



Process

Documentation

Department:

Customer Support

Last Updated:

1/28/2026 8:38 AM

NAME OF PROCESS

Removing a Sales Item from Inventory

Use Case / Objectives

From time-to-time it becomes necessary to remove an item from the system. There are three steps that need to be taken as described below.

Configuration, Training, and Reporting

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.

Menu options to access:

[Main Operations->Sales File Maintenance->Sales Item Location File](#)

[Main Operations->Create Sales Order \(optional\)](#)

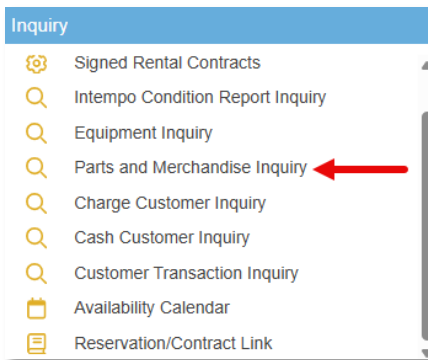
[Purchasing->Physical Inventory->Inventory Adjustments \(optional\)](#)

Deplete Quantity on Hand

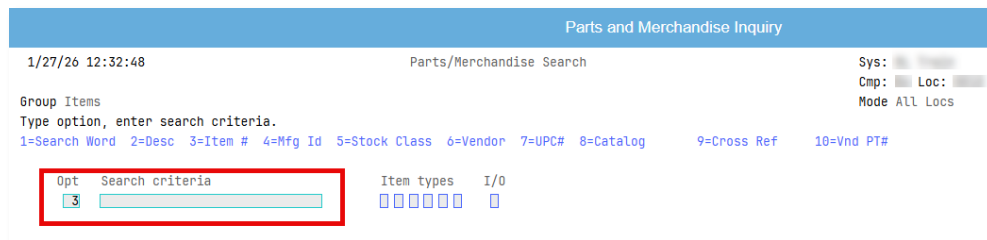
Process Steps

Before a sales item can be removed from the system, there cannot be any items on hand at the location; therefore, you will begin by checking the quantity on hand and removing them for your inventory.

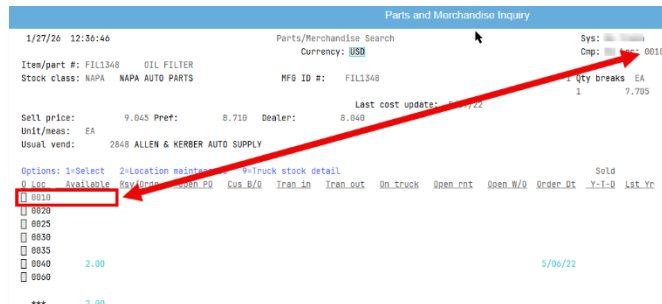
1. Log into the [RolePlay environment](#) using your credentials.
2. If you are not already on the **Main Operations** screen, click on the menu option on the lefthand side of the screen.
3. In the **INQUIRY** section, click on the **Parts and Merchandise Inquiry** option.



- a. The **Parts/Merchandise Search** screen opens.



4. Type in the **Search Criteria** field and press Enter to locate the desired item.
5. If multiple items meet the criteria, locate the specific item in the list, type 1 in the **Opt** field and press Enter to see the available quantities at each location.
 - a. The **Parts/Merchandise Search - Availability by Location** screen opens, displaying quantities on hand by location for your item. **NOTE:** In this example, for **Location 100** the quantity on hand is zero.

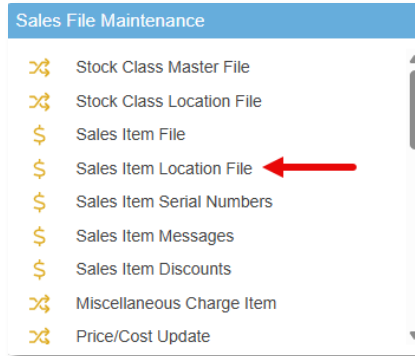


6. If quantities exist then you can write a “no-charge” sales invoice to a cash customer or you can do an inventory adjustment. Either method will work and will remove the item from the G/L files.
 - a. For assistance with adjusting inventory, refer to the [Maintaining Physical Inventory \[Roleplay\] - PDF](#) article on the resources website.

