Agency Operations Scanner Manual

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Posting Regular Deliveries

Purpose: This form is used to post regular delivery invoices that are received from the warehouse. After the delivery has been checked in and verified, use the following steps to post the delivery to inventory.

The delivery invoice includes an Authorization Number. Before you begin to post your order using the Agency Portal, locate this Authorization number.

Post a Delivery (Scanner)

Go to the RF-SMART Scanner System

1) Log into the scanner system.
2) Enter your **User ID**.
3) Select the **Enter** key.
4) Enter your **Password**.
5) Select the **Enter** key.

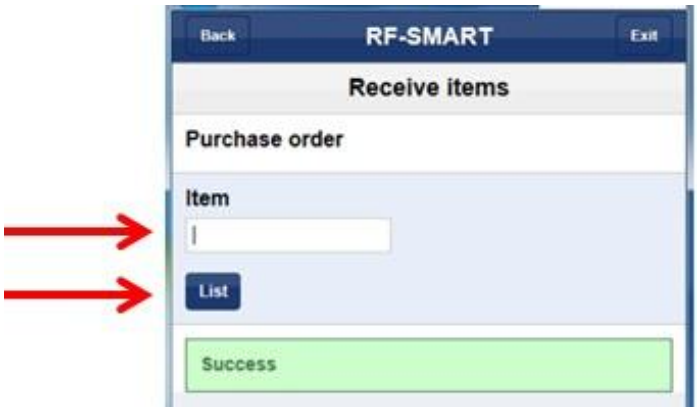
6) Select **Order Check-In** from the RF-SMART Menu.

7) **Scan** (or type) the **Authorization Number**.

8) **Scan** (or type) the **Item Number**.

or

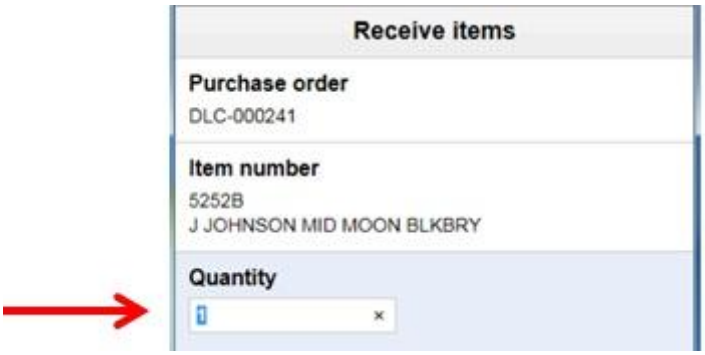
Use the **List** button to choose item.



9) Enter the **Quantity** received.

By Default, a quantity of **"1"** is entered.

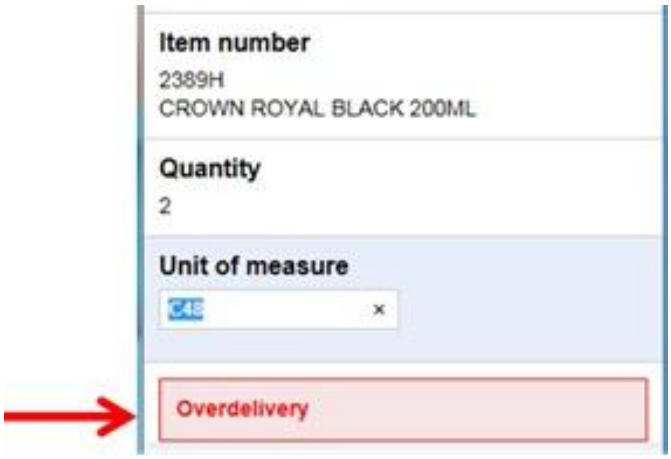
Change the **Quantity** , if needed.



10) The scanner does not allow the receipt of excess merchandise.

NOTE: These items **MUST** be returned with the truck driver to the Distribution Center.

11) Hit the **Back** button to return to the previous field if **Over-delivery** is shown.

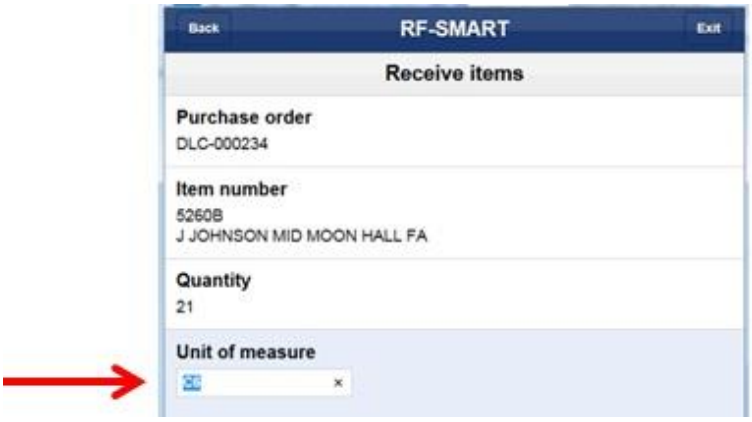


12) Verify the **Unit of Measure**.

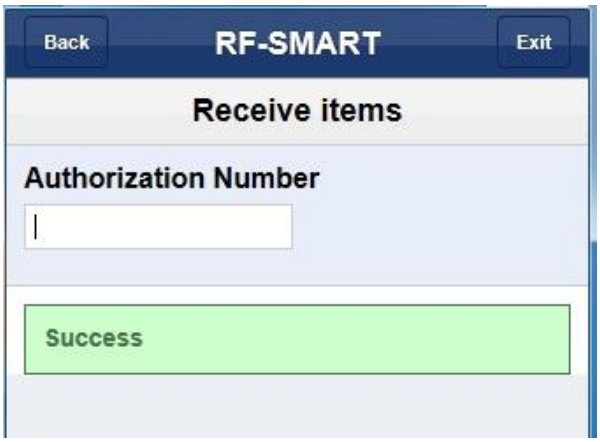
By Default, case is selected.
C12 would mean case of 12 bottles.

