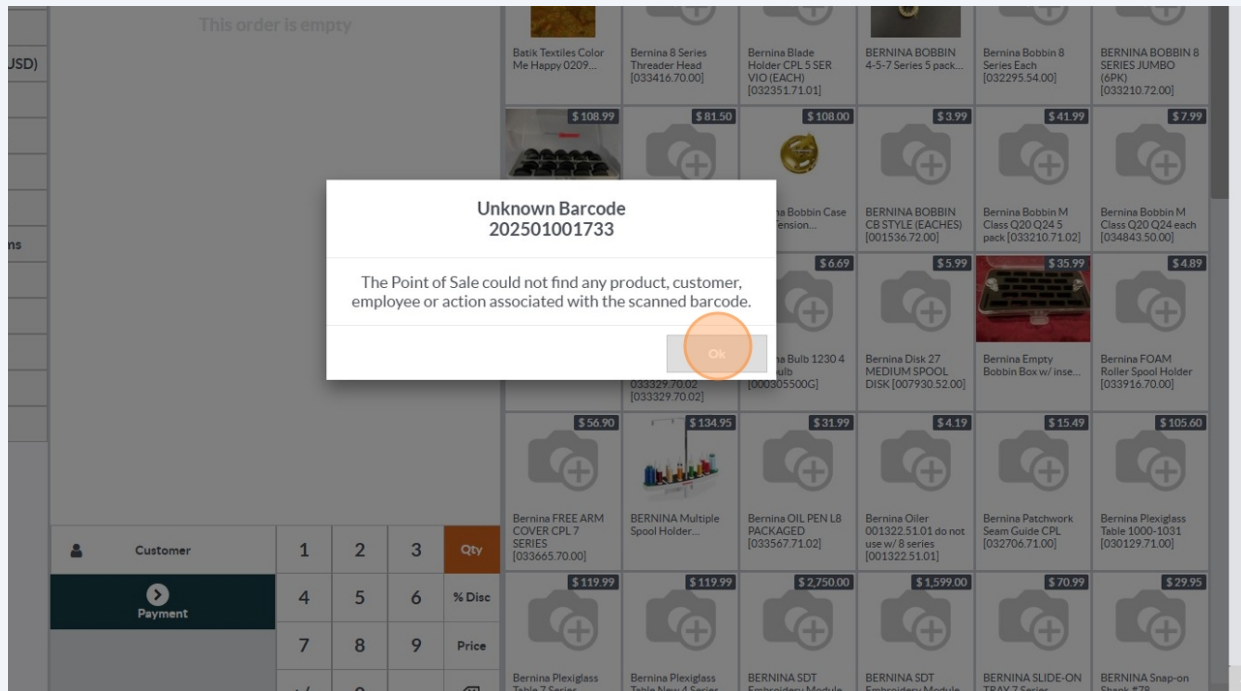


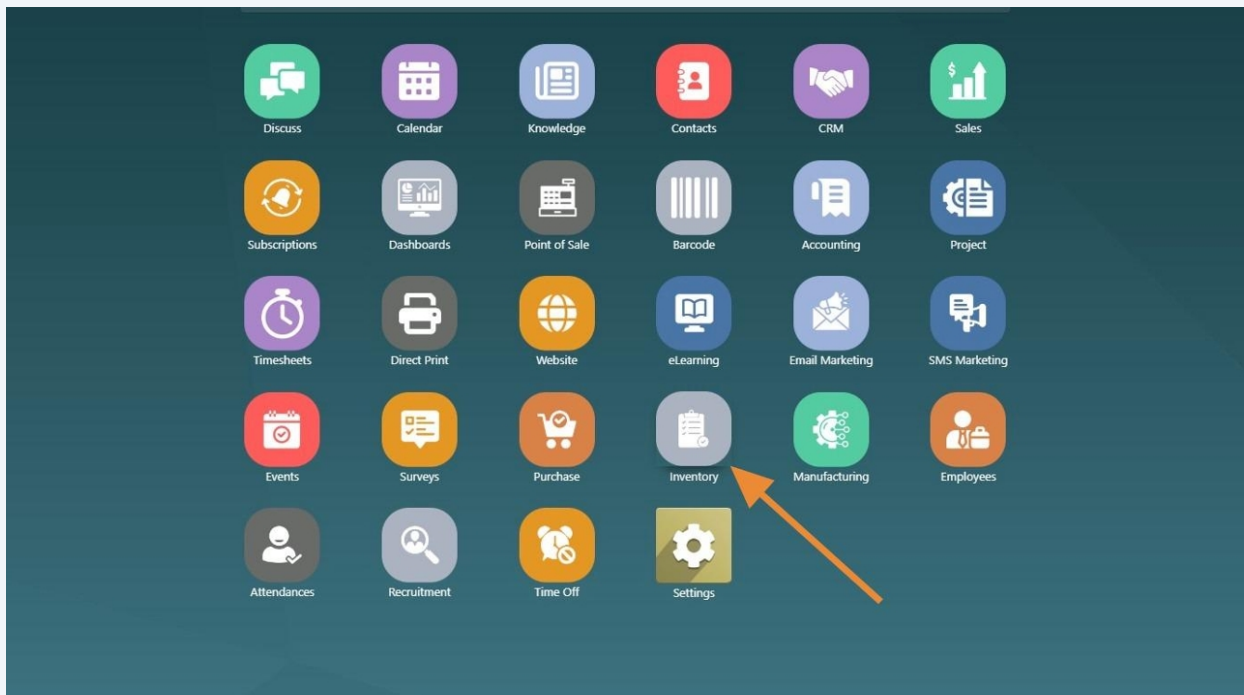
# Products Not Scanning in Register - How to correct

