

Inventory Count Guide

Go to the **Inventory tab** in RQ4. Click on the **Count Sheet** button at the top, and then click on **New Count Sheet**. On the left side of the page, make sure **your store** is selected. For Category, change it to **Devices**. Where it says Count, click the little arrow below and select **In Stock**. Hit **Generate**.

Next, hit **Non-Committed** at the top, then hit **Start Counting**. Don't actually count anything yet! Just click on **Committed** to save it.

Go back to the **Inventory Tab**. Click on **Count Sheet** again, but this time click on **Update Committed Count Sheet**. Set the date to today and hit search. Select the count that you just saved last step, and click on **Generate Recount Sheet**. This brings up a list of all actual phones you're expected to have, as well as SIM cards.

Now we need to select all applicable phones. Select the top phone (Probably the Idol 3), then scroll down until you find the last phone (Probably the Sonata 3 Display or Demo). **Shift-Left Click** on the bottom phone on the list (not SIM), and all the phones will be selected. You do NOT have to select any SIM cards. Now, hit **OK** at the bottom.

This pops up a new page. Click **Non-Committed**, then click **Start Counting**. Finally, you will have a full list of just the phones that you actually have in stock. This means ALL phones must be accounted for before this sheet is committed. The Count column should say 1 by each phone as you scan them in.

To perform the count, simply scan in the IMEI on the box for all your Devices (including **Non-Sellable Returns that have not been processed yet**), AND your **Live Demo Devices**. After fully counting everything, double check that nothing is showing 0 for its Count. If something is missing, go back and scan each phone of that model until that missing IMEI is scanned in. If you are legitimately missing a device, report it to your DM right away so it can be investigated.

Finally, on the right side of the screen, anything miss-scanned will pop up. Make sure to go to the comments for those items and type "miss-scan", or it will not let you save. If any of these "miss-scanned" numbers are an IMEI, report it to your DM because you may have a phone that is not in your system correctly and it needs to be investigated.

After everything is accounted for, click Committed to save it.