

Inventory Manual

For Petrosoft Customers

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Inventory

CStoreOffice			
DOCS & FILES DATA ENTRY	INVENTORY PRIC	E BOOK CUSTOMERS VENDORS TRANSACTIONS REPORTS	
S 3 3 4 5 5 5 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Receiving Counts Transfers Write-Offs Orders St-SPOS 00,Demo	Image: Tasks No Today Tasks Image: Tasks	TODAY UPCOMING Add new task Show all tasks Add News News Archive Troubleshooting
l	🛃 Items Updates	→ Duration Vendor Counters	~

The **Inventory** section is designed to help you keep an accurate accounting of your inventory.

Here you can enter data concerning:

- Receiving: Use this form to enter information about store purchases to the system.
- Counts: Use this form to keep account of sales and enter store inventory data to the system.
- Transfers: Use this form to enter information about items transferred between locations of the same account.
- Write-Offs: Use this form to enter information about any store shrinkage, spoilage or store use which is not eligible to be returned to the vendor.
- Orders: Use this form to work with fuel and merchandize orders.

About Inventory

Before you start working with inventory in CStoreOffice[®], you may want to learn about inventory tools and methods that CStoreOffice[®] offers, as well as recommendation that will help you get your stock in the system accurately. Use this section to find out how you can conduct inventory in the most efficient way.

Inventory Reconciliation Overview

CStoreOffice[®] has a flexible inventory control mechanism. The customer can track and check inventory by one or by a combination of methods described below:

- Retail inventory
- Retail inventory by category
- Item level inventory

Retail Inventory

Tracking inventory by retail without specifying category or item details, then purchasing or selling merchandise. This method takes least effort entering data into the system and requires minimum skills to organize records and inventory in a store. Using this method will seriously limit the customer's ability to analyze merchandise movement. However, it will still make the correct calculation of Cost of Goods Sold and Gross Profit margin as well as the retail inventory level at a store at any given time.

In this method, the customer uses the **Non-Itemized Invoice Entry** form to enter purchases by cost and retail without any further details and only a few departments in the cash register to upload taxable/non-taxable sales into the system. This method is not recommended for use due to lack of information, however, it may be adequate for single store owners.

Retail Inventory by Category

Tracking inventory by merchandise category (NACS and/or any other classification preferred by the customer). In this method, the customer uses the **Non-Itemized Invoice Entry** form to enter purchases by category by cost and retail. The customer sets up appropriate departments in the cash register to upload categorized sales into the system. This method will give the user the ability to track inventory, analyze profitability and inventory shortages by category. This method is used by many small and midsize companies in the industry.

Item Level Inventory

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Tracking inventory by item. To use this method, the customer must scan items sales, maintain a Price Book and enter detailed itemized purchases into the system by using any combination of the following:

- Manually using the **Counts** > **Itemized Inventory** form.
- Automatically, by receiving item-level information from suppliers by EDI (electronic data interchange).
- Scanning items into the store at the time of delivery using a hand held scanner.
- Using the Petrosoft Data Processing Service for all data entry needs (additional fees apply).

If you work with PLU items, make sure the **Consider PLU items as missed items when processing inventory tickets (Y/N)** option is enabled for your account. Otherwise, PLU items will be considered in the inventory results only on the category level. For details, see CStoreOffice [®] System Settings. (i)

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This method is the most advanced and rewarding and gives the user maximum ability to analyze and control merchandise inventory. Automatic ordering, dead stock and overstock analysis are just a few examples of many possibilities the user may exploit by tracking inventory at item level.

The user can combine the above methods, or at any time move from one method to another to find the solution that fits their needs the best.

Example

For example, the user can keep a Price Book and scan all items out but put purchases in by category only for all categories but cigarettes. In this instance, the user gets cigarettes purchases by item through EDI from the wholesaler. In this case, the user will be able to track cigarette inventory by item (since this is a high risk item) and everything else by category. It will give the user itemized information about the most valuable merchandise and category level about everything else with minimum data entry efforts.

Inventory Recommendations

For best results, store employee must work with store inventory consistently. The merchandise count must become part of standard procedures and daily routine.

Q We recommend doing a full store itemized inventory once a month. This will help shortages stay minimal.

It is recommended the following audits/reconciliations be conducted:

- a full store, itemized inventory once a month by an independent contractor
- a cigarettes groups reconciliation by cashiers *every shift/day* using cycle count tickets (CCT) and/or a group reconciliation ticket
- a phone cards reconciliation by cashiers *every shift/day* using cycle count tickets (CCT) and/or a group reconciliation ticket
- a cigarettes audit by item once a week by the store manager before making an order using an audit ticket
- a cigars audit by item once a week by the store manager before making an order using an audit ticket
- an overstocked items recount by the manager *per system request* (CCT and/or audit ticket) the system initiates a request to recount from the Pending Invoice Forms
- a walking cooler audit by an employee **once a week** to put stock in order and before the biggest deliveries (such as Pepsi or Coca Cola using a CCT, audit ticket, or group reconciliation ticket)

Manual Partial Inventory Procedure Tips

- All shelves and gondolas must be marked with a code (for example, gondola 1A, counter 3S and so on).
- In CCT setup, the user must set up the number of items to be counted at one time or the amount of space (for example, two gondolas, two shelves, or both).
- The CCT Module will generate the tickets based on set parameters.
- The user must print the ticket.
- The user must count items and fill out the ticket manually.
- The user must enter items into the module using the PPIAT form.
- The user must check and accept the ticket.

Real Time Inventory

A new real time inventory option is now available at **Data Entry** > **Dashboard** > **Station Options** > **Cash Register** > **advanced**> **Use Realtime inventory**.

With the item level real time inventory, the totals are calculated on the item level. This takes into account the purchase and sale time, as well as the inventory starting and ending time.

The previous inventory calculation algorithm was not that precise because of the 'technical' shortages and overages that occurred in the gap between the inventory calculation start and the shift start. The real time calculation is more precise.

With this option on, the following inventory and sales information can be viewed in real time:

- Buydowns
- Sales

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- Write-Offs
- Purchases
- Price Changes
- On-hand quantity

Prerequisites

Make sure that the Use Realtime Inventory option is enabled. To do this, go to Data Entry > Dashboard > Station Options > Cash Register > advanced > Use Realtime inventory and enable the Use Realtime Inventory option.

CStoreOffice[®]

Advanced			
Has Accounting		Parent Station	•
Use PLU Batch Cache	0	Calc. Lottery Instant Tickets Sales by	By Departments By Items
Do Not Upload Departments to CR		Track Lottery Cash by Individual MOP	V
Allow Uploading Negative Prices to CR	0	CR Connection Monitoring	
Use Realtime Inventory		Notify User When CR is Disconnected from CSO	0
	Set Station Departments List	Allow Mix&Match and Combo	•

• Enable PJR files processing. To do this, go to Data Entry > Dashboard > Station Options > Misc.

> Journal Settings and make sure that the Enable PJR processing check box is selected.

Cochran : Options :	MISC	
Station Options Journal Settings Check-in Options	#82 Cochran *can only be turned off if "Auto Accept Shifts" is off	^
Qwickserve Settings Station Tax Comments Docflow DPC Support Video NAS Cameras Settings Cash Registers and Fuel Pumps mapping	Journal Settings Image: Check processing automatically Image: Check protex	l
Schedule Royalty Fee	Check-in Options Handheld device creates: Invoices Check-ins	~

For information on enabling PJR files on the cash register side, see Enabling PJR Files.

Write-Offs

To make the write-offs information take part in the real time inventory calculation, enter the write-offs time at **Inventory** > **Write-Offs**.

Cochran : Sto	Cochran : Store : Write-Off Entry											
Week: 46 2019 Nove	Sun Mon Two Fri Sat. Week: 46 2019 November 00 10 11 12 13 14 15 5 Shift: 1											
Enter By	Enter By Category UPC/PLU		Reason	QTY	Unit Retail	Cost	Total Retail Value	Time (hh:mm:ss)				
	•							A				
								enter revert <u>oblete</u>				

For more information, see Write-Offs.

Purchases

To make the purchase invoices take part in the real time inventory calculation, enter the invoice acceptance time at **Reports** > **Pending Invoices** > **footer** > **Time**.

CStoreOffice[®]

Reports Affected

The following reports currently provide more accurate data with the real time inventory feature turned on:

- Consolidated Inventory Short/Over
- Inventory Adjustment History
- Inventory Shortage By Category/Department
- Physical Inventories Results by Category
- Category Inventory Levels
- Itemized Inventory By Tags

Using FIFO in CStoreOffice®

About the FIFO Method

This manual contains information about working with the FIFO functionality in CStoreOffice ®. Some links inside the manual might be broken, however, as they refer to the online help sections. For more information about the related CStoreOffice ® functionality, go to the online version of the Petrosoft University Portal.

The First-in First-out (FIFO) method is one of the most common methods of inventory valuation which is based on the following rule: the sale of items follows the same order in which they are bought.

In CStoreOffice[®], the FIFO method can be used for both store and fuel inventory.

For more information on how to perform each type of inventory, go to Consolidated Store Inventory Progress Report, Fuel Inventory correspondingly.

In the following sections, how to use the FIFO method for each of these inventory types will be shown.

How to Activate the FIFO Method in CStoreOffice®

To start using the FIFO method, it should be activated. In CStoreOffice[®], it is activated differently for each of these inventory types.

- How to Activate FIFO Method for Store Inventory
- How to Activate FIFO Method for Fuel Inventory

How to Activate FIFO Method for Store Inventory

The FIFO method can be activated for the account in the account system settings.

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To activate the FIFO inventory accounting method or to check to see if it is activated, please contact the Petrosoft Support Team:

- Call us at:
 - o 412-306-0640
 - or
 - o 1-412-306-0460 for international callers
- Send us an email
- Submit your request

It is strongly recommended to do a full store inventory for stations on a regular basis to make the FIFO method work properly.

How to Activate FIFO Method for Fuel Inventory

To activate the FIFO calculation method for cost of fuel inventory on a station, follow these steps:

- From the CStoreOffice
 home page, go to Data Entry > Dashboard > Misc.

 Result: The station Options : Misc form opens.
- 2. In the station **Options: Misc.** form, do the following:
 - a. Go to Station Options > Calculation method for cost of inventory.
 - b. Select First in-First out.

c. At the bottom left of the form, click Save.

General	Cochran : Options : M	AISC		
General UST System Fuel VIP Fuel Allowance	Station Options Journal Settings Check-in Options Qwickserve Settings Station Tax Comments	#82 Cochran		Requires cash deposit assigment
Cash Register Owickserve MISC Downloads	Docflow DPC Support LPA Settings Cash Registers and Fuel Pumps mapping Schedule Royalty Fee	Sabotage Prevention System * Price Change Tickets System Auto CR Update Apply Items Inventory Tickets Adjustments to Store Inventory		Fuel Deposit Include the Other Card amount into Fuel Deposit Enable BOL (Bill of Lading) Show Fuel Taxes
ATG Tags MOP Mapping		Managers should not be all to all to all to all the function of the funct	Tyr	e of gallons: Gross gallons Net gallons
CC Mapping		Automatically calculate item minimum stock based on item sales history	0 0	average first in - first out Use Tank Blending on Fuel Invoice Form Process House Account Details Use Pailout Control System
				Use POP PRE Discount Use POP PRE Discount Track Lottery Cash by Individual MOP Pending invoice should have old prices for items until the Price Change ticket is accepted
	Save	*can only be turned off if "Auto Accept Shifts" is off		

Working with the FIFO Method in CStoreOffice®

Below how the item's cost is calculated in CStoreOffice[®] is taught. This is in case the FIFO method is activated for the account.

CStoreOffice® Procedure for Calculating Cost Using FIFO

For calculating the item's cost for a specific date using the FIFO method, the following procedure is applied in CStoreOffice®:

- 1. The system takes the following initial data:
 - o Cost Date the date on which the cost should be calculated
 - o Item UPC the UPC of the item for which the cost should be calculated
- 2. The system analyzes the item's last physical inventory to get the following data:
 - o Inv.Date the date of the last item's physical inventory
 - o Inv.Shift the shift of the last item's physical inventory
 - o Item Qty the item's quantity based on its last physical inventory

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In case the data about the last item's physical inventory is not found, the item's cost will be calculated based on its last invoice price.

- 3. The system identifies all invoices based on which the item in the Item Qty amount was purchased.
- The system distributes the **Item Qty** value between the found invoices starting from the invoice with the earliest date.

For example, Item Qty = 20. This item was purchased based on the following three last invoices:

Invoice #	Invoice Date	Item Quant- ity	Unit Cost
1	01 Mar 2017	10	\$3.00
2	10 Mar 2017	5	\$3.50
3	20 Mar 2017	10	\$3.70

Invoice Balance = 5 items at a price of \$3.70.

Item Qty value is distributed between the above invoices in the following way:

- 10 items at price of \$3.00
- 5 items at price of \$3.50
- 5 items at price of \$3.70
- 5. The system searches all invoices between **Inventory Date** and **Cost Date** and calculates the purchased items to get the following data:
 - o Invoice Date
 - o Item Purchased Quantity
 - o Unit Cost
- The system searches all item sales between **Inventory Date** and **Cost Date** and calculates the quantity of items sold (**Item Sold Quantity**).
- The system searches the item spoilage data between **Inventory Date** and **Cost Date** and calculates the quantity of spoiled items (**Item Spoilage Quantity**).
- 8. The system distributes all found data starting from the Inventory Date in the following way:

Item Qty + Item Purchased Quantity - Item Sold Quantity - Item Spoilage Quantity.

Once the FIFO method is activated for the store inventory, the above procedure works for all objects in CStoreOffice® where the item cost is calculated. For example, the item cost can be checked in the Itemized Inventory Report or Itemized Inventory by Tags Report.

(!)

Currently, in the Item Sales by Tags Report, the item cost is calculated from the average of the item's different costs for the period. We are now working to adjust the item cost calculation formula in this report based on the

FIFO method, in case the FIFO method is activated for the store inventory on the user's account.

Receiving

Receiving inventory is an important task of inventory management. It involves receiving store purchases and entering data about purchased items into the system. In CStoreOffice®, information about store purchases is entered in the **Receiving** section.

CStoreOffice® offers the following options for entering store purchases data:

- Manual Data Entry: You can enter store purchases data at the item level. With this method, you specify the maximum information about purchased items.
- Non-Itemized Invoice Entry: You can enter purchases data at the category level. With this method, you specify the minimum information about store purchases at the category level.

To enable the **Receiving** form, you need to grant the **Store.Merchandise.Deliveries and Invoices.Store Purchases Report** permission to the user.



For details, see Granting Role Permissions to Roles and Users.

Manual Invoice Entry

In the **Manual Invoice Entry** form, you can enter information about store purchases at the item level. You need to specify data for each item received by the invoice. With this method, you add the maximum information about items to the inventory and can view the cost, retail and GPM values for all items added to the invoice, as well as the total cost, retail and GPM of the invoice.

