CStoreOffice®

Inventory Manual

For Petrosoft Customers

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Inventory

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

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.

> **ⓘ**   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.

> **♡**   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
- 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.

- 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.

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**.

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**.

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.

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:

1. 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**.

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

   > ⊘ 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.

4. 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 Quantity	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**

6. The system searches all item sales between **Inventory Date** and **Cost Date** and calculates the quantity of items sold (**Item Sold Quantity**).

7. 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.
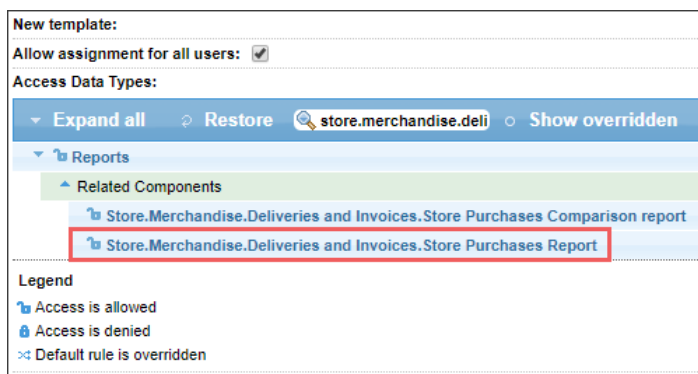
For details, see Granting Role Permissions to Roles and Users.

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.

You can perform the following actions with store invoices:

- Create new invoices
- Delete invoices

Merchandise Invoices

> ▶ **Data entry: How to enter an invoice**
>
> This video presents information on how to enter an invoice.
> **Watch Video**

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.

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.

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**

   > ⓘ 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.

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.

8. 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.

> ⓘ 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:

   o **Charges**: Description of payment

   o **QTY**: Amount of product or service the charge applies to

   o **Rate**: Product or service rate

   o **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.

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.

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.

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.

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.

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.

Result: The **Invoice** form opens.

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

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**.

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

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

> 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.

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

> ⓘ 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:

1. 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

o **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

o **Purchases**: Purchases by store/quantity

4. 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.

> �💡 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.

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

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.

ⓘ 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**.

You can perform the following operations:

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

> ♀ 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 manager 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 problem arises during count).		
Don't move inventory around or stock shelves during the count.		
Close the shift when the inventory count is complete.		

CStoreOffice®

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 adjustments).		
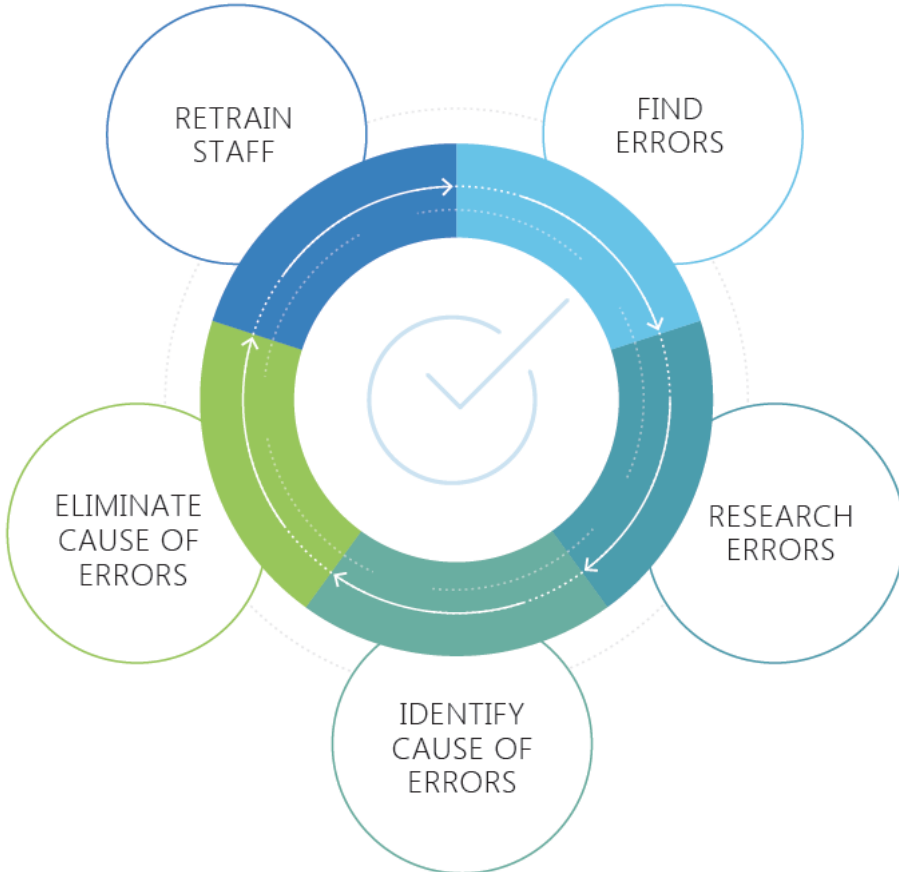
Conducting Itemized Inventory

