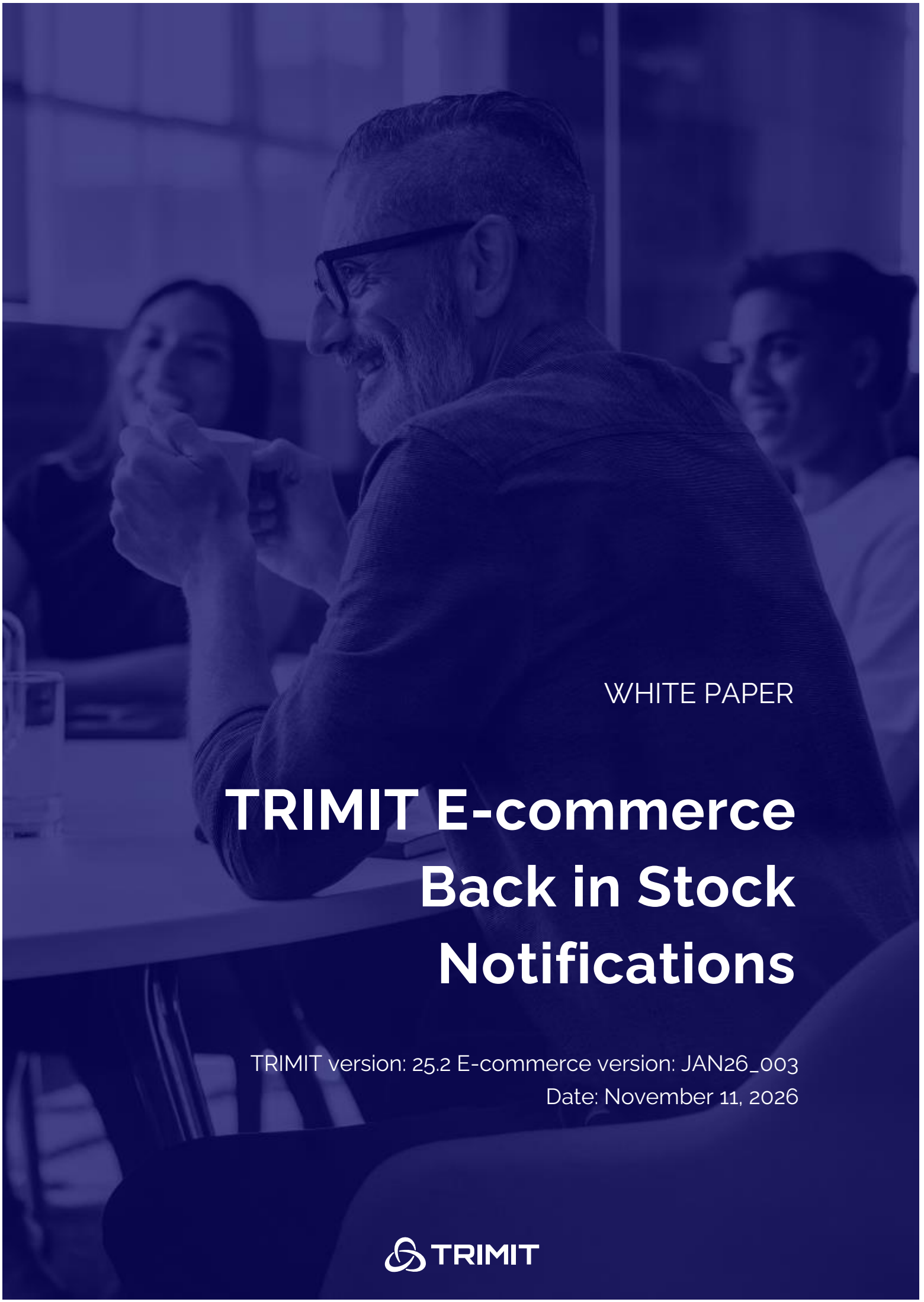

WHITE PAPER

TRIMIT E-commerce Back in Stock Notifications

TRIMIT version: 25.2 E-commerce version: JAN26_003

Date: November 11, 2026

TRIMIT

Table of Contents

TRIMIT E-commerce Back in Stock Notifications **1**

Introduction **4**

Business Scenario **5**

Example Scenario 5

Feature Overview **5**

Functional Overview 6

Main Capabilities 6

Key Characteristics 6

Customer Journey **7**

Portal User Experience **8**

Enabling the Feature 8

Product Detail Page 9

Removing a Subscription 10

Duplicate Subscriptions 10

Back in Stock Subscriptions Dashboard 10

Subscription Status 10

Managing Subscriptions 11

Subscription Lifecycle 11

Business Central Configuration **12**

Sales & Receivables Setup 12

Email Templates 13

Back in Stock Availabilities 14

Refresh Availabilities 16

Notification Processing **17**

Email Notifications 17

Browser Push Notifications 18

Notification Schedules 20

Availability Calculation **21**

Availability Horizons **22**

Understanding the Two Horizons 22

How the Calculation Works 22

Relationship Between the Two Settings 23

Resolving the Horizon Availability Check 24

Technical Behaviour **25**

Known Limitations **26**

Troubleshooting **28**

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Frequently Asked Questions **30**
Best Practices **31**

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Introduction

The **Back in Stock Notifications** feature enables customers using the TRIMIT B2B Portal to subscribe to products that are currently unavailable. Instead of repeatedly checking product availability, customers receive an automatic notification when the subscribed product becomes available again.
The feature is fully integrated with the TRIMIT availability calculation engine and therefore notifies customers based on projected availability rather than physical inventory alone. This ensures notifications are only sent when incoming supply exceeds existing demand and the product is expected to become available for ordering.
Back in Stock Notifications improve customer experience while reducing manual follow-up by sales representatives and customer service. The feature is especially valuable for businesses with long lead times, seasonal products, or frequently backordered items.
The functionality is currently available **only in the TRIMIT B2B Portal**.

The Back in Stock feature is designed to:

- improve customer satisfaction by reducing the need for repeated availability checks;
- notify customers automatically when products become available;
- reduce manual communication regarding product availability;
- increase the likelihood of completing sales for temporarily unavailable products;
- provide customers with a convenient overview of their active subscriptions.

The functionality described is the functionality as of **TRIMIT 25.2 for Business Central W1 BC27.X**. The pictures in this White Paper are based on the demo data for **TRIMIT 25.2**, which is based on Microsoft Dynamics 365 Business Central 2025 Release Wave 2, in the demo company **CRONUS TRIMIT W1 Ltd**. (based on CRONUS International Ltd. of Microsoft Dynamics 365 Business Central).

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Business Scenario

Customers frequently encounter products or product variants that are temporarily unavailable due to stock shortages, incoming purchase orders, or production lead times.
Without a notification mechanism, customers typically need to:

- revisit the product page regularly;
- contact customer service;
- ask a sales representative to monitor availability.

The Back in Stock feature eliminates this manual process.
Instead, customers subscribe to the desired product directly from the Product Detail Page. TRIMIT recalculates projected availability when **Refresh Availabilities** is executed manually or when the scheduled Job Queue process runs and automatically notifies subscribed customers once the product is expected to become available.

Example Scenario

A customer wants to order a specific jacket in Blue / XL.
The selected variant is currently out of stock, so the customer clicks the notification bell displayed in the product matrix.
The subscription is immediately added to the customer's Back in Stock Subscriptions dashboard.
A few days later, a purchase order is received. Although the physical inventory has not yet been updated, the incoming supply exceeds all existing demand. The projected available quantity therefore becomes positive.
During the next availability calculation:

- the projected availability is updated;
- the customer receives a Back in Stock notification email;
- a Firebase notification record is created for the portal;
- the subscription status changes to In Stock.

The subscription remains visible in the customer's dashboard until it is manually removed.

Feature Overview

The Back in Stock functionality consists of several integrated components working together across TRIMIT Business Central, the B2B Portal and the notification infrastructure.

Component	Responsibility
B2B Portal	Allows customers to subscribe to unavailable products and manage subscriptions.
Business Central	Calculates projected availability and determines when products become available.
TRIMIT Email Template	Defines the notification email sent to subscribed customers.
Firebase Notification Service	Delivers browser push notifications through the existing portal notification infrastructure.

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Functional Overview

The complete notification process consists of the following steps:

1. A customer opens a product in the B2B Portal.
2. The selected product variant is unavailable.
3. The customer subscribes by clicking the notification bell.
4. Business Central stores the subscription.
5. The availability calculation periodically evaluates projected availability.
6. Once projected availability becomes positive, notifications are generated.
7. The customer receives a notification email.
8. A Firebase notification record is created for the portal.
9. The customer's dashboard displays the subscription as **In Stock**.