Receiving	Cochran : S	tore : Invoic	е					Ne	w Invoice	Complete Invoice	Ċre	ate from Template	Set
Manual Invoice Entry	Week: 30 2020	Sun M July 🛗 26	ton Tue Wed Thu 27 28 29 30	Fri Sat 31 1	Shift: Day								
Non-Itemized Invoice Entry	Vendor*	✓ In	voice # *		Method o	f payment Cr	redit	~	Terms				
	Incomplete 🗹 🛛 Full I	tem Bar Code 🗹 🛛 In	voice Date 07/28/2	10 🛗	Purchase	Order#		Q					
Polotod Linko	Select by 💿 Name 🔇	UPC OVIN OPLU	J.										
Related Links	Category	Item Na	me	Case QTY	Unit Size	Tota	I Cost	Total	Retail	GPM		Invoice Documents:	
		UPC	VIN	Units in Case	Size	Unit Cost	Case Cost	Unit Retail	Case Retai	1		Doc. Id	
Set Up a New Vendor											^	Add New Docur	ient
Upload an Invoice												Full service Invoi	e Da
												Processing (Data Processing Servi	ce)
Accept Pending Invoices												Add to cart	
View Accepted Invoices												Eliminate paper inv entirely	oice
view Accepted Invoices												Data Processing	Sonvi
View Item Purchases History												Free Trial	servi
												Start Your Free Tri	il ecina
Comment												DPS Free Trial	sairty
	Unassigned Paid Outs				Subtotal	0.00		0.00			¥.	Invoice Processir	g -
	Check Paidout >>				Taxes	0.00		0.00				Charging Your Inv System	ento
	Check Paldout 22				Total	0.00		0.00				Add to cart	
						1		1				Charging Your Inve	ntory

You can perform the following actions with store invoices:

- Create new invoices
- Delete invoices

Merchandise Invoices



To create an invoice:

- 1. In CStoreOffice[®], go to **Inventory** > **Receiving**.
- 2. In the left menu, select Manual Invoice Entry.
- 3. At the top right of the page, select the location for which you want to create an invoice.

III CStoreOffice								82 Cochran 🗸	
DOCS & FILES DATA ENTRY	INVENTORY P	PRICE BOOK CUSTOMERS	VENDORS	TRANSAC	TIONS REPOR	TS		WORKFLOWS	3 3
Receiving	Cochran : St	tore : Invoice				New Invoice	Complete Invoice	Create from Template	Settings
Manual Invoice Entry Sam Mong First West Into First Set Sam Mong First West Into First Set Week: 30 2020 July 28 27 28 29 30 31 1 Shift: Day									
Non-Itemized Invoice Entry	Vendor *	Invoice #*		Method of pay	ment Credit	✓ Terms			
	Incomplete 🗹 🛛 Full Ite	em Bar Code 🗹 🛛 Invoice Date 07/2	3/20 🗎	Purchase Ord	er#	Q			
Delete d Links	Select by 🖲 Name 🔘	UPC OVIN OPLU							
Related Links	Category	Item Name	Case QTY	Unit Size	Total Cost	Total Retail	GPM	Invoice Documents:	
Cot Lin o New Vender		UPC VIN	Units in Case	Size Un	iit Cost Case Cost	Unit Retail Case Retail		Doc. Id	_
Set op a new vendor								Add New Docum	ient

- 4. At the top of the **Store : Invoice** form:
 - a. In the Week and Shift fields, select the necessary date and shift.
 - b. From the **Vendor** list, select the invoice vendor.

c. In the Invoice # field, enter the invoice number.

Result: All items available for this vendor are loaded and can now be selected in the table.

- d. From the **Method of payment** list, select the method of payment for the vendor.
- e. (Optional) In the **Invoice Date** field, enter the invoice date if needed.
- f. In the **Purchase Order #** field, enter the purchase order number.

Cochran : S	Store : Invoice	е					Ν	ew Invoice	Complete Invoice	Cr	eate from Template Settings
Week: 30 2020	Sun Mon Toe Wed Thu Fri Sat Veek: 30 2020 July 26 27 28 29 30 31 1 Shift: Day										
Vendor * Philip Morr	ndor* Philip Morris V Invoice #* 12454 Method of payment Credit V Terms										
Incomplete 🗹 Full Select by 💿 Name	omplete ♥ Full Item Bar Code ♥ Invoice Date 07/28/20 🖹 Purchase Order ♥ 54324 Q lect by										
Category	Item Nar	me	Case QTY	Unit Size	Total	Cost	Tota	I Retail	GPM		Invoice Documents:
	UPC	VIN	Units in Case	Size	Unit Cost	Case Cost	Unit Retail	Case Retail			Doc. Id
										-	Add New Document

- 5. In the table of the **Store : Invoice** form, for each item in the invoice, enter the following data:
 - a. From the **Category** list, select the item category.
 - b. From the **Item Name** or **UPC** lists, select the item by the item name or its UPC. You can add a new item, search it, or edit already selected item if needed. For details, see Managing Items while Creating Invoice.

If the **Full Item Bar Code** option is selected, you may search an item by entering its entire UPC code. If you need to search an item by entering its UPC code without leading 0s or without the final digit, clear the **Full Item Bar Code** option and make a search.

Result: The values in the following columns are uploaded automatically:

• VIN

(!)

- Units in Case
- Unit Cost
- Case Cost
- Unit Retail
- Case Retail
- (i)

If you enter a new unit cost or case cost in the invoice and accept the invoice, this information is updated in the **Item Setup** and **Price Management** forms for the item.

c. In the Case QTY field, enter how many cases you ordered.

Result: The values in the following columns are uploaded automatically:

- Total Cost
- Total Retail
- GPM
- d. To the right of the item line, click Enter.

Result: The **Invoice** form is updated in the following way:

- At the right bottom of the table, the values in the **Subtotal**, **Taxes**, **Total** fields are updated.
- At the bottom of the table, the **Other Charges** section is displayed.

Select by: Name UPC VIN PLU										
Category	Item Na	me	Case QTY	Unit Size	Total	Cost	Total	Retail	GPM	
	UPC	VIN	Units in Case	Size	Unit Cost	Case Cost	Unit Retail	Case Retail		
5	Marlboro 72 Blue B1G1		2		60.1111		0.00			
	280019384	0	10		3.0056	30.0556	0.00	0.00		
05 Ciragettes 💌	Marlboro 72			each	0.00		0.00			
🛛 💫 🧩	280019388 💌	0	10		3.0056	30.0556	0.00	0.00	Enter Delete	
Unancional Dail Oc										
There are no any suit	ts table paidouts for current d	ay and method of p	ayment	Subtotal	60.11		0.00			
Check Paidout >	>>			Taxes						
				Total	60.11		0.00			

- e. (Optional) In the Taxes field, enter or edit the taxes.
- 6. (Optional) In the **Other Charges** section, enter other charges information. For details, see Working with Other Charges Section.
- 7. When your invoice is completed, at the top of the **Invoice** form, clear the **Incomplete** check box.
- At bottom of the Invoice form, click Accept. When the invoice is accepted, you cannot select the Incomplete check box anymore.
- 9. Click Complete Invoice.

Result: The A/P Transaction and inventory movement operations are executed. For more details, see Accounts Payable and Inventory.

(i) You can also accept your invoice in the Pending Invoices report. To open this report from the Store Invoice form, go to **Related Links** > **Pending Invoices**. For details, see Pending Invoices.

Working with Other Charges Section

In the **Other Charges** section, you can enter information about the indirect merchandize charges or some other store related charges you want to go separately in your accounting system.

To enter the expense to the **Other Charges** section:

- 1. Click Add New.
- 2. Populate the following information or use the one from the previous entries in the list of suggestions:
 - **Charges**: Description of payment
 - **QTY**: Amount of product or service the charge applies to
 - o Rate: Product or service rate
 - **Amount**: Total sum payable for the product or service. This is calculated automatically: *Amount* = *Quantity* * *Rate*

Managing Items while Creating the Invoice

You can perform the following operation with the items during the process of a new invoice creation.

ADDING A NEW ITEM WHILE CREATING INVOICE

In case there are no items in the list of available items in the **Invoice** form, you can add a new item.

To add a new item:

1. Below the Category list, click the Setup new account item icon.

Select by: Name 		J							
Category	Item Name		Case QTY	Unit Size	Total	Cost	Total Retail		GPM
	UPC	VIN	Units in Case	Size	Unit Cost	Case Cost	Unit Retail	Case Retail	
5	Marlboro 72 Blue B1G1		2		60.1111		0.00		
	280019384	0	10		3.0056	30.0556	0.00	0.00	
05 Ciragettes 🔽	Marlboro 72	×	•	each	0.00		0.00		
🕞 🔍 🖑	280019388	0	10		3.0056	30.0556	0.00	0.00	Enter Delete
_									

Result: The item setup form opens in a new window.

2. Enter the item settings and add it to the Price Book. For details, see Items Setup.

SEARCHING FOR AN ITEM

In case the item you want to add to the invoice exists in the Price Book but is not assigned to the vendor, you can search this item in the Price Book.

To search for an item:



1. Below the Category list, click the Advanced search icon.

Select by: Name 		J							
Category	Item Na	ne	Case QTY	Unit Size	Total	Cost	Total	Retail	GPM
	UPC	VIN	Units in Case	Size	Unit Cost	Case Cost	Unit Retail	Case Retail	
5	Marlboro 72 Blue B1G1		2		60.1111		0.00		
	280019384	0	10		3.0056	30.0556	0.00	0.00	
05 Ciragettes 🔽	Marlboro 72	~		each	0.00		0.00		
🕞 🔍 🖑	280019388	0	10		3.0056	30.0556	0.00	0.00	Enter Delete

Result: The Items list opens in a new window.

- 2. In the **Items** list, search for the item you need. For details on how to search for items, see Operational Panel (Find and Replace Tool).
- 3. Select found items and then click the **Add selected items to invoice** button.

Items			
» Find	Field: Description	▼ Equal ▼ 1	T
» Replace			
» Sort By			
» Subtotal			
» Fields To Show			
Select/Deselect All Active	e Items Only 🗎 Items Not for Sale		Items Per Page 🔝 🔻
Add selected items to invoi	ice		

After the item is found and added to the invoice, it will be available for this vendor for all future invoices.

EDITING ITEM WHILE CREATING INVOICE

In case the item added to the invoice has no retail or you need to edit other items properties:

1. Below the Category list, click the Edit item icon.

Select by: Name UPC VIN PLU											
Category	Item Na	me	Case QTY	Unit Size	Total	Cost	Total	Retail	GPM		
	UPC	VIN	Units in Case	Size	Unit Cost	Case Cost	Unit Retail	Case Retail			
5	Marlboro 72 Blue B1G1		2		60.1111		0.00				
	280019384	0	10		3.0056	30.0556	0.00	0.00			
05 Ciragettes 🔽	Marlboro 72	~		each	0.00		0.00				
🔁 🔍 🐝	280019388	0 🔽	10		3.0056	30.0556	0.00	0.00	Enter Delete		

Result: The item editing form opens in a new window.

2. Edit the item settings as required. For details, see Items Setup.

Deleting Invoices

You can delete an invoice from CStoreOffice® using the Invoices report.

To delete a store invoice:

- 1. In CStoreOffice [®], go to **Reports** > **Store**.
- 2. To the left of the reports list, select the location you need.

@ S	tation :: Cochran	by Division By Company		FUEL	> S1	TORE	ACCO	DUNTING	PAYRO	LL V	H.R.	~	PB	V	LOTTERY
AC	COUNT		Sal	es											Report ID
- P	Pittsburgh		٠	6 Weeks Sa	ales Ar	nalysis									9630
	Cochran Sales 11/12 Purch. 12/12		٠	Buydowns											9275
	Highland Sales 11/10 Purch. 11/10		٠	Cash Regist	ter Joi	urnal									11878
	Banksville Sales 11/11 Purch. 12/11		٠	Category Sa	ales										9301
	 Interboro Sales 11/11 Purch. 11/11 		٠	Consolidate	ed Tax	Sales									3182
	Frankstown Sunoco Sales 11/10 Purch. 11/10		•	Custom Inco	ome It	tem Sales									9326

3. In the Store reports list, under Merchandise, select Invoices.

Result: The **Invoice** report opens for the selected location.

4. In the **Invoice** report, select the invoice you want to delete.

Saved Filter	rs	~										
Current Mor	nth V From: 12	2/01/18	E To: 12/31	/18 🛛	Subtota	l by: By	/ Vendors	✓ Adva	anced >			
Totals Only	y											
Refresh	Print Version	Conve	rt to Excel	Conv	ert To Pd	f⊢⊦	lelp F	eedback				
Cochran	:Invoice:Rep	ort 🏠										
DUNS #:0363 Invoices: 16	3-2270-05											
Vendor Name	Invoice #	Purchase Order	Invoice Date	Shift	Cost	Тах	Other Charges	Total Cost	Retail	Invoice Type	Method Of Payment	Comments
					AE	BC						
ABC	1543940682		12/03/2018 Mon 00:00:00	1	\$788.00	\$0.00		\$788.00	\$987.00	Manual	Cash	
АВС	1543937558		12/03/2018 Mon 00:00:00	1	\$123.00	\$0.00		\$123.00	\$123.00	Manual	Cash	
ABC	1543937557		12/03/2018 Mon 00:00:00	1	\$788.00	\$0.00		\$788.00	\$987.00	Manual	Cash	

Result: The Invoice form opens.



5. In the Invoice form, click Append to Pending Invoices.

Saved Filters	~				
Current Month V From: 1	2/01/18 📑 To: 12/31	/18 Subtotal by:	By Vendors	Advanced >	
Totals Only					
Refresh Print Version	Convert to Excel	Help Feedback	Back	Append To Pending In	nvoices
Invoice History Downle	oad				
Cochran:Invoice:Rep	oort ☆				
DUNS #:0363-2270-05					
Invoice Type: Vendor: Date: Shift: Invoice ID: Purchase Order: Other Charges: Total: Created By: Creation Date: Accepted By: Accepted Date:	Manual A B C 12/03/2018 Mon 00:00:0 1 1543937558 \$0.00 \$123.00 Operator #35085 12/04/2018 Tue Jane Watson 12/04/18 Tue 10:35:11	10			
Quantity	Cat NO	Category Description		Cost	Retail
	6 Juices	[L00 Qwickserv	\$123.00	\$123.00

Result: The following transactions are executed in CStoreOffice®:

- o The invoice status is changed to Pending.
- o The Invoice report opens for the selected location.

Non-Itemized Invoice Entry

In the **Non-Itemized Invoice Entry** form, you can enter information about store purchases at the category level. You need to specify information about categories of items received by the invoice without any further details. With this method, you add only minimal information about store purchases to the inventory and can see the cost, retail and GPM for all invoices entered on this day and shift.

To enter information about store purchases at the category level:

- 1. Go to Inventory > Counts.
- 2. In the left menu, select Non-Itemized Invoice Entry.
- 3. In the Week and Shift fields, select the necessary date and shift.
- 4. For each category of received items, do the following:
 - a. From the **Vendor** list, select the vendor from whom purchases were received.
 - b. From the **Category** list, select the necessary category.
 - c. In the **Total Cost** field, enter the total cost of the invoice (if all received items belong to the same category) or the category cost from the invoice.

