Synergy - Glossary: Order App

Plain meanings of the words you see in the Synergy Order App: devices and branches, shifts and cash, stock, staff roles, tax and printing. Each entry points to the guide that explains it.

Before you start

- Screen names are shown in English, as they appear in the app.

Steps

1. Basic mode

How a device works before it is activated. It has every feature for up to 10 transactions; after that new sales need activation, while past sales, reports and exports stay open. See: Synergy Order App - Activating a Device (Basic Mode)

2. Device ID

The number that identifies one device, shown in Settings. Have it ready when you call Synergy support, for example to change the update channel or reset the Back Office PIN. See: Synergy Order App - App Updates and the Update Channel

3. Back Office

The manager's area of the app, opened with the storefront icon and a PIN. It holds items, staff, tables, add-ons, stock documents and reports, and closes itself after 5 minutes without a touch. See: Synergy Order App - Back Office Quick Start

4. Main device

In a shop with several devices, the device that keeps the menu and shop settings and collects everyone's sales. Keep it on and on the shop Wi-Fi. See: Synergy Order App - Adding Another Device to the Shop

5. Terminal

A device that joins the main device. It takes its menu and shop settings from the main device, and a lost or broken terminal can be retired on the main device; its sales already received stay in the reports. See: Synergy Order App - Adding Another Device to the Shop

6. This device only

The Network choice for a single device that works on its own, with its own menu, bills and reports. The other choices are Main device and Terminal. See: Synergy Order App - The Settings Screen: What You Can Change

7. Add a device

The button on the main device that shows a QR code and a 6-digit code. The new device taps Terminal, scans the QR code (or types the address and code) and taps Join; then you approve it on the main device. See: Synergy Order App - Adding Another Device to the Shop

8. Branch

One of the shop's outlets. The boss phone lists your branches, shows when each last synced, and can read the sales of one branch or all branches together. See: Synergy Order App - The Boss Phone: Seeing All Branches

9. HQ device (boss)

A setting that makes a phone read the sales of the shop's branches from their main devices. It takes no orders, unless you turn on 'This phone sells too'. See: Synergy Order App - The Boss Phone: Seeing All Branches

10. Offline branch

A branch phone that sells by itself even when HQ cannot be reached. Its bills stay on the phone and go to HQ when it is online again; its receipt numbers start with B. See: Synergy Order App - Selling at a Branch Without HQ Online

11. HQ sync / Sync now

The part of Shift & HQ that shows whether the menu and prices from HQ have arrived and when the bills last went up. The phone retries by itself every few minutes; Sync now does it at once. See: Synergy Order App - Selling at a Branch Without HQ Online

12. HQ refused these bills

A list of bills HQ did not accept, each with its reason. When the cause is fixed at HQ, tap Send them again. See: Synergy Order App - Selling at a Branch Without HQ Online

13. PC branch

A branch that has a POS PC. The PC prints the kitchen slips, and a device set up by Synergy can take payments into the PC's shift. See: Synergy Order App - Branch With a POS PC: Kitchen Slips

14. Kitchen orders not at the PC

A red bar shown when an order did not reach the branch PC. Tap it to choose Send to PC again, Print here, or Discard. See: Synergy Order App - Branch With a POS PC: Kitchen Slips

15. Shift

A working period at the till. On a branch phone you must open a shift before you can take payment, and close it at the end of the day. See: Synergy Order App - Shifts and Counting the Cash

16. Float

The cash you put in the drawer to start a shift. You type it when you tap Open shift. See: Synergy Order App - Shifts and Counting the Cash

17. Cash in / Cash out

Records money put into or taken out of the drawer during a shift, with an optional remark, such as change from the bank or a milk delivery. See: Synergy Order App - Shifts and Counting the Cash

18. Expected cash

The cash that should be in the drawer: float + cash in - cash out + cash sales. When you close the shift you type the cash counted and see the difference. See: Synergy Order App - Shifts and Counting the Cash

19. Bundle

A promotion such as 2 for a fixed price. It comes from HQ with the menu and prices, is taken off the bill by itself, and shows as a line Bundle with its name and amount. See: Synergy Order App - Bundle Promotions at a Branch

