Interagency Cache Business System Re-Engineering Project

ICBS-R Physical Count

AUTHOR: RYAN BOLINGER
DATE CREATED: 12/14/2009
LAST UPDATED: 1/27/2010
VERSION: 1.0
FILE NAME: ICBS-R PHYSICAL COUNT.DOC

TABLE OF CONTENTS

1. INTRODUCTION 4

1.1 PURPOSE 4
1.2 SCOPE 4
1.3 AUDIENCE 4
1.4 OVERVIEW 4

2. PREPARE FOR PHYSICAL COUNT 5

2.1 PURPOSE 5
2.2 VERIFY VIRTUAL LOCATIONS EMPTY 5
2.3 CONFIRM NOTHING IN-PROCESS 6
2.4 VERIFY ITEM LOCATION DEDICATIONS 8
2.5 UPDATE COUNT YEAR 9

3. PHYSICAL COUNT EXPLAINED 11

3.1 PURPOSE 11
3.2 EXECUTION 11
3.3 STATUSES 12

4. CREATE COUNT REQUEST 14

4.1 SELECT METHOD FOR CREATING COUNT REQUESTS 14
4.2 CREATE COUNT REQUEST 15
4.3 CREATE COUNT REQUESTS FOR LOCATION GROUP 17
4.4 LOCATIONS NOT COUNTED 19

5. MANAGE COUNT TASKS 21

5.1 PURPOSE 21
5.2 ASSIGN COUNT TASKS 21
5.2.1 Find Count Tasks by Count Request Number 24
5.3 WORK WITH COUNTER 26

6. PERFORM SCAN GUN COUNT 27

6.1 INTRODUCTION 27
6.2 COUNTING 27
6.2.1 2nd Or 3rd Count – Item 31
6.2.2 Count Empty Location 33
6.2.3 Count Trackable Inventory 33
6.2.4 2nd or 3rd Count – Completion 36

7. VIEW COUNT REQUEST PROGRESS 38

7.1 PURPOSE 38
7.2 FIND COUNT REQUEST 38
7.3 ADDITIONAL SEARCH CRITERIA 41
7.4 OVERALL STATUS 41

8. VIEW COUNT RESULTS 43

8.1 PURPOSE 43
8.2 COUNT RESULT CONSOLE 43
8.3 COUNT RESULT DETAILS 46
8.4 COUNT RESULTS REPORT 48

8.5 COUNT RESULTS BY ITEM REPORT 49

9. COMPLETE COUNT REQUEST 52

9.1 PURPOSE 52
9.2 COMPLETION OPTIONS 52
9.3 CREATE NEW COUNT REQUEST 52
9.4 ACCEPT VARIANCE 54

10. APPENDIX A – CASE STUDIES 57

10.1 PURPOSE 57
10.2 CASE STUDY 1 57
10.2.1 Create Count Request 57
10.2.2 Manage Count Tasks – 1st Count 59
10.2.3 Perform scan gun Count – 1st Count 61
10.2.4 Work With Counter 69
10.2.5 Manage Count Tasks – 2nd Count 69
10.2.6 Perform scan gun Count – 2nd Count 71
10.2.7 Work With Counter 79
10.2.8 View Count Request Progress 79
10.2.9 View Count Results 81
10.2.10 Create New Count Request 82
10.2.11 Accept Variance 83

11. APPENDIX B – FAQS 85

1. Introduction

1.1 Purpose

This document will walk through the different methods of creating count requests for physical count and how to complete the count tasks generated for those requests.

1.2 Scope

The following will show step by step instructions, with screen shots from the console (PC) and scan gun, for performing the yearly physical count using examples from the Rocky Mountain Cache (CORMK).

1.3 Audience

Anyone managing or performing the counting for the physical count process can benefit from reading this document.

1.4 Overview

To complete the physical count, work through this document one section at a time.

- Section 2 Prepare for Physical Count goes over how to prepare for the physical count, making sure all inventory is in the correct place and tasks are closed.
- Section 3 Physical Count Explained goes over what the physical count is all about and what the purpose of it is.
- Section 4 Create Count Request explains how to create count requests and how to verify all locations are in a count request.
- Section 5 Manage Count Tasks goes over how to manage the count tasks created for the count requests.
- Section 6 Perform scan gun walks through how to do the count.
- Section 7 View Count Request Progress discusses how to keep up on the status of the physical count and understanding how to release the 2nd and 3rd counts out to the floor.
- Section 8 View Count Results provides different options to view the results of the counters.
- Section 9 Complete Count Request works through finalizing the count requests and completing the physical count.
- Appendix – Two appendixes are provided. The first works through case studies. The second provides a frequently asked questions section.

2. Prepare for Physical Count

2.1 Purpose

By preparing for the physical count the cache is clearing inventory out of virtual locations, shipping all in-process issues, completing all open and completed work orders, and completing all open tasks.

2.2 Verify Virtual Locations Empty

A virtual location is a location such as SHIP-SORT-01 which doesn't have a fixed physical representation in the warehouse. Due to the nature of the physical count being to count physical locations, all of these virtual locations must be cleared out and have their inventory moved to a physical storage location. For locations such as TOOL-1, if there is a portion of the warehouse sectioned off for the location it can be left with inventory and counted during the physical count.

The easiest way to determine what virtual locations have inventory is by using the INVENTORY BY ZONE REPORT available in Analytics. Alternatively the Location Inventory Console screen can also be used. The following steps are used to run the INVENTORY BY ZONE REPORT and an example of this report.

1. Login to the console as a cache or NWCG user.
2. Expand the Analytics Menu **Analytics**.
3. Click on Launch WMS Reports **Launch WMS Reports** if a cache user, or Launch NISCC Reports **Launch NISCC Reports** if an NWCG user. If a cache user, the cache will be pre-populated.
4. Once the appropriate list of reports loads, find the INVENTORY BY ZONE REPORT and click on the check mark to run the report.

   INVENTORY BY ZONE REPORT
5. A new screen will come up for the report which will contain prompts.
6. If logged in as an NWCG user, you will first have to select a cache and then press OK.
7. Now you will see a list of zones, some that are known to have virtual locations are pre-selected. Select all zones which have virtual locations that you want to verify are empty. Do this by holding down the Ctrl key and clicking on each zone you want to select or deselect.
8. Next select how you want the report sorted, by Location or Item ID, then press Finish.
9. The report will come up and look like the following example:

ICBS

INVENTORY BY ZONE REPORT

DATE : Dec 14, 2009

PAGE : 1

USER ID : mdean
CACHE ID : CORMK
ZONE ID : LAUNDRY-ZONE, NRFI-ZONE, RFI-ZONE, SHIP-SORT-ZONE, SMALL-ENGINE-ZONE, TOOL-ZONE, UNS-ZONE
Report Sorted By : Location

ZONE ID	LOCATION	ITEM ID	DESCRIPTION	UOM	STATUS	TRACKABLE ID	QTY	PEND IN	PEND OUT
LAUNDRY-ZONE	LAUNDRY-2	001154	CASE - belt weather kit	EA	UNSERVICE		2	0	0
NRFI-ZONE	NRFI-1	000665	HOSE ROLLER - gas, 5.5 HP	EA	NRFI	RMK-0665-02	1	0	0
RFI-ZONE	RFI-1	000212	VALVE - foot, 1 1/2" NH-F w/strainer	EA	RFI		2	0	0
SHIP-SORT-ZONE	SHIP-SORT01	000067	KIT - First Aid, Type 1, Pocket	KT	RFI		1	0	0

Once the report is run, work through each line of inventory and use Ad-Hoc Move to move inventory out of the virtual location into a storage location. If inventory exists in either location UNS-1 or UNSNWT-1, adjust it out instead of moving it. That inventory has been declared unserviceable.

2.3 Confirm Nothing In-Process

Along with having all virtual locations empty, another requirement is that issues, work orders, and tasks are complete. The exception is open refurbishment work orders. It is okay to have refurbishment work orders open during the physical count. A PHYSICAL COUNT PREP REPORT will list everything open, or the different consoles can be used to find these tasks and orders. Make sure to use the report given in the following steps to verify everything is complete.

1. Login to the console as a cache or NWCG user.

2. Expand the Analytics Menu **Analytics**.
3. Click on Launch WMS Reports **Launch WMS Reports** if a cache user or Launch NISCC Reports **Launch NISCC Reports** if an NWCG user. If a cache user, the cache will be pre-populated.
4. Once the appropriate list of reports loads, find the PHYSICAL COUNT PREP REPORT and click on the check mark to run the report.

   PHYSICAL COUNT PREP REPORT
5. A new screen will come up for the report which will contain prompts.
6. If logged in as an NWCG user, you will first have to select a cache.
7. Then press Finish to run the report.
8. The report will come up with a minimum of 3 pages; one page for tasks, one page for issues, and another page for work orders. It will look like the following example:

ICBS

PHYSICAL COUNT PREP REPORT

DATE : Dec 14, 2009

PAGE : 1

USER ID : mdean
CACHE ID : CORMK
Report Sorted By :

Task List

ACTIVITY CODE	TASK TYPE	ITEM ID	QUANTITY	STATUS	SOURCE LOCATION	SOURCE ZONE	TARGET LOCATION	TARGET ZONE	ASSIGNED TO

ICBS

PHYSICAL COUNT PREP REPORT

DATE : Dec 14, 2009

PAGE : 2

USER ID : mdean
CACHE ID : CORMK
Report Sorted By :

Order List

TYPE	ISSUE	INCIDENT	YEAR	INCIDENT NAME	CUSTOMER	ORDER DATE	TOTAL AMOUNT	STATUS
Incident Issue	0000009007	CO-ARF-008055	2008	68 FIRE	COARF	May 22, 2008 12:00:00 AM	$196.62	Partially Shipped
Incident Issue	0000550206	AK-FAS-911531	2009	HARD LUCK CREEK	AKAKK	Aug 31, 2009 3:07:37 PM	$106.30	Included In Shipment

ICBS

USER ID : mdean
CACHE ID : CORMK
Report Sorted By :

PHYSICAL COUNT PREP REPORT

DATE : Dec 14, 2009
PAGE : 3

Work Order List

WORK ORDER	SERVICE ITEM	ITEM ID	UOM	STATUS	QTY
9495	DEKITTING	000340	KT	Work Order Created	1
CORMK000114	REFURBISHMENT	000148	EA	Awaiting Work Order Creation	2
CORMK000134	REFURBISHMENT	000148	EA	Awaiting Work Order Creation	1
CORMK000309	REFURBISHMENT	002802	PR	Work Order Partially Completed	1
CORMK000315	REFURBISHMENT	000148	EA	Awaiting Work Order Creation	1
CORMK000316	REFURBISHMENT	000665	EA	Awaiting Work Order Creation	1

Once the report runs, work through each section; complete the tasks, ship the orders, and complete the work orders except any refurbishment work orders that aren't complete. Make sure all others are complete, then run the report again to verify everything.

2.4 Verify Item Location Dedications

The purpose of this is to make sure there isn't any inventory in a location which doesn't belong as per item location dedications. This task is good to run throughout the year. The report for this is the DEDICATED LOCATION VIOLATIONS REPORT. Please follow the below instructions to run it.

1. Login to the console as a cache or NWCG user.
2. Expand the Analytics Menu **Analytics**.
3. Click on Launch WMS Reports **Launch WMS Reports** if a cache user or Launch NISCC Reports **Launch NISCC Reports** if an NWCG user. If a cache user, the cache will be pre-populated.
4. Once the appropriate list of reports loads, find the DEDICATED LOCATION VIOLATIONS REPORT and click on the check mark to run the report.
   DEDICATED LOCATION VIOLATIONS REPORT
5. A new screen will come up for the report which will contain prompts.
6. If logged in as an NWCG user, you will first have to select a cache and then press OK.
7. Now you will see a prompt for the Zone. This prompt is optional. You can select which zone you want to show dedication violations for, or leave it blank and show all violations for the cache.
8. Next, select how you want the report sorted, by Location or Item ID, then press Finish.

9. The report will come up and look like the following example:

ICBS **DEDICATED LOCATION VIOLATIONS REPORT** DATE : Dec 14, 2009

USER ID : mdean PAGE : 1
CACHE ID : CORMK
ZONE ID :
Report Sorted By : Location

LOCATION	ZONE	ITEM ID	DESCRIPTION	UOM	STATUS	TRACKABLE ID	QTY	PEND IN	PEND OUT
B3-010301	BULK-ZONE3	000529	CARTON - fiberboard,24" x 14" x 17"	EA	RFI		80	0	0
B4-01	BULK-ZONE4	000643	CARTON - fiberboard, 41" x 15" x 19"	EA	RFI		770	0	0
B4-03	BULK-ZONE4	000609	POST - Fence,Notched Fiberglass/Metal,60"-72"	EA	RFI		129	0	0
B5-01	BULK-ZONE5	000556	BRACKET - Tie Down,V-Clip	EA	RFI		6	0	0

Once the list of violations is returned, have someone investigate where the inventory should be and either use Ad-Hoc move to move it where it should be, or update the dedication for that location so the inventory belongs where it is.

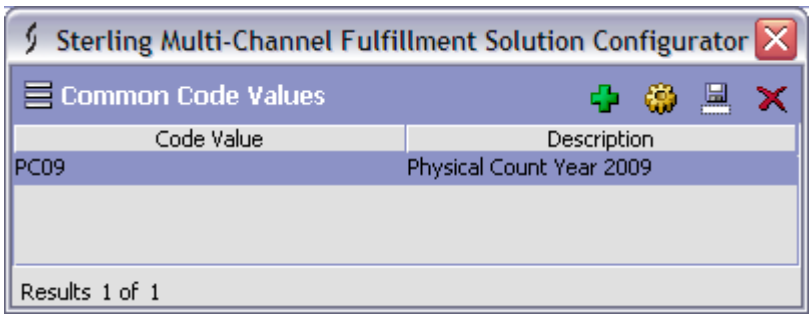
2.5 Update Count Year

The beginning of the generated count request number, PC09 for example, is contained in a common code. To have the count requests for this year's physical count represent the correct year, this value must be updated. The following are instructions on how to update this. It will be at the NWCG admin level and will be completed for the caches prior to the physical count starting.

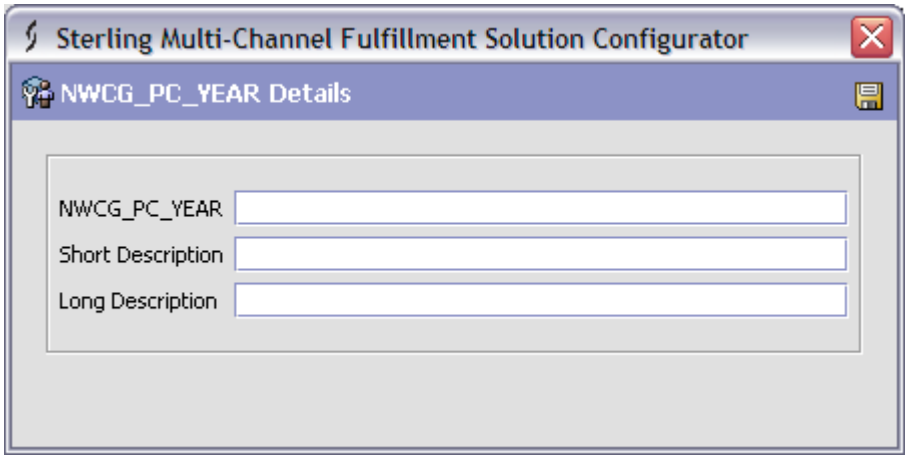
1. Login to the console as a hub level administrator.
2. Expand the Configuration menu **Configuration**.
3. Click on Launch Configurator **Launch Configurator**.
4. Once the Configurator opens, expand the Applications menu **Applications**.
5. Select Platform **Platform**.
6. Expand Presentation Presentation.

7. Double click on Custom Common Codes

to bring up the list.
8. Find NWCG_PC_YEAR and double click on it.
9. You will see the following pop-up, listing the values of the common code:



10. Remove the common code that is present by highlighting it and press the button.
11. Add a new one by pressing the button.
12. The following screen will appear:



13. Enter a value for NWCG_PC_YEAR such as PC10.
14. Enter values for Short Description and Long Description such as “Physical Count Year 2010”.
15. Press the save button .
16. Close out of the configurator.

3. Physical Count Explained

3.1 Purpose

The purpose of the physical count is to manually count every physical location in the cache until two counts agree. The counts that are considered are the system count (what the system thinks is there before starting the physical count), the 1st count, 2nd count, and 3rd count. This is a blind count, meaning that the counters won't know what inventory the system thinks is in each location. They are blind to anything outside of what they currently see in each location.

3.2 Execution

The first step is to create a count request for each and every aisle in the cache. A count request is a controlling document which tracks what needs to be counted and what the result of the count is. It then determines whether there is a variance which needs to be verified. If so, the count request will move on to an additional count for the locations and items in variance.

When a count request is created, it generates count tasks in a held status. Those tasks need to be assigned to a user and released. The person assigning count tasks needs to make sure a different person does the 1st, 2nd, and 3rd counts to keep an objective eye on the location's inventory. The cache system admin will create the count requests, assign the tasks, and release the tasks. Once these tasks are assigned, a person using the scan gun will perform them.

The counter is the person using the scan gun to perform the 1st, 2nd, and 3rd counts. The scan gun will direct the counter to each location to be counted. The counter will then enter the Item followed by the quantity or list of trackable IDs in that location for that item. If there are additional items in the location, the counter will also enter those items and follow the same process.

Once the counter counts all locations in that aisle, the count request will determine if what the counter says is in the locations is different from what the system thought was in the locations. If they are different, new count tasks will be generated for the 2nd count. These will also need to be released and assigned to a particular person.

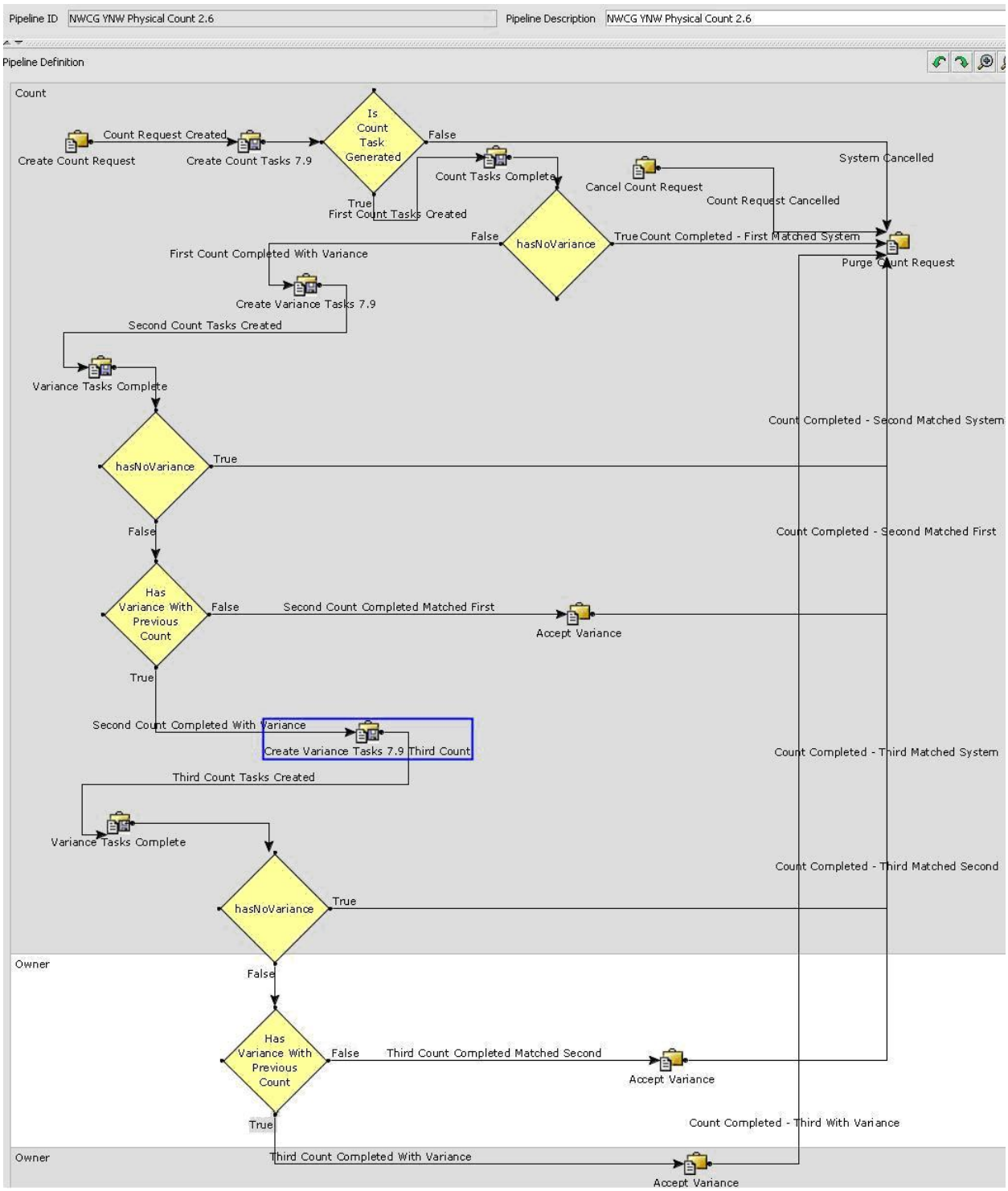
This process continues for a location until that location has completed a 3rd count or there are two counts that match. The two counts can either be system and 1st, system and 2nd, 1st and 2nd, system and 3rd, or 2nd and 3rd. Depending on how the location completes, the count request may complete on its own or have an outstanding variance that needs accepted.

Accepting a variance is done through the count request and is important to completing the count request and bringing the physical count to a final state. However, if the outstanding variance is too large and needs additional counters to verify what is in the location, a new count request may be created for it. In either case, in order to resolve a variance, one of the two actions must be taken: accept the variance, or create a new count request from the variance. Creating a new variance starts that location and item back at the beginning of the process.

3.3 Statuses

As the physical count progresses, the count request will be in a different status to represent what phase the count request is in. The three basic phases are 1st count, 2nd count, and 3rd count. Within each of these three basic phases, are different statuses to show whether the count tasks have been created, count tasks completed, or what the result of the counting was. The following is a diagram of the count process and the different statuses that it goes through.

As the physical count progresses the different count requests generated will change status. This diagram can be used to see where in the process each of these count requests are.


Pipeline ID
NWCG YNW Physical Count 2.6
Pipeline Description
NWCG YNW Physical Count 2.6
Pipeline Definition
Count
Create Count Request
Count Request Created
Create Count Tasks 7.9
Is Count Task Generated
False
True
First Count Tasks Created
Count Tasks Complete
Cancel Count Request
System Cancelled
Count Request Cancelled
hasNoVariance
False
True
Count Completed - First Matched System
First Count Completed With Variance
Purge Count Request
Create Variance Tasks 7.9
Second Count Tasks Created
Variance Tasks Complete
Count Completed - Second Matched System
hasNoVariance
True
False
Count Completed - Second Matched First
Has Variance With Previous Count
False
Second Count Completed Matched First
Accept Variance
True
Second Count Completed With Variance
Create Variance Tasks 7.9 Third Count
Count Completed - Third Matched System
Third Count Tasks Created
Variance Tasks Complete
Count Completed - Third Matched Second
hasNoVariance
True
Owner
False
Has Variance With Previous Count
False
Third Count Completed Matched Second
Accept Variance
True
Count Completed - Third With Variance
Owner
Third Count Completed With Variance
Accept Variance

4. Create Count Request

4.1 Select Method for Creating Count Requests

Count requests will be created using a combination of zone and aisle number. There are two different ways to create a count request, represented by two different screens. Both of these screens are in the Inventory menu; the Create Count Request method is the third option and the Create Count Requests For Location Group is the fourth option. Each method has its advantages and disadvantages presented in the following table. It is important to note that within a cache, a count request for one aisle can be created using one method and a count request for a different aisle can be created using the other method.

	Create Count Request	Create Count Requests For Location Group
Ignores Frozen Locations	No	Yes
Creates One Request Per Location	No	Yes
Creates One Request Per Aisle	Yes	No
Easier To Manage	Yes	No
Can View Accuracy for Aisle	Yes	No
More Granular Control	No	Yes
Variance Can Be Accepted for One Aisle At a Time	Yes	No
Must Accept Variance One Location At a Time	No	Yes

Our recommendation is to think about the different scenarios presented by each aisle in the cache. Then work through this table circling the No or Yes that represents an advantage. Whichever column has the most circles, use that method for that row.

For example, there is an aisle with non-trackable product and has one item per location. This is a pretty straightforward scenario, so being able to easily manage the request and accept any variance for the entire aisle at one time would offer the biggest advantages. So we would choose the Create Count Request option.

Another example is an aisle with trackable items and kits. Our biggest concern is making the count process for the person with the scan gun as quick and painless as possible. Having to scan all of the trackable IDs can be time consuming. Our biggest advantage here is having "more granular control". This means that if one location has the 1st and 2nd counts match it won't go on to a 3rd count. Where as when there is one count request for an aisle, having one location in that request where the 1st and 2nd counts don't match will force all locations to a third count. Hence we would pick Create Count Requests For Location Range.

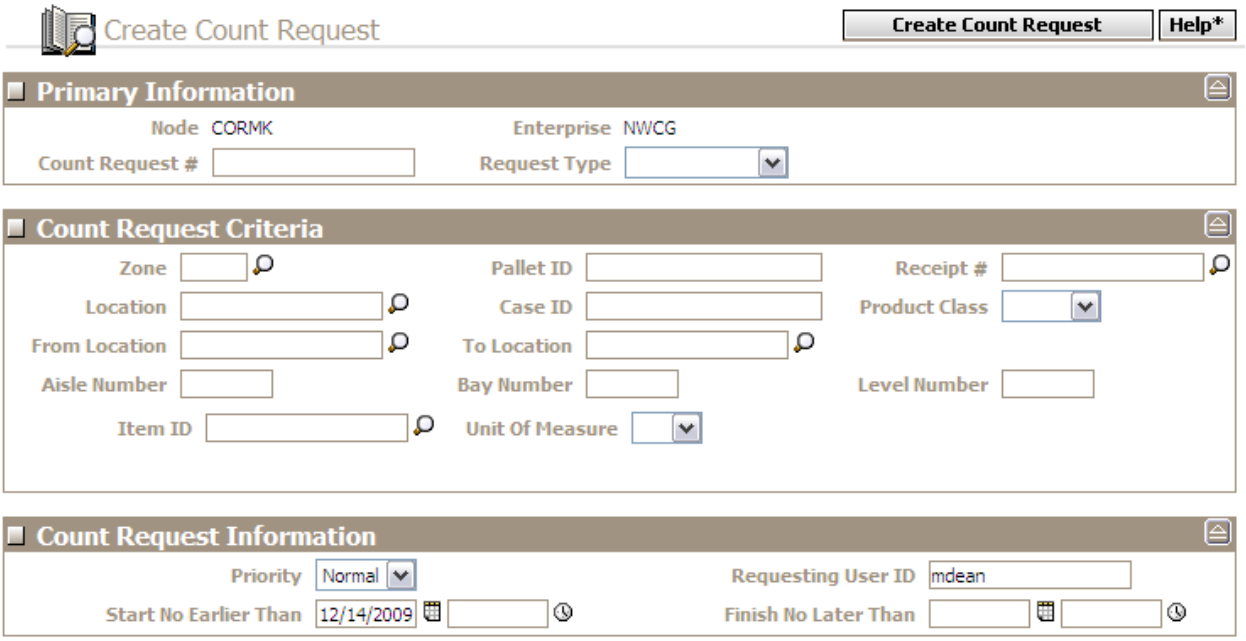
Once the method has been chosen, move on to the section on how to create the count request using that method. For Create Count Request, that is section 4.2 Create Count Request. For the Create Count Requests For Location Group, that is section 4.3 Create Count Requests For Location Group.

Once the count request is created using the chosen method it will be given a count request number. Each count request is automatically assigned a number such as PC09-CORMK-STOR1-11-00011 which represents the physical count year, cache, zone, and aisle. Note that if a count request number is entered in the screen, that entry will override the system generated number.

