

Out of Stock Items

If an item is out of stock/backordered and you need to know when it's expected to restock, pull the item up in Item Inquiry. At the bottom of the page, you'll see a list of numbers. The "On Hand" amount is how many we physically have, including any that are already sold and just waiting to ship. The "Committed" amount is how many are currently on orders. The "Available" amount is how many spare we have that aren't assigned to orders yet.

(picture of the quantity lines)

In some cases, you can ask the warehouse to prioritize an order to pull from the "On Hand" amount instead of "Available". For example, if a customer orders 25 of a target but an order for 10,000 is holding it up, you may push the smaller order to the front. This could also be used if an order that's waiting for multiple targets to restock is preventing another order from shipping out.

Most of the time, you'll be waiting on the item to restock. You can check when more are expected on tab 6 of Item Inquiry. This will show you all the orders we've placed for the item, and when they were expected to arrive. At the bottom of the list, you'll see the newest orders which will often have a Req Date. That date is when we're expecting to restock the item.

(picture of the Orders screen)

In some cases, there won't be an open order for the items. In those cases, let customers know what to expect. New orders for paper take around 4-6 weeks, new orders for cardboard take 5-8, and steel takes 12+ weeks. If the order has a Req Date that is in the past, the items are overdue. Ask Eddie Crow (ecrow@actiontarget.com) for more details, as no more are tracked in Sage.

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