

# **Oracle® Retail Store Inventory Management**

User Guide

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## Send Us Your Comments

Oracle Retail Store Inventory Management User Guide, Release 14.0

Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document.

Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).

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**Note:** Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the Online Documentation available on the Oracle Technology Network Web site. It contains the most current Documentation Library plus all documents revised or released recently.

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# Preface

This guide describes the Oracle Retail Store Inventory Management user interface. It provides step-by-step instructions to complete most tasks that can be performed through the user interface.

## Audience

This User Guide is for users and administrators of Oracle Retail Store Inventory Management. This includes merchandisers, buyers, business analysts, and administrative personnel.

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

### Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

## Related Documents

For more information, see the following documents in the *Oracle Retail Store Inventory Management User Guide* Release 14.0 documentation set:

- *Oracle® Retail Store Inventory Management Installation Guide*
- *Oracle® Retail Store Inventory Management Implementation Guide*
- *Oracle® Retail Store Inventory Management Operations Guide*
- *Oracle® Retail Store Inventory Management User Guide and Online Help*
- *Oracle® Retail Store Inventory Management Data Model*
- *Oracle® Retail Store Inventory Management Release Notes*
- *Oracle® Retail Store Inventory Management Security Guide*

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 14.0) or a later patch release (for example, 14.0.1). If you are installing the base release and additional patch releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch releases can contain critical information related to the base release, as well as information about code changes since the base release.

## Improved Process for Oracle Retail Documentation Corrections

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times **not** be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced on the Oracle Technology Network Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

This process will prevent delays in making critical corrections available to customers. For the customer, it means that before you begin installation, you must verify that you have the most recent version of the Oracle Retail documentation set. Oracle Retail documentation is available on the Oracle Technology Network at the following URL:

<http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-02 is an updated version of an document with part number E123456-01.

If a more recent version of the document is available, that version supersedes all previous versions.

## Oracle Retail Documentation on the Oracle Technology Network

Documentation is packaged with each Oracle Retail product release. Oracle Retail product documentation is also available on the following web site:

<http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>

(Data Model documents are not available through Oracle Technology Network. These documents are packaged with released code, or you can obtain them through My Oracle Support.)

Documentation should be available on this web site within a month after a product release.

## Conventions

The following text conventions are used in this document:

<b>Convention</b>	<b>Meaning</b>
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.



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# Oracle Retail Store Inventory Management

Oracle Retail Store Inventory Management (SIM) helps store personnel to perform many in-store operations:

- Receive merchandise from the warehouse or directly from vendors
- Replenish and order stock
- Request and implement price changes
- Manage physical inventories and perform stock counts
- Look up detailed information about merchandise items, suppliers, containers, and customer orders
- Transfer or return stock

## **SIM User Interface**

There are two user interfaces for SIM:

- Oracle Retail Store Inventory Management, the user interface on the PC
- Oracle Retail Mobile Store Inventory Management, the user interface on the handheld

This user guide describes how to use the SIM user interface on the PC. The SIM application is organized by functional areas, and the menus lead you to the specific tasks that you need to perform.

Each SIM task is described in detail in this guide. Also see [Chapter 2, "Using SIM"](#) for general information about features of the SIM user interface.

For more information about the SIM user interface on the handheld, see the *Oracle Retail Store Inventory Management Implementation Guide*.

## **Administration**

The administration functions include the following tasks usually performed by a SIM system administrator or a manager:

- SIM setup and technical maintenance
- Security setup to define SIM users and their roles
- Setup and scheduling of the product groups used for stock counts, pick lists, item requests, and wastage calculation
- Setup and maintenance of unique identification numbers (UIN), such as serial numbers, for items that require them (optional feature)

- 
- Maintenance of variances allowed for ad hoc stock counts and customer order picking
  - Setup of inventory adjustment and return reason codes
  - Setup of tickets, reports, labels, and printers

### **Shipping and Receiving**

The shipping and receiving functions include the following:

- Direct store deliveries
- Deliveries from company-owned warehouses or external finishers
- Transfers between stores
- Returns to suppliers, warehouses, or finishers

### **Inventory Management**

The inventory management functions help you to maintain an accurate perpetual store inventory, and they include the following:

- Inventory adjustments
- Stock counts
- Sequencing
- Shelf replenishment
- Item requests
- Store orders
- Price changes
- Ticketing

### **Customer Order Management**

The customer order management functions help you maintain the customer orders, and they include:

- Customer order
- Pick
- Delivery
- Reverse pick

### **Lookups**

At any time, you can look up detailed information about inventory items, suppliers, and containers. You can also look up related information at the same time. For example, while you are looking up an item, you can also view information about the suppliers of the item.

### **Reports**

SIM includes many standard reports, all of which can be customized as needed by your company.

### **Change Password**

This administration screen allows you to change your user password.

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## Using SIM

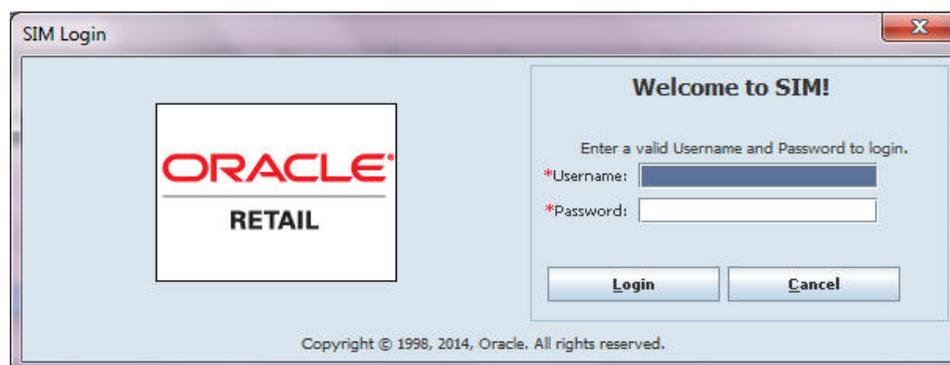
The following topics describe how to navigate the SIM user interface and use some of its standard features. These topics are included:

- [Log In, Log Out, and Exit SIM](#)
- [Select a SIM Store](#)
- [Change Your SIM Password](#)
- [Use Standard SIM Interface Controls](#)
- [Jump to Another Functional Area “Quick Jump”](#)
- [Scan an Item \(Scanner Button\)](#)
- [Access Online Help](#)
- [Set User Preferences](#)
- [Print or View SIM Reports and Other Output](#)
- [View Client Information](#)
- [Configure Client Logging](#)

### Log In, Log Out, and Exit SIM

The way that you start SIM depends on how SIM is set up at your location. Contact your system administrator for instructions. After you have started SIM, the SIM Login window opens.

**Figure 2–1** SIM Login Window



## Log In to SIM

1. Enter your user ID.
2. Enter your password.
3. Click **Login**. The main menu opens.

**Figure 2–2 SIM Main Menu**



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**Note:** If your login ID and password are authorized for more than one store, see [“Select a SIM Store.”](#)

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## Log Out of SIM

From the Main Menu, click **Logout**.

At this point, you or another user can log in, or you can exit SIM.

## Exit SIM

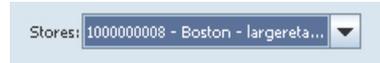
To exit SIM and close the application, follow these steps:

1. From the SIM Login window, click **Exit**. A message is displayed: “Are you sure you want to exit the application?”
2. Click **Yes**. SIM closes.

## Select a SIM Store

If your SIM role allows you to work with more than one SIM store, the main menu includes the Stores drop-down list. The currently selected SIM store is displayed.

**Figure 2–3** Stores Drop-Down List



Use the Stores drop-down list on the main menu at any time during your SIM session to select the store you want.

## Change Your SIM Password

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**Note:** Depending on how SIM security is configured, the Change Password function may not be available.

---

You can change your SIM password at any time. If you are a new SIM user, you may be required to change your password the first time that you log in to SIM. You should also change your password before it expires. If your password has expired, you will need the help of a system administrator to help you change your password and obtain access to SIM.

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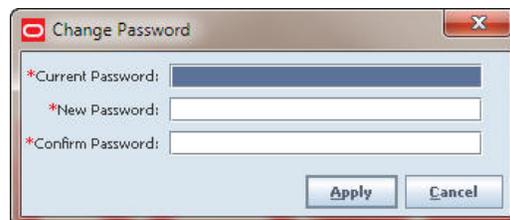
**Note:** SIM passwords are case-sensitive. Depending on how SIM is configured, there may be rules for minimum and maximum length. A valid password may also need to contain specific characters, such as a capital letter or a special character (for example, # or &).

---

To change your SIM password, follow these steps:

1. On the Main Menu, click **Change Password**. The Change Password window opens.

**Figure 2–4** Change Password Window



2. In the **Current Password** field, enter the password that you are currently using.
3. In the **New Password** field, enter the new password that you want to use.
4. In the **Confirm Password** field, enter your new password again.
5. Click **OK**.

## Use Standard SIM Interface Controls

This section describes some of the standard features and controls of the SIM interface. You use a standard set of controls, such as buttons and lists, to select, enter, and edit data in any functional area of the SIM interface.

### SIM Status Display

The status bar at the bottom of every window provides status information, access to online help, and access to detailed user information.

**Figure 2–5 Status Display**



- Double-click the **Client Information** panel to display the Client Information window. Through the Client Information window, you can select a display theme to customize the appearance of the SIM interface. The Client Information tabs also display many details about the software version, user PC, and network connections. For more information, see these sections in this chapter:
  - [“Set User Preferences”](#)
  - [“View Client Information”](#)
- The second panel shows the identity of the user who is currently logged in.
- The third panel shows the store number.
- The fourth panel shows the name of the current window.
- Double-click the **HELP** panel to display SIM online help in your Web browser. See [“Access Online Help.”](#)
- Double-click the **JUMP** panel to jump to a different functional area of SIM. See [“Jump to Another Functional Area “Quick Jump”.”](#)

### Use a Drop-Down List to Select Field Values

Some fields can accept values only from a predefined list of options. For example, a Product Type field might allow only a limited number of valid product types. A field that requires a value contained in a list has a down arrow button at the right side of the field.



To select an item from a drop-down list:

1. Click the down arrow button. A drop-down list of options is displayed.
2. Select a value from the drop-down list. The selected option is entered in the field.

If you type a value into a field with a drop-down list, SIM automatically positions to the first item in the drop-down list that begins with the characters you enter. For example, if you type 'stock' in a field with a drop-down list, SIM automatically positions to the first list item that begins with 'stock'.

Selections in drop-down lists are sorted in alphanumeric order, character-by-character. The sort sequence follows this pattern:

0

1  
...  
10  
11  
...  
2  
...  
A  
...

## Select Multiple Options from a List

For some fields, you can select more than one value from a list of values.

### Select a Sequence of Values

To select a sequence of adjoining items from a list, follow these steps:

1. Select the first item in the sequence to highlight it.
2. Hold down the Shift key, scroll to the last item you want to include, and select it. All sequential items are selected.

### Select Multiple Nonsequential Values

You can also select items randomly from a list. To do this, follow these steps:

1. Select the first item in the sequence to highlight it.
2. Hold down the Ctrl key and select each item in the drop-down list that you want to include.
3. When you have selected all the items you want, click **OK**.

## Use Standard SIM Buttons

The following are buttons that appear in SIM windows and have special meanings and uses. These buttons are used in many different windows.

### Calendar



Click the **Calendar** button to open a Calendar window in which you can select a date value. For more information, see [“Use the Calendar to Select a Date.”](#)

### Ellipsis



Click the **Ellipsis** button to open another window that displays additional information or provides additional functions. For example, an Ellipsis button might give you the option to look up an item or supplier while you are performing another task.

### Text Editing



Click the **Text Editing** button to open a text editing window. This button is available for fields that allow longer text values, such as description fields. For more information, see "[Edit Text for Long Text Fields](#)."

## Use the Calendar to Select a Date

The calendar allows you to view a monthly calendar and select a date. For a date field, the **Calendar** button is displayed to the right of the field.



When you select a date from the calendar, SIM enters the date for you in the correct format.

To select a date, follow these steps:

1. Click the **Calendar** button. The Calendar window displays the current month and year.

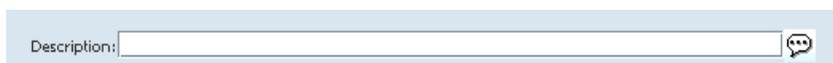
**Figure 2–6 Calendar Window**



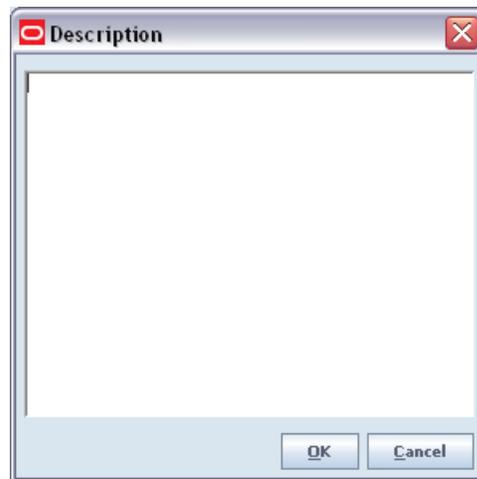
2. Select the month and year:
  - To select a previous date, click the left arrow next to the month or year.
  - To select a future date, click the right arrow next to the month or year.
3. Select the date you want on the calendar. The selected date is entered in the date field.

## Edit Text for Long Text Fields

For some fields that allow longer text values, such as a comment or description, it is sometimes difficult to see all the text you are entering. For some fields, a Text Editing button with a balloon graphic is displayed next to the field, as in the following example.



1. Click the **Text Editing** (balloon) button to open a text editing window. The title of the window is the title of the field.

**Figure 2-7 Text Editing Window**

2. Enter the text for the field.
3. Click **OK** to close the text editing window and return. The text you entered is displayed in the field.

---

**Note:** If you enter a carriage return in the text editing field and click **OK**, the description or comments field becomes disabled. The text editing window retains the carriage return (for example, in an address). If you remove the carriage return and click **OK**, the description or comments field becomes editable again.

---

## Use Navigation and Shortcut Keys

Instead of clicking with the mouse, you can use SIM navigation and shortcut keystrokes on the keyboard. These keystrokes are similar to those you find in other PC applications. They are options that you can use to save time and motion as you work in the SIM user interface. In particular, the field navigation keys make it easier to enter and update data.

### Field Navigation Keys

To navigate through fields in SIM windows, you can use the following shortcut keys.

Function	Key
Next field	Tab
Previous field	Shift+Tab

### Button Shortcut Keys

Button shortcut keys are keys or key combinations that you can press, instead of clicking the mouse on window buttons. There are two kinds of shortcut keys in SIM:

- Alt+ key combinations
- The function keys F1, F2, and so on

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**Note:** Alt+ key combinations depend on the language you are using with SIM. These key combinations do not work if your keyboard has no Roman characters. The standard function keys F1, F2, and so on are supported for all languages as button shortcuts.

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### Alt+ Key Combinations

An Alt+ shortcut key option is indicated by an underlined letter on a button, as in the following figure.



In the figure, Alt+D performs the same action as clicking the Done button, Alt+A the same action as clicking the Add Item button, and so on.

To use a shortcut key instead of a mouse click, press **Alt** along with the key for the underlined letter.

### Function Keys

You can use the function keys F1, F2, and so on, as shortcut keys for screen buttons. For each screen button, SIM assigns the function keys in order to the buttons from left to right. F1 is a shortcut key for the first button, F2 for the second button, and so on, as illustrated in the following figure.



## Jump to Another Functional Area “Quick Jump”

The SIM user interface provides a “jump” feature that allows you to switch quickly to another functional area, without navigating through a series of menus.

Using the jump feature, you can switch quickly among these major functional areas:

- Shipping and Receiving
- Inventory Management
- Administration
- Lookups

The SIM status bar includes a JUMP panel in the lower right corner of the window.



To jump to another functional area, follow these steps:

1. Double-click the **JUMP** panel (or press the **F12** key).

The Quick Jump window opens.

**Figure 2–8 Quick Jump Window**

2. From the **Task** drop-down list, select the functional area to which you want to jump.
3. (Optional) If you know the specific identifying number, enter that information in the **ID** field. The following are ID values you can enter.

<b>Task</b>	<b>Optional ID</b>
Customer Order Pick	Pick ID
Transaction History	Not applicable
Customer Order	Customer Order ID
Direct Delivery	Delivery ID <i>or</i> Purchase Order Number
Inventory Adjustment	Adjustment Number
Item Lookup	Item ID
Product Group	Product Group ID
Returns	Return ID
Stock Count	Stock Count ID
Transfers	Transfer ID
Warehouse Delivery	Container ID <i>or</i> ASN number

4. Click **Jump**.
  - If you entered an ID value, you jump to the transaction or detail window for that ID.
  - If you did not enter an ID value, you jump to the list or lookup window for the selected functional area, where you can select the specific record you want.

For example, if you select Item Lookup and enter an item ID, you jump to the Item Detail window for that item. If you select Item without entering an ID, you jump to the [Item Lookup](#) window, where you can search for the item you want.

When you exit an item lookup, you return to the task you were doing before the jump.

For other jumps, when you exit the functional area to which you jumped, you return to the SIM main menu.

## Scan an Item (Scanner Button)

To add an item to various screens within SIM:

1. Click **Scanner**. The Advanced Item Entry window opens.

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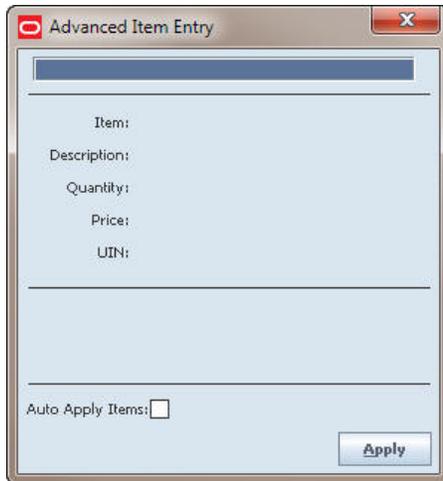
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**Note:** The scanner may automatically open on the screen, if configured as such.

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**Figure 2–9** *Advanced Item Entry window*



**Figure 2–10** *Advanced Item Entry window*



2. Scan the item. The fields populate with the item information.

---

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**Note:** The Advanced Item Entry window fields may vary, depending upon the function being accessed and the items being scanned.

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3. Select **Auto Apply Items** to bypass the next step on a continual basis.
4. Click **Apply**. The window closes and the item is populated.

## Access Online Help

The SIM online help contains all of the same information as the *Oracle Retail Store Inventory Management User Guide*. You can open online help from any window where the HELP panel is displayed in the SIM status display bar (lower right of the window).



To open SIM online help, double-click the **HELP** panel. The table of contents of the SIM online help opens in your default Web browser.

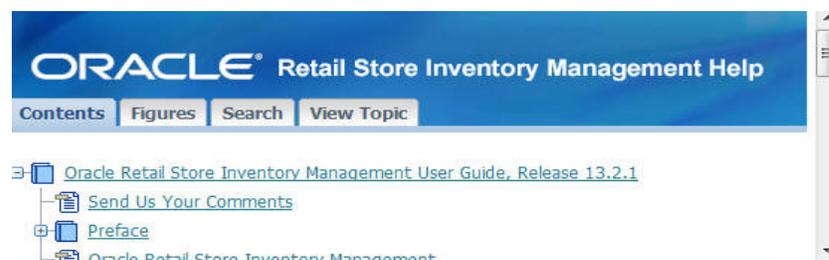
You can also open online help by clicking the **Help** button on the SIM main menu.

You can leave online help open while you work in the SIM user interface. To close online help, close the Web browser window or tab.

## Help Tabs

SIM online help is displayed in the same format as the help for many other Oracle software products. The Contents tab opens first.

**Figure 2–11 Help Tabs**



The SIM online help has the following tabs:

- Contents
 

Use the Contents tab to locate and open a topic in the table of contents.
- Figures
 

In the Figures tab, you can select any listed figure to open the help topic that contains that figure.
- View Topic
 

The View Topic tab is open when you are viewing a help topic.

If you want to print the topic that is currently displayed, click **Printable Page**.

If you want to locate the current topic in the table of contents, click **Locate in Contents**.

## Help Navigation

You can page through the online help topics in the same order that they are presented in the user guide. In the View Topic tab, click the Next and Previous links to browse through the help topics.



## Set User Preferences

For each PC on which SIM is installed, the user can set some preferences for how the SIM interface works. This section describes how to customize your own installation of the SIM client interface through these available options:

- [Set Table View Preferences](#)
- [Select a Display Theme](#)

### Set Table View Preferences

Many SIM windows contain sorted tables. The tables are lists of items, containers, suppliers, transfers, or other information that applies to the task you are performing. The Warehouse Delivery List window is an example of a SIM table:

ID	ASN	Status	ETA
301	ASN301	In Progress	5/29/13
6001	ASN601	In Progress	4/15/13
6060	ASN6060	In Progress	5/5/13

If you want a different view of a table, you can set options to control how that table is displayed to you. You can change the display of tables as follows:

- [Set Text Size \(Size Content\)](#)
- [Set Gridline Display](#)
- [View or Change Text Size and Gridlines Settings](#)
- [Control Which Columns Are Displayed](#)
- [Sort a Table by One Column](#)
- [Sort a Table by Multiple Columns](#)

You can change view options anytime you want. Your view options are saved on the PC where you set the options, so you do not need to set them again.

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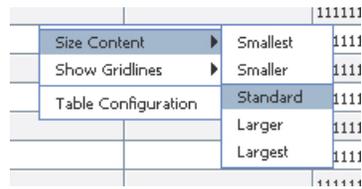
**Note:** The view options you set apply only to the table that is displayed when you set the options. You can have different view options for different tables. View options apply only to the user (login ID) who sets the options, and only on the PC where the options were set.

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To set view options, right-click anywhere in the table. A pop-up menu is displayed.

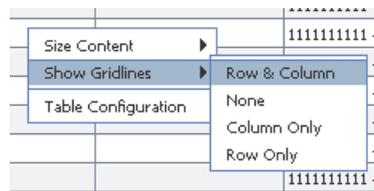
## Set Text Size (Size Content)

To make the text larger or smaller, select from the pop-up menu the text size you prefer:



## Set Gridline Display

Table rows are shaded so that they are easier to read. You can also choose whether the table has vertical lines, horizontal lines, both, or neither. To set which gridlines to display, select from the pop-up menu.

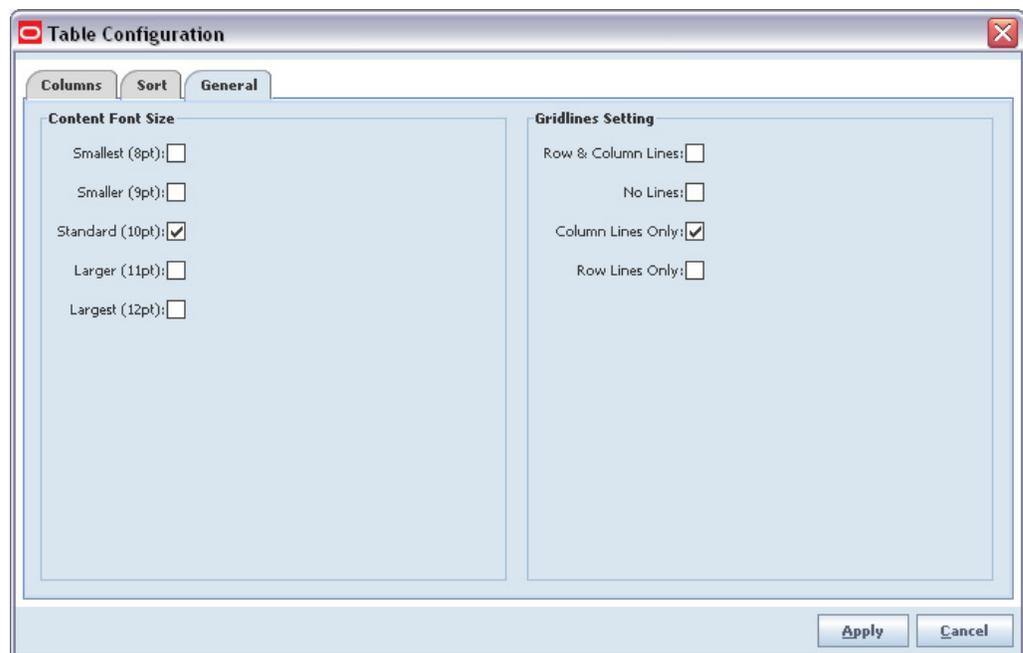


## View or Change Text Size and Gridlines Settings

To view or change the current text size or gridlines settings, follow these steps:

1. Select **Table Configuration** from the pop-up menu. The Table Configuration window opens.
2. Select the **General** tab.

**Figure 2–12** Table Configuration Window - General Tab



3. If you want to change the Content Font Size or Gridlines Setting values, follow these steps:
  - a. Select the check boxes for the settings you prefer.
  - b. Click **Apply**.

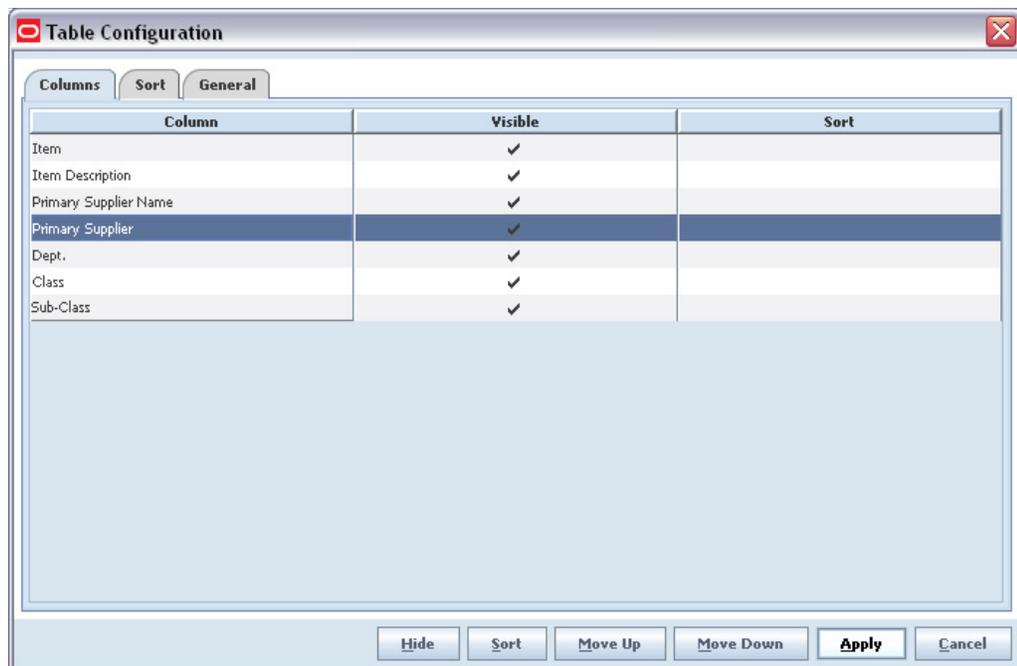
### Control Which Columns Are Displayed

SIM tables are designed to display the information that is helpful to most users. If you do not need to see certain table columns, you can turn off display of those columns. You can also control the order in which columns appear in the table.

To remove or restore the display of a table column, follow these steps:

1. Select **Table Configuration** from the pop-up menu. The Table Configuration window opens.

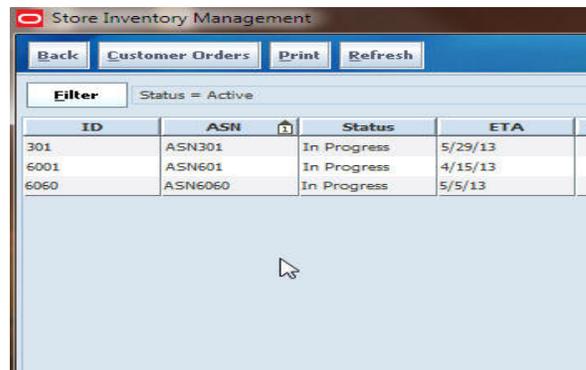
**Figure 2–13 Table Configuration Window - Columns Tab**



2. Select the **Columns** tab. The table columns are listed in the order in which they are displayed, from left (top) to right (bottom).
3. To control whether a column is visible or hidden, select the row that contains the column name:
  - To hide the column so that it is not displayed, click **Hide**.
  - To make a hidden column visible again, click **Visible**.
4. To control the order in which columns are displayed in the table, select a row that contains a column name that you want to move:
  - To move the column left, click **Move Up**.
  - To move the column right, click **Move Down**.
5. Click **Apply** to apply your changes and close the Table Configuration window.

### Sort a Table by One Column

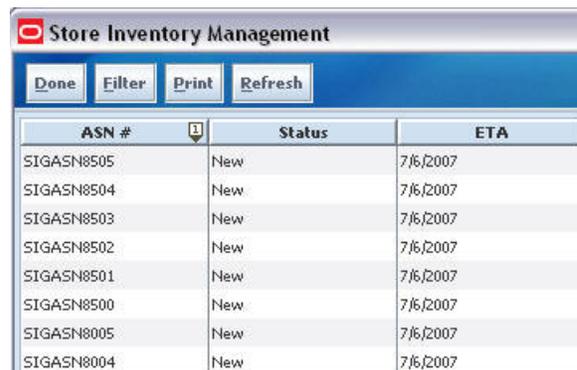
You can sort a table according to the values of a column by clicking the column heading for that column. For example, the following figure shows that the table is sorted in ascending order by ASN#.



The screenshot shows a window titled "Store Inventory Management" with a menu bar containing "Back", "Customer Orders", "Print", and "Refresh". Below the menu bar is a "Filter" section with "Status = Active". The table below has columns: ID, ASN, Status, ETA, and R. The data is sorted by ASN in ascending order.

ID	ASN	Status	ETA	R
301	ASN301	In Progress	5/29/13	
6001	ASN601	In Progress	4/15/13	
6060	ASN6060	In Progress	5/5/13	

Click the column heading again to sort in descending order, as shown in the following figure.



The screenshot shows a window titled "Store Inventory Management" with a menu bar containing "Done", "Filter", "Print", and "Refresh". The table below has columns: ASN #, Status, and ETA. The data is sorted by ASN in descending order.

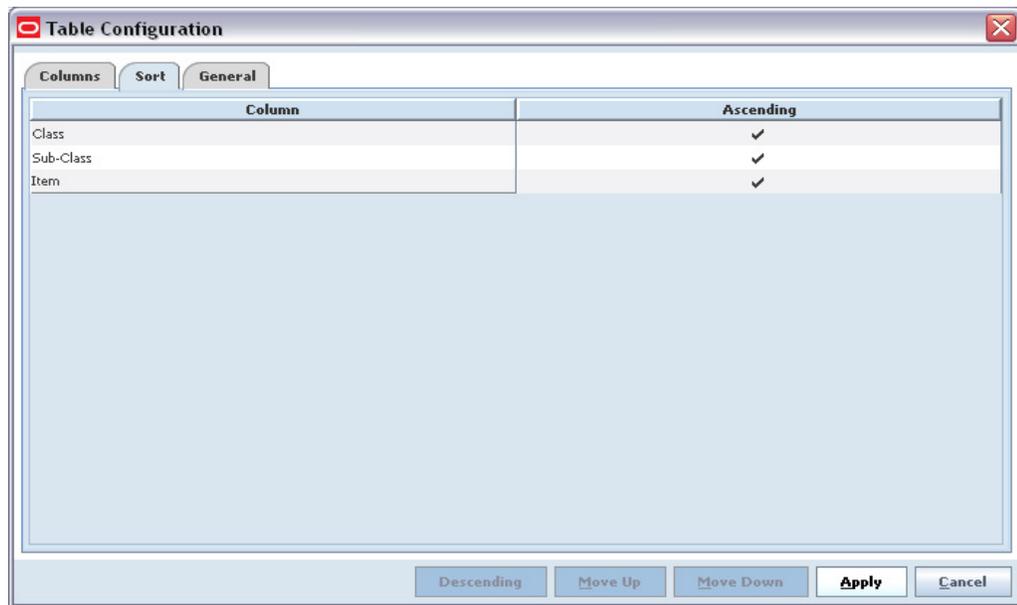
ASN #	Status	ETA
SIGASN8505	New	7/6/2007
SIGASN8504	New	7/6/2007
SIGASN8503	New	7/6/2007
SIGASN8502	New	7/6/2007
SIGASN8501	New	7/6/2007
SIGASN8500	New	7/6/2007
SIGASN8005	New	7/6/2007
SIGASN8004	New	7/6/2007

### Sort a Table by Multiple Columns

You can also sort a table using more than one column (sort key). For example, you may prefer that a table is sorted by Class, then by Sub-Class, then by Item.

To specify the columns used to sort the rows (records) in a table, follow these steps:

1. Select **Table Configuration** from the pop-up menu. The Table Configuration window opens.
2. Select the **Columns** tab.
3. To specify whether a column is to be used for sorting:
  - a. Select the row that contains the column name.
  - b. Click **Sort** to use the column as a sort key, or click **No Sort** if you no longer want to use that column as a sort key.
  - c. Repeat Steps a and b as needed until you have selected the columns you want to use for sorting.
4. Select the **Sort** tab. The columns you selected as sort keys are listed.

**Figure 2–14 Table Configuration Window - Columns Tab**

5. Arrange the list so that the primary (most important) sort key is listed first, and the least important sort key is listed last:
  - Select the column you want to use as the primary sort key and click **Move Up** until it is at the top of the list.
  - Use the **Move Up** and **Move Down** buttons to arrange the other sort keys in the order you want.
  - If you want to sort in descending order for any sort key, select that key and click **Descending**.

For example, if you want to sort by Class, then Sub-Class (within Class), then by Item (within Sub-Class), the sort keys must be listed in that order.

6. Click **Apply** to apply your sort order and return to the table.

## Select a Display Theme

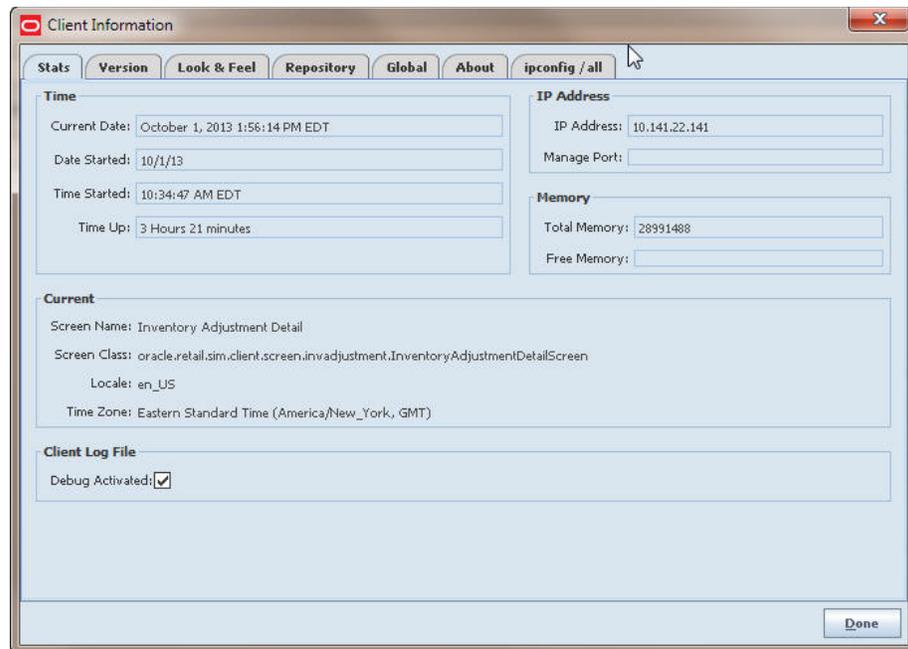
A theme controls how the user interface appears. In addition to the standard SIM theme, you can have customized themes that use your company logo, different colors, different fonts, and different icons. Through the Client Information window, you can select a theme from those available for your use.

To select a theme, follow these steps:

1. In any SIM window, double-click the **Client Information** panel in the bottom left corner of the window.



The Client Information window opens.

**Figure 2–15 Client Information Window**

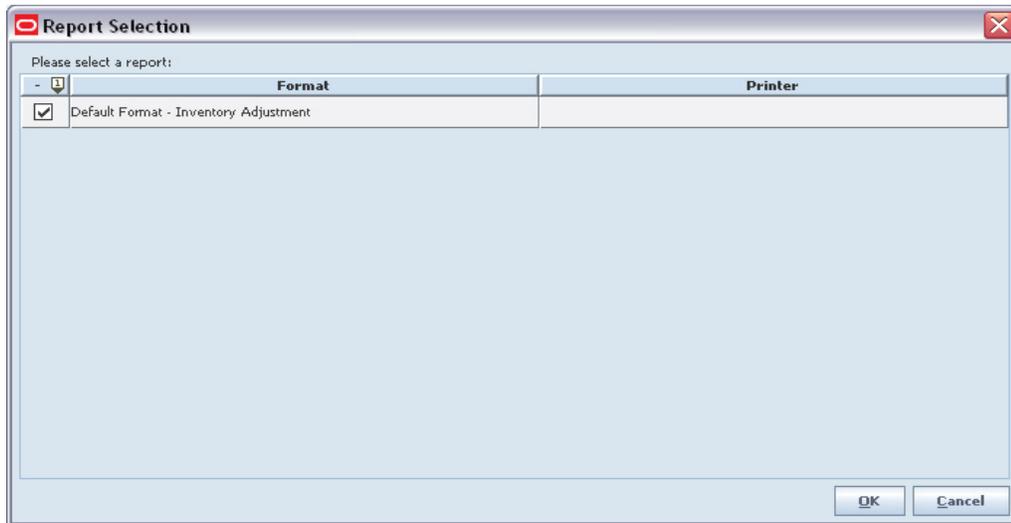
2. Click the **Look & Feel** tab.
3. On the list of themes, click the theme you want to use.
4. Click **Apply**. Your selected theme is applied.
5. Click **Done** to close the Client Information window.

## Print or View SIM Reports and Other Output

SIM reports and other output can be customized to use many different output devices and formats. When you request a report, or output such as labels or tags, the output depends on how SIM is configured at your site.

When you request a report or other output, the Report Selection window opens.

**Figure 2–16 Report Selection Window**



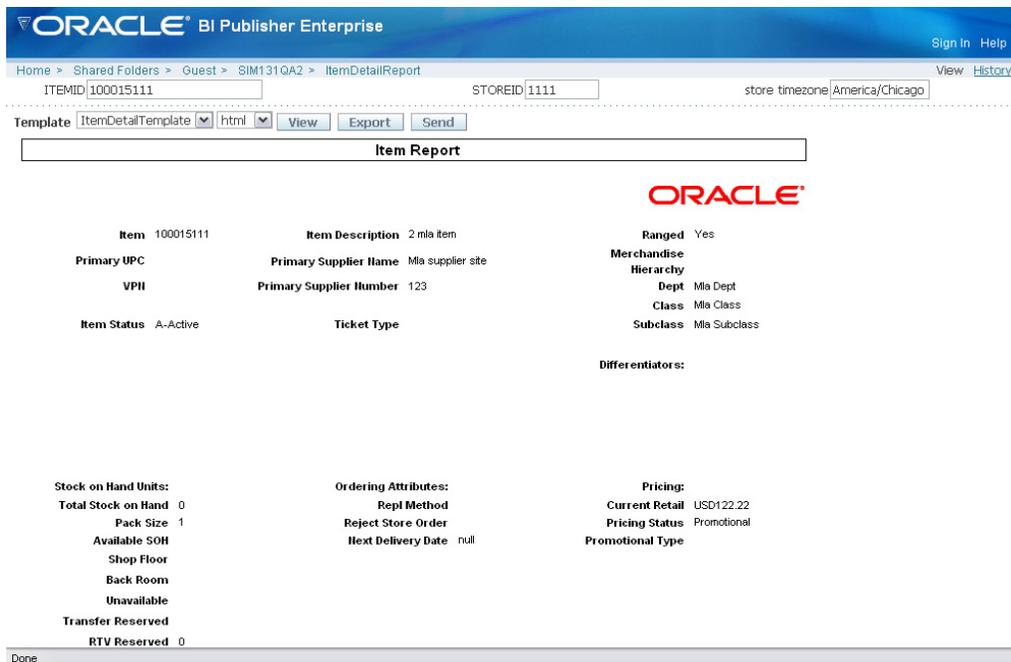
To view or print the output, follow these steps:

1. In the first column, select the check box for the report you want, if more than one is listed.
2. In the **Printer** column, select the name of the printer (or other output device) that you want to use.
3. Click **OK**. The output is processed, and you receive a confirmation message.

Some of your reports may be produced in Oracle BI Publisher. In this case, the report is displayed in your Web browser.

The following figure is an example of an Oracle BI Publisher report.

**Figure 2–17 Oracle BI Publisher Report Output**



For information about using Oracle BI Publisher, see the *Oracle Business Intelligence Publisher User's Guide*.

The *Oracle Retail Store Inventory Management Implementation Guide* provides more information about reports for SIM system implementers and administrators.

## View Client Information

The Client Information window displays many details about the configuration of the PC that you are currently using. This information can be useful when it is necessary to check the current configuration or solve operating problems that may be related to the PC. There are no SIM operating procedures in the Client Information window. Except for the Debug Activated check box (see [Configure Client Logging](#)), you cannot change any of the information that is displayed; these settings are maintained through other procedures not available in the SIM user interface.

The Client Information link is available on many SIM windows, including menus, lists, and detail windows. You can access client information from any of these windows.

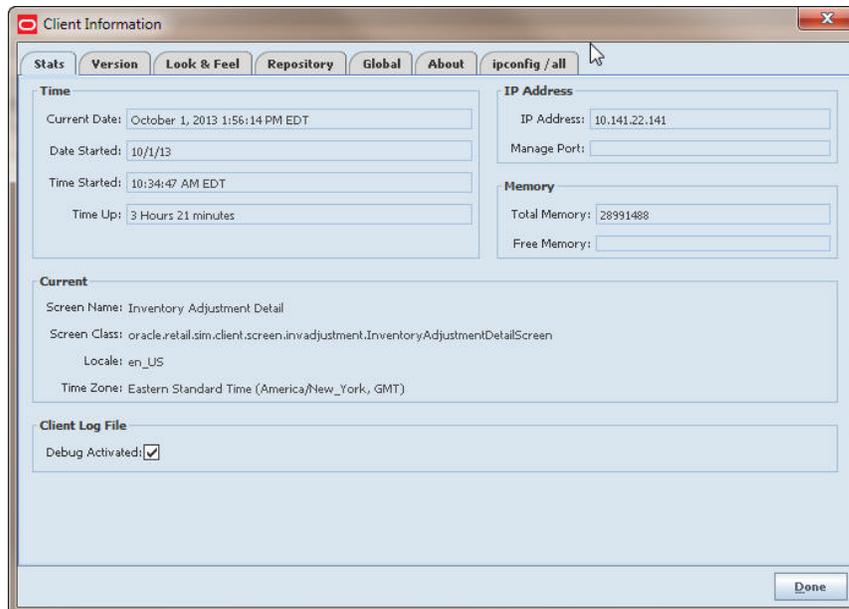
To view client information, follow these steps.

1. Double-click the **Client Information** panel in any window where it is displayed.



The Client Information window opens.

**Figure 2–18 Client Information Window**



2. View client information on the Client Information window tabs.
3. Click **Done** to close the Client Information window.

## Configure Client Logging

The Client Information window includes a check box option to turn on client logging. When the Debug Activated check box is selected, logs are written to log files on the PC to record SIM events. This information is useful only in rare cases when your systems personnel need to study an operating problem that may be related to your PC.

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**Note:** Turn on client logging only as directed by your systems personnel. Client logging slows down SIM performance and can create very large files that waste disk space on the PC. Always keep client logging turned off when it is not needed.

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To enable or disable client debug logging, follow these steps:

1. Double-click the **Client Information** panel in any window where it is displayed. The Client Information window opens.
2. Enable or disable client logging as follows:
  - Select the **Debug Activated** check box to enable client logging.
  - Deselect the **Debug Activated** check box to disable client logging.
3. Click **Done** to close the Client Information window.

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**Note:** After you disable client logging, be sure that your systems personnel locate and delete any logging files from your PC. These files are not needed for SIM operations, and they waste disk space.

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## Product Groups

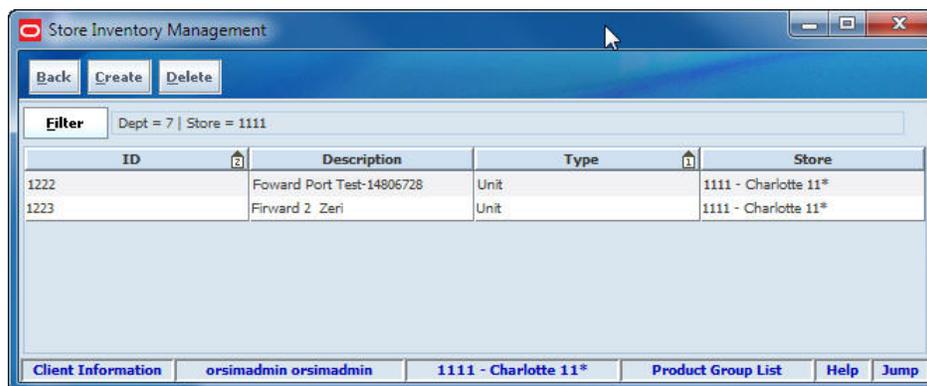
A product group is a collection of departments, classes, subclasses, or items that are grouped together for a common purpose. Product groups are used throughout SIM for these purposes:

- To schedule and perform different types of stock counts (Problem Line, Unit, and Unit and Amount product groups)
- To request items for a store (Item Request product groups)
- To create shelf replenishment lists to replenish store shelves (shelf replenishment product groups)
- To adjust inventory automatically for wastage (Wastage product groups)

### Product Group List Window

**Navigate:** Main Menu > Admin > Product Group. The Product Group List window opens.

**Figure 3–1** Product Group List Window



From the Product Group List window, you can do the following:

- [Filter the Product Group List](#)
- [Create a Product Group](#)
- [Edit a Product Group](#)
- [Delete a Product Group](#)

From the Product Group List window, click **Back** to return to the Admin menu.

### Reference Topics

The following topics provide background information about setup of SIM product groups. Review these topics as needed as you are setting up different types of product groups:

- [Product Group Types](#)

This topic describes all of the different types of SIM product groups and the reasons for using the different types.
- [Counting Methods for Stock Counts](#)

This topic describes the counting options that apply to Unit, Unit and Amount, and Problem Line stock count product groups.
- [Product Group Size Limits](#)

This topic describes how SIM automatically divides large product groups into smaller child groups, so that they are easier to manage when you are using the SIM user interface.

## Product Group Types

The following are the types of product groups you can create in SIM.

Also see the *Oracle Retail Store Inventory Management Implementation Guide* for additional information about product group functionality and process flows.

### Item Request Product Groups

The Item Request product group type facilitates requests for items that use store order replenishment. You can add individual items, as well as entire sections of the merchandise hierarchy, to an Item Request product group.

When the Item Request product group is scheduled for review, SIM automatically generates a blank item request and adds all items within the specified merchandise hierarchies with Store Order replenishment type to the item request, along with any individual items specified as part of the Item Request product group. You can then enter the actual quantities of the items needed and submit the request.

You can also add items that do not have Store Order replenishment type to an Item Request product group, but only on an item-by-item basis.

### Shelf Replenishment Product Groups

You can create a within-day or an end-of-day shelf replenishment list from within the Product Group functional area. The two different types of shelf replenishment lists have store level configurations for the fill level. Typically, an end-of-day shelf replenishment list has a higher fill level than a within-day shelf replenishment list, because there is more time to stock the shelves at the end of the day.

When you create a shelf replenishment list, SIM runs a replenishment calculation that checks for those items that belong to shelf replenishment list product groups. The replenishment calculation compares the capacities of those items to their shop floor stock on hand. SIM then generates a shelf replenishment list ordered by the items that need replenishment the most. For within-day shelf replenishment lists, SIM stops when the amount to replenish is equal to the amount suggested by the system. For end-of-day shelf replenishment lists, SIM continues until all items that need replenishment are picked.

Shelf replenishment lists can be created on the PC or the handheld and can be fulfilled on either device.

**Problem Line Stock Count Product Groups**

Problem Line stock count product groups use predefined criteria to identify problem items. For example, you might decide to count all of the items that have negative stock on hand values. Individual items and item hierarchies are associated into a single problem line product group for a stock count. One or more stores can be assigned to the scheduled stock count.

After criteria are established, based on problem areas, a batch process finds all items that meet the criteria. The items found are added to the scheduled stock count. Problem line items are counted in the same way as in a scheduled unit stock count. Problem line stock counts can only be scheduled daily.

Users with proper security are prompted about any discrepancies outside of set tolerances, and SIM can automatically force a recount if the discrepancies are too high. The system uses discrepancy thresholds (established in product group setup) based on a percentage or standard unit of measure by the item class in the merchandise hierarchy.

**Unit Stock Count Product Groups**

For unit-only stock counts, you can set up Unit type stock count product groups. You can include individual items and item hierarchies.

A Unit product group can be scheduled for a stock count on a specified day or at scheduled intervals such as daily, weekly, monthly, or annually. One or more stores can be assigned to the scheduled stock count. When the stock count is extracted, a stock count item list is generated at the store level through a batch process.

When the stock count is performed, users with proper security are prompted about any discrepancies outside set tolerances, and SIM can automatically force a recount if the discrepancies are too high. SIM uses discrepancy thresholds, established in a separate setup process, that are based on a percentage or standard unit of measure for the item class in the merchandise hierarchy.

You can authorize stock counts with items that are discrepant, based on percentage or standard unit of measure thresholds. When authorized item quantities that are entered differ from the stock on hand, SIM creates inventory adjustments.

**Unit and Amount Stock Count Product Groups**

A Unit and Amount product group can be scheduled on a specified day and is restricted to Merchandise Hierarchy setup. One or more stores can be assigned to the scheduled stock count. A stock count is generated at the store level through a batch process that runs daily.

When the stock count is performed, users with proper security are notified about any discrepancies outside of set tolerances, and SIM can automatically force a recount if the discrepancies are too high.

**Wastage Product Groups**

Wastage is the process through which inventory is lost over time. Spoilage of fresh produce is an example of wastage, another example is the evaporation of water in meat held in cool storage. You can create wastage product groups to maintain more accurate inventory. Individual items or item hierarchies can be included in a wastage product group.

A wastage product group can use a variance percentage or standard unit of measure amount. You can schedule when a wastage product group batch process is run. Inventory adjustments are made automatically, based on the variances set up in the product group.

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**Note:** If a wastage product group includes any items with unique identification numbers (UIN), those items are not processed by the wastage product group batch process.

A second type of wastage exists that reduces inventory based on sales, for example deli ham where fat is trimmed off of the ham before the slices are sold. This is calculated during the sales process update in SIM.

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## Counting Methods for Stock Counts

For stock count product groups, you can specify the counting methods that you use. Counting methods include third-party counts (count data imported from another system), and guided or unguided counts. See *Oracle Retail Store Inventory Management Stock Counts Overview* white paper Note 1541449.1 in My Oracle Support for more information.

### Third-Party Counts

For a Problem Line, Unit, or Unit and Amount stock count product group. This method requires a system different than SIM to perform the count. The count result data is imported into SIM for comparison against SIM inventory levels.

Third-party counts can include inconsistencies that can be resolved within SIM. Items might be counted that are not currently recorded in SIM inventory. Some counted items might not be currently ranged to the store and are not expected to appear in the count. You can assign item IDs to items not on file, and you can include nonranged items in the stock count.

Some items counted in a third-party stock count might be items that are not included in the stock count product group and should not have been counted. Counts for these items are flagged as rejected not on count items, and they cannot be assigned SIM item IDs. No action can be taken with these items.

Third-party counts can also automatically take a snapshot and be approved, depending respectively on input parameters and configuration settings.

### Guided Counts

A guided count requires that your store has sequenced at least one item in a location. If you use sequencing, a guided stock count product group organizes the count by location. If you use sequencing, you have the option to perform a guided or unguided count, except for third-party counts. Guided counting improves the efficiency of the count by guiding your personnel from one item to the next within a selected location using the sequence you have defined. The guided/unguided choice does not apply to third-party counts.

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**Note:** If any items are not assigned to locations, they are categorized as No Locations items, and you will be prompted in order of ascending item ID when counting those items.

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See [Chapter 14, "Sequencing"](#) for more information.

### Unguided Counts

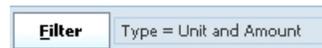
In an unguided count, items at a location can be counted and the count results entered in any order. If you do not use sequencing or third-party counting, the stock count

must be an unguided count. (For third-party counts, the guide/unguided choice does not apply, because the count is conducted using a third-party system.)

## Filter the Product Group List

The Product Group List window displays records that have been created for the store with which the user is associated, including those created for all stores. The product groups are listed by type, then by ID.

At any time while the Product Group List window is open, you can change how the list is filtered. Current filtering is displayed next to the Filter button on the Product Group List window. If no filtering is displayed, all product groups are currently selected and listed.

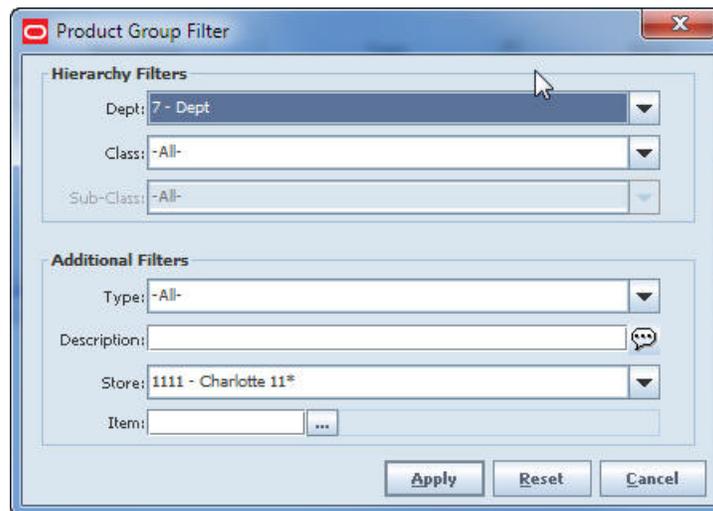


To filter the product groups listed in the Product Group List window, follow these steps:

**Navigate:** Main Menu > Admin > Product Group. The Product Group List window opens.

1. Click **Filter**. The Product Group Filter window opens.

**Figure 3–2 Product Group Filter Window**



2. Enter or select search values as needed to specify the product groups that you want to list. All values are optional. If you leave a field blank or select All, all values are included in the search.

**Hierarchy Filters** – Select **Dept**, **Class**, and **Sub-Class** values as needed to limit the product groups to list. By default, all departments, classes, and subclasses will be selected.

**Additional Filters** – Enter or select values for these fields:

- **Type** – Select the type of product group, or All (default).
- **Description** – Enter the description of the product group. The search will find all product groups for which the description contains the value you enter.

- **Store** – Select the store for which you want to list the product groups. You can select any store for which you have permissions.  
Select All Stores to view product groups that apply to all stores.
  - **Item** – If you specify an item, product groups that contain that item will be listed. Enter the item number or click the [Ellipsis](#) button to look up the item.
3. Click **Apply**. You return to the Product Group List window, where your filter has been applied.

## Create a Product Group

Follow this procedure to define the attribute and components of any type of product group.

Review the following topics before you begin to create product groups:

- [Product Group Types](#)
- [Counting Methods for Stock Counts](#)
- [Product Group Size Limits](#)

**Navigate:** Main Menu > Admin > Product Group. The Product Group List window opens.

### Procedure

Creating any type of product group is a three-part procedure. You must complete all parts of the procedure to save the new product group.

1. [Enter Product Group Detail](#)

The Product Group Detail section of the Product Group Detail window includes the product group type, description, and other attributes that must be completed for any type of product group.

2. Enter product group attributes specific to the type of product group you are creating:
  - [Enter Item Request Detail](#)
  - [Enter Shelf Replenishment Detail](#)
  - [Enter Stock Count Detail](#)
  - [Enter Wastage Detail](#)

For any type of product group, SIM enables only the fields that apply to that type.

3. [Define Product Group Components](#)

For all product group types, select the components that are included in the product group by merchandise hierarchy, item, supplier, or promotion.

After you have created a product group, you create a schedule for the product group to specify how often it is processed. See [Chapter 4, "Product Group Scheduler."](#)

## Enter Product Group Detail

For any type of new product group, first complete the fields in the **Product Group Detail** section:

1. Click **Create**. The Product Group Detail window opens to the Product Group Attributes tab.

Figure 3-3 Product Group Detail Window – Product Group Attributes Tab

The screenshot shows the 'Product Group Attributes' tab in the 'Store Inventory Management' application. The window is titled 'Store Inventory Management' and has 'Save' and 'Cancel' buttons at the top left. The main content area is divided into several sections:

- Product Group Detail:**
  - \*Type: Unit and Amount (dropdown)
  - Group ID: (text field)
  - \*Group Description: (text field)
  - \*Group UOM: Standard UOM (dropdown)
  - Stores: Radio buttons for '1111 - Charlotte 11\*' (selected) and 'All Stores'.
- Stock Count Detail:**
  - Variance:** Variance SUOM, Variance %, Variance Value (text fields).
  - Counting Method:** \*Counting Method: Third Party (dropdown), Hierarchy Breakdown: None (dropdown), Re-Count Discrepancies (checkbox), Auto Authorize (checkbox).
  - Item Status:** Active (checked), Inactive (checked), Discontinued (checked), Deleted (checked) (checkboxes).
  - Problem Line:** Actual Shelf Repl. Amount less than Suggested Shelf Repl. Amount (checkbox), UIN Discrepancies (checkbox), Actual Pick. Amount less than Suggested Pick. Amount (checkbox), Negative Available Inventory (checkbox).
  - Stock On Hand:** SOH = 0 (checked), SOH > 0 (checked), SOH < 0 (checked) (checkboxes).
- Item Request Detail:** Days Before Expiration, Days Before Delivery (text fields).
- Wastage Detail:** Shrinkage SUOM, Shrinkage % (text fields).

The status bar at the bottom shows 'Client Information', 'orsimadmin orsimadmin', '1111 - Charlotte 11\*', 'Product Group Detail', 'Help', and 'Jump'.

2. Select the type of product group from the Type drop-down list (see “[Product Group Types](#)” for more information):
  - **Item Request** – To create a product group to generate item request lists for ordering inventory.
  - **Problem Line** – To count items that have been flagged as having a defined inventory position problem.
  - **Shelf Replenishment** – To create a product group to generate shelf replenishment items.
  - **Unit** – To create a unit-only stock count product group.
  - **Unit and Amount** – To create a unit and amount (value) stock count product group.
  - **Wastage** – To create a wastage only product group.
3. In the **Group Description** field, enter a brief explanation of the product group.
4. If you want the product group to apply to other stores, select the **All Stores** radio button in the Stores section. This will allow you to schedule the product group for more than one store.

By default, a new product group includes only the store for which you are currently logged in.

After you have completed the Product Group Detail section, continue to enter the attributes of the type of product group you are creating:

- [Enter Item Request Detail](#)
- [Enter Shelf Replenishment Detail](#)

- [Enter Wastage Detail](#)
- [Enter Stock Count Detail](#)

## Enter Item Request Detail

For an Item Request product group only, enter values for the following fields in the **Item Request Detail** section.

When you have completed these fields, proceed to [Define Product Group Components](#).

Field	Description
Days Before Expiration	The number of days in which the items must be requested. If the items have not been requested in this period, the item requests will be cancelled. This value is not required.
Days Before Delivery	The number of days in which the requester wants the items delivered. This value is not required.

## Enter Shelf Replenishment Detail

For a shelf replenishment product group only, select the unit of measure in the **Group UOM** field in the **Product Group Detail** section. The unit of measure can be either Standard UOM or Cases.

When you have completed this field, proceed to "[Define Product Group Components](#)."

## Enter Wastage Detail

For a Wastage product group only, enter a value in at least one of these fields in the **Wastage Detail** section.

You can schedule when the Wastage product group batch is run. When the batch runs, SIM generates inventory adjustments based on the shrinkage units or shrinkage percent entered for the product group.

When you have completed these fields, proceed to "[Define Product Group Components](#)."

Field	Description
Shrinkage SUOM	Number of units that will be written off if the available stock on hand is greater than zero. SIM will generate an inventory adjustment for this number of units.
Shrinkage %	The quantity percent that will decrease the inventory each time this product group is scheduled. SIM will generate an inventory adjustment for this quantity

## Enter Stock Count Detail

For a Unit, Unit and Amount, or Problem Line product group, enter the attributes that apply to the type of stock count group you are creating. The following table defines the fields and indicates which fields apply to different stock count types.

When you have completed these fields, proceed to "[Define Product Group Components](#)."

Field	Description	Problem Line	Unit	Unit and Amount
<b>Variance</b>				
Variance SUOM	Maximum allowable number of units, expressed in the standard unit of measure (SUOM), that the count can vary from the system stock on hand level before it is considered a discrepancy. If the variance units are equal to or greater than the Variance SUOM set, plus or minus, the stock count is discrepant.	X	X	X
Variance %	Maximum allowable percentage of units counted that the count can vary from the system stock on hand level before it is considered a discrepancy. If the variance percent is equal to or greater than the Variance % set, plus or minus, the stock count is discrepant.  For example, if the Variance % is set to 10, and stock on hand is 20, a stock count of 18 is discrepant because $2/20 = 10$ percent. A stock count of 19 is not discrepant, because the variance is less than 10 percent.	X	X	X
Variance Value	A money amount that will be compared to the number of discrepant units times the current unit retail of the goods. (SIM uses current retail from item lookup, not an extracted promotion or clearance price.) If the variance money amount is equal to or greater than the Variance Value set, plus or minus, the stock count is discrepant.			X
Counting Method	Select Third-party, Guided, or Unguided.  For more information, see <a href="#">Counting Methods for Stock Counts</a> .	X	X	X
Hierarchy Breakdown	Select None (default), Location, Department, Class, or Subclass.  <b>Note:</b> Guided counts are always by location.	X	X	X
Re-Count Discrepancies	If this check box is selected, a stock recount record is created if there are any discrepant items in a stock count. The recount must be completed before the stock count can move to the authorization process. A new snapshot cannot be taken during the recount process for a unit and amount stock count. During a unit and problem line count, the user has the ability to take a new snapshot.  <b>Note:</b> This feature is not available for third-party count method.	X	X	X
Auto Authorize	If this check box is selected, the stock count is automatically authorized by SIM when the count or recount is completed.  For third-party counts, the count is automatically authorized when the count data is imported into SIM.	X	X	X

Field	Description	Problem Line	Unit	Unit and Amount
<b>Item Status</b>				
Item Status	<p>For Unit count product groups only, you must select at least one status of items to include when the stock count is extracted. Select all that apply to the group you are creating.</p> <ul style="list-style-type: none"> <li>■ Active</li> <li>■ Inactive</li> <li>■ Discontinued</li> <li>■ Deleted</li> </ul>		X	
<b>Problem Line</b>				
Actual Shelf Repl Amount Less Than Suggested Shelf Repl Amount	If this check box is selected, SIM adds an item to the problem line stock count if the amount entered for the item on the shelf replenishment list was less than the suggested shelf replenishment amount.	X		
Actual Pick Amount Less Than Suggested Pick Amount	If this check box is selected (default), SIM adds an item to the problem line count if the actual pick amount entered for the item on the pick list was less than the suggested system pick amount for the customer order pick list.	X		
Negative Available Inventory	If this check box is selected (default), SIM adds an item to the problem line stock count if the item has negative available inventory.	X		
UIN Discrepancies	If this check box is selected (default), the product group requires counting of all unique identification number (UIN) discrepancies for the product group components. UIN discrepancies are differences between the stock on hand and the UINs registered at the store. UIN discrepancies can result from shipping or selling items with incorrect serial numbers, or manually changing the status of a serial number. See <a href="#">Chapter 5, "Unique Identification Numbers (UIN)"</a> for information about UINs.	X		
<b>Stock on Hand</b>				
Stock on Hand	<p>For Problem Line and Unit stock count groups, select values for the check boxes that are enabled in the Stock on Hand section:</p> <ul style="list-style-type: none"> <li>■ For Problem Line groups, the <b>SOH &lt; 0</b> (negative stock on hand) check box is selected by default. You can deselect this check box if you do not want to count items with negative stock; if so, however, you must select at least one check box in the Problem Line section before you complete the product group.  The <b>SOH = 0</b> and <b>SOH &gt; 0</b> check boxes are deselected for Problem Line groups and cannot be changed.</li> <li>■ For Unit groups, all check boxes are selected by default. You can deselect any of the check boxes; however, you must select at least one.</li> </ul>	X	X	

## Define Product Group Components

For any type of product group, follow these steps to define what is included in the product group:

1. Click the **Product Group Components** tab.

**Figure 3–4 Product Group Detail Window – Product Group Components Tab**

2. In the **New Product Group Element** section, select a radio button to specify how you will select components for the product group. The following table shows the options available for different product group types.

Product Group Type	Hierarchy	Item	Supplier	Promotion ID	All Departments
Item Request	X	X	X	X	
Problem Line	X	X	X	X	X
Shelf Replenishment	X	X	X	X	
Unit	X	X	X	X	X
Unit and Amount	X				X
Wastage	X	X	X	X	

3. For each component you want to add to the group, follow these steps:
  - a. Select the product component as follows, depending on the radio button you have selected.

**Hierarchy** – Select a hierarchy from the drop-down lists in the **Department**, **Class**, and **Sub-Class** fields.

**Item** – In the **Item** field, enter the item number, or click the **Ellipsis** button to look up the item. In the Item Lookup window, locate and select the item you want. Click **Apply** to return to the Product Group Detail window. See [Item Lookup](#) in [Chapter 21](#) for more information.

**Supplier** – In the **Supplier** field, enter the supplier ID, or click the **Ellipsis** button to look up the supplier. In the Supplier Lookup window, locate and select the supplier you want. Click **Apply** to return to the Product Group Detail window. See [Supplier Lookup](#) in [Chapter 21](#) for more information.

**Promotion ID** – Enter the promotion ID in the **Promotion ID** field.

**All Departments** – No additional selection steps are needed.

- b. Click **Add to Group**. The selection is added to the group.

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**Note:** On the Product Group Components tab, **Recommended # of Items** shows the recommended total number of items for a product group, and **Total # of Items in Group** shows the number of items currently in the group. See [Product Group Size Limits](#) for more information.

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4. If you want to remove a component that you have added, follow these steps:
  - a. Select the component from the list.
  - b. Click **Delete From Group**. The selection is deleted from the group.
5. Click **Save** to save the new product group and return to the Product Group List window.

## Edit a Product Group

Edit a product group to change its attributes or components.

**Navigate:** Main Menu > Admin > Product Group. The Product Group List window opens.

To edit a product group, follow these steps:

1. Double-click on the group that you want to edit. The Product Group Detail window opens.
2. Update attributes as needed, or add and remove components. See [Create a Product Group](#) for more information.
3. Click **Save**. You return to the Product Group List window.

## Delete a Product Group

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**Note:** You can delete only those product groups that are not assigned to a schedule.

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**Navigate:** Main Menu > Admin > Product Groups. The Product Group List window opens.

To delete product groups, follow these steps:

1. Select the product groups that you want to delete.
2. Click **Delete**. A message is displayed: "Are you sure you want to delete the selected product group?"
3. Click **Yes**.

## Product Group Size Limits

Product groups can contain thousands of line items. SIM can handle product groups that contain very large numbers of line items, but they can be difficult for a user to manage. Because of this, SIM automatically breaks down large product groups into multiple smaller records.

The system administrator can set system options to control the maximum number of line items included in different types of product groups. If these options are not set, the SIM system default limit is used.

If the number of line items in a product group exceeds the maximum line item limit, SIM breaks down the product groups into smaller sections. See the *Oracle Retail Store Inventory Management Implementation Guide* for information about the system options that control size and breakdown of large product groups.

## Automatic Breakdown of Large Product Groups

For Unit, Unit and Amount, and Problem Line stock count groups, SIM breaks down the stock count first by department, then by class, then by subclass:

- If the number of line item records for a department exceeds the maximum line limit value, then SIM breaks down the department into smaller sections starting with class.
- If a single class has more line items than the user interface limit, SIM breaks down the class to the subclass level.

It is possible for a department to have some counts at the class level and others at the subclass level, depending on how many line items there are at each level.

For Unit and Amount counts, SIM does not break down the count lower than the subclass level. A further breakdown could have an adverse effect on company financials. If a single subclass exceeds the maximum line item limit, the subclass is extracted as its own child stock count transaction.

For guided counts, SIM breaks the count into child counts by location.

For Unit and Problem Line counts, if a subclass exceeds the limit, it is further broken down into groups that contain no more than the maximum number of line items allowed. The breakdown of the subclass is based on ascending item ID.

Later in this section, an example shows how SIM breaks down a large stock count.

