

Oracle Retail Xstore Point-of-Service Software  
Shipping, Receiving, and Inventory Guide  
Release 16.0.0.1  
E85705-03

May 2018

Oracle® Retail Xstore Point-of-Service Software Shipping, Receiving, and Inventory Guide,  
Release 16.0.0.1

E85705-03

Copyright © 2017, Oracle and/or its affiliates. All rights reserved.

Primary Author: Tracy Gunston

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

## **Value-Added Reseller (VAR) Language**

### **Oracle Retail VAR Applications**

The following restrictions and provisions only apply to the programs referred to in this section and licensed to you. You acknowledge that the programs may contain third party software (VAR applications) licensed to Oracle. Depending upon your product and its version number, the VAR applications may include:

- (i) the MicroStrategy Components developed and licensed by MicroStrategy Services Corporation (MicroStrategy) of McLean, Virginia to Oracle and imbedded in the MicroStrategy for Oracle Retail Data Warehouse and MicroStrategy for Oracle Retail Planning & Optimization applications.
- (ii) the Wavelink component developed and licensed by Wavelink Corporation (Wavelink) of Kirkland, Washington, to Oracle and imbedded in Oracle Retail Mobile Store Inventory Management.
- (iii) the software component known as Access Via™ licensed by Access Via of Seattle, Washington, and imbedded in Oracle Retail Signs and Oracle Retail Labels and Tags.
- (iv) the software component known as Adobe Flex™ licensed by Adobe Systems Incorporated of San Jose, California, and imbedded in Oracle Retail Promotion Planning & Optimization application.

You acknowledge and confirm that Oracle grants you use of only the object code of the VAR Applications. Oracle will not deliver source code to the VAR Applications to you. Notwithstanding any other term or condition of the agreement and this ordering document, you shall not cause or permit alteration of any VAR Applications. For purposes of this section, "alteration" refers to all alterations, translations, upgrades, enhancements, customizations or modifications of all or any portion of the VAR Applications including all reconfigurations, reassembly or reverse assembly, re-engineering or reverse engineering and recompilations or reverse compilations of the VAR Applications or any derivatives of the VAR Applications. You acknowledge that it shall be a breach of the agreement to utilize the relationship, and/or confidential information of the VAR Applications for purposes of competitive discovery.

The VAR Applications contain trade secrets of Oracle and Oracle's licensors and Customer shall not attempt, cause, or permit the alteration, decompilation, reverse engineering, disassembly or other reduction of the VAR Applications to a human perceivable form. Oracle reserves the right to replace, with functional equivalent software, any of the VAR Applications in future releases of the applicable program.

---

---

# Contents

|   |                                                          |      |
|---|----------------------------------------------------------|------|
| 1 | About Shipping, Receiving, and Inventory .....           | 1-1  |
|   | <b>Overview</b> .....                                    | 1-1  |
|   | How this Guide is Organized .....                        | 1-1  |
| 2 | Receiving .....                                          | 2-3  |
|   | <b>Overview</b> .....                                    | 2-3  |
|   | <b>Accessing the Back Office</b> .....                   | 2-4  |
|   | <b>Receiving Document</b> .....                          | 2-5  |
|   | Searching for a Receiving Document .....                 | 2-5  |
|   | More information about Receiving document searches ..... | 2-7  |
|   | <b>Receiving Cartons &amp; Items</b> .....               | 2-9  |
|   | Carton-Level and Item-Level Receiving Options .....      | 2-11 |
|   | To Change the Quantity of an Item .....                  | 2-12 |
|   | To Void an Item .....                                    | 2-12 |
|   | To Find an Item in the Carton List .....                 | 2-13 |
|   | To View Exceptions .....                                 | 2-13 |
|   | To Add a Comment .....                                   | 2-14 |
|   | To Receive a Carton in Total .....                       | 2-15 |
|   | <b>Creating a New Receiving Document</b> .....           | 2-15 |
|   | <b>Adding a New Carton to a Receiving Document</b> ..... | 2-16 |
|   | <b>Receiving Exception Report</b> .....                  | 2-17 |
|   | Running the Receiving Exception Report .....             | 2-18 |
|   | Receiving Exception Report Example .....                 | 2-21 |
| 3 | Inventory Replenishment .....                            | 3-23 |
|   | <b>Overview</b> .....                                    | 3-23 |
|   | <b>Accessing the Back Office</b> .....                   | 3-23 |
|   | <b>Inventory Replenishment Document</b> .....            | 3-24 |
|   | Searching for a Replenishment Document .....             | 3-24 |
|   | More information about document searches .....           | 3-25 |
|   | Inventory Replenishment Order Status Definitions .....   | 3-27 |
|   | Adding Items to an Inventory Replenishment Order .....   | 3-27 |
|   | <b>Inventory Replenishment Options</b> .....             | 3-27 |
|   | Print Options .....                                      | 3-28 |
|   | Force Close .....                                        | 3-29 |
|   | Submit an Order .....                                    | 3-30 |
|   | Add or Edit Header Comments .....                        | 3-31 |
|   | Delete Header Comments .....                             | 3-32 |
|   | Add Non-Merchandise .....                                | 3-34 |
|   | Change an Item .....                                     | 3-36 |
|   | Item Lookup .....                                        | 3-39 |
|   | To Add/Edit Item Comments .....                          | 3-41 |

---

|          |                                                                    |              |
|----------|--------------------------------------------------------------------|--------------|
|          | To Delete an Item Comment .....                                    | 3-43         |
|          | To Void an Item .....                                              | 3-43         |
|          | <b>Creating a New Inventory Replenishment Order .....</b>          | <b>3-43</b>  |
|          | <b>Inventory Replenishment Reports .....</b>                       | <b>3-47</b>  |
|          | Running the Replenishment Product Request Report .....             | 3-48         |
|          | Running the Open Product Requests Report .....                     | 3-51         |
| <b>4</b> | <b>Shipping.....</b>                                               | <b>4-53</b>  |
|          | <b>Overview .....</b>                                              | <b>4-53</b>  |
|          | <b>Accessing the Back Office .....</b>                             | <b>4-53</b>  |
|          | <b>Shipping Document .....</b>                                     | <b>4-55</b>  |
|          | Searching for a Shipping Document .....                            | 4-55         |
|          | Creating a New Shipping Document.....                              | 4-59         |
|          | Shipping Maintenance Options .....                                 | 4-66         |
|          | To Look Up an Item from Shipping Maintenance .....                 | 4-69         |
|          | To Edit Shipping Document Information .....                        | 4-71         |
|          | To Add Comments to the Shipping Document .....                     | 4-72         |
|          | Shipping Exception Report .....                                    | 4-73         |
|          | Running the Shipping Exception Report .....                        | 4-73         |
|          | <b>Shipping Manifest Report .....</b>                              | <b>4-76</b>  |
|          | Running the Shipping Manifest Report .....                         | 4-76         |
| <b>5</b> | <b>Physical Inventory Counting .....</b>                           | <b>5-79</b>  |
|          | <b>Overview .....</b>                                              | <b>5-79</b>  |
|          | Inventory Counting Steps - Overview.....                           | 5-80         |
|          | <b>Inventory Count Documents .....</b>                             | <b>5-81</b>  |
|          | Finding an Existing Inventory Count Document .....                 | 5-81         |
|          | Creating a New Inventory Count Document.....                       | 5-84         |
|          | Cycle Count Type Setup.....                                        | 5-86         |
|          | Supply Count Type Setup .....                                      | 5-88         |
|          | Physical Count Type Setup .....                                    | 5-89         |
|          | <b>Cycle Count Process .....</b>                                   | <b>5-90</b>  |
|          | <b>Supply Count Process .....</b>                                  | <b>5-98</b>  |
|          | <b>Physical Count Process .....</b>                                | <b>5-104</b> |
|          | Automatic Variance Processing.....                                 | 5-112        |
|          | How the Variance is Calculated in Automatic Variance Processing .. | 5-113        |
|          | Manual Variance Processing .....                                   | 5-117        |
|          | <b>Variance Report.....</b>                                        | <b>5-118</b> |
|          | <b>Store Layout Maintenance .....</b>                              | <b>5-121</b> |
|          | <b>Inventory Adjustment.....</b>                                   | <b>5-126</b> |
|          | Inventory Count Technical Limitations .....                        | 5-129        |
|          | <b>Limitations/Information .....</b>                               | <b>5-130</b> |

---

---

|   |                                            |              |
|---|--------------------------------------------|--------------|
| 6 | Location Based Inventory Functions.....    | 6-131        |
|   | <b>Overview .....</b>                      | <b>6-131</b> |
|   | Item Movement.....                         | 6-131        |
|   | Locations and Buckets .....                | 6-131        |
|   | Location Based Inventory Menu .....        | 6-132        |
|   | <b>Inventory Location Maintenance.....</b> | <b>6-132</b> |
|   | Define a New Inventory Location.....       | 6-135        |
|   | Inventory Location Summary Count.....      | 6-137        |
|   | Movement Pending Reconciliation.....       | 6-141        |
|   | <b>Item Transfer .....</b>                 | <b>6-145</b> |

---

---

---

# Send Us Your Comments

Oracle Retail Xstore Point-of-Service Software Shipping, Receiving, and Inventory Guide, Release 16.0.0.1

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).

---

---

**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.

---

---

Send your comments to us using the electronic mail address: [retail-doc\\_us@oracle.com](mailto:retail-doc_us@oracle.com)

Please give your name, address, electronic mail address, and telephone number (optional).

If you need assistance with Oracle software, then please contact your support representative or Oracle Support Services.

If you require training or instruction in using Oracle software, then please contact your Oracle local office and inquire about our Oracle University offerings. A list of Oracle offices is available on our web site at <http://www.oracle.com>.



---

---

# Preface

Oracle Retail Xstore is point-of-sale (POS) software. This guide describes the activities supported by Oracle Retail Xstore.

## Audience

This guide is intended for anyone responsible for inventory functions using the Xstore system, including managers and store associates responsible for shipping, receiving, and counting inventory.

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/us/corporate/accessibility/index.html>.

### Access to Oracle Support

Customers that have purchased support have access to electronic support at 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 Xstore Suite Release 16.0 documentation set.

- *Oracle Retail Xstore Suite Implementation and Security Guide*
- *Oracle Retail Xstore Suite Release Notes*
- *Oracle Retail Xstore Point-of-Service User Guide*
- *Oracle Retail Xstore Point-of-Service Mobile User Guide*
- *Oracle Retail Xstore Point-of-Service, Lane Checkout User Interface User Guide*
- *Oracle Retail Xstore Point-of-Service Manager's Guide*
- *Oracle Retail Xstore Point-of-Service Reports 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, 16.0) or a later patch release (for example, 16.0.1). 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 a document with part number E123456-01.

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

## Oracle Retail Documentation on the Oracle Technology Network

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. You can obtain them through My Oracle Support.)

## Conventions

The following text conventions are used in this document:

| Convention      | Meaning                                                                                                                                  |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <b>boldface</b> | Boldface type indicates graphical user interface elements associated with an action, emphasis, or terms defined in text or the glossary. |
| <i>italic</i>   | Italic type indicates book titles, 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.   |

---

# About Shipping, Receiving, and Inventory

---

## Overview

Xstore provides several functions to help you maintain your store's inventory through shipping, receiving, and counts. The information in this guide will help you understand what shipping, receiving, and inventory functions are available, how to access the functions you need, and how to use the processes for your business needs.

All merchandise items—whether entering the store through receiving and return functions, or leaving the store through sales and shipping functions—are tracked using an inventory process. This inventory tracking performs at the item level, resulting in an audit trail from the time the item enters the store and continuing until the item leaves the store.

## How this Guide is Organized

- [Chapter 2, “Receiving”](#) provides information about processing a shipment that has arrived in your store, including the actions you must take to add the received items into your store inventory.
- [Chapter 3, “Inventory Replenishment”](#) provides information about reviewing, and acting upon, suggested inventory orders created by the Home Office. The store can approve and/or edit the suggested orders and submit them to the vendor. In addition, this feature also gives stores the ability to create their own Inventory Replenishment orders.
- [Chapter 4, “Shipping”](#) provides information about transferring physical inventory to another store, vendor, warehouse, or customer. This chapter also includes information about creating documents, such as packing slips and shipping labels that are related to the transfer.
- [Chapter 5, “Physical Inventory Counting”](#) provides information about counting on-hand merchandise and updating local inventory. Xstore provides three different types of inventory counts to meet specific business requirements: Physical Count, Cycle Count, and Supply Count. This chapter includes procedural information for creating and finding the count documents, creating count sheets, counting the on-hand merchandise, and entering the counts into the system.
- [Chapter 6, “Location Based Inventory Functions”](#) provides information about using Location Based Inventory to track all merchandise items that leave or enter the store by associating the items with a specific inventory location. This item movement is

## Overview

---

tracked through Location IDs and Bucket IDs used to specify the physical location and the current status of each item in inventory.

---

**Note:** For information about printing labels, refer to the *Xstore Point-of-Service Manager's Guide*.

---

---

## Receiving

### Overview

The Receiving functions in Xstore allow you to process a shipment that has arrived and record actions performed on it. The receiving Xstore options allow you to document merchandise that has been shipped to the store from the home office or distribution center and is accompanied by an advanced shipping notice (ASN) in a Receiving Document.

Although Receiving Documents are usually downloaded from the home office, you can also create a Receiving Document in your store.

A variety of shipment types may be received. They include shipments such as special orders, work orders, orders, vendor shipments, store transfers, and inventory replenishments. After a shipment arrives, you can count items, add comments, change quantities, add cartons, and ultimately, close the receiving document. When the receiving document is closed, inventory is updated.

Each Receiving Document has an identifying number for the entire shipment. Each carton belonging to the shipment also has an identifying number. The Receiving Document and carton numbers usually appear on a label or shipping document affixed to each carton. A detailed list of the items in each carton is also sent.

You can also view and print a Receiving Exception Report. Refer to the *Xstore Point-of-Service Reports Guide* for more information about this report.

All receiving functions are accessed from the Back Office Menu.

## Accessing the Back Office

1. Select the **Back Office** option.
2. After logging in to the Back Office, select the **Inventory** option from the Main Menu and press **[Enter]**.

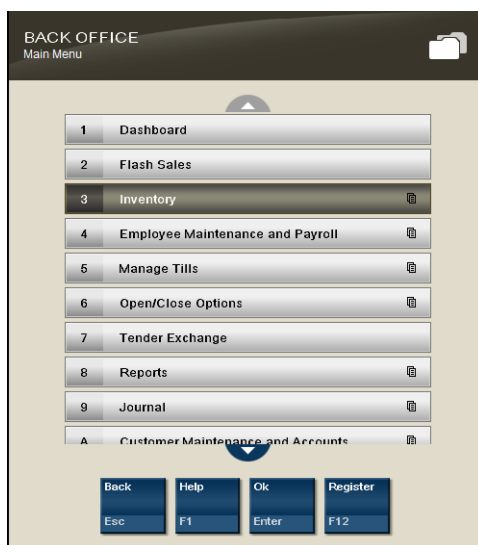


Figure 2-1: Back Office Main Menu

---

**Tip:** You can quickly select any menu option by pressing its associated number on the keyboard. For example, at the Main Menu, press the number 3 on the keyboard to display the Inventory options.

---

---

**Note:** Touch-screen users tap the item to select. See the *Xstore Point-of-Service Manager's Guide* for Back Office touch-screen options.

---

3. At the Inventory menu, select the **Receiving** option and press **[Enter]**.

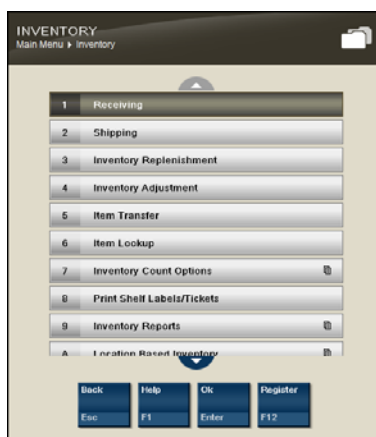


Figure 2-2: Inventory Menu



- If any Receiving Documents require your attention (as determined by your store's policies), Xstore lists the documents that require follow-up.

You have the following options:

- Select** a document from the list. Xstore displays the Receiving screen for the selected Receiving Document.  
<OR>
- Search** for a different Receiving Document. Xstore prompts for the search criteria. Enter the search criteria and Xstore displays the Receiving screen for the Receiving Document.

**ATTENTION DOCUMENTS**  
The following documents have had no activity in the previous 30 days.

| STATUS                | DOCUMENT NUMBER  | EXP RCPT DATE | STORE CREATED? |
|-----------------------|------------------|---------------|----------------|
| ASN<br>IN_PROCESS     | ASN11Q1112111114 |               | Y              |
| ASN<br>IN_PROCESS     | ASN11Q111311111M |               | Y              |
| SPECIAL_ORDER<br>OPEN | ASN11Q111311111N |               | Y              |

Back Select Search  
Esc Enter F3

---

**Important:** If no documents require your attention, Xstore immediately prompts for Receiving Document search criteria.

---

Refer to the following sections for information about processing Receiving Documents.

## Receiving Document

### Searching for a Receiving Document

- At the Receiving Document Search form, enter your search criteria:

**RECEIVING DOCUMENT SEARCH**  
Scan a document barcode or enter search criteria.

Document ID

Customer Acct. ID

Document Type

Document Status

Back Help Add New Process  
Esc F1 F7 F8

**Figure 2-3: Receiving Document Search Form**

---

**Note:** To return a list of *all* Receiving Documents, leave all fields blank and select *Process*.

---

- Scan or enter a specific Receiving Document ID.
- Scan or enter a Customer Account ID.
- Select a document type from the list in the Document Type field:

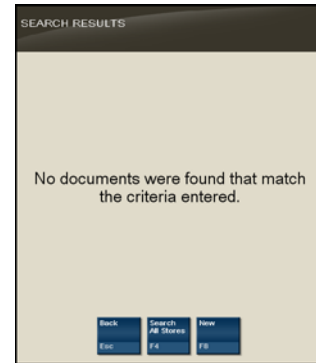
## Receiving Document

---

- ASN
  - Replenishment
  - Transfer
  - Special Order
  - Order
  - Select one or more Document Status options:
    - Open
    - In Process
    - Closed
2. Select **Process** to display Receiving Documents that match your search criteria.

## More information about Receiving document searches

- If you know a Receiving Document does not exist, you can select the **Add New** option at the Document Search form to create a new Receiving Document. See [Figure 2-3](#). For example, if a shipment arrives in your store without an accompanying Receiving Document, you can create the document so that the shipment can be received. Refer to [Creating a New Receiving Document](#) for more information about creating a new Receiving Document at the store.
- If you enter a Document ID and the specific document you are looking for is not found, you can search for the document at other stores by selecting the **Search All Stores** option at the Search Results form. This option is only available if your system is configured for centralized lookups. Xstore will query the centralized database for the Receiving Document. Use this function if you receive a shipment that is intended for another location (you can receive the shipment so that the home office knows its location, and then perform a store transfer to ship the shipment to the correct store, or follow the instructions for the shipment as instructed by the home office).
- If the document you are looking for is not found in the list of Receiving Documents, select the **New** option at the Receiving Document Search Results form ([Figure 2-4](#)) to create a new Receiving Document. Refer to [Creating a New Receiving Document](#) for more information about creating a new Receiving Document at the store.



3. You must select the record you want from the list of documents returned. Select the Receiving Document from the list and press **[Enter]**.

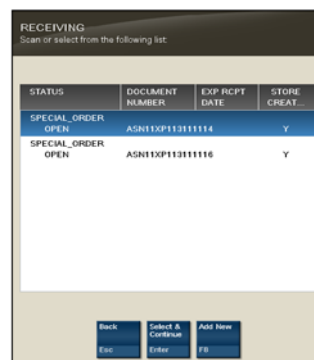


Figure 2-4: Receiving Document Search Results

## Receiving Document

Xstore displays the Receiving screen for the selected Receiving Document.

| STATUS | CARTON ID      | EXPECTED |
|--------|----------------|----------|
| OPEN   | 50643601000010 | 2        |

| Cartons | Items | Expected Date | Actual Date | Status |
|---------|-------|---------------|-------------|--------|
| 1       | 2,000 |               |             | Open   |

Figure 2-5: Receiving Screen

**Note:** *Blind Receiving* refers to processing a Receiving Document that does not include a list of the items contained in each carton. It may also refer to processing a Receiving Document that lists the items, but does not show their corresponding quantities. If you use a Blind Receiving process, your screens may differ from those shown in this section; however, the Blind Receiving process is essentially the same as outlined in the steps below.

This screen shows the following information for the Receiving Document:

- 1) Document Type
- 2) Receiving Document identifier
- 3) [OPTIONAL] Reference Identifier
- 4) Number of cartons in the Receiving Document
- 5) Total Number of items in the Receiving Document
- 6) Expected Receipt Date for the shipment
- 7) Actual Date of shipping
- 8) Status of the shipment (OPEN, IN PROCESS, CLOSED)

This screen also shows the following information for the cartons within the Receiving Document:

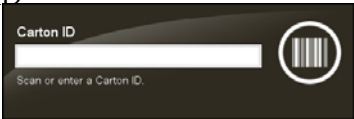
- a) Status of each carton (OPEN, IN PROCESS, CLOSED)
- b) Carton identifier
- c) Number of items in each carton

The following options are available **before** you enter or scan a carton ID:

- **Add Comment:** Select this option to add comments for this Receiving Document.
- **Receive Document in Total:** Depending upon your system’s configuration and your store policies, you may have the option to receive the entire shipment at once by selecting this option. The items will be received based on expected quantities.

## Receiving Cartons & Items

1. At the Receiving screen, scan or enter a carton ID at the Carton ID prompt and press **[Enter]**.



Xstore displays the Receiving screen showing the carton level information.

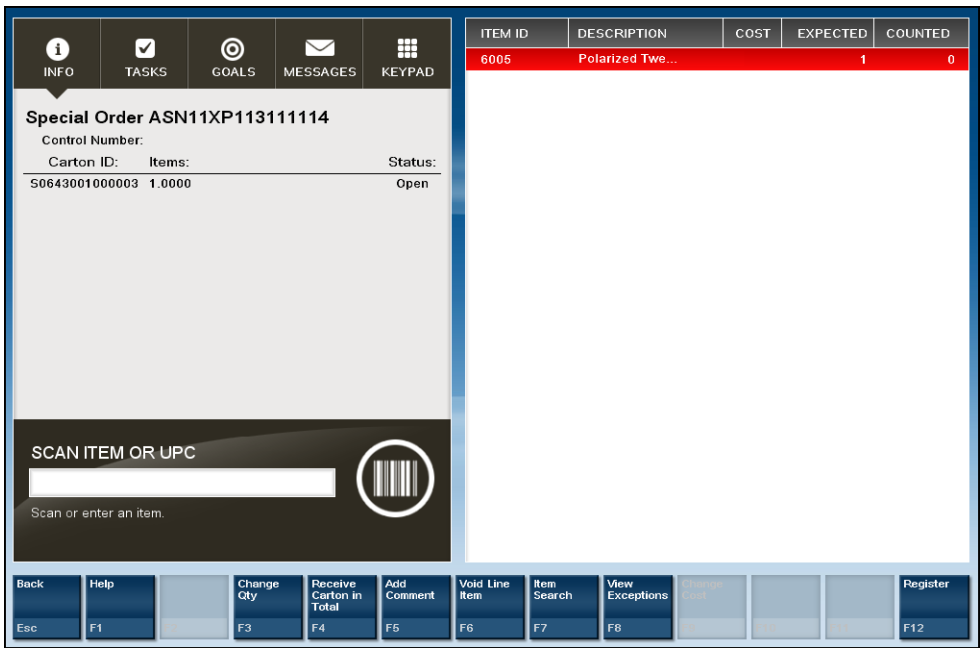


Figure 2-6: Receiving Screen - Carton Level Information

**Note:** Depending upon your system’s configuration and your store’s policies, the information displayed on the receiving screens shown here may differ from the screens in your system.

The Receiving Screen shows the following information for the Receiving Document carton:

- Document Type
- Receiving Document identifier
- Control Number for the carton
- Carton identifier
- Number of items in the carton

## Receiving Cartons & Items

---

- Status of the carton (OPEN, IN PROCESS, CLOSED)

The Receiving Screen also shows the following information for the items within the carton:

- Item Identifier
- Item Description
- Item Cost
- Number of items expected in this carton
- Number of items actually counted in this carton

2. Scan or enter the item ID you are receiving at the Item ID or UPC prompt. Refer to [Figure 2-6](#).

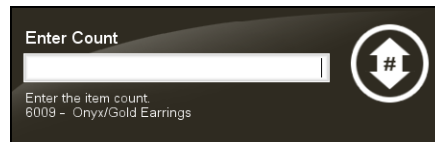
- You can scan each item individually at this prompt and the system increments the total by one each time you scan an item.
- If you enter an item ID manually, the system prompts for the total number received for this item ID.

---

**Important:** You can also scan an item ID and then select the *Change Quantity* option to enter the total number of items counted for this carton.

---

3. If prompted, enter the total number of items received for this item ID and press **[Enter]** to continue.



**Figure 2-7: Number of Items Counted Prompt**

---

**Important:** If the item is not in the list, the system adds the item ID to the item list with an expected count of zero, if allowed per your store policy for the Document Type.

---

4. Continue counting all items in this carton and press **[Esc]** (Back) to return to the Receiving screen to count another carton on the Receiving Document.

The line items in the carton are color-coded to indicate whether a follow-up condition exists:

**GREEN:** indicates the counted amount matches the expected amount.

**RED:** indicates the counted amount is different from the expected amount.

The screenshot shows a software interface for receiving cartons and items. At the top, there are tabs for INFO, TASKS, GOALS, MESSAGES, and KEYPAD. Below these, a section titled 'Special Order ASN11XP11311117' displays 'Control Number: 50643001000011' and 'Items: 1.0000'. The status is 'In Process'. A 'SCAN ITEM OR UPC' section with a barcode icon is also present. On the right, a table lists items with columns: ITEM ID, DESCRIPTION, COST, EXPECTED, and COUNTED. The table shows three items: 6005 Polarized Twe... (EXPECTED: 1, COUNTED: 1), 6003 Antix Sunglas... (EXPECTED: 0, COUNTED: 1), and 6002 Frame Strike (EXPECTED: 0, COUNTED: 2). The last two rows are highlighted in red. At the bottom, there is a keypad with buttons for Back, Help, Change City, Receive Carton in Total, Add Comment, Void Line Item, Item Search, View Exceptions, and Register. The status bar at the very bottom shows 'Back Office', 'Online', 'Datavantage Home Office 643', 'Register: 1', and the date/time '10/11/2013 3:37 PM'.

| ITEM ID | DESCRIPTION      | COST | EXPECTED | COUNTED |
|---------|------------------|------|----------|---------|
| 6005    | Polarized Twe... |      | 1        | 1       |
| 6003    | Antix Sunglas... |      | 0        | 1       |
| 6002    | Frame Strike     |      | 0        | 2       |

**Figure 2-8: Receiving Screen - Item List Showing One Discrepancy**

**Important:** As you count cartons and items, the Document status and Carton status is updated from Open to In Process.

- Continue counting all cartons and items. When you have counted all cartons and items for this Receiving Document, select the **Save & Exit** option. If prompted, select **Yes** to confirm that you want to save your changes.
- The system prompts if you would like to close this Receiving Document:

The screenshot shows a dialog box titled 'CLOSE THIS DOCUMENT?'. The main text inside the dialog box asks 'Would you like to close this document?'. At the bottom of the dialog box, there are two buttons: 'Yes' and 'No'. Below the 'Yes' button is a small 'Y' icon, and below the 'No' button is a small 'N' icon.

**Figure 2-9: Close Document Prompt**

- Select **Yes** to close the Receiving Document and set the status to CLOSED.
- Select **No** to leave this document in an in-process state so that you can continue to access this document. In base, when partially receiving a document and choosing **No** to close the document, inventory is updated. Then if the inventory item is canceled or the document is canceled, the inventory is decremented.

### Carton-Level and Item-Level Receiving Options

You have the following options available at the Receiving screen as you are receiving cartons and items:

- **Change Quantity:** Select this option to edit the quantity counted for the selected item. Refer to [To Change the Quantity of an Item](#) for procedural information.
- **Void Line Item:** Select this option to remove the selected item from the list of carton items. Refer to [To Void an Item](#) for procedural information.
- **Item Search:** Select this option to locate an item in the carton. Refer to [To Find an Item in the Carton List](#) for procedural information.
- **View Exceptions:** Select this option to view a list of exceptions found in this carton. This list includes only those items where there is a difference between the number of expected items on the shipment and the actual counted items on the shipment. Items that are in balance are not included. Refer to [To View Exceptions](#) for procedural information.
- **Add Comment:** Select this option to add comments for this Receiving Document. Refer to [To Add a Comment](#) for procedural information.
- **Receive Carton in Total:** Depending upon your system's configuration and your store's policies, you may receive the entire carton at once by selecting this option. Items are received based on expected quantities. Refer to [To Receive a Carton in Total](#) for procedural information.

#### To Change the Quantity of an Item

The **Change Quantity** option allows you to record the actual number of items that you count in a carton or to change a number that has already been recorded for the item. For example, if you receive a large quantity of an item in the shipment, you can scan the barcode on one item to add it to the list of items. Then use the **Change Quantity** option to enter the actual number counted rather than scanning each item individually.

1. At the Receiving screen, select the **Change Quantity** option.
2. Use the up and down arrow keys to select the item in the carton that you want to count and press [Enter].
3. When prompted, enter the count (quantity) of items and then press [Enter].

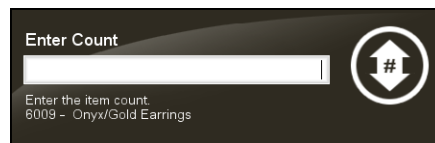


Figure 2-10: Enter Quantity Prompt

Xstore updates the count on the Receiving screen.

#### To Void an Item

---

**Important:** If you add a line item to a carton you may void the line if you make a mistake.

---

1. At the Receiving screen, select the **Void Line Item** option.



2. Use the up and down arrow keys to select the item in the carton that you want to void and press **[Enter]**.

If the item can be voided, Xstore removes the item from the list of items in the carton.

### To Find an Item in the Carton List

If the carton contains a long list of items, you can use the Item Search option to quickly locate a specific item ID.

1. At the Receiving screen, select the **Item Search** option.
2. Xstore prompts for the item you are looking for. Enter the item ID and press **[Enter]**.

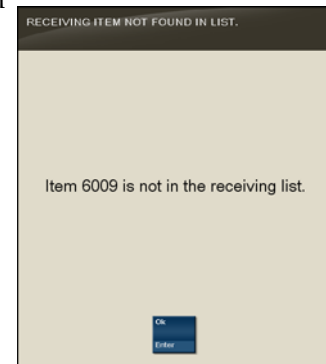


**Figure 2-11: Item ID Search Prompt**

Xstore locates and highlights the item in the list.

---

**Note:** If the item is not in the list, the system displays a message indicating that it was not found. Acknowledge the message by pressing **[Enter]** to return to the Receiving screen.



---

### To View Exceptions

Use the **View Exceptions** option to list any items that have a difference between the number of expected items in the shipment and the actual **counted items** in the shipment. Items that are in balance are not included.

---

**Important:** For user-created documents, the expected item count is always zero. Only documents created by the home office and downloaded to the store, or documents created automatically by the Order process, show an expected quantity greater than zero.

---

1. At the Receiving screen, select the **View Exceptions** option.

Xstore displays the items in the carton that have a discrepancy between the number of items expected and the number of items counted.

CARTON EXCEPTIONS  
The following items are not in balance.

| ITEM ID | DESCRIPTION    | CO... | EXPECT... | COUNT... |
|---------|----------------|-------|-----------|----------|
| 6003    | Antix Sungl... |       | 0         | 1        |
| 6002    | Frame St...    |       | 0         | 2        |

Back

Esc

Figure 2-12: Carton Exceptions List

- 2. Press [Esc] or select **Back** to return to the Receiving screen. There you can make adjustments after recounting the items in the carton.

**To Add a Comment**

Use the **Add Comment** option to add any pertinent comments about the carton. The comments will be associated with the carton in the receiving document.

- 1. At the Receiving screen, select the **Add Comment** option.

**Note:** Comments may be added at both the Document and Carton levels.

- 2. Xstore displays the Receiving Document Note form.

RECEIVING DOCUMENT NOTE  
Enter or edit the document comment.

Back

On

Esc

Enter

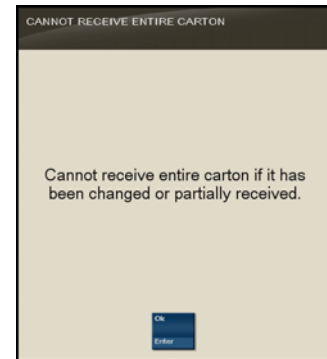
Figure 2-13: Receiving Document Note Form

- 3. Type a comment and press [Enter] to return to the Receiving screen.

## To Receive a Carton in Total

Use the **Receive Carton in Total** option to accept the entire carton at once, based on the expected quantities in the carton.

**Important:** You cannot receive the carton in total if the shipment has been partially processed. If some of the items have been received previously, the system prompts with a message indicating that you cannot receive the carton in total.



1. At the Receiving screen, select the **Receive Carton in Total** option.
2. The items are received based on expected quantities in the carton. The status of the carton and the Receiving Document is changed to **In Process**.
3. Select the **Save & Exit** option, and when prompted to confirm that you want to close the document, select **Yes**. The carton status and the document status are changed to **Closed**.

## Creating a New Receiving Document

Receiving Documents are usually downloaded from the home office; however, you can also create a Receiving Document in your store if a shipment arrives without one. Use the following process to create a new Receiving Document so that you can receive the shipment and update inventory.

1. At the Receiving Document Search form or the Receiving search results form, select the **Add New** option to create a new Receiving Document.

Figure 2-14: Receiving Document Search Form

| STATUS                | DOCUMENT NUMBER  | EXP. RCPT DATE | STORE CREAT |
|-----------------------|------------------|----------------|-------------|
| SPECIAL_ORDER<br>OPEN | ASN11XP113111114 |                | Y           |

Figure 2-15: Receiving Search Results Form

## Adding a New Carton to a Receiving Document

---

2. Xstore displays the Add Receiving Document form:

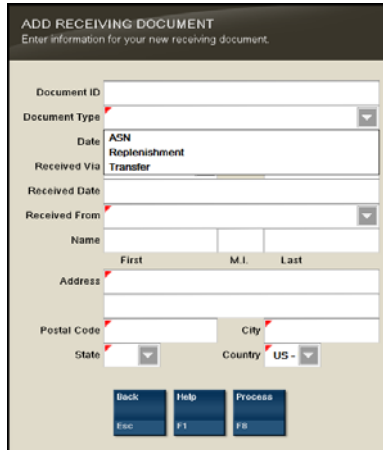


Figure 2-16: Add Receiving Document Form

Enter the information as required:

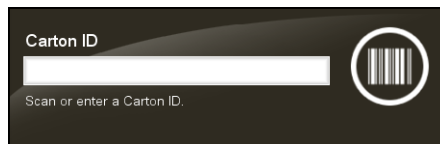
- **Document ID:** Depending upon your system's configuration, Xstore may generate this number automatically.
  - **Document Type [REQUIRED]:** Select the Receiving Document type from the list.
  - **Date:** The date the Receiving Document was created. The default is today's date.
  - **Received Via:** Select the method by which the shipment was received (for example, UPS, FedEx, etc.).
  - **Track #:** Enter the Tracking Number found on the shipment, if it is known.
  - **Received Date:** Enter the date the shipment was received in your store.
  - **Received From [REQUIRED]:** Select the location from which the shipment was shipped.
  - **Name:** Enter the name.
  - **Address [REQUIRED] fields:** Enter the address information.
3. When you have entered all the information for this new Receiving Document, select the **Process** option.
  4. Xstore prompts for the carton and item information. Refer to [Adding a New Carton to a Receiving Document](#) for procedural information.

