

## Handling Abandoned Layaways

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### Processing an abandoned layaway

Follow these steps to write off a layaway account over six months old:

| Step | Action  |
|------|---|
| 1    | From Wizards, go to Receipt Vouchers  |
| 2    | Select Abandon Layaway  |
| 3    | Type the layaway account number   |
| 4    | Type the reason for the layaway write off   |
| 5    | Type additional comments, if needed   |
| 6    | Print receipt voucher   |
| 7    | From Invoice Sales, select Layaway Balance List   |
| 8    | Select the customer entry   |
| 9    | Select Refund tab   |
| 10   | Type salesman ID number   |
| 11   | Type the refund deposit amount in the <b>cash</b> payment type even if the deposit was made with another payment type |
| 12   | Select Transaction Final tab  |
| 13   | Type password   |
| 14   | Print invoice   |

### Reinstating an abandoned layaway

The Accounting Department maintains by site abandoned layaways. Call the Accounting Department to confirm the availability of an abandoned layaway prior to using.

Note: If the above steps are not taken, it will be difficult for the accounting department to validate the availability of a layaway that has been abandoned.

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