Synergy Order App - Back Office Quick Start

This short guide shows the manager how to open Back Office, add items, staff, tables and suppliers, post received stock and check the sales report.

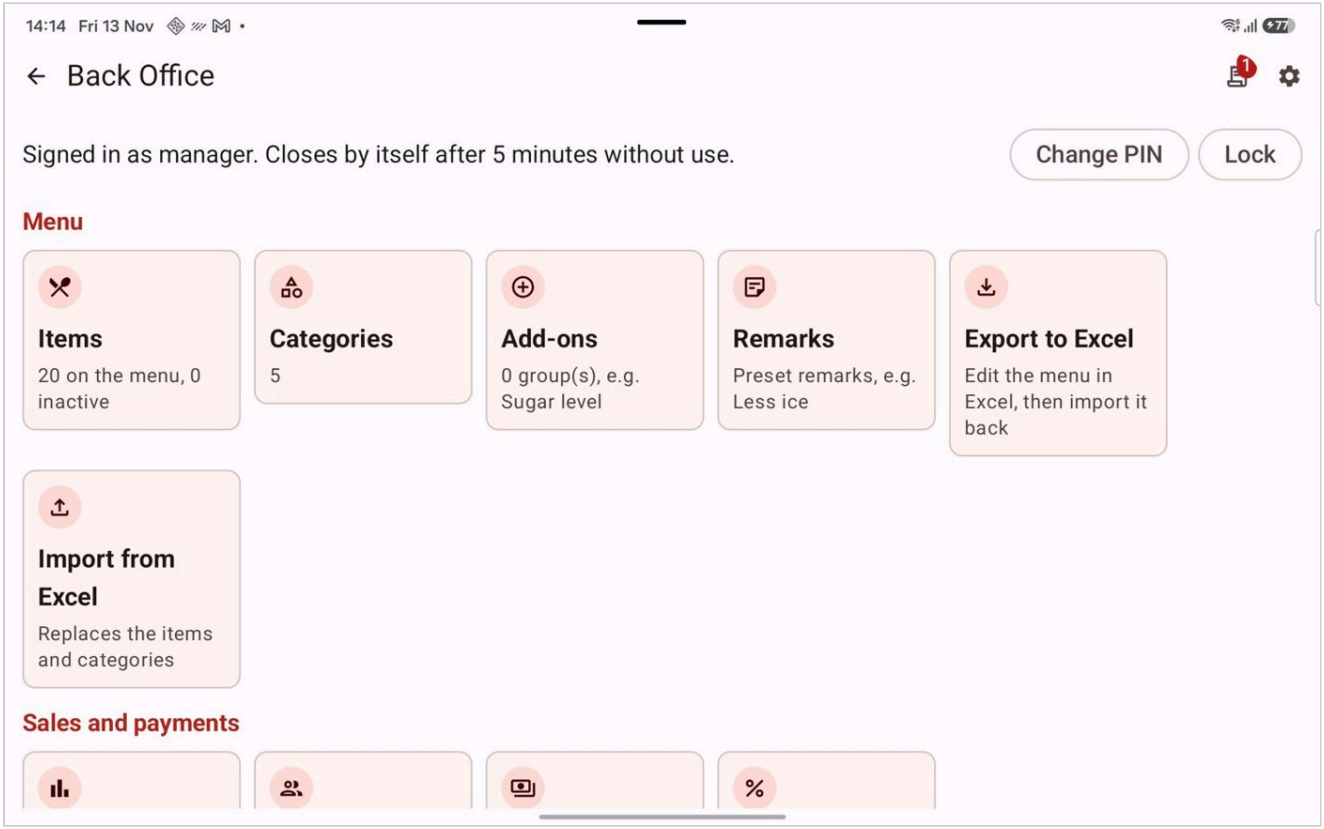
Before you start

- Keep your Back Office PIN (the manager PIN) ready. A PIN is 4 to 8 digits. Staff have their own PINs.
- Back Office closes itself after 5 minutes without a touch.