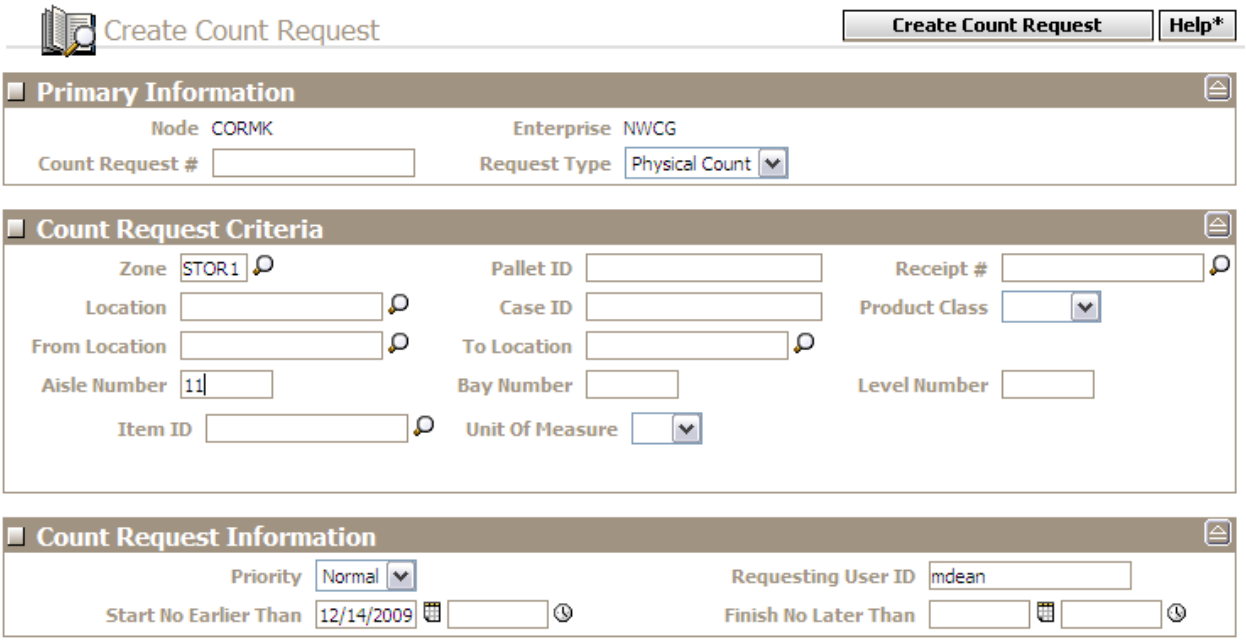
4.2 Create Count Request

This section walks through how to create a count request using a zone and aisle combination where there is one request for the entire aisle. The following instructions show how to create the count request:

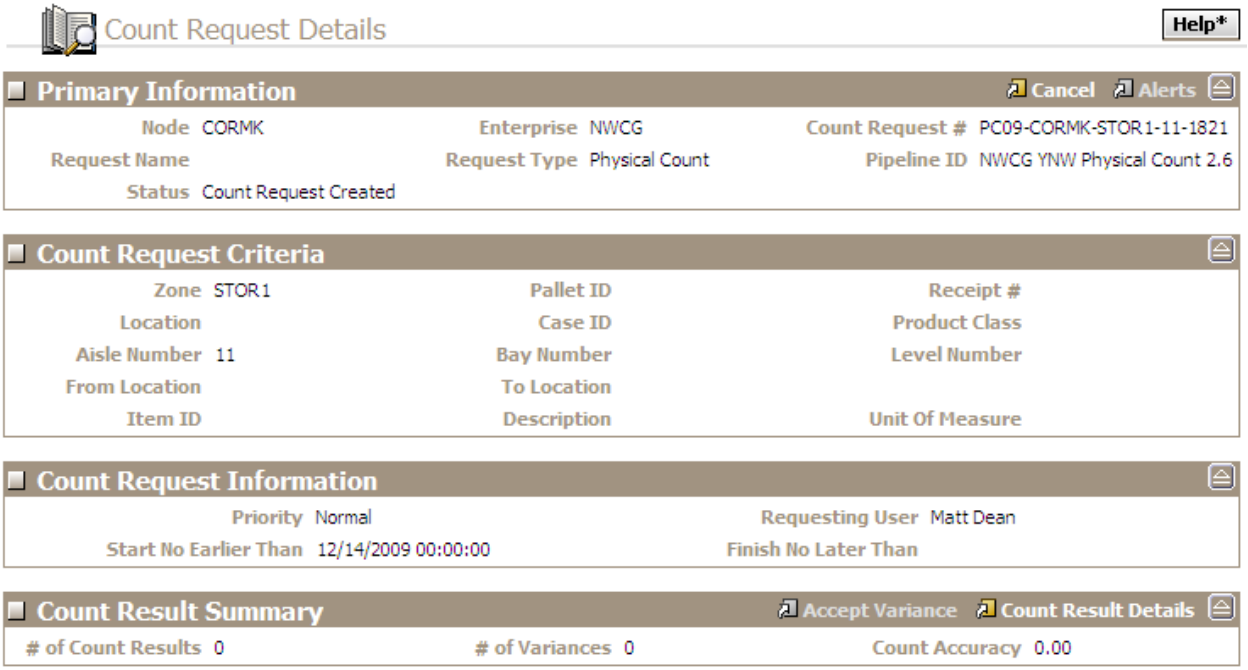
1. Login to the console as a cache or NWCG user.
2. Expand the Inventory menu **Inventory**.
3. Then click on the third one down, Create Count Request **Create Count Request**.
4. The screen will come up as follows with the cache pre-populated or for an NWCG user, the cache must be selected.



5. Now select the Request Type “Physical Count”.
6. Next enter the zone you want to count. We will use “STOR1” for this example.
7. Then enter the Aisle Number you want to count, we will use “11”.
8. The screen should look like the following, though with the zone and aisle you want to count:



9. Now press the Create Count Request button **Create Count Request** to create the count request.
10. The screen will refresh and show that the count request has been created as shown below. Note that the status is Count Request Created to show that it has been created and a count request number has been assigned to it:

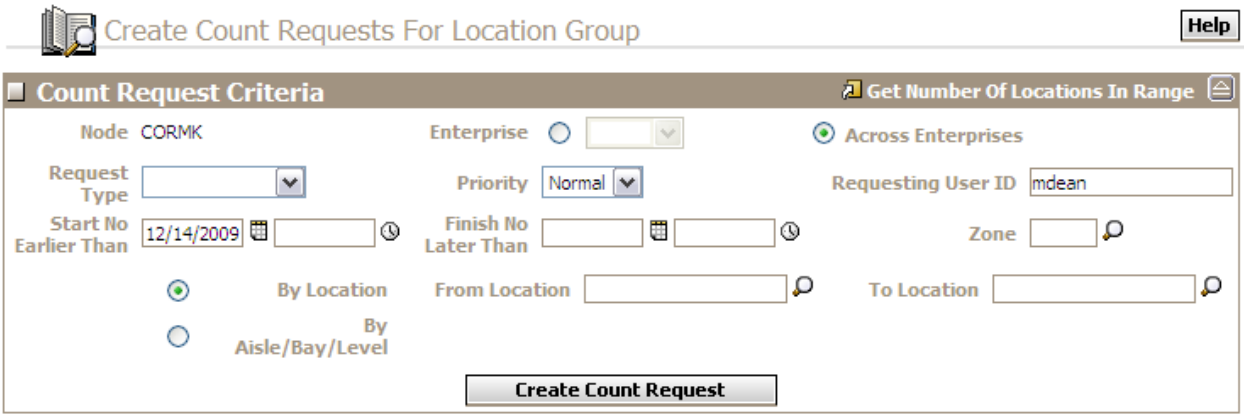


11. This completes creating the count request using this method, now move to the next section on how to release the count tasks.

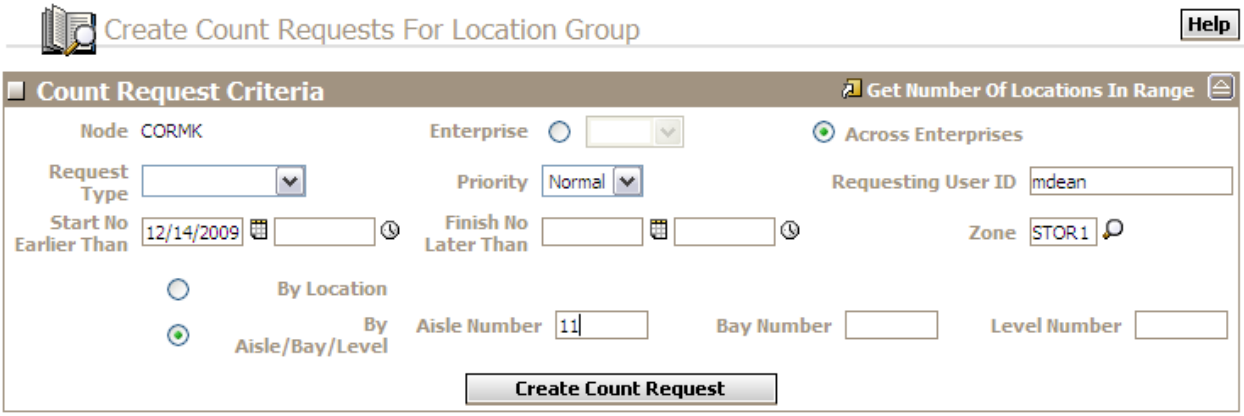
4.3 Create Count Requests For Location Group

This section walks through how to create count requests for a location group using a zone and aisle combination where there is one request for each location in that aisle. The following instructions show how to create the count requests:

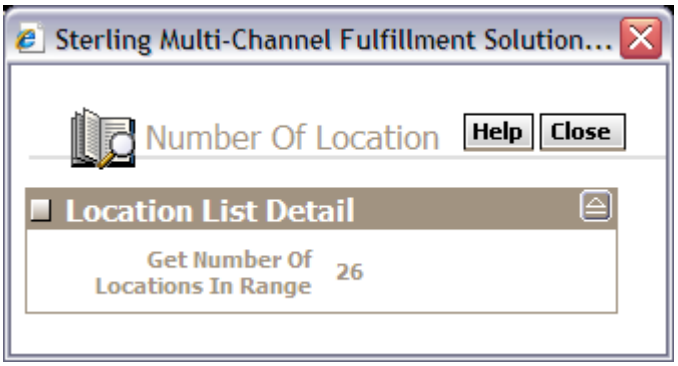
1. Login to the console as a cache or NWCG user.
2. Expand the Inventory menu **Inventory**.
3. Then click on the fourth one down, Create Count Requests For Location Group **Create Count Requests For Location Group**.
4. The screen will come up as follows with the cache pre-populated (for an NWCG user, the cache must be selected):



5. Now change the Request Type to “Physical Count”.
6. Next Click on the “By Aisle/Bay/Level” radio button.
7. Then enter the Zone, we are using “STOR1” once again for this example.
8. Type in the Aisle Number of the aisle you want to count, we are using “11”.
9. Once all Data is entered it should look like the following:



10. Optionally you can press the Get Number of Locations in Range button Get Number Of Locations In Range to show how many locations the request is for. This is a good way to verify what you entered. The pop-up will look like the following:

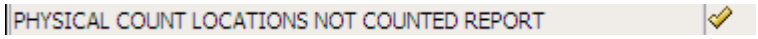


11. Finally press the Create Count Request button **Create Count Request** to create the count requests.
12. The screen doesn't refresh and pressing the Create Count Request button again will throw an error.
13. This completes creating the count request using this method. Now move to the next section on how to release the count tasks.

4.4 Locations Not Counted

After creating all of the count requests and all of them have moved to "First Count Tasks Created," it is important to make sure all physical locations are accounted for. The following are instructions for running the PHYSICAL COUNT LOCATIONS NOT COUNTED REPORT which lists all locations not counted (ignoring virtual locations). This report allows the user to select zones in which they want to ignore the locations:

1. Login to the console as a cache or NWCG user.
2. Expand the Analytics Menu **Analytics**.
3. Click on Launch WMS Reports **Launch WMS Reports** if a cache user or Launch NISCC Reports **Launch NISCC Reports** if an NWCG user. If a cache user, the cache will be pre-populated.
4. Once the appropriate list of reports loads, find the PHYSICAL COUNT LOCATIONS NOT COUNTED REPORT and click on the check mark to run the report.

5. A new screen will come up for the report which will contain prompts.
6. If logged in as an NWCG user, you will first have to select a cache and then press OK.
7. Now you will see a list of zones. Some that are known to have virtual locations are pre-selected. Select all zones which have virtual locations that you want to ignore the locations in. Do this by holding down the Ctrl key and clicking on each zone you want to select or deselect.

8. Then verify the correct physical count year is selected and change if needed.
9. Next, select how you want the report sorted (by Location or Zone) then press Finish.
10. The report will come up and look like the following example. If there isn't a last counted, the location hasn't been counted since December 2009:

ICBS

PHYSICAL COUNT LOCATIONS NOT COUNTED REPORT

DATE : Dec 14, 2009

PAGE : 1

USER ID : mdean
CACHE ID : CORMK
IGNORE ZONE : GENERAL-REFURB-ZONE, INTRANSIT, LAUNDRY-ZONE, MANIFEST-ZONE, MISCELLANEOUS-ZONE, NRFI-ZONE, OUTSIDE-REFURB-ZONE, PACK-ZONE, QC-ZONE, RAWS-ZONE, RECEIVE-ZONE, RETURN-ZONE, RFI-ZONE, SHIP-SORT-ZONE, SMALL-ENGINE-ZONE, TOOL-ZONE, UNS-ZONE, UNSNWT-ZONE, VAS-ZONE, VIRTUAL-PACK-ZONE, VIRTUAL-ZONE, WEIGH-ZONE
Report Sorted By : Location

LOCATION	ZONE ID	AISLE	BAY	LEVEL	LAST COUNTED
B1-01	BULK-ZONE1	1	1	0	
B1-02	BULK-ZONE1	1	2	0	
B1-03	BULK-ZONE1	1	3	0	
B1-04	BULK-ZONE1	1	4	0	
B1-05	BULK-ZONE1	1	5	0	
B1-06	BULK-ZONE1	1	6	0	
B1-07	BULK-ZONE1	1	7	0	
B2-01	BULK-ZONE2	1	1	0	
B2-02	BULK-ZONE2	1	2	0	
B2-03	BULK-ZONE2	1	3	0	

11. Make sure to create count requests for the zone and aisle combinations given in the report.

5. Manage Count Tasks

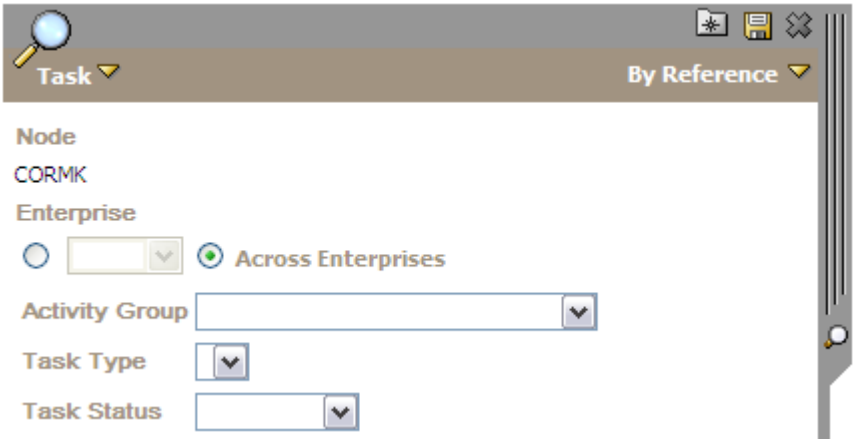
5.1 Purpose

After creating a count request or completing a phase of counting, either 1st or 2nd counts, new count tasks may be generated. Count tasks are only generated after completing the 1st or 2nd counts if there is an outstanding variance. These count tasks are created in a held status so the person assigning tasks has a chance to assign them before a counter picks them up.

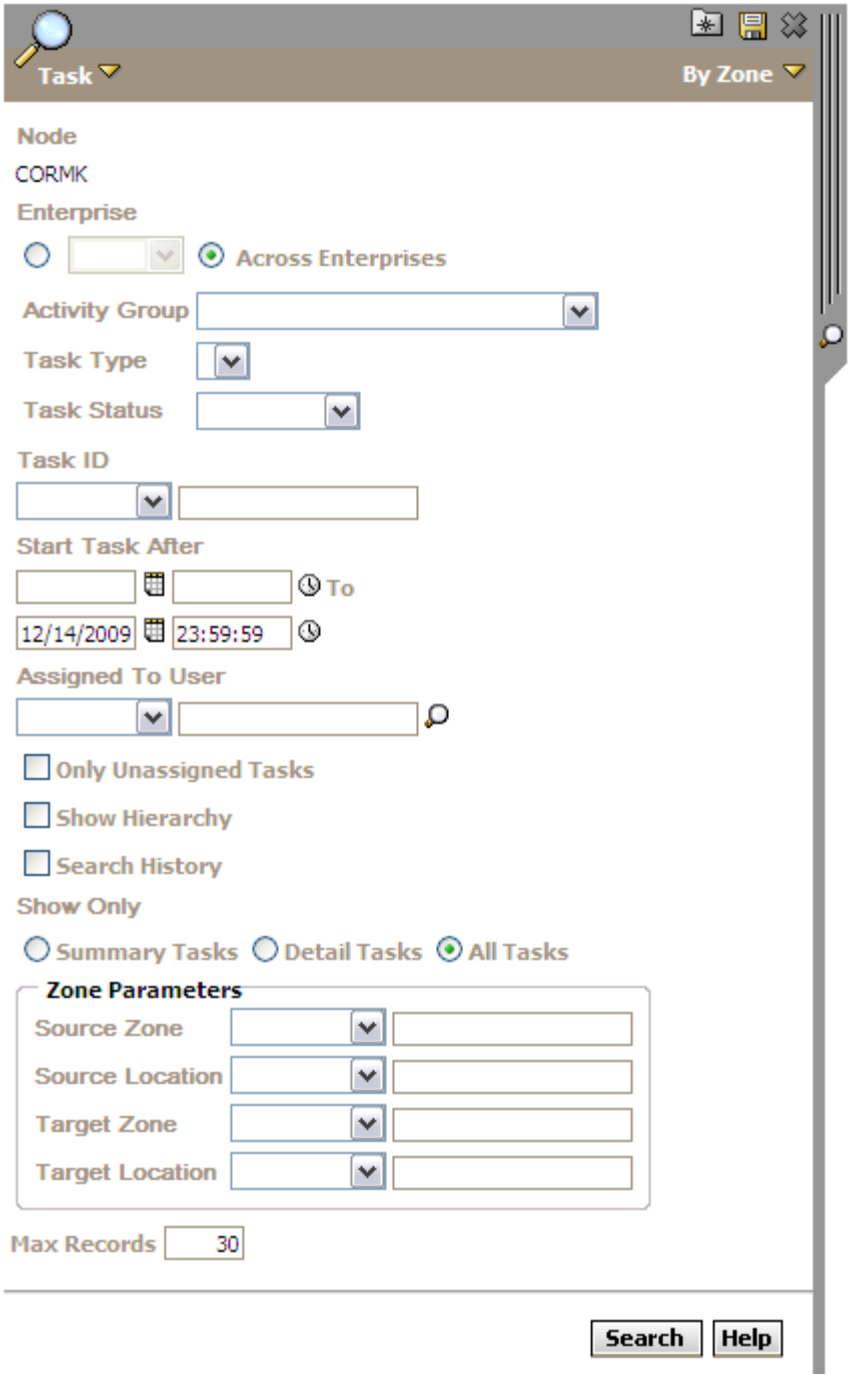
5.2 Assign Count Tasks

Follow the below steps to find count tasks searching by the zone and aisle. Then assign those count tasks using the task console. Count tasks can also be found using the count request number, more information on this can be found in section 5.2.1 Find Count Tasks by Count Request Number. Count tasks may also be viewed from the count request detail screen covered in section 7 View Count Request Progress.

1. Login to console as a cache or NWCG user.
2. Expand the Task menu **Task**.
3. Then click on Task Console **Task Console**.
4. You will see the following:



5. Change By Reference **By Reference** to By Zone **By Zone**, you will see the screen below. The cache will be pre-populated for cache users. NWCG user will have to select one.

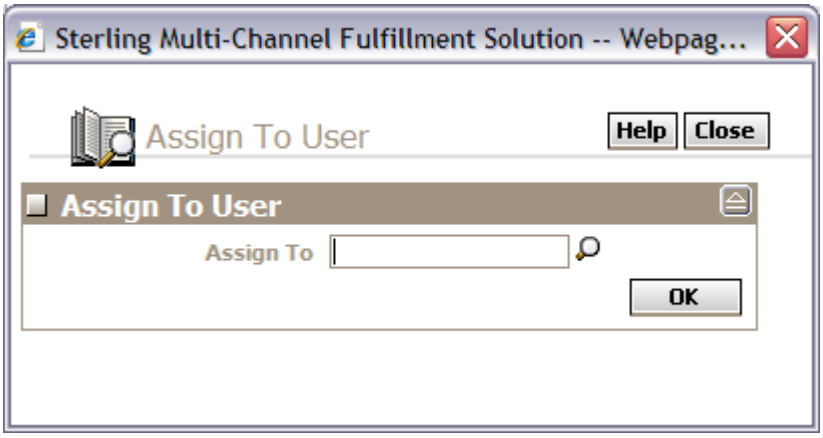


6. Now change Activity Group to “Count”.
7. Then change the Task Type. Change it to “Physical Count scan gun Based – 1st Count” if looking for 1st count tasks, “Physical Count scan gun Based – 2nd Count” if looking for 2nd count tasks, or “Physical Count scan gun Based – 3rd Count” if looking for 3rd count tasks.
8. Then change the Task Status to “Held”.

9. Next, change the drop down for Source Location to “starts with” and enter the start of the location up to the aisle number, such as STOR1-11.
10. You may also want to increase the max records to return all tasks. Up to 600 records can be returned at one time during physical count.
11. Finally press the Search button [Search] to list all of the held tasks for the particular aisle.
12. The list will look like this. Note the Task Type and Task Status of Held:

Task ID	Task Type	Priority	Item ID	Quantity	Task Status	Source Location	Target Location	Primary Reference	Predecessor Task	Assigned To User
3477430025	Physical Count RF Based - 1st Count	Normal			Held	STOR1-11010101				
3477430026	Physical Count RF Based - 1st Count	Normal			Held	STOR1-11010102				
3477430027	Physical Count RF Based - 1st Count	Normal			Held	STOR1-11010201				
3477430028	Physical Count RF Based - 1st Count	Normal			Held	STOR1-11010202				
3477430029	Physical Count RF Based - 1st Count	Normal			Held	STOR1-11010301				

13. Now select all records.
14. Then click on the Assign To User button [Assign To User]. You will get the following pop-up:



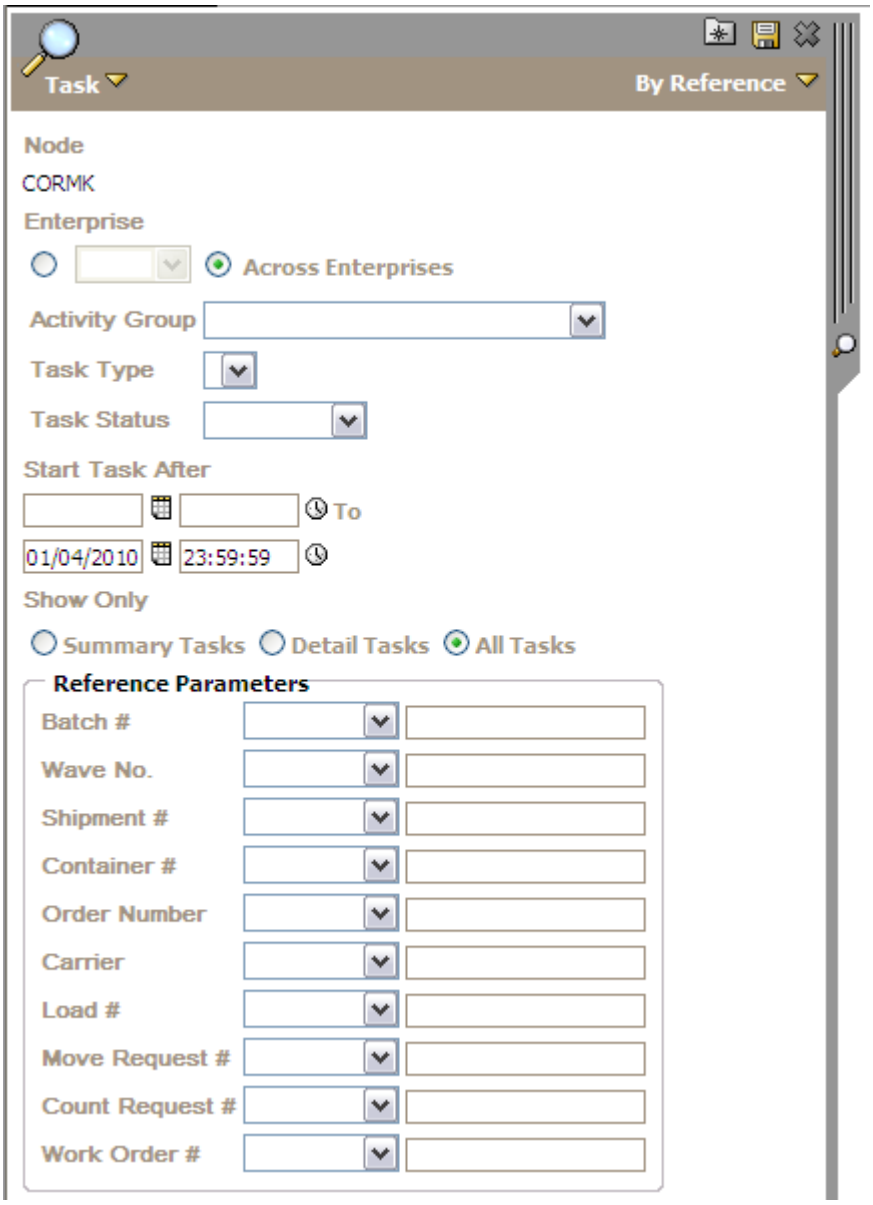
15. Enter the UserID to assign the tasks to and press the OK button [OK].
16. The screen will refresh displaying the newly Assigned To User value.

17. Select all records again.
18. Then click on the chevron » to expand and view more commands.
19. Now click on the Release option Release to change the task status from Held to Open.
20. The screen will refresh, the list should be empty. If there are records shown, repeat steps 13 to 20 again until the list is empty.

5.2.1 Find Count Tasks by Count Request Number

A count request is automatically given a count request number that represents the cache, zone, and aisle such as PC09-CORMK-STOR1-11-00102. We can use this to find all count tasks for a given aisle. The below steps walk us through how to find count tasks by count request number.

1. Login to console as a cache or NWCG user.
2. Expand the Task menu Task.
3. Then click on Task Console Task Console.
4. You will see the following:



5. Change Activity Group to “Count”.
6. Then change the Task Type. Change it to “Physical Count scan gun Based – 1st Count” if looking for 1st count tasks, “Physical Count scan gun Based – 2nd Count” if looking for 2nd count tasks, or “Physical Count scan gun Based – 3rd Count” if looking for 3rd count tasks.
7. Then change the Task Status to “Held”.
8. Next, change the drop down for Count Request # to “starts with” and enter the start of the count request number, such as PC09-CORMK-STOR1-11.
9. You may also want to increase the max records to return all tasks. Up to 600 records can be returned at one time during physical count.

10. Finally press the Search button [Search] to list all of the held tasks for the particular aisle.

5.3 Work with Counter

The 1st count tasks are assigned pretty much as soon as the count request is created. This can be managed within the office. Though 2nd and 3rd count tasks aren't created, nor can they be assigned, until the counter completes the previous counts. It is important to have communication between someone on the floor and someone in the office to know when to expect 2nd and 3rd counts to be generated for a particular aisle.

Soon after a counter is done with an aisle, someone in the office can check the status of the count request. Refer to section 7 View Count Request Progress on how to view details and status of a count request. Once the count request has moved to "Second Count Tasks Created" or "Third Count Tasks Created", the count tasks are available to assign. Refer to section 5.2 Assign Count Tasks to assign the tasks.