1

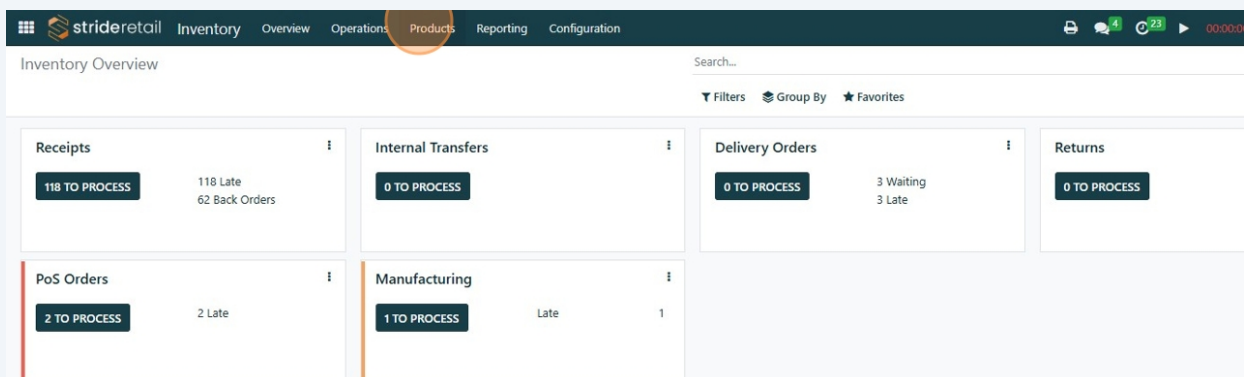
When you scan a barcode in the register and you get this error message, there are two things you can check to correct the problem. Click "Ok" to get rid of the error message.



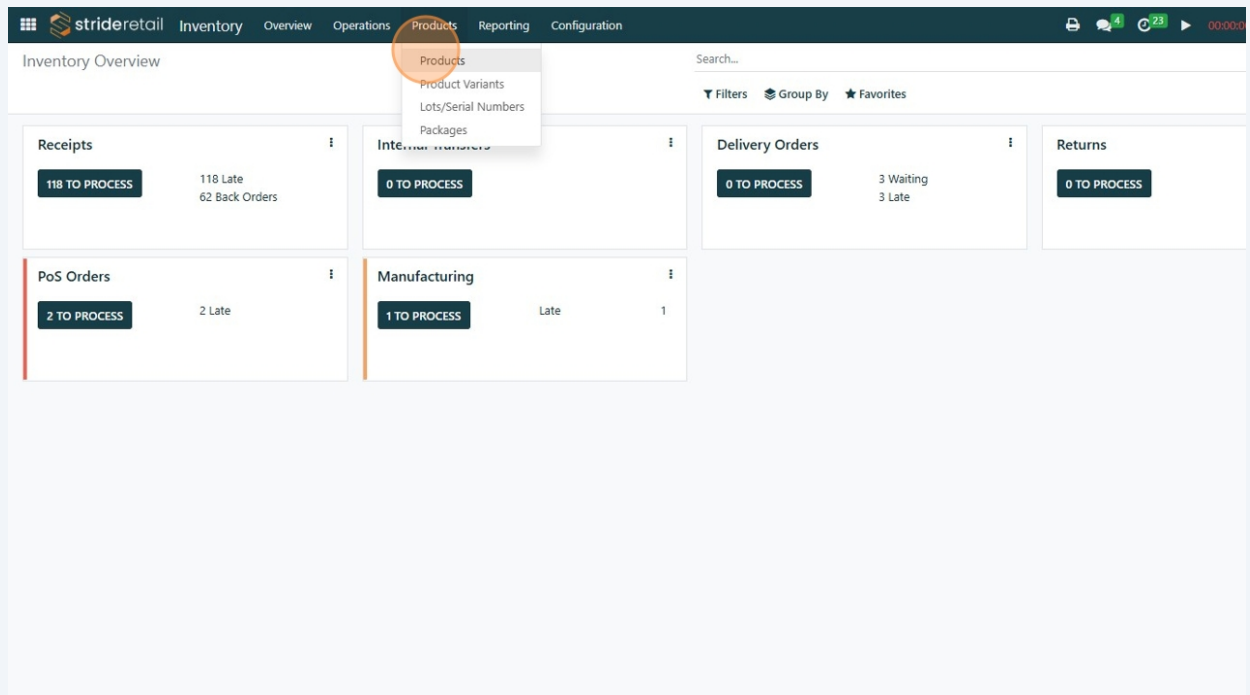
2 Go into the Inventory module by clicking on the Inventory icon.



