

# 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 **Mismatched** product 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 provide **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-** or **Under-**expected.

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

Below the audit details, there are sections for 'Assignee' (with a dropdown menu) and 'Notes' (with a text input field). A summary bar shows 10 items, 3 products, 1 matched, 2 mismatched, 1 under expected, 1 over expected, and a scan time of 4h 08m.

A search bar is located below the summary bar, with filters for 'Matched', 'Under expected', and 'Over expected'. The main table lists items with their titles, SKUs, expected counts, scanned counts, and differences.

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...   LOCATION Store Location

0 selected

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

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 are 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 ⓘ

1

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

Remaining diff: -1 2

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: Store Location

[Refresh](#)

0 Unresolved	2 ⌚ Actions required	0 ✔ Ready to sync	0 ⬇ Under expected	0 ⬆ Over expected	0 🔥 Stale items	Walkthrough 05/08/2026 🕒 Last audit
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Mismatched products **Pending actions** Ready to sync History

[Print](#)

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		

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: Store Location

0 selected [Sync](#) [Ignore](#) [Refresh](#)

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
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Mismatched products Pending actions **Ready to sync** History [Filter](#)

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

Revision #9

Created 7 May 2026 00:40:39 by Ryan Larson

Updated 2 June 2026 14:03:50 by Oleksandr Lykhopoi