3. Serialized Inventory

Manage individually tracked devices by IMEI or serial number, including status, history, and availability.

- How to add serialized inventory
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- How to review a serialized item profile and history
- How to correct or move a serialized item

How to add serialized inventory

In this guide: Receive devices that must be tracked individually by IMEI or serial number.

Before you start

- The product must belong to a Serialized category.
- Have the vendor, purchase cost, IMEI or serial number, and device details ready.
- Confirm you are receiving into the correct location.

Steps

1. Open **Inventory > Purchases** and select **New Purchase**.
2. Choose the vendor and add the serialized product.
3. Enter each IMEI or serial number exactly as printed on the device.
4. Add purchase cost and any available device details.
5. Review the purchase total and payment information.
6. Save or complete the purchase.
7. Open **Inventory > Serialized Inventory** and verify that each unit is available at the correct location.

Important

Each serialized unit must have its own unique identifier and quantity of one. If an identifier already exists, review the existing record instead of creating a duplicate.

How to find a device by IMEI or serial number

In this guide: Locate one device and confirm its product, location, status, and history.

From Serialized Inventory

1. Open **Inventory > Serialized Inventory**.
2. Enter the complete IMEI or serial number in the search box.
3. Open the matching record.
4. Verify the product, current location, availability, purchase information, and activity history.

From the register

Enter or scan the exact IMEI or serial number in the main product search. An available unit at the current location resolves before UPC, SKU, and broad product-name results. If the unit is unavailable, reserved, sold, or conflicting, follow the message shown instead of selecting a broader match.

If there is no result

- Confirm every digit and remove accidental spaces.
- Check that you are in the location that owns the device.
- Review status filters such as Available, Sold, or Returned.

How to review a serialized item profile and history

In this guide: Understand where a serialized item came from and what happened to it.

Steps

1. Open **Inventory > Serialized Inventory**.
2. Search for the IMEI, serial number, or product.
3. Select the item to open its profile.
4. Review the product, IMEI/serial, current status, location, cost, and purchase reference.
5. Open the activity or history section to review receiving, transfers, sales, returns, swaps, and other changes.
6. Use the linked purchase or sale when you need the original transaction details.

Tip

Use history to investigate a discrepancy before editing a record. The latest available status and owning location determine whether a device can be selected at the register.

How to correct or move a serialized item

In this guide: Use the appropriate tool when a device has the wrong identifier, product, or location.

Choose the correct action

- **Wrong location:** Use an inventory transfer.
- **Wrong product:** Use the product-swap action from Serialized Inventory when available.
- **Wrong IMEI or serial:** Use the serial-swap or edit action when your permissions allow it.
- **Purchase-linked record:** Correct or void the related purchase rather than deleting the serial directly.

Steps

1. Find the device in **Serialized Inventory**.
2. Open its profile and review its complete activity history.
3. Select the appropriate edit, swap, or transfer action.
4. Confirm the replacement product, identifier, or destination.
5. Save and search the identifier again to verify the final state.

Important: Do not use itemized stock adjustments to correct serialized inventory. Every device must keep an auditable serial history.