

Processing Closeout Orders

Description:

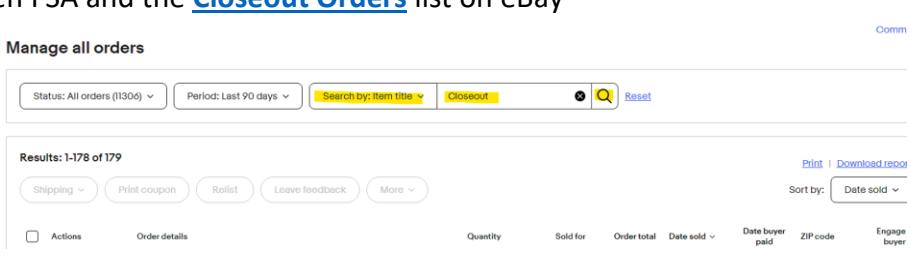
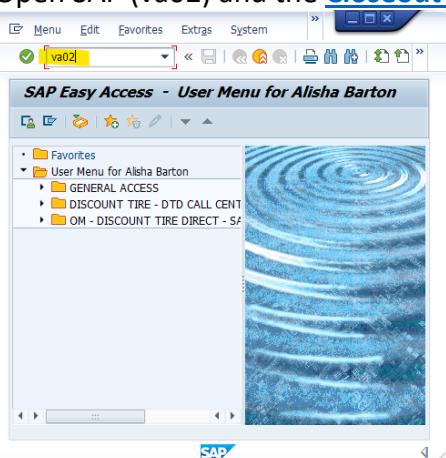
Closeout orders represent the Used and Aged product that we have in inventory at the DC's and regional warehouses. By listing this product on eBay, we have an opportunity to recover cost on aged product and create revenue on used product.

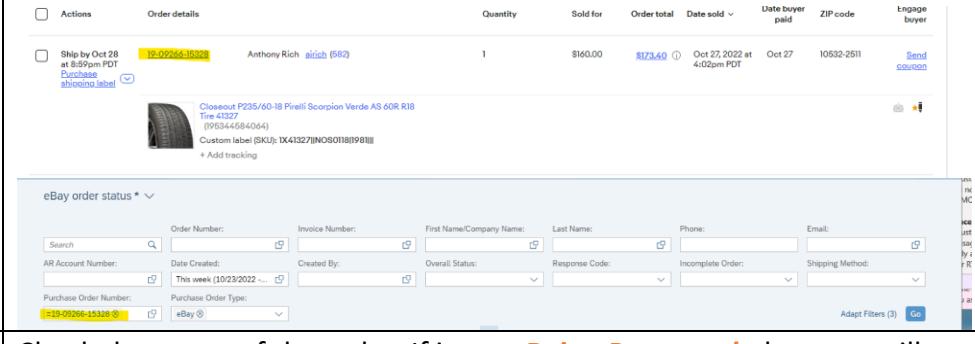
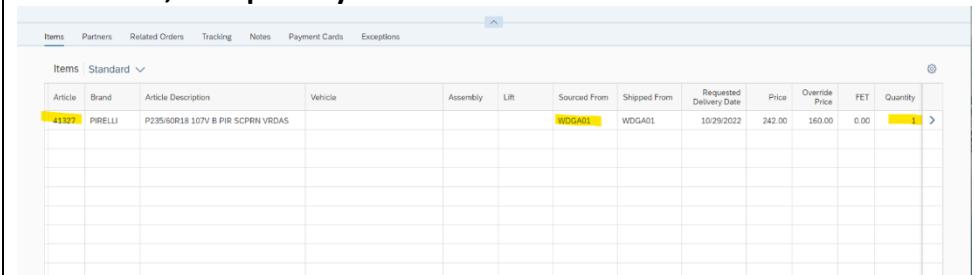
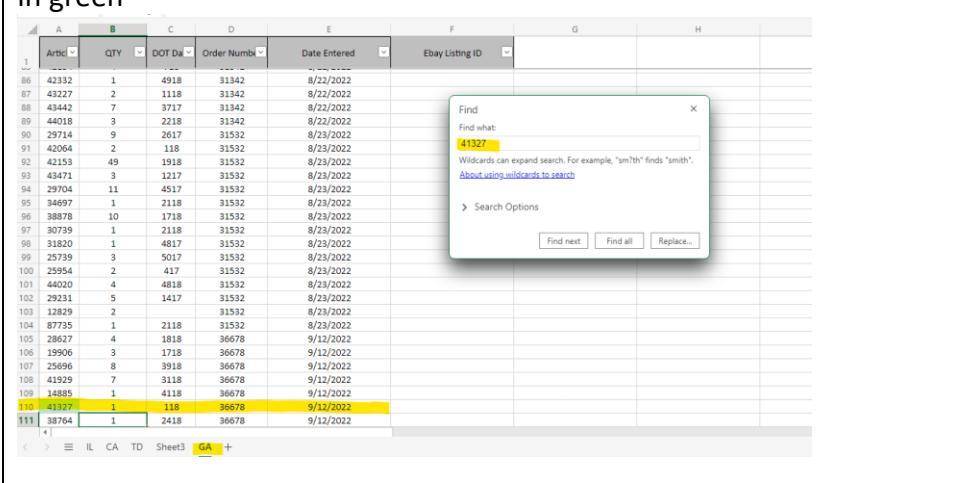
Guidelines:

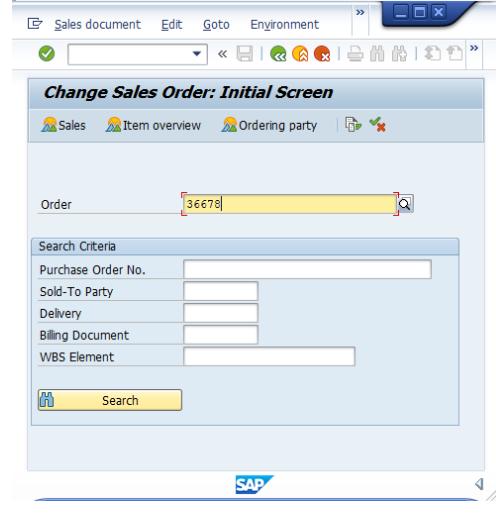
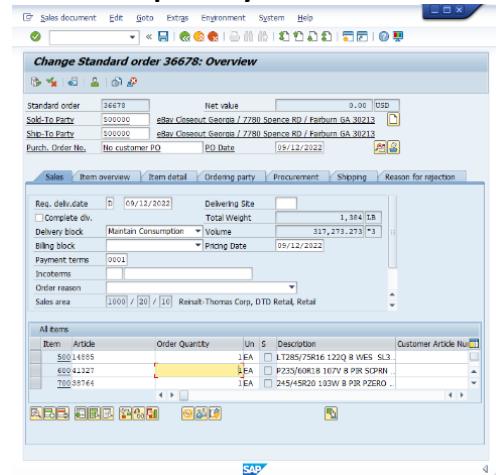
Follow the steps below carefully. You will need the following systems:

- FSA (Manage Orders tile)
- SAP (with access to 'VA02')
- [Closeout order list](#)
- [eBay Closeout Orders](#)

Process:

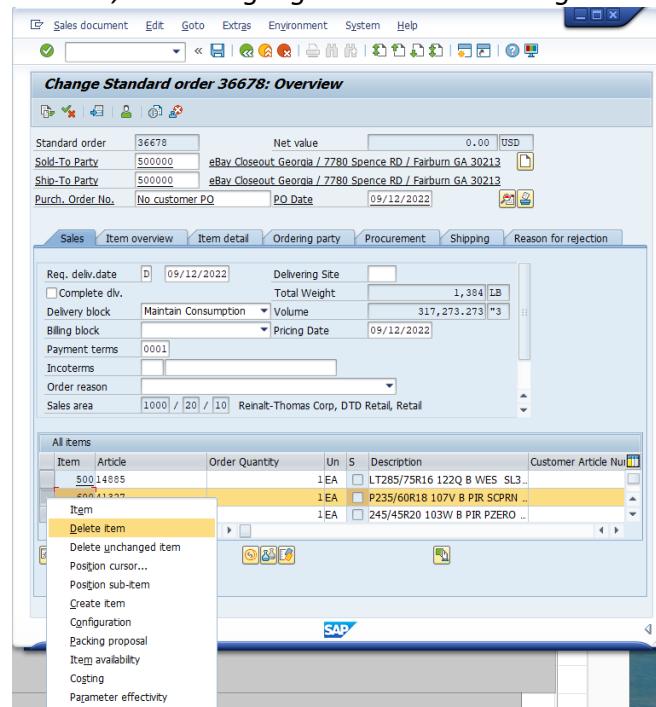
| STEP | ACTION |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Open FSA and the Closeout Orders list on eBay  |
| 2 | Open SAP (va02) and the Closeout order list as well  |

