KOON SYSTEMS

KOONSYSTEMS SCAN (FOR SAP B1)

MANUAL 3

Working with KoonScan

Step by step for the warehouse: signing in, scanning, stock, receiving, moving, picking, labels, returns, photos, counting, bin locations, production (including disassembly), the counter, the credit note, packing and packaging.

WHO IT IS FOR	Everyone who works with KoonScan in the warehouse
HOW TO READ IT	Follow the steps in order. The orange numbers on the screen show where you tap or scan.
SCREENS	The pictures show example data; you will see your own items
SEE ALSO	Manual 2 (for the administrator).

KoonScan

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KoonSystems · koonsystems.com

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How KoonScan works

KoonScan is your helper in the warehouse. You **scan** what you do (an item, a bin location, an order) and KoonScan puts it in SAP. You never have to retype anything.

Five things to remember

1. **Scan in the scan field.** At the top of every screen there is a box with a blue border: the scan field. Aim the scanner and press the scan button; you do not have to tap the box first. A good scan gives a short beep and a green flash. A wrong scan gives a low tone, a red flash and a message in plain language.
2. **Everything is saved straight away.** Did the wifi drop for a moment? Just keep working: the scans are sent automatically as soon as the connection is back.
3. **It only reaches SAP when you tap "Post to SAP".** Until then you can still remove scans, or put your work aside and carry on later.
4. **The house icon at the top right** = back to the start screen. If you are busy, KoonScan asks whether you want to keep your work.
5. **Scanned something wrong?** Tap the **×** next to the line and then **Remove?**.

> **TIP**
>
> No scanner at hand, or a code you cannot read? Tap the magnifying glass in the scan field to search or type (chapter 2), or the camera to scan with the phone.

> **TIP**
>
> **The big button at the bottom** always does the next action: when you work on an item it says, for example, **Add**, **Picked**, **Count** or **Pick up**, with **Post (2)** on the left. Without an item there is one button, **Post to SAP**. To put work aside, tap **Back** at the top left; your work is kept.

> **TIP**
>
> At the top there is a **short name** for the document, as in SAP: **PO** purchase order, **PL** pick list, **SO** sales order, **TR** transfer request, **PRD** production order, **DN** delivery, **IN** invoice, **GRPO** goods receipt on a purchase order, **RR/GR** return request. "Return · DN 6120" is therefore a return on delivery 6120.

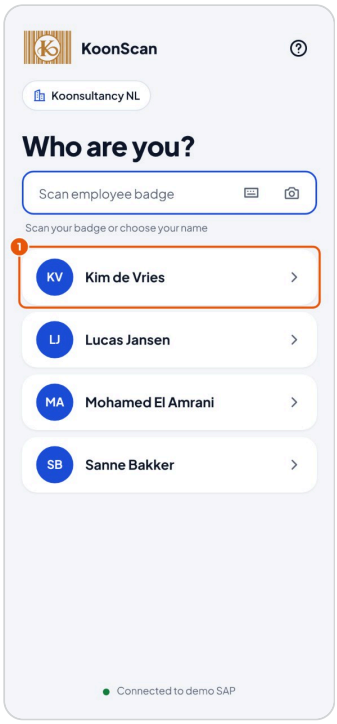
> **TIP**
>
> Press **F1** (handheld scanner with a keyboard) or tap the **?** in the header: the manual opens on the page for the screen you are on. This needs an internet connection.

CHAPTER 1

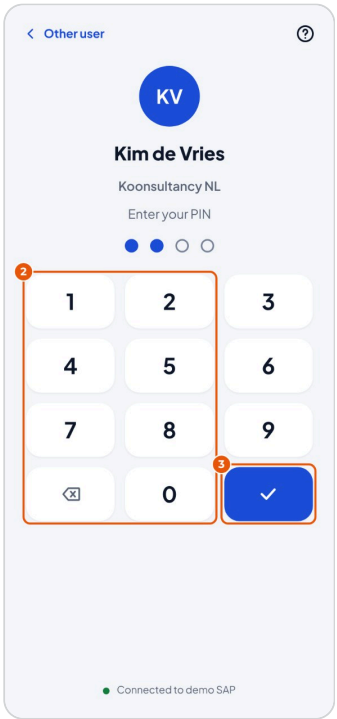
Signing in and the start screen

Signing in

1. Tap your name ①. If your company works with more than one SAP company, choose the company first. (Do you have an employee badge? Then scan it.)



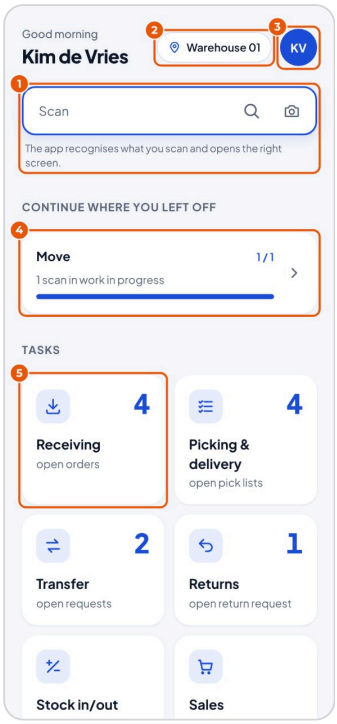
2. Enter your PIN on the digits ②.
3. Tap the check mark ③ (**Sign in**).



> **CAREFUL**
>
> Entered a wrong PIN five times? Then your name is locked for a while (five minutes the first time). Forgot your PIN: ask the administrator for a new one.

The start screen

1. The scan field ①: scan something here (an item, bin location or order) and KoonScan opens the right screen straight away.
2. The warehouse you work in ②. Tap it to choose another warehouse.
3. Your initials ③: settings (light or dark screen, language, sound) and **Sign out**.
4. **Continue where you left off** ④: work that you have not posted yet. Tap it to carry on. Want to stop instead? Tap the **×** on the card and then **Cancel work**: your own scans are discarded and nothing goes to SAP. **Keep** leaves the work as it is.
5. The **Tasks** ⑤: tap a tile to start. You only see the tasks you have permission for. The big number on a tile is how many are open in your warehouse, for example open orders. If you tap the tile, you see exactly that list.



> **TIP**
>
> A grey tile with a padlock is not part of the licence. At the bottom of the start screen you can see whether KoonScan is connected to SAP.

Your settings

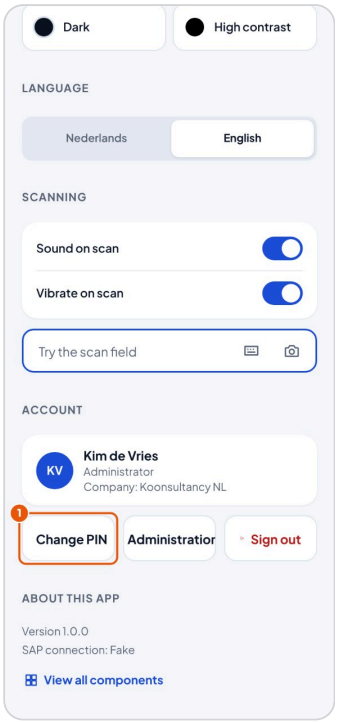
Tap your initials at the top to open **Settings**. What you choose here applies to this device.

- **Appearance**: **Light**, **Dark**, **High contrast** (extra clear, for bright daylight) or **Follow device**.
- **Language**: the language of the app.
- **Scanning**: **Sound on scan** and **Vibrate on scan**. **Try the scan field** lets you test whether the scanner works, without anything being posted.
- **Account**: who is signed in, **Change PIN** (Changing your PIN) and **Sign out**.
- **About this app**: the version of KoonScan, of the **Android app** (only in the app) and which scanner the app recognises (Zebra, Newland, or keyboard and camera). Handy when you report a problem.

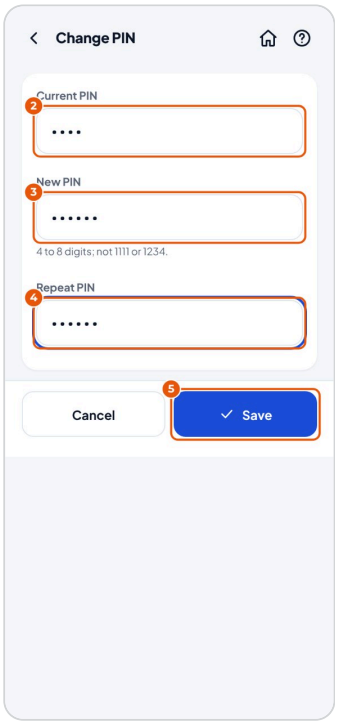
- **Change server address**: only in the Android app, to pair the device again with another server or company (Manual 2, chapter 7).

Changing your PIN

1. On the start screen, tap your initials and then **Change PIN** ①.



2. Type your **Current PIN** ②.
3. Type your **New PIN** ③ and type it once more ④. Below the field it says how many digits are allowed.
4. Tap **Save** ⑤.



✓ CHECK: THIS IS WHAT YOU SEE NOW

"Your new PIN has been saved." If you are also signed in on another device, you have to sign in again there.

TIP

Does it say **"Your PIN has expired"** after signing in? Then you see the same screen and first choose a new PIN. After that you simply carry on.

TIP

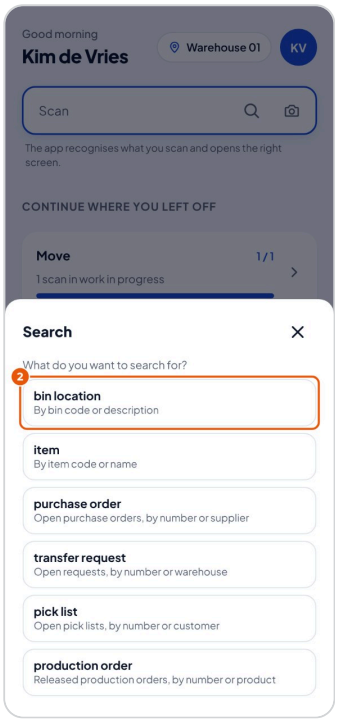
Is there still work waiting on this device (scanned without wifi, or something "in hand") when you tap **Sign out**? Then KoonScan asks first. **Stay**: finish the work first. **Log out anyway**: the work is kept for you and continues as soon as you sign in again; a colleague does not see it.

CHAPTER 2

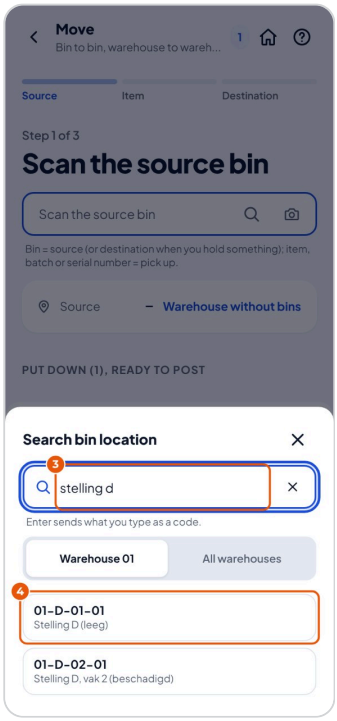
Searching instead of scanning

Do you not know a code, or is a label unreadable? Look it up. A hit you find works exactly as if you had scanned it.

1. In the scan field, tap the magnifying glass.
2. Choose what you are looking for, for example **Bin location** ②.



3. Type part of the code or the name ③, for example "rack d".
4. Tap the right result ④. Is it not there? Keep typing, or tap **All warehouses**.

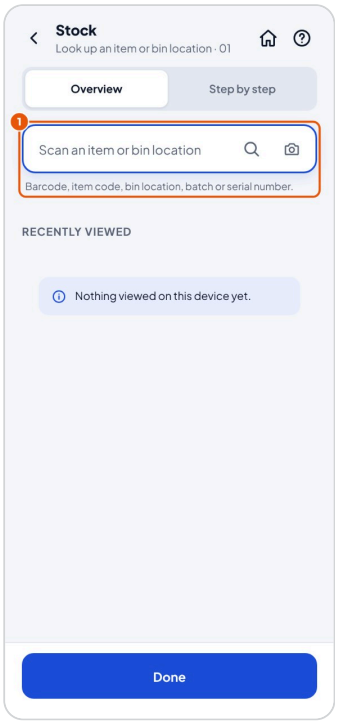


> **TIP**
>
> Do you know the whole code? Type it in the scan field and press Enter.