## Adding a New Carton to a Receiving Document

If you receive a carton that is not listed on the Receiving Document, you can add the carton and its associated items to receive it. You can also add cartons to a new Receiving Document you created in your store.

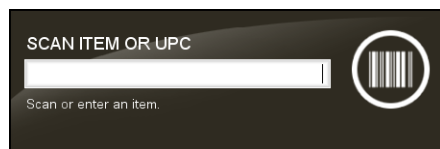
1. Xstore prompts for the Carton ID whenever you create a new Receiving Document in your store.

Scan or enter the Carton ID at the prompt and press [Enter].



**Figure 2-17: Carton ID Prompt**

2. At the Item ID or UPC prompt, scan or enter the item ID you are receiving.



**Figure 2-18: Item ID or UPC Prompt**

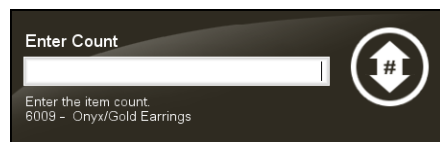
- If you scan each item individually at this prompt, Xstore increments the total by one each time you scan an item.
- If you enter an item ID manually, Xstore prompts for the total number received for this item ID.

---

**Important:** You can also scan an item ID and then select the **Change Quantity** option to enter the total number of items counted for this carton.

---

3. If prompted, enter the total number of items received for this item ID and press [Enter] to continue.



**Figure 2-19: Number of Items Counted Prompt**

4. Continue adding all items in the carton. After all items in the carton have been added, including each item's quantity, press [Esc] to return to the Receiving screen. You may add another carton on the Receiving Document, if needed.
5. After you have counted all cartons and items for this Receiving Document, select the **Save & Exit** option.
6. Xstore prompts you to close the Receiving Document:
  - Select **Yes** to close the Receiving Document and set the status to CLOSED.
  - Select **No** to leave this document in an IN PROCESS state. You can continue to make additional changes until you close the document and update inventory.

# Receiving Exception Report

This report shows a document-by-document list of items that were received but had a difference between the expected quantity and the actual quantity. The report includes the total number of items in each carton (expected and actual), for each Receiving Document number.

This report allows you to query by Date, Document ID Number, Carton Number and Document Type. The report can be viewed on the screen and printed.

This report includes the following information:

- Date
- Item ID
- Serial Number
- Description
- Expected Amount
- Received Amount
- Difference Between Expected and Received
- Document ID
- Carton #
- Document Total
- Carton Total

## Running the Receiving Exception Report

1. After logging in to the Back Office, select and enter **Inventory --> Inventory Reports --> Receiving Exception Report**.
2. The Receiving Exception Report parameters form displays. Enter your criteria to generate the report:

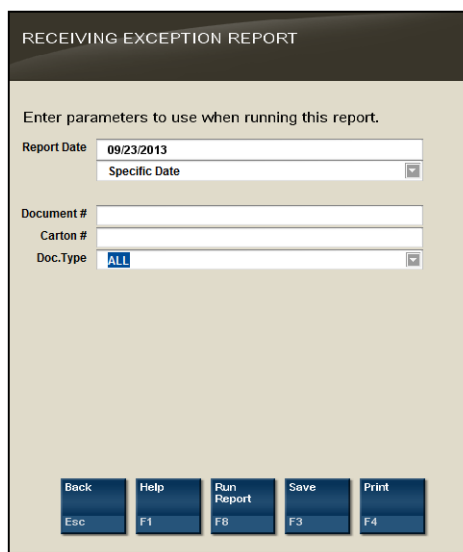


Figure 2-20: Receiving Exception Report Form

- A specific start date (as shown in [Figure 2-20](#) above)  
<OR>
- A relative date option from the list. For example, yesterday or today.



Figure 2-21: List of Relative Dates

- Receiving Document#
- Carton Number
- Document Type (list below)

Figure 2-22: List of Document Types

3. Select one of these options to finish your report:
  - a. **Run Report:** Execute the report and display the results on the screen.
  - b. **Print:** Execute the report and send the results to a printer.
  - c. **Save:** You can save this report with the current data, or save only the report parameters to run this specific report with these parameters again.

## Receiving Exception Report

---

If you save the report, assign a name to it so it can be viewed whenever needed. Xstore suggests a name, but you may type in the **Save Report As** field and change it.

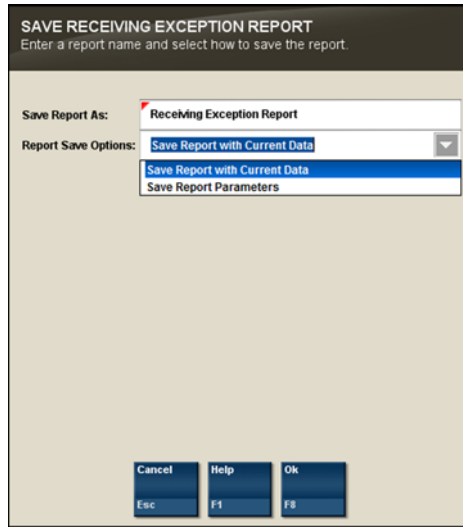
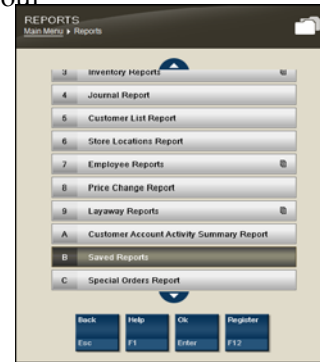


Figure 2-23: Save Report Options

4. Choose one of the options in the Report Save Options list:
  - Save Report with Current Data** - To save the report with the current values.
  - Save Report Parameters** - To save only the parameters to use these parameters as a template to generate a new report later.
5. Select **Ok** to save the report. Reports are saved to your personal report area and can be retrieved from the, **Saved Reports** menu option and press [Enter].



---

**Note:** Refer to the *Xstore Reports Guide* for more information about setting up and running reports.

---



## Receiving Exception Report Example

| Receiving Exception Report              |         |          |                                |                    |          |            |
|-----------------------------------------|---------|----------|--------------------------------|--------------------|----------|------------|
| Report Date: 07/30/2016                 |         |          |                                | Document Type: ALL |          |            |
| Date                                    | Item Id | Serial # | Description                    | Expected           | Received | Difference |
| DOCUMENT #: ASN116W113111117A           |         |          |                                |                    |          |            |
| CARTON #: 888                           |         |          |                                |                    |          |            |
| 07/30/2016                              | 6002    |          | Sun Glasses R5                 | 0                  | 3        | 3          |
| 07/30/2016                              | 6004    |          | Sun Glasses TWLP               | 0                  | 12       | 12         |
| 07/30/2016                              | 6005    |          | Sun Glasses NLP                | 0                  | 5        | 5          |
| (CARTON #: 888) Total :                 |         |          |                                | 0                  | 20       | 20         |
| CARTON #: 999                           |         |          |                                |                    |          |            |
| 07/30/2016                              | 1002    |          | BLK DRESS W/SCALLOP NECK       | 0                  | 3        | 3          |
| 07/30/2016                              | 1003    |          | TAUPE/ROSE SLVLS HNDKCHIEF DRE | 0                  | 6        | 6          |
| 07/30/2016                              | 1004    |          | BRNTORG SLVLS TRPLE TIER DRESS | 0                  | 2        | 2          |
| (CARTON #: 999) Total :                 |         |          |                                | 0                  | 11       | 11         |
| (DOCUMENT #: ASN116W113111117A) Total : |         |          |                                | 0                  | 31       | 31         |

Figure 2-24: Receiving Exception Report

**Important:** In this example, the expected count is zero for all items. User-created receiving documents always have an expected item count of zero. Only documents downloaded from the home office or generated automatically by the Order process, show an expected item count.

## Receiving Exception Report

---

---

# Inventory Replenishment

## Overview

The Inventory Replenishment function in Xstore allows stores to review suggested inventory orders that the Home Office has created for them. The store can then approve and/or edit the suggested orders and submit them to the Vendor.

This feature also gives stores the ability to create their own Inventory Replenishment orders.

## Accessing the Back Office

1. At the Register Login screen, select the **Back Office** option.
2. Log in to the Back Office and select the **Inventory** option from the Main Menu. Press [Enter].

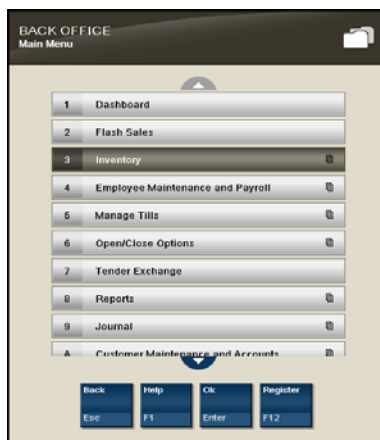
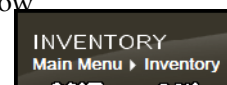


Figure 3-1: Back Office Main Menu

---

**Tip:** The bread crumbs at the top of the screen allow you to navigate to previous menus.



- At the Inventory menu, select **Inventory Replenishment** and press [Enter].

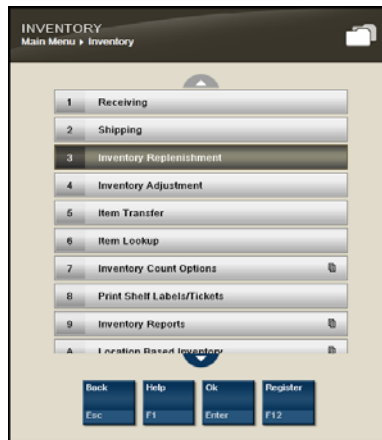


Figure 3-2: Inventory Menu

## Inventory Replenishment Document

### Searching for a Replenishment Document

- At the Inventory Replenishment search form, enter your search criteria:

Figure 3-3: Document Search Form

- Scan or enter a specific Inventory Replenishment Request #
- Enter Start and/or End Dates
- Select one or more Status options:
  - Open
  - Submitted
  - Confirmed
  - Partially Received

- Closed
  - Cancelled
  - Enter a Source Entity
  - Scan or enter an Item Id
2. Select **Process** to display Inventory Replenishment Documents that match your search criteria.

### More information about document searches

**Tip:**

- If you know a Replenishment Document does not exist, you can select the **Add New** option at the Document Search form ([Figure 3-3](#)) to create a new Inventory Replenishment Document. Refer to [Creating a New Inventory Replenishment Order](#) for more information about creating a new Inventory Replenishment Document at the store.
- If the document you are looking for is not found in the list of Replenishment Documents, select the **Add New** option at the Inventory Replenishment Document Search Results form ([Figure 3-4](#)) to create a new Inventory Replenishment Document. Refer to [Creating a New Inventory Replenishment Order](#) for more information about creating a new Inventory Replenishment Document at the store.

3. Select the Replenishment Document you want to view from the list and press **[Enter]**.

| INVENTORY REPLENISHMENT       |           |             |
|-------------------------------|-----------|-------------|
| Select a replenishment order. |           |             |
| REQUEST #                     | STATUS    | CREATE D... |
| RO0643001000003               | SUBMITTED | 09/23/2013  |
| RO0643001000004               | SUBMITTED | 09/23/2013  |

Back  
Esc

Process  
Enter

Add New  
F6

**Figure 3-4: Inventory Replenishment Document Search Results**

## Inventory Replenishment Document

Xstore displays the Replenishment screen for the selected Document.

| ITEM ID       | DESCRIPTION                |
|---------------|----------------------------|
| 1002          | COTTON JERSEY TIERED DRESS |
| Source Id     | Suggested 0 Confirmed 0    |
| Pack Size     | Order Qty 1 Shipped 0      |
| On Hand 1,000 | Received 0                 |
| 1003          | TIE WAIST SHIRT DRESS      |
| Source Id     | Suggested 0 Confirmed 0    |
| Pack Size     | Order Qty 2 Shipped 0      |
| On Hand 1,000 | Received 0                 |

**Figure 3-5: Inventory Replenishment Screen**

This screen shows the following information for the Inventory Replenishment Document:

- Replenishment Document identifier
- Request Date
- Requestor ID
- Store Number
- Created: (Store or Home Office)
- Status of the shipment: (OPEN, SUBMITTED, CONFIRMED, PARTIALLY RECEIVED, CLOSED)
- Items: how many unique items are in the order
- Units: total number of items in the order
- Weight (lbs): total weight of the order. This is only available if each of the items has a weight identified.
- Comments
- For each item:
  - Item ID
  - Description
  - Source Id
  - Pack Size
  - On Hand Qty

- Suggested Order
- Order Qty
- Confirmed
- Shipped
- Received

## Inventory Replenishment Order Status Definitions

An Inventory Replenishment order can be in one of the following statuses:

- **OPEN:** This is the initial status that an order is in after being created in Xstore or when sent as a suggestion from the Home Office. This is the only status an order can be in to update or edit.
- **SUBMITTED:** The order can go into a SUBMITTED status when all items in the order are approved.
- **CONFIRMED:** Home Office can send orders down in a CONFIRMED status which means they are not suggestions and are not changeable.
- **PARTIALLY RECEIVED:** When any item in the order is received, but not all items, the order is PARTIALLY RECEIVED. See [Inventory Replenishment](#) for more information on Receiving Inventory Replenishment orders.
- **CLOSED:** The order is considered CLOSED when all items are received or the order is Force Closed.
- **CANCELLED:** Home Office or the Store can cancel an order. Once cancelled it cannot be edited or re-opened.

## Adding Items to an Inventory Replenishment Order

---

**Note:** Items can only be added to Inventory Replenishment Orders that are in an OPEN status. Follow step 2 to add items to an order.

---

## Inventory Replenishment Options

The following option is available at the Inventory Replenishment screen for all orders/statuses:

- **Print Options:** Select this option to view the printable reports available for this order. Refer to [Print Options](#) for procedural information.

The following option is available at the Inventory Replenishment screen for all CONFIRMED, SUBMITTED, and PARTIALLY RECEIVED orders:

- **Force Close:** Select this option to force close the order without manually receiving the items. Refer to [Force Close](#) for procedural information.

The following options are only available at the Inventory Replenishment screen for orders that are in an OPEN status:

- **Save & Exit:** Select this option to save your changes and return to the list of documents.
- **Submit:** Select this option to approve the order. This will change the status of the order to Submitted. Refer to [Submit an Order](#) for procedural information.

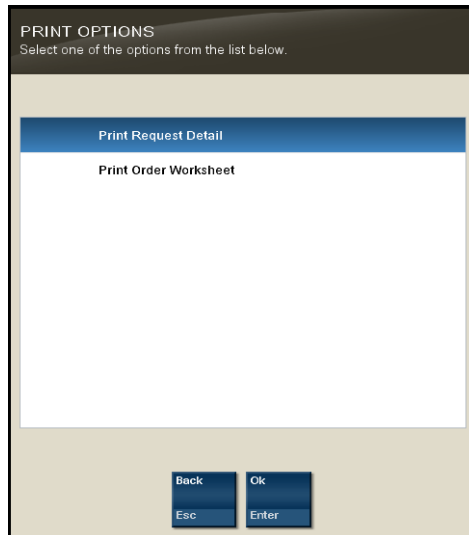
## Inventory Replenishment Options

---

- **Add/Edit Header Comment:** Select this option to add comments to the document. Refer to [Add or Edit Header Comments](#) for procedural information.
- **Delete Header Comment:** Select this option to remove comments from the document. Refer to [Delete Header Comments](#) for procedural information.
- **Add Non-Merch:** Select this option to add Non-Merchandise items to the document. Refer to [Add Non-Merchandise](#) for procedural information.
- **Cancel:** Select this option to cancel the order. This will change the status of the order to Cancelled. Cancelled orders cannot be edited or submitted.
- **Change Item:** Select this option to change the quantity of, add/edit/remove comments for, or edit the source of a specific item within the order. Refer to [Change an Item](#) for procedural information.
- **Item Lookup:** Select this option to look up an item ID in the file. You also have the options to add the item to the Replenishment Document. Refer to [Item Lookup](#).

## Print Options

Select **Print Options** from within a Replenishment Order for the following printing options.



**Figure 3-6: Print Options**

- **Print Request Detail** - Prints the Replenishment Product Request Report for the selected order. See [Replenishment Product Request Report](#) for an example.
- **Print Order Worksheet** - Prints a Replenishment Worksheet that details the following information for each item in the order:
  - Source Id
  - Item Id
  - Item Description
  - Order
  - Pack Size
  - On Hand
  - Suggested (quantity)



- Confirmed (quantity)
- Shipped (quantity)
- Received (quantity)

| Store #: 643                        |         |                  |       |           |         |           |           |         |          |
|-------------------------------------|---------|------------------|-------|-----------|---------|-----------|-----------|---------|----------|
| Requisition Date: 04/05/2016        |         |                  |       |           |         |           |           |         |          |
| Requisition Number: R00643001000004 |         |                  |       |           |         |           |           |         |          |
| Source Id                           | Item ID | Item Description | Order | Pack Size | On Hand | Suggested | Confirmed | Shipped | Received |
|                                     | 6005    | Polarized        | 5     | 0         | 1000    | 0         | 0         | 0       | 0        |
|                                     | 6007    | Jewelry Cleaner  | 3     | 0         | 1000    | 0         | 0         | 0       | 0        |
|                                     | 6011    | Time Black       | 2     | 0         | 997     | 0         | 0         | 0       | 0        |

Figure 3-7: Replenishment Worksheet

## Force Close

Replenishment Orders with a CONFIRMED, SUBMITTED, or PARTIALLY RECEIVED status can be forced to close without receiving the items. Once force closed, the order cannot be edited or reopened.

1. Select **Force Close** on the Replenishment screen.
2. Enter your Employee ID and Password if your system requires a security login to perform a force close. Select Process to continue.

SECURITY  
Force Close Replenishment

Enter employee ID and password to verify identity.

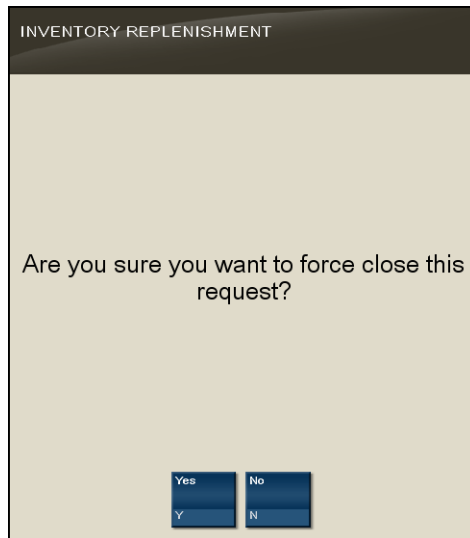
Employee ID

Password

Back   Help   Process  
Esc   F1   F8

Figure 3-8: Security Verification Prompt

3. An Inventory Replenishment prompt displays to confirm that you want to force close the request:



**Figure 3-9: Force Close Prompt**

- Select **Yes** to close the Replenishment Order.
- Select **No** to return to the Replenishment screen.

## Submit an Order

Once a Replenishment Order is reviewed and approved you can Submit the order to the vendor(s).

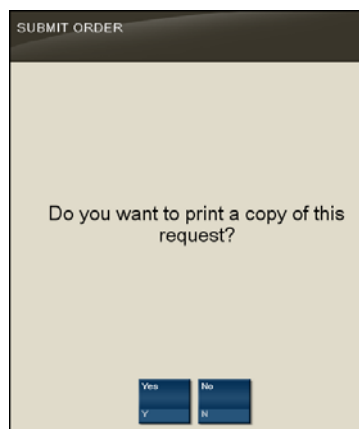
1. Select **Submit Order** from the Replenishment screen.
2. When prompted, select **Yes** to Submit the order.

---

**Note:** If you do not want to submit the order, select **No** to cancel the request and return to the Replenishment screen.

---

The Submit Order prompt will ask if you want to print a copy of the request.



**Figure 3-10: Print Copy of Request Prompt**

- Select **Yes** to print a Product Request Detail Status report.

- Select **No** if you do not wish to print. You will return to the Inventory Replenishment search screen.

## Add or Edit Header Comments

Xstore allows you to add delivery or free-form comments to a Replenishment Order that is in an OPEN status. These comments display on the Replenishment screen as well as the Product Detail Status Report.

1. Select **Add/Edit Header Comment** from the Replenishment screen.
2. Select the type of comment you want to add or edit: Next Day Delivery, Second Day Delivery, or Free Form.

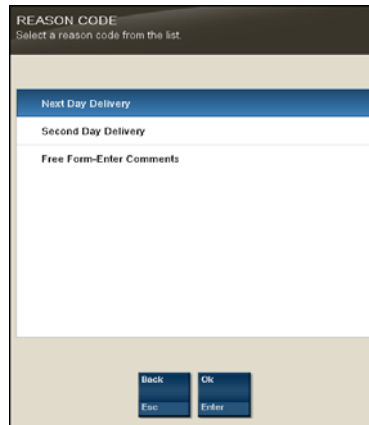
The screenshot shows a mobile application screen titled "REASON CODE" with the instruction "Select a reason code from the list." Below the title, there are three selectable options: "Next Day Delivery" (highlighted with a blue header), "Second Day Delivery", and "Free Form-Enter Comments". At the bottom of the screen, there are four buttons arranged in a 2x2 grid: "Back", "OK", "Yes", and "Enter".

Figure 3-11: Header Comment Prompt

3. For Next Day Delivery and Second Day Delivery, confirm that you want to add a comment.

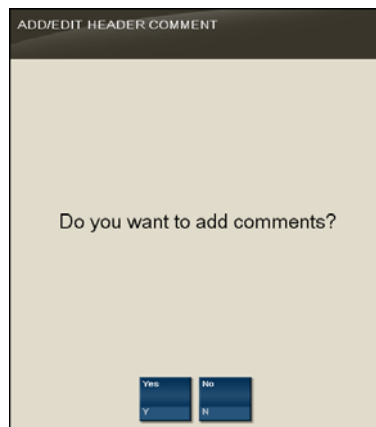
The screenshot shows a mobile application screen titled "ADD/EDIT HEADER COMMENT". The main text on the screen is "Do you want to add comments?". At the bottom, there are two buttons: "Yes" (with a small "Y" below it) and "No" (with a small "N" below it).

Figure 3-12: Header Comment Confirmation

- Select **Yes** to create a comment.
- Select **No** to cancel and return to the Replenishment screen.

4. Enter the comment that you want to display. If there is already a comment of the selected type, then you will be able to edit it here.

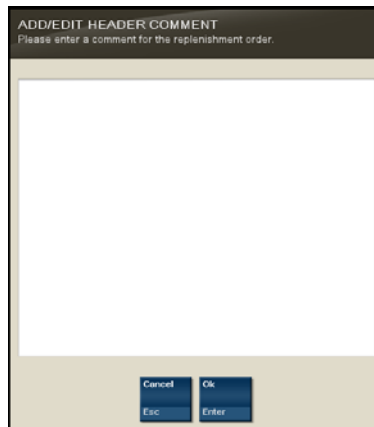
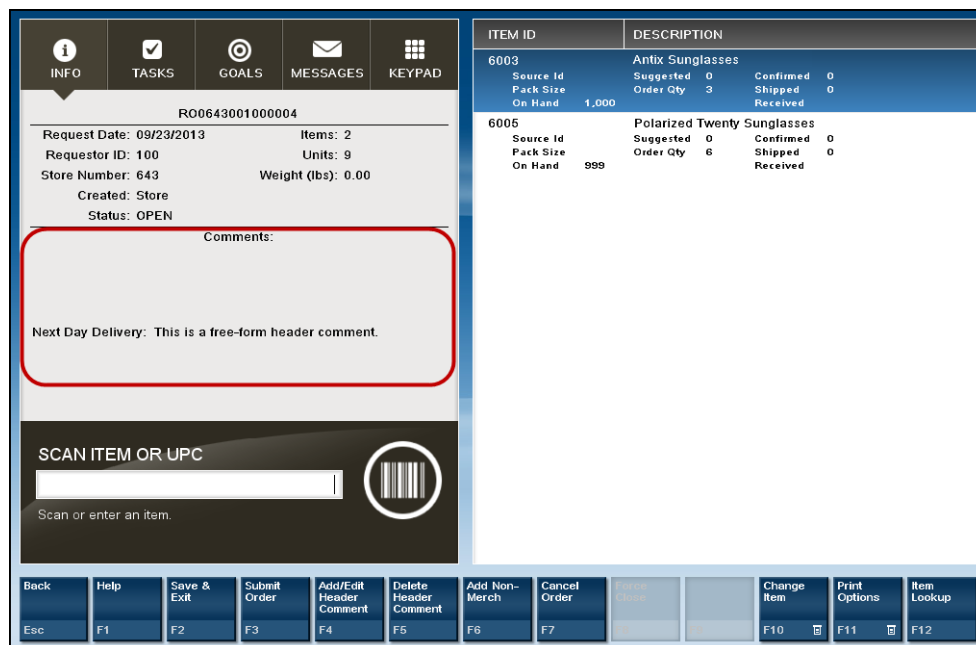


Figure 3-13: Header Comment Entry/Edit

- Select **Ok** to save your comment and return to the Replenishment screen.
  - Select **Cancel** to cancel your request.
5. The comment(s) display on the Replenishment screen.



| ITEM ID   | DESCRIPTION                 |
|-----------|-----------------------------|
| 6003      | Antix Sunglasses            |
| Source Id | Suggested 0 Confirmed 0     |
| Pack Size | Order Qty 3 Shipped 0       |
| On Hand   | 1,000 Received 0            |
| 6005      | Polarized Twenty Sunglasses |
| Source Id | Suggested 0 Confirmed 0     |
| Pack Size | Order Qty 6 Shipped 0       |
| On Hand   | 999 Received 0              |

Figure 3-14: Header Comments

**Note:** If you do not select Save & Exit after entering Header Comments, they will not save with the order.

## Delete Header Comments

Remove Header comments quickly by using the Delete Header Comment function.

1. Select **Delete Header Comment** from the Replenishment screen.

The screenshot displays the Inventory Replenishment screen. The top navigation bar includes icons for INFO, TASKS, GOALS, MESSAGES, and KEYPAD. The main area is divided into two panels. The left panel shows order details for RO0643001000013, including Request Date (10/02/2013), Requestor ID (100), Store Number (643), and Status (OPEN). The right panel shows a list of items, with the first item being 'PEASANT TOP JERSEY DRESS' (ITEM ID 1006). The bottom of the screen features a keypad with various function keys like Back, Help, Save & Exit, Submit Order, Add/Edit Header Comment, Delete Header Comment, Add Non-Merch, Cancel Order, Change Item, Print Options, and Item Lookup. A status bar at the very bottom shows 'Back Office | John Smith | Online | Datavantage Home Office 643 | Register: 1 | 10/02/2013 | 9:17 AM | ? F1'.

Figure 3-15: Replenishment Screen

2. Select the comment that you would like to delete and select **Ok**.

The screenshot shows a dialog box titled 'DELETE HEADER COMMENT' with the instruction 'Please select a comment to delete.' The dialog contains a table with two columns: 'REASON CODE' and 'DESCRIPTION'. The first row shows 'Next Day Delivery' with the description 'This is a free-form header comment.' Below the table, there are two buttons: 'Back' and 'Ok'.

Figure 3-16: Delete Header Comment Selection

3. The selected comment is removed from the Replenishment order.

## Add Non-Merchandise

Xstore allows you to add Non-Merchandise items to a Replenishment Order.

1. Select **Add Non-Merch** from the Replenishment screen.

The screenshot shows the Xstore Replenishment screen. The top navigation bar includes icons for INFO, TASKS, GOALS, MESSAGES, and KEYPAD. The main area is divided into two panes. The left pane displays request details for RO0643001000013, including Request Date (10/02/2013), Requestor ID (100), Store Number (643), and Status (OPEN). The right pane shows a table of items, with the first item being 'PEASANT TOP JERSEY DRESS' (ITEM ID 1006). The bottom of the screen features a row of buttons: Back, Help, Save & Exit, Submit Order, Add/Edit Header Comment, Delete Header Comment, Add Non-Merch, Cancel Order, Change Item, Print Options, and Item Lockup. The status bar at the very bottom shows 'Back Office | John Smith | Online | Datavantage Home Office 643 | Register: 1 | 10/02/2013 | 9:17 AM | F1'.

| ITEM ID   | DESCRIPTION              |          |           |   |
|-----------|--------------------------|----------|-----------|---|
| 1006      | PEASANT TOP JERSEY DRESS |          |           |   |
| Source Id | Suggested                | 0        | Confirmed | 0 |
| Pack Size | Order Qty                | 5        | Shipped   | 0 |
| On Hand   | 997                      | Received | 0         |   |

Figure 3-17: Replenishment Button Options

2. Select the Non-Merchandise code from the list and then select **Ok**.

The screenshot shows the 'NON-MERCHANDISE CODE' selection screen. The title bar reads 'NON-MERCHANDISE CODE' and the instruction says 'Please select a non-merchandise group.' The main area is a large white box with a blue header bar that says 'Pre Paid Advertising'. At the bottom of the screen, there are two buttons: 'Back' (with 'Esc' below it) and 'Ok' (with 'Enter' below it).

Figure 3-18: Add Non-merchandise Selection

3. Select a Non-Merchandise item and press [Enter].

NON-MERCHANDISE ITEMS  
Please select a non-merchandise item.

Prepaid advertisement 1 description

Back Ok  
Esc Enter

Figure 3-19: Non-Merchandise Items

4. In the Quantity to Order field, type the quantity and press [Enter].

| ITEM ID   | DESCRIPTION              |   |           |   |
|-----------|--------------------------|---|-----------|---|
| 1005      | PEASANT TOP JERSEY DRESS |   |           |   |
| Source ID | Suggested                | 0 | Confirmed | 0 |
| Pack Size | Order Qty                | 5 | Shipped   | 0 |
| On Hand   | 970                      |   | Received  |   |

Quantity to order  
5  
Enter the order quantity

Back Help Save & Exit Submit Order Add/Edit Header Comment Delete Header Comment Add Non-Merch Cancel Order Change Item Print Options Item Lookup  
Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

Figure 3-20: Non-Merchandise Quantity

5. The Non-Merchandise item is added to the item list.

The screenshot displays a software interface for inventory management. On the left, a sidebar contains navigation icons for INFO, TASKS, GOALS, MESSAGES, and KEYPAD. Below these, a form displays request details: Request Date: 08/06/2014, Requestor ID: 100, Store Number: 101, Created: STORE, Status: OPEN, and a Comments section. A 'SCAN ITEM OR UPC' section with a barcode icon and input field is also present. The main area on the right shows a table of items. The first item is '1005 PEASANT TOP JERSEY DRESS' with various status metrics. The second item, '2013 Prepaid avertisement 1 description', is highlighted with a yellow border, indicating it is the non-merchandise item being added. A bottom toolbar contains buttons for Back, Help, Save & Exit, Submit Order, Add/Edit Header Comment, Delete Header Comment, Add Non-Merch, Cancel Order, Change Item, Print Options, and Item Lookup, each associated with a specific function key (F1-F12).

| ITEM ID     | DESCRIPTION                        |
|-------------|------------------------------------|
| 1005        | PEASANT TOP JERSEY DRESS           |
| Source ID   | Suggested 0 Confirmed 0            |
| Pack Size   | Order Qty 5 Shipped 0              |
| On Hand 970 | Received 0                         |
| 2013        | Prepaid avertisement 1 description |
| Source ID   | Suggested 0 Confirmed 0            |
| Pack Size   | Order Qty 5 Shipped 0              |
| On Hand 0   | Received 0                         |

Figure 3-21: Non-merchandise Example

### Change an Item

The **Change Item** button menu option allows you to:

- Change the quantity
- Add or edit an item comment
- Delete an item comment
- Edit the source of an item
- Void an item



| ITEM ID     | DESCRIPTION              |
|-------------|--------------------------|
| 1005        | PEASANT TOP JERSEY DRESS |
| Source Id   | Suggested 0 Confirmed 0  |
| Pack Size   | Order Qty 5 Shipped 0    |
| On Hand 997 | Received                 |

|                          |  |                    |
|--------------------------|--|--------------------|
| Request Date: 10/02/2013 |  | Items: 1           |
| Requestor ID: 100        |  | Units: 5           |
| Store Number: 643        |  | Weight (lbs): 0.00 |
| Created: Store           |  |                    |
| Status: OPEN             |  |                    |
| Comments:                |  |                    |

SCAN ITEM OR UPC



Scan or enter an item.

|      |      |             |              |                         |                       |               |              |             |             |             |               |             |
|------|------|-------------|--------------|-------------------------|-----------------------|---------------|--------------|-------------|-------------|-------------|---------------|-------------|
| Back | Help | Save & Exit | Submit Order | Add/Edit Header Comment | Delete Header Comment | Add Non-Merch | Cancel Order | Change Item | Change Item | Change Item | Print Options | Item Lookup |
| Esc  | F1   | F2          | F3           | F4                      | F5                    | F6            | F7           | F8          | F9          | F10         | F11           | F12         |

|                          |        |                             |             |                    |      |
|--------------------------|--------|-----------------------------|-------------|--------------------|------|
| Back Office   John Smith | Online | Datavantage Home Office 643 | Register: 1 | 10/02/2013 9:17 AM | ? F1 |
|--------------------------|--------|-----------------------------|-------------|--------------------|------|

Figure 3-22: Replenishment Screen

**To Change Item Quantities**

1. Select **Change Item** from the Replenishment screen.
2. Select **Change Quantities** and press [Enter].

CHANGE ITEM

Select one of the options from the list below.

|                       |
|-----------------------|
| Change Quantities     |
| Add/Edit Item Comment |
| Delete Item Comment   |
| Edit Source           |
| Void Item             |

|      |       |
|------|-------|
| Back | Ok    |
| Esc  | Enter |

Figure 3-23: Change Item Options

3. Select the item from the list and press [Enter].

[illegible]

**Figure 3-24: Select View Port Item**

- In the Quantity to Order field, type the new quantity and press [Enter]. The system displays the new quantity.