## Child Descriptions

For any product group that exceeds the limit, SIM creates multiple child records and appends "(x/y)" to the description. This indicates that more than one child record is associated with the original master product group, where:

- $x$  is the sequence number of the child record
- $y$  is the total number of child records into which the product group is divided

For example, for a Batteries stock count broken down into six separate child stock count records, the description of the first stock count record of the group would be shown as follows:

- On the PC: Batteries (1/6)
- On the handheld: (1/6) Batteries

On the PC, multiple records associated with the same master product group are sorted based on ascending Department/Class/Subclass order, with  $(x/y)$  appended after the count description. For example, a large stock count might be broken down as follows, with the following child count records as listed:

#### Stock Count Record Breakdown

Batteries (1/6)	Contains Dept A items
Batteries (2/6)	Contains Dept B Class 1
Batteries (3/6)	Contains Dept B Class 2
Batteries (4/6)	Contains Dept B Class 3, 4
Batteries (5/6)	Contains Dept B Class 5 Subclass 1
Batteries (6/6)	Contains Dept C

On the handheld, multiple records associated with the same master product group are sorted based on ascending Department/Class/Subclass order, with  $(x/y)$  appearing before the count description (because of display space limits on the handheld). For example, the same records would be displayed on the handheld as follows:

- 1-(1/6) Batteries
- 2-(2/6) Batteries
- 3-(3/6) Batteries
- 4-(4/6) Batteries
- 5-(5/6) Batteries
- 6-(6/6) Batteries

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**Note:** Child stock counts on the handheld are not always grouped together on the stock count list screen, because the numbers appear before the description and affect how the records are sorted.

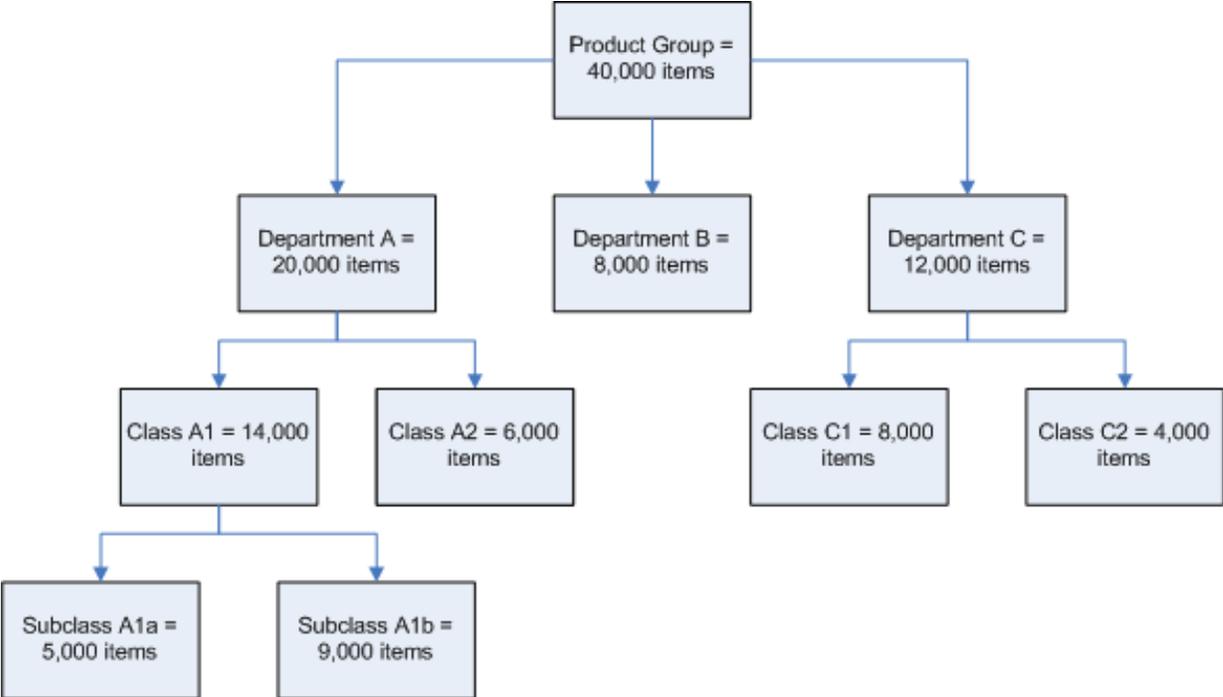
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## Example

The following figure shows how SIM automatically breaks down a large stock count. In this example:

- The maximum number of line items is 10,000
- The total number of items in the product group is 40,000



In this example, the product group exceeds the maximum limit of 10,000 line items and must be broken down into smaller sections:

SIM first breaks down the count by department. If a department has 10,000 or fewer line items (like Department B in the example), the department does not need to be broken down. It is extracted into its own child count record.

If a single department exceeds the 10,000 line items limit, SIM breaks down the count further to the class level. If none of the classes exceed the maximum line items limit (like Class C1 and Class C2 in the example), SIM extracts each class as a single child count record.

If a class exceeds the maximum line limit (like Class A1 in the example), SIM breaks down that class to the subclass level.



## Product Group Scheduler

Use the Product Group Scheduler to create schedules for these types of product groups:

- Unit stock count product groups
- Unit and Amount stock count product groups
- Problem Line stock count product groups
- Item Request product groups
- Wastage product groups

### Product Group Schedule List Window

**Navigate:** Main Menu > Admin > Product Group Scheduler. The Product Group Schedule List window opens.

**Figure 4–1** Product Group Schedule List Window

ID	Description	Group	Next Date	Final Date	Status	Store
2461	bjm item req	2582 - BJM test		6/28/13	Open	1111
2641	test	2762 - test1		7/2/13	Open	1111
2661	test	2782 - testgs1		7/3/13	Open	1111
2802	SJT Pack NONS	2903 - SJT Non-Sella...		7/11/13	Open	1111
2901	my item request	2982 - my item request		7/15/13	Open	1111
2961	stock count	3042 - stock count		7/18/13	Open	1111
3482	test997	3542 - Retest997		8/2/13	Open	1111
3481	retest997	3542 - Retest997		8/2/13	Open	1111
3062	the	1066 - Pck Mult C		7/31/13	Open	1111
3086	test	3146 - testpack		7/22/13	Open	1111
3161	HH- SPI N and Sellable	3222 - HH- SPI N- S...		7/23/13	Open	1111
21	defect 7-8	1 - Defect 7	1/1/14	1/1/15	Open	1111
3061	retest	102 - Unit Count		7/31/13	Open	1111
2601	pgs1	2742 - tt1		7/1/13	Open	1111
3121	test	3182 - Wastagedeptc...		7/23/13	Open	1111
3141	test	3202 - wastagesubclass		7/23/13	Open	1111
3202	test	3263 - multistorewast...		7/24/13	Open	1111
3363	pr TEST 2 sUE	3384 - OPr TEST 2		7/29/13	Open	1111
3461	SUe UIN Test - Wast...	3482 - UIN Test		7/31/13	Open	1111
3541	Sue/Heidi	3602 - Sue/Heidi test		8/5/13	Open	1111
3601	Print Recount test a	3682 - test print reco...		8/8/13	Open	1111
2581	ragav test	1342 - 1	8/19/13	6/26/14	Open	1111
2622	test test	2322 - item request		7/30/13	Open	1111
2921	efsf	2322 - item request		7/16/13	Open	1111
3262	Promotion test 1	2983 - Promotion ID ...		7/25/13	Open	1111
3101	test	3162 - wastagedept		7/23/13	Open	1111
3183	test	3243 - test		7/23/13	Open	1111
3743	Defect PR test	3383 - Problem Line ...		8/15/13	Open	1111

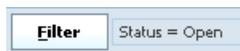
From the Product Group Schedule List window, you can do the following:

- [Filter the Product Group Schedule List](#)
- [Create a Product Group Schedule](#)
- [Edit a Product Group Schedule](#)
- [Delete a Product Group Schedule](#)

From the Product Group Schedule List window, click **Back** to return to the Admin menu.

## Filter the Product Group Schedule List

At any time while the Product Group Schedule List window is open, you can change how the list is filtered. Current filtering is displayed next to the Filter button. If no filtering is displayed, all product group schedules are currently selected and listed.

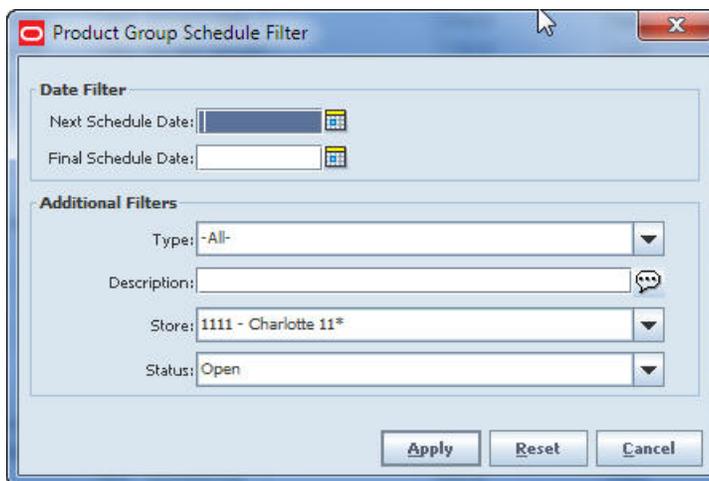


**Navigate:** Main Menu > Admin > Product Group Scheduler. The Product Group Schedule List window opens.

To filter the product group schedules listed, follow these steps:

1. Click **Filter**. The Product Group Schedule Filter window opens.

**Figure 4–2 Product Group Schedule Filter Window**



2. Enter or select search values as needed to specify the product group schedules that you want to list. All values are optional. If you leave a field blank or select All, all values are included in the search.

**Date Filters** – You can select records based on Next Schedule Date, Final Schedule Date, or both.

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**Note:** Selection by date does not select records within a data range. The records selected are those that match the Next Schedule Date or Final Schedule Date (or both) that you enter. This selection step is intended to find schedules for specific days. For example, you may want to find all records that are scheduled for tomorrow, so that you can plan staffing as needed.

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Data filtering works as follows:

- If you enter a value for Next Scheduled Date, the search finds only the records where the next scheduled extraction date is the specified date.
- If you enter a value for Last Scheduled Date, the search finds only the records where the final scheduled extraction date is the specified date.
- If you enter values for both Next Scheduled Date and Last Scheduled Date, the search returns only records where both dates match the dates you enter.

**Additional Filters** – Enter or select values for these fields:

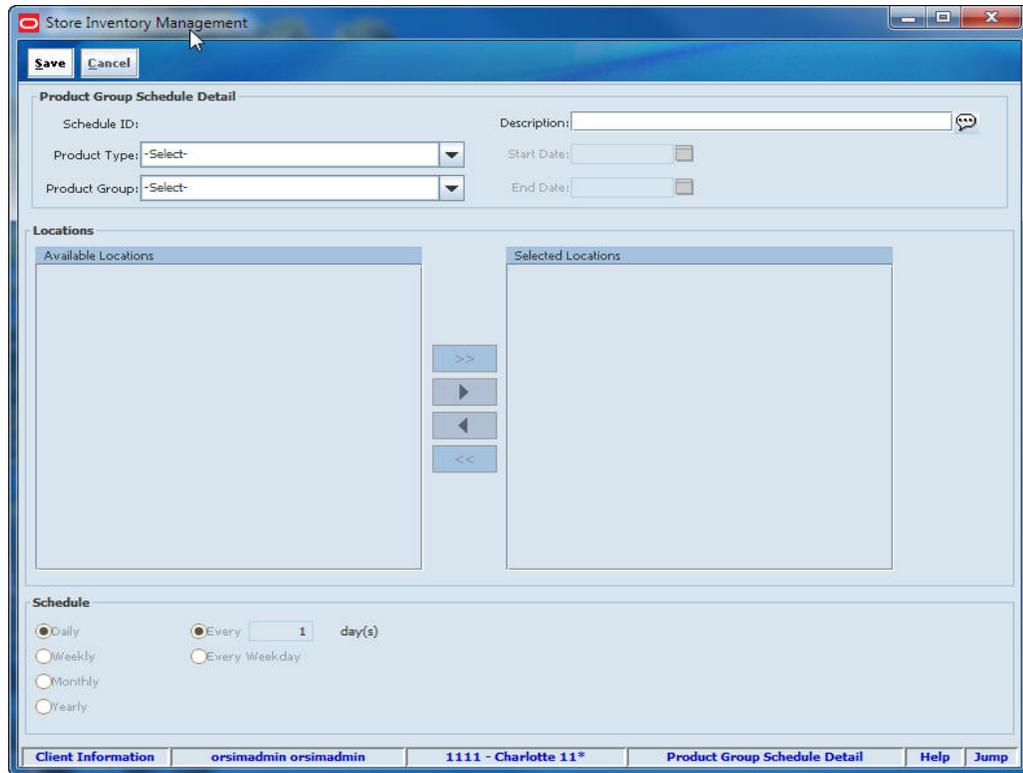
- **Type** – Select the type of product group, or All (default).
  - **Description** – Enter the description of the product group. The search will find all product groups for which the description contains the value you enter.
  - **Store** – Defaults to store currently logged in, contains all stores for user
  - **Status** – Select All, Open (default), or Closed.
3. Click **Apply**. You return to the Product Group List window, where your filter has been applied.

## Create a Product Group Schedule

**Navigate:** Main Menu > Admin > Product Group Scheduler. The Product Group Schedule List window opens.

To create a new product group schedule, follow these steps:

1. Click **Create**. The Product Group Schedule Detail window opens.



2. In the **Description** field, enter a brief explanation of the schedule.
3. Select values for the following fields:
  - Product Type** – Select the type of product group (Item Request, Problem Line, Unit, Unit and Amount, Wastage).
  - Product Group** – Select the product group for this schedule.
4. Enter or select dates for the following fields:
  - Start Date** – Select the date on which you want the schedule to begin.
  - End Date** – Select the date on which you want the schedule to stop.

---

**Note:** For a unit and amount stock count product group, no End Date value is set and the field is disabled. For unit stock count, item request, and problem line stock count groups, if the start date is set for today, you have the option to extract the event immediately.

---

5. In the Available Locations list, select the locations to include in the schedule.

---

**Note:** If the selected product group uses third-party stock counts, only stores that are set up to allow third-party stock counts are displayed in the Available Locations list. This list contains multiple stores only if you have privileges for multiple stores.

---

6. Click the right-arrow button to move the selected locations to the Selected Locations list.

If you want to select all locations, click the double-right-arrow button.

To remove locations from the Selected Locations list, use the left-arrow or double-left-arrow button.

7. Under **Schedule**, select a radio button to schedule a daily, weekly, monthly, or yearly count, a count performed every weekday, or a count performed on some other schedule you specify.

For unit and amount or problem line stock count groups, the only option is Daily.

8. Click **Save** to return to the Product Group Schedule List window, where the new schedule is displayed.

## Edit a Product Group Schedule

You can edit details of any product group schedule with a status of Open. You can view schedules with status Closed, but you cannot edit them.

**Navigate:** Main Menu > Admin > Product Group Scheduler. The Product Group Schedule List window opens.

To edit a product group schedule, follow these steps:

1. Double-click on the schedule that you want to edit.
2. Update any enabled fields as needed to change the description, dates, locations, or schedule.

See [Create a Product Group Schedule](#) for more information about product group schedule fields.

3. Click **Save** to return to the Product Group Schedule List window, where the revised schedule is displayed.

## Delete a Product Group Schedule

Delete product group schedules that are no longer needed.

**Navigate:** Main Menu > Admin > Product Group Scheduler. The Product Group Schedule List window opens.

To delete product group schedules, follow these steps:

1. Select the product group schedules that you want to delete.
2. Click **Delete**. A message is displayed: "Are you sure you want to delete the selected schedule?"
3. Click **Yes**. The selected product group schedules are deleted.



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## Unique Identification Numbers (UIN)

Retailers who sell items such as electronics, cell phones, firearms, and limited edition items often have to track unique numbers for a single item or group of items. These identifiers might be serial numbers, unique identification numbers, FCC IDs, International Mobile Equipment Identity (IMEI) numbers, or other kinds of identifiers. Unique identification numbers aid the retailer in tracking expensive or controlled items, or items that may be subject to manufacturer recalls or investigations by legal authorities.

SIM provides the capability to track items by unique identification numbers (UIN). SIM system configuration options control whether UIN capabilities are available in your SIM system.

If you use unique identification numbers, these numbers are displayed and tracked in a number of functional areas in SIM, including deliveries, transfers, returns, and stock counts. You can also look up items by UIN.

If UINs are required for an item, the UINs must be scanned, entered, or automatically generated when stock is received. When you are generating UINs for tracking items, you can print labels with the generated UINs. UINs must also be recorded when stock counts are performed, when inventory adjustments are done, or when items are shipped.

### Set Up UIN Attributes

If an external system is not managing the UIN attributes, you can set up UIN attributes at the class level in SIM. The attributes are assigned to each item/location for all items within the class for a specific store.

UINs can be of these types:

- Serial number  
Serial numbers are unique identifiers for individual instances of an item, typically attached to items by the manufacturer. During receiving, the serial numbers must be scanned and associated with items.
- Auto Generate SN (AGSN)  
AGSNs are serial numbers generated by SIM that you can use to identify each instance of an item. SIM can also print item labels that contain the unique AGSNs.

See [Set Up UIN Attributes](#).

### UIN Resolution List

SIM identifies discrepancies in UINs such as the return of a UIN still in stock, items received that are already at another location, or other problems. When irregularities are detected, SIM creates UIN exception records.

The UIN Resolution List allows you to view the audit records for UIN exceptions. You can identify the UINs for which resolution actions are required. A resolution action might be an inventory adjustment, transfer, or other action that resolves the exception. In some cases, a status change might resolve the exception.

Resolving UIN exceptions is a manual process. You must research the reasons for the errors and determine the appropriate actions to take.

See [UIN Resolution List](#).

### Updating UINs

While you are performing some SIM tasks, you might need to update UINs for the items involved in the task (such as receiving, transfers, and stock counts). If your SIM system uses UINs, there are additional fields and windows in which UINs and counts are displayed, and in which you can add and correct UINs.

See [Updating UINs](#).

### Item Lookup by UIN

In the Item Lookup function, you can look up an item by entering its UIN in the UIN field. Likewise, in the Container Lookup function, you can search for a container based on a UIN value.

In other SIM functions that allow item lookup, you can enter a UIN instead of a SIM item ID in the item identifier field, to find all items with that UIN.

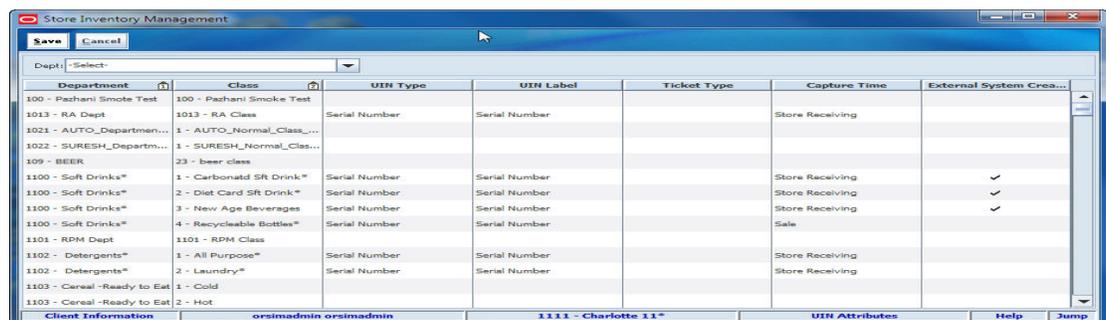
See [Item Lookup by UIN](#).

## Set Up UIN Attributes

Use the UIN Attributes setup function to set up UIN attributes at class level in the merchandise hierarchy. The attributes are assigned to each item/location for all items within the class.

**Navigate:** Main Menu > Admin > Setup > UIN Attributes. The UIN Attributes window opens.

**Figure 5–1 UIN Attributes Window**



To set up UIN attributes, follow these steps:

1. To list only the classes for one department, select a department from the **Department** drop-down list.
2. For each class for which you want to set up UIN attributes, follow these steps:
  - a. In the **UIN Type** field, select the type of UIN that applies to this class. The types available are Serial Number and AGSN.
  - b. In the **UIN Label** field, select the label that applies to this UIN.

The UIN Label value is displayed whenever a description of the UIN is needed for an item. The UIN Label value is also used as a label to identify some fields in the user interface in which UINs are entered or displayed.

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**Note:** The specific UIN labels in your SIM system are user-defined for your organization during SIM installation and setup. The UIN Label drop-down list provides all of the valid labels for your SIM system. Each of the valid labels represents a UIN of either serial number or AGSN type.

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- c. In the **Ticket Type** field, if UIN Type is Auto Generate SN, select the ticket format to use when generating labels for this UIN.
  - d. In the **Capture Time** field, select the first time that the UIN will be captured in SIM:
 

**Sale** – UINs are captured when individual items are sold. UINs for these items will not be tracked in SIM.

**Store Receiving** – UINs are captured or generated when stock is received from a warehouse or supplier. These UINs are tracked in SIM for any inventory transaction.
  - e. In the **External System Create UIN?** field, select True or False to indicate whether an external system (such as a point-of-sale system) can create an UIN in SIM if the UIN does not exist. If Capture Time is Sale, this field is set to False and cannot be changed. When this field is set to True, a check mark appears in the field.
3. Click **Save** to save your changes and return to the Setup menu.

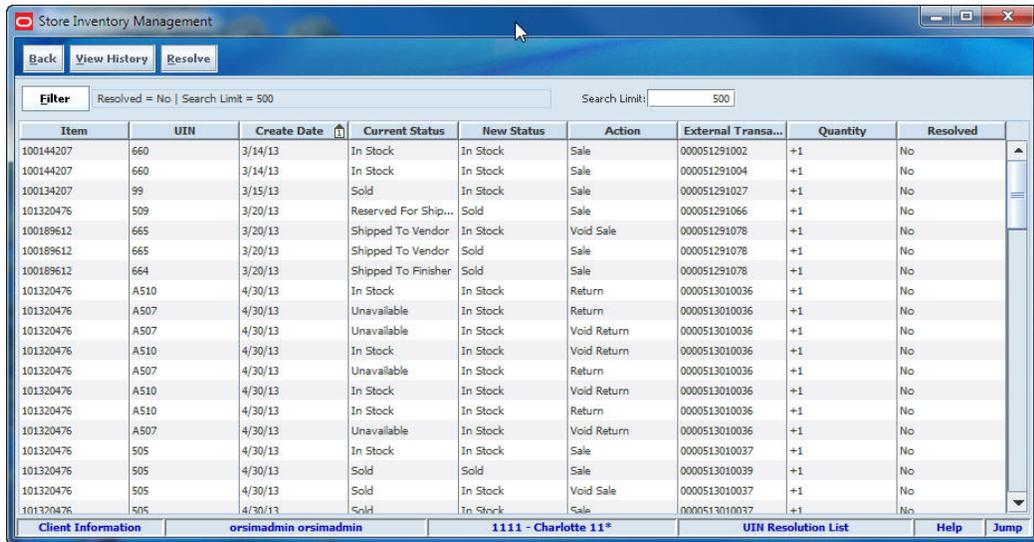
## UIN Resolution List

Use the UIN Resolution List and its functions to view and update the UIN exception records that require your attention and resolution.

### UIN Resolution List Window

**Navigate:** Main Menu > Admin > UIN Resolution. The UIN Resolution List window opens.

**Figure 5–2 UIN Resolution List Window**



You can use the **Search Limit** field to set the maximum number of results that you want returned. You can enter an integer from 1 to 999; the default is 500.

The UIN Resolution List window displays the following information about UIN exceptions:

Field	Description
Item	The item for which the conflict occurs.
UIN	UIN of the item for which the conflict occurs.
Create Date	Date the exception was created in SIM.
Current Status	Status of the UIN at the time the exception was raised. This could be different from the current SIM status. For example, the UIN could have been in In Receiving status when the update process tried to process it, but the receipt has been completed, so now the UIN is in In Stock status.
New Status	Proposed new status that SIM tried to apply to the UIN.
Action	Action within the UIN Update Status Web Service. This value can also be RUA for exceptions generated from receiver unit adjustments.
External Transaction ID	Unique identifier of the transaction that links back to an external system.
Quantity	For RUAs, the adjustment quantity. The value is prefaced with either + (increase) or - (decrease).
Resolved	Yes or No to indicate whether the UIN has been resolved.

From the UIN Resolution List window, you can do the following:

- [Filter the UIN Resolution List](#)
- [View History and Update UIN Status](#)
- [Mark UIN Exceptions Resolved](#)

From the UIN Resolution List window, click **Back** to return to the Admin menu.

## Filter the UIN Resolution List

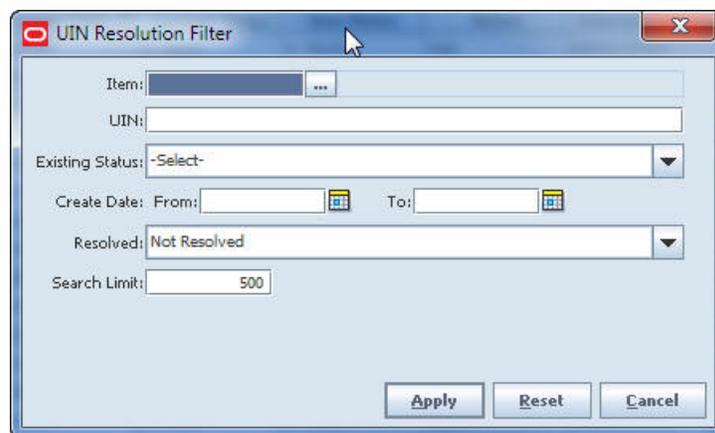
At any time while the UIN Resolution List window is open, you can click **Filter** to change how the list is filtered.

Current filtering is displayed next to the Filter button on the UIN Resolution List window. If no filtering is displayed, all unresolved UIN exceptions are currently listed.

To change how the list is filtered, follow these steps:

1. Click **Filter**. The UIN Resolution Filter window opens.

**Figure 5–3 UIN Resolution Filter Window**



2. Enter or select values for the search criteria to find only those UIN exceptions that meet all criteria you specify. You can search by any of the following criteria:

**Item** – Specific item identifier. Enter the item number, or click the **Ellipsis** button to look up the item.

In the Item Lookup window, enter search criteria as needed to find the item you want. (See [Item Lookup](#) for more information about item lookup criteria.) Select the item you want and click **Apply** to return to the UIN Resolution Filter window.

**UIN** – Enter a specific UIN.

**Existing Status** – Select the UIN status for the item when the resolution record was written.

**Create Dates: From and To** – Enter or select dates to find only those UIN exception records in a particular date range.

**Resolved** – Select All, Resolved, or Not Resolved.

**Search Limit** – You can use this field to set the maximum number of records that you want returned. You can enter an integer value from 1 to 999; the default is 500.

3. Click **Apply**. The UIN exceptions that meet your search criteria are listed in the UIN Resolution List window.

## View History and Update UIN Status

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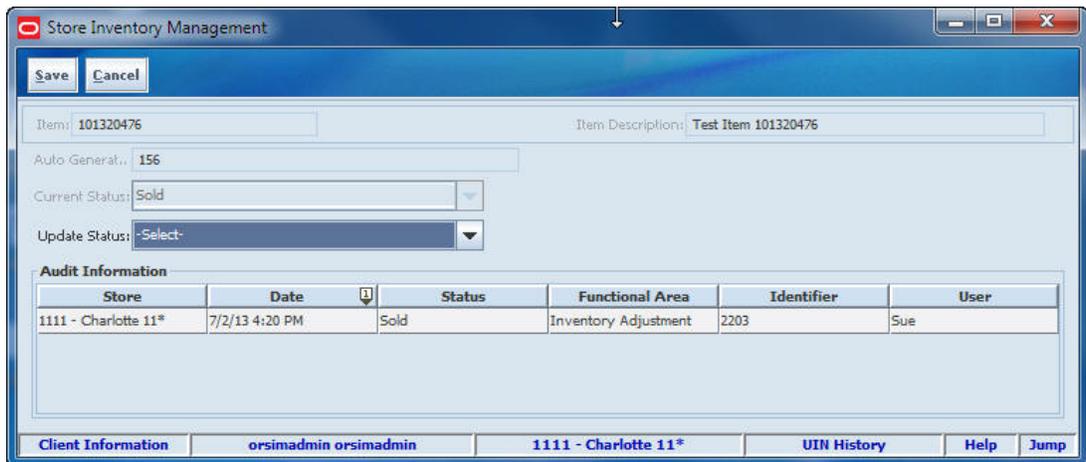
**Note:** You must have separate permissions to view UIN history or update UIN status.

---

To view the history of a UIN, and optionally update the status of a UIN exception, follow these steps:

1. In the UIN Resolution List window, select a UIN.
2. Click **View History**. The UIN History window opens.

**Figure 5-4 UIN History Window**



The Audit Information displays the following audit trail information about the UIN:

Field	Description
Store	Store for which the audit information was captured
Date	Date the status change occurred
Status	Status of the UIN on the date shown
Functional Area	Functional area of SIM that generated the status change (for example, Warehouse Delivery, Stock Count, Sale, Update Status UI)
Identifier	Identifier of the transaction from the functional area that generated the status change
User	User who performed the action that generated the status change

3. (Optional) In the **Update Status** field, select the new status of the UIN.
4. Click **Save** to return to the UIN Resolution List window.

## Mark UIN Exceptions Resolved

After you have resolved a UIN exception, you can mark the exception record as resolved.

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**Note:** Marking the exception as resolved does not resolve a UIN exception. It removes the exception from the list of unresolved exceptions, and it also marks the record for later deletion during normal SIM processing.

---

To mark UIN exception records as resolved, follow these steps:

1. Select the UIN exception records that you want to mark as resolved.
2. Click **Resolve**. You receive a prompt: "Do you really want to confirm the selected records?"
3. Click **Yes**. The Resolved fields for the selected records are marked "Yes."

## Updating UINs

While you are performing SIM tasks such as transfers, receiving, adjustments, and stock counts, you can add and update information about UINs. Numerous SIM functions require an accurate accounting of all UINs involved. The SIM interface has some standard fields and forms that work in a similar manner, regardless of the specific task.

For example, if you create an inventory adjustment for an item that requires a serial number type UIN, the Inventory Adjustment Detail form includes a UIN Qty field. This field shows the number of UINs included in the inventory adjustment. For an adjustment, you are required to enter all of the UINs that apply.

**Figure 5–5** UIN Quantity Field Window

The screenshot shows a window titled "Store Inventory Management" with a menu bar containing "Done", "Add Item", "Delete", and "Cancel". Below the menu bar is the "Adjustment Details" section, which includes fields for "Adjustment Number: New", "User: QA\_001", "Status:", and "Date: 25/10/10". There is also a "Comments" text area and a "Reason" dropdown menu set to "-Select-".

The main part of the window is a table with the following columns: "Item", "Item Description", "UOM", "Pack Size", "Quantity", "Reason", and "UIN Qty". The "UIN Qty" column is highlighted in blue. Below the table is a large empty area for data entry.

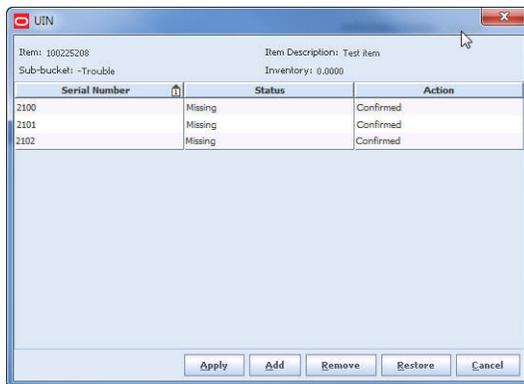
At the bottom of the window is a status bar with the following text: "Client Information", "QA 001", "4 - PS GPA Store", "Inventory Adjustment Detail", "HELP", and "JUMP".

---

**Note:** A **UIN Qty** field appears in numerous SIM windows; this is just one example. When the UIN Qty field appears, entering, and updating UINs works in a similar manner throughout the SIM user interface.

---

When you double-click the UIN Qty field, the opens, in which you can enter the UINs that apply.

**Figure 5–6 UIN Window**

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**Notes:**

- A UIN window is used for updating UINs in numerous SIM functions. This is just one example.
  - The fields and field labels in the UIN window vary, depending on the function and on the different kinds of UINs configured in your SIM system.
- 

## Item Lookup by UIN

As you perform many SIM tasks, you can use UINs to search for items and containers. Both Item Lookup and Container Lookup provide a UIN field that you can use to enter a UIN value as a search parameter. The UIN is used as a method for searching for an item. It does not add the UIN to the transaction.

Figure 5–7 Item Lookup Window

Item	Item Description	Primary Supplier	Primary Supplier Na...	Dept.	Class	Sub-Class
100144207	04272011 test 1	1000000011	test	Detergents*	All Purpose*	Liquid*
100218907	BBQ Bricks	1000000011	test	Detergents*	All Purpose*	Liquid*
100252808	Item 100252808	111	05242011 Supplier Site ...	Detergents*	All Purpose*	Liquid*
100177107	PAV REG ITEM BA	22334455	PAV SUP SITE ST - BA	Detergents*	All Purpose*	Powder*
100156307	test	1000000011	test	Detergents*	All Purpose*	Liquid*
101320476	Test Item 101320476	2910	Local Supplier #2	Cigarettes,Tobacco*	Cigarettes*	Premium*
101320581	Test Item 101320581	3030	General Book Supplier ...	Cigarettes,Tobacco*	Cigarettes*	Economy*

When using the Item Lookup method, the results will display on the [Item Lookup](#) screen allowing the user to select and Apply the item to the transaction. From the list, select the item you want to use and click **Apply**.

For other SIM tasks, you can enter a UIN instead of an item ID in any field that requires an item identifier (fields typically labeled Item). This capability applies to all functional areas of the SIM user interface in which item IDs are required.

Figure 5–8 Inventory Adjustment Detail Window

Item	Item Description	Reason	Disposition	Sub-bucket	UOH	Pack Size	Inventory	Quantity	UIN Qty
100151995	elit do not use:Red:G	Stock Count In	+ Stock On Hand		Units	1		100	
100136070	Item1:Brown:Blueberr	Stock Count In	+ Stock On Hand		Units	1		100	
100136100	Item1:Brown:CherryS	Damaged - Out	- Stock On Hand		Units	1	177	1	
100136010	Item1:Black:Raspberr	Wastage	- Stock On Hand		Units	1	4978	1	

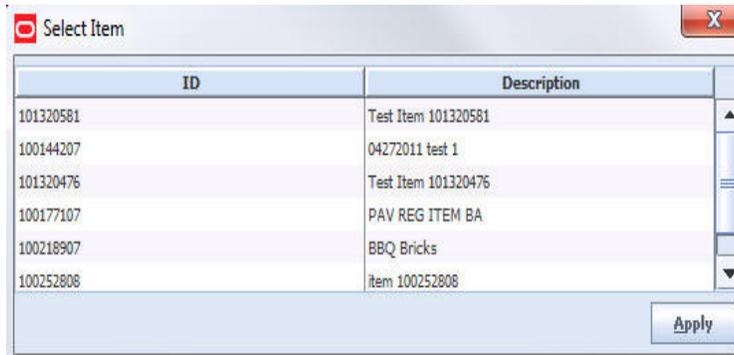
For example, if you are creating a new inventory adjustment, you can enter a UIN in the Item field in place of the item ID. This method requires you to type the UIN directly on the inventory adjustment screen instead of clicking the Ellipsis button.

When you leave the Item field (by pressing Tab or moving the pointer), SIM searches for the UIN you entered.

If a single item matches the UIN you entered, that item is selected and the necessary fields are filled in automatically.

If there are multiple items that have the UIN value you entered, the Select Item window opens.

**Figure 5–9** Select Item Window



From the list, select the item you want to use and click **Apply**.

If the value you entered in the Item field does not match either a SIM item ID or a UIN, an error message informs you that it is an invalid value.

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**Note:** In Item Lookup, if multiple items have the same UIN, all of the items found are listed in the [Item Lookup](#) window so that you can select the item to use. The Select Item window is not displayed.

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SIM uses role-based security. Each individual SIM system user is assigned one or more roles, and specific permissions are assigned to each role. Permissions assigned to a role allow a user in that role to perform many different SIM tasks. For example, only certain roles have permission to perform tasks such as approving orders and stock counts or changing the SIM user interface. Roles are typically designed and assigned according to the job duties of people in an organization. SIM roles can be tailored as needed to fit different levels and areas of responsibility.

Role permissions control access to SIM menu options, forms (windows), and buttons and fields on those forms. You can access any of the SIM functions for which your assigned role has the necessary permissions. Depending on your role, certain buttons and menus may not even appear in the SIM user interface.

SIM roles and permissions are designed and assigned by a system user, probably a system administrator, whose role has the necessary permissions to create and modify SIM roles and assign permissions. The Security functions are used to configure roles and permissions. If your role does not have the necessary permissions, you cannot access the Security functions.

In addition to role maintenance, SIM also allows users and user/role assignments to be created and edited. You can change the roles assigned to any user to allow access to more or fewer SIM functions. Users can also be assigned to one or more stores.

The system administrator can also configure the requirements for user passwords to enforce more robust password security.

Maintaining users and user/role assignments in SIM depends on how SIM security is configured. For more information about configuring SIM security, particularly system options, see the *Oracle Retail Store Inventory Management Implementation Guide*.

The functions available on the Security menu are as follows:

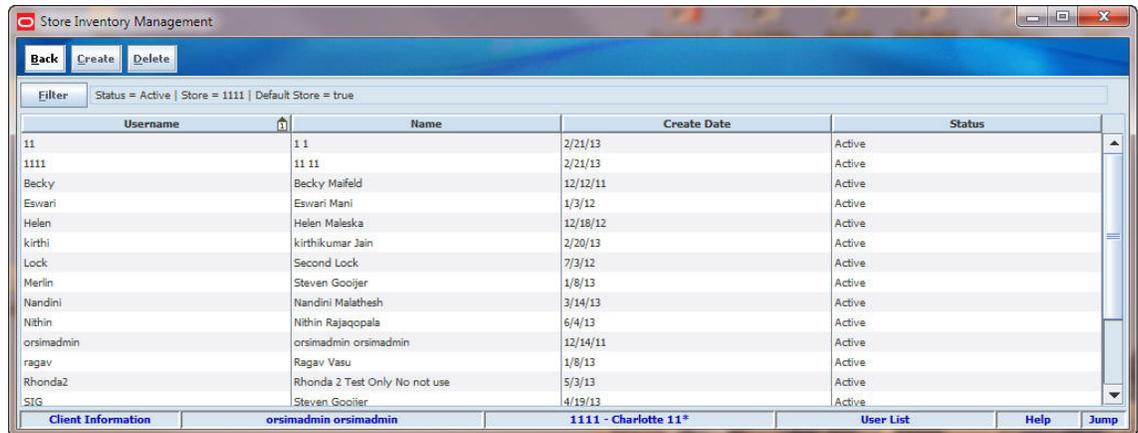
- [User Maintenance](#)
- [Mass Assign Stores](#)
- [Mass Assign Roles](#)
- [Role Maintenance](#)
- [Password Configuration](#)

## User Maintenance

Use the User Maintenance functions to establish and update records for all SIM users.

**Navigate:** Main Menu > Admin > Security > User Maintenance. The User List window opens.

**Figure 6–1 User List Window**



The User List window displays the following information about SIM users:

Field	Description
Username	Unique name assigned to the user for login to SIM
Name	User’s first and last name
Create Date	The date the user record was created
Status	Active or Inactive

From the User List window, you can do the following:

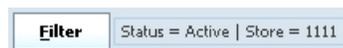
- [Filter the User List](#)
- [Create a New User](#)
- [Update a User](#)
- [Delete a User](#)

Click **Back** to return to the Security menu.

### Filter the User List

At any time while the User List window is open, you can click **Filter** to change how the list is filtered.

Current filtering is displayed next to the Filter button on the User List window. If no filtering is displayed, all items are currently selected and listed.



To change how the list is filtered, follow these steps:

1. Click **Filter**. The User Filter window opens.

**Figure 6–2 User Filter Window**

2. If you want to reset all filtering criteria to default values, click **Reset**.
3. Enter or select filtering criteria as needed to select just the users you want to list. All criteria are optional. If you leave a field blank or select All, all values will be included in your filtering selection.

**Username** – Enter a character string that is contained in the Username of the user records you want.

**First Name** – Enter a character string that is contained in the First Name of the user records you want.

**Last Name** – Enter a character string that is contained in the Last Name of the user records you want.

**Role** – Select a role to list all users who are assigned that role.

**Type** – Select a user type to list all users of that type.

**Status** – Select a status to list all users in that status.

**Create Date** – Enter or select a date to list all users for whom records were created on that date.

**Start Date** – Enter or select a date to list all users whose start date is that date.

**Store** – Select a store to list all users for that store.

**Default Store** – If you selected a store, this field is enabled. If you want to list all users for the store, select **All**. If you want to list only those users for whom the selected store is their default store, select **Yes**. If you want to list those users for whom the selected store is not their default store, select **No**.

**Comments** – If you want to search the Comments field in user records, enter a character string contained in the Comments field of the user records you want to list.

4. Click **Apply**. Results that match your search criteria are displayed in the User List window.

## Create a New User

To add a new user to SIM, follow these steps:

1. Click **Create**. The User Detail window opens.

**Figure 6–3 User Detail Window**

2. Enter values for the fields. The following fields are required:

**First Name** – The user’s first name.

**Last Name** – The user’s last name.

**Username** – A unique name by which the user will be known when logged in to SIM. A suggested user name is provided, based on the user’s last and first names; you can change this value to any other you prefer.

**Locale** – Select the locale for language and currency.

**User Type** – Select one of these types:

- Store User – This status applies to most users. A store user can have access to multiple stores, but does not require access to all SIM stores.
- Superuser – A superuser has access to all stores in SIM.
- Temporary User – This status can be used to set up new users temporarily until their accounts are established in a corporate security system. Temporary users are known only to SIM, and each temporary user must have an End Date value assigned.

**Status** – Select a status of Active or Inactive.

The other fields are optional and can be used as preferred in your organization.

3. To complete setup of the new user, these additional steps are required:
  - a. Assign an initial password to the user. See [“Assign a User Password.”](#)
  - b. Assign stores to the user. See [“Assign Stores to a User.”](#)
  - c. Assign roles to the user. See [“Assign Roles to a User.”](#)

You can copy store and role assignments from an existing user. See [“Copy Assignments from Another User.”](#)

4. Click **Save** to save the user record and return to the User List window.

### Assign a User Password

To assign an initial user password, follow these steps:

1. Click **Assign Password**. The Assign Password window opens.

**Figure 6–4 Assign Password Window**

2. Generate a password or enter a password manually:
  - To generate a password value automatically, click **Auto Generate**. Both fields are completed with a random string value generated by SIM.
  - To assign a specific password, enter the password value in both the **Password** and **Retype Password** fields.
3. Click **Apply** to assign the password and return to the User Detail window. The Password Assigned check box indicates that you have assigned a password to this user.

### Assign Stores to a User

To assign stores to a user, follow these steps:

1. Click **Assign Stores**. The Store Assignments window opens.

**Figure 6–5 Store Assignments Window**

Available Stores		Assigned Stores	
Store		Store	Default
1000000001 - smoke test store		1111 - Charlotte 11*	Yes
1000000002 - test			
1000000004 - test store			
1000000008 - Smoke Store			
1000000010 - My Store			
1000000044 - Laks store			
1000000088 - Laks test store			
1001 - kiranstore01			

2. To assign stores, follow these steps:
  - a. In the **Available Stores** list, select the stores you want to assign to the user.
  - b. Click the right-arrow button to move the selected stores to the Assigned Stores list.

To assign all stores, click the double-right-arrow button.

---

**Note:** The stores that you can assign to a user are limited to those stores to which you have access. Other stores are not listed.

---

3. To remove store assignments, follow these steps:

- a. In the **Assigned Stores** list, select the stores you want to remove.
- b. Click the left-arrow button to move the selected stores to the Available Stores list.

To remove all stores, click the double-left-arrow button.

4. To assign the user’s default store, follow these steps:
  - a. In the **Assigned Stores** list, select the user’s default store at login.
  - b. Click **Set Default**. The Default column for the selected store is marked “Yes.”

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**Note:** You must select at least one default store.

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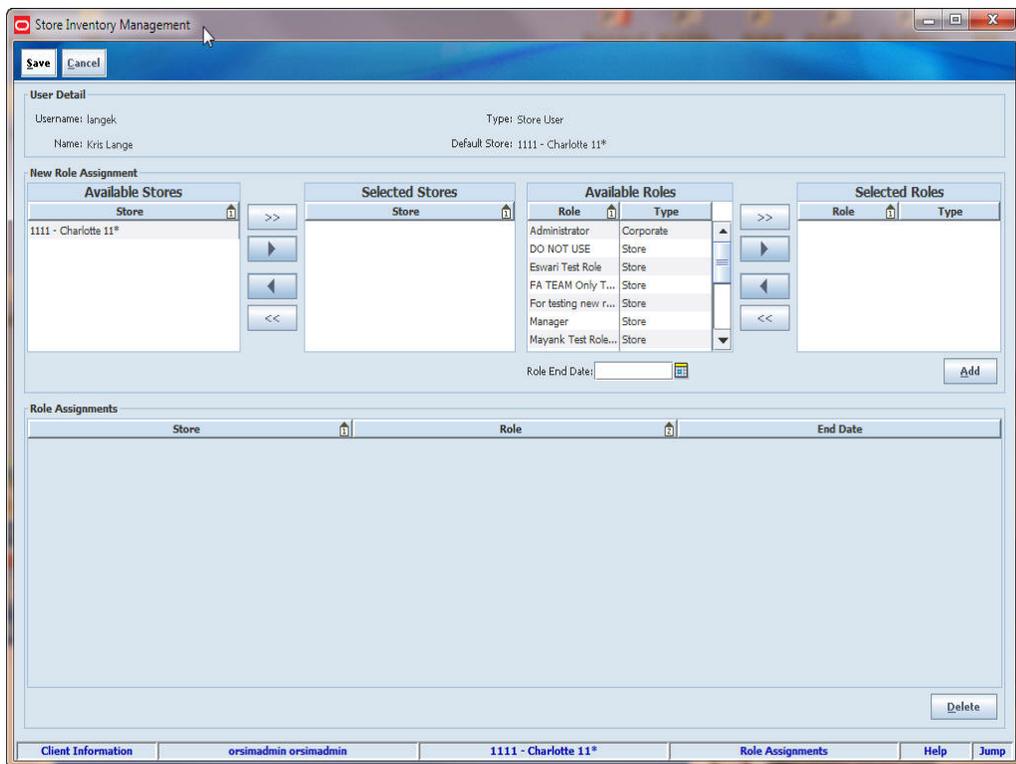
5. Click **Save** to save your changes and return to the User List window.

### Assign Roles to a User

To assign roles to a user, follow these steps:

1. Click **Assign Roles**. The Role Assignments window opens.

**Figure 6–6 Role Assignments Window**



2. In the **Available Stores** list, select one or more stores to which the selected roles will apply.
  3. Click the right-arrow button to move the stores to the Selected Stores list. (To select all stores at once, click the double-right-arrow button.)
- To remove stores, select the assigned stores and click the left-arrow button.

4. In the **Available Roles** list, select one or more roles that you want to assign to the user.
5. Click the right-arrow button to move the roles to the Selected Roles list. (To select all roles at once, click the double-right-arrow button.)  
To remove roles, select the assigned roles and click the left-arrow button.
6. Click **Add**. The Role Assignments window lists the stores and related roles assigned to the user.  
To remove a store/role combination, select the role assignment and click **Delete**.
7. Click **Save** to save your changes and return to the User List window.

### Copy Assignments from Another User

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**Note:** The Copy Assignments button is only available when you are setting up a new user. You can assign only store/role combinations that you have yourself.

---

It can be easier to copy the store and role assignments of a user that is already set up. If you copy store and role assignments, you can still make additional changes to the assignments for the new user you are setting up.

To copy the store and role assignments from another user, follow these steps:

1. Click **Copy Assignments**. The User Lookup window opens.

**Figure 6–7** User Lookup Window

2. Enter or select values for the User Lookup fields to specify the existing users that you want to find.
3. Click **Search**. The users that match your search criteria are listed.
4. Select the user whose assignments you want to copy for the new user you are setting up.

5. Click **Apply**. You return to the User Detail window.
6. To view and change the new user's store and role assignments as needed, use the Assign Stores and Assign Roles functions. See "[Assign Stores to a User](#)" and "[Assign Roles to a User](#)."
7. Click **Save** to save the new user and return to the User List window. The new user has been added to the list of users, with the stores and privileges of the selected user.

## Update a User

You can update a user's personal information (such as name, supervisor, employee number) or assignments at any time.

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**Note:** You can only update records for internal users (that is, users who were created in SIM and not an external security system).

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To update a user's information or assignments, follow these steps:

1. If you want to filter the users listed, click **Filter**. See "[Filter the User List](#)."
2. Double-click on the user whose information you want to change. The User Detail window opens.
3. Make any updates required:
  - Change or add values as needed in fields of the User Detail window. See "[Create a New User](#)" for information about field values.
  - To assign a new password, click **Assign Password**. The Assign Password window opens. See "[Assign a User Password](#)."
  - To update store assignments, click **Assign Stores**. The Store Assignments window opens. See "[Assign Stores to a User](#)."
  - To update role assignments, click **Assign Roles**. The Role Assignments window opens. See "[Assign Roles to a User](#)."
4. Click **Save** to save any changes and return to the User List window.

## Delete a User

Delete the records of users that are no longer needed.

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**Note:** You cannot delete users who were set up in an external security system. You can only delete users who were set up in SIM.

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To delete one or more users, follow these steps:

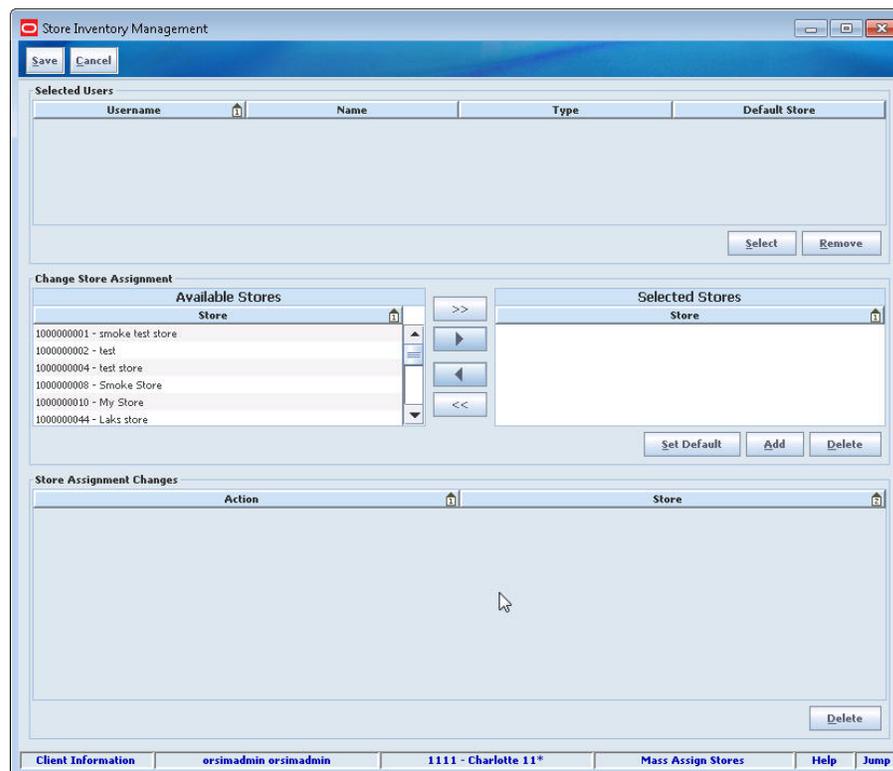
1. If you want to filter the users listed, click **Filter**. See "[Filter the User List](#)."
2. Select the users you want to delete.
3. Click **Delete**. A message is displayed to verify that you want to delete the users you have selected.
4. Click **Yes**. The selected users are deleted and you return to the User List window.

## Mass Assign Stores

Use the Mass Assign Stores functions to assign one or more stores to one or more SIM users.

**Navigate:** Main Menu > Admin > Security > Mass Assign Stores. The Mass Assign Stores window opens.

**Figure 6–8** Mass Assign Stores Window



To assign stores to users, follow these steps:

1. To add users to the list, follow these steps:
  - a. Click **Select**. The User Lookup window opens.
  - b. Enter or select values for the User Lookup fields to specify the existing users that you want to find.
  - c. Click **Apply**. The users that match your search criteria are listed.
  - d. Select one or more users to whom you want to assign stores. You return to the Mass Assign Stores window.

To remove users from the list, select the users and click **Remove**.

2. To assign stores, follow these steps:
  - a. In the **Available Stores** list, select the stores you want to assign to all the selected users.
  - b. Click the right-arrow button to move the selected stores to the Assigned Stores list.

To assign all stores, click the double-right-arrow button.

**Note:** The stores that you can assign to a user are limited to those stores to which you have access. Other stores are not listed.

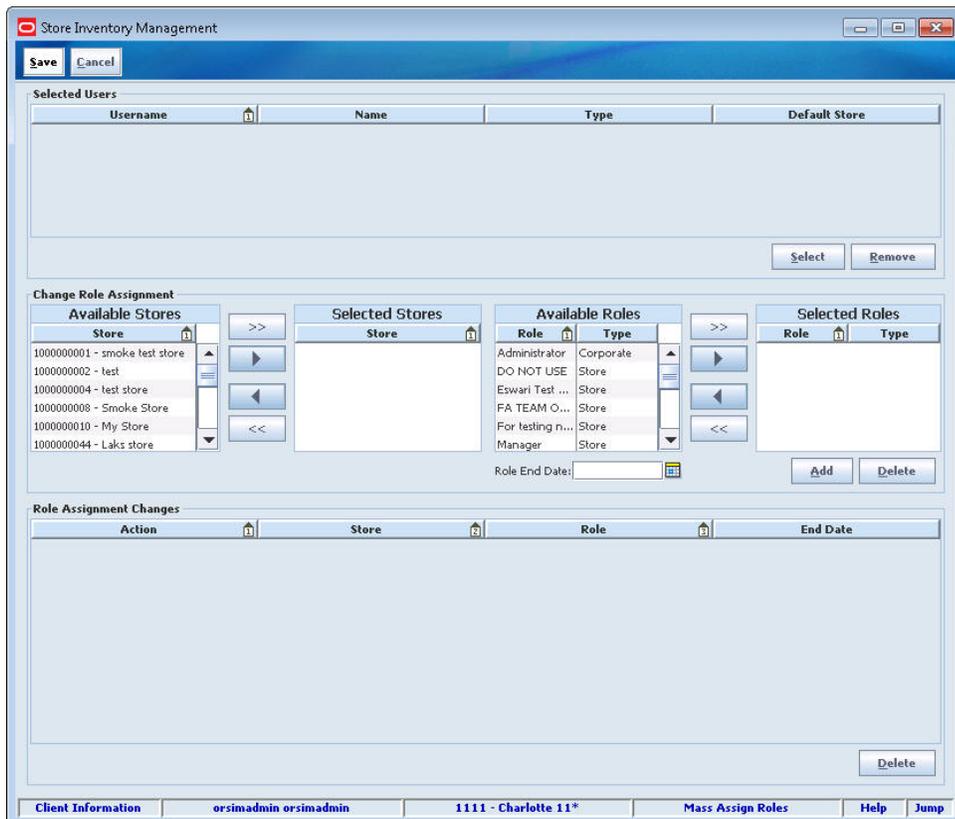
3. To assign a default store for all the selected users, follow these steps:
  - a. In the **Assigned Stores** list, select the default store.
  - b. Click **Set Default**.
4. To add the store assignments for the selected users, click **Add**. The store assignments are listed in the Store Assignment Changes list.  
 To remove store assignments from the Store Assignment Changes list, select the stores and click **Delete**.
5. Click **Save** to save your changes and return to the Security menu.

## Mass Assign Roles

Use the Mass Assign Stores functions to assign one or more roles to one or more SIM users.

**Navigate:** Main Menu > Admin > Security > Mass Assign Stores. The Mass Assign Roles window opens.

**Figure 6–9** Mass Assign Roles Window



To assign roles to users, follow these steps:

1. To add users to the list, follow these steps:

- a. Click **Select**. The User Lookup window opens.
  - b. Enter or select values for the User Lookup fields to specify the existing users that you want to find.
  - c. Click **Search**. The users that match your search criteria are listed.
  - d. Select one or more users to whom you want to assign roles.
  - e. Click **Apply**. You return to the Mass Assign Roles window.
- To remove users from the list, select the users and click **Remove**.
2. To select the stores for which the assigned roles will apply, follow these steps:
    - a. In the **Available Stores** list, select the stores.
    - b. Click the right-arrow button to move the selected stores to the Selected Stores list.

To select all stores, click the double-right-arrow button.

To remove stores from the Selected Stores list, select the stores and click the left-arrow button.
  3. To select the roles that the users will have for the selected stores, follow these steps:
    - a. In the **Available Roles** list, select the roles you want to assign.
    - b. Click the right-arrow button to move the selected roles to the Selected Roles list.

To select all roles, click the double-right-arrow button.

To remove roles from the Selected Roles list, select the roles and click the left-arrow button.
  4. In the **Role End Date** field, select or enter the end date for the selected roles for the selected users.
  5. Click **Add**. The role assignments are listed in the Role Assignment Changes list.
 

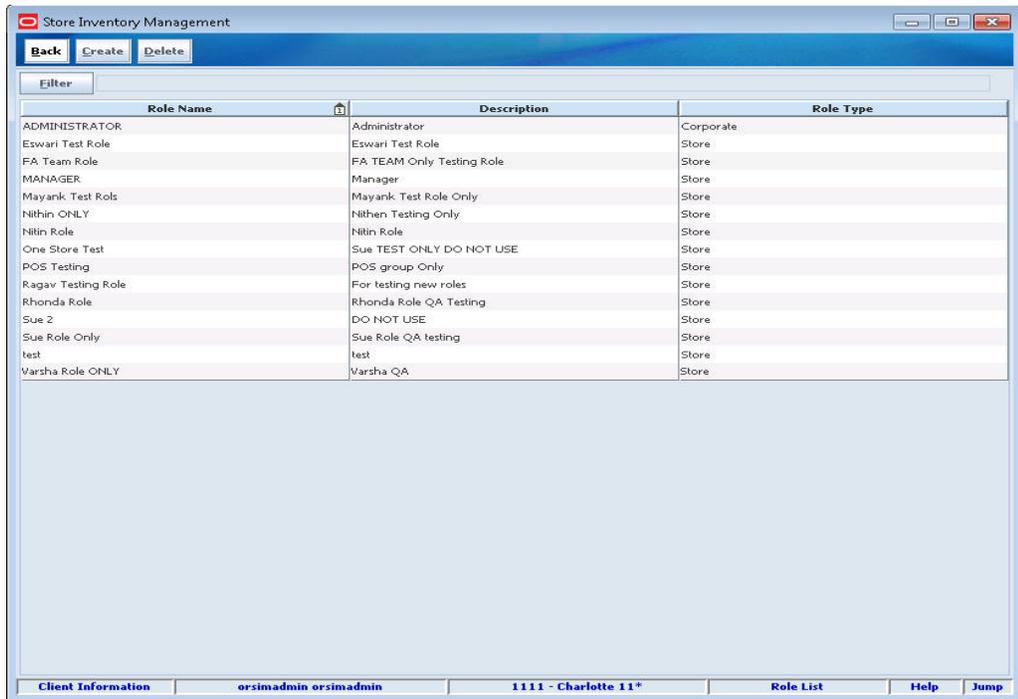
To remove role assignments from the Role Assignment Changes list, select the roles and click **Delete**.
  6. Click **Save** to save your changes and return to the Security menu.

## Role Maintenance

Use the Role Maintenance functions to create and modify roles and assign permissions to roles.

**Navigate:** Main Menu > Admin > Security > Role Maintenance. The Role List window opens.

**Figure 6–10 Role List Window**



The Role List window displays the following information about SIM roles:

Field	Description
Role Name	Name assigned to the role. This name corresponds to the role assigned in the external security system.
Description	Brief description of the role.
Role Type	Store or Corporate, used for filtering in SIM.

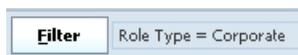
From the Role List window, you can do the following:

- [Filter the User List](#)
- [Create a New Role](#)
- [Edit or View an Existing Role](#)
- [Delete a Role](#)

From the Role List window, click **Back** to return to the Security menu.

### Filter the Role List

Whenever the Role List window is displayed, you can filter the list to limit the roles listed. If the list is currently filtered, the filtering is shown next to the Filter button.



To filter the list of roles or to change the current filtering, follow these steps:

1. In the Role List window, click **Filter**. The Role Filter window opens.

**Figure 6–11 Role Filter Window**

2. Enter or select search values as needed to specify the roles that you want to list. All values are optional. If you leave a field blank or do not make a selection, all values are included in the search.

**Role Name** – Enter all or part of the role name. All role names that contain the value you enter will be returned from the search.

**Description** – Enter all or part of the role description. All role descriptions that contain the value you enter will be returned from the search.

**Role Type** – Select Corporate or Store.

**Topic** – Select a topic to return all roles that have permissions related to that topic.

**Permission** – If you select a topic, you can also specify a specific permission related to that topic. Only roles with that specific permission will be returned from the search.

3. Click **Apply**. You return to the Role List window, where your filter has been applied.

## Create a New Role

To create a new SIM user role, you must assign to that role all the permissions required by that role to perform the role's assigned duties. There are two levels of permissions:

- Permissions for functional areas of the SIM application
- Data permissions, for access to data that the user can update

Also see the *Oracle Retail Store Inventory Management Implementation Guide* for information about how to coordinate SIM user roles with roles defined in an external security system.

**Navigate:** Main Menu > Admin > Security > Role Maintenance. The Role List window opens.

To create a new role, follow these steps:

1. Click **Create**. The Role Detail window opens.

Figure 6–12 Role Detail Window – Create Role

The screenshot shows the 'Store Inventory Management' application window. At the top, there are buttons for 'Save', 'Data Permissions', and 'Cancel'. Below these are input fields for '\*Role Name:', '\*Role Description:', '\*Role Type:' (a dropdown menu), 'End Date Required:' (checkbox), and 'Contains Data Permissions:' (checkbox). There are also dropdown menus for 'Topic:' and 'Device:'. The main area is divided into two tables: 'Available Permissions' on the left and 'Assigned Permissions' on the right. The 'Available Permissions' table has columns for 'Permission', 'Topic', and 'Device'. It lists numerous permissions such as 'Access Adhoc Stoc...', 'Access Admin', 'Access Auto Receiv...', etc. The 'Assigned Permissions' table is currently empty. Between the tables are navigation buttons: '>>', '>', '<', and '<<'. At the bottom, a status bar displays 'Client Information', 'orsimadmin orsimadmin', '1111 - Charlotte 11\*', 'Role Detail', 'Help', and 'Jump'.

2. Complete the following fields to identify the new role:
  - Role Name** – Enter the system name for the role. This name is used as a system key to identify the role and cannot be changed after you have created a new role.
  - Role Description** – Enter the description of the role.
  - Role Type** – Select Corporate or Store. See the *Oracle Retail Store Inventory Management Implementation Guide* for more information about role types.
  - End Date Required** – Select this check box if this role requires an end date. When the role is assigned to a user, an end date will be required.
3. By default, all possible permissions for SIM functions on the PC and handheld are listed in the Available Permissions list. You can use the Topic and Device fields to limit the permissions displayed at one time. Filter the Available Permissions list as follows:
  - a. In the **Topic** field, select a topical area for which you want to assign permissions (for example, Admin, Item Requests, Returns). Only the permissions available for that topic will be listed.
  - b. In the **Device** field, select Handheld or PC to list only the permissions available for that type of device.
4. Assign functional permissions to the role by moving permissions from the Available Permissions list to the Assigned Permissions list, as follows:
  - a. Select one or more permissions from the Available Permissions list.
  - b. Click the right-arrow button to assign the selected permissions to the role.

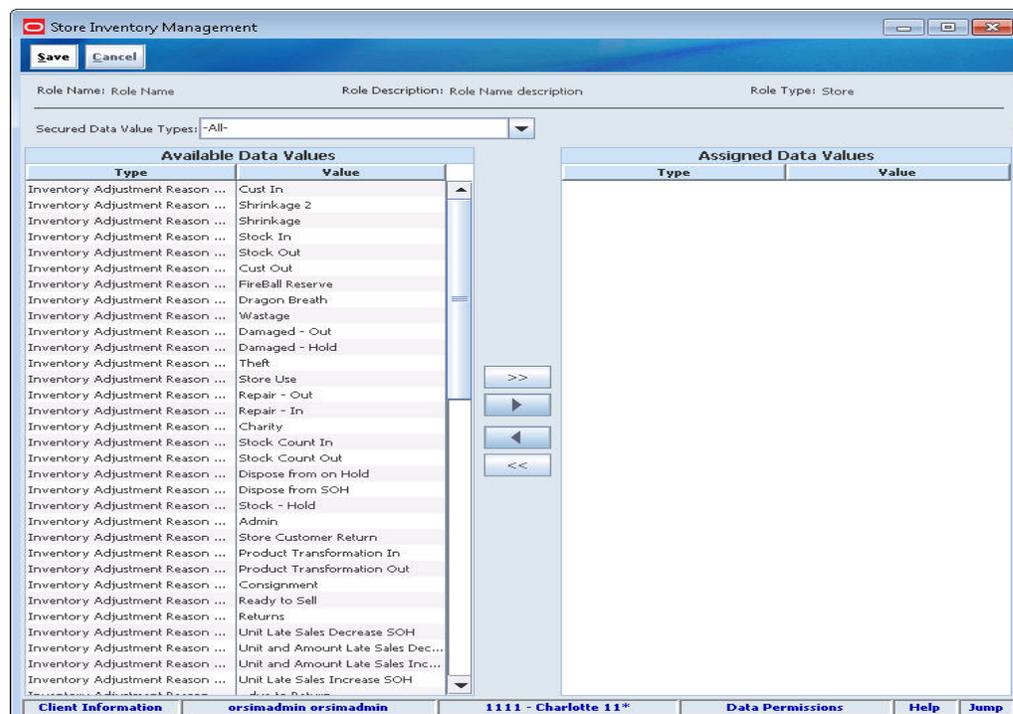
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**Note:** To assign all permissions listed to the role, click the double-right-arrow button.

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5. Repeat Steps 3 and 4 as needed to assign functional permissions for different topic areas.
6. Assign data permissions to the new role as follows:
  - a. Click **Data Permissions**. The Data Permissions window opens.

**Figure 6–13 Data Permissions Window**



By default, all secured SIM data permissions are listed in the Available Data Values list. You can use the Secured Data Value Types field to limit the data permissions displayed at one time.

- b. In the **Secured Data Value Types** field, select a data value type to limit the data values listed in the Available Data Values list (for example, Inventory Adjustment Reason or Return Source).
    - c. Select one or more data values from the **Available Data Values** list.
    - d. Click the right-arrow button to assign the selected data values to the role.
- 
- Note:** To assign all data values listed to the role, click the double-right-arrow button.
- 
- e. Repeat Steps b through d to assign all data values needed by the role.
    - f. Click **Save** to return to the Role Detail window.
  7. Click **Save** to save the new role and return to the Role List window.

## Edit or View an Existing Role

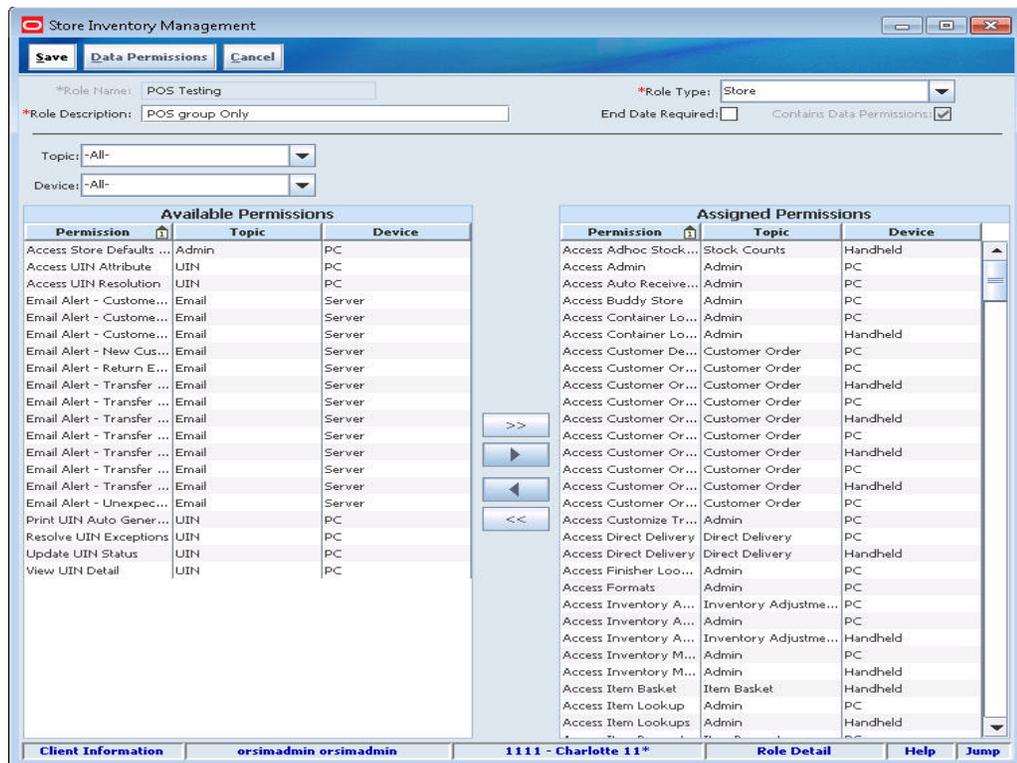
You can view details about an existing role and change role permissions as needed.

