

# Accurate Inventory and Receiving

## Expectation

Accurate inventory and receiving requires you to make sure that the inventory counts in the POS match the actual inventory in your Service Area.

- To keep an accurate inventory, you must perform receiving and inventory tasks in the SAP software correctly and accurately, every time.
- Use the Desktop MIM (*on the desktop*) and Handheld MIM (*on the handheld scanners*) to perform inventory tasks and receive products in the SAP software.
- If you make mistakes, inventory counts in the POS won't match actual inventory in the Service Area. This mismatch is called the inventory variance.

Look at these two types of inventory variance:

Situation	Result
Product in POS, but not in the Service Area	Sell product you don't have = Unhappy Customers
Product in the Service Area, but not in POS	Unsold Inventory = Missed Opportunities  If customers can't see that we have product in our system (POS or internet), <b>they can't buy it.</b>

## QUESTIONS:

- Can you think of a time when either of these situations happened in your store?
- Can you give an example of a single error that will cause BOTH of these situations to happen?

**Reducing Inventory Variance  
increases Customer Delight and helps Manage Expenses.**

## Instructions

1. Read this information carefully.
2. Make sure that you can answer the review questions before you take the assessment.
3. Practice these tasks in Desktop MIM or Handheld MIM until you can perform each one correctly.
4. If you have any questions, talk with your manager, Senior Assistant, or 5S Assistant Manager.

## Objectives

In this course, you will learn:

- How to use the SAP software to perform tasks to:
  - Organize inventory
  - Receive Cross Dock orders accurately and efficiently
- Why it is important to use the handheld scanner for these tasks, whenever possible.

## Detailed Software Instructions on KC

Because this course focuses on the benefits and key information, the step-by-step instructions for software tasks have been streamlined with fewer images.

For more detailed instructions, please review the Inventory Specialist information on the **AOR Tire Tech KC** page.

## Tasks

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## Basic SAP Tasks

Always use your own username and password to log into Desktop MIM or Handheld MIM. Do not “piggyback” on anyone else’s login or allow anyone else to piggyback on yours.

### Password Rules

- Expire every 90 days
- You cannot reuse a password
- Must have at least 7 characters
- Must contain at least 1 upper case letter
- Must contain at least 1 number

**Best Practice:** Choose a password that is mostly numbers. Numbers are much easier to key into the scanner than letters.

### Logging into Desktop MIM

Use the Desktop MIM to:

- Verify your assigned site
- Print product tags
- Recode articles (mislabeled product)
- Look up incoming orders
- Post Goods Receipt for Cross Dock deliveries

Follow these steps to log in to the Desktop MIM:

**1** Double click the icon labeled Desktop MIM on your desktop.

**2 NEW USERS:**

Log in using login information emailed to your manager. The email subject line will be “**New SAP Account Creation - <New user name>**”.

**Notes:** The first time you log into the Desktop MIM, you will be prompted to change your password.

We are inside the DT network, so you may ignore warning messages about security and passwords.

## Verifying Your Assigned Site

If you are a new user, or just transferred to a new site, it's important to confirm that you have been assigned to the correct site after you log into Desktop MIM.

**WHY:** Every store site has its own orders and inventory. Since you can only receive orders for the site you are assigned to, it's important to make sure that all the tasks you are performing are applying to the correct store.

Follow these steps to confirm that you are assigned to the correct site:

1	In Desktop MIM, click the <b>Manage Orders</b> tile.	
2	On the 'Manage Orders' screen, verify that the correct site number displays in the 'Site' field.	
3	<b>If ...</b>	<b>Then ...</b>
	The site number on this screen matches your correct site number,	You can close the Desktop MIM, and log into the SAP handheld scanner.
	The site number on this screen does <b>NOT</b> match your correct site number,	Contact your manager immediately. Do not log into the handheld scanner until your manager changes your assigned site. <i>(See Manager Change Employee Site instructions on the Knowledge Center.)</i>

## Logging into Handheld MIM

Use the Handheld MIM to:

- Perform Goods Issue to Consumption (valve stems and wheel weights)
- Receive orders

**WHY:** Whenever possible, use the handheld scanner to perform Goods Issue to Consumption and receive orders. Scanning the product barcode verifies that you have the correct product and helps ensure you have an accurate inventory.

