Supply Chain Handbook

Run buying, stock and warehouses end to end — suppliers, requisitions, RFQs, purchase orders, goods receiving with three-way matching, lot and serial traceability, weighted-average costing and landed cost, all posting to Accounting automatically.

Version 1.0 · ixlcore.com

Reference

The Supply Chain module runs the buying side of your business and the stock that comes with it. It holds your suppliers and product catalogue, turns an internal request into a quote and then a purchase order, receives goods against that order, matches the supplier's bill to what you actually received, and keeps the value of your stock accurate as it moves across warehouses — all on the same foundation as Accounting, so every receipt, issue, adjustment and bill posts to the ledger without re-entry.

This guide is a reference for what the module does and how the pieces fit together. It describes IXL CORE **version 1.0**.

Overview

At a glance, Supply Chain covers the full procure-to-pay and stock cycle:

- **Catalogue** — products and services, categories, units of measure and variants.
- **Suppliers** — the businesses you buy from, with categories, contacts, credit terms and a hold facility.
- **Warehouses** — the physical locations that own stock, scoped to a branch.
- **Requisitions** — internal requests to buy, with approval before they become orders.
- **RFQs** — requests for quotation, comparing supplier quotes before you commit.
- **Purchase orders** — the formal orders you send to suppliers, with their own approval and send controls.
- **Goods receiving (GRN)** — recording what physically arrived, with automatic price-variance detection.
- **Supplier bills** — the invoices your suppliers send, raised straight from the receipt.
- **Goods issues, transfers, adjustments and stock takes** — the day-to-day movement of stock.
- **Lots & traceability** — lot and serial tracking, with FEFO and full movement history.

- **Landed cost** — freight, duty and other charges folded into the cost of stock.
- **Reports & scanning** — operational reporting and a mobile barcode-scan workflow.

Everything is scoped to your organisation, governed by permissions (see Access & permissions) and gated behind the Supply Chain entitlement.

Catalogue

The **product catalogue** is owned by Supply Chain. Each product carries its type, whether it is **inventoried**, its category, code, SKU and barcode, a description, and pricing. Products can hold **variants** — the same product in different sizes, colours or configurations, each with its own SKU, barcode and price; creating the first variant marks the parent as variant-bearing automatically.

Units of measure are managed as their own master, and a product can carry both a **stock unit** and a **purchase unit** with a conversion factor between them — so you can buy by the case and hold by the each. Products also carry the general-ledger accounts they post to (inventory, cost of sales, revenue, expense and purchase), so buying and selling land in the right place in Accounting without per-transaction wiring.

Products and categories can be brought in through a **CSV import** — download a template, preview it for errors without committing, then commit the clean rows — mirroring the way Accounting imports its chart of accounts.

Suppliers

A **supplier** is any business you buy from. Each supplier holds its trading and legal name, contact details, tax number, **credit terms** (payment days), currency, banking details and the default accounts-payable and expense accounts it posts against — a proper accounts-payable master, linked to its counterpart in Accounting. Suppliers can be grouped into **categories** and can carry multiple **contacts**, with one marked as primary.

When a supplier needs to be paused — a dispute, an expired document, an overdue account — you can put it **on hold** with a reason and **reactivate** it later, so buying stops at the source rather than being caught downstream.

Each product is linked to the suppliers you buy it from through a **product-supplier** record that carries the supplier's own SKU, the agreed cost, currency and lead time, with one supplier marked **preferred** — so replenishment and ordering know who to buy from first.

Requisitions, RFQs and purchase orders

Buying moves through a controlled chain, and nothing is re-keyed as it goes.

A **purchase requisition** is an internal request to buy something before any order goes out. It is drafted, then submitted. Above a value threshold it routes to a named approver (who cannot be the person who raised it) for sign-off; below it, it is approved directly. An approved requisition can then be **converted** — either into an RFQ or straight into a purchase order — carrying its lines through untouched.

