Creative Technology United States

R2 Handbook – Operations/Warehouse

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1.0 R2 Handbook for Creative Technology US - Overview

The purpose of this handbook is to define processes and outline procedures to explain how Creative Technology US uses R2 for its order fulfillment, inventory management and billing. Its aim is to not only document these processes but also act as a user manual with instructions for basic operation.

First, the main positions of those responsible for the daily management of orders are defined. An order hierarchy and defined terms should help provide further explanation and understanding of the order process. Then a workflow is provided that explains the order process from start to finish, followed by a more detailed step-by-step manual guide for working through this process and different functions within R2.

1.1 Working Roles

It will take all departments working together to complete an R2 order. Below is a list of positions used in this handbook and a brief description of how their role fits into R2 processes. The role description does not define the entire position. It does not list all CT departments and positions, just the ones that will be used frequently throughout the workbook. The Operations department has two groups, one that manages assets at the national level and at a local level at the Chicago, Las Vegas, Los Angeles and New York sites.

National Operations Department - When an order is confirmed alert the National Operations team first at CTUS_NatOps@ctus.com. They will be able to decide if the site chosen is best or if it should be filled from another CT location. They will alert the local office that an order is confirmed to be fulfilled from their location.

- National Operations Director – responsible for overseeing maximum usage of assets
- National Asset Manager – focuses on long term asset utilization
- National Logistics Director – provides pricing quotes for shipping, oversees scheduling and procurement of transportation
- National LED Director – responsible for all LED bookings, scheduling, questions
- Inventory Manager – creates Inventory POs, new items and assets

Local Operations / Warehouse Departments -

- Director of Operations – oversees local Operations for filling, shipping and receiving orders, schedules in-house labor
- Asset Manager – focuses on short-term asset needs and coordinates any sub-rentals with local vendors
- Subrent Coordinator – procure sub-rentals, negotiate pricing and facilitate returns of sub-rentals
- Warehouse Manager – oversees local CTUS warehouse staff and function
- Warehouse Department Lead – facilitates the filling, receiving and quality control of items used for orders

Sales Department -

- Salesperson – client contact, can act as PM as well
- Project Manager – client contact, mostly on site and technical, can act as SP as well

Labor -

- Labor Coordinator – identifies labor needs and schedules somebody to fill each position

Accounting / Finance –

- AR Manager – invoices order, sends invoice to client, new customer approval

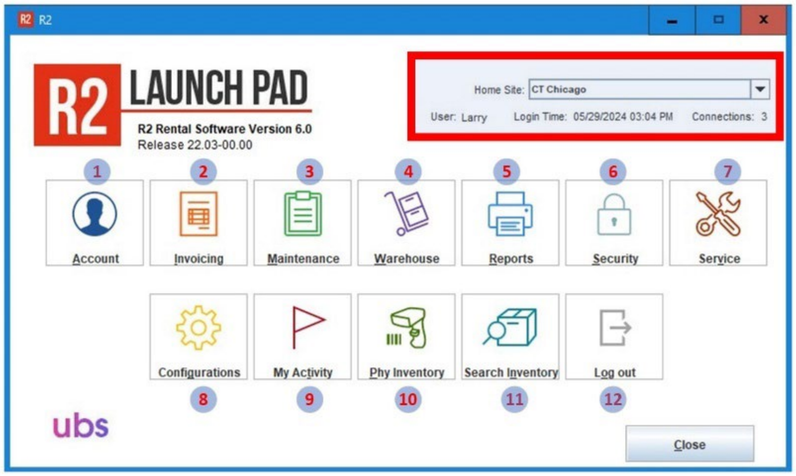
AP Manager – pays vendors, new vendor approval, checks POs for inaccuracies, adds POs to voucher batch

1.2 Creative Technology United States

Currently, CTUS has five offices called Sites in R2. Orders can be filled from each location with inventory transferring between locations.

R2 Site ID	Site Name	Purpose
0	CT Headquarters	Importing new assets to neutral site
1	CT Chicago	
2	CT Las Vegas	
3	CT Los Angeles	
4	CT San Francisco	
5	CT Atlanta	
6	CT New York	
20	Junk Yard	Moving assets to neutral site before retiring them

Each user in R2 is assigned a Home Site that will correspond to one of the sites with a city name listed above, and will be the default each time they log in. As they proceed through the order process, their Home Site will determine the location from which the order is fulfilled and the site of a Purchase Order. The Home Site location (highlighted in red in the image below) can be changed on the R2 Launch Pad but will default back to its original location the next time the user logs in. The R2 Launch Pad is presented each time the user logs in to the application and provides access to Modules that open certain areas of R2.



R2 Module	Purpose
1. Account	Where Orders, Projects and POs are created
2. Invoicing	All AR and AP functions
3. Maintenance	Admin functions, inventory management, application configuration
4. Warehouse	Access to all Warehouse Tasks
5. Reports	R2 provided reporting
6. Security	R2 Admin access to configure access at screen and field level
7. Service	Inventory Repair Tracking
8. Configurations	R2 Admin access to Main R2 Configuration
9. My Activity	Messaging and Notifications
10. Physical Inventory	Inventory Count Management
11. Search Inventory	Search Items Outside of an Order
12. Log out	Logs user out, does not close the application

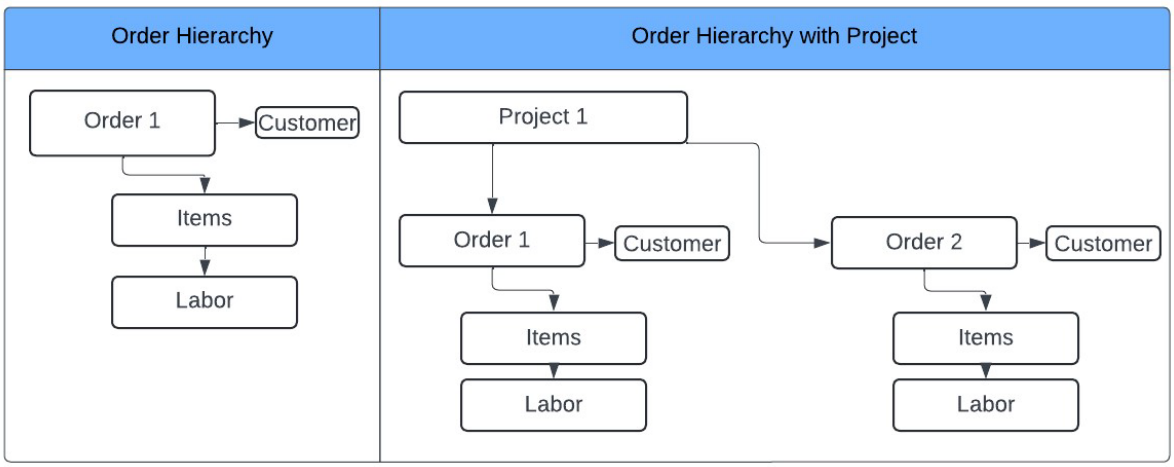
Access to some R2 modules is restricted to Security Levels so not all modules are available to most users.

1.3 R2 Hierarchy

R2 consists of a database with rental equipment (Items), Customer/Vendor information and Labor Positions/Rates. Orders are written for each show that contain the customer information, the venue location and the items and labor needed to run the show. The warehouse fills items for each show, dispatches the order to the venue location and receives the items back into their inventory after the show is finished and returned to the site. Purchase Orders (POs) are created during this process for any expense relating to an order. Logistics, labor booking or subrental items are some examples of incurred costs that would need to be accounted for through a PO. Invoicing happens after the Salesperson or Project Manager (SP/PM) has done a final check of their order to make sure billing and formatting are correct.

R2 provides functionality to create two different kinds of orders, Rental Orders and Sales Orders. Rental Orders are created when items from the CTUS rental inventory are booked with those items returning to a CTUS site and back into that site's inventory. Sales orders are for the purpose of reselling items purchased for a job or selling CTUS inventory. Since any rental items that are sold from a Sales Order are permanently removed inventory, Sales Orders are not used for rental purposes and mostly used by the CTUS System Integration Department for sales invoicing.

R2 orders and Purchase Orders can be grouped into Projects which have their own Project ID that is created by the user. Projects are made for occasions that require multiple orders that are tied together by a commonality such as a specific tour or grouping of shows in a specific venue. They can also tie together Purchase Orders that are associated with an order or grouping of orders as well as for expenses on a PO that are not related to an order, such as CAPEX purchases.



1.4 Terminology Used in R2

Orders

When an order is created R2 will automatically generate an *Order ID*. The first four letters of the Order ID will correspond to the location that the user has as a default. For example, if a user has their Home Site or Account site set to Los Angeles (Site 3), the Order ID that is created would be CTLA123456. The Order ID cannot be changed but the Site location of the order can, so if the example order of CTLA123456 was moved to CT Chicago's (Site 1) site, the Order ID would be the same but show up in CT Chicago's (Site 1) searches.

Each Order ID will need a *Description* for an order, which is made by the person starting the order. A brief description of the show that includes specific details for that order is helpful when referring to it. If it is an order that happens on an annual basis then putting the year in Description will help differentiate it from like orders. If the order is in a grouping of shows that are happening in the same location, then adding in a descriptor such as a certain set of equipment or if it's just labor will clarify the order's purpose. These Order IDs and order descriptions will be used by different departments when referring to orders in communication.

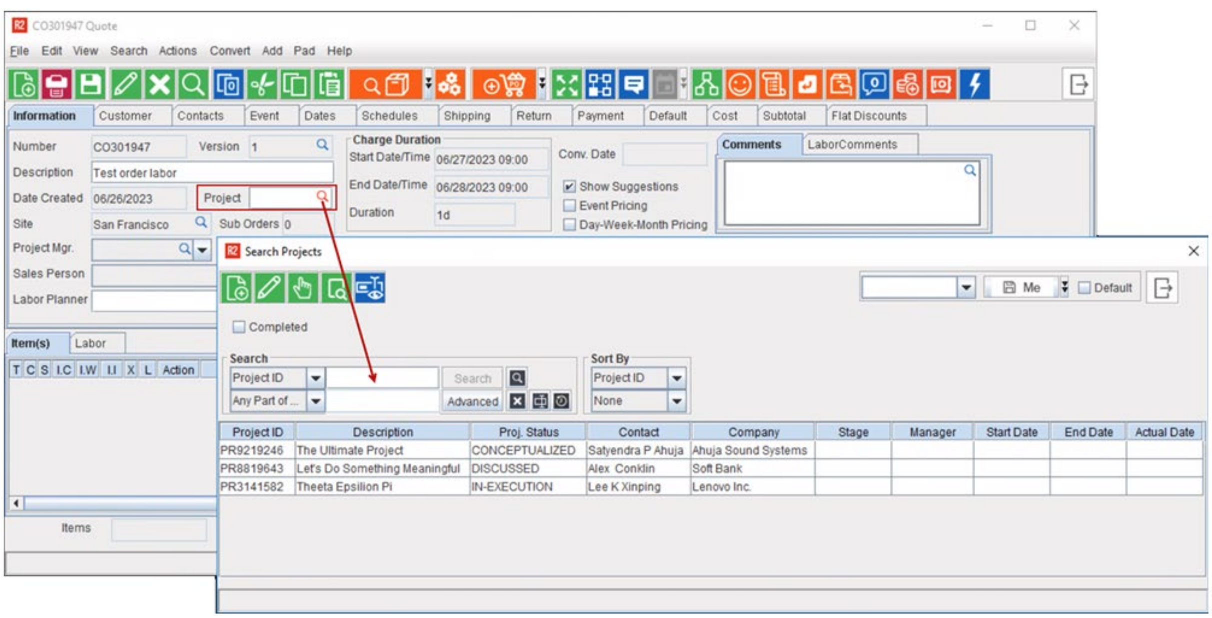
Order Type is determined by the state that the order is in. There are 3 different order types when first creating an order: *Quote*, *Hold* or *Reservation*. These are determined by the probability that an order will be confirmed, and their status indicates whether the Operations Dept will begin planning to fill the order. Once an order is confirmed and it is in Reservation status, the *Type* listed in the Search Orders screen will change as it goes through the rest of the order process. *Contract*, *In Process*, *SignOff* and *Invoiced* are all status's seen in the Type column.

The Operations Department will take note of an order in Quote status, start to look a little closer at an order in Hold status but will only begin planning once an order is a Reservation.

Type – Seen in Search Orders	
Quote	Reserves no gear, allows no expenses, shows no availability
Hold	Order has ~50% chance of confirming, puts HOLD status on gear
Reservation	Order is 100% confirmed, planning begins, WH Prep/Ship/Pickup/Return created
Contract	At least 1 item has been dispatched from the warehouse
SignOff	Every line of gear has been returned in R2 (except Consumable Items)
Invoiced	Order finished; no changes can be made to the sales side of order
In Process	Warehouse has a task open

Projects

Projects group together Orders and Purchase Orders under and single *Project ID*. The Project ID field is located in the Information tab of the order window.



Purchase Orders

There are 3 PO Types in R2.

1. **Miscellaneous** – Most common PO type used, created for labor, expense reports, etc.
2. **Sub Rent** – Used by Operations Dept only for outside rental of non-CT gear.
3. **Inventory** – Used only for purchases of CT gear that is added to inventory database.

Release – PO approval, must be done by someone whose release limit privilege in R2 is at or above the PO amount. Changes the PO status from *Open* to *New*.

Receive – Confirming goods or services on the PO have been obtained and the PO is ready for payment. Changes the PO status from *New* to *Received*.

Stand-alone PO – A PO that is made outside of an order. Lines on a stand-alone PO that are being charged to an order or orders need to be assigned through the Bill-to-Order button.

Warehouse

When an order is created or converted to Reservation status, four tasks are created in the warehouse module.

1. **Prep Task** – Where items are scanned out to order. Also known as Order Fill.
2. **Ship Task** – Used to Dispatch an order from warehouse site.
3. **Pickup Task** – Used to schedule pickup from venue.
4. **Return Task** – Where items are scanned in from an order.

Inventory Items and Miscellaneous Charges

Products are named for gear and are given individual descriptions. They are defined by a *Product ID* and can be set up as either a *Serial* or *Non-Serial* Item. Serial items have asset numbers that are assigned to each *Asset,* so each individual serial item is an asset that can be tracked by the asset number. Non-serial items are sometimes referred to as *Quantity Items* as they are not tracked individually but only by a quantity listed in inventory for a site or on an order.

Products can also be grouped together in a *Kit* or sometimes referred to as a *Package*. A Kit in R2 is a grouping of items assembled that has a unique Product ID and can either be a Serial or Non-Serial Kit, so a Kit can either have an asset number or not.

CTUS refers to *Packages* as the main heading for Kits as there can be multiple Kits within a Package.

Miscellaneous Charges are Items that do not have a quantity amount in inventory and fall into three categories depending on their use. These can all be used on Orders and Purchase Orders and the *Type* of the PO determines what kind of Miscellaneous Charge is used. On Orders, only a certain type can be used.
These charges can be identified to one of three categories by the first three letters of the Miscellaneous Charge. For example, the Miscellaneous Charge "JOBTRAVEL" is JOB related. The charges are divided into categories for accounting purposes, and each has a General Ledger (GL) code.

1. JOB – PO and Order Related – a Miscellaneous Charge that can be used on Miscellaneous Purchase Orders and Orders. Order number needs to be accounted for on each line in the PO that has a JOB related line.

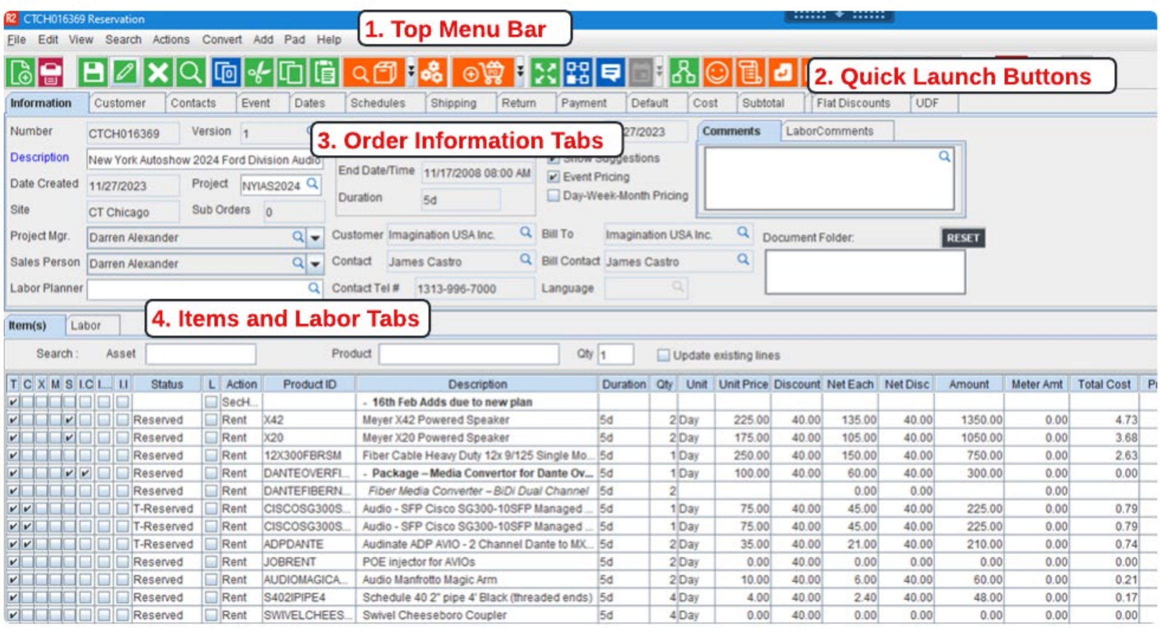
2. EXP – Expense related – Used on Miscellaneous PO's, they are not associated with an order.
3. INV – Inventory related – Used on Inventory POs, they do not need to be associated with an order.

