



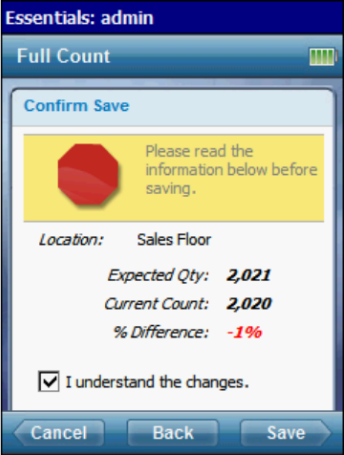
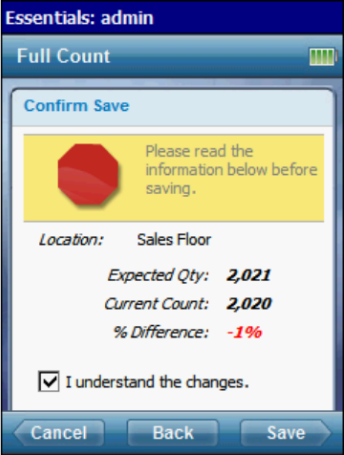
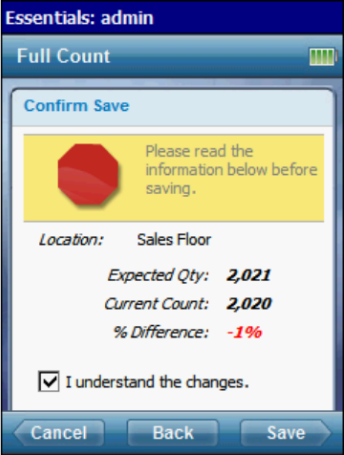





- A [red link](#) indicates a future link to another page in the Help system.
- A [blue link](#) indicates a future link to one of the tasks in this document.

A. Scan items for Full Cycle count

Task	Quick Steps	Detail Steps (steps with screen shots, best practices, tips, etc.)	Supporting Knowledge [links]												
A. Clear counts	<p>IMPORTANT: Perform Full Cycle count scans every Monday. Full Cycle counts must be approved by 10:30am local time.</p> <ol style="list-style-type: none"> 1. Power on the RFID device if it is not already on. 2. On the Main Menu, tap Count Admin. <table border="1" data-bbox="515 661 1376 897"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>A count is displayed</td> <td> <ol style="list-style-type: none"> 1. Tap either Save or Delete. 2. Proceed to Scan sales floor for Full Cycle count. </td> </tr> <tr> <td>A count is <i>not</i> listed</td> <td> <ol style="list-style-type: none"> 1. Tap OK. 2. Proceed to Scan sales floor for Full Cycle count. </td> </tr> </tbody> </table>	If...	Then...	A count is displayed	<ol style="list-style-type: none"> 1. Tap either Save or Delete. 2. Proceed to Scan sales floor for Full Cycle count. 	A count is <i>not</i> listed	<ol style="list-style-type: none"> 1. Tap OK. 2. Proceed to Scan sales floor for Full Cycle count. 	<p>IMPORTANT: Perform Full Cycle count scans every Monday. Full Cycle counts must be approved by 10:30am local time.</p> <ol style="list-style-type: none"> 1. Power on the RFID device if it is not already on. 2. On the Main Menu, tap Count Admin.  <table border="1" data-bbox="1407 1110 2557 1346"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>A count is displayed</td> <td> <ol style="list-style-type: none"> 1. Tap either Save or Delete. 2. Proceed to Scan sales floor for Full Cycle count. </td> </tr> <tr> <td>A count is <i>not</i> listed</td> <td> <ol style="list-style-type: none"> 1. Tap OK. 2. Proceed to Scan sales floor for Full Cycle count. </td> </tr> </tbody> </table>	If...	Then...	A count is displayed	<ol style="list-style-type: none"> 1. Tap either Save or Delete. 2. Proceed to Scan sales floor for Full Cycle count. 	A count is <i>not</i> listed	<ol style="list-style-type: none"> 1. Tap OK. 2. Proceed to Scan sales floor for Full Cycle count. 	<ul style="list-style-type: none"> • What is a Full Cycle Count? • Why clear counts? • Roles: Associate
If...	Then...														
A count is displayed	<ol style="list-style-type: none"> 1. Tap either Save or Delete. 2. Proceed to Scan sales floor for Full Cycle count. 														
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B. Scan sales floor for Full Cycle count	<p>IMPORTANT: Perform Full Cycle count scans every Monday morning. Full Cycle counts must be approved by 10:30am local time.</p> <p>IMPORTANT: Clear any counts currently on the RFID device before beginning a new count.</p> <ol style="list-style-type: none"> 1. On the RFID device Main Menu, tap Full Count. 2. Tap the sales floor location where you want to scan and then tap Next. 3. Tap Play in the menu bar at the top to begin the scan. 4. Scan all sales floor fixtures by aiming the RFID device at one corner of a fixture and moving the device in a sweeping "S" motion, left to right or top to bottom. 5. Perform a second scan of locations with counts significantly different from the Expected Qty. Scan locations slowly and flip through items to ensure all tags are counted. 6. Verify that the Count is within 90% of the Expected Qty amount. 	<p>IMPORTANT: Perform Full Cycle count scans every Monday morning. Full Cycle counts must be approved by 10:30am local time.</p> <p>IMPORTANT: Clear any counts currently on the RFID device before beginning a new count.</p> <ol style="list-style-type: none"> 1. On the RFID device Main Menu, tap Full Count. 	<ul style="list-style-type: none"> • What is a Full Cycle Count? • Best Practices: Scanning; Mapping the scan path; Interruptions • Video: Scanning demo • Consequences of counts below the 90% threshold • Tips to Investigate Count Variances • Roles: Associate 												





