



**Dynamics 365**

**INVENTORY  
CYCLE COUNT**

## OVERVIEW

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This document shows how to conduct weekly cycle counts as well as monthly inventory.

### **Counting tips**

- Receive all open PO's for your store
- Delete all existing counting sheets for your store before starting process
- Work through all back stock and fill shelves prior to taking inventory
- Organize back stock by item type for accurate counting
- Rotate products on display with shortest code date in front, when applicable

### **Inventory Guidelines – General:**

- All store management should be trained to capture, input, and perform the inventory process.
- Two people (Customer Service Manager or above) must review and confirm all inventory items.
- Count all items by specific item number; do not group by price point or category.
- Count one supplier at a time. Start at one end of the display area and work systematically through all items – shelf by shelf. This is important so that no merchandise is missed in the count.
- Do not forget to include back stock counts.

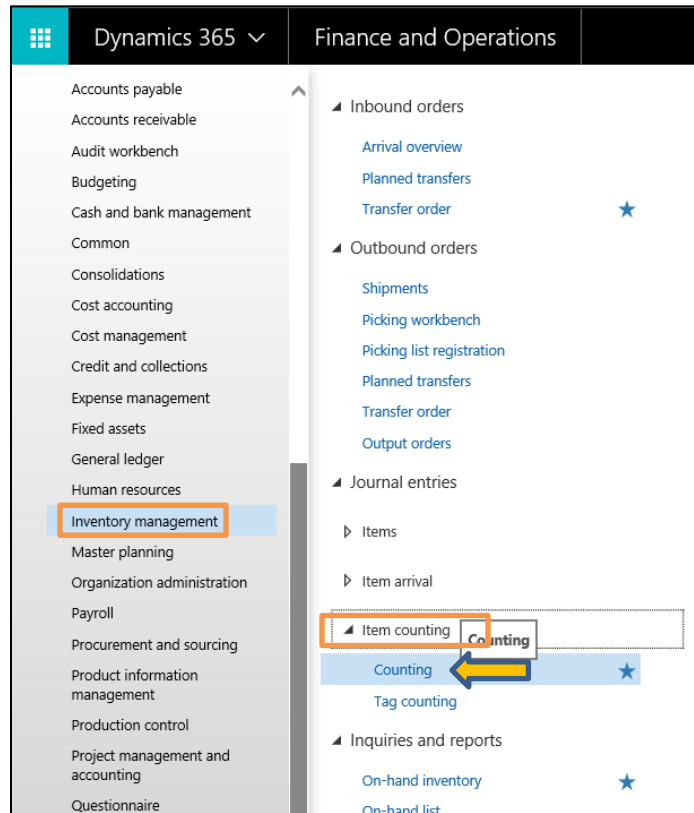
### **Monthly Inventory Guidelines:**

- Include all new goods (mattresses, bed frames, sheets, pillows, rugs, soft drinks, water, and frozen snacks). Do not include Seasonal.
- Conduct inventory on the 4<sup>th</sup> Thursday of every month unless it falls on or near a holiday. Otherwise, follow the dates provided by your leadership. The hours to complete inventory are between 12:00 p.m. and close of business.
- Once inventory information is complete, both people (Customer Service Manager or above) must sign the On-hand Inventory report to ensure and acknowledge that information for submission is correct.

PURPOSE

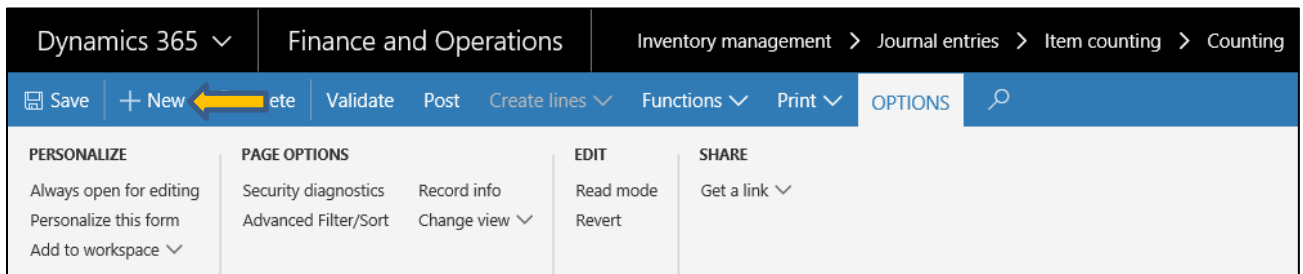
This document shows how to conduct weekly cycle counts as well as monthly inventory.

COMPLETING AN INVENTORY CYCLE COUNT



To complete an inventory cycle count:

1. Login to Dynamics 365.
2. Navigate to this path: **Inventory Management > Journal entries > Item counting > Counting.**



3. Click **New**.

COMPLETING AN INVENTORY CYCLE COUNT, CONTINUED

**Create inventory journal**

**Overview**

**IDENTIFICATION**

Name: CNT058

Journal: INVADJ-000...

Description: Store 058 09/12/2019

**STORE INVENTORY**

Site: GWAZ

Warehouse: Store 058

**Counting by**

**FIXED VIEW**

Configuration: Yes

Size: No

Color: No

Style: No

Site: Yes

Warehouse: No

Inventory status: No

Location: No

License plate: No

Batch number: No

Serial number: No

Owner: No

**General**

**VOUCHER**

Voucher series: Inve\_10

Selection by: Posting

New voucher by: Change date

**POSTING**

Detail level: Details

Delete lines after posting: No

Offset account: [Empty]

**Setup**

**INVENTORY**

Reservation: Manual

**COUNTING**

Counting status registration policy: Disable counting status reg...