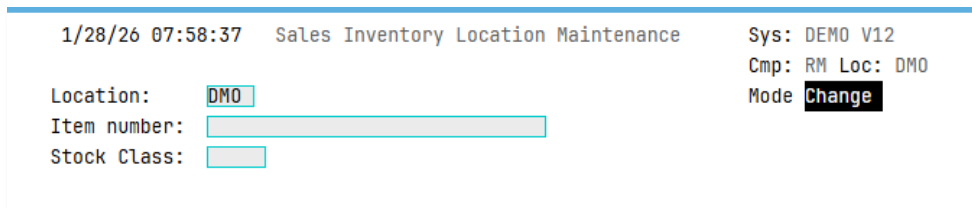
Delete Sales Item Location File

Process Steps

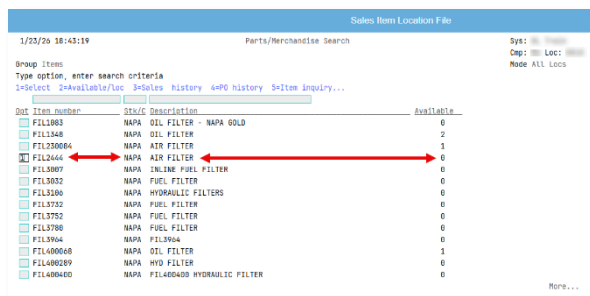
- Once the on-hand quantity is 0 (zero), from the **Main Operations** screen, in the **Sales File Maintenance** section, click on Sales Item Location File.



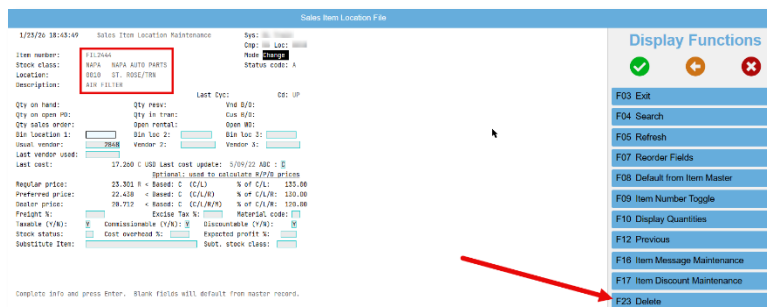
- The **Sales Item Location Maintenance - Launch** screen opens.



- Type in the *Item number* and *Stock Class* for your item and press Enter. **NOTE:** If you do not know this information, press **F4** to search and on the **Parts/Merchandise Search** screen type 1 in the *Opt* field next to the item to be deleted then press Enter.



- The **Sales Item Location Maintenance** screen opens for the selected item.



3. Verify that this is the correct item then press F23 on your keyboard or click on F23 Delete in the **Display Functions** menu.
 - a. At the bottom of the screen, you will be asked to press F23 again to delete the item or press F12 to cancel the deletion process.

Record deletion pending. **Press F23 to delete the record. Press F12 to cancel.**

4. Deleted items are marked with a **D** in the status field on the **Sales Item Location Maintenance** screen. **NOTE:** In this example, the *Status* is still **A (Active)**.

1/28/26 08:25:56	Sales Item Location Maintenance	Sys: DEMO V12
Item number: 193		Cmp: RM Loc: DMO
Stock class: ACDEL ENGINE		Mode Change
Location: DMO IRVINE		Status code: A
Description: PAN OIL		

5. If there is ever a need to reactivate the item, go to the **Sale Item Location File/Parts/Merchandise Search** screen, type 1 in the *Opt* field and press Enter.

Opt	Item number	Stk/C	Description	Available
<input type="checkbox"/>	FIL1083	NAPA	OIL FILTER - NAPA GOLD	0
<input type="checkbox"/>	FIL1348	NAPA	OIL FILTER	2
<input type="checkbox"/>	FIL230084	NAPA	AIR FILTER	1
<input checked="" type="checkbox"/>	FIL2444	NAPA	AIR FILTER	0
<input type="checkbox"/>	FIL3007	NAPA	INLINE FUEL FILTER	0
<input type="checkbox"/>	FIL3032	NAPA	FUEL FILTER	0
<input type="checkbox"/>	FIL3106	NAPA	HYDRAULIC FILTERS	0
<input type="checkbox"/>	FIL3732	NAPA	FUEL FILTER	0
<input type="checkbox"/>	FIL3752	NAPA	FUEL FILTER	0
<input type="checkbox"/>	FIL3780	NAPA	FUEL FILTER	0
<input type="checkbox"/>	FIL3964	NAPA	FIL3964	0
<input type="checkbox"/>	FIL400068	NAPA	OIL FILTER	1
<input type="checkbox"/>	FIL400289	NAPA	HYD FILTER	0
<input type="checkbox"/>	FIL400400	NAPA	FIL400400 HYDRAULIC FILTER	0

- a. At the bottom of the **Sales Item Location Maintenance** screen, you will see the message below:

This item is marked as deleted, press <F23> to reactivate the record.

