Synergy - Messages You May See: Web Sites

Messages you may see on the Synergy web pages: Cloud Report sign-in, the AI assistant, barcode labels, bin transfers, restaurant tables, QR ordering, purchase requisitions and adding items to locations. Each one says what it means in plain words and the first thing to try.

Before you start

- The exact wording of the message on your screen (take a photo or a screenshot).
- The screen you were using and what you clicked just before the message appeared.

Steps

1. Login Fail! Please try again.

The sign-in was refused. Check the User ID and password. Use Forgot Password if needed. Full guide: Synergy Web - Cloud Report: Dashboard and Sales Reports

2. Please sign in again.

Your sign-in has ended. Sign in again, then send the message again. Full guide: Synergy Web - Using the AI Assistant

3. Item [code] not found.

The item code is not known. Check the code or barcode and try again. Full guide: Synergy Web - Printing Barcode Labels

4. [From Bin] cannot be same as [To Bin].

Choose two different bins for the line. Full guide: Synergy Web - Bin Transfer

5. Invalid Member!

The member code was not accepted (Membership Expired! is handled the same way). Check the member code you typed, or ask the staff about the membership. Full guide: Synergy Web - QR Order: Ordering From Your Table

6. Payment Failed, Please try again.

The payment did not go through. Go back to the review page and choose the payment again. Full guide: Synergy Web - QR Order: Ordering From Your Table

7. [Order Qty + Cancel Qty] cannot exceed [Remain Qty]

Lower the Order Qty or the Cancel Qty so that together they are not more than the Remain Qty. Full guide: Synergy Web - Purchase Requisitions and Generate P/O From P/R

8. Items are sent to branches from this company: removing items from a location needs the desktop app.

Removal is switched off on the web for companies that send items to branches. Contact Synergy and have your company name and the location code ready. Full guide: Synergy Web - Add and Remove Items From Locations

Tips

- Read the whole message before you click OK. It often names the field or number that is wrong.
- The program shows these messages in English, so this guide keeps them in English.
- If the first fix does not work, do not retry again and again. Note the exact message text and contact Synergy support.

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