

Backorders

04/30/2025 3:19 pm CDT

Overview

Sellercloud can mark orders with a **Backorder** status when a customer orders an out-of-stock item. This allows you to fulfill the order at a later time once you replenish the inventory for that product.

There are several ways to handle backorders:

- [Reallocate inventory](#)
- [Dropship](#) from a vendor
- Delay the shipping or [cancel](#) the order
- [Configure automated emails](#) to notify your customers

The backorder feature is only available if the **BackOrderReCalculateService** is running on your server. Contact [Sellercloud Support](#) to confirm that this service is installed. In addition, you must enable the **Client Setting Enable BackOrder Workflow**.

If your workflow includes [Shipping Containers](#) and you wish to send backorder information to the channel, you can enable the **Enable Shipping Containers for PO Client Setting**. When this setting is enabled, Sellercloud sends the **Qty On Order** and **Estimated Arrival Date** fields of a container as backorder information instead of the **Qty On Order** and **Estimated Delivery Date** fields of [Purchase Orders](#). This option applies to channels such as [Wayfair](#) and [Overstock](#).

Backorders

The **Backorder** quantity appears on the [Order Details](#) page's **Items** panel. The backorder quantity equals the number of insufficient product units that are required to fulfill the order. When inventory becomes available, this quantity gets adjusted, and the order status gets updated accordingly.

Order | #5145827 | **Thirsty Tea** | 🏠

Processing Unshipped Not Rush No Payment NoActionNeeded ITEMS cat-hammock Lakewood, NJ, United States

GENERAL

Company: Thirsty Tea

Customer Email: customer@domain.com

Channel: Local Store

Channel Order #:

Order Sub Type: None

Sales Rep. 1: None

Sales Rep. 2: None

Sales Rep. 3: None

Order Date: 08/16/2023 1:30 PM

Created On: 08/16/2023 1:30 PM

Promise Date: 08/25/2023 1:30 PM

Currency: USD

STATUSES

Order Status: Processing

Shipping Status: Unshipped

Payment Status: No Payment

Rush Order

Dropship Status: DropShip None

Customer Service Status: NoActionNeeded

ITEMS

SKU	REFERENCE	ITEM	UNIT PRICE	DISCOUNT	QTY	TAX EXEMPT	BACKORDER
 cat-hammock		Cat Hammock	\$39.99	\$0.00	2	<input type="checkbox"/>	2

Search Backorders

To search for backordered products:

1. Go to **Catalog > Manage Catalog** or **Inventory > Manage Inventory**.
2. Click **Add filter** and select **Back Order**.
3. Click the **Back Order** filter and select the **From / To** backorder quantities to search for.
4. Click **Search**.

MANAGE CATALOG Saved Views Select... ▾

Default filters Keyword ▾ SKU ▾ Company ▾ UPC ▾ Manufacturer ▾

Custom filters Add filter + Active Status Active ▾ Back Order: between 1 and 20 ▾