Make sure that you have verified your assigned site before you log into Desktop MIM.

Follow these steps to log into the Handheld MIM on the handheld scanner:

1	From the 'Home' screen, click DT SAP to launch Mobile MIM.
2	Log in using the same user name and password as Desktop MIM.

## Printing Product Tags

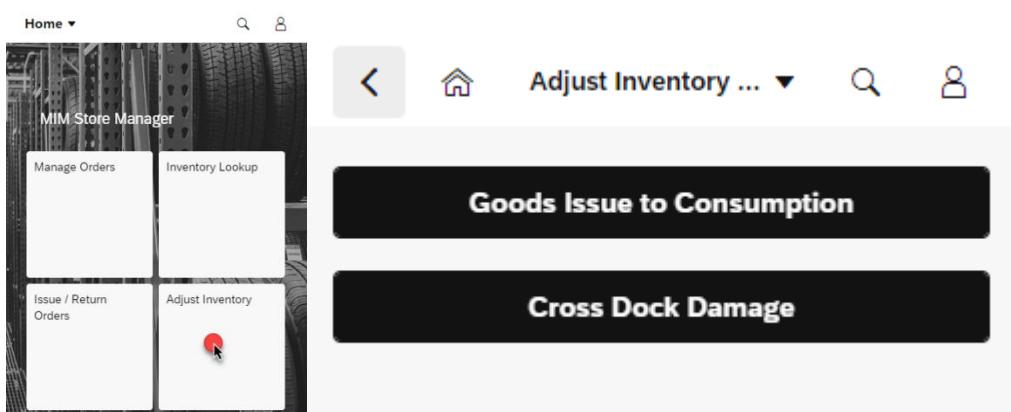
To ensure accurate pulling, make sure that all tires and wheels are correctly labeled.

**WHY:** This will make it easier to count inventory, reduce pulling errors, and ensure that your inventory is more accurate.

Follow these steps to look up a product article in the Desktop MIM and to print product tags:

- 1 After logging into the Desktop MIM, select the **Print Article Label** tile.
- 2 Type the Article number you want to look up in the 'Article' field. Press **Enter**, then click **Start Search**.
- 3 To print a product tag, click the box on the left of the line item to select it, then click **Print Label**.
- 4 Type the number of copies you need, then click **Print**.

## Performing Goods Issue to Consumption



Use the Handheld MIM to quickly scan each opened box of wheel weights and valve stems to Goods Issue to Consumption.

**WHY:** Doing this as soon as a new box is opened ensures that your site always has an adequate stock of wheel weights and valve stems. It also minimizes the financial impact on your store by spreading the expense out, instead of taking the full charge at inventory.

**Best Practice:** Make this part of your morning routine. Open all the boxes you will need for the day and perform Goods Issue to Consumption.

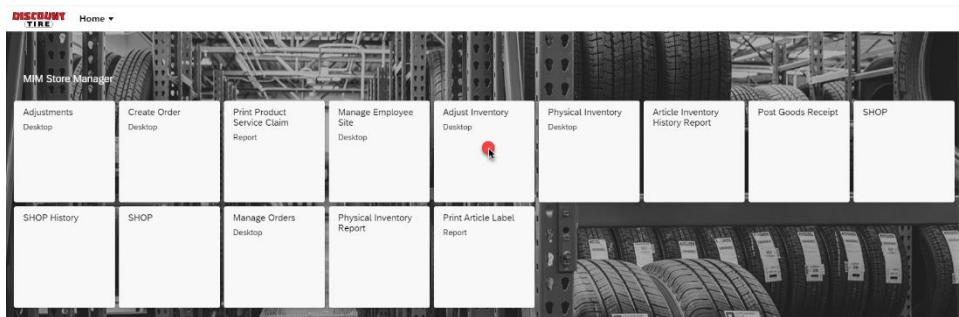
Goods Issue to Consumption automatically looks up the quantity in each opened box. There is no need to key in the number of items in a box. Scan the barcode one time for each box opened and save.

Follow these instructions to do Goods Issue to Consumption on the handheld scanner:

- 1 After logging into the Handheld MIM, select the **Adjust Inventory** tile, then select **Goods Issue to Consumption**.
- 2 Scan the barcode on the box, or enter the article number.
- 3 Select **Save**.