- d. In the **Total Retail** field, enter the total retail of the invoice (if all received items belong to the same category) or the category retail from the invoice.
- e. From the Method of Payment list, select the necessary method of payment.

Result: The GPM value is calculated automatically and displayed in the **GPM** field.

- f. To the right to the category row, click enter.
- 7. Repeat steps a-f for all categories of received items.
- 8. At the top left of the form, click **Save**.

Data Entry	Coch	nran : S	tore : No	on-Item	ized In	voice Ent	ry					Save
Manual Invoice Entry	Week:	40 2019 C	ctober 🛄	Sun Mor 6 7	n <mark>Tue Wed</mark> 8 9	Thu Fri Sat 10 11 12	Shift: Day					
Non-Itemized Invoice Entry												
	Date	Vendor			Categ	gory Total Cost	Total Retail	Method of Paymer	nt	GPM, %	Profit	
Related Links	10/06/1	9 💷 3 KING	#		- 01 0	185.00	200	Cash		7.5	15	-
Related Links									Invoice	enter	revert	lelete
Set Up a New Vendor												
Upload an Invoice												
Accept Pending Invoices												
View Accepted Invoices												
View Item Purchases History												
	•											×
	Invoice 7	Fetala	2 KING									
	IIIVOICE I	Cost	Retail	GPM	Profit	Paid by Cash						
	Today											
	MTD	-264.53	-279.29	5.28%	-14.76	-251.00						

To view information about store purchases, in the left menu, under **Related Links**, click **View Item Purchases History**. In the displayed report, select the dates for which you want to see purchases and click **Refresh**.

Counts

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The **Counts** module in CStoreOffice[®] is designed to let you keep track of your inventory. With this module, you can conduct inventory counts that help maintain inventory accuracy, understand your inventory movements and identify discrepancies faster.

In CStoreOffice[®], inventory can be conducted by one or a combination of the following methods:

- Track item movement
- Itemized inventory
- Non-itemized inventory

(i)

One of the examples of combining methods is when the user does physical inventories by item every two months and performs itemized inventory every night or three times a week for the most valuable and vulnerable items.

Track Item Movement

To reconcile only selected, high-risk items, CStoreOffice® offers the **Track Item Movement** option. This option works independently from any and all other inventory controls.

For more information, see Track Item Movement.

Itemized Inventory (Cycle Counts)

Itemized inventory (cycle counts) are full or partial counts of inventory items done by store employees using a handheld device (HHD) or manually using a cycle count ticket as often as required by company regulations and/or the CStoreOffice®.

For more information, see Itemized Inventory.

Non-Itemized Inventory

Often the operator must perform non-itemized inventory of all merchandise available for sale at its retail value. Depending on the method in use to track inventory, non-itemized inventory must be done at the item level or by category. It is recommended that all operators have this inventory performed frequently as the management control. The operator may choose an independent service qualified in the performance of retail store inventories or do physical inventory with his or her own employees. However, and independent service is recommended.

For more information, see Non-Itemized Inventory.

Track Item Movement

The **Track Item Movement** form allows you to keep the account of sales and purchases of goods. You can use this form to reconcile only selected, high-risk items such as cigarettes. This option works independently from any and all other inventory controls.

CStoreOffice[®]

Counts	Cochra	n : Inventory : Track Item Movement					Save	Print
Track Item Movement	Week: 40	Sun Mon Tue Wed Thu Fri Sat 2019 October 60 29 30 1 2 3 4 5	Shift: Day	,				
Itemized Inventory								
Non-Itemized Inventory	E Full invent	lory						
	Date	Item Name	Beginning Count	Sales	Purchases	Ending Count	Physical Count	Short/ Over
		Category, Tax, Group Type	Unit Cost	Unit Retail	By Store/ Quantity	Write-Offs		
	10/03/19	.50c off Camel Trksh Bind	-1			-1		
Related Links		(1;Non Tax;Promo Group)	0.000	9.00		0	edit	revert delete
	10/03/19	Camel .75 off (only FILTER & BLUE)	2			2		
Set Up This Tracker		(1;Non Tax;Promo Group)	0.000	5.80	Quantity	0		
	10/03/19	CAMEL CORE	-52			-52		
View Item Movement History		(1;Non Tax;Promo Group)	0.000	7.90	Quantity	0		
	10/03/19	Camel Crush	-15			-15		
		(1;Non Tax;Promo Group)	0.000	7.90	Quantity	0		
	10/03/19	Camel Turkish Blnd	29			29		
		(1;Non Tax;Promo Group)	0.000	3.94	Quantity	0		
	10/03/19	Camel Turkish Bind OLD	10			10		
	Tax	Non Tax						
<	Sales:							

To track items with the **Track Item Movement** form, you should perform the following activities:

- 1. Set up item groups to be processed.
- 2. Enter the items data.

Setting Up Item Groups to Be Processed

At this step, you specify what groups of items you want to be counted. It is recommended that you track items by price groups. However, you can also track items by category or item tag.

To set up a category, price or promo group or item tags whose items are to be counted:

- 1. In CStoreOffice [®], go to **Inventory** > **Counts**.
- 2. In the left menu, select Track Item Movement.
- 3. In the left menu, under the Related Links section, select Set Up This Tracker.
- 4. In the **Categories**, **Price Groups**, **Promo Groups** or item tags sections, select the necessary category, price or promo group or item tags and click **Add**. For information on item tags setup, see Item Tags.
- 5. At the bottom of the form, click the **Save** button.





Result: The selected category, group or item tags are added to the Track Item Movement form.

Entering Items Data

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Before items counting are entered, make sure shift reports for the necessary day and all invoices with items have been accepted.

To enter items data in the Track Item Movement form:

- Select the Full Inventory option, if you need the Short/Over value to be calculated for all rows in the table including the rows with the "0" value in the Physical Count field.
 - In case the Full Inventory option is not selected:
 The Short/Over value is calculated only for the rows where the Physical Count value is more than "0".
 The Non-Itemized Adjustments and Total Short/Over values are not calculated in the Item Shortage report. For details, see Item Shortage Report.
- 2. In the date fields, change the date if necessary. The date should be changed only if a line is entered for a date, not selected in the calendar.
- 3. In the table, select a category, group or item tag to count. The **Track Item Movement** form provides the following information for each category, group or item tag:

- o Item Name: Name of the item or group
- **Category, Tax, Group Type**: Name of the category or group type with information whether this category or group is taxable or not
- o Beginning Count: Inventory as of the beginning of the day
- o Unit Cost: Price per the item unit (if set)
- o Sales: Information about item sales
- o Unit Retail: Selling price per unit
- **Purchases**: Purchases by store/quantity
- Items can be counted by retail or by quantity. Enter monetary sums (by store) or the quantity of units (quantity) in the Sales, Purchases and other fields.
- 5. To change the account keeping method, in the **By Store/Quantity** field, select or clear the check box. You can change the accounting method while you are entering item data. The system does not flounder because of it. You can pass from one method to another one and get back.
- 6. Once item data is entered, at the top right of the form, click Save.

Result: The **Short/Over** amount appears for each group separately. This short/over amount represents the shift that was last counted.

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To include into the **Short/Over** amount all rows in the table including the rows with the with the "0" value in the **Physical Count** field, select the Full inventory option at the top left of the table.

Cochra	n : Inventory : Track Item Movement	t				Save	Print	
Week: 40	Sum Mon Tue Wed Thu Fri Sat 2019 October Image: Second s	Shift: Da	у					
Date	Item Name	Beginning	Sales	Purchases	Ending Count	Physical Count	Short/ Over	
	Category, Tax, Group Type	Unit Cost	Unit Retail	By Store/ Quantity	Write-Offs			
10/04/19	.50c off Camel Trksh Bind	 -1 			-1	10		^
	(1;Non Tax;Promo Group)	0.000	9.00		0	enter	revert delete	
10/04/19	Camel .75 off (only FILTER & BLUE)	2			2			-
	(1;Non Tax;Promo Group)	0.000	5.80	Quantity	0			
10/04/19	CAMEL CORE	-52			-52			
	(1;Non Tax;Promo Group)	0.000	7.90	Quantity	0			
10/04/19	Camel Crush	-15			-15			
	(1;Non Tax;Promo Group)	0.000	7.90	Quantity	0			
10/04/19	Camel Turkish Blnd	29			29			
	(1;Non Tax;Promo Group)	0.000	3.94	Quantity	0			
10/04/19	Camel Turkish Blnd OLD	10			10			•
Tax	New Tex							
lax	NOU IAX							
Sales:								

You can print information about track item movement. To do this, at the top right of the form, click **Print**.

CStoreOffice[®]

If there are even small shortages but more than two times in a row, you must take immediate actions:

- Start counting items every shift.
- Watch security cameras to find out if employees are not ringing them up or doing voids.
- Call the supervisor.

Track item movement

This video presents the information on tracking item movement. Watch Video

Itemized Inventory

In CStoreOffice[®], you can conduct regular manual inventory of selected categories using the **Itemized Inventory** form. CStoreOffice[®] allows you to create and print cycle count tickets in order to conduct physical inventory. 'Cycle Count' refers to the process of regularly scheduled inventory counts (usually daily) that 'cycle' through your inventory.

The management should determine how often certain items/locations are counted. According to the schedule set by the management, the system will create inventory count tickets, specifying items in different categories that must be counted on the selected shift.

(i)

It is recommended that you process all pending invoices and price changes before performing itemized inventory.

To open the Itemized Inventory form:

- 1. Go to Inventory > Counts.
- 2. In the left menu, select Itemized Inventory.

Counts	Cochran : Item	ized Inventory			Conduct Inventory Count by 3rd Part						
Track Item Movement	Pending Cycle Cou	Pending Cycle Count Tickets ①									
Itemized Inventory	Created in C-Store Office										
Non-Itemized Inventory	#	Date and Time	Created By	Items							
	243761	10/02/2019 05:48:54	John Smith	140							
Related Links	Uploaded from Handheld	d Device or File									
View Current Inventory	#	Date and Time	Created By	Items							
View Inventory Shortages	51142	08/05/2013 09:21:26		1,416							
Accepted Handheld Tickets	51145	08/05/2013 09:31:47		1,416							
3rd Party Upload History \sim	Exceptions ⑦										
<	Missing Invoices (43)										

You can perform the following operations:

- Conduct itemized inventory
- Manage processed cycle count tickets
- Check on hand quantities after inventory

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Before you start working with inventory in CStoreOffice ®, you may want to go through a preparation check list. For details, see Item Level Inventory Preparation Check-List.

Item Level Inventory Preparation Checklist

This section is designed as a preparation guide for item level inventory. It is broken down into the following sections:

- Before Inventory Requirements for CStoreOffice®
- Best Practices for Operational Set Up
- During Inventory
- After Inventory
- Researching Inventory

Before Inventory Requirements for CStoreOffice®

CStoreOffice® Requirements	Yes	No
Are scannings occurring at a rate of > 99%? Are PLUs set up in CStoreOffice [®] to account for items without UPCs?		
Are all invoices accepted properly?		
Are managers trained to look for errors before accepting invoices, such as checking GPMs on the invoice?		
Are shippers dealt with properly on invoices (that is, shippers' UPCs deleted, and line items of products inside shipper added)?		
Are parent-child relationships set up in CStoreOffice®?		
Do all items have correct departments and categories set up in CStoreOffice®?		
Are Ingredient Method of Accounting Departments set up correctly in CStoreOffice®?		
Are all invoices entered by line item?		
Are all unit in case sizes correct in CStoreOffice®?		
Are merchandise transfers between stores added by individual UPC?		
Is spoilage entered daily into CStoreOffice®?		
Have all pending price change tickets been processed?		
Are all price changes recorded through price change tickets, then counted by the man- ager and updated in the system (this option is disabled in the system by default and needs to be enabled)?		

Are managers following up on outstanding credits from vendors?	
Has/Have youthe handheld(s) been synced your handheld to load the most current	
prices and Price Book before starting the count?	

Best Practices for Operational Set Up

CStoreOffice® Requirements	Yes	No
Has inventory been planned for the day of the week when inventory is the lowest? This is usually the day before main grocery suppliers deliver.		
Has an outside company been hired to do at least an initial item inventory (if not, for all inventories)? The first item level inventory count is to get a "starting point."		
Has the inventory process been discussed in advance with the counters (ways to count, what to count first and last, etc.)?		
Have "count cards" been prepared to place in areas that are to be counted? Index cards work great.		
Is there a diagram of the store layout so that areas are counted the same way each time?		
Are displays built keeping like products together (such as 12 packs of Coca-Cola, 12 packs of Diet Coke, and so on, in separate rows and not mixed throughout)?		
Is the backroom, cooler, backstock, and other areas of the store organized and cleaned with UPCs facing toward the counter?		
Are dump bins separated using cardboard inserts to keep like products in one area of the bin for easier counting?		
Are cashiers trained to ring items by individual UPC (that is, three Gatorade flavors need to be rung up as three separate UPCs, not scanned as one for all three)?		
Are returns on the register done correctly, by refunding the item, then ringing in the new item (if a Marlboro pack is scanned, but the customer wants Marlboro Lights, a refund should be done and re-rung correctly)?		

During Inventory

CStoreOffice® Requirements	Yes	No
Close shift right before the count is started.		
Count sections at a time, then place a count card in that area to remind employees that area was counted.		
Sync handheld after each section is counted (in case the battery dies or another prob- lem arises during count).		
Don't move inventory around or stock shelves during the count.		
Close the shift when the inventory count is complete.		

After Inventory

CStoreOffice® Requirements	Yes	No
Print out the Items Missed Report.		
The supervisor, manager and counters should all review inventory discrepancies		
together and sign off before inventory is processed.		
Process the count as Full Inventory in CStoreOffice®.		

Researching Inventory

CStoreOffice® Requirements	Yes	No
Find errors.		
Research errors.		
Identify cause of error.		
Eliminate cause of error.		
Retrain staff to avoid future errors.		
Correct Parent-Child Relationship Errors.		
Correct pack size errors.		
Correct department and category errors (if items are moved from one department to		
another, make sure the category is also moved or it will create non-itemized adjust-		
ments).		



Conducting Itemized Inventory

In CStoreOffice[®], you can conduct itemized inventory in two ways:

- By generating cycle count tickets
- Using a 3rd party service

(i)

It is strongly recommended that you process all pending price change tickets, invoices and shift reports before conducting itemized inventory.

Generating Cycle Count Tickets

CStoreOffice ® gives you an ability to work with two types of tickets:

- **Cycle count ticket**: This type of tickets is generated by the user's request and doesn't show the user how many items must be on hand at the time of the count.
- **Audit tickets**: This type of tickets is generated by the user's request and indicates the quantity of items that must be on hand at the time ticket is generated.

Depending on the ticket parameters, a cycle count ticket can be created using one of the following methods:

- By Item Tags
- By Vendor
- Ingredient Method of Accounting

Itemized inventory

This video will guide you through the steps that are required to perform itemized inventory. Watch Video

To generate a cycle count ticket:

- 1. In CStoreOffice ®, go to Inventory > Counts.
- 2. In the left menu, select Itemized Inventory.