An **RFQ (request for quotation)** invites several suppliers to quote on the same lines. Each supplier's quote is captured with per-line prices, the totals are worked out for you, and you **award** the winner — which generates a draft purchase order at the quoted prices, marks the winning quote awarded and the rest declined, all in one step.

A **purchase order (PO)** is the formal order you send to a supplier — and a spend **commitment**, not yet a ledger entry. It is built from line items and moves through its own lifecycle: draft, pending approval, approved, sent, then partially or fully received. Approval above a threshold uses the same maker-checker sign-off; a PO can only be **sent** once approved, and its status updates automatically as goods are received. Edits to an already-approved or sent PO are kept as a tracked **revision**, so the history of a changed order is never lost. A **committed spend** view shows what you have ordered but not yet received.

Goods receiving (GRN) and three-way matching

A **goods received note (GRN)** records what physically arrived against a purchase order. You start a draft receipt prefilled with the order's outstanding lines, then confirm it. On confirmation the module moves stock into the receiving warehouse and posts to Accounting: **debit inventory, credit GRNI**. GRNI stands for **goods received not invoiced** — you now owe for goods you have taken in but not yet been billed for, and your books recognise that liability the moment the goods land.

Two checks run at receipt. A **price variance** is captured on each line where the received cost differs from the PO cost, so a supplier quietly changing a price does not slip through. And the module keeps a running **three-way match** — comparing the purchase order, the goods received note and (once it exists) the supplier bill on quantity and price. A small tolerance covers rounding; a genuine difference is flagged as a variance verdict rather than passing silently.

From a confirmed receipt you raise the **supplier bill** directly: this posts **debit GRNI, credit accounts payable**, clearing the temporary "goods received not invoiced" balance and replacing it with the real amount owed to the supplier — no double-counting. A confirmed GRN can be **voided** if recorded in error, and the stock movement, the GRNI journal and the PO's received quantities are all rolled back together.

Weighted-average costing (WAC)

Stock is valued using **weighted-average cost (WAC)** — the running average price you have paid for what you hold. Every movement is written to an immutable ledger that records the cost before and after. When goods come in, the average is recalculated from the existing quantity and value plus the new receipt; when stock is issued or transferred out, it leaves at the current average rather than a guessed figure. That same average values your closing stock and is what flows through to Accounting, so the inventory valuation reconciles to the ledger's inventory control account by construction.

Stock movement

Beyond buying and receiving, the module keeps day-to-day stock honest through a set of governed movements:

- **Goods issues & deliveries** — issue stock out of a warehouse (posting debit cost of sales, credit inventory), with a printable packing list or delivery order.

- **Stock transfers** — move stock between warehouses in a dispatch-then-receive flow, arriving at the preserved average cost; transfers are stock-neutral to the ledger.
- **Stock adjustments** — correct quantities for damage, loss or found stock, marked good, damaged or rejected. Above a value threshold, and for any write-off, the change routes to approval before it posts.
- **Stock takes** — open a count that snapshots current stock, record the counted quantities, and submit the **variance** for approval; approved corrections post as adjustments.

Every movement — receipt, issue, transfer, adjustment, opening balance, landed cost — is written to the same immutable movement ledger, so stock history is traceable rather than inferred.

Lots, serials & traceability

Products can be tracked at one of several levels: none, by **lot**, by lot **with expiry**, or by **serial number**. For tracked products the module records which physical lots or serials moved on every receipt and issue. Outbound movements draw stock down **FEFO** — first-expiry-first-out — for expiry-tracked items (or FIFO, or a specific lot you nominate), so the stock nearest its use-by date leaves first.

A **traceability** view follows any lot or serial through its full movement history — where it was received and where it went. Lots can be **quarantined** and **released**, and a deliberate run can **flag** every lot past its expiry date across the organisation.

