Synergy Acc2026 - Importing Sales or Purchase Invoices from Excel

This guide shows how to bring sales (or purchase) transactions into Synergy from an Excel file, and how to reverse transactions that were imported. It also shows how to load item lines from an Excel file into one invoice.

Before you start

- An Excel file with the data the screen asks for (see the Req tab)
- A default debtor (or creditor) and a location to use
- A database backup

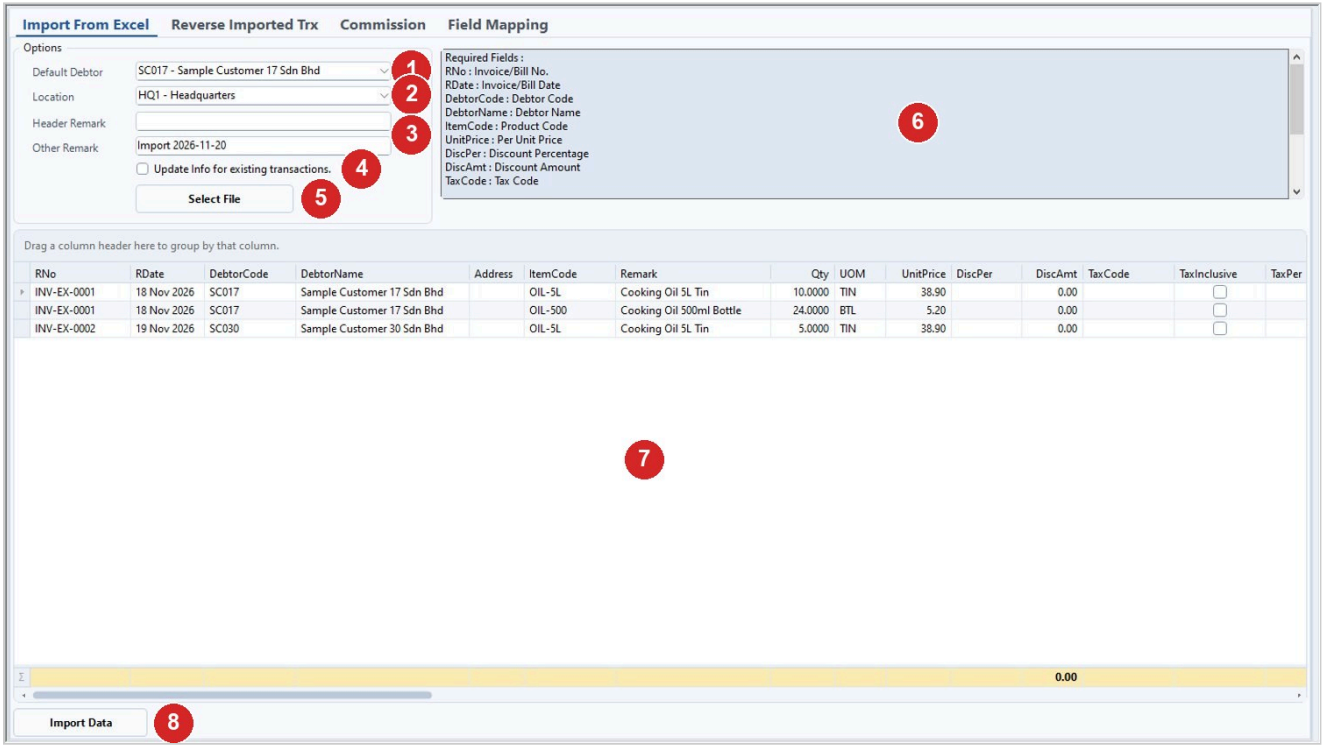
Steps

1. Open the right import screen

Go to Sales and Purchases > Transactions and choose Batch Import Sales Invoice From Excel, Batch Import Invoice Received From Excel or Batch Import Goods Received From Excel.

2. Set the options

On the Import From Excel tab, under Options, set the Default Debtor (shown as Default Creditor for purchases) and the Location. Fill in Header Remark and Other Remark if needed.



Step	What to do
1	Default Debtor.
2	Location.
3	Header Remark and Other Remark (Other Remark helps you find the batch later).

Step	What to do
4	Update Info for existing transactions.
5	Select File.
6	Req tab: the fields the file must contain.
7	The rows from the file (here two invoices, three lines).
8	Import Data.

3. Select the file

Click Select File to load the data into the list. The Req tab shows the Required data the file must contain.

