Scandit Use Case Definitions

Scandit Use Cases, as selected on each Order Form, are defined below:

Generic Suites	
Suite for Workers (B2E)	A worker uses the Scandit SDK for scanning items as part of the employee workflow
Suite for Individual Consumers (B2C	A customer uses the Scandit SDK for scanning items as part of a consumer workflow
Suite for Business Consumers (B2B)	A professional customer uses the Scandit SDK for scanning items as part of a B2B workflow

Retail Grocery				
Use Case Suite	**Use Case Pack**	**Pack Definition**	**Use Case (Examples)**	**Use Case Definition**
Retail Suite for Workers (B2E)	**Store Operations**	The activities and processes involved in running and managing a retail store effectively.	Asset Management	A worker scans store assets to help track, monitor, and optimize their utilization.
			Price and Promotion Execution	A worker scans shelves or labels to ensure accurate implementation of pricing strategies and promotional campaigns including checking, updating prices and adjusting discounts.
			Markdowns and Clearance	A worker scans products to reduce prices, creates clearance sections and updates signage to effectively sell off excess or obsolete inventory.
			Planogram Compliance	A worker scans shelves to track planogram compliance and identify areas for improvement.
			On-Shelf Availability	A worker scans shelves, products and/or labels to detect stock levels, for instance reporting gaps and low stock, to maintain sufficient shelf stock and ensure products are readily accessible for customers.
			Restocking / Replenishment	A worker refills the shelf by bringing and scanning products from the backroom or top stock.
			Product Reorder	A worker scans labels to initiate proactive reorders and maintain optimal product availability for customers.
			Stock Taking / Counting	A worker conducts regular inventory audits, accurately scanning merchandise to count quantities and ensure inventory accuracy to facilitate effective stock management.
			Scan-Outs	A worker scans products to report any discrepancies (damage, breakage) and maintains product availability for customers.
			Product and Stock Lookup	A worker scans shelves, products, and labels to look up inventory levels or product information.
			Returns and Exchanges	A worker scans products to process customer returns or exchanges and brings them back to the shop floor or stockroom.
			Receiving and Shipping	A worker scans incoming or outbound items/logistical units (often against an order or receipt).
	In-Store Order Fulfillment	The process of fulfilling customer orders placed online within a physical retail store to provide Click & Collect, BOPIS, Ship from Store or similar services.	In-Store Picking	A worker accesses a list of items that a customer has previously ordered (via a shopping app, online or via phone call). The worker locates items on the sales floor and/ or back room and scans each item to indicate that it has been picked and placed into the corresponding bag and/ or tote.
			Order Assembly	A worker scans shelves in the back of the house to locate the components of an order and retrieve these when a customer arrives.
			Order Pickup	A worker scans the product/ pre-assembled order to validate the pickup at the click-and-collect counter or the curbside pickup.
			Staging Area Audit	A worker audits the staging area where all orders are awaiting pickup. Any cancelled or expired orders are reported and removed.
	Mobile-Assisted Checkout	The process of checking out customers anywhere in the store instead of using traditional kiosks or cashiers.	Mobile Point of Sale	A worker uses a smartphone or tablet to perform the functions of a cash register or electronic point-of-sale terminal anywhere in the store (queue busting/line busting).
			Self Checkout Re-Scanning	A store associate performs random checks at self-checkout stations by quickly re-scanning items after the customer has completed the purchase, comparing it with the customer's receipt.
Retail Suite for Individual Consumers (B2C)	**Self-Scanning**	See workflow definition.	Self Scanning	A customer locates items on shelves while walking through a physical store and scans the barcodes of the items which adds them to a virtual cart. When the customer is done shopping, they pay for the cart of items (either directly via the smart device, at a self-checkout terminal or at the traditional POS).
	Customer Engagement	All activities that a customer can perform in the retailer's app to	Product Information Lookup	A worker or (professional) customer scans barcodes on products or shelf labels to retrieve additional information about the product (e.g. price, ingredients, reviews, ratings). Multiple barcodes can be scanned consecutively to compare item specifications (e.g. comparing nutritional value, and ingredient/ material sourcing).

