



INDITION COMMERCE

Bar Code Label Designer FAQ

Common questions about designing and printing bar code labels.

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Getting started

Where do I find it?

Inventory > Bar Code Labels.

Do I have to set anything up before I can print?

No. A template called **Product bar code - 2" x 1"** is installed and marked as the default. If you print on 2 x 1 inch thermal stock you can print straight away.

My labels are a different size. What do I change?

Open the template, and under **1. Label stock** pick your stock from the list. It is grouped by vendor and named with the part number printed on your box of labels.

My stock is not in the list.

Choose **Custom size...** at the bottom of the list and enter the measurements. You need the size of one label, how many across and down, the page size, the distance from the page edge to the first label, and the pitch — the distance from the start of one label to the start of the next, including the gap.

Bar codes

Which bar code type should I choose?

Automatic, unless you know which scanner has to read it. Automatic reads the value and picks correctly: a 12-digit number becomes a real UPC-A, a 13-digit number an EAN-13, and anything with letters becomes Code 128 B.

What is the difference between UPC-A and Code 128?

UPC-A is the retail standard — the code on a product in a shop. Retail systems and point-of-sale software expect to see it, and it identifies the value as a retail product code.

Code 128 encodes any printable character, so it handles SKUs and part numbers that UPC-A cannot. It is the right choice for your own internal codes.

Automatic picks between them for you.

My UPC field contains part numbers, not real UPCs.

That is common and it is handled. Anything that is not a valid retail code is encoded as Code 128, which scans reliably. Only genuine 12- and 13-digit numeric values become UPC-A and EAN-13.

Do I need to include the check digit?

No. Enter 11 digits for a UPC-A or 12 for an EAN-13 and the check digit is calculated for you, and printed under the bars so the digits match the symbol. If you do include it, it is validated — a mistyped check digit is refused with an explanation rather than printed as a code that will not scan.

A product printed a placeholder instead of a bar code.

That product has nothing in the field you chose under **Encode this value**. The placeholder names the product and the reason so you know which records need attention. Fix the value in the catalogue and print again.

One product in this state never stops the rest of the batch.

Layout

Why is the variant printed with the product name?

A label identifies one specific sub product. Without the variant, a Large and a Small of the same product would print identical shelf tags, and no one could tell them apart. Products with no variant attributes just print their name.

My bar code moves up and down depending on the product name.

That is what **Reserve lines** is for. A name that wraps onto a second line pushes everything below it down the label. Reserving lines on the product name holds that space open whether the text fills it or not, so the bar code sits in the same place on every label.

The product name reserves two lines to begin with. Raise it if your names are longer.

Does reserving lines cut off long names?

No. It is a minimum, not a maximum. Text longer than the space reserved still wraps and still prints in full.

How do I put the SKU on the left and the price on the right?

Drag both into the same row and set that row's spacing to **Ends**.

What does Shrink to fit do?

It reduces a piece's text size just enough to keep it on one line. It only ever shrinks — text that already fits is untouched — and it stops at a readable minimum, wrapping rather than shrinking further. When it acts, the preview tells you what it changed.

Can I check my longest product name?

Yes. Use **Preview with** above the preview to switch between a short, a typical and a long name. Layout moves with name length, so a label that looks right against a short name can overflow against your longest one. Check

both.

Printing

What print settings should I use?

Margins: None and **Scale: 100%**, with headers and footers turned off. Any scaling shifts every label and makes the bar codes narrower than designed.

My printer driver keeps scaling anyway.

Use the **PDF**. It is already exactly the size of the label or sheet, so there is nothing for the driver to decide.

Should I use Test print or Test PDF?

Test print for a quick look. Test PDF when you want the exact thing your printer will receive, or when the browser is interfering.

Both use the version you last saved, so save first.

Everything prints slightly off, in the same direction.

Measure how far, and enter it under **5. Printer alignment**. Positive moves right and down, negative moves left and up. This shifts what is printed without changing the label size.

If the offset is *not* consistent — some labels right, others drifting — the stock is probably not the size the template thinks. Re-check the part number or measure and use a custom size.

How do I check alignment without wasting labels?

Turn on **Draw a hairline round each label**, print onto plain paper, and hold it against a real sheet up to the light. Turn the hairline off before printing on real stock.

Scanning

My printed bar code will not scan.

Work through these:

1. Look for a warning in the designer about bar width. If the bars are finer than your printer can place, they will not read.
2. Check the printed bars are crisp, with clear white margins at both ends.
3. Confirm nothing scaled the print — Margins None, Scale 100%, or use the PDF.
4. Try a wider bar code, or a shorter value.
5. For a digits-only value, Code 128 C packs the same digits into a narrower symbol.

The designer warns the bars would be too narrow.

The value needs more width than the label is giving it. Widen the bar code, shorten the value, or switch a digits-only value to Code 128 C. On a small label there is a genuine limit to how much a bar code can carry.

Do I need the numbers under the bar code?

Scanners read the bars, not the digits. But a person reading a shelf tag needs them, and staff use them when a code will not scan. Most stores leave them on.

Templates

How many can I have?

As many as you need. A typical store keeps a shelf label, a small tag for jewellery, and a sheet layout for bulk relabelling.

Which template do the Generate Bar Code buttons use?

The one marked **Default** — the grid's bulk action, the per-row bar code icon, and the buttons beside UPC and Item Number on a sub product screen.

How do I change the default?

Turn on **Use this template by default** inside the designer and save, or press **Make default** on the Bar Code Labels list. Only one template can hold it, and setting a new one releases the old.

Why can I not delete a template?

The default cannot be deleted, so those buttons always have a design to print with. Make another template the default first.

Can I experiment without disturbing what staff print?

Yes. Press **Duplicate** on the Bar Code Labels list and work on the copy. A duplicate never takes the default flag.

Can I retire a template without deleting it?

Turn off **Available for printing**.