

Inventory Validation Scanning Quick Reference Guide

Introduction

Inventory variance is a problem that affects every store and everything from the safety of Our Customers to our bottom line. The Inventory Validation Scanning program helps to reduce inventory variance by validating that the product pulled matches the product purchased before being installed on the customer's vehicle.



- The right product on the right cars

- Tires are available when our customers need them

What is Being Scanned?

All tires and wheels are to be scanned using the Mobility Device.
All tires will have DOTs captured and transmitted automatically to CIMS.

Note: While accessories are still important to our business, we will not be scanning them at this time. This includes weights, valves, TPMS, lugs, etc. We also will not be scanning misc. tires (44444) or wheels (77777).

When to Scan Out?

When to scan out is important, as it may have a significant impact to the Service Area Workflow. Within each workcell, the following will occur for every vehicle:

1. The Crew Chief will pull and stage the product (tires and/or wheels) to be installed on the customer's vehicle
2. Prior to installing the product on the customer's vehicle, the Crew Chief will scan all product using the Mobility device
3. After validation, the DOT will be captured via OCR or manual entry for upload to CIMS.

Who is Responsible?

Crew Chief

The CC is responsible for scanning all product using the Mobility Device.

Service Coordinator

The SC oversees the quality of the work being performed in their workcell and validates the work is being executed according to our Best Practices. The SC is responsible for overseeing that all scans are completed.

Disclaimer: To support Inventory Validation Scanning, a limited access generic login has been created. These accounts are restricted to only performing validation scans and, therefore, eliminate the need for an individual SAP login.

Generic Login Assignment

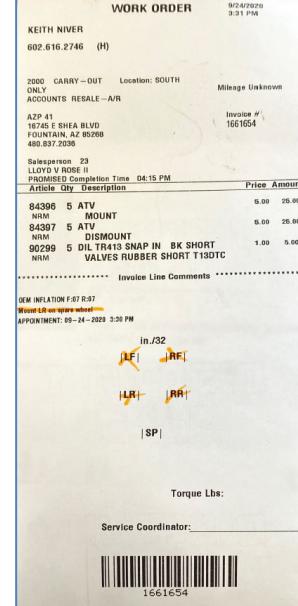
Assigning the generic login is done the same way as when assigning an SAP login to a new or transferred employee. You should assign the two generic logins for your store using the following format for the username and password:

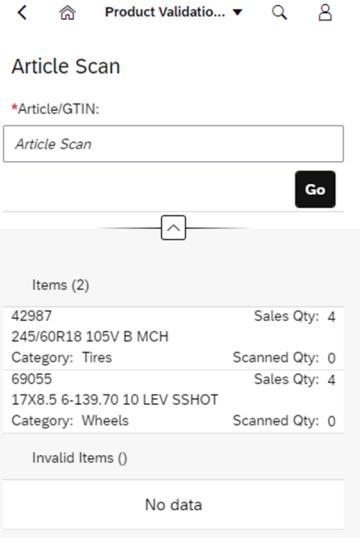
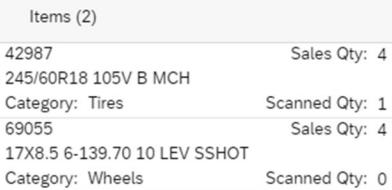
Username: *StorecodeA* and *StorecodeB*
Example: AZP55A and AZP55B

Password: Site number
Example: 1874

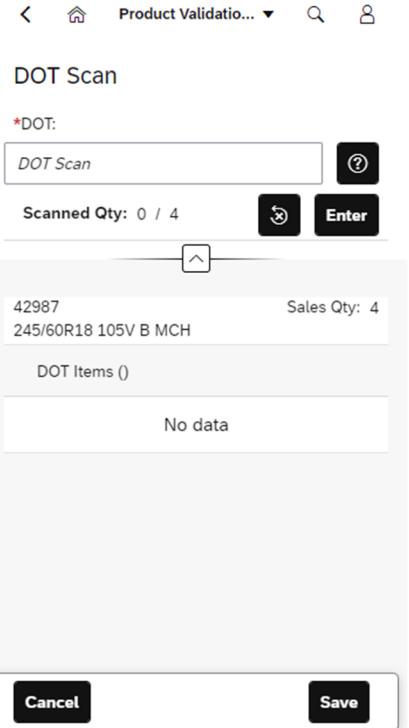
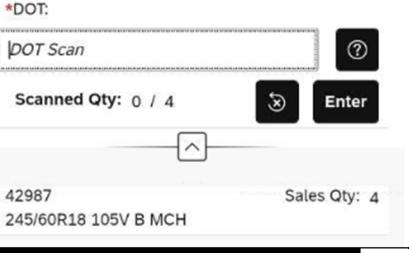
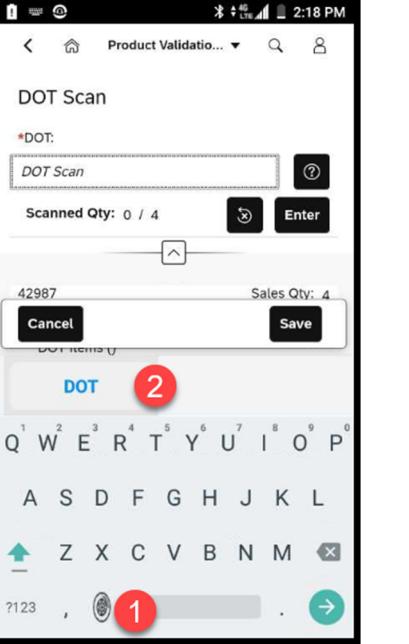
How To Scan Product Out

