

EVP Sales Order Hold Codes

EVP Sales Order management stems around understanding Status and Hold Codes. Status shows a high-level position of the order in its fulfillment lifecycle. Hold Codes display the next action needed (which may or may not be automated). Identifying the Status and Hold Codes relevant to your EVP system and creating the appropriate views will be required for effective Sales Order Management. Status and Hold Codes are displayed on the Sales Order screen, both in the grid and as filter options.

Sales Orders

From Date 1/1/2021 To Date

Scan Mode

View

Select Filters Clear Filters

Order Date	Order Number	Status	Sales Status	Hold Codes	Fulfillment Status	Shipment Status	Sales Channel	Notes	Special Handling	ER	Total	Currency
10/4/2023 4:41 AM	50-230658942-ALB	Cancelled	Open		Open		Etail			50	\$79.68 USD	
10/11/2023 12:41 AM	50-230662174-EVP	Cancelled	Open		Open		Etail			50	\$0.00 USD	
10/23/2023 2:40 AM	50-230667796-EVP	Cancelled	Open		Open		Etail			50	\$0.00 USD	
4/3/2024 7:27 PM	113-7785295-0477865...	Cancelled	Open		Open		Amazon_Lifeline Br...			50	\$35.36 USD	
4/3/2024 7:26 PM	114-1109688-4411416...	Cancelled	Open		Open		Amazon_Lifeline Br...			50	\$179.20 USD	
4/15/2024 1:54 PM	111-1347522-1630648...	Cancelled	Open		Open		Amazon_Lifeline Br...			50	\$12.01 USD	
4/15/2024 1:43 PM	113-6683010-0586658...	Fulfilled	Open		Open	Shipped	Amazon_Lifeline Br...			50	\$27.64 USD	
5/21/2024 6:06 PM	112-3848077-8680239...	Cancelled	Open		Open		Amazon_Lifeline Br...			50	\$36.52 USD	
5/22/2024 8:04 PM	112-8221057-9665844...	Cancelled	Open		Open		Amazon_Lifeline Br...			50	\$28.40 USD	
7/15/2024 2:19 PM	50-240835223-AM	Cancelled	Open		Open		Etail			50	\$65.98 USD	
7/15/2024 1:52 PM	50-240835185-AM	Cancelled	Open		Open		Etail			50	\$33.39 USD	
7/15/2024 1:20 PM	50-240835149-AM	Cancelled	Open		Open		Etail			50	\$73.55 USD	
7/15/2024 12:51 PM	50-240835115-AM	Cancelled	Open		Open		Etail			50	\$54.37 USD	
4/8/2024 10:48 PM	111-8551440-0844244...	Cancelled	Open		Open		Amazon_Lifeline Br...			50	\$9.64 USD	
2/13/2024 8:51 AM	50-240724754-EVP	Cancelled	Open		Open		Etail			50	\$0.00 USD	
7/29/2024 10:20 AM	50-240847131-AM	Cancelled	Open		Open		Etail			50	\$24.68 USD	
7/29/2024 10:19 AM	50-240847130-AM	Cancelled	Open		Open		Etail			50	\$49.36 USD	
3/1/2024 4:05 PM	112-0739933-0435437	Fulfilled	Fulfilled		Open	Shipped	Amazon_Lifeline Br...			50	\$48.12 USD	
3/2/2024 4:09 PM	112-1683685-6989057	Fulfilled	Fulfilled		Open	Shipped	Amazon_Lifeline Br...			50	\$29.48 USD	
8/8/2024 6:22 PM	112-6828213-2637842	Fulfilled	Fulfilled		Open	Shipped	Amazon_Lifeline Br...			50	\$227.08 USD	

Record 7 of 219471

Sales Order Details

Line Items

Addresses

Profit Analysis

History

Skus	Full Title	Quantity	Allocated	Shipped	UOM	Method	Tax	Shipping	Price	Curr...
ER1-PAC74700	Grid Ruled Chart Tablet, Spiral Bound, 1" Grid, 24" x 3...	1	0	1	EA	Dropship		\$0.00	\$27.64	USD

Sales

Skus	Supplier	PO Date	PO Number	Created	ETA	Quantity	UOM	Status	Unit Cost	Currency
ER1-PAC74700	Educators Resou...	4/15/2024	PO-24673749	4/15/2024		1	EA	Fulfilled	\$12.15	USD

Purchase

Order Status

Hold Code

Fulfillment Status

Shipment Status

Sales Channel

Fulfillment Ship Location

Each Sales Order has the following:

- **Sales Status:** Indicates the high-level status of the sales order from the sales channel's perspective.
- **Fulfillment Status:** Indicates the high-level status of the sales order from the fulfillment channel's perspective.
- **Status:** Indicates the high-level status of the sales order fulfillment process.
- **Shipment Status:** Indicates if the order has been shipped from the fulfillment channel's perspective.
- **Hold Code:** Shows the next action that needs to be performed on the sales order.
 - A hold code will only be assigned to orders that have an order status of open

Sales Status	Definition
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Open	The order is actively in its fulfillment life cycle.
Fulfilled	The order has completed its fulfillment life cycle, and tracking has been pushed to the Marketplace.
Cancelled	The order was cancelled on the Marketplace.

