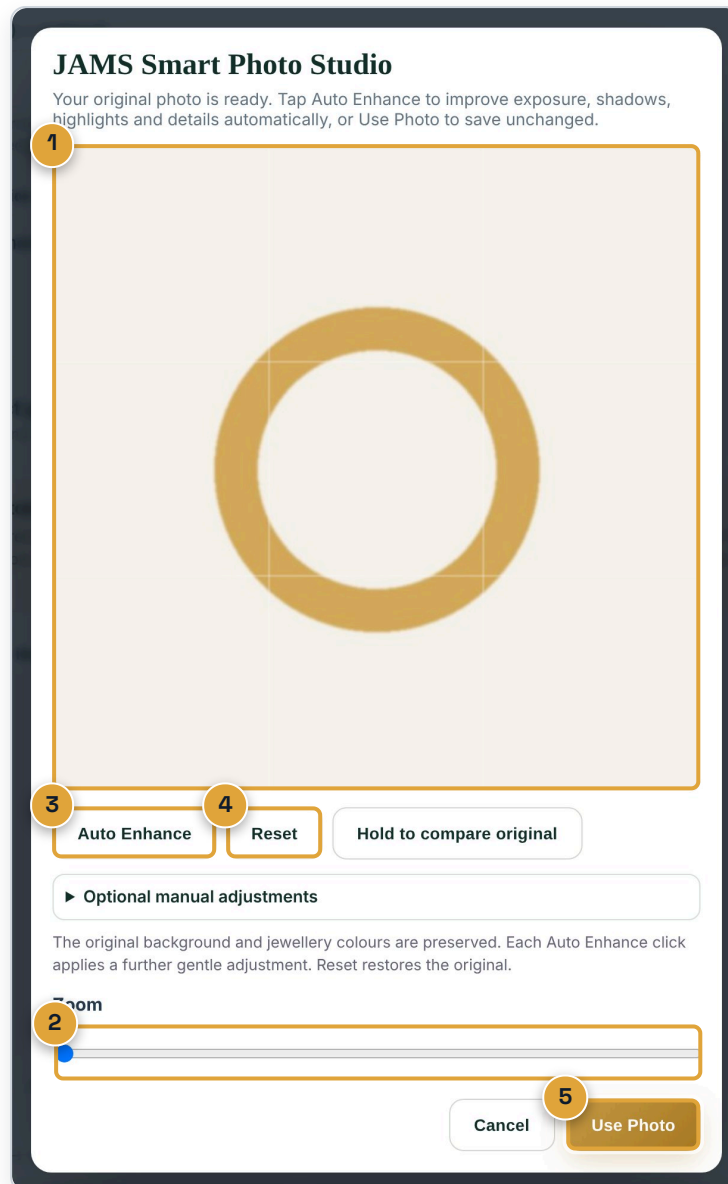
Each piece needs at least **one photo** and can have up to three. Photo 1 is the main image used in the Showroom, Sales, the product card and the Boutique.



Product photography.

- 1 **Photo 1 — Main image (required).**
- 2 **Take Photo** — opens the camera on a phone or tablet.
- 3 **Choose from Device** — choose a photo that is already on your computer or phone.
- 4 **Photos 2 and 3** — optional extra angles. **Remove** deletes a photo from its slot.

After you take or choose a photo, the **JAMS Smart Photo Studio** opens.



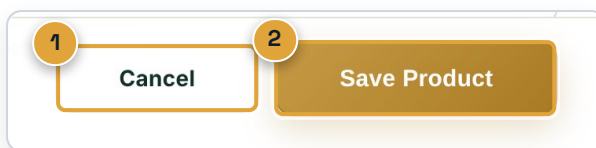
JAMS Smart Photo Studio.

- 1 **Crop area** – drag the photo to place the piece in the centre of the square.
- 2 **Zoom** – move the slider to make the piece larger.
- 3 **Auto Enhance** – improves light, shadows and detail automatically. Each extra press adds a gentle further improvement. Hold **Hold to compare original** to see the difference.
- 4 **Reset** – go back to the original photo.
- 5 **Use Photo** – save the photo. It is saved as a square 1200 × 1200 image.

TIP

Photograph pieces on a plain light background in daylight or under white light. A good main photo makes your Boutique look professional.

Save the product



The buttons at the bottom of the form stay visible while you scroll.

- 1 **Cancel** — close the form without saving.
- 2 **Save Product** — save the piece.

When you save a new piece, it appears under **Other Product Statuses** as **Pending RFID** — whether the owner or a staff member saved it. JAMS has already given it its own product code. Its tag number comes from the JAMS tag you attach.

Other Product Statuses 2

Pending RFID, Pending, Inactive and other non-active products. Sold products are kept separately below as read-only history.

IMAGE	PRODUCT	CATEGORY	MATERIAL	TOTAL WEIGHT	PURITY	PRICE	STATUS
	18K Classic Gold Bangle Single Metal	Ladies / Bangle	Gold	12.500 g	18K	Calculated · AUD 1,925.96	1 Pending RFID 2 Attach tag Edit
	18K · 8.400 g · 18K yellow gold curb bracelet, 19 cm, worn... Second-hand item JSH001-SUP4TOYD	—	—	—	—	—	Pending RFID Attach tag

The new piece is waiting for its tag.

- 1 **Pending RFID** — the piece cannot be sold yet.
- 2 **Attach tag** — press it to attach a JAMS tag now (Chapter 6). The piece then becomes Active.

IMPORTANT

A piece cannot be sold, transferred or shown in the Boutique until a JAMS tag has been attached.

5.4 Change a product

- 1 Find the piece (use **Search** if needed) and press **Edit**.
- 2 Change the details, prices or photos.
- 3 Press **Save Product**.

NOTE

Sold pieces are locked as sales history and cannot be changed. A piece that is being transferred to another store cannot be changed until the transfer is accepted or cancelled.

5.5 Product Status & Actions

At the bottom of the Edit page are the actions for the whole piece.

Product Status & Actions

Deactivate keeps this product for later use. Archive retains its record outside normal lists.

- Create a similar new product**
- Deactivate Product**
- Archive Product**

Scrapped, destroyed or withdrawn from sale? Permanent delete removes the product, uploaded photos and RFID binding. The old physical tag must be destroyed. Existing transaction records are retained.

☐ I understand this deletion cannot be undone.

- Delete Product Permanently**

Replace damaged or lost RFID tag

Product details and photos are preserved. The old tag is unlinked immediately and its number can never be used again. The product returns to Pending RFID until a NEW JAMS tag is attached, then becomes Active. An inactive product will also become Active.

Reason (optional)

Damaged, lost or destroyed tag

Remove and destroy the old tag. The system refuses its number from now on, but it cannot erase a physical tag remotely.

☐ Retire the old tag and request a replacement.

- Request Replacement Tag**

Product Status & Actions.

- Create a similar new product** – opens a new form already filled in with this piece's details. Change the name, weight and photos and save. Useful when you have several pieces of the same model. Sold pieces offer the same option.
- Deactivate Product** – takes the piece out of stock for now, for example while it is being repaired. It is hidden from the Boutique and cannot be sold. Press **Activate Product** to bring it back.
- Archive Product** – the piece is no longer used. It leaves the normal lists but its record is kept.
- Owner and Store Managers only.** **Delete Product Permanently** – for a piece that was scrapped, destroyed or registered by mistake. Tick the box first. The product, its photos and its tag link are deleted; past sales and records are kept. Destroy the old physical tag.
- Request Replacement Tag** – when a tag is damaged or lost. The piece goes back to **Pending RFID** so you can attach a new JAMS tag, and then becomes Active again.

Replace a damaged or lost tag

- Open the piece with **Edit** and scroll to **Replace damaged or lost RFID tag**.

- 2 Type a **Reason** if you like, for example “Tag damaged” (optional).
- 3 Tick **Retire the old tag and request a replacement.** and press **Request Replacement Tag**. The old tag number is retired for ever.
- 4 Attach a **new** JAMS tag with **Attach tag** (Chapter 6). Destroy the old tag.

IMPORTANT

Always destroy an old tag. JAMS retires its number in the system, but it cannot erase a physical tag from a distance.

CHAPTER 6

Attaching JAMS tags

Every piece carries one small JAMS RFID tag. The tag lets JAMS recognise the piece in the Showroom, at the sales counter, during transfers and during stock counts – without typing a code. This chapter shows how you attach a ready-made JAMS tag to a new piece.

For the owner and for staff who register products or buy second-hand items.

6.1 How tagging works

- JAMS tags arrive **ready-made**. Each tag already carries its own **24-digit number** (its **EPC**), written and locked by JAMS. Nothing is written in your store, so you do not need a writer.
- You need only an RFID reader connected to the computer or tablet. It works like a keyboard (“HID / keyboard mode”), the same reader you use for the Showroom and Inventory Scan.
- When you attach a tag, JAMS reads its number, checks that it is a genuine JAMS tag that has not been used before, and locks the number to that piece. The piece then becomes **Active**.
- One tag number belongs to one piece **for ever**. A used, cancelled or unknown tag is always refused.

6.2 Items waiting for a tag

Press **Attach tag** next to a Pending RFID piece in Products (Chapter 5), or **Attach JAMS tag** on a second-hand purchase (Chapter 10). On the tagging page, **← Items waiting for a tag** shows every item of your store that is waiting for a tag.

RFID TAGS

Items waiting for a tag

Attach one ready-made JAMS tag to each item. No writer is needed — any RFID reader that types the tag number works.

Products · Pending RFID

PRODUCT	CODE	CREATED
18K Classic Gold Bangle	JAMS-1-PSBJAUCJ	24 Oct 2026

Attach tag

Second-hand items waiting for a tag

ITEM	ITEM MARK
18K · 8.400 g · 18K yellow gold curb bracelet, 19 cm, worn...	JSH001-SUP4TOYD

Attach tag

Items waiting for a tag.

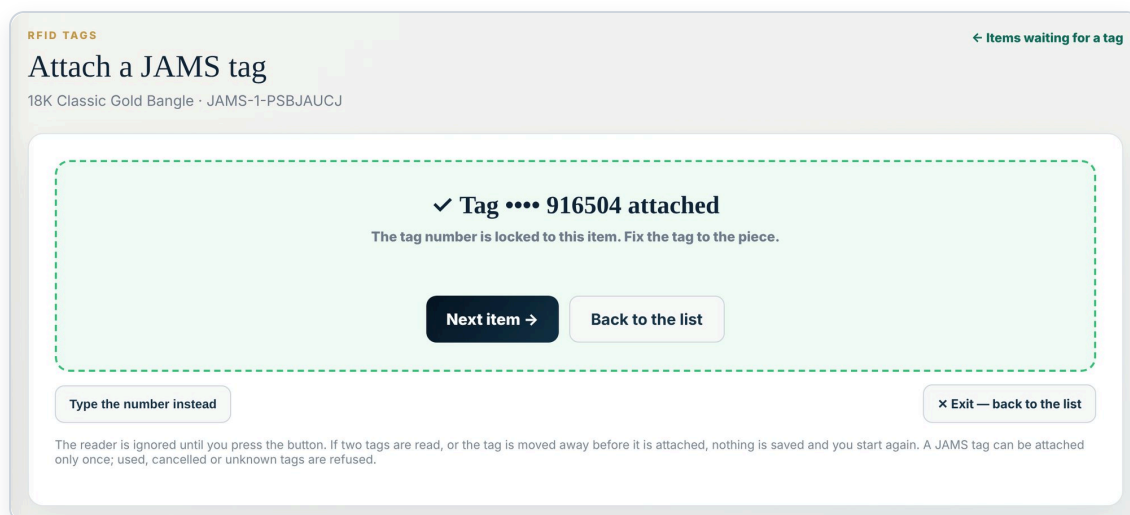
- 1 Start tagging →** — attach tags to all waiting items one after another. After each tag, JAMS opens the next item by itself.
- 2 Products · Pending RFID** — new pieces from Products that are waiting for their tag.
- 3 Attach tag** — attach a tag to this one item.
- 4 Second-hand items waiting for a tag** — items you bought in Second-Hand (Chapter 10). They are not products; the tag is recorded on the purchase, so you can open the record later by scanning the item.

6.3 Attach a tag

The screenshot shows a mobile application interface titled "RFID TAGS" with a subtitle "Attach a JAMS tag". At the top right, there is a link "← Items waiting for a tag". Below the title, the text "18K Classic Gold Bangle · JAMS-1-PSBJAUCJ" is displayed next to a yellow circle with the number 1. The main area contains a dashed box with the heading "Put ONE JAMS tag on the reader" and the instruction "Then press the button. The tag is read, checked and attached in one go — keep it still until it says done." Inside this box are two buttons: "ATTACH THE TAG ON THE READER" (labeled with a yellow circle 2) and "Cancel" (labeled with a yellow circle 3). Below the dashed box, there are two more buttons: "Type the number instead" (labeled with a yellow circle 4) and "X Exit — back to the list" (labeled with a yellow circle 5). At the bottom, a small note states: "The reader is ignored until you press the button. If two tags are read, or the tag is moved away before it is attached, nothing is saved and you start again. A JAMS tag can be attached only once; used, cancelled or unknown tags are refused."

Attach a JAMS tag.

- 1 The item the tag will be attached to. Check the name and code before you start.
 - 2 **ATTACH THE TAG ON THE READER** — put **one** new JAMS tag on the reader, then press this button. The tag is read, checked and attached in one go.
 - 3 **Cancel** — stop. Nothing is saved.
 - 4 **Type the number instead** — if the reader does not work, type the 24-digit number printed with the tag and press Enter.
 - 5 **X Exit — back to the list** — leave this page. Nothing is saved.
-
- 1 Put **one** new JAMS tag flat on the reader. Keep all other tags away from it.
 - 2 Press **ATTACH THE TAG ON THE READER** 2. Keep the tag still while JAMS shows **Reading...**, **Checking...** and **Attaching...**
 - 3 When JAMS shows **✓ Tag attached**, fix the tag to the piece (on its label or swing tag) straight away.
 - 4 Press **Next item →** for the next waiting piece. If you started with **Start tagging →**, the next item opens by itself after 2 seconds.



The tag is attached and locked to the piece.

The piece now shows **Active** in Products. If you open its tagging page again, JAMS shows **JAMS TAG ATTACHED** with the tag number and the words **Locked to this item**.

6.4 If a tag is refused

If anything is not right, **nothing is saved** and the piece stays Pending RFID. Read the message, correct the problem and press **TRY AGAIN**.

Message	What to do
More than one tag was read	Keep only one tag on or near the reader and try again.
Another tag came near the reader	Move the other tagged pieces away and try again.
The tag was moved away before it was attached	Put the tag back on the reader and keep it still until it says done.
No tag was read	Check that the reader is plugged in, put the tag flat on it (or lift it and put it back) and try again.
This is not a JAMS tag	The number contains letters or is not 24 digits. Use only JAMS tags from JAMSY.
The tag is already used, cancelled or unknown	Use another tag. Keep a refused tag apart and tell JAMSY if it came from a new pack.

IMPORTANT

Attach each tag to the correct piece straight away. If tags get mixed up, use **Request Replacement Tag** in Products (Chapter 5) and attach a new tag. A tag number can never be moved to another piece.

NOTE

In daily work – Showroom, Sales, Transfers, Inventory Scan – JAMS simply reads the tag number. The check is done once, when the tag is attached.

CHAPTER 7

Showroom

The Showroom is a full-screen display for your counter. When you hold a tagged piece near the RFID reader, the screen shows its photo, today's price and its details – so the customer can see everything without anyone typing.