3 Click "Products"



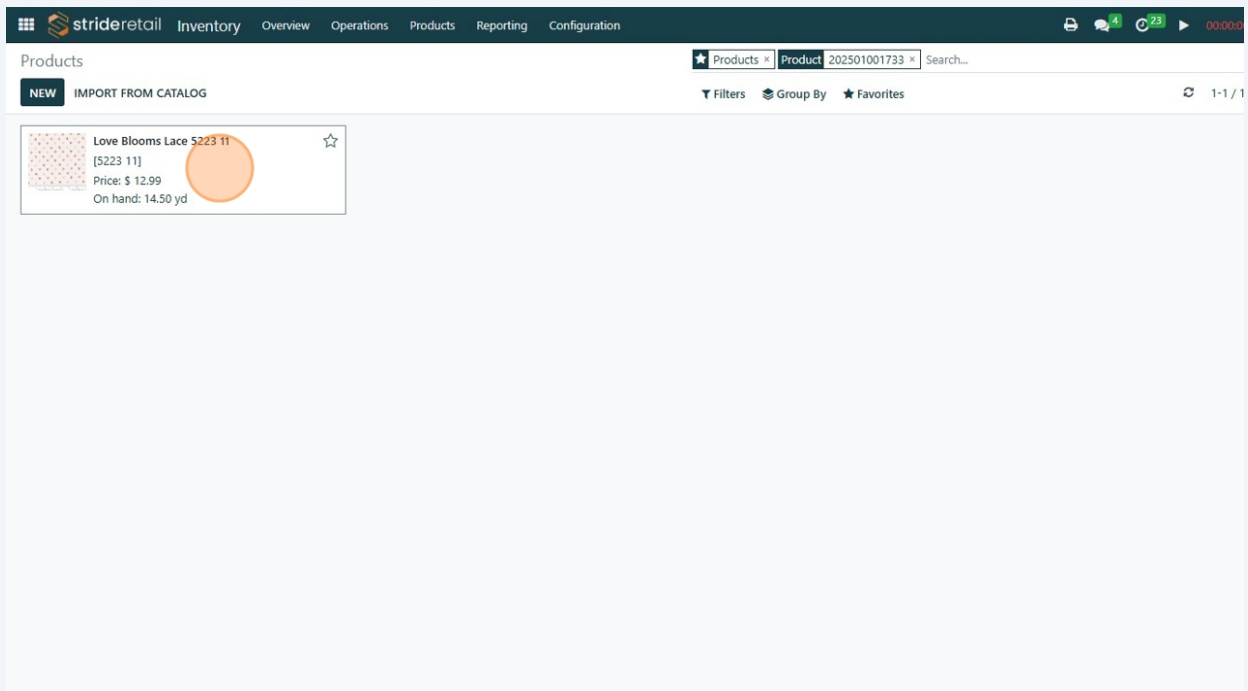
4 Click "Products" on the submenu.