| | |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>3</p> | <p>Search the order in FSA using the eBay order #, or "Purchase Order Number" as FSA calls it</p>  |
| <p>4</p> | <p>Check the status of the order. If it says Being Processed, then you will need to process the order</p>  |
| <p>5</p> | <p>Check stock in the Closeout Order list. Use the article number, warehouse, and quantity from FSA to do this</p>  |
| <p>6</p> | <p>First, choose the necessary warehouse tab at the bottom of the list. Then click on any cell and press CTRL+F so the 'find' box pops up. Search the article number, and it will highlight what you are looking for in green</p>  |

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| 7 | <p>Change the quantity in the Closeout order list to what will be left in stock after you take what you need for the order you are working on</p> <table border="1" data-bbox="458 291 1428 481"> <tbody> <tr><td>105</td><td>28627</td><td>4</td><td>1818</td><td>36678</td><td>9/12/2022</td></tr> <tr><td>106</td><td>19906</td><td>3</td><td>1718</td><td>36678</td><td>9/12/2022</td></tr> <tr><td>107</td><td>25696</td><td>8</td><td>3918</td><td>36678</td><td>9/12/2022</td></tr> <tr><td>108</td><td>41929</td><td>7</td><td>3118</td><td>36678</td><td>9/12/2022</td></tr> <tr><td>109</td><td>14885</td><td>1</td><td>4118</td><td>36678</td><td>9/12/2022</td></tr> <tr><td>110</td><td>41327</td><td>0</td><td>118</td><td>36678</td><td>9/12/2022</td></tr> <tr><td>111</td><td>38764</td><td>1</td><td>2418</td><td>36678</td><td>9/12/2022</td></tr> </tbody> </table> | 105 | 28627 | 4 | 1818 | 36678 | 9/12/2022 | 106 | 19906 | 3 | 1718 | 36678 | 9/12/2022 | 107 | 25696 | 8 | 3918 | 36678 | 9/12/2022 | 108 | 41929 | 7 | 3118 | 36678 | 9/12/2022 | 109 | 14885 | 1 | 4118 | 36678 | 9/12/2022 | 110 | 41327 | 0 | 118 | 36678 | 9/12/2022 | 111 | 38764 | 1 | 2418 | 36678 | 9/12/2022 |
| 105 | 28627 | 4 | 1818 | 36678 | 9/12/2022 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 106 | 19906 | 3 | 1718 | 36678 | 9/12/2022 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 107 | 25696 | 8 | 3918 | 36678 | 9/12/2022 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 108 | 41929 | 7 | 3118 | 36678 | 9/12/2022 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 109 | 14885 | 1 | 4118 | 36678 | 9/12/2022 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 110 | 41327 | 0 | 118 | 36678 | 9/12/2022 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 111 | 38764 | 1 | 2418 | 36678 | 9/12/2022 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | <p>Use the 'order number' in the Closeout order list, to look up the order in SAP where you will need to take the stock from as well</p> <table border="1" data-bbox="458 566 1428 1284"> <tbody> <tr><td>105</td><td>28627</td><td>4</td><td>1818</td><td>36678</td><td>9/12/2022</td></tr> <tr><td>106</td><td>19906</td><td>3</td><td>1718</td><td>36678</td><td>9/12/2022</td></tr> <tr><td>107</td><td>25696</td><td>8</td><td>3918</td><td>36678</td><td>9/12/2022</td></tr> <tr><td>108</td><td>41929</td><td>7</td><td>3118</td><td>36678</td><td>9/12/2022</td></tr> <tr><td>109</td><td>14885</td><td>1</td><td>4118</td><td>36678</td><td>9/12/2022</td></tr> <tr><td>110</td><td>41327</td><td>0</td><td>118</td><td>36678</td><td>9/12/2022</td></tr> <tr><td>111</td><td>38764</td><td>1</td><td>2418</td><td>36678</td><td>9/12/2022</td></tr> </tbody> </table>  <p>The SAP Change Sales Order: Initial Screen shows a search bar with 'Order' set to '36678'. Below it is a 'Search Criteria' section with fields for Purchase Order No., Sold-To Party, Delivery, Billing Document, and WBS Element. A 'Search' button is at the bottom.</p> | 105 | 28627 | 4 | 1818 | 36678 | 9/12/2022 | 106 | 19906 | 3 | 1718 | 36678 | 9/12/2022 | 107 | 25696 | 8 | 3918 | 36678 | 9/12/2022 | 108 | 41929 | 7 | 3118 | 36678 | 9/12/2022 | 109 | 14885 | 1 | 4118 | 36678 | 9/12/2022 | 110 | 41327 | 0 | 118 | 36678 | 9/12/2022 | 111 | 38764 | 1 | 2418 | 36678 | 9/12/2022 |
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| 111 | 38764 | 1 | 2418 | 36678 | 9/12/2022 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | <p>Find the article number in the SAP order & change the quantity to what is left after you take what you need for your order. To do this, click on the order quantity box and then change it manually</p>  <p>The SAP Change Standard order 36678: Overview screen shows order details for a standard order. The 'All Items' table lists three items. The second item, with Article Number 60041327, has its Order Quantity field highlighted in yellow, indicating it is selected for modification.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

