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How Do I Check if an Item is in Stock?



By: <u>Jared Hale</u>

In this article, we'll explain how you can check OLG's stock levels at a glance as well as how you can ask one of the guys to check out back.



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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?

In this article, we'll explain how you can check OLG's stock levels at a glance as well as how you can ask one of the guys to check out back.

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.



If you take the <u>Quick Stand Desk</u> for example, you need to select Worktop Size, Frame Color and Worktop Finish before stock levels can be determined.



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After a few seconds, the "**Stocked Item**" label with 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.

	≡ Quic.		
	EkoSystem Credenza		EkoSystem Credenza
			STATUS AND
	EkoSystem fast assembly credenza with 18mm melamine panels		EkoSystem fast assembly credenza with 18m
	matching PVC edges. 5mm back. Stylish metal handles and heig		matching PVC edges. 5mm back. Stylish meta
	included. Choose from Studio White or New Oak/Charcoal comb		included. Choose from Studio White or New (
	EkoSystem shelves have a weight rating of 25kgs (per shelf)		EkoSystem shelves have a weight rating of
	Frame Colour		Frame Colour
	Size Option 1600mm		Size Option 1600mm
	Clear Selection		Clear Selection
ightly.	Stocked Item Indicates this Item can be dispatched on normal same day/ next day terms. There is no guarantee that this product is in stock as our stock is drawn down by multiple sales channels not only our online platform. For	vary slightly.	
	Stocked Item * Current stock availability, contact the team on (02) 8188 2732.		Less than 50 available.
	- 1 + 🛱 ADD TO CART		- 1 + 🐂 ADD TO CART
	Add to Project List		Add to Project List



mm melami tal handles / Oak/Charc

of 25kgs (p

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.

1. 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. A quick call to our customer service team can confirm availability.

2. Custom Assembly or Manufacture is Required

If a particular item requires custom assembly or a specific manufacturing process, 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. Despite any stock limitations, we are both flexible and resourceful, and with enough notice can fulfil most requests.

As one of Australia's leading office furniture wholesalers, we do everything in our power to support <u>project managers</u> and <u>resellers</u>. For a full list of everything we can do, check out <u>How OLG Can Win You a Deal</u>.

Stuck for ideas? Or maybe you just want an office furniture wholesaler that you can rely on. Get in touch with us <u>here</u> or give us a call on **02 8188 2732** so we can discuss some options.

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