6. Press F23 to reactivate the item and purchase inventory or press F12 to exit.

Reference Glossary

Field Definitions for Tasks

Parts/Merchandise Search - Availability by Location

- *Item/part number* - Displays the item number for which you are checking location availability.
- *Stock class* - Displays the stock class associated with the item number.
- *Manufacturer's ID number* - Displays the number assigned to this item by the manufacturer.
- *List price* - Displays the manufacturer's suggested list price for the item. This amount is not used for invoicing; it may be used for calculation of cost or selling price based on the codes assigned for auto calculations.
- *Sell price* - Displays the retail price normally charged for this item. In the event there are no discounts or other pricing codes assigned for the transaction, this is the price the system uses when this item is being sold.
- *Unit of measure* - Displays the code that represents the smallest unit of measure in which this item is sold, purchased, or stocked.
- *2nd unit of measure/quantity* - Displays the code that represents the second unit of measure in which this item is sold, purchased, or stocked. This field also displays the quantity of items in the first unit of measure that is equivalent to one unit in this second unit of measure.
- *3rd unit of measure/quantity* - Display the code that represents the third unit of measure in which this item is sold, purchased, or stocked. This field also displays the quantity of items in the first unit of measure that is equivalent to one unit in this third unit of measure.
- *Usual vendor* - Displays the number of the vendor from whom you usually purchase this item. This is the vendor used on reorder and analysis reports for this item.

Display Costs (F19)

- *Cost* - Displays the last or most current cost of this item. This field is automatically updated when the item is received against a purchase order in the system.
- *Average* - Displays the average cost of the item, which is calculated as the total cost of all items received divided by the quantity of items received.
- *Last cost update* - Displays the date of the last time the Cost field was updated by the system.
- *Quantity Breaks* - Displays quantity breaks that were set up for this item in Sales Item Discount Maintenance.

Quantities List

- *Location* - Displays the code for the location where the available quantities are found.

- *Available* - The total quantity available for the item.
- *Reserved/Sales Order* - The quantity on reservations or sales orders.
- *Open PO* - The quantity of the item on open purchase orders.
- *Customer back order* - The quantity that is on back order to the customer because it was not available at the time it was ordered.
- *Transfer in* - The quantity on incoming transfers to this location. This field is updated via Create, Update, or Receive Transfers.
- *Transfer out* - The quantity transferred out but not yet received in the destination location.
- *On truck* - The quantity located on service trucks. Use option **9-Truck Stock** to determine which trucks the equipment is on.
- *Open rent* - The quantity on rental contracts. This field is updated via Create Rental, Update Rental, Partial Return, Full Return, or Exchange Equipment.
- *Open work order* - The quantity on open work orders as repair parts or items to sell.
- *Order date* - The most current sales order date for this item.
- *Sold YTD* - The quantity of this item that has been sold year-to-date.
- *Sold last year* - The quantity of this item that was sold in the last year.

Sales Item Location Maintenance - Launch

- *Location* - Enter the code for the location for which you want to add, change, or inquire on a sales item record.
- *Item Number* - Enter the item number you want to add, change, or inquire on. If you do not know the number you want to change or inquire on, press F4 to search for it.
- *Stock Class* - Enter the stock class associated with the item number.

Sales Item Location Maintenance

- *Item number* - Displays the item number you want to add, change, or inquire on.
- *Stock class* - Displays the stock class associated with the item number.
- *Status code* - Displays the current status for the sales item. Valid codes are:
 - A - Active
 - D - Deleted
 - S - Suspended
- *Location* - Displays the code for the location for which you want to add, change, or inquire on a sales item record.
- *Description* - Displays a brief description of the item.
- *Last Cycle* - Displays the date of the last time this item was cycle counted at this location.
- *UPC Code* - If applicable, this field displays the code associated with this item's UPC number. Two codes are supported, and the default code is UP.
- *Quantity on Hand* - Displays the quantity that is currently on hand for this item as this location.

