



INDITION CYCLE COUNTS

Cycle Counts

FAQ — the questions counters, supervisors and administrators ask most often about the offline counting app.

Frequently Asked Questions · Indition Cycle Counts 1.0.0 · September 6, 2026



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Getting started

What is Indition Cycle Counts? A mobile app for iPhone and Android that lets warehouse staff carry out cycle counts on a phone, without an internet connection, and send the results into the Indition Inventory module when they reconnect.

Is it a separate product from Indition Inventory? No. It is a companion to Inventory. Everything it sends becomes an ordinary Indition cycle count document, subject to the same tolerances, approval rules and posting behaviour as a count entered in the back office.

What do I need to use it? An iPhone or iPad on iOS 18.6 or later, or an Android device on Android 8.0 or later; your company's Indition system address; your normal Indition username and password; and cycle count permission on your account.

Do I need a special account? No — you sign in with the Indition account you already have. Your administrator grants the cycle count permission.

Where do I get the app? From the App Store or Google Play. Your administrator will confirm which devices to install it on.

Does it work on a tablet? Yes, on both platforms.

Can several people share one phone? Yes, but each person should sign in with their own account. Data is kept separate per account, and a count can only be synced by the account that created it. Sharing one login destroys the audit trail.

Working offline

Do I need internet to count? No. You need a connection to sign in, download the catalog and sync. Everything in between — scanning, searching, quantity entry, serials, voice — works with no connection at all.

What exactly is the catalog? A copy of your products, barcodes, warehouses, locations and categories, held on the phone. It is what makes offline scanning possible.

How long does the first download take? It depends on how many SKUs you have and your connection. Do it on Wi-Fi, in the office, before you go to the warehouse. The screen shows live progress.

What if the download is interrupted? Nothing is lost. Tap **Resume Catalog Download** and it continues from where it stopped.

Do I have to download the catalog for each warehouse? No. One download covers every active warehouse and location in your system.

How often should I refresh the catalog? After significant product changes — a new range, a big import, new barcodes. A refresh only transfers what actually changed, so it is much quicker than the first download.

Will refreshing disturb a count I have not finished? No. An unfinished count keeps using the catalog it started on.

Is my count uploaded when I sync the catalog? No. Catalog sync only downloads. Counts are sent only when you complete a count.

Counting

Which count types are available? Scan as you go, entire location, selected categories, SKU/product search, random sample, zero stock, overdue for counting, and ABC class.

Why do some count types say "prepare online"? Random sample, zero stock, overdue for counting and ABC class are worked out by Indition, not by the phone, so the app has to ask the server for the item list. Prepare them before you lose signal.

Can I count more than one shelf at a time? Yes. Select as many locations as you like — or all of them. The app keeps a separate count for each and lets you move between them, then syncs the whole group in one action.

Can I see what the system thinks is on the shelf? No, and that is deliberate. Counting on the phone is always blind, so what you record is what you actually see.

What happens to products I do not count? Nothing. They are left exactly as they are. An uncounted product is never treated as zero.

The shelf is empty. Do I skip it? No — enter . Zero is a real count, and it is the only way an empty shelf gets corrected. Skipping the item changes nothing.

If I scan an item twice, does the quantity go up? Not by accident. The camera sees a barcode many times a second, so the app refuses to count the same code again while it is still in view. To count a second identical unit, tap **Scan Next Item** or turn on "Each product scan adds 1" in Settings.

Does entering a quantity add to what I already counted? No, it replaces it. The number you enter is the total for that product at that location.

Can I enter half units? Only for products flagged as fractional in Indition, and up to four decimal places. Everything else needs a whole number.

Can I add a note? Yes — up to 2,000 characters per line. Notes carry through to Indition, so use them for damage, wrong bin, or anything the reviewer should know.

I made a mistake. Can I undo it? Yes. Tap **Undo Last Count Entry**, or open the product's card and tap **Edit Count**.

My phone has no working camera. Can I still count? Yes. Tap **Enter Code** and type or paste the barcode or SKU. The app installs and runs on devices without a camera.

Two products have the same barcode. What happens? The app shows you both and asks which one you are holding.

I scanned a barcode the app does not recognise. What now? Save it as an unmatched scan with the quantity and a short description, and keep counting. Before you can sync, tap **Match to Product** on each unmatched scan

and choose the right product.

Serialized products

How do serialized products work? Quantity is not typed — it is the number of unique serials you scan. One serial equals one unit.

I scanned the shelf label and it was rejected. That was the product barcode or SKU, not the unit's serial. The app rejects it on purpose so a serialized item cannot be counted without real serials.

I scanned the same serial twice. Rejected. Each serial can be counted once. That is what makes the count trustworthy.

Can the same serial be counted on two shelves? No. Within a multi-location count, the app checks serials across every selected location.