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**.

CStoreOffice®

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

4. From the **Choose ticket type** list, select the method to be used for the ticket:

   o **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.

   o **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.

   o **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.

   > ℹ️ 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®.

6. (For By Vendor tickets) Select the **All vendor items** check box if you want to display all items for the vendor.

7. (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**.

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.**

13. In the **Pending Cycle Count Tickets** section, in the **Created in CStoreOffice®** list, click the necessary ticket.

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.

17. At the top right of the form, click **Process**. To save the ticket for later processing, click **Save for later**.

Cochran : Itemized Inventory : Pending Tickets

Inventory Ticket: #243762   Save for later   Process

Date: 09/20/19

Shift: 1

☐ Full Inventory ☐ Add CRV

⊕ Add Item

Cat#	Price Group	Promo Group	UPC	Item Description	Size	Physical Inventory	Inventory Time	On Hand
01|Cigarettes							00:00	
Non Defined								
Non Defined								
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**.

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.

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.

> 💡 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.

> ℹ️ 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**.

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 Inventory	SKU Code

CStoreOffice® Inventory File Format

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

Department ID	Name	Size	Cost	Retail	Book Inventory	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 Inventory	Category ID	Department 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.

3. 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**

    o **Washington Upload History**

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.

Cochran : Itemized Inventory   `Conduct Inventory` `Count by 3rd Party`

Pending Cycle Count Tickets ⓘ

Created 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

Uploaded from Handheld Device 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**.

- 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.

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**.

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**.

   o To show the report results only by items quantity of which were adjusted because of ticket processing, select **Adjusted Only**.

   o 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.

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

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

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

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:

    o   Go to **Inventory** > **Counts** > **Itemized Inventory** and in the left menu, under **Related Links**, click **View Inventory Shortages**.

    o   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						
▼ Retail Method of Accounting					165		(313)	(832.62)	(3,226.45)	478	832.62	3,226.45	0.00
▼ RMA 02|Tobacco							(311)	(832.01)	(3,205.35)	311	832.01	3,205.35	0.00
2	80	1134	866000001	ZIG ZAG PAPER WHITE	BOX	0	0.00	0.00	(2)	(2.93)	(21.10)	2	2.93	21.10
2	80	1135	866000002	ZIG ZAG FRENCH ORANG	BOX	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00
2	80	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	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 #243718 (08/12/19 10:55 by Alexander Bitsman)			Undo	Recalculate						
▼ Retail Method of Accounting					165		(313)	(832.62)	(3,226.45)	478	832.62	3,226.45	0.00
▼ RMA 02|Tobacco							(311)	(832.01)	(3,205.35)	311	832.01	3,205.35	0.00
2	80	1134	866000001	ZIG ZAG PAPER WHITE	BOX	0	0.00	0.00	(2)	(2.93)	(21.10)	2	2.93	21.10
2	80	1135	866000002	ZIG ZAG FRENCH ORANG	BOX	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00
2	80	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	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

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**.

