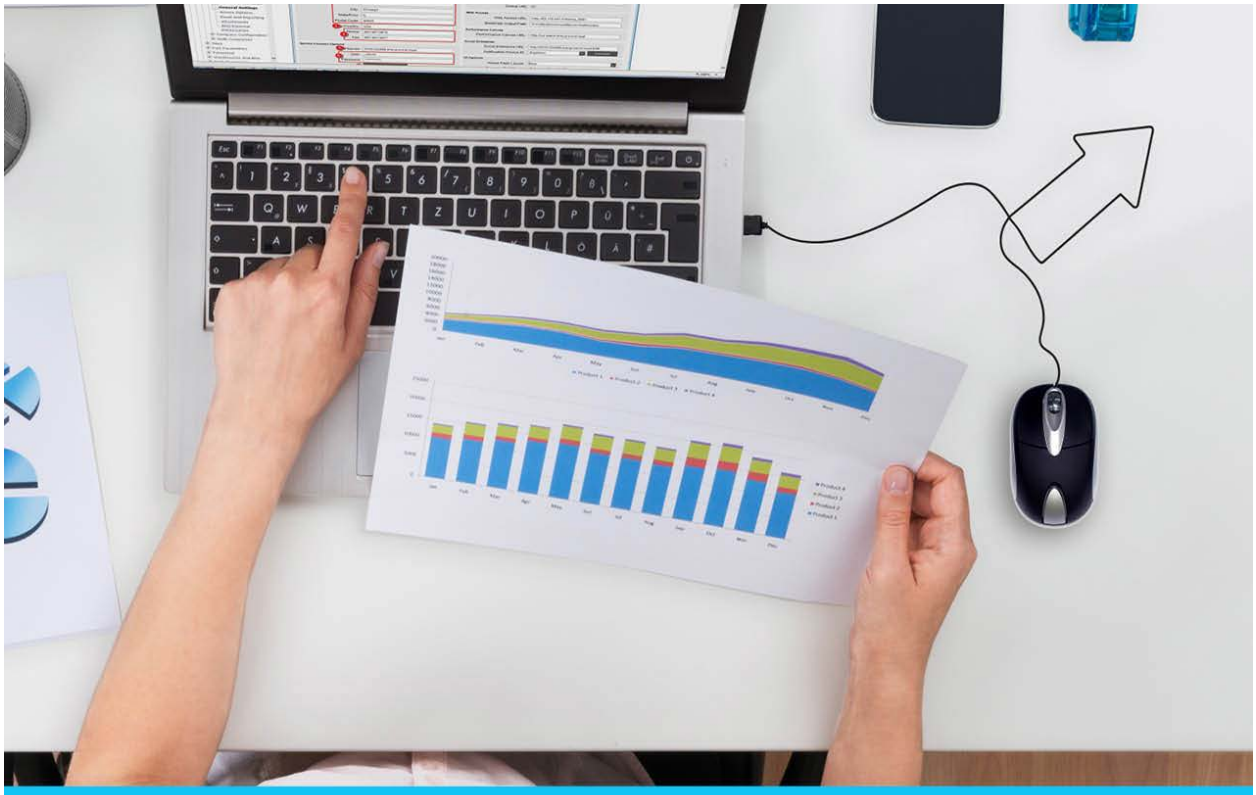

Eclipse RF Picking Process

Release 9.0.5

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RF Picking Process Overview

Use the RF Warehouse Management system to pick orders and manifests in the most efficient way. Through pick sequence logic, RF picking optimizes flow of warehouse processes. With its real-time access to order status, it also enhances communications between the warehouse and sales department. For example, automatic backorder notification is sent to inside salespersons, outside salespersons, or order writers.

In addition, verification during the picking and shipping process eliminates potential allocation and shipping errors. System validation ensures picking of the correct item from the proper location.

The RF system leads you through the entire processes of picking and staging by doing the following:

- Alerting you when to pick an order.
- Indicating from where to pick product, and the amount to pick.
- Confirming that the correct product and quantity was picked.
- Aiding in immediate resolution of any problems so that orders can continue to be picked in a timely manner.
- Confirming when an order is picked and staged.
- Assisting you in truck loading, as needed.

In RF picking, you can assign pick priority to orders, as well as assign orders to operators or allow operators to select orders to pick.

This section provides information on the following tasks:

- Automated RF Pick Allocation Logic
- Setting Up RF Picking Overview
- RF Non-Manifest Picking and Staging Overview
- Communicating Picking Information to RF Overview
- RF Picking Reports

Automated RF Pick Allocation Logic

You can define your own pick and replenish allocation logic in the Icontrol maintenance record. You can also use the system's pick allocation logic for picking sales and transfer orders, which follows.

Note: You can define the system to direct picks and replenishments based upon unit of measure (UOM) in the Icontrol maintenance record. If you want to allocate picks and replenishments based on UOM, you must first define locations with UOMs in . In addition, if a location is defined for a UOM, the system allocates picks and replenishments to only the defined UOM locations. For example, if an order is for cases, then the system will first pick from locations with cases as the defined UOM.

System Logic, Round 1: Single Picks

If the and control maintenance records are both set to **N**, then the system directs users to pick from a single location based upon the following location status hierarchy:

1. **Primary** - Users are directed to pick from a single primary location to fill the entire order first.
2. **Secondary** - If a single primary location cannot fill the entire order, users are next directed to a single secondary location to fill the order.
3. **Floating** - If a single secondary location cannot fill the entire order, users are directed to a single floating location to fill the order.
4. **Remnant** - If a single floating location cannot fill the entire order, users are directed to a single remnant location to fill the order.
5. **Blank** - If a single remnant location cannot fill the entire order, users are directed to a single blank location to fill the order.

In addition to the above allocations, keep the following in mind for single pick allocations:

- If multiple locations with the same status exist to fill the order individually, the system selects the location with the highest quantity.

  For example, a customer places a sales order for 30 widgets.

  - Primary location A has 40 widgets.
  - Primary location B has 30 widgets.

  The system directs the picker to location A because it has the highest quantity.

- For lot controlled product, the system always allocates the pick to the location with the smallest amount of quantity that can fill the order in a single pick.
- If the sales person over commits product due to the belief that inventory is inaccurate in the system, the system directs the user to the product's primary location. The sales person can then manually generate a cycle count from RF Location Maintenance. If there is product at the location, the user can pick the product. If there is not product at the location, the user must backorder the product, which generates an immediate cycle count.
- If a sales person manually allocates product from a zone that does not have a location that can fill the order, the system selects a single location within the zone and drives that location negative by the amount allocated. If a location does not exist at all within the zone, the system creates a

location and drives it negative by the amount allocated. This action by the system queues an immediate cycle count for the location and zone.

- If the **Require Qty** field in the Zone Maintenance window is selected, which is often done when secondary locations are self-serve areas, the system fills the order from the floating location.

System Logic, Round 2: Multiple Picks

If the and control maintenance records are both set to **N** and there is not a single location containing enough quantity to fill the entire pick, then the system directs users to pick from multiple locations based upon the following location status hierarchy:

1. **Primary** - Users are directed to pick from primary locations to fill the entire order first.
2. **Secondary** - If multiple primary locations cannot fill the entire order, users are next directed to secondary locations to fill the order.
3. **Floating** - If multiple secondary locations cannot fill the entire order, users are directed to floating locations to fill the order.
4. **Remnant** - If multiple floating locations cannot fill the entire order, users are directed to remnant locations to fill the order.
5. **Blank** - If multiple remnant locations cannot fill the entire order, users are directed to blank locations to fill the order.

In addition to the above allocations, keep the following in mind for multiple pick allocations:

- For multiple picks, the system directs user to the location with the highest quantity first, while still following the location status hierarchy.

  For example, a customer places an order for 300 widgets.

  - Primary location A has 200 widgets.
  - Primary location B has 150 widgets.

  The system directs the user to pick all 200 widgets from location A first and then to pick 100 widgets from primary location B.

- If two or more multiple locations with the same status have the same amount of product, the system fills the order from the highest alphanumeric locations first.
- If the sales person over commits product due to the belief that inventory is inaccurate in the system, the system directs the user to the product's primary location for the amount that cannot be allocated. If there is product at the location, the user can pick the product and queue a cycle count. If there is not product at the location, the user must backorder the product.
- If the **Require Qty** field in the Zone Maintenance window is selected, which is often done when secondary locations are self-serve areas, the system fills the order from the floating location.

Pick Allocation Logic Based on Expiration and Receive Dates

If you need to pick items based upon their expiration or receive dates, use the following pick allocation logic:

- If the control maintenance record is set to **Y**, the system directs pickers to pick from locations with the earliest expiration date.

For orders with quantities greater than the earliest expiration date location, the system directs the picker to pick from the location with the earliest expiration date and then to pick from the location with the next earliest expiration date, and so on, until the order is filled.

If two locations have the same expiration date, the system directs pickers to the location with the greater quantity so that pickers only have to go to one location to pick the order.

- If the control maintenance record is set to **Y**, the system directs pickers to pick from locations with the oldest receive date.

  If two locations have the same receive date, the system directs pickers to the location with the lowest quantity in order to clean out locations (to avoid having several locations with small amounts of quantity).

- If both the and control maintenance records are set to **Y**, then the system uses the expiration date logic.

Setting Up RF Picking Overview

Set up RF picking to meet your unique warehouse needs by performing any of the following:

- Assign RF pick priority to ship vias to ensure that higher priority orders are worked on first.
- Define users to be alerted to quick picks.
- Review RF picking control and authorization parameters to determine which should be set for your system.

RF Picking Control and Authorization Parameters

The following control maintenance records should be reviewed and set as needed before picking with RF.

Control Maintenance Record	Guidelines for Usage
Auto Display Comments Attached To Line Items In RF Picking	Set to **Y** to display line item comments after the user enters a product. If you also have the **RF Display Hazard Description And Print Pick Ticket** and the Cut Product Comment Type control maintenance records set to **Yes** then general comments, cut comments, and hazard comments also display.
Create New Generation For RF Recv Verify Overages	Select how you want the system to handle overage amounts when receiving items using the RF Receive Verify process.
Lock Tote To Order In RF Picking	Set to **Y** to prevent mixing orders on the same tote. Once a user associates a tote with an order, the system displays the tote number in the **Tote** field for that item to pick. The system then verifies the proper tote when users scan the tote bar code. If you set this control maintenance record to **Prompt**, the system warns the user that the tote is being used for another order. The user can override the warning and use the tote.
RF Allow Staging Of Individual Totes	Set to **Y** so that users can stage the tote at any point while they are picking the order. For example: If the tote becomes full before a user has picked all items on the order, the user can stage the tote and make it available for auditing. The user can then continue picking the rest of the order. If this control maintenance record is set to **N**, users must wait until they have picked the entire order or the entire part of the order assigned to their pick group before staging the tote.
RF Automatically Select Next Order To Pick	Define whether you want the system to select the picks for the user.
RF Enable Check For B/O Of Ship Complete Order	Assign levels 0-2 to define whether users can backorder items on a ship complete or call when complete order. If you assign level 2 to this control maintenance record, users must be assigned the RF.BO.SHIP.COMPLETE authorization key to backorder items on ship complete or call when complete orders.
RF Verify Pick Qty	Set to **Y** to prompt users to enter the quantity picked at a location.
Store Serial Numbers By Location	Set to **Y** if you want the system to store serial numbers by location. The stored locations become the assigned locations for such serialized products. This location-assignment directs users to put away product in the assigned location. During picking, the system directs users to pick product based upon the assigned location for the serial numbers using first in first out (FIFO) logic.
RF Stage - Only Display Scanned Tote	For each branch, indicate if you want to display information on the pick ticket for only the scanned tote.
RF Stage - Require Staging Location And Package Qtys	Set to **Y** if you want the system to force users to enter staging location and package quantities before exiting the stage screen.

Control Maintenance Record	Guidelines for Usage
RF Stage - Ship Vias That Do Not Require Package Qtys	Set to **Y** if you want to display only the ship vias that do not require package quantities to continue the staging process. **Note:** Only applicable when accessing the stage screeb using the menu path: **Other > Whse Mgmt > RF Applications > Misc > Staging**

Assigning RF Pick Priority

If you want to ensure that higher priority orders are worked on first, assign a hierarchy to the ship vias for those orders. When operators access orders to pick on their RF guns, they can view each order's priority and then select accordingly.

Ship vias are assigned during implementation. Assign pick priority to ship vias in the following:

- Ship Via Maintenance
- Branch Maintenance
- Ship Via Pick Priority Maintenance

Priorities defined in Branch Maintenance override those defined in Ship Via Maintenance. Priorities defined in Ship Via Pick Priority Maintenance override those defined in Branch Maintenance.

To assign RF pick priority to orders:

1. Define the ship via codes used by your company.
2. Assign pick priorities to ship vias in each branch.
3. From the **Warehouse Management > Warehouse Maintenance** menu, select **ShipVia Pick Priority Maintenance** to display the Ship Via Pick Priority window.
4. In the **Branch** field, enter the branch or select from a list of branches, as needed.