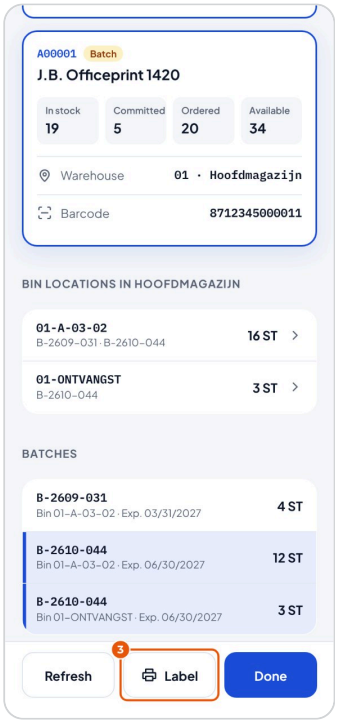
CHAPTER 3

Looking up stock

1. Tap the **Stock** tile and scan an item or a bin location in the scan field ①. (Scanning on the start screen works too.)



2. For an **item** you see how much there is in your warehouse, per bin location and per batch (the oldest expiry date at the top), and below that the other warehouses. For a **bin location** you see what is there.
3. Need a label? Tap **Label** ③ (see chapter 7).

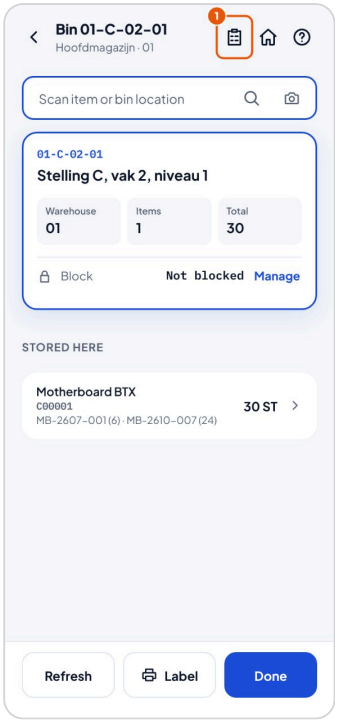


> **TIP**
>
> If you scan a **batch**, KoonScan opens the batch screen: the details of the batch and all the bin locations where it is. See chapter 13.

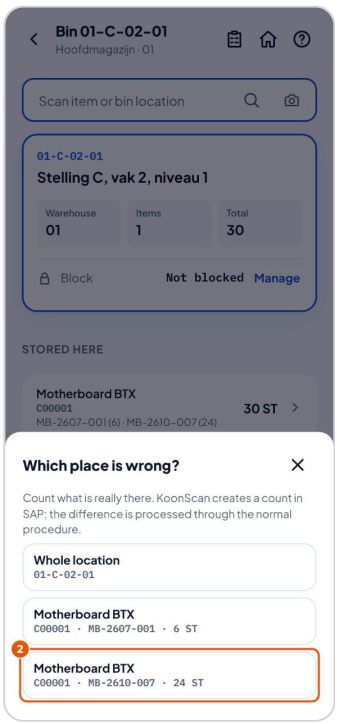
The stock is wrong

You see that there is more or less in a place than KoonScan says. You count it and KoonScan creates a count in SAP; the office processes the difference. For this you need the Count permission.

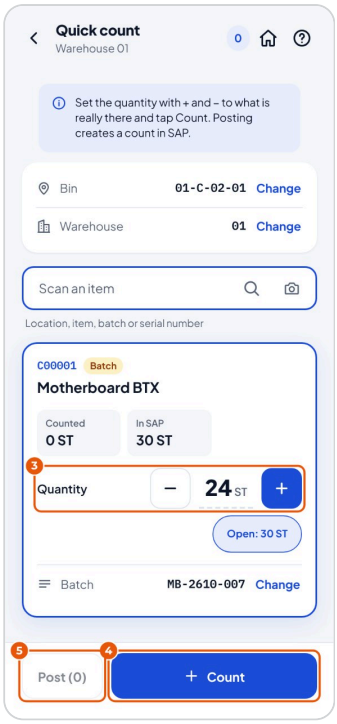
1. Open the bin location, the item or the batch and tap the counting clipboard ① at the top (**Stock is wrong**).



2. Choose which place is wrong ②: an item or batch in a bin location, or the whole bin location.



3. **Quick count** opens with everything already filled in. The quantity is set to what SAP says is there. Use **+** and **–** to set it to what is really there ③.
4. Tap **Count** ④.
5. Tap **Post to SAP** ⑤ and confirm.



✓ CHECK: THIS IS WHAT YOU SEE NOW

KoonScan says "Counting … created". In SAP there is a count with your quantity; the office posts the difference.

TIP

Is there nothing left at all? Then tap **Finish …** instead of Count: whatever you do not count counts as 0.

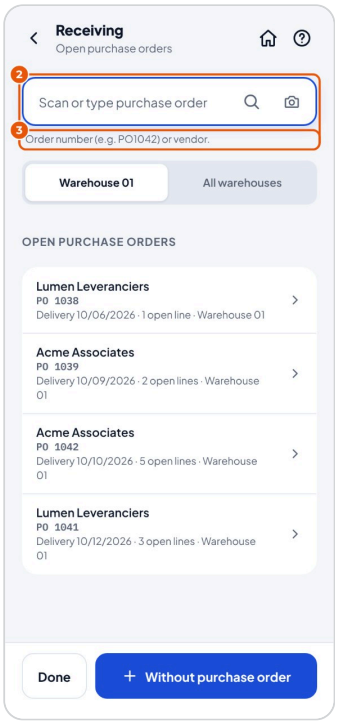
CHAPTER 4

Receiving against a purchase order

A delivery arrives from a supplier. You scan what comes in and post it in SAP as a goods receipt.

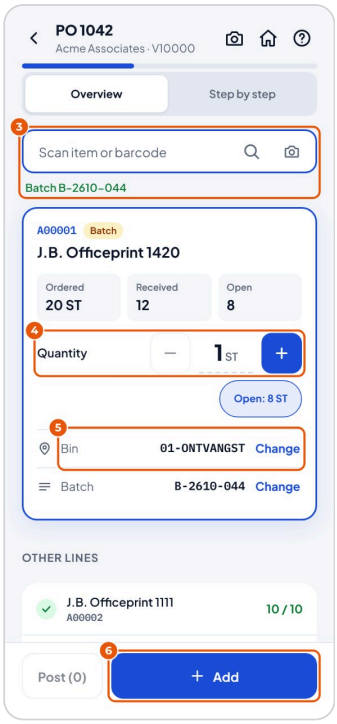
Choosing an order

1. Tap the **Receiving** tile.
2. Scan the order number ② (for example from the delivery note), or tap the order in the list ③.

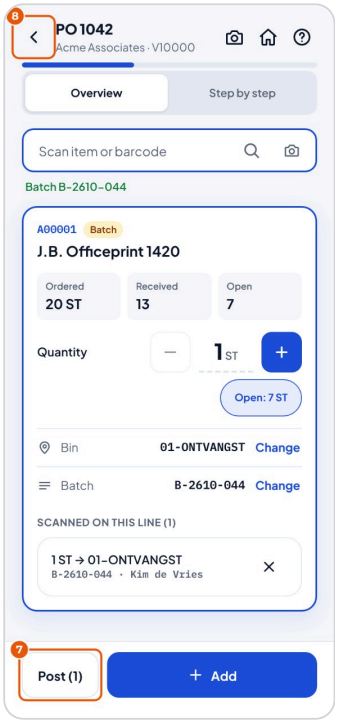


Receiving items and posting

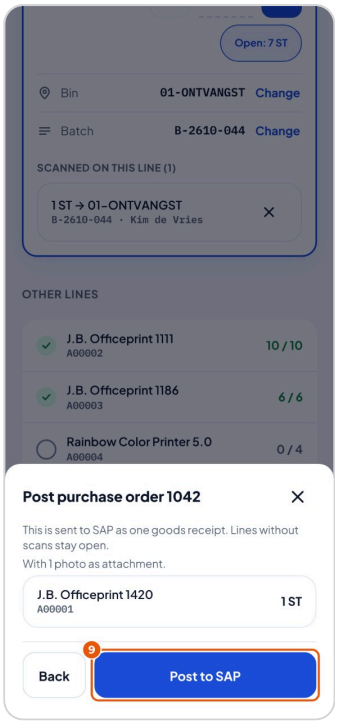
3. Scan the item ③. Scanning it again adds one more. Scanning a whole box counts in boxes.
4. Is the quantity right? Change it with – and + ④, or tap the number and type it. **Open: ...** fills in everything that is still open in one go.
5. Check the bin location ⑤. Put it somewhere else? Then scan that bin location. For a batch item: scan or type the batch.
6. At the bottom, tap **Add** ⑥. Do steps 3 to 6 for every item.



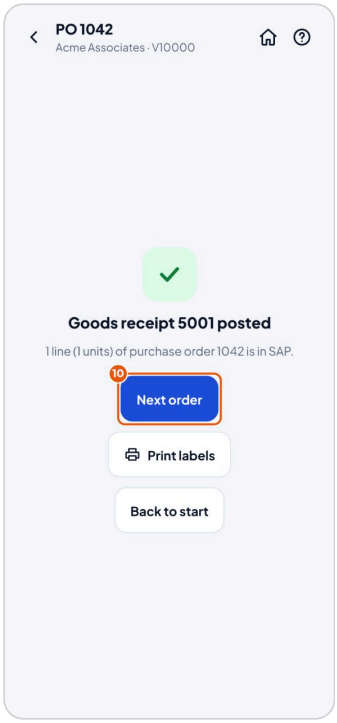
7. Everything scanned? Tap **Post** ⑦ (with an item on screen it briefly says "Post (1)", otherwise "Post to SAP").
8. Not finished yet? Tap **Back** at the top left ⑧: your work is kept.



9 Check what is being posted and tap **Post to SAP** ⑨.



10 Done: the receipt is in SAP. Tap **Next order** ⑩, or print labels straight away with **Print labels**.



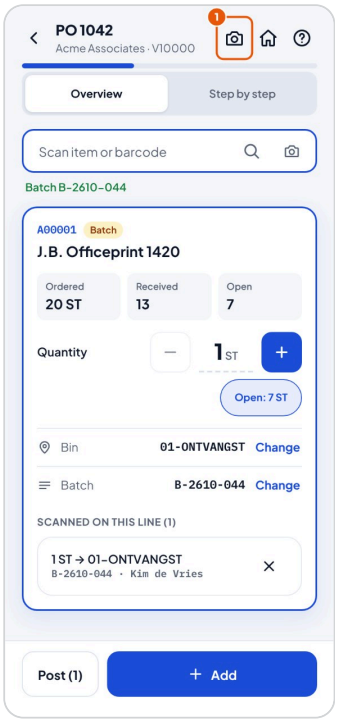
> **TIP**
>
> Received more than ordered? KoonScan then asks whether that is right. **Step by step** (at the top) asks for everything one at a time: item, quantity, batch, bin location. A delivery without a purchase order: see chapter 8.

> **TIP**
>
> Does the bin location say, for example, "· default bin" or "· already there"? Then KoonScan suggests a stock bin location per item (if the administrator has switched that on). If you put it somewhere else, just scan that bin location.

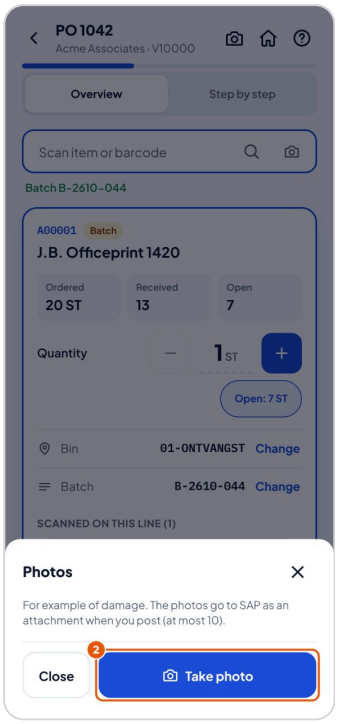
Taking photos (for example of damage)

Did something arrive broken? Take a photo. The photo goes to SAP with the posting, as an attachment to the receipt. This also works for a receipt without a purchase order and for returns.