**Navigate:** Main Menu > Admin > Security > Role Maintenance. The Role List window opens.

To view or edit an existing role, follow these steps:

1. If you want to filter the roles listed, click **Filter**. See [“Filter the Role List.”](#)
2. Double-click on the role you want to edit or view. The Role Detail window opens.

**Figure 6–14 Role Detail Window – Edit Role**



3. Assign or remove permissions for the role. See [“Create a New Role”](#) for details about assigning permissions.

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**Note:** To remove permissions, click the left-arrow buttons. To remove all permissions, click the double-left-arrow buttons.

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4. Click **Save** to save the changes to the role and return to the Role List window.

## Delete a Role

Delete roles that are no longer needed and are not being used.

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**Caution:** Deleting a role immediately prevents all users of that role from using the features assigned to that role in SIM. If you want to view the details of a particular role before you decide to delete it, see [“Edit or View an Existing Role.”](#)

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**Navigate:** Main Menu > Admin > Security > Role Maintenance. The Role List window opens.

To delete one or more roles, follow these steps:

1. If you want to filter the roles listed, click **Filter**. See [“Filter the Role List.”](#)
2. Select the roles you want to delete.
3. Click **Delete**. A message is displayed to verify that you are sure that you want to delete the roles you have selected.
4. Click **Yes**. The selected roles are deleted and you return to the Role List window.

## Password Configuration

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**Note:** If SIM is configured to use passwords from an external security system, this function is not available.

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Use the Password Configuration function to set requirements for SIM user passwords. You can set requirements such as minimum and maximum length, how often passwords must be changed, and the kinds of characters that are required in password values. The rules you set are applied when users change their passwords.

You can change the password rules whenever it is necessary. Default values are set when SIM is installed.

**Navigate:** Main Menu > Admin > Security > Password Configuration. The Password Configuration window opens.

Figure 6–15 Password Configuration Window

To change requirements for passwords, follow these steps:

1. For the check boxes under **Passwords Must Contain**, select the check box to specify that every password *must* contain at least one character of the type specified:

**Numeric** (selected by default)

**Special Character** (not selected by default)

**Alpha-Numeric Character** (selected by default)

**Capital Letter** (selected by default)

If you deselect (uncheck) any check box, characters of that type are allowed but not required in SIM password values.

2. Set the values of all of the following:

**Minimum Password Length** – The minimum required length of a password. The value can be an integer from 1 to 20 (default 8).

**Maximum Password Length** – The maximum allowed length of a password. The value can be an integer from 2 to 20 (default 8). This value must be equal to or greater than the Minimum Password Length value.

**Days Until Password Expires** – The maximum number of days that a password remains valid. If a user logs in to SIM and the user's password has not been changed for this number of days (or more), the user is prompted to enter a new password. This value can be an integer from 0 to 999 (default 90). A value of 0 means that passwords never expire.

**Days Before Password Expires to Notify** – The number of days before expiration when a user is first notified about upcoming password expiration. When a user

logs in to SIM and the user's password will expire in this number of days (or less), the user is notified about the number of days remaining before a new password is required. This value can be an integer from 0 to 999 (default 14). A value of 0 means that users are not notified about upcoming password expiration.

**Number of Previous Passwords to Disallow** – The number of most recent previous passwords for a user that cannot be reused when a password change is entered. This value can be an integer from 0 to 999 (default 5).

**Special Characters** – A list of the special characters that are allowed in user passwords. Enter all special characters allowed, separated by single spaces between the characters. If the check box **Special Character** is selected (meaning that a special character is required in every password), this field must contain at least one special character.

**Change Initial Password** – If this check box is selected (default), a new user is required to change passwords the first time that the new user logs in to SIM. If this check box is not selected, the new user can continue to use the password that was assigned when the user was created in SIM.

**Email User New Password Assignments** – If this check box is selected, SIM is allowed to send an e-mail containing the user's password to each new user, at the time that the new user is created in SIM. If this check box is not selected, SIM does not e-mail passwords to new users.

3. Click **Save** to save your changes and return to the Security menu.



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## Technical Maintenance

Technical maintenance tasks are those that control various aspects of SIM configuration and performance. Tasks range from tuning performance of polling timers to modifying the appearance and content of the SIM application.

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**Note:** Only a system administrator or other user with the necessary security privileges can access the Technical Maintenance functions.

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The Technical Maintenance functions are as follows:

- [Configure the User Interface](#)
- [Polling Timers](#)
- [MPS Staged Messages](#)

### Configure the User Interface

The UI Configuration button gives you access to functions you can use to modify the appearance of the SIM user interface. You can also modify and add translated strings to the interface.

#### Modify the Application Appearance (Customize Themes)

You can configure the SIM user interface to customize its appearance and wording. You can modify existing themes or create new ones. Each theme can use a selected “look and feel” (general style) that you select, along with fonts and colors that you specify. You can substitute your own icons, such as your company icon, to replace some of those supplied with SIM. You can also modify translations and wording used in the user interface.

To modify the appearance and behavior of the user interface, you may want to experiment with different settings for look and feel, as well as different fonts, colors, and icons. There is no limit to the number of times you can make changes to a theme; however, new changes may not appear until the user restarts SIM.

You can activate your new or modified themes to make them available to all SIM users. You can also deactivate themes that you do not want to use.

To modify the application appearance, the following functions are available:

- [Create a Theme](#)
- [Customize Interface Fonts](#)
- [Customize Interface Colors](#)

- [Customize Interface Icons](#)
- [Activate or Deactivate a Theme](#)

### **Modify or Add Translated Strings (Customize Translations)**

You can modify messages in the translation database, to substitute or add wording that you prefer to translated message strings. You can also create new translated strings that can be accessed by custom code using a key (name) that you specify. Each translation record consists of the following:

- A unique key (name) in English-language characters
- A translated message
- Optional comments

To modify or add translated strings, the following functions are available:

- [Modify Translations](#)
- [Create New Translations](#)

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**Note:** The currency symbol display depends on the country associated to the location.

Adding another non-supported language requires the creation of a new language in the database. For more information, see the applicable Software Localization Tool Kit for SIM on My Oracle Support.

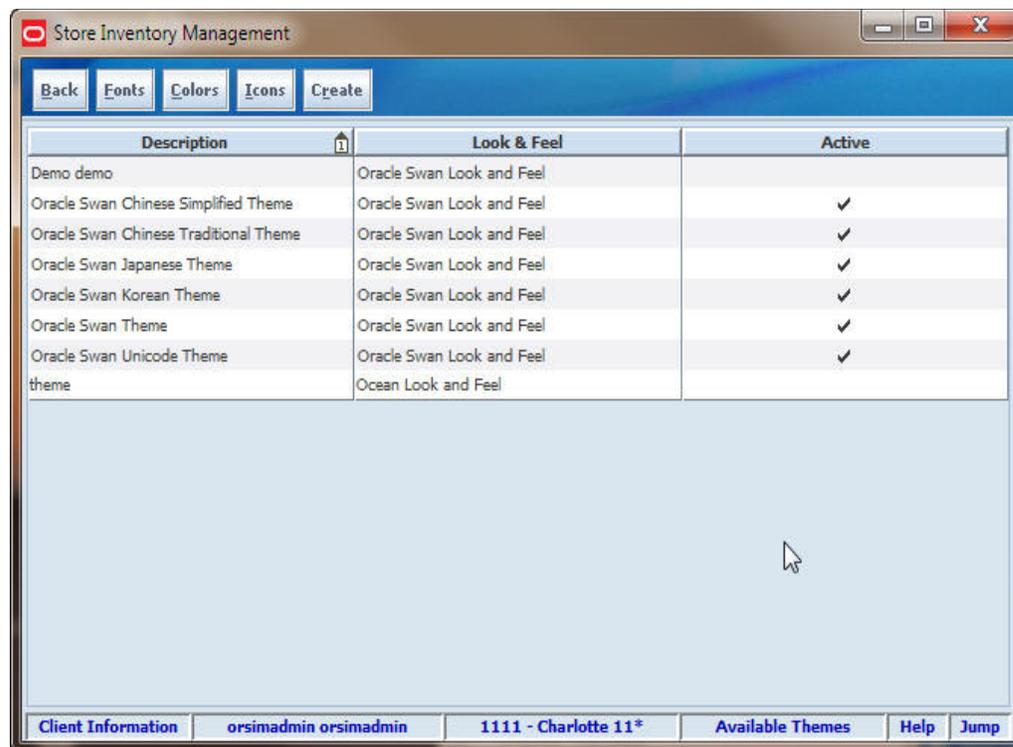
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## **Create a Theme**

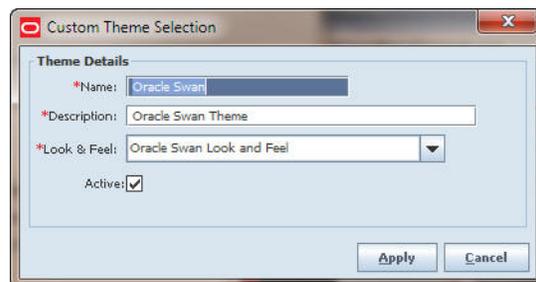
Use this procedure to create a new theme that you can customize to change the appearance of the SIM application.

**Navigate:** Main Menu > Admin > Technical Maintenance > UI Configuration > Customize Themes. The Available Themes window opens.

**Figure 7-1 Available Themes Window**

To create a new theme, follow these steps:

1. Click **Create**. The Custom Theme Selection window opens.

**Figure 7-2 Custom Theme Selection Window**

2. Enter a unique name for the new theme in the **Name** field. The name must be a name that is not currently used for a theme. A value is required in this field, and it can be up to 40 characters in length.
3. Enter a description of the theme in the **Description** field. A value is required in this field, and it can be up to 750 characters in length.
4. From the **Look & Feel** drop-down list, select one of the available values.
5. Click **Apply** to create the theme and close the Custom Theme Selection window.
6. Click **Back** to return to the UI Config menu.

After you have created the theme, you can modify the theme as you want to change colors, fonts, icons, and the look and feel of the theme. You can do the following:

- [Customize Interface Fonts](#)

- [Customize Interface Colors](#)
- [Customize Interface Icons](#)

When you are ready to make the theme available to SIM users, activate the theme. See [“Activate or Deactivate a Theme.”](#)

## Customize Interface Fonts

To customize the fonts used in the interface, you can do any of the following:

- [Change Fonts](#)
- [Reset Fonts](#)
- [Apply a Universal Font Setting](#)

### Change Fonts

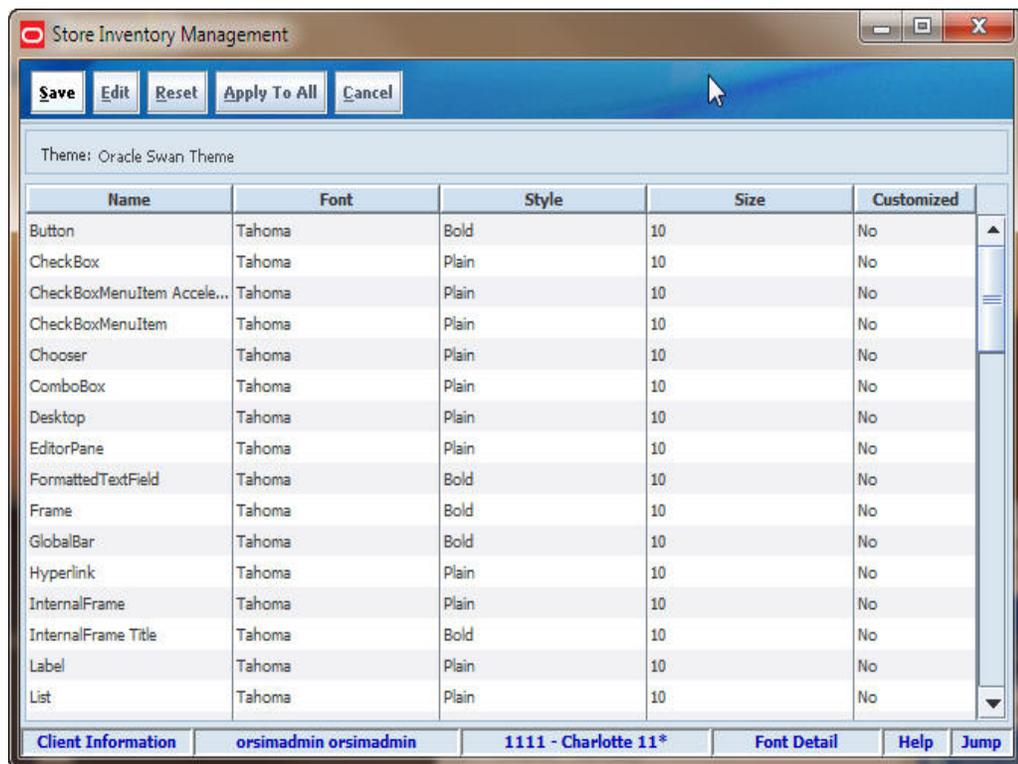
Use the following procedure to set the font for one application widget (interface element), or for a selected set of widgets. To apply the same font family to all SIM application widgets, see [“Apply a Universal Font Setting.”](#)

**Navigate:** Main Menu > Admin > Technical Maintenance > UI Configuration > Customize Themes. The Available Themes window opens.

To change fonts for one or more application widgets, follow these steps:

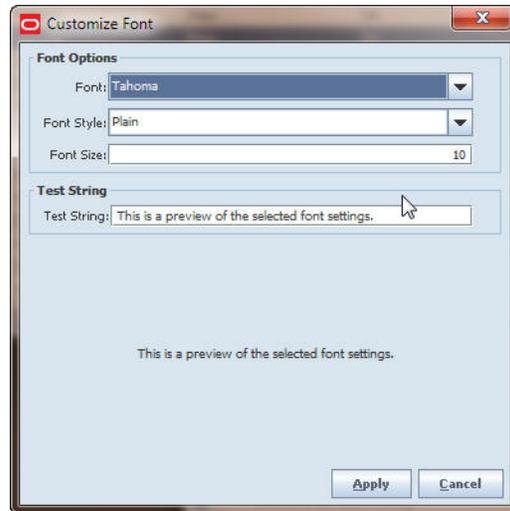
1. Click on the theme that you want to modify.
2. Click **Fonts**. The Font Detail window opens. The Font Detail window lists all of the SIM application widgets (interface elements) that have a font that you can change.

**Figure 7-3** *Font Detail Window*



3. Select one or more widgets (rows) from the list. (If you select multiple rows, select widgets that you want to use the same font.)
4. Click **Edit**. The Customize Font window opens.

**Figure 7-4 Customize Font Window**



5. From the **Font** drop-down list, select the font (font family) that you want to use for the selected widgets. The default font is Tahoma.

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**Note:** The fonts available are those that are installed on the PC that you are currently using. Be sure to select a font that other SIM users will also have installed on their own PCs.

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6. From the **Font Style** drop-down list, select the style of the font (Bold, Italic, Italic-Bold, or Plain). The default is Plain.
7. In the **Font Size** field, enter the integer value of the size of the characters in points. Values that include fractions (such as .5) are not allowed. The default size is 10.

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**Note:** A font size that is too large can cause incorrect display of labels and other text in the widgets for which you are setting the font size. If you increase the font size from the default size, be sure to test and verify that text is still displayed correctly.

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8. Click **Apply** to save your changes and close the Customize Font window.
9. When you are finished changing fonts, click **Done** to return to the Available Themes window.
10. Click **Save** to return to the UI Config menu.

## Reset Fonts

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**Note:** Resetting fonts restores default font settings when SIM was installed. Any changes you have made to fonts for the selected widgets will be lost.

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To reset the user interface fonts, follow these steps:

1. Click on the theme that you want to modify.
2. Click **Fonts**. The Font Detail window opens.
3. From the list, select all of the widgets (rows) that you want to reset to their original fonts.
4. Click **Reset**.
5. When you are finished, click **Save** to return to the Available Themes window.
6. Click **Back** to return to the UI Config menu.

## Apply a Universal Font Setting

Use this procedure if you want to apply a single font (font family) to all SIM application widgets (for example, if you want to use Arial font throughout the SIM application). To set the font for a single widget or a group, see "[Change Fonts](#)."

**Navigate:** Main Menu > Admin > UI Configuration > Customize Themes. The Available Themes window opens.

To apply a universal font setting, follow these steps:

1. Click on the theme that you want to modify.
2. Click **Fonts**. The Font Detail window opens. The Font Detail window lists all of the SIM application widgets (interface elements) that have a font that you can change.
3. From the list, select one widget (row) that uses the font that you want to apply to this theme, to be used throughout the SIM user interface.

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**Note:** The same font family (for example, Arial) will be applied to all widgets; however, the font size and style of the selected widget (for example, 12-point Bold) will not be applied. Applying the same font size and style throughout the application could cause many display problems.

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4. Click **Apply to All**.
5. Click **Save** to return to the Available Themes window.
6. Click **Back** to return to the UI Config menu.

## Customize Interface Colors

To customize the colors of the user interface, you can do the following:

- [Change Colors](#)
- [Reset Colors](#)

## Change Colors

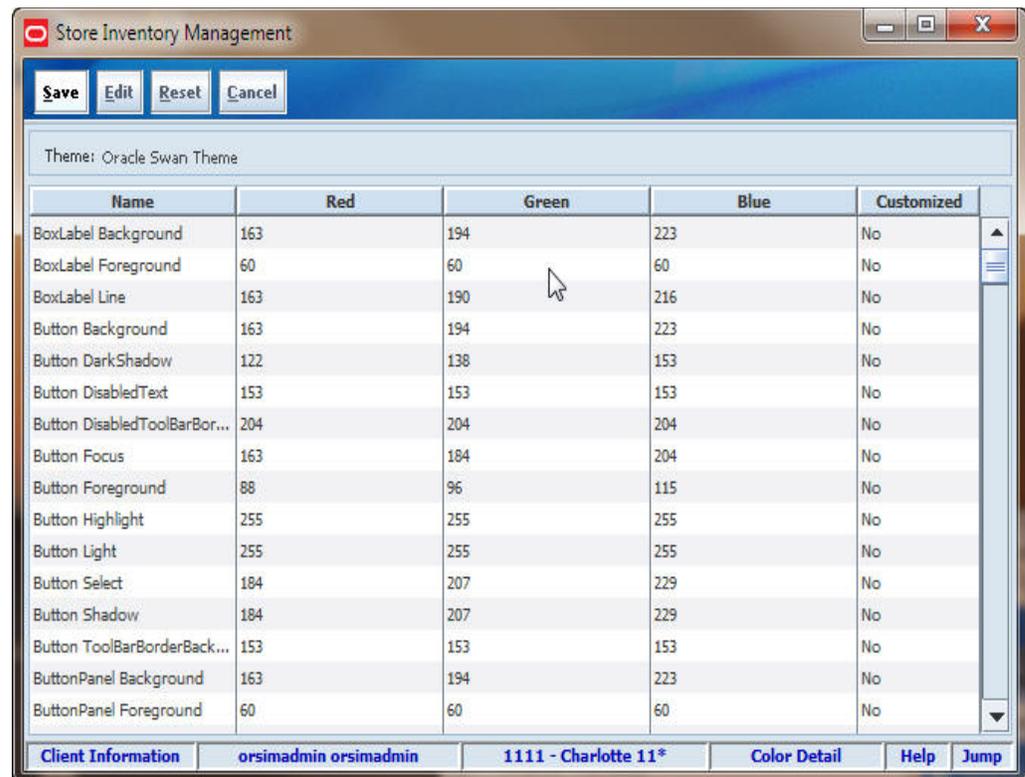
Use this procedure to apply color changes to one or more application widgets (interface elements).

**Navigate:** Main Menu > Admin > Technical Maintenance > UI Configuration > Customize Themes. The Available Themes window opens.

To change colors, follow these steps:

1. Click on the theme that you want to modify.
2. Click **Colors**. The Color Detail window opens. The Color Detail window lists all of the SIM application widgets that have a color property that you can change.

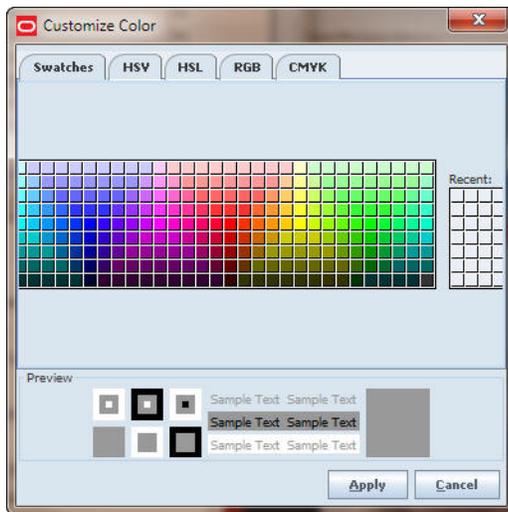
**Figure 7-5 Color Detail Window**



3. Select one or more widgets (rows) from the list. (If you select multiple rows, select widgets that you want to set to the same color.)
4. Click **Edit**. The Customize Color window opens.
5. Use any of the three tabs of the Customize Color window to select the color and view the settings for the color you have selected.

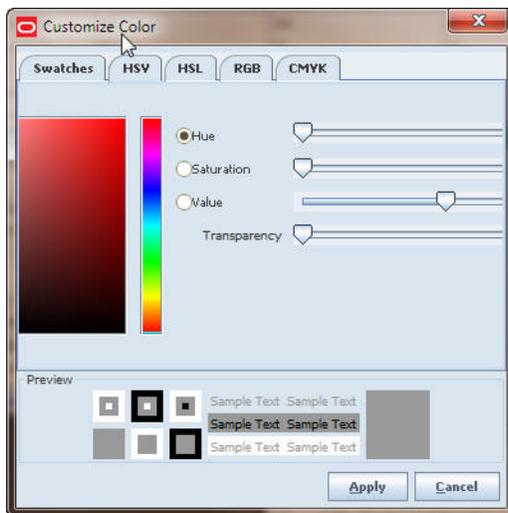
The Swatches tab shows an array of color swatches (samples). Click on any swatch to select that color.

**Figure 7-6 Swatches Tab – Customize Color Window**

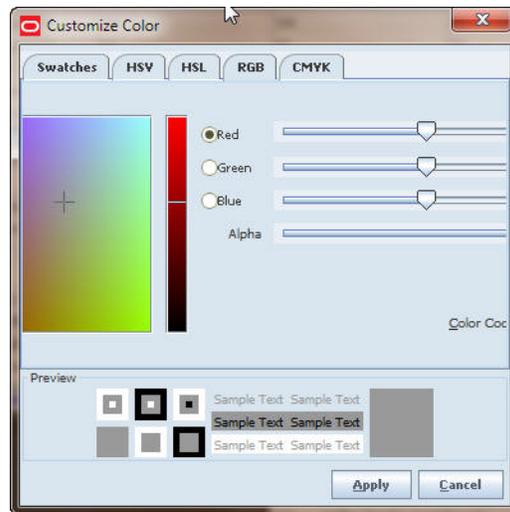


The HSV tab shows the hue, saturation, and value settings for the selected color. You can use the radio buttons and other controls to set the HSV numeric values.

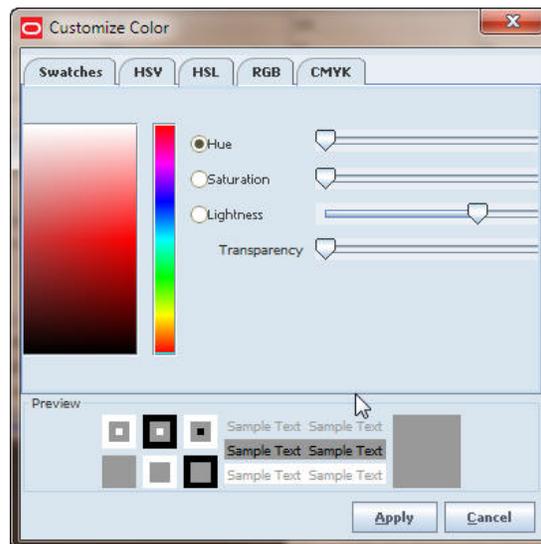
**Figure 7-7 HSV Tab – Customize Color Window**



The RGB tab shows the red, green, and blue values for the selected color. You can use the controls to set the RGB numeric values.

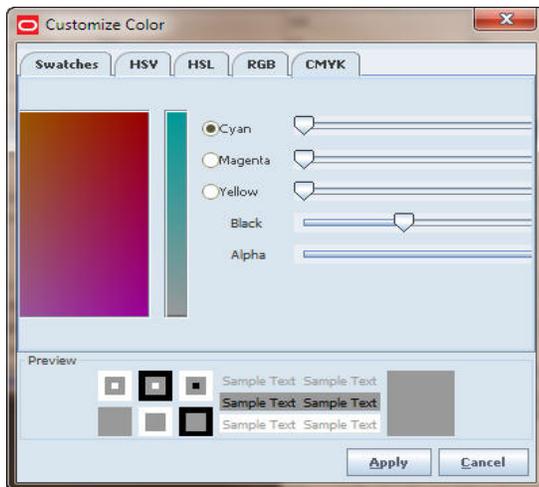
**Figure 7-8 RGB Tab – Customize Color Window**

The HSL tab shows the hue, saturation, and lightness settings for the selected color. You can use the radio buttons and other controls to set the HSL numeric values.

**Figure 7-9 HSL Tab – Customize Color Window**

The CMYK tab shows the cyan, magenta, yellow, and key (black) settings for the selected color. You can use the radio buttons and other controls to set the CMYK numeric values.

**Figure 7–10 CMYK Tab – Customize Color Window**



6. Click **Apply** to set the color for the selected widgets and close the Color Detail window.
7. When you are finished changing colors, click **Save** to return to the Available Themes window.

### Reset Colors

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**Note:** Resetting colors restores default color settings when SIM was installed. Any changes you have made to colors of the selected widgets will be lost.

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1. Click on the theme that you want to modify.
2. Click **Colors**. The Color Detail window opens.
3. From the list, select all of the widgets (rows) that you want to reset to their original colors.
4. Click **Reset**.
5. When you are finished, click **Save** to return to the Available Themes window.
6. Click **Back** to return to the UI Config menu.

### Customize Interface Icons

To customize the icons in the user interface, you can do the following:

- [Change Icons](#)
- [Reset Icons](#)

#### Change Icons

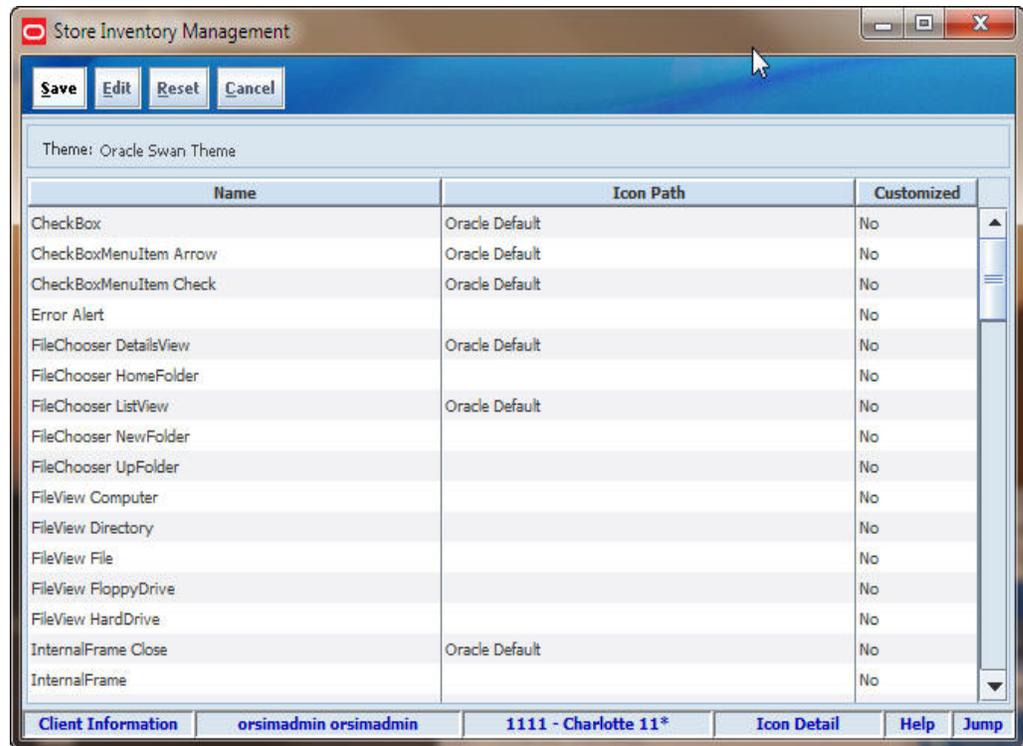
**Navigate:** Main Menu > Admin > UI Configuration > Customize Themes. The Available Themes window opens.

To change icons for one or more widgets (interface elements), follow these steps:

1. Click on the theme that you want to modify.

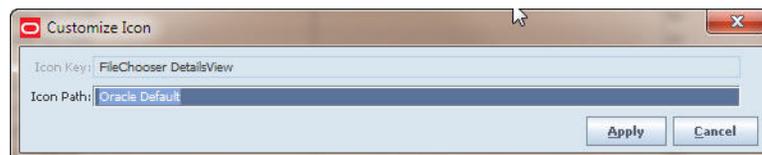
- Click **Icons**. The Icon Detail window opens. The Icon Detail window lists all of the SIM application widgets that have an icon that you can change. The Customized column indicates whether an icon has been customized (Yes or No).

**Figure 7–11 Icon Detail Window**



- Select one widget from the list.
- Click **Edit**. The Customize Icon window opens.

**Figure 7–12 Customize Icon Window**



- In the **Icon Path** field, enter the full path and file name where the icon is located. An icon file should be a GIF or JPEG file; GIF files load more quickly.

The full pathname must be in the deployed classpath of the client JVM. This means that it will probably not be on any local file system or network drive path. The practical way to accomplish this is to create a customicon.jar file at the client site that contains all of the icons. This .jar file should then be deployed as part of the Web Start deployment.

- Click **Apply** to save your change and return to the Icon Detail window.
- When you are finished, click **Save** to return to the Available Themes window.
- Click **Back** to return to the UI Config menu.

## Reset Icons

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**Note:** Resetting icons restores default icon settings when SIM was installed. Any changes you have made to icons for the selected widgets will be lost.

---

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To reset the application icons, follow these steps:

1. Click on the theme that you want to modify.
2. Click **Icons**. The Icon Detail window opens.
3. From the list, select all of the widgets (rows) that you want to reset to use their original icons.
4. Click **Reset**.
5. When you are finished, click **Save** to return to the Available Themes window.
6. Click **Back** to return to the UI Config menu.

## Activate or Deactivate a Theme

Activating a theme makes it available to other SIM users. Deactivating a theme removes that theme from the list of themes available to SIM users.

**Navigate:** Main Menu > Admin > UI Configuration > Customize Themes. The Available Themes window opens.

1. Double-click on the theme that you want to activate or deactivate. The Custom Theme Selection window opens.
2. Activate or deactivate the theme:
  - Select the **Active** check box to activate the theme.
  - Deselect the **Active** check box to deactivate the theme.
3. Click **Apply** to save your changes and close the Custom Theme Selection window.
4. Click **Back** to return to the UI Config menu.

## Modify Translations

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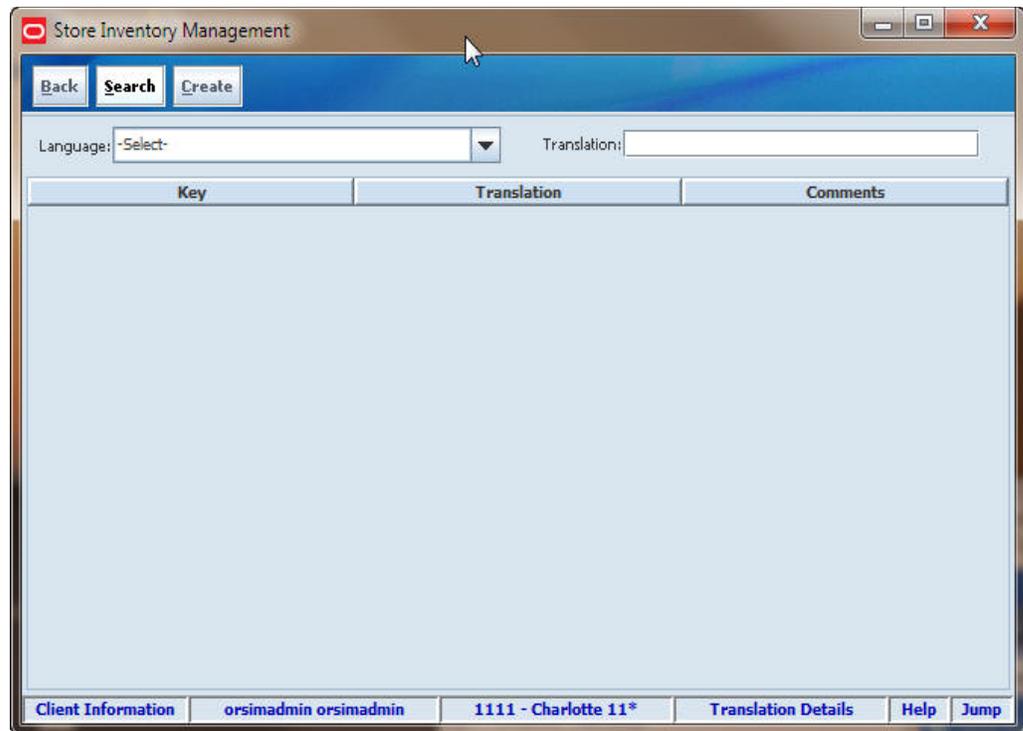
**Note:** For any translation, if you have not selected a theme that can display the language, the translations may not be displayed correctly.

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**Navigate:** Main Menu > Admin > UI Configuration > Customize Translations. The Translation Details window opens.

Figure 7–13 Translation Details Window



To modify translated strings, follow these steps:

1. From the **Language** drop-down list, select the language for which you want to modify one or more translated strings.
2. Depending on the selected language, there may be translations that are specific to a country.

A country name is appended to a language name if the language translation varies based on geographical location. For example, a traditional form of Chinese is spoken in China, but in Taiwan there is a different Chinese language. In the Language list, there are entries for “Chinese - China” and “Chinese - Taiwan.”

3. Search for all translated strings or narrow your search:

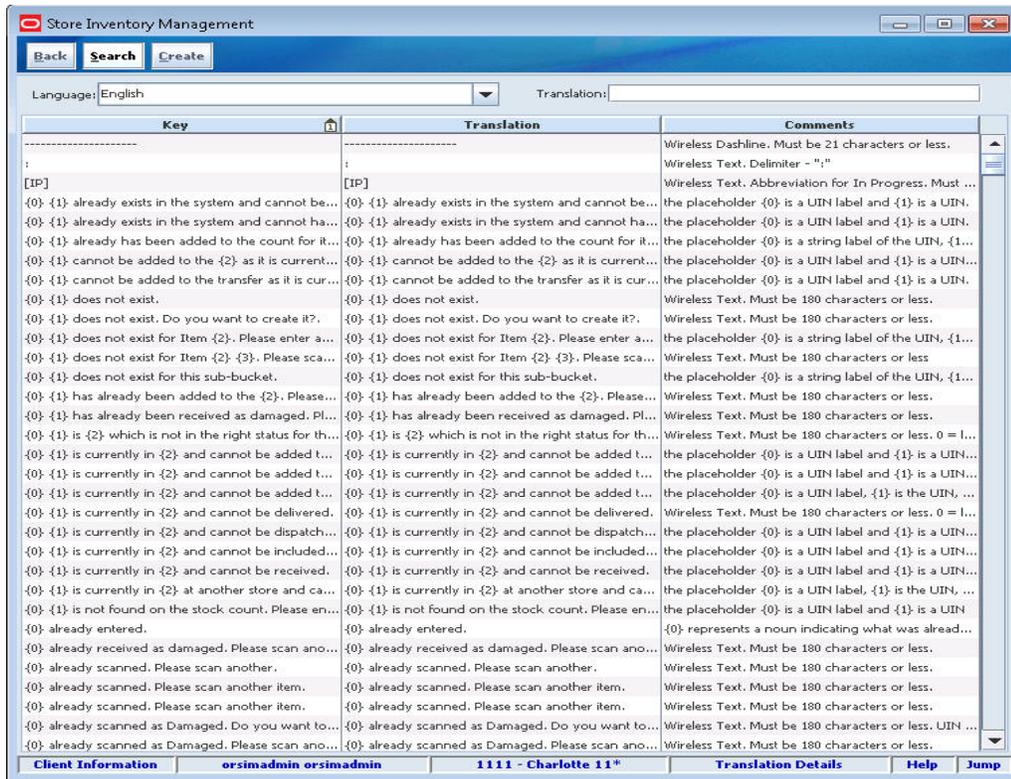
If you want to see all translated strings for the selected language, click **Search**.

If you want to narrow your search, follow these steps:

- a. Enter a search value in the **Translation** field. For example, if the selected language is French, you might want to search for the French string “retours.”
- b. Click **Search**.

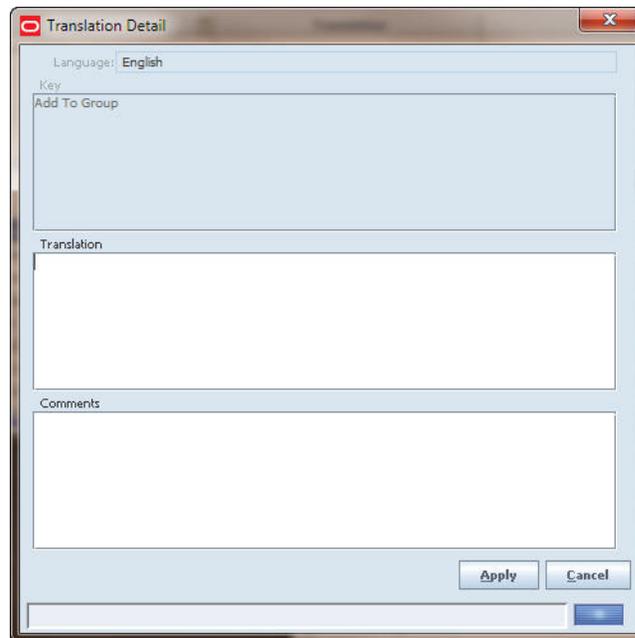
The search results are displayed in the Translation Details window. Records are sorted by Key value.

**Figure 7–14 Translation Details – Example of Search Results**



**Note:** The records returned by the search are those that contain your specified search string in the Translation column. If there are no translated strings for the selected language that contain the search string you entered in the Translation field, no records are returned.

4. To change a translated string:
  - a. Double-click on the row that contains the translation you want to change. The Translation Detail window opens.

**Figure 7–15 Translation Detail Window – Example**

- b. In the **Translation** field, change the translation as you want.
  - c. In the **Comments** field, enter any optional comments about the string and your translation.
  - d. Click **Apply** to save your changes and close the Translation Detail window.
5. When you are finished making changes, click **Back** in the Translation Details window. You return to the UI Config menu.

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**Note:** Translation changes are available to users the next time they start SIM.

---

## Create New Translations

You can also define new translated strings for the SIM interface.

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**Note:** For any translation, if you have not selected a theme that can display the language, the translations may not be displayed correctly.

---

**Navigate:** Main Menu > Admin > UI Configuration > Customize Translations. The Translation Details window opens.

1. From the **Language** drop-down list, select the language for which you want to add translations.

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**Note:** The translation key and comments are created for all languages.

---

2. Click **Create**. The Translation Detail window opens.

**Figure 7–16 Translation Detail Window**

The screenshot shows a window titled "Translation Detail" with a close button (X) in the top right corner. The window contains three text input fields: "Language" (with the value "English"), "Key", "Translation", and "Comments". At the bottom right, there are "Apply" and "Cancel" buttons. A small blue button is also visible at the bottom right of the window.

3. In the **Key** field, enter a character string, using English-language characters, that uniquely names the new translation record. The key is required, and it cannot be the same value as any existing key in the translations database.
4. In the **Translation** field, enter the translated message or string to associate with the new key. (If you leave this field blank, its value defaults to the Key value.)
5. In the **Comments** field, enter any optional comments you want about the key properties and your translation.
6. Click **Apply** to save your new translation record and close the Translation Detail window.
7. When you are finished adding translations, click **Back** in the Translation Details window. You return to the UI Config menu.

## Polling Timers

Inbound and outbound SIM messages are stored in a message staging table. Messages of different types are processed by polling the staging table to retrieve and send. Polling timers control polling behavior for each message type. Through the SIM client, you can view the current status of all polling timers, and start and stop timers.

### MSP Working Types Window

**Navigate:** Main Menu > Admin > Technical Maintenance > Message Processing System (MPS) Worker Types. The MPS Working Types window opens.

Figure 7–17 MPS Working Types Window

Worker Type	In/Out	Active	Last Update	Last New Msg	Pending	Retry	Fail
ASNIn	Inbound	✓	1 day, 4 hours, 37 mi...	1 day, 15 hours, 23 ...	0	0	2
ClrPrcChg	Inbound		18 days, 1 hour, 37 m...	18 days, 1 hour, 37 ...	0	0	0
CustomerOrder	Inbound		Never	Never	0	0	0
Diffs	Inbound		Never	Never	0	0	0
DlvySlt	Inbound		Never	Never	0	0	0
ExternalInvAdj	Inbound		Never	Never	0	0	0
FulfilOrd	Inbound	✓	18 days, 22 hours, 41...	18 days, 23 hours, 42...	0	0	0
ItemLoc	Inbound		35 days, 12 hours, 19...	6 days, 4 hours, 25 m...	100	0	0
Items	Inbound		25 days, 4 hours, 21 ...	6 days, 14 hours, 50 ...	116	0	0
ManifestCloseShipment	Inbound	✓	1 day, 1 hour, 36 min...	57 days, 35 minutes a...	0	0	28
MerchHier	Inbound	✓	1 day, 4 hours, 37 mi...	6 days, 5 hours, 8 mi...	0	0	6
Order	Inbound	✓	8 hours, 44 minutes a...	8 hours, 44 minutes a...	0	0	0
Partner	Inbound		Never	Never	0	0	0
PosTransaction	Inbound	✓	10 hours, 39 minutes ...	10 hours, 39 minutes ...	0	0	0
PriceChangeExtract	Inbound	✓	39 days, 13 hours, 59...	39 days, 14 hours, 48...	0	0	0
PrintBatch	Inbound		Never	Never	0	0	0
PrmPrcChg	Inbound	✓	4 hours and 2 seconds	4 hours and 8 seconds	0	0	0
RcvUnitAdj	Inbound	✓	1 day, 4 hours, 37 mi...	54 days, 15 hours, 15...	0	0	1
RegPrcChg	Inbound	✓	1 day, 2 hours, 4 min...	1 day, 2 hours, 4 min...	0	0	0
RTVReq	Inbound	✓	Never	Never	0	0	0
SaleRetTxn	Inbound		Never	Never	0	0	0

The MPS Working Types table lists the following information about the MPS working types.

Column	Description
Worker Type	Name of the working type.
In/Out	Whether messages are inbound or outbound.
Active	Whether the working type is active (started and running) or inactive (stopped). A check mark in this column indicates that the working type is active.
Last Update	Last time this working type was actively processing messages.
Last New Msg	Last time a new message arrived at the staging table for this family.
Pending	Number of messages in pending status for the worker type.
Retry	Number of messages/records in retry status for the worker type.
Fail	Number of messages/records in failed status for the working type.

From the MPS Worker Types window, you can do the following:

- [Stop or Start an MPS Working Type](#)
- [Refresh the MPS Working Type List Display](#)

From the MPS Worker Types window, click **Back** to return to the Technical Maintenance menu.

## Stop or Start an MPS Working Type

To start or stop working types, follow these steps:

1. In the working types list, select one or more of the working types that you want to start or stop.
2. Click **Stop** to stop the selected working types, or click **Start** to start them.

## Refresh the MPS Working Type List Display

Click **Refresh** to refresh the working types status display.

## Configure a MPS Working Type

Working Type parameters can be configured in the server.cfg file.

For more information, see “server.cfg” in the *Oracle Retail Store Inventory Management Operations Guide*.

## MPS Staged Messages

Inbound and outbound SIM MPS system messages are stored in a message staging table. Through polling, messages are retrieved and processed by SIM or by external applications that are integrated with SIM.

Messages remain in the staging table until they are retrieved and processed successfully. The status of each staged message is one of the following:

- **Pending** – The message is new and waiting to be retrieved.
- **Retry** – One or more attempts were not successful, and the message will be retried again.
- **Fail** – The message has been retried the maximum number of times and has not been processed successfully.

Messages can fail because of errors in content or for other reasons. You can handle staged messages in the following ways:

- Edit the content of a message and retry the corrected message
- Reset the retry counter for the message so that it will be retried
- Delete the message

### MPS Staged Message Lookup Window

**Navigate:** Main Menu > Admin > Technical Maintenance > MSP Staged Messages. The MSP Staged Message Lookup window opens.

Figure 7–18 MPS Staged Message Lookup Window

Record ID	In/Out	Type	Family	Create Time	Update Time	Retry Count	Business ID	Job ID	Message Desc
278324	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:06:49 PM	Aug 26, 2013 11:50:45 AM	29	1607	278318	
278328	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:06:49 PM	Aug 26, 2013 11:50:44 AM	28	1021	278318	
278329	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:06:49 PM	Aug 26, 2013 11:50:44 AM	28	1022	278318	
278328	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:49:08 PM	Aug 26, 2013 11:50:45 AM	28	962	278358	
278360	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:49:08 PM	Aug 26, 2013 11:50:45 AM	29	1305	278358	
278370	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:49:08 PM	Aug 26, 2013 2:51:22 PM	4	1164	278358	
278373	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:49:08 PM	Aug 26, 2013 11:50:44 AM	28	1201	278358	
278374	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:49:08 PM	Aug 26, 2013 11:50:44 AM	28	1206	278358	
278375	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:49:08 PM	Aug 26, 2013 11:50:44 AM	28	2167	278358	
278376	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:49:08 PM	Aug 26, 2013 11:50:44 AM	28	1041	278358	
278377	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:49:08 PM	Aug 26, 2013 11:50:44 AM	28	1042	278358	
278390	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:52:10 PM	Aug 26, 2013 11:50:44 AM	28	1303	278389	
278393	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:52:10 PM	Aug 26, 2013 11:50:44 AM	28	1362	278389	
278396	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:52:10 PM	Aug 26, 2013 11:50:44 AM	28	961	278389	
278397	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:52:10 PM	Aug 26, 2013 11:50:44 AM	28	742	278389	
278398	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:52:10 PM	Aug 26, 2013 11:50:44 AM	28	822	278389	
278409	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:52:10 PM	Aug 26, 2013 11:50:44 AM	28	1043	278389	
278410	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:52:10 PM	Aug 26, 2013 11:50:44 AM	28	1081	278389	
278411	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:52:10 PM	Aug 26, 2013 11:50:44 AM	28	1421	278389	
278412	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:52:10 PM	Aug 26, 2013 11:50:44 AM	28	1564	278389	
278413	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:52:10 PM	Aug 26, 2013 11:50:44 AM	28	2121	278389	
278414	Inbound	ManifestCloseShipment	ManifestCloseShipment	Jul 1, 2013 3:52:10 PM	Aug 26, 2013 11:50:44 AM	28	2122	278389	
281794	Inbound	RCVOrderCrc	RCVOrderCrc	Jul 4, 2013 11:12:18 AM	Aug 26, 2013 11:50:44 AM	28	4946	281794	LOCATION_ID=4546 PO...
283556	Inbound	VendorAddrCrc	Vendor	Jul 8, 2013 12:02:34 AM	Aug 26, 2013 11:50:44 AM	28	9195	283516	SUPPLIER_ID=9195
287673	Inbound	VendorAddrCrc	Vendor	Jul 11, 2013 1:55:39 AM	Aug 26, 2013 11:50:44 AM	28	9197	287673	SUPPLIER_ID=9197
297101	Inbound	SubclassMod	MarchHiar	Jul 24, 2013 4:41:52 AM	Aug 26, 2013 11:50:44 AM	28	542020	297101	DEPT_ID=2020 CLASS_I...
320257	Inbound	ASINCre	ASIN	Aug 14, 2013 4:21:56 AM	Aug 26, 2013 11:50:44 AM	28	11959	320257	ASN=var10003
320599	Inbound	ClassCre	MarchHiar	Aug 14, 2013 6:11:49 AM	Aug 26, 2013 11:50:44 AM	28	11959	320599	DEPT_ID=1919 CLASS_I...
320600	Inbound	SubclassCre	MarchHiar	Aug 14, 2013 6:11:58 AM	Aug 26, 2013 11:50:44 AM	28	11959	320600	DEPT_ID=1919 CLASS_I...
322265	Inbound	ASINCre	ASIN	Aug 15, 2013 11:35:59 PM	Aug 26, 2013 11:50:44 AM	28	322265	322265	ASN=var10004
322330	Inbound	StockOrder	StockOrder	Aug 16, 2013 11:52:38 AM	Aug 26, 2013 11:50:44 AM	16	103000121855	322330	DISTRO_NUM=10300012...
322784	Inbound	SOCre	StockOrder	Aug 19, 2013 4:50:58 AM	Aug 26, 2013 11:50:44 AM	16	103000121638	322784	DISTRO_NUM=10300012...
325265	Inbound	ClassCre	MarchHiar	Aug 21, 2013 11:19:00 AM	Aug 26, 2013 11:50:43 AM	16	74321	325265	DEPT_ID=4321 CLASS_I...
325266	Inbound	SubclassCre	MarchHiar	Aug 21, 2013 11:19:39 AM	Aug 26, 2013 11:50:43 AM	16	174321	325266	DEPT_ID=4321 CLASS_I...
325267	Inbound	SubclassCre	MarchHiar	Aug 23, 2013 11:19:38 AM	Aug 26, 2013 11:50:43 AM	16	274321	325267	DEPT_ID=4321 CLASS_I...

The MPS Staged Messages Lookup window displays the following information about staged messages:

Field	Description
Record ID	Unique record ID for the message
In/Out	Whether the message is inbound or outbound
Type	Type of message (similar to type used in the Oracle Retail Integration Bus)
Family	Staging table to which the message belongs
Create Time	Time the message was created
Update Time	Last time the message was updated
Retry Count	Number of times the message has been retried
Business ID	Unique ID of the transaction, used to group messages that need to be processed in order and atomically
Job ID	The identification number for the job
Message Desc	Message description (human-readable hints of message contents)

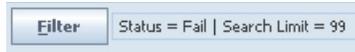
From the MPS Staged Message Lookup window, you can do the following:

- [Filter the MPS Staged Message Lookup List](#)
- [View and Edit MSP Staged Messages](#)
- [Delete MPS Staged Messages](#)
- [Refresh the MPS Staged Message Lookup List](#)
- [Reset MPS Staged Messages](#)

From the MPS Staged Messages Lookup window, click **Back** to return to the Technical Maintenance menu.

## Filter the MPS Staged Message Lookup List

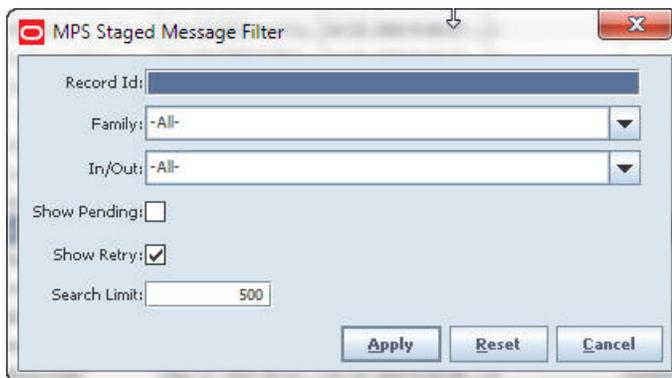
Whenever the MSP Staged Message Lookup window is displayed, you can filter the list of MPS staged messages to limit the requests listed. If the list is currently filtered, the filtering is shown next to the Filter button.



To filter the list of MPS staged messages or to change the current filtering, follow these steps:

1. In the MPS Staged Message Lookup window, click **Filter**. The MPS Staged Message Filter window opens.

**Figure 7–19 MPS Staged Message Filter Window**



2. If you want to reset all filtering criteria to default values, click **Reset**.
3. Enter or select search values as needed to specify the MPS staged messages that you want to list. All values are optional. If you leave a field blank or select All, all values are included in the search.

**Record ID** – If you know the Record ID of the MPS staged message you want to view, enter the value.

**Family** – The default value is All.

**In/Out** – The default value is All.

**Show Pending** – Select this check box if you want to include messages in pending status.

**Show Retry** – Select this check box if you want to include messages in retry status.

4. If you want to change the limit of the number of messages listed, enter an integer value in the **Search Limit** field. The default value is 500.
5. Click **Apply**. You return to the MPS Staged Messages Lookup window, where your filter has been applied.

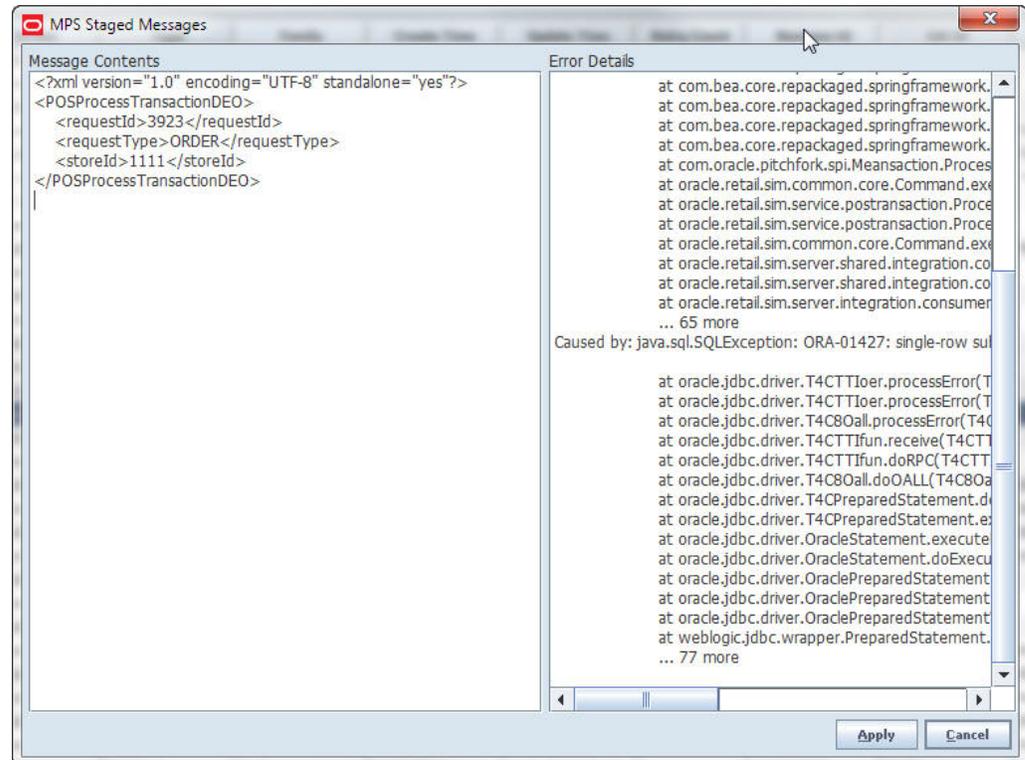
## View and Edit MSP Staged Messages

You can view the content of any listed message. You can also edit the XML message contents if you want to correct an error and retry the corrected message.

To view or edit a MPS staged message, follow these steps:

1. In the MPS Staged Messages Lookup window, double-click on the message you want to view or edit. The MPS Staged Messages window opens.

**Figure 7–20 MPS Staged Messages Window**



2. If you want to edit the content of the message, change the content as needed in the Message Contents pane.

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**Note:** You receive an error message if you attempt to save a changed message that contains invalid XML code.

---

3. Click **Apply** to save changes, or click **Cancel** to leave the message unchanged. You return to the MPS Staged Message Lookup window.

## Delete MPS Staged Messages

You can delete any listed MPS staged message. To delete one or more MPS staged messages, follow these steps:

1. Select the messages that you want to delete.
2. Click **Delete**.

You received the following messages: “Are you sure you want to delete the selected items now?”

3. Click **Yes** to delete the selected messages.

## Refresh the MPS Staged Message Lookup List

Click **Refresh** to refresh the MPS Staged Message Lookup list display.

## Reset MPS Staged Messages

You can reset the retry count for any listed message, so that the message is retried again the maximum number of times. To reset one or more MPS staged messages, follow these steps:

1. Select the messages that you want to reset.
2. Click **Reset**. The Retry Count values for the selected messages are reset to zero.

Setup functions include a variety of administrative functions to configure SIM. These functions are primarily system settings that affect all SIM users at a single store or throughout the enterprise.

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**Note:** Most Setup functions are available only to system administrators or other users with the necessary permissions.

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The functions available on the Setup menu are as follows:

- [SIM Stores](#)
- [Store Administration](#)
- [System Administration](#)
- [Formats](#)
- [UIN Attributes](#)

See [Chapter 5, "Unique Identification Numbers \(UIN\),"](#) for information about universal identification numbers and their setup and maintenance

- [UDA Print Setup](#)
- [Inventory Adjustment Reason Maintenance](#)
- [Printer Setup](#)

## SIM Stores

The SIM Stores functions allow you to set operating parameters for stores managed with SIM. The functions are as follows:

- [Add or Remove Buddy Stores](#)

You can set up buddy stores within the transfer zone in SIM to which you normally transfer items. This shortens the list of values from which you must select when you create a transfer.

- [Auto-Receive Stores](#)

You can set up auto-receive stores from which you want to receive transfers automatically. The stock on hand of the receiving store is adjusted automatically when an auto-receive store dispatches a transfer.

- [SIM Managed Stores](#)

You can add or remove stores that are managed using SIM.

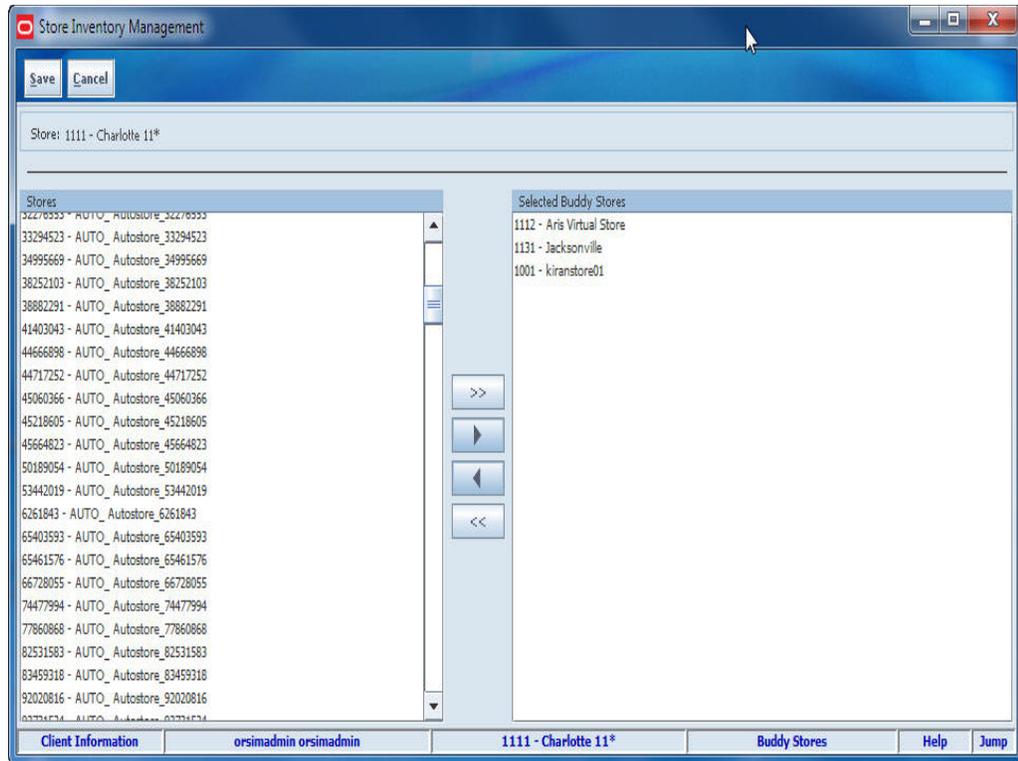
## Add or Remove Buddy Stores

Buddy stores are stores within the same transfer zone that frequently transfer items between stores. You can set up buddy stores to make the frequent transfers between these stores more convenient.

You can transfer items between any stores within the transfer zone, regardless of whether they are set up as buddy stores.

**Navigate:** Main Menu > Admin > Setup > SIM Stores > Buddy Stores. The Buddy Stores window opens.

**Figure 8–1** Buddy Stores Window



To add or remove buddy stores, follow these steps to change which stores are included in the Selected Buddy Stores list.

1. Add buddy stores:
  - a. In the **Stores** list, select the stores you want to set up as buddy stores.
  - b. Click the right-arrow button. The selected stores are moved to the Selected Buddy Stores list.

To add all stores from the Stores list, click the double-right-arrow button.

2. Remove buddy stores:
  - a. In the **Selected Buddy Stores** list, select the stores you want to remove from the list.
  - b. Click the left-arrow button. The selected stores are moved to the Stores list and removed from the Selected Buddy Stores list.

To remove all stores from the Selected Buddy Stores list, click the double-left-arrow button.

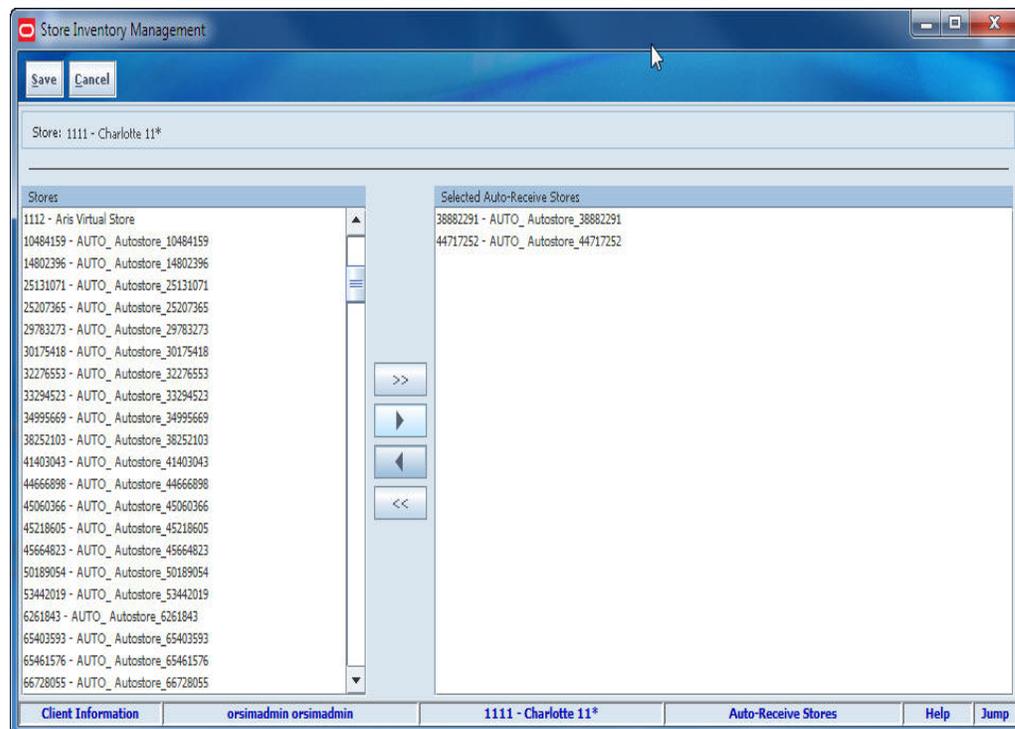
3. Click **Save** to return to the Store Admin menu.

## Auto-Receive Stores

Auto-receive stores are stores from which you want to receive transfers automatically. The stock on hand at the receiving store is adjusted automatically by SIM when a transfer is dispatched from an auto-receive store.

**Navigate:** Main Menu > Admin > Setup > SIM Stores > Auto-Receive Stores. The Auto-Receive Stores window opens.

**Figure 8–2 Auto-Receive Stores Window**



To add or remove auto-receive stores, follow these steps to change which stores are included in the Selected Auto-Receive Stores list.

1. Add auto-receive stores:
  - a. In the Stores list, select the stores you want to set up as auto-receive stores.
  - b. Click the right-arrow button. The selected stores are moved to the Selected Auto-Receive Stores list.

To add all stores from the Stores list, click the double-right-arrow button.

2. Remove auto-receive stores:
  - a. In the Selected Auto-Receive Stores list, select the stores you want to remove from the list.
  - b. Click the left-arrow button. The selected stores are moved to the Stores list and removed from the Selected Auto-Receive Stores list.

To remove all stores from the Selected Auto-Receive Stores list, click the double-left-arrow button.



- a. In the SIM Managed Stores list, select the stores you want to remove from the list.
- b. Click the left-arrow button. The selected stores are moved to the Stores list and removed from the SIM Managed Stores list.

To remove all stores from the SIM Managed Stores list, click the double-left-arrow button.

3. Click **Save** to return to the Store Admin menu.

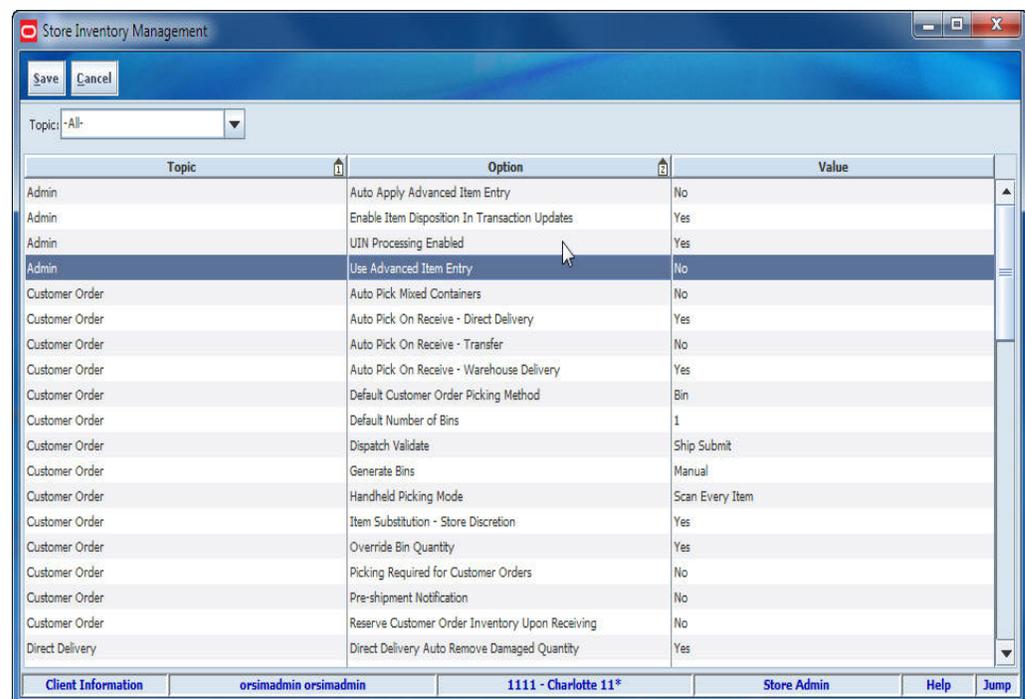
## Store Administration

Through the Store Admin window, the administrator can set values for options that control a variety of SIM behaviors. The values of these options apply only to the location at which you are currently logged in.

See the *Store Inventory Management Implementation Guide* for information about the store administration options.

**Navigate:** Main Menu > Admin > Setup > Store Admin. The Store Admin window opens.

**Figure 8–4** Store Admin Window



To edit store administration options, follow these steps:

1. If you want to limit the options listed, select a topic from the **Topic** field. (The complete list of options is grouped into smaller topics, each related to a functional area of SIM.)
2. Select the option that you want to modify.
3. Double-click the **Value** field and set the option value in either of these ways:
  - Select a value from the drop-down list.

- Enter a value in the field.
4. Click **Save** to save your changes and return to the Setup menu.

