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## CHAPTER 26 - PHYSICAL INVENTORY

Physical inventories can be completed using RF-based or paper-based methods. The physical inventory process maintains both “before” and “after” inventory data for post physical inventory discrepancy and variance reporting.

### Physical Inventory Status Codes

The following status codes are used at the inventory ID level and at the individual inventory task level.

RD	Ready to Count
NC	Not Counted (An attempt to enter a count was made, but the operator did not complete the entry)
CT	Counted
PR	Processed
CA	Cancelled

### Physical Inventory Request

These screens will allow the user to define parameters for a physical inventory with or without using a template.


- From the Requests Menu, select Update Requests, and then click on Physical Inventory.

The screen will display as follows:


### Physical Inventory Request/Criteria

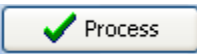
- Decide on whether to use an existing template or create a new one.

**NOTE:** To help make the decision, view existing templates by clicking on the drop down arrow at the end of the Description field.

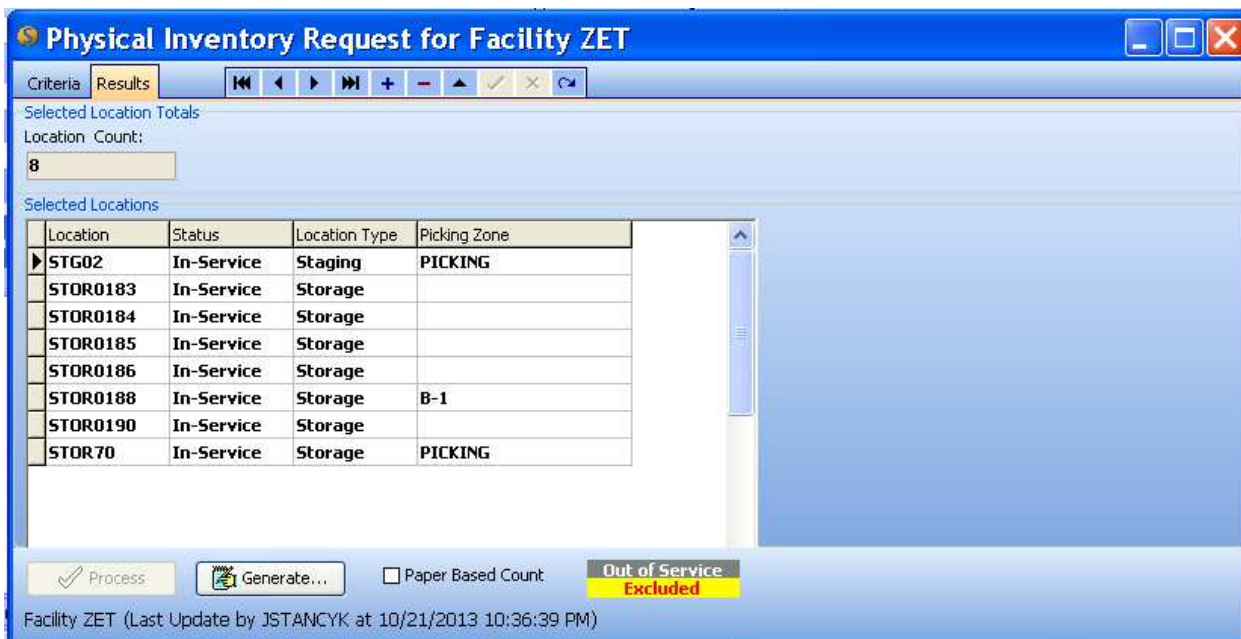
- Select an existing template by clicking on the description of the template or create a new one by clicking on the .
- If creating a new template, enter a description of the physical inventory to be performed.
  - This is a free text field. The description should be of some meaning of identification to the user. If an existing template is being used, skip this step.
- Press the Tab key to move to the From Location field.
- If the count will be done for a specific set of locations, type the From Location in this field.
- Press the Tab key to move to the To Location field. Enter the To Location.
- Press the Tab key to move to the Zone field.
- If this count will be for a specific zone, type the Zone ID in this field.
- Press the Tab key to move to the Customer field.
- If this count will be for a specific customer, enter the customer ID in the Customer field.

- To create a paper count, click in the box next to 'Paper-based Count'.

**NOTE:** If you are using an existing template and want to change any of the criteria (item etc.), after changing the information you will need to click on the  to update the information.

- Click on the  button to have SYNAPSE handle the request.

The screen will display the results as follows:

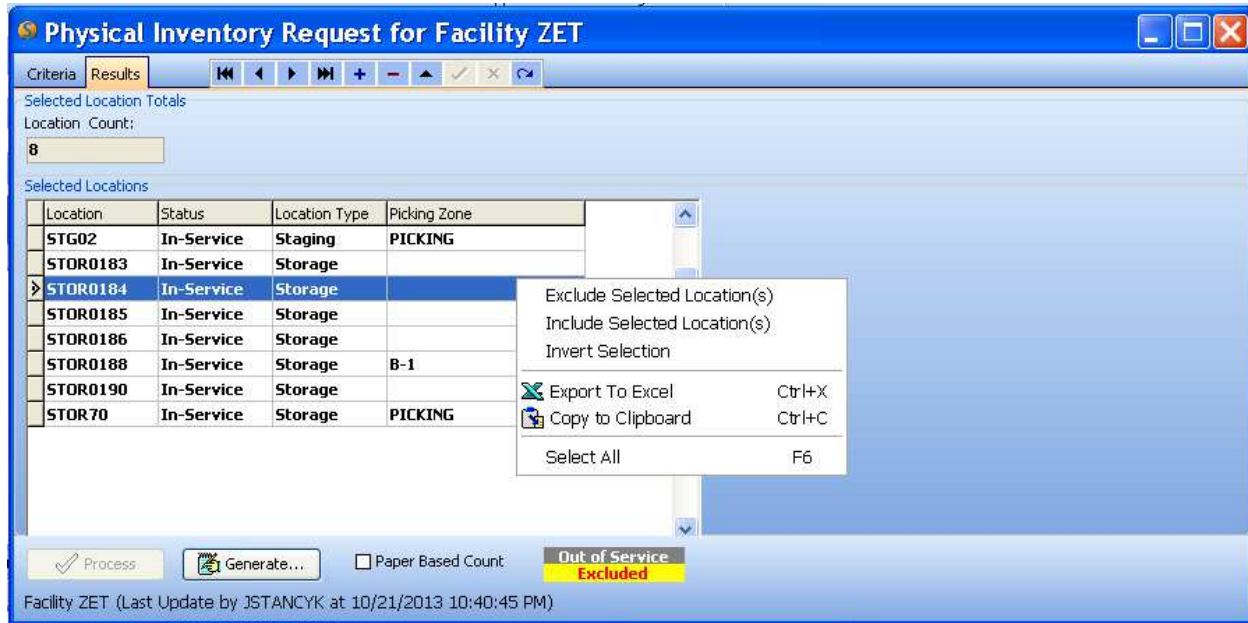


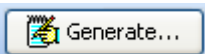
Location	Status	Location Type	Picking Zone
STG02	In-Service	Staging	PICKING
STOR0183	In-Service	Storage	
STOR0184	In-Service	Storage	
STOR0185	In-Service	Storage	
STOR0186	In-Service	Storage	
STOR0188	In-Service	Storage	B-1
STOR0190	In-Service	Storage	
STOR70	In-Service	Storage	PICKING

If the Physical Inventory criteria includes the customer, the physical inventory tasks will be generated for all locations where there is an existing Lip for the customer requested. Count tasks will not be generated for empty locations.

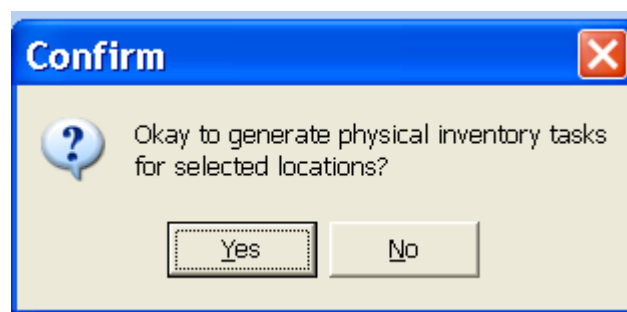
### Physical Inventory Request/Results

- On the Results Tab, SYNAPSE will display the outcome of the request.
- Review the results. Note that the shaded Locations box in the upper left will display the total number of locations returned by SYNAPSE processing.