Follow these steps to scan products out:

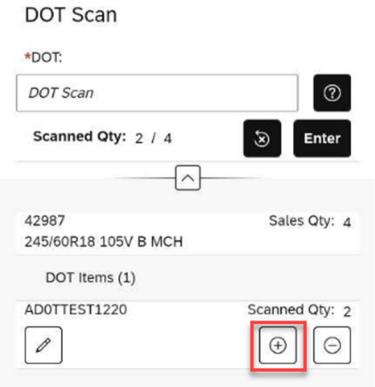
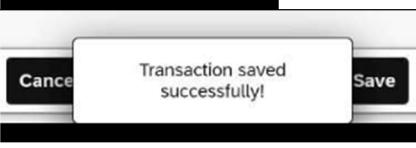
Step	Action
1	<p>After logging into the handheld scanner,</p> <p>Select the Product Validation Scan tile.</p>
2	<p>Verify the scanner is on the 'Scan Transaction ID' screen.</p>
3	<p>Scan the barcode at the bottom of the work order.</p> 

How to Scan Product Out (continued)	4	Verify articles on screen match articles on invoice.	
	5	Scan the barcode on the smart label from DHL or the UPC code for all tires and wheels associated with the work order.	
	6	The scanner confirms each good scan with a tone, vibration, and updated screen.	
Error		If you scan product that is not on the invoice, you will hear an error sound, a longer vibration, an error will display (see screenshot), and the product will be listed under Invalid Items.	

**How to Scan
Product Out
(continued)**

7	<p>After all articles have been scanned in full, you will automatically be taken to the 'DOT Scan' screen.</p>	
8	<p>Confirm which tire was chosen if multiple tires are on the invoice.</p>	
9	<p>Open the keyboard, click the DOT button. Note: if the DOT button is hidden, click the tire icon to the left of the keyboard.</p>	

**How to Scan
Product Out
(continued)**

10	<p>To add additional DOTs with matching nondate portion, click the + icon next to the matching DOT.</p> <p>Enter the date of the next tire in the pop up.</p>	 
11	<p>Once all tires have been scanned, click Save.</p> <p>If multiple tires are present, repeat steps 8-10 until all units are complete.</p>	

**BOPIS and
Layaways**

When working with orders outside the standard sales process, you must do the following:

Order Type	Action
BOPIS	Finalize in POS, then check into CSL
Layaway	Scan work order number, not the layaway number
Prepaid Products	Re-print work order and scan
Cash and Carry	Print invoice and scan
Flat Repair Unrepairable/Adjustment	Print work order and scan

**Scanning
Detail Report**

A report will be sent out at the beginning of each week that contains a breakdown of the prior week's scanning results. In this report, you will find the overview of your store's results as well as the detailed results of each invoice. A description of each column can be found below.

Column	Description
Total Invoices	Total number of invoices that contain tires and/or wheels
Scanned Invoices	Total number of invoices marked complete
% Complete	Percent of total invoices scanned completed (compliance number)
Missing	Invoices that have never been scanned
Incomplete	Invoices with incorrect scans or partial scans (e.g., only scanned 1 of 2 articles)
Complete	Invoices correctly scanned with no errors
Complete with Errors	Product was pulled and scanned that did not match the invoice, but ultimately the correct product was pulled and rescanned

When viewing the detailed results section of this weekly summary report, the Status column provides the outcome of each invoice created in the store. The status and associated code are listed below.

Code	Status
C	Complete
E	Complete with Errors
I	Incomplete
M	Missing

Contact

If you have any questions, please contact the Store Experience Team by using the feedback button in the POS.