			Rewards and Coupons	A customer scans products, and (personalized) coupons or reward points related to the product(s) are shown.
		interact with merchandise in or outside the store.	Shopping List	A customer creates a shopping or wish list by adding items by scanning the product or catalog.
			Gift Registry	A customer browses for items in the store and adds them to a registry/ list by scanning the barcodes.
			Mobile Shopping	A customer browses items and places an order from a mobile app or mobile website by scanning barcodes (either from physical products or from a catalog). This excludes in-store self-scanning.
Retail Suite for Business Consumers (B2B)	**Only Suite Available**	The services offered by a retailer to their business customers to facilitate B2B operations.	Self-Scanning	A professional customer locates items on shelves while walking through a physical store and scans the barcodes of the items which adds them to a virtual cart. When the customer is done shopping, they pay for the cart of items (either directly via the smart device, at a self-checkout terminal or the traditional POS).
			Reordering	A professional customer browses items and places an order from a mobile app or mobile website by scanning barcodes (either from physical products or from a catalog).
			Product Information Lookup	A worker or (professional) customer scans barcodes on products or shelf labels to retrieve additional information about the product (e.g. price, ingredients, reviews, ratings). Multiple barcodes can be scanned consecutively to compare item specifications (e.g. comparing nutritional value, and ingredient/ material sourcing).
			Rewards and Coupons	A professional customer scans products, and (personalized) coupons or reward points related to the product(s) are shown.
			Catalog Selection	A professional customer scans a catalog page and selects the one desired barcode (among many) to add to an order/ reorder list.

T&L Last Mile Delivery				
Use Case Suite	**Use Case Pack**	**Pack Definition**	**Use Case (Examples)**	**Use Case Definition**
Last Mile Delivery Suite for Workers (B2E)	**DC/Depot Operations**	The activities and processes involved in running and managing a Distribution Center or a Depot effectively.	Receiving	A worker scans a parcel/pallet against an order or receipt. Optionally, information such as documentation, signatures and damage photos are collected.
			Picking	A worker scans the item/parcel barcodes to make sure to pick them correctly for an order/shipping.
			Staging	A worker scans the items/parcels which were pre-assembled to validate if they match the order/shipping list.
			Packing	A worker packs an order into the correct box/pallet, prints the shipping label and scans it.
			Sorting	A worker scans packages with a smartphone and sorts them manually, using single scanning or multi-scanning and AR.
			Loading the Van	A worker is scanning items or pallets against an order (bill of lading) and loading them into a van/truck. Loading can be performed using single or multi scan; when performed with AR, loading can be optimized based on delivery zones.
			Returns Handling	A worker scans returned items/pallets to get further process information: put-away for storage or forward to another location.
			DC/Depot Inventory Check	A worker scans a barcode to register the pallet/parcel/item for an inventory check or to look up inventory levels of a product/item.
	Driver Operations (B2C Delivery)	The activities and processes that a last mile Delivery Driver performs at the depot, on the road and at the customer door.	Proof of Delivery	A delivery driver scans parcels or mail at the destination to prove delivery. Additional information such as recipient ID, documentation, signature, addresses, GPS location or damage photos can be collected.
			Sorting	A delivery driver scans packages with a smartphone and sorts them manually before loading, using single scanning or multi-scanning and AR.
			Loading the Van	A delivery driver scans items to be loaded in the van. Loading can be performed using single or multi scan; when performed with AR, loading can be optimized based on delivery zones.
			Pickup	A delivery driver scans an item ready for pickup at the customer's location. These may be customer deliveries or damaged or returned items.
			Finding a Delivery in the Van	A delivery driver can quickly locate the right parcel by hovering with their smart device over multiple packages with Augmented Reality or using a single scan.
			Delivery Instructions	A delivery driver can get more information about a delivery or special delivery instructions by hovering with their smart device over multiple packages with Augmented Reality or using a single scan.
			Unloading (at Depot)	A delivery driver scans all deliveries going back to the depot at the end of the tour using a single scan or multi-scan. These include failed, picked up or returned deliveries.
			Driver Registration	A delivery driver can register themself by scanning their driver's license.
	PUDO Operations	The activities and processes that staff at PUDO points (post offices, convenience stores,	Pickup at PUDO	PUDO workers can scan a customer's pickup slip, quickly locate the right parcel by hovering with their smart device over multiple packages with augmented reality and scan the label of the correct parcel to provide for customer pickup. Optionally, additional information such as customer IDs or signatures can be collected.
			Drop Off at PUDO	PUDO workers can scan the barcode they just printed and stuck on parcels which have been dropped off for delivery.

