



By: Jared Hale

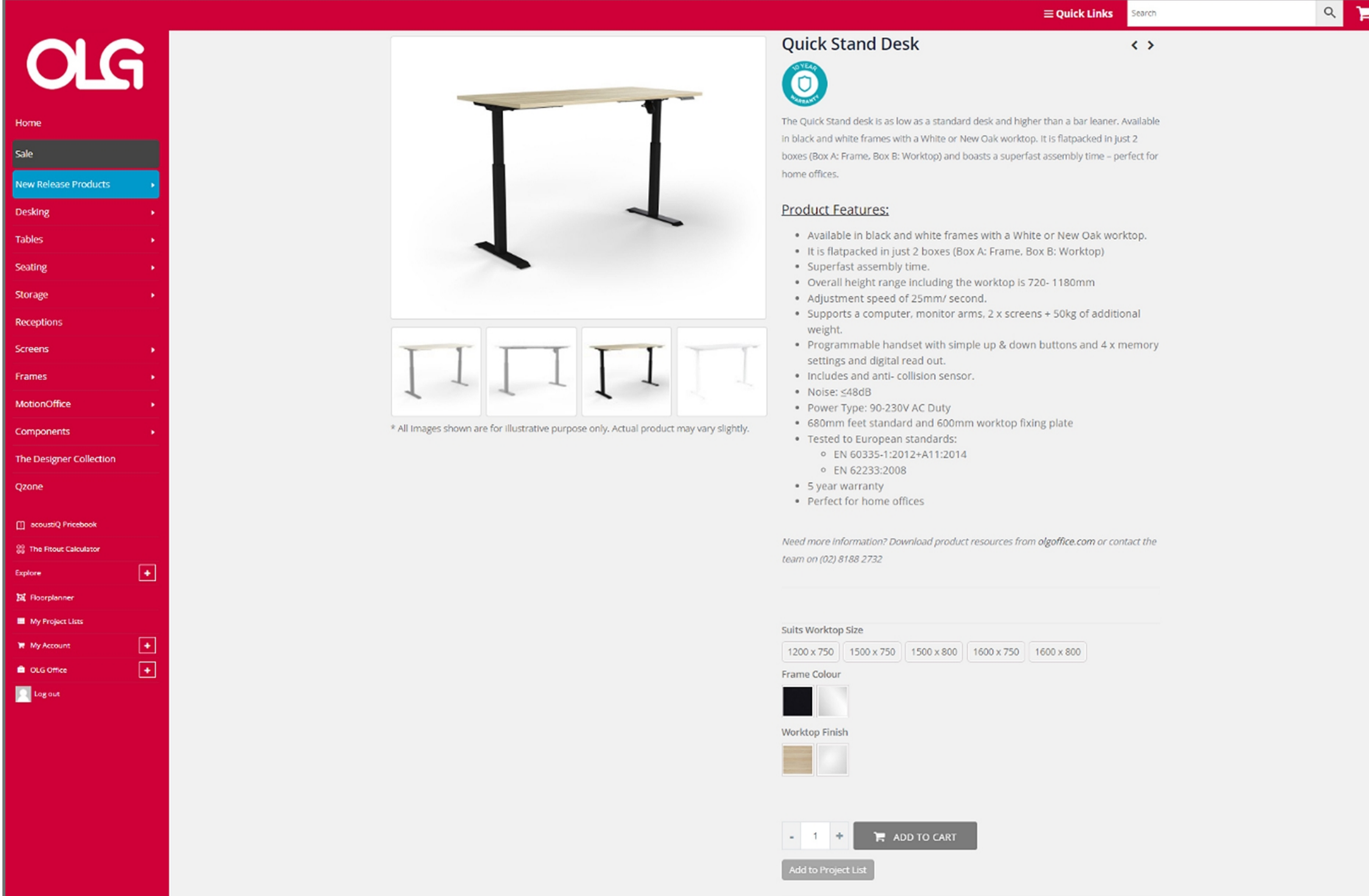
19/12/2022

How Do I Check if an Item is in Stock?