1.5 Makeup of an R2 Order and Order Search

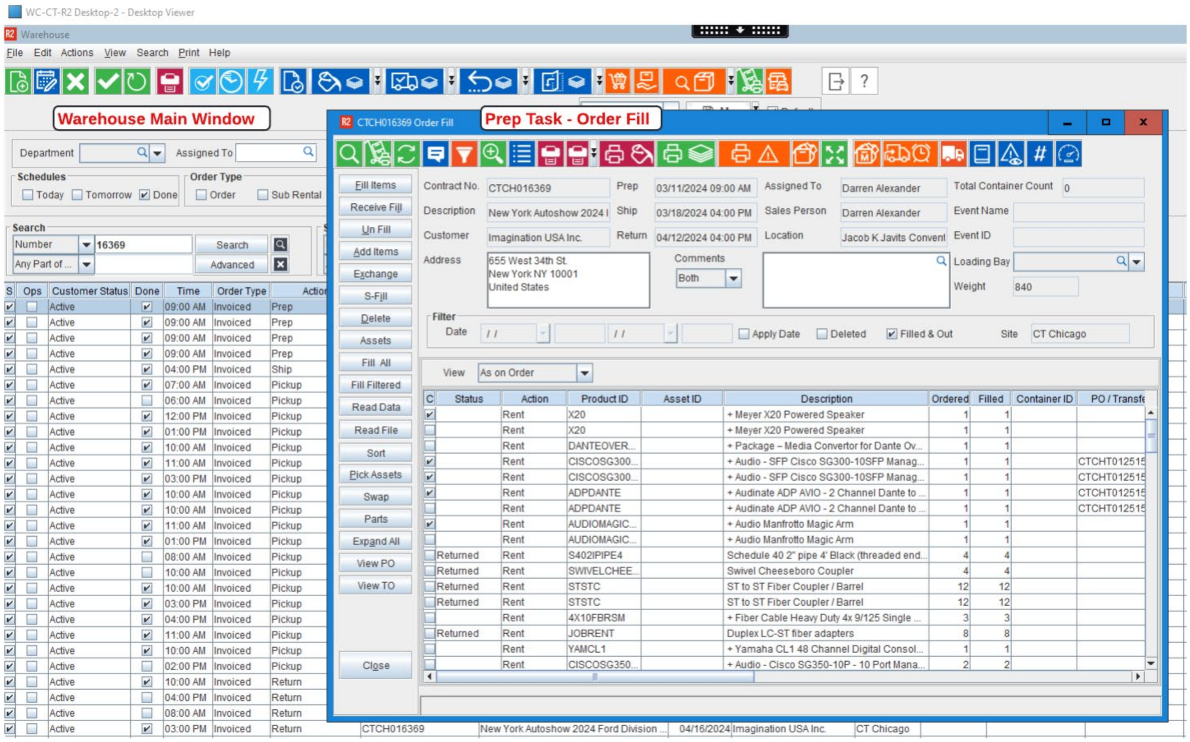
An order is started in the Account module and has different sections where information is entered and stored.

1. There is a menu bar at the top with drop-down lists that perform various functions.
2. Below the top menu bar is an icon bar with Quick Launch buttons that give you access to some of the more often used functions in the drop-down menu.
3. Under that are tabs that provide access to enter detailed information about an order.
4. Then a larger section, or body of the order is below the order information tabs. This is divided into two tabs, Items and Labor. This is where Products are entered into the order, along with their quantities, pricing, charge duration and discounting.

When an order is confirmed as a Reservation some lines in the Items tab may show as *Not Available*. These lines are highlighted in red text and are then assigned to transfer in from another CTUS site or they are sub rented from a 3rd party vendor.



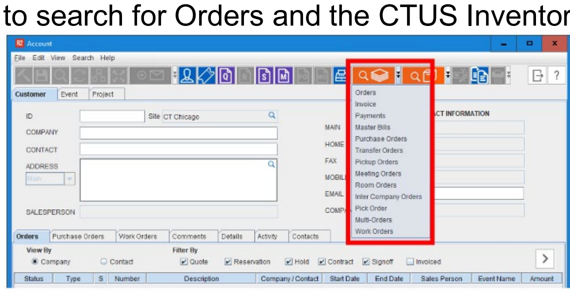
When an order is confirmed into Reservation status, tasks are assigned to the warehouse side of the order. The items listed in the Items tab will be shown in these tasks. Lines that are assigned to transfer in from other sites or sub rented from a 3rd party vendor are also shown in these tasks.



A more detailed, step-by-step approach to filling orders among other topics will be provided in this manual.

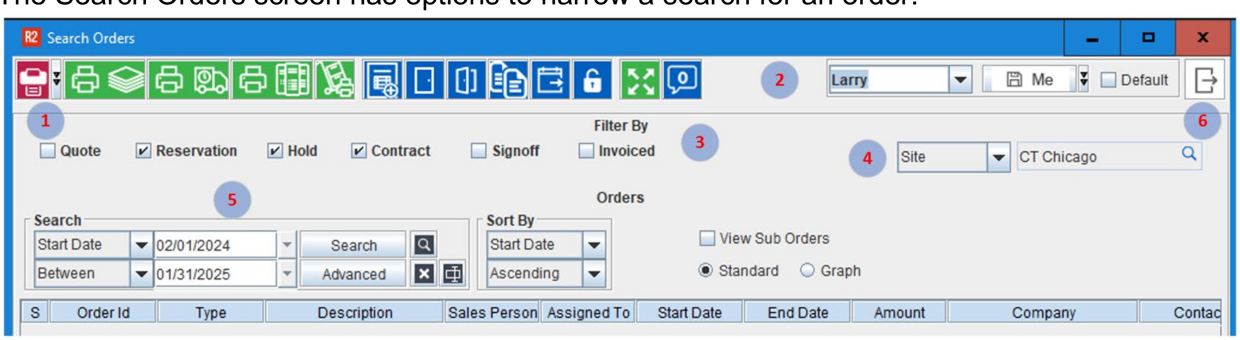
Searching in Account Module

The Account module provides access to create Orders and Purchase Orders as well as a place to search for Orders and the CTUS Inventory.



Clicking the drop-down menu on the Orders button will list the available areas to search.

The Search Orders screen has options to narrow a search for an order.



1. The Print button allows you to print an order without having to open it.
2. User View default user setting saves Filter By and Search criteria settings.
3. Filter By narrows search by Order Type.
4. Site selection will show orders in a specific site or can be changed to All Sites for broader search.
5. Search criteria has many options under its dropdown menu. This example shows a search for orders with a Start Date range.
6. Exit button closes Search Orders screen.

1.6 R2 Workflow

Pre-Production

- When an order is confirmed, it should go to Reservation status. The order can be created as a Reservation from the start, or it can be converted to a Reservation from an order that is already created but in Quote or Hold status. When an order is confirmed the SP/PM needs to alert the National Operations team first at CTUS_NatOps@ctus.com. They will be able to decide if the site chosen is best or if it should be filled from another CT location. They will alert the local office that an order is confirmed to be fulfilled from their location.
- It allows expenses to be charged against an order.
- A Labor Coordinator is assigned to fill the positions entered into the Labor tab of an order through C.A.R.L.
- The Logistics team will begin planning for shipment to and from the venue along with other deliveries pertaining to the order. Pricing will be determined.

Prep and Ship

- An order in Reservation status also alerts the Warehouse with the Prep, Ship, Pickup and Return tasks that are created in the Warehouse main window. The warehouse staff begins filling the available lines in the order with items that are currently available at their site.
- The Operations team begins planning for any gear shortages in the order and a Labor Coordinator will begin searching for resources that can be assigned to work the show. Logistics will seek out pricing for delivery to and from the venue(s).
- Asset Managers assign lines of gear that are not available to either be transferred in from another CTUS site or marked for a subrental. Subrental Coordinators begin contacting their vendors regarding gear availability and pricing.
- Subrentals arrive at the warehouse and are checked in, then allocated to the order(s) to which they are assigned.
- Once all items are filled to the order through the Warehouse Prep Task, the order is dispatched to the venue location the Ship Task.
- Operations will contact the PM for “last call” prior to dispatching additions.

On-Site

- For equipment additions during the show, requests go to the site of the CT location from which the gear was pulled.
- When possible, the PM should make additions in R2 under a new heading at the top of the booking and notify the Operations team via email. If the PM is unable to make the

additions to R2, they should notify the operations group of their needs and request that operations make the addition to the order.

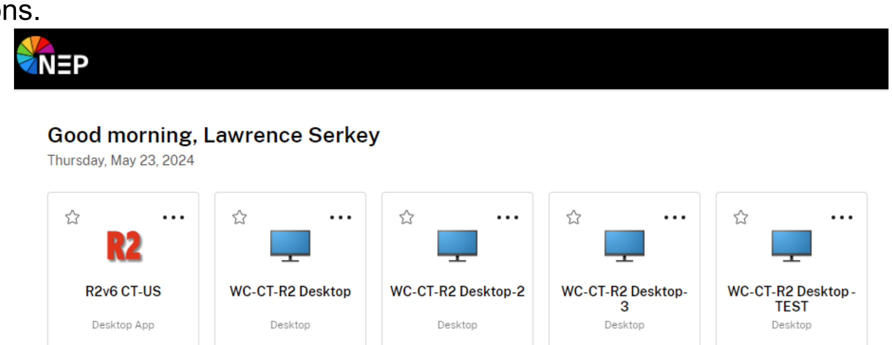
- Report major equipment failure to Operations immediately so they can make necessary arrangements for repair and adjust any future orders that might be affected.
- Report damaged / defective sub-rental gear to Operations ASAP even if gear is not used so CT is not charged for the damage gear.
- Report physical equipment / case damage to the Operations Dept. Include detailed description of the issue with pictures and barcode numbers.
- PM & Logistics should communicate at least 24 hours prior to load out to confirm return details.
- Any changes that would have the equipment returning later than originally scheduled should be communicated to the Operations group immediately.

Closeout

- Once the order is returned to the warehouse the items will be scanned back in through the Warehouse Return task. When all the items, with the exception of the Consumable lines, are returned the order status will change to Signoff.
- Operations should notify the PM within 48 hours of the equipment return of any missing items.
- PM/SP will go over the order in R2 and check the order's final formatting, pricing and make any changes before final invoicing. Once the order is complete a request to invoice is sent to the AR Manager.
- The AR Manager checks the order and if it is complete, invoices the order at which point no further changes can be made.
- The invoiced order is added to a batch file and then posted. Any further pricing changes need to be made through a Credit or Debit memo.

1.7 Accessing R2 Through Citrix

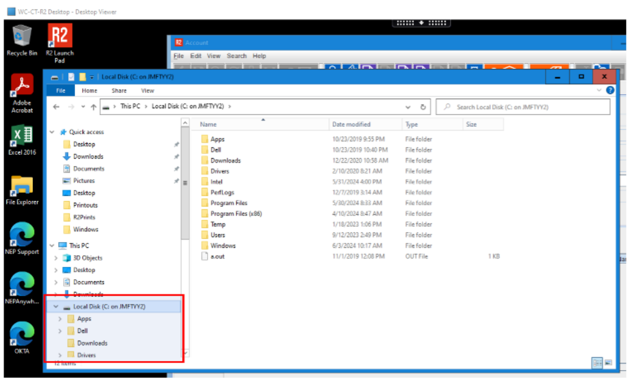
The R2 application is installed on a remote server desktop and accessed through an application called Citrix Workspace which needs to be installed on your computer. Once installed, you can access Citrix Workspace by opening a web browser to the page https://nepapps.cloud.com/ and entering your network login credentials. You should then be presented with some app and desktop options.

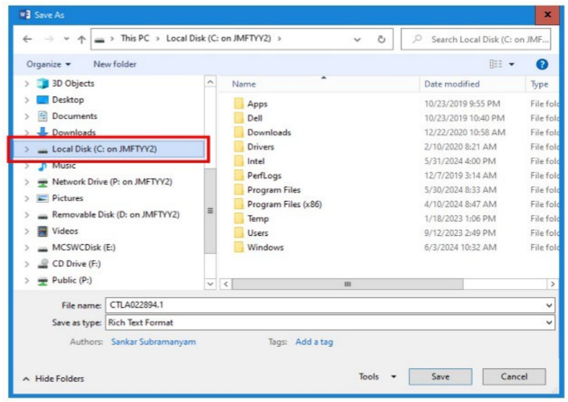


The red R2 Desktop App will open a standalone instance of R2 on your desktop. Choosing one of the WC-CT-R2 Desktop-(-2 or -3) selections will open a remote desktop that has an R2 shortcut.

Once logged in to the Citrix desktop, double click on the R2 Launch Pad icon to open the R2 application. You then need to enter your R2 username and password credentials to log in. These credentials are in addition to the network credentials used to log into Citrix so they may differ from your network username and password.

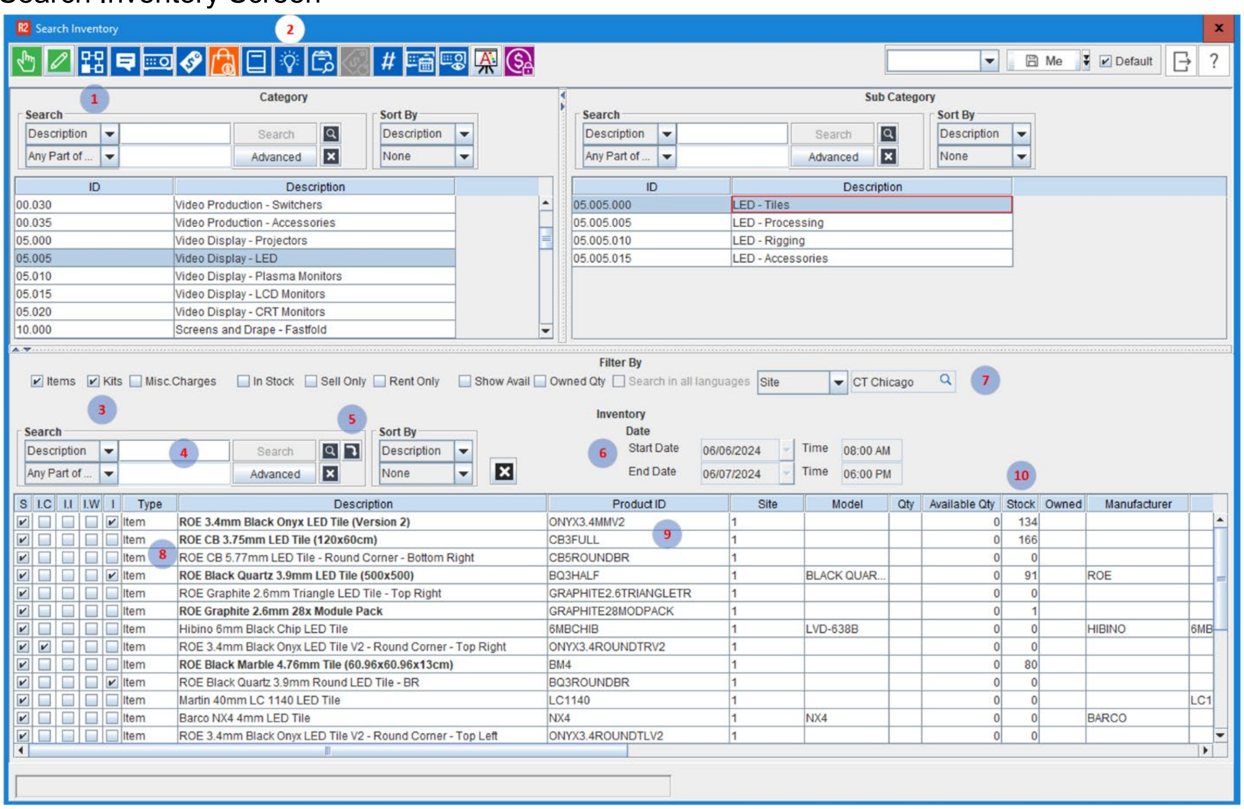
Your Citrix connection allows you to save R2 documents, such as Purchase Order, Rental and Sales order printouts, to your computer's local drive. You can access it by either searching for it in File Explorer, which is located on the R2 desktop, or you can find your local disk when you save a document in the Save As dialog box.





1.8 Search Inventory and Miscellaneous Items

Search Inventory Screen



1.	**Availability:** Shows booking status in a calendar for Item
2.	**Suggested Items:** Lists Items that can complement a chosen Item
3.	**Filter By:** Allows for search results to be narrowed to an Item, Kit or Misc Charge
4.	**Search Criteria:** Select criteria from drop-down and type in name of Item
5.	**Down Arrow:** Click this for more results, arrow will no longer show at end of search results
6.	**Dates:** Will default to order Start/End Dates if opened in an order, determines availability
7.	**Site:** Defaults to site of order when opened within an order
8.	**Type:** Shows if result is an Item, Kit or Miscellaneous Item
9.	**Product ID:** Lists the Product ID for each line
10.	**Availability/Stock:** Shows availability for the date selected, also lists stock on hand at site

Click the Category of items and then the Sub-Category to populate the list in the bottom Search screen. A search can be done in the search results for a specific item. Multiple Items can be chosen in the Search screen by double-clicking each line that will be added to the order. The lines will turn blue when selected and the default quantity will be 1. To add multiple quantities of an item manually type the number in the Qty column. Manually typing in the quantity will automatically select the line turning it blue. Then click the green hand button in the upper left corner to add the items to the order. Put the added lines in the section you have created for this gear.

A line with multiple quantities added might split into two lines if there is not enough stock in the site filling the order. If an item is added on for a quantity of two and there is only one available at the site, the line splits into two lines with one showing as Available and the other in red text showing as Not Available.

Consumable Items and Miscellaneous Charges
Consumable Items, also referred to as *Expendables* are part of the CTUS Items database but they are inventory that is resold to a client. Examples include gaff tape, memory sticks and markers which are used on show site but not returned. Therefore, when Consumable Items are not used on an order and returned to a CTUS site they are not to be checked back in to the location as rentals items are when returned. By returning the consumable items in the Warehouse Return task the items will not be charged for on the rental order. Any adjustments that need to be made regarding how many consumable items need to be charged for should be made the order's PM/SP.

