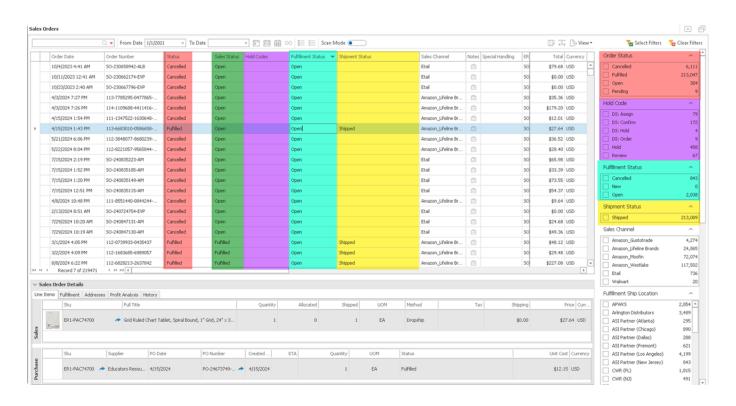
## **EVP Sales Order Hold Codes**

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.



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

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 Ma
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 perspecti 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 Marke
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 ye 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 ord its fulfillment life-cycle until released manually or via a timer configured on the Order Act			
Review	This optional flag can be assigned to a sales order via the UI or API. They have no impact the order. The hold code of "review" is always paired with (or accompanied by) another I			
Partial	Sales order has been partially allocated or fulfilled, and there is either a quantity left to fuline 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 H	lold 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 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			
DS: Send	The purchase order has been created in EVP but has not been sent to the dropshipper.			
3PL Hold Codes				
3PL: Assign				
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			
Pick Pack Ship Hold Codes				
Pick	The Sales order has been allocated from stock and needs to be picked and shipped from			
Ship	The Ship hold code indicates that an order was in Pick status, and the Bulk/Pick ticket ha			
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			

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 fithis 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 fulfi 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 Stock or 3PL_Send hold code
Open	Fulfilled	Blank	n/a	All fulfillment orders associated with a sales shipment details from the relevant WMS local outstanding items, it will be updated to an orded 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 ha the sales channel.
Cancelled	Cancelled	Blank	n/a	A sales order was canceled either in the sale systems are aware and have executed the re
n/a	n/a	Priority	n/a	This optional flag can be assigned to a sales no impact in the operational processing of the
n/a	n/a	Assembly	n/a	Work Order Hold Code indicating assembly before shipping.