Type **B** to change to Bottles, if needed.

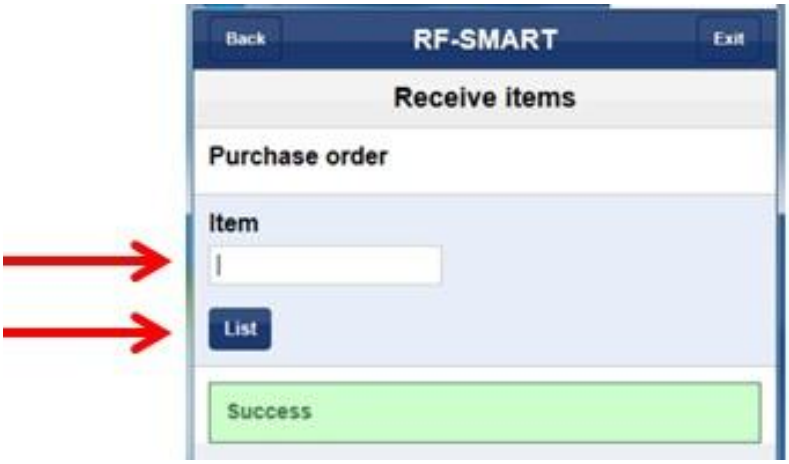
13) Repeat for each brand received.



14) When the delivery is fully received. The workflow will display the **Authorization** screen.



15) If the **Receive Items** screen is still showing after all brands have been received. Select the **List** button.



16) This screen shows brands on the **Authorization** that were not received.

17) Determine if **Bad Orders** need to be done for these **Brands** and **Quantities**.

18) Select **Back** to return to the **Authorization** screen.

19) Select the **Receive** button to complete the receipt of the partial delivery.
NOTE: THIS BUTTON IS NOT YET AVAILABLE IN THE SCANNER.

20) Select the **Exit** button to return to the Main Menu.

Managing Transfers

Purpose: This form is used to manage the transfer of liquor into and out of your Agency.

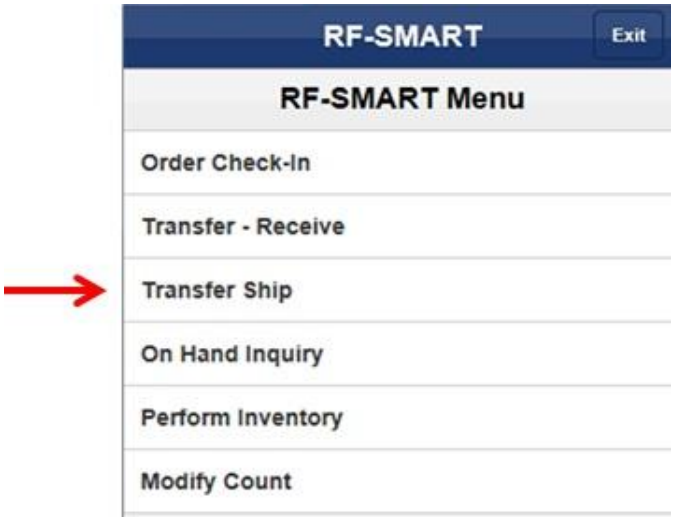
Ship a Transfer Out (Scanner)

Purpose: This workflow will pick and ship the items of a transfer order from one Agency to another Agency.

Go to the RF-SMART Scanner System

1) Log into the scanner system.
2) Enter your **User ID**.
3) Select the **Enter** key.
4) Enter your **Password**.
5) Select the **Enter** key.

6) Select **Transfer Ship** from the RF-SMART Menu.

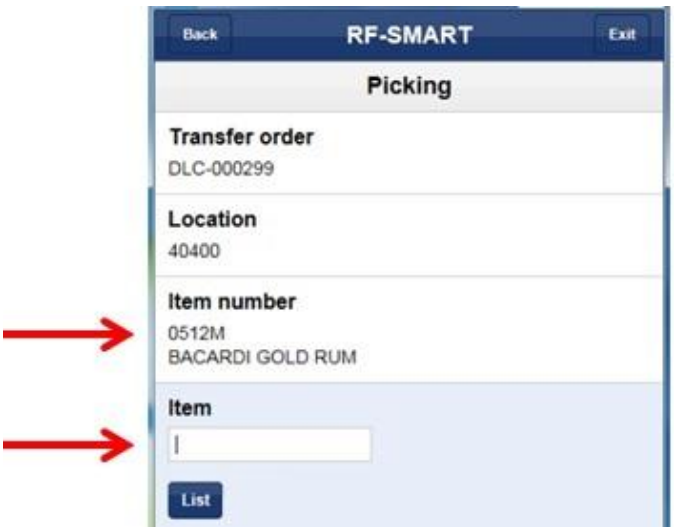


7) **Scan** (or type) the **Transfer Order** number to be picked and shipped.

8) Select the **Enter** key.

9) The next brand to pick and ship is displayed.
Type the brand code.
or
Scan the barcode.

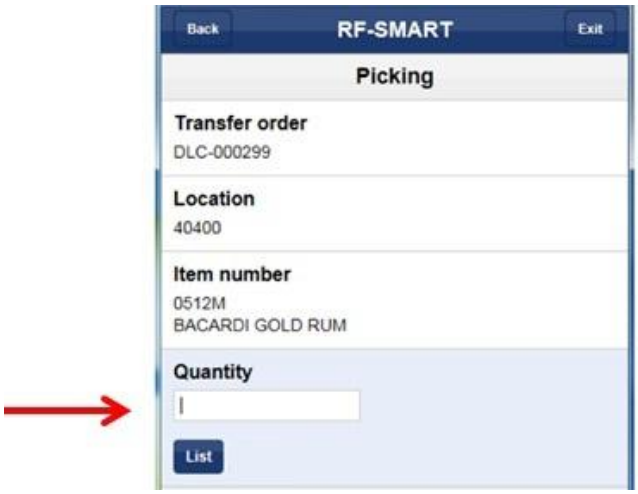
NOTE: This step ensures that the correct brand is being shipped.