5 Scan the barcode, in this example "202501001733".

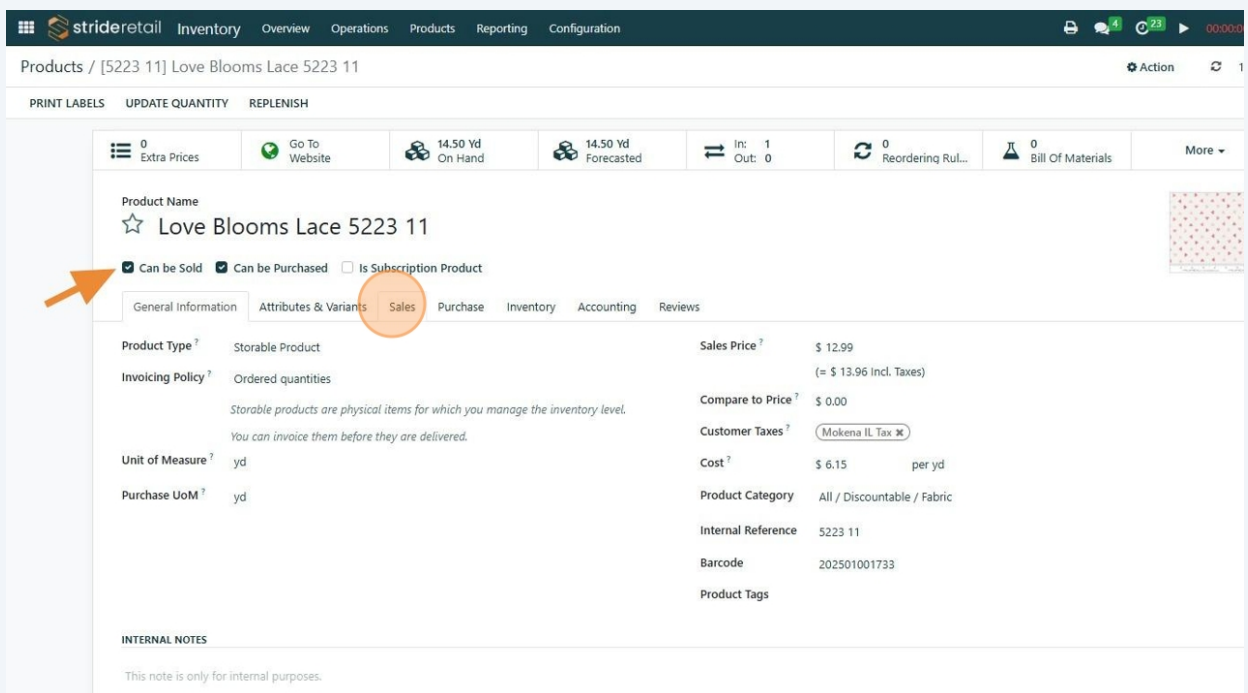
6

If the item appears, it does exist. Click on the item. If it does not appear, go to Step 13.



7

If you do not see the Sales tab. Make sure Can be Sold is checked off. If it is not, check it and then you should see the Sales tab. Click "Sales".



8

Check the to see if the Available in POS is checked, if not, Click the "Available in POS?" field.

strideretail Inventory Overview Operations Products Reporting Configuration

Products / [5223 11] Love Blooms Lace 5223 11

PRINT LABELS UPDATE QUANTITY REPLENISH

0 Extra Prices Go To Website 14.50 Yd On Hand 14.50 Yd Forecasted Inc: 1 Out: 0 0 Reordering Ru... 0 Bill Of Materials More

Product Name  
☆ Love Blooms Lace 5223 11

☒ Can be Sold ☒ Can be Purchased ☐ Is Subscription Product

General information Attributes & Variants Sales Purchase Inventory Accounting Reviews

UPSELL & CROSS-SELL

Optional Products? Recommend when 'Adding to Cart' or quotation

Accessory Products? Suggested accessories in the eCommerce cart

Alternative Products? Displayed in bottom of product pages

ECOMMERCE SHOP

Categories? (Fabrics / Seasonal x)

Out-of-Stock ☐ Continue Selling

Show Available Qty ☐

Reserve Inventory 0.00

Out-of-Stock Message

SALES DESCRIPTION

This note is added to sales orders and invoices.

POINT OF SALE

Available in POS? ☐

EXTRA PRODUCT MEDIA

ADD A MEDIA

Send message Log note Activities

9

And then make sure the "Category?" field is set to Product.

strideretail Inventory Overview Operations Products Reporting Configuration

Products / [5223 11] Love Blooms Lace 5223 11

PRINT LABELS UPDATE QUANTITY REPLENISH

0 Extra Prices Go To Website 14.50 Yd On Hand 14.50 Yd Forecasted Inc: 1 Out: 0 0 Reordering Ru... 0 Bill Of Materials More

Product Name  
☆ Love Blooms Lace 5223 11

☒ Can be Sold ☒ Can be Purchased ☐ Is Subscription Product

General information Attributes & Variants Sales Purchase Inventory Accounting Reviews

UPSELL & CROSS-SELL

Optional Products? Recommend when 'Adding to Cart' or quotation

Accessory Products? Suggested accessories in the eCommerce cart

Alternative Products? Displayed in bottom of product pages

ECOMMERCE SHOP

Categories? (Fabrics / Seasonal x)

Out-of-Stock ☐ Continue Selling

Show Available Qty ☐

Reserve Inventory 0.00

Out-of-Stock Message

SALES DESCRIPTION

This note is added to sales orders and invoices.

