

FA Guide Day 2

Student Guide





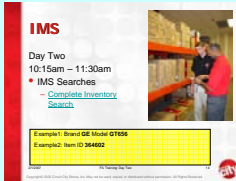
Complete Inventory Search

A Complete Inventory Search details the item's availability and the disposition of a specific brand model.

Look up the items.

- 1) Brand **GE**, Model **31GT656**
- 2) Item ID **364602**
- 3) Brand **GE**, Model **31GT671**
- 4) Item ID **364604**
- 5) Search by either Brand **GE** Model **27GT610**
or by Item ID **364453**

Using **Complete Inventory Search** for Brand **GE**, Model **31GT671** how many available in Store NS do you have? ____, In Transit ____, DF ____, DS ____, OB ____.



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Location Inventory Search

A Location Inventory Search details the item's availability and disposition within the following four inventory virtual locations: *STORE*, *ACCOUNT_BIN*, *PACK_BIN*, and *BUMP*.

Look up the items.

- 1) Brand **GE**, Model **31GT656**
- 2) Item ID **364602**
- 3) Brand **GE**, Model **31GT671**
- 4) Item ID **364604**
- 5) Search by either Brand **GE** Model **27GT610**
Or by Item ID **364453**

What key difference do you see in **Location Inventory** and **Complete Inventory** search?



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Perform an Item File Dump

Perform Item File Dump is a search for an item's quantities and dispositions by brand model.

Customer wants a 36" Oak TV stand.

1) Store **00424** Brand **ALR** Model **RTV3400**.
How many (NS) Net Sellable are available? _____

(If none are available check store 00890.)

2) Store **00890** Brand **ALR** Model **RTV3400**.
How many (NS) Net Sellable are available? _____



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Search Item by Class

This type of search is done from the Item File Dump menu option. It creates a report by brand model and item class which details availability by product classification.

Check the inventory for IPOD accessories.

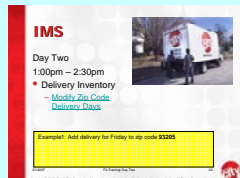
- 1) Store **00424** class **313**.
- 2) Store **00424** class **321**.

How many Brand Models are in Class 321? _____



Modify Zip Code Delivery Days

Modification of zip code delivery days can be used to adjust delivery schedules for an extended period or to allow for a non-standard delivery. A non-standard delivery is a delivery exception made in order to ensure a sale and a satisfied customer. This modification can only be made at stores or centralized locations that perform deliveries.



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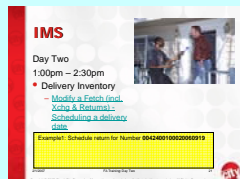
Modify the delivery days for the zip codes below.

- 1) Add delivery for Friday to zip code 93205.
- 2) Add delivery for Sunday to zip code 93222.
- 3) Add delivery for Friday to zip code 93243.

What are the current delivery days for zip code 93243? _____

Modify a Fetch

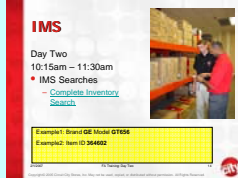
A fetch is created when an item in a customer's home needs to be picked up for an exchange or return. Fetches are created and released by the Point-of-Sale system, and a pickup date is agreed upon. You may modify the original scheduled pickup date in IMS.



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Schedule returns for the following:

- 1) Return Number **00424001000120060919**
- 2) Return Number **00424001000220060919**
What date did you schedule? _____
- 3) Return Number **00424001000320060919**
What date did you schedule? _____
- 4) Return Number **00424001000420060919**
What date did you schedule? _____



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Viewing and Updating Orders

Before the item is actually delivered, a customer may want to change the delivery date. Only the location that provides delivery service directly to the customer can view and update delivery dates. First, find the work order and then change the date.

A work order number is a unique IMS generated number not found on the customer receipt. The number is generated when a delivery (order number) is created in POS. The order number is the ticket number generated by POS and is found on the customer's receipt.

You can use the Work Order Console to search for a transaction by Work Order #, Order #, Work Order Status or Appointment Date Range. Work Order Status includes *Workorder Created*, *Workorder Completed* or *Workorder Cancelled*.

Other open for delivery statuses include *Future Delivery*, *Inventory not yet at the delivery location*, *Unspecified No Date*, and *Overdue Delivery*.

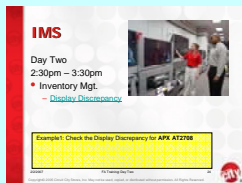
View and update orders.