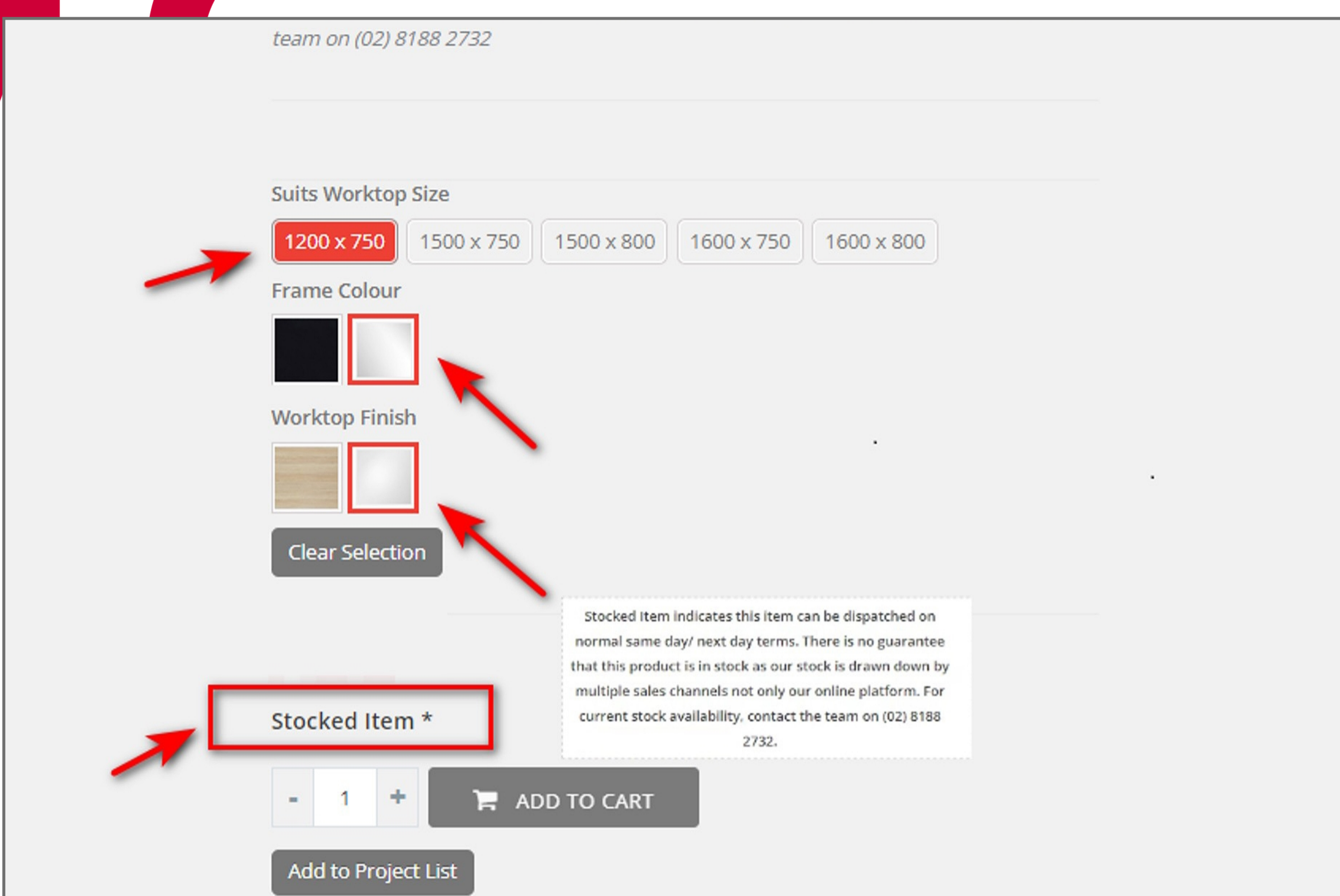
When it comes to shopping online, there's one scenario that frustrates every customer, no matter what they're buying. Imagine browsing the entire store, filling your cart with items as you go, only to eventually receive the dreaded "Out of Stock" message when you try to checkout. Waste of time, right?

Stock Levels Are Now in The MyOLG Customer Portal

When browsing through the MyOLG Customer Portal, stock levels are only visible once all the relevant options are selected.