			Receiving at PUDO	A PUDO worker scans all parcels received from the depot. Optionally, information such as documentation, signatures and damage photos are collected.
			Returns at PUDO	If parcels are not picked up for too long or have been dropped for delivery by customers at the PUDO point, PUDO workers can scan these parcels to perform returns to depots.
			Parcel Inventory Check at PUDO	PUDO workers can do a parcel inventory check by scanning all parcels currently stored at their location.
Last Mile Delivery Suite for Individual Consumers (B2C)	Consumer Proof of Delivery & Return	All activities that a consumer/consignee can perform on the Last Mile Delivery company's app.	Returns Handling	A B2C customer can scan parcels they want to return once a delivery has been completed - even by accessing this functionality on a web page, without installing any app
			Proof of Delivery	A B2C customer scans the parcel or mail at the door to prove its reception from the consumer side.
			Consumer Delivery Tracking	A B2C customer scans a QR code from the web, to access information concerning the delivery of a parcel or mail.

T&L Supply Chain				
Use Case Suite	**Use Case Pack**	**Pack Definition**	**Use Case**	**Use Case Definition**
Supply Chain Logistics Suite for Workers (B2E)	DC/Warehouse Operations	The activities and processes involved in running and managing a Distribution Center/Warehouse effectively.	Receiving	A worker scans a package/pallet against an order or receipt. Optionally, information such as documentation, signature and damage photos are collected.
			Put-Away	A worker puts away a pallet/item at the correct location in the warehouse and is scanning the pallet/item label as well as the location code/number.
			Picking	A worker scans the item/parcel barcodes to make sure to pick them correctly for an order/shipping.
			Staging	A worker scans the items/parcels which were pre-assembled to validate if they match the order/shipping list.
			Packing	A worker packs an order into the correct box/pallet, prints the shipping label and scans it.
			Sorting	A worker scans packages with a smartphone and sorts them manually before loading, using single scanning or multi scanning and AR.
			Loading the Van/Truck	A worker is scanning items or pallets against an order (bill of lading) and loading them into a van/truck. Loading can be performed using single or multi scan; when performed with AR, loading can be optimized based on delivery zones.
			Returns Handling	A worker scans returned items/pallets to get further process information: put-away for storage or forward to another location.
			Inventory Check	A worker scans a barcode to register the pallet/item for an inventory check or to look up inventory levels of a product/item.
	Driver Operations (B2C Delivery)	The activities and processes that a last mile Delivery Driver performs at the depot, on the road and at the customer door.	Proof of Delivery	A delivery driver scans parcels or mail at the destination and information such as recipient ID, documentation, signature, addresses, GPS location and damage photos are collected to prove delivery.
			Sorting	A delivery driver scans packages with a smartphone and sorts them manually before loading, using single scanning or multi-scanning and AR.
			Loading the Van/Truck	A delivery driver scans items to be loaded in the van. Loading can be performed using single or multi scan; when performed with AR, loading can be optimized based on delivery zones.
			Pickup	A delivery driver scans an item ready for pickup at the customer's location. These may be damaged or returned items.
			Finding a Delivery in the Van	A delivery driver can quickly locate the right parcel by hovering with their smart device over multiple packages with Augmented Reality or using a single scan.
			Delivery Instructions	A delivery driver can get more information about a delivery or special delivery instructions by hovering with their smart device over multiple packages with Augmented Reality or using a single scan.
			Unloading (at Depot)	A delivery driver scans all deliveries going back to the depot at the end of the tour using a single scan or multi-scan. These include failed, picked up or returned deliveries.
			Driver Registration	A delivery driver scans their driver's license to register for delivery.
	Distribution Operations (B2B Delivery)	The activities and processes involved in running and managing B2B distribution effectively.	Loading the Van/Truck	A driver scans items to be loaded in the van/truck. Loading can be performed using single or multi scan; when performed with AR, loading can be optimized based on delivery zones.
			Searching & Staging in the Truck	A driver can quickly locate the right items/pallets in a van/truck, by hovering with their smart device over multiple packages with Augmented Reality or using a single scan.
			Proof of Delivery (Unloading)	A driver sorts items inside the truck, loads them on a hand truck or two wheeler (in some cases also a pallet carry), and scans all items. The driver then unloads products from the truck and places them into designated customer storage.
			Stock Taking	A driver can do inventory counts at the customer storage area using any smart device (phone, tablet) by scanning and counting multiple items at once or with single scanning and manual entry of the stock count.
			Scan-to-Reorder	A driver or worker scans a product/pallet to place an order on behalf of a customer.

