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Assembly Error - Barcode "Is not valid" error

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When you get the following error message after scanning a barcode in Assembly,

Is not valid error:

545321221

Is not valid

**Check for another barcode or look in the Help Center
for further direction.**

It means that you scanned a barcode that does not exist either in an open order or in the system at all. There are two main causes for this,
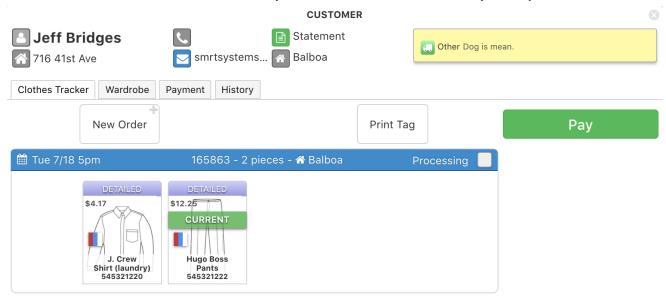
Help

- The first is that the item has more than one barcode and the barcode you scanned was never entered into the current open order. Look for another barcode, if you find it, scan it and your item should assemble. If not, continue reading. If you would like to add this 2nd barcode to that item you can do following the guide found here: https://support.smrtsystems.com/hc/en-us/articles/235481988

- The second common cause, especially when beginning to barcode, is that the item had a barcode heat sealed onto it but the barcode was never scanned/entered into the system. This is why it is very important to follow the numerical sequence of the barcodes when detailing.
  Follow the steps below to determine who the item belongs to.

  1. Exit Assembly
  2. Look up the barcode one digit above the item into the search bar. Note who the customer that the item belongs to is.
  3. Enter the barcode one digit below the item into the search bar. If the customer matches the previous customer then you know that your item belongs to that customer.
  4. If the customers don't match then look at the items on each of those customers' orders to see what clothes are most similar to the mystery item you have. You can also check to see if the size of the item you have matches the sizes of the other customers' items.

Here is an example of the process described above.

An item with barcode 5453212**21** is scanned and you get the **Is not valid** error.
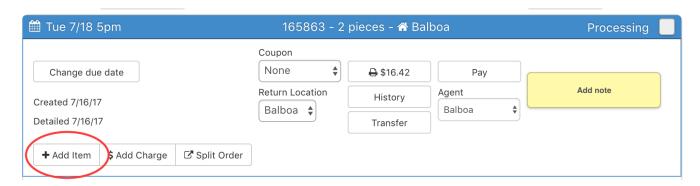
First, you exit assembly and move your cursor to the search box.

Next, you search for both 5453212**20** and 5453212**22**. If both of those barcodes belong to the same customer, Jeff Bridges in this case, then 545321221 also belongs to him.*

CUSTOMER

👤 **Jeff Bridges**
🏠 716 41st Ave

📞
✉️ smrtsystems...

📄 Statement
🏠 Balboa

🚚 Other Dog is mean.

| Clothes Tracker | Wardrobe | Payment | History |

New Order   Print Tag   **Pay**

📅 Tue 7/18 5pm   165863 - 2 pieces - 🏠 Balboa   Processing ☐

DETAILED
$4.17

DETAILED
$12.25
CURRENT

J. Crew
Shirt (laundry)
545321220

Hugo Boss
Pants
545321222

*Note that this is only true if you barcode in numerical sequence. If you go out of sequence then, it is much harder to determine who a mystery barcode belongs to. Feel free to call our support hotline or submit a support ticket for additional help regarding mystery items.

Now you need to add the item to that order. Click the order header (the colored bar across the top of the order) and click + Add Item.

📅 Tue 7/18 5pm   165863 - 2 pieces - 🏠 Balboa   Processing ☐

Change due date

Coupon
None
🖨 $16.42
Pay

Created 7/16/17
Detailed 7/16/17

Return Location
Balboa
History
Transfer

Agent
Balboa

Add note

+ Add Item $ Add Charge   ⬚ Split Order

Scan the barcode on the mystery item and detail the item.

Now you can go back to Assembly and the item will assemble normally.

f 🐦 in

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