Task	Quick Steps	Detail Steps (steps with screen shots, best practices, tips, etc.)	Supporting Knowledge [links]						
	<table border="1"> <thead> <tr> <th data-bbox="515 189 739 304">Is the Count within 90% of Expected Qty?</th> <th data-bbox="739 189 1376 304">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="515 304 739 451">Yes</td> <td data-bbox="739 304 1376 451"> <ol style="list-style-type: none"> 1. Tap Next. 2. Tap the check box next to I understand the changes. 3. Tap Save to submit. 4. Proceed to Scan stock room for Full Cycle count. </td> </tr> <tr> <td data-bbox="515 451 739 536">No</td> <td data-bbox="739 451 1376 536">Go back to step 5 and rescan fixtures as needed. Also, see Tips to Investigate Count Variances.</td> </tr> </tbody> </table>	Is the Count within 90% of Expected Qty?	Then...	Yes	<ol style="list-style-type: none"> 1. Tap Next. 2. Tap the check box next to I understand the changes. 3. Tap Save to submit. 4. Proceed to Scan stock room for Full Cycle count. 	No	Go back to step 5 and rescan fixtures as needed. Also, see Tips to Investigate Count Variances .	<p>1. </p> <p>2. Tap the sales floor location where you want to scan and then tap Next. Ensure you know which fixtures you need to scan on the sales floor.</p> <p></p> <p>3. Tap Play in the menu bar at the top to begin the scan.</p> <p></p> <ul style="list-style-type: none"> • Count is the number of tags the device has picked up so far in the selected location. • Expected Qty is the number of tags the device expects to pick up in the selected location based on the last completed cycle count. • Count and Expected Qty may vary slightly based on sales and new receipts, but they must be within 90% of each for automatic approval. <p>4. Scan all sales floor fixtures by aiming the RFID device at one corner of a fixture and moving the device in a sweeping “S” motion, left to right or top to bottom.</p>	
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Task	Quick Steps	Detail Steps (steps with screen shots, best practices, tips, etc.)	Supporting Knowledge [links]						
		<ul style="list-style-type: none"> The device will beep really fast at first, but will slow down as the number of missed items decreases. Best Practice: Map your path ahead of time to ensure you count all wall and interior fixtures. Missing a fixture will result in an inaccurate count that could drive unnecessary replenishment to your store. See this Scanning demo video. Best Practice: If you are interrupted, tap Pause in the menu bar. Then place a Post It note on the location where you stopped your scan so that you know where to begin again. <ol style="list-style-type: none"> Perform a second scan of locations with counts significantly different from the Expected Qty. Scan locations slowly and flip through items to ensure all tags are counted. Verify that the Count is within 90% of the Expected Qty amount. <table border="1" data-bbox="1407 473 2557 1225"> <thead> <tr> <th data-bbox="1407 473 1703 560">Is the Count within 90% of Expected Qty?</th> <th data-bbox="1703 473 2557 560">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="1407 560 1703 1139">Yes</td> <td data-bbox="1703 560 2557 1139"> <ol style="list-style-type: none"> Tap Next. Tap the check box next to I understand the changes.  Tap Save to submit. Proceed to Scan stock room for Full Cycle count. </td> </tr> <tr> <td data-bbox="1407 1139 1703 1225">No</td> <td data-bbox="1703 1139 2557 1225">Go back to step 5 and rescan fixtures as needed. Also, see Tips to Investigate Count Variances.</td> </tr> </tbody> </table>	Is the Count within 90% of Expected Qty?	Then...	Yes	<ol style="list-style-type: none"> Tap Next. Tap the check box next to I understand the changes.  Tap Save to submit. Proceed to Scan stock room for Full Cycle count. 	No	Go back to step 5 and rescan fixtures as needed. Also, see Tips to Investigate Count Variances .	
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No	Go back to step 5 and rescan fixtures as needed. Also, see Tips to Investigate Count Variances .								
C. Scan stock room for Full Cycle count	<p>IMPORTANT: Perform Full Cycle count scans every Monday morning. Full Cycle counts must be approved by 10:30am local time.</p> <p>IMPORTANT: Always scan the sales floor first before scanning the stock room.</p> <ol style="list-style-type: none"> On the RFID device Main Menu, tap Full Count. Tap the stock room location where you want to scan and then tap Next. If necessary, lower the intensity of the signal by tapping the Signal icon at the top. This helps avoid picking up tags outside the stock room. Tap Play in the menu bar at the top to begin the scan. Scan all shelves by aiming the RFID device at one corner of a shelf and moving the device in a sweeping “S” motion, left to right or top to bottom. Perform a second scan of locations with counts significantly different from the Expected Qty. Flip through items to ensure all tags are counted. Verify that the Count is within 90% of the Expected Qty amount. <table border="1" data-bbox="519 1778 1376 1834"> <thead> <tr> <th data-bbox="519 1778 739 1834">Is the count within</th> <th data-bbox="739 1778 1376 1834">Then...