POINT OF SALE

Available in POS? ☒

To Weigh With Scale? ☐

Category? Product

EXTRA PRODUCT MEDIA

ADD A MEDIA

Send message Log note Activities

## 10 Click "Products"

The screenshot displays the Strideretail Inventory management interface. The top navigation bar includes links for Inventory, Overview, Operations, Products, Reporting, and Configuration. The user is logged in as Michael Pawlisz. The main header shows the product path: Products / [5223 11] Love Blooms Lace 5223 11. Below this, there are tabs for PRINT LABELS, UPDATE QUANTITY, and REPLENISH. The product details section shows the product name 'Love Blooms Lace 5223 11' and a small image of the product. The 'Can be Sold' and 'Can be Purchased' checkboxes are checked. The 'UPSELL & CROSS-SELL' section includes fields for Optional Products, Accessory Products, and Alternative Products. The 'ECOMMERCE SHOP' section includes fields for Categories (set to 'Fabrics / Seasonal'), Out-of-Stock, Show Available Qty, Reserve Inventory, and Out-of-Stock Message. The 'POINT OF SALE' section includes fields for Available in POS, To Weigh With Scale, and Category. The 'EXTRA PRODUCT MEDIA' section includes a field for ADD A MEDIA. The 'SALES DESCRIPTION' section includes a text area for a note. The 'Category' dropdown menu is open, showing options: Products, BOMs, EVENT, Longarming, Miscellaneous, Products, Repair, and \_GIFT CARD. The 'Products' option is highlighted.

strideretail Inventory Overview Operations Products Reporting Configuration

Products / [5223 11] Love Blooms Lace 5223 11

PRINT LABELS UPDATE QUANTITY REPLENISH

0 Extra Prices Go To Website 14.50 Yd On Hand 14.50 Yd Forecasted In: 1 Out: 0 0 Reordering Rule 0 Bill Of Materials More

Product Name  
☆ Love Blooms Lace 5223 11

☒ Can be Sold ☒ Can be Purchased ☐ Is Subscription Product

General information Attributes & Variants Sales Purchase Inventory Accounting Reviews

UPSELL & CROSS-SELL

Optional Products? Recommend when 'Adding to Cart' or quotation

Accessory Products? Suggested accessories in the eCommerce cart

Alternative Products? Displayed in bottom of product pages

ECOMMERCE SHOP

Categories? (Fabrics / Seasonal)

Out-of-Stock ☐ Continue Selling

Show Available Qty ☐

Reserve Inventory 0.00

Out-of-Stock Message

SALES DESCRIPTION

This note is added to sales orders and invoices.

POINT OF SALE

Available in POS? ☒

To Weigh With Scale? ☐

Category? Products

EXTRA PRODUCT MEDIA

ADD A MEDIA

Products  
BOMs  
EVENT  
Longarming  
Miscellaneous  
Products  
Repair  
\_GIFT CARD

Send message Log note Activities 1 Follow

11

You need to check the information to make sure it is correct. Check to make sure the Product Type is a Storable Product. Check to make sure the Unit of Measure is "yd" if it is a bolt of fabric or "Units" if it is not on a bolt. Make sure the "Sale Price" is the same as on the item. Make sure the "Barcode" is the same as on the price tag.

ABELS UPDATE QUANTITY REPLENISH

0 Extra Prices Go To Website 0.00 Yd On Hand 0.00 Yd Forecasted In: 1 Out: 0 0 Reordering Rul... 0 Bill Of Materials More ▾

Product Name  
☆ Love Blooms Lace 5223 11

☒ Can be Sold ☒ Can be Purchased ☐ Is Subscription Product

General Information Attributes & Variants Sales Purchase Inventory Reviews

Product Type? Storable Product

Sales Price? \$ 12.99  
(= \$ 13.96 incl. Taxes)

Invoicing Policy? Ordered quantities  
Storable products are physical items for which you manage the inventory level.  
You can invoice them before they are delivered.

Compare to Price? \$ 0.00

Unit of Measure? yd

Customer Taxes? Mokena IL Tax X

Purchase UoM? yd

Cost? \$ 6.15 per yd

Product Category All / Discountable / Fabric

Internal Reference 5223 11

Barcode 202501001733

Product Tags

INTERNAL NOTES  
This note is only for internal purposes.

Send message Log note Activities 1 Unfollow

12

Save. Your item should now be able to be scanned in the register. You should be good to go and can skip the rest of this document.

strideretail Inventory Overview Operations Products Reporting Configuration

Products / [5223 11] Love Blooms Lace 5223 11

PRINT LABELS UPDATE QUANTITY REPLENISH Save manually

0 Extra Prices Go To Website 14.50 Yd On Hand 14.50 Yd Forecasted In: 1 Out: 0 0 Reordering Rul... 0 Bill Of Materials More ▾

Product Name  
☆ Love Blooms Lace 5223 11

☒ Can be Sold ☒ Can be Purchased ☐ Is Subscription Product

General Information Attributes & Variants Sales Purchase Inventory Accounting Reviews

