

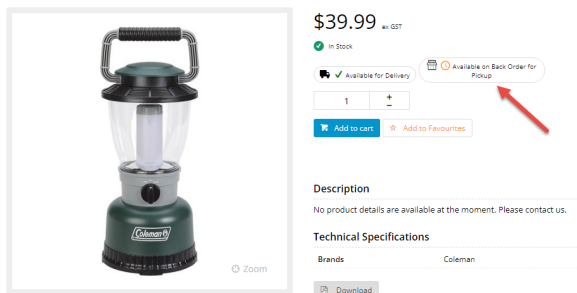
Backordered Products & Ordering

Overview

The CV ecommerce platform comes with features for displaying out of stock items and managing backorders. A backorder is an order with temporarily out of stock items that a store intends to fulfill when stock is replenished. Your site can be enabled for backorder placements, or disabled to prevent ordering. Enabling backorder placements allow your customers to shop and buy products even when you have limited or no stock available in hand. Your site can also display whether a product can be backordered for delivery, pickup or both, In the product detail and cart pages.

Coleman XPS LED Lantern - Personal Size

Product Code: CV383



NOTE - Products may show a different availability status for delivery vs pickup, depending on whether the store or an alternate location such as a warehouse has been used to calculate delivery availability. A B2B user who switches to another account may see different delivery availability if the new account code has a different warehouse setting. The rules that govern product availability for 'delivery' and 'pickup'; depend on how your site has been configured for Click & Collect and availability calculations. See: [Store /Warehouse Locator](#); [Click & Collect Settings](#).

Allow Backorder Placements

When one or more products are unavailable, your site can be enabled so users can place backorders for delivery, pickup, or both. This is done by enabling or disabling these settings:


1. Go to **Settings Settings**.
2. **Delivery:** Find **Click And Collect Can Order If Deliv Unavailable**. Set to **Yes** (Always allow), **No** (Never Allow) or **Default** (standard behaviour following existing business rules).

When 'No' is set and a product for delivery is unavailable:


On this page:


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- The Product Detail page displays 'Unavailable for Delivery'
Product Code: CV383





\$39.99 inc GST

 In Stock 6

 Unavailable for Delivery

 Available on Back Order for Pickup

1  


Quantity In Cart: 1

Description


No product details are available at the moment. Please contact us.

Technical Specifications

Brands Coleman


 Download

- If the user selects Delivery in the Shopping Cart, they will be alerted that the product cannot be delivered.



[Search](#) [News](#) [Store Locator](#) [Contact Us](#)

[My Store: Bankmeadow](#)

 Please review your cart - adjustments may be required

[Confirm](#)

[Product Categories](#)

[Our Store](#)

[Cart](#)

Shopping Cart

Please review your cart before checkout.