20. Add-on group

A question asked when an item is ordered, for example Sugar level: Normal sugar, Less sugar, No sugar. Each choice can have an extra price, and an item can have up to 3 groups with At least and At most limits. See: Synergy Order App - Add-ons for Items

21. Remarks

Short notes such as Less ice that staff tap instead of typing. The first list is for every item; other lists are for the items you tick them on. See: Synergy Order App - Add-ons for Items

22. Track stock

A switch on an item that makes the app count its stock. Tracked items lose stock when a bill is paid, and the stock comes back if the bill is voided. Retail items are tracked unless you switch it off; restaurant items only when you switch it on. See: Synergy Order App - Keeping Track of Stock

23. Receive / Adjust / Count

The three stock buttons on a tracked item. Receive adds the quantity that arrived, Adjust adds or takes off stock (a minus takes off), and Count sets the stock to what is on the shelf now. See: Synergy Order App - Keeping Track of Stock

24. Low stock level

A quantity you type on an item's Stock window. The item shows as low at or below it, and the Reorder list shows tracked items at or below their level. See: Synergy Order App - Stock Documents, Costing and Stock Reports

25. Goods received

A numbered Back Office document that records stock arriving from a supplier, with the quantity and cost of each line. Void it if you made a mistake. See: Synergy Order App - Stock Documents, Costing and Stock Reports

26. Costing

How cost is worked out for each sale and for the stock value: Weighted average (a new average at each goods received) or FIFO (the oldest stock is sold first). See: Synergy Order App - Stock Documents, Costing and Stock Reports

27. Staff roles

With staff sign-in on, each person types their own PIN and has a role. Cashier: sell, take payment, print, discounts up to the limit. Supervisor: also any discount, void / refund, open the drawer and reports. Manager: also Back Office and Settings. See: Synergy Order App - Staff Roles: Who Can Do What

28. Staff sign-in / PIN

A switch that makes the PIN pad open first, so each staff member signs in with a PIN of 4 to 8 digits. On the PIN pad, 'Forgot? Use the Back Office PIN' signs in with the shop's Back Office PIN. See: Synergy Order App - Staff PIN Sign-in

29. Service charge

A percent added to new dine-in bills (not taxed). Take-away bills start without it, and an item can be set never to get it, such as cigarettes or gift vouchers. See: Synergy Order App - Tax and Service Charge

30. Cash rounding to 5 sen

Cash payments are rounded to the nearest 5 sen, while e-wallet and other non-cash payments stay exact. You can switch it off in Settings > Receipt. See: Synergy Order App - How Bill Totals and Rounding Work

31. Price includes tax / Tax %

Set on each item in Items: Tax % is the tax rate (0 means no tax) and Price includes tax says whether the menu price already contains it. A discount lowers the amount the tax is worked out on. See: Synergy Order App - How Bill Totals and Rounding Work

32. Kitchen printers

Printers added in Settings that each print the orders of the categories you tick; Everything else takes items no other kitchen printer takes. While none is added, kitchen slips print on the receipt printer. See: Synergy Order App - Kitchen Printers for Food and Drinks

33. Split bill / Merge bills

Split bill moves ticked items of a table's bill onto a new bill (such as Table 5A). Merge bills, on the main device, puts two or more open bills into the one you choose to keep. See: Synergy Order App - Splitting and Merging Bills

34. Table bookings

A switch in Settings for taking bookings. A booking has a time, how long, pax, name, phone, remark and one or more tables; its status is Booked, Arrived, Completed, Cancelled or No-show. See: Synergy Order App - Table Bookings

35. Update channel (Stable / Test)

Shown under App updates. Stable is the customer release and Test gets the newest builds first. The channel is set by Synergy for each device and cannot be changed on the device. See: Synergy Order App - App Updates and the Update Channel

36. Backup / Restore from backup

A backup of bills, menu and settings is made automatically every day and with Back up now. Restore replaces all bills, the menu and the settings, saving the current data first. See: Synergy Order App - Backing Up Your Sales and Settings

Tips

- Open Settings with the gear icon on the order screen; most of the words below are found there or in Back Office.
- Back Office closes itself after 5 minutes without a touch.

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