   The ship vias for the picks display in order of priority, as defined in Branch Maintenance for the displayed branch.
5. In the **Pick Priority** column, enter or edit the priority number for each ship via, as needed.

   Zero or a blank field is the highest priority and nine is the lowest priority.

   Note: You can assign the same priority to multiple ship via codes.
6. Save the priorities and exit the window.

   The Pick Select screen and Warehouse In Process queues display the picks according to the priority assigned to them.

Assigning Ship Via Priorities to Users

Depending on your picking process, you may have users assigned to specific ship vias when they are picking material. Use RF User Ship Via Priority to limit ship vias by user and prioritize which ship vias the pickers should handle first.

For example, your picker, JMARTIN, is trained to handle HAZMAT material. You assign the HAZMAT ship via to JMARTIN. Another picker, SRALLY, handles only material for FEDEX and UPS. You assign SRALLY FEDEX and UPS ship vias and prioritize the next day air ship vias higher than the 3-day ship vias and list the ground ship vias last.

By arranging the ship vias in order with 1 being the highest priority, the user only receives orders to pick based on the ship via that order uses. The orders are arranged in ship via priority as setup on the RF User Ship Via Priority screen.

Important: The user sees only the ship vias assigned to them on the RF gun.

Use the control maintenance record to display only ship vias that do not require package quantities when exiting the stage screen.

To assign a ship via to a user:

1. Display the character-based system.
2. From the **System > System Files > User Control** menu, select **RF User Ship Via Priority Screen** to display the RF User Ship Via Priority screen.
3. In the **User** field, enter the user for which you want to assign ship vias.
4. In the **Ship Vias** fields, enter the ship vias you want to assign to the user for picking.
5. Do one of the following:
   - Use the **Mv Up** and **Mv Down** hot keys to rearrange the ship vias and adjust the priority.
   - Use the **Copy** hot key to copy a ship via.
   - Use the **Add All** hot key to add all ship vias available.
   - Use the **Recall** hot key to restore the original list for the user.
   - Use the **Save** hot key to save the changes made for the user.
   - Use the **Clear List** hot key to clear the list and begin entering ship vias.
6. Press **Esc** to save your changes and exit the screen.

Notifying Users of Immediate Picks in RF

Use RF Alert User Maintenance to define who the system notifies for immediate picks. When immediate picks are queued, the system alerts the respective users that they need to perform the task.

If your warehouse is segmented into zones, the system sends the immediate tasks to the users within the respective pick group.

You can also use musical tones to assist in alerting your users to orders that have an urgency in picking. .

To define personnel for immediate pick tasks:

1. From the **System > System Files** menu, select **Control Maintenance** to display the Control Maintenance screen.

   Note: If prompted, log on to the character-based system.

2. Set the control maintenance record to **Y**. This setting notifies all defined users that immediate picks are queued.
3. Press **Esc** to save the settings and exit the Control Maintenance screen.
4. From the **Warehouse Management > Warehouse Maintenance** menu, select **RF Alert User Maintenance** to display the RF Alert User Maintenance screen.

   Note: If prompted, log on to the character-based system.

5. In the **Branch** field, enter the branch for which you are defining the users.
6. In the **User** field, type each user ID of the user whom you want to be responsible for immediate tasks in the defined branch.

   The system displays the user's full name and extension in the **Name** field.

7. In the **Alert User For** field, enter **Pick Up Now** to notify the user of all immediate picks within the respective pick group.
8. Press **Esc** to save changes and exit the screen. The system alerts only those users defined for immediate tasks.

Using Different Musical Tunes on user Terminals for Immediate RF Picks

You can set up a user's terminal and RF gun so that different tunes play for orders with different ship vias. Playing different musical tunes can assist in alerting your pickers when orders come in that might have picking priority, for example, Pick Up Now orders.

To use different musical tunes for immediate RF picks, the control maintenance record must be set to **Yes** for the branch in which you are working.

If you set a user's terminal similar to the RF gun, the terminal is restricted to the menu options on the RF gun. This functionality of playing different tunes for different ship vias will not work on a regular terminal sessions. The user needs to be logged in to the terminal set up to be like an RF gun.

To set up an RF gun to use different musical tunes for immediate RF Picks:

1. Set up the users and the branch to notify users for pick up now orders.
2. From the **System > System Files > User Control** menu, select **Music Composer** to display the Music Composer screen.
3. Create and save a tune for the RF Pick Up Now ship via where the first two letters of the music ID are RF followed by the first three letters of the ship via name.

   For example, to define a musical tune for the ship via of UPS, create a musical score with ID **RF.UPS**. .
4. Check the terminal ID on the RF gun by clicking the **Options/Configure** option on the gun. Make note of the terminal ID.
5. From the terminal with the ID you noted in step 4, select **System > System Files > Terminal Setup** to display the Terminal Setup window.
6. Locate the ID you noted in step 4 in the **ID** column.

   Do one of the following to find the terminal ID:

   - Right click, select **Search**, and enter the terminal ID.
   - Click the ID column header to sort the terminals alphabetically.

   A terminal with the ID in step 4 must exist in the system, and it must match exactly. Terminal IDs are case sensitive. For example, if the Terminal Setup screen says RFGUN1 but the gun's ID is rfgun1, the system cannot make the RF connection. The terminal ID must also have **R** set in the **T** (Type) field, indicating that the terminal is a hand-held radio frequency device.
7. Make any necessary changes and press **Esc** to save the Terminal setup information.
8. To set the user's terminal up to be similar to the RF gun setup, continue the following sections.

To set a user's terminal to use different musical tunes for immediate picks:

1. If necessary, complete steps 1 to 3 in the above procedure.
2. From the **System > System Files** menu, select Terminal Maintenance to display the Terminal Setup screen

   Note: If prompted, log on to the character-based system.

3. Press **Enter** in the **Search Criteria** field to display the terminal IDs available in your branch.
4. On the line below the last terminal ID in the list, enter a terminal id that is the same as the user ID for the terminal, or close to it if the user ID is longer than six characters, and enter an **R** in the **T (Type)** column.
5. Set up the additional terminal information as necessary and press **Esc** to save the new terminal ID.
6. From the Eterm menu bar, select **Configure > Communications** to display the Configure Communications screen.
7. In the **ID** field, enter the terminal ID you created in steps 3 and 4 and click **OK** to save your changes.
8. Have the user relog in to the system.

   The user's terminal is not similar to the RF gun, and is restricted to the menu options on the RF gun. This functionality of playing different tunes for different ship vias will not work on a regular terminal sessions. The user needs to be logged in to the terminal set up to be like an RF gun.

RF Non-Manifest Picking and Staging Overview

RF picking helps you complete individual order picking for smaller orders, such as one operator picking one item at a time until the order is complete and for large orders, such as multiple operators pick one order under a single picker ID, until the order is complete. You can complete multiple order picking where one operator picks multiple orders at the same time or zone picking in which several operators from different pick groups simultaneously pick one order in their zones of the warehouse. You can also make quick picks so operators can stop picking the order they are currently working on to pick an order that needs immediate attention. Once they have picked, staged, and closed the quick pick, they return to the order on which they were working.

During the picking process, immediately handle quantity shortages by picking from different locations or backordering product. In addition, split picks between totes if you cannot fit all product onto one tote, or increase ordered quantities to match product package quantities.

After picking, you can stage and audit totes to ensure the orders are accurate and complete. Either close orders to indicate they are ready for delivery or pick up, or use system-directed loading to load orders onto delivery trucks.

This section provides information on the following tasks:

- Selecting Orders to Pick in RF
- Picking Non-Manifest Orders Using RF
- Performing Multiple-Operator Picking in RF
- Performing Zone Picking in RF
- Performing RF Quick Picks
- Staging and Closing Non-Manifest Orders Using RF
- Staging and Closing Multiple-Operator Picks in RF
- Using System-Directed Loading with RF Non-Manifest Picking
- RF Picking Flow Variations
- RF Picking Process

Selecting Orders to Pick in RF

The RF Warehouse Management system sends orders to the Pick Select screen and Warehouse In Process queues rather than printing a picking ticket. To select orders to pick, access the RF system's Pick Select screen.

> **Note:** If you are managing cut products, see Handling Cut Products Using RF.

Using your RF gun, select one or multiple orders to pick. You can also select to pick entire manifests. When you display the Pick Select screen, enter the pick group. You can display all picks by entering **All**.

The orders or manifests from the queue display by pick groups. The order you select to pick may be a full or partial order depending on whether the order is spread across multiple pick groups.

For example, if an order needs to be picked and the products on the order are in pick groups A, B, and C, the system lists each pick group as a separate pick.

If you want a pick that crosses multiple zones to be combined into one pick, such as orders placed at the counter, define the ship via containing the pick as a one-pick ship via. Using the example above, if you define the ship via for that order as a one-pick ship via, the order displays as a pick on one line only and with a pick group of multi-zone (represented by an asterisk *****). On the Pick Select screen, enter an asterisk (*****) in the **Pick Group** field to view all multi-zone picks.

If ship via priorities are set in Ship Via Priority Maintenance, the system displays all orders in the queue based on this sequence. Ship via sorting priorities can also be defined in the RF Pick Selection Sort control maintenance record. The system displays all manifests based on their delivery sequence.

Three instances can occur which make it unnecessary for you to select an order from the Pick Select screen:

- If the control maintenance record has been set, then the system selects each order or manifest for a user to pick. The system displays the selected orders or manifests in sequence on the Pick In Process screen.
- If you pick from routing tickets and they have been set to print for your branch, use them to enter the order into your RF gun. With the control maintenance record set to **Y**, scan the bar code on the ticket to enter the order into your gun and begin picking that order.
- If you have been assigned a pick from the Warehouse In Process Status Queue, then the system displays the pick on the Pick In Process screen for your user ID.

To select an order to pick from the Pick Select screen:

1. From the **Warehouse Management > RF Applications > RF Main Menu**, select **Picking** to display the Pick In Process screen.

   Note: If prompted, log on to the character-based system.

2. In the **Br** field, edit the branch for which you are picking, if necessary.

   The system displays "No Picks Queued" on the screen if you have not already been assigned or selected an order to pick.

3. Use the **Slct** hot key to choose an order to pick on the Pick Select screen.
4. In the **Pick Group** field, enter one of the following if the correct pick group is not displayed:

- **ALL** - Selects from all orders that need to be picked.
- The pick group ID - Indicates the warehouse area from which to pick, such as **Y** for Yard. The screen only displays orders for the indicated pick group.
- Asterisk (*) - Displays only orders defined for multi-zone picking.

Note: If you are selecting cuttable products, use the **Scan Prd** hot key to select all like products that need to be cut together.

The system enters your pick group, as defined in User Maintenance, as the default, and the following data:

Field	Description
Order Wt	If the control maintenance record is set to **Y**, the system displays the weight for the order on which the cursor is placed.
Total Wt	If the control maintenance record is set to **Y**, the system displays the accumulated weight of all orders in the displayed pick group or groups.
Orders	The orders queued to pick display in the following way: **ACME Canadian** **2J S1353029 OT** With the displayed data representing the following: • Ship to name (**ACME Canadian**) • Number of picks in pick group (**2**), pick group (**J**), order ID (**S1353029**; manifest IDs are preceded by an M, such as **M0001234**), ship via (**OT**).
	Note: If an asterisk (*****) appears as a pick group after the number of picks, then the pick is a complete order combined from multiple zones.
	If the Auto Display Comments Attached To Line Items In RF Picking control maintenance record is set to **Yes**, then line item comments display after the scanning a product. If line item comments do not automatically display, users can use the hot key to display attached comments, if any.
	Use the Auto Display Shipping Instructions In RF Picking and Auto Display Shipping Instructions In RF Staging control maintenance records to set shipping instructions to display. Users can access the shipping instructions with the **Alt-I** hot key which highlights when instructions are attached.

5. If any items require Mill Test Report heat numbers, the RF Heat Number Entry screen displays. Enter the heat numbers and continue.
6. Place the cursor next to each order or the manifest you want to pick and press **Enter**. An asterisk (*****) appears next to each line item you select to pick.

   Note: Press **Enter** again to de-select the order or manifest. If you de-select an order after picking part of it, you still will need to stage or close the tote.

7. Press **Esc** to return to the Pick In Process screen.

To define a one-pick ship via and combine a full order across multiple zones:

1. From the **Maintenance > Branch** menu, select **Branch** to display the Branch Maintenance window.
2. In the **Branch** field, enter the branch for which you want to define the one-pick ship via.

3. From the **Maintenance** menu, select **Ship Via Branch Overrides** to display the Ship Via Branch Overrides window.
4. In the **Ship Via** field, select the ship via to define as a one-pick ship via.
5. From the **Additional** menu, select **Branch Ship Via Additional Data** to display the Branch Shipvia Additional Data window.
6. In the **Combine All Zones In RF Pick Select** field, select the check box to combine all cross-zone full orders assigned to the selected ship via into one pick.
7. Save the updates and exit the window.

