

First 30 Days Troubleshooting Guide

Common friction points, errors, and fixes your team will encounter during the transition. Keep this posted at every station.

Week 1: Getting Started Issues

- "Scanner won't connect" — Check Bluetooth pairing. Restart scanner. Re-pair if needed.
- "Barcode not recognized" — Item may not be in the system yet. Check SKU import status.
- "Can't find my pick location" — Verify bin label matches the system. Check zone map.
- "System is slow" — Check WiFi signal in warehouse. Consider a mesh network for dead spots.

Week 2: Workflow Friction

- "Scanning takes too long" — Normal feeling. Speed comes with muscle memory (3-5 days).
- "Pick path seems inefficient" — Let it run for a week. The system optimizes as it learns patterns.
- "I know where things are, I don't need the screen" — Follow the system anyway. It catches errors you don't see.
- "Inventory count is wrong" — Run a cycle count on that zone. Investigate root cause (receiving? picks?).

Week 3-4: Optimization

- "Some bins are always empty, others are overflowing" — Time to re-slot based on velocity data.
- "Batch picks are confusing" — Start with smaller batches (5 orders). Increase as comfort grows.
- "Returns are piling up" — Enforce same-day processing. Dedicate a time window for returns.
- "My metrics are lower than expected" — Check if the workflow has bottlenecks (usually packing or putaway).

SUPPORT

If an issue persists after trying these fixes, reach out to Logentic support. Include: what happened, what you expected, and a screenshot if possible. We typically respond within 2 hours during business hours.