10) Enter the **Quantity** to Ship.

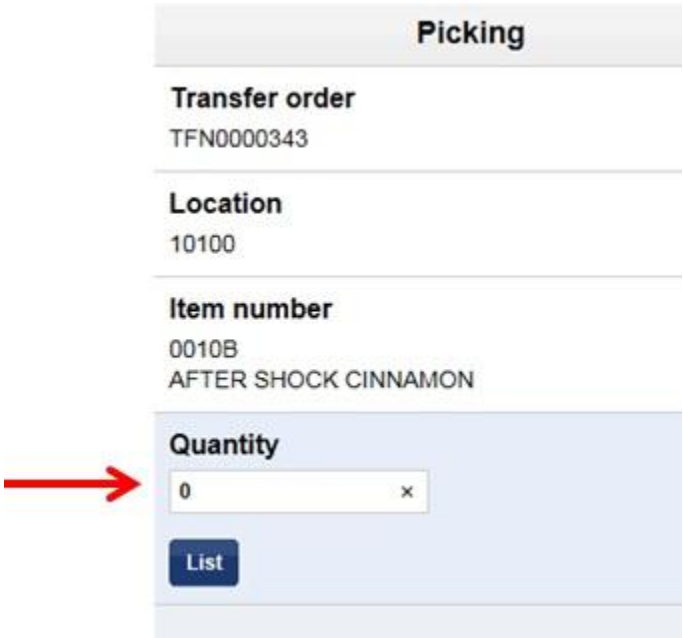
NOTE: Transfer quantities are ALWAYS in bottles.

11) Select the **Enter** key.



12) If you have no more merchandise for the brand showing to be picked, input zero quantity and select the **Enter** key.

13) Repeat these steps for all the brands on the transfer order.



14) When you have completed entry of all items to be transferred, the workflow will display the **Transfer Order** screen.

15) Select **Exit** to return to the main menu.

Receive a Transfer In (Scanner)

Purpose: This workflow will receive the items from a transfer order to the Agency.

Go to the RF-SMART Scanner System

1) Log into the scanner system.

2) Enter your **User ID**.

3) Select the **Enter** key.

4) Enter your **Password.**

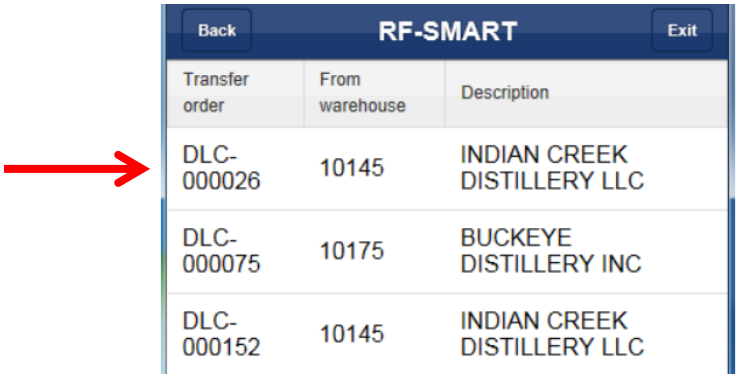
5) Select the **Enter** key.

6) Select **Transfer Receive** from the RF-SMART Menu.

16) **Scan** (or type) the **Transfer Order** number to be received.
or
Use the **Inquiry** button to select from a list of transfer orders.

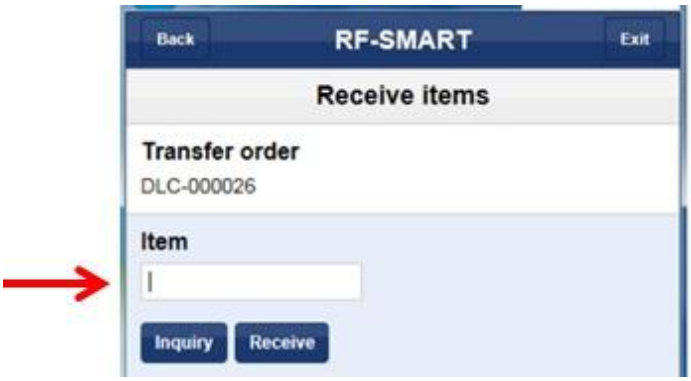
7) Select the **Enter** key.

8) **IF USING THE INQUIRY BUTTON**
The screen displays a list of Transfer Orders to receive (shown to the right)
Select the desired Transfer Order.

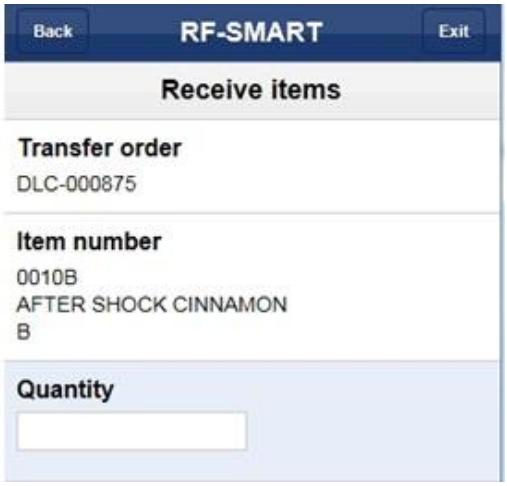


9) **Scan**, **type** **or** use the **Inquiry** button to choose the brand to be received.

