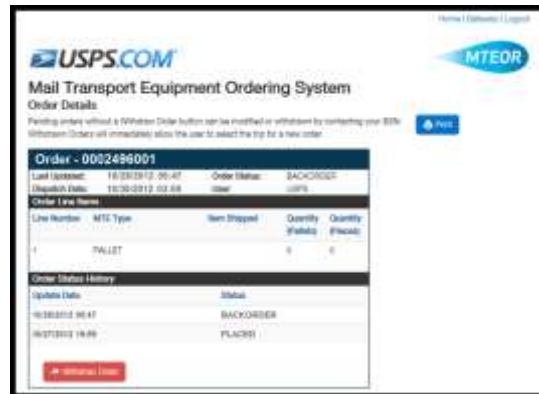


Backorder Process

Backorders allow Mailers to know when an order cannot be filled by the original sourcing due to lack of inventory. Click [here](#) to visit the MTEOR webpage for additional information.

1. When an order cannot be filled it is placed in “Backorder” status for up to four days while we attempt to fill your order



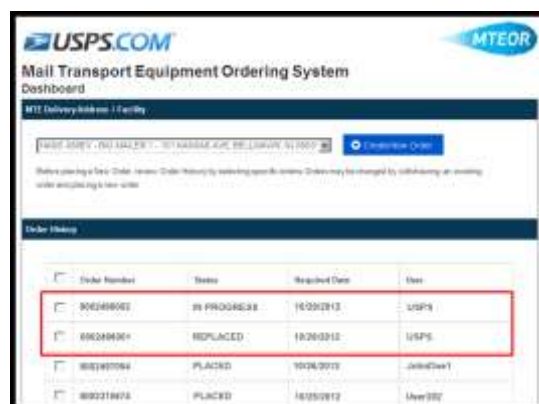
2. The status is shown in your order details and on your MTEOR Dashboard

3. If the order can be filled, a new order will replace the old order



4. The old order will then have a “Replaced” status and the new order will have a “Placed” status

5. Both orders will appear in your MTEOR Dashboard



6. If the Back order is not filled within four days, it is removed from the system and has the order status “Withdrawn”

7. If you have any issues, contact your BSN or the MTEOR help desk for assistance