

# Review Out of Stock Sales Orders

When a sales order is loaded into EVP, a ‘Distributed Order Management’ fulfillment decision is made, and if the order can not be assigned a fulfillment location due to a lack of inventory with an associated inventory and shipping cost, the order will be assigned an ‘Out of Stock’ hold code; if this triggers a spit fulfillment the entire sales order can be placed on hold for review before being released to fulfillment.

These orders need to be reviewed and resolved using one of the following resolutions paths:

- Resolve the system data issue(s) that triggered the Out of Stock condition and release it to fulfillment
- If there is no stock available and no items have been shipped, the sales order should be canceled
- If there is no stock available, but available items have been shipped, the sales order should be marked complete.

While the hold codes provide high-level guidance on the sales order status when reviewing out-of-stock issues, the user should review the sales order history to fully understand the actions performed on the sales order.

Sales Order (SO-220001501-A) Event History

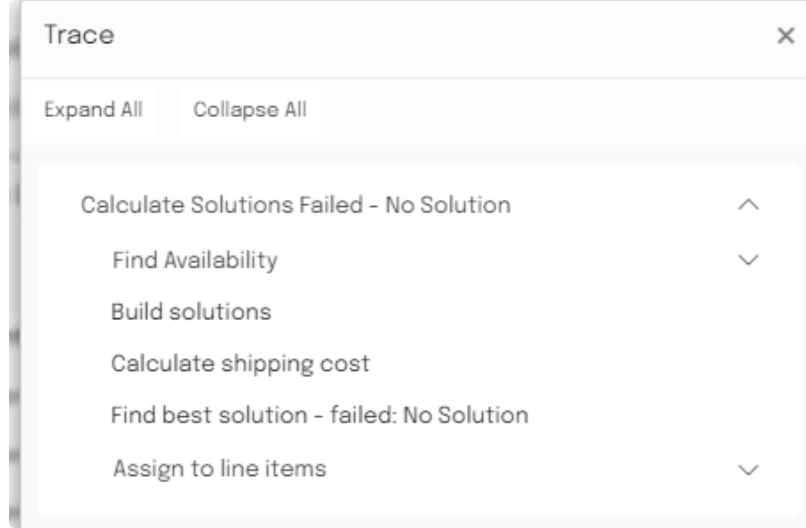
30

90

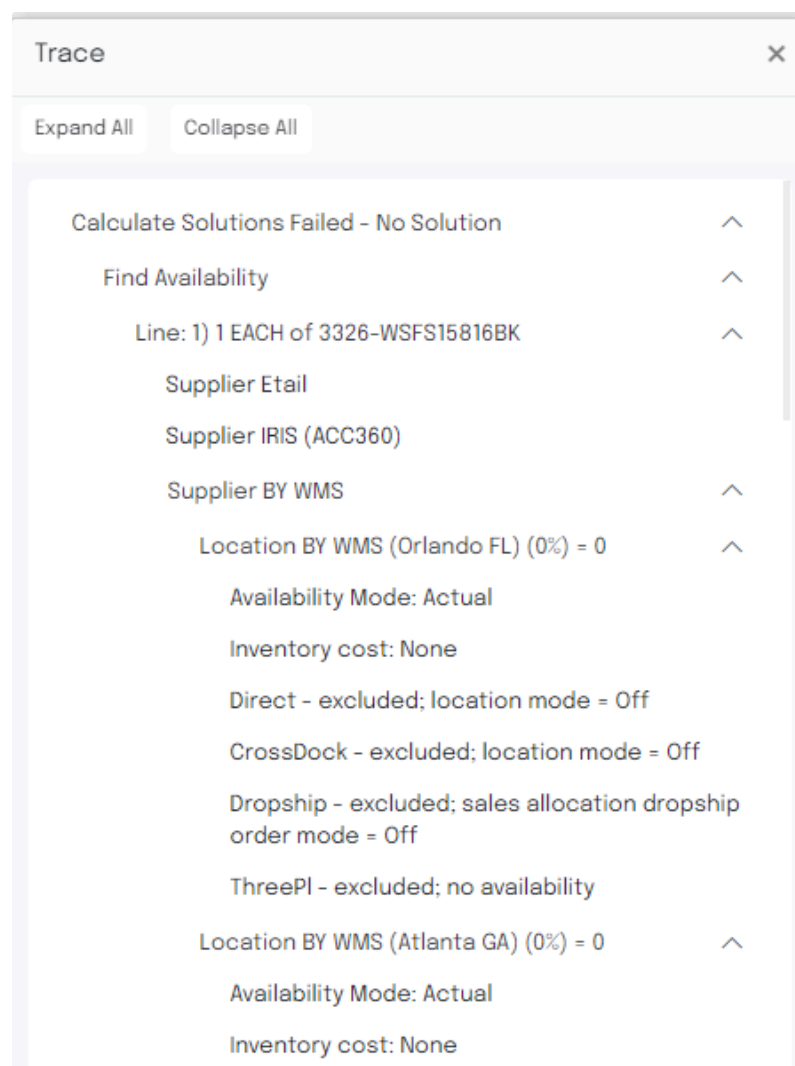
All

Time	Event T...	User	Message
11/14/2022 14:36	Order	Nigel	Downloaded from Amazon in Status Open
11/14/2022 14:36	Order	Nigel	Shipping Address Validation Success - Residential = True
11/14/2022 14:36	Order	Nigel	Updated Ship-To Address from Validation Service
11/14/2022 14:36		Nigel	Begin: Out of stock (Evp.Server.Amazon.SP.Customer.SalesOrderDow...
11/14/2022 14:36	Hold Code	Nigel	Hold Code 'Out of stock' Applied: Status Updater Update
11/14/2022 14:36	Fulfillment	Nigel	<div><div></div>Fulfillment Assignment - No Solution</div>
11/14/2022 15:14	Order	a360.Service	Sales Order Analytics complete
11/14/2022 15:45	Order	a360.Service	Sales Order Analytics complete
11/14/2022 16:16	Order	a360.Service	Sales Order Analytics complete
11/14/2022 16:46	Order	a360.Service	Sales Order Analytics complete

For a detailed review of the fulfillment decision, the user can select the drill-down spyglass to display a pop-up screen.

