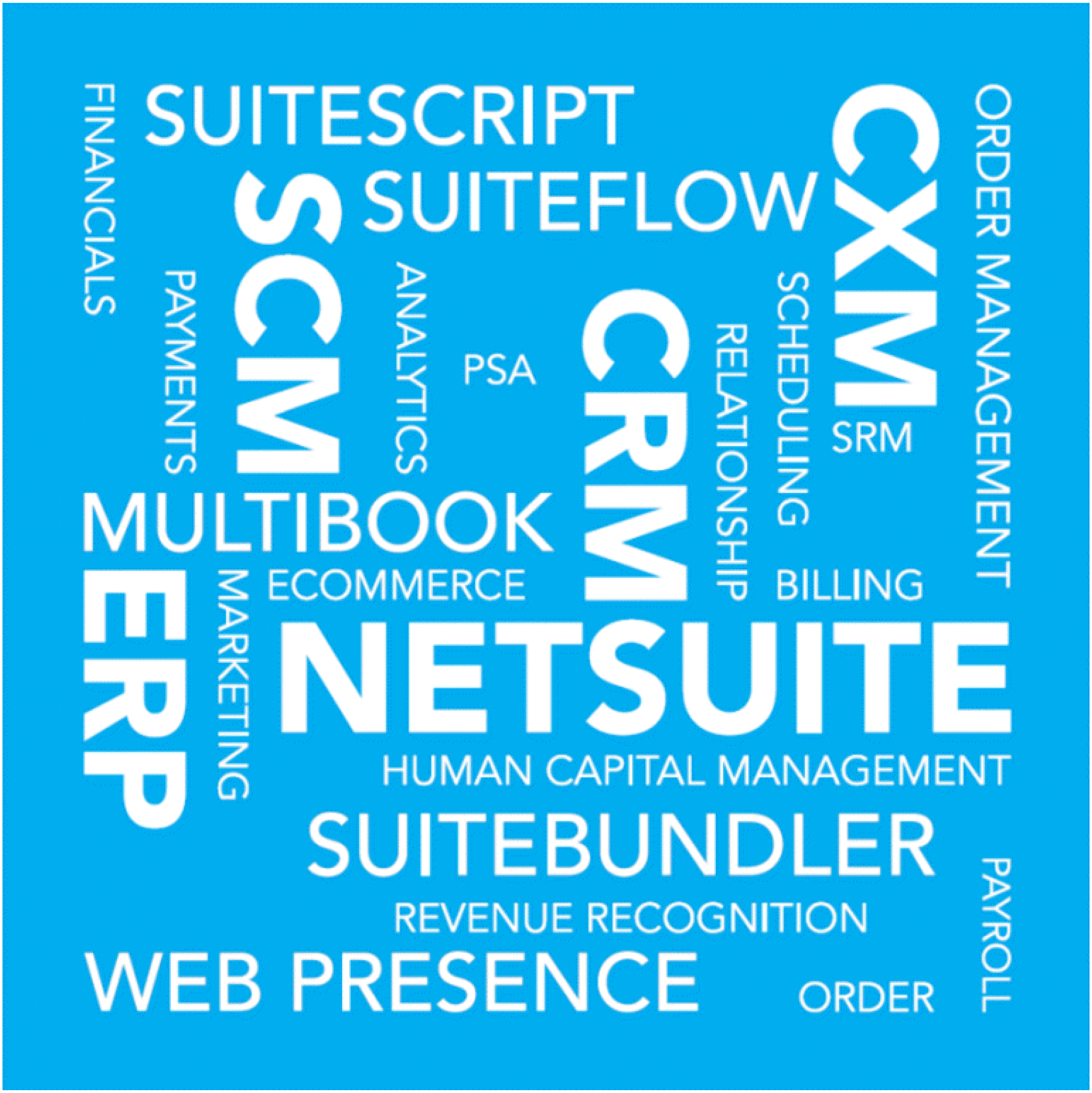
Order Fulfillment



April 11, 2018 2018.1

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Automating Order Fulfillment

The automation features available for order fulfillment in NetSuite are part of the Advanced Order Management module. Automation lets you configure NetSuite to run some processes in the order fulfillment workflow automatically in the background. When the Automatic Location Assignment (ALA) feature is enabled, you can automate the assignment of fulfillment locations to sales order lines according to predefined business rules. When the Fulfillment Request feature is enabled, you can automate the creation of fulfillment requests.

Automation Overview

Use order fulfillment automation in NetSuite to do the following:

- To assign fulfillment locations to sales order lines, determined by location attributes, item attributes, and one or more location assignment rules in a configuration.
- To create fulfillment requests for locations, based on the fulfillment location entered on a sales order line.

Automation relies on the occurrence of events in the order management workflow, such as the creation of a sales order or the deletion of an item fulfillment. In advanced order management, these events are called business events – see Business Events for more information.

Automatic Location Assignment

Automatic Location Assignment is a feature that lets you manage how NetSuite assigns fulfillment locations to sales order lines automatically. Locations are assigned asynchronously, which means you can continue to work in NetSuite while the automatic location assignment engine processes sales orders in the background. Any locations in your NetSuite account can be used as fulfillment locations, which can be classed as warehouses or stores, or left as undefined. Automatic location assignment fulfills orders automatically based on the items in the order and the delivery address, thereby reducing shipping costs and improving customer satisfaction.

NetSuite determines the ideal fulfillment location according to how the feature is configured. Setting up regions and locations permits you to set fulfillment locations within a specific geography as well as exclude locations. Defining automatic location assignment rules lets you choose the business criteria you want the system to evaluate to find the ideal fulfillment location. See Assigning Fulfillment Locations Automatically for more information about configuring the system for automatic location assignment.

For example, you might have a customer in San Diego who orders an item that is located in both northern Mexico and northern Washington State. The northern Mexico location may be closer to San Diego, but it is possible that items from that location cannot ship to San Diego or the cost may be prohibitive. Therefore, you can set up automatic location assignment to disallow fulfillment from Mexico to the United States or a specific region with the United States.

Fulfillment Requests

The Fulfillment Request feature adds the fulfillment request transaction to your order fulfillment workflow. A fulfillment request is a demand to fulfill an order at a location. You can create a fulfillment request from a sales order after line items have a fulfillment location, the sales order status is Approved, and there is no payment hold.

When you automate fulfillment requests, NetSuite runs the process to create a fulfillment request immediately after a sales order is created. Similar to creating fulfillment requests manually, the sales order must be approved and there must be no payment hold before fulfillment requests are created automatically. See Creating Fulfillment Requests Automatically, and Fulfillment Requests for more information.

Enabling Automation Features

Before you can automate order fulfillment, you need to enable the relevant features in NetSuite. To assign fulfillment locations automatically to lines in a sales order, you enable the Automatic Location Assignment feature. To create fulfillment requests automatically after a sales order is created, you enable the Fulfillment Request feature.

Before enabling either of the automation features, ensure the following prerequisites are in place:

- The **Location** feature is enabled. See the help topic Locations Overview.
- The **Multi-Location Inventory** feature is enabled. See the help topic Enabling the Multi-Location Inventory Feature.
- Inventory is associated with locations. See the help topic Features for Inventory and Locations.
- If you plan to use the Fulfillment Request feature, the **Pick, Pack, and Ship** feature must also be enabled. See Pick, Pack, and Ship.
- If you plan to use the Automatic Location Assignment feature, make sure the **Perform Item Commitment After Transaction Entry** box is checked on the Accounting Preferences page. See the help topic Inventory Allocation Preferences for more information.

To enable automation features for order fulfillment:

1. Go to Setup > Company > Enable Features.
2. Click the **Transactions** subtab.
3. To enable automatic location assignment, check the **Automatic Location Assignment** box under Shipping & Receiving. You must accept the terms of service to enable this feature.

   The Automatic Location Assignment feature requires the Multi-Location Inventory and Locations features. If not already enabled, you must enable them.

   > **Note:** The location information accessed when you enable the Automatic Location Assignment feature is proprietary. You may use the location information only with the NetSuite service and only as described in the technical documentation.

4. To enable fulfillment requests, check the **Fulfillment Request** box under Shipping & Receiving.

   The Fulfillment Request feature requires the Pick, Pack and Ship feature. If not already enabled, you must enable it.

5. Click **Save**.

When you enable the Automatic Location Assignment feature:

- The region record becomes available. You use regions to define the geographical areas in which shipping addresses are located.
- The Automatic Location Assignment subtab becomes available on the location record.
- Order management options are added to the Setup menu, enabling you to fully configure automatic location assignment.
- Additional fields become available on the item record and on the sales order record.

When you enable the Fulfillment Request feature:

- The fulfillment request record becomes available.
- If the Automatic Location Assignment feature is enabled:
  - The Daily Shipping Capacity and Total Shipping Capacity fields become available on the location record.
  - The fulfillment workload distribution (FWD) strategy becomes available in automatic location assignment rules. See Choosing a Fulfillment Strategy for more information.

After you enable the automation features, you need to configure them and run automation – see Assigning Fulfillment Locations Automatically and Creating Fulfillment Requests Automatically.

Assigning Fulfillment Locations Automatically

Setting up the Automatic Location Assignment feature is a multi-step process, so consider how you want to set up this feature. In addition to enabling the feature, there are several high-level steps involved in setting up Auto Location Assignment. To enable the feature, go to Setup > Company > Enable Features. On the Transactions subtab, under the Shipping & Receiving section, check the Automatic Location Assignment box.

Automatic Location Assignment Setup Steps

After you have enabled the Automatic Location Assignment feature, you need to perform the following steps to configure it and run automation:

1. **Create regions**.

   Regions represent the geographical areas to which you ship goods. You use regions for two purposes: to define the geographical areas to which a fulfillment location is allowed to ship goods, and to set the ranking of locations within the region itself. If you plan to use location ranking as an optimal fulfillment strategy, you need to define regions. See Configuring Regions for Automatic Location Assignment.
2. **Configure locations**.

   Create locations or update existing locations with the relevant configuration details, including location type and automatic location assignment options. See Configuring Locations for Automatic Location Assignment.
3. **Rank locations**.

   If you plan to use location ranking as an optimal fulfillment strategy, set the rank of locations in each region. See Location Ranking in Regions.
4. **Verify item record attributes**.

   Check how item records are configured, including the following fields: Preferred Location, Auto Loc. Assignment Allowed, and Ships Individually – see Configuring Items for Automatic Location Assignment.
5. **Customize sales order form**.

   You can customize the sales order form to show columns that let you view, change, and prevent location assignment on a line by line basis – see Customizing the Sales Order Form for Automatic Location Assignment.
6. **Create configurations**.

   Create an automatic location assignment configuration. See Automatic Location Assignment Configurations.
7. **Create rules**.

Create automatic location assignment rules and add them to the configuration. The sequence of rules and the rules' attributes determine how locations are assigned to sales order lines. See Automatic Location Assignment Rules.

8. **Choose automatic location assignment settings**.

   Choose a default configuration and set the business events that trigger automatic location assignment to run. See Managing Automation Settings for Automatic Location Assignment.

9. **Run automation.**

   To assign locations automatically, advanced order management automation must be running in your NetSuite account. See Running Automation.

Automatic Location Assignment + Cross-Subsidiary Fulfillment

When the **Intercompany Cross-Subsidiary Fulfillment** feature is enabled in your account, you can assign locations from other subsidiaries to sales order lines automatically. Additional configuration steps are required to set up the Cross-Subsidiary Fulfillment feature. See the help topic Cross-Subsidiary Fulfillment for more information.

You assign locations from other subsidiaries automatically by creating rules that take locations in other subsidiaries into account. You can select individual subsidiaries or all subsidiaries, as well individual locations or all locations in the subsidiaries. See Specifying Location Criteria in a Rule.

When you enable the Intercompany Cross-Subsidiary Fulfillment, the Inventory Location column is shown on all sales order forms, but can be hidden by customizing the form. The automatic location assignment engine sets the fulfillment location in the Inventory Location column. If you want to set a fulfillment location manually, you must also specify it in the Inventory Location column.

Configuring Regions for Automatic Location Assignment

A region determines a geographical area to which goods can be shipped from one or more fulfillment locations. You use regions when you want to assign fulfillment locations automatically by location ranking. You can define a region according to any of the following criteria:

- **Country** – The highest level at which you can create a region. NetSuite provides a default list of countries.
- **County, state, or province** – Counties, states, and provinces are smaller administrative areas in a country. In NetSuite, the counties of some countries are predefined. In countries without a predefined list of counties, states, or provinces, you can create your own list – see the help topic Setting Up States, Provinces, and Counties.
- **Postal code** – The lowest level at which you can create a region. In regions that use numerical postal codes, you can specify a range of postal codes by entering the start and end code of the range. Creating regions based on postal codes might be useful when you deliver to addresses in large population centers or when you have several stores or warehouses that are located relatively close to each other.

To create a region:

1. Go to Setup > Company > Regions.
2. Enter a name to identify the region.
3. In the **Region** subtab, define the region by adding countries, states, or postal codes to the region detail entry. (Your place of business might use provinces or counties instead of states.) You must add at least one entry.

   To create a region at state level or postal code level, first select the country and then specify the state or postal code. To specify a single postal code, enter it in the **Zip Code Start** field. The same code is copied automatically to the Zip Code End field. To specify a range of postal codes, change the value in the **Zip Code End** field to the last value in the range.

4. Click **Save**.

After you set up regions, you can configure location records and specify the regions to which each location is allowed to ship goods. See Configuring Locations for Automatic Location Assignment.

To delete a region, go to and click View next to the region you want to delete. In the Actions menu, select Delete. If the region record is associated with other records in the system, such as a location record, you need to dissociate the records first and then delete the region record.

Location Ranking in Regions

Location ranking in a region record lets you specify the order in which locations are assigned to sales orders. It is used when the optimal fulfillment strategy in an automatic location assignment rule is set to location ranking and the shipping address on the sales order is located in the region. Locations that have a higher priority (with a lower rank number) are assigned first.

You can view how locations are ranked in both the region record and the automatic location assignment settings (see Activating Automatic Location Assignment). You manage the regions to which a location can ship by allowing automatic location assignment in the location record - see Configuring Locations for Automatic Location Assignment. All locations that are allowed to be assigned automatically as a fulfillment location can be ranked in the region.

> **Note:** If a location does not appear in the ranking list, check that automatic location assignment is allowed for the region in which you want to specify location ranking. You need to do this in each location record.

For example, you might create two regions in the United States of America for automatic location assignment: USA-West, which includes all states in the western US, and USA-East, which includes all states in the eastern US. You can set up fulfillment locations in both regions and allow locations to ship to a specific region or to ship countrywide to both regions. In the table below, four locations can ship to the USA-West region and three locations can ship to the USA-East region. The St. Louis warehouse can ship to both regions, but it is ranked fourth in the USA-West region to ensure the automatic location assignment engine selects it last.

Region	Location	Rank
USA–West	Warehouse Seattle	1
	Warehouse San Diego	2
	Warehouse Denver	3
	Warehouse St. Louis	4
USA–East	Warehouse Raleigh	1
	Warehouse St. Louis	2
	Warehouse Newark	3

To rank locations in a region:

1. Go to Setup > Company > Regions and click **Edit** next to the region you want to work with.
2. Click the **Fulfillment Location Priority** subtab.
3. Drag locations up and down in the list to the desired position.

Locations at the top of the list (with a lower rank number) have higher priority. The first time you assign a rank to any location in the list, all other locations are ranked according to their current position in the list.

4. Click **Save**.

Configuring Locations for Automatic Location Assignment

Locations are used as a record of the physical offices or buildings in your organization, such as corporate offices, warehouses, or retail premises. When you enable automatic location assignment (ALA), you use locations to represent the fulfillment locations in your business. Changing the following attributes of a location can affect how automatic location assignment works:

- **Location type** – Describes the kind of location. Location types can be Store, Warehouse, or blank. Later, you can choose a location type as an attribute of an automatic location assignment rule.
- **Automatic location assignment options** – In the Automatic Location Assignment subtab, you can allow or disallow automatic location assignment. If you allow fulfillment from a location, you can include or exclude specific regions. Automatic location assignment is disallowed by default, meaning NetSuite does not take the location into account when assigning locations automatically to sales order lines. Additionally, the location does not appear in any regions you create.
- **Buffer stock** – To prevent a shortage of stock at a retail location, you can set the minimum quantity of inventory that must always be available at the location. The automatic location assignment engine will not assign a location to a sales order line if doing so causes the inventory to drop below the buffer stock. You might want to specify buffer stock to reserve inventory at a store location for walk-in customers.

  For example, in a kitchenware store, there are currently 12 units available of a stoneware dish. The buffer stock quantity for the store is set to 10. If you create a sales order for five dishes, automatic location assignment will disregard the location because assigning the sales order line to the store would cause inventory of the dish to go below the buffer stock.

  > **Note:** The buffer stock quantity applies to all inventory items at the location regardless of the type, class, or category of item. For example, in a store that sells kitchenware, the same buffer stock quantity would apply to a silver fork, a stoneware dish, and a gas-fired stove.

  > **Note:** If the Store Pickup feature is enabled, the same buffer stock level on the location record also applies to store pickup orders. If the line item quantity in the sales order causes the inventory of the item at the location to drop below the buffer stock, you cannot select the location for store pickup. See Store Pickup for more information.

- **Geolocation method** – In the Automatic Location Assignment subtab, you can choose how NetSuite calculates the geographic position of the location. By default, automatic location assignment uses the postal code entered in the address fields to calculate the geographical position of the location. However, you can also enter the precise latitude and longitude coordinates of the location and set the geolocation method to use those coordinates instead.

For general information about working with the location record, see the help topic Locations Overview.

Shipping Regions

When you enable automatic location assignment in a location record, you can limit the regions to which goods can be shipped from the location. There are two methods you can use to restrict shipments to regions:

- Allow shipments worldwide but exclude some regions

- Allow shipments to specific regions by explicitly including and excluding regions

An excluded region can be a subset of another larger region. For example, if you want to allow shipments to all states in the United States except Hawaii, you might create a region at the country level for the United States of America (USA) and another region for the state of Hawaii; you can then add USA to the list of included regions and add Hawaii to the list of excluded regions.

Geolocation Method

The geolocation method used by automatic location assignment determines how NetSuite calculates the geographical position of a location. NetSuite uses the postal code specified in the location address fields by default. Because the geographical area covered by a postal code is usually irregular in shape, NetSuite uses the centroid (or geometrical center) of the postal code area.

> **Note:** Countries with a higher density of postal codes generally provide a higher degree of precision.

You can also enter the latitude and longitude coordinates of a location on the location record and then set the geolocation method to use those coordinates. You might do this if you do not have a postal code for the location, or you want to use the precise geographic coordinates of the location. NetSuite accepts latitude and longitude coordinates in decimal form only. For example, to represent a latitude that is 37º 32′ 12.5″ north of the equator, enter the decimal coordinates “37.536798”. Include at least four decimal places to achieve a precise location.

Shipping Capacity

When the Fulfillment Request feature is enabled, you can enter the shipping capacity for locations in your company. Automatic location assignment takes the shipping capacity into account when assigning locations. If the shipping capacity at a location is reached, ALA does not assign sales order lines to the location. Two measures of shipping capacity are available:

- **Daily shipping capacity** – Daily shipping capacity refers to the maximum number of shipping sales orders that can be assigned to a location by automatic location assignment in one day (from 00:00 to 23:59). NetSuite measures the current number of shipping sales orders by counting the number of fulfillment requests created for the location.

  > **Example**
  >
  > The daily shipping capacity for a retail store in San Diego is set to 15. On Monday, by 11 a.m., 10 fulfillment requests have been created for the store – the store can still receive additional fulfillment requests. At 2 p.m., 15 fulfillment requests have been created for the store. Because the daily shipping capacity has been reached, automatic location assignment will no longer assign the location to sales order lines during the day.

- **Total shipping capacity** – The total shipping capacity represents the maximum number of orders allowed to accumulate in the work queue at the location. NetSuite measures the shipping capacity by counting the number of open fulfillment requests for the location. Leave the total shipping capacity blank to indicate the location has unrestricted capacity. When the total shipping capacity at a location is reached, NetSuite stops assigning fulfillment requests until at least one of the fulfillment requests is fulfilled.

  If you plan to use fulfillment workload distribution as a strategy in a location assignment rule, NetSuite measures the current available work capacity of each location and assigns the location with the highest capacity.

It is useful to enter shipping capacity when using retail locations in a ship from store fulfillment workflow. For more information about fulfillment requests, see Fulfillment Requests.

To create a location for automatic location assignment:

1. Go to Setup > Company > Classifications > Locations.
2. Enter a name to identify the location.
3. Select the type of location: blank, Store, or Warehouse.

   The location type for new records is set to blank by default. In automatic location assignment rules, you can select a blank location type as one of the rule attributes. See Automatic Location Assignment Rules.
4. Ensure the **Make Inventory Available** box is checked.
5. In the Address subtab, click **Edit** next to the address box and enter the full address details of the location, including the location's postal code.

   > **Important:** If you plan to create location assignment rules that use the closest location strategy, it is important to indicate the correct country and postal code in the address details of the location. When a rule uses the closest location strategy, NetSuite can only assign a location automatically if it has a postal code or you enter the precise latitude and longitude coordinates manually. The shipping address must also have a valid postal code.
6. Click **Save** to save the record and then click **Edit** to continue creating the location.
7. Click the **Automatic Location Assignment** subtab to enter automatic location assignment settings.
   a. Choose how you want to define the geographic coordinates of the location:
      - To use coordinates based on the location's postal code, select **Derive From Postal Code** as the geolocation method. The default setting for all locations is Derive From Postal Code.

        > **Note:** Make sure the postal code is specified in the address details of the location. If there is no postal code, NetSuite cannot assign the location automatically to a sales order line.
      - To use the exact geographic coordinates of the location:
        1. In the **Latitude/longitude Coordinates** fields, enter the latitude and longitude of the location in decimal format (for example, "37.536798"). The decimal symbol is dependent on the number format of your user preferences – see the help topic Number Formats for more information.
        2. In the Automatic Location Assignment subtab, select **Use Lat/Long Coordinates** as the geolocation method.

   b. In the **Automatic Location Assignment** field, choose to allow or disallow location assignment:
      - Disallow – Indicates that NetSuite does not take this location into account when assigning locations automatically.
      - Allow Worldwide – Indicates that this location can ship to any address worldwide.
      - Allow Worldwide Except Excluded Regions – NetSuite takes this location into account for all shipping addresses except addresses that are located in the excluded regions. You must specify at least one excluded region.
      - Allow Specified Regions Only – You must specify the regions to which shipments are allowed and the regions to which shipments are prohibited. You must specify at least one included region, and optionally, one or more excluded regions.

   c. If you allow automatic location assignment based on regions, make sure you specify the relevant regions in the **Included Regions** and **Excluded Regions** tables.

d. In the **Buffer Stock** field, enter the buffer stock level for all items at the location.

e. If you use the Fulfillment Request feature and you plan to use fulfillment workload distribution as a fulfillment strategy, define order capacity for the location:

   - In the **Total Shipping Capacity** field, enter the maximum number of shipping orders that can be allocated to the location regardless of when the orders are allocated. The total shipping capacity is typically higher than the daily shipping capacity and allows orders to accumulate at the location up to the specified number.

   For more information about fulfillment requests, see Fulfillment Requests. For more information about fulfillment workload distribution, see Choosing a Fulfillment Strategy.

   > **Note:** The shipping capacity fields are only available when the Fulfillment Request feature is enabled.

8. Click **Save**.

Preparing Existing Locations for Automatic Location Assignment

Location records in NetSuite are used for various purposes, including the automatic assignment of fulfillment locations in a sales order. If you already use locations in NetSuite, you might need to complete the following tasks to ensure the locations are assigned as expected by automatic location assignment:

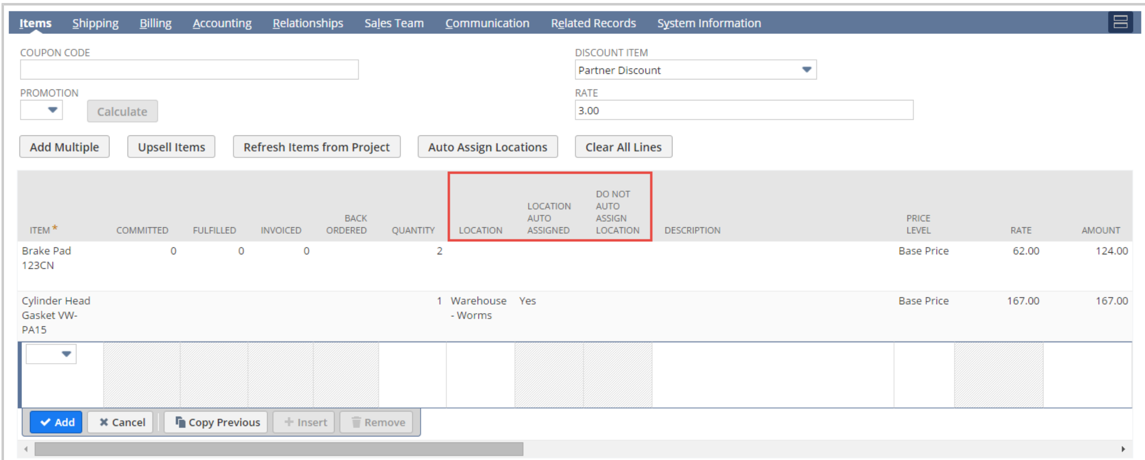
- Create a saved search for all locations with an empty postal code and those for which automatic location assignment is allowed. See the help topic Saved Searches for more information about saved searches.
- Based on the results of the saved search, either update the postal code in the locations or specify the latitude and longitude manually.
- Allow automatic location assignment for the locations.

Customizing the Sales Order Form for Automatic Location Assignment

To work with fulfillment locations on a sales order, you can create a custom sales order form with several additional columns in the Items subtab. It is not mandatory to add these columns, but it gives you more flexibility and visibility when using automatic location assignment for sales orders. For example, you can keep the columns hidden in the sales order form used by customer service representatives, but you can show the fields in another custom form used by fulfillment managers.

- **Location** – Displays the fulfillment location assigned to the sales order line, regardless of whether it was assigned automatically or you selected it manually. If a location is already assigned, you can change it and select a new location. When you select a location manually, the Do Not Auto Assign Location column is automatically set to Yes; the automatic location assignment engine will skip this line when assigning locations.
- **Location Auto Assigned** – Read-only column. Indicates if the fulfillment location was assigned automatically. When you select a location manually, this column is cleared.
- **Do Not Auto Assign Location** – Lets you prevent the automatic location assignment engine from assigning a location. When you select a location manually (or the location is set due to another process or field in the system, such as the Preferred Location field in an item record), this box is checked automatically.

You can also add the **Automatic Location Assignment Configuration** field to the Items subtab on the sales order form. Adding the field lets you select the automatic location assignment configuration you want NetSuite to use to assign locations. Only configurations associated with your subsidiary are shown in the field on the sales order – see Automatic Location Assignment Configurations for more information. Depending on how the Automatic Location Assignment feature is set up, a configuration might be selected by default when you open the sales order form. See Managing Automation Settings for Automatic Location Assignment for more information.



> **Note:** When you add the Location column, the Auto Assign Locations button also appears in the Items subtab. Clicking the button starts the automatic location assignment process and lets a user immediately view the locations assigned. The user can choose to either keep the locations assigned by saving the sales order, or change the locations assigned by editing the column and then saving the sales order. See the help topic Assigning Locations Automatically in a Sales Order for more information.

To customize the sales order form for automatic location assignment:

1. Go to Transactions > Sales > Enter Sales Orders.
2. Click **Customize** at the top of the form and then select **Customize Form**.
3. In the **Name** field, enter a name to identify the form.
4. Click the **Screen Fields** subtab and then click **Columns**.
5. Add the Location, Location Auto Assigned, and Do Not Auto Assign Location fields to the form by checking the **Show** box for each item.
6. Move the items up and down in the list to the desired position. Items at the top of the list correspond to the leftmost columns in the sales order form.
7. To add the Automatic Location Assignment Configuration field:
   a. Click the **Screen Fields** subtab and then click **Items**.
   b. Check the **Show** box next to the Automatic Location Assignment Configuration item.
8. Click **Save**.

Configuring Items for Automatic Location Assignment

The following attributes of an inventory item can affect the automatic assignment of locations:

- **Preferred Location** – You can set a default fulfillment location for an item in the Preferred Location field. When the item is added to the sales order, the preferred location is selected automatically. When automatic location assignment is activated, the Do Not Auto Assign Location box is also checked. Because the engine skips all sales order lines on which the Do Not Auto Assign Location box is checked, any lines with an item that has a preferred location are not assigned a location automatically. This attribute appears in the Purchasing/Inventory subtab.
- **Auto Loc. Assignment Allowed** – When this box is checked, the automatic location assignment engine is allowed to assign the location to lines in a sales order. The box for this attribute is checked by default for all locations. If the box is unchecked for a particular location, the location will not be assigned even if it meets all other criteria in the automatic location assignment rules. This attribute appears in the Locations list in the Purchasing/Inventory subtab.
- **Auto Loc. Assignment Suspended** – When this box is checked, the automatic location assignment engine is temporarily prevented from assigning the location to sales order lines. You might want to check this attribute if there are discrepancies in inventory at the location. To let the automatic location assignment engine assign the location again, clear the attribute for the location. This attribute appears in the Locations list in the Purchasing/Inventory subtab.

  If the Fulfillment Request feature is enabled, NetSuite checks this attribute automatically when a user rejects a line in a fulfillment request. See Rejecting and Canceling Fulfillment Requests for more information.
- **Ships Individually** – If the Ships Individually box is checked, indicates that the item ships separately from other items in a sales order. The automatic location assignment engine assigns a location to the item, but it does not attempt to use a location already assigned to other items, even if a rule uses a Minimize Fulfillment Locations strategy. This attribute appears in the Sales/Pricing subtab.

To change the attributes of an item record, go to Lists > Accounting > Items and click the **Edit** link of the item you want to work with. Change the attributes and save the item record.

Creating Configurations and Rules

The way in which NetSuite assigns locations automatically to sales order lines is determined by the settings of an automatic location assignment configuration and the rules in the configuration. You need to create at least one configuration and then create at least one rule and add it to the configuration. Both the sequence of rules in a configuration, and the attributes of the rules themselves, are used by the automatic location assignment engine to assign the ideal fulfillment location.

Automatic Location Assignment Configurations

A configuration is a collection of rules and backorder rules that are evaluated in sequence to determine the ideal fulfillment location for each line in a sales order. You can create multiple configurations, each with its own set of rules.

You can set a default configuration on a per-subsidiary basis. To do so, go to Setup > Order Management > Setup Tasks > Advanced Order Management and select a configuration in the Default Configuration field. In a OneWorld account, you can set one default configuration per subsidiary. A default configuration is the configuration NetSuite uses if an automatic location assignment configuration is not selected on a sales order.

A configuration is valid when it has at least one rule. When you add a rule to a configuration, the rule becomes exclusive to the configuration. To use a rule with the same attributes in another configuration, open the other configuration and create a new rule with the same attributes.

The rules in a configuration are evaluated in the order in which they appear in the configuration. You can change the evaluation order by moving a rule up or down in the list. It is important to ensure that the evaluation order of rules is correct because it directly affects how locations are assigned. For example, if there are two rules in a configuration and the automatic location assignment engine is able to assign locations to all sales order lines in the first rule, all subsequent rules are skipped.

When a rule is evaluated, NetSuite tries to assign locations to all open lines in the sales order according to the attributes in the rule. If the fulfillment locations for any lines remain unassigned after a rule is evaluated, NetSuite moves to the next rule in the list. Rule evaluation continues until either of the following occur:

- All lines in the sales order have a location.

  The automatic location assignment engine ignores any rules that occur later in the sequence.
- There are no more rules (both ordinary rules and backorder rules) left to evaluate in the configuration.

  Some lines in the sales order might not have a location after all rules have been evaluated. There are a number of reasons why this might happen – see Reasons Why Locations Might Not Be Assigned Automatically for more information.

