



OneDown

User guide

How to count inventory

From opening an inventory to finishing the count, in five steps. For staff who count on a phone.

Before you start

What you will achieve

Open an inventory, count the items and finish counting in the app.

Time

3 minutes

What you need

Signed in to the OneDown app

An inventory in progress

The items in front of you

Steps

- 1**

Tap Continue counting
On the home screen, tap the blue card of the inventory you are counting.

p. 3
- 2**

Choose an item
Tap the item you are counting, for example San Marzano Tomatoes.

p. 4
- 3**

Enter the quantity
Use the number pad to enter how many you see.

p. 5
- 4**

Tap Save & Done
The quantity is saved and you return to the item list.

p. 6
- 5**

Finish counting
When all items are counted, tap Finish Counting.

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- ?**

What if...?
Fixes for the most common problems.

p. 8
- Tips from practice**
Small habits that save time.

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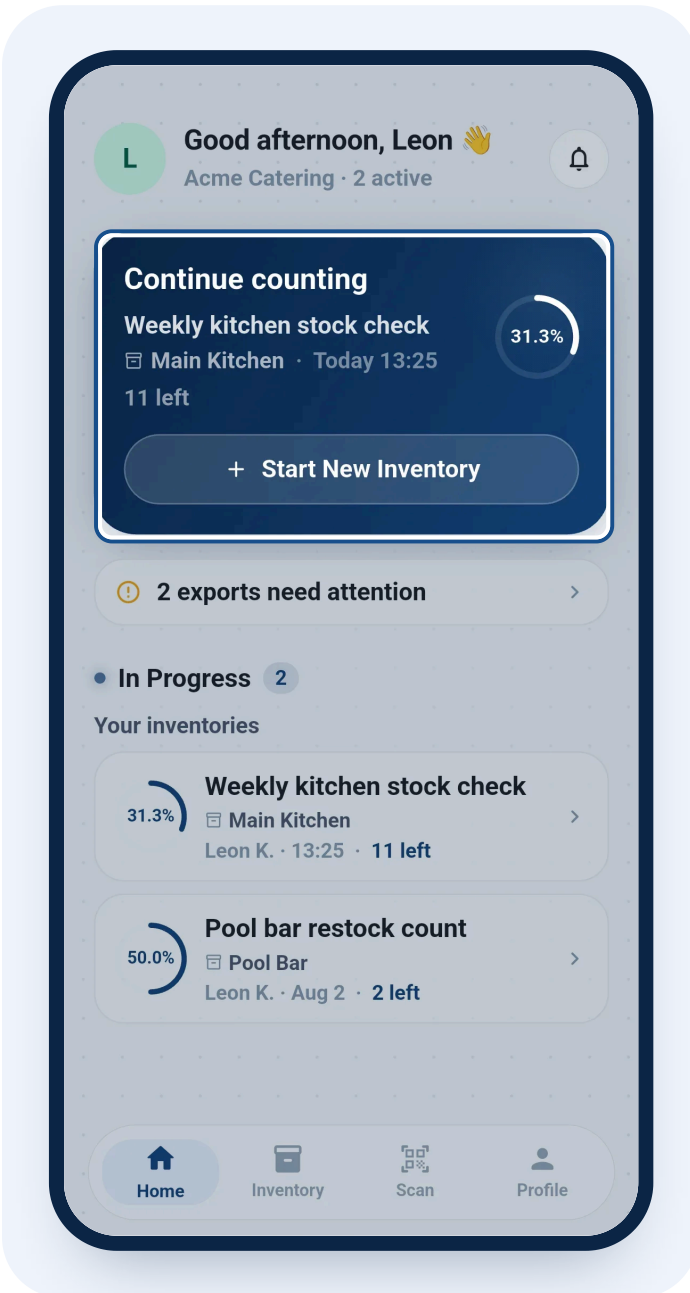
Is this the latest version?

Version 1.0 of 23 October 2026. Scan the code or open help.onedown.ai/en/mobile/inventory/counting/

Step 1 of 5

1 Tap Continue counting

On the home screen, tap the blue card of the inventory you are counting.



TIP

The card shows how many items are left to count.