</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Is the count within	Then...			<p>IMPORTANT: Perform Full Cycle count scans every Monday morning. Full Cycle counts must be approved by 10:30am local time.</p> <p>IMPORTANT: Always scan the sales floor first before scanning the stock room.</p> <ol style="list-style-type: none"> On the RFID device Main Menu, tap Full Count. 	<ul style="list-style-type: none"> What is a Full Cycle Count? Best Practices: Scanning; Mapping the scan path; Interruptions Consequences of counts below the 90% threshold Consequences of picking up tags outside stock room Tips to Investigate Count Variances Roles: Associate 		
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Task	Quick Steps	Detail Steps (steps with screen shots, best practices, tips, etc.)	Supporting Knowledge [links]						
	<table border="1"> <tr> <td data-bbox="522 189 739 278">90% of Expected Qty?</td> <td data-bbox="739 189 1370 278"></td> </tr> <tr> <td data-bbox="522 278 739 419">Yes</td> <td data-bbox="739 278 1370 419"> <ol style="list-style-type: none"> 1. Tap Next. 2. Tap the check box next to I understand the changes. 3. Tap Save to submit. 4. Ask Lead or ASM to Approve counts. </td> </tr> <tr> <td data-bbox="522 419 739 479">No</td> <td data-bbox="739 419 1370 479">Go back to step 6 and rescan shelves as needed.</td> </tr> </table>	90% of Expected Qty?		Yes	<ol style="list-style-type: none"> 1. Tap Next. 2. Tap the check box next to I understand the changes. 3. Tap Save to submit. 4. Ask Lead or ASM to Approve counts. 	No	Go back to step 6 and rescan shelves as needed.	<ol style="list-style-type: none"> 1. Tap the Full Count icon in the Essentials Mobile menu.  2. Tap the stock room location where you want to scan and then tap Next.  3. If necessary, lower the intensity of the signal by tapping the Signal icon at the top. This helps avoid picking up tags outside the stock room. 4. Tap Play in the menu bar at the top to begin the scan.  <ul style="list-style-type: none"> • Count is the number of tags the device has picked up so far in the selected location. • Expected Qty is the number of tags the device expects to pick up in the selected location based on the last completed cycle count. • Count and Expected Qty may vary slightly based on sales and new receipts, but they must be within 90% of each for automatic approval. 5. Scan all shelves by aiming the RFID device at one corner of a shelf and moving the device in a sweeping "S" motion, left to right or top to bottom. <ul style="list-style-type: none"> • The device will beep really fast at first, but will slow down as the number of missed items decreases. 	
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Task	Quick Steps	Detail Steps (steps with screen shots, best practices, tips, etc.)	Supporting Knowledge [links]						
		<ul style="list-style-type: none"> • Best Practice: Map your path ahead of time to ensure you count all shelves. Missing a shelf will result in an inaccurate count that could drive unnecessary replenishment to your store. See this Scanning demo video. • Best Practice: If you are interrupted, tap Pause in the menu bar. Then place a Post It note on the location where you stopped your scan so that you know where to begin again. <p>6. Perform a second scan of locations with counts significantly different from the Expected Qty. Flip through items to ensure all tags are counted.</p> <p>7. Verify that the Count is within 90% of the Expected Qty amount.</p> <table border="1" data-bbox="1407 419 2557 1145"> <thead> <tr> <th data-bbox="1407 419 1703 504">Is the count within 90% of Expected Qty?</th> <th data-bbox="1703 419 2557 504">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="1407 504 1703 1084">Yes</td> <td data-bbox="1703 504 2557 1084"> <ol style="list-style-type: none"> 1. Tap Next. 2. Tap the check box next to I understand the changes. <div data-bbox="1765 580 2097 1014" data-label="Image"> </div> 3. Tap Save to submit. 4. Ask Lead or ASM to Approve counts. </td> </tr> <tr> <td data-bbox="1407 1084 1703 1145">No</td> <td data-bbox="1703 1084 2557 1145">Go back to step 6 and rescan shelves as needed.</td> </tr> </tbody> </table>	Is the count within 90% of Expected Qty?	Then...	Yes	<ol style="list-style-type: none"> 1. Tap Next. 2. Tap the check box next to I understand the changes. <div data-bbox="1765 580 2097 1014" data-label="Image"> </div> 3. Tap Save to submit. 4. Ask Lead or ASM to Approve counts. 	No	Go back to step 6 and rescan shelves as needed.	
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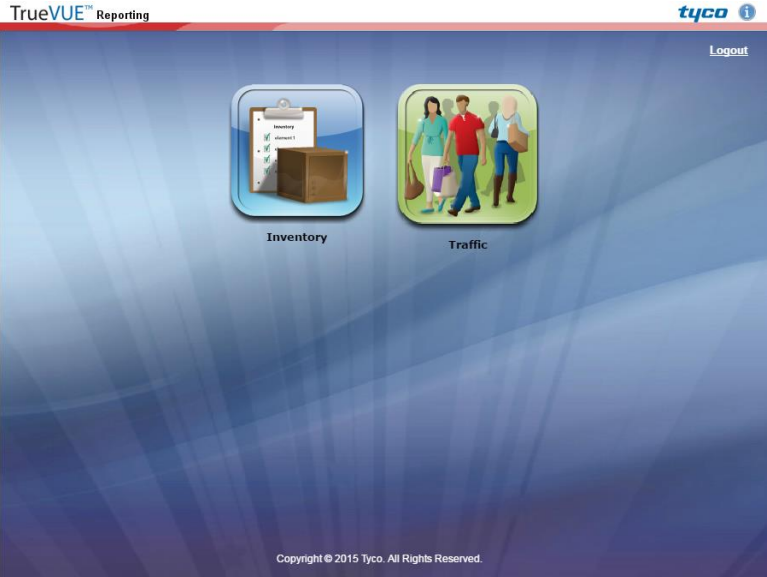

