Frequently Asked Questions

3 days ago · Updated

- **How can I track the total stock received in any given month and see how many units were shipped to customers?**

The stock recon report includes columns for “Inflows (Shipment Received)” and “Outflows (Shipped to Customer)”, which allow sellers to track the total stock received and shipped out in any given month.

- **What happens to the stock that is lost or misplaced in the warehouse?**

When stock is lost or misplaced in the warehouse, it is recorded in the "warehouse_down_adjustments" column, and any stock that is found is recorded in the "warehouse_up_adjustments" column. This process helps to make sure that sellers are compensated for any missing items.

To learn more on how to claim for stock lost, visit this information article.

- **How can I find out about stock that is in transit between warehouses?**

The "Stock In Transit" column shows how much stock is being moved between warehouses. This amount of stock, which is still within the takealot.com network, is included in the closing balance.

- **Can I get details on the stock removed from the warehouse?**

Yes, the stock recon provides a comprehensive breakdown of how items are taken out of the Takealot warehouses. Items can leave the warehouse in several ways:

- Shipped to Customer
- Removal Orders Collected
- Removal Orders Disposed
- Warehouse Down Adjustments
- Other Outflow: Other decreases in the period (e.g. stock loss)

Additionally, the report includes details on other types of Removal Orders that don't affect your opening and closing stock levels. These include:

- Return Removal Orders that are waiting to be collected
- Return Removal Orders that have been collected
- Return Removal Orders that have been disposed of

You can view all your Removal Orders on the 'Manage Removal Orders' page within the Seller Portal. Don't forget to also check your archived Removal Orders for complete tracking.

- **How do I understand my stock levels at the beginning and end of the month?**

The “Opening Balance” and "Closing Balance” columns show the total quantity of stock in all warehouses at the start and end of the period, respectively, helping sellers understand their stock levels over the month. This includes quantity buyable on takealot.com being prepared for customers, in removal orders, or still being received. Your opening and closing balance will not always match your Stock at TAL on Manage my Offers because Manage my Offers only displays stock that quantity buyable on takealot.com.

- **Why was my account debited for stock I’ve previously been paid for?**

When we lose stock in a Takealot warehouse, we will reimburse you as per our terms and conditions. Occasionally, we may locate stock that was previously thought to be lost. If we have already reimbursed you for that stock, we would then need to reverse funds to adjust accordingly.

For example, during a stock take in the warehouse, a previously Lost in Transit unit may be located and scanned back into stock. If these units were located and scanned back into stock after we have already reimbursed your account, a debit may be processed to adjust for these stock movements. This will be reflected on your Transactions page as a transaction type: Stock Loss Reversal.

- **Money has been taken from my account for stock that your records show has been found, but I can't see this stock on my 'Manage My Offers' page. Where is my stock?**

Once the unit was located and scanned into stock, the item may have been allocated to a new customer order which has already been shipped to a customer or is in a preparing status. You may contact our Seller Support team to request assistance with linking the located item to a corresponding order if anything is unclear.

- **How do I know which previously reimbursed unit you are reversing funds for (as per the results of the updated recon report)?**

On your transactions page, you will see a new kind of transaction labelled “Stock Loss Reversal.” This transaction will tell you the specific TSIN it’s connected to and the date the item was located. If several units were lost at different times, we will begin with the most recently lost unit and adjust the payment for the lost stock accordingly.

- **Why is there a R200 administrative fee for processing my stock reconciliation claim?**

According to the pricing schedule, if you submit an invoice more than 30 days after the Stock Report is available on the Seller Portal, you will be charged an administration fee of R200 (not including VAT) for each month it's late.

- **Why do some of my products have a Total Claim of R0.00 even though the stock report shows that more than one unit was lost?**

As a seller, you are responsible for updating the selling price for all products sent to a Takealot Warehouse. The selling price helps determine how much you are owed if any of your stock is lost. If your selling price is not set, the Stock Report will display R0 in the total_claim_value column, and you cannot claim for any stock losses.

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Clause 8.6.2 of the Terms & Conditions (Disposal of uncollected Stock)

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