**EMPLOYEE**

Worker: 42524

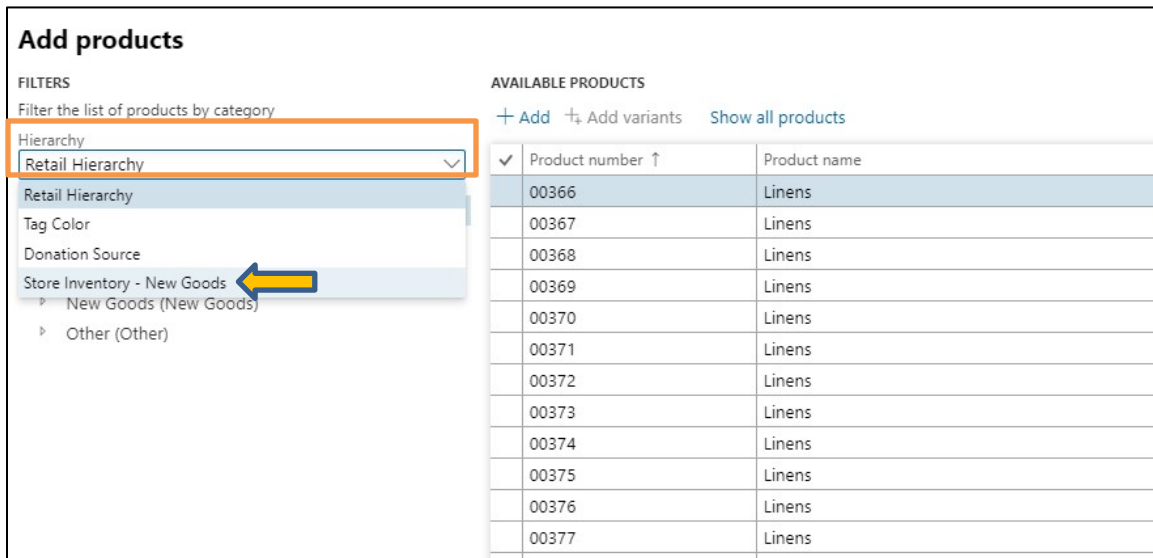
OK Cancel

4. This brings up the **Create inventory journal** screen. Under **Overview > Name** select your store’s count journal from the drop-down menu.
5. Under **Description**, replace XX/XX/XXXX with today’s date. Here is an example of how it should look: **Store 058 09/12/2019**
6. Under **Site**, choose **GWAZ**.
7. Under the **Warehouse** drop-down menu, select your store number.
8. Under **Setup**, scroll to the **Worker** drop-down field and then type your badge number or select an option from the drop-down menu and click **OK**.
9. Click **OK**.

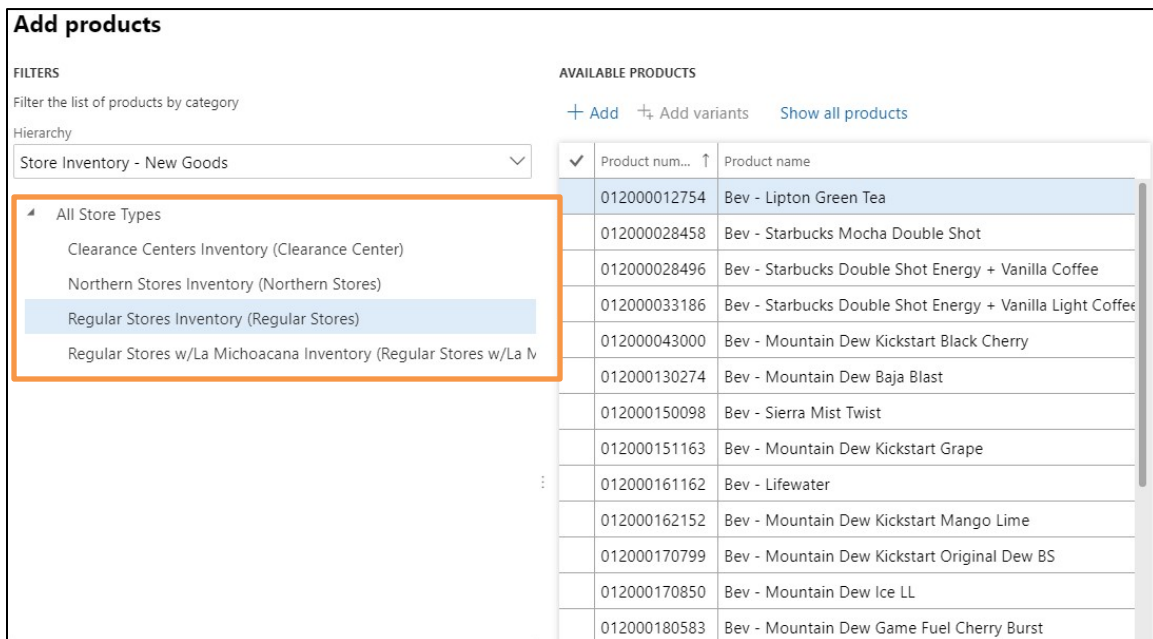
COMPLETING AN INVENTORY CYCLE COUNT, CONTINUED



10. A blank inventory adjustment journal is generated. Click **Add Products**.



11. From the **Hierarchy** drop-down menu, select **Store Inventory – New Goods**.



12. From the **All Store Types** list, select the appropriate new goods store type.

COMPLETING AN INVENTORY CYCLE COUNT, CONTINUED

**AVAILABLE PRODUCTS**

+ Add Add variants

Product number	Product name ↑
849566036364	Bath - 14 pcs Fabric Shower Curtain Set
849566036357	Bath - 15pc Bath Set
849566036371	Bath - 2pc Ultra Soft Bathmat
191409067050	Bath - Disney Beach Towel
01215908	Bev - Aquafina Water 20oz
01236901	Bev - Brisk Lemon Iced Tea
01213405	Bev - Diet Mountain Dew 20oz
01213007	Bev - Diet Pepsi 20oz
052000324815	Bev - Gatorade Cool Blue 20oz
05200032866	Bev - Gatorade Fruit Punch
052000328684	Bev - Gatorade Lemon-Lime 20oz

