

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.

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