The different quantities

TL;DR

> Export ERP uses several words for quantity, and they mean different things on different screens. This page puts them side by side, says where each appears, and shows one order flowing through all of them. Read it when two quantities that look the same do not match.

Why this page exists

Export ERP uses more than ten quantity words, and several look interchangeable. They are not. This page puts them side by side, then follows one order through the system showing what each equals at every stage.

Every quantity term

Term	Where you see it	What it counts	How it relates to the others
Quantity	An order line	How many the customer ordered of one product.	The starting figure everything below comes from.
Total Quantity	The order and invoice totals; the order-import window	All lines of the order or invoice added up.	The sum of Quantity, or of Dispatch Qty.
Actual Qty	An invoice line	The ordered quantity, copied from the order line.	Equals the order line's Quantity.
Remaining Qty	An invoice line	What the order line still has left to dispatch.	Quantity minus everything already dispatched. Recounted whenever invoices are saved or removed.

Term	Where you see it	What it counts	How it relates to the others
Dispatch Qty	An invoice line	What goes out on this invoice.	Starts equal to Remaining Qty; you can lower it. Raising it beyond Remaining Qty needs "Allowed Extra Quantity" Yes on the order.
Allowed Extra Quantity	Customer and order screens (the import window says "Extra Quantity Allowed")	Not a quantity, but the Yes/No permission to dispatch beyond an order line.	Copied from the customer onto each order at creation; the order's copy is what counts.
Pending : {n}	The packing screen's item picker	The invoice line's quantity not yet packed.	Dispatch Qty minus what is already packed.
Packaging Qty	The packing form (the packing table says "Packing Qty")	The quantity this packing row set out to pack. Filled in for you.	Equals the unpacked part of Dispatch Qty at the time the row is added.
Qty per Carton	A packing row ("Qty/Carton" in the table, "Qty in 1 Carton" on the packing list document)	How many pieces one carton of this row holds.	You type it. It splits Packaging Qty into cartons.
Total Cartons	A packing row; documents say "Total No. of Cartons"	How many cartons the row makes.	Worked out as Packaging Qty divided by Qty per Carton, whole cartons only, but the box can be typed over.
Total Qty	A packing row and the packing documents	The pieces the row actually packs.	Total Cartons × Qty per Carton. When division leaves pieces over, a remainder row is added for them.
Cartons to Place / Allocated / Remaining	The pallet screen	Cartons of one packed row going on this pallet; already placed; still unplaced.	Allocated + Remaining = the row's Total Cartons.
Quantity	The pallets document	Pieces on the pallet.	Cartons placed × Qty per Carton.
Order Quantity / Dispatch Quantity	The Pending Order Items report	The line's ordered and dispatched figures.	An order line dispatched on several invoices appears once per invoice there. See When numbers do not match.
Total Quantity / Dispatch Quantity / Remaining Quantity	The Item Dashboard report	The same three figures for one product's order lines.	Remaining Quantity = Total Quantity − Dispatch Quantity.

Term	Where you see it	What it counts	How it relates to the others
Total Qty / Dispatch Qty	The Customer Dashboard report	Per-order and per-invoice totals.	The page's two quantity tiles add up only the rows on screen.
Total Orders Qty / Total Dispatch Qty / Total Remaining Order Qty	The Item Dashboard tiles	The filtered totals for the chosen product.	Sums of the report columns, counted from everything that matches.

One order, followed through

A customer orders 500 pieces of one product.

> **IMAGE PLACEHOLDER: quantities-worked-example-01** · infographic · status: pending
>
> **Shows:** one 500-piece order flowing through invoice, packing, and pallet, with every quantity term labelled at its stage
>
> **Must include:** order line Quantity 500; invoice line Actual Qty 500, Dispatch Qty 200, Remaining Qty 300 after saving; packing rows Packaging Qty 200, Qty per Carton 60, main row Total Cartons 3 and Total Qty 180, remainder row 1 carton of 20; pallet placing 4 cartons
>
> **Must not show:** any real customer, order number, or company data
>
> **Alt text (draft):** An order for 500 pieces. The invoice dispatches 200, leaving 300 remaining. Packing splits the 200 into three cartons of 60 plus a remainder carton of 20. The pallet holds all four cartons.

- **On the order:** the line's "Quantity" is 500. The order's "Total Quantity" is 500.
- **On a new invoice:** the imported line shows "Actual Qty" 500, "Remaining Qty" 500, and "Dispatch Qty" filled in as 500. You lower Dispatch Qty to 200 and save.
- **After saving:** the order line's remaining figure is 300: the next invoice's "Remaining Qty" shows 300. Dispatching more than 300 on it is refused with "Exceeds available qty (300.000)." unless the order carries "Allowed Extra Quantity" Yes.
- **On the packing screen:** the item picker lists the line as "(Pending : 200)". Adding a row shows "Packaging Qty" 200. You set "Qty per Carton" to 60.
- **The split:** 200 divided by 60 gives 3 whole cartons: "Total Cartons" 3, "Total Qty" 180. The 20 pieces left over become their own row, with 1 carton of 20 and the notice "A remainder carton row was auto-created.". Together: 4 cartons, 200 pieces.
- **On the pallet:** the packed rows offer 3 and 1 cartons. Placing all of them, the manifest's "Quantity" is 200, and completion for a sea shipment checks that pallet, invoice, and

packing totals all agree.

FAQs

Why do Actual Qty and Dispatch Qty differ on my invoice line?

Actual Qty is the ordered quantity, copied from the order line. Dispatch Qty is what goes out on this invoice: it starts equal to Remaining Qty and you can lower it, so the two differ whenever the line is not dispatched in full.

Can I dispatch more than the Remaining Qty?

Only when the order carries "Allowed Extra Quantity" Yes; otherwise it is refused with "Exceeds available qty" and the remaining figure. The permission is copied from the customer onto each order at creation, and the order's copy is what counts.

Why is a packing row's Total Qty less than its Packaging Qty?

Total Qty is Total Cartons times Qty per Carton, whole cartons only. When the division leaves pieces over, a remainder row is added for them, so together the rows still cover the full quantity.

What does "(Pending : 200)" in the packing screen's item picker mean?

It is the invoice line's quantity not yet packed: Dispatch Qty minus what is already packed.

Why do the Customer Dashboard quantity tiles look wrong?

That page's two quantity tiles add up only the rows on screen. The Item Dashboard tiles count everything that matches the filter.

Related pages

- Glossary A–Z: every term, alphabetically

- The different weights: the same treatment for weights
- Creating a purchase order: where Quantity is entered
- How packing works: the carton split in full

Last verified: 31 July 2026

Revision #6
Created 2026-08-04 04:39:24 IST by Admin
Updated 2026-08-07 10:03:03 IST by Admin