**Product name**

↑ Sort A to Z

↓ Sort Z to A

Product name contains ▾

Apply Clear

13. From the **Available Products** section, click **Product Name** to expand.

14. Click **Sort A to Z**.

15. Click the top left checkbox to select all products.

16. Click **+ Add**.

**AVAILABLE PRODUCTS**

+ Add Add variants Show all products

Product number ↑	Product name
012000012754	Bev - Lipton Green Tea
012000018800	Bev - Pepsi Max
012000028458	Bev - Starbucks Mocha Double Shot
012000028496	Bev - Starbucks Double Shot Energy + Vanilla Coffee
012000033186	Bev - Starbucks Double Shot Energy + Vanilla Light Coffee
012000043000	Bev - Mountain Dew Kickstart Black Cherry
012000110221	Bev - Brisk Tea Mango
012000110443	Bev - Mountain Dew Kickstart Orange
012000130274	Bev - Mountain Dew Baja Blast
012000141980	Bev - Sangrita Blast
012000150098	Bev - Sierra Mist Twist
012000151163	Bev - Mountain Dew Kickstart Grape
012000161162	Bev - Lifewater
012000162152	Bev - Mountain Dew Kickstart Mango Lime
012000170799	Bev - Mountain Dew Kickstart Original Dew BS
012000170850	Bev - Mountain Dew Ice LL
012000180583	Bev - Mountain Dew Game Fuel Cherry Burst
012000180590	Bev - Mountain Dew Game Fuel Berry Blast
01212901	Bev - Pepsi 20oz
01213007	Bev - Diet Pepsi 20oz
01213104	Bev - Mountain Dew 20oz
01213405	Bev - Diet Mountain Dew 20oz
01215908	Bev - Aquafina Water 20oz
01236901	Bev - Brisk Lemon Iced Tea
01255906	Bev - Wild Cherry Pepsi 20oz
028000065812	Ice - Nestle Ice Cream Strawberry Shortcake
028300904101	Ice - Shamrock Farms Red White & Blue Popsicle
028300911062	Ice - Shamrock Farms Root-beer Float
028300911468	Ice - Shamrock Farms Vanilla Sandwich
028300915961	Ice - Shamrock Farms Bullet Bars

**ADD SELECTED PRODUCTS**

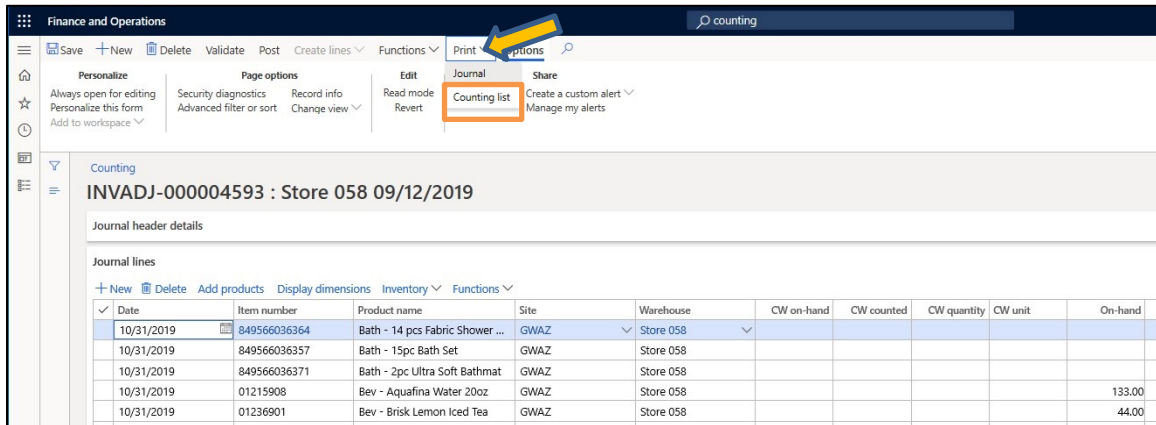
Remove Dimensions

Product number	Product name	Quantity	Configuration
012000012754	Bev - Lipton Green Tea	0.00	
012000018800	Bev - Pepsi Max	0.00	
012000028458	Bev - Starbucks Mocha ...	0.00	
012000028496	Bev - Starbucks Double ...	0.00	
012000033186	Bev - Starbucks Double ...	0.00	
012000043000	Bev - Mountain Dew Kic...	0.00	
012000110221	Bev - Brisk Tea Mango	0.00	
012000110443	Bev - Mountain Dew Kic...	0.00	
012000130274	Bev - Mountain Dew Baj...	0.00	
012000141980	Bev - Sangrita Blast	0.00	
012000150098	Bev - Sierra Mist Twist	0.00	
012000151163	Bev - Mountain Dew Kic...	0.00	
012000161162	Bev - Lifewater	0.00	
012000162152	Bev - Mountain Dew Kic...	0.00	
012000170799	Bev - Mountain Dew Kic...	0.00	
012000170850	Bev - Mountain Dew Ice...	0.00	
012000180583	Bev - Mountain Dew Ga...	0.00	
012000180590	Bev - Mountain Dew Ga...	0.00	
01212901	Bev - Pepsi 20oz	0.00	
01213007	Bev - Diet Pepsi 20oz	0.00	
01213104	Bev - Mountain Dew 20...	0.00	
01213405	Bev - Diet Mountain De...	0.00	
01215908	Bev - Aquafina Water 2...	0.00	
01236901	Bev - Brisk Lemon Iced ...	0.00	
01255906	Bev - Wild Cherry Pepsi ...	0.00	
028000065812	Ice - Nestle Ice Cream S...	0.00	
028300904101	Ice - Shamrock Farms R...	0.00	
028300911062	Ice - Shamrock Farms R...	0.00	
028300911468	Ice - Shamrock Farms V...	0.00	
028300915961	Ice - Shamrock Farms B...	0.00	