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

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

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

Result: The inventory ticket generates.

7. Print the ticket.

Inventory Ticket
Ticket#: 173061
Created: 01/05/18 07:33:32 AM
Date:
Shift:
Time: From   To

Cat#	Price Group	Promo Group	UPC	Item Description	Size	Retail	Physical Inventory	
							Units	Cases
Non Defined								
	Non Defined							
		Non Defined						
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		
06|Juices								
	Non Defined							
		Non Defined						
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	370000008			$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.

Cochran : Itemized Inventory : Pending Tickets

Inventory Ticket: #243762   Save for later   Process
Date: 09/20/19
Shift: 1
☐ Full Inventory ☐ Add CRV
⊕ Add Item

Cat#	Price Group	Promo Group	UPC	Item Description	Size	Physical Inventory	Inventory Time	On Hand
01|Cigarettes							00:00	
	Non Defined							
		Non Defined						
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**.

> 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**.

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

Schedule

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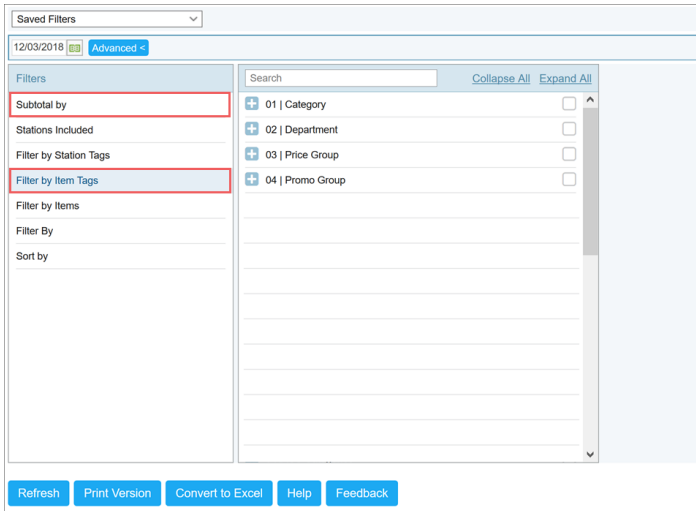
4. Click **Refresh**.

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

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**.

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

> ℹ️ 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

> (i) 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.

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.

> ⓘ 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

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.
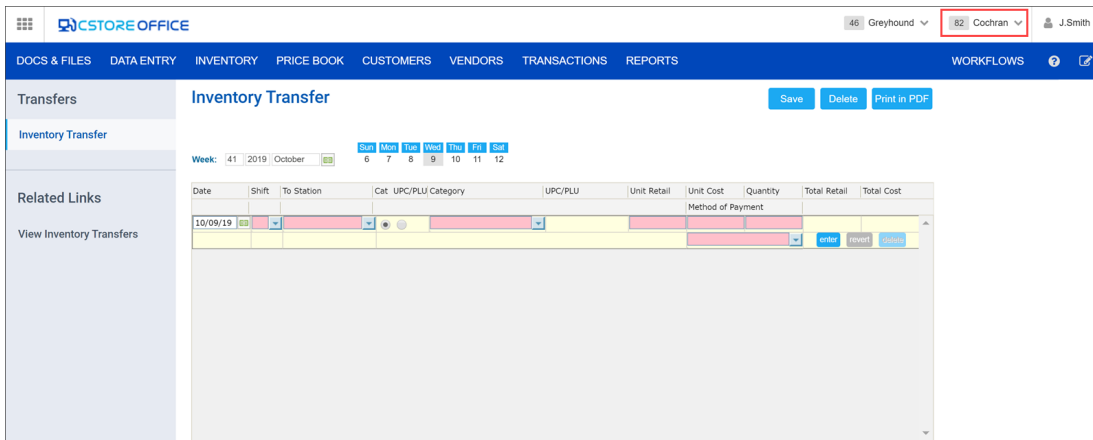
3. From the **Date** and **Shift** lists, select the necessary date and shift for the inventory transfer.