UPSELL & CROSS-SELL

Optional Products? Recommend when 'Adding to Cart' or quotation

Accessory Products? Suggested accessories in the eCommerce cart

Alternative Products? Displayed in bottom of product pages

POINT OF SALE

Available in POS? ☒

To Weigh With Scale? ☐

Category? Products

ECOMMERCE SHOP

Categories? Fabrics / Seasonal X

Out-of-Stock ☐ Continue Selling

Show Available Qty ☐

Reserve Inventory 0.00

Out-of-Stock Message

EXTRA PRODUCT MEDIA

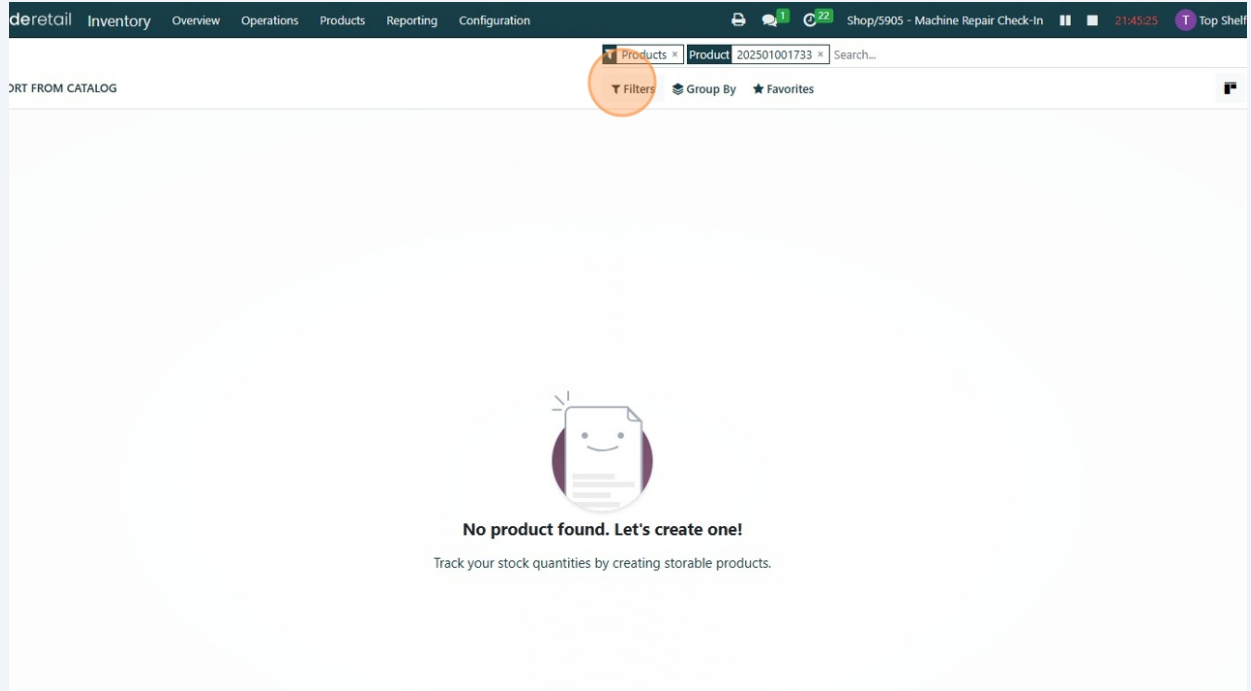
ADD A MEDIA



The following section is only need if you need to correct an ARCHIVED product.