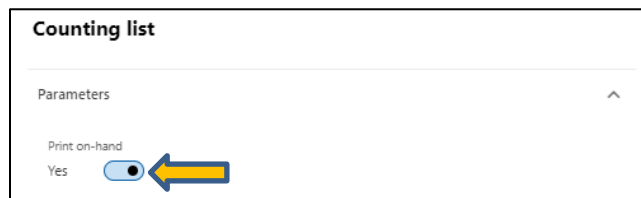
OK Cancel

17. All products are moved to the **Add Selected Products** section. Click **OK**.

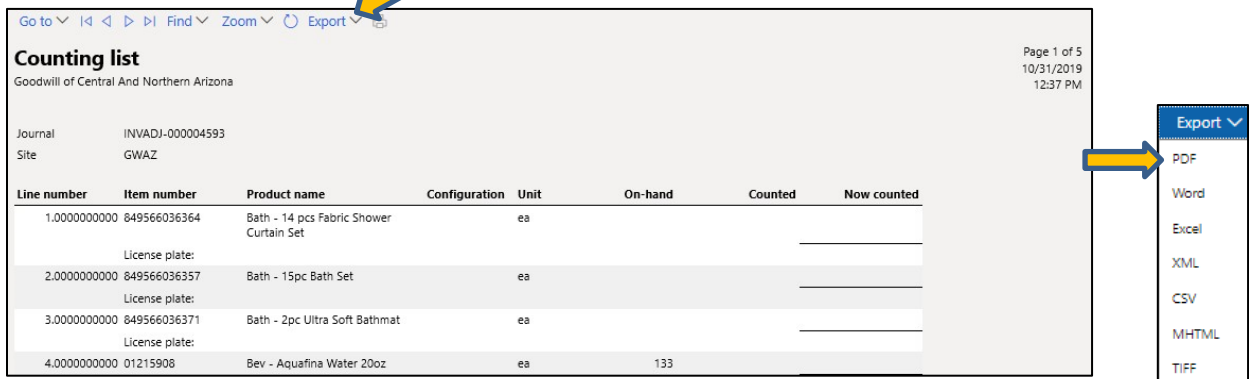
COMPLETING AN INVENTORY CYCLE COUNT, CONTINUED



18. Items have been added to the store’s counting journal and it is ready to print. Navigate to this path on the top navigation to print the counting journal: **Print > Counting List.**



19. The **Counting list** pop up displays. Change **Print on hand** to **Yes** and click **OK.**



20. Under **Export**, click **PDF.**



21. Click **Open** and then print.

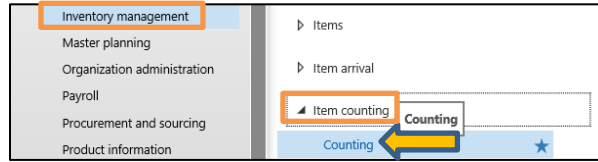
22. Click the X in the top, right corner to close the counting list.

COMPLETING AN INVENTORY CYCLE COUNT, CONTINUED

23. Click **Save** and then close page.



24. Take the printed counting list; proceed to count the inventory.



25. Once inventory has been counted, enter the counts in the counting journal. Navigate to this path: **Inventory Management > Journal Entries > Item Counting > Counting**.

Journal ↑	Name	Description	Lines	Posted
INVADJ-00004593	CNT058	Store 058 09/12/2019	104	<input type="checkbox"/>

26. Click the link name to select a counting journal. To verify you are selecting the right counting journal, look at your paper copy and make sure it matches the journal name. There should only be one open journal per store at any time. If more than one displays, delete the extra open journal. If unsure or have questions, contact [newgoods@goodwillaz.org](mailto:newgoods@goodwillaz.org).