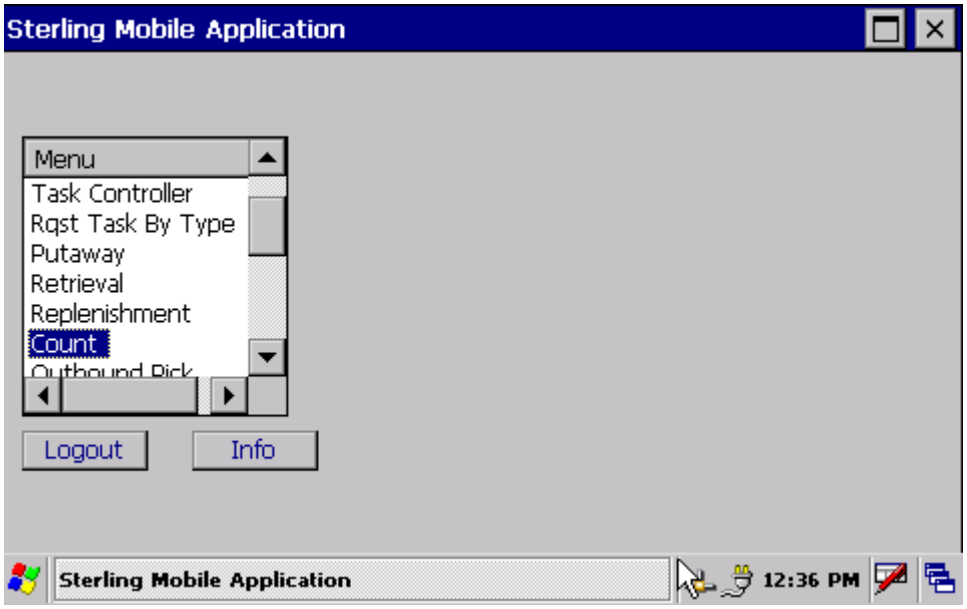
6. Perform Scan Gun Count

6.1 Introduction

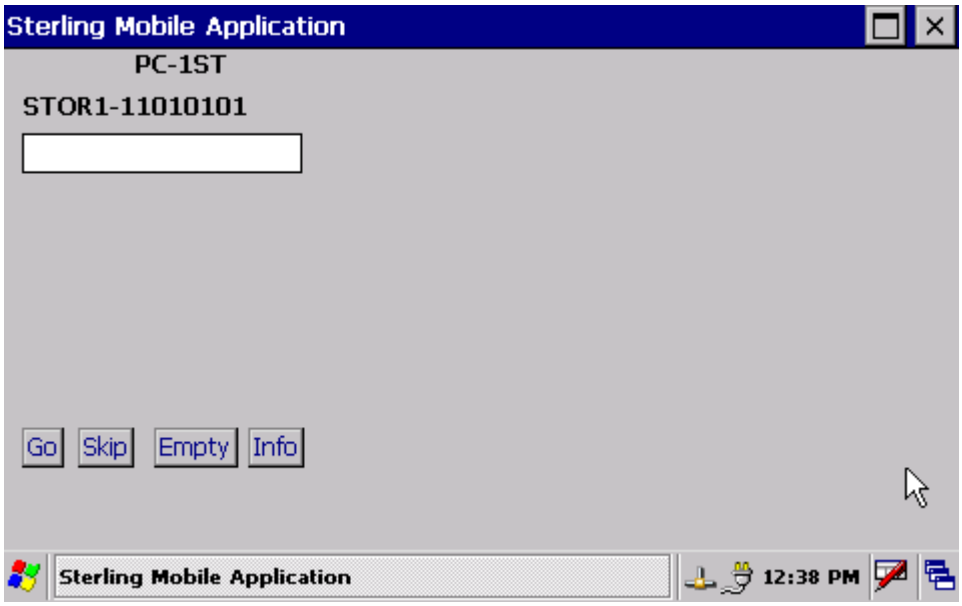
This section covers the steps to perform the count on the scan gun device. Depending on whether it is a 1st, 2nd, or 3rd count being performed, the screens are slightly different. Also, depending on whether the item being counted is trackable or not, the screens are also different. This guide will walk the user through a decision structure that matches what the scan gun screens go through with screen shots of each screen along the way. The primary steps will be for 1st counting a non-trackable item.

6.2 Counting

1. Login to the scan gun as a cache user.
2. Once logged in, go to the Count menu:

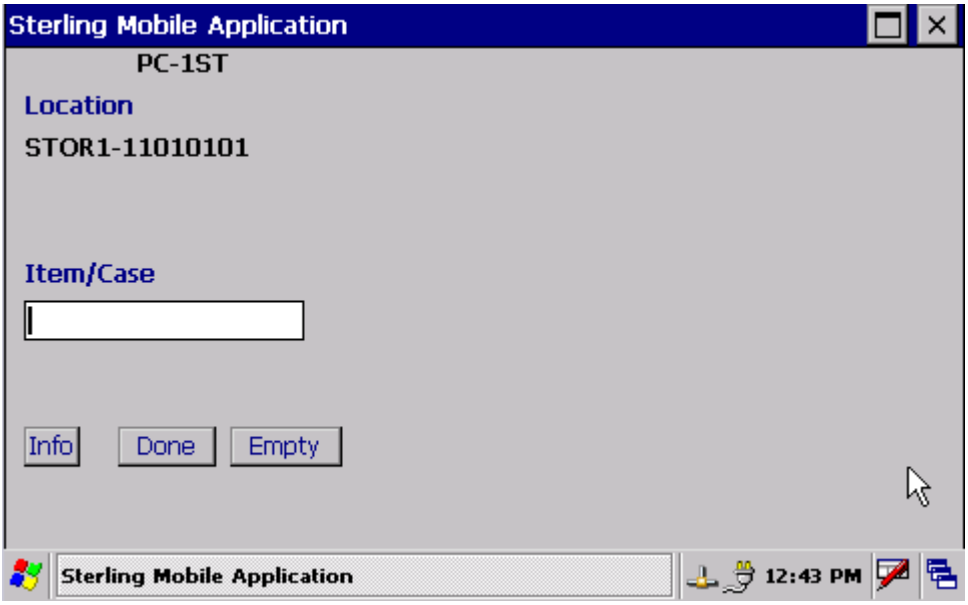


3. The first screen will show the location. If it is a 2nd or 3rd count, it will also show the item to be counted. Note that it shows the task type at the top; PC-1ST for 1st count, PC-2ND for 2nd count, and PC-3RD for 3rd count:



Is this a 2nd or 3rd count? If yes, go to section 6.2.1 2nd Or 3rd Count - Item.

4. Scan the location given on the screen to confirm you are in the correct spot. It then moves on to the next screen:

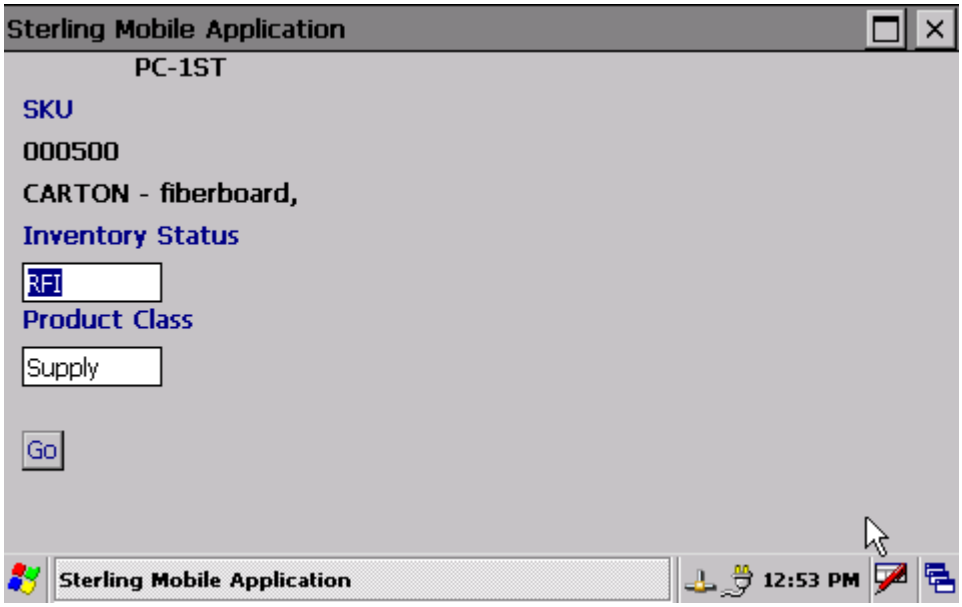


5. Scan the first Item you see in the location you are at, or if Empty, press the Empty button. The screen also has the location for confirmation. It then moves on to the next screen which is different depending on whether it is a trackable item or not.

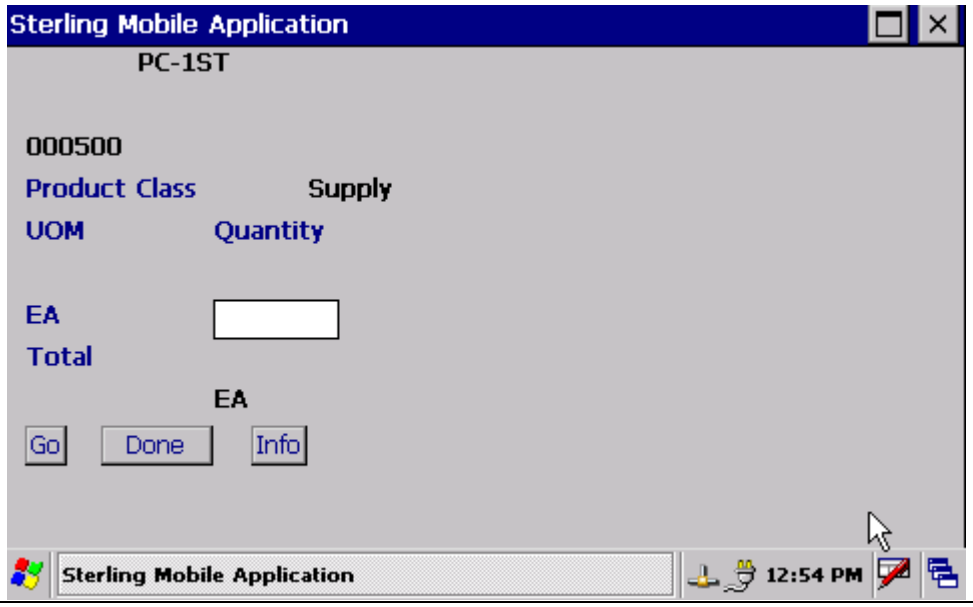
Is the location Empty? If yes, go to section 6.2.2 Count Empty Location.

Is it a trackable Item? If yes, go to section 6.2.3 Count Trackable Inventory.

6. After the item is scanned it moves on to the following screen for a non-trackable item:



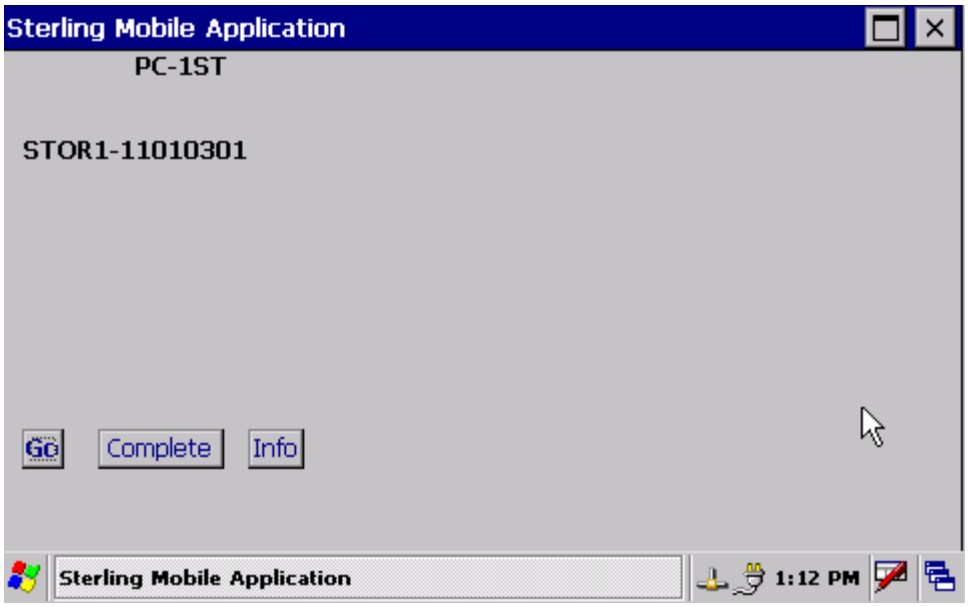
7. Do nothing on this screen, it will go away shortly and requires no entry.
8. Enter the quantity counted for the current Item in the next screen. Make sure to count all boxes, verifying the quantity in the box.



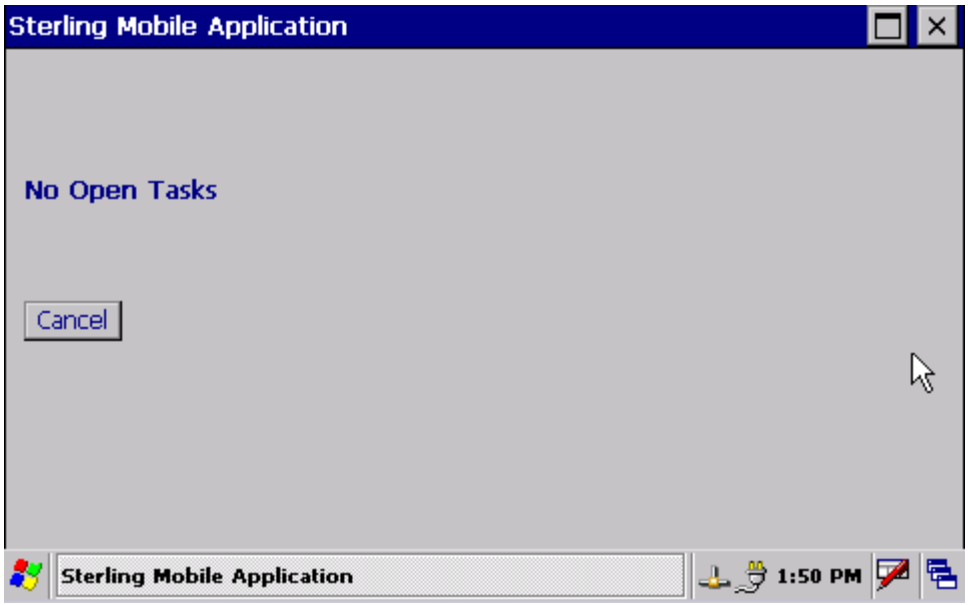
9. After typing the quantity into the Quantity box, press Go if more Items are in the location, or Done if that is the only or last item in the location.
10. If you pressed Go, start over with new Item at step 5.

Is this a 2nd or 3rd count? If yes, go to section 6.2.4 [2nd or 3rd Count – Completion](#).

11. After pressing Done you will see the following screen which will show the location and item if it is for a 2nd or 3rd count:



12. Press the Complete button to complete counting this location. If some inventory wasn't counted, press Go to start at step 5 and count more inventory for this location.
13. This completes counting for this count task. You will be presented with a different count task or come to the following screen:

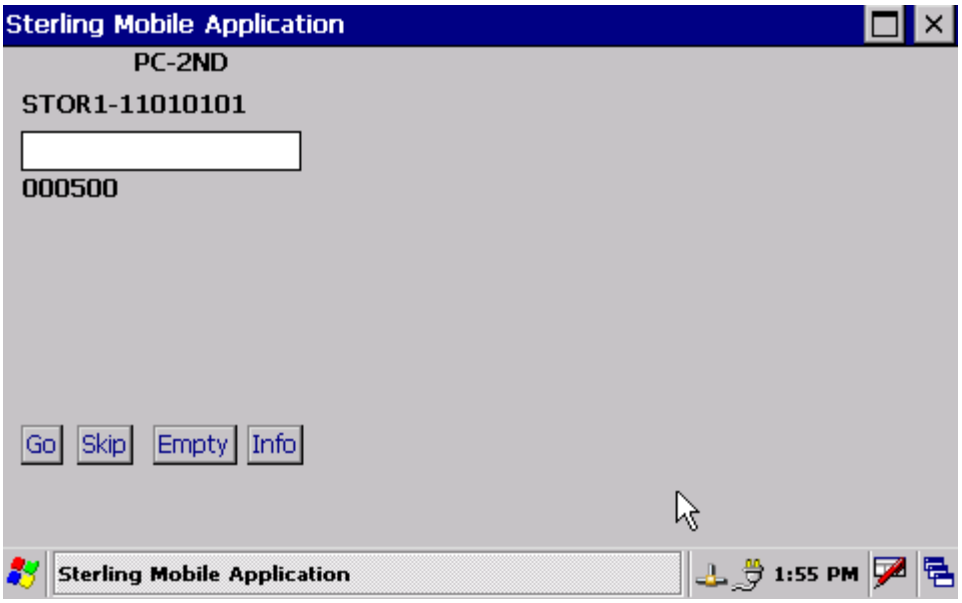


14. If you get another task, perform that task starting at step 3 of this section.

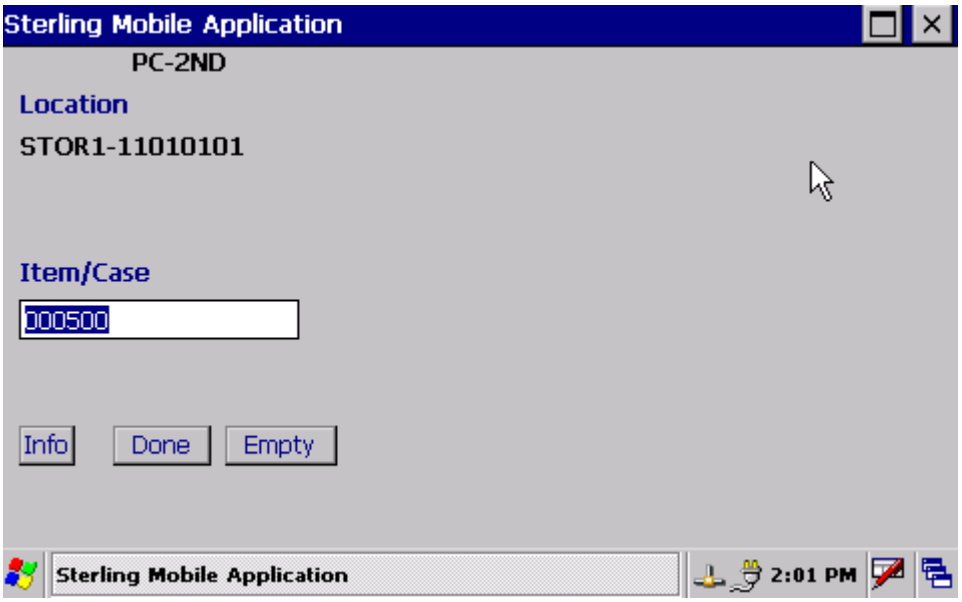
6.2.1 2nd Or 3rd Count – Item

The first difference for the counter when performing a 2nd or 3rd counter as compared to a 1st count is the counter must count a specific item instead of all items in the location. This also holds true for a count request created from a variance that was too large to be accepted without having someone else take a look. The following are the steps for 2nd and 3rd counts.

1. You will get the following screen that has location and item shown:



2. Scan the location. It will move to the next screen:



3. The Item will be pre-populated. Make sure to count only this item moving forward.
4. Press Done

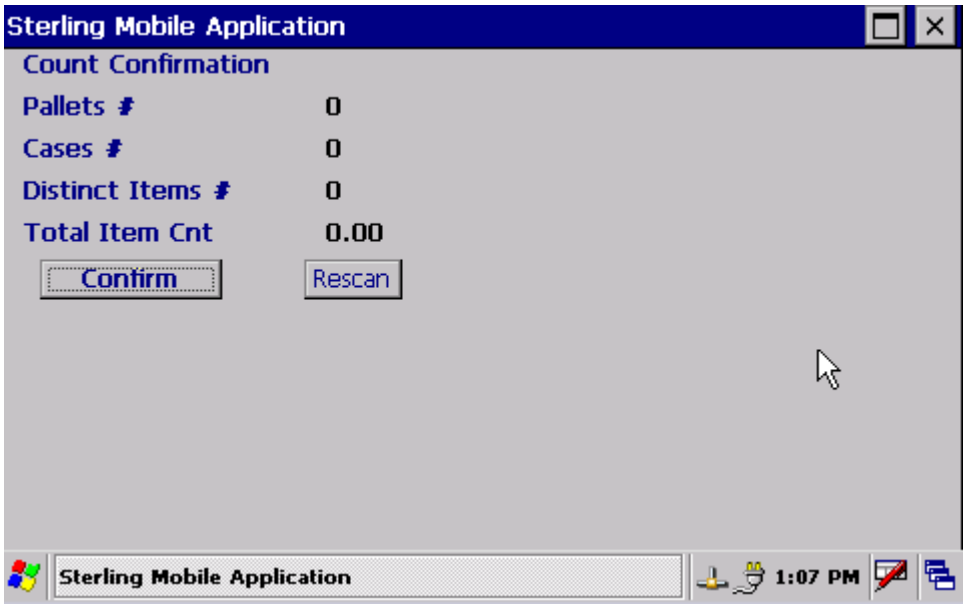
Is it a trackable Item? If yes, go to section 6.2.3 Count Trackable Inventory.

5. Go to section 3.1 Counting step 6.

6.2.2 Count Empty Location

After pressing the Empty button, the screen flow is a bit different from counting an item with quantity.

1. Leave the Item/Case field blank.
2. Press the Empty button.
3. The user will then see the following screen. Do nothing, as it will automatically progress to the next location to count:

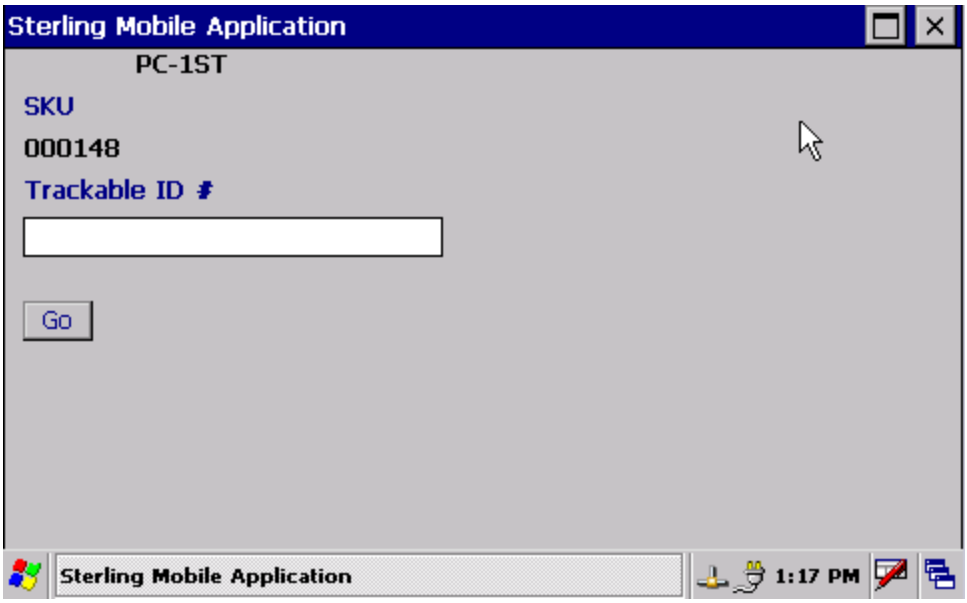


4. Now return to section 6.1 Counting and step 3 to count the remaining locations.

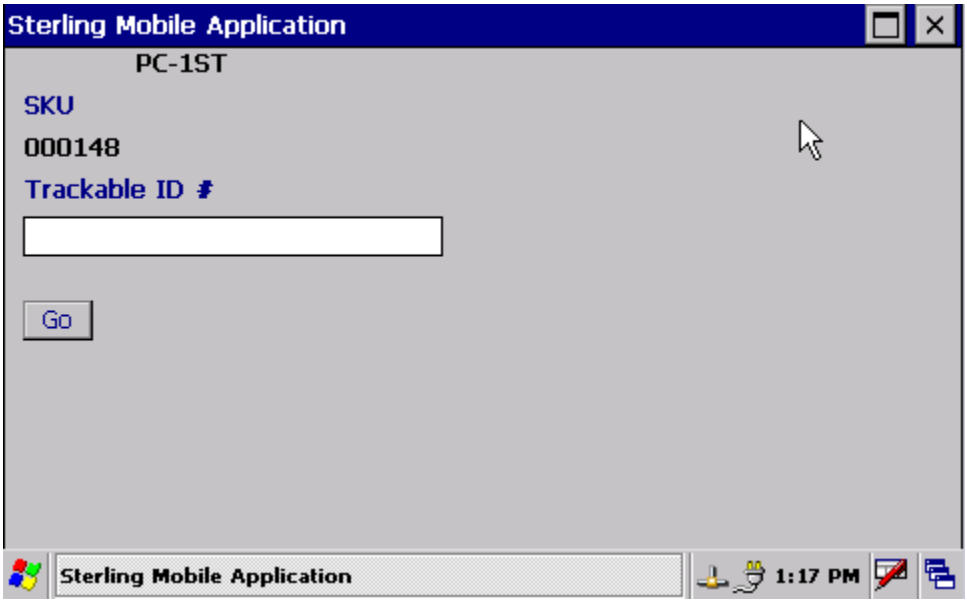
6.2.3 Count Trackable Inventory

Follow the below steps after entering a trackable item.

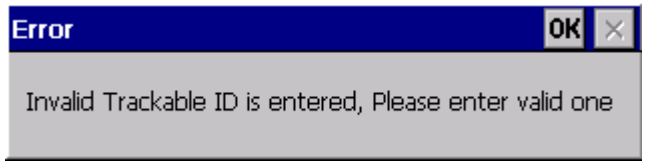
1. Scan the first trackable ID you count for the item in the following screen:



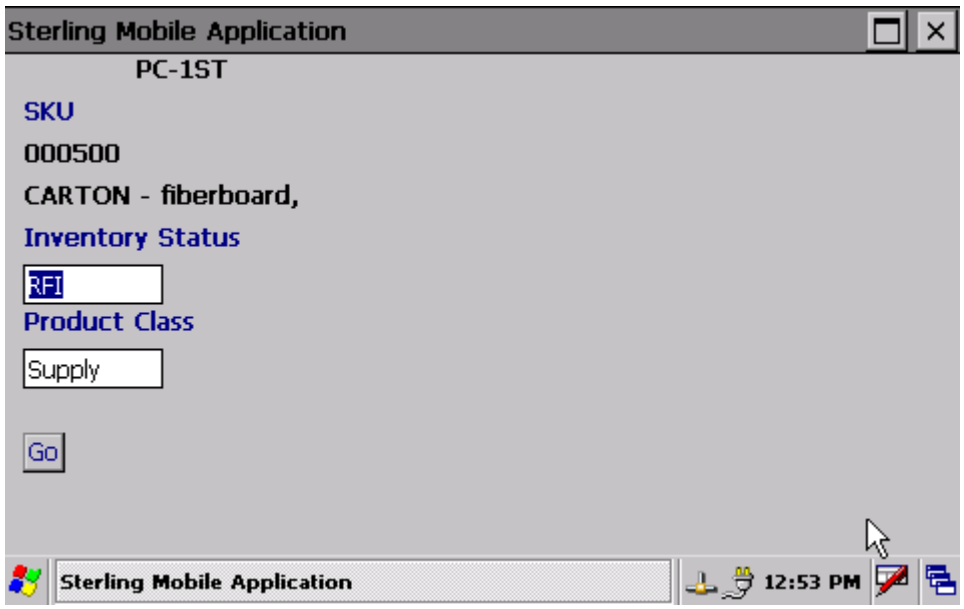
2. The screen will automatically move to the next screen which looks exactly the same:



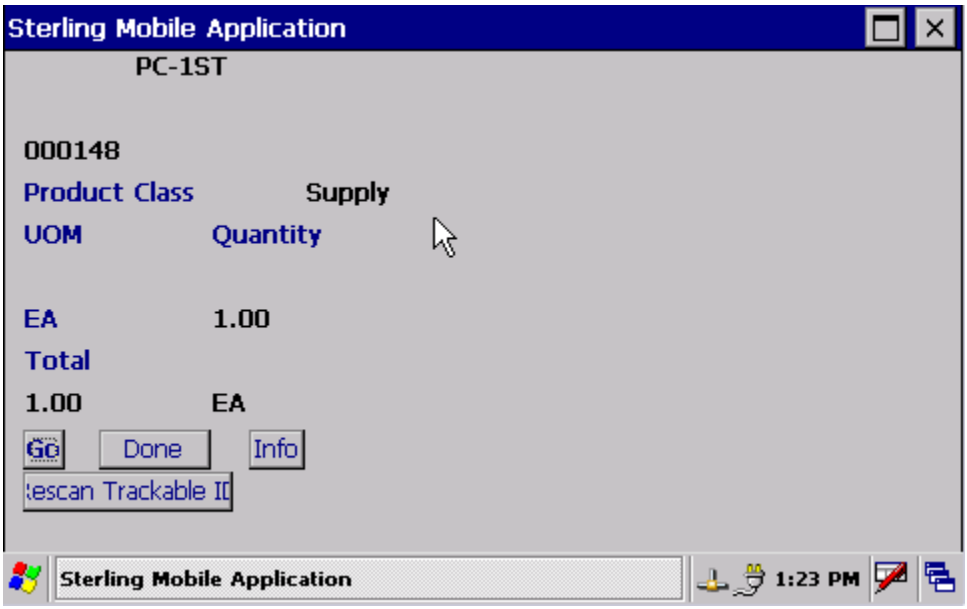
3. Scan each trackable ID until there aren't any more in the location for that item.
4. If you scan a trackable ID that the system doesn't have located in this cache, you will get the following error. Please note this and let someone know:



5. Once complete, press the Go button to confirm you have counted all trackable IDs for that item in the location.
6. The inventory status screen will briefly appear. Do nothing.