4. From the **To Station** list, select the location to which you want to transfer items.

5. 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.

   o If you have selected to search for items by category, from the **Category** list, select the necessary category.

   o 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.

9. 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**.

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

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 Granting Role Permissions to Roles and Users.

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**.

3. 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**.

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.

Adding a New Item for Entering by New Method

> ⊘ 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**.
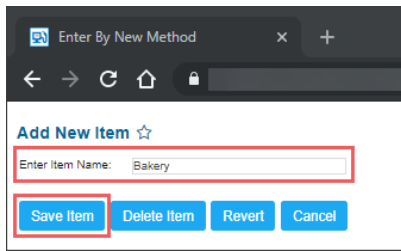
   Result: The **Enter By New Method** form opens.

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.

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.

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.

o **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**.

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**.
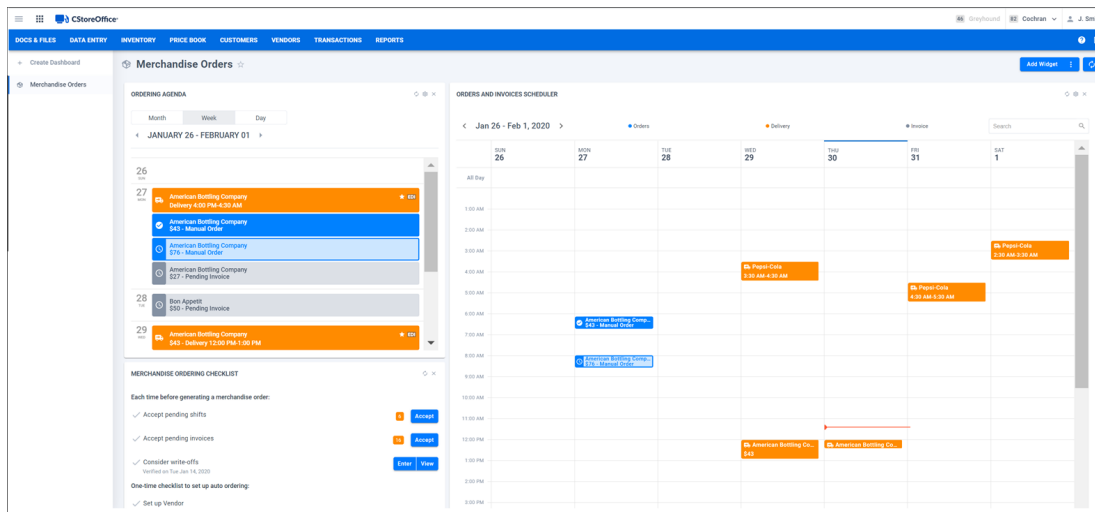
The dashboard provides data for a specific location. To display data for another location, at the top right corner of the CStoreOffice® window, select the necessary location from the locations list.
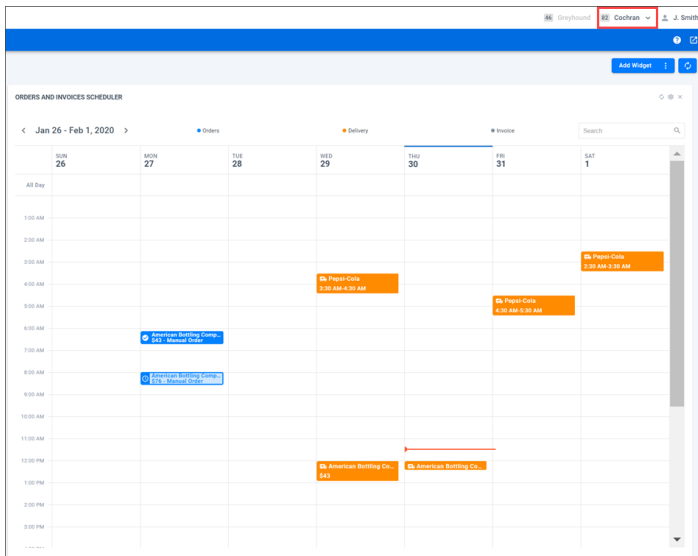
> ⓘ This feature is permission-based. You can access and work with the Merchandise Orders dashboard if the **Dashboard** > **Dashboards/Merchandise Ordering** component is enabled for the account. For details, see Granting Role Permissions to Roles and Users.