Main Capabilities

The Back in Stock feature provides the following functionality:

- Subscribe to unavailable product variants directly from the Product Detail Page.
- Maintain a personal list of subscribed products.
- Receive automatic notification emails.
- Receive browser push notifications through Firebase.
- View products that are now available.
- Remove subscriptions at any time.

Key Characteristics

Feature	Description
Portal	B2B only
Subscription level	Product variant selected by the customer
Availability calculation	Projected availability (ATP)
Email notifications	Generated directly from Business Central
Browser push notifications	Firebase
Duplicate subscriptions	Prevented
Automatic subscription removal	No
Dashboard status	Changes to **In Stock** after notification

Technical Note:
The selected product variant is stored together with the subscription for presentation in the portal. The availability calculation itself is performed using the shared Back in Stock availability records managed by TRIMIT BC.

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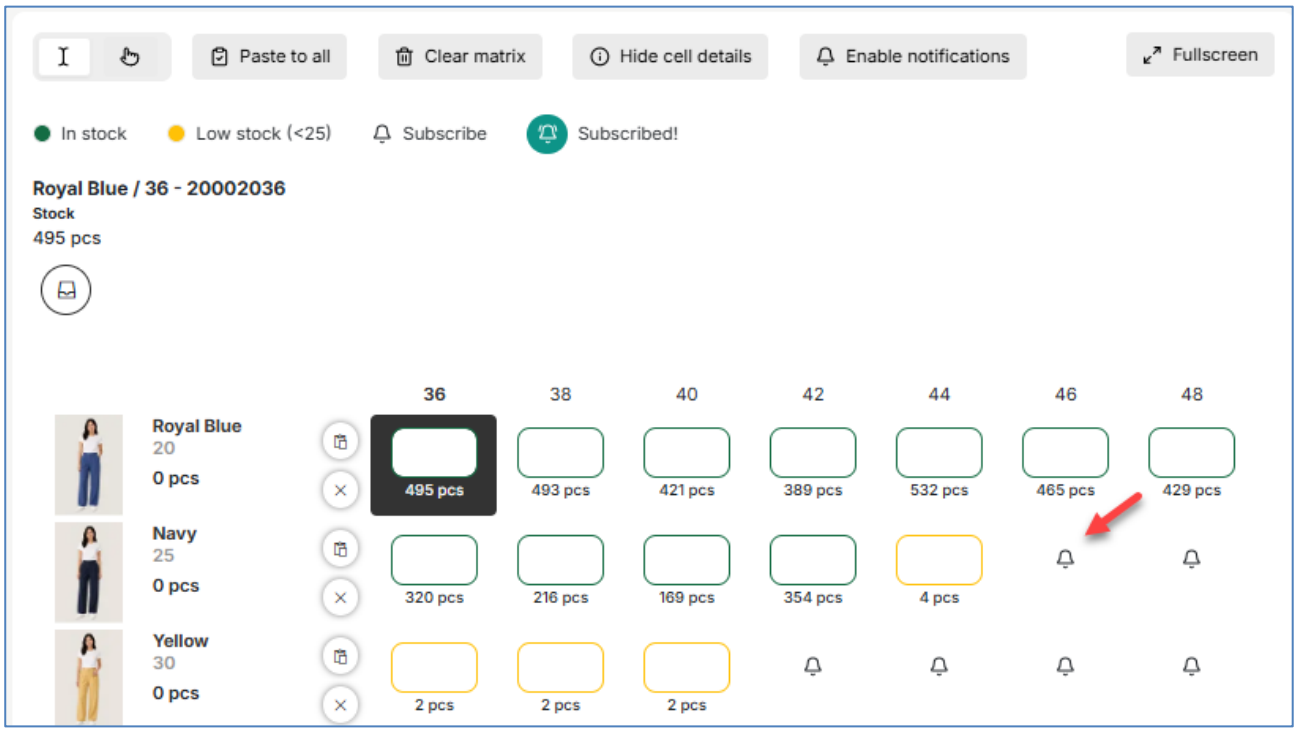
Customer Journey

The following example illustrates the complete customer journey from subscription to notification.

Step 1 – Product is unavailable

The customer opens a Product Detail Page and selects a product variant that is currently unavailable. When the Back in Stock functionality is enabled, unavailable variants display a notification bell.



Step 2 – Customer subscribes

The customer clicks the notification bell.
The portal creates a new subscription and immediately marks the selected variant as subscribed.
If the customer clicks the bell again, the subscription is removed.
Duplicate subscriptions are not allowed.

Step 3 – Subscription appears on the Dashboard

The subscribed product is added to the **Back in Stock Subscriptions** dashboard.
Each subscription displays:

- product name;
- product number;
- selected variant information;
- subscription status.

Selecting a subscription opens the corresponding Product Detail Page.

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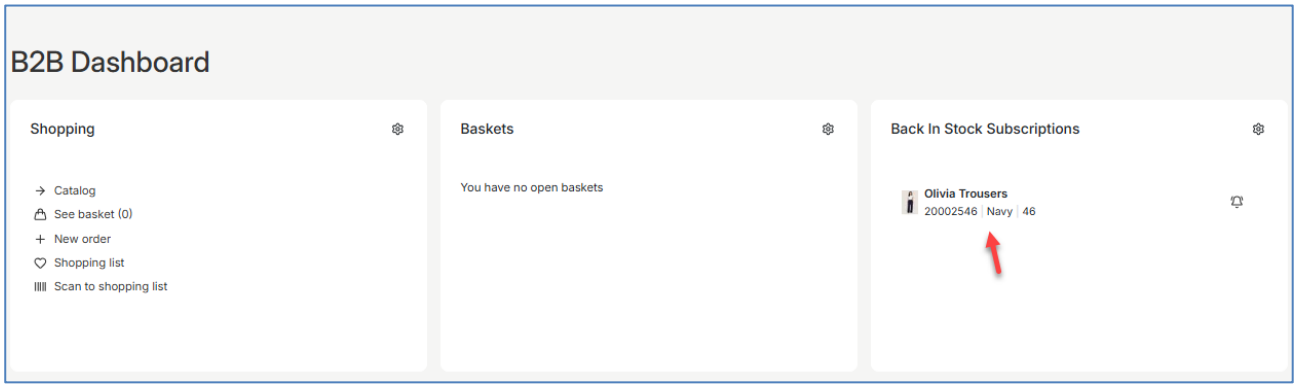

Step 4 – Product becomes available
TRIMIT BC recalculates projected availability when Refresh Availabilities is executed manually or when the scheduled Job Queue process runs.
When the projected available quantity becomes positive within the configured availability horizon, the customer is notified automatically.
The subscription status changes to **In Stock**.
The subscription remains visible in the dashboard until removed manually

Step 5 – Customer removes the subscription
Once the customer no longer wishes to monitor the product, the subscription can be removed by clicking the notification bell.
Removing the subscription immediately stops future notifications.

Note:
Notification status is not automatically reset if the product later becomes unavailable again. A new subscription must be created to receive future notifications.

Portal User Experience

The Back in Stock feature is designed to provide customers with a simple and intuitive way to monitor unavailable products without requiring assistance from customer service or sales representatives. Customers interact with the feature entirely through the B2B Portal, where subscriptions can be created, monitored and removed.