7. The next screen will be a confirmation screen to confirm that all trackable IDs were scanned:

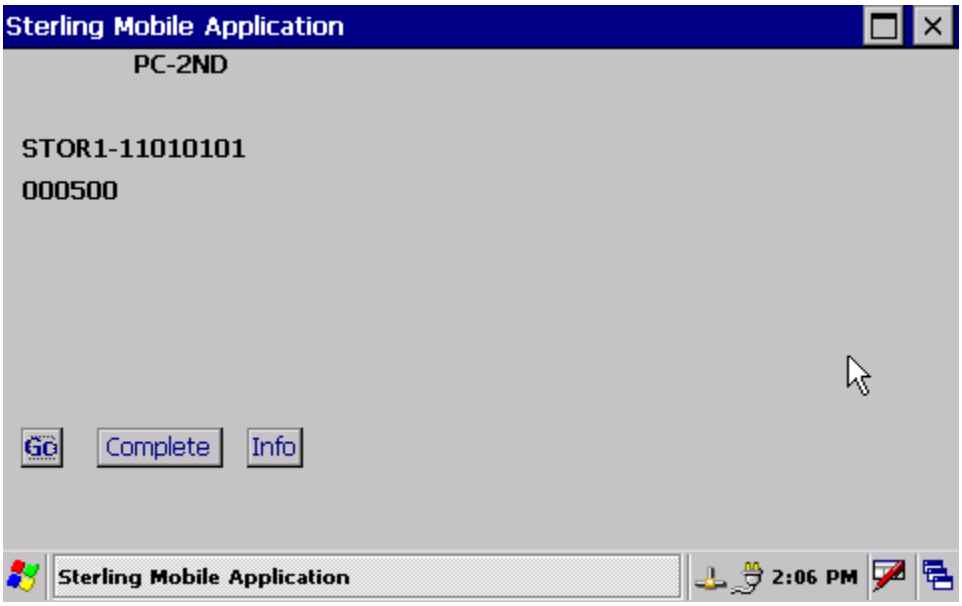


8. Confirm that the quantity shown on this screen matches how many trackable IDs are in the location for this item.
9. If you are doing first counts and there are additional items in the location to count; press Go, otherwise press Done. Or if the count is different than expected, press Re-scan Trackable ID to start over and re-scan all trackable IDs for the item. Go to step 1 of this section.
10. If you pressed Go, go to section 6.1 Counting step 5. If you press Done, go to section 6.1 Counting step 11.

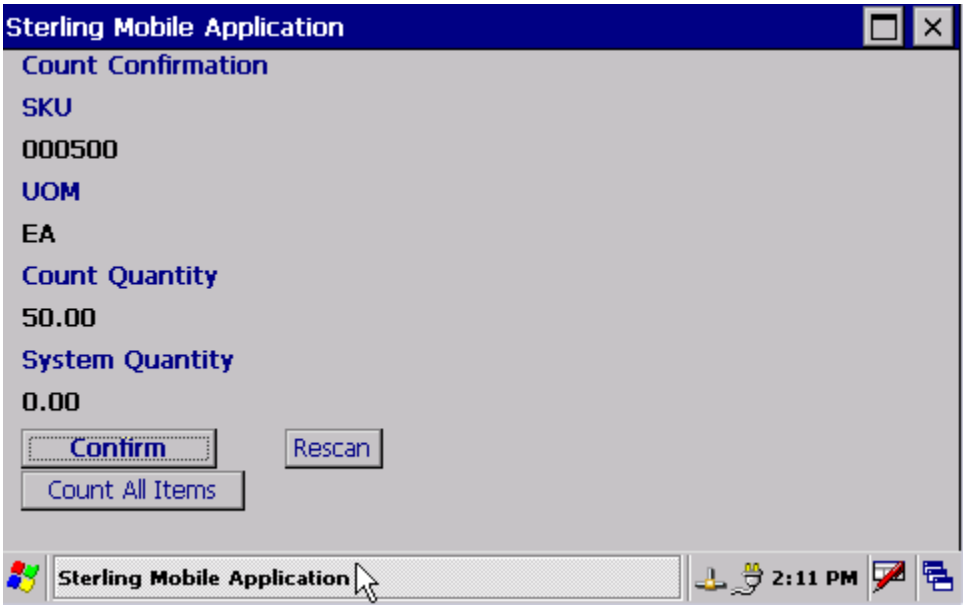
6.2.4 2nd or 3rd Count – Completion

When completing a 2nd or 3rd count, there are a few differences from completing a 1st count.

1. The completion screen includes the item:



2. Press Complete.
3. If there is a variance between the counted quantity and system quantity, the next screen will show the two values. Do nothing here, as it will automatically move to the next screen.



4. Now return to section 6.1 Counting, step 13.

7. View Count Request Progress

7.1 Purpose

As the physical count progresses, it is useful to view the status and other details of the count requests. One use of this is to see if 2nd or 3rd count tasks have been created yet. This is determined by the status of the count request.

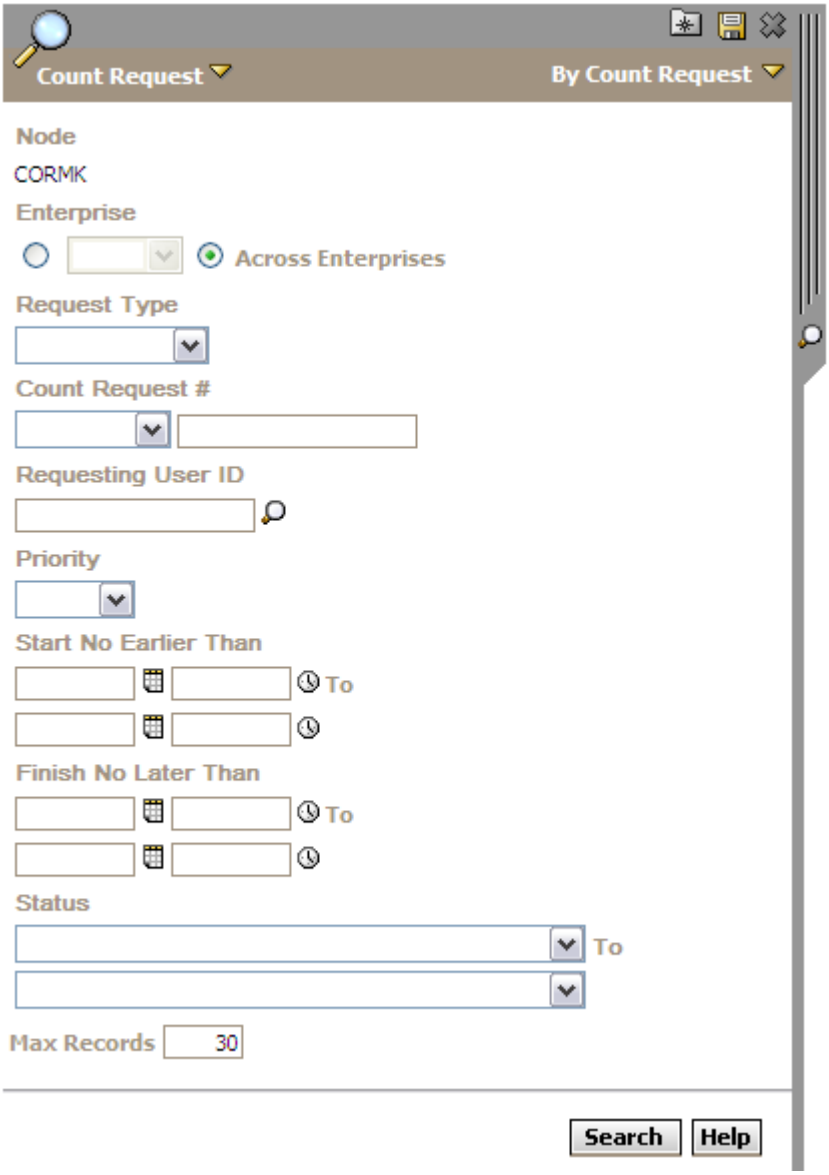
7.2 Find Count Request

All count requests can be searched for and viewed from the Count Console. The following describes different methods to find count requests. It is easier to find count requests which have been created using the first method, Create Count Request. In either case the count request number will contain the cache, zone, and aisle to be counted.

An example of this is count request number PC09-CORMK-STOR1-11-00102. The PC09 represents Physical Count for the calendar year 2009. CORMK is the cache the count request was created for (Rocky Mountain Cache). STOR1 is the zone the count request was created for. 11 represents aisle 11, which the count request is for, and finally the 00102 is just a number used to keep the count request number unique.

In the case where the second option was used (Create Count Request For Location Group) there will be one count request per location in the aisle. Each of those count requests will start with the same information such as PC09-CORMK-STOR1-11, but the ending numbers will be different. So to find these you would want to find all count requests that start with the same characters. The following are instructions on how to get to and use the Count Console screen.

1. Login to the console as a cache or NWCG user.
2. Expand the Inventory menu **Inventory**.
3. Click on the Count Console option **Count Console**.
4. You will see the following screen:



You can search by additional criteria, for more information on that go to section 7.3 [Additional Search Criteria](#).

5. Change the Count Request # drop down to “starts with”.
6. Enter the first several characters of the count request(s) you want to find.
7. Press the Search button [Search].
8. A list of count requests which meet the criteria will be returned such as the following:

Count Request List

Retrieved 30 record(s) Help*

View Details Cancel

Count Request #↓	Request Name	Location	Enterprise	Item ID	Description	Priority	Start No Earlier Than	Requesting User	Status
TEST-REB-2		B5-01	NWCG	000870	KIT - Pump, Portable, High Pressure	Normal	12/11/2009 11:10:46	Matt Dean	First Count Tasks Created
TEST-REB-1		B5-01	NWCG	000870	KIT - Pump, Portable, High Pressure	Normal	12/11/2009 11:03:23	Matt Dean	First Count Tasks Created
TEST-REB		B5-01	NWCG	000870	KIT - Pump, Portable, High Pressure	Normal	12/11/2009 10:41:27	Matt Dean	First Count Tasks Created
PC09-CORMK-STOR1-11-1821			NWCG			Normal	12/14/2009 00:00:00	Matt Dean	Second Count Tasks Created

9. From here you can view the status of the count request and you can also view the details of each count request.
10. By either clicking on the blue hyperlink or checking the box and pressing the View Details button View Details, the user is brought to details of the chosen count request.
11. An example of "count request details" follows. You can view the status, and what the count request was created for, such as zone and aisle. Note that when using Create Count Requests for Location Range, only the location will be filled in, even though it was created using the zone and aisle number.

Count Request Details

Help*

Primary Information View Count Tasks Cancel Alerts

Node	CORMK	Enterprise	NWCG	Count Request #	PC09-CORMK-STOR1-11-1821
Request Name		Request Type	Physical Count	Pipeline ID	NWCG YNW Physical Count 2.6
Status	Second Count Tasks Created				

Count Request Criteria

Zone	STOR1	Pallet ID		Receipt #	
Location		Case ID		Product Class	
Aisle Number	11	Bay Number		Level Number	
From Location		To Location			
Item ID		Description		Unit Of Measure	

Count Request Information

Priority	Normal	Requesting User	Matt Dean
Start No Earlier Than	12/14/2009 00:00:00	Finish No Later Than	

Count Result Summary Accept Variance Count Result Details

# of Count Results	1	# of Variances	1	Count Accuracy	0.00

12. If you are in this screen to see if more tasks can be released, refer to the status. In this example, the 2nd count tasks have been created and are ready to be assigned if they haven't been already.

7.3 Additional Search Criteria

In addition to searching for "starts with" count request number, you can also search by zone, aisle, location, item, and status. By changing the By Count Criteria **By Count Criteria** drop down to By Count Request **By Count Request** or By Location Range **By Location Range** there are more ways to search for count requests. For example, using the By Location Range the user can put in a from and to location such as the first location in an aisle as well as the last location in an aisle to return all count requests for a location in that range. If the By Count Criteria panel doesn't have what you need, try the other two. It is best to work with this and see what is best for you.

7.4 Overall Status

While the Count Console is a quick and easy way to see the status of one count request or a group of like count requests, it doesn't report on overall status or give the number of count tasks remaining.

The following instructions show how to run the PHYSICAL COUNT STATUS REPORT, which lists the status of each count request as well as a summary for the given criteria:

1. Login to the console as a cache or NWCG user.
2. Expand the Analytics Menu **Analytics**.
3. Click on Launch WMS Reports **Launch WMS Reports** if a cache user or Launch NISCC Reports **Launch NISCC Reports** if an NWCG user. If a cache user, the cache will be pre-populated.
4. Once the appropriate list of reports loads, find the PHYSICAL COUNT STATUS REPORT and click on the check mark to run the report.

   PHYSICAL COUNT STATUS REPORT
5. A new screen will come up for the report which will contain prompts.
6. If logged in as an NWCG user, you will first have to select a cache and then press OK.
7. Optionally select a specific count request or enter multiple using the provided prompts.
8. Another entry option is the zone. Enter this if you only want to see count results for a specific zone.
9. Entering aisle is also optional.
10. Then verify the selected physical count year and change if needed.
11. Next select how you want the report sorted. The options are Count Request, 1st Counts Complete, 2nd Counts Complete, 3rd Counts Complete, Final, and Iteration.
12. Then press Finish to run the report.

13. The report will come up and look like the following example. It shows a percentage complete for each count request and each stage of the count, as well as an overall complete percentage for each stage:

ICBS

PHYSICAL COUNT STATUS REPORT

DATE : Dec 14, 2009
PAGE : 2

USER ID :
CACHE ID : CORMK
ZONE :
LOCATION :
AISLE : BAY : LEVEL :
Report Sorted By : Count Request

COUNT REQUEST	ITERATION	COUNT REQUEST STATUS	FINAL	1ST COUNTER	1ST TOTAL	1ST COMPLETE	2ND COUNTER	2ND TOTAL	2ND COMPLETE	3RD COUNTER	3RD TOTAL	3RD COMPLETE
1841		Count Request Created	N		0			0			0	
1842		Count Request Created	N		0			0			0	
1843		Count Request Created	N		0			0			0	
1844		Count Request Created	N		0			0			0	
1845		Count Request Created	N		0			0			0	
1846		Count Request Created	N		0			0			0	
PC09-CORMK-STOR1-11-1821	2nd Counts	Second Count Tasks Created	N	mdean	9	100.00%	mdean	10	10.00%		0	
Summary					**9**	**100.00%**		**10**	**10.00%**		**0**	

8. View Count Results

8.1 Purpose

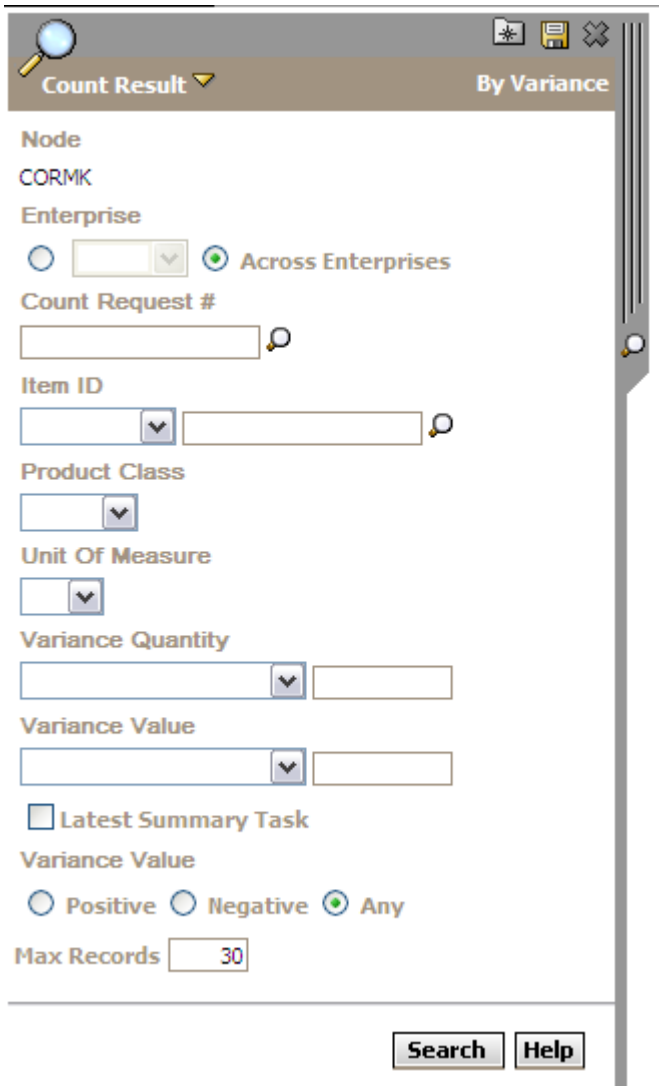
During the count process users can see what items, quantity, and trackable IDs were counted for each location. This information can also be accumulated for reporting purposes after the count is complete. There isn't any need to look at this information during the normal count process, though it is very helpful in determining whether to accept a variance or not. Accepting variances will be discussed in a later section.

However, if a counter is ever unsure of what they did it can easily be shown via the different options to view count results covered in this section. The different options are through the console from the count request details or through the count result screen, as well as reports to show the results information. One report shows the information grouped by item and the other only gives an overall summary.

8.2 Count Result Console

The count result console is the quickest way to view count results for a particular item or count request. If searching by count request number, it is currently limited to only one count request at a time. The following instructions show how to get to and use the Count Result Console:

1. Login to the console as a cache or NWCG user.
2. Expand the Inventory menu **Inventory**.
3. Then click on the fifth one down, Count Console **Count Console**.
4. Change Count Request **Count Request** to Count Result **Count Result**.
5. You will see the following screen:



6. Enter the Count Request # or Item ID.
7. Make sure to increase the max records to show everything. You can increase it up to 600.
8. Press the Search button [Search].
9. An example of the details returned follows. <u>One important thing to note is that the net variance quantity and value are the sum of the results of the counts (1st, 2nd, and 3rd) rather than representing the actual variance.</u>

Count Result Details

Help*

Item Details

Details	Count Request #	Count Iteration	Organization	Location	Pallet ID	Parent Case ID	Case ID	Item ID	Description	Product Class	UOM	Net Variance Quantity	Net Variance Value	Currency
+	PC09-CORMK-STOR1-11-1821	1	NWCG	STOR1-11010101				000500	CARTON - fiberboard, 22" x 22" x 36"	Supply	EA	100.0 +	1275.0 +	USD
+	PC09-CORMK-STOR1-11-1821	1	NWCG	STOR1-11010201				000644	CARTON - fiberboard, 33" x 16" x 22"	Supply	EA	45.0 -	319.05 -	USD
+	PC09-CORMK-STOR1-11-1821	1	NWCG	STOR1-11010202				002006	CARTON - fiberboard, 23" x 19" x 10"	Supply	EA	152.0 -	515.28 -	USD
+	PC09-CORMK-STOR1-11-1821	1	NWCG	STOR1-11010301				000500	CARTON - fiberboard, 22" x 22" x 36"	Supply	EA	50.0 +	637.5 +	USD
+	PC09-CORMK-STOR1-11-1821	1	NWCG	STOR1-11010301				000305	CARTON - fiberboard, 56" x 20" x 11"	Supply	EA	90.0 -	1092.6 -	USD
+	PC09-CORMK-STOR1-11-1821	1	NWCG	STOR1-11020101				000148	PUMP - Portable,High Pressure w/Fuel Line	Supply	EA	1.0 +	2837.0 +	USD
+	PC09-CORMK-STOR1-11-1821	1	NWCG	STOR1-11020101				000513	CARTON - fiberboard, 37 1/2" x 18 1/2" x 8"	Supply	EA	120.0 -	727.2 -	USD
+	PC09-CORMK-STOR1-11-1821	1	NWCG	STOR1-11020102				000513	CARTON - fiberboard, 37 1/2" x 18 1/2" x 8"	Supply	EA	70.0 -	424.2 -	USD
+	PC09-CORMK-STOR1-11-1821	1	NWCG	STOR1-11020201				000823	CARTON - Fiberboard, 15" x 15" x 10"	Supply	EA	371.0 -	834.75 -	USD
+	PC09-CORMK-STOR1-11-1821	1	NWCG	STOR1-11030102				000500	CARTON - fiberboard, 22" x 22" x 36"	Supply	EA	41.0 -	522.75 -	USD

10. Expanding one of the lines will show the details of each count so you can see what the 1st counter, 2nd count, and 3rd counter counted. An example of this follows where only two counts were done, for both the counter counted 50 pieces resulting in a variance of +50:

Count Result Details

Help*

Item Details

Details	Count Request #	Count Iteration	Organization	Location	Pallet ID	Parent Case ID	Case ID	Item ID	D
−	PC09-CORMK-STOR1-11-1821	1	NWCG	STOR1-11010101				000500	C fi 22 36

Inventory Status	Tag #	Segment Type	Segment	Ship By Date	Trackable ID #	System Quantity	Count Quantity	Variance Quantity	Variance Value	Currency	Last Variance Quantity	Two Variances Ago Quantity	Variance Type	Variance Accepted	Count Entered By	Count Entered Date
RFI						0.00	50.00	50.0 +	637.5 +	USD			New	N	mdean	12/14/2009
RFI						0.00	50.00	50.0 +	637.5 +	USD			New	N	mdean	12/14/2009

+	PC09-CORMK-STOR1-11-1821	1	NWCG	STOR1-11010201				000644	C fi 33 22
+	PC09-CORMK-STOR1-11-1821	1	NWCG	STOR1-11010202				002006	C fi 23 10

11. An alternate way to display count results in the count console is by Latest Summary Task.
12. Click on the magnifying glass to view the search criteria.
13. Put a check next to “Latest Summary Task”.
14. Press the Search button **Search**.
15. This will show only those tasks that have a variance, and by expanding it you will see the results of the counts aggregated on one line as shown below:

Count Result Details

Help*

Item Details

Details	Count Request #	Count Iteration	Organization	Location	Pallet ID	Parent Case ID	Case ID	Item ID	D
	PC09-CORMK-STOR1-11-1821	2	NWCG	STOR1-11010101				000500	C/ fi 2 3

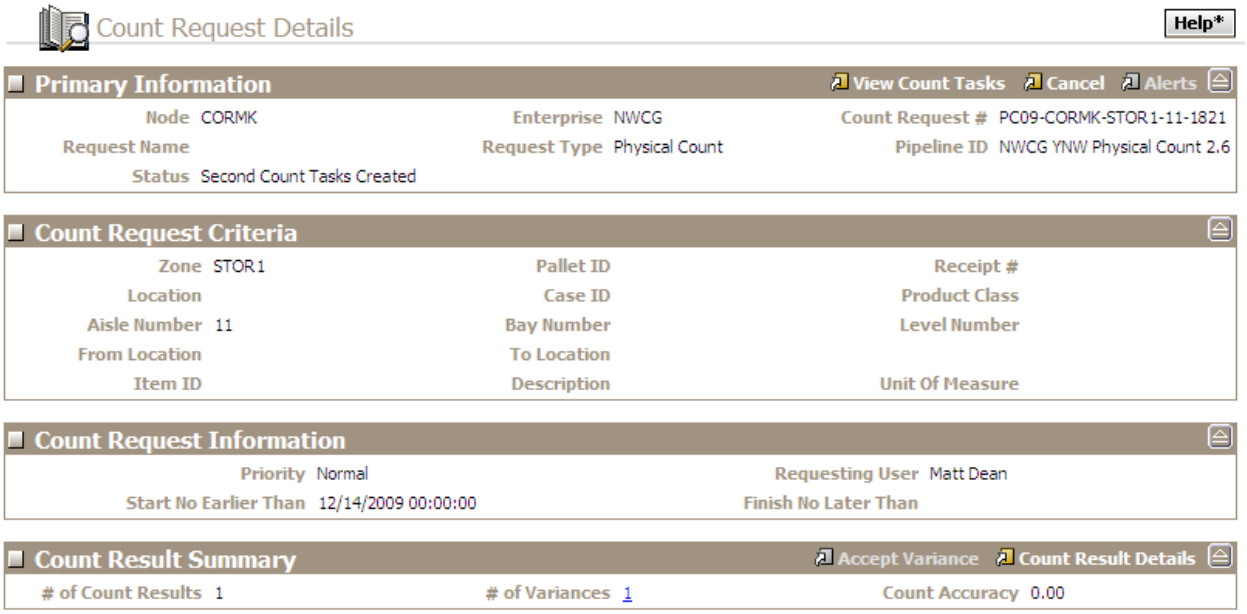
Inventory Status	Tag #	Segment Type	Segment	Ship By Date	Trackable ID #	System Quantity	Count Quantity	Variance Quantity	Variance Value	Currency	Last Variance Quantity	Two Variances Ago Quantity	Variance Type	Variance Accepted	Count Entered By	Count Entered Date
RFI						0.00	50.00	50.0 +	637.5 +	USD	50.0 +		New	N	mdean	12/14/2009

8.3 Count Result Details

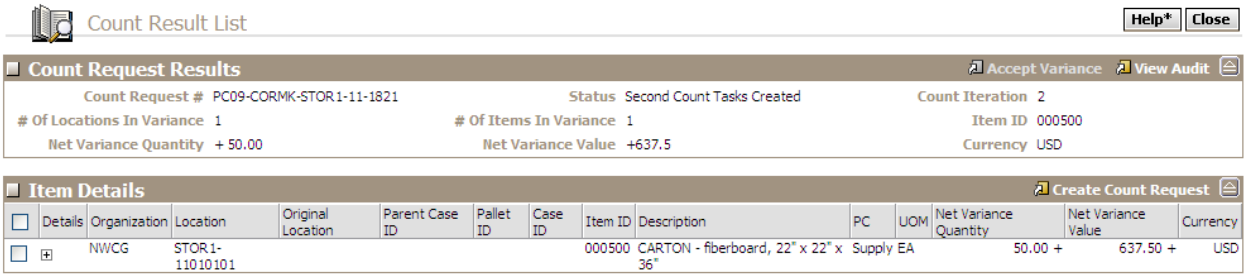
This method of viewing count results presents those results in the same manner as using the "Latest Summary Task" option in the above section and is limited to viewing results of only one count request at a time. <u>It is important to note that if the count request is in a " Count Tasks Created Status", nothing will be returned using this method</u>. The reason for this is so that it doesn't show results from the 1st count while the 2nd count is going on or results from the 2nd count while the 3rd count is going on.

This method of getting results is done from the details of the count request. Directions on how to do this follow. Additional details on count request details can be found in section 7.2 Find Count Request.

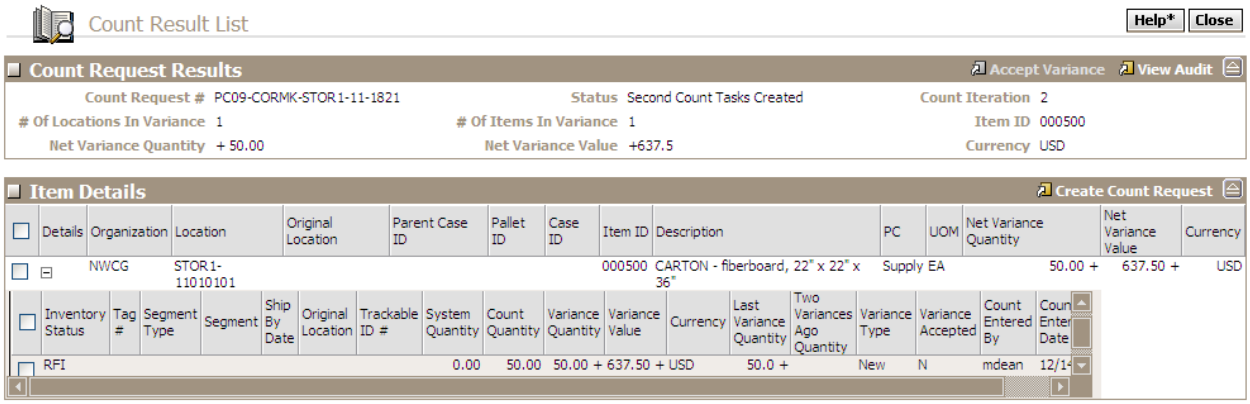
1. Login to the console as a cache or NWCG user.
2. Expand the Inventory menu **Inventory**.
3. Then click on the fifth one down (Count Console) **Count Console**.
4. Search for the count request you want to view results of.
5. Click on the hyper-link or check the request and click view details.
6. The details screen will look like the following.



7. Click on the Count Result Details button on the bottom right of the screen.
8. You will get the following in a pop-up screen. It shows the iteration; 1st count, 2nd count, or 3rd count. It also shows any location and items with a variance:



9. If you expand the line you will see additional details of what was counted for each count such as below:



8.4 Count Results Report

The advantage to using this or the report covered in section 8.5 is that you can view the results of more than one count request at a time. The following walks you through how to view the PHYSICAL COUNT RESULTS REPORT:

1. Login to the console as a cache or NWCG user.
2. Expand the Analytics Menu **Analytics**.
3. Click on Launch WMS Reports **Launch WMS Reports** if a cache user or Launch NISCC Reports **Launch NISCC Reports** if an NWCG user. If a cache user, the cache will be pre-populated.
4. Once the appropriate list of reports loads, find the PHYSICAL COUNT RESULTS REPORT and click on the check mark to run the report.

   PHYSICAL COUNT RESULTS REPORT
5. A new screen will come up for the report which will contain prompts.
6. If logged in as an NWCG user, you will first have to select a cache and then press OK.
7. Optionally select a specific count request or enter multiple using the provided prompts.
8. Another optional entry is the zone. Enter this if you only want to see count results for a specific zone.
9. The user can optionally enter the location they want results on or the aisle, bay, and level criteria.
10. Then verify the selected physical count year and change if needed.
11. Next, select how you want the report sorted. The options are Location, Count Request, Item ID, Quantity Variance, and Value Variance.
12. Then press Finish to run the report.
13. The report will come up and look like the following example. The variation is how far off the system was compared to the final count as far as inventory value (Variance Value / Inventory Value). For example if the system has 20 of

an item that costs $5 and the counter counted 21, that is a variation of 5%. Or if the system has 20 of the same $5 item and the counter counted 1, that is a variation of -95%.

