How to see the remaining quantities to be delivered to the customer?

When viewing partially delivered orders, customers may want to see the remaining quantities in backorder, those awaiting delivery. Depending on the marketing document currently viewed, the quantity columns hold different information.

In a Sales Order document for example, the relevant columns are:

- Quantity
- Open Qty
- Delivered Qty

When creating the document, the value in the ‘Open Qty’ column will always equal the one in the ‘Quantity’ column. The ‘Open Qty’ pertains to the unprocessed units, those not yet covered by target documents. The value in the ‘Open Qty’ column will be reduced as Delivery and/or A/R Invoices are created based on the Sales Order.

For a Delivery document, the relevant columns are:

- Quantity Qty
- to Ship
- Ordered Qty

The value in the ‘Qty to Ship’ column gets updated when entering a value in the ‘Quantity’ field. The ‘Qty to Ship’ column gets updated with the difference between the initial ordered quantity and the actual quantity in the Delivery document.
Thus, when a partial delivery for Sales Order 207 shown above is posted for 4 units each, the ‘Qty to Ship’ is updated to 6 units each, representing the quantity in backorder. The ‘Qty to Ship’ column can be made visible in the Delivery template/layout to enable the customer to see the items in backorder.

Sales Order 207’s ‘Open Qty’ column is also updated.
To view the summary of backorders, access Sales/AR -> Sales Reports -> Back Order.