



## Inventory Reconciliation (Incorrect Inventory Quantities)

Occasionally you will come across an item on your showroom floor that is

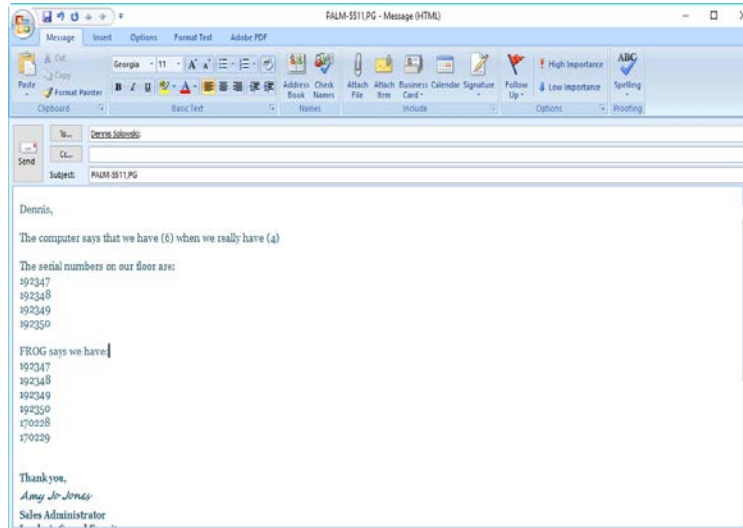
- a) On the showroom floor and the computer says it is not
- b) Not on the showroom floor and the computer says it is
- c) Is tagged on the floor but have the wrong SKU tag / serial number

**Step 1:** Compare How Many of a Particular Item the Computer Says You Have Compared to the Actual Number On Your Floor.

**Step 2:** Find Each Individual Item That Is On Your Floor And Write Down The Serial Number. Look everywhere, including the backroom, storage areas, and restrooms.

**Step 3:** Send "Inventory" a message in the following format

### Example Message



**Step 4:** In 72 Hours Check That Inventory Has Been Corrected. If the correction has not occurred send the message again and add "Second Request" to the top line.