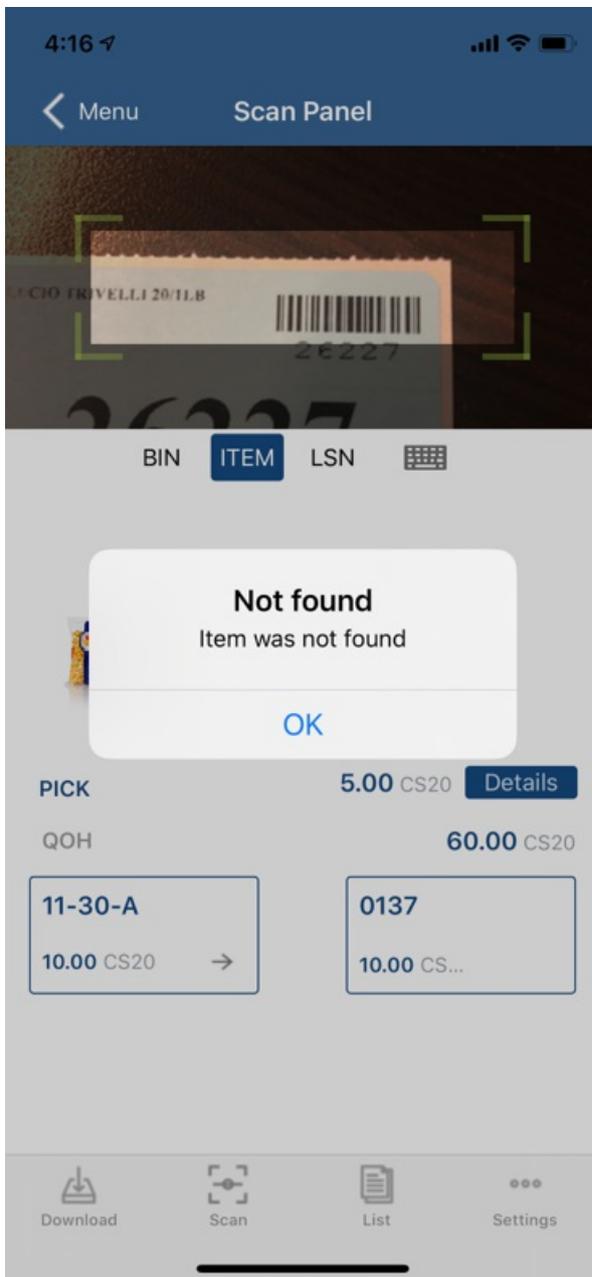


Order Time Mobile - Item Was Not Found Error

Last Modified on 09/22/2020 2:47 pm EDT

Item Was Not Found Error



Solution

1. Make sure that the item that you are scanning exists on one of the orders that is loaded into the app.
2. Check this preference to make sure that you are scanning into the correct field.

Admin > Company Preferences

Company Preferences

Section	Mobile
General	
Activities	
Doc #s	
Items	
Inventory	
Sales	
Shipping	
Payments	
Purchasing	
Receiving	
Production	
Lot / Serial #s	
Mobile	

Mobile

Web Service

Deactivate

Api Key: 19d09795-c0dd-46ce-b965-6b4146f581db

General | All Orders Mobile | Order Time Mobile

Which field is your preferred scan field?

Name / Number

Name

UPC

Manufacturer Part No.

Scan GS1 Barcodes (All Orders Mobile only)

Warehousing start scanning with:

Item

Bin

Lot / Serial Number

3. Verify whether the Check digit is being utilized:

Sometimes barcodes are printed with an extra check digit in them, it is just an extra character that gets added onto the end of a barcode for some systems that require it. What we have seen in the past is sometimes users will import bar code data for their items, but that data does not include the check digit which is part of the actual barcode. So then when they go to scan it the system does not find it. The user can always scan a barcode into a text editing app like notepad to confirm

the exact data the barcode is going to read in so that they can confirm it matches what they have on file for the item.

As a rule you need to see if the barcode that you have entered into the system is the same as the one you are scanning or if one of them is missing a digit.