

# **FnB Manager User Guide v1.1**

October 2014

Classification: **INTERNAL**



## **FnB Manager**

This manual outlines the processes that work well to ensure that FnB Manager is consistent and accurate. FnB Manager is a purchasing and stock management system that is designed to save time both for sites and head office. Following the processes outlined below will enable the business to see where improvements can be made with purchasing, selling and stock counting of goods.

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## Getting Started

**FNB Manager is web-based system that works with Internet Explorer only.**

1. Open Internet Explorer and go to [www.fnbmanager.com/\[businessname\]](http://www.fnbmanager.com/[businessname]).
2. You will be navigated to a page similar to the page displayed in in **Fig 1**.
3. Pop-up blockers must be turned off before attempting to log into the system.



**Fig 1 - Login Page**

### Log into the system

- Enter your user id in the top box (Remember the dot) for example **AB.COMPANY**
- Enter your password; it should not be shared with anyone.
- Click the “**Login**” button.

When you log onto the site for the first time you will be prompted to change your password. The default password is “**123456**” and your new password must be changed from this and must be a minimum of 6 alphanumeric characters.

**NOTE:** If you forget your password please contact your system administrator who will reset it back to the default 123456. Passwords cannot be reset by Fourth personnel.

Once logged in, there are a number of tabs and buttons available. Each of these areas has a function and will be explained in detail throughout this guide.

## Ordering

FNB Manager allows you to quickly create, edit and approve orders online - purchase orders are sent automatically to suppliers so once the orders are sent no further action is required.

### How to create a new order

From the 'Home' page, click on the light blue 'Create new orders' button or the 'New Order' link from the green bar along the top.

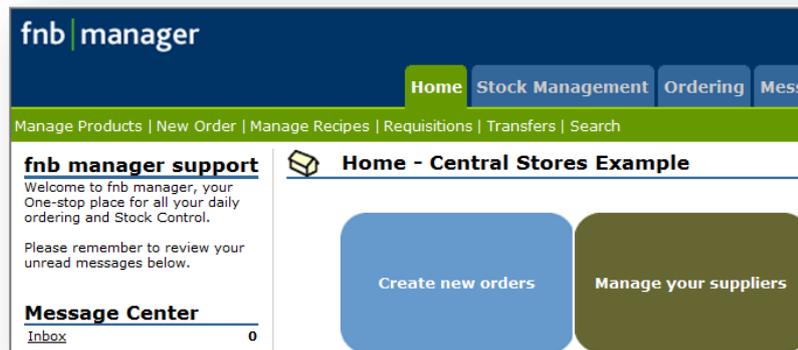


Fig 2 - Create New Orders Button & New Order Link

- There are 7 new buttons to choose from, these are just different ways of looking at the order sheets.
- Typically most users will select option 7 'Multiple Order Sizes for a Specific Supplier'. This option is most similar to placing orders via the phone, hence why this is most commonly used.

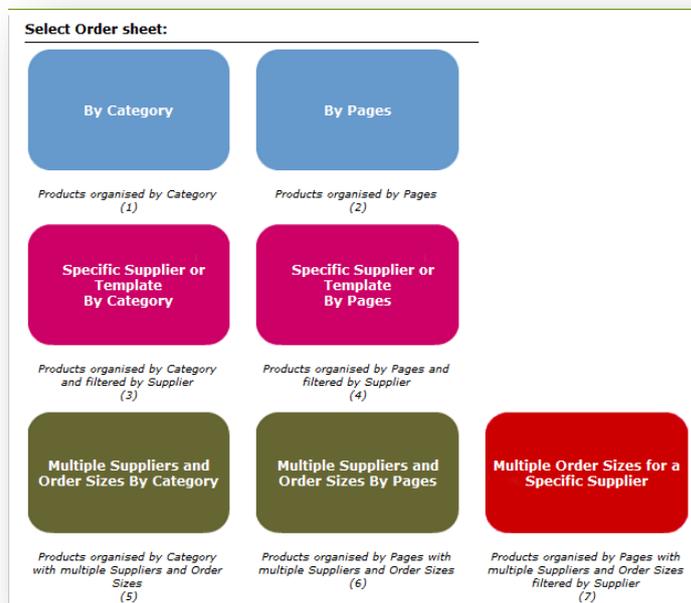


Fig 3 - Ordering Options

- Option 7 will list all the suppliers and will show the split pack and case size if available.
- Next, select a supplier from the options in the drop-down list.



Fig 4 - Supplier Drop-down List

- Choose the relevant supplier from the list, the system then returns the list of available products from that supplier.

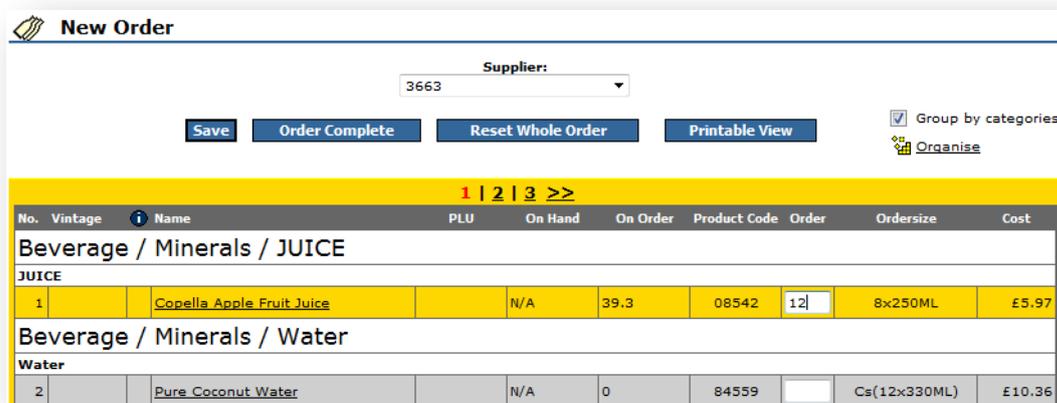


Fig 5 - Order Input Page

- Enter the quantity of products you required in the 'Order' column.  
**NOTE:** be aware of the 'Orders Size' column - ensure that you order the correct multiple of product to prevent over/under ordering.
- It is also possible to configure visibility of the 'On Hand' and 'On Order' columns providing users with information relating to the particular product.
  - **On Hand** – quantity of the product that is currently held in stock. This is calculated by including approved deliveries, transfers and sales.
  - **On Order** – quantity of the product that is currently on order, but not yet received. This is calculated by the information populated on any pending goods received/delivery notes.
- A number is only required against products that are to be ordered; any other lines should be left blank if the product is not required.
- If orders are required for multiple suppliers the drop down box at the top of the page can be used to move to a new supplier; ensure that the order is saved by clicking the 'Save' prior to moving between suppliers.

### Top Tip

Ensure that any entries are saved if users are called away from the computer or the page is left idle for any time.

- Upon completing entry of all the products, click **'order complete'** to indicate that all relevant products have been added to the order. This does not send the order to a supplier, but will move the user to the **'order management'** screen where orders can be approved. It is possible to make changes to orders at this point.

## How to print order sheets

- **Users may print order sheets by clicking the blue 'Printable View' button shown in Fig 5 above.**
- Options can be selected to allow these order sheets to be configured:
  - Order sheets can be printed for single or multiple suppliers.
  - The order sheet can be tailored to include only products from certain cost centres.
  - The number and type of columns can be configured and relevant headers added if required.

**ORDER FORM**

**Central Stores Example**

1) Show order form for:

Only Entoria

All Suppliers

2) Please choose which cost centres to display

Beverage  Food  Quick Invoicing

3) Number of columns to print:

1 ▾

4) Column headers:

none

Weekdays (1 to 7)

Weekdays (Starting at )

5) Show Current Calculated Stock Inventory:

6) Filtered by Bin#:

**Next**

**Fig 6 - Printable View Options**

## How to approve orders

- On this final screen of the ordering process, you have the opportunity to review & modify your orders before submitting or approving them to send to a supplier(s).



Fig 7 - Order Management Page

- The **'Actions'** column of the order management page allows users to view, amend or add messages to orders:
  - 'Edit'** all allows the user to return to the order if any amendments are required.
  - 'View'** will display the order on screen so that any users can view the order details without having to select 'edit'.
  - 'Add message'** allows users to add delivery specific messages such as *'deliver before 10am'*.
  - Any warning messages** will be displayed in red within the supplier text box. Examples of such warning messages include:
    - It is after cut off time!
    - The order is below the minimum
    - The order is above the maximum

**NOTE:** If an organisation has been configured with order authorisation levels any user that is unable to place orders to a supplier will be see a **'Notify'** button in place of the approve buttons. This will generate an email to specified user(s) of FnB Manager so that they may approve the order.

- It is essential that users check the delivery date and amend if applicable before approving an order
- Once all details are confirmed tick the order that is required to be sent and click **'approve'** to send the PO(s) to the supplier(s).

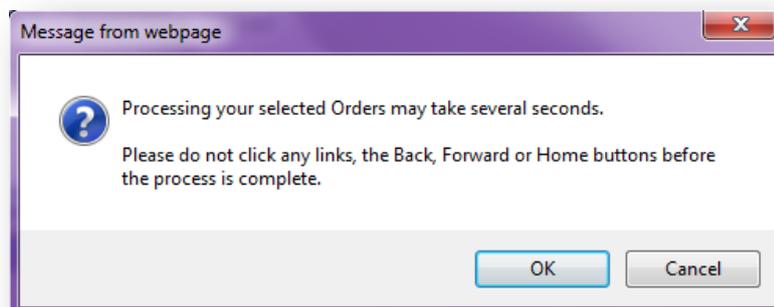


Fig 8 - Approve Order Confirmation

- The system will direct users to confirm that the specified orders should be sent to the supplier and 'ok' can be selected. When an order is successfully processed a successful **'Order COMPLETE'** message will be displayed.

## Top Tip

Check the delivery date, delivery cost and view the order before sending to a supplier to ensure that the correct stock is being ordered for the correct delivery date.

### How to view an order's status

Orders will have a status of 'Pending' until they have been approved. Orders with this status can be found in the 'Ordering' tab by selecting any of the orders listed within the 'Pending Orders' section.

To confirm that the order has been successfully processed follow the path: **Ordering Tab > Click the Order History Link.**



Fig 9 - Order History Links

- A specific date range for the order history can be entered or a set time period can be selected from the drop down list.
- A specific supplier can also be selected.
- The status of the order will indicate if an order has been successfully generated to a supplier. The status column will display 3 potential options:
  - An order has been **'sent'** to a supplier.
  - An order is **'queued'** to be submitted by fax.
  - An order has **'not been sent to supplier'**.

The screenshot shows the 'Order History' page with a search filter and a table of results. The search filter includes 'Date Selection: Custom', 'From: 03/12/2013', 'to: 05/01/2014', and 'Supplier: --- All ---'. The table shows 15 results, with the first five rows displayed.

