

## Documentation

**www.daiber.de**

# **Handling of orders with outstanding quantities by the customer**

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## 1 FAQ / Definitions

- **When do we talk about orders with outstanding quantity that 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?**

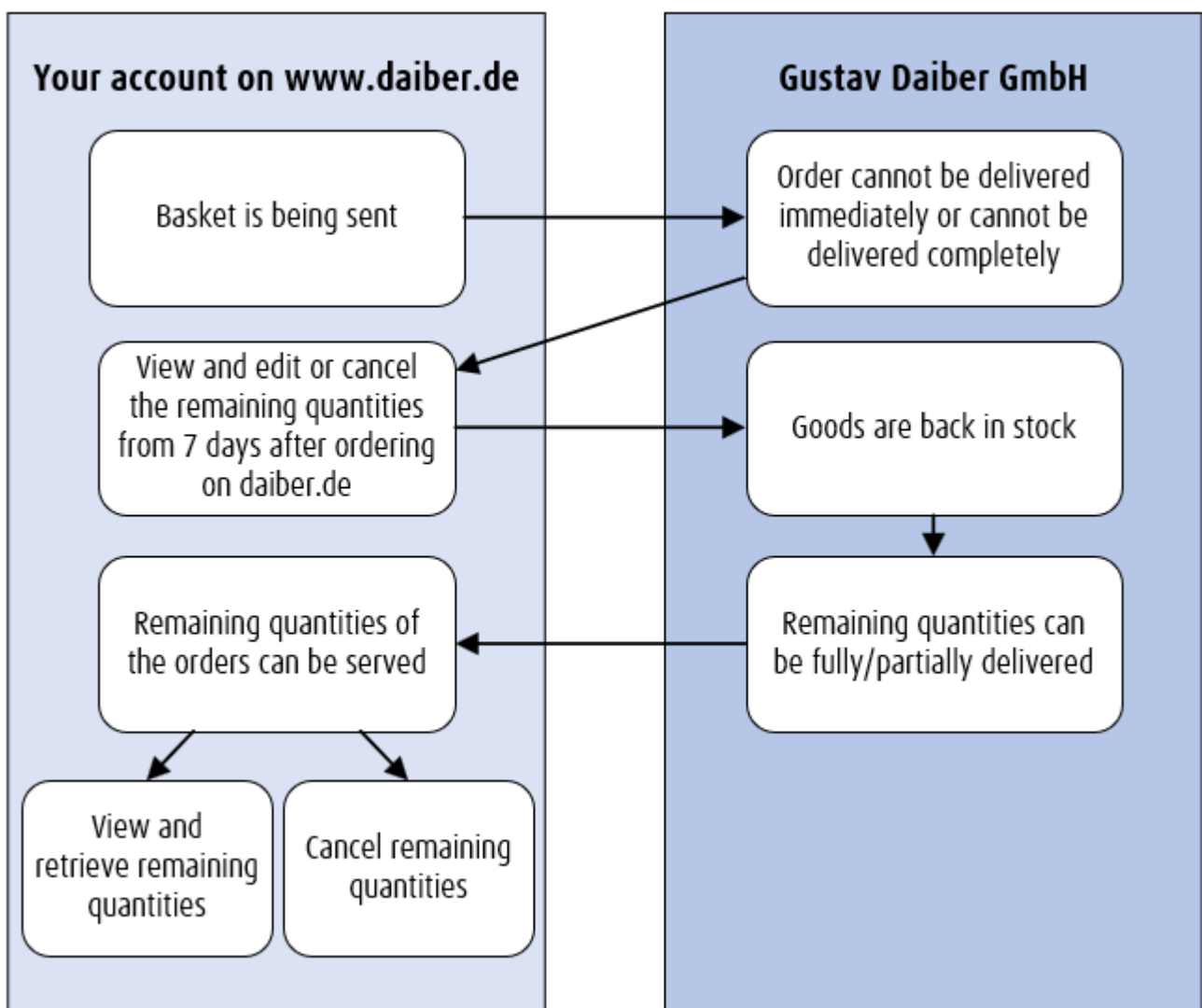
Daiber hands over the decision on what to do with your outstanding quantities to you:

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

- cancelled
- supplied

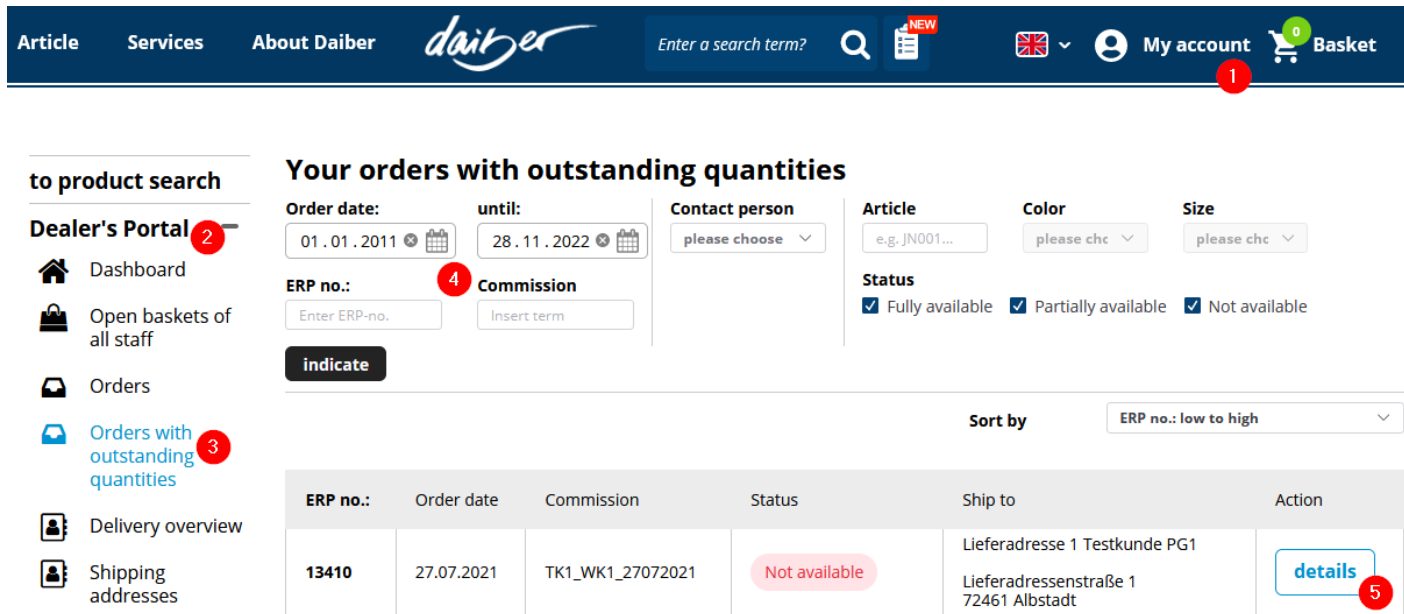
**Important: Daiber employees can no longer process these outstanding quantities for you.**

## 2 Process "orders with outstanding quantities"



### 3 Feature item “orders with outstanding quantities”

#### 3.1 Overview



**to product search**

**Dealer's Portal** 2

- Dashboard
- Open baskets of all staff
- Orders
- Orders with outstanding quantities 3
- Delivery overview
- Shipping addresses

### Your orders with outstanding quantities

Order date: 01.01.2011 until: 28.11.2022

ERP no.: Enter ERP-no. Commission: Insert term

Contact person: please choose

Article: e.g. JN001... Color: please chc Size: please chc

Status: ☒ Fully available ☒ Partially available ☒ Not available

Sort by: ERP no.: low to high

ERP no.:	Order date	Commission	Status	Ship to	Action
13410	27.07.2021	TK1_WK1_27072021	Not available	Lieferadresse 1 Testkunde PG1 Lieferadressenstraße 1 72461 Albstadt	details 5

You can call up the outstanding quantities via the dealer account area.

(1) [My account]

(2) [Dealer's Portal]

(3) [Orders with outstanding quantities]

At the beginning you will be shown the following information:

- ERP no.
- Order Date
- Commission
- Status – Fully available (green), Partially available (yellow), Not available (red)
- Ship to (address of the original order)
- Action

(4) Various filters allow you to select which outstanding quantities are to be displayed for information purposes (all filters can be used in combination with each other (AND link).

Orders with outstanding quantities will be shown after clicking on “indicate”:

- Order date (original order)
- ERP no. (original order)
- Commission
- Contact person (original order)
- Article / color / size
- Status (Fully available, Partially available, Not available)

(5) [Details] open the individual outstanding quantities for viewing

## 3.2 Handling

### Your order with outstanding quantities




TK4\_WK4\_10082021

Ship to

ERP no.: #13819 [Show order](#)

Order date: 10.08.2021

Express delivery: yes - 12:00

Pos.	Article	Color	Size	Unit Price	Available / Backorders	Sum available / Sum backorders	
<b>1. JN008 Girly V-Neck</b>							
		navy	S	1,08 EUR	2 / 4	2,16 EUR / 4,32 EUR	Cancel
		navy	M	1,08 EUR	0 / 4	0,00 EUR / 4,32 EUR	Cancel
		navy	L	1,08 EUR	4 / 4	4,32 EUR / 4,32 EUR	Cancel
					Total quantity: <b>6 Pcs. / 12 Pcs.</b>	Total Price: <b>6,48 EUR / 12,96 EUR</b>	

Cancel all the outstanding quantities of the order

Entire remaining quantity

**12,96 EUR**

12 pcs.

Non-available quantities

**6,48 EUR**

6 pcs.

Available quantities

**6,48 EUR**

4 pcs.

2 pcs.

Excl. freight charges

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

Call off the available quantity now

The following editing options are available:

- (1) Your **commission** of the original order is displayed here - if entered by you. Express delivery details are taken from the original order. The original order can be called up via the "Show order" Button.

**Important:** If the order is an express delivery and it is not wanted, please cancel all remaining quantities (4) and enter a new order.

- (2) The **address** is copied from the original order.

(3) The **order items** of your orders with outstanding quantities have the following information and can be cancelled using the trash can icon:

- Article, color, size, unit price
- Available / Backorders gives an overview whether the position is fully available, partially available, or not available
- Sum available / sum backorders shows the amount of the available quantities and the total value of the outstanding quantities.

- (4) Using [Cancel all the remaining quantities] **all the outstanding quantities will be cancelled.**

(5) Below is the summary of the information.

- Total amount and value of orders with outstanding quantities
- Amount and value of not available quantities
- Amount and value of the available quantities, which is made up of the quantity of the partially available and fully available quantities

Please note the freight costs. The overview can be called up via the button "Freight charges".

If you have checked the box "I have read and accepted the general terms and conditions", the available quantities can be called up.