How do I remove a serial I scanned by mistake? Open the product and tap **Remove Serial**.

Voice entry

How does voice entry work? After you scan a product the app asks "Quantity?", listens, saves what it hears and reads it back before opening the scanner for the next item.

Does voice need internet? No. Recognition and speech run entirely on the device.

Is my voice recorded or sent anywhere? No. Nothing is recorded and no audio leaves the phone.

What can I say? Digits and number words — "seven", "twenty five", "three hundred and forty" — decimals like "one point five", and fractions like "one and a half" or "three quarters".

What if it mishears me? It is built not to guess. If it is not confident, or if it hears two possible numbers, it asks you to repeat. If it saves the wrong number, tap **Correct Last Voice Quantity**.

Voice says it is unavailable. Why? The device needs offline English speech data installed. Set this up while online: **Settings** → **Voice Quantity** → **Check Offline Voice**, and on Android use **Offline Voice Settings** to install English. On Android, voice needs Android 12 or later.

Can I try it without changing inventory? Yes. **Settings** → **Test Voice** · **No Count Saved**. The test never touches inventory. Run it once in airplane mode to prove voice works offline.

Do I speak serial numbers too? No. Serials are always scanned.

Saving and syncing

Do I have to remember to save? No. Every accepted entry is written to the phone immediately.

Can I stop halfway and finish tomorrow? Yes. Tap **Pause Count**; it waits on the Counts screen until you tap **Resume Count**.

What if my phone dies mid-count? Your counted entries are already saved. Charge it, open the app and resume.

How do I send a count in? Tap **Complete Count**. The app checks the count is ready, shows you what will be uploaded, and syncs when you confirm.

Sync failed halfway. Did I count twice? No. Tap **Complete Count** again. The app asks the server what actually happened before sending anything, so a submission that got through is recognised rather than repeated.

What does "Physical recount required" mean? Stock at that location moved after your count was prepared — something was sold, received or transferred. The app clears those items and asks you to count them again on the shelf, so a stale number is never posted over live stock.

Why were my quantities cleared for those items? Deliberately. If the old number stayed on screen it would be far too easy to re-submit it without walking back to the shelf.

One location in my group needs a recount. Did the others sync? Yes. Sync stops at the location that needs attention; everything already synced stays synced.

What if I lose signal during sync? Move back into coverage and tap **Complete Count** again.

After the count

What happens once a count is synced? It becomes an ordinary Indition cycle count. Depending on your settings and the size of the differences, it is completed straight away, or held as **Pending review** for a supervisor.

Why is my count pending review? Either your system requires approval for every count, or a line's variance exceeded a configured tolerance.

Can I see the outcome on the phone? Yes. Tap **Check approval status** on the count.

A reviewer sent items back. What do I do? They appear on the phone as items to recount. Go back to the shelf, count them again, and sync.

Does the app change how stock is adjusted? No. Posting, serial reconciliation, tolerances, the ledger, approval notifications and QuickBooks journal entries are all handled by Indition Inventory exactly as before.

Security and privacy

Is my password stored on the phone? No. Only a session is kept, in the iOS keychain or Android keystore, restricted to the unlocked device.

What if I lose the phone? The app locks after five minutes in the background and needs a fingerprint, face or passcode to reopen. A signed-in session can also be ended by disabling the account in Indition.

Can someone else sync my counts? No. A count can only be uploaded by the account and the device that created it.

Are photos taken while scanning? No. The camera is used only to read barcodes. No images are stored or transmitted.

Does the app track me or show ads? No. There is no advertising and no analytics tracking.

What data is sent to the server? Your counted quantities, scanned product and serial codes, notes and timestamps — over HTTPS to your own Indition system, and nowhere else.

Administration

Which modules do we need? Indition Inventory 1.2.27 or later, installed and enabled, and POSFront 1.4.7 or later.

What permissions do counters need? Cycle count **count** permission to connect and download, and **start** permission to prepare, upload and submit. Give counting staff both.

Can I stop counts posting automatically? Yes. Turn on **Approval required** in Inventory settings, and set quantity, percentage or value tolerances. Both apply to mobile counts unchanged.

Do warehouses need to be mapped to a store? No. Counting follows physical inventory, so any active warehouse and location is countable.

How do I assign work to a counter? Create and assign the count in Indition. It appears in the app under **Assigned Counts**, and the counter taps **Download & Start**.

A location no longer exists. What happens to its count? It disappears from the app, and syncing an unfinished count there reports that the location is no longer active. Have counters sync before you deactivate a location.

Someone is leaving. Anything to do? Have them sync outstanding counts before their account is disabled — counts belong to the account that created them.

Can we roll this out gradually? Yes, and you should. Run a pilot on one small, known location first, including a serialized item, a deliberate zero, and a spell in airplane mode. The **Cycle Counts Setup Guide** has the full checklist.