Created on	Delivery Date	Supplier	Total	Status
<a href="#">31/12/2013 10:44:53</a>	02/01/2014	Catering Supplies	£542.24	Sent
<a href="#">29/12/2013 15:37:45</a>	31/12/2013	Catering Supplies	£894.33	Sent
<a href="#">28/12/2013 09:46:05</a>	30/12/2013	Catering Supplies	£1,051.96	Sent
<a href="#">24/12/2013 07:42:46</a>	28/12/2013	Catering Supplies	£660.27	Sent
<a href="#">21/12/2013 11:52:44</a>	23/12/2013	Catering Supplies	£869.77	Sent

Fig 10 - Order History Page

- If an order has failed it could be because the order details have changed or are incorrect. If an Order has not been delivered to the Supplier it will have a status of *'not sent to supplier'*. In this case contact your system administrator.

## Receipting Deliveries

It is important to ensure that the deliveries are recorded correctly. If the supplier has not delivered what was ordered either a short delivery or sent a replacement, it must be recorded.

**Upon receipt of goods, ensure 3 things are checked:**

1. **Quantity (and Value)** - The system needs to match the physical delivery notes/goods delivered – the quantity of goods received into stock must be accurate. The system needs to match the physical invoice (if an invoice has been received on delivery and is reconciled at site) and variances in cost need to be accounted for and if appropriate a supplier return raised and credit note requested.
2. **Date** - The delivery date should be the actual date of delivery to ensure that the system updates the stock on hand correctly and attributes the cost to the correct stock period.
3. **Reference** - The delivery note/invoice reference must be entered correctly.

### Top Tip

It is a good idea to write on the delivery notes when signing for the deliveries any amendments that will need to be made when processing the deliveries in the system. Ensure there is an area for any deliveries that have not been processed yet and a separate area for those that have; this will keep you organised.

- To find any pending goods received notes (GRN) go to the **'Stock Management'** tab and click the **'Pending'** tab.



Fig 11 - Pending Deliveries

## How to process deliveries

When receipting deliveries and a delivery note is submitted with the goods only the quantity of goods received is relevant. The cost displayed on the GRN on FnB Manager is indicative of the pricing the system expects for the goods as this is the assigned price of the product on the system. It is advised that users *approve* these GRNs into stock on a daily basis to accurately update the 'stock on hand' of each product.

**NOTE:** Only *approved* transactions will affect a locations stockholding.

- Click the appropriate pending GRN, the total value; expected delivery date and purchase order reference numbers are displayed on the link from the stock management page as shown in **Fig 11** above. This should aid in selecting the appropriate delivery.
- The quantity of each product ordered is displayed within the product details section of the GRN and the system assumes that what was ordered will be received, therefore pre-populates the expected delivered quantity.
- The user must ensure that the 'Actual Qty' column displayed the volume of goods received on the delivery, only when a product is short delivered or substituted will a user need to amend the quantity entered, therefore saving time by managing by exception.
- It is possible to edit the quantity delivered or add products (Inventory items) to pending GRNs. These buttons links are displayed in **Fig 12** below.

Name	Product Code	Initial Qty	Actual Qty	Size	Actual Unit Cost	Initial Net Cost	Actual Net Cost	Actual VAT	Diff	Comment
beetroot purple	6543	5	5	(1xPk 500GR)	£2.00	£10.00	£10.00	£0.00	£0.00	
apples	87654	5	5	(1x1KG)	£1.00	£5.00	£5.00	£0.00	£0.00	
lemon		5	5	Box (40xEa 200GR)	£14.00	£70.00	£70.00	£0.00	£0.00	
orange		5	5	Box (40x1EA)	£14.00	£70.00	£70.00	£0.00	£0.00	
Thai Basil	2345678	5	5	(1xBunch 100GR)	£2.57	£12.85	£12.85	£0.00	£0.00	
Thai Basil		5	5	Cs (12xBunch 100GR)	£22.80	£114.00	£114.00	£0.00	£0.00	
		30	30			£281.85	£281.85	£0.00	£0.00	

**Fig 12 - Product Details Tab on a GRN**

- Click the **Edit** button to amend the quantity of goods received whether they were over or under delivered. Any lines that are amended are marked with a red flag to indicate a discrepancy between quantity orders and received and any comments can be entered with regards to the discrepancy reason in the relevant column as in **Fig 14** below.

Initial Qty	Actual Qty	Size	Actual Unit Cost	Initial Net Cost	Actual Net Cost	Actual VAT	Comment
5	4	(1xPk 500GR)	£2.00	£10.00	£10.00	0%	Only 4 on delivery
5	5	(1x1KG)	£1.00	£5.00	£5.00	0%	
5	5	Box (40xEa 200GR)	£14.00	£70.00	£70.00	0%	
5	5	Box (40x1EA)	£14.00	£70.00	£70.00	0%	
5	5	(1xBunch 100GR)	£2.57	£12.85	£12.85	0%	
5	5	Cs (12xBunch 100GR)	£22.80	£114.00	£114.00	0%	

**Fig 13 - Updating Delivered Quantity**

- If any additional products are required on the delivery click the [ **Add** ] icon to enter these missing inventory items.
- Once the correct volume of stock for each line has been checked and corrected the mandatory fields (highlighted in red) must be completed before the GRN can be approved into stock.
- In **Fig 14** below, bacon was added to the GRN.

Product Details Log										
[ Edit ] [ Add ] [ Add (Search) ]										
Name	Product Code	Initial Qty	Actual Qty	Size	Actual Unit Cost	Initial Net Cost	Actual Net Cost	Actual VAT	Diff	
beetroot purple	6543	5	4	(1xPk 500GR)	£2.00	£10.00	£8.00	£0.00	-£2.00	Only 4 on delivery
apples	87654	5	5	(1x1KG)	£1.00	£5.00	£5.00	£0.00	£0.00	
lemon		5	5	Box (40xEa 200GR)	£14.00	£70.00	£70.00	£0.00	£0.00	
orange		5	5	Box (40x1EA)	£14.00	£70.00	£70.00	£0.00	£0.00	
Thai Basil	2345678	5	5	(1xBunch 100GR)	£2.57	£12.85	£12.85	£0.00	£0.00	
Thai Basil		5	5	Cs (12xBunch 100GR)	£22.80	£114.00	£114.00	£0.00	£0.00	
bacon, 1KG	qwer4567	1	1	1x1KG	£4.75	£4.75	£4.75	£0.00	£0.00	
		<b>31</b>	<b>30</b>			<b>£286.60</b>	<b>£284.60</b>	<b>£0.00</b>	<b>-£2.00</b>	

**Fig 14 - GRN with Added Product & Flagged Item**

- A user must check:
  1. Quantity of stock received
  2. Delivery date
  3. Delivery note reference number

**Current Stock Period: Week 5 - 01/10/2011 to 29/02/2012 <Open>**

Effective Date:	22/01/2014
Invoice Date:	22/01/2014
Delivery Note#:	123456789
Reference#:	<b>2221549</b>
Invoice Number:	
Status:	<b>! Pending</b>
Comments:	Purchase Order to Reynolds Catering (Cheese) for delivery on 22/01/2014 created by fnb manager support, 21/01/2014 08:58:15

**Fig 15 - Delivery & Invoice Details**

- Once all information has been populated the GRN can be approved into stock holding. It is possible to re-open this GRN (with appropriate security permissions) within the current stock period if any amendments are required.

### Top Tip

It is also possible to combine delivery notes from the same supplier; this would typically be used if a supplier provides a delivery note for each day but sends one invoice at the end of the week.

## How to combine GRNs

- The combine delivery notes function can be found at the top of each pending delivery.



Fig 16 - Combine Delivery Notes Button

- Once selected a list of other possible delivery notes is then displayed; a user can select the additional delivery that is required to be combined with the original pending goods received note.

PO Number	Date
<b>MAIN-ENTO11</b>	17/12/2013
<b>MAIN-ENTO13</b>	17/12/2013
<b>Transfer 1977582</b>	08/10/2013

Fig 17 - Available Delivery Notes

- The details of the two deliveries are then added together and can be amended and reconciled as per the standard procedure.
- Once the correct quantity of stock has been receipted the pending GRN can be *approved* into stock holding as the costs can be reconciled at a later date when the invoice is received. FnB Manager works well if the system is used little and often, by receipting deliveries each day these tasks can be undertaken in bit size chunks.

## Processing Invoices

When receipting deliveries and an invoice is submitted with the goods, both the quantity of stock and the cost of the delivery require reconciling on the system. The cost displayed on the GRN on FnB Manager is indicative of the pricing system expects for the goods, as this is the assigned price of the product on the system.

Users must match this total cost to the invoice as they would usually match the quantity of goods received. It is advised that users approve and mark these GRNs on a daily basis to accurately update the 'stock on hand' of each product. Only *approved and marked* transactions will affect a locations stockholding and be exported to the organisations finance package.

**NOTE:** If an organisation has applied user level permissions allowing cost prices to be amended at site level this can be completed via the edit link as per amending the quantity of goods received. This is not the standardised process on FnB Manager, although can be used if an organisation does not have fixed price agreements with their suppliers.

***FnB Manager works well for businesses that have a level of price agreement (weekly, monthly annual fixed price agreements) with their supply base and the following example assumes this.***

- Select the appropriate pending GRN, the total value; expected delivery date and purchase order reference numbers are displayed on the link from the stock management page as shown in **Fig 11**. This should aid in selecting the appropriate delivery.
- The user must ensure that the 'actual quantity' column displayed the volume of goods received on the delivery, only is a product is short delivered or substituted will a user need to amend the quantity entered, therefore saving time by managing by exception.
- It is possible to **Edit** the quantity delivered or **Add** products (Inventory items) to pending GRNs. These links are displayed in **Fig 12**. It is essential that the system matches the legal document provided (invoice).
- All items on the paper invoice must remain on the systems delivery—even if it was not received as the system must match the legal document as this is what the supplier will charge. If this happens a user must then claim back anything owing via a credit note (please see relevant section).
- Items on the system that have not been delivered and are not on the invoice can be edited to zero.
- Once the correct quantity of goods has been updated the cost can be reconciled. As user do not typically have access to amending cost prices on a line by line basis the total cost of the invoice must be reconciled to the system.
- If a user has permission to edit cost prices this can be done via the 'edit' link. If a user does not have edit permissions for cost prices and '**adjustment product**' must be used to balance the system against the invoice
- To use this product select 'add' and find the appropriate adjustment item. Typically there will only be 1 adjustment item configured per supplier, however if the supplier provides vatable and non-vatable items two different adjustment items are created to account for the difference in VAT.
- Enter the value of the adjustment required in the quantity box if pound sterling i.e. if the system price needs to be increased by 58p to match the invoice, 0.58 is entered as per **Fig.18** below.

Food / Adjustments / Adjustments						
8		Invoice Adjustment (No VAT), 1EA		0.58	1x1EA	£1,000

**Fig 18 - Invoice Adjustment**

- It is possible to decrease the cost of the invoice on the system, simply enter a negative sign prior to the monetary amount entered.
- Once both the quantity of stock and value of the delivery has been reconciled the date field can be checked, delivery reference and invoice reference entered.
- If a GRN has been reconciled for both quantity of stock and price it can be '**approved and marked for export**' indicating that the quantity of stock **and** cost of the delivery is correct and is what is expected to be paid to the supplier.

