

Oracle® Retail Store Inventory Management
Implementation Guide - Volume 3 - Mobile Store Inventory
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Contents

Send Us Your Comments	vii
Preface	1
Audience	1
Documentation Accessibility	1
Related Documents	1
Customer Support	2
Supplemental Documentation on My Oracle Support	2
Improved Process for Oracle Retail Documentation Corrections	3
Oracle Retail Documentation on the Oracle Technology Network	3
Conventions	3
1 Mobile Store Inventory Management	5
2 General Workflow	7
Options and Permissions	7
Multiple Users in SIM	7
Scan-Scan Functionality	7
Scan-Scan UIN Functionality	8
Shortcut Keys	8
Error Messages	9
Print Functionality	9
Select an Item from a List	9
3 Shipping/Receiving	11
DSD Receiving	11
Process	12
RTV Shipment	12
Transfer Shipment	12
Transfer Receiving	13
Quick Receiving	14
Transfer Requests	14
4 Inventory Management	15
Inventory Adjustments	15
Stock Counts	15
Guided Counts	15
Unguided Counts	16
Count Process	16
Item Requests	17
Sequencing	18
Shelf Replenishment	18
Create Pick List	18
Action Pick List	18

Shelf Adjustment.....	19
Item Basket.....	19
5 Customer Order Management	21
Customer Orders.....	21
Customer Order Picking	21
Customer Order Deliveries.....	21
6 Lookups	23
Item Lookup	23
Supplier Lookup	24
Container Lookups	24
7 Ticketing	25
Auto Print.....	25
Manual Print	25
8 Session Printer.....	27
Session Printer	27

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Oracle Retail Store Inventory Management, Implementation Guide - Volume 3 - Mobile Store Inventory, Release 15.0

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Preface

The Oracle Retail Store Inventory Management Implementation Guide, Volume 3 – Mobile Store Inventory Management provides detailed information about using the Store Inventory Management handheld utility to perform SIM functions.

Audience

This document is intended for the Oracle Retail Store Inventory Management application integrators and implementation staff, as well as the retailer's IT personnel.

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Related Documents

For more information, see the following documents in the Oracle Retail Store Inventory Management Release 15.0 documentation set:

- *Oracle Retail Store Inventory Management Implementation Guide, Volume 1 – Configuration*
- *Oracle Retail Store Inventory Management Implementation Guide - Volume 2 - Integration with Oracle Retail Applications*
- *Oracle Retail Store Inventory Management Implementation Guide, Volume 4 – Extension Solutions*
- *Oracle Retail Store Inventory Management Implementation Guide, Volume 5 - Tablet*
- *Oracle Retail Store Inventory Management Installation Guide*
- *Oracle Retail Store Inventory Management Operations Guide*
- *Oracle Retail Store Inventory Management Release Notes*
- *Oracle Retail Store Inventory Management User Guide*
- *Oracle Retail Store Inventory Management Security Guide*

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- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

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Supplemental Documentation on My Oracle Support

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Enterprise Integration Guide (Located in the Oracle Retail Integration Suite Library on the Oracle Technology Network)

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<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 a document with part number E123456-01.

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Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	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.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Mobile Store Inventory Management

Oracle Retail Mobile Store Inventory Management (SIM Mobile) provides the user with the ability to perform a variety of inventory tasks in the store using a mobile hand held device while walking the aisles. This method of transmitting data to SIM provides efficiency, accuracy, and improves customer satisfaction.

Note: For this document, the Mobile Store Inventory Management on a mobile hand held device is referred to as the handheld.

In general, the same tasks that can be performed on a PC can be performed with the handheld, with the exception of price creation, store orders, stock count authorization, and administrative features.

The following functions are supported:

- Transfer Shipping and Receiving (Store, Warehouse, Finisher)
- Return to Vendor (RTV)
- Receiving Direct Store Delivery
- Inventory Adjustments
- Stock Counts
- Item Request
- Sequencing
- Shelf Replenishment
- Ticketing
- Item Basket
- Customer Order
- Customer Order Pick Lists
- Customer Order Deliveries
- Lookups - item, container, and supplier

It is possible to initiate many tasks on a PC and complete them on the handheld. It is also possible to initiate tasks on the handheld and finish them on the PC.