Enabling the Feature

The Back in Stock functionality is enabled using a single theme value in the portal configuration.
<value id="BISEnabled">true</value> (available for Modelyn admin users)

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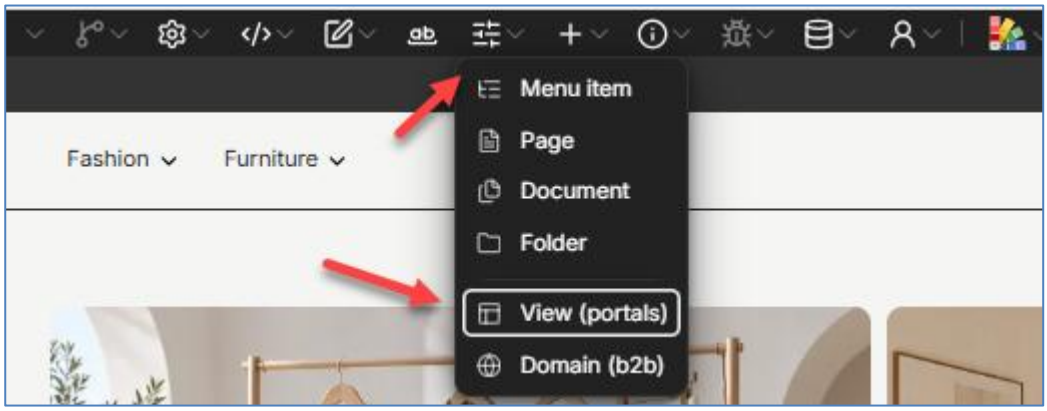


View Data/Settings

```
<themevalues>
<value id="CampaignViewFilterGroupSa">B2C__CAT</value>
<value id="HasReturnsModule">true</value>
<value id="SelectFirstDeliveryPeriod">false</value>
<value id="filterWidthB2b">fixed</value>
<value id="filterPositionB2b">left</value>
<value id="OverviewColumnCountB2b">3,4,_5,6</value>
<value id="OverviewRowCountB2b">3</value>
<value id="PopupBasketAnimationTypeB2b">slideIn</value>
<value id="OverviewColumnCountSa">4,_5,6</value>
<value id="BISEnabled">true</value>
<value id="IsFirebaseNotificationsSetup">true</value>
<value id="DoEmailNotifications">true</value>
<value id="DownloadProductFilesB2b">true</value>
<value id="SearchFullWidthB2b">true</value>
```

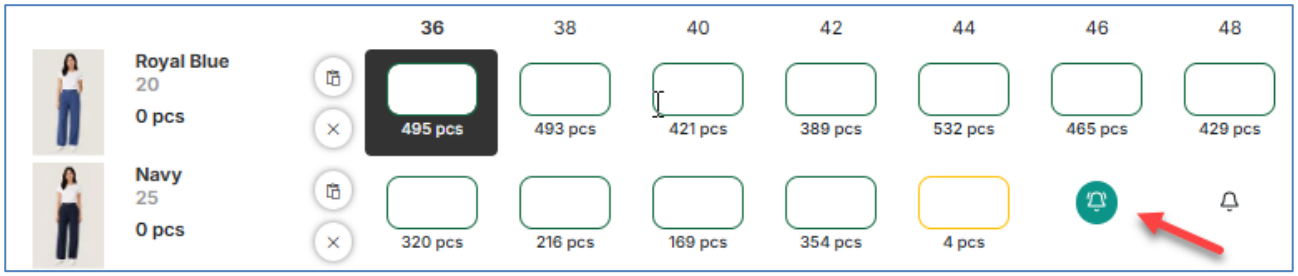
When this value is enabled:

- notification bells are displayed for unavailable product variants;
- customers can subscribe to unavailable variants;
- the **Back in Stock Subscriptions** dock becomes available on the customer dashboard.

If the value is disabled, the feature is completely hidden from the portal.

Product Detail Page

Customers subscribe to products directly from the Product Detail Page (PDP).
Whenever a product variant is unavailable, a notification bell is displayed instead of the normal purchase action.



Selecting the bell immediately creates a subscription for the selected variant.
The portal provides immediate visual feedback by changing the bell to indicate that the customer is already subscribed.

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Note:
The bell is only displayed for unavailable variants. Products that are already available for ordering do not display the subscription option.

Removing a Subscription

Subscriptions can be removed by clicking the active notification bell.
The portal immediately deletes the subscription and restores the original appearance of the variant.
No confirmation dialog is displayed.

Duplicate Subscriptions

The portal prevents duplicate subscriptions.
If the customer has already subscribed to a particular variant, selecting the notification bell again removes the existing subscription rather than creating a second one.
This ensures that only one active subscription exists for each customer and product variant.

Back in Stock Subscriptions Dashboard

All subscriptions are available from the customer's Dashboard.
The **Back in Stock Subscriptions** dock provides a consolidated overview of every product the customer is monitoring.
Each subscription displays:

- Master item name
- Full item number
- Variant 1 description (for example Colour)
- Variant 2 description (for example Size)
- Current subscription status

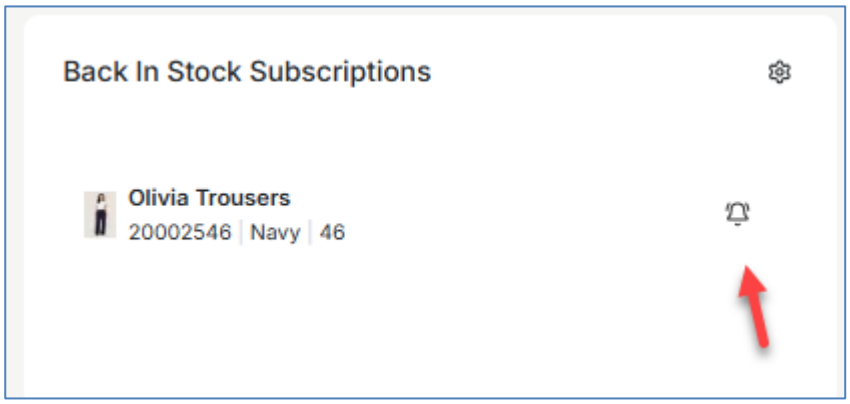
Selecting a subscription opens the corresponding Product Detail Page.

Subscription Status

Subscriptions can have two visual states.

Subscribed

The product is still unavailable.
The subscription remains active and the system continues monitoring projected availability.



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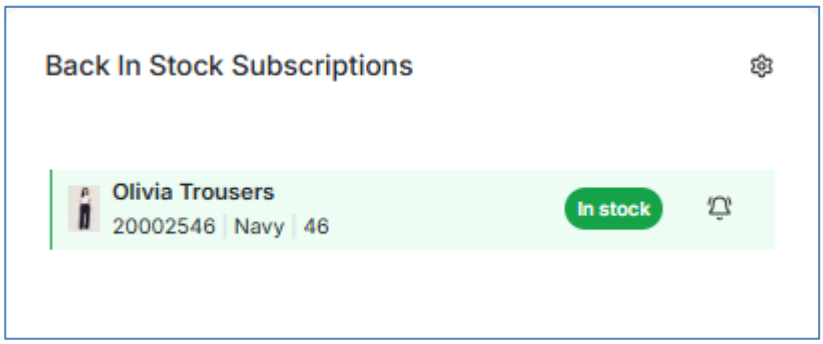
In Stock

The projected available quantity has become positive, and the customer has already been notified.
The subscription remains visible but is marked with a green **In Stock** indicator.



Unlike many notification systems, the subscription is **not** removed automatically after notification.
This allows customers to see which subscribed products have become available even if they have not yet ordered them.

Managing Subscriptions

Customers can:

- subscribe to unavailable variants;
- remove subscriptions individually;
- open the corresponding Product Detail Page directly from the dashboard.

The dashboard currently does **not** support:

- sorting;
- searching;
- filtering;
- removing all subscriptions simultaneously.

Note:
Individual subscriptions can only be removed by clicking the notification bell associated with the subscribed product.

Subscription Lifecycle

The lifecycle of a subscription consists of four stages.

1. Subscription Created

The customer selects an unavailable variant and clicks the notification bell.
A new subscription is created and linked to the monitored product.

2. Availability Monitoring

Business Central periodically evaluates projected availability for the subscribed product.
No customer interaction is required during this stage.

3. Customer Notified

When the projected available quantity becomes positive:

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- an email notification is generated;
- a Firebase notification record is created;
- the subscription status changes to **In Stock**.

4. Subscription Retained

Unlike many notification systems, subscriptions are retained after notification.
Customers decide when to remove subscriptions manually.
This approach allows customers to maintain an overview of products that have recently become available.

Technical Note:
Once a customer has been notified, the notification status is not automatically reset. If the product becomes unavailable again, the existing subscription will not generate another notification. To receive future notifications, the customer must create a new subscription.

Business Central Configuration

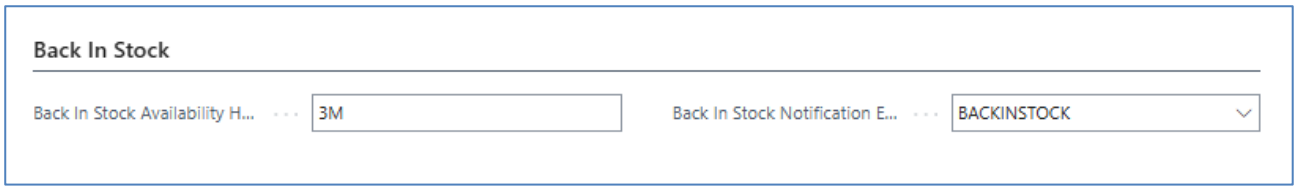
The Business Central configuration consists of four primary areas:

- Sales & Receivables Setup
- Email Templates
- Back in Stock Availabilities
- Refresh Availabilities

Correct configuration of these components is required for the feature to operate as expected.

Sales & Receivables Setup

The Back in Stock feature is configured from **Sales & Receivables Setup**.



Two fields are specifically related to the functionality.

Field	Description
Back in Stock Availability Horizon	Specifies how far into the future projected availability should be requested.
Back in Stock Notification Email Template	Specifies the email template used for customer notifications.

Back in Stock Availability Horizon

The **Back in Stock Availability Horizon** defines the requested availability date passed to the TRIMIT availability engine.
For example:

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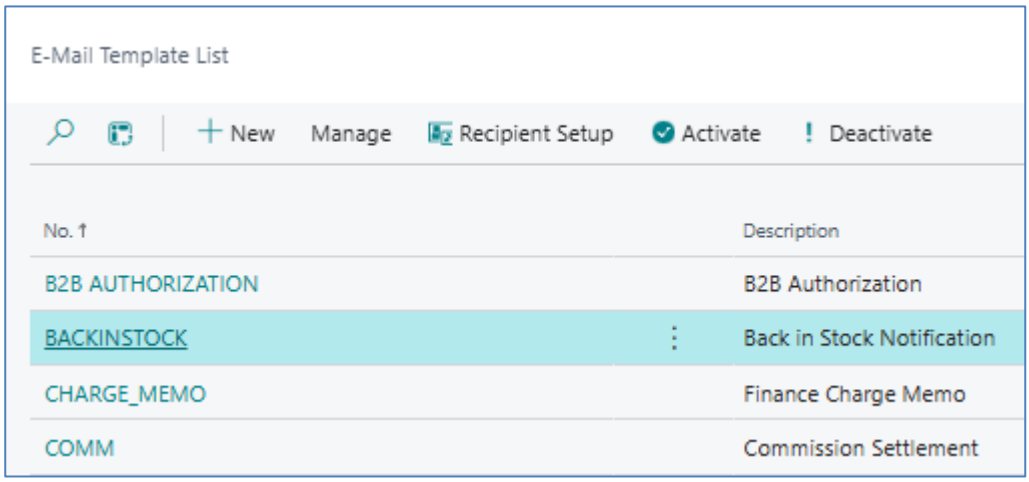
Value	Requested Availability
1M	One month from today
3M	Three months from today
4M	Four months from today

Although both positive and negative date formulas are accepted, the calculation always evaluates future availability.
For example, both **4M** and **-4M** produce the same result.

Important:
This field does **not** determine how far ahead inventory movements are evaluated. It only specifies the requested availability date. The actual calculation horizon is controlled by the **Horizon Availability Check** setting described later in this document.

Back in Stock Notification Email Template

This field specifies the TRIMIT E-Mail Template used when generating Back in Stock notification emails.
The template code entered here must correspond to an existing TRIMIT E-Mail Template.



If no template is configured, notification emails cannot be generated.

Email Templates

Back in Stock notification emails are generated directly by TRIMIT BC using the standard TRIMIT E-Mail Template framework.
Unlike browser notifications, notification emails are **not** generated by Modelyn.

Creating an Email Template

Create a new template from **TRIMIT E-Mail Templates**.
Both the email subject and body may contain placeholders that are replaced automatically when notifications are generated.

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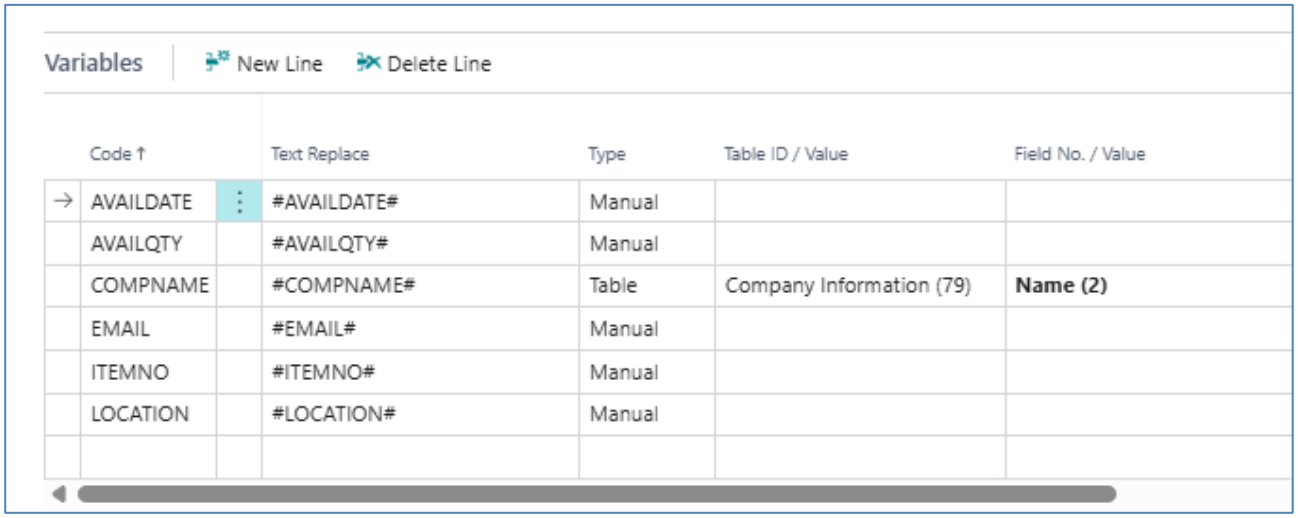
Supported Template Variables

The following variables are available.

Variable	Description
ITEMNO	Item number
LOCATION	Warehouse or location code
EMAIL	Recipient email address
AVAILDATE	Calculated Back in Stock date
AVAILQTY	Projected available quantity



Code	Text Replace	Type	Table ID / Value	Field No. / Value
AVAILDATE	#AVAILDATE#	Manual		
AVAILQTY	#AVAILQTY#	Manual		
COMPNAME	#COMPNAME#	Table	Company Information (79)	**Name (2)**
EMAIL	#EMAIL#	Manual		
ITEMNO	#ITEMNO#	Manual		
LOCATION	#LOCATION#	Manual		

These variables may be used in both the subject and body of the email.

Variant Information

Although subscriptions are created for individual product variants, variant information is **not** passed to the email template.
Notification emails therefore contain information about the item itself but not the selected variant.
Variant information is retained only within the portal, where it is used to display subscriptions and browser notifications.

Best Practice:
Design email templates using generic product information rather than variant-specific descriptions, as only the supported placeholders listed above are available during email generation.

Back in Stock Availabilities

The **Back in Stock Availabilities** page provides an overview of all products currently monitored by the Back in Stock functionality.
Unlike the customer-facing subscription list in the B2B Portal, this page represents the **availability calculation layer** used internally by Business Central.
Each record stores the calculated availability for a unique combination of product and availability context. Multiple customer subscriptions may therefore reference the same availability record.

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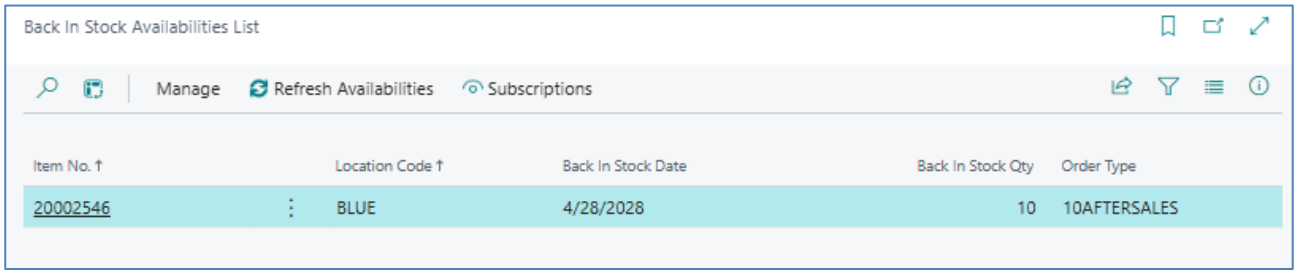

Purpose

The page serves several purposes:

- provides an overview of products currently monitored;
- stores the calculated Back in Stock Date;
- stores the projected available quantity;
- provides access to customer subscriptions;
- allows availability calculations to be refreshed manually.

Availability Records

One availability record represents a monitored product within a specific availability context.
Unlike customer subscriptions, availability records are **not** created for each customer.
Instead, one availability record may be shared by many subscribers.
For example:

Product	Subscribers	Availability Record
Jacket Blue XL	Customer A, Customer B, Customer C	One
Shirt Black M	Customer D	One

This design avoids recalculating availability separately for every subscriber while still allowing individual notifications to be sent.

Technical Note:
Customer subscriptions and product availability are stored separately. Business Central calculates availability once and then notifies all relevant subscribers when the product becomes available.

Information Available

Each availability record contains information similar to the following:

Field	Description
Item No.	Product currently monitored
Location Code	Warehouse used for availability calculation
Order Type	Availability context used during calculation
Back in Stock Date	First projected date when the product becomes available
Back in Stock Quantity	Projected available quantity on that date
Inventory Profile	Optional inventory context

Additional information may be available depending on the implementation.

Note: The Back in Stock Date is calculated by the TRIMIT availability engine. It should not be interpreted as the delivery date of an individual purchase order. The configured Back in Stock Availability Horizon

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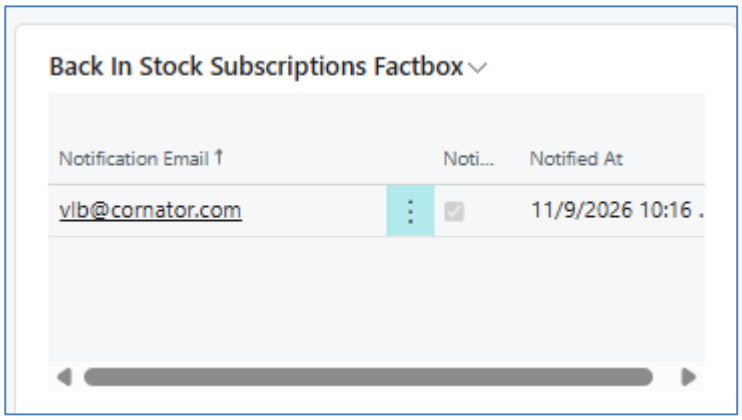
influences the requested calculation date and the date displayed in the Back in Stock Availabilities list and notification email.

Customer Subscriptions

Each availability record includes a FactBox displaying the customers currently subscribed to the product.
The FactBox provides information such as:

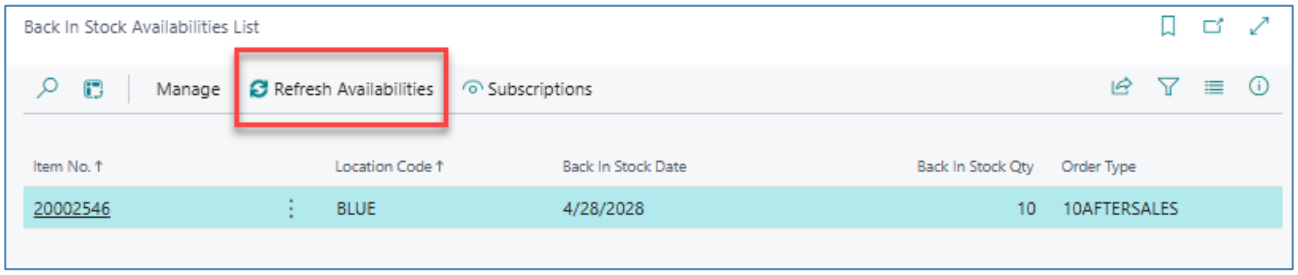
- notification email;
- subscription date;
- notification status;
- notification timestamp;
- selected product variant.

This allows administrators to verify which customers will receive notifications when the product becomes available.



Refresh Availabilities

The **Refresh Availabilities** action recalculates projected availability for every monitored product.



Unlike background processing, this action executes immediately within the current Business Central session.

What Happens During Refresh

When Refresh Availabilities is executed, TRIMIT BC performs the following steps:

1. Reads every Back in Stock Availability record.
2. Calculates projected availability using the standard TRIMIT availability engine.
3. Updates the Back in Stock Date.
4. Updates the projected available quantity.
5. Determines whether the availability status has changed.
6. Generates notification emails where applicable.
7. Creates Firebase notification records.
8. Updates customer notification status.

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The entire process is completed before control returns to the user.

Manual Processing

Refresh Availabilities is intended primarily for:

- testing;
- troubleshooting;
- immediate recalculation after inventory changes.

Because the process evaluates every monitored product, execution time depends on the number of availability records.
For installations with many monitored products, the refresh may take noticeable time to complete.

> **Note:**
> The action executes synchronously. The user must wait until processing has completed before continuing to work.

Scheduled Processing

The same calculation can also be executed automatically through the Job Queue.
This allows Back in Stock calculations to run periodically without user intervention.
Automatic processing is recommended for production environments to ensure customers receive notifications as soon as products become available.

Notification Processing

Once projected availability becomes positive, Business Central automatically generates the required notifications.
The notification process consists of two independent mechanisms:

- Email notifications
- Browser push notifications

Although both originate from the same availability calculation, they are delivered using different technologies.

Email Notifications

Notification emails are generated directly by TRIMIT Business Central.
The system uses the configured TRIMIT E-Mail Template together with the calculated availability information.
Unlike Writer News or Returns Communication, email notifications do **not** depend on Modelyn.
Business Central sends the email immediately after determining that the product has become available.

Email Behaviour

Each subscription generates its own notification.
Examples:

Scenario	Result
One customer subscribed to three products	Three separate emails

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Scenario	Result
Three customers subscribed to one product	Three separate emails
One customer subscribed to three variants	Three separate subscriptions and emails (if tracked separately in the portal)

Notifications are generated individually rather than combined into a summary email.
This simplifies processing and ensures that each notification reflects the current availability of the subscribed product.

Email Content

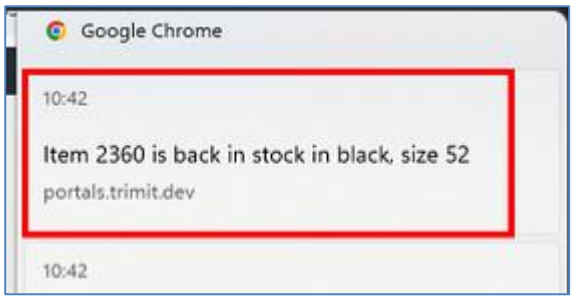
The notification email includes information such as:

- item number;
- projected availability date;
- projected available quantity;
- warehouse (if applicable).

Variant descriptions are not included in the email.
Customers can use the notification to return to the B2B Portal and complete their purchase.

Browser Push Notifications

Back in Stock browser notifications are delivered through the existing Firebase notification infrastructure in Modelyn.
When a product becomes available, TRIMIT BC creates a Firebase notification record. Modelyn then processes the record through the Firebase Notifications schedule and delivers the push notification to registered browsers.



Note:
Browser push notifications require the portal to be configured for Firebase notifications. The setup is described in Portals documentation in Modelyn admin under: System / Docs / Documentation / Messaging

Configuration

The following theme value must be enabled:
<value id="IsFirebaseNotificationsSetup">true</value>

Important: After changing the IsFirebaseNotificationsSetup theme value, the portal must be restarted for the change to take effect.

Depending on the configured value:

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- **TRUE:** The Firebase Notifications schedule is enabled and appears in the Modelyn Schedules list.
- **FALSE:** The Firebase Notifications schedule is disabled and is no longer present in the Schedules list.

After restarting the portal, verify that the schedule reflects the configured theme value.

The Firebase schedule (***notify-firebase.html***) normally runs every five minutes. The interval can be adjusted using the theme value **FirebaseNotificationsScheduleSimple**.

