Cycle Count
This should be done first to allow nurses to know the existing quantity before resolving discrepancies.
1. Press Inventory Menus from the Main Menu.
3. Press Find Item, then select the item from the list.
4. Press OK, then follow guiding lights to access item.
5. Continue until all items have been counted.
6. Close drawers and doors.
7. Press Exit to conclude.

How to research discrepancies
The Discrepancy by User report provides information to help determine why the discrepancy occurred.
- Who found the discrepancy: This is the name of the user whose transaction triggered the discrepancy at the cabinet.
- Users with previous access: Follow up with the users on this report to figure out what happened.

How to resolve discrepancies
1. Log on to the cabinet. The patient list is displayed.
2. Press Main Menu.
3. Press Resolve Discrep.
4. Select Control Level 2–5. (screen 1)
5. Press Resolve Discrep.
6. Select a discrepancy.
7. Enter a resolution reason.
   a. Press List of Resolve Reasons. (screen 2)
   b. Select one from the list. (screen3)
8. Press Resolve Discrep.
9. Have a witness enter their User ID and password.
10. Press OK.
What is a discrepancy?
A discrepancy is the difference between the expected amount of an item stocked in the cabinet and the actual amount. When an item is accessed and the quantity in the bin differs from what is expected, a discrepancy is created. Discrepancies can occur during return, cycle count, or bin level change.

Examples:
- A user indicates 1 item to remove on screen, but actually removes 2.
- A remote item is removed without accessing or indicating it in the system.
- A drawer is closed without actually removing items.
- The count is off during restock or cycle count.

How to know there is a discrepancy
The screen saver displays on the cabinet if there is an outstanding discrepancy. (screen 1)

The Resolve Discrepancy button is active on the log-on screen. (screen 2)

Press the Resolve Discrepancy button to view the message. (screen 3)

A discrepancy receipt prints as soon as a discrepancy is triggered (if configured). Give the receipt to a nurse manager or to Pharmacy.

Discrepancy Receipts
Discrepancy receipts usually contain multiple transactions that must be read from the bottom up to see the chronological order.

Discrepancy Resolution Notes
- Do a cycle count before trying to resolve discrepancies.
- Resolve discrepancies by the end of the shift in which the discrepancy was created or found.
- Communicate with the user with prior access to figure out how the discrepancy occurred.
- Finding a discrepancy does not indicate ownership of a discrepancy, only that an open discrepancy exists and needs to be addressed.