Inquiry – will list all the items in the Transfer Order



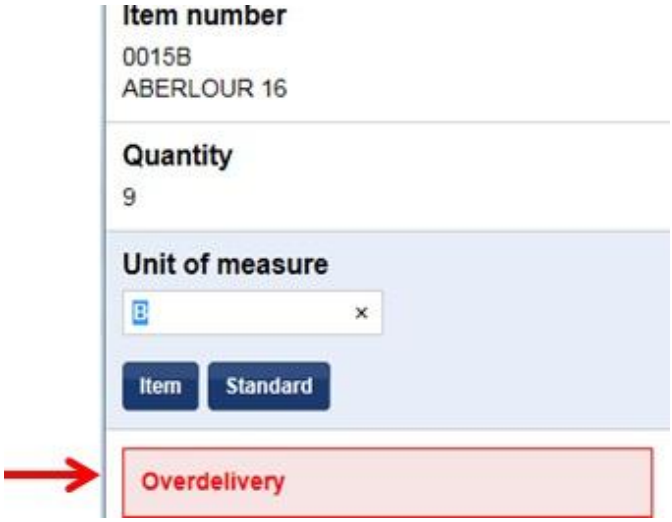
10) Enter the **Quantity** to be received.



11) Repeat steps for all brands to be received.

12) The scanner does not allow the receipt of excess merchandise.

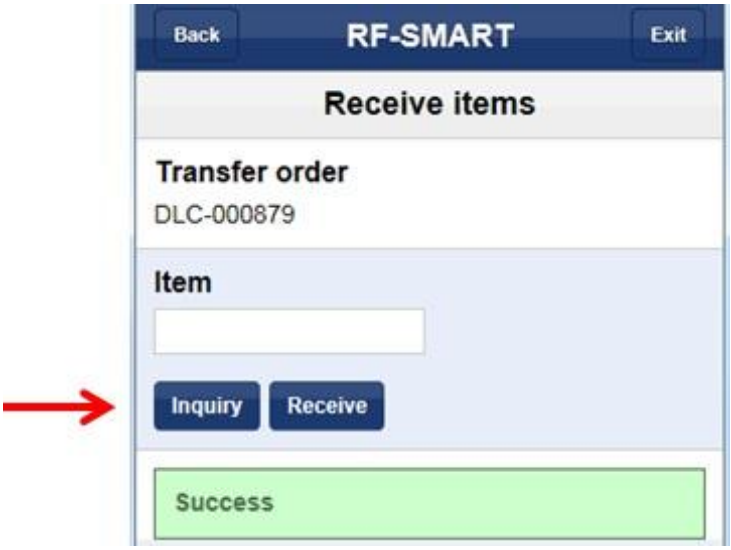
NOTE: These over-delivered brands **MUST** be reported to DOLC **immediately**.



13) Hit the **Back** button to return to the previous field if **Over-delivery** is shown.

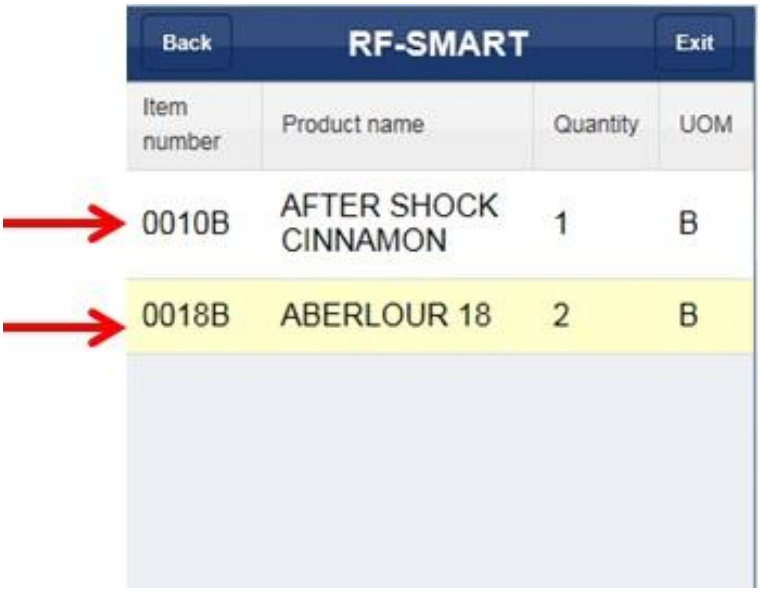
14) When the transfer order is fully received. The workflow will display the **Transfer Order** screen.

15) If the **Receive Items** screen is still showing after all brands have been received. Select the **Inquiry** button.



16) This screen shows brands on the **Transfer Order** that were not received.

17) **Bad Orders** **MUST** be done for these **Brands** and **Quantities**.



18) Select **Back** to return to the **Transfer Order** screen.

19) Select the **Receive** button to complete the Transfer Order.

NOTE: If you did not receive all items on the transfer order, it will continue to show in an **InTransit** status in the Agency Portal until DOLC resolves the discrepancy.

20) Select the **Exit** button to return to the Main Menu.

Physical Inventory Procedures

Each Agency is **REQUIRED** to complete a monthly inventory at the close of business on or about the 15th of the month. (Inventory is optional at the end of the month.) The inventory should be reconciled prior to the opening of the following business day. The **Discrepancy Report** should be maintained in the liquor file folder, titled "Inventory".

NOTE: Before counting the inventory, you must ensure that all adjustments to inventory have been posted, i.e. sales, deliveries, transfers, etc.

Perform Cycle Count (Scanner)

1) Select **Reports and Data** from the left navigation bar.

2) Select **Inventory Reports**.

3) Select **Cycle Counts**.

4) From the **Category** drop-down, select the category to perform inventory on.
   By default: Any is selected. This will choose ALL items.

5) Select the **Create New** button.

6) Notice the **Red X** under the **Ready for Use** column. The system is creating a counting journal for selected items based on your current on-hand inventory. When ready, this will be replaced with a **Green Check**.

Go to the RF-SMART Scanner System

1) Enter your **User ID**.

2) Select the **Enter** key.

3) Enter your **Password**.

4) Select the **Enter** key.

