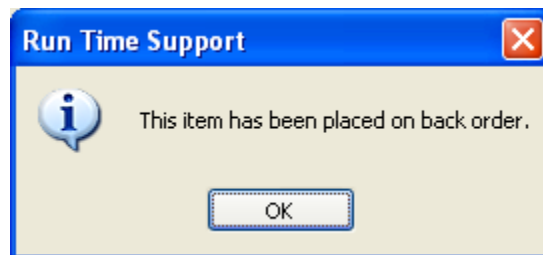


## Backorders

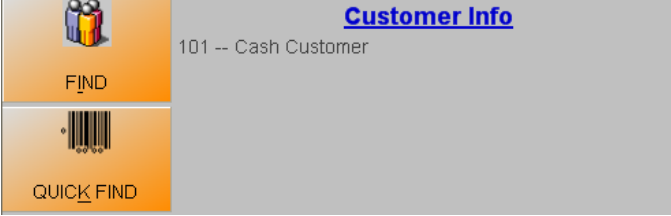

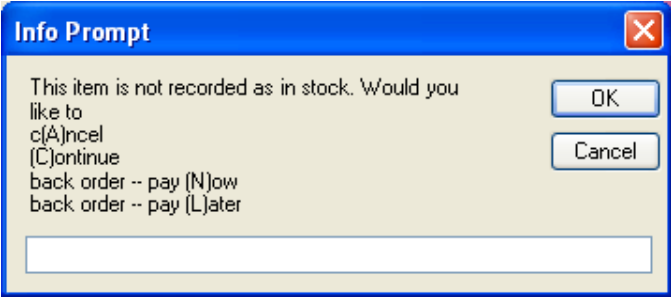
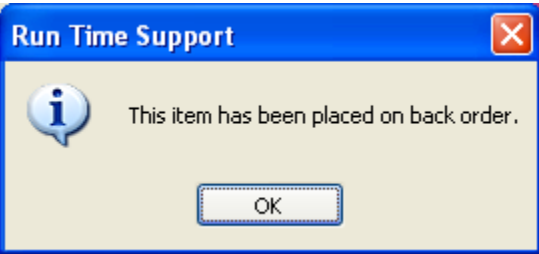
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If a customer wants to purchase an item that is sold out, the item can be placed on backorder. Backordered items can easily be added to purchase orders and a screen exists for filling backorders as items arrive.

## Backordering items

To backorder an item, it must be out of stock. Additionally, **Stock Prompt** must be checked (see the **Invoice Settings** tab of **Setup Screen**).

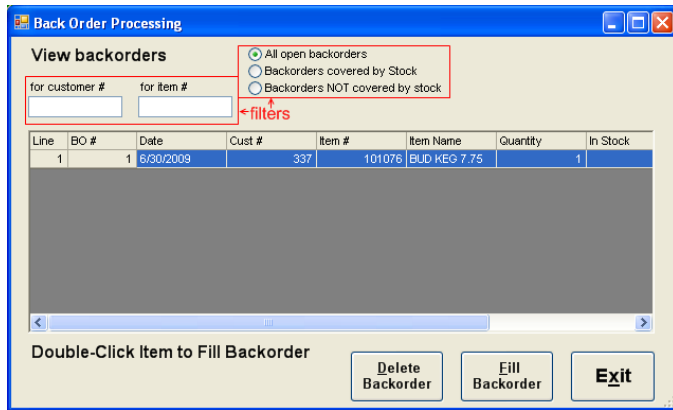
	<ol style="list-style-type: none"><li>1. Select a customer.</li></ol>
	<ol style="list-style-type: none"><li>2. Select an item that is out of stock.</li></ol>
	<ol style="list-style-type: none"><li>3. When warned that the item is out of stock, type either <b>N</b> or <b>L</b> and select <b>OK</b>.</li><li>4. If <b>N</b> was typed in step 3, the item will be added to the invoice, which must be closed prior to the item being backordered.</li></ol>
	<ol style="list-style-type: none"><li>5. Acknowledge the backorder notification.</li></ol>

**Viewing, filling, and deleting backorders**

To view and fill backorders, select **Manager** from the login screen, provide the requested credentials, and follow these steps.