The screenshot displays a software interface for inventory management. On the left, there is a navigation bar with icons for INFO, TASKS, GOALS, MESSAGES, and KEYPAD. Below this is a numeric keypad with digits 0-9, a decimal point, and navigation arrows. At the bottom of the keypad area is a 'Quantity to order' field with the number '5' entered and a circular arrow icon. The main area on the right shows a list of items with columns for ITEM ID, DESCRIPTION, and various status fields (Suggested, Confirmed, Order Qty, Shipped, Received). Two items are visible: 'Pit Bull Sunglasses' (ITEM ID 6004) and 'Polarized Twenty Sunglasses' (ITEM ID 6005). At the bottom of the screen is a row of function buttons including Back, Help, and Register.

| ITEM ID | DESCRIPTION                 | Suggested | Confirmed | Order Qty | Shipped | Received |
|---------|-----------------------------|-----------|-----------|-----------|---------|----------|
| 6004    | Pit Bull Sunglasses         | 0         | 0         | 5         | 0       | 0        |
| 6005    | Polarized Twenty Sunglasses | 0         | 0         | 5         | 0       | 0        |

Figure 3-25: Quantity to Order Field

## Item Lookup

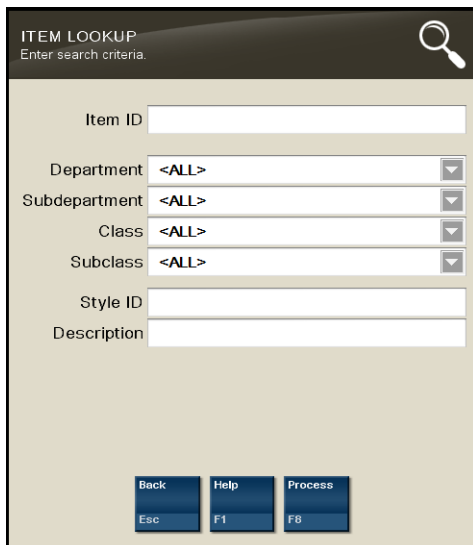
Use the **Item Lookup** option to search for an item in the database. The item can then be added to the Replenishment Document if it is a store-created document.

- Select the **Item Lookup** option.

## Inventory Replenishment Options

---

2. Xstore displays the Item Lookup form. Enter the search criteria and select **Process**.

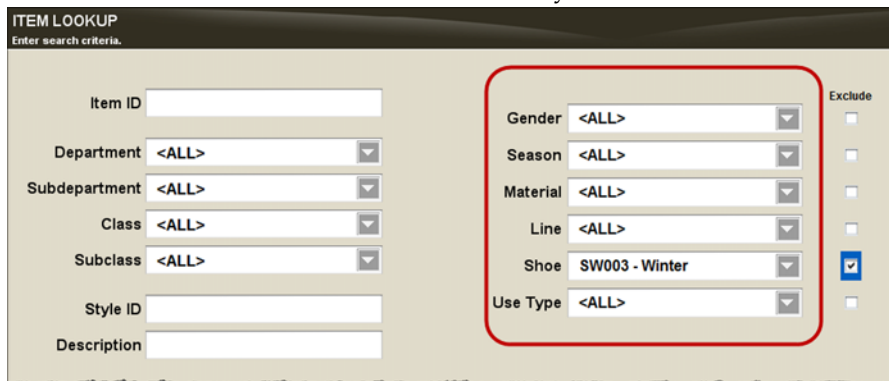


The Item Lookup form is a web-based interface for searching inventory. It features a title bar with the text "ITEM LOOKUP" and "Enter search criteria." followed by a magnifying glass icon. The form contains several input fields: "Item ID" (text), "Department" (dropdown menu with "<ALL>" selected), "Subdepartment" (dropdown menu with "<ALL>" selected), "Class" (dropdown menu with "<ALL>" selected), "Subclass" (dropdown menu with "<ALL>" selected), "Style ID" (text), and "Description" (text). At the bottom, there are three buttons: "Back" (with "Esc" below it), "Help" (with "F1" below it), and "Process" (with "F8" below it).

Figure 3-26: Item Lookup Form

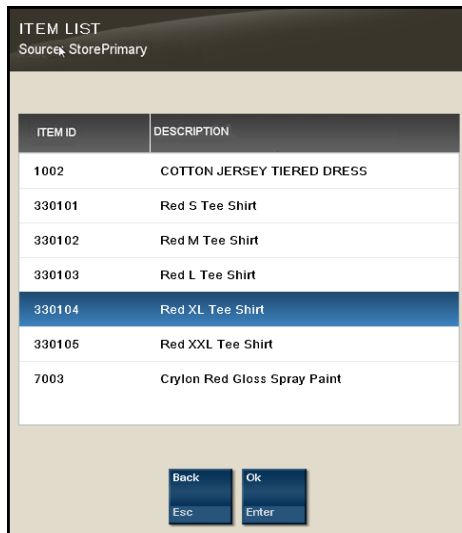
**Tip:** [OPTIONAL] Your store may be configured with advanced lookup options which provide the ability to specify Custom Groups and Details to further define your search criteria.

Select the exclude box to not include an item in your search.



This image shows the advanced version of the Item Lookup form. It includes all the fields from the basic form, plus a section on the right for additional search criteria. This section is enclosed in a red box and contains: "Gender" (dropdown with "<ALL>"), "Season" (dropdown with "<ALL>"), "Material" (dropdown with "<ALL>"), "Line" (dropdown with "<ALL>"), "Shoe" (dropdown with "SW003 - Winter" selected), and "Use Type" (dropdown with "<ALL>"). To the right of these fields is a column of checkboxes labeled "Exclude". The checkbox for "Shoe" is checked, while the others are unchecked.

3. If more than one item matches the search criteria you entered, select the item from the list of items and select **Ok**. Xstore displays the item information.



| ITEM ID | DESCRIPTION                  |
|---------|------------------------------|
| 1002    | COTTON JERSEY TIERED DRESS   |
| 330101  | Red S Tee Shirt              |
| 330102  | Red M Tee Shirt              |
| 330103  | Red L Tee Shirt              |
| 330104  | Red XL Tee Shirt             |
| 330105  | Red XXL Tee Shirt            |
| 7003    | Crylon Red Gloss Spray Paint |

Figure 3-27: Item List

4. Select the **Add Item** option to add the item to the Replenishment Document.
5. Enter the **Quantity** and press [Enter].

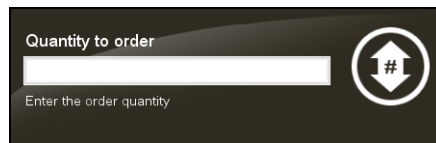


Figure 3-28: Quantity to Order Prompt

### To Add/Edit Item Comments

1. Highlight or select the item that you want to add a comment to.
2. Select **Change Item** from the Replenishment screen.
3. Select **Add/Edit Item Comment**.

## Inventory Replenishment Options

4. Select the type of comment you want to enter for the item.

DELETE ITEM COMMENT  
Please select a comment to delete.

| REASON CODE                | DESCRIPTION |
|----------------------------|-------------|
| Free Form - Enter Comments |             |

Back OK  
Cancel Enter

Figure 3-29: Comment Type

5. Enter or update the comment and select **Ok** to save.
6. The comment displays in the item list.

INFO TASKS GOALS MESSAGES KEYPAD

RO0643001000004

Request Date: 09/23/2013 Items: 4  
Requestor ID: 100 Units: 19  
Store Number: 643 Weight (lbs): 0.00  
Created: Store  
Status: OPEN

Comments:

Next Day Delivery: This is a free-form header comment.

SCAN ITEM OR UPC

Scan or enter an item.

| ITEM ID   | DESCRIPTION                         |
|-----------|-------------------------------------|
| 2013      | Prepaid advertisement 1 description |
| Source Id | Suggested 0 Confirmed 0             |
| Pack Size | Order Qty 5 Shipped 0               |
| On Hand   | Received 0                          |
| 6003      | Antix Sunglasses                    |
| Source Id | Suggested 0 Confirmed 0             |
| Pack Size | Order Qty 3 Shipped 0               |
| On Hand   | Received 0                          |
| 6005      | Polarized Twenty Sunglasses         |
| Source Id | Suggested 0 Confirmed 0             |
| Pack Size | Order Qty 6 Shipped 0               |
| On Hand   | Received 0                          |
| 6012      | Star Diamond Earrings               |
| Source Id | Suggested 0 Confirmed 0             |
| Pack Size | Order Qty 5 Shipped 0               |
| On Hand   | Received 0                          |
| Comment:  | 3 individual diamonds               |

Back Help Save & Exit Submit Order Add/Edit Header Comment Delete Header Comment Add Non-Merch Cancel Order Change Item Print Options Item Lookup

Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

Figure 3-30: Item Comment Example

### To Delete an Item Comment

1. Highlight or select the Item that you want to remove a comment from.
2. Select **Change Item** from the Replenishment screen.
3. Select **Delete Item Comment**.
4. Select the type of comment you want to delete and then select **Ok** to delete.

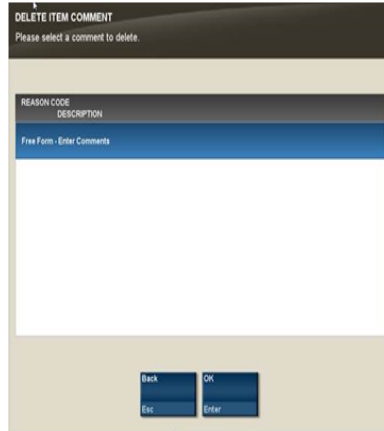


Figure 3-31: Comment Type

### To Void an Item

1. Highlight or select the item you want to remove from the order.
2. Select **Change Item** from the Replenishment screen.
3. Select **Void Item**.
4. The Void Item prompt will ask you to confirm that you want to remove the item. Select **Yes** to void the item.

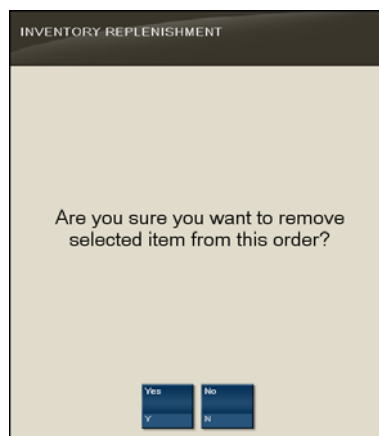


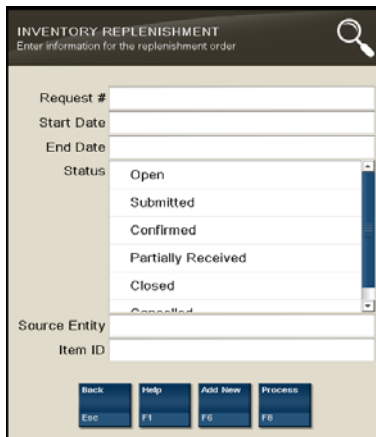
Figure 3-32: Void Item Prompt

## Creating a New Inventory Replenishment Order

Inventory Replenishment Documents are downloaded from the home office; however, you can also create a Replenishment Document in your store. Use the following process to create a new Inventory Replenishment Document.

## Creating a New Inventory Replenishment Order

1. At the Document Search form, select the **Add New** option, or select the **Add New** option at the Inventory Replenishment Search Results form to create a new Replenishment Document.



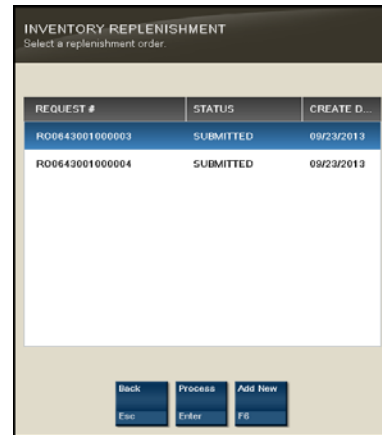
INVENTORY REPLENISHMENT  
Enter information for the replenishment order

Request #  
Start Date  
End Date  
Status  
Open  
Submitted  
Confirmed  
Partially Received  
Closed  
Cancelled

Source Entity  
Item ID

Back Help Add New Process  
Esc F1 F5 F8

Figure 3-33: Document Search Form



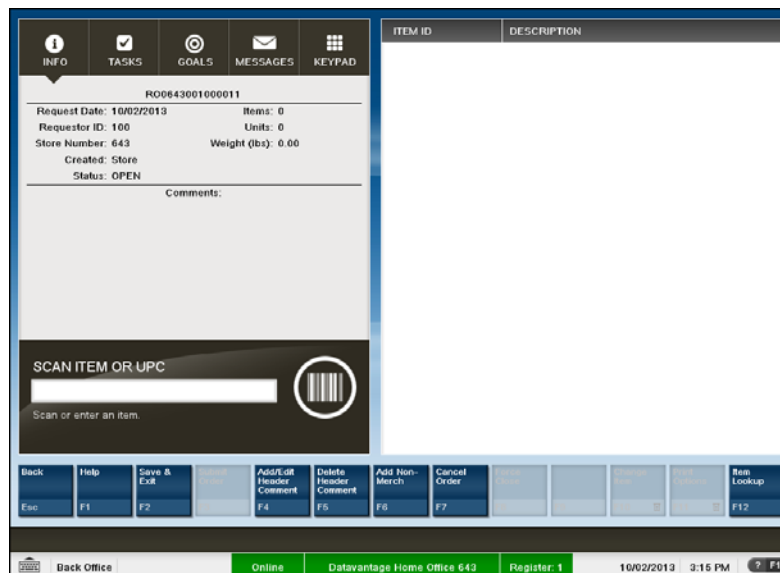
INVENTORY REPLENISHMENT  
Select a replenishment order.

| REQUEST #       | STATUS    | CREATE D... |
|-----------------|-----------|-------------|
| RO0643001000003 | SUBMITTED | 09/23/2013  |
| RO0643001000004 | SUBMITTED | 09/23/2013  |

Back Process Add New  
Esc Enter F8

Figure 3-34: Document Search Results Form

2. Xstore displays a blank Replenishment form. Enter the item ID of the item you want added to the document.



INFO TASKS GOALS MESSAGES KEYPAD

RO06430010000011

Request Date: 10/02/2013 Items: 0  
Requestor ID: 100 Units: 0  
Store Number: 643 Weight (lbs): 0.00  
Created: Store  
Status: OPEN

Comments:

SCAN ITEM OR UPC  
Scan or enter an item.

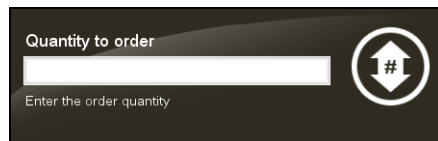
Back Help Save & Exit Submit Add/Edit Header Comment Delete Header Comment Add Non-Merch Cancel Order Cancel Item Change Item Change Item Rem Lookup  
Esc F1 F2 F4 F5 F8 F7 F9 F10 F11 F12

Back Office Online Datavantage Home Office 643 Register: 1 10/02/2013 3:15 PM F1

Figure 3-35: New Inventory Replenishment Screen



3. Enter the **Quantity** and press [Enter].



Quantity to order

Enter the order quantity

Icon: A circular button with a double-headed vertical arrow and a hash symbol (#).

**Figure 3-36: Quantity To Order Prompt**

---

**Note:** If the item has a Pack Size defined then you must enter a quantity that is a multiple of the pack size. Otherwise Xstore will prompt if you want to round your quantity to the nearest multiple.

---

QUANTITY DIFFERENT THAN PACK SIZE

Entered quantity for item 1003 is not a multiple of item pack size. Quantity will be rounded to a multiple of pack size. Do you want to continue?

Yes  
Y

No  
N

ITEM ID CHECKS

Quantity entered for item 1003 is less than half a pack. Do you want to order 1 pack? If you answer NO, this line on your order will be deleted.

Yes  
Y

No  
N

**Figure 3-37: Pack Size Prompts**

- Select **Yes** to add the item with the Quantity rounded to the nearest multiple of the Pack Size. For example, you entered a quantity of 1 but the pack size is 5, quantity will be rounded up to 5.
- Select **No** to return to the Item Entry screen without adding the item.

## Creating a New Inventory Replenishment Order

Xstore displays the following information for the item entered:

The screenshot shows the Xstore Item Entry Screen. At the top, there are navigation icons for INFO, TASKS, GOALS, MESSAGES, and KEYPAD. Below these, the screen displays the Request Date (01/23/2013), Requestor ID (100), Store Number (643), Created (Store), Status (OPEN), and a Comments field. A large area is labeled "SCAN ITEM OR UPC" with a barcode icon. At the bottom, there is a row of buttons: Back, Help, Save & Exit, Submit Order, Add/Edit Header Comment, Delete Header Comment, Add Non-Merch, Cancel Order, Change Item, Print Options, and Item Lookup. On the right side, there is a table with the following data:

| Item ID | Description                | Source Id | Pack Size | On Hand | Suggested Order Qty | Confirmed | Shipped | Received |
|---------|----------------------------|-----------|-----------|---------|---------------------|-----------|---------|----------|
| 1002    | COTTON JERSEY TIERED DRESS |           |           |         |                     |           |         |          |
|         |                            | 0         | 20        |         |                     | 0         | 0       | 0        |
|         |                            | 1,000     |           |         |                     |           |         |          |
| 1005    | PEASANT TOP JERSEY DRESS   |           |           |         |                     |           |         |          |
|         |                            | 0         | 10        |         |                     | 0         | 0       | 0        |
|         |                            | 1,000     |           |         |                     |           |         |          |

Figure 3-38: Item Entry Screen

- Item ID
  - Description
  - Quantity
  - Pack Size (if applicable)
  - Source Id (if applicable)
  - Source Name (if applicable)
4. When you have entered all the information for this new Replenishment Document, select **Save & Exit**.

**Note:** To modify the replenishment order before saving, see [Inventory Replenishment Options](#)

Answer the confirmation prompt:

The screenshot shows a confirmation prompt titled "INVENTORY REPLENISHMENT". The text asks, "Are you sure you want to save and exit this order?". At the bottom, there are two buttons: "Yes" and "No".

Figure 3-39: Save & Exit Prompt

- Select **Yes** to save the Replenishment Order and return to the document search screen.
- Select **No** to return to the Item Entry screen without saving the document. Your changes are not lost.

## Inventory Replenishment Reports

There are two reports to help manage your Inventory Replenishment orders. The Replenishment Product Request Report displays details about each item in a particular request document. The Replenishment Open Product Requests Report allows you to see a list of all open requests in the system.

The **Replenishment Product Request Report** allows you to query by Order Status, Date Range or Specific Date, Requestor ID, Item ID, and Sourcing Entity. The report can be viewed on the screen and printed.

This report includes the following information for each item:

- Item ID
- Item Description
- Quantity Requested
- Date the quantity for the item was confirmed
- Confirmed Quantity
- Confirmed Number - This is a confirmation # from a 3rd party.
- Date item was received
- Quantity Received
- Status

The **Replenishment Open Product Requests Report** displays replenishment orders that are Open, Submitted, or Confirmed. The report can be viewed on the screen and printed.

## Inventory Replenishment Reports

This report includes the following information for the orders:

- Document #
- Date Submitted (if applicable)
- Source Entity Name (if applicable)

### Running the Replenishment Product Request Report

1. After logging in to the Back Office, select and enter **Inventory --> Inventory Reports --> Replenishment Product Request Report**.

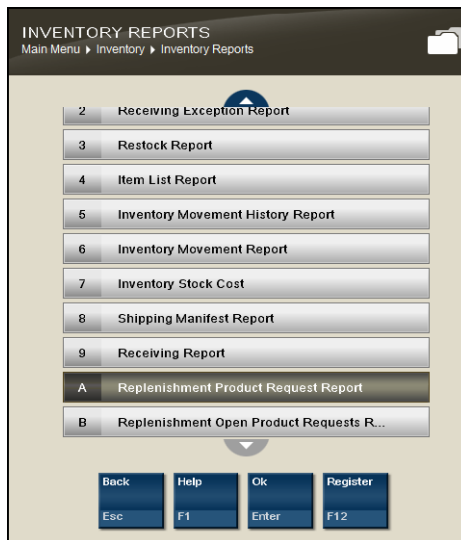


Figure 3-40: Replenishment Product Request Report Menu Options

2. The Product Detail Status Report parameters form displays. Enter your criteria to generate the report:

A screenshot of a software interface titled "PRODUCT DETAIL STATUS REPORT". Below the title is a text prompt: "Enter parameters to use when running this report." The form contains several input fields: "Order Status" with a dropdown menu showing "ALL", "Request Date Range" with two date input fields (both showing "10/02/2013") and a "Specific Date" dropdown, "Requestor ID", "Item ID", and "Sourcing Entity". At the bottom are five buttons: Back (Esc), Help (F1), Run Report (F8), Save (F3), and Print (F4).

Figure 3-41: Product Detail Status Report Form

- Order Status
- A Date Range (as shown in [Figure 3-41](#))

<OR>

- A date option from the list in the Specific Date field. For example, yesterday or today.

The screenshot shows the 'PRODUCT DETAIL STATUS REPORT' form. It has a title bar and a main area with the instruction 'Enter parameters to use when running this report.' Below this are several input fields: 'Order Status' (set to 'Confirmed'), 'Request Date Range' (set to '10/14/2013'), 'Requestor ID' (set to 'Specific Date'), 'Item ID' (set to 'Specific Date'), and 'Sourcing Entity' (set to 'Current Month (10/01/2013 - 10/31/2013)'). A dropdown menu is open for the 'Specific Date' field, showing a list of relative date options: 'Today (10/14/2013 - 10/14/2013)', 'Current Week (10/13/2013 - 10/19/2013)', 'Current Month (10/01/2013 - 10/31/2013)', 'Current Quarter (10/01/2013 - 12/31/2013)', 'Current Year (01/01/2013 - 12/31/2013)', 'Yesterday (10/13/2013 - 10/13/2013)', and 'Previous Week (10/06/2013 - 10/12/2013)'. At the bottom of the form are five buttons: 'Back' (Esc), 'Help' (F1), 'Run Report' (F8), 'Save' (F3), and 'Print' (F4).

Figure 3-42: List of Relative Dates

- Requestor ID
  - Item ID
  - Sourcing Entity
3. Select one of these options to finish your report:
    - a. **Run Report:** Execute the report and display the results on the screen.
    - b. **Print:** Execute the report and send the results to a printer.
    - c. **Save:** You can save this report with the current data, or save only the report parameters to run this specific report with these parameters again.

If you save the report, assign a name to it for future retrieval. Xstore suggests a name, but you may type in the Save Report As field and override it.

The screenshot shows the 'SAVE PRODUCT DETAIL STATUS REPORT' dialog box. It has a title bar and a main area with the instruction 'Enter a report name and select how to save the report.' Below this are two input fields: 'Save Report As:' (set to 'Product Detail Status Report') and 'Report Save Options:' (set to 'Save Report with Current Data'). A dropdown menu is open for the 'Report Save Options:' field, showing three options: 'Save Report with Current Data', 'Save Report with Current Data', and 'Save Report Parameters'. At the bottom of the dialog are three buttons: 'Cancel' (Esc), 'Help' (F1), and 'Ok' (F8).

Figure 3-43: Save Report Options

- REPORTS

Main Menu ▶ Reports

3

Inventory Reports

4

Journal Report

5

Customer List Report

6

Store Locations Report

7

Employee Reports

8

Price Change Report

9

Layaway Reports

A

Customer Account Activity Summary Report

B

Saved Reports

C

Special Orders Report

Back

Help

Ok

Register

Esc

F1

Enter

F12

## Running the Open Product Requests Report

1. After logging in to the Back Office, select and enter **Inventory --> Inventory Reports --> Replenishment Open Product Requests Report**.

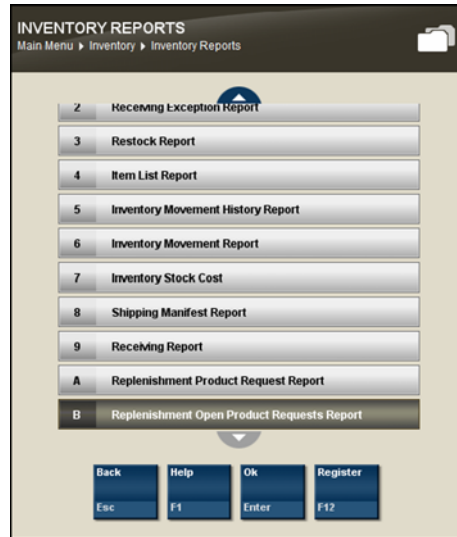


Figure 3-46: Replenishment Open Product Requests Report Menu Option

2. The report displays and gives you several options for viewing:
  - **Print:** Send the results to a printer.
  - **Save:** You can save this report with the current data, or save only the report parameters to run this specific report with these parameters again.

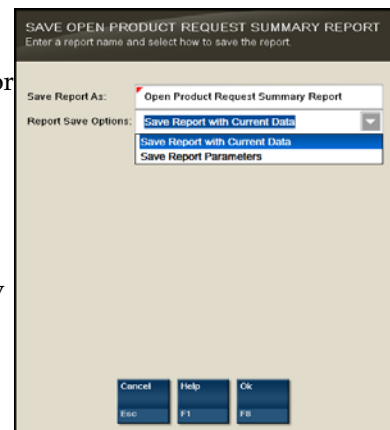
If you chose to save the report, assign a name to your report for future retrieval.

- 1) Choose one of the options in the Report Save Options list:

**Save Report with Current Data** - To save the report with the current values.

<OR>

**Save Report Parameters** - To save only the parameters to use these parameters as a template to generate a new report at another time.



## Inventory Replenishment Reports

---

- 2) Select **Ok** to save the report. Reports are saved to your personal report area and can be retrieved from the, **Saved Reports** menu option and press **[Enter]**.

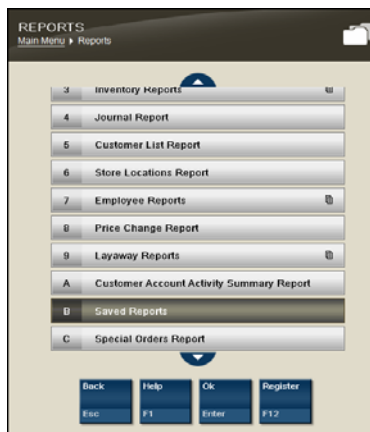


Figure 3-47: Saved Reports Menu Option

---

**Note:** Refer to the *Xstore Reports Guide* for more information about setting up and running reports.

---

| Open Product Request Summary |                |                     |
|------------------------------|----------------|---------------------|
| DATE: 04/23/2013             |                |                     |
| Document #                   | Date Submitted | Source Entity Name  |
| M000063                      | 04/23/2013     | Industrial Supplies |

Figure 3-48: Replenishment Open Product Requests Report



## Shipping

### Overview

The shipping function provides the ability to record the transfer of physical inventory to another store, vendor, warehouse, or customer. It also includes the creation of documents such as packing slips and shipping labels that are related to the transfer, and provides the ability to search for a shipping document in order to edit or view it.

Some transaction types, such as work order repairs, may automatically generate shipping documents at the point of sale. They can be processed using the shipping function in the Back Office. You can also view and print a Shipping Exception Report. Refer to the *Xstore Reports Guide* for more information about this report.

All shipping functions can be accessed from the Back Office Menu.

### Accessing the Back Office

1. Select the **Back Office** option.
2. After logging in to the Back Office, select the **Inventory** option from the Main Menu and press **[Enter]**.

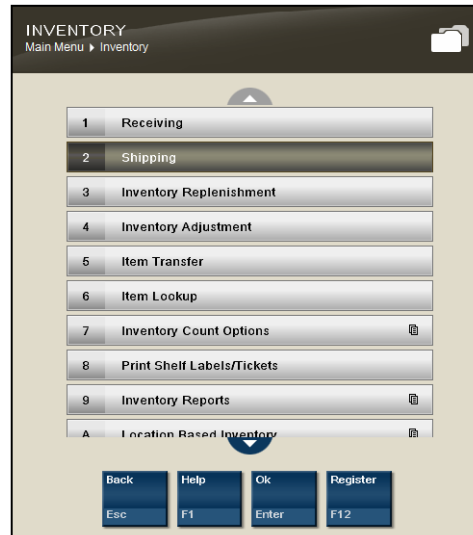


Figure 4-1: Back Office Main Menu

**Tip:** You can quickly select any menu option by pressing its associated number on the keyboard. For example, at the Main Menu, press the number 3 on the keyboard to display the Inventory options.

**Note:** Touch-screen users tap the item to select. See the *Xstore Manager's Guide* for Back Office touch-screen options.

- At the Inventory menu, select the **Shipping** option and press **[Enter]**.



**Figure 4-2: Inventory Menu**

- If any Shipping Documents require your attention as determined by your store's policies, Xstore lists the documents that require follow-up. The following options are available:

| ATTENTION DOCUMENTS                                                   |                 |               |                |
|-----------------------------------------------------------------------|-----------------|---------------|----------------|
| The following documents have had no activity in the previous 30 days. |                 |               |                |
| STATUS                                                                | DOCUMENT NUMBER | EXP RCPT DATE | STORE CREATED? |
| SALE<br>OPEN                                                          | 0520001000002   |               | Y              |
| SALE<br>OPEN                                                          | 0520001000003   |               | Y              |
| SALE<br>OPEN                                                          | 0520001000004   |               | Y              |
| SALE<br>OPEN                                                          | 0520001000006   |               | Y              |

**Figure 4-3: Attention Documents List**

- Select a document from the list. Xstore displays the Shipping Maintenance screen for the selected Shipping Document.

<OR>

- Search for a different Shipping Document. Xstore prompts for the search criteria. Enter the search criteria and Xstore displays the Shipping Maintenance screen for the Shipping Document.

**Note:** If there are no documents that require your attention, Xstore immediately prompts for Shipping Document search criteria.

Refer to the following sections for information about processing Shipping Documents.

## Shipping Document

### Searching for a Shipping Document

...continued from step 4.

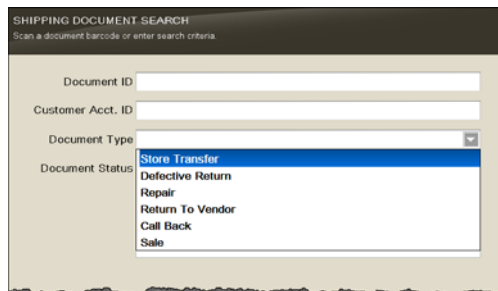
1. Xstore prompts you to enter the Shipping Document search criteria at the Shipping Document Search form:

Figure 4-4: Shipping Document Search Form

**Tip:** If you know a Shipping Document does not exist, you can select the *Add New* option at the Shipping Document Search form to create a new Shipping Document. Refer to [Creating a New Shipping Document](#) for more information.

2. Enter your search criteria:
  - a. Scan or enter a specific Shipping Document ID, (or leave all fields blank and select **Process** to return a list of *all* shipping documents).

- b. Select a document type from the list in the Document Type field:



The screenshot shows a web interface titled "SHIPPING DOCUMENT SEARCH" with the subtitle "Scan a document barcode or enter search criteria." Below the title are four input fields: "Document ID", "Customer Acct. ID", "Document Type", and "Document Status". The "Document Type" field is open, displaying a dropdown menu with the following options: "Store Transfer", "Defective Return", "Repair", "Return To Vendor", "Call Back", and "Sale". The "Store Transfer" option is currently selected and highlighted in blue.

**Figure 4-5: Document Type List Example**

---

**Note:** Your list of document types may differ from the example shown here and is based on the shipping process used at your store.

---

- c. Select one or more Document Status options:
  - \* Open
  - \* In Process
  - \* Closed
- 3. Select **Process** to display Shipping Documents that match your search criteria.  
If your search criteria result in more than one record being found, you must select the record you want from the list.

| STATUS                      | SHIP TO DOCUMENT NUM...           | EXP SHIP DATE | STORE CREAT... |
|-----------------------------|-----------------------------------|---------------|----------------|
| REPAIR<br>CLOSED            | SH11XP113111116                   |               | Y              |
| SALE<br>OPEN                | Nancy Lynn Smith<br>0643001000002 | 09/23/2013    | Y              |
| SALE<br>IN_PROCESS          | Greyly Campbell<br>0643001000003  | 09/23/2013    | Y              |
| DEFECTIVE_...<br>IN_PROCESS | James Forst<br>SH11XP113111117    |               | Y              |
| DEFECTIVE_...<br>CLOSED     | James Forst<br>SH11XP113111119    |               | Y              |
| STORE_TRAN...<br>CLOSED     | TF11XP113111117                   |               | Y              |
| STORE_TRAN...<br>CLOSED     | TF11XP113111119                   |               | Y              |

Back Select & Continue Add New  
Esc Enter F8

Figure 4-6: Shipping Document Search Results

**Tip:** If the document you are looking for is not found in the list of Shipping Documents select the *Add New* option at the Shipping Document search results form to create a new Shipping Document. Refer to [Creating a New Shipping Document](#) for more information about creating a new Shipping Document at the store.

- 4. Select a Shipping Document from the list and press [**Enter**] to continue.

**Note:** Shipping Documents that have a CLOSED status are view-only and can only be edited with a manager’s override, if allowed by your store’s policy.

- Xstore displays the Shipping Maintenance screen for the selected Shipping Document:

The screenshot displays the Shipping Maintenance screen. On the left, a sidebar contains navigation icons for INFO, TASKS, GOALS, MESSAGES, and KEYPAD. Below these, document details are listed: Document Type: Sale, Document ID: 0643001000004, Ref ID, Document Date: 10/14/2013, Ship To: Nancy Lynn Smith, Ship Date: 10/14/2013, Expected Items: 2, Status: In Process, Carrier: UPS, and Tracking #. A 'SCAN ITEM OR UPC' section with a barcode icon is also present. The main area shows a table of items:

| ITEM ID                   | DESCRIPTION                 | QTY TO SHIP | QTY SHIPP... |
|---------------------------|-----------------------------|-------------|--------------|
| 6006                      | Polarized Twenty Sunglasses | 1           | 1            |
| Send Sale: H0643001000009 |                             |             |              |
| 6006                      | Goose Down Pillow           | 1           | 1            |
| Send Sale: H0643001000009 |                             |             |              |

At the bottom, a status bar shows '2 -Totals- 2'. A keypad at the bottom includes buttons for Back, Help, Save & Exit, View Packing List, Print Shipping Label, View Exceptions, Item Lookup, Edit Document, Add Comment, and Register, each with a corresponding function key (F1-F12).

**Figure 4-7: Shipping Maintenance Screen**

The Shipping Maintenance Screen shows the following information for the Shipping Document:

- **Document Type:** The shipping document type. For example, Return To Vendor, Sale, Store Transfer, etc.
- **Document ID:** The shipping document identifier number.
- **Ref ID:** The shipping document reference number (if applicable).
- **Document Date:** The date the shipping document was created.
- **Ship To:** The ship-to destination information.
- **Ship Date:** The date the items were shipped.
- **Expected Items:** The number of expected items in the Shipping Document (for user-created documents, this value is zero. Only documents created by the home office and downloaded to the store, and documents created by an external process such as Orders, show an expected quantity).
- **Status:** The Status of the shipment (OPEN, IN PROCESS, CLOSED).
- **Carrier:** The Carrier selected to process the shipment.
- **Tracking #:** The tracking number from the Carrier (if applicable).

This screen also shows the following information for each item within the Shipping Document:

- **Item ID**
- **Item Description**
- **Quantity To Ship**
- **Quantity Shipped**

**Tip:** The Shipping Document status determines the menu options that are available at the Shipping Maintenance screen. For example, the *View Packing List* option is only available when the Shipping Document is saved and the packing list has been created.

6. Continue with [Shipping the Items](#).

The only difference between shipping items using a user-created Shipping Document and a Shipping Document created by the home office or a process such as Order functionality, is the value in the Expected Quantity to Ship field. For user-created documents, this value is always zero.

Creating a New Shipping Document

Shipping Documents are often downloaded from the home office, but you can also create a Shipping Document in your store. For example, if there is no shipping document, you can create one to return items to a vendor or to transfer items to another store. Use the following process to create a new Shipping Document so that you can ship the items and update inventory.

1. A new Shipping Document can be initiated from two different forms. To create a new shipping document:
- Select the **Add New** option at the Shipping Document Search form.
- <OR>
- Select the **Add New** option at the Shipping search results list.