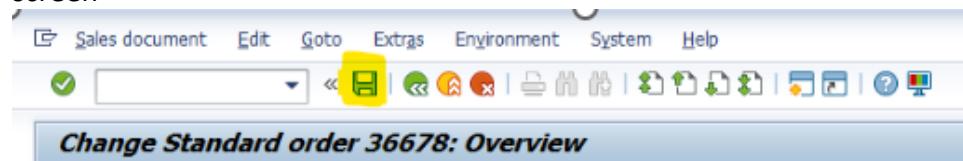
Note:

If the qty will be **0**, then you need to delete the article altogether from the order. To do this, click on the **gray square** to the left of the article number, until it highlights the line. Then right click and select **delete item**



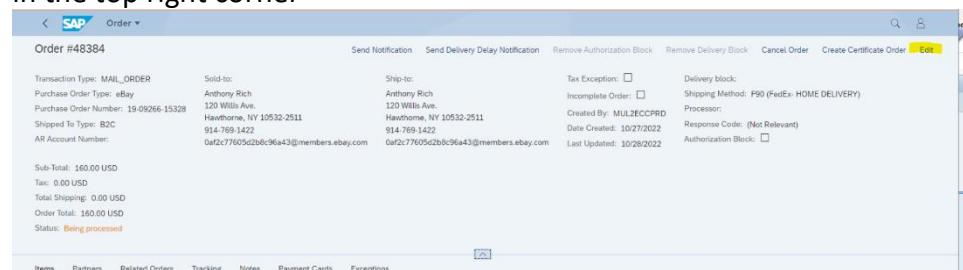
10

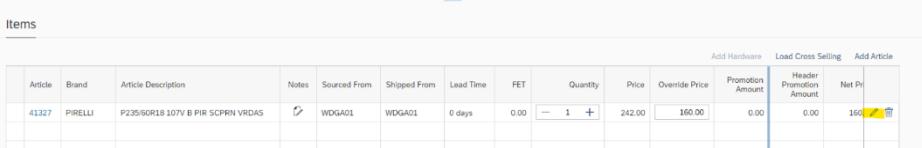
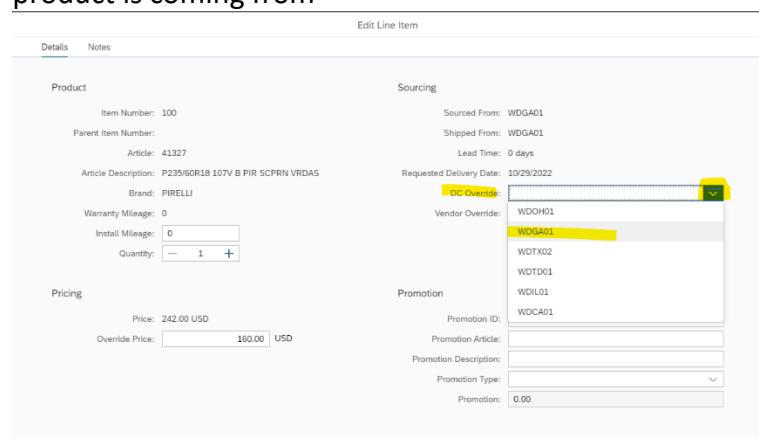
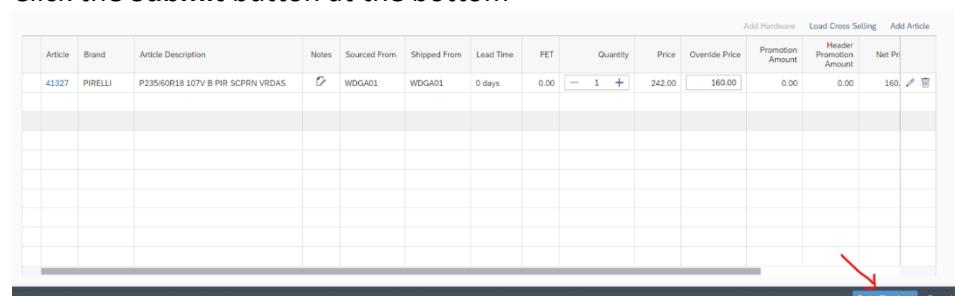
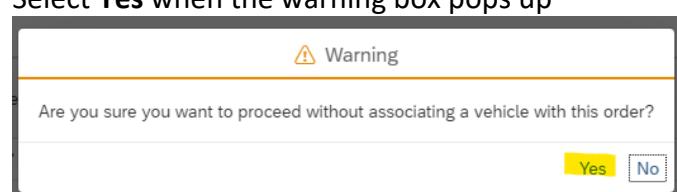
Save your work by selecting the blue floppy disc at the top of the SAP screen



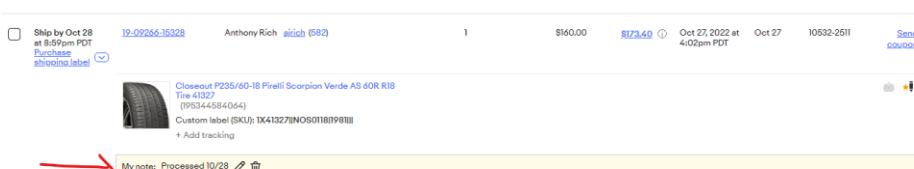
11

Now that we have changed the stock, go back to the FSA order. Click **Edit** in the top right corner



| | |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12 | <p>Here we need to override the DC & the Requested Delivery Date. To do this click on the pencil</p>  |
| 13 | <p>DC override - Make sure to choose the correct warehouse where the product is coming from</p>  |
| 14 | <p>Requested Delivery Date – Change the date to today's date. Click the Submit button at the bottom</p>  |
| 15 | <p>Select Yes when the warning box pops up</p>  |

