

## FREQUENTLY ASKED QUESTION

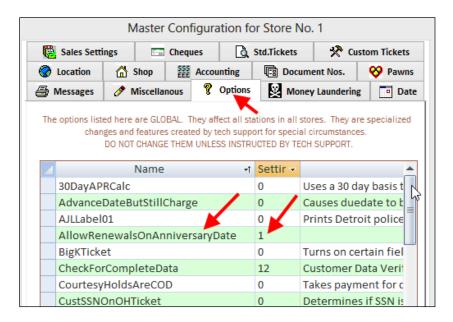
Question: In Ohio why can't I renew a pawn on its due date?

**Answer:** If you receive a message telling you "Payment is not allowed in advance" or "This pawn is already paid up to date" when you try to renew a ticket on its due date – this is normal behavior.

If you want to be able to accept such payments, go to OFFICE → CONFIGURATION → MASTER CONFIGURATION. Click the OPTIONS tab, and look for the line that says:

## AllowRenewalsOnAnniversaryDate

Enter a 1 in the second column, to replace the 0 or blank which is currently there.



Restart Dazzle to complete the change.