Delivery Options

☒ Delivery

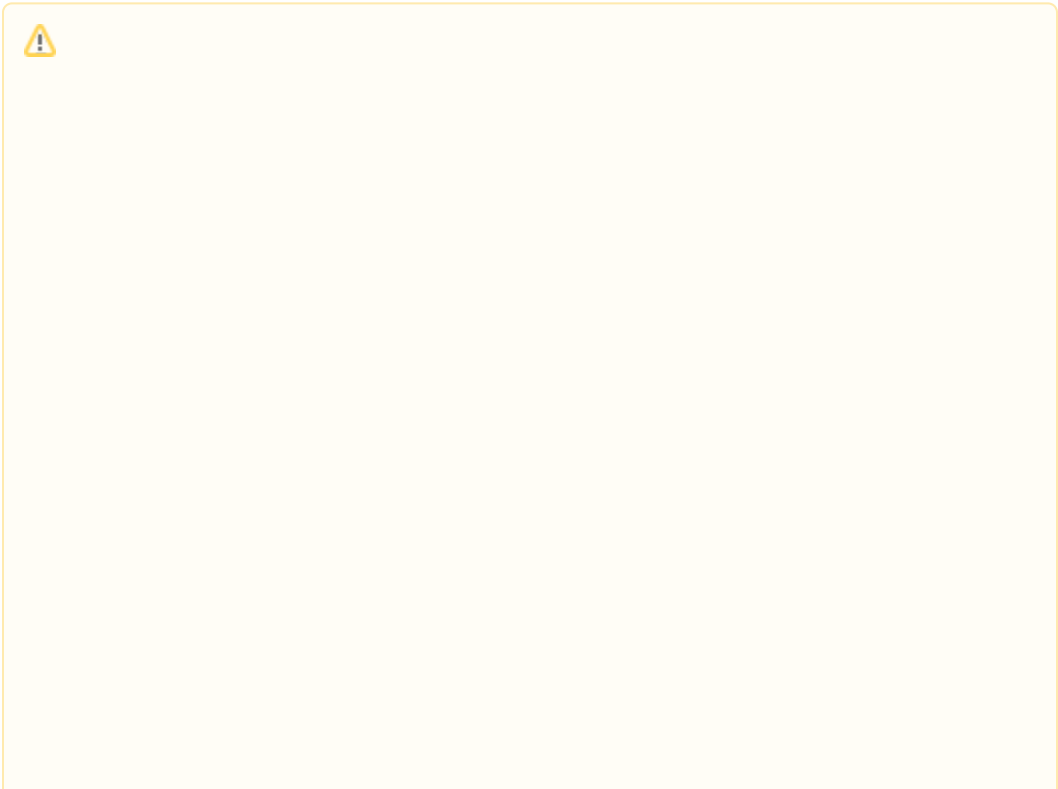
☐ Pick-up

[Update Order](#)

[Remove All](#)

Product	Qty	Price <small>(inc GST)</small>	Unit	Total <small>(inc GST)</small>
<div><div> This item is not available for delivery as there is insufficient stock.</div></div>				
<div><div><div>Coleman XPS LED Lantern - Personal Size</div><div>Code: CV383</div><div><div> Unavailable for Delivery</div><div> Available for Pickup</div></div></div></div>	2	\$39.99	Each	\$79.98
<div><div>Add Note</div><div>Add to Favourites</div><div>Update</div><div>Remove</div></div>				

3. Pickup: Find **Click And Collect Can Order If Pickup Unavailable**. Set to **Yes** (Always allow), **No** (Never Allow) or **Default** (standard behaviour following existing business rules).



If your site is set to Yes for Pickup backorders but the product detail page is not displaying 'Available to Backorder for Pickup' as expected for a product, contact Commerce Vision. This feature has to be enabled for your site.

\$39.99

inc GST



In Stock



Available for Delivery



Available on Back Order for Pickup

1



Add to cart



Add to Favourites

Description

No product details are available at the moment. Please contact us.

Technical Specifications

Brands

Coleman



Download

4. Low stock: (If used). Find **Click And Collect Can Order If Pickup Low Stock**. Set to **Yes** (Always allow), **No** (Never Allow) or **Default** (standard behaviour following existing business rules).

5. Click **Update**.



Backorder permissions can also be set by Role.

Website Backorder Features

Track Backorder

Orders with backordered items can be tracked in the user's Order History. The user can select to search only for backorders.

Order History

Check the status of your order

Order Status	Order Date (start)	Order Date (end)	Your Reference	Product Search
Backorders	22/01/2021	21/02/2022		
<input type="checkbox"/> Show My Orders Only (with Lee)				
OR				
Invoice / Order Number				
<input type="text"/>				
<input type="button" value="Search"/>				

Search Results

1 records (1 page)

Order No.	Order Date	Customer Code	Status	Your Ref	Total (ex)	Options
100012162	22/10/2021	AACAB	Backorder	12345	\$192.45	<input type="button" value="Reprint Invoice"/> <input type="button" value="View"/>

Add Backorder Panel to Dashboard

The Backorder panel on the Dashboard page lets users easily view all backordered items at a glance.