Picking Non-Manifest Orders Using RF

You can pick orders individually or you can pick multiple orders at the same time. Use RF picking to choose the most efficient process. For example:

- If you were the only picker for a pick-up order, pick the order individually to complete it faster.
- If there are multiple smaller orders to pick that are all shipping on the same truck, pick those orders simultaneously.

The two processes of picking single orders or picking multiple orders simultaneously are similar in the system.

If you are managing cut products, see Handling Cut Products Using RF.

To pick a single order:

1. From the **Warehouse Management > RF Applications > RF Main Menu**, select **Picking** to display the Pick In Process screen.

   Note: If prompted, log on to the character-based system.

2. In the **Br** field, edit the branch for which you are picking, if necessary.

   The system displays "No Picks Queued" on the screen if you have not already been assigned or selected an order to pick.

   Note: Picks can be assigned from the Warehouse In Process Status Queue, or they can be automatically selected for you based on settings in the RF Automatically Select Next Order To Pick control maintenance record.

3. Use the **Slct** hot key to choose an order to pick, as needed.
4. Once you have selected an order, press **Esc** to return to the Pick In Process screen.
5. On the Pick In Process screen, notice the product information in the following fields:

Field	Description
Order	The order number.
Desc	The items to pick. **Note:** Use the **Picks** hot key to view all items in the order needing to be picked.
T	The product's status, such as **S** for stock.
Location	The location from where you pick the product.
Qty	The number of items that need to be picked.
Tote	The tote number displays after you scan it. **Note:** You can use multiple totes to pick a single order.

Note: If the letter **C** is highlighted in the **Picks** hot key, the pick that you selected has a comment attached to it. Either use the **C** hot key or click on the item description in the **Desc** field to view the comment.

6. Physically go to the picking location identified in the **Location** field.
7. Scan the product. The system displays the products unit of measure in the **Per** field.
8. Scan the location.
   - Your RF gun beeps in a positive tone if you have scanned the displayed product and location to pick and in a negative tone if you have scanned a product or location to pick that is not displayed. Tones are set up in the Eclipse Music Composer.
   - If you have scanned a product or location that is not displayed, the system prompts you to scan in the displayed product or location. You can still scan in another location, but the system prompts you to confirm the new location. The system takes product from the new location, as needed.
9. If the product you are picking is serial number-tracked, enter the serial number for the product on the displayed Serial Number Entry screen. If the serial numbers have already been entered, then the system displays the numbers for you.
10. Do one of the following to verify quantity picked:
    - If the prompt to verify quantity displays, enter the quantity picked.
    - If the pick-quantity is displayed, look to see that the actual quantity you pick matches the displayed quantity.

    If the quantity you pick is different from the quantity displayed in the **Qty** field, use the **Qty** hot key to handle the pick variance. If authorized, you can increase the quantity to the product's packaged amount.
11. Scan the tote that you are using and place the picked product in it.

    Note: The system displays the tote that you most recently scanned for picking, as long as you have not staged that tote. You can add another tote, as needed. If the control maintenance record is activated, the system validates that you scan a tote label in this field.

12. If the item you are picking is lot controlled, scan the lot label.

    The system displays the next item to pick.
13. Repeat this process until you have picked all items on the order.
14. Either stage the tote and close the order, or press **Esc** to save updates and exit the screen.

    Note: You can stage your totes at any point while picking. If you stage a tote before you have completed a pick, the system prompts you with "Not Done Picking. Stage Tote". Enter **Y** to stage the tote. You can then continue picking the order when you are ready.

To pick multiple orders simultaneously:

1. From the **Warehouse Management > RF Applications > RF Main Menu**, select **Picking** to display the Pick In Process screen.

   Note: If prompted, log on to the character-based system.

2. In the **Br** field, edit the branch for which you are picking, if necessary.

The system displays "No Picks Queued" on the screen if you have not already been assigned or selected an order to pick.

Note: Picks can be assigned from the Warehouse In Process Status Queue, or they can be automatically selected for you based on settings in the RF Automatically Select Next Order To Pick control maintenance record.

3. Use the **Slct** hot key to choose an order to pick, as needed.
4. Once you have selected the orders, press **Esc** to return to the Pick In Process screen.
5. On the Pick In Process screen, note the product information in the following fields:

Field	Description
Order	The order number.
Desc	The items to pick. **Note:** Use the **Picks** hot key to view all items in the order needing to be picked.
T	The product's status, such as **S** for stock.
Location	The location from where you pick the product.
Qty	The number of items that need to be put away.
Tote	The tote number displays after you scan it. **Note:** You can use multiple totes to pick a single order.

Note: The system displays the picks in the sequence defined in Zone Maintenance.

6. Physically go to the location, defined in the **Location** field, for the selected orders.
7. Scan the first item displayed on the screen.
8. Scan the items' location.

   Your RF gun beeps in a positive tone if you have scanned the displayed product and location to pick and in a negative tone if you have scanned a product or location to pick that is not displayed. If you have scanned a product or location that is not displayed, the system prompts you to scan in the displayed product or location. You can still scan in another location, but the system prompts you to confirm the new location. The system takes product from the new location, as needed.
9. If the product you are picking is serial number-tracked, enter the serial number for the product on the displayed Serial Number Entry screen. If the serial numbers have already been entered, then the system displays the numbers for you.
10. Do one of the following to verify quantity picked:
    - If the prompt to verify quantity displays, enter the quantity picked.
    - If the pick-quantity is displayed, look to see that the actual quantity you pick matches the displayed quantity.

    If the quantity you pick is different from the quantity displayed in the **Qty** field, use the **Qty** hot key to handle the pick variance. If authorized, you can increase the quantity to the product's packaged amount.

11. Scan the tote in which you are placing the item.

    Note: The system displays the tote that you most recently scanned for the order, as long as you have not staged that tote. You can add another tote, as needed.

12. If the item you are picking is lot controlled, scan the lot label.
13. Select the next item to pick. The system displays the next item in the pick sequence.
14. Repeat this process until you have picked all items on the orders.
15. Either stage the tote or close the order, or press **Esc** to save updates and exit the screen.

    Note: You can stage your totes at any point while picking. If you stage a tote before you have completed a pick, the system prompts you with "Not Done Picking. Stage Tote". Enter **Y** to stage the tote. You can then continue picking the order when you are ready.

Adding Heat Numbers During RF Picking

Manufacturers use heat numbers on Mill Test Reports to track raw materials. Manufacturers physically stamp heat numbers on the material, such as pipe, for tracking purposes. Heat numbers work like batch numbers so companies can trace the material back to the manufacturer and the process batch in which it was made. These numbers provide traceability about the quality of the material being used.

Eclipse helps you track these heat numbers on the MTR sheets and ensure that each product requiring an MTR sheet ships with an MTR sheet. In an RF Warehouse, enter these numbers during the picking process to make sure that the material picked is the material that was ordered and the respective MTR sheet can be sent when shipped.

For more about handling MTR sheets, see in Product Maintenance.

Use the control maintenance record to skip printing the MTR documents when the picking process closes.

To add a heat number during RF picking:

1. Select the order you need to pick requiring heat numbers.
2. If the sales order has the **Print MTR** check box selected, the Enter Heat Numbers screen displays automatically with a new sheet number ID.

   Note: You can use the **<NAME>** hot key to display the Enter Heat Numbers screen.

3. In the **Heat Number** field, enter the heat number as it displays on the product.

   Note: If heat numbers are provided using bar codes, use the RF scanner to scan the bar code instead of entering them manually.

4. Use the **Qty** field to indicate how many of that product with that specific heat number you are picking.
5. You can split order quantities, if needed.
6. Use the **Ht#List** hot key to display a current list of heat numbers assigned to the sales order.
7. Press **Esc** to save changes and exit the screen.

Performing Multiple-Operator Picking in RF

When you have an order that requires more than one operator, adjust the RF picking system so that multiple operators can work together on the order.

By working under one picker ID, multiple operators can pick a single order. In RF picking, you can change your picker ID to that of the first picker who selected the order to pick. The system recognizes when multiple operators are active and records each pick under the correct user ID. It instructs the final operator to continue with staging and closing the order after the last item is picked.

To perform multiple-operator picking:

1. From the **Warehouse Management > RF Applications > RF Main Menu**, select **Picking** to display the Pick In Process screen.

   Note: If prompted, log on to the character-based system.

2. In the **Br** field, edit the branch for which you are picking, if necessary.

   The system displays "No Picks Queued" on the screen if you have not already been assigned or selected an order to pick.

   Note: Picks can be assigned from the Warehouse In Process Status Queue, or they can be automatically selected for you based on settings in the RF Automatically Select Next Order To Pick control maintenance record.

3. In the **PID** field, change your picker ID to the same picker ID as the first RF user who selected the order, and press **Enter**.

   Note: If you are the first user to select the order, leave your picker ID displayed and select the order.

   The screen displays the next item on the order to pick. If that item is in-process of being picked and you try to pick it, the system displays "Already Picked. Do NOT Pick. Press <Enter>." Press **Enter** at this warning.

4. Use the **Picks** hot key to display the Item Pick Select screen, which displays only those items left to be picked.

   Note: You can also use the **Up Arrow** and **Down Arrow** keys to scroll through items on the Pick In Process screen.

5. Select an item to pick from the remaining items.

   The system arranges the rest of the items in sequence with the item number that you selected as a start point. For example, if you select item 50 to pick, the system makes item 51 the next item that you will pick.

   Note: The system ensures that it displays each item number only to the first operator who selects it.

6. Continue the picking process.

Performing Zone Picking in RF

Zone picking is convenient if your warehouse meets any of the following scenarios:

- Your warehouse is large and it would be more efficient for your operators to pick product from their defined area only.
- Your warehouse has areas with equipment restrictions, limiting who can pick product in the area.
- Your warehouse's orders are large and you want the system to assist you in breaking the order into more manageable picks.

Zone picking adds a layer of complexity to the picking process, and if it is used where it is not needed, Zone picking can make the picking process inefficient.

If you decide to use Zone picking, segment your warehouse into zones. When you receive large orders that spread across multiple zones, use pick groups assigned to the different zones to pick the order.

When you select orders for Zone picking, only your group's picks display in the Pick Select screen. If there are several operators within your group and more than one operator is required to pick the part of the order within your area, do one of the following:

- Work under one PID to be able to select the same order to pick.
- For manifest picks, set the pick size in Zone Maintenance to break a large pick into multiple picks.

Use the Pick In Process and Pick Select screens to pick the items in your pick group.

To pick an order by zone:

1. From the **Warehouse Management > RF Applications > RF Main Menu**, select **Picking** to display the Pick In Process screen.

   Note: If prompted, log on to the character-based system.

2. In the **Br** field, edit the branch for which you are picking, if necessary.

   The system displays "No Picks Queued" on the screen if you have not already been assigned or selected an order to pick.

   Note: Picks can be assigned from the Warehouse In Process Status Queue, or they can be automatically selected for you based on settings in the RF Automatically Select Next Order To Pick control maintenance record.

3. Use the **Slct** hot key to choose an order to pick on the Pick Select screen.
4. In the **Pick Group** field, edit the pick group ID to indicate the warehouse area from which to pick, as necessary. The system enters your pick group, as defined in User Maintenance.
5. Place the cursor next to the order you want to pick and press **Enter**. An asterisk (*****) appears next to each order you select to pick.

   Note: Press Enter again to de-select the order or manifest. If you de-select an order after picking part of it, you still will need to stage or close the tote.

6. Press **Esc** to return to the Pick In Process screen.
7. Pick the items in your pick group.

8. After picking the items in your pick group, stage your tote.

   Note: If the control maintenance record is set to **Y**, you can stage the tote at any point while you are picking the order. For example, If the tote becomes full before you have picked all items on the order, you can stage the tote and make it available for auditing. You can then continue picking the rest of the order. If this control maintenance record is set to **N**, you must wait until you have picked the entire order or the entire part of the order assigned to your pick group before staging the tote.

9. Press **Esc** to save updates and exit the screen.

Performing RF Quick Picks

When customers place an order that they need to pick up immediately, the counter person taking the order assigns it a status of **Pickup Now**.

If you are defined in the system as personnel who completes quick picks, your RF gun beeps letting you know that you have an order to quick pick. Even if you are in the process of picking another order, you can still complete the quick pick and return to the current order.

Note: If your warehouse is segmented into zones, the system sends quick picks to the respective pick group.

To perform a quick pick:

1. From the **Warehouse Management > RF Applications > RF Main Menu**, select **Quick Pick** to display the Pick In Process screen.

   Note: If prompted, log on to the character-based system.

2. In the **Br** field, enter the branch in which you want to perform the pick, as needed.

   The Pick Select screen displays.