> **Note:** In a OneWorld account, you can reuse a configuration for multiple subsidiaries or create separate configurations for individual subsidiaries. You can assign one default configuration per subsidiary. If you change a configuration that is used by multiple subsidiaries, the changes apply to all the subsidiaries.

To create an automatic location assignment configuration:

1. Go to Setup > Order Management > Automatic Location Assignment Management > Configurations > New.
2. Enter a name for the configuration.

   > **Note:** Configuration names must be unique. In a OneWorld account, you can use the same configuration name for configurations in different subsidiaries.
3. If you have a OneWorld account with more than one subsidiary set up, select a subsidiary.

   > **Important:** After you save the automatic location assignment configuration, you cannot change the subsidiary.
4. Click **Save**.

   You can now edit the configuration and add rules to it. A valid configuration must have at least one rule. See Automatic Location Assignment Rules.

   > **Note:** If you add more than one rule to a configuration, verify that the rules are in the correct order of evaluation. You can change the order in which the rules are evaluated by moving them up or down in the list.

Automatic Location Assignment Rules

Automatic location assignment rules determine the way in which the engine assigns locations to lines in a sales order. You create rules in a configuration. You must create at least one rule. Rules are exclusive to the configuration in which they are created. The rules in a configuration can be used as both ordinary rules and backorder rules. See Backorder Rules for more information.

There are two aspects about rules that affect how NetSuite assigns locations automatically: the sequence of the rules and the attributes of the rules.

If a configuration has multiple rules, they are evaluated from top to bottom in the specified order in the sequence (called the evaluation order). If all the lines in a sales order have a location after a particular rule has been evaluated, all subsequent rules in the sequence are skipped. You can specify the evaluation order of rules when editing the configuration – see Automatic Location Assignment Configurations. The evaluation order you choose will depend on the characteristics of your business, such as inventory levels at locations, how you want to optimize fulfillment, your choice of shipping carriers, and the criteria of the rules themselves.

A rule can be more restrictive or less restrictive depending on the criteria you specify in the rule. Typically, the more criteria you specify, the more restrictive the rule. Add a more restrictive rule before a less restrictive rule in the evaluation order when you have particular fulfillment requirements for items, for example, when you want to ship heavy items from specially equipped warehouses. Conversely, by adding a less restrictive rule before a more restrictive rule, it is likely that a higher percentage of sales order lines are assigned a fulfillment location before all the rules are evaluated.

The attributes of a rule determine the criteria by which locations are assigned. As the automatic location assignment engine checks each attribute, the list of possible fulfillment locations is narrowed down until the ideal fulfillment location is selected.

You can define rules according to the following criteria:

- **Line items** – You can create a rule that applies to all line items in the sales order or only line items that have particular attributes. To match the line items that have specific attributes, you create a transaction saved search and use it as a filter. See Limiting Rules to Specific Line Items.
- **Locations** – You can restrict locations by location type, by a set of specific locations, and by radius from the shipping address. See Specifying Location Criteria in a Rule.
- **Strategies** – The strategies in an automatic location assignment rule enable you to define the maximum number of locations to assign to lines in the sales order and the method by which the optimal location is selected. The default strategy is to minimize fulfillment locations and assign the closest location. See Choosing a Fulfillment Strategy for more information.

To create a rule:

1. Go to Setup > Order Management > Configurations and click **Edit** next to the configuration in which you want to create a rule.
2. Select the **Rules** subtab.
3. Click the **New Rule** button.

   To edit a rule, click the rule name and then click the Open button next to it.
4. Enter a name to identify the rule.
5. Under Line Items, choose how the rule applies to line items: all line items or line items that match criteria in a saved search – see Limiting Rules to Specific Line Items.
6. Under Locations, choose how to narrow down locations in the rule: by location type, by a pre-defined set of locations, or by distance from the shipping address – see Specifying Location Criteria in a Rule.
7. Under Strategies, choose fulfillment strategies for the rule – see Choosing a Fulfillment Strategy for more information.
   - To use as few locations as possible in the sales order, check the Minimize Fulfillment Locations box.
   - Select an optimal fulfillment strategy: closest location, highest ranked location, or fulfillment workload distribution.
8. Click **Save**.

After you set up rules, make sure the automatic location assignment process is running. See Running Automation.

To edit a rule, open the configuration in which the rule is defined, select the Rules tab, and then open the rule from the list of rules displayed. To remove a rule from a configuration, click the Remove button ☒ on the rule line in the configuration.

How Locations Are Assigned with Rules

Here is an overview of the steps performed by the automatic location assignment engine when evaluating rules in a configuration:

1. Selects only the locations that can ship to the region in which the shipping address is located.

   If there are multiple shipping addresses in a sales order, the engine evaluates the automatic location assignment rules for each shipping address separately. To use multiple shipping addresses, the Multiple Shipping Routes feature must be enabled – see the help topic Multiple Shipping Routes.
2. Selects only the locations that have inventory.
3. Selects all locations that match the specified location types. For example, if you have both store and warehouse locations and the location type in the rule is 'warehouse', the engine will only consider locations whose type is 'warehouse'.
4. Selects locations that are within the specified radius around the shipping address. To select locations by radius, the shipping address must have a postal code, and the location must have either a postal code or latitude and longitude coordinates.
5. Selects locations based on the minimize fulfillment locations strategy.
6. Selects locations based on the optimal fulfillment location strategy . If the optimal fulfillment location is set to Closest Location, the shipping address must have a postal code, and the location must have either a postal code or latitude and longitude coordinates.
7. If there are still lines in the sales order that have an empty location, the engine goes to the next rule in the configuration and selects locations according to the rule attributes.
8. If all rules have been evaluated and there are backorder rules, the engine evaluates the backorder rules in sequence from top to bottom.

If all rules have been evaluated and there are still lines in the sales order with an empty location, you need to assign locations manually or backorder items.

Reasons Why Locations Might Not Be Assigned Automatically

Sometimes, a location that you expected to be assigned is not in fact assigned to a sales order line. There are a number of reasons why this might happen. Here are some of the most common things you can check to determine why a location was or was not assigned:

- Insufficient stock at the location. The automatic location assignment engine does not split a sales order line between multiple locations, so if the entire quantity ordered is unavailable at a location, the location is not assigned.
- Automatic location assignment is disallowed in the location record. If you disallow automatic location assignment for a location, or restrict a location to specific regions and the shipping address is not in one of the regions, the location will not be assigned – even if there is stock at the location.
- If you create a rule to assign the location that is closest to the shipping address, but the shipping address postal code is missing, the engine will be unable to assign a location.

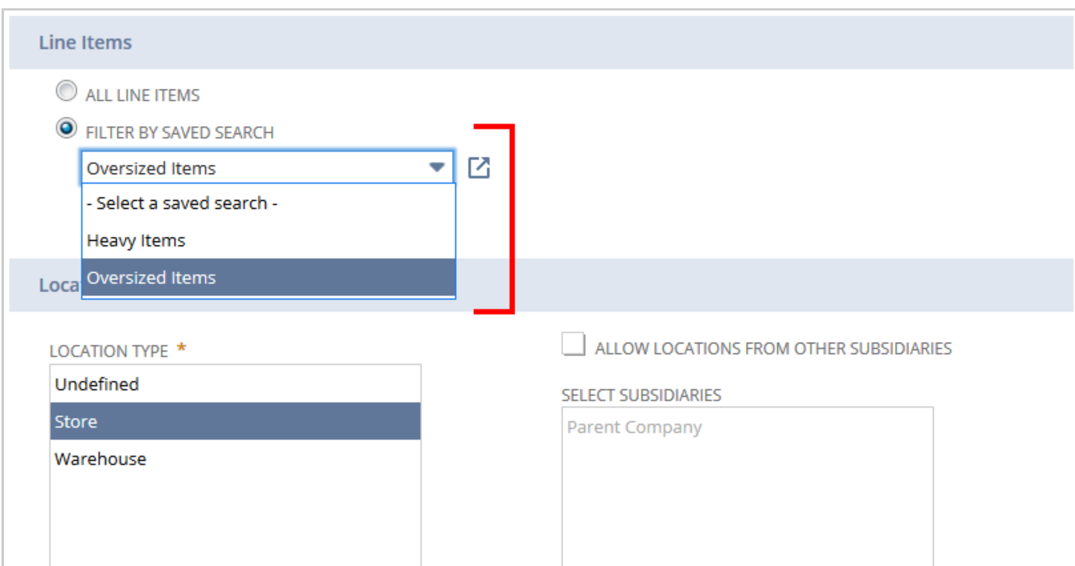
- One or more attributes in the item record – such as the Preferred Location field or the Auto Loc. Assignment Allowed box – are preventing the engine from assigning a location. See Configuring Items for Automatic Location Assignment.
- Incomplete details in the shipping address. If the customer's shipping address does not have a valid postal code and there is a rule that uses Closest Location as an optimal fulfillment strategy, the engine cannot assign a location.
- Incomplete details in the location address. If the location does not have a postal code and the geolocation method is set to Derive From Postal Code, the engine will be unable to calculate the location's geographic position and will therefore discard the location.
- Item is marked for drop shipment. The automatic location assignment engine does not assign locations to sales order lines with a drop ship item because the item will be shipped directly from the vendor.
- NetSuite does not assign locations automatically if the Auto Loc. Assignment Suspended box is checked on the item record.

  If the Fulfillment Request feature is enabled, NetSuite checks the Auto Loc. Assignment Suspended box automatically when a line item in a fulfillment request is rejected or a picking fulfillment exception is entered for the line item.

Limiting Rules to Specific Line Items

You can create automatic location assignment rules that only apply to specific line items on a sales order. NetSuite only evaluates the rule when the line items have one or more of the specified attributes. If the line item does not have the specified attributes, the automatic location assignment engine skips to the next rule. You specify the attributes in a transaction saved search.

To use a line item saved search, under the Line Items section in the rule record, select the **Filter by Saved Search** option and then select the saved search.



If a suitable saved search is not in the dropdown list, you can create a new transaction saved search. Saved searches for location assignment rules must have a base set of criteria, as well as the criteria you want to use in the saved search. The base criteria are the following:

- **Main Line** – Set the value of this filter to **False**.
- **Type** – Set the value of the this filter to **Sales Order**.

> **Note:** Make sure the only selected value for the Type filter is Sales Order. Adding other transaction types results in an invalid saved search for location assignment rules. Consequently, the saved search will not be displayed in the dropdown list of saved searches on the Automatic Location Assignment Rule page.

You or other employees in your organization may have previously created transaction saved searches that are valid saved searches for location assignment rules. If so, those saved searches are selectable in the Filter by Saved Search field. All saved searches that have the base criteria are displayed in the field regardless of whether they are public (the Public box is checked) or private.

> **Important:** If a saved search is changed by a user and the base criteria are removed or changed – which therefore makes the saved search invalid – the rule is skipped by the automatic location assignment engine.

To create a saved search for automatic location assignment rules:

1. Go to List > Search > Saved Searches > New > New.
2. Click the **Transaction** record type.
3. In the **Search Title** field, enter a name to identify the search.
4. Click the **Criteria** subtab to specify search criteria.
5. In the **Standard** sublist, add the following filters:
    a. **Main Line** – Set the value of this filter to No. (When the you click Save, the Description appears as 'is false'.)
    b. **Type** – In the Type field, select 'any of', and then select Sales Order from the list of transactions. (When you click Save, the Description appears as 'is Sales Order'.)
6. Add any other item filters you want to include as criteria for the saved search:
    a. In the **Filter** dropdown list, select Item Fields.... from the list of filters.
    b. In the **Item Filter** field, select an item attribute.
    c. Select the values of the attribute.

    > **Note:** The values for each item attribute and the way in which you select the values depend on the selected attribute. For example, when you select the **Category** attribute, you can choose one or more individual categories, but when you select the **Is Available?** attribute, you must choose between the values Either, Yes, or No.

7. Click **Save**.

Saved searches you create for location assignment rules are available on the Saved Searches page in NetSuite. Users with access to the sales order transaction can use the saved search. To view all saved searches for which you have permission to access, go to Lists > Search > Saved Searches.

Specifying Location Criteria in a Rule

Limiting locations in a rule lets you set the locations you want the automatic location assignment engine to take into account. You can limit locations in a rule in several ways:

- Limit by location type.
- Define a set of specific locations.

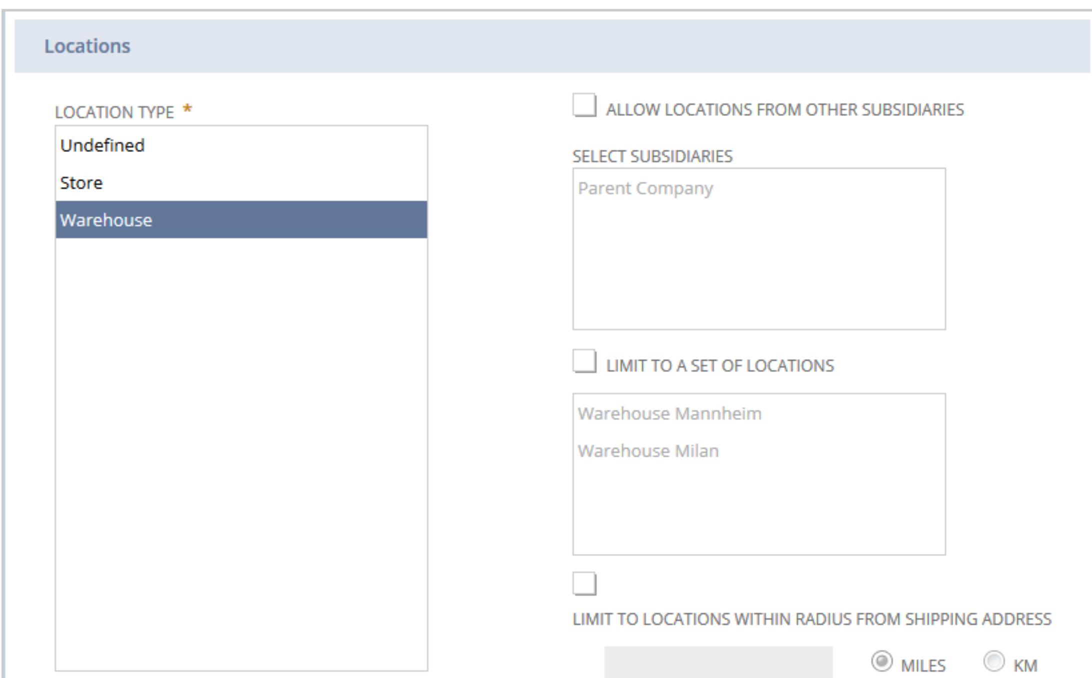
- Limit to locations by distance from the shipping address.

Location types describe the kind of location. You specify the location type in the location record. In an automatic location assignment rule, you must select at least one location type (Store, Warehouse, or Undefined) for the rule. The Undefined location type refers to a location record in which the Location Type field is set to blank. When the automatic location assignment engine evaluates the rule, it only selects locations that have the specified location type.

When you define a specific set of locations, you limit possible fulfillment locations to one or more individual locations in your account. You can select locations that are active and have the same subsidiary as the automatic location assignment configuration. Select a set of locations when you have items with particular fulfillment requirements. For example, if you sell personalized items, such as monogrammed clothing, you can select the fulfillment locations that have the equipment required to personalize the items.

Geographical restrictions in a rule let you limit the list of possible locations according to the distance between shipping addresses in the sales order and fulfillment locations. You specify geographical restrictions by specifying a radius (in miles or kilometers) around the shipping address. When the rule is evaluated, only fulfillment locations that are within the specified radius are selected by the automatic location assignment engine. By default, a rule has no geographical restrictions and will take into account all available locations.

> **Note:** NetSuite calculates the distance between shipping addresses and fulfillment locations by using the postal code of shipping addresses and the postal code (or latitude and longitude coordinates) of fulfillment locations. See Configuring Locations for Automatic Location Assignment for more information.



To limit locations in a rule:

1. In an automatic location assignment configuration, create a new rule or open the rule you want to work with. See Automatic Location Assignment Rules for more information.
2. In the **Location Type** field, select the location types for the rule.

> **Note:** The 'Undefined' location type refers to all locations in which the Location Type is blank.

3. To define a specific set of locations, check the **Limit to a Set of Locations** box and then select individual locations.

> **Note:** NetSuite only displays active locations whose subsidiary is the same as the subsidiary of the automatic location assignment configuration in which you create the rule. Locations from other subsidiaries are not selectable.

4. To limit locations in the rule by distance from the shipping address, check the **Limit To Locations Within Radius From Shipping Address** box. Specify a shipment radius around the location in miles or kilometers.
5. Change other attributes of the rule as required and then click **Save**.

Assigning Locations from Other Subsidiaries

With the **Intercompany Cross-Subsidiary Fulfillment** feature enabled in your NetSuite account, you can assign fulfillment locations from other subsidiaries automatically to lines in a sales order. You can configure the rule to take all locations in another subsidiary into account or a selection of locations from one or more subsidiaries.

Prior to creating rules that assign locations from other subsidiaries, verify that the following requirements for cross-subsidiary fulfillment are met:

- A global inventory relationship record exists between the configuration subsidiary and the subsidiary of the locations you want to assign.
- Make sure the same inventory item is available in multiple subsidiaries.

See the help topic Intercompany Cross-Subsidiary Fulfillment for more information about setting up and using cross-subsidiary fulfillment.

To assign locations from other subsidiaries:

1. Create an automatic location assignment rule or open an existing rule.
2. Under the Locations section, check the **Allow Locations from Other Subsidiaries** box.
3. In **Select Subsidiaries**, select the subsidiaries of the locations you want to assign.

> **Note:** Only subsidiaries that have a global inventory relationship with the configuration subsidiary are shown in the list.

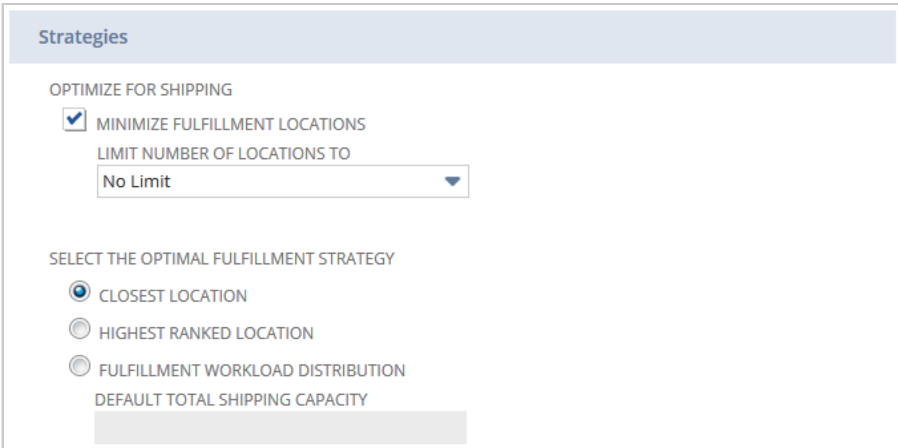
4. To choose specific locations in the selected subsidiaries, check the **Limit to a Set of Locations** box, and then select the locations. Note that locations of the configuration subsidiary are shown by default in this list. Locations from other subsidiaries are shown only when another subsidiary is selected.
5. Change any other attributes of the rule as required and then click **Save**.

Choosing a Fulfillment Strategy

You use configurations and rules to implement your desired automatic location assignment strategy. In a rule, a location assignment strategy determines the way in which fulfillment locations are assigned to sales order lines. A strategy is applied in a rule after locations have been filtered according to type and distance to the shipping address. The strategies available include the following:

- You can choose whether to **minimize fulfillment locations** in the rule. By default, NetSuite minimizes fulfillment locations and tries to assign as few locations as possible.

- You can choose one of the following strategies to determine the optimal fulfillment location:
  - **Closest location**. Assigns the location that is closest to the shipping address.
  - **Highest ranked location**. Assigns the highest ranked location in the region in which the shipping address is located.
  - **Fulfillment workload distribution**. Assigns the location with the current highest available work capacity.



Minimize Fulfillment Locations

When you choose to minimize fulfillment locations, NetSuite attempts to assign as few locations as possible, taking into account locations already assigned on other line items in the order. Minimizing the total number of fulfillment locations can help to reduce shipping costs and speed delivery. If you choose not to minimize locations, NetSuite assigns locations to sales order lines on a line-by-line basis.

Within the minimize fulfillment locations option you can choose how restrictive you want to be with the maximum number of locations assigned. You do this by specifying the maximum number of locations to be assigned. You can choose the number of locations in the following ways:

- 1 Location, 2 Locations, 3 Locations, 4 Locations, 5 Locations

  You can indicate the maximum number of fulfillment locations (between one and five) you want to be assigned between all lines in the sales order. Selecting one location is similar to setting up the order so that it can be shipped complete.

  If there are multiple shipping addresses in the sales order, the rules are evaluated separately for each address. For example, if there are two shipping addresses in a sales order, NetSuite evaluates all rules for items shipping to the first shipping address and then evaluates all rules for the second shipping address. To use multiple shipping addresses, the Multiple Shipping Routes feature must be enabled – see the help topic Multiple Shipping Routes.

  Specifying a lower number of locations typically results in less shipments and therefore reduced shipment costs. However, a lower number of locations is also more restrictive, which might prevent the rule from assigning locations to all lines. Specifying a higher number of locations increases the likelihood that all lines in the order will be assigned a location, but might split lines in an order between several locations and result in increased shipping costs.

  > **Note:** The number of locations you specify is the maximum number of locations that will be assigned automatically. The actual number of locations assigned might be less depending on the inventory available at each fulfillment location.

- No Limit

NetSuite attempts to minimize the number of fulfillment locations in the sales order, but will use as many locations as required. This is the most flexible option because it helps to ensure a location is assigned to each sales order line, especially if inventory is spread between multiple locations. This is the default option when minimizing fulfillment locations.

If you choose not to minimize fulfillment locations in the rule, NetSuite evaluates sales order lines individually. Fulfillment locations already assigned to other lines in the sales order are not taken into account. Not minimizing fulfillment locations might result in more locations being assigned overall to a sales order.

When NetSuite starts to evaluate a rule, a sales order might already have a location assigned to one or more lines. This can happen when you assign a location manually (perhaps at the same time you create the sales order) or when a previous rule has assigned a location to some – but not all – of the lines. If a line already has a location assigned to it, the maximum number of locations refers to additional locations when the rule is evaluated. For example, if one of the lines in a sales order already has a location, and Minimize Fulfillment Locations is set to 1 Location, the engine assigns a maximum of two locations to the lines in the sales order.

Closest Location

The location that is closest to the shipping address is assigned to the sales order line. NetSuite determines the closest location by measuring the straight line distance between each fulfillment location and the shipping address. The geographic position of a fulfillment location is based on its postal code, or the latitude and longitude coordinates entered manually on the location record. The geographic position of the shipping address is based on the postal code in the address details.

For more information about the use of latitude and longitude coordinates, see Geolocation Method.

Highest Ranked Location

The highest ranked location in the region in which the shipping address is located is assigned to a line. You can create multiple regions and rank locations differently in each region. Regions define the geographical areas in which shipping addresses are located. For more information about location ranking, see Configuring Regions for Automatic Location Assignment.

Fulfillment Workload Distribution (FWD)

> **Note:** The fulfillment workload distribution strategy is only available when the Fulfillment Request feature is enabled.

Use the fulfillment workload distribution strategy when you want to assign fulfillment locations to sales order lines based on the available work capacity of locations. Locations with a higher shipping capacity will be assigned a higher ratio of orders. Choosing this strategy in a rule distributes orders evenly across locations. NetSuite uses two measures to calculate the capacity of a location:

- The total shipping capacity of a location. You specify the total shipping capacity on a per location basis. Each location can have a different total shipping capacity.
- The total number of open orders already assigned to the location. NetSuite measures open orders by counting the number of pending fulfillment requests at a location.

Total shipping capacity is the maximum number of orders that employees can process and ship from a location. Only orders that need to be shipped count towards the total shipping capacity. Other orders, such as store pickup orders or transfer orders, do not count towards the total shipping capacity. Automatic location assignment continues assigning orders to a location until the total shipping capacity is reached. When employees start processing orders at a location, the work capacity at the location increases and automatic location assignment can resume allocating orders to the location.

Fulfillment workload distribution measures capacity by counting the number of open fulfillment requests at locations. An open fulfillment request is a fulfillment request that has been acknowledged by employees at the location but has not yet been shipped to the customer. Open fulfillment requests have one of the following statuses: In Progress, Picked, Packed, and Partially Fulfilled. The number of line items in the fulfillment request is irrelevant as regards capacity.

To use FWD, you need to complete several setup tasks:

- Verify the Fulfillment Request feature is enabled. See Enabling Automation Features.
- Specify the total shipping capacity at each location. If you omit the total shipping capacity on a particular location record, you can still specify a default total shipping capacity in a location assignment rule. When the automatic location assignment engine runs, the default capacity is applied to all locations that do not have a total shipping capacity defined.
- Create a fulfillment workload distribution rule in the configuration.
- Make sure fulfillment requests are set to be created automatically. See Creating Fulfillment Requests Automatically for more information.

NetSuite recalculates the work capacity of locations each time the automatic location assignment rules are evaluated. NetSuite assigns the sales order to the location with the current highest available work capacity. The current highest capacity is calculated as the ratio of current open fulfillment requests at the location to the total shipping capacity specified on the location record. Locations with a lower ratio have a higher work capacity. For example, if a location has three open fulfillment requests and its total shipping capacity is “8”, the calculated work capacity is 0.375 (3 divided by 8). The location has used 37.5% of its total shipping capacity.

Example

You create a rule with fulfillment workload distribution as a strategy. You have two locations, A and B, with a total shipping capacity of 10 and 15 respectively. Location A currently has two open fulfillment requests. Location B currently has seven open fulfillment requests. Both locations have sufficient inventory available when a new sales order is created. When automatic location assignment evaluates the rule, it calculates the current available work capacity for location A as 0.2 (2 divided by 10) and the work capacity for location B as 0.46 (7 divided by 15). Location A is assigned to the sales order because it has the current highest work capacity.

To set the fulfillment strategy in a rule:

1. In an automatic location assignment configuration, create a new rule or open the rule you want to work with. See Automatic Location Assignment Rules for more information.
2. Under Strategies, choose the fulfillment strategies you want to use in the rule:
   a. You can optimize shipping by minimizing the number of fulfillment locations in the sales order.

      To use the least number of locations possible across all lines in the sales order, check the **Minimize Fulfillment Locations** box. Then, in the **Limit Number Of Locations To** field, select the maximum number of locations you want the rule to assign. For example, you can select 1 Location if you prefer to send all items in the order in one shipment from a single fulfillment location.
   b. Select an optimal fulfillment strategy:
      - **Closest Location** – The location that is closest (in a straight line) to the shipping address is assigned to the sales order line.
      - **Highest Ranked Location** – The top ranked location is assigned to the sales order line.
      - **Fulfillment Workload Distribution** – The location with the highest capacity is assigned to the sales order line.

You must also enter a default total shipping capacity for locations. If the total shipping capacity is not specified for a particular location, NetSuite uses the default value you enter in the rule.

> **Note:** The fulfillment workload distribution strategy is only available when the Fulfillment Request feature is enabled. See Creating Fulfillment Requests Automatically for more information.

3. Continue setting other criteria in the rule. See Limiting Rules to Specific Line Items and Specifying Location Criteria in a Rule.
4. Click **Save**.

Backorder Rules

Backorder rules are evaluated after all other rules in a configuration have been evaluated. You use backorder rules to put items on backorder when there is no inventory at a location. Since backorder rules are evaluated after other rules, there is no check for inventory at locations. All other attributes of backorder rules are evaluated as normal. Like standard rules, backorder rules assign the best fulfillment locations to lines in a sales order. When the items become available at the locations, they are committed to the sales order lines, which can then be fulfilled.

For example, you create a sales order with two items – item A and item B. Item A has sufficient inventory, but item B has no inventory. If you create a configuration with just one rule and no backorder rules, a location is assigned to item A, but will be blank for item B. You will need to select a location manually for item B. If you include a backorder rule in the configuration, the automatic location assignment engine can assign a location to item B. Item B will then be marked as backordered.

Backorder rules have the following characteristics:

- They are evaluated only when all other rules have been evaluated and there are lines in the sales order without a fulfillment location.
- They do not check for inventory at locations.
- You typically only need to create one backorder rule in a configuration.

To add a backorder rule, open the automatic location assignment configuration you want to work with and select the Backorder Rules subtab. Select an existing rule or create a new rule, and then save the configuration.

Backorder rules in a configuration are optional; if a location cannot be assigned to a sales order line and there are no backorder rules, the Location field on the line remains empty. You can still assign a location manually. For more information about working with backorders, see the help topic Handling Backorders.

> **Tip:** If your primary business goal is to have NetSuite assign a fulfillment location to all sales order lines, NetSuite recommends to add at least one backorder rule to an automatic location configuration.

Managing Automation Settings for Automatic Location Assignment

In addition to enabling automatic location assignment (ALA) as a feature, you must choose automation settings, and then run automation. After automation starts to run, NetSuite starts using the automatic location assignment process immediately. All new sales orders created thereafter are processed by ALA according to the chosen automation settings, configurations, and rules.

To manage the automation settings for automatic location assignment, you need to choose the business events that trigger ALA to run, and select an automatic location assignment configuration (known as the default configuration).

In a OneWorld account, you select a default configuration for each subsidiary. If you have only one configuration, you can use it with all subsidiaries. If you have multiple configurations, you can use a different configuration with each subsidiary. If you do not select a configuration for a subsidiary, automatic location assignment will not run on sales orders in that subsidiary.

> **Note:** Automatic location assignment only assigns locations if the sales order is approved and there is no payment hold on the sales order.

With the Fulfillment Request feature enabled, you can run automation for fulfillment requests and location assignment simultaneously. When you run both processes, the Sales Order Approved and Payment Hold Released events you select for automatic location assignment are also used for fulfillment request creation. On the Advanced Order Management Setup page, under Fulfillment Request Creation, the Sales Order Approved and Payment Hold Released boxes appear as read only. For example, if you check the Sales Order Approved box, NetSuite automatically assigns locations when you approve a sales order and then creates the fulfillment requests.

To manage automation settings for automatic location assignment:

1. Go to Setup > Order Management > Setup Tasks > Advanced Order Management.
2. Click the **Automation** tab and then click the **Shipping Orders** subtab.
3. Under Automation Process, select **Automatic Location Assignment**.

   If the Fulfillment Request feature is enabled and you also want to use automation for fulfillment requests, select Both. See Creating Fulfillment Requests Automatically for more information about automating fulfillment requests.
4. Under Automatic Location Assignment, choose when you want the process to run. Each option under Automatic Location Assignment corresponds to a business event in NetSuite. You must select at least one event. If no events are selected, the automatic location assignment process will not be triggered and NetSuite will be unable to assign locations automatically.
   - Sales order approved
   - Payment hold released
   - Sales order changed
   - Item fulfillment changed
   - Fulfillment request rejected

   > **Note:** The Fulfillment Request Rejected option only appears when the Fulfillment Request feature is enabled.

   For more information about these business events, see Business Events.
5. Click the **Automatic Location Assignment** subtab.
6. In the **Default Configuration** field, select a configuration.

   In a OneWorld account, you can select a configuration per subsidiary. To turn off automatic location assignment for a particular subsidiary, select Not Defined in the Configuration dropdown list. Automatic location assignment continues to work for all other subsidiaries that have a configuration selected.

> **Note:** Default configurations can be overridden on a sales order in several ways, for example, when you specifically select another automatic location assignment configuration on the sales order form. See About Default Configurations for Automatic Location Assignment.

7. To view how locations are ranked in regions, click the **Region/Location Mapping** subtab. You can change the ranking order by editing a region record – see Location Ranking in Regions.
8. Click **Save**.

   After you save the automation settings, you must run automation in your account by checking the Run Automation box. See Running Automation for more information.