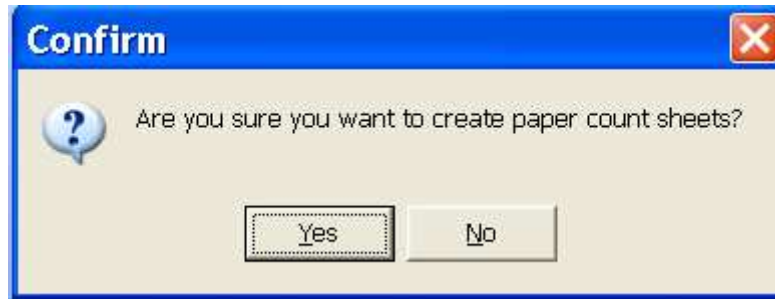
- To include or exclude locations to be counted, highlight the row on the grid to be processed and right click the mouse button. Select the Exclude Selected Locations(s) option. Continue until desired rows are processed. To do the reverse, select the Invert Selection option and then highlight a row on the grid, and select the Include Selected Location(s) option. Continue until desired rows are processed.
- Review the results of the request. If acceptable, click on the  button to build the count tasks.

The following message will appear:



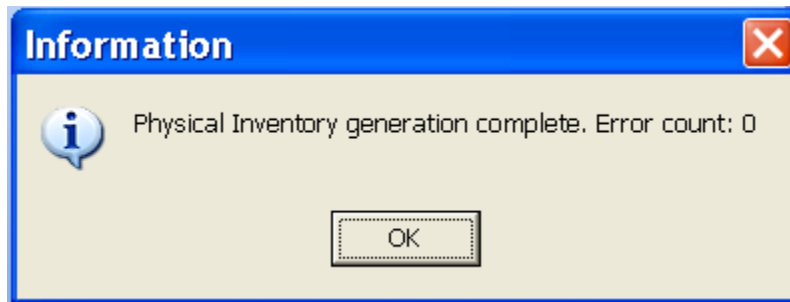
- Click on the "Yes"

If a Paper-based Count was requested, the following message will appear:



- Click on the "Yes" button.

The following message will appear:



- Click on the "OK" button when the cycle count generation is complete.

## Performing Paper-Based Physical Inventory Tasks

Once the tasks have been generated, they can be viewed using the Physical Inventory Information screen. This screen displays each location and all individual plates associated with it. After the tasks have been reviewed, the paper-based count report can be printed. The warehouse associates will then go out and manually count the specified locations and return the papers to the supervisor. The counts can then be entered into the system and a Variance Report can be generated. If second counts are required, they will be done at this time. Once all the tasks are entered, and the supervisor is satisfied with the outcome, the inventory will be updated and the process is finished. These tasks are also visible in the Lookup/Tasks screen

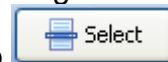
## Reviewing the Status of the Request/Physical Inventory Information

- From the Lookup Menu, select Physical Inventory.

The screen will display as follows:

- Type the Facility ID in the Facility field.
- Press the Tab key to move to the Status field.
- If there is a specific status to be viewed, type it into this field. Otherwise, leave it blank to view tasks at every status level.

If the Status ID is not known, double click in this field to view a complete listing of Status codes. Double click on the correct status(s). Click on the select button to carry the information over to the Information screen.



- Press the Tab key to move to the Customer field.
- Type the Customer ID for the count.

This is an optional field. If the Customer ID is not entered, the system will display all counts for the facility.

If the Customer ID is not known, double click in the field to view a complete listing of ID's. Double click on the correct ID to carry it over to the Information screen.



- Click on the lookup button  to view the information.

The information will display as follows:

**Physical Inventory Information**

Facility: ZET Status: Customer ID: SPIRITS

**Location Change Variance**

Inventory Requests | Counts by Location | Counts by Plate

ID	Facility	Paper	Status	Zone	From Location	To Location	Requester	Requested	Last User	Last Update	Customer
85	ZET	Y	Ready				JSTANCYK	10/21/2013 10:45:28	JSTANCYK	10/21/2013 10:45:28	SPIRITS

### Physical Inventory Information/Inventory Requests

- To view the counts by location of a specific sub-task, click on the line of the task to highlight it. Then click on the Counts by Location tab.

The information will display as follows:

**Physical Inventory Information**

Facility: ZET Status: Customer ID: SPIRITS

**Location Change Variance**

Go To Location:

Inventory Requests | **Counts by Location** | Counts by Plate

Facility	Location	System Count	User Count	Variance
ZET	STOR0184	600	0	-600
ZET	STOR0185	600	0	-600
ZET	STOR0190	600	0	-600
ZET	STOR70	600	0	-600
ZET	STOR0186	600	0	-600
ZET	STOR0188	600	0	-600
ZET	STOR0183	576	0	-576

Customer ID	Location	Item	Lot Number	License Plate	Status	System Count	User Count	Counted By	Count Date	Variance	# of Counts
SPIRITS	STOR0184	5001	093013	0930130000	Ready	120	0				
SPIRITS	STOR0184	5001	093013	0930130000	Ready	120	0				
SPIRITS	STOR0184	5001	093013	0930130000	Ready	120	0				
SPIRITS	STOR0184	5001	093013	0930130000	Ready	120	0				
SPIRITS	STOR0184	5001	093013	0930130000	Ready	120	0				

- To view the counts by Lip of a specific sub-task, click on the line of the task to highlight it. Then, click on the Counts by LiP to view the sub-tasks.



The information will display as follows:

**Physical Inventory Information**

Facility: ZET Status: Customer ID: SPIRITS

Location Change Variance

Inventory Requests Counts by Location Counts by Plate

Customer ID	Location	Item	Lot Number	License Plate	Status	System Count	User Count	Counted By	Count Date	Variance	# of Counts
SPIRITS	STOR70	5002	102113	1021130000	Ready	120	0				
SPIRITS	STOR70	5002	102113	1021130000	Ready	120	0				
SPIRITS	STOR70	5002	102113	1021130000	Ready	120	0				
SPIRITS	STOR70	5002	102113	1021130000	Ready	120	0				
SPIRITS	STOR70	5002	102113	1021130000	Ready	120	0				
SPIRITS	STOR0190	5003	093013	0930130000	Ready	120	0				
SPIRITS	STOR0190	5003	093013	0930130000	Ready	120	0				
SPIRITS	STOR0190	5003	093013	0930130000	Ready	120	0				
SPIRITS	STOR0190	5003	093013	0930130000	Ready	120	0				
SPIRITS	STOR0190	5003	093013	0930130000	Ready	120	0				
SPIRITS	STOR0188	5003	093013	0930130000	Ready	120	0				
SPIRITS	STOR0188	5003	093013	0930130000	Ready	120	0				
SPIRITS	STOR0188	5003	093013	0930130000	Ready	120	0				
SPIRITS	STOR0188	5003	093013	0930130000	Ready	120	0				
SPIRITS	STOR0188	5003	093013	0930130000	Ready	120	0				

**NOTE:** If a location has been counted more than once, the new count will show in the User Count column. The original user count will then move to the column called Prev 1 Count. If a third count is done the original will move to the column called Prev 2 Count.

To generate a task to recount a location, right click on the line from either tab and select Recount Location.

