Infor Distribution Storeroom Distributor's Guide

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About this guide

This guide provides instructions for implementing and using Storeroom for Infor Distribution SX.e.

Intended audience

This guide is for system administrators or managers who are responsible for setting up and maintaining system records, and operators who use Storeroom and Distribution SX.e to perform daily tasks.

Contacting Infor

If you have questions about Infor products, go to the Infor Support Portal.

If we update this document after the product release, we will post the new version on this website. We recommend that you check this website periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1: Introduction to Storeroom

1

The Storeroom application is a business model that enables you to manage your industrial customers' indirect material and machine supplies by monitoring the warehouse space they have set up for a toolcrib, industrial vending machines, or maintenance repairs and operations inventory. These 'managed warehouses' typically exist within a customer's warehouse or manufacturing facility. All invoices, issues, and receipts that are generated within your system for the customer-owned items in the managed warehouse are associated with the assigned customer, shipto, or both.

The Storeroom application provides separate functions that control setups, issues and returns, inventory movement, cycle counting, receiving, tool repair and regrind, and reporting. Within a Storeroom-managed warehouse, inventory can be further tracked by bin location, serial numbers, and lot numbers.

With Storeroom you can record inventory adjustments, movements of inventory to and from unavailable quantities, and transfers between local warehouses. Entry of these transactions can be performed on-site, and data transmissions to update Distribution SX.e are made automatically via application programming interface (API) calls and business object documents (BODs) exchanged between the systems.

Each warehouse that is managed by Storeroom is designated as a Managed Warehouse in Distribution SX.e. Each Managed Warehouse is associated with a specific customer or shipto and exists only to manage their Storeroom location, toolcrib, vending machine, or repair inventory. Each of your Storeroom customers is likely to have multiple managed warehouse records.

Architecture

The Storeroom module is a Java-based application that is installed separately from Distribution SX.e but communicates with Distribution SX.e through data transmissions within SX.api calls and with the Infor ION Service Bus via business object documents (BODs). Functionality has also been built within numerous existing Distribution SX.e modules to support Storeroom, such as sales and purchase order processing, replenishment, receiving, invoicing, counting, adjustments, and reporting.

Records and transactions created and maintained in the Storeroom application are stored in a SQL database. Product and warehouse records are set up in both Storeroom and Distribution SX.e to maintain data synchronization between the two systems. You can also set up and track employees, departments, machines, and GL numbers in Storeroom.

Scanning device

Storeroom supports keyboard wedge scanners with Bluetooth capabilities. Depending on your use of the scanner, set the scanner to emulate a Tab or Enter after a scan. See the manufacturer instructions for setup details. Contact your Infor consultant for additional information.

Customer-owned versus distributor-owned inventory

A Storeroom-managed warehouse can contain inventory that has been purchased and paid for by the customer, inventory owned by the distributor, or a combination of both. Customer-owned or ‘C’ inventory, and distributor-owned or ‘D’ inventory, are tracked separately in Distribution SX.e as items are issued, replenished, or counted, in order to maintain accurate costs and balances in General Ledger.

Products that have C and D inventory quantities, or are exclusively customer-owned, show separate balances in Product Warehouse Product Setup-Costs. For C inventory, only the on hand and average costs are maintained, as these products have already been purchased.

When an order is generated for customer-owned inventory, it is a record of stock being taken from the storeroom, vending machine, or toolcrib. No costs involved in the transaction because the product was acquired and paid for through the customer’s normal replenishment process.

As the inventory is used, the appropriate balance, either distributor- or customer-owned, is adjusted. Sales Order Entry line items carry an internal inventory type flag that designates whether it is ‘c’ustomer owned or ‘d’istributor owned. When an order is placed, customer-owned inventory is always used first, and a separate line for this quantity is created on the order with a ‘C’ inventory type. No GL updates are made to IC or AR accounts for ‘c’ order lines. In addition, sales ‘c’ lines do not update Sales Manager records. When average cost is calculated in the Sales Entry Processing Invoice Processing Report, Purchase Entry Receipt of Inventory, Transfer Entry Receipt of Inventory, Transfer Shipping Feedback Entry, KP Work Order Center Entry, and Product Qty Adjustments Entry, balances are first reduced by customer-owned inventory quantities.

Transactions for customer-owned inventory movement are stored in the ICETC table. The ICETC table is similar but separate from the ICET table that is used for distributor-owned inventory transactions. When you run the Product Administration Month End Processing Report to calculate usage, both the ICETC and ICET transactions are included to ensure that the ordering controls for Storeroom-managed, whether the products are customer-owned, distributor-owned, or a mixture of both, reflect actual usage rates.

When you first implement Storeroom, you count the quantity of items in each Storeroom-managed warehouse to establish the beginning balances of customer-owned inventory. This inventory is recorded against the on hand customer balances in Distribution SX.e. This is done by performing the Cycle Count process in Storeroom, selecting the **Physical** count type.

Permanent C products

While inventory stored in a warehouse can be a mixture of customer- and distributor-owned quantities, some products are always be stocked and replenished by the customer. These products may be unique and often cannot be sourced by you at a lower cost than by the customer. These types of Storeroom products are identified as permanent customer-owned or permanent C products.

Even though you may not replenish or stock these products for the customer, you can track their usage and make replenishment recommendations such as what products to order, when to order, and what quantity to order.

A permanent C product is designated as such by setting the **Customer Owned** option in Product Setup-Storeroom, and setting the Authorized Replenishment Path (ARP) type to **Vendor** in Product Warehouse Product Setup-General.

When a sales order is created for a permanent Customer Owned item, quantities are deducted from customer-owned balances only, but can be backordered. Any transfer of permanent C products from one Storeroom warehouse to another is recorded in the Storeroom Inventory Adjustments function.

To produce a report of recommended purchase quantities for permanent C products, you can run the Purchase Entry Customer Owned Purchase Report. This report is similar to the Purchase Entry Recommended Replenishment Action Report because it uses the Product Warehouse Product Setup ordering controls to recommend ordering quantities. However, instead of a report that is produced for a specific buyer or product line, the Purchase Entry Customer Owned Purchase Report provides purchasing recommendations to the customer for all of their customer-owned products for one or all of their warehouses. When the Purchase Entry Customer Owned Purchase Report is run, it updates the on order quantity for the customer product. When the item is received in Storeroom, this quantity is decreased. This report can be directed to a printer in the Storeroom warehouse to provide the customer with recommended order quantities. They can then use their back office ordering system to submit purchase orders for their products.

Storeroom modules

The Storeroom application is designed to be used in your locations and your customers' locations.

Setups

These setup functions are available in the Storeroom application:

- **Employee** - Optional setup, used to identify and track employees on issues and Inventory Movement transactions
- **Department** - Optional setup, used to track departments on issues and Inventory Movement transactions
- **GL Account** - Optional setup, corresponds to the GL account numbers in the customer's back office system

- **Customer Product** - Required if the customer's part numbers are different than yours, functions as a cross reference that ties to Distribution SX.e cross reference records. This function also includes the Customer Product Warehouse setup.
- **Machine** - Optional setup, used to track machines on issues and returns at the header and line level, and Inventory Movement transactions
- **Warehouse** - Required setup for each primary Storeroom warehouse, and all vending machines in which inventory is tracked

Issues & Returns

Use this module to enter or import inventory issues and returns. When you submit an issue or return in Storeroom, you also create a Distribution SX.e transaction. An issue creates a sales order. A return creates a return merchandise sales order (OE RM) and, optionally, a return merchandise purchase order (PO RM).

Inventory Movement

Use this module to move Storeroom items to and from unavailable inventory, to increase or decrease the product quantity, and transfer products from one Storeroom warehouse to another. You can also move a regrind product off the floor; creating an sales order for the regrind labor.

Cycle Count

Use this module to perform physical and cycle counts of your Storeroom inventory. The physical count sheets are printed when you first implement Storeroom in your customer's warehouse so you can count the initial on-hand quantity of products in Storeroom. Use Count Entry to post the quantities and update Storeroom and Distribution SX.e inventory records with the 'burn off' or initial starting balances. Ongoing, the Cycle Count function is used to routinely verify and correct product balances.

Receipts

Use this module to record items received in the Storeroom, and to submit any purchase order returns to the vendor.

Inquiries

These inquiries are available in this Storeroom module:

- Product Inquiry - includes Product Detail, Storeroom Detail, Transactions, Backorders, Open PO/WTs, Warehouse Availability, Serials, Lots, and Unavailable Reasons
- Open Regrind Inquiry

Reports

The Reports module connects you to the SQL Services Reporting Services (SSRS) function where you can run these reports:

- Customer Inventory - A listing of all customer-owned inventory including the customer part number, based on data in Distribution SX.e. You can limit the data displayed by warehouse, part number, items with quantity on hand only, or with an on order quantity only.
- Open Receipts - A listing of expected receipts coming in to Storeroom, from both vendors and other warehouses, based on data in Distribution SX.e. You can limit the data displayed by warehouse, vendor, product number, within a requested ship date range, and within an expected ship date range.
- Requested Non Stocks - A listing of requested nonstock items, based on data in Distribution SX.e. You can limit the data displayed by warehouse and vendor.
- Storeroom Issues - A reporting of issues/orders created in Storeroom and related line data, based on data in the Storeroom database. You can limit the data displayed by warehouse, promise date range, employee number, work order number, specific projects, or machine.

You can also create custom reports using SQL Server Reporting Services. Contact Infor Technical Support for assistance.

Chapter 2: Navigation

2

This section provides instructions for accessing and navigating Storeroom. It describes components of the user interface and how to use the controls to create and maintain records and transactions. Instructions for signing in to another company and viewing the interface in a different language are also provided.

Signing in to the application

1 In a web browser, specify the URL for your environment.

2 Specify your **User ID** and **Password**, and then click **Sign In**.

3 Specify the **Customer Number**.

4 Click **Sign In**.

Changing your password

1 Click **Reset Password** on the Sign In screen.

2 Follow the directions on the screen.

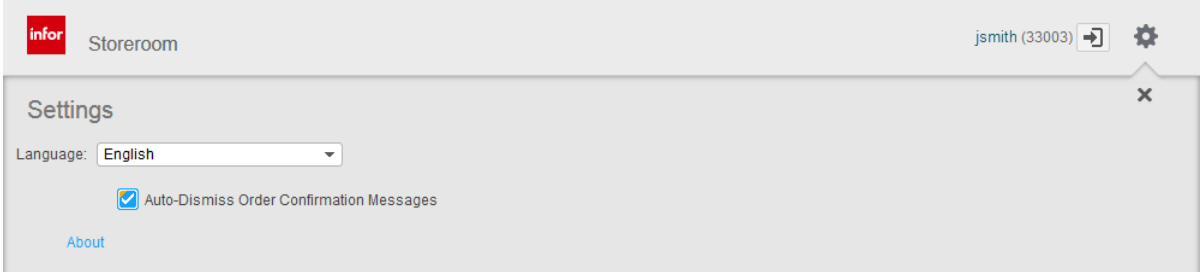
3 Click **Reset**.

Selecting a language

If your version of Storeroom supports multiple languages, you can specify English (US), Spanish, or French Canadian as your personal language preference. Click the **Settings** icon on the Storeroom banner and then select your preferred language. Field labels and messages are displayed in the specified language. Data entered in Storeroom or Distribution SX.e is displayed as entered.

Storeroom reports are provided in English only but can be translated. Contact your Infor ICS consultant for information.

Note: If you change your language preference while performing a transaction, you may lose data.



A global default language is specified for Storeroom during installation. You can override this global default at any time. Your language selection is maintained by the browser; the language displayed at sign in is based on the language specified during your previous session.

Dismissing order confirmation messages

After performing a transaction involving an order, such as issuing product, creating a backorder, or shipping a warehouse transfer, a confirmation message is displayed. To enable you to record the number, it remains open until you close it. If you want the message to close automatically, click the **Settings** icon on the Storeroom banner and then select the **Auto Dismiss Order Confirmation Messages** option.

Working with grids

Grids are used to present a list of records and to enter data. Values are displayed in columns that can be manipulated to customize the grid.

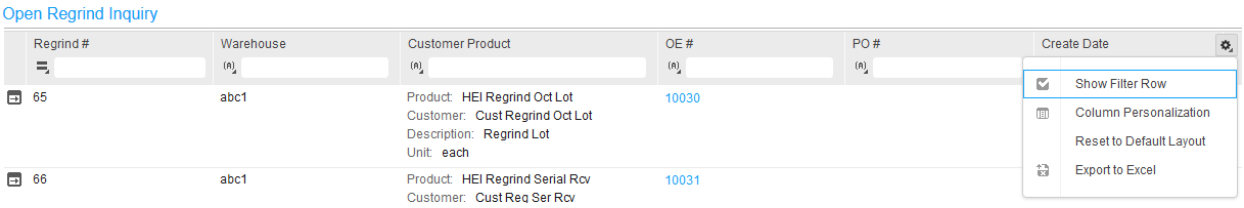
This table lists the controls and indicators used to navigate the grid and enter data.

Icon	Description
	Drill down. Click to access a specific record.
	Check box. Click to select a record or an option, such as Active or Print Price on Pick Ticket.
	Either Selected or Not Selected. When applying a filter, select this option to indicate that an option can be selected or not selected. For example, if you are using the Active option to search for records, you would select this option if the records could be either active or inactive records.

Icon	Description
	Descending. Indicates that the column is sorted in descending order. Click to sort by ascending order. This icon is not displayed until you click the column heading.
	Ascending. Indicates that the column is sorted in ascending order. Click to sort by descending order. This icon is not displayed until you click the column heading.
	First. Click to view the first page of a multiple-page list.
	Previous. Click to view the previous page of a multiple-page list.
	Next. Click to view to the next page of a multiple-page list.
	Last. Click to view to the last page of a multiple-page list.
	Required. Displayed next to fields that require a value.
	Error. Indicates an error. For example, this icon is displayed if you entered a required field but did not specify a value before exiting the field, or if you imported a line that contains an error.
	Valid. Indicates that a line on an imported record does not contain an error.
	New. Indicates entry of new data in a grid–for example, when a product is added to an issue.
	Modified. Indicates that a value in the row was modified since its initial entry, for example, if you changed the requested quantity of a product on a backorder. If a field has a yellow indicator in the top left corner, the value in the field was modified.
	Drillback hyperlink. Click on a sales order (OE), purchase order (PO), or warehouse transfer (WT) number hyperlink to drill back to the corresponding document in Distribution SX.e. You must have a valid Distribution SX.e login to use drillbacks.
	Grid Settings. Click to view the Grid Settings menu options such as Show Filter Row Column, Column Personalization, Reset to Default Layout, and Export to Excel. Click the icon to close the Grid Settings menu.
	Filter Menu. Enables you to run or clear the filter.
	Lookup. Click to look up and select a record from a list of records. You can also use typeahead functionality in a field with a lookup button.
	Calendar date. Click to access an interactive calendar where you can click on a date that is then loaded into the entry field. The date format is determined by your machine or browser settings.

Grid Settings

The Grid Settings menu, which is accessed by clicking the Grid Settings icon located in the top right corner of a grid, includes these options: Show Filter Row, Column Personalization, Reset to Default Layout, and Export to Excel.



Show Filter Row

Select the **Show Filter Row** from the Grid Settings menu to display a filter field and filter option, which is represented by a filter icon, for each column. You can use the arrow keys to navigate through the filter row fields.

Click on the filter icon to the right of the field to select another filter option. The types of filters available depends on the values in the column. These filter options are available:

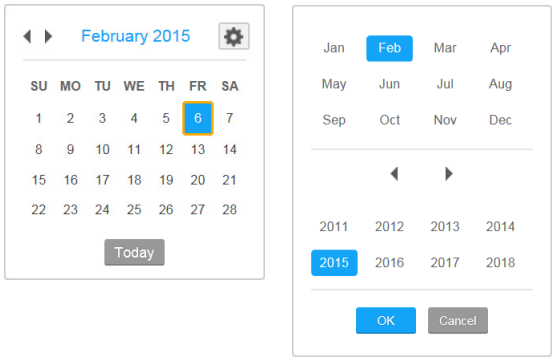
Type of filter	Filter options	
Alpha	• Equals • Does Not Equal • Contains • Does Not Contain • Is Empty	• Is Not Empty • Starts With • Does not Start With • Ends With • Does Not End With
Numerical	• Equals • Does Not Equal • Is Empty • Is Not Empty	• Less Than • Less Than or Equals • Greater Than • Greater Than or Equals
Date	• Today • Equals • Does Not Equal • Is Empty • Is Not Empty	• Less Than • Less Than or Equals • Greater Than • Greater Than or Equals

Note: Storeroom does not support all filter options for values that are derived from the ERP database. Additionally, the filter option that is displayed might not function as expected. For example, when

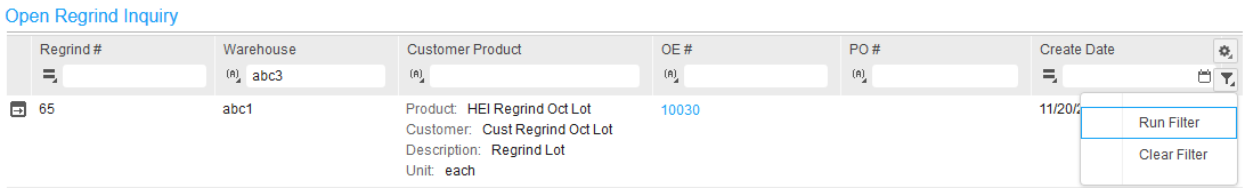
creating a record in Customer Product Setup, the ‘Contains’ filter in the **Product** field lookup functions as a ‘Starts With’ filter.

After selecting a filter option, specify one or more values in the corresponding field. If you specify multiple values in a field, records that contain the values you specified for that field, regardless of the order in which you specified the values, are displayed. For example, if you specify **filter replacement** in the **Customer Product Description** field in Product Inquiry, results for products with a description that includes ‘filter replacement’ or ‘replacement filter’ are displayed.

If you are specifying a date, click the calendar icon to open the date picker. Click the icon in the top right corner of the date picker to select the month and year. You can also specify the date using your keyboard. Press **Enter** after you access the field and then use the arrow keys to highlight a date. Press **Enter** to select the date.

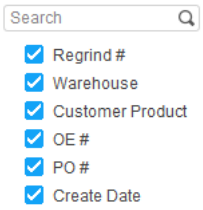


To apply the filters, press **Enter**, or click the Filter Menu icon and select **Run Filter**. After the results are returned, you can apply additional filters. You can also click a column header to change the order in which the values are displayed–ascending or descending.



Column Personalization

Select **Column Personalization** from the Grid Settings menu to display a list of the columns. Use this list to hide or display columns used in the current function.



To move a column, click on the column header and drag it to the new location. A double blue line indicate where the column will be located.

Grid personalization persists from session to session. Select **Reset to Default Layout** from the Grid Settings menu to undo your personalization settings during your current session.

Note: Personalization of a lookup grid does not persist. The default layout is displayed each time you access the lookup.

Export to Excel

Select **Export to Excel** from the Grid Settings menu to export the contents of the grid to a Microsoft Excel spreadsheet or another application. Select **Save File** to download the file to your machine.

Note: This feature does not work if you are using Microsoft Internet Explorer as your browser.

Grid pagination

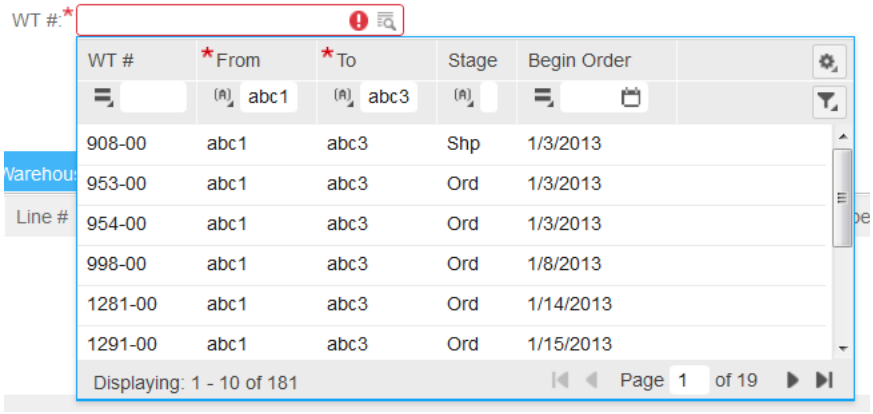
Use the **Records Per Page** setting to change the number of records that are displayed. To navigate the pages, use the grid pagination buttons or specify a page number in the **Page** field.

Working with lookups

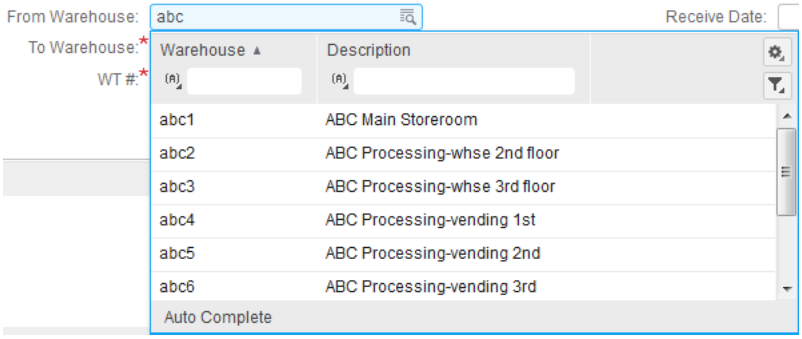
In fields that require a pre-defined value, you can perform a lookup if you do not know the value. Click the lookup icon to access the lookup function. Specify and apply filter criteria by pressing **Enter** or selecting **Run Filter** from the Filter Menu. Required values are indicated with a red asterisk.

See "Show Filter Row" on page 20 for information about applying filters.

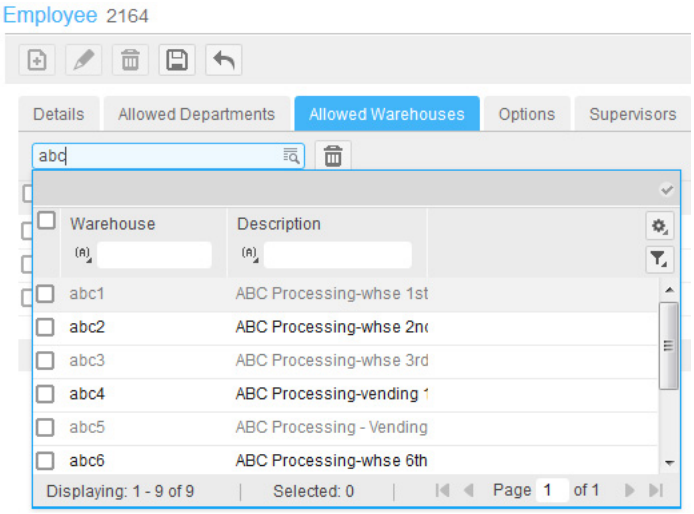
To select a record, click on the record, or use the arrow keys to highlight a row and press **Enter**.



If you know the value of the setting, you can use the typeahead function. As you type, the records that match this value are displayed. Up to 10 records are displayed. If you specify an exact value, you can press **Tab** to validate and accept the value. Press **Enter** to select the first, highlighted value from a result set. To select another value, click the record with your mouse, or use the down arrow to highlight the record and then press **Enter**.



In some lookups, such as the Allowed Departments, Allowed Warehouses, and Supervisors lookups in Employee Setups, or serial and lot lookups, you can select more than one value. These lookups are characterized by the check boxes to the left of the records. Records that were previously selected are displayed but are not available.

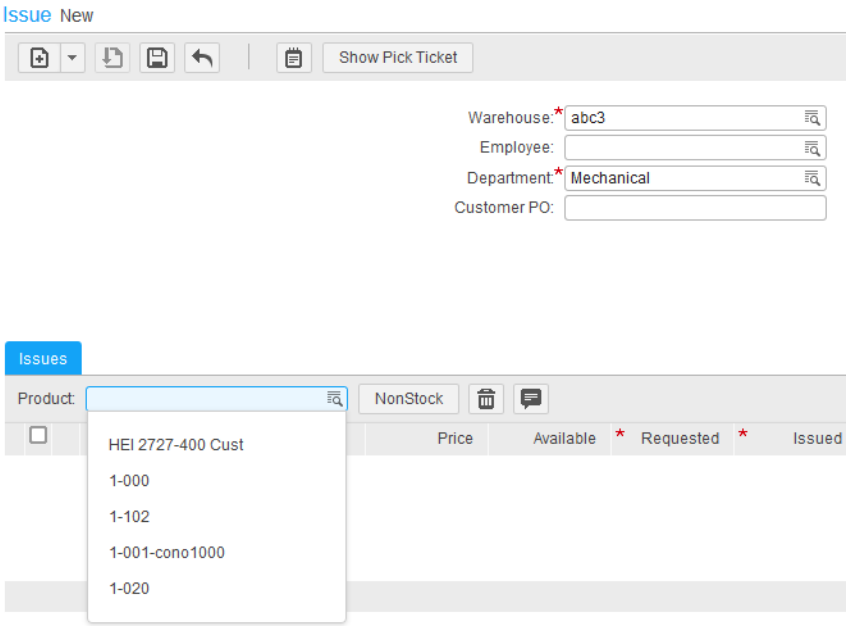


Most Recently Used

You can use the most recently used (MRU) feature in most fields equipped with a lookup. Click your mouse in a field with a lookup to view the five most recent values you accessed. You can click on a value to select it.

The MRU feature is applicable from function to function. For example, if you move a product into available inventory in Inventory Movement, this same product is displayed in the **Product** field in other functions, such as Issue or Transfer.

The MRU list does not appear if you click **Tab** to advance to the field. You must use your mouse to click in the field to view the list.



Working with toolbars controls

The toolbar controls are used to create, maintain, and delete records, and perform functions such as submitting transactions to Distribution SX.e.

Icon	Description
	New. Click to access a transaction or record entry window and create a new record.
	Edit. Click to make changes to an existing record.
	Delete. Click to delete a selected record.
	Back. Click to return to the previous window. Cancel. Click to return to the previous window without performing an action
	Accept. Click to accept entry of serial and lot numbers.
	Notes. Click to attach a note to a transaction.
	Comments. Click to attach a comment to a line on a transaction.
	Submit. Click to submit the transaction. **Note:** You cannot press **Enter** to submit a transaction. Because the **Enter** button can be used to perform other tasks, such as opening a lookup, while completing a form, this feature was disabled to prevent you from inadvertently submitting a form before it is complete. Save. In Cycle Count Entry, click to save validated data to a run when importing a CSV file.
	Import. Click to import a list of records into an entry function.
	Print PO. In Issues & Returns, select a line and click this button to print a purchase order tied to a back order.
	Approve. Click to approve transactions in Inventory Movement Approval functions.
	Reject. Click to reject transactions in Inventory Movement Approval functions.
	Refresh. Click to update the list of transactions in Inventory Movement Approval functions.

Signing out of the application

Click the **Sign Out** icon on the Storeroom banner to sign out of the current customer account. Close the web browser to end your Storeroom session. If you close the browser without signing out, the session remains active until it times out.

Chapter 3: Distribution SX.e setups

3

This section provides instructions for setting up the records and options in Distribution SX.e that are used by the Storeroom integration. These setups are usually performed by the distributor as part of the implementation of Storeroom.

Setting up Distribution SX.e

This section provides instructions for the Distribution SX.e setups that are required to support the Storeroom integration.

Storeroom is supported for use with the graphical and web-based version of Distribution SX.e.

Caution: Do not alter critical settings and data, such as the **Customer #** in Product Warehouse Description Setup-Storeroom, after you have implemented Storeroom in your organization. This could cause inventory records to go out of balance.

Prerequisites

Certain setups are required in Distribution SX.e in order to activate or fully utilize the Storeroom application. This includes creating or updating records in these functions:

- **Product Warehouse Description Setup** - You must set up each Storeroom-managed warehouse, select the **Managed Warehouse** option, and associate it with a customer and/or shipto record.
- **Customer Setup** - Your customer must be assigned to each managed warehouse that is maintained for their use.
- **Customer ShipTo Setup** - If your customer maintains multiple warehouses, plants, tool cribs, or vending machines, you can create a single customer record in Customer Setup, and then create Customer ShipTo Setup records for each ‘warehouse’ that you maintain using Storeroom. Each of these warehouses are set up in Product Warehouse Description Setup and associated with the single customer record (Customer Setup) and assigned to each shipto (Customer ShipTo Setup) record.

- **SA Table Code Value Setup** - Reason Unavailable: If you want to require that some Storeroom products be inspected upon receipt in the Storeroom warehouse before being made available, set up a Reason Unavailable with a **Reason Type** of **i** - inspection. Then, select the **Receive as Unavailable** option in Product Warehouse Product Setup-Storeroom for those products. Return/Adjust Reason: Return/Adjust Reasons must be specified for the two business rules required for returns–Storeroom Default Return Reason Code and Storeroom Default Reason when no PO. If you want to specify a **Restock Charge** for these Return/Adjust Reasons, it is displayed when you create a return in Storeroom but can be overridden.

  Ship Via: If you create a tied purchase order or warehouse transfer when issuing a non-stock product, the ship via from the Vendor Setup or Product Warehouse Description Setup record is the default setting. If you want to override these default settings, the ship via you specify is validated again the ship via code set up in SA Table Code Value Setup.
- **Product Setup** and **Product Warehouse Product Setup** - You must create a record in these functions for each product in the Storeroom-managed warehouses. In Product Warehouse Product Setup, flag the product as customer-owned inventory only if the product is wholly customer-owned. Also, specify if the product is serial- or lot-controlled and when serial numbers are assigned. These records must be created before you import or create any customer product records in Storeroom.
- **Product Extended Product Cross Reference Setup** - You must set up customer-product cross reference records for any customer products in Storeroom that have a different product number than the corresponding product in Distribution SX.e so that when these products are issued or maintained in Storeroom, the appropriate product records are updated in Distribution SX.e.
- **SA Operator Setup** - You must set up an operator record for each employee who will use Storeroom and Distribution SX.e, including both distributor and customer employees. Ensure that you assign the correct functional security in SA Operator Setup so Storeroom employees can use drillback hyperlinks to view documents in Distribution SX.e. If an employee has access to Storeroom only, and you do not want to track their operator ID on transactions created in Distribution SX.e, this is not required.
- **SA Business Rule Setup** - Business rules should be created to populate certain data fields that are required by Distribution SX.e processes.
- **SA ESB Noun Administration** - The ItemMaster, Shipment, InventoryCount, Requisition, and SupplierPartyMaster business object documents (BODs) must be set up to produce these BODs via ION when exchanging data with Distribution SX.e. You must also run the SA Administration ESB Initial Load Report for the SupplierPartyMaster BOD.

  See information about sending the initial data load in the *Infor Distribution SX.e Configuration Guide for Infor Xi Platform*.
- **SA Administrative Options** - For serial- or lot-controlled products, you must select default receiving and entry settings. In SA Administrator Options-Products-Defaults, specify if you want serial numbers to be assigned at receiving and into which type of lot products can be received: any, new only, or closed or new. For both serial- and lot-controlled products, specify entry settings options in SA Administrator Options-Documents-Sales Orders-Entry Settings and SA Administrator Options-Documents-Transfer Orders-Processing.
- **SA Printer Group Setup** - Set up printers groups and then assign the printers to a group in SA Printer Setup. Printer lookup is only available in Storeroom if you specify a printer group in SA Operator Setup or Product Warehouse Description Setup records.

Before completing these setup tasks, verify that you have purchased the Storeroom module license and activated the module purchased flag in SA All Company Info Setup-Other Licenses.

You can also set up a remote printer in your customer's warehouse to print reports, such as the Purchase Entry Customer Owned Purchase Report, or count sheets, kit product work orders, or other documents, directly to a printer in the Storeroom warehouse.

See "Remote printers" on page 40.

After all setups are complete in Storeroom and Distribution SX.e, you are ready to perform your initial load of inventory records.

See "Storeroom data import tool" on page 45.

Defining a warehouse as Storeroom-managed

Use Product Warehouse Description Setup to create a warehouse record and designate it as Storeroom-managed. You must also associate the warehouse record with a customer and/or shipto record, and indicate which product cost to use during replenishment.

1 Log in to Distribution SX.e.

2 Select **Customer > Setup > Customer** and verify a record exists for the customer you are setting up the warehouse for.

3 If applicable, select **Customer > Setup > Customer ShipTo** and verify a record exists for the customer shipto you are setting up the warehouse for.

4 Select **Product > Setup > Warehouse Description**.

5 Click **New** to create a new warehouse, or search for an existing warehouse record.

6 In the General view, specify the number of the customer in the **Customer #** field for whom the Storeroom-managed warehouses are being established. This value is required.

7 Optionally, specify the number of the customer's shipto in the **Ship To** field.

8 In the Storeroom view, select the **Managed Warehouse** option. Complete the remaining information.

   See the online help for field descriptions.

   Note: If you specify a WT ARP Warehouse, you are required to enter a warehouse that is assigned to the same customer.

9 Click **Save**.

Setting up a Storeroom-managed warehouse product

Products that will be stored in a managed warehouse must first be set up in Product Setup and Product Warehouse Product Setup. Storeroom-managed warehouses may contain a mixture of customer-owned and distributor-owned inventory.

Data synchronization

A significant part of Storeroom implementation is creating Product Setup and Product Warehouse Product Setup records for all of your Storeroom-managed products, and Product Extended Product Cross Reference Setup records for customer products with different product numbers.

You can use an Infor import utility provided with your Storeroom installation to import customer products directly into the Storeroom database.

See "Storeroom data import tool" on page 45.

You can also manually create customer product records in Storeroom Customer Product Setup. After the Distribution SX.e and Storeroom product records are created, SX.api calls and BODs are in place to help keep these records synchronized and save you from maintaining the same record in two systems.

When you perform the data import, the customer products you load into Storeroom are unique to that customer. When the customer product record is created in Storeroom, a corresponding Customer Product Warehouse record is added to the Storeroom database. This automatic creation can only occur if a valid Product Warehouse Product Setup product record already exists in Distribution SX.e. Conversely, if a Product Warehouse Product Setup record is created, the ItemMaster BOD is generated which automatically creates a Customer Product Warehouse record in Storeroom.

Bill on Receipt products

You can also require that the cost of a product be billed to the customer immediately upon its receipt from the vendor. These are products that are not usually stocked as distributor-owned inventory, so when they are received on a purchase order or warehouse transfer they are immediately “sold” to the customer.

