Sky High Pacific

FREE LAYBY & PRE-ORDER KIT

Run layby without the headaches

Layby lets customers buy what they love, a little at a time. It builds loyalty and brings in bigger orders, for weddings, school, church events and Christmas. These simple rules keep it fair for you and your customer.

1. Set clear rules before you start

- **Deposit:** ask for a deposit before you put an item aside, for example 20%.
- **Time limit:** agree a date to pay in full, for example 6 or 8 weeks.
- **Payments:** agree how often they pay, for example every payday or every Friday.
- **If they stop paying:** decide now what happens, for example a reminder, then the item goes back on sale and the money paid becomes store credit.
- **Write it down** and give the customer a copy (use the layby card in this kit).

2. Record every payment the same day

- Use the free **Layby & Pre-order Tracker** spreadsheet that came with this kit, or the printable layby cards.
- Give a receipt or sign the customer's card every time they pay.
- Check the tracker once a week and send reminders to anyone overdue.

3. Use layby for pre-orders

- Open pre-orders for Christmas hampers, cakes, puletasi, uniforms or event catering with a deposit.
- You know exactly how much to make or buy, and you are paid before the busy day.

> **Tip:** a friendly reminder the day before payday gets more payments on time than a message after it is overdue.

Copy-and-send messages

Paste these into WhatsApp, Messenger or a text. Change the words in [brackets].

Layby agreed

Hi [name], thank you for your layby! [Item] is put aside for you.
Total: [amount]. Paid today: [deposit]. Still to pay: [balance].
Please pay in full by [date]. You can pay [weekly / each payday] in cash or by bank transfer. Thank you!

Friendly reminder (day before payday)

Hi [name], just a friendly reminder that your next layby payment for [item] is due [tomorrow / on Friday]. Balance left: [balance]. Thank you!

Payment received

Thank you [name]! We received [amount] today. Your balance for [item] is now [balance].

Overdue

Hi [name], your layby for [item] is now past the agreed date. Balance: [balance]. Can you let us know when you can pay? We are happy to help work out a plan.

Ready to collect

Great news [name]! Your [item] is fully paid and ready to collect. We are open [days and times]. See you soon!

Christmas pre-orders open

Christmas pre-orders are open! 🎄 Order your [hampers / cakes / gifts] now with a [deposit] deposit and pay the rest by [date]. Message us to book yours. Limited numbers!

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Printable layby cards (cut out, one per customer)

LAYBY CARD

Keep this card. Bring it each time you pay.

Name _____

Phone _____

Item _____

Total _____ Order no. _____

Pay in full by _____

Date	Paid	Balance	Initials

LAYBY CARD

Keep this card. Bring it each time you pay.

Name _____

Phone _____

Item _____

Total _____ Order no. _____

Pay in full by _____

Date	Paid	Balance	Initials

LAYBY CARD

Keep this card. Bring it each time you pay.

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Want layby that runs itself?

The tracker works. But when you have more customers, an app saves you hours every week.

With a Sky High Pacific app

- **Prepaid (layby-style) accounts:** customers top up by bank transfer, you approve each top-up, and their balance pays at checkout.
- **Pre-orders online:** customers choose and order from their phone, and you get an email for every order.
- **Pay how they like:** cash on pickup or delivery, bank transfer, card where available.
- **Everything in one place:** orders, customers, stock, sales and expenses, with Excel exports for tax time.
- **No commission** on your sales.

Get a free preview website

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Want to learn more?

Reply to the email this kit came with and tell us what you sell. We will send you practical tips for selling online in your market.