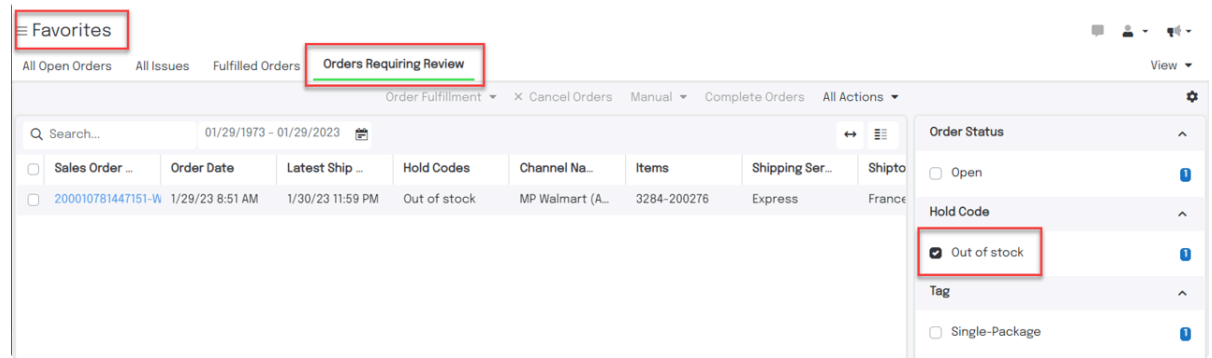


That can be expanded as needed.



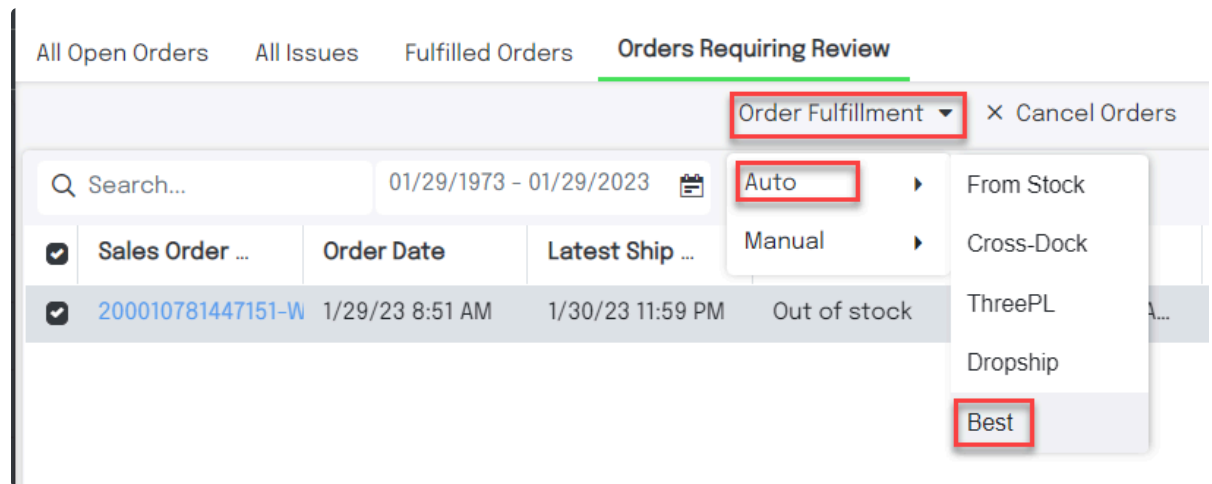
Steps	Step Details
1	The user will select the 'Order Requiring Review' tab from thier Favorites tab. If multiple orders they can filter the ist further by selecting 'Out of stock' hold

code filter.



2

As an Out of Stock condition can occur at a point in time when the sales order is loaded, then new inventory is received so the first step to address this condition is to repeat the DOM Order Fulfillment Decision by selecting 'Order Fulfillment - > Auto → Best'



3

If this does not address the issue the user will first need to research what is causing the Out of Stock issue, as it may be inventory related but other causes include:

- No weight information so cannot calculate a shipping cost
- No inventory cost provided in the BY WMS inventory feed

Once these issues are addressed, the user should repeat the DOM Order Fulfillment Decision

4

If the cause of the issue is a true out of stock condition the user will need to decide if additional inventory can be found either by knowing a receipt of the item is imminent of that the fulfillment location has more inventory than published to EVP. If needed they can force the sales order to be sent to the fulfillment location by selected 'Order Fulfillment → Manual → ThreePL → Fulfillment location'

## Orders Requiring Review

Order Fulfillment ▾ × Cancel Orders Manual ▾ Complete Orc

29/2023 📅 Auto ▸

atest Ship ... Manual ▸

30/23 11:59 PM Out of stock

From Stock ▸

Cross-Dock ▸

ThreePL ▸

Dropship

Items Shipp

3284-200276 Expre

Orlando FL

Atlanta GA

Fort Mill SC

San Antonio TX

Ontario CA

Fife WA

5

Ultimately if the decision is made that there is no available stock the order will need to be either:

- Cancelled, i.e Zero Ship ([link](#))

### IMPORTANT NOTES:

1. Once a