Synergy Acc2026 - Inventory: Add or Remove Items for Locations

This guide shows how to add all your items to chosen locations in one step, and how to remove unused items from a location.

Before you start

- Only unused items are removed.
- If you have branches and already synchronised an item to a branch, removing it can cause problems with transaction synchronisation later.

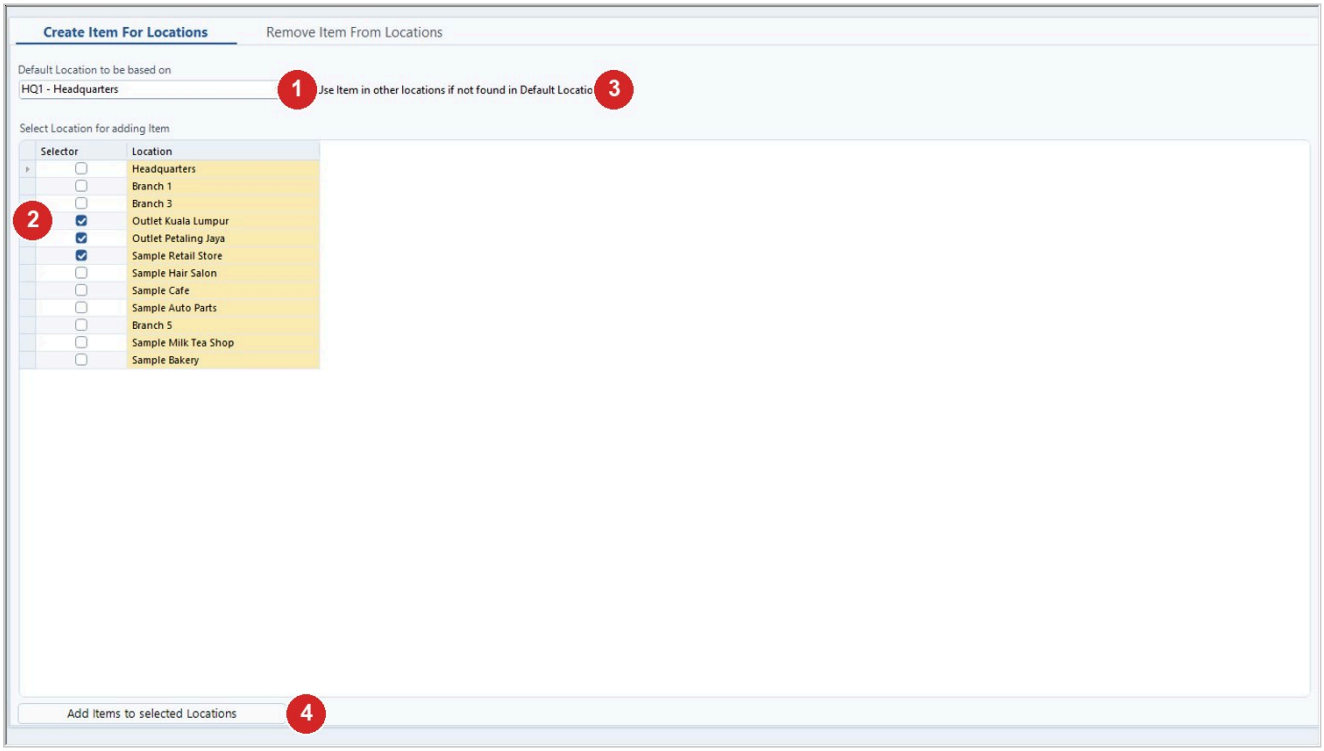
Steps

1. Open the utility

Go to Inventory Management > Utilities > Add / Remove Items From Locations Utility.

2. Copy items to locations

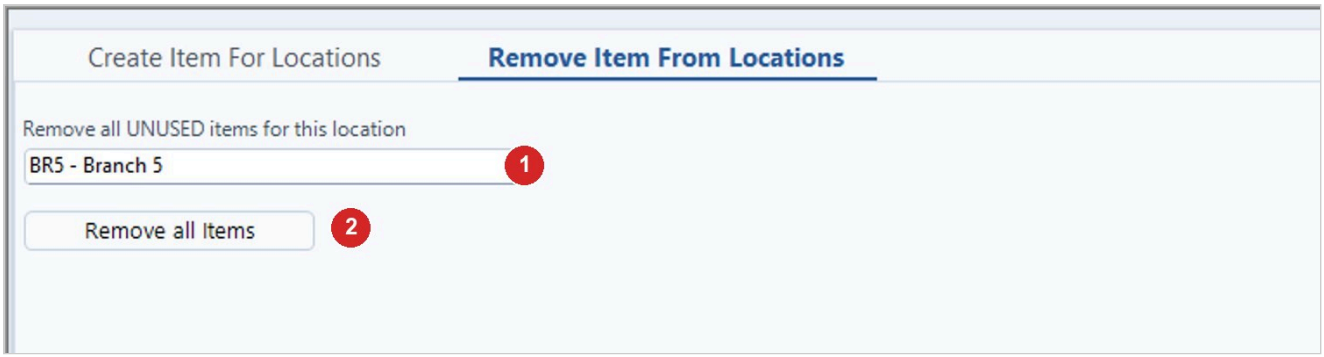
On the Create Item For Locations tab:



Step	What to do
1	Default Location to be based on: items are copied from this location (here HQ1).
2	Select Location for adding Item: active locations, all ticked at first. Untick the ones you do not want (here KL, PJ and SHOP stay ticked).
3	Tick Use Item in other locations if not found in Default Location if you want that.
4	Click Add Items to selected Locations and answer Yes. A Done. message appears, or a list of the locations that had errors.

3. Remove unused items from a location

Open the Remove Item From Locations tab. Only items that were never used at that location are removed.



Step	What to do
1	Choose the location (here BR5, Branch 5).
2	Click Remove all Items (Remove all UNUSED items for this location), read the warning and answer Continue with Item Removal?

Tips

- At head office with branch synchronisation, a supervisor override is asked for first, because head office is not allowed to delete items.

Common problems

Error for Location appears after adding.

That location could not be processed. The reason follows the message. Fix it and add again for that location.

Removal is blocked.

Supervisor approval is needed at head office.

Synchronisation errors appear after a removal.

The item had already been sent to the branch. Contact Synergy and tell them which item and location.

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

Synergy Acc2026 - Guide date 2026-11-13.