3. In the **Pick Group** field, enter one of the following if the correct pick group is not displayed:

   - **ALL** - Selects from all orders that need to be picked.
   - The pick group ID - Indicates the warehouse area from which to pick, such as **Y** for Yard. The screen only displays orders for the indicated pick group.
   - Asterisk (*) - Displays only orders defined for multi-zone picking.

   Note: The system enters your pick group, as defined in User Maintenance, as the default.

4. Select the order with a ship via defined for quick picks, such as **Pickup Now**, and press **Esc** to queue the order to pick.
5. Continue picking the order as you do other single orders.

   Note: Once you have completed the pick by scanning the tote, the system takes you to the Staging screen. This process only happens if the control maintenance record set to **Y**. You cannot escape out of this pick until it is closed. If this control maintenance record is set to **N**, then you can exit the pick once you have scanned the item to a tote.

   After you complete the quick pick, the system returns you to the original order you were picking.

Staging and Closing Non-Manifest Orders Using RF

After you have picked an RF order, stage, as needed, and close it to complete the order and print the ticket. The system creates an entry in the order maintenance log any time the tote staging locations change.

> **Note:** If you are managing cut products, see Handling Cut Products Using RF.

If you place picked orders in a staging area before closing them, the RF picking system does the following to help you in staging:

- Tracks which totes have been staged for an order, and where they are staged.
- Tracks the quantity of items on a staged tote.
- Warns you if not all totes for an order have been staged before you close the order.

  For example, your pick group is picking a large order. You finish picking your segment of the order and stage your tote. If you were to try to close the order after staging your tote but two operators still needed to stage their totes, the system would warn you that not all totes have been staged. You can close the order only after all totes have been staged.

If you are using non-manifest system-directed loading, do not close orders after staging. If needed, set the system to stop users from closing orders after staging.

Use the control maintenance record to skip printing the MTR documents when the picking process closes.

To stage and close an order:

1. From the **Warehouse Management > RF Applications > RF Main Menu**, select **Picking** to display the Pick In Process screen.

   Note: If prompted, log on to the character-based system.

2. Use the **Stage** hot key to display the Staging Select screen.

   The orders you have picked display on this screen, as well as any orders that you have staged but not closed.

3. Place the cursor on the order you want to stage or scan the tote you want to stage, and press **Enter** to display the Order Staging screen.

   This screen displays the order number, customer, ship via, and status of the order in the top section. The tote number used for the order displays below **Totes**.

4. With the cursor in the **Loc** field, scan the location's bar code where you are staging the tote.

   - If defined in Customer Maintenance, the system enters a customer's staging location.
   - If defined in Ship Via Maintenance, the system enters a ship via's staging location.

5. In the pre-defined package quantity fields, enter the number of corresponding packages on the tote.

   Note: Package types are defined in the control maintenance record.

6. After you have staged all of the totes on the order and entered their package quantities, do one of the following:

   - Press **Esc** to stage the order but not close it. This action returns you to the Staging Select screen where you can select another order to stage, if necessary.

   Note: If the control maintenance record is set to **Y**, then the system automatically closes the order when all totes for the order are staged. DO NOT close orders that you want to load using non-manifest system-directed loading. For such orders, set the control maintenance record to **N** or **Prompt**. If needed, set the system to stop users from closing orders after staging.

   - Use the **Close** hot key to close the order and select the printer where you want to print the ticket, as needed.

     If you use the e-mail print option for closing an order, the system sends the information without prices.

   Note: Two scenarios can occur when you close an order. See below.

7. Press **Esc** to save updates and exit the screen.

Closing Orders without Staging

You can skip the staging process and close an order in RF picking. For example, if you are the only picker for a small order that is being shipped immediately, close it and print the ship ticket. You do not need to stage the order before closing it.

To close an order without staging it:

1. From the **Warehouse Management > RF Applications > RF Main Menu**, select **Picking** to display the Pick In Process screen.

   Note: If prompted, log on to the character-based system.

2. Use the **Stage** hot key to display the Staging Select screen.

   The orders you have picked display on this screen, as well as any orders that you have staged but not closed.

3. Place the cursor on the order you want to close or scan the tote you want to close, and press **Enter** to display the Order Staging screen.

   Note: Use the **Close All** hot key to close all displayed orders, even those that have not been staged, and select the printer where you want the order tickets to print, as needed.

4. Use the **Close** hot key to close the order without staging it, and select the printer where you want the order ticket to print, as needed.

   If you use the e-mail print option for closing an order, the system sends the information without prices.

   Note: Two scenarios can occur when you close an order. See below.

   The system saves updates and closes the screen.

Note: DO NOT close orders that you want to load using non-manifest system-directed loading. If needed, set the system to stop users from closing orders after staging.

Possible Scenarios for Closing Orders

When you close orders, two possible scenarios can occur:

- If the control maintenance record is set to **Y**, the system prompts you with "Not All Totes Are Staged. Close Anyway." Enter **N** to complete staging all totes for the order. Enter **Y** to close the order before all totes have been staged.

  If the control maintenance record is activated, the system closes the order without warning you.

- The Close Tote screen displays so you can close the tote or totes used to transport the order. These totes are then ready to be used for a new order.

  This screen displays only if the control maintenance record is set to **Tote**. Complete the following process to close totes after closing an order.

To close a tote or totes used to transport a closed order:

1. On the Close Tote screen, scan all displayed totes that you want to close.

   After scanning each tote, the system prompts you to scan the final location to which the order has been staged.

   Note: You can also use the **Final Loc** hot key to scan the order's final location.

2. Scan the order's final staging location.

   The system closes the selected tote or totes so that you can use them for new orders and returns you to the Staging Select screen.

More Options for Staging and Closing Orders

The Order Staging screen also offers these options.

Hot Keys	Function
Label	Displays the RF Label Printing screen, which you can use to print shipping labels.
Items	Displays the items picked. Use the **Print Label** hot key on this screen to access the RF Label Printing screen.
P	Prints the shipping ticket. You can use this hot key only when all totes for the order have been staged.

Staging and Closing Multiple-Operator Picks in RF

You must take additional steps in RF picking when you stage an order that covers multiple zones and has multiple pick groups working on it. The system creates an entry in the order maintenance log any time the tote staging locations change.

For example, a customer places an order requiring product from three different zones in your warehouse. Three different pick groups work on this order. When you have completed your segment of the order, stage your tote and do one of the following:

- If you are the last operator to stage the tote, the RF picking alerts you to close the order.
- If other operators are still picking their segments of the order, the system does not let you close the order. Stage your segment of the order.

To stage and close an order with multiple pick groups:

1. From the **Warehouse Management > RF Applications > RF Main Menu**, select **Picking** to display the Pick In Process screen.

   Note: If prompted, log on to the character-based system.

2. Use the **Stage** hot key to display the Staging Select screen.

   The orders you picked display on this screen, as well as any orders that have been staged but not closed.

3. Place the cursor on the order you want to stage, and press **Enter** to display the Order Staging screen.

   One of the following statuses displays at the top of the Order Staging screen for the order:

Status	Action Required
CONSOLIDATING	Indicates that the order is still being picked. • Do not close the order because other items still need to be picked. • Stage the tote that you have picked and press **Esc** to save updates and exit the screen. • Move on to other orders that need to be picked.
CONFIGURABLE	Indicates the order has been completely picked and is ready to be staged. • Stage your tote. • Allow other users to stage their totes. • Either close the order, or allow another user to close the order. **Note:** DO NOT close orders that you want to load using non-manifest system-directed loading. If needed, set the system to stop users from closing orders after staging.

Status	Action Required
STAGED	Indicates that the order has been completely picked and is ready to be closed. • Stage your tote. • Use the **Close** hot key to close the order, if authorized, and exit the screen. **Note:** DO NOT close orders that you want to load using non-manifest system-directed loading. If needed, set the system to stop users from closing orders after staging.

Note: Other statuses can display based on the settings in the and control maintenance records.

Staging and Closing Multiple Orders

After you have picked an RF order, stage, as needed, and close it to complete the order and print the ticket. The system creates an entry in the order maintenance log any time the tote staging locations change.

If your warehouse requires your pickers to pick multiple orders at one time, you can stage and close them simultaneously. For example, you have six orders come in from the same customer. Use RF Open Tote Staging to pick the orders and stage them together instead of staging them one at a time. Set the control maintenance record to print labels for each tote to stage multiple totes at the same time.

To stage or close multiple orders:

1. Display the character-based system.
2. From the **Whse Mgmt > RF Applications** menu, select **Open Tote Staging** to display the Open Tote Staging screen.
3. In the **Br** field, enter the branch at which you are picking items.
4. If needed, in the **PID** field, change the picker ID. At the **Chng PID** prompt, select **Y**. The prompt defaults to **Y**.
5. In the **Loc** field, enter the location for which you are picking items.
6. Scan the items for all the orders.
7. Do one of the following:
   - Use the **Stage** hot key, if you know there are other warehouse processes that need to be addressed before you close the orders, such as being sent through the Warehouse Confirmation Queue.
   - Use the **Close** hot key, if the order processes are complete and the orders can be closed.
8. Press **Esc** to save changes and exit the screen.

Using System-Directed Loading with RF Non-Manifest Picking

If you want the system to direct users in loading orders onto trucks, use the Load Truck functionality in the RF Warehouse Management system.

To use the Load Truck functionality with non-manifest picking, you must manually build manifests either from routing tickets or from orders displayed in the Warehouse In Process Status Queue. After the manifests are built, you can use the Load Truck functionality to direct loading.

Also, users cannot close out orders for which you want to use the Load Truck functionality. They must stage the totes holding the orders but not close them. Set the system to stop users from closing orders after staging.

To set the system to stop users from closing orders after staging:

1. From the **Maintenance > Branch** menu, select **Branch** to display the Branch Maintenance window.
2. In the **Branch** field, enter the branch ID in which you want to use Manifest Staging.
3. From the **Maintenance** menu, select **Ship Via Branch Overrides** to display the Ship Via Branch Overrides window.

   Note: If needed, add the ship via to the branch.

4. From the **Additional** menu, select **Branch Ship Via Additional Data** to display the Branch Ship Via Additional Data window.
5. In the **Prevent Close During Staging** field, select the check box to prevent users from closing orders after they are staged.

   Note: If a user is assigned the RF.LOAD.OVRD authorization key, they can override this setting and close orders after they are staged.

6. Save the updates and exit the window.

To perform non-manifest picking for system-directed loading:

1. If you want to build a manifest using routing tickets, set routing tickets to print for all orders assigned to ship vias within your branch that you want the system to direct users to load.

   Note: You do not have to print routing tickets to manually build a manifest. You can also find the orders to add to the manifest in the Warehouse In Process Status Queue, and then manually build the manifest using the correct order numbers.

2. Pick the orders you want to be loaded onto a delivery vehicle.
3. Stage the orders you want to be loaded onto a delivery vehicle.

   Note: Do ***not*** close the order.

4. Manually build a manifest with the orders you want to be loaded onto a delivery vehicle.
5. Lock and release the manifest.

6. Use the Load Truck functionality to load orders onto the delivery vehicle in reverse-delivery sequence.

Bypassing Pick Ticket Printing

You can bypass the pick ticket process, if required. You can prevent service charges or other non-shippable orders from display in a Close Counter Order. In addition, use the bypass function on RF sites when your customers can pick their own materials off the shelf and pay for them in a point-of-sale environment.

Use Ship Via Maintenance to indicate which Ship Vias you allow to bypass the pick ticket printing.

> **Note:** If your company uses RF and has the **Document to Print on RF Order Close** field set to Pick Ticket in Branch Ship Via Additional Data, then the system disregards then the system disregards the **Bypass Pick Ticket Print** check box in Ship Via Maintenance.

For instructions and more information, see Assigning Additional Information to Ship Vias in Account Management.

RF Picking and Passing

The RF *pick and pass* process is a way of zone picking in which users pick one zone and pass the tote to the next zone and pick into the same tote, normally by use of a conveyer belt system. This means all picks are made into the same tote as it is passed down the line of pick groups.

Authorization for Pick and Pass

To use the RF pick and pass process, review the following setup recommendations and requirements.

- Control maintenance record should be set to **Yes**.
- Control trol maintenance record - Set to determine if the tote assignment should lock picks to a specific tote.
- Control maintenance record for Ship vias by branch to be excluded from the PnP logic except for the divert ship vias.
- Control maintenance record to track ship vias by branch to provide a "divert" value for the automated conveyor system.
- Control maintenance record to define by branch if full totes are sent to the PACK stage.
- Assign the RF.PNP.OVERRIDE authorization key for users who need to override the RF Pick Select.

The RF pick and pass process does not change the standard order processing. All phantoms and user interfaces control the order flow for fulfillment of orders. In addition, ship via pick priority, carton packing, manifest processes and shipping functionality all stay the same.

Selection Screens

The RF Pick Select screen displays when orders for selection have picks made by prior pick groups or unless the order's picking process originates at that location.

Using Automated Conveyors

Eclipse also provides a process to import a file to control the automated conveyor system to route the tote to the correct pick groups. These files can be uploaded and dropped into the automated conveyor system and connected with Eclipse so that the processes are synced.

