Serial Numbers

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Overview

A serial number is a unique identifier assigned to a product or device. It is used to distinguish and track individual items within a larger set or inventory. Serial numbers are typically alphanumeric codes that are assigned by the manufacturer and they are usually found on various items such as electronics (e.g., smartphones, computers), appliances, and more. Skustack allows you to efficiently manage unique products' receiving and shipment processes by tracking their serials. Client setting **Enable Serial Number Validation** must be enabled for this workflow! Enabling this setting ensures that serial numbers are properly tracked and managed within the Skustack Admin. The **Validate Serial Globally** sub-setting is used in the Skustack application to prompt you to scan serial numbers.

When transferring inventory between warehouses, based on the value of the Client Setting**Transfer Serial numbers while transferring inventory between warehouses**, the serial numbers will either be preserved or lost. For more information on related settings, refer to this section.

Product Info Module

The **Product Info** module within Skustack's **Product** tab allows you to configure a specific product to require serial scan, manage existing serial numbers, and more, all from your handheld device.

Require Serial Scan

To configure a specific product to require serial scan:

1. In the **Product Info** module, tap the **Search** icon.

2. A pop-up window will display.

3. Scan or manually enter the desired SKU/UPC.

4. Tap **Serials**.

5. Tap **Require Serial Scan**.

6. **Save**.

Manage Serials

To manage existing serial numbers for a specific product:

1. In the **Product Info** module, tap the **Search** icon.

2. A pop-up window will display.

3. Scan or manually enter the desired SKU/UPC.

4. Tap **Serials**.

5. Tap **Manage Serials**.

6. You can filter by the**PO #** where the serial was received using the**Filter** icon at the top right.

7. Tap the **+** icon to add a serial number to the product manually.

8. Tap on a specific serial number to be directed to the Serial Activity page. Here, you can find all of the information associated with the serial number, print serials, and perform a Bin to Bin or SKU to SKU transfer.

Serial Info Module

The **Serial Info** module within Skustack's **Product** tab allows you to find information associated with any serial number. Simply enter a serial number to view the SKU it's associated with, the PO number where it was received, and the current bin location of the item. You can also view the item's movement history and perform inventory transfers.

Search Serial Numbers

To search serial numbers:

1. In the **Serial Info** module, tap the **Search** icon.

2. A pop-up window will display.

3. Scan or manually enter the desired serial number.

4. You will be directed to the Serial Activity page. Here, you can find all of the information associated with the serial number, print serials, and perform a Bin to Bin or SKU to SKU transfer.
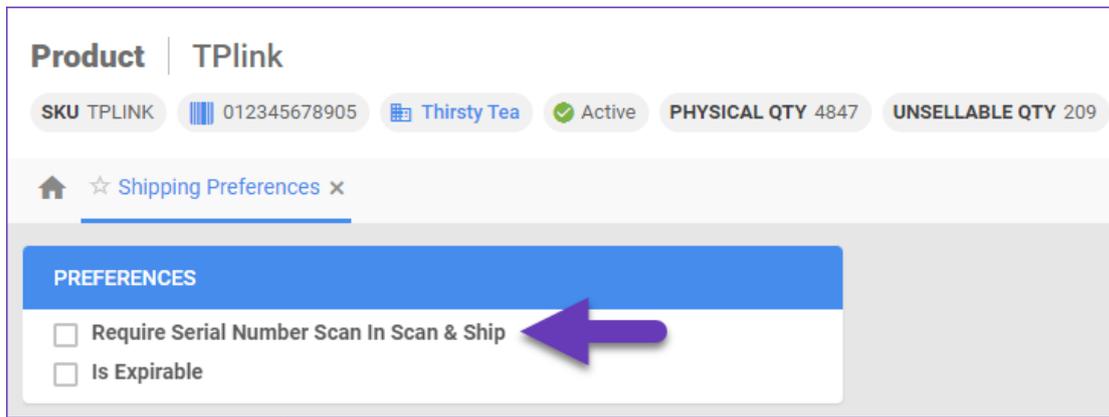
Manage Serial Numbers

There are several ways to manage serial numbers for your products in the Skustack Admin portal.

Configure Products

Configure a specific product to require serial scan:

1. Navigate to the Skustack Admin portal at **https://xx.skustack.com** (replace "**xx**" with your **server ID** or **team name**).