5) Select **Perform Inventory** from the RF-SMART Menu.

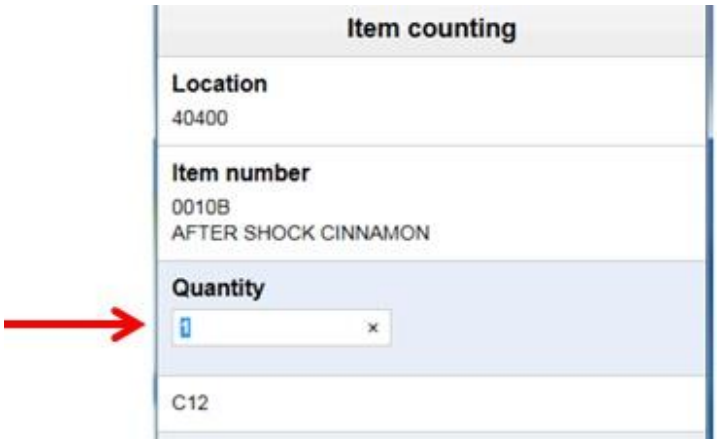
6) Enter the counting **Journal ID** or select the **Inquiry** button to locate the Journal ID number.
NOTE: INQUIRY BUTTON IS NOT CURRENTLY AVAILABLE.

7) Select the Journal to count.

8) Start scanning the brands to be counted.

Switch button – allows you to switch between bottles and cases while counting.

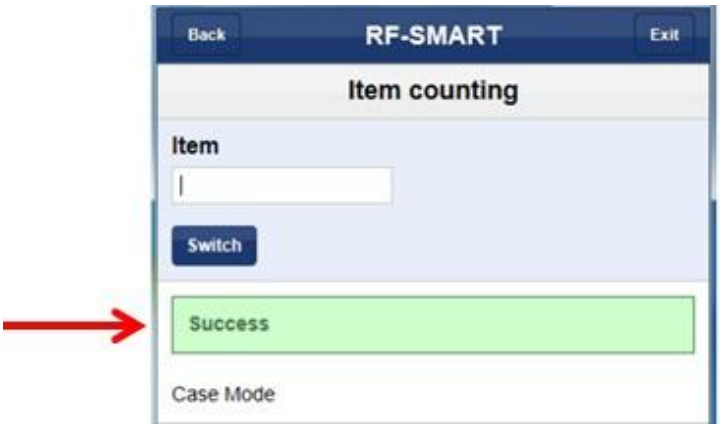
9) Enter the quantity counted, based on the unit of measure selected in the previous screen.



10) Select the **Enter** key.

11) Repeat for all brands.
    a. If your Agency sells wholesale and you have orders that have been pulled but not yet sold, these bottles must be added to your counts.

12) When finished, select the **Exit** button to return to the main menu.



13) Go back to the Agency Portal.

14) Print the **Discrepancy Report** to review counts.
NOTE: Any brand that has a balance of zero **MUST** be entered into the scanner as zero in order to complete the inventory.

15) Perform recounts using the **Discrepancy Report**.

16) Any new differences must be reconciled prior to posting the cycle count.

    a. If the difference is a case amount, i.e. 6, 12, or 24, check the postings for each delivery, transfer received, or transfer shipped since the last inventory was completed.

    b. If the difference is a bottle(s) short, check to make sure that all bad orders were completed.

    c. Be sure to check all differences. The differences that cannot be reconciled should be posted as inventory discrepancies.

17) Enter any changes from your recounts into the scanner using the **Modify Count** function.

18) If no changes are necessary, **Post** the counting journal.
NOTE: Posting the counting journal updates your On-Hand inventory numbers and creates a chargeback to the Agency. This chargeback will be due with your next audit bill. This process gives the Agent and the External Auditor time to research any large discrepancies and correct prior to the Agent paying.

19) Reprint the final **Discrepancy Report** and file.

Modify Count (Scanner)

Go to the RF-SMART Scanner System

1) Enter your **User ID**.

2) Select the **Enter** key.

3) Enter your **Password**.

4) Select the **Enter** key.

5) Select **Modify Count** from the RF-SMART Menu.

6) Enter the counting Journal ID or select the **Inquiry** button to locate the Journal ID number.
NOTE: INQUIRY BUTTON IS NOT CURRENTLY AVAILABLE.

7) Select the Journal to count.

8) Scan or enter the brand code to modify the count on.

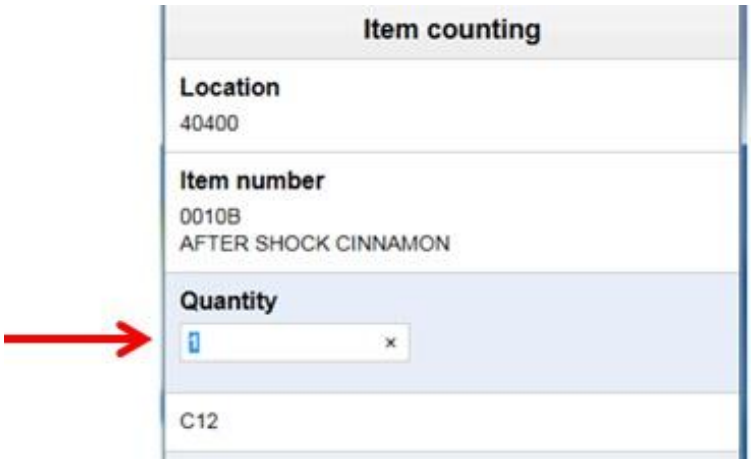
Switch button – allows you to switch between bottles and cases while counting.

9) Enter the quantity counted, based on the unit of measure selected in the previous screen.

