Warehouse Management Process

1. Conduct Cycle Counts (daily)
   a. Print Cycle Count Sheets
      - ➢ Inventory Cycle Count
      - ➢ Print Cycle Count Sheets
      - ➢ Enter Branch #
      - ➢ Enter Printer #
      - ➢ (C)atalog
   b. Enter Counts
      - ➢ Inventory Cycle Count
      - ➢ Cycle Count Entry
      - ➢ Tab to enter quantity
      - ➢ (Y/N) to entering quantity correctly (if prompted)
   c. Print Cycle Count Discrepancy Sheets
      - ➢ Inventory Cycle Count
      - ➢ Cycle Count Discrepancy Sheets
      - ➢ Enter Branch #
      - ➢ Enter Printer #
      - ➢ (C)atalog
   d. Enter Counts
      - ➢ Inventory Cycle Count
      - ➢ Cycle Count Entry
      - ➢ Tab to enter quantity
      - ➢ (Y/N) to entering quantity correctly (if prompted)
        - o If you enter (N)o you will have to repeat Step C. & Step D. again

2. RGA's & Defectives (daily)
   a. Check email for RGA requests
   b. Check transfers & dock for items sent for defectives or RGA's
   c. Request any RGA's needed
   d. Remove item from inventory if not already taken out as defective once RGA is obtained
   e. Send item back to vendor with proper paperwork
   f. Email all copies of RGA's with carrier info & tracking # to Sharon, Terri & Heather

3. Cash Balance - Ticket Control (daily)
      - ➢ End of Day Report- Branches
      - ➢ Enter Branch # (defaults to 5)
      - ➢ (P)rint
      - ➢ Enter Printer #
      - ➢ Proceed? (Y)es

      You will print up to 3 times depending what reports are populated to print
        - o Ticket Changes
        - o Open Transfers to Ship
        - o Open Transfers Requested

a. Ticket Changes
   o Any item identified as deleted needs to be removed from will call & restocked

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07/20/17 08:24 (ED0104)                    TICKET CHANGES                              P
AGE  1
                             METRO LIGHTING - CENTRAL WAREHOUSE
CSTMR  TICKET    LN DESCRIPTION                     LOC

  93 W30033-00  26 PHILIPS 65BR30FL55 120V 12/1 LAMP    w40^    DELETED

 163 M31616-00   8 LED INSPIR PE-V2-2700-SB PER FOOT    MG      DELETED

 163 M31616-00   9 LED INSPIR CON-HW                    MG      DELETED
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b. Open Transfers to Ship (to other branches)
   o Any which were not printed to pull need to be re-printed, pulled & shipped

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07/21/17 12:13 (ED0101)                  OPEN TRANSFERS TO SHIP                        P
AGE   1
                             METRO LIGHTING - CENTRAL WAREHOUSE
               TO                      REQ
TRANSFER#  BR  REQUESTED BY            DATE
                                       LINE CAT#/PART#     DESCRIPTION        U/M QTY REQ QTY SHP

 J108732    7  MR                      07/21/17  REQUEST PRINTED
                                        1  LEDDR60W24DIM  LED INSPIR DR-60W-24VDC-DIM   E    6      0

 L160356    8  ERIKA                   07/21/17  REQUEST PRINTED
                                        1  KH5336NI       KICH 5336NI      QR    E    2      0
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c. Open Transfers Requested (by branch 5)
   o Any transfers older than 2 weeks showing "Request Printed" should be received as 0
   o Any which show shipped should be located and received

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07/20/17 08:24 [ED01  )                  OPEN TRANSFERS REQUESTED                      P
AGE   1
                             METRO LIGHTING - CENTRAL WAREHOUSE
               SHIP                    REQ      SHIP     RCVD    # OF    LINES
TRANSFER#  BR  REQUESTED BY            DATE     DATE     DATE   LINES  COMPLETE  STATUS
RCVD  ST                               LINE CAT#/PART#     DESCRIPTION              U/M QTY REQ QTY SHP  QTY

 D103229    8  J                       07/12/17  00 /0 /0  00 0/ 0/    1       0    REQUEST PRINTED
  0                                     1  TMSL758278     THOMAS SL7582-78      QR     E    1      0

 D103267   18  ERIKA                   07/13/17  00 /0 /0  00 0/ 0/    1       0    REQUEST PRINTED
  0                                     1  EMCF788AP      EMERSON CF788AP       NS E    1      0
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4. Full Vendor Cycle Counts (weekly)
    a. Print Full Vendor Cycle Count Sheets
        ➢ Inventory Cycle Count
        ➢ By Vendor
        ➢ By (B)ranch
        ➢ Enter Branch #
        ➢ Enter 999999 (to make sure all items in vendor are printed)
        ➢ Enter Vendor # (can add multiple)
        ➢ (Y)es
        ➢ Enter Printer #
    b. Print Full Vendor Cycle Count Sheets
        ➢ IS Print Cycle Count Sheets
        ➢ Enter Branch #
        ➢ Enter Printer #
        ➢ (C)atalog
    c. Enter Full Vendor Cycle Count Sheets
        ➢ IS Cycle Count Entry
        ➢ Tab to enter quantity
        ➢ (Y/N) to entering quantity correctly (if prompted)
    d. Print Full Vendor Cycle Count Discrepancies
        ➢ IS Print CC Discrepancies
        ➢ Enter Branch #
        ➢ Enter Printer #
        ➢ (C)atalog
    e. Re-enter Discrepancies
        ➢ IS Cycle Count Entry
        ➢ Tab to enter quantity
        ➢ (Y/N) to entering quantity correctly (if prompted)
            o If you enter (N)o you will have to repeat Step D. & Step E. again

5. Will Call Audit (every 2 months)
        ➢ Audit Will Call or Staged
        ➢ Print Audit for Specific Location
        ➢ Enter will call location
        ➢ Enter Printer #
    Do this for 10-12 will call locations at a time
    a. If you don't have the items for the ticket & quantity shown, they need to be located
        o They could be in a different will call from being moved
        o They could be sitting on the stock shelf
    b. If you have more than what is on the list, locate the ticket the item is for and find out
        o If it is in the wrong will call location
        o If the ticket it shipped (it could have been pulled from stock instead)
        o It could be relocated on a skid in a whole house will call
            ➢ Do not change the will call location for whole house items if it has been moved
            ➢ The original will call location is helpful to know if something happens and they need to know where the item was originally located

FOR: SPECIFIC LOCATION

LOCATION	SUBDIVISION/NAME	LOT	CUSTOMER/TICKET	LN	CATALOG / DESCRIPTION		QTY
S48	BROOK RIDGE	94	83 L08208-00	2	KH9655TZ	KICH 9655TZ 1LT INCAN ODR BRKT	3 __
				14	KH43164NI	KICH 43164NI	1 __
	TERRY PARK	21	163 M30264-00	9		PR4734-09	1 __
				13		CR15318BN3	1 __
				18		PR4734-09	1 __
				35		CR15318BN3	1 __
				37		CR15324BN4	1 __
				44		CR15324BN4	1 __

6. Put Stock away
   a. Always in alpha-numeric

7. Troubleshooting
   a. Help locate missing items
   b. Help wherever in any department where help is needed

8. Maintain Metro grounds
   a. Weed management
   b. Care for flags