Change Location an Item is Committed From

Occasionally it may be necessary to change the location an item is committed to. For example, an item could be missing even though the computer shows stock, or it was discovered the item was damaged.

The default reservation location is the Distribution Center. Rarely will your orders for furniture have to link to showroom floors. This happens when the items are closeout, accessory items, or we have low stock.

Condition	Cancel Fulfilment Record	Select a New Commitment Location	Reschedule
Sales Order is Not Scheduled	N/A	Select a new commit	N/A
		from location on the line	
		item.	
Item is scheduled on transfer	Cancel and delete the	Select a new commit	Reschedule the
	transfer record from	from location on the line	transfer
	the Sales Order record	item.	
Item is scheduled on a delivery	Cancel the delivery	Select a new commit	Reschedule the
truck	record from the Sales	from location on the line	delivery
	Order record	item.	
Item is scheduled to ship	Cancel the shipping	Select a new commit	Reschedule the
	record from the Sales	from location on the line	shipment
	Order record	item.	
Item is in the process of moving	You must wait for the	Contact the Distribution Center Office Team	
on a transfer	transfer to complete to	for if you need more immediate assistance.	
	release the item.		

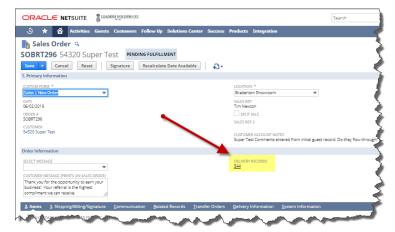
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Cancel a Delivery or Shipping Record

There are two places to cancel a delivery record both on the Sales Order. From the Order Information "Delivery Records" field

- 1. Look up the Sales Order you would like to work on
- 2. In Edit or View mode click the "Delivery Records" field or click on the delivery Icon in the time line on the bottom of the screen.





3. Select Cancel Delivery



4. In Edit mode on the Sales Order click the line item "Fulfill From" field you would like to change and choose from the drop down.

Note: You will see a full list of locations. All locations may not have inventory available. Only select a location that you have discussed taking an item from the team and they have agreed.



Cancel A Transfer Record

If the item you would like to change the commitment location for is on a pending transfer you will have to have the transfer canceled first. Unfortunately, due to access restrictions the sales team cannot cancel transfers. Please send a cancel transfer request with the email template located here:

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