

# Physical Inventory with Rented Scanners

WordStock's *Scanner Count* program enables you to use rented hand-held scanners to take a physical inventory of your stock and then transfer the scanned information directly into WordStock's Count program.

*Scanner Count* makes it practical for you to use your own staff resources to count your inventory, so you don't have to rely on — or pay for — outside companies.

Scanners are easy to use and should greatly simplify counting your stock. *Scanner Count* gives you the choice of either scanning all copies of the same item or scanning one, count the remaining, and then manually entering the number of units remaining.

For example, if you're counting books and have 24 copies of a title on hand, you can scan all 24 copies, or scan one, count the balance, and then enter "23". A rental period is up to 10 days, door to door. (Internationally, the rental period is extended to up to 15 days to allow time for shipping and Customs.)

We normally ship scanners via overnight service, to arrive at least 2 days before your inventory so that you can test them before you begin your inventory. *Scanner Count* is an optional, extension of WordStock's Count program; therefore you must purchase *Scanner Count* software.

Due to heavy demand at certain periods of the year, especially January, February and the middle of the calendar year, rentals should be booked as early as possible. See off-peak rental discount at right.

- In general, we require at least 30 days advance notice and apply a \$100 expedite fee to rentals not scheduled 30 days in advance. *Please contact Sales for further information or to place a rental order.*

## Customs Note

- The declared value of scanners for Customs is approx. US\$700, per unit, so you should expect appropriate customs and duty fees.
- These fees should be refunded when you return the scanners to WordStock.
- Please check with your broker for details.

## Scanner Basics

- Scans Bookland EAN and UPC bar codes; scanners have alphanumeric keys for entering SKUs of nonbarcoded items.
- Electronically upload each scanned batch into WordStock's Inventory Count, using a simple cable connection.
- Can hold up to 1000 scans before the data must be uploaded into WordStock.
- Built-in "power-saver" safely shuts down scanners after a period of inactivity.
- Rental period is up to 10 days, door to door [15 days for non-U.S. stores, to allow for shipping and Customs].

## Rental Fees

- Base rental fee is US\$400, plus per-scanner rental fee of US\$50; *Scanner Count* software subscription is US\$7.50 per month, including Maintenance.



# Renting Cordless Scanners for Taking Inventory

## Rental Period & Shipping

The period for scanner rentals is up to **10** days, door to door. (Internationally, the rental period is extended to up to **15** days to allow time for shipping and Customs.) Any additional days will be assessed rental extension fees. WordStock is not responsible for delays due to weather, carrier failure, and similar circumstances beyond our direct control.

We'll ship the units to you via overnight courier service, to arrive at your store on the second day of the rental period. We'll include a completed airway bill for you to use to return the scanners. We'll let you know the day that the units should arrive back at our offices.

*It's very important that you adhere to the shipping schedule, so that the scanners get to the next renter on time. There's a \$40/day late charge per unit.*

## Set-up & Testing

Scanners are normally shipped to arrive at least 2 days before your inventory so that you can re-charge and test them in your store before you begin your inventory.

### **Please call Support for instructions for testing the scanners.**

Testing should be done during standard Support Services hours [M-F, 8:00AM - 5:00PM, EST].

Please be sure to test **all** rental units at this time. **Please plug in all units as soon as they arrive to be sure their batteries are fully charged when you start counting.**

## Defective Units

We check scanners between rentals, but they may be damaged during shipment to your store. Should a unit fail to work during testing, please inform WordStock *immediately*. If extra units are available, we'll make every attempt to replace the defective piece before you begin your inventory. If none are available, we'll credit you for the defective one, provided that you inform us of the problem before the rental period is over.

Occasionally, a scanner will "freeze" during use. This is usually due to operator error and does not necessarily mean that the unit is defective.

If this happens, please refer to the "Troubleshooting" section of the scanner documentation. If you're unable to resolve the problem yourself, please call WordStock Support for instructions.

## Documentation

Scanners are easy to use and should greatly simplify counting your stock.

- Please download documentation from our W.I.R.E. electronic bulletin board. *Please call Support if you've never used W.I.R.E.*
- Be sure to have staff members read the documentation before the count.

## Support Services & Fees

There is no separate Support fee for us to assist you with an inventory count if it takes place during our regular business hours: 9:00 AM - 5:00, EST, Mon-Fri, excluding holidays.

If you've scheduled your count outside of those normal business hours, please arrange for Count support coverage in advance so that we can schedule to have assistance available. If not scheduled in advance, Count support - if available - will be billed at **\$250 per hour**, with a 2-hour minimum.

**We assess a \$300 charge for pre-scheduled support for an inventory count held overnight [M-F only], during a weekend or on a holiday.**

Our Count support fees are:

• M-F 9:00 AM - 5:00 PM, EST,	<i>no charge</i>
• M-F 5:00 PM - 8:00 AM, EST	\$300
• Sat 8:00 AM - 8:00 PM, EST	\$300
• Sat 8:00 PM - 8:00 AM Sun, EST	\$300
• Sun 8:00 AM - 8:00 PM, EST	\$300
• Sun 8:00 PM - 8:00 AM Mon, EST	\$300

The \$300 fee is for the **first** site; there is a \$50 fee for each additional site.

## Cancellation Policy

There's no penalty for cancellations made at least **30** days in advance of the scheduled rental period. Within 30 days of the rental period, we'll assess a penalty equal to 20% of the total rental.

## Damage

Scanners should be treated with care. If a unit is damaged due to mistreatment, such as being dropped, you will be responsible for repair costs. Therefore, we urge you to use the belt clip attachment on each scanner to minimize the chances of an accident.

## Note to International Customers

You'll be responsible for import fees and/or taxes for scanner rental units entering your country. While these are recoverable expenses, the declared value of scanners is high: depending on the number rented, you should expect to pay US\$1000 or more. WordStock Sales will be happy to help two or more stores, in the same country, coordinate rentals so that they can share the cost of import.

## Shipping Information

**Important:** Demand for rented scanners is very high during peak seasons so we depended upon you to ship on schedule so other stores can use them. Please call the appointed carrier no later than 12:00 noon, local time, to arrange pickup of your return shipment; failure to call by this time may result in delay of pickup and late charges may apply.

All shipping companies have recently added "Fuel Surcharges" which have been rising and falling with the cost of fuel. These surcharges, which are set by the carriers, can be as high as 30% or more, so you can expect to pay much more for shipping than you have with previous rentals. We still require "overnight" service at both ends of the rental period to make sure all customer schedules can be met.

- **Stores outside of the U.S. should call DHL.**
- **Do not use UPS 'Ground-Saver' service**

## Expedited & Future Rentals

Scanners may be available for rental on short notice, but a \$100 expedite fee will apply to rentals not scheduled **30** days in advance. Please call WordStock Sales to schedule future rentals. Due to heavy demand at certain periods of the year, especially January, February and the middle of the calendar year, requests should be submitted as early as possible.