2. Enter your login credentials.

3. On the left, select **Products** > **Manage Products**.

4. Open the product details page of a product.

5. Click **Toolbox** and select **Shipping Preferences**.

6. Click the **Edit** button in the upper right-hand corner.

7. Check the **Require Serial Number Scan in Scan & Ship** box. This will mark the product as serialized.
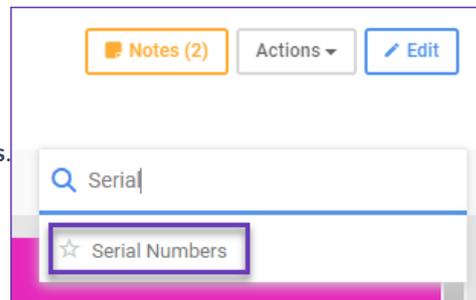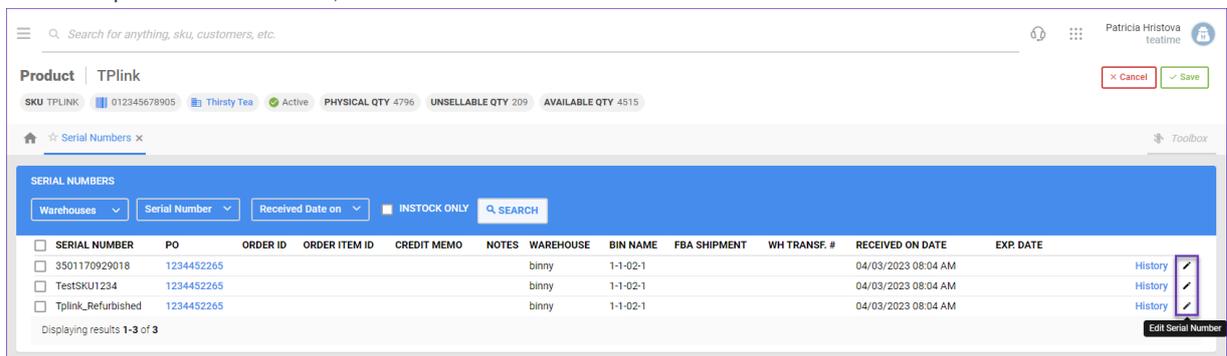
View Product Serials

To view serials for a specific product:

1. Navigate to **Products** > **Manage Products**.
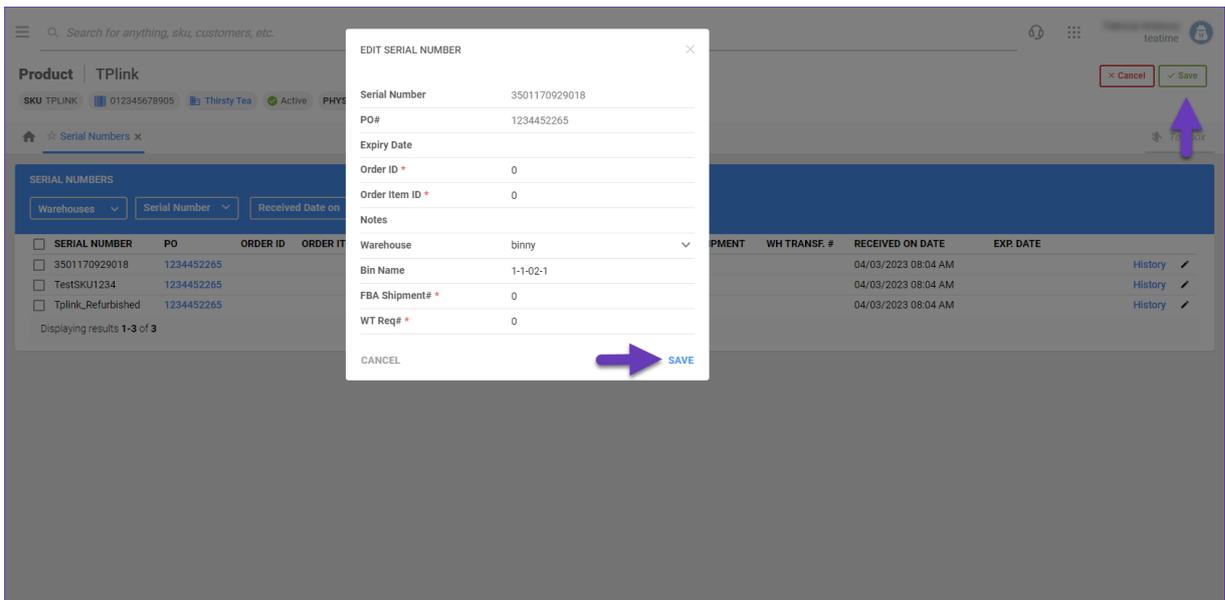
2. Open the product details page of a product.