About Default Configurations for Automatic Location Assignment

A default configuration is the automatic location assignment configuration (ALA configuration) that NetSuite sets on a sales order when you open a sales order form. You can specify one configuration as the default for all sales orders. If you have a OneWorld account with multiple subsidiaries, you can specify one default configuration per subsidiary. If you do not specify a default configuration for a subsidiary, the Automatic Location Assignment Configuration field on the sales order appears blank. Because the field is blank, NetSuite does not assign locations automatically for sales orders in that subsidiary.

To set a default configuration, go to Setup > Order Management > Setup Tasks > Advanced Order Management, click the Automatic Location Assignment tab and select a configuration as the default.

On a custom sales order form, the Automatic Location Assignment Configuration field can be shown or hidden. Even if the field is hidden on the sales order form, NetSuite will still take the default configuration into account and assign locations automatically according to the rules in the configuration.

As well as setting a default configuration for sales orders, you can set the automatic location assignment configuration on a sales order in other ways, each of which differs in how and when the field is set. You can do one or more of the following to set a configuration:

> **Note:** Setting the ALA configuration in any of the following ways always overrides the default configuration.

- **Select manually** – You can manually select an automatic location assignment configuration on the sales order. Provided that the field is shown on the sales order form, you can select any available configuration for the subsidiary.

  > **Note:** If the field is hidden on the sales order form, you cannot change the automatic location assignment configuration manually. You can change the automatic location assignment configuration on the sales order with a workflow (SuiteFlow) or with a script (SuiteScript).

- **Use SuiteFlow** – You can create a workflow that sets the automatic location assignment configuration field on the sales order based on triggers and conditions. For example, you can create a workflow to set a configuration when the sales order form is loaded. If a default configuration exists for the subsidiary, the workflow overrides it. See for more information about workflows.
- **Use SuiteScript** – Scripts can set the automatic location assignment configuration field on a sales order. For example, you might write a script that sets a different automatic location assignment

configuration if the number of lines in the order exceeds 100. If a default configuration exists for the subsidiary, the script overrides it. See the help topic SuiteScript for more information about how to work with scripting in NetSuite.

Scripts are often run when a record is saved, meaning the configuration shown on the sales order might not be the same as the actual configuration used by the automatic location assignment process. To view the actual configuration used, reopen the sales order record and verify the Automatic Location Assignment Configuration field.

Stopping Automatic Location Assignment

You can stop automatic location assignment in several ways and to different degrees. The following ways of stopping automatic location assignment are listed in order of most comprehensive to least comprehensive.

- **Stop running automation** – Turning off automation for shipping orders prevents the automatic location assignment engine from running in your account. Even if the ALA Configuration field is set on a sales order, the system does not assign locations automatically. When you stop running automation, it applies to all subsidiaries.
- **Clear the default configuration per subsidiary** – When you clear the default configuration for a subsidiary, the Automatic Location Assignment Configuration field on the sales order form is set to blank. If the ALA Configuration field is displayed on the sales order form, users can still select a configuration. NetSuite continues to set the specified default configurations for other subsidiaries.

  In addition to clearing the default configuration, you can do the following:

  - **Hide the Automatic Location Assignment Configuration field** – By hiding the Automatic Location Assignment (ALA) Configuration field on the sales order form, you can prevent users from manually selecting a configuration. If you want to allow some users to edit the ALA Configuration field, you can create a separate form for those users and display the ALA Configuration field on the form. See the help topic Configuring Fields or Screens for information about showing and hiding fields.
  - **Remove SuiteFlow workflows and SuiteScript scripts** – Workflows and scripts can set the Automatic Location Assignment Configuration field on the sales order. If you have a SuiteFlow workflow that sets the Automatic Location Assignment Configuration field on the sales order, you might need to modify the workflow or delete it. If you have a script that sets the field, you might need to modify or delete the script. See and SuiteCloud (Customization, Scripting, and Web Services) for more information.

To stop running automatic location assignment:

1. Go to Setup > Order Management > Setup Tasks > Advanced Order Management.
2. Select the Automation tab and then do one of the following:
   - To stop all automation, clear the **Run Automation** box on the Shipping Orders tab. When you save, the system stops all automation for shipping orders.
   - If the Fulfillment Request feature is enabled and you want to continue running automation for fulfillment requests, on the Shipping Orders subtab, select the Fulfillment Request Creation option under the Automation Process section.
3. Click **Save**.

To clear the default configuration for a subsidiary:

1. Go to Setup > Order Management > Setup Tasks > Advanced Order Management.

2. Under the Automatic Location Assignment tab, set the **Default Configuration** column to Not Defined for the subsidiary.

> **Note:** If your account is not a OneWorld account, set the Default Configuration field to blank instead.

3. Click **Save**.

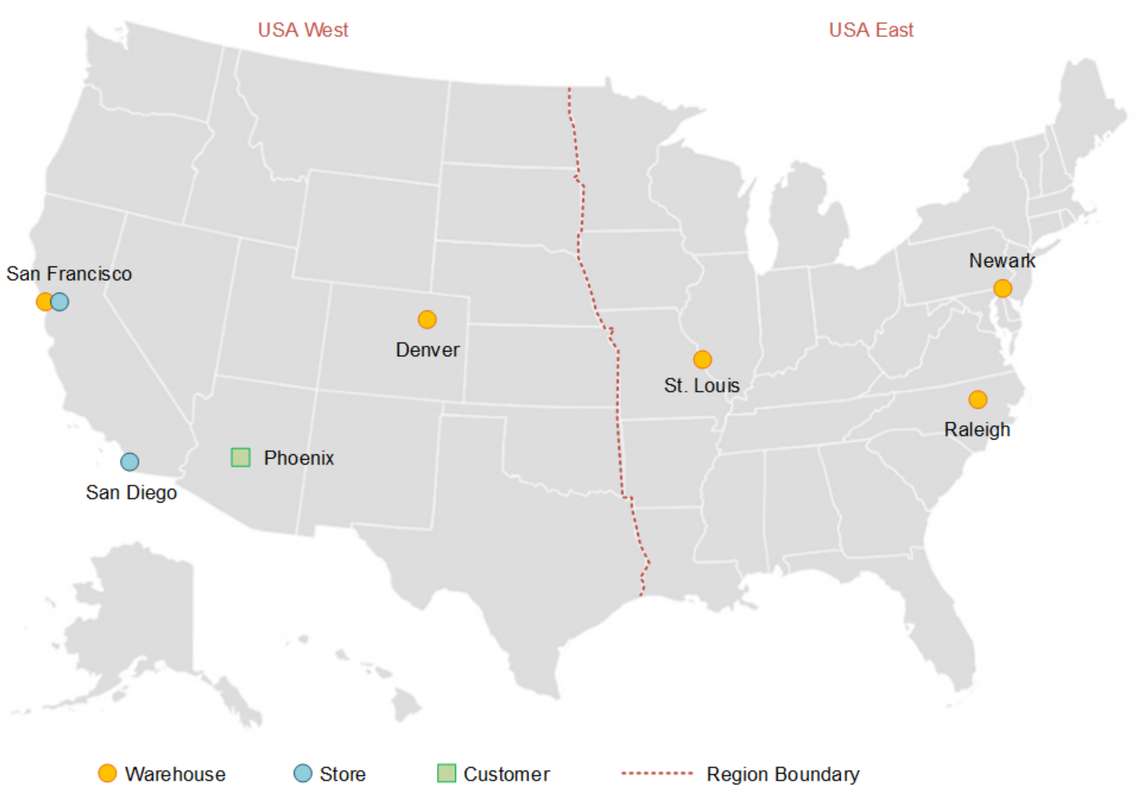
Configuration Examples

Setting up automatic location assignment is a multi-step process. The following examples illustrate how to configure the different aspects of automatic location assignment including locations, regions, and rules.

- Warehouse Locations First, Stores Second
- Closest Fulfillment Locations

Warehouse Locations First, Stores Second

In this example, an online retailer with several warehouses and two physical store locations in the United States of America, wants to ship orders from both warehouses and stores. Because it is less expensive and faster to ship from warehouse locations instead of store locations, the retailer configures automatic location assignment to assign warehouse locations first and store locations second. The regions, fulfillment locations, and customer location used in the example are shown in the diagram below.



Locations and Inventory

The San Francisco warehouse is the retailer's preferred fulfillment location because it is the largest warehouse and generally does not experience stock-outs. It is ranked as the highest priority ("1") location in the USA West region. The Denver and St. Louis warehouses are smaller and are ranked second ("2") and third ("3") respectively. Note that the St. Louis warehouse is physically located in the USA East region, but it can also ship to customer addresses in the USA West region. The San Francisco and San Diego store locations are ranked last in the USA West region.

The location rank and inventory levels of items at each location in the USA West region are listed in the table below.

	USA West (Region)				
	San Francisco Warehouse	Denver Warehouse	St. Louis Warehouse	San Francisco Store	San Diego Store
Rank	1	2	3	4	5
Item					
Black shirt, size L	20	40	20	3	0
Blue jeans, size 40	30	25	10	1	7

For more information about creating locations, see Configuring Locations for Automatic Location Assignment.

Rules

To implement a fulfillment strategy for warehouses first, stores second, you need to create two rules. The first rule tells the automatic location assignment engine to only select warehouse locations. The locations can be within any distance from the shipping address. The rule also tells the engine to group lines in as few locations as possible, but there is no limit on the number of locations. Finally, the engine must select the highest ranked location.

The second rule tells the automatic location assignment engine to only select store locations. All other attributes of the rule are the same as the first rule.

Rule No.	Rule Name	Location Types	Geographical Restrictions	Strategies
1	All Warehouses	Warehouse	All Available Locations = Yes	Minimize Fulfillment Locations = Yes, No Limit Optimal fulfillment = Location Ranking
2	All Stores	Store	All Available Locations = Yes	Minimize Fulfillment Locations = Yes, No Limit Optimal fulfillment = Location Ranking

For more information about creating automatic location assignment rules, see Automatic Location Assignment Rules.

Sales Order

One sales order is created for the customer, whose shipping address is in Phoenix, Arizona. The sales order has the following two lines:

- Two black shirts, size L
- One pair blue jeans, size 40

Locations Assigned

Result: After the sales order is approved, the automatic location assignment engine selects San Francisco Warehouse as the ideal fulfillment location.

Reason: The automatic location assignment engine runs the first rule as specified by the evaluation order. The engine starts rule evaluation by selecting all locations that can ship to Phoenix, Arizona. The rule states that only warehouse locations can be assigned. Both items in the sales order are available at the San Francisco warehouse and the Denver warehouse. The optimal fulfillment location in the rule is set to location ranking, so the engine selects the San Francisco warehouse because it has a higher ranking priority than the Denver warehouse. Note that although the San Diego store is the closest location by distance, its location type is Store and it is therefore not taken into account in the first rule.

The second rule in the configuration is not evaluated when processing this order because the engine was able to assign a location to all items in the sales order according to the first rule.

Closest Fulfillment Locations

In this example, automatic location assignment is configured to assign the closest warehouse location and, if sufficient inventory is unavailable at a warehouse, to assign the closest store location. You might want to use this fulfillment strategy if your carrier's shipping rates are based on distance to the customer's address or you want to ship goods faster to your customers. The regions, fulfillment locations, and customer location used in the example are shown in the diagram below.

Locations and Inventory

The San Francisco warehouse is the retailer's preferred fulfillment location because it is the largest warehouse and generally does not experience stock-outs. It is ranked as the highest priority ("1") location in the USA West region . The Denver and St. Louis warehouses are smaller and are ranked second ("2") and third ("3") respectively. Note that the St. Louis warehouse is physically located in the USA East region, but it can also ship to customer addresses in the USA West region. The San Francisco and San Diego store locations are ranked last in the USA West region.

In the USA East region, the St. Louis warehouse is the largest and is ranked as the highest priority ("1") location. The Newark and Raleigh warehouses are smaller and are ranked second ("2") and third ("3") respectively.

Although the locations are ranked in each shipping region, the rules will use closest location as a fulfillment strategy instead of location ranking. When evaluating the rules, NetSuite will simply ignore the ranking of locations in the region.

	USA West (Region)				
	San Francisco Warehouse	Denver Warehouse	St. Louis Warehouse	San Francisco Store	San Diego Store
Rank	1	2	3	4	5
Item					
Black shirt, size L	20	0	25	4	3
Blue jeans, size 40	30	3	15	0	1

For more information about creating locations, see Configuring Locations for Automatic Location Assignment.

Rules

To implement a fulfillment strategy to ship from the closest location to the customer, you can create one rule. The rule tells the automatic location assignment engine to select warehouse or store locations. The locations can be within any distance of the shipping address. The rule also tells the engine to minimize fulfillment locations with a limit of one location – this means that all items in the sales order must be available at a single location. Finally, of all the locations that meet the previous criteria, the rule tells the engine to select the location closest to the shipping address.

Rule No.	Rule Name	Location Types	Geographical Restrictions	Strategies
1	Closest Warehouse or Store	Store, Warehouse	All Available Locations = Yes	Minimize Fulfillment Locations = Yes, 1 Location Optimal Fulfillment = Closest Location

For more information about creating automatic location assignment rules, see Automatic Location Assignment Rules.

Sales Orders

Two sales orders are created for customers. Both customers have addresses in Albuquerque, New Mexico:

- Sales order no. 123 has the following line:
  - One white shirt, size L
- Sales order no. 134 has the following lines:
  - One white shirt, size L

- One black shirt, size L

Locations Assigned

After the sales order is approved, the automatic location assignment engine assigns the ideal fulfillment locations as follows:

- On sales order no. 123:

  Result: After the sales order is approved, the automatic location assignment engine selects Denver Warehouse as the ideal fulfillment location.

  Reason: The automatic location assignment engine first selects all locations that can ship to Albuquerque, New Mexico. The rule states that both warehouse and store locations can be assigned. One white shirt is available at the Denver and San Francisco warehouses as well as the San Diego store. Since the optimal fulfillment strategy is closest location, NetSuite assigns the Denver warehouse to the sales order line. Denver is approximately 340 miles from Albuquerque, whereas the next closest location, the San Diego store, is approximately 630 miles from the shipping address.
- On sales order no. 134:

  Result: After the sales order is approved, the automatic location assignment engine selects San Francisco Warehouse as the ideal fulfillment location.

  Reason: The automatic location assignment engine first selects all locations that can ship to Albuquerque, New Mexico. In the rule, the Minimize Fulfillment Locations option is set to 1 Location. This means that all items in the sales order must be assigned just one location. The Denver warehouse is the closest location to the shipping address, but only one of the items is currently in stock (the white shirt). The next closest location is the San Diego store, but only one of the items is in stock (the black shirt). The San Francisco warehouse and the St. Louis warehouse have both items in stock, but the St. Louis warehouse is further from the shipping address. NetSuite assigns the San Francisco warehouse to the sales order.

Creating Fulfillment Requests Automatically

Setting up automated fulfillment requests involves two steps. First, you choose automation settings, and then you run the automation processes. Even when automation is running for fulfillment requests, you can continue creating fulfillment requests manually from sales orders – see Fulfillment Requests for more information.

To set up automation for fulfillment requests, you must complete the following steps:

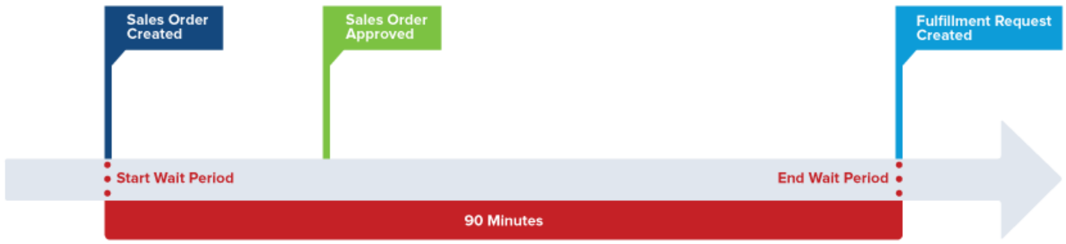
1. Set the correct location type on location records.
2. Choose the location types for which you want to use fulfillment requests.
3. Choose automation settings for fulfillment requests.
4. Run automation. See Running Automation.

To set the location type on a location record, go to Setup > Company > Classifications > Locations. Click Edit next to the location record you want to work with. In the Location Type field select a location type: Store or Warehouse, and then click Save. (You can also leave the location type blank.)

When you automate the fulfillment request creation process, NetSuite creates the fulfillment request when the selected business events occur on the sales order. The automation settings for fulfillment requests also include the option to specify a wait period, which lets you delay creation of the fulfillment request by the specified number of minutes. During the wait period, you can modify the sales order. When the wait period has elapsed, NetSuite creates the fulfillment requests.

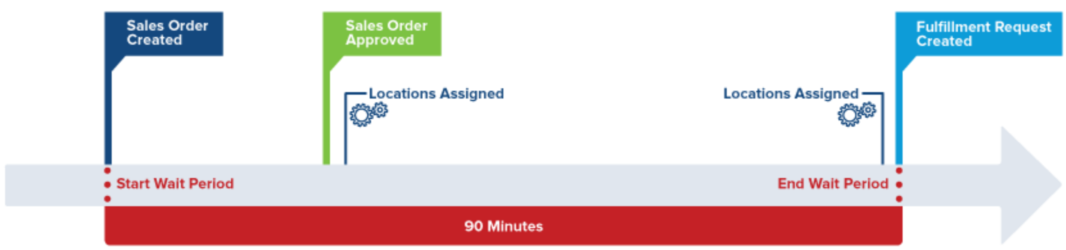
> **Note:** The wait period duration starts when you create the sales order in the system. It is not dependent on the approval status of the sales order or the release of a payment hold on the sales order.

The following diagram shows the timeline of the fulfillment request creation process with a wait period of 90 minutes. When the sales order is created, the wait period starts. The order is approved a few minutes after it is created. At the end of the wait period, the fulfillment request is created.



If the **Automatic Location Assignment** feature is enabled, you can run both automation processes (automatic location assignment and fulfillment request creation) at the same time.

The following diagram shows the timeline of the fulfillment request creation process with the automatic location assignment process and a wait period of 90 minutes. The option to rerun automatic location assignment is selected to ensure the ideal fulfillment locations are assigned.



To set up automation for fulfillment requests:

1. Go to Setup > Order Management > Setup Tasks > Advanced Order Management.
2. On the **Fulfillment Requests** subtab, choose the location types that will use fulfillment requests.

   You can set the location type of a location in the location record.

   > **Important:** All locations with the selected location type will use fulfillment requests in their order fulfillment workflow.

3. On the **Automation** subtab, under Automation Process, make sure **Fulfillment Request Creation** is selected. If the Automatic Location Assignment feature is enabled, you can also select Both.

   > **Note:** If you want to use automatic location assignment, you also need to complete additional setup steps separately to ensure fulfillment locations are assigned automatically. See Assigning Fulfillment Locations Automatically for more information.

4. To delay the creation of fulfillment requests, check the **Wait Period Between Sales Order Creation and Fulfillment Request Creation** box and enter the delay interval in the **Wait Period** field.

> **Note:** If you selected both automation processes to run, NetSuite recommends you rerun the automatic location assignment process. Check the **Run Automatic Location Assignment Before Fulfillment Request Creation at End of Wait Period** box.

5. Choose the business events that will trigger creation of the fulfillment request: sales order approved, payment hold released, or both.

   > **Note:** If you selected both automation processes to run, the business events you checked under Automatic Location Assignment also determine when the Fulfillment Request Creation process runs.

   See Automation Overview for more information about the business events for fulfillment requests.

6. Click **Save**.

   After choosing settings for fulfillment request creation, you need to make sure automation is running – see Running Automation.

Running Automation

After you have configured how automation will run in your account, and completed the required setup steps of the Automatic Location Assignment and Fulfillment Requests features, you must set automation to run.

> **Note:** Make sure you have configured the records and settings related to automation prior to running the automation processes. See Assigning Fulfillment Locations Automatically for more information about setting up automatic location assignment. See Creating Fulfillment Requests Automatically for more information about setting up automatic fulfillment requests.

You run automation separately for shipping orders and pickup orders. You can choose to run automation for both types of orders or for one type only. Automation for shipping orders includes the following two processes:

- Automatic location assignment
- Fulfillment request creation

Automation for pickup orders includes the following process:

- Fulfillment request creation

You must enable the Store Pickup feature, as well as the Fulfillment Request feature, to run automation for pickup orders. See Store Pickup for more information.

When you run automation in a OneWorld account, it runs for all subsidiaries in your company. With the Automatic Location Assignment feature, you can create multiple configurations and use the same configuration with all subsidiaries or use a different configuration for each subsidiary. If you do not want to run automation for a particular subsidiary, set its configuration to Undefined in the Advanced Order Management Setup page.

To run automation:

1. Go to Setup > Order Management > Setup Tasks > Advanced Order Management.

2. To run automation for shipping orders:
   a. Click the Shipping Orders subtab and check the **Run Automation** box.
   b. Choose the automation processes you want to run for shipping orders: automatic location assignment, fulfillment request creation, or both.

      Note: The automation processes available to you depend on the features enabled in your account. See Enabling Automation Features for more information.

   c. Select the business events that will cause the selected automation processes to run. For the fulfillment request creation process, you can also specify a wait period – see Creating Fulfillment Requests Automatically for more information.
3. To run automation for pickup orders:
   a. Click the Pickup Orders subtab and check the **Run Automation** box.
   b. Select the business events that will cause fulfillment requests to be created automatically.
4. Verify that the automation settings for automatic location assignment and fulfillment requests are configured correctly. See Managing Automation Settings for Automatic Location Assignment and Creating Fulfillment Requests Automatically for more information about setting up each automation process.
5. Click **Save**.

   Important: Automation starts immediately after you save the settings on the Advanced Order Management Setup page.

To stop all automation processes, clear the Run Automation box for shipping orders and pickup orders. NetSuite continues to process any transactions that have already been saved. For example, if you specified a wait period for the fulfillment request creation process, NetSuite processes all sales orders with a wait period that has not yet elapsed.

Automatic location assignment can be stopped inSee for more information about the stopping automatic location

Business Events

Business Events is the back-end technology in NetSuite that enables the automation of business processes. Examples of business processes include the assignment of locations to sales order lines and the creation of fulfillment requests. NetSuite runs the business processes when a business event occurs on a transaction or record in the system. A business event is the occurrence of an action on a transaction or record in the system. For example, when you approve a sales order, the Sales Order Approved business event occurs. Based on that business event, NetSuite can then start a business process, such as automatic location assignment.

The business processes that run in response to a business event do so in an asynchronous way. In NetSuite, this means that when you perform an action on a transaction that generates a business event, the business process runs in the background and you can continue working in the application, without having to wait for the process to finish.

Features that use business events in NetSuite include the following:

- Automatic Location Assignment. See Assigning Fulfillment Locations Automatically.
- Fulfillment Requests. See Creating Fulfillment Requests Automatically.
- Time-Off Management. See the help topic Time-Off Management.

When you enable any of these features, the business events framework is also enabled automatically in your account.

Business Events Related to Automatic Location Assignment

The Automatic Location Assignment feature uses business events to assign or reassign a fulfillment location to sales order lines. You can choose which business events are used to run the automatic location assignment process. For example, when you approve a sales order, the Sales Order Approved business event occurs in the system. Provided that you have configured the Sales Order Approved event for automatic location assignment, NetSuite will run the process.

> **Note:** To use business events, automation must be running and the automatic location assignment process must be configured correctly in your account. See Assigning Fulfillment Locations Automatically for information about choosing business events for automatic location assignment.

The following table describes the business events used by the Automatic Location Assignment feature:

Business Event	Description
Sales Order Approved	Occurs when a sales order is approved.
Payment Hold Released	Occurs when a payment hold is released on the sales order.
Sales Order Changed	Occurs when a sales order is changed. The following changes in a sales order cause the Sales Order Changed event to occur: - A line item is deleted or added - The quantity of a line item is changed - The location of a line item is changed - The shipping address is changed - The shipping method is changed Changes to other fields on a sales order do not cause this event to occur.
Item Fulfillment Changed	Occurs when an item fulfillment is deleted, or a line in an item fulfillment is deleted.
Fulfillment Request Rejected	Occurs when one or more lines in a fulfillment request are rejected. This event can only occur when the Fulfillment Request feature is enabled.
Automatic Location Assignment Executed	Occurs after the automatic location assignment engine has processed all lines on a sales order.

When a business event occurs on a sales order, NetSuite runs the corresponding automation processes according to the advanced order management settings. You can view the business events processing history of a sales order. To view the business events for a sales order, open the sales order record, click the System Information subtab, and then click Business Events Processing History. The business events processing history includes the following information:

- Date and time – Shows the date and time at which the business event occurred.
- Event – The name of the business event.

- Handler – The action performed by the system when the event occurs. For example, when the Sales Order Approved event occurs, NetSuite might run the Automatic Location Assignment process.
- Status – Indicates the result of the action performed by the system. Statuses include Pending, Completed, Retrying, and Failed. See Business Events Statuses for more information about statuses.

Business events only occur on a sales order if automation is running and automatic location assignment is correctly configured.

To view business events on a sales order

1. Go to .
2. Click **View** next to the sales order you want to work with.
3. Click the System Information subtab, and then click **Business Events Processing History**.

Business Events Related to Fulfillment Requests

The Fulfillment Request feature uses business events to create fulfillment request records automatically when a ship-from-store order or a pickup order is created in the system. A fulfillment request is a demand to fulfill a sales order and is designed to help store employees better manage orders at their location.

Note: To use business events, automation must be running and the fulfillment request creation process must be correctly configured. For more information about setting up automation for fulfillment requests, see Creating Fulfillment Requests Automatically.

The following table describes the business events used by the Fulfillment Request feature:

Business Event	Description
Sales Order Approved	Occurs when a sales order is approved.
Payment Hold Released	Occurs when a payment hold is released on the sales order.

Business Events Related to Time-Off Management

The Time-Off Management feature uses business events to recalculate time-off accruals for employees. See the help topic Time-Off Management for more information.

The following table describes the business events used by the Time-Off Management feature:

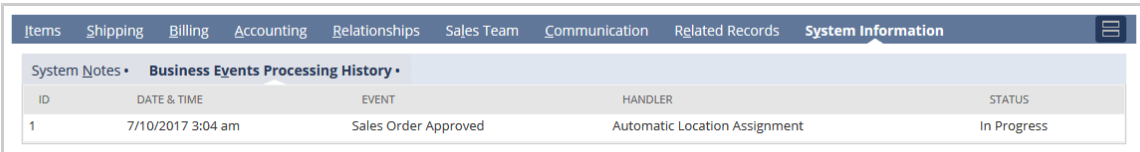
Business Event	Description
Employee Time Off Data Change	Occurs when time-off data is changed. The Employee Time Off Data Change event is generated when any of the following actions occur in NetSuite: ▪ Changing the work calendar of an employee record. ▪ Changing a time-off plan that affects accruals. ▪ Assigning or unassigning a time-off plan to an employee.

Business Events Statuses

When a business event occurs on a record, NetSuite calls the event handlers associated with the event. An event handler refers to what the system does in response to the event. For example, if a payment hold is released on a sales order, the Payment Hold Released event occurs. Then, if automatic location assignment is configured to run when a payment hold is released, NetSuite starts assigning locations to sales order lines asynchronously and automatically.

Every occurrence of a business event has its own status, indicating the processing state of the handler. If business events processing is shown on the record, you can view the status of the event and its handler.

On the sales order record, business events statuses are shown on the System Information subtab. Other records that use business events might show business events statuses on a different tab.



The following table lists the most common business events statuses.

Business Event Status	Description
Pending	Indicates the event handler has not yet run.
Completed	The event handler has completed. The Completed status does not necessarily mean that the desired outcome of the event handler was achieved. For example, the Automatic Location Assignment event handler attempts to assign locations to all lines in a sales order. If there is no inventory at any location, the event handler cannot assign a location, but can finish correctly (without errors). Therefore, the status appears as Completed.
Retrying	
Failed	A failed status indicates an error occurred during the event handler processing that stopped it from completing. If available, details of the error are displayed on the related record. Details can include the following: ■ "An unknown error occurred" – An unexpected technical error occurred in the system. Contact your support representative to resolve this error. ■ An error message indicating why the event handler failed. ■ Blank – An error occurred but no message was provided. This might happen if there is a script attached to the record or form, but an error message is not defined in the script.
Skipped	The event handler was skipped. You might see this status when disabling a feature after a business event is generated, but before the handler is called.

Concurrency Limits

The handlers associated with business events typically run within a few seconds after the business event occurs. To ensure the system performs optimally, the number of handlers that can run simultaneously depends on the type of NetSuite account. Shared and dedicated accounts have different concurrency limits as described in the following table. A concurrency limit refers to the maximum number of handlers that can run at the same time in your account.

Account Type	Concurrency Limit
Shared	2
Dedicated	10

If you are unsure of your NetSuite account type, contact your account representative.

Business Events Saved Searches

The business events processing saved search lets you view information about business events that occurred in your account. You can use a business events processing saved search to do the following: view which events occurred in a time period; view the number of events per event type, event handler or record type.

> **Note:** The business events processing saved search is only available when you enable a feature that uses business events. The following features use business events: Automatic Location Assignment, Fulfillment Request, and Time-Off Management.

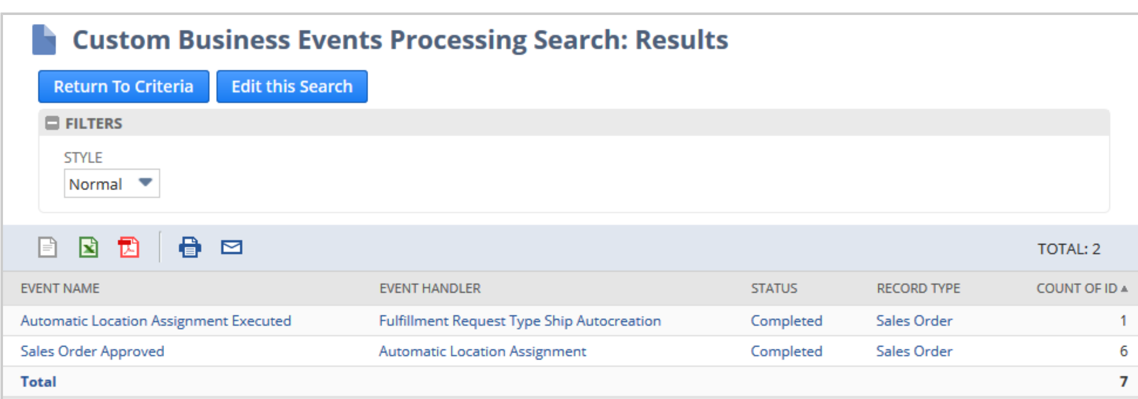
To define a business events processing saved search

1. Go to Lists > Search > Saved Searches > New.
2. Click **Business Events Processing**.
3. Enter a name for the title of the saved search.
4. On the Criteria subtab, specify criteria for the saved search by selecting filters.
5. On the Results subtab, specify columns and sorting for the search results.
6. Specify other options as required – see the help topic Defining a Saved Search for detailed information about creating saved searches.
7. Click **Save**.

Viewing Business Events on Sales Orders in your Account

If you use the Automatic Location Assignment or Fulfillment Request features, you can view the status of the business events associated with those features. There are several ways to view a list of business events, but a useful search might include the following information: event names, event handlers, event status, and the number of events per status.

The following screenshot shows what the result of a business events processing saved search might look like. On the first line, the process to create fulfillment requests ran once (1) in response to the Automatic Location Assignment Executed event, and the process completed successfully. On the second line, the process to assign locations automatically ran six times (6) in response to the Sales Order Approved event, and the process completed successfully.



EVENT NAME	EVENT HANDLER	STATUS	RECORD TYPE	COUNT OF ID ▲
Automatic Location Assignment Executed	Fulfillment Request Type Ship Autocreation	Completed	Sales Order	1
Sales Order Approved	Automatic Location Assignment	Completed	Sales Order	6
Total				**7**

To monitor the processing of business events in your account whenever you log in to your NetSuite account, you can add this saved search to your home dashboard in NetSuite. See the help topic Displaying Saved Search Results in Dashboard Portlets for more information.

