UNIVERSITY

Store to Store Stock Check: Keep Sales Flowing and Customers Happy

Ian McCracken

Client Experience Specialist

September 9, 2025

WHAT YOU'LL LEARN

- Why optimal stocking matters
- How out-of-stock items can affect business performance beyond lost sales.
- How Paladin's Remote Stock Check and Store to Store Stock Check and help reduce outs

Why optimal stocking matters

- Retailers miss out on close to $1 trillion in sales annually due to out-of-stock merchandise.
- Over the past year, 78% of US shoppers experienced out of stock products in stores.
- Nearly 69% of shoppers will abandon their purchase if their desired items are out of stock.

Effects of out-of-stocks

- Out-of-stock items affect retails stores in many ways.
  - **Lost sales:** A customer often abandons an entire purchase if one item on their list isn't available.
  - **Customer frustration:** Consistent out-of-stocks can lead customers frustration which can result in decreased loyalty, negative word-of-mouth, and customer churn.
  - **Lack of trust:** Stocking problems can make it hard to maintain customer loyalty.

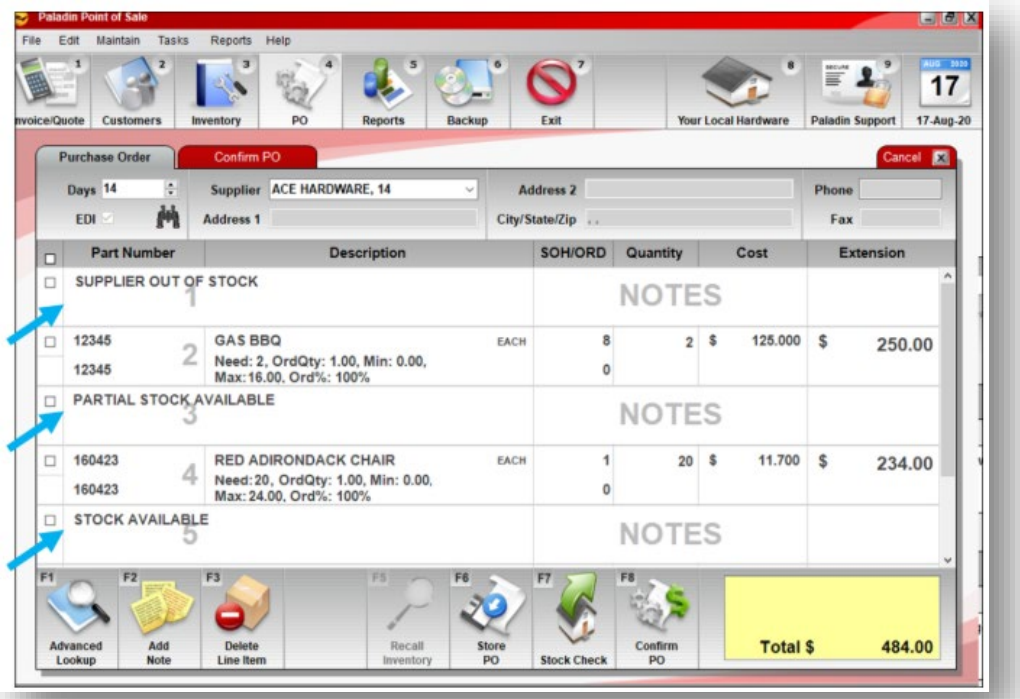
Remote Stock Check

- Paladin's Store to Store Stock Check is part of our Remote Stock Check feature.
- Remote Stock Check allows stores to view what products are in stock in their suppliers' warehouses.
- This provides:
  - Real-time remote stock on hand (SOH) information
  - Sorting of purchase orders (POs) by availability
  - Adjusting order quantities before buying
  - Efficient ordering

Remote Stock Check

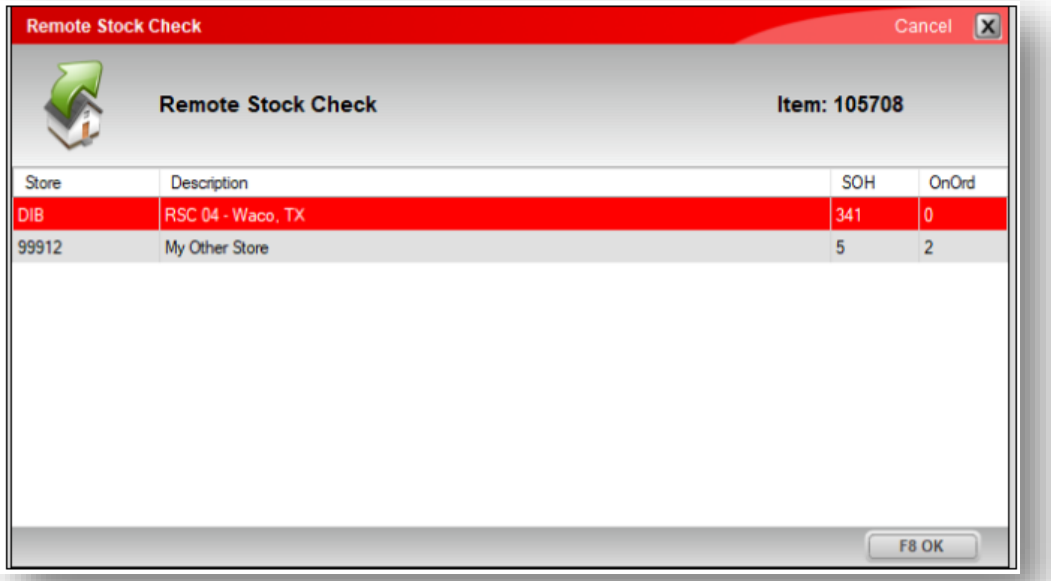
- Paladin's Remote Stock Check supports the following RSC suppliers:
  - Ace
  - Buttery
  - Do It Best
  - EJD
  - Orgill
  - True Value
  - Wallace