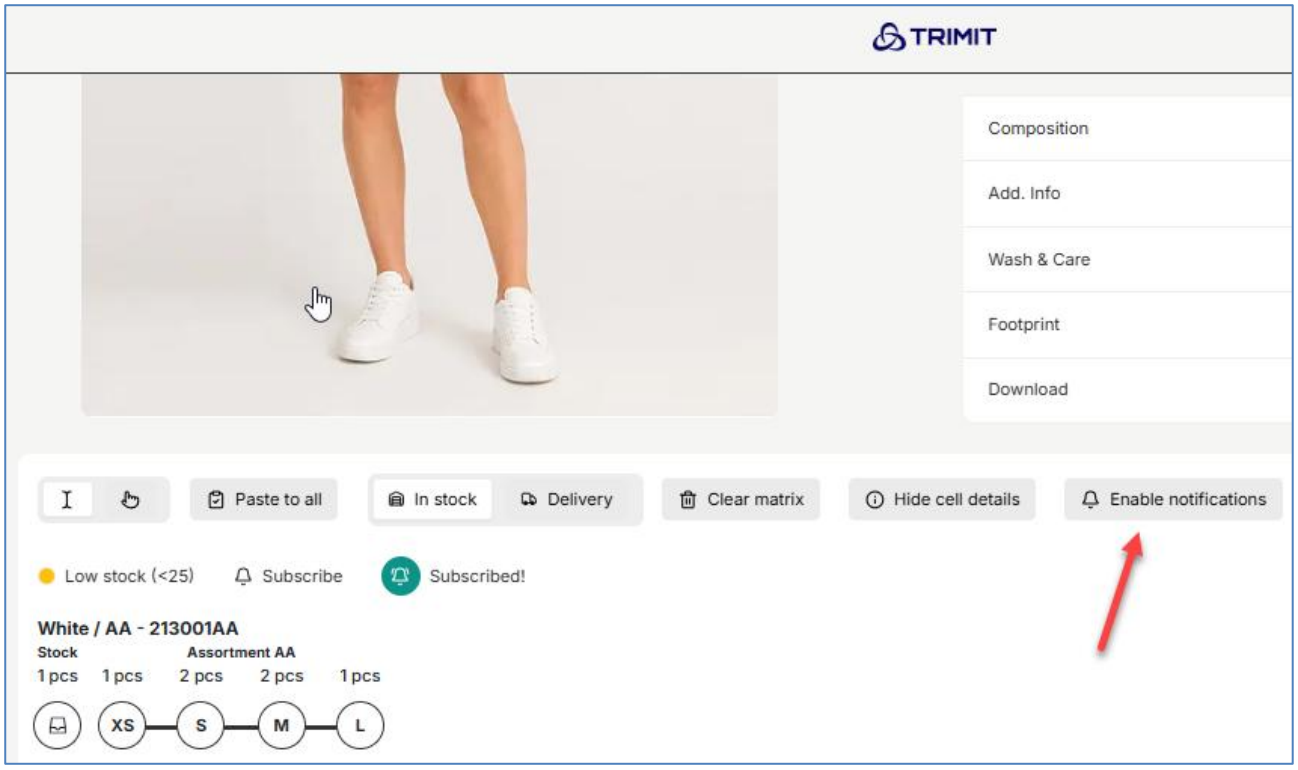
Note: Back in Stock emails are sent directly from TRIMIT BC. They do not depend on the Modelyn Email Notifications schedule or the **DoEmailNotifications** theme value.

Browser Registration

Customers must enable browser notifications from the **Enable Notifications** option in the matrix header on the Product Detail Page (PDP).

For this In Chrome:

1. Open the B2B Portal and navigate to a Product Detail Page (PDP).
2. Click **Enable Notifications** in the matrix header.



3. The matrix header will display **Notifications on**.
4. Click the View site info icon next to the browser address bar. The **Notifications** permission option will now be available in the browser's site settings.
5. Open Notifications and select **Reset** permissions (or change the setting to Allow).

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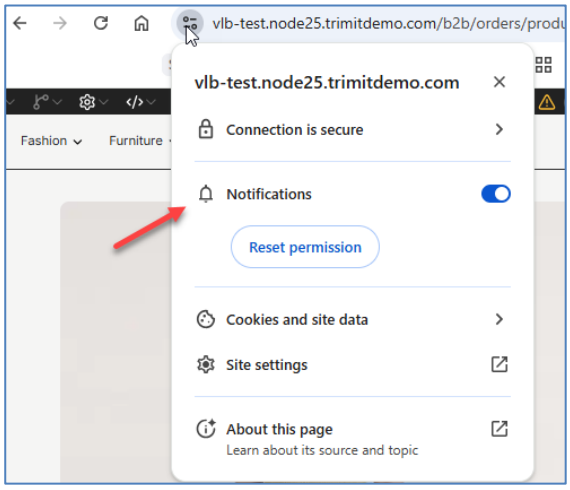
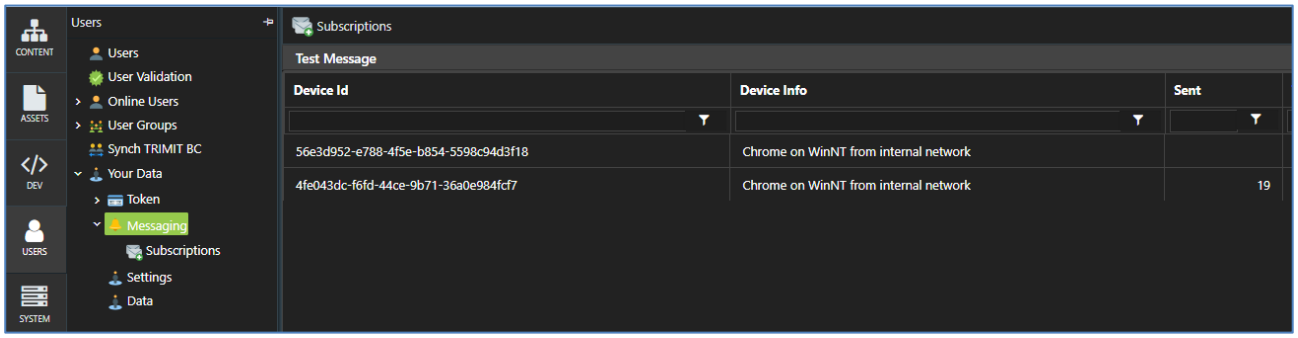


After permission is granted, the browser registration is stored in Modelyn under:

Users → Your Data → Messaging

The list contains information such as Device ID, Device information and token update details.
A user may have multiple registrations when accessing the portal from different browsers, devices or network environments (e.g. office, home or VPN).



Relationship to Other Notification Types

TRIMIT currently supports several notification mechanisms.

Feature	Email	Browser Push	Notification Centre
Writer News	No	Yes	No
Returns Communication	Yes	Yes	Yes
Back in Stock	Yes (Business Central)	Yes (Firebase)	No

Although all browser notifications use Firebase, the source of the notification differs between features. For Back in Stock, Business Central creates the notification after the availability calculation has completed.

Notification Schedules

The portal notification infrastructure includes dedicated schedules responsible for processing Firebase notifications.

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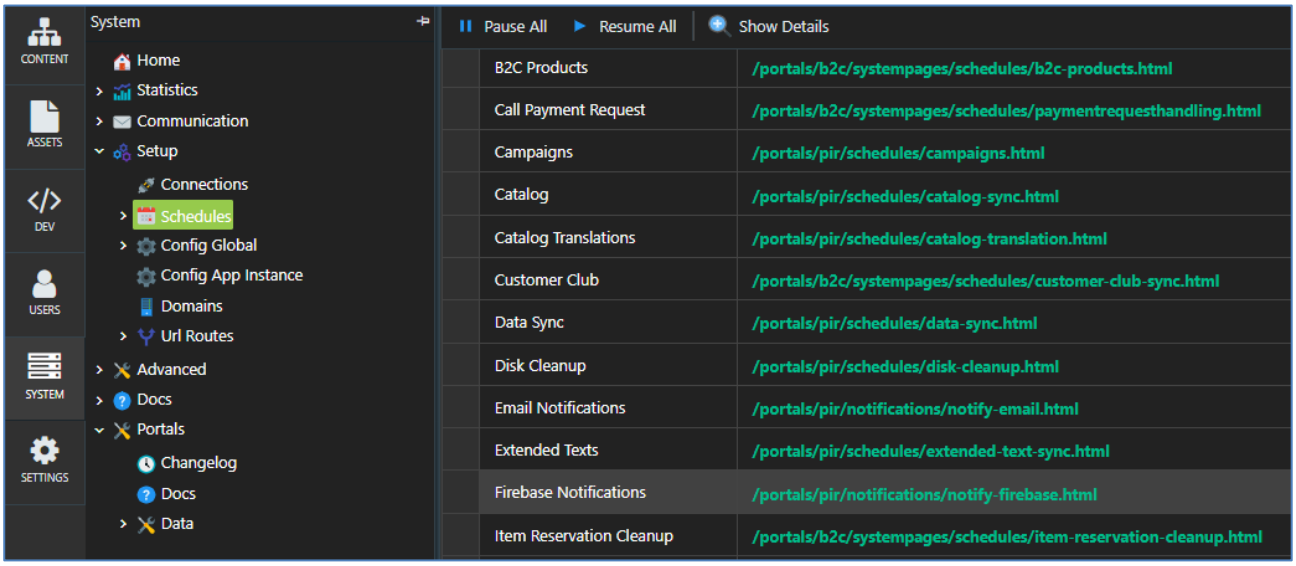

The following schedules are relevant:

- Firebase Notifications
- Email Notifications

Although both schedules exist within Modelyn, only the Firebase schedule participates in the Back in Stock notification flow.
Notification emails are generated directly by TRIMIT BC and therefore bypass the Modelyn Email Notification schedule. Email notification is developed for a future functionality in Modelyn.