To view the status of business events on sales orders in your account

1. Go to Lists > Search > Saved Searches > New.
2. Click **Business Events Processing**.
3. Enter a name for the title of the saved search.
4. On the Results subtab, specify the following fields and summary types in the Columns sublist:

Field	Summary Type
Record Type	Group
Event Name	Group
Event Handler	Group
Status	Group
ID	Count

5. Click **Preview** to view the results of the saved search.
6. Click **Save**.

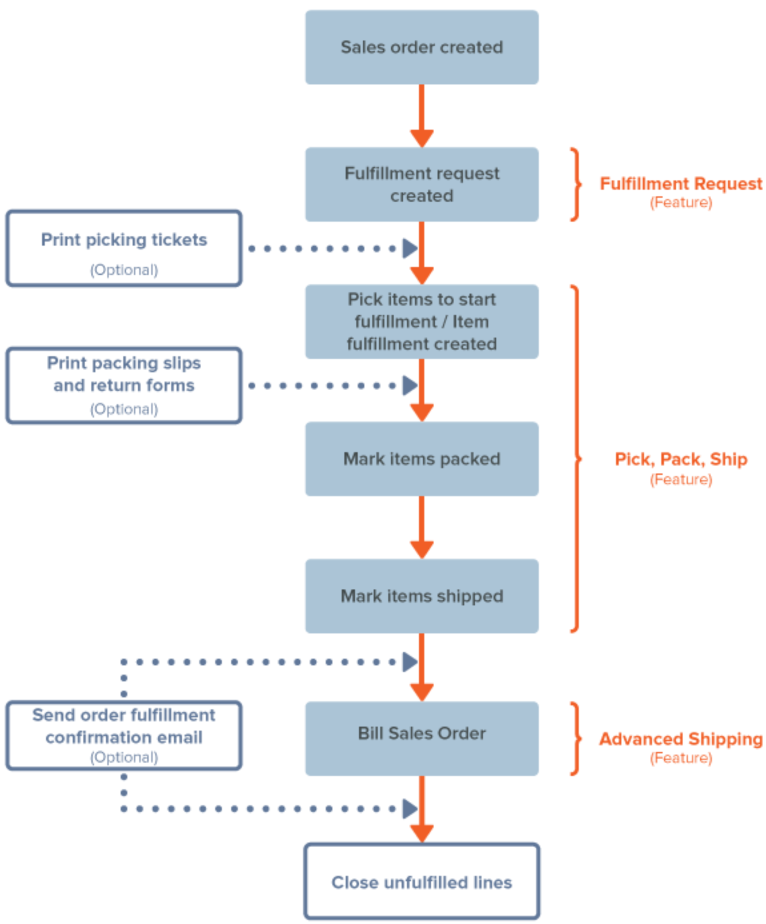
Order Fulfillment

Fulfilling an order is shipping the items to fill an open order. When you fulfill an order, you pull the items from inventory, package them and send them to the recipient. You can fulfill sales orders that go to customers or transfer orders that go to other company locations. See Order Fulfillment Overview for a summary of the main aspects of order fulfillment in NetSuite.

Order Fulfillment Overview

Order fulfillment is the process of preparing items for delivery, shipping the orders to the customer, and recording the item fulfillment in NetSuite. Depending on the features enabled in your account, you can fulfill orders in different ways.

The following diagram illustrates an order fulfillment workflow with several order management features enabled, as well as an indication of optional tasks in the workflow. For more specific examples of order fulfillment workflows, see Fulfillment Workflow Charts.



Aspects of Order Fulfillment

The main aspects of order fulfillment cover advanced shipping, fulfillment requests, fulfillment documents and forms, item fulfillment, “pick, pack, and ship”, and post-fulfillment tasks.

Advanced Shipping

With the Advanced Shipping feature, you can fulfill and bill a sales order in two separate transactions. When not using advanced shipping, NetSuite bills the sales order when it is fulfilled. Advanced shipping can also be used with the Advanced Billing feature. See Advanced Shipping for more information.

Fulfillment Requests

A fulfillment request is an intermediary transaction between a sales order and an item fulfillment. It lets employees at a location - usually a store location - better manage orders assigned to their location by accepting or rejecting the orders according to workload and inventory at the location. For more information about fulfillment requests, see Fulfillment Requests.

Cross-Subsidiary Fulfillment

With the Intercompany Cross-Subsidiary Fulfillment feature, you can fulfill sales orders from locations that belong to another subsidiary in your account. Cross-subsidiary fulfillment can be used for shipping orders and store pickup orders. You must complete additional setup steps in your account to use cross-subsidiary fulfillment – see the help topic Intercompany Cross-Subsidiary Fulfillment.

If you use the Automatic Location Assignment feature, you can also configure NetSuite to assign locations from other subsidiaries automatically. See Assigning Fulfillment Locations Automatically.

Order Fulfillment Documents

Before you start to fulfill an order, you can print a picking ticket, which lists the items to be pulled from inventory. At the packing stage of order fulfillment, you can print packing slips and return forms to include in the shipment.

For more information, see these help topics:

- Printing a Picking Ticket
- Packing Slips and Return Forms

Item Fulfillment

To fulfill an order, you must create an item fulfillment record in NetSuite. You can fulfill orders individually or in bulk. If you use a third-party logistics (3PL) service for fulfillment, you can mark orders as fulfilled by importing a CSV file from the service provider. For more information, see Fulfilling Orders.

Pick, Pack, and Ship

The Pick, Pack, and Ship feature gives your warehouse and shipping departments separate processes for each step to fulfill orders. This enables greater flexibility to process and track the status of orders through the fulfillment and shipment processes.

You use separate transactions for each step: to pick the items from inventory (Fulfill Orders), to pack the items to prepare them to be shipped (Mark Orders Packed), and then to ship the items to the customer (Mark Orders Shipped). For more information, read Pick, Pack, and Ship.

Post-Fulfillment Tasks

When you have shipped items to the customer, you can then bill the customer. If you use the Advanced Shipping feature, you can bill a customer separately from the item fulfillment. Otherwise, NetSuite creates an invoice at the same time you create the item fulfillment.

To inform customers that their order has been fulfilled, you can configure NetSuite to send an order fulfillment confirmation email message automatically. You can customize the email message text to suit your business needs.

You can close line items in a sales order if the items cannot be fulfilled. By closing line items, you can keep a record of the original order quantity.

For more information about post-fulfillment tasks, see these help topics:

- Advanced Shipping
- Order Fulfillment Confirmation Email
- Closing Line Items That Will Not Be Fulfilled

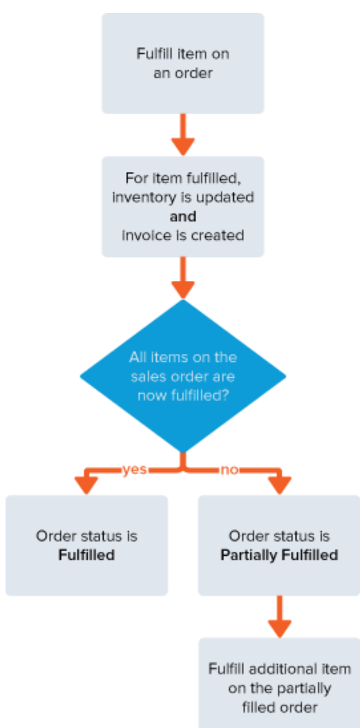
Fulfillment Workflow Charts

Your fulfillment workflow will be different depending on whether the Advanced Shipping feature or the Fulfillment Request is enabled. When fulfilling an order without the Advanced Shipping feature, you fulfill and bill sales orders at the same time. When the feature is enabled, you first fulfill the sales orders, and then you bill the sales orders.

- Sales Order Fulfillment Workflow without Advanced Shipping
- Sales Order Fulfillment Workflow with Advanced Shipping
- Sales Order Fulfillment with Fulfillment Requests

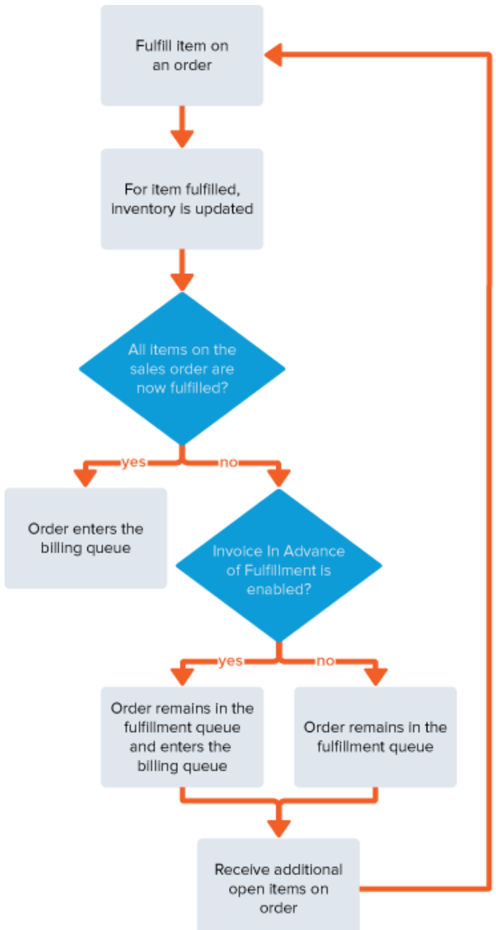
Sales Order Fulfillment Workflow without Advanced Shipping

In a sales order fulfillment workflow without advanced shipping, you fulfill and bill a sales order in a single transaction.



Sales Order Fulfillment Workflow with Advanced Shipping

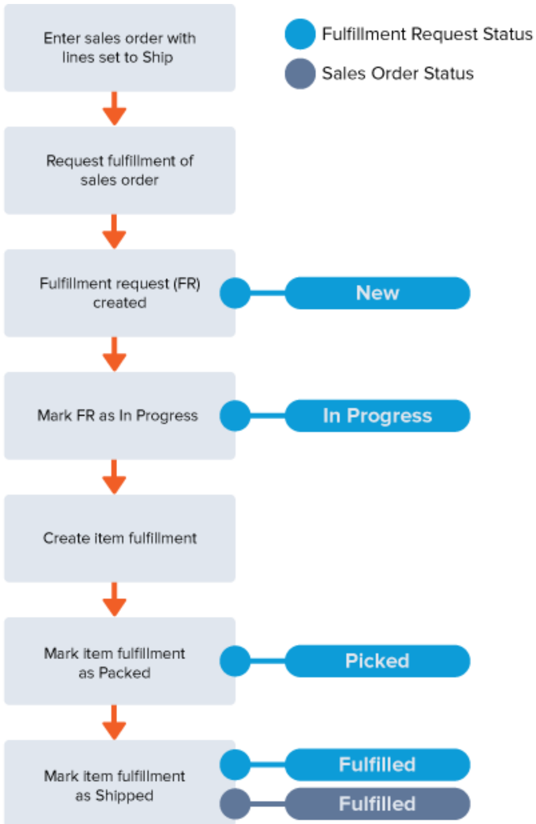
In a sales order fulfillment workflow with advanced shipping, you fulfill a sales order and bill a sales order in separate transactions.



Sales Order Fulfillment with Fulfillment Requests

In a sales order fulfillment with fulfillment requests workflow, you first create a sales order. You then request fulfillment of the sales order. A fulfillment request (FR) is an intermediate step between the sales order and the item fulfillment that lets retail locations in your organization better manage their order fulfillment process. After you confirm the request to fulfill the sales order, you then fulfill the order. If one or more lines in the request cannot be fulfilled, you can reject the request.

See Fulfillment Requests for more information.



Fulfillment Requests

> **Note:** The Fulfillment Request feature is available in the U.S. edition and Canada edition of NetSuite.

A fulfillment request is a transaction that acts as an intermediary step between the sales order and the fulfillment stage of the order fulfillment workflow. It is a request or demand to fulfill a sales order. It lets employees at a fulfillment location — typically a store — manage orders that need to be shipped to or picked up by customers. Employees at a store can view fulfillment requests for their location, accept or reject the request, and process the request to fulfill the order.

Depending on the type of fulfillment request, you then fulfill an order from a fulfillment request in one of two ways. For shipping orders (an order that you ship to the customer's address), you create an item fulfillment. For pickup orders (an order that the customer picks up at the store), you create a store pickup fulfillment.

When To Use Fulfillment Requests

Fulfillment requests are typically used in the following two fulfillment scenarios:

Ship From Store

Orders are shipped from a store location instead of a warehouse location.

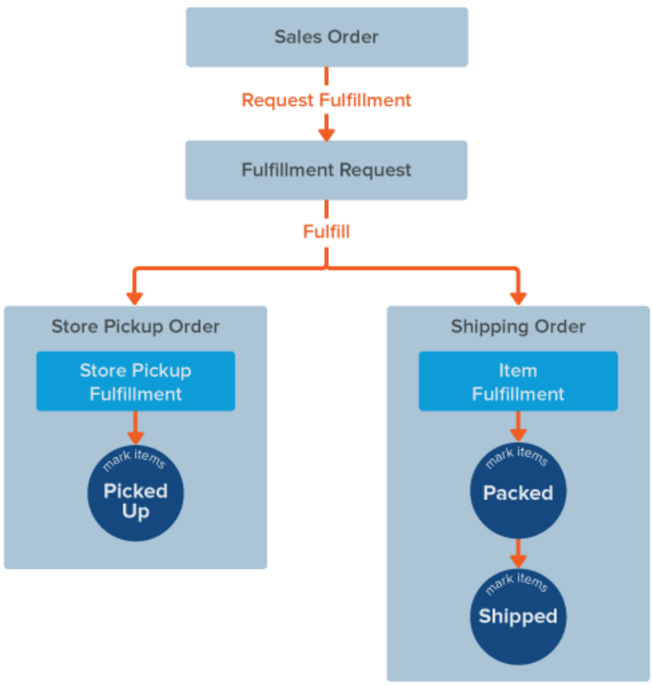
When you create a fulfillment request to ship from a store, the fulfillment request type is Ship. To fulfill a shipping order, you pick the items and create an item fulfillment record. You mark the items as packed and then mark the items as shipped. After the items are marked as shipped, the order status is Fulfilled.

Store Pickup

Customers order items by phone or through a web store, but choose to pick up items from a store location instead of having the items shipped to their work or home address.

When you create a fulfillment request for a store pickup order, the fulfillment request type is Store Pickup. To fulfill a pickup order, you pick the items and create a store pickup fulfillment record. You then mark the items as picked up when the customer visits the store to collect the items. For detailed information about fulfilling store pickup orders, see Store Pickup.

The following diagram illustrates the basic workflow of a sales order with the fulfillment request transaction. The workflow is valid for both store pickup orders and shipping orders.



Depending on whether a sales order is a shipping order or a pickup order, the features and fields on a fulfillment request are different.

Feature/Field	Shipping Order	Store Pickup Order
Fulfillment Type – A field on the fulfillment request record that indicates the kind of fulfillment request.	Ship	Store Pickup
Fulfillment record – The fulfillment record created in NetSuite when you fulfill the order.	Item Fulfillment	Store Pickup Fulfillment
Pickup Hold – A field on the fulfillment request record to indicate that a store pickup order is on hold because of exceptions in the fulfillment workflow.	No	Yes
Exceptions – The types of fulfillment exceptions that can be entered on the fulfillment request when there are inventory or fulfillment problems. See Exception Types and Reasons.	▪ Picking ▪ Packing	▪ Picking ▪ Picking Up

Feature/Field	Shipping Order	Store Pickup Order
	■ Shipping	

Using Fulfillment Requests

You can create multiple fulfillment requests from a single sales order. Likewise, when fulfilling the order from the fulfillment request, you can create multiple item fulfillment records or store pickup fulfillment records from a single fulfillment request.

If multiple locations are specified at line-item level in a sales order, you must create at least one separate fulfillment request per location. For example, in a sales order with two line items, if the first line has a store location in Berkeley and the second line has a store location in San Mateo, you must create two fulfillment requests.

Fulfillment requests can be created manually after a sales order is saved and approved, or automatically when fulfillment request creation is set as an automation process.

To be able to create fulfillment requests in a sales order, you need to specify the location types that will use the fulfillment request transaction – see Setting Up Fulfillment Requests. To let NetSuite create fulfillment requests automatically, you also need to run the fulfillment request automation process and specify options for the process – see Creating Fulfillment Requests Automatically.

Fulfillment Requests + Cross-Subsidiary Fulfillment

When the Fulfillment Request feature and the Intercompany Cross-Subsidiary Fulfillment feature are enabled in your account, the fulfillment location on a fulfillment request is taken from the Inventory Location column on the sales order. Similarly, when the order is fulfilled from the fulfillment request, the item fulfillment (for a shipping order) and the store pickup fulfillment (for a pickup order) use the inventory location as the fulfillment location.

Setting Up Fulfillment Requests

Prerequisites

The following features are required to enable the Fulfillment Request feature. If the features are not currently enabled in your account, they will be enabled automatically when you enable the Fulfillment Request feature.

- Locations
- Multi-Location Inventory
- Advanced Shipping
- Pick, Pack and Ship

Fulfillment Requests Setup Steps

Complete the following steps to set up fulfillment requests:

1. Enable the Fulfillment Request feature.

2. Choose which types of locations will use fulfillment requests.
3. Verify that location records have the correct location type.
4. Create fulfillment exception reasons.
5. Automate creation of fulfillment requests.

Step 1. Enable the Fulfillment Request feature.

To enable the Fulfillment Request feature, you also need to enable the following features at the same time if they are not already enabled: Locations, Multi-Location Inventory, Advanced Shipping, and Pick, Pack and Ship.

To enable the Fulfillment Request feature:

1. Go to Setup > Company > Setup Tasks > Enable Features.
2. Click the **Transactions** subtab.
3. Under Shipping and Receiving, check the **Fulfillment Request** box.
4. Click **Save**.

When you enable the Fulfillment Request feature, the following changes occur in your NetSuite account:

- The fulfillment request record becomes available.
- The fulfillment exception reason record becomes available.
- Options and settings related to fulfillment requests appear on the Advanced Order Management Setup page.
- If the Automatic Location Assignment feature is enabled, the Fulfillment Workload Distribution strategy becomes available in automatic location assignment rules. See Choosing a Fulfillment Strategy.

Step 2. Choose which types of locations will use fulfillment requests.

You can limit usage of fulfillment requests based on location type. The default setting for fulfillment requests limits usage to locations that have the type Store.

> **Important:** The following settings apply to **shipping orders** only. If the Store Pickup feature are enabled, all store pickup orders will use the fulfillment request record automatically. See Fulfilling Store Pickup Orders for more information.

To set which location types use fulfillment requests:

1. Go to Setup > Order Management > Setup Tasks > Advanced Order Management.
2. Click the **Fulfillment Requests** subtab.
3. Choose the location types with which you want to use fulfillment requests. The Store location type is selected by default.

> **Important:** The fulfillment request transaction will be mandatory for all locations that have the selected location types.

4. Click **Save**.

   If you want to automate the creation of fulfillment requests, you must also choose automation settings – see Creating Fulfillment Requests Automatically for more information.

Step 3. Verify that location records have the correct location type.

Check that the Location Type field on location records is correct. Location records must have the same location type as one of the location types you selected for fulfillment requests on the Advanced Order Management Setup page.

For example, if you want to use fulfillment requests for stores only, make sure that each location record for your stores has the location type set to Store. The Location Type field is set to blank by default. See the help topic Creating Locations for more information about location records.

To verify the location type of location records:

1. Go to Setup > Company > Classifications > Locations.
2. Click **Edit** next to the location you want to check.
3. Verify that the Location Type field matches the fulfillment requests setting on the Advanced Order Management Setup page. If not, edit the location record, select the relevant location type, and save your changes.

Step 4. Create fulfillment exception reasons.

Optional. You can log a fulfillment exception in the system when a problem occurs with the fulfillment of an order. If you want to enter exceptions on fulfillment requests, you must create fulfillment exception reasons. See Defining Fulfillment Exception Reasons.

Step 5. Automate creation of fulfillment requests.

Optional. You can configure NetSuite to create fulfillment requests automatically after a sales order is saved in the system. See Creating Fulfillment Requests Automatically.

> **Note:** You can combine the automatic creation of fulfillment requests with the automatic assignment of locations. You must enable the Automatic Location Assignment feature in your account to assign fulfillment locations automatically to sales orders. See Assigning Fulfillment Locations Automatically for more information.

Defining Fulfillment Exception Reasons

Before you can enter exceptions on a fulfillment request, you must have a list of fulfillment exception reasons defined in the system. A fulfillment exception reason indicates why a fulfillment exception was entered on a fulfillment request. You can create a list of fulfillment exception reasons that suit your business needs to track the reasons why orders cannot be fulfilled at a location. Each exception reason must be associated with an exception type. When entering an exception on a fulfillment request, you select an exception type first, and then select the exception reason.

Exception types are not customizable and are limited to picking, picking up, packing, and shipping, each of which corresponds to a step in the fulfillment process. The picking up exception type is only available when the Store Pickup feature is enabled.

Here are some examples of fulfillment exception reasons. Note that each exception reason is dependent on an exception type.

Exception Type	Exception Reason
Picking	Out Of Stock
Picking	Damaged
Pickup Up	Customer No Show
Picking Up	Items Not As Described

To create a fulfillment exception reason:

1. Go to Setup > Order Management > Fulfillment Preferences > Fulfillment Exception Reasons > New.
2. Enter a name for the exception reason. The name will appear in the list of possible exception reasons on the fulfillment request record.
3. Select an exception type that corresponds with the fulfillment step.
4. Enter a description.
5. Click **Save**.

To view a list of all fulfillment exception reasons, go to Setup > Order Management > Fulfillment Preferences > Fulfillment Exception Reasons. To make an exception reason inactive, open the relevant fulfillment exception reason record and check the Inactive box.

To delete an exception reason, go to Setup > Order Management > Fulfillment Preferences > Fulfillment Exception Reasons , click View next to the reason and then click Delete under Actions. You can only delete an exception reason if it is currently not assigned to a fulfillment request.

Fulfillment Request Statuses

Fulfillment requests can have one of the following statuses:

Status	Description	Next Possible Statuses
New	The fulfillment request has been created for the location and is awaiting acknowledgement by an employee at the location. Fulfillment requests can be created manually from a sales order, and automatically when advanced order management automation is running. For more information about creating fulfillment requests automatically, see Creating Fulfillment Requests Automatically.	■ In Progress ■ Canceled ■ Rejected
In Progress	The fulfillment request has been acknowledged at the location, indicating the intention to start fulfillment of the order.	■ Picked ■ Packed

Status	Description	Next Possible Statuses
	A fulfillment request can also have the In Progress status in the following circumstances: ▪ Only some lines are picked. ▪ Only some lines are packed. ▪ Only some lines have been shipped to the customer For example, if a fulfillment request has two lines and only the first line is picked, the fulfillment request has the status In Progress. When the second line is picked, the fulfillment request status is set to Picked	▪ Partially Fulfilled ▪ Fulfilled ▪ Fulfilled With Exceptions ▪ Cancelled ▪ Rejected
Picked	Indicates that all items in the fulfillment request have been picked from shelves. If only some line items have been picked, the fulfillment request status is In Progress.	▪ Packed
Packed	Indicates that all items in the fulfillment request have been packed and are ready for shipment. The Packed status is only used with shipping orders. It is not used with pickup orders.	▪ Fulfilled
Partially Fulfilled	Indicates that some items have been shipped to the customer. A fulfillment request with this status typically has at least two item fulfillment records associated with it. Items in one of the item fulfillments have been shipped to the customer, whereas items in the other item fulfillments are still being processed for shipment.	▪ Fulfilled ▪ Fulfilled With Exceptions
Fulfilled with Exceptions	Some items in the fulfillment request have been fulfilled, but other items have been rejected. A fulfillment request with this status cannot be changed or updated.	None
Fulfilled	All items in the fulfillment request have been shipped to the customer.	None
Rejected	All items in the fulfillment request have been rejected. If the Automatic Location Assignment feature is enabled, no new fulfillment requests with the rejected line items will be assigned automatically to the location. See Rejecting and Canceling Fulfillment Requests for more information.	None
Cancelled	The fulfillment request has been canceled. A fulfillment request with this status cannot be changed or updated.	None

Creating Fulfillment Requests

Creating a fulfillment request lets you send a request to a location to fulfill a sales order. At the location, employees can decide whether to accept the request and fulfill the order, or reject the request and not fulfill the order. When you create a fulfillment request, its status is set to New by default. The New status indicates the request is assigned to a location, but employees at the location have not yet decided to accept it and fulfill it. When employees are ready to work on the request, they mark the request as In Progress.

To create a fulfillment request from a sales order, lines on the sales order must have a fulfillment location, which is specified in the Location column on each line.

You can create more than one fulfillment request from a single sales order. If a sales order has multiple line items with different fulfillment locations, you must create separate fulfillment requests per location. For example, if a sales order has four lines and the location on the last line is different than the location on the first three lines, you must create two separate fulfillment requests – one for the first three items and one for the last item.

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You can only create fulfillment requests when at least one of the locations on the line items has a valid location type for fulfillment requests. You can set the valid location types for fulfillment requests on the Advanced Order Management setup page – see Setting Up Fulfillment Requests.

Fulfillment requests can also be created automatically in NetSuite if fulfillment request automation is running in your account. If automation is running, you do not need to create a fulfillment request manually. You can check if a fulfillment request exists for a sales order by viewing the Related Records subtab on the sales order.

For more information about automating fulfillment requests, see Creating Fulfillment Requests Automatically.

To create a fulfillment request:

1. Go to Transactions > Sales > Enter Sales Orders > List.
2. Click **View** next to the sales order from which you want to create the fulfillment request.
3. Click **Request Fulfillment**. The Fulfillment Request page is displayed.
4. Set the status of the fulfillment request.

   The default status for a new fulfillment request is New. Setting the status to In Progress indicates that the request has been accepted or acknowledged at the fulfillment location.
5. Make sure the **Fulfill** box next to the line items you want to request is checked.

   > **Note:** You can only create a fulfillment request for one location at a time. If there are lines with different locations, check the Fulfill box on the lines that have the same location. After creating the fulfillment request, you need to return to the sales order record and click the Request Fulfillment button again to create additional fulfillment requests for the other locations.
6. In the **Quantity** column, enter the quantity you want to request. The quantity entered on the sales order appears by default.

   > **Note:** If you enter a quantity on the fulfillment request that is less than the quantity ordered, you must create an additional request from the sales order to fulfill the order.
7. Click **Save**.

After you create a fulfillment request, you cannot add other line items from the same sales order to the request. If there are still line items on the sales order that need to be fulfilled, you must create another fulfillment request separately. You can create as many fulfillment requests as required to fulfill the sales order.

After you create a fulfillment request, you cannot modify the line items on the sales order, except to change the quantity. If you increase the quantity, you must create an additional fulfillment request for the difference. For example, if you increase the quantity of a line from 12 to 15, you must create another fulfillment request for the remaining three units of the item.

When you create a fulfillment request, its status is New. You can then acknowledge the fulfillment request to indicate you intend to fulfill it – see Acknowledging Fulfillment Requests.

Shipping Groups on Fulfillment Requests

The Multiple Shipping Routes feature lets you choose per-line shipping options on a sales order. For example, on a sales order with two lines, you can select different shipping addresses on each line to ship the items to the same customer at two different addresses, such as a work address and a home address.

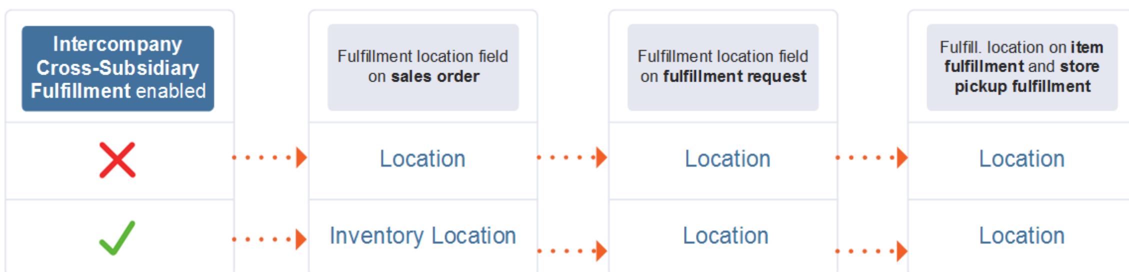
A shipping group is a unique combination of line attributes used to group lines in a fulfillment request. When creating fulfillment requests, you must create one fulfillment request per shipping group. Line attributes used to determine shipping groups include delivery address and shipping carrier.

If you automate the creation of fulfillment requests, NetSuite calculates shipping groups automatically and creates as many fulfillment requests as required.

Fulfillment Requests + Cross-Subsidiary Fulfillment

When the Intercompany Cross-Subsidiary Fulfillment feature is enabled in your account, the location specified in the Inventory Location column on a sales order determines the fulfillment location on the fulfillment request.

The following diagram illustrates which fields are used to specify the fulfillment location on the sales order, fulfillment request, and item fulfillment or store pickup fulfillment transactions.



Acknowledging Fulfillment Requests

To start processing an order from a fulfillment request, you must first acknowledge the fulfillment request, by marking it as in progress. After you make a fulfillment request as in progress, its status changes to In Progress.

Note that a fulfillment request at a particular location might be for all items in a sales order or only some of the items in a sales order. You can view the original sales order by clicking the link under the Primary Information section in the fulfillment request.

If a fulfillment request has two or more lines, you can choose to acknowledge only some of the lines. Lines you do not mark for fulfillment are removed from the fulfillment request when you save. A new fulfillment request must then be created to ensure the remaining items in the order are fulfilled.

> **Note:** Acknowledging a fulfillment request is the same for both shipping orders and pickup orders.

To acknowledge a fulfillment request:

1. Go to Transactions > Sales > Manage Fulfillment Requests.
2. In the Filters section, set your location as the fulfillment location.
3. Click **View** next to the fulfillment request that you want to acknowledge. The fulfillment request must have the status New.
4. Click **Mark In Progress** to confirm that you intend to fulfill all items in the fulfillment request.

If you only want to acknowledge some of the lines in the fulfillment request, click **Edit**. In the Items subtab, check the **Fulfill** box next to each item you intend to fulfill. Clear the **Fulfill** box next to the line items you do not want to request.

5. Click **Save**.

You can then start to fulfill the order – see Fulfilling Orders from Fulfillment Requests.

Managing Exceptions on Fulfillment Requests

Sometimes when fulfilling orders, an unexpected problem might occur with inventory of the ordered items. In NetSuite, you can manage these problems in different ways on the fulfillment request record, depending the fulfillment request type. For fulfillment requests of type Ship, you can reject lines in the fulfillment request. For fulfillment requests of type Store Pickup, you can enter “exceptions”. Examples of exceptions include out of stock inventory and damaged or spoiled items on the store shelves. Exceptions interrupt the normal store pickup workflow. The usage of exceptions on the fulfillment request record offers the following benefits:

- Enables you to record and track problems with inventory.
- Lets you view orders on hold because of inventory problems.
- Prevents further shipping orders from being assigned to a store automatically. This only applies if the Automatic Location Assignment feature is enabled and configured to assign locations to sales order lines automatically.

A fulfillment exception is a deviation from the expected fulfillment workflow, typically because of inventory problems. Two types of exceptions are available for store pickup orders: Picking and Picking Up. You enter the Picking exception type before or during the picking stage. You enter the Picking Up exception when the customer visits the store to collect the items.

Fulfillment request exceptions can be entered on a fulfillment request for both shipping orders and store pickup orders.

Exception Types and Reasons

To enter an exception on a fulfillment request, you must select an exception type and an exception reason. Exception types are predefined in NetSuite and cannot be changed. Exception reasons are not predefined in the system. You must create a list of fulfillment exception reasons that suit your business requirements prior to entering an exception – see Defining Fulfillment Exception Reasons. Exception types depend on the fulfillment request type. The following table describes each exception type and on which fulfillment request type you can enter it.

> **Note:** You can enter fulfillment exceptions for fulfillment requests of type Ship, however, only as a record of the occurrence of the exception.