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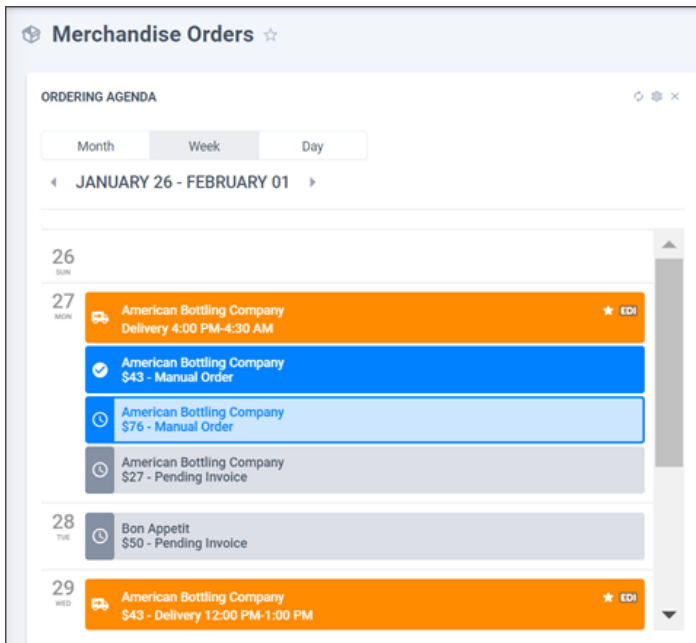
The **Ordering Agenda** widget displays merchandise events as a list. Each type of event is marked with a separate color. You can see the following events:

- **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.
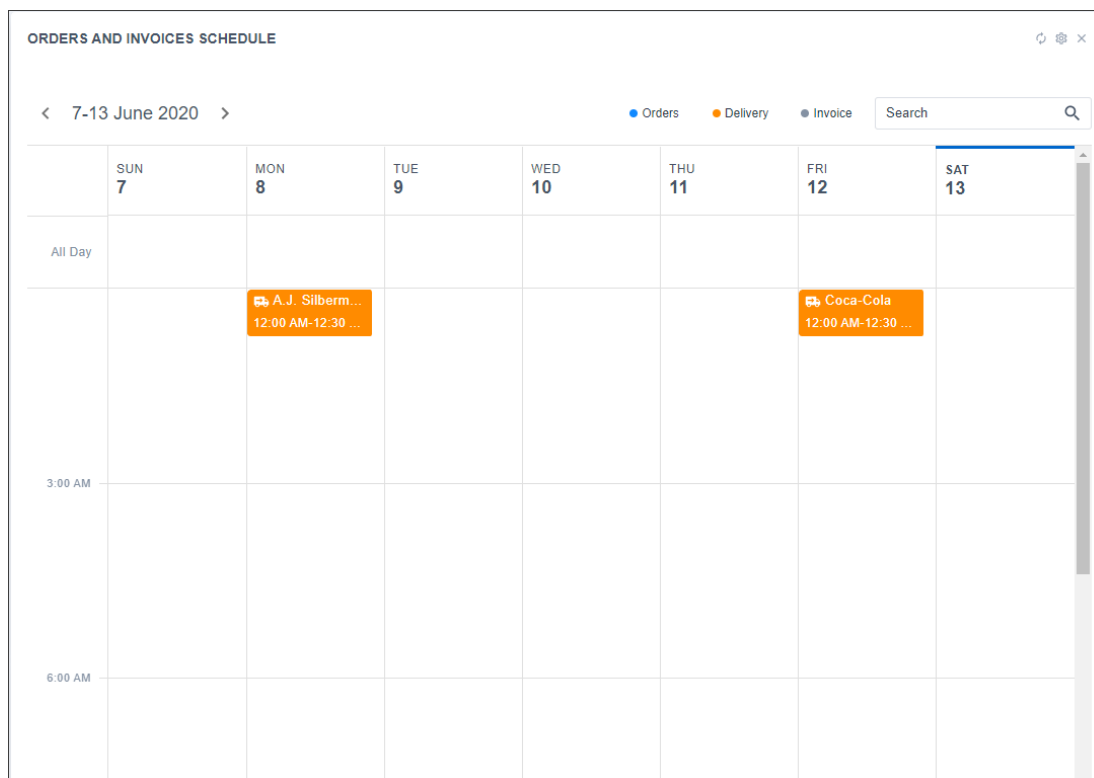
Viewing with the Orders and Invoices Timeline

