



# Guide to Renew Pawn Employees through ALECS

2018

# Benefits

- ▶ Quicker and more efficient than paper renewal
  - ▶ ACH and credit card payment options
  - ▶ Immediate access to transaction receipt
  - ▶ Organizations can renew UP TO 200 employees at a time
  - ▶ Viewable list of renewed employees
  - ▶ Individual pawn employees also have the ability to login and print licenses
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# Login Screen

Website– <https://alecs.occc.texas.gov/>  
Create a new account or login with an existing account.

**OCCC**  
Office of Consumer Credit Commissioner

[Advanced Search](#)  
2601 N. Lamar Blvd, Austin TX 78705  
Phone: 512-936-7600, Fax: 512-936-7610, Email: [info@occc.state.tx.us](mailto:info@occc.state.tx.us)

[Sign Up](#)

### Welcome to ALECS

The Office of Consumer Credit Commissioner's (OCCC) Application Licensing Examination Compliance System

The OCCC is pleased to provide this online licensing portal for its regulated industries. Before you begin, ensure you have reviewed state statutes and administrative rules and licensing requirements associated with your business operations. Primary statutes and rules are located within the OCCC's [Credit Industry Services pages](#).

ALECS allows you to:

- Apply for a new license
- Add an additional licensed location or registered office
- Amend an existing license

### Login

User Name

Password

[Forgot Password?](#)

[Create Online Account?](#)

Photo courtesy TEXAS HIGHWAYS

# Submit an application screen

- ▶ Select manage my business on the left menu

**Master # : 341** Submit Application

Office of Consumer Credit Commissioner [Advanced Search](#)  
Welcome mzepeda@occc.state.tx.us Sign Out End Impersonate

Dashboard  
Manage Profile  
Submit Application  
Manage My Business  
Notifications  
History

Registration License  
Registered Creditor Regulated Lender Property Tax  
Refund Anticipation Loan Motor Vehicle Sales Finance Commercial Motor Vehicle Sales Finance  
Debt Management Credit Access Business Pawn Shop

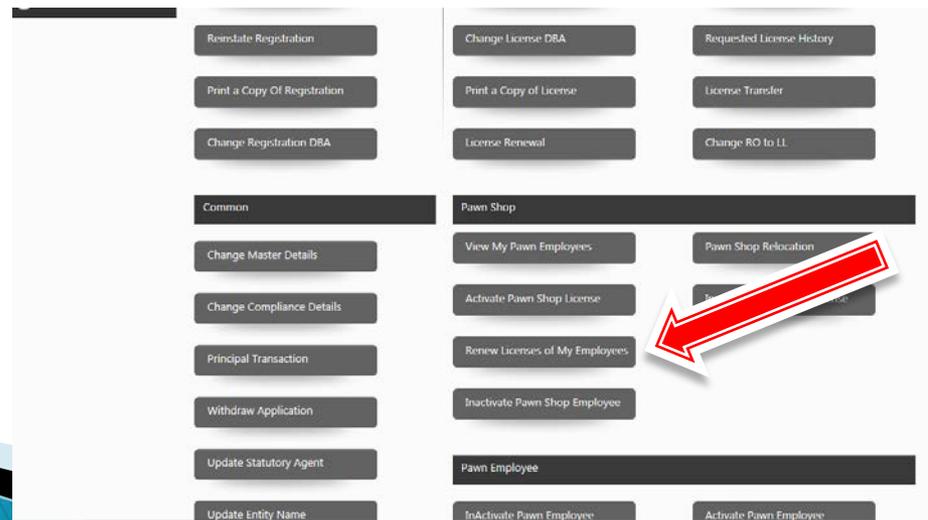
The system automatically saves all the information you enter and upload at the click of the next button. If you logoff or close the application on any page, you can find the incomplete application under My New Requests on the Dashboard tab.

# Selecting Renew

- ▶ Select “renew my pawn employees” under PAWN SHOP

**\*DO NOT select the renew license under pawn employees\***

**This feature is for individuals who log in.**



# Renew My Pawn Employees

- ▶ This may take a few moments to load, especially if you have hundreds of pawn employees
- ▶ Sort column of your choice by clicking on the heading.
  - Example: Click on PawnEmployeeID to sort license numbers in ascending order.
  - Click again to sort in descending order.
  - Click on Last name to sort A–Z. Click again to sort Z–A.

# Select licenses you wish to renew.

- ▶ You can select an entire page (100 employee licenses) by clicking on the box under “Select All”.
  - ▶ To un-select individual licenses you do not wish to renew, click in the box next to the employee license number.
  - ▶ Do not select more than 200 employee licenses for renewal at a time.
  - ▶ A preview list of employee licenses you have selected for renewal will be viewable at the bottom of the screen.
  - ▶ You may also select one employee license at a time by clicking on the individual boxes next to the employee license number.
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# CONFIRMATION

- ▶ Confirm you would like to renew the selected employees by checking the box at the bottom of the preview list, then click on “License Renewal”.
  - ▶ A pop up will ask if you are sure you want to perform the renewal action. Click OK.
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# PAYMENT

- ▶ Select the payment type of your choice using the drop down box (ACH or credit card)
  
  - ▶ Select check box to confirm as indicated under the instructions in red
  
  - ▶ Scroll down and click on Pay Now
    - You will be redirected to Texas Payment Engine (TPE)
    - This is a third party payment processor for the State
    - Download TPE payment receipt for accounting purposes
      - If you immediately get an error message stating “Please wait, try again later” call the OCCC at 512-936-7600
      - Generally, TPE payment failures occur because your credit card has not been pre-authorized by your accounting department for this purpose
  
  - ▶ Once your payment has been successfully processed by TPE you will be redirected back to ALECS where you can download your ALECS receipt
    - You will be able to view names and license numbers of employees renewed.
    - **\*\*Download ALECS receipt for proof of renewal\*\***
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# Viewable List of Renewed Employees

- ▶ To verify which employees have been renewed and which have not, select Manage My Business on the left hand menu.
- ▶ Under the heading “Pawn Shop” Then select “View My Pawn Employees” .
- ▶ **Any field can be sorted in ascending or descending order by clicking on the field title.**
- ▶ To reconcile with your own records, you can export to excel by clicking the export to excel button in the top right corner, and then sort

# TROUBLESHOOTING

- ▶ If you select employees for renewal and confirm you would like to renew, but do not proceed to payment, the employees will not be shown in the list under “Renew Licenses of My Employees” when you return.
- ▶ Solution: Select Dashboard from the left hand menu, then select the tab “My Business Transactions”. The Renewal Transaction will show as “initiated”. Click on the line item, to see the option “Pay Now”.



# FAQs

- ▶ **My pawn employee applied, but does not have a license yet. Do they need to renew?**
  - No. They may continue to work as though they are licensed, until the application is either approved or denied, and are not required to renew.
- ▶ **My pawn employee who transferred for another company does not show available for me to renew. What do I do?**
  - Pawn employees who have changed companies in the past year should create a personal login and update their employment information. As soon as they have updated their employment information, you will be able to view and renew them.
- ▶ **Employees who are no longer with my company show available to renew. Do I need to renew their license?**
  - No. Do not renew them.

# Questions?

- ▶ Contact us

- [pawnemployee@occc.texas.gov](mailto:pawnemployee@occc.texas.gov)

- Or call us at 512-936-7605