Landed cost

The price on a supplier's invoice is rarely the true cost of getting stock onto your shelf. **Landed cost** lets you fold in the extra charges — freight, duty, insurance, handling — so the cost you carry is the real one.

You open a landed-cost batch listing the charges and the confirmed goods receipts they cover, and choose how they are **apportioned** — by value, by quantity, by weight or manually. You can preview the split before committing. On confirmation the apportioned amounts revalue the affected stock's weighted-average cost (debit inventory, credit a landed-cost clearing account), and the freight or duty bill is raised against its vendor (debit clearing, credit accounts payable) — so those charges live in your inventory value instead of being lost as a general expense.

Reports & scanning

Supply Chain includes read-only operational reporting, each report available as on-screen data, a **CSV** export or a branded **PDF**: stock position, inventory **valuation**, stock movement, reorder/replenishment, PO status and committed spend, supplier performance, **ageing** (AP means accounts payable — the money you owe suppliers), exceptions, and stock **expiry**. Because the figures come straight from your receipts, bills and movements, the reports reconcile to the ledger without a separate set of numbers.

Replenishment rules set a reorder point and order-up-to level per product and warehouse; a run raises reorder **alerts**, which you can resolve, dismiss or turn straight into draft requisitions — so you are prompted to buy before you run out.

A **mobile scan** workflow lets warehouse staff use a barcode as fast input rather than a new way to post. Scanning resolves a product, variant, lot or serial and adds or increments a line on an existing draft receipt, issue, count or transfer — which is then confirmed through its own normal controls. Products can also print a **barcode label**.

Access & permissions {#access-and-permissions}

Every Supply Chain action is governed by a capability — viewing suppliers, approving a purchase order, confirming a GRN, adjusting a lot or exporting a report are each separate permissions (for example `supply.po.manage`, `supply.grn.manage`, `supply.lots.view`). Capabilities are grouped into roles and roles assigned to users, and every request is checked twice: once against the capability and once against the organisation's Supply Chain **entitlement**. This is enforced on the server, not just hidden in the interface, and every mutation is recorded to the audit trail.

How Supply Chain connects

Supply Chain is not an island. On the shared platform foundation:

- **Accounting** receives every receipt, issue, adjustment and supplier bill as ledger postings — automatically. Receiving raises the GRNI accrual; billing clears it and posts the payable; landed cost revalues stock through a clearing account. Journals are always posted through the platform's posting engine, never written by hand.
- **Warehouses** own stock: levels, transfers, takes and lots are all scoped to a warehouse within its branch, so each location's position is clear, with one default warehouse per branch.
- **Suppliers and products** carry their own general-ledger wiring, so an item or a supplier is defined once and posts to the right accounts everywhere it is used.

That connection is the point: you receive goods once, and the cost, the stock and the liability all stay in step across the business.

How-to guides

Add and manage suppliers

Create supplier categories, add the suppliers you buy from, and record their contact people.

This guide shows you how to organise your suppliers into categories, add each supplier with its trading and banking details, and record the people you deal with there.

Before you start

- Decide the **scope** the supplier record belongs to. Every supplier is saved at a scope level — Organisation, Entity, Branch, Department or Position — and the deeper the level, the more of the hierarchy you must supply (an Entity-scoped record needs an entity; a Branch-scoped record needs both an entity and a branch, and so on).
- If you want to group suppliers, create the **category** first so you can pick it when adding the supplier.

Steps

Create a supplier category (optional)

1. Open the supplier categories list and choose to add a category.
2. Fill in:

[Screenshot: supplier category form]

Add a supplier

1. Open the suppliers list and choose to add a supplier.
2. Fill in:

[Screenshot: supplier form]

Add supplier contacts

1. Open a saved supplier and add a contact.
2. Fill in:

Result

Your suppliers are on file, grouped by category, with their banking, payment and contact details ready to be used on requisitions, RFQs and purchase orders.