A Bill on Receipt sales order is created automatically with a zero price and cost when this type of product is processed through Purchase Entry Receipt of Inventory, Transfer Entry Receipt of Inventory, or Recovery Billing. The order is invoiced automatically if the **Auto Invoice Shipped Orders** option is **Bill on Receipt** or **Both** in Product Warehouse Description Setup-Storeroom. Inventory balances are updated to move quantities from Received to On Hand, so they are immediately available for sale. The system also overrides the **Action to Take on Completion of Receiving** setting in SA Administrator Options-Documents-Sales Orders-Back Orders to **None** to enable the updating of On Hand quantities.

Because the customer is invoiced immediately, addon charges from your vendor are not included on the invoice for the original order. If the **Include Addons** option is selected for the **Mark Up From** setting in SA Administrator Options-Products-Costs, the addons costs are included in updates to the costs displayed in Product Warehouse Product Setup and are passed on to the customer in subsequent sales.

If the **Auto Invoice Shipped Orders** option is set to **No**, you must manually run the Sales Entry Processing Invoice Processing Report and then the Sales Entry Processing Back Order Fill Report to move the Bill on Receipt (BOR) product from the distributor-owned Received balance to the customer-owned On Hand balance in Product Warehouse Product Setup-Costs.

To identify a product as billed upon receipt, select the **Bill on Receipt** option in Product Warehouse Product Setup-Storeroom.

If a BOR product is backordered, the inventory type on the order is normally converted from ‘c’ustomer-owned to ‘d’istributor-owned. When BOR products are received in the Storeroom warehouse, they are received as ‘d’istributor-owned. Any backorders are filled and then the remaining stock is converted to ‘c’ustomer-owned and the customer is automatically invoiced for the remaining amount only. The backordered BOR products are invoiced as each order is filled. If you want to invoice the customer one time and track backordered BOR products against a single receipt, you can control how BOR products are billed when they are received in Purchase Entry Receipt of Inventory or Transfer Entry Receipt of Inventory. This is managed by the **Bill on Receipt - Demand Billing** option in Product Warehouse Description Setup-Storeroom. If you select **Customer** for this option, the inventory type on backordered BOR lines is left as ‘c’ (customer-owned). Since Bill on Receipt products are received as ‘d’istributor-owned, none of the ‘c’-type backorders are filled during the receiving process. If the option, **Auto Invoice Shipped Orders** is **Bill on Receipt** or **Both**, after the receiving processing is complete, the Sales Entry Processing Invoice Processing Report is automatically run, the BOR lines are converted from ‘d’istributor-owned to ‘c’ustomer-owned, and Sales Entry Processing Back Order Fill Report is run to fill the customer-owned backorder line items. If the Storeroom warehouse is not set to auto invoice shipped BOR orders, you must run the Sales Entry Processing Back Order Fill Report manually or schedule it as a stored report to run at the end of the day after all receiving is complete.

Note: If the Product Warehouse Description Setup option, **Bill On Receipt - Demand Billing** is **Customer**, and all of the products being received in Purchase Entry Receipt of Inventory or Transfer Entry Receipt of Inventory are BOR products, the Sales Entry Processing Back Order Fill Report is only run once after the Sales Entry Processing Invoice Processing Report, not as part of the receiving process.

If you select **Distributor** for this option, the BOR products are received as distributor-owned, and any backorders are filled prior to invoicing. The remaining stock is converted to customer-owned inventory and the customer is invoiced for this amount. The invoice in this case would not match up to the full amount received. The backordered BOR products will be updated with the actual price and cost.

Note: If you want to change the **Bill On Receipt - Demand Billing** option to **Customer** after you have implemented Storeroom, any outstanding BOR backorders will still carry a ‘d’ inventory type. These lines will be filled first and the customer billed for the difference. When you change the option to **Customer** any new backorders that are created will carry the ‘c’ inventory type. You will not see full receipts matching invoices until all BOR backorders are filled.

Using bin locations

You can assign bin locations to each product in Product Warehouse Product Setup-General. All bin locations are printed on the pick ticket for issues and returns, and on the Allocation/Fill Report when the product is received in the warehouse. After the initial import, bin location changes made in one application automatically updates the other application via SX.api calls.

Counting unit of measure

Before you begin the counting process, determine if the counting unit of measure for each Storeroom product should be the same as the stocking unit of measure. If not, specify the count unit in Product Warehouse Product Setup-Storeroom to use during Storeroom physical or cycle counts. For example, if you stock boxes of 24 pairs of gloves, but issue and count them as a pair, your stocking unit of measure would be ‘box’ and your counting unit would be ‘pair’.

The unit of measure must be a valid UOM set up in Product Extended Unit Conversion Setup or SA Table Code Value Setup-Unit Conversion. If the **Count Unit** field in Product Warehouse Product Setup is blank, the **Counting** unit of measure in Product Setup is used on the Product Entry Storeroom Count Report. If the **Counting** field in Product Setup is blank, the **Stocking** unit of measure in Product Setup is used.

Product unit of measure

When you issue a product with a unit of measure specified on the Storeroom Customer Product record, the Storeroom unit of measure is validated against the Product Extended Unit Conversion Setup record and conversion factor is used to determine the correct price and cost for the product in Distribution SX.e. If unit of measure is not specified on the Storeroom Customer Product record, the Selling Unit in Product Setup is applied to the product. If a Selling Unit is not specified, the Stocking Unit is used. If you set up Storeroom product records with a different selling or stocking unit of measure, we recommend you create a unit conversion record in Product Extended Unit Conversion Setup for that product.

Serial- or lot-controlled products

In Product Warehouse Product Setup-General, you can specify if the product is serial- or lot-controlled. If the product is serial-controlled, you must specify when the serial number is assigned. You can accept the default receiving setting, which is set up in SA Administrator Options-Products-Defaults; or you can specify that serial numbers for this product are assigned at sales or during receiving.

Each controlled product is assigned a serial or lot number so the products can be tracked within Storeroom and Distribution SX.e. Serial and lot numbers are listed on pick tickets and can be included on reports. Any changes made to serial or lot numbers in one application automatically update the other application via SX.api calls.

Creating or defining a product as Storeroom-managed

Review this procedure before updating your Distribution SX.e product records. These settings are optional and depend upon your implementation of Storeroom.

1 In Distribution SX.e, select **Product > Setup > Warehouse Product**.

2 Click **New** to add a new product or search for an existing product record.

3 If applicable, specify **Serial** or **Lot** in the **Control** field.

4 If a serial-controlled product, specify **AO Default**, **Receive**, or **Sales** in the **Serial Receiving** field.

5 In the Storeroom view, complete the applicable fields. Specify a counting unit of measure in the **Count Unit** field if it differs from the stocking unit of measure.

Note: If this field is blank, the Counting unit of measure in Product Setup is used on the count report. If the **Counting** field in Product Setup is blank, the Stocking unit of measure in Product Setup is used in the Product Entry Storeroom Count Report.

6 Select the **Bill on Receipt** option if this product is always customer-owned and the customer should be immediately billed when the product is received on a purchase order or warehouse transfer.

7 Select the **Customer Owned** option if this product is a permanent C product and is only owned and replenished by the customer.

8 Select the **Receive As Unavailable** option to require an inspection prior to making this product available. You must have set up the **Reason Unavailable type** as **i** - inspection in SA Table Code Value Setup.

9 If you selected the **Receive As Unavailable** option, click on the Ordering view. Indicate whether to use the normal PO replenishment or Program Purchase process when there is an unavailable quantity due to the 'Inspection' Unavailable Reason by specifying **P** in the **Incl Unavail Reason Quantity** field.

10 Click **Save**.

Setting up SA Admin Option defaults for serial- and lot-controlled products

Receiving defaults

In SA Administrator Options-Products-Defaults, you must specify when you want to assign serial numbers to serial-controlled products and into which type of lot products can be received.

Serial-controlled products can be assigned a serial number during receiving or at sale. Select **Assign Serial# During Receiving** or leave this option blank if you want to assign serial numbers at sale (at issue in Storeroom). This default setting applies to all serial-controlled products unless it is overridden in Product Warehouse Product Setup.

Lot-controlled products are always assigned a lot number during receiving but you must specify into which lots product can be received. There are three receiving options:

- **Any Lot**

  You can specify a new lot or select existing lots. Depending on the transaction, the status of an existing lots might be active, inactive, or on hold.

  In Distribution SX.e, lots are set up and maintained in Product Extended Lot# Setup. A lot that you create in Storeroom is an active lot. To change the lot status to inactive or hold, you must use Product Extended Lot# Setup.

- **New Only**

  You must specify a new lot number.
- **Closed or New**

  You can specify an existing lot that is closed or a new lot.

  Lots must be closed in Product Extended Lot# Setup. If you receive lot-controlled products into a closed lot in Storeroom, the close date is cleared and the status is changed to active in Distribution SX.e.

The lot receiving option you select affects transactions in both Distribution SX.e and Storeroom. All the receiving functions in the Storeroom Receipts module and these Inventory Movement functions are affected by the lot receiving option: Transfer, Adjustment, Move To Unavailable, and Move to Available.

Both the serial and lot receiving options affect the functionality of Storeroom. For example, if you opt to assign serial numbers at sale, you cannot assign them at receiving. Similarly, if you decide to enter lot products into new lots only, you will not have access to existing lots.

Entry defaults

When you issue a serial-controlled product that was assigned a serial number during receiving or a lot-controlled product, you must select an existing number from a list. In Distribution SX.e Administrative Options-Documents-Sales Orders, you can specify how the lists are presented.

If you specify **Oldest** for the **Serial Number Entry** option, the oldest serial numbers for a product are automatically selected when you create an issue. For example, if you are issuing four units of a serial-controlled product, the four oldest serial numbers, based on receipt date, are shown in the Serials window. You can accept these serial numbers or use the lookup to select different serial numbers. The lookup list is also sorted by receipt date, showing the oldest numbers first.

If you specify **Oldest** for the **Lot Number Entry** option**,** lot numbers with the oldest open dates are automatically selected when you create an issue. The quantity for each lot is shown. If the oldest lot does not contain sufficient quantity to fill your order, multiple lots are selected. You can split the order across multiple lots or use the lot number lookup to search for a lot that contains enough product to fill the order. The lookup list is also sorted by oldest open dates.

The **Enter** and **Select** options for both serial and lot entry have a limited effect in Storeroom. If you specify **Enter** or **Select**, you must manually specify which control numbers you want to use. If you use the lookup to view the list of serial or lot numbers, the numbers are displayed in alpha-numeric order.

Default entry settings for serial- and lot-controlled products are also in SA Administrator Options-Transfer Orders-Processing. These default entry settings affect transfers performed in Inventory Movement > Transfers and Receipts > Receiving > WT Ship/Receive.

Setting up cross references for customer products

A cross reference record must exist in Distribution SX.e for each customer product created in a Storeroom-managed warehouse with a name that differs from the Distribution SX.e part number. If the part numbers and names are identical, these procedures are not required. In addition, these steps are not required if you create the customer product record in Storeroom first.

When a customer record is set up in Storeroom with a name that does not match a product name in Distribution SX.e, a Product Extended Product Cross Reference Setup Product record is automatically created in Distribution SX.e.

Conversely, any changes made to a Product Extended Product Cross Reference Setup record automatically updates the Storeroom customer product record.

1 In Distribution SX.e, select **Product > Setup > Extended Product Cross Reference**.

2 In the Customer view, click **New**.

3 Specify the **Customer** and optionally, the **Ship To**.

4 Complete the remaining fields and click **Save**.

Nonstock product category

If you will be using nonstocks in your Storeroom warehouse, you must set up a default product category in Distribution SX.e. A product category is required when entering a nonstock in Distribution SX.e, however, you cannot access this field in Storeroom Issue Entry. Therefore, this default category is used when you enter an issue in Storeroom for a nonstock product. You can assign a default product category at the warehouse level or at the company level.

To set up a default product category at the warehouse level for Storeroom use only, access Product Warehouse Description Setup-Storeroom and specify a product category in the **Non-Stock Product Category** field.

To set up a default product category at the company level, access SA Administrator Options-Products-Defaults and enter a value in the Non-Stocks **Product Category** field.

Product categories are defined in SA Table Code Value Setup.

Operator security

To support the integration of Storeroom with Distribution SX.e, many functions initiate API (application programming interface) calls that run Distribution SX.e processes. These processes use either the individual operator’s security settings as defined for Distribution SX.e functions in SA Operator Setup, or the default security assigned to the API operator; depending upon whether they are a distributor employee or a customer employee.

Distributor employees must be set up with valid operator records in both Distribution SX.e and Storeroom. When you set up or maintain their SA Operator Setup record in Distribution SX.e, you

should verify their function security levels are set appropriately, because the SX.api calls that are initiated by Storeroom to run Distribution SX.e functions verify each operator's security levels. When you set up their Employee record in Storeroom, you assign their Distribution SX.e ERP operator ID. The operator initials are also recorded on the transactions that are created by SX.api processes, providing an audit trail in Distribution SX.e.

Customer employees do not require a login or security access to Distribution SX.e. When a customer employee runs a Storeroom process that initiates an SX.api call, the API operator ID is used. This is usually the 'sys' operator, and should have full security to most Distribution SX.e functions.

Note: If an SX.api process cannot verify an operator's initials, it will not cause the process to stop or fail. Instead, the default API operator initials are used.

Drillbacks

Drillbacks are hyperlinks in Storeroom functions that allow you to drill back to Distribution SX.e inquiry functions. To enable drillbacks, you must create a SA Operator Setup record in Distribution SX.e for all employees who will use these hyperlinks. After these are created, assign a **Drill Back User ID** to the operator in SA Operator Setup-Static Information to enable drillbacks from Storeroom. This must be a unique ID; it cannot be shared by another Distribution SX.e operator.

These drillbacks are available in Storeroom:

- Setup > Customer Product > Customer Product Warehouse - You can click on the product number to drill back to the Distribution SX.e Product Warehouse Product Setup record.
- Issues & Returns > Back Order - You can click on the OE #, WT #, and the PO # if it is tied to a purchase order, for each issue on the back orders list.
- Inquiries > Product Inquiry > Transactions - You can click on the order number to drill back to the Sales Order Inquiry in Distribution SX.e. The selected order will default into the inquiry.
- Inquiries > Product Inquiry > Open PO/WTs - You can click on the order number to drill back to Purchase Inquiry or Transfer Inquiry, depending on whether the transaction type is a purchase order or warehouse transfer.

Setting up an operator record

As the distributor, each of your employees who will manage your customers' Storeroom warehouses should be set up with an operator record in SA Operator Setup. You must also set up a record for every employee at your customer's site who will be performing drillbacks on order number links in Storeroom. You may also set up customer employees in SA Operator Setup if you want to track their operator ID on transactions created in Distribution SX.e.

1 In Distribution SX.e, select **System Administrator > Setup > Operator**.

  See information about creating and maintaining an operator record in the online help.

2 In the **Drill Back User ID** field on the Static Information window, specify the user ID from the user record set up for the operator in the Storeroom Security module.

3 Specify a **Drill Back Seconds** value greater than 0 (zero). We recommend 1.

4 Complete all other setups as appropriate and save the record.

Business rules

The Storeroom integration uses business rules when certain Distribution SX.e processes are run. Depending upon how your operation uses Distribution SX.e, you may need to set up or modify these business rules so that processing is not halted.

Some business rules allow you to assign values, such as Lost Business Reason, Non Taxable Reason, Return Reason, and Unavailable Reason, to records. Other business rules may help to prevent errors.

Lost business reason

If you choose not to create a backorder for an unfulfilled quantity, that request is sent to lost business. Storeroom does not require that you specify a lost business reason, but it is required in Distribution SX.e if your SA Administrator Options-Documents-Sales Orders-Entry Settings **Require Lost Business Reason** is selected. If that is the case, you must define a business rule in SA Business Rule Setup that assigns a default lost business reason to any orders from Storeroom that are sent to lost business. This Storeroom-specific lost business reason code must first be set up in SA Table Code Value Setup-Lost Business.

To define a business rule for a lost business reason:

1 In Distribution SX.e, select **System Administrator > Setup > Table Code Value**.

2 Select **Lost Business (OE)**.

3 Verify the lost business code is set up or click **New** to set up a new code. Make a note of the Lost Business (OE) **ID**.

4 Select **System Administrator > Setup > Business Rule**.

5 Click **New**.

6 Select **SXAPI** in the **Category** field.

7 Select **Storeroom Default Lost Business Code** in the **Rule** field.

8 Specify the Lost Business Reason ID in the **Rule Value** field.

9 Click **Save**.

Non-taxable reason

When an issue is created in Storeroom and the **Taxable** flag is not selected, a non-taxable reason is required when the order is created in Distribution SX.e. If the product is normally taxable and a non-taxable reason is not set up in Product Warehouse Product Setup-Costs, the non-taxable reason from this business rule is used.

1 In Distribution SX.e, select **System Administrator > Setup > Table Code Value**.

2 Select **Non Taxable Reason**.

3 Verify the non-taxable reason is set up or click **New** to set up a new code. Make a note of the Non Taxable Reason **ID**.

4 Select **System Administrator Setup > Business Rule**.

5 Click **New**.

6 Select **SXAPI** in the **Category** field.

7 Select **Storeroom Default Nontaxable Reason** in the **Rule** field.

8 Specify the Non Taxable Reason ID in the **Rule Value** field.

9 Click **Save**.

Return reason when tied to a PO

You must set up a default Return/Adjust reason that is applied to Return transactions entered in Storeroom Issues & Returns. A Return/Adjust Reason code with a Return Type of Vendor is required when the return merchandise sales order (OE RM) is created in Sales Order Entry in Distribution SX.e and is tied to a PO RM. You can specify a default **Restock Charge** for this return reason. This restock charge is displayed in Storeroom when you create a return but can be overridden.

1 In Distribution SX.e, select **System Administrator > Setup > Table Code Value**.

2 Select **Return/Adjust Reason**.

3 Select the return reason and click **Edit**, or click **New** to set up a new reason.

4 Click **Additional Information** and specify **Vendor** in the **Return Type** field.

5 Optionally, specify a **Restock Charge**. Indicate if the value is a dollar amount or percentage.

6 Make a note of the Return/Adjust Reason **ID**.

7 Select **System Administrator > Setup > Business Rule**.

8 Click **New**.

9 Select **SXAPI** in the **Category** field.

10 Select **Storeroom Default Return Reason Code** in the **Rule** field.

11 Specify the Return/Adjust Reason ID in the **Rule Value** field.

12 Click **Save**.

Return reason when no PO is tied

When a Return transaction is entered in Storeroom Issues & Returns for a product that is to be returned to inventory, but the transaction is not tied to a purchase order, Distribution SX.e uses the return reason defined for this business rule. Without this return reason, the product will be sent to

unavailable and will require an adjustment to return it to inventory.You can specify a default **Restock Charge** for this return reason. This restock charge is displayed in Storeroom when you create a return but can be overridden.

1 In Distribution SX.e, select **System Administrator > Setup > Table Code Value**.

2 Select **Return/Adjust Reason**.

3 Verify the return reason is set up or click **Add** to create one.

4 Click **Additional Information** and select **Stock** from the **Return Type** field.

5 Optionally, specify a **Restock Charge**. Indicate if the value is a dollar amount or percentage.

6 Make a note of the Return/Adjust Reason **ID**.

7 Select **System Administrator > Setup > Business Rule**.

8 Click **New**.

9 Select **SXAPI** in the **Category** field.

10 Select **Storeroom Default Return Reason Code When No PO** in the **Rule** field.

11 Specify the Return/Adjust Reason ID in the **Rule Value** field.

12 Click **Save**.

Unavailable reason

An unavailable reason is required when a regrind product set up as **Receive As Unavailable** in Product Warehouse Product Setup-Storeroom and is sent out for repair. When the product is associated with a labor cost and is invoiced, the unavailable reason and quantity is stored on the sales order line. If no unavailable reason is assigned when the Regrind Out transaction is created, the Sales Entry Processing Invoice Processing Report uses the reason unavailable defined for this business rule. If this business rule is not defined, “**” is stored as the reason on the line.

1 In Distribution SX.e, select **System Administrator > Setup > Table Code Value**.

2 Select **Reason Unavailable**.

3 Verify the unavailable reason is set up or click **Add** to create one. Make a note of the Reason Unavailable **ID**.

4 Select **System Administrator > Setup > Business Rule**.

5 Click **New**.

6 Select **SXAPI** in the **Category** field.

7 Select **Storeroom Default Unavailable Reason** in the **Rule** field.

8 Specify the Reason Unavailable ID in the **Rule Value** field.

9 Click **Save**.

Number of times to loop and Number of seconds to pause

Storeroom uses a 30-second retry logic when it encounters customer, shipto, and warehouse records that are locked by another process during SXAPI order creation. This logic attempts to access locked records 10 times for three seconds each time before an error occurs. You can change the 30-second default value by changing the business rules, Number of seconds to pause and Number of times to loop.

1 Select **System Administrator > Setup > Business Rule**.

2 Select **Number of seconds to pause** or **Number of times to loop** in the **Rule** field.

3 Select the record and click **Edit**.

4 Change the **Rule Value**.

5 Click **Save**.

BODs setup

There are five business object documents (BODs) that must be set up in Distribution SX.e before you can begin using Storeroom. Set up the ItemMaster, Shipment, InventoryCount, Requisition, and SupplierPartyMaster BODs in SA ESB Noun Administration. Then, run the SA Administration ESB Initial Load Report for the SupplierPartyMaster BOD.

See information about sending the initial data load in the *Infor Distribution SX.e Configuration Guide for Infor Xi Platform*.

Remote printers

You have the option to print documents, such as pick tickets, invoices, count sheets, and Distribution SX.e reports, directly to a printer in the customer's warehouse location. These documents may be generated by your staff using Distribution SX.e, or by the customer's staff using Storeroom. Setting up a remote printer, which is a printer that does not exist on your network, requires setup tasks on the remote printer's network and in Distribution SX.e. This section documents the setups required in Distribution SX.e. This document does not cover the network and firewall setup and configuration that might be required for your particular implementation. Contact Infor's technical support group for assistance.

Setting up a remote printer

Set up default printers and printer groups for Storeroom users in SA Operator Setup and Storeroom warehouses in Product Warehouse Description Setup. These setups will determine which printers are available in Storeroom to print documents such as purchase orders for open backorders, count quantity recalculations, cycle count sheet reprints, and cycle count and inventory reconciliation reports.

Operator settings take precedence over warehouse settings. If you specified a default printer in an operator's SA Operator Setup record, that printer is displayed in the **Printer** field in Storeroom. If a default printer was not assigned for the operator, the default printer from the warehouse's Product Warehouse Description Setup record is displayed.

Printer lookup is only available if you specify a printer group in SA Operator Setup or Product Warehouse Description Setup. If a printer group is specified on the operator record, printers assigned to that printer group are displayed in the lookup. If a printer group is not assigned to the operator, the printers assigned to the warehouse printer group are displayed.

Note: For the operator's default printer and printer group to display in Storeroom, the **ERP Operator** setting on the Storeroom employee record must match the **Drill Back User ID** setting in SA Operator Setup.

Use this procedure to set up printers that will be used for standard, non-form printing.

1 In Distribution SX.e, select **System Administrator > Setup > Printer Group**.

2 Create a record for each printer group.

3 Select **System Administrator > Setup > Printer**.

4 Create a record for each printer. Specify a printer group, if applicable. See to the printer manufacturer's documentation for specific print code settings that must be applied.

5 Select **System Administrator > Setup > Operator**.

6 Select the operator record(s) you want to edit and click **Next**.

7 Specify a default printer and printer group, and then save the record(s).

8 Select **Product > Setup > Warehouse Description**.

9 Select the Storeroom warehouse record you want to edit.

10 Specify a default printer and printer group on the Storeroom view and save the record.

Setting up a purchase order printer

To print purchase orders that are tied to issues, select the row Storeroom Issues & Returns-Back Order and then click the **Print PO** icon. You can choose **Fax**, **Email**, **Printer**, or **EDI**. If you select **Printer**, the printer that defaults depends on the settings on the SA Operator Setup and Product Warehouse Description Setup records in Distribution SX.e.

See "Setting up a remote printer" on page 40.

If you print a purchase order to **Fax**, the fax printer specified in the **Purchase Order** field in SA Company Setup-Faxing is used. The fax phone number, vendor name, and salesrep default settings from Vendor Setup-Ordering or Vendor Ship From Setup for the vendor on the purchase order, including any prefix values you have defined in SA Company Setup-Faxing, are used unless they are provided when you print the purchase order in Storeroom.

If your vendor is set up for EDI in Vendor Setup-eCommerce, **EDI** will default as the selected option. A flat file is automatically created for the purchase order and transmitted to the vendor.

Setting up a pick ticket printer

When defining a printer for pick ticket printing, you have multiple options. Because pick tickets are printed automatically via an SX.api call following issue entry in Issues & Returns, or during Cycle Count Entry in Storeroom, you can create an auto printing stored report for the Sales Entry Processing Pick Tickets Report and assign an '@ stored report' name to the report. Auto stored reports are warehouse-specific, so you must create a stored report to print pick tickets for each warehouse.

If no @ stored report exists for the Sales Entry Processing Pick Tickets Report, the system uses the **Pick Ticket Printer** in Product Warehouse Description Setup-Other.

Either of these options is recommended if you use specially-designed pick ticket forms and must restrict the printer to printing pick tickets only.

If a Pick Ticket printer is not defined in Product Warehouse Description Setup-Other, the **Storeroom** printer in Product Warehouse Description Setup-Storeroom is used.

This hierarchy is dependent upon the selection of the **Print Pick Ticket at Shipping** option in Product Warehouse Description Setup-Extended.

Note: You can also print a pick ticket in Issue entry before you submit the order and it is sent to Distribution SX.e. In the Issue Entry window, click **Show Pick Ticket** and then click **Print Pick Ticket**. The pick ticket is printed on a printer available through your web browser.

1 In Distribution SX.e, select **System Administrator > Setup > Printer**.

2 Create a record for the remote printer. Refer to the printer manufacturer's documentation for specific print code settings that must be applied.

3 Select **Product > Setup > Warehouse Description** and select the warehouse the printer is assigned to.

4 In the Extended view, select the **Print Pick Ticket at Shipping** option.

5 Specify the printer name from step 2 in the **Pick Ticket Printer** field.

6 Click **Save**.

7 Select **Sales > Entry > OEE Reports > Pick Tickets**. To create an @ stored report, refer to the help topic, *Auto Printing Stored Reports*. On the Run Report Page, specify `@PCKwhse` in the **Job Name/Number** field, substituting *whse* with the actual Product Warehouse Description Setup name of the warehouse. Click the **Save** icon.

8 If you do not want to create an @ stored report and did not define a printer in Product Warehouse Description Setup-Extended, select **Product > Setup > Warehouse Description**.

9 In the Printing section of the Storeroom view, specify the printer you want to use for pick tickets in the **Storeroom** field.

10 Click **Save**.

Setting up an auto invoicing stored report

Use the following procedures to set up a stored report for each Storeroom warehouse that is used when invoices for Storeroom-managed products are automatically generated. This occurs when regular Storeroom orders are entered for distributor-owned products and when products identified for Recovery Billing are processed. Regrind In and Bill on Receipt products are also automatically invoiced depending on the option, **Auto Invoice Shipped Orders** in Product Warehouse Description Setup-Storeroom (your options are **Regrind In**, **Bill on Receipt**, **Both**, or **No**).

If you do not set up a stored report, the system will use the default settings for the Sales Entry Processing Invoice Processing Report. It will use the printer set up in Product Warehouse Description Setup-Storeroom to print the invoices and exception report. If no printer is set up in Product Warehouse Description Setup, it will use the Product Warehouse Description Setup-Extended **Invoice Printer**. If no Invoice Printer is set up, the operator's **Default Printer** in SA Operator Setup is used.

1 In Distribution SX.e, select **Sales > Entry > OEE Reports > Invoice Processing**.

2 Click **New Stored** to create a stored report.

3 Complete the Report Name, Range, and Option pages.

4 On the Run Report page, specify the stored report name for the selected Storeroom warehouse. Use this format: `@oe[whse]` or `@oesr1`

   If you are creating a stored Sales Entry Processing Invoice Processing Report for all of your Storeroom warehouses, leave the warehouse name off of the report name, for example: `@oe`.

5 Click **Save**.

Other settings

The following records must also be set up in Distribution SX.e. This is usually done by your system administrator or the individual responsible for implementing and managing Storeroom in your organization.

Verifying the sys operator's e-mail address

Numerous reports in Storeroom can be printed as an e-mail attachment. When you select the **Email** print option, you can designate the recipient of the report by specifying their e-mail address. These reports are sent by the Distribution SX.e server using the 'from' e-mail address defined in SA Operator Setup for the 'sys' operator (the default system administrator operator record) in Distribution SX.e. We recommend you verify this e-mail address before implementing Storeroom to ensure it is a valid address and actively monitored in the event that reports fail to be delivered, or if the recipient should reply to the e-mailed report.

Chapter 4: Importing customer data

4

You can use an import utility to import customer data into the Storeroom database. If the quality of the data in the customer's system is poor, you may not be able to use the import utility. You must then create record manually in Distribution SX.e and Storeroom.

See "Distribution SX.e setups" on page 27 and "Storeroom setups" on page 49.

After all records are created manually in both Distribution SX.e and Storeroom, you can perform the product quantities updates.

See for "Product quantities updates" on page 48.

Storeroom data import tool

The data import tool is an external program that is run from the SQL server that hosts the Storeroom SQL database. You can use the StoreRoomImportUI.exe program to import these entities from the originating data files and place them into the Storeroom database:

- Departments
- Employees
- Machines
- Machine items (customer products associated with a machine)
- Customer products
- General ledger account codes

The originating data files can be CSV files that you built with your data mining method. If you have product records in an existing Storeroom warehouse in Distribution SX.e, you can import those records into a warehouse in Storeroom.

See "Exporting product records from a Distribution SX.e warehouse" on page 47.

This program verifies key data in each data file as it imports the data. If key data does not match corresponding key data in your Storeroom database, such as tenant and accounting entity, errors are produced.

If you have product records set up in an existing Storeroom-managed warehouse in Distribution SX.e, you can export those records into a CSV file and use the Storeroom data import tool to import them into the customer product records in the Storeroom SQL database.

Data import prerequisites

Before you can use the Storeroom data import tool, ensure that these prerequisites are met:

- Install Microsoft .Net Framework v4.0 Client Profile on the SQL server.
- Build the data you want to import using the sample data files as a template and place them in the same location as your Storeroom database. The sample files can be found in the /Storeroom/Utilities/DataImport directory in the location where you installed Storeroom. Ensure that the import data CSV files are closed before you run the import program.
- Manually create all warehouse records in Storeroom Setups.

Running the data import

Prepare the data files that you are importing and configured the import tool parameters before you run the import program.

The import data CSV files must be closed before you run the data import.

1 From a command line on the SQL server, change the working directory to the location where the StoreRoomImportUI.exe program is located.

2 Double-click on the file to execute the program.

3 Specify the SQL server database connection information on the Storeroom Data Import Tool window, including the authentication.

Note: Values will default from previous imports.

4 Click **Test Connection** to verify this information is accurate and that you are connecting to the database.

5 Verify that the appropriate data file types are selected and then specify the location of the CSV file, or click the browse button to navigate to each file.

If you are importing the data created by the Product Administration Storeroom Product Export Report, select **Customer Item**.

See "Exporting product records from a Distribution SX.e warehouse" on page 47.

6 Specify the **Accounting Entity** (company number) and **Tenant** (customer number) assigned in ION.

7 Optionally, click **Verbose Output** to see additional details about data that is imported. This option increases the time that is required to run the import.

8 Click **Run Import**.

9 Review your output log and error log. The program creates log files using the current date as part of name. For example:

```
errors_2017_01_20_07_36.txt
output_2017_01_20_07_36.txt
```

Exporting product records from a Distribution SX.e warehouse

Before you export your product records in Distribution SX.e, verify that the warehouse is designated as a **Managed Warehouse** in Product Warehouse Description Setup-Storeroom.

1 In Distribution SX.e, select **Product > Administration > ICA Reports > Storeroom Product Export**.

2 On the Ranges page, specify a beginning and ending range of Storeroom-managed warehouses. Optionally, leave the range blank and specify a list of warehouses on the Options page.

If the range is left blank, then products in all Storeroom-managed warehouses set up in Product Warehouse Description Setup are exported, based on the other criteria selected on the Options page.

3 On the Option page, specify this information:

Customer #

Specify a customer number. This is compared to the **Customer #** value in Product Warehouse Description Setup-General for the selected warehouses. The customer number is also used to find any customer product cross reference records for products in the Storeroom warehouse.

Ship To

Option, specify a shipto number. It is compared to the **Ship To** in Product Warehouse Description Setup.

Enter a List of Whses?

To limit the export of product records to specific Storeroom-managed warehouses, select **Yes** and then click **List**. Specify the warehouses to include and then click **Save**.

Output File Name

Specify the name of the output file including the CSV extension in the file name, for example, **customerProductout.csv**. The output file is created in the **Print Directory** specified in SA Company Setup.

(C)omma Separated or (T)ab Delimited?

Leave the default **C** for a comma-separated value file type.

Record Limit

Specify a value to limit the number of product records written to the output file. The default is zero, indicating all records found will be exported.

4 Click **Next**, and then click **Save**.

5 Run the data import utility. Select the **Customer Item** data file in step 5.

See "Running the data import" on page 46.

Product quantities updates

After the warehouses and products have been set up in Distribution SX.e and Storeroom, you must load the initial product quantities into the customer-owned product records. This process involves these tasks:

- Initiating the InventoryCount BOD
- Counting and updating the customer-owned products.

Note: If you did not perform a data import using the Storeroom Import utility, and are creating records manually in Storeroom, complete all record setups instructions before you update product quantities.

See "Storeroom setups" on page 49.

Initiating the InventoryCount BOD

Distribution SX.e uses the InventoryCount BOD (business object document) to send count data generated by the Product Entry Storeroom Count Report to Storeroom in an XML file. If you have not already set up the InventoryCount BOD in SA ESB Noun Administration, you must do so before you can run the Product Entry Storeroom Count Report the first time.

See information about publishing BODs in the *Infor Distribution SX.e Storeroom Installation Guide*.

Note: If the Product Entry Storeroom Count Report was run to create a physical or cycle count run prior to the InventoryCount BOD being set up, those should be deleted using the Product Entry Count Update Report.

See "Count run deletion" on page 138.