General Workflow

This chapter describes the general workflow.

Options and Permissions

Not all functions described in this document might be available to you. Whether a function is available might depend on your security permissions or the system and store options used.

Multiple Users in SIM

SIM contains activity-locking functionality. This allows one user to update a transaction at a time. Depending on the functional area, if another user is processing a transaction that you want to initiate, you might receive a prompt to take over the transaction. If you take over the transaction, the original user receives a message when they try to save the transaction that they no longer have the lock. This is to ensure that only the user who currently owns the lock on the transaction can update the transaction.

Only two dialogues support multi-user processing:

- Stock Counts can be configured to allow multiple users to scan for the same transaction on the handheld. The PC and the handheld are mutually exclusive, so the PC can lock out multiple users in this dialogue.
- Quick Receiving allows multiple users to scan containers for the same Advanced Shipment Notice (ASN). However, the detailed Warehouse Receiving dialogue allows only a single user to use the transaction.

Scan-Scan Functionality

Scan-Scan functionality in SIM is a term that describes the ability to scan the same item multiple times and incrementally increase the quantity of the item for each scan.

The following dialogues allow scan-scan functionality in certain modes:

- Receive a direct delivery
- Receive shipments at the case level (by item)
- Approve a transfer request
- Receive a transfer
- Create a return
- Transfer requests
- Enter stock count details (unguided)
- Item requests
- Inventory adjustments
- Customer Order Deliveries

Scan-Scan UIN Functionality

The user can scan a Unique Identification Number (UIN) that is associated with a different item without being forced to exit the **Scan <UIN Label>** screen.

The user will not need to select **Done** to exit the UIN screen before being able to add a UIN of another item.

For example:

A stock count is created for the following items:

- Item A -- UIN 123
- Item B -- UIN 124

The user scans **UIN 123**.

The **Scan <UIN Label>** screen is displayed showing that one quantity was assigned to item **A**.

The user scans **UIN 124**.

A screen is displayed showing that one quantity was added to item B.

Note: It will work similar to non-UIN items for unguided counts where the users can scan-scan without being interrupted.

Shortcut Keys

The following table describes shortcut keys for the SIM handheld:

Key	Description
Esc or Clear	Returns you to the previous window without saving any information. SIM allows you to use Esc or Clear only where appropriate. If the handheld has a Clear key, use Clear. If the handheld does not have a Clear key, use Esc.
Enter	Submits the information to SIM.
@ (Shift-2)	Toggles the unit of measure between cases and the standard unit of measure. Toggles in DSD between item and PO. Toggles in Customer Order Picking between Bin and Customer Order.
((Shift-9)	There is additional information that you can view. You can also press the <next> key.
& (Shift-7)	Returns you to the previous window if you used <next> to view additional information. You can also press the <prev> key.
* (Shift-8)	Brings you to a Summary window. You can also press the <total> key.
! (Shift-1)	Search for information.

Note: Handheld devices might have different buttons used to send these characters.

Depending on the dialogue, only certain shortcut keys are available.

Error Messages

If you scan information with the handheld that SIM does not recognize, you receive an **Invalid** message. To continue, press **Enter** and scan the next item.

If you enter an alphanumeric or negative quantity or value on the handheld, you receive an **Invalid** message. To continue, press **Enter** and enter the correct quantity.

Note: The handheld emits a double-beep in case of errors, notifying the user something is wrong.

Print Functionality

It is possible to set up default reports on the PC client, which are printed on the handheld. Many transactions are enabled to print these default reports to their respective default printers when the transaction is completed.

It is not possible to re-print default reports from the handheld.

Select an Item from a List

All list objects are given a corresponding number that you must enter to select that object. For example:

1-1000 Minneapolis
2-1012 St Paul
3-1007 Eden Prairie

To select Eden Prairie from the list, press 3.

Shipping/Receiving

This chapter describes shipping and receiving.

