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Backordering Service Items

Cavallo Support - 2026-02-26 - [Sales](#)

Service items can only be backordered if the items are set to Allow Backorders on the Item Card, and if the Sales Document ID has a Backorder ID set.

Allowing the item to be backordered:

1. In Inventory Lookup, navigate to the Properties tab of the item and click the Item Number ellipses to open up Item Maintenance (see also: [Item Maintenance](#))

1234 x

Close Search Clear EDI 846 - Inventory Inquiry + New Item

Item Search

Search By

Item #: 1234 Description

Item Class: Warehouse: (ALL)

Inventory Items (2 items found)	Alternate Items (0 items found)	Vendor Items (2 items found)																		
<table border="1"><thead><tr><th>Item Number</th><th>UoFM Sched</th><th>Available</th><th>On Hand</th><th>Item Type</th><th>Item Blocked</th></tr></thead><tbody><tr><td>1234</td><td>PHONE 1-10</td><td>998,832</td><td>999,157</td><td>Sales Invent...</td><td><input type="checkbox"/></td></tr><tr><td>123456</td><td>EACH</td><td>0</td><td>0</td><td>Discontinued</td><td><input type="checkbox"/></td></tr></tbody></table>	Item Number	UoFM Sched	Available	On Hand	Item Type	Item Blocked	1234	PHONE 1-10	998,832	999,157	Sales Invent...	<input type="checkbox"/>	123456	EACH	0	0	Discontinued	<input type="checkbox"/>		
Item Number	UoFM Sched	Available	On Hand	Item Type	Item Blocked															
1234	PHONE 1-10	998,832	999,157	Sales Invent...	<input type="checkbox"/>															
123456	EACH	0	0	Discontinued	<input type="checkbox"/>															

Inventory Properties Sales Purchases Notes Returns Tracker History Serial/Lot Numbers

Basic Info

Item Number 1234

Description 1234323

2. Here you may check the Allow Backorders checkbox and click Save.

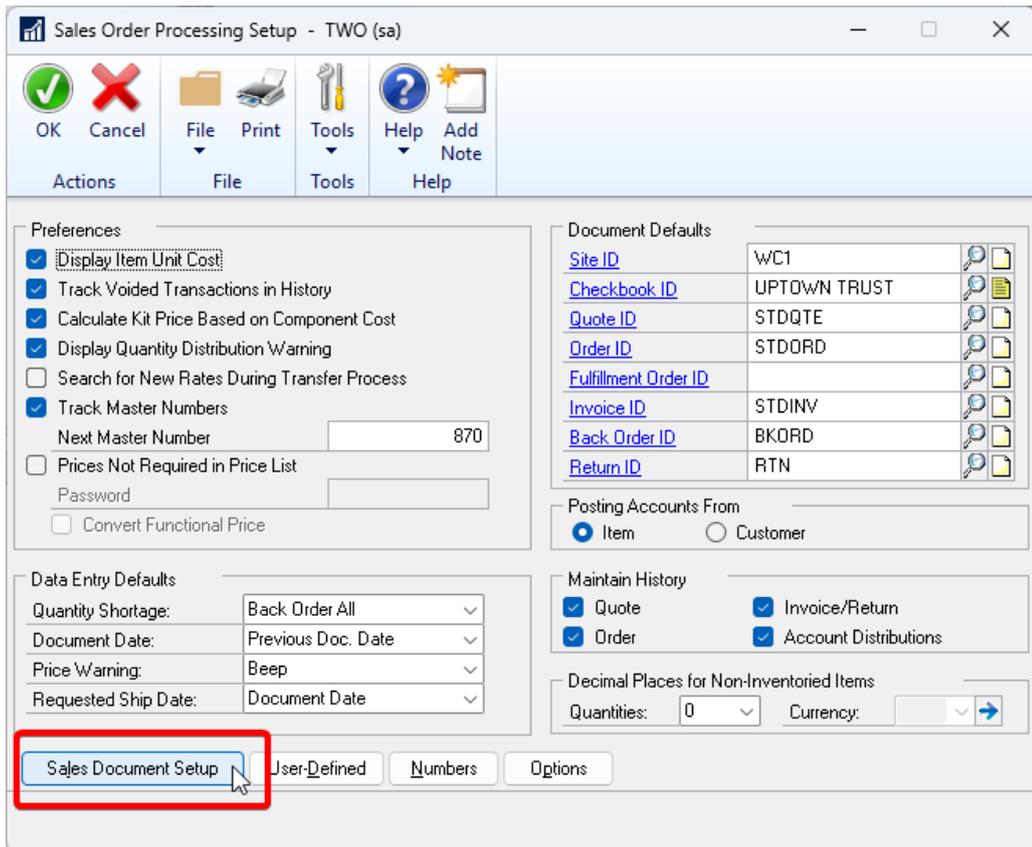
The screenshot shows the 'Item Maintenance' window with the following fields and values:

- Item Number: 1234
- Copy From Item: (empty)
- Copy Item Standard Pricing
- Item Description: My Item Description
- Short Description: (empty)
- Generic Description: (empty)
- Replaced By: (empty)
- Class ID: ATT CORD
- Track: None
- Queue: (empty)
- Item Type: Sales Inventory
- Valuation Method: FIFO Perpetual
- Quantity Decimals: 0
- Currency Decimals: 2
- U Of M Schedule: PHONE 1-10
- Selling UoFM: EACH
- Purchasing UoFM: (empty)
- Price Level: EXTRCLVL
- Sales Tax Option: Taxable
- Purchase Tax Option: Taxable
- Sales Tax Schedule: (empty)
- Purchase Tax Schedule: (empty)
- Standard Cost: 0.00
- Current Cost: 0.00
- List Price: 0.00
- Allow Backorders
- Item Blocked
- Inactive
- Exclude From Sales Promotion

Buttons at the bottom: Save, Cancel

Allowing the items on the Sales Document ID to be backordered:

1. In Dynamics GP, open Sales Order Processing (Microsoft Dynamics GP button >> Tools >> Setup >> Sales >> Sales Order Processing)
2. Click Sales Document Setup on the lower left and select your Sales Document Type. This will open the Sales Order Setup window



3. In the Sales Order Setup window, select your Order ID, check "Transfer Order to Back Order" and set a Back Order ID in the Use Back Order ID field. Save