**Physical Inventory Information**

Facility: Status: Customer ID: SPIRITS

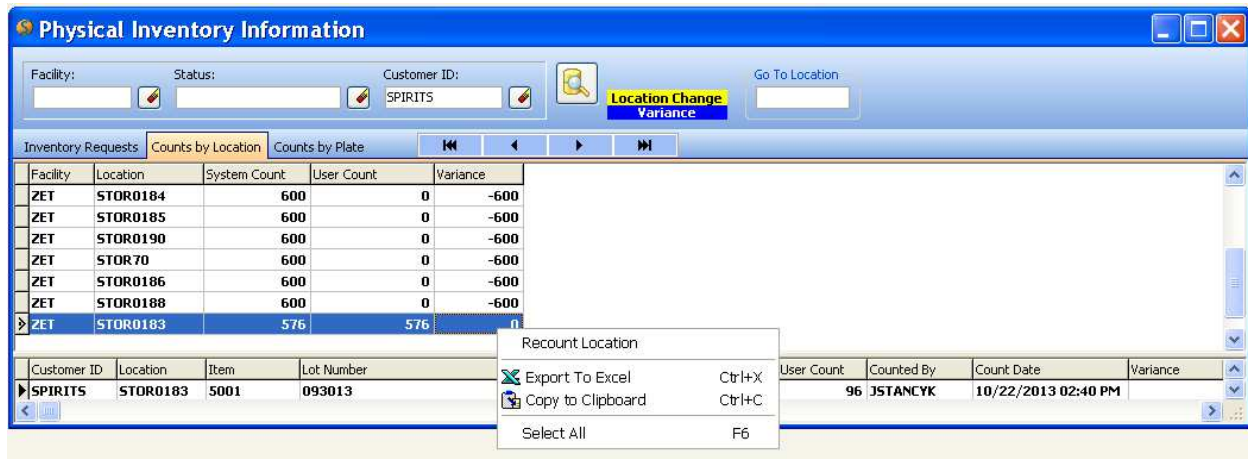
Location Change Variance

Inventory Requests Counts by Location Counts by Plate

Customer ID	Location	Item	Lot Number	License Plate	Status	System Count	User Count	Counted By	Count Date	Variance
SPIRITS	STG02	5002	102113A	1021130000	Ready	120	0			
SPIRITS	STG02	5002	102113A	1021130000	Ready	120	0			
SPIRITS	STG02	5001	102113D	1021130000	Ready	120	0			
SPIRITS	STG02	5001	102113D	1021130000	Ready	120	0			
SPIRITS	STG02	5001	102113D	1021130000	Ready	120	0			
SPIRITS	STOR0183	5001	093013	0930130000	Counte	120	120	JSTANCYK	10/22/2013 02:41 PM	
SPIRITS	STOR01			0930130000	Counte	120	120	JSTANCYK	10/22/2013 02:41 PM	
SPIRITS	STOR01			0930130000	Counte	120	120	JSTANCYK	10/22/2013 02:41 PM	
SPIRITS	STOR01			0930130000	Counte	120	120	JSTANCYK	10/22/2013 02:40 PM	
SPIRITS	STOR01			0930130000	Counte	96	96	JSTANCYK	10/22/2013 02:40 PM	

Right-click context menu for selected row:

- Recount Location
- Export To Excel (Ctrl+X)
- Copy To Clipboard (Ctrl+C)
- Select All (F6)

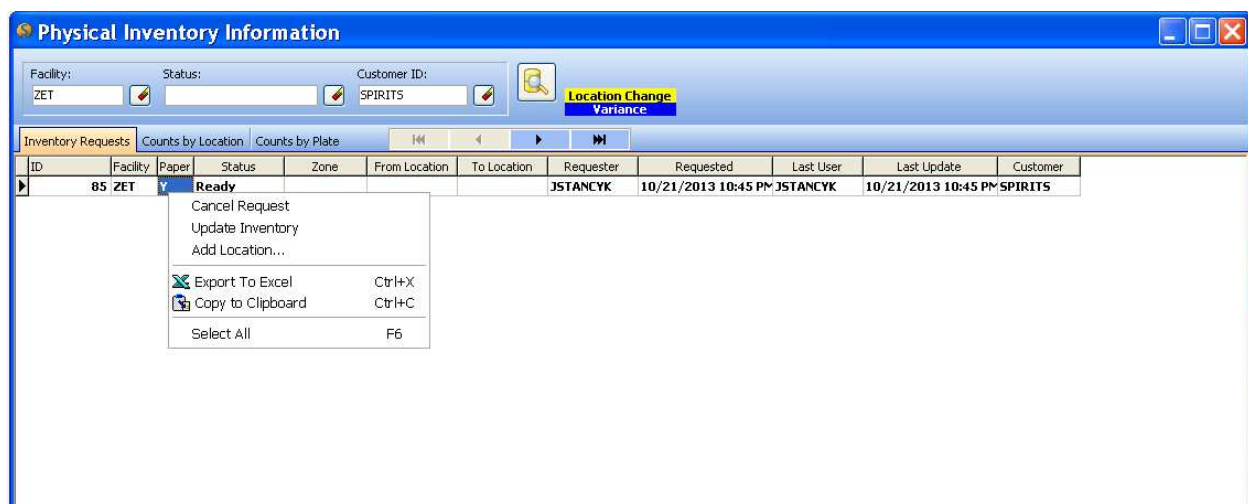


### Adding a Location to the Physical Inventory

If a count was not issued for a location that physically has product in it, the location can be added to the count.

To add a location, do the following:

- From the Physical Inventory Information/Inventory Requests Tab, Right click to view a list of options.



- Select the Add Location option.
- Type in the location to add.
- Click on OK.

## Printing the Physical Inventory Count Sheets

If a paper Physical Inventory is requested, the system will automatically print the Physical Inventory Count Sheets.


To reprint the count sheets, do the following:

- From the Requests Menu, select Report Requests and find the appropriate Crystal Report for the Count Sheet.

The screenshot shows a Windows-style dialog box titled "Enter Values". It has a blue header bar with a close button (X) in the top right corner. The dialog is divided into two main sections. The first section, labeled "Enter Inventory ID:", contains a text input field with the value "85". The second section, labeled "Select Inventory ID Type:", contains a dropdown menu with "..." selected. Below the dropdown, two options are visible: "I - Physical Inventory ID" and "T - Task ID". At the bottom right of the dialog are "OK" and "Cancel" buttons.

The Report will prompt the user for 2 parameters of information to display the correct count papers:

- In the Parameter Field, click on Inventory ID.
- Type the Inventory ID or Task ID in the Discrete Value field.
- In the Parameter Field, click on the Parameter Type. From the drop down choose what type of value was entered in the Inventory ID field (Physical inventory ID or Task ID)

- Click the OK button  to complete the parameters.

The Physical Inventory Count Sheet Report will display as follows:


**Physical Inventory Ticket**  
Zethcon Test  
Printed on 10/22/2013 12:42PM

**SYNAPSE**

Customer: SPIRITS SPIRITS R US  
Inventory ID: 85


Task ID  
2151367

Location  
STG02



Check Digit: \_\_\_\_\_


Item  
5001



WINE-WHITE ZINFANDEL


LPID	ITEM	LOT	UOM	COUNT
102113000000415	_____	_____	BTL	_____
102113000000416	_____	_____	BTL	_____
102113000000417	_____	_____	BTL	_____

Item  
5002



WINE-PINOT GRIGIO

LPID	ITEM	LOT	UOM	COUNT
102113000000110	_____	_____	BTL	_____
102113000000111	_____	_____	BTL	_____
102113000000112	_____	_____	BTL	_____
102113000000113	_____	_____	BTL	_____
102113000000114	_____	_____	BTL	_____

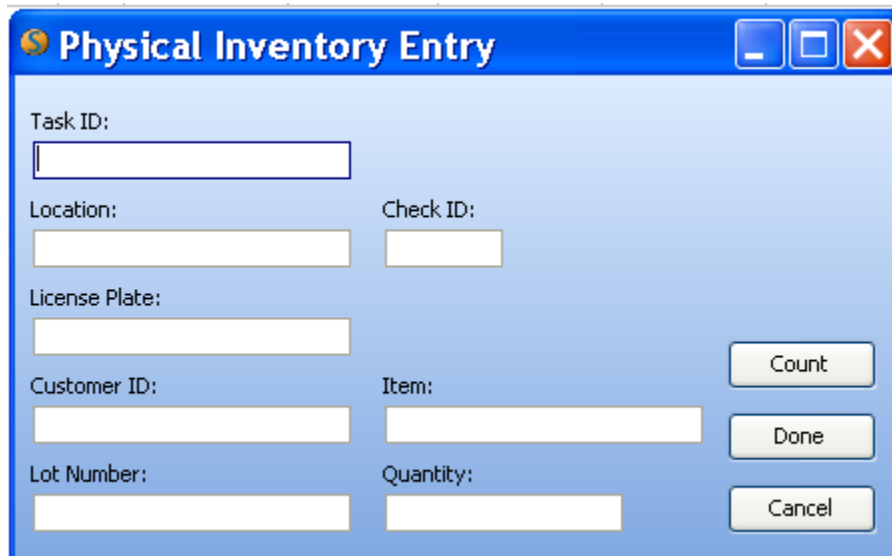
- To print the Count Sheets, click on the Print button .
- The associates assigned to do the counting will use these papers to do the physical counts and return them to the Supervisor when finished.