Counting customer-owned inventory

The initial load of product balances from Distribution SX.e to the Storeroom application must be performed before you can begin entering issues and returns, adjusting inventory records, or generating reports. This is done by performing a physical count of each of your Storeroom-managed warehouses, and recording the quantities of all products assigned to a Storeroom warehouse.

The physical count process must be performed when you implement Storeroom, but can also be performed periodically to ensure the accuracy of your inventory balances.

The Product Entry Storeroom Count Report should be run as a physical count after all setups have been completed in both Distribution SX.e and Storeroom, including bin location assignment.

See "Product counts" on page 124.

Chapter 5: Storeroom setups

5

This sections provides information and instructions about the tasks necessary to set up records in the Storeroom application. These tasks can be performed by you or the customer.

Storeroom setups

These records must be set up in Storeroom before you can use the application:

- Customer Product - The Customer Product Setup function is used to maintain product records after your initial implementation.The initial population of these records may be performed by the data import.

  The Customer Product setup also includes warehouse data but this is created automatically for all warehouses assigned to the customer when you create the Customer Product, either manually or during a data import load.
- Warehouse - The Warehouse Setup function is used to create or maintain warehouse records after your initial implementation. The initial population of these records may be performed by the data import.

The Employee, Department, and Machine records are optional, depending upon your use of Storeroom. Use these functions to create, edit, or delete records after your initial implementation. Again, the initial population of these records may be performed by the data import.

The GL Account setup function is used to create and maintain GL account records in Storeroom. These GL accounts must match the account numbers set up in the customer's system, not the accounts in Distribution SX.e General Ledger.

You can set up each set of records in any order; however, if you have a large number of products to maintain after your initial load, we recommend starting with the warehouse and customer product setups. Most record setups include default values that cannot be set until the corresponding record is created. The procedures below makes note of these dependencies.

Inactive records

When you create records in Storeroom, they maintain an active status until you manually inactivate them by clearing the **Active** field in the Edit mode. When you search on records in Storeroom Setup, only active records are displayed. To view inactive records, change the filter in the Active column. You can show active records, inactive records, or both. If you try to create a record that already exists as an inactive record, an error message is displayed. If you create a record with a dependency on another record that is no longer active, you receive a warning. For example, if you create an Employee record and the default department or warehouse is inactive, this message is displayed: This employee has a default department that is not active.

When you perform a lookup in an entry function in Storeroom, only active records are listed.

Transactions that contain a master record continue to store the record value after it is made inactive. For example, if an employee is inactivated but it exists on an open issue, the employee ID is still displayed on the issue. However, if you create an issue in a warehouse where the default department was inactivated, the inactivated department does not display on the Issue Entry window. You must specify a new department.

Deleting records

To delete an active or inactive record in Storeroom Setup functions, open the record by clicking the drill down icon and then click **Delete**. You are asked to verify that you want to delete and then the record is removed. You cannot delete a record that is tied to an active record. For example, if a machine is assigned to an active warehouse record and you try to delete the machine in Storeroom Setups-Machine, an error message is displayed and you are prevented from deleting the machine. This is also true of records that are assigned to active issues, receipts, or inventory movement or cycle count records. We recommend that instead of deleting these records, you inactivate them. Otherwise, you must clear those records from the associated records before you can delete them.

Prerequisites

Before you can import or create records in Storeroom, these records must be set up in the Distribution SX.e application:

- Product Warehouse Description Setup
- Customer Setup
- Customer Ship To Setup, optional
- Product Setup
- Product Warehouse Product Setup
- Product Extended Product Cross Reference Setup

See "Distribution SX.e setups" on page 27 for a full list of prerequisites and instructions for setting up these records.

Employees

To identify and track employees on issues and Inventory Movement transactions, you can set up an Employee record in Storeroom. This is not required. You can identify the individual as an employee of the customer or the distributor, and can assign a default department, warehouse, and supervisor.

If an employee maintains their own record, the changes take effect immediately. If an employee maintains another user's employee record, the settings are not fully affective until the user logs out and logs back in, refreshes the screen using the web browser, or closes the web browser tab and opens Storeroom in a new tab.

During your implementation, you can use the Data Import tool to import employee records into Storeroom.

See "Importing customer data" on page 45.

Adding or maintaining an employee record

1 In Storeroom, select **Setups > Employee**.

2 Click **New** to add a new employee, or click the drill down icon to open an existing record and then click **Edit**.

3 Complete the information on the Details tab.

- Employees use their **Username** value to log in to Storeroom. When specifying a **Username**, ensure that it is not used on another record for the tenant (Customer ID). An error occurs if the value is not unique.

  Assigning a user name is optional. You can create an employee record for an individual who should be referenced on a transaction or receive emailed reports but does not require access to Storeroom.
- If this individual is an employee of the distributor, select **Distributor,** and then specify the employee's Distribution SX.e operator initials in the **ERP Operator** field. The operator initials are stored on all transactions created in Storeroom. The operator initials are also to verify operator security for Distribution SX.e functions that are initiated via SX.api calls by Storeroom.

  If these conditions are met, the user can view the distributor costs for products in functions throughout Storeroom:
  - The employee record is active.
  - The **Distributor** option is selected.
  - The Distribution SX.e user ID is specified in the **ERP operator** field.
- To assign supervisor status to the employee, select the **Supervisor** option.
- Select **Limit Issue Employee Selection** to prevent the employee from specifying a different employee on a new issue. This option overrides the default employee specified on Warehouse Setup records.

4 To restrict the employee to certain departments, click **Allowed Departments**. If you assigned a default department in the Details tab, and also want to limit the employee to other departments,

the default department must be one of the allowed departments. To remove a department from the grid, select it and then click **Delete**.

5 To restrict the employee to certain warehouses within the customer's company, click **Allowed Warehouses**. If you assigned a default warehouse in the Details tab, and also want to limit the employee to other warehouses, the default warehouse must be one of the allowed warehouses. To remove a warehouse from the list, select it and then click **Delete**.

6 To define price and transaction limitations and requirements for the employee, click **Options**.

To include the prices for items on pick tickets that are printed in the Storeroom warehouse by this employee, select the **Print Price on Pick Ticket** option. You can also set this option at the customer level in Customer Setup-Ordering in Distribution SX.e. If no employee ID is associated with an issue, the **Pick Print Price** option in Customer Setup is used.

Limits are calculated by multiplying the issued quantity by the price or cost of the product. If the product is distributor-owned, the price is used. If the product is customer-owned, the cost is used. If a return is processed, the employee's current daily limit amount is decreased by the return amount.

7 To assign a supervisor to the employee, click **Supervisors**. If there are multiple supervisors, the supervisor assigned Priority 0 is the highest-level supervisor. To change the priority of the supervisors, click **Change Order**.

8 Click **Submit** to save the record.

Departments

To track departments on issues and Inventory Movement transactions, you can set up Department records in Storeroom. This is not required.

During your implementation, you can use the Data Import tool to import department records into Storeroom.

See "Importing customer data" on page 45.

Adding or maintaining a department record

1 In Storeroom, select **Setups > Department**.

2 Click **New** to add a department, or click the drill down icon to open an existing record and then click **Edit**.

3 Complete the information on the Department setup page.

Limits are calculated by multiplying the issued quantity by the price or cost of the product. If the product is distributor-owned, the price is used. If the product is customer-owned, the cost is used. If a return is processed, the employee's current daily limit amount is decreased by the return amount.

4 Optionally, assign supervisors to the department.

5 Click **Submit** to save the record.

GL accounts

General Ledger accounts that correspond to the GL account numbers in the customer's system can be set up in Storeroom. These GL account numbers do not correspond to the General Ledger account codes set up in Distribution SX.e.

During your implementation, you can use the Data Import tool to import GL account code records into Storeroom.

See "Importing customer data" on page 45.

Adding or maintaining GL account records

1 In Storeroom, select **Setups > GL Account**.

2 Click **New** to add a GL account, or click the drill down icon to open an existing record and then click **Edit**.

3 Specify the **Account #** and **Description**.

Note: You cannot change the account number on an existing record.

4 Click **Submit** to save the record.

Customer product records

All product records for Storeroom products are first be created in Distribution SX.e. If the customer assigned a product number to a Storeroom product that is different than the product number in Distribution SX.e, you must create a Customer Product record in Storeroom to function as a cross reference. When a Customer Product record is created in Storeroom, a Product Extended Product Cross Reference Setup record is automatically created in Distribution SX.e via an SX.api call. This record is also updated when a Customer Product is maintained in Storeroom.

If you want to change the unit of measure (UOM) for a product in Storeroom, you must select from a list of UOMs that are set up in SA Table Code Values-Unit Conversion or Product Extended Unit Conversion Setup.

See "Product unit of measure" on page 32.

UOM conversion applies to serial- and lot-controlled product and affects control number assignment. The UOM you specify on the Customer Product record is used in Issues & Returns and Inventory Movement functions. Products are received in the UOM set up in Distribution SX.e but are automatically converted to the Storeroom UOM.

Throughout Storeroom, quantities for products with a UOM that is a fraction on the stocking unit, such as a lot product, are represented by a numerical value with two decimal places. If you enter a

fractional quantity on issues, returns, cycle counts, receipts, and inventory movements, you are also limited to two decimal places.

During your implementation, you can use the Data Import tool to import customer product records into Storeroom.

See "Importing customer data" on page 45.

Run the Customer Owned Inventory Report in the SQL Services Reporting Services (SSRS) function to view a list of customer-owned products. Select Storeroom **Reports > Customer Inventory** to run this report.

Adding or maintaining customer product records

1 In Storeroom, select **Setups > Customer Product**.

2 Click **New** to add a product record, or click the drill down icon to open an existing record and then click **Edit**.

3 Complete the information on the Customer Product setup page.

4 Click **Submit** to save the record.

5 Click **Manage Product Warehouse**. An SX.api call automatically creates product warehouse records in Storeroom based on the warehouses in which this product is set up in Distribution SX.e. If the API call fails, go to the next step; otherwise, go to step 9.

6 Click **New**.

7 Specify the warehouse. You can only see products in warehouses for which you are allowed to view or maintain. Allowed warehouses are designated in Storeroom Employee Setups.

   Note: If a warehouse product record does not exist for this customer product, this message is displayed: Product/Warehouse Not Set Up in Warehouse Products - ICSW (4602)

8 Complete the information on the Customer Product Warehouse page.

9 Optionally, specify bin locations.

   a Click **New.**

   b Specify the bin location and bin type. If the bin type is not location 1 or 2, leave the field blank. If you specify bin locations other than bin location 1 or 2, the additional locations are recorded in Product Additional Bin Location Setup in Distribution SX.e.

10 Click **Submit** to save the record.

11 Click **Back** to return to the Customer Product Warehouse grid.

Machines

To track machines on Issues and Returns and Inventory Movement transactions, you can set up Machine records in Storeroom. These records are not required. Machines can be tracked at the

header and line level for issues and returns, and are included on the pick ticket. A machine can also be associated with a warehouse, or customer warehouse product.

During your implementation, you can use the Data Import tool to import machine records into Storeroom.

See "Importing customer data" on page 45.

Adding or maintaining machine records

1 In Storeroom, select **Setups > Machine**.

2 Click **New** to add a machine, or click the drill down icon to open an existing record and then click **Edit**.

3 Complete the information on the Machine setup page.

4 Optionally, click **Parts** to assign products to the machine.

5 Click **Submit** to save the record.

Warehouses

Before you can set up a warehouse in Storeroom, you must set it up in Product Warehouse Description Setup in Distribution SX.e. The **Managed Warehouse** option in the Storeroom view must be selected.

On each warehouse record, you can specify the default Inventory Type for distributor-owned products that are processed in the Return, Inventory Movement, and Cycle Count functions. Employees can override the default values. We assume that **Customer** will be specified as the **Inventory Type** for customer-owned products, including nonstocks.

In addition to specifying default and required values for standard warehouse settings, you can also create up to 10 user-defined fields at both the header and line levels to capture and store data that is unique to each warehouse. The fields created at line level apply to stock and nonstock products. In Distribution SX.e, the information at the header level is added to the sales order header as a note, which is displayed as a global note in the Notes context application, and stored in an internal header table (OEEHEXTRA). The information at the line level is added to the internal line table (OEELEXTRA). User-defined fields, at the header and line level, are included on the Sales Order Master List Report in the Extra Header Information and Extra Line Information sections, even if they are not required or do not contain a value.

Note: If you create a user-defined field that is required, the value will be required on existing backorder records even though the backorder was created before the field was required.

Adding or maintaining warehouse records

1 In Storeroom, select **Setups > Warehouse**.

2 Click **New** to add a warehouse, or click the drill down icon to open an existing record and then click **Edit**.

3 Specify a name and description for the warehouse.

4 If default values are permitted during issue and return entry, specify default values for entities such as Department and Machine.

5 Indicate which fields are required and if nonstocks are allowed in this warehouse.

6 Specify the default inventory type for distributor-owned products in the functions listed.

7 To create user-defined fields, click on the Issue Header Fields or Issue Line Fields tab and then click **New**.

   a Specify the label for the field. It can be up to 24 characters long.

   b Select the type of field required for the data. Except for the Logical type, each field supports 24 characters.

      - **Decimal** - Supports numerical values that include decimals
      - **Integer** - Supports non-decimal numerical values
      - **Logical** - Supports a true/false condition
      - **Text** - Supports alphanumerical values

   c Indicate if this field is required during issue and return entry.

8 Click **Submit** to save the record.

Chapter 6: Issues and Returns

6

After you have set up all Storeroom-managed warehouses and products, you can submit issues for products that are required by your customer. Issues are entered in the Storeroom Issue and Returns function, and help you keep track of product usage and plan for replenishment.

Returns can also be entered in Storeroom and are used to record the return of a Storeroom product, whether customer- or distributor-owned, to the Storeroom warehouse or vendor.

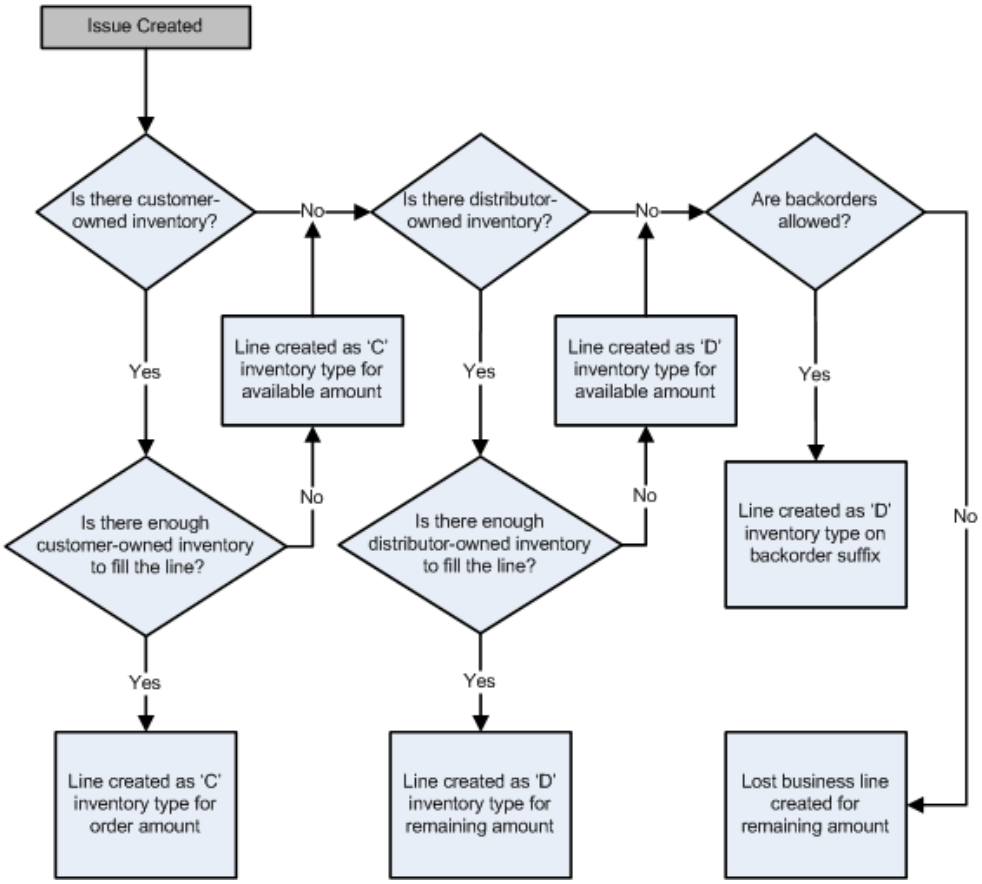
Issues

Issues are transactions in Storeroom that record the removal of inventory from your Storeroom-managed warehouse, whether it be a tool crib, vending machine, or other physical storage area. When you use Storeroom to enter an issue, inventory levels are displayed so that you can see available quantities. If there are insufficient quantities available, you have the option to accept a backorder or record the transaction as lost business.

Products in your Storeroom warehouse can be customer-owned or distributor-owned. When you submit an issue for a product, quantities from available customer-owned inventory are used first. If customer-owned quantities are exhausted, then distributor-owned inventory is used to fulfill the issue request. The customer is then billed for the distributor-owned inventory that was used to fulfill the issue request.

When an issue is submitted in Storeroom, a sales order is created in Distribution SX.e via an SX.api call. A separate line item is created for customer-owned and distributor-owned types of inventory.

This diagram shows the issue creation workflow. A single issue from Storeroom could result in a Distribution SX.e sales order with up to three lines; one line for the customer-owned inventory, one line for distributor-owned inventory, and a lost business line that could not be filled.



Orders for Storeroom issues are created by the system automatically. You cannot enter sales order for Storeroom issues in Distribution SX.e. Additionally, with the exception of Quote Orders created in Distribution SX.e for Recovery Billed orders, sales orders for products in a Storeroom-managed warehouse cannot be maintained, or copied to another order.

Issue handling in Distribution SX.e

When you enter an issue in Storeroom, the system verifies that sufficient quantities are available. A Storeroom issue generates a sales order in Distribution SX.e. Orders cannot be entered for Storeroom-managed products directly within Distribution SX.e Sales Order Entry. After the order is created, it is moved to Shipped stage immediately, and a pick ticket can be printed in the Storeroom warehouse.

Sales order lines are designated as ‘C’ (customer-owned) or ‘D’ (distributor-owned) inventory types. C lines have no price or cost associated with them, as these products have already been purchased and are owned by the customer. Distributor-owned, or ‘D’ inventory are reflected on the sales order as a billable line.

As customer and distributor-owned inventory is used, the balances are updated in Product Warehouse Product Setup-Costs. Inventory transaction records are created for each type of order line–’C’ or ‘D’–in separate tables. The internal ICET table is updated for distributor-owned

transactions, and the ICETC table is updated for customer-owned transactions. This enables you to inquire on these transactions separately in Product Inquiry-Transactions. In addition, ICET and ICETC transactions are printed separately on the Product Transaction Activity Report. They are indicated by a ‘C’ or ‘D’ on each transaction line.

Nonstock products

If a product or part is needed that is not stocked in the Storeroom warehouse, you can enter an issue for a nonstock product. You must have the product name, cost, and, if you know who sources the product, the vendor name and product line. The nonstock product can also be sourced from another warehouse.

Using the cost, the price is calculated based on the Price Type, Vendor/Product Line, or Product Category. The product category is obtained from the **Non-Stock Product Category** in Product Warehouse Description Setup-Storeroom. If a nonstock product category is not set up in Product Warehouse Description Setup, the default product category set up in SA Administrator Options-Products- Defaults is used.

See "Nonstock product category" on page 35.

This information is passed to Distribution SX.e via an API call and used to find a product-specific pricing record in PD Price Discounting Pricing Setup.

The system then creates a sales order with a nonstock line in Distribution SX.e that can be tied to a purchase order or warehouse transfer. If you choose not to tie it, it is included on the Purchase Entry Recommended Replenishment Action Report. If you tie the nonstock line to a warehouse transfer, the **Storeroom Warehouse Transfer Authorized Replenishment Path Warehouse** in Product Warehouse Description Setup-Storeroom defaults as the sourcing warehouse.

Note: This can be overridden if you have security to change the **From Warehouse** field for nonstocks in Issues & Returns. You must also be assigned the proper security role to create a tie to a warehouse transfer. See "Security roles for Storeroom" on page 149. In the **From Warehouse** lookup, you can view the available warehouses that can source the nonstock product. This includes your Storeroom-managed warehouses and non-Storeroom-managed warehouses. If no **WT Arp Whse** is defined in Product Warehouse Description Setup-Storeroom, the **Create WT** option in the nonstock entry section is not available, regardless of your security settings.

When you create a nonstock issue in Storeroom, you can assign a promise date to the line if your SA Administrator Options-Documents-Sales Orders-Entry Settings **Allow Req/Prom Date Entry on Lines for Non JIT Order** option is selected. The Requested Ship date on the sales order in Distribution SX.e is set to equal the Promised Date. If this AO option is not selected, the Storeroom **Promised Date** is not used, even if it is changed in the nonstock entry section.

You can set a nonstock transaction amount limit for each Storeroom department. This limits the dollar amount per transaction. Nonstock transaction limits are set in Department Setup.

After an issue is created for a nonstock, it is considered a backorder, and is included on the back orders list in Issues & Returns.

Do not reorder and superseded products

Do Not Reorder products have a **Status** of **Do not Reorder** in Product Warehouse Product Setup. Superseded products are defined with a **Status** of **Superseded** in Product Setup. Storeroom monitors the net available of any Do Not Reorder (DNR) or superseded products during Issue entry. For either type of product, you cannot specify an issue quantity greater than the net available on the issue line. You are also prevented from backordering a DNR or superseded product.

Serial- and lot-controlled products

To issue serial- or lot-controlled products, you must specify the serial or lot numbers for the products you are issuing. This procedure varies, depending on SA Administrator Options and Product Warehouse Product Setup settings in Distribution SX.e.

See "Creating or defining a product as Storeroom-managed" on page 32 and "Setting up SA Admin Option defaults for serial- and lot-controlled products" on page 33.

After you specify a serial- or lot-controlled product and a quantity for issue, click the **Serials** or **Lots** button to access the serials or lots entry grid. If you are issuing a serial-controlled product that was assigned a serial number during receiving or a lot-controlled product, you must specify an existing serial or lot number. If you are issuing a serial-controlled product that is assigned a serial number at sale, you must specify a new serial number.

Note: When you are entering a new serial or lot number in the grid, you can tab through the fields on a line to add the number to the list. When you are selecting existing serial or lot numbers in the lookup, you can select multiple numbers before clicking **Close**.You can also select multiple numbers in the serial or lot entry grid before clicking **Accept**. These functionalities are available in all Storeroom modules.

The number of serial- or lot-controlled products you are expected to enter is shown in the serials and lots entry grid header. Each serial-controlled product is assigned a serial number so if you are issuing five serial-controlled products, you must specify five serial numbers. If you are issuing lot-controlled product, you can specify more than one lot number per line item as long as you specify a lot number for each product. For example, if you are issuing 20 units of Product A, you can issue 10 units from Lot-1 and 10 units from Lot-2.

The Storeroom unit of measure (UOM) for a serial- or lot-controlled product might affect the number of serial or lot numbers you are expected to enter for an issue. The expected number might be a multiple or a fraction of the number you entered in the **Requested** field. See "Product unit of measure" on page 32.

For example, if you issue one serial-controlled product but the product UOM is three because it is sold in a three-pack, you are expected to enter three serial numbers. If you issue lot products, the expected number will be a decimal number if the Storeroom UOM is a fraction of the stocking UOM. For example, if you issue one saw blade but stock saw blades in a case of 100, the expected number of lots numbers would be .01 and you would enter one lot.

The number of products you have entered is also displayed in the grid. If you do not enter the expected number, an allocation error message is displayed. Check your entries; delete additional serial or lot numbers to prevent an over allocation error (select the line and then click **Delete**). You

cannot complete your transaction, or in some cases, enter a line, if you have not allocated the correct number of serial or lot numbers.

When issuing lot-controlled products, the lot quantity available, the open date, and expire date is displayed for each lot number. When issuing serial-controlled products, the receipt date and comments are displayed with each serial number. This information might help determine which control numbers to issue.

If you view or print a pick ticket, the serial and lot numbers you specified are included on the pick ticket.

This table summarizes serial and lot processing for issues and returns:

Function	Serial or lot	When assigned	How to assign for this function	Special conditions
Issue	Lot	Receiving	Specify an existing number	If the Lot Number Entry option in SA Administrator Options-Documents-Sales Orders-Entry Settings is set to **Oldest**, the oldest lot numbers, based on open date, are displayed with quantities specified.
Issue	Serial	Receiving	Specify an existing number	If the Serial Number Entry option in SA Administrator Options-Documents-Sales Orders-Entry Settings is set to **Oldest**, the oldest serial numbers, based on receipt date, are displayed.
Issue	Serial	Sale	Specify a new number	

Function	Serial or lot	When assigned	How to assign for this function	Special conditions
Return	Lot	Receiving	Specify an existing number	If the product is tied to an issue/order, the lot numbers associated with the issue/order are displayed. If the product is *not* tied to an order, lots with quantity available for return are displayed. You cannot included a lot-controlled product on a PO RM if the product is in the Storeroom inventory.
Return	Serial	Receiving or Sale	Specify an existing number	If the product is tied to an issue/order, the serial numbers associated with the issue/order are displayed. If the product is *not* tied to an order, serial numbers with a sold status are displayed. You cannot included a serial-controlled product on a PO RM if the product is in the Storeroom inventory.

Available quantity validation

When you first enter a product on an issue, the Net Available quantity from the Product Warehouse Product Setup record in Distribution SX.e is retrieved and displayed in the **Available** field on the product line. To prevent over issue of products by users in multiple browsing sessions, the Net Available quantity is again retrieved from Distribution SX.e when you submit the issue. If the quantity retrieved during submission does not equal the initial quantity, an error occurs. You are informed which line contains the over issue, the **Requested** and **Issued** quantities are set to zero, and the **Available** amount is updated with most recent value from Distribution SX.e.

Backorders

If Storeroom has insufficient quantities available to fulfill an issue with either customer-owned or distributor-owned inventory, you can create a backorder for the amount that is not available for shipment if the **Allow Backorder** option is selected on your Storeroom employee record.

Backorders can occur if a partial quantity is issued and the remainder should be backordered, or no quantity is issued and the entire line should be backordered. When a partial quantity is issued, and you approve the backorder, the original order is submitted and set to Shipped status, and the backorder suffix is created in Distribution SX.e.

Note: Because Storeroom sales orders with a shipped quantity are set to the shipped stage in Distribution SX.e, ensure that the **Create OE Back Orders at Stage** setting in SA Administrator Options-Documents-Sales Orders-Back Orders is set to **Shipping (3)**. Otherwise, the backorder suffixes in Storeroom and Distribution SX.e may differ.

If only a partial quantity is available, and you do not create a backorder, the issue is filled and shipped for the available amount, and remaining amount is canceled as lost business.

If an issue is created for no quantity and you do not create a backorder, the order is created and then canceled as lost business. Be sure you have set up a business rule to apply the correct lost business reason on the order.

If you create a backorder for a nonstock product, you can later cancel the line on the backorder and tied purchase order. The line is canceled as lost business. If the canceled line was the only active line on the backorder, the backorder is canceled. If the canceled line was the only active line on the tied purchase order and the purchase order is in the Ordered stage (Stage 1), the purchase order is also canceled. Depending on your security and the number of products on the tied purchase order, you can also cancel a purchase order in the Printed or Acknowledged stage (Stages 2-3).

See "Entering an issue for a nonstock product" on page 69.

Note: The Storeroom operator must be assigned the proper security role to cancel back-ordered nonstocks on a ties purchase order. See *"Security roles for Storeroom*" on page 149.

To prevent inventory issues that may occur from not creating backorders, you cannot add a line for a product if the product already exists on the issue. If you specify a existing product, you are redirected to the **Requested** field for the existing line where you can change the amount requested. If you increase the requested amount and it exceeds the quantity available, you can create a backorder or send unfulfilled amount to lost business.

This restriction prevents you from requesting amounts that as individual lines do not exceed the quantity available, but as combined amounts exceed the quantity available.

Force shipping

If you have a product that has a greater quantity on the shelf or in the vending machine than is reflected in Storeroom or Distribution SX.e product record balances, you can “force ship,” or over-issue the full quantity in Issue Entry. This might occur when a product was missed during receiving or counting, and you have more than your records show. When you enter the issue for a **Requested** quantity in excess of the net available, you are asked to create a backorder. Click **No**, and specify an **Issued** amount equal to the **Requested** and then add the line. The available amount in Storeroom and Distribution SX.e will show a negative amount (the difference between the Requested/Issued amount and the previous net available). When you run the Sales Entry Processing Invoice Processing Report, a stock adjustment is made for the difference, and the Product Warehouse Product Setup Net Available balance is set to zero. If the product is distributor-owned, the customer is billed for the adjustment.

Note: The Storeroom operator must be assigned to the proper security role to do this. See *"Security roles for Storeroom*" on page 149. Additionally, if the Distribution SX.e SA Operator Setup-Entry Overrides option, **Allow Quantity Shipped Override in OE**, is not selected for your employees (or

on the ‘sys’ operator SA Operator Setup record for the customer’s employees) they are not permitted to force ship a quantity greater than available for a distributor-owned product.

Lost business

If you do not to create a backorder for an unfulfilled quantity, that request is sent to lost business. Storeroom does not require that you specify a lost business reason, but it is required in Distribution SX.e if the **Require Lost Business Reason** option in SA Administrator Options-Documents-Sales Orders-Entry Settings is selected. If that is the case, you must define a business rule in SA Business Rule Setup to assign a lost business reason that was set up in SA Table Code Value Setup-Lost Business.

See *"Lost business reason*" on page 37.

Notes and comments

During Storeroom issue entry, you can use the **Notes** button to create a note that is attached to an issue. This manual note is displayed as a global order note in Distribution SX.e and can be viewed in the Infor Ming.le Note context application. A global order note is automatically generated for each issue to record header information such as employee, department, work order number, project, and machine. You can control whether manual or auto-generated notes are printed and on what documents by selecting the Auto Generated Notes and SR Manual Notes options in Product Warehouse Description Setup-Storeroom. Additionally, when you create a manual note for an issue, you can select the **Print Notes** option in the Note window. Only the documents selected for printing in Product Warehouse Description Setup-Storeroom, SR Manual Notes–either **Pick Ticket**, **Invoice**, or both–include the manual note when they are printed.

You can also add a comment to a line during issue entry. This is saved as an printed comment in Distribution SX.e and can be displayed on the pick ticket and invoice.

Adjustments to issues after entry

After an issue is entered and a sales order is created, it is moved to Shipped stage and no changes can be made. If there is a problem with the order that is created upon issue entry, or you need to change the product or quantity on the issue, you must create a new order. You cannot unship or cancel an order placed in a Storeroom-managed warehouse.

Taxable status of products

The taxability of a stock product in Storeroom depends on the taxable status set on customer, or shipto, and product records in Distribution SX.e. The taxability of a nonstock product is determined by

the taxable status of customer or shipto. This table illustrates how the taxability of a stock product is determined and if the **Taxable** option is selected for the product on a Storeroom issue:

Taxable - customer or shipto	Taxable - product	Storeroom Taxable option	Result
Yes	Yes, Variable	Selected	Taxable
Yes	Variable	Not selected	Non-taxable
Yes	No	Selected	Taxable
Yes	No	Not selected	Non-taxable
Variable	Yes	Selected	Taxable
Variable	No	Not selected	Non-taxable
Variable	Variable	Selected	Taxable if no SA Setup Exemption record
No	Yes	Not selected	Non-taxable
No	No or Variable	Not selected	Non-taxable

You can override the taxable status on most products if you are assigned the security role in Infor Federation Services. You cannot change the status on non-taxable stock or nonstock products on issues, or regrind transactions in Inventory Movement, if the customer or shipto is not taxable.

Additional header and line information

Values for standard Storeroom fields and user-defined fields that do not correspond to a setting in Distribution SX.e are stored in the internal header table (OEEHEXTRA) or internal line table (OEELEXTRA).

The Sales Order Master List Report includes information from both tables in either the Extra Header Information or Extra Line Information sections. The fields are included on the report even if they are not required or do not contain a value.

You can also view header-level information as a global note in the Notes context application from Sales Order Inquiry.

This list shows the issue fields that are stored in the internal tables. Some of the line-level fields correspond to nonstock products only.

- Header
  - Employee Name
  - Department
  - Work Order #
  - Project
  - Machine

    - User-defined fields (1-10)
- Line
    - Department
    - Machine
    - Charge #
    - User-defined fields (1-10)
    - Last Price Paid
    - Origination Date
    - Promise Date
    - Approval Date
    - GL Account
    - Nonstock user-defined fields (1-10)

Before you enter an issue

Ensure that these setups are complete before you enter issues in Storeroom:

- The product must be assigned to a Storeroom-managed warehouse in Product Warehouse Product Setup.
- Serial- and lot-controlled product must be identified in Product Warehouse Product Setup. Default receiving and entry settings for serial- and lot-controlled products must be set up in SA Administrator Options.

Caution: Nonstock products must be permitted for the warehouse in Storeroom Warehouse setup. Additionally, you must enable nonstocks for the customer and/or customer/shipto associated with the Storeroom-managed warehouse. Select the **Non Stock Product** option in the Inbound PO Settings section of Customer Setup-eCommerce or Customer Ship To Setup-EDI. If the option is not selected, the SX.api call is not included the nonstock line on the sales order. This note indicating that nonstocks are not allowed is then added to the sales order.

- If the customer requires pick tickets to fill issue requests, pick ticket printers can be set up in the Storeroom and designated in Distribution SX.e Product Warehouse Description Setup-Extended or Product Warehouse Description Setup-Storeroom.

  See "Setting up a pick ticket printer" on page 42.
- Determine if you want prices to print on pick tickets, and whether this is controlled for each customer employee. If you want to print prices on the pick tickets that are automatically printed for issues entered in Storeroom Issue Entry, you can select the **Print Price on Pick Ticket** option on Employee records. If there is no employee ID associated with the issue, the system checks the **Print Price** option in Customer Setup-Ordering to determine whether to print the price on the pick ticket.

Entering an issue

Use these instructions to enter an issue in Storeroom. You can verify the order in Distribution SX.e Sales Order Inquiry after it is entered. To enter a nonstock product, see "Entering an issue for a nonstock product" on page 69.