Counting

INVADJ-00004593 : Store 058 09/12/2019

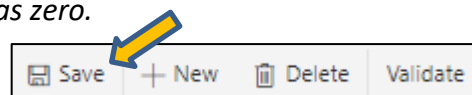
Journal header details

Journal lines

Date	Item number	Product name	Site	Warehouse	CW on-hand	CW counted	CW quantity	CW unit	On-hand	Counted	Quantity	Worker
10/31/2019	849566036364	Bath - 14 pcs Fabric Shower ...	GWAZ	Store 058								42524
10/31/2019	849566036357	Bath - 15pc Bath Set	GWAZ	Store 058								42524
10/31/2019	849566036371	Bath - 2pc Ultra Soft Bathmat	GWAZ	Store 058								42524
10/31/2019	01215908	Bev - Aquafina Water 20oz	GWAZ	Store 058					133.00	131.00	-2.00	42524
10/31/2019	01236901	Bev - Brisk Lemon Iced Tea	GWAZ	Store 058					44.00	44.00		42524
10/31/2019	01213405	Bev - Diet Mountain Dew 20oz	GWAZ	Store 058								42524
10/31/2019	01213007	Bev - Diet Pepsi 20oz	GWAZ	Store 058					102.00	100.00	-2.00	42524
10/31/2019	052000324815	Bev - Gatorade Cool Blue 20oz	GWAZ	Store 058					57.00	57.00		42524
10/31/2019	05200032866	Bev - Gatorade Fruit Punch	GWAZ	Store 058					67.00	68.00	1.00	42524
10/31/2019	052000328684	Bev - Gatorade Lemon-Lime ...	GWAZ	Store 058					74.00	70.00	-4.00	42524
10/31/2019	052000013702	Bev - Gatorade Strawberry Kiwi	GWAZ	Store 058								42524
10/31/2019	5200004214	Bev - Gatorade Zero Glacier ...	GWAZ	Store 058					46.00			42524

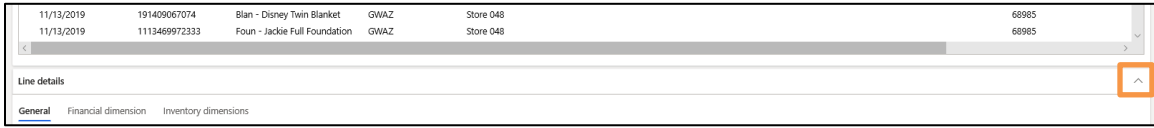
27. Once selected, you will see your counting list. Add your counts to the items **Counted** column. If you have any adjustments, it will show on the Quantity field. If you have no adjustments, it will leave the **Quantity** field blank. *The counting list includes products that have a transaction since last activity and may include items with a negative number or zero quantity on hand. If the field is blank, the system sees the count as zero.*

28. Click **Save**.

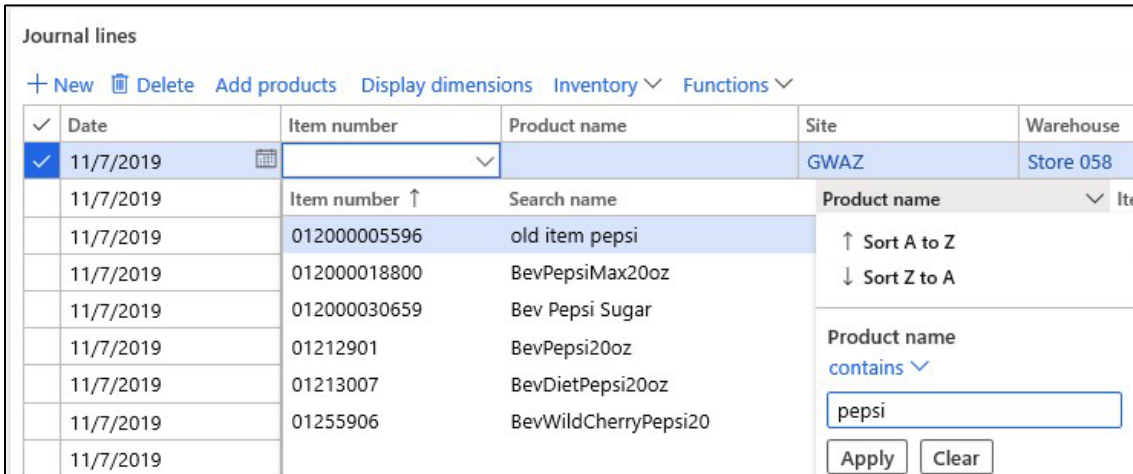




COMPLETING AN INVENTORY CYCLE COUNT, CONTINUED



29. Under **Line Details**, click the arrow to expand the counting journal lines.



If an item is missing from your count, add an item manually before validating, otherwise, proceed to Step 28.

To add an item manually:

- a) Under **Journal Lines**, click **+ New**.
- b) Click the drop-down menu to locate the item.
- c) Type an item number or select the Product Name drop-down menu to search for an item.
- d) Click **Save**.



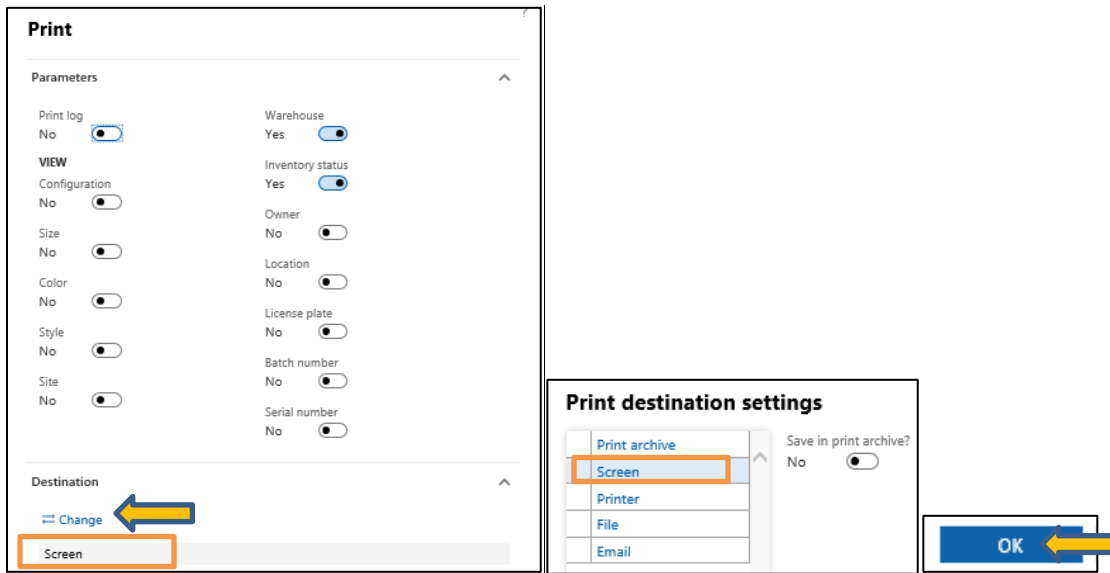
30. Once complete, click the **Validate** tab.