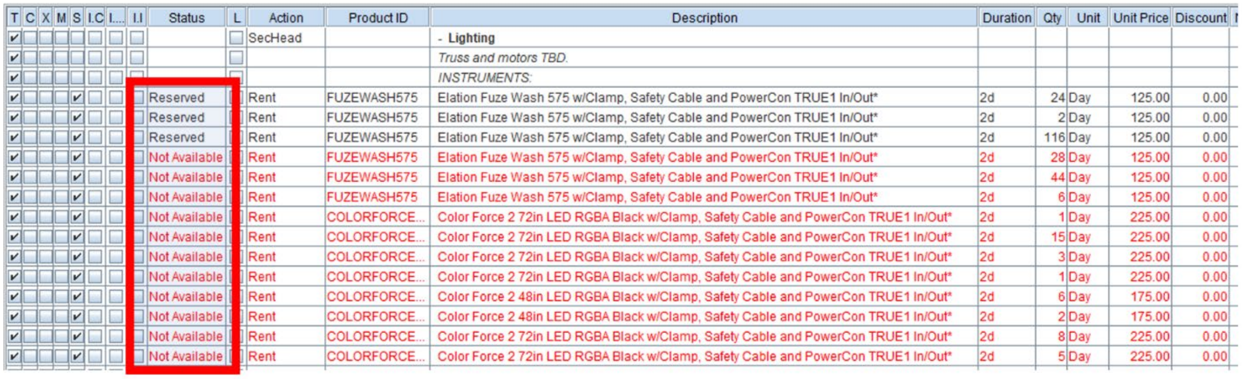
1.	**Consumables**, aka Expendables Section (Items marked as "SELL")
2.	**Logistics Charge** using Miscellaneous Item (Product IDs start with "JOB")
3.	**Travel Charges** using Miscellaneous Item (Product IDs start with "JOB")

2.0 Operations

Once an order has been put into Reservation status and the National Asset team has assigned it to a local site, the Asset Team at that site begins allocating gear from its inventory to fill the order. Items that are not available at that site but might be at other sites are transferred to the site filling the order. Items that are not available at any CTUS site can be sub rented from a third-party vendor.

2.1 Filling an Order

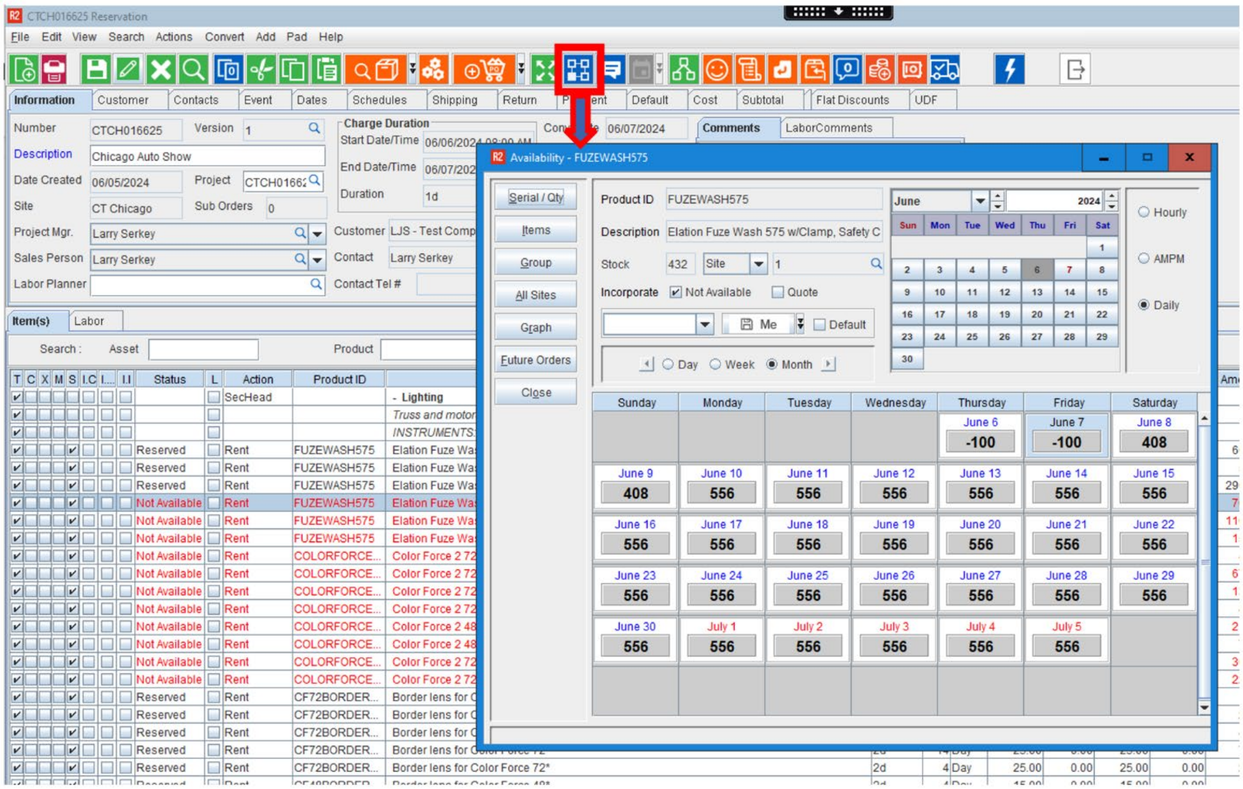
Items that are available will be listed as Reserved in the Status column and items not available at the site will have a Not Available status and the text of those items is red.



Status	Action	Product ID	Description	Duration	Qty	Unit	Unit Price	Discount
	SecHead		- Lighting					
			Truss and motors TBD.					
			INSTRUMENTS:					
Reserved	Rent	FUZEWASH575	Elation Fuze Wash 575 w/Clamp, Safety Cable and PowerCon TRUE1 In/Out*	2d	24	Day	125.00	0.00
Reserved	Rent	FUZEWASH575	Elation Fuze Wash 575 w/Clamp, Safety Cable and PowerCon TRUE1 In/Out*	2d	2	Day	125.00	0.00
Reserved	Rent	FUZEWASH575	Elation Fuze Wash 575 w/Clamp, Safety Cable and PowerCon TRUE1 In/Out*	2d	116	Day	125.00	0.00
Not Available	Rent	FUZEWASH575	Elation Fuze Wash 575 w/Clamp, Safety Cable and PowerCon TRUE1 In/Out*	2d	28	Day	125.00	0.00
Not Available	Rent	FUZEWASH575	Elation Fuze Wash 575 w/Clamp, Safety Cable and PowerCon TRUE1 In/Out*	2d	44	Day	125.00	0.00
Not Available	Rent	FUZEWASH575	Elation Fuze Wash 575 w/Clamp, Safety Cable and PowerCon TRUE1 In/Out*	2d	6	Day	125.00	0.00
Not Available	Rent	COLORFORCE...	Color Force 2 72in LED RGBA Black w/Clamp, Safety Cable and PowerCon TRUE1 In/Out*	2d	1	Day	225.00	0.00
Not Available	Rent	COLORFORCE...	Color Force 2 72in LED RGBA Black w/Clamp, Safety Cable and PowerCon TRUE1 In/Out*	2d	15	Day	225.00	0.00
Not Available	Rent	COLORFORCE...	Color Force 2 72in LED RGBA Black w/Clamp, Safety Cable and PowerCon TRUE1 In/Out*	2d	3	Day	225.00	0.00
Not Available	Rent	COLORFORCE...	Color Force 2 72in LED RGBA Black w/Clamp, Safety Cable and PowerCon TRUE1 In/Out*	2d	1	Day	225.00	0.00
Not Available	Rent	COLORFORCE...	Color Force 2 48in LED RGBA Black w/Clamp, Safety Cable and PowerCon TRUE1 In/Out*	2d	6	Day	175.00	0.00
Not Available	Rent	COLORFORCE...	Color Force 2 48in LED RGBA Black w/Clamp, Safety Cable and PowerCon TRUE1 In/Out*	2d	2	Day	175.00	0.00
Not Available	Rent	COLORFORCE...	Color Force 2 72in LED RGBA Black w/Clamp, Safety Cable and PowerCon TRUE1 In/Out*	2d	8	Day	225.00	0.00
Not Available	Rent	COLORFORCE...	Color Force 2 72in LED RGBA Black w/Clamp, Safety Cable and PowerCon TRUE1 In/Out*	2d	5	Day	225.00	0.00

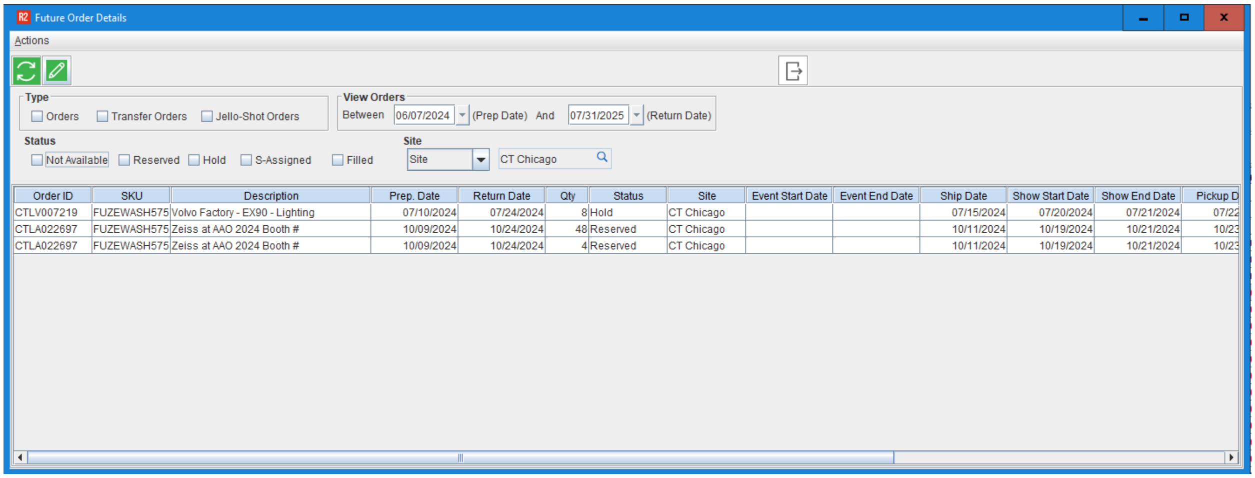
The red, *Not Available* status lines need to be assigned to either a transfer order or sub rented from a third party.

To check availability of an item, click on the line and the *Availability* button quick launch icon. This shows a calendar of the item's availability by day.

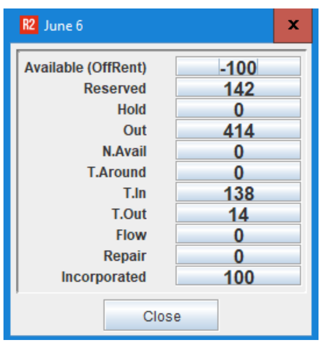


If you click on All Sites an item's availability will be listed for each CTUS site.

Click the Future Orders button to view the quantities currently assigned to all orders. Double clicking an order line in this screen will open the order.

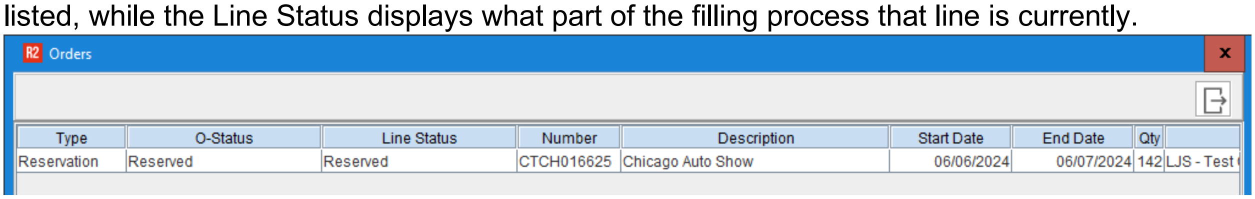


Clicking on a day in the Availability calendar will open a detailed list of where the assets for this item are assigned.

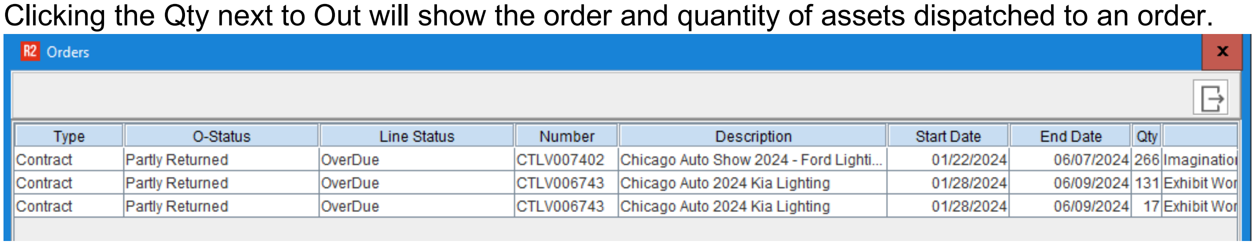


Available	Qty available at site
Reserved	Qty in Reserved status
Hold	Qty in Hold status
Out	Qty on shipped order
N. Avail	Qty on Not Available status
T.Around	
T.In	Qty on Transfer Inbound
T.Out	Qty on Transfer Outbound
Flow	
Repair	Qty on a Service Work Order
Incorporated	Total Qty Requested

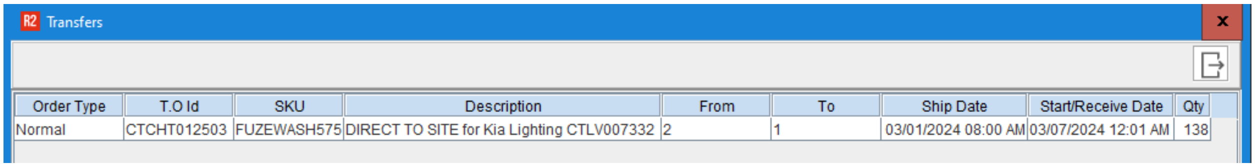
Clicking on any of the quantities listed for the date will open a window that shows more detailed information. For example, clicking on the Qty listed next to Reserved would display the order and quantity reserved per order. The O-Status column displays the current status of the order listed, while the Line Status displays what part of the filling process that line is currently.



Clicking the Qty next to Out will show the order and quantity of assets dispatched to an order.



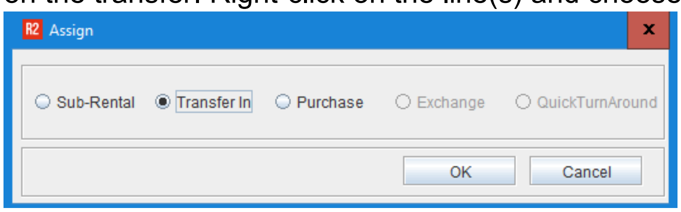
Clicking the T.In quantity will list the transfers into the site receiving these assets and T.Out will show the transfer orders that are to be prepped and shipped out from that site to another CTUS location.



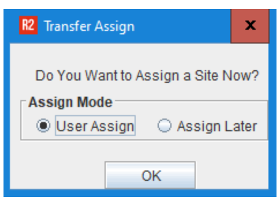
Once the decision whether to transfer certain items in or sub rent the gear for the order is made the Asset Manager or Sub Rental Coordinator will begin the process of making a transfer or sub rent PO. Before making a Transfer Order the item's availability in other CTUS sites needs to be checked to determine what sites have items that can help fulfill the order.

Transfer Orders

To make a Transfer Order, select the items marked Not Available in the order that are needed on the transfer. Right-click on the line(s) and choose *Assign*.

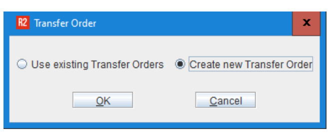


Choose Transfer In.

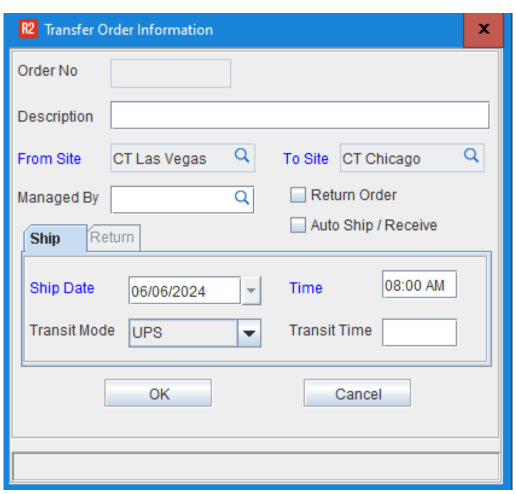


Choosing Assign Later will mark the lines as Transfer in the order's Status column and end the process.

Choosing User Assign will open another window asking whether to add these items to an existing Transfer Order or to Create a New Transfer order.



For this example, we will select Create New Transfer Order.

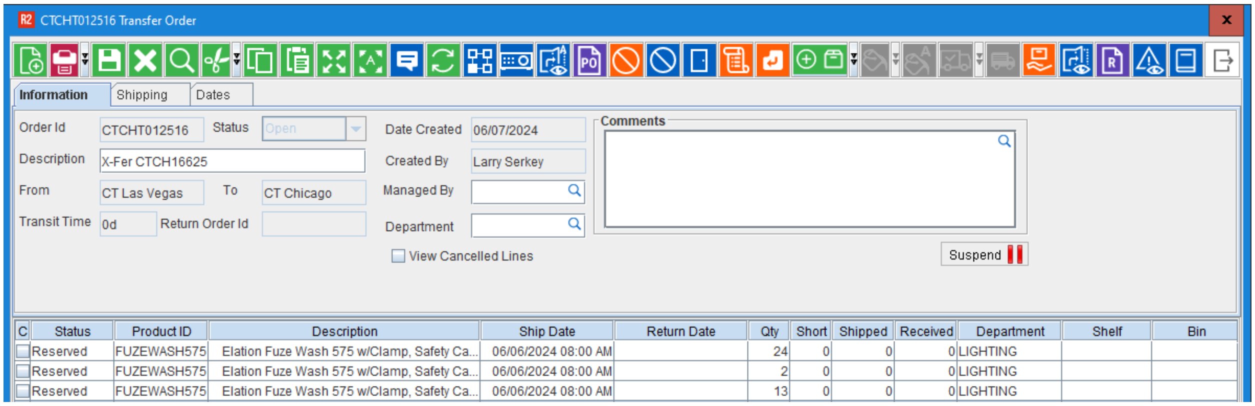


This opens the Transfer Order Information window. The From Site should default to the location that has the most gear available ??? and the To Site will default to the CTUS site from which the order will ship.