ICBS

PHYSICAL COUNT RESULTS REPORT

DATE : Dec 14, 2009
PAGE : 1

USER ID : mdean
CACHE ID : CORMK
ZONE :
LOCATION :
AISLE : BAY : LEVEL :
Report Sorted By : Location

LOCATION	COUNT REQUEST	ITEM ID	DESCRIPTION	UNIT COST	TRACKABLE ID	SYSTEM COUNT	INVENTORY VALUE	1ST COUNT	2ND COUNT	3RD COUNT	RESULT	VARIANCE ACCEPTED	VARIANCE QTY	VARIANCE VALUE	VARIATION
STOR1-11010101	PC09-CORMK-STOR1-11-1821	000500	CARTON - fiberboard, 22" x 22" x 36"	$12.75		0	$0.00	50	50		50	No	50	$637.50	100.00%
STOR1-11010102	PC09-CORMK-STOR1-11-1821														
STOR1-11010201	PC09-CORMK-STOR1-11-1821	000644	CARTON - fiberboard, 33" x 16" x 22"	$7.09		45	$319.05	0			0	No	-45	-$319.05	-100.00%
STOR1-11010202	PC09-CORMK-STOR1-11-1821	002006	CARTON - fiberboard, 23" x 19" x 10"	$3.39		152	$515.28	0			0	No	-152	-$515.28	-100.00%
STOR1-11010301	PC09-CORMK-STOR1-11-1821	000305	CARTON - fiberboard, 56" x 20" x 11"	$12.14		90	$1,092.60	0			0	No	-90	-$1,092.60	-100.00%
STOR1-11010301	PC09-CORMK-STOR1-11-1821	000500	CARTON - fiberboard, 22" x 22" x 36"	$12.75		0	$0.00	50			50	No	50	$637.50	100.00%

14. The summary for this report takes into account all quantity, system and counted. Then figures out the overall variance and dollar variation.

STOR1-11050201	PC09-CORMK-STOR1-11-1821														
STOR1-11050202	PC09-CORMK-STOR1-11-1821														
STOR1-11050301	PC09-CORMK-STOR1-11-1821														
Summary							**$4,435.83**							**-$323.83**	**-7.30%**

8.5 Count Results by Item Report

The advantage to using this or the report covered in section 8.4 is that you can view the results of more than one count request at a time. The following walks you through how to view the PHYSICAL COUNT RESULTS BY ITEM REPORT. Which is basically the same as the PHYSICAL COUNT RESULTS REPORT, except that it is grouped by item and allows searching for specific items.

1. Login to the console as a cache or NWCG user.
2. Expand the Analytics Menu **Analytics**.
3. Click on Launch WMS Reports **Launch WMS Reports** if a cache user or Launch NISCC Reports **Launch NISCC Reports** if an NWCG user. If a cache user, the cache will be pre-populated.
4. Once the appropriate list of reports loads, find the PHYSICAL COUNT RESULTS BY ITEM REPORT and click on the check mark to run the report.

   PHYSICAL COUNT RESULTS BY ITEM REPORT
5. A new screen will come up for the report which will contain prompts.
6. If logged in as an NWCG user, you will first have to select a cache and then press OK.
7. Optionally select a specific count request or enter multiple using the provided prompts.
8. Another optional entry is the zone. Enter this if you only want to see count results for a specific zone.
9. The user can optionally enter the item(s) to show on the report by either selecting a range or by entering each individual item they want shown..
10. Then verify the selected physical count year and change if needed.
11. Then press Finish to run the report.
12. The report will come up and look like the following example. The variation is how far off the system was compared to the final count as far as inventory value (Variance Value / Inventory Value). For example if the system has 20 of an item that costs $5 and the counter counted 21, that is a variation of 5%. Or if the system has 20 of the same $5 item and the counter counted 1, that is a variation of -95%.

ICBS

USER ID : mdean
CACHE ID : CORMK
ZONE :

PHYSICAL COUNT RESULTS BY ITEM REPORT

DATE : Dec 14, 2009
PAGE : 1

ITEM ID	DESCRIPTION	LOCATION	COUNT REQUEST	UNIT COST	TRACKABLE ID	SYSTEM COUNT	INVENTORY VALUE	1ST COUNT	2ND COUNT	3RD COUNT	RESULT	VARIANCE ACCEPTED	VARIANCE QTY	VARIANCE VALUE	VARIATION
000148	PUMP - Portable,High Pressure w/Fuel Line	STOR1-11020101	PC09-CORMK-STOR1-11-1821	$2,837.00	RMK-0148-56	0	$0.00	1			1	No	1	$2,837.00	100.00%
000148 -- PUMP - Portable,High Pressure w/Fuel Line							**$0.00**							**$2,837.00**	
000500	CARTON - fiberboard, 22" x 22" x 36"	STOR1-11010101	PC09-CORMK-STOR1-11-1821	$12.75		0	$0.00	50	50		50	No	50	$637.50	100.00%
		STOR1-11010301	PC09-CORMK-STOR1-11-1821	$12.75		0	$0.00	50			50	No	50	$637.50	100.00%
		STOR1-11030102	PC09-CORMK-STOR1-11-1821	$12.75		41	$522.75	0			0	No	-41	-$522.75	-100.00%
000500 -- CARTON - fiberboard, 22" x 22" x 36"							**$522.75**							**$752.25**	**143.90%**
Summary							**$522.75**							**$3,589.25**	**686.61%**

13. There is a summary at both the item and overall level. In this example, a lot of inventory is being created, so the variation is a large positive number.

9. Complete Count Request

9.1 Purpose

Completing a count request brings it to the final state and is one step closer to completing the physical count for the year. Using the PHYSICAL COUNT STATUS REPORT described in section 7.4 Overall Status, a cache can determine if all count requests are in a final state. The following sections are the methods to bring a count request to a final state that require user interaction. A count request will come to a complete status on its own if the counted quantity matches the system quantity.

9.2 Completion Options

The first way to complete a count request where there is a variance will be the most common and must be performed to bring the request to a final state. That is, accept the variance. Accepting the variance takes any variance quantity resulting from the count process that haven't been ignored and adjusts the location and item by that much. In the case where a trackable item would be adjusted by a large amount, the decision may be made to create a whole new count request to take another look at the location and item. Creating this new count request will ignore the variance and prevent it from being adjusted when accepting the variance.

Proceed to section 9.3 Create New Count Request to create a new count request if needed. Then proceed to section 9.4 Accept Variance to complete the count request.

9.3 Create New Count Request

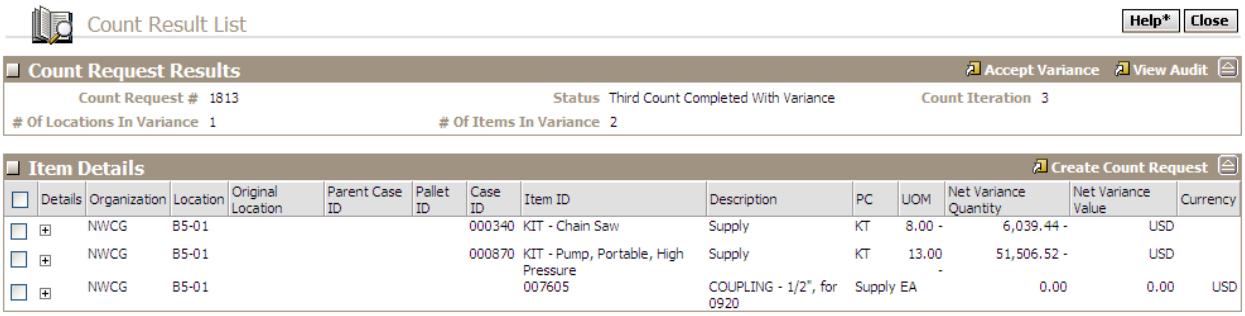
In the case where a variance is too large to be accepted without having additional people take a look and count it, you can create a new count request. The existing variance will also be ignored. By creating a new count request the count process starts over and a 1st, 2nd, and 3rd count are done as necessary. It is important to note that creating a new count request is done for a particular variance associated to a count request. Therefore within one count request having multiple variances, the user can create a new count request from one or more of those variances and leave the other variances to be accepted.

Once the new count request is created the given count request number will start with the original count request number and have an additional -00105 at the end. If the original count request is PC09-CORMK-STOR1-11-00102, the new count request number would be C09-CORMK-STOR1-11-00102-00105 for example. The following instructions show step by step how to create a new count request

from an existing variance. For more information on viewing details of a count request, refer to section 7.2 Find Count Request. Or for additional information on viewing count results to determine what the variance is, refer to section 8.3 Count Result Details.

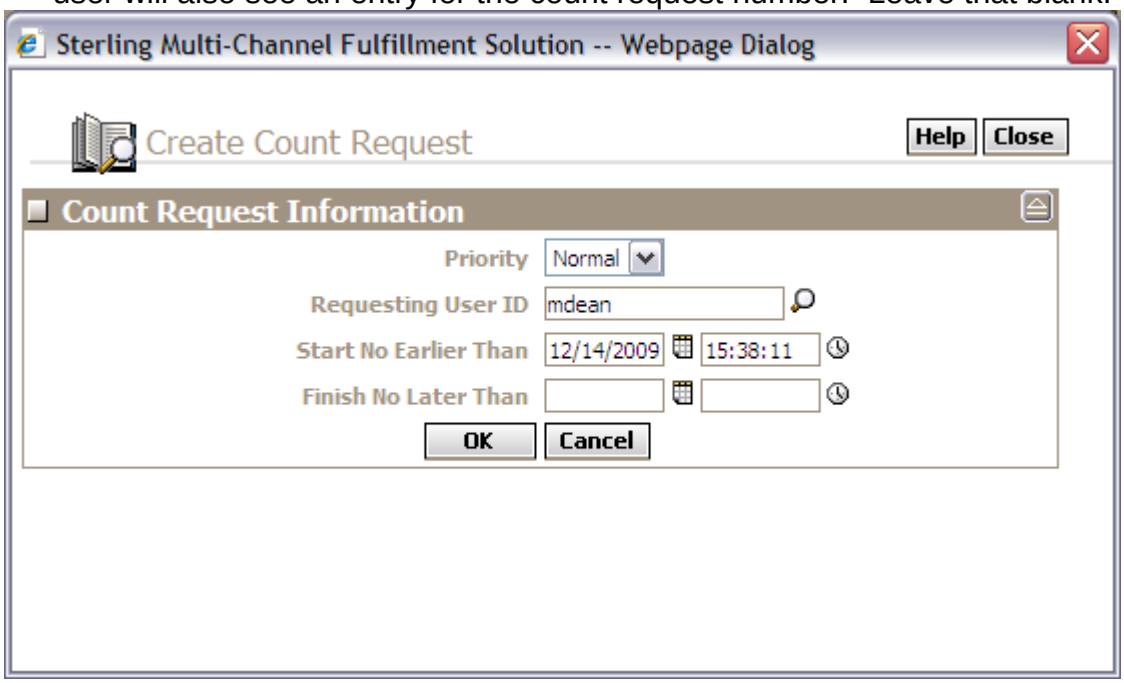
1. Login to the console as a cache or NWCG user.
2. Expand the Inventory menu **Inventory**.
3. Then click on the fifth one down (Count Console) **Count Console**.
4. Search for the count request you want to view results of.
5. Click on the hyper-link or check the request and click view details.
6. The details screen will look like the following:

7. Click on the Count Result Details button **Count Result Details** on the bottom right of the screen.
8. The pop-up screen will look like the following.



9. Looking through the screen, determine which variances are excessive to accept without having someone else count it. You can expand the line to see what each counter did for this location and item.

10. Check the corresponding boxes to select those variances.
11. Press the Create Count Request button Create Count Request.
12. The pop-up screen will look like this. If only one variance was selected, the user will also see an entry for the count request number. Leave that blank:



13. Press the OK button OK to create the count request(s).
14. Once the Count Result Details screen refreshes, you can expand the lines and see the variances that had a new count request created have a Variance Accepted value of "I" for Ignored
15. Now that a new count request is created, the whole process starts over for this location and item. Work through sections 5 through 9 as needed to bring this new count request to a final status.

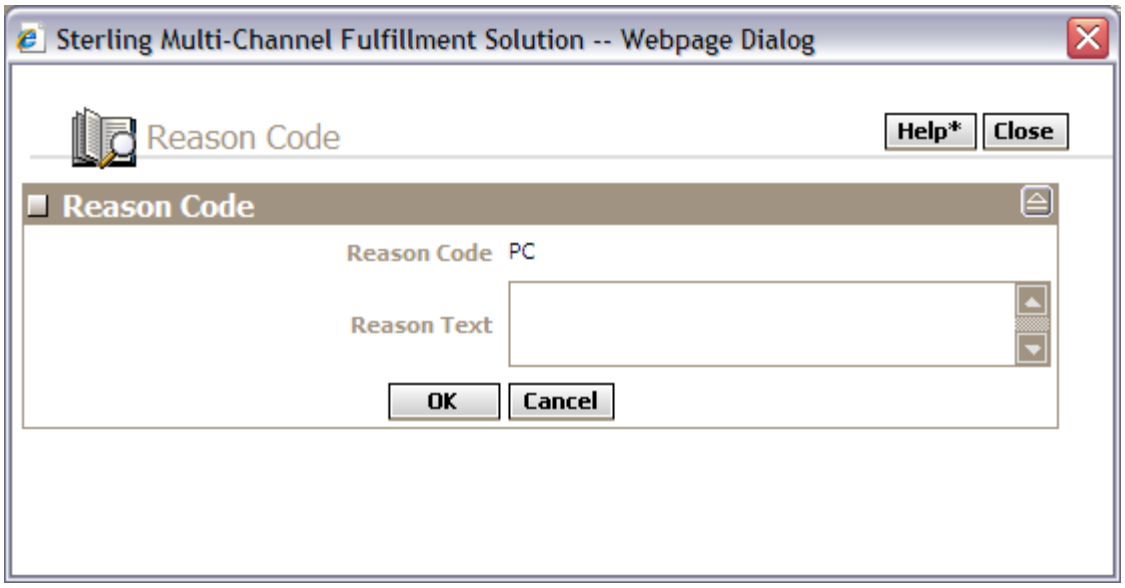
9.4 Accept Variance

A variance is accepted only when it isn't so large that it is unlikely to be the true count for the location. Refer to the previous section 9.3 Create New Count Request for details on how to ignore a variance. The following steps go through how to accept all variances for a count request that haven't been set to ignore. For more information on viewing details of a count request, refer to section 7.2 Find Count Request. Or for additional information on viewing count results to determine what the variance is, refer to section 8.3 Count Result Details.

It is important to go through these steps even if all variances on a count request have been ignored so that the count request reaches a final state.

1. Login to the console as a cache or NWCG user.
2. Expand the Inventory menu **Inventory**.
3. Then click on the fifth one down (Count Console) **Count Console**.
4. Search for the count request you want to view results of.
5. Click on the hyper-link or check the request and click view details.
6. The details screen will look like the following:

7. Click on the Accept Variance button **Accept Variance** on the bottom right of the screen.
8. The following pop-up screen will appear:



9. Optionally enter Reason Text to explain the adjustments.

10. Press the OK button [OK].
11. It will return to the count request details screen and the status will be updated to a final state such as “Count Completed - “.

10. Appendix A – Case Studies

10.1 Purpose

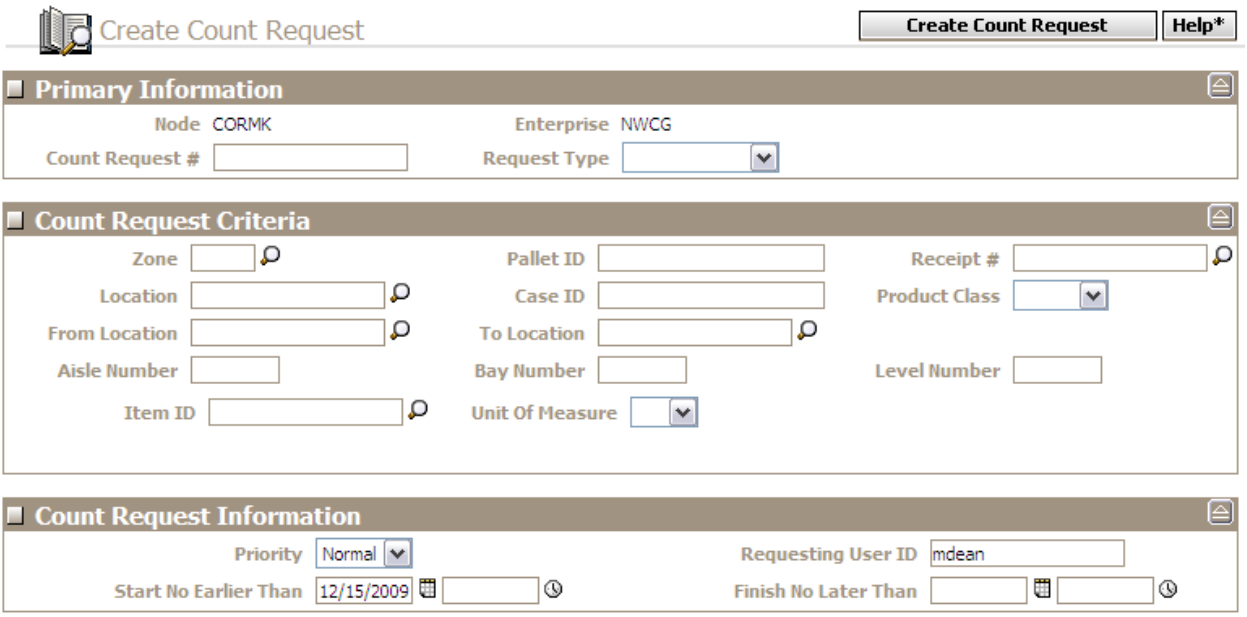
This portion of the document walks through counting a location, from creating the count request, counting it, and to completing the count request. The previous sections went into a lot of detail on why something would be done. This section only goes through the steps. Hopefully reading through step by step will help give a clear picture of the process as a whole.

10.2 Case Study 1

This case study is for an aisle in the bulk zone with one location. This location has several items, some are regular items and others are trackable items. The result is one of the trackable items is missing a couple of items and a new item is found in the location. Both the 1st and 2nd counter will count the same quantity so it won't go past a 2nd count.

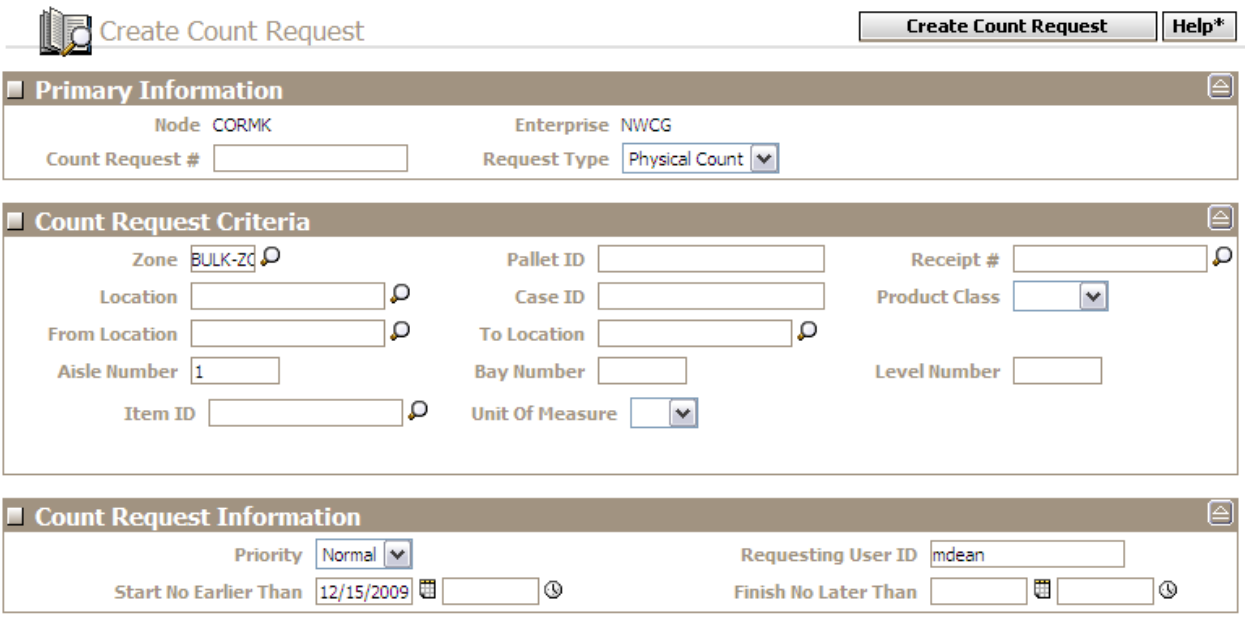
10.2.1 Create Count Request

1. Login to the console as a cache user.
2. Expand the Inventory menu **Inventory**.
3. Then click on the third one down (Create Count Request) **Create Count Request**.
4. The screen will come up as follows with the cache pre-populated:



5. Now select the Request Type "Physical Count".

6. Next enter the zone “BULK-ZONE5”.
7. Then enter the Aisle Number “1”.
8. The screen looks like the following:



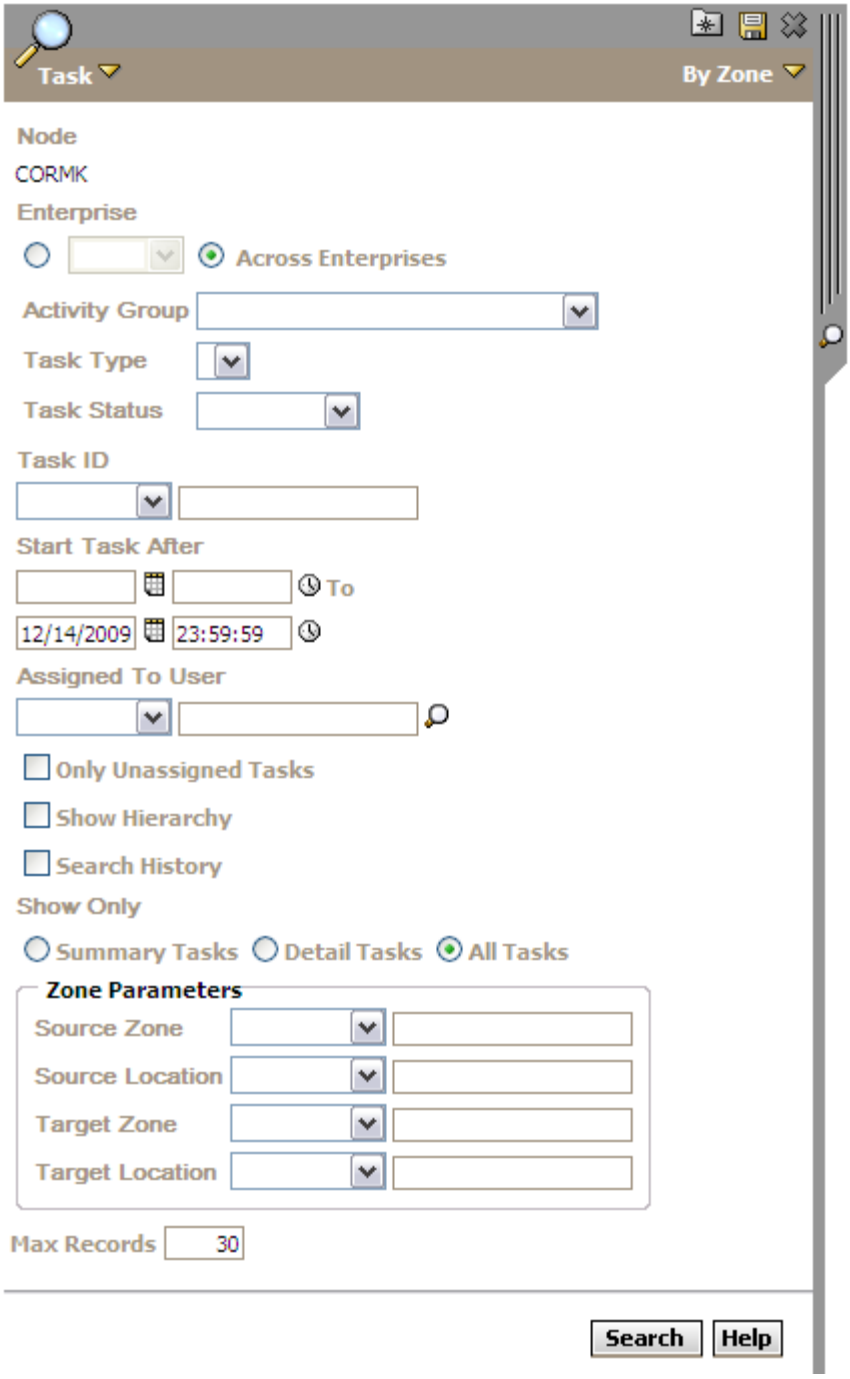
9. Now press the Create Count Request button

to create the count request.
10. The screen will refresh and show that the count request has been created. Our count request number is PC09-CORMK-BULK-ZONE5-1-00002:

Note: There may be some delay before the count tasks are created.

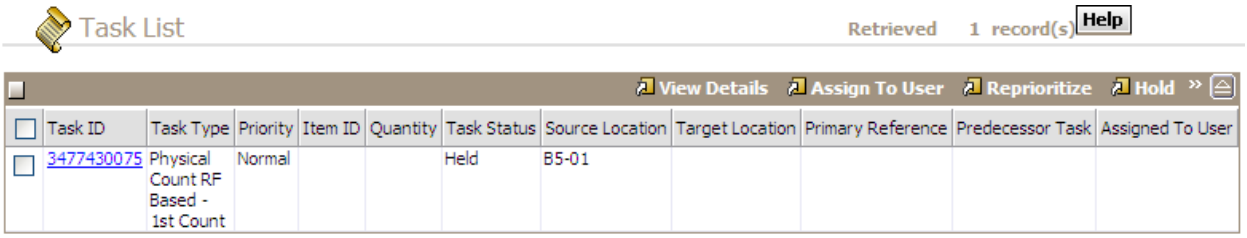
10.2.2 Manage Count Tasks – 1st Count

1. Expand the Task menu **Task**.
2. Then click on Task Console **Task Console**.
3. You will see the following.
4. Change By Reference **By Reference** to By Zone **By Zone**. You will see the screen below:



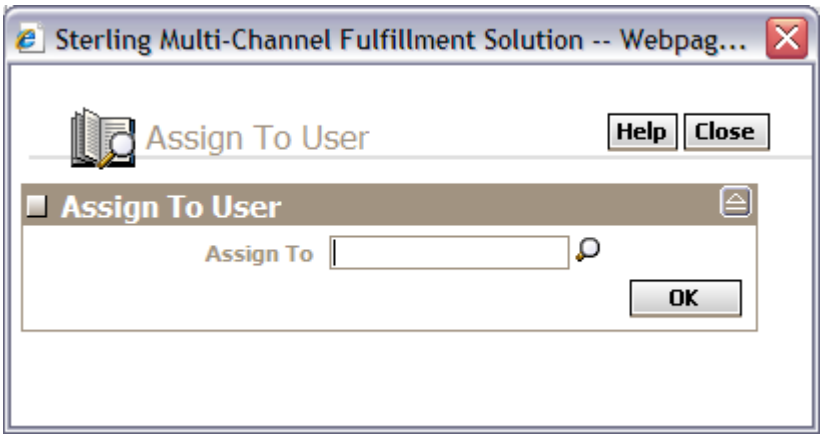
5. Now change Activity Group to “Count”.
6. Then change the Task Type to “Physical Count scan gun Based – 1st Count”.
7. Then change the Task Status to “Held”.
8. Next change the drop down for Source Location to “starts with” and enter the start of the location up to the aisle number, such as B5-01.
9. We will also change the max records to 200.

