Oracle® Retail Xstore Point of Service
Classic Shipping, Receiving, and Inventory Guide

Release 21.0

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Oracle Retail Xstore Point of Service Classic Shipping, Receiving, and Inventory Guide, Release 21.0.

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Preface

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

Audience

This guide is intended for anyone responsible for inventory functions using the Xstore Classic 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/pls/topic/lookup?ctx=acc&id=docacc`.

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Related Documents

For more information, see the following documents in the Oracle Retail Xstore Suite Release 21.0 documentation set:

- *Oracle Retail Xstore Suite Release Notes*
- *Oracle Retail Xstore Suite 20.0/Merchandising 16.0.2 Implementation Guide*
- *Oracle Retail Xstore Suite Implementation and Security Guide*
- *Oracle Retail Xstore Suite Deal Pricing Guide*
- *Oracle Retail Xstore Point of Service User Guide*
- *Oracle Retail Xstore Point of Service Reports Guide*
- *Oracle Retail Xstore Point of Service Classic User Guide*
- *Oracle Retail Xstore Point of Service Classic Manager's Guide*
- *Oracle Retail Xstore Point of Service Classic Shipping, Receiving, and Inventory Guide*
- *Oracle Retail Xstore Point of Service Frameworks and Technologies Guide*
- *Oracle Retail Xstore Point of Service Services Guide*
- *Oracle Retail Xstore Point of Service Technical Guide*

- *Oracle Retail Xstore Point of Service Host Interface Guide*
- *Oracle Retail Xstore Point of Service POS Log Files*
- *Oracle Retail Xstore Point of Service Database Dictionary Guide*
- *Oracle Retail Xenvironment User Guide*
- *Oracle Retail Xstore Suite Country Accelerator User Guide*
- *Oracle Retail Xstore Suite Country Accelerator Technical 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, 21.0) or a later patch release (for example, 21.0.1). If you are installing the base release or additional patches, 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 at the Oracle Help Center (OHC) website, 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 at the Oracle Help Center at the following URL:

https://docs.oracle.com/en/industries/retail/index.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 F123456-02 is an updated version of a document with part number F123456-01.

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

Oracle Retail Documentation at the Oracle Help Center

Oracle Retail product documentation is available on the following website:

https://docs.oracle.com/en/industries/retail/index.html

(Data Model documents are not available through Oracle Help Center. You can obtain them through My Oracle Support.)

Conventions

The following text conventions are used in this document:

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

1

About Shipping, Receiving, and Inventory

Xstore Classic 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

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.

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.

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.

Physical Inventory Counting provides information about counting on- hand merchandise and updating local inventory. Xstore Classic provides three different types f 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.

Location Based Inventory 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 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 *Oracle Retail Xstore Point of Service Classic Manager's Guide*.

2

Receiving

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 *Oracle Retail Xstore Point of Service Reports Guide* for more information about this report.

All receiving functions are accessed from the Back Office Menu.

This chapter covers the following topics:

- Accessing the Back Office
- Receiving Document
- Receiving Cartons and Items
- Carton-Level and Item-Level Receiving Options
- Creating a New Receiving Document
- Adding a New Carton to a Receiving Document
- Receiving Exception Report

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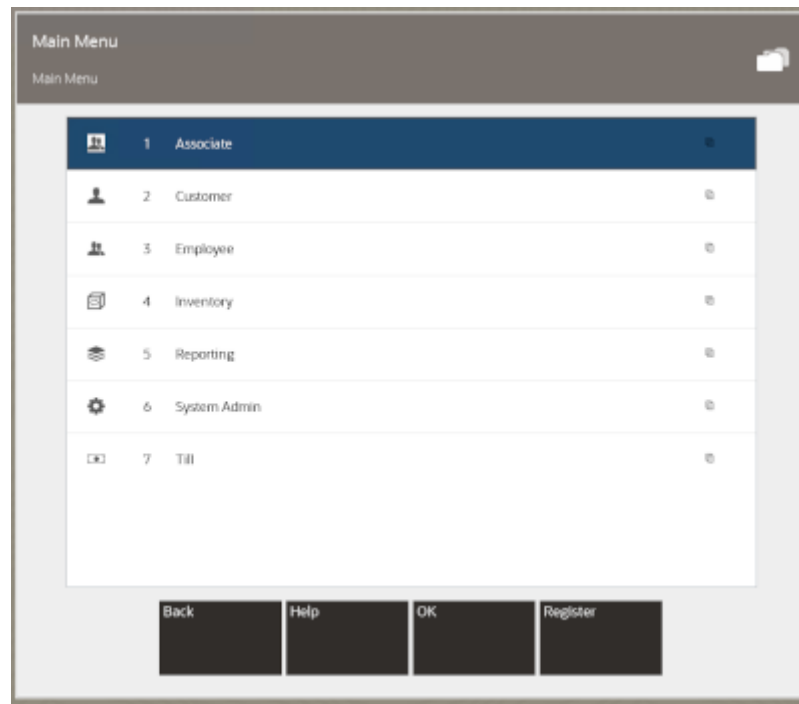
> ### Note:
>
> You can quickly select any menu option by pressing its associated number on the keyboard. For example, at the Main Menu, press the number 3 on the keyboard to display the Inventory options.

> ### Note:
>
> Touch-screen users tap the item to select. See the *Oracle Retail Xstore Point of Service Classic 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
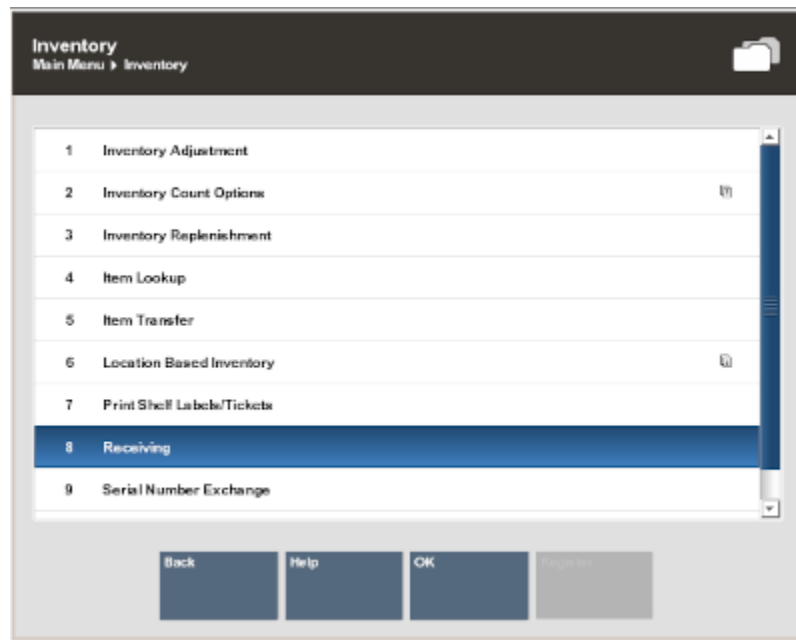
4.   If any Receiving Documents require your attention (as determined by your store's policies), Xstore Classic lists the documents that require follow-up.

Figure 2-3   Attention Documents
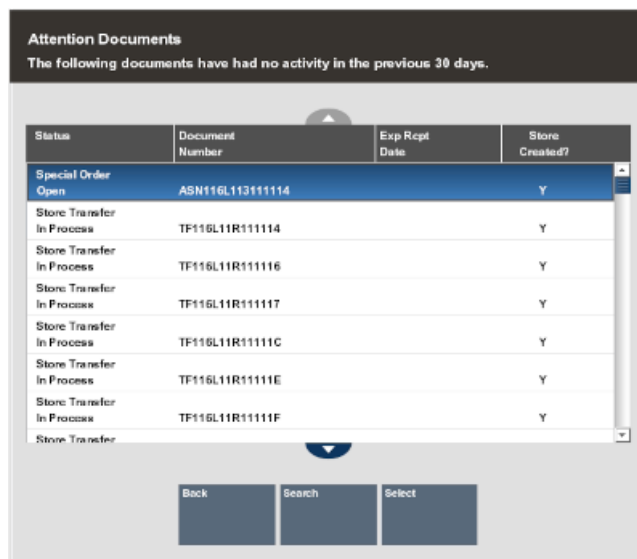
You have the following options:

*   Select a document from the list. Xstore Classic displays the Receiving screen for the selected Receiving Document.

    <OR>

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

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

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

Receiving Document

This section describes the Receiving Document search.

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

Figure 2-4   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.
- Enter a Customer Account ID.

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

  - 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 2-4. 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 Classic 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 2-5   Receiving Documents Search Results
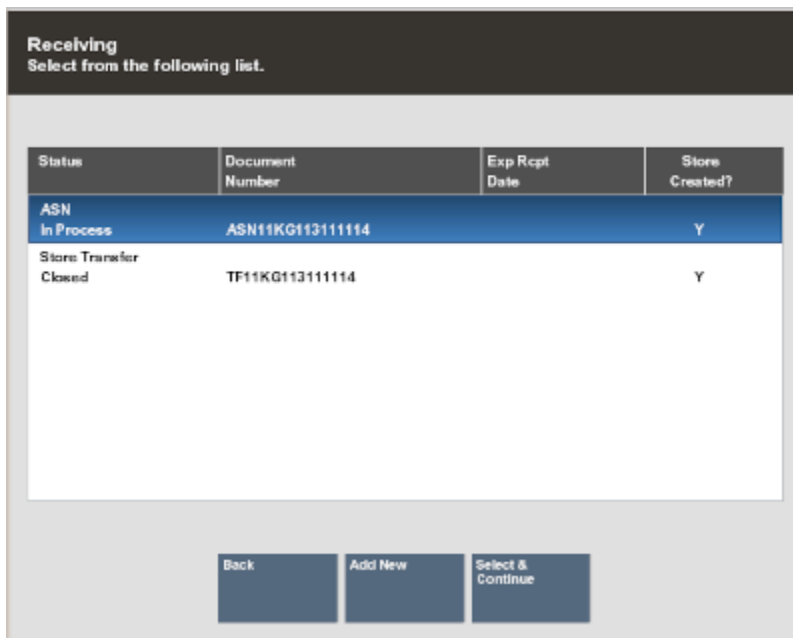
Xstore Classic displays the Receiving screen for the selected Receiving Document.

Figure 2-6   Receiving Screen
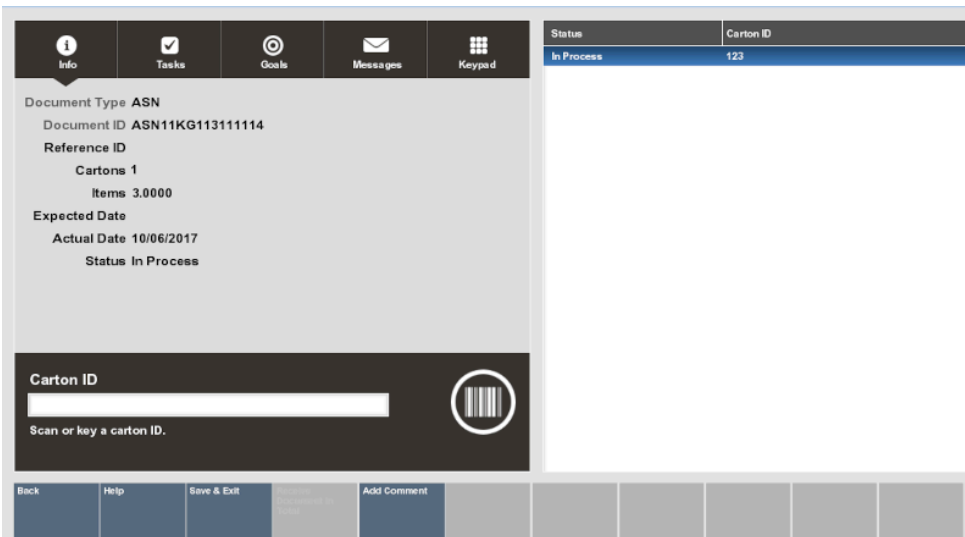
> **Note:**
>
> Blind Receiving refers to processing a Receiving Document that does not include a list of the items contained in each carton. It may also refer to processing a Receiving Document that lists the items but does not show their corresponding quantities. If you use a Blind Receiving process, 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:

- Document Type
- Receiving Document Identifier
- OPTIONAL Reference Identifier
- Number of cartons in the Receiving Document
- Total Number of items in the Receiving Document
- Expected Receipt Date for the shipment
- Actual Date of shipping
- 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 and Items

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

Figure 2-7   Carton ID Prompt

Xstore Classic displays the Receiving screen showing the carton level information.

Figure 2-8   Receiving Screen - Carton Level Information
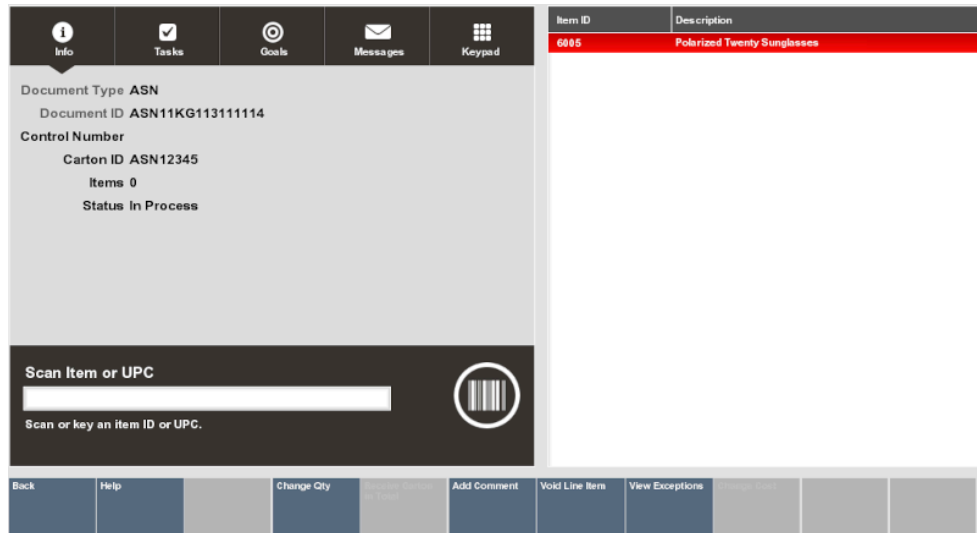
> ✎ **Note:**
>
> Depending upon your system's configuration and your store's policies, the information displayed on the receiving screens shown here may differ from the screens in your system.

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

• 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 counted in this carton

2. Scan or enter the item ID you are receiving at the Item ID or UPC prompt. Refer to Figure 2-8.

- 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.

> **Note:**
>
> You can also scan an item ID and then select the **Change Quantity** option to enter 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 2-9   Number of Items Counted Prompt

> **Note:**
>
> 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.

Figure 2-10   Receiving Screen - Item List Showing One Discrepancy
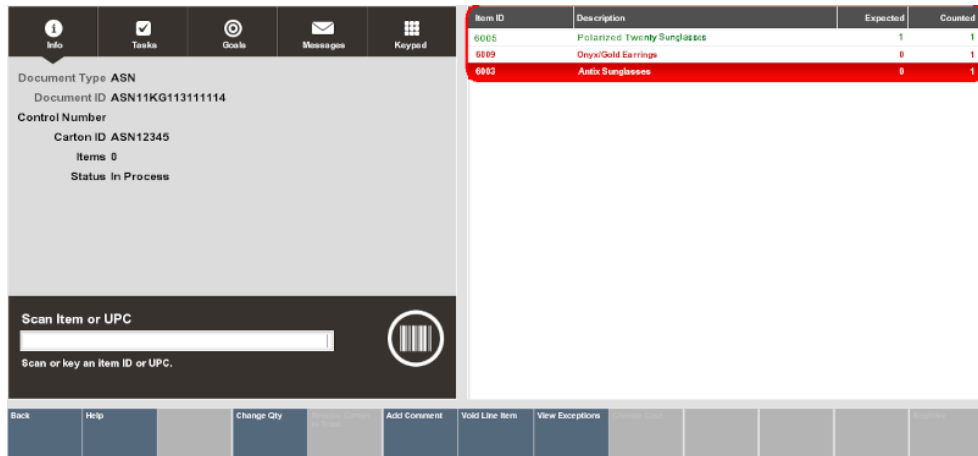
> **Note:**
>
> As you count cartons and items, the Document status and Carton status is updated from Open to In Process.

5. 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.

6. The system prompts if you would like to close this Receiving Document:

Figure 2-11   Close Document Prompt
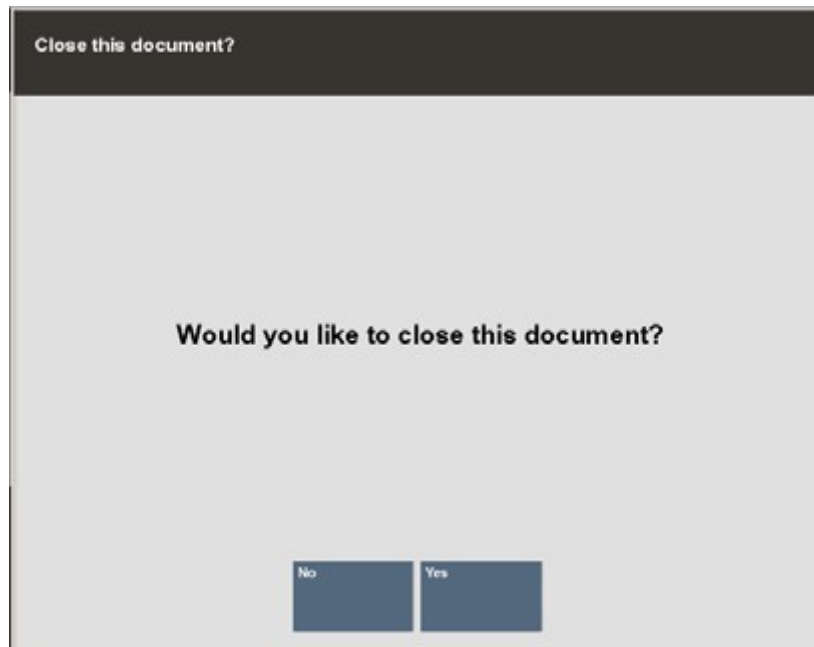
- Select **Yes** to close the Receiving Document and set the status to CLOSED.

- 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 2-12   Enter Quantity Prompt

Xstore Classic updates the count on the Receiving screen.

To Void an Item

> **Note:**
>
> 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 Classic 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 Classic prompts for the item you are looking for. Enter the item ID and press **Enter**.

Figure 2-13   Item ID Search Prompt

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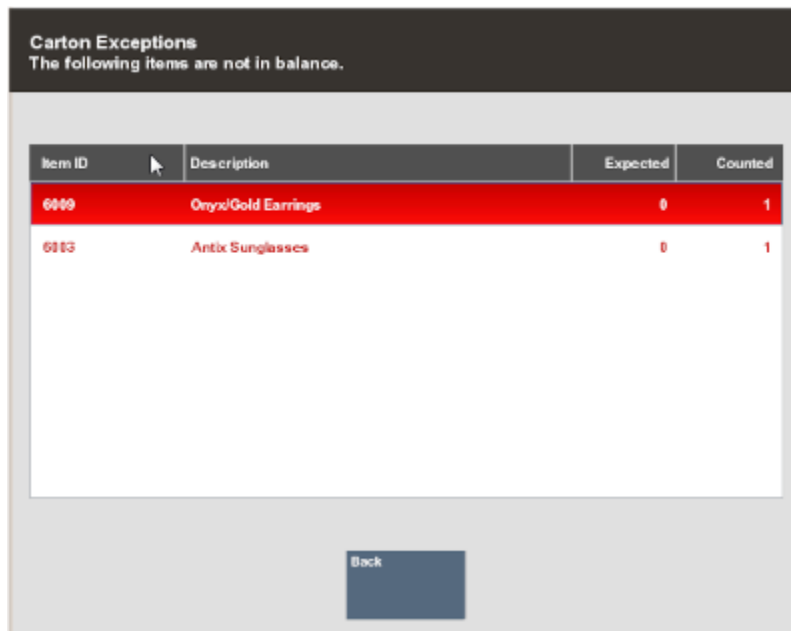
> **Note:**
>
> For user-created documents, the expected item count is always zero. Only documents created by the home office and downloaded to the store, or documents created automatically by the Order process, show an expected quantity greater than zero.

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

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

   Figure 2-14   Carton Exceptions List

2. Press **Esc** or select **Back** to return to the Receiving screen. There you can adjust 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 Classic displays the Receiving Document Note form.

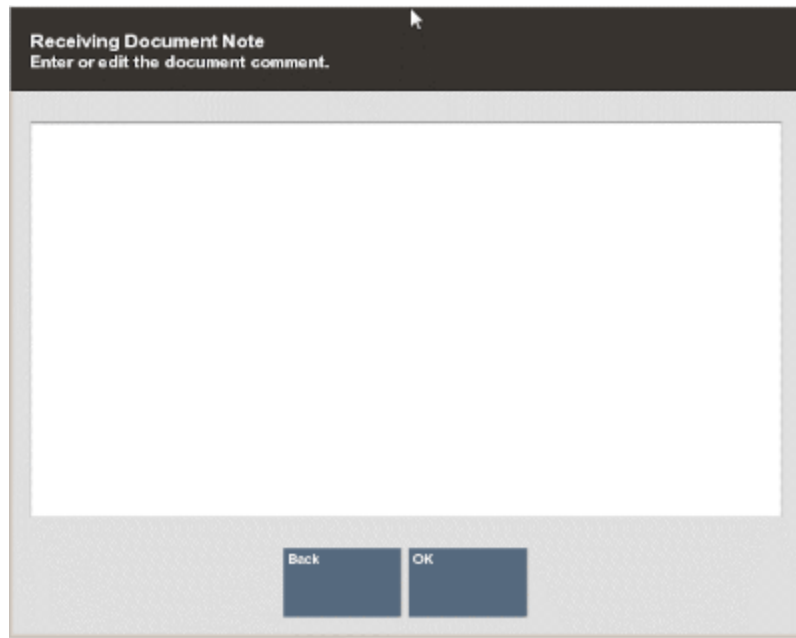**Figure 2-15   Receiving Document Note Form**

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.

> **Note:**
>
> 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 2-16   Receiving Document Search Form

Figure 2-17   Receiving Document Search Results Form

2. Xstore Classic displays the Add Receiving Document form:

Figure 2-18   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, and so on).

- **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 Classic 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 Classic 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 2-19   Carton ID Prompt

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

   Figure 2-20   Item ID or UPC Prompt

   • If you scan each item individually at this prompt, Xstore Classic 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.

   > ✎ **Note:**
   >
   > 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 2-21   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 Classic 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 **Reporting, Inventory Reports, then Receiving Exception Report**.

2. The Receiving Exception Report parameters form displays. Enter your criteria to generate the report:

Figure 2-22   Receiving Exception Report Form

- A specific start date (as shown in Figure 2-22 above)

    <OR>

- A relative date option from the list. For example, yesterday or today.

Figure 2-23   List of Relative Dates

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

Figure 2-24   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.

