



INDITION CYCLE COUNTS

Cycle Counts

User Manual — count inventory on your phone, offline, and sync the results into Indition Inventory.

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About this manual

Indition Cycle Counts is a companion app for the Indition Inventory module. It runs on iPhone and Android phones and tablets, and it is designed for one job: letting a counter walk the warehouse with a phone, scan what is physically on the shelf, and send those counts back into Indition — with no internet connection required while counting.

This manual is written for the people who do the counting and for the supervisors who review the results. It covers everything on the phone, and it explains what happens on the Indition side after a count is synced. Installing the app and preparing the Indition system are covered in the **Cycle Counts Setup Guide**.

Throughout this manual:

- **System** means your company's Indition installation, for example `store.indition.com`.
- **Warehouse** and **location** are the physical places Indition tracks stock in. A location is usually a shelf, bin, rack or room inside a warehouse.
- **Count** means one cycle count document, covering one location.
- **Catalog** means the copy of your products, barcodes, warehouses and locations that the app downloads and keeps on the phone.

What you need before you start

REQUIREMENT	DETAIL
A phone or tablet	iPhone or iPad running iOS 18.6 or later, or an Android device running Android 8.0 or later
The app	Indition Cycle Counts, installed from the App Store or Google Play
Your system address	The web address of your company's Indition system, for example <code>store.indition.com</code>
An Indition account	Your normal Indition username and password
Permission to count	Your account needs the Inventory cycle count permission. Your administrator grants this
Internet, at the start and the end	You need a connection to sign in, download the catalog and sync. You do not need one while counting

Voice quantity entry has two extra requirements: a device microphone, and offline English speech installed on the device. On Android, voice requires Android 12 or later. Voice is optional — every quantity can be typed instead.

Chapter 1 · Connecting to your system

The first time you open the app you are asked for two things, on two screens.

1. **System address.** Type your Indition address, for example `store.indition.com`. You can leave off `https://`; the app adds it. The app only connects over a secure HTTPS connection.
2. **Username and password.** Use your normal Indition credentials. Tap **Show** if you want to check what you typed.

Tap **Sign In**. The app signs in, fetches your list of active warehouse locations, and takes you to the **Counts** screen.

The app never creates accounts and never stores your password. It keeps only a signed-in session, held in the device's secure keychain or keystore.

Changing systems. On the sign-in screen, tap **Change System** to point the app at a different Indition address. Changing the address signs you out of the old one.

Staying signed in. You stay signed in between uses. If the app has been in the background for more than five minutes, it locks. Tap **Unlock** and confirm with your device's fingerprint, face or passcode to get back to your counts. Your saved counts are never lost when the app locks.

Continue Offline. If the app asks you to reconnect but you are out of signal, tap **Continue Offline**. You keep counting; you sync when you are back in range.

Chapter 2 · Downloading the catalog

Before you can count offline, the phone needs a copy of your products. Do this **while you still have internet** — in the office, on Wi-Fi, before you walk into the warehouse.

1. Tap **Sync Catalog** at the bottom of the screen.
2. Tap **Download Product Catalog**.
3. Wait. The screen shows `Downloading catalog: 4,000 / 12,500 SKUs` as it works.

The catalog covers **every active warehouse and location** in your system, and every SKU and barcode — including items with no stock and items that are not mapped to a sales channel. You only download it once, not once per warehouse.

If the download is interrupted. Nothing is lost. Come back to **Sync Catalog** and tap **Resume Catalog Download**; it picks up from where it stopped. A partly-downloaded catalog is never used for counting: the app checks that every SKU arrived before it makes the catalog live.

Downloading again later. Tap **Sync Product Catalog** to refresh. The app compares the new catalog against the one you already have and only transfers the products that actually changed, so a refresh is much faster and much

smaller than the first download. **Download Fresh Copy** forces a complete re-download instead — use it if you have been told the catalog on the phone is wrong.

Old catalogs. If a count is already in progress on an older catalog, that count keeps using it. Refreshing the catalog never disturbs a count you have not finished.

The Sync Catalog screen also shows how many SKUs are ready to scan, when the last complete download finished, and how much space the local database uses.

Catalog sync never uploads your counts. Downloading or refreshing the catalog is a read-only operation. Your counts are only sent when you complete a count.

Chapter 3 · Starting a count

Tap **Start Cycle Count** on the Counts screen and work through three choices.