10. Finally press the Search button [Search] to list all of the held tasks for the particular aisle.
11. The list looks like this. Note the Task Type and Task Status of Held:



Task ID	Task Type	Priority	Item ID	Quantity	Task Status	Source Location	Target Location	Primary Reference	Predecessor Task	Assigned To User
3477430075	Physical Count RF Based - 1st Count	Normal			Held	B5-01				

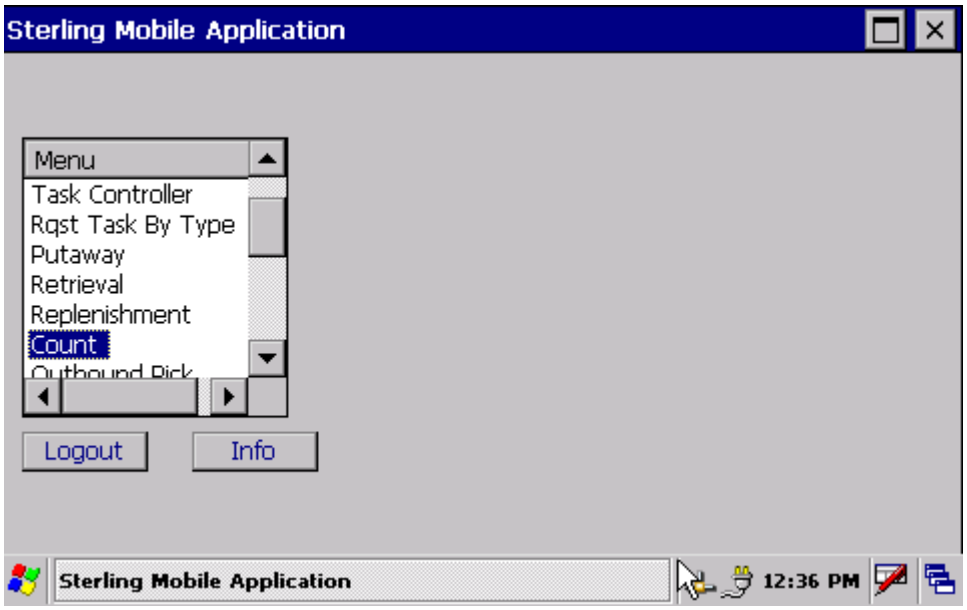
12. Select all records returned.
13. Then click on the Assign To User button [Assign To User]. You will get the following pop-up:



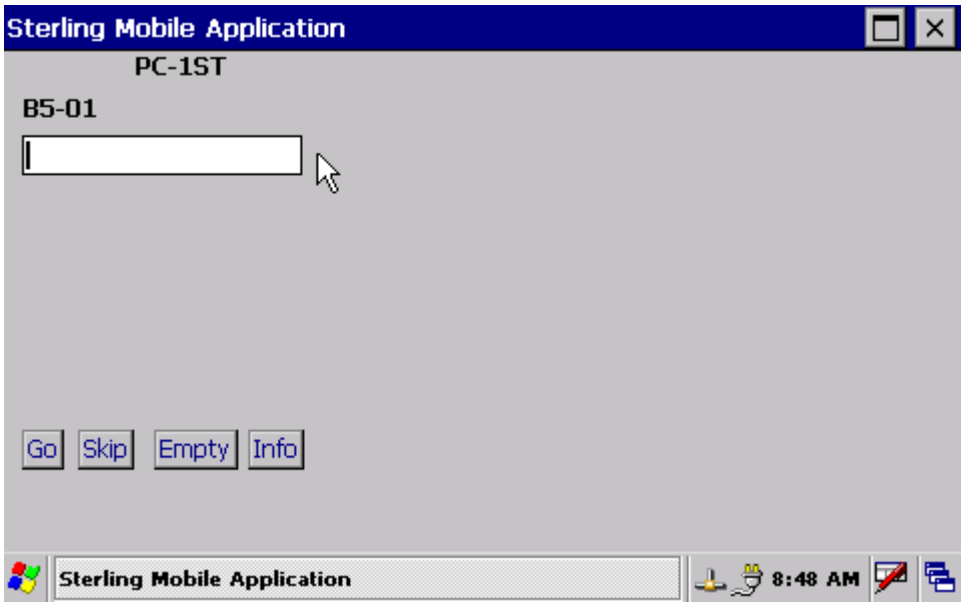
14. Enter the User ID to assign the tasks to and press the OK button [OK].
15. The screen will refresh displaying the newly Assigned To User value.
16. Select all records again.
17. Then click on the chevron [»] to expand and view more commands.
18. Now click on the Release option [Release] to change the task status from Held to Open.

10.2.3 Perform Scan Gun Count – 1st Count

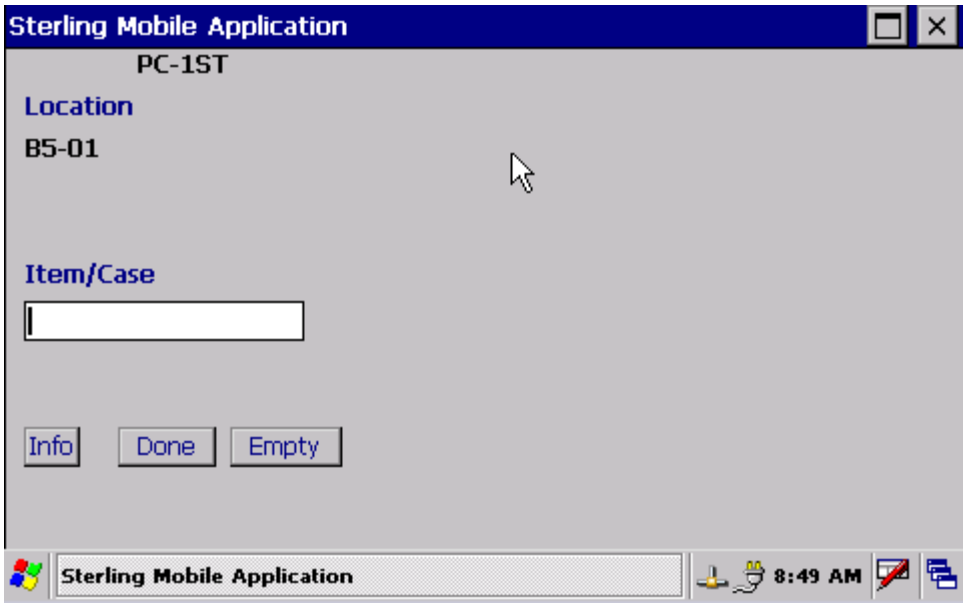
1. Login to the scan gun as a cache user.
2. Once logged in, go to the Count menu.



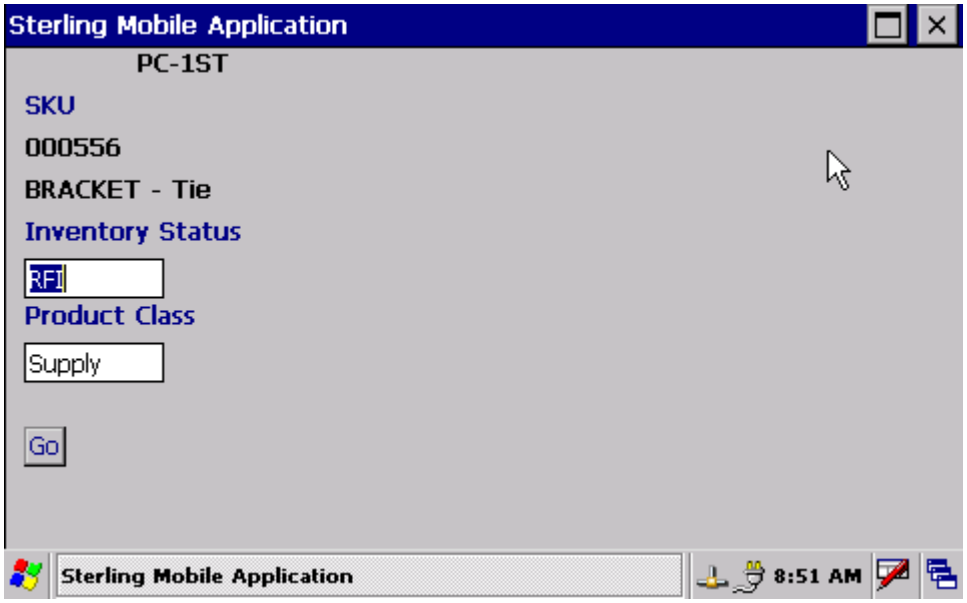
3. The first screen will show the location B5-01 to be counted:



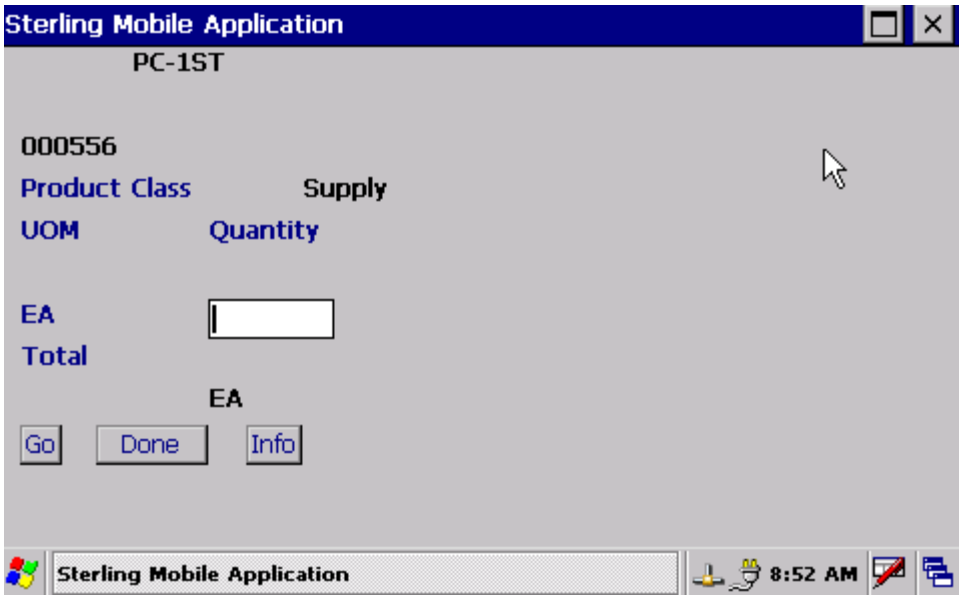
4. Scan the location.
5. The next screen is for the first item ID.



6. Scan the item ID, I'm using 000556.
7. The next screen will just flash by. Do nothing:



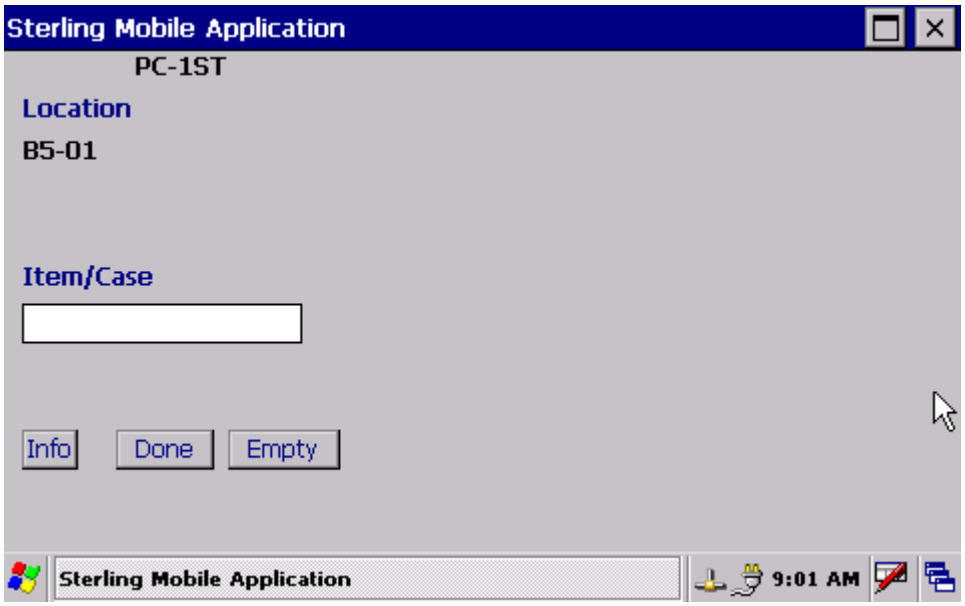
8. The next screen is for the quantity:



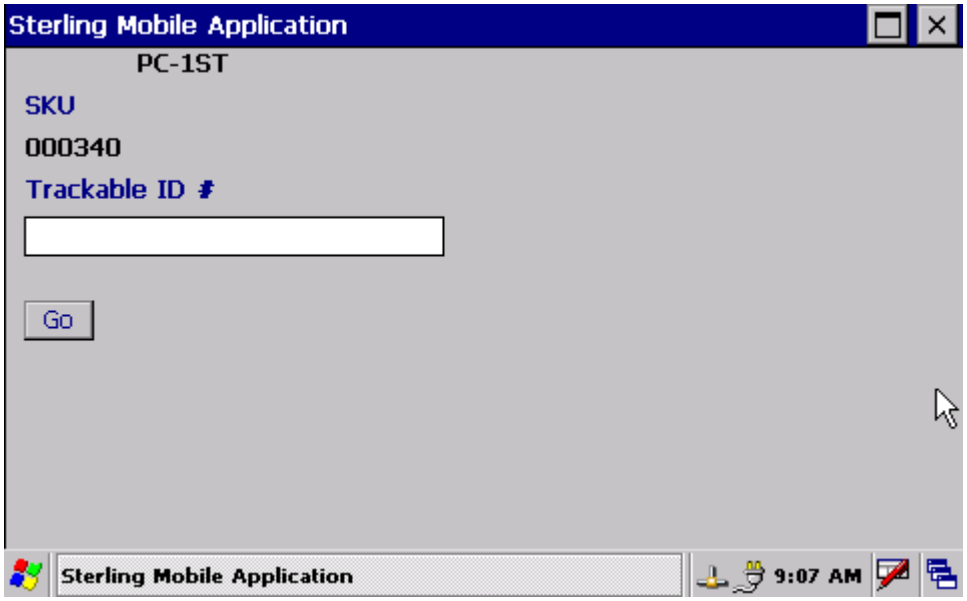
9. Enter the quantity for the item. We will enter 6, as that is what we counted in the location.
10. Then press Go, as there are more items in location B5-01.
11. We are also entering the following counts, as these regular items are also in the location:

Item	Quantity
000500	45
000731	160
000825	306
003870	5
007601	310
007605	341
007606	646
007609	329
007610	365
007611	344

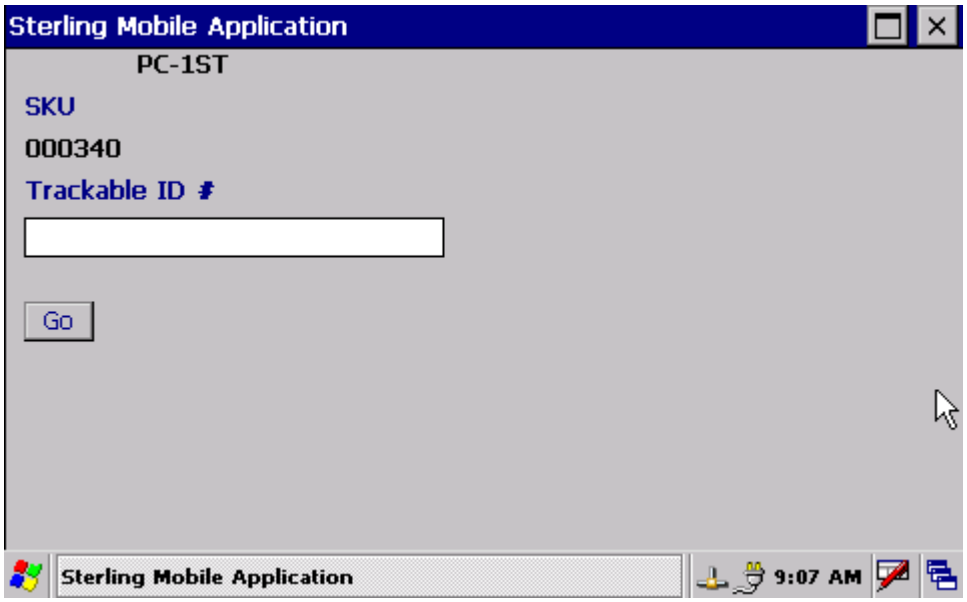
12. After counting each item and pressing Go on the quantity screen, it returns to enter a different item:



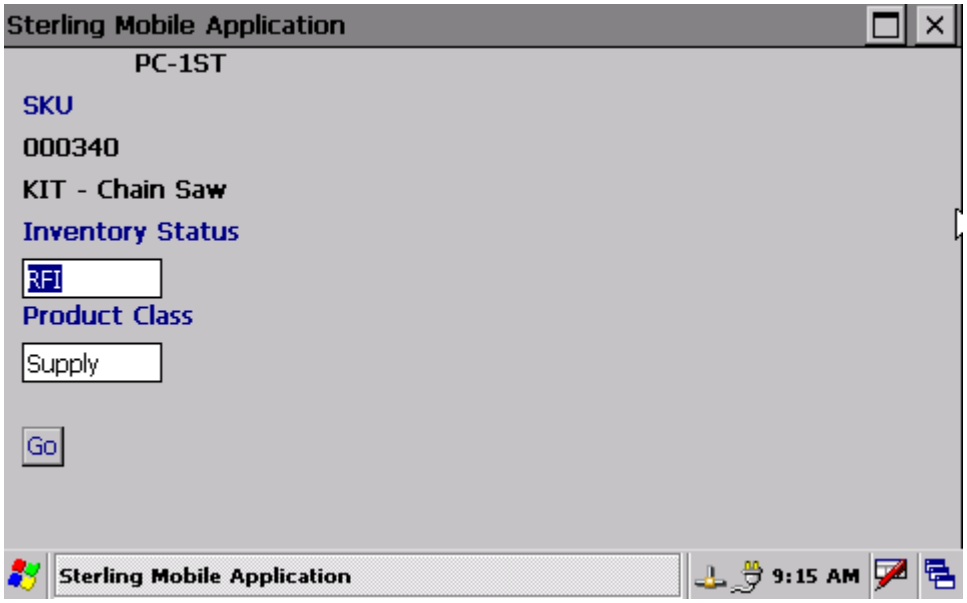
13. This time we will enter trackable item 000340.
14. We scan the item which moves to the next screen:



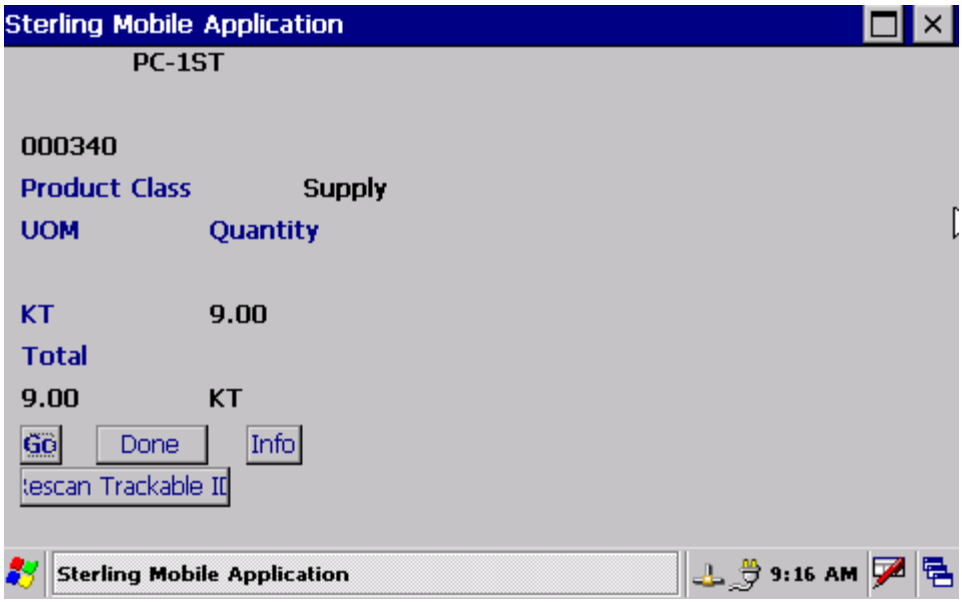
15. Here we scan the first trackable ID 0340-RMK-0159-06.
16. It moves to the next screen to scan additional trackable IDs:



17. The remaining trackable IDs are 0340-RMK-0159-35, 0340-RMK-0159-47, 0340-RMK-0159-53, 0340-RMK-0159-54, 0340-RMK-0159-55, 0340-RMK-0159-57, 0340-RMK-0159-58, and 0340-RMK-0159-59.
18. Once all trackable IDs are scanned we press Go on the screen rather than scanning another trackable ID.
19. The following screen flashes up for a second. Do nothing:



20. The next screen is to confirm how many trackable IDs were scanned:

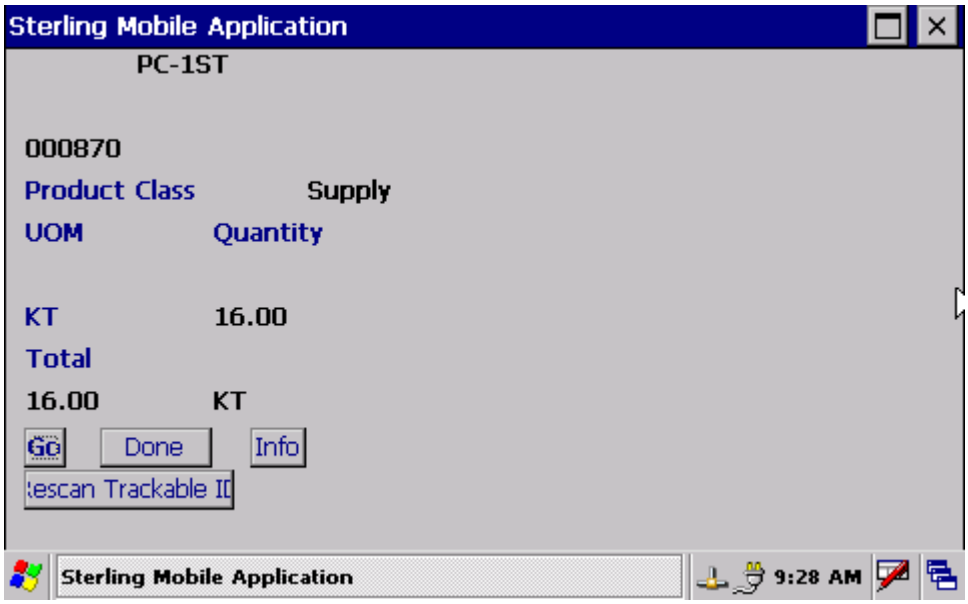


21. We did a quick count and scanned 9 trackable IDs for item 000340.
22. Press Go to count the additional trackable items in the location. The additional items and their trackable IDs follow:

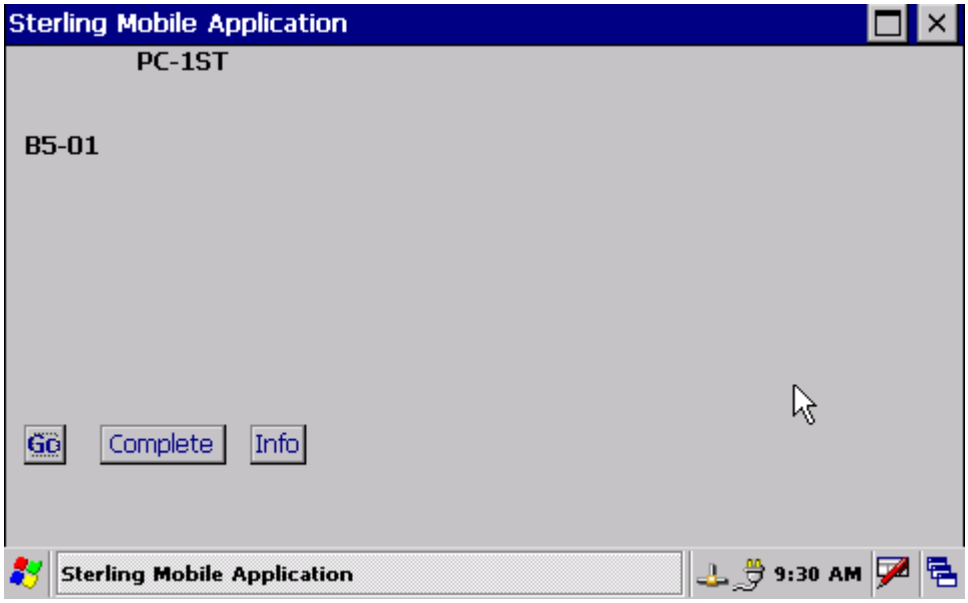
Item	Trackable ID
000709	RMK-0709-25
	RMK-0709-30
000870	0870-RMK-0148-04
	0870-RMK-0148-06
	0870-RMK-0148-10
	0870-RMK-0148-17
	0870-RMK-0148-24
	0870-RMK-0148-27
	0870-RMK-0148-28
	0870-RMK-0148-30
	0870-RMK-0148-34
	0870-RMK-0148-35
	0870-RMK-0148-44
	0870-RMK-0148-50
	0870-RMK-0148-53
	0870-RMK-0148-55
	0870-RMK-0148-64
	0870-RMK-0148-65

Note: There isn't any reason to count regular items first in a location followed by trackable items. It is just easier to walk through that way.

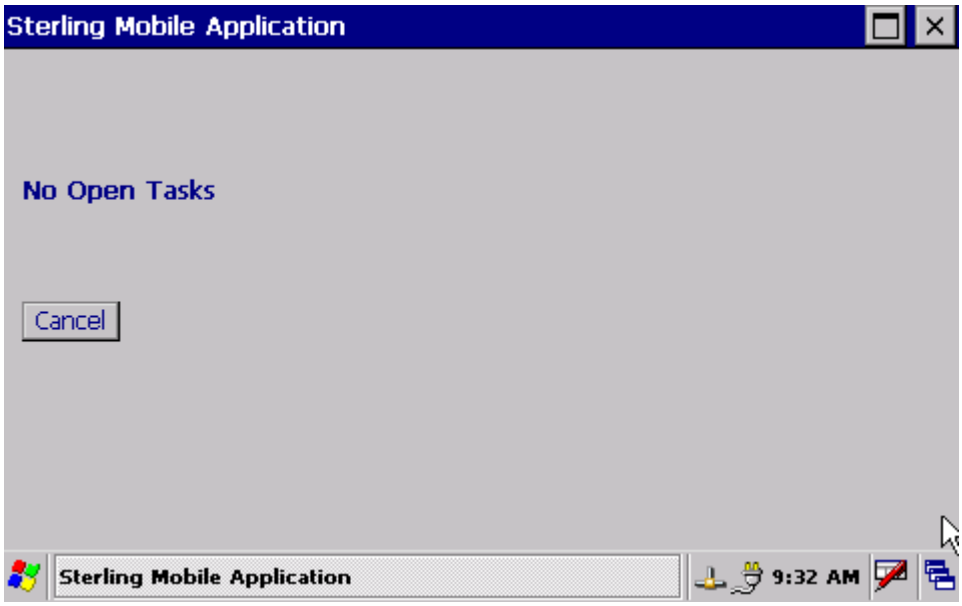
23. After scanning the 16 trackable IDs for item 000870 we get this screen to verify we scanned all 16 trackable IDs:



24. Now that we are done counting all items in location B5-01, we press Done.
25. The next screen is presented allowing us to complete the count for the location:



26. Press Complete.
27. Now we get this screen to say that we are done counting the count tasks assigned to us:



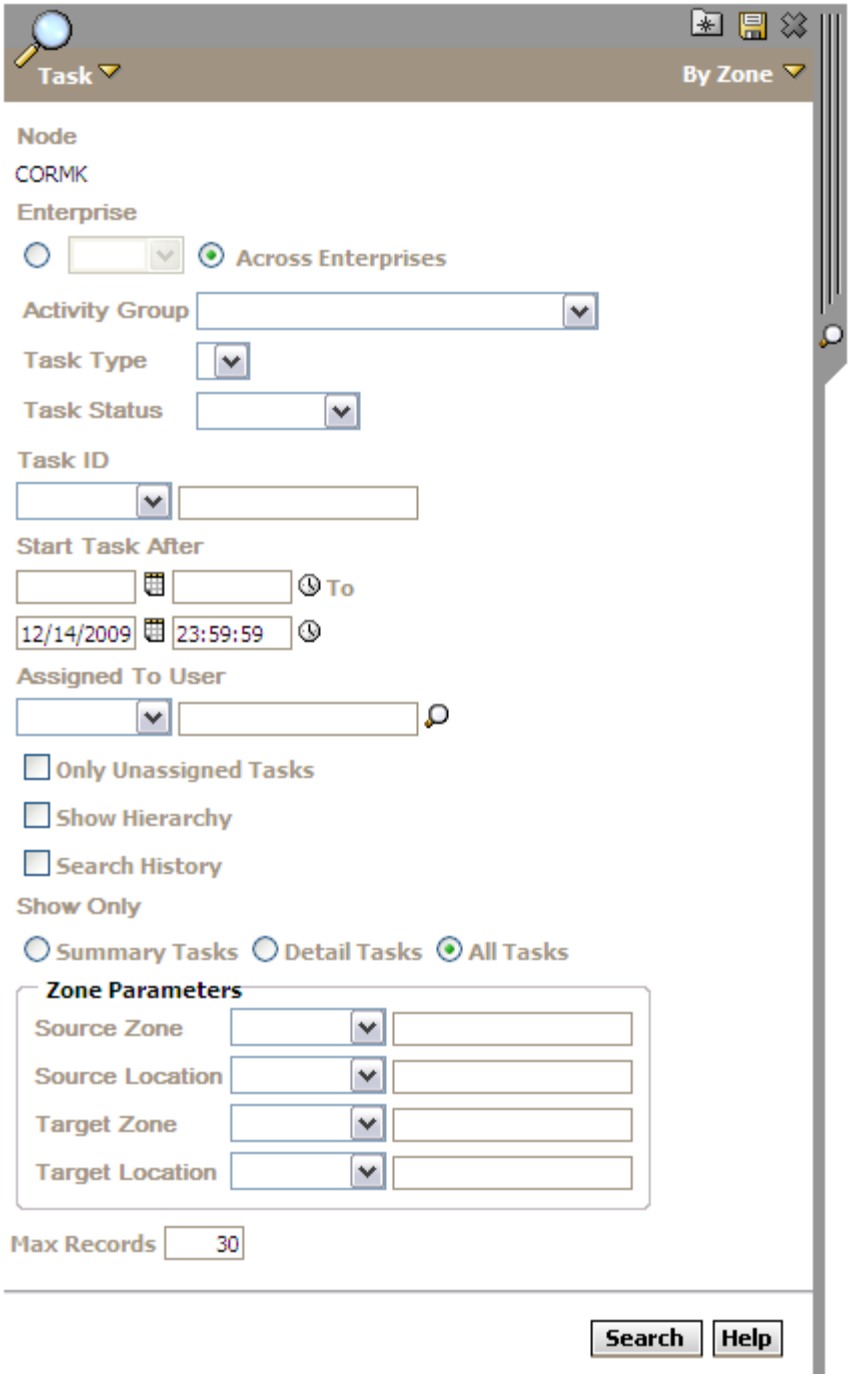
28. Press Cancel to return to the main menu and wait for more counts.