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

Figure 2-25   Save Report Options
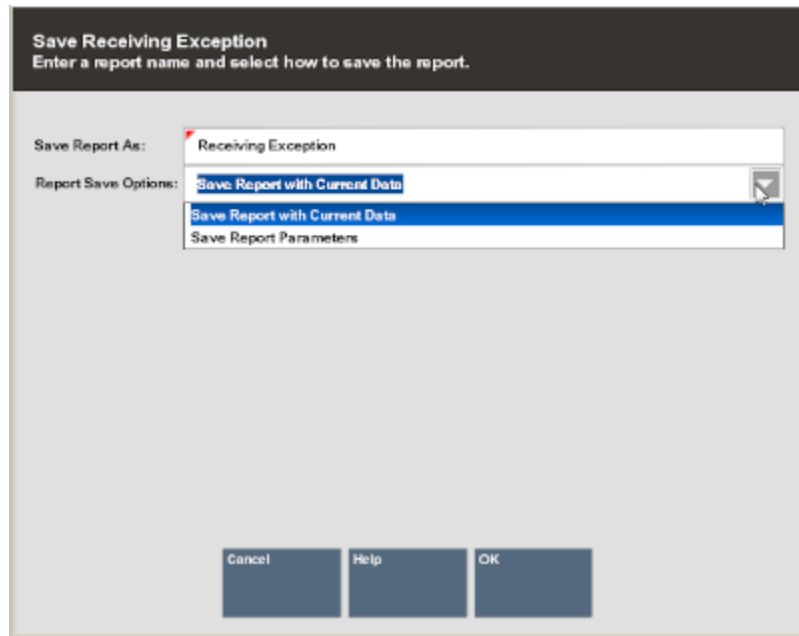
4. Choose one of the options in the Report Save Options list:

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

    b. **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 Reporting **Saved Reports** menu option and press **Enter**.
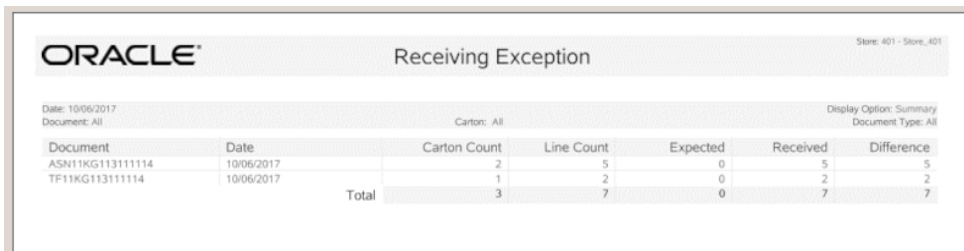
Figure 2-26   Reporting Menu
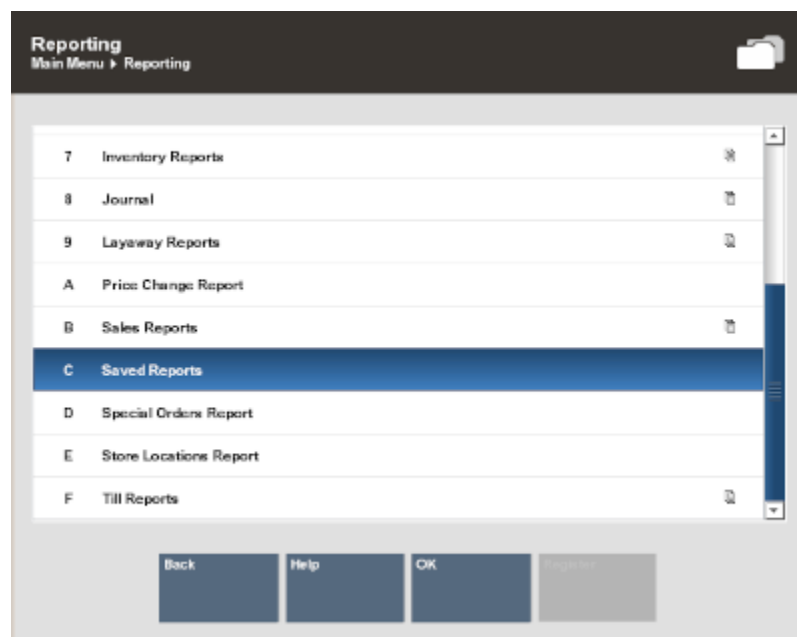
> **Note:**
>
> Refer to the *Oracle Retail Xstore Point of Service Reports Guide* for more information about setting up and running reports.

Figure 2-27   Receiving Exception Report

> **Note:**
>
> 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.

3

Inventory Replenishment

The Inventory Replenishment function in Xstore Classic 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.

This chapter covers the following topics:

- Accessing the Back Office
- Inventory Replenishment Document
- Inventory Replenishment Options
- Creating a New Inventory Replenishment Order
- Inventory Replenishment Reports

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 - Inventory
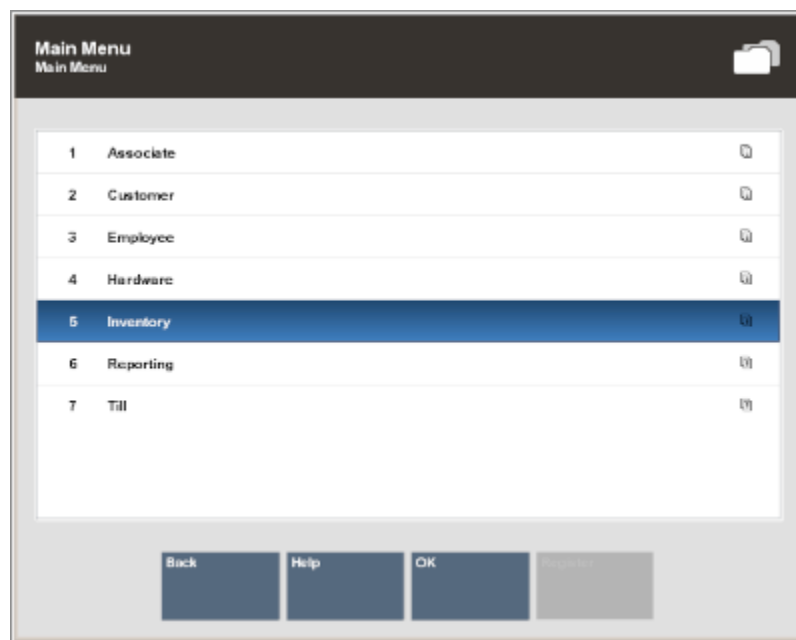
> **Note:**
>
> The bread crumbs at the top of the screen allow you to navigate to previous menus.
>
> **Inventory**
> Main Menu ▶ Inventory

3. At the Inventory menu, select **Inventory Replenishment** and press **Enter**.

Figure 3-2   Inventory Menu - Inventory Replenishment
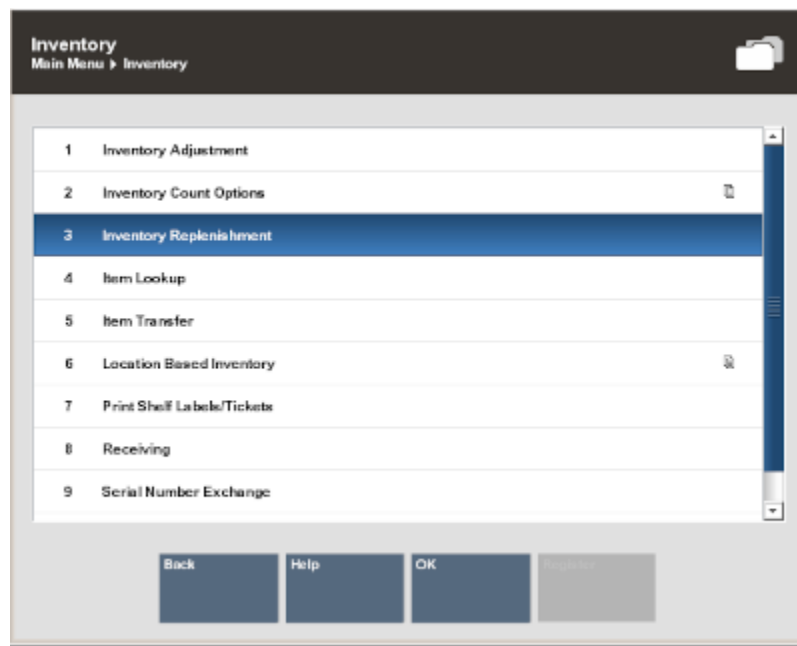
Inventory Replenishment Document

This section describes the Inventory Replenishment options:

- Searching for a Replenishment Document
- Inventory Replenishment Order Status Definitions
- Adding Items to an Inventory Replenishment Order

Searching for a Replenishment Document

1. 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
- 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:

> ✏ **Note:**
>
> - 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**.

Figure 3-4   Inventory Replenishment Document Search Results

Xstore displays the Replenishment screen for the selected document.

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.

- **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 Figure 3-42 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
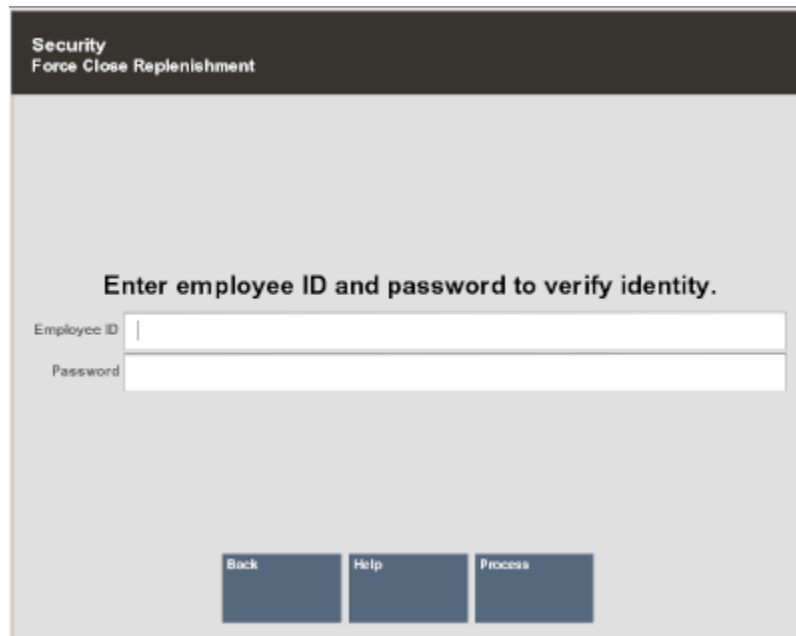
- Order
- Pack Size
- On Hand
- Confirmed (quantity)
- Shipped (quantity)
- Received (quantity)

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.

Figure 3-7   Security Verification Prompt

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

Figure 3-8   Force Close Prompt
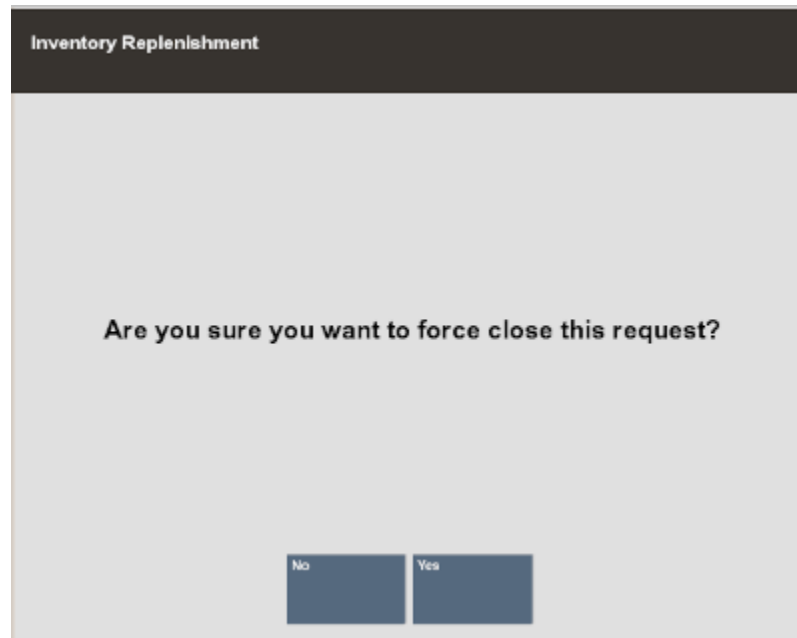
- Select **Yes** to close the Replenishment Order.
- Select **No** to return to the Replenishment screen.

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 3-9   Print Copy of Request Prompt
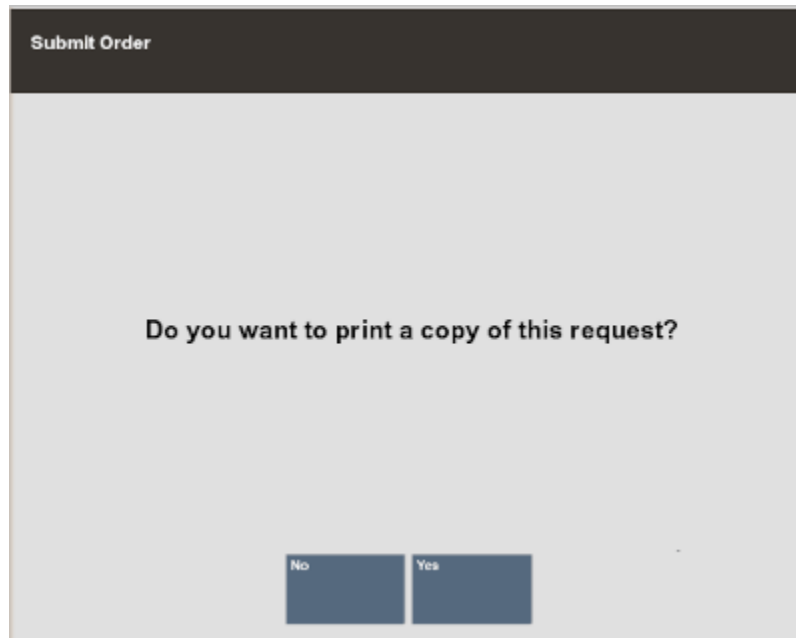
- Select **Yes** to print a Product Request Detail Status report.
- Select **No** if you do not wish to print. You will return to the Inventory Replenishment search screen.

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.

Figure 3-10   Header Comment Prompt
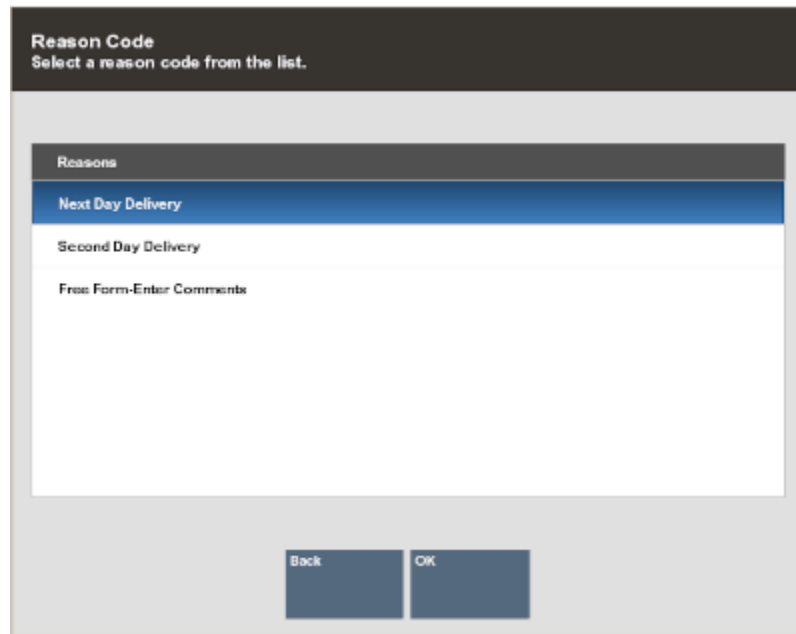
3. For Next Day Delivery and Second Day Delivery, confirm that you want to add a comment.

Figure 3-11   Header Comment Confirmation
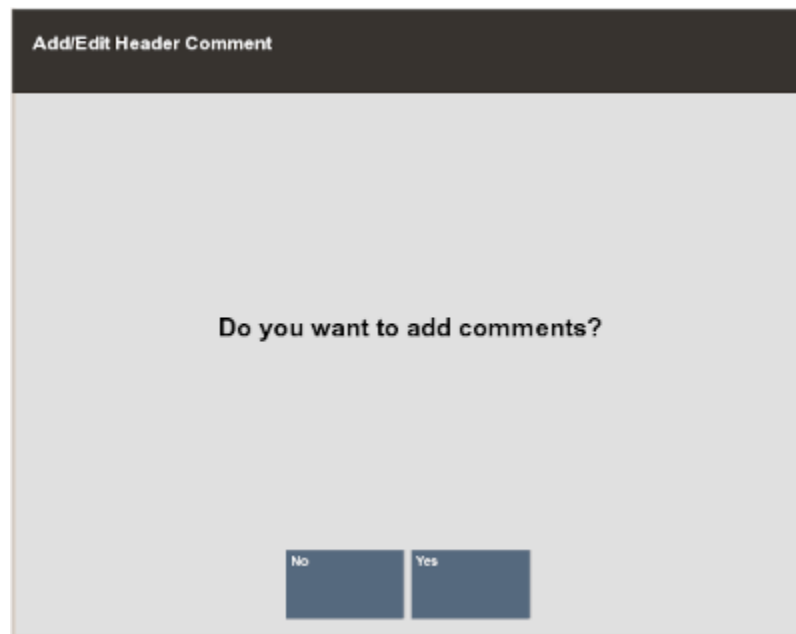
- Select **Yes** to create a comment.
- Select **No** to cancel and return to the Replenishment screen.

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 3-12   Header Comment Entry/Edit
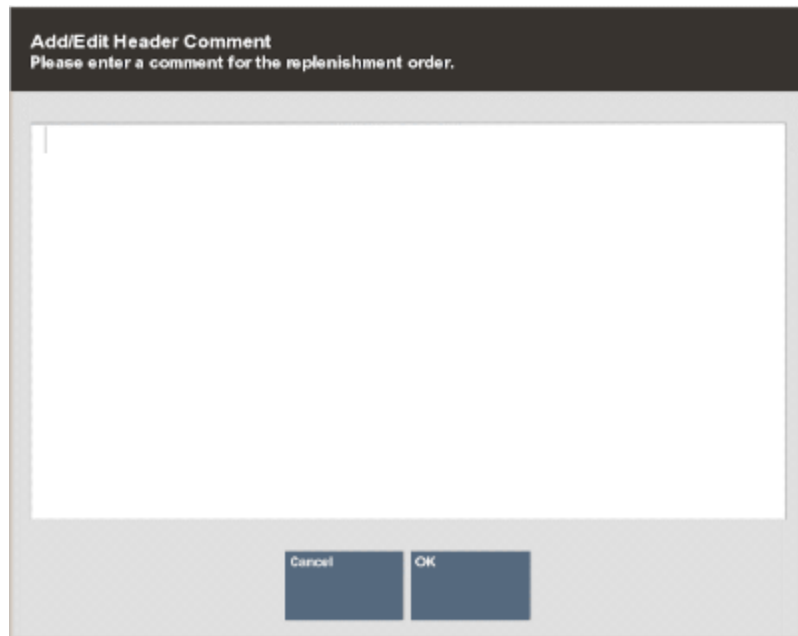
- Select **OK** to save your comment and return to the Replenishment screen.
- Select **Cancel** to cancel your request.

5. The comment(s) display on the Replenishment screen.

Figure 3-13   Header Comments
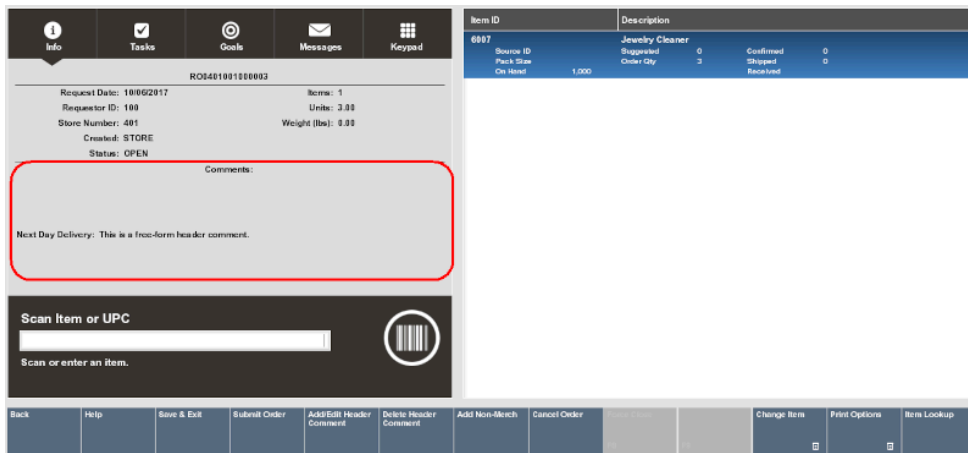
> **Note:**
>
> If you do not select Save & Exit after entering Header Comments, they will not save with the order.

Delete Header Comments

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

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

Figure 3-14   Replenishment Screen
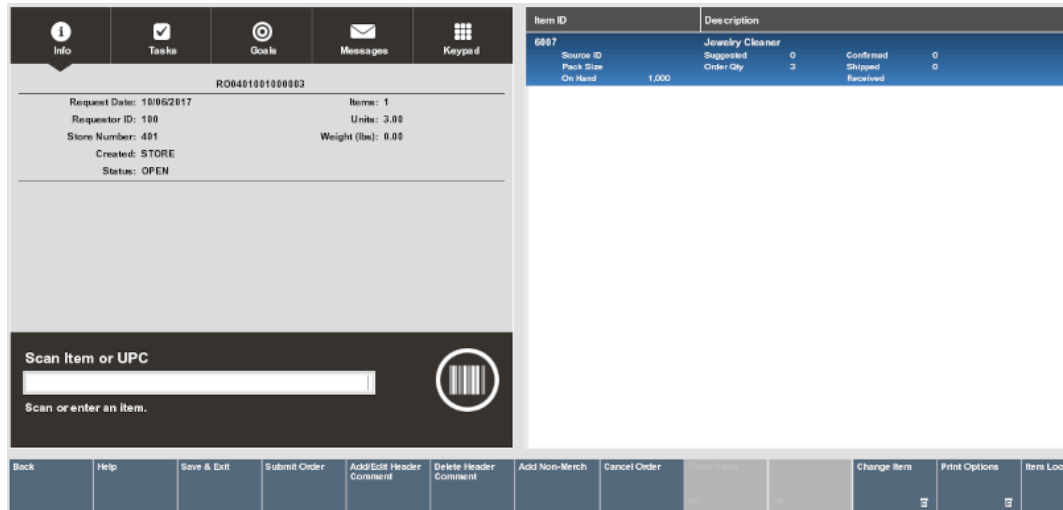
2. Select the comment that you would like to delete and select **OK**.

Figure 3-15   Delete Header Comment Selection
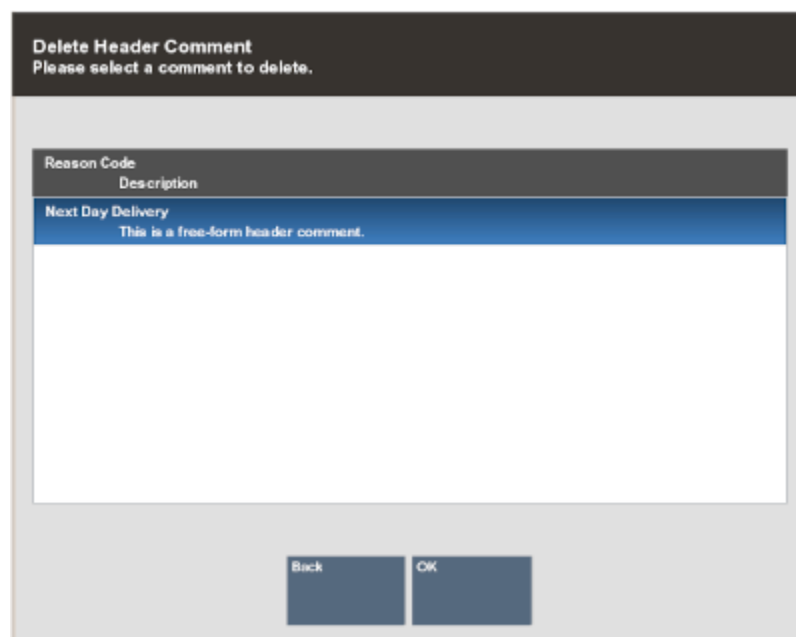
3. The selected comment is removed from the Replenishment order.

Add Non-Merchandise

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

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

Figure 3-16   Replenishment Button Options
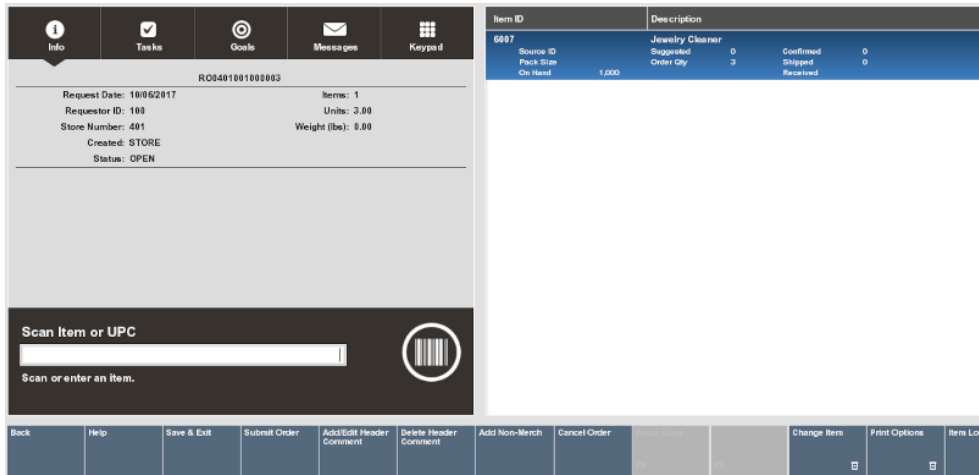
2. Select the Non-Merchandise code from the list and then select **OK**.