## CRT Based Physical Inventory Counts

Once the counts have been completed, they will need to be entered into SYNAPSE. This is done using the Physical Inventory Entry screen.

- From the Edit Menu, select Physical Inv Entry.

The screen will display as follows:

A screenshot of a Windows-style dialog box titled "Physical Inventory Entry". The dialog box has a blue title bar with standard minimize, maximize, and close buttons. The main area is light blue and contains several text input fields arranged in a grid. The fields are labeled: "Task ID:", "Location:", "Check ID:", "License Plate:", "Customer ID:", "Item:", "Lot Number:", and "Quantity:". To the right of the input fields are three buttons: "Count", "Done", and "Cancel".

Task ID:	
Location:	Check ID:
License Plate:	
Customer ID:	Item:
Lot Number:	Quantity:

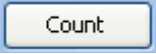
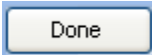
Count  
Done  
Cancel

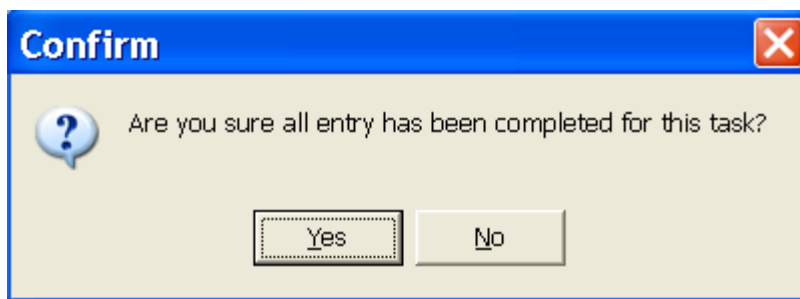
### Physical Inventory Entry

- Click the mouse in the Task ID field.
- Type the Task ID number that is found on the Count Sheet.
- Press the Tab key to move to the Location field.
- Type or scan the Location ID in this field.
- Press the Tab key to move to the Check Digit field.
- Type the Check ID for counted location, if the facility uses Check IDs.
- Press the Tab key to move to the License Plate field.
- Type the License Plate ID in this field.

The leading zeros do NOT have to be entered for numeric license plate ID's.

- Press the Tab key to move to the Customer ID field.
- Type the Customer ID in this field.
- Press the Tab key to move to the Item field.
- Type or scan the Item ID in this field.
- Press the Tab key to move to the Lot Number field.
- If the Lot Number is required for this item, type it into this field.

- Press the Tab key to move to the Quantity field.
- Type the Quantity that was actually counted for this item.
- Once the information has been entered for this item, press the Count button .
- Continue this process for all items found in this location.
- Once all items for this location have been entered, click on the Done button  to complete this location/Task ID.

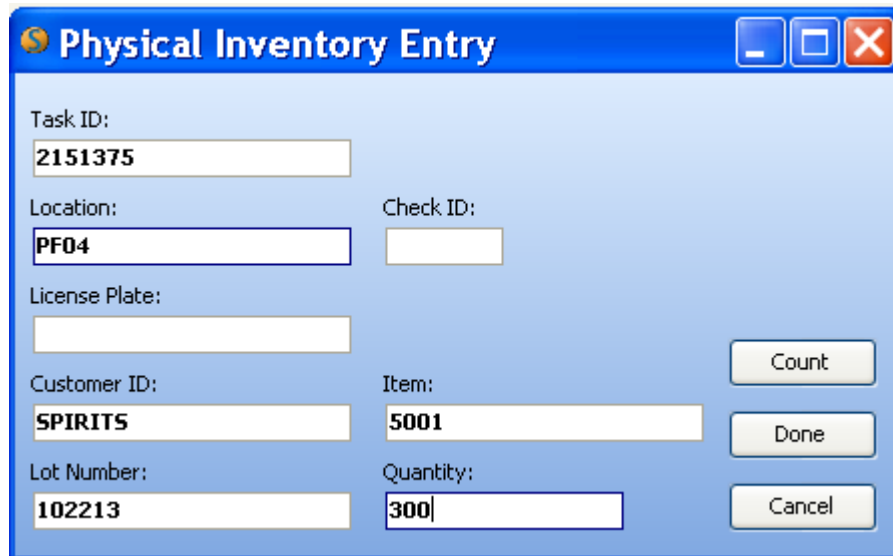


- Respond Yes to the prompt, "Are you sure all entry had been completed for this task?"
- Start the process again with the next Task ID and Location.

### Counting Pick Front Locations – No Lot Number

When counting an items pick front location, the system expects the user NOT to enter any LP's. Since the item has no lot number, the LP's are no longer needed in the pick front (just like in picking)

The user will enter all the other information, Customer, Item, Qty (leaving the LP field blank). Once the user has entered the count the system will 'match' up quantities with LP's starting with the lowest LP in the location. The highest LP in the location will be the one that receives any adjustment necessary (up or down).



The image shows a Windows-style dialog box titled "Physical Inventory Entry". It contains several text input fields and three buttons. The fields are arranged in two columns. The first column contains "Task ID:" (2151375), "Location:" (PF04), "License Plate:" (empty), "Customer ID:" (SPIRITS), and "Lot Number:" (102213). The second column contains "Check ID:" (empty), "Item:" (5001), and "Quantity:" (300). The buttons "Count", "Done", and "Cancel" are stacked vertically on the right side of the dialog.

Task ID:	2151375
Location:	PF04
Check ID:	
License Plate:	
Customer ID:	SPIRITS
Item:	5001
Lot Number:	102213
Quantity:	300

Buttons: Count, Done, Cancel

### Counting Pick Front Locations – With Lot Number

When counting an items pick front location, the system DOES expect the user to enter each LP that is in the location. Since the item is lot controlled, each LP is needs to be counted (just like in picking, the user is required to enter/scan the LP).

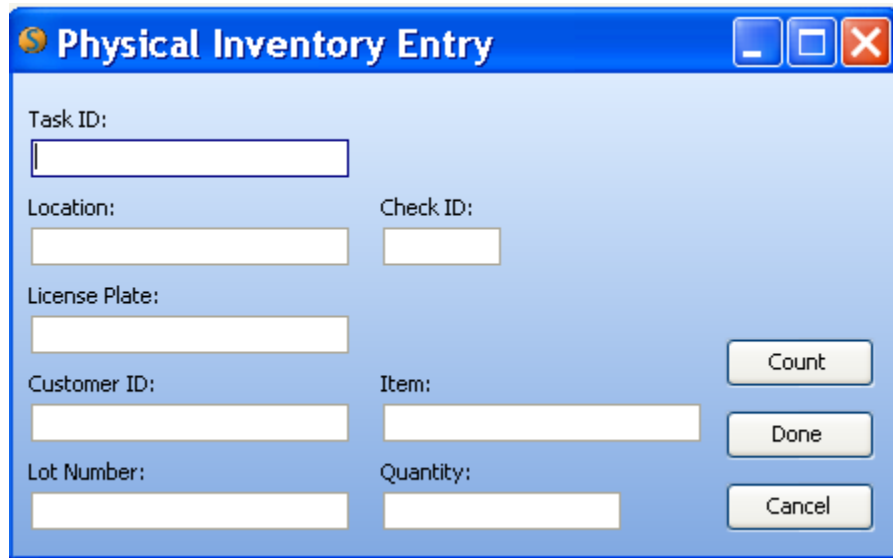
The user will enter all information the same as in other locations, LP, Customer, Item, Qty and Lot number for each LP. Any changes will be done to the specific LP that did not match up with what was expected.

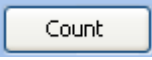
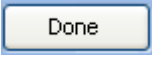
### Empty Locations

The system will generate a task for all locations that it believes product is in. If a location is found to be empty, the task generated must still be processed. For paper counts, follow the steps below:

- From the Edit Menu, select Physical Inv Entry.

The screen will display as follows:

A screenshot of a Windows-style dialog box titled "Physical Inventory Entry". The dialog has a blue title bar with standard minimize, maximize, and close buttons. The main area is light blue and contains several text input fields: "Task ID:" (a single-line field), "Location:" (a single-line field), "License Plate:" (a single-line field), "Customer ID:" (a single-line field), "Lot Number:" (a single-line field), "Check ID:" (a single-line field), "Item:" (a single-line field), and "Quantity:" (a single-line field). To the right of these fields are three buttons: "Count", "Done", and "Cancel", stacked vertically.