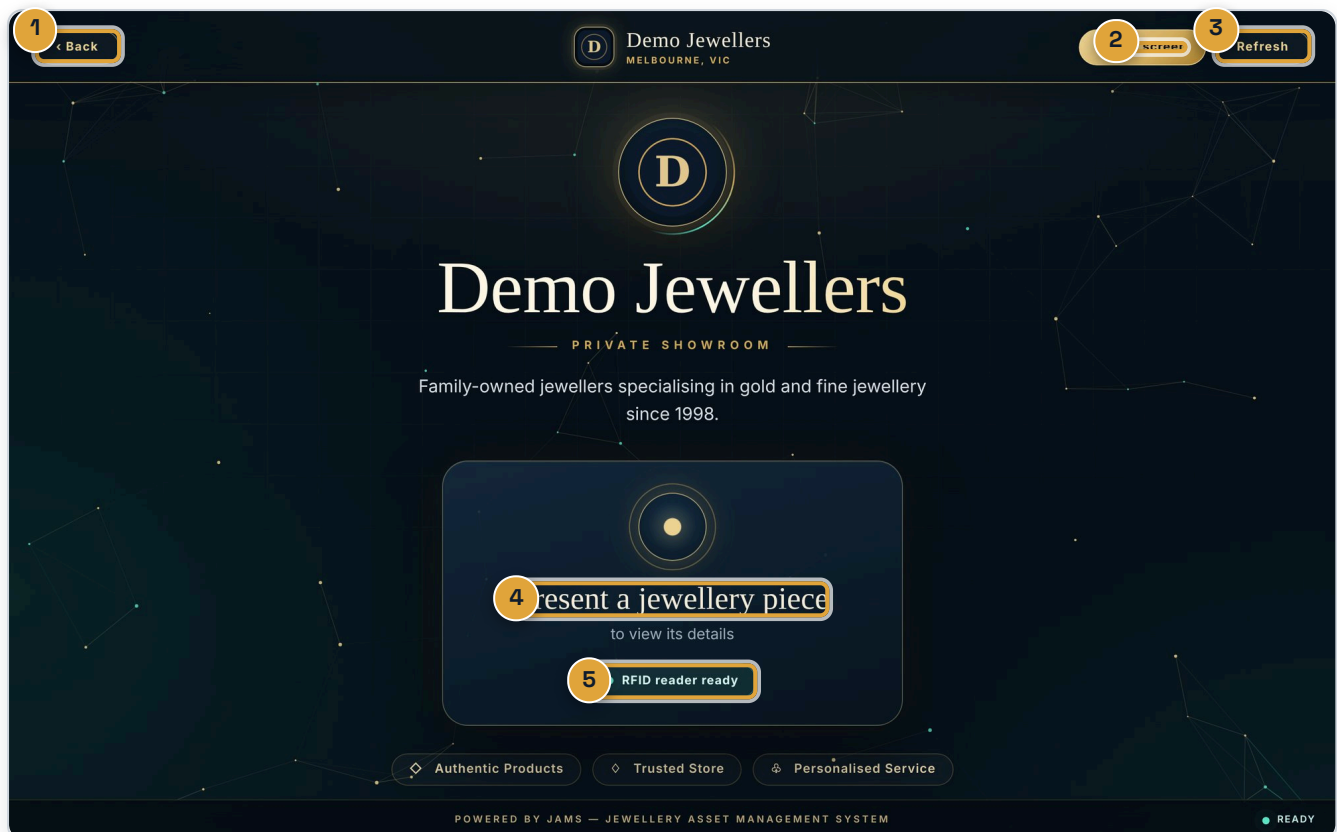
For the owner and for staff with the Showroom module.

7.1 What you need

- A screen facing the customer: a tablet, a monitor or a computer at the counter.
- A JAMSY desk RFID reader connected to that computer or tablet.
- Pieces that are **Active** – that is, with a JAMS tag attached (Chapter 6).

7.2 Open the Showroom

- 1 Choose **Showroom** in the menu.
- 2 Press **Full screen** so the Showroom fills the whole screen.
- 3 Leave the screen open. It waits for the next piece.

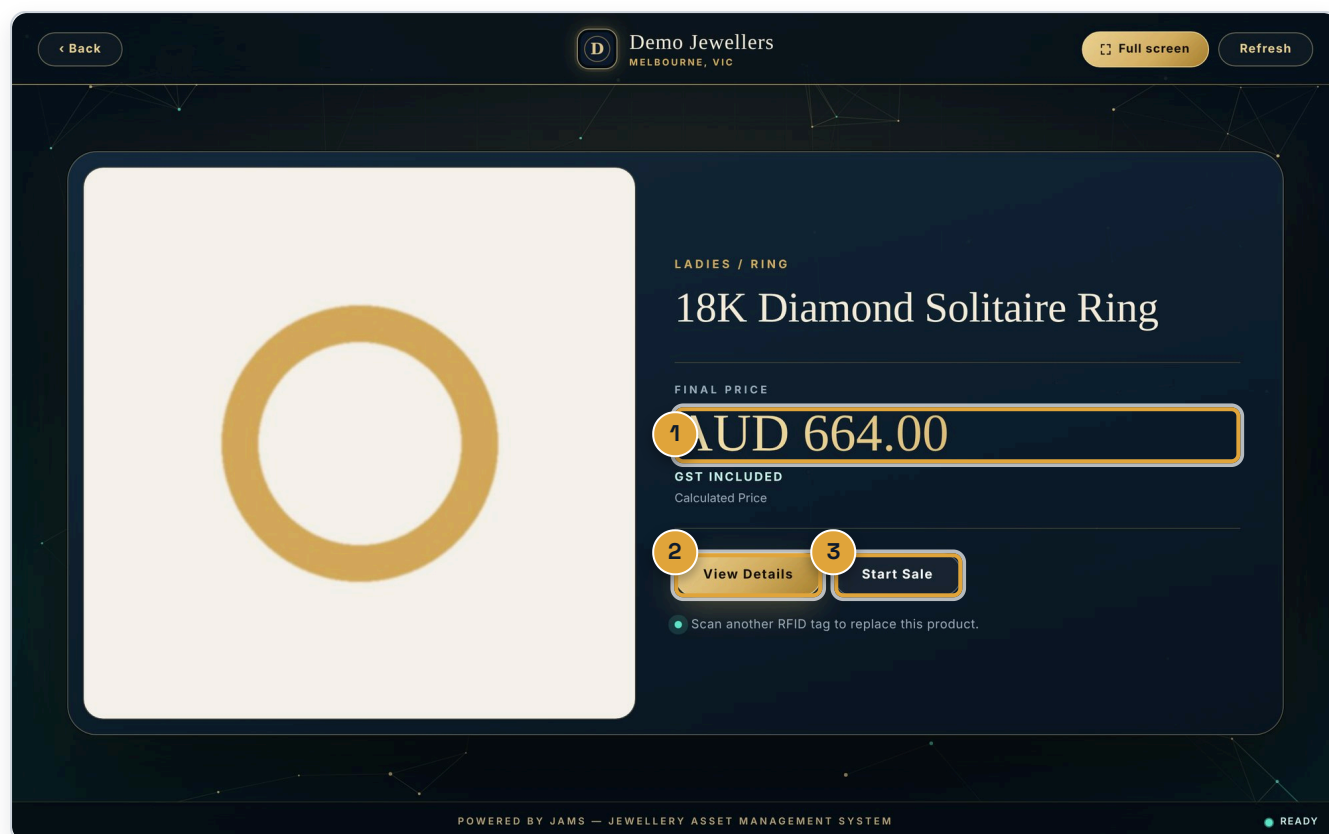


The Showroom, ready for a piece.

- 1 **< Back** — return to JAMS.
- 2 **Full screen** — fill the screen with no browser bars. It changes to **✕ Exit full screen**; the Esc key also exits. (On iPhone, use **Add to Home Screen** instead.)
- 3 **Refresh** — reload the Showroom, for example after you change the Base Price.
- 4 **Present a jewellery piece** — the reader is ready. Your store name, logo and “About the Store” text come from Store Profile (Chapter 2).
- 5 **Ready** — the Showroom is connected and waiting.

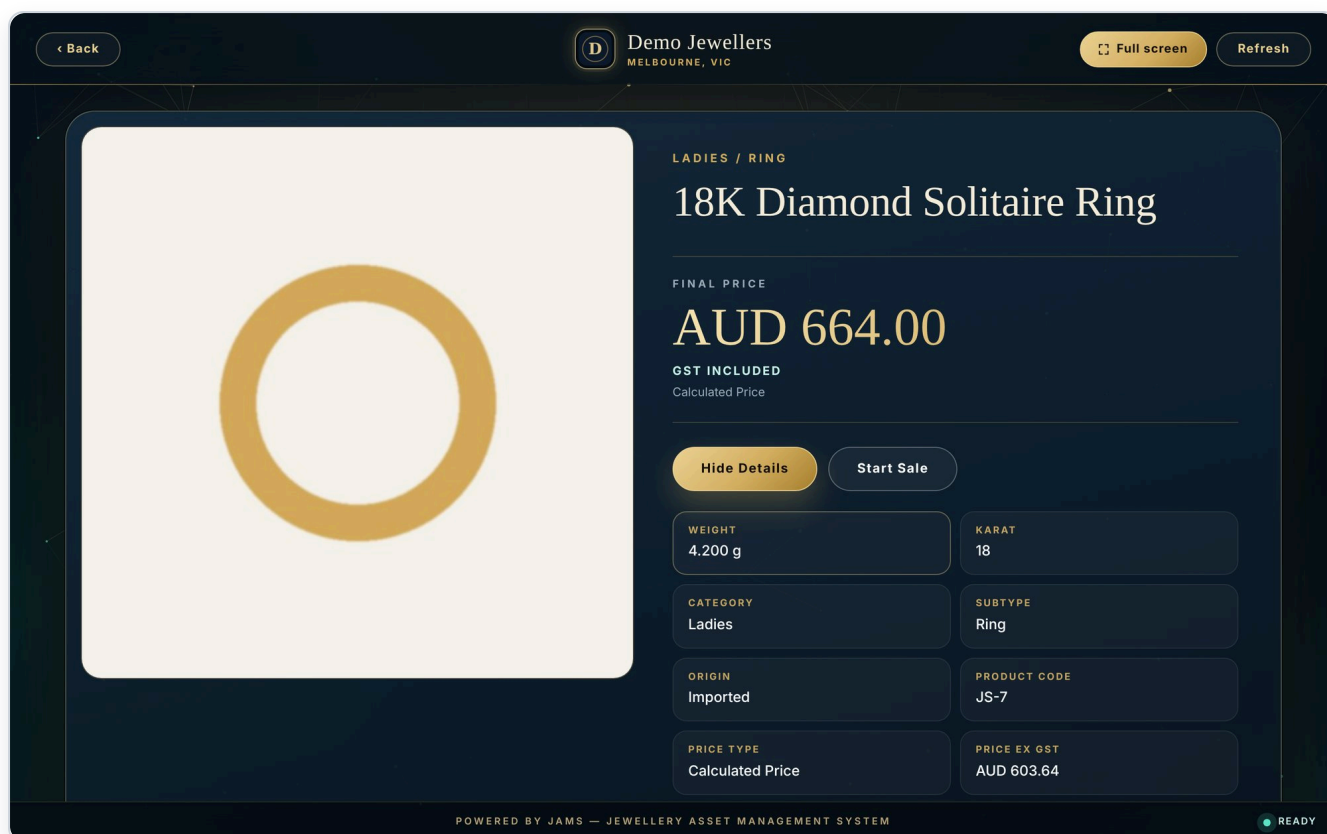
7.3 Show a piece to a customer

- 1 Hold the piece's tag near the RFID reader for a moment.
- 2 The piece appears on the screen with its photo and today's price.
- 3 To show the next piece, simply hold its tag near the reader. The screen changes straight away.



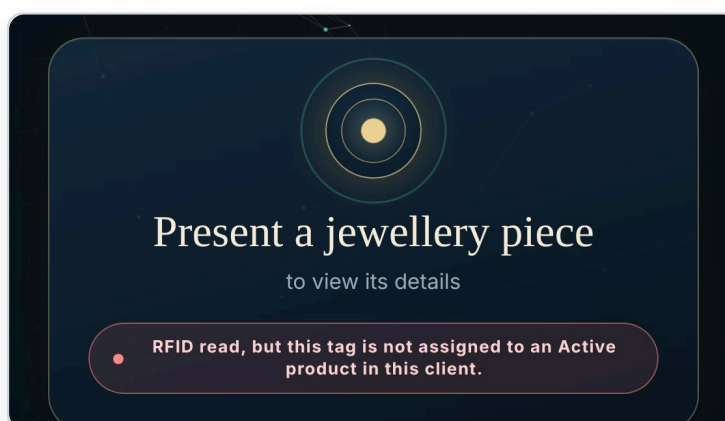
A piece in the Showroom.

- 1 Final price** — today's price including GST. "Calculated Price" follows today's Base Price; "Fixed Price" is the fixed price you set.
- 2 View Details** — show the piece's details (see below).
- 3 Start Sale** — the customer wants to buy: opens Sales with this piece already added (Chapter 8). Only shown to staff who may use Sales.



View Details — weight, karat, category, type, origin, product code, price type and price before GST. Press **Hide Details** to close them.

7.4 If a piece does not appear



A tag that is not an Active piece of your store.

Message or problem	What to do
RFID read, but this tag is not assigned to an Active product in this client.	The piece is not Active (still Pending RFID, Inactive or Sold), or the tag belongs to another store. Check the piece in Products.
The tag belongs to a second-hand item	The Showroom tells you. Open it in Second-Hand with Open item (Chapter 10).

Nothing happens Click once anywhere on the Showroom screen so it has the focus, check the reader cable, and press **Refresh**.

The price looks old Update the Base Price (Chapter 4) and press **Refresh**.

TIP

Keep only one piece close to the reader at a time. Other tagged pieces nearby may be read instead.

CHAPTER 8

Sales

Sell a piece in three short steps – customer, payment, review – and print a sales invoice. JAMS marks the piece Sold, updates the customer's account and records the sale in your accounts automatically.

For the owner and for staff with the Sales module.

8.1 Start a sale

Every sale starts from the piece itself, so the right piece and today's price are always used.

- 1 Open the **Showroom** and hold the piece's tag near the reader (Chapter 7).
- 2 Press **Start Sale**. The **New Sale** page opens with the piece and its price already filled in.

NOTE

Only **Active** pieces can be sold. If the piece was sold a moment ago on another device, JAMS tells you that it is no longer available.

8.2 Step 1 — Customer

1. Customer

Enter the customer's phone or email. If a JAMSY customer profile already exists, the details will be filled automatically.

3 Existing JAMSY customer found — profile loaded.

1 Phone 0411 000 001

2 Email olivia.bennett@example.com

4 First name Olivia

Last name Bennett

5 Address 12 Chapel Street, Windsor VIC 3181

6 ID type (optional) Not recorded

ID reference (optional)

7 ID supporting document photo (optional)

Take Photo Choose Photo / PDF

Optional. Photos are cropped and resized to 1200 × 1200 before encrypted storage. PDFs are stored securely as supplied. Not shown on the invoice.

1. Customer:

- Phone** — type the customer's mobile number first.
- Email** — or their email address. At least one of phone or email is required.
- If the customer has bought from your store before, JAMS says “**Existing JAMSY customer found — profile loaded.**” and fills in their details.
- First name** and **Last name** — for a new customer, type them here.
- Address** — printed on the sales invoice under **Bill to**.
- ID type** and **ID reference** — optional, for example for high-value sales: Driver Licence, Passport, Proof of Age or Other.
- Take Photo** or **Choose Photo / PDF** — optional photo of the ID or another document. It is stored encrypted and is **never** printed on the invoice.

NOTE

JAMS only finds customers of **your own store**. Customers of other JAMS stores are never shown. If your browser suggests an old entry when you type, ignore it and type the details yourself.

8.3 Step 2 — Payment

You can take one payment or split the price over several payments, for example part by card and part in cash.

The screenshot shows the '2. Payment' screen in the JAMS app. It features a summary bar at the top with three sections: 'PREVIOUS ACCOUNT BALANCE' (AUD 0.00, settled), 'THIS SALE' (AUD 450.17, final price incl. GST), and 'BALANCE BEFORE PAYMENT' (AUD 450.17, previous balance + this sale). Below this is a list of payment methods. The first method is 'EFTPOS / Card' with an amount of 200 and receipt number 4821. The second method is 'Cash' with an amount of 250.17 and an optional receipt reference. A '+ Add another payment' button is visible. At the bottom, a summary bar shows 'PAID NOW' (AUD 450.17), 'REMAINING ON THIS SALE' (AUD 0.00), and 'NEW ACCOUNT BALANCE' (AUD 0.00, settled). A confirmation section at the very bottom has a checkbox for 'I confirm the payments above have been received / verified' and another for 'I approve recording the extra AUD 0.00 as credit on the customer account'.

2. Payment — split between card and cash.

- 1 **Previous account balance, This sale and Balance before payment.** If the customer already owes money or has credit with you, it is shown here.
- 2 **Method** — Cash, EFTPOS / Card, Bank Transfer or Other.
- 3 **Amount (AUD)** — the amount paid with this method.
- 4 **Receipt / reference** — for example the EFTPOS receipt number. Printed on the invoice.
- 5 **+ Add another payment** — add a second method. Press × to remove a line.
- 6 **Paid now, Remaining on this sale and New account balance** update as you type.
- 7 Tick **I confirm the payments above have been received / verified.** This is required.

Part payment, lay-by or credit

If the customer pays **less** than the price, the rest is added to their customer account (they owe the store). If they pay **more**, the extra is kept as credit on their account. In both cases JAMS asks you to approve it with a second tick box.

2. Payment

PREVIOUS ACCOUNT BALANCE AUD 0.00 Customer account: settled.	THIS SALE AUD 450.17 Final price incl. GST	BALANCE BEFORE PAYMENT AUD 450.17 Previous balance + this sale
--	--	--

Method	Amount (AUD)	Receipt / reference
EFTPOS / Card	200	EFTPOS 4821

+ Add another payment

PAID NOW AUD 200.00	1 REMAINING ON THIS SALE AUD 250.17	2 NEW ACCOUNT BALANCE AUD 250.17 customer owes the store
--------------------------------------	--	--

☐ I confirm the payments above have been received / verified.

3 ☐ I approve completing this sale with AUD 250.17 unpaid. It will be added to the customer account (customer owes).

Paying AUD 200 of AUD 450.17.

- 1 Remaining on this sale** — the unpaid part.
- 2 New account balance** — shown in red: the customer owes the store.
- Tick to approve completing the sale with the unpaid amount added to the customer's account.

TIP

When the customer comes back to pay the rest, record the payment in Local Accounting (Chapter 11). Their balance is also shown at their next sale.

