Inventory Manager

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SUMMARY

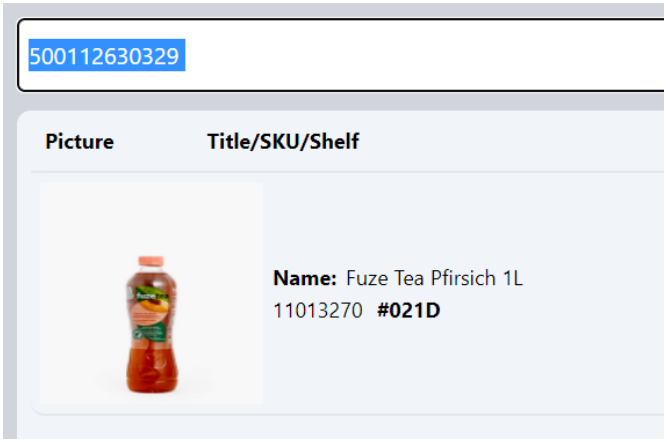
This is my attempt to improve the approach a warehouse operator has when having to *locate the backup stock of any given product*, something that the current Inventory Manager does not support.

OBJECTIVES

- To ease the task of finding the backstock items
- To be able to have freedom of choice in terms of modifying the backstock shelf number for all items, in order to increase performance of the operators when needed (see example case)
- To reduce the amount of pre-issues (misplaced items leads to a potential swipe-refund-outbound-money loss to the company
- to reduce stress caused by misplaced items, swipe, refunds

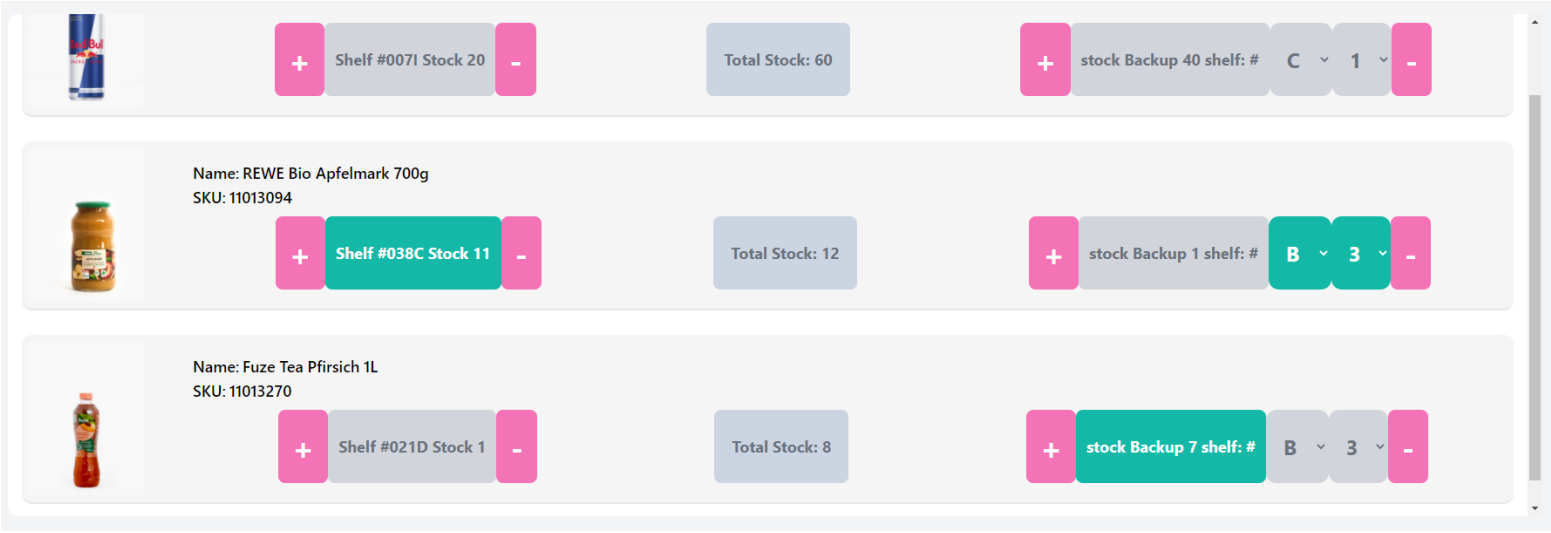
USAGE

Go to the “inventory check” screen and type one of the following EAN into the SEARCH INPUT and then type an empty string after the last digit.



500112630329 - Fuze Tea Pfirsich 1L
4388844008571 - REWE Bio Apfelmark 700g
1 - Red Bull Original 0,25l Dose

Now feel free to manipulate the entire stock from both shelves and backstock shelves, and **also the backstock shelf number**, the latter is my main objective for this app. (in the following pictures the app is being run from a desktop computer in order to showcase my focus in responsive design).

