

## **Step by Step Instructions: How to Handle Pending Quantities**

### **1. What is a Pending Quantity?**

- a. A pending quantity can only occur in your store if a product is purchased and then returned for a refund through the Active POS System.
  - b. In some cases, the item could've been defective, and thus cannot be sold again.  
**Ex.** A guest purchases a Snickers bar. However, when they open the package, the bar is terribly melted and they no longer want it. When a staff member issues the guest a refund of their money in the system, the Snickers bar is put in the Pending Quantity list to be handled at a later time.
  - c. In other cases, a product can be sold and returned for reasons other than a problem with the product, and therefore can be sold again.  
**Ex.** A guest buys a souvenir t-shirt for their friend. After they get home and give the item as a gift, they realize it does not fit their friend. They return to your store and request a refund. After your staff processes the refund for the shirt, they inspect the garment and determine it is fine to sell to another guest that it will fit correctly.
  - d. In both of these cases, we need to tell the Active POS System whether we are adding the item back into our inventory on hand to re-sell or we are deducting the item from our inventory on hand and discarding it because it is no longer suitable to sell.
  - e. These scenarios make up the items on your Pending Quantity list and must be handled prior to counting your inventory, so that the system knows how many of these products you should have in your store.
- NOTE:** This list is not cleared when you reconcile your inventory. The longer these quantities stay in the pending list, the less likely you will be able to accurately process them.

### **2. Review Your Pending Quantity List**

- a. Sign into your Active account using Internet Explorer.
- b. Choose Field Manager.
- c. Click on POS at the top right of the screen.

d. Click on the POS Inventory Management tab.

**FORT MCALLISTER STATE HISTORIC PARK**  
Park Office

Kelly Fellows - GA Contract  
GA - Park Manager - FORT MCALLISTER STATE HISTORIC PARK - Georgia State Parks

POS Product Setup	POS Inventory Management	POS Inventory Reconciliation	POS Purchase Order	POS Supplier Setup				
					<a href="#">ADD POS PRODUCT</a> <a href="#">POS PRINT BARCODES</a>			
Assignment Status	Product ID	Product Barcode	Product Name	Product Group	Supplier			
Assigned Products	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			
Qty On Hand <=	<input type="text"/>	Date	From	To	<input type="checkbox"/> Variable Price <input type="checkbox"/> Partial Quantity Allowed <input type="checkbox"/> Show Product Packages Only			
<a href="#">SEARCH</a>								
■	PRODUCT ID	ASSIGNED	PRODUCT NAME	PRODUCT DESCRIPTION	PRODUCT GROUP	INVENTORY TYPE	SUPPLIER	QTY ON H
<input type="checkbox"/>	<a href="#">38050</a>	Yes	CR Bandana	Map Bandana	APPAREL-TAXABLE	Non-Restrictive Inventory	<a href="#">1</a>	8
<input type="checkbox"/>	<a href="#">9572</a>	Yes	FISHES OF NC, SC, & GA	FISHES OF NC, SC, & GA	BOOKS -TAXABLE	Non-Restrictive Inventory	<a href="#">1</a>	6
<input type="checkbox"/>	<a href="#">9581</a>	Yes	SNAKES OF NC, SC & GA	SNAKES OF NC, SC & GA	BOOKS -TAXABLE	Non-Restrictive Inventory	<a href="#">1</a>	8

e. Scroll to the right, click on the check box next to Pending Qty Only, and then click on Search.

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POS Product Setup	POS Inventory Management	POS Inventory Reconciliation	POS Purchase Order	POS Supplier Setup		
					<a href="#">ADD POS PRODUCT</a> <a href="#">POS PRINT BARCODES</a>	
Product ID	Product Barcode	Product Name	Product Group	Inventory Type	Qty On Hand <=	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Pending Qty Only	
<a href="#">SEARCH</a>						
PRODUCT ID	PRODUCT NAME	OPTIONS	PRODUCT DESCRIPTION	PRODUCT GROUP	INVENTORY TYPE	QTY ON H
<input type="checkbox"/> 10513	TALES OF THE RAILS	0	TALES OF THE RAILS	BOOKS -TAXABLE	Non-Restrictive Inventory	0
<input type="checkbox"/> 11338	THE CAPTURE OF ATLANTA AND THE MARCH TO THE SEA	0	PAPERBACK BOOK	BOOKS -TAXABLE	Non-Restrictive Inventory	0
<input type="checkbox"/> 11339	THE CIVIL WAR IN GEORGIA	0	PAPERBACK BOOK	BOOKS -TAXABLE	Non-Restrictive Inventory	0
<input type="checkbox"/> 11340	THE GOLDEN ISLES OF GEORGIA	0	PAPERBACK BOOK	BOOKS -TAXABLE	Non-Restrictive Inventory	5

f. When the list loads, you will see items listed with a blue hyperlink number to their right in a column labeled Qty Pending Adjustment.