8.4 Step 3 — Review & complete

3. Review & Complete

1 Final sale total	AUD 450.17
---------------------------	-------------------

Paid now **AUD 450.17** New customer balance **AUD 0.00** • settled

Completing this sale creates the invoice, locks the financial snapshot and marks this product Sold. The historical RFID binding is retained.

3. Review & Complete.

- 1 Final sale total, Paid now and New customer balance** — check them with the customer.
- 2 Confirm Sale & Generate Invoice** — completes the sale.

IMPORTANT

Completing the sale cannot be undone from the sales screen. It creates the sales invoice, locks the price and details, and marks the piece **Sold**. Check everything first.

8.5 The sales invoice

JAMS SALES
Invoice INV-000001

1 Print / Save PDF

2 Sales Register

3 Invoice number, date, your ABN and the amount.

4 Bill to — the customer's name and address.

5 Each piece with weight, karat and category, the GST included, and Taxable — GST 10% (or GST-free).

6 The stamp shows PAID, PART PAID or ON ACCOUNT. The payments and references are listed on the left.

7 Balance due — what the customer still owes on this sale, or the credit added to their account.

SALES INVOICE
INV-000001

Demo Jewellers
Demo Jewellers Pty Ltd

INVOICE NUMBER: INV-000001
DATE OF ISSUE: 24 October 2026
04:40
ABN: 12 345 678 901
AMOUNT: AUD 450.17
Paid in full

FROM
Demo Jewellers Pty Ltd
Trading as Demo Jewellers
ABN 12 345 678 901
123 Collins Street
Melbourne VIC 3000
03 9000 0000
hello@demojewellers.example

DESCRIPTION	QTY	UNIT PRICE incl. GST	GST	AMOUNT incl. GST
18K Heart Pendant* 14 - 3.000 g - 18K - Ladies / Pendant Taxable — GST 10%	1	AUD 450.17	AUD 40.92	AUD 450.17

PAYMENT

EFTPOS / Card **AUD 200.00**
Ref: EFTPOS 4821

Cash **AUD 250.17**

Date: 24 October 2026

PAID

Subtotal (excl. GST) **AUD 409.25**
GST **AUD 40.92**
Total (incl. GST) AUD 450.17

Paid **AUD 450.17**
Balance due **AUD 0.00**

* Indicates a taxable supply. The total price includes GST. All amounts are in Australian dollars (AUD).
Thank you for choosing Demo Jewellers.
Prepared using JAMS — Jewellery Asset Management System

Sales invoice.

- 1** **Print / Save PDF** — print the invoice on A4, or save it as a PDF to email to the customer.
- 2** **Sales Register** — the list of all sales.
- 3** **Invoice number**, date, your **ABN** and the amount. The ABN and your business details come from Store Profile (Chapter 2).
- 4** **Bill to** — the customer's name and address.
- 5** Each piece with weight, karat and category, the GST included, and **Taxable — GST 10%** (or GST-free).
- 6** The stamp shows **PAID**, **PART PAID** or **ON ACCOUNT**. The payments and references are listed on the left.
- 7** **Balance due** — what the customer still owes on this sale, or the credit added to their account.

IMPORTANT

An Australian sales invoice must show your ABN. If Store Profile has no ABN, JAMS shows a warning on screen. Add your ABN before your first sale.

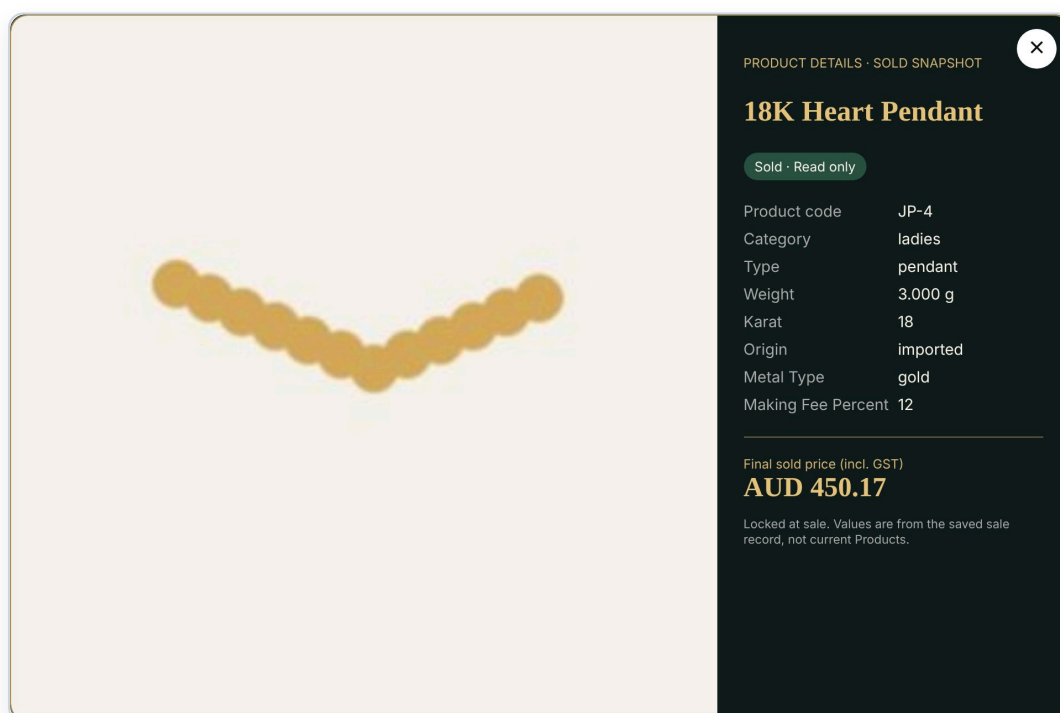
8.6 Sales Register

JAMS SALES
Sales Register

Invoice	Date	Product	Payment	Status	Total
1 <u>JV-000001</u>	24 Oct 2026 04:40	2 <u>18K Heart Pendant</u> JP-4	3 <u>Split</u>	Completed	AUD 450.17

Sales Register.

- 1 **Invoice** — click the number to open and reprint the invoice.
- 2 **Product** — click to see the sold piece exactly as it was at the time of sale.
- 3 **Payment** — the method, or **Split** for several methods.



Sold snapshot — the details and price are locked at the time of sale, even if the product is changed later.

8.7 What JAMS does automatically

- The piece is marked **Sold** and leaves your stock, the Showroom and the Boutique.
- The customer's account is updated: the sale and each payment are recorded (Chapter 11).
- The fine gold in the piece is taken out of your store's gold account (Chapter 11).
- The sale appears in Reports under the name of the person who made it (Chapter 15).

CHAPTER 9

Customer Service

Customer Service lists every customer of your store, with their contact details and purchase history. Customers are added automatically when you sell to them (Chapter 8) or buy second-hand gold from them (Chapter 10).

For the owner and for staff with the Customer Service module. Export and secure documents are only for the owner and Store Managers.

9.1 The customer list

CUSTOMER SERVICE

Customer Service

Manage customers connected to this store. Shared JAMSy identity does not expose another store's history or relationship.

1

TOTAL CUSTOMERS
7

NEW THIS MONTH
7

CUSTOMERS WITH SALES
1

2

Customer List

3

Marketing

4

Reports

Export CSV / Excel

5

Search name, exact phone, email or Customer ID

Search

CUSTOMER	PHONE	EMAIL	FIRST SEEN	LAST SEEN	
6 Olivia Bennett CUS-132	0411 000 001	olivia.bennett@example.com	19 Oct 2026	24 Oct 2026	7 Open
Michael Chen CUS-137	0411 009 001	michael.chen@example.com	19 Oct 2026	19 Oct 2026	Open
Sophie Walker CUS-138	0411 009 002	sophie.walker@example.com	19 Oct 2026	19 Oct 2026	Open
James Nguyen CUS-133	0411 000 002	james.nguyen@example.com	19 Oct 2026	19 Oct 2026	Open
Amira Haddad CUS-134	0411 000 003	amira.haddad@example.com	19 Oct 2026	19 Oct 2026	Open
Daniel Rossi CUS-135	0411 000 004	daniel.rossi@example.com	19 Oct 2026	19 Oct 2026	Open
Priya Sharma CUS-136	0411 000 006	priya.sharma@example.com	19 Oct 2026	19 Oct 2026	Open

Customer Service.

- 1** Total customers, New this month and Customers with sales.
- 2** **Marketing** – customer groups for email and SMS. Sending campaigns will be added in a later version.
- 3** **Reports** – customer growth, returning customers and visits (more reports will be added).
- 4** **Export CSV / Excel** – **owner and Store Managers only.** Downloads your customer list (ID, name, phone, email, address, first and last seen) as a CSV file that opens in Excel.
- 5** **Search** – type part of a name, phone number or email and press **Search**.
- 6** Each customer has a **customer number**, for example CUS-132, and shows when they first and last visited.
- 7** **Open** – open the customer's profile.

9.2 Customer profile

1
Customers

CUSTOMER PROFILE · CUS-132

Olivia Bennett

Relationship and history with this store only.

2
Customer details

PHONE 0411 000 001
EMAIL olivia.bennett@example.com
ADDRESS 12 Chapel Street, Windsor VIC 3181
FIRST SEEN 19 Oct 2026 05:56
LAST SEEN 24 Oct 2026 04:40

3
Store relationship

1

Sales shown below are restricted to this tenant.

Secure profile data is decrypted only inside the authenticated JAMS application.

4
Purchase history — this store

INVOICE	DATE	STATUS	PAYMENT	TOTAL
INV-000001	24 Oct 2026 04:40	Completed	Split	AUD 450.17

5
Secure documents

No customer documents are stored for this customer.

Customer profile.

- 1 [← Customers](#) — back to the list.
- 2 **Customer details** — phone, email, address, and when they first and last visited.
- 3 **Store relationship** — how many sales the customer has with your store.
- 4 **Purchase history — this store** — every invoice. Click an invoice number to open and reprint it.
- 5 **Secure documents — owner and Store Managers only.** ID photos or documents saved during a sale or second-hand purchase. They are stored encrypted and open only inside JAMS.

NOTE

Customer details are filled in at the counter during a sale or a second-hand purchase. To correct a customer's details, enter the correct details at their next sale.

9.3 Privacy

- You only ever see **your own store's** customers and history. Other JAMS stores cannot see your customers, and you cannot see theirs.
- Customer details are stored encrypted. Only signed-in users of your store can see them.
- Only give customer information to the customer themselves, and only use it as your privacy policy allows.
- Exported customer files contain personal information. Store them safely and delete them when you no longer need them.

TIP

A customer's account balance (what they owe you, or their credit) is in Local Accounting (Chapter 11) and is also shown at the start of each sale.

CHAPTER 10

Second-Hand

Buy second-hand gold jewellery from the public with a complete record: a fair quote from today's Base Price, the seller's identity, photos of the ID and the item, the payment, the seller's signature, a hold period and a printable police report.

For the owner and for staff with the Second-Hand module.

IMPORTANT

Second-hand dealers must follow the second-hand dealer laws of their state. JAMS helps you keep complete records, but **you remain responsible** for checking ID, holding items for the required period and reporting to police when required.

10.1 Purchase Reports

1

+ New Purchase

Purchase Reports

Second-hand purchases and retained transaction history for this store.

2

1

Purchases shown

1

On hold

0

Hold completed

3

Scan tag — place the item's RFID tag on the reader

Open item

4

Search transaction number, item tag or EPC

Search

TRANSACTION	RECEIVED	ITEM	WEIGHT / KARAT	PURCHASE PRICE	SELLER SOURCE	PURCHASED BY	STATUS
5 SH-261024-001-K4EXZ JSH001-SUP4TOYD	24 Oct 2026 04:48	18K yellow gold curb bracelet, 19 cm, worn clasp.	8.400 g · 18K	AUD 971.96	Personal property	Sarah Mitchell	6 HOLD

Second-Hand – Purchase Reports.

- 1 **+ New Purchase** – start buying an item from a customer.
- 2 **Purchases shown, On hold and Hold completed.**
- 3 **Open item** – hold the item's tag near the reader (or type its item tag) and press **Open item** to open its record.
- 4 **Search** – find a purchase by transaction number, item tag, seller or description.
- 5 **Transaction number and item tag** – click to open the purchase record.
- 6 **Status** – HOLD while the item must be kept; later Released or Cancelled.

10.2 Buy an item — four steps

Step 1 — Quote

Weigh the item and check its karat. JAMS calculates your offer straight away.

1 Quote
Enter the item details. JAMS calculates the purchase offer automatically.

1 Weight (g) **2** Karat **3** Refining fee (%)

8.4 18K 5

4 Offer to customer
AUD 971.96
Base: AUD 162.40 / g pure gold

5 Customer agrees — continue

1. Quote.

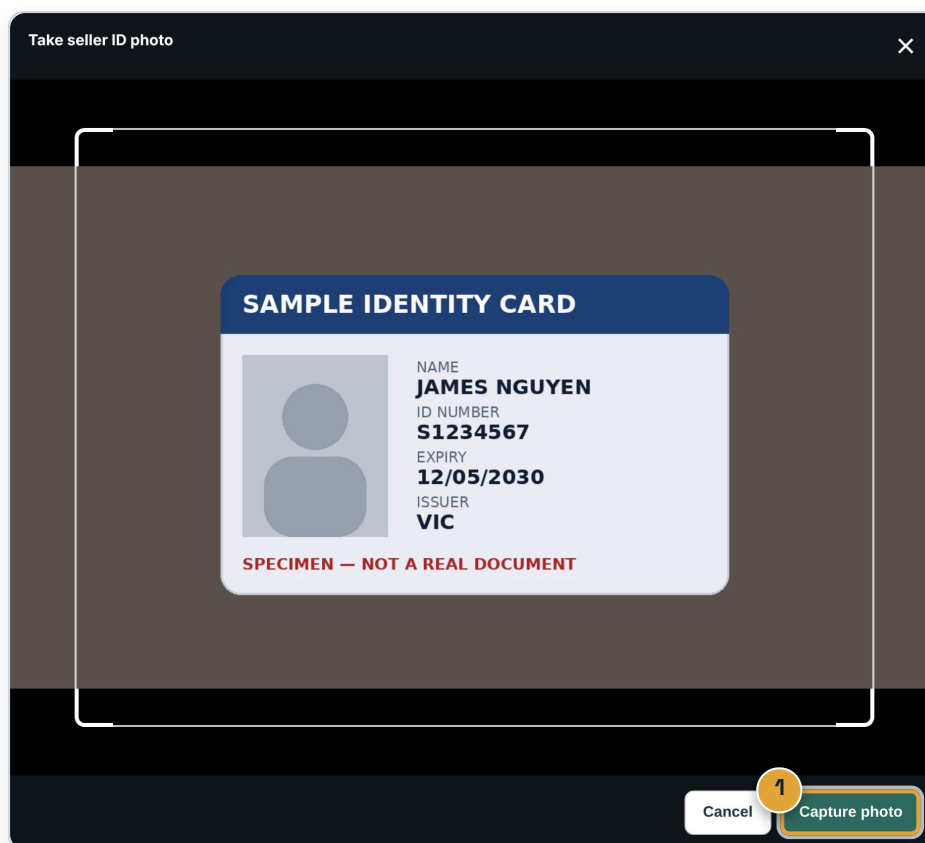
- 1 Weight (g)** — the weight on your scale, for example **8.4**.
- 2 Karat** — 9K, 10K, 14K, 18K, 21K, 22K or 24K.
- 3 Refining fee (%)** — the percentage you deduct for refining and margin, for example **5**.
- 4 Offer to customer** — weight × purity × today's Base Price, minus the refining fee. Here: $8.4 \times 0.75 \times 162.40 = 1,023.12$, minus 5% = **AUD 971.96**.
- 5 Customer agrees — continue** — press it only when the customer accepts the offer.

TIP

Press the small **?** next to any field to see a short explanation of that field.

Step 2 — Identity & item

Take a photo of the seller's ID and of the item. Both photos are required.



Taking the ID photo. Place the ID inside the frame and press **Capture photo**.

1 **Capture photo**.

Seller ID

ID photo required

1 Take ID photo Retake

2 Try ID auto-fill

Jewellery item

Item photo required

3 Take item photo Retake

4 Operator verification required

The user processing this transaction must review the seller and item information entered below and confirm that the recorded information is accurate to

Seller ID and jewellery item photos.

- 1 **Take ID photo** – photograph the seller's ID. Press **Retake** if it is blurred.
- 2 **Try ID auto-fill** – JAMS tries to read the name and ID details from the photo. Always check the result.
- 3 **Take item photo** – photograph the item clearly.
- 4 **Operator verification required** – you must review all the details below before you continue.

NOTE

The camera needs a device with a camera – a tablet, phone or a computer with a webcam – and permission to use it. The illustrations use a sample card, not a real ID.

1 Seller phone (phone or email required) ?
0411000002
Enter 10 digits, starting with 0. Search starts only when the number is complete.

2 Seller email (phone or email required) ?
No existing customer found — this seller will be added to JAMS Customers when the transaction is completed.

3 Seller full name ?
Seller address ?
Start typing an Australian address
Google address service is not configured.

4 ID type ?
Driver Licence

5 ID number ?
S1234567

ID expiry ?
12/05/2030

Issuer / State ?
VIC

6 Item description ?
18K yellow gold curb bracelet, 19 cm, worn clasp.

Identifying marks / labels ?
Stamped 750 on clasp.