B. Approve counts

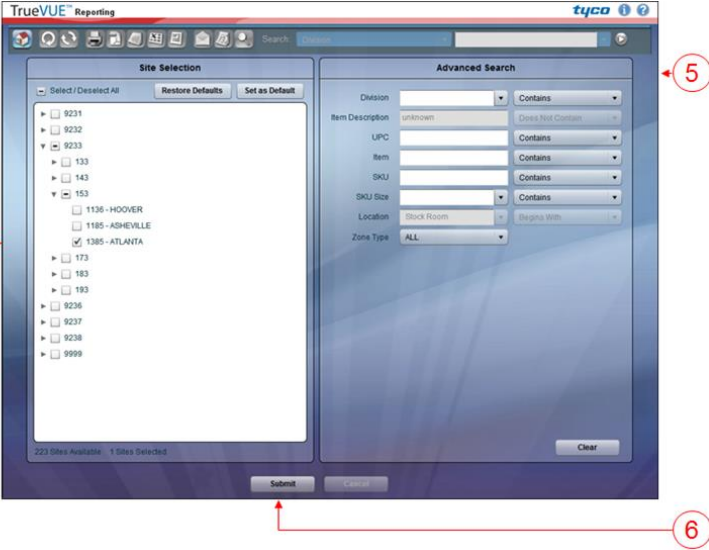
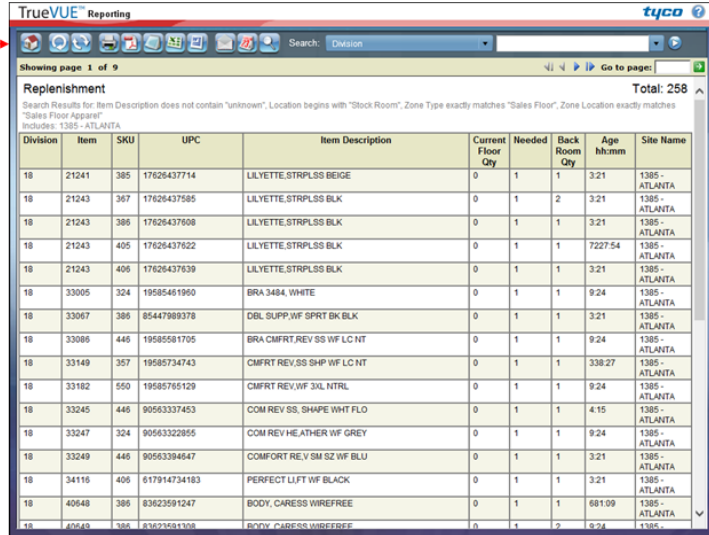
Task	Quick Steps	Detail Steps (steps with screen shots, best practices, tips, etc.)	Supporting Knowledge [links]																		
<p>A. Review counts</p>	<p>IMPORTANT: Perform Full Cycle count scans every Monday morning. Full Cycle counts must be approved by 10:30am local time.</p> <ol style="list-style-type: none"> Power on the RFID device if it is not already on. On the Main Menu, tap Approve Count. <table border="1" data-bbox="522 455 1373 808"> <thead> <tr> <th>Do you approve <i>all</i> the counts?</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td> <p>Note: Only counts that fall <i>below</i> the 90% threshold will display on the Approve Count screen.</p> <ol style="list-style-type: none"> Tap Approve. Ask replenishment team to Replenish items. </td> </tr> <tr> <td>No</td> <td>Proceed to step 3 below.</td> </tr> </tbody> </table> <p>3. Tap a location/division to review details about that individual count.</p> <table border="1" data-bbox="540 878 1373 1225"> <thead> <tr> <th>Do you approve the individual count?</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td> <ol style="list-style-type: none"> Tap Approve. Return to the Approve Count screen and select another count to review until you have approved all the counts listed. Ask replenishment team to Replenish items. </td> </tr> <tr> <td>No</td> <td>Proceed to Investigate count variances.</td> </tr> </tbody> </table>	Do you approve <i>all</i> the counts?	Then...	Yes	<p>Note: Only counts that fall <i>below</i> the 90% threshold will display on the Approve Count screen.</p> <ol style="list-style-type: none"> Tap Approve. Ask replenishment team to Replenish items. 	No	Proceed to step 3 below.	Do you approve the individual count?	Then...	Yes	<ol style="list-style-type: none"> Tap Approve. Return to the Approve Count screen and select another count to review until you have approved all the counts listed. Ask replenishment team to Replenish items. 	No	Proceed to Investigate count variances .	<p>IMPORTANT: Perform Full Cycle count scans every Monday morning. Full Cycle counts must be approved by 10:30am local time.</p> <ol style="list-style-type: none"> Power on the RFID device if it is not already on. On the Main Menu, tap Approve Count.  <table border="1" data-bbox="1411 903 2554 1806"> <thead> <tr> <th>Do you approve <i>all</i> the counts?</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td> <p>Note: Only counts that fall <i>below</i> the 90% threshold will display on the Approve Count screen.</p> <ol style="list-style-type: none"> Tap Approve.  <ol style="list-style-type: none"> Ask replenishment team to Replenish items. </td> </tr> <tr> <td>No</td> <td>Proceed to step 3 below.</td> </tr> </tbody> </table>	Do you approve <i>all</i> the counts?	Then...	Yes	<p>Note: Only counts that fall <i>below</i> the 90% threshold will display on the Approve Count screen.</p> <ol style="list-style-type: none"> Tap Approve.  <ol style="list-style-type: none"> Ask replenishment team to Replenish items. 	No	Proceed to step 3 below.	<ul style="list-style-type: none"> What is a Full Cycle Count? Best Practices: Reviewing counts Consequences of counts below the 90% threshold Roles: Lead/ASM
Do you approve <i>all</i> the counts?	Then...																				
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		<p>3. Tap a location/division to review details about that individual count.</p>  <table border="1" data-bbox="1417 647 2551 1520"> <thead> <tr> <th data-bbox="1417 647 1721 731">Do you approve the individual count?</th> <th data-bbox="1721 647 2551 731">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="1417 731 1721 1433">Yes</td> <td data-bbox="1721 731 2551 1433"> <p>1. Tap Approve.</p>  <p>2. Return to the Approve Count screen and select another count to review until you have approved all the counts listed.</p> <p>3. Ask replenishment team to Replenish items.</p> </td> </tr> <tr> <td data-bbox="1417 1433 1721 1520">No</td> <td data-bbox="1721 1433 2551 1520">Proceed to Investigate count variances.</td> </tr> </tbody> </table>	Do you approve the individual count?	Then...	Yes	<p>1. Tap Approve.</p>  <p>2. Return to the Approve Count screen and select another count to review until you have approved all the counts listed.</p> <p>3. Ask replenishment team to Replenish items.</p>	No	Proceed to Investigate count variances .	
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No	Proceed to Investigate count variances .								
B. Investigate count variances	<p>IMPORTANT: Perform Full Cycle count scans every Monday morning. Full Cycle counts must be approved by 10:30am local time.</p> <ol style="list-style-type: none"> After counts have been reviewed, perform one or all of the investigative suggestions below to determine the reason for the count variance: <ul style="list-style-type: none"> Run a Cycle Count Report to view the differences between actual counts and expected counts for all counts on the current date. 	[Detail Steps not required.]	<ul style="list-style-type: none"> What is a Full Cycle Count? What is a Cycle Count Report? What is a Cycle Count History Report? What is a Partial Count? Best Practices: Reviewing counts; Scanning; Mapping the 						