Related

- Supply Chain reference
- Set up products, variants and units
- Raise a purchase requisition

Set up products, variants and units

Build the product catalogue — units of measure, categories, products with their variants, and the suppliers who provide each product.

This guide shows you how to set up the Supply-Chain-owned product catalogue: the units you measure stock in, the categories that organise it, the products themselves with any variants, and the suppliers linked to each product.

Before you start

- Decide the **scope** each catalogue record belongs to (Organisation down to Position), and be ready to supply the matching hierarchy fields.
- Create your **units of measure** and **categories** first so you can pick them when adding a product.

Steps

Create a unit of measure

1. Open units of measure and add one.
2. Fill in:

Create a product category (optional)

1. Add a category with a **Code** (required), **Name** (required), optional **Description** (up to 2000 characters), an optional **Parent** category, and **Status** (**Active**/**Inactive**).

Add a product

1. Add a product and fill in:

[Screenshot: product form]

Add variants and link suppliers

1. On a product with variants, add a **variant**: **Name** (required), optional **SKU**, **Barcode**, **Default price** and **Status**.
2. Link a **supplier**: choose the **Supplier** (required), and optionally mark it **Preferred**, with a **Supplier SKU**, **Cost**, **Currency** and **Lead time (days)**.

Result

Your catalogue is ready — products, variants, units and supplier links — for use across requisitions, RFQs, purchase orders and goods receipts.

Related

- Supply Chain reference
- Add and manage suppliers
- Set up warehouses

Set up warehouses

Create the warehouses that hold your stock within a branch, and choose a default for goods receipts.

This guide shows you how to set up warehouses. Stock is owned by warehouses that sit within your branches, so a warehouse is where received goods land and where on-hand quantities are held.

Before you start

- Decide the **scope** the warehouse belongs to — Organisation, Entity, Branch, Department or Position. The deeper the level, the more of the hierarchy you must supply (a Branch-scoped warehouse needs both an entity and a branch).
- Agree your warehouse **codes** with your team so they stay consistent across the business.

Steps

Add a warehouse

1. Open the warehouses list and choose to add a warehouse.
2. Fill in:

[Screenshot: warehouse form]

3. Save the warehouse.

Result

The warehouse is created within its branch and ready to hold stock. When you receive goods, quantities land in this warehouse; if you marked it default, it is used automatically whenever a receipt does not name a warehouse.

Related

- Supply Chain reference
- Set up products, variants and units
- Receive goods (GRN)

Raise a purchase requisition

Ask for what you need to buy — a titled requisition with one or more product lines — ready to submit for approval.

This guide shows you how to raise a purchase requisition: an internal request to buy, listing the products and quantities you need. Once approved, a requisition can be converted into an RFQ or a purchase order.

Before you start

- The **products** you want to request must already be in the catalogue. Add them first if they are missing.
- Decide the **scope** the requisition belongs to (Organisation down to Position) and be ready to supply the matching hierarchy fields.
- A requisition needs at least one line, so know what you are asking for before you start.

Steps

Create the requisition

1. Open the requisitions list and choose to raise a requisition.
2. Fill in the header:

[Screenshot: requisition header]

Add lines

1. Add at least one line. For each line:

[Screenshot: requisition lines]

2. Save the requisition as a draft.

Submit for approval

1. Submit the draft. If the value is over the maker-checker threshold, it is routed to an approver other than you; under the threshold it is approved directly. Once approved you can convert it into an RFQ or a purchase order.

Result

Your requisition is on record with its lines, and — once submitted and approved — is ready to become an RFQ or a purchase order.

Related

- Supply Chain reference
- Run an RFQ and compare supplier quotes
- Raise a purchase order

Run an RFQ and compare supplier quotes

Send a request for quotation to shortlisted suppliers, capture their priced responses, and award a winning quote to create a draft purchase order.

This guide shows you how to run an RFQ (Request For Quotation): invite suppliers to quote on a set of products, record what each one offers, compare them, and award the winner — which generates a draft purchase order.

