

No Sale, New Order Process (NONO)

[Search](#)

This search contains all items with ILM Status is Arrived No Sale. This status is set on items when the following occurs:

1. First rcvd date is more than 30 day ago
2. ITS Sold L365 = 0
3. ILM Last Modified is Null or More than 30 days old

Active>ST Issue>Arrived 30 No Sale

**Items in this ILM Status will have payments held as we review

Every item that has been tagged with this ILM has a store task already created to receive feedback from the store.

This [search](#) shows all items with completed tasks from stores.

Once a store has completed the tasks, the buyer needs to review the following data.

Actions:

1. Check data
 - a. Retail: Review the retail price point of the item, is it in line with other items in this subclass?
 - i. If the retail is out of line, request a markdown credit from vendor and input a reticket.
 - b. Image
 - c. Barcode
 - d. Description
2. If buyer finds data error(s) in data and makes update:
 - a. Set ILM To Active>ST Issue>Data Cleanup
 - b. This will remove it from our report for 30 days
 - i. Will repopulate on to report after 30 days if still no sales
3. Check for buyer error
 - a. Arrival Date: Did the product arrive at the incorrect time, either out of season for the team or out of season for the subclass.
 - b. Logo, color: Logo or color is obviously incorrect for the team
 - c. Quantity: Bought too many units

- d. Store Location: Consider team performance, vendor performance, graphic or garment treatment by location. For example, an Uncle t shirt for an NCAA team should not be in the lowest SAM values for that team.
 - e. Put knowledge on the TSC record
- 4. If buyer finds a buyer error
 - a. Set ILM to Active>ST Issue>Buyer Mistake
 - b. Fill in knowledge data regarding the lesson learned for this item.
 - c. This will remove from our report for 30 days
 - i. Will repopulate on report after 30 days if still no sales
- 5. Once you will review the store responses and the data on the item. Take the action needed on the item.
 - a. Set the ILM
 - i. Clearance
 - ii. RTV
 - iii. Reticket
 - iv. Get new image
 - v. Markdown Credit required
 - vi. Set ILM To Active>ST Issue>Data Cleanup if we fix a data issue upon store review