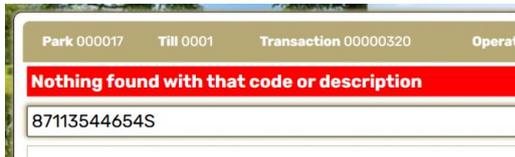# When shop product doesn't scan.

When I product doesn't scan, and you see the following message

Press Cancel (bottom right)

Then press SParQ Keys (bottom right)

Press the required department the product belongs too, using the options on the screen

Enter a description of the product, by pressing the keyboard on the right of the Reference field
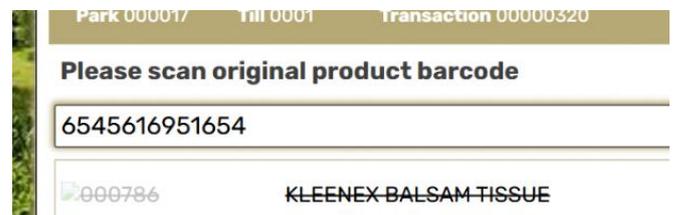

Then use the keyboard on the screen

When ready, press the ok button (bottom left) or the Enter button on the keyboard

Then scan the item again to add the barcode of the product

Then you will need to enter the price of the item, followed by OK (bottom left)

You can then continue to scan further items or follow these instructions again for othe items which don't scan

These items will be flagged to Regional Retail Managers as missing and then be added to the databasel