- Click the mouse in the Task ID field.
- Type the Task ID number that is found on the Count Sheet.
- Press the Tab key to move to the Location field.
- Type or scan the Location ID in this field.
- Press the Tab key to move to the Check Digit field.
- Type the Check ID for counted location.
- No other information is needed, press the Count button .
- Click on the Done button  to complete this location/Task ID.
- Respond Yes to the prompt, "Are you sure all entry had been completed for this task?"

## RF Based Physical Inventory Counts

The tasks for RF Physical Inventory counts are created the same way the Paper-based counts are created. The only difference is that the Paper-based Count check box on the Physical Inventory Request screen does not get a check mark. This tells the system that the count will be done using an RF device. After the RF tasks have been created, the employees on the floor can access the counts that need to be done.

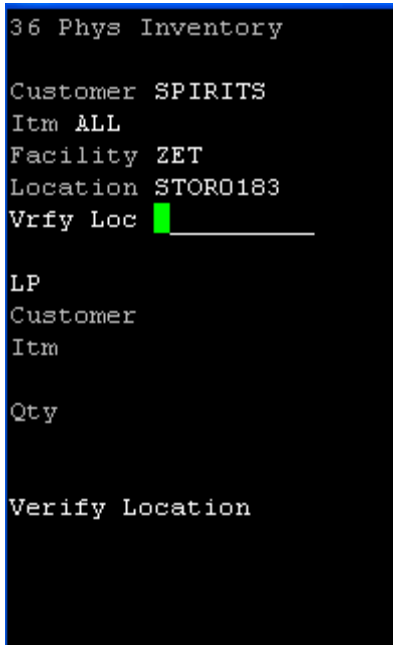
- From the Work Menu, select Physical Inventory (option 36).



The system will check for a task that is closest to your current location.

### Standard Physical Inventory Entry

The screen will display as follows:



```
36 Phys Inventory

Customer SPIRITS
Itm ALL
Facility ZET
Location STOR0183
Vrfy Loc █

LP
Customer
Itm

Qty

Verify Location
```

- Scan or type the Location. If the Facility utilizes Check ID, then the user will be prompted for the check id for the location listed.
- Press the Enter key.

This will move the cursor to the License Plate field.

- Scan or type the License Plate number. \*\*Note – If specific check boxes are not set on the Customer, the user can press Enter after the LP entry and the screen will automatically populate specific fields so the user will not have to enter them. The data can be changed if necessary.

```
36 Phys Inventory

Customer SPIRITS
Itm ALL
Facility ZET
Location STOR0183
Vrfy Loc stor0183

LP 093013000000202
Customer SPIRITS
Itm 5001
LOT
Qty
WINE-WHITE ZINFANDEL

Confirm item
```

- Press the Tab key to move to the Customer field.
- Type the Customer ID in this field, if not already populated.
- Press the Tab key to move to the Itm field.
- Scan or type the Item ID in this field, if not already populated.
- Press the Tab key to move to the Qty field.
- Type the quantity of the item that is counted for this location. Quantity is always at the base uom value.
- Press the Enter key.
- If there is more information required such as a Lot number, the system will prompt the user to enter it at this time.
- If there is more than one item or LP in this location, repeat this process until all have been counted. When all LP's have been counted in the location, press F4 to complete.
- The system will prompt with the message 'Location Done?' Type a 'y' for Yes.
- Press the Enter key.

The system will then move on to the next location that needs to be counted.

- Continue the process until all locations have been counted.

```
36 Phys Inventory

Customer SPIRITS
Itm ALL
Facility ZET
Location STOR0183
Vrfy Loc stor0183

LP
Customer
Itm
LOT
Qty

Location Done? █
```

**NOTE:** A user can exit Physical Inventory at any time by pressing F1. The system will prompt with 'Exit Phy Inv?'. Type a 'Y' and press the Enter key. This will return the user to the Work Menu.

```
36 Phys Inventory

Customer SPIRITS
Itm ALL
Facility ZET
Location PF04
Vrfy Loc

LP
Customer
Itm

Qty

Exit Phy Inv? █
```

### Counting Pick Front Locations – No Lot Number

When counting an items pick front location, the system expects the user NOT to enter any LP's. Since the item has no lot number, the LP's are no longer needed in the pick front (just like in picking)

The user will enter all the other information, Customer, Item, Qty (leaving the LP field blank). Once the user has entered the count the system will 'match' up quantities with LP's starting with the lowest LP in the location. The highest LP in the location will be the one that receives any adjustment necessary (up or down).

```
36 Phys Inventory
Customer 5747
Itm ALL
Facility MAN
Location 07A02
Vrfy Loc 07a02

Customer 5747
Itm etmft2
Qty 37
Enter. F4-Done
```

### Counting Pick Front Locations – With Lot Number

When counting an items pick front location, the system DOES expect the user to enter each LP that is in the location. Since the item is lot controlled, each LP is needs to be counted (just like in picking, the user is required to enter/scan the LP).

The user will enter all information the same as in other locations, LP, Customer, Item, Qty and Lot number for each LP. Any changes will be done to the specific LP that did not match up with what was expected.

### Empty Locations

If the location to be counted is empty, the operator will Press F4 without making any LP entry. The user will first be prompted with "Location Done?". If the location is empty, the user should answer "Y". Next the user will be prompted with the "Verify empty?" question before exiting. Answer "Y" to exit.

```
36 Phys Inventory

Customer SPIRITS
Itm ALL
Facility ZET
Location PF04
Vrfy Loc PF04

LP
Customer
Itm

Qty

Verify empty? █
```

### Entering a “Can’t Count”

If the user is unable to enter a count, he should press the F6 key and select one of the following options:

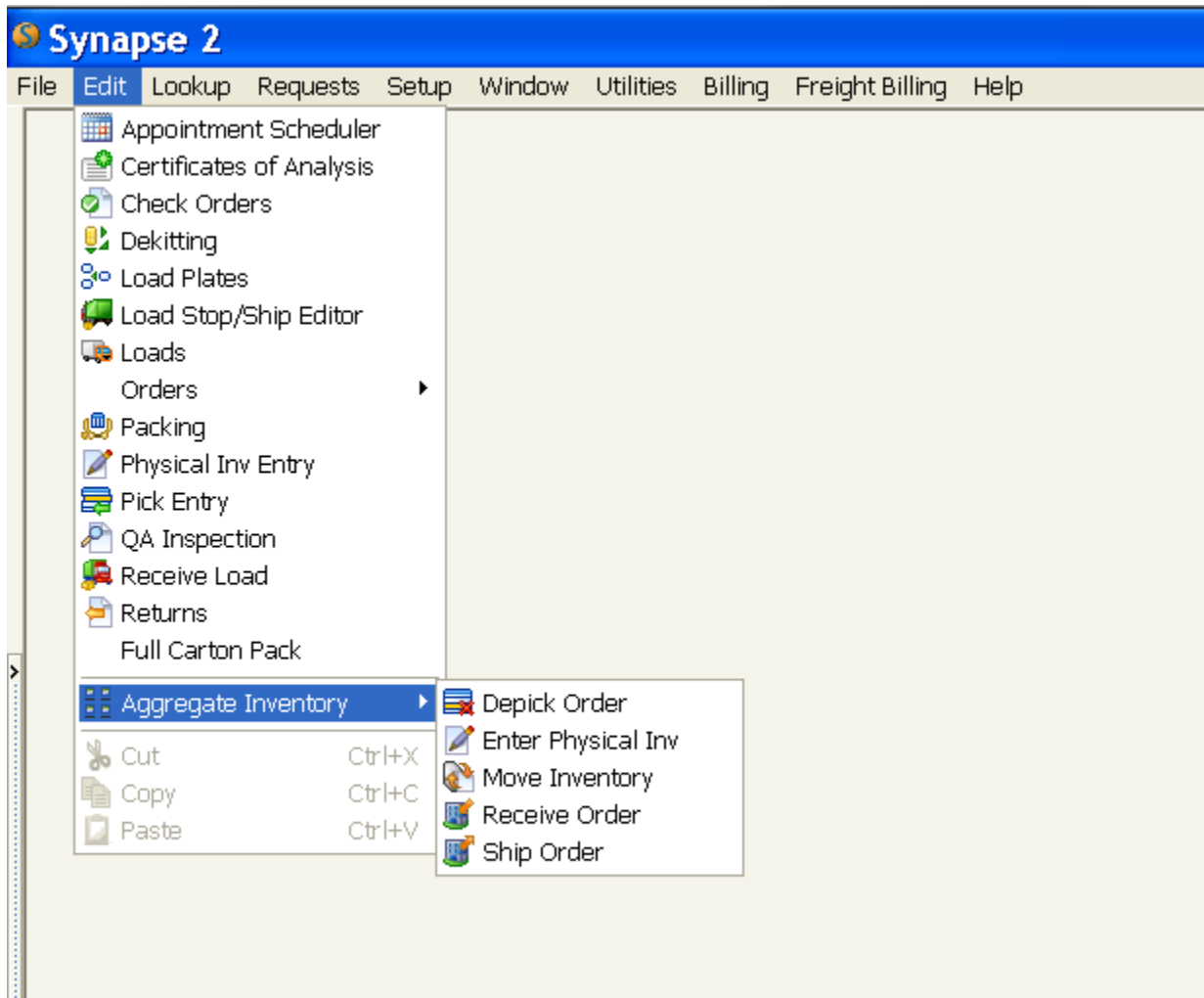
- |                   |   |
|-------------------|---|
| <b>Can't</b>      | Underneath it also says (Exit to Menu). It's the same as pressing F1 while in the function itself.  |
| <b>No one Can</b> | Puts the task on hold and tries to get the user another task.   |
| <b>I Can't</b>    | Puts the task in the user's "can'ts" table and tries to get the user another task. The user will not get this task again until they login again or change equipment, but the task can be given to another user. |