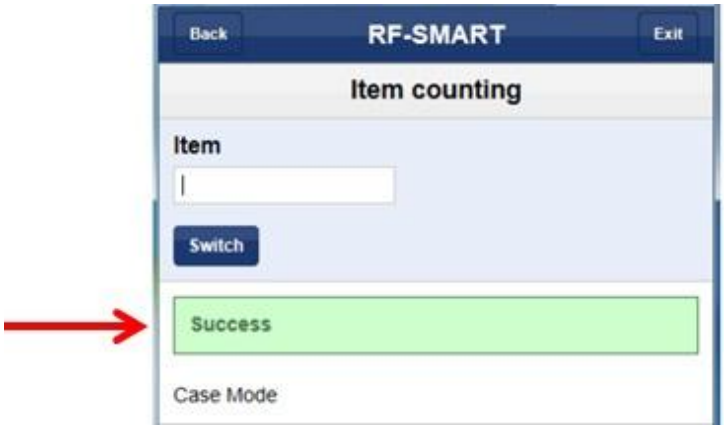
10) Select the **Enter** key.

11) Repeat for all brands.

NOTE: Any brand that has a balance of zero **MUST** be entered into the scanner as zero in order to complete the inventory.



12) When finished, select the **Exit** button to return to the main menu.



13) Go back to the Agency Portal.

14) Print the **Discrepancy Report.** Verify all changes have been made.

15) **Post** the updated counting journal.
NOTE: Posting the counting journal updates your On-Hand inventory numbers and creates a chargeback to the Agency. This chargeback will be due with your next audit bill. This process gives the Agent and the External Auditor time to research any large discrepancies and correct prior to the Agent paying.
NOTE: THE POST FUNCTION IS NOT CURRENTLY AVAILABLE IN THE TRAINING PORTALS.

APPENDIX A: Inventory Control Connectivity

PURPOSE

The purpose of this document is to describe in general terms the components and connectivity methods for inventory control in the agencies that are associated with the new liquor control system. It does not cover how the devices will be used to transmit sales or order data back to the Division of Liquor Control. Usage information about the device will be covered in a separate guide and through training provided by your Division of Liquor Control auditor.

BACKGROUND

All agencies selling spirits must track each bottle of state owned inventory. This includes tracking the incoming bottles, those being transferred, and those bottles being counted during an inventory audit. Currently, the methods used to control inventory are based on a 40 year old inventory control system. Now, the Division of Liquor Control is implementing a more modern system based on Microsoft's Dynamics AX for Retail software that uses internet and wireless technology to replace the older system.

BASIC COMPONENTS

The inventory control connectivity includes a number of basic components. They are:

1. The Mobile Inventory Computer Scanners (or MIC)
2. A Remote Wireless Access Point (or RAP)
3. Local Area Network Wiring or Network Cable
4. A connection to the Internet

Mobile Inventory Computer Scanner (MIC) – is basically a combination of a small handheld computer that has a built in scanner that can read bar codes and Wi-Fi capability. This type of device is used in many retail stores today. **The Division of Liquor Control will provide one (1) MIC to each agent's store**. The MIC will be delivered to the agent's store location by Division of Liquor Control auditors and it will arrive pre-configured for use with the Division's new inventory control system. The MIC comes with two (2) batteries, a recharger, and a pistol grip handle that can be screwed on or off depending upon the users' preference. The MIC being provided is an Intermec CK3X, Model 1007CP02 and it looks like this.

The MIC will communicate by Wi-Fi with a remote access point.
Battery life varies depending upon use, so the second battery should be kept in the charger and ready. There are many different states related to battery life.

- Battery in MICS = 8 hours to 2 days depending on usage and power state. If powered down in the hibernate mode the battery in the device will last the greatest period of time.
- Battery Plugged into charger charge slot = Always Charged or Charging
- Battery in MICS and on the charger = Always Charged or Charging
- Battery disconnected = Up to one month before charge diminishes.

Remote Access Point (RAP) – the remote access point or RAP is basically a Wi-Fi modem that allows the MIC to make a connection to the internet through a local area network. The RAP provides the MIC with a Wi-Fi connection to do so. **The Division of Liquor Control will provide one (1) RAP for each agency store**. The RAP will be delivered by a Division of Liquor Control auditor for placement and testing prior to the implementation of the new system. The RAP being provided by the State is an Aruba 155, Model APIN155, and it looks like this.

The Aruba 155 RAP comes with a power converter, a number of network connection ports, a small amount of network cable, and a mounting plate or stand. This device will not only allow the MIC to have a Wi-Fi connection but will also provide a secure IPSec encrypted connection back to the Division of Liquor Control.

The area within the store location that this device will cover varies depending upon where the device is placed within the agency and other factors such as building construction and materials. Typically its range is about a 100 hundred foot radius. Also, the RAP 155 can be set to 2.4 or 5.0 Ghz. **The Division of Liquor Control will deliver the RAPs pre-set to 5.0 Ghz**. Several additional Ethernet ports are on the RAP. These will be for future use or extended connectivity to other devices or additional RAP procured by the agent.

The RAP is connected to the internet through the agency's local area network and/or network wiring or cable.

Local Area Network Wiring or Network Cable – is the wiring that connects the RAP to the internet connection. The network wiring or cable **as provided by the agency store** should be CAT 5 Ethernet cable. Although it comes in many colors, it typically looks like this.

