## **Understanding Back Orders**

Last Modified on 08/13/2021 3:22 pm EDT

The term 'back order' has different meanings to different people. When people where using paper for order entry and the order could not ship complete, a new order called a Back Order would be created with the remaining items and quantities therein recorded. Older ordering systems only allowed one shipment against one sales order however this is not the case with All Orders. When a sales order does not ship complete it simply remains open until all the orders are shipped or cancelled. Therefore in All Orders a back order is an order that has not shipped complete AND that is beyond the due date. A back order DOES NOT necessarily mean that you are out of stock of a particular item it simply means that the item has not shipped by the due or promise date.

As an example consider the following sales order that was created November 11, 2008 and has a due date of November 4, 2008. Note the back order column is highlighted in yellow.

		Term Sales R		ep FOB		Class		Promise Date		Lustom	
11			×			× ×		✓]11/4	11/ 4 /2008 💽		
Item	Description	Ordered	Shipped	Back Order	Availa	UOM	Price Per	Total Pri	Kit Tax	Clear	Details
7809-0987	43 40 Ten	5	0	5	4	EA	<u>18.75</u>	93.75	Tax		-
7809-0989	4x4 widget	10	0	10	0	EA	<u>18.75</u>	187.50	Tax		-

By changing the due date the back order column is set to 0.

		Term	Sales Rep		FOB		Class		Prom	nise Date	Custome
		-	~	~	· I		*		• 17	2 /2009 🛓	
Item	Description	Ordered	Shipped	Back Order	Availa	UOM	Price Per	Total Pri	Kit Ta	x Clear	Details
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A really great way to track back orders is to customize the Sales Order by Item report. I created a new report called 'Back Orders'. I then went to the filter tab and added Back > 0. I click 'Saved Filter' so i would not need to add the filter each time I ran the report then I clicked the file icon to save the report.

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Reports Labels	Modify Design	Υ Υ	Pre <u>v</u> iew	Filters	Sort By
Active Inactive All Sales Orders Sales Order Order Acknowledgement Quotes - Kits Sales Order - Kit Rollu Sales Order - Item Shi Pick List Proforma Sales Order Pick Sales Order History Sales Order By Doc N Sales Orders By Doc N Sales Orders By Doc N Sales Orders By Item Back Orders Sales Orders By Custo	Available Fields Doc No Status Ship To Location Customer Type Ship From Ship To Class OrderDate ItemShipDate ItemShipDate Customer PO Terms Sales Rep Ship Method FOB	Operators		Add Filter Status = Open Tran Type = Sales Order BackOrder > 0	Remove Filter
Sales Order by Custor Sales Order by Order I Sales Order by Rep Quote Customer Shipping and Return Work Orders / Disassemblies	Created By Line No Item Ordered Shipped BackOrder UOM PricePer				

When I run the report I see sales order by item that have a back order.

## NC Demo Company Back Orders

DocNo	Ln	Customer	Customer PO	Ship Date	Ship To	ltem	Ordered	Shipped	Back Order	Price Per	Total Price
1	1	XYZ Corp		8/4/2008	Default	7809-0987	4	3	1	25.00	100.00
3	1	XYZ Corp		8/4/2008	Default	7809-0987	1	0	1	25.00	25.0
4	1	XYZ Corp		8/4/2008	Default	7809-0987	1	O	1	25.00	25.0
4	5	XYZ Corp		8/4/2008	Default	7809-0987	1	o	1	25.00	25.0
5	1	XYZ Corp		8/4/2008	Default	7809-0987	1	o	1	25.00	25.0
8	2	XYZ Corp		8/6/2008	Default	7809-0987	10	0	10	1.07	10.7
13	1	XYZ Corp		8/7/2008	Default	7809-0987	1	0	1	25.00	25.0
14	1	XYZ Corp		8/7/2008	Default	7809-0987	1	0	1	25.00	25.0
30.3	1	Bonnie		10/14/2008	Store#88	7809-0987	1	0	1	18.75	18.7
30.4	1	ABC		10/17/2008	Default	7809-0987	1	0	1	25.00	25.0
317	1	Bonnie		11/10/2008	Store#88	7809-0987	7	3	4	18.75	131.2
319	1	Bonnie		11/10/2008	Store#88	7809-0987	5	0	5	18.75	93.7
319	1	Bonnie		11/10/2008	Store#456	7809-0987	5	0	5	18.75	93.7
						Item Totals:	39	e	33		623.2