DSD Receiving

Four types of direct supplier delivery exist:

- Delivery without a PO
 - DEX/NEX
 - Delivery against PO without an ASN
 - Delivery with ASN (one or more POs included)
1. Delivery without a PO:
 - This type of delivery is characterized by the idea the delivery is created in SIM without a PO existing in SIM.
 - Depending on configuration, the user will be able to associate a cost to the item.
 - These deliveries, when created, will have a single container created for the 'on the fly' delivery.
 2. DEX/NEX:
 - DEX/NEX transactions are very similar to the delivery without PO. The only difference is the DEX/NEX transaction is interfaced to SIM from the supplier's handheld and gets validated inside of SIM.
 - These deliveries can only have a single container associated to it. If one does not exist in the file, the system will create one.
 3. Delivery against PO without an ASN:
 - These purchase orders are created outside of SIM and integrated into SIM, from an existing merchandising system.
 - SIM will control if it is possible to receive multiple times against the PO or only a single time.
 - The supplier needs to be a DSD supplier in order to create the receipt against a PO.
 - These deliveries will only have a single PO and operate similar to the Delivery without PO and DEX/NEX delivery.
 - The user will not be able to override the purchase order cost, regardless of the permissions they have.
 4. Delivery with ASN (one or more POs included):
 - ASNs coming from the supplier will have one or more containers associated with them. Each container can be individually received and it is possible to associate missing containers to this transaction.
 - Each container can reference one or more purchase orders.
 - Depending on the configuration, the user can add unexpected items and define a cost for these items.
 - It will not be possible to adjust the cost of items already on the PO.
 - The expected quantity from the ASN is not displayed if the user does not have permission to view the expected quantity.

Process

The process begins as the user scans all items to indicate they have been received, which can be done at item or case level. If unexpected items are on the shipment, the user has the ability to add those items to the receipt. This feature is configurable at a system administration level. Unit cost can be displayed for those items on the purchase order (configurable to display or not display). Once the receipt is complete, SIM will print a delivery receipt, with all delivery details, for both the user and the driver.

Simultaneously, SIM updates the store's on-hand inventory for the received items. The necessary information will be sent to the central merchandising and financial systems to create and close the purchase order and match against the upcoming invoice.

During the receiving process, the store user has the opportunity to record any damaged or missing items on the receipt. An inventory adjustment record is written for damaged units (with a reason code of 'damaged-hold') to adjust the units out of Available SOH and into Unavailable SOH in the receiving store. This information is reported to the central merchandising system.

The user also has a facility to directly receive goods on shop-floor.

Once the user has completed receipt of the entire direct delivery, it will be moved to a **Received** status. At this point, changes to the receipt can no longer be made on the handheld, unless the user has permissions to adjust a container.

As in most dialogues, it is possible to start the transaction on the handheld, save it and complete it on the PC. It is only possible to have a single user work on a given container with a delivery.

UINs can be captured on the handheld if the item is set up to order.

For POs with an ASN applied, the user has an option to select **Reject Delivery** from the Direct Delivery summary screen to reject the entire delivery. This option is enabled if the user has enabled the permission for this option (see **Appendix: SIM Permissions in Oracle Retail Store Inventory Management Implementation Guide, Volume 1 – Overview**).

If the user chooses to reject the delivery, all the received quantity will be set to zero and the receipt will be confirmed. If the delivery is rejected, the user can view the information on the DSD, but cannot edit nor make any Adjustments.

RTV Shipment

The RTV Shipment functionality enables the store user in SIM to create and edit an RTV document as well as, create, edit, and dispatch an RTV Shipment from the store directly to the vendor.

The handheld does not allow the approval of return requests. Approving a return request is considered an administrative function a manager performs on the PC.

When creating or adding items to an RTV, SIM allows scan-scan functionality (see Scan-Scan Functionality). Similar to most transactions, to guarantee data integrity, only a single user is allowed in a single unique transaction at the time.

If the item is set up to handle UINs, the user must identify which specific serial number is returned to the warehouse, finisher, or vendor. UINs must be in the proper status to create the return.