3. At the top right of the Itemized Inventory form, click Conduct Inventory.

Coc	Cochran : Itemized Inventory					
Per	iding Cycle Coun	t Tickets ⑦				
Create	ed in C-Store Office					
	#	Date and Time	Created By	Items		
	243761	10/02/2019 05:48:54	John Smith	140		
Uploaded from Handheld Device or File						
	#	Date and Time	Created By	Items		
	51142	08/05/2013 09:21:26		1,416		
	51145	08/05/2013 09:31:47		1,416		
Exce	eptions ⑦					
Missin	<u>g Invoices (43)</u>					

- 4. From the Choose ticket type list, select the method to be used for the ticket:
 - By Item Tags: Select this method if you want to conduct inventory by item tags. In the Found Items list, select check boxes next to the necessary item tags.
 - By Vendor: Select this method if you want to conduct inventory by vendors. From the Choose
 Vendor list to the right, select the necessary vendor.
 - Ingredient Method of Accounting: Select this method if you want to conduct inventory for items included in categories and departments that were set up with the ingredient method of accounting option. In the Found Items list, select check boxes next to the necessary categories.
- 5. Select the **Show on hand item quantity on the ticket** check box to generate an audit ticket. In this case, the item quantity will be displayed in the ticket.
 - (i) If you enable the **Show on hands quantity on the ticket** option, you cannot specify the inventory date and time in the ticket settings. The date and time will be set up automatically by CStoreOffice ®.
- (For By Vendor tickets) Select the **All vendor items** check box if you want to display all items for the vendor.
- (For Ingredient Method of Accounting tickets) Select the Include parent items in cycle count ticket check box if you want to include parent items to the ticket.

8. At the top right of the form, click Generate.

Cochran : It	emized Inventory : New Ticket	Generate						
Choose ticket type	Choose ticket type							
By Item Tags	By Item Tags 🛛 👻							
Show on hand item quantity on the ticket								
Found Items								
Expand all	Collapse all							
Item Ta								
🗖 🗹 🛛 Categor	у							
🔽 Ciga	rettes							
🔽 Toba	cco							
Dairy	,							
🗌 Ice C	ream							
Groc	eries							
🗌 Juice	25							

- 9. Print the ticket.
- 10. Do the count and mark the item quantity on the paper ticket. The shift must be changed before count is started and right after the count is finished.
- 11. To enter the quantity into the system, in CStoreOffice ®, go to Inventory > Counts.
- 12. In the left menu, select Itemized Inventory.
- In the Pending Cycle Count Tickets section, in the Created in CStoreOffice® list, click the necessary ticket.

Coc	hran : Itemize	Conduct Inventory	Count by 3rd Party				
Pending Cycle Count Tickets ①							
Create	d in C-Store Office						
	#	Date and Time	Created By	Items			
	243761	10/02/2019 05:48:54	John Smith	172			
	243762	10/03/2019 05:13:58	John Smith	1,317			
Upload	led from Handheld Dev	ice or File					
	#	Date and Time	Created By	Items			
Exce	eptions ⑦						

- 14. In empty **Physical Inventory** fields, enter the item quantity.
- 15. (For cycle count tickets) In the **Date** and **Time of Inventory** fields, specify the date and time of the cycle count.
- 16. At the top left of the form, select or clear the **Full** check box to identify the inventory as full or partial.
- At the top right of the form, click **Process**. To save the ticket for later processing, click **Save for** later.



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Cochran : Itemized Inventory : Pending Tickets									
Invento	ory Ticket	t: #24376	2) I	6	Save fo	r later Process	
Date: 09/20/19									
Shift: 1	Shift: 1								
🗌 Full Ir	nventory	Add CRV							
Add Item									
Cat#	Price Group	Promo Group	UPC	Item Description	Size	Physical Inventory	Inventory Time	On Hand	
01 Ciga	01/Cigarettes 00:00								
	Non Def	ined							
		Non Defin	ned						
1	0	0	4545	PALL MALL RED 100 BX	PACK	0.0000	00:00		
1	0	0	866000004	ZIG ZAG KUTCOMERS	N/A	40.0000	00:00	(10)	
1	0	0	1100000290	EAGLE 20 KS ORANGE BOX	N/A	56.0000	00:00		
1	0	0	1230020998	CIMARRON FF-KING	PACK	0.0000	00:00		
1	0	0	1230021055		PACK	0.0000	00:00		

For more details on how to check the inventory results and manage the processed tickets, see Managing Processed Cycle Count Tickets.

The **Related Links** section contains links to helpful reports on the inventory audit. The list of links may differ depending on the role and permissions granted to the user working with CStoreOffice®.

Conducting Inventory using a 3rd Party Service

You can conduct physical inventory using a third party service and then upload this data to CStoreOffice[®]. For example, a store employee can do Gondola #1 or a walk-in cooler only and then upload this file as a partial count to CStoreOffice[®]. As a result, only the quantity of counted items will be adjusted in the system. Of course, that may be done by groups of items such as cigarettes, cigars or other groups.

RULES FOR PHYSICAL INVENTORY USING A 3RD PARTY SERVICE

For conducting a physical inventory using a 3rd party service, use the following preparation and general rules:

- The store scanning rate must be above 98% for accurate inventory results.
- If there are non-posted credits, notify a supervisor ahead of time.
- Prepare book inventory: Make sure all merchandise invoices are accepted, check price changes, and buydowns. Check categories with sales posted to merchandise additions (Ingredient Method of Accounting such as hot drinks, cold drinks, food service etc.). Make sure all sales are properly

posted.

- Process all pending price change tickets.
- Try to avoid having physical inventory on the same day as a main wholesaler delivery. Schedule a physical inventory the day before when the store inventory will be at minimum.
- It is recommended to mark all shelves, racks, and other places in the store with the permanent code for quick reference in a physical inventory report. For example, *first door in a walking cooler WD1, cash register counter CR1, back room cigarette storage BR1* and so on.
- Inventory will be adjusted in the middle of the shift in which the physical inventory took place. All merchandise delivered after the beginning of that shift must NOT be counted by auditor(s) and segregated from other store inventory.
- All merchandise must be easily accessible and stored in proper places.
- The manager should be present in the store during the physical inventory process.
- Make sure auditor(s) count ALL store merchandise including outside merchandise (such as propane, salt etc.), merchandise in the shed, phone cards, and gift cards.
- The auditor must be aware of each item category assignment.

CONDUCTING PHYSICAL INVENTORY USING A 3RD PARTY SERVICE

To conduct a physical inventory using a 3rd party service:

- 1. In CStoreOffice ®, go to Inventory > Counts.
- 2. In the left menu, select Itemized Inventory.
- 3. At the top right of the form, click **Count by 3rd Party**.

Coc	hran : Item	Conduct Inventory Count					
Pending Cycle Count Tickets ①							
Creat	ed in C-Store Offic	e					
	#	Date and Time	Created By	Items			
	243762	10/03/2019 05:13:58	John Smith	1,317			
Uploa	ıded from Handhel	d Device or File					



4. In the right pane, click **Download file** and select the necessary HHD model.



- To see the structure of the file for your handheld model, go to HHD Files Structure.
- If you have issues with downloading the inventory file, we recommend you to use the Internet Explorer browser. For details, see FAQs: Inventory.
- 5. Send the file to the inventory company so it can be downloaded to the device.
- 6. Print the list of items with system UPCs and barcodes. These items do not have UPCs printed on them so barcodes from the list will be scanned.
- 7. Do a shift change at the cash register right before the inventory starts.
- 8. Count items with the HHD.

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- 9. Upon completing inventory, do a shift change again.
- 10. Download the file from the HHD.
- 11. In CStoreOffice[®], go to Inventory > Counts.
- 12. In the left menu, select Itemized Inventory.
- 13. At the top right of the form, click **Count by 3rd Party**.
- 14. In the right pane, click **Upload file** and select the necessary HHD model. Then browse to the file from the HHD.



INVE	ITORY PRICE E	300K CUSTOMERS VEN	DORS TRANSACTIONS F	Store Inventory Conducted 3rd Party Company	d by a
Cocl	nran : Itemiz	ed Inventory			
				STEP 1	
Pen	ling Cycle Count	Tickets ⑦		Download the price book of this account in the format your 3rd party auditor has requested.	he file
Create	l in C-Store Office			Download file	~
	#	Date and Time	Created By	Items	
	243762	10/03/2019 05:13:58	John Smith	1,317 STEP 2	
Upload	ed from Handheld De	evice or File		Once the 3rd party auditor has completed an of the store, they will provide a file with the n	n inventory esults to
	#	Date and Time	Created By	Items	
				Upload File	~
Exce	ptions 0			DC5 Inventory Scanner	
				Scan Shark Inventory Scanner	
				Washington Inventory Scanner	
				CSO Inventory File Format	
				Upload Price Book from DC5	
				Upload Price Book from Shark	



To see the structure of the file for your handheld model, go to HHD Files Structure.

- 15. Click **Browse** and browse to the location of the file with Report 19. In a similar manner, browse to the file with Report 3.
- 16. Click **Upload file** and wait for the message: *File processing is done*.

Result: The processed file is displayed in the Uploaded from Handheld Device or File section.

17. In the **Uploaded from Handheld Device or File** section, click the necessary inventory file.

Result: A cycle count ticket is opened in a new window.



Files must be processed in the same sequence in which they were created.

18. At the top left of the form, select or clear the **Full** check box to identify the inventory as full or partial.

19. At the top right of the form, click Process.

Cochran : Itemized Inventory : Pending Tickets									
Inventor	y Ticket: a	#82947			Ĩ	×	8	Ċ Sa	we for later Process
Date:			Ë						
Time of Inv	Time of Inventory: From: 00:00 To: 00:00 06/14/04 Shift #1 from 11/30/-1 00:00 to 06/14/04 07:23								
Full Inv	Full Inventory Add CRV								
Hada	Price	Promo						Physical	
Cat#	Group	Group	UPC	Item Description	Size			Inventory	Inventory Time
03 Dairy									00:00
	<u>Non Defin</u>	ed							
		Non Define	<u>ed</u>						
3	0	0	7158000210	Half&Half LONG LIFE 1QT		1 QT		0.0000	00:00
3	0	0	7158000211	Half&Half 1 pint		1 PT		0.0000	00:00
34 EGGS									
3	0	344	7743855503	GRD A LG EGGS		1 DOZEN		0.0000	00:00

HHD FILES STRUCTURE

Depending on the HHD model, the downloaded and uploaded handheld files should have the following structure:

- RGIS Inventory
- CStoreOffice
 Inventory
- Scan Shark Inventory

RGIS Inventory

The RGIS Inventory file should have the following structure or file headers:

Department ID	Name	Size	Cost	Retail	Book Inven ory	t- SKU Code

CStoreOffice® Inventory File Format

The CStoreOffice® Inventory file should have the following structure or file headers:

Department ID	Name	Size	Cost Reta		Book Inven ory	t- SKU Code

Scan Shark Inventory

The Scan Shark Inventory file should have the following structure or file headers:

UPC-A (SKU Code)	Name	Cost	Retail	Book Invent-	Category ID	Department
				ory		ID

VIEWING THE HISTORY OF PROCESSED TICKETS

The history of processed files from a 3rd party services is available in a special report.

To open the report:

- 1. From CStoreOffice [®] home page, go to **Inventory** > **Counts**.
- 2. In the **Counts** menu, click Itemized Inventory.
- In the left menu of the Itemized Inventory form, under Related Links, select 3rd Party Upload History.
- 4. Depending on the HHD model you use, select one of the following options:
 - o DC 5 Upload History
 - o Scan Shark Upload History
 - **o CSO Inventory Upload History**
 - Washington Upload History

Counts	Coc	hran : Itemiz	ed Inventory							
Track Item Movement	Pen	dina Cycle Count	t Tickets ⑦							
Itemized Inventory	,									
Non-Itemized Inventory	Create	d in C-Store Office								
		#	Date and Time							
		205242	04/26/2018 16:18:23							
Related Links		221839	10/03/2018 09:09:03							
View Current Inventory		237885	03/06/2019 08:58:34							
View Inventory Shortages		256690	08/16/2019 12:40:45							
Accepted Handheld Tickets		264211	11/06/2019 01:32:53							
3rd Party Unload History		264213	11/06/2019 01:52:11							
Sid Faity opioad history		264214	11/07/2019 10:34:26							
DC 5 Upload History		264217	11/07/2019 10:45:39							
Scan Shark Upload History		264218	11/07/2019 10:58:25							
CSO Inventory Upload		264219	11/07/2019 10:59:42							
Mashimter Unland it i		264220	11/07/2019 11:03:35							
washington Upload History		270114	11/25/2019 05:56:08							
		270118	12/05/2019 05:07:12							

Result: You can view the file processing history.

The report analyzes the received file and asks you to verify two generated schedules:

- Missing items (works only for full inventory)
- Missing invoices

You can verify items and invoices. You can also manually correct certain item quantities if necessary. After that, you should accept the inventory results, and CStoreOffice[®] will update the book inventory.

Managing Cycle Counts Tickets

In CStoreOffice ®, you can work with the following types of cycle count tickets:

- Pending tickets
- Processed tickets

Working with Pending Cycle Count Tickets

Pending cycle count tickets are the tickets that have been created or uploaded to CStoreOffice[®] but are not confirmed yet. To view the full list of pending tickets, go to **Inventory** > **Counts** > **Itemized Inventory**.

A pending ticket can belong to one of the following groups:

- Created in CStoreOffice®: These are tickets that you have created manually in CStoreOffice®.
- Uploaded from Handheld Device or File: These are tickets that been uploaded to CStoreOffice ® from an external source a file or handheld device.

Coc	hran : Itemize	d Inventory			Conduct Inventory	Count by 3rd Party
Pen	ding Cycle Count T	ïckets ⑦				
Create	d in C-Store Office					
	#	Date and Time	Created By	Items		
	205242	04/26/2018 17:18:23	Tegar Harrington	17		
	221839	10/03/2018 10:09:03	Eva St. Surin	96		
	237885	03/06/2019 09:58:34	Jonathan Dickinson	442		
Upload	led from Handheld Dev	ice or File				
	#	Date and Time	Created By	Items		
	259157	09/05/2019 06:07:48	CSO System	1		
	264179	10/22/2019 12:57:23	CSO System	1		

You can perform the following operations with pending cycle count tickets:

- Delete a ticket: Select the check box next to the ticket and at the top right of the tickets list, click **Delete**.
- Merge tickets: Select the check boxes next to two or more tickets you want to merge and at the top right of the tickets list, click **Merge**.

CStoreOffice[®]

 Move a ticket to another location: Select the check box next to the ticket and at the top right of the tickets list, click **Move**. In the displayed window, select the location to which you want to move the ticket.

Coc	hran : Itemize	d Inventory			Conduct Inventory Count by 3rd Party
Pen	ding Cycle Count T	ïckets ⑦			
Create	d in C-Store Office		[2 tickets selected	🖞 Delete 🔓 Merge 💠 Move
	#	Date and Time	Created By	Items	
×	205242	04/26/2018 17:18:23	Tegar Harrington	17	
×	221839	10/03/2018 10:09:03	Eva St. Surin	96	
	237885	03/06/2019 09:58:34	Jonathan Dickinson	442	
Upload	led from Handheld Dev	ice or File			
	#	Date and Time	Created By	Items	
	259157	09/05/2019 06:07:48	CSO System	1	
	264179	10/22/2019 12:57:23	CSO System	1	

Working with Processed Cycle Count Tickets

You can manage processed tickets and see the results of cycle counts and other inventories in the Item Shortage report.