RF Picking Flow Variations Overview

During RF picking, you may need to follow a different flow to complete a pick. For example, you need backorder product that is not available to pick for an order.

Following are topics for different situations that cause picking flow variations, and ways to resolve the situations:

- Splitting Quantities Between Totes During RF Picking
- Handling Location Shortages During RF Picking
- Increasing Pick Quantities to Package Amounts During RF Picking

Splitting Quantities Between Totes During RF Picking

Sometimes during a pick, you are unable to fit the quantity onto one tote. Split the quantity between multiple totes.

To split a pick between multiple totes:

1. From the **Warehouse Management > RF Applications > RF Main Menu**, select **Picking** to display the Pick In Process screen.

   Note: If prompted, log on to the character-based system.

2. With the item for which you need to split the pick displayed, use the **Qty** hot key.
3. At the quantity prompt, enter the number of items you are picking onto the first tote.
4. In the reason for change prompt, enter **T** to indicate that you need to split the pick between totes.
5. Pick the remaining quantity in the location.
6. Place the quantity on the new tote and scan the new tote.
7. Complete the pick.
8. Press **Esc** to save updates and exit the screen.

Handling Location Shortages During RF Picking

Any warehouse shortages with which to deal. RF provides options in handling variances. Review the following to address shortages and variances in your warehouse:

- If a single location does not have enough product to fill the order, but two combined locations can fill the order, you can split the pick between these locations.
- If you come across a primary location that does not have enough product to fill the order, pick the product that is available at the location. Then queue an immediate replenish task for the location. Continue performing all picks. Once the primary location has been replenished, the system re-displays the pick.
- If total quantity for an item is not available to complete an order, backorder the item if authorized. The process of creating a backorder does not create an inventory adjustment. Instead the system generates an immediate cycle count. If there are additional orders that contain the backordered product, the system continues to send pickers to pick that product. To avoid this situation, either queue an immediate cycle count from RF Location Maintenance or do the following:
  - Change the product's type to **Review** in the RF Location Maintenance screen.

  Note: If the control maintenance record is set to level 2, then you must be assigned the RF.BO.SHIP.COMPLETE authorization key to backorder invoiced orders.

  - Use the control maintenance record to indicate whether to use a customer's shipping status as defined in the **Backorder Status** field in Customer Maintenance for orders backordered during the RF picking process.

To split a pick between two locations:

1. From the **Warehouse Management > RF Applications > RF Main Menu**, select **Picking** to display the Pick In Process screen.

   Note: If prompted, log on to the character-based system.

2. With the item for which you need to split the pick displayed, use the **Qty** hot key.
3. At the quantity prompt, enter the number of items you are picking from the first location.
4. In the reason for change prompt, enter **O** to indicate you cannot pick the entire quantity from the current location.

   Note: If a location is short quantity, you can queue an immediate replenish task for the location by using the **Alt-Q** hot key. Once the location has been replenished, the system re-displays the pick.

5. Scan the first location.
6. At the prompt, enter the quantity you picked from the first location.

   Note: The system prompts you for quantity only if the control maintenance record is set to **Y**.

7. Scan the tote you are placing the product in and then physically place the product in the tote.

   The system displays the next location from which to pick.

8. Go to the next location.
9. Scan the product.

   The system displays the remaining quantity to pick in the **Qty** field.
10. Scan the location.
11. At the prompt, enter the quantity you picked from the current location

    Note: The system prompts you for quantity only if the control maintenance record is set to **Y**.
12. Scan the same tote you placed the first part of the product in or a different tote, and put the remaining product in the tote you scanned.
13. Repeat the splitting process until you have completed the pick.
14. Press **Esc** to save updates and exit the screen.

To backorder product:

1. From the **Warehouse Management > RF Applications > RF Main Menu**, select **Picking** to display the Pick In Process screen.

   Note: If prompted, log on to the character-based system.
2. With the item for which you need to backorder quantity displayed, use the **Qty** hot key.
3. At the quantity prompt, enter the number of items you are picking from the location. If there are not any items in stock to pick, enter **0**.
4. In the reason for change prompt, enter **S** to indicate that you need to backorder the item.

   One of the following occurs:

   - If the control maintenance record is set to level 2, then the system warns you that the order has a ship complete or call when complet**e** status. You must be assigned the RF.BO.SHIP.COMPLETE authorization key to enter a password at the displayed prompt and backorder the product. If you are not assigned this authorization key, then you must see your manager to get approval to backorder the product. If your manager does not give you approval, put away the picked product.
   - If the control maintenance record is set to level 1, the system warns you that the order has a ship complete status. Decide whether or not to backorder the remaining product or to stop picking the order and put away the picked product.
   - You are not warned that the order is a ship complete or call when complete order. Backorder the remaining product.
5. At the backorder prompt, enter **Y** to backorder the remaining product.
6. Press **Esc** to save updates and exit the screen.

Increasing Pick Quantities to Package Amounts During RF Picking

When picking orders, you can increase ordered quantities to match product package quantities.

For example, a receiving branch places an order for eight widgets. Your warehouse stocks the widgets in packages of 10. Instead of breaking the package apart to send only eight widgets, you can increase the pick quantity to 10 while performing the pick and send all 10 widgets.

Following are the authorizations needing to be set for this functionality:

- Define whether users can increase picking quantities for products within a price line.
- Define whether users can increase picking quantities for customers.
- Assign the RF.PICK.QTY.INCREASE authorization key to users whom you want to be able to increase pick quantities.
  - **Level 1** - The user can increase the picking quantity only if both the product and customer are defined for quantity increases.
  - **Level 2** - The user can increase the picking quantity if the product is defined for quantity increases, even if the customer is not defined for quantity increases.
  - **Level 3** - The user can increase the picking quantity if the customer is defined for quantity increases, even if the product is not defined for quantity increases.
  - **Level 4** - The users can increase picking quantity regardless of whether the product or customer are defined for quantity increases.

  Note: If you increase pick quantity for a transfer order, the system increases the shipped quantity on the transfer's receiving generation.

To increase pick quantities to match package quantities:

1. From the **Warehouse Management > RF Applications > RF Main Menu**, select **Picking** to display the Pick In Process screen.

   Note: If prompted, log on to the character-based system.

2. Begin the pick.
3. In the **Qty** field, look to see if you are authorized to increase quantity:
   - If **Qty** displays with a plus (+) sign, you can increase the pick quantity.
   - If **Qty** displays with a highlighted plus (+) sign, the system is warning you that either the product or the customer is not defined for the quantity increase, but you have authorization to increase quantity, as needed.
   - If **Qty** displays without a plus (+) sign, neither the product nor the customer is defined for the quantity increase. You cannot increase quantity.

   Note: If you cannot increase quantity, the system prompts you with the reason why - either the customer or the product is not defined for the quantity increase, and you do not have the correct authorization. To override this prompt, either have the correct authorization assigned to you or find another user with the correct

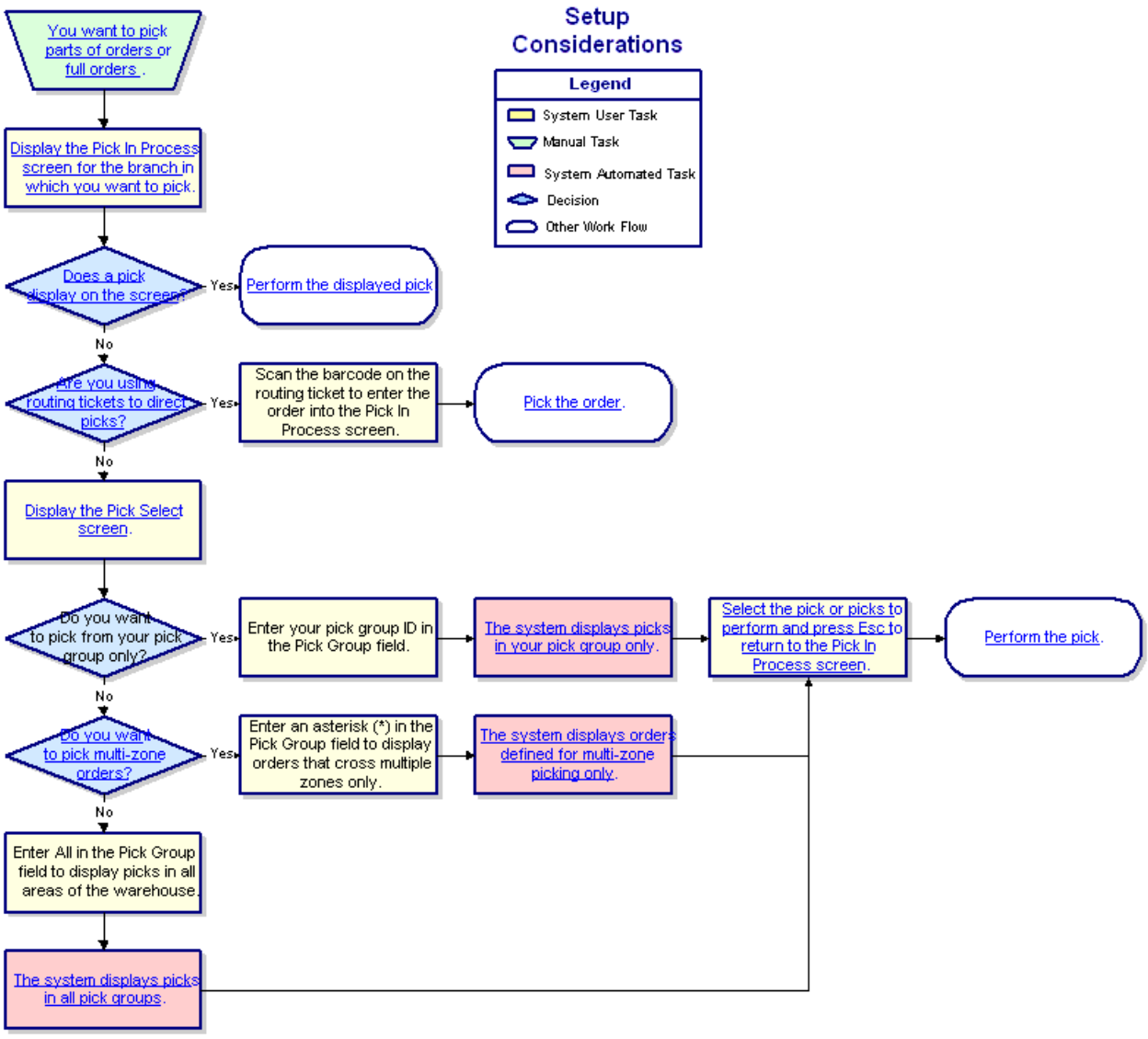
authorization. Users with the correct authorization can enter their user ID and password to override the prompt.

4. If you are authorized to increase quantity to the package amount, enter the package quantity.

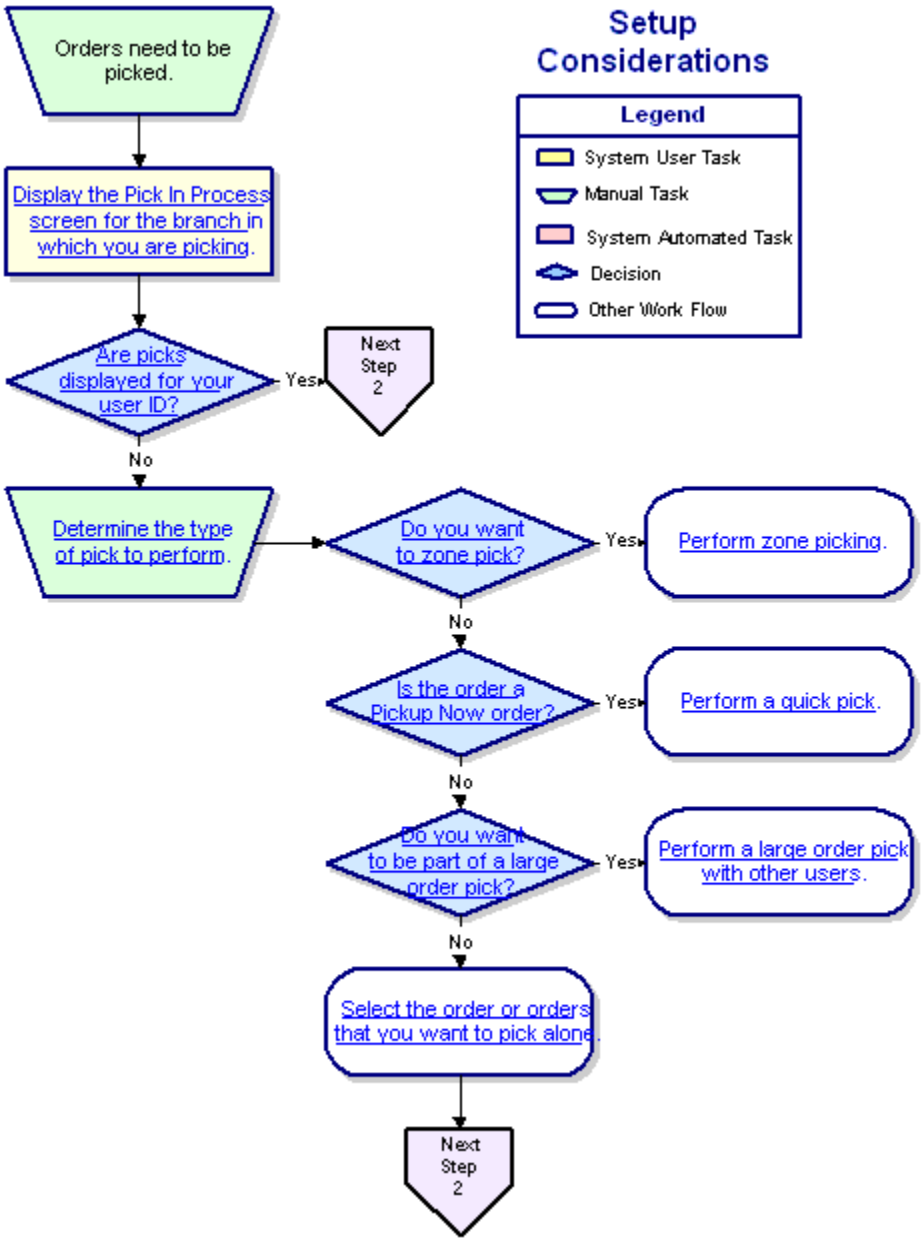
   Note: If the quantity increase exceeds the customer's credit limit and you are authorized to exceed the customer credit limit, the system prompts you to indicate whether to proceed. Enter **Y** at the prompt.