[Edit] [Add] [Add (Search)]										
Name	Product Code	Initial Qty	Actual Qty	Size	Actual Unit Cost	Initial Net Cost	Actual Net Cost	Actual VAT	Diff	
beetroot purple	6543	5	4	(1xPk 500GR)	£2.00	£10.00	£8.00	£0.00	-£2.00	
apples	87654	5	5	(1x1KG)	£1.00	£5.00	£5.00	£0.00	£0.00	
lemon		5	5	Box (40xEa 200GR)	£14.00	£70.00	£70.00	£0.00	£0.00	
orange		5	5	Box (40x1EA)	£14.00	£70.00	£70.00	£0.00	£0.00	
Thai Basil	2345678	5	5	(1xBunch 100GR)	£2.57	£12.85	£12.85	£0.00	£0.00	
Thai Basil		5	5	Cs (12xBunch 100GR)	£22.80	£114.00	£114.00	£0.00	£0.00	
Invoice Adjustment (No VAT), 1EA		0.58	0.58	1x1EA	£1.00	£0.58	£0.58	£0.00	£0.00	
bacon, 1KG	qwer4567	1	1	1x1KG	£4.75	£4.75	£4.75	£0.00	£0.00	
		<b>31.58</b>	<b>30.58</b>			<b>£287.18</b>	<b>£285.18</b>	<b>£0.00</b>	<b>-£2.00</b>	

Fig 19 - GRN with Invoice Adjustment Added

- All approved and approved and marked for export GRNs can be viewed on the approved tab of the stock management page.
- Only transactions for the current stock period are displayed, however historical transactions can be viewed by selecting the invoice/credit recon link(s) to search and view this data.
- If a discrepancy has been raised the user may be required to raise a supplier return to request any stock or monetary value over-charged by the supplier. Please see the relevant section for details.

### Top Tip

Remember *approve* is a delivery note only. Approve and mark for export is for an Invoice or Credit Note Document.

### Processing electronic invoices...

There is functionality available on FnB Manager that allows suppliers to submit electronic invoices rather than a paper copy, reducing the amount of paper work received and errors in processing of invoices. Electronic invoice documents are only available on FnB Manager for certain suppliers. Please contact your Fourth representative for any further details.

- Once an order has been placed, if the supplier is integrated, they have the ability to send back confirmation messages to FnB Manager to indicate to a user if a delivery is expected to be fulfilled in full; partially fulfilled or has been rejected by the supplier.
- Confirmation messages are displayed as ✓ and ✗ on the system. A ✓ is displayed if a delivery will be wholly or partially fulfilled, a ✗ is used if a delivery will be rejected. If a user hovers over each icon an additional message will be displayed.

### Top Tip

Confirmation messages will be returned from the supplier within 15 – 20 minutes. It is useful to place orders in advance of the designated cut off to allow time to order replacement products if any product lines are rejected.

Pending ( / → )		Approved ( ✓ )	
/ Pending Delivery Notes (IN)			
!	Delivery from Matthew Clark Park Royal (E-mail)	(22/01/2014, £119.30, CENTRAL-MCEMAIL8)	
!	Delivery from Fairfax Meadow	(21/01/2014, £474.58, CENTRAL-FAIRFAX3)	
!	Delivery from Test supplier	(20/08/2012, £181.12, 000, CENTRAL18)	✓
!	Delivery from Test supplier	Confirmed 12, £1,812.67, 123456, CENTRAL15)	✓
!	Delivery from Test supplier	(12/07/2012, £403.10, CENTRAL12)	
!	Backorder from Test supplier	(28/06/2012, £0.00, 6543, CENTRAL11)	✓
!	Partial Delivery from Test supplier	(28/06/2012, £1,270.74, PRDDISC100, CENTRAL9)	✗
!	Backorder from Test supplier	(26/06/2012, £38.22, CENTRAL7)	✗
!	Delivery from Test supplier	(26/06/2012, £241.77, Disc100100, CENTRAL8)	✓
!	Partial Delivery from Test supplier	(26/06/2012, £500.16, COSTDISC8567585, CENTRAL7)	✗

Fig 20 - Confirmed GRNs

- If a pending GRN is selected prior to the invoice being imported to the system no invoice number is displayed and a message indicating that the transaction is **'awaiting invoice'** is displayed as shown in Fig 21 below. The status of the document reflects the ✓ or ✗ displayed on the stock management page.

Effective Date:	28/06/2012	--- choose period ---
Delivery Note#:		
Reference#:	2257279	
Invoice Number:	Awaiting Invoice	Match
Status:	! Pending & Confirmed	
Comments:	Backorder from Test supplier for delivery note #23456789, reference #1673426	

Fig 21 - Electronic Invoice Status

- If the purchase order was raised on the system the invoice will automatically match the purchase order, otherwise a user can use the 'match' option and select the appropriate invoice from the list displayed.

Invoice Number:	Awaiting Invoice	Match
-----------------	------------------	-------

Invoice Date	PO No.	Invoice Number
26/06/2012	CENTRAL7	COSTDISC8567585
Invoice Number:		Create

Fig 22 - Manually Match Invoice

- When an invoice has been matched the invoice number will populate.
- Any discrepancies in value will appear within the 'status' field.
- Any over or under charges will appear in orange against the particular product.

Coronet Butter Dishes Size 10	1419	2	2	cs (4xpk 100PCS)	£14.76	£29.52	£29.52
Coronet Butter Portions Size 7	39843	2	2	cs (5xpk 100PCS)	£14.00	£28.00	£28.00
Country Life Butter Dishes Size 10	44327	2	2	cs (4xpk 100PCS)	£17.48	£34.96	£34.96

**Fig 23 - Highlighted Discrepancy**

- The invoice tab will show the details of the invoice along with the total value of the discrepancy.

Product Details			Invoice			Audit			Log		
<b>Summary</b>											
				Delivery Totals				Invoice Totals			
Net Total (Exc. VAT)				£500.16				£502.16			
VAT				£0.00				£0.00			
Gross Total (Inc. VAT)				£500.16				£502.16			

**Fig 24 - Invoice Tab on The GRN**

- As per a standard invoice the invoice adjustment products can be added to account for any discrepancies.

							Edit		Add		Add (Search)	
Name	Product Code	Initial Qty	Actual Qty	Size	Actual Unit Cost							
Invoice Adjustment (No VAT)	1234567	2	2	(1x1EA)	£1.00							
3663 Medium Free Range Eggs	4285	2	2	cs (60xpk 58GR)	£10.00							

**Fig 25 - GRN With an Invoice Adjustment**

- Approve the delivery once reconciled and mark for export (in some cases an auto-mark configuration can be applied so that the additional user task is not required).
- If the adjustment item is used the system will ask is a return should be raised for the value of the discrepancy. Click 'OK' to raise a supplier return for this value or 'Cancel' if the invoice was correct and no return is required.



**Fig 26 - Create a Credit Note Confirmation**

- The return will then be displayed within the associated documents thread of the GRN.

Associated Documents: PO#CENTRAL7, PO#CENTRAL7, INV#COSTDISC8567585, RET#

Fig 27 - Associated Documents

### Potential Scenarios

- **There is a short delivery what to do?** – If the invoice quantity is more than the delivered quantity, check with the supplier that a credit will be issued, if so match the invoice quantity and raise a return against the short product.
- **There is an overcharge what to do?** – If the invoice quantity is more than the delivered quantity, check with the supplier that a credit will be issued; if so adjust the delivered value to match the invoice value using an adjustment item. Raise a return against the adjustment product.
- **There is no invoice to match what do I do?** – Use the “Match” button. If there is still no associated invoice then contact the supplier.

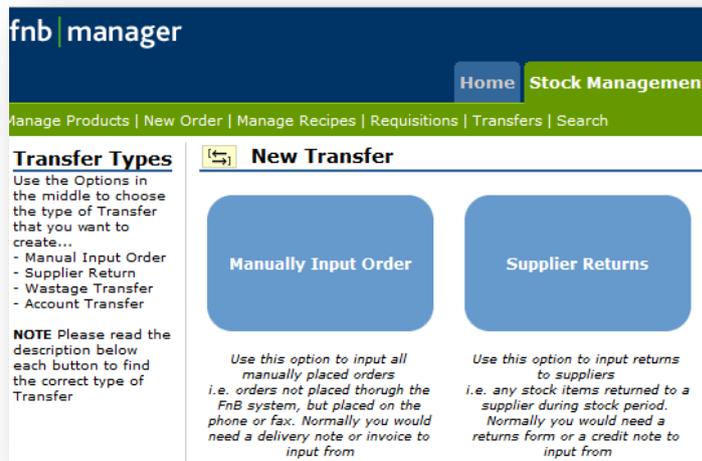
## Processing Other Types of Transactions

### Manually Input Orders

Manually input orders are the system “failsafe” to allow users to enter the delivery of goods if the order was not placed on the system. Normally a user would need a delivery note or invoice to input the delivery from.

**NOTE:** Manually input orders are not sent to suppliers, they are purely used to record receipt of goods in addition to those orders raised and receipted on the system.

- Click the ‘Transfers’ link on the green bar to reach the screen shown in **Fig 28**.



**Fig 28 - Manual Input Order Button**

- Click the light blue ‘Manually Input Order’ button to enter a delivery that was not ordered on the system.

**Fig 29 - Create New Manually Input Order - Step 1**

- Choose the effective date (this is the date the stock arrived).
- Select the supplier that the delivery has been received from.
- Enter the reason for the manual order in the comments box.

- Click the blue 'Next Button'.

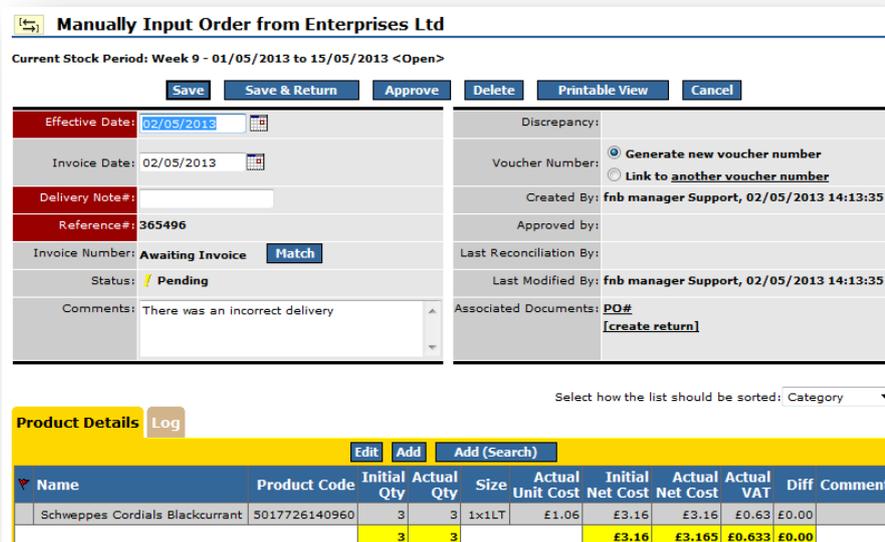
**NOTE:** This screen would also show any other unapproved manually input orders.