1 In Storeroom, select **Issues & Returns > Issue**.

2 Specify a value for these and other fields in the header section. Depending on Storeroom setup records, some values might be required, have a default value, or both. Default values can be overridden.

Warehouse

Specify the warehouse from which the product will be issued. This setting is required. The warehouses available are based on the allowed warehouses on your Employee record; you can only enter issues for products in allowed warehouses.

Employee #

Specify the employee to whom you are issuing the product. This field is not available if the **Limit Issue Employee Selection** option is selected on your Employee Setup record.

Department

Specify the department to which you are issuing the product. Depending on the warehouse or employee record, a default value might update the field but you can override it. The departments available are based on your Employee record or, if you specified an **Employee #**, the allowed departments on that employee's record.

Customer PO

Specify the customer's purchase order number associated with this issue.

3 To add a product to the issue:

a Specify the customer or distributor product number in the **Product** field.

b Specify the **Requested** quantity. This amount updates the **Issued** field.

If the amount requested is greater than the net available or the amount issued is less than the amount requested, the Back Order window is displayed. Click **Yes**, and then see to the instructions for "Entering a backorder" on page 68.

If the issued amount is less than the amount requested, and you don't want to create a backorder for the unfilled amount, click **No**. The issue is created for the issued amount and the unissued amount is sent to Lost Business. If the requested and issued amounts are the same but exceed the net available, you can force ship the amount issued. See "Force shipping" on page 63.

c If the product is a lot-controlled product, click **Lots.** If displayed, accept the lot numbers and the quantity listed, or specify different lot numbers and quantities. Delete the lot numbers you do not want to use. Click **Accept** after you have entered the expected amount.

d If the product is a serial-controlled product, click **Serials** and then specify new or existing serial numbers. Click **Accept** after you have entered the expected amount.

- If serial numbers are assigned during receiving, accept the serial numbers listed, if displayed, or select different serial numbers. Delete the serial numbers you do not want to use.
- If serial numbers are assigned at sale, click **New**. Specify a serial number for each product.

e Optionally, specify the **Department** and **Machine** settings. If a value was specified in the header, the same value is displayed on the line. You can change the value, or clear the field.

f Specify a **Charge #**, if applicable.

g Change the **Taxable** option, if applicable.

h Optionally, specify values for user-defined fields that were set up for the warehouse.

4 Add a line for each product you want to issue.

5 To add a comment to a line, select the line and click **Comments**.

6 To add a note to the issue, click **Notes**. Select the **Print Notes** option to print the note on the pick ticket or invoice.

7 To view the pick ticket for the issue, click **Show Pick Ticket**. Click **Print Pick Ticket** to print it; click **Cancel** button when done. The pick ticket is printed on a printer available through your web browser.

8 Click **Submit**.

Entering a backorder

Use these instructions to add an out of stock product to an issue and create a backorder for the quantity that cannot be filled. Backorders are automatically created in Distribution SX.e as a -01 suffix of the original sales order unless there is no stock to ship on any line on the -00 suffix. In this case, the -00 becomes the backorder.

1 Complete steps 1-4b of the instructions for "Entering an issue" on page 67. Ensure that you click **Yes** to backorder the difference between the **Requested** quantity and the **Issued** quantity.

2 Complete the rest of the line and click **Submit**.

3 The backorder is displayed in the Back Order list. When standard stock products that were backordered are received in the Storeroom, the backorder is automatically filled and shipped.

See "Filling backorders" on page 103 to manually fill backorders for serial- and lot-controlled products.

Note: Back orders include a drill-back link to the sales order and tied purchase orders and warehouse transfers. You can print a tied purchase order by selecting the line and clicking the **Print PO** button to e-mail, fax, or print the purchase order (see "Remote printers" on page 40 for printer selection details). You can also submit the purchase order via EDI.

Entering an issue for a nonstock product

A nonstock product can be entered on a Storeroom issue. Information such as product name, description, quantity, cost, and product line is entered and provided to Distribution SX.e Sales Order Entry to create a nonstock sales order line. Nonstocks are typically products that do not currently exist in a Storeroom warehouse or as regular distributor-owned inventory; however, you can create a nonstock issue for a product that is set up in Product Setup and Product Warehouse Product Setup. Nonstock products are sourced through you, the distributor, and the customer is invoiced normally after the nonstock products are received in the Storeroom warehouse. If you create a nonstock issue for a Bill on Receipt (BOR) product, the Bill on Receipt option in Product Warehouse Product Setup record is not checked and the BOR product is processed like a nonstock product.

Note: Entry of nonstocks must be permitted for the warehouse issuing the product. Verify the **Nonstock Entry Allowed** option is selected for this warehouse in Storeroom Warehouse Setup. Also verify the **Non Stock Product** option is selected in the Inbound PO Settings section of Customer Setup-eCommerce or Customer Ship To Setup-EDI.

1 Complete steps 1-3 of the instructions for "Entering an issue" on page 67.

2 Click the **NonStock** button.

3 Complete the applicable fields for the nonstock; click **Accept** when you are done.

- The **Create PO** option, selected by default, enables you to tie the sales order created by this nonstock issue to a purchase order. If **Create PO** is selected, you must specify the vendor and optionally, a product line.

  If you don’t want to tie the order, clear the **Create PO** option. The nonstock is displayed on the Purchase Entry Recommended Replenishment Action Report.
- If you want to tie the order to a warehouse transfer, select **Create WT**. The WT ARP Whse in Product Warehouse Description Setup-Storeroom defaults as the **From Warehouse**, but can be overridden if you have the appropriate security.
- If you tie the sales order to a purchase order or a warehouse transfer, the **Ship Via** field is updated with the ship via method specified on the Vendor Setup record or the Product Warehouse Description Setup record. You can override this setting.

Note: The **GL Account** pertains to your customer’s GL system; it is not used in Distribution SX.e GL postings. A red asterisk is displayed next to the field if it is required. This requirement is designated in Storeroom warehouse setup record.

4 Add a line for each nonstock product you want to issue.

5 Click **Submit**. The sales order number, and tied purchase order and warehouse transfer numbers, are displayed.

After the nonstock product arrives in the Storeroom, you can receive it using the Storeroom Receipts function. You must then update the backorder that was created for the nonstock issue.

See "Filling backorders" on page 103.

Maintaining a backorder

You can maintain backorders for stock and nonstock products in Storeroom after it is submitted to Distribution SX.e. The changes you make to a backorder updates the sales order in Distribution SX.e.

For stock products, you can add a new product to the backorder or change the requested amount on an existing line. For nonstocks, you can:

- Add a nonstock to the backorder. You can create a tie to a new or existing purchase order, or new warehouse transfer.

  If you are tying the nonstock line to an existing purchase order, the purchase orders displayed in the lookup are purchase order transaction types in the ordered or picked stage. The list is not limited to those tied to the issue header.
- Create a tie to a new or existing purchase order, or new warehouse transfer, on an existing nonstock line that was not previously tied to a sourcing document. If an existing nonstock line is tied to a purchase order or warehouse transfer, the sourcing document number is displayed in the nonstock entry window. The sourcing document cannot be changed. You must cancel the line and enter another issue for the nonstock. See "Canceling a purchase order line for a nonstock backorder" on page 71.
- Change the requested amount, distributor cost, and promise date on an existing nonstock line. If you change the quantity on an existing nonstock line and it is tied to a purchase order or warehouse transfer, you must manually update the source document in Distribution SX.e.

Note: The Storeroom operator must be assigned the proper security role to maintain backorders. See *"Security roles for Storeroom*" on page 149.

Use these instructions to maintain a backorder:

1 In Storeroom, select **Issues & Returns > Back Order**.

2 Click the drill down icon for the sales order you want to edit.

3 Click the **Edit** icon and perform a maintenance task:

- To add a stock product, specify the product in the **Product** field and the requested amount.
- To update the amount requested for an existing stock product, specify the new value in the **Requested** field.
- To add a nonstock product, click the **Nonstock** button. Complete the required fields. To source the nonstock from a vendor, ensure that the **Create/Tie PO** option is selected. To add this nonstock to an existing purchase order, specify the vendor and the purchase order. If you want to create a new PO, specify the vendor only. To source the nonstock from a warehouse, click **Create WT**. Click **Accept** to add the nonstock the backorder.
- To change an existing nonstock, click the drill down icon to open the line. You can edit the requested amount, distributor cost, and promise date. If the line was not previously tied to a PO or WT, you can source the nonstock from a vendor or warehouse. See the instructions in the previous step.

4 Click **Submit** to save the changes.

Canceling a purchase order line for a nonstock backorder

You can cancel a backordered line for a nonstock. The line is canceled on the purchase order and the backorder, and the line is recorded as lost business. If the canceled line was the only active line on the backorder, the backorder is canceled. Depending on your security and the number of products on the tied purchase order, the purchase order is also canceled.

- If the tied purchase order is in the Ordered stage (Stage 1), and the canceled line was the only active line on the purchase order, the purchase order is canceled.
- If the tied purchase order is in the Printed (Stage 2) or Acknowledged (Stage 3) stage, and the canceled line was the only active line on the purchase order, you can manually cancel the purchase order if you have the proper level of security. If the purchase order contains multiple lines, you cannot cancel the purchase order unless you cancel all the active lines.

After you have canceled a backorder line, you can view the status of the orders in Distribution Sx.e in Sales Order Inquiry and the purchase order in Purchase Order Inquiry.

Use these instructions to cancel a backorder line:

1 In Storeroom, select **Issues & Returns > Back Order**.

2 Click the drill down icon for the sales order that contains the backordered product you want to cancel.

3 Select the **Cancel Back Order** option.

4 Optionally, select **Cancel** to cancel the purchase order.

5 Click **Submit**.

Returns

Storeroom products can be returned to the Storeroom warehouse, whether they are customer- or distributor-owned. Returns are entered in the Issues & Returns function. When you enter a return line, you can tie it to the original order number, and also create a return merchandise purchase order (PO RM) that is tied to the return merchandise sales order (OE RM) created when the return is submitted.

If you do not know the number of the order you are applying a return against, you can view a list of invoiced sales orders for the customer/shipto, Storeroom warehouse, and product. The minimum criteria for identifying the orders that qualify include a product and order number, or a product, customer name, warehouse. Storeroom verifies that the product is included on an invoice and that there is enough quantity on hand to match the amount being returned. If there were any previous amounts returned against an invoiced line, those are subtracted from the original quantity shipped on the line. That total is then compared to the current quantity being returned. If the original quantity shipped, minus any previous returns is greater than or equal to the current return quantity, the tie is allowed. If it is less, the tie to the original invoice is not permitted.

Note: The sx.property `returnorder.list.record.limit` determines how many sales orders you can view using the Issue/Order lookup in the Return Entry window. Your system administrator can change or eliminate this record limit.

See information about properties files in the *Infor Distribution SX.e Storeroom Installation Guide*.

If the inventory being returned is customer-owned, the price and cost is zero.

When you create a return in Storeroom, an OE RM is created in Distribution SX.e using an SX.api call. Returns in Distribution SX.e require a Return/Adjust Reason, but these cannot be selected in Storeroom. You must set up a business rule in Distribution SX.e that automatically assigns a Return/Adjust Reason to OE RM orders created in Storeroom.

These business rules apply:

- If you create a PO RM tied to an OE RM line, you must create a business rule in SA Business Rule Setup that specifies a Return/Adjust Reason defined in SA Table Code Value Setup with a **Return Type** of **Vendor**. If this business rule is not set up, or the Reason Type is not **Vendor**, the PO RM is not created.

  See "Return reason when tied to a PO" on page 38.
- If you do not want to create a PO RM to return the stock to the vendor, you must create a business rule that assigns a Return/Adjust Reason with a **Return Type** of **Stock**. If this business rule is not set up, the return quantity is posted to Unavailable.

  See "Return reason when no PO is tied" on page 38.

Restocking Fees

If you want to charge customers a restocking fee for returning products to Storeroom inventory or a vendor, you can specify a dollar or percentage amount when creating a return. You can enter the restocking fee manually for each return or you can set up default values.

To set up default restocking fees, specify a restocking charge for the Return/Adjust Reasons that are associated with the business rules required for creating a return to inventory or a vendor. When you create a return, the default Restocking Fee and the Restocking Type (percent or dollar amount) are displayed on each line. You can override these settings by specifying a different amount (higher or lower than the default setting). You can also eliminate the restocking fee by specifying 0 (zero). If you specify a restocking fee, it is applied to the order as an additional addon. In Distribution SX.e, you can view the restocking charge in the Line Detail Return section of Sales Order Detail-Line Detail and the Additional Addons section of Sales Order Detail-Totals.

Entering a return

When you create a return in Storeroom, an OE RM is created in Distribution SX.e. If you also create a PO RM, it is tied to the OE RM.

If you identify the returned product as customer-owned, even if it is tied to an issue where it was a distributor-owned product, customer-owned inventory balances are updated and the customer cost is the price from the tied sales order created by the issue entry.

1 In Storeroom, select **Issues & Returns > Return**.

2 Complete the fields in the header section.

See "Entering an issue" on page 67 for details.

3 To add a product to the return:

a Specify the **Product**.

b Specify the **Returned** quantity.

c If the product is a lot- or serial-controlled product, you must indicate the control numbers of the products you are returning. Click the **Serials** or **Lots** button and then specify the control numbers. Click **Accept** after you have entered the expected amount.

d Optionally, specify the **Department** and **Machine** settings. If a value was specified in the header, the same value is displayed on the line. You can change the value, or clear the field.

e Optionally, specify an **Issue/Order** to which the product is tied. The lookup displays a list of invoiced orders for the selected customer/shipto, warehouse, and product.

f Specify the **Restocking Fee** and **Restocking Type** - Accept the default value and type, or specify a different amount and type. You can specify 0 (zero) for the restocking fee.

g Optionally, select the **Create PO** option to create a PO Return Merchandise (RM) to return the product to the vendor. Specify the **Vendor**, and optionally, a **Product Line**.

h Specify the **Inventory Type**.

i Specify a **Charge #**, if applicable.

j Change the **Taxable** option, if applicable.

k Optionally, specify values for user-defined fields that were set up for the warehouse.

4 Add a line for each product you want to return.

5 To add a comment to a line, select the line and click **Comments**.

6 To add a note to the issue, click **Notes**.

7 Click **Submit**.

Completing a return

To complete the return, include the OE RM in a Sales Entry Processing Invoice Processing Report to adjust sales and inventory accounts, and credit the customer for inventory. The returned product is not available for issue until invoicing is completed in Distribution SX.e. Optionally, you can select the **Auto Inv Return Orders** option in Product Warehouse Description Setup-Storeroom to automatically invoice credits (return orders) so inventory is immediately available. If you are returning the products to the vendor, receive the PO RM in Storeroom Receipts > Receiving > PO Receipt.

See "Receiving products in a Storeroom warehouse" on page 100.

Returning Bill on Receipt products to the vendor

If a customer-owned product must be returned to the vendor and it was received as a Bill on Receipt (BOR) product, it must first be moved to distributor-owned inventory. This is done automatically when you enter a Bill on Receipt return. The procedures for entering a Bill on Receipt return differs depending on whether the product exists in inventory in a Storeroom warehouse, or whether it has been issued.

To return a Bill on Receipt inventory product to the vendor

To process the return of a product that was received on a purchase order and invoiced as a Bill on Receipt product, you must enter a PO RM in Storeroom Receipts or in Purchase Order Entry in Distribution SX.e.

Note: You cannot create a PO Return for serial- or lot- controlled BOR products in existing inventory.

To create the PO RM in Storeroom, see "Vendor returns" on page 122. Both an OE RM and a PO RM are created. The tie between these documents can be viewed in Purchase Order Inquiry and Sales Order Inquiry. The documents are tied at both the header and line level.

If the option, **Auto Invoice Shipped Orders**, in Product Warehouse Description Setup is **Bill on Receipt** or **Both**, the OE RM is automatically created, shipped, and invoiced. If this option is **Regrind In** or **No**, invoice the OE RM using the Sales Entry Processing Invoice Processing Report. After the OE RM is invoiced, receive the PO RM in Purchase Entry Receipt of Inventory.

When the OE RM is invoice, these inventory updates occur:

- If the product is set to receive as unavailable, it is removed from customer unavailable to customer on hand. It is removed from the first “inspection” unavailable reason type with enough quantity available. If no unavailable is found, no amount is removed; it uses customer on hand instead.
- A stock adjustment is created to reduce customer on hand for the return quantity. If there is not enough customer on hand to cover the return quantity, it will go negative. (Total on hand cannot be adjusted below zero.) The **Reference** field on the stock adjustment is updated with “Bill on Receipt Return”.
- A Return In transaction is created to increase distributor on hand for the return quantity.
- If the product is set to receive as unavailable, the distributor unavailable amount is updated for the return quantity.

To return a Bill on Receipt inventory product that was issued

To return a Bill on Receipt product that was received on a purchase order, invoiced as a Bill on Receipt order, and issued in Storeroom, you must create a return tied to a PO RM. See "Entering a return" on page 72. Because a Bill on Receipt product may be returned with other product types, a Bill on Receipt RM is not created. Instead, the line is treated as Bill on Receipt when it is invoiced. The OE RM is created with a line with an Inventory Type of ‘d’istributor.

When invoiced, these inventory updates occur:

- A Return In transaction is created to increase customer on hand for the return quantity.
- A stock adjustment is created to reduce customer on hand for the return quantity. The **Reference** field on the stock adjustment is updated with “Bill on Receipt Return”.
- A Return In transaction is created to increase distributor on hand for the return quantity.
- If the product is set to receive as unavailable, the distributor unavailable amount is updated for the return quantity, using the unavailable reason from the RM order.
- If you create a purchase order return with Bill on Receipt products, the tie between these original documents and the resulting sales order is now shown in Purchase Order Inquiry or Transfer Inquiry, and Sales Order Inquiry.
- The documents are tied at both the header and line level.

Importing issues and returns

You can import a list of issues into Storeroom Issues & Returns instead of entering them manually. These can be issues from another ERP system, or from a hand-held scanning device or vending machine. After the data is created in a comma-separated value (CSV) formatted file, you can import it at any time. This is done with the Import function in Storeroom Issues & Returns which can only be accessed only by operators with the proper security. This is dependent upon the security role(s) assigned to them.

See "Security roles for Storeroom" on page 149.

After importing your data, you can review it, make any changes, delete any lines, and then validate it. After all changes are made to each line, you can either validate the lines, or submit and validate the data in one step. This sends the data to Distribution SX.e where sales orders or return merchandise sales order (OE RM) orders are created. If no errors remain, you are returned to the Active Imports window to process additional import files.

During the Submit process, all records are reviewed and where these data elements are exactly the same, a single order is created for those records:

warehouseKey, employeeKey, departmentHeaderKey, workOrder, project, machineKey, promiseDate, and inventoryType

Any records with a different combination are created as separate orders. The requested quantities of line items with the same warehouse/product number are totaled and compared to the product’s available quantity in the system. If there is not enough quantity available for all of the products on the import, those records are flagged with a quantity available error.

The records are also validated against any Employee or Department limits such as Daily $ Limit, or Trans $ Limit.

You can view the orders that are created on the Orders Created/Warnings window. Also shown are any limit checks that were applied to the order. You can click on the sales order or sales order return number to access it in Sales Order Inquiry in Distribution SX.e.

Import file format

The import data must be formatted as comma-separated values (CSV) with these 15 data elements in specific order on each line of the file:

Element number	Header name	Data	Required element	Example
1	warehouseKey	Warehouse number	Yes	sr01
2	employeeKey	Employee number**	Yes	12344
3	departmentHeaderKey	Department ID (header)**	No	dept1
4	workOrder	Work Order number**	Yes*	54321
5	project	Project**	Yes*	proj1
6	machineKey	Machine number**	Yes*	m101
7	erpItemKey	ERP product number	No	1-001
8	promiseDate	Promise date	No	2/1/2011
9	requestedQty	Requested quantity	Yes	10
10	issuedQty	Issued quantity	Yes	10
11	chargeNumber	Charge number	No	c110
12	departmentLineKey	Department ID (line item)**	No	dept2
13	customerItemKey	Customer product number	Yes	1-001c
14	inventoryType	Inventory type (c-customer or d-distributor)	Yes, if line is a Return	c
15	machineLineKey	Machine number at line level**	No	m101

***** The work order, project, and machine number are required if these options are selected for the employee in Storeroom Employee Setup.

**These values are replaced by the default values in Storeroom Setups > Warehouse, if they exist. For example, if a default department is defined for the warehouse, it overrides the imported values in the departmentHeaderKey and DepartmentLineKey fields. If a default employee is also defined, the default department from the Employee Setup record is used.

Each CSV file can contain issues for multiple warehouses (vending machines), machine types, etc. The record can represent an issue of stock (sales order) or a return (OE RM). A return is indicated by a negative issued quantity value in the file.

The header line contains the names of all of the elements and must be spelled exactly as shown in the table. This is an example of a CSV file:

```
warehouseKey,employeeKey,departmentHeaderKey,workOrder,project,machineKey,erpItemKey,
promiseDate,requestedQty,issuedQty,chargeNumber,departmentLineKey,customerItemKey,
inventoryType,machineLineKey
sr01,12344,dept1,54321,proj1,M100,1-101,4/12/2011,10,10,c110,dept2,1-101c,c,
sr01,12344,dept1,54321,proj1,,1-102,4/12/2011,2,2,c110,dept2,1-102c,c,M100
sr01,12344,dept1,54321,proj2,,1-103,4/12/2011,4,4,c110,dept2,1-103c,,M101
sr01,12344,dept2,54321,proj1,M101,1-104,4/12/2011,10,10,c110,dept2,1-104c,c,
sr01,12344,dept1,54323,proj1,M101,1-101,4/12/2011,7,7,c110,dept2,1-101c,,
sr01,12344,dept3,54321,proj1,M100,1-105,4/12/2011,11,10,c110,dept2,1-105c,d,M101
sr01,12344,dept1,54322,proj1,M102,1-106,4/12/2011,5,5,c110,dept2,1-106c,c,
sr01,12344,dept2,54321,proj1,M102,1-107,4/12/2011,5,5,c110,dept2,1-107c,c,
sr01,12344,dept2,54322,proj1,M100,1-108,4/12/2011,1,1,c110,dept2,1-108c,c,
sr01,12344,dept1,54321,proj1,M101,1-109,4/12/2011,6,6,c110,dept2,1-109c,c,
sr01,12344,dept1,54321,proj1,M101,1-110,4/12/2011,3,3,c110,dept2,1-110c,c,M102
sr01,12344,dept2,54323,proj1,M100,1-111,4/12/2011,1,1,c110,dept2,1-111c,c,
sr01,12344,dept3,54324,proj1,,1-112,4/12/2011,1,1,c110,dept2,1-112c,d,
sr01,12344,dept1,54323,proj1,,1-113,4/12/2011,3,3,c110,dept2,1-113c,d,
sr01,12344,dept1,54321,proj1,M102,1-114,4/12/2011,4,3,c110,dept2,1-114c,d,M101
sr01,12344,dept1,54321,proj1,M100,1-115,4/12/2011,1,1,c110,dept2,1-115c,d,
```

Note: Even though an element is marked as not required in the previous table, the file must include a placeholder (comma) for it (as shown in the second row of the example). Every record (row) must have exactly 14 commas, separating 15 data elements.

Importing the CSV file

Use these procedures to import issues or returns in a CSV file into Storeroom Issues & Returns-Import.

Note: Skip steps 1-2 if you have automated the process of moving the CSV file to the Storeroom server. This can be done using a file transfer tool such as SQL Server Integration Services (SSIS) Import/Export Wizard. For assistance, contact your Infor Consulting Services representative.

1 Verify your CSV file is correctly formatted.

2 Copy the file to the hard drive on your PC or on the Storeroom server.

3 In Storeroom, select **Issues & Returns > Import**.

4 Click the folder icon in the **Import File** field to locate the file on your system; select the file and click **Open**.

5 Click **Read and Validate File**. This creates issue header and issue data tables that are maintained in the import file until you are ready to validate and submit the records.

Validating and submitting an import file

After you have imported a data file, you can validate the records and submit them to Distribution SX.e.

1 In Storeroom, select **Issues & Returns > Import**.

2 In the Active Imports list, click the drill down icon to open an imported file. Records with no errors are indicated with a green check mark icon. Records in the file that contain errors are indicated with a red exclamation mark.

3 Click the exclamation mark to view the errors and then make the corrections. If you do not want to import a line, select it and then click **Delete** to remove the line from the database.

Note: A line with a serial- or lot-controlled product contains an error. You must specify the **Customer Item** to ensure that the product's unit of measure is processed correctly. Click the **Serials** or **Lots** button to specify control numbers.

4 After correcting errors, select one of these options to validate lines:

- Click **Validate** to validate the lines in the import file. Records that no longer have errors are indicated with a green check mark icon. The file remains in the database and is not submitted to Distribution SX.e. Imported records can remain in the Active Imports list until you are finished making all changes and are ready to create the sales order. You can use **Submit Validated Data** or **Background Submit Validated Data** to submit previously validated lines.
- Click **Submit Validated Data** to validate and submit the lines in the import file. Lines with no errors are submitted to Distribution SX.e and removed from the file. Records with errors remain.
- Click **Background Submit Validated Data** (click the down arrow on the **Submit Validated Data** button) to validate and submit the lines in the import file using a background process. Lines with no errors are submitted to Distribution SX.e and removed from the file. Lines with errors require manual processing.

  Use this option to import large files. Because this function runs in the background, you can perform other Storeroom tasks while the file is processing. When processing is complete, an e-mail notification is sent to the employee who submitted the file using the e-mail address defined in their Storeroom employee record. If no e-mail address is defined, the default e-mail address set up during Storeroom installation or upgrade is used.

  Note: To prevent duplicate processing, you cannot resubmit a file in the current session or by opening a new session after you click either **Submit Validated Data** or **Background Submit Validated Data**. Additionally, you cannot resubmit a row that was already submitted for background processing. You are also prohibited from deleting or re-validating a processing import file.

5 The Orders Created/Warnings window displays the orders that are created. To view an order in Distribution SX.e, click on the **Order Number** hyperlink to open the order in Sales Order Inquiry.

6 If additional records remain in the file due to unresolved errors, you are returned to the Edit Details window to work on those. Otherwise, you are returned to the Active Imports list to review and validate any other active imports.

Troubleshooting the issue upload

You receive this error if any records in your file are not formatted correctly: The data in the file could not be imported. The file format does not match what was expected. Please check the log for details

Verify that your CSV records contain a header line, and each line item is only 15 columns. A comma indicates the start of a new column; ensure that you do not have an extra column at the end of a record which would indicate a 16th column. The import process may upload a portion of the records in your CSV file. If it encounters a formatting error during the upload, the erroneous record and subsequent records may not be uploaded.

Processing orders in Distribution SX.e

Sales order processing of Storeroom product issues, returns, and backorders can be completed in Distribution SX.e as part of your regular end-of-day invoice processing routine.

Automatic shipping

Orders for Storeroom products are immediately set to Shipped stage when they are created in Distribution SX.e because the employee has left the Storeroom with the product. Products that are identified for Recovery Billing are automatically shipped when they are converted from a quote order to a stock order (SO). Sales orders for Bill on Receipt products are created upon receipt in Purchase Entry Receipt of Inventory and are also moved to Shipped stage at that time. They are automatically invoiced if the option **Auto Invoice Shipped Orders** is **Bill on Receipt** or **Both** in Product Warehouse Description Setup-Storeroom.

General Ledger updates

Orders created for products in a Storeroom-managed warehouse may contain a mix of customer- and distributor-owned inventory. When the sales order is created, the customer-owned inventory is used first and a separate line with a zero price and cost is created for it. When a sales order line for customer-owned inventory is processed in Sales Entry Processing Invoice Processing Report, no General Ledger postings are made either to inventory control accounts or to the customer's AR accounts. If you are updating Sales Manager totals (the **Update Sales Manager?** option in the Sales Entry Processing Invoice Processing Report option is **Yes**), these files are not updated for sales order lines marked with a 'C' inventory type. The inventory has already been purchased by the customer so they are not billed for it again and it carries no value on your balance sheet.

Distributor-owned inventory on an sales order is processed just as regular sales orders are. GL postings are made during Sales Entry Invoice Processing for sales order line items marked with a 'D' inventory type.

See information about GL updates performed during invoice processing in the online help.

Invoices can be printed with or with out customer or 'C'-type products (showing a zero price). Select the option, **Print Customer Lines on Inv**, in Product Warehouse Description Setup-Storeroom to include customer product lines.

Product and order inquiries

Using Storeroom, you can access a variety of information about a particular product, including setup detail, what active orders or backorders it exists on, whether it exists on a purchase order or warehouse transfer, and current net available quantities in all warehouses.

Hyperlinks

In addition to the standard inquiries within Storeroom, there are hyperlinks in Storeroom functions that drill back to Distribution SX.e inquiry functions. To enable drillbacks from Storeroom, you must specify a **Drill Back User ID** to the operator in SA Operator Setup-Static Information. This value must be a unique ID. It cannot be shared by another Distribution SX.e operator.

These hyperlinks are available in Storeroom:

- Setups > Customer Product Warehouse - You can click on the product number to drill back to the Distribution SX.e Product Warehouse Product Setup record.
- Issues & Returns > Back Order - You can click on the PO, WT, or OE number if the sales order is tied to a purchase order or warehouse transfer, for each issue–active or inactive–on the Back Order list.

  Note: If a purchase order is tied, you can print it from this list by selecting the line in the list. Click the **Print PO** button to print the purchase order to a fax, attach it to an e-mail, or to a printer. The printer that defaults depends on the settings on the SA Operator Setup and Product Warehouse Description Setup records in Distribution SX.e.

  See "Remote printers" on page 40.
- Inquiries > Product Inquiry > Transactions - You can click on the order number to drill back to the Sales Order Inquiry in Distribution SX.e. The selected order will default into the inquiry.
- Inquiries > Product Inquiry > Open PO/WTs - You can click on the order number to drill back to Purchase Order Inquiry or Transfer Inquiry, depending on whether the transaction type is a purchase order or warehouse transfer.

Hyperlink drillbacks can only be used by Storeroom operators who have a valid Distribution SX.e login, and have the security to access these functions.

As a distributor, you can also directly access Distribution SX.e to inquire upon sales orders, and view product records to see detail and net available quantities.

Inquiring on Storeroom orders

You can use Storeroom Product Inquiry or Distribution SX.e Sales Order Inquiry to inquire on active issue transactions for a Storeroom warehouse product. You can also use the grid in Issues & Returns to search for active and inactive issues.

Inquiring on orders using Storeroom

You can use Product Inquiry to view orders for a specific product, or access Issues & Returns to view open backorders in the Storeroom warehouse.

1 In Storeroom, select **Inquiries > Product Inquiry**.

Note: Only active records are displayed. To view inactive records, change the filter in the **Active** column. The Customer Qty and Distributor Qty columns are not displayed by default. You must use Column Personalization to make them visible.

2 Search for the product record, and then click the drill down icon.

The status of the Customer Product record, in conjunction with the status of the Customer Product Warehouse record, determines if a warehouse record is displayed in the Product Inquiry grid. If the Customer Product record is inactive, the Customer Product Warehouse records will not display in Product Inquiry even if the warehouse record is active. If the Customer Product record is active, a Customer Product Warehouse record will display only if the warehouse record is active.

3 Select one of these tabs to view information specific to orders:

- **Product Detail -** Displays details specific to the Storeroom product from Product Warehouse Product Setup including manufacturer's part number, product line, category, etc. This inquiry also shows the product's net available and on order quantities, including customer-owned and distributor-owned. The Distributor Cost, based on the Customer Mark Up From setting in Product Warehouse Description Setup-Storeroom and the associated cost in Product Warehouse Product Setup-Costs, is displayed. The Whse Status identifies the product status such as Stock, Direct Ship, or Do not Reorder.
- **Storeroom Detail** - Displays details from Product Warehouse Product Setup-Storeroom and the Storeroom Customer Product record, such as the Customer GL Account and whether it is a Bill on Receipt product, customer-owned, etc.
- **Transactions** - Displays all transactions that include the product, including invoice, receipt, return in, stock adjustment, and unavailable transaction types. Displays whether the transaction increased or decrease inventory, quantity shipped, date, whether the product was customer- or distributor-owned, and issued to, issued by, department, and machine values from the issue. You can click on the order number to access Sales Order Inquiry in Distribution SX.e if drillbacks are enabled for your operator record.
- **Backorders** - Displays open backorders that include the product.
- **Open PO/WTs** - Displays all open purchase orders and warehouse transfers that include the product. The due date for each open PO and WT is displayed so you can determine when the product is arriving in the Storeroom warehouse. Warehouse transfers for the 'to' warehouse are listed with the 'from' warehouse shown on each line. The amount of the PO or WT is displayed only if the **Distributor** option is selected on your employee record. You can click on the order number to access Purchase Order Inquiry or Transfer Inquiry in Distribution SX.e if drillbacks are enabled for your operator record. You can also view customer purchase orders that were manually entered in Customer Product 'PO' Edit. The Type of record is req.
- **Whse Availability** - Displays the net availability, including customer- and distributor-owned, of the product in all Storeroom-managed warehouses in which it is set up.

- **Serials** - Displays each serial number assigned to the product, and details including comment, bin location, and status. You can search for a specific serial number or by inventory type (available, retired, sold, or unavailable).
- **Lots** - Displays each lot number assigned to the product, and details including open date, expire date, comment, quantity, unavailable reason, unavailable quantity, and status. You can search for a specific lot number, or search by expire date or inventory type (active, inactive, or hold).
- **Unavailable Reasons** - If a product has unavailable quantities, the reasons and quantities for both customer- and distributor-owned products are displayed. If the product does not have unavailable quantity, this tab is not displayed.

Note: While Storeroom tracks which products are owned by the customer or the distributor, product ownership does not extend to the serial or lot number level. For example, Storeroom does not identify if the product assigned serial number 1-001 is a customer-owned or distributor-owned product.

Inquiring on orders using Distribution SX.e

You can use Sales Order Inquiry to view sales orders for Storeroom issues. You can also inquire upon transactions for distributor or customer-owned inventory in Product Inquiry.

1 In Distribution SX.e, select **Sales > Inquiry > Order**.

2 Specify the order number, if known, or conduct a search to find the sales order you want to view.

3 On the Line Detail view for the order, all lines are displayed. If an issue line was entered for a product quantity that drew from both customer- and distributor-owned balances, two separate lines are listed. Locate the **Inventory Type** column to see whether the line consists of customer- or distributor-owned inventory.