A description of the transfer should display the order number that the assets will be filled in.
Ex. X-Fer CTCH0016625

If Return Order is checked a Transfer Out will be created for the gear as well. *CTUS Operations does not use this feature or the Auto Ship / Receive.*

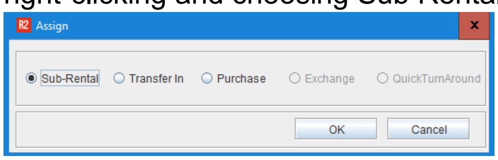
The Prep Date and Receive Dates will affect asset availability. Filling, Shipping and Receiving the Transfer Order will be covered in more detail in the Warehouse section.

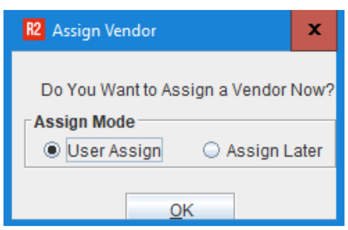


The lines that are assigned to the Transfer Order will now show a status of T-Reserved.

Subrentals

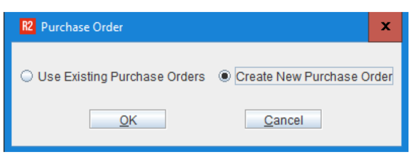
Creating a Sub Rent Purchase Order starts by selecting the asset lines needed in the order, right-clicking and choosing Sub Rental.





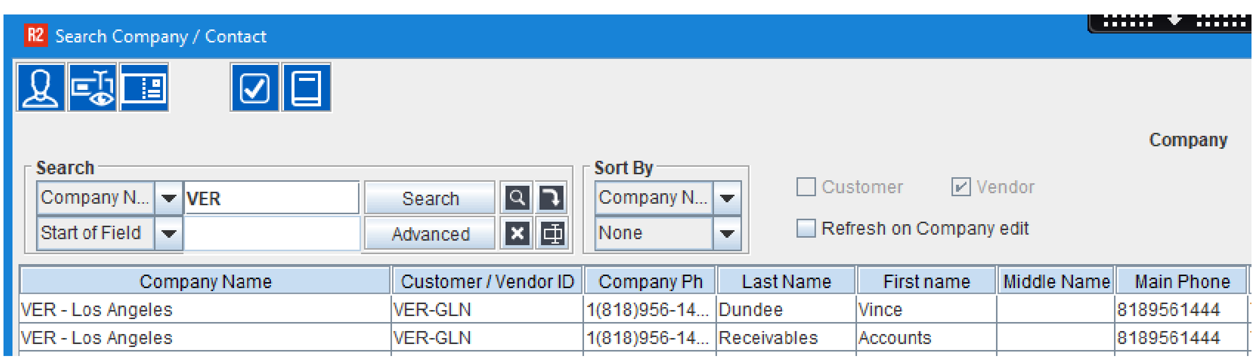
In the Assign Vendor window, the Assign Later selection changes the selected line(s) to Sub Rent in green text and ends the process.

Selecting User Assign will prompt the user to Use an Existing PO or create a new one.

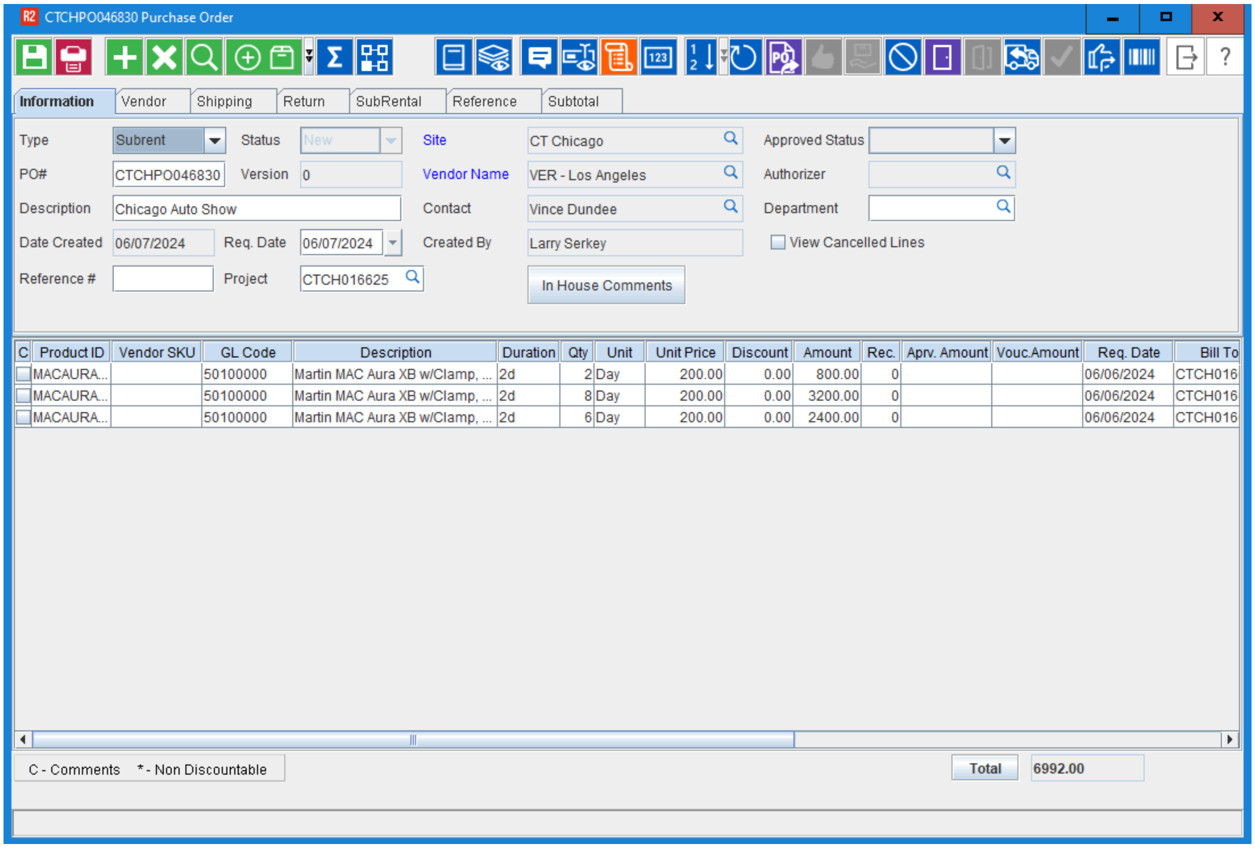


In this example we will create a new one.

This will bring up the Search Company / Contact window to search for the Vendor. If the vendor isn't listed in the Company / Contact database see *New Vendor Creation and Approval* above.



After a vendor has been selected a Sub Rent PO will be presented that lists the items selected from the order.



! The PO will need to be Released before assets can be filled in the Warehouse Prep Task. Filling the sub rent lines in the Warehouse Prep Task will in turn fill Receive column of the PO. This is shown in further detail in the Warehouse section.

The lines of the order assigned to the Sub Rent PO will now show as S-Assign.

2.2 Transferring Items on a Service Work Order

1. Search the asset number in Service with the filter set to All Sites to be sure there are no duplicate tickets existing.

2. Create the **Service Work Order**

    1. Under the **Equipment** tab enter the asset number and hit **Enter** (Figure 1)

    2. Under the **Information** tab briefly summarize the nature of the damage/problem on the **Description** field (Figure 2)

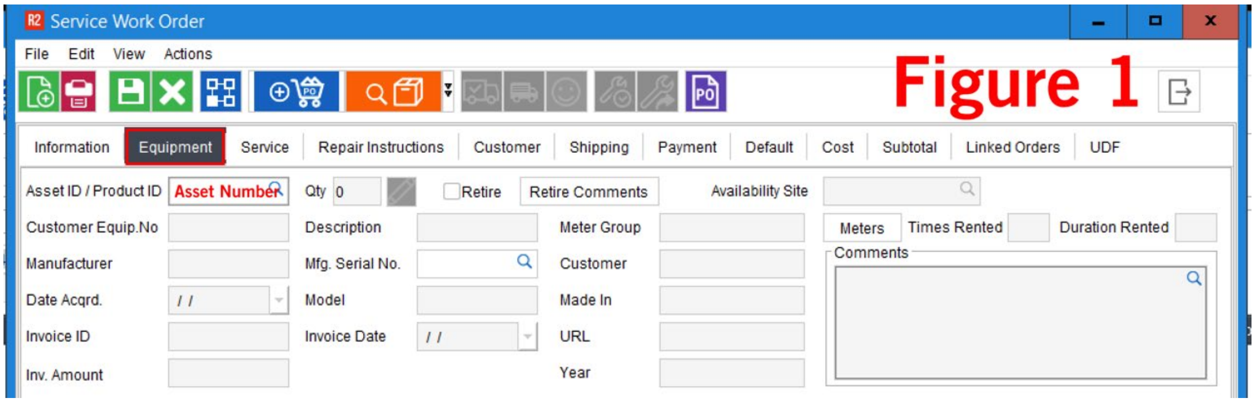
        1. Give any additional details in the **Comments** field

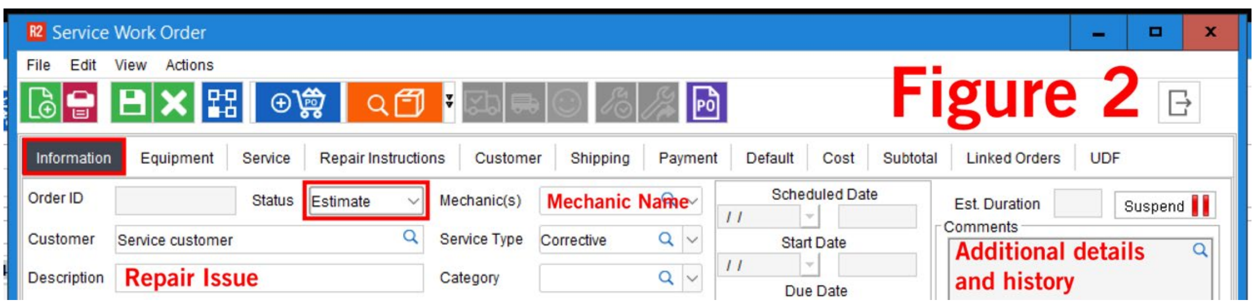
        2. Assign a **Mechanic**

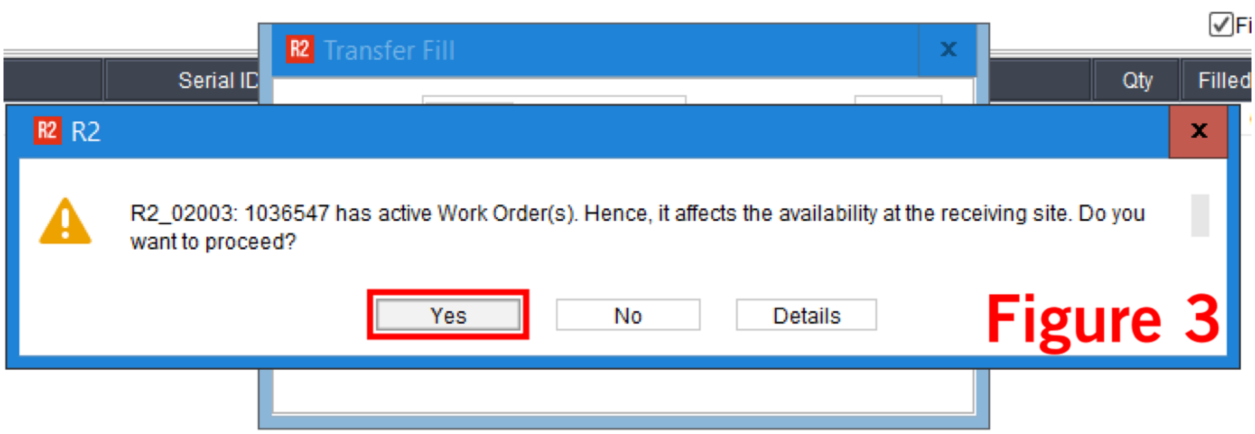
        3. Change the Status from **Estimate** to **Scheduled** to **Open**. A mechanic MUST be assigned in order to set the ticket to Open status. If a ticket is

not in Open status it will NOT show that it is in repair and it will NOT count against the item availability correctly.

If the item needs to be transferred to another site for repair create a transfer with that item on it. When you scan the asset there will be a pop-up confirming the item is currently in repair and you intend to transfer it. Click **Yes**. (Figure 3) After that everything will be like normal. The asset will show as in Repair status in the new site and the repair ticket will be Open in that site as well.







3.0 Warehouse

The Warehouse Module is where an order is filled, dispatched and returned by various tasks that were created when the order was put in Reserved status.

When an order is created or converted to Reservation status, four tasks are created in the warehouse module.

1. **Prep Task** – Where items are scanned out to order. Also known as Order Fill.
2. **Ship Task** – Used to Dispatch an order from warehouse site.
3. **Pickup Task** – Used to schedule pickup from venue.
4. **Return Task** – Where items are scanned in from an order.

Each task has its own window that opens to perform its individual functions. Before getting into more details of each task it's important to know the main warehouse screen where these tasks can be searched for and opened.

Warehouse Main Screen

The main warehouse screen will present the Prep, Ship, Pickup and Return tasks and list them by the dates and times they are scheduled to happen. It also lists the schedules of Sub-rentals and Transfer Orders. Users can open these schedules and perform the necessary steps required to complete each task and mark the Done upon completion.

Order Types and Action

Order Type in the Warehouse module describes what state the order, transfer or sub-rent task is in at the time of the search. The Action column lists what the task is that needs to be completed. The *Number* column corresponds to the order, Sub-Rent PO or Transfer order's number and listed with each Action, or Task.

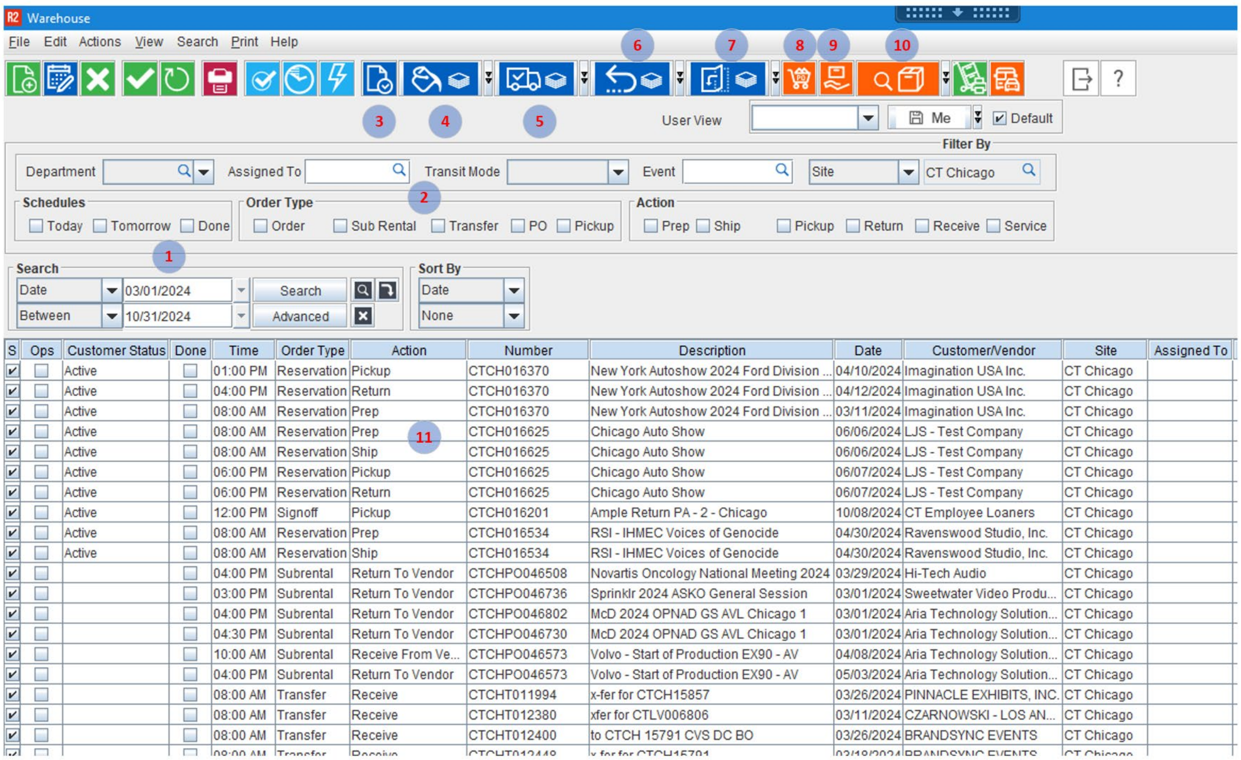
Order and Order Type Status

Order Type:	**Order Type Status:**	
Reservation	Reservation	New Order
	Contract	Item(s) has been Dispatched from Ship task
	Signoff	All rental items returned in Return task
	Invoice	No changes to sales side or order; tasks in WH can still be opened and completed

Order Type and Action

Order Type:	**Action:**	
Reservation	Prep	Window to scan items out to an order
	Ship	Window to Dispatch an order
	Pickup	Schedule only, opens Return Order screen
	Return	Window to scan items back in from an order
Transfer	Prep	Window to scan items out to Transfer Order

	Ship	Window to Dispatch the Transfer Order
	Receive	Window to Receive item in from Transfer Order
Subrental	Receive From Vendor	Receiving items on a Sub-rent PO is done per line in an order, not this screen
	Return To Vendor	



