indition INVENTORY

Inventory Management

Frequently Asked Questions

For store managers, buyers, and administrators · Inventory module v1.2.1

How to use this guide

These are the questions store managers, buyers, and administrators ask most often about Indition Inventory Management. Questions are grouped by topic. Most behaviours are controlled from Inventory Settings; if a screen is missing, check that the module is enabled first.

Getting Started

What does the Inventory module do?

It adds warehouse- and location-based stock control to your store. Instead of a single stock number per SKU, stock is counted per location, costs are tracked in layers, and every movement is logged. It also covers purchasing, receiving, transfers, cycle counts, serial numbers, reporting and optional pre-cutting of bulk stock.

Do I have to move every product onto inventory tracking at once?

No. Adoption is per-SKU. Turning the module on does not force every product into location-based tracking — you bring SKUs under management deliberately, so you can roll it out gradually. Until a SKU is tracked it keeps its legacy stock behaviour.

Why can I only see Settings in the Inventory menu?

That is intentional. Until the module is enabled and its data tables are ready, the menu deliberately shows Settings only, so first-time setup can be completed safely before the operational screens appear.

Stock Numbers

What is the difference between On Hand, Reserved and Available?

On Hand is the units physically present in a location. Reserved is the units already promised to open orders. Available is what can still be sold — On Hand minus Reserved. Inventory is counted at the location level, so the same SKU can sit in several locations, each with its own three numbers.

Where are these numbers actually stored?

Per-location on-hand and reserved live in the inventory item table (`_shop_inventory_item`). Those balances also roll up into the SubProduct totals (`stock_total` / `stock_reserved`) that the rest of Shop already understands, and the parent product's in-stock flag is recomputed from the sum of its SKUs' available stock.

What does an available quantity of 999999999 mean?

That is the sentinel value that marks a SKU as untracked (not yet under inventory management). It is not a real quantity — it is how the system keeps untracked SKUs sellable without a real stock count.

Per-Store Fulfillment

How does the system decide which stock a store can sell?

A store's orders are fulfilled only from locations that are eligible for that store. A location is eligible if it is active and either inherits its warehouse's store assignments (and that warehouse serves the store) or has its own store subset that includes the store. Stock in a location that is not eligible for a store is simply not counted toward that store's availability.

So the availability a shopper sees is the stock that can actually ship to them?

Yes. Availability shown for a store equals the summed available stock across that store's eligible locations, so "available" always equals "fulfillable." A denormalised per-store availability cache keeps this fast for storefront listing and product pages; if a SKU has no cache row for a store, it is treated as zero available there.

I changed which stores a warehouse or location serves — do I need to do anything?

The per-store availability cache is rebuilt as stock changes, and it can also be rebuilt globally or for a single warehouse. After a change to eligibility rules, an administrator can trigger a rebuild so the storefront reflects the new mapping.

Cost & Valuation

How is the cost of my stock tracked?

Each batch you receive records the unit cost you paid as a cost layer. As stock is consumed, costs are drawn down oldest-first (FIFO), which keeps cost-of-goods and inventory valuation accurate. Cost layers come from purchase-order receipts, manual receipts, purchase-cost adjustments and transfers.

Where do "last purchase cost" and "average cost" come from?

The system tracks the last purchase cost per SKU and computes an average cost from the remaining cost layers. Both appear on the SKU's Purchase History tab. If a tracked SKU has stock but no opening cost layer, one can be backfilled automatically from the latest purchase-cost data.

Is there an audit trail of stock movements?

Yes. Every movement — receipt, reserve, unreserve, shipment, move-in, move-out, return, adjustment and pre-cut — is written to the inventory transaction ledger, so you can trace exactly what happened, when, and against which order.

Receiving & Adjusting

How do I add stock without a purchase order?

Use the Receive action on the Inventory Management grid (or the Manual Inventory Adjustment tool on a SKU's Purchase History tab). Choose the SKU, location, quantity and a note; a cost layer is created and, for serialized SKUs, you enter one serial per unit received.

How do I correct a quantity that is wrong?

Use Adjust. Enter a positive or negative quantity change and a reason (Adjustment or Return) with a note. Positive serialized adjustments need a serial per added unit; negative ones remove the oldest serials. For a full physical recount of a location, use a Cycle Count instead.