- The user will be taken to a page that looks very similar to the order entry page. Instead of an 'order' column this is replaced with a quantity column to indicate the volume of goods received. It is also possible when recording manual orders to *split cases* and a drop down will be provided within the 'order size' column if this is possible.
- Enter the required quantities (remember to check the unit sizes) this must be the same as the quantity on the delivery note/invoice.



**Fig 30 - Order Entry Page**

- Once all products have been entered click the 'Next' button.
- The standard GRN receiving page is then displayed and the standardised process should be followed.



**Fig 31 - GRN for Manually Input Order**

- Check the total quantity and cost (if relevant) match, then **approve** as normal.
- The stock quantity that has been entered will only affect the stock holding once the manual transfer has been **approved**.

## Top Tip

It is advisable to enter manual orders on the day of delivery to ensure the stock on hand is updated in advance of additional orders being raised.

## Supplier Returns

Supplier returns are used as a way to record what goods are to be returned to suppliers or what monetary credits are due. There are multiple reasons why a return would need to be raised: when a supplier short delivers but charges; or if there is an overcharge based on an agreed price; or if the goods physically need to be sent back to the supplier.

Supplier returns are not sent to the supplier via the system therefore it is essential that they are agreed with the supplier in advance of raising the return. It is also important that the supplier return is raised and approved out of stock in the correct period. Supplier returns are matched to credit notes on the system in much the same way as goods received notes are matched to invoices.

- To raise a supplier return click the **'transfers'** link from the green bar and then select the supplier returns button shown in **Fig 32**.
- The stock quantity that has been entered will only affect the stock holding once the return has been **approved**.

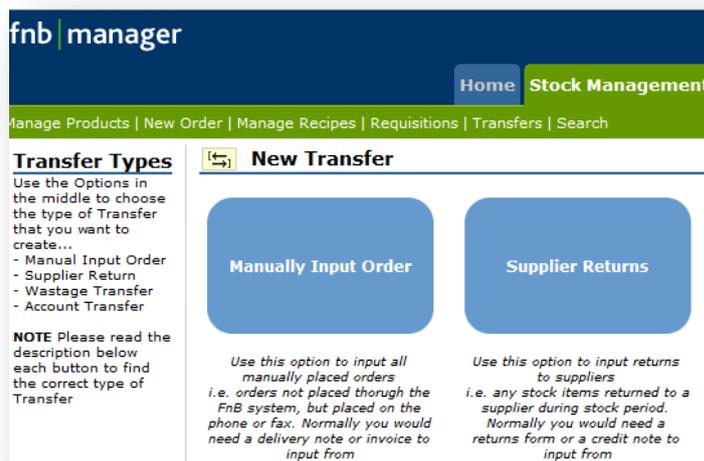


Fig 32 - Supplier Returns Button

- Choose the effective date (this is the date the stock will be leaving the system).
- Select the supplier the return relates to.
- Enter the reason for the return in the comments box.

**Create New Supplier Return - STEP 1**

**PendingSupplier Return - NOT APPROVED YET (Click to continue working on existing)**  
 ⚠ Supplier Return to Enterprises Ltd (12/02/2013)

-- OR --

**Create Supplier Return**

Effective Date: 02/05/2013  
 Supplier: Enterprises Ltd

Comments: There was an overcharge

Cancel Next >>

Fig 33 - Supplier Return Page

- Click 'Next'.

**NOTE:** This screen would also show any other unapproved supplier returns.

Manage Products | New Order | Manage Recipes | Requisitions | Transfers | Search Fourth > Bar, 08 October 2014

**Supplier Return to Enterprises Ltd**

Save Next  Group by categories  
Organise

No.	Vintage	Name	PLU	Product Code	QTY	Ordersize	Cost
<b>Beverage / Minerals / Cordial</b>							
<b>Cordial</b>							
1		Schwepes Cordials Blackcurrant		5017726140960	3	12x1LT	£12.660

Fig 34 - Supplier Return Product Entry Page

- Enter the required quantities (Remember to check the unit sizes) to be returned.
- It is possible when recording a return to *split cases* and a drop down will be provided within the 'order size' column if this is possible.
- Once all products have been entered the '**Next**' button.
- The standard receipting page is then displayed.

**Supplier Return to Coca-Cola Enterprises Ltd**

Current Stock Period: Week 9 - 01/05/2013 to 15/05/2013 <Open>

Save Save & Return Approve Delete Printable View Cancel

Effective Date: 02/05/2013	Discrepancy:
Invoice Date: 02/05/2013	Voucher Number: <input checked="" type="radio"/> Generate new voucher number <input type="radio"/> Link to another voucher number
Supplier Returns Ref.#:	Created By: fmb manager Support, 02/05/2013 14:43:20
Reference#: 365526	Approved by:
Credit note Number: Awaiting Credit Note <input type="button" value="Match"/>	Last Reconciliation By:
Status: Pending	Last Modified By: fmb manager Support, 02/05/2013 14:43:20
Comments: There was an overcharge	Associated Documents: PO#

Select how the list should be sorted: Category

**Product Details** Log

Name	Product Code	Initial Qty	Actual Qty	Size	Actual Unit Cost	Initial Net Cost	Actual Net Cost	Actual VAT	Diff	Comment
Schwepes Cordials Blackcurrant	5017726140960	3	3	12x1LT	£12.66	£37.98	£37.98	£7.60	£0.00	
		3	3			£37.98	£37.980	£7.596	£0.00	

Fig 35 - Pending Supplier Return

- Verify the quantity being returned is correct.
- Check the **'effective date'** of the supplier return as this affects the cost of sales and stock level of the relevant stock period.
- Input the **'supplier returns reference'** and click the **approve** button. Supplier returns must be approved out of stock when the goods physically leave the building in order to minimise issues with stock counting, or when the monetary credit has been agreed.
- Pending supplier returns are rare as the return has been agreed with the supplier prior to the return being raised therefore they will typically have an **approved** or **approved and marked** status.
- When the credit note is received from the supplier this reference is entered to the approved transaction and marked for export.
- Supplier returns **must** be approved in the correct stock period otherwise product or cost of sales variances will be seen within the period end figures. It is possible to mark a return for export after the current stock period has been closed and approved.

## Site Transfers

Site transfers are used to record the quantity and value of goods being transferred between sites within an organisation. It is essential that site transfers are recorded on the day the goods were transferred to ensure that the stock on hand at both locations remains up to date.

Products, batches and recipes can be transferred between locations using the site transfer functionality however in order to transfer an item the product or recipe must be available at both sites in order to proceed with the transfer. Only sites within the same unit can transfer between one another – for further details on which sites are contained within a given unit per organisation please contact the System Administrator.

- To create a new site transfer click the **transfers** link on the green bar and select the **'create a new site transfer'** button.

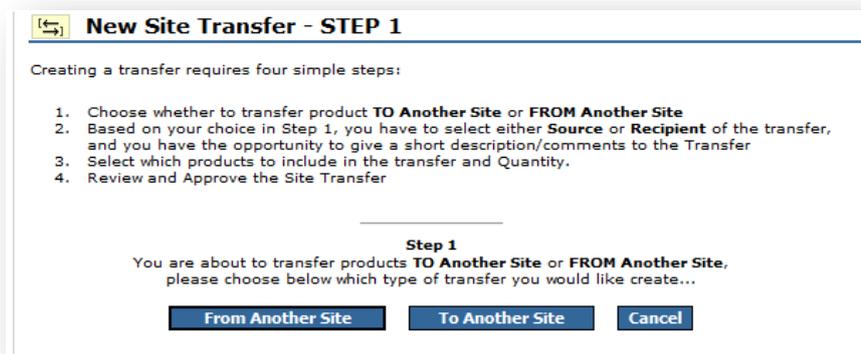


Fig 36 - Create New Site Transfer Button

- The user must then select if a transfer is **from another site** or **to another site**.

### Top Tip

It is advisable to maintain a company standard when recording site transfers i.e. the issuing site always records the transfer **to another site** otherwise the quantity and cost of the transfer could potentially be duplicated if both sites record the transfer on the system.

A screenshot of a software dialog box titled "New Site Transfer - STEP 1". The dialog box contains a list of four steps for creating a transfer. Below the list, it indicates "Step 1" and asks the user to choose between "From Another Site" and "To Another Site". There are three buttons at the bottom: "From Another Site", "To Another Site", and "Cancel".

**New Site Transfer - STEP 1**

Creating a transfer requires four simple steps:

1. Choose whether to transfer product **TO Another Site** or **FROM Another Site**
2. Based on your choice in Step 1, you have to select either **Source** or **Recipient** of the transfer, and you have the opportunity to give a short description/comments to the Transfer
3. Select which products to include in the transfer and Quantity.
4. Review and Approve the Site Transfer

**Step 1**

You are about to transfer products **TO Another Site** or **FROM Another Site**, please choose below which type of transfer you would like create...

**From Another Site** **To Another Site** **Cancel**

Fig 37 - Transfer Direction Options

- Once the direction of the site transfer has been selected the user is directed to pick the appropriate site from the drop down list available as shown in **Fig 38**.

**Site Transfer to** ■ = Required Information

Site Transfer to: Example Stock Location 1

Date: Example Stock Location 1 2014

Select Input Interface: Example Stock Location 3  
Example Stock Location 2  
Example Stock Location 4  
Central Stores Example (search)

Description:

<< Back Cancel Next >>

Fig 38 - Site Transfer Page I

- The user is required to enter:
  - The appropriate site from the drop down list. A list of available sites within the same unit will be provided.
  - The date of the transfer. Options for today, tomorrow, or the day after tomorrow are given or a specific date can be selected. (Transfers can only be recorded with an effective date within the current stock period.)
  - The input interface for selecting products and/or recipes to transfer.

**Site Transfer to**

Site Transfer to: Example Stock Location 1

Date: Today - Tuesday 21 January 2014

Select Input Interface:
  Products Only (by category)
  Products and Recipes (by search)

Description: Agreed transfers with Joe Blogs at Site 1

Fig 39 - Input Interface Options

- It is optional to enter a transfer description if appropriate.
- Users have the option on this page to **search** by products and recipes or select products only (by category). The input interface is dependent on goods that need to be added to the transfer.