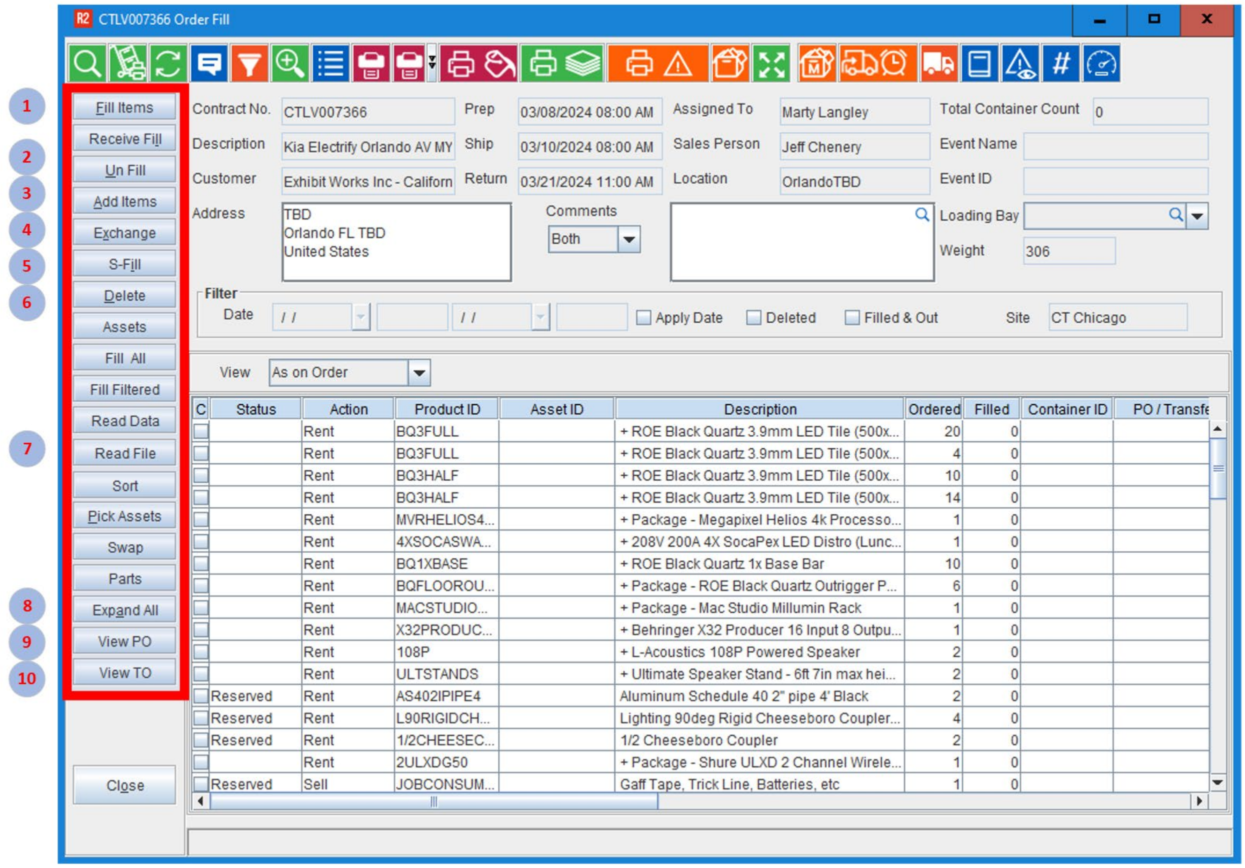
1.	**Search Criteria:** Drop-down has many options; this shows a date range
2.	**Search Filters:** Check boxes to narrow search by Order Type or Action
3.	**Pick Order:** Opens Order screen to access Print Pick List
4.	**Fill Order:** Opens Search Fill Orders screen
5.	**Ship Order and Pickup Order:** Opens search screen
6.	**Return Order** search screen and **Batch Return** window
7.	**Transfer In/Out:** Opens window to create new T.IN or T.OUT
8.	**Search Sub-Rental** POs screen
9.	**Batch Receiving:** Opens Batch Receiving window to create a new batch or edit one
10.	**Seach Inventory** button
11.	**Search Results:** double click on each line to open a task

Filling an Order through the Prep Task

1. Search for the task(s) in the main Warehouse screen. If you know the order number you can select "Number" in the drop-down search criteria, or if you know the Description for the order you can select that. Then check the Prep tick box in Action to list all of the Prep tasks for the order. You may notice that there is more than one Prep task. This happens when there are different times or days some gear has scheduled to be dispatched from

the warehouse. Also, sometimes orders that are duplicated can cause multiple tasks to be shown. To see all of the Prep task dates/times in one screen, uncheck the “Apply Date” filter and click the green “Refresh” button inside of any Prep Task.

Prep Task – Order Fill Screen

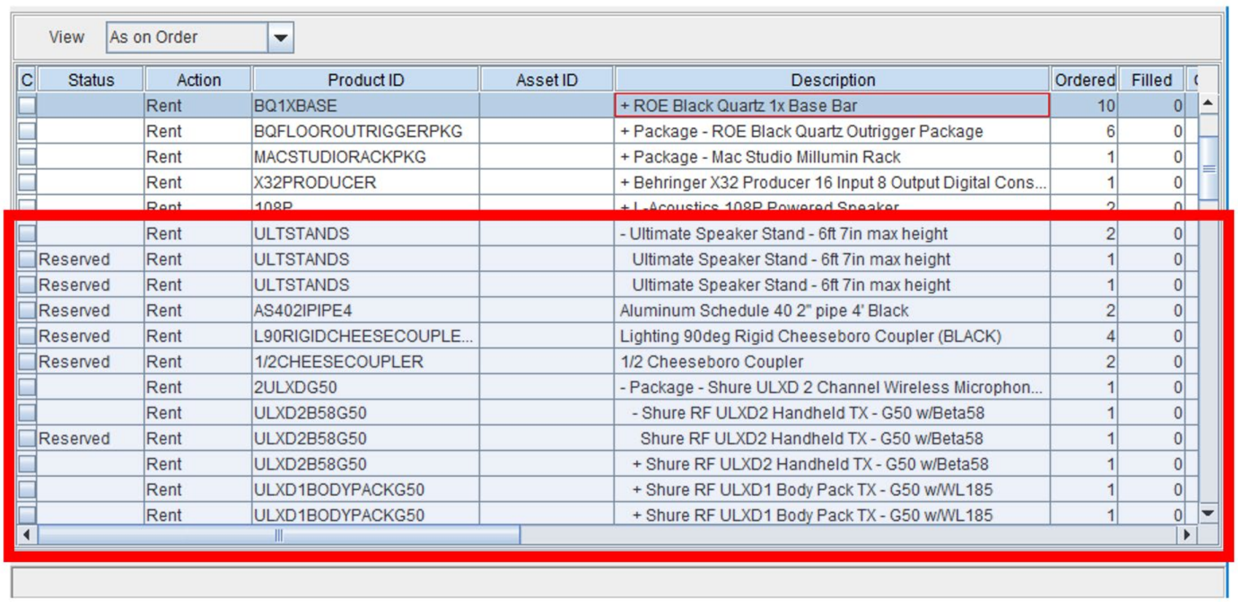


1.	**Fill Items:** Opens Fill Items screen to scan barcodes
2.	**Un Fill:** Unfills selected line(s)
3.	**Add Items:** Opens Search Items screen to add more items. Not to be used without approval from PM/SP of order and Ops Dept
4.	**Exchange:** Opens Search Inventory screen to add more items. Not to be used without approval from PM/SP of order and Ops Dept
5.	**S-Fill:** Fills a Sub-Rent line, receives line on Sub-Rent PO
6.	**Delete:** Deletes the line(s) selected, changes line Status to Deleted. Not to be used without approval from PM/SP of order and Ops Dept
7.	**Read File:** Will load a text file with asset numbers
8.	**Expand All:** Opens all lines of Packages and Items that have asset numbers
9.	**View PO:** Opens Sub-Rent Purchase Order assigned to order
10.	**View TO:** Opens Transfer Order assigned to order

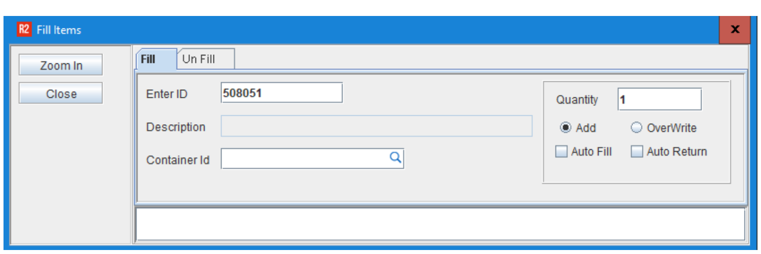
2. Inside the Prep Task/Order Fill screen there is a Filter option that will display the items as they are on the Order in the Rental/Sales side of the order as well as a selection to Group by Items. Group by Items will change the display to arrange like Items, such as listing cable that might be placed in different sections of the order together.

3. There is a Deleted filter which will include items that have marked as deleted from the order and a filter that, when ticked, will include items that have already been Filled & Out. When selecting or unselecting these filters, the Refresh button will need to be pressed to update the list.
4. All items that have serial asset numbers assigned to them as well as Packages will have a + sign in the Description field of each line. In the image below the line with the + sign in the Description field in the red box of the image named “ULTSTANDS – Ultimate Speaker Stand – 6ft 7in max height” is an example of a Serial Item line. Click on the header line, then the green Expand button on the top menu to expand the header line to showing the asset lines that need to be filled. In this example it listed the quantity of 2 ordered, which can be seen in the *Ordered* column.

Prep Task/Order Fill Screen Item Type Line Examples



5. To fill the two assets, click the Fill Items button in the upper left corner of the screen and scan the barcodes into the Enter ID field. A barcode scanner should be set up to scan the barcode and automatically enter the scan, clearing the Enter ID window for the next scan. Either the successful scan sound will be heard, or a different unsuccessful scan indication will sound. In the event of an unsuccessful scan it is best to stop the filling process and find the issue causing the unsuccessful scan. There can be many reasons for this, some examples are the asset might belong to a different Item Product ID, the Item is not in the current site or the barcode sticker is damaged.



Fill Items Scan Window

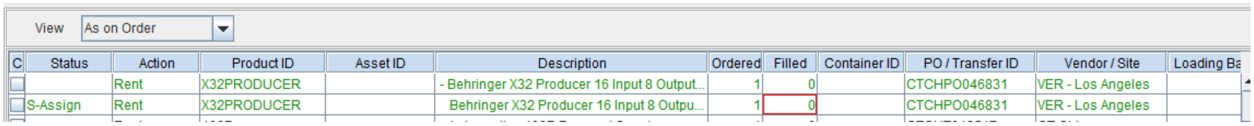
6. *Non-Asset* lines, also known as *Quantity Items,* will not have a + sign next to them. These lines are entered manually by typing in the quantity filled into the *Filled* filed of the item. The same successful or unsuccessful scan sound will be heard.
7. Notice the changes to the *Status*, *Asset ID* and *Order* columns in the image below. As the items are scanned and entered, the Status column will change from Reserved to Filled, the Asset ID column will fill with the barcode for asset items and the Filled column will show the amount filled. Partial amounts can be added to the Non-Asset lines manually entered in the Filled fields.

C	Status	Action	Product ID	Asset ID	Description	Ordered	Filled
☐		Rent	ULTSTANDS		- Ultimate Speaker Stand - 6ft 7in max height	2	2
☐	Filled	Rent	ULTSTANDS	508051	Ultimate Speaker Stand - 6ft 7in max height	1	1
☐	Filled	Rent	ULTSTANDS	1165121	Ultimate Speaker Stand - 6ft 7in max height	1	1
☐	Reserved	Rent	AS402IPIPE4		Aluminum Schedule 40 2" pipe 4' Black	2	0
☐	Filled	Rent	L90RIGIDCHEESECOUPLE		Lighting 90deg Rigid Cheeseboro Coupler (BLACK)	4	4
☐	Filled	Rent	1/2CHEESECOUPLER		1/2 Cheeseboro Coupler	2	2
☐		Rent	2ULXDG50		- Package - Shure ULXD 2 Channel Wireless Microphon...	1	0
☐		Rent	ULXD2B58G50		- Shure RF ULXD2 Handheld TX - G50 w/Beta58	1	1
☐	Filled	Rent	ULXD2B58G50	1048442	Shure RF ULXD2 Handheld TX - G50 w/Beta58	1	1
☐		Rent	ULXD2B58G50		+ Shure RF ULXD2 Handheld TX - G50 w/Beta58	1	0
☐		Rent	ULXD1BODYPACKG50		+ Shure RF ULXD1 Body Pack TX - G50 w/WL185	1	0
☐		Rent	ULXD1BODYPACKG50		+ Shure RF ULXD1 Body Pack TX - G50 w/WL185	1	0

8. Lines that are assigned to Sub-Rentals and Transfer Orders are marked as such. The image below shows a Sub-Rent line which will show in green text and two lines assigned to a Transfer Order, one in black text and the other in pink text. Black text indicates the line is ready to be filled and the pink line indicates that it is a new line added to the original order and the task has not been opened since the item was added to the order. Once the task has been closed and re-opened, the line that was previously in pink text will now show as black text.

C	Status	Action	Product ID	Asset ID	Description	Ordered	Filled	Container ID	PO / Transfer ID	Vendor / Site
☐		Rent	X32PRODUCER		+ Behringer X32 Producer 16 Input 8 Output Digital Console	1	0		CTCHPO046831	VER - Los Angeles
☑		Rent	108P		+ L-Acoustics 108P Powered Speaker	1	0		CTCHT012517	CT Chicago
☑		Rent	108P		+ L-Acoustics 108P Powered Speaker	1	0		CTCHT012517	CT Chicago

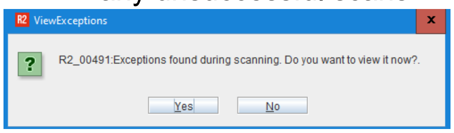
9. The two "L-Acoustics 108P Powered Speaker" lines in this example have a quantity of one ordered but were originally added to the order as one line for a quantity of two. Lines with multiple quantities will split if there is not enough inventory at the site filling the order or the site selected when making the Transfer Order.
10. Once the transfer order arrives at the CTUS site filling the order, it should be scanned, or Received in the Transfer Order screen. This will move the assets on the transfer to the receiving site's inventory. The assets can then be scanned out to the order through the Order Fill window. It's best to keep transfer orders together if there are more than one that arrive on the same shipment, and to scan the assets from the transfer out to the order they are assigned to.
11. Sub-Rent lines are in green text and the Status will show as *S-Assign* and the PO# is listed in the PO / Transfer ID column. To fill a S-Assign line click the header line and then the Expand button. You can also select multiple S-Fill lines to fill more than one line at the same time. Then click the S-Fill button which will change the status of the line to *S-Filled*.



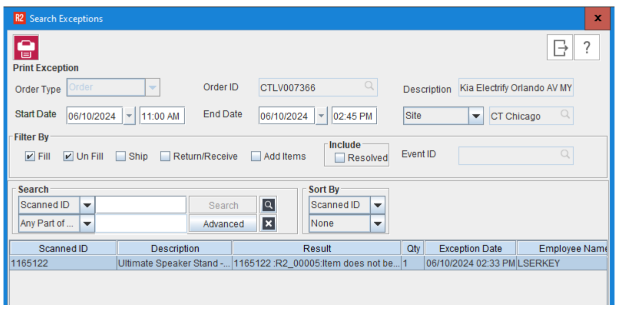
! Note that all Sub-Rent POs need to be released before they can be filled through the Prep Task / Order Fill.

Also, filling the Sub-Rent line in the Prep Task / Order Fill window receives the line on the Sub-Rent PO.

12. When closing out of the Prep Task/Order Fill window a dialog box will appear if there are any unsuccessful scans.

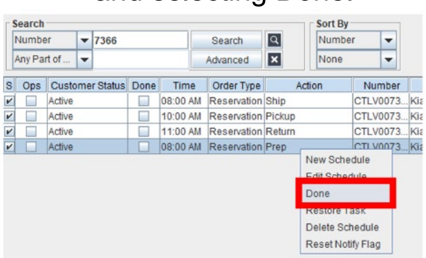


Clicking Yes will open the Search Exceptions screen listing all unsuccessful entries for that session.



A report can be printed of Exceptions that happened while the order was being filled.

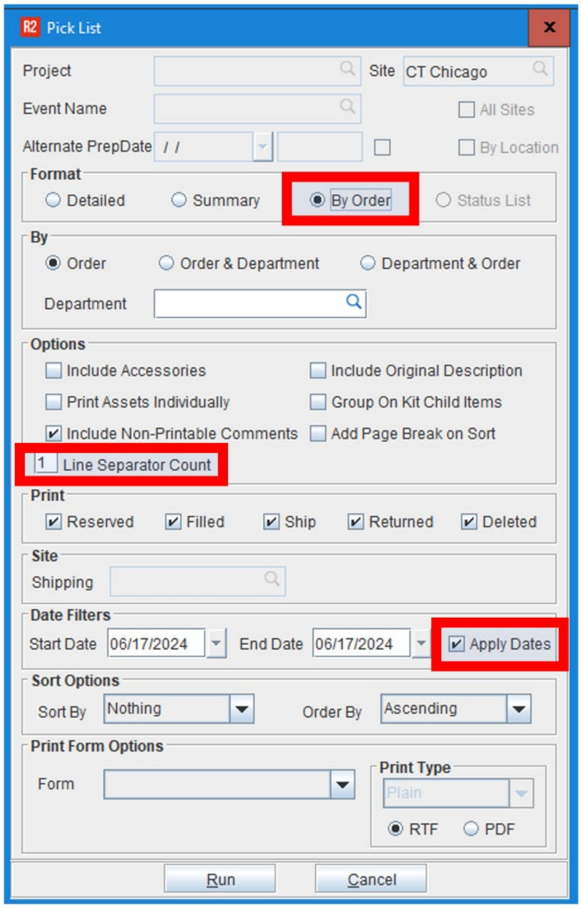
13. When a task is completed, it can be marked as *Done* by right-clicking on the Task Line and selecting Done.



If you need to reopen this task the search filter Done must be checked in the Schedules section of the main Warehouse screen. To remove the Done status of the task, right-click on the line and select *Restore Task*.