Before you start

- The **suppliers** you want to invite and the **products** you want quoted must already exist.
- Decide the **scope** the RFQ belongs to and be ready to supply the matching hierarchy fields.
- If the RFQ comes from an approved requisition, have it to hand so you can link it.

Steps

Create the RFQ

1. Open the RFQs list and choose to create one.
2. Fill in the header:

[Screenshot: RFQ form]

3. Save and send the RFQ to the invited suppliers.

Capture a supplier quote

1. On the RFQ, record a supplier's priced response:

[Screenshot: supplier quote entry]

Award a quote

1. Compare the quotes line by line, then **award** the winning quote. This creates a draft purchase order for the awarded supplier, and the RFQ can only be awarded once.

Result

Suppliers have been invited, their quotes captured and compared, and the winning quote awarded — leaving a draft purchase order ready to review and submit.

Related

- Supply Chain reference
- Raise a purchase requisition
- Raise a purchase order

Raise a purchase order

Commit to buying from a supplier — a purchase order with priced lines, ready to submit for approval and send.

This guide shows you how to raise a purchase order (PO): the commitment to buy from a supplier at agreed prices. A PO can be created from scratch, from a requisition, or from an awarded RFQ quote.

Before you start

- The **supplier** and the **products** on the order must already exist. If you are delivering to a specific warehouse, that warehouse must exist too.
- Decide the **scope** the PO belongs to and be ready to supply the matching hierarchy fields.
- A PO needs at least one line with a quantity and a unit cost.

Steps

Create the purchase order

1. Open the purchase orders list and choose to raise a PO.
2. Fill in the header:

[Screenshot: purchase order header]

Add lines

1. Add at least one line. For each line:

[Screenshot: purchase order lines]

Submit and send

1. **Submit** the draft. Over the maker-checker threshold it is routed to an approver other than you; under it, it is approved directly.
2. **Send** the approved PO to the supplier — an in-app notification confirms dispatch and the status moves to Sent. Editing an approved or sent PO records a tracked revision; add a **Revision reason** (optional) when you do.

Result

The purchase order is committed and sent, its lines and prices locked in, ready to be received against as goods arrive.

Related

- Supply Chain reference
- Run an RFQ and compare supplier quotes
- Receive goods (GRN)

Receive goods (GRN)

Book in goods against a purchase order with a goods receipt note, move stock into a warehouse, and raise the supplier bill.

This guide shows you how to receive goods against a purchase order with a GRN (Goods Receipt Note). Confirming a GRN moves stock into a warehouse and posts the accounting; you then raise the supplier bill from the same receipt.

Before you start

- The **purchase order** you are receiving against must exist. Receiving lands stock in a **warehouse**; if you do not name one, the default warehouse is used.
- The GRN takes its **scope** from the purchase order, so you do not set scope here.
- Lines are optional: leave them off to receive every outstanding PO line in full, or list specific lines to receive part of the order.

Steps

Create the goods receipt

1. Open the purchase order and choose to receive goods.
2. Fill in the header:

[Screenshot: goods receipt header]

Set the lines (optional)

1. To receive specific lines, add a line for each. For each: the **PO line** (required), **Quantity received** (required, zero or more), optional **Unit cost**, **Condition** (**Good**, **Damaged** or **Rejected**), and **Note**.
2. For a tracked product, capture **lot data** per line — **lot number**, **serial number**, **expiry date** and **quantity** as applicable.

[Screenshot: goods receipt lines]

Confirm and bill

1. **Confirm** the GRN. Stock moves into the warehouse and the system posts **Dr Inventory / Cr GRNI** . GRNI (Goods Received Not Invoiced) is the holding account for goods you have received but not yet been billed for. Costs update the WAC (Weighted Average Cost) of the stock.
2. **Raise the bill** from the confirmed GRN. This posts **Dr GRNI / Cr Accounts Payable**, clearing the GRNI balance and creating the supplier bill.