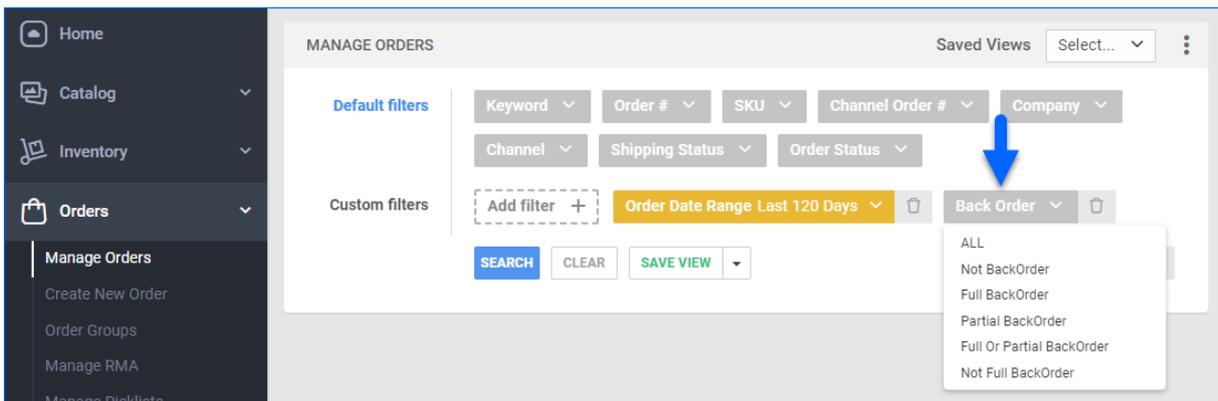
SEARCH **CLEAR** **SAVE VIEW** ▾

From: 1
To: 20

To search your orders by backorder status:

1. Go to **Orders > Manage Orders**.
2. Click **Add filter** and select **Back Order**.
3. Click the **Back Order** filter and select a backorder type.

4. Click Search.



Manage Backorders

The following order-related actions affect your orders' backorder status. When they occur, the backorder status and quantity are immediately updated:

- An order gets [Split](#)
- Items get added or [Replaced](#)
- Inventory becomes available through a [PO Receive](#)

When inventory becomes available, older orders get updated first. If you [Manually Adjust](#) or [Set the Physical inventory](#) of an item, you can force the recalculation of one or more backorders instead of reallocating inventory or waiting for the `BackOrderReCalculateService` to rerun.

Update Backorders

To update one or more orders:

1. Go to **Orders > Manage Orders**
2. Select orders by checking the boxes on the left.
3. Click the blue **Actions** icon in the bottom right corner.
4. Search for **Backorder** and select from these actions:

ID	CHANNEL ORDER #	SKUS	DROPSHIP STATUS	SHIP TO NAME	ORDERED	GRAND TOTAL	QTY	COMPANY
5145735	43634636	1W 777		Processing	DropShip None	Colin Customerson		
5145734	34	1W BS-TT-777		Processing	DropShip None	Colin Customerson		
5145733	6436	1W BS-TT-777		Proces				
5145732	24124	1W BS-TT-777		Proces				
5145731	214321423	1W SC-Tees		Proces				
<input checked="" type="checkbox"/>	5145730	2356346	1W SC-Tees					
<input checked="" type="checkbox"/>	5145729	523124124	1W SC-Tees					
<input checked="" type="checkbox"/>	28	523	1W SC-Tees					
<input checked="" type="checkbox"/>	5145727	34634634	1W SC-Tees					
<input checked="" type="checkbox"/>	5145726	3567673456	1W SC-Tees					
<input type="checkbox"/>	5145725	4326978	1W SC-Tees					
<input type="checkbox"/>	5145724	5315	1W SC-Tees					
<input type="checkbox"/>	5145723	87906870	1W SC-Tees					
<input type="checkbox"/>	5145722	123141243	1W SC-Tees					
<input type="checkbox"/>	5145721	34346	1W SC-Tees					
<input type="checkbox"/>	5145720	1231534265376	1W SC-Tees					

Backorder

FAVORITES

ACTIONS

- ☆ BackOrder Reallocation
- ☆ Mark BackOrder
- ☆ Mark Not BackOrder
- ☆ Recalculate Backorders

< Mark As Delivered

< Mark As Exported

< Export

< Manage Payments

- a. **BackOrder Reallocation** – Edit the backorder quantity. This is useful when you want to reallocate an order’s backordered item to fill the backorder quantity on another order and ship it immediately. Note that your changes will be overwritten when the **BackOrderReCalculateService** re-runs based on the quantity available and the backorder-related Client Settings.
- b. **Mark BackOrder** – Mark orders as backorders.
- c. **Mark Not BackOrder** – Unmark orders as backorders.
- d. **Recalculate Backorders** – Recalculate the selected backorders immediately based on the currently available product quantities.

You can also manage backorder reallocation action for a specific order:

1. Go to the [Order Details Page](#).
2. Click **Toolbox** and select **Manage Backorder**.
3. On this page, you can see the quantity on order, the currently available inventory, and the backorder quantity. Click **Edit**, then update the **Backorder Qty** field and click **Save**.