**Note:** This reduces inventory for the number in the opened box. No need to key in a quantity.

## Article Recode



Sometimes you will find product that is marked with the wrong article number. This can happen when:

- Product changes (for example, studding winter tires become studded tires)
- Product pulled doesn't match invoice; mispulls
- Product is mislabeled

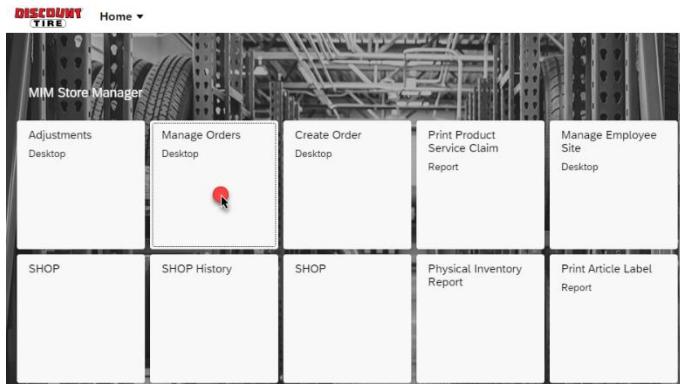
To correct these errors, the Store Manager or Senior Assistant will use the Desktop MIM to do an article recode.

Follow these steps to do an article recode:

- 1 After you log into the Desktop MIM, open the **Adjust Inventory** tile.
- 2 Complete the required fields on the Article Recode screen:
 

**From Article:** article to reduce  
**To Article:** article to increase  
**Quantity:** quantity to recode  
**Reason Code:** Select a reason code from the dropdown menu  
**Note:** If you choose Other, enter the reason in the 'Comments' field.
- 3 Click **Save**.

## Cross Dock Receiving Tasks



### Looking up Open Cross Dock Orders

Prepare for deliveries ahead of time by looking up open orders. This will allow you to determine storage needs and plan where you will put away the new products.

Follow these steps to look up an open Cross Dock order in the Desktop MIM.

- 1 Log into the Desktop MIM, click the **Manage Orders** tile.
- 2 Select the Order Type **Cross Dock Orders**.
- 3 Choose **Open Orders**.
- 4 Click the **Go** button to run this report.
- 5 To view order details, click the **>** to the right of the order.

### Receiving Cross Dock Orders

Receiving Cross Dock orders is an extremely important process. The vast majority of tires you sell come from the Cross Dock, so it's extremely important to prepare for the delivery, receive them correctly, and follow up on any scanning discrepancies.

We will cover strategy and physical procedures later on in the Inventory Specialist program. Right now, let's focus on accurately receiving on the handheld scanner.

Follow these steps to receive Cross Dock orders:

1. Scan the Bill of Lading
2. Scan products
3. Post Goods Issue (in Desktop MIM)

## Scan Bill of Lading / Outbound Deliveries:

- 1 After logging into the Mobile MIM, select the **Receive Orders** tile.
- 2 Select **Cross Dock Orders**.
- 3 From the Cross Dock paperwork, enter “Total Deliveries” on the Bill of Lading (BOL) into ‘Total Deliveries’ field. Press **Enter**.
- 4 Scan the BOL number from the **white copy** of the Cross Dock paperwork. All orders on the BOL will populate. You will be able to begin scanning product immediately.

**Proceed to the next step.**



Rarely, one or more orders may not display automatically. In this case, scan the barcode for the missing order(s). If you can't scan a barcode, key in the number under the barcode (for example: 0083564576 or 83564576). After scanning all outbound deliveries, press **Next**.

Now, you can begin scanning products as they come off the truck.

## Scan Products

- 1 Scan the barcode for **each** tire/wheel as it comes off the truck.
- 2 The most recently scanned article line item displays at the top.
- 3 After all products have been scanned, press **Review Discrepancies**.

## Review Discrepancy Guide

Review Discrepancy process requires you to:

- Review the scans
- Identify discrepancies  
*Did you make any scanning errors?*
- Resolve discrepancies  
*Edit quantities or add articles to correct any scanning errors.*
- Post Goods Receipt  
*Add new products into inventory.*

## Oversages / Shortages

Oversages and shortages happen when the products we receive don't match the products on the order. It is important to report oversages and shortages on the BOL, because this helps the Inventory Accounting department reconcile the shipment.

**Important:** Discrepancies caused by scanning errors (e.g., label that can't be scanned) are NOT real oversages or shortages. It is important to review the oversages/shortages and correct **ALL** scanning errors before you Post Goods Receipt.

## Review Scans and Identify Discrepancies

Follow these steps to review the scans and identify:

- **Scanning errors** – Correct in Mobile MIM before you post. Do not record on driver's Bill of Lading.
- **Oversages and shortages** – Post Goods Receipt and record on driver's Bill of Lading.

1 Review scans to ensure all articles and quantities unloaded are correct before proceeding. If there are overages or shortages caused by scanning errors, you will need to resolve them.

**Note:** Click **Review Discrepancies** to review a list of articles that contain overages or shortages.

2

If...	Then...
There are any articles that need to be edited,	<b>Edit quantities.</b>
There are articles not scanned that need to be added,	<b>Add articles.</b>

Follow instructions for editing quantities and adding articles.

## Edit Quantities

If you scanned at least one of an article, but made a scanning error, follow these steps to edit quantities.

- 1 From Cross Dock Receiving screen, select the line item.
- 2 Click the – or + button until desired number is shown.

## Add Articles

If you failed to scan any of a specific article that you received, follow these steps to add an article to the scan list.

- 1 From the Cross Dock Receiving screen, scan the new article.

After you have finished editing or adding quantities, you are ready to post Goods Receipt.

## Post Goods Receipt

After you have corrected scanning errors, note the overages and shortages in Desktop MIM, if there are any, and write the following information on the Bill of Lading paperwork:

- Total Overage
- Total Shortage
- Total Damaged
- Total Scan Quantity in the 'Qty Received' space (this total would include damaged product)

**Important:** To help improve inventory accuracy for your store, you must improve the accuracy of your deliveries. Filling out the BOL and recording overages and shortages correctly will allow us to identify opportunities for improvements.

Example of MIM display of over/short:

Cross Dock Orders ▾

Cross Dock Receiving

Total (2)

12127

245/45R20 99V B MCH  
Scanned Qty : 1      Ordered Qty : 0  
Over : 1      Short : 0

34302

195/65R15 91V B MCH  
Scanned Qty : 1      Ordered Qty : 4  
Over : 0      Short : -3

Post   Cancel

Example of how to fill out BOL with the corresponding information:

QUANTITY	OVER	SHORT	DAMAGE
57	2	-3	1
57 ----- TOTALS -----			

**1 Click Post.**

The Goods Receipt Confirmation pop up box displays:

If...	Then...
You have reviewed discrepancies,	Click <b>yes</b> and proceed to next step.
You want to review discrepancies again,	Click <b>no</b> and review discrepancies, then proceed to post.

**2 Click Yes to post.**

## Review Questions

Why is it important to verify that you are assigned to the correct store site?

- Every store has its own orders and inventory
- You can only receive orders for the site you are assigned
- If you are assigned to the wrong site, anything you receive or update in inventory will apply to the wrong store
- All of the above

Who should you contact to correct your assigned site?

- Anyone at your store with a login
- The Information Center
- Your manager

Using the scanner whenever possible will increase inventory accuracy.

- True
- False

When do you perform Goods Issue to Consumption?

- Whenever you use wheel weights and valve stems
- As soon as a new box of wheel weights or valve stems are opened
- At the end of each month

What should you do if you see a product missing a tag?

- Have manager or Senior Assistant recode the product
- Print a new product tag
- Have the 5S manager print a new product tag
- Nothing special to do

After you have finished scanning products coming off the Cross Dock truck, are you finished with the SAP receiving process?

- Yes
- No

If you forget to post a Cross Dock order, what's the risk?

(select all that apply)

- Can't review for scanning errors
- Can't correct scanning errors
- Can't write overages and shortages on bill of lading
- No risk, Corporate will post for you

Can you correct scanning errors made when receiving a Cross Dock order?

- Yes
- No
- Only in some situations

If customers can't see that we have a product in our system, can they buy it?

- Yes
- No