Transfer Shipment

The Transfer Shipment functionality enables the user to create a shipment and containers within the shipment to another store, warehouse, or finisher and dispatch the shipment.

The user will have the ability to select the transfers and items to place in the containers. The container may include one or more transfer documents and transfer documents may exist in multiple containers and in multiple shipments.

The user will have the ability to locate a previously created shipment by the following:

- Scan Container ID
- Scan/Enter the Shipment ID
- Scan/Enter the Destination ID

Various actions can be taken on the shipment (shipment summary) and pertain to all containers within the shipment, such as the following:

- Add/edit a container within the shipment
- Cancel the shipment
- Submit/Dispatch the shipment
- Printing a shipment report
- This is a partial list

Additionally, actions can be taken on the container (container summary) including the following:

- Select transfers/items to include in the container
- Add/edit/remove items in the container
- Confirm/adjust the container
- Save the container
- Print a container shipping label
- This is a partial list

Transfer Receiving

Two different dialogues are supported on the handheld to support transfer deliveries. Receiving store to store, warehouse, or finisher deliveries are accessed from the same screen flow in both dialogues. In either dialogue, the process starts by scanning a valid container ID, ASN, or item.

The user will have the ability to toggle between three different scan modes.:

- Scan Container toggles to Scan ASN
- Scan ASN toggles to Scan Item
- Scan Item toggles to Scan Container

Scanning by Container ID will be the default scan mode.

Only a single user can work on the same container to prevent item entry discrepancies. After confirming the ASN receipt, it is not possible to make any adjustments without permissions to adjust the container after being received. Adjustments can be made on the SIM HH client in addition to the PC client.

A system option exists to allow or prevent unexpected items from being added to the receipt.

The system will allow the user to receive a container intended for another location. If the container is found in the system, the original container is set to 'missing' and a new container is created with the same contents for the location the container was misdirected to. If the container is not found, the user will need to create a new unexpected container and scan all items to add and receive the container.

This dialogue allows a combination of container-level or item-level receiving. For example, a user could receive all undamaged containers, but can decide to detail receive any damaged containers at the item level.

Quick Receiving

Quick receiving functionality only exists on the handheld, and the system can be configured to turn this function off. This is available for store, warehouse or finisher receiving. Quick receiving allows the user to just scan container after container in which they want to receive. The containers may or may not belong to the same ASN. This allows the user to scan each container as it comes off of the truck and then confirm and reconcile after all of the containers have been received.

After all containers associated with an ASN have been received, the ASN may automatically be marked as 'Received', this is based on a system setting. Once an ASN is marked to 'received', the stock on hand for all of the items on the received containers will be incremented and the receipt message will be published to the merchandising system. Note that if UIN items exist on the container, then the container will not be received and the normal detailed level warehouse receiving must be used (this is assuming that the UINs were not sent on the ASN).

This process allows for receipt of containers which are 'New', 'In Progress' or 'Missing' status. Containers can only go 'missing' when receiving via the regular transfer receiving method on either PC or the handheld, when a delivery gets received and a container is not received, it is missing. Quick Receiving allows for receipt of the 'missing' container, if the system is configured to allow for missing container receiving. Because 'missing' containers belong to already received deliveries, the system must also be configured to allow for adjustments to a container after being received. This means the receipt of the 'missing' container must be within the system defined number of days in which adjusted receipts are allowed.

Transfer Requests

Transfer requests can be created, modified and deleted from the handheld by the requesting store. Transfer requests may also be picked, accepted or rejected on the handheld by the sending store.

There is a process to pick the items before accepting the request and getting it ready for shipment. The picking can be done through scan-scan process also. This allows the shipping personnel to quickly add the items on a transfer into a shipping container without scanning each item. This allows the shipping personnel to quickly select the transfers designated for the shipping containers and apply all items and quantities.

Only a single user is able to work on a single transfer or request at a time.

The user will NOT scan any serial numbers. The serial number will be attached to the container within the shipment. This applies regardless if the item is being set up as an AGSN or serial number.

Inventory Management

This chapter describes inventory management.