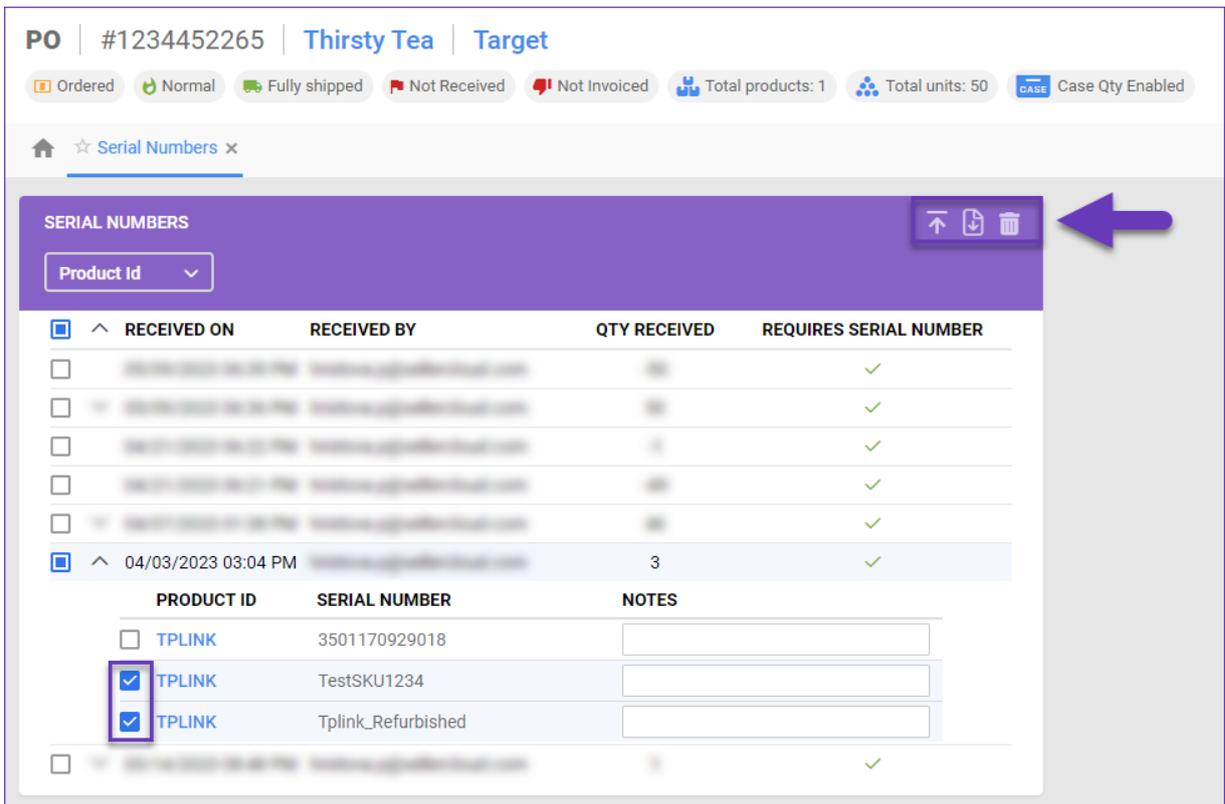3. Click **Toolbox** and select **Serial Numbers.**

4. You will see details regarding the serial numbers associated with this product.

   a. Use the **Warehouse, Serial Number,** and **Received Date** filters to search for specific serial numbers.