4. Decide about existing transactions

Tick Update Info for existing transactions. if existing transactions should be updated.

5. Import

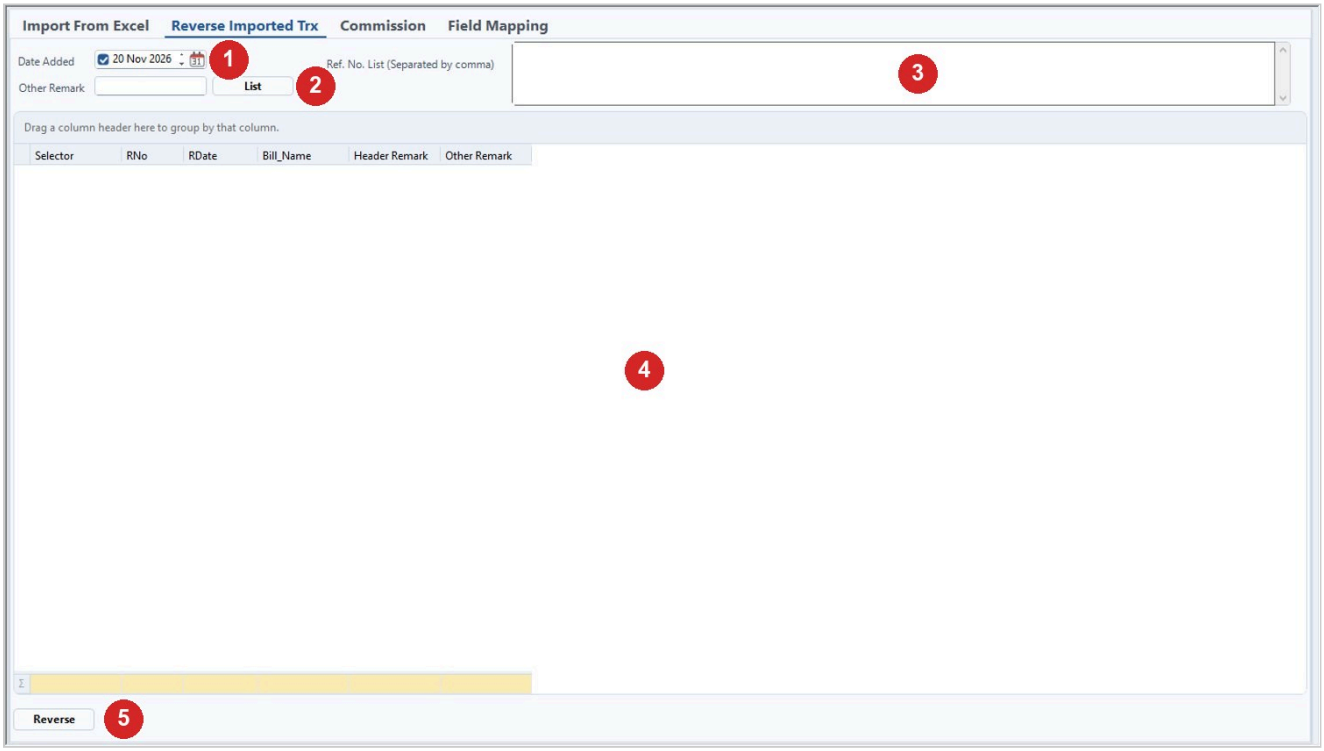
Click Import Data and answer Yes. If the message These Ref No have errors and will NOT be imported appears, answer Yes to skip those rows or No to stop and correct the file.

6. Read the result

Data import completed. shows Imported : x Ref No and, if some were skipped, Skipped (with errors) : n Ref No.