**NOTE:** If the number next to your product is not a blue hyperlink, you do not have the permission level to handle pending quantities and should speak to your supervisor.

Product ID	Product Name	Options	Product Description	Product Group	Inventory Type	Qty On Hand	Qty Pending A
10542	FIREWOOD	0	FIREWOOD	CAMPING-TAXABLE	Non-Restrictive Inventory	496	<a href="#">3</a>
7618	SUNSET HILL POTTERY MUGS THE POTBELLY	0	Sunset Hill Pottery Mugs The Potbelly	GIFTS-TAXABLE	Non-Restrictive Inventory	0	<a href="#">1</a>
42904	COKE VENDING MACHINE SALES	0	COKE VENDING MACHINE SALES	COKE-S-TAXABLE	Non-Restrictive Inventory	2	<a href="#">1</a>
256115	AL Redfish Tshirt	0	AL Redfish Tshirt	APPAREL-TAXABLE	Non-Restrictive Inventory	22	<a href="#">2</a>
130104	Stuffed Animal-Aurora-Armadillo	0	Stuffed Animal-Aurora-Armadillo	TOYS-TAXABLE	Non-Restrictive Inventory	4	<a href="#">1</a>

Page 1 of 1 [FIRST](#) [PREVIOUS](#) [NEXT](#) [LAST](#) 25 rows per pag

[HOST INVENTORY](#) [REQUEST STOCK TRANSFER](#) [RETURN STOCK](#)

- g. If the item is **suitable** to sell again, then you will use the following steps to **add** it back into your inventory on hand.
- h. Click on the blue hyperlink number next to the item to arrive at the screen below.

POS Product	Product ID 130104	Product Name Stuffed Animal-Auror	Product Description Stuffed Animal-Auror	Product Group TOYS-TAXABLE	Inventory Type Non-Restrictive Inventory	Qty On Hand 4
<u><a href="#">Adjust Pending Inventory</a></u>						
Qty pending adjustment	<input type="text" value="1"/>					
Qty to add	<input type="text"/>					
Do you want to clear any pending Qty?	<input type="radio"/> Yes <input checked="" type="radio"/> No					
Notes	<input type="text"/>					
<u><a href="#">OK</a></u>		<u><a href="#">APPLY</a></u>	<u><a href="#">CANCEL</a></u>			

- i. In the box next to Qty to add, you will enter a 1 for the single item that you are adding back to your inventory.

POS Product	Product ID 130104	Product Name Stuffed Animal-Auror	Product Description Stuffed Animal-Auror	Product Group TOYS-TAXABLE
<u><a href="#">Adjust Pending Inventory</a></u>				
Qty pending adjustment	<input type="text" value="1"/>			
Qty to add	<input type="text" value="1"/>			
Do you want to clear any pending Qty?	<input type="radio"/> Yes <input checked="" type="radio"/> No			
Notes	<input type="text"/>			
<u><a href="#">OK</a></u>		<u><a href="#">APPLY</a></u>	<u><a href="#">CANCEL</a></u>	

- j. Then you will click the Yes button next to the question: Do you want to clear any pending Qty?

POS Product	Product ID 130104	Product Name Stuffed Animal-Auror	Product Description Stuffed Animal-Auror	Product Group TOYS-TAX
<u>Adjust Pending Inventory</u>				
Qty pending adjustment	1			
Qty to add	1			
Do you want to clear any pending Qty?	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Clear Pending Qty	<input type="button" value="ADD QTY TO CLEAR"/>			
Notes	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>			

- k. Now you will click OK. This adds 1 of the item back to your quantity on hand and also removes the item from your Pending Quantity list.  
**NOTE:** You can search the product to verify that the quantity on hand increased after you processed the pending quantity.
  - l. If the product is **not suitable** to sell again, you will use the following steps to **remove** it from your quantity on hand.
  - m. Click on the blue hyperlink number next to the damaged product.