Inventory Adjustments

Inventory Adjustments allow users to move inventory out of the system, mark inventory as unavailable to sell, add inventory, or move inventory back from an unavailable state.

The handheld allows the user to identify the item and a reason code that will determine the disposition of the item.

If the item is set up to handle Unique Identification Numbers (UINs), the user must identify which specific serial number is adjusted. If the item is set up as an auto-generated serial number (AGSN) and the user tries to increase the SOH, then UINs are created when the user confirms the inventory adjustment.

Stock Counts

SIM provides the ability to schedule, perform, and authorize stock counts. Portions of the stock count functionality, such as the setup of product groups, schedules, and authorizations, are performed on the PC only. The actual counting of inventory can be performed on both the PC and the handheld.

The following types of stock counts can be counted on the handheld:

- Ad hoc
- Unit
- Unit and Amount
- Problem Line

There are three different stages a Stock Count goes through:

- Stock Count
- Stock Re-count (optional)
- Authorize

Only the Stock Count and Stock Re-count stages apply to the handheld.

The handheld allows the user to count items through a guided or unguided count method that is determined during the product group setup on the PC.

Note: The final authorization of the stock count needs to be performed on the PC.

Guided Counts

Guided Stock counts (Unit, Unit and Amount, Problem Line) are divided so that each user of a handheld device performs a stock count according to a macro location (for example, vegetables, cereals). Guided stock counts will prompt the user to scan the next item in sequence. If sequencing is not set up for the items, the user will be prompted in item number order.

Unguided Counts

Unguided Stock Counts (Ad hoc, Unit, Problem Line, Unit and Amount) allow the user to scan items on the handheld without being prompted which item to scan. There is still an option to count an unguided count by macro location. The user might also choose to break down an unguided master count by hierarchy (dept/class/sub-class).

Unguided stock counts decrease the time it takes to completely scan a count and provides more flexibility. Multiple users are able to scan items for the same child stock count. This is controlled through a system option. The user will be alerted if they attempt to complete the count while other users are still in the count.

For unguided counts, the following menu options and functions exist:

- Return to Count – takes the user back to the count and saves all changes but does not commit the changes.
- Quick Save – changes are committed to the database and the user is returned to the count.
- Save and Exit – changes are committed and the user is returned to the list of master stock counts.
- Discard Changes – the user is prompted if they want to discard their changes.
- Complete Count – changes are committed and the stock count is completed and moved to the next stage.
- Items Left to Count – allows the user to scan through items that have not yet been counted and enter a count quantity for the item. This feature is not available for ad hoc counts.

The unguided process also allows for a review process that is typically performed by a manager as a final check before moving to the next stock count stage. The user will be prompted with the old count quantity and can manually enter a new count quantity to override the old quantity.

Count Process

In order to begin the initial count, the user selects the Stock Count option and accesses the master count from a list of stock counts. Once the master count is selected, the user will need to select a child count to begin the count process. The **s** option on the bottom of the screen enables the user to search for a specific child count. The user can search by the child barcode, child ID or child description. Only uncounted child counts are returned.

Note: If no master counts exist, the user will be alerted that no stock counts currently require any action.

When the user scans the item, SIM performs an item validation to ensure the item is valid and that it is on the count. Since ad hoc counts do not have a pre-defined list of items, any item can be scanned on an ad hoc count.

During the count stage, the user will scan the item and can enter the count quantity for each item on the count. Scanning the first item triggers the snapshot to be taken for Unit, Problem Line, and Ad hoc counts. For Unit and Amount counts, the user must trigger the snapshot from the PC; however, the count can still be started on the handheld. The count will not move to the next stage of the re-count until the snapshot has been taken. Once the last item is counted and the snapshot has been taken, the count will move to the next stage.

The re-count stage is optional and is determined during the Product Group setup on the PC. If the re-count discrepant items option is selected and discrepant items exist, a re-count will be required. The user will be able to enter a re-count quantity for each item on the count. Once the last item is counted, the stock count will move to the Authorize stage and will no longer be accessible on the handheld.

