



Wendy's®

Troubleshooting:

Top 10 Issues

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NOMADGO

1. Unable to scan QR Code

? Problem

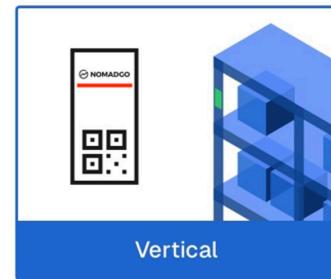
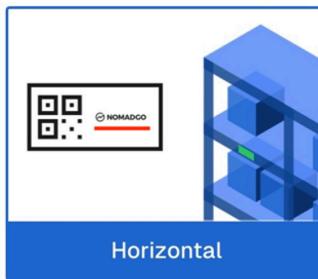
QR code cannot be scanned by the app

Q Possible Causes

- Location not set up correctly or QR Code replaced.
- QR Code label damaged, smudged, torn, or hard to read.
- Device not positioned correctly.

X Fix

- Confirm the location is set up in **Manage Locations**. If deleted and recreated, print a new QR Code label.
- Ensure the QR Code is legible and in good condition.
- Hold the device close – 6 inches or less – and parallel to the QR Code, with the on-screen rectangle aimed at it.
- Make sure **NomadGo** is upright and readable on the label.



2. Product Not Counting

? Problem

A product isn't being recognized or added during scanning.

Q Possible Causes

- Product not included in inventory.
- Product Label missing or unreadable.
- Stored incorrectly (labels hidden, items mixed, not shelved properly).
- Not part of the current quick list.

X Fix

- Review Inventory Basics:
 - ✓ Labels visible
 - ✓ Items upright
 - ✓ One SKU per row
- Tap **Add Item** and search. If it doesn't appear, it's not eligible for counting.
 - **If it appears:** tap Select, aim the crosshairs, and tap Drop Item. Adjust with **- + paddles** on either side of the screen.
 - If the item requires a label, confirm every row of product has its own Product Label (e.g., cups, lids).
- Check into a quick list or scan a quick list label to see if product is listed.

3. Wrong Product Identified

? Problem

The app recognizes a product incorrectly.

Q Possible Causes

- a. Labels not visible or item stored incorrectly.
- b. Mixed product types in one row.

✗ Fix

- Tap the on-screen green bubble to retry identification.
- Follow Inventory Basics:
 - ✓ Labels visible
 - ✓ Items upright
 - ✓ One SKU per row
- Aim the crosshairs and use **Edit Item** (above right paddle).
- Stacking cases of different types is allowed if rows stay consistent.

4. Inaccurate Count:

? Problem

Count is higher or lower than actual quantity.

Q Possible Causes

- ✗ Incorrect shelf depth measurement.
- Unseen gaps affecting shelf depth.
- Products not stored per Inventory Basics.

✗ Fix

- Tap the green bubble to refresh the item and let the app re-scan.
- Re-check into the location to reset camera focus.
- Re-measure depth with a measuring tape.
- **⚠ Include door depth for enclosed spaces.**
- Account for rear-overhanging products or backers.
- Store items upright, pushed to back, and in rows.
- Adjust quantities manually with **- + paddles** if needed.

5. Unwanted Product Counts

? Problem

Unintentional or undesired auto-counting.

Q Possible Causes

- Product not intended to be counted by the NomadGo App.
- Product already counted, or camera viewing overlapping locations caused duplicates.

X Fix

- Aim the crosshairs, tap and hold the ● bubble, then select **Delete** in the popup to remove the item from your count.
- Tap item again to re-enable counting if needed.

6. Product Labels

? Problem

Labels aren't working or misplaced in the app

Q Possible Causes

- Not enough labels for each row.
- Labels damaged, smudged, or not visible.

X Fix

- Print additional **Product Labels** for each row.
- Confirm labels are clean and legible.
- To scan: hold the device parallel, aim crosshairs, adjust distance until focused.

7. Scanning Space is Misaligned

? Problem

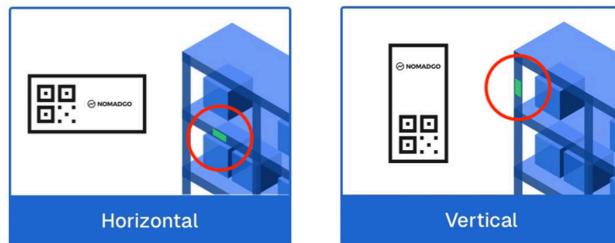
Visuals appear skewed, off-shelf, or duplicated.

Q Possible Causes

- Poor location check-in.
- QR Code placement/orientation incorrect.

X Fix

- Re-check into location.
- Place QR Code at accessible height and centered.
- Orientation matters: Check how the QR Code is set in **Manage Locations → Location Details**:
 - Landscape = Horizontal
 - Portrait = Vertical
- Hold device parallel and level when scanning.



8. Incomplete Job

? Problem

Job submitted before all locations/products counted.

Q Possible Causes

- User exited or submitted too early.

X Fix

- Monitor progress in the **Location Menu**.
- If submitting early, confirm choice when prompted.



Delete Job Data and redo the entire inventory job (previous job will be overwritten).

9. Location Recount

? Problem

Job submitted before all locations/products counted.

Q Possible Causes

- User exited or submitted too early.

X Fix

- During scan: select **Reset Location** (on-screen, upper left) to erase counts.
- Changes after completion: recheck into a location to erase and redo counts.
- **⚠** If QR Code is rescanned, counts reset — don't worry, just repeat the count.

10. Connectivity Issues

? Problem

Connectivity or updates fail during a job.

Q Possible Causes

- Device not on Wi-Fi at job start.
- Updates not downloaded.

X Fix

- **WiFi** Ensure device is connected to Wi-Fi before starting.
- In **Settings**, confirm all updates are downloaded.
- Once updates are complete, jobs can run offline.
⚠ Reconnect before submitting results.