Exception Type	Description	Available For These Fulfillment Request Types
Picking	A picking exception is entered when a problem occurs in the picking stage of the fulfillment workflow. You can enter a fulfillment request when it has the status New or In Progress.	▪ Ship ▪ Store Pickup
Picking Up	A picking up exception is entered when the customer visits the store to collect the order and decides not to pick up one or more of the items in the order.	▪ Store Pickup

Exception Type	Description	Available For These Fulfillment Request Types
	You can only enter a picking up exception after items have been picked.	
Packing	Packing exceptions are entered when a problem occurs in the packing stage of the fulfillment workflow. You can only enter an exception of type packing after items have been picked (on the item fulfillment).	▪ Ship
Shipping	Shipping exceptions are entered when a problem occurs in the shipping stage of the fulfillment workflow. You can only enter an exception of type shipping after items have been packed (on the item fulfillment).	▪ Ship

Fulfillment Exceptions for Store Pickup Orders

You record exceptions for store pickup orders by entering fulfillment exceptions on the fulfillment request record. To view which fulfillment requests have exceptions, you must create a custom view of the Fulfillment Requests page – see Viewing a List of Fulfillment Requests with Exceptions.

Working with exceptions on fulfillment requests consists of the following steps:

1. Store sales associates enter a picking type exception. See Entering Picking Fulfillment Exceptions.
2. Customer service employees (or store employees) set fulfillment instructions to fulfill or not fulfill based on customer feedback. See Resolving Fulfillment Exceptions.
3. Store associates confirm fulfillment instructions. See Confirming Fulfillment Exceptions.
4. If the customer does not pick up the order, enter a pickup type exception. (No further actions are required after this.) See Entering Pickup Fulfillment Exceptions.

To record exceptions for shipping orders, reject the lines in the fulfillment request instead of entering a fulfillment exception – see Fulfillment Exceptions on Shipping Orders.

Viewing a List of Fulfillment Requests with Exceptions

To work with fulfillment requests for store pickup, you need to create a custom view of the Fulfillment Requests page. Add the Pickup Hold field to the list of columns shown on the page. The Pickup Hold field is used to indicate the status of a fulfillment request when exceptions have been entered for one or more line items. See Using the Pickup Hold Field for more information about the Pickup Hold field.

To create a custom view to show fulfillment requests with the Pickup Hold field:

1. Go to Transactions > Sales > Manage Fulfillment Requests.
2. Click **Customize View**.
3. Click the **More Options** button.
4. In the **Search Title** field, enter a name for the custom view.
5. On the **Criteria** subtab, in the Standard sublist, add Type as a filter with its value set to Fulfillment Request.
6. On the **Results** subtab, in the Columns sublist, add the Pickup Hold field to the list of fields.
7. To specify a default sort order and column on the Fulfillment Requests page, select a field in the Sort By field. To sort in descending order, check the **Descending** box.

8. To show the Pickup Hold field as a filter in the custom view:
    a. Click the **Available Filters** subtab.
    b. Add the Pickup Hold field to the list of fields in the **Filter** column.
9. Add any other criteria, fields, or filters you want to be displayed in the custom view.
10. Click **Save**.

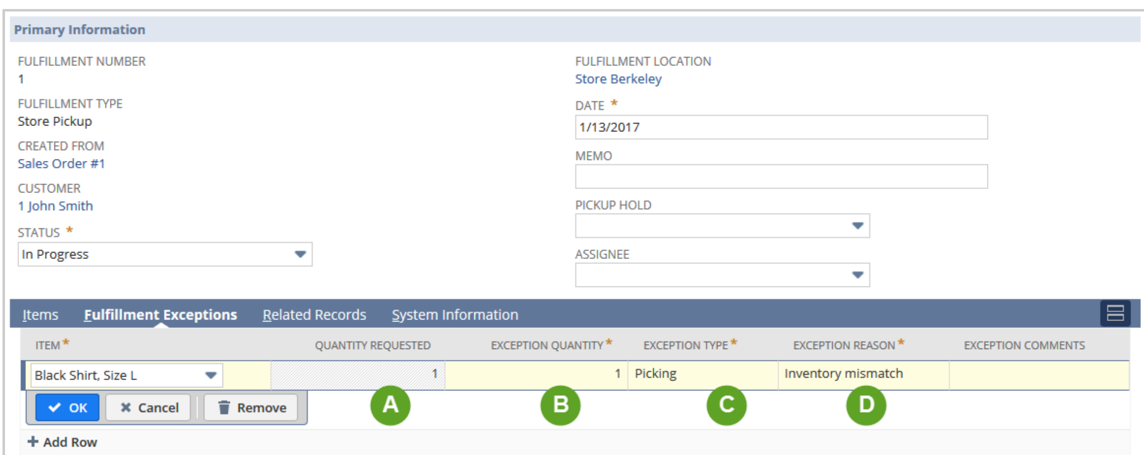
Entering Picking Fulfillment Exceptions

View a related video: Fulfillment Request Exceptions

You can enter a fulfillment exception when the fulfillment request has the status New or In Progress. To enter a fulfillment exception, you specify the exception quantity, the exception type, and the reason for the exception. The exception quantity you are able to specify depends on two factors: the exception type and the quantity of items already fulfilled.

The following screenshot shows how a picking fulfillment exception is entered on the fulfillment request record. The quantity requested is 1 (A) – this is usually the same as the quantity entered on the sales order. You enter the quantity of the items in the exception (B). You select the kind of exception – Picking or Picking Up (C). You enter the cause of the exception in the Exception Reason column (D).

Important: If you change the exception type after entering an exception quantity, verify that the exception quantity is correct.



Using the Pickup Hold Field

To indicate an exception has been entered and further action is required to process the order, NetSuite sets the Pickup Hold field on the fulfillment request. The field is only set when all line items in the fulfillment request are either picked or have a fulfillment exception. You and other employees can then view a list of fulfillment requests according to the pickup hold status.

Note: The status of the fulfillment request record is not affected by the Pickup Hold field.

The Pickup Hold field can have one of the following values:

- Customer Feedback Requested – NetSuite sets the Pickup Hold field to this value after a new fulfillment exception is entered on the fulfillment request and all other line items in the request are either picked or have a fulfillment exception. This is the first pickup hold status.

- Customer Feedback Received – After contacting the customer, you enter the customer's instructions on the fulfillment request. NetSuite sets the Pickup Hold to this value when all items have an instruction. This is the second pickup hold status.
- Instructions Acknowledged – This is the final pickup hold status. NetSuite sets the Pickup Hold field to this value to indicate that you have viewed instructions on all lines. When viewing the list of fulfillment requests, you can then filter out fulfillment requests with this pickup hold status.

To enter a picking fulfillment exception:

1. Go to Transactions > Sales > Manage Fulfillment Requests and click **Edit** next to the fulfillment request you want to work with.
2. Click the **Fulfillment Exceptions** tab.
3. In the **Item** column, select an item. Only unfulfilled items in the fulfillment request appear in the dropdown list.
4. In the **Exception Type** field, select Picking.
5. In the **Exception Quantity** column, enter the number of items for the fulfillment exception.
6. Select the reason for the exception. The list of reasons in the dropdown list depends on the selected exception type. See Exception Types and Reasons.

   You can also enter a comment if you want to add more details about the reason for the exception.
7. Click **Save**.

After you enter picking exceptions in a fulfillment request, NetSuite checks whether the pickup hold status needs to be updated. If the sum of the exception quantity and the picked quantity is equal to the requested quantity, NetSuite sets the pickup hold status to Customer Feedback Requested.

If the Pickup Hold field is not updated, make sure all line items in the fulfillment request are either picked or have a fulfillment exception.

> **Note:** The pickup hold status is independent of the fulfillment request status. The status of the fulfillment request remains In Progress (or New) regardless of the Pickup Hold status.

Examples of Picking Fulfillment Exceptions

Fulfillment Request with One Line Item

In this scenario, the fulfillment request has a quantity of five for item Blue Jeans Size M. During the picking stage of fulfillment, the store employee discovers that one of the items is damaged. The employee enters a fulfillment exception by specifying "1" as the quantity, "Picking" as the type, and "Damaged" as the reason. When the employee saves the fulfillment request with the exceptions, the Pickup Hold field is set to Customer Feedback Requested (because the sum of the picked quantity and the exception quantity is equal to the requested quantity).

Item	Quantity	Picked Qty	Exception Type	Exception Reason	Exception Qty
Blue Jeans Size M	5	4	Picking	Damaged	1

Fulfillment Request with Multiple Line Items

In this scenario, the fulfillment request has three line items (Blue Jeans Size M, Black Shirt Size M, and Scarf). The line item Blue Jeans Size M is fully available in the store, but the line item Black Shirt

Size M is only partially available, and the item Scarf is not available. Because the line items for the black shirt and the scarf cannot be picked, the employee enters a fulfillment exception for the line items, specifying the "Picking" exception type and the "Damaged" and "Inventory mismatch" reasons respectively. When all lines have been fully picked or exceptions have been entered, the Pickup Hold field is set to Customer Feedback Requested.

Item	Quantity	Picked Qty	Exception Type	Exception Reason	Exception Qty
Blue Jeans Size M	3	3			
Black Shirt Size M	2	1	Picking	Damaged	1
Scarf	1	0	Picking	Inventory mismatch	1

Picking Exceptions + Automatic Location Assignment

If the Automatic Location Assignment feature is enabled and you enter a picking exception, NetSuite suspends automatic location assignment of the item. Entering a picking exception is typically an indication of an anomaly or problem with inventory of the item at the location. NetSuite therefore suspends automatic location assignment of the item to prevent further fulfillment requests being created for the location. After you save the exception on the fulfillment request record, NetSuite no longer assigns locations automatically to sales order lines that have the suspended items.

> **Important:** Store pickup orders are not affected by suspension of the item because the customer explicitly chooses the store pickup location at the time the order is created.

To start receiving fulfillment requests again at the location for suspended items, you must clear the Auto Loc. Assignment Suspended box on the item record. To restore an item suspended for automatic location assignment, go to Lists > Accounting > Items and click Edit next to the item you want to restore. On the Purchasing/Inventory subtab, in the Locations sublist, clear the **Auto Loc. Assignment Suspended** box for the location, and then click Save.

Resolving Fulfillment Exceptions

When there are pickup exceptions in a fulfillment request, you typically need to contact the customer to determine how to proceed with the order. Based on the customer's wishes, you can set instructions to either continue with fulfillment of the items or cancel fulfillment of the items on the order.

To resolve fulfillment exceptions, you must first identify the fulfillment requests that have exceptions requiring customer feedback. Then, you need to set fulfillment instructions on each line in the request.

Viewing Fulfillment Requests That Require Customer Feedback

The Pickup Hold field on a fulfillment request record indicates the status of the request as regards the fulfillment exceptions entered on it.

> **Note:** The status of the fulfillment request itself remains either New or In Progress irrespective of the Pickup Hold status.

To view fulfillment requests requiring customer feedback:

1. Go to Transactions > Sales > Manage Fulfillment Requests.

2. Select a custom view that displays the Pickup Hold field.

   If a suitable custom view is not available, you can create one – see Viewing a List of Fulfillment Requests with Exceptions
3. Filter the list to show fulfillment requests with the Pickup Hold field set to Customer Feedback Requested.
4. Click **View** to open a fulfillment request.

After you identify the items for which a fulfillment request exception was entered, you contact the customer to explain the reason for the exception and to determine how to proceed with order fulfillment.

Setting Fulfillment Instructions on a Fulfillment Request

Fulfillment instructions indicate how to continue order fulfillment after receiving customer feedback. NetSuite offers two possible fulfillment instructions:

- **Fulfill**

  When you set fulfillment instructions to Fulfill, it indicates that the customer still wants to pick up the items. For example, if an exception was entered because of an inventory mismatch, but the store is expecting inventory the next day, the customer might still want to pick up the order despite the extra day wait.
- **Do Not Fulfill**

  When you set fulfillment instructions to Do Not Fulfill, it indicates that the customer no longer wants to purchase the item. If the quantity of the fulfillment exception is the same as the line item quantity, the line item is rejected (the quantity in the Rejected column is set to the same value as the Quantity column). If all line items in a fulfillment request are rejected, the fulfillment request status is Rejected.

  If line items on the fulfillment request have already been picked (and a store pickup fulfillment record created) and you set Do Not Fulfill on all lines (including picked lines), the fulfillment request is rejected and the store pickup fulfillment records are cancelled.

When a fulfillment request has exceptions, you must set fulfillment instructions on all line items in the fulfillment request, even if only one line item has an exception.

To set fulfillment instructions:

1. Go to Transactions > Sales > Manage Fulfillment Requests.
2. Select a custom view that shows the Pickup Hold column.
3. Click **Edit** next to the fulfillment request you want to work with.
4. On the **Items** subtab, set the fulfillment instruction in the Instruction column of each line item to one of the following:
   - Fulfill
   - Do Not Fulfill

   > **Important:** You must set fulfillment instructions on all lines in the fulfillment request to ensure the pickup hold status is updated.
5. Click **Save**.

When all line items in the fulfillment request have a fulfillment instruction, NetSuite sets the pickup hold status of the fulfillment request to Customer Feedback Received. Store employees can then view all fulfillment requests with customer feedback and confirm the instruction to continue processing the orders.

> **Note:** If no lines in the fulfillment request have been picked, you can cancel the fulfillment request by clicking the Cancel Request button.

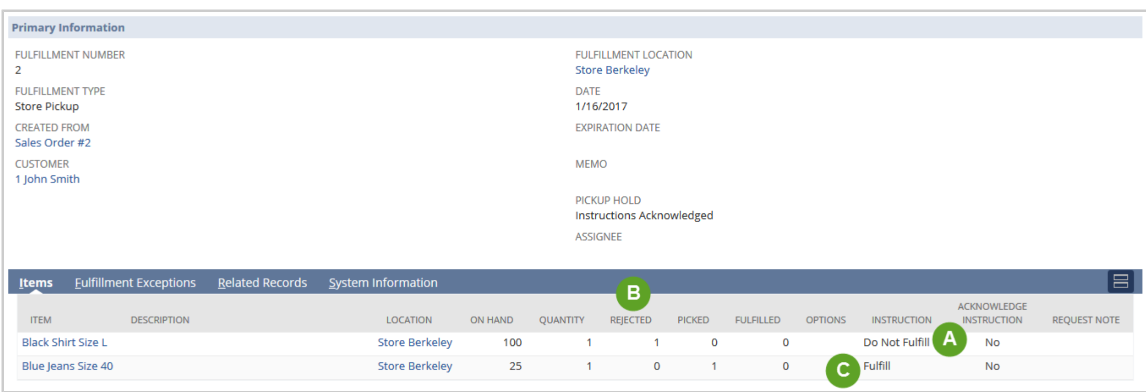
Confirming Fulfillment Exceptions

After fulfillment instructions are set on the fulfillment request (see Setting Fulfillment Instructions on a Fulfillment Request), you can continue processing an order. If the instruction on a line is set to Fulfill, you continue preparing the item for pickup by the customer. If the instruction is Do Not Fulfill, the line is rejected and you do not need to prepare the item for pickup.

> **Note:** A line is defined as rejected when the rejected quantity (in the Rejected column) is the same as the requested quantity (in the Quantity column) on the Items subtab.

To finalize the fulfillment exception workflow, you must acknowledge the fulfillment instructions received. When you acknowledge all lines in a request, NetSuite sets the pickup hold status to Instructions Acknowledged. You can then filter out completed requests on the Fulfillment Requests page and view reports based on the pickup hold status. You must acknowledge instructions on all lines, regardless of whether the instruction is Fulfill or Do Not Fulfill, otherwise the pickup status remains as Customer Feedback Received.

In the following screenshot, the instructions on a fulfillment request have been acknowledged. A fulfillment exception was entered for the first line (Black Shirt Size L) due to physical damage and the second line (Blue Jeans Size 40) was picked. The customer decided to cancel the first line in the order. The instruction was set to Do Not Fulfill (A). Because the quantity requested was the same as the quantity in the fulfillment exception, NetSuite set the rejected quantity to 1 (B). The customer still wanted to pick up the second item, therefore the instruction was set to Fulfill (C).



To view fulfillment requests with fulfillment instructions entered, you must display a list of fulfillment requests that have the pickup hold status set to Customer Feedback Received. See Viewing a List of Fulfillment Requests with Exceptions for information about showing additional fields in the fulfillment requests list.

To confirm fulfillment instructions:

1. Go to Transactions > Sales > Manage Fulfillment Requests.
2. Select a custom view that shows the Pickup Hold column.

3. Click **Edit** next to the fulfillment request (with pickup hold status of Customer Feedback Received) you want to work with.
4. Click the **Items** subtab.
5. Check the box in the **Acknowledge Instruction** column for all line items.
   - If the Instruction column is set to Fulfill, you can continue preparing the order for the customer for pickup.
   - If set to Do Not Fulfill, you do not need to pick the item. If the item is already picked, you can restock it.
6. Set the value of the **Pickup Hold** field in the header section to Instructions Acknowledged.
7. Click **Save**.

Entering Pickup Fulfillment Exceptions

When a customer visits the store to pick up an order, the customer might decide to not pick up all items in the order. You can enter a pickup fulfillment exception to record the fact that the customer did not pick up one or more items. You can only enter a pickup fulfillment exception after goods have been picked. When entering a pickup fulfillment, you must also select an exception reason. You can enter comments to provide additional information about the reason. See Exception Types and Reasons for a list of exception reasons.

> **Important:** Entering a pickup exception does not affect the status of the fulfillment request or the store pickup fulfillment. You might need to update related documents or transactions in the system separately, such as the sales order or store pickup fulfillment. The business workflow in use at your company will determine the next steps you need to complete. Possible actions might include canceling the store pickup fulfillment and then canceling the fulfillment request to remove it from the list of requests.

To enter a pickup fulfillment exception:

1. Go to Transactions > Sales > Manage Fulfillment Requests and click Edit next to the fulfillment request you want to work with.
2. Click the **Fulfillment Exceptions** subtab.
3. Select the item in the **Item** column.
4. Set the exception type as Picking Up and then select an exception reason.
5. Enter the exception quantity and then click **Add**.
6. Click **Save**.

Fulfillment Exceptions on Shipping Orders

Record exceptions on fulfillment requests for shipping orders by rejecting lines in the fulfillment request. You can reject lines on a fulfillment request provided that the lines have not been picked. If you reject a line, you must reject the full quantity of the line.

You can also cancel a fulfillment request provided that no items in the request have been picked and the request has a status of New or In Progress. After you cancel a fulfillment request, you can no longer change it. If there are still items on the sales order to be fulfilled, you must create a new fulfillment request.

The main differences between rejecting and canceling a fulfillment request are as follows:

Rejecting	Canceling
Applies to one or more unpicked lines in the fulfillment request. You can choose which lines to reject.	Applies to all line items in the fulfillment request.
Lets you enter a reason for the rejection.	No way to record a reason for the cancelation.
Rejected line items can no longer be changed in the fulfillment request, except to enter a reason for the rejection in the Request Note field. You can continue working with the remaining line items in the fulfillment request.	The fulfillment request becomes read only. No lines can be changed.
If the Automatic Location Assignment feature is enabled, the Automatic Location Assignment Suspended box is checked on each item record for the location that rejects the lines. Later fulfillment requests will not contain the rejected line items at the location that rejected the items until the box is cleared on the item record.	No changes are made to the item records. Subsequent fulfillment requests can include the same line items.

Rejecting and Canceling Fulfillment Requests

When fulfilling shipping orders from a fulfillment request, you might encounter problems with inventory that prevent you from fulfilling the order or part of the order. In the order fulfillment workflow, such inventory problems are called "exceptions". To record these exceptions on a fulfillment request properly for shipping orders, you reject the lines in the fulfillment request.

> **Note:** The fulfillment request type for shipping orders is Ship; the fulfillment request type for store pickup orders is Store Pickup.

You can reject lines in a fulfillment request provided the items have not yet been picked. If you reject all lines in a fulfillment request, the fulfillment request status is set to Rejected. If you reject only some lines the fulfillment request status remains In Progress. After you fulfill the remaining lines, the fulfillment request status is Fulfilled with Exceptions.

If the fulfillment request is for a store pickup order (the fulfillment request type is Store Pickup), enter a fulfillment exception instead of rejecting the lines. See Fulfillment Exceptions for Store Pickup Orders for more information.

To reject all unpicked lines in a fulfillment request:

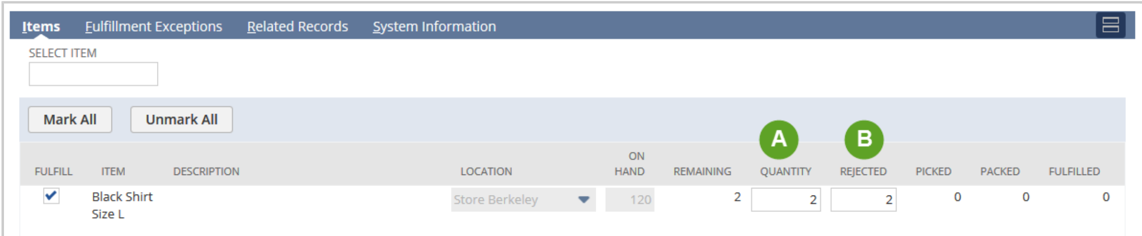
1. Go to Transactions > Sales > Manage Fulfillment Requests.
2. Click **View** next to the fulfillment request record in which you want to reject lines.
3. Click **Reject Unpicked Lines** to reject all lines which have not yet been picked.
4. Click **Yes** to confirm the rejected line items and quantities.

   If you rejected all requested lines in the fulfillment request, the status is set to Rejected and the record becomes read only. If you only rejected some of the lines (because you already started to fulfill other lines in the request), the status of the fulfillment request remains In Progress until the line items are shipped.

You can also reject an individual line in a fulfillment request without having to reject all unpicked lines. The following two conditions must be met to reject a line:

- The quantity you reject must be the same as the quantity requested.
- The picked quantity of the line must be zero.

To reject an individual line, edit the fulfillment request you want to work with, and then enter the rejected quantity of the line in the Rejected column. The Rejected column must have the same value as the Quantity column. The following screenshot shows a rejected line in a fulfillment request. The requested quantity (A) and the rejected quantity (B) are the same.



To cancel a fulfillment request:

1. Go to Transactions > Sales > Manage Fulfillment Requests.
2. Click **View** next to the fulfillment request record you want to cancel.
3. Click **Cancel Request**.

   After you cancel a fulfillment request, you can no longer change it.

   > **Note:** You can also cancel a fulfillment request when editing the fulfillment request record. To do so, in the Status field, select Cancelled and then click Save.

Rejected Fulfillment Requests + Automatic Location Assignment

When the Automatic Location Assignment feature is enabled in your account, you can configure NetSuite to assign fulfillment locations to sales order lines and then create fulfillment requests automatically. When you reject a fulfillment request or a line in a fulfillment request, however, the system performs a number of actions depending on how automatic location assignment is configured.

Firstly, automatic location assignment is suspended on the item record for the fulfillment request location. Specifically, on the item record, the Automatic Loc. Assignment Suspended attribute is checked for the location. This means that the automatic location assignment engine will not assign the same location to new sales orders until the box is cleared.

To resume the automatic creation of fulfillment requests for an item at a location, clear the Auto Loc. Assignment Suspended on the item record. See Configuring Items for Automatic Location Assignment for more information.

Secondly, if automatic location assignment is configured to run when fulfillment requests are rejected, the automatic location assignment engine will run again on the sales order to assign another location to the line. The Automatic Loc. Assignment Suspended attribute on the item ensures that the same location is not assigned to the line. If the engine assigns another location, a new fulfillment request is created for the other location. See Managing Automation Settings for Automatic Location Assignment about configuring automatic location assignment.

> **Note:** If you create a fulfillment request manually on a sales order, it is possible to create it for a location at which automatic location assignment is suspended.

Rejected Fulfillment Requests

When a fulfillment request has the Rejected status, it indicates that the fulfillment request has been discarded. Rejected items in the fulfillment request will not be fulfilled. You reject fulfillment requests in different ways, depending on the type of order:

- For shipping orders, you reject all lines.

> **Note:** The Rejected status is set only when all lines in the fulfillment request are rejected. If some lines are already picked (and will be shipped to the customer) and you reject all unpicked lines, the status of the fulfillment request is not set to Rejected.

- For store pickup orders, you add a fulfillment exception.

> **Note:** The Rejected status is set when the Instruction column of all lines in the request is set to Do Not Fulfill. See Resolving Fulfillment Exceptions for information about how to set fulfillment instructions.

To ensure the fulfillment request workflow remains valid, and information on the fulfillment request is consistent, most fields on a rejected fulfillment request record are read only. Fields and information that is read only includes the following:

- The Quantity and Rejected columns under the Items subtab are read only.
- Line items cannot be removed.
- Fulfillment exceptions already entered on the Fulfillment Exceptions tab cannot be removed.

You can continue to edit the following fields on a rejected fulfillment request record:

- Custom fields you added to the fulfillment request record.
- The Date, Memo, and Assignee fields on the record header.
- Notes entered at the line level under the Items subtab.

Fulfilling Orders

Orders are fulfilled by shipping the items to the recipient. Fulfilling an order includes pulling the items from inventory, packaging them and sending them to your customer. You can fulfill orders in several ways:

- Fulfill a single order – You can fulfill orders on an individual basis. See Fulfilling Orders Individually.
- Bulk fulfill orders – You can fulfill many orders at the same time. See Bulk Fulfilling Orders.
- Bulk fulfill orders with a CSV import – You can import a CSV file that contains a list of fulfilled orders. See Bulk Fulfilling Orders Using a CSV Import.
- Fulfill orders with Pick, Pack, and Ship enabled – If the Pick, Pack, and Ship feature is enabled, you can use separate processes to fulfill orders. See Fulfilling Orders Using Pick, Pack, and Ship.
- Fulfill shipping orders from a fulfillment request – If you use the Fulfillment Request feature, you can acknowledge the fulfillment request and then fulfill it by picking, packing, and shipping the requested items. See Fulfilling Orders from Fulfillment Requests.
- Fulfill store pickup orders – You fulfill store pickup orders by picking the items from store inventory and creating a store pickup fulfillment record. Store pickup orders can be fulfilled from a fulfillment request, or if the Fulfillment Request feature is not enabled, from a sales order. See Fulfilling Store Pickup Orders.

Fulfilling an item affects the general ledger by posting a debit to the Cost of Goods Sold (COGS) account and a credit to the Inventory Asset account. See the help topic Sales Transaction GL Impact for more information about the accounting impact of fulfilling orders.

> **Note:** For details about fulfilling an order without Advanced Shipping enabled, please read the help topic Billing or Invoicing a Sales Order.

Fulfilling Orders Individually

You can fulfill a single order when you are ready to ship the ordered items to the customer. When you fulfill an order, an item fulfillment is created. If you use the Pick, Pack, and Ship feature, you can also fulfill orders using separate processes for picking, packing, and shipping goods – see Fulfilling Orders Using Pick, Pack, and Ship for more information.

To fulfill an order:

1. Go to Shipping > Shipping > Fulfill Orders.
2. Optionally, filter the list of available orders to be fulfilled according to any of the following criteria:
   - Customer – Select a customer in the **Customer** field.
   - Fulfillment location – Select a location in the **Bulk Fulfill From Location** field and make sure the **Filter** box is checked.
   - Item availability – Filter orders based on the availability of items in each order. You can choose to show orders that have some items committed, show orders that have all items committed, show ship complete orders, or ignore item availability on orders.
3. Click **Fulfill** next to the order you want to fulfill.
4. On the New Item Fulfillment page, verify or enter information in the following fields:
   - **Ref. No.** – A number or code you can later use to reference this item fulfillment. If To Be Generated is displayed as the reference number, the number is created only after you save the item fulfillment. Otherwise, an autogenerated item fulfillment number is displayed; you can enter a different number if desired.
   - **Customer** – The customer for whom the sales order was created.
   - **Created From** – The name and number of the original transaction on which the item fulfillment is based. You can click the number to view the transaction.
   - **Date** – The date of the item fulfillment.
   - **Posting Period** – The accounting period to which the transaction will be posted. You can only choose open accounting periods.

     > **Note:** This field appears only when the Accounting Period feature is enabled.
5. In the **Items** subtab, enter the details of the line items to be fulfilled:
   a. In the **Quantity** column, verify that the quantities showing match the items you are shipping.
      - If you want to fulfill the entire order, make sure the amount in the Quantity column equals the amount in the Remaining column for each item.
      - To partially fulfill the order, enter the actual quantity of each item that you are shipping.

   b. If an item is a serialized item or a lot numbered item, enter the serial or lot number in the **Serial/Lot Numbers** field.
      - Separate each serial number with a space, a comma, or by pressing **Enter** after each one.

You must enter a serial number for each serialized item. For example, if you enter a quantity of 2, then you must enter two serial numbers.

- Lot numbers must be entered in this format: **LOT#(Quantity)**

  For example, to enter a quantity of 100 items as Lot number ABC1234, enter **ABC1234(100)**.

c. In the **Bin Numbers** column, the preferred bin for that item displays. After this item is picked, you can edit this field if items were pulled from other bins associated with the item. The Bin Numbers field can be edited only if the item is stored in bins.

To edit bins, click the **Bins** icon, change the quantity pulled from each bin associated with the item, and click **Done**.

> **Note:** The Bin Numbers column appears only when the Bin Management feature is enabled.

6. In the **Shipping** subtab, verify the shipping information and shipping address.

> **Note:** The Shipping Cost field appears only when charges are enabled for shipping.

7. In the **Packages** subtab, verify package weights, description of contents, and tracking numbers.

> **Note:** If the initial package weight has been manually updated or if more than one package has been added, then the package weight is not auto-calculated when an item quantity is changed on an item fulfillment using the Select Item field. Package weights must be manually updated.

8. Click **Save**.

> **Note:** After an item fulfillment posts to the General Ledger, the fulfillment cannot be edited if the transaction date falls within a closed period.

Fulfilling Orders from Fulfillment Requests

> **Note:** The following information relates to fulfilling **shipping orders** from fulfillment requests. To fulfill a store pickup order from a fulfillment request, see Fulfilling Store Pickup Orders from Fulfillment Requests.

Fulfilling orders from a fulfillment request uses the pick, pack, and ship workflow. To fulfill a shipping order from a fulfillment request, you create an item fulfillment record. The fulfillment request record must have the In Progress status before you can proceed with fulfillment. You can create multiple item fulfillments from a single fulfillment request.

When you create the item fulfillment, its status is initially set to Picked. At this stage, the fulfillment request status is also Picked provided that all items in the fulfillment request have been picked; otherwise, the status remains In Progress until the items are marked as Shipped in the item fulfillment. The number of items you pick, pack, and ship in the item fulfillment are also shown in the fulfillment request. After you start fulfillment, you can no longer reject or cancel the line items in the fulfillment request.

If you delete an item fulfillment created from a fulfillment request, the fulfillment request reverts to In Progress. You can then start to fulfill from the fulfillment request again.

To fulfill a shipping order from a fulfillment request

1. Go to Transactions > Sales > Manage Fulfillment Requests.

2. Click **View** next to the fulfillment request you want to fulfill.
3. Click **Fulfill**. The Item Fulfillment page appears.
4. If both the status and quantities are correct, click **Save** to create an item fulfillment record.

   The status is set to Picked by default, which is the first status in the pick, pack, and ship workflow. You can also skip the Picked status and select the Packed or Shipped status instead.
5. Continue working on the item fulfillment record until the items in the order are shipped:
   a. First, in the item fulfillment record with status Picked, click **Mark Packed**.

      After you mark an item fulfillment as packed, it status changes to Packed.
   b. Then, in the same item fulfillment record with status Packed, click **Mark Shipped**.

      After you mark an item fulfillment as shipped, it status changes to Fulfilled

   After items are marked as shipped in the item fulfillment record, the quantity shipped appears in the Fulfilled column in the fulfillment request.

Fulfillment Requests + Automatic Location Assignment

If the Automatic Location Assignment feature is enabled, and depending on how the feature is set up, deleting an item fulfillment can cause NetSuite to run the automatic location assignment process again. NetSuite might then assign a different fulfillment location to the line items in the sales order, in which case a new fulfillment request will be created. See Automation Overview for more information about the main aspects of automatic location assignment and the automatic creation of fulfillment requests.