| 16 | <p>Check the Ship To address to make sure it is not a PO box, then click Next</p> <p>1. Fulfillment Details</p> <p>Shipping Address</p> <p>Ship To: <input checked="" type="radio"/> Customer <input type="radio"/> Installer <input type="radio"/> Store Customer: <input type="radio"/> Select Ship To Customer Address</p> <p>First Name: Anthony Last Name: Rich Address Line 1: 120 Willis Ave Address Line 2: City: Hawthorne State: NY (New York) Zip Code: 10539-2511 Email: 002179579528@members.ebay.com Phone: 914-769-1422</p> <p>Billing Address</p> <p>Same as shipping: <input type="checkbox"/> Customer: <input type="radio"/> Select Ship To Customer Address First Name: Anthony Last Name: Rich Address Line 1: 120 Willis Ave Address Line 2: City: Hawthorne State: NY (New York) Zip Code: 10539-2511 Country: USA (US) Email: 002179579528@members.ebay.com Phone: 914-769-1422</p> <p>View Cart Next Cancel</p> | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------|---------------------|--------------|-------------------------|-----------|-------------------------|-------|----------------|------------------|-------------------------|-------------------|----------------------------|-------------------|----------------------------|-----------|----------|-----------|-----------|-----|----|--|----------|-----------|
| 17 | <p>Click Next again</p> <p>Hawthorne 914-769-1422</p> <p>Shipping Rates</p> <table border="1"> <thead> <tr> <th>Carrier</th> <th>Shipping Method</th> <th>Service Level</th> <th>Delivery</th> <th>Rate Type</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>WC_WDG01</td> <td>WLL</td> <td>G</td> <td></td> <td>Discount</td> <td>0.00 USD</td> </tr> <tr> <td>FDX_WDG01</td> <td>F92</td> <td>G</td> <td></td> <td>Discount</td> <td>13.97 USD</td> </tr> <tr> <td>FDX_WDG01</td> <td>F90</td> <td>HD</td> <td></td> <td>Discount</td> <td>18.28 USD</td> </tr> </tbody> </table> <p>View Cart Previous Next Cancel</p> | Carrier | Shipping Method | Service Level | Delivery | Rate Type | Rate | WC_WDG01 | WLL | G | | Discount | 0.00 USD | FDX_WDG01 | F92 | G | | Discount | 13.97 USD | FDX_WDG01 | F90 | HD | | Discount | 18.28 USD |
| Carrier | Shipping Method | Service Level | Delivery | Rate Type | Rate | | | | | | | | | | | | | | | | | | | | |
| WC_WDG01 | WLL | G | | Discount | 0.00 USD | | | | | | | | | | | | | | | | | | | | |
| FDX_WDG01 | F92 | G | | Discount | 13.97 USD | | | | | | | | | | | | | | | | | | | | |
| FDX_WDG01 | F90 | HD | | Discount | 18.28 USD | | | | | | | | | | | | | | | | | | | | |