The last two options are similar to the two “Can't options” in picking.

## AI Based Physical Inventory Counts

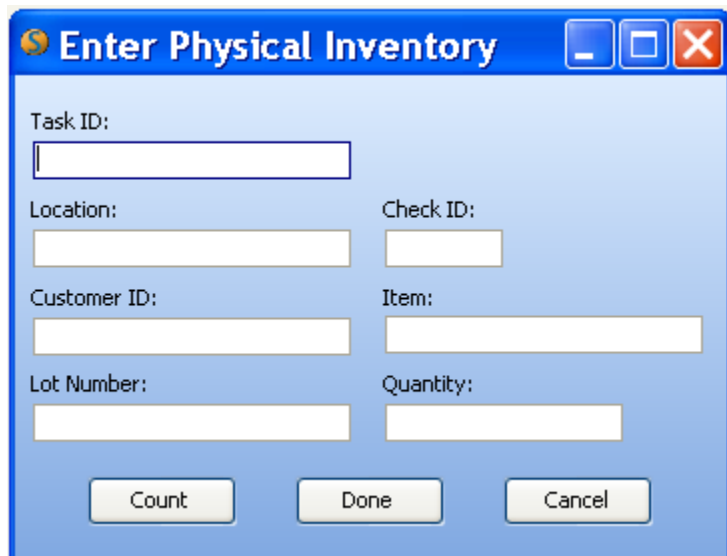
The tasks for AI Physical Inventory counts are created the same way the RF-based counts are created. After the tasks have been created, the employees on the floor will perform the counts similar to the Paper Based counts.

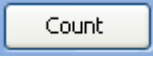
- From the Edit/Aggregate Inventory Menu select Enter Physical Inv.



The Enter Physical Inventory screen is very similar to the Physical Inventory Entry screen for CRT Paper Based entries (the RF equivalent for Physical Inventory). **\*NOTE: Do not use the Physical Inv Entry screen (from the Edit menu). That screen will be looking for a License Plate entry.**

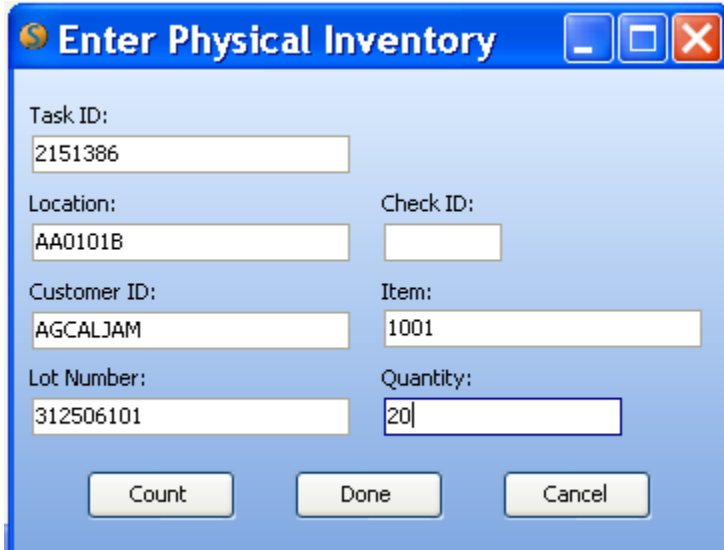
From the Aggregate Inventory menu, the Enter Physical Inv screen will expect the following fields to be populated: TaskId (found on the Task Queue), Location, CheckID (if applicable for the facility), Customer ID, Item, Lot Number (if applicable for the Item) and Quantity.



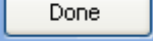
- Enter Task ID
- Enter Location and Check ID (if applicable for the facility)
- Enter Customer ID and Item
- Enter Lot Number (if applicable for the item) and Quantity
- Select  when each entry is complete.

The entries will be made for each Item/Lot combination for the location. (If there is more than one LP in a location with the same Item and Lot combination, the system will only allow the user to enter that value once. Therefore, the entry must include the quantity for the all of the LP's with those same attributes – Receipt is not an attribute for Physical Inventory processing). Once the fields have been populated, the user will select 'Count'. If there are more item/lot combinations, the user will continue entering until all have been entered for that location.

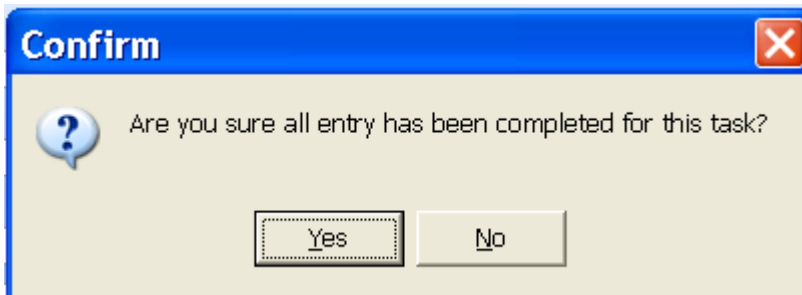
Example of count entry:

A Windows-style dialog box titled "Enter Physical Inventory" with a blue header bar containing a globe icon and standard window controls. The dialog contains several text input fields: "Task ID:" with the value "2151386", "Location:" with "AA0101B", "Check ID:" (empty), "Customer ID:" with "AGCALJAM", "Item:" with "1001", "Lot Number:" with "312506101", and "Quantity:" with "20". At the bottom are three buttons: "Count", "Done", and "Cancel".

Task ID:	2151386	
Location:	AA0101B	Check ID:
Customer ID:	AGCALJAM	Item:
Lot Number:	312506101	Quantity:
Count Done Cancel		

- Select  when all entries have been completed for the location.

The user will be required to answer if they are sure they have entered everything for that Task.

A "Confirm" dialog box with a blue header bar and a red close button. It contains a question mark icon and the text "Are you sure all entry has been completed for this task?". At the bottom are two buttons: "Yes" and "No".

Confirm	
Are you sure all entry has been completed for this task?	
Yes No	

If the answer is 'Yes', then the user will be returned to the Enter Physical Inventory screen with the fields 'blanked out', to start the next count task. If the answer is 'No', the user will be returned to the Enter Physical Inventory screen with the fields TaskId, Location, CheckID still populated.