Note:
Do not expect the Modelyn Email Notification schedule to send Back in Stock emails. Those emails are generated entirely within TRIMIT.

The creation of a Firebase notification record does not guarantee successful delivery. Browser permissions, device registration and Firebase processing must all work correctly.

Availability Calculation

The Back in Stock functionality does not rely solely on physical inventory. Instead, it uses the standard TRIMIT availability engine - the same calculation engine used when evaluating product availability during order processing.
This ensures that customers are notified only when products are genuinely expected to become available rather than simply when inventory exists.

Projected Availability

Projected availability considers multiple inventory movements rather than current stock alone.
The calculation includes:

- current inventory;
- existing customer demand;
- expected incoming supply;
- reservations and inventory commitments.

As a result, an incoming purchase order does not necessarily trigger a notification.
A notification is generated only when the projected available quantity becomes positive after all expected demand has been considered.

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Example
Current inventory:
10
Existing customer demand:
-15
Incoming purchase order:
+20
Projected availability:
15
Because the projected quantity is positive, the product is considered **Back in Stock** and notifications are generated.
If the projected quantity remained zero or negative, no notification would be sent.

Technical Note:
The availability engine evaluates projected availability rather than physical stock. This provides significantly more accurate notifications for customers ordering products with future supply or outstanding commitments.

Availability Horizons

One of the most important configuration aspects of the Back in Stock functionality is the relationship between the **Back in Stock Availability Horizon** and the **Horizon Availability Check**.
Although these settings appear similar, they serve two different purposes and must be configured correctly for notifications to be generated.
Misconfiguration of these values is one of the most common reasons why the **Back in Stock Date** remains blank, even when future supply exists.

Understanding the Two Horizons

The Back in Stock functionality relies on two independent configuration settings.

Setting	Location	Purpose
Back in Stock Availability Horizon	Sales & Receivables Setup	Defines the requested future date for which projected availability should be calculated.
Horizon Availability Check	Inventory Profile Setup, Item Card, Inventory Setup or Order Type	Defines how far into the future the availability engine evaluates inventory movements, supply and demand.

Although both values are expressed as Date Formulas (for example, **4M** or **6M**), they are **not interchangeable**.

How the Calculation Works

The availability calculation is performed in two stages.

Stage 1 – Determine the Calculation Horizon

The availability engine first determines the maximum period for which inventory movements should be considered.
This period is controlled by the **Horizon Availability Check**.
Within this horizon, the engine evaluates:

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- current inventory;
- sales demand;
- purchase orders;
- production supply;
- reservations;
- inventory commitments.

Stage 2 – Evaluate the Requested Date

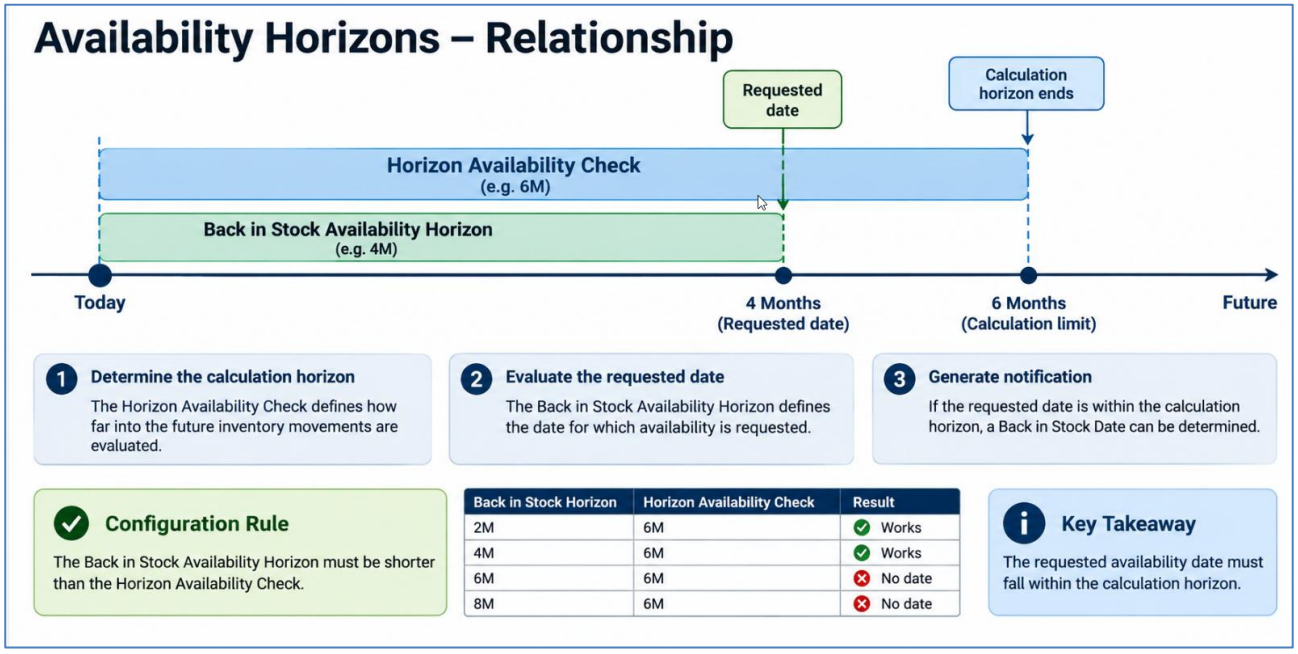
The Back in Stock feature then requests projected availability for the future date defined by the **Back in Stock Availability Horizon**.
For example:

Configuration	Result
Back in Stock Horizon = **4M**	Calculate availability four months from today
Horizon Availability Check = **6M**	Inventory movements are evaluated six months into the future

Since four months falls within the six-month calculation horizon, TRIMIT BC can successfully determine the projected availability.

Relationship Between the Two Settings

The following diagram illustrates the relationship between the two horizons.



Relationship between the requested availability date and the calculation horizon.

Configuration Rule

For the availability calculation to succeed:

The Back in Stock Availability Horizon must be shorter than the Horizon Availability Check.

The requested date must fall within the period evaluated by the availability engine.

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Examples:

Back in Stock Availability Horizon	Horizon Availability Check	Result
2M	6M	✓ Works
4M	6M	✓ Works
5M	6M	✓ Works
6M	6M	✗ No Back in Stock Date
8M	6M	✗ Requested date exceeds calculation horizon

When the requested availability date is equal to or greater than the calculation horizon, TRIMIT BC cannot determine a projected availability date.
As a result:

- the **Back in Stock Date** remains blank;
- no notification email is generated;
- no browser notification is created.

Explanation

The Back in Stock feature does **not** calculate availability itself. Instead, it asks the standard TRIMIT availability engine:

"Will this product be available by the requested date?"

If the requested date lies outside the engine's calculation horizon, the engine cannot answer the question. Without a valid projected availability date, the Back in Stock functionality has no basis for notifying customers.

Best Practice

For production environments, configure the **Horizon Availability Check** with a longer period than the **Back in Stock Availability Horizon**.
Example:

Setting	Recommended Value
Back in Stock Availability Horizon	4M
Horizon Availability Check	6M

This provides sufficient room for the availability engine to evaluate future supply while allowing the requested availability date to remain within the calculation horizon.

Resolving the Horizon Availability Check

The **Horizon Availability Check** can be configured in several places within TRIMIT.
Business Central resolves the value using the following priority:

1. Inventory Profile Setup
2. Item Card
3. Inventory Setup
4. Order Type
5. Unlimited (if no horizon is configured)

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This allows specific products or inventory profiles to override the default company-wide configuration.

> **Note:**
> If different Horizon Availability Check values are configured in multiple locations, the highest-priority setting takes precedence.

Recommendation

Unless product-specific behaviour is required, configure the Horizon Availability Check centrally in **Inventory Setup**.
This simplifies maintenance and reduces the risk of inconsistent availability calculations across products.

Technical Behaviour

Although the Back in Stock functionality appears simple from the user's perspective, several internal processes work together to determine when notifications should be sent.
Understanding these behaviours can assist consultants during implementation and troubleshooting.