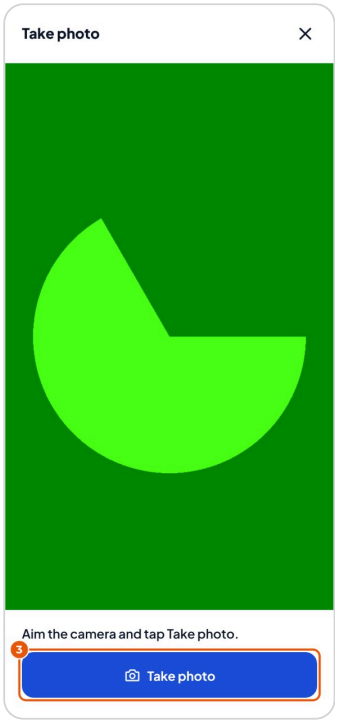
1. First scan at least one item. Then tap the camera ① at the top right. The number on it is the number of photos.



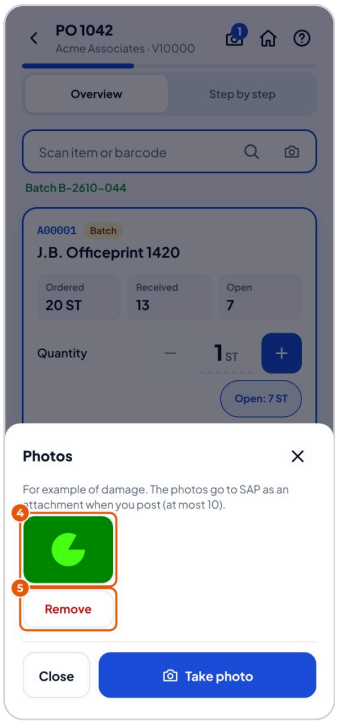
2 Tap **Take photo** ②.



3 Aim the camera at the damage and tap **Take photo** ③.



4. The photo is now in the list ④. Another photo? Tap **Take photo** again. Did it go wrong? Tap **Remove** ⑤.
5. Tap **Close** and post as usual with **Post to SAP**. The posting panel says how many photos go with it.



✓ CHECK: THIS IS WHAT YOU SEE NOW

In SAP the photo is on the receipt under **Attachments**. In KoonScan it is gone after posting (it is in SAP).

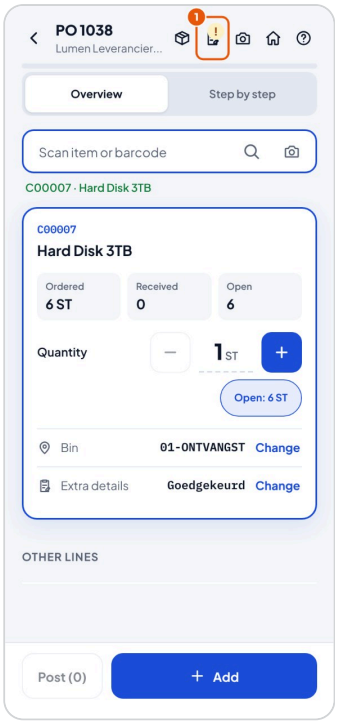
TIP

No camera button? Then photos are switched off (Administration → Settings → Photos). If the camera says it needs a secure connection, ask the administrator for HTTPS. If posting says "SAP could not save the photos", remove the photos and post again, and tell the administrator.

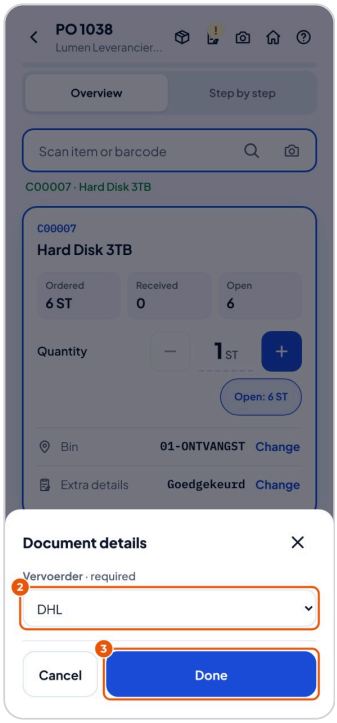
Entering extra details

Has your administrator set up extra fields (for example the carrier or an inspection code)? Then you fill them in in KoonScan; they go to SAP with the posting. This works the same way for every function.

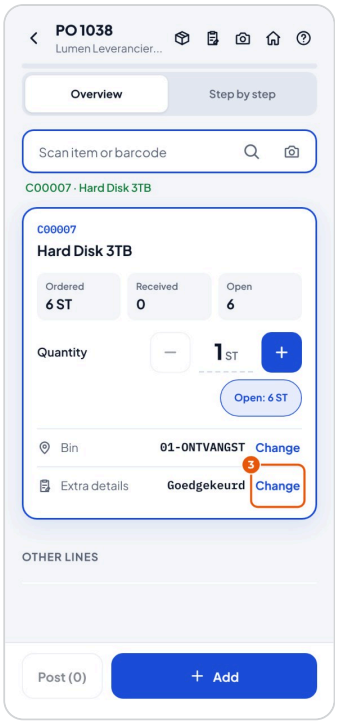
1 Details of the whole document (once): tap the button with the form ① at the top right. Is there a **!** on it? Then something still has to be filled in.



2 Fill in the fields ②. A field marked "required" must be filled in. Tap **Done** ③.



3. Details per item: the item card has **Extra details**. Tap **Change** ③, fill them in and tap **Done**. The values stay for the next scans of the same item.

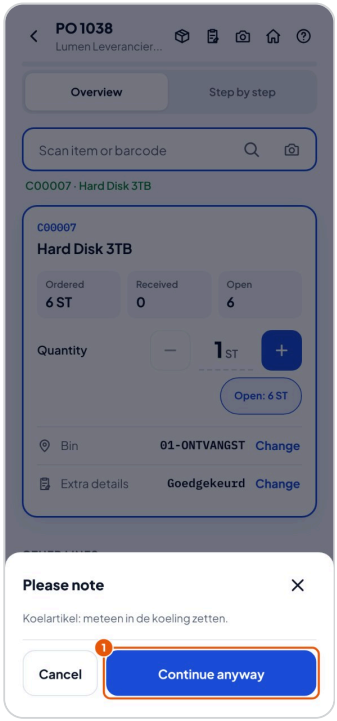


> ✓ **CHECK: THIS IS WHAT YOU SEE NOW**
>
> If you forget a required field, KoonScan opens it by itself: at the scan (per item) or at **Post to SAP** (the document). After **Done** it carries on.

A message from a custom check

Your administrator can set up custom checks, for example "item blocked for purchasing". There are two kinds:

1. **Please note** with **Continue anyway** ①: read the message. Is it right after all? Tap Continue anyway; that goes in the log with your name. Otherwise: **Cancel**.
2. A **red message** without Continue anyway: this is not allowed; the scan or posting does not go ahead. Does it say "Check ... is not working; please tell your administrator"? Then tell the administrator; your work is kept.



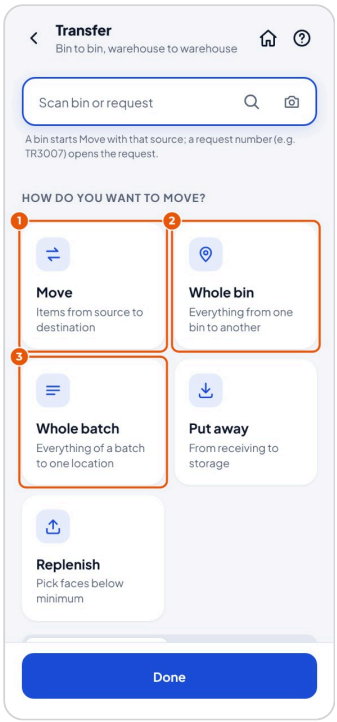
CHAPTER 5

Moving

You take something from one bin location and put it on another. KoonScan posts it in SAP as an inventory transfer.

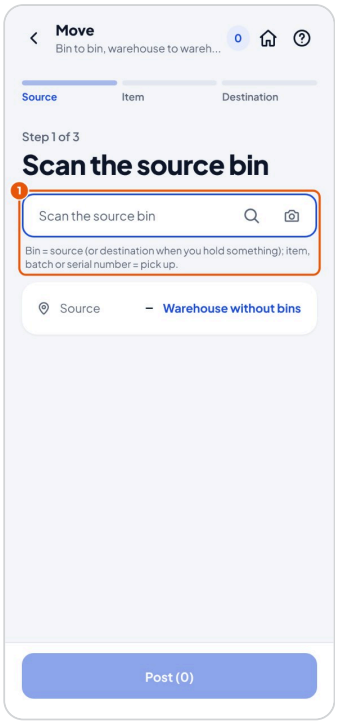
Choosing what to move

1. Tap the **Transfer** tile and choose **Move** ① (loose items). For everything in one bin location, choose **Whole bin** ②; for everything in one batch, choose **Whole batch** ③. A **transfer request** from SAP is further down the list.

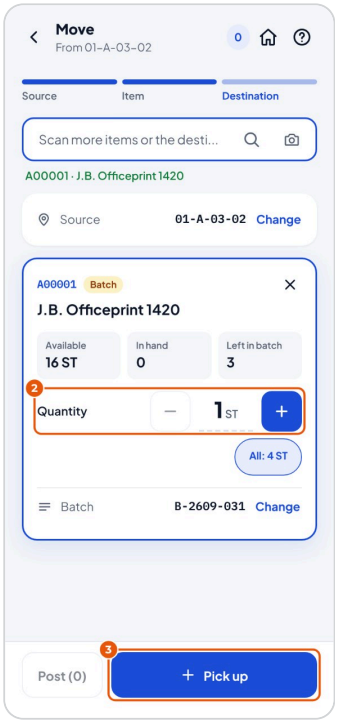


Moving loose items

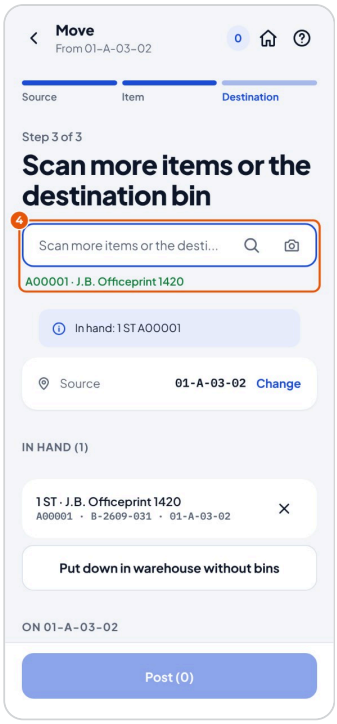
1. Scan the bin location you are taking it **from** (the source) ①.



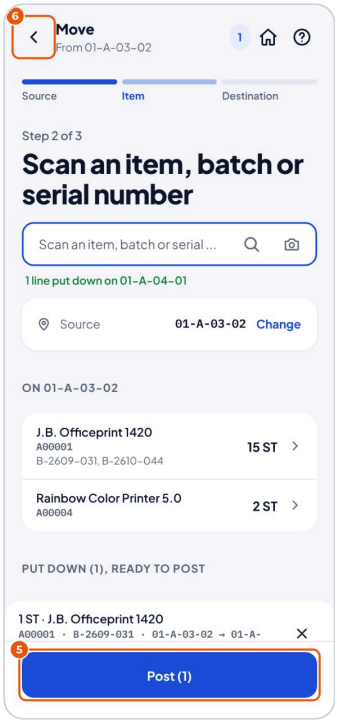
2. Scan the **item**. Is the quantity right? Change it ②.
3. At the bottom, tap **Pick up** ③. It is now "in hand". Want to take more? Scan the next item. Changed your mind? Tap the × at the top right of the card.



4 Walk to the new place and scan the destination bin location ④. Everything in your hand is put down there.



5 Tap **Post** ⑤ and confirm. Or move more first? Just carry on; with **Back** at the top left ⑥ your work is kept.



TIP

Does KoonScan refuse the destination bin location with "**is only for item ...**" or "**may hold only one item**"? In SAP that bin location is meant for one item or one batch. Choose another bin location.

> **TIP**
>
> **Whole bin**: scan the source, then the destination, and confirm: everything goes in one go. **Transfer request**: scan TR plus the number, or choose it from the list. KoonScan suggests the source and the batch; scan the destination and post. **Put away** and **Replenish**: see chapter 10.