Remote Stock Check



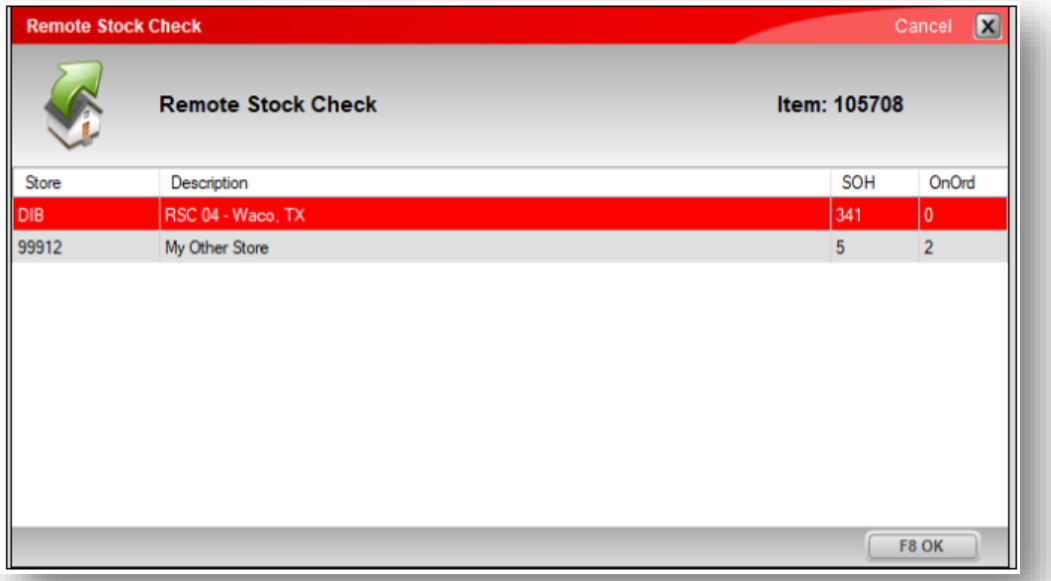
- Paladin's Remote Stock Check This feature sorts items on a purchase order (PO) into the following categories based on RSC availability:
  - **SUPPLIER OUT OF STOCK**: Shows PO items that are not in stock at the RSC.
  - **PARTIAL STOCK AVAILABLE**: Shows PO items that are in stock at the RSC, but not enough to cover your current order quantity.
  - **STOCK AVAILABLE**: Shows PO items that are in stock at the RSC for your order quantity.

Store to Store Stock Check



- Paladin Point of Sale's Store to Store Stock Check feature allows businesses with multiple locations to view items at its other stores.
- Note: Stores must have the same part numbers at all locations for the feature to work properly.

Store to Store Stock Check



- To use the Store to Store feature:
  - In Paladin, on the top ribbon, select the **Inventory** or **Invoice/Quote** module.
  - In the **Part #** or **Part Number** box (depending on the module open), enter a part number.
  - Press **Enter**.
  - On the bottom ribbon of the module, select **F7 Stock Check**.
- The **Remote Stock Check** window opens showing the availability of the item in both Store to Store locations.

Learn More

To learn more, see the following resources in our Help Portal

- Remote Stock Check
- Store to Store Stock Check
- Webinar: PO Potpourri: Everything You Need to Know about the Paladin Purchase Order Module and Features
- Webinar: PO Potpourri: Everything You Need to Know about the Paladin Purchase Order Module and Features Part 2

A recording of this webinar will be available at portal.paladinpos.com/webinars.

Next Webinar:

Managed Security and Backup Essentials

September 30

9am PT

https://portal.paladinpos.com/webinars/

UNIVERSITY

Expand Your Knowledge

Stay relevant in retail:
paladinpointofsale.com/retailscience

Self help at:
portal.paladinpos.com

Webinars available at:
portal.paladinpos.com/webinars

Follow us for Paladin news and updates: