Procedure Owner:	Operations Services	Updated On: 3.12.14
Contact:	Operations Services	Effective Date: 2.10.14

Purpose

The purpose of this document is to provide guidelines for completing merchandise store orders from the Distribution Centers. Store ordering is a process that is completed in the Store Level Inventory Control (SLIC) application, which allows the Store Manager and Assistant Store Managers to order selected items for their store. SLIC provides a store specific order book of items that are available in the store's assigned distribution center. A store's order book is updated daily.

It is the Store Manager's responsibility to plan, delegate and follow up on all activities within the store. If the Store Manager is not on duty, he/she may delegate appropriate tasks to a fully trained Assistant Store Manager.

Definitions

Throughout these procedures are phrases or words that are used to instruct the details of a procedure. Many of these are common references and are applied in other areas. Review the definitions listed below.

- Top 10 By Department Report An auto generated report by the Store Support Center that lists the Company's average top 10 SKUs of each department
- KPRs (Key Performance Reporting) Reports used for viewing Sales, Inventory, Productivity and MarkDown information
- Ordering Scorecard This is compiled of two components:
 - 1. Department Order Weekly report shows detailed order information by department. Use this report to measure sales versus receipts, spot sales trends, and to verify if you're ordering for all departments.
 - 2. DSD Receipts By Vendor report shows DSD receipts and RTVs
- Top 100 Report A report generated at store level that lists the top 100 items sold
- Negative On-Hands A negative number that represents on hand quantities
- Zero Sales Report lists items with zero sales. Items are added to this report when the criteria listed below is present:
 - Zero sales for the past 4 weeks
 - o Item received more than 14 days ago
 - On hand quantity is greater than or equal to 1 case pack
 - Stores serviced by the same DC report item sales
- Sales Planner A plan for seasonal and promotional displays. Displays need to be set according to the Sales Planner. Partner with the District Manager to make adjustments to accommodate store layout.
- High Velocity A specific group of very fast selling merchandise
- Most Valuable Product Key items that drive sales and margin

SLIC Procedures - Store Orders

- PDT (Personal Data Transmitter) A small handheld electronic device
- Portable Workstation A table topped shopping cart that can hold the PDT and Order Book when ordering on the sales floor and stockroom
- Checklist Walking the sales floor and stockroom with an Order Book and PDT, making sure all departments and SKUs are reviewed and ordered if needed
- Cycle Counts If an item is out of stock or the on hand quantities listed in SLIC are different than actual on hands, a cycle count will correct the variance. Cycle counts can be requested in SLIC on the office computer or PDT.
 - Cycle counts are extremely important to ensure stores are effectively replenished.
- Margin The amount of money or profit made based on an item's value
- Estimated Days of Supply The number of days an item will remain in stock based on the number of units on hand and how many units are sold per day. You need to be aware of this information when ordering. Order the minimum amount needed to represent a product appropriately (full displays), and the amounts needed to stay in stock between deliveries based on sales (product turns) of an item.
- Pull List When the stockroom is checklisted, utilize the Pull List functionality in SLIC to create a list of merchandise that can be replenished to the sales floor. Refer to the Pull List documents for instructions.
- Smart Max Increases or decreases merchandise quantities available to order, replenish, allocate based on rate of sales
- DC Distribution Center

Key Points

- Print the Order Book once a week.
 - Mondays are the best day to print the book because the DCs are at their heaviest on hand levels.
 - For the remaining days of the week, check the Order Book electronically in SLIC on the office computer.
- The Store Order Book is updated continuously with new products as they become available in the Distribution Centers.
- Add SKUs to the store order in two ways:
 - o Use the PDT to scan the merchandise (or Order Book) and type the quantities needed.
 - Type the quantities needed into the SLIC application on the office computer.
- Weekly, complete a thorough order using the Order Book. Checklist every item that you can order by walking the sales floor and stockroom.
 - Allow sufficient time to properly order every department.
 - Use the PDT.
 - Record order quantities on the Order Book.