Step 1 — Choose a warehouse

Tap the warehouse you are standing in. If your system has only one warehouse, this step is skipped.

Step 2 — Choose locations

Tick one location, several, or tap **Select All Locations**. The screen shows a running total — **6 of 24 locations selected** — then tap **Continue with 6 Locations**.

Selecting several locations creates a **group**: one count document per location, all handled together. You can move between them while counting, and sync them in one action at the end. If a location already has an unfinished count on this phone, the app tells you to resume that one first rather than starting a second.

Tap **Change** at any time to go back and pick a different warehouse or a different set of locations.

Step 3 — Choose a count type

COUNT TYPE	WHAT IT COUNTS	NEEDS INTERNET TO PREPARE
Scan as you go	Nothing up front. Items join the count as you scan them	No
Entire location	Every product recorded at that location	No
Selected categories	Products in the categories you tick	No
SKU / product search	Products whose SKU or name matches your search text	No
Random sample	A random sample of SKUs — you choose how many (default 25)	Yes
Zero stock	Only items the system believes are at zero	Yes
Overdue for counting	Items not counted in the last n days (default 90)	Yes
ABC class	Items in the A, B and/or C classes you enter	Yes

The four types marked **prepare online** are worked out by Indition, not by the phone, so the app has to ask the server for the list. They are labelled `· prepare online` in the app. Prepare them before you lose signal.

Tap **Start Counting** (or **Prepare & Start Counting**) and you are on the counting screen.

Expected quantities are never shown while you count, and an item you do not count is never recorded as zero. Counting is blind by design, and silence is not the same as "none".

Chapter 4 · Counting

The counting screen shows the location you are in, how many products you have counted, how many remain, and a **Scan Barcode** button.

Scanning a product

1. Tap **Scan Barcode**.
2. Hold one barcode inside the white frame. In poor light, tap **Torch On**.
3. The app finds the product and opens the quantity screen.

The scanner reads EAN-13, EAN-8, UPC-A, UPC-E, Code 128, Code 39, Code 93, QR, Data Matrix and PDF417 codes.

Typing a code instead. Tap **Enter Code** to type or paste a barcode or SKU — useful for a damaged label, or on a device without a usable camera. Tap **Use Camera** to switch back.

Counting the same barcode twice. The camera sees a barcode many times a second, so the app deliberately refuses to count the same code again while it is still in view. To count a second identical item, tap **Scan Next Item**, or scan a different product in between.

If two products share a barcode. The app shows both and asks you to choose the right one before counting.

If the barcode is not in the catalog. The app opens **Barcode not in catalog**. Enter the quantity and a short description, then tap **Save Unmatched Scan** — you do not have to stop counting. Unmatched scans appear as red cards on the counting screen. Before you can sync, tap **Match to Product** on each one and pick the right product; the saved quantity carries across.

Entering a quantity

The quantity screen shows the product name, variant and SKU, and a **Physical quantity** field.

- Type what is physically there and tap **Save Count**.
- **Zero is a valid count.** If the shelf is empty, enter — that is a real result, and it is different from not counting the item at all.
- Products flagged as fractional accept decimals, up to four places (,). Everything else needs a whole number.
- **Item note (optional)** lets you record why — damaged, in the wrong bin, mislabelled. Notes carry through to Indition. Up to 2,000 characters.
- Entering a quantity **replaces** the total for that product at that location; it does not add to it.

Undo. Tap **Undo Last Count Entry** on the counting screen to reverse the entry you just made.

Editing. Every product you have counted, and every product the count expects, appears as a card. Tap **Edit Count** on any card to change it.

Finding a product without scanning. Use the search box at the top of the counting screen. Type a name, SKU or variant and tap the result.

Counting faster: one tap per item

If you are counting a lot of single units, turn on **Each product scan adds 1** in Settings. Each scan then adds one to the product's total and stays in the scanner — no quantity screen at all. Serialized products always ignore this and ask for serials.

Chapter 5 · Serialized products

Some products are tracked by serial number. For these, **quantity is not something you type** — it is the number of unique serials you scan. One serial equals one physical unit.

When you scan a serialized product, the phone beeps and vibrates, and the scanner switches to serial mode:

1. Scan the serial number on the first unit. The count goes to 1.
2. Scan the next unit's serial. The count goes to 2. Keep going.
3. Tap **Review Serials** to see the list, or **Scan Different Product** to move on.