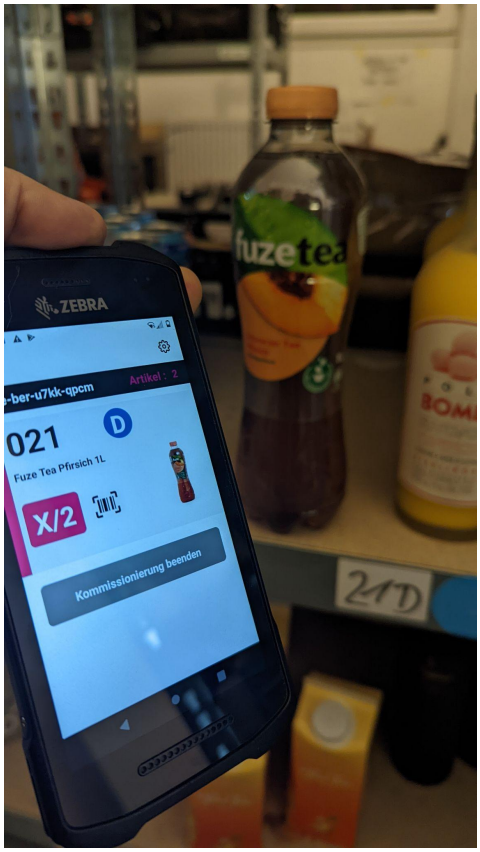


EXAMPLE OF A TYPICAL CASE

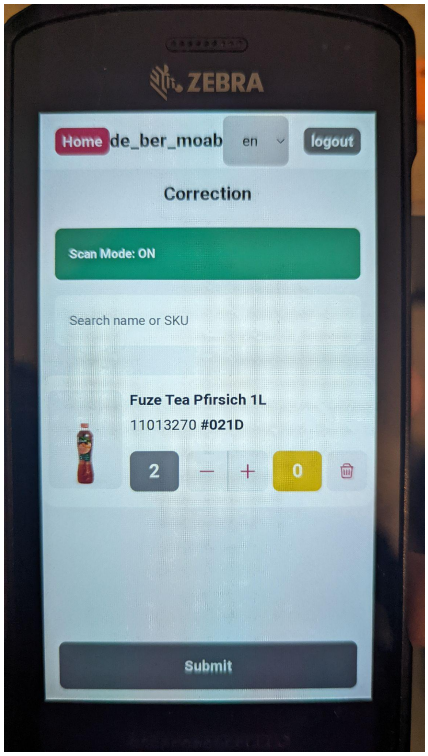
When dealing with Products, very often the operators place items the hub possesses in excess in a backup shelf, or even areas (this will be addressed later on this document).
A common issue that often occurs is that the item placed in a ***"backstock"*** is the decision *of that particular operator*, and that involves a *very well orchestrated communication within the team of operators that often it is not optimal*; so when another operator needs to refill or restock that particular item has to deal with s***earching through the entire backstock for the desired item***.

EXAMPLE CASE

For the purpose of better understanding of the problem I will detail a very common situation where I went to the HUB and manually put the STOCK of Fuze Tea to 2(two), and left 1(one) on the corresponding shelf, and placed the other in the backstock, Then I placed an order of two Fuze Tea. The following scenario is a common issue shared among many Hub's.



(left - picture A) What the picker Sees, an order containing 2(*two) Fuze Te*a, but **only one** of them in the corresponding shelf (21-D) so aid from an WO is needed. At this moment the Warehouse Operator takes out a Zebra phone and uses the **inventory Manager** to check the current stock of this product, it its shown 2 as seen on *picture A*

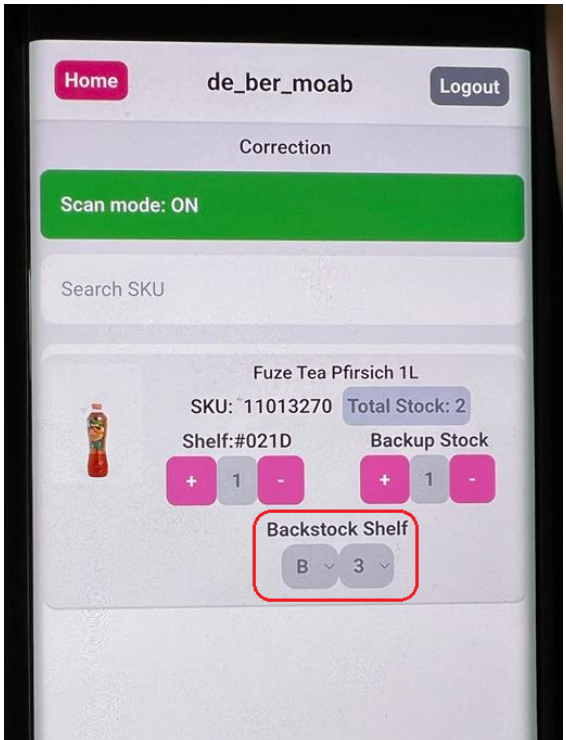


(right - picture B) What the operator sees when using Inventory

Manager inventory check, current stock is Two Fuze Tea, but *no information is given about the the whereabouts of the remaining item* At this point the operator *has to look through the entire backstock* that can be either previously organized or not (*the entire backstock gets changed randomly due to the march of time within the HUB new members will organize differently than previous operators*). Therefore This quest for the last item can take from 20 seconds up to 4+ mins, that often leads to a **swipe-refund-money loss**

