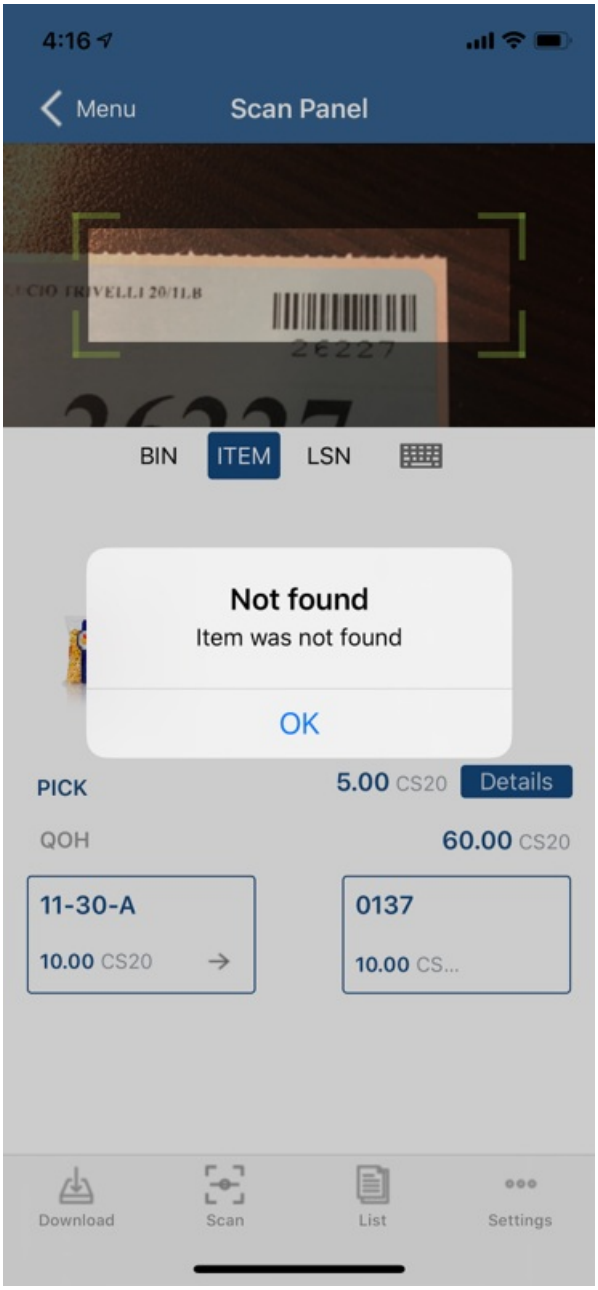
Order Time Mobile - Item Was Not Found Error