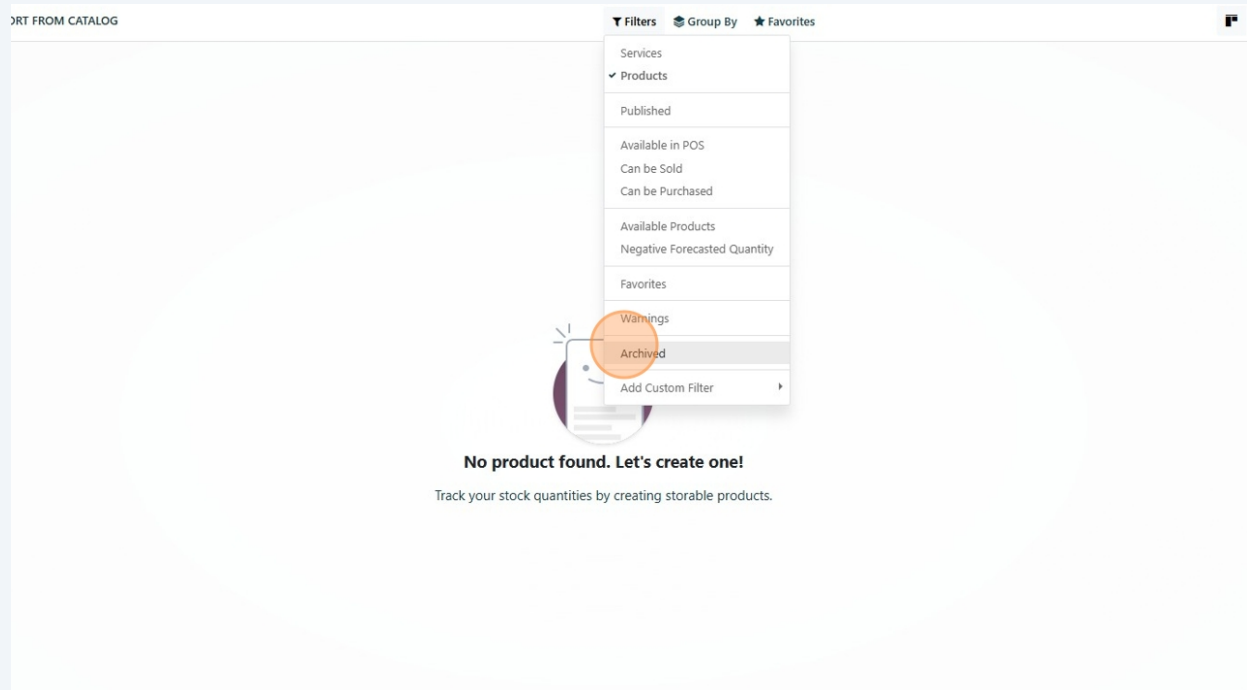
13

If you scanned in your barcode and no item came up, check to see if it has been archived. Click "Filters"

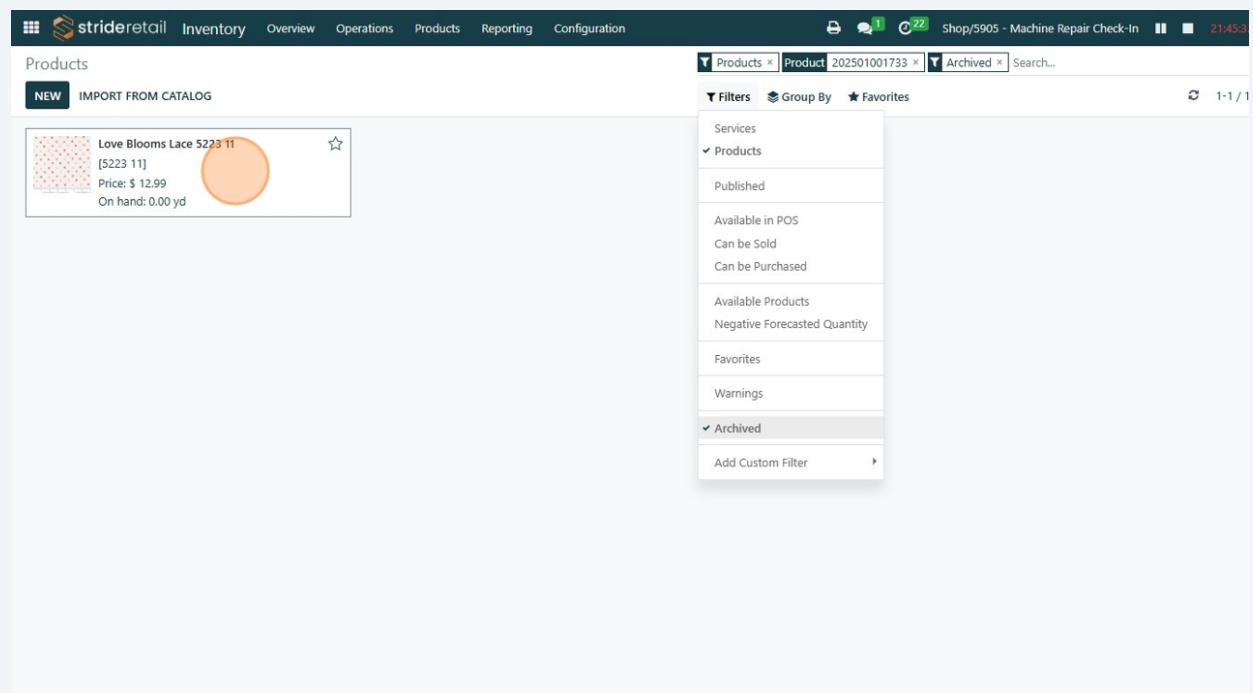




## 14 Click "Archived"



## 15 If the item shows up, click on it



## 16 Once in the item, Click "Action"

The screenshot shows the 'Love Blooms Lace 5223 11' item page. At the top, there's a navigation bar with 'Inventory', 'Overview', 'Operations', 'Products', 'Reporting', and 'Configuration'. Below this, the item name '11] Love Blooms Lace 5223 11' is displayed. A red 'ARCHIVED' banner is visible on the right side of the item details. The 'Action' button, located in the top right corner of the item details section, is highlighted with an orange circle. The page also shows various inventory metrics like 'On Hand', 'Forecasted', 'In: 1', 'Out: 0', and 'Reordering Rule'. The 'General Information' tab is selected, showing details like 'Product Type', 'Pricing Policy', 'Unit of Measure', and 'Sales Price'.