SLIC Procedures - Store Orders

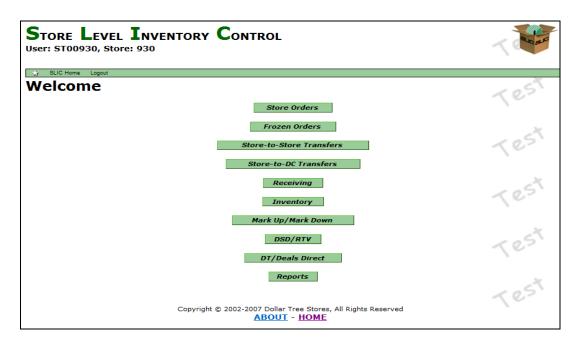
- Give special attention to high velocity departments (high turns), top selling departments and high margin items. Refer to the Guide to Drive Profitable Sales and MVPs (US Stores). Make sure these items are in stock at all times.
- To understand what merchandise to order and how much to order, print and review the reports listed below every Monday:
 - o Top 10 By Department
 - o Key Performance Reports (KPRs)
 - Ordering Scorecard
 - o Top 100 Report
 - Negative On-Hands
- Review Zero Sales items before starting each store order. Listed below are the reasons why
 an item is listed as zero sales:
 - o Item is in the stockroom
 - o Item is on the sales floor but poorly displayed
 - o DC mis-picks
 - Scan accuracy at POS
 - o Theft
 - o Inaccurate cycle counts or physical inventory count
 - Improper markdowns

The actions listed below will correct zero sales issues.

- 1. Stock the item on the sales floor or display differently
- 2. Request and complete a cycle count
- 3. Improve markdown practices (review MarkUp & MarkDowns Policy and Procedures and/or Product Rotation Policy and Procedures)
- 4. Increase Cashier scan accuracy
- Sales trends, special events, first of the month needs, MVP items, seasonal focuses and other circumstances can alter order amounts.
- Supply Ordering
 - The supply order should be keyed in SLIC and confirmed into the office computer the day prior to the store order due date.
- Stores that receive a delivery twice a week must review all departments twice a week in SLIC, and will receive merchandise for all departments twice a week. Generally, stores should order approximately half as much as they would (each time) for once a week deliveries.
- Verify outstanding transfers and shipments have been received in SLIC before starting a store order. If you have not received (in SLIC) transfers or shipments that have arrived at your store, the On Hand and On Order numbers will be incorrect.
- Store orders must be confirmed by 9am on the due date shown in SLIC. If a store order is submitted after the due date, it will be added to the next delivery.
 - o Orders can be "confirmed" several times throughout the week. Once an order is confirmed, the merchandise is held for the store.
- If an Assistant Store Manager assists with ordering, the Store Manager is still responsible to review all store orders before they are 'confirmed' (finalized) in SLIC.

Overview of Store Orders Main Menu

1. Click on Store Orders from the main menu in SLIC.



The Store Ordering screen will appear.



The choices within the Store Ordering screen are Work with Store Order, View Past Orders, and Delete Order.

Work with Store Order - The Work with Store Order displays the current order. SKUs can be added to the order or reviewed before the order is submitted for processing.

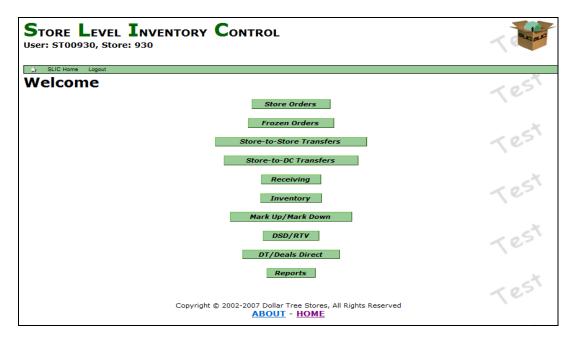
View Past Orders - The View Past Orders displays all past orders.

Delete Order – The Delete Order will allow the current order to be deleted and a new order can be started, if needed. An order that has already been sent to the Store Support Center for processing cannot be deleted.

Printing the Store Order Book

Follow the steps below to print the Store Order Book.