4 If a line item is a serial- or lot-controlled product, click the drill down icon for line, and then access the Serial or Lot view.

5 Select **Product > Inquiry > Product**.

6 Specify the product name and warehouse, and then click **Search**.

7 In the Transactions view, select **Distributor Owned** or **Customer Owned**. Click **Search** to view the transactions for the selected inventory type.

Inquiring on product availability

You can inquiry upon a Storeroom product's net availability in Storeroom Product Inquiry or use Product Availability Inquiry or Product Inquiry in Distribution SX.e. Net available is On Hand minus Reserved minus Committed.

If you are creating an issue or return, you can click the **Product Detail** button after you specify a product to access Product Inquiry information within the issue or return. Click the back arrow to return to the line entry view.

Inquiring on product availability in Storeroom

1 In Storeroom, select **Inquiries > Product Inquiry**.

2 Specify search criteria to locate the product record and then click the drill down icon.

3 Select **Whse Availability** to review the net available quantity for the selected product in each of the warehouses that carries it.

Inquiring on product availability in Distribution SX.e

1 In Distribution SX.e, select **Product > Inquiry > Product Availability**.

2 Specify a **Product** and a **Warehouse**, and then click **Search**.

3 Select the Product view to view current and future availability, including **Cust On hand** and **Cust On Order** amounts.

4 In the Warehouse Availability view, specify **Managed** in the **Warehouse Type** field. To limit the display of products within a specific warehouse group, specify the group from the **Warehouse Group** field. Click **Filter** to display quantities for all consigned warehouses in the Warehouse browse list.

5 Select **Product > Inquiry > Product**.

6 Specify the product number and warehouse, and then click **Search**.

7 In the General view, click **Balances** in the General Details section to view customer costs and balances.

8 If the product is serial- or lot-controlled, click **Serial** or **Lot** in the General Details section to view the control numbers assigned to the product in the specified warehouse and other information Information such as status, product availability, and product cost.

Reviewing order transactions in the EDI Electronic Transaction Control Center Entry

If you use EDI Electronic Transaction Control Center Entry to monitor orders received by Distribution SX.e via SX.api Full Order Maintenance, use this procedure to check on the order status and details. You can also use Sales Order Entry to review and maintain these transactions.

Before you can review orders in the EDI Electronic Transaction Control Center Entry, you must activate the Create Audit transaction records business rule in SA Business Rule Setup. This rule falls under the General Purpose category.

1 In Distribution SX.e, select **Electronic Data Interchange > Entry > Electronic Transaction Control Center**.

2 Specify this information:

- **Module**
  Specify **OE**.

- **Process Type**
  Specify **SXAPI**.
- **Transaction Type**
  Specify **OE Full Order Maintenance V6**.

3 Specify the **Transaction Status**:

- **Processed**
  Select this status to find transactions that are partially processed but need some corrections to data before processing can complete. Depending upon business rules, this status may also display fully processed transactions.
- **Error**
  Select this status to find transactions that contain fatal errors. These errors must be manually corrected in the flat file before processing.

4 Specify the **Update Status**. Optionally, select **All** to display transactions with errors or exceptions.

5 Optionally, specify additional search criteria, such a date range, warehouse, or customer.

6 Click **Search**.

7 You can now perform these actions on the transactions listed in the grid:

- Open a document record to access the Transaction Detail window where you can view descriptions of errors and exceptions on the Errors tab. No data displays in the Data tab for this type of transaction.
- Select a document record, and then select **Actions > SX.e Document** to view the order tied to this transaction.

Chapter 7: Replenishment

7

This section provides information and instructions about replenishing distributor- and customer-owned products.

Replenishing distributor-owned products

Products in a Storeroom-managed warehouse that are designated as distributor-owned are replenished through the standard replenishment process in Distribution SX.e. The Purchase Entry Recommended Replenishment Action Report is generated and any customer-owned product balances are deducted from recommended purchase quantities to avoid overstocking your storerooms. The Transfer Entry Recommended Replenishment Action Report can be generated for customer-owned products or products with customer-owned quantities.

You can also manually create a purchase order in Purchase Order Entry.

The replenishment process for distributor-owned products in a Storeroom-managed warehouse follows the standard Distribution SX.e replenishment workflow with these exceptions:

- The Purchase Demand Center Entry Line Items screen and the Purchase Entry Recommended Replenishment Action Report display the Customer On Hand balances and the Product Warehouse Product Setup-Storeroom **Critical Product** flag for Storeroom-managed products.
- The customer part number is displayed on the Sales Entry Processing Back Order Fill/Allocation Report and Receipts Report.
- The Purchase Entry Recommended Replenishment Action Report and Transfer Entry Recommended Replenishment Action Report also includes any unavailable inventory in the warehouse ('To' warehouse for the Transfer Entry Recommended Replenishment Action Report) for products waiting for inspection if the option, **Incl Unavail Reason Quantity**, in Product Warehouse Product Setup-Ordering is **P**O or **B**oth for the Purchase Entry Recommended Replenishment Action Report, or **W**T or **B**oth for the Transfer Entry Recommended Replenishment Action Report. Quantities for products set up in Product Warehouse Product Setup to be received as Unavailable awaiting inspection should be considered before ordering those products from your vendor or transferring from another warehouse.

When you review the Purchase Entry Recommended Replenishment Action Report, both customer- and distributor-owned quantities for each Storeroom product are included in the On Hand balance. Use these values to determine the correct quantity of distributor-owned products to purchase.

Products that are fully customer-owned (the **Customer Owned** option is selected in Product Warehouse Product Setup-Storeroom) are not included on the Purchase Entry Recommended Replenishment Action Report. Products that are customer-owned or have customer-owned quantities can be included on the Transfer Entry Recommended Replenishment Action Report.

See "Reviewing availability in other warehouses" on page 86.

Reviewing recommended order quantities for distributor-owned products

This workflow outlines the process for reviewing recommended replenishment quantities for distributor-owned products.

1 In Distribution SX.e, run the Purchase Entry Recommended Replenishment Action Report for the selected Storeroom warehouse. Check the Customer On Hand balances and SR Critical flag to ensure your order quantities are appropriate. The Purchase Entry Recommended Replenishment Action Report can be run from the Purchase Demand Center Entry or the POE Reports function in the Purchase module.

2 In the Purchase Demand Center Entry, access the Line Items for a report to view these columns. Products with quantities marked Unavailable for 'Inspection' reasons are flagged in the Extended Information view. These products are included in the recommended order quantity if the product's Product Warehouse Product Setup-Ordering option, **Incl Unavail Reason Quantity**, is set to **P**O or **B**oth. A warning will display informing you that unavailable quantities are included.

3 Run the merge process in Purchase Entry RRAR Merge Process Report to print purchase orders.

See detailed directions for each function in the online help.

Reviewing availability in other warehouses

Products in a Storeroom-managed warehouse can also be replenished by another warehouse using a warehouse transfer (WT). Storeroom stock can be resupplied with customer- or distributor-owned inventory in another Storeroom warehouse, or with stock in the distributor's warehouse. If you want to replenish inventory in another Storeroom-managed warehouse, or the distributor's warehouse, use the Transfer module in Distribution SX.e to determine demand and create transfers when stock is low. By assigning a Storeroom warehouse as the ARP (authorized replenishment path) for another Storeroom warehouse product in Product Warehouse Product Setup, the Transfer Entry Recommended Replenishment Action Report in Distribution SX.e will recommend replenishment by another warehouse based on the product's ordering controls.

Note: If the inventory is being transferred from a distributor's (non-Storeroom) warehouse to a Storeroom warehouse, you must use the Transfer module in Distribution SX.e to ship the warehouse transfer. You cannot ship a transfer from a non-Storeroom-managed warehouse using WT Ship/Receive in Storeroom.

If the inventory is being transferred from customer- or distributor-owned inventory in another Storeroom warehouse, you can also use Storeroom Inventory Movement-Transfer to process the transfer.

For products set up in Product Warehouse Product Setup with the Authorized Replenishment Path (ARP) type set to **Warehouse**, you receive a list of products in the Storeroom warehouse that are recommended for replenishment based on product levels when you run the Transfer Entry Recommended Replenishment Action Report. These products are not considered for transferring from another warehouse:

- Products that are not set up as customer-only in Product Warehouse Product Setup-Storeroom cannot be transferred to a warehouse where the product is customer-only.
- Products that are set up as customer-only in a Storeroom-managed warehouse cannot be transferred to a distributor's (non-Storeroom-managed) warehouse. This transaction qualifies as a return.

  See "Transferring stock from a Storeroom warehouse to the distributor's warehouse" on page 94.

If you have proper security, you can source a nonstock product during Storeroom Issue Entry from a warehouse designated as your WT ARP warehouse, or any Storeroom or non-Storeroom-managed warehouse. When you select **Create WT?** on the Storeroom Non Stock Item Entry dialog, a warehouse transfer is created using the warehouse entered in the **WT Arp Whse** field in Product Warehouse Description Setup-Storeroom as the ARP warehouse on the line, or the warehouse you specify in the **From Warehouse** field. This ensures the line appears on the Transfer Entry Recommended Replenishment Action Report when it is run. If the **WT Appr Type** field is **Yes**, the line is automatically approved and the WT is created by the Transfer Entry Recommended Replenishment Action Report and tied to the order. The WT is set to Ordered stage. If the **WT Appr Type** is **No**, the tied WT is set to Requested stage and must be manually reviewed by the shipping warehouse.

The Transfer Entry Recommended Replenishment Action Report also checks for quantities marked as Unavailable with an 'Inspection' reason and includes these in the recommended order quantity for those products with the **Incl Unavail Reason Quantity** option set to W**T** or **B**oth in Product Warehouse Product Setup-Ordering. A warning will display informing you that unavailable quantities are included.

After pick tickets are printed in the shipping warehouse through the Transfer Entry Print Warehouse Transfer Report, products are picked for transfer to the Storeroom warehouse and are shipped using WT Ship/Receive in Storeroom or Transfer Shipping Feedback Entry in Distribution SX.e. During shipping, the inventory type of the products in the shipping warehouse is checked to determine if there is any customer-owned quantity on each line item. If all of the products are customer-owned, the customer quantity amount on the WT line is updated with the stock quantity shipped amount. If there is a mix of customer-owned quantity and distributor-owned quantity in the shipping warehouse, the customer-owned stock is used first and that value is loaded into the customer quantity amount. In this scenario, the customer quantity is a subset of the transfer's line quantity shipped; it is used to keep track of how much of the line quantity is customer-owned.

After the products arrive in the warehouse, receiving information is entered using the Storeroom Receipts function. Warehouse personnel locate the transfer in the Receipts list and indicate the quantity received. You can also automatically receive the transferred product into inventory immediately upon shipping using Storeroom WT Ship/Receive. To set up auto receiving, select the option, **Auto Rcv WT When Shipped**, in Product Warehouse Description Setup-Storeroom for the

receiving warehouse. The received quantity is updated with the shipped quantity when you click **Ship/ Receive as Complete** and then **Submit** in Storeroom.

When receiving is complete, the receipt information is submitted to Distribution SX.e via an SX.api call. This initiates the Transfer Entry Receipt of Inventory function and validation and final updating is performed. The Received quantities, both customer and distributor, are updated based on the inventory type on the receipt. When the Sales Entry Processing Back Order Fill Report is run, either automatically as part of Transfer Entry Receipt of Inventory, or manually, the amount in this field is checked to determine what portion of a backorder to fill with net available customer-owned and what portion to fill with net available distributor-owned. Backorder Fill generates the Allocation/Fill Report and Receipts Report that are printed on the Storeroom printer.

Transferring stock to a Storeroom warehouse

Use these instructions to create, print, and ship warehouse transfers from a Storeroom-managed warehouse or the distributor's warehouse for replenishment of inventory in a Storeroom-managed warehouse.

1 In Distribution SX.e, run the Transfer Entry Recommended Replenishment Action Report or create the transfer in Transfer Entry.

2 If you used the Transfer Entry Recommended Replenishment Action Report, accept and merge the report(s) to create the transfer in Transfer Entry Demand Center Entry and then print the transfer in Transfer Entry Print Warehouse Transfer Report in the shipping warehouse. You can also automatically accept and print transfers in the Transfer Entry RRAR Merge Process Report. This process prints warehouse transfers using the printer selected for the shipping warehouse in Product Warehouse Description Setup-Storeroom.

3 After the products are picked, the transfer is shipped using Storeroom or Transfer Shipping Feedback Entry in Distribution SX.e.

See *"Shipping a warehouse transfer in Storeroom*" on page 92.

4 If the receiving warehouse is set up to auto receive (**Auto Receive Warehouse Transfer When Shipped** is selected in Product Warehouse Description Setup), the transfer is complete.

If the receiving warehouse is not set up to auto receive, follow the instructions for *"Receiving a warehouse transfer in a Storeroom warehouse*" on page 107.

Note: Warehouse transfers containing serial- or lot-controlled products cannot be auto-received. These warehouse transfers must be shipped and received in separate transactions.

Assigning and tracking serial and lot numbers during replenishment

Serial-controlled products that are flagged for serial number assignment during receiving and lot-controlled products are assigned control numbers when they are received. These products are also tracked by their control numbers when they are transferred or moved. The procedure to assign and track serial or lot numbers varies, depending on SA Administrator Options and Product Warehouse Product Setup settings in Distribution SX.e and the function.

Note: The setting for product.stocking.uom.only in the SX.e Extension sx.properties file determines if the stocking unit measure or multiple units of measure are sent from Distribution SX.e. Your system administrator should not change this setting from the default value of false because it causes the unit of measure on backorders to calculate incorrectly if a product has different units of measure in Storeroom and Distribution SX.e.

See *Infor Xi Platform Administration Guide* for more information.

This table summarizes serial and lot number assignment and tracking during replenishment processes:

Function	Serial or lot	When assigned	How to assign for this function	Special conditions
Inventory Movement > Move to Available	Lot	Receiving	Specify an existing number	The list displays lot numbers based on the unavailable reason
Inventory Movement > Move to Available	Serial	Receiving	Specify an existing number	The list displays serial numbers based on the unavailable reason
Inventory Movement > Move to Available	Serial	Sales	No assignment required	
Inventory Movement > Transfer	Lot	Receiving	Specify an existing number	Product must be lot-controlled in both warehouses. If the Lot Number Entry option in SA Administrator Options-Documents-Transfer Orders-Processing is set to **Oldest**, the oldest lot numbers, based on open date, are displayed with quantities specified.
Inventory Movement > Transfer	Serial	Receiving	Specify an existing number	Product must be serial-controlled and have serial numbers assigned during receiving in both warehouses. If the Serial Number Entry option in SA Administrator Options-Documents-Transfer Orders-Processing is set to **Oldest**, the oldest serial numbers, based on receipt date, are displayed.

Function	Serial or lot	When assigned	How to assign for this function	Special conditions
Inventory Movement > Transfer	Serial	Sales	No assignment required	Product must be serial-controlled and have serial numbers assigned at sales in both warehouses.
Issues & Returns > Back Order	Lot	Receiving	Specify an existing number	If the Lot Number Entry option in SA Administrator Options-Documents-Sales Orders-Entry Settings is set to **Oldest**, the oldest lot numbers, based on open date, are displayed with quantities specified.
Issues & Returns > Back Order	Serial	Receiving	Specify an existing number	If the Serial Number Entry option in SA Administrator Options-Documents-Sales Orders-Entry Settings is set to **Oldest**, the oldest serial numbers, based on receipt date, are displayed.
Issues & Returns > Back Order	Serial	Sales	Specify a new number	
Receipts > Receiving > Customer Product Receipt	Lot	Receiving	Specify an existing number or enter a new number	
Receipts > Receiving > Customer Product Receipt	Serial	Receiving	Specify a new number	
Receipts > Receiving > Customer Product Receipt	Serial	Sales	No assignment required	
Receipts > Receiving > PO Receipt	Lot	Receiving	Specify an existing number or enter a new number	If receiving a PO RM, the quantity unavailable for each lot is displayed in the Lots window.
Receipts > Receiving > PO Receipt	Serial	Receiving	Specify a new number	

Function	Serial or lot	When assigned	How to assign for this function	Special conditions
Receipts > Receiving > PO Receipt	Serial	Sales	No assignment required	
Receipts > Receiving > WT Ship/Receive - Shipping Warehouse	Lot	Receiving	Specify an existing number	If the Lot Number Entry option in SA Administrator Options-Documents-Transfer Orders-Processing is set to **Oldest**, the oldest lot numbers, based on open date, are displayed with quantities specified.
Receipts > Receiving > WT Ship/Receive - Shipping Warehouse	Serial	Receiving	Specify an existing number	If the Serial Number Entry option in SA Administrator Options-Documents-Transfer Orders-Processing is set to **Oldest**, the oldest serial numbers, based on receipt date, are displayed.
Receipts > Receiving > WT Ship/Receive - Shipping Warehouse	Serial	Sales	No assignment required	
Receipts > Receiving > WT Ship/Receive - Receiving Warehouse	Lot	Receiving	Click **Accept** to receive the product into the lot number(s) provided by the shipping warehouse or enter a new number.	When you accept the lot number(s): If the lot exists in the receiving warehouse, the quantity is updated. If the lot does not exist, it is created.

Function	Serial or lot	When assigned	How to assign for this function	Special conditions
Receipts > Receiving > WT Ship/Receive - Receiving Warehouse	Serial	Receiving	Click **Accept** to receive the serial number(s) provided by the shipping warehouse or enter a new number for each product.	If both warehouses assign serial numbers during receiving, the receiving warehouse must accept the serial numbers from the shipping warehouse. If the shipping warehouse assigns serial numbers at sale and the receiving warehouse assigns serial numbers during receiving, the receiving warehouse must enter a new serial number for each product.
Receipts > Receiving > WT Ship/Receive - Receiving Warehouse	Serial	Sales	No assignment required	

Shipping a warehouse transfer in Storeroom

Use these instructions to ship a warehouse transfer from one Storeroom-managed warehouse to another. The warehouse transfer must be in ordered or picked stage.

1 In Storeroom, select **Receipts > Receiving > WT Ship/Receive**.

2 Optionally, specify the **From Warehouse**.

3 Specify the **To Warehouse** and the **WT #**.

Note: If you use the **WT#** lookup to select a warehouse transfer, the **From Warehouse** and **To Warehouse** fields are updated with the values from the warehouse transfer.

4 If you want to auto ship all lines on the warehouse transfer as complete without reviewing each line and verifying the shipped quantity, click **Ship as Complete**.

If you want to auto ship and receive all lines as complete, click **Ship/Receive as Complete**. This option is only available if auto receiving is allowed for the receiving warehouse.

Note: You cannot auto receive warehouse transfers that contain serial- or lot-controlled products.

5 To process an individual line, update the fields. Indicate if the product requires inspection or should be received as unavailable, and if so, select the unavailable reason. Take note of these conditions when processing individual lines:

- In each line, the **Shipped** and **Received** fields are updated with the ordered quantity amount. Accept the default shipped quantity, or specify the actual quantity shipped in the **Shipped** field.
- If you are shipping lot-controlled product, you must specify lot numbers and quantities. If you are shipping serial-controlled product that is assigned serial numbers during receiving, you must specify a serial number for each product.
- If you specify a shipped quantity less than the ordered quantity, and do not mark the line as complete (Comp), a backorder is created for the difference when you submit the warehouse transfer.
- If you do not update the shipped quantity on a line and do not mark the line as complete, a backorder is created for the ordered amount.
- The received quantity cannot be updated if the warehouse is set up for auto receiving. It is updated automatically when you complete the transfer to equal the shipped quantity.

6 After all lines are completed, click **Submit**.

Manually transferring stock between Storeroom warehouses

Use these instructions to manually transfer customer- or distributor-owned stock from one Storeroom-managed warehouse to another. This is an alternate method to using the Transfer Entry Recommended Replenishment Action Report to determine replenishment needs, or creating a transfer in Transfer Entry. Use the Whse Availability tab in Product Inquiry to view available quantities of a product in all warehouses.

If you are manually transferring serial- and lot-controlled products, they must be the same control type in both warehouses. Additionally, for a serial-controlled product, the receiving setting–either the Product Warehouse Product Setup or SA Administrator Options setting–must be the same in both warehouses. Both warehouses must assign serial numbers during receiving or both warehouses must assign serial numbers at sale. If the warehouses assign serial numbers during receiving, the serial numbers transfer. Before the transfer is submitted, the serial numbers are validated to prevent the To Warehouse from receiving a duplicate active serial number. The To Warehouse cannot change serial numbers after the transfer is received. Similarly, the lot numbers transfer to the To Warehouse and cannot be changed by the To Warehouse.

If the control types do not match in both warehouses, you must perform a warehouse transfer in Receipts-Receiving-WT Ship/Receive.

See *"Shipping a warehouse transfer in Storeroom*" on page 92.

This function creates a product (inventory control) transaction, not a warehouse transfer transaction, that can be viewed in Distribution SX.e Product Inquiry-Transactions.

1 In Storeroom, select **Inventory Movement > Transfer**.

2 Specify the **Warehouse** the product should be transferred from.

3 Click **New**.

4 Specify the **Product** you are transferring.

5 Specify the **To Warehouse**.

6 Specify **Inventory Type**.

7 Specify the **Quantity** to transfer.

8 If the product is lot-controlled product or a serial-controlled product that is assigned serial numbers at receiving, assign control numbers. Click the **Serials** or **Lots** button and then use the lookup to specify control numbers. Click **Accept** after you have entered the expected amount.

9 Optionally, click **New** to another product to the transfer.

10 Click **Submit**.

Transferring stock from a Storeroom warehouse to the distributor's warehouse

Inventory that is returned to a Storeroom warehouse must be processed as a return in Storeroom. If product is to be transferred back to the Distributor's warehouse, it must be returned as a distributor-owned product. You then can create a warehouse transfer in Distribution SX.e to transfer it from the Storeroom to the distributor's warehouse.

See *"Entering a return*" on page 72 *and "Transferring stock to a Storeroom warehouse*" on page 88*.*

Replenishing customer-owned products

The customer is usually responsible for the replenishment of customer-owned products through their ERP system, but you can manage your customer's Storeroom stock replenishment either wholly, or by making purchasing recommendations only.

Bill on Receipt products

You may have an arrangement to replenish stock for customers and then bill them immediately upon receipt. These are products that are not usually stocked as distributor-owned inventory, so when they are received on a purchase order or warehouse transfer they are automatically "sold" to your customer. A Bill on Receipt sales order is created automatically when this type of product is processed through Purchase Entry Receipt of Inventory, Transfer Entry Receipt of Inventory, or during Recovery Billing. If a Bill on Receipt product is transferred to a Storeroom warehouse, the WT is automatically shipped and received (Transfer Entry Receipt of Inventory is run, which creates the sales order).

When you receive a purchase order or warehouse transfer with Bill on Receipt products, the tie between these original documents and the resulting sales order is shown in Purchase Order Inquiry or Transfer Inquiry, and Sales Order Inquiry. The documents are tied at both the header and line level.

Note: The sales order generated after receiving a purchase order with Bill on Receipt products is created for the quantity received. The **Round By** option in Product Setup-Pricing & Warranty, which rounds the quantity to the nearest whole quantity you want to sell, is not used.

During receiving, inventory balances are updated to move quantities from Received to On Hand, so they are immediately available for sale on the sales order, unless a product is flagged as **Receive As Unavailable** in Product Warehouse Product Setup-Storeroom. The system also overrides the **Action to take on Completion of Receiving** option in SA Administrator Options-Documents-Sales Orders-Back Orders to **None** to enable updating of On Hand quantities. If the **Auto Invoice Shipped Orders** setting in Product Warehouse Description Setup-Storeroom is **Bill on Receipt** or **Both**, the Bill on Receipt order is invoiced immediately. Otherwise, it is invoiced during your next invoicing run.

If the **Auto Invoice Shipped Orders** option is **No**, you must manually run the Sales Entry Processing Invoice Processing Report and then the Sales Entry Processing Back Order Fill Report to move the Bill on Receipt product from distributor-owned Received to customer-owned On Hand in Product Warehouse Product Setup-Costs.

Bill on Receipt products are identified by selecting the **Bill on Receipt** option in Product Warehouse Product Setup-Storeroom.

See "Setting up a Storeroom-managed warehouse product" on page 29.

If a Bill on Receipt product is backordered, the inventory type on the order is normally converted from ‘c’ustomer-owned to ‘d’istributor-owned. When BOR products are received in the Storeroom warehouse, they are received as ‘d’istributor-owned. Any backorders are filled and then the remaining stock is converted to ‘c’ustomer-owned and the customer is automatically invoiced for the remaining amount only. The backordered Bill on Receipt products are invoiced as each order is filled. If you want to invoice the customer one time for the full receipt and track backordered Bill on Receipt products against a single receipt, after the inventory is converted to customer-owned stock, you can control how Bill on Receipt products are billed when they are received in Purchase Entry Receipt of Inventory or Transfer Entry Receipt of Inventory.

If you have selected **Customer** for the **Bill on Receipt - Demand Billing** option in Product Warehouse Description Setup-Storeroom, the inventory type on backordered Bill on Receipt lines is left as ‘c’ (customer-owned). Since Bill on Receipt products are received as ‘d’istributor-owned, none of the ‘c’-type backorders are filled during the receiving process. If the option, **Auto Invoice Shipped Orders** is **Bill on Receipt** or **Both**, after the receiving processing is complete, the Sales Entry Processing Invoice Processing Report is automatically run, the Bill on Receipt received lines are converted from ‘d’istributor-owned to ‘c’ustomer-owned, and the Sales Entry Processing Back Order Fill Report is run to fill the customer-owned backorder line items. If the Storeroom warehouse is not set to auto invoice shipped BOR orders, you must run the Sales Entry Processing Back Order Fill Report manually or schedule it as a stored report to run at the end of the day after all receiving and invoice processing is complete in order to fill customer-owned backordered lines.

Note: If the Product Warehouse Description Setup option, **Bill On Receipt - Demand Billing** is **Customer**, and all of the products being received in Purchase Entry Receipt of Inventory or Transfer Entry Receipt of Inventory are Bill on Receipt products, the Sales Entry Processing Back Order Fill Report is only run once after the Sales Entry Processing Invoice Processing Report, not as part of the receiving process.

If you selected **Distributor** for this option, the Bill on Receipt products are received as distributor-owned, and any backorders are filled prior to invoicing. The customer is invoiced for the remaining

stock that did not get used in Backorder Fill. When the Bill on Receipt sales order created from receiving is invoice processed, it converts the remaining stock to customer-owned inventory. If distributor-owned backorders are found during Backorder Fill, then the invoice in this case would not match up to the full amount received. The backordered Bill on Receipt products are updated with the actual price and cost.

Permanent C products

Products that are always stocked and replenished by the customer are identified as permanent customer-owned or ‘permanent C’ products.

As the distributor, you will not replenish or stock these products for the customer, however, you can track their usage and make replenishment recommendations to your customer. The exception is if a customer-owned product can be transferred from another Storeroom warehouse.

A product is designated as permanent C by setting the **Customer Owned** option in Product Warehouse Product Setup-Storeroom, and setting the ARP type to **Vendor** in the General view. After a product is designated as customer-owned, or permanent C, it can only have customer balances in Product Warehouse Product Setup-Costs. It will not show a distributor-owned quantity on hand.

When a sales order is created in Sales Order Entry for a customer-owned product, quantities are deducted from customer-owned balances only, and they can never be backordered. Transfers of permanent C products from one Storeroom warehouse to another can be performed in Distribution SX.e Transfer, or you can manually move customer-owned products using the Storeroom Inventory Adjustments function.

See "Reviewing availability in other warehouses" on page 86.

Entry of permanent C products is not permitted in these Distribution SX.e functions:

- Purchase Order Entry - Entry of a purchase order for customer-owned products is not permitted
- Purchase Entry Recommended Replenishment Action Report - Customer-owned products are skipped when determining recommended order quantities
- Purchase Demand Center Entry - Customer-owned products cannot be added to an existing Purchase Entry Recommended Replenishment Action Report
- Sales Order Entry - Sales of customer-owned products are supplied from ‘C’ inventory only. Permanent C products cannot be entered on a ‘D’ type (distributor-owned) order line. ‘C’ lines cannot be backordered.
- Transfer Entry - Entry of a warehouse transfer for a product in a shipping warehouse that is not customer-owned to a warehouse where the product is set up as customer-owned, and entry of a warehouse transfer for a customer-owned product in a Storeroom-managed warehouse to a warehouse that is not Storeroom-managed.

Replenishing customer-owned products

To produce a report of recommended purchase quantities for permanent C products, you can run the Purchase Entry Customer Owned Purchase Report. This report is similar to the Purchase Entry

Recommended Replenishment Action Report because it uses the Product Warehouse Product Setup ordering controls to recommend ordering quantities. However, instead of a report that is produced for a specific buyer or product line, the Purchase Entry Customer Owned Purchase Report provides purchasing recommendations to the customer for all of their customer-owned products within one or all of their warehouses. You can also print the report for a selected vendor, or range of vendors. Separate reports are created for each vendor. The Purchase Entry Customer Owned Purchase Report updates the Customer On Order quantity in Product Warehouse Product Setup-Costs with the recommended order quantity for each product that qualifies for replenishment and publishes a Requisition BOD. This allows Storeroom to perform receiving against the requisition lines that are created in the Purchase Entry Customer Owned Purchase Report.

The Purchase Entry Customer Owned Purchase Report is usually printed to the printer set up in the Storeroom warehouse and is used by the customer to order product using their back office system. After receiving and reviewing the Purchase Entry Customer Owned Purchase Report, the customer can add, modify or remove products or change recommended quantities on the report in Storeroom Customer Product ‘PO’ Edit.

Note: The ability to change products or add products in Customer Product ‘PO’ Edit is determined by the security role assigned to the user.

See "Security roles for Storeroom" on page 149 for a list of the roles that can perform these tasks.

When the product is received from the vendor, warehouse personnel use the Storeroom Customer PO Receipts function to record the actual received quantities of product against the Purchase Entry Customer Owned Purchase Report number. This reduces the Customer On Order balance in Product Warehouse Product Setup-Costs and increases the Customer Received balance. If the quantity received is less than the recommended order quantity, and the **Comp**(lete) flag is selected on the line, no additional stock is expected. If the line is not marked as complete, the Receipt record remains open, because there is likely a backorder open in the customer’s ERP system. If the **Action to take on Completion of Receiving** option in SA Administrator Options-Documents-Sales Orders-Back Orders is **Fill Back Orders**, the Sales Entry Processing Back Order Fill Report runs and the Allocation/Fill Report and Receipts Report print in the Storeroom warehouse. If a backorder is filled by the receiving process, the backorder is automatically shipped. The purchase order created when a product is added to the purchase report creates a ‘D’-type inventory transaction record in the internal ICETC table. The transaction can be viewed in Product Inquiry-Transactions in Distribution SX.e. Expand the transaction. The manually-created PO number is shown in the **Reference** field in the Details section.

If the customer decides against purchasing any recommended order quantities for permanent C products, they must enter a received quantity of zero against the products in the Receipts function and mark the line as complete.

Setting up permanent C products

Products are designated as ‘permanent C’ by selecting the **Customer Owned** option in Product Warehouse Product Setup-Storeroom. The product must exist in a Storeroom-managed warehouse to select this option. The **ARP** must be **Vendor** in Product Warehouse Product Setup-General. Permanent C products cannot be build-on-demand, prebuilt, or tally kit products.

Recommending order quantities for permanent C products

Run the Purchase Entry Customer Owned Purchase Report to generate recommended purchase quantities for customer-owned or permanent C products.

Before you run this report, verify that the required setups have been completed. The Requisition BOD must be set up in SA ESB Noun Administration.

See information about sending the initial load data in the *Infor Distribution SX.e Configuration Guide for Infor Xi Platform*.

Also, verify the printer is set up in your customer's warehouse to receive and print the output.

See "Remote printers" on page 40.

1 In Distribution SX.e, select **Purchase > Entry > POE Reports > Customer Owned Purchase Report**.

2 Click **New Stored** to set up a stored report, otherwise, click **New One Time**.

See information about setting up a stored report in the online help.

3 Specify report and printing information; click **Next**.

4 Specify a vendor or range of vendors, and then click **Next**. A separate report is created for each vendor, and each will have a unique report number.

5 Select the customer, shipto, and warehouse for which you are producing the report.

If your customer has multiple warehouses, and you run the report for all warehouses, each warehouse will have a single receipt record and be assigned its own report number.

6 Indicate whether to include usage history on the report. The customer may find this information helpful in making ordering decisions.

7 Save the report.

Modifying the Customer Owned Purchase Report

When the customer receives the Purchase Entry Customer Owned Purchase Report in their warehouse, they should review the products and quantities that are recommended. They can make changes, including adding new products, in Storeroom Customer Product 'PO' Edit. Any changes update the Customer On Order quantity in Product Warehouse Product Setup-Costs.

1 In Storeroom, select **Receipts > Customer Product 'PO' Edit**.

2 Using the filters, locate the report. The receipt number is the report number created when the Purchase Entry Customer Owned Purchase Report was run, preceded by the warehouse number. For example, for warehouse 100: 100-897.

3 Click the drillback icon to open the report and view the list of products. To modify the report, click **Edit**.

- To change product information, select the line and then update the values. To change the quantity you intend to purchase, specify a new amount in the **Open Qty** field. You can also change the cost of the product.To delete a product, select the line and then click **Delete**.

- To add a customer-owned product, specify the product in the **Product** field. Specify values for the remaining fields.

4 When you are done, click **Submit**.

Creating a customer product requisition record

You can create a record of a purchase order placed on the customer's purchasing system in Storeroom Customer Product 'PO' Edit. This updates the Customer On Order quantity in Product Warehouse Product Setup-Costs. When it is received in the Storeroom warehouse, follow the instructions for *"Receiving customer-owned products on a requisition*" on page 105.

Note: Do not create a requisition (PO) record for a product that is already included on a Customer Receipt Report generated by the Purchase Entry Customer Owned Purchase Report or you may overstate the Customer On Order quantity.

Customer purchase orders are included on the **Open PO/WTs** tab in Product Inquiry. The Type is req.

