# Synergy Acc2026 - Inventory Settings and Barcode Scanners

This guide shows where the company-wide inventory options are kept, and how to set up barcode scanners, send the item list to them and bring scanned files into stock documents.

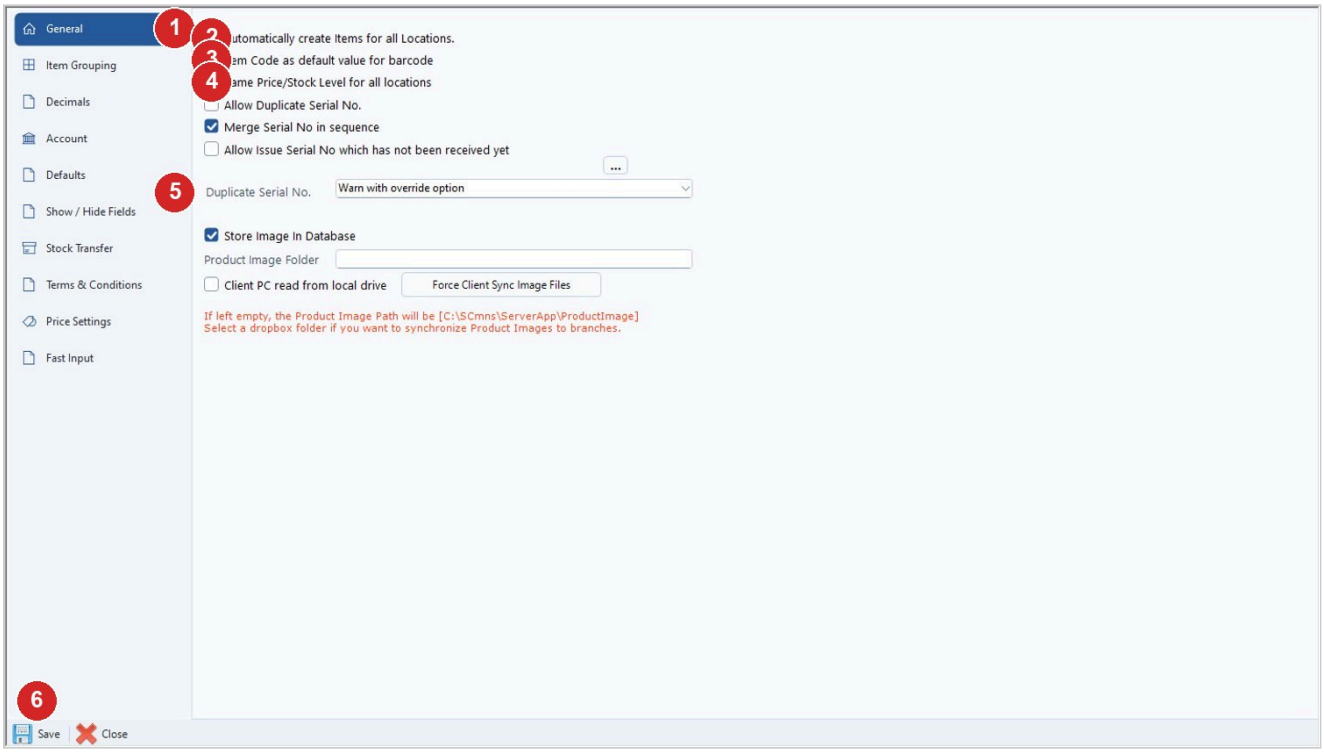
## Before you start

- Settings are saved together and apply to the whole company, so agree changes with your manager first.
- For scanners, know the folder where scanned files are kept and whether your scanner uses a web server or FTP.

## Steps

### 1. Open the inventory settings

Go to Inventory Management > Settings > System Settings (Inventory Management). The tabs are General, Item Grouping, Decimals, Account, Defaults, Show / Hide Fields, Stock Transfer, Terms & Conditions, Price Settings and Fast Input. The Account tab holds the Default Item Account Group and tax settings; Defaults holds the Default Costing Method and default UOM.

