

Despatching Order Lines without Stock

It is possible to dispatch line items without stock, either through the POS or via the CMS (order detail screen).

POS

A user may manually mark a line as despatched; they are also despatched when Completing an order.

A system setting is available to prevent dispatching items without stock in the POS.

CMS

It is always possible to despatch without stock from the CMS Sales Order screen.

Reporting

If a Sales Order line is despatched without stock, an entry will be made in the [Stock Discrepancy](#) report.

Stock Discrepancy

product	code	options	store	location	changed	matched	discrepancy	cost value	reason	user	date	
<input checked="" type="checkbox"/> Orla Kiely Linden L Shape Corner Sofa Group Grade B	1028706-1				+1	0	+1	+£3,250.00	auto-corrected for despatched Z4762	iconography	20/08/2025	<input type="checkbox"/>
<input checked="" type="checkbox"/> Ashton Coffee Table	BFTR05				+1	0	+1	+£119.00	auto-corrected for despatched Z4761	iconography	18/08/2025	<input type="checkbox"/>

FAQs

Why allow despatch of items without stock?

In most cases, businesses want to tightly control stock levels so that only available inventory can be sold or dispatched. However, there are practical situations where allowing dispatch without stock is not just useful, but necessary:

1. **Stock Accuracy Issues** – Real-world operations sometimes suffer from stock discrepancies (miscalculations, damaged items, or delays in stock updates). If the system blocks dispatch completely, it can halt order fulfilment unnecessarily, even when the item *is* physically available.
2. **Urgent Customer Needs** – In retail or wholesale, meeting a critical customer deadline may be more important than stock accuracy. Dispatching without stock lets the business complete the order and correct the stock position afterward.
3. **Operational Flexibility** – Some businesses prefer to allow managers (via the CMS) to override stock restrictions when exceptional circumstances arise. This gives control to responsible staff while maintaining normal safeguards at the POS.

Why allow wouldn't I despatch items without stock?

1. **Stock Accuracy & Integrity**

If items are dispatched without stock, the system no longer reflects reality. This undermines the accuracy of inventory data and makes it harder to trust reports.

2. **Overselling**

Allowing dispatch without stock increases the risk of selling products that cannot actually be fulfilled, leading to customer dissatisfaction or cancelled orders.

3. **Financial Misreporting**

Inventory valuation and cost-of-sales reporting rely on accurate stock records. Dispatching without stock can create gaps that distort financial reporting.

4. **Operational Confusion**

Staff may assume goods are available when they are not, leading to errors, wasted time, and additional administration to fix discrepancies later.

5. **Loss Prevention & Control**

Strict stock controls help prevent misuse, theft, or mistakes. Allowing dispatch without stock can weaken those safeguards.

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