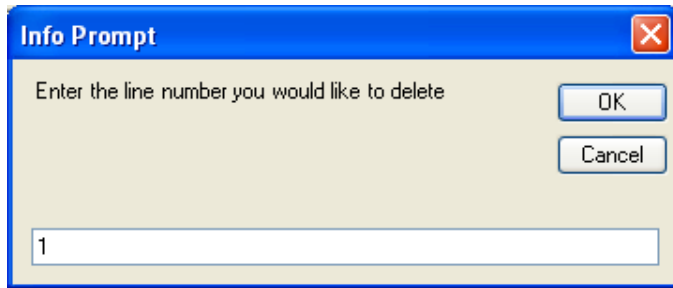
1. Select **Back Orders**.



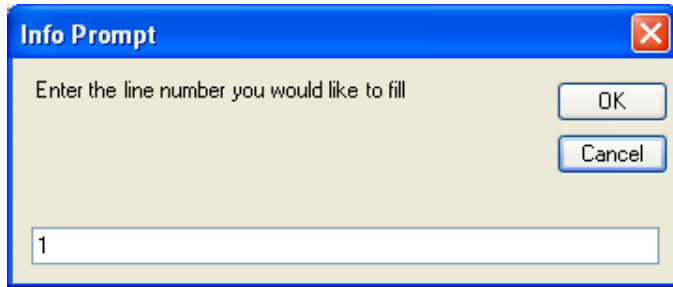
2. Filter the backorders by customer number, item number, or whether they are covered by stock.



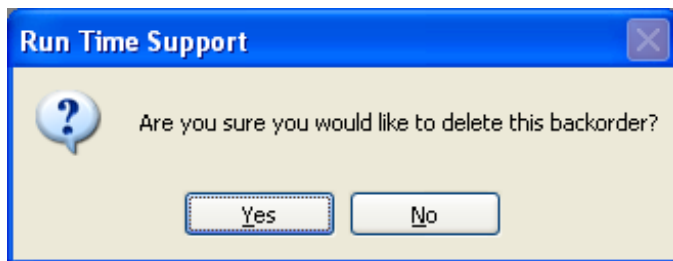
3. Select **Delete Backorder** if you would like to delete a backorder.
  - Prepaid backorders cannot be deleted.
4. Select **Fill Backorder** if you would like to fill a backorder.
  - Only backorders that are covered by stock can be filled.



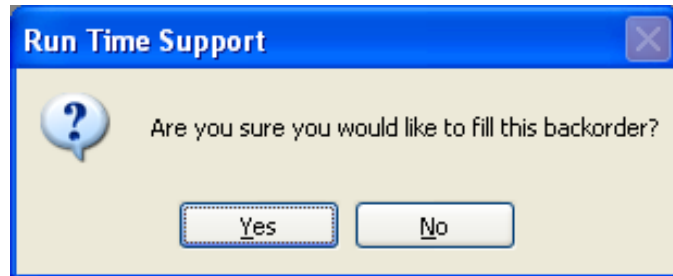
or



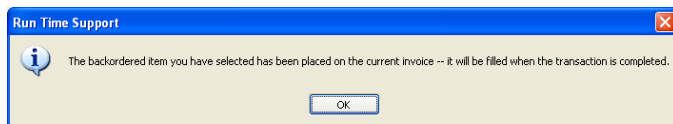
5. Enter the line number of the backorder which you would like to delete or fill.



or



or



6. If **Delete Backorder** was selected and the backorder was not prepaid, confirm your decision.

If **Fill Backorder** was selected and the backorder was prepaid, confirm your decision.

If **Fill Backorder** was selected and the backorder was not prepaid, the item will be added to the invoice.

### Adding backordered items to purchase orders

A useful feature of CRE/RPE is that backordered items can be added to purchase orders automatically. Refer to the document entitled “Vendors and purchase orders” on <http://faq.pcamerica.com> for more information about this feature.