Order #5145829 Thirsty Tea			
Processing	Unshipped	Not Rush	No Payment
ITEMS cat-hammock		Lakewood, NJ, Uni	
Manage Backorder x			
BACKORDER REALLOCATION			
PRODUCT ID	QTY	INVENTORY AVAILABLE	BACKORDER QTY
cat-hammock	2	0	2

Workflow Automation

Sellercloud also allows you to automate parts of your backorder workflow:

1. Create a [Saved Search](#) with the **Back Order** filter.

The screenshot shows the 'MANAGE ORDERS' interface. In the 'Custom filters' section, the filter 'Back Order Full Or Partial BackOrder' is selected. A blue arrow points to this filter. Another blue arrow points to the 'SAVE VIEW' button. The 'Default filters' section includes Keyword, Order #, SKU, Channel Order #, Company, Shipping Status, and Order Status.

2. Create a new rule with the [Order Rule Engine](#) with a condition where the **Condition Type** is **Order Saved View**, then select the saved search created in Step 1.

CREATE NEW CONDITION ×

Condition Name * IF the order is a Backorder

Condition Type * Order Saved View ▼

Comparison Operator * Equals To ▼

Users ▼

Saved Views Backorder Search ▼

CANCEL
ADD

3. Add **Actions** to apply to your backorders automatically.

If necessary, you can contact [Sellercloud Support](#) to request additional customizations via plugins. Building any type of new customization is billable. Learn more about [Sellercloud Pricing](#).

Email Customers

You can automate the backorder workflow further by notifying customers about cancellations or shipping delays. You do this by creating an email template and configuring it to be sent automatically whenever a backorder occurs.

1. Go to [Company Settings](#).

2. Click **Toolbox** and select **Email Settings > Email Templates**.
3. Click **Add New Template**.
4. Create a customized template to be used when an item is out of stock. You can personalize your template with **Placeholders**.

Company | Thirsty Tea

Default company | thirstytea.com | USD | 419 | CHANNELS 43 | Lakewood, NJ

☆ Email > Templates ×

Email Template Details

Template Name:

Subject:

Sender Name: ThirstyTea

Reply to Email:

Sender Email: backorders@thirstytea.com

CC Email:

BCC Email:

SMTP Profile: Default

Html Body:

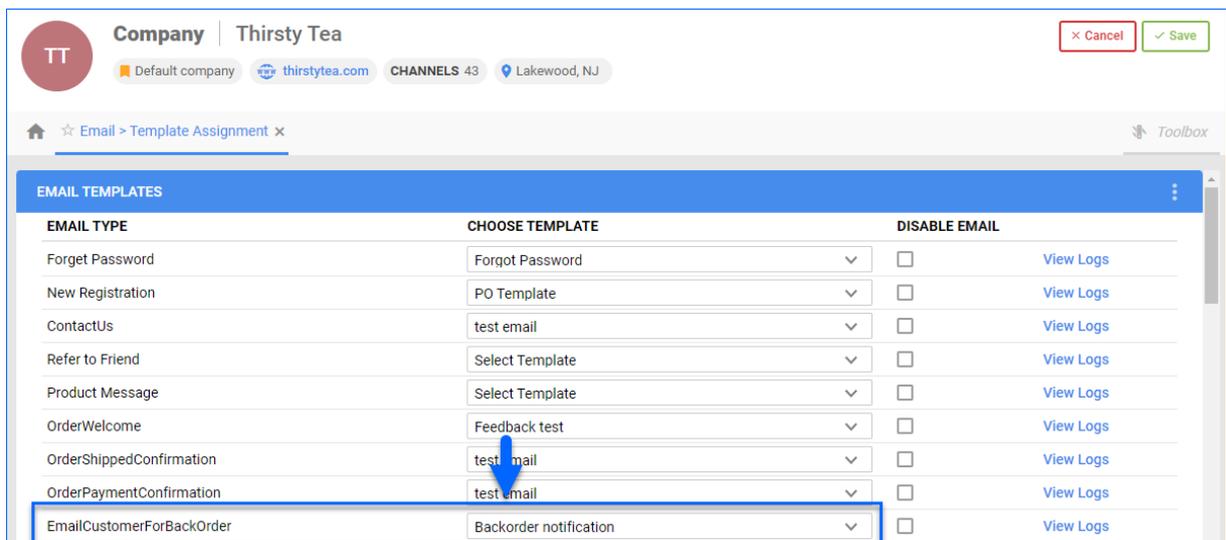
Email Body:

Choose Placeholders

Search:

#?FooterInfoCompany?#	AccountActivationCode
AccountActivationLink	AccountNumber
ActionByUserName	FirstName
FriendEmail	FriendName
FromEmail	FromName
LastName	Message
OrderItemsDetails	OrderItemsDetails2
OrderItemsDetailsWithCostPassword	
PaymentTotalRefunded	ShippingAddress
ShippingAddressHtml	ShippingCarrier

5. Click **Save Template**.
6. Click **Toolbox** and select **Email Settings > Email Template Assignment**. Here, you can select email templates to send automatically in specific scenarios.
7. Click **Edit**.
8. Scroll down to **EmailCustomerForBackOrder** and choose your email template.



9. Click **Save**. This email will be sent whenever an order is marked as a Backorder.

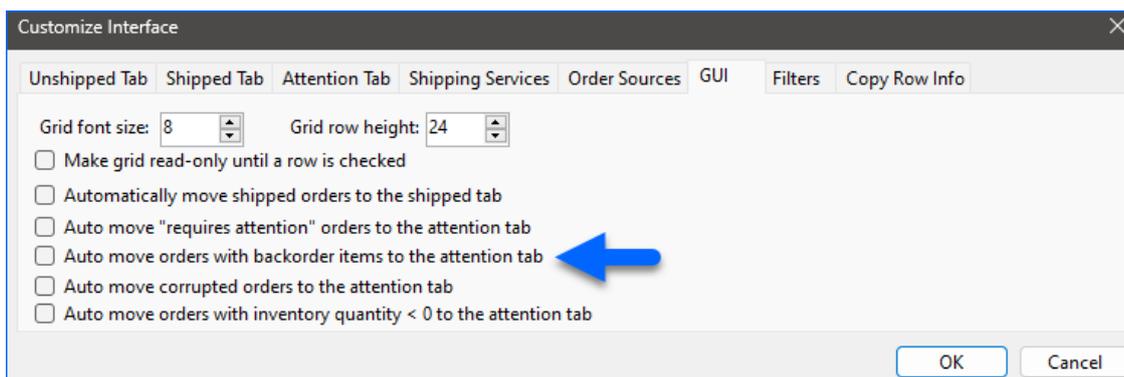
You must select a working [SMTP Profile](#) on the email template for this automation to work.

Configure Shipbridge

Shipbridge also has settings related to backorders.

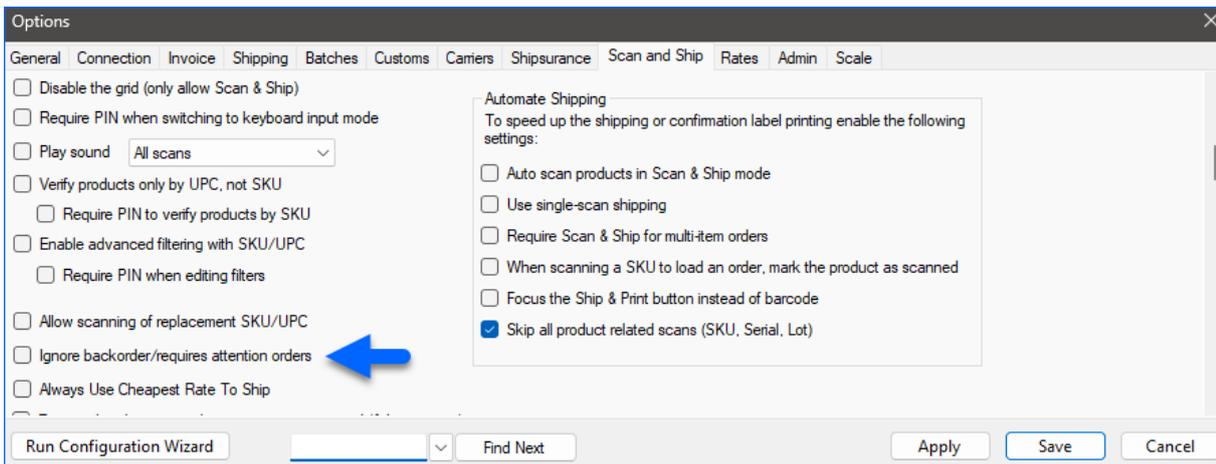
You can move all backorders to Shipbridge's [Requires Attention](#) tab instead of the **Unshipped** tab. To enable this option:

1. Go to **Menu > Customize Interface**.
2. Select **GUI**.
3. Check **Auto move orders with backorder items to the attention tab**.

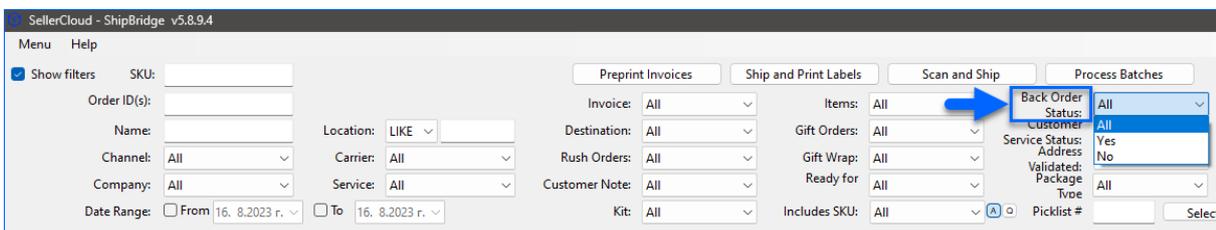


You can hide all backorders from Shipbridge's Scan and Ship tab when entering or scanning those orders, so you will not try to ship a backorder when you have no item(s) available in the warehouse. To enable this option:

1. Go to **Menu > Options**.
2. Select the **Scan and Ship** tab.
3. Click **Ignore backorder/requires attention orders**.



Shipbridge also has a filter for backorders called **Back Order Status**.



Client Settings

Below are the [Client Settings](#) that affect Sellercloud's backorder calculation and general functionality.

General Settings

- **Enable BackOrder Workflow** – Enables all backorder functionality.
- **BackOrder: Max Days to be Back** – Enable to set a specific past number of days to include in the backorder calculation. If an order is older, it will not have its backorder status changed.
- **Update BackOrder status on Order Status Change** – Disabled by default. Enable to automatically recalculate the backorder status based on the currently available inventory anytime an order's status is changed from any status to **On Hold** or **Quote** or vice versa.
- **Hide BackOrder Column In Manage Orders** – Enable to hide the **Backorder Qty** column on the [Manage Orders Page](#).
- **Enable per OrderItem based BackOrder in PickList** – Controls how the **Mark Backorder** action on the Picklist Details page works. If this setting is enabled, it will mark the items as backorder even if they have enough inventory. This setting is available only in Alpha.
- **Stop Marking Orders as BackOrder while Creating Orders** – Enable to prevent orders' backorder status from being set upon creation. The backorder status will still be updated once the **BackOrderReCalculateService** runs.
- **Do Not Send BackOrder Tags To Magento** – Enable to prevent Sellercloud from sending the <backorders> and <use_config_backorders> tags to Magento.

Calculation Settings

- **Use Payment Date Instead of Order Creation in Backorder Calculation** – Enable to use the **Payment Date** instead of the **Order Date** when allocating product inventory for backorders during calculation.
- **Use Warehouse-Based BackOrder Calculation** – Enable to calculate backorder per product, based on the **Ship From** warehouse set on the order. This will not do the calculation for **FBA**, **Interim**, or **Untested Warehouses**.
- **Don't consider Dropship WH Qty as Available Qty for BackOrder calculation** – Enabled by default. Excludes product quantities in **Dropship Warehouses** from the backorder calculation. You can use this when importing inventory from a vendor into a dropship-type warehouse, and you don't want this inventory to be considered

available.