Task	Quick Steps	Detail Steps <i>(steps with screen shots, best practices, tips, etc.)</i>	Supporting Knowledge [links]						
	<ul style="list-style-type: none"> • Run a Cycle Count History Report to review count execution. • Run a second Full Cycle count, or Run a Partial Count to correct a specific zone. <p>2. Decide whether to approve the count(s).</p> <table border="1" data-bbox="534 294 1392 560"> <thead> <tr> <th data-bbox="534 294 752 385">Do you approve <i>all</i> the counts?</th> <th data-bbox="752 294 1392 385">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="534 385 752 471">Yes</td> <td data-bbox="752 385 1392 471"> <ol style="list-style-type: none"> 1. Approve counts. 2. Ask replenishment team to Replenish items. </td> </tr> <tr> <td data-bbox="534 471 752 560">No</td> <td data-bbox="752 471 1392 560">Go back to step 2 above and continue investigating.</td> </tr> </tbody> </table>	Do you approve <i>all</i> the counts?	Then...	Yes	<ol style="list-style-type: none"> 1. Approve counts. 2. Ask replenishment team to Replenish items. 	No	Go back to step 2 above and continue investigating.		<p>scan path; Interruptions</p> <ul style="list-style-type: none"> • Consequences of counts below the 90% threshold • Roles: Lead/ASM
Do you approve <i>all</i> the counts?	Then...								
Yes	<ol style="list-style-type: none"> 1. Approve counts. 2. Ask replenishment team to Replenish items. 								
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C. Replenish items

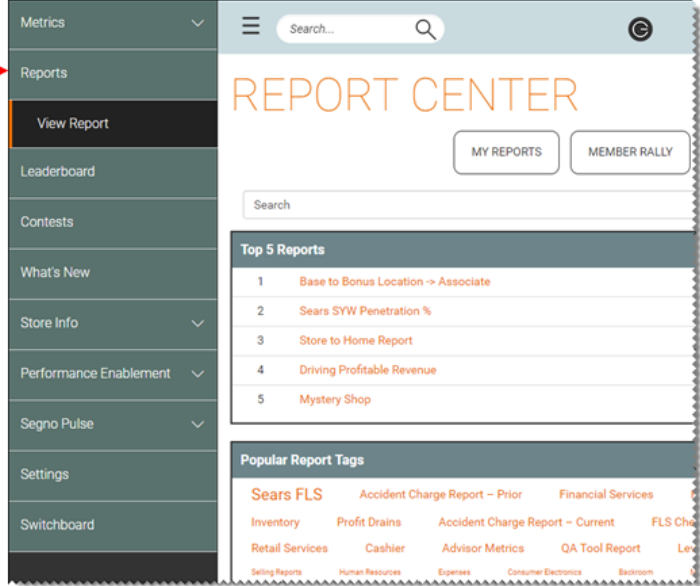

Task	Quick Steps	Detail Steps (steps with screen shots, best practices, tips, etc.)	Supporting Knowledge [links]
<p>A. Run Replenishment Report</p>	<p>IMPORTANT: Ensure Full Cycle counts have been approved before running Replenishment Report.</p> <ol style="list-style-type: none"> 1. Log on to TrueVUE. 2. Click Inventory. 3. Click Replenishment. 4. Select your store from the Site Selection section on the left. 5. Use the Advance Search on the right to limit the report to specific criteria. 6. Click Submit. 7. Click Print in the menu bar to print the Replenishment Report, or tap one of the Export to... options and print from the selected app. <p>Best Practice: If you have Microsoft Excel on your computer, click Export to Excel when the report displays. Excel enables you to resize the report so that it fits on one page when you print it.</p> <ol style="list-style-type: none"> 8. Give Replenishment Report to Backroom associate and ask to gather replenish items. 	<p>IMPORTANT: Ensure Full Cycle counts have been approved before running Replenishment Report.</p> <ol style="list-style-type: none"> 1. Log on to TrueVUE. 2. Click Inventory.  <p>3. Click Replenishment.</p>  <ol style="list-style-type: none"> 4. Select your store from the Site Selection section on the left. 5. Use the Advance Search on the right to limit the report to specific criteria. 6. Click Submit. 	<ul style="list-style-type: none"> • What is a Full Cycle Count? • What is a Replenishment Report? • What is TrueVUE? • Best Practices: Printing report • Roles: Associate