The Item Shortage report allows you to see items inventory adjustments and tickets for the selected period.

Managing processed inventory tickets and cycle count tickets This training covers the process of managing processed inventory tickets and cycle count tickets. Watch Video

To open the Item Shortage report, do one of the following:

- Go to Inventory > Counts > Itemized Inventory and in the left menu, under Related Links, click
 View Inventory Shortages.
- Go to Reports > Store > Inventory > Shortages > Item Shortage.

Saved Filters		Y Save	Reset															
Processed Iten	ns 🖲 Ad	djusted Only	Investigation	View Pric	e Change Inve	stigation View												
Custom Date	From: 0	9/03/19 🔲 To:	10/31/19	Advanced <														
Filters			Common	Station Tags	Item Tags			Selected S	ubtotals:									
Subtotal by			Division			-	1	Ticket										
Stations Included			Company					Method of	Accounting									
Filter by Station T	ags		Area Mana	ger				1 Catego	ry -									
Filter by Item Tage	3		Location															
Sort by			Store Size			_												
			Brand - Ga	soline			١.											
			Brand - Sto	ore														
			Property typ	pe														
			Price Zone			-												
Cochran :: Ite Period: from 09/03/20 Filter by Station: 82 Subtotals: Ticket - M Sort by: Cat# - UPC Report date and time	em Shor 19 to 10/31/2 Cochran thod of Acco : 10/03/2019	tage Report 019 unting - 1 Category 05:44:05 AM EDT	☆															
▲ Cat# Price	Promo	- UPC	Item Des	scription		Size			Phys. Inv			Book Inv.			Short		Non Itemized	Total Short /
Group	Group							QTY	Cost, \$	Retail, \$	QTY	Cost, \$	Retail, \$	QTY	Cost, \$	Retail, \$	Adjustments	Over, \$
_					<u>82 Coc</u>	hran 09/20/19 I	Fri S	hift #1 Tick	et #243759	(10/02/19 06	<u>6:47)</u>	Undo	Recalcula	te				
					Invento	ry data were ch	ang	ed. It is rec	omended t	o recalculat	e the tic	ket.						
-Retail Method o	f Accountin	g									52	20.13	33.48	(52)	(20.13)	(33.48)		0.00
RMA 09 Flui	d Milk Prod	ucts									70	38.50	69.30	(70)	(38.50)	(69.30)		0.00
► RMA 12 Pac	kaged Ice C	ream/Novelties									(18)	(18.37)	(35.82)	18	18.37	35.82		0.00
Total 09/20/19 Fri	Shift #1 Ticl	ket #243759									52	20.13	33.48	(52)	(20.13)	(33.48)		

You can work with the report in the following manner:

- 1. At the top of the report form, select the view mode for the report:
 - o To show all items, select Processed Items.
 - To show the report results only by items quantity of which were adjusted because of ticket processing, select **Adjusted Only**.
 - To switch to the investigation view mode, click Investigation View.
 - o To show items whose prices were changed, click Price Change Investigation View.
- 2. Click Refresh.
- 3. To perform the advanced filtering, at the top of the form, click Advanced.
- To show report subtotals merchandise by category, expand the necessary category > expand the necessary subcategory.

82 Cochran 06/29/19 Sat Shift #1 Ticket #243718 (08/12/19 10:55 by Alexander Bitsman). Undo Recalculate																
-	Retail Methor	d of <i>i</i>	Account	ting			165			(313)	(832.62)	(3,226.45)	478	832.62	3,226.45	0.00
•	RMA 02 T	obac	:co							(311)	(832.01)	(3,205.35)	311	832.01	3,205.35	0.00
2	8	0	1134	E 866000001	ZIG ZAG PAPER WHITE	BOX	0	0.00	0.00	(2)	(2.93)	(21.10)	2	2.93	21.10	
2	8	0	1135	866000002	ZIG ZAG FRENCH ORANG	BOX	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	
2	8	0	431	866000007	ZIG ZAG PAPER KING SIZE FRE	EACH	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	
2	C)	0	866000015	ZIG ZAG CONES KS		0	0.00	0.00	11	0.00	116.05	(11)	0.00	(116.05)	
2	C)	0	866000018	ZIG ZAG CONES 1.25		0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	

• To see the detailed item data, in the **Short** column of the Item Shortage Report, click the cost or retail value of this item.

CStoreOffice[®]

	ITEM GROUPS RECONCILIATION	PHYSICA	L INVENTORY
UPC	866000001		
Name	ZIG ZAG PAPER WHITE		
Size	BOX		
Inventor	ry		
		Quantity	Amount
Last Physic	cal Inventory 06/21/19 Fri Shift #9		\$0.00
Purchases		0	\$0.00
Sales		2	\$4.68
Write-Offs		0	\$0.00
Price Chan	ge		(\$16.42)
Buydown			\$0.00
Book Inven	itory	(2)	(\$21.10)
Physical In	ventory 06/29/19 Sat Shift #1	0	
Short / Ove	r	2	\$21.10
I RELATE			
 Item M 	Movement Details		
- 10111			

• To see the details on the desired parameter sorted by dates, click the desired entry.

UPC	86600001		
Name	ZIG ZAG PAPER WHITE		
Size	BOX		
	/		
		Quantity	Amount
Last Physica	al Inventory 06/21/19 Fri Shift #9		\$0.00
Purchases		0	\$0.00
Sales		2	\$4.68
	(06/22/19 2	\$4.68
Write-Offs		0	\$0.00
Price Chang	e		(\$16.42)
Buydown			\$0.00
Book Invent	ory	(2)	(\$21.10)
Physical Inv	entory 06/20/19 Sat Shift #1		
Short / Over		2	\$21.10
RELATED	DINFORMATION		
 Item M 	ovement Details		

• To see the parameter details on the specific date, click the desired date entry.

IPC	86600001			
Namo				
	210 ZAO PAPEN WHITE			
Size	BOX			
Inventor	У			
			Quantity	Amount
Last Physic	al Inventory 06/21/19 Fri Shift #9			\$0.00
Purchases			0	\$0.00
Sales			2	\$4.68
		06/22/19	2	\$4.68
		Shift #1	2 🔇	\$4.68
Write-Offs			0	\$0.00
Price Chan	ge			(\$16.42)
Buydown				\$0.00
Book Inven	tory		(2)	(\$21.10)
Physical In	ventory 06/29/19 Sat Shift #1		0	
Short / Ove	r		2	\$21.10
RELATE	DINFORMATION			
 Item N 	lovement Details			

For more details on Item Shortage Report options, see Item Shortage Report.

Recalculating Inventory

Inventory results are calculated at a time of ticket (file) processing or at any other time when the user initiates recalculation by clicking the **Recalculate** button in the Item Shortage report. Results are saved but not recalculated automatically.

If you find that at the time of ticket processing not all information is added to entries (for example, purchases or sales, price changes or spoilage), you can obtain all the required information and recalculate the results.

To recalculate the particular ticket:

- 1. Open the Item Shortage report in one of the following ways:
 - Go to Inventory > Counts > Itemized Inventory and in the left menu, under Related Links, click View Inventory Shortages.
 - Go to Reports > Store > Inventory > Shortages > Item Shortage.
- 2. Find the necessary ticket in the report.
- 3. In the ticket title row, click **Recalculate**.

-	82 Cochran 06/29/19 Sat Shift #1 Ticket #243718 (08/12/19 10:55 by Alexander Bitsman). Undo Recalculate														
₩R	etail Method of	Accour	nting		165			(313)	(832.62)	(3,226.45)	478	832.62	3,226.45	0.00	
•	RMA 02 Toba	cco							(311)	(832.01)	(3,205.35)	311	832.01	3,205.35	0.00
2	80	1134	E 866000001	ZIG ZAG PAPER WHITE	BOX	0	0.00	0.00	(2)	(2.93)	(21.10)	2	2.93	21.10	
2	80	1135	E 866000002	ZIG ZAG FRENCH ORANG	BOX	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	
2	80	431	E 866000007	ZIG ZAG PAPER KING SIZE FRE	EACH	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	
2	0	0	866000015	ZIG ZAG CONES KS		0	0.00	0.00	11	0.00	116.05	(11)	0.00	(116.05)	
2	0	0	866000018	ZIG ZAG CONES 1.25		0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	

To cancel the ticket, in the ticket title row, click **Undo**. CStoreOffice[®] will send the ticket back to pending status.

•					82 Cochran 06/29/19 Sat	Shift #1 Ticket #2437	<u>'18 (08/12/19 1</u>	0:55 by Ale	exander B	itsman)	Undo	Recalcul	ate			
₩R	tetail Method o	f Accou	Inti	ng			165			(313)	(832.62)	(3,226.45)	478	832.62	3,226.45	0.00
•	RMA 02 Tob	acco								(311)	(832.01)	(3,205.35)	311	832.01	3,205.35	0.00
2	80	113	4	E 866000001	ZIG ZAG PAPER WHITE	BOX	0	0.00	0.00	(2)	(2.93)	(21.10)	2	2.93	21.10	
2	80	113	5	E 866000002	ZIG ZAG FRENCH ORANG	BOX	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	
2	80	43	1	E 866000007	ZIG ZAG PAPER KING SIZE FRE	EACH	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	
2	0	0		866000015	ZIG ZAG CONES KS		0	0.00	0.00	11	0.00	116.05	(11)	0.00	(116.05)	
2	0	0		866000018	ZIG ZAG CONES 1.25		0	0.00	0.00	0	0.00	0.00	0	0.00	0.00	

Processing Cycle Count Tickets for Spot Inventory Check

To process cycle count tickets for spot inventory check, you need to perform the following activities:

1. Create item tags

(i)

- 2. Generate a cycle count ticket by item tags
- 3. Check on hand quantities

Generating Cycle Count Tickets by Item Tags

It is strongly recommended that you process all pending price change tickets, invoices and shift reports before generating a cycle count ticket.

To generate a cycle count ticket by item tags:

- 1. In CStoreOffice[®], go to **Inventory** > **Counts**.
- 2. In the left menu, select **Itemized Inventory**.
- 3. At the top right of the **Itemized Inventory** form, click **Conduct Inventory**.

# Date and Time Created By Items 243761 10/02/2019 05:48:54 John Smith 140 Uploaded from Handheld Device or File # Date and Time Created By Items 1 141 140 141 141 141 141 141 141 141 141 1416 1416 1416 14	Coc	hran : Iter	nized Inventory		
Created By Items # Date and Time Created By Items 243761 10/02/2019 05:48:54 John Smith 140 Jupuration of the provided the	Per	nding Cycle Co	ount Tickets ③		
# Date and Time Created By Items 243761 10/02/2019 05:48:54 John Smith 140 Jploward from Handheld Device or File Image: Created By 140 # Date and Time Created By Items 51142 08/05/2013 09:21:26 1,416 51145 08/05/2013 09:31:47 1,416	Create	ed in C-Store Offi	ice		
243761 10/02/2019 05:48:54 John Smith 140 John Smith 140 # Date and Time Created By Items 51142 08/05/2013 09:21:26 1,416 51145 08/05/2013 09:31:47 1,416		#	Date and Time	Created By	Items
# Date and Time Created By Items 51142 08/05/2013 09:21:26 1,416 51145 08/05/2013 09:31:47 1,416		243761	10/02/2019 05:48:54	John Smith	140
# Date and Time Created By Items 51142 08/05/2013 09:21:26 1,416 51145 08/05/2013 09:31:47 1,416	Uploa	ded from Handh	eld Device or File		
51142 08/05/2013 09:21:26 1,416 51145 08/05/2013 09:31:47 1,416		#	Date and Time	Created By	Items
51145 08/05/2013 09:31:47 1,416		51142	08/05/2013 09:21:26		1,416
		51145	08/05/2013 09:31:47		1,416
	Missin	i <u>g Invoices (43)</u>			
fissing.Invoices.(43)					

4. From the Choose ticket type list, select By Item Tags.

Cook	von - Itomizod Inventory - New Ticket	
COCI	nan . temized inventory . New Ticket	Generate
Choose	ticket type	
By Item	Tags 👻	
🗹 Sh	ow on hand item quantity on the ticket	
Foun	d Items	
Exp	and all Collapse all	
	Item Tag	
	Category	
	Cigarettes	
	V Tobacco	
	Dairy	
	lce Cream	
	Groceries	
	Juices	

5. In the **Found Items** list, select check boxes next to the necessary item tags and, optionally, sub item tags.

Cochran : Itemized Inventory : New Ticket	Generate
Choose ticket type By Item Tags Image: Show on hand item quantity on the ticket	
Found Items	
Expand all Collapse all	
Item Tag	
Category	
Cigarettes	
Tobacco	
Dairy	
C Ice Cream	
Groceries	
Juices	

6. At the top right of the form, click Generate.

Cochran : Itemized Inventory : New Ticket	Generate
Choose ticket type	
By Item Tags	
Show on hand item quantity on the ticket	
Found Items	
Expand all Collapse all	
Item Tag	
Category Category	
Cigarettes	
Tobacco	
Dairy	
Cream	
Groceries	
Juices	

Result: The inventory ticket generates.

7. Print the ticket.



		· ·						
Cat#	Price Group	Promo Group	UPC	Item Description	Size	Retail	Physical	Inventory
Non I	Defined	Group					Units	Cases
	Non De	fined						
		Non De	fined					
0	0	0	1480064651			\$1.09		
0	0	0	6827400006			\$0.99		
0	0	0	7572043115			\$1.49		
0	0	0	7572048127			\$1.19		
0	0	0	8265750069			\$0.60		
0	0	0	61300873541	UNKNOWN ITEM #61300873541		\$0.99		
0	0	0	61300873543			\$0.99		
0	0	0	63256500002	FIJI WATER 1		\$2.89		
0	0	0	64252411350			\$0.85		
0613	lices							
00130	Non De	fined						
		Non De	fined					
6	0	0	1111115			\$0.00		
6	0	0	1354980	tsets		\$0.00		
6	0	0	3700032			\$0.00		
6	0	0	3760038			\$0.00		
6	0	0	4500701			\$0.00		
6	0	0	20000495	Black&Mild PLU4952		\$1.09		
6	0	0	259002036			\$1.49		
6	0	0	265750067			\$0.00		
6	0	0	37000008			\$0.00		

- 8. Do the count and write down the item quantity on the paper ticket. The shift must be changed before the count is started and right after the count is finished.
- 9. Enter counts into the system:
 - a. Go to **Inventory** > **Counts**.
 - b. In the left menu, select Itemized Inventory.
 - c. Select the date and time period for the cycle count.
 - d. In Physical Inventory column, enter the counts.
 - e. (Optional) If required, select the **Full Inventory** check box.

