

## Layaway Refund Procedure

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**Refund initial  
layaway  
deposit**

Customer wants to cancel the layaway and have the initial deposit refunded. No Merchandise is leaving the store. Refunds should be done the same way as the original deposit was made. (Same Way In – Same Way Out)

Step	Action
1	From Invoice Sales, select Layaway Balance List
2	Select customer entry
3	Select Refund tab
4	Type salesman ID number
5	Confirm correct refund amount and payment type
6	Select Transaction Final tab
7	Type password
8	Print invoice

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**Unable to  
refund cash  
amount**

Contact your Regional office to confirm the cash and check refund policy for your region. The refund request originates from the Regional office.

Step	Action
1	Complete the steps from Refund Initial Layaway Deposit
2	From Wizards, select Receipt Voucher tab
3	Select Other tab
4	Type customer name, reason, and additional comments, if needed
5	Type salesman ID number
6	Type refund amount in the cash payment type
7	Select Finish tab
8	Print receipt voucher

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