Bulk Fulfilling Orders

You can fulfill many orders simultaneously from the same location. You select the location from which you want to fulfill the orders and submit the orders for processing. NetSuite processes the orders in the background.

To bulk fulfill orders:

1. Go to Shipping > Shipping > Fulfill Orders.
2. Optionally filter the list of orders by selecting a customer you want to fulfill an order for.
3. Select the period you want the fulfillments to post to.
4. In the **Set Shipment Status To** field, select the status you want these fulfilled sales orders to be set to.

   Note: This field appears only when the Pick, Pack, and Ship feature is enabled.
5. In the **Transaction Type** field, select to filter the list for sales orders or transfer orders.
6. To choose the location from which you want to fulfill the orders, select a location in the **Bulk Fulfill From Location** field and clear the Filter box.
7. In the **Filter By** field, choose one of the following to filter the orders shown:
   - **Some Items Committed** – The list shows orders that have one or more items committed to be fulfilled.
   - **Respect Ship Complete** – The list shows only the orders that are committed according to their ship complete setting. This includes all orders that are not restricted to ship complete.
   - **All Items Fully Committed** – The list shows orders that have all items committed to be fulfilled.

- **Ignore Item Availability** – The list shows all open orders regardless of the availability of items on the orders.

If you use the Multiple Shipping Routes feature, you generate an item fulfillment for each address. The shipping address and the corresponding shipping method for each order is displayed in the list of orders for fulfillment.

> **Note:** You cannot fulfill or bill sales orders with the status Pending Approval. You also cannot close lines on a sales order with this status. If you need to make changes to an order that is pending approval, you can remove line items.

For more information, see the help topic Item Fulfillments and Multiple Shipping Routes.

8. In the **Ship Via** field, choose the shipping method for the selected sales orders. To use the shipping method as specified on the sales order, select Default From Order.
9. Check the **Fulfill** box next to the orders you want to fulfill.

   You can also select the orders you want to process by scanning the sales order barcode in the **Select Order Number** field in the Orders subtab. This field appears only when the Bar Coding and Item Labels feature is enabled.

   The Customize button in the Orders subtab lets you add more columns to the list or add more filters above the list.
10. > **Important:** In this step, the selected sales orders will enter the processing queue and will be fulfilled with the values selected.

    Click **Submit** to fulfill the sales orders.

All orders you checked are processed together as one Job. If it takes more than 10 seconds to process, the Job Status page opens to show the jobs being processed. For each job being processed, the page shows the Job ID and name, date initiated, status, and percent complete. You can process several fulfillment jobs at once and track them on the Job Status page. Go to Shipping > Shipping > Fufill Orders > Status > Status to view the status of the sales order fulfillment process.

When fulfillments are in the processing queue, they no longer appear on the Fulfill Orders page.

You can enable a preference to send a confirmation email showing the total quantity shipped upon fulfillment of orders. For more information, read Order Fulfillment Confirmation Email.

Bulk Update Fields

The bulk fulfillment page includes a Set Fields subtab where you can enter updates for orders being fulfilled.

For example, if you bulk fulfill a group of sales orders, you may want to update the memo field on all of the orders to say “Q1 Rush processing.” You are able to enter the memo text on the Set Fields subtab and all orders processed show the new text.

To update fields during a bulk process:

1. Go to Shipping > Shipping > Fulfill Orders to open the Fulfill Orders page.
2. Click the **Set Fields** subtab to choose the fields to update and select the data for entry.
3. In the **Field** column, choose a field to update.
4. Depending on the field you select, data can be entered in one of the following fields:
   - In the **Selection** column, choose a setting for the field.

- In the **Checked** column, define whether a box is checked or cleared.
- In the **Text** column, enter text to be entered in the chosen field.
- In the **Date** column, choose a date to be entered in the chosen field.

5. Click **Add**.
6. Repeat these steps for each field you want to update during this bulk process.
7. Complete other fields on the fulfillment form as necessary.
8. Click **Submit**.

When you submit the form, the fulfillments are generated and the fields are updated as you have specified.

> **Note:** Only fields in the header of the form are available to be updated during bulk fulfillment or invoicing.

Bulk Fulfilling Orders Using a CSV Import

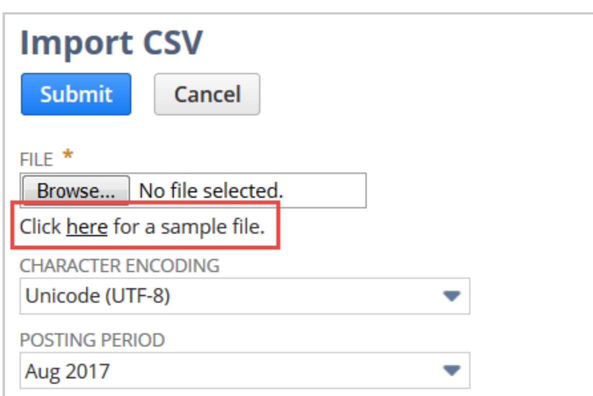
You can bulk fulfill orders by importing a CSV file that contains a list of fulfilled order numbers. Similar to bulk fulfilling on the Fulfill Orders page, you choose the accounting posting period for the orders, the transaction date, and a shipment status (if the Pick, Pack, and Ship feature is enabled). You can also select the bulk fulfill location if the Multi-Location Inventory feature is enabled.

The fields required in the CSV file depend on how the following preferences and features are configured in your NetSuite account:

- The Charge for Shipping preference.
- The Advanced Shipping feature.
- The Multi-Location Inventory feature.
- Shipping integration with FedEx, UPS, or USPS.

To determine the fields required in the CSV file, you can download a sample CSV file. If a field is in the sample file for your company, you must include it in the CSV file to be imported. For example, if you charge for shipping, but do not use the Advanced Shipping feature nor shipping integration, the CSV file contains two fields only: Order Number and Tracking Number.

To download a sample CSV, go to Shipping > Shipping > Fulfill Orders and click the Import-CSV button. Click the link next to the File field to download a sample file.



The following table describes the possible fields in a CSV file.

Field	Description
Order Number	The order number as it appears in NetSuite. If order numbers have prefixes, you must include the prefix, for example, "SO160089" instead of "160089".
Transaction Type	This field must be one of the following transaction types: ■ Sales Order ■ Transfer Order
Weight	The total weight of the order.
Tracking Number	The tracking number of the package. 64 digits maximum.
Label Integration	A boolean value indicating the sales order uses label integration. This field must be one of the following values: ■ T ■ F T (True) indicates the sales order uses label integration. F (False) indicates the sales order does not use label integration.

The first line in the CSV file must be a header line with the exact field names as they appear in the sample file. You will be unable to upload the CSV file if you omit the header line or name the header fields incorrectly. For information about naming and formatting CSV files, see the help topic General CSV File Conventions.

> **Note:** Columns and custom fields cannot be added to this type of import.

To bulk fulfill orders using a CSV Import:

1. Go to Shipping > Shipping > Fulfill Orders.
2. On the **Fulfill Orders** page, click the **Import-CSV** button to open the Import CSV page.
3. If you need to prepare a CSV file, click the link next to the File field to download a sample file. You can enter information in this file or create a file like it.

   > **Note:** The first line (header) in the sample file lists the required fields. A brief explanation of the fields is shown below the first line. To use the file, delete all lines in the sample file except the first line and then enter the fulfillment information in the file.

4. In the **File** field, select the CSV file containing the list of fulfilled orders you want to import.
5. Enter a posting period and a date.
6. If the Pick, Pack, and Ship feature is enabled, select a value for **Set Shipment Status To**. If the CSV import process is completed successfully, the status of the item fulfillment is set to the value you selected in the Set Shipment Status To field.
7. If Multi-Location Inventory is enabled, select a location in the **Bulk Fulfill from Location** dropdown.
8. If the Advanced Shipping feature is enabled, select a value for **Ship Via**.
9. To specify the values for other fields in the orders, select a field in the Field column and enter the value in the Selection, Checked, Text, or Date columns. The value you specify will be used for all orders in the CSV file.
10. Click **Submit**.

    When you click Submit, the Process Status page shows the submission status of the CSV import process. Click the **Refresh** button to update the status. When the status is Complete, you can view the results of the import. See Checking the Processing Status of Bulk Fulfilled Orders for more information about the Process Status page.

When working with a third-party logistics service, you typically need to send a list of orders to the third-party before the orders can be processed and fulfilled in bulk. You can export a list of orders from NetSuite to a CSV file. To export a list of sales orders, go to . Filter the list of orders as required and then click the **Export – CSV** button. For more information about exporting to CSV, see the help topic Exporting Lists.

Checking the Processing Status of Bulk Fulfilled Orders

After submitting orders for bulk fulfillment, you can check the processing status of the orders. Orders are processed asynchronously, so you can continue to work in NetSuite and check back on the processing status at intervals. You can submit several bulk fulfillment jobs at once and track them on the Process Status page.

You can view the processing status of previous bulk fulfill jobs by filtering by date. NetSuite shows bulk fulfillment jobs for the current date by default.

Depending on the number of records in the job, processing begins either immediately or after a short delay. If there are less than 25 records, processing starts immediately. Otherwise, the bulk processing job is queued and starts after a short delay.

The Process Status page shows the following information:

- Submission ID – A unique identifier of the bulk processing job.
- Process Type – When fulfilling sales orders, the process type is Fulfill Sales Orders.
- Submission Status:
  - Not Started – The job has been submitted but has not yet started.
  - In Progress – Records in the job are currently being processed. The Percent Complete column indicates progress.
  - Complete – All records in the job have been processed. If errors occurred, the number of errors is shown in the Message column.
- Percent Complete – The percentage of records processed.
- Message – Indicates the number of errors that occurred during the processing.
- Date Created – The date and time the bulk processing was started.
- Created By – The user that submitted the bulk process job.

After the processing job is complete, you can view the results of the bulk processing on the Processed Records page. Information on the Processed Records page includes the result status, the result record ID, and an error message if an error occurred. The result record of fulfilling a sales order is an item fulfillment.

To check the processing status of bulk fulfilled orders

1. Go to Transactions > Sales > Fulfill Orders > Status.
2. Click **Filters** to choose the time period for which you want to view bulk fulfillment jobs. NetSuite uses the current date by default.
3. To view the results of a processing job, click the status link in the Submission Status column.
4. If errors occurred during the processing, the number of errors is shown in the Message column. Click the link to open the Bulk Processing Errors page and view the errors.
5. To view the latest status of the bulk processing jobs, click **Refresh**.

If you use the Pick, Pack, and Ship feature, you can check the processing status of orders when you bulk fulfill orders and set the shipping status to Picked, or Packed, or Shipped. The Process Status page is also used when bulk processing other records in NetSuite, for example, when invoicing sales orders or entering memorized transactions.

Fulfilling Orders Across Multiple Accounting Periods

When the Pick, Pack, and Ship feature is enabled, you can enable the Update Transaction Date Upon Fulfillment Status Change preference to pick items in one accounting period and ship in another accounting period.

For example, you may want to enter the following transactions for an order:

Order entered	March 1	Accounting period not yet selected.
Order picked	March 26	Post to a closed accounting period.
Order packed	March 27	Post to a closed accounting period.
Order shipped	April 2	An open accounting period must be selected.

After the order status is marked Shipped, to save the order, the transaction date of the item fulfillment must be in an open accounting period and an accounting period must be selected. The period based on the shipped date shows by default in the Accounting Period field.

To fulfill across periods, you must enable the Update Transaction Date Upon Fulfillment Status Change preference. Preferences can be set at Setup > Accounting > Accounting Preferences by a user who has the Set Up Accounting permission.

After this preference is enabled, NetSuite can update the transaction date based on status changes. When you initially enter the fulfillment, the transaction date field is populated with the current date. Orders function depending on their status, as described below:

Picked

- If the Pick Date field is empty, it populates with the current date and the Transaction Date field is populated with the current date.

Packed

- If the Pick Date field is empty, it populates with the current date.
- If the Pack Date field is empty, it populates with the current date and the Transaction Date field is populated with the current date.

Shipped

- If the Pick Date field is empty, it populates with the current date.
- If the Pack Date field is empty, it populates with the current date.
- If the Ship Date field is empty, it populates with the current date and the Transaction Date field is populated with the current date.
- The Accounting Period field is required and it is populated based on the Ship Date.

> **Note:** You cannot edit, delete, or save a transaction with a Shipped status that is posting to a closed accounting period.

For details about the Pick, Pack and Ship feature, read Pick, Pack, and Ship Overview.

Closing Line Items That Will Not Be Fulfilled

On orders, you are able to close line-items manually when you do not intend to fulfill open items on the order.

For example, you sell ten widgets to a customer and have already fulfilled five of them. Then, you discontinue the item and cannot fulfill the remaining five. If you close the line manually instead of changing the quantity, you retain a record of how many were ordered originally.

To close a line item on an order manually:

1. Go to Transactions > Sales > Enter Sales Orders > List.
2. Click **Edit** next to the order with the line you want to close.
3. On the **Items** subtab of the order, click the line you want to close.
4. Check the box in the **Closed** column, and click **Done**.
5. Click **Save**.

> **Note:** If you are going to close a line item on a sales order manually, you must bill the sales order **BEFORE** you close the line. When all lines on a sales order are fulfilled or closed manually, the sales order will be removed from the billing queue and the receiving queue.

Store Pickup

> **Note:** The Store Pickup feature is available in the U.S. edition and Canada edition of NetSuite .

> **Important:** The Store Pickup feature is not compatible with the SuiteTax feature. See the help topic SuiteTax for more information.

Store pickup, also known as store pickup fulfillment, lets you fulfill orders from a retail location instead of a warehouse or distribution center. Instead of customers having their order shipped to their home or workplace address, they can visit a retail location of their choice to collect the order. By enabling store pickup, you can offer your customers an additional convenient way to receive their orders, eliminate shipping charges for your customers, and increase foot traffic and cross-selling opportunities at your retail locations.

You can use the Store Pickup feature either with or without the Fulfillment Request feature. A fulfillment request is an intermediary record between the sales order and the store pickup fulfillment record. If you do not use fulfillment requests, you can fulfill a store pickup order directly from the sales order record – see Fulfilling Store Pickup Orders from Sales Orders.

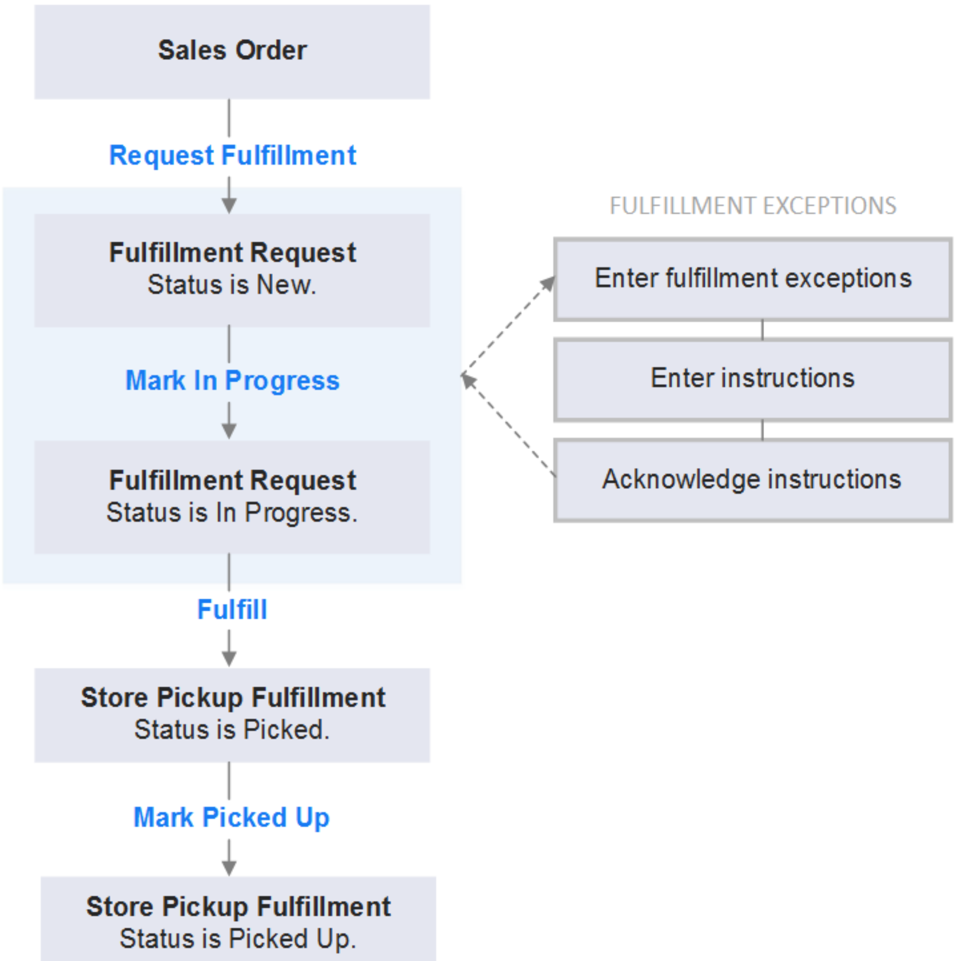
NetSuite recommends using fulfillment requests for store pickup orders.

Store Pickup Workflow

Store Pickup Workflow

In a typical store pickup workflow, you create a sales order with line items that have the fulfillment choice set to Store Pickup and a location that allows store pickup. On the sales order record, you then “request fulfillment” of the order. NetSuite creates a fulfillment request record with status New. When you are ready to accept the fulfillment request, you mark it as in progress and pick all items in the request. You can then fulfill the order from the fulfillment request, at which stage NetSuite creates a store pickup fulfillment record with the status Picked. Later, when the customer collects the order, you mark the store pickup fulfillment as picked up.

If there are problems with fulfilling the order, you can enter fulfillment request exceptions on the fulfillment request record. After a customer service representative contacts the customer, instructions are entered on the sales order indicating how to proceed. When you acknowledge the instructions, you can continue with fulfillment of the store pickup order. For more information about working with fulfillment exceptions, see Managing Exceptions on Fulfillment Requests.



The recommended workflow for store pickup orders in NetSuite uses the Fulfillment Request feature. You can also create and fulfill store pickup orders without using fulfillment requests – see Fulfilling Store Pickup Orders from Sales Orders.

Setting Up Store Pickup

To create and fulfill store pickup orders, you must enable the Store Pickup feature in your account and complete additional setup tasks.

Store Pickup Setup Steps

Complete the following steps to set up store pickup:

1. Enable the Store Pickup feature.

2. Configure locations to allow store pickup.
3. Verify store pickup settings for items.
4. Create a customized sales order form.
5. Turn on store pickup email notifications.
6. Configure automation for store pickup orders.

These steps describe the minimum requirements to set up the Store Pickup feature. See the help topics related to each step for additional details.

Step 1. Enable the Store Pickup feature.

To create and fulfill store pickup orders in NetSuite, you must enable the Store Pickup feature.

To enable Store Pickup

1. Go to Setup > Company > Setup Tasks > Enable Features (Administrator).
2. Click the **Transactions** subtab.
3. Under Shipping & Receiving, check the **Store Pickup** box.

   The Store Pickup feature uses the Pick, Pack, and Ship feature. If not already enabled, you must enable it.
4. Click **Save**.

See Enabling Store Pickup for more information about enabling the Store Pickup feature.

Step 2. Configure locations to allow store pickup.

You must configure store locations to allow store pickup. You can also enter the business hours of the location. See Configuring Locations for Store Pickup.

To allow store pickup at a location:

1. Go to Setup > Company > Classifications > Locations (Administrator).
2. Click **Edit** next to the location you want to set up.
3. Click the Store Fulfillment tab and check the **Allow Store Pickup** box.
4. On the Business Hours tab, enter the daily opening and closing hours of the location. See Defining Store Business Hours for more information.
5. Click **Save**.

Step 3. Verify store pickup settings of items.

Verify store pickup settings for individual items. All items are eligible for store pickup by default. See Configuring Items for Store Pickup.

To verify the store pickup settings of items:

1. Go to Lists > Accounting > Items (Administrator).
2. Click **Edit** next to the item you want to modify.
3. On the Purchasing/Inventory subtab, verify the **Allow Store Pickup** box in the Locations sublist for each location at which you want to enable store pickup. All items are enabled for store pickup by default.

Clearing the Allow Store Pickup box prevents store pickup fulfillment for the item at the location.

4. Click **Save**.

Step 4. Create a customized sales order form.

Customize the sales order form by adding the Fulfillment Choice and Location columns to the Items sublist. See Customizing the Sales Order Form for Store Pickup.

To customize a sales order form for store pickup:

1. Go to Transactions > Sales > Enter Sales Orders (Administrator).
2. Click **Customize** at the top of the form and then select **Customize Form**.
3. In the **Name** field, enter a name to identify the new form.
4. Click the **Screen Fields** tab.
5. Click the **Columns** subtab and add both the Location and the Fulfillment Choice columns to the form by checking the **Show** box for each item.
6. Click **Save**.

Step 5. Turn on store pickup email notifications.

Optional. Send email notifications to customers when their order is ready for pickup. See Store Pickup Email Notifications.

> **Note:** The Fulfillment Request feature must be enabled to send automatic email notifications – see Enabling Store Pickup.

Step 6. Configure automation for store pickup orders.

Optional. Create fulfillment requests automatically for stores after sales orders are saved in the system. See Creating Fulfillment Requests Automatically for more information.

After you complete the setup tasks for store pickup, you can create sales orders for store pickup (see the help topic Creating Store Pickup Sales Orders) and then fulfill the orders (see Fulfilling Store Pickup Orders).

> **Important:** Additional configuration steps are required if you want to offer store pickup as a fulfillment method on a SuiteCommerce Advanced web store. See the help topic Pickup In Store.

Store Pickup + SuiteCommerce

When both the Store Pickup and the **SuiteCommerce Advanced** features are enabled in your account and you want to enable store pickup on a SuiteCommerce web store, you must complete additional configuration steps. See the help topic Pickup In Store for more information about the prerequisites and configuration steps for a SuiteCommerce Advanced web store.

Store Pickup + Cross-Subsidiary Fulfillment

When both the Store Pickup and the **Intercompany Cross-Subsidiary Fulfillment** features are enabled in your account, you can fulfill store pickup orders from store locations in other subsidiaries, as well as locations in the current subsidiary. You use the Inventory Location column (in the Items sublist) on a sales order to specify the store pickup location. The Inventory Location column appears on all sales order forms after you enable the Intercompany Cross-Subsidiary Fulfillment feature.

Enabling Store Pickup

To fulfill store pickup orders in NetSuite, you must enable the Store Pickup feature. You should also enable the Fulfillment Request feature to benefit from all aspects of the Store Pickup feature, including email notifications, fulfillment exceptions, and automatic creation of fulfillment requests.

> **Note:** If you do not use the Fulfillment Request feature in your account, you can still create store pickup orders and fulfill them directly from the sales order. See Fulfilling Store Pickup Orders from Sales Orders.

For more information about access to the Store Pickup feature, contact your account manager.

To enable store pickup:

1. Go to Setup > Company > Setup Tasks > Enable Features (Administrator).
2. In the **Transactions** subtab, under Shipping & Receiving, do the following:
   - Check the **Store Pickup** box under Shipping & Receiving.

     The Store Pickup feature uses the Pick, Pack, and Ship feature. If not already enabled, you must enable it.
   - Check the **Fulfillment Request** box to use fulfillment requests in the store pickup workflow .
3. Click **Save**.

   After you enable the Store Pickup feature, configure other records and settings in your account. See Setting Up Store Pickup.

When you enable the Store Pickup feature:

- The store pickup fulfillment record becomes available. You use store pickup fulfillments to manage pickup orders at a store location.
- The Store Fulfillment and Business Hours tabs appear on the location record.
- Additional fields are made available on the item record and the sales order record.
- If the Fulfillment Request feature is also enabled, the Notifications subtab appears on the Advanced Order Management Setup page.

Configuring Locations for Store Pickup

To set up locations for store pickup, complete the following steps:

- Allow store pickup at the location and define a buffer stock value. Only locations that you enable for store pickup will appear in the sales order form as possible pickup locations.
- Specify butter stock for store pickup.
- Define opening and closing hours of the location.

You can reserve a minimum quantity of items, called “buffer stock”, at a location. If buffer stock is specified for a location, NetSuite can calculate the quantity available for store pickup. The formula to calculate the quantity available for store pickup is: Quantity Available - Buffer Stock. For example, if the quantity available at a store is 24, and the buffer stock value for the location is 5, the quantity available for store pickup is 19. Specifying a buffer stock level at a location helps to ensure that inventory is reserved for walk-in customers at the location.

You can also specify a buffer stock level for individual items on the item record. See Configuring Items for Store Pickup. If buffer stock is specified on an item record and a location record, NetSuite uses the value on the item record instead of the value on the location record.

> **Important:** On the Sales Order page in NetSuite, you can create a store pickup sales order for items even if the quantity available for store pickup of the item is less than the ordered quantity.

> **Note:** If the Automatic Location Assignment feature is enabled, you can specify a separate buffer stock level on the location record for the automatic location assignment engine. See Configuring Locations for Automatic Location Assignment for more information.

To allow store pickup at locations:

1. Go to Setup > Company > Classifications > Locations (Administrator).
2. Click **Edit** next to the location you want to set up.

   > **Note:** Although you typically enable store pickup for locations that have the location type “Store”, you can choose to enable store pickup for any location, regardless of its location type.

3. Click the **Store Fulfillment** tab and check the **Allow Store Pickup** box.
4. Enter the email address of the store. Notifications can be sent to the store at the specified email address.
5. Enter notes about the location in the **Memo** field.
6. If you want to specify a minimum reserve level of stock at the location, enter the quantity in the **Store Pickup Buffer Stock** field.

   > **Note:** The buffer stock level applies to all items at the location. If you need to specify different buffer stock levels for items, you can edit an item record and enter a specific buffer stock level for the item. See Configuring Items for Store Pickup for more information.

7. Click **Save**.

Defining Store Business Hours

Defining store business hours lets you indicate the opening and closing hours of individual stores for each day of the week. When entering business hours, NetSuite checks that the hours entered are valid and do not conflict with the hours entered on previous lines. To ensure business hours are valid, be aware of the following:

- The “same day pickup cut-off time” must be within the start and end time.
- Each week day must have only one same day pickup cut-off time.
- The end time must be later than the start time.
- The business hours specified on one line must not conflict with the business hours specified on another line.

The same day pickup cut-off time is the latest time at which a customer can enter an order and pick up the order later on the same day. For example, if you set the pick up cut-off time to 2:00, the sales order must be saved in NetSuite before 2 p.m. Otherwise, the customer will have to pick up the order on the following business day. When editing or viewing an existing location record, the next pickup cut-off time is displayed on the Business Hours subtab. Note that the next pickup cut-off time might be the current day or the next business day.

To define the business hours of a location:

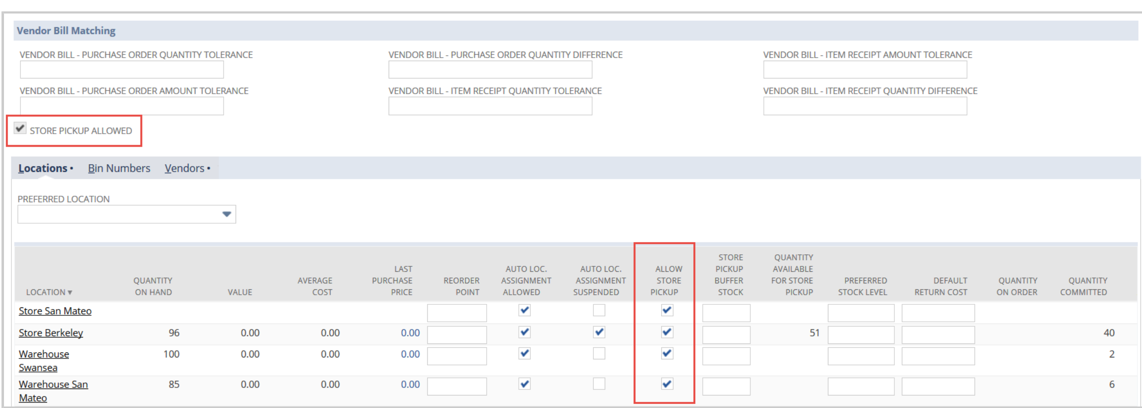
1. Go to and click **Edit** next to the location record you want to work with.
2. Click the **Business Hours** subtab on the location record.
3. In the **Start Time** and **End Time** column, enter the opening and closing times of the store respectively.
4. Select the days of the week on which the times are valid – every day of the week is selected by default.
5. Enter a time in the **Same Day Pickup Cut-Off Time** field.
6. Make sure the days and times you entered are compatible with the days and times already defined on other lines.
7. Click **OK** to add the line.
8. Click **Save** after you have entered all business hours for the location.

Configuring Items for Store Pickup

When you enable store pickup at a location, all items are eligible for store pickup at the location by default. On the item record, the Allow Store Pickup box is checked for all locations in the Locations sublist. You can exclude certain inventory items from store pickup by changing the store pickup settings on the item record. For example, you might want to prevent store pickup of bulky or heavy items. To exclude all items from store pickup at a location, clear the Allow Store Pickup box on the location record instead – see Configuring Locations for Store Pickup.

When store pickup is allowed at at least one location on the item record, the Store Pickup Allowed box is checked automatically. If you clear the Allow Store Pickup box for all locations on the item record, the Store Pickup Allowed box is also cleared. With the SuiteCommerce Advanced web store feature (see *SuiteCommerce Advanced*), the Store Pickup Allowed box is used to determine which items are eligible for store pickup. The following screenshot shows both fields on an item record – the Store Pickup Allowed box is checked because the Allow Store Pickup field is checked for at least one location.

> **Note:** The Store Pickup Allowed field is read only.



To ensure sufficient inventory is maintained at a store location for in-store shoppers, you can specify a buffer stock level for each location. Buffer stock is the minimum quantity of an item that must be maintained at a store when a store pickup order is created. If buffer stock is specified on an item record, NetSuite can calculate the quantity available for store pickup. The Quantity Available For Store

Pickup is Quantity Available minus Store Pickup Buffer Stock, for example, Quantity Available (23) – Store Pickup Buffer Stock (5) = Quantity Available For Stock Pickup (18). The quantity available for store pickup is shown in the Locations sublist on the item record.

Store pickup buffer stock quantities can be entered on both the item record and the location record in NetSuite. The quantity entered on the item record supersedes the quantity on the location record. If you leave the Store Pickup Buffer Stock blank, it indicates that all available inventory at the location can be used for store pickup orders.

If you use the SuiteCommerce Advanced web store feature, the quantity available for store pickup can be displayed on your web site. Then, customers can only choose store pickup as a fulfillment option if the quantity available for store pickup is higher than zero.

> **Note:** You can also specify store pickup buffer stock on the location record. Buffer stock on the item record overrides buffer stock on the location record. See Configuring Locations for Store Pickup for information about how to specify buffer stock for a location.

To change store pickup settings of individual inventory items:

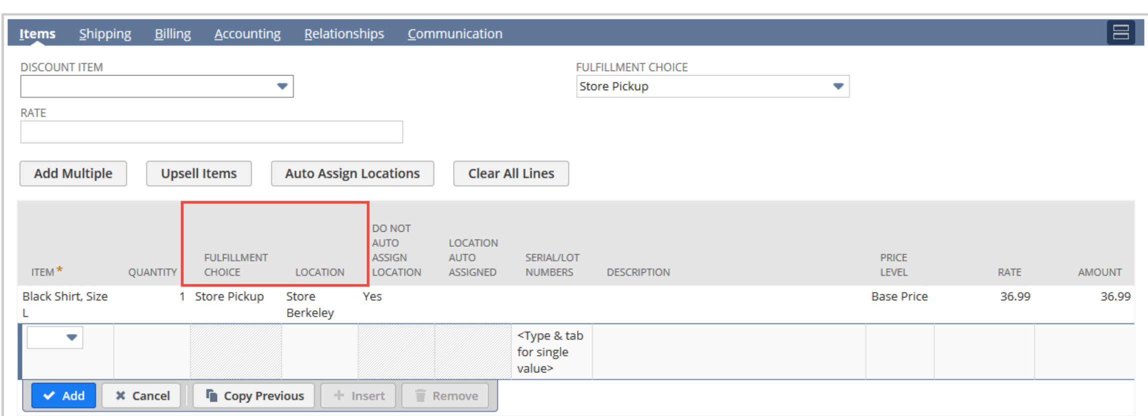
1. Go to Lists > Accounting > Items (Administrator).
2. Click **Edit** next to the item you want to modify.
3. On the Purchasing/Inventory subtab, check the **Allow Store Pickup** box in the Locations sublist for each location at which you want to enable store pickup. All items are enabled for store pickup by default.