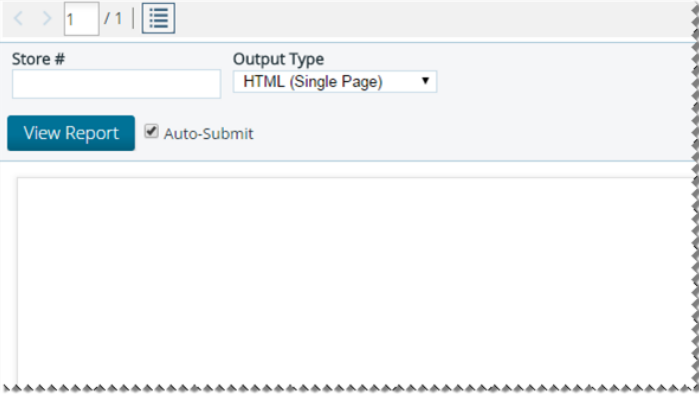
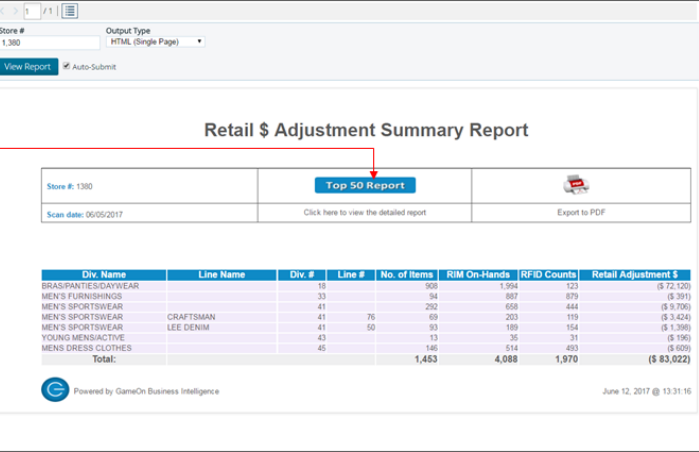
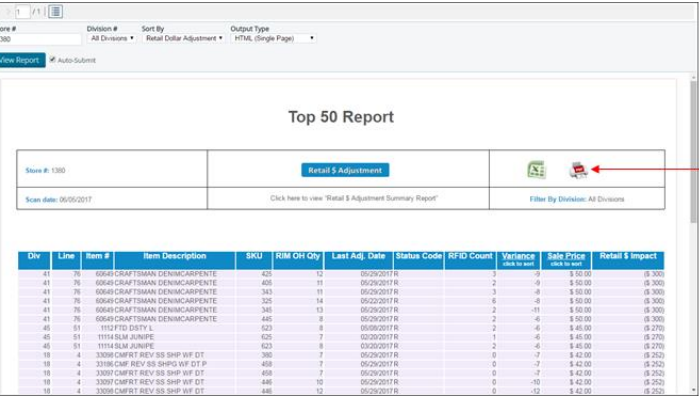
Task	Quick Steps	Detail Steps (steps with screen shots, best practices, tips, etc.)	Supporting Knowledge [links]
		<p data-bbox="1407 102 2107 137">Detail Steps (steps with screen shots, best practices, tips, etc.)</p>  <p data-bbox="1407 741 2557 794">7. Click Print in the menu bar to print the Replenishment Report, or tap one of the Export to... options and print from the selected app.</p>  <p data-bbox="1407 1338 2536 1391">Best Practice: If you have Microsoft Excel on your computer, click Export to Excel when the report displays. Excel enables you to resize the report so that it fits on one page when you print it.</p> <p data-bbox="1407 1411 2240 1437">8. Give Replenishment Report to Backroom associate and ask to gather replenish items.</p>	
B. Replenish sales floor	<ol data-bbox="515 1528 1361 1830" style="list-style-type: none"> 1. Backroom associate obtains Replenishment Report. 2. Retrieve the RFID device and tap Reports on the Main Menu. 3. Tap Replenishment. 4. Tap any search fields to limit your search to specific items and then tap Next; or just tap Next to locate all items needing replenishment. 5. Tap the “Geiger counter” icon next to the item on the Replenishment screen that you want to locate. The device will beep faster the closer you get to the item. 6. Find items by aiming the RFID device in the direction where the device beeps faster and the signal grows stronger. 7. Place items in the appropriate receptacle, and then tap Find Next to locate the next item on the list. 	<ol data-bbox="1407 1528 2013 1580" style="list-style-type: none"> 1. Backroom associate obtains Replenishment Report. 2. Retrieve the RFID device and tap Reports on the Main Menu. 	<ul data-bbox="2588 1528 2909 1836" style="list-style-type: none"> • What is a Full Cycle Count? • What is a Replenishment Report? • What is TrueVUE? • Best Practices: Finding items; Pushing items to sales floor; Working replenishment • Consequences of un replenished items. • Roles: Backroom/MCA, ASM Softlines or Softlines Lead

Task	Quick Steps	Detail Steps (steps with screen shots, best practices, tips, etc.)	Supporting Knowledge [links]
	<p>8. Push items out to sales floor and notify MCA that they're ready for replenishment.</p> <p>9. MCA replenishes all items by referring to the printed Replenishment Report. Also refer to the planograms and typicals, if necessary, for item placement.</p> <p>IMPORTANT: Always work the items with "0" Current Floor Qty on the Replenishment Report first, then focus on items that are <i>above</i> the 96 hour Age threshold.</p>	 <p>2</p> <p>3. Tap Replenishment.</p>  <p>4. Tap any search fields to limit your search to specific items and then tap Next; or just tap Next to locate all items needing replenishment.</p> 	

Task	Quick Steps	Detail Steps (steps with screen shots, best practices, tips, etc.)	Supporting Knowledge [links]
		<p>5. Tap the “Geiger counter” icon next to the item on the Replenishment screen that you want to locate.</p>  <p>6. Find items by aiming the RFID device in the direction where the device beeps faster and the signal grows stronger.</p> <p>7. Place items in the appropriate receptacle, and then tap Find Next to locate the next item on the list.</p>  <p>8. Push items out to sales floor and notify MCA that they're ready for replenishment.</p> <p>9. MCA replenishes all items by referring to the printed Replenishment Report. Also refer to the planograms and typicals, if necessary, for item placement.</p> <p>IMPORTANT: Always work the items with “0” Current Floor Qty on the Replenishment Report first, then focus on items that are <i>above</i> the 96 hour Age threshold.</p>	

