

The \$800 Scanner Problem

One glitchy handheld. Five days.
\$45,000 in damage.

[Read More](#)

Monday: Scanner starts acting up. Picks register correctly only 60% of the time. "We'll fix it tomorrow."

Tuesday: Someone grabs the faulty scanner without realizing. Processes 200 picks. Half are wrong.



Wednesday: Wrong items ship to 98 customers.

Thursday: Customer complaints explode. Emergency replacements needed.

Friday: Finance runs the numbers.



The Aftermath:

- **\$31,000** in expedited shipping
- **\$8,000** in stranded return inventory
- **\$6,000** in refunds and credits
- Immeasurable damage to customer relationships

The Real Cost: Learning that "good enough" technology is never good enough.

When was the last time you evaluated your hardware?