1. From SLIC's main menu, click on Store Orders.

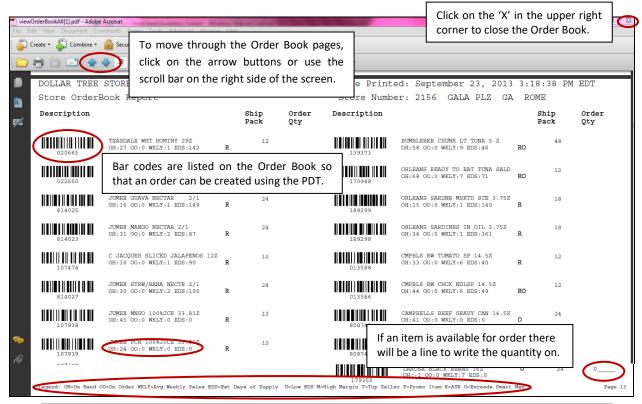


- 2. Place the cursor over the word Orders in the green bar at the top of the screen.
- 3. Slide down to Order Books to expose two choices; Print My Order Book and Print Store Supplies.
- 4. Click on Print My Order Book.



The Order Book will appear as a PDF file.





The Order Book displays the following information for each SKU:

- On Hand (OH) The store's quantity on hand
- On Order (OO) The amount ordered that hasn't been received into the store's inventory
- Average Weekly Sales (WKLY) The average quantity sold each week
- Estimated Days of Supply (EDS) —The number of days a SKU may remain in stock based on the number of average weekly units sold
- U Low Estimated Day Supply
- **M** High Margin
- T Top Seller
- **P** Promotional Item
- **R** Auto Replenished Item
- O Exceeds Smart Max

Creating a Store Order with the PDT

Before the PDT can be used, it must be rebooted. To perform a reboot, ensure the PDT is off. Once the PDT is off, press and hold down the A, B and D buttons, then squeeze the PDT trigger and let all four go.

Follow the steps below to create and add SKU's to a store order.

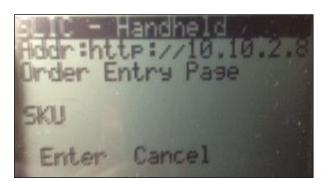
- 1. Once the PDT is rebooted, click on SLIC.
- 2. Login to SLIC using the st username (st plus the five digit store number).
- 3. Using the down arrow, move the cursor to the password entry field. Type in the password of the st account.
 - The password on the PDT is case sensitive. If you type in capital letters for the password on the store office computer, you must use capital letters on the PDT.
- 4. Press Enter.

The main menu screen will appear.

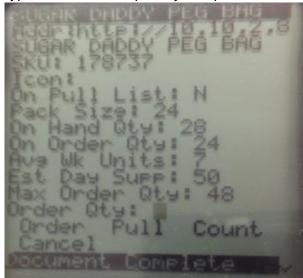
Orders Frozen Orders Transfers Out Transfers In Pull List Cycle Counts Packaways Receiving Back Room Count Item Inquiry Mark Up/Mark Down DSD/RTV Drop Ship Receiving

5. Using the up and down arrow keys, highlight Orders and press Enter.

The Order Entry Page screen will appear.



- 6. Scan the barcode from the Order Book, an item's UPC, or type in the SKU number and press Enter.
- 7. Type in the desired quantity and press Enter.



- 8. Repeat steps 6 and 7 for each item until the store order is complete.
 - If an item has already been ordered, the amount will appear in the quantity field. Adjust the order quantity using the Right and Left Arrow Keys. Type in the new quantity and press Enter to save the change.
 - An item cannot be ordered if it is not listed in the Order Book.
 - If a SKU is listed in the Order Book and cannot be scanned, try entering the SKU by hand.
 - If an item is not available for reorder, the PDT may provide an alternate SKU to order. The PDT will only offer an alternate SKU for some items, not all. This function is not available on the office computer version of SLIC.
- 9. To leave the Orders section of SLIC; press the Down arrow key until Cancel is highlighted and select Enter.



The PDT will power off once it times out.