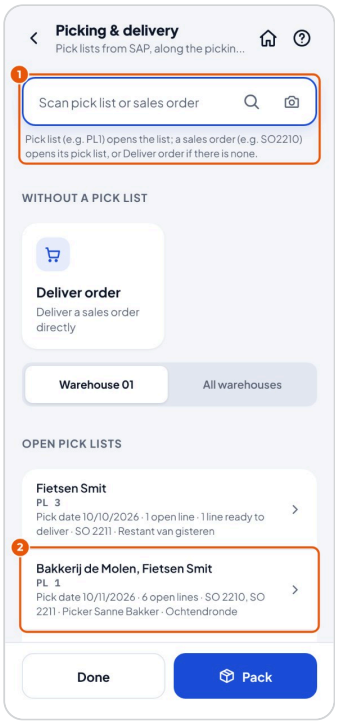
CHAPTER 6

Picking and delivery

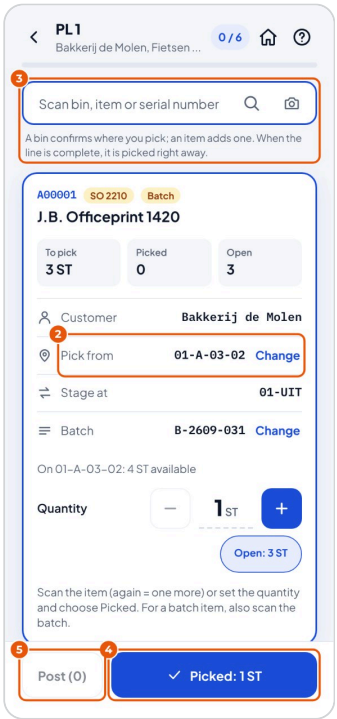
You collect the items on a pick list. KoonScan walks the picking route with you and, when you post, creates the delivery in SAP.

Picking the pick list

1. Tap the **Picking & delivery** tile. Scan the pick list (PL plus number) or the sales order (SO plus number) ①, or tap the pick list ②.



2. Walk to the bin location at **Pick from** ②. Picking it somewhere else? Then scan that bin location.
3. Scan the **item** ③: one is added. Once the line is complete, the next one is ready by itself. Or set the quantity and tap **Picked** ④ at the bottom.
4. Everything picked? Tap **Post** ⑤ and confirm.



✓ CHECK: THIS IS WHAT YOU SEE NOW

KoonScan reports which deliveries have been created in SAP (one per customer). For a pick list for production, it becomes an issue for production.

TIP

Does your warehouse have a staging bin (for example 01-OUT)? Then when posting you choose **Deliver** (a delivery right away) or **Stage at 01-OUT** (deliver later). See "Staging and delivering later" below.

TIP

Does the delivery have to go in boxes or on a pallet? After posting, tap **Pack** at the delivery. See chapter 12.

TIP

Does KoonScan ask "**Another batch?**"? You scanned a different batch from the one SAP allocated to the line. See chapter 13.

TIP

You deliver a sales order without a pick list with **Deliver order** (chapter 13). If you scan the order number, KoonScan chooses by itself: if the order is on a pick list (even one that has already been staged), the pick list opens; otherwise Deliver order.

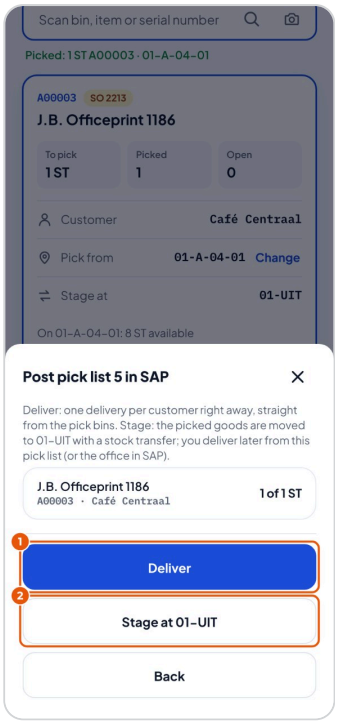
TIP

Could you not find everything? At **Post** you see "**3 of 5**" per line and a warning. If you post anyway, the rest stays open on the order (no longer on this pick list). You deliver the rest later with **Deliver rest** (below). Scanning a batch label only selects the batch; you scan the item separately.

Staging and delivering later

Your warehouse has a staging bin (for example 01-OUT). You first stage the picked goods there and deliver them later, for example when the truck arrives.

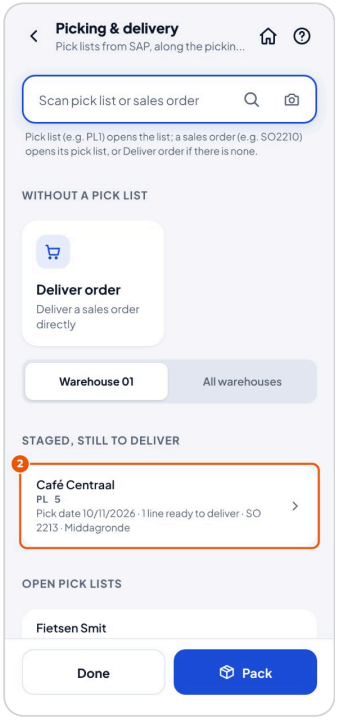
1 Everything picked? Tap **Post to SAP** and then **Stage at 01-OUT** ②. (Does it go out right away? Then tap **Deliver** ①: KoonScan creates the delivery immediately.)



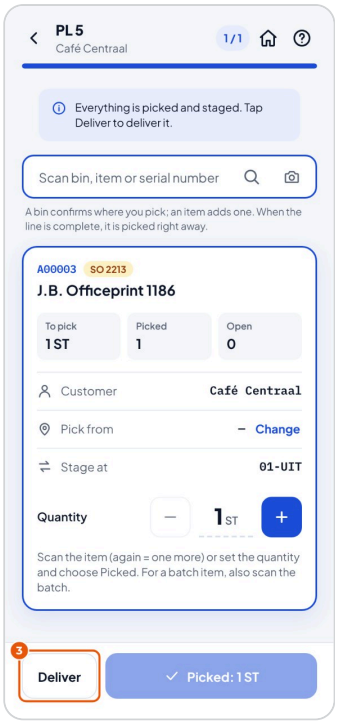
✓ CHECK: THIS IS WHAT YOU SEE NOW

KoonScan reports "Staged at 01-OUT". Everything is now on 01-OUT; in SAP the pick list is set to picked.

2 Later: tap **Picking & delivery**. The pick list is under **Staged, still to deliver**. Tap it ②. (Scanning works too: the pick list or the sales order.)



3 Tap **Deliver** ③ and in the window tap **Deliver** once more.



✓ CHECK: THIS IS WHAT YOU SEE NOW

KoonScan reports the delivery per customer. SAP creates it from the pick list, from 01-OUT; the pick list disappears from the list.

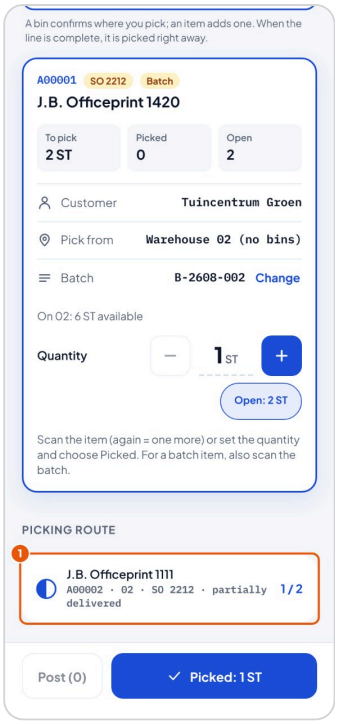
TIP

The office can also deliver a staged pick list in SAP (Pick and Pack). If you pick something more later on the same pick list, Deliver takes everything: what is staged and what you have just picked.

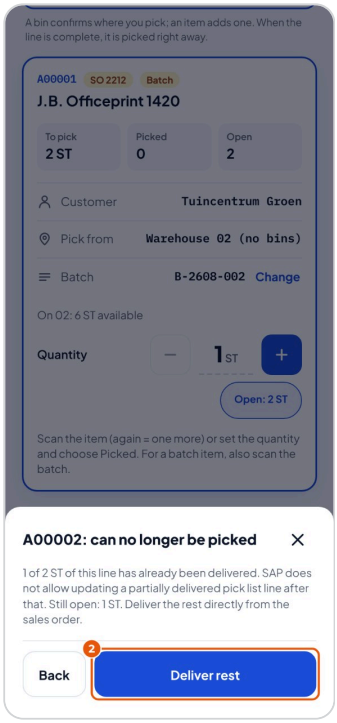
A line that is partly delivered

Part of the line has already been delivered. SAP then no longer lets you pick such a line; you deliver the rest from the sales order.

1 In the picking route the line says "**partially delivered**". Tap the line ①.



2 KoonScan explains how much is still open. Tap **Deliver rest** ②: Deliver order opens with the sales order. Deliver the rest as in chapter 13.



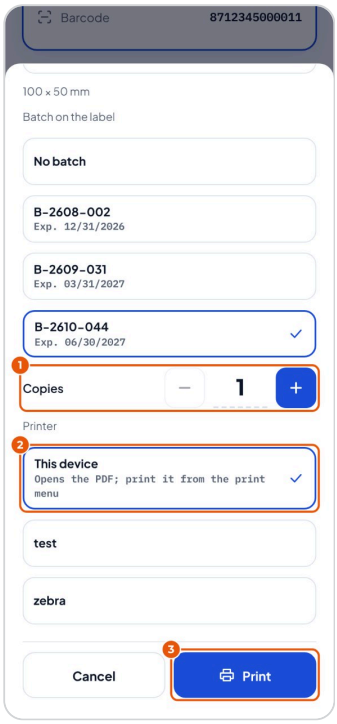
TIP

No Deliver rest button? Then Deliver order is switched off. Ask the office to create a new pick list for the rest in SAP.

CHAPTER 7

Printing labels

1. Open the item (Stock → scan the item), tap **Label** and choose the batch. Choose the number of **Copies** ①.
2. Choose the **Printer** ②: *This device* (the PDF opens; on the handheld scanner the print menu) or a network printer.
3. Tap **Print** ③.



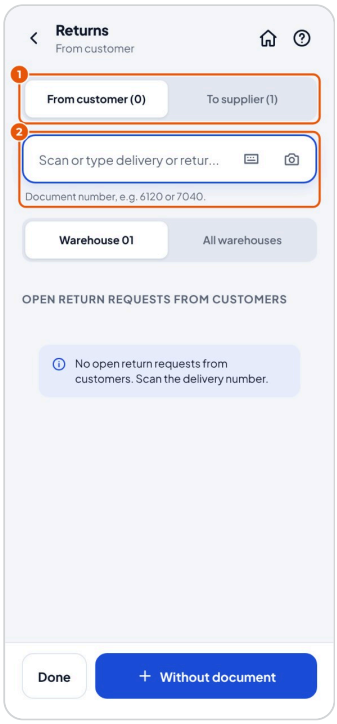
> **TIP**
>
> After a receipt you print one label per scan with **Print labels**. An item with an EAN code gets a GS1 label: it shows item, batch and expiry date, which you can later scan in one go. If the batch does not fit there (a space, or longer than 20 characters), the label gets two barcodes: the item and the batch. In the free version of KoonScan you cannot print labels.

CHAPTER 8

Returns, receiving without an order, stock in/out

Return from a customer or to a supplier

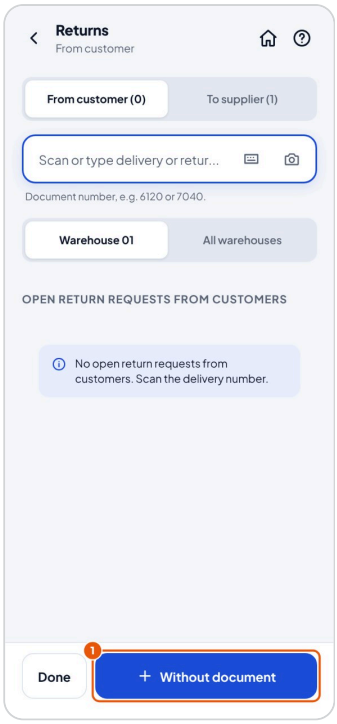
1. Tap the **Returns** tile and at the top choose **From customer** or **To supplier** ①.
2. Scan the number of the **delivery** (from a customer) or the **goods receipt** (to a supplier) ②, or choose a return request from the list.
3. From a customer: scan the item; the bin location is suggested. To a supplier: first scan the bin location you are taking it from, then the item.
4. Tap **Add** and then **Post to SAP**.