1 In Storeroom, select **Receipts > Customer Product 'PO' Edit**.

2 Click **New**.

3 Specify the warehouse.

4 Specify the product that was ordered on the customer's PO. The product must be a customer-owned (permanent C) product.

5 Specify the quantity and cost.

6 Click **Submit**.

Receiving

Receiving is performed in the Storeroom warehouse using the Receipts function. This function initiates the Purchase Entry Receipt of Inventory or Transfer Entry Receipt of Inventory process in Distribution SX.e and automatically performs Final Update. When this is complete, if the **Action to take on Completion of Receiving** option in SA Administrator Options-Documents-Sales Orders-Back Orders is **Fill Back Orders**, the Sales Entry Processing Back Order Fill Report runs and the Allocation/Fill Report and Receipts Report print in the Storeroom warehouse. If a backorder is filled by the receiving process, the backorder is automatically shipped.

Receive as unavailable

Before receiving products, you can require inspection to ensure they meet your requirements before placing them in the Storeroom warehouse. You can designate a product's receipt quantity as "unavailable" by setting the **Receive as Unavailable** option in Product Warehouse Product Setup-

Storeroom in Distribution SX.e. A reason of “Inspection” is assigned to the receipt amount. Products that are flagged as **Receive as Unavailable** are automatically made unavailable when they are processed through Purchase Entry Receipt of Inventory or Transfer Entry Receipt of Inventory Final Update, and cannot be changed. When the product is received in the Storeroom, they must select an unavailable reason in Receipt Entry.

After the product is inspected, you can approve it and move it to available inventory, or return it to your vendor on a purchase order return.

For instructions on inspecting unavailable inventory, see "Inspecting and releasing unavailable products" on page 104.

You can designate product as unavailable during receiving, even if the **Receive as Unavailable** option is not selected. Select the **Unavail** option and specify an unavailable reason to receive the line item as unavailable. If you want to specify more than one unavailable reason per line item, you must perform a partial receipt.

If you are receiving serial- or lot-controlled product that is not flagged as receive as unavailable, you can specify the amount of product you want to receive as unavailable. To receive only a portion of the line item as unavailable, specify the unavailable reason at the line level but do not select the **Unavail** option. Then, select the unavailable option for individual serial-controlled products in the Serials grid, or specify the unavailable quantity for lots in the Lots grid.

Receiving purchase orders

You can receive customer products that are not ordered through Distribution SX.e, products on Distribution SX.e purchase orders or warehouse transfers, and Regrind in products either in the Storeroom application or in Distribution SX.e.

When receiving products, either manually or using a file import, that have a different unit of measure set up in Storeroom and Distribution SX.e, the product is received in the Distribution SX.e unit of measure and is then converted to the Storeroom unit of measure. For example, a product’s Distribution SX.e unit of measure is ‘each’ and the Storeroom unit of measure is ‘3’ because it is issued in a three-pack. You receive a quantity of 12. After completing the PO Receipt, the Storeroom quantity is increased by 4.

Receiving products in a Storeroom warehouse

Use these instructions to receive products, stock or nonstock, in the Storeroom that were ordered on an Distribution SX.e purchase order. You can only receive products in your allowed warehouses, which are specified in Storeroom Employee Setup.

To manually receive products

1 In Storeroom, select **Receipts > Receiving > PO Receipt**.

2 Specify the **PO #.**

3 Optionally, specify **Packing List** and **Receive Date**.

4 If you are receiving all quantities that were ordered, and don't need to flag any lines as unavailable or requiring an inspection, or specify serial or lot numbers, click **Receive as Complete** and then **Submit**. Also select **Receive as Complete** if all quantities are not received, but you want to mark each line as complete and close the PO when you click **Submit**.

   If you do not want to use the **Receive as Complete** function, continue to the next step.

5 To receive a line item:

   a Specify the quantity received.

   b Optionally, select these options:

   - **Inspection**

     Select this option to require an inspection of this product before receiving is complete and Distribution SX.e is updated. You should select this option if the **Unavail** flag on this line is selected.

   - **Unavail**

     Select this option to receive this line item as unavailable. You must also specify an unavailable reason in the **Reason** field. If the product is serial- or lot-controlled and you want to receive a portion of the line item as unavailable, only specify the unavailable reason. If this option is selected when you open the line, the product is flagged as Received as Unavailable in Product Warehouse Product Setup-Storeroom.

   - **Comp**

     Select this option if this line is complete.

   c If the product is lot-controlled product or a serial-controlled product that is assigned serial numbers at receiving, you must assign control numbers. Click the **Serials** or **Lots** button and then click **New** to specify new or existing control numbers. Click **Accept** after you have entered the expected amount.

   - **Serials**

     Specify a serial number for each product. Optionally, specify a bin location and include a comment. Select the **Unavailable** option if you want to receive the product as unavailable.

   - **Lots**

     Specify lot numbers and quantity. Optionally, specify the bin location, unavailable quantity, open date, and expire date. You cannot change the open date or expire date for an existing lot.

     If the **Unavail** option is selected when you open the line, you do not have to specify the quantity unavailable when assigning the products to lots. Storeroom automatically receives the products as unavailable.

6 After you are done receiving lines, click **Submit**.

To receive products via file import

Use these instructions to upload data gathered from hand-held scanning devices used to receive products in the warehouse. After importing your data, you can review it, make changes, delete lines,

and then validate it. After changes are made, you can validate the lines, or submit and validate the data in one step. This sends the data to Distribution SX.e where purchase orders are updated.

You can view the orders that are created on the Orders Created/Warnings window. Also shown are any limit checks that were applied to the order. You can click on the purchase order to view it in Purchase Order Inquiry in Distribution SX.e.

The import data must be formatted as comma-separated values (CSV file format) with these 11 data elements in order on each line of the file:

Element number	Header name	Data	Required element	Example
1	lineNumber	Line number	Yes	1
2	poNumber	Purchase order number	Yes	1234-00
3	packList	Packing list number	No	1
4	recvAsComplete	Receive line as complete (yes = TRUE; no = FALSE)	No	TRUE
5	recvDate	Receipt date and time. If blank, updated with import date and time.	No	2012-08-29 14:35:18.493
6	productNumber	ERP, Customer, or Vendor product number	Yes	1-001
7	receivedQuantity	Receipt quantity	Yes*	4
8	InspectionRequired	Is an inspection required; true or false	No	FALSE
9	unavailable	Is product unavailable, true or false	Yes	TRUE
10	unavailableReason Code	Unavailable reason code	No	d
11	warehouse	Warehouse ID	Yes	abc1

*If the product is a serial- or lot-controlled product that has different units of measure in Storeroom and Distribution SX.e, the unit of measure from Distribution SX.e is used in the CSV file.

Note: You must be assigned to the proper security role in order to perform the PO Receipts Import. See *"Security roles for Storeroom*" on page 149 for a listing of the role required for this function.

1 Verify your CSV file is correctly formatted.

2 Copy the file to the hard drive on your PC or on the Storeroom server.

3 In Storeroom, select **Receipts > Receiving > PO Receipt**.

4 Click **Import**.

5 Click the folder icon in the **Import File** field, and then select the file.

6 Click **Read and Validate File** to create the PO receipt header and data tables that are maintained in the import file until you are ready to validate and submit the records.

To validate and submit an import file

1 In Storeroom, select **Receipts > Receiving > PO Receipt**, and then click **Import**.

2 In the Active Imports list, click the drill down icon to open an imported file. Records with no errors are indicated with a green check mark icon. Records in the file that contain errors are indicated with a red exclamation mark.

3 Click the exclamation mark to view the errors and then make the corrections. If you do not want to import a line, select it and then click **Delete** to remove the line from the database.

Note: A line with a serial- or lot-controlled product contains an error. Click the **Serials** or **Lots** button to specify control numbers for lot-controlled products and serial-controlled products that are assigned serial numbers at receiving.

4 After correcting errors, select one of these options to validate lines:

- Click **Validate** to validate the lines in the import file. Records that no longer have errors are indicated with a green check mark icon. The file remains in the database and is not submitted to Distribution SX.e. Imported records can remain in the Active Imports list until you are finished making all changes and are ready to record the receipt against the purchase order. Click **Submit Validated Data** to submit previously validated lines.
- Click **Submit Validated Data** to validate and submit the lines in the file. Lines with no errors are submitted to Distribution SX.e and removed from the file. Records with errors remain. Also click this option to submit previously validated lines.

5 The Orders Created/Warnings dialog shows the orders that are created. Any limit validations that failed are described in the list below the order(s). If additional records remain in the file due to unresolved errors, you are returned to the Edit Details window to work on those. Otherwise, you are returned to the Active Imports list to review and validate any other active imports.

Filling backorders

When you receive standard stock that was backordered, the backorder is automatically filled and shipped. You must manually fill backorders if it contains serial- or lot-controlled product. This procedure is also used as the final step when receiving a nonstock product. After a backorder is manually filled, it is automatically shipped.

You can print the purchase order associated with a backorder. Select the line and click the **Print PO** icon. Select a print method, complete the associated fields, and then click **Submit**.

To manually fill backorders

1 In Storeroom, select **Issues & Returns > Back Order**.

2 Find the backorder you received stock against; the **Products Ready to Ship** option will be selected. Click the drilldown icon to open the backorder.

Note: Depending on the application properties specified for Storeroom, the Products Ready to Ship column might not be displayed.

3 If required, change the amount in the **Issued** field to update the back order with the received quantity. If the received amount is less than the original issued quantity, the backorder remains active. To cancel the back order, select the **Cancel Back Order** option.

Note: The **Cancel** option to cancel purchase orders is not functional. It will be available in a future release.

4 If the product is a serial- or lot-controlled product, you must assign control numbers. Click the **Serials** or **Lots** button. Click **Accept** after you have entered the expected amount.

- Serials - If serial numbers are assigned during receiving, accept the serial numbers listed, if displayed, or select different serial numbers. Delete the serial numbers you do not want to use. If serial numbers are assigned at sale, specify a serial number for each product.
- Lots - If displayed, accept the lot numbers and the quantity listed, or specify different lot numbers and quantities. Delete the lot numbers you do not want to use. Optionally, specify the bin location, unavailable quantity, and open date.

5 To view the pick ticket, click **Show Pick Ticket**.

To print the pick ticket, click **Print Pick Ticket**. Click **Cancel** to exit the pick ticket view.

6 After you are done receiving lines, click **Submit**.

Canceling a purchase order

Use these instructions to cancel a purchase order. The purchase order is changed to Stage 9 Canceled in Distribution SX.e.

1 In Storeroom, select **Receipts > Receiving > PO Receipt**.

2 Specify the **PO #.**

3 For each line item, specify **0** (zero) in the **Rcvd** field and select the **Comp** option.

4 Click **Submit**.

Inspecting and releasing unavailable products

When a product that is designated as Unavailable with a reason of “Inspection” is received in a Storeroom warehouse,” the product must be inspected, and if approved for release to inventory, move it to Available. This updates the balances in Storeroom and Product Warehouse Product Setup-Costs in Distribution SX.e. If you are approving customer-owned inventory, the customer On Hand and Unavailable balances are updated. If you are approving distributor-owned inventory, the regular On Hand and Unavailable balances are updated.

When you receive a product that is flagged as Receive as Unavailable in Product Warehouse Product Setup-Storeroom, the Unavailable flag is marked as **True** in Storeroom PO Receipt Entry. Use these instructions to release inspected products to available inventory. See "Moving product into

unavailable inventory" on page 141 if a product did not pass inspection and must be returned to the vendor.

1 Follow the instructions for "Receiving products in a Storeroom warehouse" on page 100, selecting the **Inspection** option and unavailable **Reason**.

2 Place the products requiring inspection in the Storeroom area dedicated for this purpose, and notify the appropriate personnel.

3 If the product passes inspection, its quantity can be made available. In Storeroom, select **Inventory Movement > Move to Available**.

4 Specify **Warehouse**, and optionally, an **Employee** identification.

5 Click **New**.

6 Specify the **Product**.

7 Specify **Inventory Type**.

8 Specify the **Quantity** you want to move to available.

9 If the product is lot-controlled product or a serial-controlled product that is assigned serial numbers at receiving, you must indicate the control numbers of the products you are making available. Click the **Serials** or **Lots** button and then use the lookup specify the control numbers. Click **Accept** after you have entered the expected amount.

10 Specify the **Reason**. When you click the lookup button, the quantities allocated to each unavailable reason are listed.

11 Click **Submit**.

The unavailable quantity for this product is decreased by the Quantity to Available amount, and the Net Available is increased in both Storeroom and Distribution SX.e.

Receiving customer-owned products on a requisition

Use these instructions to receive customer-owned products in the Storeroom that were recommended for purchase by the Purchase Entry Customer Owned Purchase Report and ordered on a purchase order processed in the customer's ordering system (not Distribution SX.e). If the **Action to take on Completion of Receiving** in SA Administrator Options-Documents-Sales Orders-Back Orders option is **Fill Back Orders**, the Sales Entry Processing Back Order Fill Report runs automatically as part of the receiving process and the Allocation/Fill Report and Receipts Report print in the Storeroom warehouse. If a backorder is filled by the receiving process, the backorder is automatically shipped.

Note: If you changed the product's customer-owned status after a requisition was submitted, you can still receive the product using these instructions. Customer-owned inventory amounts are properly updated by the received quantity.

1 In Storeroom, select **Receipts > Receiving > Customer Product Receipt**.

2 Specify the **Customer Receipt** number. This is the report number created when the Purchase Entry Customer Owned Purchase Report was run, preceded by the warehouse number. For example, for warehouse 100: 100-897.

3 Optionally, specify **Packing List** and **Receive Date**.

4 If you are receiving all quantities that were ordered, and don't need to flag any lines as unavailable or requiring an inspection or specify serial or lot numbers, click **Receive as Complete** and then **Submit**. Also select **Receive as Complete** if all quantities are not received, but you want to mark each line as complete and close the PO when you click **Submit**.

   If you do not want to use the **Receive as Complete** function, continue to the next step

5 To receive a line item:

   a Specify the quantity **Received**.

   b Optionally, change the **Cost**.

   c Optionally, select these options:

   - **Inspection**

     Select this option to require an inspection of this product before receiving is complete and Distribution SX.e is updated. You should select this option if the **Unavail** flag on this line is selected.

   - **Unavail**

     Select this option to receive this line item as unavailable. You must also specify an unavailable reason in the **Reason** field. If the product is serial- or lot-controlled and you want to receive a portion of the line item as unavailable, only specify the unavailable reason. If this option is selected when you open the line, the product is flagged as Received as Unavailable in Product Warehouse Product Setup-Storeroom.

   - **Comp**

     Select this option if this line is complete.

   d If the product is lot-controlled product or a serial-controlled product that is assigned serial numbers at receiving, you must assign control numbers. Click the **Serials** or **Lots** button and then click **New** to specify new or existing control numbers. Click **Accept** after you have entered the expected amount.

   - **Serials**

     Specify a serial number for each product. Optionally, specify a bin location and include a comment. Select the **Unavailable** option if you want to receive the product as unavailable.

   - **Lots**

     Specify lot numbers and quantity. Optionally, specify the bin location, unavailable quantity, open date, and expire date. You cannot change the open date or expire date for an existing lot.

     If the **Unavail** option is selected when you open the line, you do not have to specify the quantity unavailable when assigning the products to lots. Storeroom automatically receives the products as unavailable.

6 After you are done receiving lines, click **Submit**.

Receiving warehouse transfers

If the **Auto Receive Warehouse Transfer When Shipped** option in Product Warehouse Description Setup is selected for the receiving warehouse, warehouse transfers are shipped and automatically received in a single step in Storeroom WT Ship/Receive.

If the option is not selected, you must manually receive the transfer after it is shipped.

See *"Shipping a warehouse transfer in Storeroom*" on page 92.

If a warehouse transfer contains serial- or lot-controlled product, the auto receive function is disabled for that transfer. The warehouse transfer must be shipped and received in separate transactions.

If the warehouse transfer includes serial- controlled products, the receiving process for warehouse transfers varies depending on when each warehouse assigns serial numbers.

- If the shipping warehouse and the receiving warehouse assign serial numbers during receiving, the serial numbers transfer. The receiving warehouse must accept the serial numbers from the shipping warehouse.
- If the shipping warehouse assigns serial numbers at sale but receiving warehouse assigns serial numbers during receiving, the receiving warehouse must assign serial numbers when the warehouse transfer is received.

If the receipt quantity is changed during receiving, an exception is created that must be managed in Distribution SX.e, using Transfer Exception Receipts Entry.

Note: Products manually transferred from one Storeroom warehouse to another using the Inventory Movement Transfer function are posted as IC transactions (ICET or ICETC). Manual transfers are not considered warehouse transfers and do not have to be received.

Receiving a warehouse transfer in a Storeroom warehouse

Use these instructions to receive transfers in a Storeroom warehouse using the Storeroom Receipts function. Warehouse personnel receive and put away the stock from the other warehouse and update the warehouse transfer by noting the quantity received in Storeroom Receipts.

You can receive warehouse transfers from warehouses that are not Storeroom-managed. The warehouses displayed in the **From Warehouse** lookup are derived from Product Warehouse Description Setup records in Distribution SX.e.

1 In Storeroom, select **Receipts > Receiving > WT Ship/Receive**.

2 Optionally, specify the **From Warehouse**.

3 Specify the **To Warehouse** and the **WT #**. The transfer must be in Shipped stage.

Note: If you use the **WT#** lookup to select a warehouse transfer, the **From Warehouse** and **To Warehouse** fields are updated with the values from the warehouse transfer.

4 If you are receiving all quantities that were ordered, and don't need to flag any lines as unavailable or requiring an inspection or specify serial or lot numbers, click **Receive as Complete**. This causes the **Comp** option to be selected in each line. Go to the last step.

5 To receive a line, specify the quantity received in the **Received** field.

6 Optionally, select these options:

- **Inspection**

  Select this option to require an inspection of this product before receiving is complete and Distribution SX.e is updated. You should select this option if the **Unavail** option is also selected.

- **Unavail**

  Select this option to receive this line item as unavailable. You must also specify an unavailable reason in the **Reason** field. If the product is a serial- or lot-controlled and you want to receive a portion of the line item as unavailable, only specify the unavailable reason.

- **Comp**

  Check this option if this line is complete. Also check this option if all quantities are not received, but you want to close the transfer when you click **Submit**.

7 If the product is a serial- or lot-controlled product, you must assign control numbers. Click the **Serials** or **Lots** button. Click **Accept** after you have entered the expected amount.

- **Serials**

  Accept the serial numbers listed. If serial numbers are not provided, click **New** to specify a serial number for each product. Optionally, specify the bin location and include a comment. Select the **Unavailable** option if you want this product to be received as unavailable.

- **Lots**

  If displayed, accept the lot numbers and the quantity listed, or click **New** to specify different lot numbers and quantities. Delete the lot numbers you do not want to use. Optionally, specify the bin location, unavailable quantity, and open date.

8 After you are done receiving lines, click **Submit**. If all amounts ordered were received, or you selected **Comp** on each line, or you selected **Receive as Complete**, the warehouse transfer is closed and the warehouse transfer stage in Distribution SX.e is updated to Received. You can verify this by checking the stage in Transfer Inquiry.

Reviewing open receipts

You can run the Open Receipts Report in the SQL Services Reporting Services (SSRS) function to view a listing of expected receipts coming in to Storeroom, from both vendors and other warehouses, based off of data in Distribution SX.e. Run the Open Receipts Report in Storeroom Reports-Open Receipts.

Chapter 8: Kits

8

This section provides information and instructions about the kit production tasks that are performed in the Storeroom application and in Distribution SX.e.

Overview

Products assembled into kits can be stocked as inventory in a Storeroom-managed warehouse. The assembly of these products is controlled with a Kit Production work order document which defines the components used to assemble the product.

Kit products are assembled in the Storeroom. Changes to the kit product quantity can be made to the work order in the Storeroom Receipts function before it is updated.

Kit Production work orders

You can create work orders for kit products in Distribution SX.e in KP Work Order Center Entry or by running the KP Entry Recommended Work Orders Report. After a work order is created, it is sent to a Storeroom printer where the components are pulled and the kit product is assembled. After assembly, the Storeroom personnel receive the kit product into inventory using the Receipts function in the Storeroom application.

The Storeroom Receipt function automatically accepts and updates the work order in Distribution SX.e and moves it to Built stage. If there are any differences in the number of kit products built, an adjustment is made to the work order quantity.

Note: Build-on-demand (BOD) kits are not allowed in a Storeroom-managed warehouse. In addition, nonstock kit components are not allowed in Storeroom-managed kit products.

Customer-owned component inventory

Customer-owned inventory is used first when a work order is created. If customer-owned inventory is used for all components, the kit itself is also considered customer-owned. The kit cost is calculated from the component quantities and the customer cost from Product Warehouse Product Setup-Costs. When the kit is built, the customer on hand balance is decreased for each component, and increased for the final kit product. No General Ledger postings are made, but customer inventory transactions are posted in the internal ICETC file.

Distributor-owned component inventory

If only distributor-owned inventory is available to build a kit work order, the kit product is considered distributor-owned. The kit cost and inventory balances are calculated using the standard processing during KP Work Order Center Entry acceptance and updating. This includes rollup of kit components costs, General Ledger postings, and inventory updating. No billing occurs until the kit product is entered on an issue in Storeroom.

Combination of customer- and distributor-owned components

If a combination of customer-owned and distributor-owned components are used to build a kit product, the customer is billed for the distributor-owned components after the kit product assembly is complete and the work order is updated in Storeroom. A Bill on Receipt order transaction is created in Distribution SX.e Sales Order Entry that invoices the customer for the components and moves the distributor-owned inventory to customer-owned inventory. This results in a kit product that is fully customer-owned. This means that by the time inventory levels and costs are updated, the kit product is entirely customer-owned or distributor-owned, but not a combination of both.

Note: If the **Cost Used for Cust Product** in Product Warehouse Description Setup-Storeroom is **Fixed**, the cost in the product's Product Warehouse Product Setup-Costs **Customer Costs-Fixed** field is used for the component cost. Verify your distributor-owned components are set up with a value in the **Customer Costs-Fixed** field.

Creating work orders

Work orders are created using standard Kit Production procedures in Distribution SX.e. The cost of the customer-owned kit or component product is obtained from Product Warehouse Product Setup-Costs and stored on the work order transaction. Additionally, the system tracks the number of customer-owned components used and the customer net available.

Workflow

These steps outline the kit production workflow in a Storeroom-managed warehouse:

1 Kit work order is created in KP Work Order Center Entry or the KP Entry Recommended Work Orders Report.

2 Work order is printed in KP Work Order Center Entry or KP Entry Print Work Orders.

3 Storeroom personnel collects work order from Storeroom printer.

4 Storeroom personnel pulls component stock items and assembles the kit product.

5 Storeroom personnel updates the number of kits built in the Storeroom Receipts function.

6 The work order is accepted and updated automatically in Distribution SX.e with actual quantities, including customer-owned and distributor-owned component amounts.

7 A Bill on Receipt sales order is created for distributor-owned components if a combination of customer- and distributor-owned components were used to build the kit product.

8 A Sales Entry Processing Invoice Processing Report is run to invoice the Bill on Receipt sales order.

9 Costs are rolled up from the components to the kit product (whether all customer-owned or all distributor-owned) and inventory levels are updated in Product Warehouse Product Setup.

10 Inventory transactions are created; in the ICETC internal file for customer-owned inventory; in the ICET file for distributor-owned inventory.

11 A General Ledger journal is created to update the Inventory Control account for any distributor-owned kit products that are created:

	DR	CR
IC (kit)	$100.00	
IC (components)		$100.00

Backorders

When work orders are built in the Storeroom warehouse, the warehouse personnel must note the actual quantity of kit products built. (They cannot make adjustments to components at this point.) If fewer kits are built than were ordered and the remaining kits are built as components are available, they can select the **Allow Backorder** option. Otherwise, they can click **Cancel Kit** if the kits will not be built. When they are finished and submit the work order, it is updated in Distribution SX.e, and Back Order Fill is automatically run.

Note: During Back Order Fill, the pick ticket printer defaults from the **Pick Ticket Printer** field in Product Warehouse Description Setup-Other. The allocation printer defaults from Product Warehouse Description Setup-Storeroom **Storeroom** printer field.

Serial- and lot-controlled kit products

A prebuilt kit product can be set up as a serial- or lot-controlled product in Product Warehouse Product Setup. If the kit is a lot-controlled product or a serial-controlled product that is assigned a serial number during receiving, a control number must be assigned when the kit is received in Storeroom. This procedure varies, depending on SA Administrator Options and Product Warehouse Product Setup settings in Distribution SX.e.

This table shows serial and lot number assignment when receiving kits:

Function	Serial or lot	When assigned	How to assign for this function
Receipts > Receiving > Kit Production	Lot	Receiving	Specify an existing number or enter a new number
Receipts > Receiving > Kit Production	Serial	Receiving	Specify a new number
Receipts > Receiving > Kit Production	Serial	Sale	No assignment required

If a Storeroom kit product contains serial- or lot- controlled components, the serial or lot numbers are assigned in Distribution SX.e before the work order is printed in KP Work Order Center Entry. They cannot be assigned when the kit is built in the Storeroom warehouse.

See "Creating work orders manually" on page 114.

Prerequisites

Before implementing Kit Production in your Storeroom-managed warehouses, you must verify the kit products are set up in Distribution SX.e.

See information about setting up a prebuilt kit in the online help.

Setting up a prebuilt kit

1 Select **Product > Setup > Product**.

2 Specify or search for the kit product, select the kit in the grid, and click **Edit**.

3 In the **Kit Type** field, select **Pre-Built**.

4 In the **OE Kit Rollup** field, specify an option.

5 In the Pricing & Warranty view, specify the pricing information.

6 Click **Save**.

7 Select **Product > Setup > Warehouse Product**.

8 Access the kit product; click **Edit**.

9 Specify the **Serial** or **Lot** control settings, if applicable.

10 In the **Type** field, select **Kit**.

11 In the **Ordering** view, specify the ordering information. Prebuilt kits usually use a Min/Max ordering method.

12 Click **Save**.

13 Select **Kit Production > Setup > Components**.

14 Click **New**.

15 Specify the **Kit Product**

16 In the **Type** field, specify a component type–Component, Group, Keyword, Option, or Reference.

17 Complete the remaining fields.

18 Click **Save**.

19 Repeat steps 14-18 to add additional components to the kit.

Setting up user security

Distributor employees who are responsible for updating the work order in Storeroom Receipts after it is assembled must have Inquiry or Change level security (level 3) for KP Work Order Center Entry in Distribution SX.e SA Operator Setup-Function Security.

The system uses the security assigned to the API operator (usually the ‘sys’ operator) for customer employees who use Storeroom Receipts to update work orders.

Replenishing kits

Usage is tracked for prebuilt kits when they are consumed or sold just as for other stocked items. To determine if your Storeroom-managed kit products need to be replenished, run the KP Entry Recommended Work Orders Report for the Storeroom warehouse on a regular basis. This report reviews the demand for each kit product in the warehouse with an ARP type of **Kit** and recommends quantities for replenishment. The KP Entry Recommended Work Orders Report also creates work orders automatically, which are printed on a printer in the Storeroom warehouse.

If you need to create a work order manually, you can use KP Work Order Center Entry.

Creating work orders using the KP Entry Recommended Work Orders Report

1 Select **Kit Production > Entry > KPE Reports > Recommended Work Orders**.

2 Click **New Stored** or **New One Time** to indicate the type of report you want to generate.

3 Complete the applicable fields on the Report Name page; click **Next**.

4 On the Range page, specify the Storeroom-managed warehouse in the beginning and ending **Whse** range. Click **Next**.

5 Indicate whether you want to run a report or create work orders.

6 Complete the remaining fields for the report and click the **Save** icon.

7 Print the work orders.

Creating work orders manually

1 Select **Kit Production > Entry > Work Order Center**.

2 Click **Quick Work Order Entry**.

3 Specify the **Whse**.

4 Specify **Kit**.

5 Click **Continue**.

6 Specify **Qty Ordered**, and verify the **Unit**, **B/O**, and **Qty Shipped** fields.

7 To add, delete, or change existing components on the kit, click **Components.**

8 Specify changes and click **Save**.

9 Click **Save Work Order**.

10 Print the work orders.

Printing work orders in the Storeroom

After the work order is created, you are ready to print it in the Storeroom warehouse printer.

Use the following procedures to print the work order if it was created in the KP Entry Recommended Work Orders Report.

If the work order was created using Quick Entry in KP Work Order Center Entry, select the work order in KP Work Order Center Entry, and then click **Print**.

Note: After a work order has been printed and moved to Printed stage, you can no longer make any changes to it.

1 Select **Kit Production > Entry > KPE Reports > Print Work Orders**.

2 Click **New Stored** or **New One Time** to indicate the type of report you want to generate.

3 Specify report and printing information on the Report Name page; click **Next**.

4 Specify a range of work orders or leave blank to enter a list on the Option page.

5 Optionally, specify a specific date or range of dates. Click **Next**.

6 Specify the Storeroom-managed warehouse.

7 If you're entering a list of work orders, select **Yes** for the **Enter a List of Work Order #s?** option, click the **List** button, and specify the work orders you want to print in the list browse.

8 Click the **Save** icon to run the report.

Assembling and updating work orders

After the warehouse personnel have built the kit products, they must update the work order in the Storeroom Receipts function. They can only update the quantity of the kit products; they cannot change component quantities.

Note: This process automatically accepts and updates the work order in Distribution SX.e. The acceptance function is disabled for Storeroom-managed warehouse work orders in KP Work Order Center Entry.

1 In Storeroom, select **Receipts > Receiving > Kit Production**.

2 Specify the work order number in the **Kit Production Order** field.

3 Change the **Qty Actually Built**, if required.

If you specify a negative number that reflects that number of ordered kits, the work order is updated to the Built stage with a quantity of 0. The kits are then disassembled and the components are returned to stock.

4 If there were insufficient components to build all kits, select **Allow Backorder** or **Cancel Kit**.

Note: Backorders are performed on distributor-owned kit products only.

5 If the kit is lot-controlled product or a serial-controlled product that is assigned serial numbers at receiving, you must assign control numbers. Click the **Serials** or **Lots** button and then click **New** to specify new or existing control numbers. Click **Accept** after you have entered the expected amount.

- Serials - Specify a serial number for each kit. Optionally, specify a bin location and include a comment.
- Lots - Specify lot numbers and quantity. Optionally, specify the bin location, open date, and expire date. You cannot change the open date or expire date for an existing lot.

6 Click **Submit**.

Chapter 9: Inventory Management

9

This section provides information and instructions about performing inventory management tasks that are outside of normal replenishment processes.

Regrind products

Some products can be sold or issued, used, and then returned to be refurbished to become usable again. Refurbishing processes include grinding, sharpening, sanding, and washing, among others. The refurbished products are then received back into the Storeroom warehouse.

Refurbished products in Storeroom are similar to remanufactured cores handled in Distribution SX.e, without handling dirty cores. In Storeroom, these products are called regrind products.

Regrind products can be set up as distributor- or customer-owned, but they are always customer-owned by the time they are sent out for refurbishing. Regrind products are not included on the Purchase Entry Customer Owned Purchase Report because they are not considered candidates for replenishment in the usual manner. Their available quantity, however, is listed on the Purchase Entry Recommended Replenishment Action Report or Transfer Entry Recommended Replenishment Action Report if they are linked to a new regular product, so your buyer can consider both the regular product and the associated regrind product quantities when determining a need for replenishment.

Workflow

When a regrind product is ready to be taken off the production floor to be reground or sharpened, a Regrind Out transaction is posted in Storeroom Inventory Movement-Regrind. A regrind number is assigned and a sales order is created in Distribution SX.e for any labor associated with the regrind product. If the regrind labor is provided by a third-party vendor, a purchase order (PO) is also created and tied to the sales order. The sales order for the regrind labor product is a Direct Order (DO) and is marked as Bill on Receipt. The sales order number, and purchase order number if one was created, are stored with the Regrind Out transaction in Storeroom.

When the regrind process is complete, the regrind product is received into Storeroom as a Regrind In Receipt transaction in Storeroom Receipts-Receiving from the internal processing area or the vendor.

The operator selects the active regrind number and enters the actual quantity received. If the regrind product is a serial-controlled product that is assigned a serial number at receiving or lot-controlled product, a control number is assigned. Controlled product entries made in Storeroom update Product Extended Serial# Setup and Product Extended Lot# Setup. When serial numbers are created, the serial number, bin location, and comment are saved to Product Extended Serial# Setup. When lot numbers are created, the lot number, bin location, open date, and expire date are saved to Product Extended Lot# Setup. Any cost changes made in Storeroom are applied to the price on the purchase order line (if there is a tied PO), which subsequently updates the sales order line cost. The associated sales order number and purchase order numbers are then shipped or received automatically in Distribution SX.e. The Regrind In sales order is automatically invoiced if the option, **Auto Invoice Shipped Orders**, in Product Warehouse Description Setup-Storeroom is **Regrind In** or **Both**.

If the regrind product cannot be received because it cannot be refurbished, the regrind out transaction can be canceled. Regrind products can also be backordered, which causes the Distribution SX.e sales order or purchase order to be backordered.

Regrind products can be set up as **Receive as Unavailable** in Product Warehouse Product Setup-Storeroom to ensure the product is inspected before it is available in Storeroom. When the product is sent out for refurbishing, you can assign an unavailable reason to the line. This reason is stored on the sales order. If no unavailable reason is assigned during Inventory Movement > Regrind, the Rule Value for the Reason Unavailable business rule is applied to the line. If this business rule is not set up, “**” is stored in the Unavailable Reason field on the order line during Sales Entry Invoice Processing. An unavailable ICETC transaction is created during invoice processing for the line that can be viewed in Product Inquiry.

If you do not set up a product to be automatically received as unavailable, you can manually receive the product as unavailable in Storeroom Receipts-Receiving. This causes the entire line to be received as unavailable.

When you receive serial- and lot- controlled products, you can split the amount received into unavailable and unavailable quantities. To receive a portion of a line as unavailable, specify the unavailable reason at the line level and then indicate which serial numbers or lot quantities are unavailable. This functionality does not include serial-controlled products that are assigned serial numbers at sale.

After the regrind product is refurbished and received back into the Storeroom warehouse, the Regrind transaction is made inactive. Any regrind labor products are invoiced during invoice processing as Bill on Receipt orders to bill the customer for the labor costs associated with the regrind product. The customer quantity on hand for the regrind product is updated in Product Warehouse Product Setup-Costs. You can also view any costs associated with a regrind order in Sales Order Inquiry-Line Detail.

Setup

You must create a separate product record for a regrind product to differentiate it from the original “new” product. The regrind product record is identical to the original product except you must select the **Regrind Product** option in Product Warehouse Product Setup-Storeroom.

