

BACKORDER MANAGEMENT

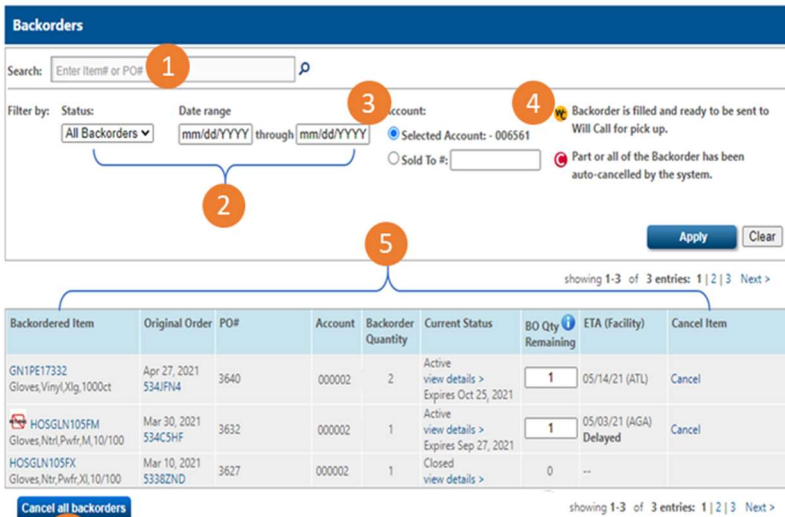
Empower provides you with the ability to easily place, view, and maintain your backorders.

Entering a Backorder



- If an item is out of stock and is able to be backordered, the highlighted message will appear at the time of order entry and will ask if you would like to backorder the item
- Once the order is completed, the backorder may be viewed and maintained in the 'Manage Backorder' page

Manage Backorders



- 1 Search for backorders using an item number or PO #
- 2 Filter backorder results by status (Active/Closed) or date range
- 3 View backorders for the selected account or a certain sold-to account which will display backorders across multiple ship-to accounts
- 4 If applicable, you may see these icons in the 'Current Status' column in the backorder details table below

- 5 This table contains information on your backorders
 - If you wish to reduce the quantity of backordered item still unfulfilled, you may update the number in the 'BO Qty Remaining' column. Note: If you wish to increase the quantity, you must place a new order
 - 'ETA (Facility)' displays the estimated date the supplier projects additional stock of the backordered item will be available for sale. This date is an estimate and is subject to change. Check back for the most current ETA.
 - Select 'Cancel' in the 'Cancel Item' column if you would like to cancel the full backorder quantity remaining
 - Selecting 'View Details' will display status (Active/Closed) as well as specific ship and cancel events
- 6 Select 'Cancel all backorders' if you would like to cancel all backorder quantities for all active backorders

Note:

- Active backorders will expire 181 days after being placed and will automatically be canceled if not already filled or cancelled by the 'Expire' date
- If a backorder is canceled, you will see the username of the reseller associate who canceled the order, or a notice that it was canceled by Essendant Customer Care or the Essendant system