Use Case Suite	Use Case Pack	Pack Definition	Use Case	Use Case Definition
			Returns Handling	A driver scans items/pallets which are empty/faulty and need to be returned to the DC/warehouse.
	Sales Operations	The activities and processes that a Sales, Field representative or Merchandising worker performs, often at the business customer site.	Stock Taking	A sales or field representative scans products (all or partial) located in the customer storage to record product quantities currently in stock.
			Expiry Management	A sales or field representative can quickly validate expiration dates by scanning their products with MS with AR (or single-scanning).
			Product Information Lookup	A sales or field representative can get product information by scanning its barcode.
			Scan-to-Reorder	A sales or field representative scans a product to place an order on behalf of a customer.
			Consumption Reporting	An sales or field representative can scan the barcodes used by the customer to fetch product information and ensure their correctness and accurate consumption for reporting and replenishment
			Authenticity Inspection	A sales or field representative can validate product authenticity by scanning its barcode.
			Mobile Point of Sales	A sales or field representative can scan consumed products to automatically generate invoices and collect payments on-site.
	Field Operations	The activities and processes that Technicians/Contractors need to perform at specific locations to install, repair, or maintain equipment or systems.	Loading the Van	A technician scans parts, assets and products to be loaded into the van. Loading can be performed using single or multi scanning;
			Finding Parts	A technician can use single-scanning and/or MatrixScan with AR to find the correct parts faster and more reliably via visual overlays on the device screen.
			Stock Taking	A technician uses fast single scanning and/or MatrixScan to do inventory counts of stock (normally in the van).
			Information Lookup	A technician gets instant access to information about parts and equipment that need to be fixed by quickly scanning an identification number or barcode. AR can show information, such as maintenance schedule, warranty or operation times, and they can also easily access assembly instructions, potential failure modes etc.
			Proof of Completion	A technician can scan both parts used and the equipment to confirm service completion during a work order. This helps accurately monitor activity and confirms that the right tasks are performed and the correct parts are used.
			Mobile Point of Sales	A technician scans parts and automatically generates invoices and collects payments onsite using a Scandit-powered smart device with mPOS.
Supply Chain Logistics Suite for Business Consumers* (B2B)	Business Customer Engagement* (B2B)	The services offered by a Supply Chain Logistics/Distributor or Manufacturer to their business customers to facilitate B2B operations.	Scan-to-Reorder	A B2B customer scans product barcodes to build a cart and place an order via a supplier's eCommerce storefront.
			Product Registration	A B2B customer can scan a product to register it.
			Information Lookup	A B2B customer scans barcodes on products to retrieve additional information (e.g. ingredients, allergens, nutritional data, expiration dates, wasted products etc.)
			Returns Handling	A B2B customer scans items/pallets which are empty/faulty and need to be returned to the supplier.
			Stock Taking	A B2B customer scans products (all or partial) located in the customer storage to record product quantities currently in stock.

*B2B customers: restaurants, grocery shops, convenience stores, hotels, hospitals, pharmacies etc.

Use Case Suite	Use Case Pack	Pack Definition	Use Case	Use Case Definition
Supply Chain Logistics Suite for Individual Consumers (B2C)	Customer Engagement (B2C)	All activities that a consumer can perform on the Supply Chain Logistics/Distributor's or Manufacturer's app to interact with products.	Scan-to-Reorder	A B2C customer scans a product to place an order in the vendor's eCommerce system.
			Product Registration	A B2C customer scans a product to register it.
			Product Information Lookup	A B2C customer scans a product to check information such as warranty or last maintenance date, retrieve the product manual, request on-site help
			Returns Handling	A B2C customer can scan parcels they want to return once a delivery has been completed - even by accessing this functionality on a web page, without installing any app
			Proof of Delivery	A B2C customer scans the parcel or mail at the door to prove its reception from the consumer side.
			Consumer Delivery Tracking	A B2C customer scans a QR code from the web, to access information concerning the delivery of a parcel or mail.

T&L Air Travel				
Use Case Suite	**Use Case Pack**	**Pack Definition**	**Use Case**	**Use Case Definition**
Air Travel Suite for Workers (B2E)	Above the Wing Operations	All "Above the Wing" activities and processes at Airports including	Mobile Agents: Mobile Check-In at the Airport	Check-in can be handled by a mobile employee with a smart device anywhere in the check-in area.