Product ID	Product Barcode	Product Name	Product Group	Inventory Type	Qty On Hand <=	
						<input checked="" type="checkbox"/> Pending Qty Only
<b>ARCH</b>						
PRODUCT ID	PRODUCT NAME	OPTIONS	PRODUCT DESCRIPTION	PRODUCT GROUP	INVENTORY TYPE	QTY ON HAND
10542	FIREWOOD	0	FIREWOOD	CAMPING-TAXABLE	Non-Restrictive Inventory	496
7618	SUNSET HILL POTTERY MUGS THE POTBELLY	0	Sunset Hill Pottery Mugs The Potbelly	GIFTS-TAXABLE	Non-Restrictive Inventory	0
42904	COKE VENDING MACHINE SALES	0	COKE VENDING MACHINE SALES	COKES-TAXABLE	Non-Restrictive Inventory	2
256115	AL Redfish Tshirt	0	AL Redfish Tshirt	APPAREL-TAXABLE	Non-Restrictive Inventory	22
130104	Stuffed Animal-Aurora-Armadillo	0	Stuffed Animal-Aurora-Armadillo	TOYS-TAXABLE	Non-Restrictive Inventory	4
Page: 1 of 1						
<a href="#">FIRST</a> <a href="#">PREVIOUS</a> <a href="#">NEXT</a> <a href="#">LAST</a>			25 rows per page			
<a href="#">LAST INVENTORY</a>		<a href="#">REQUEST STOCK TRANSFER</a>		<a href="#">RETURN STOCK</a>		

- n. In the screen below, you will leave the box next to Qty to Add blank, since you do not want to increase your quantity on hand.

<b>POS Product</b>	Product ID 256115	Product Name AL Redfish Tshirt	Product Description AL Redfish Tshirt	Product Group APPAREL-TA
<b>Adjust Pending Inventory</b>				
Qty pending adjustment	<input type="text" value="2"/>			
Qty to add	<input type="text"/>			
Do you want to clear any pending Qty?	<input type="radio"/> Yes <input checked="" type="radio"/> No			
Notes	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>			
<input type="button" value="OK"/> <input type="button" value="APPLY"/> <input type="button" value="CANCEL"/>				

- o. Now click on the Yes button next to the question: Do you want to clear any pending Qty? This will expand the options on your screen.

<b>POS Product</b>	Product ID 256115	Product Name AL Redfish Tshirt	Product Description AL Redfish Tshirt	Product Group APPAREL-TA
<b>Adjust Pending Inventory</b>				
Qty pending adjustment	<input type="text" value="2"/>			
Qty to add	<input type="text"/>			
Do you want to clear any pending Qty?	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Clear Pending Qty	<input type="button" value="ADD QTY TO CLEAR"/>			
Notes	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>			
<input type="button" value="OK"/> <input type="button" value="APPLY"/> <input type="button" value="CANCEL"/>				

- p. Next you will click on the blue button Add Qty to Clear to further expand your options.

POS Product	Product ID 256115	Product Name AL Redfish Tshirt	Product Description AL Redfish Tshirt	Product Group APPAREL-TAXABLE
<u>Adjust Pending Inventory</u>				
Qty pending adjustment	2			
Qty to add				
Do you want to clear any pending Qty?	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Clear Pending Qty	Qty to Clear	Reason Code	<input type="text"/> Damage <input type="button" value="REMOVE QTY TO CLEAR"/>	
Notes	<input type="button" value="ADD QTY TO CLEAR"/> <div style="border: 1px solid #ccc; padding: 5px; height: 100px; width: 100%;"></div>			
<input type="button" value="OK"/> <input type="button" value="APPLY"/> <input type="button" value="CANCEL"/>				

- q. Here, you will enter a 1 in the box Qty to Clear. Choose Damage from the Reason Code drop down menu and then make very clear notes on the circumstances of the item's return due to damage.

POS Product	Product ID 256115	Product Name AL Redfish Tshirt	Product Description AL Redfish Tshirt	Product Group APPAREL-TAXABLE
<u>Adjust Pending Inventory</u>				
Qty pending adjustment	2			
Qty to add				
Do you want to clear any pending Qty?	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Clear Pending Qty	Qty to Clear	Reason Code	<input type="text"/> 1 Damage <input type="button" value="REMOVE QTY TO CLEAR"/>	
Notes	<input type="button" value="ADD QTY TO CLEAR"/> <div style="border: 1px solid #ccc; padding: 5px; height: 100px; width: 100%;">           Customer bought this shirt on receipt #200345, but then realized the seam was ripped on the right shoulder. Customer was issued refund #158759. Item has been removed from sales floor and discarded.         </div>			
<input type="button" value="OK"/> <input type="button" value="APPLY"/> <input type="button" value="CANCEL"/>				

- r. Review your entries and then click OK.

**NOTE:** You can verify the item was removed from your inventory by searching the product and making sure the quantity on hand decreased.

**NOTE:** Be sure to discard any item that is entered as damaged. Any logo or namedrop must be destroyed prior to discard.

- s. If you have more than one of a product pending, you should handle each one separately so that the notes are as accurate as possible for that particular refund.

- t. Work through your Pending Quantity list until no items remain.

**NOTE:** If you are preparing for inventory counting, you are ready to move on to the instructions for Removing Damaged Merchandise from Inventory.