## Store Defaults Admin

The store defaults administration function allows the system administrator to set default values for options that control a variety of SIM behaviors. The values of these store defaults are applied to all new locations that are added.

See the *Store Inventory Management Implementation Guide* for information about the system default options.

**Navigate:** Main Menu > Admin > Setup > Store Defaults Admin. The Store Defaults Admin window opens.

**Figure 8–5** Store Defaults Admin Window



To setup store defaults, follow these steps:

1. If you want to limit the options listed, select a topic from the Topic field. (The complete list of options is grouped into smaller topics, each related to a functional area of SIM.)
2. Select the option that you want to modify.
3. Double-click the **Value** field and set the option value in either of these ways:
  - Select a value from the drop-down list.
  - Enter a value in the field.
4. Click **Save** to save your changes and return to the Store Defaults Admin menu.

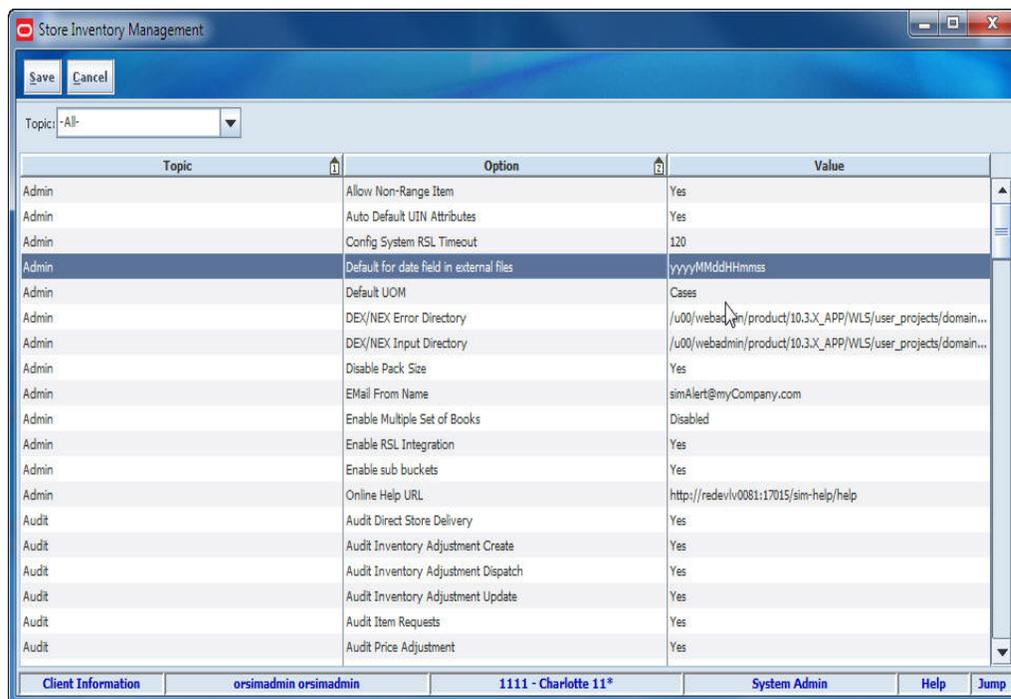
## System Administration

The system administration function allows the system administrator to set values for options that control a variety of SIM behaviors. The values of these system options are applied to all locations.

See the *Store Inventory Management Implementation Guide* for information about the system administration options.

**Navigate:** Main Menu > Admin > Setup > System Admin. The System Admin window opens.

**Figure 8–6 System Admin Window**



To edit system options, follow these steps:

1. If you want to limit the options listed, select a topic from the **Topic** field. (The complete list of options is grouped into smaller topics, each related to a functional area of SIM.)
2. Select the option that you want to modify.
3. Double-click the **Value** field and set the option value in either of these ways:
  - Select a value from the drop-down list.
  - Enter a value in the field.
4. Click **Save** to save your changes and return to the Setup menu.

## Printer Setup Administration

This section describes various ways to administer the print options.

### Formats

Formats apply to the following SIM report types (outputs):

- Customer Order Bin Labels
- Customer Order Delivery BOL
- Customer Order Delivery

- Customer Pick Detail
- Customer Order Pick Discrepancy
- Customer Order Reverse Pick
- Customer Order
- Direct Store Delivery Discrepant
- Direct Store Delivery
- Inventory Adjustment
- Item
- Item Basket
- Item Request
- Item Ticket
- Manifest
- Preshipment
- Return Bill of Lading
- Return
- Shelf Label
- Shelf Replenishment
- Child Stock Count List
- Stock Count Detail
- Stock Count Rejected Item
- Stock Recount Detail
- Store Order
- Transfer Bill of Lading
- Transfer
- Warehouse Delivery

For each of these outputs, a default format is defined. SIM supports multiple formats for any of these outputs. All formats can be customized at the store level.

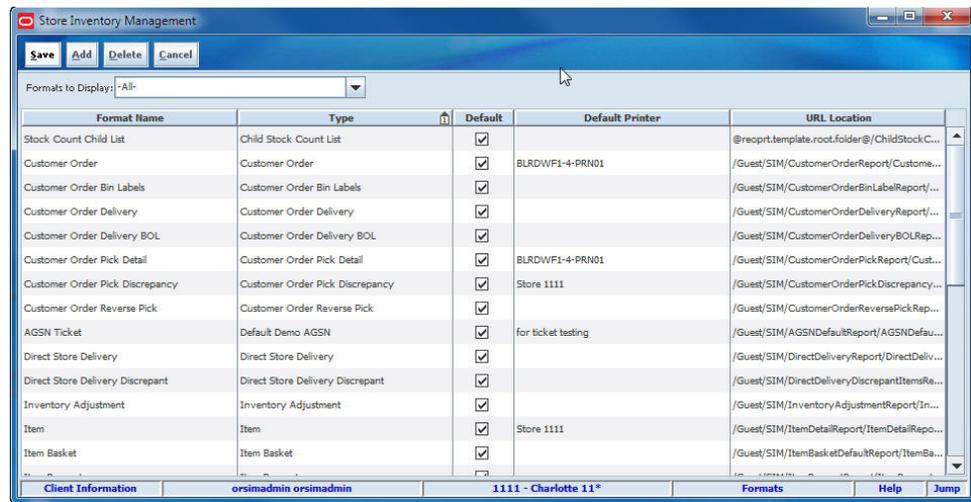
Formats are set up in the output tools or devices used to produce them. An output tool could be a printer or a software tool such as Oracle Business Intelligence Publisher. The Formats window is the interface to add output formats to SIM and specify the output devices or locations.

For more information about SIM formats and reports, see the *Oracle Retail Store Inventory Management Implementation Guide*.

## Add a Format

**Navigate:** Main Menu > Admin > Printer Setup > Formats. The Formats window opens.

Figure 8–7 Formats Window



To add a format, follow these steps:

1. If you want to filter the Formats table, select a format type from the **Formats to Display** field.
2. Click **Add**. A line is added to the bottom of the Formats table.
3. Complete the fields that define the format, as follows:

**Format Name** – Enter a unique name for the format.

**Type** – Select the output type from the drop-down list.

**Default** – Select the check box if this is the default format for the output type. Only one format for each Type can be the default.

**Default Printer** – Select the printer name from the drop-down list.

**URL Location** – Enter the network path of the output device.

4. Click **Save** to save your changes and return to the Setup menu.

## Delete Formats

**Navigate:** Main Menu > Admin > Printer Setup > Formats. The Formats window opens.

To delete one or more formats, follow these steps:

1. If you want to filter the Formats table, select a format type from the **Formats to Display** field.
2. Select the formats you want to delete.
3. Click **Delete**. A message is displayed: “Are you sure you want to delete the selected report type formats?”
4. Click **Yes** to delete the formats.
5. Click **Save** to return to the Setup menu.

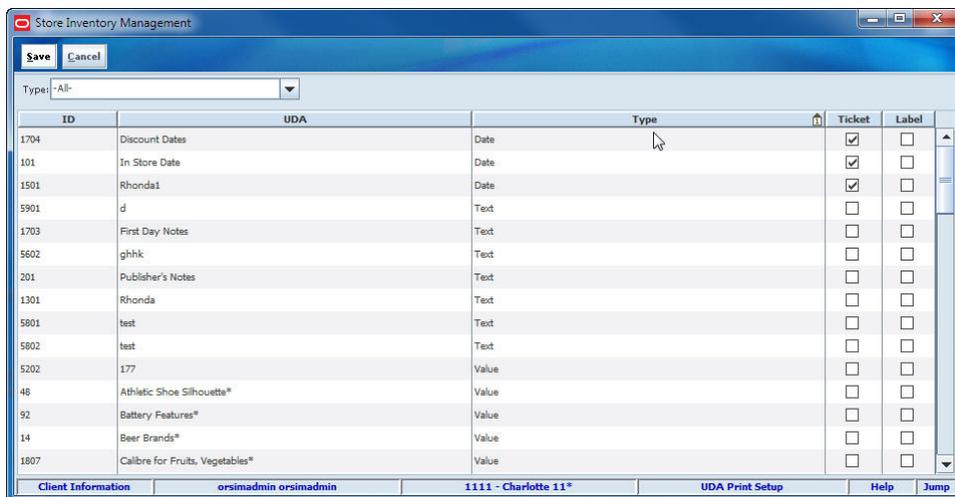
## UDA Print Setup

SIM can automatically generate tickets and labels for items when user-defined attribute (UDA) values change. The UDA Print Setup function allows you to define whether new tickets or labels, or both, should be printed automatically when particular UDA values change.

**Note:** These print settings affect all stores, because user-defined attributes are not specific to stores. This function is only available to users with the required SIM permissions.

**Navigate:** Main Menu > Admin > Printer Setup > UDA Print Setup. The UDA Print Setup window opens.

**Figure 8–8 UDA Print Setup Window**



### Select the UDAs to List

Select a value from the **Type** drop-down list to select which UDAs to display in the list:

- **All** – Display all UDAs of all types (default).
- **Date** – Display only UDAs for which the values are dates.
- **Text** – Display only UDAs for which the values are free-form text.
- **Value** – Display only UDAs for which the values are specific values from a list.

### Specify Whether Tickets or Labels Are Printed Automatically

To control whether tickets or labels are printed automatically when a UDA changes, follow these steps:

1. For each UDA for which you want to turn ticket or label printing on or off, follow these steps:
  - a. Locate the UDA in the UDA Print Setup list.
  - b. To specify automatic printing of item tickets when this UDA changes, select (check) the **Ticket** check box for the UDA.

To turn off automatic ticket printing for this UDA, deselect (clear) the Ticket check box.

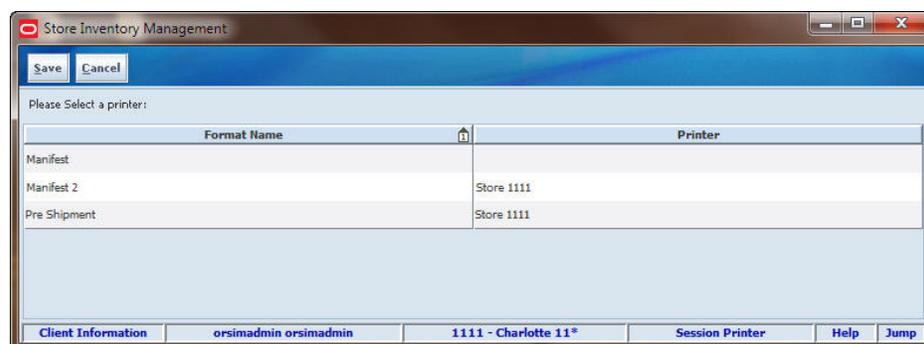
- c. To specify automatic printing of shelf labels when this UDA changes, select (check) the **Label** check box for the UDA.  
To turn off automatic label printing for this UDA, deselect (clear) the Label check box.
2. Click **Save** to return to the Setup menu.

## Session Printer Setup

SIM can be setup to automatically print a manifest or pre-shipment ticket or label to a printer at another location.

**Navigate:** Main Menu > Admin > Printer Setup > Session Printer. The Session Printer window opens.

**Figure 8–9 Session Printer Window**



1. To change the printer location, select an location from the Printer drop-down list.
2. Click **Save** to save your changes and return to the Printer Setup window.

## Inventory Adjustment Reason Maintenance

You can add, change, and delete reason codes used for inventory adjustments. In addition to showing the reasons for inventory adjustments, reason codes also specify how inventory adjustments affect stock on hand, unavailable inventory, or customer order reserve inventory.

---

**Note:** Only users with the required permissions can add, change, or delete reason codes.

---

**Navigate:** Main Menu > Admin > Setup > Inv. Adj. Reason. The Inventory Adjustment Reason Maintenance window opens.

**Figure 8–10 Inventory Adjustment Reason Maintenance Window**

Code	Description	Use in UI	Disposition	To Sub-bucket	From Sub-bucket	System
1	Wastage	<input type="checkbox"/>	- Stock On Hand			<input checked="" type="checkbox"/>
2	Shrinkage	<input checked="" type="checkbox"/>	- Stock On Hand			<input type="checkbox"/>
3	Repair - In	<input checked="" type="checkbox"/>	- Unavailable		Trouble	<input type="checkbox"/>
4	in	<input checked="" type="checkbox"/>	+ Stock On Hand			<input type="checkbox"/>
75	Stock Count Unavailable To Missing	<input type="checkbox"/>	- Unavailable		Trouble	<input checked="" type="checkbox"/>
76	Unit Late Sales Increase SOH	<input type="checkbox"/>	+ Stock On Hand			<input checked="" type="checkbox"/>
77	Unit Late Sales Decrease SOH	<input type="checkbox"/>	- Stock On Hand			<input checked="" type="checkbox"/>
78	Unit and Amount Late Sales Increase ...	<input type="checkbox"/>	+ Stock On Hand			<input checked="" type="checkbox"/>
79	Unit and Amount Late Sales Decrease ...	<input type="checkbox"/>	- Stock On Hand			<input checked="" type="checkbox"/>
81	Damaged - Out	<input checked="" type="checkbox"/>	- Stock On Hand			<input type="checkbox"/>
82	Damaged - Hold	<input checked="" type="checkbox"/>	+ Unavailable	Trouble		<input checked="" type="checkbox"/>
83	Theft	<input checked="" type="checkbox"/>	- Stock On Hand			<input type="checkbox"/>
84	Store Use	<input checked="" type="checkbox"/>	- Stock On Hand			<input type="checkbox"/>
85	Repair - Out	<input checked="" type="checkbox"/>	+ Unavailable	Trouble		<input type="checkbox"/>
86	Charity	<input checked="" type="checkbox"/>	- Stock On Hand			<input type="checkbox"/>
87	Stock Count In	<input type="checkbox"/>	+ Stock On Hand			<input checked="" type="checkbox"/>

From the Inventory Adjustment Reason Maintenance window, you can do the following:

- [Add an Inventory Adjustment Reason Code](#)
- [Edit an Inventory Adjustment Reason Code](#)
- [Delete Inventory Adjustment Reason Codes](#)

From the Inventory Adjustment Reason window, click **Save** to return to the Setup menu.

## Add an Inventory Adjustment Reason Code

**Navigate:** Main Menu > Admin > Setup > Inv. Adj. Reason. The Inventory Adjustment Reason Maintenance window opens.

To add an inventory adjustment reason, follow these steps:

1. Click **Add**.

A new blank row is inserted at the end of the list of inventory adjustment reasons.

2. Complete the fields for the new inventory adjustment reason as follows.

---

**Note:** The Code and Description values for the reason code must match the values used in the Oracle Retail Merchandising System (RMS).

---

**Code** – Enter a new unique identifier of the inventory adjustment reason. If you enter a duplicate value, an error message is displayed.

**Description** – Enter a description of the inventory adjustment reason code.

**Use In UI** – Select this check box if you want the reason code to be available in the SIM user interface for SIM users to select. If you do not want this reason code to be available to SIM users, do not select this check box.

**Disposition** – From the drop-down list, select a Disposition value that specifies how inventory adjustments with this reason code affect SIM inventory counts. A plus (+) value specifies that stock on hand, unavailable, or customer order reserve

inventory is increased by the adjustment. A minus (-) sign specifies that the inventory is decreased.

These Disposition values are available:

- Stock On Hand
- + Unavailable
- + Stock On Hand
- Unavailable
- + Customer Order Reserve
- Customer Order Reserve
- Stock On Hand & - Unavailable
- Unavailable & + Unavailable

---



---

**Note:** Use dispositions that affect Customer Order Reserve carefully, because these dispositions can affect how much inventory is allocated to orders created outside of SIM. Customer Order Reserve is normally updated through customer orders generated in external systems. If you made adjustments to Customer Order Reserve in SIM, there could be inventory imbalances when the orders generated in external systems are fulfilled.

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**To and from Sub-bucket - Sub-buckets** – Allows you to segregate the unavailable inventory bucket into various slots for specific reasons. Sub-buckets will be configurable, so that you can choose whether or not to use them.

The To Sub-Bucket is the destination and From Sub-Bucket is the source of the transfer, for example, move stock from the Display Window sub-bucket to the damaged sub-bucket.

**System** – Select this check box if this inventory adjustment reason code is system required. A system required reason code cannot be edited or deleted through the SIM user interface. After you save the new reason code, you cannot change it.

3. Click **Save** to save the new reason code.

Your new reason code is added to the list. (Reason codes in the list are sorted by their Code values.)

## Edit an Inventory Adjustment Reason Code

You can change some values for an existing inventory adjustment reason code that is not specified as system required.

---



---

**Note:** You cannot change any values an inventory adjustment reason specified as system required, and you cannot delete system required reason codes.

---



---

**Navigate:** Main Menu > Admin > Setup > Inv. Adj. Reason. The Inventory Adjustment Reason Maintenance window opens.

To edit an existing inventory adjustment reason, follow these steps:

1. Locate the row of the reason code you want to edit.
2. Double-click in any of the following fields to change their values.

**Description** – Enter a description of the inventory adjustment reason code.

**Use in UI** – Select this check box if you want the reason code to be available in the SIM user interface for SIM users to select. If you do not want this reason code to be available to SIM users, do not select this check box.

---

---

**Note:** Reason codes will be available in the filter screen, even if the Use in UI indicator is not checked. This is to ensure a user can filter and find the adjustments the internal or external system made as well as find historical records.

---

---

3. Click **Save** to return to the Setup menu.

For more information about these fields, see “[Add an Inventory Adjustment Reason Code](#).”

## Delete Inventory Adjustment Reason Codes

---

---

**Note:** You cannot change or delete an inventory adjustment reason code specified as system required. You cannot delete an inventory adjustment reason code that is currently in use.

---

---

**Navigate:** Main Menu > Admin > Setup > Inv. Adj. Reason. The Inventory Adjustment Reason window opens.

To delete inventory adjustment reason codes, follow these steps:

1. Select the reason codes you want to delete.
2. Click **Delete**. A message is displayed: “The selected line item(s) will be deleted. Do you want to continue?”
3. Click **Yes** to delete the codes.
4. Click **Save** to return to the Setup menu.

## Return Reason Maintenance

You can add, change, and delete reason codes used for returns. In addition to showing the reasons for returns, reason codes also specify how returns affect stock on hand, unavailable inventory, or customer order reserve inventory.

**Navigate:** Main Menu > Admin > Setup > Return Reasons. The Return Reason Maintenance window opens.

Figure 8–11 Return Reason Maintenance Window

Type	Code	Description	Inventory Status	Sub-bucket	System
Finisher	F	Externally Initiated	Available		<input checked="" type="checkbox"/>
Supplier	JJ1	Sue JJ1	Available		<input type="checkbox"/>
Supplier	O	Overstock	Available		<input type="checkbox"/>
Warehouse	O	Overstock	Available		<input type="checkbox"/>
Finisher	O	Overstock	Available		<input type="checkbox"/>
Supplier	U	Unavailable Inventory	Unavailable	Trouble	<input checked="" type="checkbox"/>
Warehouse	U	Unavailable Inventory	Unavailable	Trouble	<input checked="" type="checkbox"/>
Finisher	U	Unavailable Inventory	Unavailable	Trouble	<input checked="" type="checkbox"/>
Supplier	W	Externally Initiated	Available		<input checked="" type="checkbox"/>
Warehouse	W	Externally Initiated	Available		<input checked="" type="checkbox"/>

Client Information    orsimadmin orsimadmin    1111 - Charlotte 11\*    Return Reason Maintenance    Help    Jump

## Add a Return Reason Code

Use this procedure to add a return reason code.

**Navigate:** Main Menu > Admin > Setup > Return Reasons. The Return Reason Maintenance window opens.

To add a return reason, follow these steps:

1. Click **Add**. A new blank row is inserted at the end of the list of return reasons.
2. Complete the fields for the new return reason as follows.

---

**Note:** The Code and Description values for the reason code must match the values used in the Oracle Retail Merchandising System (RMS).

---

- **Code** – Enter a new unique identifier of the return reason. If you enter a duplicate value, an error message is displayed.
- **Description** – Enter a description of the return reason code.
- **Inventory Status** – Determines if the type is available or unavailable in the inventory.

- **Sub-bucket** – Allows you to segregate the unavailable inventory bucket into various slots for specific reasons. Sub-buckets will be configurable, so that you can choose whether or not to use them.
3. Click **Save** to save the new reason code. Your new reason code is added to the list. (Reason codes in the list are sorted by their Code values.)

## Edit a Return Reason Code

You can change some values for an existing Return reason code that is not specified as system required.

---

---

**Note:** You cannot change any values a return reason specified as system required, and you cannot delete system required reason codes.

---

---

**Navigate:** Main Menu > Admin > Setup > Return Reasons. The Return Reason Maintenance window opens.

To edit an existing return reason, follow these steps:

1. Enter a description of the Return reason code.
2. Click **Save** to return to the Setup windows.

For more information about these fields, see “[Add an Inventory Adjustment Reason Code](#).”

## Delete Inventory Adjustment Reason Codes

---

---

**Note:** You cannot change or delete an inventory adjustment reason code specified as system required. You cannot delete an inventory adjustment reason code that is currently in use.

---

---

**Navigate:** Main Menu > Admin > Setup > Inv. Adj. Reason. The Inventory Adjustment Reason Maintenance window opens.

To delete inventory adjustment reason codes, follow these steps:

1. Select the reason codes you want to delete.
2. Click **Delete**. A message is displayed: “The selected line item(s) will be deleted. Do you want to continue?”
3. Click **Yes** to delete the codes.
4. Click **Save** to return to the Setup menu.

## Tolerances

SIM allows the setup of tolerances for ad hoc (unplanned) stock counts and customer order picking.

---

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**Note:** Only a system administrator or other user with the necessary security permissions can set ad hoc stock count or customer order picking variances.

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A specific variance can be set for each item class. (By default, allowable variances for all item classes for ad hoc stock counts are set at zero.) The allowable variance can be set to either one of the following types:

- **Variance percent**

The variance can be set as a percentage variance between the counted stock and the SIM stock inventory level, based on the standard unit of measure for each item. If an item count varies from the SIM inventory level by this percentage or more, the item count is discrepant.

For example, if the variance is set at 3 percent, an item count variance of less than 3 percent (plus or minus) is allowable, but an item count of 3 percent or greater variance is discrepant.

- **Variance number of units**

The allowable variance can be set as an amount variance between the counted stock and the SIM stock inventory level, based on the standard unit of measure for each item. If an item count varies from the SIM inventory level by this number of standard units of measure or more, the item count is discrepant.

For example, if the variance is set at 10 standard units of measure, an item count variance of fewer than 10 units (plus or minus) is allowable, but an item count that varies by 10 units or more is discrepant.

## Customer Order Picking Tolerances

These tolerances are for customer order picking (by default, allowable variances for all item classes are set at zero) for customer orders. The tolerances are used to define how much over the order amount a user can pick for an item that is not an Each item:

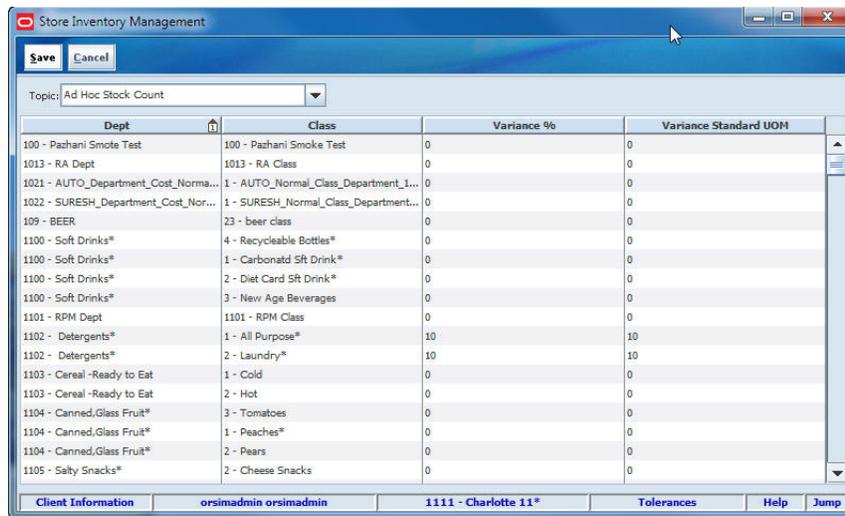
- **Variance %** – The percent threshold for a class to determine how much the order quantity can be exceeded in picking.
- **Variance Standard UOM** – The unit threshold for an item to determine how much the order quantity can be exceeded in picking.

Both unit and percentage variances will be applied and need to be valid for the user to not be restricted.

## Set Tolerances for Ad Hoc Stock Counts and Customer Order Picking

**Navigate:** Main Menu > Admin > Setup > Tolerances. The Tolerances window opens.

Figure 8–12 Tolerances Window



To set variances for item classes, follow these steps:

1. Select a Topic from the drop down list.
2. Select the row with the item class you want to set or change.
3. Enter an integer (whole number) value in one of the following fields:

**Variance %** – Enter the threshold percentage of variance, based on the standard unit of measure for each item in the class.

**Variance Standard UOM** – Enter the threshold number of units of variance, based on the standard unit of measure for each item in the class.

To enter a value, follow these steps:

- a. Double-click in the field.
  - b. Enter the value.
  - c. Press Enter.
4. Repeat Steps 2 and 3 as needed to set variances for other item classes.
  5. Click **Save** to return to the Setup menu.

## Printer Setup

The Printers functions allow administrators or other authorized personnel to add, change, or remove printers used for SIM reports, tags, and labels.

---

**Note:** Only users with the required permissions can set up printers.

---

**Navigate:** Main Menu > Admin > Printer Setup. The Printer Setup window opens.

**Figure 8–13 Printer Setup Window**

From the Printer Setup window, you can do the following:

- [Add a Printer](#)
- [Change Printer Properties](#)
- [Delete a Printer](#)

From the Printer Setup window, click **Back** to return to the Setup menu.

## Add a Printer

To add a new SIM printer, follow these steps:

**Navigate:** Main Menu > Admin > Printer Setup > Printers. The Printer Setup window opens.

**Figure 8–14 Printers Window**

Printer Description	Type	Network Address
BLRDWF1-4-PRN01	PostScript	ipp://localhost:631/printers/BLRDWF14PRN01
for ticket testing	Ticket	browser
MIN4PRT45	PostScript	MIN4PRT45.us.oracle.com
nrv test	Ticket	test
Ragav test	Ticket	test
Store 1111	PostScript	browser
Store 1111 test	PostScript	browser
test	Ticket	test
Ticket 1111	Ticket	browser
Ticket 111 test	Ticket	browser

1. Click **Add**.
2. Complete the following required fields for the new printer:

**Printer Description** – Enter a description by which you can identify the printer within your organization.

**Type** – Select the type of printer.

**Network Address** – Enter the IP address of the printer.

3. Click **Save** to add the printer and return to the Printer Setup menu.

## Change Printer Properties

You can change the properties of a configured printer. This might be needed if the network address of a printer changes, or if you want to change the description or type of the printer. (You can also delete the printer and add it again.)

To change the properties of a configured printer, follow these steps:

1. Select the printer from the list.
2. Change the printer properties as required. See “[Add a Printer](#)” for information about the required fields.
3. Click **Save** to save the changes and return to the Setup menu.

## Delete a Printer

---

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**Note:** You cannot delete a printer that is used as a SIM default printer.

---

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To delete a printer, follow these steps:

1. Select the printer from the list.
2. Click **Delete**.

You receive a prompt to confirm that you want to delete the printer.

3. Click **Yes** to delete the printer and return to the Setup menu.

## Direct Deliveries

A direct store delivery is a delivery in which the supplier drops off merchandise directly at the store. Deliveries received directly at the store can be received against existing purchase orders, or without a purchase order.

The store can receive partial shipments, resulting in multiple deliveries against a single purchase order. When all items have been received and a delivery has been finalized, you can print a delivery receipt.

You can also apply direct store deliveries against advance shipment notices (ASN).

### Direct Delivery List Window

**Navigate:** Main Menu > Shipping/Receiving > Direct Delivery. The Direct Delivery List window opens.

**Figure 9-1** Direct Delivery List Window

ID	PO	Invoice Number	Supplier	Create Date	Status	SKUs Received	Customer Order	User
2121		3423	98989 - Mock Su...	3/26/13	In Progress	1	No	Sue
2801			334 - 05262011 S...	5/9/13	In Progress	2	No	orsimadmin
2161		223	334 - 05262011 S...	4/3/13	In Progress	1	No	Sue
661		12345	98989 - Mock Su...	10/12/12	In Progress	1	No	Sue
863		2222	2400 - Coca Cola...	11/16/12	In Progress	1	No	Sue
2764		11212	3030 - General B...	5/7/13	In Progress	1	No	orsimadmin
3502		45	334 - 05262011 S...	7/18/13	DEX/NEX	1	No	EXTERNAL
3982		Helen1	444 - 04252011 S...	8/8/13	In Progress	1	No	orsimadmin
4022	-180		1000000011 - test	1/24/13	Received	1	No	nitin
4023	-181		1000000011 - test	1/24/13	Received	3	No	nitin
4024	-182		1000000011 - test	1/24/13	Received	1	No	nitin
4025	-183		1000000011 - test	1/24/13	Received	1	No	nitin
4026	-184		1000000011 - test	1/24/13	Received	1	No	nitin
4028	-186		1000000011 - test	1/24/13	Received	1	No	nitin
4029	-187		1000000011 - test	1/24/13	Received	1	No	nitin
1201	641		2400 - Coca Cola...	1/29/13	In Progress	1	Yes	orsimadmin
1462	641		2400 - Coca Cola...	2/4/13	In Progress	1	Yes	Sue
1803	641	767	1131 - test	1/25/13	In Progress	1	Yes	varsha
1681	724		1000000011 - test	2/13/13	In Progress	1	Yes	varsha
1741	731	51	1000000055 - Sm...	2/15/13	In Progress	1	Yes	orsimadmin
3802	-9299		1000000011 - test	7/31/13	In Progress	0	No	Sue

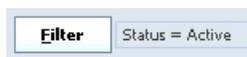
From the Direct Delivery List window, you can do the following:

- [Filter the Direct Delivery List Window](#)
- [Create a Delivery for an Existing Purchase Order](#)
- [Create a Delivery Without a Purchase Order](#)
- [Update the UINs for a Delivery](#)
- [Print a Delivery Receipt](#)

## Filter the Direct Delivery List Window

At any time while the Direct Delivery List window is open, you can click **Filter** to change how the list of purchase orders is filtered.

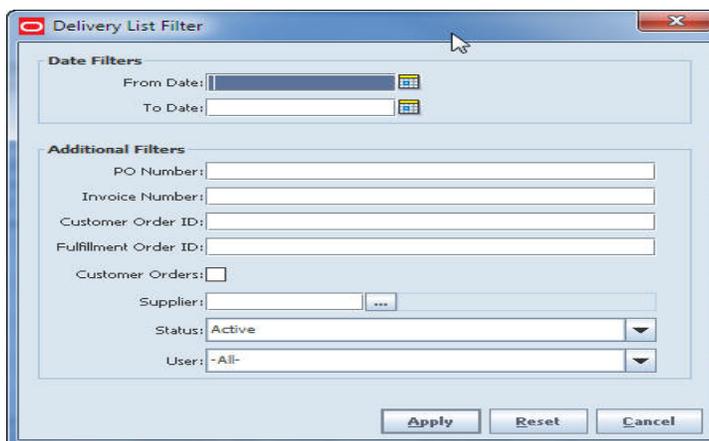
Current filtering is displayed next to the Filter button on the Direct Delivery List window. If no filtering is displayed, all items are currently selected and listed.



To change how the list is filtered, follow these steps:

1. Click **Filter**. The Delivery List Filter window opens.

**Figure 9–2** *Delivery List Filter Window*



2. If you want to reset all filtering criteria to default values, click **Reset**.
3. Enter or select filtering criteria as needed to select just the inventory adjustments you want to list. All criteria are optional. If you leave a field blank or select All, all values will be included in your filtering selection.

**Date Filters** – Enter or select dates to select only those purchase orders created between a From Date and To Date that you specify.

**PO Number** – Enter the purchase order number to select only a specific purchase order.

**Invoice Number** – Enter the invoice number to select only a specific invoice order.

**Customer Order ID** – Enter a customer order ID to select only a specific customer order.

**Fulfillment Order ID** – Enter a fulfillment order ID to select only a specific fulfillment order.

**Customer Order** – Select this check box to include only customer orders.

**Supplier** – Enter the supplier ID or click the **Ellipsis** button to look up the supplier.

In the Supplier Lookup window, enter search criteria as needed to find the supplier you want. (See “[Supplier Lookup](#)” for more information about supplier lookup criteria.) Select the item you want and click **Apply** to return to the Delivery List Filter window.

**Status** – Select a status from the drop-down list. The default is Active.

**User** – Select a user from the drop-down list.

4. Click **Apply**. Results that match your search criteria are displayed in the Inventory Adjustment List window.

**Figure 9–3 Direct Delivery List Window**

ID	PO	Invoice Number	Supplier	Create Date	Status	SKUs Received	Customer Order	User
2123		2423	98989 - Mock Suppl...	3/26/13	In Progress	1	No	Sue
2003			334 - 05262011 SSM...	9/9/12	In Progress	2	No	orsimadmin
2163		223	334 - 05262011 SSM...	4/3/13	In Progress	1	No	Sue
683		12345	98989 - Mock Suppl...	10/12/12	In Progress	1	No	Sue
683		2222	2400 - Coca Cola ...	11/16/12	In Progress	1	No	Sue
2764		11212	3030 - General Book...	5/7/13	In Progress	1	No	orsimadmin
3002		40	334 - 05262011 SSM...	7/26/13	DELETED	1	No	orsimadmin
3982		Helen1	444 - 04252011 SSM...	6/8/13	In Progress	1	No	orsimadmin
1203	641		2400 - Coca Cola ...	1/29/13	In Progress	1	Yes	orsimadmin
1462	641		2400 - Coca Cola ...	2/6/13	In Progress	1	Yes	Sue
1803	641	767	1131 - test	1/25/13	In Progress	1	Yes	varsha
1883	724		1000000011 - test	2/13/13	In Progress	1	Yes	varsha
1741	731	51	1000000055 - Smoke...	2/15/13	In Progress	1	Yes	orsimadmin
3802	-9299		1000000011 - test	7/31/13	In Progress	0	No	Sue
3840	delqout		99999 - 05232011 Tes...	7/26/13	In Progress	1	Yes	orsimadmin

5. Select an item by double-clicking it to open the details, or click **Filter** to filter the delivery list. See “[Filter the Direct Delivery List Window](#)” for more information. The Direct Delivery Detail window opens.

## Create a Delivery for an Existing Purchase Order

**Navigate:** Main Menu > Shipping/Receiving > Direct Delivery > Purchase Order. The Purchase Order List window opens.

**Figure 9–4 Purchase Order List Window**

ID	Supplier	Create Date	Status	Customer Order
-180	1000000011 - test	8/13/13	Approved	No
-181	1000000011 - test	8/13/13	Approved	No
-182	1000000011 - test	8/13/13	Approved	No
-183	1000000011 - test	8/13/13	Approved	No
-184	1000000011 - test	8/13/13	Approved	No
-185	1000000011 - test	8/13/13	Approved	No
-186	1000000011 - test	8/13/13	Approved	No
-187	1000000011 - test	8/13/13	Approved	No
-188	1000000011 - test	8/13/13	Approved	No
-189	1000000011 - test	8/13/13	Approved	No
-20719	1000000011 - test	7/25/13	Approved	No
-20919	1000000011 - test	7/25/13	Approved	No
-20959	1000000011 - test	7/25/13	Approved	No
-4999	1000000011 - test	7/30/13	Approved	No
-60999	1000000011 - test	7/26/13	Approved	No
641	2400 - Coca Cola - Charlotte	1/29/13	Approved	Yes

1. Select a purchase order ID.
2. Click **Create Delivery**. The Direct Delivery Detail window opens.

- Continue with Step 2 in [Create a Delivery Without a Purchase Order](#).

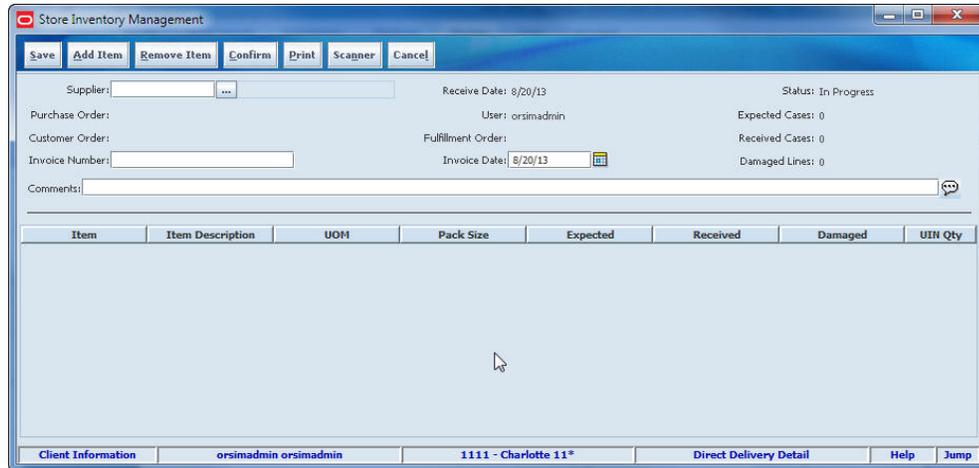
## Create a Delivery Without a Purchase Order

To create a delivery without a purchase order, follow these steps:

**Navigate:** Main Menu > Shipping/Receiving > Direct Delivery. The Direct Delivery List window opens.

- Click **Create Without PO**. The Direct Delivery Detail window opens.

**Figure 9–5 Direct Delivery Detail Window**



- Select the **Supplier**, or click the Ellipsis button to open the Supplier Lookup window.
- In the Supplier Lookup window, look up and select the supplier you want to use. Then click **Apply** to return to the Direct Delivery Detail window.

Header fields are as follows:

Field	Description
Supplier	The supplier from whom you are receiving this delivery.
Receive Date	The date the receipt is first created.
Status	The status of the order.
Purchase Order	The purchase order number generated by SIM, or the purchase order number provided by an external system.
User	The SIM user who received the delivery.
Expected Cases	How many cases were expected on the original ASN or purchase order.
Customer Order	The customer order number.
Fulfillment Order	The fulfillment order number.
Received Cases	The number of cases received in this delivery. <b>Note:</b> A partial case is represented here as a full case. Multiple individual items with partial cases each add up to a full case.
Invoice Number	The invoice number associated with the receipt.

Field	Description
Invoice Date	The date of the invoice.
Receive Date	The date the receipt is first created.
User	The SIM user who received the delivery.
Expected	How many cases were expected on the original ASN or purchase order.
Received	The number of cases received in this delivery. <b>Note:</b> A partial case is represented here as a full case. Multiple individual items with partial cases each add up to a full case.
Damaged Lines	The number of line items that have damages for this delivery.

4. Complete the fields that are enabled in the table.

- **Invoice Number** – Enter the invoice number for the delivery.
- **Comments** – Enter additional information about the delivery, if necessary.
- **Item** – Enter the item number in the **Item** field, or click the **Ellipsis** button to open the **Item Lookup** window. This field may already have a value, if the information comes from the purchase order or an applied ASN, or click **Scanner** to scan the item. See “[Scan an Item \(Scanner Button\)](#)” in **Chapter 2** for more information.
- In the Item Lookup window, look up and select the item you want. Then click **Apply** to return to the Direct Delivery Identify window
- **UOM** – Select Units or Cases.
- **Pack Size** – This field is disabled. It displays the pack size of the delivery.
- **On Order** – This field is disabled. It displays the remaining on-order quantity for the purchase order.
- **Expected** – This field is disabled. It displays how many cases were expected on the original ASN or remained on the purchase order that was applied. If SIM generated the purchase order, the value is 0.

**Received** – Enter the quantity of items that are being received, expressed in the designated unit of measure.

If this is an existing purchase order, select the merchandise that you want to receive. To receive all items, click **Receive All**. The quantities that were ordered are entered as the received quantities.

---

**Note:** This is only applicable for existing purchase orders.

---

For items that require serial number type UINs, this field is disabled. You update the received quantity through the UIN window; see “[Update the UINs for a Delivery](#).”

- **Damaged** – Enter the number of items that were damaged in the transfer.
- For items that require serial number type UINs, this field is disabled. You update the damaged quantity through the UIN window; see “[Update the UINs for a Delivery](#).”

- **UIN Qty** – If an item requires serial number type unique identification numbers (UIN), this field displays the number of items for which UINs have been scanned or entered. See [“Update the UINs for a Delivery.”](#)
- 5. To add an item, follow these steps:

---



---

**Note:** This capability may not be enabled if you are receiving against a new purchase order.

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- a. Click **Add Item**, or click **Scanner** to scan the item. See [“Scan an Item \(Scanner Button\)”](#) in [Chapter 2](#) for more information.
  - b. Complete the fields that are enabled:
    - UOM** – From the drop-down list, select the appropriate unit of measure.
    - Pack Size** – If the displayed pack size is not correct, enter the correct pack size.
    - Expected** – Enter the quantity of expected delivery units.
    - Received** – Enter the quantity of received delivery units.
    - Damaged** – Enter the quantity of damaged delivery units.
    - UIN Qty** – If the displayed Unit Cost is not correct, enter the correct UIN quantity.
  - c. Click **Confirm** to approve your changes.
- 6. Remove extra lines as follows:
  - a. Select the line that you want to remove.
  - b. Click **Remove Item**. The line is removed.
- 7. Save, confirm, or reject the delivery:
  - a. Click **Save** to save the information that you entered so that you can print a delivery receipt, confirm the order, or receive the order at a later time. You return to the Direct Delivery List window.
  - b. Click **Confirm** to complete the transaction. The order is recognized as received. You return to the Direct Delivery List window.
  - c. To reject the entire delivery, see [“Update the UINs for a Delivery.”](#)

## Adjust a Delivery

If necessary, adjust delivery quantities as follows from the Direct Delivery Detail window:

1. Click **Adjust**. The Re-Open the Delivery window opens asking, “Are you sure you want to re-open the delivery?”
2. Click **Yes**. The delivery status is changed from Received to In Progress.

---



---

**Note:** This function is valid only after a delivery has been received.

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3. Complete the fields that are enabled:
  - Comments** – Enter additional information about the delivery, if necessary.

**Item** – Enter the item number in the **Item** field by clicking **Add Item**, or click the **Ellipsis** button to open the **Item Lookup** window. This field may already have a value, if the information comes from the purchase order or an applied ASN, click **Scanner** to scan the item. See “**Scan an Item (Scanner Button)**” in **Chapter 2** for more information.

In the Item Lookup window, look up and select the item you want. Then click **Apply** to return to the Direct Delivery Identify window

**Pack Size** – If the displayed pack size is not correct, enter the correct pack size.

**Shipped** – If the number is not displayed, enter the number of delivery units or cases that were recorded for the shipment when it left the From location.

**Ordered** – Enter the number of units or cases that were ordered from the supplier.

**Received** – Enter the quantity of items that are being received, expressed in the designated UOM.

**Damaged** – The number of items that were damaged in the transfer.

**UIN Qty** – Change the UIN quantity if necessary.

4. Click **Confirm** to complete the transaction. The order is recognized as received. You return to the Direct Delivery List window.

## Reject a Delivery

Some retailers do not allow discrepancies in deliveries and SIM can be configured to support this process. If the delivery does not match the shipping documents, the delivery must be rejected.

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### Notes:

- This applies only to direct deliveries for existing purchase orders with applied ASNs.
  - Only users with the required permission can override the rejection of a discrepant reject a delivery.
- 
- 

When a delivery is rejected, all quantities on the delivery are set to zero and the delivery status is set to Rejected. To reject a delivery, follow these steps:

1. Click **Reject**.

You receive a prompt asking whether you really want to reject the delivery.

2. Click **Yes**.

The delivery is rejected, and you return to the Direct Delivery List window.

## Update the UINs for a Delivery

If serial number type unique identification numbers (UIN) are required for the items in a delivery, the UINs must be scanned or entered manually.

To enter UINs for the delivery, follow these steps:

1. Double-click on the **UIN Qty** field. The UIN window opens.
2. To add UINs for received items, follow these steps:

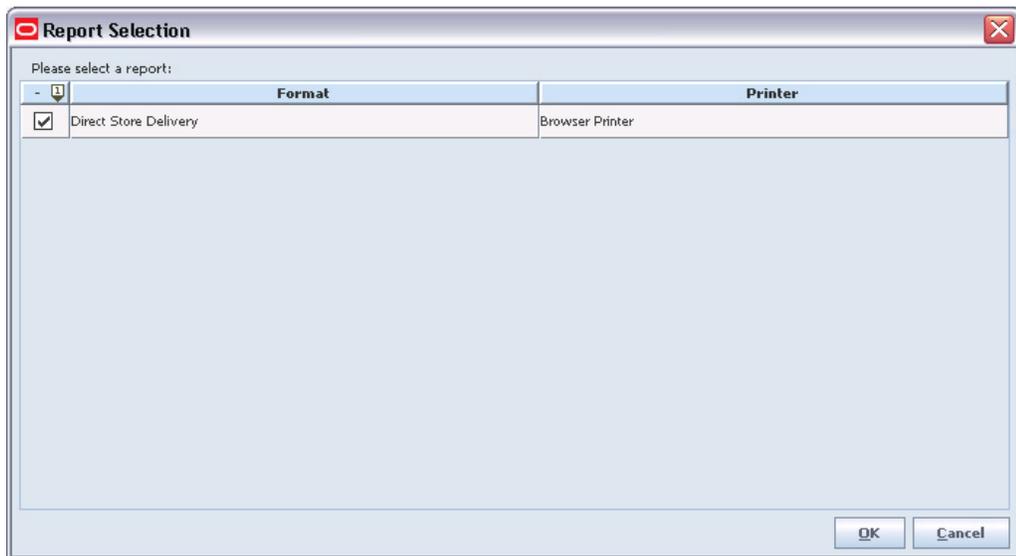
- a. In the unique identification number field, enter the UIN of a received item.
  - b. In the **Damaged** field, select Yes or No. If you select True, a check mark is displayed in the Damaged field. The default value is False.
  - c. To add another item, click **Add**.
3. To update UINs for received items, follow these steps:
    - a. To update the **Damaged** field, double-click on the field and select True or False.
    - b. To change an incorrect UIN value, select the UIN and click **Remove** to delete the UIN. Click **Add** and enter the correct UIN value.
  4. Click **Apply** to save your changes and return to the Direct Delivery Detail window.

## Print a Delivery Receipt

**Navigate:** Main Menu > Shipping/Receiving > Direct Delivery. The Direct Delivery List window opens.

To print a Direct Delivery Report, follow these steps:

1. Select the delivery from the list.
2. Click **Print**. The Report Selection window opens.



3. In the **Printer** field, select the printer you want to use.  
(See [“Print or View SIM Reports and Other Output”](#) in [Chapter 2](#) for general information about SIM report output.)
4. Click **OK**. A message informs you that the Direct Delivery Report was printed.
5. Click **OK**.

## Warehouse Deliveries

Use Warehouse Delivery to receive merchandise from a company-owned warehouse that is an approved shipping location for a receiving store. You can receive against an Advance Shipping Notice (ASN), at the ASN level, by the container, or by the case or item. Inventory adjustment records can be written for missing and damaged items. Large deliveries can remain in In Progress status until all items can be received.

The Warehouse Delivery List window displays shipments expected because of transfers and allocations.

### Warehouse Delivery List Window

**Navigate:** Main Menu > Shipping/Receiving > Warehouse Delivery. The Warehouse Delivery List window opens.

**Figure 10–1** Warehouse Delivery List Window

ID	ASN	Status	ETA	Receive Date	From	Containers	Missing	Customer Order
1001	ASN1001	In Progress	3/25/13		2 - Warehouse		No	Yes
301	ASN301	In Progress	5/29/13		2 - Warehouse		No	Yes
6001	ASN601	In Progress	4/15/13		2 - Warehouse		No	No
6060	ASN6060	In Progress	5/5/13		2 - Warehouse		No	No
63	asn6063	In Progress			2 - Warehouse		No	No
10036	ASN8000	In Progress	9/17/13		2 - Warehouse		No	No

From the Warehouse Delivery List window, you can do the following:

- [Filter the Warehouse Delivery List](#)
- [Receive Shipments, Containers, or Cases from a Warehouse](#)
- [Print a Warehouse Delivery Report](#)

From the Warehouse Delivery List window, click **Back** to return to the Shipping/Receiving menu.

## Filter the Warehouse Delivery List

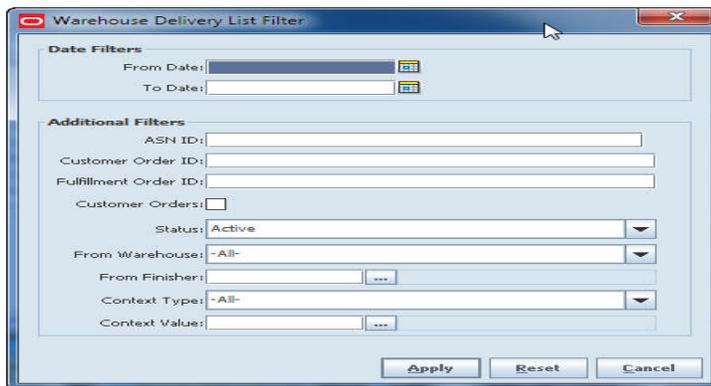
Whenever the Warehouse Delivery List window is displayed, you can filter the list to limit the deliveries listed. If the list is currently filtered, the filtering is shown next to the Filter button.



To filter the list of deliveries or to change the current filtering, follow these steps:

1. In the Warehouse Delivery List window, click **Filter**. The Warehouse Delivery List Filter window opens.

**Figure 10–2 Warehouse Delivery List Filter Window**



2. Enter or select search values as needed to specify the item requests that you want to list. All values are optional. If you leave a field blank or select All, all values are included in the search.

**Date Filters** – Enter or select From Date and To Date values to select those deliveries with an estimated time of arrival between the dates you specify.

**ASN ID** – Enter the ASN number to select only those deliveries related to a specific ASN.

**Customer Order ID** – Enter the customer order number to select only those deliveries related to a specific customer order.

**Fulfillment Order ID** – Enter the fulfillment order number to select only those deliveries related to a specific fulfillment order.

**Customer Orders** – Select this check box to select for customer orders only.

**Status** – Select Active, In Progress, New, Received, or All. The default is Active.

**From Warehouse** – Select a warehouse from the drop-down list.

**From Finisher** – Enter a finisher in the Finisher field, or select the Ellipses to search for a finisher.

**Context Type** – Select a context type from the drop-down list.

**Context Value** – Enter a context value in the Context Value field, or select the Ellipses to search for a context value.

3. Click **Apply**. You return to the Warehouse Delivery List window, where your filter has been applied.

## Receive Shipments, Containers, or Cases from a Warehouse

Use this function to record warehouse deliveries.

**Navigate:** Main Menu > Shipping/Receiving > Warehouse Delivery. The Warehouse Delivery List window opens.

To receive a shipment, follow these steps:

1. Double-click a container to select it. The Receive Container window opens.

**Figure 10–3 Receive Container Window**

Container ID	Status	Expected Cases	Customer Order	UIN Required
Esw002	Missing	1	No	<input checked="" type="checkbox"/>

For each container, the Receive Container window lists the following:

- Container ID number
  - Status
  - Number of expected cases in the container
  - Customer order
  - Whether unique identification numbers (UIN) are required for items in the container. If UINs are required, a check mark appears in the UIN Required field.
2. Edit quantities or record damages:
    - a. Double-click a container to select it. The Receive Case window opens.

**Figure 10–4 Receive Case Window**

Item	Item Description	UOM	Pack Size	Expected	Received	Damaged	UIN Qty
100133712	SIM QA Red Balloon	Cases	100	0.03	0	0	
100144207	04272011 test 1	Cases	1	0	0	0	0

- b. Update any of these enabled fields as needed:

**UOM** – From the drop-down list, select the unit of measure.

**Received** – Enter the quantity of received units.

**Damaged** – Enter the quantity of damaged units.

3. If necessary, add an item that is not listed on the shipment, delete an item, or edit delivery quantities.

**Add an item:**

- a. Click **Add Item**.
- b. Update any of these enabled fields as needed:
  - Item** – Enter the item, or select an item using by clicking the Ellipses.
  - UOM** – From the drop-down list, select the unit of measure.
  - Received** – Enter the quantity of received units.
  - Damaged** – Enter the quantity of damaged units.

**Scan an item:**

- a. Click **Scanner** to scan the item. See “[Scan an Item \(Scanner Button\)](#)” in [Chapter 2](#) for more information.

**Remove items that you added:**

- a. Select the items.
- b. Click **Remove Item**.

**Edit delivery:**

- a. Click **Adjust**. The delivery status is changed from Received to In Progress.
- b. Update any of these enabled fields as needed:
  - Received** – Enter the quantity of received delivery units.
  - Damaged** – Enter the quantity of damaged delivery units.
  - UOM** – From the drop-down list, select the appropriate unit of measure.

---

---

**Note:** If items with auto-generated serial number (AGSN) type UINs are included in the delivery, the AGSNs are generated when you click **Save**. The AGSNs are not displayed in this window.

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- c. Click **Confirm** to change the status of the delivery to Received.

4. Select the shipment, container, or cases to receive:
  - To receive everything listed on the Receive Container window, do not select any items.
  - To receive a container, select the line that you want to receive.

---

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**Note:** If you have not selected a line, a message is displayed: "Would you like to receive the entire delivery?" Click **Yes** to receive the entire delivery, or **No** to go back to the Receive Container window, where you can select a container.

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5. Click **Receive**. The status changes to Received.

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**Note:** To reverse a receipt, select **Un-Receive**. A message is displayed: “Would you like to Un-Receive all containers on the delivery?” Click Yes to reverse the receipt. You can also reverse the receipt of individual containers by selecting the container and then clicking Un-Receive.

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6. Save or complete the transaction.

To save the transaction so you can edit it later, click **Save**. You return to the Warehouse Delivery List window.

To complete the transaction:

- a. Click **Confirm**. A message is displayed: “This delivery will be received and cannot be changed. Do you want to continue?”
- b. Click **Yes** to confirm the receipt. You return to the Warehouse Delivery List window.

## Update UINs for a Delivery

If unique identification numbers (UIN) are required for the items in a delivery, the UINs must be scanned or entered manually.

To enter UINs for items in a case, follow these steps:

1. Double-click on the **UIN Qty** field. The UIN window opens.
2. To add UINs for received items, follow these steps:
  - a. In the unique identification number field, enter the UIN of a received item.
  - b. In the **Damaged** field, select True or False. If you select True, a check mark is displayed in the Damaged field. The default value is False.
  - c. To add another item, click **Add**.
3. To update UINs for received items, follow these steps:
  - a. To update the **Damaged** field, double-click on the field and select True or False.
  - b. To change a UIN value, click **Remove** to delete the UIN. Click **Add** and enter the corrected UIN value.
4. Click **Apply** to save your changes and return to the Receive Container window.

## Print a Warehouse Delivery Report

**Navigate:** Main Menu > Shipping/Receiving > Warehouse Delivery. The Warehouse Delivery List window opens.

To print a Warehouse Delivery Report, follow these steps:

1. Select the delivery from the list.
2. Click **Print**. The Report Selection window opens.
3. In the **Printer** field, select the printer you want to use.

(See “[Print or View SIM Reports and Other Output](#)” in [Chapter 2](#) for general information about SIM report output.)

4. Click **OK**. A message informs you that the Warehouse Delivery Report was printed.
5. Click **OK**.

# 11

## Transfers

Transfers are movements of goods from one store to another within the company. With the Transfers functions, you can create and receive transfers. For transfers, SIM verifies that the receiving store is approved to receive the selected items, and that the sending store has the necessary stock on hand to perform the transfer.

You can dispatch a transfer immediately or save it to be dispatched later. At the time that the transfer is dispatched, SIM decrements the stock on hand of the sending store and increments the in-transit inventory of the receiving store.

You can also prepare and print a bill of lading (transport document) to accompany a transfer.

### Transfer List Window

**Navigate:** Main Menu > Shipping/Receiving > Transfers. The Transfer List window opens.

**Figure 11–1** Transfer List Window

ID	External Id	From	To	Date	Type	Status	Total SKUs	Create User	Customer Or...
181		1111 - Charlotte...	1131 - Jacksonv...	1/26/12	Transfer	In Progress	2	Sue	No
601		1111 - Charlotte...	1131 - Jacksonv...	11/21/12	Transfer	In Progress	1	eswarim	No
2042		1131 - Jacksonv...	1111 - Charlotte...	2/12/13	Transfer	Inbound - Pickl...	2	Becky	No
2162		1131 - Jacksonv...	1111 - Charlotte...	2/22/13	Request	New Request	1	orsimadmin	No
1506		1131 - Jacksonv...	1111 - Charlotte...	2/22/13	Transfer	Receiving	1	Sue	No
2321		1131 - Jacksonv...	1111 - Charlotte...	3/7/13	Transfer	Inbound - Pickl...	1	orsimadmin	No
2461		1111 - Charlotte...	1131 - Jacksonv...	3/12/13	Transfer	In Progress	1	orsimadmin	No
2462		1131 - Jacksonv...	1111 - Charlotte...	3/12/13	Request	Awaiting Respo...	1	orsimadmin	No
2521		1111 - Charlotte...	1131 - Jacksonv...	3/14/13	Transfer	In Progress	1	orsimadmin	No
2541		1131 - Jacksonv...	1111 - Charlotte...	3/15/13	Transfer	Inbound - Pickl...	1	orsimadmin	No
2542		1131 - Jacksonv...	1111 - Charlotte...	3/15/13	Transfer	Receiving	1	orsimadmin	No
2561		1111 - Charlotte...	1131 - Jacksonv...	3/15/13	Transfer	In Progress	1	orsimadmin	No
2581		1111 - Charlotte...	1131 - Jacksonv...	3/15/13	Transfer	In Progress	1	orsimadmin	No
2621		1111 - Charlotte...	1131 - Jacksonv...	3/22/13	Transfer	In Progress	3	Sue	No
2705		1131 - Jacksonv...	1111 - Charlotte...	3/26/13	Transfer	Inbound - Pickl...	1	orsimadmin	No
2707		1131 - Jacksonv...	1111 - Charlotte...	3/26/13	Transfer	Inbound - Pickl...	1	orsimadmin	No
2941		1131 - Jacksonv...	1111 - Charlotte...	4/4/13	Transfer	Receiving	1	Rhonda	No

The Transfer List window displays the following information about transfers:

Column	Description
ID	SIM identifier for the transfer
External ID	Identifier supplied by an external system
From	Sending location

Column	Description
To	Receiving location
Date	Creation date of the transfer or transfer request
Type	Transfer or Request
Status	Current status of the transfer or request: <ul style="list-style-type: none"> <li>■ New Request</li> <li>■ Awaiting Response</li> <li>■ Pending Request</li> <li>■ Request Approved</li> <li>■ Outbound Rejected Request</li> <li>■ Inbound Rejected Request</li> <li>■ In Progress</li> <li>■ Inbound – Picking</li> <li>■ Dispatched</li> <li>■ In Transit</li> <li>■ Receiving</li> <li>■ Received</li> <li>■ Closed</li> <li>■ Cancelled Transfer</li> <li>■ Inbound Cancelled</li> </ul>
Total SKUs	Total number of detail lines for the transfer or request
Create User	User who created the transfer or request
Customer Order	Indicates if it is a customer order or not.

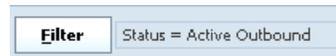
From the Transfer List window, you can do the following:

- [Filter the Transfer List](#)
- [Create or Edit a Transfer Request](#)
- [Respond to a Transfer Request](#)
- [Create, Edit, or Dispatch a Transfer](#)
- [Dispatch an In-Progress Transfer](#)
- [Receive a Transfer](#)
- [View a Transfer or Transfer Request](#)
- [Print a Transfer or Transfer Request](#)
- [Print a Bill of Lading](#)
- [Delete a Transfer or Transfer Request](#)

From the Transfer List window, click **Back** to return to the Shipping/Receiving menu.

## Filter the Transfer List

Whenever the Transfer List window is displayed, you can filter the list of transfers to limit the transfers listed. If the list is currently filtered, the filtering is shown next to the Filter button.



To filter the list of transfers or to change the current filtering, follow these steps:

1. In the Transfer List window, click **Filter**. The Transfer List Filter window opens.

**Figure 11–2 Transfer List Filter Window**

2. Enter or select search values as needed to specify the transfers that you want to list. All values are optional. If you leave a field blank or select All, all values are included in the search.

**Date Filters** – Enter or select From Date and To Date values to limit the date range. The date is the creation date if in Pending status, the dispatch date if in Dispatched status, or the close date if in Received or Canceled status.

**Transfer Location** – Enter a transfer location to select all transfers to or from that location.

**Status** – Select a status from the drop-down list. The default is Active.

**Context Type** – If the transfer is related to a promotion or repair, select the context type to limit the results returned. For example, select “Promotion” to limit results to promotions.

**Context Value** – If the transfer is related to a promotion, enter a promotion ID or click the **Ellipsis** button to look up a promotion. See “[Look Up a Promotion](#)” for more information.

**Item** – Enter the Item ID or click the **Ellipsis** button to look up an item.

In the Item Lookup window, locate and select the item you want. Click **Apply** to return to the Transfer List Filter window. See “[Item Lookup](#)” in [Chapter 21](#) for more information.

**User** – Select the user who made the requests.

**Transfer ID** – Enter the transfer identifying number to limit the search to a particular transfer.

**External ID** – Enter an external identifier for a transfer.

**Type** – Select Transfer, Request, or All (default).

**Customer Order ID** – Enter the customer order number to search for a specific customer order.

**Fulfillment Order ID** – Enter the fulfillment order number to search for a specific fulfillment order.

**Customer Orders** – Select this check box if you want to search for customer orders only.

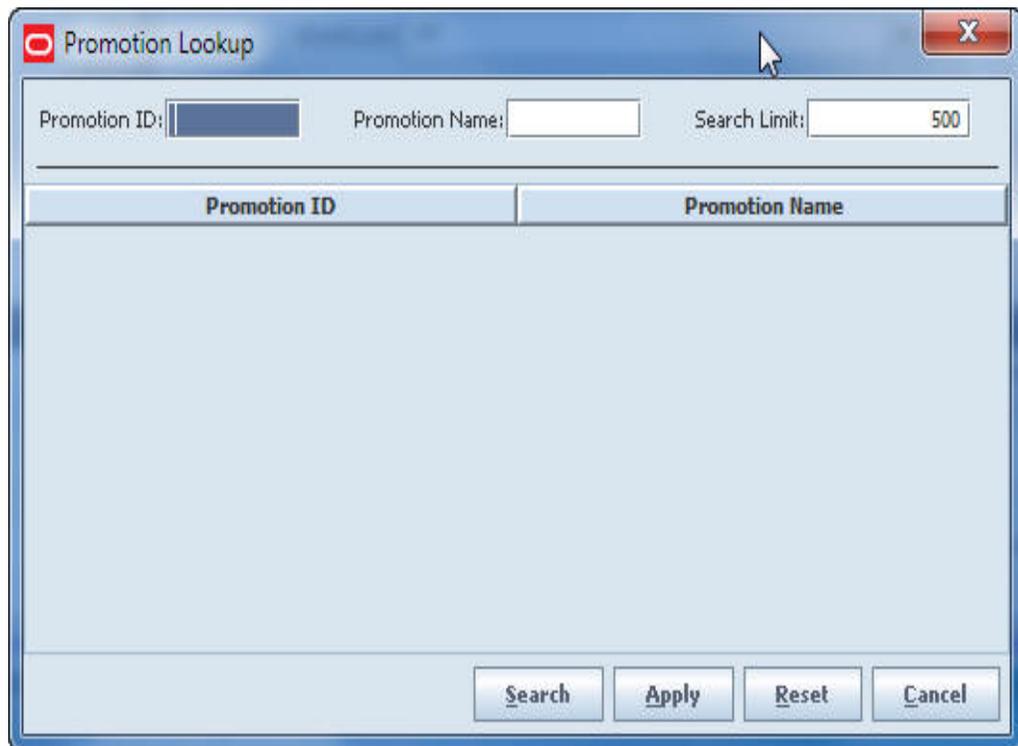
3. Click **Apply**. You return to the Transfer List window, where your filter has been applied.

## Look Up a Promotion

You can look up a promotion when you are filtering the Transfer List window, or when you are creating a transfer or transfer request.

If you click the **Ellipsis** button on the Context Value field, the Promotion Lookup window opens.

**Figure 11–3 Promotion Lookup Window**



To look up a promotion ID for a return, follow these steps:

1. Enter any of the following optional values to limit promotion search results:

**Promotion ID** – If you want to limit the search to a particular promotion ID, enter that identifier.

**Promotion Name** – If you want to search on the promotion name, enter a string of characters found in the promotion name.

**Search Limit** – If you want to change the maximum number of promotions returned from the search, enter an integer value. The default value is 500.

2. Select the promotion you want to use for the transfer.
3. Click **Apply** to return to the Transfer Detail window.

## Create or Edit a Transfer Request

Request a transfer when you want to receive items from another location.

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**Note:** To edit a transfer request that is in New Request status (started but not yet requested), double-click the transfer request in the Transfer List window and begin with Step 2.

---

**Navigate:** Main Menu > Shipping/Receiving > Transfers. The Transfer List window opens.

To create a transfer request, follow these steps:

1. Click **Create Request**. The Transfer Detail window opens.

**Figure 11–4** Transfer Detail Window – Create Transfer Request

2. Select the transferring “buddy” store in the **Transfer From** field.

To select another store, click the **Ellipsis** button to look up a location that is not on the drop-down list. The Store Lookup window opens.

**Figure 11–5 Store Lookup Window**

To look up and select a location, follow these steps:

- a. Complete one of the fields on the lookup screen to limit the search results:
  - Store ID** – Enter a complete store number.
  - Store Name** – Enter a complete or partial store name.
- b. Click **Search**. The search results are displayed in the list.
- c. Select the location that you want to use.
- d. Click **Apply**. You return to the Transfer Detail window.
3. In the **Request Comments** field, enter any additional information that you want to include with the transfer.
4. In the **Context Type** field, select either Promotion or Repair.
5. (Promotion only) In the Context Value field, enter the promotion ID, or click the **Ellipsis** button to look up the promotion ID. See “[Look Up a Promotion](#)” for more information.
6. For each item you want to add to the transfer request, follow these steps:
  - a. Click **Add Item**.
  - b. In the **Item** field, enter the item number or click the **Ellipsis** button to look up the item.
 

In the Item Lookup window, locate and select the item you want. Click **Apply** to return to the Transfer Request window. See “[Item Lookup](#)” in [Chapter 21](#) for more information, or click **Scanner** to scan the item. See “[Scan an Item \(Scanner Button\)](#)” in [Chapter 2](#) for more information.
  - c. For each item on the transfer, complete these fields:
    - UOM** – From the drop-down list, select the unit of measure.

**Shipped** – Enter the number of units shipped.

7. To remove items from the transfer request, follow these steps:
  - a. Select the items you want to delete.
  - b. Click **Remove Item**. You receive the following prompt: “The selected line item(s) will be deleted. Do you want to continue?”
  - c. Click **Yes**.
8. Save or complete the request:
  - To save the request so you can change it later, click **Save**. The request is saved with a status of New Request. To edit the request later, double-click on the request in the Transfer List window.
  - To complete the request, click **Request**. The request is saved with a status of Awaiting Response. Requests awaiting response cannot be changed.

You are returned to the Transfer List window.

## Respond to a Transfer Request

You can approve or reject a request to transfer items from your store to another location. Transfer requests that you can accept or reject are in Pending Request status.

**Navigate:** Main Menu > Shipping/Receiving > Transfers. The Transfer List window opens.

1. If you want to limit the Transfer List to show only pending transfer requests, filter the list. See “[Filter the Transfer List](#).”
2. Double-click a transfer with a status of Pending Request. The Transfer Detail window opens.

**Figure 11–6** *Transfer Detail Window – Respond to a Transfer Request*

Item	Item Description	UOM	Pack Size	SOH	Requested	Accepted
100178512	06132011 Test item 3.5	Cases	1	0	10	

3. Accept or reject the transfer request. See the following topics:
  - [Accept a Transfer Request Without Changes](#)
  - [Accept a Transfer Request With Changes](#)
  - [Reject a Transfer Request](#)

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**Note:** Click **Save** at any point if you want to save your changes and return to the Transfer List window. Click **Cancel** at any point to return without saving any changes.