- **Don't consider Unsellable WH Qty as Available Qty in Backorder Calculation** – Enabled by default. Excludes product quantities in [Unsellable Warehouses](#) from the backorder calculation.
- **Consider ReplacementSKU Qty in BackOrder Calculation** – Disabled by default. If an item is out of stock, but its [Replacement SKU](#) has stock, the order will not be marked as a backorder.
- **Include Authorized Orders In BackOrder Calculation** – Enable to include orders with their Payment Status set to **Authorized** in the backorder calculation.
- **Include OnHold Orders In BackOrder Calculation** – Enable to include orders with their Order Status set to **On Hold** in the backorder calculation.
- **Include Unpaid and Partially Paid Orders In BackOrder Calculation** – Enabled by default. Orders with a Payment Status of **Unpaid** and **Partially Paid** will be included in the backorder calculation.
- **Prioritize Fully-Shippable Orders in BackOrder Calculation** – Enable to prioritize the allocation of available quantity to the order with the minimum required quantity that can be fulfilled when recalculating backorder quantities. This setting is useful when dealing with multiple backorders with different quantities. For example, if an order for 40 items with 10 on hand, and a second order for 10 comes in later, this setting will allocate quantity to the second order instead of reserving it for the first. As usual, it will try to do this for the oldest orders first.
- **Prioritize Rush Orders in Backorder Calculation** – Enable to prioritize the allocation of available quantities to [Rush Orders](#) when recalculating backorder quantities.
- **Prioritize Picked Orders in Backorder Calculation** – Enable to allocate available quantities to picked orders when recalculating backorder quantities.

Understanding backorders

The Backorder feature is only available if the BackOrderReCalculateService is running on your server; please contact Sellercloud Support to confirm that this service is installed. In addition, **Enable BackOrder Workflow** must be selected in **Client Settings** to use this feature. Read how to configure Backorder-related later in this topic. Sellercloud can mark an order with a BackOrder status when a customer orders an item for which you have no availability. When this happens, the backordered quantity will appear in the Order Details' BackOrderQty column and the order is marked as BackOrder in the Order Status bar. When inventory does become available, the BackOrder Qty is adjusted and the Order Status is updated accordingly. Note that inventory is applied chronologically to orders, with quantity first becoming available to older orders. If you manually change the inventory of an item, you can easily force the recalculation of one or more Backorders instead of reallocating inventory or waiting for the BackOrderReCalculateService to rerun: On the Manage Orders page > Select orders > Action Menu > **Recalculate Backorders** > **Go**. This topic explains several ways to help you effectively manage your Backorders, including:

- Order-related functions affecting backorders
- Reallocating backorder quantity
- Configuring ShipBridge for backorders
- Related options for managing backorders

Finding backorders

1. Open Manage Orders > **Advanced Search** > **BackOrder** dropdown field > choose **Full BackOrder, Partial BackOrder**, or **Full or Partial BackOrder** > **Search**.

ASIN	<input type="text"/>	Has Fraudulent	ALL
Payment Type	ALL	Manufacturer	ALL
Single Item	ALL	Users Group	ALL
Single SKU	ALL	Shipped By	ALL
Shadow Products	ALL	Channel Order # List	<input type="text"/>
BackOrder	ALL	Replacement Order	ALL
Inventory Disabled	ALL	Has Third Party shipping	ALL
Shipping Requires Third Party	Full BackOrder	Insurance	<input type="text"/>
Has Parent Order	Partial BackOrder	Ship by Truck	ALL
Sort By	Full Or Partial BackOrder	Has RMA	ALL
Order Ack (Accept):	Not BackOrder	Sort Direction	None
Custom Columns:	Not Full BackOrder	Order Ack (Release):	All
	None	Order Split Type	All
	All		
	Select		

2. Open a Backorder from the Manage Orders page of results:

5039797	01/15/2019 07:31 AM	01/15/2019 07:31 AM		\$22.00	1															
SKU	Reference	Item	Qty	Avail. Qty	BackOrderQty	LOC														
LASERMAX2		Lasermax 2	1	0	1															

