Need help? Tel: 1300 724 667   Email: support@surefire.com.au

SURE*fire* SYSTEMS

BGEN-2m *Page| 1 of 1*

Category	BOS General
Course	AR
Version	1.0
Client	Generic
Software	2.13.100

Hints and Tips

✓ **Selection Criteria**:
- **Overdue, no letter sent**: lists all overdue laybys that haven't had a letter generated.
- **Overdue, letter sent**: lists all overdue laybys that have had an overdue letter generated, but the reminder period hasn't passed.
- **Can be returned to stock**: lists all overdue laybys that have had a letter sent and the reminder period has passed. These can be cancelled.

✓ **Returned to stock** laybys should still be cancelled at POS.
- Your system may **auto-cancel** these laybys after a set number of days.
- Run the **Reports** -> **Layby** -> **Layby Audit report** to identify which laybys an operator should cancel (if a manual task) & remove from storage.
- If a customer returns within 24 months to claim their refund, run the **Layby Audit report** and the **Layby Payments Withheld report** to identify the amount owing.

✓ **Reports** menu -> **Layby**:
- **Layby Audit**: lists all laybys created, overdue, returned to stock, system cancelled, and user cancelled.
- **Layby Location**: to audit if the storage locations contain the correct layby parcels.
- **Layby Overdue**: lists all laybys past their due date.
- **Layby Payment and Balances**: lists all layby payments and outstanding balances.
- **Layby Payments Withheld**: lists fees applied to laybys returned to stock or cancelled.

Manage Overdue Laybys

You should mail reminder letters to all layby customers who haven't made the final payment made by the due date.

You can cancel and return an overdue layby to stock if it's not extended or finalised within the reminder period.

Procedure to Manage Overdue Laybys

1.	From the BOS **Tools** menu, select **Layby Maintenance**.	
2.	**To:** then: print overdue letters — select the **Overdue, no letter sent** option. Go to step 3. reprint overdue letters — select the **Overdue, letter sent** option. Go to step 3. return overdue laybys to stock — select the **Can be returned to stock** option. Select the **Selected** check box against the applicable laybys. Click **Return to Stock**. Click **OK**. Follow your stores process to cancel the laybys at POS. End of process.	
3.	Select the **Selected** check box against the laybys you want to generate a letter for.	
4.	Click **Reminder Letter**. *A preview of the selected letters is displayed.*	
5.	Click the **Print** icon to print the letters. *Click the **Print Setup** icon first, if you need to select a different printer.*	
6.	After the letters have printed successfully, click the red [x] icon to close the preview.	
7.	Click **Yes** to continue. *OR click **No** and return to step 4.*	
8.	Mail the reminder letters to the customer/s.	
9.	Click **Close** to exit the function.	
		❑