

History, Status & Troubleshooting

Find, review, edit, and resolve common layaway issues safely.

- [How to Find a Layaway and Understand Its Status](#)
- [How to Edit an Open Layaway Safely](#)
- [Troubleshoot Minimum Deposit and Payment Problems](#)
- [Troubleshoot Serial Number and Delivery Problems](#)
- [Layaway Closing Checklist](#)

How to Find a Layaway and Understand Its Status

Navigation: Layaway → History.

Search by the available layaway or customer details, and use status and date filters to narrow the list.

- **Pending/Open:** In progress or awaiting its first payment.
- **Fully paid but not delivered:** Confirm the items and serial numbers, then complete delivery.
- **Delivered:** Completed and given to the customer.
- **Cancelled:** Closed through cancellation.

Open the profile to review the paid amount, balance due, payment count, percentage paid, dates, products, and actions.

How to Edit an Open Layaway Safely

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

1. Review the customer, existing payments, total, products, installments, and due date.
2. Make only the requested change.
3. Do not reduce the new total below the amount the customer has already paid.
4. Recheck serialized items and reservation expectations.
5. Save and provide an updated statement when the agreement changed.

Completed, delivered, or cancelled layaways should be treated as historical records rather than reopened casually.

Troubleshoot Minimum Deposit and Payment Problems

Deposit is higher than expected

Check the grand total and the percentage under Settings → Layaway. The minimum is calculated from the total.

Payment will not continue

Confirm a valid customer is selected, the amount meets any required minimum, and it does not exceed the remaining balance.

Payment cannot be deleted

Only payments in the current open day end can be deleted. Use an approved refund or accounting correction for older payments.

Balance looks wrong

Review the complete payment list, cancellations, refunds, and same-day corrections before entering another payment.

Troubleshoot Serial Number and Delivery Problems

Serial number is unavailable

Confirm the unit belongs to the correct store, is available, and is not committed elsewhere.

Wrong serial is attached

If serials are editable and the layaway remains open, correct it before delivery. If serial locking prevents the change, follow an authorized inventory correction workflow.

Cannot complete delivery

Confirm the balance is paid and every serialized quantity has a valid serial or IMEI. For multiple units, enter all requested serials in the format shown.

Never bypass serial validation by using an unrelated product or inventory adjustment.

Layaway Closing Checklist

Use this checklist before completing or cancelling any layaway.

For delivery

- Correct customer and layaway confirmed.
- Balance fully paid.
- Products and quantities available.
- Every serial or IMEI matches the physical item.
- Final receipt or statement provided.

For cancellation

- Cancellation reason recorded.
- Paid amount and fee reviewed.
- Refund calculation explained.
- Cancellation/refund document provided.
- Reserved stock and serials released and physically returned.