7. To reverse imported transactions

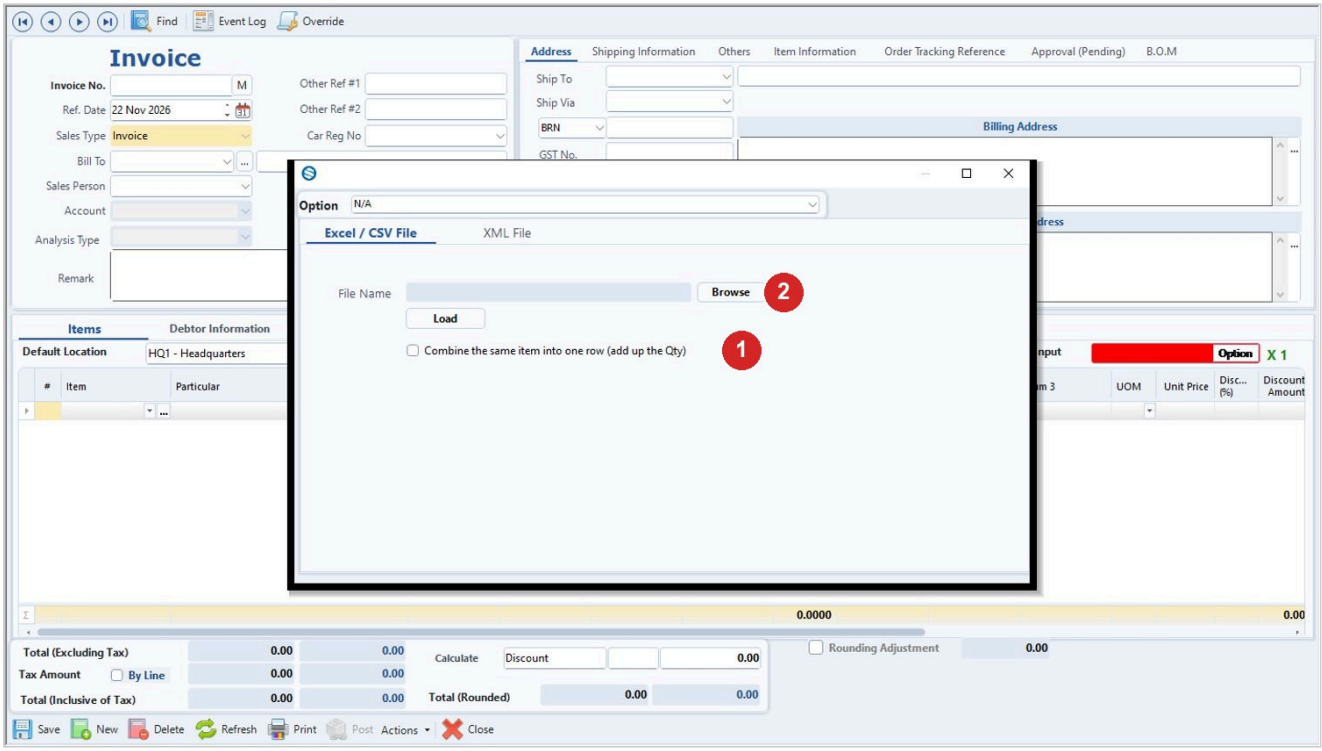
Open Reverse Imported Trx. Filter by Date Added, Other Remark or Ref. No. List (Separated by comma), click List, then click Reverse and confirm.



Step	What to do
1	Date Added.
2	Other Remark, then List.
3	Ref. No. List (separated by comma).
4	The imported transactions found.
5	Reverse.

8. To load item lines into one invoice

Open the Sales Invoice, choose the debtor in Bill To, then choose Actions > Load Excel/Data File. Delivery Order, Purchase, Quotation, Sales Order, Return and Stock Adjustment screens have the same window. Left unticked, each row of the file becomes its own row with its own price, even when an item appears twice. The tick is remembered for each screen.



Step	What to do
1	Tick Combine the same item into one row (add up the Qty) only if rows of the same item should become one row. Tick it before you choose the file.
2	Click Browse and choose the Excel or CSV file. It loads straight away.

Tips

- Online shop orders (Shopee, Lazada and TikTok Shop) use the List button instead. Click List, check the rows, then Import Data. For Shopee and TikTok Shop, unmapped items can be double-clicked to link them to a stock item.
- The Shopee Wallet Account Code must be set before importing Shopee orders.
- A Commission tab imports commission entries: choose Commission Item, Location, Invoice Received Date and the date range, click List, then Import Data.

Common problems

The import would FAIL and nothing would be imported

For example a Ref No already exists and Update Info for existing transactions. is not ticked. Correct the file and select it again.

Imported rows are missing

Check the error list before confirming.

[Location] or [Debtor Code] is required

Fill in the Location and the Default Debtor under Options.

The screen says the function is disabled

Importing does not work on a Demo/Trial copy.

Two rows of the same item became one row with the Qty added up

Combine the same item into one row (add up the Qty) is ticked. Untick it and load the file again into a new document.

Draft: written from Synergy's support notes (checked by AI against the program), not yet reviewed by Synergy staff.

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