**Inventory Re-Allocation Customer Service Request Template**

**Sales Orders Not Available in NetSuite**

If the affected Purchase Order(s) have not been integrated/entered into NetSuite, please complete the below information and forward to Customer Service:

|  |  |
| --- | --- |
| Customer Number |  |
| Purchase Order(s) |  |
| Affected Item(s) |  |
| All items on order affected, **Commitment Priority Date** (header level) |  |
| Only select item(s) on order affected, **Line Commitment Priority Date** (line level) |  |

***Note:*** The division must monitor inventory until the Purchase Order(s) have been entered/integrated into NetSuite and Customer Service can act since changes to the date selected might be required.

**Sales Orders Available in NetSuite**

If the affected Purchase Order(s) have been entered/integrated into NetSuite, please complete the below information and forward to Customer Service:

|  |  |
| --- | --- |
| Customer Number |  |
| Purchase Order(s) |  |
| Sales Order(s) |  |
| Affected Item(s) |  |
| All items on order affected, **Commitment Priority Date** (header level) |  |
| Only select item(s) on order affected, **Line Commitment Priority Date** (line level) |  |

**Additional Things to Consider**

Please ensure that the **Inventory Commitment Priority** field on the Customer Record is set to the division-specified level.

* + If this needs to be updated, please provide the priority level that Customer Service needs to update the Customer Record to.
  + This field is used in the event of a “tie breaker” between orders that have the same Line Commitment Priority, Commitment Priority and Planned Ship Date.