

Creating an Issue with UTF (Unable to Fill), Backorder, or Forwarded Quantities

This documentation explains how you enter an ICBS-Initiated Issue into the system with an Unable to Fill (UTF), Backorder, or Forward Order QTY designations when the cache does not have or is short of required inventory for the issue.

To Create an ICBS Initiated Incident Issue:

1. On main menu bar select **Issues/Transfers >Create Incident Issue**. The Issue Entry screen appears.
2. Enter the **Incident ID** in the **Incident #** field or search for the **Incident ID** using the magnifying glass. To search for the Incident ID:
 - a. Click on the magnifying glass next **Incident ID** to access the search screen.
 - b. Enter information to narrow the search.
 - c. Click **Search** at the bottom of the search screen.
 - d. Select the **Incident ID** from the results list.
 - e. Enter **Incident Year**.
3. Navigate to the Header Details panel.
4. Select **Issue Type** from the drop-down list (e.g. **Normal**.)
5. Select the **Shipping Type**.

Note: The 'Ship To' is auto populated, and automatically defaults to the Bill to Customer ID address. You may change the delivery method by selecting the appropriate radio button, and entering the information in the panel for the delivery method selected.

6. Enter the **Requested Delivery Date** and **Time**.
7. Click **Create Order** in the upper-right corner of the screen. The **Issue Details** screen appears.
8. Select the **Service** from the drop-down list (e.g. **FEDEX-2DAY**.)
9. Enter **Shipping Contact Name** and **Shipping Contact Phone Number**. If there is no Contact Name/Phone Number, enter **N/A** in these fields.
10. Navigate to the Order Lines panel.
11. Click **New**.
12. Click once in the first **S#** text box, and enter the request number (for example, 100001), and press **Tab**.

13. Enter or search or for the six digit item (NFES) number and press **Tab**.
14. Enter the **Requested Qty** and press **Tab**.
15. Enter the **Issue Qty**, (cannot exceed the Avail RFI QTY), and press **Tab**.
16. Enter **UTF Qty**, (Unable To Fulfill status.)
17. Enter **Backordered Qty**. This places the order in backorder status.
18. Enter **Forwarded Qty**. This forwards the quantity to another cache to fill.

Note: Issue, UTF, Backordered, Forwarded quantities must equal or exceed the Requested Quantity). If these fields don't equal or exceed the requested quantity, an error message will display preventing continuation of the order.

19. Enter the remaining Requests listed on the Resource Order Form following the above steps.
20. Click **Save** at the top of the page. The Note Status is Draft Order Created.
21. Click **Confirm** to confirm the Order. The Status is Created.
22. Click **Schedule & Release**.

At this point issue tasks are released to the scan guns. The Status is Included In Shipment. (Status = **Included In Shipment**)

Backorder Console

Allows you to complete backordered quantities by searching for them in the Backorder Console and creating a new issue upon which these quantities can be shipped. To locate the Backorder Console, you select it from the Issues/Transfers drop down located at the top of your Home page.

Forward Order Console

Allows you to complete a forwarded order, by searching for it in the Forward Order Console and creating a new issue upon which these quantities can be shipped. To locate the Forward Order Console, you select it from the Issues/Transfers drop down located at the top of your Home Page.