Order Status

- Local Store Order
- InProcess
- Charged
- Order Not Confirmed
- Address Not Confirmed
- Invoice Not Printed
- BackOrder**
- NOT Rush Order
- No Action Needed
- Not Picked
- Unshipped
- Dropship: Requested
- Not Delivered
- Inventory Disabled
- OB Not Exported
- Not Invoiced
- Not in PickList

Company: ThirstyTea
Order #: 5039797
Order Date: 01/15/2019 07:31 AM
Promise Date: 01/21/2019 07:31 AM
Channel: Local Site
Channel Order #: None
Marketing Source: None

Sold To
Philadelphia, PA 19107
United States
Source: CWA
Status: Unknown

Ship To
Philadelphia, PA 19107
United States
Source: CWA
Status: Unknown
Classification: None

Payment Method: Cash
Payment Reference #:
Payment Date: 1/15/2019 7:34:24 AM
Total: \$22.00
Received: \$22.00
Uncleared: \$0.00
Refunded: \$0.00
Remaining Dues: \$0.00

SKU	Reference	Item	Unit Price	Qty	QtyReturned	BackOrderQty	Subtotal	Notes	Location	Notes	Picked
LASERMAX2		Lasermax 2 Condition: New	\$22.00	1	0	1	\$22.00				0

Customer's Instructions: none
Customer Service Notes: SERMAX2 - Warn
Codes Used: none
SubTotal: \$22.00
Discount: \$0.00
Shipping Discount: \$0.00

Order-related functions affecting backorders

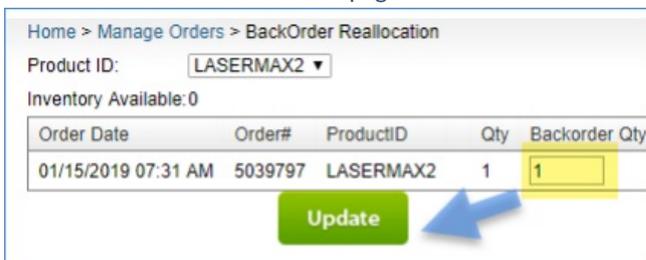
The following order-related actions will have an impact on an order's Backorder status. When any of these occur, the Backorder status and quantity is immediately determined on related orders, and other quantity adjustments will update the Backorder status periodically, throughout the day:

- An order is split
- An order has items added to it
- Inventory becomes available though a PO Receive

Reallocating backorder quantities

To be able to ship an order immediately, there may be times when you want to reallocate an order's backordered item to fill the backorder quantity on another order. If so, you can edit the orders' Backorder quantities and change their Backorder statuses. Here's how:

1. On the Manage Orders page— select the **Backorder** > Action Menu > **Mark BackOrder** or **Mark Not BackOrder** > **Go**.
2. There are 2 places to edit an order's Backorder quantity:
 - a. On the Order Details page— click Action Menu > **Manage Backorder Reallocation** > **Go**; or
 - b. On the Manage Orders page > select the Backorder > Action Menu > **Manage Backorder Reallocation** > **Go**.
3. On the **BackOrder Reallocation** page > revise the **Backorder Qty** field > **Update**.



Your changes will be overwritten when the BackOrderReCalculateService re-runs, based on quantity available and Backorder-related **Client Settings**.

Configuring ShipBridge for backorders

ShipBridge has 2 convenient settings that help control Backorders:

- **Menu > Customize Interface > GUI > Auto move orders with backorder items to the attention tab**— This moves all Backorders to ShipBridge's **Requires Attention** tab instead of the **Unshipped** tab, so they are easily discernible as orders that are not ready to ship.
- **Menu > Options > Scan and Ship > Ignore backorder/requires attention orders**— This hides all Backorders from ShipBridge's Scan and Ship tab when entering or scanning those orders, so you will not try to ship a Backorder when you have no item(s) available in the warehouse.

