

Fix Reconciliation Issues



This guide provides a simple way to identify and fix reconciliation issues, ensuring accurate inventory records and saving time—essential for effective inventory management.

1 Select "Assets".

The screenshot shows the ONE TO ONE PLUS dashboard interface. The left-hand navigation menu is visible, with the 'Assets' option highlighted by a red rectangular box. The main content area displays a 'Dashboard' with several donut charts representing ticket data. The top navigation bar includes a search field and user information. The dashboard title is 'Dashboard' and it includes a notification: 'Tab selections will be stored for future visits.' The navigation tabs at the top of the dashboard are 'Tickets', 'Assets', 'Users', and 'Locations'. The 'Assets' tab is currently selected.

Technician	Count
Ben Zuber	122
Joey Cole	93

Queue	Count
High School	5
DO Queue	8

Site	Count
QAHS	59
QAES	51
QAADO	67
QAAMS	46
Staff	5

Type	Count
Chromebook Missing Keys	98
Chromebook Cracked Screen	21
Chromebook Broken Screen	3
Chromebook	30
Random	1
Powerschool Issue	1
Password Reset	2
New User Account	1
Lost Device	5
Laptop Missing Keys	1

Status	Count
New Ticket	202

Closure Type	Count
Closed	43

2 Select "Inventory Audit".

The screenshot displays the ONE TO ONE PLUS dashboard interface. On the left, a vertical navigation menu lists various options: Dashboard, Sites, Assets, Manage, Assign, Turn In, Print Labels, Bulk Update, Bulk Assign, Quick Add, **Inventory Audit** (highlighted with a red box), Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, and Reports. The main dashboard area is titled 'Dashboard' and features a search bar at the top. Below the search bar, there are tabs for Tickets, Assets, Users, and Locations. The dashboard contains six data visualization widgets:

- Open Tickets by Assigned Technician:** A donut chart showing tickets assigned to Ben Zuber (122) and Joey Cole (93).
- Open Tickets by Queue:** A donut chart showing tickets in the DO Queue (8) and High School (5).
- Open Tickets by Site:** A donut chart showing tickets across sites: QAHS (59), QAAMS (46), QAES (51), and QAADO (67).
- Open Tickets by Type:** A donut chart showing ticket types: Chromebook Missing Keys (98), Chromebook Cracked Screen (21), Chromebook Broken Screen (3), Chromebook (30), Random (1), Powerschool Issue (1), Password Reset (2), New User Account (1), Lost Device (5), and Laptop Missing Keys (1).
- Tickets by Status:** A donut chart showing New Ticket (202).
- Tickets by Closure Type:** A donut chart showing Closed (43).

3 Select on "Site" or "Inventory Audit" title.

The screenshot displays the 'Inventory Audits' page in the ONE TO ONE PLUS system. The page includes a search bar, a navigation menu on the left, and a table of audit records. The 'Total Sites' column for the 'Chromebooks' row is highlighted with a red circle.

Completed	Inventory Audit	Start	End	Total Sites	Total Assets	Reconciled	Unreconciled	Reconciliation Issues	Status	System Status
	<u>2023 End Of Year</u>	6/1/23	6/16/23	4	940	3	937	2	Active	Active
	Chromebooks	6/1/23	6/8/23	4	940	33	907	3	Active	Active
	KAREN'S TEST	6/15/23	6/30/23	1	158	0	158	0	Active	Active
	My_Test	7/1/23	7/31/23	1	158	0	158	0	Active	Active
	MORE_TEST	1/1/24	3/30/24	1	158	0	158	0	Active	Active
	Test	1/1/24	1/31/24	1	90	0	90	0	Active	Active
	Test	1/1/24	1/31/24	4	938	0	938	0	Active	Active
	High School Chromebooks	1/1/24	4/30/24	1	69	0	69	0	Active	Active
	Test during	2/1/24	3/31/24	4	938	0	938	0	Active	Active
	Joey Cole	2/1/24	2/22/24	3	315	0	315	0	Active	Active
	Test	3/1/24	3/31/24	1	5	0	5	0	Active	Active
	Audit 2024	3/1/24	3/31/24	1	158	1	157	0	Active	Active
	QAHS AUDIT	3/1/24	3/31/24	1	158	1	157	0	Active	Active
	test	8/1/24	8/31/24	1	40	7	33	0	Active	Active
	QAHS	8/1/24	8/17/24	1	158	0	158	0	Active	Active

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Select "Reconciliation Issues" for the site that you wish to resolve.