**Site Transfer to Example Stock Location 1**

Cost Centre: Food Save Next

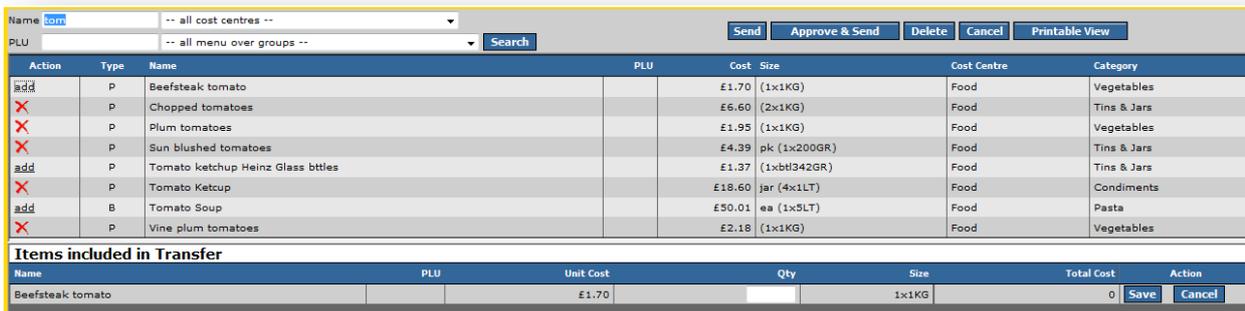
Meats Fish Frozen **Fruit and Vegetables** Herbs & Spices Dairy Dry Goods Adjustments Retail Goods Batch Items Organise

**Fruit | Salad | Vegetables | \*All**

Vintage	Name	PLU	Bin	Supplier	Qty.	Issue Size	Cost
	Kumquat			CNTSUP	✗	1x1KG	£8.380
	lemon			REYNCT	✗	(1x 200GR)	£0.350
	Limes			HBHAWK		1x1EA	£0.160
	Mango			HBHAWK		1x1EA	£0.890
	Medjool Dates			HBHAWK	✗	1x1KG	£7.800
	orange			REYNCT		(1x 1EA)	£0.350
	Oranges			CNTSUP	✗	1x ea 1EA	£0.200

Fig 40 - Site Transfer Input Page - Products Only

- When using the **'Products Only'** interface option, choose which cost centre and then which category the items to be included in the transfer are associated with.
- A list of available products will appear. Any items with the symbol  cannot be transferred as the receiving site does to hold this item as part of their stocking policy.
- If the other input interface (**'Products and Recipes'**) is selected products, batches or recipes are searched for as shown in **Fig 41** below. The add button can be selected to include an item in the transfer, the item type is denoted by the **type** shown in the relevant column.
  - P = Product
  - B = Batches
  - R = Menu Item



Action	Type	Name	PLU	Cost	Size	Cost Centre	Category
add	P	Beefsteak tomato		£1.70	(1x1KG)	Food	Vegetables
X	P	Chopped tomatoes		£6.60	(2x1KG)	Food	Tins & Jars
X	P	Plum tomatoes		£1.95	(1x1KG)	Food	Vegetables
X	P	Sun blushed tomatoes		£4.39	pk (1x200GR)	Food	Tins & Jars
add	P	Tomato ketchup Heinz Glass btles		£1.37	(1xbl342GR)	Food	Tins & Jars
X	P	Tomato Ketchup		£18.60	jar (4x1LT)	Food	Condiments
add	B	Tomato Soup		£50.01	ea (1x5LT)	Food	Pasta
X	P	Vine plum tomatoes		£2.18	(1x1KG)	Food	Vegetables

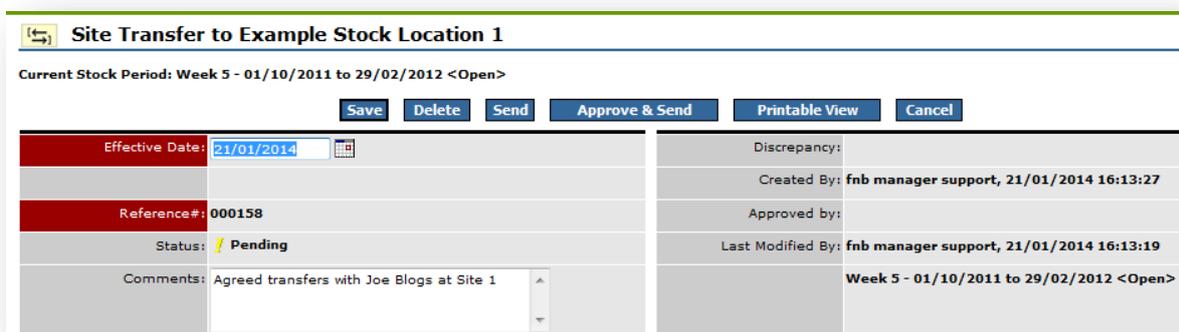
Items included in Transfer							
Name	PLU	Unit Cost	Qty	Size	Total Cost	Action	
Beefsteak tomato		£1.70		1x1KG	0	Save	Cancel

**Fig 41 - Site Transfer Input Page - Products and Recipes (by search)**

- Add the quantity to the products required, when all products have been added and then click **next**.

### Top Tip

When using the search fields in FnB Manager enter a few letters of the name ensuring not to be too specific to account for spelling and word order variations. The system will return any results with the letter combination anywhere in the word.



Site Transfer to Example Stock Location 1	
Current Stock Period: Week 5 - 01/10/2011 to 29/02/2012 <Open>	
Effective Date: 21/01/2014	Discrepancy:
Reference #: 000158	Created By: fnb manager support, 21/01/2014 16:13:27
Status: Pending	Approved by:
Comments: Agreed transfers with Joe Blogs at Site 1	Last Modified By: fnb manager support, 21/01/2014 16:13:19
	Week 5 - 01/10/2011 to 29/02/2012 <Open>

**Fig 42 - Pending Site Transfer Details**

- Once all items on the transfer have been confirmed click the **'Send'** button to issue the goods to the selected site. The option to **'Approve & Send'** can also be selected; this will automatically approve the transfer without the receiving site viewing the items, although it is still visible on the approved tab at both sites.

- Site transfers that have been sent, but not yet approved, will be displayed in the *Sent/Received Site Transfers* section on the pending tab of the stock management page.
- Approved transfers can be found on the approved tab as normal.

Open

Pending ( / → )
Approved ( ✓ )

<span style="font-size: 1.2em;">!</span> Pending Delivery Notes (IN) <span style="float: right;">print all [ <a href="#">separate pages</a>   <a href="#">continuous</a> ]</span>	
<span style="font-size: 1.2em;">!</span> <a href="#">Delivery from Reynolds Catering (Cheese)</a> (22/01/2014, £285.18, CPU-REYCHS3) <span style="float: right;">▼</span>	
<span style="font-size: 1.2em;">!</span> <a href="#">Delivery from Allan Reeder</a> (27/11/2013, £215.38, CPU-AREEDER1)	
<span style="font-size: 1.2em;">!</span> Pending Site Transfers <span style="float: right;">print all [ <a href="#">separate pages</a>   <a href="#">continuous</a>   <a href="#">Consolidated Production Matrix</a> ]</span>	
<b>IN</b>	<b>OUT</b>
--none--	--none--
<span style="font-size: 1.2em;">!</span> Sent/Received Site Transfers <span style="float: right;">print all [ <a href="#">separate pages</a>   <a href="#">continuous</a>   <a href="#">Consolidated Production Matrix</a> ]</span>	
<b>IN</b>	<b>OUT</b>
--none--	<span style="font-size: 1.2em;">!→</span> <a href="#">000158: Site Transfer to Example Stock Location 1</a> (21/01/2014, £7.00)

Fig 43 - Stock Management - Sent/Received Site Transfers Section

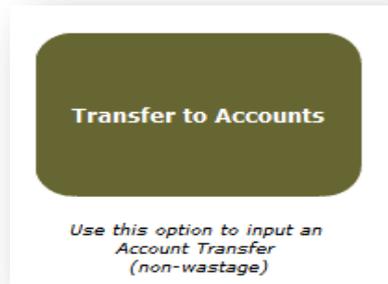
### Top Tip

Check and update any pending or site/received site transfers at least 24 hours before the end of the stock period as often agreement is needed from another site and it is better to have completed these transactions prior to counting the stock.

## Account Transfers

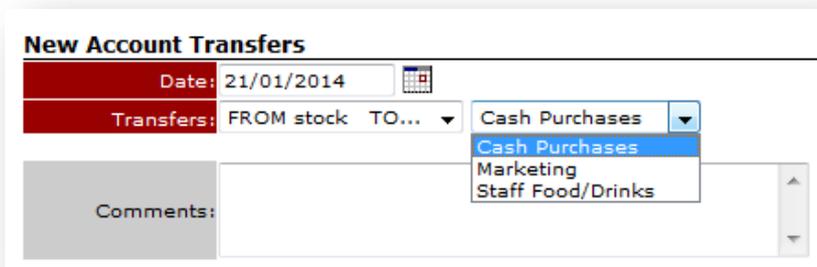
Account transfers are used to account for stock that has entered or left the sites stock holding but haven't been purchased from a supplier; transferred to another site; or sold to a customer. The types of accounts are configured per customer by the system administrator typical accounts are 'cash purchases', 'marketing', 'events' and 'staff food'. Any type or purpose of account can be created, please contact your fourth representative for more details.

- Click the **Transfers** link in the green bar and click the '**Transfers to Accounts**' button, as shown in **Fig 44** below, to record a new transfer.



**Fig 44 - Transfer to Accounts Button**

- Enter the effective date of the transfer; the system will default to today's date as the assumption is all stock movement is being recorded on the appropriate day to maintain the integrity of the stock on hand at site.

A screenshot of a web form titled 'New Account Transfers'. The form has a red header bar. Below the header, there are three main sections: 1. 'Date:' with a text input field containing '21/01/2014' and a calendar icon. 2. 'Transfers:' with a dropdown menu showing 'FROM stock' and 'TO...' with a dropdown arrow. To the right of this is another dropdown menu with 'Cash Purchases' selected, and a list of options: 'Cash Purchases', 'Marketing', and 'Staff Food/Drinks'. 3. 'Comments:' with a large text input area.

**Fig 45 - Account Transfer Initial Setup**

- Enter the effective date – the day that the stock was recorded.
- Next choose which account to transfer the stock to or from.
- Select the direction of the transfer is '**from stock to**' or '**to stock from**'.

Fig 46 - Stock Transfer Direction Drop-down List

- Add to the comments box the reason for the transfer if applicable
- Click the **'Next'** button to be moved to the entry screen of the account transfers to add products or recipes to the transfer.

### Top Tip

'To stock from' is transferring items into the sites stock holding such as a cash purchase. 'From stock to' is transferring items out of the sites stock holding such as staff food.

- Enter and search for product or recipes to add to the transfer. Once the item has been identified click the **'Add'** button to enter the quantity of the item to be included.

Action	Type	Name	PLU	Cost	Size
add	P	Milk Skimmed		£0.74	btl (2x1LT)

Fig 47 - Account Transfer Input Page

- Once the relevant items are included in the transfer they will be displayed in the bottom section of the screen and the total cost of the transfer is displayed in the yellow box as in Fig 48 below.

Items included in Transfer						
Name	PLU	Unit Cost	Qty	Size	Total Cost	
Milk Skimmed		£0.37	2	btl (2x1LT)	1.48	
						£1.48

Fig 48 - Included Items Section

- If a cash purchase is being recorded the total cost of the transfer must be reconciled to the receipt. Much like a delivery the cost of the transfer can be adjusted using an adjustment item. Search for this item and add the monetary value in the quantity box to increase or decrease the cost of the transfer.