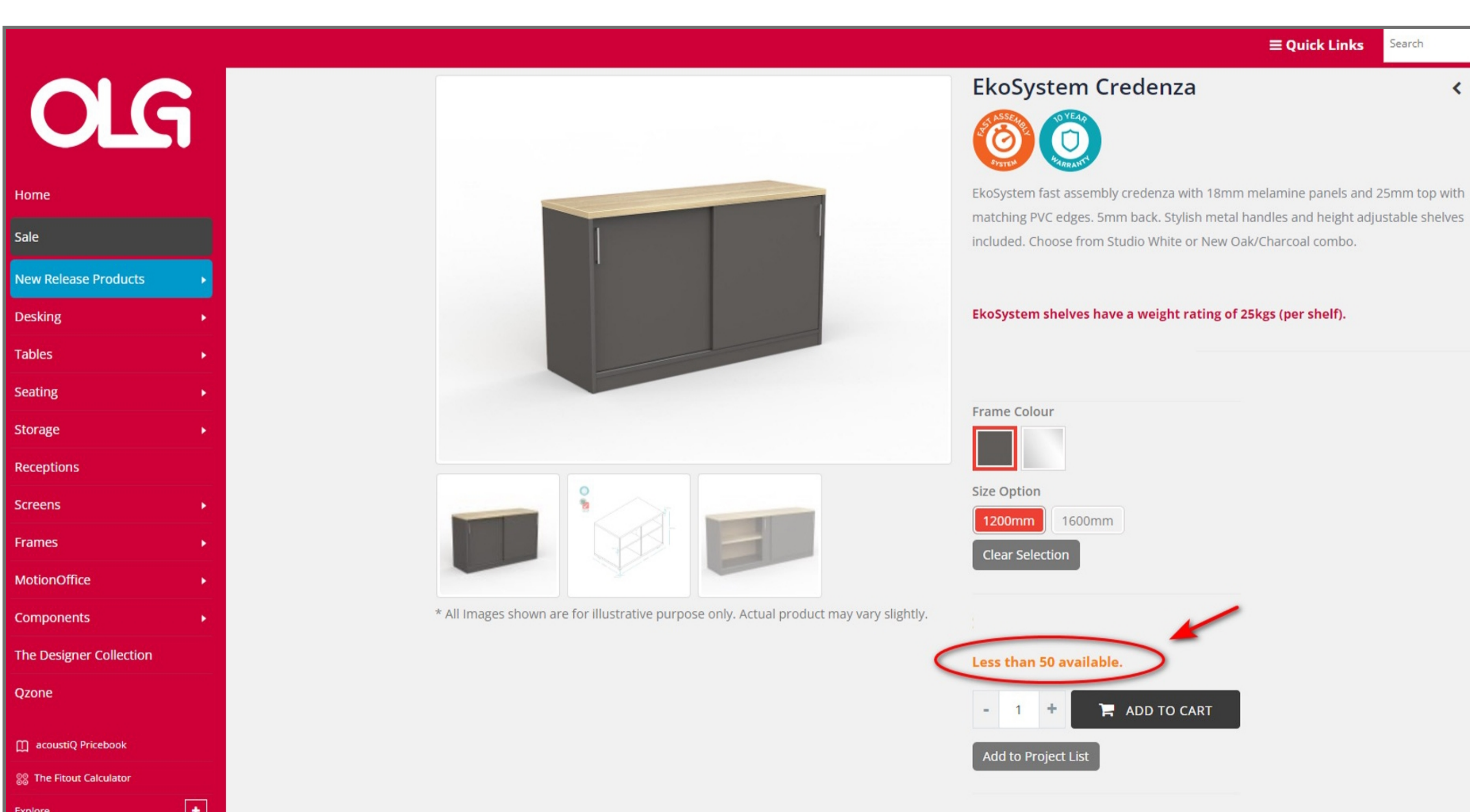
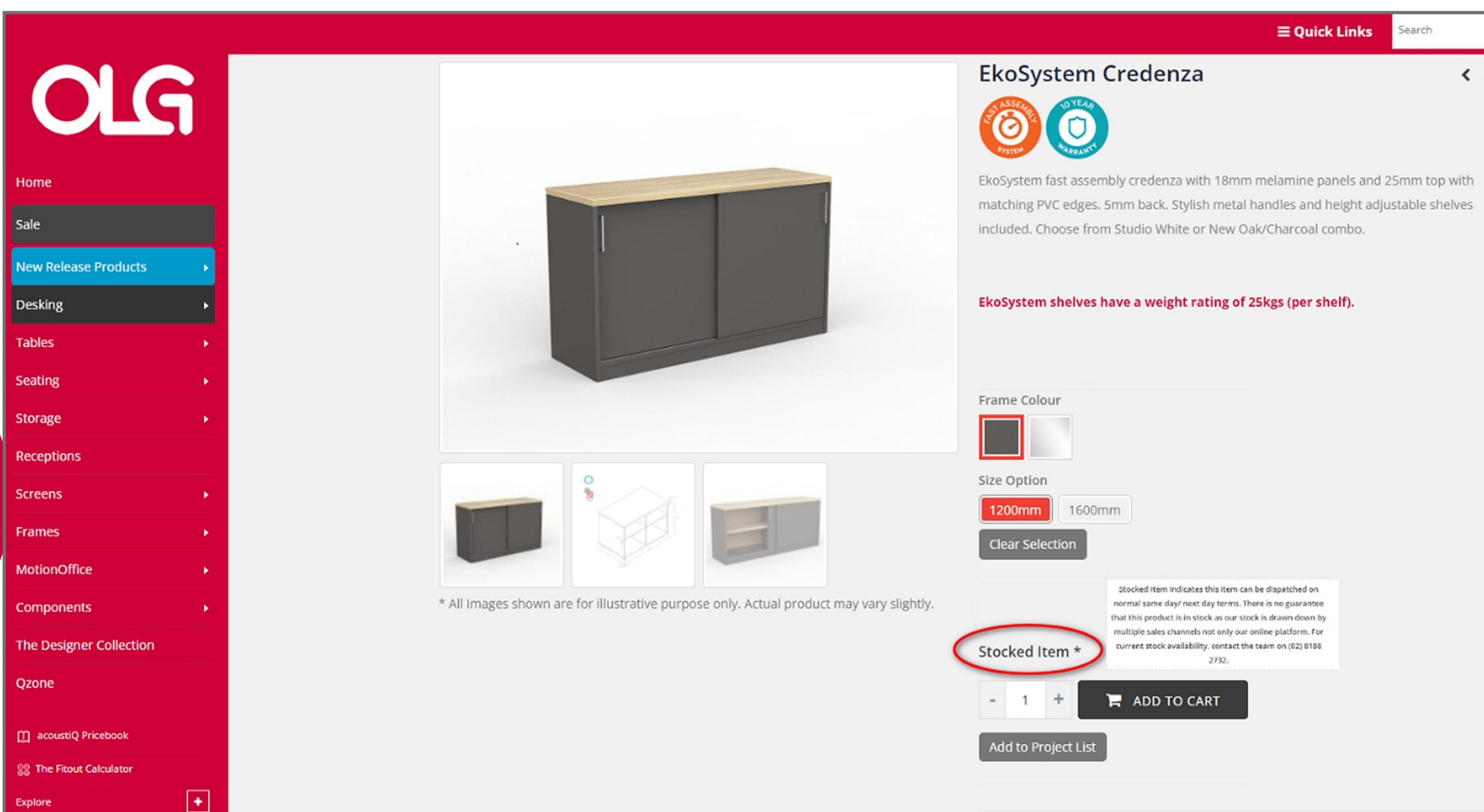
Make the Quick Stand Desk for example. You need to select Worktop Size, Frame Color and Worktop Finish before stock levels can be determined.