Cochi	ran : Ite	mized Ir	ventory : Pendin	ng Tickets				
Date: 09/2	ory Ticket	: #24376	2		II II	6 1	Save for	r later Process
Full I	nventory	Add CRV						
🕀 Ad	ld Item							
Cat#	Price Group	Promo Group	UPC	Item Description	Size	Physical Inventory	Inventory Time	On Hand
01 Ciga	arettes						00:00	
	Non Def	ined						
		Non Defin	<u>ed</u>					
1	0	0	4545	PALL MALL RED 100 BX	PACK	0.0000	00:00	
1	0	0	866000004	ZIG ZAG KUTCOMERS	N/A	40.0000	00:00	(10)
1	0	0	1100000290	EAGLE 20 KS ORANGE BOX	N/A	56.0000	00:00	
1	0	0	1230020998	CIMARRON FF-KING	PACK	0.0000	00:00	
1	0	0	1230021055		PACK	0.0000	00:00	

10. Click Process.



í

Make sure all pending invoices have been accepted before the cycle count ticket is processed.

To see inventory results and manage the processed tickets, see Managing Processed Cycle Count Tickets.

Checking On Hand Quantities

After the inventory is complete, you may check on hand quantities.

To check your on hand quantities:

- 1. In CStoreOffice [®], go to **Reports** > **Store**.
- 2. Under Inventory, in the Volume and State section, click Itemized Inventory by Tags.

Vo	olume and state	
٥	Advanced Item Reconciliation	9454
۰	Category Inventory Levels	9278
<u> </u>	Company Inventory	9307
۰	Distributor's Malt Beverage	11968
٥	Inventory Audit	2236
۰	Inventory Progress	9371
٥	Item Purchases by Tags	11064
٥	Itemized Inventory	9422
>	Itemized Inventory By Tags	3143
۰	Items Purchases	9478
۰ ۰	Items Purchases Out of Stock Items	9478 9591
* * *	Items Purchases Out of Stock Items Overstock Items	9478 9591 9592
* * *	Items Purchases Out of Stock Items Overstock Items Parent-Child Exceptions	9478 9591 9592 9534
* * *	Items Purchases Out of Stock Items Overstock Items Parent-Child Exceptions Stock Movement	9478 9591 9592 9534 9593
 <td>Items Purchases Out of Stock Items Overstock Items Parent-Child Exceptions Stock Movement Store Inventory</td><td>9478 9591 9592 9534 9593 9589</td>	Items Purchases Out of Stock Items Overstock Items Parent-Child Exceptions Stock Movement Store Inventory	9478 9591 9592 9534 9593 9589
 <	Items Purchases Out of Stock Items Overstock Items Parent-Child Exceptions Stock Movement Store Inventory Store Inventory Levels	9478 9591 9592 9534 9533 9589 6658
 <	Items Purchases Out of Stock Items Overstock Items Parent-Child Exceptions Stock Movement Store Inventory Store Inventory Levels Total Book Inventory	9478 9591 9592 9534 9593 9589 9589 6658 9604



3. Filter the report data using one of the following options: Filter by Item Tags or Subtotal By.

Saved Filters ~		
12/03/2018 📷 Advanced <		
Filters	Search	Collapse All Expand All
Subtotal by	1 Category	
Stations Included	🗄 02 Department	
Filter by Station Tags	13 Price Group	
Filter by Item Tags	🚼 04 Promo Group	
Filter by Items		
Filter By		
Sort by		
		v
Refresh Print Version Convert to	Excel Help Feedback	

4. Click Refresh.

Result: In the open window the updated on hand quantities will be shown.

Itemiz Date: 10/0 On Hand I Filter by S Filter by It Subtotals: Report da	ed Invento ory data in this re 3/2019 Date: 2019-10-00 itation: 82 Coci iem Tag 1 Category te and time: 10/	pory By Tag eport will include a hran pory: 01 Cigarette 03/2019 07:43:16	S 🟠 all data ir s AM ED1	n CSO, inclu	ding pending	g shifts, j	pending i	invoices etc	2.												
Station	UPC	Item Name	Size	Dep	Last Inv Date	Last Phys Inv	Purch	Purch Cost, \$	Sales	Sales Cost, \$	Adjustment	Write- Offs	On Hand	Cost, \$	Total Cost, \$	Retail, \$	Total Retail, \$	GPM%	Items Book Inventory, \$	Items Book Inventory Cost, \$	Non Itemized Adjustment, \$
RMA 01	Cigarettes						1,006	6,520.46	312	2,436.46		10	684	3.07	2,102.07	5.67	3,877.75	45.79%	3,877.75	4,073.50	4,084.53
		Itemized and Non Itemized Inventory							0				0								
Cochran	1 2820017479	MARLBORO 12*MEN BLACK SB \$.50	PACK	Cigs	07/05/19 Fri Shift #1				1	7.28			(1)	6.04	(6.04)	9.46	(9.46)	36.11%	(9.46)	(7.28)	
Cochran	E 2820031032	L&M MTL BX C	PACK	Cigs	07/05/19 Fri Shift #1				1	7.48			(1)	3.00	(3.00)	9.04	(9.04)	66.81%	(9.04)	(7.48)	
Cochran	E 2820031022	L&M LIGHTS 100'S	PACK	Cigs	07/05/19 Fri Shift #1				1	7.48			(1)	7.48	(7.48)	9.04	(9.04)	17.29%	(9.04)	(7.48)	

For details on Itemized Inventory by Tags Report, see Itemized Inventory by Tags Report.

Non-Itemized Inventory

In the Non-Itemized Inventory section, you can enter data upon inventory of the store.

In CStoreOffice®, you can enter inventory data using one of the following methods:

- By total store value
- By category value

CStoreOffice® Physical Inventory Training

Non-Itemized Inventory by Store Value

You can enter summary inventory in CStoreOffice®.

To enter the summary inventory value:

- 1. In CStoreOffice ®, go to Inventory > Counts.
- 2. In the left menu, select Non-Itemized Inventory > By Total Store Value.
- 3. At the top right of the form, click Edit.
- 4. In the Enter total store retail value field, enter the physical inventory value.
- 5. In the **Enter start time of inventory** field, enter the start time of inventory.
- 6. In the **Book Inventory** field, check the inventory value counted by the system on the basis of the data entered by the user. This is the ideal value of the physical inventory.
- 7. In the **Short/Over** field, check the difference between the entered physical and book inventory.
- 5. Once ready, at the top right of the form, click **Save**.

Counts	Cochran : Inventory : Non-Itemized Inventory by Total Store Value
Track Item Movement	Sun Man Tue Widt Thu Fri Sut Week: 40 2019 October (29 30 1 2 3 4 5 Shift: Day
Itemized Inventory	DAILY DATA
Non-Itemized Inventory	Enter total store retail value 100 Enter start time of inventory 0000
By Total Store Value	Book Inventory -332.01 Short/Over 432.01
By Category Values	
Related Links	
View Current Inventory	

Non-Itemized Inventory by Category Values

In the Inventory: Non Itemized Inventory by Category Values form, you can perform the following actions:

- Enter inventory data by categories of items.
- View inventory data by categories of items for the selected date.

Entering Inventory Data by Categories of Items

() Once the inventory process started, all the purchases (goods) that entered the store during the inventory process DO NOT take part in the inventory. They are supposed to be registered in the system after the end of the inventory process.

To enter inventory by categories:

- 5. From the CStoreOffice ® main page, go to Inventory > Counts.
- 6. In the left menu, select Non-Itemized Inventory > By Category Value.
- 7. For every category, view and enter the following data:

- o Category: Category name
- o Last Inventory Retail Value: Amount of the latest physical inventory by category
- o Book Adjustments: Adjustments by category
- o Purchases: Purchases by category
- o Physical Inventory: The counted inventory by category
- o Sales: Sales by category
- o Quantity: Quantity by category
- o Buydown: Buydown by category
- o Short/Over: Difference between the Book Inventory and the entered physical inventory
- o Price Change: Price change by category
- o Start Time: Inventory start time
- o Write-offs: Spoilage by category
- o Tickets adjustments: Adjustments by tickets by category
- o Cost of Inventory: Inventory by category counted by the server



All data must be counted for the period from the previous inventory to the morning of the current day.

- 4. To the right of the row, click **enter**.
- 5. At the top right of the form, click **Save**.

Result: The summary data will be displayed at the bottom of the form.

Catagony		Last Towentony Potail Value	Durchages*	Salac	Rundowp	Price Change	Write-Offe	Cost of
Adiustments	Tickets Adjustments	Book Adjustments	Physical	Ouantity	Short / Over	Start Time	write-ons	Inventory
01 Cigarettes		-9.43	-28.29	0	0	0	0	
0	0	-37 72	20.25	•	57 72	00:00	enter	revert delete
21Tobacco	Ŭ	0	20	0	0	00.00	O	Teven denete
)	0	0	Ŭ		Ŭ	00:00	•	
03 Dairy		0	0	0	0	0	0	
D	0	0				00:00		
04 Ice Cream		0	0	0	0	0	0	
D	0	0				00:00		
05 Groceries		0	-251	0	0	0	0	
0	0	-251				00:00		
0613-0600		0	0	0	0	0	0	

Viewing Inventory Data by Categories of Items

To view inventory data by categories of items for the selected date:

- 1. From the CStoreOffice [®] main page go to **Inventory** > **Counts**.
- 2. In the left menu, select **Non-Itemized Inventory** > **By Category Value**.
- 3. At the top left of the **Non Itemized Inventory by Category Values** form, select the date you need.

Result: The inventory data by categories of items for the selected date is displayed.

: Veek: 50 2019	December [53	Non-Ite	emized Inventory	Shift: Day	ory Valu	es		•	Save Del	lete
Category			Last Inventory Retail Value	Purchases*	Sales	Buydown	Price Change	Write-Offs	Cost of	
Adjustments	Tickets Adjus	stments	Book Adjustments	Physical Inventory	Quantity	Short / Over	Start Time			
00 Undefined			9983.39	962.94	392.16	0	0	0		
0	-402.24		10151.93				00:00	enter	revert dele	te
01 Fuel Products			18619.88	25662.63	22637.25	0	-2987.73	31.66		
0	-87.66		18538.21				00:00			
02 Cigarettes			9682.34	6815.86	7060.42	0	-281.97	193.96		
	-7635.5		1326.35			-	00:00			
03 Other Tobacco Pr	oducts		474.42	1859.12	/86.56	0	00-00	29.92		
AlBeer	-903.75		974.11	1155.12	249.06	150	-4.1	0		
) helpeel	lo.		1576.07	1155.12	245.00	150	00:00	•		
05lWine			182.05	1184.16	87.44	0	0	9.44		
Last Inv	Last Inventory Date ventory Retail Value Purchases Sales Buydowns Iotal Price Changes	10/02/19 70,554.33 80,615.00 47,043.65 150.00 (3,894.57)								
	Adjustments	300.02								
	Tickets Adjustments	(9,058.82)								
	Book Inventory	70,855.77								
	Physical Inventory	0.00								

In the **Sales** column, you can view the sales data only for the period starting from the last inventory and ending on the selected date. To get more detailed information about sales, use the Item Sales by Tags report.

Transfers

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In some cases, you may need to transfer items from one location to another location on the same account. Items transfer helps you re-balance the inventory, for example, if some stores are low on stock, some items are not sold well at specific stores and so on. To transfer items between locations, you can use the **Inventory Transfer** form.

When you transfer the inventory, CStoreOffice[®] keeps track of transferred items. Once the transfer record is registered in the system, CStoreOffice[®] automatically creates the following documents:

- For the location receiving the inventory, an MA Transfer pending invoice is created.
- For the location sending the inventory, an MA Transfer credit invoice is created. The invoice is accepted upon the acceptance of the invoice at the receiving location.

To transfer inventory from one location to another:

- 1. In CStoreOffice [®], go to **Inventory** > **Transfers**.
- 2. At the top right of the form, from the locations list, select the location from which you want to transfer items.

	CE 46 Greyhound V 22 Cochran V 2 J.	Smith
DOCS & FILES DATA ENTRY	Y INVENTORY PRICE BOOK CUSTOMERS VENDORS TRANSACTIONS REPORTS WORKFLOWS 🥑	Ø
Transfers	Inventory Transfer Save Detete Print in PDF	
Inventory Transfer	Week: 41 2019 October Im 67 8 9 10 11 12	
Related Links	Date Shift To Station Cat UPC/PLU Cetegory UPC/PLU Unit Retail Unit Cost Quantity Total Retail Total Cost Method of Pavment	
View Inventory Transfers		

- 3. From the **Date** and **Shift** lists, select the necessary date and shift for the inventory transfer.
- 4. From the **To Station** list, select the location to which you want to transfer items.
- In the Cat UPC/PLU field, select the method by which you want to search for items to be transferred: by category or by item UPC/PLU. It is recommended that you search for items by UPC/PLU.
 - If you have selected to search for items by category, from the **Category** list, select the necessary category.
 - If you have selected to search for items by UPC/PLU, in the UPC/PLU field, specify the UPC or PLU of the item to be transferred. Once the UPC/PLU of the item is entered, CStoreOffice® automatically populated the following fields:
 - Category
 - Item description
 - Unit Retail
 - Unit Cost
- 6. (For category level) In the **Unit Retail** field, specify the unit retail. Use the retail from the Price Book of the location from which the item is transferred.
- 7. (For category level) In the **Unit Cost** field, specify the unit cost. Use the cost from the Price Book of the location from which the item is transferred.
- 8. In the **Quantity** field, specify the quantity of transferred items.
- From the Method of Payment list, select the method of payment for the inventory transfer.
 Typically, the *Credit* method is used.
- 10. When finished, to the right of the item row, click enter.

- 11. Repeat steps 2-9 for all items that you want to transfer.
- 12. At the top right of the form, click Save.

Transfers	Inventory Transfer					Sa	ve Delet	Print in	PDF
Inventory Transfer		Sun Mon Tue Wet Thu Ed Sat							
	Week: 40 2019 October E3	29 30 1 2 3 4 5							
Related Links	Date Shift To Station	Cat UPC/PLU Category	UPC/PLU	Unit Retail	Unit Cost	Quantity	Total Retail	Total Cost	
					Method of F	ayment			
	10/03/19 1 Highland	UPC 5	1000005867	1.99	1.80	12	23.88	21.6	T
View Inventory Transfers		GENOA SALAMI			Credit				
	10/03/19 00		•						
							enter 🛛	revert delete	

You can perform the following activities with inventory transfer records:

- To print a report for the inventory transfer, at the top right of the form, click **Print in PDF**.
- To delete the inventory transfer record, at the top right of the form, click Delete.

To view information about inventory transfers, you can use the Inventory Transfer New report. To access the report, in the left menu of the form, under **Related Links**, select **View Inventory Transfers**. For details, see Inventory Transfer New Report.

Vendors - how to transfer inventory

This video presents information on how to transfer inventory. Watch Video

Write-Offs

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The Write-Off Entry section is designed to enter any store shrinkage, spoilage or store use which is not eligible to be returned to vendor.

A manager should enter write-offs every day. The write-offs data should be reviewed regularly to look for inconsistent or large write-offs.

To access the functionality, go to Inventory > Write-Offs.

This option is permission-based. Before entering the store spoilage, make sure the **Allow users to set up Write-Offs** permission is granted to your user in CStoreOffice®. Otherwise, the Write-Offs form is available only in the view mode. For details, see <u>Granting Role Permissions to Roles and</u> Users.