Back Orders				
Order Date	Your Order #	Part Number	B/O Qty	ETA
22/10/2021	100012162	CV117	1	22/10/2021
29/12/2020	47087	CV378	1	29/12/2020
29/12/2020	47087	CV379	1	29/12/2020
29/12/2020	47088	CV150	1	29/12/2020
29/12/2020	47089	CV138	1	29/12/2020

To add the Backorder panel to the User's Dashboard page:

1. In the CMS, go to **Content Pages & Templates**.
2. Find the **Dashboard** page.
3. Click **Edit**.
4. In a zone, click **Add Widget**.
5. Find the **Dashboard Back Orders Widget**.
6. Click **Add Widget**.
7. Edit options as needed. See: [Dashboard Back Orders Widget](#).

Display a B2B Customer's Backorder Info

From time to time, your B2B customers may have products on backorder with you.


Browsing your site, they might be inclined to place another order for these items, forgetting that stock is already due to be delivered from you. While another order placed is good for business, a costly return when the customer realises they've over-ordered is not.



This feature is not compatible with sites using Live Pricing and Live Order Search.

Your website can display the quantity a Customer account has on backorder for any product as they browse your site. This can be shown on the product list (search results, category browsing), the product detail page, and the order lines (cart). All users on the Customer account will have access.

Product List



DBR 3-In-1 Combo Camping Torch

CV387

Out Of Stock 0

Available on Back Order for Delivery

Available on Back Order for Pickup

Check Other Stores


\$21.99
inc GST
RRP \$19.99 (Each)

Each

0 + Add to cart

Add to Favourites

Add to Compare



DBR 3-LED Headlamp

CV388

Out Of Stock 0

Available on Back Order for Delivery

Available on Back Order for Pickup

Check Other Stores


\$21.99
inc GST
RRP \$19.99 (Each)

Each

0 + Add to cart

Add to Favourites

Add to Compare



Coleman XPS LED Lantern - Personal Size

CV383

Out Of Stock 0

Available on Back Order for Delivery

Available on Back Order for Pickup

Check Other Stores

\$43.99
inc GST
RRP \$39.99 (Each)

Each

0 + Add to cart

Add to Favourites

Qty on Back Order: 2

Add to Compare

1. Enable setting

NOTE - Displaying a customer's backordered quantity for every product does affect additional performance overhead.



You'll need the setting 'Enable BackOrder Qty Calc On Products' updated by [Commerce Vision](#) for your site.

2. Update widgets

Backordered quantity can be displayed in one or more of these pages: Product Detail, Product List, Cart



This feature has not been designed for B2C. You must have two instances of the Product Purchase Details widget in the Product Detail template, one with a B2B layer, the other with a B2C layer. Ensure the 'Show Quantity on Back Order' is OFF for B2C.

(i) Enable option on the Product Detail page:

1. In the CMS, go to **Content Pages & Templates**.
2. Select the **Product Detail** template.
3. Edit the **Product Purchase Details** widget.
4. Toggle ON **Show Quantity on Back Order?**.

Show Quantity on Back Order?



? Affects Widget: Product Purchase Details

5. Click **Save**.

(ii) Add the **Product List Qty On Back Order Widget** to the zoned Product List:

1. Go to **Content Pages & Templates**.
2. Select the **Product List Item Zoned** template.
3. Select the zone (e.g., just above the Add to Cart button), and click **Add Widget**.
4. Search for '**Product List Qty On Back Order**' and click **Add Widget**.
5. Drag the widget to the appropriate spot in the zone, if required.
6. (optional) Change the label text. Default: Qty on Back Order:
7. Click **Save**.

(iii) Add the **Order Line Qty On Back Order** widget to the Cart:

1. Go to **Content Pages & Templates**.
2. Select the **Order Lines Info** template.
3. Click **Add Widget**.
4. Search for **Order Line Qty On Back Order** and click **Add Widget**.
5. (optional) Change the label text. Default: Qty on Back Order:
6. Click **Save**.

Related help

- [Store Locator Maintenance](#)
- [Product Restriction Enquiry](#)
- [Click & Collect - Shipping Settings](#)
- [Click and Collect - Mixed Delivery Methods](#)

Related widgets

- [Dashboard Back Orders Widget](#)
- [Product List Qty On Back Order Widget](#)
- [Order Line Qty On Back Order Widget](#)
- [Product Qty On Back Order Widget](#)