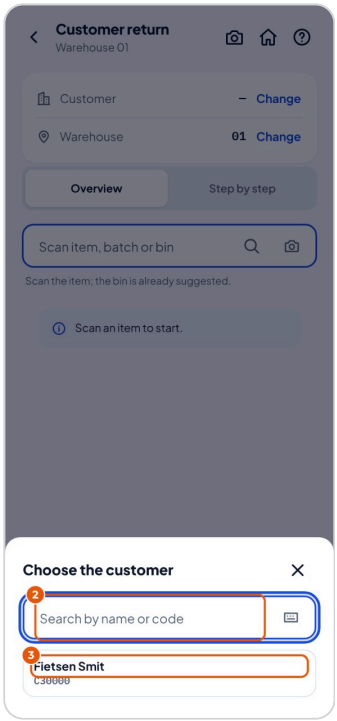
Return without a document

Does something come back without a delivery or return request, or does something go back to a supplier without a goods receipt? Then you choose the customer or supplier yourself.

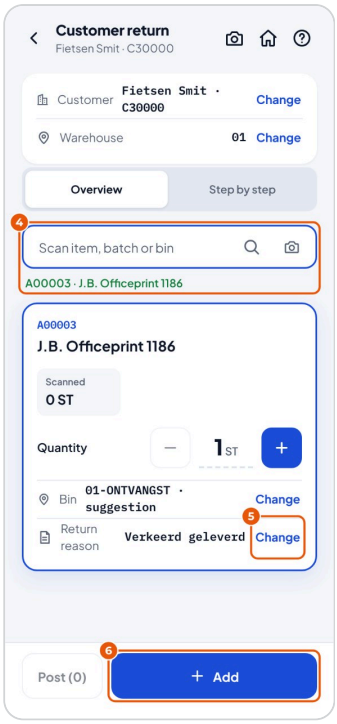
1. Tap the **Returns** tile, at the top choose **From customer** or **To supplier**, and at the bottom tap **Without document** ①.



2. Type part of the name or code of the customer (or supplier) ② and press Enter.
3. Tap the right customer ③.



4. Scan the **item** ④. To a supplier: first scan the bin location you are taking it from.
5. Does your company ask for a **return reason**? Tap the Return reason line ⑤ and choose the reason, for example "Damaged".
6. Tap **Add** ⑥. Everything scanned? Tap **Post to SAP**.

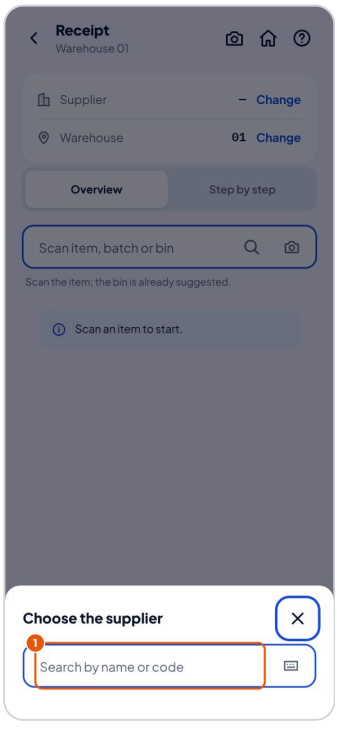


✓ CHECK: THIS IS WHAT YOU SEE NOW

KoonScan reports the number of the return in SAP. After a return from a customer you can immediately **Print labels**.

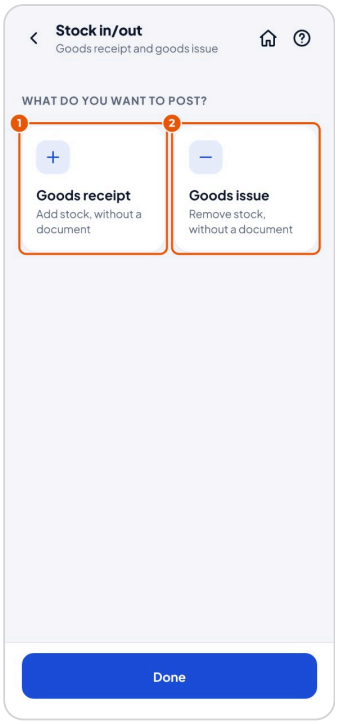
Receiving without a purchase order

1. Tap **Receiving** and then **Without purchase order** at the bottom. Search for the **supplier** by name or code ① and tap it.
2. Scan the items (the bin location is suggested), tap **Add** and post.



Adding or removing stock, without a document

1. Tap the **Stock in/out** tile and choose **Goods receipt** (1) (add) or **Goods issue** (2) (remove).
2. Choose the **reason** (for example "Breakage"). Scan the bin location and the items, tap **Add** and post.



TIP

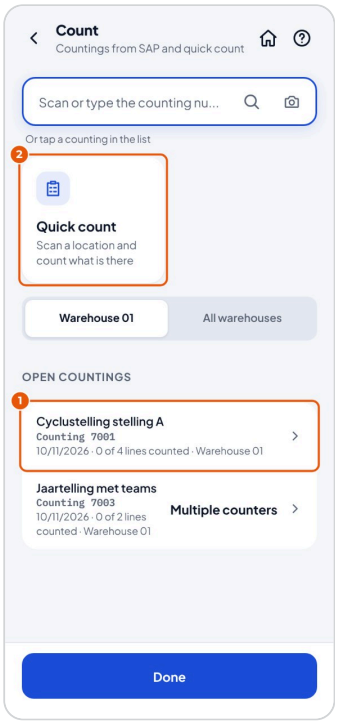
Prefer one thing at a time? At the top choose **Step by step**: KoonScan then asks first for the item, then the quantity, then the bin location (for outgoing, first the bin location where it is). After a receipt without an order or a goods receipt you can **Print labels**.

CHAPTER 9

Counting

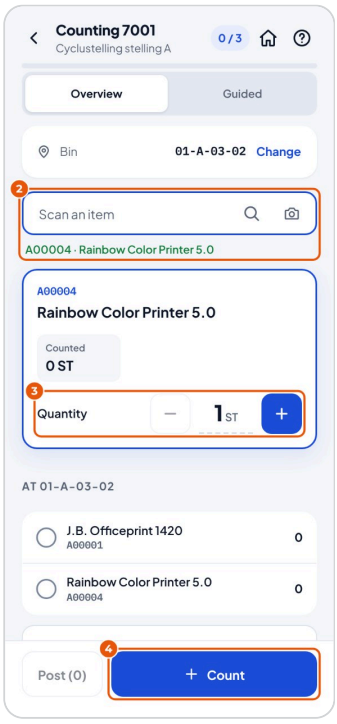
Counting a counting

1. Tap the **Count** tile and choose a counting ①. Want to check a bin location without a counting? Choose **Quick count** ②. Is the counting not in the list? It may be in another warehouse: tap **Show all warehouses**. Just created in SAP? Tap the round arrow at the top (**Refresh**).



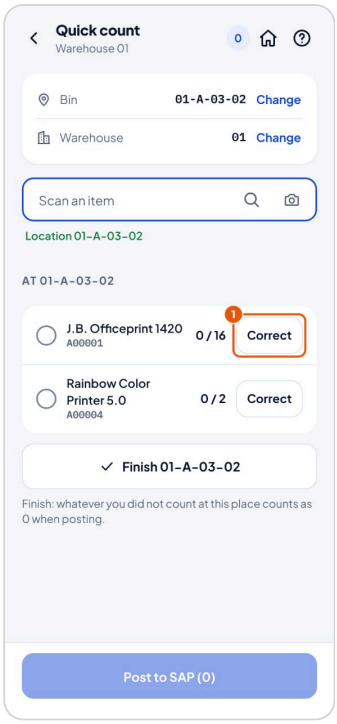
Counting at a bin location

2. Scan the **bin location** and then the **item** ②. By default you do not see what should be there according to SAP ("blind count").
3. Enter the counted **quantity** ③.
4. Tap **Count** ④. Do this for every item at the bin location.
5. Finished with the bin location? Tap **Finish ....** Whatever you have not counted there counts as 0.
6. All bin locations done? Tap **Post to SAP**.



Quick count

1. **Quick count**: scan a bin location. You see what is there according to SAP. Is it right? Tap **Correct** (1). Not right? Scan the item and count.
2. Finish the bin location and post. KoonScan creates a counting in SAP with the result.



TIP

Are colleagues counting on the same counting? Your quantities are added up. **Guided** (at the top) walks through the bin locations with you in order.

TIP

Has an item on the counting **already been counted in SAP**? Then you see "already counted in SAP: ..." and at Post KoonScan asks: **Add to SAP and post** (your new count is added) or **Replace earlier count and post** (only your count counts). In doubt, ask the office.

TIP

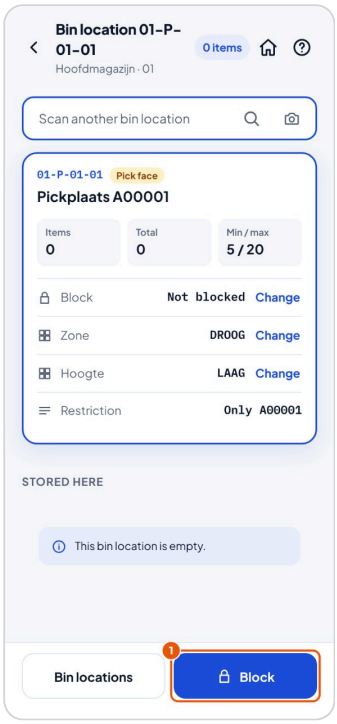
Does it say "**Your count as counter ...**" at the top? Then it is a counting with **Multiple counters**: everyone counts separately and posts their own count. The office compares the counts in SAP. If you get "You are not a counter on counting ... in SAP", ask the office to add you.

CHAPTER 10

Bin locations, putting away and replenishing

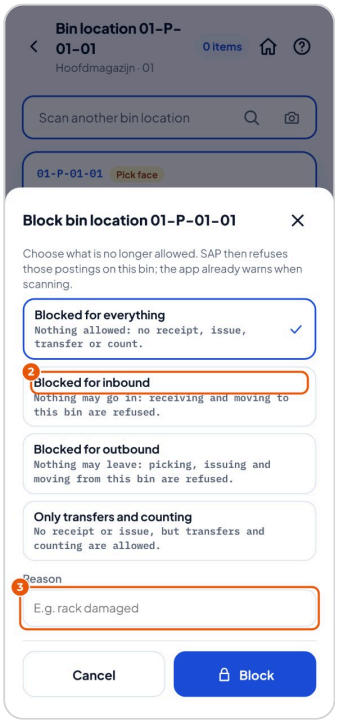
Blocking a bin location (for example after damage)

1 Tap the **Bin locations** tile, scan the bin location and tap **Block** ①.



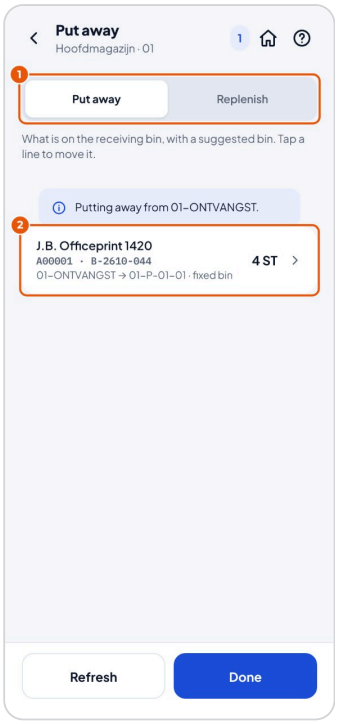
2 Choose what is no longer allowed ②, for example "Blocked for inbound".

3 Type a **reason** ③ (for example "rack damaged") and tap **Block**. Fine again? Tap **Release**.



Putting away and replenishing

1. Tap **Transfer** → **Put away** (what is on the receiving bin) or **Replenish** (pick faces below the minimum) ①.
2. Tap a line ②. The move screen is ready and says "Suggestion: put it on ...".
3. Scan that bin location (or deliberately another one) and tap **Post**.



TIP

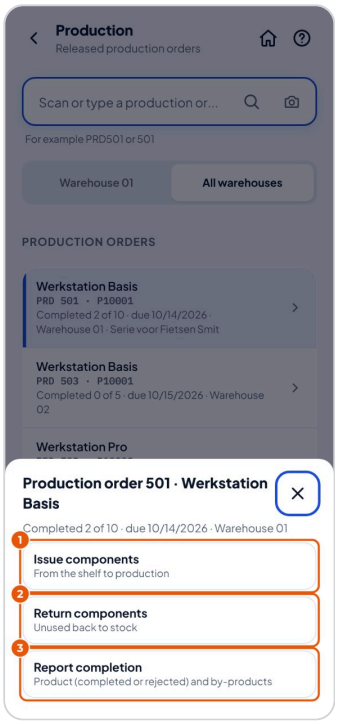
Does your warehouse work with **zones** (for example dry and cold)? Then the suggestions stay in the zone of the item, and replenishing takes from the same zone first.