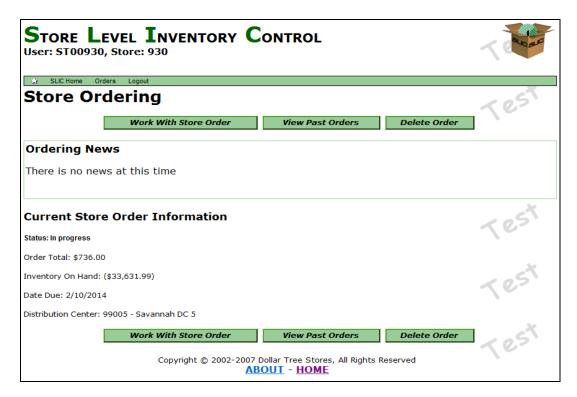
10. The Store Order must be setup to communicate with the Order Processer by confirming the Store Order in SLIC. Refer to Page 12 for details of how to complete a Store Order.

Creating a Store Order in the Office Computer

1. Click on Store Orders from the main menu in SLIC.



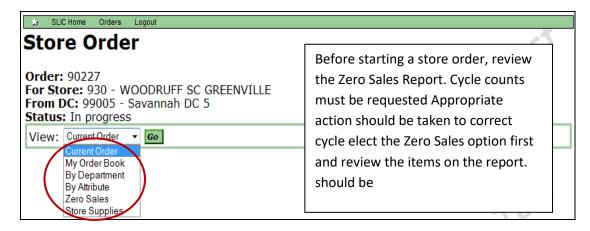
2. Select Work with Store Order.



The Store Order screen will appear.

SLIC Procedures – Store Orders

- 3. Click on the View drop down arrow to expand the menu:
 - Current Order order that has already been started
 - My Order Book shows the whole Order Book, except store expenses
 - By Department allows for a specific department to be selected
 - By Attribute allows High Margin, Exceeds Smart Max, Promotional Item, ASR Item, Top Seller, and Low Estimated Days of Supply items to be viewed separate from the whole order book.
 - Zero Sales lists items with zero sales
 - Store Supplies lists orderable store supply items



4. Highlight one of the options and click on Go.

The Order Book for the selected option will appear. If an item is available for order, there will be an entry field in the Order Quantity column.



SKU – 6 digit numbers assigned to a specific item

Description – short explanation of an item

Attributes – characteristic value

fundarrow U = Low Estimated Days of Supply fundarrow M = High Margin fundarrow T = Top Seller fundarrow P = Promotional Item fundarrow R = Auto Replenished (ASR) fundarrow O = Exceeds Smart Max

Ship Pack – number of pieces in a case

On Hand - the quantity SLIC thinks is in the store. This does not include On Order merchandise

On Order - the quantity that has been ordered, allocated, or transferred and has not been received in SLIC

Wkly Avg. Units – number of items sold in a week, based on a four week average

Order Quantity - amount ordered

Est. Days Supply - based on weekly average units sold, number of days supply before the item is out of stock. The estimated days of supply is calculated by adding the On Hand number and the On Order number, then dividing by the Average Daily Units sold. The Average Daily Units sold is calculated by dividing the Weekly Average Units sold by seven.

^{*}An item can have more than 1 attribute assigned

- Review the details for each SKU listed.
 - Columns can be sorted by clicking on the red arrows.
 - Reviewing the attributes of each column will assist in:
 - Determine how much should be ordered.
 - o Identifying how many item units are sold a week.
 - Informing you whether an item is on order and coming on the next DC delivery.
 - Recognizing incorrect on hands so that a cycle count can be requested to correct the issue.
- 6. To select another option, click on the View drop down arrow to expand the menu.
- 7. Highlight one of the options and click on Go. Repeat this step to view the Order Book for each option.
- 8. If the item is orderable, enter the desired quantity in the field.

When ordering the same SKU on multiple orders during the week, the amounts are not added together for a final total. The last amount entered prior to the order due date is the amount that will be processed.

- Using the Order Book in SLIC, sort On Hands "Low to High" and then "High to Low." Spot check large On Hand amounts for accuracy. Request cycle counts as needed.
- 9. Once the store order is complete, the order must be confirmed in SLIC on the office computer.

Confirming the order in SLIC will submit it to the Store Support Center Order Processor.



Finding a Specific SKU in SLIC

Sometimes it is necessary to find a particular SKU in SLIC. You can type a specific SKU or UPC number in SLIC and will be directed to that SKU. You can also type in a description of an item and SLIC will display all of the items that match the description you type in.

