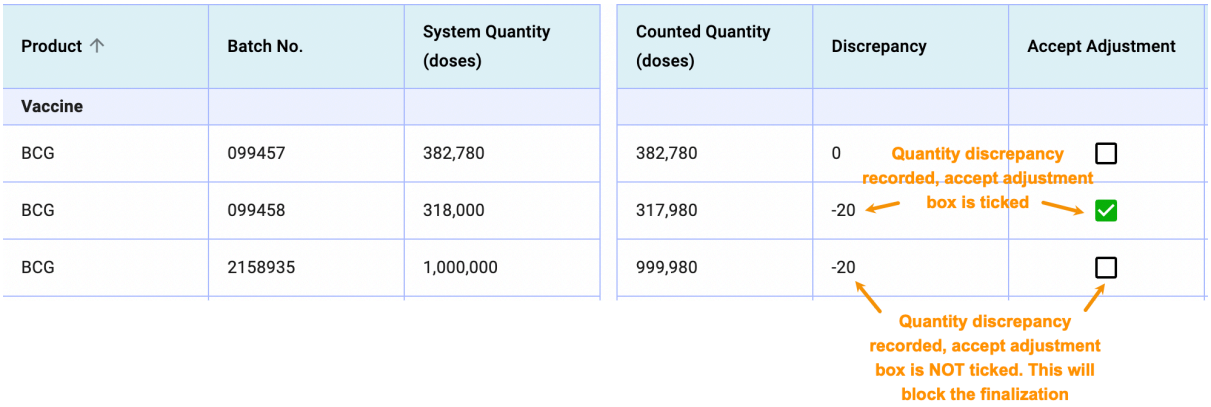
Physical count and adjustments: I cannot save the data

When registering a physical count and/or adjustment, the data will be saved when clicking the button “Finalize” on the bottom right corner of the “Physical Count & Adjustments” page. However, in some instances, this button can be inactive.

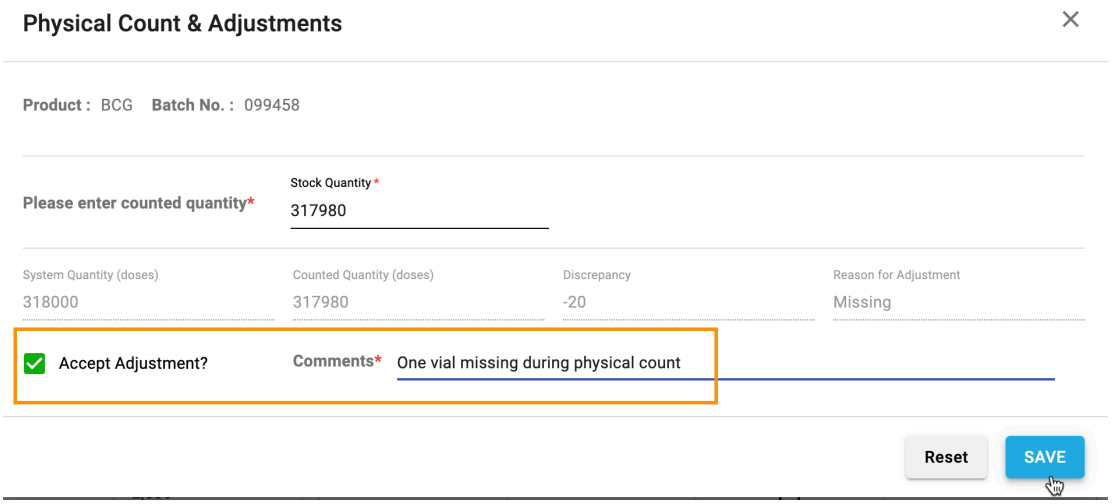


If the Finalize button remains inactive and the data cannot be saved, review the items lines to ensure that, if discrepancies have been recorded, the box “Accept adjustment” is showing a green tick mark.



If some items do not have the “Accept Adjustment” ticked, click the edit button to review and complete the information.

- If the quantity discrepancy was entered by error, re-enter the correct counted quantity to ensure the discrepancy shown is zero.
- If the counted quantity entered was correct and there is indeed a discrepancy that needs to be recorded, click the “accept adjustment” box and enter a comment in the mandatory comment box, then save.



Once all the lines with discrepancies have been correctly completed, the “Finalize” button at the end of the page will become active and you will be able to save the physical count and/or adjustment.