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.

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:

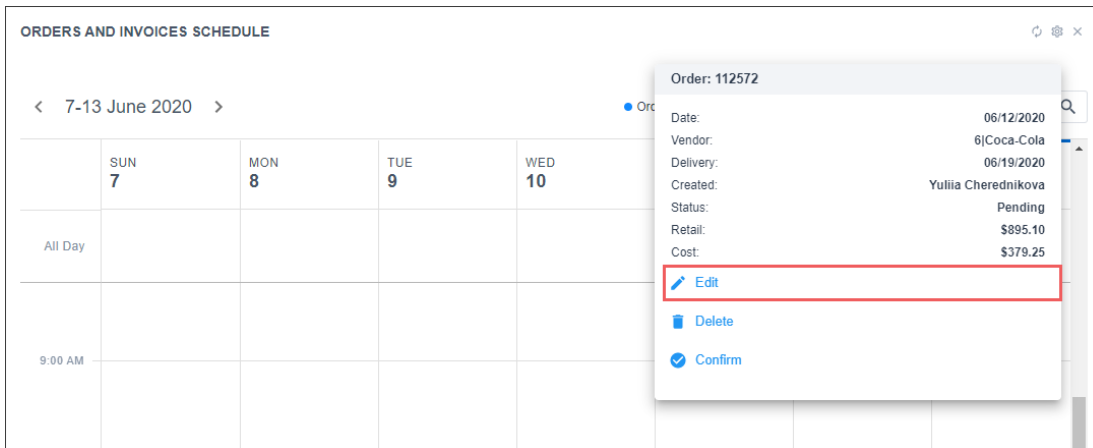- Edit, confirm and delete orders
- Edit vendor settings

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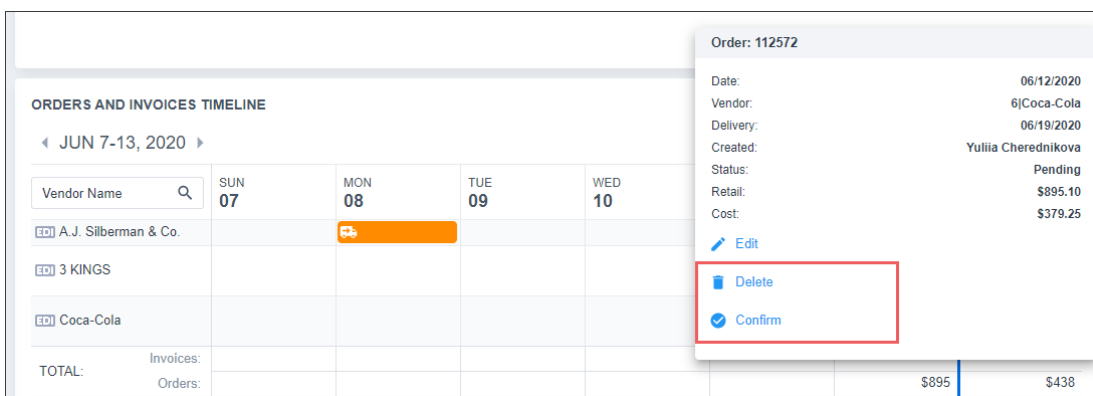
2. In the pop-up window, click **Edit**.

