

Scanning & Auditing

Scan to identify on hand inventory, identify absent items, & archive items.

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Scan process

This article outlines the steps to scanning inventory in and out of inventory, as well as resetting inventory to identify what is on hand.

Adding Inventory (Scanning)

Retail Stores - Most retail stores can audit daily. Absent items can be compared against sold items to confirm.

Receiving

Any time items are added to your inventory, a ledger of the origin of the item, and where it came from (such as the Order #) should exist.

Receiving Purchases - Newly purchased product must be scanned to confirm receipt.

Receiving Transfers - Scanning product being received from internal sources (other stores or warehouses). If orders are managed in another system, the scans simply validate the actions executed match the order details

Audit & Compare

Before your audit, take time to review your **Absent** List to determine was moved to this list since the last audit. This list of items can be downloaded and compared against sales against a given period. Remember, items which are displayed as absent list pools items not scanned after an audit. Once the **Absent** list is cleared, the items are moved to **Archived**.

Remember, [Archived items can be restored](#) when scanning but will not be added back into inventory by default.

- 1. Compare Inventory** - Identify mismatched items via the Compare Tool.
- 2. Start [Audit](#)**. from the [mobile app](#), or from the [web portal](#).
- 3. [Scan inventory](#)** - Use Speed to capture most items quickly. Density scan option to identify if tags have been missed.
- 4. Compare Inventory** - Load the compare tool again to confirm mismatched items.
- 5. Resolve** - If mismatches still exist,

- Manually check:
 - Does the quantity match the partner On Hand?
 - Are items missing tags?
 - Are items packed too densely?
 - Are there missing items?
 - Are there items blocking the signal?
 - Do you need to be closer to capture the tags?
- Try different tags if overall readability is poor
- Print Tags - for missing items
- [Scan](#) inventory to capture missing tags
- [Scan](#) new items
- Adjust inventory for missing items can mark them as shrinkage

6. Repeat Steps 4 & 5 until no Mismatches appear

Following these steps will promote confidence in the technology and ensure that your inventory is always accurate.

Removing Inventory (Archiving)

Archive Scan

Sales Order Verification scan

Shipping Transfers

Resolve & Sync

This article describes the process of resolving inventory count discrepancies and syncing to Shopify after you [perform an Audit](#).

This feature is currently only available for customers using our Shopify integration. For all other customers, refer to the [Audit & Compare](#) article

What is a Resolution?

In Simple RFID, a **Resolution** is how we update Shopify's inventory counts to match our scanned counts. Each product that is **Mismatched** needs a **Reason** for that mismatch. A **Reason** could be missing tags, more products than Shopify expected, etc. Each reason has an **Action** attached to it. An **Action** could be printing tags, scanning tags, or updating Shopify's inventory count. The **Resolution Center** allows you to give **Reasons** and perform **Actions** for products that are **Mismatched**.

Access the Resolution Center

From an **Audit**, you can go to the **Resolution Center**. This is where you can give reasons for specific items being over expected or under expected.

The screenshot displays the Resolution Center interface for an audit named 'Walkthrough'. The audit is completed and was created on 05/08/2026 at 01:18 PM. It is associated with a specific Store Location and Shopify integration. A 'Resolution center' button is highlighted in the top right corner.

Below the audit details, there are filters for 'Assignee' (Set to 'Select users') and 'Notes' (Set to 'Enter your notes here...').

The summary section shows the following statistics:

- 10 / 10 Items
- 3 / 3 Products
- 1 Matched
- 2 Mismatched
- 1 Under expected
- 1 Over expected
- 4h 08m Scan time

Filters for 'Matched', 'Under expected', and 'Over expected' are available. A search bar is provided for searching by SKU or Name.

Title	SKU	Expected*	Scanned*	Diff
Elephant	012345678905	5	5	0
Tiger	098765432104	3	2	-1
Hawk	5012345678900	2	3	+1

You can also access this page from the **Resolve & Sync** tab in the navigation menu.

Resolve Mismatched Products

Search... Store Location

0 selected

2 Unresolved 0 Actions required 0 Ready to sync 1 Under expected 1 Over expected 0 Stale items 05/08/2026

Mismatched products Pending actions Ready to sync History

Title	SKU	Audit ID	Audit completion date	Expected*	Scanned*	Diff	Type	Freshness	<input type="checkbox"/>
Tiger	098765432104	Walkthrough	08/05/2026 05:35 PM	3	2	-1	Under expected	🌿 2 d	<input type="checkbox"/>
Hawk	5012345678900	Walkthrough	08/05/2026 05:35 PM	2	3	+1	Over expected	🌿 2 d	<input type="checkbox"/>

Each product can be in one of three categories:

- **Mismatched Products:** The products is either **Under Expected** or **Over Expected** without a **Resolution**
- **Pending Actions:** The products are waiting for a specific **Action** to be taken (printing, scanning, etc.)
- **Ready to Sync:** The products are waiting to be synced with Shopify

You can select one or multiple products, and click **Resolve** to bring you to the resolution step. There are two groups on this page, **Under Expected**, and **Over Expected**.