7 Storage location ?
Safe — tray 2

8 Seller source ?
Personal property

Source notes ?

9 I confirm that I have reviewed and checked the information for this transaction.
To the best of my knowledge the seller and item information recorded above is accurate. I understand that any field left empty or wrong is the responsibility of the store and of the person processing the purchase.

Back Continue

Seller and item details.

- 1** **Seller phone** — type all 10 digits. If the person has sold to or bought from your store before, their details fill in automatically.
- 2** **Seller email** — phone or email is required.
- 3** **Seller full name** and address.
- 4** **ID type** — Driver Licence, Passport, Proof of Age or Other accepted ID.
- 5** **ID number**, expiry and issuing state.
- 6** **Item description** and **Identifying marks / labels** — describe the item and any stamps, engravings or damage. This helps police identify stolen goods.
- 7** **Storage location** — where the item is kept during the hold, for example “Safe — tray 2”.
- 8** **Seller source** — how the seller says they got the item: Personal property, Gift, Inheritance, Purchased or Other. Add notes if needed.
- 9** Tick to confirm that you have reviewed and checked the information, then press **Continue**. Anything left empty or wrong is the responsibility of the store and of the person processing the purchase.

NOTE

We recommend filling in **every** field. JAMS does not stop the purchase if some fields are left empty, but by ticking the confirmation the person processing the purchase confirms that the information was checked. Missing or wrong information is the responsibility of the store, not of JAMS.

Step 3 — Payment

Record exactly how the seller is paid. Split across methods, or pay part now and keep the rest on the customer's account.

1

CURRENT CUSTOMER ACCOUNT BALANCE
New customer — starts at AUD 0.00
Previous balance is shown for reference only and is not included in this purchase voucher.

2

Method

Amount (AUD)

Reference

Cash

500

Cash

5

Method

Amount (AUD)

Reference

Bank transfer

471.96

Receipt / transfer ref

4

+ Add another payout method

Purchase price	AUD 971.96
Paid to seller now	AUD 971.96
Settled in full	✓
Customer account after this purchase	Settled — AUD 0.00

Required operator check: Before making a bank transfer, confirm the bank account holder name matches the seller identity recorded for this transaction.

Account name ?

BSB ?

Account number ?

James Nguyen

063-000

12345678

Back

Review & signature

3. Payment — part cash, part bank transfer.

- 1 **Current customer account balance** — for information only.
- 2 **Method** — Cash, Bank transfer or Other.
- 3 **Amount (AUD)** and a **reference** (for example the bank transfer receipt).
- 4 **+ Add another payout method** — split the payment.
- 5 For a **Bank transfer**, enter the seller's account name, BSB and account number.

Under the payment lines JAMS shows the **purchase price**, the amount **paid to the seller now** and the customer's account after the purchase. If you pay less now, the rest is kept on the customer's account as money you owe them; you must approve this with a tick box.

IMPORTANT

Many states limit **cash** payments for second-hand goods. Check the rules in your state and use bank transfer when required.

Step 4 — Review & signature

Turn the screen to the seller. They check the summary of the item, the price and the payment, and sign.

Seller signature
Sign inside the box using a mouse, touchscreen or stylus.

2 Clear signature

3 Seller name for confirmation ?
James Nguyen

Sign here

4 I confirm and approve this purchase
The seller confirms that the transaction details and selected payment instruction shown above are correct.

After completion: JAMS places this item into the configured holding workflow, calculates the hold end date and retains the audit history. The dealer/user remains responsible for applicable legal requirements.

5 Back Complete purchase

4. Review & seller confirmation.

- 1** **Seller signature** — the seller signs with a finger, stylus or mouse.
- 2** **Clear signature** — sign again.
- 3** **Seller name for confirmation** — the seller types their name (recommended).
- 4** The seller ticks **I confirm and approve this purchase**.
- 5** **Complete purchase** — saves the purchase and starts the hold.

10.3 After the purchase

JAMS opens the **Purchase Report** for the item. The item is **locked in hold** until the hold date (by default 7 days, as required in Victoria).

1

← Purchase Reports

2

Print Police Report

Purchase Report

SH-261024-001-7K4EXZ · Item tag JSH001-SUP4TOYD

3

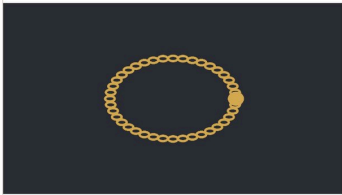
ITEM LOCKED IN HOLD
 Received 24 Oct 2026 04:48 · normal hold until 31 Oct 2026 04:48

4

Item & purchase

Transaction number	SH-261024-001-7K4EXZ
Item tag	JSH001-SUP4TOYD
Received	24 Oct 2026 04:48
Purchased by	Sarah Mitchell
Description	18K yellow gold curb bracelet, 19 cm, worn clasp.
Weight / karat	8.400 g · 18K
Identifying marks	Stamped 750 on clasp.
Base gold rate	AUD 162.40 / g pure gold
Refining fee	5.0%
Purchase price	AUD 971.96
Storage location	Safe — tray 2
Status	Holding
Hold until	31 Oct 2026 04:48

Item photograph

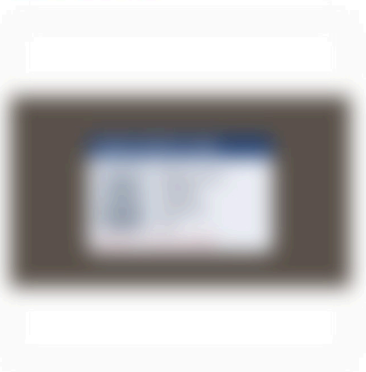


5

Seller & payment

Seller name	James Nguyen
Phone	0411000002
Email	james.nguyen@example.com
Address	45 Lygon Street, Carlton VIC 3053
ID type	Driver Licence
ID number	S1234567
ID expiry	12/05/2030
ID issuer/state	VIC
Seller source	Personal property
Source notes	—
Payment method	Split payment
Bank account name	James Nguyen
BSB	063-000
Seller confirmed	Yes
Signed name	James Nguyen
Signed at	24 Oct 2026 04:48

Seller ID photograph



Seller signature



Purchase Report — top.

- 1 **← Purchase Reports** — back to the list.
- 2 **Print Police Report** — a one-page report for police or your records.
- 3 **Item locked in hold** and the date the hold ends.
- 4 **Item & purchase** — transaction number, item tag, who bought it, description, weight, the gold rate and fee used, price, storage location and the item photo.
- 5 **Seller & payment** — the seller's identity, ID details, payment, signature and the ID photo (blurred on screen for privacy).

Payment & customer account 1

Purchase price	AUD 971.96
Paid · Cash · Cash	AUD 500.00
Paid · Bank transfer	AUD 471.96
Total paid to seller	AUD 971.96
Settled in full	—

Local Accounting voucher posted to the customer account.
Gold coffer: 6.300 g fine gold added to the store gold coffer.

RFID tag

Waiting for a tag. Press Attach JAMS tag and attach one JAMS tag to this item.

2

Attach JAMS tag

Compliance controls

3 Police hold until mm/dd/yyyy, --:-- --	Record status Holding	Reason / note Required for status changes 4 Update
---	--------------------------------------	--

Purchase Report – bottom.

- Payment & customer account** – each payment, and confirmation that the purchase was recorded in Local Accounting and the fine gold was added to your gold account (Chapter 11).
- RFID tag** – a JAMS tag has been requested for the item. Press **Attach JAMS tag** and attach a ready-made JAMS tag (Chapter 6). The tag is registered on this purchase, so you can open the record later with **Open item**.
- Compliance controls** – set a **Police hold until** date if police ask you to keep the item longer, change the **Record status** (Holding, Released / dealt with, Cancelled) and write the reason.
- Update** – save the change. Every change is kept in the **Audit history** below.

Police report

[← Back to Purchase](#)
[Print / Save as PDF](#)


Demo Jewellers
 Demo Jewellers Pty Ltd
 ABN 12 345 678 901
 123 Collins Street, Melbourne, VIC, 3000, Australia

JAMS SECOND-HAND RECORD
Purchase / Police Report
 SH-261024-001-7K4EXZ
 Generated 24 Oct 2026 04:49

ON HOLD

Received 24 Oct 2026 04:48

Hold until 31 Oct 2026 04:48

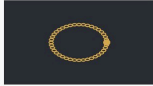
ITEM REFERENCE JSH001-SUP4TOYD	WEIGHT / KARAT 8.400 g - 18K	PURCHASE PRICE AUD 971.96	PAYMENT Split payment
--	--	-------------------------------------	---------------------------------

Item & transaction

Transaction no.	SH-261024-001-7K4EXZ
Received	24 Oct 2026 04:48
Purchased by	Sarah Mitchell
Description	18K yellow gold curb bracelet, 19 cm, worn clasp.
Identifying marks	Stamped 750 on clasp.
Storage location	Safe — tray 2
Status	Holding
Base gold rate	AUD 162.40 / g pure gold
Refining fee	5.0%
Purchase price	AUD 971.96
Paid - Cash	AUD 500.00 - Cash
Paid - Bank transfer	AUD 471.96
Amount paid	AUD 971.96

Seller & payment

Seller name	James Nguyen
Phone	0411000002
Email	james.nguyen@example.com
Address	45 Lygon Street, Carlton VIC 3053
ID type	Driver Licence
ID number	S1234567
ID expiry	12/05/2030
ID issuer/state	VIC
Seller source	Personal property
Source notes	—
Payment method	Split payment
Account name	James Nguyen
BSB	063-000
Account number	12345678

Item photograph


Seller identification


Seller confirmation
 The seller confirmed the transaction details and selected payment instruction recorded for this purchase.
 Signed name: James Nguyen
 Signed at: 24 Oct 2026 04:48
 

Demo Jewellers - 123 Collins Street, Melbourne, VIC, 3000, Australia - 03 9000 0000 - hello@demojewellers.example
 This report is generated from the protected JAMS second-hand purchase record. It is a record-keeping and compliance-assistance document; the dealer/user remains responsible for verifying applicable legal and regulatory requirements.

Purchase / Police Report — press [Print / Save as PDF](#) to print or save it.

10.4 When the hold ends

- Check that no police hold has been added.
- Decide what to do with the item — for example send it for refining or prepare it for resale.
- Set **Record status** to **Released / dealt with**, write a short note, and press **Update**. Before the hold date (or a police hold) has passed, JAMS refuses this — for everyone, including the owner.
- To sell the item again in your store, register it as a new product in Products (Chapter 5).

NOTE

Purchase records, photos and the audit history are kept as part of your compliance history. A mistaken purchase is not deleted — set its status to **Cancelled** with the reason.

CHAPTER 11

Local Accounting

Local Accounting keeps your store's own record of money and gold: what each customer owes you or you owe them, in dollars and in grams of fine gold, and the gold in your store (the coffer). Sales and second-hand purchases are recorded automatically; you add everything else with vouchers.

For the store owner and Store Managers. Staff cannot open Local Accounting.

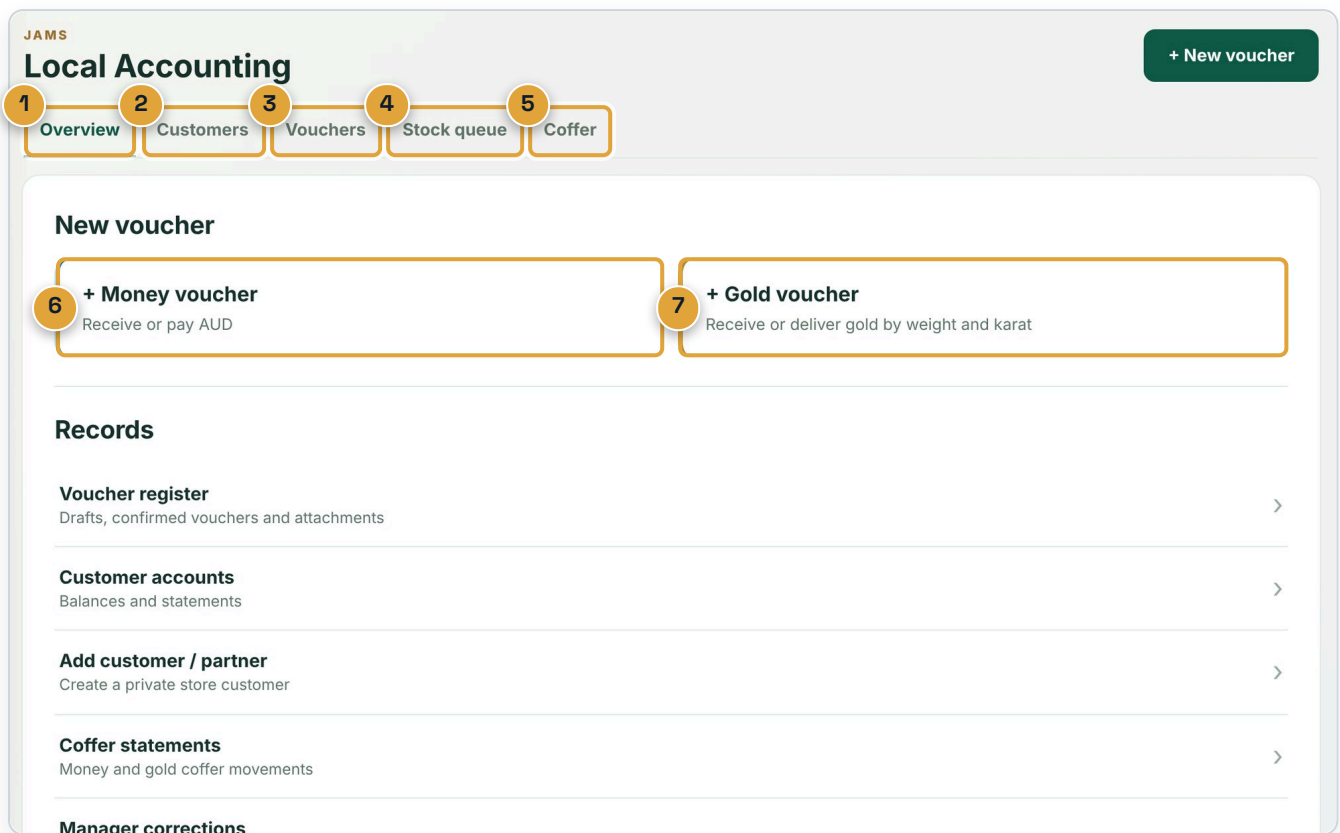
NOTE

Local Accounting is a management record for your store. It is **not** a statutory financial statement or tax invoice. Keep using your accountant and accounting software for tax and BAS.

11.1 Key words

Word	Meaning
Voucher	One record of one or more money or gold movements with one customer, for example a deposit received. Each confirmed voucher gets a number such as JAC-00000005.
Customer / partner	The person or business the voucher is with – a customer, a supplier, a colleague store or the owner.
Money balance	Positive (+) = the customer owes your store. Negative (-) = your store owes the customer.
Fine gold	Pure gold content: $\text{weight} \times \text{karat} \div 24$. For example 5.2 g of 18K = 3.90 g fine gold. Gold balances are kept in fine grams.
Coffer	Your store's own money and gold. Every voucher line is also recorded against the coffer.
Draft / Confirmed	A draft has no effect on balances. Only confirmed vouchers count. Confirmed vouchers cannot be edited, only corrected.

11.2 Overview



Local Accounting – Overview.

- 1 **Overview** – this page.
- 2 **Customers** – customer and partner accounts with their balances.
- 3 **Vouchers** – the voucher register: drafts and confirmed vouchers.
- 4 **Stock queue** – gold that entered or left through Products, waiting to be recorded.
- 5 **Coffer** – your store's money and gold statements.
- 6 **+ Money voucher** – receive or pay money (AUD).
- 7 **+ Gold voucher** – receive or deliver gold by weight and karat.

11.3 What JAMS records automatically

When you...	JAMS records...
Complete a sale (Chapter 8)	The sale and each payment on the customer's account, and the fine gold of the piece out of the gold coffer.
Complete a second-hand purchase (Chapter 10)	The purchase and each payout on the seller's account, and the fine gold into the gold coffer.

Receive or send a **transfer** (Chapter 13)

The gold moved between the two stores.

11.4 Create a money voucher

Example: Daniel Rossi orders a custom engagement ring for AUD 1,200 and pays a AUD 500 deposit by card.

New voucher

1 **Money** Gold

2 **Customer / partner** Daniel Rossi

3 **Date** 10/24/2026

Lines Each line is recorded against the money coffer automatically.

4 **Operation** Create receivable — owed to store

5 **Amount (AUD)** 1200

6 **Method** Cash

7 **Description** Custom 18K engagement ring — orc

8 **Reference optional** Receipt no.

9 **Attach receipt**

2 **Receive money**

Amount (AUD) 500

Method Card

Description Deposit for order JO-104

Reference optional EFTPOS 5512

Attach receipt

10 **+ Add another line**

2 complete line(s)

11 **Customer owes more** AUD 700.00

► **Show double-entry preview**

Cancel

12 **Save & review →**

New money voucher with two lines.