If labor is required to refurbish the product, you must set up a regrind labor product in Product Setup and then associate it with the regrind product in Product Warehouse Product Setup.

Setting up a regrind product

1 In Distribution SX.e, select **Product > Setup > Product**.

2 Search for the product for which you want to create regrind product record.

3 Select the product record, and then click **Copy**.

4 Specify a name for the regrind product, and then click **OK**.

5 Make additional updates to the record, and then click **Save**.

6 Select **Product > Setup > Warehouse Product**, and then click **New**.

7 Specify this information, and then click **Save**:

- **Product**
  Specify the product you created in Product Setup.
- **Warehouse**
  Specify the warehouse in which the regrind product is stocked.

8 In the General view, specify if the product is a serial- or lot-controlled product.

9 In the Storeroom view, specify this information:

- **Regrind Product**.
  Select this option.
- **Customer Owned**
  Select this option if the product is customer-owned.

10 Click **Save**.

11 In Product Warehouse Product Setup, open the record for the original product you copied in Product Setup.

12 In the Storeroom view, specify the regrind product number in the **Linked Regrind Product** field.

13 Click **Save**.

Setting up a regrind labor product

1 In Distribution SX.e, select **Product > Setup > Product**.

2 Select or create the product you want to set up as a regrind labor product.

3 In the **Status** field, select **Labor**.

4 Click **Save**.

5 Select **Product > Setup > Warehouse Product**.

6 Select or create the regrind labor product, and then click **Save**.

Note: Do not specify a value in the **Linked Regrind Product** field on the Storeroom view.

7 In Product Warehouse Product Setup, select the regrind product record.

8 In the Storeroom view, specify the number of the regrind labor product.

9 Click **Save**.

Sending out a regrind product for repair

Use these instructions to flag a product for regrind/repair work and create a Regrind Out transaction that can include any labor associated with the product.

Note: Employee information such as ID, Name, and Department, as well as Project, Work Order #, and Machine # are added to the Regrind Out order header as a note and stored in an internal header note record (OEEHEXTRA). The Taxable flag, Department, customer's GL number, Charge #, and any notes and comments specific to the transaction line items are added to an internal line record (OEELEXTRA). The information from both of these records is printed with the order on the Sales Order Master List Report.

1 In Storeroom, select **Inventory Movement > Regrind**.

2 Specify the **Warehouse**.

3 Optionally, specify the **Employee**, **Dept**, **Work Order #**, **Project**, **Machine #**.

Based on the warehouse setup record, default values might display in these fields but can be changed.

4 Optionally, change the **Promise Date**. Th current date is the default value.

Note: The **Promise Date** specified here is also loaded on each line if the Distribution SX.e SA Administrator Options-Documents-Sales Order-Entry Settings option **Allow Req/Prom Date Entry On Lines For Non JIT Orders** is selected. This can be viewed in Distribution SX.e Sales Order Inquiry.

5 Click **New**, and then specify the regrind product.

6 If labor is associated with this regrind product, specify the **Labor Product** if the field is blank.

7 If the product is refurbished by a third-party, specify a **Vendor Number** to create a purchase order in Distribution SX.e.

8 Specify the **Quantity** to be refurbished.

9 Specify up a **GL Account** number for this transaction.

10 Specify a **Charge #**, if available.

11 Confirm the taxability of the labor product. Clear the **Taxable** option if it is selected and you have confirmation the product should be non-taxable. You cannot select this option if it is clear and the customer or shipto has non-taxable status.

See "Taxable status of products" on page 64.

12 Click **Submit**.

Open Regrind Inquiry

In Storeroom, you can select **Inquiries > Open Regrind Inquiry** to view all open regrind transactions. The **Regrind #** is associated with the purchase order in Distribution SX.e. From this inquiry function, you can click the drill down icon to access Regrind In Receipt to receive the regrind product into Storeroom.

Receiving regrind in products

1 In Storeroom, select **Receipts > Receiving > Regrind In Receipt**.

2 Specify the regrind number in the **Regrind In** field. This value is associated with the purchase order in Distribution SX.e.

3 Specify the quantity received.

4 Specify the **Cost**.

5 If the received amount is less than the original amount, select **Allow Backorder** to create a backorder for the remaining quantity. If you do not expect to receive the remaining amount, select **Cancel**.

Note: If you don't want to keep the backorder for the remaining amount, you can access the backorder after submitting this receipt and cancel it.

6 If you want to receive the regrind product as unavailable, select the **Unavail** option and then specify an unavailable **Reason**.

Note: If you are receiving product that is assigned a serial number during receiving or lot-controlled product, selecting the **Unavail** option causes the entire quantity to be unavailable. If you want to split the line into available and unavailable quantities, only specify an unavailable reason.

7 If the product is lot-controlled product or a serial-controlled product that is assigned serial numbers at receiving, you must assign control numbers. Click the **Serials** or **Lots** button and then click **New** to specify control numbers. Click **Accept** after you have entered the expected amount.

- For lot-controlled products, specify lot numbers and quantity. Optionally, specify the bin location, unavailable quantity, open date, and expire date.
- For serial-controlled products that are assigned a serial number during receiving, specify a serial number for each product. Optionally, specify a bin location and include a comment. Select the **Unavailable** option if you want to receive the product as unavailable.

8 Receive the remaining lines on the order.

9 Click **Submit**.

Vendor returns

Product returns are an inevitable part of any Storeroom operation. This section provides instructions for submitting a return merchandise purchase order (PO RM) to return distributor-owned, non-issued stock to your vendor or to the distributor's warehouse.

See "Returns" on page 71 for instructions on returning issued product.

If you are returning serial-controlled products that are assigned serial numbers during receiving or lot-controlled products, you must manually move the product to unavailable inventory before creating the PO RM.

See "Moving product into unavailable inventory" on page 141.

Creating the purchase order return

1 In Storeroom, select **Receipts > Purchase Order Returns**.

2 Open the purchase order containing the product you are returning to the vendor.

3 Click **Edit**.

4 Specify a **Return Reason** and **Unavailable Reason**. If you are returning serial- or lot-controlled product, ensure the **Unavailable Reason** is the same reason you used when you moved the product to unavailable inventory.

5 On the line displaying the product that is to be returned, specify the quantity to be returned in the **Return** field.

6 Click **Submit**, and make note of the PO RM # that displays.

7 Select **Receipts > Receiving > PO Receipt**. Receive the PO RM to complete the vendor return.

See "Receiving products in a Storeroom warehouse" on page 100.

Specify the PO RM number in the **PO #** field. If you are returning serial- or lot-controlled product, you must specify the same serial and lot information you used when you moved the product to unavailable inventory.

Recovery billing

Recovery billing process enables you to bill your customer for distributor-owned inventory in the customer's warehouse that has not moved within a period of time. This process identifies products that qualify for recovery. You can review and modify the list of products or quantities, and then create a sales order for billing to convert the products from distributor-owned to customer-owned.

We recommend that you review your distributor-owned products for recovery at least once per month for those customers with whom you have an agreement to recover slow-moving stock.

Note: The customer's average cost is recalculated when a recovery order is invoiced.

Recovery quotes

When a product qualifies for recovery, you have an option to create a Recovery Quote Order (QU) for the product. Sales Recovery Quote Orders for Storeroom-managed warehouses are generated from Product Storeroom Recovery Inquiry. After you review the quote, and make any required changes, you convert it to a Stock Order (SO) and the status is automatically changed to Shipped. During invoice processing, inventory quantities are moved from distributor-owned balances to customer-owned balances.

Reviewing stock for recovery

1 In Distribution SX.e, select **Product > Inquiry > Storeroom Recovery**.

2 Specify the **Customer** and, optionally, a **Ship To**.

3 In the **Recovery Date** field, specify a date by which the products should qualify for recovery billing. Any products with a Last Receipt Date prior to this date are listed.

4 Click **Search**.

5 Review each product to determine if it qualifies for recovery.

Recovery orders

You can create recovery quote orders in Product Storeroom Recovery Inquiry if you have security level 3.

Each quote order that you create for a warehouse can contain up to 998 lines. Additional quote orders are created if this limit is exceeded.

After you create a recovery quote order, you convert it into a stock order in Sales Order Entry and then perform invoice processing. If any amount of the inventory selected for recovery is issued before you convert the quote, an adjustment is made to the quantity based on current available balances. If the quantity available is zero, the line is not included on the stock order. After invoice processing, the Customer On Hand balance for each recovered product is updated. An invoice is printed for the customer with "Document: Invoice - Recovery Order" noted on the invoice.

If you create a quote order in error, or opt not to convert a quote order to a stock order, you can cancel the quote order in Sales Order Entry or in Sales Entry Processing Cancel/Convert Orders Report if a Cancel Date is specified on the quote.

Creating recovery orders

1 In Distribution SX.e, select **Product > Inquiry > Storeroom Recovery**.

2 To recover all products, click **Create Orders**.

To recover a specific product, use the filter to display the appropriate product in the grid, and then click **Create Orders**.

3 Record the order(s) listed in the Quote Orders List.

4 Convert the quote order to a stock order.

See information about quote order conversion in the online help.

5 Perform invoice processing.

Product counts

You can conduct physical or cycle counts to verify the accuracy of inventory levels in your Storeroom warehouse. In Storeroom, the counting activities are conducted in the Cycle Count module. In Distribution SX.e, the reports are accessed in Product > Entry > ICE Reports.

Before you begin the counting process, verify the counting unit of measure for each Storeroom product.

See "Counting unit of measure" on page 32.

Physical counts

When you implement Storeroom, you must perform a physical count of all the inventory in each Storeroom warehouse after you set up the required records in Distribution SX.e and Storeroom. This type of physical count is called a burn-off. It updates the customer-owned quantities of all products counted in the Storeroom warehouse.

You count each product in each bin location and enter the counted quantity in Storeroom Count Entry. The expected quantities are zero. When you finalize the count, you indicate that the count was burn-off to update the reference field on the ICETC transactions that are created for the inventory adjustments made to customer inventory.

Before you perform a burn-off count, you must clear the **Cost Adjustments Billable** option in Product Warehouse Description Setup for the Storeroom warehouse in which you are performing the count. This prevents the creation of return merchandise sales orders (OE RM) for the positive inventory adjustments that are made when the counted quantities are recorded. A stock adjustment is created instead. You can select the **Cost Adjustments Billable** option after the initial burn-off count is complete.

After the initial implementation of Storeroom, we recommend that you limit physical counts of each product in Storeroom warehouses to once or twice a year.

Cycle counts

Cycle counting is a count of random products that is performed routinely to maintain accurate inventory levels. The system determines which products to count, but you can include products that were flagged as ‘must count’ products. These are products with a questionable quantity on hand or location.

To produce a true random cycle count, do not specify range values for the Product Entry Storeroom Count Report in Distribution SX.e. Also, include at least one of these product types in the report:

- Distributor-owned
- Customer-owned
- Critical
- Lot
- Shelf life
- Must count
- Do Not Reorder (DNR) with zero quantity
- Order As Needed (OAN) with a bin location

Days Between Counts calculations

Based on the product types, the system uses the **Days Between Counts** values in Product Warehouse Description Setup-Storeroom to determine how many products to count.

This calculation is used:

Total number of products of one type / Product Warehouse Description Setup Days Between Counts = Total Number of that product type to count per day

Days Per Week (7) / Count Report Cycle Counts Per Week = Days Per Count

Total Number of Product Type Per Day * Days Per Count = Total Number of Products On Count

For example, suppose you have 200 critical products that you count each month, and you perform cycle counts each week. If you select the **Include Critical Products** option on the report, 49 critical products are included in the count each week.

Total number of critical products in Storeroom: 200

Days Between Counts value for **Critical Count**: 30 (monthly)

Total number of products of that type to count each day: 200 / 30 = **7**

Count Report Cycle **Counts Per Week**: 1 (one count each 7 days)

Total number of that product type to include on count sheets: 7 * 7 = 49

Physical or cycle count workflow

1 **Print count sheets**

See "Count sheets" on page 126.

2 Recalculate quantities

See "Count quantity recalculation" on page 129.

3 Enter counts

See "Count results" on page 130.

4 Reprint count sheets, optional

See "Count sheets reprints" on page 133.

5 Reconcile counts, optional

See "Count run reconciliation" on page 134.

6 **Complete the count process**

See "Count completion" on page 135.

Security

Operators must be assigned to the proper security role in order to perform Cycle Count functions.

See "Security roles for Storeroom" on page 149.

Count sheets

The Product Entry Storeroom Count Report in Distribution SX.e generates count sheets. You can run the report in Distribution SX.e, or you can run the Cycle Count Report in Storeroom to execute the Product Entry Storeroom Count Report.

See information about the Product Entry Storeroom Count Report in the online help.

The report creates internal count records and publishes the InventoryCount BOD that sends the count data to Storeroom.

To show expected quantities on the count sheets, verify that the **Show Expected** option in the Physical Count section of Product Warehouse Description Setup-Count is selected.

You can select what type of products to include in the count. For the **DNR Prods with Quantity Zero** and **Include All Order as Needed w/Bin Loc** options, we recommend that you consistently include or exclude these products from counts. Otherwise, you may have inconsistent quantities to count, and the products may not be counted in the appropriate time frame.

Count sheets are printed in order by bin location.

Printing count sheets in Storeroom

1 Select **Cycle Count > Cycle Count Report**.

2 Select the **Count Type**.

Note: If you are performing a burn-off, select **Physical**.

3 Specify this information:

Warehouse

Specify a warehouse.

Distributor Owned Products

Select this option to include distributor-owned products in the count.

Distributor-owned products can contain both distributor-owned inventory and customer-owned inventory quantities, but the quantity on the count sheet for the distributor-owned product is the total quantity expected in the bin regardless of who owns it. If a distributor-owned product contains only customer-owned balances, it is not included on the count sheet unless the **Customer Owned Products** option is selected.

This option does not apply for a physical count.

Customer Owned Products

Select this option to include these customer-owned products in the count:

- Products with the **Customer Owned** option selected on their Product Warehouse Product Setup record
- Products that are not customer-owned but have customer-owned balances are created as C-type count records

This option does not apply for a physical count.

Critical Products

Select this option to include critical products in the count. A product is identified as critical in Product Warehouse Product Setup.

This option does not apply for a physical count.

Lot Products

Select this option to include lot products in the count.

This option does not apply for a physical count.

Shelf Life Products

Select this option to include Shelf Life products in the count. A product is identified as a Shelf Life in Product Warehouse Product Setup.

This option does not apply for a physical count.

Count Sheet Printer

Select **Printer** or **Email**, and then specify which printer or email address to send the count sheets. If you do not specify a printer, the count sheets are sent to the **Storeroom Printer** on the Product Warehouse Description Setup record.

Output To

Select **Printer** or **Email**, and then specify which printer or email address to send the report.

Counts Per Week

Specify the number of cycle counts performed each week. Based on this value and the number of products, the system calculates the number of products included in a cycle count. For example, if you perform your cycle count twice a week, 2 is divided into 7 days. The result is multiplied by the number of products that must be counted per day.

The Days Between Counts settings for each product type in Product Warehouse Description Setup - Storeroom determines the total of each product type counted in the run.

See "Days Between Counts calculations" on page 125.

This option does not apply if you selected a Count Type of Physical.

Must Count Items

Select this option to include Count Required products in the count, regardless of the other ranges and options selected. A product is identified as Count Required in Product Warehouse Product Setup-General.

Products are automatically designated as Count Required during entry functions such as Sales Shipping Feedback Entry or Transfer Shipping Feedback Entry when the quantity shipped is less than or greater than the quantity ordered.

DNR Prods with Quantity Zero

Select this option to include Do Not Reorder (DNR) and Order-as-needed (OAN) products that have a zero quantity available in the count. If you select this option and the **All Order as Needed w/Bin Loc** option, OAN products are included on the count sheets regardless of their quantity available.

Part Number

Select **Customer** or **SX.e** to indicate the part number that is printed on the count sheets. If you select **Customer**, the Product Extended Product Cross Reference Setup record for the Distribution SX.e product is used to identify the customer product number. If an Product Extended Product Cross Reference Setup record does not exist, the Distribution SX.e product number is used.

Page Break on

Select **Building**, **Row**, or **Section** to print the count sheets with page breaks based on the bin locations. The building, row, and section are the first three sections of the bin location ID. For example, a product assigned to bin location 01/02/002/004 is located in building 1, row 2, section 2, shelf 4.

Select **None** to print the count sheets without page breaks.

Products Per Inv Count BOD

Specify the number of product records to send to Storeroom in the InventoryCount BOD. We recommend 100. The minimum is 1, and the maximum is 999. If the number of records exceeds the value for this option, subsequent BODs are sent until all the records for a run are transmitted.

Include All Order as Needed w/Bin Loc

Select this option to include all OAN products and their bin locations in the count. If you do not select this option, OAN products with an expected quantity of zero are included in the count if the **DNR Prods with Quantity Zero** is selected.

4 Click **Submit**.

Count quantity recalculation

If business was conducted after the count sheets were printed but before the count was performed, run the Product Entry Count Quantity Recalculation Report in Distribution SX.e. You can run the report in Distribution SX.e, or you can run the Count Quantity Recalculation in Storeroom to execute the Product Entry Count Quantity Recalculation Report.

See information about the Product Entry Count Quantity Recalculation Report in the online help.

This report identifies the changes in the expected quantity in each bin and the current quantity based on inventory movement since the count sheets were printed. This report does not update the internal count records.

Recalculating count quantities in Storeroom

1 Select **Cycle Count > Count Quantity Recalculation**.

2 Select the **Count Type**.

3 Specify these values:

Warehouse

Specify the valid warehouse for the run number.

Run Number

Specify the run number that was assigned when the count sheets were printed.

Subtract committed from the qty expected

Select this option to subtract the committed quantity in Product Additional Bin Location Setup from the quantity on hand.

Yes and the Product Additional Bin Location Setup committed quantity is subtracted from the on hand quantity.

Leave this option blank in your count if, for example, you do not stage your committed quantities.

Note: The on hand quantity is the basis for the quantity expected from the count. If you are performing a physical count, the total quantity expected includes unavailable inventory quantities for all unavailable reasons.

Update

This option is ignored for Storeroom-managed warehouses.

Output To

Select **Printer** or **Email**, and then specify which printer or email address to send the report.

4 Click **Submit**.

Count results

After you complete the physical or cycle count, you specify the quantity counted for each product or import a file of count data in Count Entry in Storeroom. If the quantity counted is greater than expected, you can apply the additional quantity to customer- or distributor-owned balances. If the quantity counted is less than expected, the amount is automatically deducted from customer-owned inventory. Any remaining amount is deducted from distributor-owned inventory.

Values are shown in the **Qty Expected** field only if the **Show Expected** option is selected in the Physical Counts section of Product Warehouse Description Setup-Count.

You can only enter count results for products in the warehouses for which you are allowed. These are specified on Storeroom Employee Setup records.

After the count is performed, the run remains open until you finalize and update the count.

Serial- and lot-controlled products

Except for products that are assigned serial numbers at sale, you must assign control numbers to serial- or lot-controlled products that are adjusted during count entry. This procedure varies, depending on SA Administrator Options and Product Warehouse Product Setup settings in Distribution SX.e and the adjustment.

If the adjustment is billable, the control numbers you identify during count entry are associated with the resulting stock order or return merchandise order and can be viewed in Sales Order Inquiry. An order generated through count entry can be identified by its SR-IC designation.The adjustments are also recorded in these functions:

- Product Extended Lot# Setup
- Product Extended Serial# Setup
- Product Warehouse Product Setup-Costs

If a count unit of measure is set up a for serial- or lot-controlled product, you must specify control numbers based on the count unit of measure, not the stocking unit. For example, if you stock boxes of serial-controlled saw blades, but issue and count each saw blade individually, you must specify a serial number for each saw blade in Count Entry. If a count unit is not specified, count entry is based on the stocking unit in Product Setup.

This table shows how to assign serial and lot numbers when adjusting inventory in Count Entry:

Adjustment	Serial or lot	When assigned	How to assign for this function
Positive	Lot	Receiving	Specify an existing number or enter a new number
Negative	Lot	Receiving	Specify an existing number
Positive	Serial	Receiving	Specify a new number

Adjustment	Serial or lot	When assigned	How to assign for this function
Negative	Serial	Receiving	Specify an existing number
Positive or negative	Serial	Sale	No assignment required

Recording the count data manually

To navigate the fields, press **Enter** to move from a **Qty Counted** field to the next line. Press **Tab** to move to the next column.

1 In Storeroom, select **Cycle Count > Count Entry**.

2 Specify the **Run #** that is included on the count sheets.

3 Specify the quantity counted for the first product in the **Qty Counted** field.

Note: The products are listed in the same order as on the count sheets.

4 If the quantity counted is greater than the **Qty**, select the **Inventory Type** for the additional inventory.

5 If the quantity counted differs from quantity expected and the product is lot-controlled product or a serial-controlled product that is assigned serial numbers at receiving, you must assign control numbers.

Click the **Serials** or **Lots** button, and then click **New** to specify new control numbers or click the lookup to specify existing control numbers. Click **Accept** after you have entered the expected amount.

Serials

- If you specified an amount greater than expected, specify a new serial number for each product. You can also specify the bin location and a comment.
- If you specified an amount less than expected, then use the lookup to specify an existing serial number for each product.

Lots

- If you specified an amount greater than expected, specify new or existing lot numbers and quantity. If you are creating a new lot record, you can also specify the bin location, open date, and expire date.
- If you specified an amount less than expected, you must specify existing lot numbers and quantity.

Note: You cannot change the open date or expire date for an existing lot.

Count Entry import file

You can export the contents of the Cycle Count Items grid to a comma separated value (CSV) file, enter the count data into the file, and then import the file into Count Entry. If a run is active, you can import a file for the run multiple times.

This table shows the format required for the CSV file. Each row represents a record. Every record must have exactly 10 commas, separating 11 data elements. If a line does not have a value for an element, the file must contain a placeholder (comma) for that element.

Element number	Header name	Data	Required element	Example
1	runKey	Run number	Yes	945
2	ticketNbr	Line number	Yes	1
3	warehouse	Warehouse number	Yes	SR01
4	erpItemKey	ERP (Distribution SX.e) product number	No	1-001
5	customerItemKey	Customer product number	Yes	sr-1-001
6	binLocation	Bin location	No	2
7	qtyExpected	Count quantity expected	No	10
8	qtyCounted	Quantity counted	Yes	10
9	inventoryType	(C)ustomer or (D)istributor inventory type	Yes	c
10	uom	Unit of measure	No	ea
11	userTicketNbr	User ticket number	No	3

Exporting a run

1 Select **Cycle Count > Count Entry**.

2 Specify the **Run #**.

3 Click **Grid Settings > Export to Excel**.

4 Save the file.

Importing count data

5 Select **Cycle Count > Count Entry**.

6 Specify the **Run #**.

7 Click **Import**.

Note: The **Import** button is not available, the run was completed.

8 Specify the **Import File**.

9 Click **Read and Validate File**.

This creates cycle count header and data tables that are maintained in the import file until the validated data is saved to the run.

Validating an import file

1 Select **Cycle Count > Count Entry**.

2 Specify the **Run #**

3 Click **Import**.

4 In the Active Imports list, click the drill down icon to open an imported file.

Records with no errors are indicated with a green check mark icon. Records with errors are indicated with a red exclamation mark.

5 Click the exclamation mark to open the record, and then correct the error.

6 Optionally, select a record, and then click **Delete** to remove the line from the database.

7 After correcting or deleting the records with errors, validate the lines. Select one of these options:

- Click **Validate** to validate the lines in the import file. Imported records from import files can remain in the Active Imports list until the counts are applied to the run.
- Click **Validate Data in Background** to validate the lines in the import file using a background process. You can perform other tasks while processing occurs. You receive an email when the validation process is started and another email when the validation is completed.

8 Click **Save Validated Data to the Run**.

Count sheets reprints

If you encounter a discrepancy between the quantity expected and the quantity counted in a particular bin, you can recount products in that bin location to ensure the count was accurate.

Run Reprint Count Sheets in Storeroom or the Product Entry Ticket/Count Sheet Reprint Report in Distribution SX.e to reprint count sheets for products with count discrepancies or for all products in a count run.

See information about the Product Entry Ticket/Count Sheet Reprint Report in the online help.

Expected quantities are not recalculated when you reprint count sheets. The report reprints the Quantity Expected from the internal count record.

Reprinting count sheets

1 Select **Cycle Count > Reprint Count Sheets**.

2 Specify this information

Warehouse

Specify the valid warehouse for the run number.

Run Number

Specify the run number.

Print

Select **All** to print the count sheets for all products the count or **Differences** to print count sheets for only those products with count discrepancies.

Count Sheet Printer

Select **Printer** or **Email**, and then specify which printer or email address to send the count sheets.

Page Break on

Select **Building**, **Row**, or **Section** to print the count sheets with page breaks based on the bin locations. The building, row, and section are the first three sections of the bin location ID. For example, a product assigned to bin location 01/02/002/004 is located in building 1, row 2, section 2, shelf 4.

Select **None** to print the count sheets without page breaks.

Serials/Lots

Select **Serials**, **Lots**, or **Both** to include the appropriate control numbers on the count sheets. Select **None** to exclude control numbers on the count sheets.

Part Number

Select **Customer** or **SX.e** to indicate the part number that is printed on the count sheets. If you select **Customer**, the Product Extended Product Cross Reference Setup record for the Distribution SX.e product is used to identify the customer product number. If an Product Extended Product Cross Reference Setup record does not exist, the Distribution SX.e product number is used.

Output To

Select **Printer** or **Email**, and then specify which printer or email address to send the report.

3 Click **Submit**.

Count run reconciliation

You can run the Inventory Reconciliation Report in Storeroom or the Product Entry Physical Reconciliation Report in Distribution SX.e to show this information:

- Discrepancies between the counted and expected quantities
- Adjustments that will be made when the count is updated

See information about the Product Entry Physical Reconciliation Report in the online help.

If Product Extended Product Cross Reference Setup records exist, the report shows the customer product names for this information:

- Adjustments made to customer- or distributor-owned inventory
- Quantities applied to customer balances

The customer’s costs are used to calculate adjustments made to customer-owned inventory costs. This report does not impact inventory balances, or update the count.

Count completion

Submit the count as complete to update the quantities counted against the internal count records records in Distribution SX.e and save the values to the Storeroom database. When the process is complete, you will receive an email that confirms if the process was a success or failure.

If the count complete process was successful, submit the count. An API call is made to Distribution SX.e to update inventory balances on Product Warehouse Product Setup records When the submit process is complete, the specified email recipient will receive notification of success or failure. If the submit process was successful, the run is no longer accessible in Cycle Count Entry.

If either the count complete or submit process fails, correct the errors and repeat the process.

When you perform a burn-off count, clear the **Cost Adjustments Billable** option for the warehouse.

See "Physical counts" on page 124.

Adjustments to inventory

Unless the product is wholly customer-owned, you can apply positive inventory adjustments to customer- or distributor-owned inventory when you record the count data.

If an inventory adjustment is negative, it is applied to customer-owned inventory first. If adjustment amount exceeds the customer-owned inventory, the remainder is applied to distributor-owned inventory.

The **Cost Adjustments Billable** option in Product Warehouse Description Setup-Storeroom determines how updates are performed when you submit the count. If this option is selected and a negative adjustment is made, the negative amount is processed as an issue. A stock order is created to capture the cost of the product and the customer is billed for that amount. If this option is selected and a positive adjustment is made, a return merchandise sales order (OE RM) is created to adjust sales and inventory accounts, and credit the customer for the inventory.

If the **Cost Adjustment Billable** option is not selected, only stock adjustments are made to inventory accounts for adjustments made in Storeroom. A negative adjustment is applied to customer-owned inventory first, and the remaining balance is applied to distributor-owned inventory. Positive adjustments (returns) are added to customer- or distributor-owned inventory based on your selection during count entry.

You can run the Product Entry Physical Reconciliation Report in Distribution SX.e before you complete the count for a run to verify these adjustments.

See "Count run reconciliation" on page 134.

This table shows how adjustments are made if the **Cost Adjustments Billable** option is selected.

Adjustment	Adjust C or D inventory	Adjust On Hand or Unavailable	Result
Positive	C	On Hand	RM order created with C inventory type product line for quantity equal to adjustment amount. No tie to original order. Product returned to customer on hand inventory (on hand increased).
Positive	C	Unavailable	RM order created with C inventory type product line for quantity equal to adjustment amount. Return/Adjustment reason of unavailable recorded against line. Product returned to customer unavailable inventory (increased).
Negative	NA	On Hand	SO order created with C inventory type product line for quantity equal to current customer net available. If adjustment is greater than net available, additional line with D inventory type created for difference. Customer on hand balance reduced by C line amount; distributor on hand reduced by D line amount.
Negative	NA	Unavailable	Stock adjustment created to decrease customer unavailable and increase customer on hand by the count adjustment amount. SO order created with C inventory type product line for quantity equal to current customer net available. If adjustment is greater than net available, additional line with D inventory type created for difference. Customer on hand balance reduced by C line amount; distributor on hand reduced by D line amount.
Positive	D	On Hand	RM order created with D inventory type product line for quantity equal to adjustment amount. No tie to original order. Product returned to distributor on hand inventory (on hand increased).
Positive	D	Unavailable	RM order created with D inventory type product line for quantity equal to adjustment amount. Return/Adjustment reason of unavailable recorded against line. Product returned to distributor unavailable inventory (increased).

This table shows how adjustments are made if the **Cost Adjustments Billable** option is not selected. You can run the Product Entry Physical Reconciliation Report in Distribution SX.e before you complete the count for a run to verify these adjustments

Adjustment	Adjust C or D inventory	Adjust On Hand or Unavailable	Result
Positive	C	On Hand	Stock adjustment created to increase the customer's on hand inventory balance by the count adjustment amount.
Positive	C	Unavailable	Stock adjustment created to increase the customer's unavailable inventory balance by the count adjustment amount.
Negative	NA	On Hand	Count adjustment amount is compared to customer's on hand balance. If less than on hand, stock adjustment created to decrease the customer's on hand balance by the count adjustment amount. If greater than on hand, stock adjustment created to decrease customer's on hand balance to zero, then a second stock adjustment created to decrease the distributor's on hand amount by the remainder.
Negative	NA	Unavailable	Count adjustment amount is compared to customer's unavailable inventory balance. If less than unavailable, stock adjustment created to decrease the customer's unavailable balance by the count adjustment amount. If greater than unavailable, stock adjustment created to decrease the customer's unavailable inventory balance to zero, then a second stock adjustment created to decrease the distributor's unavailable amount by the remainder.
Positive	D	On Hand	Stock adjustment created to increase the distributor's on hand inventory balance by the count adjustment amount.
Positive	D	Unavailable	Stock adjustment created to increase the distributor's unavailable inventory balance by the count adjustment amount.

If you are implementing Storeroom in your customer's warehouse and performing an initial physical count to set your 'burn-off' levels, the reference field is updated with BURN-OFF on the ICETC adjustment transactions created when you update the count. Since Burn-off inventory is customer-owned inventory by default, we recommend not selecting the **Cost Adjustments Billable** option until after the initial physical burn-off count is performed. This ensures that only stock adjustments, not Return Merchandise transactions, are created for the initial count.

After the adjustments to inventory are applied and the count updated, the details from the count run–date, warehouse, run number, product, expected and counted quantities and type of inventory adjusted–are copied to an internal table and the internal current count records are removed.

Note: The **Product Last Counted** and **Bin Last Counted** in Product Warehouse Description Setup-Count are not updated by the Storeroom Cycle Count update process; however, these values are stored internally.

Completing and submitting the count

1 In Storeroom, select **Cycle Count > Count Entry**.

2 Specify the **Run #**.

3 Make the final changes.

Note: If you imported count data for serial- or lot controlled products, you must assign control numbers if the quantity counted differed from the quantity expected.

See "Recording the count data manually" on page 131.

4 Click **Count Complete**.

5 After you receive email confirmation of the count complete process, click **Submit**.

6 If the count is an initial physical count to load quantities in your Storeroom product balances, select the **Is this burn off?** option.

7 Specify the email address to send confirmation of the submit process.

8 Click **Submit**.

Note: If you do not have security to submit the count, click **Cancel** to exit the Count Entry function. Another operator with security must access the run and finalize the count.

Count run deletion

You can delete a count run to remove it from the Product Entry Storeroom Count Report count record. You can delete a count run without updating it, so that inventory counts or balances are not affected. The run number is cleared so that it can be used again. When you delete a run, the Product Entry Count Update Report is generated via an SX.api call.

You must delete the count run in Storeroom to update both Storeroom and Distribution SX.e. Deleting it in the Product Entry Count Update Report in Distribution SX.e only does not delete the run from Storeroom.

Deleting a count run

1 In Storeroom, select **Cycle Count > Count Entry**.

2 Specify the **Run #**.

3 Click **Delete**.

4 Click **OK** to confirm.

Inventory adjustments

You can use Inventory Movement transactions in the Storeroom application to manually adjust customer- and distributor-owned inventory. You can change the quantity of products or move product to and from unavailable inventory. These adjustments might be required to correct on hand levels after a physical count or to move available products to unavailable inventory prior to a return.

An inventory adjustment transaction initiates the Product Adjustments Entry function in Distribution SX.e and updates the customer- and distributor-owned inventory levels. If you are adjusting distributor-owned inventory only, you can use Product Adjustments Entry in Distribution SX.e.

Control numbers are assigned to serial-controlled products that are assigned serial numbers during receiving and lot-controlled products when a positive adjustment is made to inventory. These products are also tracked by their control numbers when a negative adjustment is made to inventory or the product is moved to unavailable inventory. The procedure to assign serial or lot numbers varies, depending on SA Administrator Options and Product Warehouse Product Setup settings in Distribution SX.e, the function, and adjustment.

This table summarizes serial and lot number assignment and tracking during inventory adjustments:

Function	Adjustment	Serial or lot	When assigned	How to assign for this function
Adjustment	Positive	Lot	Receiving	Specify an existing number or enter a new number
Adjustment	Negative	Lot	Receiving	Specify an existing number
Adjustment	Positive	Serial	Receiving	Specify a new number
Adjustment	Negative	Serial	Receiving	Specify an existing number
Adjustment	Positive or Negative	Serial	Sale	No assignment required
Move To Unavailable	Not Applicable	Lot	Receiving	Specify an existing number
Move To Unavailable	Not Applicable	Serial	Receiving	Specify an existing number
Move To Unavailable	Not Applicable	Serial	Sale	No assignment required

Security

You must have the proper security role to make adjustments to inventory levels or approve transactions in Inventory Movement-Approvals.

