HOW TO MANAGE OPEN TASKS

Maintenance Tasks

Navigator will flag products that need review via the **Open tasks** box. This box is located on the bottom left hand side of the Navigator screen.
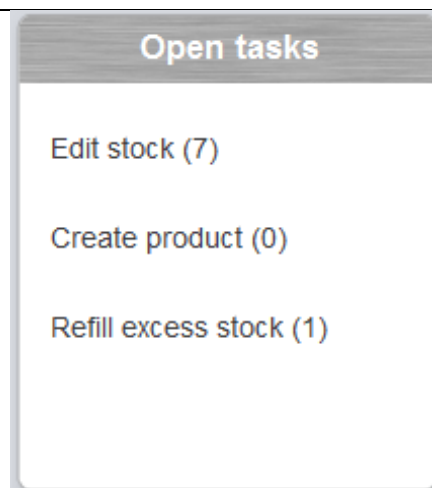
It is recommended that the regular review of this box is allocated to a staff member to ensure ongoing integrity of stock within the CONSIS.

To view a list of the products that have created these open tasks, open the corresponding button along the bottom of the Navigator program

Edit stock = **Edit stock**

Create product = **Create product**
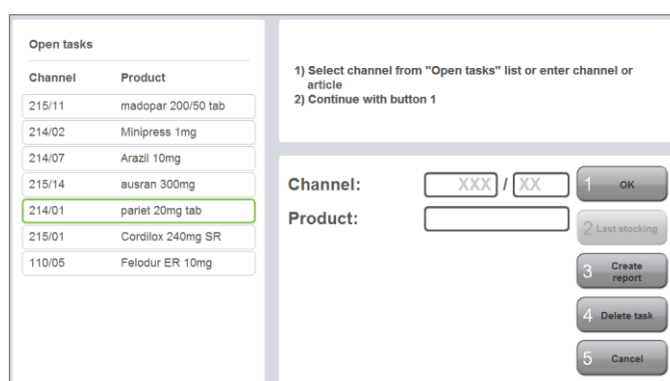
Refill excess stock = **Create reorder**

EDIT STOCK

These products have been flagged as there was an error with the CONSIS picking them. The CONSIS inventory said that there was stock in the channel, but no product was delivered when the CONSIS tried to pick it. The CONSIS needs you to fix the channel by checking if there is:

- an inventory error and no stock available in the channel, or
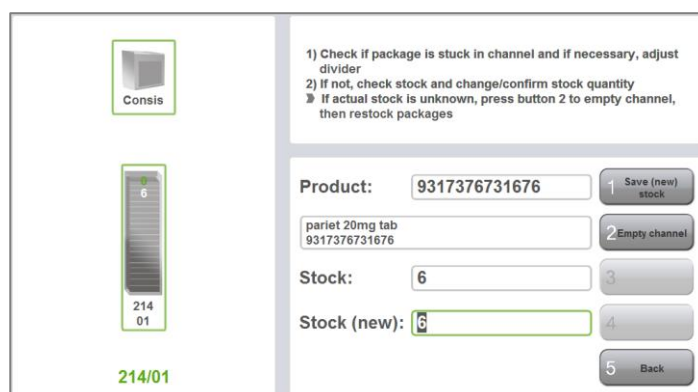- a physical error with inventory available but stuck in the channel

To review select:

→ **Edit stock**
→ The next screen will give you the option to **create report**. (You can print this report and review all channels at once prior to correcting in Navigator software)
→ Highlight the product that you wish to review in the list that appears on the left hand side of screen.
→ Select **OK**

This will take you to the inventory screen for the selected product.

- If the channel error occurred because there was no stock, change **stock (new)** to **0** and **Save new stock.** This will log the error in the channel picking report as a quantity error (inventory error).
- If the channel error occurred because the product was physically stuck, do not change the **stock (new)** field and select **Save new stock.** This will log the error in the channel picking report as a channel error (physical error).