Steps

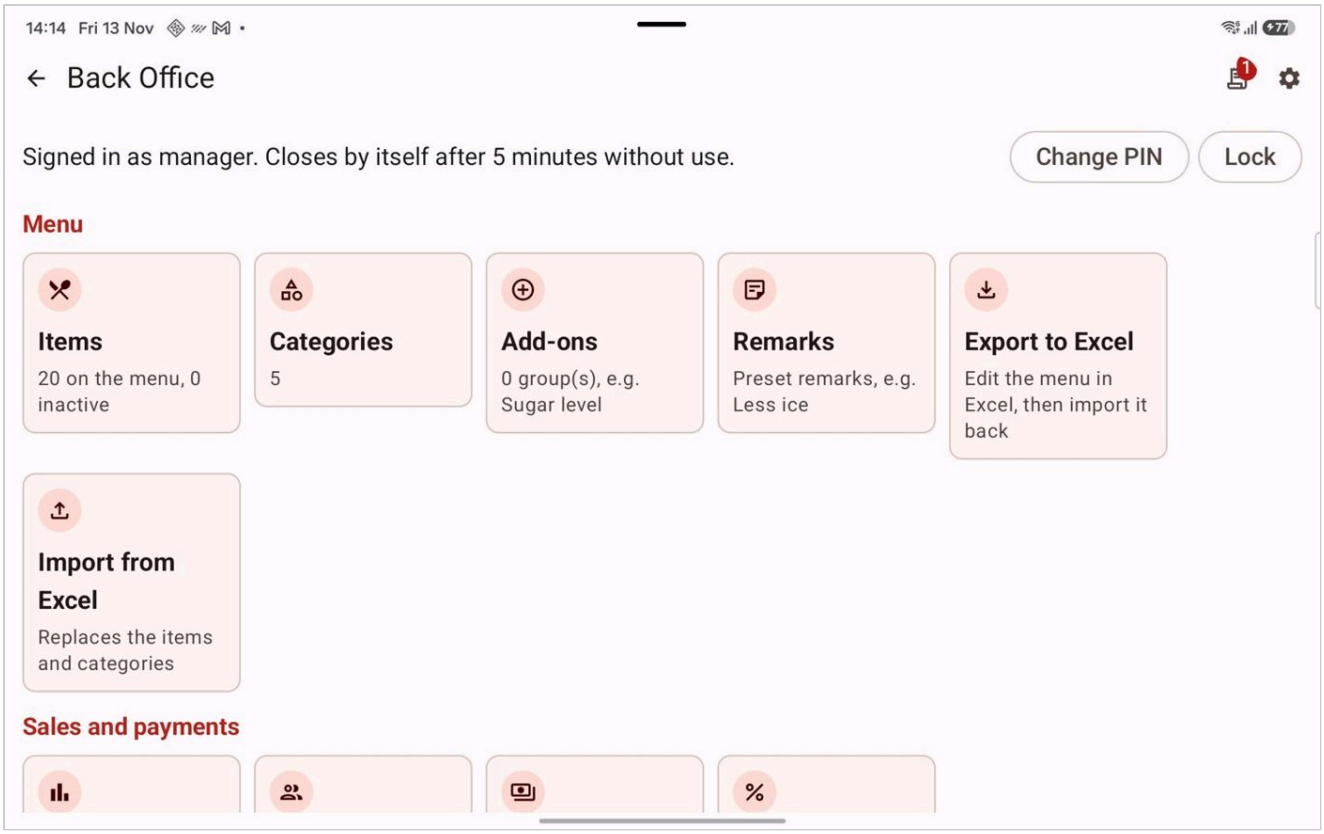
1. Open Back Office

Tap the Back Office icon (the storefront). Type the Back Office PIN. Back Office shows its tiles in four groups: Menu, Sales and payments, Stock and Shop setup.



