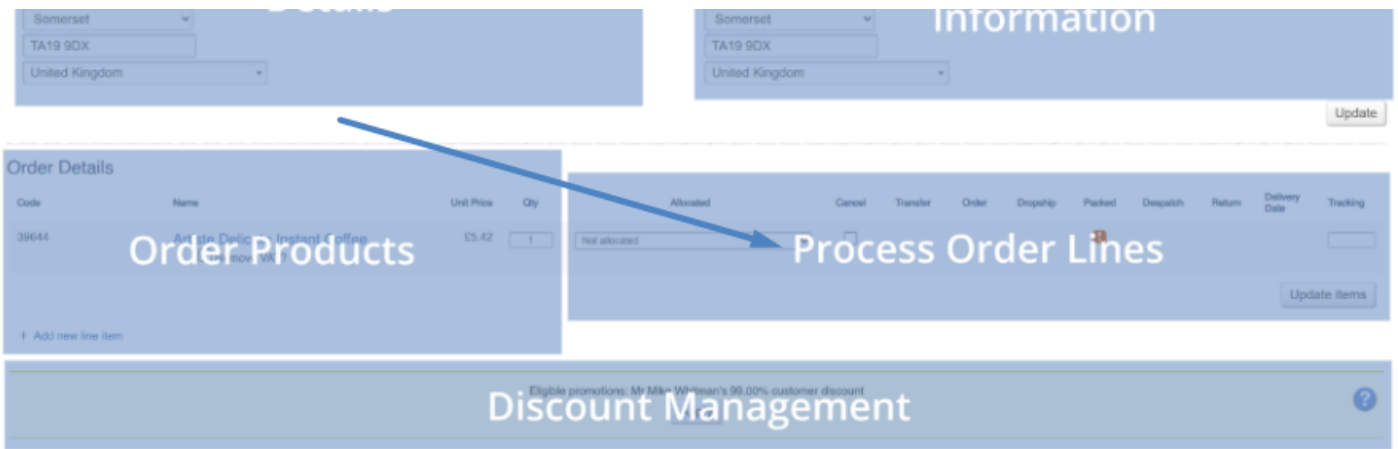


Process Order Lines



This section is used to manage Sales Order Lines. Actions taken here will affect the [Order Status](#).

Actions

Field	Purpose
Cancel	<p><i>Tick this to cancel the Sales Order Line; you will then be prompted or additional information</i></p> <ul style="list-style-type: none"> • <i>Quantity to return</i> <p><i>If you partially cancel a line, this will split the line into two</i></p> <p><i>This will only be possible prior to the item being delivered</i></p> <p><i>Cancelling all or part of a line will also remove all associated discounts applied at line level; sales order level discounts will not be deleted</i></p>

Field	Purpose
Transfer	<p>Initiate a Transfer</p> <p>This will allow you to initiate a Transfer from the allocated Store and Location to one of your choosing</p> <p><i>This will only display if the allocated Store has 'Enable for web sales fulfilment?' set to 'no'</i></p>
Order	<p>Create a back to back Purchase Order for this Sales Order line</p> <p>Ticking this will create a new Purchase Order Line, either as part of an existing Purchase Order, or as a new Purchase Order, depending on whether you have set the Supplier to 'collate purchase orders'</p> <p><i>This will only display if the Product is linked to a Supplier enabled for Purchase Orders</i></p>
Dropship	<p>Create a drop ship Purchase Order for this Sales Order line</p> <p>Ticking this will create a new Purchase Order for delivery to the Customer's delivery address</p> <p><i>This will only display if the Product is linked to a Supplier enabled for Dropship AND the Sales Order has Delivery applied</i></p>
Packed	<p>Tick this to pack the Sales Order Line</p> <p>You will be prompted to confirm the quantity to pack</p>
Despatch	<p>Tick this to despatch the Sales Order Line</p> <p>You will be prompted to confirm the quantity to despatch; this will default to the number of items which have been packed</p> <p>If you partially despatch a line, this will split the line into two</p>

Field	Purpose
Return	<p><i>Tick this to return the Sales Order Line; you will then be prompted for additional information</i></p> <ul style="list-style-type: none"> • <i>Quantity to return</i> • <i>Return reason</i> • <i>Location (to which the items should be returned; this will default to the default return location for the Store from which you are currently working)</i> • <i>Flag if an exchange is required</i> • <i>Create a Supplier Return</i> <p><i>This will only be possible after the item has been delivered</i></p> <p><i>If you partially return a line, this will split the line into two</i></p>
Delivery Date	<p><i>This will show the requested delivery date, if there is one</i></p> <p><i>This will be overwritten by the actual delivery date for the Sales Order Line once it is marked as despatched</i></p>
Expected Goods In Date	<p><i>This will show below the requested delivery date</i></p> <p><i>This will only show if the Sales Order Line is allocated to a Purchase Order</i></p>
Tracking	<p><i>Use this to record line specific tracking information</i></p> <p><i>This will be sent to the customer</i></p> <p><i>For order level tracking information, use the Delivery Management section</i></p>

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