- 1) View and confirm the delivery date for Work Order # 111.
- 2) View and confirm the delivery date for Order # 00424002000220060830.
- 3) Change the delivery date for Work Order # 113.
What is the new delivery date? _____
- 4) View and confirm the delivery date for Order # 00424004000420060830.
What is the delivery date? _____



Display Discrepancy

The Display Discrepancy report lists all items with a different on-hand display quantity than the quantity corporate programmed for the store.



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Look up the Display Discrepancy report.

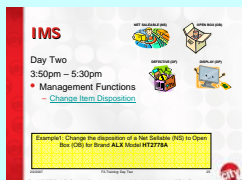
- 1) Check the Display Discrepancy for **DCM CINEMA2**.

What is the program Display Quantity? _____

What is the current Display Quantity? _____

Change Item Disposition

This function is used to change an item's inventory disposition.

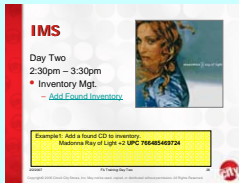


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Change the disposition of an item.

One Net Sellable (NS) has been opened, **HOME THEATER LOUDSPEAKER SYSTEM**. Make it an Open Box (OB).

- 1) Change the inventory to reflect the new disposition for **DCM CINEMA2**.
- 2) Remember the Display Discrepancy for **DCM CINEMA2**? Look at your answer for the Program Display Quantity. Change the disposition of the **DCM CINEMA2** Open Box (OB) to a Display (DP). What happens to the Brand Model on the Discrepancy report? _____



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Add Found Inventory

A Complete Inventory Search details the item's availability and the disposition of a specific brand model.

Add a found CD to inventory.

A CD is found under the display in the music section.
Add the found CD to inventory.

- 1) Madonna Ray of Light +2 **UPC 766485469724**

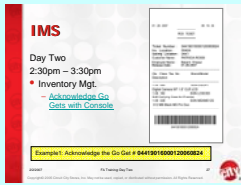


You find a CD in the cabinet beneath the register.
Add the found CD to the inventory.

- 2) Pink Try This Limited Ed. **UPC 828765461924.**

What is the variance for this item? _____





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Acknowledging Go Gets with the Console

A Complete Inventory Search details the item’s availability and the disposition of a specific brand model.

Have the students do the exercises.

Acknowledge the Go Gets:


- 1) Go Get Number 04419016000120060824
- 2) Go Get Number 00890015000220060824

01 - 30 - 2007 12 : 19 : 05

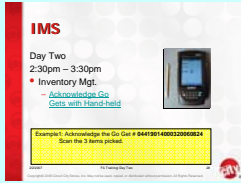
PICK TICKET

Ticket Number : 00890015000220060824
 Inv. Location : 00424
 Selling Location : 00424
 Customer Name : PATRICIA ROSSI
 Employee Name : Basant, Dripaul
 Release Date : 01-30-2007

Qty	Class	Tag No	Brand/Model
Description			
1.00	391		SON ACCCN3TR
			Cybershot Acc Kit
1.00	389		SON DSCW5
			5.1 MP



00890015000220060824



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Acknowledging Go Gets with the Hand-Held

The new Go Get process can be performed in IMS, but releasing is done on a POS register using the Service Alert function. The Warehouse Associate, using the hand-held device acknowledges the Go Get by locating, opening and verifying the item(s) of the Pick ticket/Go Get.

Acknowledge the Go Gets:

- 1) Go Get Number 04419014000320060824

DUR CEF14NC	 3 5 6 2 8 9
OLM C60ZOOM	 3 9 7 3 6 1
OLM 512MBXD	 3 9 7 5 7 6

- 2) Go Get Number 04419013000420060824

APL MA134LLA	 3 4 0 3 0 2
APL M9837LLA	 3 4 0 4 3 7
DOF 0034444	 3 5 5 9 1 5






Location Inventory Search

3) Go Get Number 00890012000520060824

APL MA005LLA	 3 4 0 2 9 3
GFF ITRIPNANO	 6 2 2 7 9 2

4) Go Get Number 04419011000620060824

BLK F8V3080APL	 3 4 4 7 3 8
IRA T10BLUE	 3 7 3 3 4 6
SHU E2C	 4 1 0 0 7 4

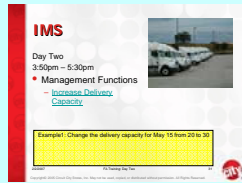
5) Go Get Number 00424010000720060911

GE 31GT656	 3 6 4 5 9 9
GE31GT659	 3 6 4 6 0 2



Increasing Delivery Capacity

This function is used by the manager of a store or release facility to increase or decrease the number of available delivery slots.