TIP

When you have highlighted a product there is an option to **delete task**. This is not recommended as it will log the channel error as **unknown** in the channel picking report and this is not useful for CONSIS maintenance.
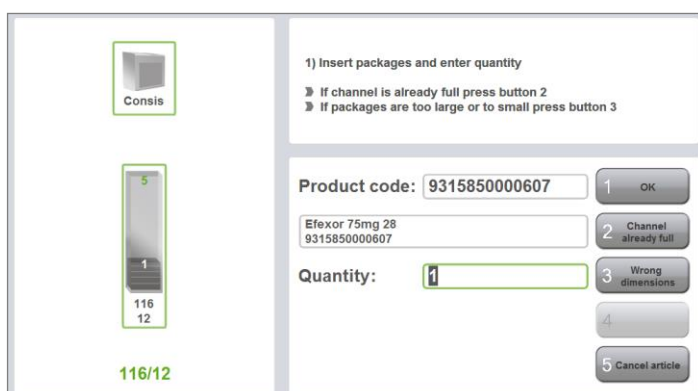
CREATE PRODUCT

These products have been flagged as it is believed that there may be an error with the details in their product stock card.

Flagging items takes place in **stock packages** screen as part of the restocking process.

In this screen the green number at the top of the channel (left hand side of screen) indicates how many packages can be filled into the CONSIS based on the product length in its stock card.

If the inventory in the machine is correct but this green number doesn't match the amount of packages that can be filled into the CONSIS the user can select **wrong dimensions**. This flags the product in the **create product** open tasks to reviewed at a later time.
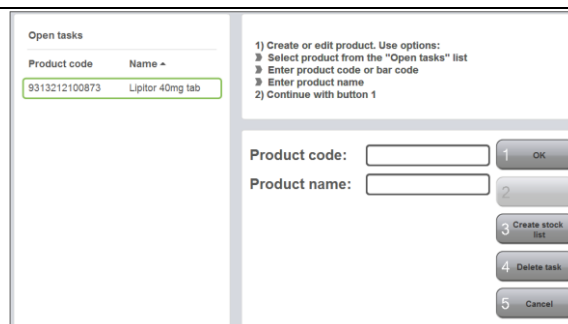
When a product has been flagged as a **Create product** open task, it means that there was an issue with the product dimensions that needs to be resolved.

To review select:

→ **Create product**
→ Highlight the product that you wish to review in the list that appears on the left hand side of screen.
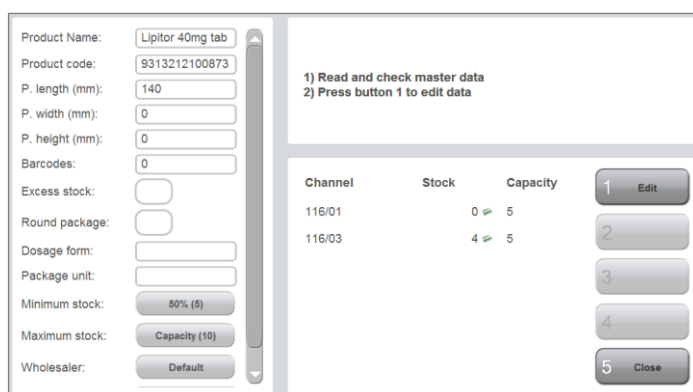→ Select **OK**

This will take you to the stock card screen for the selected product.

Check that product details including product length match the physical packet. The most common cause for a change in details is a change in packaging from the product manufacturer.

Update details by selecting **edit** and changing appropriate fields.

Changing the **product length** and selecting save will automatically update the **capacity** of any channels allocated to that product in CONSIS.

TIP
When you have highlighted a product there is an option to **delete task**. This is not recommended as it does not help with CONSIS maintenance.

REFILL EXCESS STOCK

This open task alerts the user to products that are typically kept in excess that require restocking in CONSIS. Products need to be flagged as **excess** in their stock card (**Create product**) to appear on this list.

To view products requiring restocking, select:

→ **Stock packages**

→ **Excess stock**

→ **OK**

The screen will show you a restocking list on the left hand side. You can work directly from the computer screen, or select **Create list** to view a pdf format list suitable for printing.

Products will disappear from the list as they are sufficiently filled.