

# Resolution Guide: TKT-2024-001

Category: Inventory Management

Priority: High

Issue Description:

WMS dashboard showing incorrect inventory levels for SKU #12345. Physical count shows 500 units but system displays 750 units. This is affecting our pick operations and causing customer complaints.

## Step-by-Step Resolution Guide:

Step 1: Performed inventory synchronization procedure: 1) Ran cycle count validation query 2) Executed inventory adjustment transaction (ADJ-789123) 3) Updated item master data to reflect correct on-hand quantities 4) Verified integration with ERP system.

Step 2: Issue caused by failed overnight sync job - implemented monitoring alert to prevent recurrence.

Resolved by Team: L2-Inventory

Resolution Time: 5.25 hours