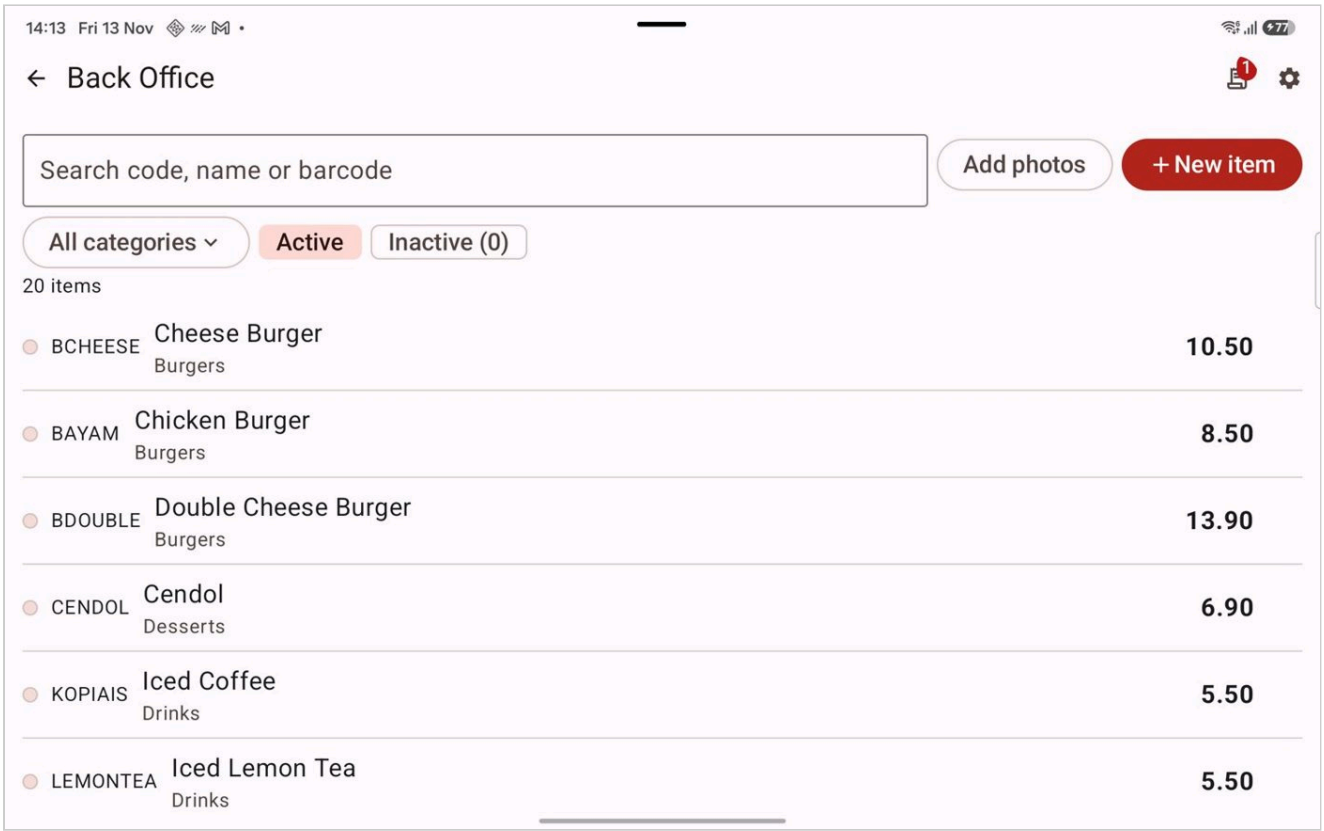
2. Open Items

In the group Menu, tap Items.



3. Start a new item

Tap New item.