The app protects you from the usual mistakes:

- Scanning the **product barcode or SKU** instead of the unit's serial is rejected with a clear message.
- Scanning the **same serial twice** is rejected.
- Scanning a serial that you already counted **in another location in this group** is rejected, so one unit cannot be counted on two shelves.

To remove a serial scanned in error, open the product and tap **Remove Serial**.

Chapter 6 · Voice quantity entry

Voice entry lets you keep both hands on the stock. After you scan a product, the phone asks "Quantity?", you say the number, and it saves and reads it back.

Voice runs entirely on the device. Nothing is recorded, and no audio ever leaves the phone.

Turning it on

1. Go to **Settings** → **Voice Quantity** and turn the switch on.
2. Tap **Check Offline Voice**. The app verifies that offline English recognition and an English spoken voice are both available.
3. On Android, if speech data is missing, tap **Offline Voice Settings** to install it, then check again.
4. Tap **Test Voice · No Count Saved** and say a few numbers. **The test never changes inventory.**

Do steps 1–4 **in the office, while online**. Offline speech data usually has to be downloaded once. Then put the phone in airplane mode and run the test again to prove it works without a connection.

Using it

Scan a product; the app says "Quantity?" and listens. Say one quantity, and only the quantity.

YOU SAY	IT RECORDS
"seven"	7
"twenty five"	25
"three hundred and forty"	340
"one point five"	1.5
"one and a half"	1.5
"three quarters"	0.75
"two thousand one hundred"	2100

The app reads the number back, then opens the scanner for the next product. If the readback is wrong, tap **Correct Last Voice Quantity**.

The app deliberately refuses to guess. If it is not confident, or if it hears two possible numbers, it asks you to repeat rather than saving something wrong. It also reads the whole sentence rather than picking a number out of the middle of it, so a stray remark is not turned into a count.

Tap **Retry Voice** to listen again, or **Enter Quantity Manually** to switch to the keypad for that item. Voice pauses whenever the app goes to the background; tap **Retry Voice** when you come back.

Voice and serials. Serial numbers are always scanned, never spoken. Voice also overrides "Each product scan adds 1" — with voice on, you say the total instead of tapping once per unit.

Chapter 7 · Counting several locations at once

When you start a count over several locations, the counting screen shows **Location 3 of 6 · Switch location**.

- Tap **Switch location** to see every location in the group, with how many products you have counted in each and its current state. Tap one to jump to it.
- Tap **Next Location** at the bottom of the screen to move to the next one in order.
- Locations are ordered by warehouse, then code, then name — the same order every time, whatever order you ticked them in.

Serial numbers are checked across the whole group, so the same unit cannot be counted on two shelves.

Chapter 8 · Pausing and resuming

Every accepted entry is saved on the phone immediately. You do not have to remember to save, and closing the app, running out of battery or losing signal does not lose your work.

- Tap **Pause Count** to put a count down. It appears on the **Counts** screen as **Saved on this phone**.
- Tap **Resume Count** on that card to pick it up again — the same day or the next.
- The card shows the location (or `Main Warehouse · 6 locations` for a group), the count type, how many products are counted, and when you last touched it.

Chapter 9 · Completing and syncing

When you have counted everything you intend to count, tap **Complete Count**.

The app first checks that the count is ready to send. It will stop you if:

- an unmatched barcode is still unresolved;
- an item is still waiting for a quantity or a recount;
- the same serial number appears under more than one product;
- a count type that needs online preparation has not been prepared.

Then it shows a confirmation: how many counted products, across how many locations, will be uploaded. It also states plainly that **uncounted products and locations remain unchanged**, and that your Indition approval rules still apply.

Tap **Complete & Sync**. The app:

1. reconnects and checks the count has not already been submitted;
2. uploads your counted lines in batches, showing `Uploading 200 of 540 counted products...`;
3. checks for stock movement and submits.

For a group, locations are synced one after another — `Location 2 of 6: Uploading...`.

If sync is interrupted

Nothing is lost and nothing is double-counted. Tap **Complete Count** again. The app checks with the server first: if your submission actually made it through before the connection dropped, it simply picks up the result rather than sending anything twice.

If stock moved while you were counting

If a product was sold, received or transferred at that location after your count was prepared, the count is not silently posted over the top of it. The app shows **Physical recount required** and lists the affected products.