31. Click **OK**. The system notifies if anything needs to be corrected. For troubleshooting tips, reference the Cycle Count Warning Message Error section on the last page of this guide. If everything is filled in, the message *Journal is ok* displays.

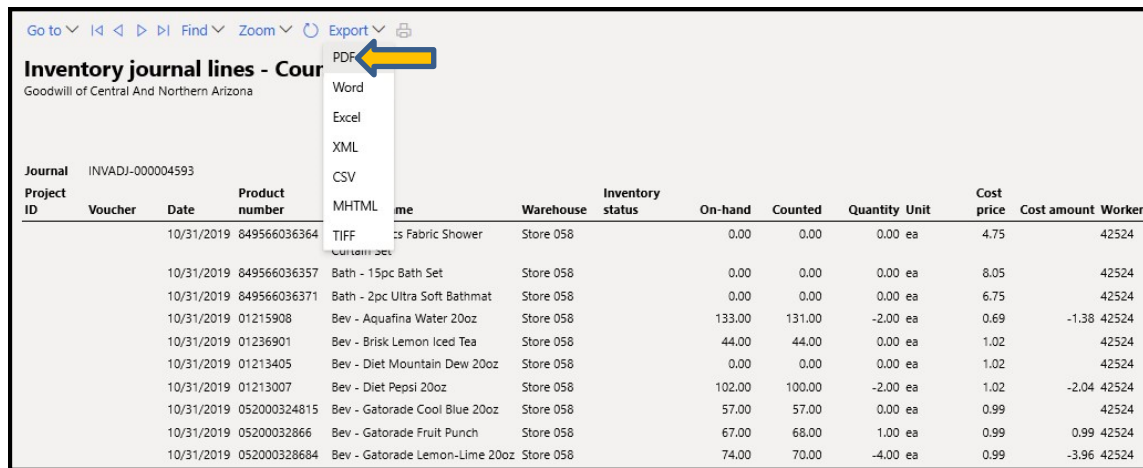


32. To export the file, click **Print > Journal**.

COMPLETING AN INVENTORY CYCLE COUNT, CONTINUED



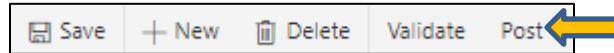
33. The **Print** pop-up displays. Under **Destination**, ensure **Screen** shows. If not, click **Change** to select. Click **OK**.



34. The onscreen journal displays. Click **Export > PDF** and save the file.

35. Send file to your District Manager for review. Click the X in the top, right corner to close the print preview.

COMPLETING AN INVENTORY CYCLE COUNT, CONTINUED

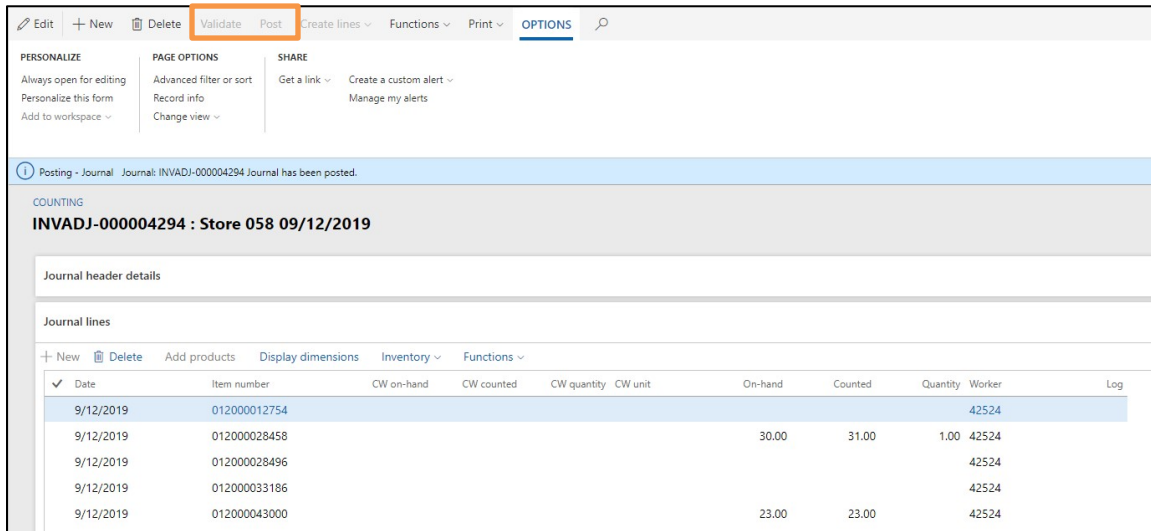


To post the inventory journal:

