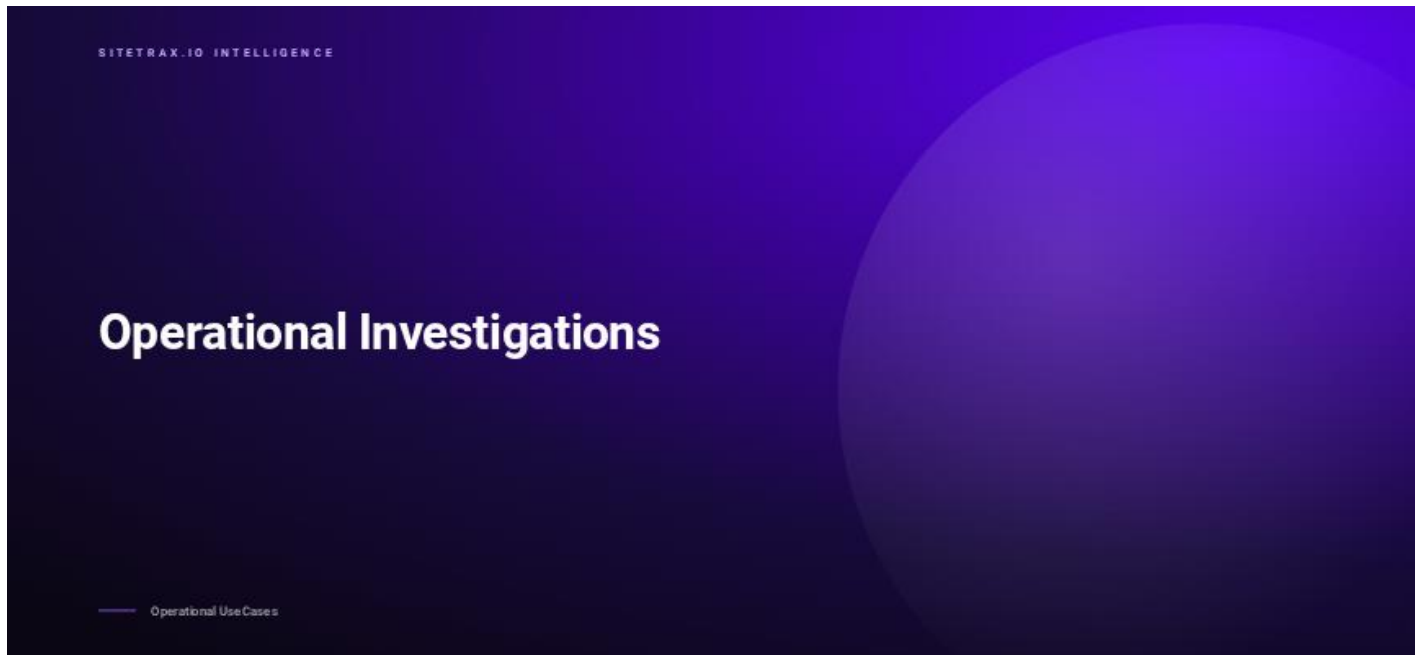


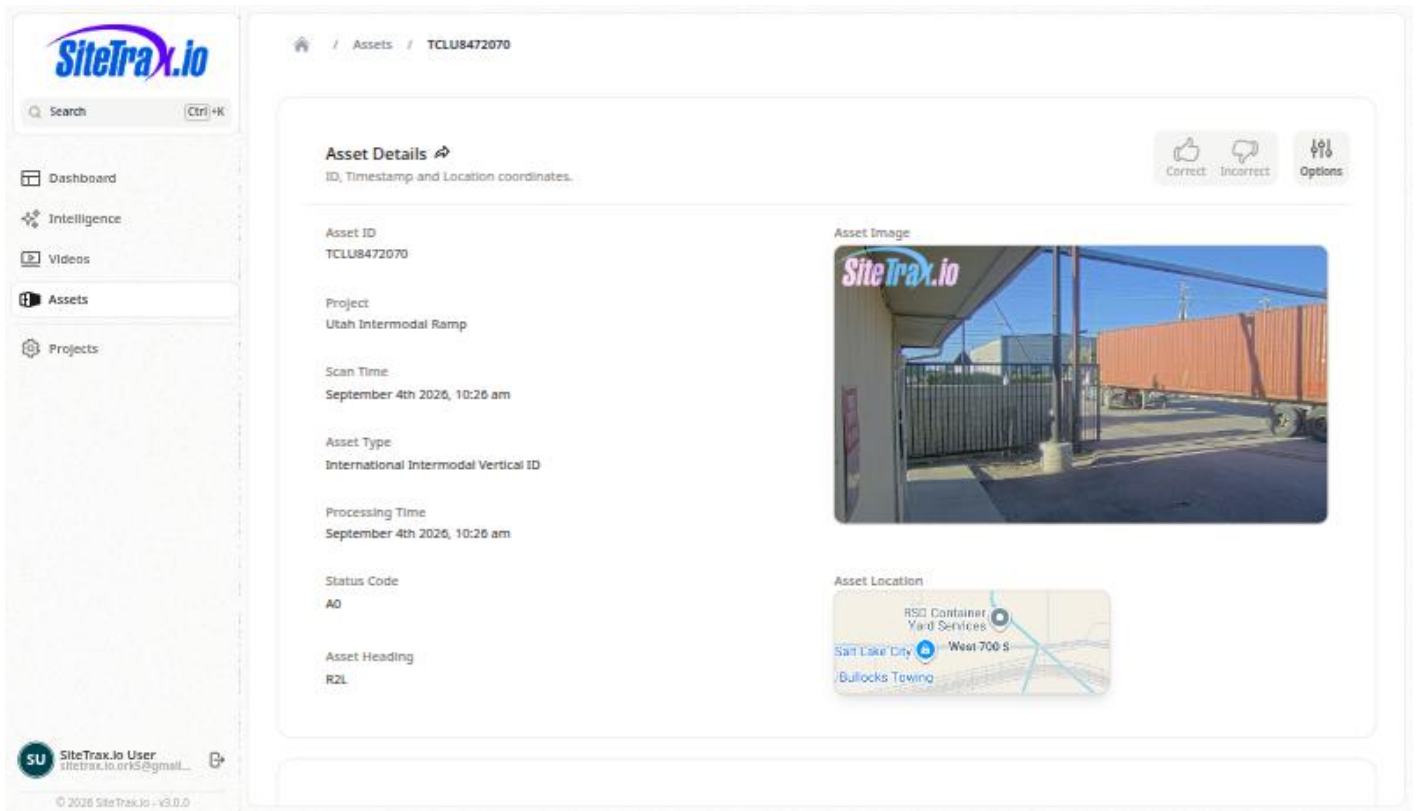
Operational Investigations



Reconstructing what happened when an account is disputed, a unit is unaccounted for, or a number does not look right.

The investigation path

1. **Start with the identifier.** Open **Assets**, widen the date range beyond the window you think you need, and search for the unit.
2. **Open the record.** Check the scan time against the processing time, the project, the direction and the status code.
3. **Look at the image.** This is the step that settles most disputes. Confirm the identifier in the image matches the reading.
4. **Go to the recording.** Open **Videos** and match on time and project when a still is not enough.
5. **Record the outcome.** If the reading does not match the image, mark the record **Incorrect**.



The full payload

Each record exposes the stored payload, including the identifier text, type, camera, coordinates, confidence, original and digitized timestamps and the image link. When two people disagree about what a report said, the payload is the thing to look at.

From an assistant

“ Using SiteTrax.io, show me records that may require review today.

“ Using SiteTrax.io, list every observation of container TCLU8472070 in the last 60 days with project, direction and time.

Watch out for

- **Distinguish reading errors from operational events.** A failed read is a capture problem. A unit appearing at the wrong site is an operational one.

- **Scan time and processing time are different.** Processing can follow capture, so use scan time when reconstructing a sequence.
 - **Media can be withheld.** Project configuration, retention, permissions or redaction can withhold an image while still returning the operational metadata. Missing media does not mean a missing record.
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Revision #1

Created 2026-09-04 15:20:56 UTC by SiteTrax.io Admin

Updated 2026-09-04 15:20:57 UTC by SiteTrax.io Admin