Printing a Pick List

A printed copy of items needed to be filled to a Prep task can be generated by printing a *Pick List*. Pick Lists can be accessed in the Prep Task / Order Fill screen by clicking the green Pick List button or can be generated on the Warehouse Main screen. To access Pick Lists in the Main Warehouse screen first search for the order, click on the Prep task for the order and then click *Print>Pick List* on the top menu bar.



Keeping the default *Format>By Order* will show the Status of the line.

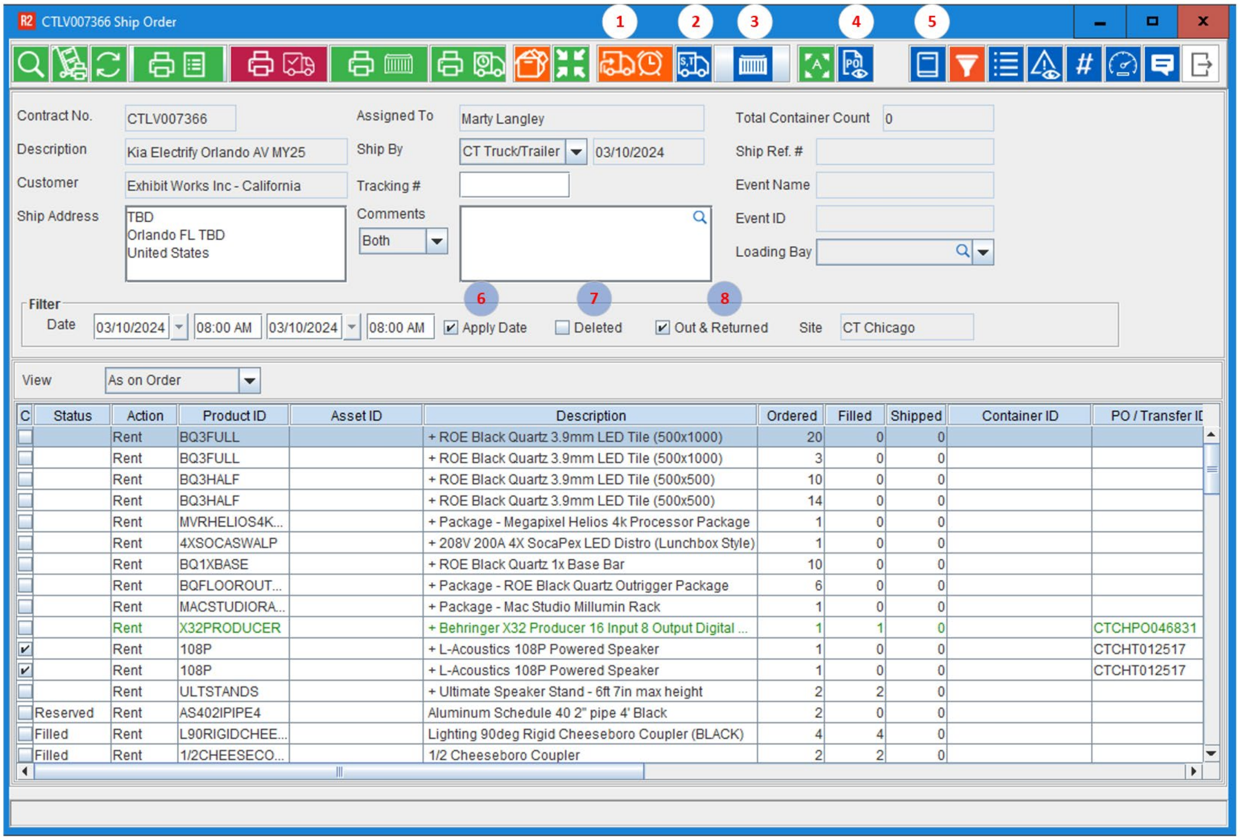
Changing *Line Separator Count* to "0" will result in fewer pages printed.

Unchecking the *Apply Date* default will bring in items from all Prep Tasks for the order.

Ship Task / Ship Order Screen - Dispatching an Order

The Ship task opens the *Ship Order* screen where all of the items that were filled in the Prep task can be *Dispatched* by pressing the *Ship Filled* button. Individual assets can be shipped by entering their barcodes in the *Dispatch Container/Item* screen. There may be multiple Ship tasks listed in the main Warehouse screen if there were different Ship Dates selected when creating the order as the show schedule might require a certain set of gear might be needed to arrive for set up before the remainder of the gear is needed.

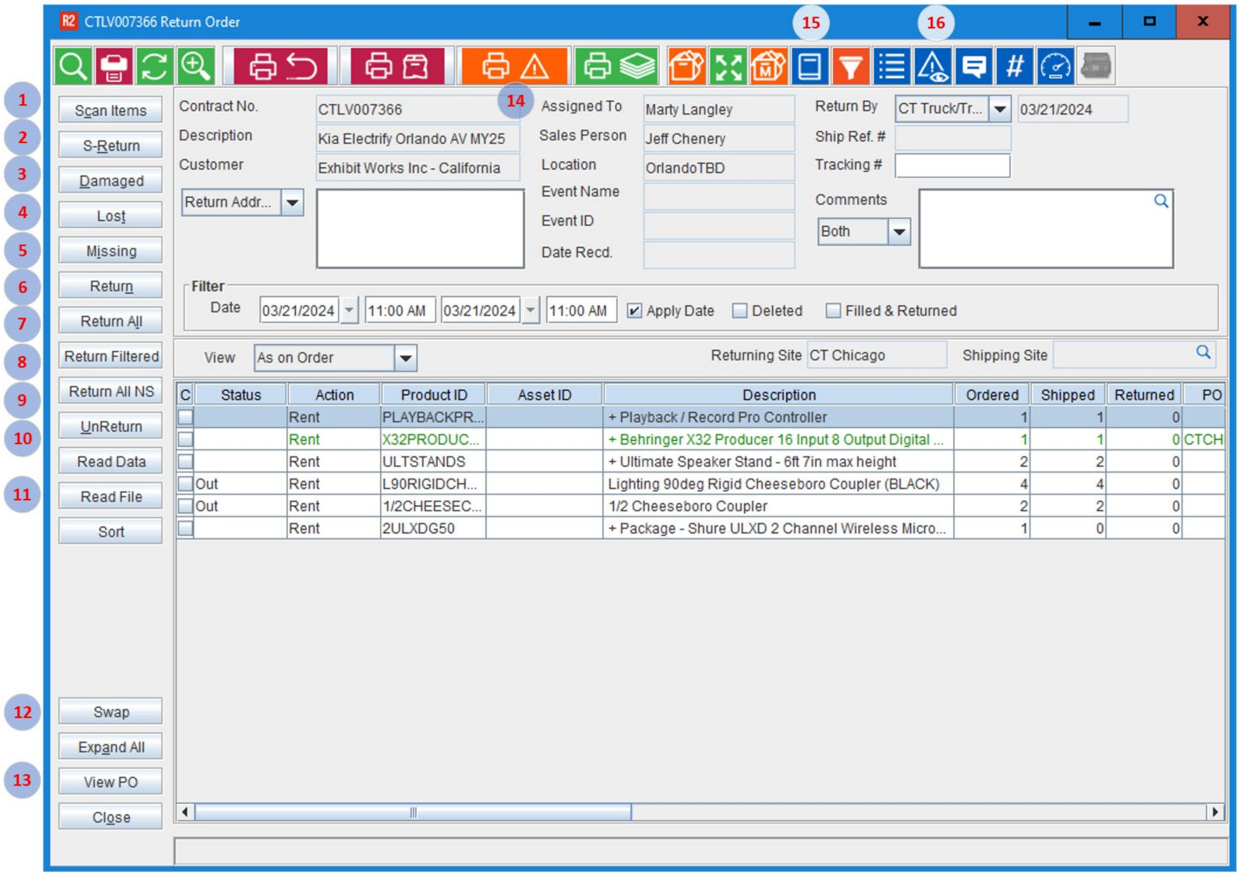
! Note that no items should be dispatched until the truck they have been loaded on has left the CTUS site. It is much easier to Unfill the order if it is cancelled. Also, if an order is cancelled and the gear has been dispatched it will show incorrect utilization.



1.	**Dispatch:** Press to ship all assets in Filled status
2.	**S-Out:** Dispatches Sub-Rent lines
3.	**Dispatch Container/Item:** Ships individual assets or a Container created in the Prep Task / Order Fill
4.	**View PO:** Opens the Sub-Rent PO for the selected line
5.	**Warehouse Order History:** Log of actions taken in the order
6.	**Apply Date:** Uncheck to bring in items from all Ship tasks
7.	**Deleted:** Item view will show Items that have been deleted
8.	**Out & Returned:** Item view will show items that have been dispatched and returned

1. To dispatch filled items to an order, double-click on the Ship Order ship task schedule line in the main Warehouse screen.
2. If there are multiple Ship tasks and you need to dispatch all of them at once, uncheck the Apply Date tick box and hit the green Refresh button.
3. The status of the lines should change from Filled to Out.

Returning an Order Through the Return Task

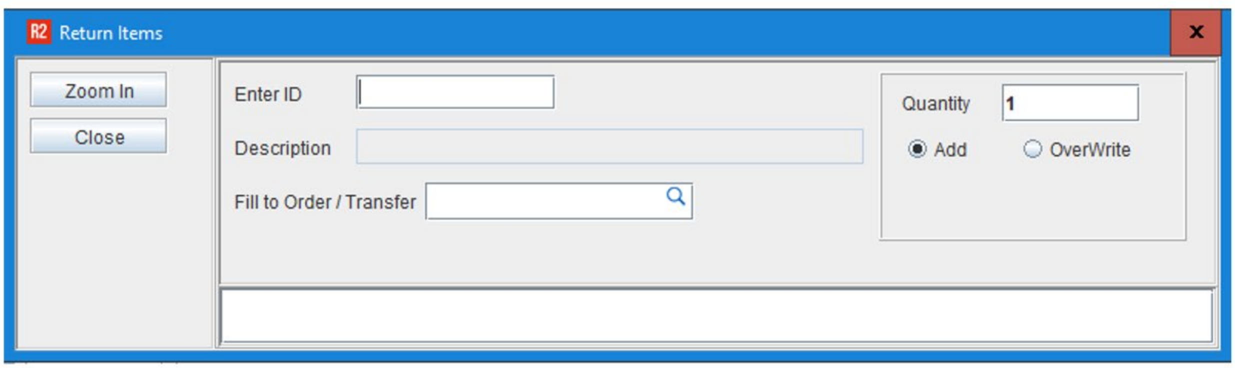


1.	**Scan Items:** Opens Return Items screen
2.	**S-Return:** Returns Sub-Rent line, changes status for S-Out to S-Returned
3.	**Damaged:** Marks returned asset as Damaged with 3 options – Return to Inventory, Mark As Not Available or Create Service Work Order
4.	**Lost:** Marks an asset as Lost, gives a Remarks window for further detail
5.	**Missing:** Marks an asset as Missing, changes status to Missing
6.	**Return:** Returns asset, can change Lost and Missing asset to Returned status
7.	**Return All:** Returns all serial assets, locked for most CTUS
8.	**Return Filtered:** Only returns assets that were on searched through Filter
9.	**Return All NS:** Returns all non-serial assets, locked for most of CTUS
10.	**UnReturn:** Changes status of Returned items as Out
11.	**Read File:** Use this function to import information previously downloaded from a batch scanner and stored as an electronic file. To use this feature, place the file on a drive accessible to this computer and click on the Read File function button. This opens the Read File dialog. Click on the more button to the right of the Select File field to choose the import file. Select a Status, then click on Read File.
12.	**Swap:** Opens Swap Equipment window where an asset can be substituted for another asset, gives options to Mark Original Equipment as Damaged and Not Available
13.	**View PO:** Opens a Sub-Rent PO for a Sub-Rent line
14.	**Print Exception Report:** Prints a list of unusual actions performed while filling an order - such as item additions, deletions and exchanges or returning items from another order.

15.	**Warehouse Order History:** Opens log of all warehouse activity for order
16.	**View Exceptions:** Search unusual actions performed while filling an order - such as item additions, deletions and exchanges or returning items from another order.

There are two areas in R2 where assets can be scanned in from an order. The first is to open the *Return* task for the returning show and open the *Scan Items* screen. The second is to use *Batch Return*, which is accessed on the Main Warehouse screen by clicking the drop-down menu for the *Return Order* button. Batch Return is not associated with any order, so assets can be scanned in from multiple orders. While this sounds easier than opening each Return task it does have its drawbacks. One is that assets that are not returned to the CTUS site will not be known unless each Return task is opened and checked. Also, Batch Return will lock orders that the assets were scanned in from and not unlock them until the Batch Return window is closed. Batch Return does work well for scanning in assets in which the order they were checked out to is unknown and allows for an asset to be marked as *Missing*, *Lost* or *Damaged*.

1. In the *Return Order*, click on the *Scan Items* button which will open the *Return Items* window, leave *Quantity* at the default of *1* and the default selection of *Add*.
2. Click Zoom in to enlarge the Return Items windows to be able to view from a distance.



3. Enter the cursor in the *Enter ID* field and begin scanning Serial asset barcodes to be returned.
4. If the asset scanned was in the order a successful beep should be heard after scanning.
5. If the asset scanned was not on the order an unsuccessful beep will sound and an error will be shown in the bottom window of the Return Items screen. It will show "R2_00018: Not a valid ID".
6. An asset can be filled to Prep task or Transfer Order while being checked in through the *Fill to Order / Transfer* field, but CTUS does not use this method.
7. To return Non-Serial assets click in the *Returned* field in the *Returned* column and enter the quantity. If it is not for the full amount a new line will be added with the *Returned* status with the remaining assets showing the status of *Out*.
8. To return Sub-Rented assets, expand the header line then click on the line(s) to return and click the *S-Return* button.
9. Assets can be marked as *Missing* through the Return task. This will change the asset's status to Missing and will be marked as Not Available. If found the Inventory Manager can change the asset's status back to In.
10. Assets can also be marked as *Lost* during return by pressing the Lost button. A comments box will appear where a comment must be entered. Doing so will change the asset status to Lost and make it Not Available where the Inventory Manager can change

the status back to *In* if it is later found. Assets marked as Lost should be reported to the Inventory Manager.

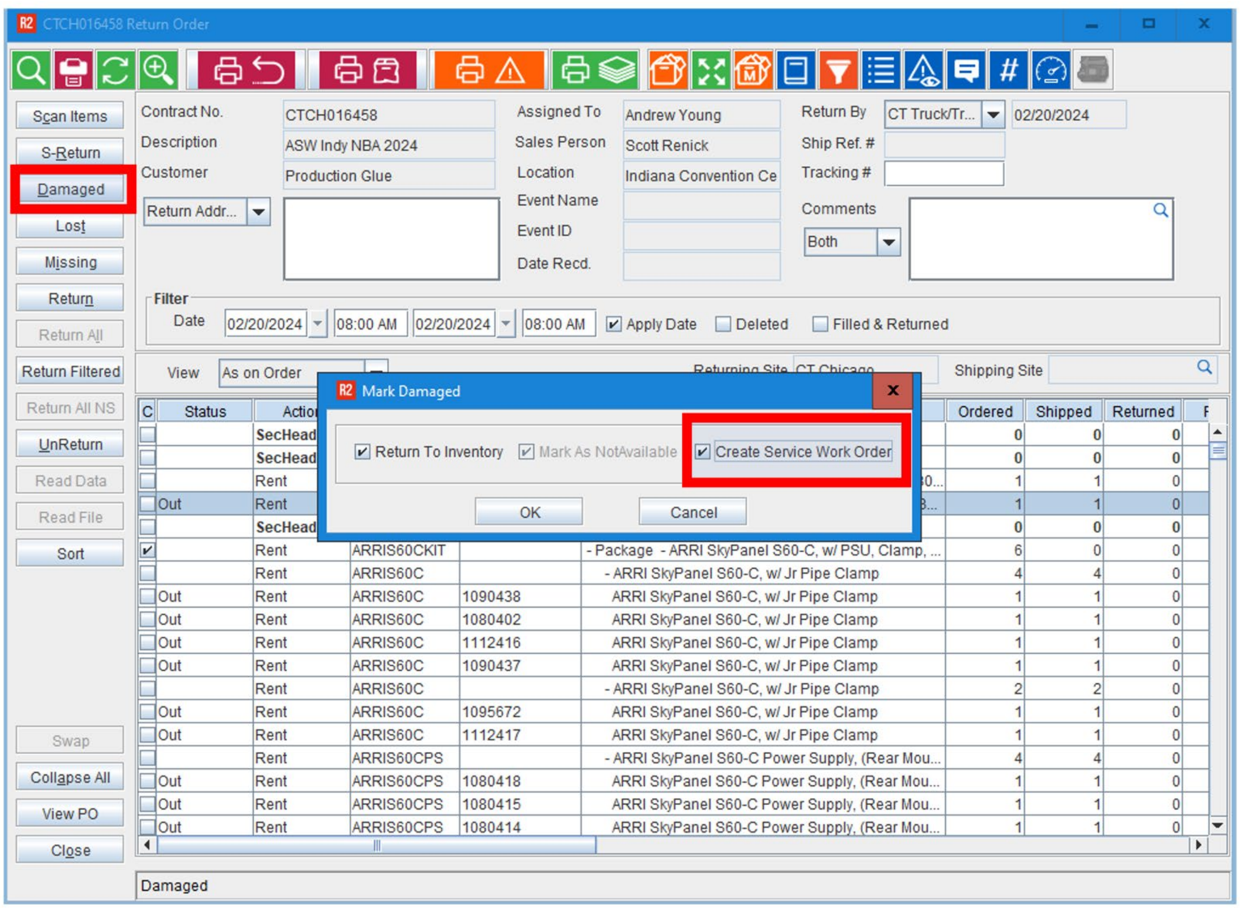
11. Assets that return damaged are returned to the department they belong to where a Service Work Order is created.