Figure 3-17   Add Non-merchandise Selection
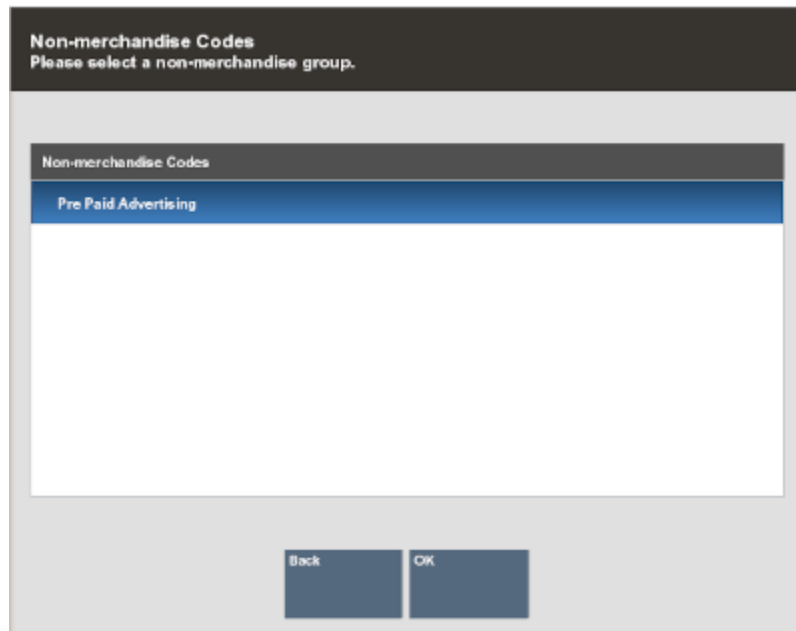
3. Select a Non-Merchandise item and press **Enter**.

Figure 3-18   Non-Merchandise Items
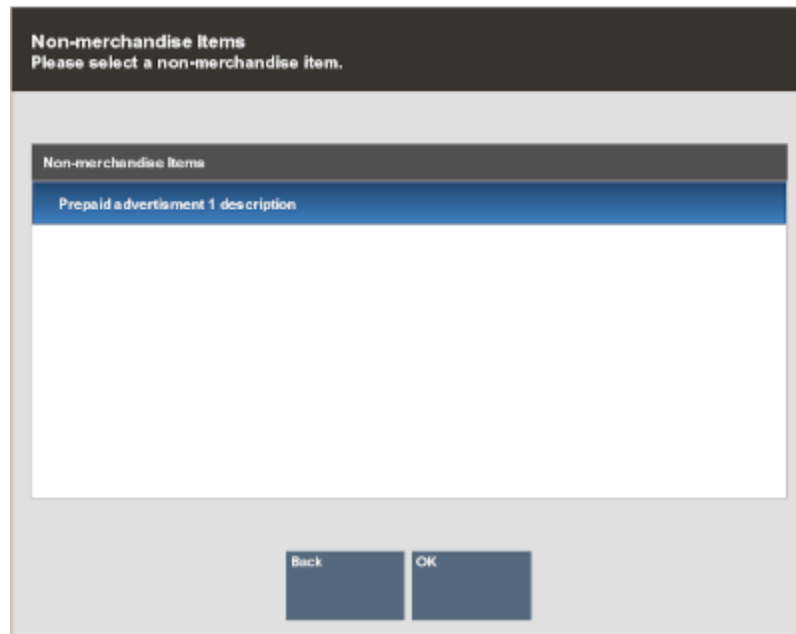
4. In the Quantity to Order field, type the quantity and press **Enter**.

Figure 3-19   Non-Merchandise Quantity
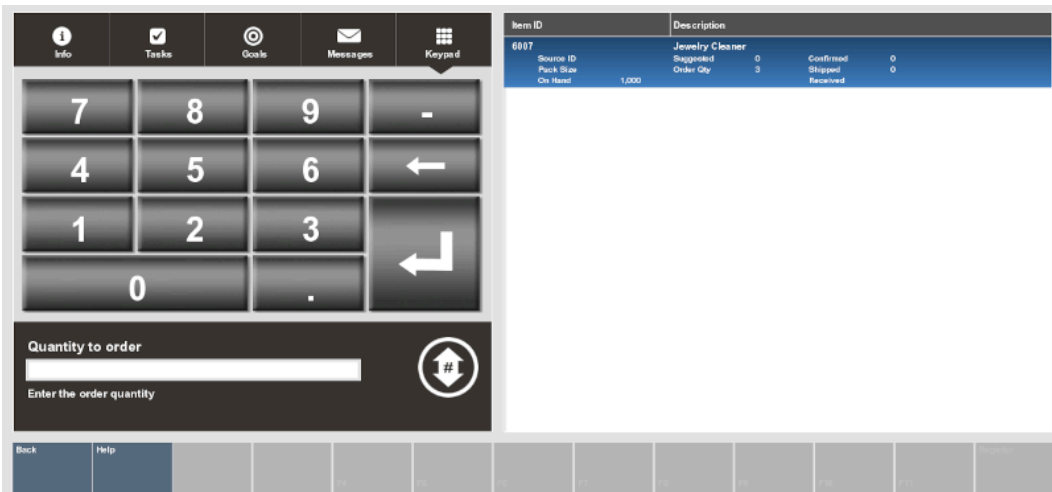
5. The Non-Merchandise item is added to the item list.

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

Figure 3-20   Replenishment Screen
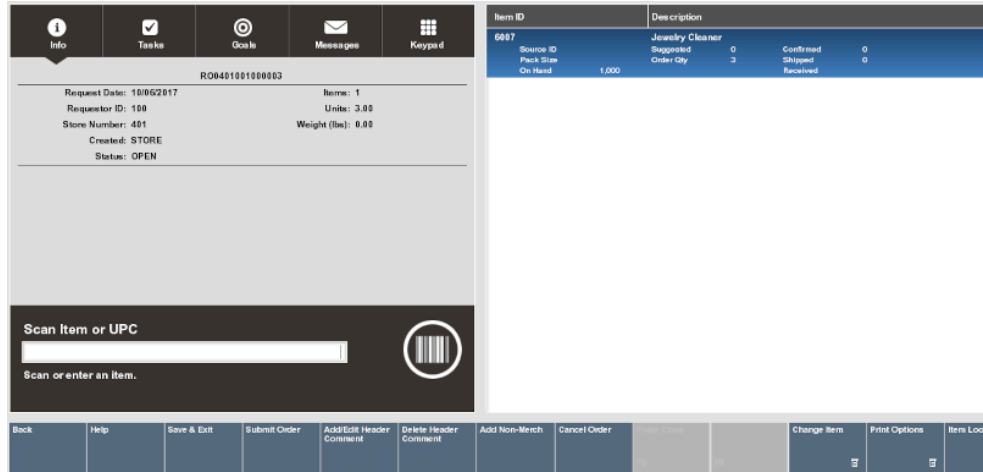
To Change Item Quantities

1. Select **Change Item** from the Replenishment screen.

2. Select **Change Quantities** and press **Enter**.

3. Select the item from the list and press **Enter**.

4. In the Quantity to Order field, type the new quantity and press **Enter**. The system displays the new quantity.

Figure 3-21   Quantity to Order Field
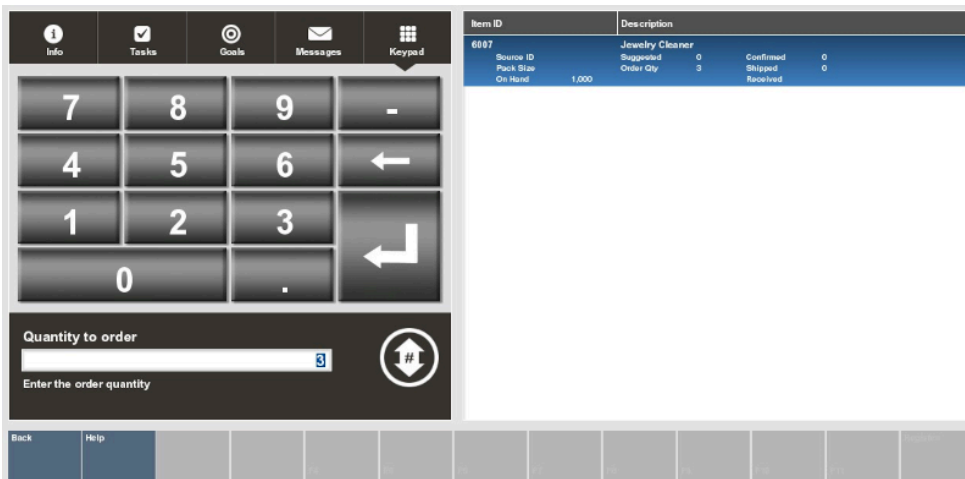
Item Lookup

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.

1. Select the **Item Lookup** option.

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

Figure 3-22   Item Lookup Form

> **Note:**
>
> 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.

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

Figure 3-23   Item List
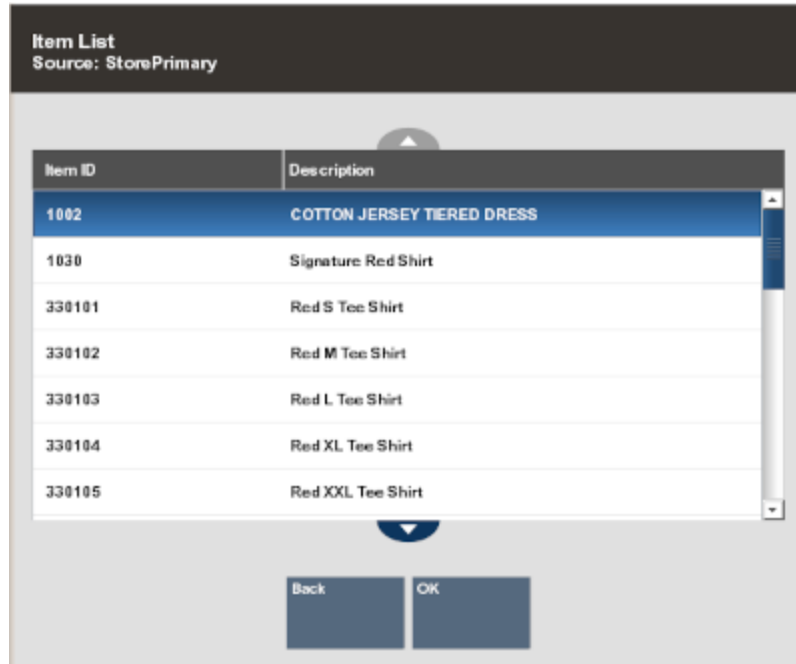
4. Select the **Add Item** option to add the item to the Replenishment Document.

5. Enter the Quantity and press **Enter**.

Figure 3-24   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**.

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

Figure 3-25   Comment Type

5. Enter or update the comment and select **OK** to save.

6. The comment displays in the item list.

Figure 3-26   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 3-27   Comment Type
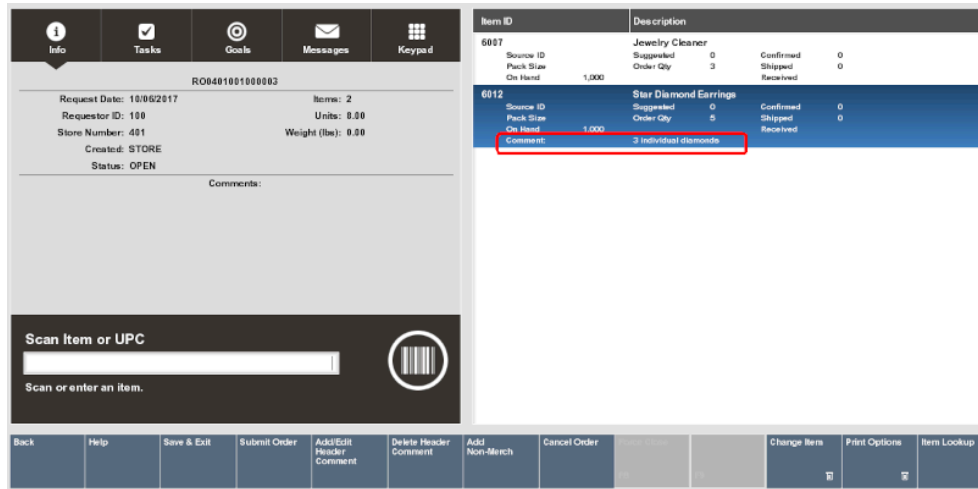
To Void an Item

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 3-28   Void Item Prompt
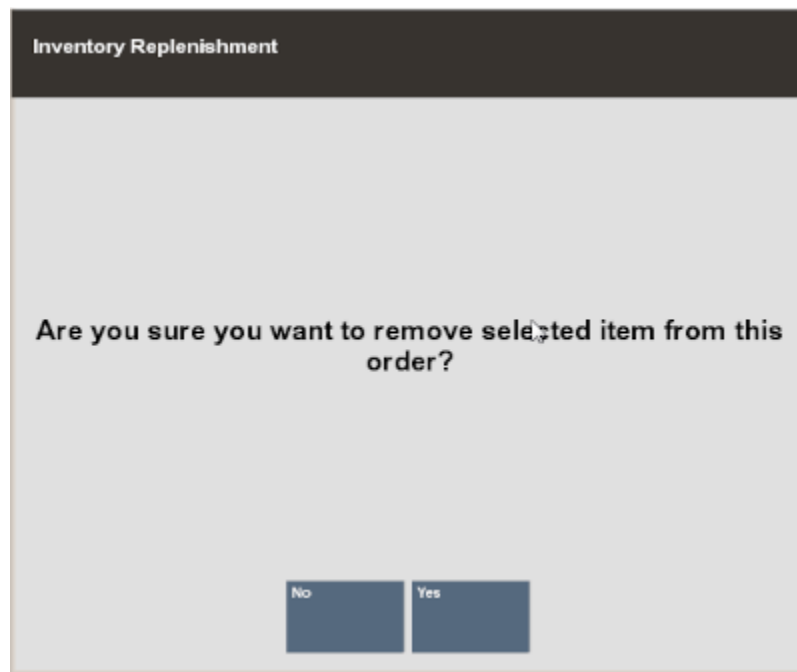
Creating a New Inventory Replenishment Order

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.

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.

Figure 3-29   Document Search Form

Figure 3-30   Document Search Results Form
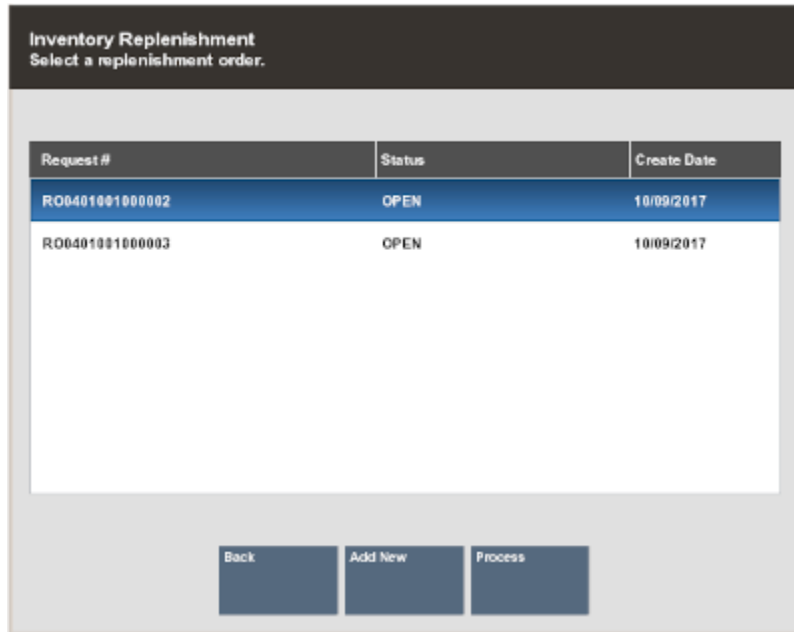
2. Xstore Classic displays a blank Replenishment form. Enter the item ID of the item you want added to the document.

Figure 3-31   New Inventory Replenishment Screen
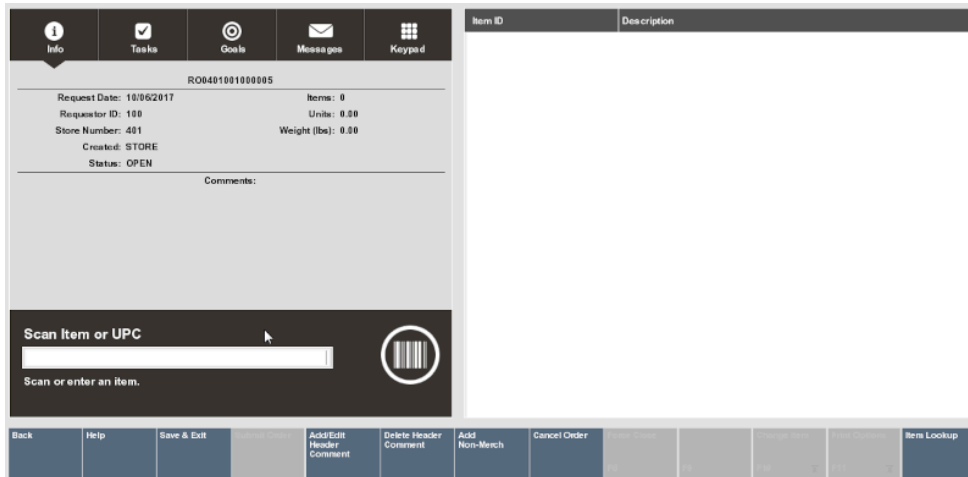
3. Enter the Quantity and press **Enter**.

Figure 3-32   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 Classic will prompt if you want to round your quantity to the nearest multiple.

Figure 3-33   Quantity Not Multiple of Pack Size Prompt
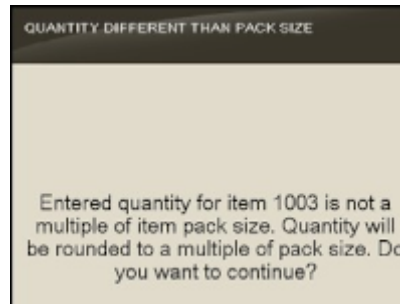
Figure 3-34   Quantity Less Than Half a Pack Prompt
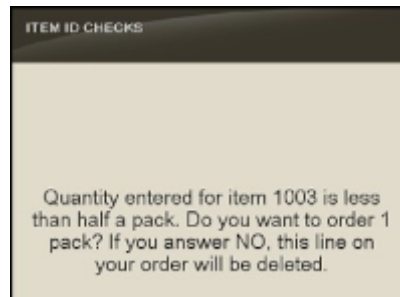
• Select **Yes** to add the item with the Quantity rounded to the nearest multiple of the Pack Size. For example, you entered a quantity of 1 but the pack size is 5, quantity will be rounded up to 5.

• Select **No** to return to the Item Entry screen without adding the item. Xstore displays the following information for the item entered:

Figure 3-35   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:

Figure 3-36   Save & Exit Prompt
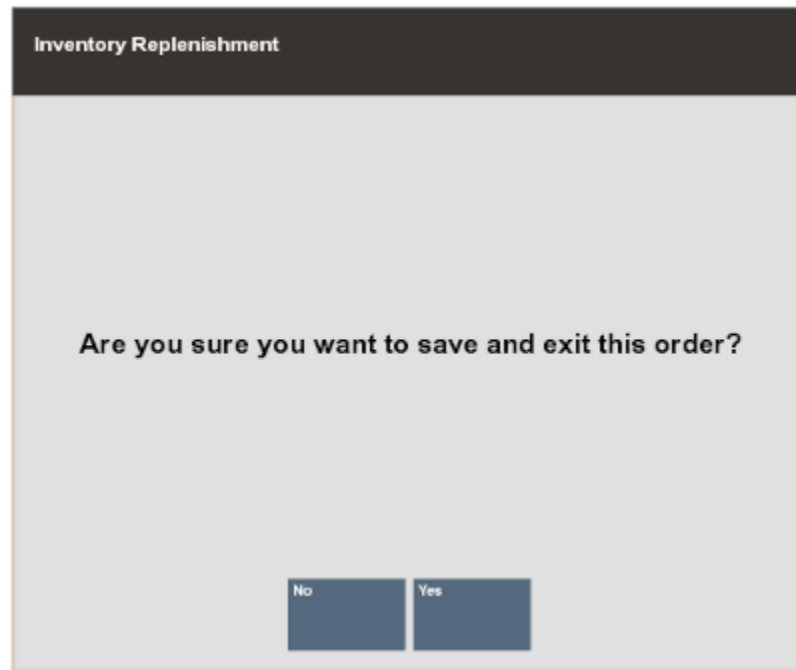
- Select **Yes** to save the Replenishment Order and return to the document search screen.
- Select **No** to return to the Item Entry screen without saving the document. Your changes are not lost.

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
- 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. 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 **Reporting, Inventory Reports,** and then **Replenishment Product Request Report**.

Figure 3-37   Inventory Report Menu Options

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

Figure 3-38　Product Detail Status Report Form

- Order Status
- A Date Range (as shown in Figure 3-39)

  <OR>

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

Figure 3-39　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 Classic suggests a name, but you may type in the **Save Report As** field and override it.

Figure 3-40   Product Detail Status Report - Save Report Options
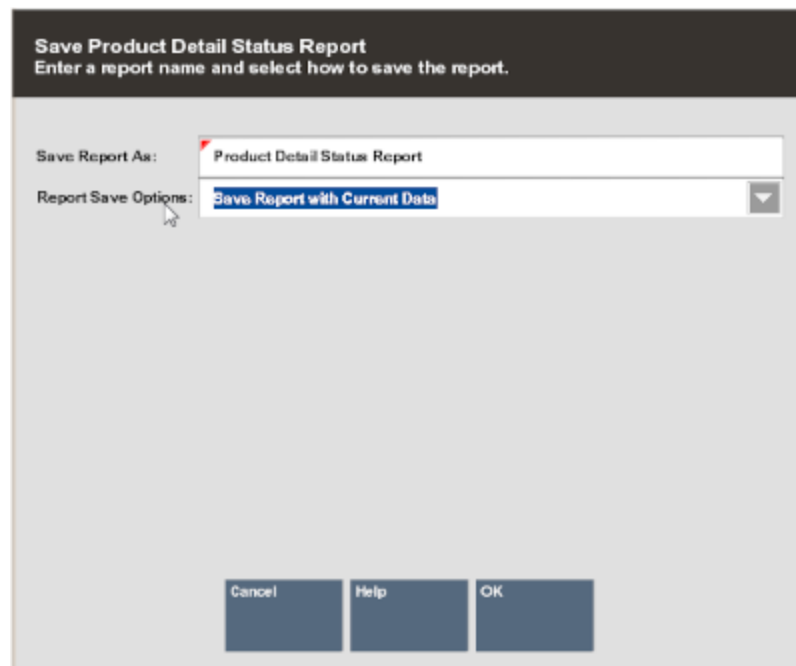
4. Choose one of the options in the Report Save Options list:

   - **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**.

Figure 3-41   Saved Reports Menu Option
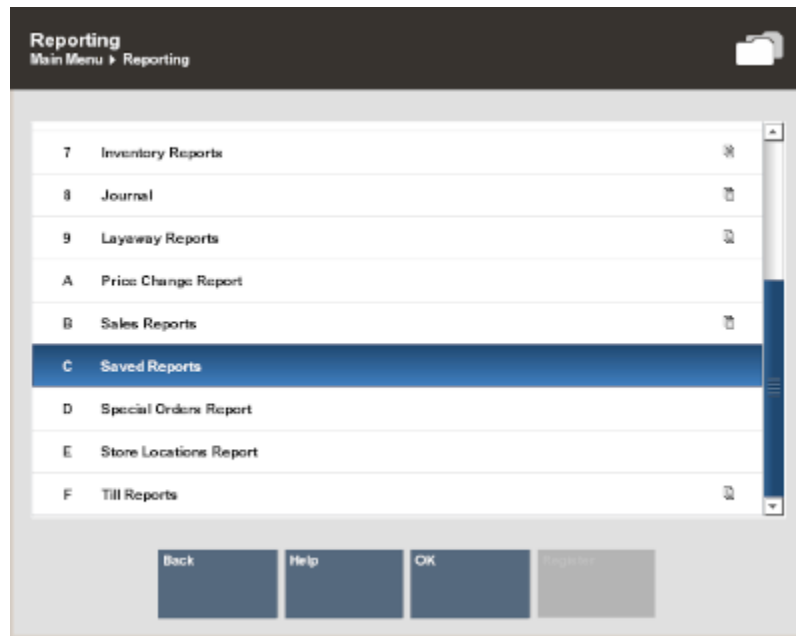
> **Note:**
>
> Refer to the *Oracle Retail Xstore Point of Service Reports Guide* for more information about setting up and running reports.