ONE TO ONE PLUS

Search

Home > Audits > Chromebooks

1to1QA 1to1 QA

Chromebooks - Sites

← Audits

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Completed	Site	Total Locations	Total Assets	Reconciled	Unreconciled	Reconciliation Issues	Actions
	QADO	5	514	1	513	0	⋮ ⚙
	QAES	7	254	19	235	1	⋮ ⚙
	QAHS	8	158	11	147	1	⋮ ⚙
	QAMS	8	14	2	12	1	⋮ ⚙

Inventory Audit

- Students >
- Staff >
- Locations >
- Help Desk >
- Parts >
- Invoices >
- Imports >
- Reports >

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If you have more than one asset to reconcile for the same issue, click the "select all" option.

The screenshot displays the ONE TO ONE PLUS web application interface. The top navigation bar includes the logo, a search bar, and user information. The left sidebar contains a menu with options like Dashboard, Sites, Assets, Manage, Assign, Turn In, Print Labels, Bulk Update, Bulk Assign, Quick Add, Inventory Audit, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, and Reports. The main content area is titled "QAES - Reconciliation Issues" and features a table with columns: Audit Date, Audited By, Errors, Reconciled Location, Asset ID, Asset S/N, Model, Manufacturer, Site, Assigned User, and Held User. A red box highlights the "select all" checkbox in the table header. The table contains one row with the following data: Audit Date: 3/26/24, 10:58 AM; Audited By: 1to1 QA; Errors: Not Assigned to Location Not Held by Location; Reconciled Location: QAHS-Inventory; Asset ID: 1803; Asset S/N: 208; Model: EliteBook 840G2; Manufacturer: HP; Site: QAES.

<input type="checkbox"/>	Audit Date	Audited By	Errors	Reconciled Location	Asset ID	Asset S/N	Model	Manufacturer	Site	Assigned User	Held User
<input type="checkbox"/>	3/26/24, 10:58 AM	1to1 QA	Not Assigned to Location Not Held by Location	QAHS-Inventory	1803	208	EliteBook 840G2	HP	QAES		

6 Or select the one issue to reconcile.

The screenshot shows the ONE TO ONE PLUS web application interface. The main content area is titled "QAES - Reconciliation Issues". Below the title, there is a search bar and a dropdown menu. To the right of the search bar are buttons for "Correct", "Delete", and "Export", along with a dropdown menu showing "50".

	Audit Date	Audited By	Errors	Reconciled Location	Asset ID	Asset S/N	Model	Manufacturer	Site	Assigned User	Held User
	3/26/24, 10:58 AM	1to1 QA	Not Assigned to Location Not Held by Location	QAHS-Inventory	1803	208	EliteBook 840G2	HP	QAES		

The left sidebar contains a navigation menu with the following items: Dashboard, Sites, Assets, Manage, Assign, Turn In, Print Labels, Bulk Update, Bulk Assign, Quick Add, Inventory Audit, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, and Reports.

7 View the error for the asset in this area.

The screenshot displays the ONE TO ONE PLUS software interface. The main content area is titled "QAES - Reconciliation Issues". A table lists reconciliation issues, with one row highlighted. The "Errors" column for this row contains the text "Not Assigned to Location Not Held by Location", which is enclosed in a red rectangular box. The table columns include Audit Date, Audited By, Errors, Reconciled Location, Asset ID, Asset S/N, Model, Manufacturer, Site, Assigned User, and Held User. The highlighted row shows an audit date of 3/26/24 at 10:58 AM, audited by 1to1 QA, and an asset with ID 1803 and S/N 208, which is an HP EliteBook 840G2 located at QAES.