RESULT

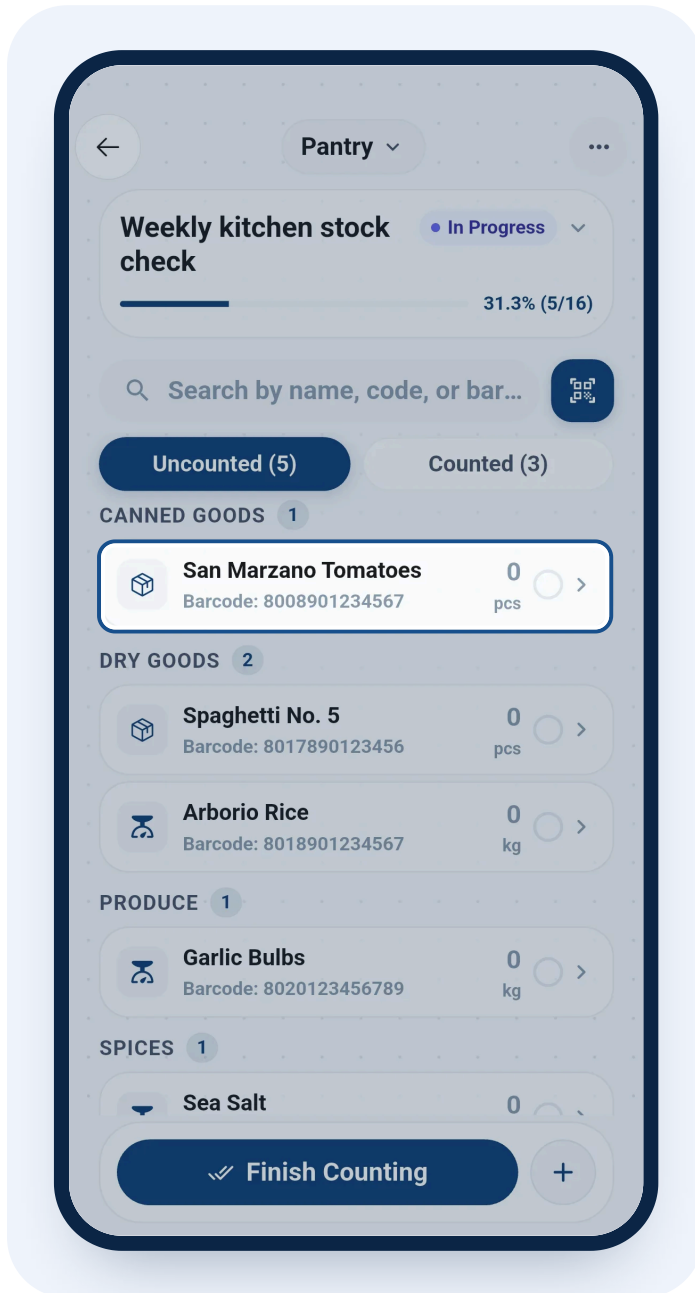
The item list of that inventory opens.

Step 2 of 5

2

Choose an item

Tap the item you are counting, for example San Marzano Tomatoes.

**TIP**

Items you have not counted yet are on the Uncounted tab.

RESULT

The quantity screen opens.

Step 3 of 5

3

Enter the quantity

Use the number pad to enter how many you see.

The screenshot shows the OneDown app interface for entering the quantity of an item. At the top, there is a close button (X) and a 'Pantry' button. Below this, the item 'San Marzano Tomatoes' is listed with a barcode (8008901234567) and a category 'Canned Goods' with a unit 'pcs'. The expected quantity is 'Expected: 24 pcs'. In the center, a large '0' is displayed with a minus button (-) on the left and a plus button (+) on the right, and the unit 'pcs' below it. Below the quantity display, there is a progress indicator 'Canned Goods 0/1'. At the bottom, there is a numeric keypad with buttons for '+', '-', a circular arrow (refresh), and digits 1 through 9, 0, and a delete button (X). A 'Save & Done' button is at the very bottom.