4.0 Service Work Orders

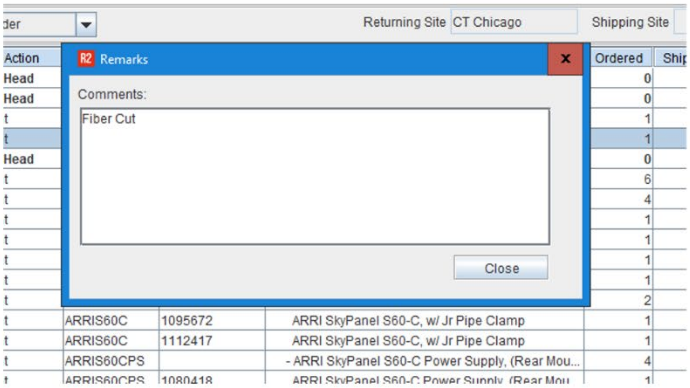
4.1 Creating a Service Work Order

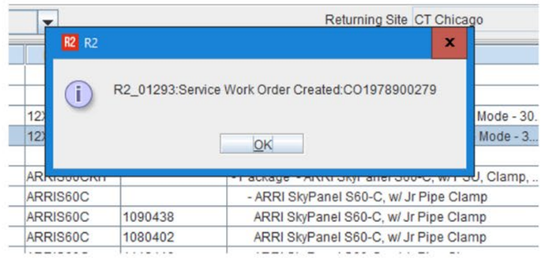
Service Work Orders (SWO) in R2 are where asset repairs are tracked. One serial asset (asset that has a barcode) is assigned to one SWO while multiple non-serial assets (assets without barcodes) can be added to a single SWO.

1. Assets can be marked as *Missing*, *Lost* or *Damaged* from a Return Task. To create a Service Work Order while marking an asset as Damaged, click on the line of the damaged asset and press the Damaged button. Keep the default *Return To Inventory* and *Mark as NotAvailable* boxes checked.

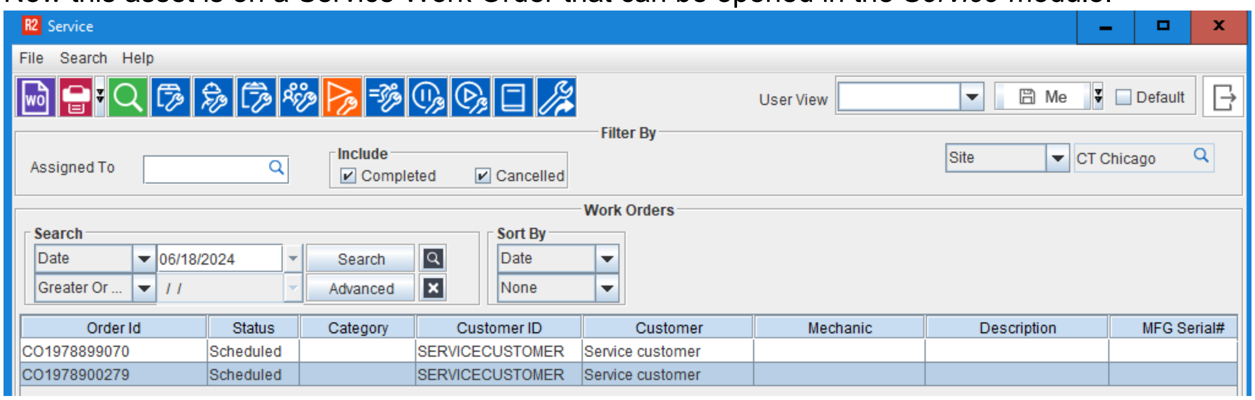


Click *OK* and a dialog box will appear requiring comments. Enter a comment and click *Close* and a window will show the Service Work Order number.

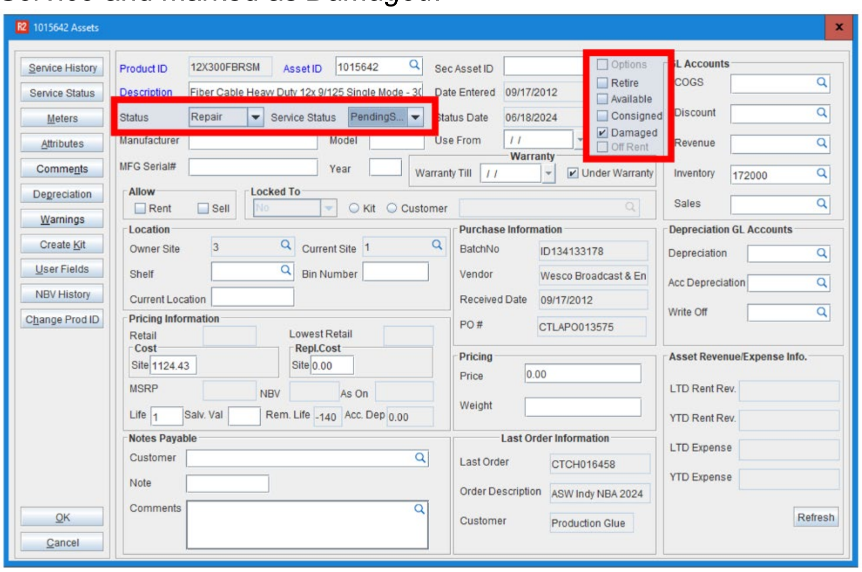




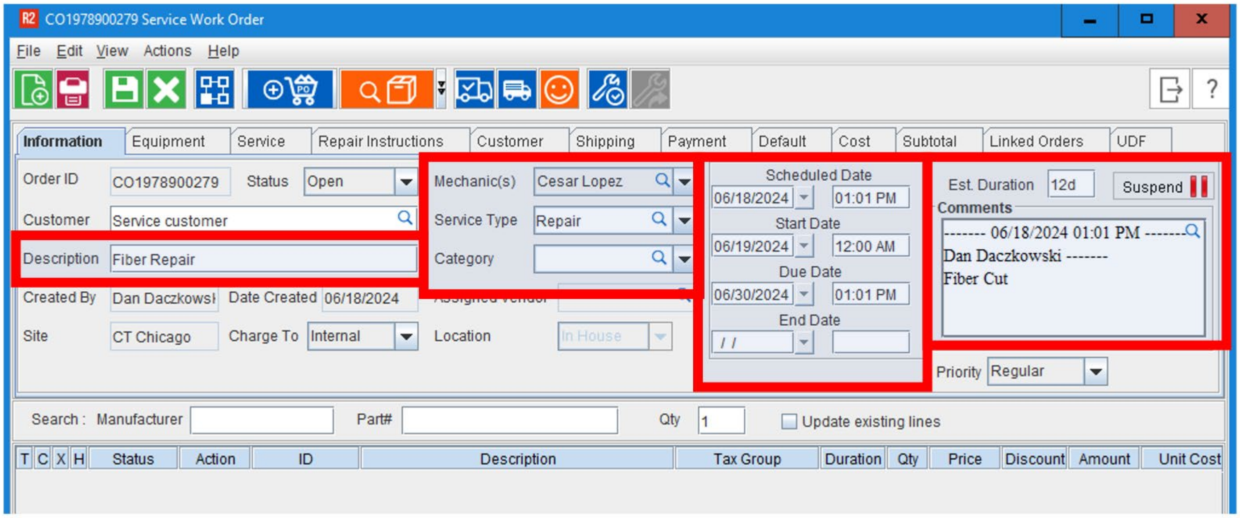
Now this asset is on a Service Work Order that can be opened in the *Service* module.



The asset this SWO was created for will have a Status of *Repair*, Service Status of *Pending Service* and marked as *Damaged*.



Open the Service Work Order in the Service module to update.



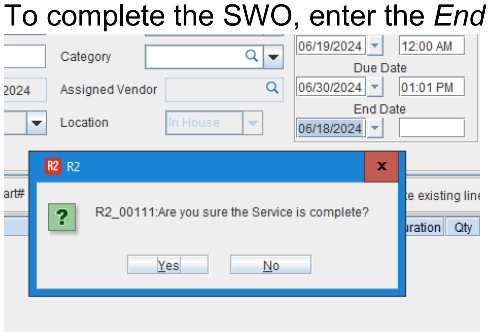
The default customer will be added to the SWO automatically when it is created through the Return task or a Batch Return.

Add the person responsible for the repair in the *Mechanic(s)* field and enter the *Start Date* of when work on the repair will begin. Enter the *Due Date* for the completed repair. Notice the Comments section shows the comment entered when marking this asset as damaged in the Return task.

Once the *Start Date* has been entered on the SWO the Service Status of the asset will change to *In Service*. The Status of the SWO will change from *Scheduled* to *Open*.

Enter any comments regarding the asset's condition in the *Comments* section.

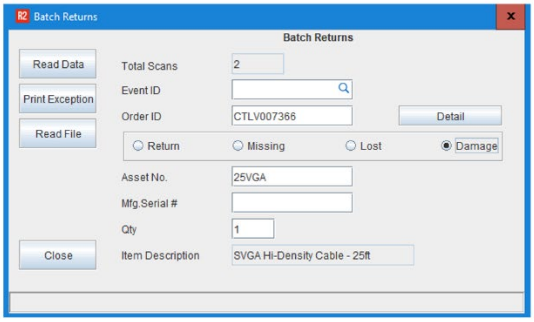
To complete the SWO, enter the *End Date* or press the blue *Complete Work Order* button.

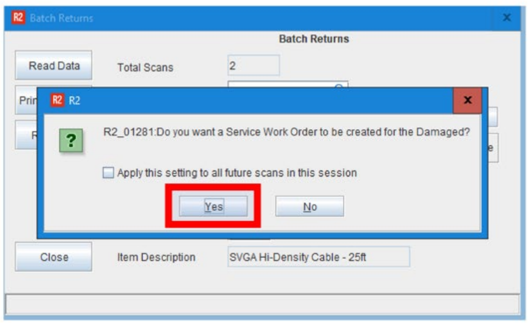


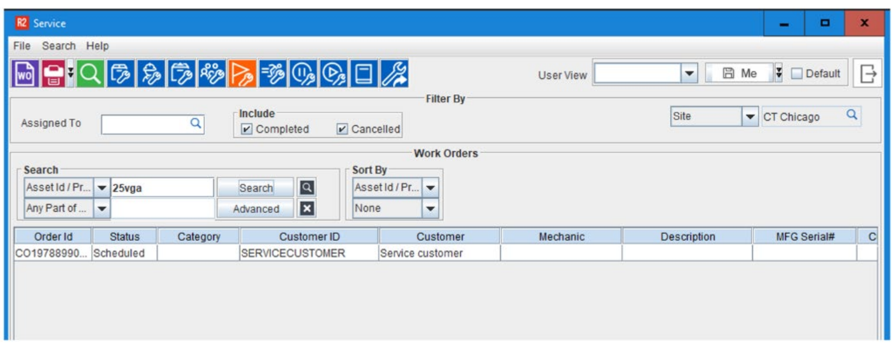
This should change the SWO status to *Done*.

2. *Batch Return* can also be used to mark assets as *Missing*, *Lost* or *Damaged* from an order. To open Batch Return in the Main Warehouse screen go to *View>Return>Batch Returns* on the top menu.

Enter the Order number in the *Order ID* field and choose *Damage*. Scan the barcode for a serial asset or manually type in the Product ID for a non-serial asset in the *Asset No.* box. For a non-serial Product ID, a quantity can be entered in the *Qty* box, then hit Enter. Click "*Yes"* to create a Service Work Order. Clicking "*No*" will mark the asset as damaged

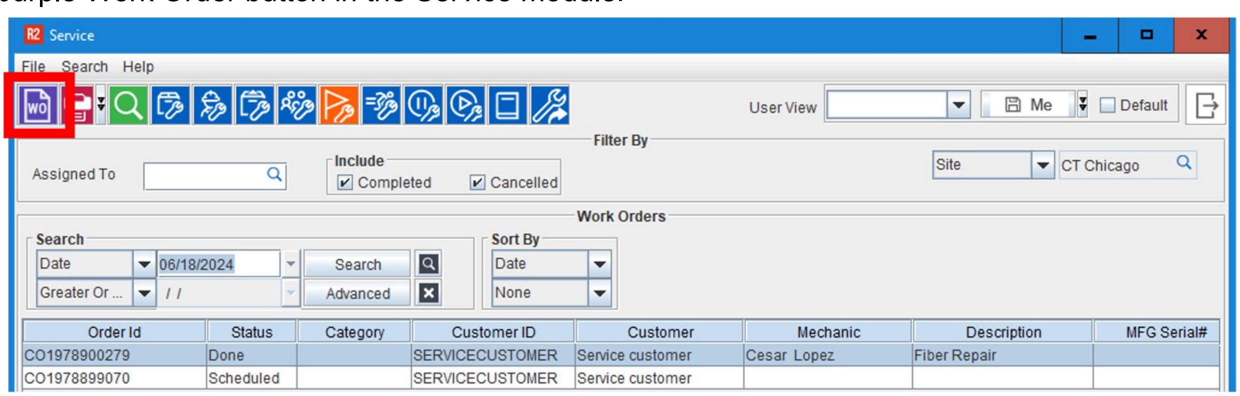






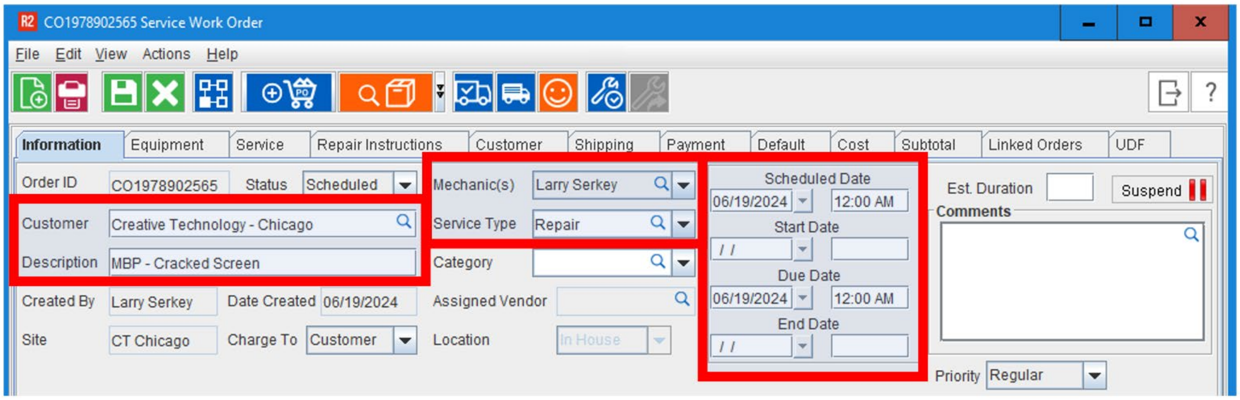
3. A Service Work Order can also be created first and then an asset can be assigned to it.

Check to make sure you are in the CTUS site of the asset repair. Start the SWO by pressing the purple Work Order button in the Service module.

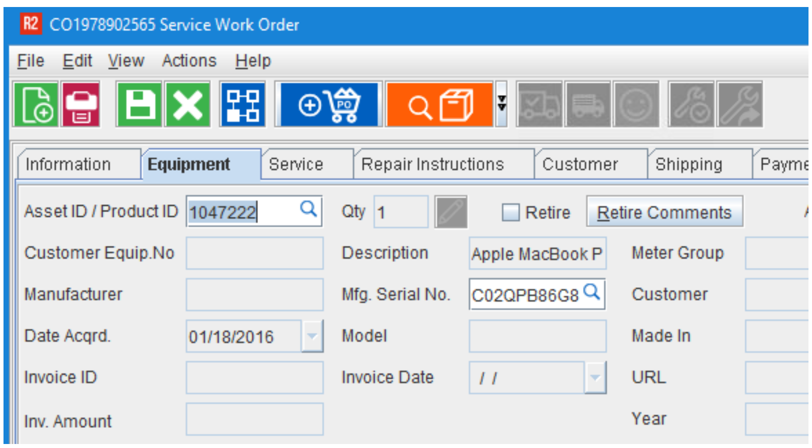


Enter the customer for the site in which the repair is performed. Click in the *Customer* field and change the search selection to “First Name”, then search for “Service”.

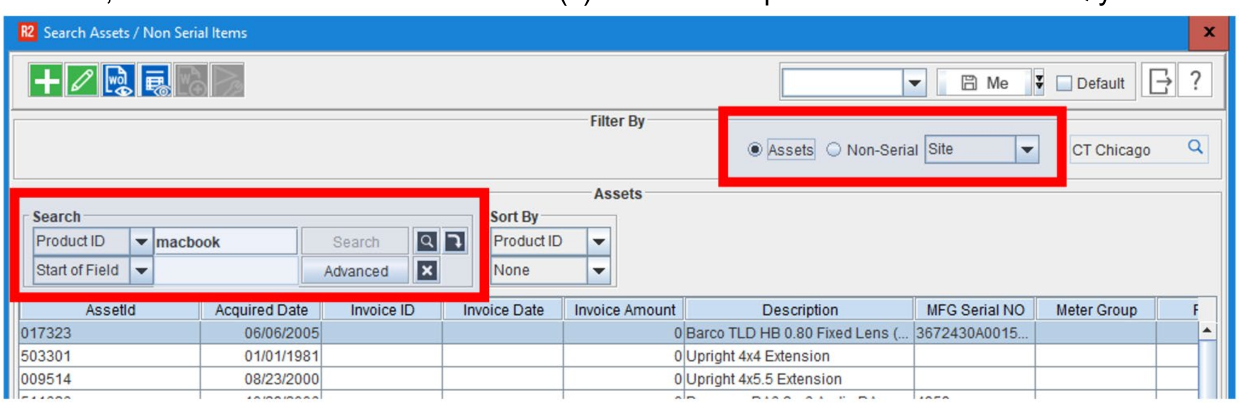
Add a brief description of the repair to the *Description* field, the person performing the repair in the *Mechanic(s)* field and in the *Service Type* field choose “Repair”.