What happens to stock when an order ships or is refunded?

Order fulfillment records a stock movement at a specific location: a sale debits on-hand (reason shipment) and a refund credits it back (reason return), both linked to the order. This runs the full engine — row lock, negative-stock guard, ledger, cost layers, totals and the availability cache — while letting the order flow own the serial status of each unit.

Cycle Counts

How do I do a physical count of a location?

Open Cycle Counts, choose Start Count, pick the location and a scope (everything, selected categories, a random sample, zero-quantity items, a search, or items not counted recently). Then count: lines save automatically as you go, the scan box jumps to a SKU when you scan its barcode, and you can add stock you find that the system didn't expect. When you're done, choose Submit Count.

Does submitting a count change my stock automatically?

Only when you confirm it. Submitting posts each counted line so stock matches your counted value — unless your Settings require approval or a line is outside a variance tolerance, in which case the count waits in Pending Review and an approver posts it (they can also skip lines or send lines back for a recount). Lines you never counted are left untouched; a blank quantity means "not counted", so enter 0 explicitly to confirm an empty shelf.

What is a blind count and why would I use it?

On a blind count the counter never sees the quantity the system expects, so they can't be tempted to just confirm it — the standard guard against counter bias. Turn it on per count, or make it the default in Settings.

How do serialized SKUs work in a count?

Scan or enter every serial physically present — the counted quantity comes from that list. At posting the system reconciles per serial: in-stock serials you didn't scan are adjusted out, and serials it has never seen are adjusted in as found units. A serial that belongs at another location is flagged at submit so you can transfer it properly instead.

Can counts happen on a schedule?

Yes. Under Settings > Cycle Counts > Manage Count Schedules, SKUs are ranked into ABC classes by annual usage value, and schedules open counts automatically when due (e.g. Class A monthly, Class C yearly), optionally assigned to a user who gets an email.

How do I see my shrinkage in dollars?

Every variance line carries a dollar value (shortages are valued at the actual FIFO cost-layer costs). The Cycle Count Accuracy report totals it per count, SKU Variance History finds chronic shrinkage items, and the Trend report charts accuracy and shrinkage by month. With the QuickBooks option on, each completed count also books a shrinkage journal entry automatically.

Oversell & Negative Stock

Can stock go negative?

It depends on the Allow Negative Stock setting. When it is off (the safer default), the engine blocks any movement that would drive a location below zero. When it is on, oversells and backorders are permitted. Serialized SKUs are always constrained by the serials that actually exist.

How does this relate to the POS "block oversell" setting?

They are separate layers. The inventory negative-stock guard is the platform-wide floor. The POS register adds its own block-oversell check and an optional inventory-override behaviour on top; when POS override receives stock to cover a shortfall, it does so through the same receive engine so on-hand reconciles with an audit trail.

Serial Numbers

When can I switch a SKU to serial tracking?

That is governed by the Serialization Enable Rule in Settings: require zero stock, allow with serial import, or always allow. Once enabled, the SKU needs one serial per unit whenever it is received, adjusted up, or counted over system quantity.

What statuses can a serial have?

In Stock, In Transit, Sold, Returned or Adjusted Out. You can trace any unit through Serial Number Lookup and its history report — every received, sold, transferred, returned and adjusted event, with location and order context.

Troubleshooting

A SKU shows zero available for one store but has stock in the warehouse — why?

Most often the stock is in a location that is not eligible for that store. Check that the location is active and that either its warehouse serves the store (with the location inheriting warehouse stores) or the location's own store subset includes the store. If eligibility looks right, rebuild the per-store availability cache.

The Inventory tabs are missing on a product — why?

The per-SKU Inventory and Purchase History tabs appear only when the Inventory runtime is ready and the SKU is inventory-tracked. Enable tracking for the SKU (for example from the SKUs Without Inventory Tracking report) and the tabs will appear.

A fractional order quantity came through as a whole number in inventory — is that a bug?

No. The inventory ledger quantity columns are whole numbers, so fractional line quantities are truncated when written to the ledger — the same on the POS path and the e-commerce path. It is a platform-wide limitation pending a column-widening migration, not a per-channel regression.