- 1 **Money / Gold** — choose the kind of voucher. One voucher is either money or gold.
- 2 **Customer / partner** — type part of the name or mobile number and choose from the suggestions. One voucher = one customer.
- 3 **Date** — the date of the transaction.
- 4 **Operation** — **Receive money**, **Pay money**, **Create payable — store owes** or **Create receivable — owed to store**.
- 5 **Amount (AUD)**.
- 6 **Method** — Cash, Bank transfer, Card or Other.
- 7 **Description** — what the line is for, for example the order number.
- 8 **Reference** — optional, for example the receipt number.
- 9 **Attach receipt** — attach a photo or PDF of the receipt (JPEG, PNG, WebP or PDF, up to 5 MB).
- 10 **+ Add another line** — up to 50 lines for the same customer.
- 11 The effect on the customer's balance — here the customer owes AUD 700 more.
- 12 **Save & review →** — save as a draft and check it.

Operation	Use it when...	Effect on the customer
-----------	----------------	------------------------

Receive money	the customer pays you	owes less (or has more credit)
Pay money	you pay the customer or supplier	owes more (or has less credit)
Create receivable — owed to store	the customer now owes you, for example for an order or repair	owes more
Create payable — store owes	you now owe the customer, for example a refund or a supplier bill	owes less

Review and confirm

JAMS Local Accounting + New voucher

Overview Customers **Vouchers** Stock queue Coffers

1 Draft Money **2** Print

DRAFT - 48

Daniel Rossi · 24 Oct 2026

LINE	DESCRIPTION	OPERATION	METHOD / WEIGHT	AMOUNT	REFERENCE	EVIDENCE
DRAFT-48 / 1	Custom 18K engagement ring — order JO-104	Create receivable — owed to store	Cash	1200.00 AUD	—	— ▶ Manage
DRAFT-48 / 2	Deposit for order JO-104	Receive money	Card	500.00 AUD	EFTPOS 5512	— ▶ Manage

Total money **1700.00 AUD** **3** Debit = Credit · balanced

▶ Double-entry journal

4 Discard draft Edit draft **5** I checked the customer, amounts and evidence **6** Confirm voucher

Evidence
No receipts attached yet.

The draft voucher:

- 1 Draft** — not counted yet.
- 2 Print** — print the voucher, for example as a receipt for the customer.
- 3 Debit = Credit · balanced** — JAMS checks the double entry for you. Open **Double-entry journal** to see it.
- 4 Discard draft** — delete the draft.
- 5** Tick **I checked the customer, amounts and evidence**.
- 6 Confirm voucher** — the voucher gets its final number and the balances change.

IMPORTANT

A confirmed voucher cannot be edited or deleted. If it is wrong, use **Manager corrections** (below).

11.5 Create a gold voucher

Gold vouchers work the same way, with weights instead of amounts. Example: Daniel brings 5.2 g of old 18K gold towards his order.

New voucher

Money

Gold

Customer / partner

Date

Daniel Rossi

10/24/2026

Lines

Each line is recorded against the gold coffer automatically.

1

Receive gold

×

2

Net weight (g)

5.2

3

Karat

18

4

Fine gold (g)

3.90

Description

customer towards order JO-104

Reference optional

Receipt no.

Attach receipt

+ Add another line

1 complete line(s)

Your store owes more: 3.90 g

Show double-entry preview

Cancel

Save & review →

New gold voucher:

- 1 Operation – **Receive gold**, **Deliver gold**, **Create gold payable – store owes** or **Create gold receivable – owed to store**.
- 2 Net weight (g) – the weight of the gold.
- 3 Karat – for example 18.
- 4 Fine gold (g) – calculated by JAMS: $5.2 \times 18 \div 24 = 3.90$ g.

11.6 Customer accounts and statements

Local Accounting + New voucher

Overview **Customers** Vouchers Stock queue Coffers

Customer accounts

1 Positive: owed to your store. Negative: your store owes.

4 Add customer / partner

CUSTOMER / PARTNER	MONEY BALANCE	FINE GOLD BALANCE
Owner — current account	0.00 AUD (Settled)	0.00 g fine gold (Settled)
Sophie Walker	0.00 AUD (Settled)	0.00 g fine gold (Settled)
Michael Chen	0.00 AUD (Settled)	0.00 g fine gold (Settled)
Priya Sharma	0.00 AUD (Settled)	0.00 g fine gold (Settled)
Daniel Rossi	+700.00 AUD (Owed to your store)	0.00 g fine gold (Settled)
Amira Haddad	0.00 AUD (Settled)	0.00 g fine gold (Settled)
James Nguyen	0.00 AUD (Settled)	0.00 g fine gold (Settled)

Customer accounts.

- 1 Positive = owed to your store. Negative = your store owes.
- 2 **Money balance** in AUD.
- 3 **Fine gold balance** in grams.
- 4 **Add customer / partner** — add a supplier, a partner or a customer who has not bought from you yet. Name and phone or email are required.

Click a name to open the customer's account and statement.

Language English

JAMS
Local Accounting

[Overview](#) [Customers](#) [Vouchers](#) [Stock queue](#) [Coffer](#)

[+ New voucher](#)

CUSTOMER ACCOUNT

Daniel Rossi
0411 000 004 daniel.rossi@example.com

MONEY
+700.00 AUD
(OWED TO YOUR STORE)

FINE GOLD
0.00 G FINE GOLD
(SETTLED)

JAMS code
transfers with a colleague store
JAMS-000012 [Link](#)

Money statement · AUD **Gold statement · fine grams**

CUSTOMER STATEMENT
Money statement · AUD Beginning — Today

From date **To date** [Apply dates](#) [Print money statement](#)

DATE	VOUCHER NO.	DESCRIPTION / OPERATION	DEBIT	CREDIT	BALANCE
Opening balance					0.00 (Settled)
2026-10-24	JAC-00000005 / 1	Create receivable — owed to store · Custom 18K engagement ring — order JO-104	1200.00	—	+1200.00 (Owed to your store)
2026-10-24	JAMS-00000005 / 2	Receive money · Deposit for order JO-104	—	500.00	+700.00 (Owed to your store)
Period totals / closing balance			1200.00	500.00	+700.00 (Owed to your store)

CLOSING BALANCE
+700.00 AUD

Daniel Rossi
Customer owes your store

Only confirmed transactions are included. Positive = customer owes your store. Negative = your store owes the customer.

Management record only. Not a statutory financial statement or tax invoice. Money and gold balances are recorded separately.

Customer account and money statement.

- 1 [+ Gold voucher](#) and [+ Money voucher](#) — create a voucher for this customer.
- 2 **Money** and **Fine gold** balances.
- 3 **JAMS code** — link this account to a colleague store that also uses JAMS (for example JAMS-000012), so transfers between your stores are recorded on it.
- 4 Switch between the **money** and the **gold** statement.
- 5 **From date / To date** — choose a period and press [Apply dates](#).
- 6 [Print money statement](#) — print or save the statement as a PDF for the customer.
- 7 Each line shows the voucher number, the operation, debit, credit and the running balance.

- 8 **Closing balance** – what the customer owes at the end of the period.

11.7 Coffer statements

Language English

[+ New voucher](#)

JAMS

Local Accounting

[Overview](#)
[Customers](#)
[Vouchers](#)
[Stock queue](#)
[Coffer](#)

COFFER · FUND CONTROL

Coffer statements

All confirmed customer counterparts, reported separately for money and gold.

1

[Money statement · AUD](#)
[Gold statement · fine grams](#)

GOLD COFFER · OPENING BALANCE

2

[Adding existing gold into the coffer](#)

One-time opening balance, in fine gold (bullion basis: weight × karat ÷ 24). New second-hand purchases and sales are added to the coffer automatically.

Active tags in Products (7)	48.96 g
Second-hand items on hold not yet in the coffer (0)	0.00 g
Items already sold since tracking started (1)	2.25 g
3 Opening gold to record	51.21 g

4

☐

I confirm this opening gold balance. It can be confirmed once.

4

[Confirm opening gold balance](#)

COFFER STATEMENT

Gold · fine grams
Beginning — Today

From date

To date

mm/dd/yyyy

mm/dd/yyyy

[Apply dates](#)
[Print gold statement](#)

DATE	VOUCHER / OP.	CUSTOMER / DESCRIPTION	DEBIT	CREDIT	COFFER BALANCE
Opening balance					0.00 (Zero balance)
2026-10-24	JAC-00000002	Olivia Bennett Gold out · sale INV-000001 · JP-4 3.00 g 18K	—	2.25	-2.25 (Coffer credit balance)
2026-10-24	JAC-00000004	James Nguyen Gold in · second-hand purchase SH-261024-001-7K4EXZ · 8.40 g 18K	6.30	—	+4.05 (Coffer debit balance)
6 Period totals / closing balance					6.30 2.25 +4.05 (Coffer debit balance)

CLOSING BALANCE

+4.05 g fine gold

Debit balance in the coffer control account

Coffer control movements include receivable/payable recognition entries. This is not a profit-and-loss statement or a verified bank or physical stock balance. Drafts are excluded.

Management record only. Not a statutory financial statement or tax invoice. Money and gold balances are recorded separately.

Coffer — gold statement.

- 1 Switch between the **money** and the **gold** coffer statement.

- 2 **Bring existing gold into the coffer** — a one-time opening balance for the gold you already had when you started using JAMS.
- 3 JAMS adds up the fine gold in your Active products and second-hand items on hold. Check the total.
- 4 Tick the box and press **Confirm opening gold balance**. This can be done **only once**.
- 5 Every gold movement: sales (out), second-hand purchases (in), gold vouchers and transfers.
- 6 **Closing balance** — the fine gold recorded in your coffer.

TIP

Confirm the opening gold balance on your first day with JAMS, before you make sales, so that the coffer matches the gold in your store.

11.8 Stock queue

When pieces are added to or removed from Products, the gold they contain appears in the **Stock queue**. Choose where the gold came from or went to — the Owner, a supplier or another account — select the products and confirm one voucher for them.

11.9 Manager corrections

The screenshot shows the JAMS Local Accounting interface. At the top, there's a header with 'JAMS' and 'Local Accounting'. Below this is a navigation bar with tabs: 'Overview', 'Customers', 'Vouchers' (which is selected), 'Stock queue', and 'Coffer'. In the top right corner, there's a green button labeled '+ New voucher'. The main content area is titled 'Manager corrections' and contains the instruction: 'Enter the final voucher number and a correction reason. Confirmed vouchers cannot be edited from their ordinary view.' Below this, there's a text input field labeled 'Voucher number' containing the text 'JAC-00000001'. At the bottom of this section is a green button labeled 'Find voucher'.

Manager corrections.

- 1 Open **Overview** → **Manager corrections**.
- 2 Type the final voucher number, for example **JAC-00000005**, and press **Find voucher**.
- 3 Enter the correction and the reason. JAMS keeps the original voucher and records the correction next to it, so the history stays complete.

CHAPTER 12

Inventory Scan

Count your whole store in minutes. Move the RFID reader past the showcases, trays and safe; JAMS compares every JAMS tag it reads with the stock list taken at the start and shows you exactly which pieces are missing.

For the owner and for staff with the Inventory Scan module.

12.1 What is counted

When you press **Start Scan**, JAMS fixes the **stock list** for this count. Pieces are counted in three separate groups:

Group	What it contains
Active products	Every Active piece of your store with a JAMS tag.
Second-hand on hold	Second-hand items that are still on hold and already have their JAMS tag (Chapter 10).
Sent – awaiting acceptance	Pieces you sent by transfer that the other store has not accepted yet (Chapter 13). They should no longer be in your store.

- Pieces you **receive** by transfer are counted only after you have accepted them – then they are Active products.
- Any other tag – a sold piece, a piece of another store, a tag that is not on the list – is **ignored**. It is not shown and not recorded.
- The list does not change during the count. A piece sold or sent during the count is shown as missing, so finish the count before you sell or send pieces.

12.2 Before you start

- Connect the JAMSY RFID reader to the computer or tablet. It works like a keyboard (“HID / keyboard mode”). A Bluetooth reader works too.
- Open all showcases, trays and the safe so the reader can reach every piece.
- Finish any sale or transfer that is in progress.

12.3 The Inventory Scan page

JAMS · INVENTORY CONTROL

Whole Shop Scan

Inventory Scanning

1 Active products
Products in stock with a JAMS tag

EXPECTED	FOUND	MISSING
5	0	—

2 Second-hand on hold
Tagged second-hand items being held

EXPECTED	FOUND	MISSING
1	0	—

3 Sent — awaiting acceptance
Transferred out, not yet accepted by the other store

EXPECTED	FOUND	NOT SEEN
1	0	—

Ready to start

Press **Start Scan**. The stock list is fixed at that moment. Keep the RFID reader connected in HID/keyboard mode and scan the whole shop. Only JAMS tags of the listed items are counted; every other tag is ignored. Avoid sales and transfers until you finish.

RFID reader input...

Tags counted: 0 Partial reads ignored: 0

4 Start Scan **5 Finish & Compare** **6 Refocus Reader**

Saved reports

The last 3 confirmed reports open in full. Older reports keep a summary line.

#1	24 Oct 2026 04:55 · Sarah Mitchell	Active 5/7 · Second-hand 0/0 · Sent 0/0 · summary only
----	------------------------------------	--

Inventory Scanning, ready to start.

- 1 Active products** — Expected, Found and Missing for the Active pieces.
- 2 Second-hand on hold** — the same for tagged second-hand items on hold.
- 3 Sent — awaiting acceptance** — Expected, Found and Not seen for pieces sent to another store.
- 4 Start Scan** — fix the stock list and begin the count.
- 5 Finish & Compare** — end the count and compare with the stock list.
- 6 Refocus Reader** — press it if reads stop appearing, for example after you clicked somewhere else on the screen.
- 7 Saved reports** — your saved counts (see below).

12.4 Count the store

- 1** Press **Start Scan**.
- 2** Walk slowly past every showcase, tray, drawer and the safe, holding the reader close to the pieces.

- 3 Watch the **Found** numbers rise. Each piece is counted only once, even if it is read many times.
- 4 When you have covered the whole store, press **Finish & Compare**.

Session #5

Scanning 1

RF Press **Start Scan**. The stock list is fixed at that moment. Keep the RFID reader connected in HID/keyboard mode and scan the whole shop. Only JAMS tags of the listed items are counted; every other tag is ignored. Avoid sales and transfers until you finish.

2 RFID reader input...

Tags counted: **5** Partial reads ignored: **1** **3**

4 **Cancel count**

Count started. The stock list is now fixed. Scan every area of the shop.

A count in progress.

- 1 **Scanning** — the count is running. While it runs, the Sales, Transfers and Showroom pages show a yellow reminder.
- 2 **RFID reader input** — the reader “types” each tag here. Do not type in this box yourself.
- 3 **Tags counted** — tags of listed pieces read so far. **Partial reads ignored** — broken reads that were not a complete tag number (this can happen with Bluetooth readers). They are simply ignored; scan that area again if many appear.
- 4 **Cancel count** — stop and throw the count away. Nothing is kept.

NOTE

If the page is closed or the computer restarts during a count, open Inventory Scan again and press **Continue count**. The tags read before are kept.

TIP

Scan one showcase at a time and in the same order every day. A regular routine makes it easy to see where a missing piece should be.

12.5 Save or discard the result

After **Finish & Compare**, JAMS asks **Is this the final report?**

Is this the final report?

Save it to keep it, locked, in the history (the last 3 confirmed reports are kept in full). If the count was not complete, discard it and scan again.

1 Yes, save as final report

2 No, discard

Is this the final report?

- 1 **Yes, save as final report** – the report is saved and **locked**. It can no longer be changed.
- 2 **No, discard** – the count was not complete: the report is deleted. Start a new count.

NOTE

You cannot start a new count until you have saved or discarded the last one. JAMS keeps the **last 3 saved reports in full**; older reports keep a one-line summary (date, who scanned, found and missing).

12.6 Read the result

JAMS · INVENTORY CONTROL
Whole Shop Scan
Inventory Scanning

Active products
Products in stock with a JAMS tag

EXPECTED	FOUND	MISSING
5	4	1

Second-hand on hold
Tagged second-hand items being held

EXPECTED	FOUND	MISSING
1	1	0

Sent — awaiting acceptance
Transferred out, not yet accepted by the other store

EXPECTED	FOUND	NOT SEEN
1	0	1

Saved as final report Session #5

Press **Start Scan**. The stock list is fixed at that moment. Keep the RFID reader connected in HID/keyboard mode and scan the whole shop. Only JAMS tags of the listed items are counted; every other tag is ignored. Avoid sales and transfers until you finish.

RFID reader input...

Tags counted: 5 Partial reads ignored: 1

Start Scan **Finish & Compare** **Refocus Reader**

Report saved and locked.

Final report · Session #5

Scanned by Sarah Mitchell · started 24 Oct 2026 07:35 · finished 24 Oct 2026 07:35 · saved 24 Oct 2026 07:35

1 **2** **3** **Full Scan Report** **Missing Items**

4 **Active missing (1)** **Active found (4)** **Second-hand missing (0)** **Second-hand found (1)** **Sent — still in store (0)** **Sent — not seen (1)**

18K Diamond Solitaire Ring
JS-7 · 4.200 g · 18K
ladies / ring

MISSING **5** **View product**

Saved reports
The last 3 confirmed reports open in full. Older reports keep a summary line.