Fulfillment Status	Definition
Open	The order is actively in its fulfillment life cycle.
Cancelled	The Fulfillment source canceled the fulfillment order (PO/FO).
Blank	The order has completed its fulfillment life-cycle from the fulfillment source's perspective, with no further fulfillment occurring for the order.

Status	Definition
Open	The order is actively in its fulfillment life cycle.
Fulfilled	The order has completed its fulfillment life cycle, and tracking has been pushed to the Marketplace.
Cancelled	The order was cancelled on the Marketplace.
Pending	Pending is for Amazon Orders only. It indicates that an order has been placed but has not yet started fulfillment.

Shipment Status	Definition
Shipped	The fulfillment source has indicated that they have shipped the order.
Blank	The order has not shipped or the order does not need external fulfillment.

Hold Code	Definition
Universal Hold Codes	
Hold	The Order has been placed on Hold Manually, via an Order Action rule, or an API. An order is placed on hold, pausing its fulfillment life-cycle until released manually or via a timer configured on the Order Action rule.
Review	This optional flag can be assigned to a sales order via the UI or API. They have no impact on the order. The hold code of "review" is always paired with (or accompanied by) another hold code.
Partial	Sales order has been partially allocated or fulfilled, and there is either a quantity left to fulfill or line items that have not yet been fulfilled.
Out of Stock	This indicates the DOM decision could not find a viable fulfillment option for this order.
Drop Shipping Hold Codes	
DS: Assign	The Order is waiting for manual assignment to a dropship fulfillment source.
DS: Hold	The Order has selected a fulfillment source that is a Dropship channel. The PO has been placed on hold with a flag on the PO to be manually enabled.
DS: Confirm	The purchase order has been sent to the dropshipper, and EVP is waiting for tracking to be received.
DS: Send	The purchase order has been created in EVP but has not been sent to the dropshipper.
3PL Hold Codes	
3PL: Assign	The sales order has been assigned to a fulfillment warehouse, but the fulfillment order has not been created.
3PL: Confirm	The sales order has been sent to the WMS, and EVP is awaiting shipment details.
3PL: Send	The sales order has been assigned to a fulfillment warehouse, but the fulfillment order has not been sent to the warehouse.
Pick Pack Ship Hold Codes	
Pick	The Sales order has been allocated from stock and needs to be picked and shipped from the warehouse.
Ship	The Ship hold code indicates that an order was in Pick status, and the Bulk/Pick ticket has been created.
Crossdock Hold Codes	
CD: Order	The sales order needs to be fulfilled by creating a cross-dock purchase order.
CD: Receive	A purchase order has been created, but the item needs to be received on that purchase order before it can be shipped.

Status and Hold Codes Combinations				
Sales Status	Status	Hold Code	Fulfillment Status	Comment
Open	Open	New	n/a	This indicates the order was loaded, but no on the order.
Open	Open	Out of Stock	n/a	This indicates the DOM decision could not fi this order.
Open	Open	Release	n/a	The sales order has a fulfillment, but it has r The sales order will also have a release date automatically release the sales order to fulfil can be manually released to fulfillment.
Open	Open	Hold	n/a	The sales order was placed on hold either b for example) or the API. It will stay in this st
Open	Open	3PL_Send	New	The sales order has been assigned to a fulfil fulfillment order has not yet been sent to the
Open	Open	3PL_Confirm	Open	The sales order has been sent to the WMS, details. By exception the WMS may cancel t repeat the DOM decision and therefore the c Stock or 3PL_Send hold code
Open	Fulfilled	Blank	n/a	All fulfillment orders associated with a sales shipment details from the relevant WMS loc outstanding items, it will be updated to an or code will be blank. The sales order has com EVP. The shipment details have not yet beer
Fulfilled	Fulfilled	Blank	n/a	A sales order is fulfilled in EVP, and the ship sales channel
Fulfilled	Complete	Blank	n/a	A sales order was fulfilled, but items were sl

Open	Cancelled	Blank	n/a	A sales order was canceled in EVP, but it has not been canceled in the sales channel.
Cancelled	Cancelled	Blank	n/a	A sales order was canceled either in the sales channel or in the ERP systems are aware and have executed the request.
n/a	n/a	Priority	n/a	This optional flag can be assigned to a sales order to indicate that it has no impact in the operational processing of the order.
n/a	n/a	Assembly	n/a	Work Order Hold Code indicating assembly is required before shipping.