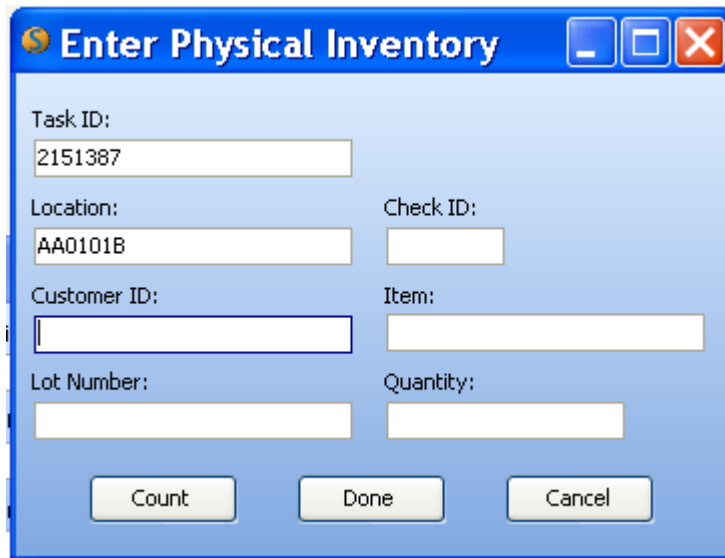
The system will attempt to make a 'match' to the LP's in inventory. If no 'match' is found, then the system will generate a new LP when the physical inventory is updated. Any new LP created by the system will be populated with a Order ID and Ship ID of 0. This will allow any new LP to be processed on the Ship Order screen. If the system creates a new LP, the Manufacture Date will not be populated (even if it required on the Item. This is consistent with normal PI).

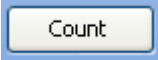
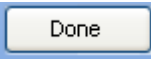
### Empty Locations

The system will generate a task for all locations that it believes product is in. If a location is found to be empty, the task generated must still be processed. Listed below are the steps to process an empty location.



The screen will display as follows:



- Click the mouse in the Task ID field.
- Type the Task ID number that is found on the Count Sheet.
- Press the Tab key to move to the Location field.
- Type or scan the Location ID in this field.
- Press the Tab key to move to the Check Digit field (if applicable to the facility).
- Type the Check ID for counted location.
- No other information is needed, press the Count button .
- Click on the Done button  to complete this location/Task ID.
- Respond Yes to the prompt, "Are you sure all entry had been completed for this task?"

## Updating the Inventory/ Physical Inventory Information

When the Physical Inventory is complete, the Synapse inventory can be updated. Up until this step has been completed, the Inventory Lookup screen will still display the original inventory numbers. SYNAPSE will not allow the user to update inventory for a task unless all sub-tasks have been counted. An error message will display telling the user that all sub-tasks have not been completed so the task cannot be adjusted.

- From the Lookup Menu, select Physical Inventory.

The screen will display as follows:

- In the Facility field, type the Facility ID where the count was done.
- Press the Tab key to move to the Status field.
- A status can be entered to view only specific counts. In this case, the Status would be CT for counted.
- Press the Tab key to move to the Customer ID field.
- Type the Customer ID for the customer the count was done for.

This is an optional field and can be left blank to view all counts for the specified facility.

If the Customer ID is not known, double click in this field for a complete listing of Customer ID's. Double click on the correct ID to carry it over to the Information screen.



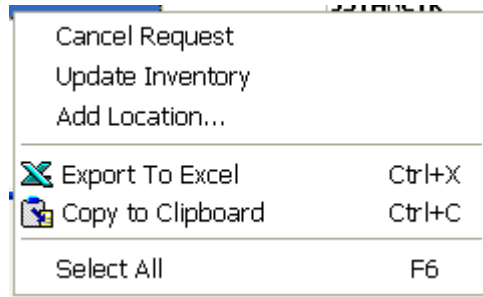
- Click on the lookup button to view the information.

The information will display as follows:

ID	Facility	Paper	Status	Zone	From Location	To Location	Requester	Requested	Last User	Last Update	Customer
87	ZET	Y	Ready				JSTANCYK	10/22/2013 9:16:57 F	JSTANCYK	10/22/2013 9:16:57 F	AGCALJAM

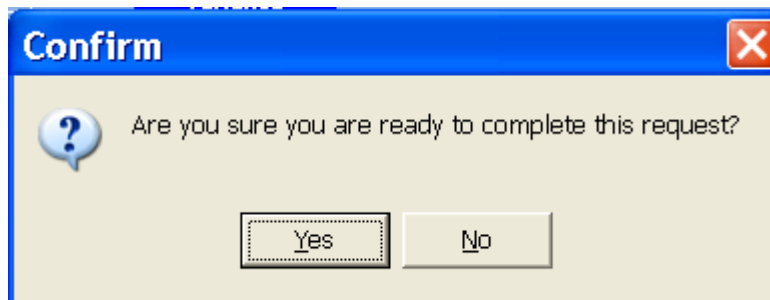
- Click on the line for the inventory request that is ready to be updated.
- Right click on the same line to view a menu of options.

The menu will display as follows:



- Click on the Update Inventory option.

A message will display as follows:

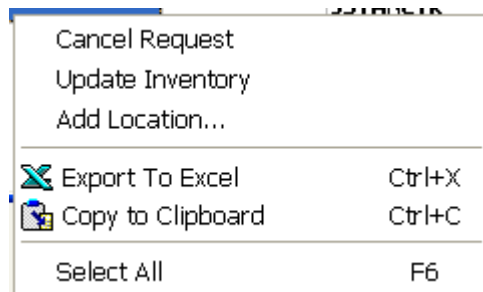


- Click on the Yes button to complete.

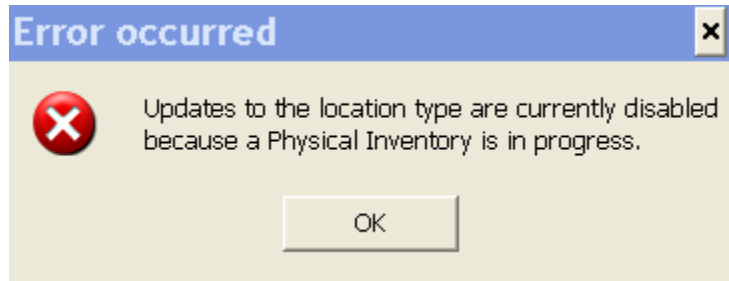
This inventory will now display with the updated adjustments.

## Additional Notes

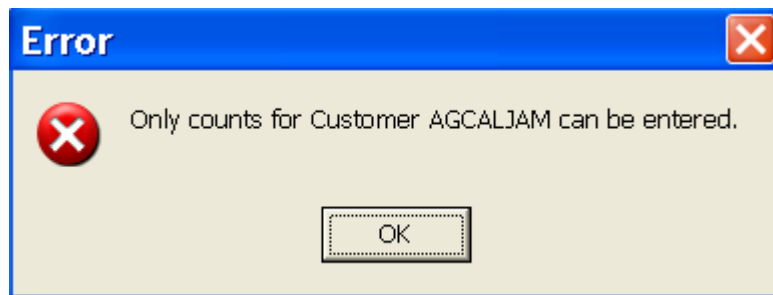
A Physical Inventory request can be cancelled using the Cancel Request option. No inventory updates will be made.



During a Physical Inventory, updates to the location type are disabled for locations in that facility. Additionally, no new locations for a facility can be added during a physical inventory.



In a customer-based Physical Inventory, when making a Physical Inventory Count Entry using RF or CRT entry, SYNAPSE will only allow the entry of the inventory for the customer code designated for the Physical Inventory.



When a Physical Inventory by facility is in effect, no customer-based Physical Inventories may be requested.

Physical Inventory requests by customer may be active for multiple customers at the same time. A second physical inventory request for the same customer, will be rejected until the active physical inventory for that customer is completed.

Aggregate Inventory customers do not use physical license plate labels and use the special AI physical inventory process that is described in this document.

## FAQ and Answers

- Q. What types of locations will get counted during the physical inventory?
- A. SYNAPSE will generate a count for location types of PF (Pick Front), STG (Staging), and STO (Storage). If there is product in any other type of location before going into the physical inventory, it will be ignored. It is recommended that the product is either moved or deleted. An example of this would be unresolved entries in Suspense.
- Q. What types of locations will not get counted during the physical inventory?
- A. SYNAPSE will not generate a count for location types of DR (Door), SNP (Stage and Pass), and SPC (Special), PND (Pick and Drop) and SRT (Sortation). If there is product in any other type of location before going into the physical

inventory, it will be ignored. It is recommended that the product is either moved or deleted. An example of this would be unresolved entries in Suspense.

Q. What types of inventory status' will get counted during the physical inventory?

A. SYNAPSE will expect product to be counted for all inventory status' except SU. Exceptions to this would be product in locations that are ignored.