See "Security roles for Storeroom" on page 149.

Managing surplus

To ensure you do not have surplus on hand, you can use the same tools that you use to monitor stock in your regular warehouses to monitor distributor-owned stock in a Storeroom-managed warehouse.

- Run the Purchase Entry Recommended Replenishment Action Report or Transfer Entry Recommended Replenishment Action Report using the **Whse Surplus** option to include product surplus on the reports
- Run the Product Surplus Stock Report to print a list of products with short- and long-term surplus
- View product quantities for a specific product in all warehouses using Product Availability Inquiry-Whse Avail.

When surplus is calculated, unavailable-in inspection product quantities are included. Regrind products, which are customer-owned, and customer-owned on hand quantities are not included.

When you run the Purchase Entry Recommended Replenishment Action Report to view surplus, the stock in Storeroom-managed warehouses with only customer-owned products are not considered surplus and are not included on the report

When you run the Transfer Entry Recommended Replenishment Action Report to view surplus:

- Stock in Storeroom-managed warehouses with only customer-owned products are not considered surplus and do not display on the report
- The originating and destination warehouses must be assigned to the same customer or be in the same warehouse group
- If a destination warehouse is selected and it is not Storeroom-managed, no surplus is displayed for the Storeroom-managed warehouse
- If the From warehouse is not Storeroom-managed, but the destination warehouse is, surplus from the From warehouse is displayed
- Consigned warehouse stock is never considered for surplus (a consigned warehouse is one where a customer is assigned to the warehouse, but it is not Storeroom-managed)

Adjusting customer- or distributor-owned inventory quantities

Use this procedure to adjust customer- or distributor-owned quantity levels. Your role security as defined in Infor Federation Services determines whether adjustment transactions are automatically approved, or require approval by a manager.

You can only adjust inventory quantities for products in your allowed warehouses. These warehouses are specified on your Storeroom Employee record.

Note: You can also manually adjust the Customer On Hand, Customer On Order, and Customer Unavailable balances in Product Warehouse Product Setup-Costs in Product Maintain Balances Entry. This method is not recommended and user access to this function should be strictly limited.

1 In Storeroom, select **Inventory Movement > Adjustment**.

2 Specify **Warehouse**, and optionally, an **Employee** identification.

3 Click **New** and specify the **Product**.

4 Specify the inventory type. After you select **Distributor** or **Customer**, the quantity available for that inventory type is displayed.

5 Specify the amount of the adjustment in the **Quantity** field. Specify a positive amount if you are adding quantity to the net available. Specify a negative amount if you are subtracting quantity from the net available.

6 If the product is a lot-controlled product, click **Lots**. Click **New** to specify new lot numbers or use the lookup to specify existing lot numbers. Click **Accept** after you have entered the expected amount.

- If you are increasing the quantity, specify new or existing lot numbers and the quantity. If you specify a new lot number, you can specify the bin location, open date, and expire date.
- If you are decreasing the quantity, you must specify existing lot numbers and quantity. Even though you are decreasing the quantity, you must specify a positive number in this **Quantity** field.

Note: You cannot change the open date or expire date for an existing lot.

7 If the product is a serial-controlled product that is assigned a serial number during receiving, click **Serials**. Click **New** to specify new serial numbers or use the lookup to specify existing serial numbers. Click **Accept** after you have entered the expected amount.

- If you are increasing the quantity, specify a new serial number for each product. You can also specify the bin location and include a comment.
- If you are decreasing the quantity, specify an existing serial number for each product.

8 Click **Submit**.

9 If your role security requires that Inventory Movement transactions are not posted until approved, the transaction remains in a pending status until approved by a manager.

Moving product into unavailable inventory

You can receive product as unavailable, or you can manually move product into unavailable inventory after it is received.

If you are moving a Bill on Receipt or customer-owned product, the customer On Hand and Unavailable balances are updated. If you are moving a distributor-owned product, the regular On Hand and Unavailable balances are updated.

If you are submitting a purchase order return for serial- and lot-controlled product, you must manually move the product to unavailable inventory. Take note of the unavailable reason, serial numbers, and lot numbers and quantities you specify for this transaction because you must use this information throughout the vendor return process.

Use this procedure to move products to unavailable inventory. The balances in Storeroom and in Product Warehouse Product Setup-Costs in Distribution SX.e are updated.

1 In Storeroom, select **Inventory Movement > Move To Unavailable**.

2 Specify **Warehouse**, and optionally, an **Employee** identification.

3 Click **New**, and then specify the **Product**.

4 Specify the **Inventory Type**.

5 Specify the **Quantity** you want to move to unavailable.

6 If the product is lot-controlled product or a serial-controlled product that is assigned serial numbers at receiving, you must indicate the control numbers of the products you are making unavailable. Click the **Serials** or **Lots** button and then use the lookup to specify the control numbers. Click **Accept** after you have entered the expected amount.

7 Specify the **Reason** the product is unavailable. If you are moving the product to unavailable inventory for different reasons, you must make a separate line entries.

8 Click **Submit**.

9 If your role security requires that Inventory Movement transaction are not posted until approved, the transaction remains in a pending status until approved by a manager.

Approving or rejecting pending inventory adjustments

1 In Storeroom, select **Inventory Movement > Approval**.o

2 Select **Move to Unavailable**, **Adjustment**, **Move to Available**, **Regrind**, or **Transfer**.

3 Select a transaction, and then click **Approve** or **Reject**.

Note: To return all transactions to the Pending status, click **Refresh Approvals**.

4 Click **Submit**.

The list is refreshed, and the approved or rejected transactions are no longer displayed on the list.

Appendix A: API Calls and BODs

A

This section includes the SX.api calls and business object documents (BODs) used by Distribution SX.e and Storeroom.

SX.api calls

This table shows the API calls that are used by Storeroom and Distribution SX.e:

SX.api call name	Description
sxapiAPGetVendorDataGeneral	Validates a vendor (Vendor Setup)
sxapiAPGetVendorList	Retrieves a list of vendors (Vendor Setup).
sxapiARGetShipToListV3	Retrieves a list of ship tos (Customer Ship To Setup) from the Customer Product setup
sxapiESBMyDayDrillback	Launches a drillback operation after selecting a drillback link on a transaction in Storeroom
sxapiICBinLocationMnt	Retrieves or updates bin location data in Product Warehouse Product Setup
sxapiICCustProdMnt	Updates the Product Extended Product Cross Reference Setup record with changes entered for a customer product in Storeroom
sxapiICEditSerLotList	Edits serial and lot lists using one of these API calls: OE-Lot-Edit, OE-Serial-List, PO-Lot-Edit, PO-Serial-List, WT-Lot-Edit, WT-Serial-List, IC-Lot-Edit or IC-Serial-List
sxapiICGetLotList	Retrieves a list of lot numbers by Product/Whse for Inquiries and Inventory Movement transactions
sxapiICGetProductDataGeneralV3	Validates a product number (Product Setup)

SX.api call name	Description
sxapiICGetProductLineList	Retrieves or validates a product line or list of product lines (Product Line Setup)
sxapiICGetProductListV2	Retrieves a list of product records (Product Setup) from a product lookup function
sxapiICGetProductUnitOfMeasureList	Retrieves a list of units of measure (UOM)
sxapiICGetSerialList	Retrieves a list of serial numbers by Product/Whse for Inquiries and Inventory Movement transactions
sxapiICGetWarehouseDataGeneralV2	Retrieves or validates a warehouse (Product Warehouse Description Setup) record
sxapiICGetWhseProductDataGeneralV3	Retrieves or validates warehouse product (Product Warehouse Product Setup) record
sxapiICGetWhseProductListV3	Retrieves or validates a list of warehouse products (Product Warehouse Product Setup) from a product lookup function
sxapiICProductMnt	Updates the Product Warehouse Product Setup record's Storeroom-specific fields
sxapiICWarehouseMnt	Updates the Product Warehouse Description Setup record when updates are made in Storeroom
sxapiKPEditSerLotList	Edits a list of serial and lot numbers for work orders from Kit Production
sxapiKPGetListOfWorkOrders	Retrieves a list of work orders from Kit Production
sxapiKPGetSingleWorkOrder	Retrieves the data for a single work order from Kit Production
sxapiOEEditSerLotList	Edits a list of serial and lots numbers for Sales Order Entry
sxapiOEFullOrderMntV6	Creates or updates a sales order
sxapiOEGetLotList	Retrieves a list of lot numbers eligible for selection for a sales order
sxapiOEGetSerialList	Retrieves a list of serial numbers eligible for selection for a sales order
sxapiOEGetSingleOrderV3	Retrieves the data for a single sales order from Sales Order Entry
sxapiOEOrderChange	Retrieves changes to an sales order
sxapiPOEditSerLotList	Edit a list of serial and lot numbers for PO Receipt, Regrind In Receipt, and Customer Product Receipt
sxapiPOGetListOfPurchaseOrdersV2	Retrieves a list of purchase orders from a PO lookup function

SX.api call name	Description
sxapiPOGetSinglePurchaseOrderV2	Retrieves or validates the data for a single purchase order in Purchase Order Entry during Receipts Entry
sxapiPOOrderDeleteOrCancel	Cancels or deletes a purchase order when zero is received on all lines and Cancel is selected in Storeroom
sxapiPOPurchaseOrderMnt	Creates a new return merchandise purchase order (PO RM)
sxapiSAGetGenericDataListV3 and V4	Retrieves a list of the Return/Adjustment Reason or Unavailable Reason codes from SA Table Code Value Setup to populate these fields in Return Entry or PO/WT Receiving Retrieves a list of Ship Via codes from SA Table Code Value Setup for the Ship Via field on the Nonstock window in Issues & Returns Retrieves a list of units of measure from a UOM lookup function Retrieves a list of SA Administrator Options settings (Products, Sales Orders, Transfer Orders)
sxapiSAGetRptRangeOptionsV2	Submits a report to Distribution SX.e
sxapiSASubmitReportV2	Runs a Distribution SX.e report using parameters from Storeroom. This API is used to run the Product Entry Storeroom Count Report, Product Entry Count Quantity Recalculation Report, and Product Entry Ticket/Count Sheet Report from Storeroom.
sxapiSRCountEntry	Updates the quantity counted for a product on a cycle or physical count run from Storeroom.
sxapiSRCreateOEOrderV2	Creates a sales order for Storeroom issues and returns, includes user-defined label and field values that can be created in Storeroom Creates a warehouse transfer for tied nonstocks
sxapiSRDeleteCount	Runs the Product Entry Count Update Report using parameters from Storeroom to delete a cycle count run
sxapiSREditICSerLotList	Edits a list of serial and lots numbers for these Storeroom Inventory Movement functions: Adjustment, Move to Available, Move to Unavailable, and Transfer Supports backorder maintenance functionality for nonstocks
sxapiSRGetDefaultPoWtShipVia	Retrieves the ship via setting from Vendor Setup and Product Warehouse Description Setup

SX.api call name	Description
sxapiSRGetDefaultPrinters	Retrieves the default printer setting from SA Operator Setup or the Storeroom default printer setting from Product Warehouse Description Setup. Also retrieves the list of printers assigned to the printer group in SA Operator Setup or the Storeroom printer group in Product Warehouse Description Setup.
sxapiSRGetDefaultRestockData	Retrieve Restock Fee and Type (Currency/Percent) based on SA Business Rule Setup Storeroom setups
sxapiSRGetItemBackorderData	Retrieves a list of open (Stages 1 and 2) backorders from Sales Order Entry
sxapiSRGetItemTransData	Retrieves a list of item transactions (ICET, ICETS) for a product and warehouse
sxapiSRGetNonStockPrice	Retrieves price of nonstock item based on the cost entered for the issue in Storeroom
sxapiSRGetOpenPOWTData	Retrieves a list of open purchase orders and warehouse transfers for a product and warehouse including the due date
sxapiSRGetReturnOrderLines	Retrieves a list of sales orders which a product can be returned against
sxapiSRGetTaxStatus	Retrieves taxable status of a product based on information from Customer Setup, Customer Ship To Setup, and Product Warehouse Product Setup
sxapiSRGetWarehouseList	Retrieves a list of warehouses
sxapiSRGetWhseProdBalances	Retrieves product quantities from Product Warehouse Product Setup
sxapiSRGetWhseProductDataResponse	Retrieves the distributor cost based on Customer Mark Up From in Product Warehouse Description Setup-Storeroom and the replacement cost in Product Warehouse Product Setup.
sxapiSRGetWhseProdListData	Retrieves a list of warehouse products (Product Warehouse Product Setup)
sxapiSRGetWhseProductData	Retrieves product detail from Product Warehouse Product Setup, Product Extended Unit Conversion Setup, Product Setup, and SA Table Code Value Setup-Unit Conversion. Retrieves the distributor cost from Product Warehouse Description Setup.
sxapiSRInventoryAdjust	Adjusts distributor or customer on hand inventory quantities
sxapiSRInventoryTransfer	Transfers distributor or customer inventory from one warehouse to another

SX.api call name	Description
sxapiSRProcessBackOrder	Updates the lines on a sales backorder based on actions taken against the backorder in Storeroom. Sends entire order suffix to lost business if all lines are lost business. Supports backorder maintenance functionality for nonstocks
sxapiSRProcessRegrindIn	Processes a Regrind In transaction in Storeroom Receipts; ships in sales, and receives in purchase order, or cancels the transaction
sxapiSRProcessRegrindOut	Processes a Regrind Out transaction; creates a sales order/ purchase order, or stock order or direct order purchase order
sxapiSRReceiveCustInv	Processes a customer receipt/requisition; includes packing list number
sxapiSRReceivePO	Receives a purchase order (Purchase Receipt of Inventory Entry) and performs Final Update.
sxapiSRReceiveWT	Retrieves receiving information, receives a warehouse transfer (Transfer Receipt of Inventory Entry), and performs Final Update
sxapiSRShipWT	Ships a warehouse transfer in Storeroom Runs Transfer Shipping Feedback Entry in Distribution SX.e
sxapiSRUnavailableAdjust	Processes an Unavailable inventory adjustment transaction
sxapiSRUpdateCount	Updates warehouse product records (Product Warehouse Product Setup) with physical/cycle count entries after count is completed in Storeroom
sxapiSRUpdateCustOnOrder	Updates the quantity on order for customer items based on changes made to a Purchase Entry Customer Owned Purchase Report, or when a new PO requisition is created in Storeroom Receipts-Customer Product ‘PO’ Edit
sxapiSRUpdateWorkOrder	Accepts a work order for Kit Production
sxapiWTEditSerLotList	Edits a list of serial and lot numbers for WT Ship/Receive
sxapiWTGetListOfTransferOrders	Retrieves a list of warehouse transfers from a WT lookup function
sxapiWTGetLotList	Retrieves a list of lot numbers eligible for selection in WT Ship/Receive
sxapiWTGetSerialList	Retrieves a list of serial numbers eligible for selection in WT Ship/Receive
sxapiWTGetSingleTransferOrderV2	Retrieves and validates the data for a single warehouse transfer during Receipt Entry (Transfer Entry)

BODs

This table shows the BODS that are used by Storeroom and Distribution SX.e:

BOD name	Description
InventoryCount	Publishes count data created by the Product Entry Storeroom Count Report that is consumed by Storeroom
ItemMaster	Publishes new product records created in Product Warehouse Product Setup. Also publishes information when a Product Setup record is changed, or a customer product number cross reference is changed or deleted in Product Extended Product Cross Reference Setup in a Storeroom-managed warehouse.
Requisition	Publishes requisition data to Storeroom when a Purchase Entry Customer Owned Purchase Report is run. The vendor and vendor name is populated in this BOD and properly saved into the ReceiptHeader table of Storeroom.
Shipment	Publishes shipment data to Storeroom when a purchase order is received and Sales Entry Processing Back Order Fill Report fills a sales backorder and prints a pick ticket. The order is automatically issued and shipped in Storeroom.
SupplierPartyMaster	Published during initial master data population. This BOD is integrated with Storeroom and all lookups for vendor are made against the local SR_Vendor SQL table.

Appendix B: Security roles for Storeroom

B

This table shows the security roles that you can assign to users in the Storeroom Security module:

Module or function	Role name	Description
Security	AP.ApplicationAdmin	Allows access to Security menu functions for the configuration of users
	AP.CompanyAdmin	Allows access to Storeroom-Security for the configuration of companies, customers, roles, and users
Global	SR.StoreroomMgr	Global role to house all Storeroom roles, allows access to entire application except Storeroom Security
	SR.ERPUser	Allows user to drill back to Distribution SX.e from links for OE, PO, and WT numbers
Mobile	SM.StoreroomMobile	Allows access to the Storeroom Mobile application
Setup	SU.SetupAdmin	Allows access to Storeroom Setup functions
	SU.SetupDepartment	Allows access to Department Setup
	SU.SetupGLAccount	Allows access to GL Account Setup
	SU.SetupCustomerProduct	Allows access to Customer Product Setup
	SU.SetupWarehouse	Allows access to Warehouse Setup
	SU.SetupEmployee	Allows access to Employee Setup
	SU.SetupMachine	Allows access to Machine Setup
Cycle Count	CC.CycleCountAdmin	Allows all Cycle Count transactions with approval
	CC.CycleCountAllowImport	Allows import/upload of cycle count data from a flat file

Module or function	Role name	Description
	CC.CycleCountDelete	Allows only deletion of Cycle Count Report from Count Entry Delete button
	CC.CycleCountEntry	Allows entry of Cycle Count, but no delete or submit capability
	CC.CycleCountRpt	Allows execution of all Cycle Count reports and menu options, except for Cycle Count Entry
	CC.CycleCountSubmit	Allows only submit of Cycle Count runs
Inventory Movement	IM.InventoryAdmin	Allows all Inventory Movement transactions with approval, and all Cycle Count functions
	IM.InvMvtApproveOnly	Allows approval of Inventory Movement transactions, but no entry
	IM.InvMvtEntryApprove	Allows approval of Inventory Movement transactions they can enter
	IM.InvMvtNoApprove	Allows entry of Inventory Movement transactions, but no approval
	IM.InvMvtAdjustmentNoApprove	Allows entry of Inventory Movement-Adjustments transactions, but no approval
	IM.InvMvtAdjustmentApproveOnly	Allows approval of Inventory Movement-Adjustments transactions, but no entry
	IM.InvMvtAllowTaxableFlag	Allows selection of Taxable option in Regrind function
	IM.InvMvtAvailNoApprove	Allows entry of Inventory Movement-Available transactions, but no approval
	IM.InvMvtAvailApproveOnly	Allows approval of Inventory Movement-Available transactions, but no entry
	IM.InvMvtRegrindNoApprove	Allows entry of Inventory Movement-Regrind transaction, but no approval
	IM.InvMvtRegrindApproveOnly	Allows approval of Inventory Movement-Regrind transaction, but no entry
	IM.InvMvtTransferNoApprove	Allows entry of Inventory Movement-Transfer transaction, but no approval
	IM.InvMvtTransferApproveOnly	Allows approval of Inventory Movement-Transfer transaction, but no entry
	IM.InvMvtUnavailableNoApprove	Allows entry of Inventory Movement-Unavailable transaction, but no approval

Module or function	Role name	Description
	IM.InvMvtUnavailableApproveOnly	Allows approval of Inventory Movement-Unavailable transaction, but no entry
Inquiry	IQ.InquiryAdmin	Allows visibility of Item Inquiries menu
	RC.ReceiptsAdmin	Allows user to access Regrind In Receipt using the drillback in Open Regrind Inquiry
Issues & Returns	IR.IssuesReturnsAdmin	Allows entry of Issues & Returns, and ability to import data from external source to create an issue or return. Also allows cancellation of a purchase order line for a nonstock on a tied purchase order that is in the Ordered stage (Stage 1), and cancellation of the tied purchase order if it does not contain other active lines after a purchase order line for a nonstock is deleted.
	IR.StoreroomBuyer	Allows entry on nonstocks in Issue Entry only, but not regular products, or access to Receipt Entry
	IR.IssRetAllowNonStkEntry	Allows entry of nonstock products in Issues & Returns
	IR.BackOrderMaintenance	Allow maintenance of backorders
	IR.IssRetAllowReturn	Allows entry of returns in Issues & Returns
	IR.IssRetAllowStkEntry	Allows entry of issues and receiving of stocked products in Issues & Returns and all receiving in Receipts, and creation of backorders with nonstocks. Does not permit nonstock or returns entry.
	IR.IssRetAllowTaxableFlag	Allows selection of Taxable option in Issues & Returns
	IR.IssRetAllowImport	Allows import of data from external source (flat file) to create issues or returns
	IR.IssRetAllowOverIssue	Allows entry of a quantity issued greater than the quantity available in Issues & Returns
	IR.IssRetAllowNonStkWtAccess	Allows override of the warehouse that defaults when tying a nonstock issue to a warehouse transfer in Non-Stock Item Entry

Module or function	Role name	Description
	IR.IssRtnPoLineCancel	Allows cancellation of a purchase order line for a nonstock on a tied purchase order that is in the Printed stage (Stage 2) or Acknowledged stage (Stage 3).
Receipts	RC.ReceiptsAdmin	Allows access to all functions in Receipts
	RC.RcptAllowStkEntry	Allows access to the Receipts menu
	RC.RcptCustProdPO	Allows access to the Customer Product PO menu
	RC.RcptCustProdPOEdit	Allows maintenance of products in Receipts-Customer Product ‘PO’ Edit
	RC.RcptCustProdPONew	Allows entry of product in Receipts-Customer Product ‘PO’ Edit
	RC.POReceiptAllowImport	Allows import/upload of PO receipt data from a flat file
Reports	RP.ViewReportsAdmin	Allows access to reports through SQL Server Reporting Services

Glossary

backorder

An order that is created when the quantity requested of a product, including nonstock products, is greater than the quantity available.

bill on receipt product

A product that is immediately billed to the customer upon receipt from the vendor. These products are identified by selecting the Bill on Receipt option on the Product Warehouse Product Setup record in Distribution SX.e.

bin location

A unique identification number assigned to each storage location in a warehouse. Bin locations are printed on pick tickets. The format may be bldg/row/section/shelf.

BOD

See Business Object Document.

BOR

See bill on receipt product.

burn-off

The initial physical count of the inventory in each Storeroom warehouse. The results, recorded in the Storeroom Cycle Counts function, update the customer-owned quantities of all products counted.

Business Object Document

Used to exchanged data between applications. BODs, developed by the Open Applications group, contain a verb component and a noun component. The BOD name is a verb plus the noun. Distribution SX.e and Storeroom use these BODS: ItemMaster, Shipment, InventoryCount, Requisition, and SupplierPartyMaster.

business rules

Default information required for processing certain fields or transactions, or completing processes. Storeroom uses four business rules–Lost Business Reason, Non Taxable Reason, Return Reason, and Unavailable Reason, which are setup up in SA Business Rule Setup.

C inventory

See customer-owned inventory.

close date

The date a lot was closed. Lots must be closed in Product Extended Lot# Setup. If you receive lot-controlled products into a closed lot in Storeroom, the close date is cleared and the status is changed to active in Distribution SX.e.

comma-separated values file

A text file in which each field of text is separated by a comma. Also known as a CSV file, this type of file is used to import data into Storeroom.

control number

A serial or lot number assigned to a product for tracking purposes. Products are identified as serial- or lot-controlled in Product Warehouse Product Setup.

count sheet

A list of products with expected quantities used to perform a cycle count or physical count.

count unit

When performing a cycle or physical count, the unit in which product is counted. The Storeroom count unit is set up in Product Warehouse Product Setup and may differ from the counting unit set up in Product Setup. If a Storeroom count unit is not specified, the counting unit from Product Setup is used. If this value is not specified, the stocking unit from Product Setup is used as the count unit.

Cost Adjustments Billable option

An option in Product Warehouse Description Setup that determines how inventory adjustment updates are performed during Storeroom Count Entry.

If this option is selected, and a negative adjustment is made for a product, a stock order is created and the customer is billed for the amount. If a positive adjustment is made, a return merchandise order is created to adjust sales and inventory accounts, and credit the customer for the inventory.

If this option is not selected, a stock adjustment is made to inventory accounts for positive or negative inventory adjustments made in Storeroom. A negative adjustment is applied to customer-owned inventory first; the remaining balance is applied to distributor-owned inventory. Positive adjustments can be made to either customer- or distributor-owned inventory.

CSV file

See comma-separated values file.

customer-owned inventory

Inventory in a Storeroom-managed warehouse that has been purchased and paid for through the customer’s replenishment process. It is tracked separately from distributor-owned inventory in Distribution SX.e in order to maintain accurate costs and balances in General Ledger. Customer-owned inventory is always issued first.

customer product record

A record set up in Storeroom that functions as a cross reference to the product record set up in Distribution SX.e. A customer product record is required if the product name differs in the two applications.

customer product requisition record

A record of a purchase order placed using the customer’s purchasing system. Created in the Customer Product PO Edit function of the Receipts module, this record updates the Customer On Order Quantity in Distribution SX.e

Cycle Count

Storeroom module used to perform the physical and cycle counts of the Storeroom inventory required to verify and correct product balances.

cycle counting

An inventory auditing procedure in which a small amount of inventory is counted at regular intervals until the entire inventory is counted. The system determines which items to count, although cycle count sheets may include products that are flagged as ‘must’ counts.

D inventory

See distributor-owned inventory.

distributor-owned inventory

Inventory in a Storeroom-managed warehouse that is owned by the distributor. It is tracked separately from customer-owned inventory in Distribution SX.e in order to maintain accurate costs and balances in General Ledger.

DNR product

See Do Not Reorder product.

Do Not Reorder product

A discontinued product that will not be replenished after the quantities on hand are sold. The Do Not Reorder (DNR) status is manually established in Product Warehouse Product Setup or automatically using the Product Administration Inventory Classification and Rank Report in Distribution SX.e.

drillbacks

Storeroom hyperlinks to Distribution SX.e inquiry functions. A user must have a SA Operator Setup record in Distribution SX.e to use hyperlinks.

EDI Electronic Transaction Control Center Entry

A Distribution SX.e module in which electronically-transmitted business documents can be managed. Use the EDI Electronic Transaction Control Center Entry (ETCC) to correct errors, correct or ignore exceptions, and run utilities that re-validate and process the transactions as needed.

expire date

The date the products in a lot have reached the end of their shelf life.

force shipping

A stock adjustment method in which more product is issued than what is available. When the invoice processing occurs, the stock adjustment is made for the difference, and if the product is distributor-owned, the customer is billed for the difference. Force shipping can be used when actual inventory exceeds product record balances.

initial load

The process through which data is first loaded into Storeroom. An import utility can be used, or the records can be created manually.

Inquiries

Storeroom module in which product and open grind inquiries are performed.

inventory adjustment

A manual correction of inventory records to bring them into agreement with the physical inventory count. An adjustment might be required to correct on hand levels after a physical count or to move available products to unavailable inventory prior to a return. These adjustments can be made in Storeroom application for both customer- and distributor-owned inventory.

Inventory Movement

Storeroom module used to move Storeroom products to and from unavailable inventory, increase or decrease the product quantity, and transfer products from one Storeroom warehouse to another. A regrind product can also be moved off the floor in this function; creating an sales order for the regrind labor.

issue

A transaction in Storeroom that records the removal of customer- or distributor-owned inventory from a Storeroom-managed warehouse, whether it be a tool crib, vending machine, or other physical storage area. When an issue is submitted in Storeroom, a sales order is created in Distribution SX.e.

Issues & Returns

Storeroom module through which issues and returns are entered or imported in Storeroom. An issue creates a sales order in Distribution SX.e. A return creates a return merchandise sales order, and optionally, a return merchandise purchase order. Backorders are also created, maintained, and filled in this module.

lot number

A unique identification number assigned to a group of the products that were manufactured in the same production run and are warehoused together. Lot numbers are used to track products through the supply chain.

lot-controlled product

A product that is assigned a lot number when it is received in Storeroom. Products are identified as lot-controlled in Product Warehouse Product Setup in Distribution SX.e.

lost business

A sale not realized because a backorder was not created for unfulfilled quantity or a line on a backorder was canceled. These events are recorded as lost business, along with a lost business reason, if set up in SA Business Rule Setup in Distribution SX.e.

managed warehouse

An area of your industrial customer’s warehouse or manufacturing facility, such as a tool crib, vending machine, or maintenance repairs and operations inventory, that is designated as a Storeroom-managed warehouse in Distribution SX.e. It is through these warehouses that you manage the customer’s indirect material and machine supplies.

manual transfer

The process of moving stock from one Storeroom-managed warehouse to another without running the Transfer Entry Recommended Replenishment Action Report or creating a warehouse transfer in Distribution SX.e. Performed in the Inventory Movement module, a manual transfer creates a product transaction in Distribution SX.e.

nonstock product

A product that is not stocked by a warehouse. This type of product enables you to provide the inventory your customer needs without the overhead of a regular stocked product.

nonstock product category

Nonstock products grouped together for reporting and distribution purposes. The default product category for each Storeroom warehouse is specified in Product Warehouse Description Setup. Product categories are required for nonstock lines so if no default product category is specified for the warehouse, the default product category for nonstocks in SA Admin Options is used.

open date

The date a lot was created.

physical count

A count of all products within a warehouse, including unavailable inventory. Unavailable and on hand inventory are treated as separate entities.

reason unavailable

The reason, represented by a code set up in SA Table Code Value Setup, a product is unavailable for sale.

Receipts

Storeroom module used to record products received in the Storeroom, and to submit purchase order returns to the vendor.

Receive as Unavailable

An option in Product Warehouse Product Setup-Storeroom that causes the product to be received in Storeroom as unavailable, waiting for inspection. A Reason Unavailable for inspection must be set up in SA Table Code Value Setup.

recovery billing

A process that enables the distributor to monitor products in a Storeroom-managed warehouse that have not been issued within a period of time, and convert those products to customer-owned, billing the customer for the transfer of ownership.

recovery quote

A quote order for Storeroom-managed warehouses that can be created in Product Storeroom Recovery Inquiry. After you review the quote, and make any required changes, convert it to a stock order.

Regrind In Receipt

The transaction in which a regrind product is received into Storeroom from the internal processing area or the vendor.

regrind product

A product that can be issued, used, and then returned to Storeroom for remanufacturing through an internal process or by an outside vendor. After a regrind is remanufactured, it is received back into a Storeroom warehouse.

remote printer

A customer's printer that does not exist on your network on which you can print Storeroom and Distribution SX.e documents. To use remote printers, setup tasks must be performed in Distribution SX.e and the remote printer's network.

Reports

Storeroom module that connects to the SQL Services Reporting Services (SSRS) function where you can run these reports: Customer Inventory, Open Receipts, Requested Non Stocks, Storeroom Issues, and custom reports.

restocking fee

A charge applied to returned merchandise to defer the costs incurred for processing returns. It can be a flat amount or a percent of the net amount of the line item returned.

return

A transaction in Storeroom that records the return of customer- or distributor-owned inventory to a Storeroom-managed warehouse. When you create a return in Storeroom, a return merchandise sales order (OE RM) is created in Distribution SX.e. If you want to return the product to the vendor, a return merchandise purchase order that is tied to the OE RM can also be created when the return is submitted.

permanent C product

A products that is always be stocked and replenished by the customer. When an issue is created for a permanent C product, quantities are deducted from customer-owned balances only, but can be backordered.

physical count

An inventory auditing procedure in which the entire inventory is physically counted.

pick ticket

A document printed for warehouse personnel so they can pull the specified products from the shelves in the warehouse and stage them to be shipped. It may also be used as a packing list.

prebuilt kit

A product assembled from components identified on a work order. A prebuilt kit is assembled in advance of actual demand and stored in inventory as a single product with its own identity.

security role

A role, set up and assigned to users in Storeroom Security module, that permits the users to access modules and perform tasks in Storeroom that are defined by the role. Storeroom has three levels of roles. The highest level, SR.StoreroomMgr, has full security to all functions in Storeroom. The second level, permits access to the specified module, for example, IM.InventoryAdmin. The third level provides only a subset of a module's permission, for example, IM.InvMvtApproveOnly.

serial-controlled product

A product that is assigned a serial number either when it is received in Storeroom or when it is issued from Storeroom. Products are identified as serial-controlled in Product Warehouse Product Setup in Distribution SX.e.

serial number

A unique identification number assigned to a product. It is used to track the product from manufacturing to the point of sale. Post-sale, the serial number is used to track the service or replacement of the product.

Setups

Storeroom module through which these setup functions are accessed: Employee, Department, GL Account, Customer Product, Machines, and Warehouse.

ship via

A method of shipping represented by a code set up in SA Table Code Values Setup. Ship via codes are used when if you create a tied purchase order or warehouse transfer when issuing a nonstock.

ship/receive as complete

A process in which a warehouse transfer is automatically shipped from one warehouse and received as complete in another warehouse. The option to automatically receive warehouse transfers must be selected for the receiving warehouse in Product Warehouse Description Setup. Warehouse transfer with serial- or lot-controlled products cannot be automatically received.

stocking unit

The smallest unit of measure that is applied to an item. Defined on the Product Setup record, it applies to every unit of the product within your inventory system and determines the product's inventory value.

stored report

System reports with modified query functions and unique names that are saved for later recall.

supersedes product

A product that replaces an existing product. Superseding occurs when a product becomes obsolete or is discontinued, and is replaced with a different, often better product.

tied purchase order or warehouse transfer

A purchase order or warehouse transfer, linked to an issue (sales order), that is used to obtain products to fill the order.

unavailable inventory

Inventory that is not available for sale that has not been written off. Unavailable inventory continues to be valued on the inventory subsidiary ledger and has a value in the general ledger. It may be inventory that was returned from a customer or received from a vendor or another warehouse. Inventory can be unavailable because it has not been returned to the shelf, it is awaiting inspection, or because it has been damaged and is unsuitable for selling.

unavailable reason

See reasons unavailable.

unit of measure

The standard unit in which a product is accounted for and expressed. A product's unit of measure (UOM) can differ between Storeroom and Distribution SX.e.

UOM

See unit of measure.

warehouse availability

The net availability of a product, including customer- and distributor-owned product, in all Storeroom warehouses.

work order

A document that identifies the components to be used to assemble a prebuilt kit. Work orders are created in Distribution SX.e in KP Work Order Center Entry or by running the KP Entry Recommended Work Orders Report. After the kit product is built, it is received into Storeroom and work order is updated in Distribution SX.e.