#	Date	Scanned by	Status
#5	24 Oct 2026 07:35	Sarah Mitchell	Active 4/5 · Second-hand 1/1 · Sent 0/1
#1	24 Oct 2026 04:55	Sarah Mitchell	Active 5/7 · Second-hand 0/0 · Sent 0/0 · summary only

A saved report: 4 of 5 Active pieces found, the second-hand item found, the sent piece not in the store.

- 1 The report: your store, who scanned, start and finish time, and whether it is saved.
- 2 **Full Scan Report** — print all three groups, or save them as a PDF.
- 3 **Missing Items** — print only the missing pieces.
- 4 Tabs — **Active missing**, **Active found**, **Second-hand missing**, **Second-hand found**, **Sent — still in store** and **Sent — not seen**.
- 5 **View product** — open the piece's product card (you can also click the piece).
- 6 **Saved reports** — click a full report to open it again. Summary lines cannot be opened.

12.7 If pieces are missing

- 1 Scan again close to the place where the piece should be.
- 2 Check pieces that are being repaired, cleaned, photographed or shown to a customer.
- 3 Check that the piece still has its tag. A piece without a working tag is not read: use **Request Replacement Tag** in Products (Chapter 5).
- 4 If the piece really cannot be found, tell the store owner straight away.

NOTE

A piece under **Sent – still in store** was read in your store although it was sent to another store. Check that the right pieces were packed.

IMPORTANT

Never set a missing piece to Inactive or delete it to make the count match. Investigate first – the saved reports are your record.

CHAPTER 13

Transfers

Send tagged pieces to another store that uses JAMS – for example a sister store or a colleague – and receive pieces from them. The pieces keep their tags; ownership moves only when the receiving store scans and accepts them.

For the owner and for staff with the Transfers module.

13.1 How a transfer works

- 1 **Sender:** scans the pieces, chooses the colleague store and presses **Send Transfer**. The pieces leave the sender's available stock and show as **Pending**.
- 2 **Receiver:** opens the transfer under **Incoming**, scans the pieces that physically arrived, and accepts them.
- 3 Accepted pieces become **Active** stock of the receiving store. The gold moved is recorded in both stores' Local Accounting (Chapter 11).

NOTE

Every store has its own **JAMS code**, for example JAMS-000002. You need your colleague's JAMS code once, to link them as a customer account.

13.2 Send a transfer

1. Scan the pieces

1 Scan products
Only active, approved, RFID-bound products owned by your client can be added.

1 Scan RFID EPC and press Enter

2 Focus scanner

3 Added: 18K Gold Studs

4 Items 5.100 g Total weight

PRODUCT	RFID EPC	WEIGHT	KARAT
5 18K Gold Hoop Earrings	5200000100000000000000053	3.100 g	18
18K Gold Studs	5200000100000000000000005	2.000 g	18

6 Remove

1. Scan products.

- 1 Hold each piece's tag near the reader. Its tag number (EPC) is entered here automatically.
- 2 **Focus scanner** — press it if reads stop appearing.
- 3 JAMS confirms each piece it adds.
- 4 **Items** and **Total weight** of the transfer.
- 5 The list of pieces in this transfer.
- 6 **Remove** — take a piece out of the list.

NOTE

Only **Active** pieces of your store with a JAMS tag can be added.

2. Select the colleague

2 Select colleague
Transfers are only for colleagues in your customers who have a JAMS code. Search by name, mobile or JAMS code; a colleague not yet in your customers is added first.

1 JAMS-000002 **Search**

2 Golden Bay Jewellers
JAMS-000002 is not in your customers yet

Add Golden Bay Jewellers to your customers
The colleague becomes one of your customer accounts with JAMS code JAMS-000002.

3 Golden Bay Jewellers 0412 345 678 accounts@goldenbay.example 4 **Create customer & link**

2. Select colleague – first time.

- 1 Search by name, mobile number or **JAMS code**.
- 2 If the colleague is not yet one of your customer accounts, JAMS offers to add them.
- 3 Enter their name and mobile number (email is optional).
- 4 **Create customer & link** – adds the colleague and links their JAMS code. Next time, just search their name.

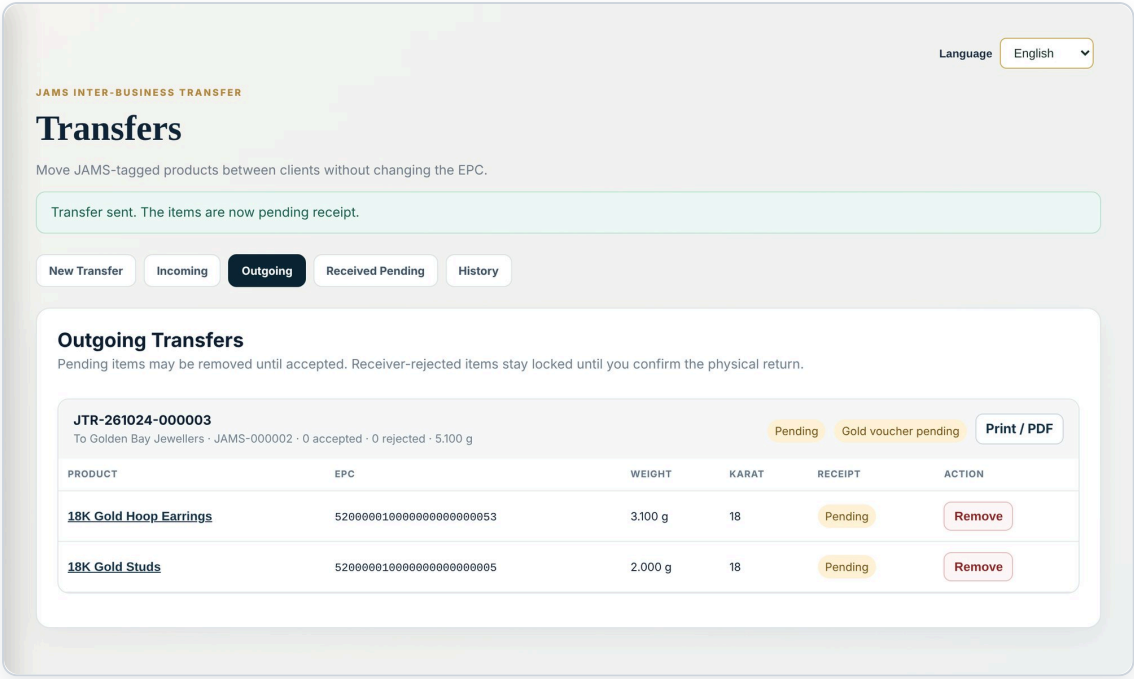
When the colleague is linked, JAMS shows **COLLEAGUE VERIFIED** with their name and JAMS code. Press **Change** to choose another store.

3. Send

- 1 Check the list of pieces and the colleague.
- 2 Press **Send Transfer**.
- 3 Pack the pieces with a printed copy of the transfer (**Print / PDF**) and send them.

NOTE

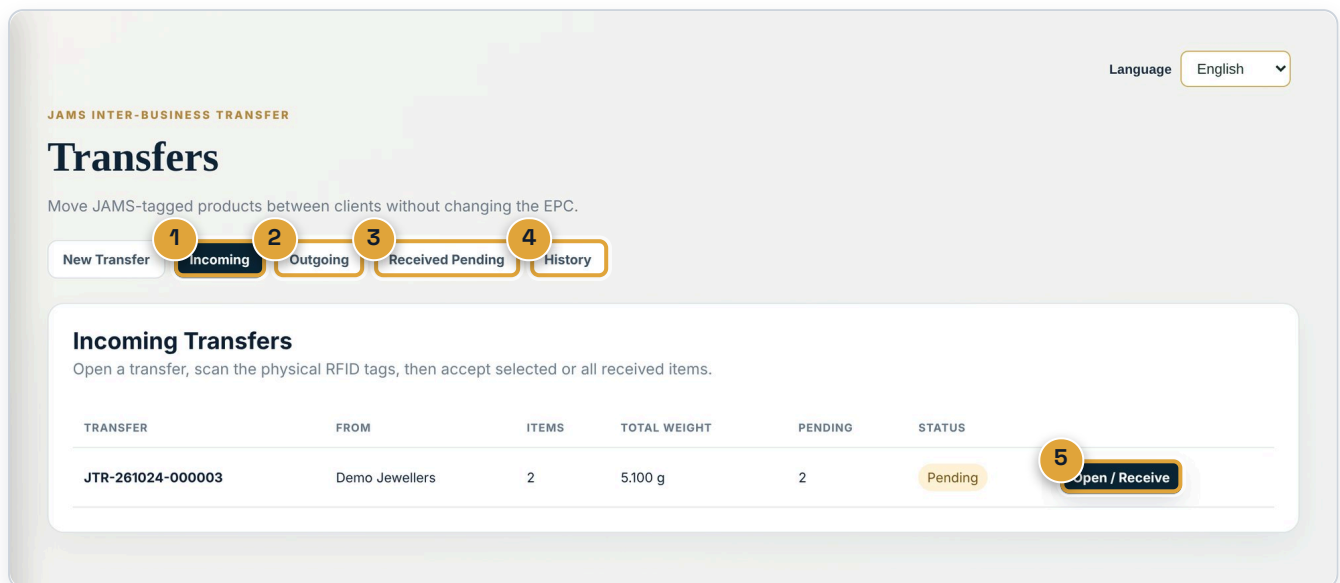
Until the receiver accepts them, the pieces still belong to you. An Inventory Scan lists them under **Sent – awaiting acceptance** (Chapter 12).



Outgoing – the transfer is waiting for the receiver.

Under **Outgoing**, each transfer shows its number (for example JTR-261024-000003), the colleague, the weight and the status of each piece. While a piece is still **Pending**, you can [Remove](#) it from the transfer.

13.3 Receive a transfer



Incoming transfers (the receiving store).

- 1 **Incoming** — transfers sent to you.
- 2 **Outgoing** — transfers you sent.
- 3 **Received Pending** — pieces received with an older version of JAMS that still wait for review. Pieces you accept now become Active straight away, so this list is normally empty.
- 4 **History** — all transfers, with filters and a printable report.
- 5 **Open / Receive** — open the transfer to receive it.

The first time you receive from a store, JAMS asks “**Who is this colleague in your customers?**” Search for the store or create it with **Create customer & link**, the same way as when sending.

Language English

JAMS INTER-BUSINESS TRANSFER

Transfers

Move JAMS-tagged products between clients without changing the EPC.

[New Transfer](#) **Incoming** [Outgoing](#) [Received Pending](#) [History](#)

[← Incoming transfers](#)

INCOMING TRANSFER

JTR-261024-000003

From **Demo Jewellers** · JAMS-000001
(Demo Jewellers)

1 **Waiting**
Scan received RFID EPC and press Enter Focus scanner

2 **RFID verified: 18K Gold Studs**

2 Expected 2 RFID verified 0 Accepted 0 Rejected 2 Pending

3 **Accept Selected** 4 **Accept All Pending**

	PRODUCT	EPC	RFID CHECK	RECEIPT	ACTION
☒	18K Gold Hoop Earrings 3.100 g · 18	5200000100000000000000053	RFID verified	Pending	Reason (optional) 5 Reject
☒	18K Gold Studs 2.000 g · 18	5200000100000000000000005	RFID verified	Pending	Reason (optional) Reject

Receiving – both pieces scanned and verified.

- 1 Scan each piece that arrived. Its line changes to **RFID verified**.
- 2 **Expected**, **RFID verified**, **Accepted**, **Rejected** and **Pending** counts.
- 3 **Accept Selected** – accept only the ticked pieces.
- 4 **Accept All Pending** – accept all pieces in the transfer.
- 5 **Reject** – reject a piece that did not arrive or is not as described. Type a reason first.

IMPORTANT

Scan every piece before you accept it. Only accept pieces you have physically received and checked.

Rejected pieces

A rejected piece goes back to the sender. It stays locked in the sender's **Outgoing** list until the sender receives it back and presses **Confirm Returned**.

13.4 Transfer history

Language English

JAMS INTER-BUSINESS TRANSFER

Transfers

Move JAMS-tagged products between clients without changing the EPC.

New Transfer
Incoming
Outgoing
Received Pending
History

Transfer History & Reports

Filter permanent item-level history, then print or save the result as PDF.

From
mm/dd/yyyy

To
mm/dd/yyyy

Direction
All

Status
All

Transfer / Client
JTR... or client name

Generate Report
Clear

JTR-261024-000003
You → Golden Bay Jewellers · JAMS-000002 · 24 Oct 2026 04:57

Completed Gold voucher posted Print / PDF

PRODUCT	EPC	WEIGHT	KARAT	RESULT	DECISION TIME
<u>18K Gold Hoop Earrings</u>	520000010000000000000053	3.100 g	18	Accepted	24 Oct 2026 04:58
<u>18K Gold Studs</u>	520000010000000000000005	2.000 g	18	Accepted	24 Oct 2026 04:58

JTR-261018-000002
You → Golden Bay Jewellers · JAMS-000002 · 18 Oct 2026 13:00

Cancelled No gold to post Print / PDF

PRODUCT	EPC	WEIGHT	KARAT	RESULT	DECISION TIME
<u>Test TR-A</u>	E28031E28BF2000000000001	10.000 g	18	Accepted	18 Oct 2026 13:00
<u>Test TR-B</u>	E28031E28BF20000000000002	5.000 g	22	Accepted	18 Oct 2026 13:00
<u>Test TR-C</u>	E28031E28BF20000000000003	2.000 g	21K	Returned	18 Oct 2026 13:00

JTR-261018-000001
You → Golden Bay Jewellers · JAMS-000002 · 18 Oct 2026 13:00

Completed Gold voucher posted Print / PDF

PRODUCT	EPC	WEIGHT	KARAT	RESULT	DECISION TIME
<u>Test TR-A</u>	E28031E28BF20000000000001	10.000 g	18	Accepted	18 Oct 2026 13:00
<u>Test TR-B</u>	E28031E28BF20000000000002	5.000 g	22	Accepted	18 Oct 2026 13:00
<u>Test TR-C</u>	E28031E28BF20000000000003	2.000 g	21K	Returned	18 Oct 2026 13:00

Transfer History & Reports.

Filter by date, direction (Incoming / Outgoing), status or colleague and press **Generate Report**. Press **Print / PDF Report** to print it or save it as a PDF. Each line shows whether each piece was accepted or rejected and when.

CHAPTER 14

Boutique and JAMSY Central

Your Boutique is a public web page that shows your Active pieces with photos and today's prices. Customers open it from your QR code or link, without signing in. Nothing can be bought or reserved online — customers contact you or visit the store.

For the owner and for staff with the Boutique module.

14.1 Boutique settings

Boutique — public address.

- 1 **Open Boutique** — open your public Boutique in a new tab, exactly as customers see it.
- 2 **Short client URL** — your Boutique's web address, for example `app.jamsy.au/demo-jewellers/`.
- 3 **Boutique URL slug** — the last part of the address. Use your store name in lower case with hyphens.
- 4 **Public Boutique** — switch on to make the Boutique visible. Switch off to hide it from the public.
- 5 **Save Boutique** — save the address and the switch.

IMPORTANT

If you change the slug, your old link and the QR codes you already printed stop working. Print new posters (Chapter 2).

Below the settings you find the same **Boutique QR & Print Poster** panel as in Store Profile (Chapter 2).

14.2 Choose which pieces are shown

New **Active** pieces are shown in your Boutique automatically. You can switch off any piece you do not want to show, for example a piece reserved for a customer.

Products & JAMSY Central Boutique

New Active products are shown in your boutique and in JAMSY Central automatically. Switch off any product you do not want to show. The boutique is a public showcase: customers see the photos, price and your store details and contact you directly. JAMSY Central only shows products that are also in your boutique.

Show all in my boutique
Turn this on to show every Active product.

1

Publish all to JAMSY Central
Turn this on to publish every Active product.

