



## 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 from location on the line item.	N/A
Item is scheduled on transfer	Cancel and delete the transfer record from the Sales Order record	Select a new commit from location on the line item.	Reschedule the transfer
Item is scheduled on a delivery truck	Cancel the delivery record from the Sales Order record	Select a new commit from location on the line item.	Reschedule the delivery
Item is scheduled to ship	Cancel the shipping record from the Sales Order record	Select a new commit from location on the line item.	Reschedule the shipment
Item is in the process of moving on a transfer	You must wait for the transfer to complete to release the item.	Contact the Distribution Center Office Team for if you need more immediate assistance.	

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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.

ORACLE NETSUITE LEADERS HOLDING CO.

Activities Guests Customers Follow Up Solutions Center Success Products Integration

Sales Order SOBRT296 54320 Super Test PENDING FULFILLMENT

Save Cancel Reset Signature Recalculate Date Available

1. Primary Information

CUSTOMER \* [Select] New Order

DATE: 06/02/2019

ORDER #: SOBRT296

CUSTOMER: 54320 Super Test

LOCATION: Bradenton Showroom

SALES REP: Tim Newton

☐ SPLIT SALE

SALES REP 2:

CUSTOMER ACCOUNT NOTES: Super Test Comments entered from initial guest record. Do they flow through?

Order Information

SELECT MESSAGE:

CUSTOMER MESSAGE (PRINTS ON SALES ORDER): Thank you for the opportunity to earn your business! Your referral is the highest compliment we can receive.

2. Items 3. Shipping/Billing/Signature Communication Related Records Transfer Orders Delivery Information System Information

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☒ SHIP COMPLETE

ESTIMATED READY DATE: 06/26/2019

ESTIMATED DATE AVAILABLE:

PROMOTION:

DISCOUNT:

RATE:

RESERVE TO YOUR FLOOR

When reserving items off of your stores floor for Customer Pick-Up: 1. Set the "Fulfill From" location on the line item to your location. 2. Once the form is saved do not use the "Reserve" function. The "Reserve" function automatically creates a transfer to send the item(s) back to the DC.

Items 690.00

ITEM	DESCRIPTION	BRAND	ITEM	OPTIONS	QUANTITY	COMMITTED (READY TO DELIVER IN FULFILLMENT LOCATION)	FULFILLED	INVOICED	PRICE LEVEL	EACH	AMOUNT	ESTIMATED AVAILABILITY DATE	RESERVE FROM ANOTHER STORE & CREATE TRANSFER FROM	FULFILL FROM
GARD	Armless Dining Chair, Stackable, SMO - Smoke				6	0	0	0	Retail Our	115.00	690.00	05/27/2019		

Sales Timeline

Sales Order (1) Scheduled Delivery (1) Transfer Order (1)

3. Select **Cancel Delivery**

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Scheduled Delivery

Cancel Delivery Reschedule

ID: 544

DATE CREATED: 06/02/2019 6:20 pm

☐ INACTIVE

CUSTOMER NAME: 54320 Super Test

TRANSACTION: Sales Order SOBRT296

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.**

RESERVE TO YOUR FLOOR  
When reserving items off of your stores floor for Customer Pick Up: 1. Set the Fulfill from location to your location. 2. Once the form is saved do not use the "Reserve" function. The "Reserve" function automatically creates a transfer to send the item(s) back to the DC.

Items 80.00\*

Clear All Lines Open Product Configurator Close Remaining Lines Show Files from Selected Line Item

ITEM #	DESCRIPTION	QUANTITY	COMMITTED (READY TO DELIVER IN FULFILLMENT LOCATION)	FULFILLED	INVOICED	PRICE LEVEL	EACH	AMOUNT	ESTIMATED AVAILABILITY DATE	FULFILL FROM	SPECIAL ORDER
GARD-3211 : GARD-3211,CRK	Armless Bistro Dining Chair, Stackable, B - Black Finish & CRK - Cork Weave Color, Empire	1	1	0	0	Retail Our Low	80.00	80.00	06/02/2019	Distribution Center	A

OK Cancel Make Copy Insert Remove

+ Add Row

Save Cancel Reset Signature Recalculate Date Available Set Delivery Method

## 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:

R:\14 About Templates, Forms and References\Email Templates\About Fulfillment