36. Click **Post**.

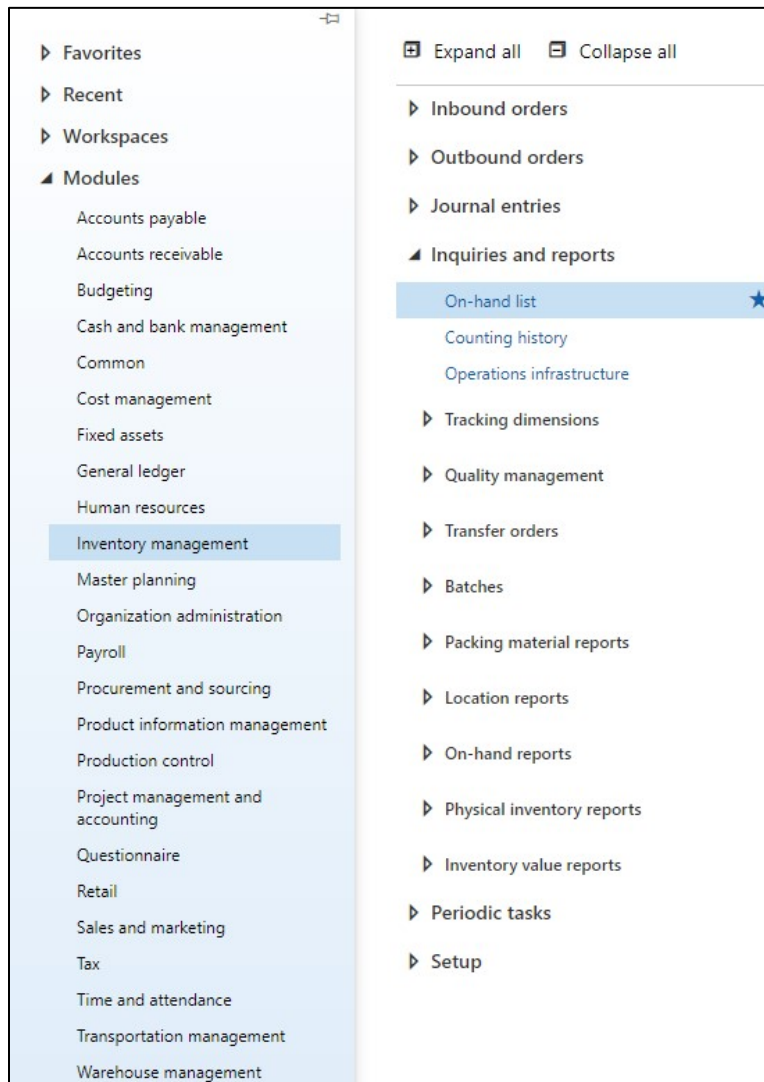


37. The **Post journal** screen displays. Leave the parameters as the default, which is **No**. DO NOT SWITCH TO YES, OTHERWISE IT WILL CREATE AN ERROR AND WILL NOT POST THE INVENTORY! Click **OK**. The message “Journal is ok” displays.



38. A confirmation displays stating the journal has been posted. Notice **Validate** and **Post** in the top ribbon are greyed out. The conducting inventory process is complete. Proceed to download the On-Hand list.