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## Accept a Transfer Request Without Changes

If you want to accept the entire transfer request without changes and ship all requested line items, follow these steps:

1. Click **Default Quantities**. The Accepted field for each item is completed with the same quantity as the Requested field. (If you prefer, you can instead enter values manually in the Accepted field for every item on the transfer request.)

---

---

**Note:** If all Accepted fields on the transfer request are blank or zero when you click Accept, you will be asked whether you want to reject the entire transfer request.

---

---

2. Click **Accept**. You receive the following prompt: “Are you sure you want to accept the selected transfer now?”
3. Click **Yes**. You return to the Transfer List window.

## Accept a Transfer Request With Changes

If you want to accept the transfer request but you need to make some changes to the line items requested, follow these steps:

1. If you want to complete the Accepted field for all items with the requested quantities, click **Default Quantities**; otherwise enter all Accepted quantities manually.

---

---

**Note:** A blank or zero value in the Accepted field for any item means that you are rejecting the transfer request for that item.

---

---

2. For each item that you need to change, update these fields as needed:  
**UOM** – From the drop-down list, select the unit of measure.  
**Accepted** – Enter the number of items to be sent to the requesting location. To reject an individual item on the transfer, enter an Accepted quantity of 0.
3. Click **Accept**. You receive the following prompt: “Are you sure you want to accept the selected transfer now?”
4. Click **Yes**. You return to the Transfer List window.

## Reject a Transfer Request

If you need to reject the entire transfer request and all line items requested, follow these steps:

1. Click **Reject**. You receive the following prompt: “Are you sure you want to reject the selected transfer now?”
2. Click **Yes**. You return to the Transfer List window.

## Create, Edit, or Dispatch a Transfer

Create a transfer when you want to send items to another location. You can create a new transfer without first receiving a transfer request. You can also view and edit a transfer or transfer request, modify the transfer as needed, and dispatch the transfer.

**Note:** To edit a transfer that is In Progress (created but not yet dispatched), double-click the transfer in the Transfer List window and begin with Step 2.

**Navigate:** Main Menu > Shipping/Receiving > Transfers. The Transfer List window opens.

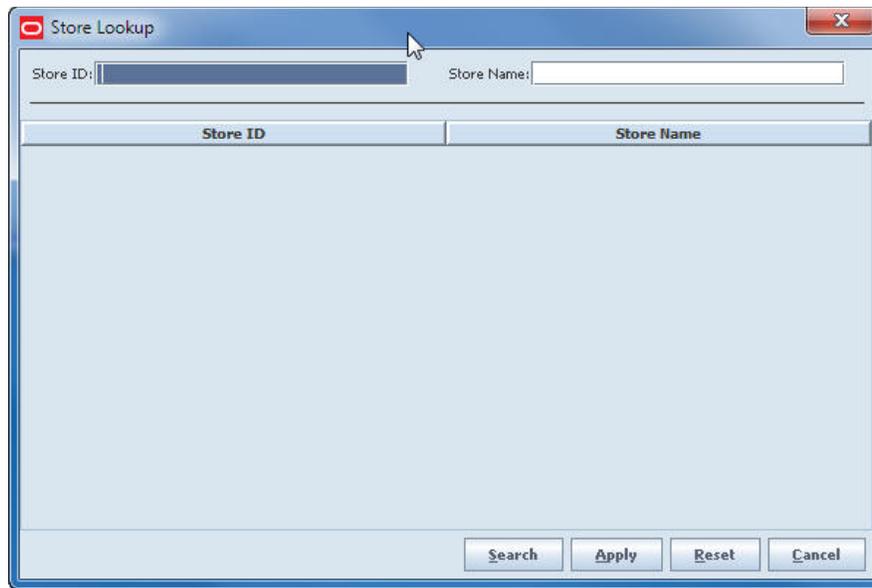
To create a transfer, follow these steps

1. Click **Create Transfer**. The Transfer Detail window opens.

**Figure 11–7 Transfer Detail Window – Create Transfer**

2. Select the transferring “buddy” store in the **Transfer To** field.

To look up a location that is not on the drop-down list, click the **Ellipsis** button. The Store Lookup window opens.

**Figure 11–8 Store Lookup Window**

To look up a location, follow these steps:

- a. Complete one of the fields to limit the search results:
    - Store ID** – Enter a complete store number.
    - Store Name** – Enter a complete or partial store name.
  - b. Click **Search**. The results of your search are listed.
  - c. Select the location you want.
  - d. Click **Apply**. You return to the Transfer Detail window, with the selected location displayed.
3. In the **Transfer Comments** field, enter any additional information that you want to include with the transfer.
  4. In the **Context Type** field, select either Promotion or Repair.
  5. (Promotion only) In the **Context Value** field, enter the promotion ID, or click the **Ellipsis** button to look up the promotion ID. See [“Look Up a Promotion”](#) for more information.
  6. To add items to the transfer, follow these steps:
    - a. In the **Item** field, enter the item number, or click the **Ellipsis** button to look up the item.  
  
In the Item Lookup window, locate and select the item you want. Click **Apply** to return to the Transfer Detail window. See [“Item Lookup”](#) in [Chapter 21](#) for more information. Or click **Scanner** to scan the item. See [“Scan an Item \(Scanner Button\)”](#) in [Chapter 2](#) for more information.
    - b. Update fields as needed:
      - UOM** – From the drop-down list, select the unit of measure.
      - Shipped** – Enter the quantity to transfer.
    - c. To add another item, click **Add Item**.
  7. To remove items from the transfer, follow these steps:

- a. Select the items you want to remove.
  - b. Click **Remove Item**. You receive the following prompt: "The selected line item(s) will be deleted. Do you want to continue?"
  - c. Click **Yes**.
8. Update bill of lading (BOL) information:
    - a. Click **BOL**. The BOL Detail window opens.

**Figure 11–9 BOL Detail Window – Transfer**

The screenshot shows the 'BOL Detail Window' in the 'Store Inventory Management' application. The window has a title bar with 'Store Inventory Management' and standard window controls. Below the title bar are 'Save' and 'Cancel' buttons. The main content area is divided into several sections:

- Delivery Summary:** Fields for Transfer ID, BOL ID, Create Date (8/21/13), and Dispatch Date.
- Ship From:** Fields for Name (883 - g2 Test Store), Address 1 (TEST), Address 2, City (TEST), State (AC), and Zip Code.
- Ship To:** Fields for Name (1111 - Charlotte 11\*), Address 1 (123 Street), Address 2 (Anytown), City (Anycity), State (SP), and Zip Code (50250).
- Motive:** A dropdown menu currently showing 'Transfers'.
- Carrier:** Radio buttons for 'Sender', 'Receiver', and 'Third Party' (which is selected). Below are fields for 'Other' (a dropdown), 'Name', and 'Address'.
- Alternate Destination Address:** A text input field.
- Requested Pickup Date:** A date selection field.
- Service:** A dropdown menu currently showing '-Select-'.
- Tracking ID:** A text input field.

At the bottom of the window is a status bar with tabs for 'Client Information', 'orsimadmin orsimadmin', '883 - g2 Test Store', 'BOL Detail', 'Help', and 'Jump'.

- b. Update the following fields as needed:
    - Motive** – The default value is Transfers. If needed, select a different value.
    - Carrier** – The provider that will handle the shipment. If Third-party is selected, select the provider. If Other is selected, enter the name and address.
    - Alternate Destination Address** – If the transfer is to be shipped to an address other than the address displayed (under Ship To), enter the full shipping address.
    - Requested Pickup Date** – Enter or select the date when you want the transfer picked up.
    - Service** – If third-party provider is selected, choose the service method for the shipment.
    - Tracking ID** – Enter the tracking ID of the shipment.
  - c. Click **Save**.
9. Save or dispatch the transfer:

- To save the transfer without dispatching it, click **Save**. The transfer is saved with a status of In Progress. To edit the transfer later, double-click on the request in the Transfer List window.
- To submit the transfer, click **Submit**. You receive a prompt to verify that you want to submit the transfer now. Click **Yes**.
- To dispatch the transfer immediately, click **Dispatch**. You receive a prompt to verify that you want to dispatch the transfer now. Click **Yes**.

---

---

**Note:** Submit will be available if system is configured as such. If it is configured to submit, you will only have a submit or a dispatch. You cannot have both at the same time. It will require that you submit in order to dispatch. Once you have a submit then you will be able to dispatch.

---

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You are returned to the Transfer List window.

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**Note:** Depending on the deployment of SIM and backend applications, it is possible for the tracking ID field will be filled in automatically by a Manifest system when submitting or dispatching. Check the integration guide for more information.

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## Dispatch an In-Progress Transfer

After you create a transfer, it must be dispatched before the actual transfer of goods will occur.

You can dispatch a transfer at the time that you create it. You can also open a transfer to view and edit the transfer, and then dispatch it. See "[Create, Edit, or Dispatch a Transfer](#)."

For outbound transfers with In Progress status, you can also use the following procedure to dispatch transfers without viewing or editing them.

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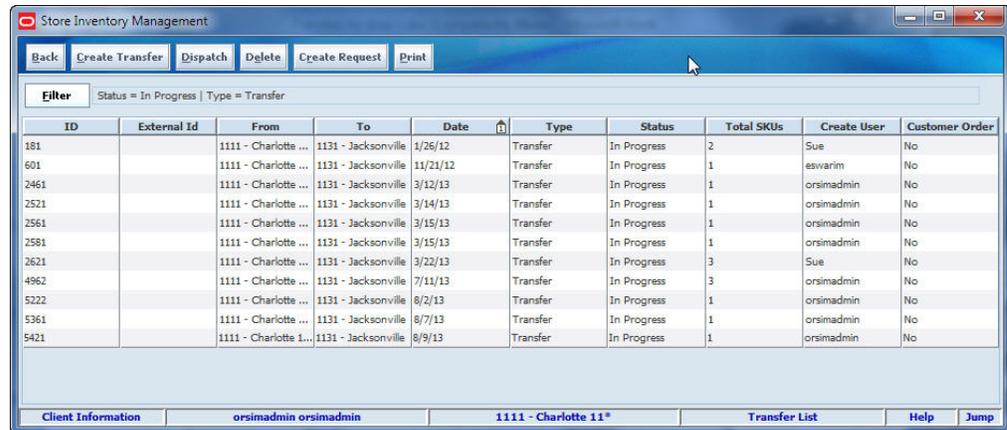
**Note:** You can dispatch a transfer only if its status is In Progress and it is outbound.

---

---

**Navigate:** Main Menu > Shipping/Receiving > Transfers. The Transfer List window opens.

1. If you want to limit the transfer list to show only the outbound transfers that you can dispatch, filter the list. See "[Filter the Transfer List](#)." The following figure shows the Transfer List window filtered to show active outbound transfers.



2. Select the outgoing transfers with In Progress status that you want to dispatch.
3. Click **Dispatch**. You receive a prompt to verify that you want to dispatch the transfers now.
4. Click **Yes** to dispatch the selected transfers. You are returned to the Transfer List window.

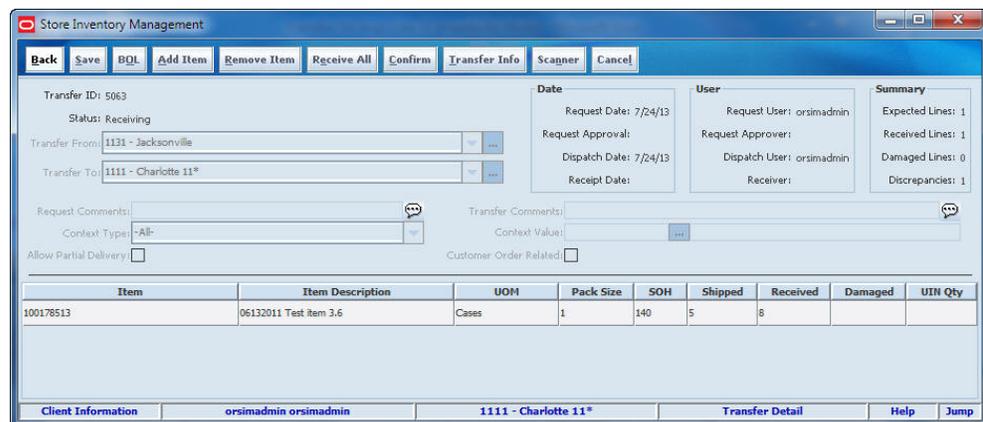
## Receive a Transfer

**Navigate:** Main Menu > Shipping/Receiving > Transfers. The Transfer List window opens.

To receive a transfer, follow these steps:

1. If you want to limit the Transfer List to show only the inbound transfers that you can receive, filter the list. See ["Filter the Transfer List."](#)
2. Double-click the transfer you want to receive. The Transfer Detail window opens.

**Figure 11–10 Transfer Detail Window – Receive Transfers**



3. Receive all items, or receive items separately.  
 To receive all items in the transfer, click **Receive All**.  
 To receive each item separately, follow these steps:
  - a. Select the item.



- b. To change a UIN value, click **Remove** to delete the UIN. Click **Add** and enter the corrected UIN value.
4. Click **Apply** to save your changes and return to the Transfer Detail window.

## View a Transfer or Transfer Request

You can view, but not update the details of transfers or transfer requests in the following statuses:

- Awaiting Response
- Inbound - Picking
- Inbound Request Rejected
- Outbound Request Rejected
- Dispatched

**Navigate:** Main Menu > Shipping/Receiving > Transfers. The Transfer List window opens.

To view a transfer or transfer request with one of these statuses, follow these steps:

1. If you want to filter the transfer list, see "[Filter the Transfer List](#)."
2. Double-click the transfer request that you want to view. The Transfer Detail window opens.
3. Click **Back** to return to the Transfer List window.

## Print a Transfer or Transfer Request

**Navigate:** Main Menu > Shipping/Receiving > Transfers. The Transfer List window opens.

1. If you want to filter the transfer list, see "[Filter the Transfer List](#)."
2. Select the transfer or transfer request that you want to print.
3. Click **Print**. The Report Selection window opens.
4. Select the **Transfer** format and the printer.
5. Click **OK**.

## Print a Bill of Lading

For any transfer, you can print a bill of lading (transport document) that accompanies the merchandise when it is shipped. You can print the bill of lading at any time; however, if the transfer is not yet shipped or if it is cancelled, the bill of lading is marked DRAFT or CANCELLED.

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**Note:** Bill of lading information must be entered or updated when transfers are created or updated. Some information for the bill of lading (such as address) is filled in automatically, but other information must be entered manually.

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**Navigate:** Main Menu > Shipping/Receiving > Transfers. The Transfer List window opens.

To print a bill of lading, follow these steps:

1. If you want to filter the transfer list, see "[Filter the Transfer List.](#)"
2. Select the transfer for which you want to print a bill of lading.
3. Click **Print**.
4. Select the **Bill of Lading** format and the printer.
5. Click **OK**.

## Delete a Transfer or Transfer Request

You can delete the following:

- Transfers created at your location that have a status of In Progress (created but not dispatched). The status of a deleted transfer is set to Cancelled Transfer.
- Transfer requests created at your location that are in New Request or Awaiting Response status. The status of a deleted transfer request is set to Cancelled Request.

**Navigate:** Main Menu > Shipping/Receiving > Transfers. The Transfer List window opens.

To delete transfers or transfer requests, follow these steps:

1. If you want to filter the transfer list, see "[Filter the Transfer List.](#)"
2. Select the transfers or transfer requests that you want to delete.
3. Click **Remove Item**. A message is displayed: "Are you sure you want to delete the selected transfers now?"
4. Click **Yes**.

# 12

## Returns

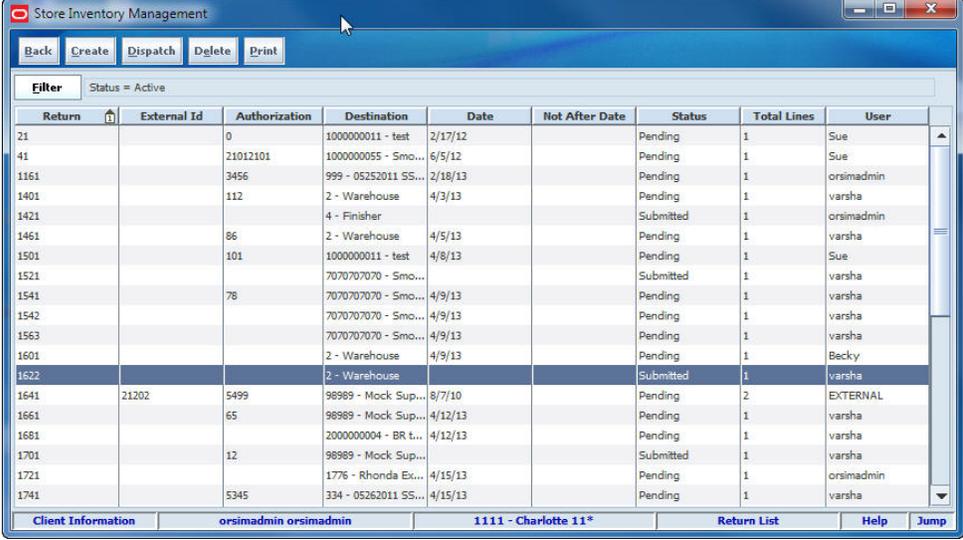
You can create, edit, and dispatch returns from the store to a company-owned warehouse, a finisher, or directly to a vendor. If there is unavailable stock for a returned item, you have the option to use items from unavailable stock for the return. A completed (dispatched) return decreases available stock on hand.

You can also prepare and print a bill of lading (transport document) to accompany a return.

### Return List Window

**Navigate:** Main Menu > Shipping/Receiving > Returns. The Return List window opens.

**Figure 12–1** Return List Window



Return	External Id	Authorization	Destination	Date	Not After Date	Status	Total Lines	User
21		0	1000000011 - test	2/17/12		Pending	1	Sue
41	21012101	1000000055 - Smo...		6/5/12		Pending	1	Sue
1161	3456	999 - 05252011 SS...		2/18/13		Pending	1	orsimadmin
1401	112	2 - Warehouse		4/3/13		Pending	1	varsha
1421		4 - Finisher				Submitted	1	orsimadmin
1461	86	2 - Warehouse		4/5/13		Pending	1	varsha
1501	101	1000000011 - test		4/8/13		Pending	1	Sue
1521		70707070 - Smo...				Submitted	1	varsha
1541	78	70707070 - Smo...		4/9/13		Pending	1	varsha
1542		70707070 - Smo...		4/9/13		Pending	1	varsha
1563		70707070 - Smo...		4/9/13		Pending	1	varsha
1601		2 - Warehouse		4/9/13		Pending	1	Becky
1622		2 - Warehouse				Submitted	1	varsha
1641	21202	5499	98989 - Mock Sup...	8/7/10		Pending	2	EXTERNAL
1661		65	98989 - Mock Sup...	4/12/13		Pending	1	varsha
1681			2000000004 - BR t...	4/12/13		Pending	1	varsha
1701		12	98989 - Mock Sup...			Submitted	1	varsha
1721			1776 - Rhonda Ex...	4/15/13		Pending	1	orsimadmin
1741		5345	334 - 05262011 SS...	4/15/13		Pending	1	varsha

The Return List window displays the following information about returns:

Column	Description
Return	SIM identifier for the return
External ID	Identifier supplied by an external system
Authorization	Authorization number, if required for returns
Destination	Warehouse or Supplier

Column	Description
Date	Create date if in Pending status Dispatch date if in Dispatched status Close date if in Cancelled status
Not After Date	Date after which a return request cannot be dispatched (supplied by an external system)
Status	Current status of the return: <ul style="list-style-type: none"> <li>▪ Pending – Return created but not yet dispatched</li> <li>▪ Requested – Return request was received from merchandising system but not yet processed</li> <li>▪ Cancelled – Return request deleted</li> <li>▪ Dispatched – Return or request completed and dispatched</li> </ul>
Total Lines	Total number of line items in the return
User	User who created the return

From the Return List window, you can do the following:

- [Filter the Return List](#)
- [Create a Return](#)
- [Edit or View a Return](#)
- [Dispatch a Return](#)
- [Print a Return Report](#)
- [Print a Bill of Lading](#)
- [Delete a Return](#)

From the Return List window, click **Back** to return to the Shipping/Receiving menu.

## Filter the Return List

At any time while the Return List window is open, you can click **Filter** to change how the list is filtered.

Current filtering is displayed next to the Filter button on the Return List window. If no filtering is displayed, all items are currently selected and listed.



To change how the list is filtered, follow these steps:

1. Click **Filter**. The Return List Filter window opens.

Figure 12–2 Return List Filter Window

2. If you want to reset all filtering criteria to default values, click **Reset**.
3. Enter or select filtering criteria as needed to select just the inventory adjustments you want to list. All criteria are optional. If you leave a field blank or select All, all values will be included in your filtering selection.

**Date Filters** – Enter or select dates to select only those inventory adjustments between a Return From Date and Return To Date that you specify. The dates used for selection depend on status:

- For returns in Pending status, the creation date of the return is used.
- For returns in Dispatched status, the date dispatched is used.
- For returns in Received or Cancelled status, the date closed is used.

**Return Number** – Enter the complete number generated by SIM for the adjustment.

**Supplier** – Use this field to select returns to a supplier. Enter or look up the Supplier ID.

In the Supplier Lookup window, locate and select the supplier you want. Click **Apply** to return to the Return List Filter window. See “[Supplier Lookup](#)” in [Chapter 21](#) for more information.

**Finisher** – Use this field to select returns to an external finisher. Enter or look up the Finisher ID.

In the Finisher Lookup window, locate and select the finisher you want. Click **Apply** to return to the Return List Filter window. See “[Finisher Lookup](#)” in [Chapter 21](#) for more information.

**Warehouse** – Select a warehouse from the drop-down list.

**Context Type** – For returns to finishers, select the context type to limit the results returned. For example, select “Promotion” to limit results to promotions.

**Context Value** – For returns to finishers, select the context value to limit the results returned. If the transfer is related to a promotion, enter a promotion ID or click the **Ellipsis** button to look up a promotion. See “Look Up a Promotion” for more information.

**Item** – Enter or look up the Item ID.

In the Item Lookup window, locate and select the item you want. Click **Apply** to return to the Item Request Filter window. See “Item Lookup” in Chapter 21 for more information.

**Authorization Number** – Enter the complete authorization number of the return.

**Status** – Select a status from the drop-down list. The default is Pending.

**Reason** – Select a reason from the drop-down list.

**User** – Select a user from the drop-down list.

**External ID** – Enter the external identifier of the return (supplied by an external system) to locate a particular return.

4. Click **Apply**. Results that match your search criteria are displayed in the Return List window.

## Look Up a Promotion

You can look up a promotion when you are filtering the Return List window, or when you are creating a return.

If you click the **Ellipsis** button on the Context Value field, the Promotion Lookup window opens.

**Figure 12–3** Promotion Lookup Window

To look up a promotion ID for a return, follow these steps:

1. Enter any of the following optional values to limit promotion search results:
  - Promotion ID** – If you want to limit the search to a particular promotion ID, enter that identifier.
  - Promotion Name** – If you want to search on the promotion name, enter a string of characters found in the promotion name.
  - Search Limit** – If you want to change the maximum number of promotions returned from the search, enter an integer value. The default value is 500.
2. Select the promotion you want to use for the transfer.
3. Click **Apply** to return to the Return Detail window.

## Create a Return

Create a return to return items to an external finisher, a company-owned warehouse, or a supplier. Unavailable or available stock may need to have a return created.

**Navigate:** Main Menu > Shipping/Receiving > Returns. The Return List window opens.

To create a return, follow these steps:

1. Click **Create**. The Return Detail window opens.

**Figure 12–4 Return Detail Window**

Item	Item Descripti...	Reason	Sub-bucket	Unavailable	UOM	Pack Size	Inventory	Request Qty	Quantity	UIN Qty
10025208	Test Item	Unavailable Inve...	-Trouble	Yes	Cases	1	0	0	3	3

2. In the **Comments** field, enter any additional information that you want to include to explain this return.
3. To add an item, click **Add Item**, or click **Scanner** to scan the item. See “[Scan an Item \(Scanner Button\)](#) in [Chapter 2](#) for more information.
4. In the **Return Type** field, select one of the following:
  - Finisher** – To return the items to an external finisher (for example, for repairs)
  - Warehouse** – To return the items to a warehouse
  - Supplier** – To return the items to the supplier
5. (Finisher or Warehouse returns only) In the **Inventory Status** field, select whether the returned items will come from available or unavailable stock.

All items in a return to warehouse or finisher must come from either available or unavailable stock. You cannot create a return with some items from available stock and some from unavailable stock.

For Supplier returns, the Inventory Status field is disabled. You can specify for each item whether to use available or unavailable stock.

6. Enter details about the return, depending on whether the return is to a supplier, warehouse, or finisher.

#### **Return to a Supplier**

- a. In the **Supplier** field, enter a supplier or click the **Ellipsis** button to look up a supplier. See “[Supplier Lookup](#)” in [Chapter 21](#) for more information.
- b. In the **Authorization Number** field, enter the authorization number to help you track the return.
- c. In the **Reason** field, select the reason from the drop-down list (optional).

#### **Return to a Finisher**

- a. In the **Finisher** field, enter the finisher ID, or click the **Ellipsis** button to look up the finisher.
- b. In the **Authorization Number** field, enter the authorization number to help you track the return.
- c. In the **Context Type** field, select the context type.
- d. In the **Reason** field, select the reason from the drop-down list (optional).
- e. In the **Inventory Status** field, select the status from the drop-down list.
- f. (Promotion only) In the Context Value field, enter the promotion ID, or click the **Ellipsis** button to look up the promotion ID. See “[Look Up a Promotion](#)” for more information.

#### **Return to a Warehouse**

- a. In the **Warehouse** field, select the warehouse from the drop-down list.
  - b. In the **Authorization Number** field, enter the authorization number to help you track the return.
  - c. In the **Context Type** field, select the context type.
  - d. In the **Reason** field, select the reason from the drop-down list (optional).
  - e. (Promotion only) In the Context Value field, enter the promotion ID, or click the **Ellipsis** button to look up the promotion ID. See “[Look Up a Promotion](#)” for more information.
7. For each item that you want to add to the return, follow these steps:
    - a. In the **Item** field, enter the item ID, or click the **Ellipsis** button to look up the item. See “[Item Lookup](#)” in [Chapter 21](#) for more information. or click Scanner to scan the item. See “[Scan an Item \(Scanner Button\)](#)” in [Chapter 2](#).
    - b. Update the following fields as needed:
      - UOM**– From **Reason** – Select the reason that you are returning the items from the Reason drop-down.
      - Use-Sub-bucket** – The sub-bucket will display what is associated with the reason code.

---

**Note:** These are only displayed for reason codes with an inventory status to take inventory from unavailable stock. Will display only if the system is configured for sub-buckets.

---

**Unavailable** – Will display a Yes if the reason has an inventory status for unavailable stock. Will display a No if the reason has an inventory status for available stock.

**Qty** – Enter **UOM** – From the quantity of items, expressed in the drop-down list, select the selected unit of measure, that you are returning.

**Reason** – Select the reason that you are returning the items from the Reason drop-down list.

**UIN Qty** – If an item requires unique identification numbers (UIN), this field displays the number of items for which UINs have been scanned or entered. See [“Update UINs for a Return.”](#)

- c. If you want to add another item, click **Add Item**. A new blank line is displayed. Or click **Scanner** to scan the item. See [“Scan an Item \(Scanner Button\)”](#) in [Chapter 2](#) for more information.
8. Update bill of lading (BOL) information:
- a. Click **BOL**. The BOL Detail window opens.

**Figure 12–5 BOL Detail Window – Return**

The screenshot shows the 'BOL Detail Window' in the 'Store Inventory Management' application. The window title is 'Store Inventory Management' and it has 'Save' and 'Cancel' buttons at the top left. The main content area is titled 'Delivery Summary' and contains the following information:

- Return ID:** 1641
- BOL ID:** 7501
- Create Date:** 8/7/10
- Dispatch Date:** (empty)

The window is divided into several sections:

- Ship From:** Name: 1111 - Charlotte 11\*, Address 1: 123 Street, Address 2: Anytown, City: Anycity, State: SP, Zip Code: 50250.
- Ship To:** Address Type: Return Address (dropdown), Name: 98989 - Mock Supplier Site, Address 1: Mocker street, Address 2: (empty), City: Mocker city, State: RJ, Zip Code: 8499074.
- Motive:** Returns (dropdown).
- Carrier:** Type: Sender (radio), Receiver (radio), Third Party (radio). Below are fields for Name and Address.
- Service:** -Select- (dropdown).
- Tax ID:** (text field).
- Alternate Destination Address:** (text field).
- Requested Pickup Date:** (calendar icon).
- Tracking ID:** (text field).

The bottom status bar shows 'Client Information', 'orsimadmin orsimadmin', '1111 - Charlotte 11\*', 'BOL Detail', 'Help', and 'Jump'.

- b. Update the following fields as needed:

**Address Type** – The primary mailing address is selected by default. If there are multiple addresses, select the address type to which you want to ship the

return. (You can also enter a different new address in the Alternate Destination Address field.)

**Motive** – The default value is Returns. If needed, select a different value.

**Tax ID** – If this field is blank, enter the tax ID for the supplier.

**Carrier** – Select the type of Carrier. Select other pertaining information if necessary, including Service.

**Alternate Destination Address** – If the return is to be shipped to an address that you cannot select (Address Type under Ship To), enter the full shipping address to which the return will be shipped.

**Requested Pickup Date** – Enter or select the date when you want the return picked up.

**Tracking ID** – Enter a tracking ID number.

- c. Click **Save**.

---

---

**Note:** Depending on the deployment of SIM and backend applications, it is possible for the tracking ID field will be filled in automatically by a Manifest system when submitting or dispatching. Check the integration guide for more information.

---

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9. Dispatch or save the return.

To dispatch the return now, click **Dispatch**.

If you do not want to dispatch the return now, click **Save** to save the return in Pending status.

## Update UINs for a Return

If unique identification numbers (UIN) are required for the items in a return, the UINs must be scanned or entered manually.

To enter UINs for the return, follow these steps:

1. Double-click on the **UIN Qty** field. The UIN window opens.
2. For each UIN you want to add, follow these steps:
  - a. In the unique identification number field, enter the UIN of an item.
  - b. To add another UIN, press Tab or click **Add**.
3. To change a UIN value, click **Delete** to delete the UIN. Click **Add** and enter the corrected UIN value.
4. Click **Save** to save your changes and return to the Return Detail window.

## Edit or View a Return

You can view any return record, and you can update pending returns when necessary.

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**Note:** You can only modify returns in Pending status.

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---

**Navigate:** Main Menu > Shipping/Receiving > Returns. The Return List window opens.

To edit or view a return, follow these steps:

1. If you want to limit which returns are listed, filter the list. See [“Filter the Return List.”](#)
2. Double-click on the return that you want to edit or view. The Return Detail window opens.
3. Update enabled fields as needed:  
**Sub-bucket** – The sub-bucket will display what is associated with the reason code.

---

**Note:** These are only displayed for reason codes with an inventory status to take inventory from unavailable stock. This will display only if the system is configured for sub-buckets.

---

**UOM** – From the drop-down list, select the unit of measure.

**Reason** – Select the reason that you are returning the items from the Reason drop-down.

**UIN Qty** – Update UINs for the return as needed. See [“Update UINs for a Return.”](#)

4. Add or remove items as needed. See [“Create a Return”](#) for more information about adding and deleting return items.
5. If needed, update bill of lading (BOL) information. See [“Create a Return”](#) for more information about updating BOL information.
6. To submit the return, click **Submit**. You receive a prompt to verify that you want to submit the return now. Click **Yes**.
7. To dispatch the return immediately, click **Dispatch**. You receive a prompt to verify that you want to dispatch the return now. Click **Yes**. For more information about dispatching a return, see [“Dispatch a Return.”](#)

---

**Note:** Submit will be available if system is configured as such. If it is configured to submit, you will only have a submit or a dispatch. You cannot have both at the same time. It will require that you submit in order to dispatch. Once you submit, then you will be able to dispatch.

---

8. Scan an item. Click **Scanner** to scan the item. See [“Scan an Item \(Scanner Button\)”](#) in [Chapter 2](#) for more information.

If you do not want to dispatch the return, click **Save**. The return is saved until it is dispatched. You return to the Return List window.

## Dispatch a Return

Dispatch a return to complete the return.

**Navigate:** Main Menu > Shipping/Receiving > Returns. The Return List window opens.

To dispatch returns, follow these steps:

1. Select the returns that you want to dispatch.

2. Click **Dispatch**. A message is displayed: “Are you sure you want to dispatch the selected returns now?”
3. Click **Yes**. The returns are dispatched.

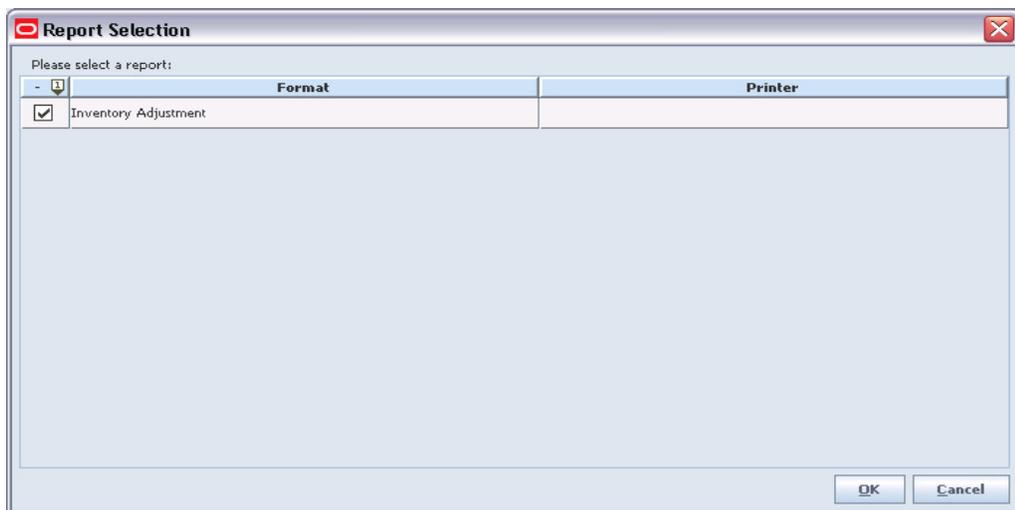
## Print a Return Report

You can view or print a return report. You can use the return report as a packing slip.

**Navigate:** Main Menu > Shipping/Receiving > Returns. The Return List window opens.

To print one or more return reports, follow these steps:

1. Select the returns for which you want to print reports.
2. Click **Print**. The Report Selection window opens.



3. In the **Printer** field, double-click and select the printer or other output device for the report.  
(See “[Print or View SIM Reports and Other Output](#)” in [Chapter 2](#) for general information about SIM report output.)
4. Click **OK**. You receive a message that the report was printed.
5. Click **OK** to return.

## Print a Bill of Lading

For any return, you can print a bill of lading (transport document) that accompanies the merchandise when it is shipped. You can print the bill of lading at any time; however, if the return is not yet dispatched or if it is cancelled, the bill of lading is marked DRAFT or CANCELLED.

---

**Note:** Bill of lading information must be entered or updated when returns are created or updated.

---

**Navigate:** Main Menu > Shipping/Receiving > Transfers. The Transfer List window opens.

To print a bill of lading, follow these steps:

1. If you want to filter the transfer list, see "[Filter the Return List.](#)"
2. Select the transfer for which you want to print a bill of lading.
3. Click **Print**.
4. Select the **Return Bill of Lading** format and the printer.
5. Click **OK**.

## Delete a Return

Delete a return record if you are cancelling the return.

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**Note:** You can delete a return only if it has not been dispatched.

---

---

**Navigate:** Main Menu > Shipping/Receiving > Returns. The Return List window opens.

To delete returns, follow these steps:

1. Select the returns that you want to delete.
2. Click **Remove Item**. A message is displayed: "Are you sure you want to delete the selected returns now?"
3. Click **Yes**. The status of each deleted return is updated to Cancelled. The return is displayed in the Return List in cancelled status.



## Inventory Adjustments

Inventory adjustments that you enter in SIM are supplied to the merchandising system to adjust stock levels and maintain perpetual inventory. Inventory adjustments increment or decrement inventory levels such as stock on hand and unavailable inventory.

Each inventory adjustment contains a reason code that determines the disposition of the inventory being adjusted. For example, inventory removed for repair adds to unavailable inventory and decreases the stock on hand.

### Inventory Adjustment List Window

**Navigate:** Main Menu > Inventory Mgmt > Inventory Adjustment. The Inventory Adjustment List window opens.

**Figure 13–1** *Inventory Adjustment List Window*

Adjustment ID	Template	Date	Status	Total SKUs	Create User
301	121	4/4/12	In Progress	2	Sue
401		4/20/12	In Progress	4	Sue
481	241	4/24/12	In Progress	1	Sue
482		4/24/12	In Progress	5	Sue
521	241	5/1/12	In Progress	1	Sue
541		5/3/12	In Progress	2	Sue
581	261	5/4/12	In Progress	2	Sue
841		6/1/12	In Progress	1	Sue
842		6/1/12	In Progress	3	Sue
984		7/3/12	In Progress	1	Sue
1002		7/5/12	In Progress	1	Sue

From the Inventory Adjustment List window, you can do the following:

- [Filter the Inventory Adjustment List](#)
- [Create an Inventory Adjustment](#)
- [Create an Inventory Adjustment Template](#)
- [Edit an In-Progress Inventory Adjustment](#)
- [Enter UINs for an Inventory Adjustment](#)

- [Print an Inventory Adjustment Report](#)

## Filter the Inventory Adjustment List

At any time while the Inventory Adjustment List window is open, you can click **Filter** to change how the list is filtered.

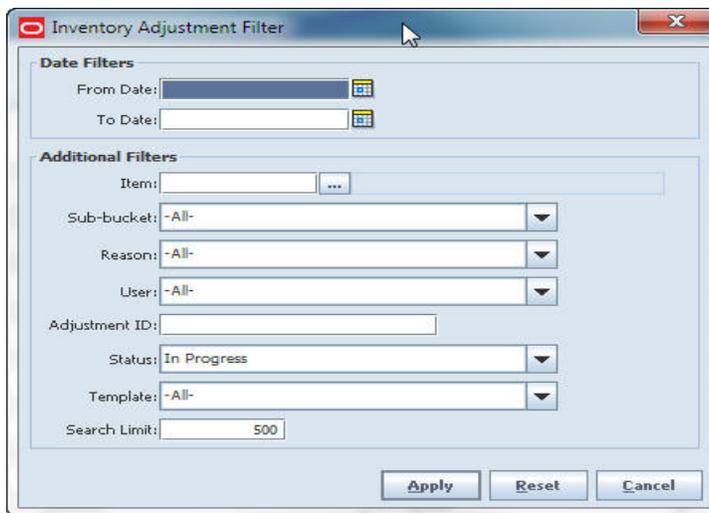
Current filtering is displayed next to the Filter button on the Inventory Adjustment List window. If no filtering is displayed, all items are currently selected and listed.



To change how the list is filtered, follow these steps:

1. Click **Filter**. The Inventory Adjustment Filter window opens.

**Figure 13–2** Inventory Adjustment Filter Window



2. If you want to reset all filtering criteria to default values, click **Reset**.
3. Enter or select filtering criteria as needed to select just the inventory adjustments you want to list. All criteria are optional. If you leave a field blank or select All, all values will be included in your filtering selection.

**Date Filters** – Enter or select dates to select only those inventory adjustments between a From Date and To Date that you specify.

**Item** – Enter the item number or click the [Ellipsis](#) button to look up the Item ID.

In the Item Lookup window, locate and select the item you want. Click **Apply** to return to the Item Request Filter window. See “[Item Lookup](#)” in [Chapter 21](#) for more information.

**Sub-bucket** – Select a sub-bucket from the drop-down list.

---

**Note:** Will only be displayed if the system is configured for sub-buckets.

---

**Reason** – Select a reason from the drop-down list.

**User** – Select a user from the drop-down list.

**Adjustment Number** – Enter the complete number generated by SIM for the adjustment.

**Status** – Select a status from the drop-down list. The default is In Progress.

**Template** – Select a template from the Template List.

**Search Limit** – If you want to change the maximum number of inventory adjustments returned from the search, enter an integer value. You can enter an integer value from 1 to 999; the default value is 500.

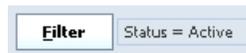
4. Click **Apply**. Results that match your search criteria are displayed in the Inventory Adjustment List window.

## Create an Inventory Adjustment Template

Creating a template allows you to set up a group of items, reasons, and quantities to be adjusted that will re-occur. A multiplier may also be used, to take the quantities from the template and multiply them by a user-defined value. The user can then modify what is applied, delete, and add additional items to be adjusted.

At any time while the Template List window is open, you can click Filter to change how the list is filtered.

Current filtering is displayed next to the Filter button on the Template List window. If no filtering is displayed, all items are currently selected and listed.



To change how the list is filtered, follow these steps:

1. Click **Filter**. The Template Filter window opens.

**Figure 13–3** Template Filter Window

2. If you want to reset all filtering criteria to default values, click **Reset**.
3. Enter or select filtering criteria as needed to select just the template items you want to list. All criteria are optional. If you leave a field blank or select All, all values will be included in your filtering selection.

**Date Filters** – Enter or select dates to select only those templates between a From Date and To Date that you specify.

**Item** – Enter the item number or click the Ellipsis button to look up the Item ID.

In the Item Lookup window, locate and select the item you want. Click **Apply** to return to the previous window. See “[Item Lookup](#)” for more information.

**Template ID** – Enter the ID of the template.

**Description** – Enter the description of the template.

**Reason** – Select a reason from the drop-down list.

**User** – Select a user from the drop-down list.

**Status** – Select a status from the drop-down list. The default is In Progress.

4. Click **Apply**. Results that match your search criteria are displayed in the Inventory Adjustment List window.

## Create a Template

Creating a template allows you to set up a group of items, reasons, and quantities to be adjusted that will re-occur. To create a template using an existing template, follow these steps:

1. Click **Template**. The Template List window opens.

**Figure 13–4** *Template List Window*

Template ID	Description	Date	Status	Total SKUs	Create User
61	Sue Delete no security Reason Code.	3/6/12	In Progress	2	Sue
141	Item Template	4/11/12	In Progress	5	Sue
161	skksaks	4/12/12	In Progress	2	Sue
281	Long Item Description	5/6/12	In Progress	1	Sue
282	Short	5/6/12	In Progress	1	Sue
441	WEB	5/21/13	In Progress	2	Sue

2. Click **Create**. The Template Detail window opens.

Figure 13–5 Template Detail Window

3. Enter or select the criteria as needed to select just the template items you want to create.
  - **Description** – Enter the description of the template.
  - **Comments** – Enter the item number or click the Ellipsis button to look up the Item ID.  
 In the Item Lookup window, locate and select the item you want. Click **Apply** to return to the Item Request Filter window. See “[Item Lookup](#)” for more information.
  - **Reason** – In the Reason field, you can optionally select a default reason for the inventory adjustments that you enter.  
 If you select a default reason, it is automatically included in the Reason field for each adjustment you create. You can change the Reason field for any adjustment.
  - Click **Add Item** to include specific items to the template. Enter the item number or click the Ellipsis button to look up the Item ID.  
 In the Item Lookup window, locate and select the item you want. Click **Apply** to return to the previous window. See “[Item Lookup](#)” for more information.
  - Select a **Reason**, if not defaulted from the header.
  - Enter a **UOM**.
  - Enter the **Pack Size**.
  - Enter the **Quantity**.
4. Click **Save** to save your changes, but not put the template into action yet. You can return to the template later, and make further changes to committing the template for use.
5. Click **Confirm** to save and start using the template.

## Edit a Template

To edit a template from the usable templates list, follow the following steps:

1. In the Inventory Adjustment List window, click **Template**. The Template List window opens.

2. Double-click on a specific template. The Template Detail window opens, allowing you to edit the specifics, including adding and removing an item.
3. Click **Save** to save your changes, but not put the template into action yet. You can return to the template later, and make further changes prior to committing the template for use.
4. Click **Confirm** to save the changes and start using the template.

## Delete a Template

To delete a template from the usable templates list, follow the following steps:

1. In the Inventory Adjustment List window, click **Template**. The Template List window opens.
2. Select the template that you want to delete from the list of templates.
3. Click **Delete**. A message is displayed: “Are you sure you want to delete the selected templates?”
4. Click **Yes**.
5. Click **Back** to return to the Inventory Adjustment List window.

## Create an Inventory Adjustment

To create a new inventory adjustment, follow these steps:

**Navigate:** Main Menu > Inventory Mgmt > Inventory Adjustment. The Inventory Adjustment List window opens.

1. Click **Create**. The Inventory Adjustment Detail window opens with a blank line displayed.

**Figure 13–6** Inventory Adjustment Detail Window – Create

2. Click **Add Item** to include specific items to the template. Enter the item number or click the Ellipsis button to look up the Item ID.

In the Item Lookup window, locate and select the item you want. Click **Apply** to return to the previous window. See “[Item Lookup](#)” for more information. Or click **Scanner** to scan the item. See “[Scan an Item \(Scanner Button\)](#)” in [Chapter 2](#) for more information.

3. In the **Template** area, select a template from the drop-down list. This is an optional step to quickly enter repetitive steps.
4. You can copy an existing inventory adjustment transaction, taking all of the items, quantities, and reasons from the inventory adjustment and copy them to the new transaction. To copy, open a completed inventory adjustment and click **Copy** to create an In Progress replica.
5. Enter the **Multiplier** to be applied to the template. For example, 3 would take every quantity on the transaction and multiply it by 3, if using a template.
6. Click **Apply Template**. The fields populate accordingly, if using a template.
7. In the **Comments** field, enter any notes that are needed to describe or explain this inventory adjustments.
8. If you select a default reason, it is automatically included in the **Reason** field for each adjustment you create. You can change the Reason field for any adjustment.
9. From the **Sub-bucket** field, select a sub-bucket from the drop-down list.

---

**Note:** Sub-buckets are only displayed for reason codes with an inventory status to take inventory from unavailable stock. Sub-buckets will display only if the system is configured for sub-buckets.

---

10. Enter the item number in the **Item** field, or click the **Ellipsis** button to look up the item.

In the Item Lookup window, enter search criteria as needed to find the item you want. (See “[Item Lookup](#)” in [Chapter 21](#) for more information about item lookup criteria.) Select the item you want and click **Apply** to return to the Inventory Adjustment Detail window. Or click **Scanner** to scan the item. See “[Scan an Item \(Scanner Button\)](#)” in [Chapter 2](#) for more information.

11. Select a **Reason**, if not defaulted from the header.
12. Update these fields as needed:
  - UOM** – From the drop-down list, select the unit of measure.
  - Quantity** – Enter the quantity to be adjusted.

---

**Note:** For items that require serial number type UINs, the Quantity field is disabled. See “[Enter UINs for an Inventory Adjustment](#).”

---

13. To add another item, click **Add Item**. A new blank line is displayed. Repeat Steps 2 and 3 to add the item.

---

**Note:** If you enter multiple items, SIM creates an inventory adjustment record for each item.

---

14. Click **Save** to save your changes. You can return to the adjustment later, and make further changes prior to committing the adjustment.
15. Click **Confirm** to complete the adjustment. Stock on hand will be updated.
16. Click **Save** to return to the Inventory Adjustment List window.

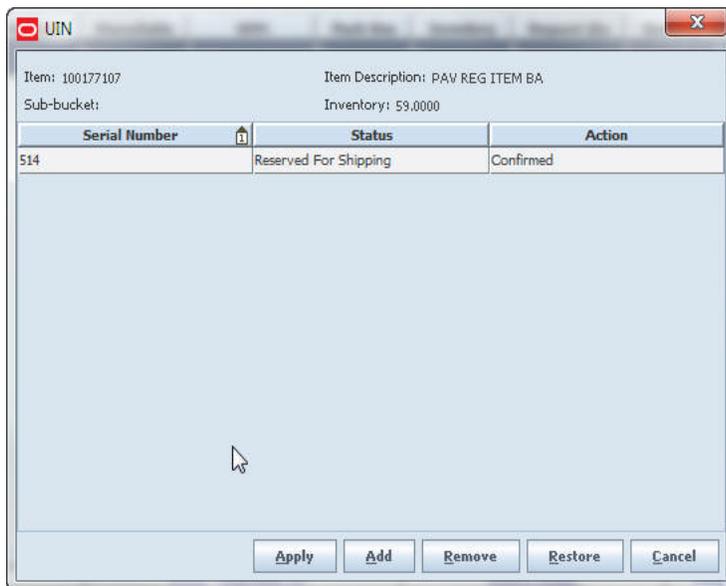
## Enter UINs for an Inventory Adjustment

If an item requires a serial number type UIN, the Quantity field is disabled on the Inventory Adjustment Detail window.

Follow these steps to add individual item UINs to the inventory adjustment:

1. Double-click the **UIN Qty** field. The UIN window opens.

**Figure 13–7 UIN Window – Inventory Adjustment**



2. For each UIN you want to add, follow these steps:
  - a. Click **Add**.
  - b. In the unique identification number field, enter the valid UIN of the item.  
To delete a UIN you have entered, select the UIN and click **Remove**.
3. (Optional) If you want to select a reason for the adjustment of this line item, select the reason from the drop-down list at the top of the window.
4. Click **Apply** to return to the Inventory Adjustment Detail window.

## Edit an In-Progress Inventory Adjustment

You can edit an inventory adjustment only if its status is In Progress. You can modify items, add new items, or delete items from a pending adjustment.

**Navigate:** Main Menu > Inventory Mgmt > Inventory Adjustment. The Inventory Adjustment List window opens.

1. If you want to limit which inventory adjustments are listed, filter the list. See ["Filter the Inventory Adjustment List."](#)
2. Find the inventory adjustment that you want to edit. Double-click the inventory adjustment to open it in the Inventory Adjustment Detail window.

Figure 13–8 Inventory Adjustment Detail Window – Edit

Item	Item Description	Reason	Disposition	Sub-bucket	UOM	Pack Size	Inventory	Quantity	UIN Qty
100151995	elt do not use:Red:G	Stock Count In	+ Stock On Hand		Units	1		100	
100136070	Item1:Brown:Blueberr	Stock Count In	+ Stock On Hand		Units	1		100	
100136100	Item1:Brown:Cherry:S	Damaged - Out	- Stock On Hand		Units	1	177	1	
100136010	Item1:Black:Raspberr	Wastage	- Stock On Hand		Units	1	4978	1	

### 3. Update these fields as needed:

**Comments** – Enter or change any notes required to describe or explain this inventory adjustment. The comment will be added to the inventory adjustment record of the item affected by the disposition change.

**Reason** – Select the reason code from the drop-down list.

**Disposition** – From the drop-down list, select a disposition.

**UOM** – From the drop-down list, select the unit of measure.

**Quantity** – Enter the quantity to be adjusted. The quantity you enter must be less than or equal to the quantity listed.

---

**Note:** For items that require UINs, you cannot change the quantity or add any UINs to the adjustment.

---

4. If you want to print an inventory adjustment report, click **Print**. See “[Print an Inventory Adjustment Report](#).”
5. Click **Save** to save your changes. You can return to the adjustment later, make further changes prior to committing the adjustment.
6. Click **Confirm** to complete the adjustment and update stock on hand.
7. Click **Save** to return to the Inventory Adjustment List window.

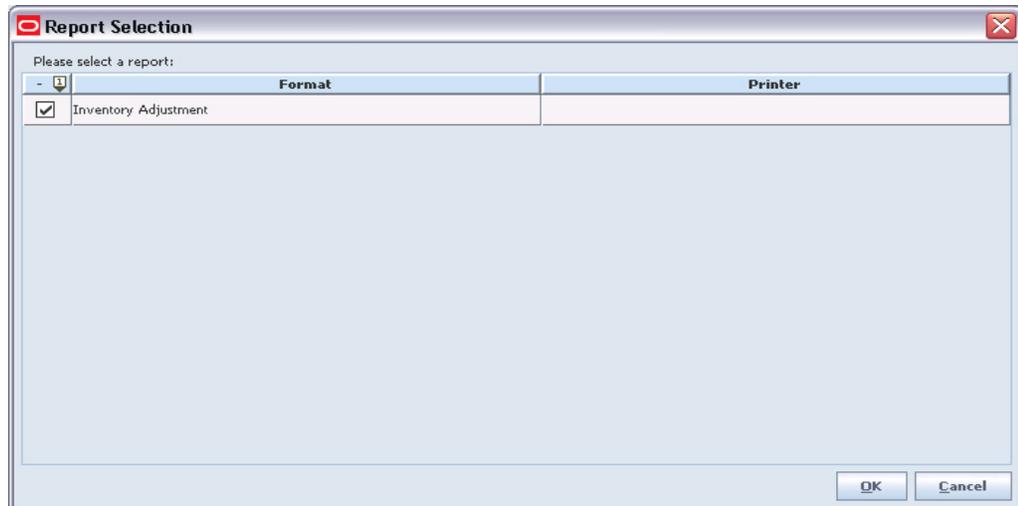
## Print an Inventory Adjustment Report

You can print an inventory adjustment report from either the Inventory Adjustment List or Inventory Adjustment Detail window:

- If you are printing the report from the Inventory Adjustment List window, first select the adjustments for which you want to print reports.
- If you are printing the report from the Inventory Adjustment Detail window, the report printed is for the adjustment currently displayed.

To print the report, follow these steps:

1. Click **Print**. The Report Selection window opens.



2. In the **Printer** field, double-click and select the printer or other output device for the report.  
(See [“Print or View SIM Reports and Other Output”](#) in [Chapter 2](#) for general information about SIM report output.)
3. Click **OK**. You receive a message that the report was printed.
4. Click **OK**.

## Sequencing

Sequencing a store establishes an ordered list of locations in a store at which items can be stocked, and ordered lists of the items within each location. The list of locations is the *macro sequence*. Each list of items within a location is a *micro sequence*. These sequences allow you to identify all the locations of any item in the store.

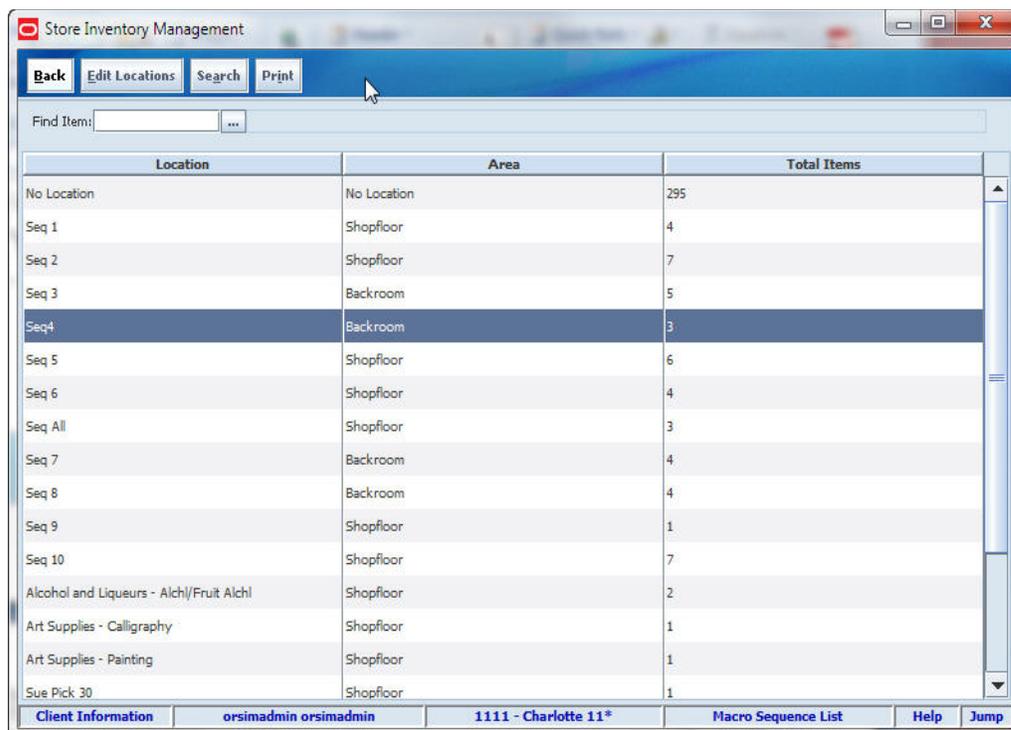
Within each location, you can add and remove items or resequence the items at that location. You can add and remove items and locations as needed. You can build sequences by assigning items to locations, or by assigning locations to items.

Sequencing can improve the efficiency of store processes such as stock counts. You can use guided stock counts in which employees are guided in order through the locations and items, one after another.

### Macro Sequence List Window

**Navigate:** Main Menu > Inventory Mgmt > Sequencing. The Macro Sequence List window opens.

**Figure 14–1** Macro Sequence List Window



Location	Area	Total Items
No Location	No Location	295
Seq 1	Shopfloor	4
Seq 2	Shopfloor	7
Seq 3	Backroom	5
Seq4	Backroom	3
Seq 5	Shopfloor	6
Seq 6	Shopfloor	4
Seq All	Shopfloor	3
Seq 7	Backroom	4
Seq 8	Backroom	4
Seq 9	Shopfloor	1
Seq 10	Shopfloor	7
Alcohol and Liqueurs - Alch/Fruit Alchl	Shopfloor	2
Art Supplies - Calligraphy	Shopfloor	1
Art Supplies - Painting	Shopfloor	1
Sue Pick 30	Shopfloor	1

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From the Macro Sequence List window, you can do the following:

- [Add a Location](#)
- [Edit a Location](#)
- [Delete Locations](#)
- [Look Up Location Details for an Item](#)
- [Add a Location for an Item](#)
- [Edit Location Information for an Item](#)
- [Delete Locations for an Item](#)
- [Assign Unassigned Items to a Location](#)
- [Add an Item to a Location](#)
- [Edit Items at a Location](#)
- [Delete Items from a Location](#)
- [Print Shelf Edge Labels](#)

From the Macro Sequence List window, click **Back** to return to the Inventory Management menu.

## Add a Location

Use this procedure to add a new location in the store to the macro sequence of locations.

**Navigate:** Main Menu > Inventory Mgmt > Sequencing. The Macro Sequence List window opens.

To add a new location, follow these steps:

1. Click **Edit Locations**. The Macro Sequence Edit window opens.

Figure 14–2 Macro Sequence Edit Window

Location	Area	Total Items
Seq 1	Shopfloor	4
Seq 2	Shopfloor	7
Seq 3	Backroom	5
Seq4	Backroom	3
Seq 5	Shopfloor	6
Seq 6	Shopfloor	4
Seq All	Shopfloor	3
Seq 7	Backroom	4
Seq 8	Backroom	4
Seq 9	Shopfloor	1
Seq 10	Shopfloor	7
Alcohol and Liqueurs - Alchl/Fruit Alchl	Shopfloor	2
Art Supplies - Calligraphy	Shopfloor	1
Art Supplies - Painting	Shopfloor	1
Sue Pick 30	Shopfloor	1
Sue Bug	Shopfloor	1
Sue Pick A	Shopfloor	2

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2. Click **Add Location**. A new blank line is displayed at the bottom of the list.
3. Update the fields of the new line:
  - Location** – Enter the name of the location that you want to add.
  - Area** – Select Backroom or Shopfloor from the drop-down list.
4. Click **Save** to return to the Macro Sequence List window.

## Edit a Location

Use this procedure to change information about a location in the macro sequence.

**Navigate:** Main Menu > Inventory Mgmt > Sequencing. The Macro Sequence List window opens.

To edit information about a location, follow these steps:

1. Click **Edit Locations**. The Macro Sequence Edit window opens.
2. Select the location that you want to edit.
3. Perform one or more of the following actions.

### Change the Area

In the **Area** field, select the value from the drop-down list.

### Generate Locations for All Classes

If you generate locations for all classes, a new location is created for each item class, in alphabetical order, starting at the end of the existing location sequence. Every class will be a location. If a location already exists for a class, it will not be added.

- a. Click **Apply Class List**. This message is displayed: “Are you sure you want to generate locations for all classes?”
- b. Click **Yes**. This message is displayed: “Would you like to apply classes to the shopfloor or backroom?”
- c. Click either **Shopfloor** or **Backroom** as the area to which you want to apply classes.

#### **Change the Macro Sequence Order of a Location**

- a. Select the classes that you want to move.
  - b. Click **Move Up** or **Move Down**.
4. Click **Save**. Your changes are displayed in the Macro Sequence List window.

## **Delete Locations**

Use this procedure to delete locations from the macro sequence.

**Navigate:** Main Menu > Inventory Mgmt > Sequencing. The Macro Sequence List window opens.

To delete locations, follow these steps:

1. Click **Edit Locations**. The Macro Sequence Edit window opens.
2. Select the locations you want to delete.
3. Click **Remove Location**. A message is displayed: “Are you sure you want to delete the selected locations now?”
4. Click **Yes**.
5. Click **Save** to return to the Macro Sequence List window.

## **Look Up Location Details for an Item**

Use this procedure to look up location details for an item. You can find the locations of items that have been sequenced, and you can also determine if an item has no location assigned yet.

**Navigate:** Main Menu > Inventory Mgmt > Sequencing. The Macro Sequence List window opens.

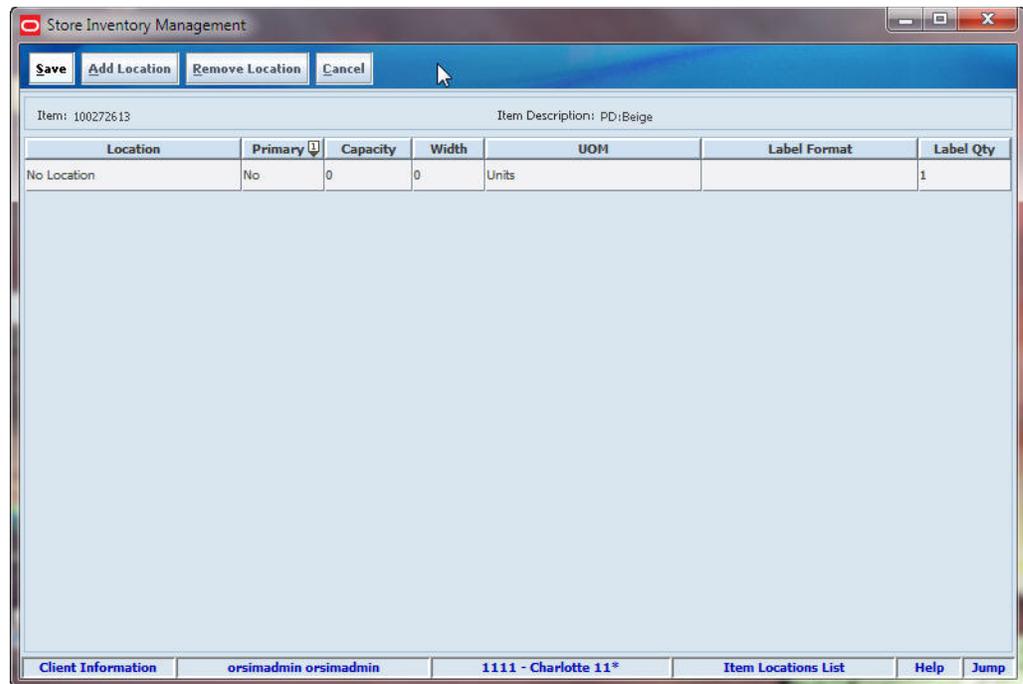
To look up location details for an item, follow these steps:

1. In the Find Item field, enter the item number for which you want to view location information, or click the **Ellipsis** button to look up an item.

In the Item Lookup window, locate the item you want and select it. Click **Apply** to return to the Macro Sequence List window. See “[Item Lookup](#)” in [Chapter 21](#) for more information.

2. Click **Search**. The Item Locations List window opens with location information displayed for the item.

Figure 14–3 Item Locations List Window



In the Item Locations window, you can do the following:

- [Add a Location for an Item](#)
  - [Edit Location Information for an Item](#)
  - [Delete Locations for an Item](#)
3. Click **Save** to return to the Macro Sequence List window.

## Add a Location for an Item

Use this procedure to add a new location for an item stocked at a particular location.

---

**Note:** You can also add a location for an item by first looking up an item, instead of selecting a location. See [“Look Up Location Details for an Item.”](#)

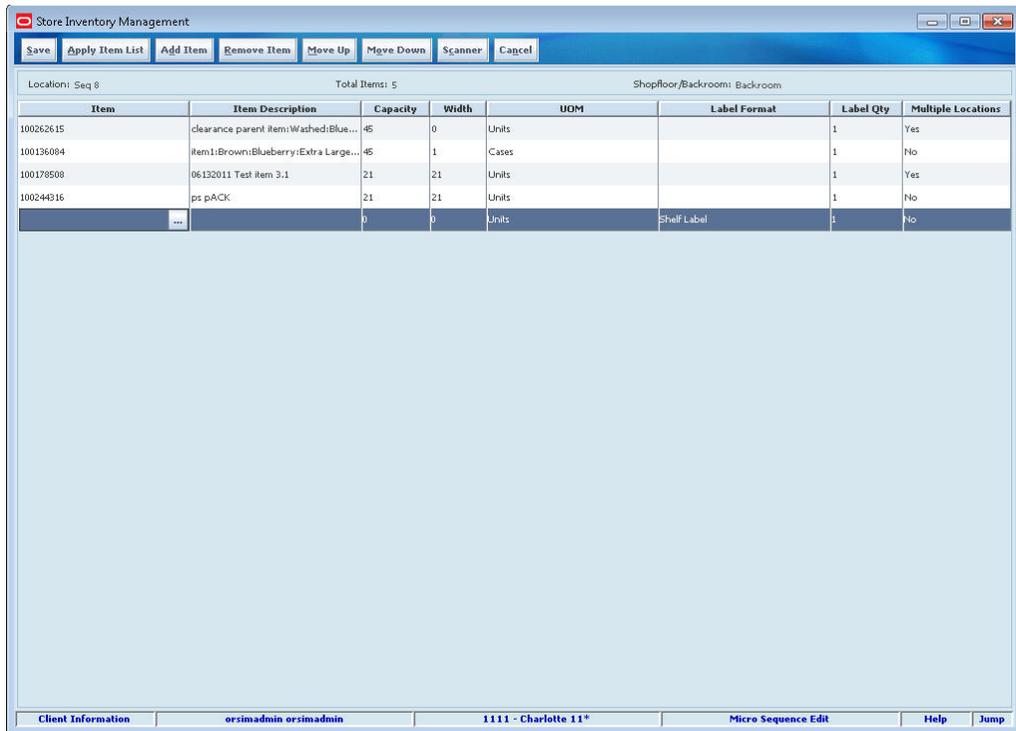
---

**Navigate:** Main Menu > Inventory Mgmt > Sequencing. The Macro Sequence List window opens.

To add a new location for an item, follow these steps:

1. Double-click the location for which you want to view micro sequencing. The Micro Sequence List window opens.

**Figure 14–4 Micro Sequence List Window**



2. Double-click the item for which you want to add another location. The Item Locations List window opens.
3. For each location you want to add, follow these steps:
  - a. Click **Add Location**. A new blank line is displayed at the bottom of the list.
  - b. Update the fields:
    - Location** – Select a location from the drop-down list.
    - Primary** – Select Yes if this is a primary location or No if this is a secondary location. You can have only one primary location for each item.
    - Capacity** – Enter the quantity of the item that can fit on the shelf at this location.
    - Width** – Enter the number of items that can fit horizontally across the shelf at this location.
    - UOM** – Select Cases or Units from the drop-down list.
    - Label Format** – Select the format of the shelf label from the drop-down list.
    - Label Qty** – Enter the number of labels to print.
4. Click **Save** to return to the Micro Sequence List window.
5. Click **Back** to return to the Macro Sequence List window.

## Edit Location Information for an Item

Use this procedure to update location information about an item in a particular location.

---



---

**Note:** You can also edit location information for an item by first looking up an item, instead of selecting a location. See [“Look Up Location Details for an Item.”](#)

---



---

**Navigate:** Main Menu > Inventory Mgmt > Sequencing. The Macro Sequence List window opens.

To edit location information for an item, follow these steps:

1. Double-click the location for which you want to view micro sequencing. The Micro Sequence List window opens.
2. Double-click the item for which you want to edit location information. The Item Locations List window opens.
3. For each location you want to edit, update the fields as needed:
  - Primary** – Select Yes if this is a primary location or No if this is a secondary location. You can have only one primary location for each item.
  - Capacity** – Enter the quantity of the item that can fit on the shelf at this location.
  - Width** – Enter the number of items that can fit horizontally across the shelf at this location.
  - UOM** – Select Cases or Units from the drop-down list.
  - Label Format** – Select the format of the shelf label from the drop-down list.
  - Label Qty** – Enter the number of labels to print.
4. Click **Save** to return to the Micro Sequence List window.
5. Click **Back** to return to the Macro Sequence List window.

