

## Documentation

**www.daiber.de**

# **Handling of back orders by the customer**

## **Content**

1	FAQ / Definitions.....	2
2	Process diagram Back orders.....	3
3	Back orders available for delivery .....	4
3.1	Overview.....	4
3.2	Information on a deliverable back order .....	5
4	Non-deliverable back orders.....	7
4.1	Overview.....	7
4.2	Information on a non-deliverable back order.....	8

## 1 FAQ / Definitions

- **When do we talk about a back order, which can be found at [www.daiber.de](http://www.daiber.de)?**

- The order was handed over to Daiber via [www.daiber.de](http://www.daiber.de), so it is an online order. (orders received via the XML interface are also meant)
- The quantity ordered is higher than the quantity delivered.
- Order is at least 7 days old

- **What does "handling via [www.daiber.de](http://www.daiber.de)" mean?**

Daiber hands over the decision on what to do with your back orders to you:

In other words, you decide whether the original quantity per order item should be

- reduced
- canceled  
-> and for stock receipt
- supplied

**Important: Daiber employees can no longer process these back orders for you.**

- **When and how are you informed that at least one order item of a back order is fully available?**

As soon as an order item at Daiber is back in stock, you will be informed early in the morning by e-mail. Then the principle "first come first serve" applies to back orders, as it does to all orders. I.e. the orders of all customers are served in the order in which they are received by us.

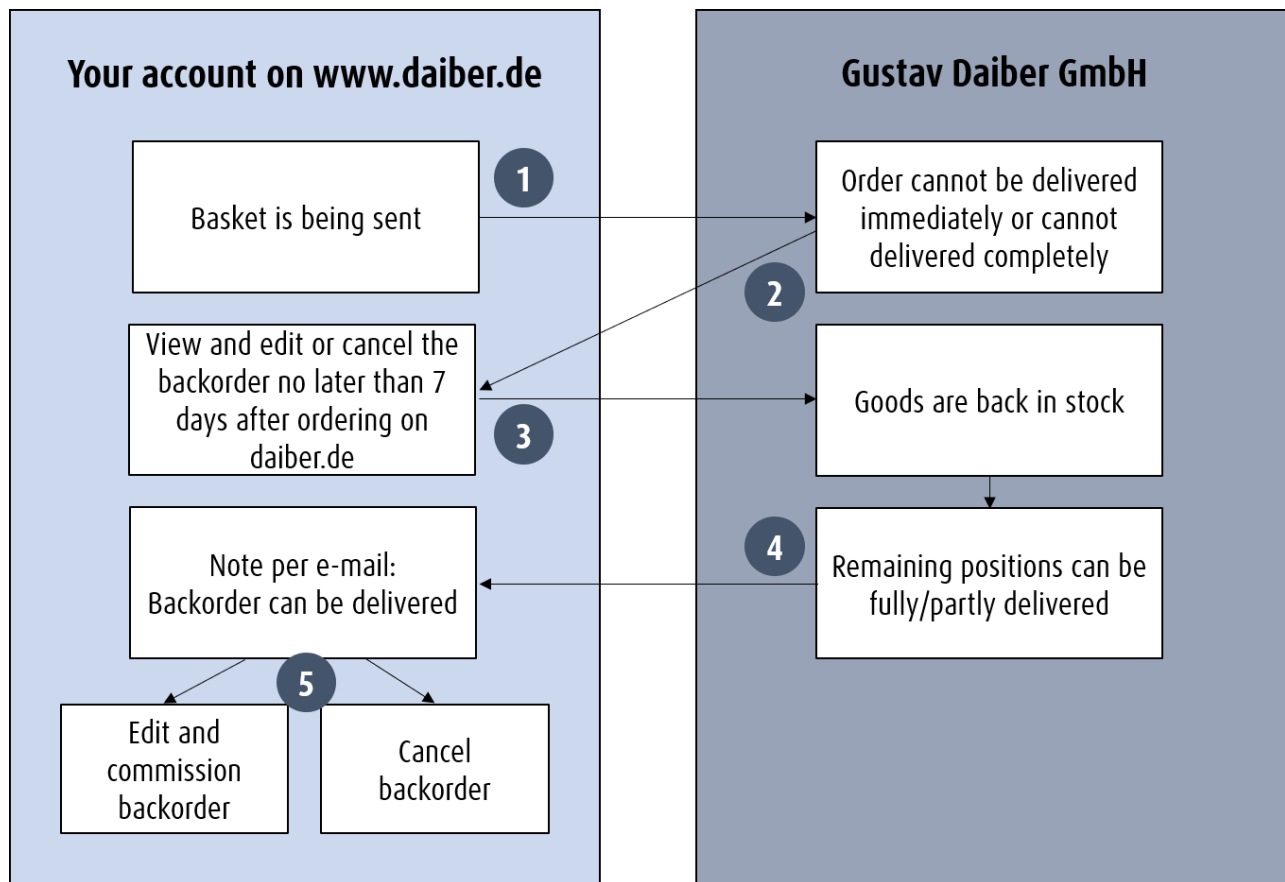
- **What happens to the items of a back order for which there is no stock at the time of the order?**

