

Sales Order Hold Codes Defined

Assembly: Work Order Hold Code indicating assembly creation is required on this order prior to shipping.

CD: Order: ACTION REQUIRED: sales order needs to be fulfilled by creating a cross dock purchase order

CD: Receive: ACTION REQUIRED: a purchase order has been created but the item needs to be received on that purchase order

CD: Ship: ACTION REQUIRED: the item(s) on this sales order have been received into inventory but the item(s) need to be shipped to the customer

DS: Order: ACTION REQUIRED: sales order needs to be fulfilled by creating a drop ship purchase order

DS: Assign: ACTION REQUIRED: sales order needs to be fulfilled by assigning a drop ship supplier and creating a drop ship purchase order

DS: Hold: ACTION REQUIRED: sales order has created a purchase order but the purchase order needs to be reviewed and then manually sent to the drop ship supplier

DS: Send: NO ACTION REQUIRED: sales order has created a purchase order and the system will send that purchase order through the automation

DS: Confirm: ACTION MAY BE REQUIRED: a drop ship purchase order has been sent to the supplier but tracking must be entered in order to mark the sales order as fulfilled - this may or may not be an automated activity

Hold: ACTION REQUIRED: need to review the Sales Order for any issues and check why it moved "backward" and resolve so it can move forward in the fulfillment process. The hold code of "Hold" is always paired with (or accompanied by) another hold code. For example, when a sales order has moved forward in the fulfillment process and for some reason then moved backward in the fulfillment process such as moving from CD-Ship back to CD-Order, the hold code will appear as "Hold | CD-Order". Note: a Hold Code of Hold DOES stop automated processes. This is a system wide setting you can turn on or off as illustrated in the screen print below.

Out of Stock: ACTION REQUIRED: sales order has been placed for an item (or items) that have no inventory that EVP is aware of. You will need to review if there is an inventory error somewhere in

the process, deactivate the listing from any sales channels, and identify if the order can be fulfilled through Cross Dock or Drop Ship or cancel the sales order from the channel.

On Order: ACTION REQUIRED: there is an Open Purchase Order containing the product(s) on your sales order, and the product(s) have a "Receive To" location of your local stock warehouse (most commonly called "Stock")

Partial: ACTION REQUIRED: sales order has been partially allocated or fulfilled and there is either a quantity left to fulfill on the line item and/or there are line items that have not yet been fulfilled

Pick: ACTION REQUIRED: sales order has been allocated from stock and needs to be picked and shipped from your inventory

Prepare: Work Order Hold Code indicating some prep actions required on this Work Order prior to shipment. Examples are adding FNSku labels and special packaging.

Review: ACTION RECOMMENDED: need to review the Sales Order for any issues and check why it moved "backward" and resolve so it can move forward in the fulfillment process. The hold code of "review" is always paired with (or accompanied by) another hold code. For example, when a sales order has moved forward in the fulfillment process and for some reason then moved backward in the fulfillment process such as moving from CD-Ship back to CD-Order, the hold code will appear as "Review | CD-Order". Note: a Hold Code of Review does not stop automated processes and is in actuality just a notification providing information.

Ship: The Ship hold code indicates that an order was in Pick status and the Bulk/Pick ticket has been printed for that order

Store: Work Order Hold Code indicating quantities for putting in stock if there was an overage on the order