D. Audit RIM variances

Task	Quick Steps	Detail Steps (steps with screen shots, best practices, tips, etc.)	Supporting Knowledge [links]
<p>A. Run RIM Variance Report</p>	<p>NOTE: The RIM Variance Report updates every Monday at 4pm CT. Ensure all items have been replenished before running RIM Variance Report.</p> <ol style="list-style-type: none"> 1. Log onto GameOn with your Enterprise ID and password. 2. Select Reports on the left navigation bar to open the Reports Center. 3. Search for and select RFID/RIM Variance Report (Retail \$ Adjustment Report). 4. Enter your store number in the Store # field and then click View Report. 5. Click the Top 50 Report button. 6. Print or export the report as needed. 7. Proceed to Investigate RIM variances. 	<p>NOTE: The RIM Variance Report updates every Monday at 4pm CT. Ensure all items have been replenished before running RIM Variance Report.</p> <ol style="list-style-type: none"> 1. Log onto GameOn with your Enterprise ID and password. 2. Select Reports on the left navigation bar to open the Reports Center.  <ol style="list-style-type: none"> 3. Search for and select RFID/RIM Variance Report (Retail \$ Adjustment Report).  <ol style="list-style-type: none"> 4. Enter your store number in the Store # field and then click View Report. 	<ul style="list-style-type: none"> • What is RIM? • What is a RIM Variance Report? • Roles

Task	Quick Steps	Detail Steps (steps with screen shots, best practices, tips, etc.)	Supporting Knowledge [links]
		<p>4</p>  <p>5. Click the Top 50 Report button.</p>  <p>6. Print or export the report as needed.</p>  <p>7. Proceed to Investigate RIM variances.</p>	
B. Investigate RIM variances	<ol style="list-style-type: none"> Obtain recent RIM Variance Report. Investigate all RIM variances by doing one or all of the following: <ul style="list-style-type: none"> Ensure the Full Cycle count was performed [link to Scan items for Full Cycle count] and submitted [link to Approve counts] correctly. Ensure all items were tagged [link to Tag items] per company guidelines. Locate the items in the store to determine the correct count. Refer to Researching OOS in RIM for details. 	<p>[Detail Steps not required.]</p>	<ul style="list-style-type: none"> What is RIM? What is a RIM Variance Report? What are tags? Best Practices: Investigating RIM variances Roles

Task	Quick Steps	Detail Steps (steps with screen shots, best practices, tips, etc.)	Supporting Knowledge [links]								
	<ul style="list-style-type: none"> Determine that items are missing (i.e., stolen, misplaced, etc.). <p>3. Determine reason(s) for variances and then assign tasks the appropriate associates to work the RIM variances.</p>										
C. Work RIM variances	<p>1. Work RIM variances based on what was learned during the variance investigation:</p> <table border="1" data-bbox="522 479 1373 915"> <thead> <tr> <th data-bbox="522 479 739 540">If...</th> <th data-bbox="739 479 1373 540">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="522 540 739 626">Items were not tagged correctly</td> <td data-bbox="739 540 1373 626">Assign a sales floor associate to tag the items per company guidelines.</td> </tr> <tr> <td data-bbox="522 626 739 828">Items were found in a different location</td> <td data-bbox="739 626 1373 828"> <ul style="list-style-type: none"> If found on Monday before 10:30am, scan the items with the RFID device. If found on Monday after 10:30am (or any other day), update the on-hand item counts using the SNC. See the On-Hand Count Adjustment Quick Reference for details. </td> </tr> <tr> <td data-bbox="522 828 739 915">Items are missing (i.e., stolen, lost)</td> <td data-bbox="739 828 1373 915">Allow the next Full Cycle count to account for the missing items.</td> </tr> </tbody> </table> <p>2. Once items are updated on RIM, they will drop off the RIM Variance Report the following Monday after 4pm CT, as long as they've been updated by Friday.</p>	If...	Then...	Items were not tagged correctly	Assign a sales floor associate to tag the items per company guidelines.	Items were found in a different location	<ul style="list-style-type: none"> If found on Monday before 10:30am, scan the items with the RFID device. If found on Monday after 10:30am (or any other day), update the on-hand item counts using the SNC. See the On-Hand Count Adjustment Quick Reference for details. 	Items are missing (i.e., stolen, lost)	Allow the next Full Cycle count to account for the missing items.	[Detail Steps not required.]	<ul style="list-style-type: none"> What is RIM? What is a RIM Variance Report? What is the SNC? Best Practices: Working RIM variances Roles
If...	Then...										
Items were not tagged correctly	Assign a sales floor associate to tag the items per company guidelines.										
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