Figure 3-42   Replenishment Product Request Detail Report

Running the Open Product Requests Report

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

Figure 3-43   Replenishment Open Product Requests Report Menu Option
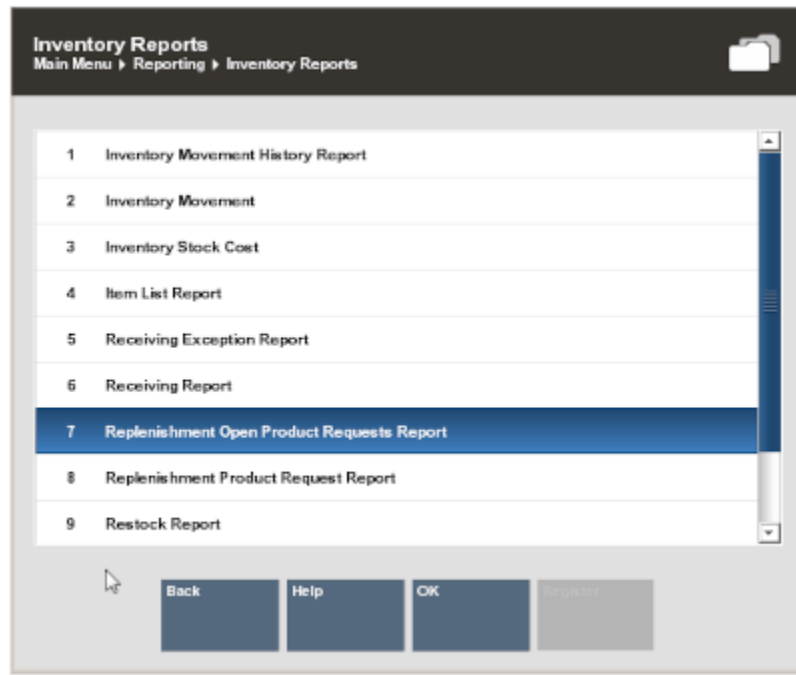
2. The report displays and gives you several options for viewing:

   - **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.

Figure 3-44   Open Product Request Summary
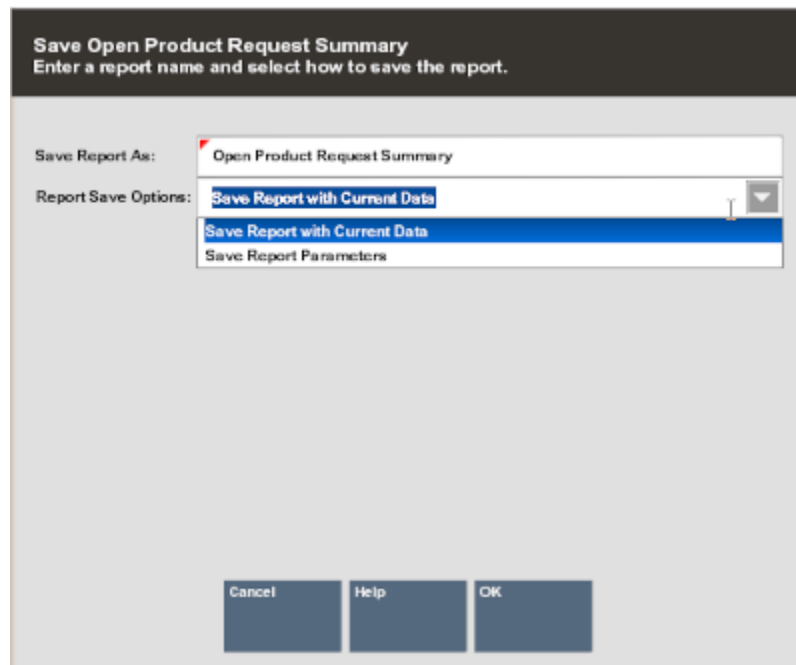
3. Choose one of the options in the Report Save Options list:

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.

4. 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 3-45   Saved Reports Menu Option
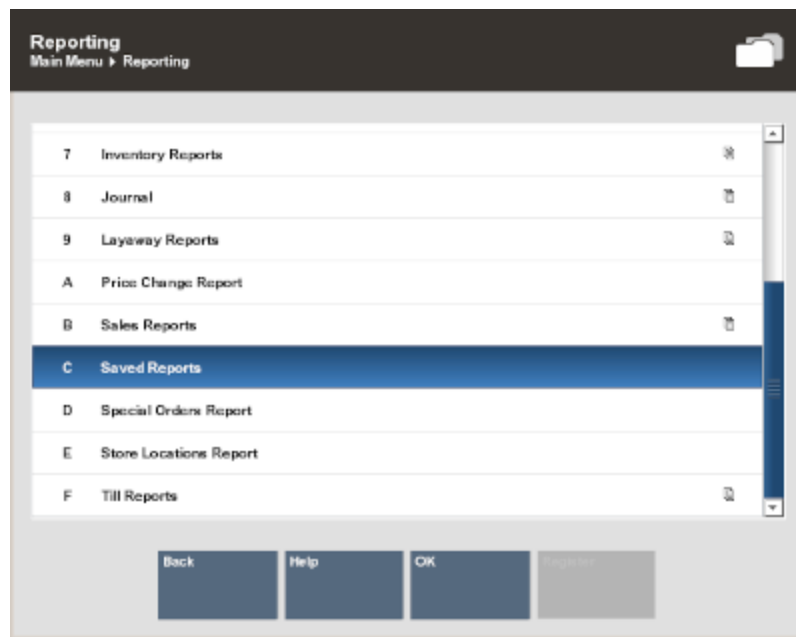
> **Note:**
>
> Refer to the *Oracle Retail Xstore Point of Service Reports Guide* for more information about setting up and running reports.

Figure 3-46   Replenishment Open Product Request Summary Report

4

Shipping

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 *Oracle Retail Xstore Point of Service Reports Guide* for more information about this report.

A send sale item is an item that must be shipped to a customer-specified off-site location after it is purchased. Send Sales can be tendered with Pay By Link (Customer Not Present). When paying by PBL, the shipping documents cannot be processed, hence shipped, until the transaction is fully paid for. After the customer is emailed a PBL link to complete the payment, the send sale status is set to **Awaiting Process**. When Xstore Classic receives notification that payment is successful, the status is set to **Closed**. This could be minutes, hours, or days later. If the customer does not make the payment before the expiration date they are given, then Xstore Classic voids the send sale order.

The creation of shipping document such as packing slips and shipping labels for Send Sale purchases is carried out via the **Customer /Send Sale Shipping** menu option. Only **Closed** orders can be processed, hence shipped. You will be asked about printing the shipping label and packing slip. Continue with Print Shipping Label.

Account Activity Report. Run the **Customer Account Activity Report** and filter on Send Sale Orders in the **Customer Account Type** drop-down to get a report on the store's Send Sale Orders. In the **Customer Account Status** field, you can further filter to see all Send Sale Orders that have not been paid by the tender type, Pay By Link. Refer to the *Oracle Retail Xstore Point of Service Reports Guide* for more information about this

This chapter covers the following topics:

- Accessing the Back Office
- Shipping Document
- Shipping Maintenance Options
- Shipping Manifest Report

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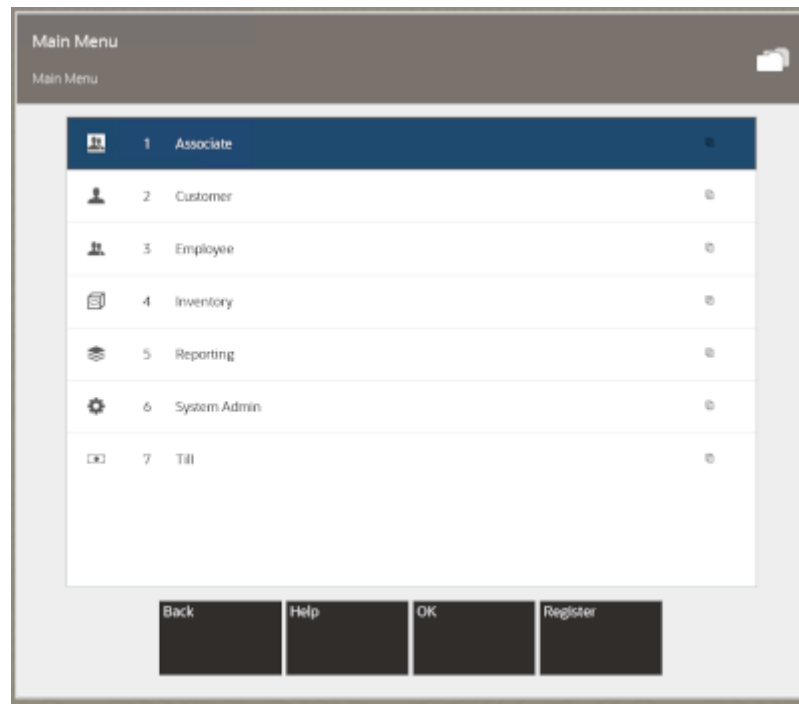
> **Note:**
>
> Touch-screen users tap the item to select. See the *Oracle Retail Xstore Point of Service Manager's Guide* for Back Office touch-screen options.

3. At the Inventory menu, select the **Shipping** option and press **Enter**.

Figure 4-2   Inventory Menu - Shipping
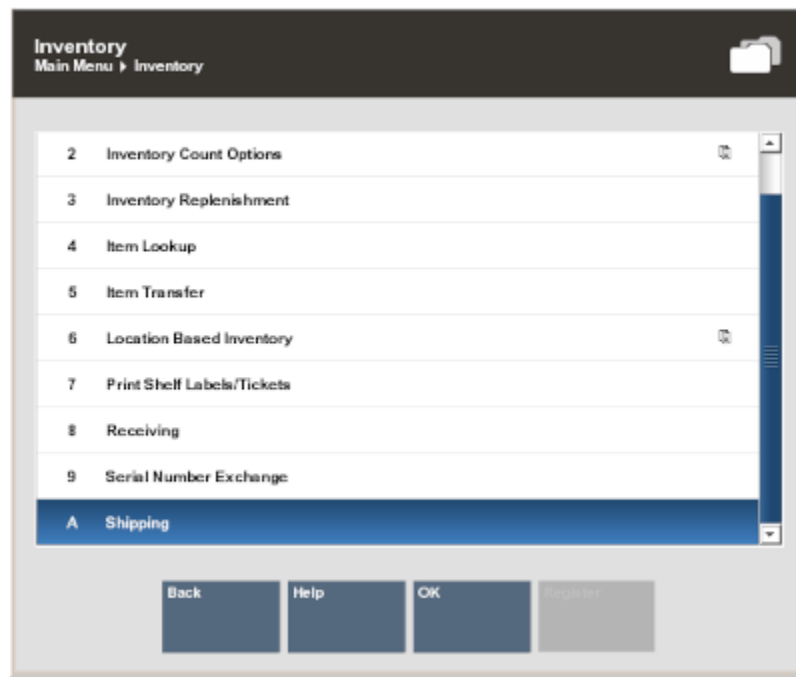
4. If any Shipping Documents require your attention as determined by your store's policies, Xstore Classic lists the documents that require follow-up. The following options are available:

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 Classic displays the Shipping Maintenance screen for the Shipping Document.

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

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

Shipping Document

This section discusses shipping documents.
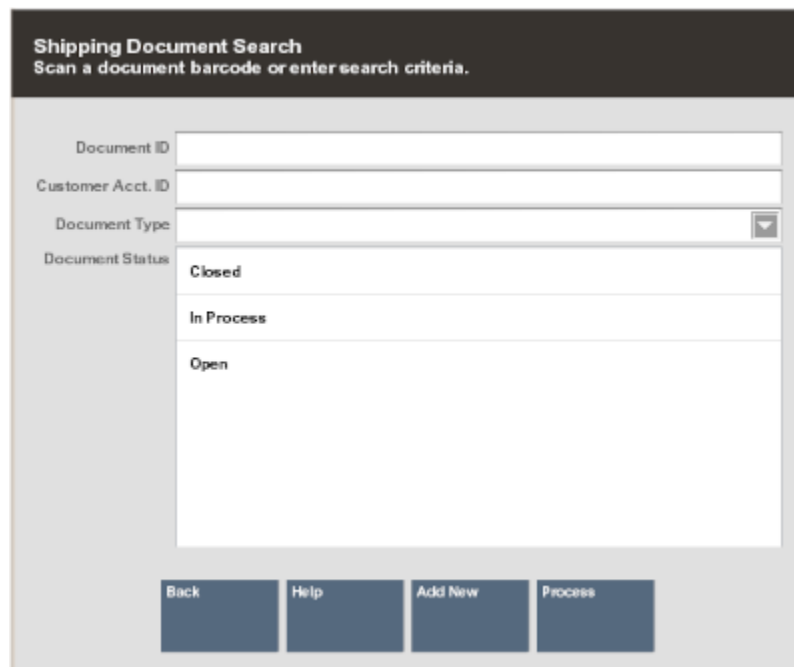
- Searching for a Shipping Document
- Creating a New Shipping Document

Searching for a Shipping Document

...continued from step 4.

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

Figure 4-4   Shipping Document Search Form

4-5

> **Note:**
>
> 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:

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

   - Enter a Customer Account ID.

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

   Figure 4-5   Document Type List

   Shipping Document Search
   Scan a document barcode or enter search criteria.

Document ID	
Customer Acct. ID	
Document Type	
Document Status	Store Transfer
	Defective Return
	Repair
	Return To Vendor
	Call Back
	Sale

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

   - 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.

Figure 4-6   Shipping Documents Search Results

> **Note:**
>
> 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.

5. Xstore displays the Shipping Maintenance screen for the selected Shipping Document:

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, and so on.

- **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 Order, 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

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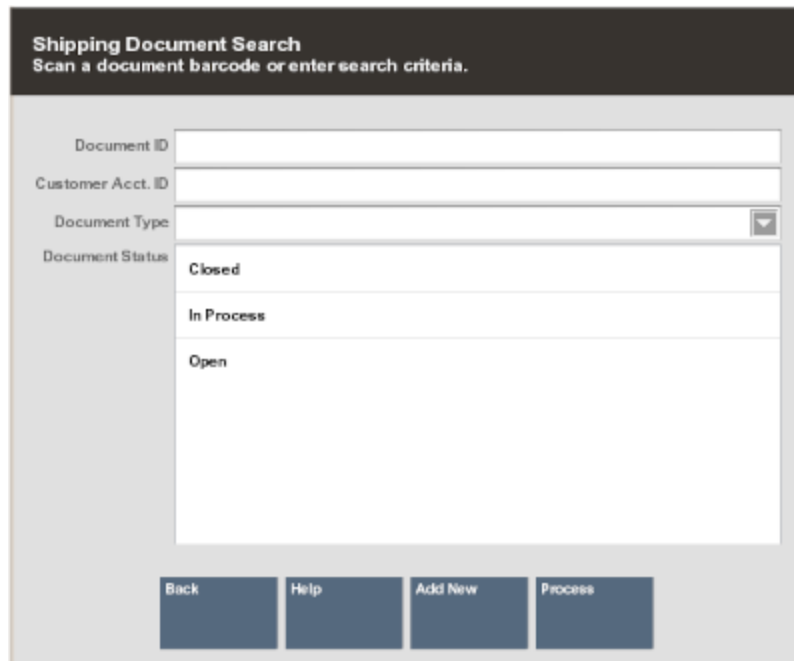
   The only difference between shipping items using a user-created Shipping Document and a Shipping Document created by the home office or a process such as Order functionality, is the value in the Expected Quantity to Ship field. For user-created documents, this value is always zero.

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.

   Figure 4-8   Shipping Document Search Form

Figure 4-9   Shipping Document Search Results List

Xstore displays the Shipping Maintenance form.

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.

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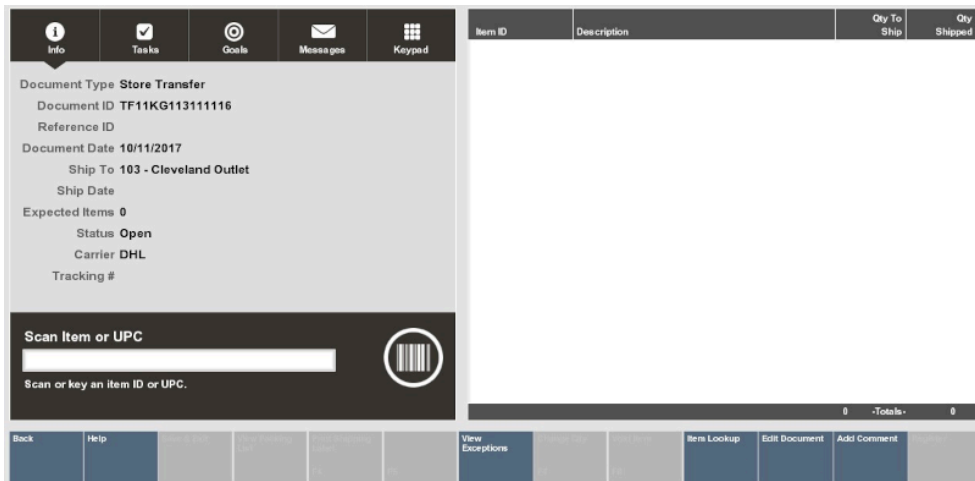
> **Note:**
>
> There is only one difference between shipping items using a user-created Shipping Document and using a Shipping Document created by the home office: the value in the Expected Quantity to Ship field is always zero on your user-created document.

5. Continue with Shipping the Items.

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**.

> **Note:**
>
> 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.

> **Note:**
>
> 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.

Figure 4-12   Shipping Maintenance Screen - Item Count Prompt
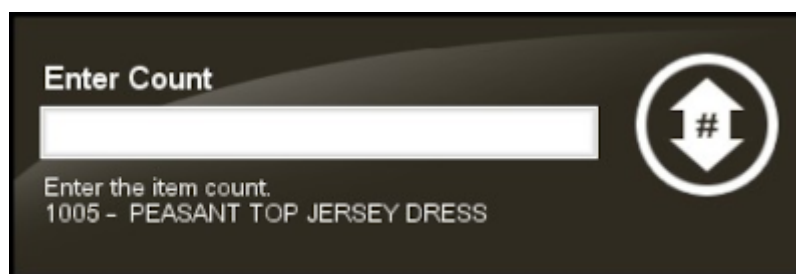
4. Continue counting all items to be shipped in this Shipping Document and select the **Save & Exit** option to continue with the shipping process.

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:

Figure 4-13   Ship Counted Items - Verification Prompt
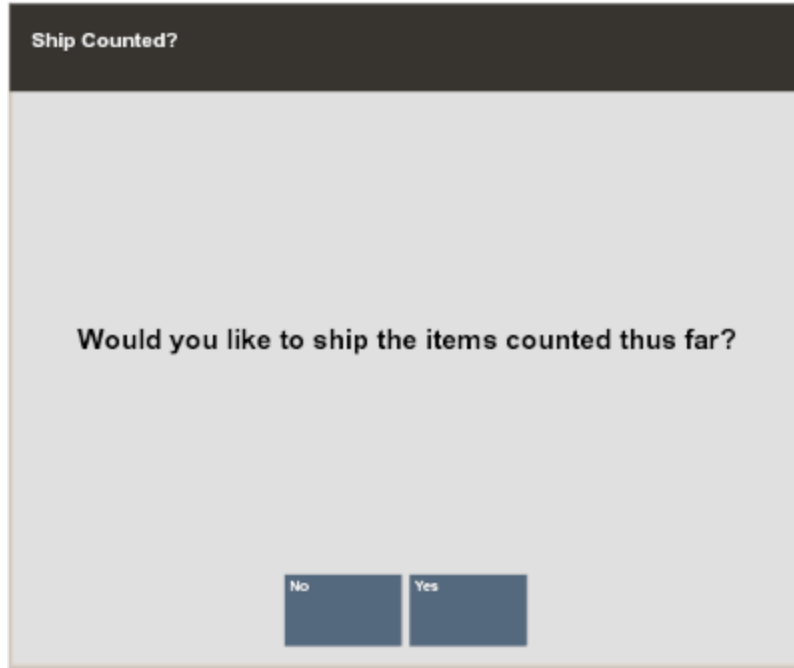
7. Select **Yes** to ship the items or **No** to leave this Shipping Document in an in-process state so that you can continue to access this document and make changes before shipping the items from the store.

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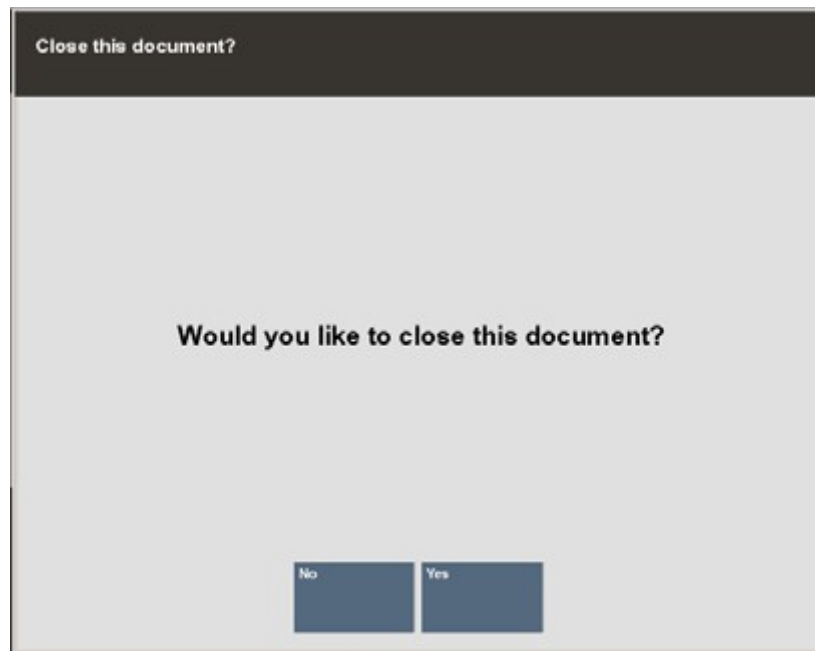
- Select **Yes** to set the Shipping Document status to CLOSED.
- Select **No** to leave this Shipping Document in an In-Process state so that you can continue to access this document and make changes before closing the document. The system returns to the Document Search form.

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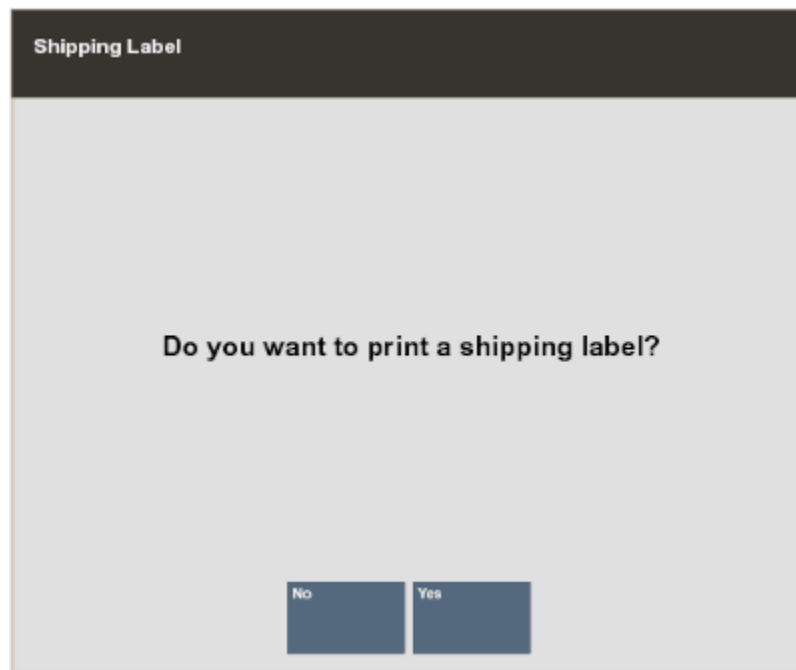
2. Xstore may prompt if you want to change the Carrier you selected for the shipment:

    • If prompted, select **OK** to continue with the selected Carrier, or

    • Select **Override Shipping Method** to select a different Carrier for the shipment.