5. Complete the pick.

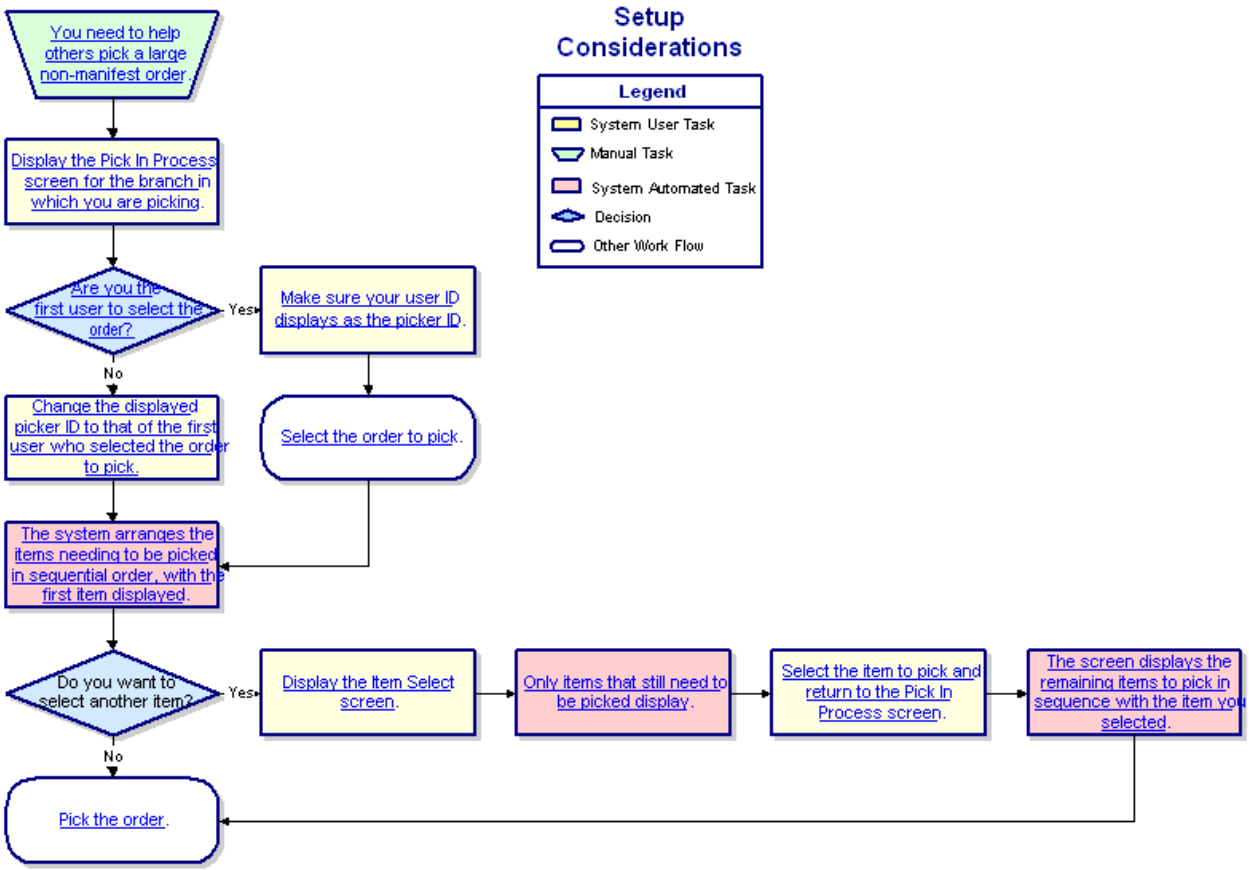
Selecting RF Picks Workflow



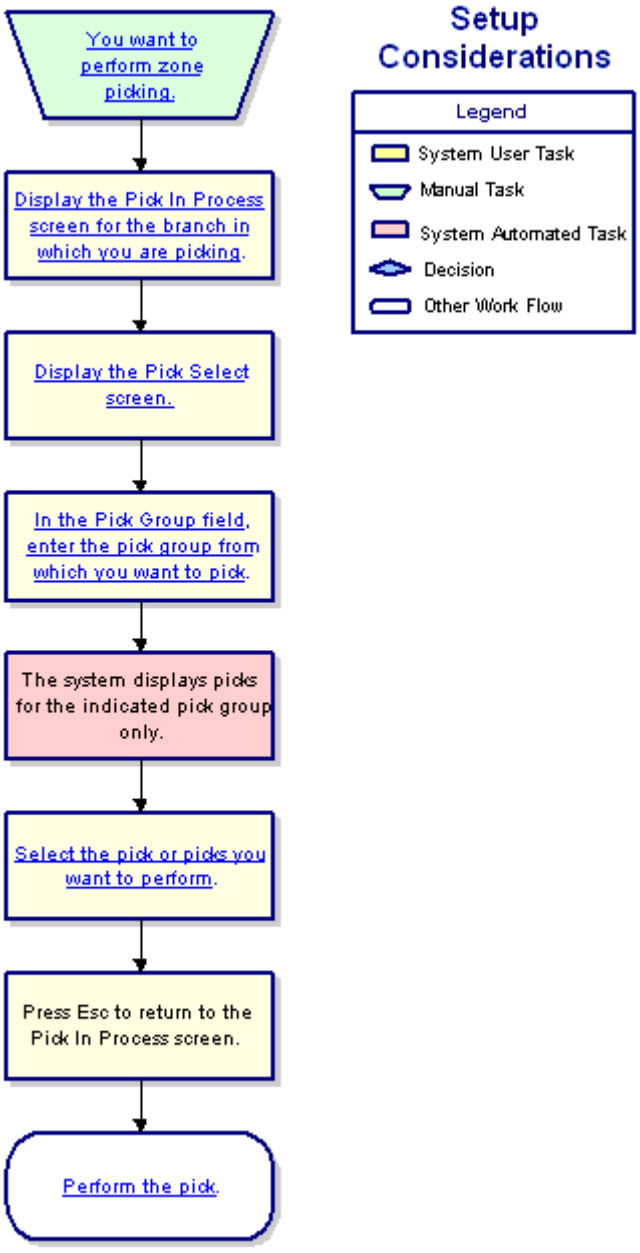
Picking Non-Manifest Orders in RF Workflow



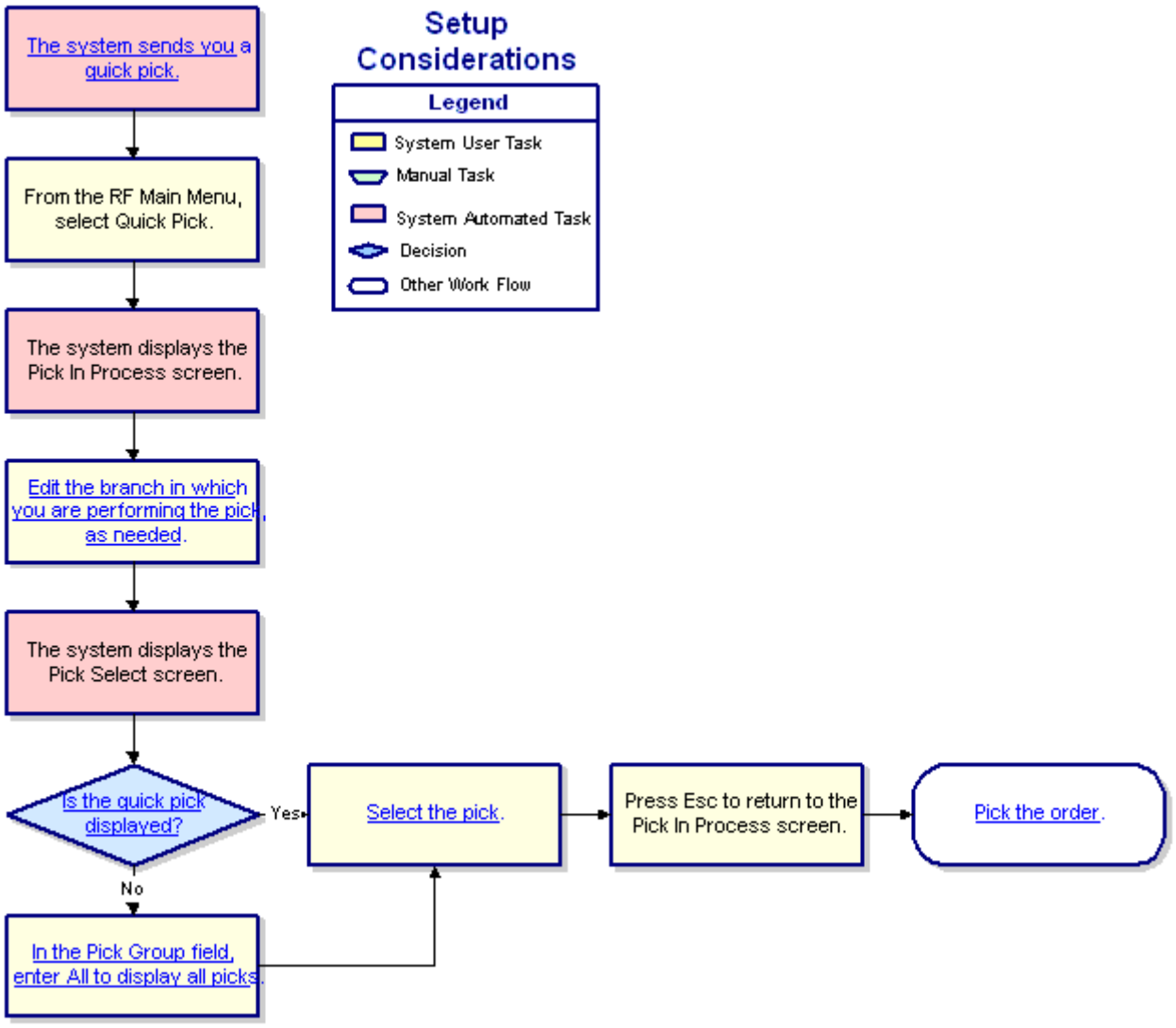
Performing Multiple-Operator Picking in RF Workflow



