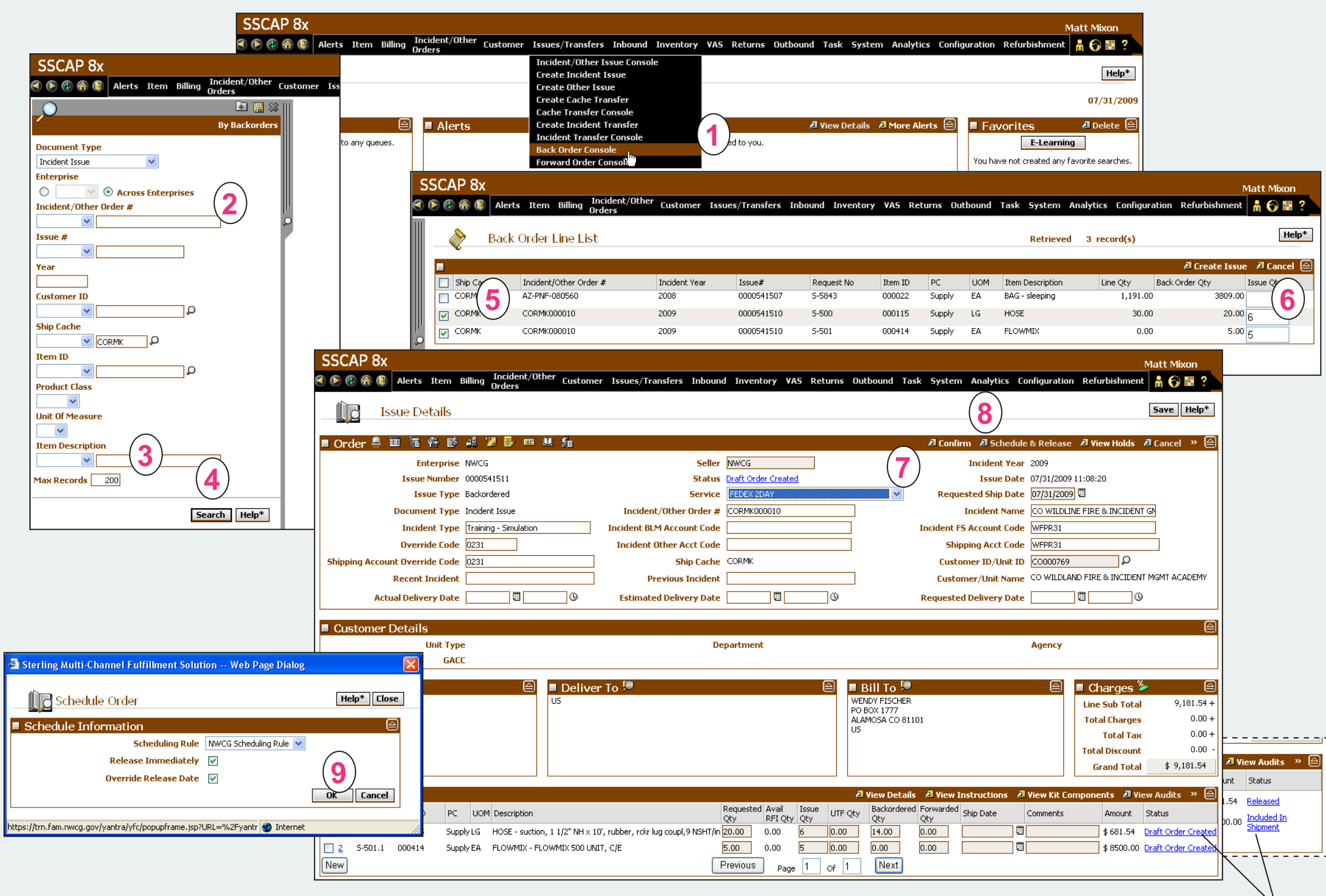
Processing Backordered Items

Date: 01/08/2010

To create and issue a backorder

1. On the **Issues/Transfers** menu, click to select **Back Order Console**.
2. On the **Search** tab, search for the **backordered item** using one or more of the following criteria
   - Incident/Other Order #
   - Year
   - Ship Cache
   - Product Class
   - Item Description.
   - Issue #
   - Customer ID
   - Item ID
   - Unit Of Measure
3. To increase the number of records to be searched, type **200** in the **Max Records** text box.
4. When finished completing the **Search** tab, click **Search**
5. On the **Back Order Line List** screen, click to select the check box(es) that pertain to the issue for processing the backordered item(s).
6. For each backordered item, type the **quantities to be issued** in the **Issue Qty** text box, and then click **Create Issue**
7. On the **Issue Details** screen, click the **Service** drop-down arrow, click to select the **service** of your choice, and then click **Save**
8. Click **Confirm** and then click **Schedule & Release**
9. On the **Schedule Order** dialog box, click **OK**

At this point, issue tasks are released to the scan guns. For more information see the Quick Reference Guide, "Receiving Inbound Orders with the Scan Gun." For more information about completing this task using the console see the task, "To complete and confirm the shipment information," on the Quick Reference Guide, "Creating an Incident Issue."



When you create, confirm, and schedule and release the issue, the Status of the order lines of the issue change from, "Draft Order Created," to "Created," to "Included in Shipment."