SHIPPING DOCUMENT SEARCH  
Scan a document barcode or enter search criteria

Document ID

Customer Acct. ID

Document Type

Document Status: 

Open  
In Process  
Closed

Back  
Esc

Help  
F1

Add New  
F7

Process  
F8

Figure 4-8: Shipping Document Search Form

SHIPPING  
Select a Document

| STATUS | SHIP TO DOCUMENT NUMB | EXP SHIP DATE | STORE CREAT |
|--------|-----------------------|---------------|-------------|
| SALE   | Nancy Lynn Smith      | 09/23/2013    | Y           |
| OPEN   | 0643001000002         |               |             |
| SALE   | Greyly Campbell       | 09/23/2013    | Y           |
| OPEN   | 0643001000003         |               |             |

Back  
Esc

Select & Continue  
Enter

Add New  
F8

Figure 4-9: Shipping Search Results List

Xstore displays the Shipping Maintenance form.

SHIPPING MAINTENANCE  
Shipping Maintenance

Document ID:

Document Type:

Document Date:

Ship Via:  Track #:

Ship To:

Ship Date:

Name:

Address:

Postal Code:  City:

State:  Country:

Buttons: Back, Help, Process, Esc, F1, F8

Figure 4-10: Shipping Maintenance Form

2. Enter the information as required:

- **Document ID:** Depending upon your system's configuration, the system may generate this number automatically.
- **Document Type:** Select the Shipping Document type from the list. This is a required field.
- **Document Date:** The date the Shipping Document was created or edited. This field defaults to today's date.
- **Ship Via:** Select the method by which the shipment will be sent.
- **Track #:** Enter the Tracking Number for the shipment, if known.
- **Ship To:** Select a destination for the shipment from the list.

---

**Tip:** The list shown in the Ship To field varies depending upon the type of document that you select. For example, a list for an RTV document type shows a list of vendors; a list for a Store Transfer document type shows a list of stores.

---

- **Ship Date:** Enter the date the shipment will be transferred from your store.
  - **Name & Address fields:** Enter the **Ship To** name and address information. These fields may be populated automatically based on the **Ship To** information.
3. When you have entered all the information for this new Shipping Document, select the **Process** option.



4. Xstore prompts for the items to be included in this Shipping Document.

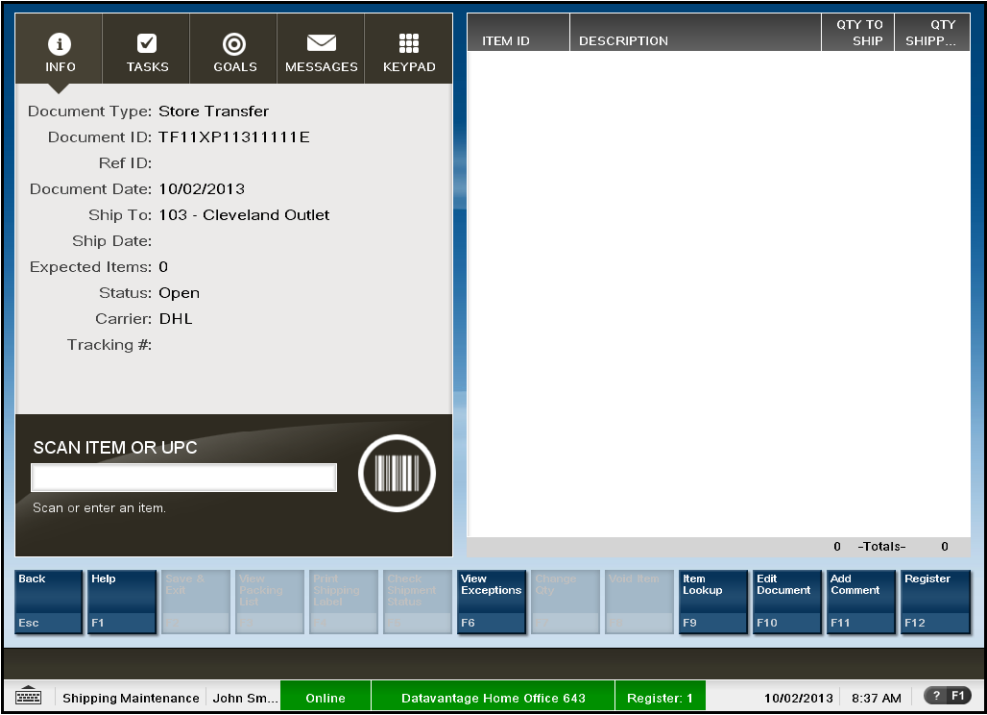


Figure 4-11: Shipping Maintenance Screen Showing Item ID Prompt

**Tip:** There is only one difference between shipping items using a user-created Shipping Document and using a Shipping Document created by the home office: the value in the Expected Quantity to Ship field is always zero on your user-created document.

5. Continue with [Shipping the Items](#) below.

**Shipping the Items**

1. At the Shipping Maintenance screen, scan or enter an item ID at the Item ID or UPC prompt and press [Enter].

**Tip:** You cannot add new items to a Shipping Document that was created by the home office and downloaded to your store. Only the items expected in a downloaded document can be shipped. You must create a new Shipping Document to ship items from your store that was not specified by the home office. See [Creating a New Shipping Document](#) for more information.

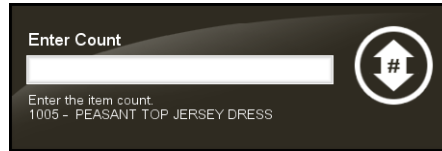
2. You can scan each item individually at this prompt and Xstore increments the total by one each time you scan an item. If you enter an item ID manually, Xstore prompts for the total number to be shipped for this item ID.

---

**Tip:** You can also scan an item ID and then select the *Edit Item, Change Quantity* options to enter the total number of items counted for this shipment.

---

3. If prompted, enter the total number of items to be shipped for this item ID and press **[Enter]** to continue.

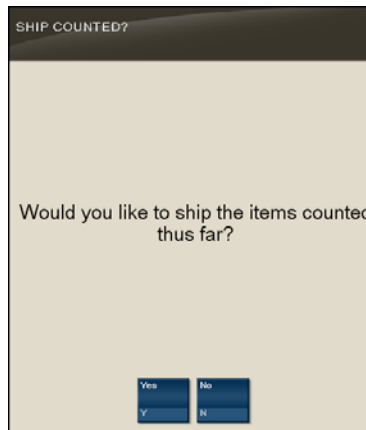


Enter Count

Enter the item count.  
1005 - PEASANT TOP JERSEY DRESS

**Figure 4-12: Shipping Maintenance Screen, Item Count Prompt**

4. Continue counting all items to be shipped in this Shipping Document and select the **Save & Exit** option to continue with the shipping process.
5. At the Save Changes prompt, select **Yes** to save this Shipping Document.
6. Xstore prompts if you want to ship the items you have counted:



SHIP COUNTED?

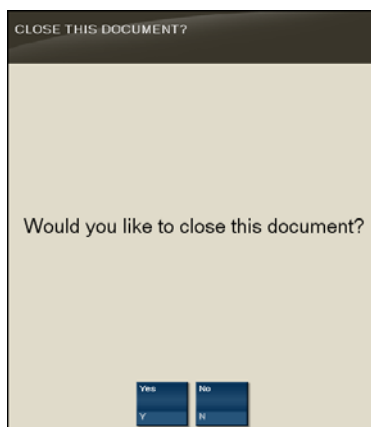
Would you like to ship the items counted thus far?

Yes No  
Y N

**Figure 4-13: Ship Counted Verification Prompt**

7. Select **Yes** to ship the items or **No** to leave this Shipping Document in an in-process state so that you can continue to access this document and make changes before shipping the items from the store.

If you select **Yes** to ship the items, You may be asked if you want to close this document:

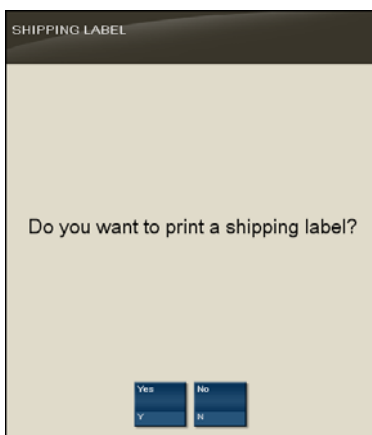


**Figure 4-14: Close Document Verification Prompt**

- Select **Yes** to set the Shipping Document status to **CLOSED**.
- Select **No** to leave this Shipping Document in an **In-Process** state so that you can continue to access this document and make changes before closing the document. The system returns to the Document Search form.

#### Print Shipping Label

1. If you selected **Yes** to ship the items, Xstore displays a prompt asking if you want to print a shipping label. Select **Yes** to print a shipping label for the shipment.



**Figure 4-15: Print Shipping Label Prompt**

2. Xstore may prompt if you want to change the Carrier you selected for the shipment:

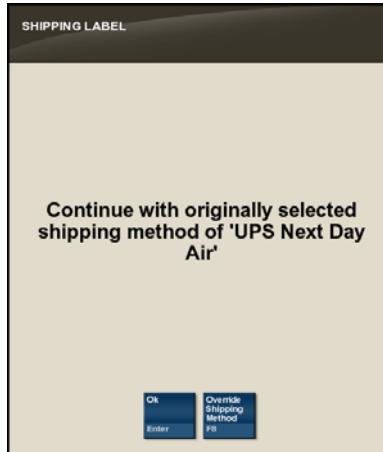


Figure 4-16: Override Carrier Prompt

- If prompted, select **Ok** to continue with the selected Carrier, or
- Select **Override Shipping Method** to select a different Carrier for the shipment.

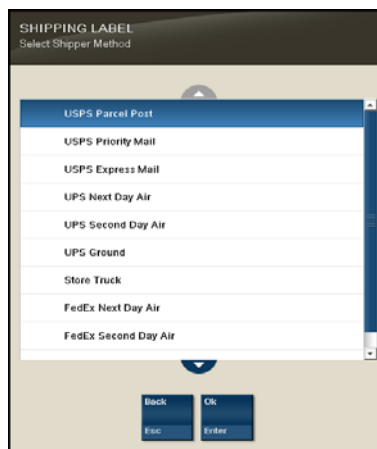


Figure 4-17: Select Shipper Method

3. Xstore shows the number of label sheets you need and prompts you to select the position on the label sheet for the printed label. Select the location for the label and

press [Enter]. The column/row you selected is shown in the Selection area on the form. In this example, Column: 1 Row: 1:

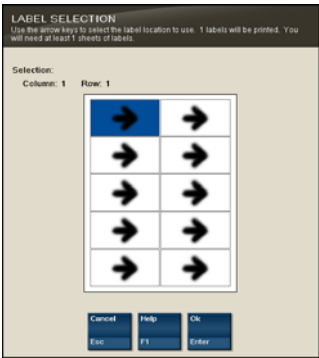
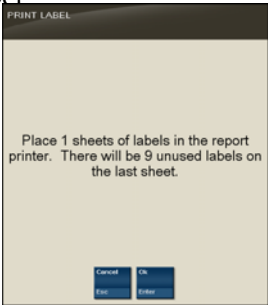


Figure 4-18: Label Location Prompt

**Tip:** Label location selection allows you to use partial sheets of labels to ensure that expensive labels are not wasted.

Xstore briefly displays a Calculating Label Layout message that requires no response.

- 4. Xstore displays a message indicating the number of label sheets you need and the number of unused labels that will remain on the last sheet. Press [Enter] to acknowledge the message and print the labels.



- 5. Xstore prompts if you want to print a packing slip:

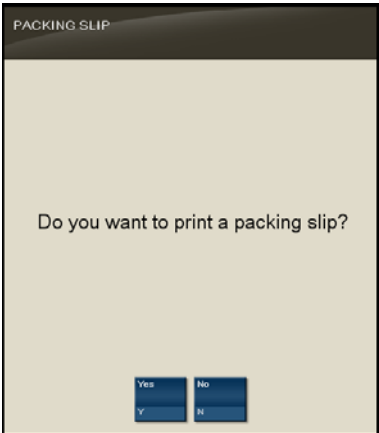


Figure 4-19: Print Packing List Prompt

Select **Yes** to print a packing slip that lists the items and their quantities.

**Packing Slip**

SHIP FROM: Store#: 101  
Grand Central  
30500 Bruce Industrial Pkwy  
Solon, OH 44139

SHIP TO:  
James Forst  
30500 Bruce Road  
Solon, OH 44139  
US

Date:  
Order Date: July 30, 2009  
Order Number: RTV116W11311116C  
Carrier: FEDEX  
Tracking #: 123456

RETURN\_TO\_VENDOR

| Part # | Description                    | Order Quantity | Ship Quantity |
|--------|--------------------------------|----------------|---------------|
| 1003   | TAUPE/ROSE SLVLS HNDKCHIEF DRE | 10             | 10            |
| 1004   | BRNTORG SLVLS TRPLE TIER DRESS | 10             | 10            |
| 1005   | RED/BLK ANML PRT CARWASH DRESS | 10             | 10            |
| 1006   | WINE TEXT DUSTER DRESS         | 10             | 10            |

Figure 4-20: Packing Slip Example

## Shipping Maintenance Options

The following options are available at the Shipping Maintenance screen before you ship the items and close the Shipping Document:

- **View Exceptions:** Select this option to view a list of exceptions found in this Shipping Document. This list includes only those items where there is a difference between the number of expected items to be shipped and the actual counted items on the shipment. Items that are in balance are not included. Refer to [To View Exceptions](#) for procedural information.
- **Change Quantity:** Select this option to change the quantity of an item found in this Shipping Document. Refer to [To Change Item Quantity](#) for procedural information.
- **Void Item:** Select this option to remove an item found in this Shipping Document. Refer to [To Change Item Quantity](#) for procedural information.
- **Item Lookup:** Select this option to look up an item ID in the file. You also have the option to add the item to the Shipping Document if the Shipping Document was created at your store. However, you cannot add items to a Shipping Document created by the home office and downloaded to your store. Refer to [To Look Up an Item from Shipping Maintenance](#) for procedural information.
- **Edit Document:** Select this option to change the Shipping Document address information. Refer to [To Edit Shipping Document Information](#) for procedural information)
- **Add Comment:** Select this option to add comments for this Shipping Document. Refer to [To Add Comments to the Shipping Document](#) for procedural information.
- **View Packing List:** Select this option to view the packing list created for this Shipping Document. See [Figure 4-20](#) for an example of a packing list.

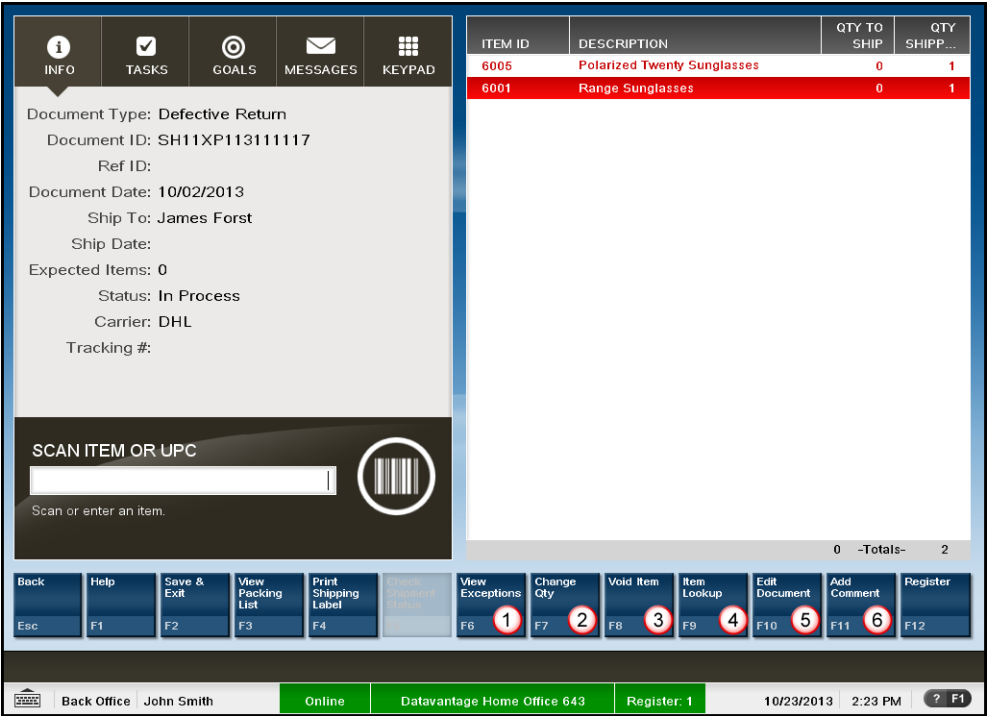


Figure 4-21: Shipping Maintenance Options

Refer to the sections below for more information about using the shipping maintenance options shown in [Figure 4-21](#) above.

**To View Exceptions**

Use the **View Exceptions** option to list any items that have a difference between the number of expected items to ship in the Shipping Document and the actual counted items in the shipment. Items that are in balance are not included.

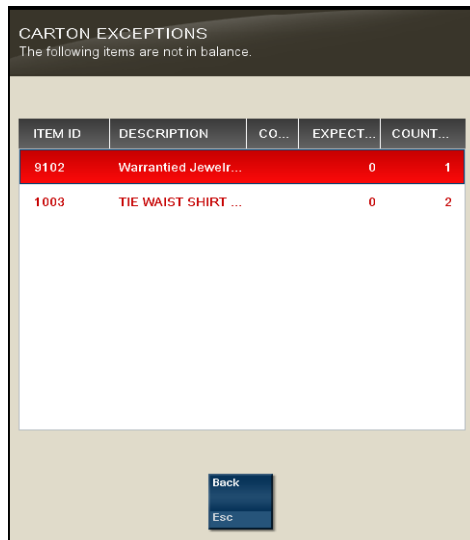
---

**Note:** For user-created documents, the expected item count is always zero. Only documents created by the home office and downloaded to the store, and documents created automatically by the Order process, show an expected quantity greater than zero.

---

1. At the Shipping Maintenance screen, select the **View Exceptions** option ( [1 Figure 4-21](#) ).
2. Xstore displays the items in the Shipping Document that have a discrepancy between the number of items expected to be shipped and the number of items you

counted. You may use the up and down arrow keys to scroll through the list if there are multiple items that have discrepancies.



CARTON EXCEPTIONS  
The following items are not in balance.

| ITEM ID | DESCRIPTION          | CO... | EXPECT... | COUNT... |
|---------|----------------------|-------|-----------|----------|
| 9102    | Warranted Jewelfr... |       | 0         | 1        |
| 1003    | TIE WAIST SHIRT ...  |       | 0         | 2        |

Back  
Esc

Figure 4-22: Exception List

3. Press [Esc] to return to the Shipping Maintenance screen where you can make adjustments as needed by using the Edit Item options after recounting the items to be shipped.

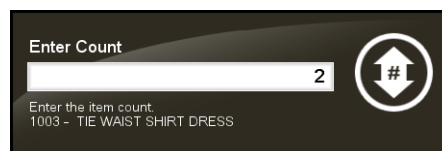
### To Change Item Quantity

**Note:** Your system may be set up to show Change Qty, Void Item, and Item Lookup under the main menu option of Edit Item.

The **Change Qty** option allows you to change a count number that has already been recorded for an item on the Shipping Document.

( 2 [Figure 4-21](#) )

1. At the Shipping Maintenance screen, select the **Change Qty** option.
2. Use the up and down arrow keys to select the item that you want to edit and press [Enter].
3. When prompted, enter the count (quantity) of items and then press [Enter].



Enter Count

2

Enter the item count.  
1003 - TIE WAIST SHIRT DRESS

Figure 4-23: Enter Quantity Prompt

Xstore updates the count on the Shipping Maintenance screen.

### Voiding an Item

Use this option to remove an item from the Shipping Document. Only items that were added to the Shipping Document at the store can be voided.



( ③ [Figure 4-21](#))

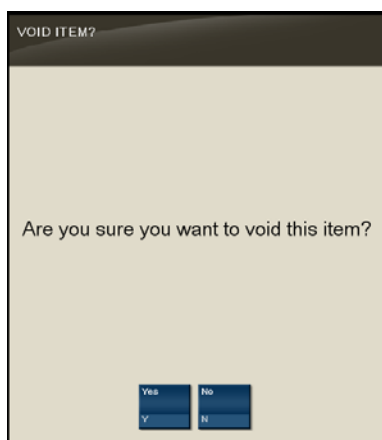
1. At the Shipping Maintenance screen, select the **Void Item** option.
2. Use the up and down arrow keys to select the item that you want to void and press **[Enter]**.

---

**Note:** If you try to void a line item on a Shipping Document downloaded from the home office, Xstore displays a message indicating that the item cannot be voided. Press **[Enter]** to acknowledge the message and return to the Shipping Maintenance screen.

---

3. If the item can be voided, Xstore prompts you to confirm that the selected item should be voided. Select **Yes** to remove the item from the Shipping Document item list.



**Figure 4-24: Confirm Void Prompt**

Xstore removes the item from the list and recalculates the total number of items in the shipment shown on the bottom of the View Port.

4. Press **[Esc]** when you are finished editing the shipping item list to exit from edit mode.

Xstore has now removed the voided item from the list of items to be shipped at the Shipping Maintenance screen.

---

**Note:** If configured, the voided item is displayed only when you are in the edit mode.

---

### To Look Up an Item from Shipping Maintenance

Use the **Item Lookup** option to search for an item in the database. The item can then be added to the Shipping Document if it is a store-created document.

1. Select the **Item Lookup** option at the Shipping Maintenance screen.

( ④ [Figure 4-21](#))

2. Xstore displays the Item Lookup form. Enter the search criteria and select **Process**.

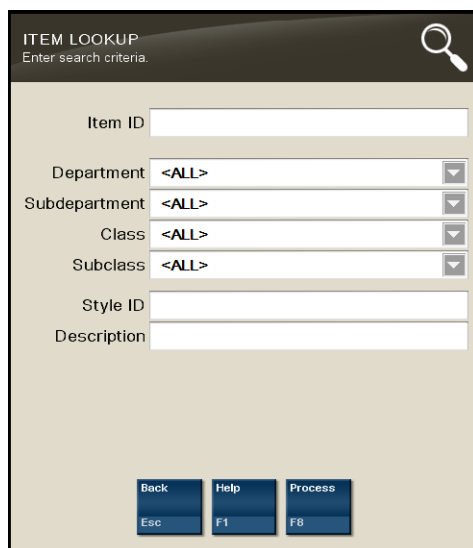
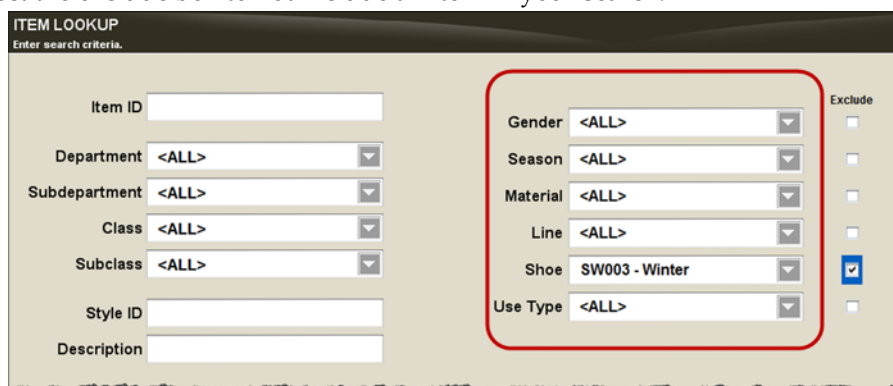


Figure 4-25: Item Lookup Form

---

**Tip:** Your store may be configured with advanced lookup options that provide the ability to specify Custom Groups and Details to further define your search criteria.

Select the exclude box to not include an item in your search.



3. If more than one item matches the search criteria you entered, select the item from the list of items and select **Ok**. Xstore displays the item information.

4. Select the **Add Item** option to add the item to the Shipping Document.

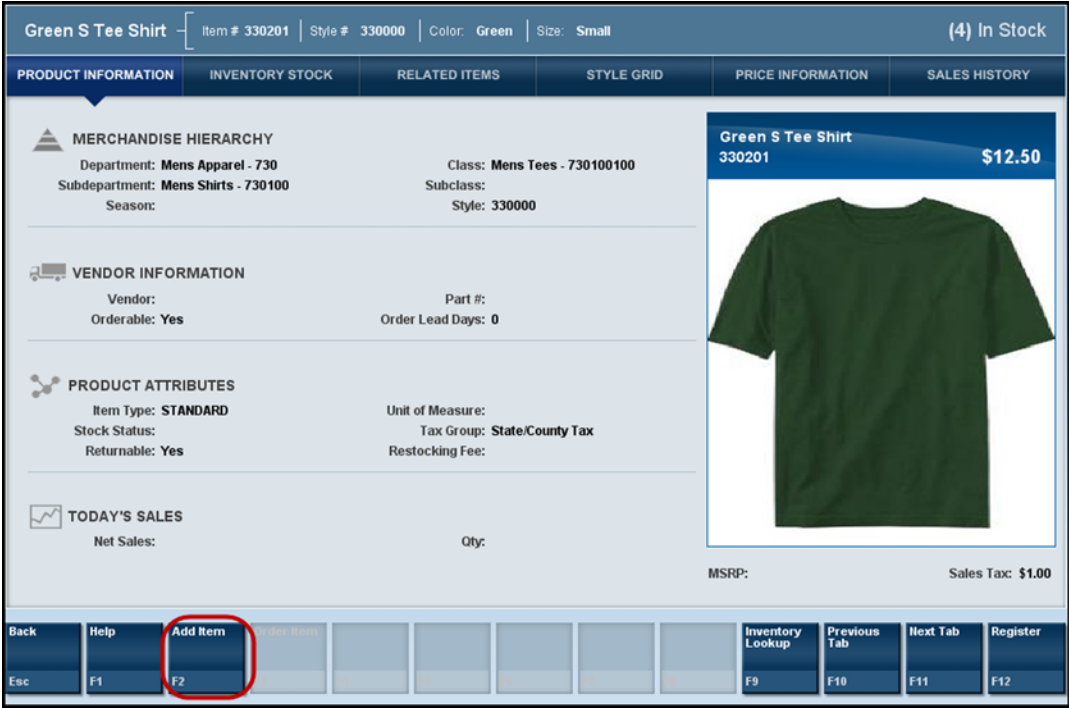


Figure 4-26: Item Information Screen

5. Xstore prompts for the number of items with this Item ID to be added to the Shipping Document. Enter the number of items to be shipped and press [Enter] to add this item and the item count to the Shipping Document.

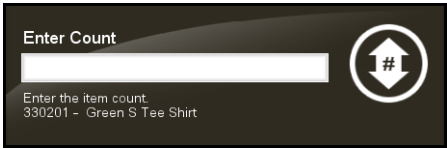


Figure 4-27: Enter Count Prompt

**To Edit Shipping Document Information**

1. At the Shipping Maintenance screen, select the **Edit Document** option.  
( 5 [Figure 4-21](#))

---

**Note:** This function may be controlled by security and you may be prompted to verify your identity before continuing. Enter your Employee ID and password at the Verify Identity prompt and select *Process* to continue.

---

## Shipping Document

Xstore displays the Shipping Document Maintenance form showing the current information for the document.

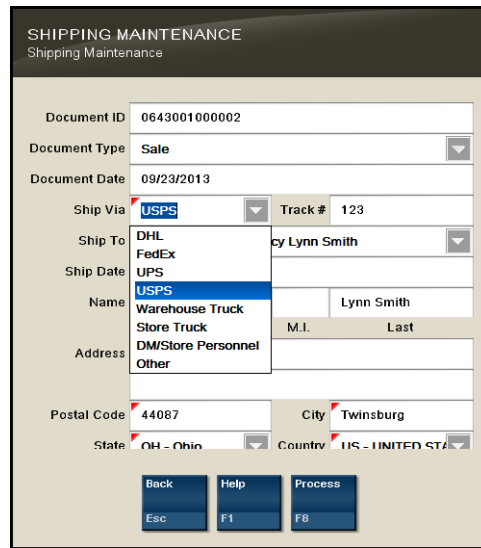
The image shows a 'SHIPPING MAINTENANCE' form with a title bar. The form contains several fields: 'Document ID' (0643001000002), 'Document Type' (Sale), 'Document Date' (09/23/2013), 'Ship Via' (USPS), 'Track #' (123), 'Ship To' (DHL), 'Ship Date' (USPS), 'Name' (Warehouse Truck), 'Address' (DM/Store Personnel), 'Postal Code' (44087), 'City' (Twinsburg), 'State' (OH - Ohio), and 'Country' (US - UNITED STATES). There are also buttons for 'Back', 'Help', 'Process', 'Esc', 'F1', and 'F8'.

Figure 4-28: Shipping Document Maintenance Form

2. Edit the Shipping Document information as required and select **Process** to continue. Xstore updates the Shipping Document information.

---

**Note:** About Shipping Documents

- The Document ID cannot be changed.
  - The Document Type cannot be changed for a Shipping Document unless the document was created at the local store.
- 

### To Add Comments to the Shipping Document

1. At the Shipping Maintenance screen, select the **Add Comment** option.  
( 6 [Figure 4-21](#))

Xstore displays the Add Comment form.

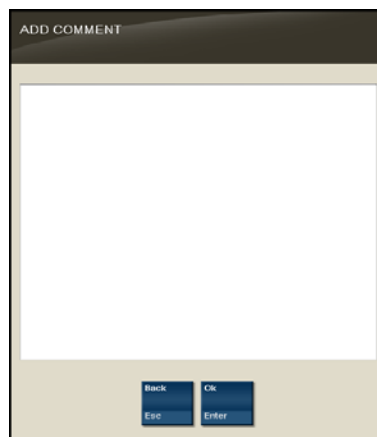
The image shows an 'ADD COMMENT' form with a title bar. It features a large text area for entering comments and buttons for 'Back', 'Ok', 'Esc', and 'Enter' at the bottom.

Figure 4-29: Add Comment Form

- 2. Type a comment and select **Ok** to return to the Shipping Maintenance screen. The comment is associated with the Shipping Document.

**Shipping Exception Report**

This report shows a document-by-document list of shipped items on which there was a difference between the expected shipping quantity and the actual shipped quantity. The report includes a total number of items expected to ship and the number of items actually shipped, per shipping document number.

This report allows you to specify the Date, Document ID Number, and Document Type, and it can be viewed on the screen as well as printed.

The following information is included on the Shipping Exception Report:

- Date
- Item ID
- Serial Number
- Description
- Expected Amount
- Shipped Amount
- Difference Between Expected and Shipped
- Document ID
- Document Total

**Running the Shipping Exception Report**

Refer to the *Xstore Reports Guide* for more information about this report.

- 1. After logging in to the Back Office, select and enter **Inventory --> Inventory Reports --> Shipping Exception Report**.
- 2. The Shipping Exception Report parameters form displays.

Figure 4-30: Shipping Exception Report Form

**Note:** Carton # is not supported in the Shipping Exception Report.

3. Enter your criteria to generate the report:

- Start Date

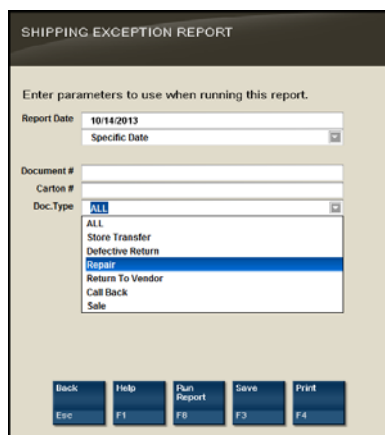
<OR>

A date option from the list in the relative date field



**Figure 4-31: List of Relative Dates**

- Shipping Document Number
- Carton Number - Not supported.
- Document Type, as seen in the list below:



**Figure 4-32: List of Document Types**

4. Select one of these options to finish your report:

- **Run Report:** Execute the report and display the results on the screen.
- **Print:** Execute the report and send the results to a printer.
- **Save:** You can save this report with the current data, or save only the report parameters to run this specific report with these parameters again.

If you chose to save the report, assign a name to your report so it can be viewed whenever needed.

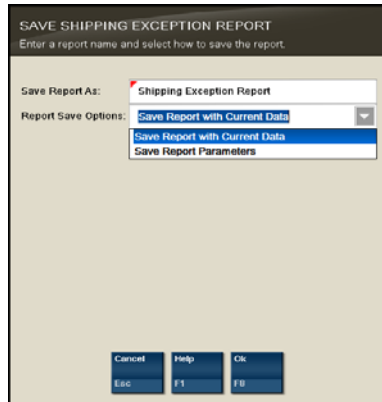


Figure 4-33: Save Report Options

1) Choose one of the options in the **Report Save Options** list:

**Save Report with Current Data** - To save the report with the current values.

<OR>

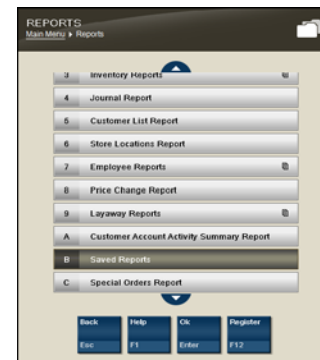
**Save Report Parameters** - To save only the parameters to use these parameters as a template to generate a new report at another time.

---

**Note:** Use a relative date rather than a specific date for this option.

---

2) Select **Ok** to save the report. Reports are saved to your personal report area and can be retrieved from the, **Saved Reports** menu option and press [Enter].




---

**Note:** Refer to the *Xstore Reports Guide* for more information about setting up and running reports.

---

## Shipping Manifest Report

| Shipping Exception Report              |         |          |                                |                    |         |            |
|----------------------------------------|---------|----------|--------------------------------|--------------------|---------|------------|
| Report Date: 05/21/2011                |         |          |                                | Document Type: ALL |         |            |
| Date                                   | Item ID | Serial # | Description                    | Expected           | Shipped | Difference |
| DOCUMENT #: 0110001000017              |         |          |                                |                    |         |            |
| 05/21/2011                             | 1006    |          | WINE TEXT DUSTER DRESS         | 1                  | 0       | (1)        |
| 05/21/2011                             | 1008    |          | BLK/GREEN SLVLS VNK FLORAL DRE | 1                  | 0       | (1)        |
| (DOCUMENT #: 0110001000017) Total :    |         |          |                                | 2                  | 0       | (2)        |
| DOCUMENT #: 0110001000018              |         |          |                                |                    |         |            |
| 05/21/2011                             | 1003    |          | TAUPE/ROSE SLVLS HNDKCHIEF DRE | 1                  | 0       | (1)        |
| 05/21/2011                             | 1003    |          | TAUPE/ROSE SLVLS HNDKCHIEF DRE | 1                  | 0       | (1)        |
| 05/21/2011                             | 1005    |          | RED/BLK ANML PRT CARMASH DRESS | 1                  | 0       | (1)        |
| 05/21/2011                             | 1005    |          | RED/BLK ANML PRT CARMASH DRESS | 1                  | 0       | (1)        |
| 05/21/2011                             | 6005    |          | Sun Glasses NLP                | 2                  | 1       | (1)        |
| 05/21/2011                             | 6005    |          | Sun Glasses NLP                | 2                  | 1       | (1)        |
| (DOCUMENT #: 0110001000018) Total :    |         |          |                                | 8                  | 2       | (6)        |
| DOCUMENT #: RTV117A113111119           |         |          |                                |                    |         |            |
| 05/21/2011                             | 6003    |          | Sun Glasses PG                 | 3                  | 0       | (3)        |
| 05/21/2011                             | 6003    |          | Sun Glasses PG                 | 3                  | 0       | (3)        |
| 05/21/2011                             | 6004    |          | Sun Glasses TWLP               | 5                  | 0       | (5)        |
| 05/21/2011                             | 6004    |          | Sun Glasses TWLP               | 5                  | 0       | (5)        |
| 05/21/2011                             | 6005    |          | Sun Glasses NLP                | 9                  | 0       | (9)        |
| 05/21/2011                             | 6005    |          | Sun Glasses NLP                | 9                  | 0       | (9)        |
| (DOCUMENT #: RTV117A113111119) Total : |         |          |                                | 34                 | 0       | (34)       |
| DOCUMENT #: TF117A113111111R           |         |          |                                |                    |         |            |
| 05/21/2011                             | 1005    |          | RED/BLK ANML PRT CARMASH DRESS | 0                  | 3       | 3          |
| 05/21/2011                             | 1007    |          | PURPLE JACQ VNK ENVELOPE DRESS | 0                  | 4       | 4          |
| (DOCUMENT #: TF117A113111111R) Total : |         |          |                                | 0                  | 7       | 7          |

Figure 4-34: Shipping Exception Report

**Note:** The *expected* count will be zero for all items on a user-created document. Only documents downloaded from the home office have a value for the expected item count.

## Shipping Manifest Report

This report shows detailed information for each shipment that was sent within the given date range. The report includes where the shipment was sent, carrier, and tracking information, and a list of all items included.

This report allows you to specify only the Date that the shipment was sent.

The following information is included on the Shipping Manifest Report:

- Ship To (Name and Address)
- Ship Date
- Carrier
- Ship Via
- Tracking#
- Item Id
- Item Description
- Qty

## Running the Shipping Manifest Report

Refer to the *Xstore Reports Guide* for more information about this report.



1. After logging in to the Back Office, select and enter **Inventory --> Inventory Reports --> Shipping Manifest Report**.

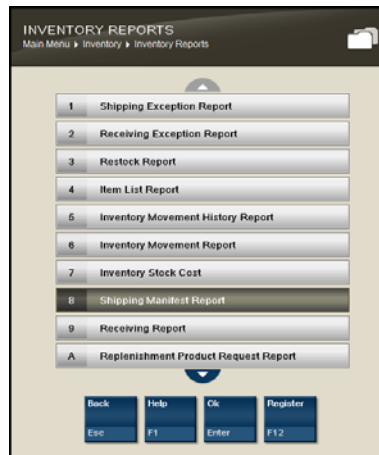


Figure 4-35: Shipping Manifest Report Menu Option

2. The Shipping Manifest Report parameters form displays. Enter your criteria to generate the report:

Figure 4-36: Shipping Manifest Report Form

- Date Range

<OR>

A date option from the list in the relative date field

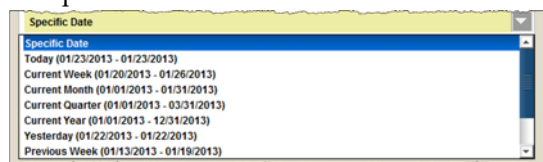


Figure 4-37: List of Relative Dates

3. Select one of these options to finish your report:
  - **Run Report:** Execute the report and display the results on the screen.
  - **Print:** Execute the report and send the results to a printer.

## Shipping Manifest Report

- **Save:** You can save this report with the current data, or save only the report parameters to run this specific report with these parameters again.

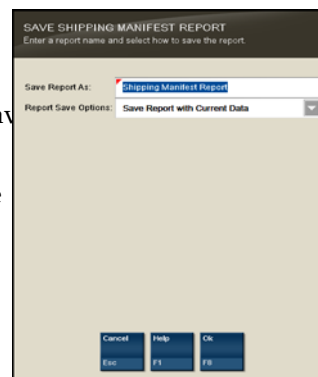
If you chose to save the report, assign a name to your report so it can be viewed whenever needed.

- 1) Choose one of the options in the Report Save Options list:

**Save Report with Current Data** - To save the report with the current values.

<OR>

**Save Report Parameters** - To save only the parameters to use these parameters as a template to generate a new report at another time.



---

**Note:** Use a relative date rather than a specific date for this option

---

- 2) Select **Ok** to save the report. Reports are saved to your personal report area and can be retrieved from the, **Saved Reports** menu option and press [Enter].

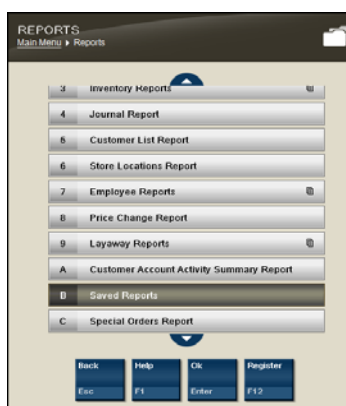


Figure 4-38: Saved Reports Menu Option

---

**Note:** Refer to the *Xstore Reports Guide* for more information about setting up and running reports.

---



| Item Id | Item Description    | Qty |
|---------|---------------------|-----|
| 6011    | Black Leather Walch | 4   |

Figure 4-39: Shipping Manifest Report

---

# Physical Inventory Counting

## Overview

All merchandise items, whether entering the store through receiving and return functions or leaving the store through sales and shipping functions, are tracked using an inventory process. This inventory tracking occurs at the item level, resulting in an audit trail from the time the item enters the store and continuing until the item leaves the store.

The inventory process allows you to enter item inventory counts and make adjustments to the inventory quantity of items. The Xstore Physical Inventory function allows you to accurately and efficiently count on-hand merchandise. After a count takes place, the local inventory is updated and accurate counts are posted to the home office. Physical Inventory can be conducted through the register system.

- Real-time inventory is adjusted automatically during normal POS activity. This normal activity includes—but is not limited to—sales, returns, shipping, and receiving of physical, saleable store merchandise. Real-time inventory does not require any additional interaction by the user during normal transaction processing.
- The physical inventory method uses counting as the means by which store personnel manually count merchandise items in the retail store. A store associate performs the count, and then enters the count values into the system where they are stored. The system applies the adjustments to each item's inventory.

Xstore provides three different types of inventory counts to meet your specific requirements:

- **Physical Count:** Counting all in-stock items.

To perform a physical count, a layout must be set up for the store using the Store Layout functionality. Multiple count sheets are created to allow several associates to count different sections of the store. Additional cycles of counting can be performed if there are variances from the expected values and from previous counts.

- **Cycle Count:** Counting a subset of the entire stock.

Only one count sheet is used for a Cycle Count, although additional cycles of counting can be performed if there are variances from the expected values and from previous counts.

- **Supply Count:** Counting internally-used supplies, rather than saleable items.

This count type is similar to a Cycle Count; however, it automatically populates the count sheet with all supply items defined for your store.

The following processes described in this section are used to create and find the count documents, create count sheets, and count the on-hand merchandise.

## Inventory Counting Steps - Overview

The following steps describe the generalized process that conforms to the system-enforced steps for conducting inventory counts. Submitting counts can be done while the store is open. The store must be closed to Initiate a count. However, if allowed by your store policy, you can set up your count sheets while the store is open, and in some situations, enter your first counts into the system.

The initial step is to find an existing Inventory Count document, or to create a new document if allowed by your store policy. Once the Inventory Count document is located, perform the following steps:

1. **Generate Count Sheets for the Inventory Count document.** This step applies to a Physical Count type only. Skip this step for Cycle Count and Supply Count sheets since they are generated automatically for the Inventory Count document.
2. **Print the count sheet(s).** Depending on your store policy, this step may be *optional*, or performed at another time in the counting process.

---

**Note:** Print the count sheet (s) option may be unavailable depending on your store's configuration.

---

3. **Initiate the count for the selected Inventory Count document [BASED ON SECURITY PRIVILEGE].** This step is usually performed on the day of the count, and takes a snapshot of the current inventory ledger. It is only performed when the store is closed and online. The count must be initiated before the count quantities can be submitted (posted). This step allows your count to be compared to the system-expected quantity. Any variances between your count and the system-expected quantity is reported, allowing you to resolve any discrepancies through additional counting cycles.
4. **Perform the actual count of the items and enter the quantities into the system.** Depending on your store policy, you may be able to perform this step before initiating the count. However, even though you may be able to enter your counts into the system, you cannot submit the count until the initiation step is performed.
5. **Submit the count.** Your count is compared to the system-expected quantity captured during the initialization process (step 3).
6. **Perform a recount if there is a variance between the system-expected quantity and the count quantity:**
  - If your system is set up for automatic variance processing, Xstore automatically creates a second count cycle for you, with only the items you must recount. If the second count results in any variances, the system creates another count cycle automatically, and continues to create as many cycles as needed to resolve any discrepancies, up to the maximum number of cycles allowed by your store policy.
  - If your system is set up for manual variance processing, the system will not create additional cycle counts automatically. However, you can mark individual sheets to be moved to the next cycle for recounting until the maximum number of cycles is reached, or the count is completed.
7. **Complete and post the final counted quantities to update your inventory [BASED ON SECURITY PRIVILEGE].**

## Inventory Count Documents

An Inventory Count document can be created at the home office and downloaded to a store, or a store can create its own Inventory Count documents, if allowed by store policy. An Inventory Count document contains the summary information for the count, specifies the date the count should be started, and identifies the items for the count.

- If an Inventory Count document exists for the count you want to perform, see [Finding an Existing Inventory Count Document](#) below.
- If an Inventory Count document does not exist for the count you want to perform, see [Creating a New Inventory Count Document](#). This option will only be available if your store policy allows store-created Inventory Count documents.

### Finding an Existing Inventory Count Document

1. At the Register Login screen, select the **Back Office** option, and log in to the Back Office by entering your employee ID and password when prompted.
2. Select the **Inventory** option from the Main Menu and press [Enter].

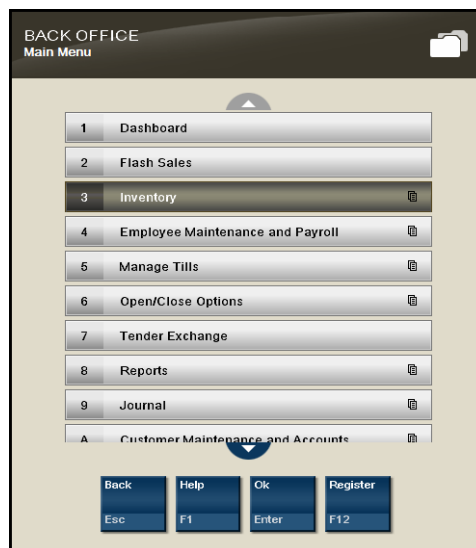


Figure 5-1: Back Office Main Menu

- At the Inventory menu, select **Inventory Count Options** and press [Enter].

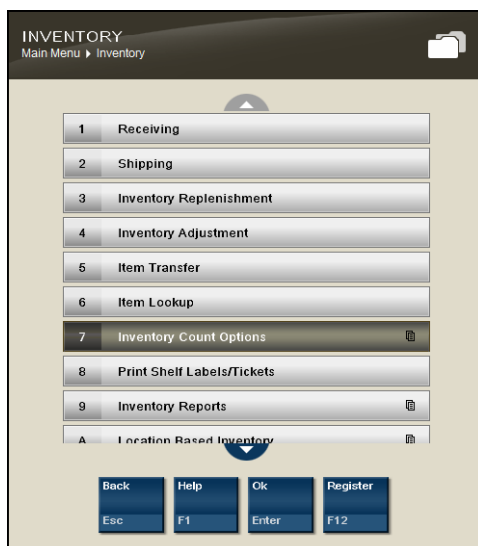


Figure 5-2: Inventory Count Options Menu

- Select **Inventory Count**.

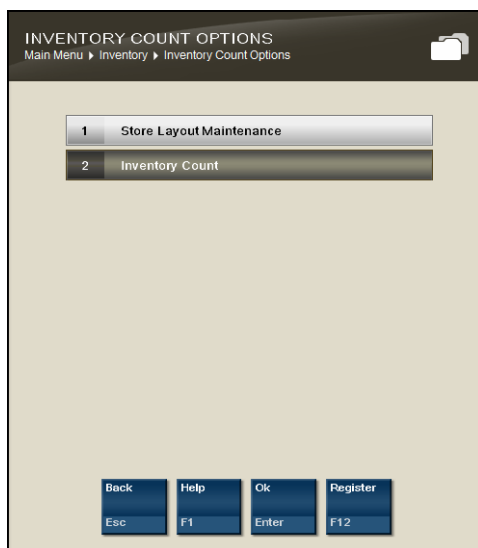


Figure 5-3: Inventory Count Options

- At the Inventory Count search form, enter search criteria to find the Inventory Count document, then select **Process** to initiate the search.

---

**Important:** This form is based on security privilege. If the logged in user does not have the search privilege, the search form will not display. Instead, Xstore displays a list of Initiated and Submitted counts.

---

**Figure 5-4: Inventory Count Search Form**

---

**Tip:** Leave all fields blank and select **Process** to list *all* Inventory Count documents.

---

The Inventory Count search form contains the following fields:

- **Count ID** - This is the auto-generated count identifier associated with the Inventory Count document. Type or scan the count identifier in this field.
- **Begin Date** - This is the date the count is to be performed.
- **Count Type** - Select the type of count from the list: Physical Count, Cycle Count, or Supply Count. See [Overview](#) for more information about these three different types of inventory counts.
- **Status** - Select the count document status from the list:
  - **New** - No action has been taken on this Inventory Count document.
  - **Initiated** - A snapshot of the database has been taken for this Inventory Count document.
  - **Submitted** - All count sheet status for this Inventory Count are submitted.
  - **Complete** - Items on this Inventory Count document have been counted, submitted, and completed.

---

**Note:** If an Inventory Count document matching your search criteria is not found, or you want to create a new inventory count, select the **Add New** option. See [Creating a New Inventory Count Document](#) for a step-by-step procedure describing how to create a new Inventory Count document.

---

6. Xstore displays a list of Inventory Count documents based on your search criteria. Use the up and down arrows to select the document you want and press **[Enter]**.

The screenshot shows a handheld device screen with the title "INVENTORY COUNT" and the instruction "Select an inventory count." Below this is a table with three columns: COUNT ID, DESCRIPTION, COUNT TYPE, COUNT STATUS, and BEGIN DATE. The table contains two rows of data. At the bottom of the screen are three buttons: "Back", "Ok", and "Add New". Below these buttons are three smaller buttons: "Esc", "Enter", and "F7".

| COUNT ID      | DESCRIPTION | COUNT TYPE  | COUNT STATUS | BEGIN DATE |
|---------------|-------------|-------------|--------------|------------|
| 11Q111311114G | Front Store | Cycle Count | Submitted    | 12/15/2014 |
| 11Q111311114K | Register    | Cycle Count | Initiated    | 12/15/2014 |

**Figure 5-5: List of Existing Inventory Count Documents**

The Inventory Count list shows the following information for each document:

- **Count ID** - The inventory count identifier.
- **Description** - The brief description of the Inventory Count.
- **Count Type** - The type of count: Physical Count, Cycle Count, or Supply Count.
- **Count Status** - The current status of the count: New, Initiated, Submitted, or Complete.
- **Begin Date** - The date the count is scheduled to begin.

---

**Note:** Inventory Count documents created by the Home Office cannot be cancelled or edited.

---

7. Xstore displays the count screen for the selected Inventory Count document:
- If you are performing a Cycle Count, continue with [Cycle Count Process](#) for step-by-step instructions.
  - If you are performing a Supply Count, continue with [Supply Count Process](#) for step-by-step instructions.
  - If you are performing a Physical Count, continue with [Physical Count Process](#) for step-by-step instructions.

### Creating a New Inventory Count Document

The following steps describe how to create a new Inventory Count document. Any Inventory Count documents you create will be flagged as Store Created for tracking purposes.

---

**Important:** Inventory Counts cannot be created or initiated in offline mode. Creating a new Inventory Count document is based on security privilege.

---



1. After selecting the **Add New** option at the Inventory Count Search form (refer to [Figure 5-4](#)), Xstore displays the Inventory Count document form. Enter the information in the fields as required to create a new Inventory Count document for the type of count you want to perform, and select **Process**.

**Figure 5-6: Inventory Count Document Form**

- **Begin Date:** Enter the date on which the counting should be started.
  - **Count Type:** Select the type of count for this Inventory Count document. The following count types are available in Xstore:
    - **Cycle Count** - Counts a subset of the entire stock. See [Cycle Count Type Setup](#) for setup instructions.
    - **Supply Count** - Counts internally-used supplies, rather than saleable items. See [Supply Count Type Setup](#) for setup instructions.
    - **Physical Count** - Counts all in-stock items. See [Physical Count Type Setup](#) for setup instructions.
  - **Description:** Type a brief description of the Inventory Count. The description does not need to be unique.
2. Use the menu options to create the list of items to be inventoried by this Inventory Count document.

Refer to the count types below for the specific information required for each type of count.

## Cycle Count Type Setup

**Important:** You can create multiple initiated Cycle Count documents. Xstore will not check for overlap of inventory so be sure to create counts for different areas of the store.

...continued from step 1

Figure 5-7: Cycle Count Setup Screen Example

1. Choose one of the following options to add the items to the new Cycle Count document:

① Scan or enter the item IDs to be counted on this Inventory Count document.

<OR>

② Select the **Add Merch Level** option to add all items in a merchandise level.

If you select the **Add Merch Level** option you will be prompted to select a merchandise level to be added to the Inventory Count document:  
Department, SubDepartment, Class, Subclass.

The actual items associated with each merchandise level are not shown in the list of items to be counted on the Inventory Count document. The merchandise level identifier (CLASS, DEPARTMENT, etc.) is displayed as a place holder and will be expanded to show the items within this merchandise level on the count sheets created in a later step.

| Cycle Count Items |       | Count #: 11XP11311113A      |
|-------------------|-------|-----------------------------|
| ITEM LEVEL        | ID    | DESCRIPTION                 |
| DEPARTMENT        | 25001 | SEASONAL                    |
| ITEM              | 6005  | Polarized Twenty Sunglasses |

**Note:** Select the **Remove Item** 3 option if you need to remove a count item from the list. You will be prompted to select the item/merchandise level to be removed from the Inventory Count document.

2. After adding the items to be counted on this Inventory Count document, select **Save & Continue** to create the new Cycle Count. Cycle Counts only use a single count sheet for all items.
3. At the confirmation prompt, select **Yes** to save the Cycle Count items you added.

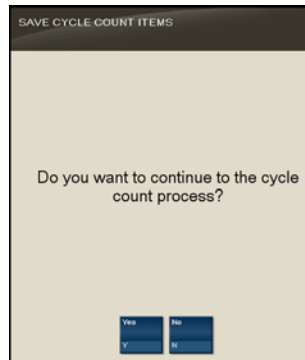


Figure 5-8: Save Cycle Count Items Confirmation Prompt

4. The system displays the Cycle Count screen:

| COUNT SHEET # | BUCKET  | SECTION     | STATUS      |
|---------------|---------|-------------|-------------|
| 1             | On Hand | Cycle Count | Preliminary |

Figure 5-9: Cycle Count Screen

- Refer to [Cycle Count Process](#) to continue with the counting process.

<OR>

- Press [Esc] at the Cycle Count screen if you are not ready to begin counting at this time. The Cycle Count document will be available in the list of existing Inventory Count documents when you are ready to continue with the count process.

### Supply Count Type Setup

...continued from step 1

The screenshot shows the 'Supply Count Type Setup' screen. On the left, there is an 'INFO' panel with the following details: Store: 643, Count #: 11XP11311113C, Count Type: Supply Count, Begin Date: 10/23/2013, and Count Status: New. Below this is a table with columns BUCKET, COUNT CYCLE, and STATUS. The table contains one row: On Hand, 1, Preliminary. At the bottom of the left panel, there is a section titled 'Inventory Count' with instructions: 'Select one of the following menu options, press ENTER to select a count sheet from the list, or scan the barcode from a count sheet.' The right side of the screen shows a large table with columns: COUNT SHEET..., BUCKET, SECTION, and STATUS. The first row is: 1, On Hand, Supply Count, Preliminary. A red circle with the number 1 is placed over the 'On Hand' text in the BUCKET column. At the bottom of the screen, there is a navigation bar with buttons: Back (Esc), Help (F1), Cancel Count Sheet (F2), Initiate Count (F3), Print Count Sheet (F5), Print Multiple Sheets (F6), Cancel Count Sheet (F7), Cancel Multiple Sheets (F8), View Variance Reports (F9), Cancel Count (F10), Handheld Options (F11), and Register (F12). The bottom status bar shows: Back Office | John Smith | Online | Datavantage Home Office 643 | Register: 1 | 10/23/2013 | 2:02 PM | ? F1.

Figure 5-10: Supply Count Example

- 1 For a Supply Count, all items identified as supplies in your store are automatically added to the count sheet. Supply Counts use a single count sheet for all items. You cannot remove supply items or add any items to this sheet.

---

**Note:** Supply Count items are listed automatically. You do not need to create the list.

---

Press [Esc] if you are not ready to begin counting at this time. The Supply Count document will be available in the list of existing Inventory Count documents when you are ready to continue with the count process.

Refer to [Supply Count Process](#) to continue the counting process.

## Physical Count Type Setup

...continued from step 1

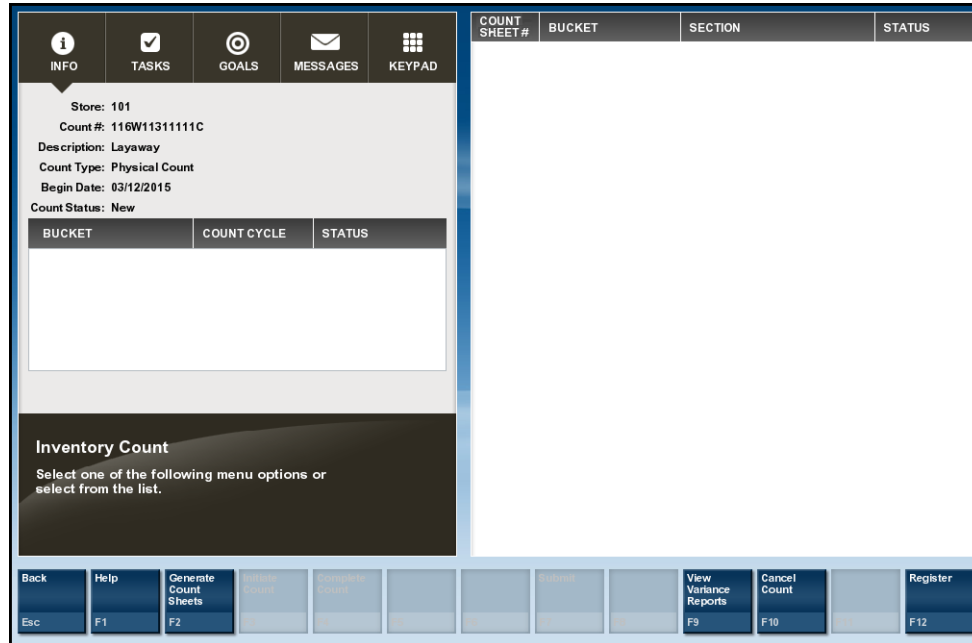


Figure 5-11: Physical Count Screen Example

5. Select the **Generate Count Sheets** menu option to add the items in each section to this new Inventory Count Document.

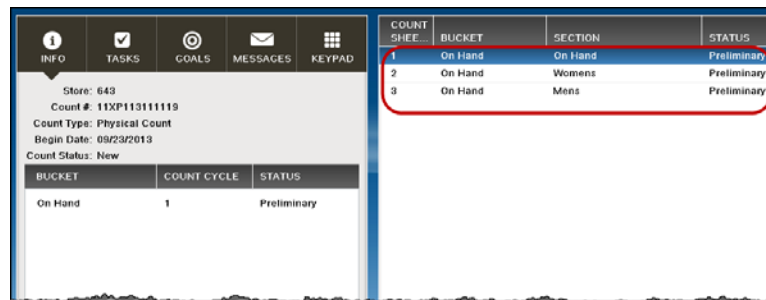


Figure 5-12: Sheets and Count Sections

**Note:** For a Physical Count, the Store Layout defined for your store is used to add items to be counted. See [Store Layout Maintenance](#) for detailed information about defining sections and items for your store.

The actual items associated with each section are not shown in the list of items to be counted on the Inventory Count document. The section identifier is displayed as a place holder and will be expanded to show the items within this section on the count sheets created in a later step.

Once the count is created, do one of the following:

- To continue the counting process, refer to [Physical Count Process](#).

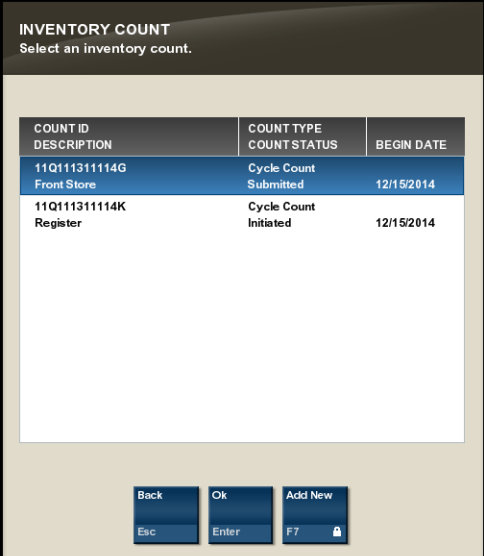
- If you are not ready to begin counting at this time, press [Esc]. The Physical Count document will be available in the list of existing Inventory Count documents when you are ready to continue with the count process.

## Cycle Count Process

The initial step in the Cycle Count process is to find an existing Inventory Count document, or to create a new document if allowed by your store policy. See [Inventory Count Documents](#) for detailed information about locating an Inventory Count document.

Once the Inventory Count document is located, perform the following steps.

1. Select the Cycle Count document you want to count and press [Enter].



The screenshot shows a screen titled "INVENTORY COUNT" with the instruction "Select an inventory count." Below this is a table with three columns: COUNT ID, COUNT TYPE, and BEGIN DATE. The table contains two rows of data. At the bottom of the screen, there are three buttons: "Back", "Ok", and "Add New". Below these buttons are three keyboard shortcuts: "Esc", "Enter", and "F7".

| COUNT ID                     | COUNT TYPE               | BEGIN DATE |
|------------------------------|--------------------------|------------|
| 11Q111311114G<br>Front Store | Cycle Count<br>Submitted | 12/15/2014 |
| 11Q111311114K<br>Register    | Cycle Count<br>Initiated | 12/15/2014 |

Buttons: Back, Ok, Add New  
Keyboard shortcuts: Esc, Enter, F7

Figure 5-13: Inventory Count Document List

The Cycle Count screen displays showing the Cycle Count status for both the Inventory Count document and for the count:

| COUNT SHEET # | BUCKET  | SECTION     | STATUS      |
|---------------|---------|-------------|-------------|
| 1             | On Hand | Cycle Count | Preliminary |

Figure 5-14: Cycle Count Screen - Count Cycle 1

① This area of the screen displays the information for the Inventory Count document: Store ID, Count ID number, Count Type, Begin Date, and Count Status (New, Initiated, or Complete). See [page 83](#) for additional detail about these elements.

② This area displays information for the count sheet:

- **Bucket** - The inventory bucket identifier for this count sheet. Inventory buckets are pre-defined for your store. For cycle counts, only the On Hand bucket is counted.
- **Count Cycle** - Indicates the number of times the bucket has been counted so far in order to reconcile any count variances and complete the count. The count cycle will always be set to 1 for the first count. If additional counts are needed to resolve a discrepancy, this number will increment for each recount.
- **Status** - The status of the bucket within the current count and cycle:
  - **Preliminary** - The beginning status for a new count.
  - **Printed** - Indicates the count sheet has been printed.
  - **Saved** - Indicates the count sheet has been saved.
  - **Complete** - Indicates the count sheet has been completed.

## Cycle Count Process

2. To begin the counting process, you have the following options:
  - a. [OPTIONAL] If you want to see the items on the count sheet, press [Enter] to open the selected count sheet; or, if you have a printed count sheet available, scan the barcode on the sheet. The items to be counted are listed on the view port.

The screenshot shows a mobile application interface for cycle counting. On the left, a sidebar contains icons for INFO, WEATHER, GOALS, MESSAGES, and KEYPAD. The main area displays count details: Store: 520, Count #: 11Q11131114G, Description: Front Store, Count Type: Cycle Count, Begin Date: 12/15/2014, Section: 1 Cycle Count, Bucket: On Hand, Count Cycle: 1, and Status: Preliminary. Below this is an 'Enter Count' section with a text input field and a circular arrow icon. At the bottom, there are navigation buttons: Back, Help, Save Count Sheet, Previous Page, Next Page, First Page, and Last Page. The right side of the screen shows a list of items with columns for ITEM ID, DESCRIPTION, and QTY. The list includes items like COTTON JERSEY TIERED DRESS, PEASANT TOP JERSEY DRESS, ROLL SLEEVE SWEATER DRESS, etc.

| ITEM ID | DESCRIPTION                  | QTY |
|---------|------------------------------|-----|
| 1002    | COTTON JERSEY TIERED DRESS   |     |
| 1005    | PEASANT TOP JERSEY DRESS     |     |
| 1006    | ROLL SLEEVE SWEATER DRESS    |     |
| 1008    | DRAWSTRING PEASANT DRESS     |     |
| 1015    | Blue Jersey                  |     |
| 1111    | MALE DRESS                   |     |
| 1112    | FEMALE DRESS                 |     |
| 3002    | Black Dress w/ Scallop Neck  |     |
| 3003    | Taupe/Rose Sleeveless Dress  |     |
| 3004    | Sleeveless Triple Tier Dress |     |
| 3005    | Animal Print Camo Dress      |     |
| 3006    | Wine Text Duster Dress       |     |
| 3007    | Purple Envelope Dress        |     |
| 3008    | Black/Green Floral Dress     |     |
| 3009    | Venture Jacket/Serial        |     |
| 3010    | Black/White Sleeveless Dress |     |
| 6024    | Linen Slacks                 |     |
| 6025    | Floral Asymmetrical Tunic    |     |
| 6026    | Twisted Rope Camisole        |     |
| 6027    | Side Belled Pant             |     |
| 6028    | Floral Fox Wrap Dress        |     |
| 6701    | Dealow ET                    |     |
| 6702    | Dealow Change                |     |

Figure 5-15: Count Sheet Items

Press [Esc] to return to the previous screen and print the count sheet.

- b. Select the **Print Count Sheet** menu option to print the count sheet on the report printer. The count sheet status is updated to **Printed** and a count sheet is created.

The screenshot shows a printed count sheet. At the top, it displays Count #: 11Q11131114G, Count Cycle: 1, On Hand, Section: 1 Cycle Count, and Recorded by: (with a cursor). A barcode is visible in the center. To the right, it shows Status: Printed and Count Type: Cycle Count. Below the barcode, there is a section for Count Sheet #: 1. The bottom half of the sheet contains a table with columns for Item ID, Description, and Qty. The list of items is identical to the one in Figure 5-15.

| Item ID | Description                  | Qty |
|---------|------------------------------|-----|
| 1002    | COTTON JERSEY TIERED DRESS   |     |
| 1005    | PEASANT TOP JERSEY DRESS     |     |
| 1006    | ROLL SLEEVE SWEATER DRESS    |     |
| 1008    | DRAWSTRING PEASANT DRESS     |     |
| 1015    | Blue Jersey                  |     |
| 1111    | MALE DRESS                   |     |
| 1112    | FEMALE DRESS                 |     |
| 3002    | Black Dress w/ Scallop Neck  |     |
| 3003    | Taupe/Rose Sleeveless Dress  |     |
| 3004    | Sleeveless Triple Tier Dress |     |

Figure 5-16: Printed Count Sheet

Use this sheet to manually record your item counts.

**Note:** The Print Multiple Sheets option is usually used for Physical Counts of the entire store when more than one count sheet exists, not for Cycle Counts. To print multiple count sheets, select the **Print Multiple Sheets** menu option. Select the count sheets to be printed. When prompted, select **Yes** to confirm. The count sheet status will be updated from Preliminary to Printed.



---

**Important:** The store needs to be closed to initiate a count and submit your counts. Counts are usually initiated on the day the inventory count takes place.

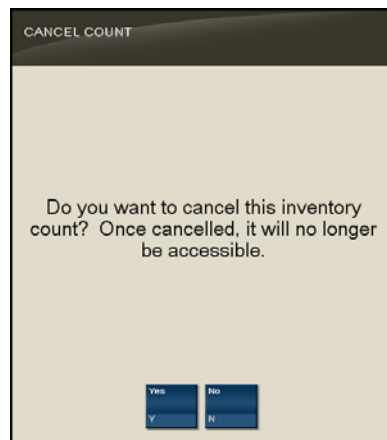
If enforced by your store policy, you cannot enter your counts until the count has been initiated.

---

---

**Note:** About the count menu options:

- **Initiate Count [BASED ON SECURITY PRIVILEGE]** - This process allows your counts to be compared to the snapshot system-expected quantity. Depending on your store policy, you may be required to initiate the count before entering any counts into the system. Or, if your store policy allows, you may be able to enter your counts before initiating the count. In either scenario, the store must be closed before you can initiate the count.
- **Cancel Count [BASED ON SECURITY PRIVILEGE]** - This option allows you to cancel your count up until it is completed. Only store-created Inventory Counts can be cancelled. When prompted, select **Yes** to cancel the count.



- **Complete Count [BASED ON SECURITY PRIVILEGE]** - This option marks the count sheet as complete. The **Complete Count** menu option will only be enabled after the count cycles for the inventory count are complete.
  - **Esc** - This option will exit the current Count document, and take you back to the Inventory Count search form ([Figure 5-4](#)).
-

## Cycle Count Process

- When the store is closed, select **Initiate Count** to take a snapshot of current inventory.

This initiation process takes a snapshot of your current inventory ledger to be used to calculate variances between the expected (snapshot) quantity and the quantity you entered into the system.

Counts must be initiated before they can be submitted.

| BUCKET  | COUNT CYCLE | STATUS      |
|---------|-------------|-------------|
| On Hand | 1           | Preliminary |

- Count the items listed on the cycle count sheet. When you have finished counting the inventory items, return to the Inventory module to enter your counts into the system. Refer to the [Cycle Count Process](#), if you need instructions for locating the Inventory Count document you are working on.
- If the item to be counted is keyed, select the item to be counted from the list and enter the count. Xstore moves to the next item on the list.

If the item to be counted is scanned, scan the item. Xstore will increment the counted quantity by 1, unless your store is setup to prompt for quantity.

| ITEM ID | DESCRIPTION                  | QTY |
|---------|------------------------------|-----|
| 3002    | Black Dress w/ Scallop Neck  |     |
| 3003    | Taupe/Rose Sleeveless Dress  |     |
| 3004    | Sleeveless Triple Tier Dress |     |
| 3005    | Animal Print Carwash Dress   |     |
| 3006    | Wine Text Duster Dress       |     |
| 3007    | Purple Envelope Dress        |     |
| 3008    | Black/Green Floral Dress     |     |
| 3009    | Venture Jacket/Serial        |     |
| 3010    | Black/White Sleeveless Dress |     |
| 6024    | Linen Slacks                 |     |
| 6025    | Floral Asymmetrical Tunic    |     |
| 6026    | Twisted Rope Camisole        |     |
| 6027    | Side Belted Pant             |     |
| 6028    | Floral Faux Wrap Dress       |     |
| 6701    | Disallow ET                  |     |
| 6702    | Disallow Change              |     |
| 9210    | PF Description               |     |
| 9220    | Force Q1                     |     |
| 9230    | PF Quantity                  |     |
| 9240    | PF Weight                    |     |
| 9250    | Sale Qo2                     |     |
| 9260    | PF Quantity/Min Sale Qo2     |     |
| 9270    | Max Sale Qo4                 |     |

Figure 5-17: Cycle Count Item List - Enter Count

**Note:** You cannot add new items to a Cycle Count sheet. Only items listed on the count sheet can be included in the count.

- Select **Save Count Sheet**.
- Select **Yes** to confirm. The count sheet status changes to saved.

8. Select **Submit Count Sheet**.

| COUNT SHEET # | BUCKET  | SECTION     | STATUS |
|---------------|---------|-------------|--------|
| 1             | On Hand | Cycle Count | Saved  |

**Inventory Count**  
Select one of the following menu options, select a count sheet from the list, or scan a count sheet barcode.

Back | Help | Submit Count Sheet | Submit Multiple Sheets | Print Count Sheet | Print Multiple Sheets | Submit Count Sheet | Submit Multiple Sheets | View Variance Reports | Cancel Count | [Empty] | [Empty]

Esc | F1 | [Empty] | [Empty] | [Empty] | F5 | F6 | F7 | F8 | F9 | F10 | [Empty] | [Empty]

Figure 5-18: Saved Count Sheet Screen

**Note:** The Submitting Multiple Sheets option is usually used for physical counts of the entire store when more than one count sheet exists.

To submit multiple count sheets at one time, select the *Submit Multiple Sheets* menu option. With the count sheet highlighted, press the [Spacebar] to select each sheet.

The system compares the count quantity you entered with the expected quantity based on the snapshot taken of the inventory ledger:

- If the counted quantity and the expected quantity match, the inventory bucket for the item is marked as settled – no variance, and the count is complete. Skip to step 13.
- If the counted quantity and the expected quantity do not match, the inventory bucket for the item is marked as having a variance.
  - If your system is set up for Automatic Variance Processing, any variances will automatically result in a new count cycle: count cycle 2. See [Automatic Variance Processing](#) for detailed information about this type of variance processing.
  - If your system is set up for Manual Variance Processing, you can choose whether or not to perform a recount. See [Manual Variance Processing](#) for detailed information about this type of variance processing.

## 9. If you must recount any items, perform the same steps you used for count cycle 1:

**Note:** Since subsequent count cycles are always compared to the initial snapshot taken for the first count cycle, you cannot initiate the count again.

- a) Print the count sheet. Only the items with variances will be listed for a recount.
  - b) When the recount is finished and saved, select the **Submit Count Sheet** menu option. Once again, the system will compare the entered counts with the expected counts.
10. [OPTIONAL] You can select the **View Variance Reports** menu option to create a variance report showing the count discrepancies. See [Figure 5-28](#). If prompted, select a Variance Report from the list.

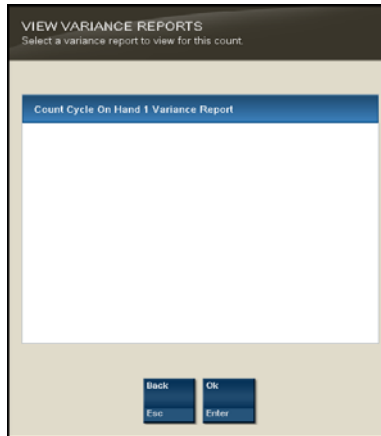


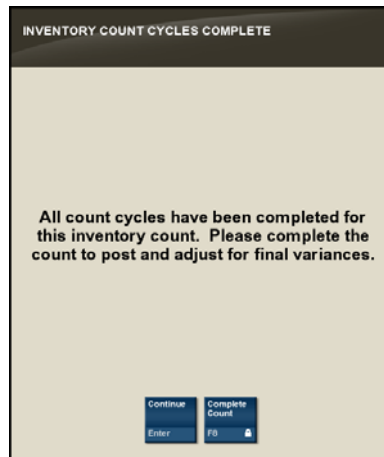
Figure 5-19: View Variance Reports List

11. The system creates and displays the report. See [Variance Report](#) for more information about these reports.

| Inventory Count Variance Report |                 |                   |                  |               |            |
|---------------------------------|-----------------|-------------------|------------------|---------------|------------|
| Count #: 117A113111174          |                 |                   |                  |               |            |
| Count Type: Cycle Count         |                 |                   |                  |               |            |
| Count Cycle: 1                  |                 |                   |                  |               |            |
| Item ID                         | Description     | Snapshot Quantity | Counted Quantity | Unit Variance | % Variance |
| Inventory Bucket: ON_HAND       |                 |                   |                  |               |            |
| 6003                            | Sun Glasses PG  | 982               | 981              | (1)           | (0.10)     |
| 6005                            | Sun Glasses NLP | 934               | 933              | (1)           | (0.11)     |

Figure 5-20: Inventory Count Variance Report

12. After the final count cycle sheet is submitted, the system displays a prompt indicating you have completed all count cycles:



**Figure 5-21: Inventory Count Cycles Complete Prompt**

Select one of the following options to continue the counting process:

- Select **Continue** to return to the Inventory Count screen. From the Inventory Count screen you can:
  - View/Print Variance Reports from all count cycles that had variances.

---

**Tip:** No Variance Report will be available for a count cycle that had no variances since all variance values would be 0.

---

- Save the submitted count cycles and post inventory counts at another time.
- Print count sheets (if available).
- Cancel the count [BASED ON SECURITY PRIVILEGE].
- Complete the count to post inventory counts and adjust the inventory counts in the system [BASED ON SECURITY PRIVILEGE].

<OR>

- Select **Complete Count** to post inventory counts and adjust the inventory counts in the system [BASED ON SECURITY PRIVILEGE].

## Supply Count Process

13. After completing the count sheets, the system marks the Inventory Count document as **Complete** and inventory quantity will be adjusted accordingly.

| COUNT SHEET # | BUCKET  | SECTION       | STATUS    |
|---------------|---------|---------------|-----------|
| 1             | On Hand | Cycle Count   | Submitted |
| 2             | On Hand | Count Cycle 2 | Submitted |

| BUCKET  | COUNT CYCLE | STATUS   |
|---------|-------------|----------|
| On Hand | 2           | Complete |

**Inventory Count**  
Select one of the following menu options, select a count sheet from the list, or scan a count sheet barcode.

Back | Help | Inventory Count Sheets | Inventory Count | Complete Count | Print Count Sheet | Print Multiple Sheets | Inventory Count Sheet | Inventory Count Sheet | View Variance Reports | Cancel Count | Inventory Count

Esc | F1 | | | F4 | F5 | F6 | | | F9 | F10 | | |

Figure 5-22: Completed Cycle Count Screen

## Supply Count Process

A Supply Count is a count of items not sold in your store, but are required for normal store operations, such as rolls of receipt paper for cash registers or printer paper for report printers. The Supply Count process is similar to the Cycle Count process; however, the count sheets are automatically populated with only the items identified as supplies in your store. Usually Supply Counts are not downloaded from the home office, and you cannot add items to the count sheets.

The initial step in the Supply Count process is to find an existing Inventory Count document, or to create a new document. To locate a Supply Count document refer to [Finding an Existing Inventory Count Document](#). To create a new supply count document see [Creating a New Inventory Count Document](#).

1. Select the Supply Count document you want to count and press [Enter].

2. The Supply Count screen displays showing the count status for both the Inventory Count document and for the count sheet:

| COUNT SHEET # | BUCKET  | SECTION      | STATUS      |
|---------------|---------|--------------|-------------|
| 1             | On Hand | Supply Count | Preliminary |

Figure 5-23: Supply Count Screen - Count Cycle 1

① This area of the screen displays the information for the Inventory Count document: Store ID, Count ID number, Description, Count Type, Begin Date, and Count Status. See [page 83](#) for additional detail about these elements.

② This area displays information for the count sheet:

- **Bucket** - The inventory bucket identifier for this count sheet. Inventory buckets are pre-defined for your store. For supply counts, only the On Hand bucket is counted.
- **Count Cycle** - Indicates the number of times the bucket has been counted in order to reconcile any count variances and complete the count. The count cycle will always be set to 1 for the first count. If additional counts are needed to resolve a discrepancy, this number will increment for each recount.
- **Status** - The status of the bucket within the current count and cycle:
  - **Preliminary** - The beginning status for a new count.
  - **Printed** - Indicates the count sheet has been printed.
  - **Saved** - Indicates the count sheet has been saved.
  - **Complete** - Indicates the count sheet has been completed.

## Supply Count Process

3. To begin the counting process you have the following options. See [Figure 5-23](#):
  - [OPTIONAL] Press [Enter] to open the selected count sheet, or, if you have a printed count sheet available, scan the barcode on the sheet. The supply items are listed on the view port. Press [Esc] to return to the previous screen and print the count sheet.

<OR>

- The **Print Count Sheet** menu option to print the count sheet on the report printer. The count sheet status is updated to Printed and a count sheet is created.

| COUNT SHEET | BUCKET  | SECTION      | STATUS  |
|-------------|---------|--------------|---------|
| 1           | On Hand | Supply Count | Printed |



---

**Note: Print Multiple Sheets** - This option is usually used for Physical Counts of the entire store when more than one count sheet is used, not for Supply Counts.

To print multiple count sheets, select the *Print Multiple Sheets* menu option. The system prompts you to select the count sheets to be printed. When prompted, select **Yes** to confirm the count sheets to be printed. The count sheet status will be updated from *Preliminary* to *Printed*.

---

---

**Important:** If enforced by your store policy, you may not be able to enter your counts until the count has been initiated. Counts are usually initiated on the day of the count.

The store must be closed before you can initiate and/or submit your counts.

---

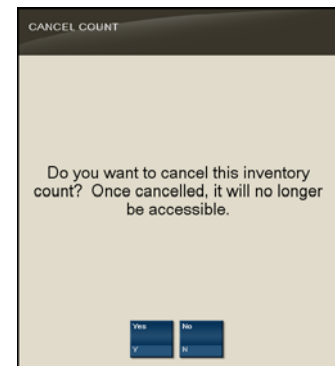
Use the printed count sheet to record your supply item counts.

---

**Note:** About the count menu options:

- **Initiate Count [BASED ON SECURITY PRIVILEGE]** - This process allows your counts to be compared to the snapshot system-expected quantity. Depending on your store policy, you may be required to initiate the count before entering any counts into the system. Or, if your store policy allows, you may be able to enter your counts before initiating the count. In either scenario, the store must be closed before you can initiate the count.

- **Cancel Count [BASED ON SECURITY PRIVILEGE]**- This option allows you to cancel your count up until it is completed. Only store-created Inventory Counts can be cancelled. When prompted, select **Yes** to cancel the count.



- **Complete Count [BASED ON SECURITY PRIVILEGE]** - This option marks the count sheet as complete. The Complete Count menu option will only be enabled after the count cycles for the inventory count are complete.
  - **Esc** - This option will exit the current Count document and take you back to the Inventory Count search form ([Figure 5-4](#)).
-

## Supply Count Process

- When the store is closed, select **Initiate Count** to take a snapshot of current supply inventory. The Count Status changes to initiated.

The screenshot shows the Supply Count screen with a top navigation bar (INFO, TASKS, GOALS, MESSAGES, KEYPAD) and a left sidebar with store information. The main area displays a table with count details.

| COUNT SHEET # | BUCKET  | SECTION      | STATUS  |
|---------------|---------|--------------|---------|
| 1             | On Hand | Supply Count | Printed |

| BUCKET  | COUNT CYCLE | STATUS  |
|---------|-------------|---------|
| On Hand | 1           | Printed |

Figure 5-24: Supply Count Screen - Count Initiated & Count Sheet Printed

- Count the items listed on the supply count sheet.

When you have finished counting the inventory items, return to the Inventory module to enter your counts into the system. Refer to [Supply Count Process](#) if you need instructions for locating the Inventory Count document you are working on.

- At the Supply Count screen, press **[Enter]** to open the selected count sheet, or, if you have a printed count sheet available, scan the barcode on the sheet.
- In the Enter Count prompt, enter a quantity for the selected item and press **[Enter]**. Xstore will enter the count and move to the next item in the list.

---

**Note:** To modify a count, select the item from the list and enter a new count in the prompt. Press **[Enter]**. Xstore displays the new value.

---

The screenshot shows the Supply Count Item List screen. The left sidebar contains store information. The main area displays a list of items with their item IDs, descriptions, and quantities. At the bottom, there is an 'Enter Count' prompt with a numeric keypad and a 'Save Count Sheet' button.

| ITEM ID | DESCRIPTION                  | QTY |
|---------|------------------------------|-----|
| 7003    | Crylon Red Gloss Spray Paint | 3   |
| 80901   | Pencils                      | 10  |
| 80902   | Pens                         | 10  |
| 80903   | Receipt Paper                |     |
| 80904   | Printer Paper                |     |

Enter Count:  **[Enter]**

Enter a quantity for the selected item or select one of the menu options.

Page 1 of 1

Back Help Save Count Sheet Previous Page Next Page First Page Last Page

Figure 5-25: Supply Count Item List

- Select **Save Count Sheet**.
- Select **Yes** to confirm. The count sheet status changes to saved.

10. Select **Submit Count Sheet**.

The screenshot shows the 'Saved Supply Count Screen'. On the left, a summary box displays: Store: 101, Count #: 116W11211111W, Description: Cash Registers, Count Type: Supply Count, Begin Date: 03/12/2016, and Count Status: New. Below this is a table with columns BUCKET, COUNT CYCLE, and STATUS, containing one row: On Hand, 1, Preliminary. The right side of the screen features a large table with columns COUNT SHEET #, BUCKET, SECTION, and STATUS. The first row shows: 1, On Hand, Supply Count, and a red circle around the word 'Saved'. At the bottom, a keypad contains buttons for Back, Help, Previous Count Sheet, Initiate Count, Submit Count, Print Count Sheet, Print Multiple Sheets, Submit Count Sheet, Submit Multiple Sheets, View Variance Reports, Cancel Count, and Register.

Figure 5-26: Saved Supply Count Screen

11. Continue with step 8 through step 13 to submit and complete your supply count following the same process used for cycle counts.

The system compares the count quantity you entered with the expected quantity based on the snapshot taken of the inventory ledger for supply items.

12. When the Supply Count is completed, select **Complete Count**. The count screen shows the following status information:

The screenshot shows the 'Completed Supply Count' screen. The left summary box now displays: Store: 101, Count #: 116W11311111X, Description: Cash Registers, Count Type: Supply Count, Begin Date: 03/14/2015, and Count Status: Complete (marked with a red circle 1). The table below it shows: On Hand, 2, Complete (marked with a red circle 2). The right table shows two rows: Row 1 has 1, On Hand, Supply Count, Submitted; Row 2 has 2, On Hand, Count Cycle 2, Submitted (marked with a red circle 3). The bottom keypad includes buttons for Back, Help, Previous Count Sheet, Submit Count, Complete Count, Print Count Sheet, Print Multiple Sheets, Submit Count Sheet, Submit Multiple Sheets, View Variance Reports, Cancel Count, and Register.

Figure 5-27: Completed Supply Count

- 1 Inventory Document Count Status: Complete

② Count Status: Complete and the number of count cycles required to complete the count

③ Each count sheet status for all cycles is set to Submitted

## Physical Count Process

Before you can perform a Physical Count for all items in your store, you must set up a store layout plan to divide your store into manageable sections. Each section will have its own count sheet showing the items in that section. These count sheets can then be distributed to the associates responsible for counting each section. Refer to [Store Layout Maintenance](#) for more information about setting up your store layout.

The initial step in the Physical Count process is to find an existing Inventory Count document, or to create a new document if allowed by your store policy.

See [Inventory Count Documents](#) for detailed information about locating an Inventory Count document. See [Creating a New Inventory Count Document](#) for detailed information about creating an Inventory Count document.

Once the Inventory Count document is located, perform the following steps:

1. Select the Physical Count document you want to count and select **Process**. The system displays the Physical Count screen.
2. Select the **Generate Count Sheets** menu option on the Physical Count screen to create the count sheets based on your store layout. This screen shows the following information for the new Physical Count:

| COUNT SHEET # | BUCKET  | SECTION | STATUS      |
|---------------|---------|---------|-------------|
| 1             | Layaway | On Hand | Preliminary |
| 2             | On Hand | On Hand | Preliminary |
| 3             | Order   | Order   | Preliminary |

Figure 5-28: Physical Count Screen - Count Sheets List

① This area of the screen displays the information for the Inventory Count document: Store ID, Count ID number, Count Type, Description, Begin Date, and Count Status. See [page 83](#) for additional detail about these elements.

② This area of the screen displays information for the count sheet:

- **Bucket** - The inventory bucket identifier for this count sheet. Inventory buckets are pre-defined for your store.
- **Count Cycle** - Indicates the number of times the bucket has been counted in order to reconcile any count variances and complete the count. The count cycle will always be set to 1 for the first count. If additional counts are needed to resolve a discrepancy, this number will increment for each recount.
- **Status** - The status of the bucket within the current count and cycle:
  - **Preliminary** - The beginning status for a new count.
  - **Printed** - Indicates the count sheet has been printed.
  - **Saved** - Indicates the count sheet has been saved.
  - **Complete** - Indicates the count sheet has been completed.

③ This area of the screen lists each count sheet based on your store layout:

- **Count Sheet #** - The sequential number associated with each count sheet for this Physical Count.
- **Bucket** - The inventory bucket associated with the count sheet.
- **Section** - The store area to be counted as defined in your store layout.
- **Status** - The status for each count sheet.

3. Print the count sheets:

- To print one count sheet at a time, highlight the count sheet and select the **Print Count Sheet** menu option. The count sheet is printed and the status will be updated from Preliminary to Printed.

| Count Sheet # | Bucket | Section | Status      |
|---------------|--------|---------|-------------|
| 1             | Order  | Pending | Printed     |
| 2             | Order  | Pickup  | Preliminary |

- To print multiple count sheets, select the **Print Multiple Sheets** menu option. The system prompts you to select the count sheets to be printed. With the count sheet highlighted, press the [Spacebar] to select each sheet individually, or choose the **Select All** menu option to print all sheets. When prompted, select **Yes**

## Physical Count Process

to confirm the count sheets to be printed. The count sheet status will be updated from Preliminary to Printed.

**SELECT COUNT SHEETS**  
Select count sheets to print from the list below.

| COUNT SHEET # | BUCKET  | SECTION | STATUS      |
|---------------|---------|---------|-------------|
| 1             | Layaway | Layaway | Printed     |
| 2             | On Hand | On Hand | Preliminary |
| 3             | On Hand | Womens  | Printed     |
| 4             | On Hand | Mens    | Printed     |
| 5             | Order   | Pending | Preliminary |
| 6             | Order   | Pickup  | Preliminary |

Back  
Esc

Select  
Sheets  
Enter

Select All  
F8

Figure 5-29: Select Count Sheets Prompt

### Printed Count Sheet Examples:

Count #: 11XP113111137  
Count Cycle: 1  
Layaway  
Section: 1 Layaway  
Recorded by:



Status: Printed  
Count Type: Physical Count  
Counted by:

Count Sheet #: 1

| Item ID | Alternate Id | Description                    | Qty |
|---------|--------------|--------------------------------|-----|
| 514001  | 514000       | Cotton Draw-string Coral Short |     |
| 514002  | 514000       | Cotton Draw-string Khaki Short |     |
| 514003  | 514000       | Cotton Draw-string Aqua Short  |     |

Count #: 11XP113111137  
Count Cycle: 1  
On Hand  
Section: 1 On Hand  
Recorded by:



Status: Printed  
Count Type: Physical Count  
Counted by:

Count Sheet #: 2

| Item ID | Alternate Id | Description                 | Qty |
|---------|--------------|-----------------------------|-----|
| 6001    |              | Range Sunglasses            |     |
| 6002    |              | Frame Strike                |     |
| 6003    |              | Antix Sunglasses            |     |
| 6004    |              | Pit Bull Sunglasses         |     |
| 6005    |              | Polarized Twenty Sunglasses |     |

Use the printed count sheets to record the item counts. Blank lines are provided so that you can write in any items you find in the section that were not included on the printed list. When you have finished counting the items, return to the Inventory module to enter your counts into the system.

---

**Important:** If allowed by your store policy, you can enter your counts before initiating the count.

If enforced by your store policy, you cannot enter your counts until the count has been initiated. See step [4](#).

In either scenario, the store must be closed before you can initiate a count and submit your counts.

---

4. Select **Initiate Count** to take a snapshot of current inventory. The store must be closed before you can initiate the count.

| BUCKET  | COUNT CYCLE | STATUS      |
|---------|-------------|-------------|
| Layaway | 1           | Preliminary |
| On Hand | 1           | Preliminary |
| Order   | 1           | Preliminary |

Figure 5-30: Initiated Physical Count

**Note:** About the count menu options:

- **Initiate Count [BASED ON SECURITY PRIVILEGE]** - This process allows your counts to be compared to the snapshot system-expected quantity. Depending on your store policy, you may be required to initiate the count before entering any counts into the system. Or, if your store policy allows, you may be able to enter your counts before initiating the count. In either scenario, the store must be closed before you can initiate the count
- **Cancel Count [BASED ON SECURITY PRIVILEGE]** - This option allows you to cancel your count up until it is completed. Only store-created Inventory Counts can be cancelled. When prompted, select **Yes** to cancel the count.
- **Complete Count [BASED ON SECURITY PRIVILEGE]** - This option marks the count sheet as complete. The Complete Count menu option will only be enabled after the count cycles for the inventory count are complete.
- **Esc** - This option will exit the current Count document and take you back to the Inventory Count search form ([Figure 5-4](#)).

5. Now count the items listed on the count sheets...

When you have finished counting the inventory items, return to the Inventory module to enter your counts into the system. Refer to [Physical Count Process](#) if you need instructions for locating the Inventory Count document you are working on.

## Physical Count Process

- At the Physical Count screen, select a count sheet from the list and press [Enter], or scan the barcode from the count sheet to display the items in the bucket and section.

| COUNT SHEET # | BUCKET  | SECTION | STATUS  |
|---------------|---------|---------|---------|
| 1             | Layaway | On Hand | Printed |
| 2             | On Hand | On Hand | Printed |
| 3             | Order   | Order   | Printed |

| BUCKET  | COUNT CYCLE | STATUS  |
|---------|-------------|---------|
| Layaway | 1           | Printed |
| On Hand | 1           | Printed |
| Order   | 1           | Printed |

**Inventory Count**  
Select one of the following menu options, select a count sheet from the list, or scan a count sheet barcode.

|      |      |                      |                |                |                   |                       |                    |                        |                       |              |     |     |
|------|------|----------------------|----------------|----------------|-------------------|-----------------------|--------------------|------------------------|-----------------------|--------------|-----|-----|
| Back | Help | Previous Count Sheet | Initiate Count | Previous Count | Print Count Sheet | Print Multiple Sheets | Submit Count Sheet | Submit Multiple Sheets | View Variance Reports | Cancel Count |     |     |
| Esc  | F1   | F2                   | F3             | F4             | F5                | F6                    | F7                 | F8                     | F9                    | F10          | F11 | F12 |

Figure 5-31: Physical Count Screen - Count Sheets List



7. In the Enter Count prompt, enter a quantity for the selected item and press [Enter]. Xstore will enter the count and move to the next item in the list.

| ITEM ID | DESCRIPTION         | QTY |
|---------|---------------------|-----|
| 330001  | Blue S Tee Shirt    |     |
| 330002  | Blue M Tee Shirt    |     |
| 330003  | Blue L Tee Shirt    |     |
| 330004  | Blue XL Tee Shirt   |     |
| 330005  | Blue XXL Tee Shirt  |     |
| 330101  | Red S Tee Shirt     |     |
| 330102  | Red M Tee Shirt     |     |
| 330103  | Red L Tee Shirt     |     |
| 330104  | Red XL Tee Shirt    |     |
| 330105  | Red XXL Tee Shirt   |     |
| 330201  | Green S Tee Shirt   |     |
| 330202  | Green M Tee Shirt   |     |
| 330203  | Green L Tee Shirt   |     |
| 330204  | Green XL Tee Shirt  |     |
| 330205  | Green XXL Tee Shirt |     |
| 330301  | Grey S Tee Shirt    |     |
| 330302  | Grey M Tee Shirt    |     |
| 330303  | Grey L Tee Shirt    |     |
| 330304  | Grey XL Tee Shirt   |     |
| 330305  | Grey XXL Tee Shirt  |     |
| 330401  | Black S Tee Shirt   |     |
| 330402  | Black M Tee Shirt   |     |

Figure 5-32: Physical Count Screen - Enter Quantities

**Note:** If you counted any items that are not found on the list, select the *Add Count Item* menu option. When prompted, enter or scan the item ID and enter the quantity you counted for this item.

8. Select **Save Count Sheet**. Repeat steps 6-8 for all count sheets.
9. Submit the counts.

In this step, your count is compared to the system-expected quantity captured during the initiation process. Any variances between your count and the system-expected quantity will be reported, allowing you to resolve any discrepancies through additional counting cycles.

- **To submit a single count sheet**, select the count sheet in the list and select the **Submit Count Sheet** menu option.
- **To submit multiple count sheets at one time**, select the **Submit Multiple Sheets** menu option. The system prompts you to select the count sheets to be submitted. With the count sheet highlighted, press the [Spacebar] to select each

## Physical Count Process

sheet individually, or choose the **Select All** menu option to submit all sheets. When prompted, select **Yes** to confirm the count sheets to be submitted.

| COUNT SHEET # | BUCKET  | SECTION | STATUS      |
|---------------|---------|---------|-------------|
| 1             | Layaway | Layaway | Saved       |
| 2             | On Hand | On Hand | Saved       |
| 3             | On Hand | Womens  | Printed     |
| 4             | On Hand | Mens    | Printed     |
| 5             | Order   | Pending | Preliminary |
| 6             | Order   | Pickup  | Preliminary |

Back (Esc)   Select Sheets (Enter)   Select All (F8)

Figure 5-33: Count Sheets List

10. The next step depends on the type of variance processing used: Automatic or Manual.
- If the counted quantity and the expected Snapshot quantity match, the inventory bucket for the item is marked as **settled** – no variance, and the count is complete.
  - If the counted quantity and the expected Snapshot quantity do not match, the inventory bucket for the item is marked as having a variance.
    - If your system is set up for **Automatic** Variance Processing, any variances will result in a new count cycle: Count Cycle 2. See [Automatic Variance Processing](#) for detailed information about this type of variance processing.
    - If your system is set up for **Manual** Variance Processing, you can choose whether or not to perform a recount. See [Manual Variance Processing](#) for detailed information about this type of variance processing.

**Note:** In Count Cycle 2 (and higher), all items with variances will be grouped by Bucket. The Sections used for counting in Cycle 1 are not used for Cycle 2 and greater.

| Count Sheet # | Bucket | Section       | Status      |
|---------------|--------|---------------|-------------|
| 3             | Order  | Count Cycle 2 | Preliminary |
| 1             | Order  | Pending       | Submitted   |
| 2             | Order  | Pickup        | Submitted   |

For example, if you have sections within the Layaway bucket such as an Earrings Section, a Watch Section, and a Jewelry Section with variances reported in Cycle 1 ( ① ),

then in Count Cycle 2 ( ② ), the three Layaway sections (Earrings Section, Watch Section, and Jewelry Section) will be consolidated into a single Layaway bucket and the Section identifier will be ignored.

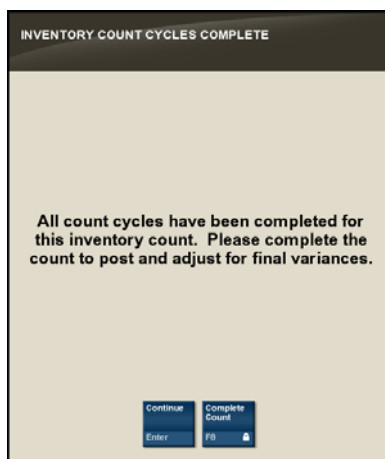
11. If you must recount any items, perform the same steps you used for count cycle 1:

---

**Note:** Since subsequent count cycles are always compared to the initial snapshot taken for the first count cycle, you cannot initiate the count again.

---

- a) Print the count sheet. Only the items with variances will be listed for a recount.
  - b) You cannot add additional items to Count Cycle 2.
  - c) When the recount is finished and saved, select the **Submit Count Sheet** menu option. Once again, the system will compare the entered counts with the expected counts.
12. You can select the **View Variance Reports** menu option to create a variance report showing the count discrepancies. When prompted, select a Variance Report from the list and press [Enter]. The system creates and displays the report.
13. After the final count cycle sheet is submitted, the system displays a prompt indicating you have completed all count cycles.



**Figure 5-34: Inventory Count Cycles Complete Prompt**

14. Select one of the following options to continue the counting process:
- Select **Continue** to return to the Inventory Count screen. From the Inventory Count screen you can:
    - View/Print Variance Reports from all count cycles that had variances.

---

**Tip:** No Variance Report will be available for a count cycle that had no variances since all variance values would be 0.

---

- Save the submitted count cycles and post inventory counts at another time.
- Print count sheets.
- Cancel the count.
- Complete the count to post inventory counts and adjust the inventory counts in the system.

<OR>

## Physical Count Process

- Select **Complete Count** to post inventory counts and adjust the inventory counts in the system.

15. After completing the count sheets, the system marks the Inventory Count document as Complete and inventory quantity will be adjusted accordingly.

| Count Sheet # | Bucket  | Section       | Status    |
|---------------|---------|---------------|-----------|
| 1             | On Hand | Seasonal      | Submitted |
| 2             | On Hand | Count Cycle 2 | Submitted |
| 3             | On Hand | Count Cycle 2 | Submitted |

| Bucket  | Count Cycle | Status   |
|---------|-------------|----------|
| On Hand | 2           | Complete |

**Inventory Count**  
Select one of the following menu options, press ENTER to select a count sheet from the list, or scan the barcode from a count sheet.

Figure 5-35: Completed Physical Count Screen

## Automatic Variance Processing

In Automatic Variance Processing only items with count variances are moved to the next cycle of counting. This process will continue moving items with count variances to the next count cycle automatically until the count for the item matches the value expected by the system (from the snapshot), or the quantity counted for two count cycles matches.

| Count Sheet # | Bucket | Section       | Status      |
|---------------|--------|---------------|-------------|
| 3             | Order  | Count Cycle 2 | Preliminary |
| 1             | Order  | Pending       | Submitted   |
| 2             | Order  | Pickup        | Submitted   |

| Bucket | Count Cycle | Status      |
|--------|-------------|-------------|
| Order  | 2           | Preliminary |

Figure 5-36: Cycle Count - Automatic Count Cycle 2

### About Count Cycle 2

- 1 The Inventory Count document status is Initiated. Any subsequent count cycles are always compared to the initial snapshot taken for the first count cycle. You cannot initiate the count again for this Count document.
- 2 If using Automatic Variance Processing, count cycle 2 is created automatically any time there is a count discrepancy between the counted and expected quantities in count cycle 1. Any items with variances in count cycle 1 are moved to count cycle 2 for a

recount. Items that matched the entered quantity and expected quantity will not be included in the recount.

#### Physical Inventory count processing for count cycle 2: Consolidating Sections

In Count Cycle 2 (and higher), all items with variances will be grouped by Bucket. The Sections used for counting in Cycle 1 are not used for Cycle 2 and greater.

For example, if you have Sections within the Layaway bucket such as

| Count Sheet # | Bucket | Section            | Status      |
|---------------|--------|--------------------|-------------|
| 3             | Order  | Count Cycle 2 (2)  | Preliminary |
| 1             | Order  | Pending Pickup (1) | Submitted   |
| 2             | Order  |                    | Submitted   |

an Earrings Section, a Watch Section, and a Jewelry Section with variances reported in Cycle 1 (1), then in Count Cycle 2 (2), the three Layaway sections (Earrings Section, Watch Section, and Jewelry Section) will be consolidated into a single Layaway bucket and the Section identifier will be ignored.

3 The count sheet status for *count cycle 2* is set to Preliminary, indicating this is a new count.

4 The count sheet status for *count cycle 1* is set to Submitted status and cannot be changed.

### How the Variance is Calculated in Automatic Variance Processing

This section shows a simple example of the process the system uses to calculate variances between expected quantity and counted quantity. In this example, the store is set up to use a maximum of 4 count cycles per Inventory Count document.

#### Count Cycle 1

The system compares the submitted item count for the inventory bucket against the snapshot:

- If the numbers match, the inventory bucket for the item is considered settled - no variance, and the count for the item is Complete.
- If the numbers do not match, the item is moved to the next count cycle (count cycle 2) and must be recounted.

### Count Cycle 2

The system compares the submitted item recount for the inventory bucket against the snapshot:

- If the recount and snapshot numbers match, the inventory bucket for the item is considered settled - no variance, and the count for the item is complete.
- If the recount and snapshot numbers do not match, the count is compared against the inventory bucket's prior count for count cycle 1.
  - If the count matches the count for count cycle 1, the recount of the inventory bucket is considered as matched, the count for the item is complete, and the matched count will be used to compute the variance.
  - If the count does not match the count for count cycle 1, or the original snapshot, the item is moved to the next count cycle (count cycle 3) and must be recounted.

---

---

**Note: Count Cycle Grouping:** In a Physical Count, only a single count sheet will be created for Count Cycle 2 (and higher). The items to be recounted on the count sheet will be grouped by Bucket, and the Sections defined for Count Cycle 1 are no longer referenced.

---

---

### Count Cycle 3 and Higher

The process is generally the same as described in Count Cycle 2. However, if the numbers do not match for the inventory bucket, the count will be compared against the inventory buckets for all prior count cycle counts, in addition to the original snapshot. If the item is not settled or matched once the maximum number of count cycles is reached, the system considers the last count as final and uses it to calculate the variance.