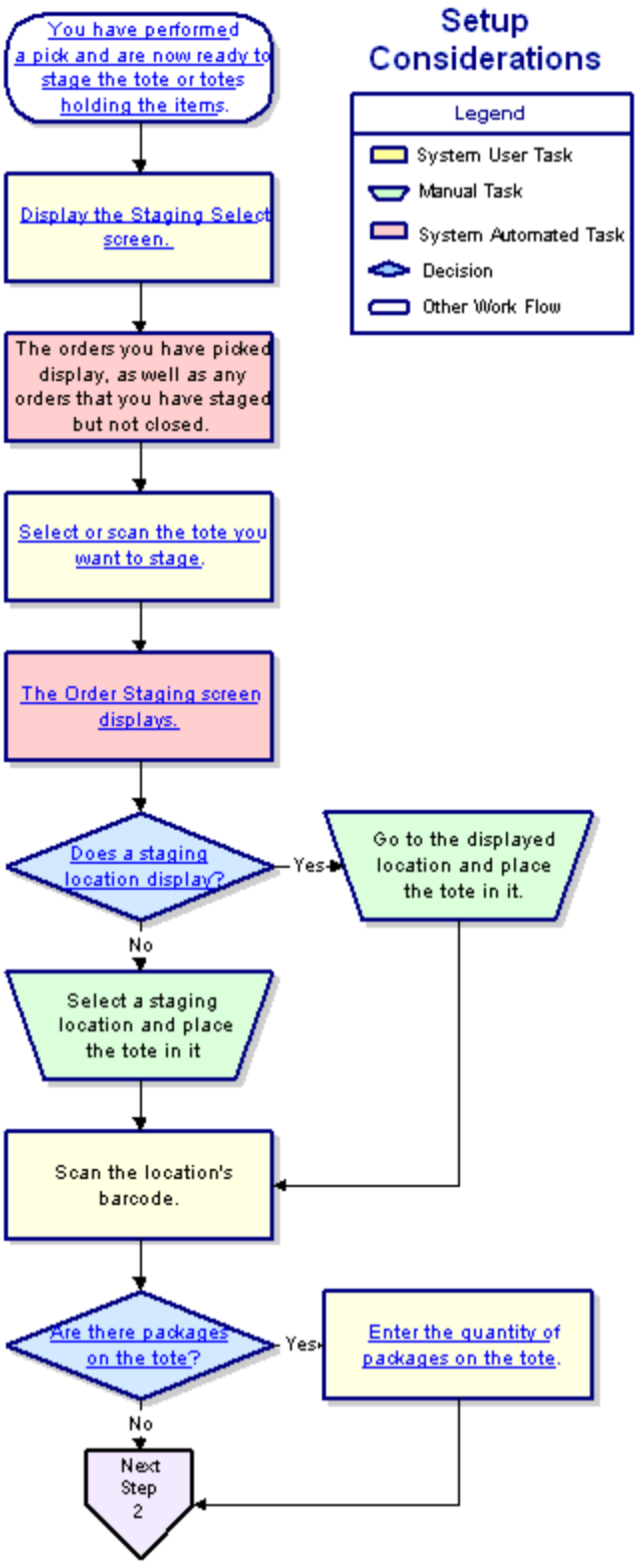
Performing Zone Picking in RF Workflow



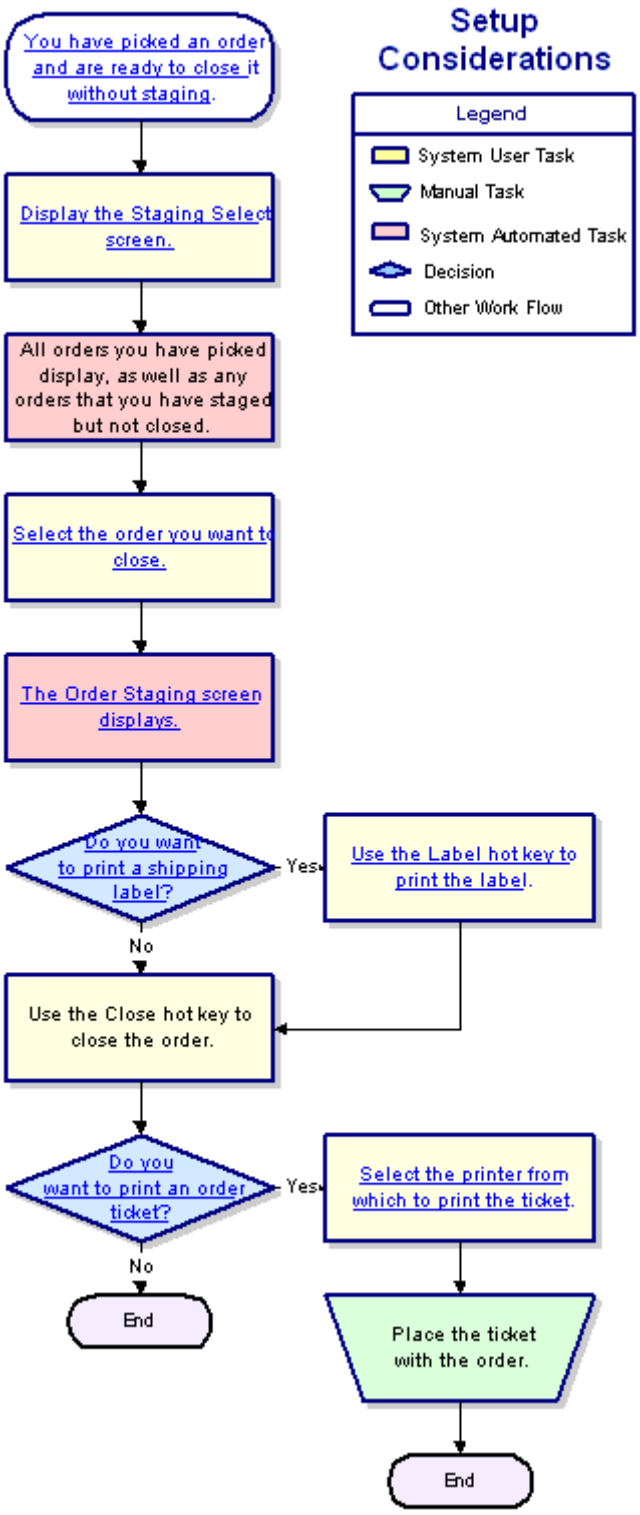
Performing RF Quick Picks Workflow



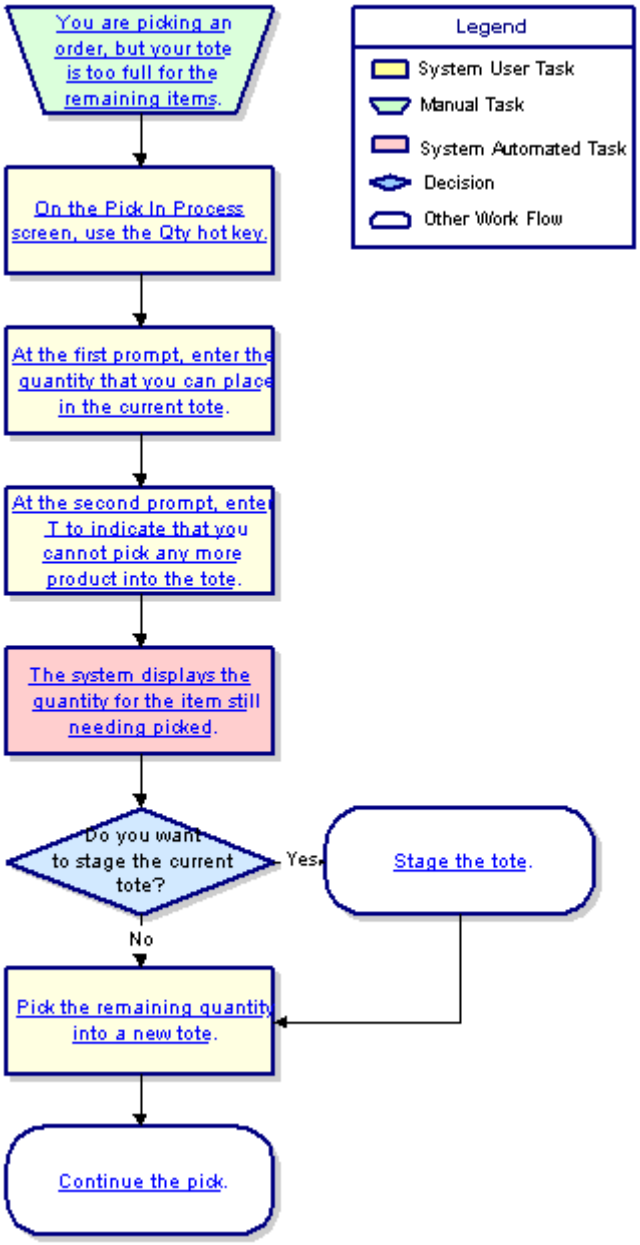
Staging and Closing Non-Manifest Orders in RF Workflow



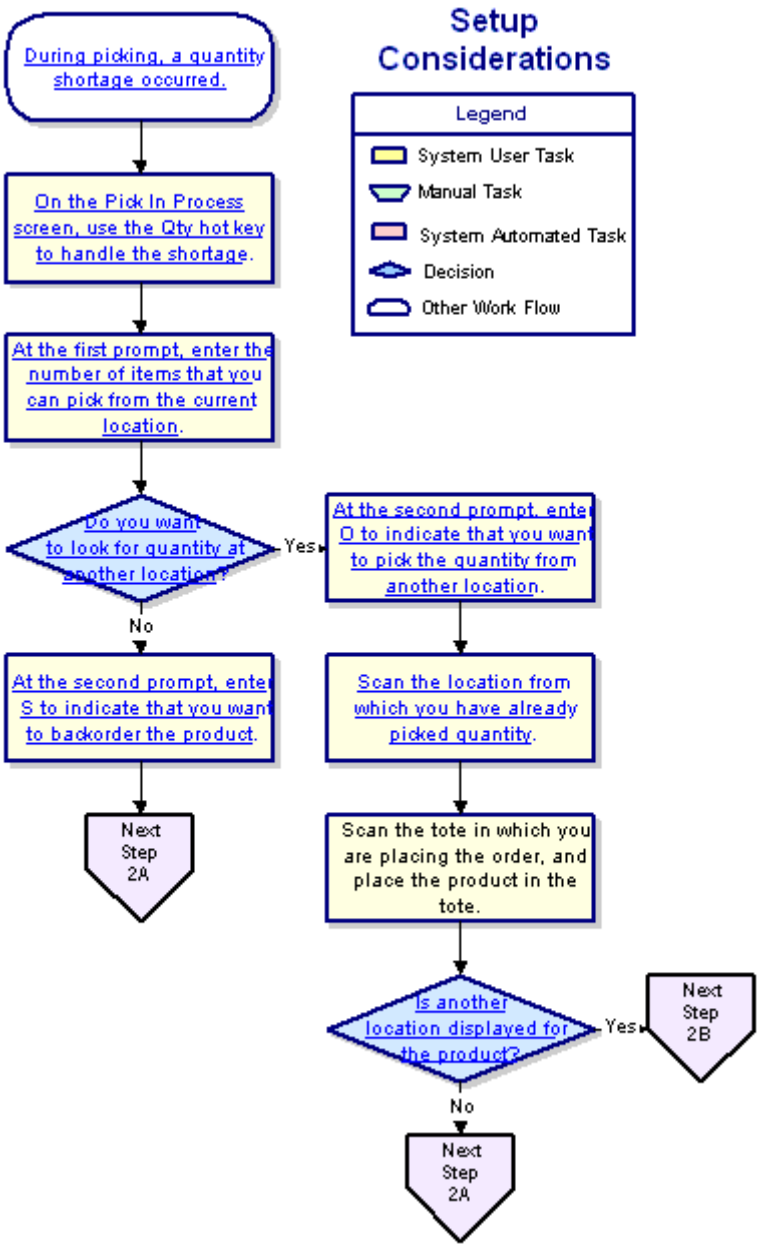
Closing Orders Without Staging Using RF Workflow



Splitting Quantities Between Totes During RF Picking Workflow



Handling Location Shortages During RF Picking Workflow



Communicating Picking Information to RF Overview

At times, you need to communicate additional information to the warehouse about an order needing picked. For example, an order contains hazardous material requiring special handling. Mark the product as hazardous and enter comments detailing how to handle the product. The system automatically notifies warehouse operators that the product is hazardous. The operator can then view the comments about how to handle the product from the RF gun. Or an order has been cancelled. This order contained an item placed in a tagged location. Generate an in-process record to notify the warehouse that the item can be removed from the tagged location and moved back to its primary location.

At other times, you enter an order that you do *not* need picked by warehouse personnel. Enter the order to bypass the RF system so a warehouse in-process record is not generated for a pick.

The following topics detail how to communicate additional order information to the warehouse, as well as how to enter orders outside of the RF system.

- Handling Hazardous Items in RF Picking
- Handling Credits for RF
- Handling Canceled Orders with Tagged Items in RF
- Handling Return Purchase Orders in RF
- Entering Orders Outside of RF

Handling Hazardous Items in RF Picking

In Product Maintenance, you can mark hazardous substances and assign a product a level of hazard and a description as to why it is hazardous. You can also add comments defining how the product should be handled, along with any other necessary precautionary statements.

Once products are flagged as hazardous in Product Maintenance, the RF Warehouse Management system is alerted. The Pick In Process screen then alerts pickers to the hazard. As a picker, you can view the comments added in Product Maintenance from your gun as well as from the printed tickets, which are forced to print when hazardous materials are part of the order.

Set the control maintenance record to **Y** to enable this feature in the RF system.

To notify pickers that a product is hazardous:

1. From the **Maintenance** menu, select **Product** to display the Product Maintenance window.
2. In Product Maintenance, designate all hazardous products.
3. Save the settings and exit the window.
4. From the **System > System Files** menu, select **Control Maintenance** to display the Control Maintenance screen.

