

Navigation Menu: Resolve & Sync

- [Web Portal: Resolution Center: Review & Resolve Mismatches](#)
- [Web Portal: Resolution Center: Complete RFID tasks](#)
- [Web Portal: Resolution Center: Review and Resolve Mismatches](#)
- [Web Portal: Resolve & Sync: Update Partner Counts Manually](#)

Web Portal: Resolution Center: Review & Resolve Mismatches

This article describes the process of reviewing mismatches generated from an inventory audit, determining truth, then performing necessary RFID tasks and inventory adjustments to align the two numbers.

The tab contains 4 tabs: Mismatches,

Mismatches

The Mismatches tab contains a list of the items to review from your audit. The user must review and choose who to trust:

Trust RFID Count - If you trust your RFID it means:

- If the RFID count is greater than the Partner Count = increase Partner Count to match the RFID.
- If the RFID count is less than the Partner Count = decrease Partner Count to match the RFID.

Trust Partner Count - If you trust your Partner Count it means:

- If the RFID is greater than the Partner Count = Perform an "Archive" scan on tags to reduce RFID count to match Partner.
- If the RFID is less than the Partner Count = Print and/or scan tags to increase RFID count to match Partner.

Manual Count - If you trust neither the RFID or Manual Count it means:

- The physical count may differ from both the RFID and the Partner Counts, therefore you must perform a manual count, then enter this count.
- If this count differs from both the RFID and Partner Counts tasks will be generated to adjust both RFID and Partner.

When should you choose each Source of Truth?

RFID Count

Choose the **RFID Count** if you trust that every item has been tagged with RFID and that all tagged items were successfully scanned.

This option is often preferred when:

- If the Partner Count is more than the RFID Count: You want to avoid **overselling** by ensuring inventory is not overstated.
- If the RFID Count is more than the Partner Count: The partner system quantity is too low and want to increase it to match the verified RFID scan.
- You have confidence in your RFID tagging and scanning process.

When **RFID Count** is selected as the source of truth, all generated tasks will be **Adjustments** to the partner system to match the RFID inventory.

Partner Count

Choose the **Partner Count** if you trust that the inventory quantity in your partner software is accurate.

This option is commonly used when:

- You are first implementing RFID and have not yet established confidence in your RFID data.
- You believe the partner system reflects the correct inventory (because you recently counted)
- You wish to align your RFID inventory with your existing records.

When **Partner Count** is selected as the source of truth the result will be **RFID tasks**, such as printing missing RFID labels or performing Add or Archive scans to match the partner inventory.

Trust Neither / Manual Count

Perhaps you don't trust either your RFID or Partner counts. In this instance you must physically count the items to determine the truth.

If the manual count differs from both, **both RFID and Partner tasks will be created**.

Assigning a Reason

Users have the option of assigning a reason for each action to help in categorizing issues.

Accessing the Resolution Center

Once an audit is completed, all mismatched products are moved to the **Resolution Center**. From there, users can access mismatches either:

- Directly from the audit by selecting **Resolution Center**, or

- From the left navigation menu by selecting **Resolve & Sync**

Audit Name:
Walkthrough

Completed

Created: 05/08/2026 01:18 PM

Store Location

Shopify

Full audit

Assignee:
Select users

Notes:
Enter your notes here...

10 / 10
Items

3 / 3
Products

1
Matched

2
Mismatched

1
Under expected

1
Over expected

4h 08m
Scan time

Search by SKU or Name...

Matched

Under expected

Over expected

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

Steps

1. Review Mismatches

1. Choose the product(s) you wish to review by clicking the checkbox(es) on the far right.
2. Next, click "Review" to manage the products.