The back order is treated like a normal basket: if necessary, the open items become a new back order after 7 days.

- **Does an order retain its original order number, even if it results in a back order?**

A back order references its original order (original ERP-order-number and original CLX-order-number) but receives a new, independent CLX-order-number and ERP-order-number when it is sent. The original CLX-order-number is still referenced in the new order.

## 2 Process diagram Back orders

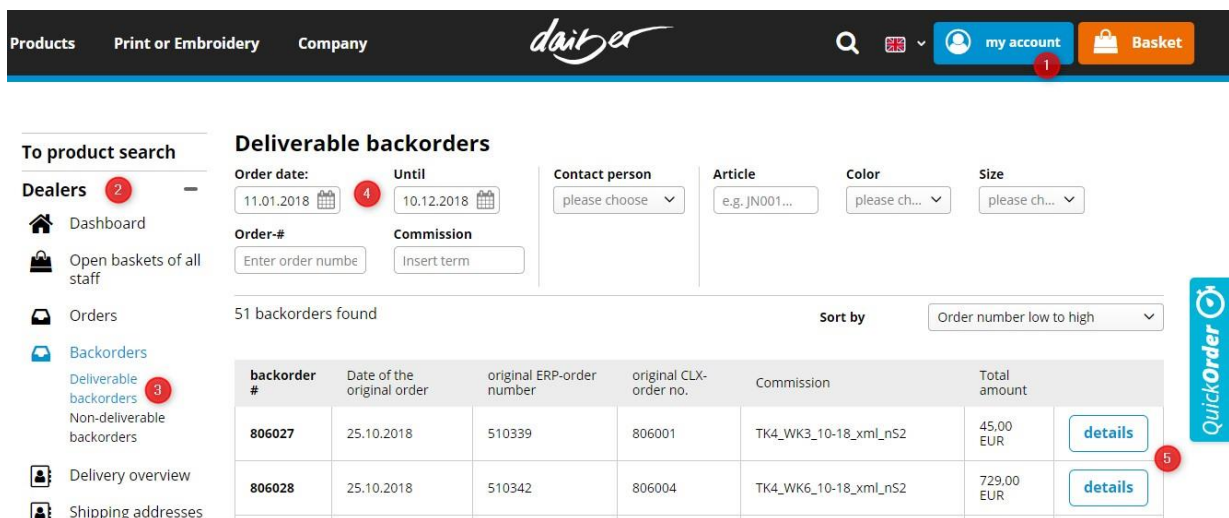


## 3 Back orders available for delivery

### 3.1 Overview

If Daiber has activated the back order management for back orders for you in the webshop, you can call up the deliverable back orders via the dealer account area:

- (1) [My Account]
- (2) [Dealer]
- (3) [Backorders] -> [Deliverable backorders]
- (4) Various filters allow you to select which back orders are to be displayed for information purposes (all filters can be used in combination with each other (AND link)):
  - Select display period: Order date of the original order
  - Order # = basket number of the original order
  - This search filter is filled by the contact persons of the previous result set (e.g. after restriction to a date) and thus enables further filtering / searching of an already existing result set. In this filter, only contact persons for whom there are back orders in the current result set are listed.
  - Article number/ Colour/ Size
    - > At least article no. and colour must be selected. The result set of back orders is reduced to those that contain the article/color combination. The result set of back orders can be further restricted by the size as a further parameter.
- (5) [Details] open the individual back order for viewing or editing



**Deliverable backorders**

Order date: 11.01.2018 **4** Until: 10.12.2018

Order-# Commission

Contact person: please choose

Article: e.g. JN001...