Automatic Variance Processing Diagram

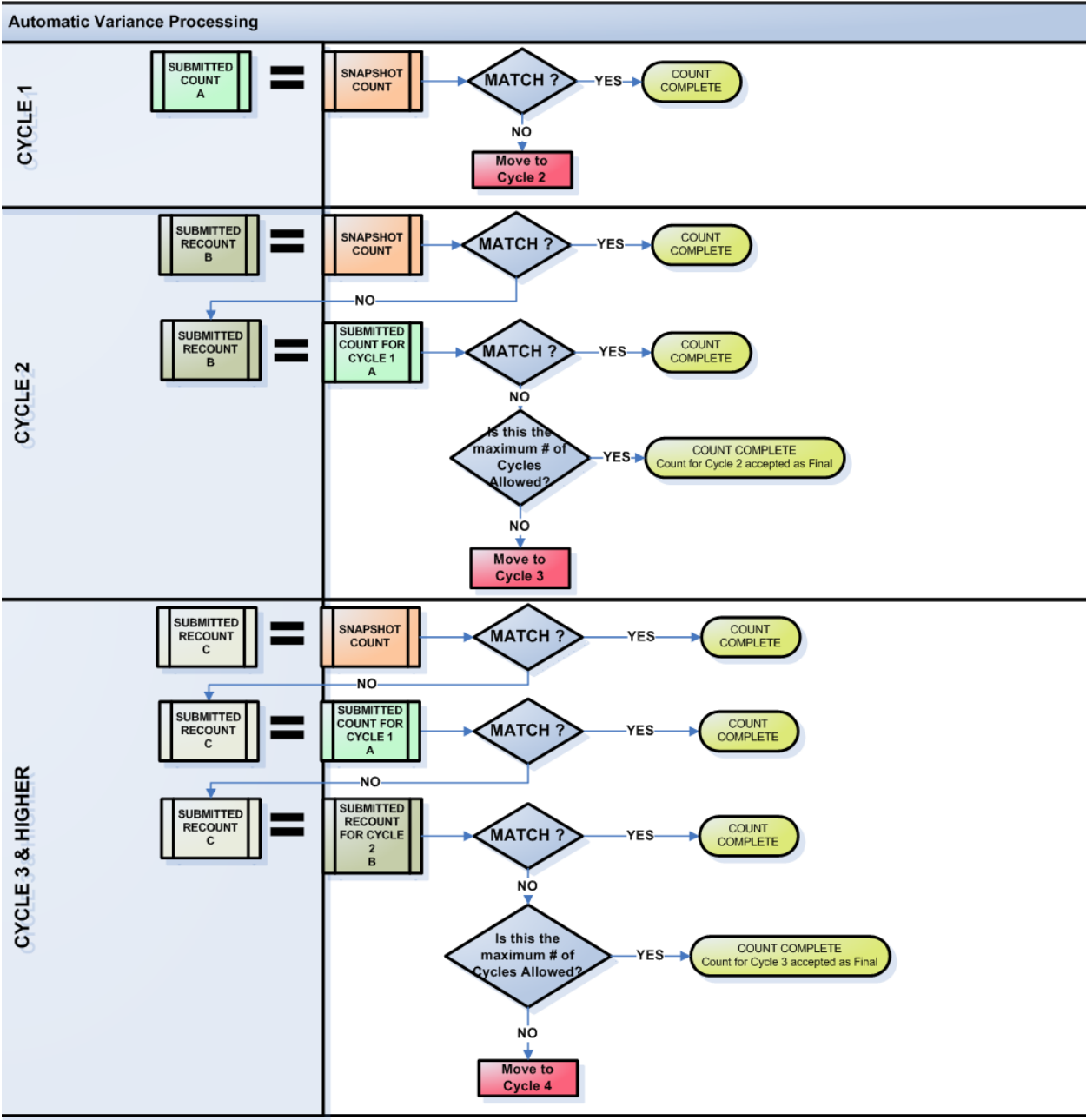


Figure 5-37: Count Cycles: Automatic Processing

### Automatic Variance Processing Examples:

**Example 1** (Maximum: 4 count cycles)

Snapshot value = 4

Count for cycle 1 = 3

Count for cycle 2 = 4

Item is considered settled [Cycle 2 = Snapshot], *no variance* [4-4=0]

**Example 2** (Maximum: 4 count cycles)

Snapshot value = 4

Count for cycle 1 = 3

Count for cycle 2 = 3

Item is considered matched [Cycle 2 = Cycle 1], *variance= -1* [3-4=-1]

**Example 3** (Maximum: 4 count cycles)

Snapshot value = 4

Count for cycle 1 = 3

Count for cycle 2 = 2

Item automatically moved to count cycle 3 for recount [No match between Snapshot or Cycles 1 and 2]

**Example 4** (Maximum: 4 count cycles)

Snapshot value = 4

Count for cycle 1 = 3

Count for cycle 2 = 2

Count for cycle 3 = 2

Item is considered matched [Cycle 3 = Cycle 2], *variance= -2* [2-4=-2]



**Example 5** (Maximum: 4 count cycles)

Snapshot value = 4

Count for cycle 1 = 3

Count for cycle 2 = 2

Count for cycle 3 = 1

Count for cycle 4 = 6

The 4th count of [6] is final, *variance*= +2 [6-4=2](System uses last count cycle value as the final count when there are no matches once the maximum cycles allowed is reached).

## Manual Variance Processing

In Manual Variance Processing, the system does not perform any automatic movement of items from one count to the next. Instead, you can select individual count sheets to be recounted in the next cycle. The sheet can be moved to the next cycle until you determine that the count is complete, or until the maximum number of cycles is reached. The entire count sheet is provided for the recount, not only items that had a count variance from the expected quantity. However, on the last count cycle, or once the maximum cycles allowed is reached, only items with variances will appear on the Inventory Count Variance Report.

After submitting the last count sheet for an inventory bucket, the system displays a prompt to ask whether or not you want to recount this count sheet.

| Count Sheet # | Bucket | Section | Status    |
|---------------|--------|---------|-----------|
| 1             | Order  | Pending | Submitted |
| 2             | Order  | Pickup  | Submitted |

**Figure 5-38: Manual Variance Processing - Recount Prompt**

- **To recount the count sheet**, press the [Spacebar] to select the sheet from the list and press [Enter]. This moves the sheet to the next cycle of the count. Recount the items on the count sheet following the same process used for count cycle 1. However, it is not necessary (or possible) to initiate the count again. Any subsequent count cycles are always compared to the initial snapshot taken for the first count cycle. You can recount the count sheet as many times as necessary, up to the maximum number of cycles permitted by your store policy.

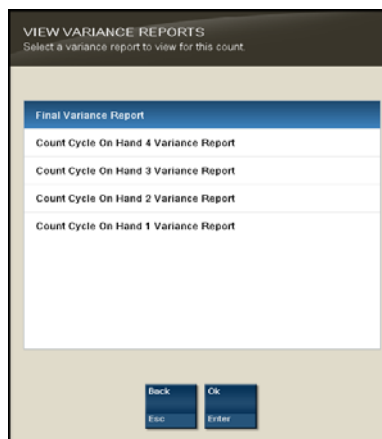
**Note:** If you select a Count Sheet for a recount and the maximum number of cycles has been reached, you will be prompted to complete the count and no additional count cycles are permitted.

- To complete the count sheet, accepting any variances if applicable, select **Complete Count Bucket**. This option does not move any counts into the next count cycle, but completes the count for this inventory bucket. The counts from the last cycle completed will be used to calculate the final variances for the bucket against the snapshot.

## Variance Report

A variance report is created for each bucket in each cycle of the inventory count. After the final count cycle sheet has been submitted, or once all inventory bucket statuses are complete, the system posts inventory and creates the final variance report for all buckets.

1. To view a variance report, select the **View Variance Reports** menu option. See [Figure 5-36](#).
2. Select a variance report from the list:



**Figure 5-39: Variance Reports List**

3. Select **Print** report to execute the report and send the results to a printer.
4. Select **Save report** to save this report with the current data, or save only the report parameters to run this specific report with these parameters again. If you save the report, assign a name to it so it can be viewed whenever needed. Xstore suggests a name, but you may type in the **Save Report As** field and change it.

Variance Reports include the following header information:

- **Count #:** The auto-generated count identifier associated with the Inventory Count document.
- **Count Type:** The type of count: Physical Count, Cycle Count, Supply Count
- **Count Cycle:** Indicates the number of times the bucket was counted to obtain these results.
- **Inventory Bucket Section:** Used for Physical Inventory counts; defines the store layout area for the count.

For each Item ID with a variance in the inventory bucket, the following information is shown:

- **Item ID:** The item identifier.
- **Description:** The item description.
- **Snapshot quantity:** The quantity recorded when the count was initialized.
- **Counted quantity:** The count value submitted by the associate after counting the items.
- **Unit variance:** The difference between the snapshot value and the submitted count value.
- **% variance:** The difference between the snapshot value and the submitted count value, as a percentage.

**Variance Percentage Calculation Formula:**

If snapshot quantity = 0 then infinity,  
else,

If snapshot quantity < 0 then  $(-1 * (\text{unit variance} / \text{snapshot quantity})) * 100$ ,  
else,

$(\text{unit variance} / \text{snapshot quantity}) * 100$

Please note that rather large variance percentages (well over 100%) are correct if you have a small snapshot quantity and a large unit variance.

## Variance Report

### Count Cycle 1 Variance Report Example

| Inventory Count Variance Report |                           |                   |                  |               |            |
|---------------------------------|---------------------------|-------------------|------------------|---------------|------------|
| Count #: IC116W11311113WF       |                           |                   |                  |               |            |
| Count Type: Cycle Count         |                           |                   |                  |               |            |
| Count Cycle: 1                  |                           |                   |                  |               |            |
| Item ID                         | Description               | Snapshot Quantity | Counted Quantity | Unit Variance | % Variance |
| Inventory Bucket: ON_HAND       |                           |                   |                  |               |            |
| 6001                            | Oogley Sun Glasses GF-124 | 1,000             | 997              | (3)           | (0.00)     |
| 6003                            | Police Sun Glasses PG     | 999               | 998              | (1)           | (0.00)     |
| 6004                            | Police Sun Glasses TWLP   | 1,000             | 524              | (476)         | (0.48)     |
| 6005                            | Police Sun Glasses NLP    | 998               | 900              | (98)          | (0.10)     |

### Count Cycle 2 Variance Report Example

| Inventory Count Variance Report |                           |                   |                  |               |            |
|---------------------------------|---------------------------|-------------------|------------------|---------------|------------|
| Count #: IC116W11311113WF       |                           |                   |                  |               |            |
| Count Type: Cycle Count         |                           |                   |                  |               |            |
| Count Cycle: 2                  |                           |                   |                  |               |            |
| Item ID                         | Description               | Snapshot Quantity | Counted Quantity | Unit Variance | % Variance |
| Inventory Bucket: ON_HAND       |                           |                   |                  |               |            |
| 6001                            | Oogley Sun Glasses GF-124 | 1,000             | 999              | (1)           | (0.00)     |
| 6002                            | RayBan Sun Glasses R5     | 1,000             | 998              | (2)           | (0.00)     |
| 6003                            | Police Sun Glasses PG     | 999               | 995              | (4)           | (0.00)     |
| 6004                            | Police Sun Glasses TWLP   | 1,000             | 999              | (1)           | (0.00)     |

### Final Variance Report Example

| Inventory Count Variance Report |                           |                   |                  |               |            |
|---------------------------------|---------------------------|-------------------|------------------|---------------|------------|
| Count #: IC116W11311113WF       |                           |                   |                  |               |            |
| Count Type: Cycle Count         |                           |                   |                  |               |            |
| Count Cycle: Final              |                           |                   |                  |               |            |
| Item ID                         | Description               | Snapshot Quantity | Counted Quantity | Unit Variance | % Variance |
| Inventory Bucket: ON_HAND       |                           |                   |                  |               |            |
| 6001                            | Oogley Sun Glasses GF-124 | 1,000             | 999              | (1)           | (0.00)     |
| 6002                            | RayBan Sun Glasses R5     | 1,000             | 998              | (2)           | (0.00)     |
| 6003                            | Police Sun Glasses PG     | 999               | 995              | (4)           | (0.00)     |
| 6004                            | Police Sun Glasses TWLP   | 1,000             | 999              | (1)           | (0.00)     |

# Store Layout Maintenance

The most efficient way to count physical inventory is to divide the store into specific count sections, based on the physical store layout, and possibly the number of associates that will be counting the items. These count sections are set up for inventory buckets you have defined for your store. Each count section will generate a list of items on a count sheet. For example, if you set up four sections, then four separate count sheets will be created for the count process. This allows you to assign the associates to specific areas of the store, equipped with a count sheet specifying the items to be counted in that section.

1. At the Register Login screen, select the **Back Office** option.
2. After logging in to the Back Office by entering your employee ID and password, select the **Inventory** option from the Main Menu and **OK**.
3. At the Inventory menu, select the **Inventory Count Options** option.

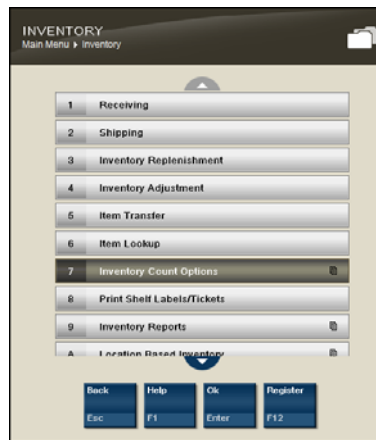


Figure 5-40: Inventory Menu

4. At the Inventory Count Options menu, select the **Store Layout Maintenance** option.

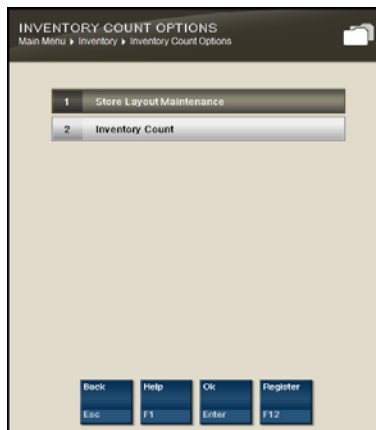


Figure 5-41: Store Layout Maintenance Option

## Store Layout Maintenance

5. The system displays a list of the inventory buckets defined for the store. Select an inventory bucket for this count section.

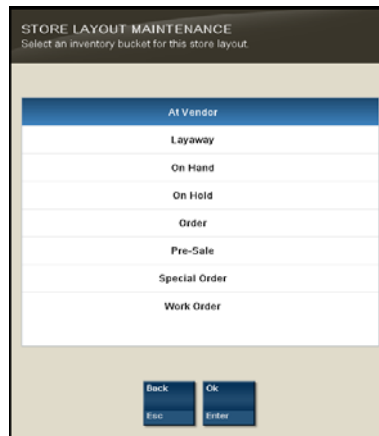


Figure 5-42: Store Layout Maintenance - Inventory Bucket List

6. The system opens the Inventory Bucket - Add Count Section window. Select the **Add Count Section** menu option to create a count section for the bucket.

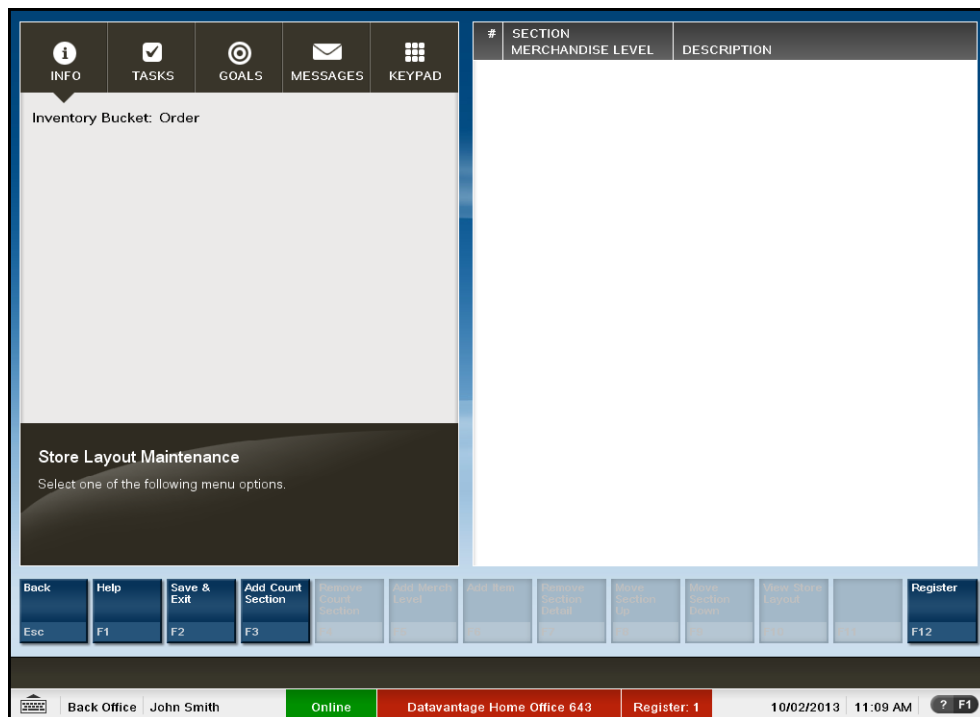


Figure 5-43: Inventory Bucket -Add Count Section window

**Note:** If the inventory bucket has other count sections defined, the disabled menu options shown in [Figure 5-43](#) above will be enabled and the count sections will be listed on the view port.

7. Type a name or ID for the new count section within this inventory bucket and press **[Enter]** to add the count section to the bucket.

The screenshot displays the 'Store Layout Maintenance' interface. On the left, a sidebar contains navigation icons for INFO, TASKS, GOALS, MESSAGES, and KEYPAD. Below these is the 'Inventory Bucket: Order' section. At the bottom of the sidebar is the 'Add Count Section' dialog, which includes a text input field labeled 'Pending' and a keyboard icon. The main area on the right features a table with two columns: 'SECTION' and 'DESCRIPTION'. The table is currently empty. At the bottom of the interface is a navigation bar with buttons for Back, Help, Save & Exit, Add Count Section, and various function keys (F1-F12). The status bar at the very bottom shows 'Back Office | John Smith | Online | Datavantage Home Office 643 | Register: 1 | 10/02/2013 11:09 AM | ? F1'.

| # | SECTION | DESCRIPTION |
|---|---------|-------------|
|---|---------|-------------|

**Figure 5-44: Count Sections for Order Bucket Example**

**Note:** Repeat adding count and entering name sections to the inventory bucket as needed.

## Store Layout Maintenance

8. Next, define the items that are part of the count section. Items can be added individually (**Add Item** option) or by merchandise level (**Add Merch Level** option).

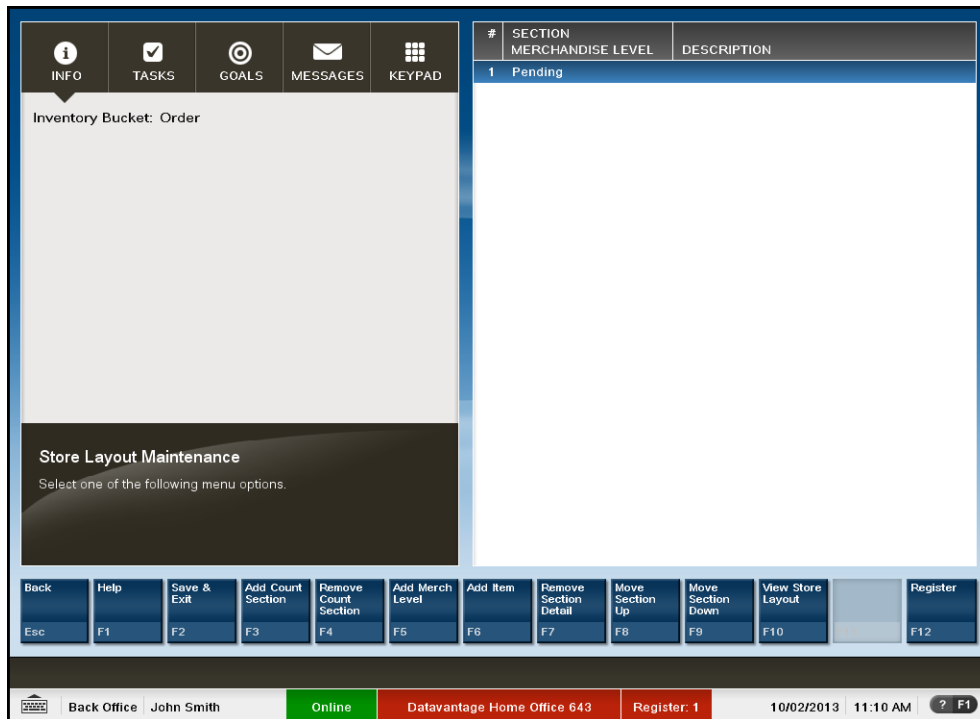


Figure 5-45: Menu Button Options

- a. Select either the **Add Item** option or the **Add Merch Level** option ([Figure 5-44](#)).
- b. Select the count section from the list and press [Enter].
  - i. If you chose to add an item, scan or enter the item ID at the prompt and press [Enter].



Figure 5-46: Add Item Level Prompt

11. If you chose to add a merchandise level, select the merchandise level from the list and select **Process**.

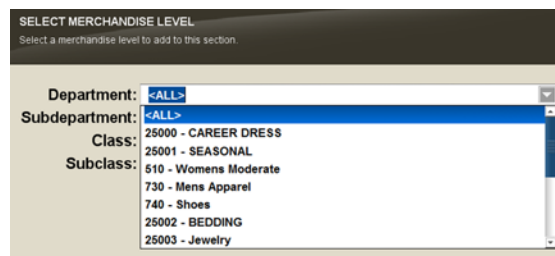


Figure 5-47: Merchandise Levels List



The items and/or merchandise levels are added to each count section for the inventory bucket and shown on the view port.

| # | SECTION    | MERCHANDISE LEVEL          | DESCRIPTION |
|---|------------|----------------------------|-------------|
| 1 | Pending    |                            |             |
|   | Department | 25001 - SEASONAL           |             |
| 2 | Pickup     |                            |             |
|   | Department | 25001 - SEASONAL           |             |
|   | Item       | 6004 - Pit Bull Sunglasses |             |
|   | Item       | 6002 - M Frame Strike      |             |

**Figure 5-48: On Hand Bucket - Count Sections and Items**

The following options are available if you need to modify the count sections and items:

- **1** Select the **Remove Count Section** option to remove a count section and the associated items from the store layout.
- **2** Select the **Remove Section Detail** option to remove an item or merchandise level from a count section.
- **3** or **4** Select the **Move Section Up** or **Move Section Down** options to move the count section position higher or lower in the list of count sections.

## Inventory Adjustment

---

- ⑤ Select the **View Store Layout** option to view or print a report showing the Store Layout setup for the inventory bucket.

| Store Layout |         |                   |                            |
|--------------|---------|-------------------|----------------------------|
| Section      |         | Merchandise Level |                            |
| Inventory    | Order   |                   |                            |
| 1            | Pending |                   |                            |
|              |         | DEPARTMENT        | 25001 - SEASONAL           |
| 2            | Pickup  |                   |                            |
|              |         | DEPARTMENT        | 25001 - SEASONAL           |
|              |         | ITEM              | 6004 - Pit Bull Sunglasses |
|              |         | ITEM              | 6002 - M Frame Strike      |

9. Select the **Save & Exit** menu option to save the store layout and return to the Inventory Count Options menu.

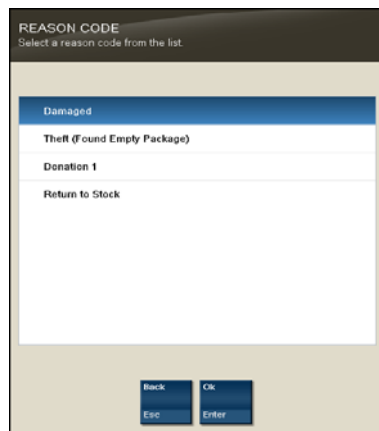
Once count sections are set up for an inventory bucket, you can maintain these sections by adding or removing items and merchandise levels as needed. However, any updates you make to the store layout will only apply to new Inventory Counts going forward. Any existing Inventory Counts that have been generated will use the layout defined at the time the Inventory Count was set up.

## Inventory Adjustment

Use this function to adjust an item's inventory count outside of the actual physical inventory process. You can categorize the relative location of merchandise within the retail environment by selecting the location that is impacted by adding or removing an item from inventory.

1. At the Register Login screen, select the **Back Office** option.
2. After logging in to the Back Office by entering your employee ID and password, select the **Inventory** option from the Main Menu and press **[Enter]**.
3. At the Inventory menu, select the **Inventory Adjustment** option and press **[Enter]**.

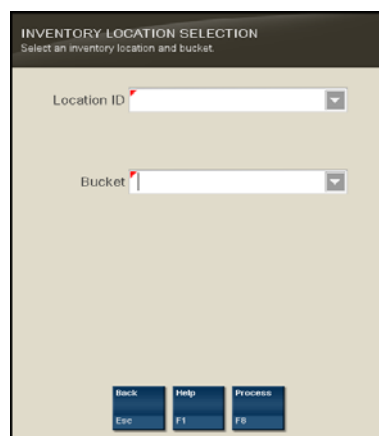
- The system prompts you to select the reason for the inventory adjustment. Select a reason from the list and press **[Enter]** to continue.



The screen displays a list of reasons for inventory adjustment. The title is "REASON CODE" with the instruction "Select a reason code from the list." The list includes "Damaged", "Theft (Found Empty Package)", "Donation 1", and "Return to Stock". The "Damaged" option is highlighted in blue. At the bottom, there are four buttons: "Back" (Esc), "Ok" (Enter), "Exit" (Esc), and "Enter" (Enter).

Figure 5-49: Inventory Adjustment Reason List

- The system prompts you to select the Location ID and bucket for the item. Choose an option from the drop-down lists for each field, then select **Process**. See [Location Based Inventory Functions](#) for an explanation of Location IDs and buckets.



The screen displays two drop-down menus for selecting an inventory location and bucket. The title is "INVENTORY LOCATION SELECTION" with the instruction "Select an inventory location and bucket." The first menu is labeled "Location ID" and the second is labeled "Bucket". At the bottom, there are three buttons: "Back" (Esc), "Help" (F1), and "Process" (F8).

Figure 5-50: Inventory Location Selection Form

## Inventory Adjustment

- The system displays the adjustment information that you have entered and prompts you to scan or enter the item ID. Scan the item ID or enter the item ID and press **[Enter]** to continue.

The screenshot shows a software interface for inventory adjustment. On the left, a sidebar contains icons for INFO, TASKS, GOALS, MESSAGES, and KEYPAD. Below these icons, document details are listed: Document Type: ADJUSTMENT, Document ID: 0643001000005, Document Date: 10/02/2013, Store: 643, Adjustment Reason: Damaged, Inventory Location: Default, and Inventory Bucket: On Hand. A large section on the right is titled 'SCAN ITEM OR UPC' and contains a text input field with the placeholder 'Scan or enter an item.' and a circular icon with a barcode. At the bottom of the screen, there is a row of buttons: Back, Help, Save & Exit, and several numeric buttons (0-9). A status bar at the very bottom displays 'Inventory Adjustment', 'John Sm...', 'Online', 'Datavantage Home Office 643', 'Register: 1', '10/02/2013 11:14 AM', and a help icon with 'F1'.

Figure 5-51: Prompt to Scan or Enter an Item

- The system prompts for the item's quantity to be adjusted (non-serialized items). Enter the item's quantity at the prompt and press **[Enter]** to continue.

The screenshot shows a 'Enter Count' prompt. It features a text input field with the placeholder 'Enter the item count.' and a circular icon with a double-headed arrow and a hash symbol (#). Below the input field, the text '6001 Oakley Radar Range Sunglasses' is displayed.

Figure 5-52: Item Quantity Prompt

**Note:** If you enter an item that has a serial number, the system prompts for it rather than the item quantity. By definition, a serialized item can only have a quantity of 1 for each serial number.

- Scan or enter the item's serial number at the prompt and press **[Enter]** to continue.
- The item is added to the list of adjustment items with a quantity of 1, and the serial number is shown below the item description.

8. The system displays the item's information and adjustment quantity in the view port area of the screen.

Figure 5-53: Inventory Adjustment Screen

9. You also have the following edit options *before* saving the adjustment record:
- **Change Quantity:** Select this option to edit the item's quantity to be adjusted.
  - **Void Item:** Select this option to remove an item from the list of adjusted items.
10. Select the **Save & Exit** option to retain the inventory adjustment.
11. The system displays a prompt asking you to confirm that you want to keep the changes. Select **Yes** to continue or **No** to return to the Adjustment screen.
12. The system automatically prints an Inventory Adjustment report for your records.

Figure 5-54: Inventory Adjustment Report Example

## Inventory Count Technical Limitations

Inventory counts have several technical limitations to which they must adhere based on the amount of system resources available to a computer running Xstore. All size limitations are necessitated by either a memory concern, or an imposed technical limitation of supporting software, such as Microsoft® SQL Server®.

### Limitations/Information

The following numbers are based on a system running Xstore with a maximum of 512MB of memory allocated to it.

- The maximum number of items that can be on an inventory count is 300,000. When the count sheets are generated, an algorithm is employed to determine what the final count size will be. If it will be greater than 300,000, generation of count sheets will not be allowed to continue. This limit is necessary to prevent systems from running out of memory while processing an inventory count.
- The maximum number of items that can be on a cycle count or supply count is 2,000. This limitation exists due to the required functionality of these types of counts in conjunction with the limitations of Microsoft SQL Server.
- The maximum number of inventory adjustments that will be processed by Xstore at the conclusion of an inventory count is 15,000. If a count produces more than 15,000 final variances, the user will be prompted that inventory levels cannot be adjusted. Xstore automatically notifies the corporate office via the `inventoryCount.xml` file to indicate that variances were not adjusted. The corporate office can then take appropriate action to account for the variances. This limit is necessary to prevent systems from running out of memory while processing an inventory count.
- Inventory count data must be deleted routinely at the corporate level to ensure the optimal performance of the queries involved in inventory counts. Also, the `inventoryCount.xml` file must be deleted after it reaches a certain size (a maximum size is about 250MB). After this size, performance in writing to this file will be significantly decreased.

---

## Location Based Inventory Functions

### Overview

Location based inventory tracks all merchandise items that leave or enter the store by associating all items with a specific inventory location. This type of merchandise tracking creates an audit trail record that tracks an item from the time it enters the store until the time it leaves.

### Item Movement

The store assigns and adds received items to a specific inventory location. Then, when the item is removed from the initial inventory location, it...

- is transferred to another inventory location, or
- leaves the store as the result of a sale transaction, or
- is shipped out as an inventory transaction, or
- is adjusted as part of an inventory adjustment transaction.

These item movements are tracked through Location IDs and Bucket IDs that are used to track the physical location and the current status of each item in inventory.

### Locations and Buckets

This section uses the terms Location ID and Bucket ID frequently. As used in this document, a Location ID generally refers to a physical location where items are found, and it includes specific inventory buckets that are associated with it.

A bucket is a descriptive term that usually relates to the status of an item in a particular location. For example, the On Hand bucket is a very inclusive category relating to currently available items. Layaway is a different bucket that relates only to items that are included in a layaway account, but may (or may not) be in the same Location ID as on-hand items.

Depending on your system setup, items with one Location ID may not need to belong to a specific Bucket ID, and items with a specific Bucket ID do not need to belong to a specific Location ID. For example, the Warehouse location could contain items that are assigned to the Repair, Special Order, and Layaway buckets. Meanwhile, the Special Order bucket could contain items in the Warehouse and On Order locations.

Some inventory locations are configured at the corporate level, though additional inventory locations can be added and configured at the store level. Inventory buckets are configured solely at the corporate level.

### Location Based Inventory Menu

The Location Based Inventory Menu offers selections that allow you to perform various operations related to inventory locations and the items that are located there:

- **Inventory Location Maintenance:** Existing inventory locations may be maintained (viewed, edited, and deleted). See [Inventory Location Maintenance](#). You also have the option to create a new inventory location. See [Define a New Inventory Location](#).
- **Inventory Location Summary Count:** Summary counts may be performed by inventory location (entering totals for each of the inventory buckets that are assigned to an existing inventory location). See [Inventory Location Summary Count](#).
- **Movement Pending Reconciliation:** Use this option to reconcile inventory changes stored in a temporary location with the actual inventory. See [Movement Pending Reconciliation](#).
- **Inventory Movement Pending Report:** The Inventory Movement Pending Report shows items from transactions in which an inventory location has not yet been specified when Location Based Inventory is being used. This report shows the transaction number, transaction date, item ID and quantity, and the inventory action code that is currently assigned. Refer to the *Xstore Reports Guide* for information about this report, as well as the Inventory Movement Report, Inventory Movement History Report, and Item List Report.

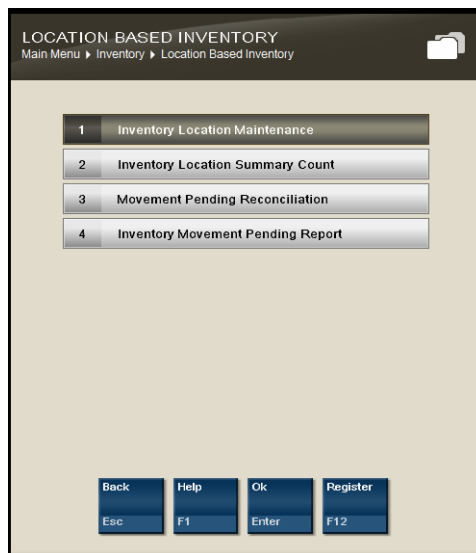


Figure 6-1: Location Based Inventory Menu

### Inventory Location Maintenance

Inventory Location Maintenance allows you to edit the parameters of an inventory location, or add/delete store-specific inventory locations for the local store. When editing an inventory location, Inventory Location Maintenance allows you to search for a specific inventory location by Location ID, location description, or associated bucket.



**Note:**

- System Locations defined and set up by the Home Office cannot be changed or deleted. Home-office defined locations show a **Yes** status in the System Location field.

INVENTORY LOCATION MAINTENANCE  
Inventory Location Maintenance

Location Id: DEFAULT  
Description: Default  
System Location: Yes

- Inventory Location Maintenance does not allow you to edit items. Item edits within an inventory location must be performed within the **Item Transfer** function. See [Item Transfer](#)

- After logging in to the Back Office by entering your employee ID and password, select the **Inventory** option on the Main Menu.
- Select **Location Based Inventory** on the Inventory Menu.

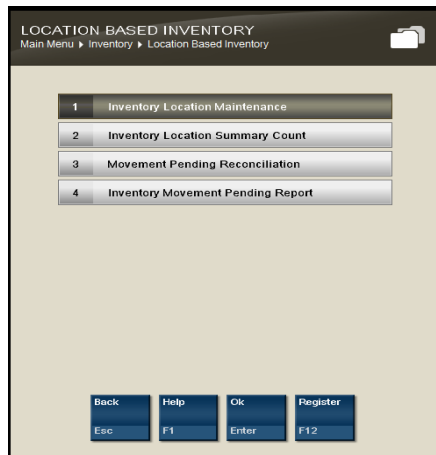
INVENTORY  
Main Menu ► Inventory

1 Receiving  
2 Shipping  
3 Inventory Replenishment  
4 Inventory Adjustment  
5 Item Transfer  
6 Item Lookup  
7 Inventory Count Options  
8 Print Shelf Labels/Tickets  
9 Inventory Reports  
A Location Based Inventory

Back Help OK Register  
Esc F1 Enter F12

Figure 6-2: Location Based Inventory Option

- At the Location Based Inventory Menu, select the **Inventory Location Maintenance** option.



**Figure 6-3: Inventory Location Maintenance Option**

The system displays the Inventory Location Search form.

A screenshot of a software form titled "INVENTORY LOCATION SEARCH" with a subtitle "Enter inventory location search criteria." and a magnifying glass icon. The form has three input fields: "Location ID", "Description", and "Bucket". The "Bucket" field is a list box containing the following options: AT\_VENDOR, LAYAWAY, ON\_HAND, ONHOLD, and ORDER. At the bottom, there are five buttons: Back (Esc), Help (F1), Add New Location (F2), List All (F7), and Process (F8).

**Figure 6-4: Inventory Location Search Form**

- Search options:
  - If you know a Location ID, enter it in the **Location Id** field and select **Process**. The system lists the matching Location IDs, and you may select the one you want. Continue with step 5.
  - If you do *not* know the ID of the location you want to see, select **List All**. The system displays all of the existing Location IDs. Select the one you want and choose **OK**. Continue with step 5.
  - To search by the Bucket, select one or more buckets from the list and then select **Process**.
  - If you want to create a new inventory location, select **Add New Location**. See [Define a New Inventory Location](#).