10.2.4 Work With Counter

1. We will now notify the office or the person on the floor managing the count that we are done with 1st counts for this count request.
2. Then the person assigning tasks will do their part.

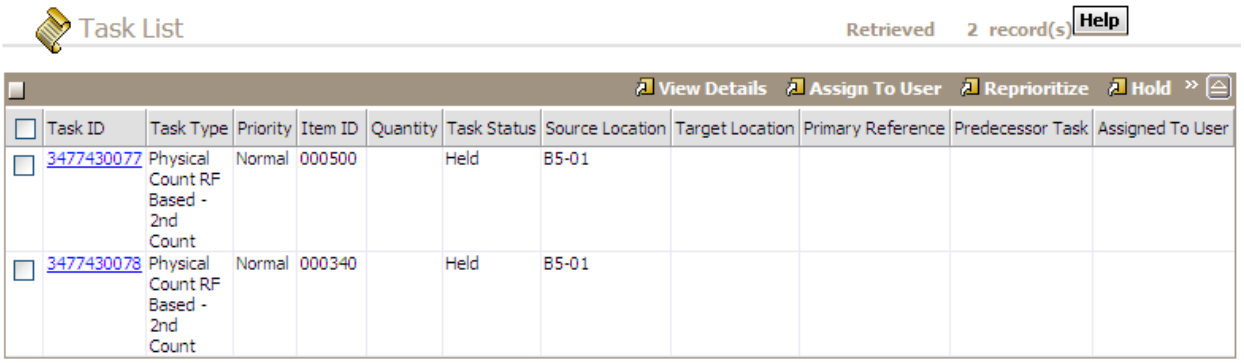
10.2.5 Manage Count Tasks – 2nd Count

1. Expand the Task menu **Task**.
2. Then click on Task Console **Task Console**.
3. You will see the following.
4. Change By Reference **By Reference** to By Zone **By Zone**, you will see the below screen.



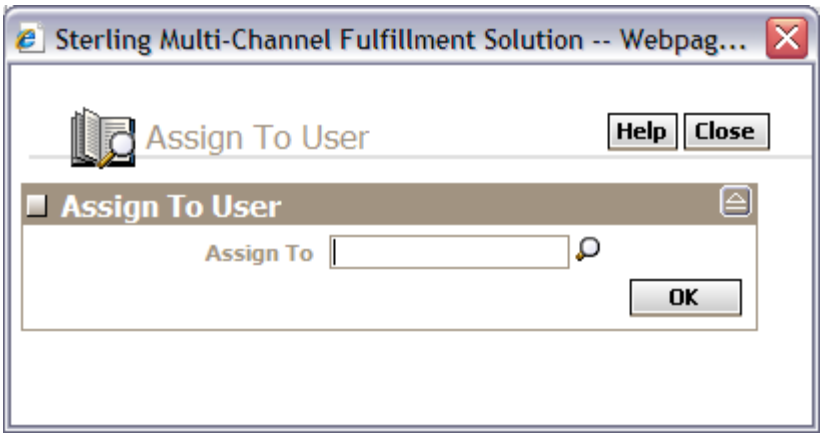
5. Now change Activity Group to “Count”.
6. Then change the Task Type to “Physical Count Scan Gun Based – 2nd Count”.
7. Then change the Task Status to “Held”.
8. Next, change the drop down for Source Location to “starts with” and enter the start of the location up to the aisle number, such as B5-01.
9. We will also change the max records to 200.

10. Finally, press the Search button [Search] to list all of the held tasks for the particular aisle.
11. The list looks like this, note the Task Type and Task Status of Held:



Task ID	Task Type	Priority	Item ID	Quantity	Task Status	Source Location	Target Location	Primary Reference	Predecessor Task	Assigned To User
3477430077	Physical Count RF Based - 2nd Count	Normal	000500		Held	B5-01				
3477430078	Physical Count RF Based - 2nd Count	Normal	000340		Held	B5-01				

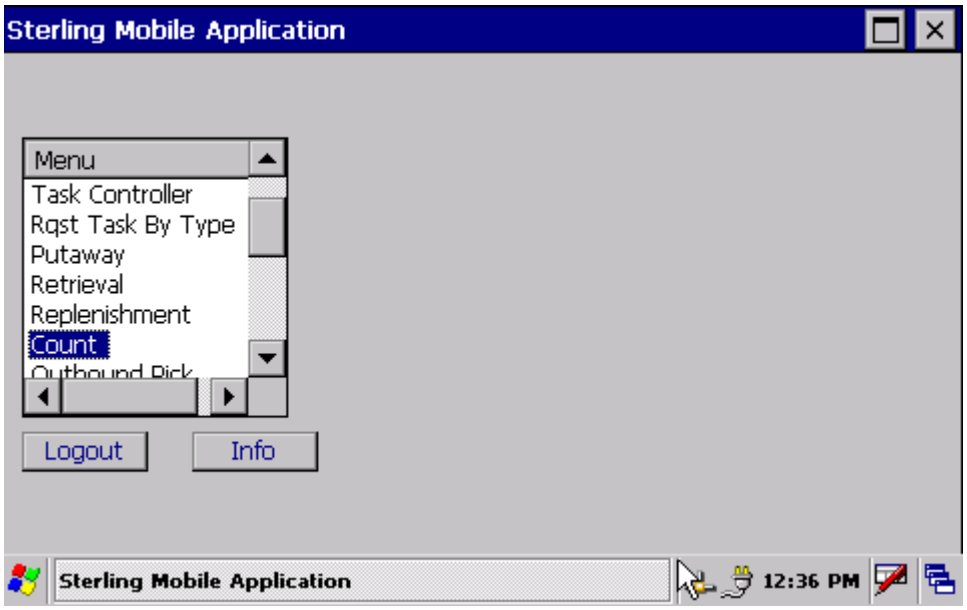
12. Select all records returned.
13. Then click on the Assign To User button [Assign To User]. You will get the following pop-up:



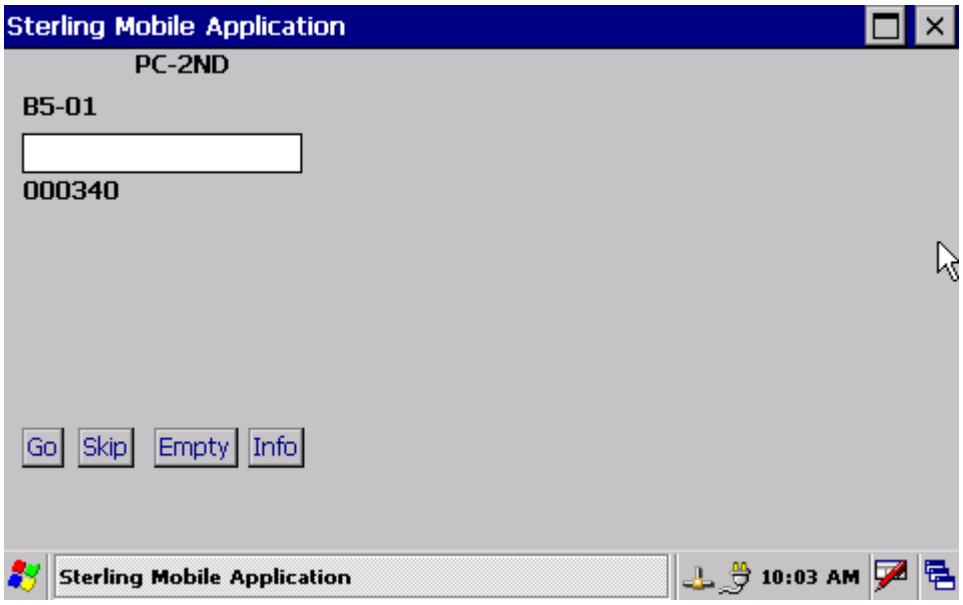
14. Enter the User ID to assign the tasks to and press the OK button [OK].
15. The screen will refresh displaying the newly Assigned To User value.
16. Select all records again.
17. Then click on the chevron » to expand and view more commands.
18. Now click on the Release option [Release] to change the task status from Held to Open.

10.2.6 Perform Scan Gun Count – 2nd Count

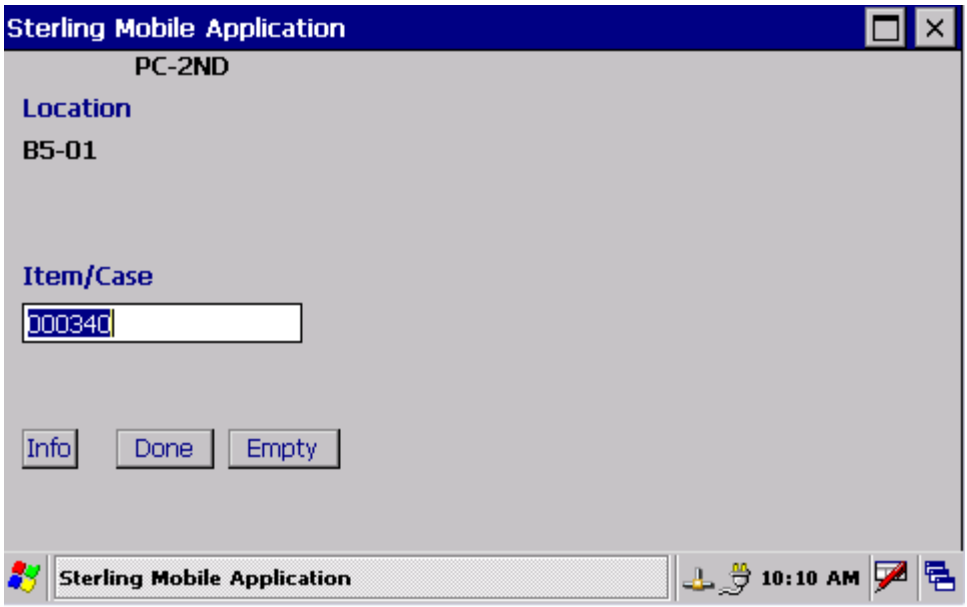
1. Login to the scan gun as a cache user.
2. Once logged in, go to the Count menu:



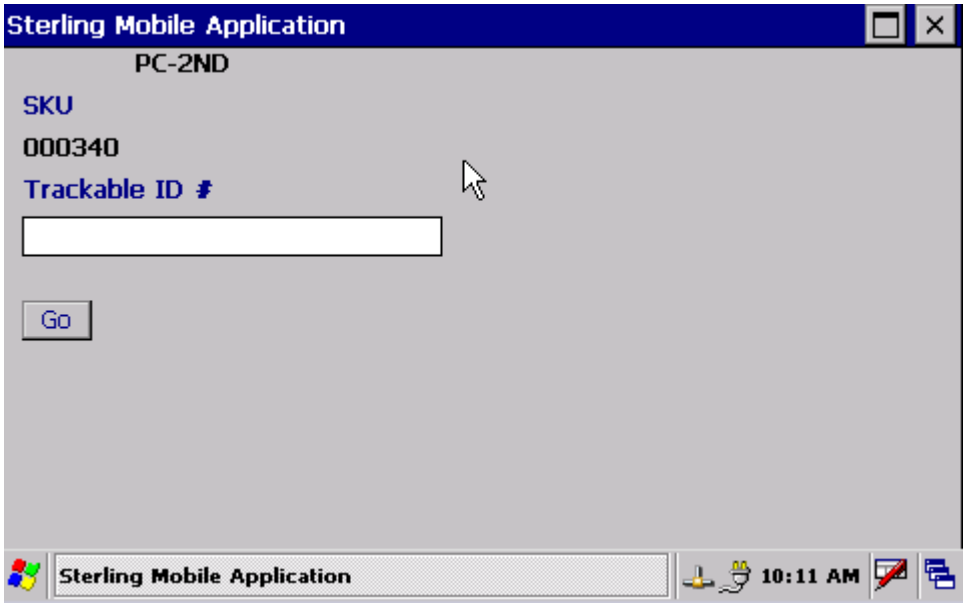
3. The first screen will show the location B5-01 and item 000340 to be counted:



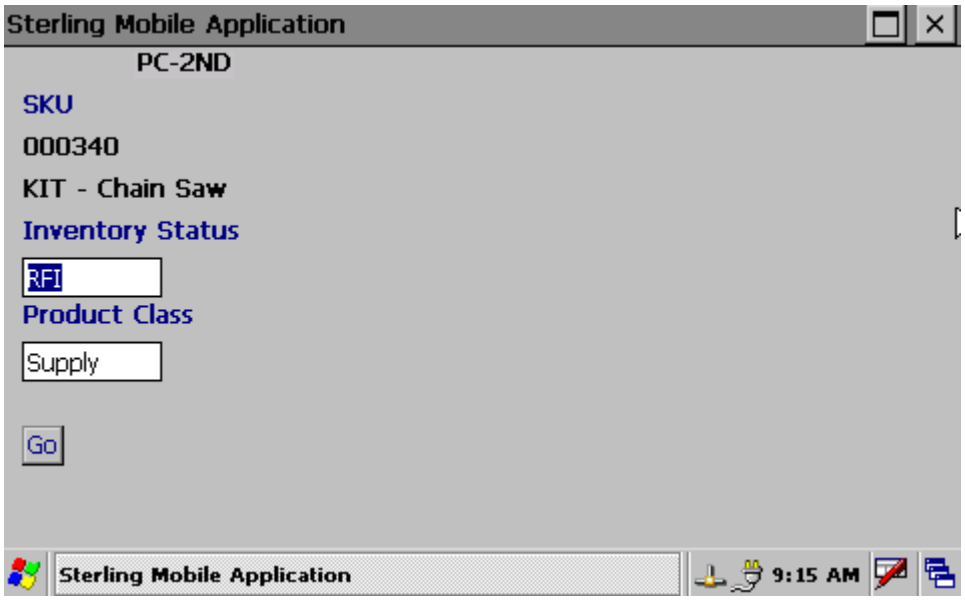
4. Scan the location:



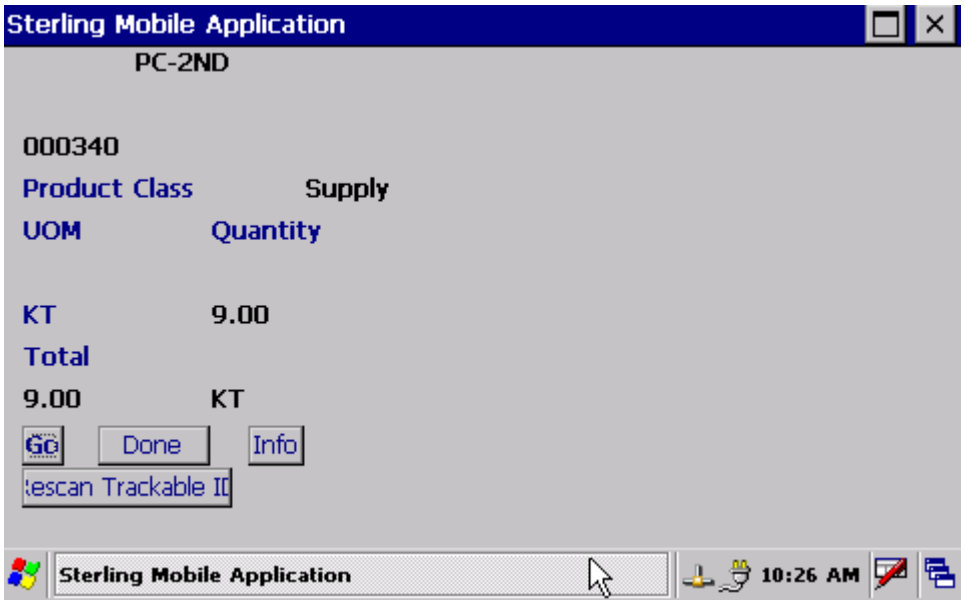
5. Scan the item presented to confirm we are counting the correct item, 000340.
6. Press the Done button.



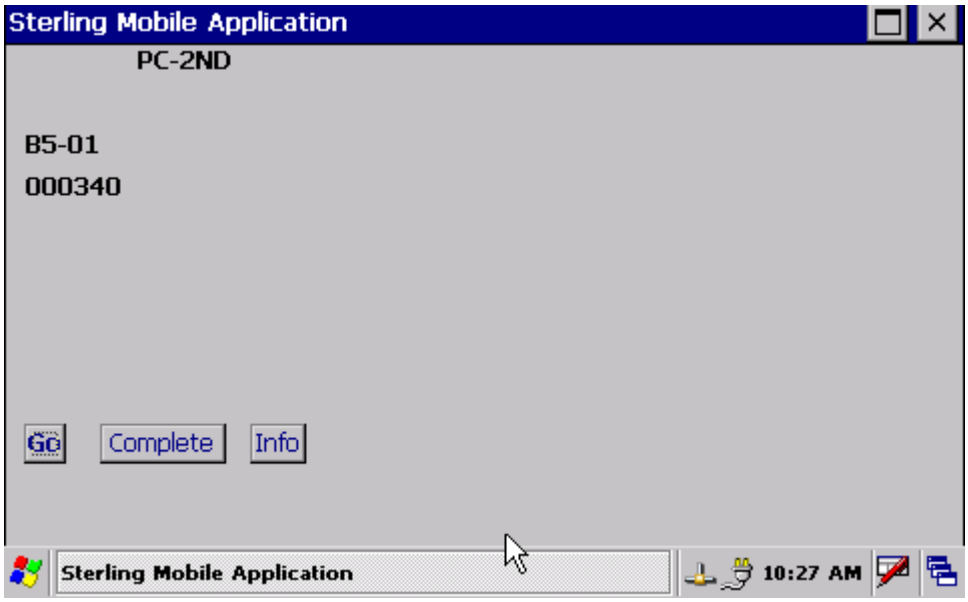
7. Scan all of the trackable IDs for item 000340. They are 0340-RMK-0159-06, 0340-RMK-0159-35, 0340-RMK-0159-47, 0340-RMK-0159-53, 0340-RMK-0159-54, 0340-RMK-0159-55, 0340-RMK-0159-57, 0340-RMK-0159-58, and 0340-RMK-0159-59.
8. Then press Go without scanning a trackable ID.
9. The following screen comes up for a second. Do nothing:



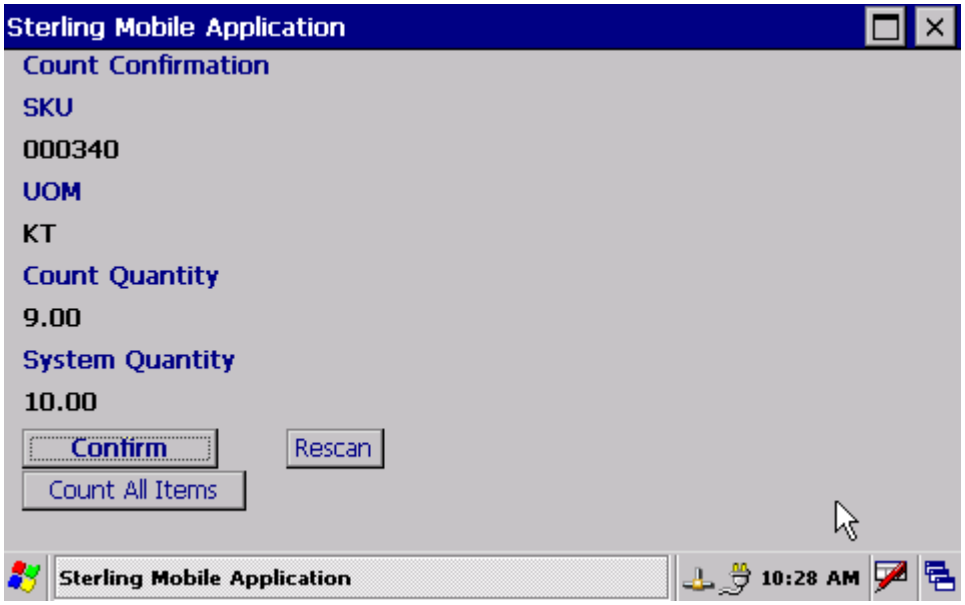
10. The next screen is to confirm that all trackable IDs were scanned:



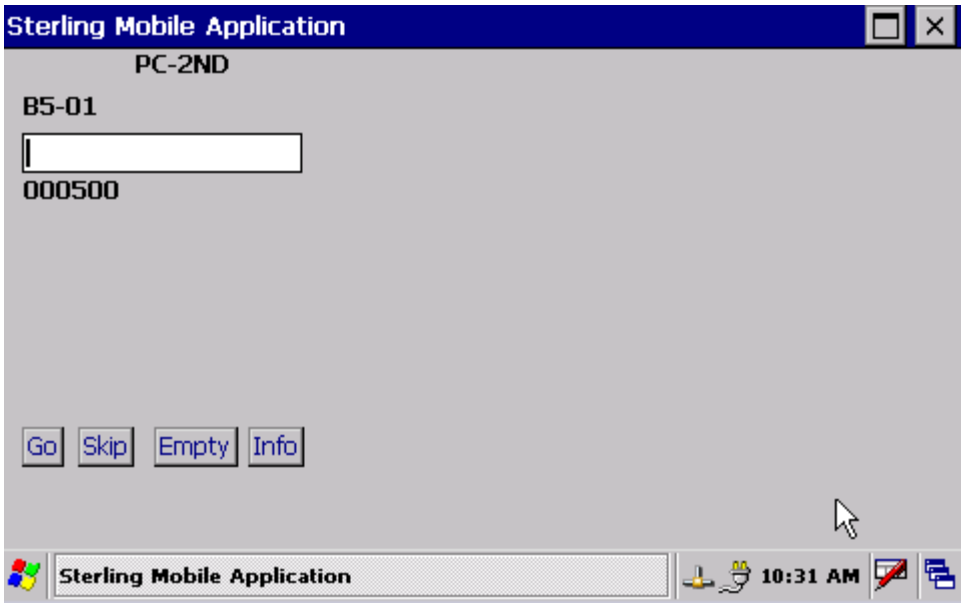
11. Since we counted 9 trackable IDs of item 000340 in location B5-01 and we are doing a 2nd count, press Done.
12. The next screen is to complete the counting of location B5-01 and item 000340:



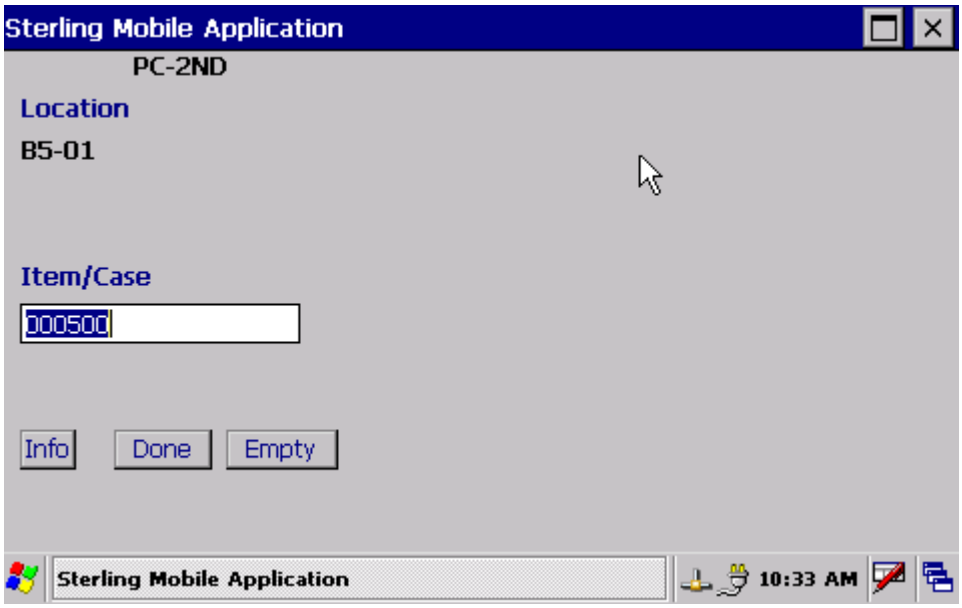
13. Press Complete.
14. Since this is a 2nd count, the following screen is to verify the difference between system and what was counted. Do nothing. The screen will move to the next screen automatically.



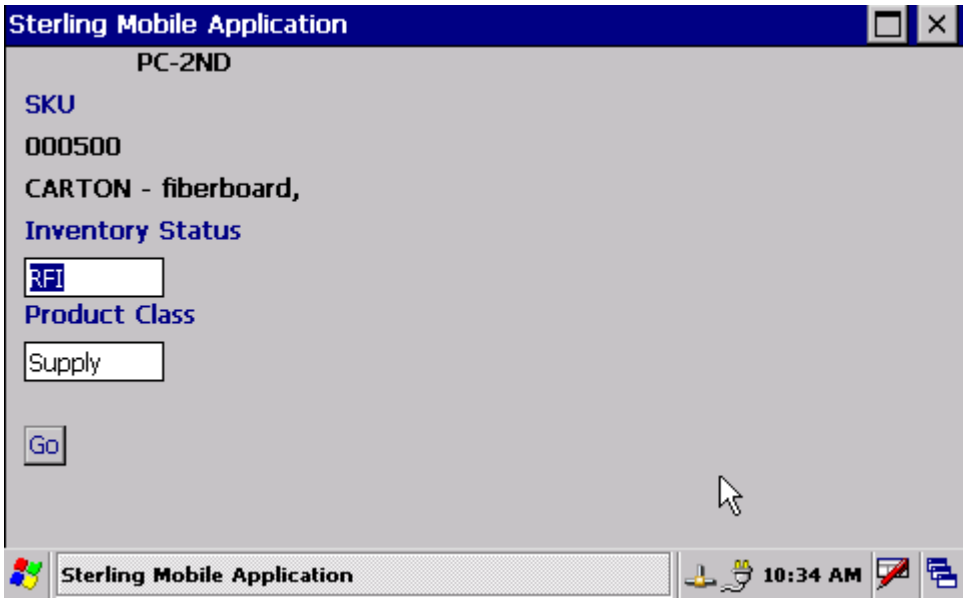
15. The next screen is to count location B5-01 and item 000500:



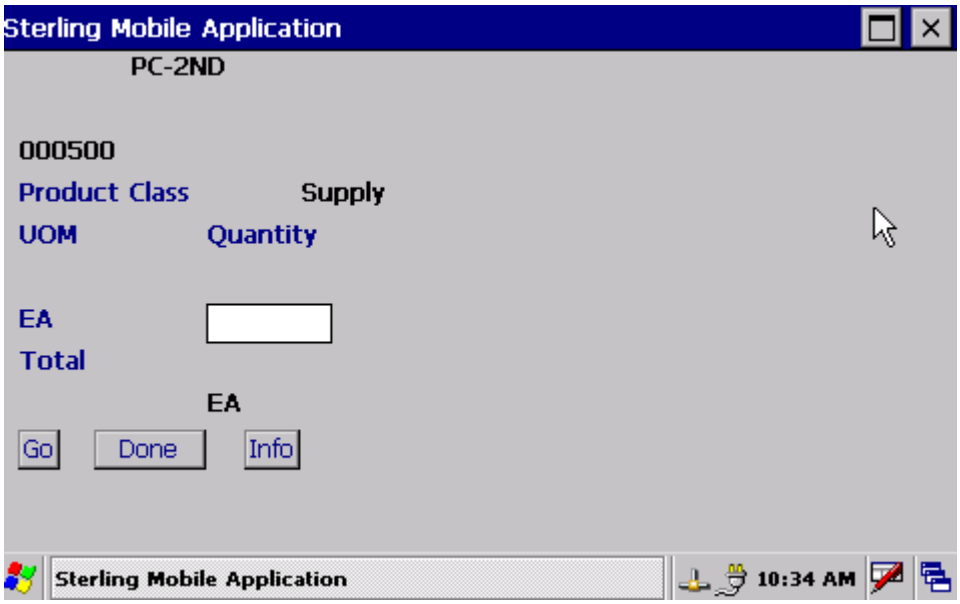
16. Scan the location B5-01:



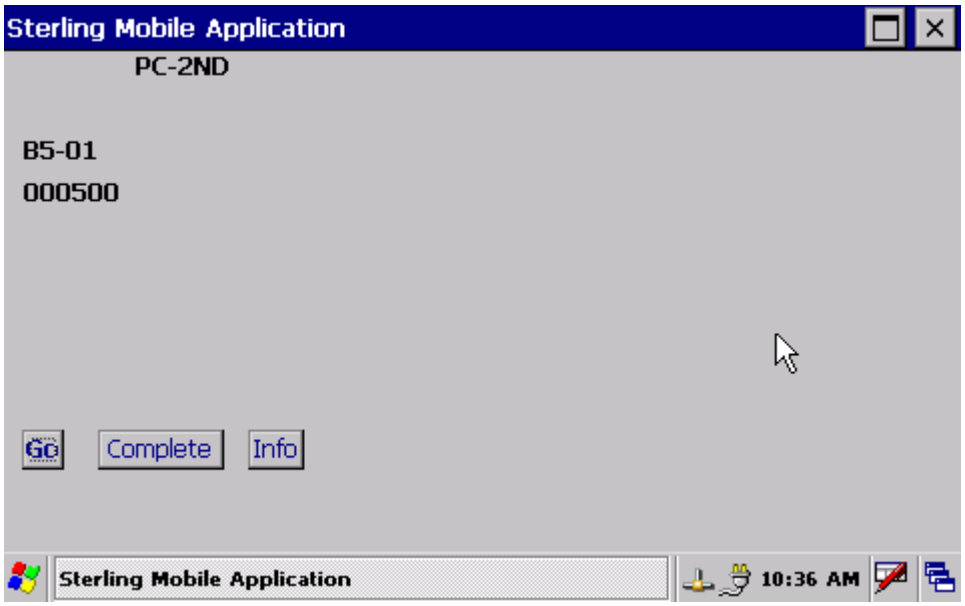
17. Scan the item.
18. Press Done.



