

Backorder Functionality

Last Modified on 04/11/2025 11:43 am CDT

When Product is entered on a Delivery Ticket, but not enough Product is on hand to fill the request, picked and backordered information may be indicated on the Delivery Ticket.

A new Delivery Ticket for the backordered quantity may be created and the backorder tickets can optionally display on the Delivery Ticket Journal report.

In the *Product* grid of the Delivery Ticket, there are columns of *Picked Y/N*, *Picked Amount*, and *BackOrder Y/N*. The *Picked Y/N* column indicates the Product has been pulled from the warehouse. The *Picked Amount* indicates the quantity pulled and is only editable if the *Picked Y/N* column is checked. Marking the *Picked Y/N* column defaults the *Picked Amount* to the *Net* amount. To backorder a line item, mark the *BackOrder Y/N* indicator.

<Product Name>	#	Alternate ID	<Container ID>	Print Lineitem	Rollup Kit	<Ship from Location>	<Ship from DeptID>	Picked Y/N	Picked Amount	BackOrder Y/N
1 Dap (18-46-00)								<input checked="" type="checkbox"/>	1500.000	<input checked="" type="checkbox"/>

When the Delivery Ticket is saved, if the *Loaded* box is checked and the *Picked Y/N* column is checked, the following situations apply.

Picked Amount Is Less Than the Net Amount

A message displays asking to add a new ticket for the difference. Selecting **No** saves the ticket for the quantity of the *Picked Amount*. Selecting **Yes** sets the *Net* amount to the *Picked Amount*, the *Loaded* Delivery Ticket is saved for the available amount, and a new unloaded ticket is saved with the backordered line item.

Picked Amount Is Greater Than the Net Amount

A message displays asking to set the *Net* amount to the *Picked Amount*. If **No**, it returns to the original Delivery Ticket. If **Yes**, the *Net* amount is set to the *Picked Amount*, and the Delivery Ticket is saved.

New Ticket Was Created for the Backordered Items

A *Comment* is added to the original ticket cross-referencing the ticket containing the backordered items. This comment prepends any comment manually entered on the ticket. A new, unloaded Delivery Ticket is added for the line items with a *Picked Amount* less than the *Net* amount. A *Comment* on the ticket cross-references the original ticket and contains *Comments* from the original ticket. The *BackOrder* flag is set based on the original ticket. The *Gross Amount*, *Quant*, and *Net* are set to the *Gross Amount* on the original ticket less the *Picked Amount* specified on the original ticket.

The Delivery Ticket Journal report, found at *Inventory / Inventory Status / Delivery Ticket Journal*, has an *Include Back Order Tickets Only* option to only show the backorder Delivery Tickets.