CStoreOffice[®]

You can perform the following actions from the Write-Offs Entry form:

- Enter new write-off data.
- Enter write-off data by category.
- View the write-offs for a selected day and shift.
- View the write-offs summary for the account.
- Add a new reason for write-offs.

Entering New Write-Off Data

To enter a write-off to the system, in the **Write-Off Entry** form:

- 1. Select the day and the shift, if any.
- 2. In the Enter By list, select Enter UPC / PLU.
- In the UPC/PLU list, enter the item UPC and then click any empty space on the form.
 Result: The following item's settings fields are automatically populated by the system:
 - **o** Description
 - **o** Category
 - o Unit Retail
- 4. In the **Reason** list, select the reason for adding the item to the write-offs.
- 5. In the **QTY** field, enter the item's quantity.

Result: The **Total Retail Value** is calculated automatically.

6. In the **Time** field, enter the exact time of the entry. It is necessary for accurate real time write-off calculation.



You can enter the exact time only if the **Use Realtime Inventory** option is enabled for the location. For details, see Advanced Settings.

7. Click the **enter** button.

8. At the top right of the form, click Save.

Cochran : S	tore : Write-0	Off Entry							Save
Week: 41 2019 O	bctober 6	Mon Tue Wed Thu 7 8 9 10	Fri Sat 11 12 S	Shift: Da	у				
Enter By	Category	UPC/PLU	Reason	QTY	Unit Retail	Cost	Total Retail Value	Time (hh:mm:ss)	
Ice Cream	4		Spoilage	10	3.33	0.00	33.30	12:11:39	^
Cigars	v 02 Tobacco		Breakage	2	10.75		21.5	12:12:00 enter revert dete	ite

Entering Write-Offs Data by Category

To enter a write-off by category to the system, in the Write-Off Entry form:

1. In the **Enter By** list, select the item name.

♀ In case there is no item you need in the Enter By list, you can add a new item quick and easy in the Enter By New Method form. Go to Related Links > Enter By New Method. For details, see Adding a New Item for Entering By New Method.

- 2. In the **Category** list, select the category.
- 3. Follow the steps 4-8 of the Entering New Write-Off Data procedure.

: Store : Write-Off Entry Save												
Week: 48 201	November 83 24	Mon Tue Wed 25 28 27	Thu Fri Sat 28 29 30	Shift: D	ay							
		_										
Enter By	Category	JPC/PLU	Reason	QTY	Unit Retail	Cost	Total Retail Value	Time (hh:mm:ss)				
Enter By	Category	JPC/PLU	Reason	QTY	Unit Retail	Cost	Total Retail Value	Time (hh:mm:ss)				
Enter By Bakery	Category	JPC/PLU	Reason Expired	QTY	Unit Retail	Cost	Total Retail Value	Time (hh:mm:ss)				

Adding a New Item for Entering by New Method

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This option is permission-based. Before adding a new item using the Enter By New Method link, make sure the **Add New Items form** permission is granted to your user in CStoreOffice®. For details, see Granting Role Permissions to Roles and Users.

To add a new item to be available in the form for entering by new method:

1. Go to Related Links > Enter By New Method.

Result: The Enter By New Method form opens.

- 2. In the Enter By New Method form:
 - a. Click the **Add Item** button.
 - b. Enter the new item name.

c. Click the Save Item button.

🕺 Enter By New Method 🛛 🗙 🕂
Add New Item 🏫
Enter Item Name: Bakery
Save Item Delete Item Revert Cancel

Result: A new item has been added to the list.

The newly added item is available in all forms where the Enter By New Method link is enabled in the Related Links section:

- Data Entry > Store > Buydowns.
- Data Entry > Store > Price Change.
- Inventory > Write-Offs.

Viewing the Write-Offs for a Selected Day and Shift

To view the write-offs for a selected day, in the Write Off Entry form:

1. Select the date.



Use the calendar to select the date you need.

2. To the right of the dates, select the shift.

Result: The write-offs data for the selected date and shift is displayed.

r 🗊 22	Mon Tue Wed Thu 23 24 25 26	Fri Sat			a this avana		· · · · ·	
		21 20 31	nift: Day		In this example, the write-offs data is displayed as of September, 24.			
ategory	UPC/PLU	Reason	QTY	Unit Retail	Cost	Total Retail Value	Time (hh:mm:ss)	
01 Cigarettes 🔽	[Spoilage	10	10.50	0.00	105.00	17:42:40	
2		Stolen	11	11.12	0.00	122.32	edit revert delete	
1		Expired	13	0.89	0.00	11.57	17:43:18	
	ategory D1 Cigarettes -	ategory UPC/PLU	ategory UPC/PLU Reason	ategory UPC/PLU Reason QTY	ategory UPC/PLU Reason QTY Unit Retail D1[Cigarettes V Spoilage V 10 10.50 2 Stolen 11 11.12 4 Expired 13 0.89	ategory UPC/PLU Reason QTY Unit Retail Cost D1[Cigarettes V Spoilage V 10 10.50 0.00 Stolen 11 11.12 0.00 Expired 13 0.89 0.00	ategory UPC/PLU Reason QTY Unit Retail Cost Total Retail Value Spoilage In In Cost Total Retail Value 11Cigarettes Spoilage 10 10.50 0.00 105.00 2 Stolen 11 11.12 0.00 122.32 4 Expired 13 0.89 0.00 11.57	

In the Write-Offs Entry form, you can see the following data:

- The write-offs details for each item added to the form.
- The totals by reasons for the following periods:
 - Today's Write-Offs: The totals by reasons for the selected date.

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• Write-Offs MTD: The totals by reasons for the period starting at the beginning of the selected month and ending at the selected date.

Viewing the Write-Offs Summary for the Account

To view the write-offs summary for the account, from the Write-Off Entry form, go to **Related Links** > **View Write-Off History**.

For more information about analyzing the write-offs summary, go to Write-Offs by Tags Report.

Adding a New Reason for Write-Offs

To add a new reason for write-offs, in the Write-Off Entry form:

- 1. Go to Related Links > Set Up New Reasons.
- 2. In the Setup Write-Offs Reasons form:
 - a. At the top right of the form, click **Add New**.
 - b. In the Name field, enter the new reason's name.
 - c. At the bottom right of the form, click **Ok**.

Write-Offs	Setup Write-Offs Reasons	×
		Add New
Write-Off Entry	Name	
	Breakage	
	Spoilage	
	Store Use	
Related Links	Deli	
	Stolen	
View Write-Off History	Damaged	
	Expired	
Set Up New Reasons	Donation	
	Losses	
		-
		Ok

3. In the confirmation message, click **Refresh**.

Orders

With the **Orders** section in CStoreOffice[®], you can create and manage orders for items needed for a store.

- Merchandise: Use this section to order merchandise items.
- Fuel: Use this section to order fuel for the station.

Merchandise Orders Dashboard

CStoreOffice® offers the Merchandise Orders dashboard — a convenient tool that can help you streamline and speed up the process of merchandise ordering. With the dashboard, you can get all required information about upcoming merchandise events in a convenient way, manage and generate new orders through a single interface. As a result, you can place new orders more quickly and save time and effort for other retail activities.

If you want to order items using the Merchandise Orders report, go to Reports > Store > Merchandise > Deliveries and Invoices > Merchandise Orders.

To access the Merchandise Orders dashboard:

- 1. From the CStoreOffice
 ® home page, go to Inventory > Orders > Merchandise.
- 2. In the left pane, select Merchandise Orders.

😑 🔡 🌅 CStoreOffic	r							👪 Greyh	ound III Cochran v	🛓 J. Smith
DOCS & FILES DATA ENTRY	INVENTORY PRICE BOOK CUSTOMERS VENDORS TRANSACTIONS REPORTS									0 2
+ Create Dashboard	Merchandise Orders ☆								Add Widget	1.0
Merchandise Orders	ORDERING AGENDA $\diamond \oplus \times$	ORDERS A	ID INVOICES SCHEDULER							
	Month Week Day	< Ja	n 26 - Feb 1, 2020 >	Orders		Delivery		• Invoice	Search	٩
			^{SUN} 26	^{MON} 27	TUE 28	WED 29	тни 30	^{rn} 31	sar 1	-
	26	All Day								
	Exp American Botting Company * Exp Delivery 4:00 PM-4:30 AM	1.00 AM								-11
	American Bottling Company \$43 - Manual Order	2:00 AM								- 11
	American Botting Company S76 - Manual Order	3:00 AM							D Pepsi-Cola 2:30 AM-3:30 AM	
	American Bottling Company S27 - Pending Invoice	4.00 AM				De Pepsi-Cola 3:30 AM-4:30 AM				- 11
	28 O Bon Appetit 550 - Pending Invoice	5.00 AM						Ch Pepsi-Cola 4:30 AM-5:30 AM		11
	29	6.00 AM		American Bottling Comp \$43 - Manual Order						11
	SA3 - Delivery 12:00 PM-1:00 PM V	7100 AM								
	MERCHANDISE ORDERING CHECKLIST $\diamond \times$	9:00 AM		C American Bolling Comp \$76 - Manual Order						
	Each time before generating a merchandise coder:	10:00 AM								- 11
	✓ Accept pending shifts ▲ Accept ▲ Accept	11:00 AM								
	Accept pending invoices Accept	12:00 PM				By American Bottling Co	S American Bottling Co			
	Consider write-offs Vertiled on Tex-Jan 14 2020 View	1:00 PM				\$43				
	One-time checklist to set up auto ordering:	2:00 PM								
	✓ Set up Vendor	3:00 PM								

The dashboard provides data for a specific location. To display data for another location, at the top right corner of the CStoreOffice® window, select the necessary location from the locations list.

CStoreOffice[®]

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						🌃 Greyho	und 12 Cochran v	🚊 J. Smit
							Add Widget	1 Ø
ORDERS AN	D INVOICES SCHEDULER							0 0 ×
< Jan	26 - Feb 1, 2020 >	Orders		 Delivery 		Invoice	Search	Q,
	SUN 26	^{MON} 27	TUE 28	WED 29	тни 30	^{FRI} 31	SAT 1	-
All Day								
1:00 AM -								-11
2:00 AM -							B. David Only	
3:00 AM				De Pepsi-Cola			2:30 AM-3:30 AM	1
5:00 AM				3:30 AM-4:33 AM		Dy Pepsi-Cola		
6:00 AM		American Bottling Comp						
7:00 AM		S43 - Manual Order						1
8:00 AM -		American Bottling Comp 576 - Manual Order						1
10:00 AM								
11:00 AM -								
12:00 PM -				C American Bottling Co	De American Bottling Co			
1:00 PM -								
2.00 PM								
								*

This feature is permission-based. You can access and work with the Merchandise Orders dashboard if the **Dashboard > Dashboards/Merchandise Ordering** component is enabled for the account. For details, see Granting Role Permissions to Roles and Users.

You can follow the next scenarios when working with the dashboard:

- Scenario 1: Working with the Dashboard. This scenario is intended for existing CStoreOffice® customers. It describes how you can leverage the dashboard on a daily basis to facilitate the merchandise ordering process.
- Scenario 2: Getting Started with Merchandise Ordering. This scenario is intended for new CStoreOffice[®] customers. It describes how you can set up vendors and ordering data in the system from scratch to start working with the dashboard.

Scenario 1: Working with the Dashboard

The Merchandise Orders dashboard presents a set of widgets with information about vendors and merchandise events. You can use the dashboard on a daily basis, whenever you need to review the ordering data and prepare for a meeting with sales representatives.

To make the ordering process more accurate and quick, we recommend that you follow the steps below when working with the dashboard:

- 1. Check the ordering agenda for today
- 2. Review merchandise events for the current week
- 3. Get the exact stock on hand
- 4. Review and create orders

Step 1. Check the Ordering Agenda

To see what merchandise events are scheduled for today, use the **Ordering Agenda** widget in the dashboard.



The **Ordering Agenda** widget displays merchandise events as a list. Each type of event is marked with a separate color. You can see the following events:

- Order Reminder: Date and time when an order for the vendor must be created.
- Auto Order: Order automatically generated by CStoreOffice®.
- Manual Order: Order created manually.
- **Delivery**: Date and time when an order from the vendor must be delivered.
- Invoice: Date when an invoice for the vendor is issued.

By default, the widget displays events for the top 15 vendors. The top vendors are vendors having the greatest values in the **Total Cost** field in invoices for the location during the last 90 days. The vendors in the list are sorted from largest to smallest cost amount.
 You can select what vendors and events you want to display in the widget and change the reporting period. For details, see Selecting Data to Display in the Widget.

Step 2. Review Merchandise Events for the Current Week

To see what merchandise events are scheduled for the current week, you can use the following widgets:

- Orders and Invoices Schedule
- Orders and Invoices Timeline

Viewing with the Orders and Invoices Schedule

The **Orders and Invoices Schedule** widget displays merchandise events as a daily calendar. Events are displayed on the three-hour grid according to the order and delivery time set for vendors. Using this widget, you can get a clear vision and know the exact time when orders are to be placed and deliveries take place.

Each type of event is marked with a separate color. You can see the following events:

- Order Reminder: Date and time when an order for the vendor must be created.
- Manual Order: Order created manually.
- Auto Order: Order automatically generated by CStoreOffice ®.
- **Delivery**: Date and time when an order from the vendor must be delivered.
- Invoice: Date when an invoice for the vendor is issued.



Viewing with the Orders and Invoices Timeline

The **Orders and Invoices Timeline** widget displays merchandise events as a weekly calendar. Events for each vendor are displayed in a separate row.

Each type of event is marked with a separate color. You can see the following events:

- Order Reminder: Date and time when an order for the vendor must be created.
- Manual Order: Order created manually.
- Auto Order: Order automatically generated by CStoreOffice®.
- **Delivery**: Date and time when an order from the vendor must be delivered.
- Invoice: Date when an invoice for the vendor is issued.

 JUN 7-13 	, 2020 🕨						Orders	Delivery Invo
Vendor Name	Q	SUN 07	MON 08	TUE 09	WED 10	тно 11	FRI 12	sat 13
A.J. Silberma	n & Co.		6 0					
3 KINGS								© \$: © \$
Coca-Cola							₽₽ () \$895	
COTAL.	Invoices:							
UTAL:	Orders:						\$895	\$4

Working with Vendors and Orders

While reviewing the events, you may want to edit data for a vendor or order. You can perform the following activities directly from the dashboard:

- Edit, confirm and delete orders
- Edit vendor settings

Editing, Confirming or Deleting Orders

You can edit settings for a specific order directly from the dashboard. For example, you may want to increase the ordering quantity for some item in case a great amount of this item has been sold after the order was created.

To edit the order settings:

1. In the **Orders and Invoices Schedule** or **Orders and Invoices Timeline** widget, in the events list, click the order.

CStoreOffice[®]

2. In the pop-up window, click Edit.

ORDERS AN	ND INVOICES SCHEE	DULE				φ	\$ ×
1 7 19				0.07	Order: 112572		0
× 7-13	Julie 2020				Date:	06/12/2020	4
	sun 7	мон 8	tue 9	WED 10	Vendor: Delivery: Created:	6 Coca-Cola 06/19/2020 Yuliia Cherednikova	•
All Day					Retail: Cost:	\$895.10 \$379.25	
0.00 414					Edit Delete		ŀ
9:00 AM -					Comm		ł

Result: The **Purchase Order** form with the order details is displayed.

