Understanding Pick Up Orders
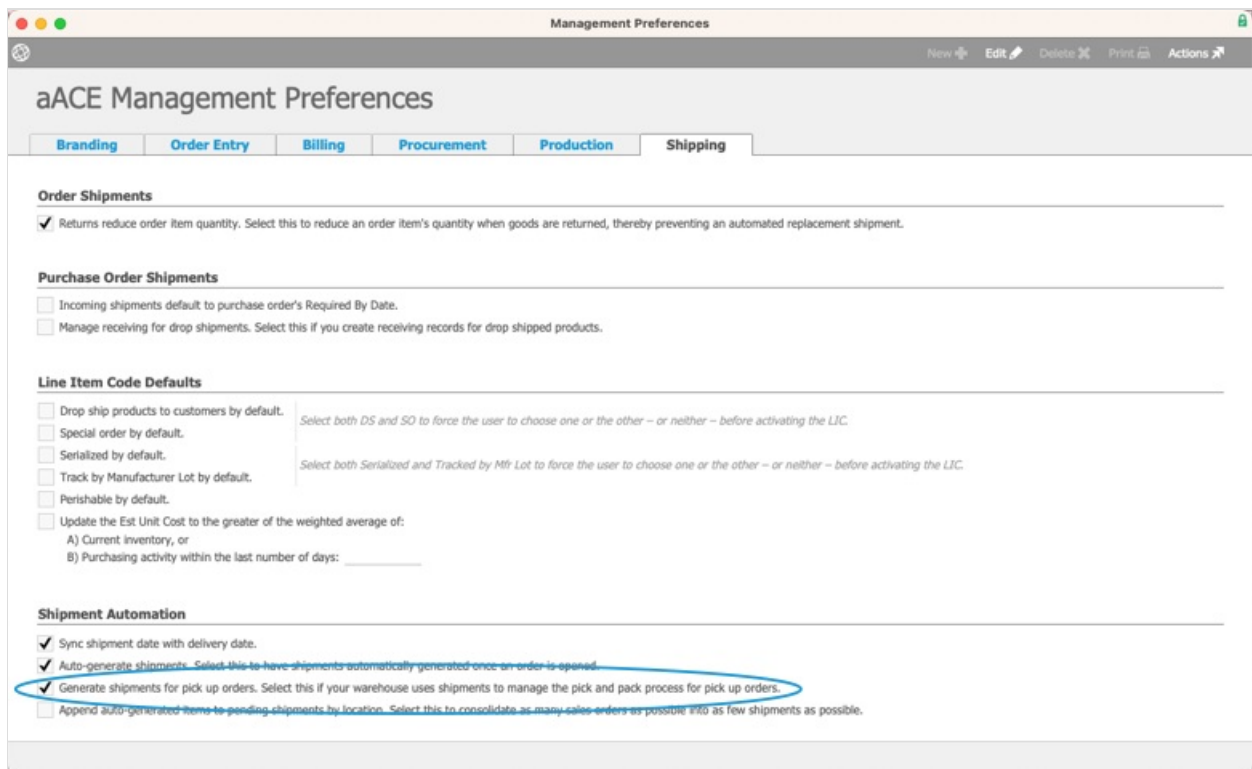
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> This guide provides information about working with pick up orders. It is intended for general users.

Orders with the Ship Type set to Pick Up typically do *not* generate a shipment record automatically. This is because the product is not shipped. Instead, the customer travels to your location and gets the product.

This means that pick up orders typically do not use shipment records to update inventory levels. For orders marked as Pick Up, aACE depletes inventory when the related invoice is opened.

Generating Shipment Records for Pick Up Orders

Your system administrator can change this default behavior. From Main Menu > Internal > Management Preferences > Shipping > Shipment Automation, they can mark the flag to 'Generate shipments for pick up orders'.

With this flag marked, aACE *will* generate outgoing shipment records for pick up orders.

This preference allows your warehouse to use shipment records in aACE to manage the pick-and-pack process for pick up orders. For example, a customer may come to your facilities, but if the ordered items are located in the back, they must be gathered and brought to the customer.

Troubleshooting Pick Up Orders

If your system preferences are *not* set to generate outgoing shipments for pick up orders, and a team member reviews an open pick up order of inventoried items and manually creates a shipment, aACE will remind the team member that no shipping is required.

If the team member goes on to create a blank shipment and then populates it with LICs for shipping, aACE will try to validate the shipment. However, aACE will typically display an error message. This error arises because manually generated shipments do not have a link between the shipment's Packing List items and the related Order Items.

To correct this, navigate to the related Order record's Management tab, and check whether the order has been invoiced. Process the invoice according to you company's workflow to close the order. (Note: We also recommend that you delete the manually created shipment.)