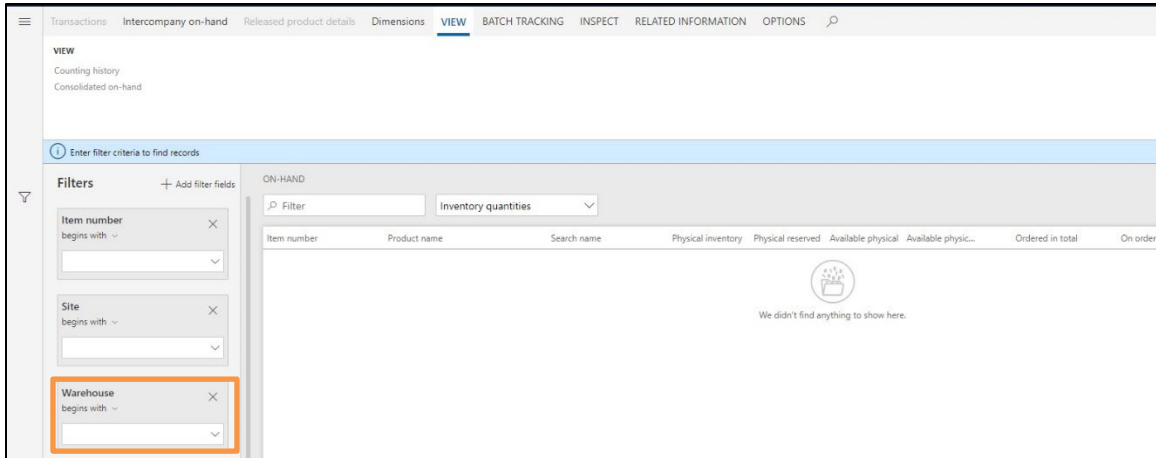
ON HAND INVENTORY AUDIT



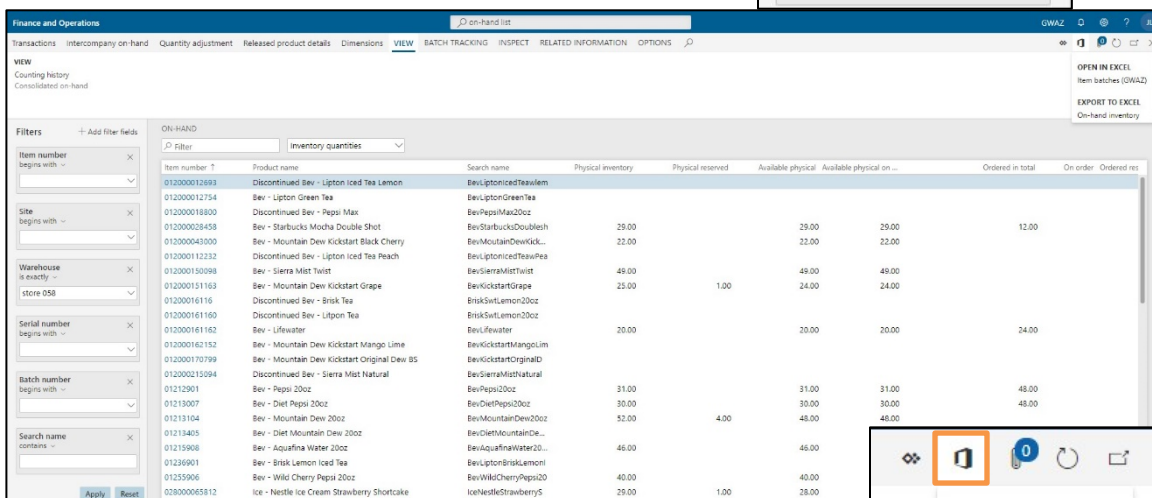
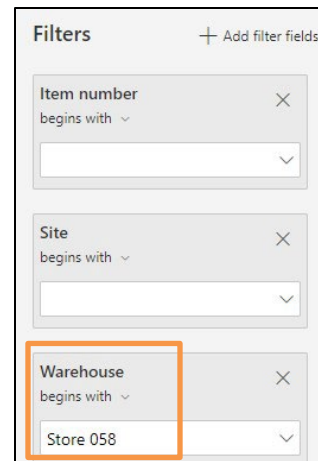
To download the On-hand list:

1. Navigate to **Inventory management > Inquiries and reports > On-hand list**.

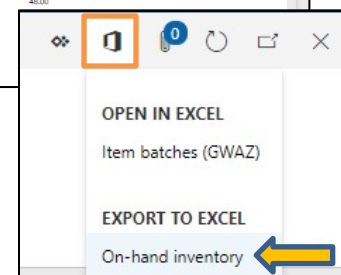
ON HAND INVENTORY AUDIT, CONTINUED



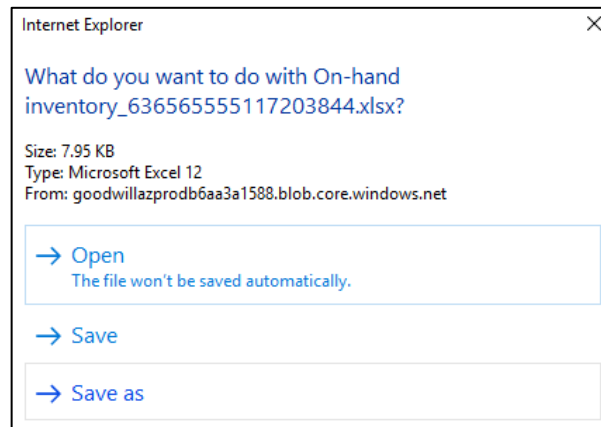
2. A blank **On-hand list** page displays. Under the **Warehouse** field, type your store number. For example, Store 058.



3. The store's on-hand inventory displays. Click the Microsoft Office icon.  
 4. Go to **Export to Excel** and click **On-hand inventory**.



## ON HAND INVENTORY AUDIT, CONTINUED

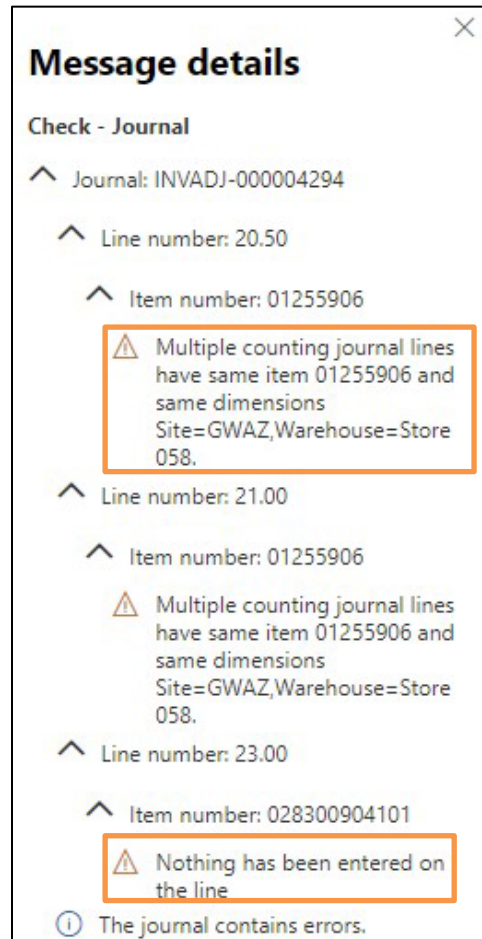


5. Click **Download** and save the file to the designated folder.
6. Both people (store management) need to sign and date each sheet. Provide explanations of variances, if needed.
7. Send an email to [newgoods@goodwillaz.org](mailto:newgoods@goodwillaz.org) and include the following:
  - Store number
  - Names of people that verified and/or entered the data
  - On-hand Inventory Excel file

The process is complete.

## CYCLE COUNT WARNING MESSAGE ERROR

A cycle count warning message error with a caution symbol displays when nothing has been entered and/or there are multiple items entered in a counting journal.



If the error “Nothing has been entered on the line” displays it means the journal is missing a count. To fix:

1. Locate the missing entry.
2. Type a number.
3. Click **Save**.

If the error “Multiple counting journal lines have same item...” displays it means there are duplicate items entered in the journal. To fix:

1. Highlight and copy the item number.
2. Click the Item number drop-down menu and past the copied item number in the field.
3. Click **Apply**. This shows all lines where the duplicate items were entered. Remove the duplicate entry.