Q. If I have an order that has been picked and staged, will I have to count it for the physical inventory?

A. SYNAPSE will not generate a count task for product that is picked for an outbound order.

Q. Can I ship an order during the physical inventory?

A. SYNAPSE will allow you to do all other functions such as receiving, wave planning, wave release, assigning a load and loading, but it will not allow you to close the load. It is strongly recommended that these other functions are not processed. The least amount of movement allows for a more accurate count. Also, if product is tasked, it can not be updated or counted during the physical inventory.

Q. Can I change the inventory status of a LP during the physical inventory?

A. There is not a field to make any status changes, on either the paper counts or the RF. Once the physical inventory has been updated, changes can be made before normal business is resumed.

Q. When should I issue a recount?

A. Recounts are requested by location. The recount can be issued at any time after the 1<sup>st</sup> original count has been completed. If an item is in many locations, it is recommended that all 1<sup>st</sup> counts are completed before recounts are issued. This will allow the opportunity for any variance to be resolved.

Q. When can I run a variance report?

A. The Physical Inventory Variance Report can be run at any time during the physical.

Q. What does the variance report tell me?

A. The Physical Inventory Variance Report will display the Item number, Description, the System Count (this is the product total at the start of the physical), the User Count (this is the product total for completed counts), the Variance (this is the difference between the System and User counts). This report is a great tool in determining what items to possibly recount.

- Q. If I have a bulk location and only 1 LP needs to be recounted, do I have to count all the LP's in the location again?
- A. If a recount is issued on the location, then Yes the system will be expecting all LP's to be recounted. There is a tip to avoid this, but it does require the user to update information after the physical inventory has been updated and closed, and before normal operations resume. Here is the other option...Find a location that is systemically empty. Add this location to the physical inventory as a count. Count the LP in questions into this location (since the location is empty the system will not be requiring any specific LP's to be counted). This will appear as a move in the inventory screens. The person in control of the inventory will need to keep a record of the LP's that need to be updated after the physical inventory is closed to ensure that all inventory has been updated and in its proper locations. You can do this as many times as necessary.
- Q. What happens to a License Plate that doesn't get counted during the physical inventory?
- A. If an LP is not counted during the physical inventory, it is deleted when the physical is updated. This does not apply to LP's in special locations such as Suspense, Doors, Cross Dock, etc.
- Q. If an item has the Manufacture Date populated from a parse rule using the Lot number field, will it be changed or populated during physical inventory?
- A. No, the Manufacture Date will not be populated or changed during the physical inventory. If there is a change needed, this field will need to be adjusted, after the update is made. If any new LP's are created during the physical inventory, the Manufacture Date will need to be populated. The parsing rule is only performed during receiving.
- Q. How do I know that there are problems with data capture (such as user1 fields) after the inventory has been closed.
- A. After the inventory, the application messages should be reviewed. Below is an example of an update issues for an item requiring the User-1 field.

**Synapse 2 Application Messages**

User ID:  Facility:  Customer ID:  Source (Author):  Date Range:  until

Type:  Description:

Record Limit:

☒ Created ☐ Updated

Legend: Error Warning Trace FYI

Drag a column header here to group by that column

Created	User	Type	Source	Description	Facility	Customer	Last Updated
10/22/2013 10:16:14	JSTANCYK	Error	PHYINV	LP 093013000000300 failed adjustment interface: No interfac	ZET	SPIRITS	10/22/2013 10:16:14
10/22/2013 10:16:14	JSTANCYK	Error	PHYINV	LP 093013000000300 failed adjustment interface: No interfac	ZET	SPIRITS	10/22/2013 10:16:14
10/22/2013 10:16:13	JSTANCYK	Error	PHYINV	User item 1 required.	ZET	SPIRITS	10/22/2013 10:16:13
10/22/2013 10:16:13	JSTANCYK	Error	PHYINV	Unable to adjust 500000000043227 to item/lot 5004/(none) q	ZET	SPIRITS	10/22/2013 10:16:13
10/22/2013 10:16:13	JSTANCYK	Error	PHYINV	User item 1 required.	ZET	SPIRITS	10/22/2013 10:16:13
10/22/2013 10:16:13	JSTANCYK	Error	PHYINV	Unable to adjust 500000000043226 to item/lot 5004/(none) q	ZET	SPIRITS	10/22/2013 10:16:13
10/22/2013 10:16:12	JSTANCYK	Error	PHYINV	User item 1 required.	ZET	SPIRITS	10/22/2013 10:16:12
10/22/2013 10:16:11	JSTANCYK	Error	PHYINV	Unable to adjust 102213000000101 to item/lot 5004/(none) q	ZET	SPIRITS	10/22/2013 10:16:11

## Check List

Listed below are some recommended items to do when preparing for a physical inventory:

1. Verify all open orders, both Inbound and Outbound, are in Hold or Entered status for the customer's account.
2. Clear Suspense, Cross Dock, Door, Pick and Drop, Stage and Pass, Sort and Kitting locations. This includes moving actual products from these locations.
3. If the account uses a User-Defined field, verify all the required fields are populated appropriately. The RF and Paper counts will not be populated to correct these fields.
4. Separate any damages from good product.
5. Check that all physical pallets have a LP label attached to them (for RF and Paper Based – not needed for AI).
6. If possible, perform cycle counts a week before the Physical Inventory.
7. Verify that there are no LP's with a status of SU (Suspense). The system will ignore this status for counts and updates.

After the inventory, review the app messages for the author, "PHYINV".

## Report Samples

Inventory Variance Report:

Physical Inventory Count Status:

### Physical Inventory Count Status

Zethcon Demo

Printed on 10/7/2005 1:30PM

# SYNAPSE

Physical Inventory ID: 68

	<u>LOCATION</u>	<u>LICENSE PLATE</u>	<u>STATUS</u>
CT			
	A01		CT
	A01		CT
	A01		CT
	A03	061504000000001	CT
	A04	040804000000002	CT
			Count: 5    Percentage: 22.73%
NC			
	A01		NC
	A03	061804000000002	NC
			Count: 2    Percentage: 9.09%

Count Item Report:

### Physical Inventory Variance

Zethcon Demo

Printed on 10/6/2005 4:16PM

# SYNAPSE

Physical Inventory ID: 68

<u>ALIAS</u>	<u>ITEM</u>	<u>DESCRIPTION</u>	<u>System</u> <u>Count</u>	<u>User</u> <u>Count</u>	<u>Variance</u>
CD00101	CD101	Jewel Case for CDs	57	0	-57
	WAVES	Permanent Waves CD's	181	0	-181
Grand Total:			238	0	-238

Variance Multiple Count Report:



## PI Variance Two Count

Zethcon Demo

Printed on 10/7/2005 1:10PM

SYNAPSE

Physical Inventory 68

ITEM	ALIAS	LOT	LOC	Description	LPID	UOM	System	Current	Variance	Prev 1	Difference 1	Prev 2	Difference 2
1234		13	A06	Sara Lee French Strawberry Cheesecake	00000000014299	EA	1						
1234					Count: 1		1						
CD101	CD00101	112233	A04	Jewel Case for CDs	040804000000002	EA	5	25	20				
CD101	CD00101	113322	A06	Jewel Case for CDs	040804000000001	EA	20						
CD101	CD00101	998877	A01	Jewel Case for CDs		EA	12						
CD101	CD00101	998877	A05	Jewel Case for CDs	040804000000011	EA	20						
CD101	CD00101	BDR123	A01	Jewel Case for CDs		EA		0					
CD101	CD00101	BDR221	A01	Jewel Case for CDs		EA		1					
CD101	CD00101	BDR222	A01	Jewel Case for CDs		EA		1					
CD101					Count: 3		57	27	20				
CD202		111222	A02	2 Disc CD Case		EA	40						
CD202		111222	A03	2 Disc CD Case	061504000000001	EA	40	4	-36				
CD202		223344	A03	2 Disc CD Case	061804000000002	EA	20						
CD202					Count: 2		100	4	-36				
KINGS			A06	Forewell to Kings CD's	00000000014572	EA	20						
KINGS					Count: 1		20						
WAVES		123456	A06	Permanent Waves CD's	070705000000001	EA	20						
WAVES		20040914	B01	Permanent Waves CD's		EA	20						
WAVES		20040914	B03	Permanent Waves CD's	00000000014314	EA	20						
WAVES					Count: 2		60						
Grand Total:					Count: 9		238	31	-16				