1. Go back to the shelf.

2. Tap **Refresh & Clear for Recount**. The old quantity and serials for those products are cleared — deliberately, so you cannot accidentally re-submit a stale number.
3. Physically count those products again.
4. Tap **Complete Count** again.

In a multi-location group, sync stops at the location that needs the recount and tells you which one it is. The locations that already synced stay synced.

Chapter 10 · Assigned counts

If your supervisor has assigned a count to you in Indition, tap **Assigned Counts** on the Counts screen. Each card shows the location, the count type, the due date and any note. Tap **Download & Start** to pull that count's item list onto the phone and begin.

Assignments already started on this phone are not offered again.

Chapter 11 · What happens after you sync

Once the phone has synced, the count becomes an ordinary Indition cycle count and follows your company's normal Inventory rules. Depending on your settings and the size of the differences found, it will be:

- **Completed** — differences were inside tolerance and no approval was required, so stock has been adjusted;
- **Pending review** — approval is required, or something was outside tolerance, so a supervisor must approve it before stock changes;
- **Posting** — the adjustments are being applied.

For a count that is waiting, tap **Check approval status** on the count screen to refresh. If a reviewer sends items back for a second count, they appear on the phone as items to recount.

Serial reconciliation, variance tolerances, the inventory ledger, approval notifications and QuickBooks journal entries are all handled by Indition Inventory exactly as they are for a count typed in the back office. The app changes where counting happens, not what the count means.

Chapter 12 · Settings

SETTING	WHAT IT DOES
Beep when a serial is required	Plays a tone when you scan a product that needs serial numbers
Vibrate after a scan	Confirms each accepted scan by feel — useful in a noisy warehouse
Each product scan adds 1	Each scan adds one unit and keeps the scanner open
Voice Quantity	Speak quantities after scanning. Includes readiness check and a safe test
Reconnect to System	Sign in again without losing local counts
Sign Out	Ends the session. Local counts stay on the phone and are there when you sign back into the same account

The Settings screen also shows the app version and links to the privacy policy and support.

Chapter 13 • Troubleshooting

WHAT YOU SEE	WHAT TO DO
"Enter your system address, for example store.indition.com."	Type just the address — no <code>https://</code> , no path
"Invalid username or password."	Check the credentials you use for Indition itself
"Your account needs Inventory cycle count permission."	Ask your administrator to grant cycle count permission
"Sign in again to sync. Your local counts are safe."	Tap Sign In Again . Nothing has been lost
"Sign in with the account that owns these local counts before syncing."	Counts belong to the account that made them. Sign back in as that user
"Download the product catalog first."	Go to Sync Catalog while you have internet
"Catalog download is incomplete. Resume before going offline."	Tap Resume Catalog Download and let it finish
"Resume the existing count at <i>location</i> before starting another."	Finish or sync the count already open at that location
"Resolve unmatched barcodes before syncing."	Tap Match to Product on each red card
"Scan one unique serial for every unit counted."	Serialized items need one unique serial per unit
"That serial number has already been counted..."	This unit is already counted, here or in another selected location
"This is the product barcode or SKU. Scan the unit's unique serial number."	You scanned the shelf label instead of the unit's serial
"Connection timed out. Resume sync when internet is available."	Move into signal and tap Complete Count again
"Stock moved..." / Physical recount required	Recount the listed items on the shelf, then sync again
"Offline English speech is unavailable on this device."	Install offline English speech while online, or type quantities
Camera shows nothing	Tap Open Camera Settings and allow camera access, or use Enter Code

If a problem persists, note the message on screen and the app version from **Settings**, and contact your Indition administrator.

Chapter 14 · Good practice for accurate counts

- **Download the catalog in the office**, on Wi-Fi, before you start.
- **Refresh the catalog** after a big product import so new SKUs and barcodes are on the phone.
- **Count a location completely** before moving on. Uncounted items are left alone, not zeroed — which is safe, but it also means they are not counted.
- **Enter zero deliberately** when a shelf is empty. That is the only way an empty shelf gets corrected.
- **Use item notes** for anything unusual. The reviewer sees them.
- **Sync the same day**. The longer a count sits, the more likely stock moves and forces a recount.
- **Prepare voice before you need it**, and test it in airplane mode.
- **Keep the phone charged**. Counting is saved continuously, but a dead phone still ends the shift.

Support

Support and the current privacy policy are linked from the **Settings** screen inside the app.