5. Click the **Edit** button in the upper right-hand corner to make adjustments to the serial numbers if necessary.

6. To edit a specific serial number, click the **Pencil** icon.

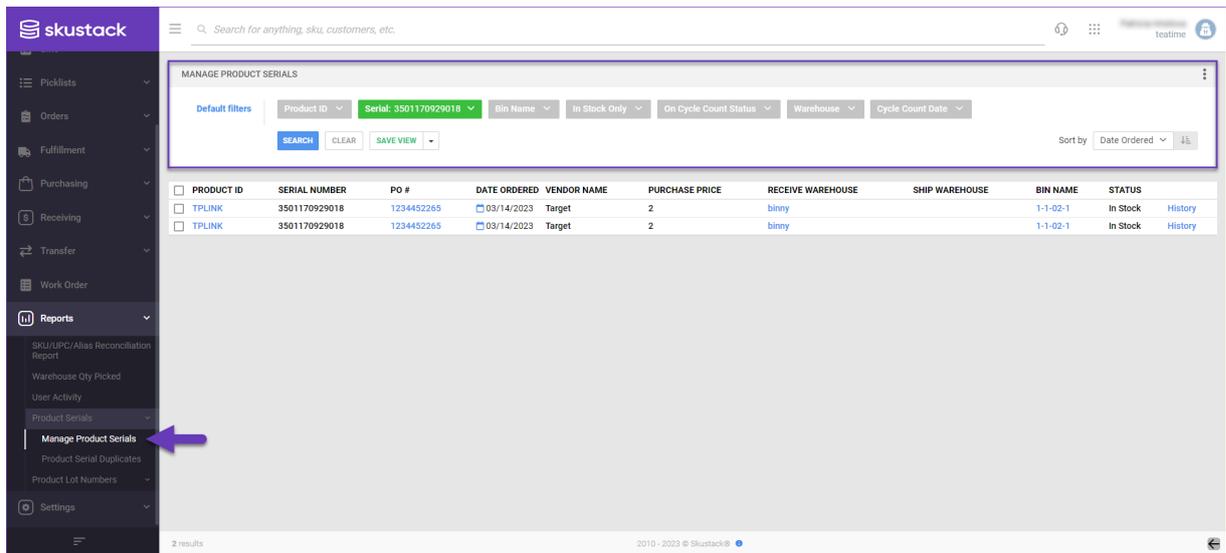If changes were made, click **Save** to apply them.

7. To delete an incorrect serial, click the **PO #** to be directed to the PO details page where it was received. From there, go to **Toolbox** > **Serial Numbers** > **Edit** > Select the serial you want to delete from the grid > Click the **Trash Can** icon.

This action will remove the existing serial number value, allowing you to update it to the correct one.

To view serial numbers for all products:

1. Navigate to **Reports** > **Product Serials** > **Manage Product Serials**.

2. Configure your **Default filters** to make sure that the results display exactly what you need.

3. Click **Search**. Each filter you apply gets highlighted. If a filter is gray or not displayed at all, it's not active.

4. To manage the columns in the grid, click the three dots icon on the top right and select **Customize Columns**. You can:

   a. Reorder columns by dragging them up or down in the list;

   b. Hide columns by clicking the **Trash** icons;

   c. Add columns by clicking **Add column**.

5. To arrange the data in a different order, use the **Sort by** menu.

6. To save your filtering and sorting options, click **Save view**, enter a **Name,** and click **Save.**

7. Select your desired serial number/s from the grid and access the **Actions** menu at the lower right-hand corner to **Export to Excel**, or;

8. Click the **PO #** to be directed to the PO details page where it was received and **History** to view the serial number's history.

Refer to the table below for a description of each filter.

FILTER	DESCRIPTION
Product ID	Search for serial numbers associated with a specific SKU.
Serial	Search for a specific serial number.
Bin Name	Search only for serial numbers in a specific bin.
In Stock Only	Search only for serial numbers that are In stock.
On Cycle Count Status	Search only for serial numbers included in a cycle count report.
Warehouse	Search only for serial numbers in a specific warehouse.

