# Rainchecks & Layaways (POS Touch)

Imagine two different scenarios: In the first, you put potting benches on promotion and before the promotion expires you run out of the benches.

A customer comes in with a newspaper flier of your advertise promotion and asks where to find the item.

What do you do? There is no disclaimer that the promotion is limited to the stock on hand, nor does it state that there are no Rainchecks.

Therefore, you decide to issue a Raincheck under the promotion price, procure the out-of-stock item, and notify the customer upon its arrival.

The second scenario occurs when a customer wants to order wood pellets in September, ahead of the winter season, but they want to pay for it over the next three months.

Perhaps they pay one third at the time they enter the request. They make another payment thirty days later.

And they pick up the wood pellets and pay the balance after another thirty days.

This is your typical layaway scenario.

Your Eagle system is capable of entering and maintaining both of these types of saved transactions, all through Point of Sale.

As you work through this module, you'll learn how to enter both Rainchecks and layaways as well as how to manage and update them through closure.

## Topics

- Rainchecks

- Layaways

## Rainchecks

Let's start from point of sale with the customer who came in buying the potting bench and he has a raincheck.

There are two options for creating customer rainchecks. The Basic form creates a raincheck ticket for you and your customer, but the record is not stored in the system.

The other, Advanced raincheck, creates a saved transaction that can be used to track an order and the product.

To print a basic raincheck, press Menu while the cursor is in the item SKU box.

When the No Sale menu comes up, select Create raincheck.

If you want to create Advanced Raincheck, start by tapping transaction types and choosing Raincheck. This is the recommended method of creating rainchecks since it allows the transactions to be tracked.

Notice: at the upper right-hand corner of the point of sale screen it now says Raincheck.

This displays regardless of the type of raincheck you're working at.

The process of creating both types of rainchecks is the same as well.

Before entering items you'll need to enter some information about this raincheck. How long will the raincheck be honored?

The default displays automatically and you can change it or usually just leave it as is.

Who is the customer receiving the raincheck and how will you contact them?

Type that information in the boxes using the onscreen keyboard.

Once you've completed the requested information, press Enter and post the item for which the rain check is being created.

The usual methods of posting items are available even though this is a raincheck rather than a sale.

Just be sure to include the promotional price.

Total the transaction as usual. Since this is a rain check, you won't enter a sale at this point.  Instead a receipt prints for the customer and you can decide whether to print a duplicate to keep for your records.

And remember: the rain check will not be saved unless you started it through transaction type

Raincheck. So, it's a good habit to always create Advanced Rainchecks so they can be tracked by the system.

Once the items were entered in an Advanced Raincheck, raincheck information can be viewed in two different areas within the system.

First, when you look up an item in the Inventory Maintenance, you'll find a raincheck quantity on the main tab.

The number that appears in this box shows the quantity of this item that is on raincheck.

Clicking the hyperlink opens the open order viewer with raincheck transactions displayed.

The second way to view the raincheck information is through Point of Sale. Tap customer, then slide Open documents.

Change the Type field to R for Raincheck and all rainchecks will appear.

Once the potting bench that you issued a Raincheck for has been received, and the customer comes back to the store to purchase it, you'll need to redeem the Raincheck.

This can only be done in regular Point of Sale. If, for some reason, you're using offline Point of Sale, the customer will have to wait to redeem the Raincheck.

To do this, scan the item or type the SKU in the Item SKU field.

Then press Menu and select Sell Raincheck Item.

Depending upon how your system is set up, you may also be able to tap the right arrow in the Actions bar and select Promo to sell a raincheck item.

A window opens, prompting you for the Raincheck number or the customer's phone number. Type either one, then press Enter.

The information for the potting bench is added to the item posting area, so you're ready to press Enter and post the item.

After adding any other Raincheck items, total the transaction as usual.

## Layaways

Now, let's move to our customer who wants to put some wood pellets on layaway.

Like a Raincheck, a Layaway is entered through Point of Sale. Start by tapping Transaction Types and selecting Layaway.

Since you started the transaction with the default Cash customer selected, the system prompts you to enter the pertinent information and press OK.

Creating a Layaway is straightforward: just post the items as usual and total the transaction.

Instead of the Totals screen, however, you'll see the Finish Layaway menu.

Typically, you'll choose option one to save the layaway.

Type the initial deposit when prompted and press Enter.

With a layaway, customers pay off the balance over a period of time.

Each time the customer comes in, you'll recall the layaway and apply the new payment.

At any time, customers may choose to pay the balance and pick up the layaway order.

There are several ways to recall a layaway. If you have a receipt with a barcode on it, simply scan the barcode.

Otherwise tap Customer, open the Header menu, and select View Documents.

Select Layaways as the Type of document and press Refresh.

You can also type "LWY" followed by the customer's phone number in the Short ID field and press Refresh.

After recalling the layaway, a menu appears asking what you want to do with this layaway.

Let's say that your customer is making another payment towards the wood pellets.

After you press this option, you're prompted to type the payment amount.

Notice that you have the option to make a refund from this window.

If the customer decides to CANCEL the layaway, the customer's original deposit and any additional payments applied to the layaway can be refunded back to them by pressing the Refund key.

Pressing the Cancel key allows you to escape from entering amounts and returns you to the item posting screen.

If restocking fees or service charges for returning a layaway apply, those fees can be applied at this point.

Then total the transaction and refund any money paid.

If the customer is planning to pick up the wood pellets, then you would choose this option from the Layaway menu to invoice and close the layaway. Notice that the balance due is already calculated for you.

Offering Rainchecks and layaways to your customers bumps your customer service up a notch.

And, because Eagle makes it easy to complete these transactions, you can meet your customers' needs without a lot of hassle - a true Win-Win situation.

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