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	passenger management and support as well as access control and boarding.	Baggage Check-in at the Gate	If the bag of a passenger who is boarding the plane is too big, an agent can check in the bag and scan the bag tag with a phone.
		Mobile Agents at the Gate	Gate agents can be mobile in the gate area, scan a boarding pass and offer personal information and upsell.
		Vouchers at the Airport	Customer agents can simply scan a boarding pass to issue a voucher for passengers.
		Mobile Point of Sale	An airline or airport agent can use a smart device such as a smartphone or a tablet as a standalone mobile point-of-sale system without the need for an additional scanner, to keep track of products sold.
		Finding Baggage	Any luggage can be quickly located among many other bags using MatrixScan and augmented reality feedback. For example, quicker location of a piece of no-show baggage in the aeroplane or at Lost & Found.
		Passenger Management: Passenger Information Lookup	Any agent can scan a boarding pass, ticket or passport to display real-time information using AR; such as what are the connected flights, which gate to go to, how many frequent-flyer miles the passenger has, quick upgrades to business class, type of subscriptions owned, and seat.
		Passenger Management	A flight agent can scan the boarding pass or ID/passport of passengers to change their seats, upgrade them, transfer them to a different flight, etc.
		Access Control: Boarding	Service agents can use smart devices such as smartphones and tablets to board the aircraft more easily by scanning boarding passes, passports and crew badges at the gate.
		Lounge Access Control	Lounge access can be handled by scanning a boarding pass with a smartphone. The smart device can be used for point of sale as well.
		Ticket Control	An employee scans and checks the validity of passengers' tickets.
Mobile Agents	The activities and processes - excluding access control like boarding - that Mobile Agents need to perform at Airports.	Mobile Agents: Mobile Check-In at the Airport	Check-in can be handled by a mobile employee with a smart device anywhere in the check-in area.
		Baggage Check-in at the Gate	If a bag of a passenger who is boarding the plane is too big, an agent can check in the bag and scan the bag tag with a phone.
		Mobile Agents at the Gate	Gate agents can be mobile in the gate area, scan a boarding pass and offer personal information and upsell.
		Vouchers at the Airport	Customer agents can simply scan a boarding pass to issue a voucher for passengers.
		Mobile Point of Sale	An airline or airport agent can use a smart device such as a smartphone or a tablet as a standalone mobile point-of-sale system without the need for an additional scanner, to keep track of products sold.
		Finding Baggage	Any luggage can be quickly located among many other bags using MatrixScan and augmented reality feedback. For example, quicker location of a piece of no-show baggage in the aeroplane or at Lost & Found.
		Passenger Management: Passenger Information Lookup	Any agent can scan a boarding pass, ticket or passport and display real-time information using AR; such as what are the connected flights, which gate to go to, how many frequent-flyer miles the passenger has, quick upgrades to business class, type of subscriptions owned, and seat.
		Passenger Management	A flight agent can scan the boarding pass or ID/passport of passengers to change their seats, upgrade them, transfer them to a different flight, etc.
Technical Operations	The activities and processes that Technicians need to perform to install, maintain, repair or overhaul equipment or systems.	Information Lookup	A technician can have instant access to information about parts and equipment that need to be fixed by quickly scanning an identification number or a barcode. AR can show information such as maintenance schedule, warranty, and operation times and they also quickly access assembly instructions, potential failure modes, etc.
		Finding Parts	A technician can use single-scanning and/or MatrixScan with AR to find the correct parts faster and more reliably.
		Stock Taking	A technician uses fast single-scanning and/or MatrixScan to do inventory counts of their stock.
		Proof of Completion	A technician can scan the parts used and the equipment to confirm service completion during the work order to accurately monitor their activity and confirm the right tasks are performed and the right parts are being used.
In-Flight	The activities and processes that Airline Crews need to perform to service passengers during a flight.	Passenger Information Lookup	Crew members can use a smart device such as a smartphone or a tablet as a standalone mobile Point of Sale system without the need for an additional scanner, to keep track of products sold.
		Vouchers	Crew members can simply scan a boarding pass to issue a voucher for passengers.
		Mobile Point of Sale	Any crew member can scan a boarding pass, ticket or passport to provide passenger information such as seat, upgrade options, connecting flights etc.
		Trolley Restocking	The crew and workers loading the plane can scan any inventory such as lunch boxes to make sure trolleys are restocked for the flight.