   Clearing the Allow Store Pickup box prevents store pickup fulfillment for the item at the location.
4. Enter a buffer stock quantity for each location in the Store Pickup Buffer Stock column.

   > **Note:** If you leave the Store Pickup Buffer Stock field blank on the item record, NetSuite uses the buffer stock on the location record to calculate the quantity available for store pickup.
5. Click **Save**.

Customizing the Sales Order Form for Store Pickup

To create a sales order for store pickup, the Fulfillment Choice and Location fields must appear on the sales order form. You add the Fulfillment Choice and Location fields as line item columns on the Items subtab. You can also add the Fulfillment Choice field on the Items subtab to let the person creating the order apply the same fulfillment choice (Ship or Store Pickup) to all lines in the sales order.



To create a customized sales order form for store pickup:

1. Go to Transactions > Sales > Enter Sales Orders (Administrator).
2. Click **Customize** at the top of the form and then select **Customize Form**.
3. In the **Name** field, enter a name to identify the new form.
4. Click the **Screen Fields** subtab.
   - Click the Columns subtab and add the **Location** and **Fulfillment Choice** columns to the form by checking the Show box for each item.

     > **Note:** It is important that you check the Show box for both columns on the form. The Fulfillment Choice column will not be shown if you leave the Location box unchecked.

   - Optionally, click the **Items** subtab and then check the **Show** box next to Fulfillment Choice item. Doing this lets you apply the same fulfillment choice to all lines in a sales order.
5. Move the items up and down in the list to the desired position. Items at the top of the list correspond to the leftmost columns in the sales order form.
6. Click **Save**.

   For more information about customizing forms in NetSuite, see the help topic Creating Custom Entry and Transaction Forms.

Custom Sales Order Forms + SuiteCommerce

When both the Store Pickup and the **SuiteCommerce Advanced** features are enabled in your account and you want to enable a web store with store pickup as a fulfillment option, take note of the customized form ID (in the ID field) when you save the form. A customized form ID always starts with “custform_”. See the help topic Pickup In Store for more information about the prerequisites and configuration steps for a SuiteCommerce Advanced web store.

Custom Sales Order Forms + Cross-Subsidiary Fulfillment

When the Store Pickup and the Intercompany Cross-Subsidiary Fulfillment features are enabled in your account, the Inventory Location column and the Inventory Subsidiary column appear on all sales order forms. You must use the Inventory Location column to specify the store pickup location.

By default, the Inventory Location column lists locations in the customer subsidiary as well as locations in other subsidiaries that are allowed to fulfill orders from the customer subsidiary. If you show the Allow Cross-Subsidiary Fulfillment box under the Items subtab, clearing the box lists on those locations in the customer subsidiary. The Allow Cross-Subsidiary Fulfillment box is hidden and checked by default. See the help topic Intercompany Cross-Subsidiary Fulfillment for more information.

If you have forms that still show the Location column in the Items sublist, you should ensure users specify the store pickup location in the correct column (the Inventory Location column).

You can continue to use the Location column in the Items sublist, but as a method of classification, instead of as the fulfillment location. If you do not want to use the Location column for classification, consider removing it to avoid confusion.

Store Pickup Email Notifications

A pickup email notification is a message sent to a customer’s email address informing the customer that an order is ready for pickup at the store. Pickup email messages are sent when the status of a fulfillment request is Picked. Only one message is sent to the customer. You can check if a pickup email notification was sent successfully by viewing the customer record – see Checking if the Store Pickup Email Notification Was Sent.

In some cases, you might need to create more than one store pickup fulfillment record from a fulfillment request. Each store pickup fulfillment record can have the status Picked or Picked Up. When the status of all store pickup fulfillment records is Picked, NetSuite sets the status of the fulfillment request record to Picked. NetSuite then sends the email notification to the customer.

To send pickup email notifications automatically:

1. Go to Setup > Company > Email > System Email Templates.
2. Click the **Notifications** tab.
3. Check the **Order Ready To Be Picked Up Confirmation Email** box.
4. Select the email template you want to use.
5. Click **Save**.

Changing the Content of the Pickup Email Message

When you set up advanced order management to send pickup email messages automatically, NetSuite uses a predefined message. You can change the message content by creating a customized email template. The default email template is in HTML format and contains basic information from the sales order such as the sales order ID, the customer name, and the items ordered. For more information about working with email templates, see the help topic Creating New Email Templates.

You can add information to the template by inserting variables in the template. Variables use the FreeMarker format – see www.freemarker.org for more information about FreeMarker. The default email template uses the following variables from the sales order and other records in the system:

Variable	Description
${transaction.createdFrom}	The ID of the sales order (from which the fulfillment request was created).
${transaction.entity}	The customer name.
${transaction.location}	The location name.
${transaction.location.address1}	The first address line of the store pickup location address details.
${transaction.location.address2}	The second address line of the store pickup location address details.
${transaction.location.city}	The city of the store pickup location address details.
${transaction.location.state}	The state of the store pickup location address details.
${transaction.location.zip}	The postal code of the store pickup location address details.
${transaction.item}	The list of items in the sales order. You can show information about individual items by referencing the values of the individual items with the `list` directive. Examples of individual item values include `item` (the name of the item) and `quantity` (the quantity ordered).
${transaction.location.phone}	The phone number of the store pickup location.

ORACLE NETSUITE

Variable	Description
${companyInformation.companyName}	The company name as entered on the Company Information page – see the help topic Configuring Company Information.

```
<html>
      <body>
         <b>Dear ${transaction.entity},</b><br/>
         <p>Your order ${transaction.createdFrom} for the items listed below is now ready to be
 picked up at ${transaction.location}, ${transaction.location.address1}, ${transaction.location
.address2}, ${transaction.location.city}, ${transaction.location.state} ${transaction.location.
zip}.</p>
         <table>
            <tr>
               <th>Item</th>
               <th>Quantity</th>
            </tr>
            <#list transaction.item as item>
               <#if item.quantityrejected = 0>
                  <tr>
                     <td>${item.item}</td>
                     <td>${item.quantity}</td>
                  </tr>
               </#if>
            </#list>
         </table>
         <p>In order to identify yourself, please present the following when you come to collec
t your order:</p>
         <ol>
            <li>This confirmation email / order no. ${transaction.createdFrom}</li>
            <li>Your personal ID.</li>
         </ol>
      <p>Please contact us <#if transaction.location.phone != ""> on ${transaction.location.pho
ne} </#if>if you have any queries about your order.<br/>
    We look forward to seeing you soon,<br/>
    ${companyInformation.companyName}</p>
      </body>
</html>
```

To customize the pickup notification template:

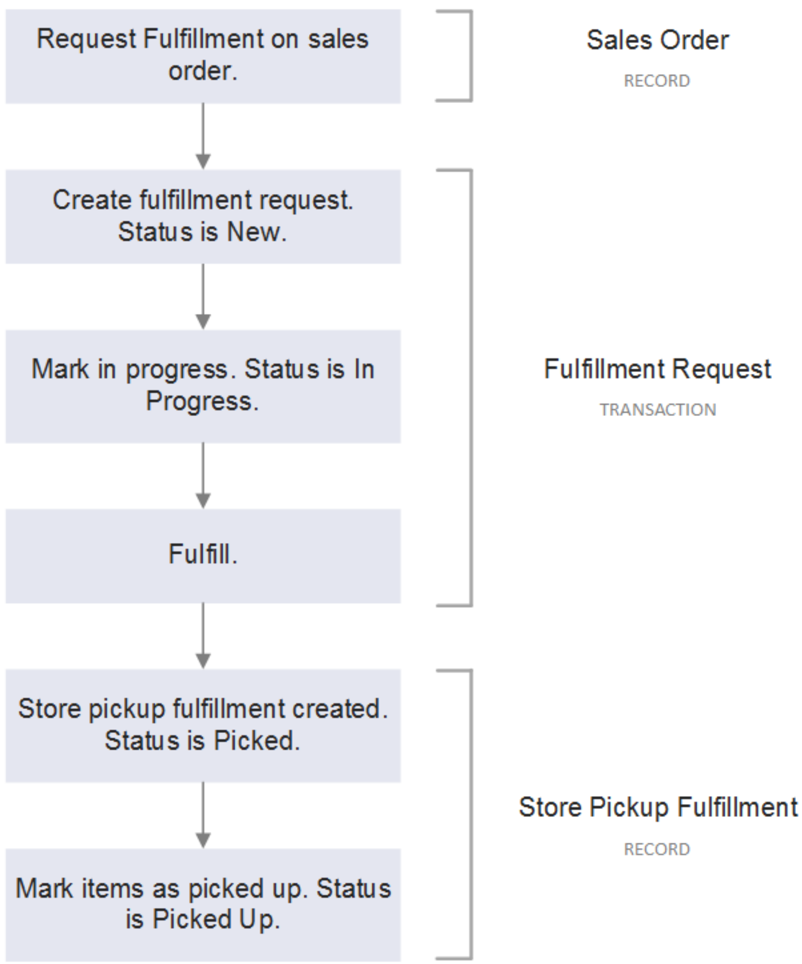
1. Go to Setup > Company > Email > System Email Templates.
2. Click **Edit** next to the Standard Order Ready for Pickup Notification Email template.
3. Enter a name for the custom template.
4. If you want to provide a description of the template, enter it in the **Description** field.
5. On the **Template** subtab, enter the subject of the email message.
6. Choose how you want to compose the email message – from a file or in the text editor.
7. To use a predefined template from a file, select the **File** option and then select the template file.
8. To compose a new email template, select the **Text Editor** option and do the following:
    a. Change the text of the message to suit your business needs.
    b. To add information from the order:

   i. In the **Field Type** field, select a record from which you want to insert a field.
   ii. In the **Insert Field** field, select the field from the record.
9. On the **Categories** subtab, add Sales Order Notifications as a template category.
10. Click **Save**.

When you save the template, it becomes selectable on the Notifications subtab on the Advanced Order Management Setup page.

Fulfilling Store Pickup Orders

To fulfill a sales order for store pickup, you open a sales order and create a fulfillment request with the status New. When employees at the store are ready to acknowledge the fulfillment request, they mark it in progress. Then you can fulfill the sales order from the fulfillment request and create a store pickup fulfillment.



If a problem is detected during fulfillment at the store, you can enter **fulfillment exceptions** on the fulfillment request record – see Managing Exceptions on Fulfillment Requests. You can then manage how fulfillment proceeds based on feedback from the customer. When fulfilling a store pickup order from a fulfillment request, you create a store pickup fulfillment record. On the store pickup fulfillment record, you can then mark the items as picked. When the customer collects the items at the store, you mark the items as picked up.

The tasks related to fulfilling store pickup orders are often performed by people with different roles in your company. The following table lists the roles typically associated with each task. Roles within your company may be shared by the same person.

> **Note:** The roles listed in the table refer to the store pickup workflow only. They are not related to the standard roles available in NetSuite, which are used to configure access and permissions to the system.

Task	Performed By
Create the initial fulfillment request for the store. See Creating Fulfillment Requests	■ Customer service representative when taking phone orders. ■ NetSuite – Fulfillment requests can be created automatically by the system if the relevant automation process is running in your account. See Creating Fulfillment Requests Automatically for more information. **Note:** If you use the Web Store feature of SuiteCommerce Advanced, fulfillment requests are typically configured to be created automatically. See the help topic SuiteCommerce Development Overview for more information about SuiteCommerce Advanced.
Acknowledge the fulfillment request at a store. See Acknowledging Fulfillment Requests.	Store employee
Enter a fulfillment exception on the fulfillment request. See Managing Exceptions on Fulfillment Requests.	Store employee
Enter instructions after receiving customer feedback about a fulfillment exception. Resolving Fulfillment Exceptions.	Customer service representative
Fulfill the sales order by marking items as picked and picked up. See Fulfilling Store Pickup Orders from Fulfillment Requests.	Store employee

> **Note:** If you don't use the Fulfillment Request feature, you create the store pickup fulfillment record directly from the sales order. See Fulfilling Store Pickup Orders from Sales Orders.

Store Pickup + Cross-Subsidiary Fulfillment

If the Intercompany Cross-Subsidiary Fulfillment feature is enabled in your account, you may receive store pickup orders that were created in another subsidiary in your company, but which need to be fulfilled from your subsidiary. With cross-subsidiary fulfillment, the **Inventory Location** column on a sales order is used to specify a fulfillment location.

When fulfilling store pickup orders from another subsidiary, the fulfillment location on the store pickup fulfillment transaction is taken from the Inventory Location column on the sales order. If you also use the Fulfillment Request feature, the fulfillment location on a fulfillment request is also taken from the Inventory Location on the sales order.

Fulfilling Store Pickup Orders from Fulfillment Requests

After a fulfillment request is acknowledged (marked as In Progress), you can fulfill the store pickup order. When you fulfill a store pickup order from a fulfillment request, NetSuite creates a store pickup fulfillment record.

> **Note:** When fulfilling from a fulfillment request for a shipping order – as opposed to a store pickup order – NetSuite creates an item fulfillment record. See Fulfilling Orders from Fulfillment Requests for more information.

If there are picking fulfillment exceptions on a fulfillment request, the exceptions need to be resolved first. Fulfillment requests with resolved exceptions have the pickup hold status set to Customer Feedback Received and fulfillment instructions for each line on the fulfillment request. You can then acknowledge the instructions and continue with fulfillment – see Confirming Fulfillment Exceptions for more information.

Fulfilling a store pickup order from a fulfillment request typically involves two steps:

- Picking items from store shelves and marking them as picked. See Marking Items as Picked.
- Marking the items as picked up when the customer visits the store to collect them. See Marking Items as Picked Up.

Marking Items as Picked

When you are ready to start fulfilling a store pickup order, you pick the items from the shelves, create a store pickup fulfillment record from the fulfillment request, and enter the quantity of items picked. When all items on the store pickup fulfillment are picked, the status of the store pickup fulfillment is Picked. You can enter a quantity less than the ordered quantity; you might do this if there is insufficient stock at the location.

After you create a store pickup fulfillment, the original sales order is updated with information from the store pickup fulfillment record. For example, the quantity picked on the fulfillment request is also shown in the Picked column on the sales order record.

All lines in a store pickup fulfillment must have the same location. If you create a pickup from a sales order with multiple locations for store pickup, you must create a separate store pickup fulfillment for the items at each location.

In a sales order that has some line items set to Ship and other line items set to Store Pickup, you fulfill the order in two separate processes. For line items set to Ship, you create an item fulfillment; for line items set to Store Pickup, you create a store pickup fulfillment. You perform both of these actions from the same sales order.

To mark all items as picked:

1. Go to Transactions > Sales > Manage Fulfillment Requests (Administrator).
2. Click **View** next to the fulfillment request on which you want to mark items as picked.
3. Click **Fulfill**. The Store Pickup Fulfillment page is displayed.
4. In the **Items** subtab, make sure the Fulfill box of each item is checked and the quantity picked is correct.

> **Important:** If all items cannot be picked because of an exception – for example, insufficient inventory or damaged items – you create a fulfillment exception. See Managing Exceptions on Fulfillment Requests.

The Remaining column shows the quantity of each item in the sales order that still needs to be picked.

> **Note:** If there are lines in the store pickup fulfillment with different locations, you must choose a single location at which to mark the items as picked. You do this by clearing the Fulfill box of the lines with different locations. You can then create a separate store pickup fulfillment record at a later stage for the lines you cleared. You can create as many store pickup fulfillment records as required to fulfill the sales order.

5. Click **Save** to create the store pickup fulfillment.

   After you mark all items as picked, the status of the store pickup fulfillment is Picked. The status of the fulfillment request is Picked.

Marking Items as Picked Up

When a customer visits the store to collect the store pickup order, you mark the items (in the store pickup fulfillment) as picked up. You can mark all items picked up or just some of the items.

You can also cancel a store pickup order after items have been picked (and the corresponding store pickup fulfillment record has been created). After the pickup is canceled, no further actions can be performed on the store pickup fulfillment document. If you still want to fulfill the canceled items at a later stage, you need to create a new store pickup fulfillment record from the original sales order.

To cancel a store pickup fulfillment, go to Transactions > Sales > Manage Store Pickup (Administrator), click View next to the store pickup fulfillment record, and then click the Cancel Fulfillment button.

To mark all items as picked up:

1. Go to Transactions > Sales > Manage Store Pickup (Administrator).
2. Click **View** next to the store pickup fulfillment you want to confirm.

   > **Note:** Store pickup orders ready for pickup have the status Picked.

3. Click **Mark Picked Up** to confirm the customer has collected all the items.

   > **Important:** If the customer only picks up some of the items, you can mark the collected items as picked up and create a pickup fulfillment exception (on the fulfillment request) for the other items. See Entering Pickup Fulfillment Exceptions.
   >
   > If the customer does not pick up any of the items, you can cancel the store pickup fulfillment. Click the Cancel Fulfillment button to cancel the store pickup fulfillment. See Canceling a Store Pickup Order.

After you mark an order as picked up, the status of the store pickup fulfillment record is Picked Up. The status of the fulfillment request record is also Picked Up.

Fulfilling Store Pickup Orders from Sales Orders

If you do not use the Fulfillment Request feature to fulfill store pickup orders, you fulfill a store pickup order directly from the sales order. First, you create a store pickup fulfillment record and mark the items as picked. Then, when the customer visits the store to collect the items, you mark the items as picked up on the store pickup fulfillment record.

> **Note:** If the Fulfillment Request feature is enabled, you have to create a fulfillment request to fulfill a store pickup order. You create the fulfillment request from the sales order and then you create the store pickup fulfillment record. See Fulfilling Store Pickup Orders from Fulfillment Requests for more information.

To mark items as picked:

1. Go to Transactions > Sales > Enter Sales Orders > List and click **View** next to the sales order you want to fulfill.
2. Click **Create Pickup**. The Store Pickup Fulfillment page is displayed, with the Status field set to Picked.
3. In the Items subtab, make sure the **Fulfill** box is checked for each item you want to mark as picked.

   > **Note:** If there are lines in the store pickup fulfillment with different locations, you must choose a single location at which to mark the items as picked. You do this by clearing the Fulfill box of the lines with different locations. You can then create a separate store pickup fulfillment record at a later stage for the lines you cleared. You can create as many store pickup fulfillment records as required to fulfill the sales order.

4. Click **Save** to create the store pickup fulfillment.

Marking items as picked up.

1. Go to .
2. Click **View** next to the store pickup order you want to fulfill.
3. Click **Mark Picked Up** to confirm the customer has collected the items.

   After you mark all items as picked up, the status of the store pickup fulfillment record is Picked Up. The status of the original sales order changes to Pending Billing if payment has not yet been received.

If you only want to mark some items as picked up, open the store pickup fulfillment record for editing. Check the Fulfill box next to the picked up items and then set the Status field to Picked Up. When you save the record, only the selected items are included in the store pickup fulfillment. Other items that were not picked up are unpicked. You must create another store pickup fulfillment record to fulfill those items.

Canceling a Store Pickup Order

You can cancel a store pickup order at several stages in the store pickup workflow, provided the items have not been picked up by the customer.

- **Store pickup fulfillment**

  If you cancel from a store pickup fulfillment record, the status of the store pickup fulfillment record is Canceled. After you cancel a store pickup fulfillment record, you can no longer edit the record. The status of the fulfillment request (on which the store pickup fulfillment is based) changes to In Progress. You can choose to create a new store pickup fulfillment record from the original fulfillment request.
- **Fulfillment request**

When you cancel at the fulfillment request stage, the status of the fulfillment request record is Canceled. You can no longer edit the record. You can choose to create a new fulfillment request record from the original sales order.

- **Sales order**

  To cancel the original sales order, you close the order. See the help topic Closing a Sales Order.

Checking if the Store Pickup Email Notification Was Sent

NetSuite can send an email notification to the customer when all items in a fulfillment request have been picked and the order is ready to be picked up. You can check if the pickup email notification was successfully sent to the customer.

> **Note:** The pickup email message is only sent when the fulfillment request status is Picked.

> **Note:** The order ready for pickup email notification is sent only if the setting is turned on. See Store Pickup Email Notifications for more information.

To check pickup email messages sent:

1. Go to Lists > Relationships > Customers and open the customer record you want to work with.
2. Click the **Communications** subtab.
3. Click **Messages** to view all email messages sent to the customer from your NetSuite account.
4. To view the content of an email message, click View or the message number.

Advanced Shipping

Advanced shipping gives your shipping and accounting departments separate processes for fulfilling and billing orders. Your shipping department fulfills part or all of an order when it is ready to ship. Then, your accounting department creates an invoice or cash sale for the shipped items and rendered services.

With Advanced Shipping, you can track partial shipments and invoice customers for partial or entire orders. Your picking tickets reflect the items on the order that are actually shipped.

If you want to create invoices for a whole order even if the order hasn't been completely fulfilled, enable the **Invoice in Advance of Fulfillment** preference. Then, even if you ship only part of an order, you can create an invoice or cash sale for the entire order. For information on enabling this preference, read the help topic Setting Accounting Preferences.

> **Note:** If an item is manually added to an invoice, the on-hand quantity displayed for the item on the invoice and on any linked fulfillments shows the corresponding reduction.

You can also optionally use the Advanced Billing feature with the Advanced Shipping feature. For more information, read Fulfilling Orders Using Advanced Shipping with Advanced Billing.

You can choose to fulfill a single order or multiple orders.

> **Note:** You cannot include a partially processed order when fulfilling multiple orders. Partially processed orders must be fulfilled individually.

To enable Advanced Shipping:

1. Go to Setup > Company > Enable Features.

2. Click the **Transactions** subtab.
3. Check the **Advanced Shipping** box.
4. Click **Save**.

After you have enabled Advanced Shipping, certain roles may need to be customized to allow them to fulfill orders. Administrators should ensure that the required role has the following permissions:

- Item Fulfillment — this permission adds the fulfill button on sales orders.
- Fulfill Orders — this permission adds the menu option to the bulk Fulfill Orders page.

To add Fulfillment permissions to a role:

1. Go to Setup > Users/Roles > Manage Roles.
2. Click **Customize** on the role you want to add the fulfill permission to.
3. On the **Permissions** subtab under Transactions, select **Item Fulfillment**.
4. In the **Level** column, select **Full** and click **OK**.
5. Repeat the above steps for the permission **Fulfil Orders**.
6. Click **Save**.

Once the role has been customized to include the fulfillment permission, the role should then be assigned to the user. For more information on customizing roles see the help topic Customizing or Creating NetSuite Roles.

> **Note:** After you have enabled Advanced Shipping, it cannot be turned off unless all fulfilled sales orders are billed.

Fulfill a Single Order Using Advanced Shipping

Use this process to fulfill one order at a time.

For details about enabling the Advanced Shipping feature, read Advanced Shipping.

To fulfill a single order:

1. Go to Shipping > Shipping > Fulfill Orders.
2. Select a customer to show only orders for that customer.
3. In the **Transaction Type** field, select to filter the list for sales orders or transfer orders.
4. In the **Filter By** field, choose one of the following to filter the orders shown:
   - **Some Items Committed** – the list shows orders that have one or more items committed to be fulfilled.
   - **All Items Committed** – the list shows orders that have all items committed to be fulfilled.
   - **Respect Ship Complete** - the list shows only the orders that are committed according to their ship complete setting. This includes all orders that are not restricted to ship complete.
   - **Ignore Item Availability** – the list shows all open orders regardless of the availability of items on the orders.

   > **Note:** You cannot fulfill or bill sales orders with the status Pending Approval. You also cannot close lines on a sales order with this status. If you need to make changes to an order that is pending approval, you can remove line items.

5. In the **Process** column, click **Fulfill** next to the order you want to fulfill.

6. On the Item Fulfillment page, verify or enter information in the following fields:
   - **Customer or Project** – the customer or project the order is for
   - **Address** – the customer's address where the order will be shipped
   - **Order #** – the number of the order you are fulfilling
   - **Date** – the date on which the order was fulfilled.
   - **Ref. No.** – a number you can later use to reference this item fulfillment
   - **Ship Via** – the shipping method being used for this order
   - **Shipping Cost** – the total cost of shipping for this order
   - **Tracking Numbers** – any numbers used to track this shipment
7. At the bottom of the page, in the **Quantity** column, enter the amount of each item you are fulfilling.

   If you want to fulfill the entire order, make sure the amount in the Quantity column equals the amount in the Remaining column for each item.
8. In the **Serial/Lot Number** field, enter the serial or lot number of the item.
   - Separate each serial number with a space, comma or by pressing **Enter** after each one.

     You must enter a serial number for each serialized item. For example, if you enter a quantity of 2, then you must enter two serial numbers.
   - Lot numbers must be entered in this format: **LOT#(Quantity)**

     For example, to enter a quantity of 100 items as Lot number ABC1234, enter **ABC1234(100)**.
9. In the **Bin Numbers** column, the preferred bin for that item displays. After this item is picked, you can edit this field if items were pulled from other bins associated with the item.

   To edit bins, click the **Bins** icon, change the quantity pulled from each bin associated with the item, and click **Done**.
10. When you have finished, choose one of these options:
    - Click **Save & Bill** to convert the order to an invoice.
    - Click **Save**.

      If you save without billing, later you will need to go to Transactions > Sales > Bill Sales Orders to bill the order.

> **Note:** If you fulfill items across periods, additional fields show on this form. For details, read Fulfilling Orders Across Multiple Accounting Periods.

Your inventory is updated for the items that you fulfilled. To see what has been fulfilled and invoiced for an order, go to the **History** subtab on the order and click **Fulfillments & Invoices**.

You can also print a label for your shipment. To do this, go to Transactions > Management > Print Checks and Forms, and then click the Shipping Labels item. For more information about printing shipping labels, read the help topic Printing Shipping Labels.

For information on how to process multiple orders at once, read Fulfill Multiple Orders Using Advanced Shipping.

Fulfilling Overages

Sometimes when you are fulfilling an order, the amount you are processing is more than the quantity shown on the receipt. This additional amount is called an overage, and NetSuite enables you to process overages using the Allow Overage on Item Fulfillments preference.

If the Advanced Shipping feature is enabled, there is a setting to allow the fulfillment of more items than the original quantity entered on purchase orders.

1. Go to Setup > Accounting > Accounting Preferences.
2. Click the Order Management subtab.
3. Under Fulfillment, check the Allow Overage on Item Fulfillments box.
4. Click Save.

With the preference enabled, you can enter a quantity larger than the quantity remaining for an item when processing an item fulfillment.

Fulfill Multiple Orders Using Advanced Shipping

Use this process to fulfill many orders at one time when Advanced Shipping is enabled. For details about enabling the Advanced Shipping feature, read Advanced Shipping.

To fulfill multiple orders:

1. Go to Shipping > Shipping > Fulfill Orders.
2. Select a customer to show only orders for that customer.
3. Select the period these fulfillments are posting to.
4. Accept or enter the date.
5. Set the shipment status you want to apply to these orders.
6. In the **Transaction Type** field, select to filter the list for sales orders or transfer orders.
7. In the **Bulk Fulfill From Location** field, choose the location you want to fulfill these orders from.
8. In the **Filter By** field, choose one of the following to filter the orders shown:
   - **Some Items Committed** – the list shows orders that have one or more items committed to be fulfilled.
   - **All Items Committed** – the list shows orders that have all items committed to be fulfilled.
   - **Respect Ship Complete** - the list shows only the orders that are committed according to their ship complete setting. This includes all orders that are not restricted to ship complete.
   - **Ignore Item Availability** – the list shows all open orders regardless of the availability of items on the orders.

   > **Note:** You cannot fulfill or bill sales orders with the status Pending Approval. You also cannot close lines on a sales order with this status. If you need to make changes to an order that is pending approval, you can remove line items.

9. In the **Fulfill** column, check the boxes next to the orders you want to fulfill or click **Mark All** to select all available orders.
10. Click **Submit**.

    The Processed Orders list appears. It lists the item fulfillment created for each order fulfilled.

You can edit the item fulfillments created from the Processed Orders list. Click the number in the **Processed Number** column next to the item fulfillment you want to edit. When the item fulfillment appears, click **Edit**. Make any changes, and click **Save**.

All orders you checked are processed together as one Job. If it will take more than 10 seconds to process, the Job Status page opens to show the jobs being processed. For each job being processed, the page shows the Job ID and name, date initiated, status, and percent complete. You can process several fulfillment jobs at once and track them on the Job Status page.

Your inventory is updated for the items that you fulfilled. To see what has been fulfilled and invoiced for a sales order, go to the **History** subtab on the order and click **Fulfillments & Invoices**.

You can also print a label for your shipment. To do this, go to Transactions > Management > Print Checks and Forms, and then click the Shipping Labels item. For more information about printing shipping labels, read the help topic Printing Shipping Labels.

Fulfilling Orders Using Advanced Shipping with Advanced Billing

When you process orders using both the Advanced Billing and Advanced Shipping features, fulfillment forms function differently than when you do not use both of these features.

When you use both features and bulk fulfill orders by going to Shipping > Shipping > Fulfill Orders, the fulfillment list automatically filters out orders that do not include any fulfillable items. Orders that include both fulfillable items and non-fulfillable items show in the list only until all fulfillable items have been fulfilled.

The Fulfill button appears on orders only if the order includes fulfillable items with a remaining quantity to be fulfilled. When you click the Fulfill button, a new fulfillment opens that includes the remaining items.

> **Note:** When both the Advanced Shipping and Advanced Billing features are enabled, your setting for the Fulfill Based on Commitment preference does affect fulfillments.

> **Warning:** If this preference is set to Limit to Committed even though the Fulfill button is not available on an unfulfillable sales order, the order does show in the fulfillments list when the Filter By option is set to Ignore Item Availability. However, if you click the Fulfill link on this sales order, it cannot be fulfilled. You receive the message "There are no items committed in this transaction---it cannot be fulfilled."

For detailed instructions on fulfilling an order, read Fulfill a Single Order Using Advanced Shipping.

Fulfilling Progress Sales Orders Using Advanced Shipping

Many service businesses use progress billing to bill for portions of projects as they are completed.

When using progress billing, a progress sales order is created and approved. After a portion of the job has been completed, the progress sales order is fulfilled. Then, a progress invoice is created for a percentage of the total cost. Progress sales orders must be fulfilled individually.

To fulfill a progress sales order using advanced shipping:

1. Go to Shipping > Shipping > Fulfill Orders.
2. Select a customer to show only orders for that customer.
3. Select the period these fulfillments are posting to.
4. In the **Filter By** field, choose one of the following to filter the orders shown:
   - **Some Items Committed** – the list shows orders that have one or more items committed to be fulfilled.
   - **All Items Committed** – the list shows orders that have all items committed to be fulfilled.
   - **Respect Ship Complete** - the list shows only the orders that are committed according to their ship complete setting. This includes all orders that are not restricted to ship complete.

- **Ignore Item Availability** – the list shows all open orders regardless of the availability of items on the orders.

> **Note:** You cannot fulfill or bill sales orders with the status Pending Approval. You also cannot close lines on a sales order with this status. If you need to make changes to an order that is pending approval, you can remove line items.

5. In the **Process** column, click **Fulfill** next to the order you want to fulfill.
6. Click **Submit**.
7. On the **Item Fulfillment** page, verify or enter information in the following fields:
   - **Posting Period** – the period in which this fulfillment is recorded
   - **Customer or Project** – the customer or project the order is for
   - **Address** – where the order will be shipped
   - **Order #** – the number of the order you are fulfilling
   - **Date** – the date on which the order was fulfilled
   - **Ref. No.** – a number you can later use to reference this partial fulfillment
   - **Ship Via** – the shipping method being used for this order
   - **Shipping cost** – the total cost of shipping for this order
   - **Tracking Numbers** – enter any numbers associated with tracking this shipment
8. In the **Quantity** field, for each item, enter the percentage that has been completed as a decimal.