Result

The goods are in stock, inventory is valued, the GRNI holding entry is cleared by the supplier bill, and the purchase order is updated with what has been received.

Related

- Supply Chain reference
- Raise a purchase order
- Set up warehouses

Issue and deliver goods

Record an outbound goods issue that takes stock out of a warehouse to fulfil a sale, internal use or sample.

This guide shows you how to record a goods issue — moving stock out of a warehouse — so your on-hand quantities and stock value stay accurate when goods leave the business.

Before you start

- The warehouse you are issuing from must already exist, and the products you are issuing must be on your product list.
- There should be enough stock on hand at that warehouse to cover what you are issuing.
- Your role needs permission to raise and confirm goods issues. Raising and confirming are separate steps (a dual gate), so a second person confirms what a first person raises.

Steps

1. Go to **Supply Chain !' Goods Issues & Deliveries** to see existing issues and their status.
2. Click to start a new goods issue and set the **data scope** (required) — choose the organisation, entity, branch, department or position the issue belongs to. When you pick a level below organisation, the matching parent fields become required.
3. Choose the **Warehouse** (required) the stock is leaving.
4. Set the **Issue date** (required).
5. Optionally add a **Reason** — one of **Sale fulfilment**, **Internal use**, **Sample** or **Other**. Add a **Reference** and a **Customer reference** if you have them (each up to 200 characters), and **Notes** (up to 2,000 characters).

[Screenshot: the new goods issue form with header fields]

6. Add at least one **line**. For each line pick the **Product** (required) and enter a **Quantity** (required, greater than zero). You can set the **Unit of measure** (UoM — the counting unit, up to 60 characters) and a per-line **Note** (up to 1,000 characters).
7. For a lot- or serial-tracked product you may add an explicit **lot pick** — a **lot**, **lot number**, **serial number** and **quantity** for that lot. If you leave this blank the system picks stock automatically using first-expiry-first-out or first-in-first-out.

[Screenshot: a goods issue line with a lot pick]

8. Save the issue, then have it confirmed. Confirmation is what removes the stock and posts its value.

Result

The issued quantities leave the warehouse, on-hand balances drop, and the cost of the goods is drawn from your weighted-average cost. The issue is recorded against its reason and references for later reporting.

Related

- Supply Chain reference
- Handle customer and supplier returns
- Adjust and transfer stock

Apply landed costs to received stock

Spread freight, duty, insurance and handling charges across received goods so your stock value reflects the true cost of getting it in.

This guide shows you how to create a landed-cost batch — grouping the extra charges of bringing stock in, such as freight and duty, and apportioning them across one or more goods receipts so each item's value includes its share.

Before you start

- The goods receipts you want to load costs onto (the recorded arrivals of purchased stock) must already exist. A batch inherits its scope from the receipts it covers, so you do not set a data scope on the batch itself.
- You need at least one goods receipt and at least one positive charge.
- Your role needs permission to manage landed costs.

Steps

1. Go to **Supply Chain !' Landed Cost** to see existing batches.
2. Start a new batch and select the **goods receipts** it covers (required, at least one).
3. Choose an **Apportionment method** (optional) — how the charges are split across the received lines:
4. Optionally set a batch **Currency** (up to 8 characters), a **Bill supplier** (the party invoicing you for the charges), and **Notes** (up to 2,000 characters).

[Screenshot: the landed-cost batch header with apportionment method]

5. Add at least one **charge**. For each charge choose the **Cost type** (required) — one of **Freight**, **Duty** , **Insurance**, **Handling** or **Other** — and enter an **Amount** (required, greater than zero). Optionally add a **Description** (up to 255 characters), a charge **Currency** (up to 8 characters) and the **Supplier** that charge is owed to.