- *Quantity Reserved* - Displays the quantity of this item that has been reserved at this location via Create Sales Quote.
- *Vendor Back Order* - Displays the quantity of this item that is back ordered from the vendor.
- *Quantity on Open Purchase Order* - Displays the quantity of this item that is on an open purchase order for this location.
- *Quantity in Transit* - Displays the quantity of this item that is currently in transit to or from this location.
- *Customer Back Order* - Displays the quantity of this item that is on back order to customers of this location.
- *Quantity Sales Order* - Displays the quantity of this item that is on an open sales order for this location.
- *Open Rental* - Displays the quantity of this item that is currently on rent from this location.
- *Open Work Order* - Displays the quantity of this item that is currently on open work orders for this location.
- *Bin location 1* - Enter the location designation of the first bin used to store the item. You can specify to print physical inventory count sheets by bin location.
- *Bin location 2* - Enter the location designation of the second bin used to store the item.
- *Bin location 3* - Enter the location designation of the third bin used to store the item.
- *Usual vendor* - Enter the number of the vendor from whom you usually purchase this item for this location. This is the vendor used on reorder and analysis reports for this item.
- *Vendor 2* - Enter the number of an alternate vendor you might use to purchase this item if the usual vendor cannot supply it.
- *Vendor 3* - Enter the number of a second alternate vendor you might use to purchase this item if the other two vendors cannot supply it.
- *Last vendor used* - The system populates the number of the last vendor you used to purchase this item for this location.
- *Last cost* - Enter or accept the last or most current cost of this sales item for this location. This field is automatically updated when the item is received against a purchase order in the system. You can also enter or accept the code for the currency in which all monetary amounts on this screen are displayed/entered.
- *Last cost update* - Enter or accept the date of the last time the *Last Cost* field was updated by the system. This date is automatically populated by the system, so change it only on an exception basis.
- *ABC* - If you have control record **SAABCP** set to **Y** to calculate an activity level for this item at this location, this field displays the activity level code that the system calculated. When creating a new item, you can manually enter this code, but it might change when the calculation is run at the end of the month.

- *List price* - Displays the manufacturer's suggested list price for the item at this location. This amount is not used for invoicing; it may be used for calculation of cost or selling price based on the codes assigned for auto calculations.
- *Regular price* - Enter the retail price normally charged for this item at this location. In the event there are no discounts or other pricing codes assigned for the transaction, this is the price the system uses when this item is being sold from this location.
- *Auto calculate regular price based on Cost or List* - If you want to use the sales item's cost or list price to automatically calculate its regular (retail) price, indicate which one to use: List Price (L) or Cost (C).
- *Percentage of Cost or List* - If you entered a code in the Based on field, enter the percentage by which the list price or cost should be multiplied to arrive at the regular (retail) price.
- *Preferred price* - Enter the price that is used when this item is sold from this location to a customer with a price code of P in their master record.
- *Auto calculate preferred price based on Cost, List, or Regular* - If you want to use the sales item's cost or list price or regular price to automatically calculate its preferred price, indicate which one to use: List Price (L), Cost (C), or Regular Price (R).
- *Percentage of Cost, List, or Regular* - If you entered a code in the Based on field, enter the percentage by which the list price or cost or regular price should be multiplied to arrive at the preferred price.
- *Dealer price* - Enter the price that is used when this item is sold from this location to a customer with a price code of D in their master record.
- *Auto calculate dealer price based on Cost, List, Regular, or M* - If you want to use the sales item's cost, list price, regular price or the formula of List price + Last cost / 2 to automatically calculate its dealer price, indicate which one to use: List Price (L), Cost (C), Regular Price (R), or formula (M).
- *Percentage of Cost, List, or Regular* - If you entered a code other than M in the *Based on* field, enter the percentage by which the list price or cost or regular price should be multiplied to arrive at the dealer price.
- *Freight percentage* - Enter the percentage of the sale price of the item to charge for freight.
- *Excise tax percentage* - Enter the percentage of excise tax to charge for this item.
- *Material code* - Enter the code that classifies this item for VAT taxation purposes.
- *Taxable* - Indicate whether you apply tax to this item when you sell it from this location. If the customer to whom you are selling the item is marked as non-taxable, this setting is ignored.
- *Commissionable* - Indicate whether sales of this item from this location are calculated for sales representative commissions.
- *Discountable* - Indicate whether this item is discountable at this location. If set to N, this setting overrides discounts set in the customer master file and sales item discounts set in **Sales Item Discount Maintenance**. This setting does not disallow manually entered discounts.

- *Stock status* - Enter **NS** if this sales item is considered a non-stock item that is not included on reorder reports and physical inventory count sheets. Use the **Default Codes program** in **Cross Application Maintenance** to set up additional user-defined stock status codes using code **SS**.
- *Cost overhead percentage* - If applicable, enter the percentage to add to this item's cost when the cost is displayed. The inflated cost is displayed for users with security code **Z01** in their user profile. Users with security code **Z02** will see the item's actual cost.
- *Expected profit percentage* - Enter the profit percentage you expect to achieve when this item is sold from this location. You can set the system to warn you during a sales transaction if this profit percentage is not met. Run the **Inventory Profit Analysis** report to review the profit percentage on sales transactions.
- *Substitute item* - Displays the number of the item that was most recently set up as a substitute for this item in **Sales Item Cross Reference Maintenance**. This item can be sold from the location as a substitute for the item in this location record.
- *Substitute stock class* - Enter or accept the stock class associated with the substitute item you entered.