Configuring Client Settings for backorders

There are a number of Client Settings that affect Sellercloud's calculation and appearance of Backorders:

CLIENT SETTINGS	DESCRIPTION
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<p>Enable BackOrder Workflow (required)</p>	<ul style="list-style-type: none"> • Must be selected for the Backorder feature to work • Shows BackOrder Qty and Avail Qty on the expanded Manage Orders grid <p>*Enabling this will deselect the setting Hide BackOrder Column in Manage Orders. It is assumed you want to see the BackOrder icon on the Manage Orders page; however, you can override this behavior by selecting it.</p>
<p>Hide BackOrder Column in Manage Orders</p>	<p>Hides the BackOrder icon on the expanded Manage Orders grid and the BackOrderQty column on the Order Details page. *Selecting Enable BackOrder Workflow automatically deselects this setting</p>
<p>Stop Marking Orders as BackOrder while Creating Orders (enabled by default)</p>	<ul style="list-style-type: none"> • Orders will not be marked with a BackOrder status when created • Hides the BackOrder icon on the Manage Orders grid and the BackOrderQty column on the Order Detail page
<p>Consider ReplacementSKU Qty in BackOrder Calculation</p>	<p>If an item is out of stock, but its replacement SKU has stock, the order will not be marked as a backorder</p>
<p>Don't consider Dropship WH Qty as Available Qty for BackOrder calculation (enabled by default)</p>	<ul style="list-style-type: none"> • Excludes the quantity in a Dropship type warehouse from the Backorder calculation • You can use this when importing inventory from a vendor into a dropship type warehouse and you don't want this inventory to be considered as available. Instead, items are actually ordered on a PO, received, and shipped to the customer.
<p>Include Authorized Orders In BackOrder Calculation (enabled by default)</p>	<p>Orders with a Payment Status of Authorized are considered for calculating Backorders</p>
<p>Include Unpaid and Partially Paid Orders In BackOrder Calculation (enabled by default)</p>	<p>Orders with a Payment Status of Unpaid and Partially Paid are considered for calculating Backorders</p>
<p>Use WarehouseBased Backorder Calculation</p>	<p>Calculates Backorder per product, based on the Ship To warehouse set on the order. Note: This will not do the calculation for FBA, Interim, or Untested warehouse types.</p>
<p>Update BackOrder status on Order Status Change (enabled by default)</p>	<p>Whenever the Order Status is changed to any value, the Backorder quantity is automatically recalculated</p>
<p>Use Payment Date Instead of Order Creation in Backorder Calculation</p>	<p>Payment Date, not Order Date, will be used in Backorder calculations; meaning, paid Backorders will have priority over Backorders without payment</p>

<p>Prioritize FullyShippable Orders in Backorder Calculation</p>	<ul style="list-style-type: none"> • This setting is useful when dealing with multiple Backorders with different quantities: <ul style="list-style-type: none"> ◦ It will allocate available quantities to the order with the minimum required quantity that can be fulfilled, when possible ◦ For example, an order for 40 items with 10 on hand and a second order for 10 comes in later. This setting will allocate quantity to the second order instead of reserving it for the first. It will try to do this for the oldest orders first.
<p>Include OnHold Orders In BackOrder Calculation</p>	<p>Orders with an Order Status of OnHold will be included in Backorder calculations</p>
<p>Enable per OrderItem Based BackOrder in PickList</p>	

Related options for managing backorders

When an order comes in for an out-of-stock item, Sellercloud offers several other options for dealing with Backorders:

- Delaying shipping
- Dropshipping from vendor
- Cancelling order
- Emailing customers— This feature lets you email a customer about a cancellation or shipping delay. You create an email template and configure emails to be automatically sent whenever a Backorder occurs:

1. **Settings** > choose **Email Templates**. (You can also go to **Company Settings** > **Toolbox** > **Email Settings** > **Email Templates**.)
 2. Click **Add New Template** and create a customized template to be used when an item is out of stock > **Save Template**.
 3. **Company Settings** > **Toolbox** > **Email Settings** > click **Email Template Assignment**. Here, you assign a specific email to send when encountering a given property.
 4. Scroll down to **EmailCustomerForBackOrder** and choose your email template > **Update Grid**. This email will be sent whenever an order is marked as a BackOrder.
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