Products which scanned less inventory quantity than expected

0 Resolved 1 Total Products -1 Group remaining diff

Under expected

Add reason to group

Reason for under expected ⓘ

Select a reason...

Tiger 098765432104 Walkthrough Audit ID 3 Items expected 2 Items scanned -1 Difference

+ Reason for over expected - Reason for under expected Remaining diff: -1

To **Resolve** a mismatch, you need to give it a **Reason**. Depending on the reason you give it, it will require a specific **Action**.

There are two different ways you can add a **Reason**:

1. **Group Reason:** Give the same reason for every product selected
2. **Single Reason:** Give a reason for a specific product

Once you have selected a **Reason** for all of the products, any that require an **Action** will be put in the **Pending Actions** section in the **Resolve & Sync** tab.

Search... Location:

0 Unresolved | 2 Actions required | 0 Ready to sync | 0 Under expected | 0 Over expected | 0 Stale items | Walkthrough 05/08/2026 Last audit

Mismatched products **Pending actions** Ready to sync History

Title	SKU	Audit ID	Location	Freshness	Reason	Action	Tags	Action status	Buttons	Confirm action
Tiger 098765432104	098765432104	Walkthrough	Store Location	🟢 2 d	New Inventory Not Tagged Note: Printing Extra Tiger	Add tags ⓘ	1	Ready to print		<input type="checkbox"/>
Hawk 5012345678900	5012345678900	Walkthrough	Store Location	🟢 2 d	Duplicate Tags on Items	Archive tags ⓘ	1	Ready to scan		<input type="checkbox"/>

Some Actions can only be resolved on the Simple RFID mobile app. For example, archiving an extra tag.

From here, you can see the **Action** that needs to be taken. You can hover over the **Action** column to see what needs to be done.

Any products that need to be synced will be in the **Ready to Sync** tab.

AUD-5/13/2026-646496 Location: 0 selected

3 Unresolved | 0 Actions required | 1 Ready to sync | 1 Under expected | 2 Over expected | 0 Stale items | AUD-5/13/2026-646496 05/13/2026 Last audit

Mismatched products Pending actions **Ready to sync** History

Title	SKU	Audit ID	Location	Reason	Previous Qty	Adjustment	Estimated Qty	Resolution date	Freshness	
Bird Hawk 5012345678900	5012345678900	AUD-5/13/2026-646496	Store Location	Unlogged Incoming Inventory	2	+3	5	13/05/2026 06:55 PM	🟢 0 d	<input type="checkbox"/>

You can **Ignore** products, this will remove them from the Resolve page without updating Shopify

Compare Scan

This article describes the process of scanning inventory with a live comparison of your current inventory

For information on the different settings on the scan page, [please read here](#)

Starting a Compare Scan

There are multiple places where you can perform a Compare Scan. These include:

- [Audit with Shopify](#)
- [Audit & Compare](#)

It's important to note that the Compare Scan has the same function in both places you perform it: You want to compare an inventory is matched with your current physical inventory in real time.

On the Scan page, there are two values for each product that you will want to keep track of

- **Scanned:** The number of tags that have been scanned this session
- **Expected:** The inventory count currently in the inventory



Items: 0

10

Products

0 / 3

(0.0%)

Under Expected

3



Over Expected

0



Matched

0



Frog Amphibian

SKU: 0123432678903

Weight: 2 lb



Scanned: 0



Expected: 0



Hawk Bird

SKU: 5012345678900

Weight: 2 lb



Scanned: 0



Expected: 2



Elephant Mammal

SKU: 012345678905

Weight: 10000 lb



Scanned: 0



Expected: 8



93%



Clear

Next

There are three possible states that a product can have:

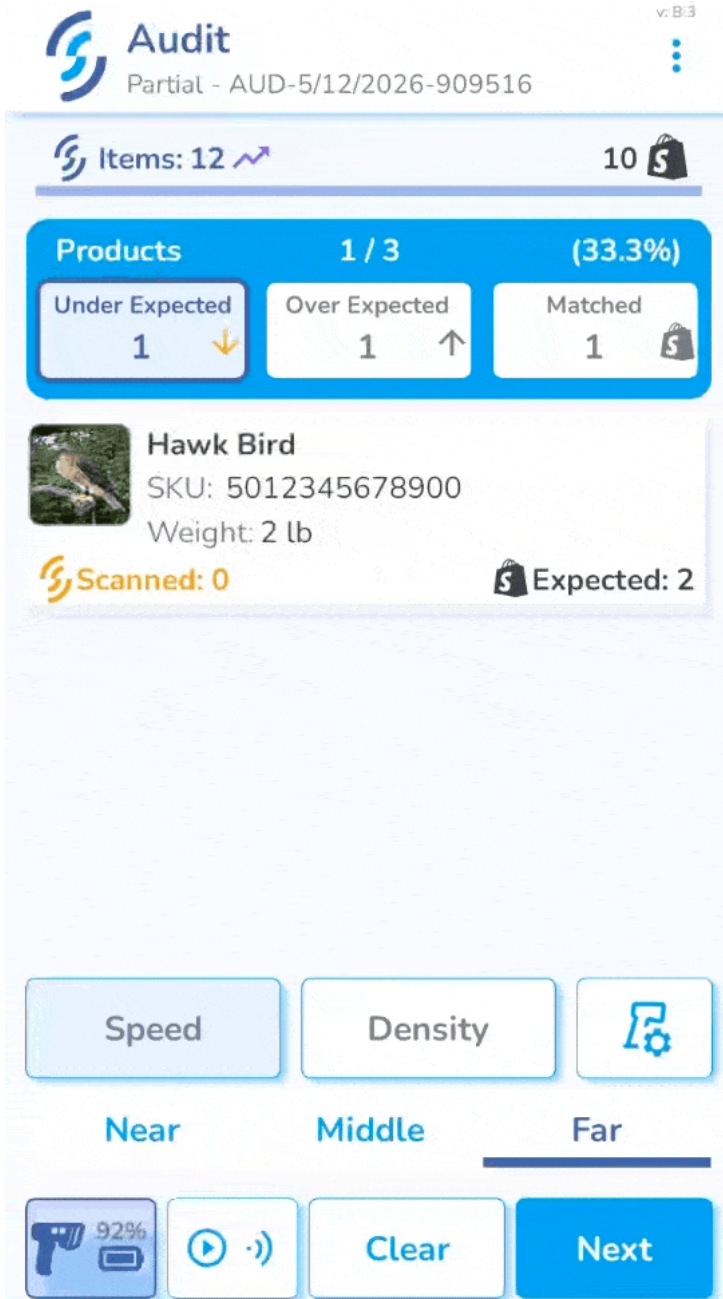
- **Under Expected:** The **Scanned** amount is less than the **Expected** amount
- **Over Expected:** The **Scanned** amount is more than the **Expected** amount
- **Matched:** The **Scanned** amount is equal to the **Expected** amount

Every product will be in the **Under Expected** section, because the **Scanned** amount starts at 0

Scanning Process

As you scan products, they will be put into the three sections explained previously. You can click on a section to view all of the products in that section.

While the scanner is active, there will be a loading screen in the product area. To view the counts for your products, stop scanning.



Once you feel confident that you have picked up everything, press **Next**. This will take you to the **Summary Page**.



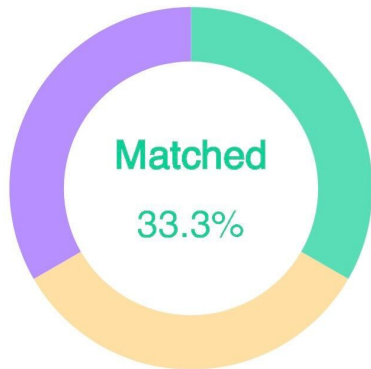
Audit Summary

Audit started: 05/13/2026 11:31 AM

Time elapsed: 0 minutes

Products: 2 / 3

Items: 12 / 10



Products in 

 Under expected  Over expected  Matched

1 **1** **1**



Use 'Control scan' for more accurate and dense scanning

Control scan

I don't need additional scan

Upload

From here, you can see how many products are in each section, and how many items you picked up.

There are two options on this page:

1. **Control Scan:** Perform another scan on **Density** mode to pick up any tags you may have missed
2. **Upload:** Upload the scan to an Audit, or inventory

A **Control Scan** is recommended for greater accuracy, but you can click the checkbox below to go straight to an **Upload**