2. Aging Alerts

Identify older serialized inventory, repairs, and layaways before they become a problem.

- What inventory aging means and why it matters
- How to set aging alerts for inventory, repairs, and layaways

What inventory aging means and why it matters

Inventory aging shows how long serialized merchandise has remained available without being sold. It helps employees notice older devices before warranty, condition, and return-window risks become expensive.

A common aging problem

A store purchases a serialized device with a limited vendor return or warranty period. New merchandise keeps arriving and is placed in front of older stock. After 30 or 40 days, an employee finally opens or inspects the older device and discovers damage. The vendor return period may already have passed, leaving the store to work with the manufacturer or treat the device as used inventory.

How aging alerts help

- Identify older available serialized items before newer stock.
- Encourage inspection while vendor return or warranty options may still be available.
- Support first-in, first-out selling and stock rotation.
- Reduce the chance of forgotten repairs and layaways.
- Help managers decide when to inspect, promote, return, transfer, or otherwise act on older merchandise.

Aging does not change the item

An aging alert is a warning based on elapsed days. It does not automatically sell, transfer, return, discount, or convert an item to used inventory. Employees must review the record and choose the appropriate action.

To locate a specific device, see How to find a device by IMEI or serial number.

How to set aging alerts for inventory, repairs, and layaways

Set the number of days that may pass before older records display an aging or overdue indicator.

Configure aging thresholds

1. Open **Settings > Register**.
2. Find **Aging Alerts**.
3. Enter the number of days for **Serialized Inventory**.
4. Enter the number of days for **Repairs**.
5. Enter the number of days for **Layaways**.
6. Save the Register settings.

Choosing useful thresholds

- **Serialized inventory:** Set the threshold before important vendor return or inspection deadlines.
- **Repairs:** Choose a time that helps staff follow up before tickets become stale.
- **Layaways:** Align the threshold with the store's layaway agreement and follow-up policy.

Each value must be at least one day. Review the thresholds when supplier terms or business policies change.

For the business reason behind these warnings, read What inventory aging means and why it matters.