| 18 | <p>Under 'Agent Notes' type Processed – DATE. Then click Next</p> <p>Agent Notes Processed 10/28</p> <p>View Cart Previous Next Cancel</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| 19 | <p>Click Make Payment</p> <p>Items</p> <table border="1"> <thead> <tr> <th>Article</th> <th>Brand</th> <th>Article Description</th> <th>Sourced From</th> <th>Shipped From</th> <th>Lead Time</th> <th>Requested Delivery Date</th> <th>FET</th> <th>Quantity</th> <th>Price</th> <th>Override Price</th> <th>Promotion Amount</th> <th>Header Promotion Amount</th> <th>Environmental Fee</th> <th>Shipping Environmental Fee</th> <th>Net Price</th> <th>Notes</th> </tr> </thead> </table> <p>View Cart Previous Make Payment Cancel</p> | Article | Brand | Article Description | Sourced From | Shipped From | Lead Time | Requested Delivery Date | FET | Quantity | Price | Override Price | Promotion Amount | Header Promotion Amount | Environmental Fee | Shipping Environmental Fee | Net Price | Notes | | | | | | | |
| Article | Brand | Article Description | Sourced From | Shipped From | Lead Time | Requested Delivery Date | FET | Quantity | Price | Override Price | Promotion Amount | Header Promotion Amount | Environmental Fee | Shipping Environmental Fee | Net Price | Notes | | | | | | | | | |
| 20 | <p>Click Update Order</p> <p>Back to Checkout Update Order Cancel</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| 21 | <p>Click the order number to take you back inside the order</p> <p>Success</p> <p>Order updated successfully: 48384</p> <p>OK</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| 22 | <p>Lastly, leave a note on the order in eBay. To do this, select the drop-down arrow and click Add/edit notes</p> <p>Ship by Oct 28 at 6:59pm PDT Print shipping label Print packing slip and more Print coupon Mark as shipped Cancel order View payment details Add/edit notes Refund Sell similar Contact buyer Report buyer Send refund</p> <p>18 Pirelli Scorpion Verde AS 60R R16 0.1X4327JN01902889911 4 Devillier v3000ay (1P) Repeat buyer 6 Nokian Tire Hakkapeliitta 8 60R R16 0.1X3607RN050280223001 5410 Edt Reply 10/26</p> <p>The note should say Processed - DATE - **ORDER #**</p> | | | | | | | | | | | | | | | | | | | | | | | | |

| | |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 23 | <p>Click Save</p> <p>Edit note X</p> <p>Processed 10/28**48384**</p> <p>226 character(s) left</p> <p>Cancel Save</p> |
| 24 | <p>Your note will then be saved on the order & you are done!</p>  <p>My note: Processed 10/28 X</p> |
| Note: | <p>If you look up the order in FSA and the status shows Completed, just skip it as FSA processed it automatically.</p> <p>After that, you will still need to update the stock on the Closeout order list and in SAP. When you leave your note on eBay, write Processed - DATE - **ORDER #**</p> |

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