# WordStock Inventory Tutorial

Taking inventory is an important part of the normal cycle of your business. As such, due care must be taken in both preparation and execution. This document contains instructions for manual, Third Party, and Telxon stocktaking.

### Preparation

It is critical that you define what information you wish to generate from the system before the inventory process begins. This may require meeting with your accountant, or as simple as looking at the list of common reports you may choose to run. These are ALL optional. The primary purpose of taking inventory is to ensure the accuracy of on-hand quantities in the inventory records. All reporting on that is optional, and is a matter of store preference.

## 3 Methods for Taking Inventory

There are 3 methods for taking inventory with WordStock: manual, Third Party, and Telxon. The most crucial part to consider is the method your store will use. A brief description of each follows:

### Manual

A manual count is performed by typing in the items you carry. Point-of-sale scanners may be used, but only for items within reach of the scanners. This method requires reports to be run for all physical area in the store, in the order that the books are shelved. Books can be counted against this "shelf-check" and then typed in to the count programs. This is the most labor-intensive count method.

### Third Party (RGIS/Washington/Western)

You contract with **RGIS** (US) or **Washington Inventory Service** or **Western Inventory Service** (Canada) to count your stock. They will provide a disk containing counted items, which you can download to WordStock.

### Telxon Hand-held Scanners

You rent these hand-held scanners from WordStock, count physical areas of your choosing, and then download each of those areas as unique batches to WordStock.

Both methods 2 and 3 may also use manual batches to supplement the Third Party or Telxon counts. The count process is the same for all methods with the exception of the method of data entry.

## What to do ahead of time

### 6 months before Count:

If you are using a Third Party, confirm a count date with RGIS or Western. If renting Telxons from WordStock, please reserve them *at least* 6 months in advance. *January, June, and December are the busiest months for Telxon rentals.*

### 1 month before Count:

Contact WordStock's Support Department to confirm your count date. If you would like after hours or weekend assistance with your inventory, extra fees will be charged, and the assistance must be arranged in advance of the inventory. *Please contact the head of the Support Department for pricing.*

### 1 week before Count:

It is vital to confirm that any previous count data is no longer on your hard drive. To do so, follow these steps

At the login prompt, type <**invct**> and press <**Enter**>. If prompted for a password, type <**salmon**> and and press <**Enter**>.

Move to the **Count management** menu and select **Archive count files**. If prompted for a password, type <**salmon**> and and press <**Enter**>. Answer <**y**> to continue.

You will be prompted to archive to diskette or zip cartridge. An archived copy of these files will be put onto the hard drive.

You will be asked if you would like to copy the archive to diskette or zip. If you do, answer <**y**>, if not, <**n**>.

You will be asked if you would like to start the inventory count manager. Answer <**n**>. Press <**F9**> until back at the login prompt.

If taking stock manually, you will need to print reports for each area of the store. Sort areas to correspond to the way that a section is ordered.

For instance, most stores arrange fiction titles by author. So, to create a report to count the fiction section, use a sort order of author. Be sure to include ISBN/SKU, Title, and Author on the report format and onhand to assist in finding titles.

By taking these reports to the shelves, you can mark count quantities to later enter into the count program.

### 1 week before Count if using Third Party:

You should arrange to have RGIS/Washington/Western come in to scan a test batch for you to download. Doing this will confirm that they have the correct version of their software.

*Once you have a date set for a test batch, please notify WordStock Support so that an agent will be available to assist you.*

Be sure that the Third Party vendor scans ISBNs, UPCs, X-ISBNs. Make sure that all items are both scanned and hand-entered. To test the diskette you are given, contact the WordStock Support agent.

### 2-3 days before Count, if using Telxons:

2-3 days before inventory, the Telxons you rent will arrive. *Please contact WordStock Support immediately to schedule a time to test the Telxon units.*

Before testing may begin, an agent will need to reconfigure your system, and then the system will need to be turned off while a cable is connected. The Support agent will assist you with this process, as well as scan-ning items and performing test downloads to confirm that all units are functional.

*Doing this ahead of time means that if any units were damaged shipping, WordStock has time to replace them if units are available.*

**Important:** See "Telxon Hardware Notes" at the end of this document for instructions on how to use the Telxon units.

### The day before Count reporting

You may wish to perform system mainten-ance and/or run several reports once the store is closed for inventory but before the count process begins.

**System maintenance:** Run "Recreate vendor, product, & section" from the Maintenance, Data Maintenance menu. Answer <y> to all prompts. *The system may not be in use when this program is run.* This will set all onhand and onorder quantities in the vendor, product, and section files to the current ones in the inventory records.

**Reports**: Run "All Products" and "All Sections" from the Reports, WS Reports – all records menu. You may also run "Cost of Inventory Report" for the current month (0). By doing these reports after the recreate, after the store is closed, but before inventory, you will have a "before" snapshot of your system.

*It is vital that once the count process has begun, no programs that change on hand values be used.* These programs are "Run a register", "Ordering", "Receiving" "Returns", "Mail Order", "Bookfair", "View Inventory sort onscreen", and "Global Changes".

Last, perform a FULL system backup and save the zip/tape until after the inventory is complete.

## Day of Count — Setup

### Day before inventory preparation:

**Start the filemanager.** The file manager MUST be running for the entire count process!

**Exit to login.** At the login prompt, type <**invct**> and press <**Enter**>. If prompted for a password, type <**salmon**> and press <**Enter**>.

Select the **Count management** menu and choose "Initialize the count module", answer <y> to all prompts.

- **Do not run this program again!**

Move to the **Enter count data** menu and select **Change the count manager to input mode**. Answer <y> to continue, then press enter to return to the menu.

If the file manager is not running you will be prompted to start it before the mode will change.

### Day of the Count – Telxon

If taking stock with Telxons, manually, move to the **Enter count data** menu and select **Load count data from TELXON units**.

*See* Telxon Hardware Notes *at the end of this document for instructions on how to use the Telxon units.*

Once you have a batch ready to download:

You will see "This program will allow you to receive data from the Telxon units and convert it to count batch files. Continue?" Answer <y>.

You will see "Press the <**Enter**> key when your Telxon is connected and ready to send."

- **Do not press Enter yet.**

Connect the Telxon to the cable that you set up and tested with WordStock earlier. Be sure to fasten it securely.

Turn the Telxon back on, if necessary, and press its **ESC** key (located in the upper right corner of the unit).

The display should read: **Connect Cable**. Press <**Enter**>.

Now that you have a "press enter" prompt displayed on both the computer and Telxon screens, it is time to start loading the data.

Press <**Enter**> on the Telxon, and then press <**Enter**> on the computer keyboard immediately afterwards. *These actions should take place as close together as possible.*

The data should begin loading.

After a successful download, you will see a "Transmission successful" message on the Telxon. You will be asked "Erase (y/n?)".

- **Do not answer this question until after naming the batch.**

To name the batch, on the WordStock screen, press <**Enter**> after downloading and type in the name of the batch and press enter. The name of the batch may have spaces. *Be sure to use only letters and numbers in the name of the batch.*

Then, answer <y> to erase the batch you have just loaded! Use the Telxon's <y> and <**Enter**> keys to answer.

If your first download attempt doesn't work, make sure the cable connection is secure.

It's important to back out of the transmission program and then reload it, so that you are at the same prompts as described above in step 3 before you try this again.

Due to the wide variety in available hard-ware, you may experience some degree of difficulty in loading an occasional batch. This is caused by many factors, including the relative speed of your computer versus that of the Telxons themselves.

## Day of Count – RGIS

If taking stock with RGIS/Washington/Western, manually move to the **Enter count data menu** and select **Load RGIS count data** or **Load Western count data**.

When the Third Party vendor provides you with data on diskette, put the diskette into the diskette drive of node 1, i.e., the main WordStock computer, and then:

Answer <y> to continue. You will be asked "Would you like to copy files from diskette?". Answer <y> to continue.

You will be given a list of file(s) on the diskette, and be prompted to type the name of the file to copy to the hard drive.

- For RGIS, this file is named **invent.dat**.
- For Western, the file name is **word1.dat**.

Highlight the correct file and press <**Enter**>; the data will be copied.

If there are any errors during the copy, ask for a new diskette from your Third Party vendor and try again.

- **Do not let the third-party vendor leave until you think you have gotten good data.**

*If successive diskettes fail, contact WordStock.*

Once the data has copied, you will be prompted to name the batch. You may use spaces, letters, and numbers in the name. Once you've typed in the name and pressed enter, the data will be converted into WordStock count records.

You will be asked if you have another diskette to copy. If yes, answer <y> and follow steps 1-3 again. If no, answer <**n**>to return to the menu. Proceed immediately to the **Review individual batch data** menu.

## Day of Count – manual

If taking stock manually, move to the **Enter count data menu** and select **Enter SKUs and quantities manually**.

As staff complete taking stock in an area and return reports, you may enter the counted quantity from them.

The top of the page will say: **Enter a description for this count batch (<F9> to quit)**.

Type in a useful name that indicates its purpose ("fiction a-c," for example) and press <**Enter**>. You may only use alphanumerics.

The cursor will move to the SKU field. Type in the first SKU on the report and press <**Enter**>. Then, type in the quantity counted.

**NOTE:** You may use both negative and positive numbers in correction batch quantities.

Once you've entered a quantity and pressed the <**Enter**> key, you will return to the SKU field. Type in all the SKUs and quantities for this area. When finished, press <**F10**> or type <**q**> and press enter to save your work.

You will be prompted "Stop entering count info and return to the menu?". Answer <y> to finish and save this batch.

## Day of Count – reporting on batches

Once batches have been created you have the option to print two kinds of reports from them. *Neither is required.* The two reports are **context** and **audit**.

- A context report prints a listing of all counted items that do not exist as inventory records in your system.
- An audit report prints a listing of all items in the batch in the order that they were counted.

To print these reports, move to the "Review individual batch data" menu and select either **Pending batch – Print a context report** or **Pending batch – Print an audit report**.

## Context report:

The context reports list counted items that do not have corresponding SKUs in inventory and the five SKUs counted before and after each (to make it easier to find questionable items on the shelf).

When you select **Pending batch – Print a context** report you will be asked if you would like to view the reports on screen.

WordStock recommends answering <**n**> so that you have a paper copy of any reports to take to the shelves.

A box will then display containing the pending batches. Move to the batch you wish to print and press enter.

If there is more than one printer configured at your store, will be prompted to select one. Do so and press <**Enter**>.

If all items in the batch are in the inventory, you will see "All items counted found in inventory. Press ENTER to continue".

If any items are not in the inventory, the report will print.

To fix context items, simply create inventory records for the counted items that truly do not exist in the inventory.

There is an exception, which often happens with mass-market paperbacks because they have two very different bar codes.

The bar code on the inside cover should have been, scanned, but if it wasn't the title will appear on the context report.

Fortunately, the context report displays each problem item surrounded by asterisks and the preceding and following 5 items are provided to make it easy to find the book on the shelf. You will need to create a corrections batch with the correct SKU.

### Audit report:

The audit report lists each item (with quantity) that has been counted for the batch. *Follow the steps listed under* Context report *to print.*

### Day of Count – adding batches to Master Count File

Once you've printed reports for the batches you have created, you may add them to the master count file, or, if there are gross data entry errors you may reject the batch.

- *All pending batches must be created or rejected before printing master count file reports or updating the inventory with count data.*

To add data to the master count file, move to the **Review individual batch data** menu and select **Add pending batch data to master count file.**

A box will display containing the pending batches. You need to "tag" each batch to add by moving the cursor to it and pressing enter, which highlights it. When done tagging, press <**F10**>.

You will be prompted "Do you wish to process all selected files?". The screen will redraw and display the name of the first batch you selected and ask if you wish to continue. Answer <**y**> and press <**Enter**>.

You will be prompted to print Context and Audit reports before adding. Answer <**n**>to both prompts.

You will see "Proceeding with batch…" and when completed the screen will redraw and either proceed to the next batch, or, if there are no more batches, display "Press the <ENTER> key to return to the menu".

Rejecting batches is done from the **Review individual batch data** menu choice **Reject a batch file**.

The prompts are the same as for adding, but the result is that the batches are no longer part of the inventory.

### Day of Count – reviewing Master Count File Data

You are now ready to get a preliminary look at the inventory results.

Move to the **review master count file** menu, and select **Change count manager to review mode**.

Answer <**y**> to continue, then press <**Enter**> to return to the menu.

Next, select **Master count file – Print a context report**. This will confirm that all items in the master count file are in the inventory.

- *If you have not printed context reports for pending batches, WordStock recommends that you print this report.*

The best result is "All items counted found in inventory. Press ENTER to continue".

If there are context items, simply create inventory records for them.

Next is an optional report, **Master count file - print an audit report.** This report lists every item counted in the order of the batches added to the master count file.

If you wish to have this report appear in order by ISBN, you may choose to "Sort the master count file" before printing. You might want to check your paper supply before printing it - if you feel that you really need to print this report.

If you did not sort the master count file before printing the master count file audit report, do so now. Select **Sort the master count file** and answer <**y**> to continue.

Next, you may print a **discrepancy report**.

*This report is optional, though WordStock recommends that you print it so that you have a chance to find inaccuracies in the count before updating.* Additionally, this report can be used to show item-by-item where shrinkage occurred since the last count.

Begin by selecting **Master count file – Print a discrepancy report**. The program will check to make sure that there are no invalid inven-tory records.

- ***If any are found, you MUST contact Word-Stock immediately. You will not be able to proceed with the inventory without WordStock's intervention.***

If none are found, you will be see a note that the reports will be saved for printing in various formats depending on your choice. You will then be asked if you would like to print the standard discrepancy reports.

To continue and print a discrepancy report, type <**y**> and press <**Enter**>. You will have 3 choices controlling the data that prints.

The first prompt is "Print contents of entire inventory?" WordStock recommends answering <**n**>.

The second prompt is to "Print a report of each discrepancy?" WordStock recommends answering "y". If you want to only have a summary of discrepancy information arranged by product and section, answer <**n**> to choice 2 and <**y**> to choice 3, "Print summary of count information".

You will then be prompted "Last SKU processed, <ENTER> to start at beginning, or 'Q' to Quit:" Press <**Enter**>.

The program will process count records, then display a box that contains choices for the order of the discrepancy report. Choose a print order that suits your needs. One common choice is "section", which will print the report in numeric section order to make it easy to go to the shelves and check discrepancies by section.

Move the cursor to your choice and press <**Enter**>.

The count records will then be sorted. You will then be prompted "Use standard discrepancy report format?"

Here are the choices:

**Standard:** Left to right, prints SKU, Title, Product, Section, Price1, Price2, Onhand Qty. Count Qty. Onhand @Price1, Onhand @Price2, Count @Price1, Count @Price2, and ONHAND-COUNT at Price1 and Price2.

**Custom report format:** If you print a non-standard discrepancy report, you may select any already existing inventory custom report format. For this program, the "on order" field will print the count qty.

Answer <**y**> if you want the standard report.

You will see a message that the report is being created, then "done", followed by "You may view the discrepancy report on screen or print it. Would you like to view the report on screen?"

*WordStock recommends that you print this report, so answer* <**n**> *and press* <**Enter**>.

Next, a box will display with several reports. Select the one with the most recent time and press enter. If you have more than one printer, you will be prompted to select a printer, and the report will print. If only one printer is at your store, the report will print.

When finished, you will be asked if you would like to print another report. Answer <**n**> and press <**Enter**>.

If you would like a custom report format, answer <**n**> at **Use standard discrepancy report**.

You will see a box displaying the current inventory custom report formats. Select the one you want to use and press <**Enter**>.

You will see a message that the report is being created, then "done", followed by "You may view the discrepancy report on screen or print it. Would you like to view the report on screen?"

*WordStock recommends that you print this report, so answer* <**n**> *and press* <**Enter**>.

Next, a box will display with several reports. Select the one with the most recent time and press <**Enter**>.

If you have more than one printer, you will be prompted to select a printer, and the report will print. If only one printer is at your store, the report will print.

When finished, you will be asked if you would like to print another report. Answer <**n**> and press <**Enter**>.

## Day of Count – making adjustments to count quantities

If you've checked your discrepancy report and you know that someone assigned a particular item an incorrect quantity, this can be easily fixed before proceeding to update the inventory.

Move to the **Enter count data** menu and change the count manager back to input mode, then select **Enter SKU and quantity corrections.**

The top of the page will say: **Enter a description for this CORRECTION count batch** (**<F9> to quit**).

Type in a useful name that indicates its purpose ("Corrections to fiction a-c," for example) and press <**Enter**>. You may only use alphanumerics.

The cursor will move to the SKU field. Type in the first SKU you want to adjust and press enter. Then, type in the quantity to adjust.

**NOTE:** you may use both negative and positive numbers in correction batch quan-tities. For example, if you original count quantity was 50, but there are really 5 units, you could type in -45 for the count quantity.

Once you have entered a quantity and pressed the <**Enter**> key, you will return to the SKU field. Type in all the SKUs and quantities to adjust.

When finished, press <**F10**> or type <**q**> and press <**Enter**> to save your work. You will be prompted "Stop entering count info and return to the menu?" Answer <**y**> to finish and save this batch.

You then need to add the correction batch to the mater count file. When complete, change the count manager back to review mode and sort the master count file.

You may choose to print another discrepancy report, or, proceed to update the inventory with count data.

## Day of Count – updating the inventory

### • Important – this next step is irreversible!

Once you have established the accuracy of your count, and made new inventory records where necessary, move to the **Update inventory** menu and select **Change the count manager to update mode**. Answer <y> to continue.

Then, select **Update the inventory file with count data**. If you want to continue, answer <y> and press enter.

You will then be prompted to press enter to start from the beginning. Press <**Enter**> or type <**q**> to quit from the program if you do not want to update.

When the update process is complete, you'll see:

Processed # of inventory records.
There were # records counted.
# were processed successfully
# were counted but not found in inventory.

- The first # is the number of inventory records processed by the update program.
- The second # is the number of counted records.
- The third # is the number of records successfully updated.
- Last is the # of count records that do not have a corresponding inventory record.

If there are any count records that do not have corresponding inventory records, those count records and their count quantities will print as an error log from the count.

If you have one printer on your system, the report will automatically print. If you have more than one printer, you will need to select which printer to send the error log to.

**Important:** If you press <**F9**> from this printer selection box, the screen will report that there were errors during the update. *This does not mean that the update did not take place. It means that you must contact WordStock Support to print the error log, .*

## Day of Count – after the update

You may open the store for regular use and business once the update has completed. However, you may choose to print various reports, and perform maintenance functions before doing so.

WordStock recommends that, immediately after the update, you go to the **Update inventory** menu and select **Recreate vendor, product, and section data**. Answer <y> to all the prompts in this program.

Running this program will insure that the new onhand values in the inventory records are updated to the vendor, product, and section files.

Once the recreate has finished, you may open the store. But *for true post-count reporting, run reports before opening.*

Here are some suggestions for reports:

- Run "All Products" and "All Sections" from the **Reports, WS Reports – all records** menu.
- Run "Cost of Inventory Report" for the current month (0).

Running these will provide an "after" snapshot of your system.

## Telxon Hardware Notes

Check each Telxon box to make sure it contains:

1 Telxon with pen/wand scanner
1 power supply/recharger
1 shoulder strap

You will also receive three cables. You will be using one of these to load the data you've collected on the units into your system.

Telxon units run on rechargeable batteries. Immediately upon receipt of the Telxon units, unpack the batteries and plug them into their charger.

Whenever the units are not in use, the recharger/power supply should be attached to each Telxon and plugged into an AC power outlet to ensure a full charge. A full charge will last for eight hours.

**Under no circumstances should you remove batteries from a Telxon.** This will cause it to lose its programming, and you will be unable to continue counting with the unit. *You will also lose any data that was waiting to be loaded.*

Telxons (like most pocket calculators) have a built-in power conservation function. If the unit is inactive for more than about 60 seconds, it will appear to turn itself off.

Don't panic: just press the blue on/off button located in the upper left corner of the unit. *Pressing this key will in no way endanger the data that you have already collected on the unit.*

We will test the serial port with you, but it is your responsibility to make sure that each unit is in working order.

*If there appears to be any sort of problem with the unit's hardware or software, please call us immediately.*

While we pack each Telxon separately and test every unit before it leaves the building, there is always some risk that a unit will be damaged in shipping.

Inventory counts can be stressful under even the best of circumstances, so please help us help you by making sure your equipment is in good working order before the count begins! We'll be happy to send a replacement if you call us to report a damaged unit well in advance of the count if we have units available. That's one of the reasons why we send them to you a few days ahead of time.

## Telxon Tips

If you've you made a mistake entering an item into your Telxon, but haven't moved on to the next item yet, you can delete the current-ly displayed item by typing <**ALT D**> on your unit [press and release the **ALT** key and then press and release the **D** key].

If you need to make a negative adjustment for an item that is no longer displayed (maybe you moved on before you realized that a mistake had been made): scan or type in the ISBN/SKU type <**a –**> [a and a hyphen] and then the quantity PLUS one for the negative adjustment.

You activate the hyphen key by pressing the **FUNC** key and then the **K** key.

*You'll want to add one to the negative quantity adjustment number in order to offset the default quantity of one that is entered when you type or scan in an ISBN/SKU.*

The screen will display a warning that a negative number has been entered. You will be prompted to confirm your entry.

## The Count

**Creating a Telxon batch:**

Turn on the Telxon unit by pressing the blue ON/OFF button. Press the number 1 on your keypad for NEW STORE, and press the red <**Enter**> key.

- If you know that your store uses any 12 or 13 digit SKUs to identify inventory items, answer Y and press <**Enter**> at the **Count UPCs?** prompt.
- If your store only uses 10 digit ISBNs in the inventory file, and you do NOT want to count UPCs, answer N instead.

At the Section#_____ prompt, press the number 1 and ENTER.

*Do this for every batch, regardless of its actual section number.* (This particular function is under development right now, so although the option appears on your Telxon, it is temporarily disabled.)

Select 1 for Item/Qty and press <**Enter**>. The count program cannot currently handle price information, so this function is also disabled for now.

If you are counting an item with a barcode, scan the barcode with the Telxon wand. It should beep once after each successful scan. *Each scan of an item assigns an automatic quantity of one.*

If you need to scan multiples of a particular item, you can either scan each one copy or scan one copy and type in the total quantity minus one.

For example, if you had five of the same item, you could scan the item once, press 4 on the Telxon number pad, and press <**Enter**> or you could scan all five copies, instead.

## An important note about bar codes:

If an item has more than one bar code on it, be sure you're scanning the same bar code that you would scan at the register.

If you're counting an item without a bar code, you can simply type in the x-code or ISBN on your Telxon's number pad, assign it a quantity, and press <**Enter**>.

When complete, follow the directions above to download this batch.