Why am I seeing more/less product on my shelf compared to my inventory?

Beer inventory is extremely complex, and keeping track of it can be complicated. Pomodo will only be able to track inventory changes that are done directly through the system. We have compiled a list of the top ways that your inventory could differ from what you see sitting on your shelf.

1. **Physical Inventory has never been done**

   If you never did a physical inventory, chances are your product started out at quantity 0. If you started buying and selling with the system without having ever counted and put a quantity in, your inventory would have been off from the beginning.

2. **You never received any inventory**

   If you put an item in and never receive a PO or manually add inventory, your item will start going in to the negative and will never be right until a physical inventory count is done.

3. **Parent/Child relationships are not set up correctly**

   If you are breaking packages to put in coolers or on shelves, and you do not have parent child relationships set up, or if they are set up wrong, it could throw off your inventory.

   Example: You break a case of 4- 6packs down and put the 4, 6 packs in your cooler. You do not have the parent/child relationship set up, so you now have 1 less case and 4 more 6 packs, and the software has no way of knowing you did that.

4. **Manual changes done on one "member" of the package family but not all**

   If you find that your inventory is wrong on a case and you do a manual quantity change to correct it, but you do not do inventory counts to update all items in the package family, your inventory will be off again as soon as you sell something if there were other items in the family that had incorrect quantities. Example: My case shows 15 in inventory, but I only count 5 on the shelf so I change it to 5 manually. I never count my 6 packs, which are the child of the case and they are also wrong. Inventory shows 2 but I have 0. As soon as I sell a 6 pack it's going to break the case even though it didn't need to because I had 2 in stock.

5. **Wrong item is sold or put on a Purchase Order**

   If you ring up the wrong item or put the wrong item on a purchase order, your inventory would be incorrect. While there is no good way to find if you rang up the wrong product, you can double check Purchase Orders. The best way to is to base it on the last time you knew your inventory was correct, but look at recent purchase orders and compare them to your invoices from your vendor. Don't just look at the total. It is easy to select the wrong item to put on the PO that happens to have the same cost. Look at the items and the quantities and make sure they match up.

6. **You "broke" a case to put in the cooler or on the shelf, but none have been sold yet.**

    When you open a case to put on the shelf, the break does not happen in the software until the child is sold. So, if you open a case and put it on the shelf, but none sell for a few weeks, your inventory will be off during that time.

7. **When did your system last Sync?**

    Your inventory is only accurate to the last sync from the POS. If your POS is not syncing or if something has been sold since the last Sync, it will not be accounted for.

8. **Item is in more than once**

    We have seen in the past where an item was created in that was already in the system and was being sold under the item with a UPC code, and received under the other one that didn't have a UPC code.

9. **If you do a manual count or physical inventory, and something was missed or miscounted**

    The software is only as good as the data entered into it. If you have a product on display, or if a customer left a product on a wrong shelf and it was not counted, your inventory will be off. If you count any inventory when open, you need to take into consideration if any customers are currently purchasing, or walking around your store with the item, if any POs were put on the shelf but not received yet, etc.

10. **Shared Barcodes – put wrong product in the group or selected the wrong one at the POS**

    If the wrong items were put in the shared barcode group, or if when prompted at the POS the cashier accidentally selects the wrong one item, both the item selected and the item it should have been will be off. This can also create a domino effect if it causes a package break, because it could throw off the parent package as well.

11. **Prompt for package size- wrong one selected at the POS**

    When prompting for package size at the POS, the cashier must select the correct size. If the wrong size is selected, both the size selected and the correct size will be off. This can also create a domino effect if it causes a package break, because it could throw off the parent package as well.

12. **Breakage and Shrinkage**

    If inventory is coming in or going out without being run through Pomodo at any point, they will not be accounted for.

How to Check Inventory

If you find an item where the inventory is off, here is how to check it – if you need help with this call tech support:

1. Find the last time you know the inventory was accurate. The best way to find this is to look at the Product History on the item and search for Manual Qty Change or Physical Inventory (dropdown filter). This will show you when the last manual count or physical inventory count was done. Note the date/time of the count and the amount counted – Manual inventory changes will show amount counted in the Activity Log, you will have to go in to the physical inventory to find the amount counted on a physical inventory.
    a. Note: If there is no record of the item being created in the Activity Log, it was imported, and we import with a quantity of 0
2. Find out how many were received since that date/time
    a. Go to the Product History Tab, export to excel
    b. Find the last manual change or physical inventory done and delete everything before then
    c. Filter for Purchase orders and Package breaks, and add up the qty change column for the given time period.
3. Find out how many were sold since that date/time
    a. Using the exported excel spreadsheet, filter for invoices, and add up all of the qty change from the manual change to date.

Starting Amount (From Activity Log) + How many were received on POs – Sold – Package Breaks = Current

If this calculation matches what is in your inventory in Pomodo, it is likely that one of the issues above happened.

How to Fix Inventory

1. Check the package family to make sure all parent/child relationships are correctly set up.
2. Make sure that there are no pending POs or orders with the item on
3. Ideally this would be done when the store is not open
4. Count and do a manual change on the product that you found to be wrong
5. Count and do a manual change to update all associated products to the product that was wrong.

It is important to manage your expectations when it comes to beer inventory. In the beer industry, the inventory is very complex, and there is a lot of room for error. Pomodo manages your inventory by keeping an ongoing count of everything coming in and going out and displays this historical information for you in the product history. Anything happening outside of the software cannot be accounted for. With the large volume of product and the complexities of package sizes and breaking, it could be a full-time job to manage it with extreme accuracy. We will provide as much information as possible from Pomodo to help you manage it, so never hesitate to ask for help reviewing or investigating any concerns you have.