Items included in Transfer						
Name	PLU	Unit Cost	Qty	Size	Total Cost	
Cash Purchase Adjustment (No VAT)		£1.00	1.08	1x1EA	1.08	
Milk Skimmed		£0.37	2	btl (2x1LT) ▼	1.48	
						£2.56

Fig 49 - An Adjustment Item Included in The Transfer

- Once the transfer is complete and the products and costs of the transfers are correct the transfer can be approved to adjust the stock on hand at site.

### Top Tip

Cash purchases are the only type of account transfer where the costs must also be reconciled. All other transfers it is the quantity of goods that is important to record.

## Wastage Transfers

Wastage transfers are used to record stock that has been wasted. It is also possible, depending on the EPOS provider, for wastage to be recorded on the till and the information sent to the system and recorded on FnB Manager. The types of wastage accounts are configured per customer by the system administrator typical accounts are 'food wastage', 'beverage wastage', and 'beer line cleaning'. Any type or purpose of account can be created, please contact your fourth representative for more details.

- Click the **Transfers** link in the green bar and click the '**Wastage Transfer**' button, as shown in below, to record a new transfer.



Fig 50 - Wastage Transfer Button

- Enter the date the stock was wasted (ensure this relates to the correct stock period).
- Select the required account from the 'Wastage Account' drop-down list.



Fig 51 - Wastage Transfer Initial Setup

- Enter any comments applicable to the transfer.
- Click the Next button to enter the appropriate products/recipes.

**NOTE:** Any current pending wastage transfers will be seen at the top of the page in pending wastage transfer.

### Top Tip

It is advisable to enter a detailed comment if a particularly large wastage transfer has been recorded i.e. Freezer breakdown



Fig 52 - Wastage Transfer Input Page

- Enter a few letters of the item(s) to be included in the transfer and click the 'Add' button to include these items. Products, batches or recipes may be included within a wastage transfer. If a recipe is included the system will break this down to the ingredients within the recipe to accurately account for the stock.
- Ensure that an appropriate reason (if applicable) is selected from the drop-down box when adding an item to the transfer and click the 'Save' button.

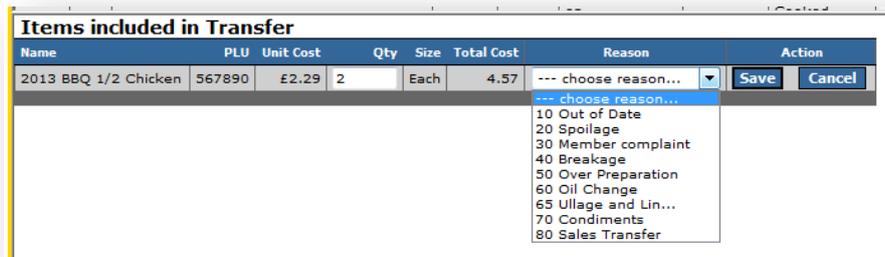


Fig 53 - Items Included in The Wastage Transfer & Transfer Reasons

- Once all items to be included in the transfer have been added click the **Approve** button to complete the transfer.

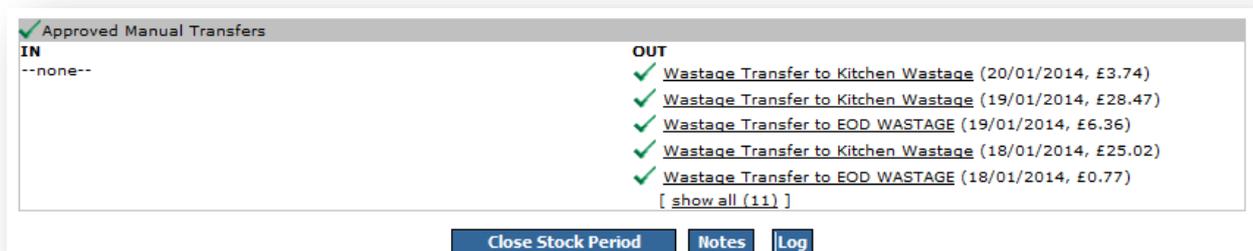


Fig 54 - Approved Wastage Transfers Under Stock Management

- Approved wastage transactions for the current stock period can be viewed by selecting the approved tab on the stock management page; wastage transfers are included within the manual transfers section.

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## Stock Counting

A business will count its stock at fixed points in the calendar to allow them to monitor usage and cost of the goods in the business. It is important when counting stock to be accurate about the items being counted and the quantity that is physically in the stores.

In order to achieve a good stock take result, as much as half the entire time should be spent preparing for the count and subsequent investigation. Allocating sufficient time to a stock take will go a long way to ensuring it is efficient, complete and accurate. Before beginning the actual count, three main areas of preparation should be covered:

1. Update all transactions on the system
2. Organisation of the stock itself
3. Print out of the stock sheets

As traditionally the stock take is carried out in the morning, it is recommended that the above tasks are carried out during the preceding days up to a stock take. This will avoid a panic on the day and save huge amounts of precious "investigation time" on the day.

### Update all transactions on the system

Typically, there is an entire stock period in which to enter all the transactions. It is best to carry these tasks out "as you go" however, often there will be a few credits or transfers that need entering for the final few days. Ensure everything is entered before beginning a count. It will be practically impossible to reconcile a stock take if there are outstanding transactions to process. In addition, if the entry of transactions is left until stock take day, it will be a rush to complete and mistakes are likely to be made.

### Organisation of the stock itself

As much as 50% of the time allocated to stock taking should be allocated to preparing the items you are about to count. Here is a list of the most important things to look out for grouped by stock location.

#### Cellar

- Remove empty kegs; ensure access to open and full kegs is not hindered.
- Remove bag in box from boxes to make counting easier.
- Make sure wines in racks are in the correct position and numbered/labeled.
- Ensure wine labels are facing upwards.
- Ensure all cases stacked are full.
- Make sure all spirits are facing the right way.
- Make sure all cases of spirits are full.
- Make sure all bottles are in the correct position and correctly labeled.

#### Bar

- Empty fridges and place items on or outside the bar to ease counting.
- Consolidate low value stock where practical (wines, pouring spirits).
- Turn all bottles so that the label is facing out, but volume can still be read.

#### Dry Store

- Remove empty boxes.
- Make sure all like for like items are regularly stocked with each other.
- Make sure the labels are facing outwards and easy to read.

## Kitchen Fridges

- Remove empty boxes.
- Make the scales available.
- Make sure items are in the correct place according to labels.
- Empty fridges of items that require weighing.

## Printing Stock Sheets

Doing this in advance but within the stock period and preparing the sheets on clipboards will ensure that on arrival, the stock take can be attacked quickly. It also avoids any issues like running out of paper or printer ink that might waste precious time.

Go to the Stock Management page and click the '**Stock Tally Sheet**' link within the print section or click the '**Stock Count**' link within the actions section to be taken to the main stock count page.

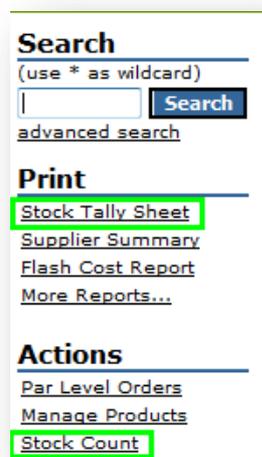


Fig 55 - Stock Tally Sheet Link

- There are multiple input interface options when printing or entering the stock count. There are print and input options that correlate with one another, ensure that whatever printable option is selected the appropriate input option is also selected.

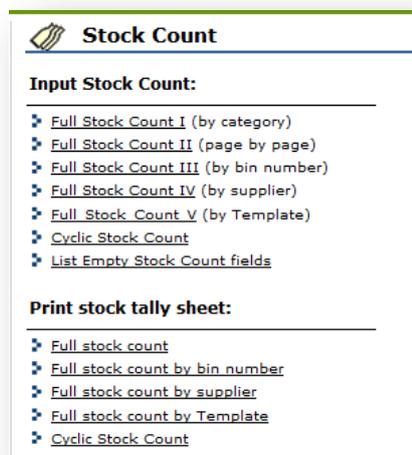


Fig 56 - Input & Print Interface Options

- To print the stock count sheet, click on the appropriate link and select the appropriate printable configuration.

### Top Tip

Selecting 'Only print products in use at site' will hide any unused products from the current period therefore reducing the size of the stock count required.

STOCK TALLY SHEET						<a href="#">Close Window</a> <a href="#">Print This Page</a>		
Fourth > Bar								
Period 3 - 10/03/2014 to 09/04/2014 <Open>								
Printed by fnb manager support, 15/10/2014 10:58:43								
Beverage All / Spirits / Apertif						Par	Close	Diff.
Apertif						Par	Close	Diff.
			Aperol	(70CL)		2		
		2010	Aperol	(1x70CL)		0		
			Cinzano Bianco	(70CL)		5		
		1980	hooch	(1xBtl125ML)		0		
			Jagermeister	(70CL)		0		

Fig 57 - Sample Stock Count Sheet

- Once the stock sheet is generated, click on the 'Print this Page' link in the top right of the screen.
- The sheet can be used to count against; careful notice should be given to the unit size to ensure that the correct UOM is counted against.

## Entering a Stock Count

Once the stock has been counted, enter it by going to **Stock Management > Stock Count > Input full stock count.**

No.	Vintage	Name	UOM	Open	Trx.	Close	Value	Inv.	Usage
Beverage / Beers / Bottled Beers									
Bottled Beers									
1		Amstel	(1x1EA)	5	0	6	72.00	0	-1
2		Bacardi Breezer Lemon	btl (1x330ML)	5	0	2	1.68	0	3
3		Bacardi Breezer Orange	btl (1x330ML)	5	0	2	1.67	0	3
4		Becks	(1x1GAL)	5	0	2	17.37	0	3

Fig 58 - Stock Entry Page

- The printable count sheet matches the input interface which makes entering the quantities easier.
- Each product must have a value entered against it, whether it's a value or zero. No field should be left blank.

<u>Amstel</u>	(1x1EA)	5	0	6
<u>Bacardi Breezer Lemon</u>	btl (1x330ML)	5	0	0.1+0.5
<u>Bacardi Breezer Orange</u>	btl (1x330ML)	5	0	2

**Fig 59 - Adding Stock Counts**

- When entering the quantities, it is possible to use the + sign. Enter the quantities 8+7 etc. and then press tab on the keyboard. To move down the page use the tab key and to move up the page use shift then tab. The enter key is a save function.
- Once all the stock is entered, click save and return.

**Top Tip**

'Save as you go' when entering stock. If the system times out after a period of inactivity any information that was entered following the last 'save' will be lost.

## Period End Checks

- Once the stock has been counted and entered a user must check the pending tab of the stock management screen to ensure that there are no pending transactions for the current period.



Fig 60 - Pending Tab with No Outstanding Transactions

- The sales must also be checked before the stock period can be closed to do this go to **Stock Management > Import POS Figures (Under Actions)**.

