

Complete, Deliver or Cancel

Finish a paid layaway, confirm merchandise and serial numbers, or cancel it with the correct refund and fee treatment.

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How to Complete and Deliver a Layaway

Navigation: Layaway → History → open the layaway.

1. Confirm the customer's identity and the correct layaway.
2. Verify the balance. Collect any remaining payment.
3. Confirm every item is available and matches the agreement.
4. Confirm all required serial numbers or IMEIs.
5. Select the completion or delivery action.
6. Review the final document and provide it to the customer.

After completion, the status shows that the layaway was completed and delivered. Do not deliver merchandise merely because payments exist; complete the final stock and serial checks.

How to Confirm Serial Numbers at Delivery

For serialized merchandise, the system requires the physical unit to match the recorded serial or IMEI before delivery.

1. Place the actual items beside the layaway.
2. Compare every device serial with the layaway.
3. If the serial was left editable, enter the final serial now.
4. For multiple units, enter every required serial as prompted; the screen may accept serials separated by commas or new lines.
5. Recheck the count and complete delivery.

This prevents the wrong device from leaving the store and preserves accurate ownership and warranty records.

How to Cancel a Layaway

Navigation: Layaway → History → open the layaway → Cancel.

1. Confirm that cancellation is permitted by your store policy.
2. Review the amount paid and configured cancellation fee.
3. Enter a clear cancellation reason or note.
4. Review the refund calculation with the customer.
5. Confirm cancellation.
6. Provide the cancellation or refund receipt when money was returned.

Cancellation changes the layaway status and releases reserved merchandise. It should be performed only after verifying the customer and financial effect.

How Layaway Refunds and Cancellation Fees Work

When a paid layaway is cancelled, RepairNest POS calculates the refund from the amount already paid and subtracts the cancellation fee retained under your settings.

- **Percentage fee:** The retained amount is calculated using the configured percentage.
- **Fixed fee:** The configured dollar amount is retained.
- **No money collected:** There is no customer refund; reserved merchandise is simply released.

Always review the calculated figures before confirming and explain the result using the published layaway policy. The refund receipt records the transaction.

What Happens to Reserved Items After Cancellation?

Cancelling the layaway releases its reserved merchandise so the store can sell or allocate it again. For serialized products, verify that the specific serial number is no longer committed before offering it to another customer.

1. Confirm the layaway status is Cancelled.
2. Confirm any refund or retained fee was recorded.
3. Review the product or serialized-item availability.
4. Return physical merchandise to the proper stock location.

If stock still appears reserved, refresh the record and verify the cancellation completed before making an inventory adjustment.