Resolution Center

Show summary

Shopify Unresolved 5 RFID tasks 0 Adjustments 0 Under Expected 4 Over Expected 1

Account: simplerfid-qa Location: 101

Mismatches
Review count differences and choose the correct value

RFID tasks
Complete tag printing, scanning or removal to align RFID with actual stock

Adjustments
Post approved inventory updates to your partner system

History
Track what changed and when

AUD-10/12/2026-78226

Export 1 selected Review

Title	SKU	Audit ID	Audit completion date	RFID*	Partner*	Diff	Type	Freshness	
Liquids Generic Plastic Soap Magenta Single	Generic Plastic Soap 091026135420	AUD-10/12/2026-782262	12/10/2026 03:17 PM	0	2	-2	Under expected	0 d	☒

2. Determine what to Trust

1. Choose either RFID Count, Partner Count, or Manual Count

- If Manual Count is selected you must enter the count

2. After selecting the option, below each product card is displayed the "Generated Actions" which indicates what required actions will be.

3. Finally, click the "Generate Actions" button at the bottom right.

2 products selected - choose which count to trust for each

All discrepancies

☐ Only unreviewed

Trust RFID

Trust Partner

Trust Manual

24 Ct. Gold Earrings
24CTGLD-3
Audit: Audit Store

RFID COUNT
6
Trust RFID

PARTNER COUNT
7
✓ Trusted

MANUAL COUNT
-
Trust Manual

GENERATED ACTIONS
Print & apply 1 tags, then rescan the untagged items Reason (optional)

Jumpers | Jumpers | Brown | m
JMP-BRN-M
Audit: Audit Store

RFID COUNT
0
Trust RFID

PARTNER COUNT
20
Trust Partner

MANUAL COUNT
19
✓ Trusted

2 of 2 reviewed

Cancel

Generate Actions 3

3. Generate Actions

Complete Required RFID tasks & Partner Adjustments

Once the "Generate Actions" button is clicked, [RFID](#) tasks and [partner adjustments](#) are created (If you are auditing against a spreadsheet you'll use the spreadsheet export and perform adjustments [Uploading corrections](#)).

Web Portal: Resolution Center: Complete RFID tasks

After **Mismatches** have been reviewed in the **Resolution Center**, actions are required to align the RFID and Partner Count: **These RFID tasks** include **Printing RFID tags**, performing an **Add**, or **Remove (Archive) Scans** to align the RFID with the partner count.

RFID tasks

Click on the RFID tasks tab

Mismatches

Review count differences and choose the correct value

RFID tasks

Complete tag printing, scanning or removal to align RFID with actual stock

Adjustments

Post approved inventory updates to your partner system

History

Track what changed and when

AUD-10/12/2026-78226:

Print

	Title	SKU	Audit ID	Location	Freshness	Reason	Action	Tags	Action status	Confirm action
	Liquids Generic Plastic Soap Magenta Single	Generic Plastic Soap 091026135420	AUD-10/12/2026-782262	101	 0 d		Add tags ⓘ	2	Ready to print	☒
	Liquids Gorgeous Metal Chicken Magenta Single	Gorgeous Metal Chicken 091026145842	AUD-10/12/2026-782262	101	 0 d		Add tags ⓘ	1	Ready to print	☒

Print Missing Tags

If the tags have not been printed

- Click on the records you wish to print
- Click the Print button

Mismatches

Review count differences and choose the correct value

RFID tasks

Complete tag printing, scanning or removal to align RFID with actual stock

Adjustments

Post approved inventory updates to your partner system

History

Track what changed and when

AUD-10/12/2026-78226:

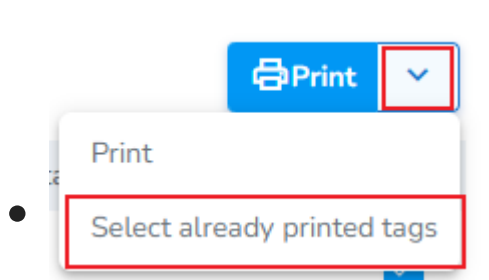
Print

	Title	SKU	Audit ID	Location	Freshness	Reason	Action	Tags	Action status	Confirm action
	Liquids Generic Plastic Soap Magenta Single	Generic Plastic Soap 091026135420	AUD-10/12/2026-782262	101	 0 d		Add tags ⓘ	2	Ready to print	☒
	Liquids Gorgeous Metal Chicken Magenta Single	Gorgeous Metal Chicken 091026145842	AUD-10/12/2026-782262	101	 0 d		Add tags ⓘ	1	Ready to print	☒

Associate Already Printed Tags

If the tags have already been printed

- Click on the records you wish to associate
- Click the chevron, then click Select already printed tags



Perform Add or Remove (Archive) scans

Finally, you will perform

Note: To update RFID inventory, use the mobile app to perform **Add** scans (to increase the RFID count) or **Archive** scans (to decrease the RFID count). Printing actions must be completed from the RFID tasks tab or by the associated print job generated for the action.