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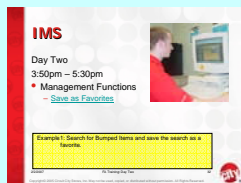
Increase the delivery capacity.

Look up the delivery capacity for the dates of May 15th to June 15th.

- 1) Change the delivery capacity for May 15th from 20 to 30
- 2) Change the delivery capacity for May 24th from 20 to 40.
- 3) Change the delivery capacity for May 25th from 20 to 40.

Save as Favorites

Saved searches display in the **Favorites** region of the IMS **Home** screen and can be easily executed by tapping the link identifying the saved search.



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Save a search for bumped inventory as a favorite.

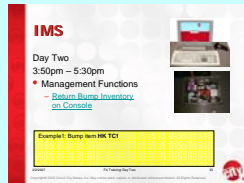
- 1) Search for bumped items and save the search as a favorite.

Can you think of another search you might save as a favorite?



Return Bumped Inventory on the Console

In IMS, BUMP is a virtual location for returned products awaiting inspection and returned to store inventory.



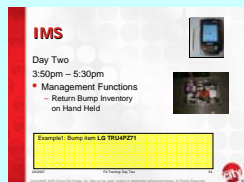
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Bump the items from the console.

- 1) Tuner for front projector, **HK TC1**
- 2) Plasma TV, **HP PL4245N**
- 3) XGA Plasma W Built ATSC/QAM, **LG DU42PX12D**
- 4) 42" PDP HDB TV W/HDMI, **LG DU42X12X**

Bumping Inventory with the Hand Held

In IMS, BUMP is a virtual location for returned products awaiting inspection and returned to store inventory.



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Bump the items from the Hand Held.

- 1) 42" Ed Plasma Display, **LG RU4PZ71**

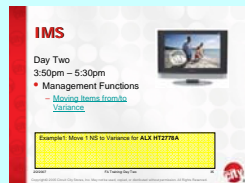


- 2) 42" Ed Plasma Display, **RU4PZ71**



- 3) 42" Ed Plasma Display, **RU4PZ71**





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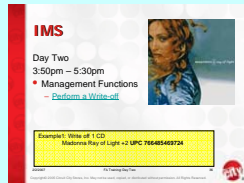
Move Item to / From Variance

Use this IMS function to move items to and from variance. For example, it might be used to move an item from NS to variance after determining the item is not available for sale.

Move the items to Variance.

- 1) 27" Flat HDTV ADVENT **ALX HT2778A**
- 2) *RR 9011 9/23/05EMDOV AVIN/AVO **APX AT2402S**
- 3) NMO9/1/04 TELLITE RECEIVER **HNS HBHSA**





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Perform a Write Off

Occasionally, an item that is damaged and cannot be sold needs to be written-off. There are restrictions regarding the value of items that can be written off as well as rules regarding the class that can be written off and who is permitted to make such adjustments. The Store Director is the only person who has the ability to write-off merchandise.

Perform a Write-off.

A broken jewel case and CD are found on the floor in the music section.

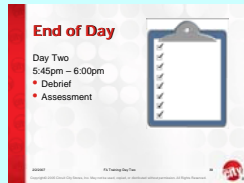
- 1) Madonna Ray of Light +2 **UPC 766485469724**



You find an empty jewel case in the trash.

- 2) Pink Try This Limited Ed. **UPC 828765461924**





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Day 2 Assessment

- 1) Modify the Fetch for Return Number **00424001000520060919**.
What day(s) were not available? _____
- 2) What date did you schedule? _____
- 3) Search Item by Class for Class 104. Get a Complete Inventory
Picture of Brand **ALX** Model **TS2766A**. Record how many
Available____,
- 4) NS____,
- 5) OB____,
- 6) DF____,
- 7) DP____,
- 8) In Transit____.
- 9) Using **Complete Inventory Search** for Brand **APX**, Model
AT2708 how many available in Store NS do you have? ____,
- 10) NS In Transit ____,
- 11) DF____,
- 12) DP____,
- 13) OB____.
- 14) **View and Update** the delivery date for Work Order # 115.
What is the new delivery date? _____
- 15) You find an empty jewel case. Perform a Write-off for the CD
Tiffany Evans. UPC 827969100424
What is the remaining quantity? _____





Notes

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IBM
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