Synergy Acc2026 - Importing Your Data: Overview

Many lists and balances can be loaded from Excel or CSV instead of typed one by one. This guide shows which import to use for each kind of data and the steps they all share.

Before you start

- Your data in an Excel (.xlsx, .xls) or CSV file with a heading row
- A database backup before any large import
- A licensed copy: importing is disabled on Demo/Trial versions

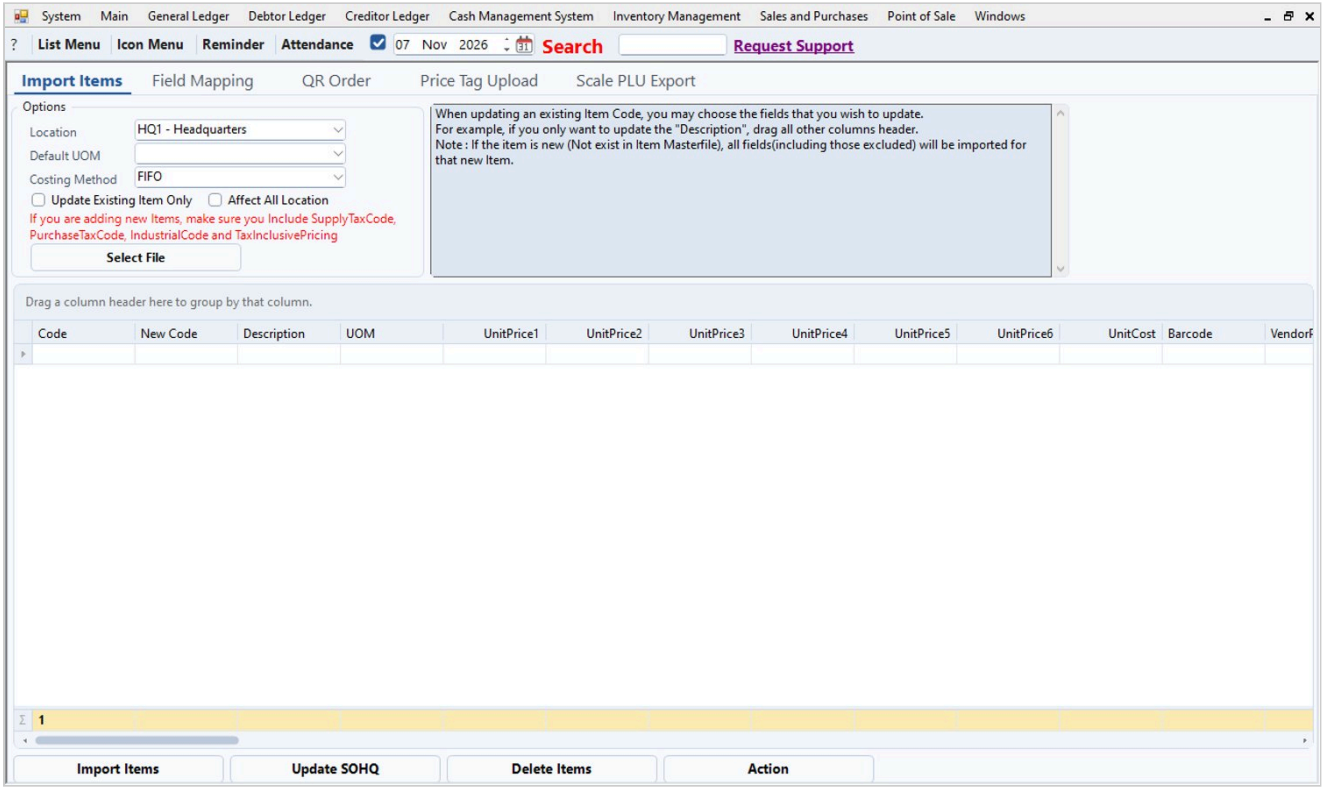
Steps

1. Back up first

Take a backup of the database before importing. Some imports update or replace existing records and cannot be reversed.

2. Items and menus

Inventory Management > Utilities > Item Masterfile Import Utility. See the guide on importing items.



3. Members

Point of Sale > Utilities > Member Import Utility. See the guide on importing members.

4. Debtors and creditors

Debtor Ledger > Utilities > Debtor Masterfile Import, or Creditor Ledger > Utilities > Creditor Masterfile Import. See the guide on importing debtors and creditors.

5. Advance prices

Inventory Management > Utilities > Advance Price Batch Edit/Import. See the guide on importing advance prices.

6. General Ledger accounts and journals

General Ledger > Utilities > Chart of Accounts Import Utility for accounts, and General Ledger > Utilities > Transaction Batch Import Utility for journal transactions.

7. Cash book transactions

Cash Management System > Utilities > Transaction Import Utility (CM). See the guide on importing cash book transactions.