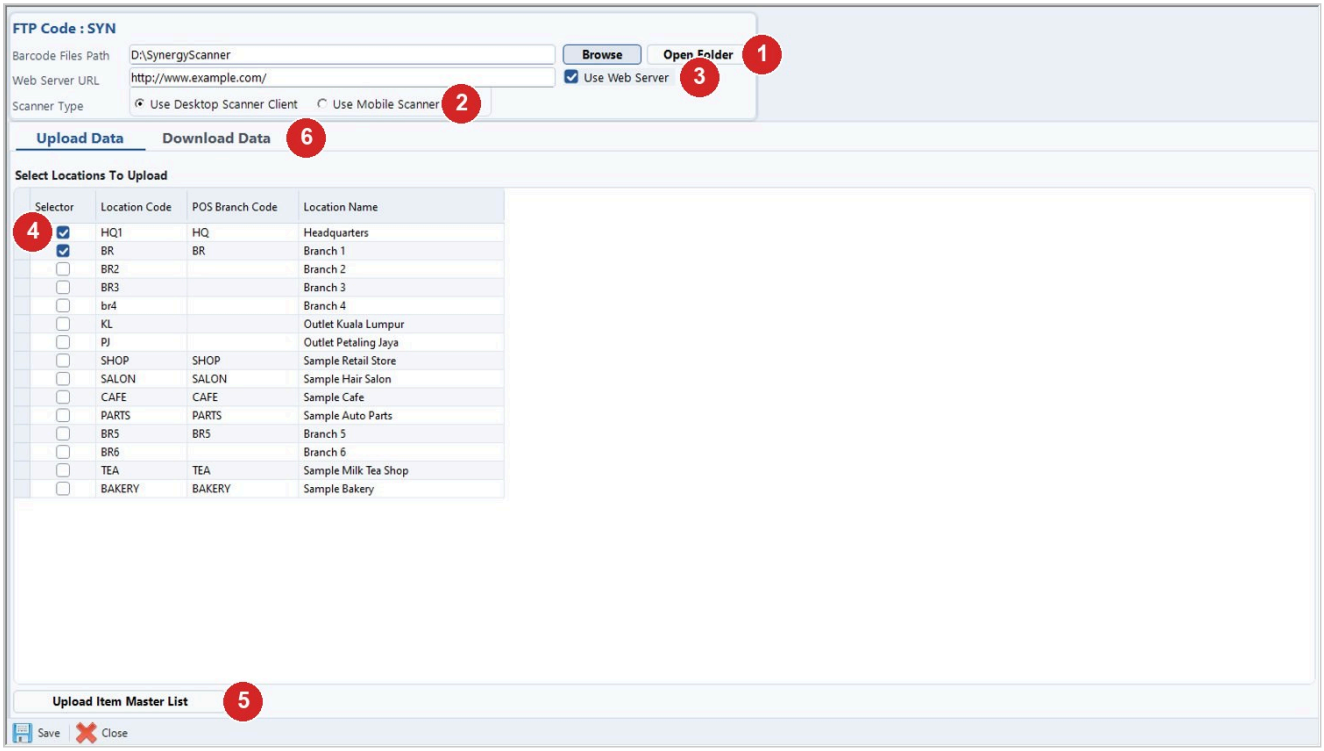



| Step | What to do |
|---|---|
| 1 | General tab. |
| 2 | Automatically create Items for all Locations. |
| 3 | Item Code as default value for barcode. |
| 4 | Same Price/Stock Level for all locations. |

| Step | What to do |
|---|---|
| 5 | Serial number rules: Allow Duplicate Serial No., Merge Serial No in sequence, Allow Issue Serial No which has not been received yet, and what to do with a duplicate (here Warn with override option). Product images: Store Image In Database, or a Product Image Folder. |
| 6 | Click Save. A Setting Saved notice appears. |

## 2. Set up the barcode scanner link

Go to Inventory Management > Utilities > Barcode Scanner Utility. Click Save after changing the top part.




| Step | What to do |
|---|---|
| 1 | Barcode Files Path: type it or click Browse. Open Folder shows the folder in Windows. |
| 2 | Scanner Type: Use Desktop Scanner Client or Use Mobile Scanner. |
| 3 | Use Web Server to transfer files by web (then type the Web Server URL), or leave it unticked to use FTP. |
| 4 | Upload Data tab: tick the locations under Select Locations To Upload. |
| 5 | Click Upload Item Master List. The list includes unit-of-measure barcodes and alternate item codes. |
| 6 | Download Data tab: set Get Files Created After, click List Files, tick the files and click Download, then Yes. |

## 3. Import scanned files into a document

On a stock document such as Stock Adjustment, Stock Take, Stock Transfer or Delivery Order, use the barcode import option to open Import Scanned Barcode Files. Pick the Location, click Browse to choose the scanner folder, and enter the Scanner File Extension (it starts as dat).

### 4. Match the columns and import

Set the Field Separator, Barcode Col. and Qty Col. (they start as a comma, column 2 and 0; with Qty Col. at 0 every line counts as quantity 1). Click Refresh to list the files, choose Direct Import, select the file or files, check the preview and click Import. The Match with P/O tab appears only on documents that support matching.

### 5. Archive finished files

Select the finished files and click Move Selected Files To Archive Folder. They are moved into a folder called Archives inside the scanner folder.

## Tips

- On the General tab, Duplicate Serial No. lets you choose Allowed (No Warning), Show Warning Message or Warn with override option.
- Use Force Client Sync Image Files on the General tab to make client PCs refresh item images.
- Several selected scanner files are combined, and quantities of the same barcode are added up.
- Barcodes not found in the item list for the chosen location are not imported. They are listed in the box under the preview, with Total Missing Barcode Qty.
- Your scanner folder, extension, separator and column choices are remembered for next time.

## Common problems

**Decimals look wrong in quantities or prices**

Check the Decimals tab of the inventory settings.

**Item images do not update on client PCs**

Use Force Client Sync Image Files on the General tab.

**The Barcode path is not valid**

The folder does not exist. Fix Barcode Files Path.

**Upload stops**

Check that Barcode Files Path is a real folder and that the connection works. The program tests the connection before uploading or downloading.

**No files in the download list**

Check the date in Get Files Created After and that the scanner uploaded files.

**Nothing listed after Refresh on the import screen**

Check the folder, and that the extension matches the scanner file type.

**Wrong items or quantities after import**

The Barcode Col., Qty Col. or Field Separator is wrong. Lines with fewer columns than needed are skipped.

**No data to load**

Nothing was found in the selected files, so there is nothing to import.

*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.*