   Note: If prompted, log on to the character-based system.

5. Set the control maintenance record to **Y**.

   When a sales order is entered for a hazardous product and the picker attempts to pick the product, the RF system queues the picker that the product is hazardous by:

   - Playing a warning tune on the RF gun, which indicates that the product is hazardous.
   - Highlighting the Pick In Process screen's **Pick** hot key in red.

6. Press **Esc** to save the settings and exit the screen.

To view a warning for a hazardous product from the Pick In Process screen:

1. From the **Warehouse Management > RF Applications > RF Main Menu**, select **Picking** to display the Pick In Process screen.

   Note: If prompted, log on to the character-based system.

2. With the product for which checking warnings displayed, use the **C** hot key (which is part of the **Pick** hot key) to display the hazard description along with any line item comments made in Product Maintenance.
3. After viewing the warning, press **Esc** to save updates and exit the screen.

Handling Credits for RF

When you enter a credit, generate a warehouse in-process request to notify the warehouse that an item needs to be returned to inventory and put away. You may also need to send an operator to pick another product if the credit is an exchange.

For example, a customer at the counter has just ordered two products. You complete the order and send a shipping ticket through the system to the warehouse. The customer then changes the order, returning the first product for a different one. You must notify the warehouse operator picking the order to receive verify and put away the first product, and then to pick the new product.

Note: Set up a credit definition for the control maintenance record to prevent returned items from posting an immediate credit to a customer's account. This setup enables you to track the item in the warehouse but not give the customer credit until the vendor to which you return the item approves it. In addition, set the control maintenance record to **Sales Order Picking** and **Sales Order Receiving (Returns)** for the branch in which you are creating the return.

To notify the operator to put away the credited product and pick the new product:

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry window.
2. Recall the order if it has not been invoiced or recreate the order if it has already been invoiced.
3. In the dialog box warning that you are editing an order being picked, click **OK**.

   Note: You must be assigned the WHSE.INPROCESS.EDIT and WHSE.INPROCESS.CLOSE authorization keys to edit or close orders.

4. Credit the item.
5. In the dialog box asking to generate a put away request, click **Yes** to notify the warehouse operator to receive verify and put away the credited item.

   Note: When the warehouse personnel receives the returned order in Receiving Verify, the order ID displays as a sales order instead of as a purchase order (**S1234567890** instead of **P1234567890**).

6. Enter the new item.
7. In the dialog box asking to generate a pick request, click **Yes** to notify the warehouse operator to pick the new item.
8. Process the order.
9. Save the updates and exit the window.

Handling Canceled Orders with Tagged Items in RF

Many warehouses keep items tagged to sales or transfer orders in a separate tagged location. When a tagged order is canceled, generate a warehouse in-process request to notify the warehouse of the canceled order. Warehouse operators can then decide if they should move the items on the order from the tagged location back to their primary locations.

Note: You can only generate warehouse in-process requests for sales or transfer orders that are completely cancelled. For orders that are only partially cancelled (only some items are removed from the order) you must manually send the warehouse a message indicating that those items were removed from the order. For any tagged item that is removed from an order, the system changes its status from tagged to stock.

To notify the warehouse that a tagged order was canceled:

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry window.
2. Recall the order that needs to be canceled.

   Note: In order to generate a warehouse in-process request, the order must be invoiced before cancelling it.

3. Cancel the order by entering a negative amount for the amount ordered.

   For example, if the original order was for 10 widgets, enter **-10** for the widgets line item.
4. In the dialog box prompting you to verify the quantity change, click **Yes**.
5. In the dialog box prompting to generate a warehouse in-process request, click **Yes** to generate the request.

   Note: If you click **No**, the system does not generate a warehouse in-process request, and the items are left in the tagged area. The system changes the items' status from tagged to stock whether or not you generate a warehouse in-process request.

   The Return Goods Verification window displays.
6. Process the order cancellation.
7. Save the updates and exit the window.

Handling Return Purchase Orders in RF

If you need to return product on a purchase order (P/O) that has been received using RF, generate an in-process request to notify the warehouse to pick that product for the return.

> **Note:** Set the control maintenance record to **Purchase Order Picking (Returns)** for the branch in which you are creating the return P/O.

To generate a pick request for a return P/O:

1. From the **Purchase** menu, select **Purchase Order Entry** to display the Purchase Order Entry window.
2. Display the P/O holding the product that needs to be returned.
3. Enter a negative amount for the quantity that you are returning.

   For example, if you are returning 3 widgets, enter **-3** for the widget's line item.
4. In the dialog box verifying the quantity change, click **Yes**.
5. In the dialog box asking to generate a pick request, click **Yes** to generate the warehouse in-process request.

   > **Note:** If you click **No**, the system does not generate a warehouse in-process request, and the warehouse does not know that the items need to be returned. You will manually need to notify the warehouse of the pick.
6. Process the return P/O.
7. Save the updates and exit the window.

Entering Orders Outside of RF

To enter an order outside of the RF Warehouse Management system, use the special functions in Order Entry to enter orders that allocate product from no-pick zones.

For example, when a customer brings items to purchase from a self-serve area of the warehouse, on the Sales Order Entry window, enter the order so that you allocate the items from the self-serve zone. These items are not sent to be picked in the RF system.

All orders that you enter in this manner allocate product from its primary location of the self-serve zone. If the product does not have a primary or secondary location in the zone, the system allocates the product from the first location with quantity in that zone. In either case, the system prints the product location on the shipping ticket.

> **Note:** Define only one location for each product in a self-serve zone so the system knows from where to reduce inventory.

Enter orders without sending them to the RF system in one of the following ways:

- Enter the zone next to the quantity of product on the order. The system does not to send that item to RF.
- Enter the items through Quick Scan Entry.

  > **Note:** If you have a zone defined for a shipping branch in the control maintenance record, then the system selects that zone from which to reduce inventory.

To enter an item on an order without sending it to the RF system:

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry window.
2. Enter the order's information.
3. In the **Qty/Unit** field, enter the product quantity followed by a comma and the product zone code.

   For example, for 5 items from zone X, enter **5, X**.

   > **Note:** If you do not enter the product quantity and the zone, you must delete the entry and re-enter the item using both the quantity and the zone. If you do not delete and re-enter correctly, the system does not take the item from the correct location. If the warning "Warning: Allocated Zone Is Not Set Up In Zone Maintenance" displays, click **Close**, and correctly re-enter the quantity and zone.

4. In the **Product Description** field, enter the product name or description.

   The window displays "Allocated from Zone: X" below the product description. This does not print on the ship ticket.
5. Complete the order.
6. Save the updates and exit the window.

To enter an item on an order through Quick Scan Entry:

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry window.
2. Enter the order's information.

3. In the **Qty/Unit** field, enter 1.
4. In the **Product Description** field, enter **/QS** to display the Order Entry Quick Scan window.
5. Scan the item.

   The system enters the product's bar code in the **Scan Code** field and the product's description in the **Product Description** field.

   - If a zone is defined for the shipping branch from which you are entering the order in the control maintenance record, then the system displays that zone in the **Zone** field.
   - If a zone is not defined for the shipping branch, enter the zone from which the product is allocated in the **Zone** field.
6. To change the quantity of the item on the order, do one of the following:
   - In the **Quantity** field, enter the number being sold for an item.
   - Scan each item. The system consolidates the items that are the same onto one line.
7. Once you finish scanning all the items, click **OK** to return to the Sales Order Entry window.
8. Complete the order.
9. Save the updates and exit the window.

   Note: If you are allocating items from different zones, repeat this process for each item from a different zone and enter the respective zone for the item.

To change the product's picking location before printing a shipping ticket:

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry window.
2. Display the order that you need to edit.
3. Place the cursor on the item that needs its picking location changed.
4. From the **Line Item** menu, select **Schedule** to display the Line Item Scheduling window.
5. In the **Location/Tag/Lot** field, enter the correct location.
6. Save the updates and exit the window.

Running the Backordered Items Report

Use the Backordered Items Report to view orders that a user backordered during the RF picking process. When you run the report, you can limit which sales orders to include by selecting the following:

- **Branch** - Limits the data by including only the sales orders from the indicated branch.
- **Date range** - Limits the data by including only the sales orders that fall within the date range.
- **User** - Limits the data by including only the sales orders which the indicated user picked.
- **Entity** - Limits the data by including only the sales orders for the indicated entity.

For a description of the report, see What the Report Shows at the end of the topic.

To run the Backordered Items Report:

1. From the **Warehouse Management > RF Reports** menu, select **Backordered Items in Picking** to display the Backordered Items Report screen.

   Note: If prompted, log on to the character-based system.

2. In the **Branch** field, enter the receiving branch for which to run the report.
3. In the **Start Date** field, enter the starting date for the period on which to report.
4. In the **End Date** field, enter the ending date for the period on which to report.
5. In the **User ID** field, enter the user ID for whom to run the report. Use the **Multi** hot key to run the report for multiple users.
6. In the **Entity** field, enter the entity for which to run the report. Use the **Multi** hot key to run the report for multiple entities.

   Note: If you do not enter a value in the **User ID** or **Entity** fields, the system will run the report for all users and entities.

7. In the **Sort By** field, press **F10** and select one of the following ways to sort the report data:

Selection	Description
Product	Sorts by product ID for all products tagged to an order selected for the report.
Order #	Sorts by order ID for all orders selected for the report.
User	Sorts by user ID for all indicated users.
Entity	Sorts by entity ID for all indicated entities.
Date/Time	Sorts by the date and time that the product was back ordered.

8. Set options, if needed, and generate the report.

What the Report Shows

The Backordered Items Report shows the following information:

Field/Column	Description
Branch	The branch for which the report was generated. **All** displays if the branch was generated for all branches.
Sorted By	The sort by method selected for the report.
Product	The product that was backordered.
Order Number	The order on which the product was backordered.
Picking Location	The location from which the user tried to pick the product.
Onhand Qty	The on hand quantity for the backordered product.
B/O Qty	The quantity of the product that was backordered.
User	The user who backordered the product.
Date	The date on which the product was backordered.
Time	The time at which the product was backordered.

Running the Audited Items Report

Use the Audited Items Report to track totes that were overridden as audited on the Audit Tote screen but that were not actually audited.

For example, if you do not have time to audit all totes before loading them onto the truck, you can override the audit for those totes by using the **Audit Override** hot key on the Audit Tote screen. When the Audited Items Report is run, these totes appear on it.

For a description of the report, see What the Report Shows at the end of the topic.

To run the Audited Items Report:

1. From the **Warehouse Management > RF Reports** menu, select **Audited Items** to display the Audited Items Report screen.

   Note: If prompted, log on to the character-based system.

2. In the **Br/Tr/All** field, select the branch or territory for which you want to run the report. Type **ALL** to run the report for all branches and territories.
3. In the **Start Date** field, enter the beginning date to run the report. Press **F10** to select a calendar date.
4. In the **End Date** field, enter the ending date to run the report. Press **F10** to select a calendar date.
5. In the **User ID** field, enter an auditor on whom to run the report or do one of the following:
   - Press **F10** to select from a list of users.
   - Use the **Multi** hot key to enter more than one user. ***Multi*** displays in the field.
   - Leave the field blank to run the report for all users.
6. In the **Entity** field, enter the customer or vendor for which you want to run the report.
   - Use the **Multi** hot key to enter more than one entity. ***Multi*** displays in the field.
   - Leave the field blank to run the report for all entities.
7. In the **Sort by** field, indicate how you want the report to sort. Press **F10** and select one of the following:
   - **Product -** Sorts by product ID for all products tagged to an order selected for the report.
   - User - Sorts by user ID for all users selected for the report.
   - Entity - Sorts by entity ID for all entities selected for the report.
   - Date/Time - Sorts by the date and time at which the audit was performed.
   - Variance - Sorts by totes with variances.
8. In the **Variance (I/E/O)** field, indicate if you want to include, exclude, or run the report for variances only.
9. In the **Overridden (I/E/O)** field, indicate if you want to include, exclude, or run the report for only items that have been overridden.
10. Set options, if needed, and generate the report.

What the Report Shows

The Audited Items Report shows the following information:

Field/Column	Description
Branch	The branch or territory for which the report was generated. **All** displays if the report was generated for all branches and territories.
Sorted By	The sort by method selected for the report.
Variance	Whether quantity variances were include or excluded from the report, or whether the report was generated for quantity variances only.
Overridden	Whether overridden totes were included or excluded from the report, or whether the report was generated for overridden totes only.
Product	The product on the tote that was audited or overridden.
Order Number	The order on the tote that was audited or overridden.
Ovr	Whether the tote-audit was overridden.
Tote	The tote that was audited or overridden.
Pick Qty	The quantity of the product that the picker indicated was picked onto the tote.
Audit Qty	The quantity of the product that the auditor indicated was on the tote.
User	The user who either audited the tote or selected to override the audit.
Date	The date on which the tote was audited or overridden.
Time	The time at which the tote was audited or overridden.

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