After a few seconds, the "Stocked Item" label will update with a clearer representation of actual numbers.

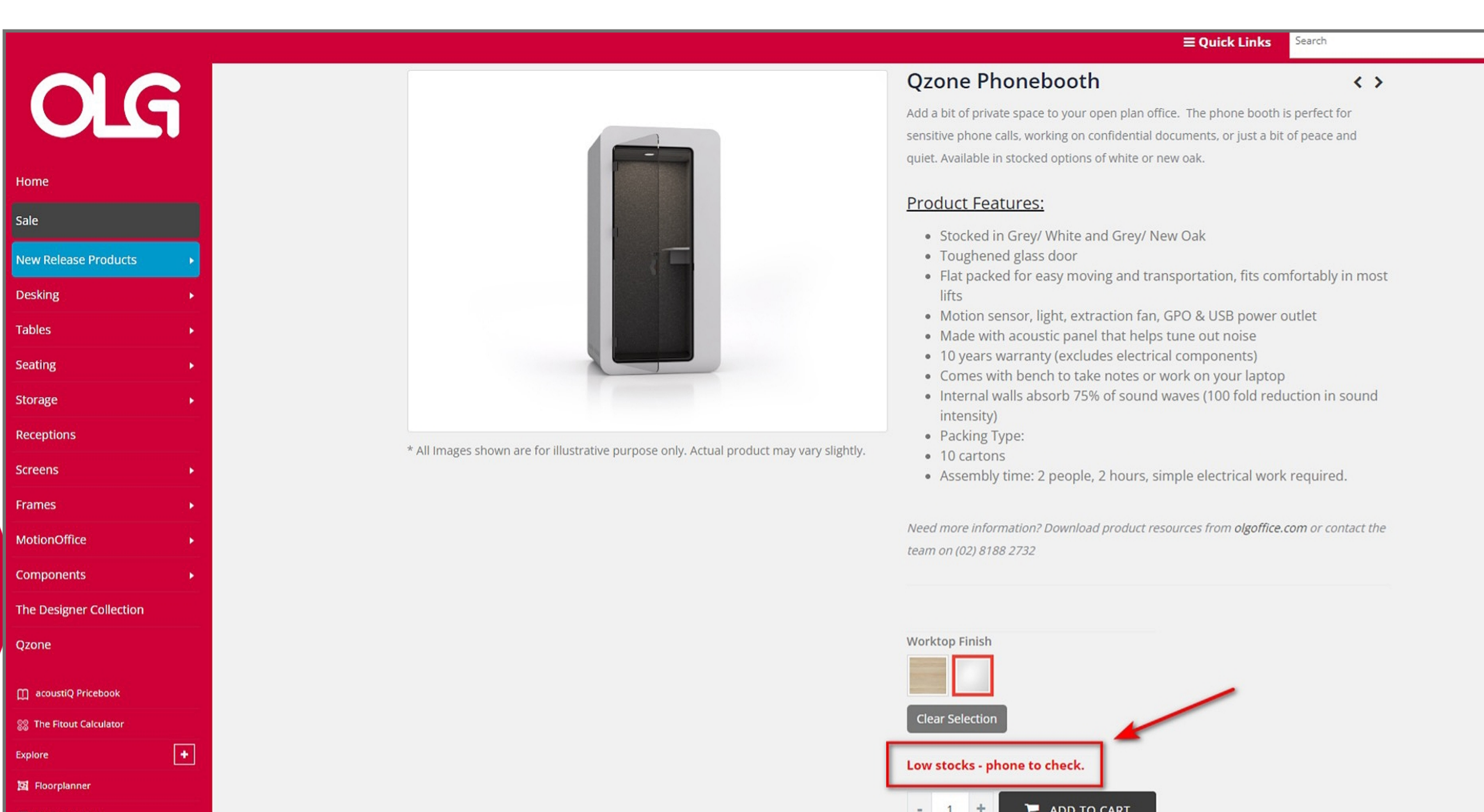
Less Than 50 Available

Products with less than 50 units in stock are still classed as a Stocked Item, but will display a warning prior to adding to your cart that there are Less than 50 available. When you see this message, it's a good time to place an order to ensure the stock is reserved and your order can be fulfilled.



Low Stocks – Phone to Check

When stock levels fall below a predetermined minimum threshold, a warning will display prior to adding to your cart, "Low stocks – phone to check".



While this generally appears on larger, specialized products like the Qzone Phonebooth, there are a couple other reasons this message may appear.

- A Related Component or Accessory is Low in Stock**
Occasionally, low stock volumes of an accessory or component related to the main product will trigger this message. More often than not, we have a suitable replacement in stock and a quick call to our customer service team can confirm availability.
- Custom Assembly or Manufacture is Required**
If a particular item requires custom assembly or a specific manufacturing process applied, a low stock message may also be displayed. In this instance, customer service will need to confirm lead times with the workshop and any manufacturing partners to confirm availability.

If in Doubt, Give us a Call

The stock levels indicated in the MyOLG customer portal are intended to be used as a purchasing and planning guide. Our customer service team is flexible and resourceful, and with enough notice can fulfil most requests. Get in touch [here](#) or give us a call on **02 8188 2732** and we'll get to work for you.

Still not convinced? These are just some of the reasons OLG is the preferred office furniture supplier for so many Australian resellers. If you need help choosing the best furniture wholesaler for your business needs, feel free to drop us an email at info@olgooffice.com or give us a call on **(02) 8188 2732**.