

# 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.

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