

Create a Layaway

Build a layaway for the right customer, add products, set payment terms, and handle serialized merchandise correctly.

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How to Create a Layaway

Navigation: Register → Layaway → New Layaway.

1. Select the customer. A customer is required so payments and documents remain connected to the correct account.
2. Add each product and confirm quantity and price.
3. Review taxes, discounts, totals, and the minimum deposit shown.
4. Set the due date and, if desired, the number of installments.
5. Choose whether to collect the first payment now or collect it later.
6. Review the balance and complete checkout.
7. Provide the customer with the resulting receipt or statement.

Before saving, verify the customer, merchandise, first payment, due date, and any serial numbers.

How to Select the Customer and Add Products

Navigation: Register → Layaway → New Layaway.

1. Search for and select the correct customer. Create or complete the customer profile if necessary.
2. Search for a product and add it to the layaway.
3. Repeat for additional items.
4. Review quantities, prices, discounts, taxes, and the grand total.

The selected customer is important: payment history, balance, statement, and final delivery all depend on this record. Serialized items are handled individually, so confirm the correct quantity and follow the serial-number prompt.

How to Set the First Payment and Minimum Deposit

The Layaway settings can require a minimum deposit as a percentage of the total. During creation, RepairNest POS calculates and displays the minimum amount due.

1. Review the grand total and displayed minimum deposit.
2. Enter the customer's first-payment amount or percentage.
3. Confirm it meets the configured minimum.
4. Make sure the payment does not exceed the layaway total.
5. Continue to checkout and select the payment method.

If the deposit requirement does not fit your business, an authorized user can change it under Settings → Layaway.

How to Create a Layaway Without Taking Payment

You can create a layaway now and collect the first payment later when your settings and workflow allow it.

1. Create the layaway and select the customer and products.
2. Set the payment amount to zero or choose the collect-later option.
3. Confirm the due date and terms with the customer.
4. Save the layaway.

The layaway remains open with its full balance due. Use this carefully: give the customer a statement and make it clear whether any merchandise is actually reserved before payment.

How to Set Installments and a Due Date

Installments give the customer a simple payment plan while the due date sets the expected completion date.

1. Turn on the installment option while creating or editing the layaway.
2. Choose the number of payments.
3. Review the estimated amount per payment.
4. Select the due date.
5. Save and explain the schedule to the customer.

Installment amounts are planning guidance; always use the live balance on the layaway profile when collecting a payment.

How to Add Serialized Items to a Layaway

Serialized products are tracked as individual physical units.

1. Add the serialized product to the layaway.
2. Follow the serial-number prompt when a unit must be assigned.
3. Verify the serial or IMEI against the physical item.
4. If your workflow leaves the serial editable, assign or confirm the final unit before delivery.
5. Save only after every required serial is correct.

Whether the serial is locked or editable is controlled under Settings → Layaway. Use editable serials for flexible prepaid fulfillment; use locked serials when committing a particular unit.