The user can amend the count or re-count at any time. If the user does not wish to complete the count in the current session, the count can be saved and completed at a different time on the handheld or the PC. Before completing the count, the user will be prompted if there are any uncounted items.

The user will be able to register any UINs that are required to be counted. Only those UINs that are associated and supposed to be in inventory can be added during the counting or re-counting phase.

Item Requests

The Item Request functionality gives the user the ability to request inventory for individual items using the replenishment and sourcing parameters of RMS from within SIM.

The Item Request functionality enables the user to request items regardless of the replenishment type normally used by the merchandising system to replenish the item.

From the handheld, the user can do the following:

1. The user can create, edit, delete or request an item request. Item request can be accessed either from PC or handheld.
Requests that were created automatically by the Product Group Scheduler can also be edited on the handheld.
2. When creating an item request, the user can specify a request delivery date or accept the default date of tomorrow.

Note: When entering a request delivery date, SIM allows the user to enter today's date or future date.

3. After specifying the request delivery date, the user can select a default timeslot to specify what time of day the delivery occurs.
The timeslot option is only available if the **Display Item Request Delivery Timeslot** store parameter is set to allow it, and only applies to store order replenishment items. The timeslot option allows the retailer to have multiple deliveries per day for the same item.
4. The next step is to scan the barcode of the item being requested.
As each item is scanned, the user can view the stock on hand for the item and the number of items in transit. On this screen, the user has the option of changing the timeslot for the current item.
5. After all of the desired items have been added and quantities entered, the user has the ability to submit the request immediately or to save the request for later approval.
6. When the user finally submits the request, all items will be sourced from either a Warehouse or through Supplier Purchase Orders, depending on the sourcing parameters for the item specified in the merchandising system.
7. Once the user submits the item request, the request moves to Completed status and will no longer appear on the handheld but can be viewed on the PC.

Sequencing

Sequencing gives stores the ability to know the exact location of an item in a store. Sequencing a store will improve store processes and reduce massive amounts of time spent looking for items.

Sequencing is broken down into two parts: macro and micro. Macro sequencing sequences all locations that are set up in the store. The micro sequence is found within the macro sequence. Micro sequencing sequences all the items that are attached to the macro sequence location.

The handheld enables users to do the following:

- Add items to a sequence
- Remove items from a sequence
- Re-organize the order of the sequence

For more information about using the handheld to perform a function, see the Scan-Scan Functionality.

Shelf Replenishment

Shelf Replenishment lists are created to move inventory from the backroom into the shop floor for in-store replenishment. This feature may or may not require sequencing to be turned on, depending upon the type of shelf replenishment selected. SIM needs to understand how much inventory is on the shop floor for a specific item as opposed to the back room, and how much capacity that item has on the shop floor if capacity is defined.

There are 4 type of shelf replenishment lists can be created and actioned from the handheld:

- Capacity
- Sales
- Ad Hoc Replenish
- Display List

Create Pick List

The handheld can be used to generate a list of items to pick for replenishment and the create pick list. The pick list may be created within the day and at end of day from shelf replenishment lists created on the PC. This flow resembles the customer order picking flow. The main exception is that bins are not available for shelf replenishment. The list will be sorted by item sequence if sequencing is setup. The list may also be configured to generate by case or standard unit of measure.

Action Pick List

When the user is ready to pull the inventory, they are able to action the previously created pick list from the shelf replenishment or shelf adjustment list.

The handheld provides the following functionality:

- Action within the day and at end of day shelf replenishment lists created on the PC
- Amend suggested quantities
- Validate replenished items
- Complete the shelf replenishment list
- Substitute items when necessary

Shelf Adjustment

Shelf adjustment lists are created to move inventory from backroom to the shop-floor and from shop-floor to backroom; it also updates the current status stock of the shop-floor without physical movement of goods. Using of sequencing is not a mandate for this functionality. The user will also have the ability to reverse pick a shelf replenishment list within the shelf adjustment feature. There are 4 types of shelf adjustment list which are mentioned below:

- Shop-floor Adjust
- Backroom Adjust
- Display List
- Ad Hoc Replenish

Shop-floor Adjust: The purpose of this list is to allow the user to scan the items in the shopfloor and update the shopfloor quantity with the scanned item quantities. The shelf adjustment list can only be created on the handheld. After the creation of the list user clicks confirm to update the stock on shop-floor. Adjust the shopfloor will also adjust the backroom to ensure that the shopfloor+backroom is equal to the SOH.

