



OneTruth: Achieving Perfect Inventory Accuracy and Fulfillment Reliability

**A Whitepaper for Retailers, Planning & Inventory Specialists, Merchandising
Experts, and Technology Leaders**

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I. Executive Summary: The Inventory Crisis

Modern retailers struggle with **inventory management** due to disconnected systems and fragmented data.

Planners operate in constant reaction mode, firefighting problems instead of executing a strategy. The absence of a single source of truth leads to high-order cancellations and lost sales.

Traditional systems create three critical failures. **Forecasting** becomes unreliable due to reliance on spreadsheets and static models that cannot adapt to real-time demand signals.

Stockouts and overstocks persist because inventory sits in the wrong locations at the wrong time. Order promising remains inflexible, making it impossible to keep customer commitments with confidence.

Introducing OneTruth

OneTruth is OnePint.ai's AI-powered inventory management system that serves as a unified source of truth for real-time inventory insights.

The platform consolidates inventory data across channels, fulfillment methods, and systems, providing accurate visibility and precise ATP values.



OneTruth enables retailers to maintain inventory accuracy, make better sourcing decisions, and ensure reliable fulfillment delivery through four core capabilities:

- Instant query answers through Pinto, an LLM-based virtual assistant
- Perfect inventory accuracy via AI-driven reconciliation
- Precise delivery promises with dynamic ATP calculations
- Outcome-based sourcing that balances speed and cost

The platform aggregates data from ERP, WMS, POS, and fulfillment systems to provide accurate visibility, precise ATP values, and early exception alerts.

This empowers teams to resolve discrepancies, optimize forecasting, and minimize inventory-related issues like stockouts or overstocking.

II. OneTruth Core Technology

The Unified Source of Truth

OneTruth acts as a single source of truth across retail operations. The platform constantly syncs all data concerning ERP, WMS, POS feeds, and fulfillment systems.

This continuous refresh ensures that inventory levels, ATP, transfers, and locks update as soon as events occur, providing immediate visibility.

Segment and fulfillment type level stock tracking delivers a real-time, centralized view of inventory across segments, fulfillment types, and distribution groups.

This granular visibility ensures teams understand not just total stock levels but how inventory is allocated across the entire operation.

Integration happens seamlessly with existing systems.

OneTruth preserves technology investments while adding intelligence and coordination. Implementation typically completes in three to four weeks, allowing businesses to modernize inventory management without lengthy system replacements.

AI and Decisioning Capabilities

OneTruth uses AI-powered reconciliation and predictive insights to keep stock accurate across all sales channels. The platform continuously learns from order flows, flags discrepancies, and prevents problems before they impact customers.

The system auto-detects and resolves mismatches between physical stock and system data. This maintains real-time accuracy of stock levels across warehouses, stores, and marketplaces.

Proactive alerts prevent costly stockouts or overstocks by giving teams time to respond effectively before issues escalate.

Pinto, the LLM-based virtual assistant, bridges the gap between data complexity and operational decision-making. The assistant provides instant query answers through natural language interaction, eliminating the need for complex reporting tools or technical expertise.

Store managers, customer service teams, and executives can all access sophisticated inventory intelligence regardless of technical skill level.

III. Key Features of OneTruth

Perfect Inventory Accuracy and Reconciliation

OneTruth reconciles inventory records by **comparing system data with external sources** like WMS and OMS to identify discrepancies seamlessly.

The platform captures snapshots at specific points in time, then analyzes them to pinpoint where and why data diverged. This transforms manual, periodic reconciliation into an **automated, continuous process**.

Key reconciliation capabilities include:

- **Compare Snapshot:** Reconcile inventory records by comparing system data with external sources (e.g., WMS, OMS) to identify discrepancies
- **Audits:** Track every inventory movement, including supply updates, demand changes, safety stock adjustments, and locked inventory
- **Real-time accuracy:** Maintain accuracy through continuous synchronization and validation across all locations
- **Always-synced data:** Accelerate fulfillment through reliable inventory data that teams can trust for operational decisions

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Precise Order Promising: Available-to-Promise

OneTruth dynamically computes **ATP based** on supply, demand, safety stock, and other configurable constraints. Calculations happen in real time as orders are placed and inventory positions change throughout the network.

Order promising features:

- **Availability Calculation:** Dynamically compute ATP based on supply, demand, safety stock, and other configurable constraints
- **Accurate Estimated Delivery Dates (EDD):** Determine precise delivery dates by factoring in real-time inventory, fulfillment capacity, and transit time
- **Customizable Business Rules:** Configure promise logic to prioritize speed, cost, or fulfillment location based on business needs

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Proactive Inventory Controls

Threshold-based alerts enable retailers to set up high, medium, and low stock thresholds to trigger automated alerts and replenishment actions. This creates an **early warning system** that allows different response strategies based on inventory position.

