

# **Order Maintenance FAQs**

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## **Can I send a late order?**

This should be for emergency situations and not a regular occurrence. Coordinate any order processing decisions with Dispatch at the store's local DC.

If Dispatch can put in an exception order that is the best, and easiest method.

Remember, if you process a late order, created by the store, it may cause issues with blinds, invoices, and reporting.

Please don't run a full manual order pass unless directed to do so.

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## **Can I add items to my finalized order?**

You can't add items to a finalized order. But if it is not yet processed, the order writer can re-open a finalized order.

Order Entry can also change a finalized order to open status. Using OPOORDER Option 1 – Billing Pass Processing put an O=Open in front of the finalized order and press Enter.

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## **Can I add items to my processed order?**

Once an order is processed you can no longer add items to the order. If a store needs items that were missed on the order they can contact Dispatch to see if they can add it on.

This is not guaranteed and should only be used in emergency situations.

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## **Why did I not receive my order?**

The most likely reason is the order was started after the due time and did not process at the normal time.

Using OORDER Option 4 find the order, and 5=Display to see the order user/date/time stamp. This will tell you when the order was opened, the order due time, and when the order was finalized.

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## **Can we have an exception order put in?**

An exception order is a method that the warehouse uses to put in a late order. This can be used without running a pass.

This should be for emergency situations and not a regular occurrence.

It should also be coordinated with Dispatch.

The store can fax or email the list to Dispatch, where the order can be keyed in as an exception order.

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## **Did my order get processed?**

If the order status in STRORDER Option 1 (OORDER Option 4) is *Processed* then the order was sent to batch and will *drop* to the DC based on routing.

If the store is asking why an expected order didn't arrive. Contacting dispatch should be the first option. It is possible that the load is late.

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## **Can I get an order deleted?**

An open order can be deleted. The better question might be, why do you need the order deleted? If the order writer needs to change the quantity they can do that a couple different ways.

1. STRORDER Option 1, 2=Work with Order next to the order, 2=Update or 4=Delete specific items.
2. FMMENU Option 8, put in the group number and press Enter. Press F10=Re-open, Y to un-finalize and press Enter. Press Enter to move to the Item screen. Scan, or type the UPC or Item number you want

to change and press Enter. Press F6=Maintenance and 4=Delete to remove the item.

To delete:

1. Note: The order must be in Open status.
2. OPODER Option 4, 4=Delete next to the order you want to delete and press Enter.
3. F11=Delete to confirm.

To clear:

1. Note: The order must be in Open status.
2. The order writer needs to open the order program. FMMENU Option 8, or STRORDER Option 1, F8=Order Program.
3. Enter the order Group, and Code, and press Enter.
4. Press F23=Clear, and press F23 again to confirm.

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## **What are the differences between late orders, special orders, exception orders, and emergency orders? What are the required approvals of each?**

Any order that is after the due time is a *late order*, or an *emergency order*. This includes re-stock after power outages, but can just be someone that forgot to put in an order on-time.

An *exception order* is a method that the DC uses to put in a late order. This can be used without running a pass.

A *special order* is another type of exception order.

Currently approval is required, for every late order, from the District Manager covering the store, or the department's area Supervisor.

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## **Why can't I see my blind?**

Some possible reasons:

1. The blind in OPODERMNT Option 2 is set to N.

2. The blind override in OPORDERMNT Option 2 is set incorrectly.
3. The blind override in the order program (FMMENU Option 8, F2=Blind Override) may be set incorrectly.
4. There may not be an order for the date the order writer is expecting.

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## **What are orders in Waiting status in OPORDER Option 15 View/Reset a Batch?**

These are orders that are waiting to drop at the DC based on the store delivery schedule. They will show as Processed in the Order Entry system.

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## **Can I change my blind setting?**

Yes. Within the order program the order writer can press F2=Blind Override.

This allows the order writer to change the number of days back that the program looks for an order.

The order program blind override will only apply to that order session. If the user exits and returns to the program they would need to turn back on the blind override.

For permanent changes to the blind settings use OPORDERMNT Option 2 Monitor File Maintenance. 2=Update, change the blind override, or add a second blind.

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## **Can I see a 2<sup>nd</sup> blind?**

Yes. OPORDERMNT Option 2 Monitor File Maintenance. 2=Update on the Store, Group, and Code that the store wants to update, and press Enter.

Change Second Blind to Y. Find out the number of days back that the order writer wants to see for the second blind, and put that number in as the blind override. The first blind will be one day less than the second blind.

For example: If you are ordering Friday, and would like to see the order from Tuesday as the second blind, you will put 3 in the blind override, and Wednesday will be the first blind.

If a second blind is active then the blind override must be set to more than 1 for it to work.

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