Availability Calculation

Availability is calculated independently of customer subscriptions.
Business Central maintains a single availability record for each monitored product and reuses this information for all subscribers.
This approach reduces the number of availability calculations and improves scalability.

Customer Subscriptions

Customer subscriptions are maintained separately from availability records.
Each subscription contains customer-specific information such as:

- notification email address;
- subscription timestamp;
- selected product variant;
- notification status.

Multiple customer subscriptions may therefore reference the same availability record.

Notification Status

Once a notification has been sent:

- the notification status is updated;
- the customer is not notified again for the same subscription;
- the subscription remains visible in the dashboard.

If the product later becomes unavailable again, the existing subscription is **not** automatically reactivated.
Customers must create a new subscription to receive another notification.

Email Generation

Notification emails are generated individually for each subscription.
For example:

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Scenario	Emails Generated
One customer subscribes to three products	Three emails
Three customers subscribe to one product	Three emails
Ten customers subscribe to one product	Ten emails

Emails are intentionally generated individually rather than combined into a digest to ensure each customer receives a timely notification.

Variant Handling

Customers subscribe to specific product variants through the B2B Portal.
The selected variant is retained for portal presentation and subscription management.
However, notification emails contain only the item information available to the email template.
Variant descriptions are therefore displayed in the portal but are not included in the email notification.

Browser Notifications

When a product becomes available, Business Central creates a notification record that is processed through the existing Firebase notification infrastructure.
This allows customers who have enabled browser notifications to receive push notifications in addition to the standard email notification.

Note:
Browser push notifications depend on Firebase being correctly configured in the portal environment.

Performance Considerations

The Refresh Availabilities process recalculates all monitored products.
For environments with a large number of monitored products or subscribers, consider scheduling the calculation during regular intervals using the Job Queue rather than relying on manual execution.
Periodic background processing ensures customers receive notifications promptly while reducing the need for manual intervention.

Known Limitations

The current implementation of the Back in Stock functionality provides a robust mechanism for notifying customers when products become available. However, there are several functional limitations that should be understood before deployment.

B2B Portal Only

The Back in Stock functionality is currently available only in the **TRIMIT B2B Portal**.
It is not supported in:

- Sales Agent Portal
- Supplier Portal
- InStore Portal

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No Automatic Subscription Cleanup

Subscriptions remain active after customers have been notified.
Although the dashboard status changes to **In Stock**, subscriptions are not removed automatically.
Customers must remove subscriptions manually if they no longer wish to monitor the product.

One Notification per Subscription

Each subscription generates only one notification.
After a customer has been notified, the subscription is marked as completed.
If the product later becomes unavailable again and subsequently returns to stock, the existing subscription will not generate another notification.
To receive future notifications, the customer must create a new subscription.

Individual Emails

Notification emails are generated individually.
The system does not combine multiple products into a single email.
Example:

Customer subscribes to	Result
1 product	1 email
3 products	3 emails
10 products	10 emails

Limited Dashboard Functions

The **Back in Stock Subscriptions** dashboard currently supports:

- viewing subscriptions;
- opening the Product Detail Page;
- removing individual subscriptions.

The following functionality is currently unavailable:

- sorting;
- filtering;
- searching;
- bulk deletion.

Variant Information in Emails

Customers subscribe to specific product variants through the portal.
However, notification emails contain only the information available to the configured email template.
Variant descriptions are therefore not included in notification emails.

Availability Is Based on Projected Stock

Notifications are generated from projected availability rather than current physical inventory.
Consequently:

- a purchase order alone does not guarantee a notification;
- physical inventory alone does not always trigger a notification;
- notifications are sent only when projected available quantity becomes positive.

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Troubleshooting

This section describes common issues encountered during implementation and configuration together with their recommended resolutions.

Problem: No Notification Bell Appears

Possible Cause

The Back in Stock functionality has not been enabled in the portal.

Resolution

Verify that the following theme value is enabled:

<value id="BISEnabled">true</value>

Also verify that the selected product variant is currently unavailable.

Problem: Customer Does Not Receive Email

Possible Causes

- No email template configured.
- Email template code is incorrect.
- Customer email address is invalid.
- Product has not yet reached projected availability.

Resolution

Verify:

- **Back in Stock Notification Email Template** is configured in **Sales & Receivables Setup**.
- The email template exists.
- The customer subscription exists.
- The product has a calculated Back in Stock Date.

Problem: Browser Push Notification Is Not Received

Possible Causes

- Browser notifications have not been permitted.
- Firebase configuration is incomplete.
- Notification schedules are not running.
- Notification record was not created.

Resolution

Verify:

- Firebase configuration.
- Browser notification permissions.
- Notification schedules.
- That a notification record has been created after **Refresh Availabilities**.

Note

> **Note:**
> Browser push notifications use the Firebase infrastructure independently of Business Central email notifications.

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Problem: Browser notifications blocked

Resolution

Verify:

- Reset website permissions in the browser and enable notifications again from the PDP.

Problem: No browser notification registration in Modelyn

Resolution

Verify:

- Repeat the registration process using Enable Notifications on the PDP.

Problem: Multiple Device Ids for one user in notification registration list

Resolution

Verify:

- Different browsers, devices or network environments may create separate registrations.

Browsers Notifications troubleshooting checklist:

- Verify IsFirebaseNotificationsSetup is set to TRUE.
- Check that the Firebase Notifications schedule is running.
- Verify that Business Central has created the notification record.
- Check browser notification permissions.
- Verify that a valid registration exists under Modelyn → Users → Your Data → Messaging → Subscriptions.

Problem: Back in Stock Date Remains Blank

Possible Causes

- Product is not projected to become available.
- Horizon configuration is incorrect.
- No incoming supply exists.
- Existing demand exceeds expected supply.

Resolution

Verify:

- incoming purchase orders or production supply;
- projected available quantity;
- **Back in Stock Availability Horizon**;
- **Horizon Availability Check**.

Ensure that:

Back in Stock Availability Horizon < Horizon Availability Check

This relationship is essential for the availability calculation to succeed.

Problem: Refresh Availabilities Does Not Update Records

In some environments, availability records may not refresh as expected.

Resolution

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Remove the value from **Back in Stock Availability Horizon** in **Sales & Receivables Setup**, save the changes, and execute **Refresh Availabilities** again.
After the records have been refreshed, re-enter the desired horizon value.
This forces the availability calculation to rebuild the monitored availability records.

Problem: Product Has Incoming Purchase Orders but No Notification Is Sent

This behaviour is expected.
The Back in Stock feature evaluates projected availability rather than incoming supply alone.
Incoming purchase orders generate notifications only when they result in a positive projected available quantity after all existing demand has been considered.

Frequently Asked Questions

Does Back in Stock monitor physical inventory?
No.
The feature monitors projected availability calculated by the standard TRIMIT availability engine.

Can customers subscribe to products already in stock?
No.
The notification bell is displayed only for unavailable product variants.

Can customers subscribe more than once?
No.
Only one active subscription exists for a customer and product variant.
Selecting the notification bell again removes the existing subscription.

Are notifications sent immediately?
Notifications are generated when the availability calculation detects that projected available quantity has become positive and the availability has changed since the previous calculation. The notification status is then updated to prevent subsequent notifications for the same subscription The exact timing therefore depends on when **Refresh Availabilities** or the scheduled processing is executed.

Does every customer receive a separate email?
Yes.
Notification emails are generated individually for each subscription.

Are multiple products combined into one email?
No.
Each subscribed product generates its own notification email.

Can subscriptions be removed automatically?
No.
Customers remove subscriptions manually from the dashboard or by clicking the notification bell on the Product Detail Page.

Why does the dashboard still show "In Stock" after I have received the notification?

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The dashboard is intended to provide customers with an overview of products that have recently become available.
Subscriptions therefore remain visible until removed manually.

Why doesn't my purchase order trigger a notification?
Incoming supply alone is not sufficient.
The projected available quantity must become positive after considering all current demand and reservations.

Why doesn't changing the Availability Horizon immediately update the Back in Stock Date?
Changing the configuration affects future calculations only.
Execute **Refresh Availabilities** after changing configuration values to recalculate projected availability.

Best Practices

To achieve the best possible experience for customers, consider the following recommendations:

- Configure the **Horizon Availability Check** with a longer period than the **Back in Stock Availability Horizon**.
- Schedule **Refresh Availabilities** to run automatically at regular intervals.
- Create clear and concise notification email templates that encourage customers to return to the portal.
- Periodically review the **Back in Stock Availabilities** list to identify products with many subscribers.
- Verify Firebase configuration if browser push notifications are used.
- Test the complete notification flow before deploying the feature to production.

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