PLU Import sequence	PLU Import sequence status		
<ul style="list-style-type: none"> <li>✓ <a href="#">Upload more PLU data</a></li> <li>✓ <a href="#">Verify and Process PLU data</a> </li> <li>✘ <a href="#">Unit Upload Status Report</a></li> <li>✘ <a href="#">Reset PLU data</a></li> </ul>			
		NET	GROSS
	✓ Total uploaded PLU sales (raw)	£21,938.98	£26,326.78
	✓ Total verified PLU sales (salesmix)	£21,932.32	£26,318.78
	✘ Total missing PLU sales	£6.67	£8.00
	✘ Number of missing PLU`s	1	
	✓ Number of price discrepancies	0	
	✓ Number of zero cost-priced PLUs	0	

Fig 61 - Import POS Figures Page

- The total verified PLU sales is what the system uses when calculating the GP result, if there are any missing PLUs recorded a user must notify their system administrator.
- Missing PLUs reflect a transaction that has been recorded on EPOS but does not have a corresponding menu item on FnB Manager to identify the stock used when gathering the revenue.

### Top Tip

It is advisable to check the import POS figures page regularly throughout the period as sales are loaded on a daily basis and any missing PLU references can be flagged prior to the stock result.

## Closing a Stock Period

- Once all information has been checked the stock period can be closed by following the **path Stock Management > click the Close Stock Period** button.

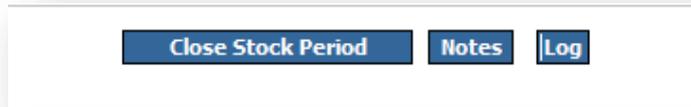


Fig 62 - Close Stock Period Button

- A confirmation message will be generated as shown in **Fig 63** below.

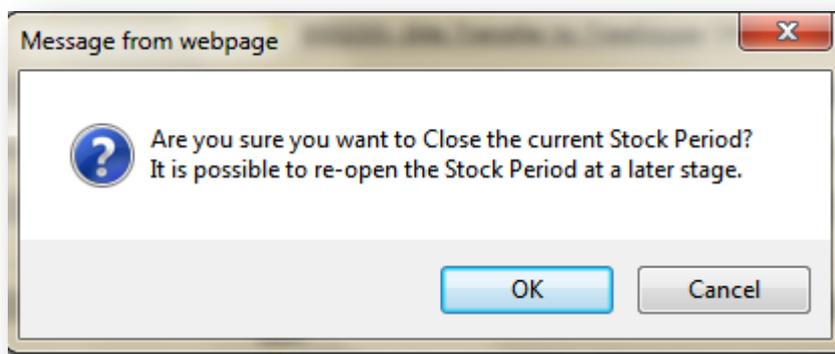


Fig 63 - Close Stock Period Confirmation

- Click 'OK' to proceed with closing the stock period.



**Fig 64 - Stock Period Warning Messages**

If there are any pending deliveries in the stock period, the system will show the above alerts.

There should be no pending transactions in the current stock period before closing the stock period. Go back to stock management and approve all relevant transactions, or delete any that haven't or won't occur and move any that are expected in the next period.

The system will also alert users if there are any missing sales, this alert is only relevant if there is a link with EPOS.

Once all the checks have been completed proceed with closing the period.

## Reporting

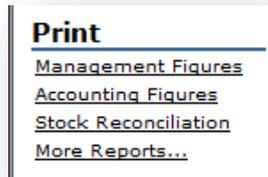


Fig 65 - Closed Stock Period Report Links

- Once the stock period is closed, links to period end reports will be displayed on the stock management tab.
- The Management Figures report is the main report that will be used. This report shows the closing value of stock and the cost of sale information at a summary level for the site.

## Management Figures

General			
Account Summary		Deliveries & Transfers	
Notes		Log	
Period 2 - 01/12/2013 to 31/12/2013 <Approved>			
Closed by <b>fnb manager support, 19/01/2014 16:57:10</b> Inputted by -- not inputted yet --			
Approved by <b>fnb manager support, 20/01/2014 09:17:44</b> Counted by -- not counted yet --			
£ General			
Opening Stock Value :	£6,549.59	Actual POS sales :	£11,083.63
Total Purchases :	£0.00	Actual Cost of Sales :	£2,243.92
Total Supplier Returns :	£0.00	Actual Profit :	£8,839.70
Total Requisitions Received :	£2,296.14	Actual GP% :	79.76%
Total Requisitions Issued :	£0.00		
Total Site Transfers Received :	£0.66	Theoretical Cost of Sales :	£1,898.39
Total Site Transfers Sent :	-£73.40	Theoretical Profit :	£9,185.23
Total Account Transfers IN :	£35.81	Theoretical GP% :	82.87%
Total Account Transfers OUT :	£0.00	Cost Variance (Act vs. Theo) :	-£345.53
<b>Closing Stock Value :</b>	<b>£6,564.88</b>	GP Variance (Act vs. Theo) :	-3.12%
<b>Actual Cost of Sales :</b>	<b>£2,243.92</b>		

Fig 66 - Management Figure Report Page

- **Opening Stock** – Cannot be changed, this is the closing stock from last period.
- **Total Purchases** – Total value of approved GRNs/delivery notes during the period.
- **Total Supplier Returns** – Total value of supplier returns that have been approved out of stock during the period.
- **Total Requisitions Received** – Total value of requisitions received and approved from a central store during the period.
- **Total Requisitions Issued** – Total value of requisitions issued and approved to other locations during the period.
- **Total Site Transfers Received** – Total value of site transfers received and approved during the period.
- **Total Site Transfers Sent** – Total value of site transfers issued and approved during the period.
- **Total Account Transfers In** – Total value of account transfers received and approved during the period, this includes things such as petty cash transfers.
- **Total Account Transfers Out** – Total value of account transfers issued and approved during the period, such as staff food etc. *NB. Best practice advises that Wastage is included in your cost of sales, therefore will not show in this entry however if wastage is not included then this entry will show your wastage included.*
- **Closing Stock Value** – Total value of goods entered in your closing stock.
- **Actual Cost of Sales** – [Opening Stock + Purchases +/- Transfers - Closing Stock].

- **Actual POS Sales** – Total verified Sales from the EPOS.
- **Actual Cost of Sales** – Total cost to run the business during the period (as above).
- **Actual Profit** – [*Actual POS Sales - Actual Cost of Sales*].
- **Actual GP** – [*Actual COS / Actual POS*] expressed as a percentage.
- **Theoretical Cost of Sales** – Quantity sold from total verified sales multiplied by assigned supplier price to give best case cost to the business during the period.
- **Theoretical Profit** – [*Actual POS - Theoretical COS*].
- **Theoretical GP** – [*Theoretical COS / Actual POS*] expressed as a percentage.
- **Cost Variance** – [*Theoretical COS - Actual COS*].
- **GP variance** – [*Theoretical GP - Actual GP*].

**Note** The opening and closing values are the weighted average values of the stock. The purchase value is the actual price paid for the goods and the transfer value is the cost of the goods from the allocated supplier.

### **Reasons for variances in Actual vs. Theoretical COS**

- **Sales Not Importing** – The Theoretical COS is generated using the menu cost as dictated to by the recipe at the assigned supplier cost price at site. If there is sales missing, the actual COS will be correct but the theoretical will not be.
  - Ensure all sales are in.
- **POS entered incorrectly** – If the wrong menu items are rung in, there will be an incorrect theoretical COS for that menu item but the actual could be correct due to what was physically sold.
  - Ensure your staff charges for the right items on the till.
- **Missing PLU numbers** – If all menu items that have been sold do not have a corresponding PLU and recipe in FnB Manager then the theoretical COS cannot match the actual.
  - Ensure there are no missing or zero cost price PLUs.
- **Recipe ingredients incorrect** – If the wrong Menu or Batch ingredients are being down dated in the recipes, the theoretical COS will be different to what has actually been sold.
  - Ensure the recipes are correct in the system.
- **Ingredient costing incorrect (assigned supplier is wrong)** – If the wrong supplier is allocated when adding the products to site the theoretical COS will be miscalculated as it won't be the actual supplier the goods will be purchased from.
  - Ensure you're buying from the right supplier.
- **Unaccounted for stock (loss theft etc.)** – If the stock is not rung through the till and given for free and or stolen the actual and theoretical COS won't match as the actual COS will present as being higher.
  - Ensure that stock is managed so that there is no opportunity for stealing.
- **Transfers included in cost of sales e.g. Wastage** – any transfers of stock to accounts included in COS will affect the bottom line on the actual COS but won't have been account for in the theoretical COS.
  - Ensure wastage is kept to a minimum.
- **Cost price variances from the default cost** – If the invoices are edited upon receipt to change the cost price then the actual and theoretical COS won't match as the theoretical is worked out using the default cost price.
  - Ensure any price differences are highlighted to Tracie.
- **Over and under portioning** – If the actual recipe given is greater or less than the recipe on FnB Manager at site, then the actual and theoretical COS won't match.
  - Ensure that things are made to the recipe specification.

- **Incorrect Closing or Opening Stock** – if the closing or opening stock is incorrect then it can inflate or deflate the actual COS.
  - Ensure the stocks are counted and entered correctly.
- **Missing Deliveries** – if all deliveries are not approved into stock including manually input orders then this will affect the actual COS against the theoretical.
  - Ensure all the deliveries are approved correctly.
- **Missing Supplier Returns** – if the supplier returns are not entered into the system and approved then there will be a difference in the actual and theoretical COS.
  - Ensure all credits are entered and approved correctly.
- **Missing site transfers** – if all site transfers that have happened in the period have not been approved then this will have a negative/positive impact on the actual COS at one of the sites and the opposite negative/positive effect at the other site.
  - Ensure all site transfers are entered and approved correctly.

## Stock Reconciliation

- Clicking the **Stock Reconciliation** button will generate a report that will show any line by line stock discrepancies for that period. This will help you confirm that a correct closing stock has been entered and all deliveries and transfers have been recorded correctly for the period. This report is the stock reconciliation report; it is the most important report to show the stock quantities.