2

3

Apply to All

Apply to All

PRODUCT	WEIGHT	PRICE	CLIENT BOUTIQUE	JAMSY CENTRAL
18K Diamond Solitaire Ring JS-7	4.200 g	AUD 664.00	4	5
18K Curb Chain JC-6	8.000 g	AUD 1,200.46		
22K Gold Bangle JG-3	10.000 g	AUD 2,450.00		
18K Rope Bracelet JB-2	20.000 g	AUD 3,001.15		
21K Gold Signet Ring JR-1	13.500 g	AUD 2,450.00		

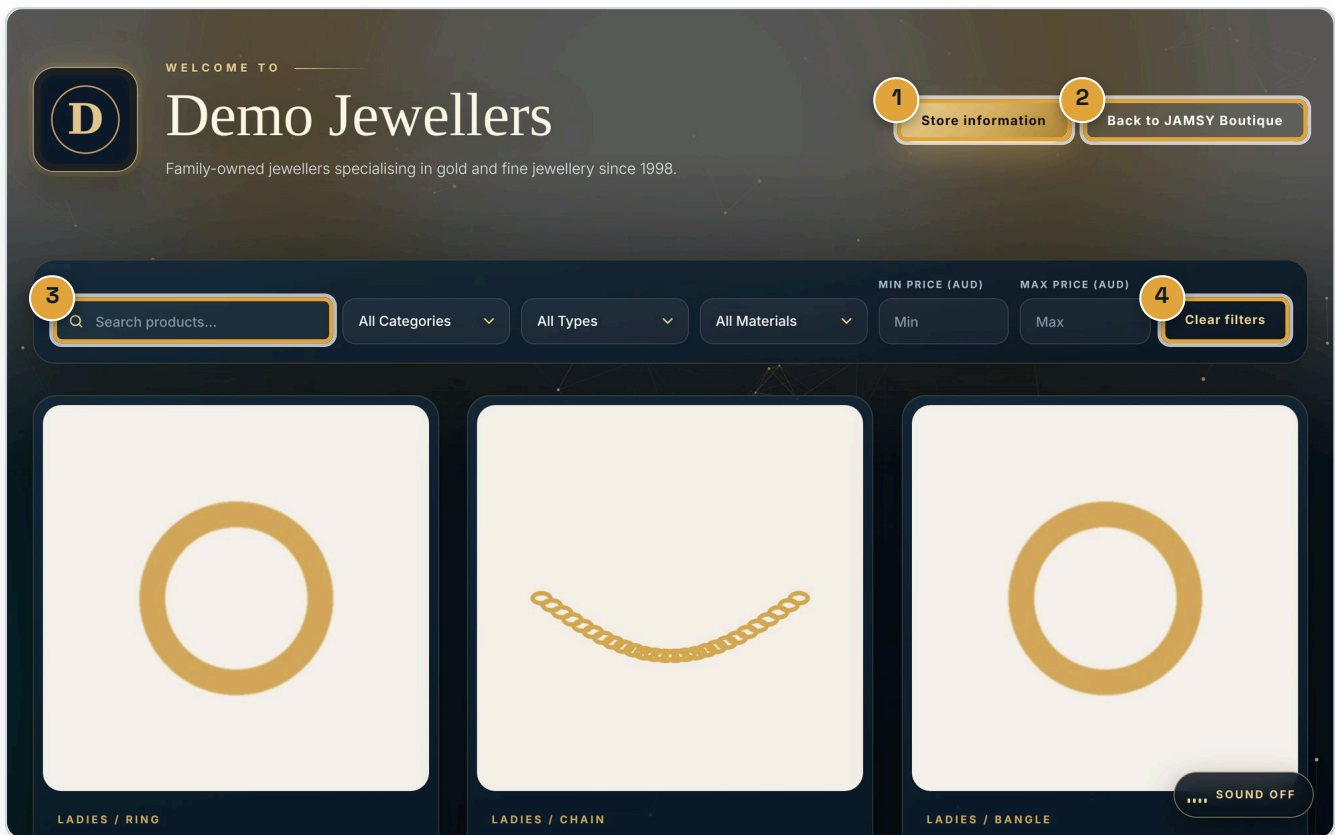
Products & JAMSY Central Boutique.

- Show all in my boutique** — switch on and press **Apply to All** to show every Active piece.
- Publish all to JAMSY Central** — switch on and press **Apply to All** to offer every piece to JAMSY Central.
- Apply to All** — applies the switch above it to all Active pieces.
- Client Boutique** — switch for this piece in your own Boutique.
- JAMSY Central** — switch for this piece in JAMSY Central. A piece must also be in your Boutique.

NOTE

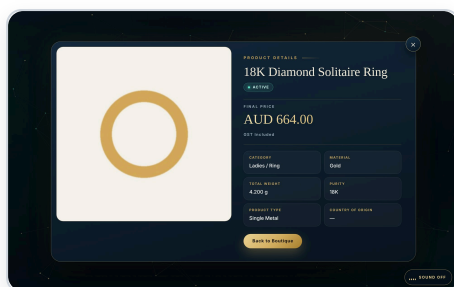
Only **Active** pieces are shown. Sold, Inactive and Pending pieces never appear online. Prices always follow today's Base Price.

14.3 What customers see

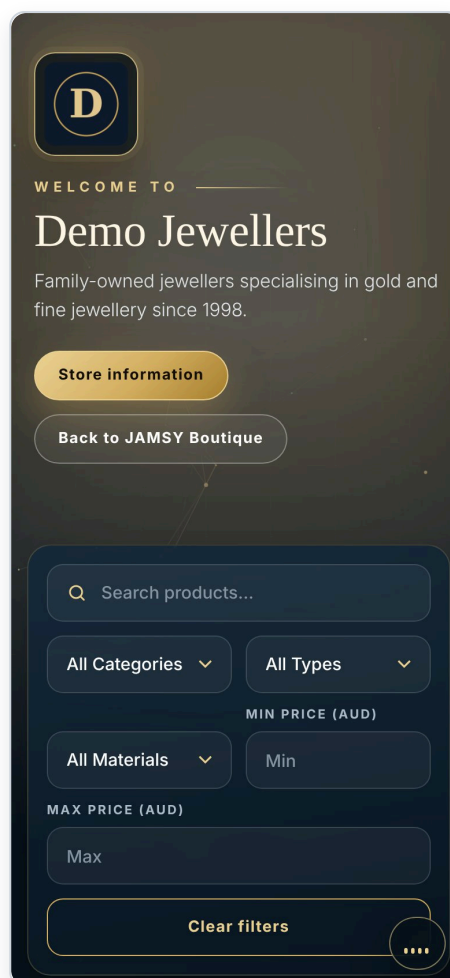


Your public Boutique.

- 1 **Store information** – your address, phone, email, website and social links, as chosen in Store Profile → **What is public.**
- 2 **Back to JAMSY Boutique** – to JAMSY Central, where customers can discover other stores.
- 3 **Search and filters** – customers can search and filter by category, type, material and price.
- 4 **Clear filters** – show all pieces again.



A piece opened in the Boutique: photos, price including GST and details.



The Boutique on a phone.

14.4 JAMSY Central

JAMSY Central Boutique (app.jamsy.au/boutique/) shows pieces from many independent stores that use JAMS. Customers can sort by newest or by distance and open each store's own Boutique.



JAMSY Central Boutique.

- When you switch on **JAMSY Central** for a piece, the JAMSY team reviews it first. It appears in Central after it is approved.
- If you later change the piece's name, photos or description, it is reviewed again before it returns to Central.
- Your own Boutique is not affected by the review – the piece is shown there straight away.

TIP

Good photos and clear names help your pieces get approved quickly and look their best in Central.

CHAPTER 15

Reports

Reports show how your store is doing: sales, GST, payments, stock and gold, customers, staff, stock counts, transfers, second-hand purchases, Local Accounting balances and Boutique views. Every report shows only your own store's data.

For the owner and for staff with the Reports module.

15.1 Choose the period

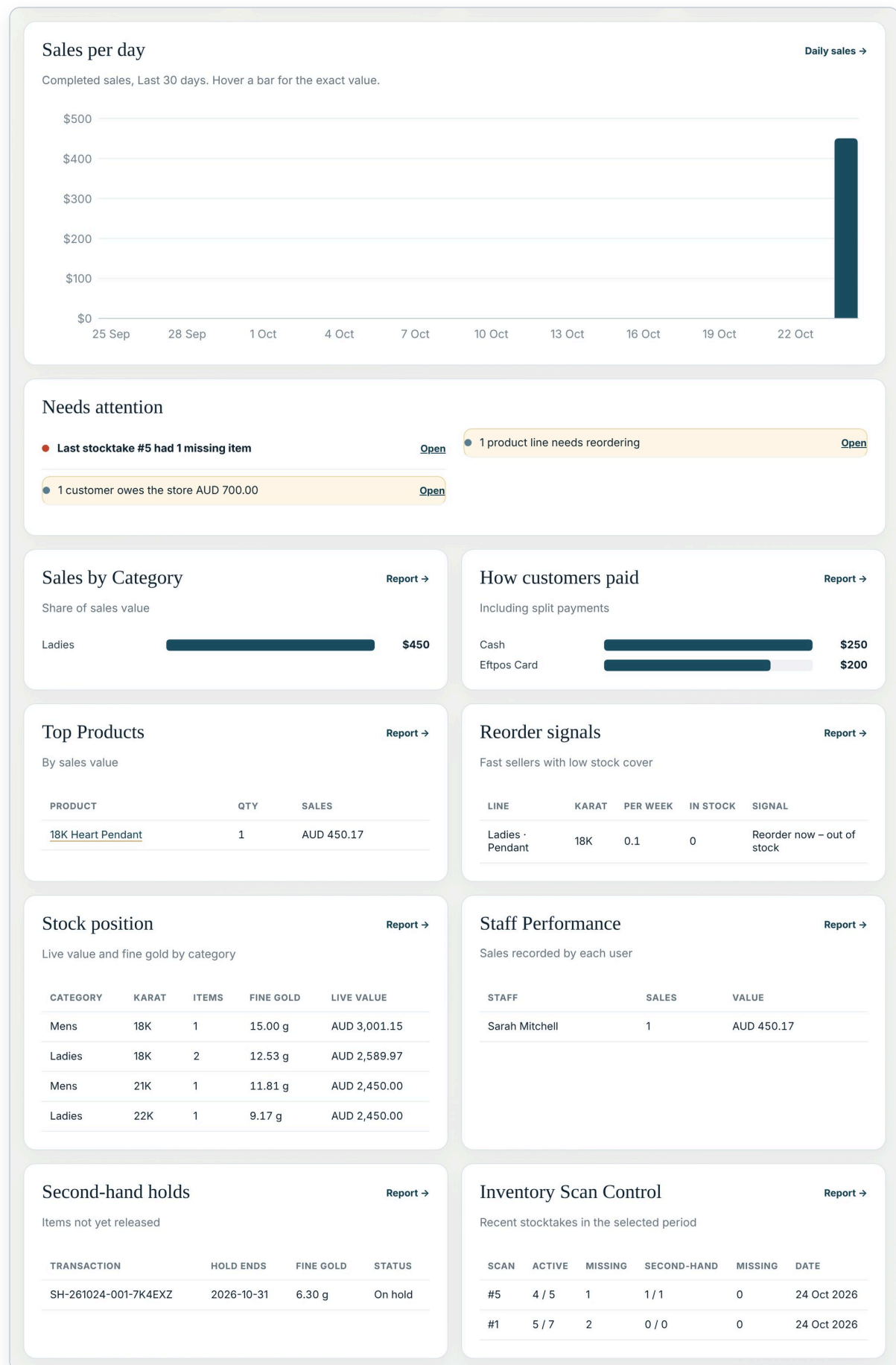
The screenshot shows the 'Choose the period' section of the JAMS Reports interface. At the top, there is a date selector with four numbered callouts: 1 (Last 30 days dropdown), 2 (From date: 09/25/2026), 3 (To date: 10/24/2026), and 4 (Apply button). Below this is a grid of eight key figures, each with a numbered callout: 5 (Sales: AUD 450.17), 1 (Transactions: 1), Average sale (AUD 450.17), Fine gold sold (2.25 g), Second-hand bought (AUD 971.96), New customers (8), 6 (Stock value (live): AUD 10,491.12), and 7 (Fine gold in stock: 48.50 g). At the bottom, there is a 'Sales per day' bar chart with a 'Daily sales' link.

Period and key figures.

- 1 **Period** — Today, Last 7 days, Last 30 days, Last 90 days, Last 12 months or Custom.
- 2 **From date** (for Custom).
- 3 **To date** (for Custom).
- 4 **Apply** — update all figures for the chosen period.
- 5 **Sales, Transactions, Average sale** and **Fine gold sold** for the period, compared with the previous period of the same length.
- 6 **Second-hand bought** and **New customers** for the period.
- 7 **Stock value (live)** and **Fine gold in stock** — your Active stock now, at today's prices, and how many pieces are waiting for a tag.

15.2 The Reports page

Under the key figures, the Reports page shows a chart and summary cards. Press **Report →** on a card to open the full report.



Summary cards on the Reports page.

Card	What it shows
Sales per day	Completed sales for each day of the period. Hover a bar for the exact value.
Needs attention	Things to check, for example missing pieces in the last saved stock count or customers who owe the store money.
Sales by Category	Which product groups sell best.
How customers paid	Cash, card, bank transfer and other methods, including split payments.
Top Products	The pieces with the highest sales value.
Reorder signals	Lines that sell fast but have little stock left.
Stock position	Your Active stock by category and karat: number of pieces, fine gold and live value.
Staff Performance	Number and value of sales made by each person.
Second-hand holds	Second-hand items still on hold and when their hold ends.
Inventory Scan Control	Saved stock counts: Active and second-hand pieces found and missing (Chapter 12).

15.3 Report Library

Report Library

Open any report for the selected dates, then print, save as PDF or export to Excel (CSV).

Sales
Revenue, products, staff and how customers pay

Daily Sales
Monthly Summary
Period Comparison
Sales by Product
Top Products
Sales by Category
Sales by Karat
Sales by Staff
Average Sale Value
Payment Methods
GST Summary
Busy Days & Hours
Invoice List

Inventory
What is in the store, what it is worth and what to reorder

Inventory Value
Inventory Age
Slow Moving Stock
Dead Stock
Reorder Review
Waiting for RFID Tag
Base Price Changes

Customers
Who buys, who returns and who has gone quiet

New Customers
Returning Customers
Top Customers
Customer Growth
Lapsed Customers

Gold & Second-Hand
Fine gold in, out and on hand; second-hand buying

Gold Position
Second-Hand Purchases
Second-Hand Holds

Accounting
Customer balances and coffer movements from Local Accounting

Customer Balances
Coffer Summary

Operations
Stocktakes, RFID and transfers between stores

Staff Performance
Inventory Scan History
Missing Inventory
Unknown RFID Reads
Transfers

Boutique
Online product views and conversion

Boutique Product Views
Boutique View Trends
View-to-Sale Conversion

Risk
Exceptions that need a person to look

Exceptions & Risk

Every report uses only your store's data and the current user's permissions. Reports never change data and never query another store.

Report Library — click a report name to open it.

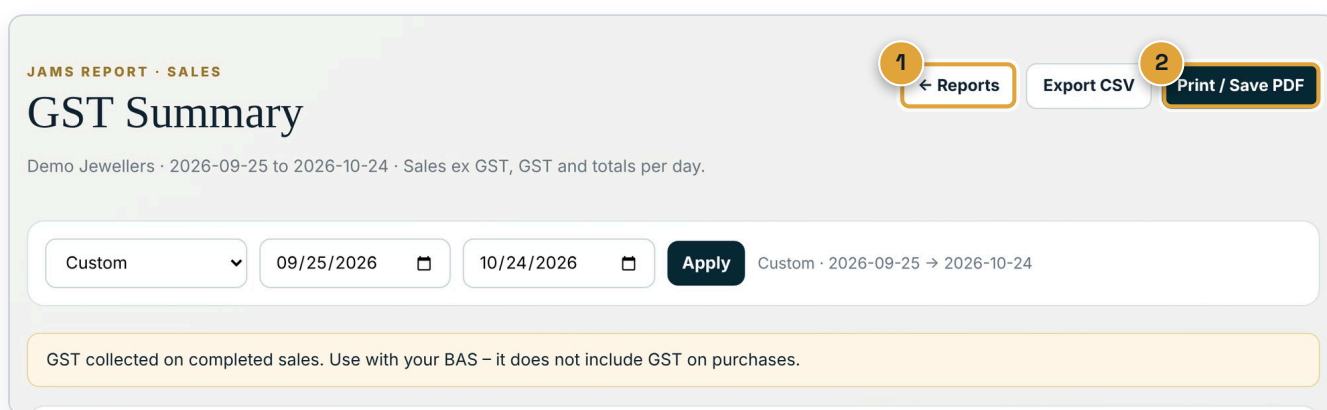
Group	Reports
Sales	Daily Sales, Monthly Summary, Period Comparison, Sales by Product, Top Products, Sales by Category, by Karat, by Staff, Average Sale Value, Payment Methods, GST Summary, Busy Days & Hours, Invoice List
Inventory	Inventory Value, Inventory Age, Slow Moving Stock, Dead Stock, Reorder Review, Waiting for RFID Tag, Base Price Changes
Customers	New Customers, Returning Customers, Top Customers, Customer Growth, Lapsed Customers
Gold & Second-Hand	Gold Position, Second-Hand Purchases, Second-Hand Holds
Accounting	Customer Balances, Coffer Summary (from Local Accounting, Chapter 11)

Operations	Staff Performance, Inventory Scan History, Missing Inventory, Unknown RFID Reads, Transfers
Boutique	Boutique Product Views, Boutique View Trends, View-to-Sale Conversion
Risk	Exceptions & Risk – things that need a person to look at them

NOTE

Inventory Scan History and Missing Inventory use only **saved** counts (Chapter 12). Unknown RFID Reads stays empty: the Inventory Scan ignores tags that are not on its stock list.

15.4 Open, print or export a report



JAMS REPORT · SALES

GST Summary

Demo Jewellers · 2026-09-25 to 2026-10-24 · Sales ex GST, GST and totals per day.

Custom 09/25/2026 10/24/2026 Apply Custom · 2026-09-25 → 2026-10-24

GST collected on completed sales. Use with your BAS – it does not include GST on purchases.

