



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 #
 - Issue #
 - Year
 - Customer ID
 - Ship Cache
 - Item ID
 - Product Class
 - Unit Of Measure
 - Item Description.
- 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."

The screenshot displays the SSCAP 8x software interface. At the top, the menu bar includes: Alerts, Item, Billing, Incident/Other Orders, Customer, Issues/Transfers, Inbound, Inventory, VAS, Returns, Outbound, Task, System, Analytics, Configuration, Refurbishment. The user is identified as Matt Mixon on 07/31/2009.

Step 1: The 'Incident/Other Issue Console' menu is open, showing options like 'Create Incident Issue', 'Create Other Issue', 'Create Cache Transfer', 'Cache Transfer Console', 'Create Incident Transfer', 'Incident Transfer Console', 'Back Order Console', and 'Forward Order Console'. 'Back Order Console' is selected.

Step 2: The 'By Backorders' search form is shown. Fields include: Document Type (Enterprise), Incident/Other Order #, Issue #, Year, Customer ID, Ship Cache (CORMK), Item ID, Product Class, Unit Of Measure, and Item Description. The 'Max Records' field is set to 200.

Step 3: The 'Max Records' field is highlighted with the number 3.

Step 4: The 'Search' button is highlighted with the number 4.

Step 5: The 'Back Order Line List' table is shown with 3 records. The table has columns: Ship C, Incident/Other Order #, Incident Year, Issue#, Request No, Item ID, PC, UOM, Item Description, Line Qty, Back Order Qty, Issue Qty. The 'Issue Qty' column is highlighted with the number 5.

Step 6: The 'Issue Qty' field for the first record is highlighted with the number 6.

Step 7: The 'Issue Details' form is shown. The 'Service' dropdown menu is open, showing 'FEDEX 2DAY' selected. The number 7 is next to the dropdown.

Step 8: The 'Confirm' button is highlighted with the number 8.

Step 9: The 'Schedule Order' dialog box is shown. The 'Schedule Information' section has 'Release Immediately' and 'Override Release Date' checked. The number 9 is next to the 'OK' button.

At the bottom right, a table shows the status of order lines. The status changes from 'Draft Order Created' to 'Created' and finally to 'Included In Shipment'.

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."