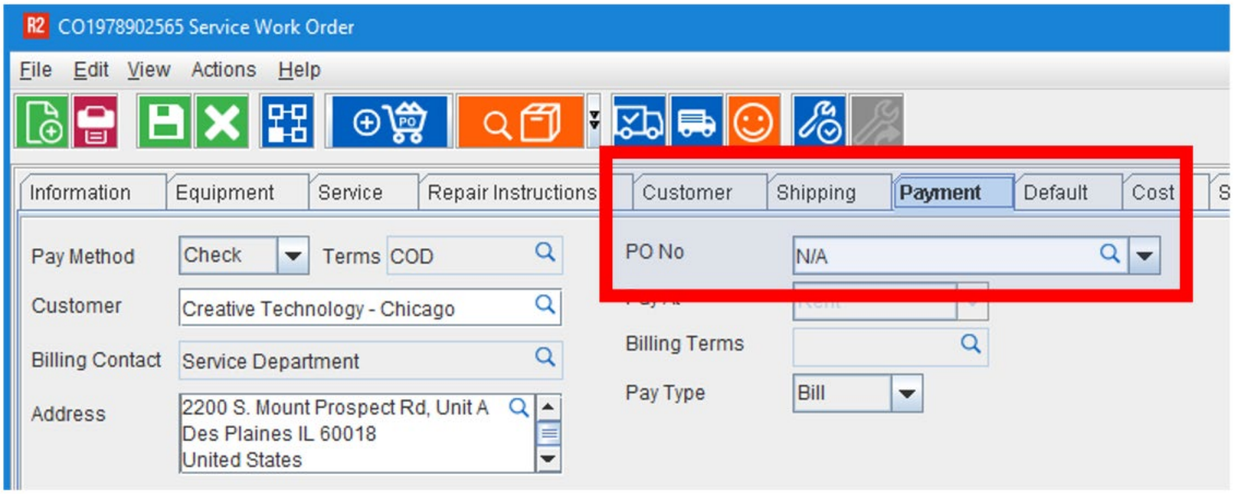
While the SWO still has the *Status* of “Estimate”, go to the *Equipment* tab and click the magnifying glass in the *Asset ID / Product* ID field to open the *Search Assets / Non Serial Items* screen.



Select *Asset* or *Non-Serial* depending on the type of asset in need of repair. If Non-Serial is selected, search for the Product ID of asset(s) in need of repair and then enter the Qty.

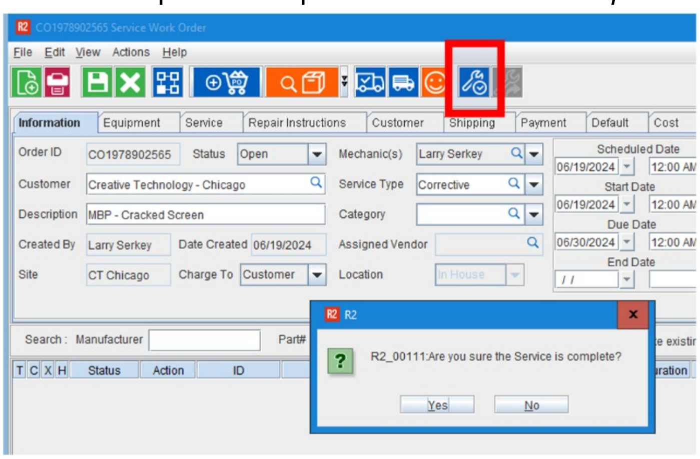


Next, go to the *Payment* tab and enter a PO# in the *PO No* field if there is one associated to this repair or type in “N/A” if no PO is assigned to it.



Then, on the *Information* tab, enter the Enter the *Scheduled Date* and *Due Date* to change the SWO status from *Estimate* to *Scheduled*. Enter a *Start Date* and the SWO status will change to *Open*.

When the repair is complete click the blue *Complete Service Work Order* button.

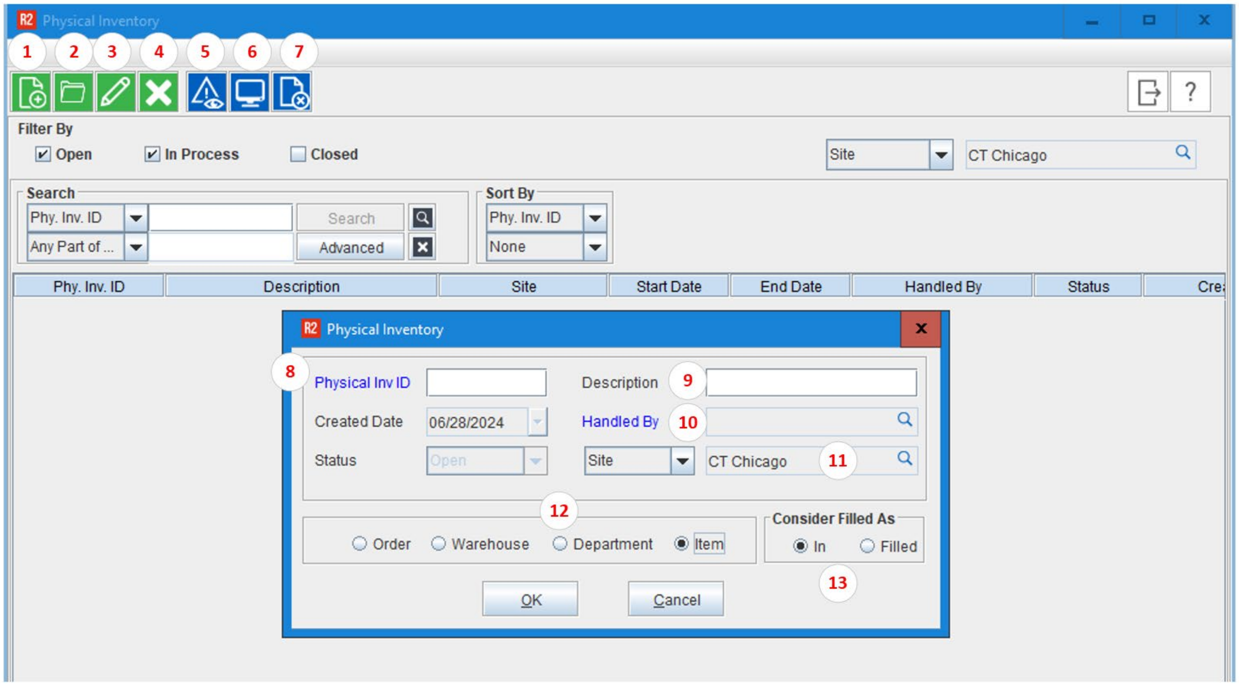


Click “Yes” and a prompt will ask for a date and time of completion. Select the date/time to close.

The SWO status will now show as “Closed”.

5.0 Physical Inventory

The Physical Inventory module allows for stock take of an individual item, a group of items, an order or the whole warehouse. CTUS mostly takes inventory of groups of items as selecting the Warehouse option locks assets until it is finished.

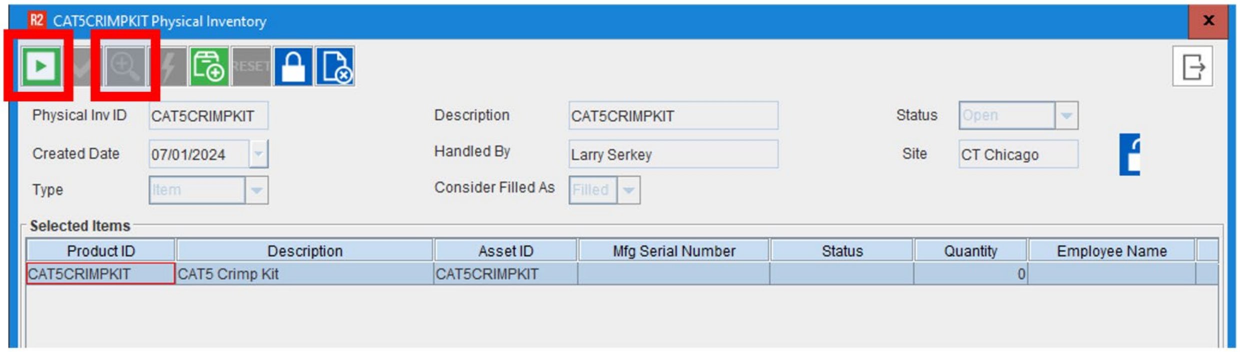


1.	**New**: Starts a new Physical Inventory job, opens Physical Inventory entry screen.
2.	**Open**: Opens a Physical Inventory job that is Open or In Process.
3.	**Modify Physical Inventory**: Modify Details of PI job must be in Open status.
4.	**Delete**: Deletes a Physical Inventory job, has to be in Open status.
5.	**View Exceptions**: Open the Search Exceptions screen with access to print out.
6.	**Monitor**: Displays items added and scanned in PI jobs.
7.	**View Unadded Items**:
8.	**Physical Inv ID**: User creates Physical Inventory job name, has to be unique.
9.	**Description**: User creates description.
10.	**Handled By**: Person who will be responsible for PI job.
11.	**Site**: CTUS site where Physical Inventory job is performed.
12.	**Physical Inventory Type**: DO NOT USE WAREHOUSE Locks all Items.
13.	**Considered Filled As**: Excludes the Serial and Non-Serial items in Filled status for the PI Discrepancy window.

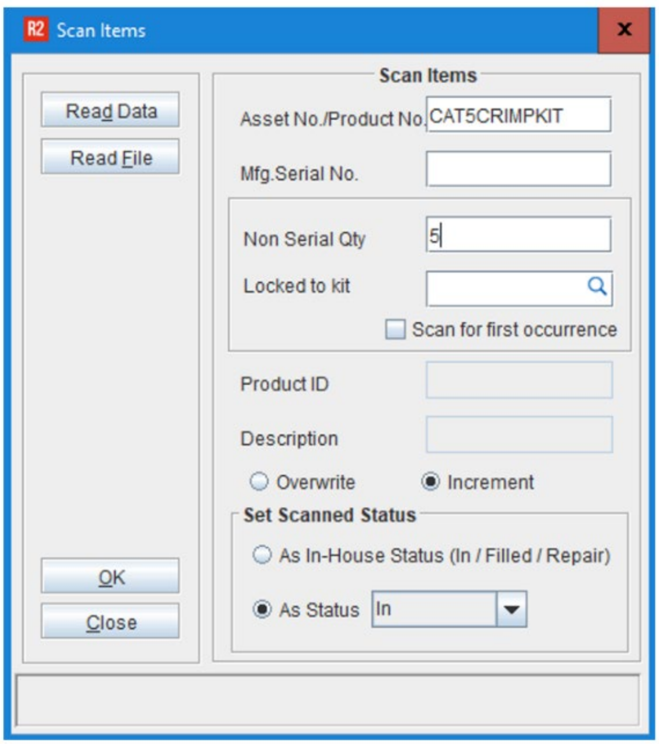
To start a new Physical Inventory job, click the green *New* button in the upper-left corner of Physical Inventory. Enter a unique *Physical Inv ID* and a *Description*. Select the user who will be responsible for performing the inventory in the *Handled By* field and choose the site in which the job will occur. Then choose either *Order*, *Department* or *Items* and select whether an item that is in Filled status will be considered *In* or *Filled*. If *Filled* is selected, items with the Filled status will not be shown in the *Discrepancy* window.

Then a *Search Items* window will appear where you can search for and add the Product IDs of the items for which you will be taking inventory.

Next, click the green *Start* button. Once that is pressed a green *Scan Items* magnifying glass button will become active.



This will open the *Scan Items* window where both Serial and Non-Serial assets can be scanned in the same PI job.



For scanning Serial items, click the cursor in the *Asset No/Product No* field and scan the barcodes.

For Non-Serial items enter the Product ID in the *Asset No/Product No* field. Then enter the number for the quantity of assets you have.

Choose *Overwrite* to have the scan overwrite the last scan and use *Increment* for each scan to add to the last.

Set *Scanned Status* as *In* to when scanning assets These selections will show in the Scanned Status column of the Discrepancy window explained below.

When finished entering assets click the blue lightning bolt *Discrepancy* button. Click the *Reset* button if you need to start the job over.

Scroll to the right in the Discrepancy window to see the *System Qty* and *Scanned Qty* fields which will indicate how many assets you are short or over.

Total Adj.Qty	System Qty	Scanned Qty
0	83	84
0	1	0

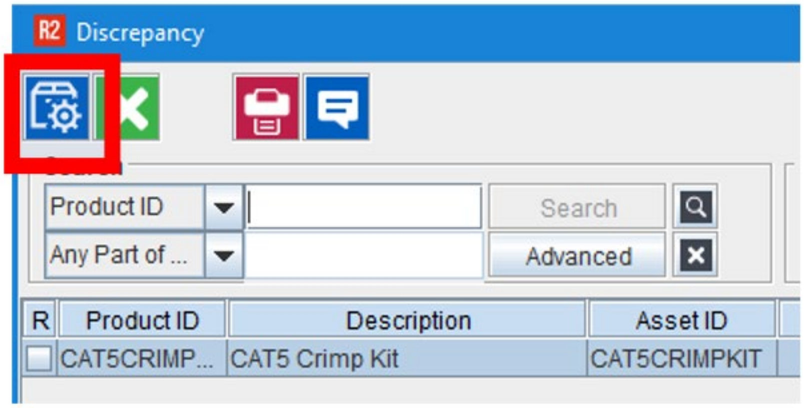
The *System Qty* refers to total assets in the site of the PI job and *Scanned Qty* refers to how many of those items were scanned in the PI job. The top line of 83 in System Qty and 84 in , Scanned Qty means there is 1 extra asset scanned which needs to be accounted for, while the second line shows 1 asset should be at the site but none were scanned, which means that 1 asset is missing.

Also, note the *Current Status*, *Scanned Status* and *Discr Qty* columns. Current Status shows the status of assets at the time of the PI job and Scanned Status refers to what the *Set Scanned Status* was set to in the Scan Items box (noted above).
The Discrepancy Qty column will show the results from the inventory taken in the Scan Items window.
! Note: A negative (-) number in this field shows the quantity you have scanned is above the current inventory amount. A positive quantity in the *Discrepancy Quantity* field shows the amount that is short.

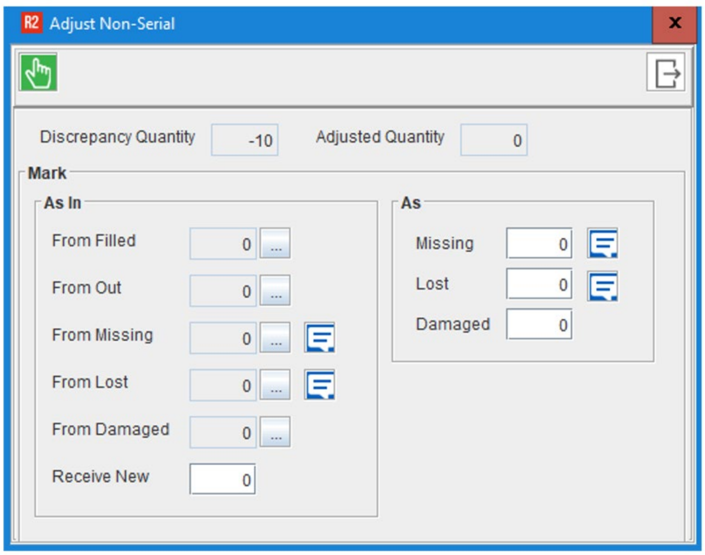
Current Status	Scanned Status	Discr. Qty
In	In	-1
In		1

In the above example, the first line has 1 more asset scanned than R2 is showing in inventory and the second line shows there is one less asset than R2 shows in inventory for this item.

Click *Adjust* button to account for any discrepancies.



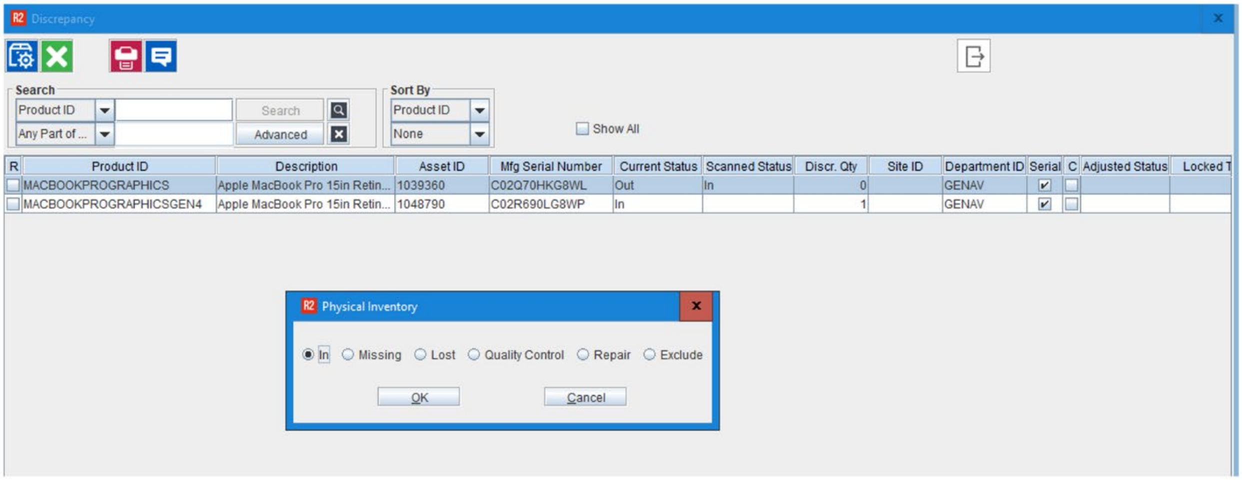
Since this example shows a Non-Serial item job the *Adjust Non-Serial* window will open. To account for discrepancies first look in the *Discrepancy Quantity* field.



This example shows a -10 discrepancy quantity which means there were 10 more accounted for than were in inventory. Use the *Mark as In* column to account for the additional items that were counted. If *Received New* is selected the new assets will be received and show in the. *Received Log* which can be viewed in the *Item Edit* window.

If there was a positive number in the Discrepancy Quantity field there would be fewer assets accounted for and they can be marked as *Missing*, *Lost* or *Damaged*.

Serial Items have a different method for adjusting discrepancies. Clicking the Adjust button will bring up a prompt with the selections of *In*, *Missing*, *Lost*, *Quality Control*, *Repair* or *Exclude*. Select the best option for each discrepancy.



When the Physical Inventory job has all discrepancies accounted for, click the green checkmark in the Physical Inventory window to close. Click *Yes* when prompted “This completes Taking Physical Inventory, are you Sure?” and it will close the job and the job status will change from “In Process” to “Closed”.