Last Modified on 11/04/2026 11:12 am EST

Problem

When you scan a barcode, Order Time Mobile shows **Item not found!**

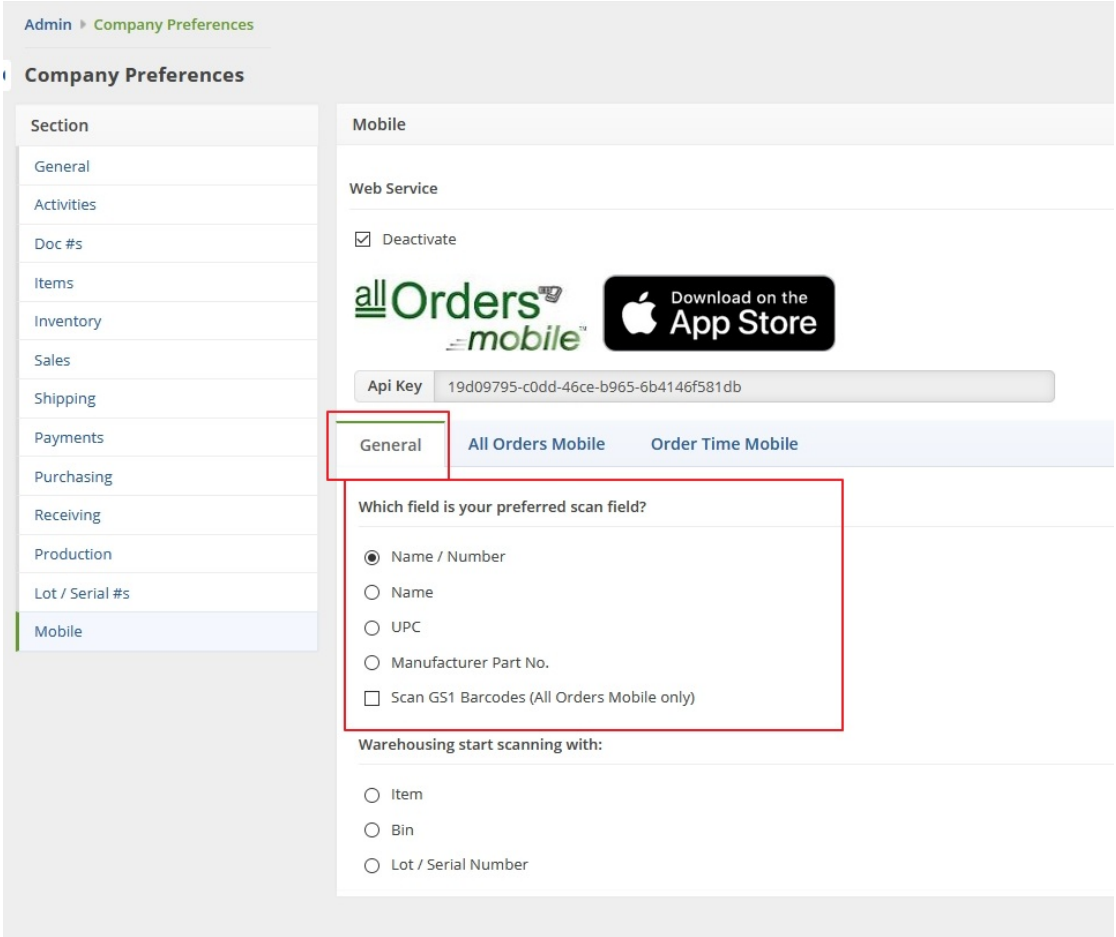


Things to check

1. **The item is on a downloaded document.** In Sales Orders to Pick, Ship Docs to Pack, Receive PO, and Work Order, you can only scan items that are on a document you have downloaded

to the device. Check the List tab to confirm the order is there and includes the item.

2. **You are scanning into the right field.** The scan screen expects an Item, Bin, or LSN (lot or serial number) in a set order. If the app is waiting for a bin and you scan an item, it won't find a match. Check **Start Scan With** in **Settings > User Settings**, and the Scan Item, Scan Bin, and Scan LSN options in **Settings > Preferences**.



3. **Recognize Scan matches your barcodes. Recognize Scan** in User Settings decides which item field the app compares your scan to: **Full Name**, **Name**, **UPC**, **MPN**, or **GS1**. If your barcodes hold UPCs but Recognize Scan is set to Name, the scan won't match.
4. **Composite QR Parsing is set correctly.** If your QR codes hold more than one value, such as Item|LSN or Item|Bin|LSN, turn on **Enable Composite QR Parsing** in User Settings. If your barcodes hold a single value, leave it off.
5. **Phone camera and external scanner aren't conflicting.** If you use a hardware scanner, turn off **Use Phone Camera to Scan** in User Settings and make sure the scan field has focus before you scan.
6. **The barcode matches what's in Order Time, including any check digit.** Some barcodes are printed with an extra check digit at the end. If you imported barcode data for your items without the check digit, the scanned value won't match what's on file. To see exactly what a barcode contains, scan it into a notes or text app and compare it with the value on the item in Order Time.

As a rule, compare the barcode stored in Order Time with the barcode you are scanning, and check whether one of them is missing a digit.

For more on scan settings, see Scanning & Barcodes.