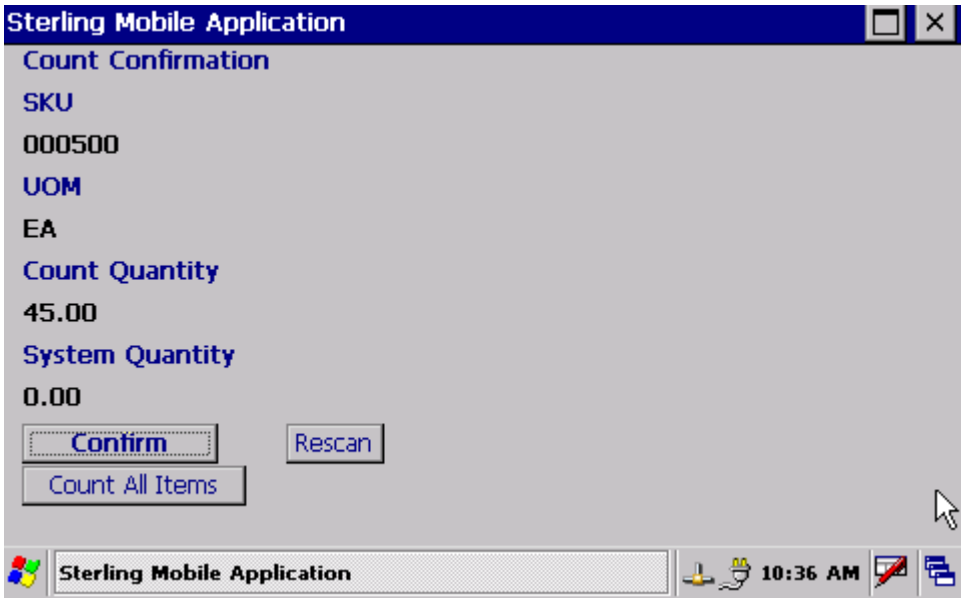
19. Do nothing.



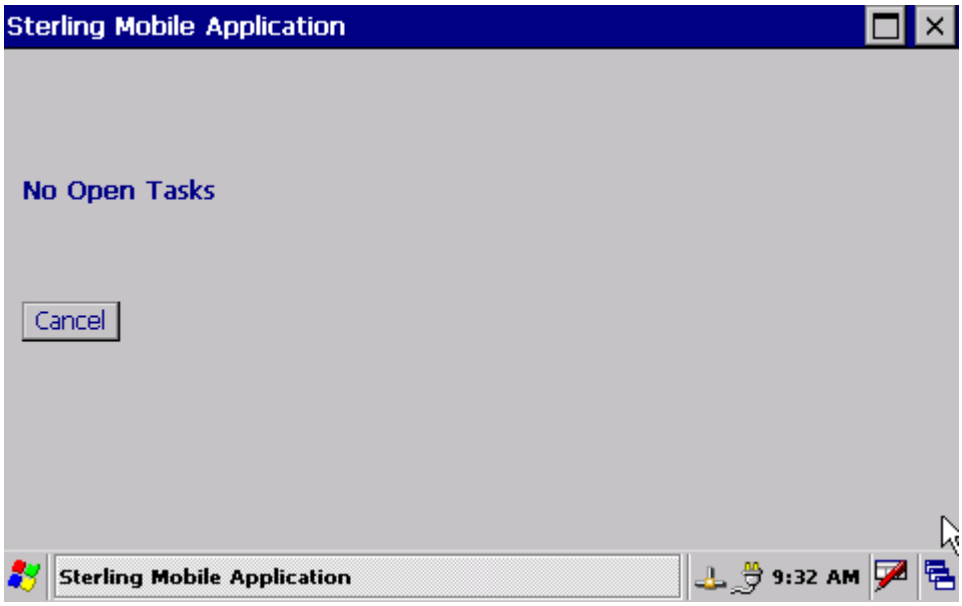
20. Enter quantity. We'll use 45.
21. Press Done.



22. Press Complete.



23. Do nothing. This screen will move on.



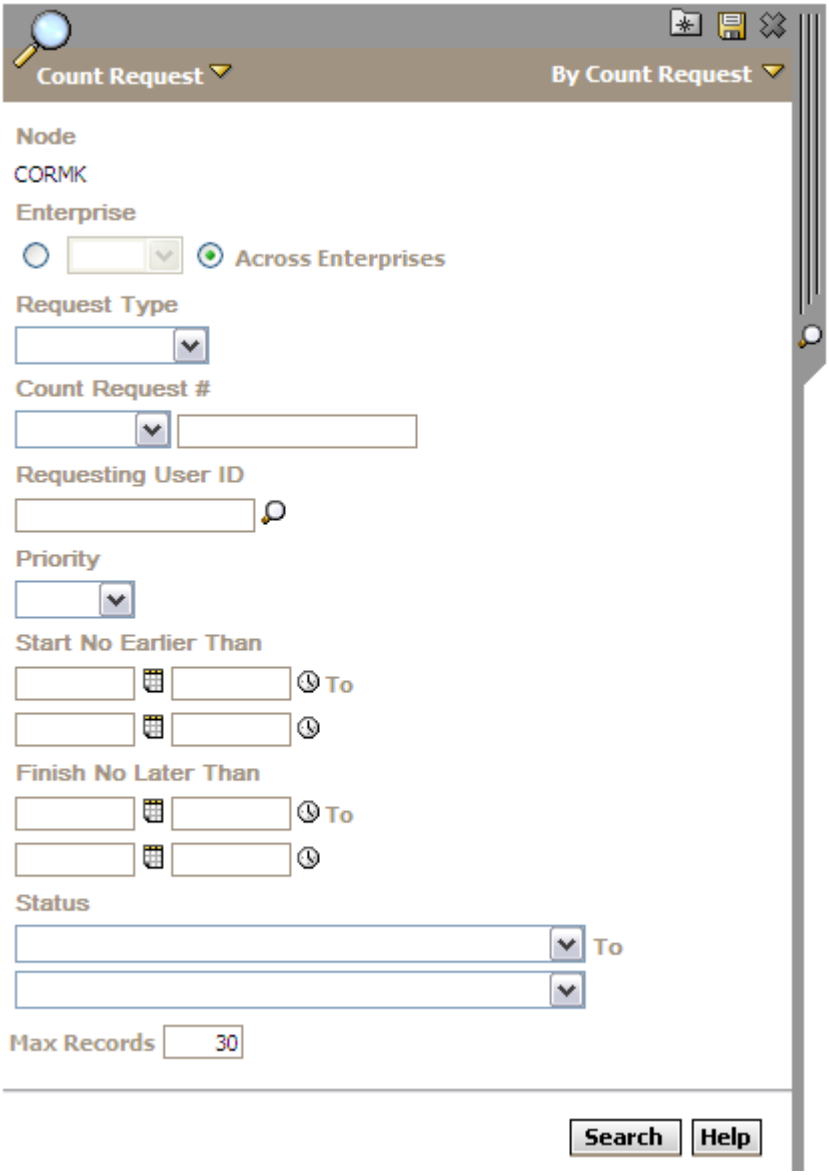
24. Press Cancel to return to the main menu and wait for more counts.

10.2.7 Work With Counter

1. We will now notify the office or the person on the floor managing the count that we are done with 1st counts for this count request.
2. Then the person assigning tasks will do their part.

10.2.8 View Count Request Progress

1. Expand the Inventory menu **Inventory**.
2. Click on the Count Console option **Count Console**.
3. You will see the following screen.



4. Enter the count request number PC09-CORMK-BULK-ZONE5-1-00002.
5. Press the Search button [Search].
6. A list of count requests which meet the criteria will be returned like the following example:

Count Request List — Retrieved 1 record(s) — Help*

View Details | Cancel

Count Request #	Request Name	Location	Enterprise	Item ID	Description	Priority	Start No Earlier Than	Requesting User	Status
PC09-CORMK-BULK-ZONE5-1-00002			NWCG			Normal	12/15/2009 00:00:00	Matt Dean	Second Count Completed Matched First

7. Note that it is in "Second Count Completed Matched First" status. Referring to section 3.3 Statuses we can see that the next step for this count status is to accept the variance.
8. Click on the count request number hyperlink to being up the details:

Count Request Details — Help*

Primary Information — View Count Tasks | Cancel | Alerts

Node	CORMK	Enterprise	NWCG	Count Request #	PC09-CORMK-BULK-ZONE5-1-00002
Request Name		Request Type	Physical Count	Pipeline ID	NWCG YNW Physical Count 2.6
Status	Second Count Completed Matched First				

Count Request Criteria

Zone	BULK-ZONE5 (NWCYWMD081I02)	Pallet ID		Receipt #	
Location		Case ID		Product Class	
Aisle Number	1	Bay Number		Level Number	
From Location		To Location			
Item ID		Description		Unit Of Measure	

Count Request Information

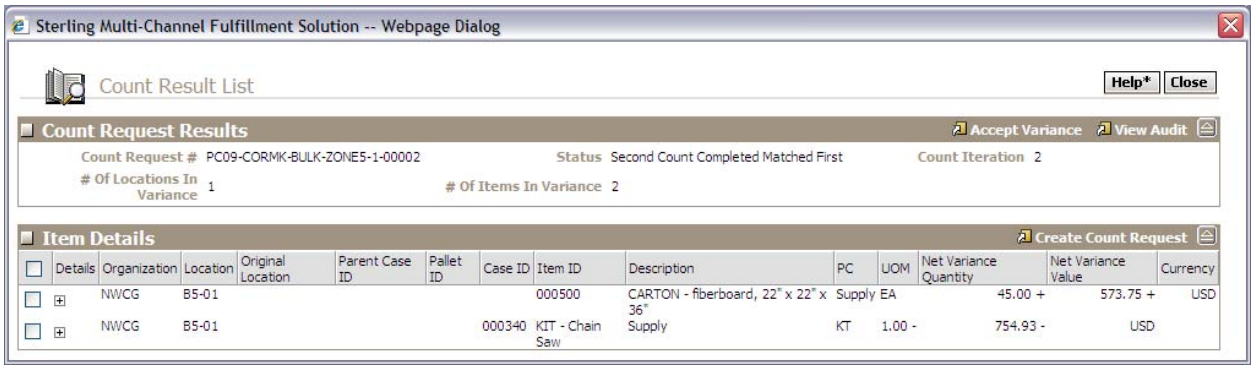
Priority	Normal	Requesting User	Matt Dean
Start No Earlier Than	12/15/2009 00:00:00	Finish No Later Than	

Count Result Summary — Accept Variance | Count Result Details

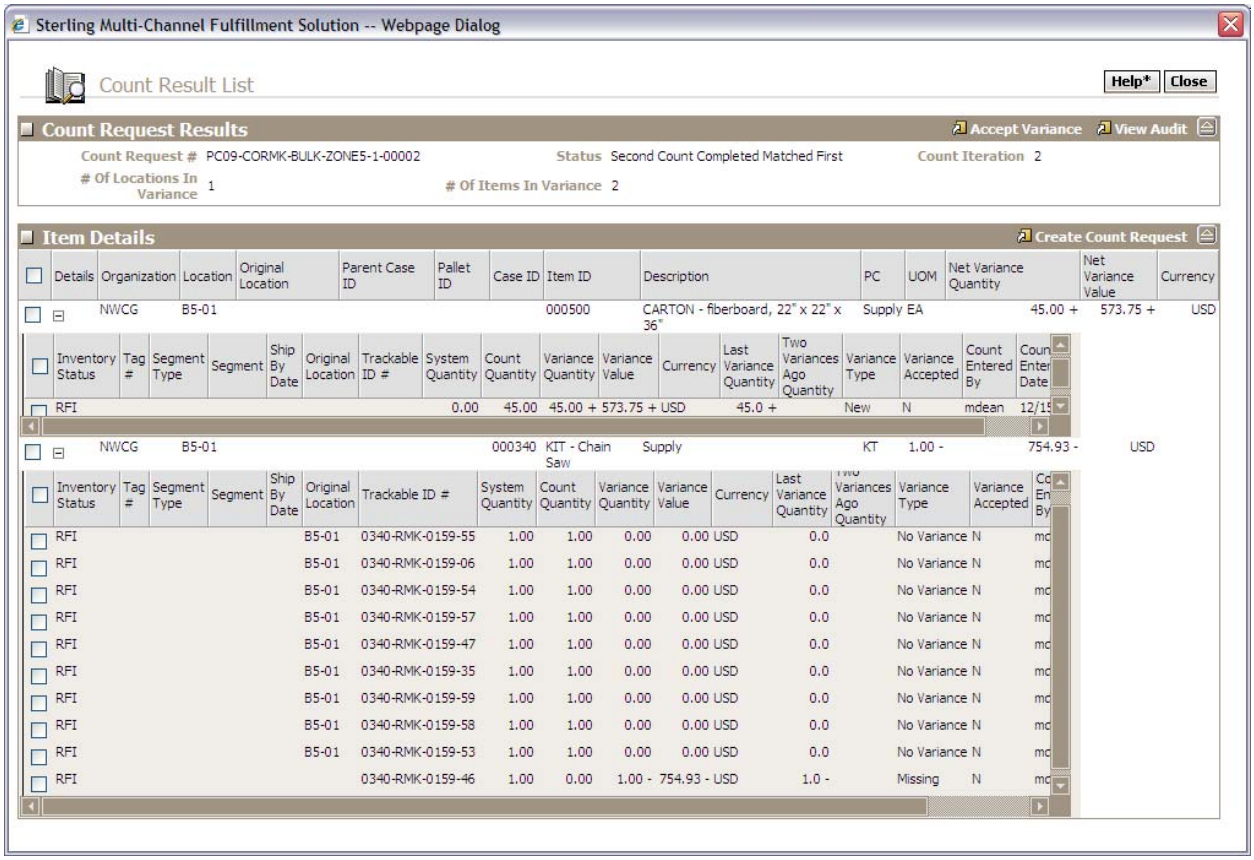
# of Count Results	11	# of Variances	2	Count Accuracy	81.8181818182

10.2.9 View Count Results

1. Click on the Count Result Details button Count Result Details on the bottom right of the screen.
2. You will get the following in a pop-up screen:



3. Expand each line to view additional details.

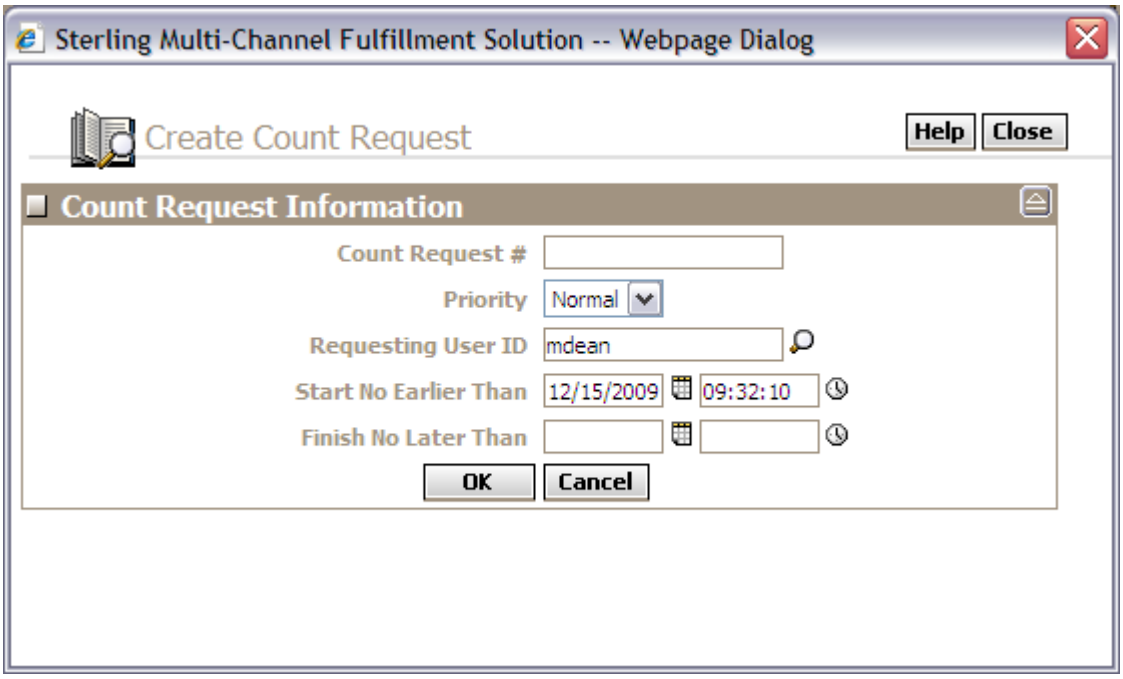


4. Looking through the details of the count we see that 45 new pieces of item 000500 were counted and trackable ID 0340-RMK-0159-46 is missing.
5. We are not concerned with the 45 pieces of new item 000500. But we are concerned with the missing trackable ID for item 000340.

10.2.10 Create New Count Request

1. Check the box corresponding to item 000340.

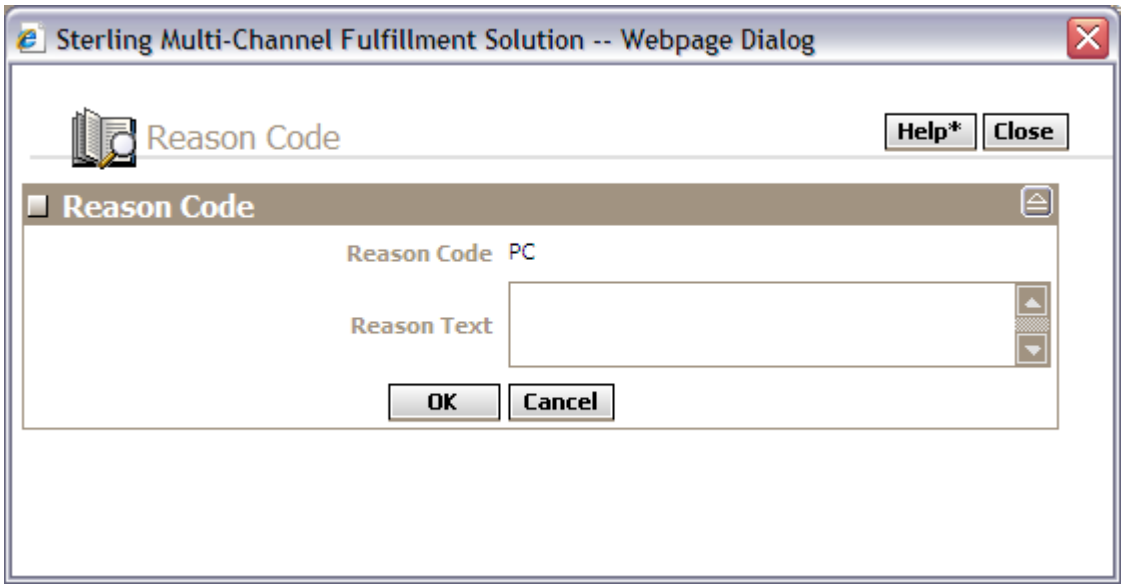
2. Press the Create Count Request button Create Count Request.
3. The pop-up screen will look like this:



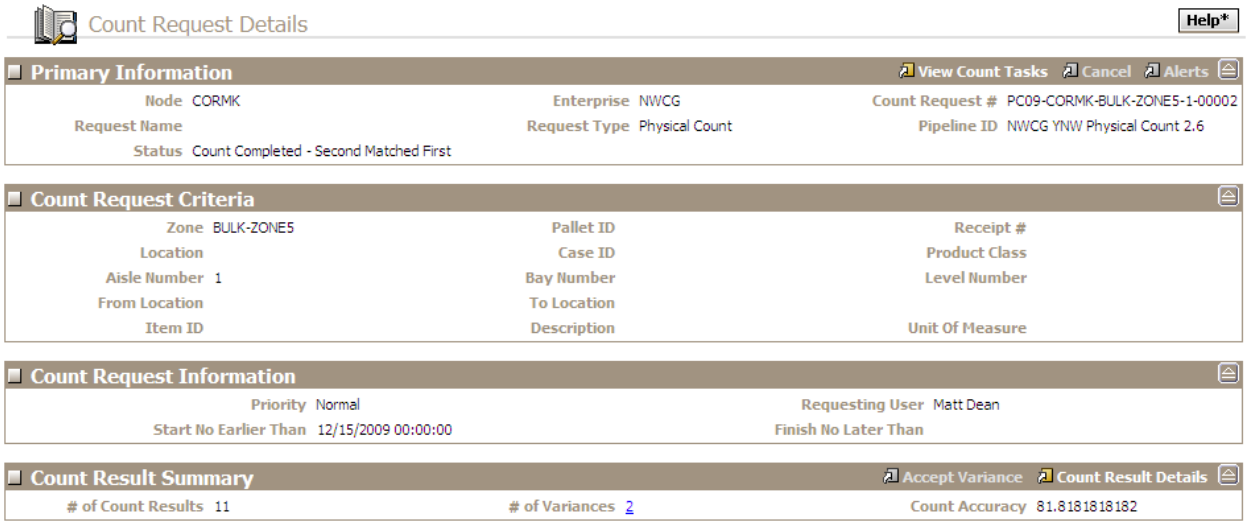
4. Press the OK button OK to create the count request.
5. Once the Count Result Details screen refreshes, expand the details for item 000340 and the Variance Accepted value will be “I”.
6. Close the count request details pop-up.
7. A new count request has been created. The name of this count request will start with the original count request and end with a sequence number. Ours is named PC09-CORMK-BULK-ZONE5-1-00002-00004.
8. To work this new count request, follow the steps to manage the count tasks, perform the counts, and complete the count request.

10.2.11 Accept Variance

1. We want to go ahead and accept the variance for the 45 pieces of item 000500 and get the count request to a final state.
2. Click on the Accept Variance button Accept Variance on the bottom right of the screen.
3. The following pop-up screen will appear:



4. Optionally enter Reason Text to explain the adjustments.
5. Press the OK button [OK].
6. It will return to the count request details screen and the status will be updated to the final state, "Count Completed – Second Matched First:"



11. Appendix B – FAQs

1. Will this year's physical count be better than last year's?
   There have been a lot of changes made to the physical count process since last year in an effort to make it be better. We expect it to run smoothly, though time will tell how effective those changes are.

2. How can we tell if we are ready for the physical count?
   There are a few reports that can be run to see if your cache is ready for the physical count. Refer to section 2 Prepare for Physical Count for more information.

3. Can one aisle be counted using the Create Count Request method, where there is one count request for the whole aisle and another aisle counted using the Create Count Request For Location Group method where there is one count request per location?
   Yes, both methods of creating a count request may be used within the same cache.

4. When would I want to use one method of creating a count request over another?
   Refer to section 4.1 Select Method for Creating Count Requests.

5. Can a count request be created for counting an item throughout the entire cache?
   Yes, a count request can be created to create an item throughout the entire cache. Though this should only be used after the normal count process has completed and there are outstanding variances for an item that need to be resolved. Creating such a count request will count each location where the item is known to be, but only for that item. And it might result in a location being counted more times than it needs to be.

5. Can a count request be created for an entire zone?
   Yes, though we recommend against doing that. The 2nd count tasks won't be available until 1st counts have been completed for all locations in the count request.

6. Can a count request be created for a specific location?
   Yes, though it would be very time consuming to manually create each count request for each location. Refer to section 4 Create Count Request for additional information.

7. Can multiple count requests be created for one location and what is the impact of that?

Yes, multiple count requests can be created for one location. The impact is that unless the extra count request is cancelled, that location will be counted multiple times. It is important to manage the creation of the count requests so this doesn't happen.

8. Can I enter my own count request number?
   Yes, though by doing so you lose the ability to easily tell what year, cache, zone, and aisle a count request is for. Entering your own count request number will also prevent those count requests from showing up on the physical count status and results reports. By leaving the count request number blank, the system generated count request number is in the form of PC09-CORMK-STOR1-11-00023 showing the year, cache, zone, and aisle.

9. Will the count process let me count trackable IDs that aren't in the system?
   No, if the counter scans a trackable ID that doesn't belong in that cache, that user will get an error. Then they must note this and let someone know so that proper actions can be taken.

10. What if the trackable ID belongs in my cache but not at the location it was counted at?
    The trackable ID will be moved from the location where the system thought it was, to the location where the counter found it.

11. Can an item that doesn't belong at a location as per item location dedication be counted into that location?
    Yes, the count process doesn't restrict what can be counted at a location based on item location dedications. However, make sure to run the LOCATION DEDICATION VIOLATIONS REPORT after the physical count and clean up any dedication violations.

12. Can the user pick what location to count?
    No, the scan gun directs the counter to each location to count. The order of locations is controlled by pick sequence and will be the same order used to pick product for an issue.

13. If the counter knows they made a mistake, is there any way to correct it before moving on to the next location?
    Yes, when counting trackable items or kits the user may click Rescan Trackable ID to start over and re-scan all trackable IDs for that location and item. Alternatively until the user presses Complete, he or she can press Go to enter additional item IDs. If an item ID is entered again for the same location, that quantity is added to the quantity previously

entered for that item. There isn't any way to remove quantity if too much quantity was scanned.

14. When doing a count that is for a specific location and item, can additional items be counted?
    No, the user must count the item that is presented to them. Scanning a different item will result in an error.

15. What happens if the 1st counter counts the wrong item in a location, completely missing the correct item?
    A 2nd count will be created for the incorrect item and the item that is actually in the location. He or she doing the second count has the opportunity to count the invalid item at 0 and the valid item at the correct quantity.

16. I don't recall having to press done after scanning the item for 1st counts. Why do I have to press Done for 2nd and 3rd counts.
    Because 2nd and 3rd counts are for a particular item and that item is pre-populated you don't have to scan it. Due to this, you have to press Done.

17. How can the person controlling the count tell that new tasks are ready to be assigned?
    There are two general ways to do this. Have the counters notify the count controller that they are done counting an aisle or monitor the count requests to watch as they change status. Refer to section 5 Manage Count Tasks and section 7 View Count Request Progress for more information.

18. Can I tell if all locations have been counted?
    Yes, you can run the PHYSICAL COUNT LOCATIONS NOT COUNTED REPORT to get a list of locations which haven't had a count task generated during a given time frame. Refer to section 4.4 Locations Not Counted for more information.

19. Is there somewhere I can view the overall status of the physical count?
    Yes, you can run the PHYSICAL COUNT STATUS REPORT. Refer to section 7.4 Overall Status for more information.

20. Can I review what a counter has counted?
    Yes, you can view the count results to see this information. Refer to section 8 View Count Results for more information.

21. What is the net variance shown in the count results screen?

This Net Variance is the summation of the variances produced from the different counts. To view actual variances, you need to expand and view the details.

22. Can I tell what the next step is in the physical count process?
    Yes, by getting the status of the count request and looking at the count process diagram, you can determine what the next step is. Refer to section 7.2 Find Count Request and section 3.3 Statuses for more information.

23. Do I have to accept the variance?
    Yes, while you can create a new count request to further investigate that location the count request won't reach a final status unless the variance is accepted. Refer to section 9.3 Create New Count Request, for more information on how to create a new count request.

24. What will happen if I press accept variance and some of the variances have had new count requests created?
    The variance which had a new count request created will be ignored. Those variances which didn't have a new count request created for will cause the location's inventory to be adjusted. Even if all variances have a new count request created for them, the count request will still move to a final state.

25. Can the accept variance action be run for multiple count requests at a time.
    No, the accept variance action must be done one count request at a time.

26. Is there a way to view the results of the physical count?
    Yes, you can use the count results screens or run the physical count status reports. Refer to section 8 View Count Results for more information.

27. Can a count request be cancelled?
    Yes, though only in a few statuses. These statuses are Count Request Created and First Count Tasks Created.