

ORGANIZATION IS KEY

Running a business can be complicated, but the variables in trading metals complicates things even further. A meticulous mind is needed to keep business organized and highly profitable, especially with constant shipments and the value of metals shifting in the market place. To keep the house in order, it's important to stay aware of the movement of these valuables and analyze profit activities while remaining available to manage other aspects of day-to-day business tasks.

While there used to be limitations on how much a person was able to work on their business to ensure success, new advances in flexibility and technology are giving jewelers a greater chance at perfecting the art of trading.



Hi-Tech
Precious Metals Refinery
The SMART Choice

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In 2013, the Dallas, Texas based lead team at Hi-Tech Precious Metals Refinery began exploring options for improving the customer experience. With technology as the cornerstone of their progress, their IT team was tasked with advancing companywide software and mobile capabilities.

“The technology was all there, it was possible. But, simply, nobody had put it all together yet,” says Nadim Shabout, Director of Operations.

The online portal was designed to provide an experience that was as easy and versatile to use as it is to shop on Ebay or engage in mobile banking. So they took the leap into their most powerful investment and spent the next four years developing their first SMART Portal.

The portal is still relatively new, but it's proving to be a game changer for the industry. It allows Hi-Tech customers to access all account activities and swiftly take action from any place, at any time. Staying organized is only the foundation of this full-service portal. Through SMART, users can initiate and track any trade with an astonishing amount of detail. They can also stay on track with any employee in their business by granting them customized access to the portal, and scale the options through single or multi-store configurations.



Organization

With organization being the driving force behind the portal, developers provided customers instant access to their financial ledgers, historical reports, settlement reviews, metal pool management, advance lock-in, product trading (such as bullion coins and alloys) and other sales tools. They reduced the need to print out and file reports or even dig them up for reference at all. This shift to electronic records documentation saves time in completing simple actions, such as giving an accountant access to financial reports or checking the tracking status of a shipment. In a world with offices filled to the brim with filing cabinets, this proved to be a welcomed change. The account can also be configured with unique settings for one store or multiple stores, which eases the transition between managing multiple locations and makes it a practical tool that can grow with a business.



Shipping and Inventory

Now, the entire process of initiating a trade and shipping scraps and metals can take place within the SMART Portal. Traders can initiate any trade in a straightforward module, print out an insured shipping label, schedule a pickup, and receive a notification upon the package's arrival.

Just to go the extra mile, photos of shipments are uploaded for customer's records upon assessment. Now equipped with a birds-eye view of every trade, sellers hold more power over confirming the contents and safe arrival of their package.

Development was always focused on providing a better experience for customers and putting customers first.

Advance Lock-In & Pool Management

Many in the industry have dreamed of a streamlined metals pooling and price locking process that allows jewelers to make time-sensitive moves. Adding to the long list of functionalities is an ability to toggle between the Advance Lock-In and Pool Management. Users can lock-in on updated metal prices in real time without making any phone calls. This is a well-landed leap for efficiency when dealing with metals. Users also win the jackpot of gaining more control and advancing their number of profitable moves by using the innovative platform.

Mobility

Having an integrated mobile app to perform every day functionalities is the pinnacle of easy, and developers of the SMART portal made it possible. The SMART app comes with high security settings and the ability to use most of the portal's decision-making functions straight from a smart phone. Yes, that means a seller can lock-in a price on a trade while traveling or attending a meeting. This has been a major advantage for Hi-Tech clients, as flexibility is on the rise; the portal user can gain access to their business on the go through the palm of their hand.

Some of the mobile features include instant contact with customer service, managing pooled metals, making advanced lock-ins, accessing history and statements, and using the buying karat calculator among other functions.

The configurable buying karat calculator has been a particular mobile asset as the tool is available through the mobile app and can be downloaded to any computer desktop for use.



Customer Service

The development of a totally web-based portal system has ramped-up customer service possibilities at Hi-Tech. The innovators of the SMART portal feel its development was always focused on providing a better experience for customers and putting customer first.

Customers can exchange messages with service team members right through the desktop portal or mobile app, and can instantly give them a call with a tap on the smart phone app, without needing to search for a phone number.

According to reports, SMART has been easy for customers to learn to use, especially with service team members always on standby for tech support and walking customers through set-up and practical use of the portal.

Setting the Trend

As the first comprehensive and total mobile solution in the metals refinery industry, Hi-Tech has set a new standard with the development of the SMART portal. It advances possibilities for jewelers a long way and gives users countless creative applications to improve daily business actions.

Best of all, the SMART portal is free for use at <http://smart.hitechpmr.com>, and is available for download on iOS and Android.

FREE configurable Buying Karat Calculator

Buying Karat Calculator is accessible through desktop cloud portal, downloadable widget, and mobile app.



Buy on the go with confidence!



- Set high and low ranges for buying precious metals.
- Run independently on your computers.
- Auto-updated karat metal prices in gram, pennyweight, and ounce.
- Trade with peace of mind.

Buying Karat Calculator www.hitechpmr.com
Jan 1, 2017 15:29 CST

Gold **Silver** **Platinum** **Palladium**

Live Price: **\$1,298.45** Today's Highest: **\$1,299.75**
Lowest: **\$1,277.05**

Karat	Gram Low - High	DWT Low - High	Ounce Low - High
10kt	\$4.95 - \$13.19	\$7.69 - \$20.52	\$153.87 - \$410.31
14kt	\$7.20 - \$19.21	\$11.20 - \$29.86	\$223.98 - \$597.29
18kt	\$9.27 - \$24.72	\$14.41 - \$38.43	\$288.26 - \$768.68
21kt	\$10.77 - \$28.72	\$16.75 - \$44.67	\$335.00 - \$893.33
22kt	\$11.27 - \$30.06	\$17.53 - \$46.74	\$350.58 - \$934.88
24kt	\$12.46 - \$33.23	\$19.38 - \$51.68	\$387.59 - \$1,033.57

Account Settings

Set your low and high accountability percentage to assist your employees

Metal Type	Low (%)	High (%)	
Gold	70	85	%

Save **Discard Changes**

Metal Calculation

Live Price Karat Gold: \$1,160.80

Karat Gold	Gram	DWT
10kt	\$10.32 - \$12.53	\$16.05 - \$19.49
14kt	\$15.02 - \$18.24	\$23.36 - \$28.37
18kt	\$19.33 - \$23.48	\$30.06 - \$36.51
21kt	\$22.47 - \$27.28	\$34.94 - \$42.85
22kt	\$23.51 - \$28.55	\$36.51 - \$44.88

Configure your settings from your Smart Portal account.

Hi-Tech
Precious Metals Refinery
The SMART Choice

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