   For example, for a project that has been 50% completed, enter 0.5.

   If you want to fulfill the entire order, enter the number 1 for each item.
9. When you have finished:
   - Click **Save** to save the information.
   - Click **Save & Invoice** to save the information and create an invoice for the completed portion of the sales order.

   If you save without billing, you will need to create an invoice for the completed portion of the invoice at Transactions > Sales > Bill Sales Orders.

To see what has already been fulfilled and invoiced for an order, go to Transactions > Sales > Enter Sales Orders > List. Click View next to the sales order you want to view. Then, in the sales order record, click the Related Records subtab to view invoices, item fulfillments, and other related records.

Automating the Ship Date

By default, an order's ship date is the same date that the order was entered. You can set a preference to automatically set the ship date at a certain number of days after the order is entered.

For example, if you normally ship orders three days after the order is received, you can set an automated ship date for every order that is three days past the date the order is entered, including or excluding weekends and holidays.

When you fulfill the order, the real ship date is displayed in the Actual field next to the Ship Date field.

To set up automated ship dates:

1. Go to Setup > Accounting > Shipping.
2. In the **Number of Days to Shipment** field, set the average number of days between the date a sales order is entered and the date the order is shipped. This number of days is added to the

date of the order to set the ship date on sales orders. The actual ship date updates when the order is fulfilled.

The ship date respects weekends and holidays unless you ship on Saturday or Sunday. You can set the holidays you observe on the **Preferences** subtab.

For example, if you have estimated three days to shipment and do not ship Saturday or Sunday, orders entered on Friday have an estimated ship date of the following Wednesday.

3. In the **Cutoff Time for Shipments** field, enter the time of day after which orders stop being shipped.

   Orders entered after this time begin counting days to shipment with the next business day.
4. Check the **Ship on Saturday** box to include Saturday in the days to shipment calculation.

   For example, if you ship on Saturday and have 3 days to shipment for an order placed before the cutoff time on Friday, the order is estimated to ship on Tuesday.
5. Check the **Ship on Sunday** box to include Sunday in the days to shipment calculation.
6. Click **Submit**.

Printing a Picking Ticket

You can print a picking ticket for an order to indicate the items to pull from inventory to fulfill an order.

> **Note:** If Bin Management, Units of Measure, and Advanced Bin/Numbered Inventory Management are enabled, bin quantities on hand display in the base unit of measure.

You need Adobe Reader to print PDF forms. Visit the Adobe Web site to download the latest version at no charge. Next, in NetSuite, go to Home > Set Preferences, clear the Print Using HTML box and click Save.

To print a picking ticket:

1. Go to Transactions > Management > Print Checks and Forms.
2. On the Print Checks and Forms page, click **Picking Tickets**.
3. On the Print Picking Ticket page, you can filter the list in the **Filter By** field to show only orders with All Items Fully Committed or orders with at least Some Items Committed.

   If you choose to Ignore Item Availability, all open orders show in the list.
4. If you use locations, select a location to print picking tickets for.
5. If you use the Multiple Shipping Routes feature, a picking ticket is generated for each shipping route. The Print Picking Tickets queue shows a separate line for each shipping route on the same order.

   For more information, see the help topic Item Fulfillments and Multiple Shipping Routes.
6. Check the **Allow Reprinting** box to be able to reprint previously printed transactions.

   When you check this box, all documents appear at the bottom of the page in segments.
7. Click **Customize** to include additional information on the page.

   This additional information is not added to the printed picking ticket.
8. In the **Print** column, place a check mark next to the orders you want to print picking tickets for, or click **Mark All** to print picking tickets for all orders on the page.
9. Click the **Print** button.
10. If you are using Adobe Acrobat, click the printer button in the Adobe application frame.

A Print window opens.

11. Specify the printing details.

    For example, if you want to print multiple copies of each picking ticket, specify the number.

12. Click **OK**.

Now, you can use picking tickets to pull the items you need to ship.

You can also print a picking ticket by viewing the order and clicking **Print Picking Ticket**.

- To view a sales order, go to Transactions > Sales > Enter Sales Orders > List . Click on the sales order number.
- To view a transfer order, go to Transactions > Inventory > Enter Transfer Orders > List.

NetSuite forms can be purchased from the NEBS Web site. You can print picking tickets on blank paper as well.

Sorting Picking Tickets

You can sort picking tickets to make your warehouse and order management more efficient. Sort picking tickets based on picking ticket fields, including custom fields you have created.

To sort your picking tickets, you must customize a picking ticket form to determine the sorting order. To customize a picking ticket, complete the steps below:

1. Go to Customization > Forms > Transaction Forms. Click Customize next to Standard Picking Ticket.
2. On the Custom Transaction Form page, click the **Columns** subtab.
3. At the top of the Columns subtab, two sorting fields have dropdown lists that include all column fields that can be displayed on the picking ticket, including custom column fields.
    a. In the **Sort Line Items By** field, choose a field to sort the picking tickets.
    b. In the **Then By** field, choose a field for a secondary sort for picking tickets.

    > For example, if you use the Bin Management feature and also customized your item records with a Widget Number field, you can sort your picking tickets in this manner:
    >
    > In the Sort Line Items By field, choose Bin Numbers.
    >
    > In the Then By field, choose your custom Widget Number field.
    >
    > Using this custom picking ticket, picking tickets are first grouped by bin numbers. Also, within each bin number group, items are secondarily grouped by widget number.

4. The sort order on custom forms is ascending by default, but you can check the **Descending** box to change the sort order.
5. Click **Save**.

Kit Items on Picking Tickets

You can give your warehouse employees more information when you use the Always Print Kit Items on Picking Tickets preference. With this preference enabled, you show individual kit items when you print picking tickets

Kit items are made up of several individual inventory items that are sold as a unit. When you enable the preference, the picking ticket shows each individual item that makes up the kit. Then, warehouse employees who pick orders will know exactly which items to pull from stock to fulfill the kit.

To print kit items on picking tickets:

1. Go to Setup > Accounting > Preferences > Accounting Preferences.
2. Click the **Order Management** subtab.
3. Under Picking/Packing, check the **Always Print Kit Items on Picking Tickets** box.
4. Click **Save**.

Bin Numbers on Picking Tickets

If you use a bin management feature, bin numbers are automatically printed on picking tickets for orders with items associated with bins. The preferred bin number for an item is listed by default.

If the item quantity on an order is greater than the on-hand amount for the preferred bin, another associated bin containing enough items to fill the order is listed. If no single bin contains enough items on-hand, bins are listed by quantity on-hand, largest to smallest.

Lines on the picking ticket are sorted by item name. To sort the lines by another column, such as bin number or serial number, you can create a custom picking ticket and choose a column by which to sort. You can sort by any available column in the picking ticket, including custom fields. See Sorting Picking Tickets for more information.

> **Note:** Items tracked by bin that have been received but have not yet been put away cannot be fulfilled. To put away items that need to be fulfilled, go to Transactions > Inventory > Bin Putaway Worksheet.

For details about tracking items with bins, read the help topic Bin Management.

Packing Slips and Return Forms

You can print a packing slip and return form to include in your shipments to customers.

The packing slip contains your company name, the customer's name and shipping information, and a detailed account of your customer's order.

The return form includes the customer's identification number, the sales order number, and company information like company return policy and address.

To set up how you want your packing slips and return forms to print and to enter a message for packing slips or your return policy for return forms, go to Setup > Company > Preferences > Printing & Fax. Click the Printing subtab.

You can also choose to enable the Show All Ordered Items on Packing Slips preference. When the preference is enabled, your packing slip shows all items being fulfilled in the shipment **and** any remaining open items. Disable this preference for the packing slip you print to show only items being fulfilled in the shipment.

For details on setting this preference, read the help topic Setting Accounting Preferences.

To customize packing slips and return forms, go to Customization > Forms > Transaction Forms. Click Customize next to Standard Packing Slip or Standard Return Form. For more information, read Printing Packing Slips and Return Forms.

Printing Packing Slips and Return Forms

You can print a packing slip and return form to include in your shipments to customers.

The packing slip contains your company name, the customer's name and shipping information, and a detailed account of your customer's order.

The return form includes the customer's identification number, the cash sale number, and company policies like your return policy and address.

To set up how you want your packing slips and return forms to print and to enter a message for packing slips or your return policy for return forms, go to Setup > Company > Preferences > Printing & Fax.

You can print packing slips and return forms for cash sales and sales orders you have already created.

To print a packing slip and return form:

1. Go to Transactions > Management > Print Checks and Forms.
2. On the Print page, click **Packing Slips and Return Forms**.
3. Enter or pick the dates of the packing slips and return forms you want to print.

   The **Packing Slips in Queue** field automatically updates as you select what you want to print.
4. In the **Packing Slip Form** field, select a packing slip form to use for this print run.

   This field defaults to the preferred packing slip form, but you can choose from all packing slip forms you have previously customized.

   To customize a packing slip form, go to Customization > Forms > Transaction Forms . Click **Edit** next to Standard Packing Slip.
5. Place a check mark next to each transaction you want to print a packing slip and return form for.
6. Place paper or blank forms in your printer.
7. Click the **Print** button.
8. If you are using Adobe Acrobat, click the printer button in the Adobe application frame.

   A Print window opens.
9. Specify the printing details.

   For example, if you want to print multiple copies of each picking ticket, specify the number.
10. Click **OK**.

Now, you can include packing slips and return forms in your shipments to customers.

Printing Packing Slips with Advanced Shipping

If you use the Advanced Shipping feature, you can use a custom packing slip or invoice form when printing packing slips. This enables you to customize the information that prints on packing slips.

For example, you can customize an invoice form to show information on the packing slip such as item rate and amount, as well as the order total. Then, when you print the packing slip using the custom form, the packing slip shows the additional information.

To customize a form to print packing slips, go to Customization > Forms > Transaction Forms . On the Transaction Forms page, click Customize next to the form you want to customize.

To print packing slips using a custom form, go to Shipping > Shipping > Print Checks and Forms . Click Packing Slips and Return Forms. In the **Packing Slip Form** field, select the name of a custom form you created. The list of forms on the packing slip queue includes all packing slip forms and invoice forms.

Then, check the Print box next to the slips you want to print. When you click Print, these packing slips print with the information indicated on your custom form.

Pick, Pack, and Ship

The Pick, Pack, and Ship feature lets you fulfill sales orders in different stages: you first pick the items, then you pack the items, and finally you ship the items. You can use pick, pack, and ship with advanced shipping, which lets you bill sales orders in a separate transaction. Otherwise, NetSuite bills the items in a sales order when you mark the items as shipped.

See the following topics for more information:

- Pick, Pack, and Ship Overview
- Pick, Pack, and Ship Workflow Charts
- Fulfilling Orders Using Pick, Pack, and Ship
- Order Fulfillment Confirmation Email
- Marking an Order Packed
- Marking an Order Shipped
- Setting Up Pick, Pack, and Ship

Pick, Pack, and Ship Overview

The Pick, Pack, and Ship feature allows greater flexibility to process and track the status of orders through the fulfillment and shipment processes. You use separate transactions to pick the items from inventory, pack the items to prepare them to be shipped, and then ship the items to their destination.

Using Pick, Pack and Ship, you can send items to your customers or to your other locations, if you use the Multi-Location Inventory feature. For details, read the help topic Pick, Pack, and Ship with Transfer Orders.

When the Pick, Pack, and Ship feature is activated, orders are fulfilled in three stages: Fulfill Orders (Pick), Mark Orders Packed and Mark Orders Shipped.

When you fulfill an order, you pick the items from inventory in the warehouse that you need to fill the order. Mark the order packed when you physically package them to be ready to ship. Finally, you mark orders shipped when the order is on the way to its destination.

You can track orders through each step of the fulfillment process. Possible statuses for a fulfillment are:

- **Picked** – The items on the order have been picked from inventory and are waiting to be packed and shipped.

  This is a non-posting transaction.
- **Packed** – The items on the order have been packed and are waiting to be shipped.

  This is a non-posting transaction.
- **Shipped** – The items have been shipped out, and the order is completely fulfilled.

  This is a posting transaction.

To view a list of item fulfillments and their statuses, go to Shipping > Shipping > Fulfill Orders > List. In the Status field of the footer, filter the list by type of status for fulfillments you want to see. Select All, Picked, Packed or Shipped.

Select a Default Item Fulfillment Stage at Setup > Accounting > Setup Tasks > Shipping. The default status populates the Status field on new item fulfillments, as well as in the Set Shipment Status To field on the Bulk Fulfill Orders page.

It is possible for one order to be partially picked, partially packed and partially shipped, so an order may have several fulfillments, each with a different status.

For example, an order with six items is picked in two fulfillments:

- First fulfillment – items #1 - 3 are picked and awaiting packing.
- Second fulfillment – items #4 - 6 are picked, packed, and shipped out.

  The first fulfillment has a status of Picked.

  The second fulfillment has a status of Shipped.

Pick, Pack, and Ship Workflow Charts

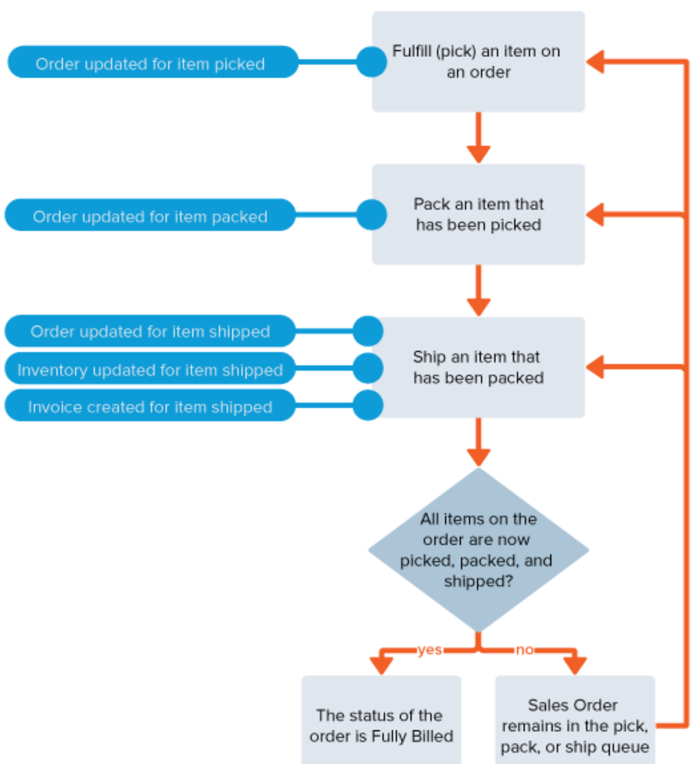
Your pick, pack, and ship fulfillment workflow will be different depending on whether the Advanced Shipping feature is enabled. When fulfilling an order without the Advanced Shipping feature, an invoice is created automatically for sales order lines when the lines are marked as shipped. When the Advanced Shipping feature is enabled, you first fulfill the sales orders by marking lines as picked, packed, and shipped. You then bill the sales order in a separate transaction.

See the following topics for more information:

- Pick, Pack, and Ship Sales Orders Without Advanced Shipping
- Pick, Pack, and Ship Sales Orders With Advanced Shipping

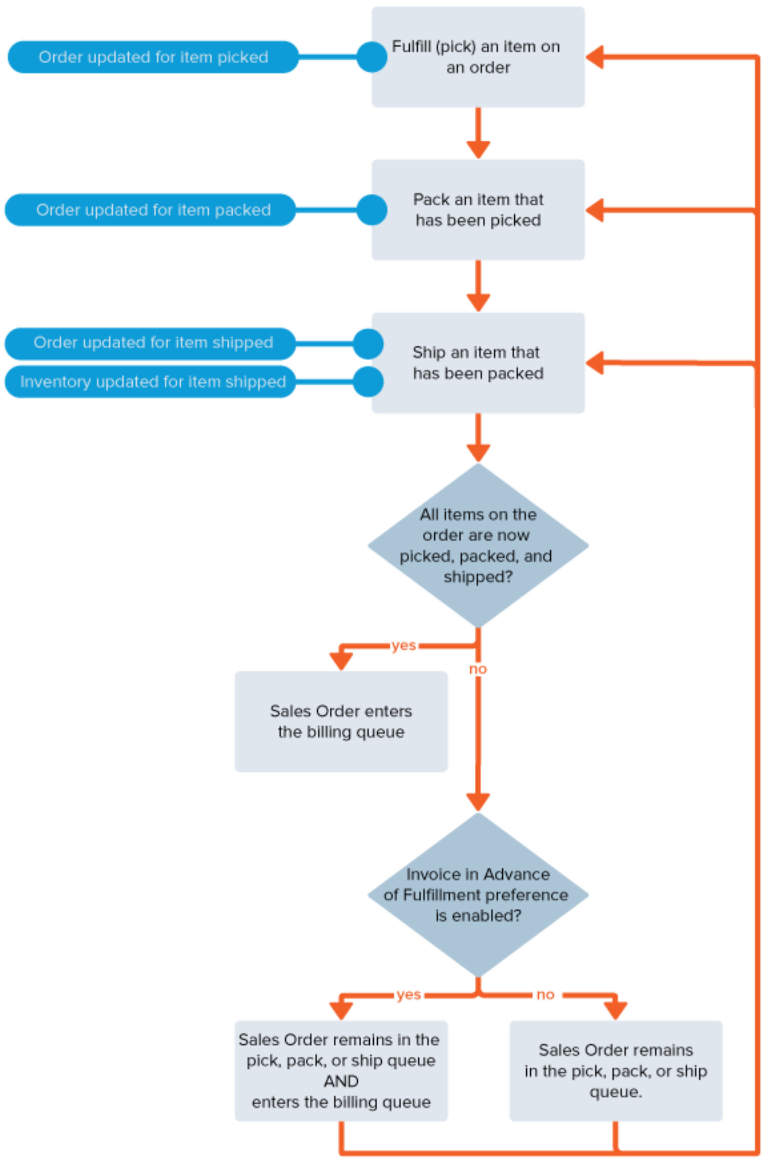
Pick, Pack, and Ship Sales Orders Without Advanced Shipping

In a pick, pack, and ship fulfillment workflow without advanced shipping, you fulfill a sales order by picking, packing, and shipping the items in it. When you mark items in the sales order as shipped, an invoice is created at the same time for the shipped items.



Pick, Pack, and Ship Sales Orders With Advanced Shipping

In a pick, pack, and ship fulfillment workflow with advanced shipping, you fulfill a sales order by picking, packing, and shipping the items in it. After you mark items in the sales order as shipped, you can then bill the shipped items in a separate transaction.



Setting Up Pick, Pack, and Ship

To use Pick, Pack and Ship, you must enable the feature and set preferences.

To enable the feature:

1. Go to Setup > Company > Enable Features.
2. On the **Transactions** subtab, check these boxes:
   - **Pick, Pack and Ship**

- **Advanced Shipping**

3. Click **Save**.

To set preferences:

1. Go to Setup > Accounting > Setup Tasks > Shipping.
2. In the **Default Item Fulfillment Integration Stage** field, select the Picked, Packed, or Shipped stage you want to use as the default fulfillment status in your sales order process. When you fulfill an order, this is the status of the sales order on the Item Fulfillment page. You can always select a different stage when fulfilling an order.
3. If you use the Shipping Label Integration feature, in the **Shipping Label Creation Stage** field, select the earliest stage when you can get tracking numbers and print shipping labels. This does not have to be the same as the Default Item Fulfillment Stage.

   For example, you generally want to mark sales orders as Shipped when you fulfill them. For part of your inventory, you know you will change the order fulfillment status to Picked, and need to be able to get tracking numbers and print shipping labels at that stage. You can do so if you set the Shipping Label Creation stage to Picked.

   - Select **Picked** to receive a tracking number and print a bar-coded shipping label when the fulfillment status of an order is at least picked.
   - Select **Packed** to receive a tracking number and print a shipping label when orders are marked packed.
   - Select **Shipped** to have the tracking number and shipping label made available only when the order is marked shipped.
4. Click **Submit**.

Fulfilling Orders Using Pick, Pack, and Ship

The Pick, Pack, and Ship feature gives your warehouse and shipping departments separate processes for each step to fulfill orders. To use Pick, Pack and Ship, you must enable the feature and set preferences – see Setting Up Pick, Pack, and Ship.

Warehouse employees pick the items needed to fulfill the order from inventory and then physically package them for shipping. Then, the shipping department marks orders shipped when the order is on the way to its destination.

You can track orders through each step of the fulfillment process. Possible statuses for a fulfillment are Picked, Packed, or Shipped.

To view a list of item fulfillments and their statuses, go to Shipping > Shipping > Fulfill Orders > List. In the Status field of the Filters, select a status to filter the list of item fulfillments. Select All, Picked, Packed, or Shipped.

The Fulfill Orders page lists all orders that have not yet had all items picked from inventory.

To fulfill (pick) an order using Pick, Pack, and Ship:

1. To pick the orders, go to Shipping > Shipping > Fulfill Orders.
2. To filter the list of orders by customer, select a customer in the **Customer** field.
3. In the **Process** column, click **Fulfill** next to the order you want to fulfill.
4. On the Item Fulfillment page, verify or enter information in the following fields:

- **Customer** or **Project** – the customer or project the sales order is for
- **Ref. No.** – the reference number to identify the fulfillment
- **Status** – the status the fulfillment will have when you click Save.

  The status defaults based on your setting for the Default Item Fulfillment Stage preference. Set this preference at Setup > Accounting > Setup Tasks > Shipping.
- **Date** – the date of the fulfillment.

5. Click the **Items** subtab.
6. Verify that items checked in the Fulfill column are the items you are actually picking.
7. Verify or enter the quantities to pick for each item.

   If you want to pick the entire order, make sure the amount in the Quantity column equals the amount in the Remaining column for each item.
8. Click the **Shipping** subtab.
9. Verify or enter information under Shipping Address to show the customer address the order will be shipped to.
10. Click **Save**.

Now, the items and quantities you indicated on this fulfillment are marked picked.

> **Note:** When picking an order, you cannot enter information on the Shipping or Packages subtabs unless you change the Status to Packed or Shipped.

You can also enable a preference to send a confirmation email showing the total quantity shipped upon fulfillment of orders. For more information, read Order Fulfillment Confirmation Email.

> **Note:** When you use the Pick, Pack and Ship feature, you can fulfill in one accounting period and ship in another. For details, read Fulfilling Orders Across Multiple Accounting Periods.

Marking an Order Packed

The Pick, Pack, and Ship feature gives your warehouse and shipping departments separate processes for each step to fulfill orders.

After you have picked/fulfilled items for an order, they need to be packed and then shipped to the customer.

To mark orders packed:

1. Go to Shipping > Shipping > Mark Orders Packed.
2. In the **Customer** field, optionally filter the list to show orders from one customer or all customers that need to be packed.
3. In the **Order Type** field, select a transaction type you want to filter this list to show.
4. If you want to set the location on the orders you choose to pack, in the **Bulk Fulfill from Location** field, select the location from which you want to fulfill all of the orders you select.

   If you want to do not want to change the location that is set on each individual order, select **Unchanged**.

   This field only shows if you use the Locations feature.

5. In the Ship Via field, select the shipping method you want to set on all orders you choose to pack.

   If you want to do not want to change the shipping method that is set on each individual order, select **Unchanged**.
6. To find a specific order, enter the order number in the **Select Order Number** field.
7. In the **Pack** column, check the box next to each order you want to packed.

   You can click **Mark All** to select all orders in the list.
8. Click **Submit**.

When you bulk pack orders, the orders are processed together as one job. If it will take more than ten seconds to process them, the Job Status page opens to show the jobs being processed.

You can process several jobs at once and track them on the Job Status page. For each job being processed, the page shows the following:

- Job ID and name
- Date and time the job was initiated
- Status of the job
- Percentage of the job complete
- Any related error messages
- Results column with a link to a processing log

Click the Order Processing Log link in the Results column to open the Processed Orders page. This page details the following information about each transaction in the job:

- Original transaction type, date, and number
- Processed transaction type, number, and status
- Errors associated with a transaction being processed

Now, the items are packed and need to be shipped to the customer. To mark orders shipped, go to Shipping > Shipping > Mark Orders Shipped.

Marking an Order Shipped

The Pick, Pack, and Ship feature gives your warehouse and shipping departments separate processes for each step to fulfill orders.

After you have marked items on an order as picked and packed, they need to marked shipped to the destination.

To mark orders shipped:

1. Go to Shipping > Shipping > Mark Orders Shipped.
2. On the Mark Orders Shipped page, in the **Customer** field, optionally filter the list to show orders from one customer or all customers that need to be marked shipped
3. In the **Mark Shipped** column, check the box next to each order you want to mark shipped.
4. Click **Submit**.

When you check multiple orders, the orders are processed together as one job. If it will take more than 10 seconds to process them, the Job Status page opens to show the jobs being processed.

You can process several jobs at once and track them on the Job Status page. For each job being processed, the page shows the following:

- Job ID and name
- Date and time the job was initiated
- Status of the job
- Percentage of the job complete
- Any related error messages
- Results column with a link to a processing log

Click the Order Processing Log link in the **Results** column to open the Processed Orders page. This page details the following information about each transaction in the job:

- Original transaction type, date, and number
- Processed transaction type, number, and status
- Errors associated with a transaction being processed

Order Fulfillment Confirmation Email

NetSuite lets you send a confirmation email message to customers when you fulfill their orders. The features you use and the preferences you set determine how NetSuite generates this email message. In all cases, you can create a customized email template that communicates information about the order fulfillment.

- If you do not use the Web Store feature, read Sending Order Fulfillment Email to learn more.
- If you use the Web store feature, and you want to use the same fulfillment email message for Web store orders and sales orders entered from the Transactions tab in NetSuite, read Using the Same Order Fulfillment Email for All Orders.
- If you are only concerned with customizing email for Web store orders, read the help topic Templates for Web Store Email Messages.

Sending Order Fulfillment Email

You can configure NetSuite to send an order fulfillment confirmation email message for orders placed over the phone or with sales reps.

To send the order fulfillment email:

1. Go to Setup > Accounting > Preferences > Accounting Preferences.
2. Click the **Order Management** subtab.
3. Under **Fulfillment**, check the **Send Order Fulfilled Confirmation Emails** box.
4. Click **Save**.

When you process an order, NetSuite sends an email message to the customer email address on the sales order, indicating the total quantity shipped.

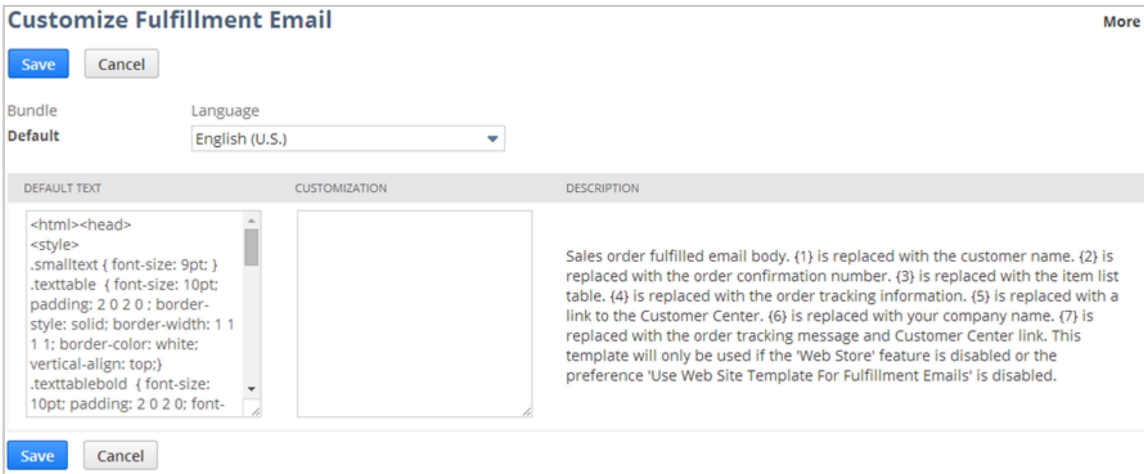
- If you use the Advanced Shipping feature, the email message is sent when the order is fulfilled.
- If you do not use the Advanced Shipping feature, the email message is sent when the order is billed.

- If you use the Pick, Pack, and Ship feature, the email message is sent when the order is shipped.

> **Note:** This preference does not affect orders created from a Web store. For information about customizing and sending fulfillment email for web store orders, see the help topic Templates for Web Store Email Messages.

Customizing Order Fulfillment Email Text

You can customize the text of the order fulfillment confirmation email message for each language available to you in the system.



To customize the order fulfillment email text:

1. Go to Setup > Accounting > Preferences > Customize Fulfillment Email.
2. Select the language you want to customize.
3. In the **Customization** column, enter the custom text.

   The Default Text column displays the HTML source code for the fulfillment email message. The blank fields in the Customization column are for your customized version of the fulfillment email message.

   Copy the HTML from the **Default Text** column to the **Customization** column and then change the customized text to suit your business needs.
4. Click **Save**.

   Now, when an order is fulfilled, the customer receives an email message that contains the information you want to communicate about the order.

You can use NetSuite's attribute tags to display information from the sales order (such as the customer name and the sales order number) in the fulfillment confirmation email message. For more information, see the help topic Attribute Tags for use in Email Messages. Attribute tags function in the fulfillment email message whether or not you use the Web Store or Advanced Site Customization features.

Using the Same Order Fulfillment Email for All Orders

If you use the Web Store feature, you can send the same order fulfillment email message for both web store orders and orders created with the sales order transaction (see the help topic Creating Sales

Orders). Doing so ensures a consistent customer experience across different sales channels. You define content for the email message as custom web site text. You can include up to 4000 characters in the message text, including HTML tags and order attribute tags.

The Web Store feature and the Advanced Site Customization feature must be enabled to send order fulfillment email for both types of orders.

To set up the same order fulfillment email message for all orders:

1. Go to Setup > Accounting > Preferences > Accounting Preferences.
2. Click the **Order Management** subtab.
3. Under **Fulfillment**, check the **Send Order Fulfilled Confirmation Emails** box and the **Use Web Site Template for Fulfillment Emails** box.
4. Click **Save**.
5. Go to Setup > Site Builder > Setup Tasks > Customize Text.
6. On the Customize Web Site Text page, select the language you want to customize and then click the **Email** subtab.

   In the **Description** column, find the row with a description that starts with the text: “Web store order fulfilled email body.”

   The Default Text column displays the HTML source code for each type of email message. The blank fields in the Customization column are for your customized changes to the default HTML.

   Copy the HTML from the **Default Text** column to the **Customization** column and then change the customized text to suit your business needs.

   The maximum number of characters allowed is 4000.

   > **Note:** You can create email messages with more than 4000 characters for web store orders by creating a web store email template. When you create a web store email template, only web store orders use the text in the template; all other orders use the text specified on the Customize Web Site Text page. See the help topic Templates for Web Store Email Messages for more information.

7. Click **Save**.

You can use NetSuite attribute tags to insert information from fields on the sales order transaction into your fulfillment email template. For more information, see the help topic Attribute Tags for use in Email Messages.

Email Templates for OneWorld Accounts that Support Multiple Languages

In OneWorld accounts that support multiple languages, checking the Use Web Site Template for Fulfillment Emails box might not always result in all fulfillment email messages using the same template because of dependencies on language preferences. See the help topic Templates for Web Store Email Messages for more information about email templates.

Note the following:

- A user's language preference defaults to the language that is configured for the user's subsidiary at Setup > Company > Classifications > Subsidiaries.
- Each Web site email template for order fulfillment has a locale (preferred language) defined, and this locale may differ from the locale set for some customers. Any customer that has a locale different from that of the Web site email template cannot use the template.

Important: When using web site email templates for order fulfillments, verify that a web site template has been created for every language used by customers. If a web site template with a matching language is not found for a customer, that customer's orders default to using the standard order status email message.