Control features include:

- **Threshold-Based Alerts:** Set up high, medium, and low stock thresholds to trigger automated alerts and replenishment actions
- **Inventory Lock & Pre Orders:** Secure inventory for priority orders, special promotions, or pre-orders while maintaining ATP accuracy
- **Outcome-Based Sourcing:** AI-driven recommendations that balance fulfillment speed and costs, optimizing fulfillment location for each order



Integration with OnePint Ecosystem

OneTruth provides the **unified data foundation** for other OnePint modules. **Pint Control Center** builds on this foundation for simulation-based decisioning and intelligent monitoring.

Pint Planning leverages the real-time inventory visibility for demand sensing and outcome-based optimization.

Together, these modules form an integrated decision-making system that combines perfect visibility with sophisticated analysis and planning capabilities.

Customizable Business Rules: Configure promise logic to prioritize speed, cost, or fulfillment location based on business needs

IV. Proven Results and Value Proposition

Benefits Delivered by OnePint Technology

OnePint.ai aims to deliver significant and differentiated results such as improved forecast accuracy, lower fulfillment costs, and increased sales.

The platform helps businesses optimize stock levels, reduce overstock and stockouts, and improve supply chain efficiency through AI-powered demand forecasting and seamless integrations.

Customizable Business Rules: Configure promise logic to prioritize speed, cost, or fulfillment location based on business need

OneTruth Specific Outcomes

The OneTruth module delivers measurable improvements in inventory accuracy and fulfillment reliability:

- 50% reduction in inventory cancellations
- Up to 20% conversion rate improvement
- 20% reduction in cost to serve
- 15% reduction in support costs
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These outcomes stem from having accurate, real-time inventory data that enables better operational decisions.

When retailers can trust their inventory information, they reduce cancellations, improve customer confidence, optimize fulfillment, and decrease support burdens.

Client Success Examples

A retailer implemented **real-time inventory synchronization** across all systems to eliminate discrepancies between online availability and warehouse inventory.

Before **OneTruth**, disconnected systems caused frequent overselling. Customers would place orders based on online availability, only to receive cancellation notifications when warehouse inventory did not match system promises.

After implementation, the unified view ensured ATP calculations accounted for locked inventory and pre-orders. Real-time synchronization prevented overselling entirely. The result was a **40%** decrease in inventory-related cancellations, higher customer satisfaction, and more efficient operations.

Another retailer needed accurate delivery commitments for high-value items while optimizing which location fulfilled each order. Before **OneTruth**, order promising relied on static rules that did not account for real-time inventory positions or capacity constraints.

With dynamic ATP calculations and configurable promise logic, the retailer provided precise delivery dates while intelligently routing orders. Customers received faster delivery times when nearby locations had inventory in stock.

The system optimized fulfillment across the network to balance speed and cost. This implementation delivered a 5% lift in sales from improved customer confidence during the purchase process.

V. Conclusion: Unlock the Power of Unified Inventory

Transforming Inventory Management

OneTruth solves the fundamental challenge facing modern retailers: **fragmented data** across disconnected systems.

The platform maintains accuracy through continuous reconciliation and comprehensive audit trails that teams can trust.

Complete network visibility enables smarter sourcing decisions that balance cost and speed. Precise ATP calculations ensure reliable fulfillment that keeps customer promises.

Why OneTruth stands out:

- **Seamless integration** with existing ERP, WMS, POS, and fulfillment platforms without requiring costly replacements
- **Rapid implementation** typically completes in three to four weeks, with clear paths to value realization
- **AI capabilities** continuously learn and improve, adapting to changing business conditions
- **Real-time synchronization** ensures inventory data is always current and actionable
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The Path Forward

The gap between leading retailers and struggling ones comes down to data quality and accessibility.

OneTruth delivers:

- A single source of truth for all inventory decisions
- Real-time visibility that enables proactive management instead of reactive firefighting
- AI-powered insights that drive continuous optimization
- Proven results with measurable improvements in cancellation rates, conversion, fulfillment costs, and support efficiency

For retailers ready to move beyond fragmented systems and uncertain data, OneTruth provides the visibility, accuracy, and control that modern inventory management requires.

OnePint.ai transforms retail operations with AI-powered visibility and decisioning. Our integrated platform eliminates fragmented data, enabling you to optimize stock levels, fulfill orders with confidence, and drive measurable results in weeks,



Curious how we can help?

Visit [onepint.ai](https://www.onepint.ai/) (<https://www.onepint.ai/>)

Authors:



DEVADAS PATTATHIL

CHIEF EXECUTIVE OFFICER



ANSHUMAN JAISWAL

CHIEF BUSINESS OFFICER