Figure 4-16   Select Shipper Method
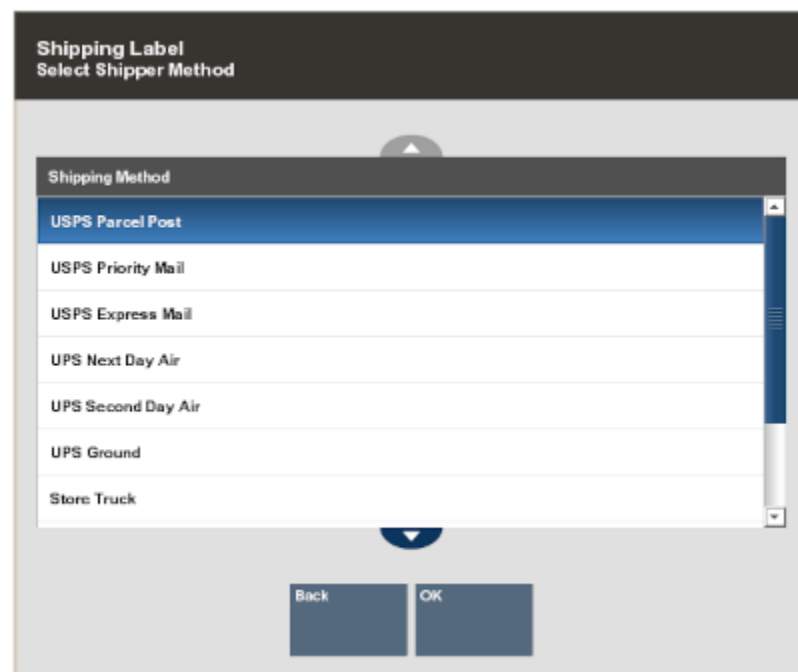
3. Xstore shows the number of label sheets you need and prompts you to select the position on the label sheet for the printed label. Select the location for the label and press **Enter**. The column/row you selected is shown in the Selection area on the form. In this example, Column: 1 Row: 1:

Figure 4-17   Label Location Prompt
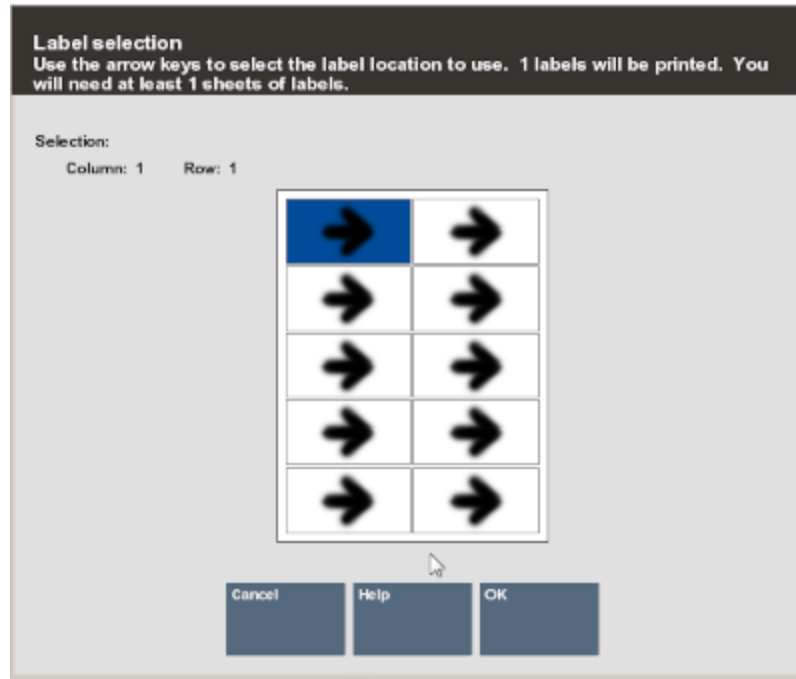
> **Note:**
>
> Label location selection allows you to use partial sheets of labels to ensure that expensive labels are not wasted.

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 labels.

Figure 4-18   Number of Sheets Required
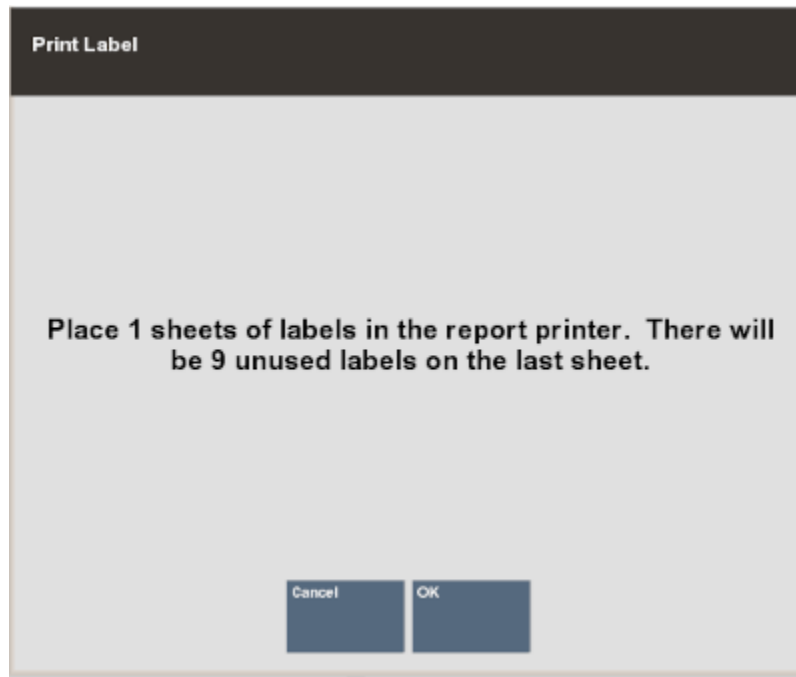
5. Xstore prompts if you want to print a packing slip:

Figure 4-19   Print Packing LIst Prompt
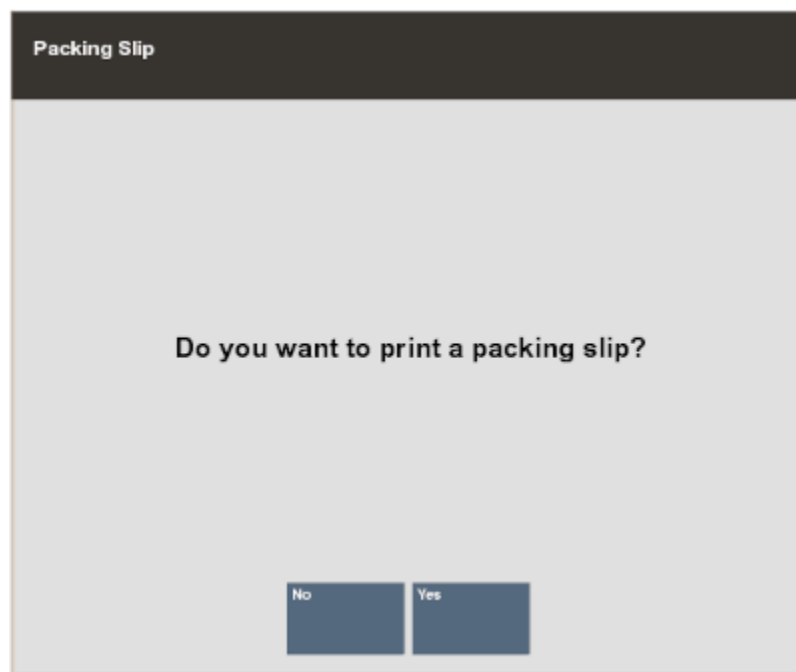
Select **Yes** to print a packing slip that lists the items and their quantities.

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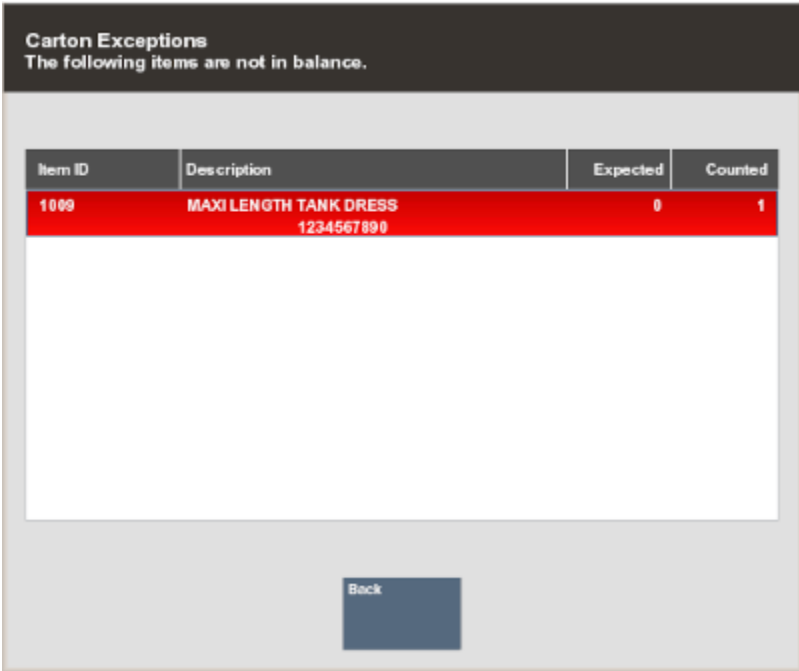
Use the View Exceptions option to list any items that have a difference between the number of expected items to ship in the Shipping Document and the actual counted items in the shipment. Items that are in balance are not included.

> **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, (Figure 4-21), select the **View Exceptions** options.

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.

Figure 4-22   Exception List

3. Press **Esc** to return to the Shipping Maintenance screen where you can adjust 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.

1. At the Shipping Maintenance screen, (Figure 4-21), 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**.

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.

1. At the Shipping Maintenance screen, (Figure 4-21), 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 4-23   Confirm Void Prompt
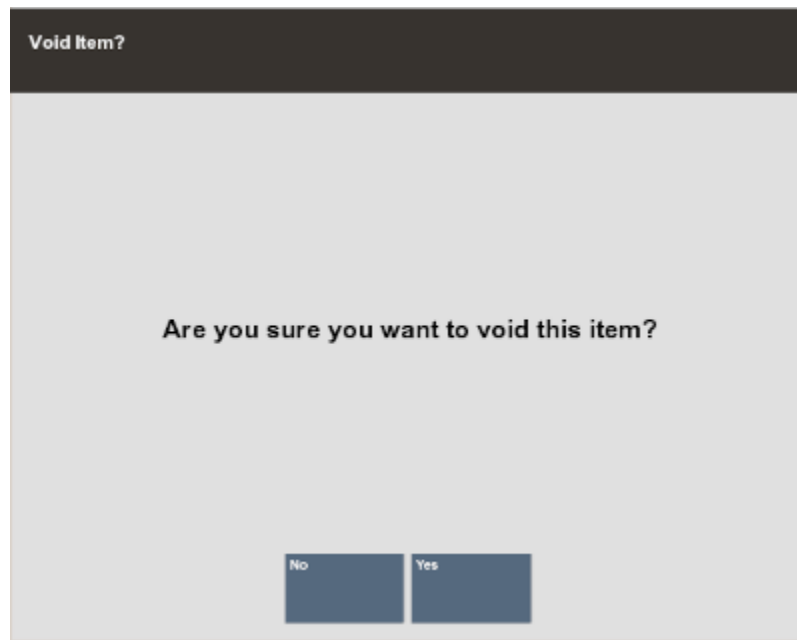
Xstore removes the item from the list and recalculates the total number of items in the shipment shown on the bottom of the View Port.

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, (Figure 4-21).

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

Figure 4-24   Item Lookup Form

> **Note:**
>
> 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 4-25   Item Information Screen
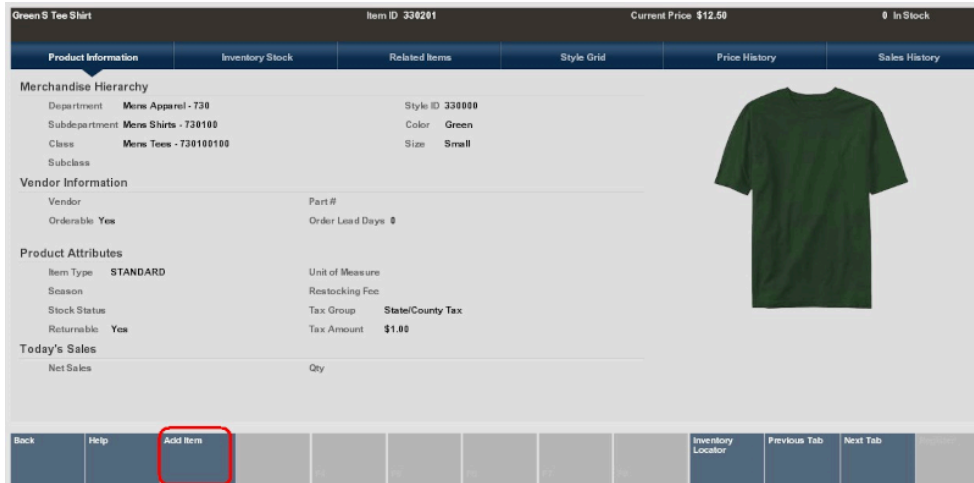
5. Xstore prompts for the number of items with this Item ID to be added to the Shipping Document. Enter the number of items to be shipped and press **Enter** to add this item and the item count to the Shipping Document.

Figure 4-26   Enter Count Prompt

To Edit Shipping Document Information

1. At the Shipping Maintenance screen, (Figure 4-21), select the Edit Document option.

> **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.

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

Figure 4-27   Shipping Document Maintenance Form

2. Edit the Shipping Document information as required and select **Process** to continue. Xstore updates the Shipping Document information.
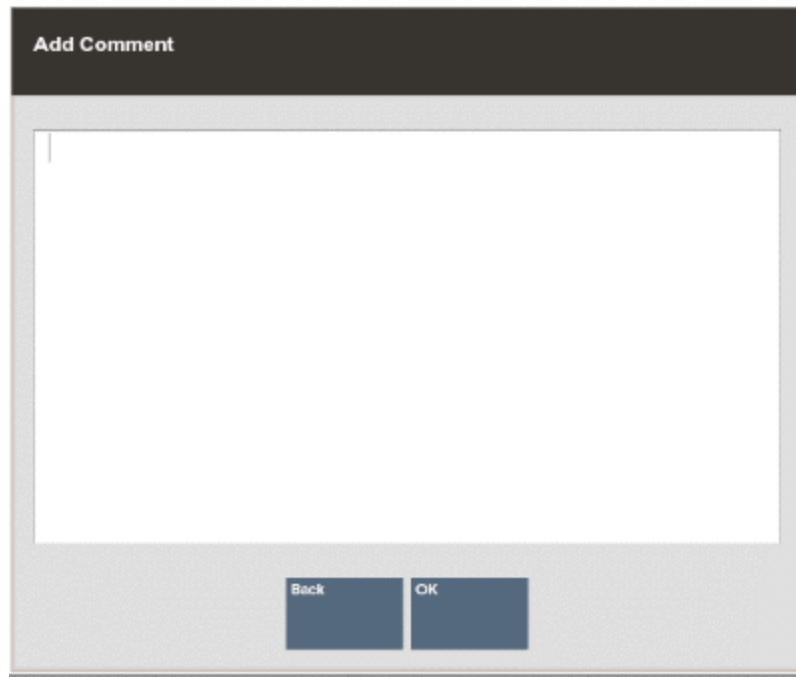
> **Note:**
>
> About Shipping Documents
>
> • The Document ID cannot be changed.
>
> • The Document Type cannot be changed for a Shipping Document unless the document was created at the local store.

To Add Comments to the Shipping Document

1. At the Shipping Maintenance screen, (Figure 4-21), select the **Add Comment** option. Xstore displays the Add Comment form.

Figure 4-28   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 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 *Oracle Retail Xstore Reports Guide* for more information about this report.

1. After logging in to the Back Office, select and enter **Reporting, Inventory Reports** and then **Shipping Exception Report**.

2. The Shipping Exception Report parameters form displays.

Figure 4-29 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 4-30 List of Relative Dates

   • Shipping Document Number

   • Document Type, as seen in the list below:

Figure 4-31   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 4-32   Shipping Exception - Save Report Options

5. 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.

6. 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 4-33   Reporting Menu - Saved Reports
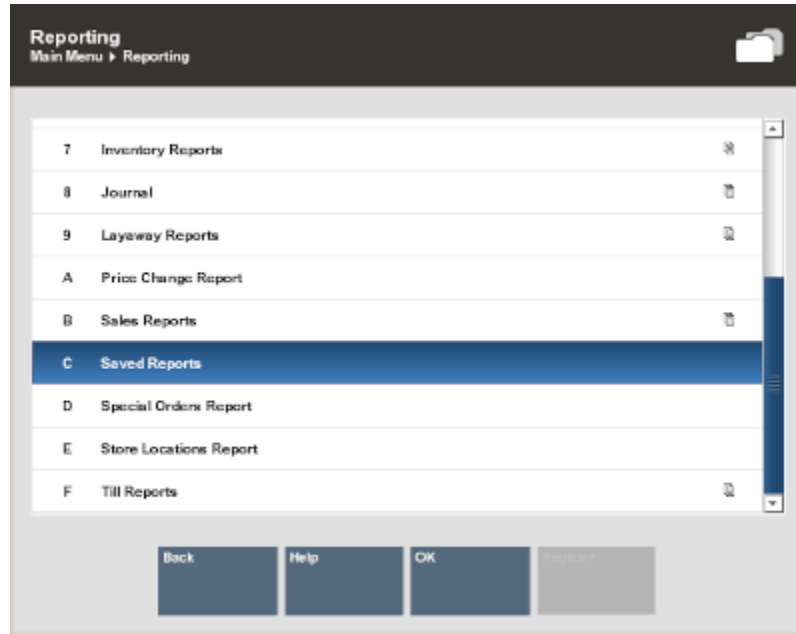
> **Note:**
>
> Refer to the *Oracle Retail Xstore Reports Guide* for more information about setting up and running reports.

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 *Oracle Retail Xstore Reports Guide* for more information about this report.

1. After logging in to the Back Office, select and enter **Reporting, Inventory Reports** and then **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.

   - **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 4-38   Save Shipping Manifest

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.

    <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

5. Select **OK** to save the report. Reports are saved to your personal report area and can be retrieved from the Reporting, **Saved Reports** menu option and press **Enter**.

Figure 4-39   Saved Reports Menu Option
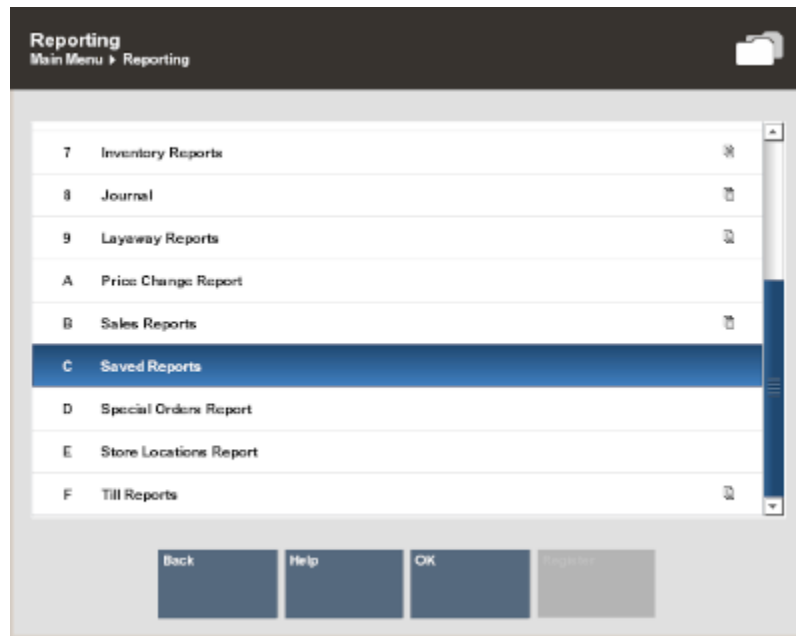
> ✎ **Note:**
>
> Refer to the *Oracle Retail Xstore Reports Guide* for more information about setting up and running reports.

Figure 4-40   Shipping Manifest Report

5

Physical Inventory Counting

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 adjust 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.

- 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. See the Location Based Inventory chapter for more information.

- 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. See Physical Count Process for more information.

- 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. See Cycle Count Process for more information.

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

  This count type is like a Cycle Count; however, it automatically populates the count sheet with all supply items defined for your store. See Supply Count Process for more information.

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
- Inventory Count Documents

- • Cycle Count Process

- • Supply Count Process

- • Physical Count Process

- • Automatic Variance Processing

- • Variance Report

- • Store Layout Maintenance

- • Inventory Adjustment

- • Inventory Count Technical Limitations

Inventory Counting Steps - Overview

The following steps describe the generalized process that conforms to the system enforced steps for conducting inventory counts. Submitting and initiating counts can be done while the store is open (can be configured on or off). However, a warning message is displayed if you are performing an inventory count while the store is open. Xstore will automatically adjust for inventory changes during the count process. Sales and returns are calculated into the counts. It is recommended that all inventory movements are suspended while an inventory count is underway if the store is open.

For retailers that use Location Based Inventory with multiple Location ID's you can specify the Location ID when performing physical, supply, or cycle counts and the Store Layout.

> **Note:**
>
> The prompt for Location ID (Always or Ambigious) will only display for retailers that have enabled tracking of movements. If the system is not configured for this (Never prompt), the prompt/field for Location IDs is not shown.

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

   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 are 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 - Inventory
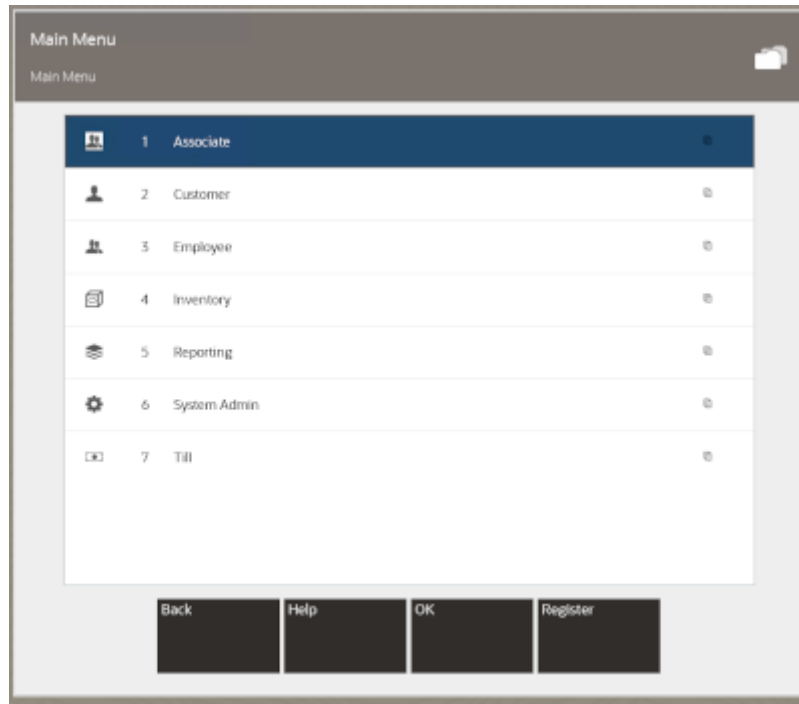
3. At the Inventory menu, select **Inventory Count Options** and press **Enter**.

Figure 5-2   Inventory Menu - Inventory Count
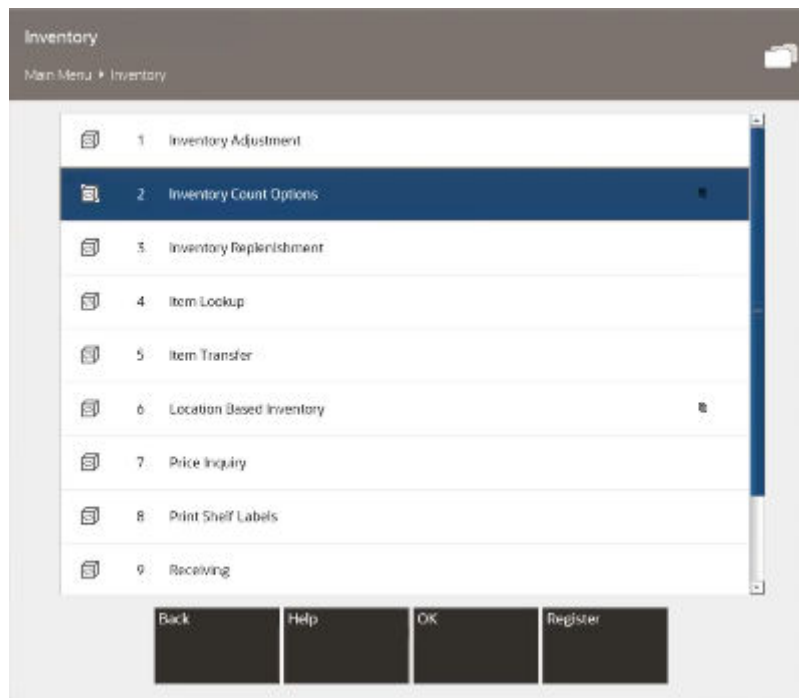
4. Select **Inventory Count**.