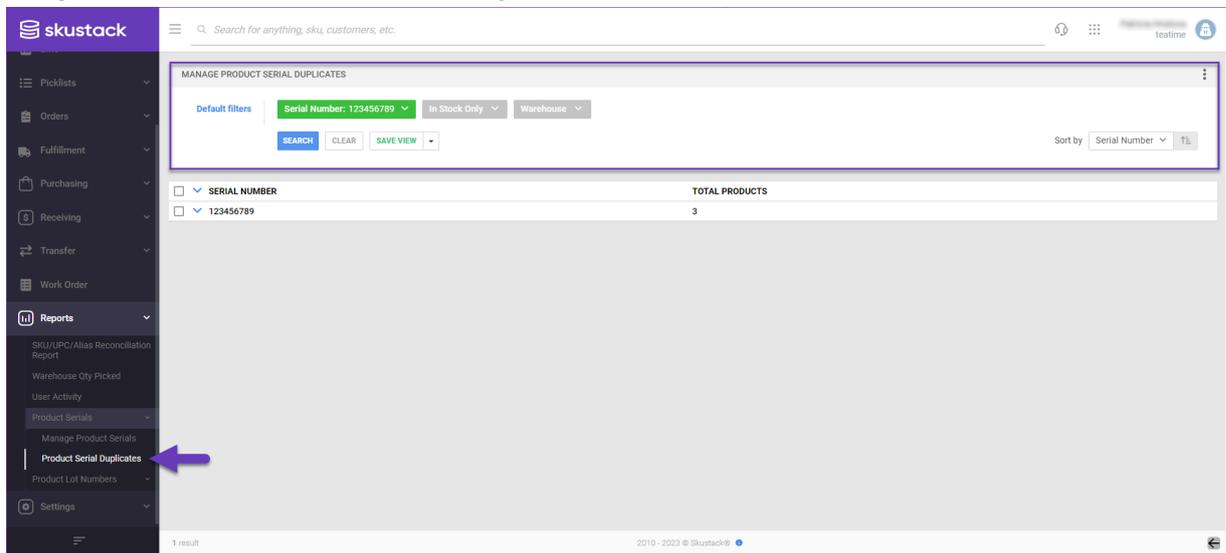|	
Cycle Count Date	Search only for serial numbers included in a cycle count report within a specified date range.

To view serial numbers associated with an order:

1. Navigate to **Orders** > **Manage Orders**.

2. Open the order details page of the order you want to check.

3. Click **Toolbox** at the top right and select **Serial Numbers**.

4. You will see information about serial numbers associated with products in this order.

Manage Product Serial Duplicates

To manage serial number duplicates:

1. Navigate to **Reports > Product Serials > Manage Product Serial Duplicates**.

2. Click the **arrow** icon next to the Serial Number to reveal the products it's associated with.

3. Click on an SKU to be directed to the product's Serial Numbers page, where you can modify the serial numbers as needed.

Related Settings

SETTING	DESCRIPTION
Show Serial Number on Order Details	*Client setting.* When enabled, the **Serial Number** field appears on the Order Details page.
Show Serial Number on Invoice Details	*Client setting.* When enabled, the **Serial Number** field appears on the Invoice page, within the **Description** box.

Enable Product Serial number length validation	*Client setting.* Enables and sets a default length for a validation message. The length can be adjusted on the product page, within the Shipping Preferences.
Transfer Serial numbers while transferring inventory between warehouses	*Client setting.* When a SKU-to-SKU transfer is done for a unit, the serial number of that specific unit can be transferred as well in order to preserve history and will allow that unit to be resold.
Enable Serial Number Management	*Client setting.* Allows serial number addition and edit from the Order Details page by going to **Action** > **Manage Serials**.
Enable Serial Number Validation	*Client setting.* This controls the validation process within the Skustack Admin. It checks whether the serial numbers match the serial numbers assigned to units when they were received on a Purchase Order. When this setting is enabled, it will prevent users from deleting serial numbers on the manage product serials page. Alternatively, it should be managed on the purchase order. The **Validate Serial Globally** sub-setting is used in the Skustack application to always prompt you to scan serial numbers for any of the following: • Bin-to-bin transfers • Bin/Warehouse adjustments • Warehouse-to-warehouse transfers • SKU-to-SKU SKU transfers • Kit Assembly picking/prepping • Bin cycle counting • Credit Memo picking • FBA Picking • FBA Box content packing • PutAwayList • One-way transfers
Require serial scan if necessary	*Skustack's Warehouse Management setting.* When enabled, will force the user to scan serials for products that are set to require serial scan when receiving.
Require Component Serial Scan If Necessary	*Skustack's Warehouse Management setting.* When enabled, will force the user to scan serials for kit components that are set to require serial scan when assembling.
Require Serial Scan When Picking	*Skustack's Warehouse Management setting.* When enabled, will force the user to scan serials for products that are set to require serial scan when picking.
Require Serial Scan For Cycle Count	*Skustack's Warehouse Management setting.* When enabled, will force the user to scan serials for products that are set to require serial scan when performing a cycle count.
Require Serial Scan For Bin Transfers	*Skustack's Warehouse Management setting.* When enabled, will force the user to scan serials for products that are set to require serial scan when performing bin-to-bin transfers.
Allow Manage Serials	*Skustack's Warehouse Management setting.* Allows you to enable the setting **Require Serial Scan** on a product from the Product Info module.
Manual Serial Input	*Skustack's Warehouse Management setting.* Allows you to manually type in the serial you are receiving/picking (otherwise the serial must be scanned).