	Open Qty	Del	Trx	Close Qty	Usage Qty	POS	Diff	Diff Cost	Diff Last	Diff Weight Avg
Capri Sun Orange	4	0	72	0	76	82	6	£3.57	684	£3.57
Capri Sun Tropical	4	0	120	0	124	135	11	£6.54	42	£6.54
Coca Cola (PET) PET	4	0	24	0	28	37.2	9.2	£9.70	-7	£9.70
Coca Cola cans	4	0	90	0	94	206	112	£37.89	121	£37.89
Coca Cola Contour (PET) PET	4	0	48	0	52	9	-43	-£21.95	3	-£21.95
Coca Cola Diet (PET) PET	3	0	17	0	20	15	-5	-£5.27	22.2	-£5.27
Coca Cola Diet NRB	3	0	5	0	8	65	57	£18.24	8	£18.24
Coca Cola Icon Glass NRB	3	0	5	0	8	93	85	£38.04	67	£38.04
Coca Cola NRB	3	0	24	0	27	206	179	£57.28	-42	£57.28
Coke Zero (PET) PET	45	0	12	0	57	102	45	£24.38	50	£24.38
Coke Zero cans	2	0	72	0	74	136	62	£20.97	47	£20.98
Diet Coca Cola cans	54	0	24	0	78	105	27	£9.13	6567	£9.13

Fig 67 - Stock Reconciliation Report

- **Open Qty** – shows the opening quantity of stock (the closing quantity from the last count).
- **Del** – shows the sum of all delivery and supplier returns quantities this period.
- **Trx** – shows the sum of all site transfers, requisitions, wastage and account transfers this period.
- **Close Qty** – show the closing quantity entered into this count.
- **Usage Qty** – is worked out using opening [quantity, +/- Deliveries and Supplier Returns +/- all transfers the closing quantity]. This is the quantity that should have been sold.
- **POS** – is the figure of usage coming from the EPOS provider. This is the figure of what was sold on the till by PLU times the recipe in the system. This is what was sold.
- **Diff** – is the difference between Usage and POS.
- **Diff Cost** – is the value of the difference.
- **Diff Last** – is the difference on the count the last time the stock was counted. **Note-** if this figure is often up or down each week, this is usually an indication that there may be a problem with the recipe in the system.
- **Diff Weighted Avg** – is the value of the difference in weighted average value.

The usage column on the stock reconciliation should always be a positive figure or a zero. A negative usage figure implies that there is a higher closing quantity in stock than there was in the opening stock and deliveries and transfers. Double check the closing stock again and if this is correct recheck the deliveries and transfers. If the usage is still negative then check the diff last column as the error could be from the last stock count and is not fixed this period when combining the two differences.

If users have to carry out all actions at the end of the period this greatly increases room for error and doesn't allow a suitable time for checking any variances on the stock reconciliation.

Always ensure that adequate preparation has gone into the counting process when closing a stock period, ensure that the areas to count are neat & tidy; the count sheet has been printed in advance to the stock count; stock holding levels are as low as possible to minimise counting errors and always ensure that adequate time is allowed to count the stock count leaving time in case any re-counting is required.

### Understanding & investigating the stock reconciliation

Because of the fluid nature of the business there are likely to be discrepancies for any items sold as a fraction of itself, e.g. a shot of vodka, a portion of pie. However, the differences should be small and explained where possible.

Below outlines the possible scenarios that occur when reading the stock reconciliation, these should help to highlight where things may have gone wrong.

#### Opening with a Negative Opening Stock

Full Menu Item / Main Plates	Open Qty	Del	Trx	Close Qty	Usage Qty	POS	Diff	Diff Cost	Diff Last	Diff. Poten. Sales
Poached Smoked Haddock Choucroute with Mustard Butter Sauce [7515]	-13	0	0	0	-13	43	56	£169.47	0	£0.00

**Fig 68 - Negative Opening Quantity**

- The opening quantity is last periods closing quantity and so it cannot be changed this period.
- Having a negative opening quantity means that there was a negative closing quantity on the last count. This usual happens because a stock quantity was not entered against this item at all on the last count. The system will decide what the closing stock is if no figure is entered. It works this out using [*opening quantities, +/- deliveries +/- transfers - sales*]. If sales were higher than the quantity of opening stock +deliveries and transfers then the system will assume a negative closing stock.
  - Fix this by ensuring the closing quantity is correct this count as this should help correct the issue the next period.

### Closing with a Negative Closing Stock

	Open Qty	Del	Trx	Close Qty	Usage Qty	POS	Diff	Diff Cost	Diff Last	Diff. Poten. Sales
<b>Spirits / Apertif</b>										
<span style="color: blue;">i</span> Aperol	4	6	-9	-6.14	7.14	7.14	0	-£0.00	4	-£0.00

**Fig 69 - Negative Closing Stock**

- This only usually happens when a closing quantity was not entered.
- The system will create the closing quantity by looking at the *[opening quantity +/- deliveries and Credits +/- transfers - POS quantity]*. In the above example the total creates a negative closing value.
- The blue circle with the information sign next to the product name indicates that this product was not counted in this period. Only invoice adjustments should have this at the end of the period.
  - Fix this by entering the actual closing quantity.

### Closing with a Negative Usage

	Open Qty	Del	Trx	Close Qty	Usage Qty	POS	Diff	Diff Cost	Diff Last	Diff. Poten. Sales
<b>Site Produced / Prep</b>										
Pheasant Bones [7195]	3	0	-7.7	0	-4.7	0	4.7	£0.09	3	£0.00

**Fig 70 - Negative Usage**

- Negative Usage implies that the closing stock is greater than the opening stock and deliveries and transfers.
  - Ensure the closing quantity was entered correctly from the page to the system.
  - Ensure all deliveries were entered correctly into the period and none are missing.
  - Ensure all transfers are correct and not too high.
  - Check the difference the last time. If the difference the last time was down the same quantity and there is certainty that the closing quantity is correct this time then it could be taken that the error was in the last count and that it is now correct.

Closing with a Negative Difference

	Open Qty	Del	Trx	Close Qty	Usage Qty	POS	Diff	Diff Cost	Diff Last	Diff. Poten. Sales
<b>Soft Drinks / Mixers</b>										
Bitter Lemon Schweppes	6	0	0	4	2	0	-2	-£0.58	2	-£3.50

**Fig 71 - Negative Difference**

- Negative difference implies that a quantity of this product is missing and can happen for a number of reasons.
  - Ensure the closing quantity was entered correctly from the page to the system.
  - Ensure all deliveries relevant have been correctly approved and that no deliveries that belong outside the period have been approved into the incorrect stock period.
  - Ensure all relevant credits (supplier returns) have been approved out and not forgotten.
  - Ensure all requisitions, site transfers and transfers to accounts have been entered and not forgotten.
  - Ensure all POS figures have being verified.
  - Ensure the recipes this product should be in are correct
  - Check like for like products to check if they are up the quantity that this product is down as this can be an indication of cross ringing on the till.
  - Check the difference the last time. If the difference the last time was up the same quantity and there is certainty that the closing quantity is correct this time then it could be taken that the error was in the last count and that it is now correct.

Closing with a Positive Difference

	Open Qty	Del	Trx	Close Qty	Usage Qty	POS	Diff	Diff Cost	Diff Last	Diff. Poten. Sales
<b>Spirits / Aperitif/Mart</b>										
Ricard	0.71	0	-0.01	0.71	-0.01	1.14	1.15	£15.79	0.71	£127.60

**Fig 72 - Positive Difference**

- Positive difference implies that a quantity of this product was sold more than was expected in the Usage column and can happen for a number of reasons.
  - Ensure the closing quantity was entered correctly from the page to the system.
  - Ensure all relevant deliveries have been entered into the system and not forgotten.
  - Ensure no credits that belong outside of the period have been approved out of the period.
  - Ensure all requisitions, site transfers and transfers to accounts have been entered and not forgotten.
  - Ensure all POS figures have being verified.
  - Ensure the recipes this product should be in are correct and not too high.
  - Check like for like products to check if they are down the quantity that this product is up as this can be an indication of cross ringing on the till.
  - Check the difference the last time. If the difference the last time was down the same quantity and there is certainty that the closing quantity is correct this time then it could be taken that the error was in the last count and that it is now correct

### Closing with a Positive Difference Last

	Open Qty	Del	Trx	Close Qty	Usage Qty	POS	Diff	Diff Cost	Diff Last	Diff. Poten. Sales
<b>Fruit Veg / Fruit Frozen</b>										
Cranberries Frozen	3	0	0	0	3	3,6	0,6	£5.10	6,4	£143.00

**Fig 73 - Positive Difference Last**

- Positive difference last shows that the last time the stock was closed the Diff column was positive this quantity.
- This cannot be changed and is there as an indicator of what happened the last period.
- If there is a negative difference this period then it can be an indication of a miscount in the last period, this may be the reason it was a positive.
  - Ensure this period's difference is correct.
  - If the difference last is regularly positive and the also the Diff column then this can indicate regular miscounting or incorrect recipes.
  - Ensure all relevant deliveries have been entered into the system and not forgotten.
  - Ensure all relevant transfers have been entered.
  - Ensure all POS sales are correct and not under-portioned.

### Closing with a Negative Difference Last

	Open Qty	Del	Trx	Close Qty	Usage Qty	POS	Diff	Diff Cost	Diff Last	Diff. Poten. Sales
Chervil	0.21	0.82	-0.37	0.55	0.12	0.55	0.43	£7.59	-0.43	£39.45

**Fig 74 - Negative Difference Last**

- Negative difference Last shows that the last time the stock was closed the Diff column was negative this quantity.
- This cannot be changed and is there as an indicator of what happened the last period.
- If there is a positive difference this period then it can be an indication of a miscount in the last period, this may be the reason it was a negative.
  - Ensure this periods Difference is correct.
  - If the difference last is regularly negative and the also the Diff column is negative then this can indicate regular miscounting or incorrect recipes.
  - Ensure all relevant deliveries have been entered into the system and not forgotten.
  - Ensure all relevant transfers have been entered.
  - Ensure all POS sales are correct and not over-portioned.

The stock reconciliation reflects the actions carried out by users in the stock period. Only transactions that have been approved will be reflected in the stock reconciliation. If all deliveries and transfers are accurately and correctly entered in the system and the stock is counted on time and correctly then the areas for discrepancies are reduced.

Recipes should be checked often and seasonally to ensure they difference between Usage and POS is minimised as much as possible. Cross ringing on the EPOS should be avoided and "OPEN food" and "OPEN beverage" items avoided when possible to minimize differences.

## Approving a Stock Period

The stock period should only be approved once a user has carried out all actions that are required and the management figures report and stock reconciliation have been checked for any errors. Once the period is approved the new stock period will begin and if a period is approved in error it is a chargeable cost for Fourth to 'roll back' the stock period.

- To close the stock period click on '**Stock Management**' and close the stock period as in **Closing a Stock Period**.
- Once the period is closed it can then be approved or re-opened.

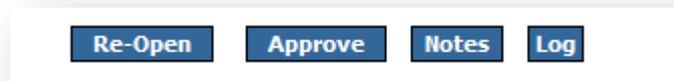


Fig 75 - Approve Button

- Any stock period data cannot be amended once the stock period is closed, the period must be re-opened for any amendments to take place.
- To adjust any information click the 'Re-Open' button and relevant figures such as the stock count entered or delivery or transfer approved can be amended with appropriate user permissions.
- When the stock period is closed click on the '**Approve**' button to finalise the period and approve it forward.
- An alert will appear asking users to verify that the period should be approved.

**Please Confirm that you wish to Approve this Stock Period.**

Site:	<b>Bar</b>
Stock Period Weeknumber:	<b>8</b>
Stock Period Start:	<b>14/06/2012</b>
Stock Period End:	<b>15/10/2012</b>

Fig 76 - Approve a Stock Period Confirmation

- Click the 'Approve' button to finalise this period and for the next period to be generated by the system.