Color: please ch...

Size: please ch...

51 backorders found

Sort by: Order number low to high

backorder #	Date of the original order	original ERP-order number	original CLX-order no.	Commission	Total amount	
806027	25.10.2018	510339	806001	TK4_WK3_10-18_xml_n52	45,00 EUR	<a href="#">details</a>
806028	25.10.2018	510342	806004	TK4_WK6_10-18_xml_n52	729,00 EUR	<a href="#">details</a> <b>5</b>

## 3.2 Information on a deliverable back order

backorder

UAT\_201810\_TK4\_netto\_XML\_05

Basket no. #806428

Your original order  
Order Number: 806403  
ERP Id.: 510646

Shipping address

Drop shipment

Collection

Despatch address













Testkunde 4 XML  
Adressstraße 4  
72461 Albstadt  
DE  
[assign](#)

Contact

Invoice address

Testkunde 4 XML  
Adressstraße 4  
72461 Albstadt  
DE

back

Pos.	Article	Color	Size	Stock	Unit Price	Quantity	Total amount
1. JN001 Round-T-Medium (150g/m²)							
		red	M	 3546	3,00 EUR	<input type="text" value="30"/>	90,00 EUR 
		rose	M	 537	9,00 EUR	<input type="text" value="40"/>	360,00 EUR 
		white	S	 2553	2,00 EUR	<input type="text" value="20"/>	40,00 EUR 
		white	M	 5710	22,50 EUR	<input type="text" value="10"/>	225,00 EUR 
show all scale prices ▶						Total quantity: 100 piece Total: 715,00 EUR	

Total 715,00 EUR

☐ I have read [The General Terms and Conditions](#) and accepted

Cancel remaining quantities ▶

Confirm available pieces of backorder now ▶

Order history

Date	Contact person	Action
17.11.2018 06:33:02	Complex System	History has been created for article JN001 white, Size M, with initial quantity 10.

The following editing options are available:

- (1) Your **commission** of the original order is displayed here - if entered by you. You can overwrite these for the back order.
- (2) The **delivery type and address** are copied from the original order.  
As you know it from the baskets, you can change the type of delivery and also the delivery or shipping address of your back order, *with the restriction that no express delivery can be selected.*
- (3) **You can process** the items of your back order as follows:
  - a. Reduce quantity by entering in the quantity field.  
Exiting the quantity field saves the entered quantity.  
-->Attention: After a reduction you can increase the maximum quantity to the originally ordered quantity.
  - b. Cancel item using the trash can icon