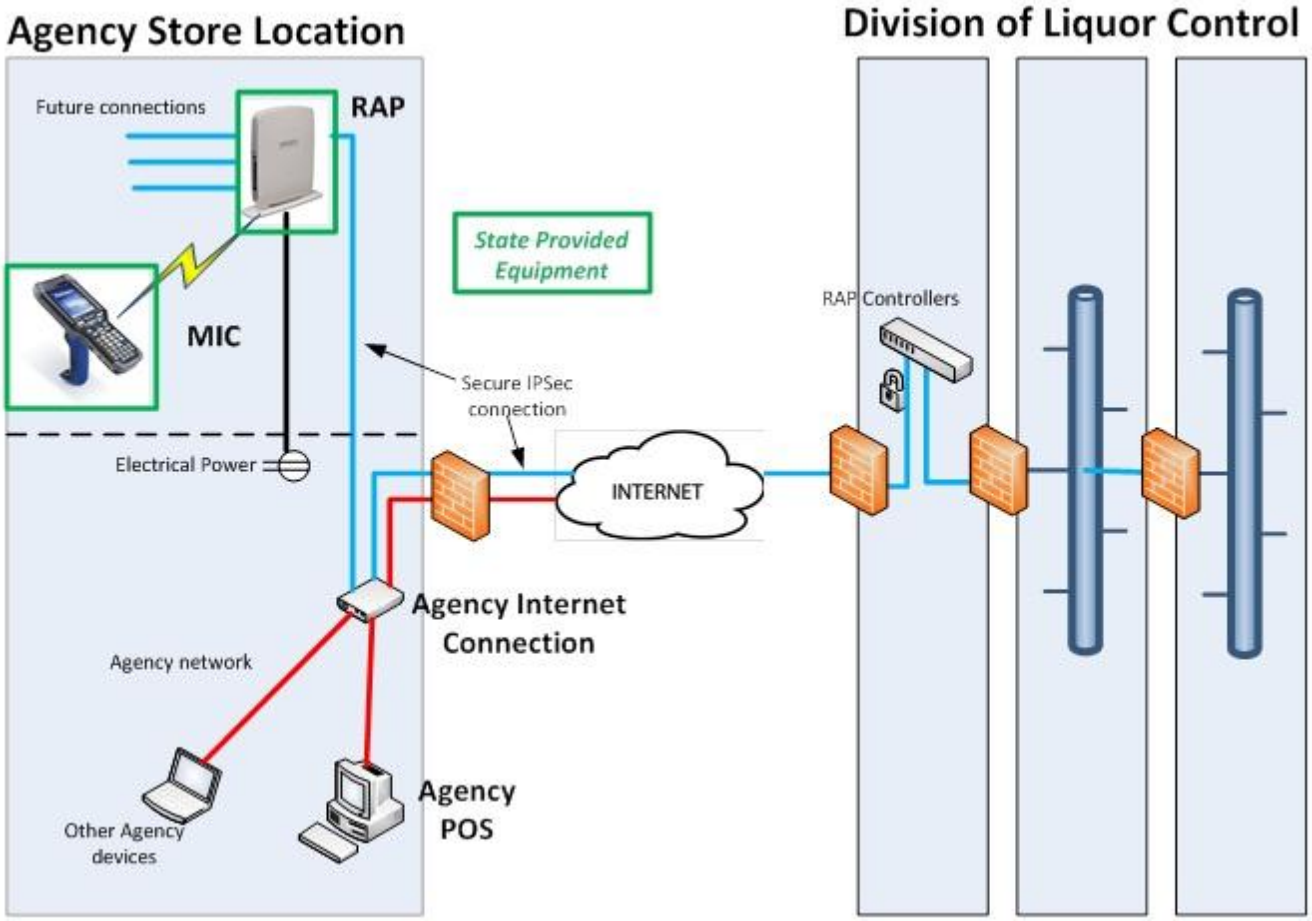
This cable can attach the RAP either to a PC or a local area network which has internet access already in place at the Agency store, or to a separate internet connection provided by the agency.

Internet connection – an internet connection is necessary for the inventory control system to properly function. This connection can be provided by the agency either through the agency's local area network connection, local DSL or Cable modem, 3G/4G wireless, or through a separate internet connection depending upon their internal IT security practices. The Division of Liquor Control requires a broadband internet connection. A broadband internet connection, as defined by ConnectOHIO (http://connectohio.org), is defined as: an internet service with advertised speeds of at least 768 Kbps downstream (download speeds) and 200 Kbps upstream (upload speeds). For better performance, however, service of at least 3 Mbps download and 768 Kbps upload speeds is recommended.

TYPICAL DEPLOYMENTS IN AGENCY STORES

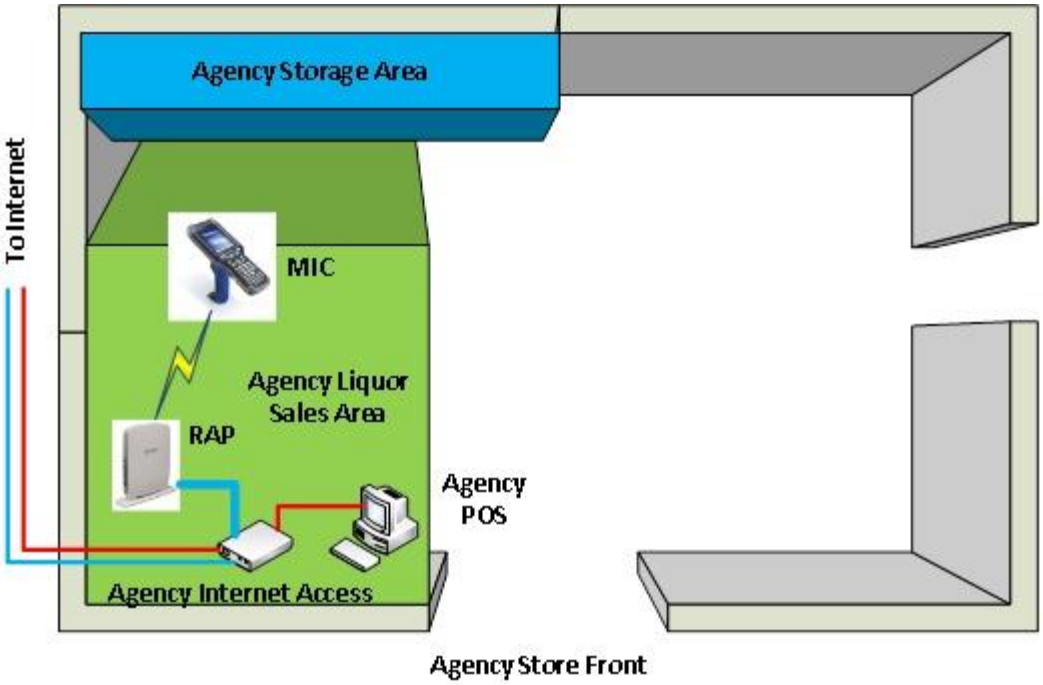
Deployment of the inventory control connectivity technology, on the whole, is similar in each store. The topology is roughly the same, in that the pre-configured MIC connects via Wi-Fi to the RAP, the RAP is connected to the agency's internet connection, and the MIC sends inventory data through the RAP which makes a secure connection to the Division of Liquor Control.