Backroom Adjust: This is very similar to the shop-floor adjusted, except here the user scans the backroom and updates the backroom quantities. Adjusting the backroom will also automatically adjust the shop floor to ensure the SOH is always equal to shopfloor+backroom.

Display List: This list has as intent that the user scans the shopfloor display items. The list of scanned items will be compared on the PC or HH when generating a pick list. This list can only be created on the HH.

Ad Hoc Replenish: For ad Hoc replenishment, the user will scan gaps on the shelf. When the list is complete, the user can save it and have it execute don the PC or HH. This list can only be created on the HH.

Item Basket

SIM often has the only wireless network in the store. It is very expensive to run two applications with different protocols in the same store, especially with smaller retailers. Therefore, the SIM wireless device is very well suited to aid the retailer with line busting, investigative item lists or creating gift registries.

The handheld provides a new menu option that can capture items and their quantities by scanning the UPC.

When all items are captured, the handheld will present an option to print a ticket with a barcode for the customer or allow the customer to enter in their own ID. This barcode can be scanned or entered by a third-party system to retrieve the basket from SIM.

A purging process will delete all baskets after a 24-hour period.

After the user scans the barcode or enters the ID, a web service call can be made to SIM to retrieve the basket information.

Note: Item Basket supports only sellable items.

For more information about using the handheld to perform a function, see the Scan-Scan Functionality.

Customer Order Management

This chapter describes customer order management.

Customer Orders

SIM allows the user to look up all reservation types of customer orders on the handheld. The customer order details can be identified by entering or scanning a Customer Order, Item, Bin ID, or SIM Customer Order ID. Rejecting of a Customer Order can only be done on the PC.

Customer Order Picking

Customer Order Picking can be done on the PC and the handheld for “web order” customer orders. On the handheld the user can create a pick or action a pick. Picks can be created by bin or SIM customer order just as on the PC.

When picking by bin the bins may need to be captured, if configured for manual bin capture. During the picking process, the system will prompt the user by primary macro location (if sequencing is used) otherwise by item ID. The user will enter the quantity to pick. Picks can be saved, deleted or confirmed.

When picking by bin, the system can be configured to pick two different ways. If the store is configured to Scan every item, every item must be scanned/entered and put into the corresponding bin. When configured to Enter Pick Qty, the pick quantity is manually entered and the item is scanned to validate it is the proper item.

Customer Order Deliveries

Customer Order Deliveries can be done on the PC and the handheld for “web order” customer orders. On the handheld the user will identify an Open customer order for which to create a delivery. The identification of the customer order is the same as when looking up a customer order, by Customer Order, Item, Bin ID, or SIM Customer Order ID.

When creating the delivery the user will enter or scan items and quantities for the delivery. The system will allow for scan of items which will increment the delivery quantities upon each scan. If the item is a UIN item, UINs will need to be captured during the delivery process. Deliveries can be saved, submitted (if configured), deleted, or dispatched.

This chapter describes lookups.

Item Lookup

The Item Lookup functionality provides the business user with the ability to view information related to an item:

- Price information – The user can view current price, effective date, price type and, if applicable, multi-unit price information.
- Internal Deliveries - View internal deliveries which are warehouse deliveries the store is expecting to receive from the warehouse or saved transfers to the user's store.
- Inventory details – The user can view inventory details for current items such as stock on hand, on order, in transit, reserved inventory, inventory received in the store today, customer orders, and backroom/shop floor/delivery bay inventory.
- Related items – Store users can quickly and easily determine what related items exist in the store by accessing the **Related Items** option. The user can lookup related items for the current item and view stock on hand information, differentiators, and so forth.
- Item attributes – The user can view attributes for the current item such as standard unit of measure, pack size, whether or not the item is a pack item, a concession or consignment item, sellable, or non-sellable, and whether or not it is orderable.
- Print item report – The user can print a report to view information about the item such as SKU, description, price, differentiators, and inventory position.
- Price history – Provides the user with a list of price changes for the item, excluding promotional price changes.
- Stock locator – The user can look up inventory for the current item at other stores and will also be able to determine if any of the store's buddy stores have any inventory for the item.
- Customer orders – The user can view any customer orders that exist for the current item.
- Non-sell Sub-buckets - The user can view the sub-buckets that are associated to the nonsellable stock on hand. Non-sell Sub-buckets are only displayed if the system is configured to use sub-buckets
- User-defined attributes –The user can view any UDAs that exist for an item.

