Enable and Maintain Item Serials

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Overview

This guide will help you create a serialized item and track unique units through supported stock transactions.

Each physical unit must be represented by a valid unique serial and move consistently with stock.

Who can do this

You need access to Item Add/Update and access to serial-capable inventory/transaction workflows.

Before you start

Decide serialization before item creation. Define serial format, uniqueness scope, capture point, import policy, and return/warranty handling.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Back Office → Items & Advanced Inventory → Manage Items → Item Serialization/Item Serials.

Enable and Maintain Item Serials

Step 1: Create/select the intended stocked item

Step 2: Enable Item Serialization during the supported creation path

Step 3: Save the item

Step 4: Enter serials through opening stock, Purchase/GRN, or other supported receipt

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Step 5: Select exact available serials during Sale, Transfer, Adjustment, WIP, or

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Step 6: Use Item Serials/stock inquiry to review status

Check your work

Trace one serial from receipt through location, sale, return, and report. Confirm duplicate/unavailable serials are rejected.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- Do not edit the database to correct a serial.
- Use approved return/adjustment workflows and preserve audit evidence.

Related guides

- Create a Stocked Item
- Create Item Opening Stock

- Review Item Stock by Location and Batch
- Transfer Stock Between Locations

What to do next

> **Create a Stocked Item**.

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