The next illustration shows the topology of the connectivity described above.

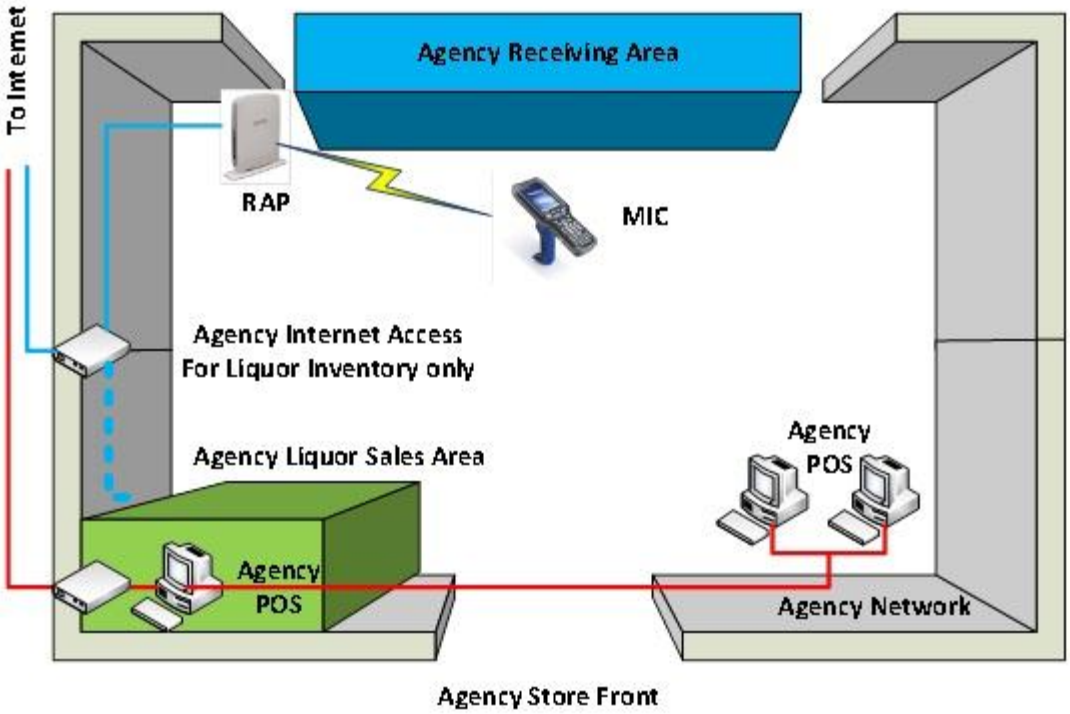


However, each store can have some variation as to how the actual deployment is made. These variations are due to the fact that not all agency stores have the same size, layouts, building structures, or locations of the receiving and sales areas.

For instance a smaller agency store (as illustrated here) may have a basic cable connection with its modem near its PC/cash register or point-of-sale (POS) system on a sales counter in its agency liquor sales area. The RAP can be attached to the internet modem and placed on the counter with it. The Wi-Fi coverage of the RAP extends across the entire liquor sales area and even covers the agency storage or receiving area.



In another scenario, the agency store is a corporate "big box" with a large receiving area, a liquor sales area some distance away from the receiving area, and its own corporate network connecting its POS systems. In this case, the RAP may be located by the agency in a ceiling area for best coverage; the agency provides a separate internet connection for corporate network security reasons; and may it may decide to wire for additional RAPs to cover larger areas of the store (dotted blue line in the illustration below).



APPENDIX B: Aruba Setup at Liquor Agency

Remote Access Point (RAP) – the remote access point or RAP is basically a Wi-Fi modem that allows the hand scanner to make a connection to the internet.

1) **Open box**, which contains the RAP, power supply and short network cable.

2) **Unpack the RAP** and assemble the stand, so it mounts upright on a flat surface.

3) **Connect the Ethernet cable** from the store internet source **to the connector** on the back of RAP marked **with the number 0**.
(When connecting directly to a cable modem, use the included short network cable to connect from the cable modem to the RAP connector with the number 0.)

4) **Connect the power** supply to the RAP.

5) Yellow and green lights show initial activity as it automatically configures itself.

6) This **setup portion will take 5 minutes or longer**, depending on the speed of the internet service at the store.

7) Activity will be shown in the form of flashing yellow and green lights.

8) Once the RAP is fully set up, you will see less light activity.

9) Power up the hand scanner to test for a successful connection.

10) **IF THE GREEN POWER LIGHT IS FLASHING** and no other lights are blinking, you do not have a good internet connection. Check the cable connection.

APPENDIX C: Troubleshooting Hand Scanner

No Home Screen on Scanner

Check the Connection

1) At the top of the hand scanner screen, there is an **indicator of how strong your connection is** (just like a cell phone). Signal strength is shown below.
   If you have any bars showing, you should be connected.

2) **If there is no connection**, restart the device.

Locate the Home button and tap it with your stylus

1) **Locate the bottom toolbar** (shown at right)
   If you do not see the Home button

   Tap to expand button at the bottom of the screen

2) Tap the **Home button**

3) Wait for the page to load

Restarting the Scanner

1) **Hold the power button down** until the power menu appears.

2) Select **Reboot**.