[Screenshot: landed-cost charge lines by cost type]

6. Save the batch to apply the charges across the covered receipts.

Result

Each charge is spread across the received stock by your chosen method through a clearing account, so the per-unit value of the received items rises to include freight, duty and the rest. Your weighted-average cost updates accordingly, and the charges are held against the bill supplier for later settlement.

Related

- Supply Chain reference
- Issue and deliver goods
- Adjust and transfer stock

Adjust and transfer stock

Correct on-hand quantities with a governed stock adjustment, or move stock between warehouses with a stock transfer.

This guide covers two related jobs: adjusting stock up or down to correct or write off quantities, and transferring stock from one warehouse to another. Both take a data scope and are confirmed by a second person (a dual gate).

Before you start

- The warehouses and products involved must already exist.
- Your role needs permission to raise and confirm adjustments and transfers.

Steps

Adjust stock

1. Go to **Supply Chain !' Adjustments** and start a new adjustment.
2. Set the **data scope** (required), then choose the **Warehouse** (required) and the **Adjustment date** (required).
3. Choose the **Type** (required) — **Count correction**, **Damage**, **Loss**, **Write-off** or **Found**.
4. Optionally add a **Reason code** (up to 60 characters), a free-text **Reason** and **Notes** (each up to 2,000 characters).

[Screenshot: the stock adjustment form with type and lines]

5. Add at least one **line**: pick the **Product** (required) and enter a **Quantity change** (required, and it cannot be zero) — positive to add, negative to remove. You may set a **Unit cost** (optional, zero or more) so a brand-new product coming in has a value where there is no live weighted-average cost to draw from; it is ignored when a live cost already exists. Add a per-line **Note** if useful (up to 1,000 characters).
6. Save, then have the adjustment confirmed to post it.

Transfer stock

1. Go to **Supply Chain !' Transfers** and start a new transfer.
2. Set the **data scope** (required), then choose the **From warehouse** and **To warehouse** (both required — they must be different) and the **Transfer date** (required). Add **Notes** if useful (up to 2,000 characters).

[Screenshot: the stock transfer form with from and to warehouses]

3. Add at least one **line**: pick the **Product** (required), enter a **Quantity** (required, greater than zero) and an optional **Note** (up to 1,000 characters).
4. Save, then have the transfer confirmed.

Result

An adjustment moves your on-hand quantity by the recorded delta and posts the value change. A transfer takes stock out of the source warehouse and into the destination, keeping the total unchanged while balances move.

Related

- Supply Chain reference
- Run a stock take
- Apply landed costs to received stock

Run a stock take

Open a stock take or cycle count over a warehouse, either full or by category, and choose whether counters see the expected figures.

This guide shows you how to open a stock take (also called a cycle count) — a physical count of what is actually on the shelves — so you can compare it against your recorded on-hand figures and correct any differences.

Before you start

- The warehouse you are counting must already exist. If you are counting by category, the product categories must exist too.
- Your role needs permission to open and confirm stock takes. Opening and confirming are separate steps (a dual gate).

Steps

1. Go to **Supply Chain !' Stock Take** to see existing counts and their status.
2. Start a new stock take and set the **data scope** (required) — the organisation, entity, branch, department or position it belongs to; picking a level below organisation makes its parent fields required.
3. Choose the **Warehouse** (required) being counted.
4. Choose the **Scope** (required):

[Screenshot: the stock take form with scope and warehouse]

5.
6. Choose the **Count mode** (required):
   Optionally add **Notes** (up to 2,000 characters).
7. Save to open the stock take, then enter the counted quantities and have the take confirmed.

[Screenshot: an open stock take ready for counting]

Result

The stock take opens for the chosen warehouse and scope. Once counts are entered and the take is confirmed, differences between counted and recorded quantities are settled so your on-hand figures match reality. Use a blinded count when you want the check to be free of anchoring to the system figure.