## Delete Locations for an Item

Use this procedure to delete one or more locations for an item at a particular location.

---



---

**Note:** You can also delete location information for an item by first looking up an item, instead of selecting a location. See [“Look Up Location Details for an Item.”](#)

---



---

**Navigate:** Main Menu > Inventory Mgmt > Sequencing. The Macro Sequence List window opens.

To delete locations for an item, follow these steps:

1. Double-click the location for which you want to view micro sequencing. The Micro Sequence List window opens.
2. Double-click the item for which you want to delete locations. The Item Locations List window opens.
3. Select the locations you want to delete.
4. Click **Remove Location**. This message is displayed: “Are you sure you want to delete the selected locations now?”
5. Click **Yes**.
6. Click **Save** to return to the Micro Sequence List window.

- Click **Back** to return to the Macro Sequence List window.

## Assign Unassigned Items to a Location

Use this procedure to assign locations to items that have no locations assigned yet.

**Navigate:** Main Menu > Inventory Mgmt > Sequencing. The Macro Sequence List window opens.

To assign unassigned items to locations, follow these steps:

- To view items that are not assigned to a location, double-click the No Location line. The No Location List window opens.

**Figure 14–5 No Location List Window**

Item	Item Description	Location	Capacity	Width	UOM	Label Format	Label Qty
100147020	Item3:Green:Raspberry:Small6...	No Location	0	0	Units	Shelf Label	1
100143794	Item2:Yellow:Raspberry:Extra L...	No Location	0	0	Units	Shelf Label	1
100143787	Item2:Yellow:Raspberry:Large...	No Location	0	0	Units	Shelf Label	1
100230008	g2 deposit content with deposit...	No Location	0	0	Units	Shelf Label	1
100181213	06142011 Test Parent Item:Bro...	No Location	0	0	Units	Shelf Label	1
100135308	Tide Extra White	No Location	0	0	Units	Shelf Label	1
100139325	Parent Item:Brown:Raspberry:...	No Location	0	0	Units	Shelf Label	1
100176308	06102011 Pack 1	No Location	0	0	Units	Shelf Label	1
100177107	PAV REG ITEM BA	No Location	0	0	Units	Shelf Label	1
100177207	PAV SMP PCK ITEM	No Location	0	0	Units	Shelf Label	1
100177308	Simple Pack Not RJ	No Location	0	0	Units	Shelf Label	1
100182409	Yas reg item SIMPLER rate N a...	No Location	0	0	Units	Shelf Label	1
100182410	Yas SP for the SOM not RJ	No Location	0	0	Units	Shelf Label	1
100244331	NITHIN_A_Simple Pack_Item_1...	No Location	0	0	Units	Shelf Label	1
100244332	NITHIN_A_Pack_Item_100244332	No Location	0	0	Units	Shelf Label	1
100139665	Parent Item:Green:Gooseberry:...	No Location	0	0	Units	Shelf Label	1
100243008	Parent Item:Green:Gooseberry:...	No Location	0	0	Units	Shelf Label	1
100044093	PD	No Location	0	0	Units	Shelf Label	1

- If you want to limit the items displayed in the list, click **Filter**. See “[Filter the No Location List](#)” for more information.
- Select an item that you want to assign to a location.
- Update the fields:
  - Location** – Select a location from the drop-down list.
  - Label Format** – Select the kind of shelf label from the drop-down list.
  - Label Qty** – Enter the number of labels to print.
- Click **Save** to return to the Macro Sequence List window.

### Filter the No Location List

At any time while the No Location List window is open, click **Filter** to change how the list is filtered.

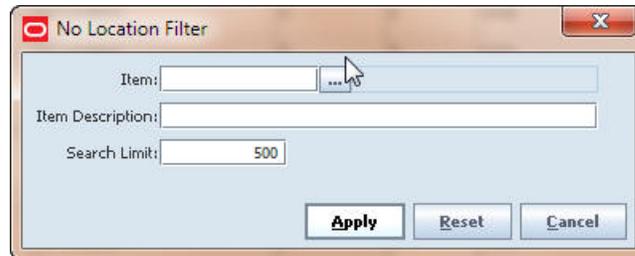
Current filtering is displayed next to the Filter button on the No Locations List window. If no filtering is displayed, all items are currently selected and listed.



To filter the items listed on the No Location List window, follow these steps:

1. Click **Filter**. The No Location Filter window opens.

**Figure 14–6 No Location Filter Window**



2. If you want to reset all filtering criteria to default values, click **Reset**.
3. Enter or select filtering criteria as needed to select just the items you want to list. All criteria are optional. If you leave a field blank, all values will be included in your filtering selection.

**Item** – Enter the item number or click the **Ellipsis** button to look up the item

In the Item Lookup window, locate the item you want and select it. Click **Apply** to return to the No Location Filter window. See “[Item Lookup](#)” in [Chapter 21](#) for more information.

**Item Description** – Enter an item description to select only the items with this description.

4. Enter a **Search Limit** value to limit the number of items displayed on the No Location List window. The default is 500.
5. Click **Apply**. The items you have specified are listed in the No Location List window.

## Add an Item to a Location

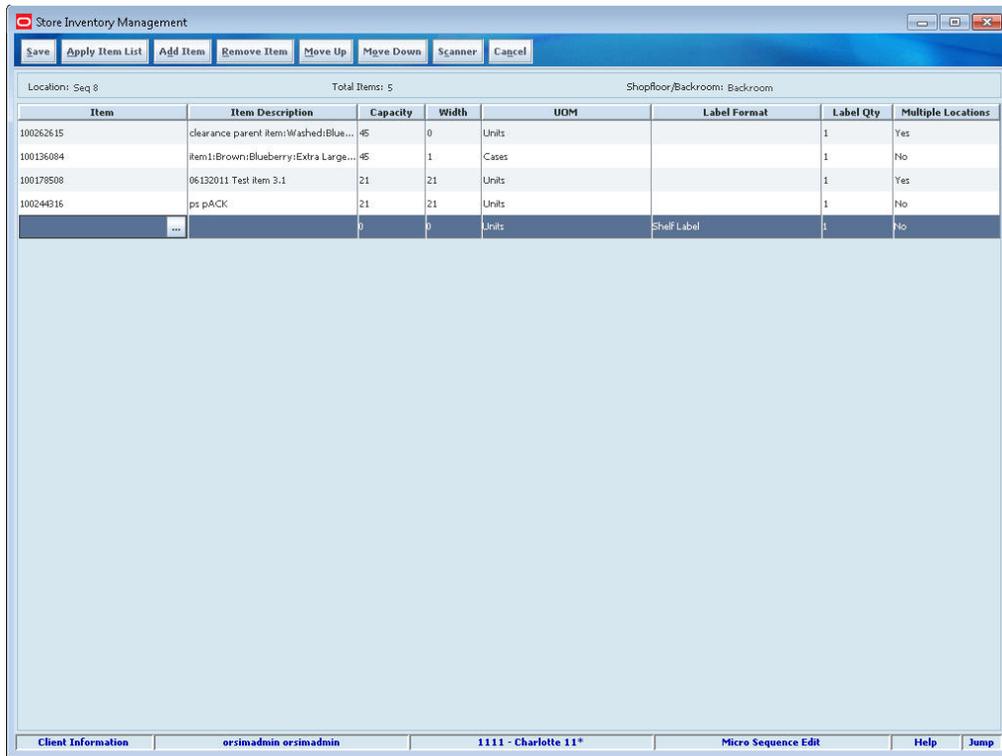
Use this procedure to add an item to a particular location.

**Navigate:** Main Menu > Inventory Mgmt > Sequencing. The Macro Sequence List window opens.

To add an item to a location, follow these steps:

1. Double-click the location where you want to add an item. The Micro Sequence List window opens.
2. Click **Edit Items**. The Micro Sequence Edit window opens.

Figure 14–7 Micro Sequence Edit Window



3. Click **Add Item**. A new blank line is displayed at the bottom of the list. Or click **Scanner** to scan the item. See “Scan an Item (Scanner Button)” in Chapter 2 for more information.
4. Update the fields:
  - Item** – Enter the item number or click the **Ellipsis** button to look up the item.  
In the Item Lookup window, locate the item you want and select it. Click **Apply** to return to the Micro Sequence Edit window. See “Item Lookup” in Chapter 21 for more information.
  - Capacity** – Enter the quantity of the item that can fit on the shelf at this location.
  - Width** – Enter the number of items that can fit horizontally across the shelf at this location.
  - UOM** – From the drop-down list, select Units or Cases.
  - Label Format** – Select the kind of shelf label from the drop-down list.
  - Label Qty** – Enter the number of labels to print.
5. Click **Save**. The new item is displayed in the Micro Sequence List window.
6. Click **Back** to return to the Macro Sequence List window.

## Edit Items at a Location

Use this procedure to edit location information about items at a particular location.

**Navigate:** Main Menu > Inventory Mgmt > Sequencing. The Macro Sequence List window opens.

To edit item location information, follow these steps:

1. Double-click the location for which you want to edit items. The Micro Sequence List window opens.
2. Click **Edit Items**.
3. If necessary, click **Apply Item List** to add all items associated with the class location.

---



---

**Note:** Items from the class are applied only if the location was created through the **Apply Class List** button on the Macro Sequence Edit Screen. See "[Edit a Location](#)" for more information.

---



---

4. Select the item, or click **Scanner** to scan the item. See "[Scan an Item \(Scanner Button\)](#)" in [Chapter 2](#) for more information.
5. For each item that you want to edit, change item or location information by updating these fields:
  - Capacity** – Enter the quantity of the item that can fit on the shelf at this location.
  - Width** – Enter the number of items that can fit horizontally across the shelf at this location.
  - UOM** – From the drop-down list, select the unit of measure.
  - Label Format** – Select the kind of shelf label from the drop-down list.
  - Label Qty** – Enter the number of labels to print.
  - Multiple Locations** – Select Yes if the item is sequenced in more than one location in the store. Select No if the item is sequenced in only one location.
6. To change the location of an item:
  - a. Select the item that you want to move.
  - b. Click **Move Up** or **Move Down**.
7. Click **Save**. Your changes are displayed on the Micro Sequence List window.
8. Click **Back** to return to the Macro Sequence List window.

## Delete Items from a Location

Use this procedure to delete items from a particular location.

**Navigate:** Main Menu > Inventory Mgmt > Sequencing. The Macro Sequence List window opens.

To delete items, follow these steps:

1. Double-click the location from which you want to delete items. The Micro Sequence List window opens.
2. Click **Remove Item**. The Micro Sequence Edit window opens.
3. Select the items that you want to delete.
4. Click **Delete**. This message is displayed: "Are you sure you want to delete the selected items now?"
5. Click **Yes**. The selected items are removed from the location list.

6. Click **Save** to return to the Micro Sequence List window.
7. Click **Back** to return to the Macro Sequence List window.

## Print Shelf Edge Labels

Use this procedure to print labels for one or more locations.

**Navigate:** Main Menu > Inventory Mgmt > Sequencing. The Macro Sequence List window opens.

To print labels, follow these steps:

1. Select one or more locations for which you want to print labels.
2. Click **Print**. This message is displayed: "Are you sure you want to print shelf edge labels for all items in the locations selected?"
3. Click **Yes**. The labels are printed.

---

---

## Stock Counts

Stock counts are the principal tools to ensure that the perpetual inventory for a store remains accurate. For maximum flexibility in performing stock counts, SIM allows these types of stock counts:

- **Unit**

Unit stock counts are scheduled counts that update the Oracle Retail Merchandising System (RMS) and SIM inventory positions, but only for the physical count quantities. These counts are performed on regular schedules.

- **Unit and Amount**

A Unit and Amount count is an typically an annual or semi-annual count that can be used to adjust the financial systems in a corporate merchandising system, in addition to updating inventory positions in SIM.

- **Problem Line**

Problem Line stock counts are similar to Unit counts. Problem Line product groups use predefined criteria to identify problem items. For example, you might use a Problem Line count for all of the items that have negative stock on hand quantities.

- **Ad Hoc**

An Ad Hoc stock count is an unscheduled stock count that is initiated on the handheld device. An Ad Hoc count is similar to a Unit count, but the items are not preassigned and there is no schedule.

Each stock count must be generated, except for Ad Hoc stock count type. To generate a stock count, you must first create a product group and schedule the product group. Product groups can include particular inventory items or entire segments of the item hierarchy, including all items in a store. See [Chapter 3, "Product Groups"](#) for information about how to create product groups for the different types of stock counts.

### Stock Count Process

The general process to conduct a stock count in SIM is as follows:

1. Create the stock count product group. (See [Chapter 3, "Product Groups."](#))
2. Schedule the stock count. (See [Chapter 4, "Product Group Scheduler."](#))
3. Perform the stock count using handheld devices or the PC, or both.
4. Recount discrepant items (depending on whether the product group requires a recount).
5. Review the count information and authorize the count quantities.

The following diagram illustrates the general process flow.



This chapter is organized as follows:

- [Using the Stock Counts Interface](#)
- [Filter the Stock Count List](#)
- [View Future Stock Counts](#)
- [Print or Export a Stock Count Report](#)
- [Execute a Stock Count](#)
  - [Take a Snapshot](#)
  - [Enter Stock Count Results](#)
  - [Enter Recount Results](#)
  - [Complete a Child Stock Count](#)
  - [Authorize a Stock Count](#)
- [View and Update Rejected Items](#)
- [Delete Stock Counts](#)

### Reference Topics

The following topics provide background information about the SIM stock count process. Review these topics as needed as you are performing a stock count:

- [“Stock Count Status”](#)  
This topic describes the actions and events that occur during a SIM stock count, and how they affect the status of the stock count.
- [“Product Group Size Limits” in Chapter 3](#)  
This topic describes the process that SIM uses to break large stock counts into multiple child counts so that they are more manageable.

## Using the Stock Counts Interface

This section is an introduction to the SIM stock counts interface. It describes the SIM windows that you use for stock counts, and how to navigate through the interface. Before you begin to execute stock counts, you should become familiar with the interface.

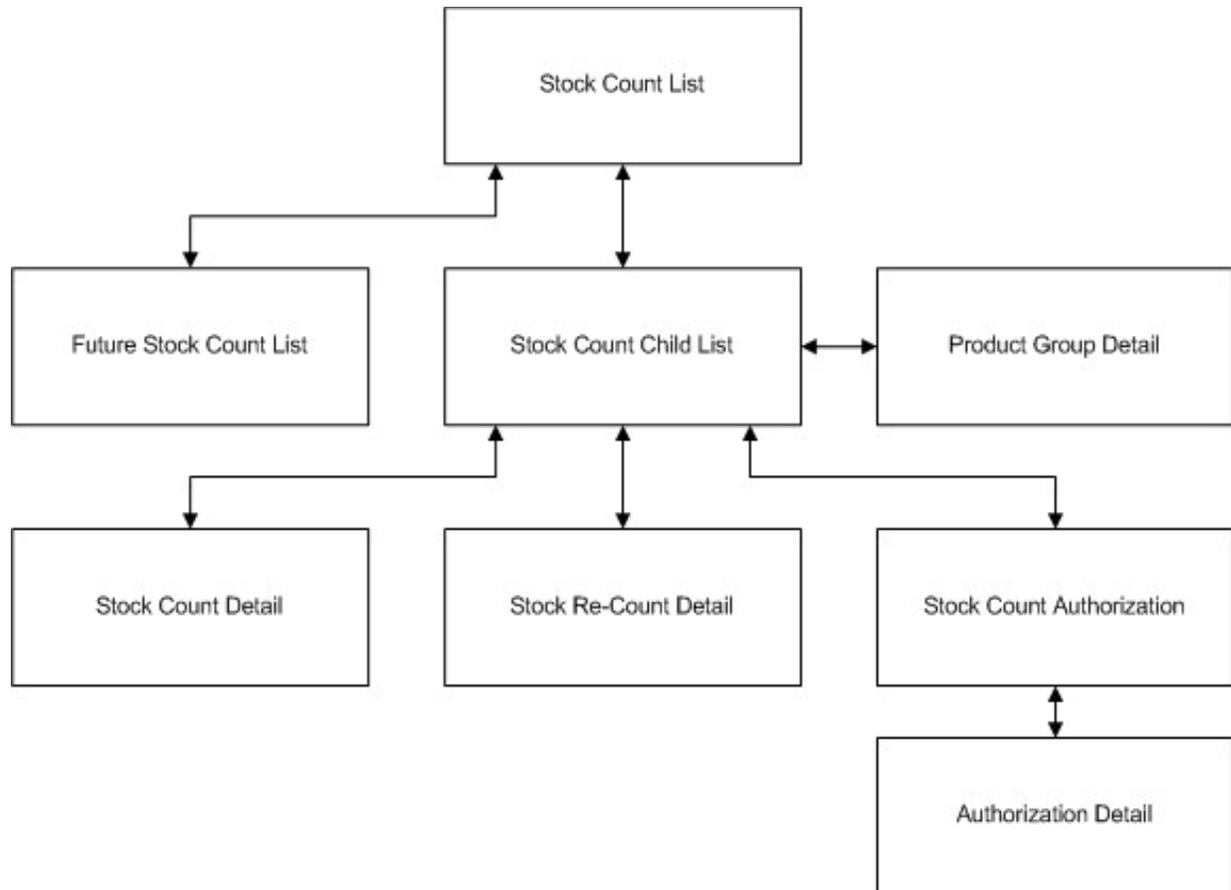
This section describes:

- The stock counts windows and what they contain
- The actions you can take in each window

Detailed procedures to execute stock counts are later in this chapter; see [“Execute a Stock Count.”](#)

The following figure shows the stock counts windows and how you navigate among them.

Figure 15–1 Stock Counts Windows



This section describes the following stock counts windows:

- [Stock Count List Window](#)
- [Child Stock Count List Window](#)
- [Stock Count Detail Window](#)
- [Stock Re-Count Detail Window](#)
- [Stock Count Authorization Window](#)

Other stock counts windows are described in the procedures in which you use them.

---

**Note:** To access some stock count windows and functions, you must have the necessary permissions. Access to some windows and functions depends on the status of a stock count. For example, you cannot access the Stock Count Authorization window until the stock count status indicates that it is ready to be authorized.

---

## Stock Count List Window

The Stock Count List window is the entry point into stock counts. It lists the currently active SIM stock counts of all types.

**Navigate:** Main Menu > Inventory Mgmt > Stock Counts. The Stock Count List window opens.

**Figure 15–2 Stock Count List Window**

Count ID	Count Description	Count Group	Date	Type	Status	Items Left to Count
122	M3M Duplicate	M3M Duplicate	9/26/12	Stock Count	In Progress	3
383	36-C	36-C	2/19/13	Authorize	In Progress	0
605	Defect 459	Defect 459	3/6/13	Stock Count	New	6
781	Guided All	Guided Location All	3/12/13	Stock Count	New	268
884	Department Unguided All	Department Unguided	3/21/13	Stock Count	New	264
882	Component 2	Component 2	3/21/13	Stock Count	In Progress	2
883	Component 1	Component 1	3/21/13	Stock Count	In Progress	1
885	Unguided all None	Sue Unguided All test	3/21/13	Stock Count	In Progress	263
886	component 1 by dept	Component 1 By Dept	3/21/13	Stock Count	In Progress	2
901	Hierarchy	Unit Ung- Hier	3/21/13	Stock Count	In Progress	3
902	Hierarchy- Department	Hierarchy- Department	3/21/13	Stock Count	New	3
1341	Unit Guided All Dept	Unit G- All dept	4/23/13	Stock Count	In Progress	308
1361	Ung All depart	PR- UNG: All	4/24/13	Stock Count	In Progress	30
1421	Unit Guided- Non- Sellable	Unit Guided	4/25/13	Stock Count	In Progress	0
1462	Recount Test	Test 14 digit Item	4/30/13	Authorize	New	0
1461	Another Schedule	Test 14 digit Item	4/30/13	Stock Count	In Progress	0

If you want to filter the Stock Count List, click **Filter**. See “[Filter the Stock Count List.](#)”

### Window Content

The **Items Left to Count** field displays the total number of items left to be counted at the store. If every item has been counted for every stock count, the Total Items field will show zero.

Each stock count listed in the Stock Count List window is a master stock count that has one or more child stock counts. Large stock counts are automatically divided into multiple child counts, which are listed in the Child Stock Count List window.

The Stock Count List window columns are as follows:

Column	Description
Count ID	A unique numeric identifier assigned by SIM.
Count Description	The description of the product group schedule that was entered when the schedule was set up. For an Ad Hoc stock count, the description is the ID of the user who created the stock count.
Count Group	The description of the product group that was entered when the product group was set up. For an Ad Hoc stock count, the Count Group value is Ad Hoc.
Date	The date for which the stock count is scheduled.
Type	The stage the stock count is in: Authorize, Re-Count, or Stock Count.
Status	The status of the stock count: Active, Completed, In Progress, New, or Processing.
Items Left to Count	The items in the stock count that remain to be counted or authorized.

### Actions You Can Take

In the Stock Count List window, you can do the following:

Action	Method	Reference
Access child counts for a stock count	Double-click a stock count	“ <a href="#">Child Stock Count List Window</a> ”
Print a Stock Count Detail report	<b>Print</b> button	“ <a href="#">Print or Export a Stock Count Report</a> ”

Action	Method	Reference
Delete stock counts	Delete button	“Delete Stock Counts”
View future stock counts	Future Stock Counts button	“View Future Stock Counts”
View rejected items for a third-party stock count	Rejected Items button	“View and Update Rejected Items”
Refresh the Stock Count List display	Refresh button	- - -

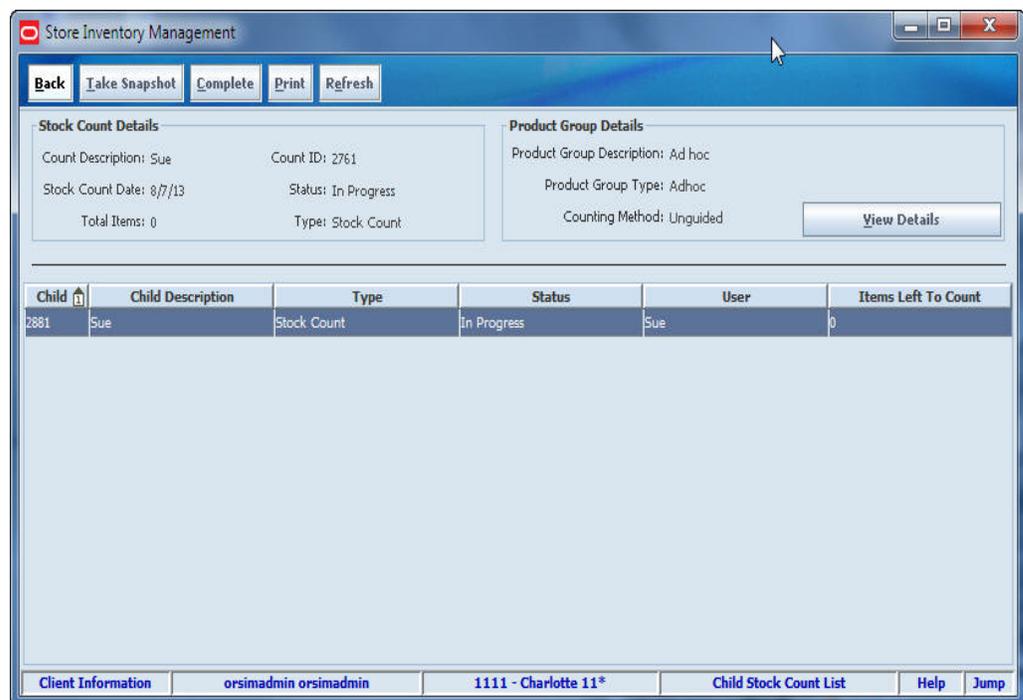
## Child Stock Count List Window

Every master stock count has one or more child counts. A master count with fewer items might have only one child count, but a large count might be split into a number of smaller and more manageable child counts. You can work with each child count separately. Details about the items in a stock count are in the child count records.

**Navigate:** Main Menu > Inventory Mgmt > Stock Counts. The Stock Count List window opens.

Double-click on the stock count you want to access. The Child Stock Count List window opens.

**Figure 15–3** Child Stock Count List Window



### Window Content

The top of the window displays information about the master stock count and the stock count product group, as displayed on the Stock Count List window.

The Child Stock Count List window columns are as follows:

Column	Description
Child Description	<p>A description that depends on the type of stock count:</p> <ul style="list-style-type: none"> <li>For any guided stock count, the child description is based on the locations set up in macro sequencing. See <a href="#">“Sequencing”</a> for details about how locations are managed</li> <li>If there is only one unguided child count associated with the master count, the name is the same as the master count.</li> <li>For multiple child stock counts that belong to a large master stock count, “(x/y)” is appended to the description of each child count to indicate the number of child stock counts that belong to the master count (y), and the position in the sequence for each child count (x). See <a href="#">“Product Group Size Limits”</a> in <a href="#">Chapter 3</a> for details about how large stock counts are divided into multiple child counts.</li> <li>For a stock count broken down by hierarchy, the name is based on the hierarchy. The count might be further broken down into numbered parts.</li> <li>For a third-party count, the description is based on the department breakdown of the count, or on the hierarchy breakdown selected when the product group was set up.</li> </ul>
Area	Shopfloor, Backroom, or No Location. (This column does not appear for unguided counts.)
Type	<p>Future Stock Count, Stock Count, Re-count, or Authorize.</p> <p>For more information about stock count stages and statuses, see <a href="#">“Stock Count Status.”</a></p>
Status	<p>New, In Progress, Pending, Completed, or Confirmed.</p> <p>For a Future Stock Count type, this value is N/A. Confirmed status applies only to Unit and Amount count type.</p>
User	The user who counted the location or child stock count. This value is the user who last saved the count. If the child count has not been counted yet, no value is shown.
Items Left to Count	The number of items that remain to be counted in the child count.

### Actions You Can Take

In the Child Stock Count List window, you can do the following:

Action	Method	Reference
Access details of a child count	Double-click a child count	<a href="#">“Stock Count Detail Window”</a>
Print a Stock Count Detail report	<b>Print</b> button	<a href="#">“Print or Export a Stock Count Report”</a>
Take a snapshot of inventory positions for items in the stock count	<b>Take Snapshot</b> button	<a href="#">“Take a Snapshot”</a>
Complete the child count	<b>Complete</b> button	<a href="#">“Complete a Child Stock Count”</a>
Access the Stock Count Authorization window (to authorize a stock count)	<b>Authorize</b> button	<a href="#">“Stock Count Authorization Window”</a>
Access the rejected items	<b>Rejected Items</b> button	<a href="#">View and Update Rejected Items</a>

Action	Method	Reference
Update authorized quantities for selected child counts	<b>Update Auth Qty</b> button	<a href="#">“Other Methods to Update Authorized Quantities”</a>
Update all authorized quantities for all child counts	<b>Confirm Authorization</b> button	<a href="#">“Other Methods to Update Authorized Quantities”</a>
Refresh the Child Stock Count List display	<b>Refresh</b> button	- - -
View details of the stock count product group	<b>View Details</b> button	<a href="#">“View Product Group Details”</a>

## Stock Count Detail Window

In the Stock Count Detail window, you can view and update count quantities for the child count you have selected.

**Navigate:** Main Menu > Inventory Mgmt > Stock Counts. The Stock Count List window opens.

1. Double-click on the stock count you want to access. The Child Stock Count List window opens.
2. Double-click on the child count you want to access. The Stock Count Detail window opens.

---

**Note:** If the stock count is currently being recounted, the Stock Re-Count Detail window opens instead; see [“Stock Re-Count Detail Window.”](#)

---

**Figure 15–4** Stock Count Detail Window

### Window Content

The Stock Count Detail window displays the child stock count description, scheduled date, and user information, as well as the following fields:

Field	Description
Total Line Items	The total number of items (rows) currently displayed, depending on how the list is filtered. (Use of the filter fields is described in <a href="#">“Enter Stock Count Results.”</a> )
Snapshot Taken	Indicator of whether a snapshot has been taken for this child count. (See <a href="#">“Take a Snapshot”</a> for more information.)

By default, uncounted items are listed. You can use the **Count/Re-count Qty**, **Dept**, **Class**, and **Sub-Class** fields to control which items are listed in the window.

The columns of the Stock Count Detail window are as follows:

Column	Description
Sequence ID	For guided counts that use sequencing, the ID of the location of the item. For guided counts, the list is sorted by Sequence ID. For unguided counts, this column does not appear.
Item	The item ID.
Description	The item description.
UOM	The unit of measure for the item.
Pack Size	The number of packs in a case.
Count	The counted quantity of the item, if the item has been counted during this stock count.
UIN Qty	The number of unique identification numbers (UIN) counted.

### Actions You Can Take

In the Stock Count Detail window, you can do the following:

Action	Method	Reference
Enter stock count results	(See procedure)	<a href="#">“Enter Stock Count Results”</a>
Update unique identification numbers (UIN)	(See procedure)	<a href="#">“Update UINs for a Count”</a>
Print a Stock Count Detail report	<b>Print</b> button	<a href="#">“Print or Export a Stock Count Report”</a>
Exit and save updates	<b>Save</b> button	---
Scan or Enter a barcode	<b>Scanner</b> button	<a href="#">Scan an Item (Scanner Button)</a>
Exit without saving updates	<b>Cancel</b> button	---
Complete the count	<b>Complete</b> button	<a href="#">“Complete a Child Stock Count”</a>

**Note:** You cannot complete the count until the snapshot is taken.

## Stock Re-Count Detail Window

In the Stock Count Detail window, you can view and update recount quantities for the child count you have selected. If you selected a stock count that is being recounted, the Stock Re-Count Detail window opens.

---

**Note:** Recounts are performed only when the stock count product group is set up to require recounts of discrepant items. Recounts do not apply to any third-party or ad hoc stock counts.

---

**Navigate:** Main Menu > Inventory Mgmt > Stock Counts. The Stock Count List window opens.

1. Double-click on the stock count you want to access. The Child Stock Count List window opens.
2. Double-click on the child count that you want to access. The Stock Re-Count Detail window opens.

**Figure 15–5 Stock Re-Count Detail Window**

Store Inventory Management

Save Complete Print Scanner Cancel

Description: Print Recount test a - No Location  
Date: 8/8/13  
Total Line Items: 47  
Snapshot Taken:   
Stock Count User: Sue  
Stock Re-Count User: Sue

Count/Re-count Qty: Uncounted  
Filter: Discrepant Items  
Dept: -All-  
Class: -All-  
Sub-Class: -All-

Item	Description	UOM	Pack Size	Original Count	Re-Count Qty	UIN Qty
100135307	Tide Extra	Units	1			0
100135308	Tide Extra White	Units	1			0
100137907	Dryel	Units	1			0
100140907	Parent Item	Units	1			0
100144207	04272011 test 1	Units	1			0

Client Information orsimadmin orsimadmin 1111 - Charlotte 11\* Stock Re-Count Detail Help Jump

The Stock Re-Count Detail window is similar to the Stock Count Detail window, but it also allows entry of recounted item quantities.

### Window Content

The Stock Re-Count Detail window displays the child stock count description, scheduled date, and user information, as well as the following fields:

Field	Description
Total Line Items	The total number of items (rows) currently displayed, depending on how the list is filtered. (Use of the filter fields is described in <a href="#">“Enter Stock Count Results.”</a> )
Snapshot Taken	Indicator of whether a snapshot has been taken for this child count. (See <a href="#">“Take a Snapshot”</a> for more information.)

By default, uncounted discrepant items are listed. You can use the **Count/Re-count Qty, Filter, Dept, Class, and Sub-Class** fields to control which items are listed in the window.

The columns of the Stock Re-Count Detail window are as follows:

Column	Description
Sequence ID	For guided counts that use sequencing, the ID of the location of the item. For guided counts, the list is sorted by Sequence ID. For unguided counts, this column does not appear.
Item	The item ID.
Description	The item description.
UOM	The unit of measure for the item.
Pack Size	The number of packs in a case.
Original Count	The counted quantity of the item from the original count.
Re-Count Qty	The recounted quantity of the item, if the item has been recounted yet.
UIN Qty	The number of unique identification numbers (UIN) counted.

### Actions You Can Take

From the Stock Re-Count Detail window, you can do the following:

Action	Method	Reference
Print a Stock Count Detail report	<b>Print</b> button	<a href="#">“Print or Export a Stock Count Report”</a>
Enter stock recount results	(See procedure)	<a href="#">“Enter Recount Results”</a>
Update unique identification numbers (UIN)	(See procedure)	<a href="#">“Update UINs for a Count”</a>
Complete the child stock count	<b>Complete</b> button	<a href="#">“Complete a Child Stock Count”</a>
Exit and save updates	<b>Save</b> button	---
Scan or Enter a Barcode	<b>Scanner</b> button	<a href="#">Scan an Item (Scanner Button)</a>
Exit without saving updates	<b>Cancel</b> button	---

## Stock Count Authorization Window

The Stock Count Authorization window is available for a child stock count after the count is completed. In this window, you can review count and recount quantities and enter authorized (approved) count quantities for items. When you have updated authorized quantities, you can confirm the authorization to finish the stock count process. SIM automatically creates inventory adjustment transactions to reconcile SIM inventory positions with authorized quantities for counted items.

---

**Note:** SIM provides the option to set up stock counts with automatic authorization. This means that the count is authorized automatically after it is completed, and there is no separate authorization procedure.

---

**Figure 15–6 Stock Count Authorization Window**
**Window Content**

At the top, the Stock Count Authorization window displays the child stock count description, scheduled date, and user information. The table lists the items and contains the following columns:

Column	Description
Item	SIM item ID
Description	Item description
UOM	Item unit of measure
Count Qty	Original count quantity
Cnt Var	Original count variance from the snapshot quantity
Cnt Var %	Original count variance percent
Re-Count Qty	Recount quantity (if a recount was required)
Rcnt Var	Recount variance from the snapshot quantity
Rcnt Var %	Recount variance percent
SOH	SIM stock on hand
Authorized Qty	Authorized quantity for the item
UIN Qty	Number of UINs counted

**Actions You Can Take**

From the Stock Count Authorization window, you can do the following:

Action	Method	Reference
Review quantities and enter authorized quantities manually	(See procedure)	<a href="#">“Update Authorized Quantities Manually”</a>
Update unique identification numbers UIN	<b>Authorization Detail</b> window	<a href="#">“Update UINs before Authorizing”</a>

Action	Method	Reference
Select a child count (if more than one child count)	<b>Child Stock Count</b> controls	<a href="#">“Update Authorized Quantities Manually”</a>
Filter the items listed by their current state	<b>Filter</b> controls	<a href="#">“Update Authorized Quantities Manually”</a>
Filter the items listed by additional criteria you specify	<b>Advanced Filter</b> button	<a href="#">“Filter the Stock Count Authorization List”</a>
Update all blank authorized quantities	<b>Update Auth Qty</b> button	<a href="#">“Other Methods to Update Authorized Quantities”</a>
Update the stock count with any late sales that were uploaded since entering the authorization stage. This will update the snapshot and, in turn, mark an item as discrepant or non-discrepant	<b>Update Snapshot</b> button	<a href="#">View Count Detail</a>
Confirm the authorization	<b>Confirm Child</b> button	<a href="#">“Authorize a Stock Count”</a>
Save updates (without exiting)	<b>Save Child</b> button	---
Exit without saving updates	<b>Back</b> button	---
View the detail of the count	<b>Count Detail</b> button	<a href="#">View Count Detail</a>

## View Count Detail

From the Stock Count Authorization window, click **Count Detail**. The detail window opens. This is a view only window. Click **Close** to return to the Stock Count Authorization window.

## Filter the Stock Count List

Whenever the Stock Count List window is displayed, you can filter the list of stock counts to limit which stock counts are displayed. If the list is currently filtered, the filtering is shown next to the Filter button.



To filter the list of stock counts or to change the current filtering, follow these steps:

1. In the Stock Count List window, click **Filter**. The Stock Count Filter window opens.

Figure 15–7 Stock Count Filter Window

2. Enter or select search values as needed to specify the stock counts that you want to list. All values are optional. If you leave a field blank or select All, all values are included in the search.

**Date Filters** – In the **Schedule Date** field, enter or select the schedule date of the stock counts you want to list.

**Hierarchy Filters** – For the **Dept**, **Class**, and **Sub-Class** fields, select the merchandise hierarchy for which you want to list stock counts.

**Count Group** – Select the stock count group (product group) for which you want to list stock counts.

**Type** – Select Stock Count, Re-Count, Authorize, or All (default).

**Status** – Select Active, Completed, In Progress, New, Processing, or All (default).

3. Click **Apply**. You return to the Stock Count List window, where your filter has been applied.

## View Future Stock Counts

Future stock counts are stock counts for which the scheduled date has not yet arrived and have not been extracted yet for execution. This means these future stock counts should only be used for planning, not execution. You can view future stock counts, and you also have the option to extract a count to view its details.

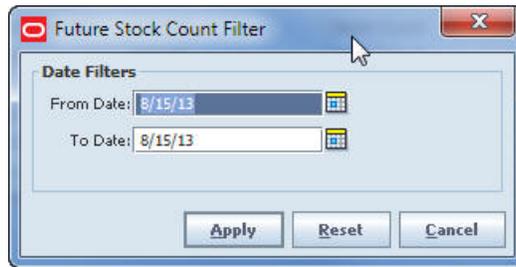
For stock counts that are extracted before the scheduled stock count date, you cannot take any action on the count. Until the scheduled date is reached, you can view future stock counts in the Future Stock Counts List window. These stock counts have no status. When the scheduled date is reached, SIM deletes the future stock count values and extracts the count again with the real stock count ID. The stock count then moves to the Stock Count List window, and its status changes to Stock Count New.

**Navigate:** Main Menu > Inventory Mgmt > Stock Counts. The Stock Count List window opens.

To view future stock counts, follow these steps:

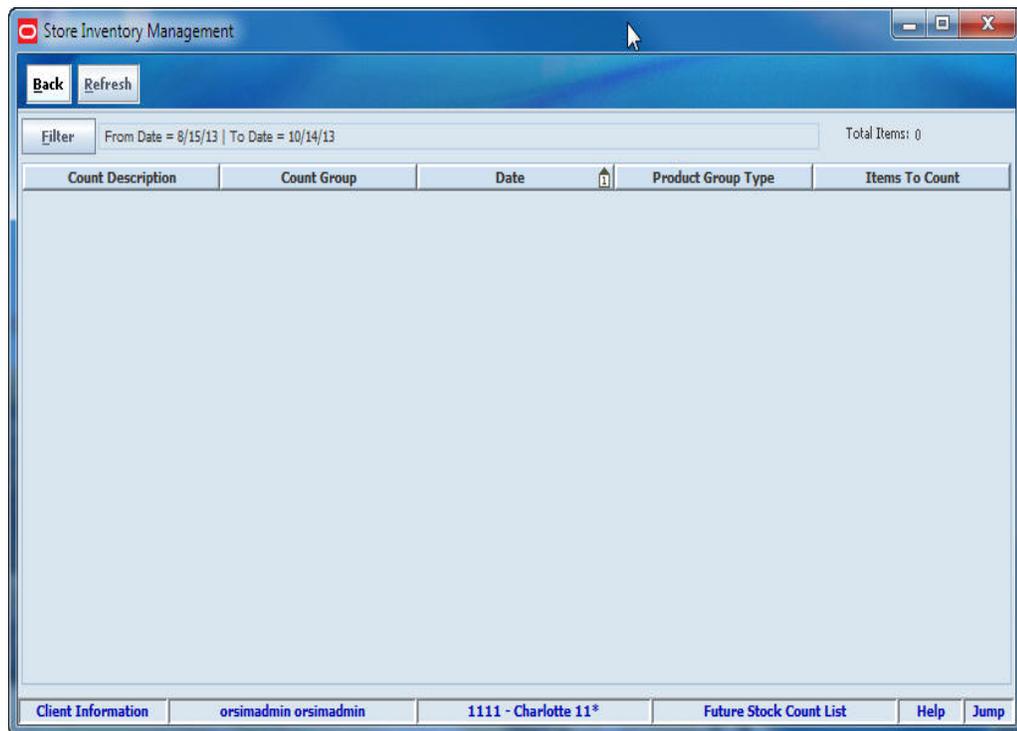
1. Click **Future Stock Counts**. The Future Stock Count Filter window opens.

**Figure 15–8 Future Stock Count Filter Window**



2. In the **From Date** and **To Date** fields, enter or select dates to set the date range of the future stock counts you want to list. (Click **Reset** if you want to clear the date fields.)
3. Click **Apply**. The Future Stock Count List window opens.

**Figure 15–9 Future Stock Count List Window**



The **Total Items** field displays the total number of items to count in all stock counts listed.

The Future Stock Count List window columns are as follows:

Field	Description
Count Description	The description of the product group schedule that was entered when the schedule was set up.
Count Group	The description of the product group that was entered when the product group was set up.

Field	Description
Date	The date for which the stock count is scheduled.
Product Group Type	The type of stock count product group: Unit, Unit and Amount, or Problem Line.
Items to Count	The number of items to be counted in the stock count.

4. If you want to extract a future stock count now, follow these steps:
  - a. Double-click the stock count that you want to extract.  
A message is displayed: "Do you want to generate the future stock count now?"
  - b. Click **Yes** to extract the selected stock count. The Child Stock Count List window opens, with the generated stock count listed.
  - c. To view the details of the stock count, double-click on the count to open it in the Stock Count Detail window. You cannot enter any count quantities or take any action on the count.
  - d. Click **Back** to return to the Future Stock Count List window.
5. Click **Back** to return to the Stock Count List window.

## Print or Export a Stock Count Report

You can view, print, or export stock count reports at any time, for reference or as an aid to completing the count.

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**Note:** You can print reports from the Stock Count List window, Child Stock Count List window, or Stock Count Detail window.

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**Navigate:** Main Menu > Inventory Mgmt > Stock Counts. The Stock Count List window opens.

To view or print a stock count report, follow these steps:

1. Select the stock count for which you want a report.
2. Click **Print**. The Report Selection window opens.
3. Select the report you want to produce.
4. In the **Printer** field, select the printer or other output device that you want to use.
5. Click **OK**. The report is produced.

## Stock Count Detail Report

The Stock Count Detail report lists the following information for the selected stock count:

- Item number
- Description
- Unit of measure
- Counted quantity

- Authorized quantity
- Recount quantity

## Stock Count Extraction Report

The Stock Count Extraction report is primarily designed for use with third-party stock counts, although it can be used for any type of stock count. The report can be modified as required and exported in XML format for interface to a third-party system.

It is assumed that this report will be generated after the snapshot is taken for a stock count. If this report is generated before the snapshot is taken, the unique identification numbers (UIN) and snapshot quantity fields are empty.

The standard report includes the following information:

- Header: Stock count ID, stock count type, store ID
- Detail: Item number, item description, item snapshot quantity, item UINs

## Execute a Stock Count

The steps to execute a stock count from start to finish are as follows:

1. [Take a Snapshot](#)
2. [Enter Stock Count Results](#)
3. [Enter Recount Results](#)
4. [Complete a Child Stock Count](#)
5. [Authorize a Stock Count](#)

## Take a Snapshot

After you have located the stock count that you want to execute, one of the first steps is to take a snapshot. When you take a snapshot, SIM records the stock on hand position for each item in the count at that point in time. These values are compared against the counted values to determine whether there are discrepant items. After the snapshot is taken, you can continue business without having to update the counted quantities with any transactions. This preserves the original counted quantities for an audit, if you want to conduct an audit.

The stock count status changes to In Progress when you take a snapshot or begin counting items.

## When Snapshots Are Taken

The point at which a snapshot is taken depends on the type of stock count. Taking the snapshot affects the status of each stock count.

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**Note:** For a stock count that uses a counting method of Third-party, you must take the snapshot before the stock count data is uploaded to SIM.

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### Ad Hoc Stock Counts

For an Ad Hoc stock count, SIM takes a snapshot when the first item is scanned on the handheld device. (There is no product group for an Ad Hoc stock count.)

### Unit and Problem Line Stock Counts

For Unit and Problem Line stock count types, SIM takes a snapshot when the first item is scanned on the handheld device. You can also take a snapshot for child counts by using the Take Snapshot button on the Child Stock Count List window, Stock Count Detail window, or Stock Re-count Detail window (for a recount). You cannot enter quantities until the snapshot has been taken.

### Unit and Amount Stock Counts

For a Unit and Amount count, the snapshot must be taken from the PC. It is not possible to take a snapshot for a Unit and Amount count type on the handheld device. If your store uses unique identification numbers (UIN), the snapshot must be taken before the count can begin. If your store does not use UINs, you can start a count on the handheld without having taken the snapshot.

When a snapshot is taken for a Unit and Amount count type, it is taken for all child counts at the same time. Only one snapshot is taken for a Unit and Amount count type. There is no separate snapshot for a recount.

None of the individual child counts can move to Re-Count or Authorize stage until the snapshot has been taken.

## Take the Count Snapshot

The initial snapshot for a stock count can be taken in either of these ways:

- [From the Child Stock Count List Window](#)
- [From the Stock Count Detail Window](#)

### From the Child Stock Count List Window

**Navigate:** Main Menu > Inventory Mgmt > Stock Counts. The Stock Count List window opens.

To take the snapshot, follow these steps:

1. If you want to filter the Stock Count List, click **Filter**. See "[Filter the Stock Count List](#)."
2. Double-click on the stock count for which you want to take a snapshot. The Child Stock Count List window opens.
3. Select the child counts for which you want to take snapshots.

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**Note:** For Unit and Amount counts, the snapshot is taken for *all* child counts, regardless of the counts selected in the list. A Monitor window opens to inform you that the snapshot is being taken. You can close the Monitor window and continue with other SIM tasks. (If you do not close the window, it closes automatically when snapshot processing is completed.)

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4. Click **Take Snapshot**.
5. Click **Done** to return to the Stock Count List window.

### From the Stock Count Detail Window

**Navigate:** Main Menu > Inventory Mgmt > Stock Counts. The Stock Count List window opens.

To take the snapshot, follow these steps:

1. Double-click on the stock count for which you want to take a snapshot. The Child Stock Count List window opens.
2. Double-click on the child count for which you want to take a snapshot. The Stock Count Detail window opens.
3. Click **Take Snapshot**.
4. Click **Back** to return to the Stock Count Detail window.

If you want to start entering stock count quantities, see "[Enter Stock Count Results](#)."

## Snapshots for Recounts

After a count is completed, SIM performs variance calculations for all items. If the count for an item exceeds variance limits, the item count is discrepant. If the product group setup requires a recount of discrepant items, you follow the same steps to take a snapshot. The recount snapshot records the current stock on hand levels for all the items on the recount.

You can take a recount snapshot from either the Child Stock Count List window or the Stock Re-Count Detail window.

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**Note:** For Unit and Amount count types, there is no snapshot taken for a recount.

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Recounts are optional, depending on the product group setup. Recounts do not apply to ad hoc stock counts or third-party stock counts.

## Unique Identification Numbers (UIN) Status on Snapshots

If your store uses UINs, the snapshot captures the status of those items that are in the store as part of the store's stock on hand, as well as those UINs that are in missing status:

- In Stock
- Customer Order Reserved
- Reserved for Shipping
- Unavailable
- Missing
- Removed from Inventory

The UINs in these statuses are displayed in the Stock Count Authorization window, so that you can see which UINs are not counted.

## View Product Group Details

At any time when the Child Stock Count List window is open, you can click the View Details button to view detailed information about the stock count product group. (Only users with the required permissions can create and change product groups.)

**Navigate:** Main Menu > Inventory Mgmt > Stock Count. The Stock Count List window opens.

To view details about the product group for the child counts listed, follow these steps:

1. Double-click on the stock count for which you want to view product group details. The Child Stock Count List window opens.
2. Click **View Details**. The Product Group Detail window opens.

**Figure 15–10 Product Group Detail Window**

3. Click **Close** to close the window and return to the Child Stock Count List window.
4. Click **Back** to return to the Stock Count List window.

## Enter Stock Count Results

When you perform a stock count, you count all stock in the store for the items. Unavailable inventory must be counted as well. For example, if some items are ready to be returned to a supplier but the return has not yet been dispatched, the items are counted, even though they will not be placed on the shop floor for sale.

For the original count and a recount (if a recount is required), the procedure is the same. For a recount, the data entry window is slightly different; see [“Enter Recount Results.”](#)

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**Note:** For Unit and Problem Line counts, you must take the snapshot before you enter quantities.

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**Navigate:** Main Menu > Inventory Mgmt > Stock Counts. The Stock Count List window opens.

To enter stock count results, follow these steps:

1. If you want to filter the Stock Count List, click **Filter**. See [“Filter the Stock Count List.”](#)
2. Double-click on the stock count for which you want to enter count results. The Child Stock Count List window opens.

3. If you want to view details about the stock count product group, click **View Details** in the Product Group Details section. See "[View Product Group Details](#)."
4. Double-click on the child stock count for which you want to enter results. The Stock Count Detail window opens.
5. By default, the uncounted items in the stock count are listed. In the **Count/Re-count Qty** field, you can select which items you want to list, as follows:
  - Select **Uncounted** (default) to list only those items for which no quantity has been entered in the Count field.
  - Select **Counted** to list only those items for which a count has been entered.
  - Select **All** to list both counted and uncounted items.

You can change these selections at any time while you are entering counts.

6. If you want to limit the items listed to those in a particular merchandise hierarchy, use the **Dept**, **Class**, and **Sub-Class** fields to select which items to list.  
You can change these selections at any time while you are entering counts.
7. For each item count you want to enter, follow these steps:
  - a. In the **Count/Re-count Qty** field, double-click to activate edit mode.
  - b. Type the count value and press Enter.
8. If you want to update unique identification numbers (UIN), see "[Update UINs for a Count](#)."
9. When you have finished entering item counts, click **Save** to save the changes.
10. Click **Back** to return to the Child Stock Count List window.

If you have finished entering all item counts, you have the option to complete the count. See "[Complete a Child Stock Count](#)."

## Enter Recount Results

If a recount is required, the procedure to enter the recount results is similar to the procedure for the original count.

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**Note:** If you are recounting a Unit or Problem Line count, you must take a new snapshot for the recount before entering quantities. See "[Take a Snapshot](#)."

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1. If you want to filter the Stock Count List, click **Filter**. See "[Filter the Stock Count List](#)."
2. Double-click on the stock count for which you want to enter recount results. The Child Stock Count List window opens.
3. If you want to view details about the stock count product group, click **View Details** in the Product Group Details section. See "[View Product Group Details](#)."
4. Double-click on the child stock count for which you want to enter recount results. The Stock Re-Count Detail window opens.
5. By default, the uncounted items in the stock count are listed. In the **Count/Re-Count Qty** field, you can select which items you want to list, as follows:

- Select **Uncounted** (default) to list only those items for which no quantity has been entered in the Re-Count field.
- Select **Counted** to list only those items for which a count has been entered.
- Select **All** to list both counted and uncounted items.

You can change this selection at any time while you are entering recounts.

6. If you want to limit the items listed to those in a particular merchandise hierarchy, use the **Dept**, **Class**, and **Sub-Class** fields to select which items to list.

You can change these selections at any time while you are entering counts.

7. By default, the discrepant items from the original count are listed. In the **Filter** field, you can select which items you want to list, as follows:
  - Select **Discrepant** (default) to list only those items for which the original count was discrepant.
  - Select **All Items** to list both discrepant and nondiscrepant items.

You can change this selection at any time while you are entering recounts.

8. For each item recount you want to enter, follow these steps:
  - a. In the **Re-Count Qty** field, double-click to activate edit mode.
  - b. Type the recount value and press Enter.
9. If you want to update unique identification numbers (UIN), see ["Update UINs for a Count."](#)
10. Click **Save** to save the changes.
11. Click **Back** to and return to the Child Stock Count List window.

If you have finished entering all item recount quantities, you have the option to complete the count. See ["Complete a Child Stock Count."](#)

## Update UINs for a Count

If a stock count includes items that require unique identification numbers (UIN), these UINs must be scanned or entered while counting stock. You can add and delete UINs for a child count. Follow these steps:

1. In the Stock Count Detail or Stock Re-Count Detail window, double-click on the **UIN Qty** field for the item. The UIN window opens.
2. For each UIN that you need to add, click **Add** and enter a valid UIN.
3. To delete a UIN, select it and click **Remove**.
4. Click **Save** to save your changes and return.

## Complete a Child Stock Count

For each child stock count, you can continue to enter and update count or recount values as needed until all the child counts have been completed. You can complete the count in either of these ways:

- [From the Stock Count Detail Window](#)
- [From the Child Stock Count List Window](#)

### From the Stock Count Detail Window

**Navigate:** Main Menu > Inventory Mgmt > Stock Count. The Stock Count List window opens.

To complete a child count, follow these steps:

1. If you want to filter the Stock Count List, click **Filter**. See "[Filter the Stock Count List](#)."
2. Double-click on the stock count for which you want to complete one or more child counts. The Child Stock Count List window opens.
3. Double-click the child count that you want to complete. The Stock Count Detail window opens.
4. Click **Complete**. A confirmation prompt is displayed.
5. Click **Yes**. You return automatically to the Stock Count List window.

### From the Child Stock Count List Window

**Navigate:** Main Menu > Inventory Mgmt > Stock Count. The Stock Count List window opens.

To complete a child count, follow these steps:

1. If you want to filter the Stock Count List, click **Filter**. See "[Filter the Stock Count List](#)."
2. Double-click on the stock count for which you want to complete one or more child counts. The Child Stock Count List window opens.
3. Select the child counts that you want to complete.
4. Click **Complete**. A confirmation prompt is displayed.
5. Click **Yes**. You return automatically to the Stock Count List window.
6. Click **Save** to return to the Stock Count List window.

### Status Changes

When you complete the child count or recount, the status of the child count changes as follows:

- For the original count, if any items are discrepant and no recount is required, the child count status changes to Authorize New.
- For the original count, if there are no discrepant items and no recount is required, the child count status changes to Authorize Completed.
- For the original count, if any items are discrepant and a recount is required, the child count status changes to Re-Count New.
- For a recount, the child count status changes to Authorize New if there are discrepant items. If there are no discrepant items, the status changes to Authorize Completed.
- For a guided count, if all locations for an item have not been counted when you click **Complete**, the child count status changes to Pending.
- For a Unit and Amount count, if the snapshot has not been taken when you click **Complete**, the child count status changes to Pending.

The status of the master count does not change until all child counts are completed. See "[Stock Count Status](#)" for more information.

## Authorize a Stock Count

A child stock count moves to Authorize New status after the count and recount (if required) are completed and there are discrepant item counts (see [“Complete a Child Stock Count.”](#)) The master stock count moves to Authorize New status when all child counts are completed.

When a stock count is ready for authorization, the last stage of the count requires entering the authorized (approved) quantities for items in the count.

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### Notes:

- Only users with the necessary permissions can enter and confirm authorized quantities.
  - If the product group was set up for automatic authorization of the count, these authorization procedures do not apply. The child stock counts are automatically authorized when completed, and authorized quantities are updated automatically.
- 
- 

At this point, some stock count quantities might match SIM inventory levels or be within the variance count or percentage set for the product group. There might also be discrepant item counts, if the recount also resulted in discrepancies. You can accept counted quantities or enter different authorized quantities for all items. If you want SIM to fill in authorized quantities for you, the quantities used are based on system settings and defaults as described in the following topics.

You can update authorized quantities using one or more of the following methods:

- [Update Authorized Quantities Manually](#)  
In the Stock Count Authorization window, you can enter authorized values for any items in the count, one by one.
- [Other Methods to Update Authorized Quantities](#)  
With several different methods (buttons), you can have SIM fill in any blank authorized quantities.

If a stock count contains items that require unique identification numbers (UIN), you can also add and delete UINs before you authorize the count. See [“Update UINs before Authorizing.”](#)

## Update Authorized Quantities Manually

You can enter authorized quantities for any items in a stock count. For a count with many different items, you may want to enter authorized quantities only for certain items. You do not have to enter any approved quantities manually, if you prefer to use the SIM defaults for authorized quantities (see [“Other Methods to Update Authorized Quantities”](#)).

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**Note:** You can enter some authorized quantities manually and have SIM fill in the rest of the authorized quantities.

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**Navigate:** Main Menu > Inventory Mgmt > Stock Count. The Stock Count List window opens.

To enter authorized quantities manually, follow these steps:

1. If you want to filter the Stock Count List, click **Filter**. See "[Filter the Stock Count List](#)."
2. Double-click on the stock count for which you want to enter authorized quantities. The Child Stock Count List window opens.
3. Click **Authorize**. The Stock Count Authorization window opens.

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**Note:** If there is only one child count for the master count, the items of the child count are listed. If there is more than one child count, you must select the child count you want (see Step 4).

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For each item, the Stock Count Authorization window lists the following:

- The count quantity, count variance, and count variance percentage
  - The recount quantity, recount variance, and recount variance percentage (if there was a recount)
  - The SIM stock on hand quantity (SOH column)
4. If there is more than one child count, select the child count in the **Child Stock Count** section as follows:
    - a. If you want to clear the selection fields, click **Clear**.
    - b. In the **Status** field, select the status of the child count you want.
    - c. In the **Child** field, select the child count.
    - d. Click **Search**.
  5. To filter the items of the child count that are listed, use fields in the **Filter** section as follows:
    - a. In the **Item Filter** field, select Discrepant Items or All Items.
    - b. In the **Auth Qty** field, select Authorized, Unauthorized, or All Items.

You can change this filtering whenever you want.
  6. If you want to filter the item list further (for example, to find items that far exceed the allowed count variance), click the **Advanced Filter** button. See "[Filter the Stock Count Authorization List](#)."
  7. For each item for which you want to enter the authorized quantity manually, follow these steps:
    - a. Double-click in the **Authorized Qty** field to activate edit mode.
    - b. Enter the authorized quantity for the item.
    - c. Press Enter (or press Tab to go to the next item).
  8. When you are finished entering authorized quantities, do one of the following:
    - Click **Save Child** to save your entries. You can click this button as often as you want to save all entries you have completed so far. You remain in the Stock Count Authorization window, where you can continue updating authorized quantities for any of the child counts.
    - Click **Apply** to save your entries and return to the Child Stock Count List window.

- If you want SIM to fill in the remaining blank authorized quantities, click **Update Auth Qty**. See “[Update Auth Qty Button – Stock Count Authorization Window](#)” for more information.
- If you want SIM to confirm (permanently save) all authorized quantities, click **Confirm Child**. See “[Confirm Child Button – Stock Count Authorization Window](#)” for more information.
- If you want SIM to update a previous snapshot, click **Update Snapshot** to update the stock count with any late sales that were uploaded since entering the authorization stage.

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**Note:** You can also confirm all child counts by clicking the Confirm Authorization button in the Child Stock Count List window. Clicking that button automatically updates the authorization quantities with the last counted quantities and confirms the master count.

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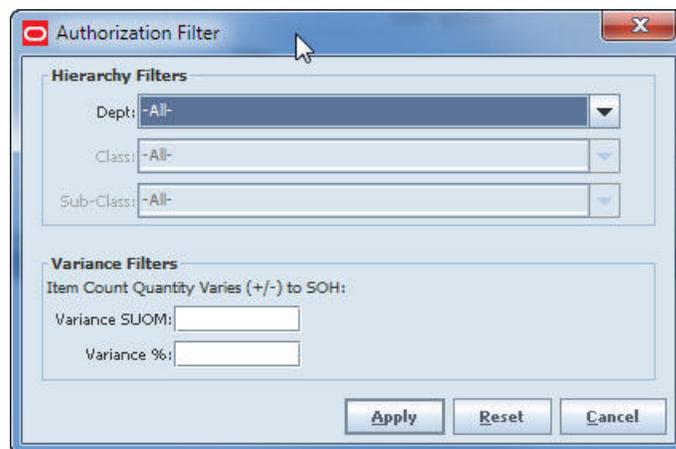
## Filter the Stock Count Authorization List

You can apply additional filters to specify which items you want to list in the Stock Count Authorization window.

To filter the Stock Count Authorization list, follow these steps:

1. Click **Advanced Filter**. The Authorization Filter window opens.

**Figure 15–11 Authorization Filter Window**



2. Enter or select search values as needed to specify the child counts that you want to list. All values are optional. If you leave a field blank or select All, all values are included in the search.

**Hierarchy** – Select department, class, and subclass values as needed. The items displayed in the list will be those items in the stock count for the hierarchy that you select.

**Variance Filters** – These filters allow you to filter the list to only those item counts that are discrepant by a count or percentage equal to or greater than you specify. You can use either or both of these fields:

- **Variance SUOM** – Enter a count threshold value in the standard unit of measure for an item count to be discrepant. Counts that are discrepant by a count equal to or greater than this value, plus or minus, will be listed.

- **Variance %** – Enter a count percentage threshold value for an item count to be discrepant. Counts that are discrepant by a percentage equal to or greater than this percentage, plus or minus, will be listed.
- 3. Click **Apply**. You return to the Stock Count Authorization window, where your filter has been applied.

## Other Methods to Update Authorized Quantities

There are several methods to update authorized quantities, and optionally confirm authorized quantities, in one step. You can complete and confirm authorized quantities after you have entered some quantities manually, or you can complete authorized quantities without any manual entries. There are several ways to do this, using the following buttons in SIM windows:

- **Update Auth Qty Button – Stock Count Authorization Window**  
 With this method, all empty authorized quantities for the current child count are filled in with the last count or recount quantity. You still have the option to change values manually before confirming the count, and you can save or discard all changes to authorized quantities.
- **Update Auth Qty Button – Child Stock Count List Window**  
 With this method, all empty authorized quantities for the selected child counts are filled in with the last count or recount quantity. You still have the option to change values manually before confirming the count.
- **Confirm Child Button – Stock Count Authorization Window**  
 With this method, the child count moves to Authorize Completed status (Authorize Confirmed for a Unit and Amount count). No further changes can be made to authorized quantities in the confirmed child count.
- **Confirm Authorization Button – Child Stock Count List Window**  
 With this method, all empty authorized quantities for all child counts are filled in with the last counted quantities. The child counts and the master count move to Authorize Completed status (Authorize Confirmed for a Unit and Amount count). No further changes can be made to any authorized quantities in any child counts.

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**Caution:** If you want to enter authorized quantities for certain items manually, enter these quantities before you click either the **Confirm Child** or **Confirm Authorization** button. Quantities that are confirmed cannot be changed.

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### SIM Rules for Blank Authorized Quantities

When SIM fills in blank authorized quantities, the following rules apply:

- The authorized quantity for an item is filled in with the last counted quantity. If a recount was done, the recount quantity is used.
- For Unit and Amount counts, if there is no count or recount quantity entered, the authorized quantity is 0 (zero). All authorized quantities must be filled in for a Unit and Amount count.
- For Unit, Problem Line, and Ad Hoc count types, if there is no count or recount quantity entered, the authorized quantity is blank (null) or zero, depending on your SIM system settings. These count types can include uncounted items.

See the *Oracle Retail Store Inventory Management Implementation Guide* for information about SIM system options that control rules for authorized stock count quantities.

### Update Auth Qty Button – Stock Count Authorization Window

Use this method to have SIM fill in all empty authorized quantities for the current child count (in Authorize New or Authorize In Progress status). You can still update authorized quantities through manual entries before or after you select this action. This action does not change any quantities that you entered previously, either through manual entries or by using this button.

**Navigate:** Main Menu > Inventory Mgmt > Stock Count. The Stock Count List window opens.

To update authorized quantities for one child count, follow these steps:

1. If you want to filter the Stock Count List, click **Filter**. See "[Filter the Stock Count List](#)."
2. Double-click on the stock count for which you want to enter authorize quantities. The Child Stock Count List window opens.
3. Click **Authorize**. The Stock Count Authorization window opens.

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**Note:** If there is only one child count for the master count, the items of the child count are listed. If there is more than one child count, you must select the child count you want (see Step 4).

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4. If there is more than one child count, select the child count in the **Child Stock Count** section as follows:
  - a. If you want to clear the selection fields, click **Clear**.
  - b. In the **Status** field, select the status of the child count you want.
  - c. In the **Child** field, select the child count.
  - d. Click **Search**.
5. To filter the items of the child count that are listed, use fields in the **Filter** section as follows:
  - a. In the **Item Filter** field, select Discrepant Items or All Items.
  - b. In the **Auth Qty** field, select Authorized, Unauthorized, or All Items.

You can change this filtering whenever you want.
6. Click **Update Auth Qty**. This message is displayed: "All discrepant items without authorized quantities will be defaulted with the last counted quantity. Do you wish to continue?"

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**Note:** For Unit and Amount counts, the message will say "all items." For other count types, the message might also say "all items," depending on your SIM system settings.

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7. Click **Yes**.
8. Do one of the following:

- Click **Save Child** to save the authorized quantity entries. You can click this button as often as you want to save all entries completed so far. You remain in the Stock Count Authorization window, where you can continue updating authorized quantities for any of the child counts.
- Click **Back** to return to the Child Stock Count List window.
- If you want SIM to confirm (permanently save) all authorized quantities, click **Confirm Child**. See "[Confirm Child Button – Stock Count Authorization Window](#)" for more information.

#### **Update Auth Qty Button – Child Stock Count List Window**

Use this method to have SIM fill in all empty authorized quantities for one or more of the child stock counts listed in the Child Stock Count List window (in Authorize New or Authorize In Progress status). You can still update authorized quantities through manual entries before or after you select this action, as long as the count has not yet been confirmed. This action does not change any quantities that you entered previously, either through manual entries or by using this button.

**Navigate:** Main Menu > Inventory Mgmt > Stock Count. The Stock Count List window opens.

To update authorized quantities for one child count, follow these steps:

1. If you want to filter the Stock Count List, click **Filter**. See "[Filter the Stock Count List](#)."
2. Double-click on the stock count for which you want SIM to complete the authorized quantities. The Child Stock Count List window opens.
3. Select the child counts for which you want SIM to update the authorized quantities.
4. Click **Update Auth Qty**. This message is displayed: "All discrepant items without authorized quantities will be defaulted with the last counted quantity. Do you wish to continue?"
5. Click **Yes**.

At this point, you can optionally view or edit the authorized quantities or confirm the child count; see "[Confirm Child Button – Stock Count Authorization Window](#)."

6. Click **Back** to return to the Stock Count List window.

#### **Confirm Child Button – Stock Count Authorization Window**

Use this method when you have completed all manual entries for authorized quantities. This action does not change any quantities that you entered previously, either through manual entries or by using the **Update Auth Qty** button

When you confirm a child count, quantities and status are affected as follows:

- **Ad Hoc, Unit and Problem Line** stock count types – Empty authorized quantities are left blank (null, not counted). The status of the child count changes to Authorize Completed.
- **Unit and Amount** stock count type – Authorized quantities cannot be blank. If any authorized quantities are blank, a message asks whether you want to use the last counted quantities. If you answer No, no action is taken. If you answer Yes, the last count or recount quantity is filled in for any blank authorized quantity, and the child count moves to Authorize Confirmed status.

No further changes can then be made to authorized quantities. SIM inventory adjustments are written for those items that have authorized quantities different from those of the snapshot of the stock on hand.

**Navigate:** Main Menu > Inventory Mgmt > Stock Count. The Stock Count List window opens.

To confirm a child count, follow these steps:

1. If you want to filter the Stock Count List, click **Filter**. See "[Filter the Stock Count List](#)."
2. Double-click on the stock count for which you want to confirm one or more child counts. The Child Stock Count List window opens.
3. Click **Authorize**. The Stock Count Authorization window opens.

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**Note:** If there is only one child count for the master count, the items of the child count are listed. If there is more than one child count, you must select the child count you want (see Step 4).

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4. If there is more than one child count, select the child count in the **Child Stock Count** section as follows:
  - a. If you want to clear the selection fields, click **Clear**.
  - b. In the **Status** field, select the status of the child count you want.
  - c. In the **Child** field, select the child count.
  - d. Click **Search**.
5. Click **Confirm Child**. A confirmation prompt is displayed.
6. Click **Yes** to confirm the child.
7. Click **Back** to return to the Child Stock Count List window.

#### **Confirm Authorization Button – Child Stock Count List Window**

Use this "blind" authorization method to complete all blank authorized quantities for all child counts and make the changes permanent. The child counts and the master count move to Authorize Completed status and stock on hand is updated. SIM inventory adjustments are also written for those items that have authorization quantities different from those of the snapshot of the stock on hand. No further changes can be made to any authorized quantities in any child counts.

**Navigate:** Main Menu > Inventory Mgmt > Stock Count. The Stock Count List window opens.

To fill in all authorized quantities and change all child counts to Authorize Completed, follow these steps:

1. If you want to filter the Stock Count List, click **Filter**. See "[Filter the Stock Count List](#)."
2. Double-click on the stock count for which you want to complete the authorized quantities and confirm authorization. The Child Stock Count List window opens.
3. Click **Confirm Authorization**. A message is displayed: "All items with blank authorization quantities will be set to the last counted quantity. Would you like to continue?"
4. Click **Yes**. The status of the child count moves to Authorize Completed.