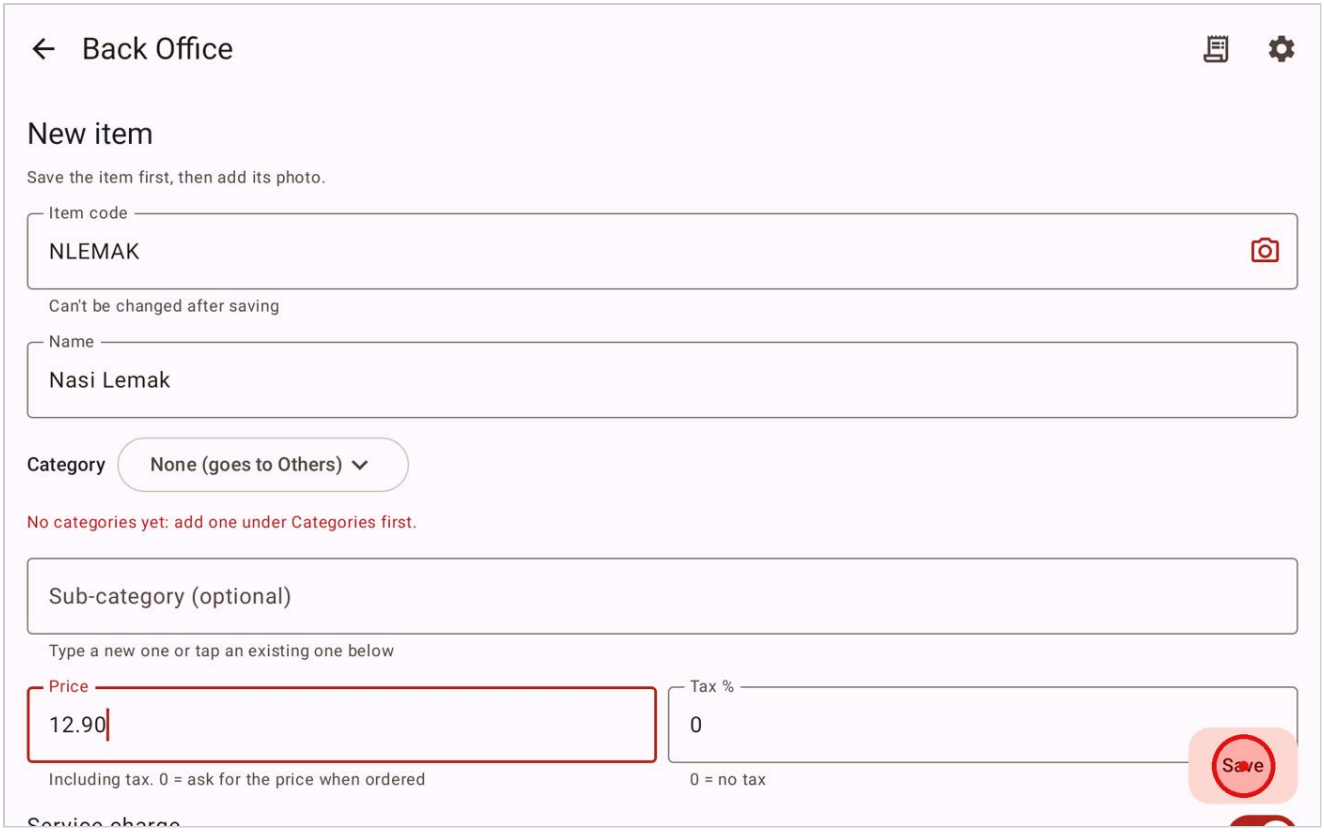


4. Fill in the item

Fill in the item code, the item name and the price. The item code cannot be changed after saving. Member price (Price 2) is optional: members on Price 2 pay it. Leave it empty and members pay the normal price.