CHAPTER 11

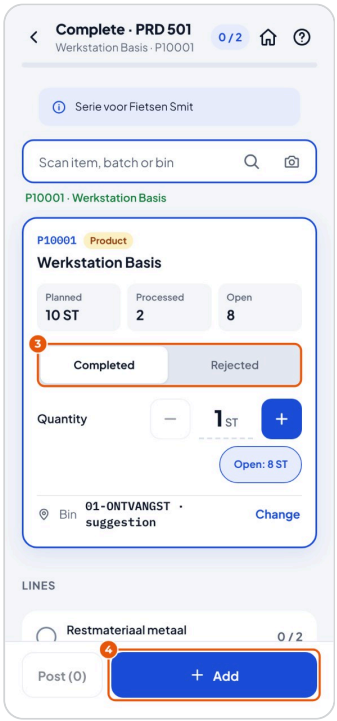
Production

Posting a production order

1. Tap the **Production** tile and choose the production order (or scan PRD plus the number). Then choose **Issue components** ①, **Return components** ② or **Report completion** ③.
2. **Issue components**: scan the bin location you take it from and each component, tap **Add** and post. **Return components** works the same way, for what you did not use.



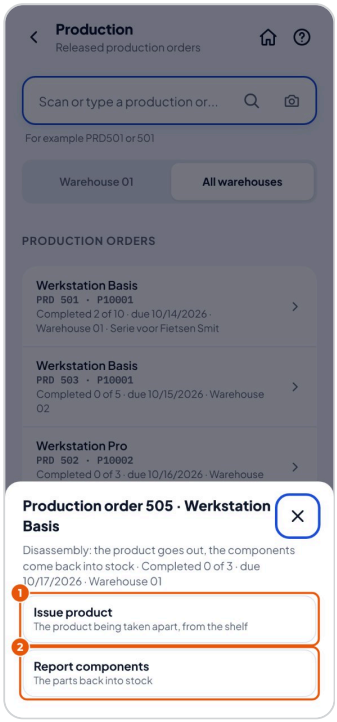
3. **Report completion**: scan the product and choose **Completed** or **Rejected** ③.
4. Check the bin location (and batch), tap **Add** ④ and then **Post to SAP**.



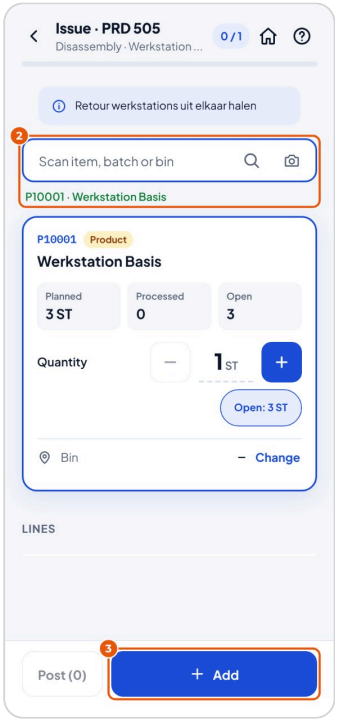
Disassembly: taking something apart

A disassembly order in SAP takes a product apart into its parts (components). The product leaves the stock, the components are added. In the list it says "Disassembly" after the number.

1. Choose the disassembly order. Tap **Issue product** ① for the product that is taken apart, or **Report components** ② for the parts that come back.



2. **Issue product**: scan the bin location and the product ②, tap **Add** ③ and post.
3. **Report components**: scan each component (for a batch also the batch), check the bin location, tap **Add** and post.



TIP

With a disassembly you cannot return components or reject. If something still has to go back, use Stock in/out.

CHAPTER 12

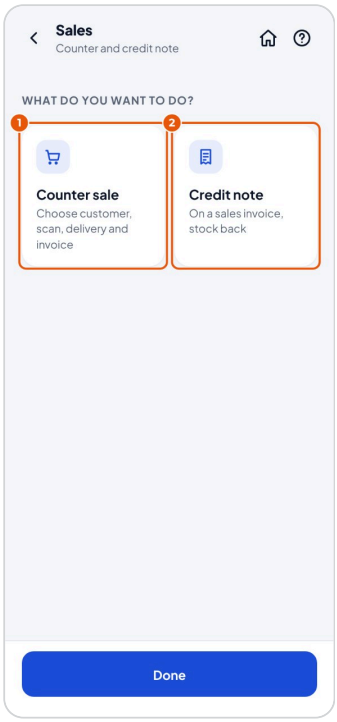
Counter sales, credit notes and packing

For the counter you need the **Sales** permission; packing falls under **Picking & delivery**. You do not take payment in KoonScan but at the till or in SAP.

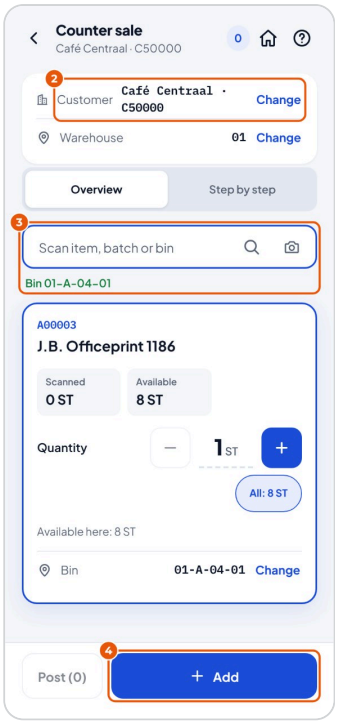
Selling at the counter

A customer comes to collect something. KoonScan posts the delivery and the invoice in one go.

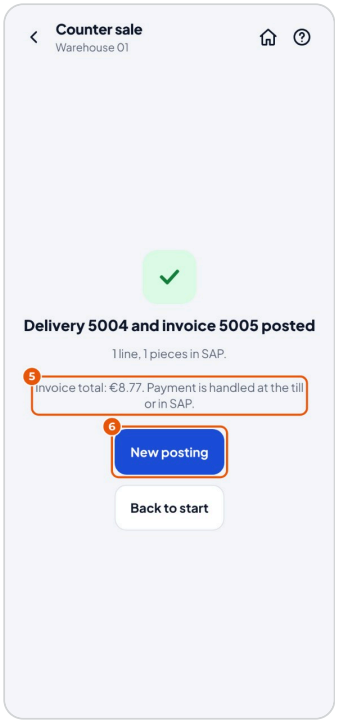
1. Tap the **Sales** tile and then **Counter sale** ①. You start a credit note with **Credit note** ②.



2. Check that the right **customer** is there ②. Usually the regular counter customer is already filled in. Another customer? Tap **Change** and look up the customer by name or code.
3. Scan the **bin location** you pick it from and then the **item** ③. Change the quantity if needed.
4. Tap **Add** ④. Do this for every item. Everything scanned? Tap **Post to SAP** and confirm.



5. KoonScan shows the number of the delivery and the invoice, with the invoice total ⑤. Take payment at the till or in SAP.
6. Next customer? Tap **New posting** ⑥.



✓ CHECK: THIS IS WHAT YOU SEE NOW

In SAP there is a delivery and an invoice on that delivery. The stock is gone.

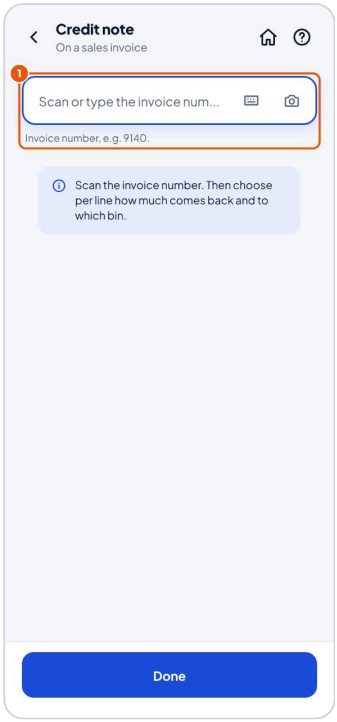
TIP

Does it say "**The delivery is posted, the invoice not yet.**"? Then the delivery is already in SAP. Have the office solve the problem (for example the price or a blocked customer) and tap **Post to SAP** again. KoonScan then only creates the invoice, not a second delivery.

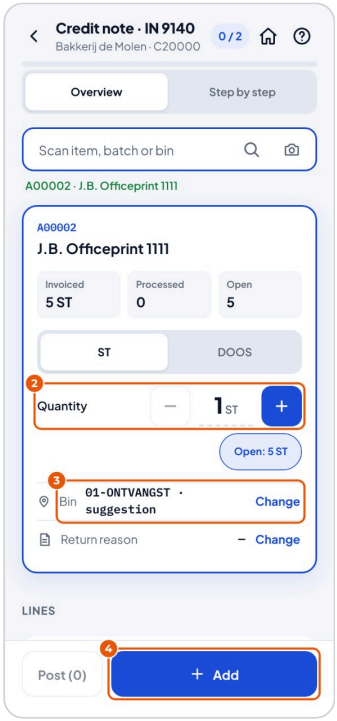
Making a credit note

A customer brings something back from an invoice. KoonScan makes a credit note and puts the stock back.

1. Tap **Sales** → **Credit note** and scan the number of the **invoice** ① (or type it).



2. Scan the **item** and enter the quantity that comes back ②. More than on the invoice is not possible.
3. Look at the **bin location** it goes to ③. Another bin location? Tap **Change** or scan the bin location.
4. Tap **Add** ④ and then **Post to SAP**.



✓ CHECK: THIS IS WHAT YOU SEE NOW

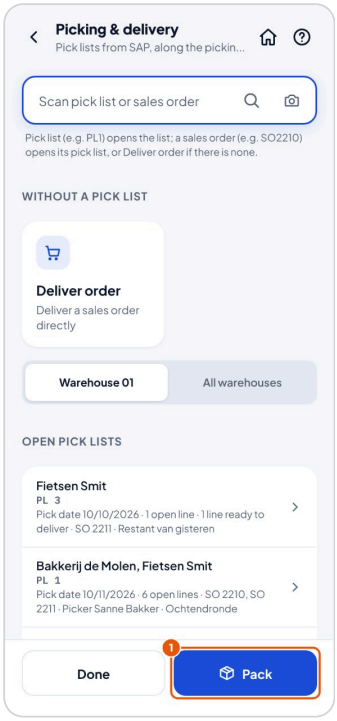
KoonScan reports the number of the credit note. You can **Print labels** straight away.

> **TIP**
>
> Does a **return reason** have to go with it? Tap the Return reason line and choose the reason, just like with a return.

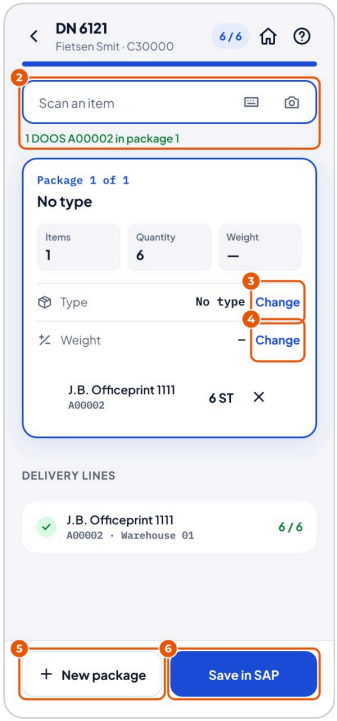
Packing a delivery

You divide a delivery over boxes or pallets. KoonScan puts the packages on the delivery in SAP and prints a label per package.

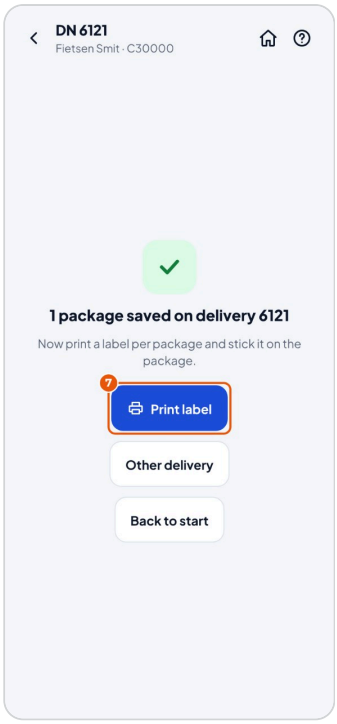
1. After picking, tap **Pack** next to the delivery. Or: tap **Picking & delivery** → **Pack** ① and scan the number of the delivery.



