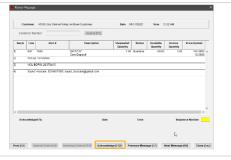When customers order parts from NAPA Online, source from NAPA Xpress when you do not have sufficient on-hand quantities to fulfill the order.

1 From the **Invoice** screen, go to **Message**.

In **Review messages** screen, select **NAPA Online**, then **OK**.

2 Review the message and then select **Acknowledge**.

3 Select the printer for printing the pull list for the parts being ordered and then select **OK**.
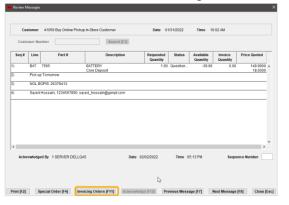

4 The **Information** screen lets you know the pull list is printed.
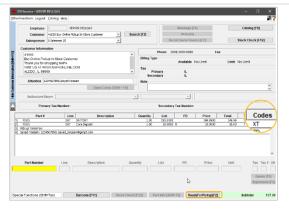If the pull list does not print, go to **Recall saved invoices** after sourcing the part.

Select **OK** to invoice the order and mark it *Ready for pickup*.

5 To invoice the order, select **Invoicing orders**.

6 The **Invoice** screen shows the parts added to the order. Parts with an *X* code need to be sourced with **NAPA Xpress**.

Select **Ready for pickup** to source the parts.

7 When prompted to source the part now, select **Yes**.

8 When **NAPA Xpress** opens, select the fulfillment method and select **Place order**.

9 The **Invoice** screen shows the parts are added to the order.

To save the invoice until the part arrives, go to **Special functions**, then **Save invoice**.

10 The message tells you the parts are sourced, because your store does not have sufficient quantities on-hand.

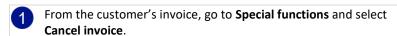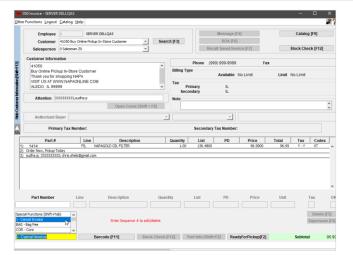To save the order until the parts arrive, select **OK**.

⚠ You **cannot** flag the online order as *Ready for pickup* until the **NAPA Xpress** purchase order is posted to your store's inventory. To flag the invoice, go to the **Invoice** screen and then select **Recall saved invoice**.
Open the invoice and select **Ready for pickup**. The customer receives an email leetting them know the order is ready for pickup.

When a customer cancels an online order, cancel the invoice in TAMS.

1   From the customer's invoice, go to **Special functions** and select **Cancel invoice**.

2   When prompted, select the reason you are cancelling the buy online pickup in store order.

3   Select **Post status** to update the invoice.

4   The customer receives an email letting them know the online order is canceled.