



## Overriding Shortages

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### Overview

If line items added to a sales document are showing up as backordered (Red exclamation point) but are known to actually be in stock, this backorder can be manually overridden as long as SOP setup is not set to use a separate fulfillment process, and there is no quantity available for the item or items.

### Usage

**Note:** SalesPad only supports overriding shortages if multi-bin is not in use.

1. Make sure that the following column headers are visible in the Line Items tab: Qty BO, Qty Fulfilled, Invoice Qty (If not, right-click on a column, click Column Chooser, and drag columns to the header).
2. Change the Qty BO column on the line item to "0."
3. Change the Qty Fulfilled column on the line item to match the Qty column.
4. Change the Invoice Qty column on the line item to match the Qty column.

The screenshot shows the SalesPad interface with the following details:

- Document Properties:** Document #, Customer # (AARONFIT0001), ORDER (STDORD), Aaron Fitz Electrical, Sales Rep: PAUL W., Sales Terr: , Pay Terms: NET 30, Doc Date: 11/12/2018, Created By: sa, Currency: Z-US\$, Quote Exp. Date: , Combine Split Docs: ☐
- Shipping Address:** Aaron Fitz Electrical, One Microsoft Way, Grand rapids, MI 49888, ☐ Ship Complete
- Additional Properties:** Batch/Q: NEW ORDER, Price Level: RETAIL, No Holds
- Totals - GM:** [-\$13,025.00] [-261.81%]
  - Misc Charge: 0.00
  - Discount: 0.00
  - Discount %: 0.00%
  - Freight: 0.00
  - Tax: 0.00
  - Total: 4,975.00
  - Payment: 0.00
- Line Items Table:**

Line Item	Notes	Addresses	Holds	User Fields	Audit	Related Documents	Purchases	Quick Report	FedEx Quote	Email Audit	Assemblies	Tracking Numbers	Interactions	Ship
New	Delete	Insert												
Item	Description	Qty	Qty Allocated	Qty Fulfilled	Qty BO	Invoice Qty	Price	Cost	UORM	Whse	Ext Price			
A100	Audio System	500	0	500	0	500	9.95	36.00	Each	WAREHOUSE	4,975.00			

5. Save the document.

### Security

*Sales Document Line Items> Can Change Backorder Quantity* - Determines if a user can change the Backordered Qty on Sales Document Lines. Defaults to 'True'.