**Scalemate Errors**

**Important Note – All scale items that use manufacturers original packaging with the blue “Do Not Take Package” label require Autocrib Bin labels place on the insert cup. Autocrib bin label states the “Bin Cap” which is a direct reference to how many insert packages should be inside the insert cup at all times.**

Example = Bin Label “Bin Cap” = 100

* Inserts packed in 10’s = 10 packages are req’d in bin
* Inserts packed in 5’s = 20 packages are req’d in bin

Scale Error Testing using “Physical by Bin”

* Ensure correct amount of insert packages are in the insert cup
* Ensure same items are in bin
* Count physical quantity
* Weigh quantity
  + Remove 1 piece and reweigh to see if error occurs
  + Remove 5 piece and reweigh to see if error occurs
    - If Error persist, re-set item weight
    - Email [cvtcanada@dgisupply.ca](mailto:cvtcanada@dgisupply.ca)
      * Subject Customer Name – Inventory Error
        + Include the following:

CPN

Brief description of the error and what you did to fix it.

**Scalemate Receiving Errors**

1. Receiving – Scale reads less quantity than received

* Test – Remove 1 piece and re-weigh
  + If scale reads 1 piece removed, then the bin weight set up is correct
  + Go to next step
  + If scale reads anything else but 1, then reset up bin weight
* Fix – Receive item (Making note of shortage on paperwork, finish receiving process for all items)
  + Go to mgmtstation
  + Go to Purchasing/Receiving
  + Receive the missing product that wasn’t received
  + Follow the “Inventory Correction Procedure” for shrinkage
  + Email [cvtcanada@dgisupply.ca](mailto:cvtcanada@dgisupply.ca)
  + Subject Customer Name – Inventory Error
    - Include the following:
      * CPN
      * Brief description of the error and what you did to fix it.

1. Receiving – Scale reads more than quantity being received
   * Test – Remove 1 piece and re-weigh
     + If scale reads 1 piece removed, then the bin weight set up is correct
       - * Go to next step
     + If scale reads anything else but 1, then reset up bin weight
   * Fix – Receive item - If space – Receive overstock as “Burn” using the “Change Stock Quantity” during the receiving process
     + If space isn’t available, remove excess item(s) and place into return bin for replenishment as “Burn” on your next trip
       - Email [cvtcanada@dgisupply.ca](mailto:cvtcanada@dgisupply.ca)
         * Subject Customer Name – Inventory Error

Include the following:

CPN

Brief description of the error and what you did to fix it.

1. Receiving – No Weight added (Received using improper process = Manual by PO)
   1. This normally occurs with CSC backups
      1. It is almost untraceable until all received items start to have NL or EL error codes during customer issuing process
   2. Fix – Physical each bin to update the bin weight field to match the correct inventory total.

**Scalemate Issuing Errors**

1. Over Issue – When the Customer places the item they are taking on the scale and not the remaining insert cup
   1. This results in 3 transactions being entered into the database at the exact same time
      1. I – Issues all current On Hand inventory
      2. P – Physicals the necessary amount into “Burn” to cover the weight variance difference
      3. B – Issues all the Burn inventory
   * This causes the item to become Zero On Hand
2. NL – When the customer places the insert cup on the scale but the before transaction weight and after transaction weight equal the same
   1. Possible causes:
      1. Customer issued wrong product but didn’t take any
      2. Current weight is incorrect or not set up at all
      3. Customer returned product from a previous transaction
3. EL - When the customer places the insert cup on the scale, the after-transaction weight is greater than the before weight of the transaction
   1. Possible cause:
      1. Inventory was received using incorrect process (Manual by PO)
      2. Customer is returning stock to the bin
      3. Previous Customer put stock back in before returning the bin