

Established 1952



Business Systems, Inc.

We'll take care of it.

F.A.Q.'s Inventory Control



SmartBackOffice.net

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Frequently Asked Questions Inventory

Q: Can I unpost my inventory if I notice an error?

A: Contact your Multi Unit Manager (D.M.) and tell them you need them to unpost your count sheet. The Restaurant Manager does not have security permission to effect a change in this area.

Ordering/Receiving/Credits

Q: An item I need to order is missing on the Suggested Order form, how do I add it?

A: Please contact the Dumac Callcenter (800) 878-4531, press 2

Q: Why is Sygma/Willow Run calling for the order when it was already sent?

A: Verify the order was submitted and not just saved. Please contact the Dumac Callcenter

Q: Why are items on my suggested order too high (or too low)?

A: The suggested order is based on the theoretical on-hand inventory in the system.

Verify your inventory, invoices, transfers and waste are accurate and posted.

Ensure your forecasted sales are accurate.

There may be high waste, low yield on items like lettuce, over portioning of products like condiments.

Q: Why are the bun prices different/incorrect

A: Some restaurants in your company own the Bun Freezers or an incorrect price was entered.

Q: My food cost shows a large gain on buns, what could cause that?

A: Most likely did not post all of your bun invoices. Bun invoices must be manually entered, saved, and posted.

Q: What do I do when I receive a credit from Pepsi after the invoice was submitted?

A: Select Purchasing, Vendor Invoices, select the invoice, enter the credit quantity amount on the line of the ingredient.

Q: I have not received an electronic invoice, but did get the products, what do I do?

A: The food vendors should make the electronic invoice available to SBO net prior to the delivery. Please contact the Dumac Callcenter. Once the invoice is available, post the invoice and assign the invoice to the actual day it was received. The SBO net system will account for this invoice during the next roll up.

NOTE: Bun deliveries must be entered manually; you will not receive an electronic invoice.

NOTE: Invoices are held by SBO net if a new item is on the invoice that was never ordered before. A SBO net technologist has to link the new ingredient before the invoice is made available for posting

Q: It is Monday Morning and I need to enter my weekly counts for food cost, but I am missing an invoice.

A: Enter your counts as you normally would. The missing invoice has limited effect on the extension of your ending inventory value. The SBO net system will account for this invoice after you post it during the next roll up .

Q: Why do I have duplicate invoices?

A: A manual invoice may have been entered for an electronic invoice when the electronic invoice "was late"

Contact the Dumac callcenter, the Dumac SBOnet technologist will correct this for you.

Reports

Q: Why are my credits not properly reflected in my food cost?

A: The credit was not entered when the invoice was posted. If you are short product when you receive your food delivery, you should adjust the invoice item quantities before submitting the invoice.

Q: Why is my food cost (or paper cost) on SBOnet so low?

A: Check (and correct) the following list of common errors:

NOTE: These must be corrected before posting the inventory.

-All invoices and transfers should be properly entered, saved, and posted.

-Bun invoices must be entered, saved, and posted.

-Do you purchase soda from a vendor other than your main food vendor?

-Look at the received invoices posted this week and scan for items with the color RED in the description

-Are any of the RED items food or paper items that should be included in food cost calculations?

-Accurate beginning and ending inventory numbers correct (reconcile from last week?)

-Hover over the theoretical food cost % column,

what are the sales being used to calculate the food cost %?

-Look at the Financial Summary Report, are sales correct?

Q: I just reset my inventory, but the beginning count for the new week does not reflect what I just entered.

A: After you commit your counts there is up to a two hour window for the system to run a rollup.

Q: Why is the variance on my corn oil so High?

A: Key in a shortening dump at the cash register on the day you "dump" your shortening. This will increase the theoretical usage. Another alternative is to ask Dumac Web Services to classify that item as an incidental.

Q: Why does my reported SBOnet food cost not match the food cost on my P&L?

A: Vendor or prompt pay discounts are not included in the food cost report.

Miscellaneous

Q: Can I access SBOnet with my cell phones/palm devices?

A: Login with your normal username and password and your browser will redirect to palm-menu.aspx

Q: I cannot log onto web inventory. I see "page cannot be displayed."

A: Most likely intermittent internet service. Try to access a different web site. Reboot the DSL/Cable Modem

Q: Why are the changes in transfers, invoices and inventory made not reflected in my food cost report?

A: Check to see if the transfer is unapproved.

Q: The count sheet is out of sequence. Can this be sorted differently?

A: Contact your Multi Unit Manager with your sorted list and they can effect the change

Q: What do I do if my restaurant has not reported sales to SBOnet?

A: Please contact the Dumac Callcenter