

Pawnshop Bulletin
Requirement to Record Serial Numbers

February 12, 2013

The Office of Consumer Credit Commissioner has received complaints from various law enforcement agencies regarding either the lack of, or wrong number being used to identify laptop computers. 7 *Texas Administrative Code*, Section 85.405(e) indicates, in part:

(e) Standards for describing goods. Pledged goods and purchases must be accurately and fully described. All serial numbers, including vehicle identification numbers and boat hull numbers that are reasonably available, must be accurately entered on required documents.

Computer manufacturers affix serial numbers to each unit they produce to identify any unit in question. A serial number is vital when identifying a unit that may have been stolen. Any laptop that does not have a serial number tag, or it has been defaced, should not be accepted into pawn.

- On a Laptop/Notebook PC, the serial number is always placed on the bottom of the unit and will always appear on some sort of sticker.
- Usually the serial number is identified as "Serial Number," "Serial #," "S/N," or "Service Tag" and is often within the vicinity of the manufacturer's name or the unit's model number (Dell identifies its laptops with "Service Number.>").
- Depending on the manufacturer and year of the unit, a bar code sometimes appears near the serial number as well.

All pawnshops must ensure that when accepting a laptop or notebook computer in pawn, a complete and accurate description, including the serial number, must be entered on the pawn ticket.