## Daiber.de: Back orders – customer's view

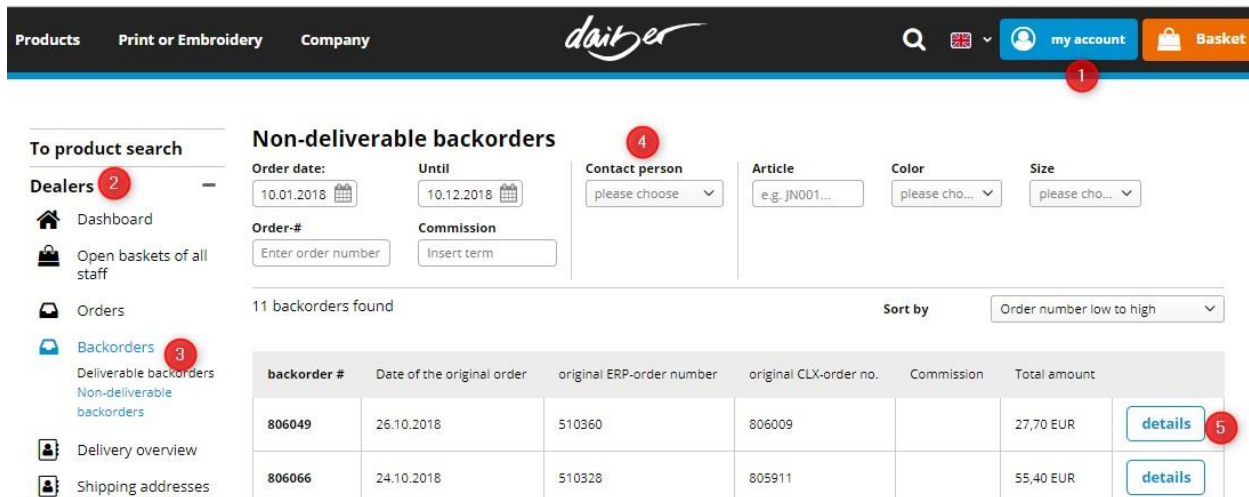
---

- (4) If you have checked the box "I have read and accepted the terms and conditions", the back order can be sent to Daiber and the delivery of the remaining quantities can be arranged.
- (5) Using [Cancel remaining quantity], **the entire back order with all items is canceled.**
- (6) In the order history, you can view all the changes you have made.

## 4 Non-deliverable back orders

### 4.1 Overview

If Daiber has activated the back order management for university orders for you via the webshop, you can call up the back orders that are not available via the dealer account area:



backorder #	Date of the original order	original ERP-order number	original CLX-order no.	Commission	Total amount	
806049	26.10.2018	510360	806009		27,70 EUR	<a href="#">details</a>
806066	24.10.2018	510328	805911		55,40 EUR	<a href="#">details</a>

- (1) [Account]
- (2) [Dealer]
- (3) [Back orders] -> [Non-deliverable backorders]
- (4) Various filters allow you to select which back orders are to be displayed for information purposes (all filters can be used in combination with each other (AND link)):
  - Select display period: Order date of the original order
  - Order # = basket number of the original order
  - This search filter is filled by the contact persons of the previous result set (e.g. after restriction to a date) and thus enables further filtering / searching of an already existing result set. In this filter, only contact persons for whom there are back orders in the current result set are listed.
  - Article number/ Colour/ Size
    - > At least article no. and colour must be selected. The result set of back orders is reduced to those that contain the article/color combination.
- (5) [Details] opens the individual back order for viewing or editing

## 4.2 Information on a non-deliverable back order

**backorder** back

**1**

Basket no. #806106

**Your original order**  
Order Number: 805891  
ERP Id.: 510233



**2**

Shipping address **Despatch address**  
 Testkunde 4 XML  
 Adressstraße 4  
 72461 Albstadt  
 DE  
[assign](#)

Drop shipment  
Collection

**Contact**

**Invoice address**  
 Testkunde 4 XML  
 Adressstraße 4  
 72461 Albstadt  
 DE

Pos.	Article	Color	Size	Stock	Unit Price	Quantity	Total amount
<b>1. 8010 Men's Basic Polo</b>							
		pink	XXL	<b>3</b> 0	20,00 EUR	<input type="text" value="8"/>	160,00 EUR  <b>3</b>
						show all scale prices ▶	
						Total quantity: <b>8 piece</b> <b>Total: 160,00 EUR</b>	

Total 160,00 EUR

**4** Cancel remaining quantities ▶

**Order history**

Date	Contact person	<b>5</b> Action
05.11.2018 12:06:28	Complex System	History has been created for article 8010 pink, Size XXL, with initial quantity 8.

The following editing options are available:

- (1) Your **commission** of the original order is displayed here - if entered by you. You can overwrite these for the back order.
- (2) **The delivery type and address** are copied from the original order.  
As you know it from the baskets, you can change the type of delivery and also the delivery or shipping address of your back order.
- (3) **You can process** the items of your back order as follows:
  - c. Reduce quantity by entering in the quantity field  
Exiting the quantity field saves the entered quantity.  
--->Attention: After a reduction you can increase the maximum quantity to the originally ordered quantity.
  - d. Cancel item using the trash can icon
- (4) Using [Cancel remaining quantity], **the entire back order with all items is canceled.**
- (5) In the order history, you can view all the changes you have made.