

Retail - Layaway Maintenance

Purpose To guide agents in the proper layaway maintenance to ensure a good customer experience. This will also allow correct inventory to be displayed on web.

- Guidelines**
- All layaways must have clear notes on the status of the order, payment, shipment, etc. This will allow other agents to assist the customer.
 - Layaways with a deposit and clear notes, the customer and the notes must be updated every 7 calendar days.
 - Layaways with no deposit can be held up to 48 hours.
 - Backordered product:
 - Set the proper expectation with the customer of the delay (ex: 4-6 weeks).
 - Send the customer a screen shot of layaway using the layaway stationary.
 - Contact the vendor on a **weekly** basis to get an update on the product and update notes on order.
 - Update customer on order status every **two weeks** via email using the backordered inventory stationary and update notes on order.
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Synchrony Payment Layaways A deposit is not required when the customer is paying with their Synchrony Card. However, the layaway must have clear notes stating that the customer will pay once the product has been received.

Maintaining Layaways Please follow the steps below when placing product in a layaway.

If...	Then...
Product is being held for a customer who has paid with a Visa, MasterCard, American Express,	Payment is required once order has been placed in layaway.
Product is being held for a customer who has paid with Synchrony Card,	Include clear notes stating that the customer will pay once the product has been received.
Layaway is created to hold stock for an ecomm order known as "dummy layaway",	<ul style="list-style-type: none"> • Finalize quote. • Refund dummy layaway.

Contact Please see your manager if you have any questions.