2. Scan an **item** ②. It goes into package 1 (KoonScan creates the package by itself). A box barcode counts as the whole box.
3. Next to **Type**, tap **Change** ③ and choose the type, for example "Large box".
4. Do you know the weight? Next to **Weight**, tap **Change** ④ and enter it (kg).
5. Is the box full? Tap **New package** ⑤ and carry on scanning. Tapping a line fills in the quantity that still has to be packed.
6. Done? Tap **Save in SAP** ⑥ and then **Save**.



7 Tap **Print label** ⑦ and stick its label on each package.



✓ CHECK: THIS IS WHAT YOU SEE NOW

In SAP the packages are on the delivery (Go To → Packing Slip). You can carry on packing later: the packages that were already there stay.

TIP

Is the delivery already invoiced? Then KoonScan says "**closed**" and you can no longer pack.

CHAPTER 13

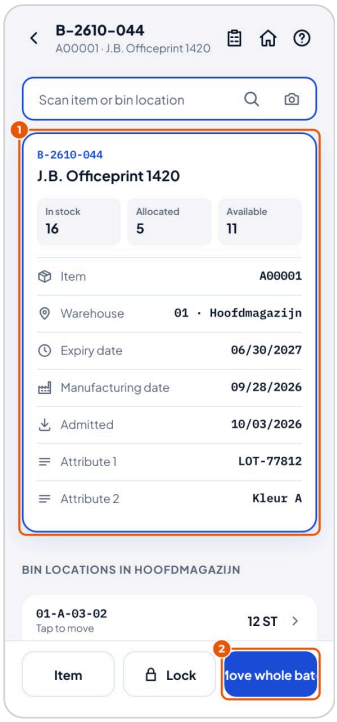
Batches and delivering an order

Look at and move a batch, and deliver a sales order without a pick list. Delivering an order falls under the **Picking & delivery** permission, moving under **Transfer**.

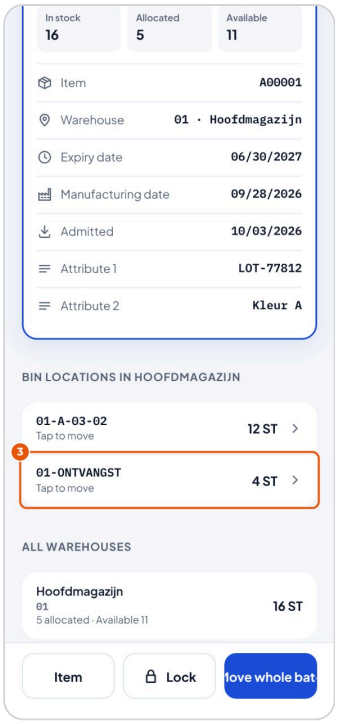
Looking up a batch

You want to know what a batch is and where it is.

1. Scan the **batch** on the start screen or in Stock. You see the item, the expiry date, the attributes and how much is there, how much is allocated to orders and how much is still available ①.
2. Everything of this batch to one bin location? Tap **Move whole batch** ② (see below).



3 Under "Bin locations in ..." you see where the batch is. Tap a bin location ③ to move only that part: KoonScan opens the Move screen with the bin location, the item, the batch and the quantity already filled in.

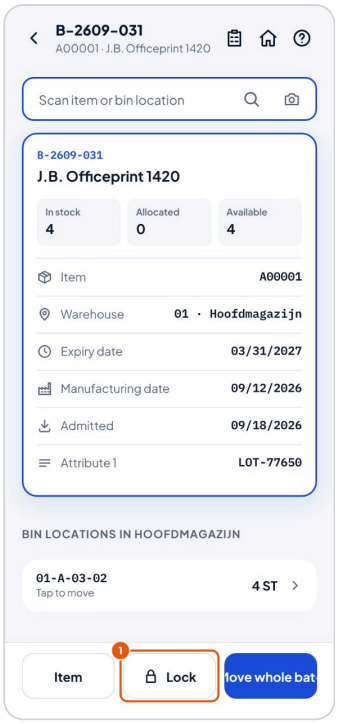


> **TIP**
>
> Does it say "**Locked**" or "**Not accessible**"? Then the batch does not go to customers: picking, delivering an order and the counter refuse it. Moving, issuing and counting are still possible. The reason is under Notes.

Locking a batch

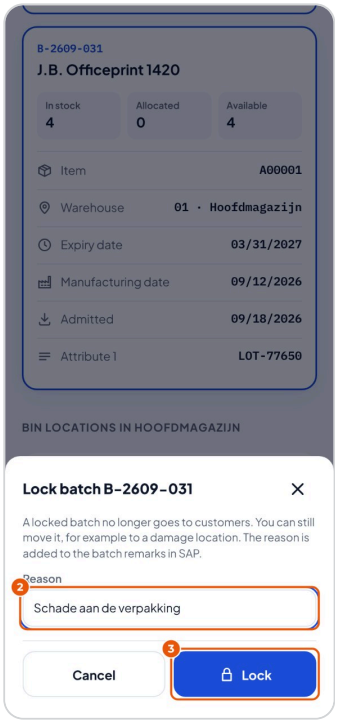
You see damage or doubt the quality. Lock the batch and it no longer goes to customers. Anyone with the Stock permission may lock a batch.

1 Scan the batch and tap **Lock** ①.

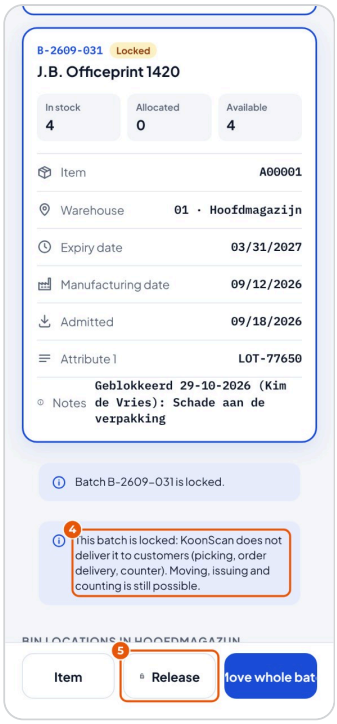


2 Type the **reason** ②, for example "Damaged packaging". This is required.

3 Tap **Lock** ③.



4. KoonScan says the batch is locked ④. In SAP it is set to Locked, with your reason in the remarks.
5. Fine again? Whoever has the **Bin locations** permission taps **Release** ⑤.

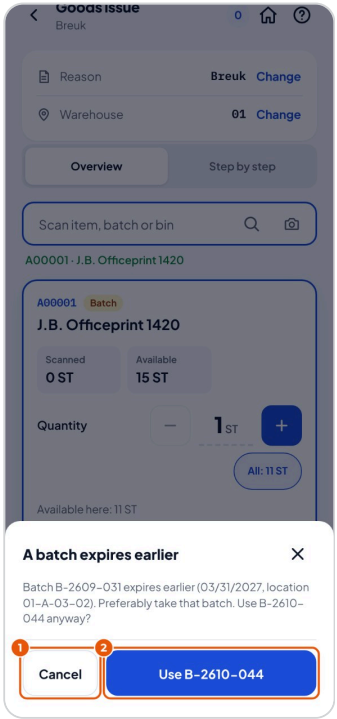


> **TIP**
>
> Feel free to move a damaged batch to a damage bin location: that is also allowed when it is locked.

A batch that expires earlier

Is FEFO on (the administrator decides that)? Then KoonScan watches the expiry date: what expires first goes first.

1. Do you scan a batch while there is a batch that expires earlier? Then KoonScan names that batch and the bin location. Tap **Cancel** ① and take that batch.
2. Do you have a good reason to take this batch anyway? Tap **Use …** ②.

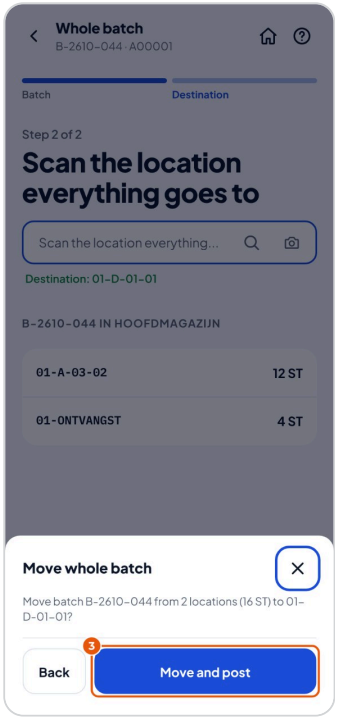


> **TIP**
>
> Does KoonScan refuse the batch straight away ("**Batch ... expires earlier (...); take that one first.**")? Then in your company only the oldest batch is allowed. An **expired** batch first asks for confirmation, or is refused. With **Receiving**, KoonScan also asks if a batch has already expired or has too short a shelf life.

Moving a whole batch

Everything of one batch, spread over several bin locations, to one bin location in one go.

1. Tap **Move whole batch** (on the batch screen, or via **Transfer → Whole batch** and then scan the batch).
2. You see on which bin locations the batch is. Walk to the new place and scan the **destination** bin location.
3. Are the number of bin locations and pieces right? Tap **Move and post** ③.

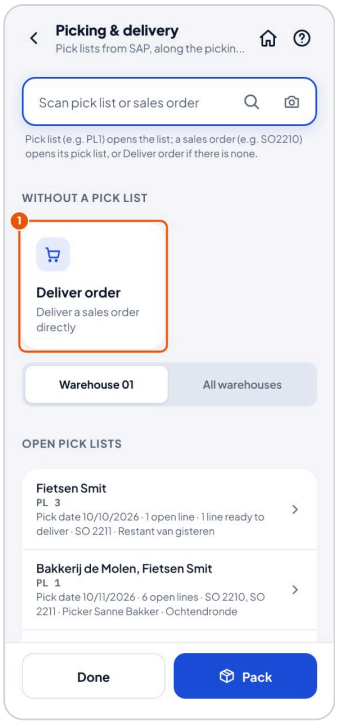


> **✓ CHECK: THIS IS WHAT YOU SEE NOW**
>
> KoonScan reports the number of the inventory transfer. Everything of the batch in this warehouse is now on the destination bin location.

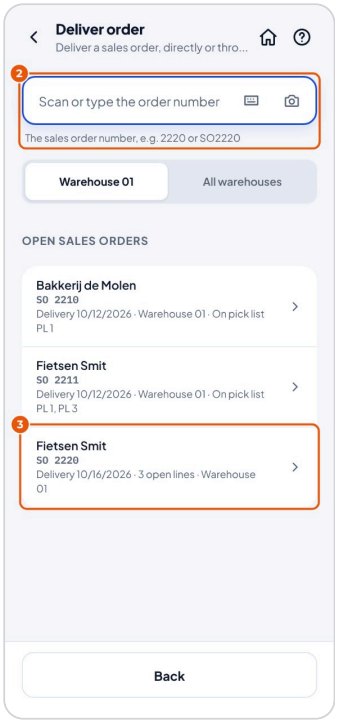
Delivering an order without a pick list

Does the office not make pick lists? Then you deliver the sales order directly. With or without batches.

1 Tap **Picking & delivery** and then **Deliver order** ①.

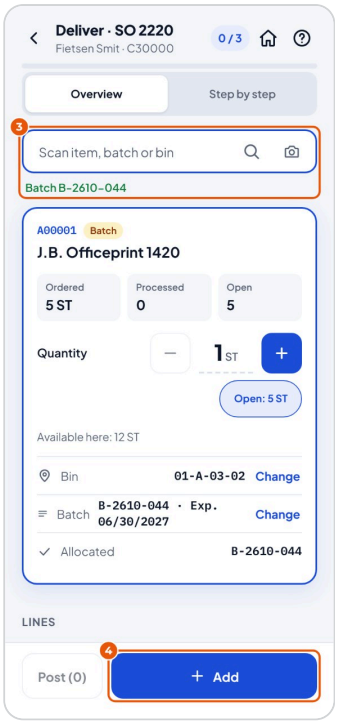


2 Scan or type the order number ②, or tap the order in the list ③.

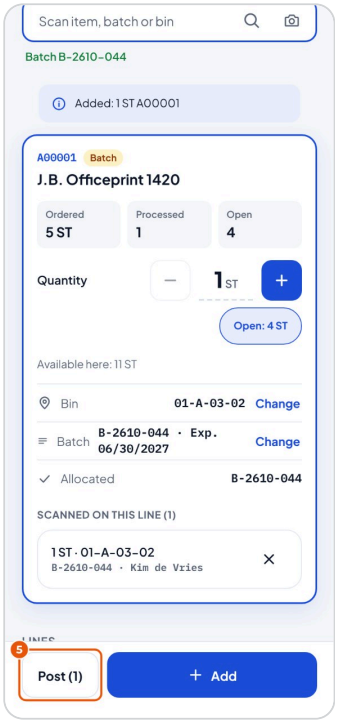


3 Scan the **bin location** you pick it from and then the **item** or the **batch** ③. If SAP has allocated a batch, it is already filled in.