5. Maintain the location as needed at the Inventory Location Maintenance form.

| Bucket Id     | Included | Tracking Method |
|---------------|----------|-----------------|
| AT_VENDOR     | No       | ALL             |
| LAYAWAY       | No       | ALL             |
| ON_HAND       | Yes      | ALL             |
| ONHOLD        | No       | ALL             |
| ORDER         | No       | ALL             |
| PRESALE       | No       | ALL             |
| SHIPPED       | No       | ALL             |
| SOLD          | No       | ALL             |
| SPECIAL_ORDER | No       | ALL             |

**Figure 6-5: Inventory Location Maintenance Form**

Select one of these options:

- **Back:** This returns you to the Inventory Location Search form.
- **Edit Location:** Select this option to make changes to the location. The Location ID cannot be changed.
  - **Description:** Edit the description as needed.
  - **Location Active:** **Yes** indicates the location is currently being used and **No** means the location is inactive and cannot be counted unless its status is reset to **Yes**.
  - For each Bucket ID:

Indicate whether or not it is included as part of the Location ID. Select **Yes** or **No** from the drop-down list in the **Included** column.

Indicate the tracking method used by selecting an option from the drop-down list in the Tracking Method column.

After making your changes, select the **Save Changes** option to update the location.

- **Delete Location:** Select this option if you decide to remove the location. You are prompted to confirm the deletion. Select **Yes** to proceed or **No** to continue without deleting the location.
- **Print Item List:** Select this option to print a list showing all items in the location.

---

**Note:** To edit items within an inventory location, use the Item Transfer function. See "[Item Transfer](#)".

---

## Define a New Inventory Location

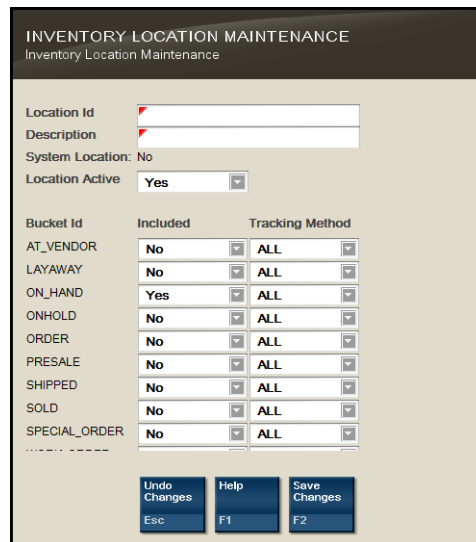
This feature allows you to specify a new inventory location within your store.

## Inventory Location Maintenance

1. After logging in to the Back Office by entering your employee ID and password, select the **Inventory** option on the Main Menu.
2. Select **Location Based Inventory** on the Inventory menu.
3. At the Location Based Inventory menu, select the **Inventory Location Maintenance** option.

The system displays the Inventory Location Search form ([Figure 6-4](#)).

4. Select **Add New Location**. The system displays a form where you can define a new inventory location for your store:



| Bucket Id     | Included | Tracking Method |
|---------------|----------|-----------------|
| AT_VENDOR     | No       | ALL             |
| LAYAWAY       | No       | ALL             |
| ON_HAND       | Yes      | ALL             |
| ONHOLD        | No       | ALL             |
| ORDER         | No       | ALL             |
| PRESALE       | No       | ALL             |
| SHIPPED       | No       | ALL             |
| SOLD          | No       | ALL             |
| SPECIAL_ORDER | No       | ALL             |

**Figure 6-6: Defining a New Inventory Location**

- a. In the **Location ID** field, enter the name you are assigning to the new location.
  - b. In the **Description** field, enter a brief text description for the new location.
  - c. Select the **Location Active** status by selecting **Yes** or **No** from the drop-down list. **Yes** indicates the location is currently being used and **No** means the location is inactive and cannot be counted unless its status is reset to **Yes**.
5. For each Bucket ID listed on the left side of the screen, you must decide:
    - a. whether or not it is included as part of the new Location ID. Select **Yes** or **No** from the drop-down list in the **Included** column.
    - b. what tracking method is used for each bucket that you include in the new Location ID. Select an option from the drop-down list in the Tracking Method column for each bucket that you assign to the location.

---

**Note:** You cannot define new buckets. All buckets are defined by and downloaded from the home office.

---

6. After you have determined which buckets are included and you have assigned their respective tracking methods, select **Save Changes** to create the new location. The system displays a read-only view of the selections for the new Location ID.

The screenshot shows a web form titled "INVENTORY LOCATION MAINTENANCE" with a subtitle "Inventory Location Maintenance". The form contains the following fields and controls:

- Location Id:** Inactive On Hand
- Description:** Store display items
- System Location:** No
- Location Active:** Yes (dropdown menu)
- Bucket Id Table:**

| Bucket Id     | Included | Tracking Method |
|---------------|----------|-----------------|
| AT_VENDOR     | No       | ALL             |
| LAYAWAY       | No       | ALL             |
| ON_HAND       | Yes      | ALL             |
| ONHOLD        | No       | ALL             |
| ORDER         | No       | ALL             |
| PRESALE       | No       | ALL             |
| SHIPPED       | No       | ALL             |
| SOLD          | No       | ALL             |
| SPECIAL_ORDER | No       | ALL             |
- Buttons:** Back (Esc), Help (F1), Edit Location (F2), Delete Location (F3), Print Item List (F4).

Figure 6-7: Read-Only View of New Location ID

Select one of these options:

- **Back:** This returns you to the Inventory Location Search form.
- **Edit Location:** Select this option to make changes to the new location.
- **Delete Location:** Select this option if you decide to remove the location. You are prompted to confirm the deletion. Select **Yes** to proceed or **No** to continue without deleting the location.
- **Print Item List:** Select this option to print a list with all items in the location, according to the Bucket IDs that you assigned to that location.

---

**Note:** To edit items within an inventory location, use the Item Transfer function. See [Item Transfer](#).

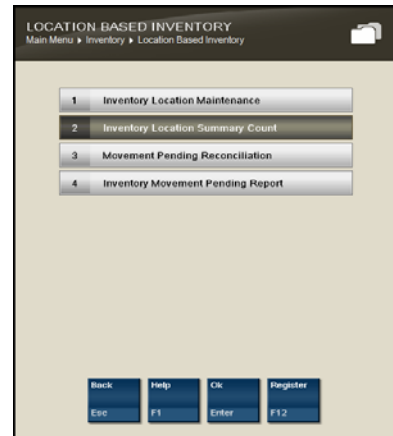
---

## Inventory Location Summary Count

An inventory location summary count can be performed at any time for a specific inventory location. This process compares the total item count performed by the user (actual) with the total system item count (expected) for each inventory location and bucket. This summary count process does not update inventory, it is used only to identify discrepancies between an actual count performed by the user and the count expected by the system.

1. After logging in to the Back Office by entering your employee ID and password, select the **Inventory** option on the Main Menu.
2. Select **Location Based Inventory** on the Inventory menu.

- At the Location Based Inventory menu, select the **Inventory Location Summary Count** option.



The system displays a screen that shows the currently-defined inventory locations and the inventory buckets that are assigned to them. On this screen you may enter the counts for each bucket in the location you select.

The screenshot shows the 'INVENTORY LOCATION SUMMARY COUNT' screen. It has a table with three columns: INVENTORY LOCATION, BUCKET ID, and DECLARED COUNT. The first row is 'DEFAULT' and the subsequent rows are 'AT\_VENDOR', 'LAYAWAY', 'ON HAND', 'ONHOLD', 'ORDER', 'PRE-SALE', 'SPECIAL ORDER', and 'WORK ORDER'. The 'DECLARED COUNT' column shows zeros for all rows. Below the table, there are several buttons: Back (Esc), Help (F1), Count Selected (F2), Done Counting (F3), and Register (F12). At the bottom, there is a status bar with the following information: Back Office John Smith, Online, Datavantage Home Office 643, Register: 1, 10/02/2013 9:56 AM, and a help icon with F1.

| INVENTORY LOCATION | BUCKET ID     | DECLARED COUNT |
|--------------------|---------------|----------------|
| DEFAULT            | AT_VENDOR     | 0              |
|                    | LAYAWAY       | 0              |
|                    | ON HAND       | 0              |
|                    | ONHOLD        | 0              |
|                    | ORDER         | 0              |
|                    | PRE-SALE      | 0              |
|                    | SPECIAL ORDER | 0              |
|                    | WORK ORDER    | 0              |

Figure 6-8: Inventory Location Summary Count Screen

- Select an inventory location and choose the **Count Selected** menu option.

5. The system displays the inventory buckets for the location you selected. Enter the count for each inventory bucket listed on the screen.

**INVENTORY LOCATION SUMMARY COUNT** Totals Count

Enter the total count for each inventory bucket in the location.

Inventory Location DEFAULT

|               |     |
|---------------|-----|
| AT_VENDOR     | 2   |
| LAYAWAY       | 6   |
| ON_HAND       | 955 |
| ONHOLD        | 0   |
| ORDER         | 1   |
| PRESALE       | 0   |
| SPECIAL_ORDER | 1   |
| WORK_ORDER    | 0   |

Navigation buttons: Back (Esc), Help (F1), Previous Location (F2), Next Location (F3), Location Summary (F4), and Register (F12).

Status bar: Back Office | John Smith | Online | Datavantage Home Office 643 | Register: 1 | 10/02/2013 | 9:00 AM | ? F1

**Figure 6-9: Inventory Buckets**

6. After you enter all counts, choose one of these options:
- **Previous Location:** Displays the inventory buckets for the previously viewed inventory location.
  - **Next Location:** Displays inventory buckets for the next location in the list.
  - **Location Summary:** Returns to the list of all inventory locations and shows the counts you entered for the buckets in the Declared Count column. You can select **Count Selected** to enter your counts for a different inventory location. See

[Figure 6-8](#)) or continue with step 7 to complete the count.

| INVENTORY LOCATION SUMMARY COUNT |               | Count Summary  |
|----------------------------------|---------------|----------------|
| INVENTORY LOCATION               | BUCKET ID     | DECLARED COUNT |
| DEFAULT                          | AT_VENDOR     | 2              |
|                                  | LAYAWAY       | 6              |
|                                  | ON_HAND       | 965            |
|                                  | ONHOLD        | 0              |
|                                  | ORDER         | 1              |
|                                  | PRESALE       | 0              |
|                                  | SPECIAL_ORDER | 1              |
|                                  | WORK_ORDER    | 6              |

|      |      |                |               |  |  |  |  |  |  |  |          |
|------|------|----------------|---------------|--|--|--|--|--|--|--|----------|
| Back | Help | Count Selected | Done Counting |  |  |  |  |  |  |  | Register |
| Esc  | F1   | F2             | F3            |  |  |  |  |  |  |  | F12      |

|             |            |        |                             |             |            |         |      |
|-------------|------------|--------|-----------------------------|-------------|------------|---------|------|
| Back Office | John Smith | Online | Datavantage Home Office 643 | Register: 1 | 10/02/2013 | 9:00 AM | ? F1 |
|-------------|------------|--------|-----------------------------|-------------|------------|---------|------|

**Figure 6-10: Count Summary - Declared Count**

7. Select **Done Counting** when you are finished entering summary counts for all of the inventory locations.
8. The system displays a message if the counts for any of the inventory locations are out of balance (different from the system counts).

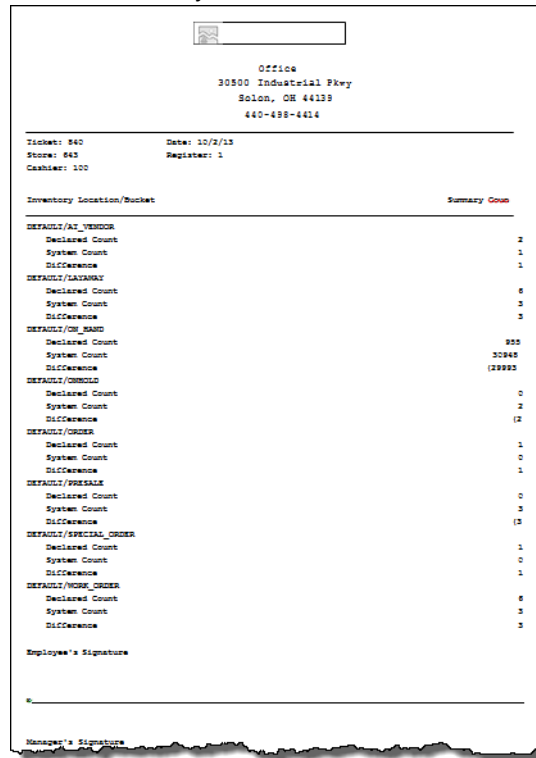
Select **Accept Count** to continue, or **Recount Locations** to return to the summary screen and choose a location that you want to count again.

| INVENTORY LOCATION SUMMARY COUNT                    |                    |
|-----------------------------------------------------|--------------------|
| The following locations are out of balance: DEFAULT |                    |
| Recount Locations<br>Esc                            | Accept Count<br>F1 |

**Figure 6-11: Inventory Summary Count Out-of-Balance Message**



9. Once your counts are complete, the system prints a receipt with the counts for each bucket in each inventory location.



Office  
30500 Industrial Pkwy  
Solon, OH 44139  
440-499-4414

---

Ticket: 840      Date: 10/2/13  
Store: 843      Register: 1  
Cashier: 100

---

| Inventory Location/Bucket | Summary Count |
|---------------------------|---------------|
| DEFAULT/AT_VENDOR         |               |
| Declared Count            | 2             |
| System Count              | 1             |
| Difference                | 1             |
| DEFAULT/LAYAWAY           |               |
| Declared Count            | 6             |
| System Count              | 3             |
| Difference                | 3             |
| DEFAULT/ON_HAND           |               |
| Declared Count            | 855           |
| System Count              | 30945         |
| Difference                | (29990)       |
| DEFAULT/ONSOLD            |               |
| Declared Count            | 0             |
| System Count              | 2             |
| Difference                | (2)           |
| DEFAULT/ORDER             |               |
| Declared Count            | 1             |
| System Count              | 0             |
| Difference                | 1             |
| DEFAULT/PRESALE           |               |
| Declared Count            | 0             |
| System Count              | 3             |
| Difference                | (3)           |
| DEFAULT/SPECIAL_ORDER     |               |
| Declared Count            | 1             |
| System Count              | 0             |
| Difference                | 1             |
| DEFAULT/WORK_ORDER        |               |
| Declared Count            | 8             |
| System Count              | 3             |
| Difference                | 5             |

Employee's Signature \_\_\_\_\_

Manager's Signature \_\_\_\_\_

Figure 6-12: Sample Inventory Location Summary Count Receipt

### Movement Pending Reconciliation

The Movement Pending inventory location is a default, *virtual* location for any items for which an inventory location was not specified at the time of a sale, layaway setup, or inventory shipment. This inventory location is a temporary location and items in this inventory location must be reconciled.

To reconcile items in this virtual inventory location, the sold item must first be transferred from the Movement Pending inventory location to a defined merchandise inventory location/bucket. Next, the item must be removed from the merchandise inventory location/bucket, and transferred to either the SOLD bucket, LAYAWAY bucket, or SHIPPED bucket (based on the transaction type).

An item appears on the Movement Pending Reconciliation list if the following criteria are met:

- Your system is set up to track inventory movements that are pending.
- Your system does *not* prompt for a Location ID during a transaction (sales transactions and shipping transactions).
- An item is found in more than one Location ID or is not assigned to any Location ID in your store.
- An item is assigned to a specific Bucket ID within the Location ID where it is found. For example, for sales, shipping, and layaway setup transactions, the item must be in the ON\_HAND bucket.

## Inventory Location Maintenance

From a system perspective, an item meeting these criteria is not yet reconciled in terms of identifying the Location ID from which it came. You must use the Movement Pending Reconciliation option to identify the source Location ID.

1. Select **Movement Pending Reconciliation** from the Location Based Inventory Menu.

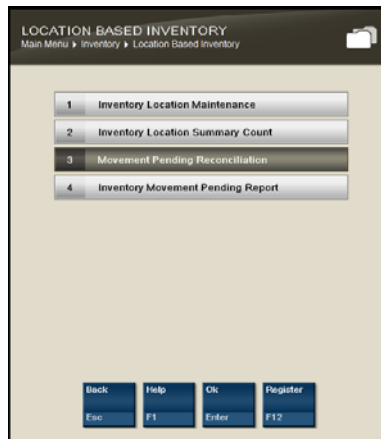


Figure 6-13: Location Based Inventory Menu

The system displays a screen where you can select pending items and reconcile them.

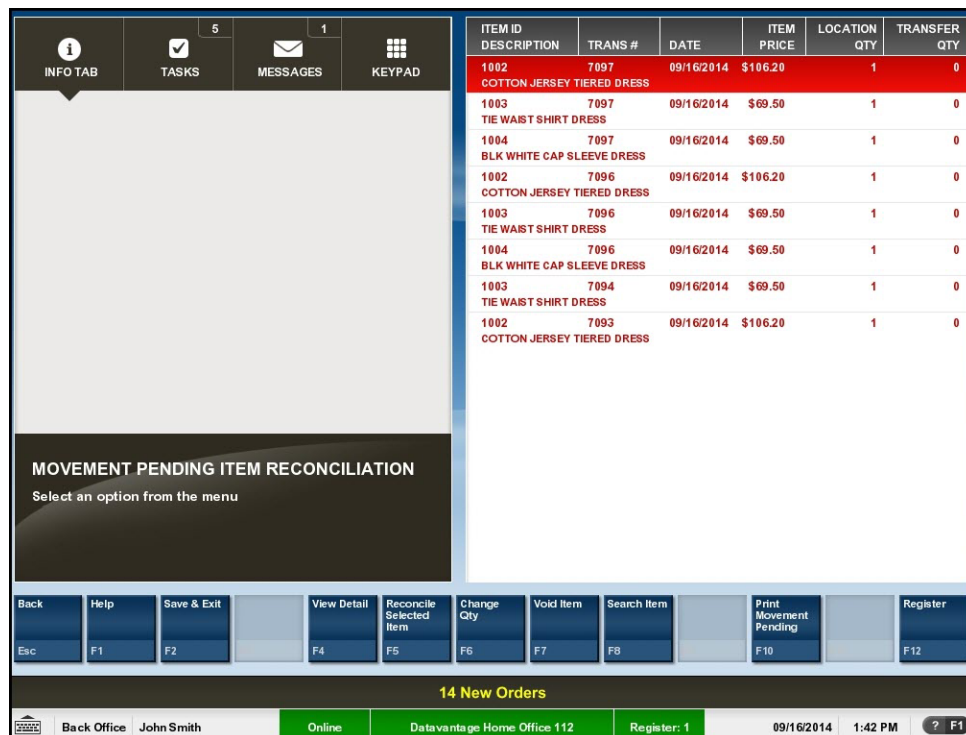


Figure 6-14: Movement Pending Reconciliation Screen

If you would like to have a printed report of the items pending reconciliation, select the **Print Movement Pending** option.

#### Inventory Movement Pending Report

Date Range: ALL

| Date       | Trans # | Item Id | Description                     | Serial Nbr   | Action Code  | Quantity |
|------------|---------|---------|---------------------------------|--------------|--------------|----------|
| 05/13/2009 | 419     | 1007    | PURPLE JACQ VNK ENVELOPE DRESS  |              | ON_HAND/SOLD | 1        |
| 05/13/2009 | 417     | 9100    | Warrantied Jewelry A            |              | ON_HAND/SOLD | 1        |
| 05/13/2009 | 416     | 1002    | BLK DRESS W/SCALLOP NECK        |              | ON_HAND/SOLD | 2        |
| 05/13/2009 | 366     | 1010    | BLK/WHIT SLVLS DRES W/CHIFF SCF |              | ON_HAND/SOLD | 1        |
| 05/13/2009 | 363     | 1003    | TAUPE/ROSE SLVLS HNDKCHIEF DRE  |              | ON_HAND/SOLD | 1        |
| 05/13/2009 | 363     | 1010    | BLK/WHIT SLVLS DRES W/CHIFF SCF |              | ON_HAND/SOLD | 1        |
| 05/13/2009 | 362     | 1010    | BLK/WHIT SLVLS DRES W/CHIFF SCF |              | ON_HAND/SOLD | 1        |
| 05/13/2009 | 358     | 1009    | LIME BIAS CUT DRESS W/SERIAL    | 466464644646 | ON_HAND/SOLD | 1        |
| 05/13/2009 | 358     | 1010    | BLK/WHIT SLVLS DRES W/CHIFF SCF |              | ON_HAND/SOLD | 1        |
| 05/13/2009 | 356     | 1010    | BLK/WHIT SLVLS DRES W/CHIFF SCF |              | ON_HAND/SOLD | 1        |
| 05/13/2009 | 354     | 1003    | TAUPE/ROSE SLVLS HNDKCHIEF DRE  |              | ON_HAND/SOLD | 1        |
| 05/13/2009 | 354     | 1010    | BLK/WHIT SLVLS DRES W/CHIFF SCF |              | ON_HAND/SOLD | 1        |
| 05/13/2009 | 349     | 3005    | Animal Print Carwash Dress      |              | ON_HAND/SOLD | 1        |
| 05/13/2009 | 349     | 3009    | Venture                         |              | ON_HAND/SOLD | 1        |

- Select the item on the list that you want to reconcile. Use the up and down arrow keys to scroll through the list and choose the **Reconcile Selected Item** option. See [Figure 6-14](#).

**Tip:** If the item list is long, you can quickly find a specific item if you know its item ID. Select the **Search Item** menu option, enter the item ID when prompted, and press [Enter]. The system locates and highlights that item in the list.

- The system prompts for the item's source location. Select a location from the drop-down list and choose **Process**.

INVENTORY LOCATION SELECTION

Select an inventory location for this item.

Qty to allocate:

Item Id: 1004

Description: BLK WHITE CAP SLEEVE DRESS

Inventory Location

DEFAULT

DEFAULT

Back

Help

Process

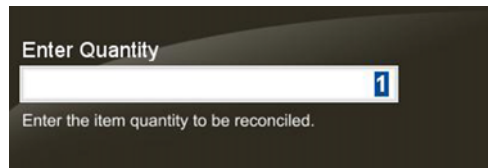
Esc

F1

F8

Figure 6-15: Select the Source Location For Item Being Reconciled

- The system prompts for the item quantity. Enter the number of items being moved from the location you selected and press **[Enter]**.



Enter Quantity

1

Enter the item quantity to be reconciled.

**Figure 6-16: Prompt for Quantity to be Reconciled**

The system returns to the list of items that are awaiting reconciliation. The item that you just reconciled is highlighted in green, and the Transfer Qty column now displays the quantity that you entered for the item.



| ITEM ID | DESCRIPTION                | TRANS # | DATE       | ITEM PRICE | LOCATION QTY | TRANSFER QTY |
|---------|----------------------------|---------|------------|------------|--------------|--------------|
| 1002    | COTTON JERSEY TIERED DRESS | 7097    | 09/16/2014 | \$106.20   | 1            | 1            |
| 1003    | TIE WAIST SHIRT DRESS      | 7097    | 09/16/2014 | \$69.50    | 1            | 0            |
| 1004    | BLK WHITE CAP SLEEVE DRESS | 7097    | 09/16/2014 | \$69.50    | 1            | 0            |
| 1002    | COTTON JERSEY TIERED DRESS | 7096    | 09/16/2014 | \$106.20   | 1            | 0            |
| 1003    | TIE WAIST SHIRT DRESS      | 7096    | 09/16/2014 | \$69.50    | 1            | 0            |
| 1004    | BLK WHITE CAP SLEEVE DRESS | 7096    | 09/16/2014 | \$69.50    | 1            | 0            |
| 1003    | TIE WAIST SHIRT DRESS      | 7094    | 09/16/2014 | \$69.50    | 1            | 0            |
| 1002    | COTTON JERSEY TIERED DRESS | 7093    | 09/16/2014 | \$106.20   | 1            | 0            |

**Figure 6-17: Reconciled Item is Highlighted in Green**

- If needed, select one of the following menu options:
  - Change Quantity:** You are prompted to select the item and then enter the quantity that you want to reconcile for the item.
  - Void Item:** This resets the quantity for an item that you reconciled to the previous quantity.
  - Search Item:** Enter an item ID and press **[Enter]** to locate and highlight that item in the list. This is useful when the item list is long and extends off of the screen.
- Select the **Save & Exit** option to retain the reconciliation(s) that you just completed.
- You are prompted to confirm that you want to save your changes. Choose **Yes** to save the information, or **No** to return to the list of reconcilable items. If you choose **Yes**, the item is removed from the list of items awaiting reconciliation.

The system automatically prints the **Inventory Movement Report** and includes all of the items that were just reconciled and saved.

After printing the report, the system returns to the Location Based Inventory menu.

## Item Transfer

The Item Transfer option allows you to transfer an item from one inventory location to another within the store. The transfer can be made for a single item, multiple items, or even an entire inventory location.

1. After logging in to the Back Office by entering your employee ID and password, select the **Inventory** option on the Main Menu.
2. Select **Item Transfer** on the Inventory menu.

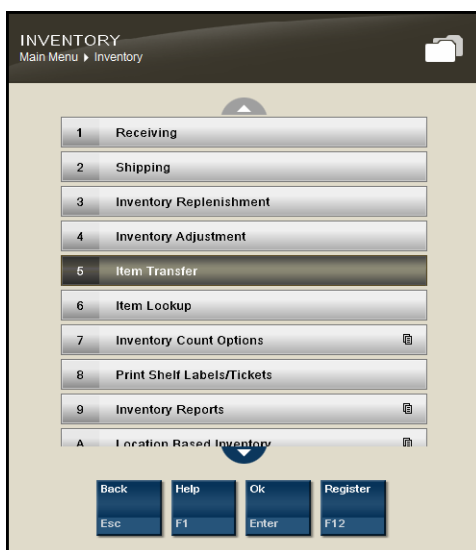


Figure 6-18: Inventory Menu

3. The system prompts you to select the inventory Location ID and bucket from which the item(s) will be taken. Select a **Location ID** from the drop-down list on the

Location Id field, and select a **Bucket** from the drop-down list on the Bucket field. Select **Process** to continue.

The dialog box is titled "INVENTORY LOCATION SELECTION" with a subtitle "Select an inventory location and bucket as the source for this item transfer." It features a "Location ID" dropdown menu set to "Default". Below it, the "Bucket" dropdown menu is open, showing a list of options: "At Vendor", "Layaway", "On Hand" (highlighted in blue), "On Hold", "Order", "Pre-Sale", "Special Order", and "Work Order". At the bottom, there are three buttons: "Back" (with "Esc" below it), "Help" (with "F1" below it), and "Process" (with "F8" below it).

Figure 6-19: Prompt for Source Location and Bucket

- Next, select the destination location and bucket to which the item(s) will be transferred. Select **Process** to continue.

The dialog box is titled "INVENTORY LOCATION SELECTION" with a subtitle "Select an inventory location and bucket as the destination for this item transfer." It features a "Location ID" dropdown menu set to "Default". Below it, the "Bucket" dropdown menu is open, showing a list of options: "At Vendor", "Layaway", "On Hand", "On Hold" (highlighted in blue), "Order", "Pre-Sale", "Special Order", and "Work Order". At the bottom, there are three buttons: "Back" (with "Esc" below it), "Help" (with "F1" below it), and "Process" (with "F8" below it).

Figure 6-20: Prompt for Destination Location and Bucket

5. The system displays a list of reasons for transferring the item(s) to a new location. Choose a reason from the list and press [Enter].

**REASON CODE**  
Select a reason code from the list.

|                     |
|---------------------|
| Item Moved          |
| <b>Item Shipped</b> |
| Item Transfer       |

Back    Ok  
Esc    Enter

Figure 6-21: List of Reasons for Transferring an Item

6. The system prompts you to enter an item ID for the transfer. Scan or enter the item ID and press [Enter].

**Inventory Locations**

Transfer From: **Default On Hand**  
Transfer To: **Default On Hold**

Scan Item or UPC

Scan or enter an item.

| ITEM ID      | DESCRIPTION                   | LOCATION QTY | TRANSFER QTY |
|--------------|-------------------------------|--------------|--------------|
| 1002         | COTTON JERSEY TIERED DRESS    | 1,000        | 0            |
| 1003         | TIE WAIST SHIRT DRESS         | 1,000        | 0            |
| 1004         | BLK WHITE CAP SLEEVE DRESS    | 1,000        | 0            |
| 1005         | PEASANT TOP JERSEY DRESS      | 1,000        | 0            |
| 1006         | ROLL SLEEVE SWEATER DRESS     | 1,000        | 0            |
| 1007         | ANIMAL PRINT CAP SLEEVE DR... | 1,000        | 0            |
| 1008         | DRAWSTRING PEASANT DRESS      | 1,000        | 0            |
| 1009         | MAXI LENGTH TANK DRESS        | 1            | 0            |
| 111111111111 |                               |              |              |
| 1009         | MAXI LENGTH TANK DRESS        | 1            | 0            |
| 222222222222 |                               |              |              |
| 1009         | MAXI LENGTH TANK DRESS        | 1            | 0            |
| 333333333333 |                               |              |              |
| 1009         | MAXI LENGTH TANK DRESS        | 1            | 0            |
| 444444444444 |                               |              |              |
| 1009         | MAXI LENGTH TANK DRESS        | 1            | 0            |
| 555555555555 |                               |              |              |
| 1009         | MAXI LENGTH TANK DRESS        | 1            | 0            |
| 666666666666 |                               |              |              |
| 1009         | MAXI LENGTH TANK DRESS        | 1            | 0            |
| 777777777777 |                               |              |              |
| 1009         | MAXI LENGTH TANK DRESS        | 1            | 0            |
| 888888888888 |                               |              |              |
| 1009         | MAXI LENGTH TANK DRESS        | 1            | 0            |
| 999999999999 |                               |              |              |

Back    Help    Save & Exit    Change Qty    Void Item    Search Item    Transfer All    Print Item List    Register

Esc    F1    F2    F3    F4    F5    F8    F10

Figure 6-22: Prompt For Item ID To Be Transferred

7. The system prompts you to enter the quantity of the item that you want to transfer. Enter the number of items and press **[Enter]**.

**Figure 6-23: Prompt for Item Quantity to be Transferred**

---

**Note:** If the item you want to transfer is serialized, you are prompted to enter the serial number. Type it in and press **[Enter]**.

---

---

**Important:** You can select the **Transfer All** option to transfer *all of the listed items* to a new location.

The system prompts you to confirm that *all items* listed on the screen should be transferred from the source location to the new location. Select **Yes** to transfer all items listed on the screen or **No** to return to the previous screen.

8. You may change the transfer information you have entered for any of the items listed by choosing the **Edit Item** option:
  - **Change Quantity:** You are prompted to select the item and then enter the number of items you want to transfer.
  - **Void Item:** This resets the number of items transferred to the previously recorded transfer quantity.
  - **Search Item:** Enter an item ID and press **[Enter]** to locate and highlight that item in the list. This is useful when the item list is long and extends off of the screen.

---

**Note:** The only valid item quantity that you may transfer for any serialized item is 1.

---

9. Select **Save & Exit** when finished transferring items from one location to another. You are prompted to confirm that you want to save the transfer information you have entered.
  - Select **Yes** to complete the process.
  - Select **No** to return to the previous screen and continue selecting (or editing) items you want to include in the transfer.



10. The system automatically prints the Inventory Movement Report showing the items that you just transferred.

Inventory Movement Report

Date Range: ALL

Item Range: ALL

Movement Type: ALL

| Date       | Item ID | Serial # | Quantity | Action Code   | Source Location | Source Bucket | Destination Location | Destination Bucket |
|------------|---------|----------|----------|---------------|-----------------|---------------|----------------------|--------------------|
| 05/21/2011 | 1008    |          | 3        | ITEM_TRANSFER | Default         | On Hand       | Store display items  | On Hand            |
| 05/21/2011 | 9001    |          | 1        | ITEM_TRANSFER | Default         | On Hand       | Store display items  | On Hand            |

Figure 6-24: Inventory Movement Report



---

# Index

## A

advanced shipping notice  
    receiving, 2 - 3  
ASN  
    receiving, 2 - 3

## B

blind receiving, 2 - 8

## C

carton  
    find item in, 2 - 13  
    item color code, 2 - 10  
    item count out of balance, 2 - 13  
    receive in total, 2 - 15  
    receiving, 2 - 9  
    void item, 2 - 12  
control number  
    receiving document carton, 2 - 9  
count  
    store created, 5 - 84  
count cycle, 5 - 91, 5 - 99, 5 - 105  
count sections  
    store layout, 5 - 121  
count status, 5 - 83  
create new shipping document, 4 - 59  
cycle count, 5 - 79  
    add items, 5 - 86

## D

description, 6 - 131

## I

initiate count, 5 - 80  
inventory  
    adjustment, 5 - 126  
    physical count, 5 - 79

    real-time, 5 - 79  
inventory bucket, 6 - 131  
inventory control document  
    create new, 5 - 85  
inventory count  
    size limitations, 5 - 129  
inventory count document  
    add items for count, 5 - 85  
    count types, 5 - 85  
inventory count status, 5 - 83  
inventory count types, 5 - 83  
inventory count% variance  
    calculation formula, 5 - 119  
inventory ledger  
    snapshot, 5 - 94  
inventory replenishment document  
    creating new, 3 - 43  
    searching for, 3 - 24  
inventory replenishment options  
    force close, 3 - 27  
    header comments, 3 - 28  
inventory replenishment order  
    pack size, 3 - 45  
    status definitions, 3 - 27

## L

Location ID  
    definition, 6 - 131

## P

pack size, 3 - 45  
packing slip  
    shipping document, 4 - 65  
Print Options, 3 - 28  
print options, 3 - 28

## R

receiving  
    ASN, 2 - 3  
    blind, 2 - 8  
    change item quantity, 2 - 12, 3 - 36

- count items, 2 - 12
- item count discrepancy, 2 - 11
- receive in total, 2 - 9
- scan items, 2 - 10
- search all stores, 2 - 7
- receiving document
  - add carton to, 2 - 16
  - add comment, 2 - 14
  - add new, 2 - 15
  - centralized lookup, 2 - 7
  - closed, 2 - 11
  - follow-up, 2 - 5
  - receive all, 2 - 9
  - search fields, 2 - 16
- receiving document carton
  - control number, 2 - 9
- Receiving Exception Report, 2 - 17
- Replenishment Product Request, 3 - 47
- report
  - Receiving Exception, 2 - 17
  - Replenishment Product Request, 3 - 47
  - Shipping Exception, 4 - 73
  - Shipping Manifest, 4 - 76

## S

---

- search all stores
  - receiving document, 2 - 7
- serialized item
  - inventory adjustment, 5 - 128
- shipping document
  - add item from lookup, 4 - 69
  - closed status, 4 - 63
  - create from search form, 4 - 59
  - create from search list, 4 - 59
  - create new, 4 - 59
  - exceptions, 4 - 67
  - follow-up, 4 - 54
  - in-process status, 4 - 62, 4 - 63
  - out of balance, 4 - 67
  - packing slip, 4 - 65
  - print label location, 4 - 64
  - search for, 4 - 55
  - shipping label, 4 - 63
  - void item, 4 - 68

- Shipping Exception Report, 4 - 73
- shipping label
  - shipping document, 4 - 63
- shipping maintenance
  - add comment, 4 - 72
  - edit shipping document, 4 - 71
  - scanning items, 4 - 61
  - shipping items, 4 - 61
- shipping maintenance form
  - fields, 4 - 60
- Shipping Manifest Report, 4 - 76
- snapshot
  - initiate count, 5 - 94
- store created flag, 5 - 84
- supply count, 5 - 79

## V

---

- variance processing
  - automatic, 5 - 80, 5 - 112
  - manual, 5 - 80, 5 - 117
- virtual inventory location, 6 - 141