	Below the Wing Operations	All "Below the Wing" activities and processes at Airports including baggage management.	Baggage Scan (i.e. Ramp)	Ground handling workers can scan bag tags to perform luggage sorting as well as loading and unloading of the aircraft.
			Finding Baggage	Any luggage can be quickly located among many other bags using MatrixScan and augmented reality feedback. For example, quicker location of a piece of no-show baggage in the aeroplane or at Lost & Found.
			Restocking	The crew and workers loading the plane can scan any inventory such as food or blankets to make sure everything is ready for the flight.
Air Travel Suite for Individual Consumers (B2C)	Customer Engagement (B2C)	All activities that passengers can perform in an Airline's app.	Self Check-In	A passenger can scan IDs, passports and visas with his smart device when booking a flight or performing online check-in to save time.
			Baggage Check-In	Customers can scan a boarding pass or ID with a smart device and immediately print their baggage tag and self-check in.
			Consumer Vouchers	Passengers can simply scan their voucher code or their boarding pass to redeem a voucher.
			Ticket Purchase	Passengers can enter their ID or passport details with a simple scan of the required document when buying a ticket.

Field Operations & MRO				
Use Case Suite	Use Case Pack	Pack Definition	Use Case	Use Case Definition
Field Operations & MRO Suite for Workers (B2E)	DC/Warehouse Operations	The activities and processes involved in running and managing a Distribution Center/Warehouse effectively.	Receiving	A worker scans a package/pallet against an order or receipt. Optionally, information such as documentation, signature and damage photos are collected.
			Put-Away	A worker puts away a pallet/item at the correct location in the warehouse and is scanning the pallet/item label as well as the location code/number.
			Picking	A worker scans the item/parcel barcodes to make sure to pick them correctly for an order/shipping.
			Staging	A worker scans the items/parcels which were pre-assembled to validate if they match the order/shipping list.
			Packing	A worker packs an order into the correct box/pallet, prints the shipping label and scans it.
			Sorting	A worker scans packages with a smartphone and sorts them manually before loading, using single scanning or multi scanning and AR.
			Loading the Van/Truck	A worker is scanning items or pallets against an order (bill of lading) and loading them into a van/truck. Loading can be performed using single or multi scan; when performed with AR, loading can be optimized based on delivery zones.
			Returns Handling	A worker scans returned items/pallets to get further process information: put-away for storage or forward to another location.
			Inventory Check	A worker scans a barcode to register the pallet/item for an inventory check or to look up inventory levels of a product/item.
	Field Operations	The activities and processes that Technicians/Contractors need to perform at specific locations to install, repair, or maintain equipment or systems.	Loading the Van	A technician scans parts, assets and products to be loaded into the van. Loading can be performed using single or multi scanning;
			Finding Parts	A technician can use single-scanning and/or MatrixScan with AR to find the correct parts faster and more reliably via visual overlays on the device screen.
			Stock Taking	A technician uses fast single scanning and/or MatrixScan to do inventory counts of stock (normally in the van).
			Information Lookup	A technician gets instant access to information about parts and equipment that need to be fixed by quickly scanning an identification number or barcode. AR can show information, such as maintenance schedule, warranty or operation times, and they can also easily access assembly instructions, potential failure modes etc.
			Proof of Completion	A technician can scan both parts used and the equipment to confirm service completion during a work order. This helps accurately monitor activity and confirms that the right tasks are performed and the correct parts are used.
			Mobile Point of Sale	A technician scans parts and automatically generates invoices and collects payments onsite using a Scandit-powered smart device with mPOS.
Field Operations & MRO Suite for Business Consumers (B2B)	Business Customer Engagement* (B2B)	The services offered by Field Service & MRO companies to their business customers to facilitate B2B operations.	Scan-to-Reorder	A B2B customer scans product barcodes to build a cart and place an order via a supplier's eCommerce storefront.
			Product Registration	A B2B customer can scan a product to register it.
			Information Lookup	A B2B customer scans barcodes on products to retrieve additional information (e.g. ingredients, allergens, nutritional data, expiration dates, wasted products etc.)
			Returns Handling	A B2B customer scans items/pallets which are empty/faulty and need to be returned to the supplier.
			Stock Taking	A B2B customer scans products (all or partial) located in the customer storage to record product quantities currently in stock.
			Asset visit scheduling	A B2B customer scans a product to schedule an on-site visit
Field Operations & MRO Suite for	Customer Engagement* (B2C)	All activities that a consumer can perform on the	Scan-to-Reorder	A B2C customer scans a product to place an order in the vendor's e-commerce system