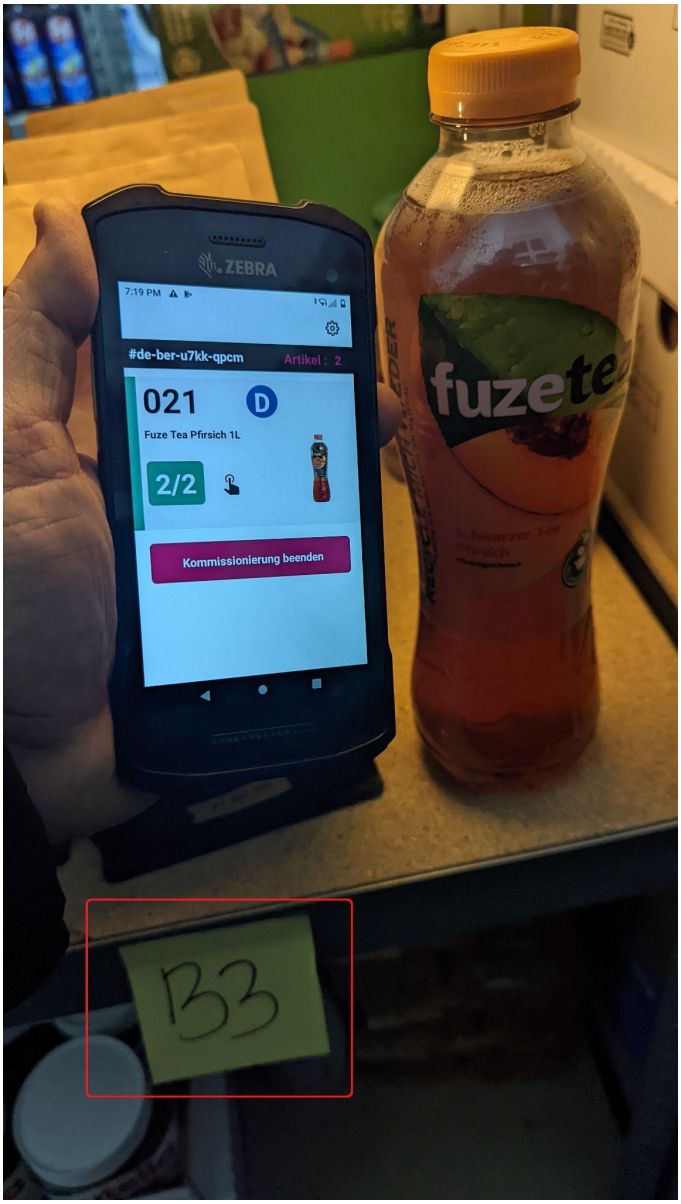
(left- picture C) In red, the remaining Fuze tea placed by an operator on a backstock shelf ***(without any indication about name on the backstock shelf, or poor indication)***, *this could be any item not precisely Fuze Tea*. In this case the resolution could have taken anywhere from 20seconds up to 5 minutes, the latter which results in a swipe-refund-money loss.

For this case I choose Fuze because I love it, but it could be something *tiny and expensive*. The issue lies with the item ***being hard to SPOT in the backstock*** and the lack of information regarding how to manage and arrange the backstock.



(right - picture C) What the operator would see with my app. To solve this case, a dedicated space **in red** is provided to be able to manage the disposition of the backstock shelves for any given product and this valuable information would be more efficient

than any other ***previous attempts*** of organizing the backstock shelf, thus resulting in a much better troubleshooting experience for operators across our HUBS. ***Following our case,*** our beloved operator would proceed to the B3 backstock shelf to locate the remaining Item.



(left - picture D) The operator has reached the backstock shelf B3 *(in red)* with the picker to scan the remaining product and Be placed into the corresponding paper bag of the shopping cart, a few seconds later it would be ready to be picked by a Rider and ultimately be delivered to one Happy customer.

Several things could be avoided with this kind of approach, stress induced by not being able to locate the item, having to do a swipe-refund-outbound(of the missing item)-money loss. I mention now outbound because when a swipe-refund is made, due to missing items, and immediate outbound is made to further prevent more orders of those missing items leading to more swipe-refund process. Thus, a better approach to this case is needed.