## 17 then Click "Unarchive"

The screenshot shows the same 'Love Blooms Lace 5223 11' item page. The 'Action' button is now open, showing a dropdown menu with several options. The 'Unarchive' option is highlighted with an orange circle. The other options in the menu are 'Duplicate', 'Delete', 'Generate Pricelist Report', 'Publish On Website', and 'Unpublish On Website'. The rest of the page content remains the same as in the previous screenshot.

18

Check to see if the Available in POS is checked, if not, Click the "Available in POS?" field.

strideretail Inventory Overview Operations Products Reporting Configuration

Products / [5223 11] Love Blooms Lace 5223 11

PRINT LABELS UPDATE QUANTITY REPLENISH

0 Extra Prices Go To Website 14.50 Yd On Hand 14.50 Yd Forecasted In: 1 Out: 0 0 Reordering Rule 0 Bill Of Materials More

Product Name  
☆ Love Blooms Lace 5223 11

☒ Can be Sold ☒ Can be Purchased ☐ Is Subscription Product

General Information Attributes & Variants Sales Purchase Inventory Accounting Reviews

UPSELL & CROSS-SELL

Optional Products? Recommend when 'Adding to Cart' or quotation

Accessory Products? Suggested accessories in the eCommerce cart

Alternative Products? Displayed in bottom of product pages

ECOMMERCE SHOP

Categories? Fabrics / Seasonal X

Out-of-Stock ☐ Continue Selling

Show Available Qty ☐

Reserve Inventory 0.00

Out-of-Stock Message

SALES DESCRIPTION

This note is added to sales orders and invoices.

POINT OF SALE

Available in POS? ☐

EXTRA PRODUCT MEDIA

ADD A MEDIA

Send message Log note Activities

19

Click "General Information"

strideretail Inventory Overview Operations Products Reporting Configuration

Products / [5223 11] Love Blooms Lace 5223 11

PRINT LABELS UPDATE QUANTITY REPLENISH

0 Extra Prices Go To Website 0.00 Yd On Hand 0.00 Yd Forecasted In: 1 Out: 0 0 Reordering Rule 0 Bill Of Materials More

Product Name  
☆ Love Blooms Lace 5223 11

☒ Can be Sold ☒ Can be Purchased ☐ Is Subscription Product

General Information Attributes & Variants Sales Purchase Inventory Reviews

UPSELL & CROSS-SELL

Optional Products? Recommend when 'Adding to Cart' or quotation

Accessory Products? Suggested accessories in the eCommerce cart

Alternative Products? Displayed in bottom of product pages

ECOMMERCE SHOP

Categories? Fabrics / Seasonal X

Out-of-Stock ☐ Continue Selling

Show Available Qty ☐

Reserve Inventory 0.00

Out-of-Stock Message

POINT OF SALE

Available in POS? ☒

To Weigh With Scale? ☐

Category? Products

EXTRA PRODUCT MEDIA

20

There is information you need to make sure is correct. Check to make sure the Product Type is Storage Product. Check to make sure the Unit of Measure is "yd" if it is a bolt of fabric or "Units" if it is not on a bolt. Make sure the "Sale Price" is the same as on the item. Make sure the "Barcode" is the same as on the price tag.

ABELS UPDATE QUANTITY REPLENISH

0 Extra Prices Go To Website 0.00 Yd On Hand 0.00 Yd Forecasted In: 1 Out: 0 0 Reordering Ru... 0 Bill Of Materials More ▾

Product Name  
☆ Love Blooms Lace 5223 11

☒ Can be Sold ☒ Can be Purchased ☐ Is Subscription Product

General Information Attributes & Variants Sales Purchase Inventory Reviews

Product Type <sup>?</sup> Storable Product

Invoicing Policy <sup>?</sup> Ordered quantities

*Storable products are physical items for which you manage the inventory level.  
You can invoice them before they are delivered.*

Unit of Measure <sup>?</sup> yd

Purchase UoM <sup>?</sup> yd

Sales Price <sup>?</sup> \$ 12.99  
(= \$ 13.96 Incl. Taxes)

Compare to Price <sup>?</sup> \$ 0.00

Customer Taxes <sup>?</sup> (Mokena IL Tax ✕)

Cost <sup>?</sup> \$ 6.15 per yd

Product Category All / Discountable / Fabric

Internal Reference 5223 11

Barcode 202501001733

Product Tags

INTERNAL NOTES

This note is only for internal purposes.

Send message Log note Activities 1 Unfollow

21

Since the item was archived, you will need to go into the BARCODE module to adjust the inventory quantity to its proper value.