Individual Consumers (B2C)		company's app to interact with products and to schedule maintenance visits.	Product Registration	A B2C customer scans a product to register it
			Product Information Lookup	A B2C customer scans a product to check information, such as warranty or last maintenance date, retrieve a product manual or request on-site help etc.
			Returns Handling	A B2C customer scans the barcodes/serial numbers to report a technical problem and sends the product back the the manufacturer, who will be able to easily locate the product for further steps in the reverse logistics process
			Asset visit scheduling	A B2C customer scans a product to schedule an on-site visit.

Manufacturing				
Use Case Suite	**Use Case Pack**	**Pack Definition**	**Use Case**	**Use Case Definition**
Manufacturing Suite for Workers (B2E)	**DC / Warehouse Operations**	The activities and processes involved in running and managing a DC/Warehouse effectively.	Receiving	A worker scans a package/pallet against an order or receipt. Optionally, information such as documentation, signatures and damage photos are collected.
			Put-Away	A worker puts away a pallet/item at the correct location in the warehouse and scans the pallet/item label as well as the location code/number.
			Picking	A worker scans the item/parcel barcodes to make sure to pick them correctly for an order/shipping.
			Staging	A worker scans the items/parcels which were pre-assembled to validate if they match the order/shipping list.
			Packing	A worker packs an order into the correct box/pallet, prints the shipping label and scans it.
			Sorting	A worker scans packages with a smartphone and sorts them manually before loading, using single scanning or multi-scanning and AR.
			Loading the Van/Truck	A worker is scanning items or pallets against an order (bill of lading) and loading them into a van/truck. Loading can be performed using single or multi scan; when performed with AR, loading can be optimized based on delivery zones.
			Returns Handling	A worker scans returned items/pallets to get further process information: put them away for storage or forward them to another location.
			Inventory Check	A worker scans a barcode to register the pallet/item for an inventory check or to look up inventory levels of a product/item.
	Production Operations	The activities and processes involved in running and managing production operations effectively.	Line Side Replenishment	A worker scans empty bins and boxes to request/order parts needed by assembly workers - creating warehousing assembly orders.
			Parts Info Verification	A worker scans parts during the assembly process to verify that the part is the correct one, access specific installation instructions and check quality requirements.
			Assembly	A worker scans all parts during the assembly process, to accurately track & trace assembly and component data and certify that finished goods meet specifications and quality standards
			Sample Testing (Sampling)	A worker takes random samples of items from a lot (pre-production, during production, post-production and/or pre-shipment), adds a barcode and scans it before sending it to the lab. The lab will decide whether to accept or reject the entire lot based on the sample quality and then scan the item again.
	Sales Operations	The activities and processes that a Sales, Field representative or Merchandising worker performs, often at the customer site.	Stock Taking	A sales or field representative scans products (all or partial) located in the customer storage to record product quantities currently in stock.
			Expiry Management	A sales or field representative can quickly validate expiration dates by scanning their products with MS with AR (or single-scanning).
			Product Information Lookup	A sales or field representative can get product information by scanning its barcode.
			Scan-to-Reorder	A sales or field representative scans a product to place an order on behalf of a customer.
			Consumption Reporting	A sales or field representative can scan the barcodes used by the customer to fetch product information and ensure their correctness and accurate consumption for reporting and replenishment
			Authenticity Inspection	A sales or field representative can validate product authenticity by scanning its barcode.
			Mobile Point of Sale	A sales or field representative can scan consumed products to automatically generate invoices and collect payments on-site.
	Distribution Operations (B2B Delivery)	The activities and processes involved in running and managing B2B distribution effectively.	Loading the Van/Truck	A driver scans items to be loaded in the van/truck. Loading can be performed using single or multi scan; when performed with AR, loading can be optimized based on delivery zones.
			Searching & Staging in the Truck	A driver can quickly locate the right items/pallets in a van/truck, by hovering with their smart device over multiple packages with Augmented Reality or using a single scan.
			Proof of Delivery (Unloading)	A driver sorts items inside the truck, loads them on a hand truck or two-wheeler (in some cases also a pallet carry), and scans all items. The driver then unloads products from the truck and places them into designated customer storage.