- 1. From the main menu of SLIC, click on Store Orders.
- 2. Click on Work with Store Order.

The items added to the current order will appear.

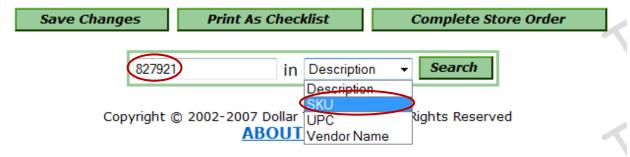
- 3. If the SKU or UPC number is known, type the number in the entry field.
- 4. Click on the drop down arrow and select either UPC or SKU.

An item can also be searched by Description.

5. Click on Search.

SLIC will display the SKU or UPC if the item is listed in the Order Book.

6. Before exiting the store order, select Save Changes.



7. To return to the SLIC main menu, click on the box icon in the upper right corner.

STORE LEVEL INVENTORY CONTROL User: ST00930, Store: 930

Adding Items to an Order

Items can be added to an order at any time up to the order due date.

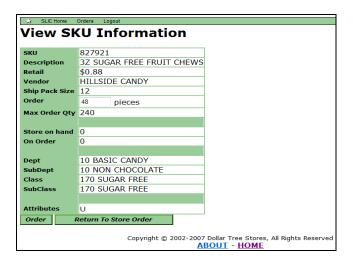
- 1. From the main menu of SLIC, click on Store Orders.
- 2. Click on Work with Current Order. The items currently on order will appear. If no items have been ordered, the screen will appear blank.
- 3. Select a view by clicking on the View drop down arrow.
- 4. Select the desired view or search by UPC, SKU, or Description.
- 5. Once the item is found, type the desired quantity in the Order Quantity field. The desired quantity must be divisible by the case pack.

When ordering the same SKU on multiple orders during a week, the amounts ordered are not added together for a final total. The last amount entered and submitted is what is ordered.



- 6. Click on Save Changes before exiting a store order.
- 7. Click on the blue underlined SKU to learn more information about the SKU.

The View SKU Information screen will appear. SLIC provides a description of the SKU, retail price, vendor, ship pack size, the maximum amount that can be ordered, store on hand level, the department the SKU belongs to, and any attributes attached to the product.



Status of an Order

The status of a previous order may also affect whether you order a particular SKU. For example, if you realize you are receiving a large shipment of a particular SKU the next day, you may not order as much on your current order.

There are three statuses shown on the store ordering screen in SLIC and on the PDT:

- Open This status means the ordered merchandise is waiting to be processed by an Order Processor at the Store Support Center. This status amount also includes the amount of allocated merchandise, but not processed.
- Processed This status means the ordered merchandise has been processed by an Order Processor and the DC is working the order. The merchandise has not been shipped or invoiced at this point.
- Shipped This status means that the merchandise has been invoiced and has been shipped from the DC.

The benefit of these statuses is that it gives you a way of knowing where your merchandise is in the ordering process and an approximate time window of when to expect the merchandise.

If the merchandise has a status of:

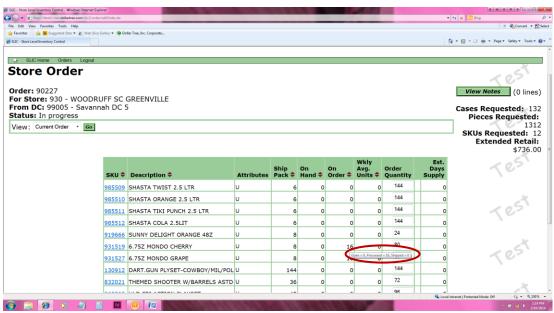
Open = approximately 5 days out Processed = approximately 2-3 days out Shipped = approximately 1 day or less

To see the status of a SKU within SLIC,

1. Hover over an amount listed in the On Order column.

The status information will appear for about three seconds and then disappear.