Figure 5-3   Inventory Count Options
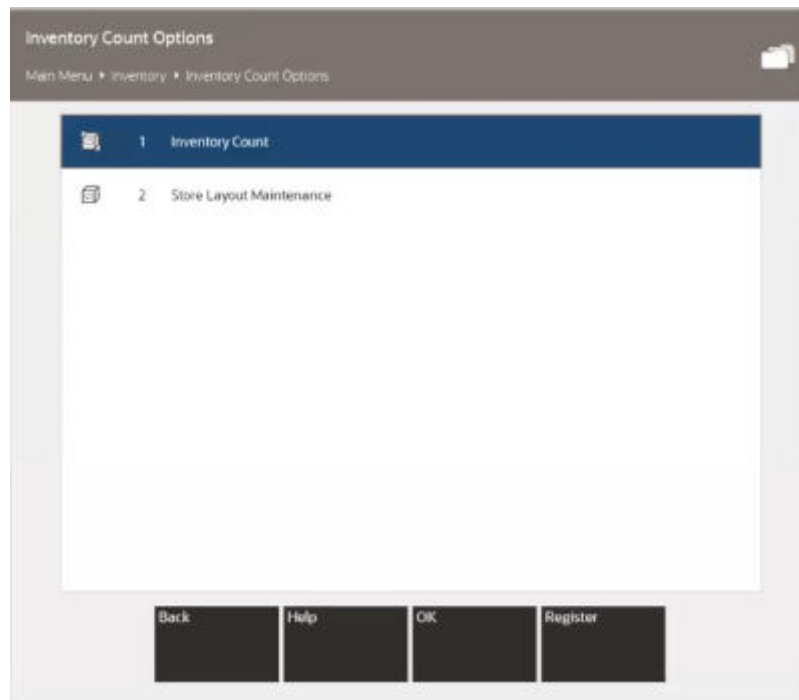
5. At the Inventory Count search form, enter search criteria to find the Inventory Count document, then select **Process** to initiate the search.

> **Note:**
>
> 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

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

The Inventory Count search form contains the following fields:
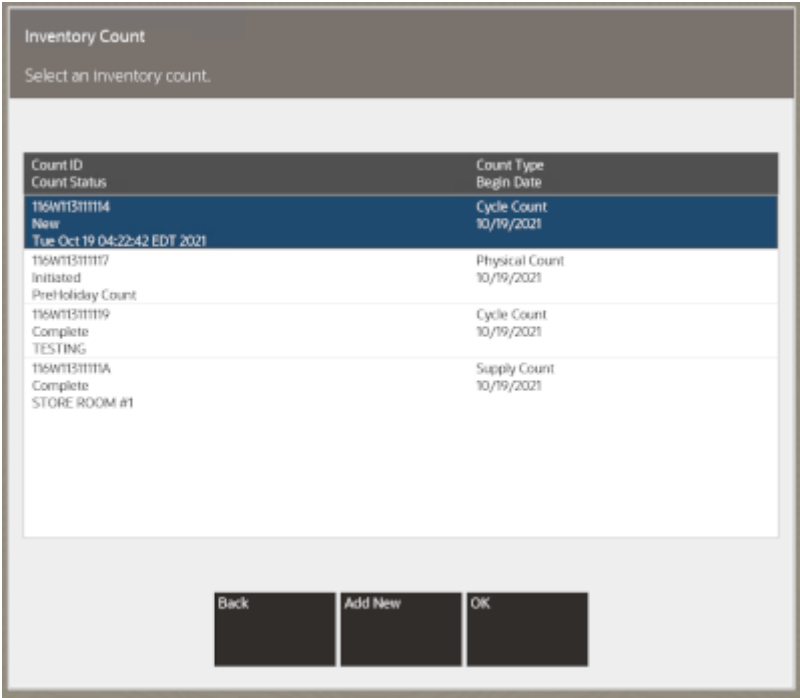
- **Count ID:** This is the auto-generated count identifier associated with the Inventory Count document. Type or scan the count identifier in this field.

- **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 the chapter summary Physical Inventory Counting 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 is 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**.

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.
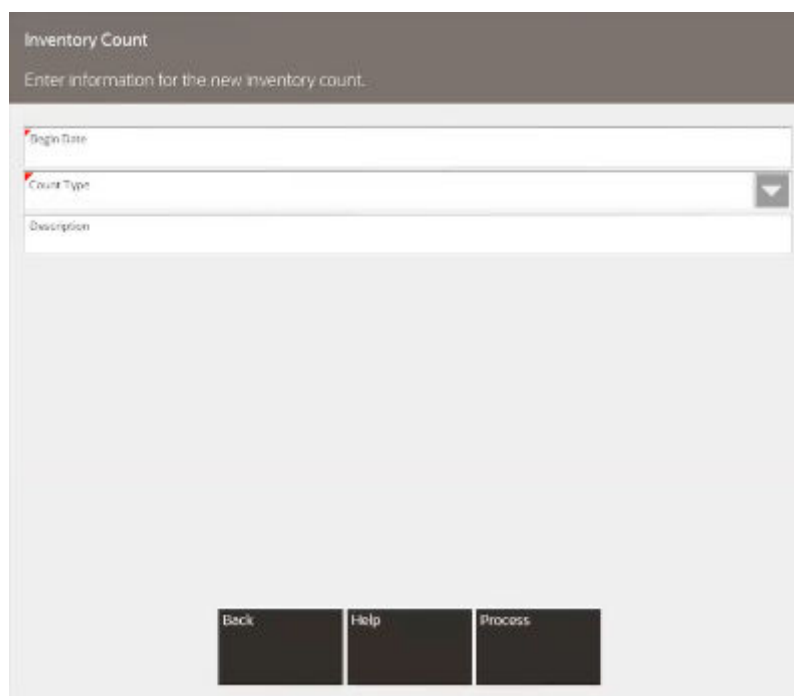
Creating a New Inventory Count Document

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.

> **Note:**
>
> 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.
- **Inventory Location**: Select an inventory location or leave as Default. See leave as Default. See Location Based Inventory for more information.

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

Cycle Count Type Setup

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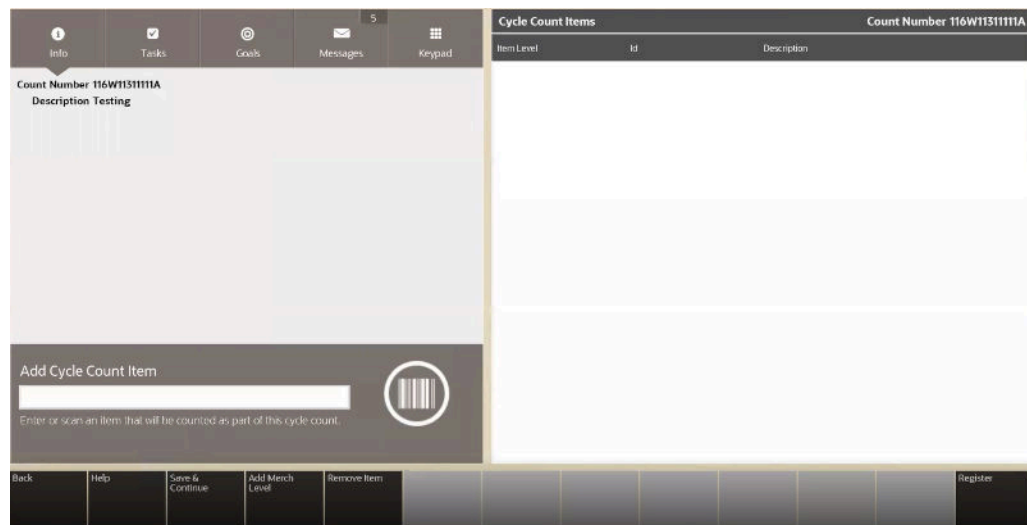
1. Choose one of the following options to add the items to the new Cycle Count document:

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

    <OR>

    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, and so on) 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.

Figure 5-8   Cycle Count Items - Item Level

> ✎ **Note:**
>
> Select the **Remove Item** 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 5-9   Save Cycle Count Items Confirmation Prompt
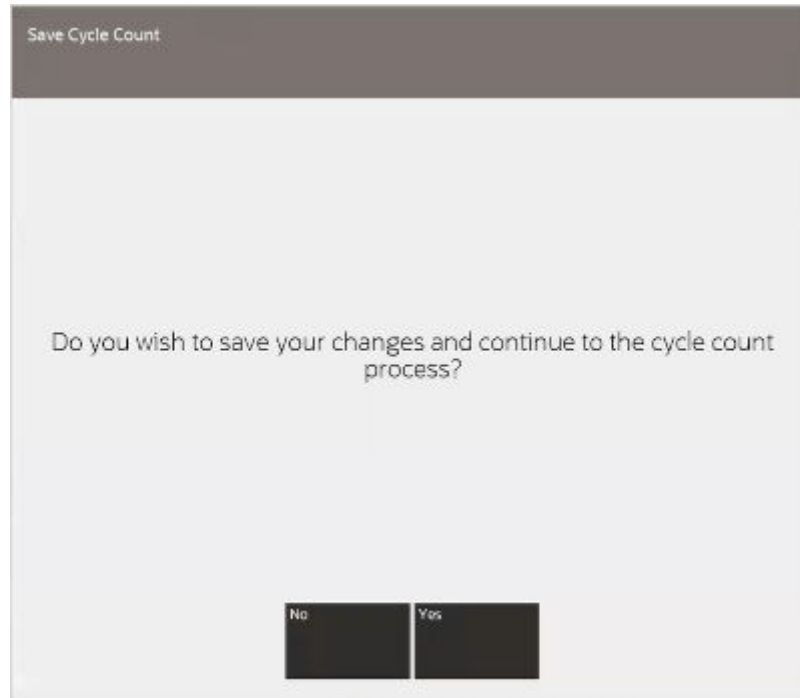
4. The system displays the Cycle Count screen:

Figure 5-10   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

Figure 5-11   Supply Count Example

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 5-12   Physical Count Screen
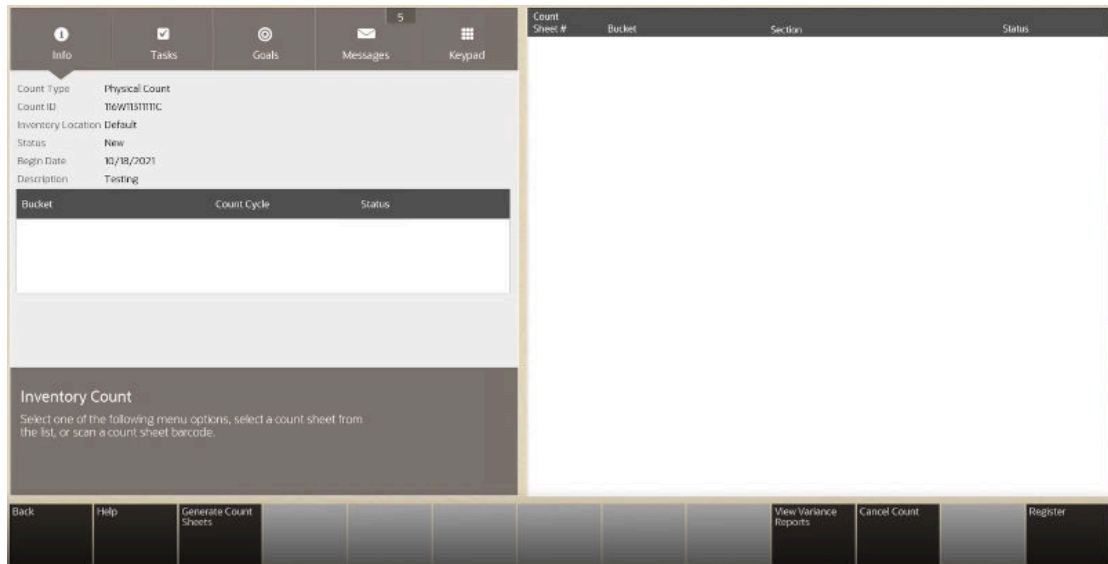
1. Select the **Generate Count Sheets** menu option to add the items in each section to this new Inventory Count Document.

Figure 5-13   Sheets and Count Section
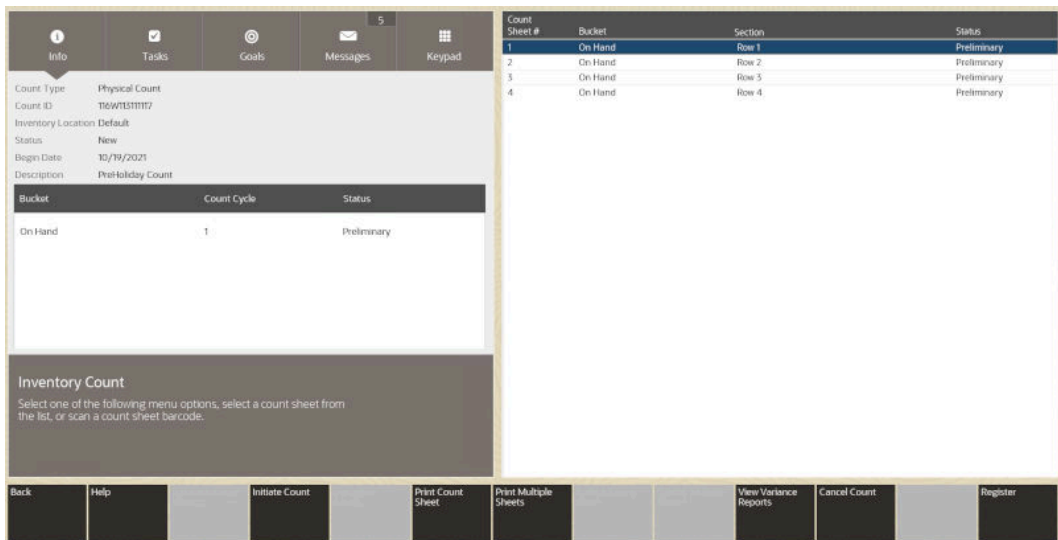
> **Note:**
>
> For a Physical Count, the Store Layout defined for your store is used to add items to be counted. See Store Layout Maintenance for detailed information about defining sections and items for your store.

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.
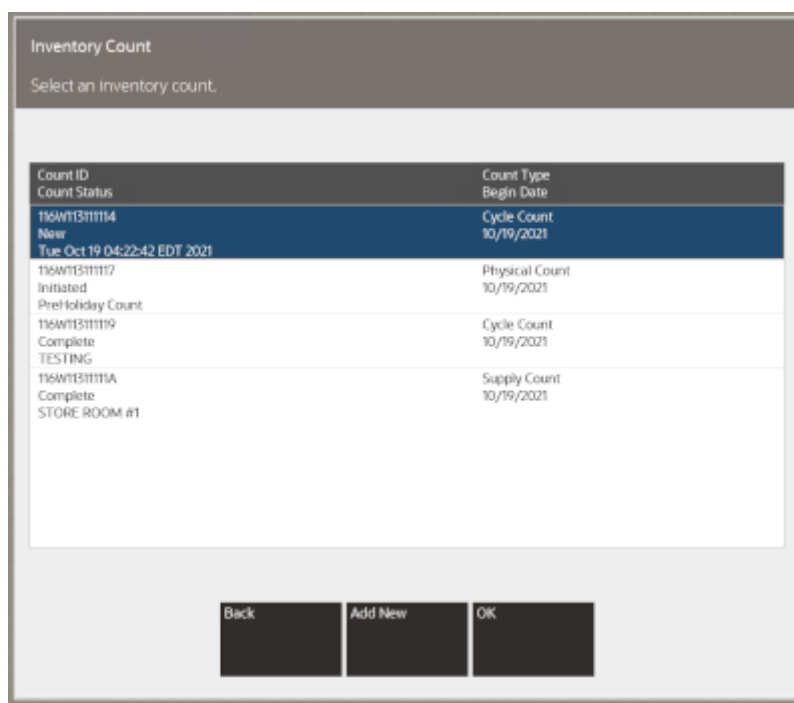
Cycle Count Process

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**.

Figure 5-14   Inventory Count Document List

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

Figure 5-15   Cycle Count Screen - Count Cycle 1

The top 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).

Beneath 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.

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.

Figure 5-16   Count Sheet Items
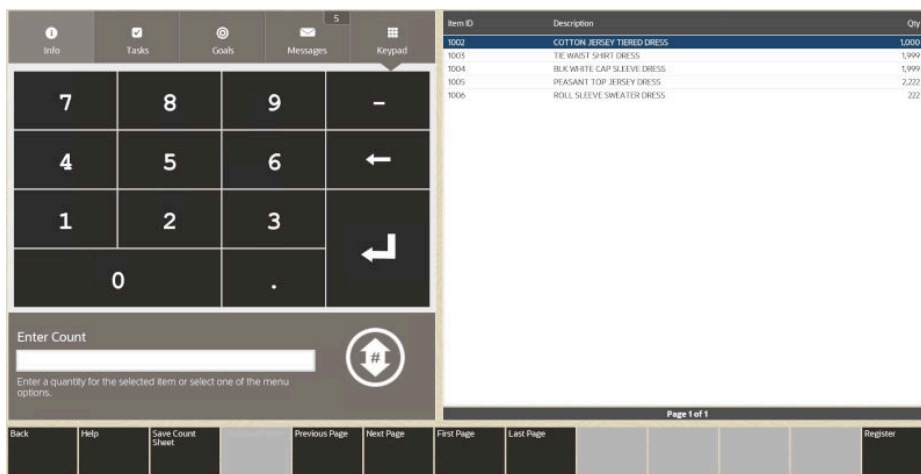
Press **Back** to return to the previous screen and print the count sheet.

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.

Figure 5-17   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.

> **Note:**
>
> The store no longer needs to be closed to initiate a count and submit your counts. However, a warning message is displayed if you are performing an inventory count while the store is open. 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.
>
> - **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).

3. Select **Initiate Count** to take a snapshot of current inventory. If the store is open, a warning message is displayed. Select **Yes** to continue or **No** to exit the count.

   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 in to the system.

   Counts must be initiated before they can be submitted.

4. 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.

5. 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.

Figure 5-18   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.

6. Select **Save Count Sheet**.

7. Select **Yes** to confirm. The count sheet status changes to saved.

8. Select **Submit Count Sheet**.

Figure 5-19   Saved Count Sheet Screen
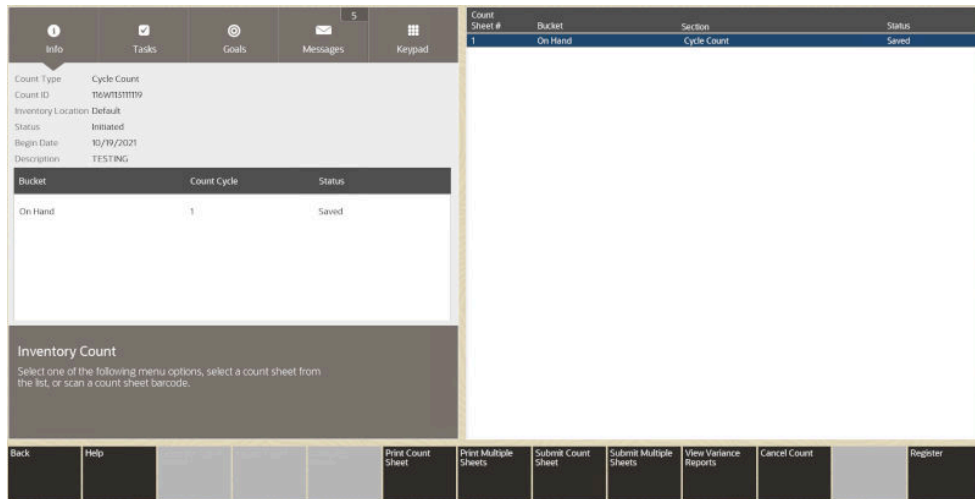
> **Note:**
>
> The Submitting Multiple Sheets option is usually used for physical counts of the entire store when more than one count sheet exists.
>
> To submit multiple count sheets at one time, select the **Submit Multiple Sheets** menu option. With the count sheet highlighted, press the **Spacebar** 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:
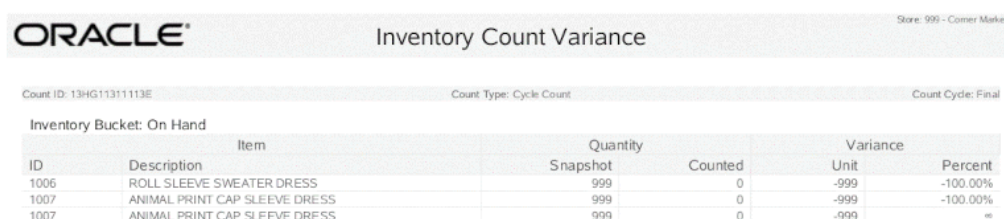
- If the counted quantity and the expected quantity match, the inventory bucket for the item is marked as settled - no variance, and the count is complete. Skip to step 13.

- 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 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 Report**s menu option to create a variance report showing the count discrepancies. See Figure 5-27. If prompted, select a Variance Report from the list.

11. The system creates and displays the report. See Variance Report for more information about these reports.

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.

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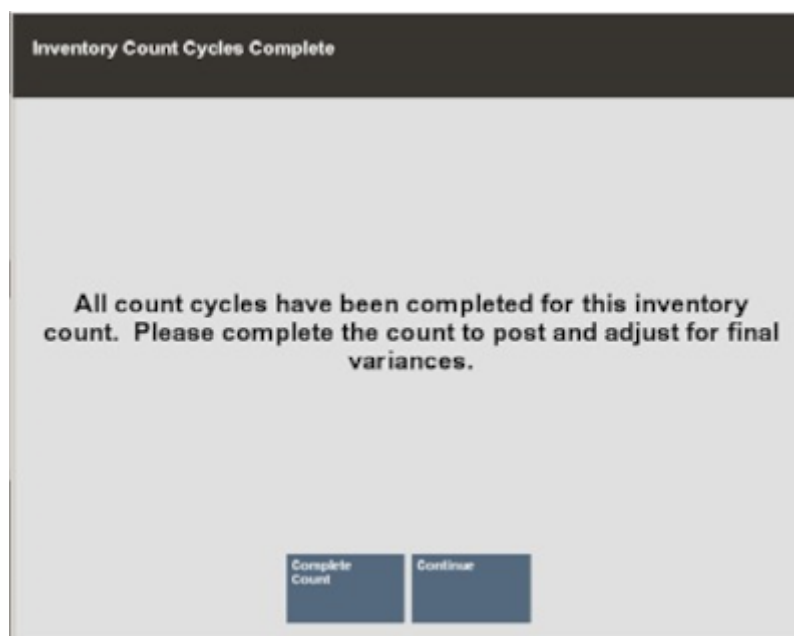 > No Variance Report will be available for a count cycle that had no variances since all variance values would be 0.

  – 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.

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

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 like 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:

Figure 5-22   Supply Count Screen - Count Cycle 1
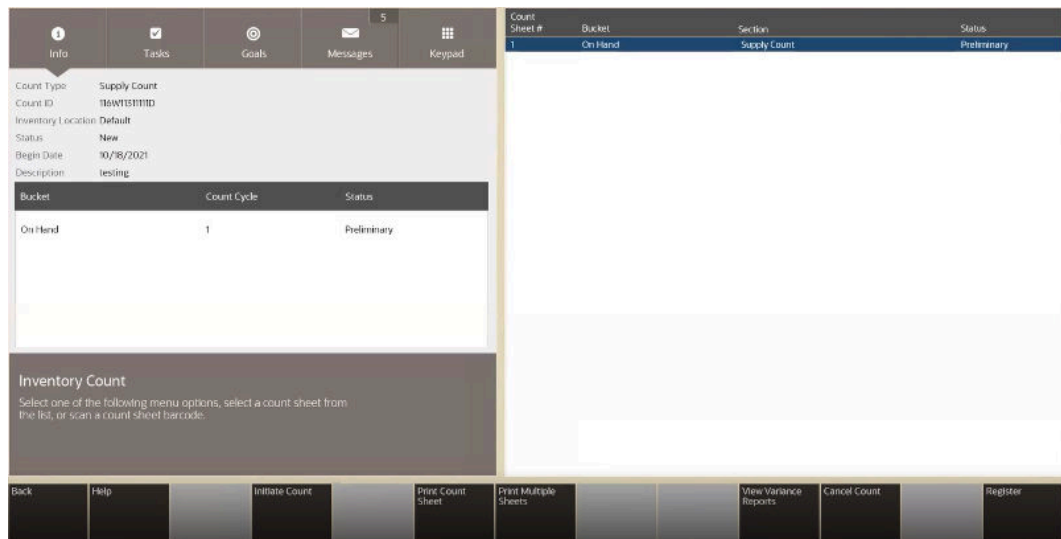
The top area of the screen displays the information for the Inventory Count document: Store ID, Count ID number, Description, Count Type, Begin Date, and Count Status. See page 5 for additional detail about these elements.