Coming Soon: The next version of the mobile app introduces a dedicated **Pending Actions** tab that consolidates all required RFID actions into one place. Instead of switching between multiple screens, users will be able to view and complete **Add**, **Archive**, and **print actions** from a single workflow. [Here's a preview.](#)

Web Portal: Resolution Center: Review and Resolve Mismatches

Make Adjustments to Partner Inventory

If you are auditing data from a spreadsheet or non-integrated source, follow [these instructions](#) to complete inventory adjustments.

Apply Adjustments

- 1. Check the boxes on the right
- 2. Click the **Sync** button to updated counts

Show summary

Shopify Unresolved 0 Simple RFID Actions 4 Partner Actions 3 Under Expected 0 Over Expected 0

Location: Shop location

Mismatched products

RFID actions

Partner actions

History

Audit Store

Search

Filter

1 selected

Sync

Ignore

Refresh

Title	SKU	Audit ID	Location	Reason	Previous Qty	Adjustment	Estimated Qty	Resolution date	Freshness	
 Jumpers Jumpers Brown m	JMP-BRN-M	Audit Store	Shop location		20	-1	19	17/08/2026 10:03 PM	 0 d	☒
 ACCESSORIES ADIDAS CLASSIC BACKPACK black OS	AD-03-black-OS	Audit Store	Shop location		4	+7	11	17/08/2026 05:13 PM	 0 d	☐
 Wilson Tennis Racket	WIL-TNRK	Audit Store	Shop location		4	+1	5	17/08/2026 05:13 PM	 0 d	☐

Ignore

Use the Ignore button to clear items from the **Adjustments** list without making changes to the partner quantity.

Web Portal: Resolve & Sync: Update Partner Counts Manually

If you are using a 3rd party source to audit, this article walks through the final step in the process--updating the partner system via spreadsheet import.

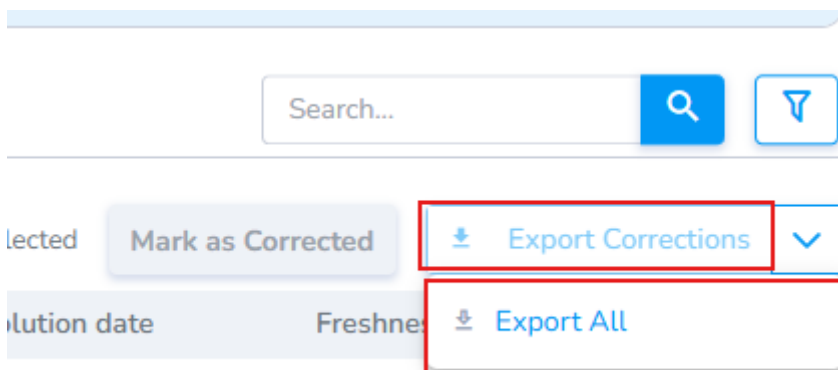
Partner Corrections

Now that you have reviewed your mismatched products, generated RFID tasks, and identified products which require an inventory correction you can export a spreadsheet with the corrections for upload into your third party source.

Including Corrections in Exported Sheet

Generate a spreadsheet containing corrections in two ways:

- Click on the checkboxes on the right, then click Export Corrections to include specific records
- Click the drop-down arrow, then click "Export all" to include all records in the export



- Inventory corrections are generated as a spreadsheet.
- Sheet is exported,, then upload into partner system.