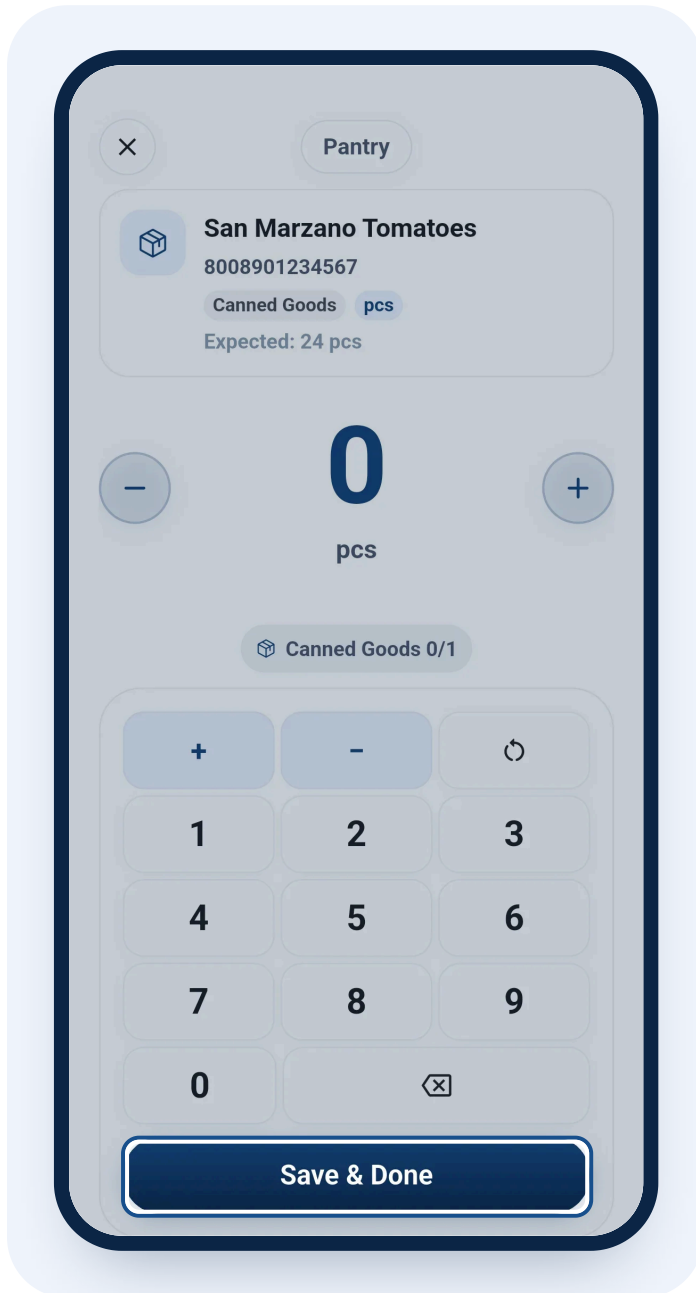
TIP

Made a mistake? The arrow icon at the bottom right deletes the last digit.

Step 4 of 5

4

Tap Save & Done



The quantity is saved and you return to the item list.

RESULT

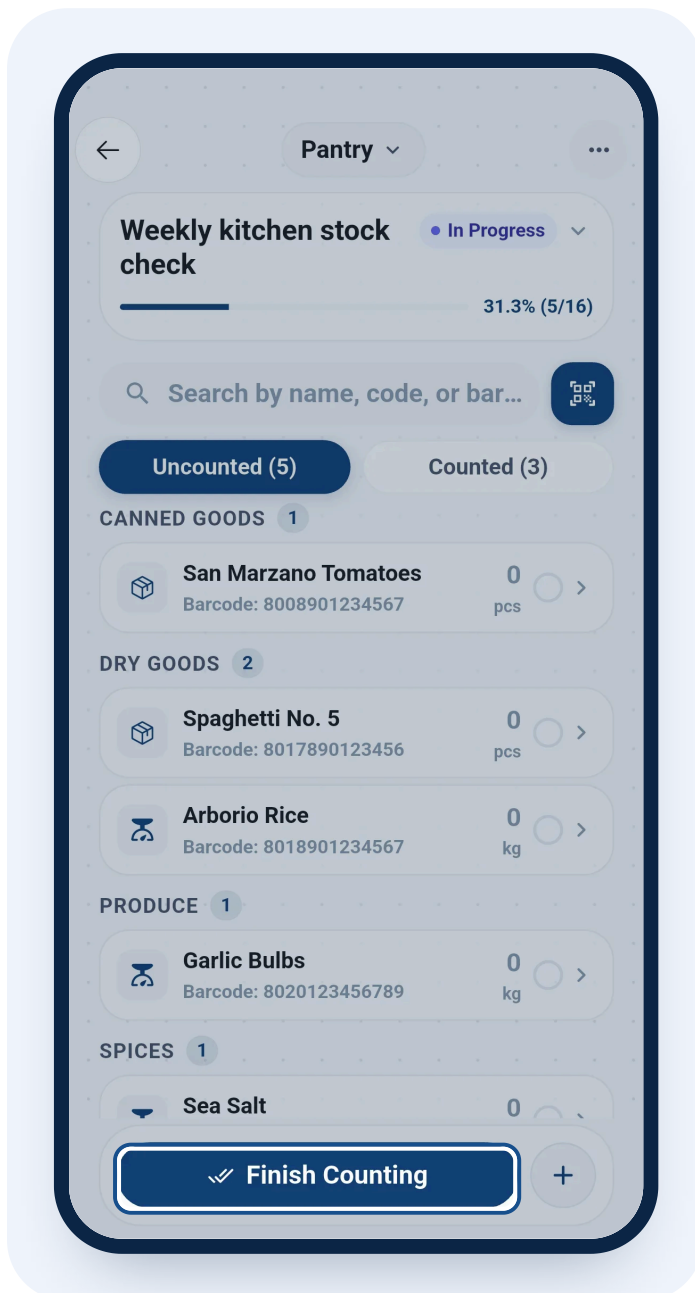
The item moves from the Uncounted tab to the Counted tab.

Step 5 of 5

5

Finish counting

When all items are counted, tap Finish Counting.



What if...?

What if I can't see the inventory?

What you see	There is no Continue counting card on the home screen.
What it means	The home screen only shows inventories in progress.
What to do	Look for finished inventories on the Inventory tab.

What if I want to see what I counted?

What you see	The list only shows items you have not counted.
What it means	Counted items are on a separate tab.
What to do	Tap the Counted tab above the list.

Tips from practice

- ✓ Count in order, shelf by shelf, so you don't skip an item.
- ✓ Count what you see in front of you, not what you think should be there.
- ✓ Count open bottles separately from sealed ones.



Full guide with pictures

Scan the code or open help.onedown.ai/en/mobile/inventory/counting/