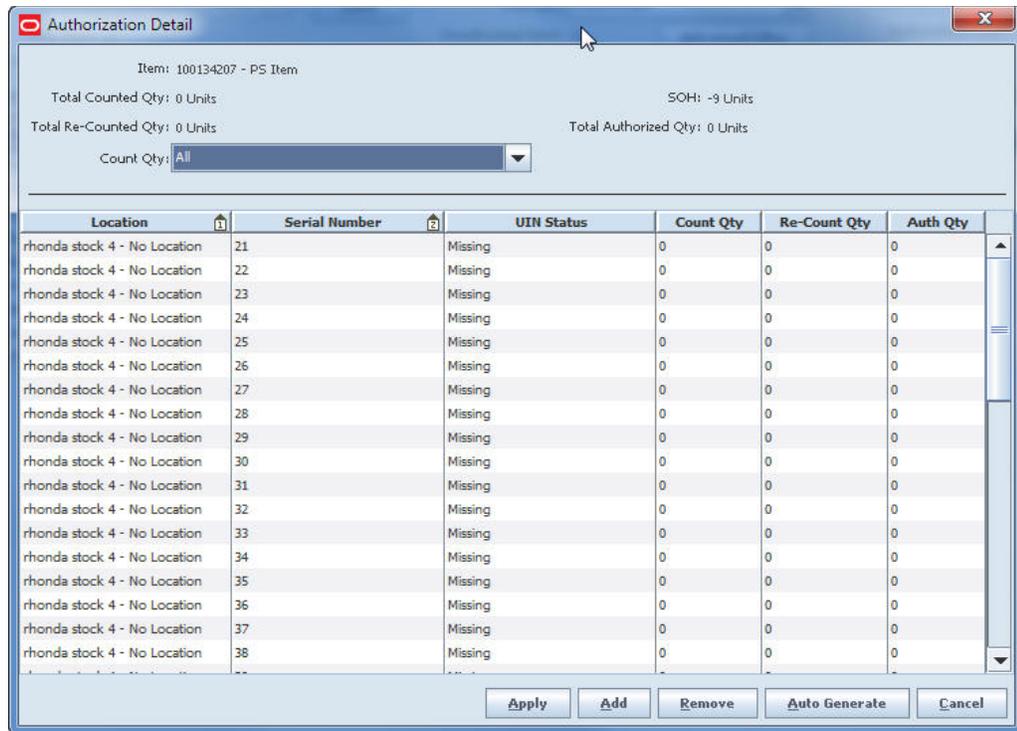
## Update UINs before Authorizing

For items that require UINs, the values of the Authorized Qty and UIN Qty fields should be equal. You can add and delete UINs as needed before you authorize the count.

To update UINs for the child count, follow these steps:

1. In the Stock Count Authorization window, double-click on the item for which you want to update UINs. The Authorization Detail window opens.

**Figure 15–12 Authorization Detail Window**



By default, the Authorization Detail lists uncounted items. Use the **Filter** drop-down to select whether to list uncounted, counted, or all items.

Items are listed as follows:

- For items that do not require UINs, one row is listed per location.
- For items that require UINs, one row is listed per UIN/location combination. All UINs that were counted are listed, as well as all UINs that should have been counted (based on their status when the snapshot was taken), regardless of the current Filter selection.

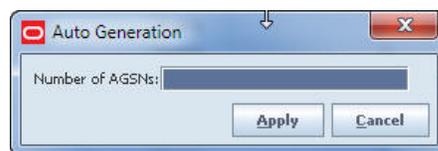
For each item, the following information is listed:

Column	Description
Location	For sequenced stock counts, the location name. For other stock counts, "No Location" is displayed.
Serial Number	Unique identification number of the item. For items that require Serial numbers, all serial numbers are listed, regardless of whether they were counted or recounted.

Column	Description
UIN Status	Status of the UIN (such as Missing, Reserved for Shipping).
Count Qty	Count quantity for the item in the location. For an item that requires UINs, this value is 1, 0, or null (not counted).
Re-Count Qty	Recount quantity for the item in the location. For an item that requires UINs, this value is 1, 0, or null (not recounted).
Auth Qty	<p>For an item that does not require UINs, this is the same as the Auth Qty from the Stock Count Authorization window.</p> <p>For an item that requires a UIN, the value of this field determines whether the UIN will be considered counted and confirmed. A value of 1 indicates that you want to authorize this UIN. A value of 0 indicates that you do not want to authorize this UIN for the count. A null value indicates the item was not counted or recounted.</p> <p>When a UIN item is authorized in a stock count, the UIN status is changed to In Stock if it has one of the following statuses: Missing, Sold, Customer Order Fulfilled, Shipped to Warehouse, Shipped to Vendor, Shipped to Finisher, Removed from Inventory.</p> <p>For the statuses Customer Order Reserved, Unavailable, or Reserved for Shipping, the status is not changed.</p>

2. To add a serial number type UIN, follow these steps:
  - a. Click **Add**.
  - b. Update the **Serial Number** and **Auth Qty** fields in the new row.
3. To generate UINs for an Auto-Generate SN (AGSN) type UIN, follow these steps:
  - a. Click **Auto Generate**. The Auto Generation window opens.

**Figure 15–13 Auto Generation Window – Stock Counts**



- b. In the **Number of AGSNs** field, enter the number of AGSNs you want to generate.
  - c. Click **Apply** to save and return you to the Authorization Detail window.
4. To delete a UIN, select the row and click **Remove**.
5. Click **Apply** to save your changes and return to the Stock Count Authorization window.

## View and Update Rejected Items

Some counted items might be rejected when data is scanned or imported into SIM. You can view rejected items, if any, and assign valid SIM item IDs to items not on file and nonranged items. You can also update unique identification numbers (UIN) if they are required for some items in the count.

## Reasons for Rejection

An item that does not require unique identification numbers (UIN) can be rejected for the following reasons:

- **Item Not on File**

Not on file items are items that are not found in the SIM enterprise-wide inventory. These items might not be set up in the merchandising system. Not on file items can be added to the count.
- **Item Not at Store**

Nonranged items are items that are in the SIM inventory, but they have not been ranged to the store. These items can also be added to the count.
- **Item Not on Count**

Not on count items are items that are not included in the stock count product group. These items cannot be added to the stock count, and they should not have been counted. You cannot take any action with these items.

### Rejected Items That Require UINs

For items that require UINs, these statuses can apply:

- **UIN Duplicate**

The same UIN was counted twice for the same valid SIM item during the third-party count. SIM accepts the first item/UIN combination but rejects any duplicates.
- **UIN Required**

A valid SIM item was counted, but the UIN was not provided in the third-party data file. You can assign a valid SIM item ID and UIN.
- **UIN Not on Count**

A UIN was scanned, but the item/UIN combination does not exist in the product group element selected for the count. You cannot take any action with these items. (You can view the UINs that were counted.)
- **UIN Not at Store**

The item/UIN combination exists at a different store. Depending on your SIM system configuration, you may be able to reassign this item/UIN combination to your store. If your SIM configuration does not allow reassignment, you cannot take any action with these items.
- **UIN Not on File**

The item is not on file in SIM. You can assign the item a valid SIM item ID, but you must also enter a UIN for the item.
- **AGSN Required**

If Auto-Generated SN type UINs are required for the item, but the counted items do not have AGSNs assigned in the third-party data file, the items are rejected. You must generate the AGSNs; see ["Update UINs before Authorizing."](#)

## View and Update Rejected Items

You can update rejected items to add item IDs and UINs as required.

**Navigate:** Main Menu > Inventory Mgmt > Stock Count. The Stock Count List window opens.

To view and update rejected items, follow these steps:

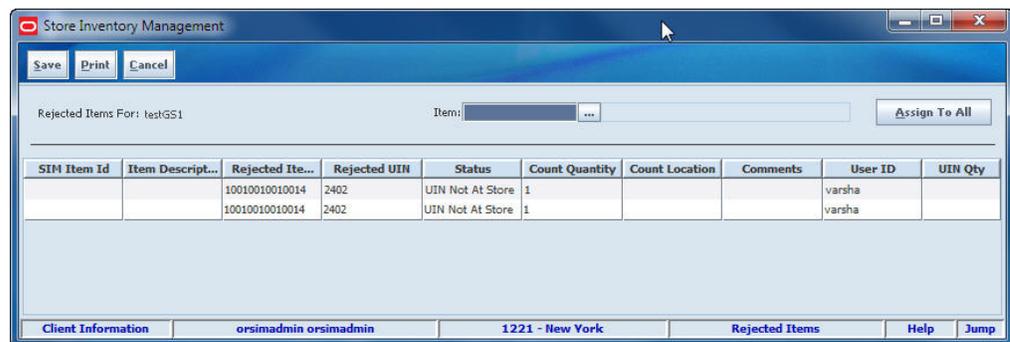
1. If you want to filter the Stock Count List, click **Filter**. See [“Filter the Stock Count List.”](#)
2. Double-click on the stock count for which you want to view the rejected items. The Child Stock Count List window opens.
3. Click **Rejected Items**. The Rejected Items window opens.

---

**Note:** If there are no rejected items for the count, a message is displayed to inform you that there are no rejected items. In that case, the Rejected Items window does not open, and the remaining steps of this procedure do not apply.

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**Figure 15–14 Rejected Items Window**



You can add items to the count if the Status value is either Item Not At Store or Item Not On File. You can enter item IDs for individual items, or you can assign one item ID to all items that do not yet have item IDs in the SIM Item ID column.

You can also correct problems with UINs for rejected items that have the following statuses:

- UIN Duplicate
- UIN Required
- UIN Not at Store
- UIN Not on File

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**Note:** For items that require AGSNs, you can generate the required AGSNs from the Authorization Detail window. See [“Update UINs before Authorizing.”](#)

---

4. To add a SIM Item ID to a single item, follow these steps:
  - a. Select the rejected item you want to look up.
  - b. In the Item field, click the **Ellipsis** button to look up the item.

In the Item Lookup window, enter search criteria as needed to find the item you want. (See [“Item Lookup”](#) in [Chapter 21](#) for more information about item

lookup criteria.) Select the item and click **Apply** to return to the Rejected Items window.

5. To assign the same SIM Item ID to all items on the rejected list that do not yet have SIM Item ID values, follow these steps:

- a. In the Item field, click the **Ellipsis** button to look up a valid item.

In the Item Lookup window, enter search criteria as needed to find the item you want. Select the item and click **Apply** to return to the Rejected Items window.

- b. Click **Assign to All**.

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---

**Note:** The selected Item ID is assigned to all rejected items that do not yet have a valid SIM Item ID value. Items for which you have already assigned item IDs are not changed. Be sure that the item ID you assign with the Assign to All button is correct for all items to which it is assigned. If necessary, fix errors by assigning different IDs to individual items (see Step 4).

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6. To correct problems with duplicate or missing UINs, follow these steps:

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**Note:** An item must have a valid SIM Item ID before you can assign it a unique identification number.

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- a. Double-click the item. The UIN window opens.
  - b. Enter the correct UIN for the item.
  - c. Click **Apply** to save your changes and return to the Rejected Items window.
7. For items with status UIN Not on File, follow these steps:

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**Note:** Items with UIN Not on File status can be assigned to your store only if your SIM system configuration allows it.

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- a. Double-click the item. You receive a prompt asking whether you want to assign the UIN to your store.
  - b. Click **OK** to assign this UIN to your store.
8. Click **Save** to save your changes and return to the Child Stock Count List window.
  9. Click **Back** to return to the Stock Count List window.

## Delete Stock Counts

You cannot delete stock counts if there are any child counts in Authorize Completed status. You can only delete ad hoc stock counts if they are in Authorize New or Authorize In Progress status. See “[Stock Count Status](#)” for more information.

**Navigate:** Main Menu > Inventory Mgmt > Stock Counts. The Stock Count List window opens.

To delete stock counts, follow these steps:

1. If you want to filter the stock counts listed, click **Filter**. See "[Filter the Stock Count List](#)."
2. Select the stock counts that you want to delete.
3. Click **Delete**. A message is displayed: "Are you sure you want to delete the selected stock counts now?"

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**Note:** If you have selected any stock count that cannot be deleted, you receive an error message and that count is not deleted.

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4. Click **Yes**. The stock counts are deleted.

## Stock Count Status

From start to completion, each stock count proceeds through different stages and statuses. In each of these stages, you can perform certain actions with the stock count.

### Stages and Statuses

The stages of a stock count are as follows:

- Future Stock Count
- Stock Count
- Re-count
- Authorize

Each stock count stage (displayed as Type) for the master count has statuses and rules as described in the following.

#### Future Stock Count

These stock counts have no status. When the scheduled date is reached, SIM extracts the count again. The stock count then moves to the Stock Count List window, and its status changes to Stock Count New.

#### Stock Count New

All stock counts extracted on the scheduled date begin as Stock Count New. If Daily Sales Processing is being used, you can select whether the count is being performed before or after store hours.

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**Note:** The before or after store hours setting cannot be changed after the count has moved to In Progress, when the count process has started or the snapshot has been taken.

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For a count in Stock Count New status, you can take the snapshot, enter count quantities, save the count, or print a report.

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**Note:** For Unit and Problem Line counts, you cannot enter count quantities until the snapshot has been taken. When you are using Third-party counting method, the snapshot must be taken before the stock count data is uploaded to SIM.

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### **Stock Count In Progress**

A stock count moves to Stock Count In Progress after you start the counting process or take the snapshot. You can perform an initial count of the items listed in the stock count. This initial count can be completed immediately, or saved and completed later.

### **Re-count New**

The stock count moves to Re-count New after the initial count has been completed but discrepant item counts exist.

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**Note:** A recount occurs only if the product group requires recounting of discrepant items.

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There is no recount process for ad hoc stock counts or third-party stock counts.

### **Re-Count In Progress**

A stock recount moves to Re-count In Progress after you start the counting process or take the snapshot.

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**Note:** A snapshot cannot be taken on the recount for Unit and Amount counts.

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You can perform a recount that occurs after the initial count. This recount can be completed immediately, or saved and completed later.

### **Authorize New**

The stock count moves to Authorize New after the count process and recount process, if required, are completed. The stock count is typically confirmed by a manager who confirms the count and recount quantities. In confirming the count, there is an option to automatically fill all authorized quantities with the last count quantity.

For third-party stock counts, if you do not use the auto-authorize process, you can assign not-on-file items to valid SIM item IDs before you confirm the count.

### **Authorize In Progress**

The stock count moves to Authorize In Progress after a single child count authorized quantity has been saved or confirmed.

### **Authorize Completed**

The stock count moves to Authorize Completed after all child counts have been confirmed.

After the stock count moves to Authorize Completed, you can only view the stock count, and you cannot change any quantities.

## **Actions That Change Stock Count Type and Status**

The following tables summarize the actions that move a stock count to a particular stage (Type) and status.

**Note:** A status does not apply to future stock counts. Future stock counts can be viewed before their scheduled dates, but you can take no action with them.

### Master Stock Counts

Master stock counts are counts that are split into one or more child counts. The status of the master count depends on the statuses of the child counts. The status cannot change until the status of each child count has changed. The status changes from New to In Progress, however, when a single child stock count moves to In Progress, or when the snapshot is taken.

Action	Stock Count Stage (Type)	Stock Count Status
Future count extracted before the scheduled date	Future Stock Count	N/A
New count extracted on the scheduled date	Stock Count	New
Snapshot taken of one or more child counts	Stock Count	In Progress
Count completed for a single child count, and at least one child is not completed yet	Stock Count	In Progress
Count completed for all children	Re-Count (If a recount is required, otherwise Authorize)	New
Recount completed for a single child count, and at least one child count is not completed	Re-Count	In Progress
Recount completed for all child counts	Authorize	New
Authorization completed for a single child count, and at least one child is not authorized	Authorize	In Progress
All child counts completed for the stock count (Unit, Problem Line)	Authorize	Completed

### Child Stock Counts

Child stock counts are counts that belong to a master stock count. A large stock count might have many child counts, but a smaller count might have only one child count. You can perform actions on each of the child counts separately. Until all child counts change status, the status of the master count does not change.

**Notes:**

- A child count is in Pending status in these cases:  
 For Unit and Amount counts (guided and unguided), the child stock count quantities have been entered and the count has been completed, but the snapshot has not been taken.  
 For guided counts (Unit, Problem Line, Unit and Amount), the child stock count has been completed but there is at least one item that has not been counted in all its locations. After the item has been counted in all locations, the count is ready for authorization.
- A status does not apply to future stock counts. Future stock counts can be viewed before their scheduled dates, but you can take no action with them.

<b>Action</b>	<b>Stock Count Stage (Type)</b>	<b>Stock Count Status</b>
Future count extracted before the scheduled date	Future Stock Count	N/A
New count extracted on the scheduled date	Stock Count	New
Snapshot not taken but count started and Complete button clicked (Unit and Amount only, both guided and unguided)	Stock Count	Pending
At least one item not counted in all locations (Unit, Problem Line, Unit and Amount guided counts only)	Stock Count	Pending
Snapshot taken of child count but count not completed	Stock Count	In Progress
Count completed for child and snapshot taken	Re-Count (If a recount is required, otherwise Authorize)	New
Recount started and saved	Re-Count	In Progress
Recount completed	Authorize	New
Child count authorized	Authorize	Completed

## Shelf Replenishment

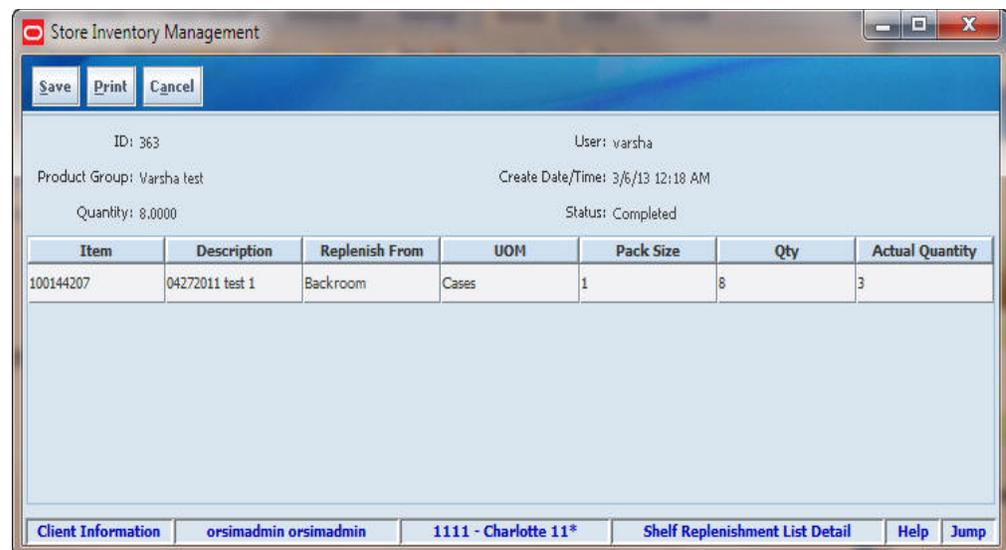
You can create either within-day or end-of-day pick lists for replenishment. The two different types of shelf replenishment pick lists have store level configurations for the fill level. An end-of-day pick list typically has a higher fill level, because there is more time to stock the shelves.

When you create a shelf replenishment pick list, SIM performs a replenishment calculation that checks for those items that belong to pick list product groups. SIM compares the capacity of the items to their shop floor stock on hand. A shelf replenishment is generated that lists first those items that need replenishment the most. The replenishment list is in sequential order for most efficient picking. For within-day replenishment lists, SIM stops when the amount to pick is equal to the summed amount calculated by the system. For end-of-day replenishment lists, SIM continues until all items are completed.

### Pick List Window

**Navigate:** Main Menu > Inventory Mgmt > Shelf Replenishment. The Shelf Replenishment window opens.

**Figure 16–1 Shelf Replenishment Window**



From the Shelf Replenishment window, you can do the following:

- [Filter the Shelf Replenishment List](#)

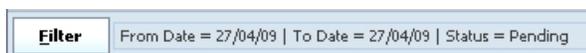
- [Create a Shelf Replenishment List](#)
- [Enter Shelf Replenishment List Quantities](#)
- [Print a Shelf Replenishment List Report](#)
- [Delete a Pending Shelf Replenishment List](#)

From the Shelf Replenishment window, click **Back** to return to the Inventory Management menu.

## Filter the Shelf Replenishment List

At any time while the Shelf Replenishment window is open, you can click **Filter** to change how the list is filtered.

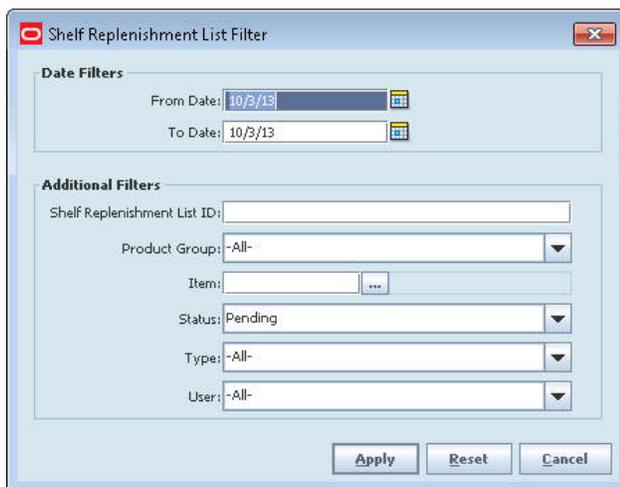
Current filtering is displayed next to the Filter button. If no filtering is displayed, all pick lists are currently selected and listed.



To change how the list is filtered, follow these steps:

1. Click **Filter**. The Shelf Replenishment Filter window opens.

**Figure 16–2 Shelf Replenishment List Filter Window**



2. If you want to reset all filtering criteria to default values, click **Reset**.
3. Enter or select filtering criteria as needed to select just the shelf replenishment lists you want to list. All criteria are optional. If you leave a field blank or select **All**, all values will be included in your filtering selection.

**Date Filters** – Enter or select dates to select only those shelf replenishment lists created between a From Date and To Date that you specify. The default values for the dates are the current date. If you do not want to search on the created date, clear these fields.

**Shelf Replenishment List ID** – Enter the system-generated numeric identifier of the shelf replenishment list you want.

**Product Group** – Select a product group to list only the shelf replenishment lists for that product group.

**Item** – Enter the item number or click the **Ellipsis** button to look up the Item ID.

In the Item Lookup window, locate and select the item you want. Click **Apply** to return to the Item Request Filter window. See “**Item Lookup**” in **Chapter 21** for more information.

**Status** – Select All, Canceled, Completed, In Progress, or Pending (default) from the drop-down list.

**Type** – Select All (default), End of Day, or Within Day shelf replenishment.

**User** – Select a user from the drop-down list.

4. Click **Apply**. Results that match your search criteria are displayed in the Shelf Replenishment List window.

## Create a Shelf Replenishment List

Use this function to create an end-of-day or within-day shelf replenishment list. After you create the shelf replenishment list, SIM automatically generates the pick list based on SIM settings for shelf replenishment.

**Navigate:** Main Menu > Inventory Mgmt > Shelf Replenishment. The Shelf Replenishment List window opens.

To create a new shelf replenishment list, follow these steps:

1. Click **Create**. The Shelf Replenishment List Create window opens.

**Figure 16–3 Shelf Replenishment List Create Window**

2. Enter or select values for these fields:

**Shelf Replenishment Type** – From the drop-down list, select Within Day or End of Day. For a within-day shelf replenishment list, SIM generates a shelf

replenishment list with the number of cases that you have time to complete. For an end-of-day shelf replenishment list, SIM generates a shelf replenishment list for all items that need replenishing.

**Product Group** – From the drop-down list, select the product group for which you want to create a shelf replenishment list.

**Amount to Replenish** – Enter the number of items to be replenished.

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**Note:** This field is enabled only if the shelf replenishment list type is Within Day. If the shelf replenishment list type is End of Day, the amount is disabled.

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3. Click **Done**. A message is displayed: “Are you sure you want to create the shelf replenishment list?”
4. Click **Yes** to create the shelf replenishment list and return to the Shelf Replenishment List window.

### Shelf Replenishment List Processing

After you click **Save**, the replenishment calculation runs and SIM performs the following actions:

- Gets the shelf quantities and available stock on hand for the items in the product group.
- Converts the quantities to the correct group default unit of measure.
- Compares the shelf quantity to the summed shop floor capacity for every item, to find out by what percentage the item is out of stock.
- Orders items from highest out of stock percent to lowest, after the out of stock percent is calculated for every item.
- Flags the items with the least amount on the shelf, if any items have the same out of stock percentage. For example, for the items A and B, Item A has 10 out of 100 on the shelf, and Item B has 1 out of 10 on the shelf. Both items have the same out of stock percentage (10%). Item B is considered a higher priority because it has a lower quantity on the shelf.
- Sorts the items in priority order and calculates the shelf replenishment amount needed to bring from the warehouse back room or delivery bay to the shop floor for each item. SIM considers available stock on hand, stock that is in the back room or delivery bay, and to what percentage the shop floor needs to be filled.

## Enter Shelf Replenishment List Quantities

Use this function to update the actual quantities replenished.

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**Note:** You can edit quantities only when the shelf replenishment list status is Completed or In Progress.

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---

**Navigate:** Main Menu > Inventory Mgmt > Shelf Replenishment. The Shelf Replenishment List window opens.

To enter shelf replenishment list quantities, follow these steps:

1. Double-click the shelf replenishment list for which you want to enter quantities. The Shelf Replenishment List Detail window opens.

**Figure 16–4 Shelf Replenishment List Detail Window**

Item	Description	Replenish From	UOM	Pack Size	Qty	Actual Quantity
100144207	04272011 test 1	Backroom	Cases	1	8	3

2. In the Qty fields, enter the number of items that you replenished.
3. Click Save to return to the Shelf Replenishment List window.

## Print a Shelf Replenishment List Report

You can print a shelf replenishment list report to print a generated shelf replenishment list. You can use the report as a reference for the actual replenishing of items.

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**Note:** When you print a pending shelf replenishment list, the system changes the status to Complete and updates inventory.

---

**Navigate:** Main Menu > Inventory Mgmt > Shelf Replenishment. The Shelf Replenishment List window opens.

To print a shelf replenishment list report, follow these steps:

1. Double-click the shelf replenishment list that you want to print. The Shelf Replenishment List Detail window opens.
2. Click **Print**. A message is displayed: “Are you sure you want to print the shelf replenishment lists?”
3. Click **Yes**. The Report Selection window opens.
4. In the **Printer** field, select the output device for the report.
5. Click **OK**. A message is displayed: “Shelf Replenishment printed.” You are turned to the Shelf Replenishment List Detail window.
6. Click **OK**.
7. Click **Save** to return to the Shelf Replenishment List window.

## Delete a Pending Shelf Replenishment List

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**Note:** You can delete a Shelf Replenishment List only if its status is Pending.

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**Navigate:** Main Menu > Inventory Mgmt > Shelf Replenishment. The Shelf Replenishment List window opens.

To delete shelf replenishment lists, follow these steps:

1. Select the shelf replenishment lists that you want to delete.
2. Click **Delete**. A message is displayed: “Are you sure you want to delete the selected shelf replenishment lists now?”
3. Click **Yes**. The selected shelf replenishment lists are deleted.

## Item Requests

Use the Item Request functions to request items to cover shortages and increased demand. For some items, store ordering may be allowed (see [Chapter 20, "Store Orders"](#)), but you can use item requests to replenish any items. Item requests are sent to the merchandising system, and the item is sourced from a warehouse or supplier depending on parameters set up for that item.

### Item Request List Window

**Navigate:** Main Menu > Inventory Mgmt > Item Request. The Item Request List window opens.

**Figure 17–1** Item Request List Window

Request ID	Request Deliver...	Dept	Request Descrip...	Exp Date	Status	Lines	User
1462	11/15/13	9898			Pending	1	orsimadmin
1561		6	test test		Pending	1	Auto Create
1563		111	ragav test		Pending	1	Auto Create
1565	7/14/13	111	ragav test	7/9/13	Pending	55	Auto Create
1641	7/16/13	111			Pending	1	orsimadmin
1661		111	my item request		Pending	1	Auto Create
1681		6	afsf		Pending	1	Auto Create

From the Item Request List window, you can do the following:

- [Filter the Item Request List](#)
- [Request an Item](#)
- [Edit an Item Request](#)
- [Delete Item Requests](#)

From the Item Request List window, click **Back** to return to the Inventory Management menu.

## Filter the Item Request List

Whenever the Item Request List window is displayed, you can filter the list of item requests to limit the requests listed. If the list is currently filtered, the filtering is shown next to the Filter button.



To filter the list of item requests or to change the current filtering, follow these steps:

1. In the Item Request List window, click **Filter**. The Item Request Filter window opens.

**Figure 17–2** Item Request Filter Window

2. Enter or select search values as needed to specify the item requests that you want to list. All values are optional. If you leave a field blank or select All, all values are included in the search.

**Date Filters** – Enter or select From Date and To Date values to limit the date range.

**Request ID** – Enter the Request ID.

**Item** – Enter the Item ID or click the **Ellipsis** button to look up an item.

In the Item Lookup window, locate and select the item you want. Click **Apply** to return to the Item Request Filter window. See “[Item Lookup](#)” in [Chapter 21](#) for more information.

**Delivery Timeslot** – Select the delivery timeslot for the item requests.

**Status** – Select Canceled, Completed, Pending, or All. The default is Pending.

**User** – Select the user who made the requests.

3. Click **Search**. You return to the Item Request List window, where your filter has been applied.

## Request an Item

Use this procedure to replenish any item.

**Navigate:** Main Menu > Inventory Mgmt > Item Request. The Item Request List window opens.

---

**Note:** SIM system options can limit the number of items that can be requested in a item request. If you have reached the maximum number of line items, you will receive a message that you cannot add any more items. You can continue, but you cannot add another item without first deleting one.

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To request an item, follow these steps:

1. Click **Create**. The Item Request Detail window opens.

**Figure 17-3** Item Request Detail Window – New Request

2. In the **Request Delivery Date** field, enter the date that you want the item delivered to your location, or click the **Calendar** button to select the date from the calendar. The date can be today or any later date.
3. In the **Comments** field, enter any additional information that you want to include with the request.
4. If you want to request a delivery time slot, and if the **Request Timeslot Delivery** field is enabled, select a time slot. (This field may not be available, depending on the item and how your system is set up. It is an optional field.)
5. Enter item information:
  - a. In the **Item** field, enter the item number click the **Ellipsis** button to look up the item, or click **Scanner** to scan the item. See “[Scan an Item \(Scanner Button\)](#)” in [Chapter 2](#) for more information  
 In the Item Lookup window, enter search criteria as needed to find the item you want. (See “[Item Lookup](#)” in [Chapter 21](#) for more information about item lookup criteria.) Select the item you want and click **Apply** to return to the Item Request Detail window.
  - b. For each item on the request, enter information in the fields:  
**UOM** – From the drop-down list, select the unit of measure.  
**Qty** – Enter the number of items that you want delivered to your location.
  - c. To add more items to the item request, click **Add Item**.
  - d. Repeat Steps a through c for each item that you want to add.

6. Save or complete the request:
  - To save the request so you can modify it later, click **Save**. You are returned to the Item Request List window where the request displays with a status of Pending.
  - To complete the request, click **Request**. You are returned to the Item Request List window where the request is displayed with a status of Requested, if the filter is set to display requests in Complete status.

## Edit an Item Request

Use this procedure to view or edit an item request. You can edit only item requests in Pending status.

**Navigate:** Main Menu > Inventory Mgmt > Item Request. The Item Request List window opens.

To locate and edit an item request, follow these steps:

1. If you want to filter the item requests listed, click **Filter**. See “[Filter the Item Request List](#).”
2. Double-click the item request you want to view or edit. The Item Request Detail window opens.

**Figure 17–4** Item Request Detail Window – Edit

Item	Item Description	Available SDH	In Transit	UOM	Pack Size	Qty	Request Timeslot
100017603	PS Item	36	-12	Units	1		
100019906	PS Item	-3	-6	Units	1		
100027705	New Test Item	-208	-5	Units	1		

3. If you want to edit the item request, perform one or more of the following actions.

### Change the Delivery Date

Enter a date in the Request Delivery Date field, or click the **Calendar** button to use the calendar to enter the date. The date can be today or any later date.

**Remove an Item**

- a. Select the line item that you want to remove.
- b. Click **Remove Item**.

**Add an Item**

- a. Click **Add Item**.
- b. In the Item field, enter the item number or click the **Ellipsis** button to look up the item, or click **Scanner** to scan the item. See “[Scan an Item \(Scanner Button\)](#)” in [Chapter 2](#) for more information.
- c. For each item, enter information in the fields.

**UOM** – From the drop-down list, select the unit of measure.

**Qty** – Enter the number of items that you want delivered to your location.

4. Save or complete the request:
  - To save the request so that you can modify it later, click **Save**. You return to the Item Request List window, where the request is displayed with a status of Pending.
  - To complete the request, click **Request**. You return to the Item Request List window, where the request is displayed with a status of Complete.

## Delete Item Requests

Use this procedure to delete pending item requests. You can delete an item request only if its status is Pending.

**Navigate:** Main Menu > Inventory Mgmt > Item Request. The Item Request List window opens.

To delete item requests, follow these steps:

1. If you want to filter the item requests listed, click **Filter**. See “[Filter the Item Request List](#).”
2. Select the item requests that you want to delete.
3. Click **Remove Item**. A message is displayed: “Are you sure you want to delete the selected orders now?”
4. Click **Yes**. The requests are removed from the list.



## Price Changes

Using the Price Change functions, you can request price changes for items at your store. Price changes are set in the pricing system. The pricing system might be Oracle Retail Price Management (RPM) or another application.

You can request price changes only for items for which you can control prices. This is controlled by an indicator at the store (location) level. Your price change requests are submitted to the pricing system, where they may be approved or rejected. After a price change is approved in the pricing system, a price change event is sent from the pricing system to SIM.

A price change request that is approved in the pricing system creates a pricing event that is sent back to SIM. For an approved price change, you can print labels and tickets for the re-priced items.

### Price Change List Window

**Navigate:** Main Menu > Inventory Mgmt > Price Change. The Price Change Filter window opens.

Enter search criteria to limit the price change requests that you want displayed, and click **Apply**. (See “[Filter the Price Change List](#)” for more information.)

The Price Change List window opens.

**Figure 18–1 Price Change List Window**

Effective Date	End Date	Item	Description	Current Price	Current Selling	New Price	New Selling	Multi Unit Pr...	Multi Unit U...	Multi Unit Pr...	Status	Promotion ID	Price Chang...
Jan 6, 2011 12:00:00		100144107	Gen - Fresh S...	\$94.00	EA	\$94.00	EA			No	Completed		Permanent
Jun 6, 2011 4:30:00		19753	Barcode L	USD50.00	EA	USD50.00	EA			No	Completed		Permanent
Jun 6, 2011 4:30:00		100144807	test	USD100.00	EA	USD100.00	EA			No	Completed		Permanent
Jun 6, 2011 4:30:00		100137240	Item1:Tobacco...	USD100.00	EA	USD100.00	EA			No	Completed		Permanent
Jun 6, 2011 4:30:00		100136569	Item1:Green:G...	USD100.00	EA	USD100.00	EA			No	Completed		Permanent
Jun 6, 2011 4:30:00		100136621	Item1:Green:R...	USD100.00	EA	USD100.00	EA			No	Completed		Permanent
Jun 6, 2011 4:30:00		100136669	Item1:Navy:Ba...	USD100.00	EA	USD100.00	EA			No	Completed		Permanent
Jun 6, 2011 4:30:00		100136985	Item1:Red:Goo...	USD100.00	EA	USD100.00	EA			No	Completed		Permanent
Jun 6, 2011 4:30:00		100206007	07052011 Regul...	USD200.00	EA	USD100.00	EA			No	Completed		Permanent
Jun 6, 2011 4:30:00		100136269	Item1:Brown:R...	USD263.82	FA	USD100.00	FA			No	Completed		Permanent

From the Price Change List window, you can do the following:

- [Filter the Price Change List](#)
- [Create a Price Change Request](#)
- [Edit a Price Change](#)

From the Price Change List window, click **Back** to return to the Inventory Management menu.

## Filter the Price Change List

The Price Change Filter window opens each time you click Price Change on the Inventory Management menu. At any time while the Price Change List window is open, you can also change how the list is filtered.

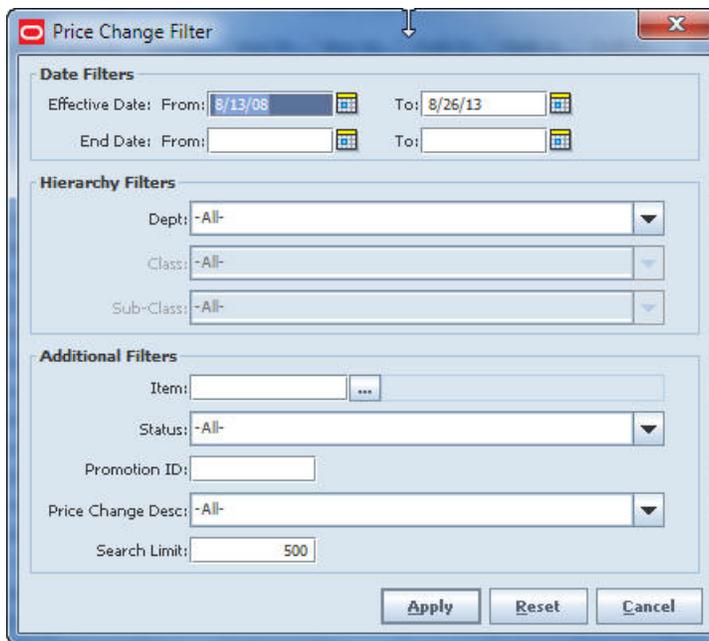
Current filtering is displayed next to the Filter button on the Price Change List window. If no filtering is displayed, all items are currently selected and listed.



To filter the price changes listed in the Price Change List window, follow these steps:

1. From the Price Change List window, click **Filter**. The Price Change Filter window opens.

**Figure 18–2 Price Change Filter Window**



2. If you want to reset all filtering criteria to default values, click **Reset**.
3. Enter or select filtering criteria as needed to select just the price changes you want to list. All criteria are optional. If you leave a field blank or select All, all values will be included in your filtering selection.

**Date Filters** – Enter or select dates to select only those price changes that have an Effective Date or End Date within a range that you specify.

**Hierarchy Filters** – Select Department, Class, and Sub-Class to select only those tickets for a hierarchy that you specify.

**Item** – Enter or select an item ID to select only those tickets for a particular item.

**Status** – Select Active, Completed, Pending, Ticket List, or All. The default value is Active.

**Promotion ID** – Enter a promotion ID to select only the tickets for which a promotion ID has been specified.

**Price Change Desc** – Select Clearance, Permanent, Promotional, or All.

4. In the **Search Limit** field, enter the maximum number of records you want to find and list. The default value is 999.
5. Click **Apply**. The price changes you have specified are listed in the Price Change List window.

## Create a Price Change Request

You can request price changes for those items for which you are allowed to make pricing changes at the store (location) level. For these items, you can request changes to retail, promotion, or clearance pricing.

The request is sent to the pricing system, where it may be approved or rejected. Your price change requests are checked for possible conflicts. You cannot request price changes for items involved in complex promotions (such as buy one, get one free). You cannot request multiple price changes on the same day. Your request may be rejected if it conflicts with any other pricing events.

**Navigate:** Main Menu > Inventory Mgmt > Price Change. The Price Change Filter window opens.

Enter search criteria to limit the price change requests that you want displayed, and click **Apply**. (See “[Filter the Price Change List](#)” for more information.)

The Price Change List window opens.

To create a price change request, follow these steps:

1. Click **Create**. The Price Change Detail window opens.

**Figure 18–3 Price Change Detail Window**

2. Enter or select values for these fields:

**Item** – Enter the item number or click the **Ellipsis** button to look up the item.

**Price Change Type** – Select Clearance, Promotional, or Permanent.

3. Enter or select the **Start Date**. (A default date is filled in.)
4. If you are entering a clearance or promotional price, enter or select an **End Date**.
5. Enter the new price for the item in the **New Price** field.

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**Note:** The Price On Effective Date and UOM On Effective Date take into account already-scheduled price and UOM changes. Check these dates to verify that you are not duplicating or altering a price change.

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6. Click **Save**.

You receive the following message: “Are you sure you want to request this price change?”

7. Click **Yes**. You return to the Price Change List window, where the price change is added with a status of Pending.
8. To create item tickets, follow these steps:
  - a. Select the items for which you want to create item tickets.
  - b. Click **Item Tickets**. A message is displayed: “Are you sure you want to create item tickets for the selected items?”
  - c. Click **Yes**.
9. To create shelf labels, follow these steps:
  - a. Select the items for which you want to create shelf labels.
  - b. Click **Shelf Labels**. A message is displayed: “Are you sure you want to create shelf labels for the selected items?”
  - c. Click **Yes**.

## Edit a Price Change

You can edit price changes to change dates and prices.

**Navigate:** Main Menu > Inventory Mgmt > Price Change. The Price Change Filter window opens.

Enter search criteria to limit the price change requests that you want displayed, and click **Apply**. (See “[Filter the Price Change List](#)” for more information.)

The Price Change List window opens.

To edit a price change, follow these steps:

1. Double-click on the price change you want to edit. The Price Change Detail window opens.
2. Make changes as necessary to Start Date, End Date, and New Price fields.
3. Click **Save** to return to the Price Change List window.

## Item Tickets

Use the Item Tickets functions to print shelf edge labels and item tickets for stock. You can print shelf edge labels for all items within a location, as well as item tickets and shelf labels for individual items. You can also update all item tickets with the current available stock on hand. You can add items to the Item Tickets list from a received purchase order.

### Item Tickets List Window

**Navigate:** Main Menu > Inventory Mgmt > Item Tickets. The Item Tickets Filter window opens.

Enter search criteria to limit the item tickets you want displayed, and click **Apply**. (See “[Filter the Item Tickets List](#)” for more information.) The Item Tickets List window opens.

**Figure 19–1** Item Tickets List Window

Item	Description	Label Type	Qty	Price	Multi Unit Pric...	Status	Format	Promotion ID	Effective Date	User	PD #
100002003	YENS test item	Item Ticket	1	USD20.00	No	Pending	Item Ticket		May 26, 2013 12:00...	Auto Create	
100002003	YENS test item	Shelf Label	1	USD20.00	No	Pending	Shelf Label		May 26, 2013 12:00...	Auto Create	
100002003	YENS test item	Item Ticket	1	USD20.00	No	Printed	Item Ticket		May 26, 2013 12:00...	Auto Create	
100002003	YENS test item	Item Ticket	1	USD20.00	No	Pending	Item Ticket		May 26, 2013 12:00...	orsimadmin	
100044093	PD	Shelf Label	1	USD3.00	No	Pending	Shelf Label	3333	Nov 1, 2012 12:00...	Sue	
100044093	PD	Item Ticket	1	USD55.00	No	Printed	Item Ticket	3333	Nov 1, 2012 12:00...	Auto Create	
100044093	PD	Shelf Label	1	USD55.00	No	Printed	Shelf Label		Dec 1, 2012 12:00...	Auto Create	
100044093	PD	Item Ticket	1	USD55.00	No	Printed	Item Ticket		Dec 1, 2012 12:00...	Auto Create	
100044093	PD	Shelf Label	1	USD55.00	No	Printed	Shelf Label		Oct 25, 2012 12:00...	Auto Create	
1001010010012	varsha 14 Char G...	Shelf Label	1	USD100.00	No	Pending	Shelf Label			orsimadmin	
100133712	SIM QA Red Ball...	Shelf Label	1	USD91.10	No	Pending	Shelf Label	803	Oct 8, 2012 5:12:00...	Auto Create	
100133712	SIM QA Red Ball...	Shelf Label	1445	USD100.00	No	Printed	Shelf Label	803	Oct 8, 2012 5:12:00...	Auto Create	
100133712	SIM QA Red Ball...	Shelf Label	1	USD30.00	No	Pending	Shelf Label		Sep 4, 2012 12:00:00...	Sue	
100133712	SIM QA Red Ball...	Item Ticket	1245	USD100.00	No	Printed	Item Ticket		Sep 4, 2012 12:00:00...	Auto Create	
100133908	Reg Item for smoo...	Shelf Label	1	USD91.10	No	Pending	Shelf Label	800	Oct 5, 2012 6:24:00...	Auto Create	
100139330	Item1:Black:Goos...	Shelf Label	1	USD9.10	No	Pending	Shelf Label	806	Oct 9, 2012 5:12:00...	Auto Create	
100139330	Item1:Black:Goos...	Item Ticket	193	USD9.10	No	Pending	Item Ticket	806	Oct 9, 2012 5:12:00...	Auto Create	
100139330	Item1:Black:Goos...	Shelf Label	1	USD6.50	No	Pending	Shelf Label		Sep 13, 2012 12:00:00...	Auto Create	
100139330	Item1:Black:Goos...	Item Ticket	193	USD6.50	No	Printed	Item Ticket		Sep 13, 2012 12:00:00...	Auto Create	
100136010	Item1:Black:Rasp...	Shelf Label	1	USD88.59	No	Pending	Shelf Label		Sep 22, 2012 12:00:00...	orsimadmin	
100136010	Item1:Black:Rasp...	Item Ticket	4988	USD88.59	No	Pending	Item Ticket		Sep 22, 2012 12:00:00...	Auto Create	

From the Item Tickets List window, you can do the following:

- [Filter the Item Tickets List](#)
- [Print Tickets](#)
- [Create Item Tickets](#)
- [Update Item Tickets](#)
- [Add Items on a Received Purchase Order](#)
- [Update Stock on Hand](#)

- [Delete Item Tickets](#)

From the Item Tickets List window, click **Back** to return to the Inventory Management menu.

## Filter the Item Tickets List

The Item Tickets Filter window opens each time you click Item Tickets on the Inventory Management menu. At any time while the Item Tickets List window is open, click **Filter** to change how the list is filtered.

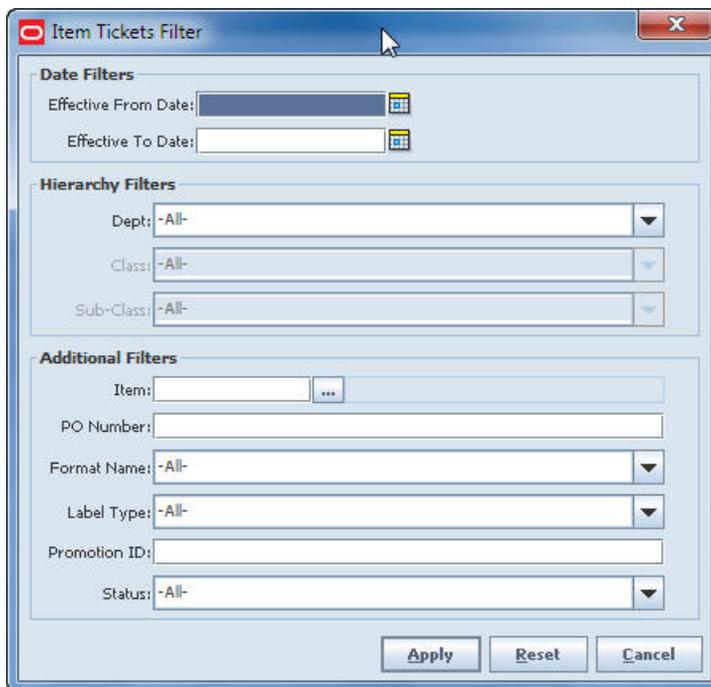
Current filtering is displayed next to the Filter button on the Item Tickets List window. If no filtering is displayed, all items are currently selected and listed.



To filter the item tickets listed on the Item Tickets List window, follow these steps:

1. Click **Filter**. The Item Tickets Filter window opens.

**Figure 19–2** Item Tickets Filter Window



2. If you want to reset all filtering criteria to default values, click **Reset**. By default, the Item Tickets List lists items in Pending status.
3. Enter or select filtering criteria as needed to select just the item tickets you want to list. All criteria are optional. If you leave a field blank or select All, all values will be included in your filtering selection.

**Date Filters** – Enter or select dates to select only those tickets that have an effective date between an Effective From Date and Effective To Date that you specify.

**Hierarchy Filters** – Select Department, Class, and Sub-Class to select only those tickets for a hierarchy that you specify.

**Item** – Enter or select an item ID to select only those tickets for a particular item.

**PO Number** – Enter a purchase order ID to select only those tickets for items on a particular purchase order.

**Format Name** – Select a format to select only the tickets for a particular format, or select All.

**Label Type** – Select Item Ticket, Shelf Label, or All.

**Promotion ID** – Enter a promotion ID to select only the tickets for which a promotion ID has been specified.

**Status** – Select Canceled, Pending, Printed, or All. The default value is Pending.

4. Click **Apply**. The tickets you have specified are listed in the Item Tickets List window.

## Print Tickets

You can print or reprint tickets for a single item or group of items.

**Navigate:** Main Menu > Inventory Mgmt > Item Tickets. The Item Tickets Filter window opens.

To print item tickets, follow these steps:

1. Enter search criteria to limit the item tickets you want displayed, and click **Apply**. (See "[Filter the Item Tickets List](#)" for more information.) The Item Tickets List window opens.

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**Note:** You can print tickets from either the Item Tickets List window or the Item Tickets Detail window:

- If you want to print all the tickets or labels for an item as shown in the Item Tickets List window, continue with the next step.
  - If you need to update ticket information before you print tickets for an item, see "[Update Item Ticket Information](#)."
  - If you are printing tickets for items that use automatically generated serial numbers (AGSN), see "[Print Tickets for Auto-Generated SNs](#)."
- 

2. Select the rows for the items for which you want to print tickets.
3. Click **Print Tickets**. The Printer Selection window opens.
4. Select the Printer from a drop-down list.
5. Click **OK**. A message is displayed to tell you that the item tickets were printed.

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**Note:** In addition to printing a label, the outgoing shipment may also need legal documentation, which may be provided by SIM or the manifesting system.

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6. Click **OK** to return to the Item Tickets List.

## Update Item Ticket Information

To update ticket information and print tickets, follow these steps:

1. In the Item Tickets List window, double-click the item you want to update. The Item Tickets Detail window opens.
2. Update the following fields as needed:
  - Label Type** – Select Item Ticket or Shelf Label.
  - Format** – Select the format you want to use.
  - Quantity** – Enter the number of tickets or labels you want to print.
  - Override Ticket Price** – Enter an override ticket price for the item.
  - Country of Manufacture** – Select country of manufacture.
3. Click **Print Tickets**.
4. The Printer Selection window opens.
5. Click **OK**. A message is displayed to tell you that the item tickets were printed.
6. Click **OK** to return to the Item Tickets List.

## Print Tickets for Auto-Generated SNs

For items that use automatically generated serial numbers (AGSN), you can either select the serial numbers for which you want to print tickets, or you can generate the serial numbers when the tickets are printed if it is allowed for the item.

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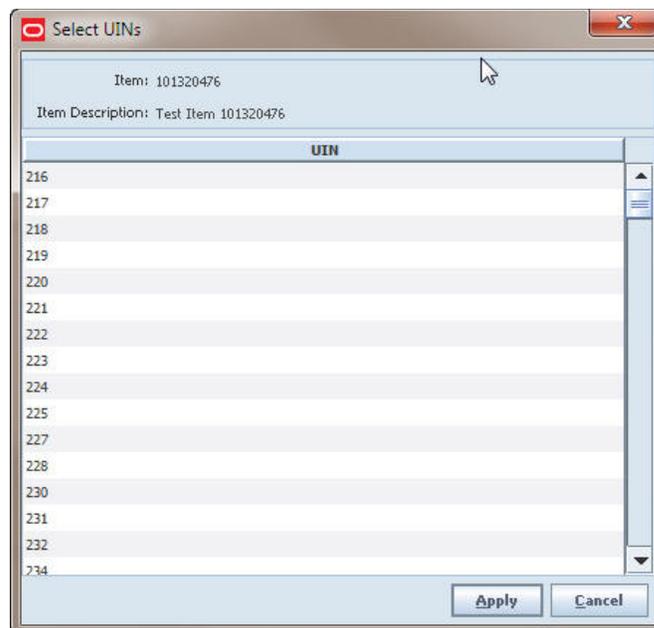
**Note:** This function allows printing of tickets only for items that use AGSNs that are internally generated by SIM. This function does not allow printing of tickets for serial numbers or other unique identifiers created outside of SIM.

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To print tickets that contain AGSNs, follow these steps:

1. Double-click on an item in the Item Tickets List window. The Item Tickets Detail window opens. Or click **Scanner** to scan the item. See “[Scan an Item \(Scanner Button\)](#)” in [Chapter 2](#) for more information.
2. Select or enter values for the fields that are enabled.
  - Label Type** – Select Item Ticket or Shelf Label.
  - Format** – Select the format you want to use.
  - Auto Generate** – If the item allows for automatic generation of serial numbers at printing, and you want to generate serial numbers, select this check box. If you want to select specific UINs to print, do not select this check box.
  - Quantity** – Enter the number of tickets or labels you want to print.
  - Override Ticket Price** – Enter an override ticket price for the item.
  - Country of Manufacture** – Select country of manufacture.
3. If you did not select the Auto Generate check box, or if automatic generation of serial numbers is not allowed for this item, click **Select UIN**. The Select UINs window opens.

**Figure 19-3 Select UINs Window**

4. Select the UINs for which you want to print tickets.
5. Click **Apply**. The selected UINs are listed in the Selected UINs list of the Item Tickets Detail window.  
To remove UINs from the Selected UINs list, select the UINs and click **Remove UIN**.
6. Click **Print Tickets**.  
A message is displayed to tell you that the item tickets were printed.
7. Click **OK**. You return to the Item Tickets List window.

## Create Item Tickets

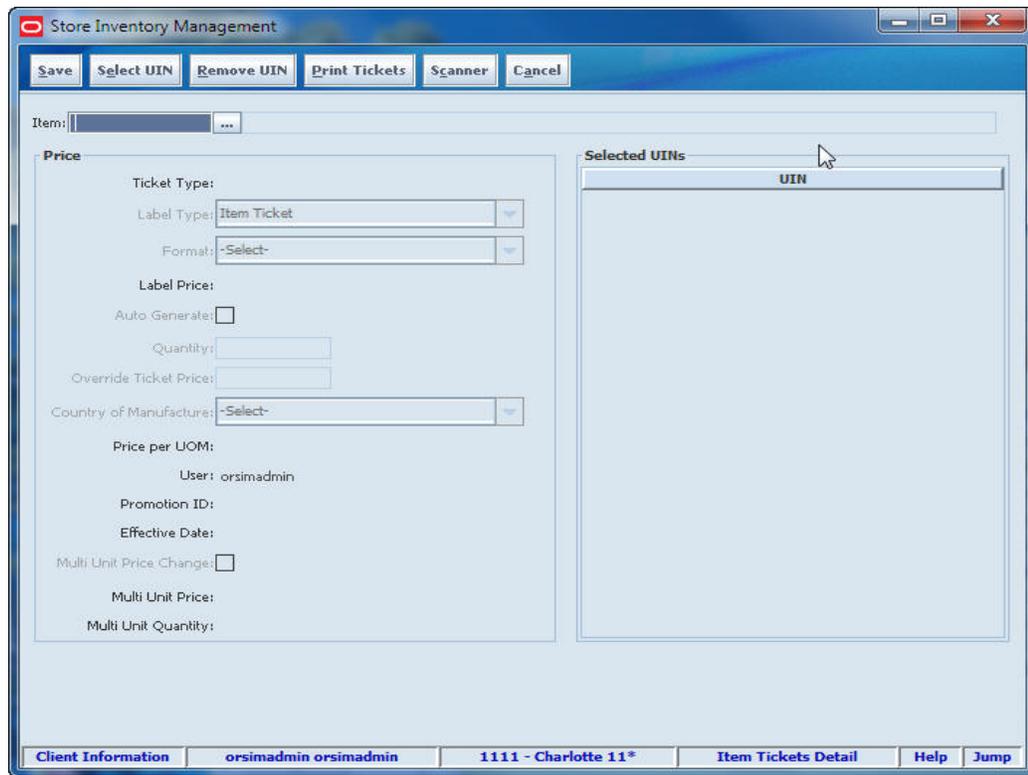
**Navigate:** Main Menu > Inventory Mgmt > Item Tickets. The Item Tickets Filter window opens.

Enter search criteria to limit the item tickets you want displayed, and click **Apply**. (See [“Filter the Item Tickets List”](#) for more information.) The Item Tickets List window opens.

To create a new item ticket, follow these steps:

1. Click **Create**. The Item Tickets Detail window opens.

**Figure 19–4 Item Tickets Detail Window – Create Item Tickets**



2. In the **Item** field, enter the item number, or click the **Ellipsis** button to look up the item.

In the Item Lookup window, enter search criteria as needed to find the item you want. (See “[Item Lookup](#)” in [Chapter 21](#) for more information about item lookup criteria.) Select the item you want and click **Apply** to return to the Item Request Detail window. Or click **Scanner** to scan the item. See “[Scan an Item \(Scanner Button\)](#)” in [Chapter 2](#) for more information.

3. From the **Label Type** drop-down list, select Shelf Label or Item Ticket.
4. In the **Quantity** field, enter the number of labels or tickets you want to print.
5. If there is an override price for the item, enter the override price to be printed on the labels or tickets in the **Override Ticket Price** field.
6. Select the **Country of Manufacture** from the drop-down list.
7. Click **Save** to save and return to the Item Tickets List.
8. To print labels or tickets for this item, click **Print Tickets**. The Printer Selection window opens.
9. Select the Printer from a drop-down list.
10. Click **OK**. A message is displayed to tell you that the item tickets were printed.
11. Click **OK** to return to the Item Tickets List.

## Update Item Tickets

**Navigate:** Main Menu > Inventory Mgmt > Item Tickets. The Item Tickets Filter window opens.

Enter search criteria to limit the item tickets you want displayed, and click **Apply**. (See “[Filter the Item Tickets List](#)” for more information.) The Item Tickets List window opens.

To update item ticket information, follow these steps:

1. In the Item Tickets List window, double-click the item you want to update. The Item Tickets Detail window opens.
2. Update the following fields as needed:
  - Label Type** – Select Item Ticket or Shelf Label.
  - Format** – Select the format you want to use.
  - Quantity** – Enter the number of tickets or labels to print.
  - Override Ticket Price** – Enter an override ticket price for the item.
  - Country of Manufacture** – Select country of manufacture.
3. Click **Save** to save your changes and return to the Item Tickets List window.

## Add Items on a Received Purchase Order

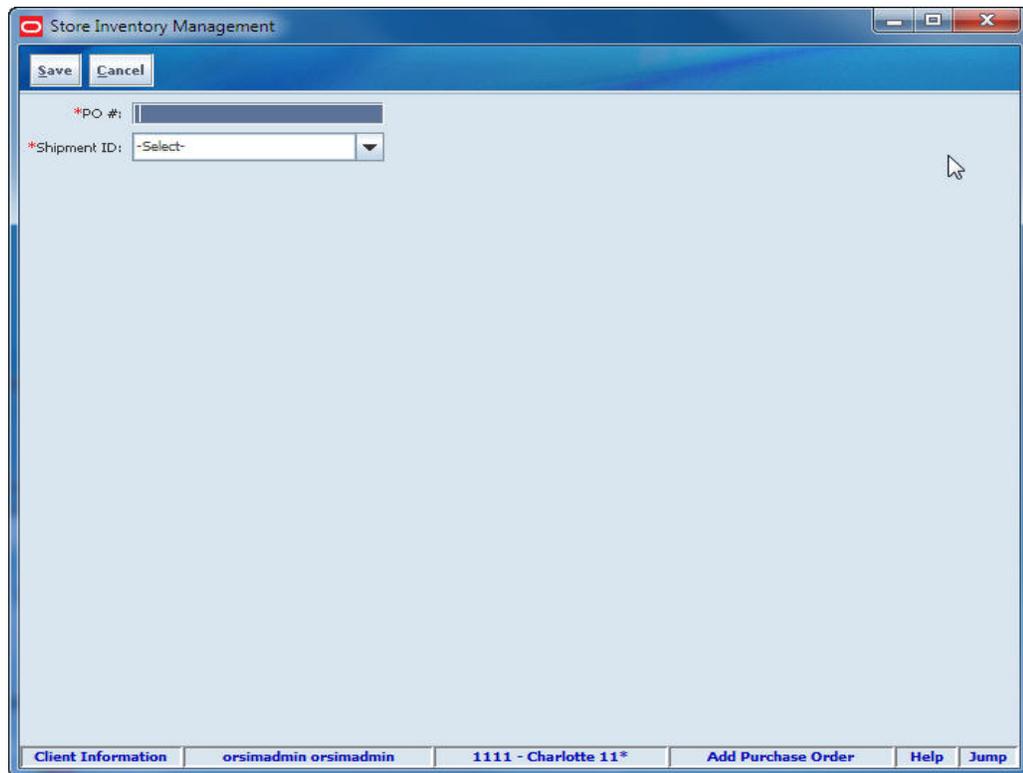
Add a purchase order (PO) when you want to add items to the Item Tickets list from a received purchase order. You can only add purchase orders that have been received.

**Navigate:** Main Menu > Inventory Mgmt > Item Tickets. The Item Tickets Filter window opens.

Enter search criteria to limit the item tickets you want displayed, and click **Apply**. (See “[Filter the Item Tickets List](#)” for more information.) The Item Tickets List window opens.

To add items, follow these steps:

1. Click **Add PO**. The Add Purchase Order window opens.

**Figure 19–5 Add Purchase Order Window**

2. Enter the purchase order number for which you want to add items.
3. From the **Shipment ID** drop-down list, select the shipment.
4. To apply all items and received quantities to the Item Ticket list, click **Save**. A message is displayed: “Are you sure you want to apply all items and received items from the shipment?”
5. Click **Yes**. Item tickets are created and you return to the Item Tickets List window.

## Update Stock on Hand

Update the stock on hand (SOH) before you print item tickets, to ensure that you print enough tickets.

**Navigate:** Main Menu > Inventory Management > Item Tickets. The Item Tickets Filter window opens.

Enter search criteria to limit the item tickets you want displayed, and click **Apply**. (See “[Filter the Item Tickets List](#)” for more information.) The Item Tickets List window opens.

To update stock on hand, follow these steps:

1. Select the rows for the items for which you want to update stock on hand.
2. Click **Update SOH**. A message is displayed: “Are you sure you want to update the quantity with the current available stock on hand for the selected items?”
3. Click **Yes**. Available stock on hand is updated in the Item Ticket List.

## Delete Item Tickets

**Navigate:** Main Menu > Inventory Mgmt > Item Tickets. The Item Tickets Filter window opens.

Enter search criteria to limit the item tickets you want displayed, and click **Apply**. (See [“Filter the Item Tickets List”](#) for more information.) The Item Tickets List window opens.

To delete item tickets, follow these steps:

1. Select the rows for the items for which you want to delete item tickets.
2. Click **Delete**. A message is displayed: “Are you sure you want to delete the selected items now?”
3. Click **Yes**. The selected item tickets are deleted.



## Store Orders

Store ordering gives you the ability to view, create, modify, and approve orders to a supplier or transfer requests from a warehouse. Use store-level ordering to order items that are not set up for automatic replenishment, when items run short or demand increases.

**Note:** Depending on your system configuration, store orders may be limited to certain items that have a “store order” replenishment type. You can request all other items using item requests (see [Chapter 20](#), “Store Orders”).

### Store Orders Window

**Navigate:** Main Menu > Inventory Mgmt > Store Orders. The Store Orders window opens.

**Figure 20–1** Store Orders Window

Order ID	Source	Date	Status	Not Before Date	Not After Date	User
100000104073	Test	7/23/12	Pending	7/24/12	7/24/12	
100000116409	Test	10/15/12	Pending	11/2/12	11/30/12	
100000116411		10/15/12	Pending	10/17/12	10/19/12	
100000116474		10/15/12	Pending	10/17/12	10/19/12	
100000116487		10/15/12	Pending	10/17/12	10/19/12	
100000116498		10/15/12	Pending	10/17/12	10/19/12	
100000116783		10/15/12	Pending	10/17/12	10/17/12	
100000116786		10/15/12	Pending	10/16/12	10/16/12	
100000116787		10/15/12	Pending	10/16/12	10/16/12	
100000116790		10/15/12	Pending	10/16/12	10/16/12	
100000117174		10/16/12	Pending	10/18/12	10/20/12	
100000117185		10/16/12	Pending	10/18/12	10/20/12	
103000108839		7/23/12	Pending	7/23/12	7/23/12	NITGOPAL_RMS01
103000108936		7/23/12	Pending	7/23/12	7/23/12	NITGOPAL_RMS01
103000109037		7/23/12	Pending	7/24/12	7/24/12	NITGOPAL_RMS01
103000109136		7/23/12	Pending	7/23/12	7/23/12	RMS01APP
103000111237		9/19/12	Pending	9/19/12	9/19/12	RMS01APP
103000118838		10/24/12	Pending	10/24/12	10/24/12	RMS01APP

From the Store Orders window, you can do the following:

- [Filter the Store Orders List](#)
- [Create a Store Order](#)

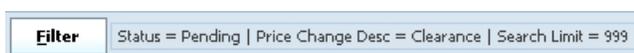
- [View or Edit a Store Order](#)
- [Approve a Store Order](#)
- [Cancel a Store Order](#)
- [Print a Store Order Report](#)

From the Store Orders window, click **Back** to return to the Inventory Management menu.

## Filter the Store Orders List

At any time while the Store Orders window is open, you can also change how the list is filtered.

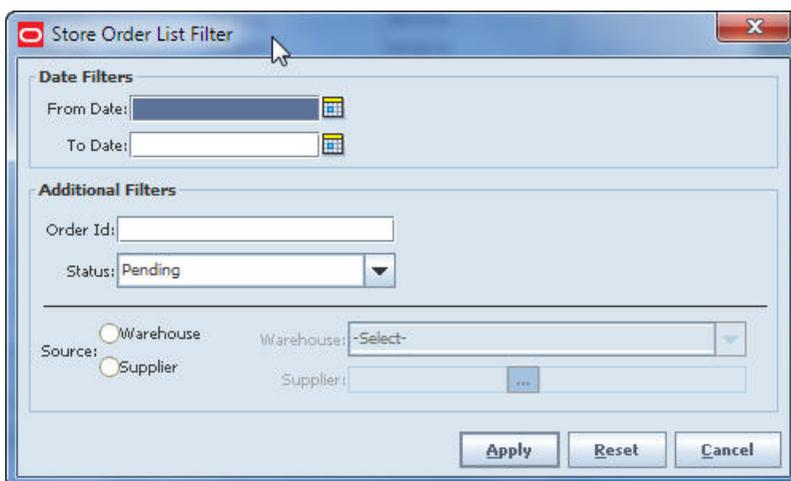
Current filtering is displayed next to the Filter button on the Store Orders window. If no filtering is displayed, all items are currently selected and listed.



To filter the store orders listed in the Store Orders window, follow these steps:

1. Click **Filter**. The Store Order List Filter window opens.

**Figure 20–2** Store Order List Filter



2. Enter or select search values as needed to specify the store orders that you want to list. All values are optional. If you leave a field blank or select All, all values are included in the search.

**Date Filters** – Enter or select From Date and To Date values to limit the date range.

**Order ID** – Enter the Order ID.

**Status** – Select Approved, Closed, Pending, or All.

**Warehouse or Supplier** – Select either the Warehouse or Supplier radio button. For a warehouse, select the warehouse from the drop-down list. For a supplier, enter the supplier or click the **Ellipsis** button to look up the supplier. See “[Supplier Lookup](#)” in [Chapter 21](#) for more information.

3. Click **Apply**. You return to the Store Orders window, where your filter has been applied.

## Create a Store Order

Create store orders to replenish items for which you have the authority to place orders from the store.

**Navigate:** Main Menu > Inventory Mgmt > Store Orders. The Store Orders window opens.

To create a store order, follow these steps:

1. Click **Create Order**. The Store Order Detail window opens.

**Figure 20–3** Store Order Detail Window

---

**Note:** While the Store Order Detail window is open, you can also view details about items on the order. See “[View Item Details](#).”

---

2. Select the source of the item:
  - Supplier** – Enter a supplier ID or click the **Ellipsis** button to look up a supplier. In the Supplier Lookup window, locate and select the supplier you want. Click **Apply** to return to the Store Order Detail window.
  - Warehouse** – Select a warehouse from the drop-down list.
3. Specify a delivery date range:
  - a. In the **Not Before Date** field, enter a date or click the **Calendar** button to select the date.
  - b. In the **Not After Date** field, enter or select a date.

---

---

**Note:** For warehouse orders, the Not After Date field is disabled.

---

---

4. Enter item information:
  - a. Click **Add Item**. A new blank line is added to the store order list, or click **Scanner** to scan the item. See “[Scan an Item \(Scanner Button\)](#)” in [Chapter 2](#) for more information.
  - b. In the **Item** field, enter the item number, or click the **Ellipsis** button to look up the item.  
  
In the Item Lookup window, locate and select the item you want. Click **Apply** to return to the Store Order Detail window. See “[Item Lookup](#)” in [Chapter 21](#) for more information.
  - c. Edit item information. Change values as needed in the following fields:  
**UOM** – From the drop-down list, select the appropriate unit of measure.  
**Qty** – If the displayed quantity is not correct, double-click and enter the correct quantity.
  - d. Repeat Steps a through c to add more items to the store order.
5. Click **Save**. Your order is saved and you return to the Store Orders window. Your order appears in Pending status.

