The Putaway That Never Happened

Received it. Scanned it.
Just never put it away.

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Three pallets arrived Thursday afternoon. Busy day. Peak season prep.

The receiving team scanned them:

- Received Marked them in the system:
- In stock Put them away: …tomorrow.
- Tomorrow never came.

The pallets sat in staging for six days while three different people walked past them, each assuming someone else was handling it.

Meanwhile, the system confidently allocated that "in stock" inventory to 47 customer orders.

By the time someone found those pallets—wedged behind a container in staging—the orders were canceled, and the customers were gone.

The Aftermath:

- **$12,000** in immediate lost revenue
- **47 customers** who bought from competitors
- Unknown lifetime value of lost relationships
- A glaring gap between "received" and "available"

The Real Cost: Inventory that was technically there… but functionally invisible.

How much inventory is hiding in your staging area right now?