Beneath 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.

3. To begin the counting process, you have the following options. See Figure 5-22:

- 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.

Figure 5-23   Count Screen - Enter Count Prompt

- 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.

> **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**.

> **Note:**
>
> 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.
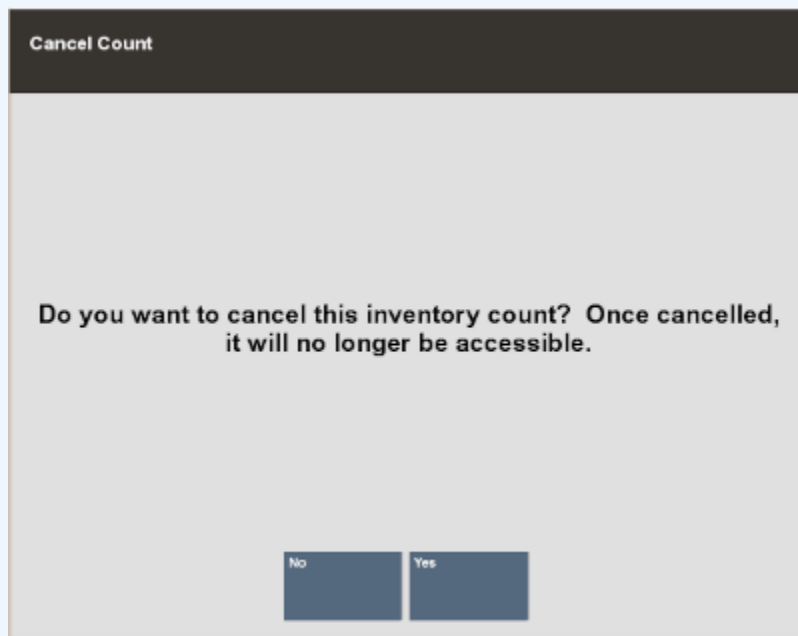>
> If the store is open, a warning message is displayed. Select **Yes** to continue or **No** to exit the count.

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.
>
> – **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).

4. Select **Initiate Count** to take a snapshot of current supply inventory. If the store is open, a warning message is displayed. Select **Yes t**o continue and the Count Status changes to initiated, or **No** to exit the count.

Figure 5-24   Supply Count Screen - Count Initiated and Count Sheet Printed

5. 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.

6. 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.

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.

   > **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.

8. Select **Save Count Sheet**.

9. Select **Yes** to confirm. The count sheet status changes to saved.

10. Select **Submit Count Sheet**.

Figure 5-25   Saved Supply Count Screen
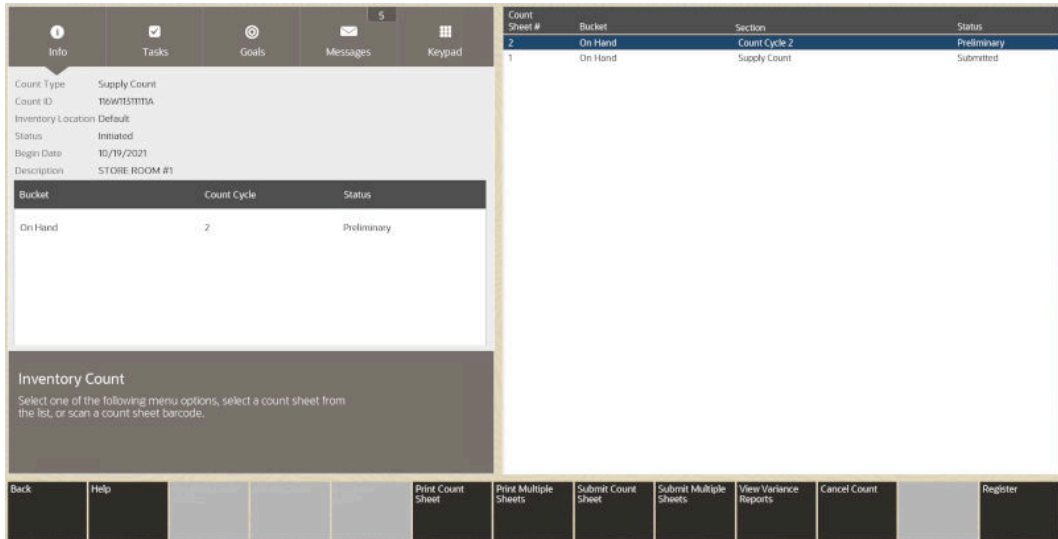
11. Continue with step 8 through step 13 to submit and complete your supply count following the same process used for cycle counts.

    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:

Figure 5-26   Complete Supply Count
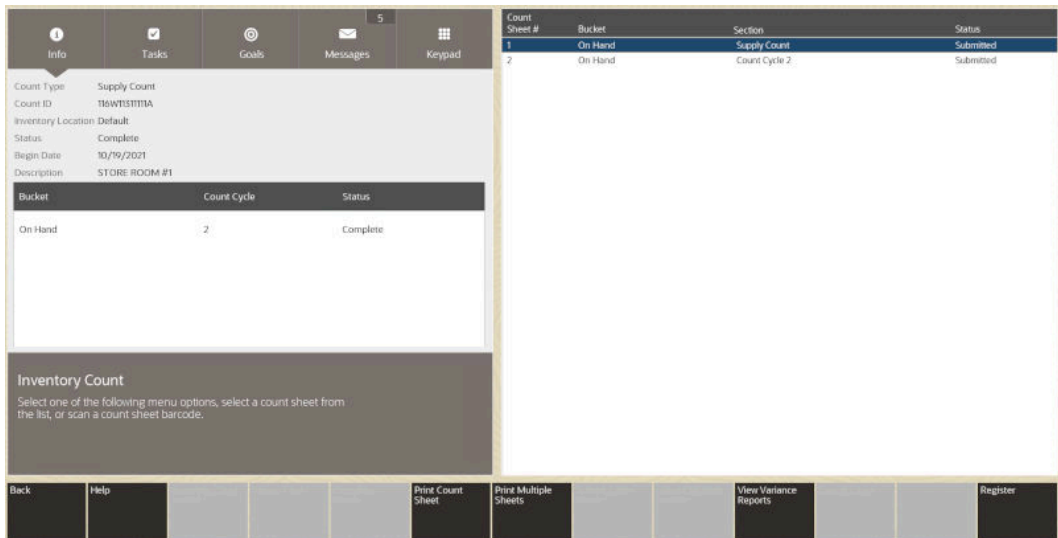
Inventory Document Count Status: Complete

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

Figure 5-27   Physical Count Screen - Count Sheet LIst

The top left 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.

Beneath 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
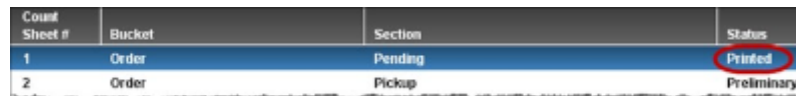
cycle will always be set to 1 for the first count. If additional counts are needed to resolve a discrepancy, this number will increment for each recount.

- 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.

On the right, 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.

Figure 5-28　Count Sheet - Status Printed

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

Figure 5-29   Select Count Sheets Prompt

Figure 5-30   Printed Count Sheet Example

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.

> ✏️ **Note:**
>
> 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.
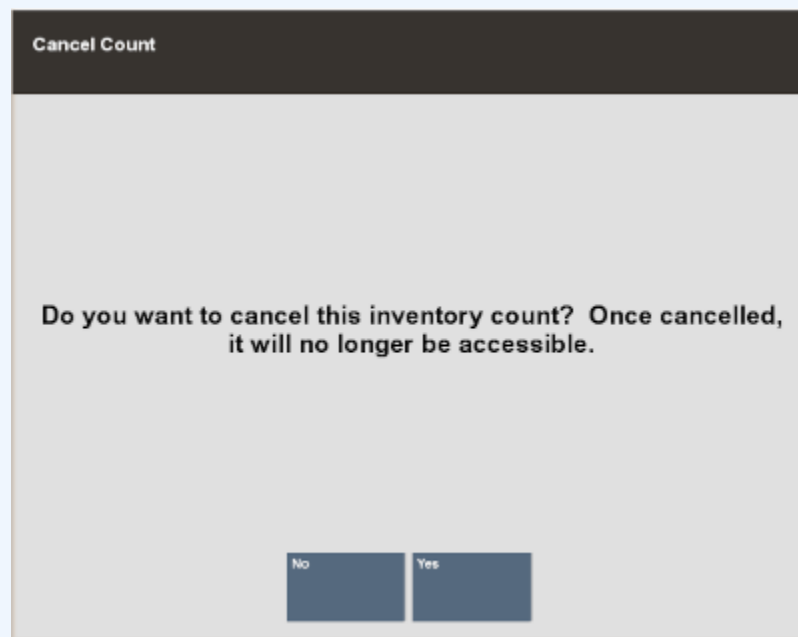
4. Select **Initiate Count** to take a snapshot of current inventory. If the store is open, a warning message is displayed. Select **Yes** to continue and the Count Status changes to initiated, or **No** to exit the count.

> **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.
>
> **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.

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.

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 enable 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.

6. 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.

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.

   > **Note:**
   >
   > f 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.
   >
   > **Add Count Item**
   >
   > _____
   >
   > Scan or key an item ID or UPC.

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** 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 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.

Figure 5-31   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 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.
>
> 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.
>
> | Count Sheet # | Bucket | Section | Status |
> | --- | --- | --- | --- |
> | 3 | Order | Count Cycle 2 ② | Preliminary |
> | 1 | Order | Pending ① | Submitted |
> | 2 | Order | Pickup | Submitted |

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 Report**s 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 5-32   Inventory Count Cycles Complete Prompt
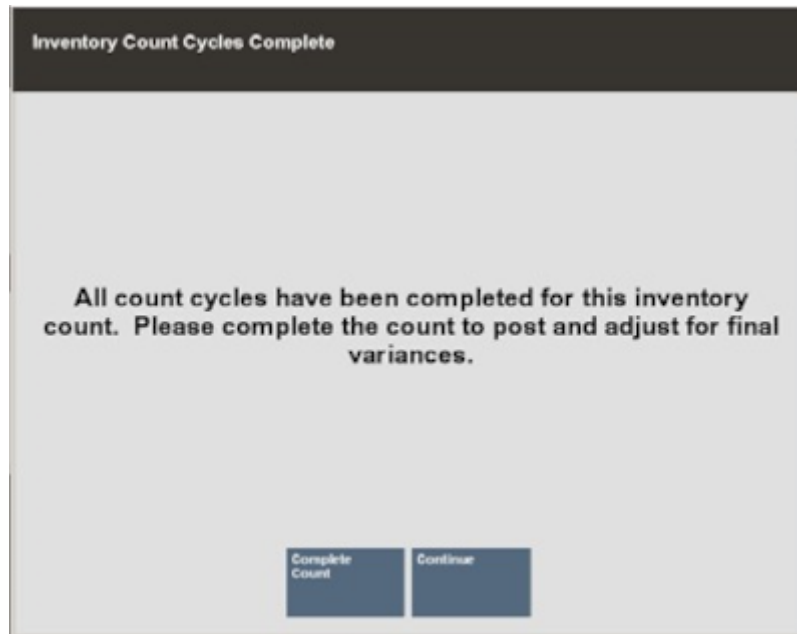
14. Select one of the following options to continue the counting process:

    - 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.

        > **Note:**
        >
        > 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>

    - 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.

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.

Figure 5-33   Cycle Count - Automatic Count Cycle 2

About Count Cycle 2:

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.

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 an Earrings Section, a Watch Section, and a Jewelry Section with variances reported in Cycle 1, then in Count Cycle 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.

Figure 5-34   Count Cycle 2 - Consolidated Sections

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

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.

Figure 5-35   Count Cycles: Automatic Processing
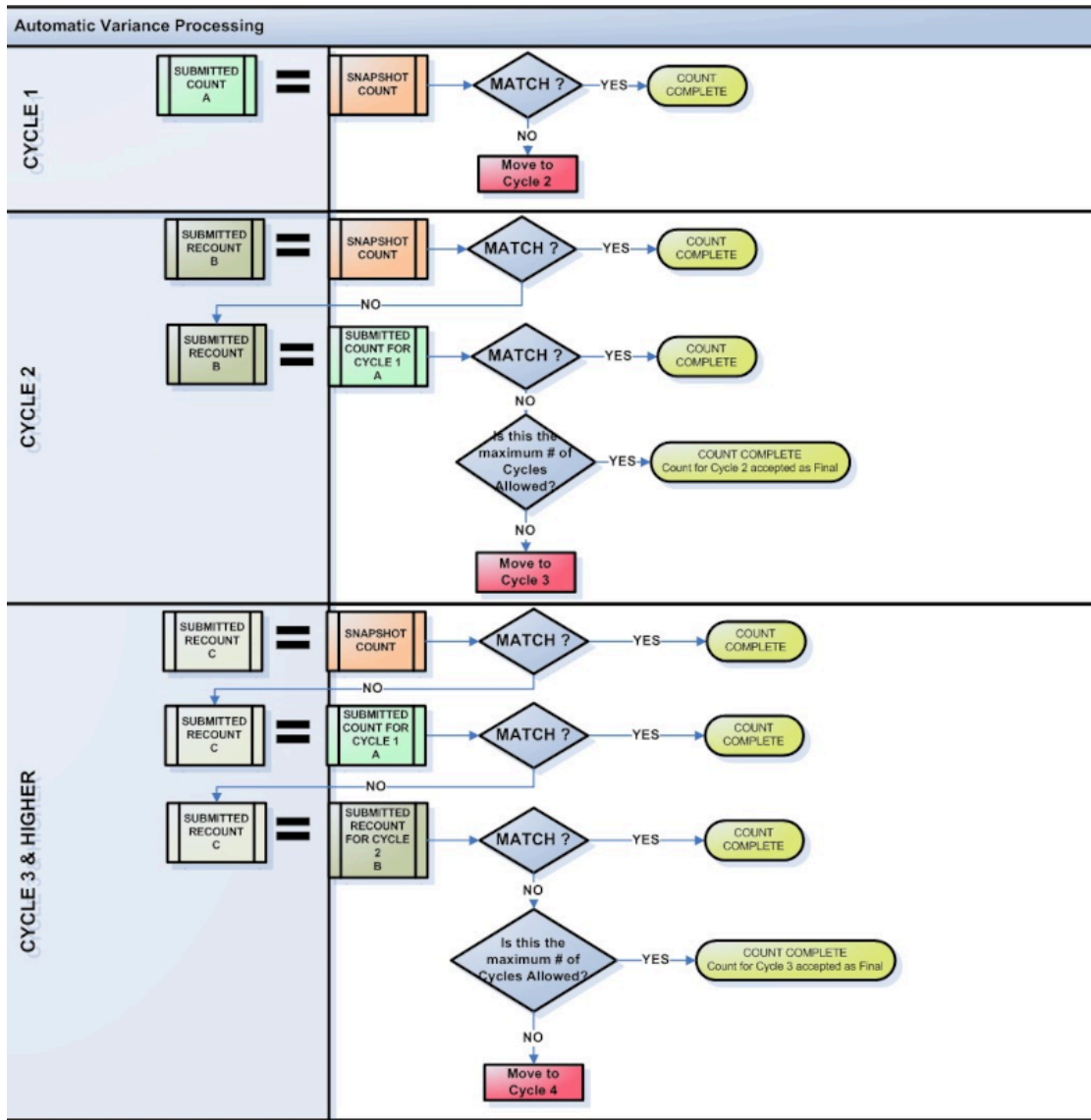
Automatic Variance Processing Examples:

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 you want to recount this count sheet.

Figure 5-36   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 5-33.

2. Select a variance report from the list:

Figure 5-37   Variance Reports LIst
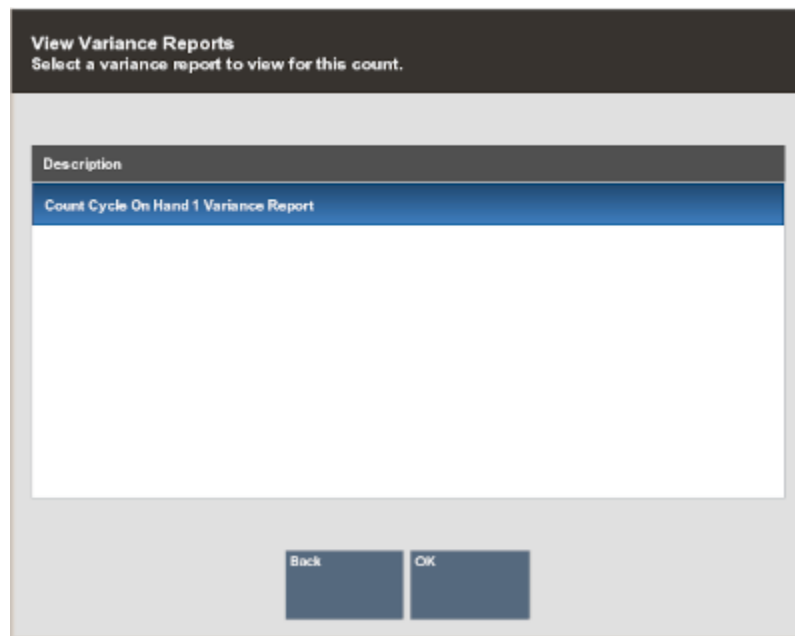
3. Select **Print** report to execute the report and send the results to a printer.

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 * (unit variance / snapshot quantity)) * 100, else,

(unit variance / 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.

Figure 5-38   Count Cycle Variance Report Example

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 5-39   Inventory Menu - Inventory Count Option
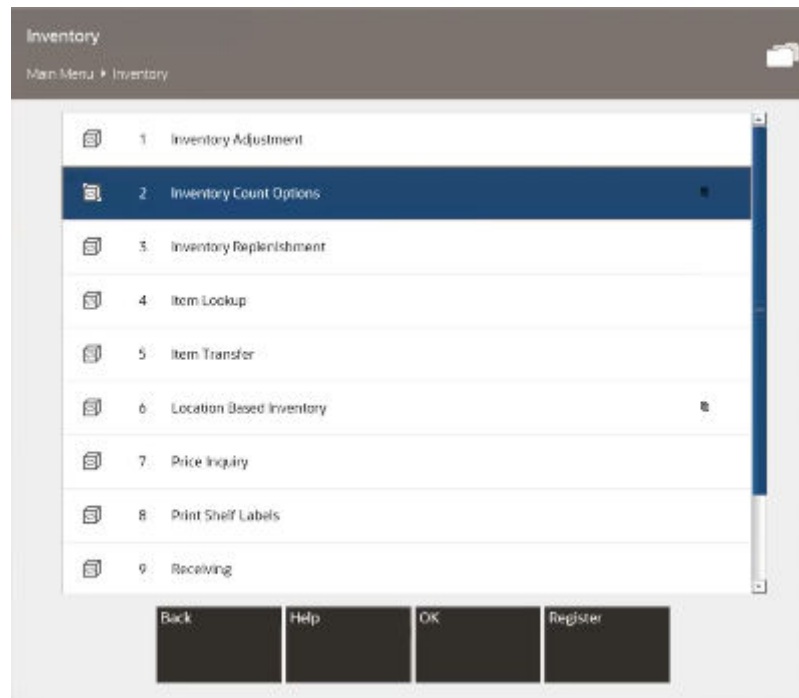
4. At the Inventory Count Options menu, select the **Store Layout Maintenance** option.

Figure 5-40   Store Layout Maintenance Option
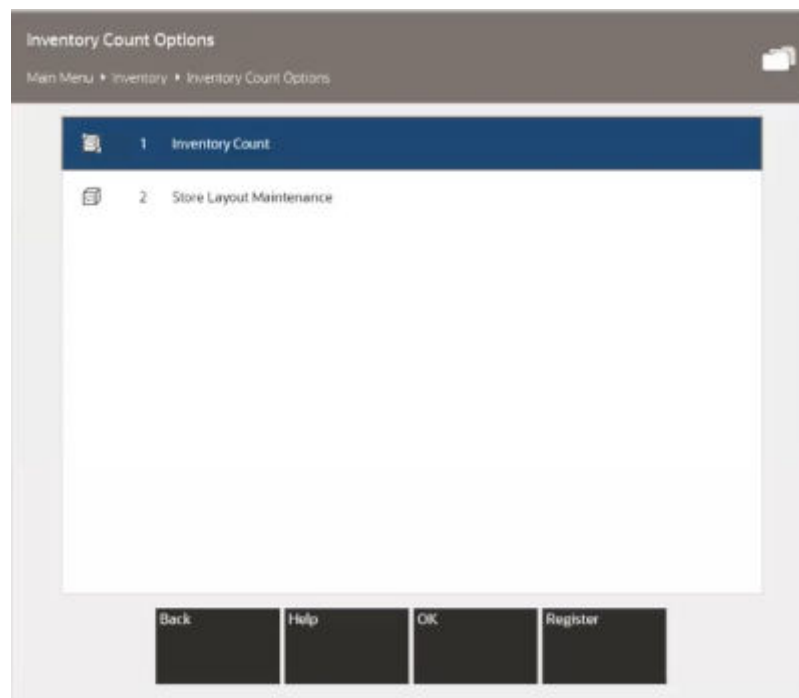
5. The system displays a list of the inventory buckets defined for the store. Select an inventory bucket for this count section.

Figure 5-41   Store Layout Maintenance - Inventory Bucket List
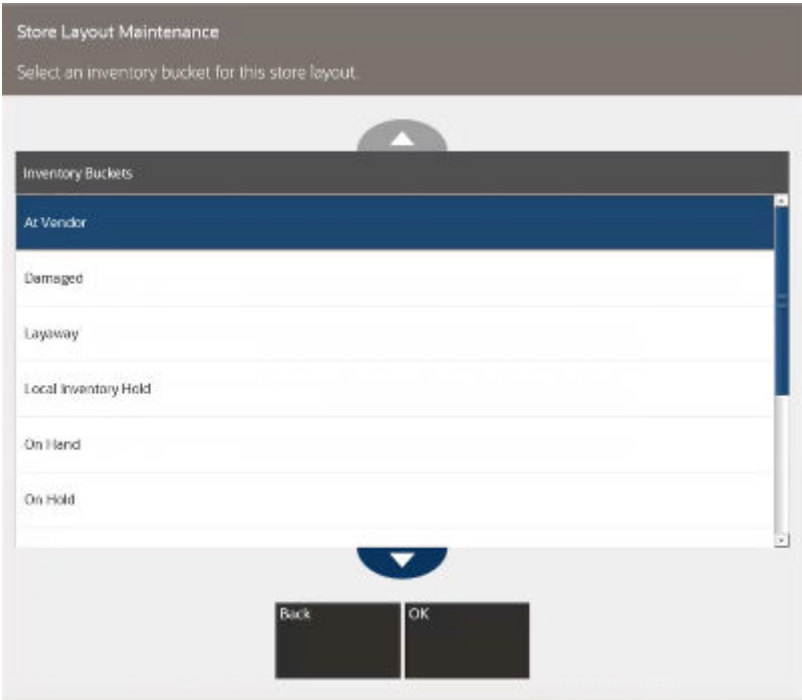
6. The system opens the Inventory Bucket - Add Count Section window. Select the **Add Count Section** menu option to create a count section for the bucket.

Figure 5-42   Inventory Bucket - Add Count Section Window
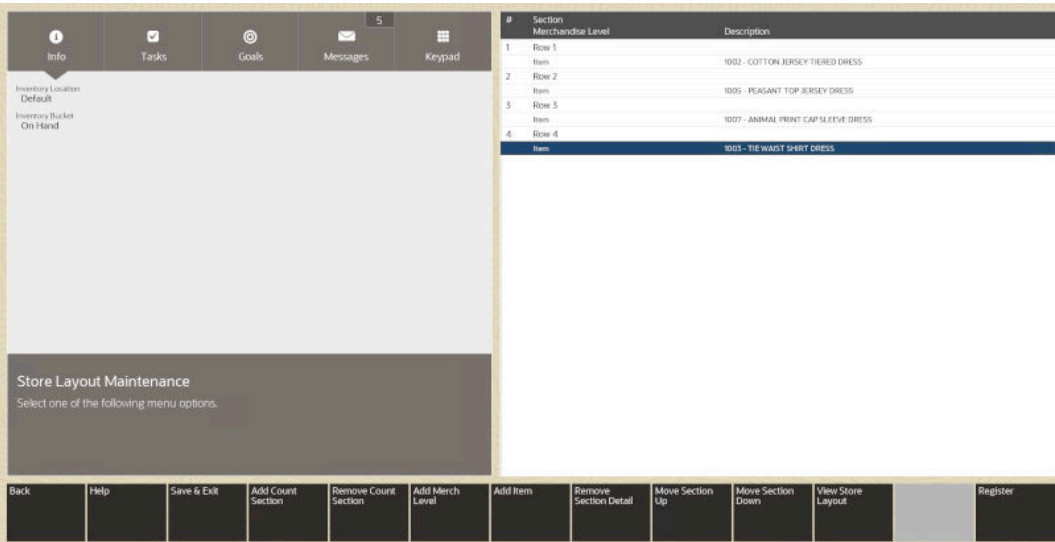
> **Note:**
>
> If the inventory bucket has other count sections defined, the disabled menu options shown in Figure 5-42 above will be enabled and the count sections will be listed on the view port.

