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.

Revision #2
Created 2026-09-13 02:23:04 UTC by Sunny
Updated 2026-09-13 02:32:43 UTC by Sunny