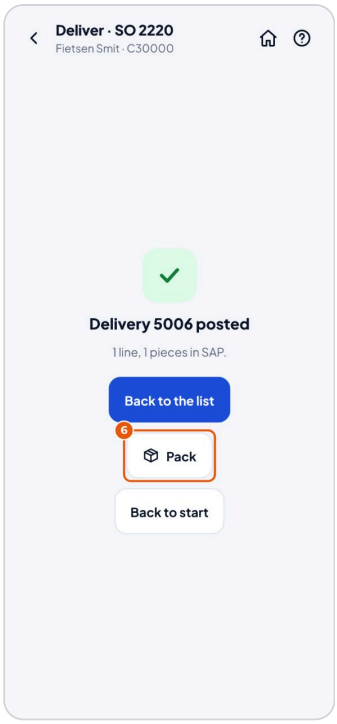
4 Change the quantity if needed and tap **Add** ④. Do this for every item.



5 Everything picked? Tap **Post to SAP** ⑤ and confirm.



6 Done: the delivery is in SAP. Does it have to go in boxes? Tap **Pack** ⑥ (see chapter 12).



✓ CHECK: THIS IS WHAT YOU SEE NOW

In SAP there is a delivery on the sales order. What you did not deliver stays open on the order.

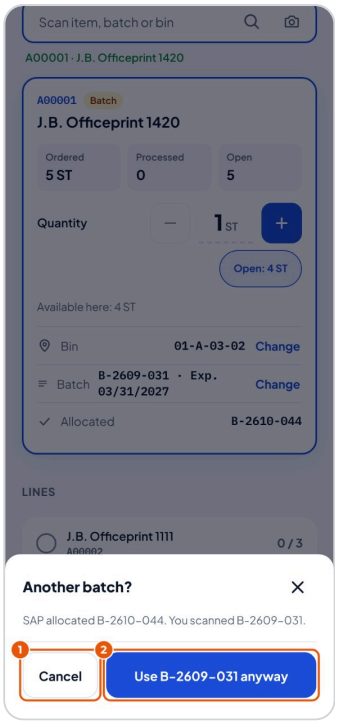
TIP

Does an order say "**On pick list PL ...**"? Tap it: KoonScan opens the pick list (to pick, or to deliver what is ready). If the order also has lines without a pick list, you choose: the pick list or Deliver order. Does a line say "**Line ... is on a pick list; deliver it through Picking.**"? Deliver that line through the pick list. Do you not see the Deliver order button? Then the administrator has switched it off.

A different batch than allocated

SAP has allocated a batch to the line (on the pick list or the sales order), but you scan another one.

1. KoonScan asks "**Another batch?**". Do you want to take the allocated batch after all? Tap **Cancel** ① and scan the right one.
2. Is the other batch fine (for example because the allocated one has run out)? Tap **Use ... anyway** ②.



TIP

Does KoonScan refuse the batch straight away ("**... is not allocated to this line; scan the allocated batch (...).**")? Then in your company only the allocated batch is allowed. Ask the office to change the allocation.

CHAPTER 14

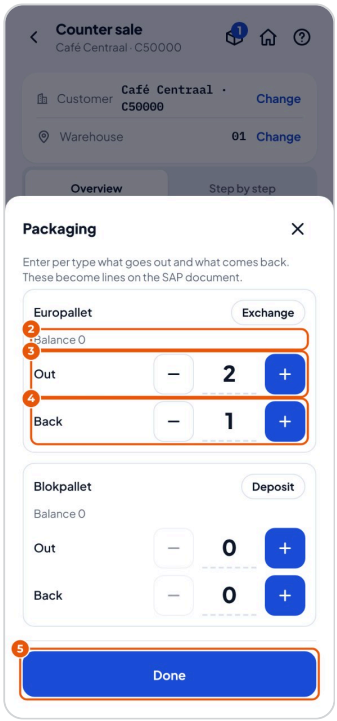
Packaging: pallets out and back

Does your warehouse work with exchange pallets or deposits? Then the header of Delivering, Receiving, Returns and the Counter has a **Packaging** button. You do a loose exchange at the door (a driver brings or collects pallets without a delivery) with the **Packaging** tile; for that you need the Packaging permission.

Packaging on a delivery, receipt or return

For each type you enter what goes out and what comes back. KoonScan puts that as lines on the same document in SAP.

1. Scan the items as usual. Tap **Packaging** in the header (the box icon).
2. For each type you see the balance of the customer or supplier ②: "Partner holds 12 of ours" means the customer still has 12 pallets of yours.
3. Under **Out** ③ enter how many go out and under **Back** ④ how many come back. Tap **Done** ⑤. The button in the header now shows how many types you entered.
4. Post as usual with **Post to SAP**. The packaging goes along.



✓ CHECK: THIS IS WHAT YOU SEE NOW

In SAP there are extra lines per type under the items: what went out and what came back (the latter as a negative quantity). With an exchange the price is 0; with a deposit the price comes from the price list.

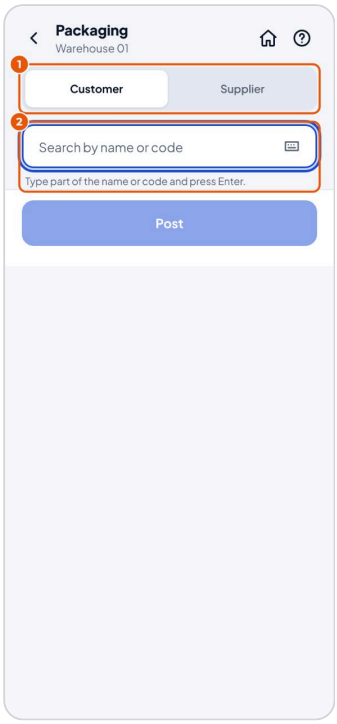
TIP

With **Receiving**, "Back" is what the supplier brings and "Out" is the empty pallets you hand over. On a pick list with several customers you first choose the customer at the top of the sheet.

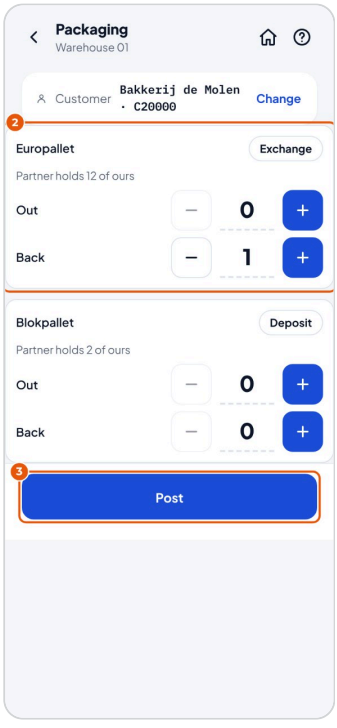
A loose exchange at the door

A driver brings pallets back or comes to collect empty ones, without a delivery or receipt.

1. Tap the **Packaging** tile. Choose **Customer** or **Supplier** ① and look up the partner by name or code ②.



2. For each type enter **Out** and **Back** ②. Next to it you see how many the partner now has of yours.
3. Tap **Post** ③. KoonScan posts a delivery (customer) or goods receipt (supplier) with only the packaging. Next driver? Tap **New exchange**.



✓ CHECK: THIS IS WHAT YOU SEE NOW

In SAP there is a delivery or goods receipt with only packaging lines and the remark "KoonScan: palletwissel". No invoice is created; the office does that for deposits.

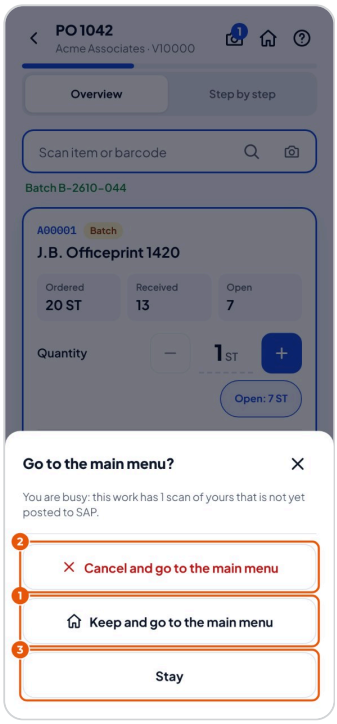
> **TIP**
>
> Does it say "**Balance unknown (no answer from SAP)**"? SAP did not answer for a moment. You can simply post; the balance comes back later. Does KoonScan ask for a **bin location**, or does SAP refuse the document? Then the type is a stock item in SAP; the administrator sets the packaging bin location of the warehouse.

CHAPTER 15

Putting work aside, carrying on and undoing

The house icon at the top right

1. Tap the house icon at the top right. If you are busy, KoonScan asks what you want. **Keep and go to the main menu** ①: your work stays; you will find it under "Continue where you left off" on the start screen.
2. **Cancel and go to the main menu** ②: your scans in this work are thrown away (including scans still waiting on the device). Scans from colleagues in the same work stay.
3. **Stay** ③: you simply carry on.



> **TIP**
>
> Is **Cancel** not possible ("may already be (partly) posted to SAP")? Then posting half succeeded earlier. Tap **Post** to finish it: KoonScan posts nothing twice. If that does not work, ask the administrator.

> **TIP**
>
> Scanned a line by mistake? In the list, tap the **×** next to the line and then **Remove?**. The line is open again.

CHAPTER 16

If something goes wrong

What you see	What you do
Red message on a scan	Read the message, for example "is not here", "is not on this document" or "bin location blocked". Scan again or choose something else.
"**... scan has not been sent yet.**"	Just keep working; the scans go along as soon as the wifi is back. You can only post when everything has been sent.
A scan with "Discard"	While sending, it turned out not to be right (for example already done by a colleague). Tap Discard and scan again if needed. You can only post after that.
"**... was sent after the interruption, but there is a question.**"	A scan from during the interruption gets a question (for example about the expiry date). Tap the button with the answer (... anyway, Fill in) or Discard.
"Maybe it did reach SAP after all"	Something went wrong while posting. Tap Post again: KoonScan first looks in SAP and posts nothing twice.
"Posting interrupted by restart"	The server was restarted while you were posting. Tap Post again: KoonScan first looks in SAP and posts nothing twice.
"**... is staged here for a pick list.**"	That stock has already been picked for another customer. Pick from another bin location.
"**... has already counted ... here (...).**"	A colleague already counted here. Is it right that you count too (your counts add up)? Tap Continue anyway; otherwise Cancel.
"**Posting failed: ... The work is kept; fix it and post again.**" with a message from SAP	Your work is kept. Ask the office (for example period closed, not enough stock, customer blocked) and then tap Post again.
"**Posting...**" stays on screen	Wait a moment and then tap Post again: KoonScan posts nothing twice. If it stays, ask the administrator to release it.
Suddenly the sign-in screen (you were away too long)	Sign in again. A scan you just did goes along afterwards.

What you see	What you do
"**The work has changed in the meantime (for example a colleague scanned).**" when you post	A colleague has scanned something in the meantime. Check in the overview that everything is right and tap Post again.
"**That quantity is too large.**" or "**Quantity has too many decimals (at most 6).**"	A typing error in the quantity (or a strange barcode). Enter the correct quantity.
A tile or warehouse is missing	You do not have permission for it; ask the administrator.
Grey tile with a padlock	It is not part of the licence; ask the administrator.
"**No connection to SAP**" (at the bottom)	SAP or the server is away for a moment. Scanning carries on; posting works again as soon as the connection is back.
PIN forgotten or locked	Locked: wait a while (five minutes the first time) or ask the administrator. Forgotten: the administrator sets a new one.
A document you just created in SAP is not in the list	Tap the round arrow at the top (**Refresh**). Still not there? It may be in another warehouse (on the Count screen: **Show all warehouses**), or you do not have permission for it.
Scanning does nothing (nothing appears in the scan field)	Ask the administrator to check the scanner setting (Manual 2, Pairing handheld scanners). Meanwhile: tap the magnifying glass and type the code.
"**SAP rejected the request.**" followed by a message from SAP	The message comes from SAP itself. Your work is kept. Show the message to the office and tap Post again afterwards.