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.

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.

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**.
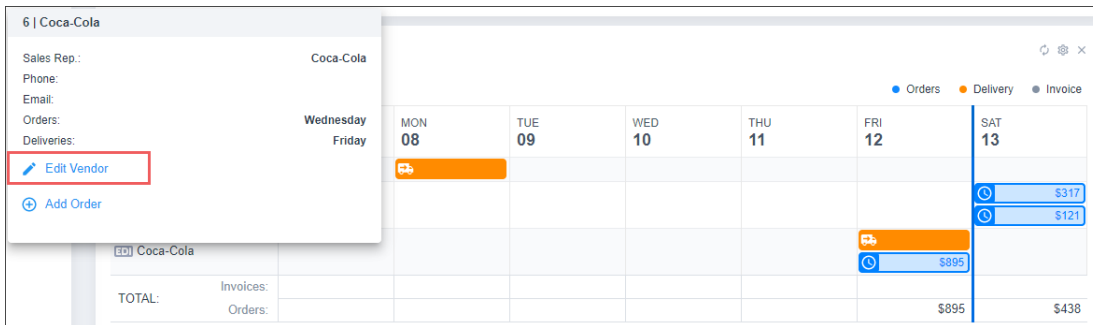
Result: The form with vendor settings is displayed.

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.
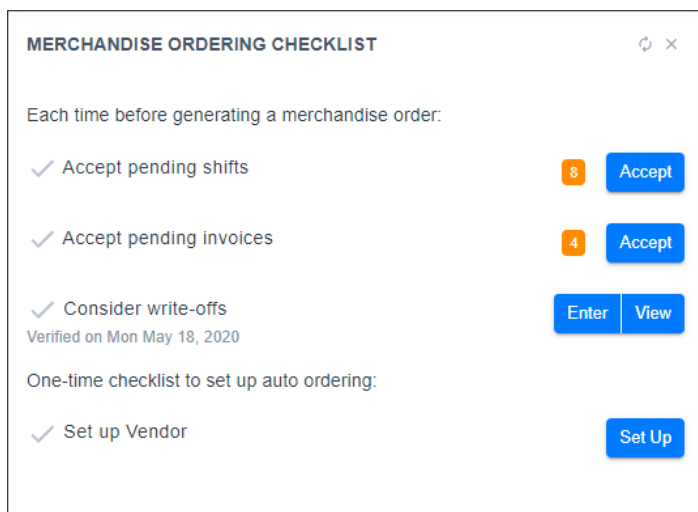
You need to perform the following operations:

- **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.
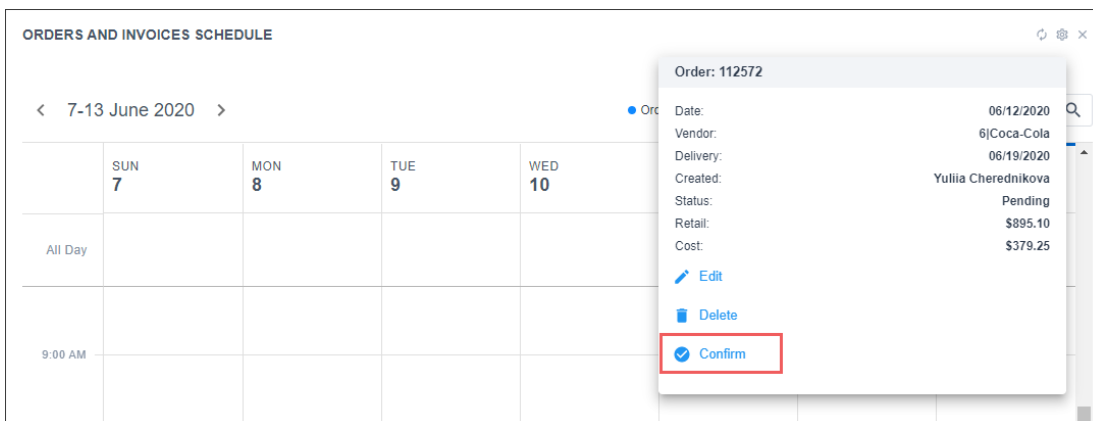
To review and confirm an automatically generated order:

1. In the widget, in the events list, click the order.

2. In the pop-up window, click **Edit**.
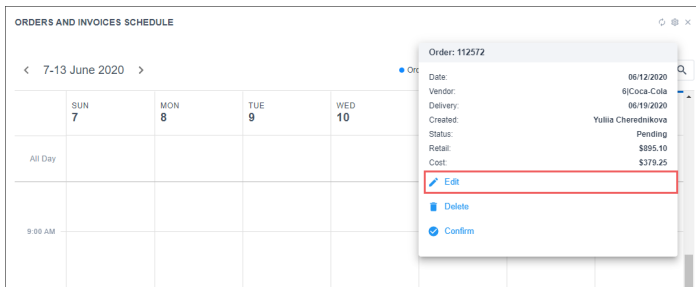
Result: The **Purchase Order** form with the order details is displayed.

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.

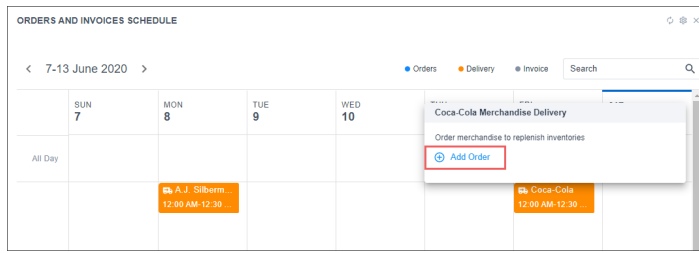6. In the pop-up window, click **Confirm** to confirm the order.

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:

   o 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**.

- o In the **Quick Order** widget, from the **Vendor Name** list, select the vendor for which the order is created and click **Add**.
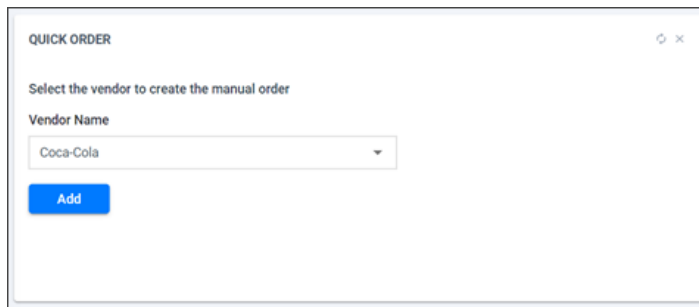
2. In the **Purchase Order** form, specify settings for the new order and click **Generate**. For details, see Generating Merchandise Order.

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.
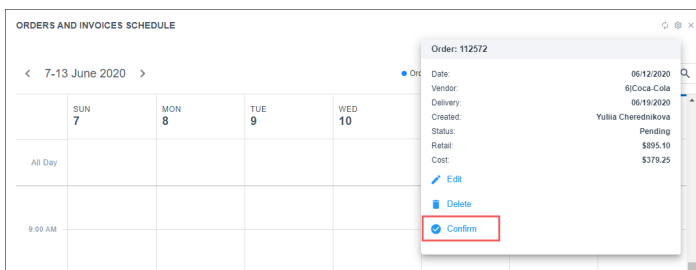
Result: The order status changes to *Confirmed*.

> 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

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:

1. 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.

2. 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.

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**.

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.

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:

1. 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.