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





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.
- Delivery: Find Click And Collect Can Order If Deliv Unavailable. Set to Yes (Always allow), No (Never Allow) or Def ault (standard behaviour following existing business rules).

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

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



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

	Product Search	Q Search	🔊 News 🏼 Ø Store Loo	ator 🖀 Contact Us 🍳 🎕 🎕	Please review your cart may be required Confirm To Store w	- adjustments 🛛 🖬
• For Shopping Cart Plesse review your cart before checkout.						
Delivery Options Delivery OPick-up				σu	pdate Order 🔋 Remove A3	
Product		Qty	Price (no 657)	U	it Total (ne GST	
Coleman XPS LED Lantern - Personal Size Cose Criss		2 4	S Update O Remove	Eə	:h \$79.98	

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

\$39.99 inc GST
V In Stock
Available for Delivery
1 <u>+</u>
🔀 Add to cart 🖈 Add to Favourites
No product details are available at the moment. Please contact us.
Brands Coleman
Download

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)	()rder Date (end)	Your Referen	ice	Product Search	
Backorders	v	22/01/2021		21/02/2022	**			
Show My Orders Only (See had Lee)				OR				
Invoice / Order Number				U.				
Q Sealtch								
≔ Search Results								
1 records (1 page)								
Order No.	*	Order Date	Customer Code	👗 Status	🛔 Your Ref	A V	Total (ex) 🖕	Options
100012162		22/10/2021	AACAB	Backorder	12345		\$192.45	Reprint Invoice Sview

Add Backorder Panel to Dashboard

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

③ Back Orders						
der # Part Number	B/O Qty	ETA				
62 CV117	1	22/10/2021				
CV378	1	29/12/2020				
CV379	1	29/12/2020				
CV150	1	29/12/2020				
CV138	1	29/12/2020				
	der # Part Number 162 CV117 CV378 CV379 CV150 CV138	der # Part Number B/O Qty 162 CV117 1 CV378 1 1 CV379 1 1 CV150 1 1				

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.

A 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.



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?



Ø 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