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.

Figure 5-43   Count Sections for Order Bucket Example
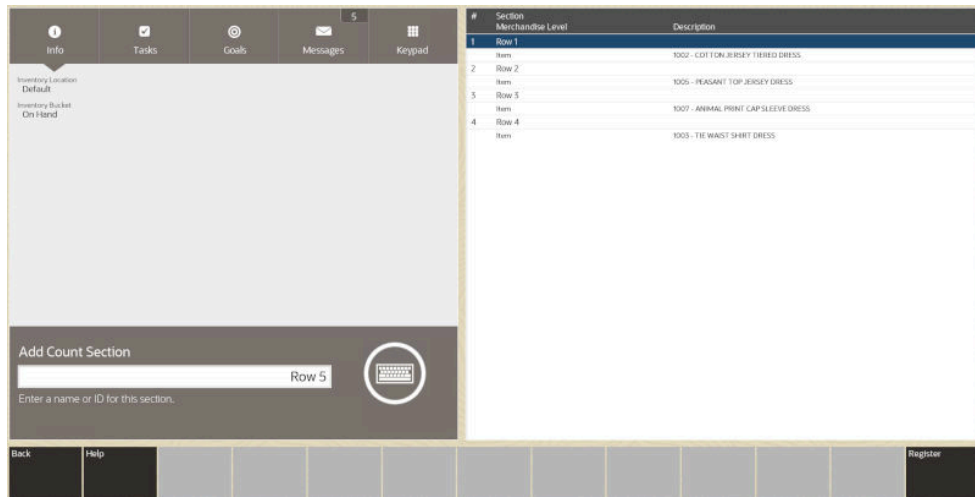
> **Note:**
>
> Repeat adding count and entering name sections to the inventory bucket as needed.

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 5-44   Menu Button Options
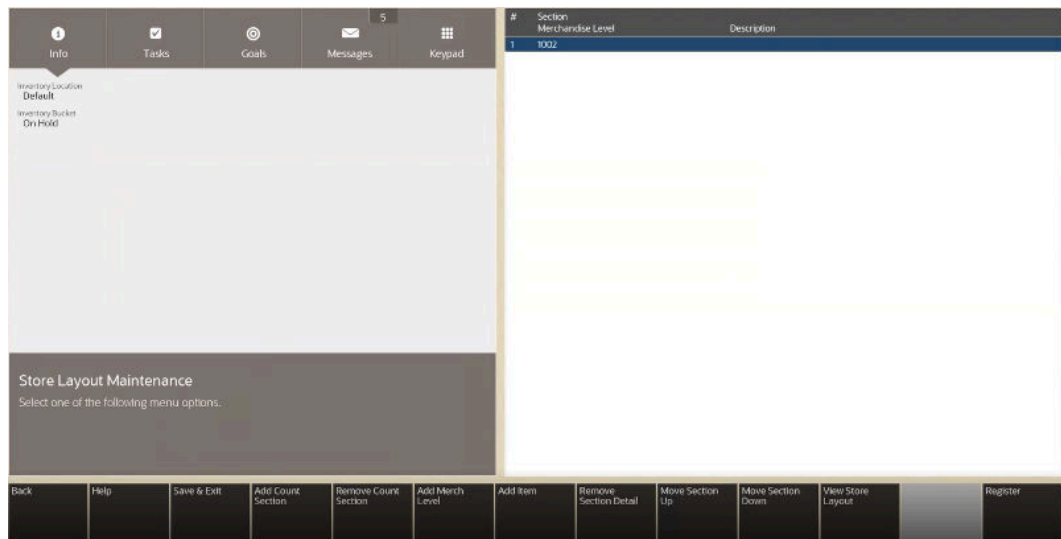
a.   Select either the **Add Item** option or the **Add Merch Level** option (Figure 5-44).

b.   Select the count section from the list and press **Enter**.

   •   If you chose to add an item, scan or enter the item ID at the prompt and press **Enter**.

   Figure 5-45   Add Item Level Prompt
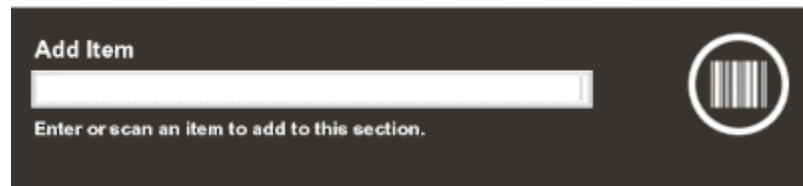
   •   If you chose to add a merchandise level, select the merchandise level from the list and select **Process**.

Figure 5-46   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.

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

•   Select the **Remove Count Section** option to remove a count section and the associated items from the store layout.

•   Select the **Remove Section Detail** option to remove an item or merchandise level from a count section.

•   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.

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

Figure 5-47   Store Layout

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**.

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

Figure 5-48   Inventory Adjustment Reason List

5. 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.

Figure 5-49   Inventory Location Selection Form

6. 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.

Figure 5-50   Prompt to Scan or Enter an Item

7. The system prompts for the item's quantity to be adjusted. Enter the item's quantity at the prompt and press **Enter** to continue.

Figure 5-51   Item Quantity Prompt

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

Figure 5-52   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 5-53   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

6

Location Based Inventory

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.

The prompt for inventory location for an item may be configured as:

- **Never**: Never prompt for a location
- **Ambigious**: Only prompt if there is more than one location
- **Always**: Always prompt for location

This chapter covers the following topics:

- Item Movement
- Locations and Buckets
- Location Based Inventory Menu
    - Inventory Location Maintenance
    - Movement Pending Reconciliation
- Item Transfer

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**: An inventory location count can be performed at any time for a specific inventory location. If you use location based inventory to count, you will see a prompt for a location when creating an inventory count (physical, supply, or cycle count). If there is only one active inventory location defined, that location is used without prompting.

  If you do not use location based inventory, no prompt is shown when creating an inventory count. See Physical Inventory Counting for more information on inventory counting.

- **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 *Oracle Retail Xstore Point of Service Reports Guide* for information about this report, as well as the Inventory Movement Report, Inventory Movement History Report, and Item List Report
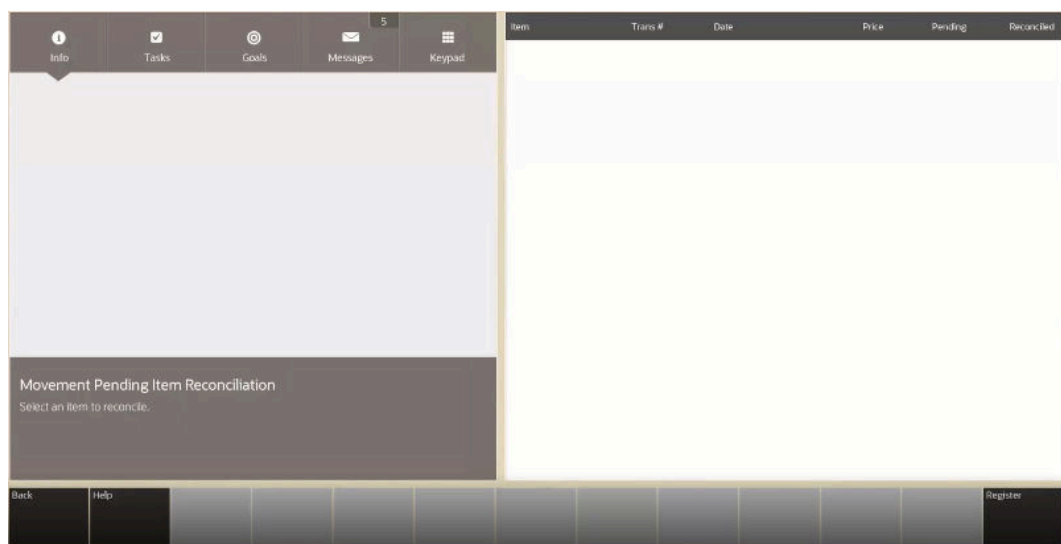
Movement Pending Reconciliation

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.

1. Select **Movement Pending Reconciliation** from the Location Based Inventory Menu.

   The system displays a screen where you can select pending items and reconcile them.

Figure 6-1   Movement Pending Reconciliation Screen

If you would like to have a printed report of the items pending reconciliation, select the **Print Movement Pending** option.

Figure 6-2   Inventory Movement Pending Report

2. 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 6-1.

> **✎ Note:**
>
> 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.

3. The system prompts for the item's source location. Select a location from the drop-down list and choose **Process**.
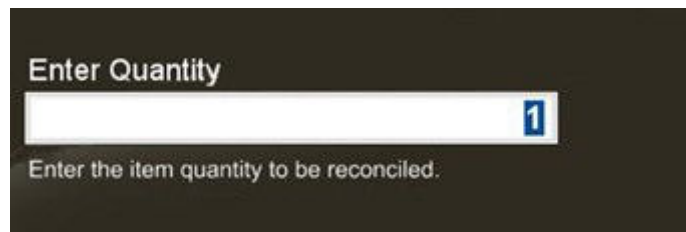
Figure 6-3   Select Source Location For Item Being Reconciled

4. The system prompts for the item quantity. Enter the number of items being moved from the location you selected, and press **Enter**.

Figure 6-4   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.

5. 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 the screen.

6. Select the **Save & Exit** option to retain the reconciliation(s) that you just completed.

7. 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 the items that were just reconciled and saved.

   After printing the report, the system returns to the 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 (for example, Special Order, Damaged, Order, and so on).

> ✏️ **Note:**
>
> 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.

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.
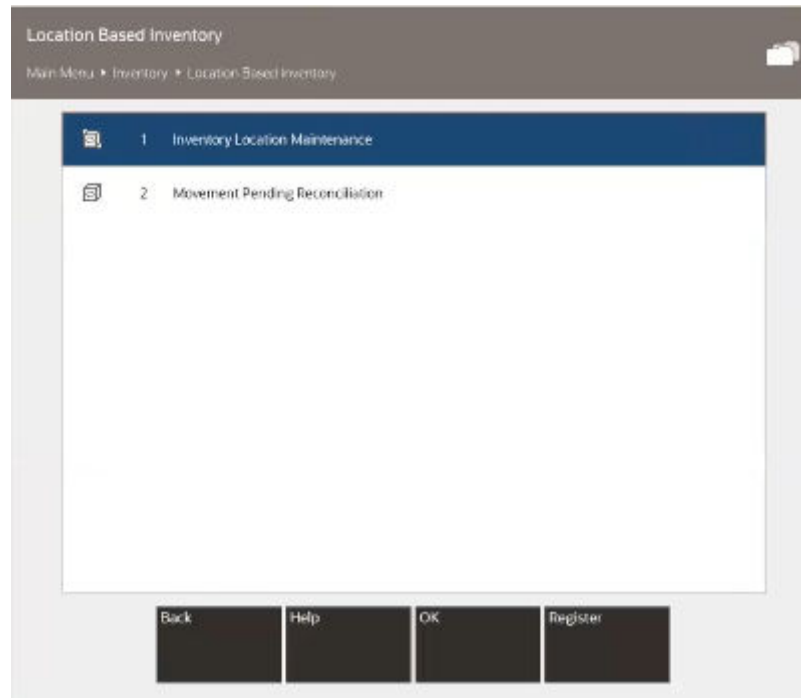
Figure 6-5   Location Based Inventory Option
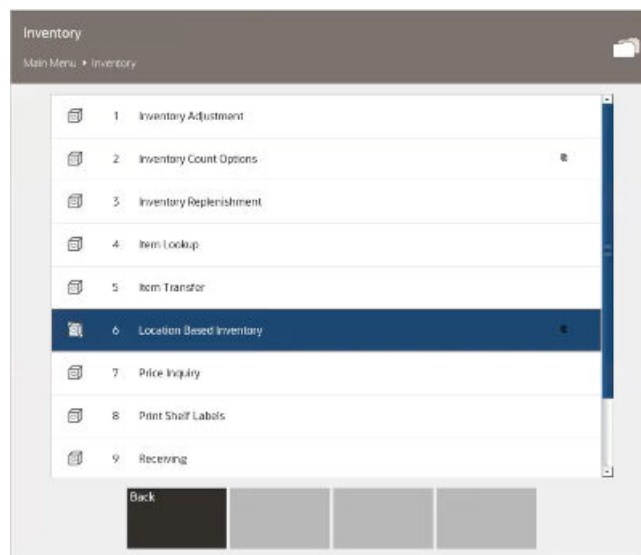
3. At the Location Based Inventory Menu, select the **Inventory Location Maintenance** option.
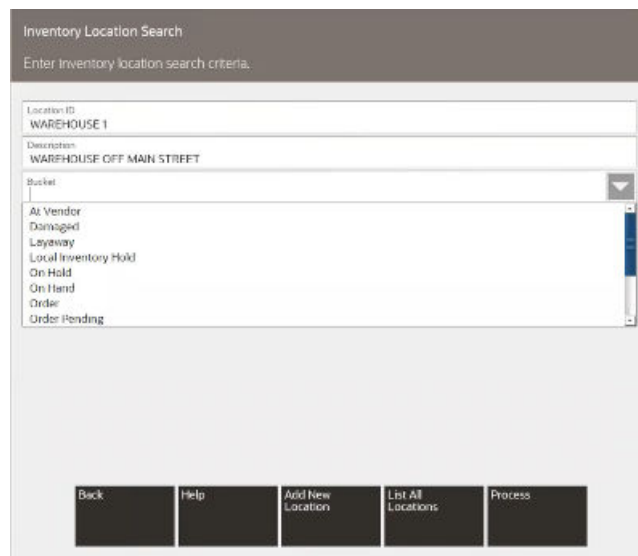
Figure 6-6   Inventory Location Maintenance Option

The system displays the Inventory Location Search form.

Figure 6-7   Inventory Location Search Form

4. 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 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.

   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:** Enabled indicates the location is currently being used and grayed out means the location is inactive and cannot be counted unless its status is enabled.

       For each Bucket ID, indicate the tracking method used by selecting an option from the drop- down list in the Tracking Method field.

       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.

Define a New Inventory Location

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

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 6-7).

4. Select **Add New Location**. The system displays a form where you can define a new inventory location for your store:

Figure 6-8   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. The **System Location** field is defined and set up by the Home Office and cannot be changed or deleted. Home-office defined locations show as checked status in this field.

d. Select the **Location Active** status. Checked indicates the location is currently being used and blank means the location is inactive and cannot be counted unless its status its status is enabled.

5. Select **Add Bucket** and select a bucket to use at this location.

Figure 6-9   Inventory Location Buckets

> **Note:**
>
> You cannot define new buckets. All buckets are defined by and downloaded
> from the Home Office.

You must decide what tracking method is used for each bucket that you include in the
new Location ID. Select whether all items are tracked, or just serialized items only are
tracked, from the drop-down list in the **Tracking Method** field for each bucket that you
assign to the location.

Figure 6-10   Inventory Location Bucket Tracking Method

Repeat for each bucket at this location.

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.

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.

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 6-11   Inventory Menu - Item Transfer
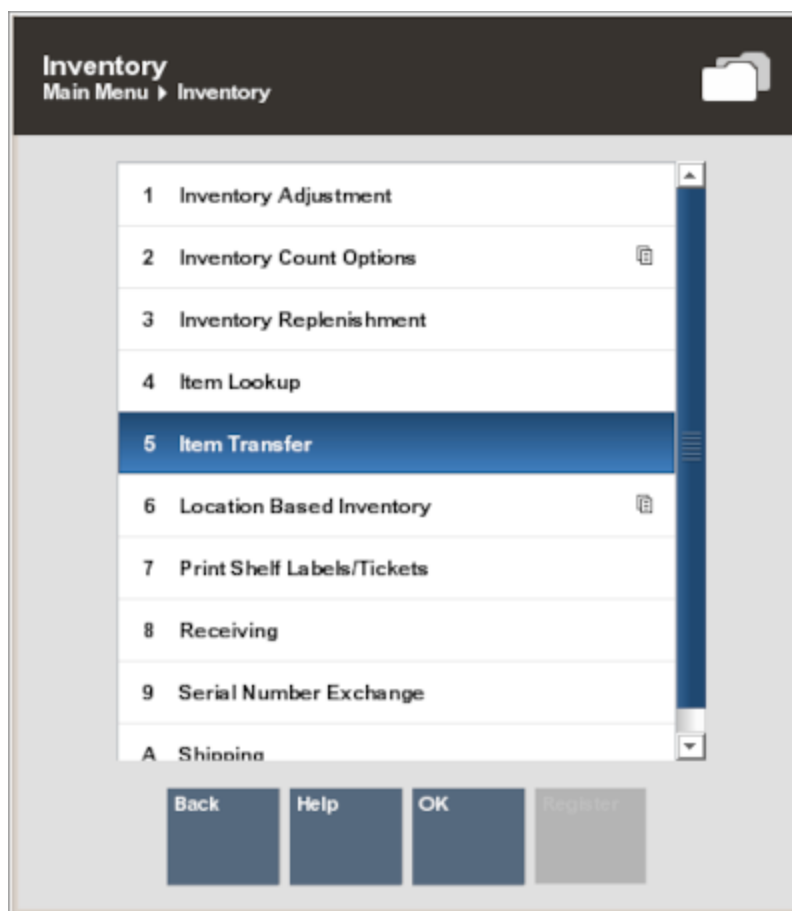
3. The system prompts you to select the inventory Location ID and bucket from which the item(s) will be taken. Select a Location ID from the drop-down list on the Location Id field and select a Bucket from the drop-down list on the Bucket field. Select **Process** to continue.

Figure 6-12   Prompt for Source Location and Bucket

4. Next, select the destination location and bucket to which the item(s) will be transferred. Select **Process** to continue.

Figure 6-13   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**.
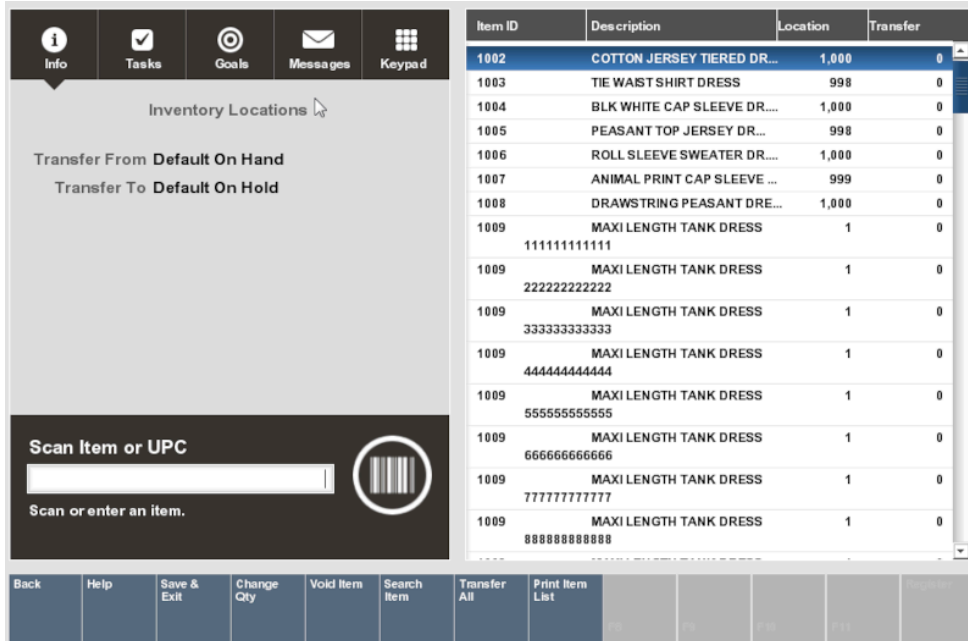
Figure 6-14   List of Reasons for Transferring an Item
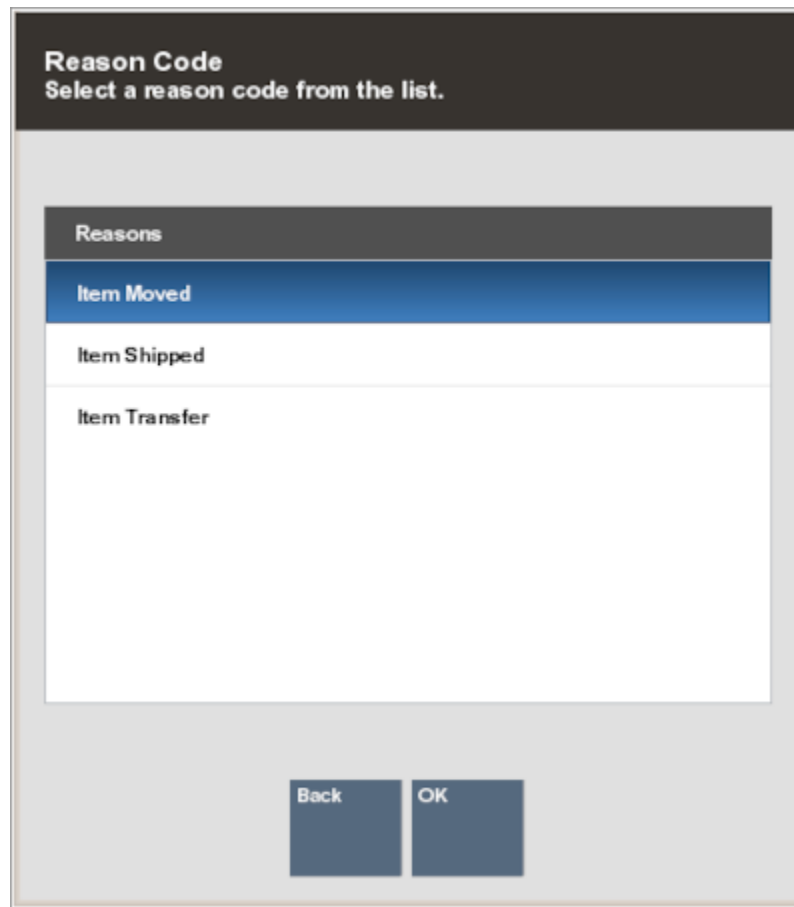
6. The system prompts you to enter an item ID for the transfer. Scan or enter the item ID and press **Enter**.
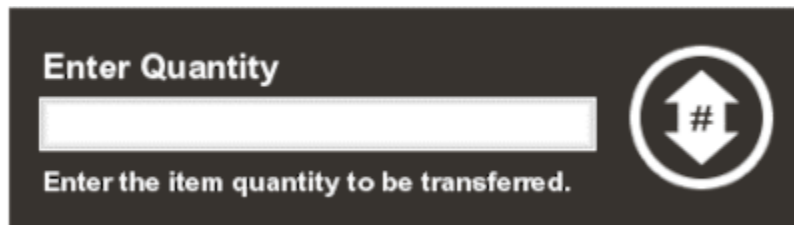
Figure 6-15   Prompt for Item ID to Be Transferred

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 6-16   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**.

> **✎ Note:**
>
> You can select the **Transfer All** option to transfer all 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.
>
>
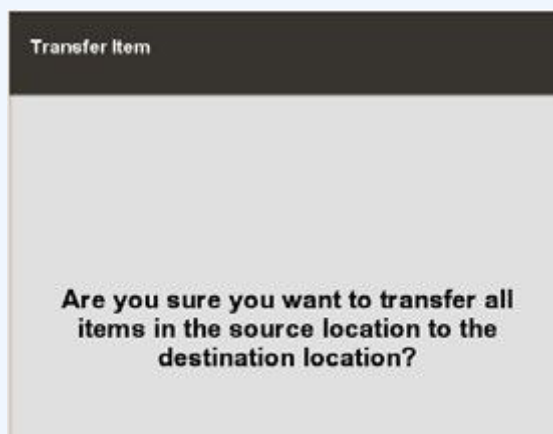
8. You may change the transfer information you have entered for any of the items listed by choosing the **Edit Item** option:

    • **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 the screen.

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.

Figure 6-17   Inventory Movement Report