
How to Cancel a Backordered Item “Charged For” on Original Ticket

Do you “charge for” customer backorders on the original ticket? If you do, do you know the proper way to “**cancel the backorder**” when you can’t get the merchandise or when the customer decides they don’t want the item? If you’re not sure, follow these steps.

1. Backordered items are copied to a new order number when the original order is closed. In Point of Sale, call up the new order number with the backordered item and go to the line item screen
2. Enter the **Ln#** for the backordered item and press <Enter>. You’ll notice the item has no extended Total – the customer already was “charged for it.”
3. Verify that the item has a 0 under the ‘T’ (Tax Flag) column. A tax flag of 0 tells the system that the backordered item was “charged for” on the original ticket.
4. **Press [F6]**. The ordered quantity now displays as a **negative** in the Ordrd field. (**Caution:** The Ordered Quantity automatically changes to a negative when you press [F6] – do NOT manually enter a negative quantity.)
5. The backorder quantity is now blank. **The line Total reflects the extended sell price as a credit** (negative amount). The line item has an “I” flag, which tells the system not to update inventory quantities.
6. At this point, you can close the order to issue the customer a refund, or you can sell replacement items on the same ticket.