An open report – GST Summary.

- 1 **← Reports** – back to the Reports page.
- 2 **Print / Save PDF** – print the report, or choose **Save as PDF** in the print window. **Export CSV** saves the report as a file that opens in Excel.

You can change the period at the top of an open report and press **Apply**.

TIP

Use **GST Summary** and **Payment Methods** for the period of your BAS and give them to your accountant together with the Sales Register (Chapter 8).

NOTE

Every report uses only your own store's data. Reports never change your data. They are for managing your store and are not audited financial statements.

CHAPTER 16

Billing

The JAMS app and its standard modules have no licence fee. Your store pays only for **JAMS Data Hosting & Care** — the secure storage, backups, maintenance and recovery of your store's data. Billing shows your plan and your invoices.

For the store owner and Store Managers.

CLIENT BILLING

Billing

5 of JAMS Data Hosting & Care and invoices. The JAMS app has no licence fee.

DATA HOSTING & CARE
Being set up
 opening invoice coming

2
Yearly price
AUD 365.00
 + GST - about AUD 1.00 a day

3
Next Data Hosting invoice
 2024-01-01

4
Amount due
AUD 0.00

Invoices

No invoices have been issued yet.

The JAMS app has no licence fee. Data Hosting & Care for your store's database is invoiced yearly, in advance. Equipment and JAMS tags are invoiced when you order them. You can cancel anytime — unused days of a paid year are refunded. Open an invoice for payment instructions. Questions? Contact JAMS Support.

Billing.

- 1 Data Hosting & Care** — the status of your plan, for example **Being set up**, **Free** or **Active**.
- 2 Yearly price** — AUD 365.00 + GST a year, about AUD 1.00 a day.
- 3 Next Data Hosting invoice** — the date of your next yearly invoice.
- 4 Amount due** — what is unpaid now.
- 5 Invoices** — every invoice from JAMS. Open an invoice to see the payment instructions and to print it.

16.1 How Data Hosting & Care is charged

Item	Detail
Free period	The first 6 months are free.

Price	AUD 365 + GST a year, invoiced yearly in advance.
Users	Up to 4 user accounts per store, including the owner.
Equipment and tags	RFID readers and JAMS tags are invoiced separately when you order them.
Cancelling	You can cancel at any time. Unused days of a paid year are refunded.

16.2 When a plan ends

When your Data Hosting & Care plan ends (the End Date), you can **still sign in**, but the store data can no longer be used. Only these stay open:

- **Data Export** – the store owner can download a complete copy of all the data (Chapter 18).
- **Billing** – to see your invoices and renew the plan.
- **Support** – to contact JAMS.
- **My Profile** – your own details and password.

Your Boutique and your JAMS Central listings go offline from the End Date. For **180 days** after the End Date the owner can still download the data. After those 180 days the store data is **taken out of reach and can no longer be retrieved** – not by the store and not through JAMS.

JAMS e-mails the owner 30 days before the End Date, on the End Date, 30 and 7 days before the 180 days end, and when the data is taken out of reach. If the plan is renewed, the store works normally again.

TIP

Download a complete Data Export before the End Date and keep it safe.

NOTE

The exact rules are in the JAMS Terms of Service. If anything about an invoice is unclear, open **Support** (Chapter 17) and choose the category **Account & Access**.

CHAPTER 17

Support

Ask the JAMS team for help from inside JAMS. Your request and the whole conversation stay in one secure place.

For everyone.

17.1 Read the manual and videos first

The top of the Support page links to the **latest JAMS User Manual** in every language and to the **training videos**. They answer most questions. Before you send a request, read the part about your problem; send a request only if it does not solve it.

HELP FIRST

Before you contact Support

Latest version: 25 Oct 2026

The latest JAMS User Manual and the training videos answer most questions. **Please read the part about your problem first.** If it does not solve the problem, send a support request below.

1

USER MANUAL
English

USER MANUAL
فارسی

USER MANUAL
العربية

USER MANUAL
Türkçe

USER MANUAL
简体中文

2

TRAINING
Videos & guides

Please note: checking a problem can take time, and while JAMS reviews it, parts of your system may not be available to you for a while. This is why we recommend reading the manual and videos before asking Support.

Security and responsibility: if an attack or any action against the security of JAMS or its network is made from an account of your store — owner, manager or staff — JAMS blocks that store's access at once, and restoring it can be difficult and take time. The store owner is legally responsible for every action made from the store's accounts. Owners must tell their managers and staff this clearly and train them before giving them access.

Before you contact Support — manuals and training videos.

- 1 **User Manual** — the latest version, in your language.
- 2 **Training** — videos and guides.

NOTE

Checking a problem can take time. While JAMS reviews it, parts of your system may not be available to you for a while. This is why we recommend reading the manual and videos before asking Support.

IMPORTANT

If an attack, or any action against the security of JAMS or its network, is made from an account of your store, JAMS blocks the store's access at once, and restoring it can be difficult and take time. The store owner is legally responsible for every action made from the store's accounts (Chapter 3).

17.2 Send a support request

New support request

1

Subject

Showroom does not show a piece

2

Category

Technical Issue

3

Message

When we scan the 18K Classic Gold Bangle in the Showroom, it says the tag is not assigned to an Active product. Screenshot attached.

4

Add screenshot / photo (optional — one verified JPG/JPEG only, max 5 MB)

Choose File

showroom-error.jpg

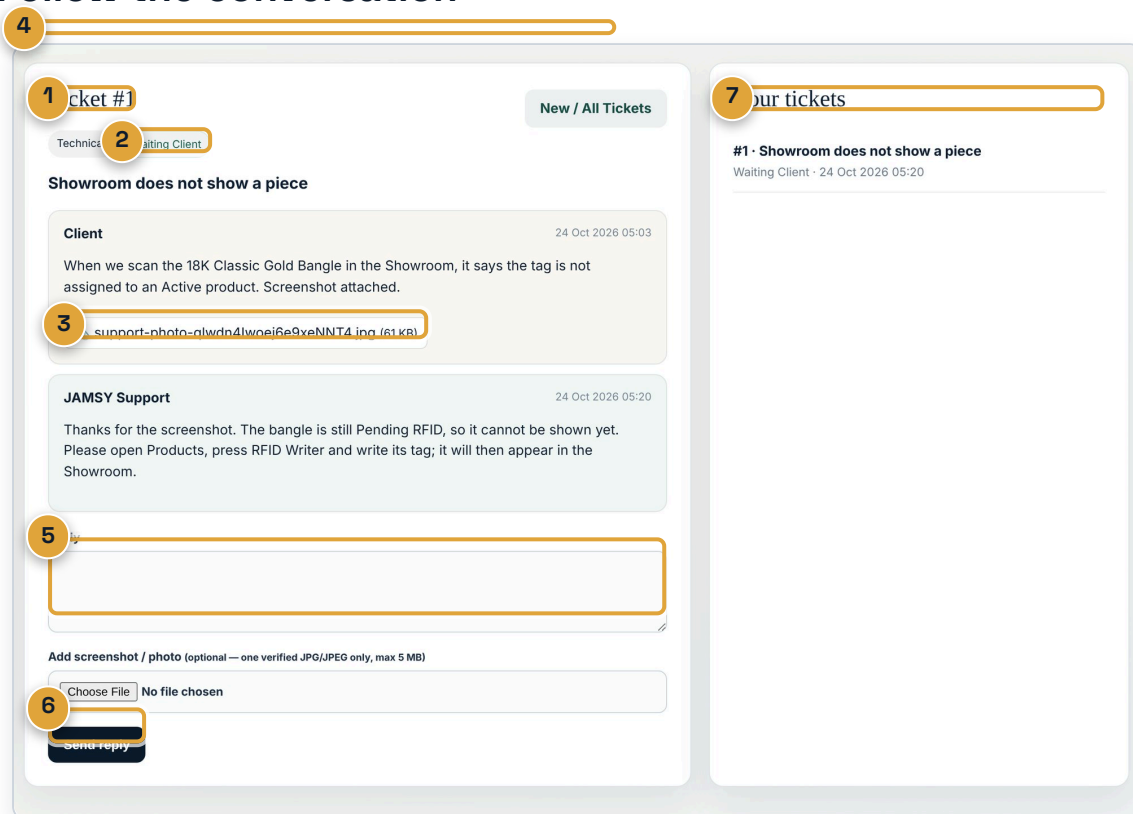
5

Send request

New support request.

- 1 Subject** — a short title, for example “Showroom does not show a piece”.
- 2 Category** — General Support, Technical Issue, Bug Report, Feature Request or Account & Access.
- 3 Message** — what you did, what you expected and what happened instead. Include the product code, invoice or transaction number if there is one.
- 4 Add screenshot / photo** — optional. One JPG/JPEG picture, up to 5 MB.
- 5** **Send request**.

17.3 Follow the conversation



A support ticket with JAMS's answer.

- 1 Each request gets a **ticket number**.
- 2 The status: **Waiting Jamsy** (JAMS will answer) or **Waiting Client** (JAMS is waiting for your reply).
- 3 Your attached screenshot.
- 4 The answer from **JAMS Support**.
- 5 **Reply** — type your answer.
- 6 **Send reply** — you can attach another screenshot with each reply.
- 7 **Your tickets** — all your requests. Click one to open it.

17.4 How to take a screenshot

Device	How
Windows	Press Windows + Shift + S , select the area, then paste it into Paint and save as JPG.
Mac	Press Shift + Command + 4 , select the area. The picture is saved on the desktop.
iPhone / iPad	Press the side button and volume-up together (or the top button and Home).
Android	Press power and volume-down together.

IMPORTANT

Never send passwords, full card numbers or customers' ID photos in a support request.

CHAPTER 18

Data Export

Your data belongs to you. Take a complete copy of your store's information out of JAMS at any time — as a sealed backup for safe-keeping, or as spreadsheets you can read.

For the store owner.

Data Export

Take a complete copy of your store's information out of JAMS at any time.

FOR SAFE-KEEPING

1 Sealed backup (.jamsy)

Everything your store has in JAMS — every record, photo and document — in one encrypted file. It cannot be opened or changed outside JAMS. Keep it somewhere safe; if your data ever needs to be restored, give this file to JAMS.

Your JAMS sign-in password (to confirm it is you)

2 Create sealed backup

FOR YOU TO READ

3 Readable copy (Excel / CSV)

All of your store's information as spreadsheet files that open in Excel, plus your product photos and documents, in a ZIP protected with a password you choose. JAMS does not keep this password — if you forget it, simply create a new copy.

4 Choose a password for the file (min. 10 characters)

Repeat the file password

5 Your JAMS sign-in password (to confirm it is you)

6 Create readable copy

7 Your exports

Requested	Type	Status	Size
20 Oct 2026 00:07	Readable copy	Expired	93.0 KB
20 Oct 2026 00:06	Readable copy	Expired	94.1 KB
20 Oct 2026 00:06	Sealed backup	Expired	85.2 KB

Times are Sydney time. Files are deleted from the server 48 hours after they are ready. Every export and download is recorded, and the store owner is e-mailed whenever an export is created.

Data Export.

- 1 Sealed backup (.jamsy)** — every record, photo and document in one encrypted file. It cannot be opened or changed outside JAMS. Keep it safe; if your data ever needs to be restored, give this file to JAMS.
- Type your JAMS sign-in password and press **Create sealed backup**.
- 3 Readable copy (Excel / CSV)** — all your information as spreadsheet files that open in Excel, plus your product photos and documents, in a password-protected ZIP file.
- Choose a password for the ZIP file (at least 10 characters) and type it again.
- Type your JAMS sign-in password to confirm it is you.
- Create readable copy**.
- 7 Your exports** — your exports with their status. Download a file when it is **Ready**.

18.1 Good to know

- Files are deleted from the server **48 hours** after they are ready. Download them in time.
- JAMS does not keep the ZIP password. If you forget it, simply create a new copy.
- Every export and download is recorded, and the store owner is emailed whenever an export is created.

- Times are shown in Sydney time.

NOTE

Only the store owner can use Data Export — Store Managers cannot (Chapter 3). If your Data Hosting plan has ended, Data Export stays open for 180 days (Chapter 16).

IMPORTANT

An export contains your customers' personal information. Store it on a secure device or drive and delete old copies you no longer need.

TIP

Create a sealed backup at the end of each month and keep it with your other business records.

CHAPTER 19

Problems, questions and JAMS words

Quick answers to common problems, frequently asked questions and the meaning of the words used in JAMS.

For everyone.

19.1 Common problems

Problem	What to do
I forgot my password.	On the sign-in page press Forgot password? and enter your username. A 6-digit code (valid 10 minutes) is sent to your verified recovery email. If you never verified an email, ask the store owner to reset your password in Staff Management (Chapter 3).
The store owner forgot the password.	Use Forgot password? with the verified recovery email. Without a verified recovery email, only JAMSY can reset it on the server, after confirming the identity of the business and the owner. This takes time and a fee may apply – see section 1.8.
I cannot sign in for a while.	After several wrong passwords the sign-in is locked for 15 minutes. Wait, then try again carefully.
A menu item is missing.	You do not have access to that module. Ask the store owner (Chapter 3). Data Export is shown only to the store owner.
The reader does nothing.	Click once on the page so it has the focus, or press Refocus Reader / Focus scanner . Check the reader cable and that it is in keyboard (HID) mode.
"Tag is not assigned to an Active product."	The piece is Pending RFID, Inactive, Sold or belongs to another store. Check it in Products (Chapter 5).
A product shows "Price not configured".	Save your 24K Base Price (and the silver price for silver pieces) in Base Price (Chapter 4).
Prices look wrong.	Check the Base Price is for pure 24K gold, and check the karat, weight and making fee of the piece.
A piece cannot be sold.	Only Active pieces can be sold. Attach its tag first (Chapter 6).
A JAMS tag is refused.	Keep only one tag on the reader and keep it still. A used, cancelled or unknown tag is always refused – use another tag (Chapter 6).

The Inventory Scan will not start.	The last count was finished but not saved. Choose Yes, save as final report or No, discard first (Chapter 12).
The browser suggests a customer from somewhere else.	That is your browser's own memory (autofill), not JAMS. Ignore the suggestion and type the details. You can clear saved form data in your browser settings.
The sales invoice has no ABN.	Add your ABN in Store Profile (Chapter 2). New invoices will show it.
The camera does not open.	Allow camera access for app.jamsy.au in your browser, and use a device with a camera.
Something else is wrong.	Open Support (Chapter 17), describe the problem and attach a screenshot.

19.2 Frequently asked questions

Can I use JAMS on a phone or tablet?

Yes. JAMS works in the web browser on computers, tablets and phones. The Showroom is best on a tablet or a screen facing the customer.

Can my staff see my accounts and reports?

Staff see only the modules you tick for them. Local Accounting, Billing, Store Profile, Base Price and Staff Management are for the owner and Store Managers. Data Export is for the owner only.

Do I have to approve what my staff do?

No. Staff work directly in the modules you allow. Permanently deleting a product and exporting the customer list stay with the owner and Store Managers.

Can another store see my customers?

No. Each store sees only its own customers, sales and history.

What happens to a piece when I sell it?

It becomes Sold, leaves your stock, Showroom and Boutique, and is kept as read-only history with the invoice.

Does changing the Base Price change old invoices?

No. Invoices and sold pieces keep the price at the time of sale.

Can customers buy from my Boutique online?

No. The Boutique is a showcase. Customers contact you or visit your store.

How do I get a copy of all my data?

Use Data Export (Chapter 18).

Can my store have a second manager?

Yes. In Staff Management the owner can appoint a **Store Manager** with full access, except Data Export (Chapter 3). The owner confirms it with the owner password and is responsible for everything the manager does.

What happens when our Data Hosting plan ends?

You can still sign in, but only Data Export, Billing and Support stay open. For 180 days the owner can download the data; after that it is taken out of reach and cannot be retrieved (Chapter 16).

Where is the newest manual?

At the top of the Support page, together with the training videos (Chapter 17).

19.3 JAMS words

Word	Meaning
Active	A piece with a JAMS tag attached that is in stock and can be sold.
Base Price	Your price for one gram of pure 24K gold (or pure silver).
Boutique	Your public online showcase.
Coffer	Your store's own money and gold in Local Accounting.
EPC	The 24-digit number of a JAMS tag. It identifies one piece for ever.
Fine gold	The pure gold in a piece: $\text{weight} \times \text{karat} \div 24$.
Fixed Price	A price you type yourself. It does not follow the Base Price.
Hold	The period a second-hand item must be kept before it can be sold or melted.
JAMS code	Your store's own code, for example JAMS-000002, used for transfers between stores.
JAMSY Central	The shared online showcase of all JAMS stores.
Making fee	Your labour and design margin, as a percentage of the metal value.
Module	One part of JAMS, such as Sales or Showroom. The owner chooses which modules each person may use.
Pending RFID	A saved piece that is waiting for its tag.
Ready-made tag	A JAMS tag that arrives with its number already written and locked. You only attach it.
RFID	Radio identification. JAMS tags are read by radio, without contact or typing.
Store Manager	A person the owner appoints with full access, the same as the owner, except Data Export.
Voucher	A record of money or gold movements with one customer in Local Accounting.