Related

- Supply Chain reference
- Adjust and transfer stock
- Set reorder rules and alerts

Handle customer and supplier returns

Bring stock back in when a customer returns goods, or send stock back out when you return goods to a supplier.

This guide covers two return types: a customer return, where goods you issued come back into a warehouse, and a supplier return, where goods you received go back out to the supplier. Both take a data scope and are confirmed by a second person (a dual gate).

Before you start

- The warehouse and products involved must already exist. For a supplier return the supplier must exist too.
- Your role needs permission to raise and confirm returns.

Steps

Customer return (goods back in)

1. Go to **Supply Chain !' Returns** and start a new customer return.
2. Set the **data scope** (required), choose the **Warehouse** (required) the stock is coming back into, and set the **Return date** (required).
3. Optionally add a **Customer reference** (up to 200 characters) and link the original **Goods issue** the return relates to. Add **Notes** if useful (up to 2,000 characters).

[Screenshot: the customer return form linked to a goods issue]

4. Add at least one **line**: pick the **Product** (required) and enter a **Quantity** (required, greater than zero). You may set a **Unit cost** (optional, zero or more) and a per-line **Note** (up to 1,000 characters).
5. Save, then have the return confirmed to bring the stock back in.

Supplier return (goods back out)

1. Start a new supplier return and set the **data scope** (required).
2. Choose the **Warehouse** (required) and the **Supplier** (required), and set the **Return date** (required).
3. Optionally link the originating **Goods receipt** and **Purchase order**, and add a **Reason** (up to 200 characters) and **Notes** (up to 2,000 characters).

[Screenshot: the supplier return form with supplier and receipt link]

4. Add at least one **line**: pick the **Product** (required) and enter a **Quantity** (required, greater than zero). You may link the original **goods receipt line** it came from, set a **Unit cost** (optional, zero or more) and add a **Note** (up to 1,000 characters).
5. Save, then have the return confirmed to send the stock back out.

Result

A confirmed customer return raises on-hand stock at the warehouse; a confirmed supplier return lowers it. Linking the original issue, receipt or purchase order keeps each return traceable back to the movement it reverses.

Related

- Supply Chain reference
- Issue and deliver goods
- Adjust and transfer stock

Set reorder rules and alerts

Define a reorder rule for a product at a warehouse so you know when stock drops to the point where you should replenish it.

This guide shows you how to set a reorder rule — the level at which a product at a warehouse should be topped up, and how much to bring it back to — so replenishment is triggered before you run out.

Before you start

- The product and the warehouse must already exist. You set one rule per product and warehouse combination.
- Your role needs permission to manage replenishment.

Steps

1. Go to the **Supply Chain** replenishment area and start a new reorder rule.
2. Set the **data scope** (required) — the organisation, entity, branch, department or position the rule belongs to; picking a level below organisation makes its parent fields required.
3. Choose the **Product** (required) and the **Warehouse** (required) the rule applies to.
4. Enter the **Reorder point** (required, zero or more) — the on-hand level at which replenishment should be triggered.
5. Enter the **Order up to** level (required) — the target level to bring stock back to. This must be equal to or greater than the reorder point.

[Screenshot: the reorder rule form with reorder point and order-up-to]

6. Optionally set a **Reorder quantity** (zero or more) — a fixed amount to order instead of topping up to the order-up-to level.
7. Optionally choose a **Preferred supplier** to source the replenishment from.
8. Optionally set **Active** on or off (a new rule is active by default), and add **Notes** (up to 2,000 characters).
9. Save the rule.

[Screenshot: the list of reorder rules with their points]

Result

The rule is saved for that product and warehouse. When on-hand stock falls to or below the reorder point, the product is flagged for replenishment up to the order-up-to level (or by the fixed reorder

quantity if you set one), sourced from the preferred supplier where you named one. Turn a rule off with **Active** when you want to pause it without deleting it.

Related

- Supply Chain reference
- Run a stock take
- Issue and deliver goods