Location: Shop location

SOURCE	LOCATION	UNRESOLVED	ACTIONS	READY	UNDER EXPECTED QTY	OVER EXPECTED QTY
Shopify 3 items	Shop location	3	0	3	1	2
Spreadsheet 2 items	Shop location	2	0	3	2	0

Mismatched products Pending actions Ready for correction History

Search...

0 selected Mark as Corrected **Export Corrections**

Title	SKU	Audit ID	Location	Reason	Previous Qty	Adjustment	Estimated Qty	Resolution date	Freshness	Status
Towel Mat Bronze	BT-155	AUD-06/20/2026-...	Shop location	Incorrect Adjustment	10	-10	0	11/07/2026 01:56 AM	>17 d	Pending export
Ray Ban - Justin...	RBN-JCL	Spreadsheet Audit	Shop location	Incorrect Adjustment	4	-4	0	11/07/2026 01:56 AM	0 d	Pending export
Ray Ban Wayfarer 2	V2-WA...	Spreadsheet Audit	Shop location	Incorrect Adjustment	1	-1	0	11/07/2026 01:56 AM	0 d	Pending export

Product Correction Export

- Take the correction sheet and upload it into your partner system

C9

	A	B	C	D	E	F
1	SKU	Reason	Previous Qty	Adjustment	Estimated Qty	Resolution Date
2	BT-155	incorrect_adjustment	10	-10	0	11.07.2026
3	RBN-JCL	incorrect_adjustment	4	-4	0	11.07.2026
4	V2-WAY-BRN	incorrect_adjustment	1	-1	0	11.07.2026
5						
6						
7						
8						
9						
10						

Mark as Corrected

Once partner system has been updated the user "Mark(s) as Corrected" to indicate that the partner system has been updated.

Location:Shop location

SOURCE	LOCATION	UNRESOLVED	ACTIONS	READY	UNDER EXPECTED QTY	OVER EXPECTED QTY
Shopify 3 items	Shop location	3	0	3	1	2
Spreadsheet 2 items	Shop location	2	0	3	2	0

Mismatched products

Pending actions

Ready for correction

History

Search...

3 selected

Mark as Corrected

Export Corrections

Title	SKU	Audit ID	Location	Reason	Previous Qty	Adjustment	Estimated Qty	Resolution date	Freshness	Status	
Towel Mat Bronze	BT-155	AUD-06/20/2026-291092	Shop location	Incorrect Adjustment	10	-10	0	11/07/2026 01:56 AM	>17 d	Exported	
Ray Ban - Justin...	RBN-JCL	Spreadsheet Audit	Shop location	Incorrect Adjustment	4	-4	0	11/07/2026 01:56 AM	0 d	Exported	
Ray Ban Wayfarer 2	V2-WA...	Spreadsheet Audit	Shop location	Incorrect Adjustment	1	-1	0	11/07/2026 01:56 AM	0 d	Exported	

History tab

Click on the History tab to view the products which have been updated. They will be marked as "Corrected."

Location:Shop location

SOURCE	LOCATION	UNRESOLVED	ACTIONS	READY	UNDER EXPECTED QTY	OVER EXPECTED QTY
Shopify 3 items	Shop location	3	0	3	1	2
Spreadsheet 2 items	Shop location	2	0	3	2	0

Mismatched products

Pending actions

Ready for correction

History

Search...

Title	SKU	Audit	Location	Audit completion date	Previous Qty	Adjustment	Estimated Qty	Synchronization	Synced date
Ray Ban - Justin Classic Sunglasses	RBN-JCL	Spreadsheet Audit	Shop location	10/07/2026 07:55 PM	4	-4	0	Corrected	10/07/2026 07:59 PM
Ray Ban Wayfarer 2	V2-WAY-BRN	Spreadsheet Audit	Shop location	10/07/2026 07:55 PM	1	-1	0	Corrected	10/07/2026 07:59 PM
Towel Mat	BT-155	AUD-06/20/2026-291092	Shop location	23/06/2026 12:13 PM	10	-10	0	Corrected	10/07/2026 07:59 PM