## View Item Details

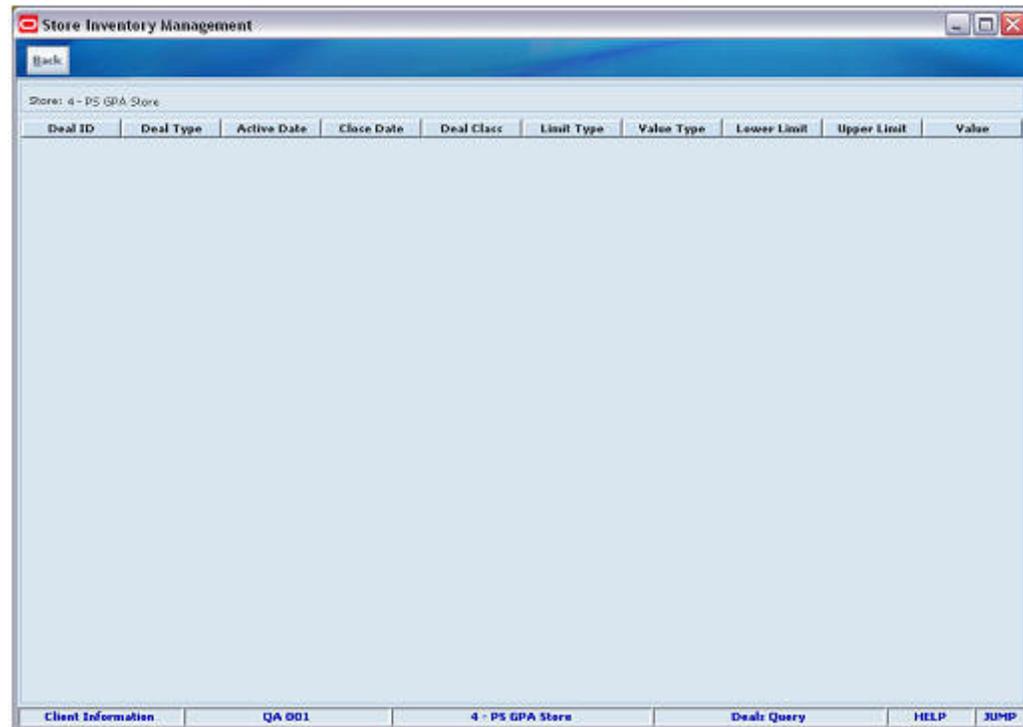
From the Store Order Detail window, you can look up details about items on the order. You can do the following:

- [Look Up Item Deals](#)
- [View Item Orders](#)
- [View Item Sales](#)

## Look Up Item Deals

Deals may affect the order quantity for an item you order. To look up any deals that apply to an item on your order, follow these steps:

1. In the Store Order Detail window, select an item on your order.
2. Click **Deals Query**. The Deals Query window opens and displays available deals from the supplier of the selected item.

**Figure 20–4 Deals Query Window**

3. Click **Back** to return to the Store Order Detail window.
4. If needed, adjust your order quantities to comply with the deal.

## View Item Orders

To view any other store orders for an item, follow these steps:

1. From the Store Order Detail window, select an item on your order.
2. Click **Item's Orders**. The Item Orders window opens and displays existing store orders for the selected item.

**Figure 20–5 Item Orders Window**

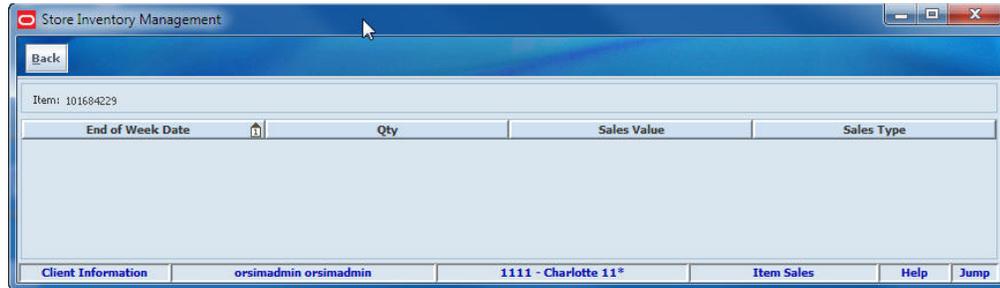
3. Click **Back** to return to the Store Order Detail window.
4. Adjust your order if needed.

## View Item Sales

To view sales information about an item on your order, follow these steps:

1. From the Store Order Detail window, select an item on your order.
2. Click **Item's Sales**. The Item Sales window opens with store level sales information for the selected item.

**Figure 20–6** Item Sales Window



3. Click **Back** to return to the Store Order Detail window.
4. Adjust your order if needed.

## View or Edit a Store Order

Use this procedure to view details of a store order or update an order.

**Navigate:** Main Menu > Inventory Mgmt > Store Orders. The Store Orders window opens.

To view or make changes to an existing store order, follow these steps:

1. If you want to filter the orders listed, click **Filter**. See "[Filter the Store Orders List.](#)"
2. Double-click the pending store order that you want to edit. The Store Order Detail window opens.

---

**Note:** While the Store Order Detail window is open, you can also view details about items on the order. See "[View Item Details.](#)"

---

3. Update the store order as needed.

### Change the Delivery Date

To change the delivery date, enter the date in the Request Delivery Date field or click the Calendar button to select the date.

### Add Items to the Order

To add items to the order, follow these steps:

- a. Click **Add Item**. A new blank line is added to the store order list.
- b. In the Item field, enter the item number, or click the **Ellipsis** button to look up the item.

In the Item Lookup window, locate and select the item you want. Click **Apply** to return to the Store Order Detail window. See "[Item Lookup](#)" in [Chapter 21](#)

for more information. Or click **Scanner** to scan the item. See “[Scan an Item \(Scanner Button\)](#)” in [Chapter 2](#) for more information.

### Edit Item Information

Change any of the following fields as needed:

**UOM** – From the drop-down list, select the unit of measure.

**Pack Size** – If the displayed pack size is not correct, enter the correct pack size.

**Qty** – If the displayed quantity is not correct, enter the correct quantity.

### Remove Items from the Order

To remove items from the order, follow these steps:

- a. Select the line item that you want to remove.
- b. Click **Remove Item**. A message is displayed: “The selected line item(s) will be deleted. Do you want to continue?”
- c. Click **Yes**. The item is removed from the list.

---

**Note:** If the order was previously sent to the Oracle Retail Merchandising System, the quantity ordered is set to 0, but the item reappears on the order when the order is opened.

---

4. Click **Save** to return to the Store Orders window.

## Approve a Store Order

Use this procedure to approve a store order, if you have the necessary permission to approve store orders.

**Navigate:** Main Menu > Inventory Mgmt > Store Orders. The Store Orders window opens.

To approve a store order, follow these steps:

1. If you want to filter the orders listed, click **Filter**. See “[Filter the Store Orders List](#).”
2. Double-click the pending store order that you want to approve. The Store Order Detail window opens.

---

**Note:** While the Store Order Detail window is open, you can also view details about items on the order. See “[View Item Details](#).”

---

3. Click **Approve**. The order is approved and you return to the Store Orders window.

## Cancel a Store Order

**Navigate:** Main Menu > Inventory Mgmt > Store Orders. The Store Orders window opens.

---

**Note:** You can cancel only pending store orders.

---

To cancel a store order, follow these steps:

1. If you want to filter the orders listed, click **Filter**. See "[Filter the Store Orders List](#)."
2. Select the pending store orders that you want to cancel.
3. Click **Delete**. A message is displayed: "Are you sure you want to delete the selected Store Orders now?"
4. Click **Yes**. The selected orders are deleted. You are returned to the Store Orders window.

## Print a Store Order Report

Use this procedure to produce a report for a store order.

**Navigate:** Main Menu > Inventory Mgmt > Store Orders. The Store Orders window opens.

---

---

**Note:** SIM reports can be customized, and they may be printed or displayed on the screen, depending on how your SIM system is set up. See "[Print or View SIM Reports and Other Output](#)" in [Chapter 2](#) for more information.

---

---

To produce a store order report, follow these steps:

1. If you want to filter the orders listed, click **Filter**. See "[Filter the Store Orders List](#)."
2. Select the store order for which you want a report.
3. Click **Print**. The Report Selection window opens.
4. In the **Printer** field, select the printer or other output device that you want to use.
5. Click **OK**. The report is printed.

# 21

## Lookups

The Lookups functions provide a variety of ways to look up detailed information about items, suppliers, and containers. From each lookup window, you can select options to view additional related details, without performing a separate search.

For example, when you look up an item, you can also look up related items.

You can also perform lookups while you are performing some other SIM tasks. For example, you can look up an item while you are preparing an item request, or you can look up a supplier while you are preparing a store order.

The Lookups functions are as follows:

- [Item Lookup](#)
- [Supplier Lookup](#)
- [Container Lookup](#)
- [Finisher Lookup](#)
- [Transaction History](#)

### View Customer Orders

To view customer orders for the item, follow these steps:

1. Click **Customer Order**. The Item Customer Order window opens.

**Figure 21–1** Item Customer Order Window

SIH Cust Order	Customer Order	Fulfillment Order	Type	Item	Item Description	UOM	Quantity	Create Date	Release Date	Comments
214	214	PO#12	Web Order	100272109	Item1	7	7	Nov 8, 2012 9:48:3...	Nov 8, 2012 9:48:36...	Test Item Comments

2. To view details about an order, double-click on the order. The Customer Order Detail window opens.

Figure 21–2 Customer Order Detail Window

Store Inventory Management

Save Notes Print

Customer Order ID: 2056 Order Create Date: 6/26/13 4:57 AM Delivery Type: Ship To Customer  
 Fulfillment Order ID: F03 Order Release Date: 11/8/12 4:52 PM Carrier: LPS  
 SIM Customer Order ID: 9901 Order Delivery Date: 11/10/12 4:52 PM Service:  
 Order Status: In Progress Allow Partial Delivery: Yes  
 Reservation Type: Web Order  
 Comments: GS1test

Item	Descript...	UDM	Pack Size	Remaining Qty	Order Qty	Picked Qty	Delivered Qty	Canceled Qty	Last Upd...	Comments	Substitute
1001001001...	Fantia 60003	G	1	1000000	1000000	0	0	0	Jun 26, 201...	GS1test	

Client Information orsimadmin orsimadmin 1111 - Charlotte 11\* Customer Order Detail Help Jump

3. Click **Save** to return to the Customer Order List window.
4. Click **Back** to return to the Item Detail window.

## Item Lookup

You can look up all details about any inventory item, either as an inquiry or as part of another SIM task.

---

**Notes:** You can use the quick jump feature (**Jump**) while you are performing a task to look up an item. See [“Jump to Another Functional Area “Quick Jump” in Chapter 2.](#)

---

**Navigate:** Main Menu > Lookups > Item Lookup. The Item Lookup window opens.

Figure 21–3 Item Lookup Window

Store Inventory Management

Back Search Reset

Search Type  
 Item  
 Supplier  
 Warehouse  
 Finisher  
 UDA  
 Inventory

Item:   
 UIN:

Item Description:   
 Brand:   
 Dept:   
 Class:   
 Sub-Class:

\*Search Limit:  Include Non-Ranged:

Item	Item Description	Primary Supplier	Primary Supplie...	Dept.	Class	Sub-Class
------	------------------	------------------	--------------------	-------	-------	-----------

Client Information orsimadmin orsimadmin 1111 - Charlotte 11\* Item Lookup Help Jump

To find items and view detailed information, follow these steps:

1. Under **Search Type**, select how to look up items:

**Item** – Search for items by item ID or unique identification numbers (UIN).

**Supplier** – Search for items by the supplier of the items.

**Warehouse** – Search for items in a particular warehouse.

**Finisher** – Search for items by the finisher of the items.

**UDA** – Search for items by user-defined attributes.

2. Enter or select values for the pertinent search fields. The search fields displayed depend on your selection for Search Type (see the preceding step). Values for these fields are optional.

#### Lookup by Item

**Item** – Enter the unique number that identifies the item.

**UIN** – Enter the unique identification number (UIN) that identifies the item.

#### Lookup by Supplier

**Supplier** – Enter the identifier of the supplier of the items.

**Primary Supplier** – Select this check box if you want to search for items for which the selected supplier is the primary supplier.

#### Lookup by Warehouse

**Warehouse** – Select the warehouse from the drop-down list.

#### Lookup by Finisher

**Finisher** – Enter the finisher ID or look up the finisher.

#### Lookup by UDA

**UDA** – Specify values for up to three user-defined attributes of the items you want to find. You can specify up to one each of the three types of attributes that can exist for an item:

- **Text** – UDA values can be any free-form text.
- **Value** – UDA values can be specific values from a list.
- **Date** – UDA values are dates.

The following figure illustrates the three types of attributes and their values.

The screenshot shows a search interface for User-Defined Attributes (UDA). It contains three rows of input fields:

- Row 1: UDA: Publisher's Notes (dropdown), Text: free-form text (text input).
- Row 2: UDA: Beer Brands\* (dropdown), Value: Corona (dropdown).
- Row 3: UDA: Discount Dates (dropdown), Date: From: 9/23/11 (calendar icon), To: 9/30/11 (calendar icon).

3. You can further limit the search by specifying values for the following fields. Values for these fields are optional.

**Item Description** – Enter a brief explanation of the item.

**Brand** – Enter the brand name (string, case insensitive) to find items pertaining to a particular brand.

**Dept** – Select a department from the drop-down list.

**Class** – Select a class from the drop-down list.

**Sub-Class** – Select a subclass from the drop-down list.

4. In the **Search Limit** field, enter the maximum number of results that you want returned. You can enter an integer from 1 to 999; the default is 500.
5. To search for all items including those that do not have a location association with your location, select the **Include Non-Ranged** check box.
6. Click **Search**. The results that match your search criteria are listed.
7. Double-click the item you want. Details for the item are displayed in the Item Detail window.

**Figure 21–4 Item Detail Window**

From the Item Detail window, you can view other details about an item, as described in the following topics:

- [View Primary Supplier Details](#)
- [View the Number of Component Items in Each Pack \(Pack Items Only\)](#)
- [View the Pack Items for a Component Item](#)
- [View Inventory Available in Buddy Stores \(Stock Locator\)](#)
- [View Current Pricing Information](#)
- [View Related Items](#)
- [View UDA Detail](#)
- [View UIN Detail](#)

- [Print an Item Report](#)
  - [View Customer Orders](#)
  - [View the Non-Sellable Inventory](#)
  - [View Item Images](#)
8. To search for another item, click **Reset**. The search criteria fields are cleared so that you can enter new search criteria.
  9. Click **Back** to return to the Lookups menu.

## View Primary Supplier Details

To view details about the primary supplier for the item, follow these steps:

1. Click **Primary Supplier Name**. The Supplier Detail window opens.

**Figure 21–5 Supplier Detail Window – Item Lookup**

The screenshot shows a window titled "Supplier Detail" with the following information:

- Supplier ID: 100000055
- Supplier Name: Smoke Supp Site
- Address Type: Return Address (dropdown menu)
- Return Address** section:
 

Address 1: Smoke Supplier	Phone #:
Address 2:	Contact: Smoke Supplier
City: 2700201	Email Address:
State: AL	Fax #:
Zip Code: 2700201	
- HQ Address** section:
 

Address 1: Smoke Supplier	Phone #: 56 (789) 000-9876
Address 2:	Contact: Smoke Supplier
City: 2700201	Email Address: prakash.sundaresh@oracle.com
State: BA	Fax #: 56 (789) 000-9876
Zip Code: 2700201	
- Status: Active
- Returns Allowed: Yes
- Return Authorization Required: Yes
- Additional Suppliers** section:
 

Supplier ID	Supplier Name

A "Close" button is located at the bottom right of the window.

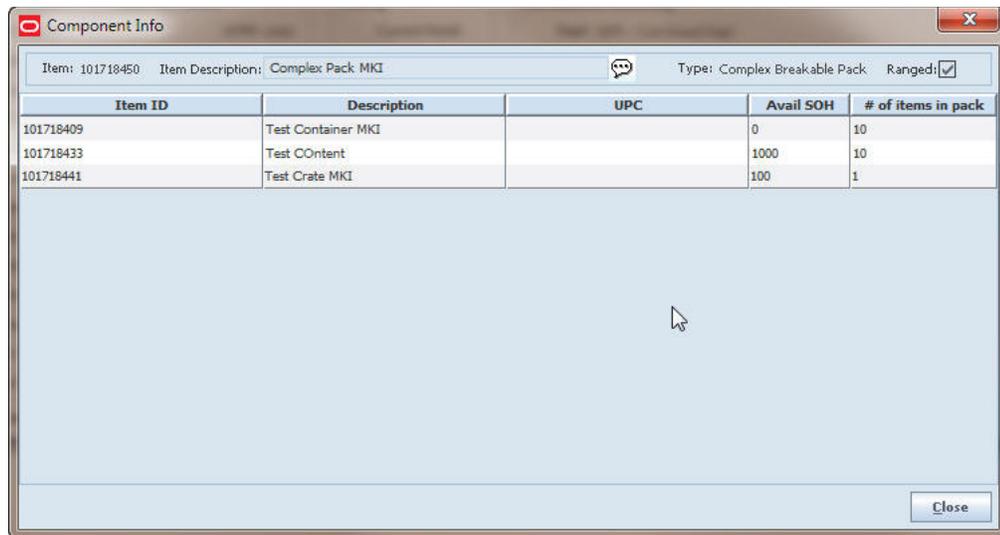
If there are additional suppliers for the item, they are listed at the bottom of the window.

2. Click **Close** to return to the Item Detail window.

## View the Number of Component Items in Each Pack (Pack Items Only)

To view information about the component items for the current pack item, follow these steps:

1. Click **Component Info**. The Component Info window opens.

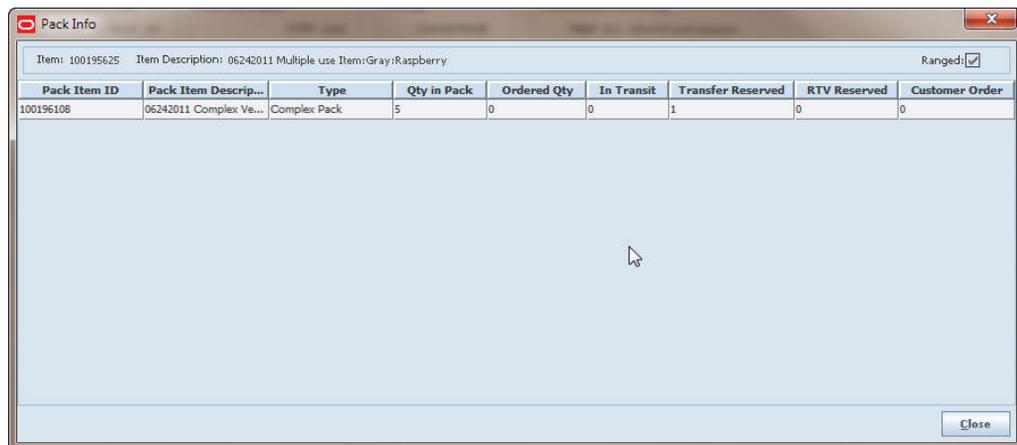
**Figure 21–6 Component Info Window**

2. Click **Close** to return to the Item Detail window.

## View the Pack Items for a Component Item

To view inventory information about the pack items associated with the current component item, follow these steps:

1. Click **Pack Info**. The Pack Info window opens.

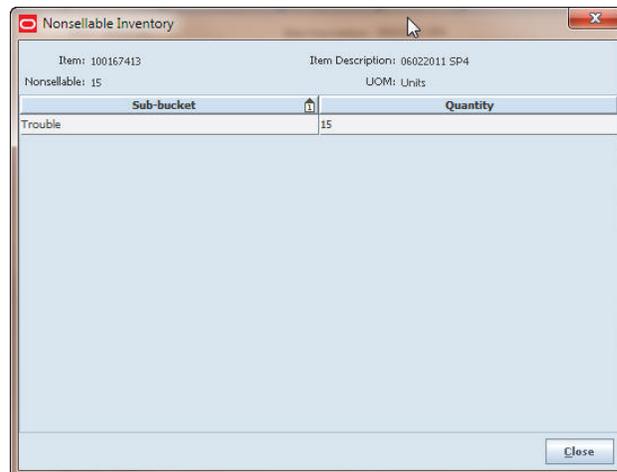
**Figure 21–7 Pack Info Window**

2. Click **Close** to return to the Item Detail window.

## View the Non-Sellable Inventory

To view the inventory that is non-sellable, follow these steps:

1. Click **Non-Sellable**. The Nonsellable Inventory window opens.

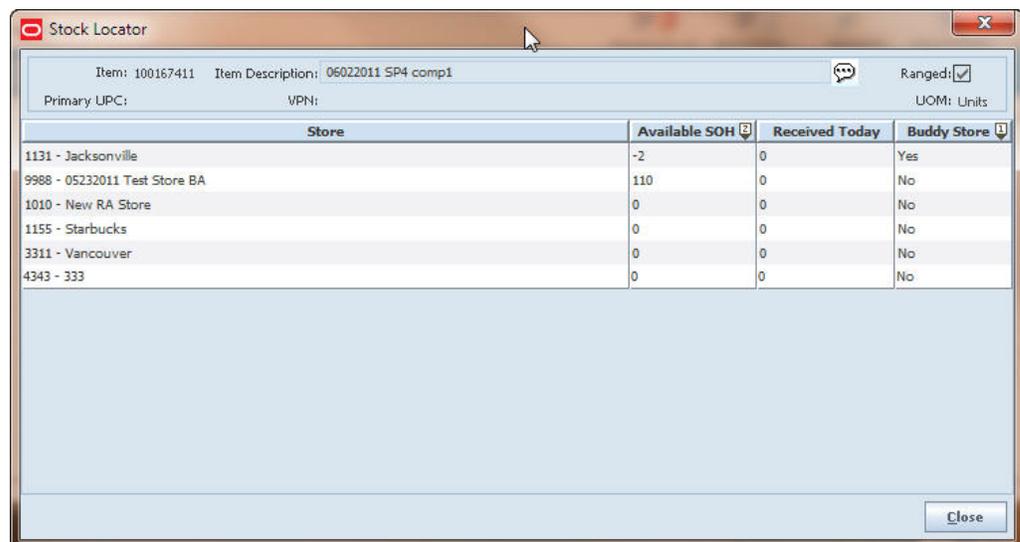
**Figure 21–8 NonSellable Inventory Window**

2. Click **Close** to return to the Item Detail window.

## View Inventory Available in Buddy Stores (Stock Locator)

To view inventory available in other stores set up as buddy stores, follow these steps:

1. Click **Stock Locator**. The Stock Locator window opens.

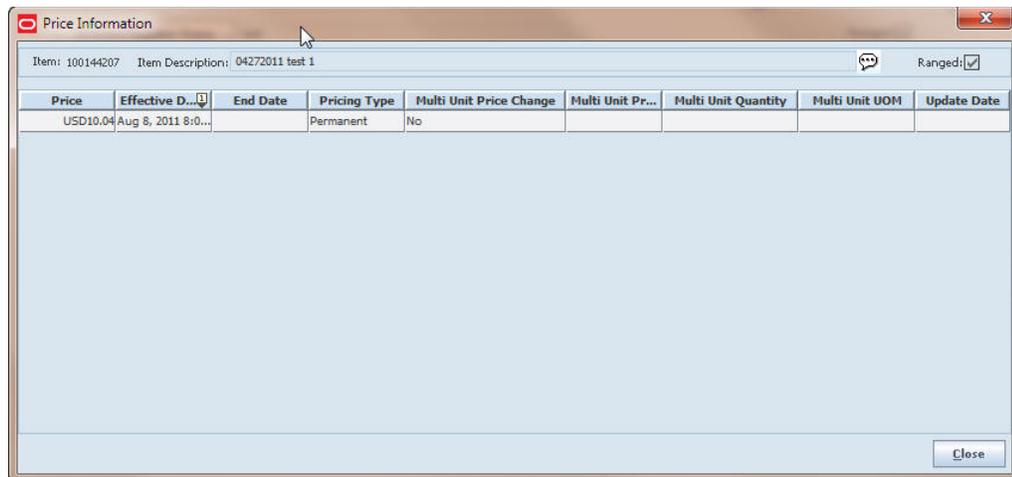
**Figure 21–9 Stock Locator Window**

2. Click **Close** to return to the Item Detail window.

## View Current Pricing Information

To view current pricing information for this item, follow these steps:

1. Click **Price Information**. The Price Information window opens.

**Figure 21–10 Price Information Window**

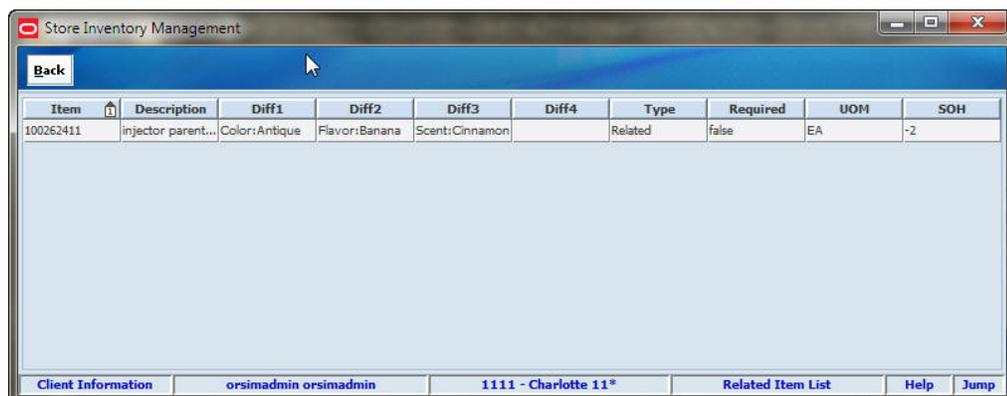
2. Click **Close** to return to the Item Detail window.

## View Related Items

Related items are items that are related as they have the same parent item. Example: red shirt and black shirt can be related. They can also be items that are related because they are substitutes, cross sale, or upsale items.

To view items related to this item, follow these steps:

1. Click **Related Items**. The Related Item List window opens.

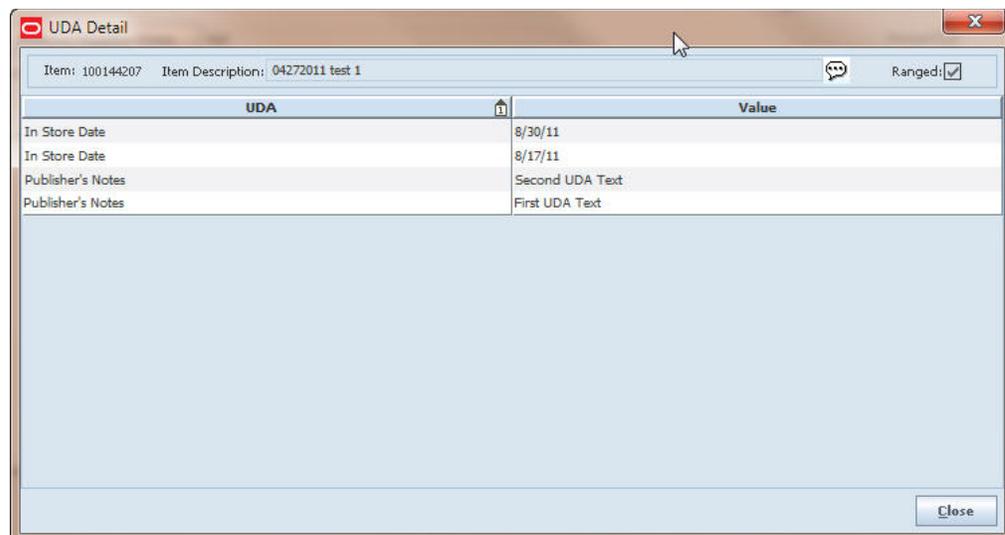
**Figure 21–11 Related Item List Window**

2. Double-click the item to view the item details. The Item Detail window opens.
3. Click **Back** to return to the Item Detail window.

## View UDA Detail

To view the values of user-defined attributes (UDA) for the item, follow these steps:

1. Click **UDA Detail**. The UDA Detail window opens.

**Figure 21–12 UDA Detail Window**

2. Click **Close** to return to the Item Detail window.

## View UIN Detail

---

---

**Note:** The UIN Detail button is available only if you use unique identification numbers, and the item requires UINs.

---

---

To view details about UINs for an item, follow these steps:

1. Click **UIN Detail**. The UIN Detail window opens.

Figure 21–13 UIN Detail Window

UIN	Status	Container	Functional Area	Identifier	Damaged
2161	In Stock		Inventory Adjustment	6505	No
2213	In Stock		Inventory Adjustment	6509	No
2214	In Stock		Inventory Adjustment	6509	No
2215	In Stock		Inventory Adjustment	6509	No
2216	In Stock		Inventory Adjustment	6509	No
2217	In Stock		Inventory Adjustment	6509	No
2218	In Stock		Inventory Adjustment	6509	No
2219	In Stock		Inventory Adjustment	6509	No
2220	In Stock		Inventory Adjustment	6509	No
2221	In Stock		Inventory Adjustment	6509	No
2222	In Stock		Inventory Adjustment	6509	No
2223	In Stock		Inventory Adjustment	6509	No
2224	In Stock		Inventory Adjustment	6509	No
2225	In Stock		Inventory Adjustment	6509	No
2226	In Stock		Inventory Adjustment	6509	No
2227	In Stock		Inventory Adjustment	6509	No
2228	In Stock		Inventory Adjustment	6509	No
2229	In Stock		Inventory Adjustment	6509	No
2230	In Stock		Inventory Adjustment	6509	No
2231	In Stock		Inventory Adjustment	6509	No
2232	In Stock		Inventory Adjustment	6509	No
2233	In Stock		Inventory Adjustment	6509	No

From the UIN Detail window, you can optionally do the following:

- Update the status of the UIN; see “[View History and Update UIN Status](#)”
  - Print tickets for selected items; see “[Print Tickets](#)”
2. To filter the list of UIN Detail records, follow these steps:
    - a. From the UIN Detail window, click Filter. The UIN Detail Filter window opens.

Figure 21–14 UIN Detail Filter Window

- b. Enter or select search values as needed to specify the UIN records that you want to list. All values are optional. If you leave a field blank or select All, all values are included in the search.

**UIN** – Enter a UIN to limit the display to a specific UIN.

**Availability** – Select Open, Closed, or All. The default is Open.

**Status** – Select a status from the drop-down list. The default is All.

**Functional Area** – Select a functional area to filter records for a specific area.

**Functional ID** – Enter a functional ID to filter based on a specific transaction.

**Damaged** – Check the box to display UINs flagged as damaged.

**Display Limit** – Enter a value to limit the number of records to display. The default is 500.

3. Click **Apply** to return to the Item Detail window.

### View History and Update UIN Status

---

**Note:** Updating the status of a UIN does not shift inventory positions. Changing the status of a UIN should only be done when errors are flagged in the UIN Resolution window, or when errors have resulted in incorrect UINs in the inventory.

---

To update the status of a UIN, follow these steps:

1. Select the UIN for which you want to update the status.
2. Click **View History**. The UIN History window opens.

**Figure 21–15 UIN History Window**

Store Inventory Management

Save Cancel

Item: 100219106 Item Description: BBQ Shelf

Serial Number: 615

Current Status: In Stock

Update Status: -Select-

**Audit Information**

Store	Date	Status	Functional Area	Identifier	User
1111 - Charlotte 11*	4/9/13 4:38 PM	In Stock	Inventory Adjustment	5021	Sue

Client Information orsimadmin orsimadmin 1111 - Charlotte 11\* UIN History Help Jump

3. In the **Update Status** field, select the status for the selected UIN.
4. Click **Save** to return to the UIN Detail window.

## Print Tickets

To print tickets for selected items, follow these steps:

1. Select the items for which you want to print tickets.
2. Click **Print Ticket**. You receive a message that tells you that the tickets were printed.
3. Click **OK**.

## View Item Images

---

---

**Note:** Display of item images is an optional feature. This feature is available if stored images are available through your merchandising system, and if SIM is also configured to access and display those images. If item images are not supported on your SIM system, the Image button does not appear in the Item Detail window.

---

---

If the Image button is displayed, follow these steps to view the images that are available for the current item:

1. Click **Image**.

If at least one image is available for the item, the Item Image window opens to display the images.

**Figure 21–16** Item Image Window



If there are no images for the current item, a message informs you that there are no images.

2. If there is more than one image for the current item, use the arrow buttons to view all available images in the Item Image window.
3. Click **Close** to return to the Item Detail window.

## Print an Item Report

The Item Detail window also provides a Print option that produces an Item Detail Report.

---

**Note:** SIM reports can be customized, and they may be printed or displayed on the screen, depending on how your SIM system is set up. See “[Print or View SIM Reports and Other Output](#)” for more information.

---

To print an item report, follow these steps:

1. Click **Print**. The Report Selection window opens.
2. In the **Printer** field, select the printer or other output device you want to use.
3. Click OK. A message informs you that the Item Detail Report was printed.
4. Click **OK**.

## Supplier Lookup

You can look up all details about any supplier, either as an inquiry or as part of another SIM task.

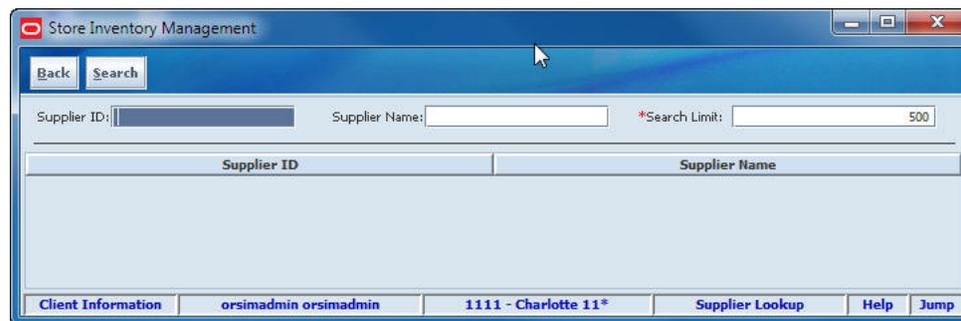
---

**Note:** If you are looking up a supplier while performing another SIM task, the procedures are similar:

1. Use the Supplier Lookup window to find the supplier you want.
  2. Select the supplier.
  3. Click **Back** to return to your task.
- 

**Navigate:** Main Menu > Lookups > Supplier Lookup. The Supplier Lookup window opens.

**Figure 21–17** *Supplier Lookup Window*



To find a supplier and view details about the supplier, follow these steps:

1. Enter a value in one of the fields:
  - Supplier ID** – Enter the number that identifies the supplier.
  - Supplier Name** – Enter the name of the supplier. You can enter a full or partial supplier name.

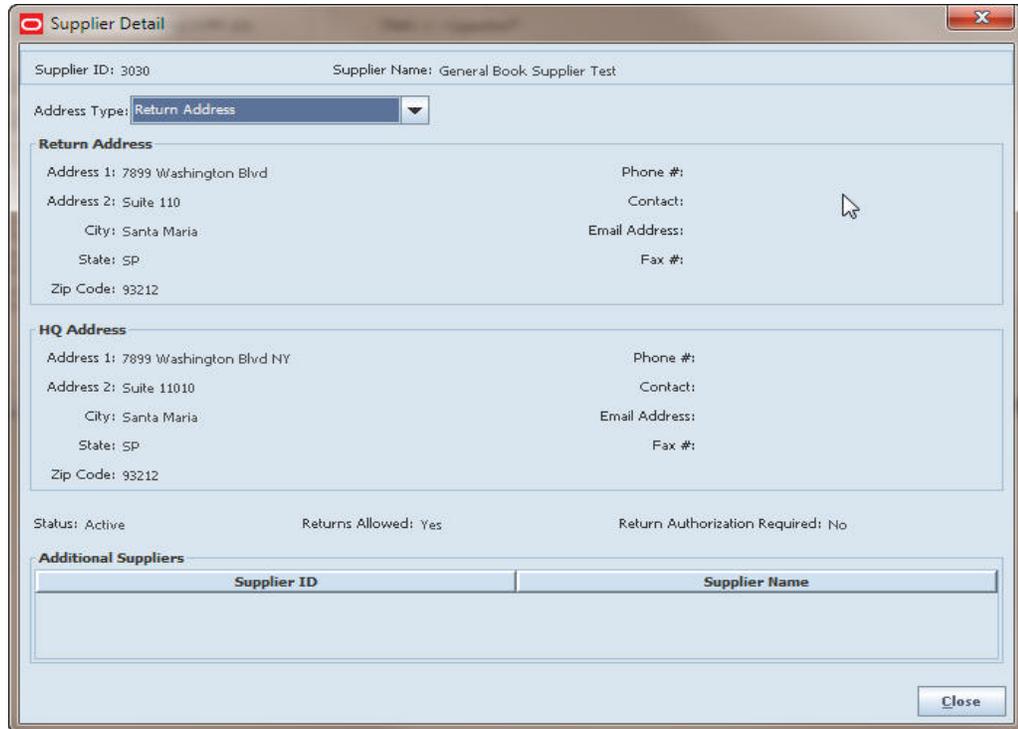
**Search Limit** – Enter the maximum number of results that you want returned. You can enter an integer from 1 to 999; the default is 500.

2. Click **Search**. The results that match your search criteria are displayed.

If more than one supplier meets the search criteria, the search results are listed in the Supplier Lookup window. Double-click the supplier you want. The Supplier Detail window opens.

If only one supplier meets the search criteria, the Supplier Detail window opens.

**Figure 21–18 Supplier Detail Window**



3. In the **Address Type** field, select the supplier address information that you want to view:
  - Postal Address
  - Return Address
  - Order Address
  - Invoice Address
  - Remittance Address
4. Click **Back**. You return to the Supplier Lookup window.
5. Click **Back** to return to the Lookups menu.

## Container Lookup

Use this procedure to view details about containers.

**Navigate:** Main Menu > Lookups > Container Lookup. The Container Lookup window opens.

Figure 21–19 Container Lookup Window

To find a container and view details, follow these steps:

1. Enter a value for either one or both of the search criteria:
  - In the **Container ID** field, enter all or part of the unique number that identifies the container.
  - In the **UIN** field, enter the UIN that applies to the containers that you want to find.

If you enter both Container ID and UIN values, only containers that satisfy both search criteria will be returned by the search.

2. In the **Search Limit** field, enter the maximum number of results that you want returned. You can enter an integer from 1 to 999; the default is 500.
3. Click **Search**. The results that match your search criteria are displayed.
4. To view additional information about a container, double-click on that container. The Container Detail window opens.

Figure 21–20 Container Detail Window

5. Click **Back** to return to the Container Lookup window.
6. Click **Back** to return to the Lookups menu.

## Finisher Lookup

You can look up all details about any external finisher, either as an inquiry or as part of another SIM task.

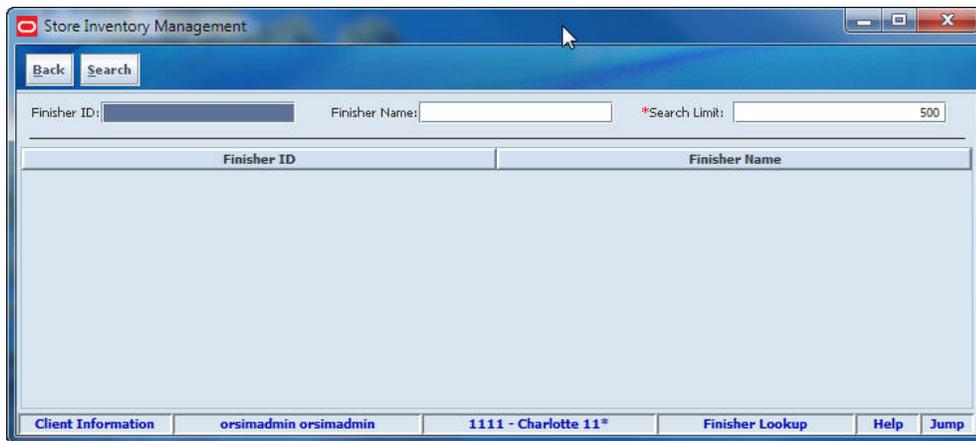
---

**Note:** If you are looking up a finisher while performing another SIM task, the procedures are similar:

1. Use the Finisher Lookup window to find the finisher you want.
  2. Select the finisher.
  3. Click **Back** to return to your task.
- 

**Navigate:** Main Menu > Lookups > Finisher Lookup. The Finisher Lookup window opens.

**Figure 21–21** *Finisher Lookup Window*



To find a finisher and view details about the finisher, follow these steps:

1. Enter a value in one of the fields:
  - Finisher ID** – Enter the number that identifies the finisher.
  - Finisher Name** – Enter the name of the finisher. You can enter a full or partial supplier name. You can enter an integer from 1 to 999; the default is 500.
  - Search Limit** – Enter the maximum number of results that you want returned. You can enter an integer from 1 to 999; the default is 500.
2. Click **Search**. The results that match your search criteria are displayed.

If more than one finisher meets the search criteria, the search results are listed in the Finisher Lookup window. Double-click the finisher you want. The Finisher Detail window opens.

If only one finisher meets the search criteria, the Finisher Detail window opens.

Figure 21–22 Finisher Detail Window

The screenshot shows the 'Store Inventory Management' application window. The title bar reads 'Store Inventory Management'. Inside the window, there is a 'Back' button in the top left corner. The main content area is divided into several sections:

- Header Section:**
  - Finisher ID: 1414
  - Principal Country: BR
  - Language: 1
  - Finisher Name: Ext Finisher
  - Currency: BRL
  - Payment Terms: 100
- Contact Information Section:**
  - Contact Person: Lakshmi
  - Phone: (9) 870-8793
  - Fax:
  - Telex:
  - Email:
- Select Address Type:** A dropdown menu is set to 'Return Address'.
- Return Address Section:**
  - Address 1:
  - Address 2:
  - City:
  - State:
  - Zip Code:
  - Phone #:
  - Contact:
  - Email Address:
  - Fax #:
- HQ Address Section:**
  - Address 1: ANand nagar
  - Address 2:
  - City: Chennai
  - State: GO
  - Zip Code:
  - Phone #:
  - Contact:
  - Email Address:
  - Fax #:
- Status Section:**
  - Status: Active
  - VAT Region:
  - Transfer Entity ID:
  - Org Unit Id: 1111111111

At the bottom of the window, there is a navigation bar with the following buttons: Client Information, orsimadmin orsimadmin, 1111 - Charlotte 11\*, Finisher Detail (highlighted), Help, and Jump.

3. In the **Select Address Type** field, select the finisher address information that you want to view:
  - Postal Address
  - Return Address
  - Order Address
  - Invoice Address
  - Remittance Address
4. Click **Back**. You return to the Finisher Lookup window.
5. Click **Back** to return to the Lookups menu.

## Transaction History

All transactions in SIM that have stock movements are displayed in Transaction History window. That may include:

- Stock Counts
- Store to Store Transfer
- Transfer Receiving
- Warehouse Receiving
- Direct to Store Delivery
- Receiver Unit Adjustments (all receiving types)
- Return to Vendor

- Return to Warehouse
- Return to Finisher
- ReSA - Late Sales: Transactions
- Wastage
- Inventory Adjustments
- POS Transactions - Sales/Returns

To view details of transaction history, perform the following steps:

**Navigate:** Main Menu > Lookups > Transaction History. The Transaction History Filter window opens.

**Figure 21–23 Transaction History Filter Window**

1. Enter or select search values to use to filter the list:

**Date Filters** - Select the date range by entering the dates or using the Calendar feature.

**Tran Type** – To filter the list to show only transaction types, select the transaction type from the drop-down list.

**Reason** – To filter the list by transaction reason, select a reason from the drop-down list.

**Item** - To filter the list to show only history for an item, enter the item ID, or click the **Ellipsis** button to open the Item Lookup window. In the **Item Lookup** window, look up and select the item you want, and then click **Apply** to return to the Transaction History Filter window.

**User** – To filter the list by a user name, enter the user name in the User field.

**Search Limit** – Enter the maximum number of results that you want returned. You can enter an integer from 1 to 999; the default is 500.

2. Click **Apply**. The transactions that match your search criteria are listed in the Transaction History List window.

Figure 21–24 Transaction History List Window

Date	Transaction Type	Tran ID	Item	Description	Reason	SOH	Unavailable	User
7/12/13 12:10 PM	Inventory Adjustment	7121	100262411	injector parent ite...	182 - Stock In	5		Rhonda

## View a Transaction History

To view the details of a transaction history, follow these steps:

1. If the transaction history you want to view are not listed, filter the list. See [“View a Transaction History.”](#)

If a transaction history you want to view is listed, double-click the transaction. The detail window for that specific transaction will open. For example, click on a Return Transaction History and the Return Detail window opens.

2. Click **Back** to return to the Transaction History List window.



## Customer Order Management

Use this procedure to view details of any transaction pertaining to customer orders.

The Customer Order Management List window can display all customer orders, customer order picks, customer order reverse picks, customer order deliveries, store to store transfers, warehouse deliveries, and direct deliveries that pertain to customer orders that are active.

**Navigate:** Main Menu > Customer Order Mgmt. The Customer Order Management List window opens.

**Figure 22–1 Customer Order Management List Detail Window**

Tran Id	Tran Type	Customer Order...	From	To	Date	Tran Status	Total SKUs	User
999	Customer Order	999	-	-	Oct 24, 2012 8:36:00 ...	In Progress	1	
1001	Customer Order	1001	-	-	Oct 25, 2012 6:13:51 ...	In Progress	1	
100	Customer Order	100	-	-	Oct 25, 2012 9:13:53 ...	In Progress	1	
101	Customer Order	101	-	-	Oct 25, 2012 9:20:46 ...	In Progress	1	
102	Customer Order	102	-	-	Oct 25, 2012 11:16:05 ...	In Progress	1	
1002	Customer Order	1002	-	-	Oct 28, 2012 2:43:51 ...	In Progress	1	
782	Delivery	1001	1111 - Charlotte 11*	1111 - Charlotte 11*	Oct 29, 2012 1:16:41 ...	In Progress	1	esvarim
1003	Customer Order	1003	-	-	Oct 29, 2012 3:30:39 ...	In Progress	1	
103	Customer Order	103	-	-	Oct 29, 2012 10:53:10 ...	In Progress	3	
104	Customer Order	104	-	-	Oct 30, 2012 12:01:45 ...	In Progress	2	
107	Customer Order	107	-	-	Oct 30, 2012 12:19:15 ...	In Progress	1	
110	Customer Order	110	-	-	Oct 30, 2012 12:27:28 ...	In Progress	1	
644	Pick	1003	-	-	Oct 30, 2012 6:50:42 ...	New	1	varsha
1007	Customer Order	1007	-	-	Oct 30, 2012 3:35:07 ...	In Progress	1	
1008	Customer Order	1008	-	-	Oct 30, 2012 3:37:35 ...	In Progress	1	
841	Pick	1006	-	-	Nov 5, 2012 2:47:11 ...	New	1	varsha
963	Delivery	1002	1111 - Charlotte 11*	1111 - Charlotte 11*	Nov 5, 2012 11:57:30 ...	In Progress	1	esvarim
983	Delivery	1008	1111 - Charlotte 11*	1111 - Charlotte 11*	Nov 6, 2012 5:47:30 ...	In Progress	1	esvarim

From the Customer Order Management List window, you can do the following:

- [Filter the Customer Order List](#)
- [View a Customer Order](#)

Click **Back** to return to the Admin menu.

### Filter the Customer Order List

The list can be filtered. If the list is currently filtered, the active filtering is displayed next to the Filter button.



To change the filtering of the orders listed in the Customer Order Management List window, follow these steps:

1. Click **Filter**. The Customer Order Management Filter window opens.

**Figure 22–2 Customer Order Management Filter Window**

2. Enter or select search values to use to filter the list:

**From/To Dates** – If you know the From and/or To Dates, enter that value in the From Date or To Date fields.

**Customer Order ID** – If you know the customer order ID, enter that value in the Customer Order ID field.

**Status** – To filter the list by order status, select a value from the Status drop-down list.

**Tran Type** – To filter the list by transaction type, select a value from the Tran Type drop-down list.

**Tran Status** – To filter the list by transaction status, select a value from the Tran Status drop-down list.

**Item** – To filter the list to show only orders for an item, enter the item ID, or click the **Ellipsis** button to open the Item Lookup window. In the **Item Lookup** window, look up and select the item you want, and then click **Apply** to return to the Customer Order Lookup Filter window.

**User** – To filter the list by user name, enter the user name in the User field.

**Tran ID** – If you know the Transaction ID, enter that value in the Tran ID field.

**Carrier** – If you know the Carrier, select a value from the drop-down list.

**Service** – If you know the Service information, select the value from the drop down list.

**Search Limit** – Enter the number of order results to display.

3. Click **Apply**. The customer orders that match your search criteria are listed in the Customer Order Management List window.

## View a Customer Order

**Navigate:** Main Menu > Customer Order Mgmt > Customer Order. The Customer Order List window opens.

**Figure 22–3 Customer Order List Window**

SIM Customer Order	Customer Order	Fulfillment Order	Type	Status	Total SKUs	Create Date	Release Date	Comments
6162	639	639	Web Order	In Progress	1	Jan 28, 2013 11:38:39 ...	Nov 8, 2013 4:52:12 PM	Testing the External C...
6462	7013	7013	Web Order	In Progress	1	Feb 1, 2013 12:54:57 ...	Nov 8, 2013 4:52:12 PM	Testing the External C...
441	705	775	Web Order	In Progress	1	Jan 14, 2013 3:08:52 AM	Nov 8, 2013 4:52:12 PM	Testing the External C...
6641	711	711	Web Order	In Progress	1	Feb 7, 2013 12:59:02 ...	Nov 8, 2013 4:52:12 PM	Testing the External C...
6941	720	720	Web Order	In Progress	2	Feb 13, 2013 3:09:09 ...	Nov 8, 2013 4:52:12 PM	Testing the External C...
6943	723	723	Web Order	In Progress	1	Feb 13, 2013 3:33:26 ...	Nov 8, 2013 4:52:12 PM	Testing the External C...
7141	744	744	Web Order	In Progress	1	Feb 20, 2013 1:22:24 ...	Nov 8, 2013 4:52:12 PM	Testing the External C...
7142	745	745	Web Order	In Progress	1	Feb 20, 2013 1:23:14 ...	Nov 8, 2013 4:52:12 PM	Testing the External C...
7143	746	746	Web Order	In Progress	1	Feb 20, 2013 1:27:06 ...	Nov 8, 2013 4:52:12 PM	Testing the External C...
7181	748	748	Web Order	In Progress	1	Feb 21, 2013 5:02:09 ...	Nov 8, 2013 4:52:12 PM	WHD test
7251	758	758	Web Order	In Progress	1	Feb 24, 2013 10:35:54 ...	Nov 8, 2013 4:52:12 PM	Testing the External C...
7262	759	759	Web Order	In Progress	1	Feb 24, 2013 10:45:14 ...	Nov 8, 2013 4:52:12 PM	Testing the External C...
7284	763	763	Web Order	In Progress	1	Feb 25, 2013 4:38:54 ...	Nov 8, 2013 4:52:12 PM	WHS test
7285	764	764	Web Order	In Progress	3	Feb 25, 2013 4:40:34 ...	Nov 8, 2013 4:52:12 PM	WHS test
7286	765	765	Web Order	In Progress	1	Feb 25, 2013 5:01:48 ...	Nov 8, 2013 4:52:12 PM	WHS test
7301	768	768	Web Order	In Progress	1	Feb 25, 2013 11:46:42 ...	Nov 8, 2013 4:52:12 PM	WHS test
7321	769	769	Web Order	In Progress	2	Feb 26, 2013 1:43:52 ...	Nov 8, 2013 4:52:12 PM	WHS test
7332	770	770	Web Order	In Progress	2	Feb 26, 2013 1:44:17 ...	Nov 8, 2013 4:52:12 PM	WHS test

To view the details of a customer order, follow these steps:

1. If the customer orders you want to view are not listed, filter the list. See [“Filter the Customer Order List.”](#)
2. To change the filtering of the orders listed in the Customer Order List window, follow these steps:

**Figure 22–4 Customer Order Filter**

**Customer Order Filter**

**Date Filters**

Release From Date:

Release To Date:

**Additional Filters**

SIM Customer Order ID:

Fulfillment Order ID:

Customer Order ID:

BIN ID:

Item:

Status: Active

Reservation Type: -All-

Customer Name:

Tracking ID:

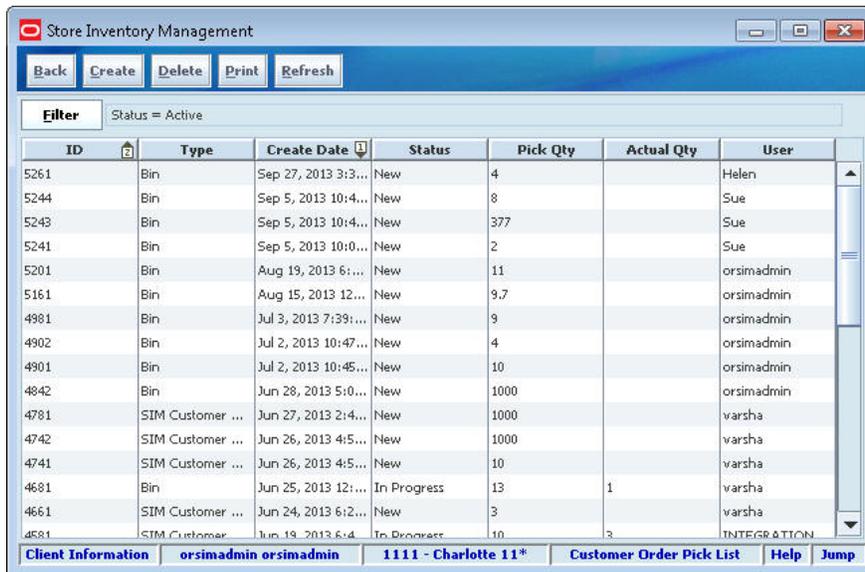
- a. Enter or select search values to use to filter the list.
- b. Click **Apply**. The customer orders that match your search criteria are listed in the Customer Order List window.

## Create a Customer Order Pick List

To create a customer order pick list, follow these steps:

1. Click **Pick**. The Customer Order Pick List opens.

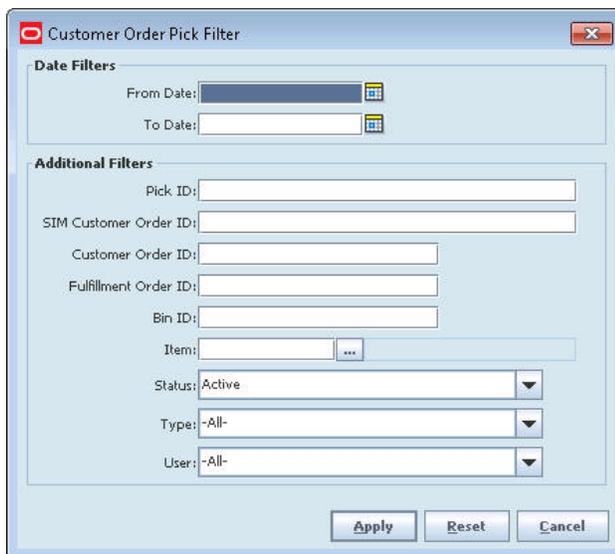
**Figure 22–5 Customer Order Pick List Window**



To change the filtering of the orders listed in the Customer Order Pick List window, follow these steps:

1. Click **Filter**. The Customer Order Pick Filter window opens.

**Figure 22–6 Customer Order Pick Filter Window**



2. Enter or select search values to use to filter the lists.
3. Click **Apply**. The customer orders that match your search criteria are listed in the Customer Order Pick List window.

4. Click **Back** to return to the Customer Order List window.

## Delete a Customer Order Pick List

To delete a customer order pick list, follow these steps:

1. Select the customer order pick you want to delete.
2. Click **Delete**. A message is displayed: “Are you sure you want to delete the selected customer order picks?”
3. Click **Yes** to return to the Customer Order Pick List.

## Print a Customer Order Pick List

To print a customer order pick list, follow these steps:

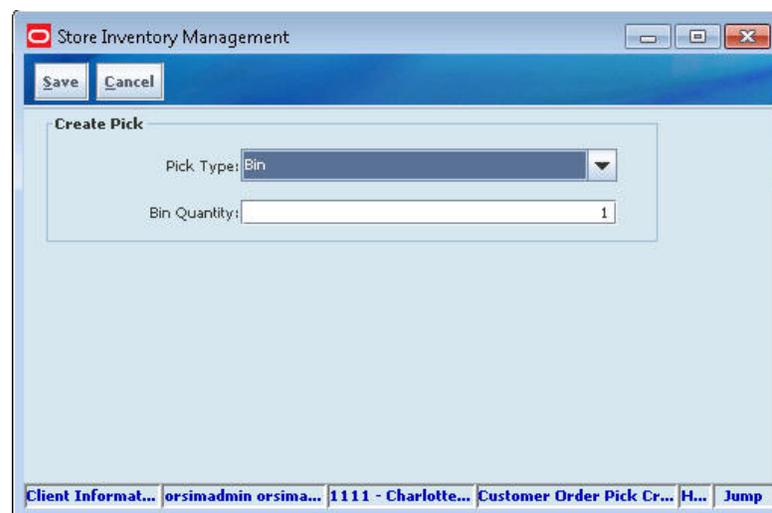
1. Select the customer order pick you want to print.
2. Click **Print**. In the Printer field, select the printer you want to use.
3. Click **OK**. A message informs you that the Customer Order Pick Report was printed. (See “[Print or View SIM Reports and Other Output](#)” in [Chapter 2](#) for general information about SIM report output.)
4. Click **OK**.

## Create a Customer Order Pick List

To create a customer order pick list, follow these steps:

1. Click **Create** to create a customer order pick. The Customer Order Pick Create window opens.

**Figure 22–7** Customer Order Pick Create Window



2. From the create pick dialog, select a **Pick Type** from the drop-down list. Choices include Bin and SIM Customer Order.
3. If Bin is selected, enter the **Bin Quantity**.

4. If SIM Customer Order is selected, select a **SIM Customer Order ID** from the drop-down list.
5. Click **Save** to save the pick and return to the Customer Order Pick List window.

## View a Customer Order

To view the details of a customer order, follow these steps:

1. If the customer orders you want to view are not listed, filter the list. See [“Filter the Customer Order List.”](#)

If a customer order you want to view is listed, double-click the customer order. The Customer Order Detail window opens.

**Figure 22–8 Customer Order Detail Window**

Item	Descri...	UOH	Pack S...	Remaining Qty	Order Qty	Picked Qty	Delivered Qty	Canceled Qty	Last U...	Comm...	Substi...
101320476	Test Item...	Units	1	9	10	0	0	1	Oct 29, ...	For Neet...	

2. Click **Notes**. The Customer Order Notes window opens.

**Figure 22–9 Customer Order Notes Window**

Date	User	Note

- a. Click **Add** to apply more than one detail note about the customer order.
- b. Click **Apply** to save the changes and return to the Customer Order Detail window.

3. Click **Print** to print a report for the Customer Order Detail. The Report Selection window opens.
  - a. Select your printer.
  - b. Click **OK**. Your report prints and returns you to the Customer Order Detail window.
4. Click **Customer**. The Customer Detail window opens.

**Figure 22–10 Customer Order Detail Window**

Delivery Address		
First Name: SIM	Company Name:	City: denver
Last Name: BOL	Address 1: 1211 s quebec way	State: AC
Phone First Name: PISM	Address 2: Addrline 2	Zip Code: 12312
Phone Last Name: PBOL	Address 3: Addrline 3	Country: Brazil
Preferred Name:	County: county	Phone:

Billing Address		
First Name:	Company Name:	City:
Last Name:	Address 1:	State:
Phone First Name:	Address 2:	Zip Code:
Phone Last Name:	Address 3:	Country:
Preferred Name:	County:	Phone:

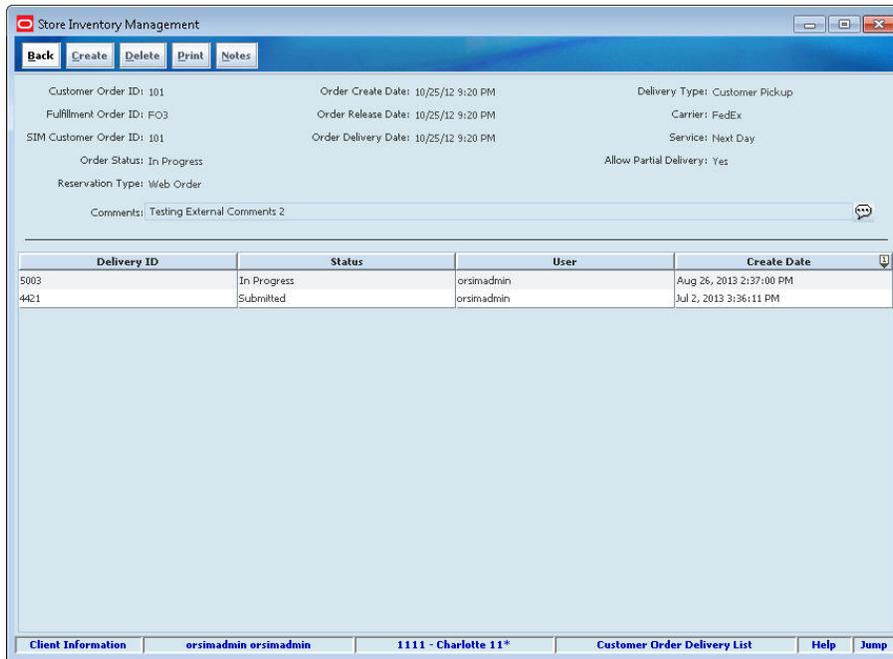
5. Click **Back** to return to the Customer Order Detail window.

## Create a Customer Order Delivery

To create a customer order delivery, perform the following steps:

1. Click **Delivery**. The Customer Order Delivery List opens.

**Figure 22–11 Customer Order Delivery List Window**



- To delete a delivery, select the delivery you want to delete and click **Delete**.
- To print an delivery, select the item and click **Print**.
- Click **Notes** to add additional information to the customer order delivery.
- Click **Create** to create a customer order delivery. The Customer Order Delivery Detail window opens.

**Figure 22–12 Customer Order Delivery Detail – Create Window**



- a. Click **BOL** to add bill of lading information.
- b. Click **Default Quantities** to apply the default quantities to the customer order delivery.
- c. Click **Notes** to add additional detail to the customer order delivery.
- d. Click **Refresh** to return the fields back to the original information.
- e. Click **Scanner** to scan the item. See “[Scan an Item \(Scanner Button\)](#)” in [Chapter 2](#) for more information.
- f. Enter **Quantity** for delivery.
- g. Enter **UIN Qty** for UIN items.
- h. Click **Save** to save the information that you entered so that you can create a customer order delivery at a later date. You are returned to the Customer Order Delivery List window.
- i. Click **Submit** to complete the customer order delivery. You are returned to the Customer Order Delivery List window.

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**Note:** You can dispatch an item immediately or save it to be dispatched later.

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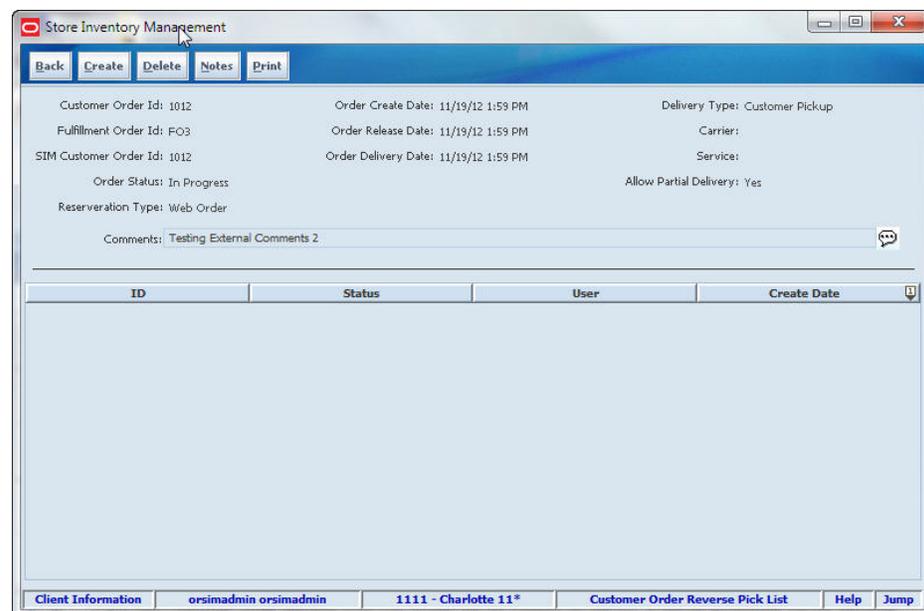
- j. Click **Cancel** to return to the Customer Oder Delivery List window without saving changes.

## Create a Reverse Pick

To create a reverse pick, perform the following steps:

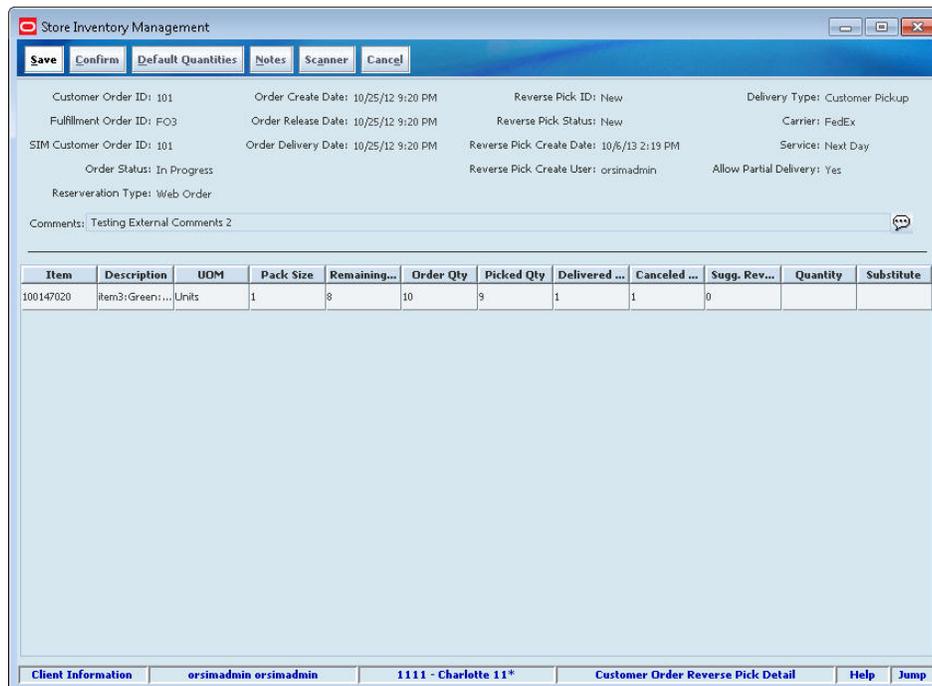
1. Click **Reverse Pick**. The Customer Order Reverse Pick List window opens.

**Figure 22–13** Customer Order Reverse Pick List Window



2. To delete an reverse pick, select the reverse pick you want to delete and click **Delete**.
3. To print an reverse pick, select the reverse pick and click **Print**.
4. Click **Notes** to add additional information to the reverse pick.
5. Click **Back** to return to the Customer Order Detail window.
6. Click **Save** to return to the Customer Order List window.
7. Click **Create** to create a customer order reverse pick. The Customer Order Reverse Pick Detail window opens.

**Figure 22–14 Customer Order Reverse Pick List Detail Window**



- a. Click **Default Quantities** to apply the default quantities to the customer order reverse pick.
- b. Click **Notes** to add additional detail to the customer order reverse pick.
- c. Click **Scanner** to scan the item. See “[Scan an Item \(Scanner Button\)](#)” in [Chapter 2](#) for more information.
- d. Enter quantities of the reverse picked item.
- e. Click **Save** to save the information that you entered so that you can create a customer order reverse pick at a later date. You are returned to the Customer Order Reverse Delivery List window.
- f. Click **Confirm** to complete the customer order delivery. You are returned to the Customer Order Reverse Delivery List window.
- g. Click **Cancel** to return to the Customer Oder Reverse Delivery List window without saving changes.

SIM uses Oracle BI Publisher as the interface for SIM reports. SIM reports are custom-designed by your own organization. The BI Publisher interface is also customized to organize and present the reports available to SIM users.

**Access SIM Reports**

**Navigate:** Main Menu > Reports. Oracle BI Publisher opens in your Web browser.

In SIM, the main menu remains displayed. You can use Oracle BI Publisher in your Web browser to view reports, and you can also continue to use SIM to perform other tasks.

**For More Information**

For information about using Oracle BI Publisher, see the *Oracle Business Intelligence Publisher User's Guide*.

The *Oracle Retail Store Inventory Management Implementation Guide* provides more information about reports for SIM system implementers and administrators.