	Audit Date	Audited By	Errors	Reconciled Location	Asset ID	Asset S/N	Model	Manufacturer	Site	Assigned User	Held User
<input checked="" type="checkbox"/>	3/26/24, 10:58 AM	1to1 QA	Not Assigned to Location Not Held by Location	QAHS-Inventory	1803	208	EliteBook 840G2	HP	QAES		

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Select "Correct" button.

The screenshot shows the ONE TO ONE PLUS web application interface. The top navigation bar includes the logo, a search bar, and user information. The left sidebar contains a menu with options like Dashboard, Sites, Assets, Manage, Assign, Turn In, Print Labels, Bulk Update, Bulk Assign, Quick Add, Inventory Audit, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, and Reports. The main content area is titled 'QAES - Reconciliation Issues' and features a search bar, a dropdown menu, and action buttons: 'Correct' (highlighted with a red box), 'Delete', and 'Export'. Below these is a table with columns: Audit Date, Audited By, Errors, Reconciled Location, Asset ID, Asset S/N, Model, Manufacturer, Site, Assigned User, and Held User. The table contains one row with the following data: Audit Date: 3/26/24, 10:58 AM; Audited By: 1to1 QA; Errors: Not Assigned to Location Not Held by Location; Reconciled Location: QAHS-Inventory; Asset ID: 1803; Asset S/N: 208; Model: EliteBook 840G2; Manufacturer: HP; Site: QAES. The 'Correct' button is highlighted with a red box.

	Audit Date	Audited By	Errors	Reconciled Location	Asset ID	Asset S/N	Model	Manufacturer	Site	Assigned User	Held User
<input checked="" type="checkbox"/>	3/26/24, 10:58 AM	1to1 QA	Not Assigned to Location Not Held by Location	QAHS-Inventory	1803	208	EliteBook 840G2	HP	QAES		

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Select the "Site", "Assigned to Location" and "Held by Location".

The screenshot displays the ONE TO ONE PLUS software interface. The main window is titled "QAES - Reconciliation Issues" and shows a table with columns: Audit Date, Audited By, Errors, Reconciled Location, Asset ID, Asset S/N, Model, Manufacturer, Site, Assigned User, and Held User. A modal dialog box titled "Correct Assets" is open, featuring three dropdown menus labeled "Site", "Assigned to Location", and "Held by Location". The "Site" dropdown is highlighted with a red rectangle. At the bottom of the dialog are "Save" and "Cancel" buttons. The background table shows a row with a checked checkbox, audit date "3/26/24, 10:58 AM", audited by "1to1 QA", and error message "Not Assigned to Location Not Held by Location". Other visible data in the table includes "EliteBook 840G2", "HP", and "QAES".

10 Select "Save".

The screenshot displays the ONE TO ONE PLUS web application interface. The main content area is titled "QAES - Reconciliation Issues" and contains a table with the following columns: Audit Date, Audited By, Errors, Reconciled Location, Asset ID, Asset S/N, Model, Manufacturer, Site, Assigned User, and Held User. A modal dialog box titled "Correct Assets" is overlaid on the table. The dialog contains three dropdown menus: "Site" (selected: QAES), "Assigned to Location" (selected: QAES-Cart), and "Held by Location" (selected: QAES - Cart 20). At the bottom of the dialog are "Save" and "Cancel" buttons. The "Save" button is highlighted with a red border.

Audit Date	Audited By	Errors	Reconciled Location	Asset ID	Asset S/N	Model	Manufacturer	Site	Assigned User	Held User
3/26/24, 10:58 AM	1to1 QA	Not Assigned to Location Not Held by Location				EliteBook 840G2	HP	QAES		

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Watch for "asset was successfully updated" message.

The screenshot displays the ONE TO ONE PLUS web application interface. The top navigation bar includes the logo, a search bar, and user information. The left sidebar contains a menu with options like Dashboard, Sites, Assets, Manage, Assign, Turn In, Print Labels, Bulk Update, Bulk Assign, Quick Add, Inventory Audit, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, and Reports. The main content area is titled 'QAES - Reconciliation Issues' and features a success message: '1 asset was successfully updated'. Below the message is a table with columns: Audit Date, Audited By, Errors, Reconciled Location, Asset ID, Asset S/N, Model, Manufacturer, Site, Assigned User, Held User, and Assignee. The table currently shows 'No results'.