3. Edit the order settings as required. For details, see Viewing and Adjusting the Order's Items.

In a similar manner, you can confirm an order or delete it directly from the dashboard. To do this, click the order and in the pop-up window, select the necessary command.

						Order: 112572		
ORDERS AND INVO	ICES T 20 ▶	IMELINE		Date: Vendor: Delivery: Created:	,	06/12/2020 6 Coca-Cola 06/19/2020 ⁄uliia Cherednikova		
Vendor Name	Q	SUN 07	MON 08	TUE 09	WED 10	Status: Retail: Cost:	Pending \$895.10 \$379.25	
III A.J. Silberman & O	Co.		R			Edit		0010120
III 3 KINGS						Delete		
ED Coca-Cola						Confirm		
Inv	voices:							
IUIAL.	orders:						\$895	\$438

QBy default, the widget displays events for the top 15 vendors. The top vendors are vendors having
the greatest values in the **Total Cost** field in invoices for the location during the last 90 days. The
vendors in the list are sorted from largest to smallest cost amount.
You can select what vendors and events you want to display in the widget and change the reporting
period. For details, see Selecting Data to Display in the Widget.

Editing Vendor Settings

You can edit settings for a specific vendor directly from the dashboard. For example, you may want to change the orders and delivery schedule for the vendor.

To edit vendor settings:

- 1. In the Orders and Invoices Timeline widget, in the vendors list, click the vendor.
- 2. In the pop-up window, click Edit Vendor.

6 Coca-Cola									
Sales Rep.:		Coca-Cola							Φ 🕸
Phone:							Orders	Delivery	
Email:							• 010010	- Domony	-
Orders:		Wednesday	MON	TUE	WED	THU	FRI	SAT	
Deliveries:		Friday	08	09	10	11	12	13	
			F 0						
								0	\$31
(+) Add Order								0	\$12
En Coca-Cola							₽ ₽		
							S8	95	
TOTAL	Invoices:								
TOTAL:	Orders:						\$8	95	\$43

Result: The form with vendor settings is displayed.

3. Edit the vendor settings as required. For details, see Setting Up Merchandise Vendors.

Step 3. Get the Exact Stock on Hand

Before you place an order for the vendor, you need to know the exact quantity of items you have on hand. To do this, you need to perform a number of activities that will help you get the actual stock on hand for the moment.

The list of activities is displayed in the **Merchandise Ordering Checklist** widget. Make sure you complete each operation before placing the order.

MERCHANDISE ORDERING CHECKLIST	φ×
Each time before generating a merchandise order:	
✓ Accept pending shifts	8 Accept
✓ Accept pending invoices	4 Accept
Consider write-offs Verified on Mon May 18, 2020	Enter View
One-time checklist to set up auto ordering:	
✓ Set up Vendor	Set Up

You need to perform the following operations:

Accept pending shifts: If you have any shifts that have been closed but not accepted for the location, the dashboard displays an orange notification with the number of shifts to be accepted. Click Accept to the right and in the Shift Report form, accept the shifts.

- Accept pending invoices: If you have any pending invoices, the dashboard displays an orange notification with the number of invoices to be accepted. Click Accept to the right and in the Pending Invoices form, accept all invoices that are pending for the location.
- **Consider write-offs**: If you have items with a short life cycle or any other losses of stored inventory, you need to enter write-off information in the system. Do the following:
 - o Click View to open the Write-Offs by Tag report and analyze write-off data.
 - o Click Enter and in the Write-Off Entry form, enter information about write-offs.
- **Set up Vendor**: If you need to set up a new vendor, click Set Up and follow the vendor setup procedure. For details, see Setting Up Vendors.

Once ready, you can proceed to the last step of the ordering process.

Step 4. Review and Create Orders

After you have performed all activities required for accurate ordering, you can complete the ordering process. Use the dashboard to do the following:

- Review and confirm orders generated automatically by the system
- Create new orders manually

Reviewing and Confirming Automatic Orders

If you have enabled automatic merchandise ordering for a vendor, CStoreOffice® generates orders for this vendor automatically. Such orders are displayed as auto order events in the following widgets:

- Ordering Agenda
- Orders and Invoices Schedule
- Orders and Invoices Timeline

Before meeting a sales representative, you need to review the generated order and confirm it.

To review and confirm an automatically generated order:

- 1. In the widget, in the events list, click the order.
- 2. In the pop-up window, click Edit.

ORDERS A	ND INVOICES S	CHEDULE					φ	\$×
						Order: 112572		1
< 7-1	3 June 2020	>		 Orc 	Date:	06/12/2020	Q	
					-	Vendor:	6 Coca-Cola	
	SUN	MON	TUE	WED		Delivery:	06/19/2020	
	7	8	9	10		Created:	Yuliia Cherednikova	
					-	Status:	Pending	
						Retail:	\$895.10	
All Day						Cost:	\$379.25	
					-	🖍 Edit		-
						Telete		
9:00 AM					-	🕑 Confirm		

Result: The **Purchase Order** form with the order details is displayed.

- 3. In the **Purchase Order** form, review the order: check all ordered items, verify the quantity you have on hand, make sure no large purchases have been made since the order was generated. In the latter case, you may need to correct the ordered quantity for the purchased items.
- 4. If necessary, edit the order and save the changes.
- 5. In the widget, in the events list, click the order.
- 6. In the pop-up window, click **Confirm** to confirm the order.

ORDERS A	ND INVOICES SCHE	DULE				φ	© ×
					Order: 112572		
< 7-13	3 June 2020 >		Date: Vendor:	06/12/2020 6 Coca-Cola	Q		
	sun 7	MON 8	tue 9	WED 10	Delivery: Created: Status:	06/19/2020 Yuliia Cherednikova Pending	-
All Day					Retail: Cost:	\$895.10 \$379.25	
9:00 AM -					Delete Confirm		Į

Result: The order status changes to Confirmed.

Creating New Orders

You can create an order manually using the widgets in the dashboard. After the order is created, you need to review and confirm it, just like an automatically created order.

To create a new order:

- 1. Add a new order. You can do it in the following way:
 - In the **Orders and Invoices Scheduler** or **Orders and Invoices Timeline** widget, click the delivery event next to the necessary vendor and select **Add Order**.

CStoreOffice[®]

ORDERS A	ND INVOICES SCHE	DULE						¢ \$ ×
< 7-1	3 June 2020 >			• 0	rders • Delivery	Invoice	Search	۹
	SUN 7	MON 8	TUE 9	WED 10	Coca-Cola Mercha	andise Delive	ry entories	A
All Day					Add Order			
		₽. A.J. Silberm 12:00 AM-12:30				55 Coca-C 12:00 AM-1	Cola 12:30	

• In the **Quick Order** widget, from the **Vendor Name** list, select the vendor for which the order is created and click **Add**.

- In the **Purchase Order** form, specify settings for the new order and click **Generate**.
 For details, see Generating Merchandise Order.
- 3. In the widget, click the refresh icon to display information about the new order.
- 4. In the widget, click the new order.
- 5. In the pop-up window, click **Confirm** to confirm the order.

ORDERS A	ND INVOICES SCHEE	DULE				φ	\$ ×
					Order: 112572		
< 7-1 3	3 June 2020 >		Date:	06/12/2020	۹		
	SUN 7	MON 8	tue 9	wed 10	Vendor: Delivery: Created: Status:	6(Coca-Cola 06/19/2020 Yullia Cherednikova Pending	^
All Day					Retail: Cost: Edit	\$895.10 \$379.25	
9:00 AM					Delete Confirm		

Result: The order status changes to *Confirmed*.

All created orders are displayed in the **Orders List** widget as a simple list. Using this widget, you can also confirm, edit or delete orders. To do this, in the **Actions** column, click the dots icon and select the necessary command from the menu.

Scenario 2: Getting Started with Merchandise Ordering

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When a new account is created, you do not have any vendors set up in the system. For this reason, when you access the Merchandise Orders dashboard, it displays no data.

To populate the dashboard and start working with it, you need to set up vendors and ordering data in the system. Perform the operations listed below.

- 1. Create a new vendor
- 2. Set up the orders and delivery dates
- 3. (Optional) Enable automatic merchandise ordering
- 4. Assign the minimum stock for all items for the vendor

Step 1. Create a New Vendor

To start off, you need to create a new vendor from whom you will be receiving items in the system. You can launch the process of the vendor creation directly from the Merchandise Orders dashboard.

To create a new vendor:

 In the Merchandise Ordering Checklist widget, to the right of the Set up Vendor label, click Set Up.



Result: The New Vendor form opens.

2. Configure the vendor settings at the account level. For details, see

Step 2. Set Up the Orders and Delivery Dates

You need to specify the schedule when you will create orders and get items from the vendor. The orders and delivery dates are configured per location.

To specify the orders and delivery dates:

1. At the top of the vendor form, from the **Stations** list, select the location for which you want to configure the schedule.

- In the Order Settings section, from the First Order Day list, select the day of the first order. From the Order before list, select the day when the order must be placed and set up the reminders. CStoreOffice® will use these settings to display the order events and reminders in the Merchandise Orders dashboard.
- 3. From the **First Deliv. Day** list, select the day of the first delivery and use the **Delivery to... from** lists to set up the delivery time.
- 4. Proceed with the second and third order and delivery days in a similar manner.
- 5. At the top right of the form, click **Save** to save the changes.

Order Settings										
First Order Day:	Friday	~	Order before:	7:00 AM	/	First Reminder:	1 days \vee	Second Reminder:	0	\sim
First Deliv. Day:	Wednesday	~	Delivery from:	12:00 PM	to	1:00 PM ~				
Second Order Day:	Monday	~	Order before:	8:00 AM	/	First Reminder:	0 ~	Second Reminder:	0	~
Second Deliv. Day:	Monday	~	Delivery from:	4:00 PM	to	4:30 AM 🗸 🗸				
Third Order Day:		~								
Third Deliv. Day:		~								
* To generate an order the following fields should also be filled: Merchandise, First Order Day, First Deliv. Day										
Order generation:)									
Every Week In one	e week 🔘 In two v	veeks								

Step 3. Enable Automatic Merchandise Ordering

This step must be performed if you want CStoreOffice[®] to automatically generate orders for the vendor. Automatic merchandise ordering can be enabled for primary vendors for the location.

If you are planning to create orders manually, skip this step.

To enable automatic merchandise ordering:

- 1. In the vendor form, in the **Order Settings** section, set the **Order Generation** toggle to the **On** position.
- 2. Specify how often the orders must be generated:
 - o Every week
 - o In one week



o In two weeks

* To generate an order the following fields should also be filled: Merchandise, First Order Day, First Deliv. Day
Order generation:
● Every Week ◯ In one week ◯ In two weeks

- 3. Set the ordering schedule, if needed. For details, see Configuring Vendor Ordering Settings.
- 4. At the top right of the form, click **Save** to save the changes.

Step 4. Assign the Minimum Stock for Items

At the last step, you must specify the minimum stock value for each item you are planning to purchase from the vendor.

To specify the minimum stock value for items:

- 1. In CStoreOffice ®, go to Price Book > Items.
- 2. Use the operational panel to find the necessary item.
- 3. In the items list, select the item and at the top of the list, click Edit.

	A A A A		UPC Convertor	gement	Price Manag	Add to Tag	Item Movement	Item Info	Delete	Edit	View	Add New
->	1 <u>2 3</u> Next >>	Pages:							sing on station	- items are mis	s 1 - 50 (total 128) ssing on account	splayed reco - items are
		Last Update	Manufacturer	Ŧ	Size	Ŧ	Item Description	Ψ	igits)	UPC-A (12 d	GTIN	Ŧ
18	07/07/2018						EN CHOCOLATE R BANANA 24CT	FROZE	044744726888		00044744726888	
19	09/27/2019		Cola USA Operations	Coca	12 OZ		COCA COLA		049000006346		00049000006346	
17	06/19/2017		ka Traders Of America	Eure	24PK		A CLASSIC 24PK	COCA COLA	049000012781		00049000012781	
13	06/03/2013		a Traders Of America	Eure	15pk		Coca Cola 15pk		049000013856		00049000013856	
19	09/27/2019		a Traders Of America	Eure	2L		COCA COLA 2L		049000050103		00049000050103	
19	04/26/2019		a Traders Of America	Eure	2L		COLA ZERO 2L	COKA	049000050141		00049000050141	

- 4. In the item form, scroll down to the **Inventory** section and click to expand it.
- 5. Click the **Reorder Quantity** column for the necessary location and specify the minimum stock value for the item for this location.

Inventory								
Station Name	On hand	Last reading	Last Inventory	Short / Over	Short / Over YTD	Reorder Quantity	Delivery date	Ordered Quantity
Cochran	(19) 🔸	07/05/19 Fri	06/21/19 Fri	\$2,386.83	\$2,235.49	3	06/28/19 Fri	9
SmartPOS 400		07/05/19 Fri				0		
Bilmar Building		07/05/19 Fri				0		
Greentree Office Building		07/05/19 Fri				0		

6. At the top of the form, click **Save** to save the changes.

You can now get back to the Merchandise Orders dashboard, refresh data in it and start working with merchandise orders.

Customizing the Dashboard

You can customize the dashboard so that it displays only required data in the way you need. CStoreOffice® allows you to perform the following operations to customize the dashboard itself and the widgets:

- Remove and add widgets
- Change the widget position in the dashboard
- Reset the dashboard
- Refresh data in widgets

Removing and Adding Widgets

You can remove some widgets from the dashboard, for example, if you do not need the information that these widgets present at hand.

To remove a widget, at the top right of the widget, click the delete icon.

Widgets are not removed permanently from the dashboard. You can bring them back at any time. To do this, at the top right of the dashboard, click **Add Widget** and select the widget to add from the list.

Changing the Widget Position

You can move widgets across the dashboard. For example, if information in some widget is important to you, you can move this widget to the top of the dashboard.

To move a widget in the dashboard:

 At the top right of the dashboard, to the right of the Add Widget button, click the dots icon and select Edit Dashboard.

Result: The dashboard is in the editing mode.

- 2. Drag and drop the widget to the necessary position in the dashboard.
- 3. Once ready, at the top right of the dashboard, click **Stop Editing**.

Result: The dashboard is in normal operational mode.

Resetting the Dashboard

You can reset the dashboard to bring it to its initial state. All widgets in the dashboard will be back to their default positions.

To reset the dashboard, at the top right of the dashboard, to the right of the **Add Widget** button, click the dots icon and select **Reset to Default**. In the displayed window, click **OK** to confirm the reset operation.



When you reset the dashboard, CStoreOffice [®] recalculates data for top vendors to be displayed in the dashboard.

Refreshing Data in Widgets

At present, data in widgets is not refreshed automatically. If you have changed something in CStoreOffice®, for example, created a new vendor, and want to display the new data in the widget, at the top right of the widget, click the refresh icon.

Fuel Orders

In CStoreOffice[®], you can order fuel for the station using the Order Gasoline report. For details, see Order Gasoline Report.