				Stock Taking	A driver can do inventory counts at the customer storage area using any smart device (phone, tablet) by scanning and counting multiple items at once or with single scanning and manual entry of the stock count.
Manufacturing Suite for Business Consumers (B2B)	**Field Operations**	The activities and processes that Technicians/contractors need to perform at specific locations to install, repair, or maintain equipment or systems.		Scan-to-Reorder	A driver or worker scans a product/pallet to place an order on behalf of a customer.
				Returns Handling	A driver scans items/pallets which are empty/faulty and need to be returned to the DC/warehouse.
				Loading the Van	A technician scans parts, assets and products to be loaded into the van. Loading can be performed using single or multi-scanning;
				Finding Parts	A technician can use single-scanning and/or MatrixScan with AR to find the correct parts faster and more reliably via visual overlays on the device screen.
				Stock Taking	A technician uses fast single scanning and/or MatrixScan to do inventory counts of stock (normally in the van).
				Information Lookup	A technician gets instant access to information about parts and equipment that need to be fixed by quickly scanning an identification number or barcode. AR can show information, such as maintenance schedule, warranty or operation times, and they can also easily access assembly instructions, potential failure modes etc.
				Proof of Completion	A technician can scan both parts used and the equipment to confirm service completion during a work order. This helps accurately monitor activity and confirms that the right tasks are performed and the correct parts are used.
				Mobile Point of Sale	A technician scans parts, automatically generates invoices and collects payments onsite using a Scandit-powered smart device with mPOS.
	Business Customer Engagement* (B2B)	The services offered by a Manufacturer to their business customers facilitate B2B operations.		Scan-to-Reorder	A B2B customer scans product barcodes to build a cart and place an order via a supplier's eCommerce storefront.
				Product Registration	A B2B customer can scan a product to register it.
				Information Lookup	A B2B customer scans barcodes on products to retrieve additional information (e.g. ingredients, allergens, nutritional data, expiration dates, wasted products etc.)
				Returns Handling	A B2B customer scans items/pallets which are empty/faulty and need to be returned to the supplier.
				Stock Taking	A B2B customer scans products (all or partial) located in the customer storage to record product quantities currently in stock.
				Asset visit scheduling	A B2B customer scans a product to schedule an on-site visit

*B2B customers: restaurants, grocery shops, convenience stores, hotels, hospitals, pharmacies etc.

Manufacturing Suite for Individual Consumers (B2C)	**Customer Engagement (B2C)**	All activities that a consumer can perform on the manufacturer's app to interact with products and to schedule maintenance visits.		Scan-to-Reorder	A B2C customer scans a product to place an order in the vendor's e-commerce system
				Product Registration	A B2C customer scans a product to register it
				Product Information Lookup	A B2C customer scans a product to check information, such as warranty or last maintenance date, retrieve a product manual or request on-site help etc.
				Returns Handling	A B2C customer scans the barcodes/serial numbers to report a technical problem and sends the product back the the manufacturer, who will be able to easily locate the product for further steps in the reverse logistics process
				Asset visit scheduling	A B2C customer scans a product to schedule an on-site visit.

Healthcare	
Use Case	**Use Case Definition**
Positive Patient Identification (ID)	Clinicians scan patient wristbands to pull up patient records in EHR (e.g. EPIC - Positive Patient ID - PPID) for positive patient identification.
Barcode Medication Administration (BCMA)	Clinicians scan patients' wristbands to pull up patient records in EHR (e.g. EPIC - Positive Patient ID - PPID) for positive patient identification and then scan the medication container, EHR alerts Clinicians if the medication is correct and provides additional information such as dosage, etc.
Blood and IV Bag Administration	Clinicians scan patient wristbands to pull up patient records in EHR (e.g. EPIC - Positive Patient ID - PPID) for positive patient identification and then scan blood and IV bags, EHR alerts Clinicians if it is correct. Clinicians also scan blood and IV bags for collection, labeling, transporting and storing.
Mobile Phlebotomy & Specimen Collection	Clinicians scan patient wristbands to pull up patient records in EHR (e.g. EPIC - Positive Patient ID - PPID) for positive patient identification and print out labels for blood and specimen collection. Clinicians collect them and scan the sample tubes to mark them as "collected" in the system and then transport them to the lab.