Supplier Lookup

The Supplier Lookup functionality provides users with the ability to view information about the supplier such as:

- Supplier ID
- Supplier name
- Headquarters address, phone, contact, contact e-mail
- Return address, phone, fax, contact e-mail
- Other addresses for the supplier
- Status
- Return allowed
- Return authorization required
- Primary Supplier - The primary supplier details of the item are displayed. Any additional suppliers are displayed.

Container Lookups

The Container Lookup functionality provides users with the ability to view information about the container such as:

- Container ID
- Advanced Shipment Notice (ASN) number
- Status (for example, received, shipped)
- Shipment or Receipt date and time
- ETA
- Incoming and outgoing containers
- Total number of cases

Ticketing

This chapter describes ticketing.

Auto Print

Ticket printing on the handheld is accessible from the Main Menu. There are two modes of printing tickets, auto print and manual print. The user is unable to generate tickets from various transactions or print ticket batches on the handheld. These functions can only be done on the PC.

In auto print mode, the user is able to print tickets quickly by defining format, printer, quantity and event before scanning the item. When the item is scanned SIM will determine if a ticket needs to be printed allowing the user to scan uninterrupted.

The auto print mode can be used for printing tickets for a price event in the past, future or current date. This allows the user to scan all items on a shelf, rack or other area and automatically print tickets only for the items going on sale, coming off a sale, and so on. The user also has the option print a ticket for every item scanned with the price relevant for the day selected. The user may swap formats and/or printers by toggling to another screen at the point of any item scan.

- Pre-defined Options:
 - Define number of tickets
 - Select price event or always print
 - Effective date range
 - Selecting Printer
 - Selecting format type/name
- Use Case - Reticketing items expiring at the end of the day
 - A format ticket is created that takes the current price and divides it by 2. The ticket printed states: 50% off and generates a type 2 with embedded price.
 - User scans items that are expiring with a fixed weight (such as, Yogurt and milk),
 - SIM prints a ticket barcode and puts it over the ticket on the package.

Manual Print

In manual print mode, the user is able set an override price, quantity, country of origin, format and printer for each scanned item depending on the need. This mode can be used to print a set quantity of tickets for each item scanned and to override a price currently on the item. This is typically used for quickly printing missing tickets for items. This process is also used when generating or reprinting UINs for AGSN tickets. The user may swap formats and/or printer by toggling to another screen at the point of any item scan.

- Options:
 - Price Override (controlled by security permissions)
 - Define number of tickets
 - Select printer
 - Select format type/name
 - Select country of manufacture
 - Print new or re-print AGSNs (controlled by security permissions)
- Use Case - Items are delivered on a DSD without a price
 - User scans the item's UPC
 - User types in the number of units received
 - SIM prints a specific number of tickets
 - User quickly tags the received items and scans the next group of items.

Session Printer

This section describes how to use a session printer.

Session Printer

SIM allows the user to setup a printer to use during the user session. The session printer will be used for printing tickets, labels, manifesting reports, pre-shipment reports and other various reports. Mobile printers and network printers can be set as the session printer for ticketing. The user may scan a barcode associated with an IP address or logical name of the printer which is stored in SIM.

The user is able to select the default printer for printing 'Pre-shipments' or 'Manifests'. Additionally, the user may select a session printer to use for mobile or report printing. The printer will be used as a default when executing the print on the handheld. At various points, the user may toggle to an options screen to select a different printer.