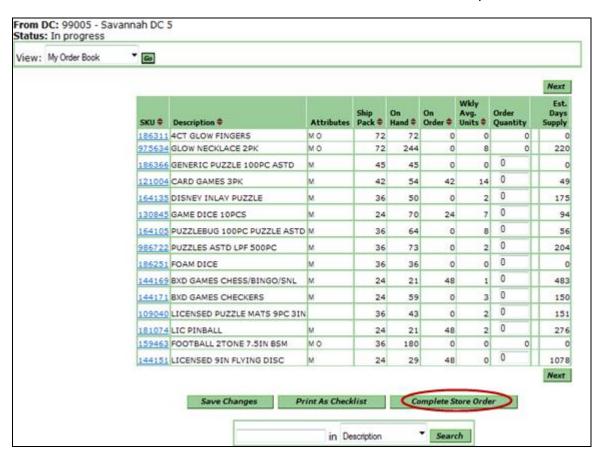
2. Hover over the number again to make the status reappear.



This same information is available on the PDT after a SKU is scanned.

Completing, Analyzing and Confirming a Store Order

Once all of the items have been added to an order, click on Complete Store Order.



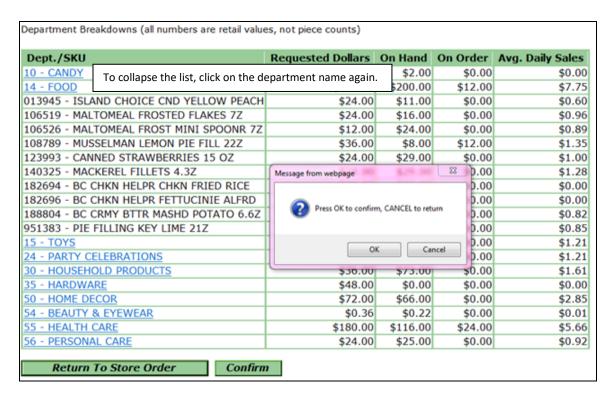
The Store Order Analysis screen will appear. This screen provides a breakdown of what was ordered by department.

SLIC Procedures – Store Orders

- 2. Review the department breakdown to ensure a balanced order is being placed.
 - This screen can be accessed any time prior to confirming the store order.
- Click on the blue underlined department to learn more information pertaining to the department.



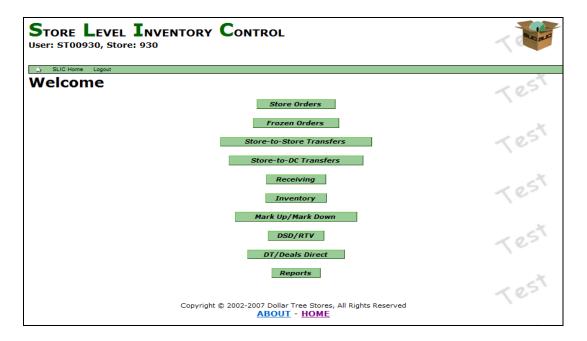
4. Click on Return to Store Order to make adjustments to the order. If no adjustments are necessary, click on OK to confirm the store order. The confirmed order will be forwarded to the SSC for processing.



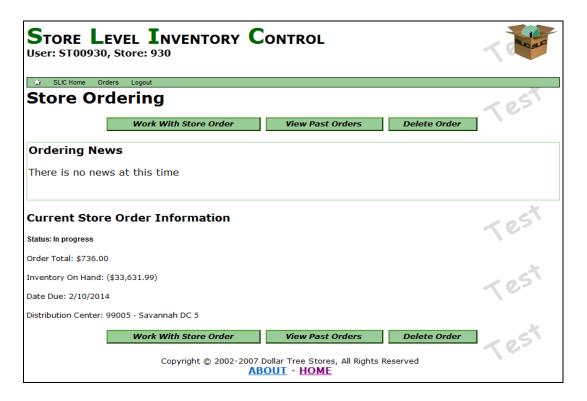
Viewing Past Orders

You can review past orders in SLIC.

1. From the main menu, click on Store Orders.



2. Click on View Past Orders.



The Past Store Orders screen will appear.

Orders will be listed by date.

5. Click on a column header to sort a column from most current orders to the oldest orders and vice versa.



The order's SKU level details screen will appear.

6. Click on a blue underlined SKU number to view SKU information.