8. Customer credit opening balances

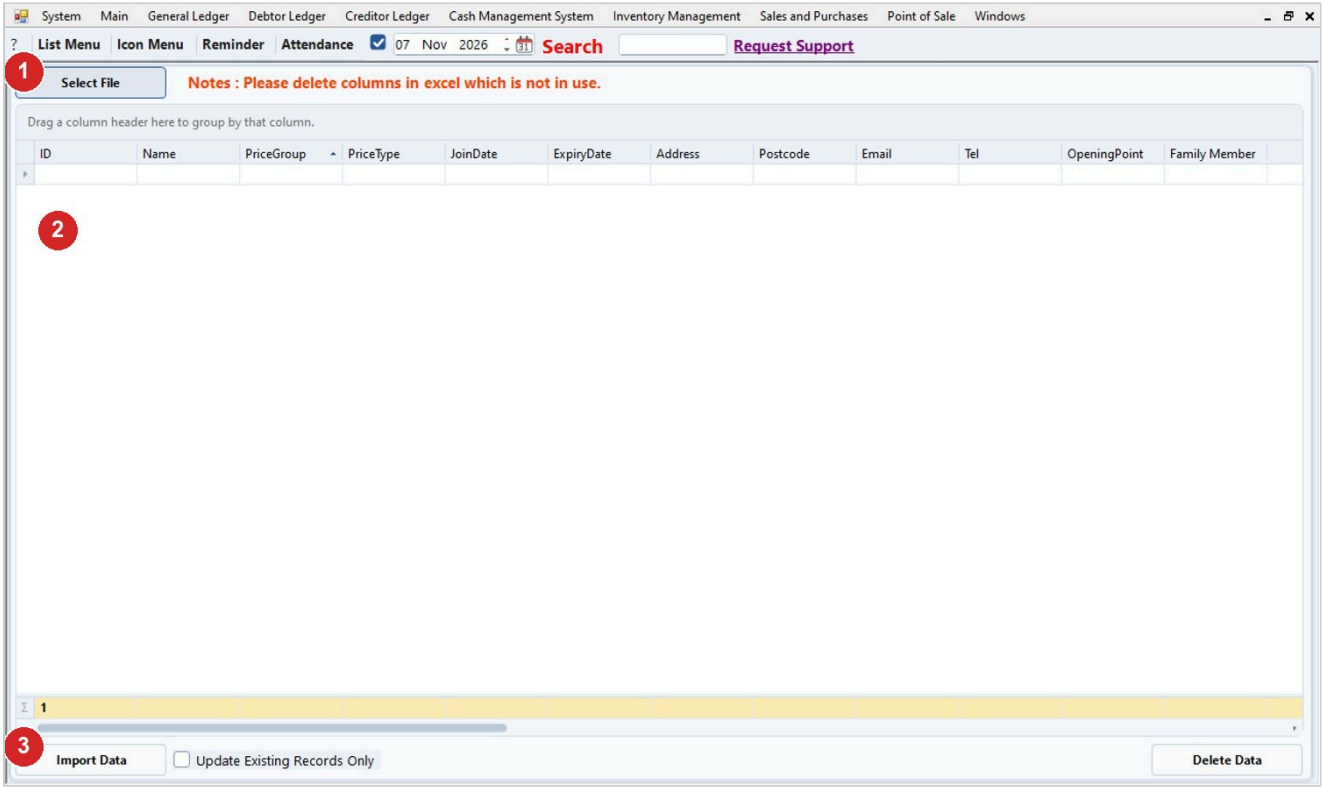
Point of Sale > Utilities > Opening Balance Import Utility. See the guide on importing customer credit opening balances.

9. Sales or purchase transactions

Sales and Purchases > Transactions > Batch Import Sales Invoice From Excel (also Invoice Received and Goods Received). See the guide on importing invoices from Excel.

10. Follow the same steps on every import screen

The Member Import Utility is shown as an example. Every import screen works the same way.



Step	What to do
1	Click Select File and choose your file.
2	Check the rows that appear in the grid.

Step	What to do
3	Click Import Data and answer Yes to Do you want to import the data? Wait for the message Data import completed.

11. Opening balances of debtors and creditors

These are keyed in one by one under Debtor Ledger > Transactions > Opening Balance (or Creditor Ledger). See the guide on debtor and creditor opening balances.

Tips

- Use the column headings exactly as the screen asks. Most screens list them in a Required data box or a note on the screen.
- Choosing a new file clears the rows already in the grid.
- Rows with a problem are marked in the grid, often in red with a message. Correct the file and select it again.

Common problems

Nothing appears after choosing the file

The file may have no data rows, or could not be read. Check that it has a heading row and at least one data row.

Columns come in empty or in the wrong place

The headings in your file do not match the names the screen expects. Use the exact headings.

The screen says this function is disabled

Importing does not work on a Demo/Trial copy.

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

Synergy Acc2026 - Guide date 2026-10-30. Internal draft: not yet reviewed by Synergy staff.