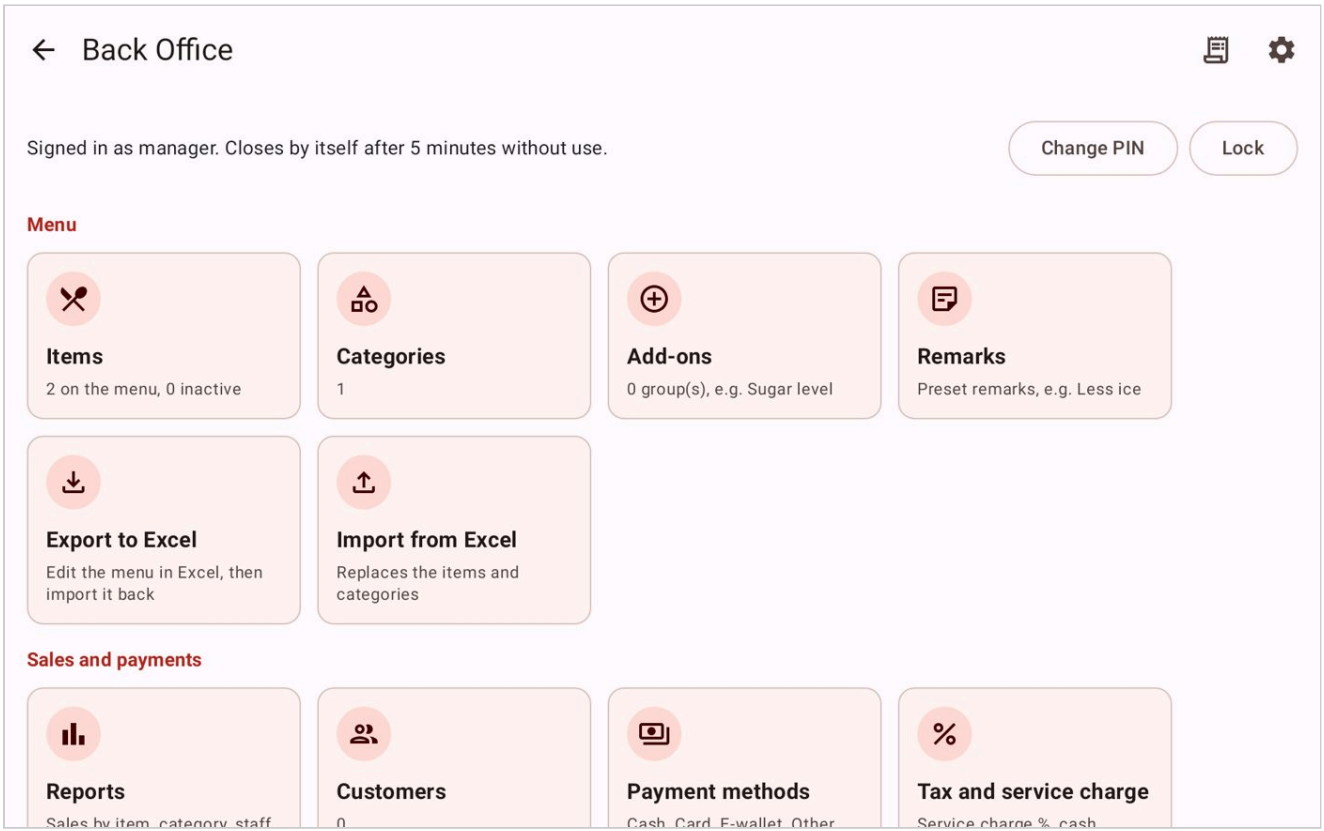
5. Save the item

Tap Save. The item is on the menu. With no category chosen, it goes into Others.



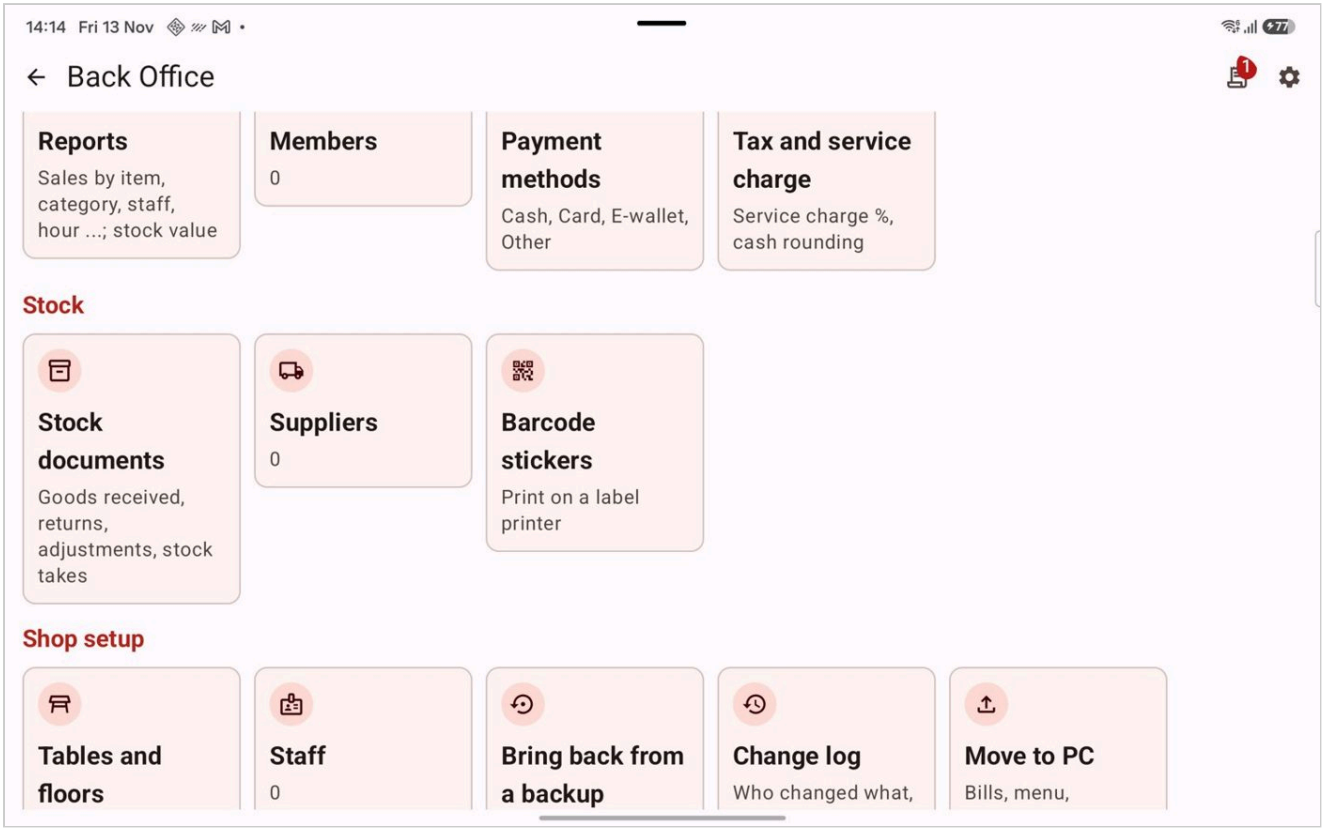
6. Add many items at once

To add many items at once, use Import from Excel in the group Menu.



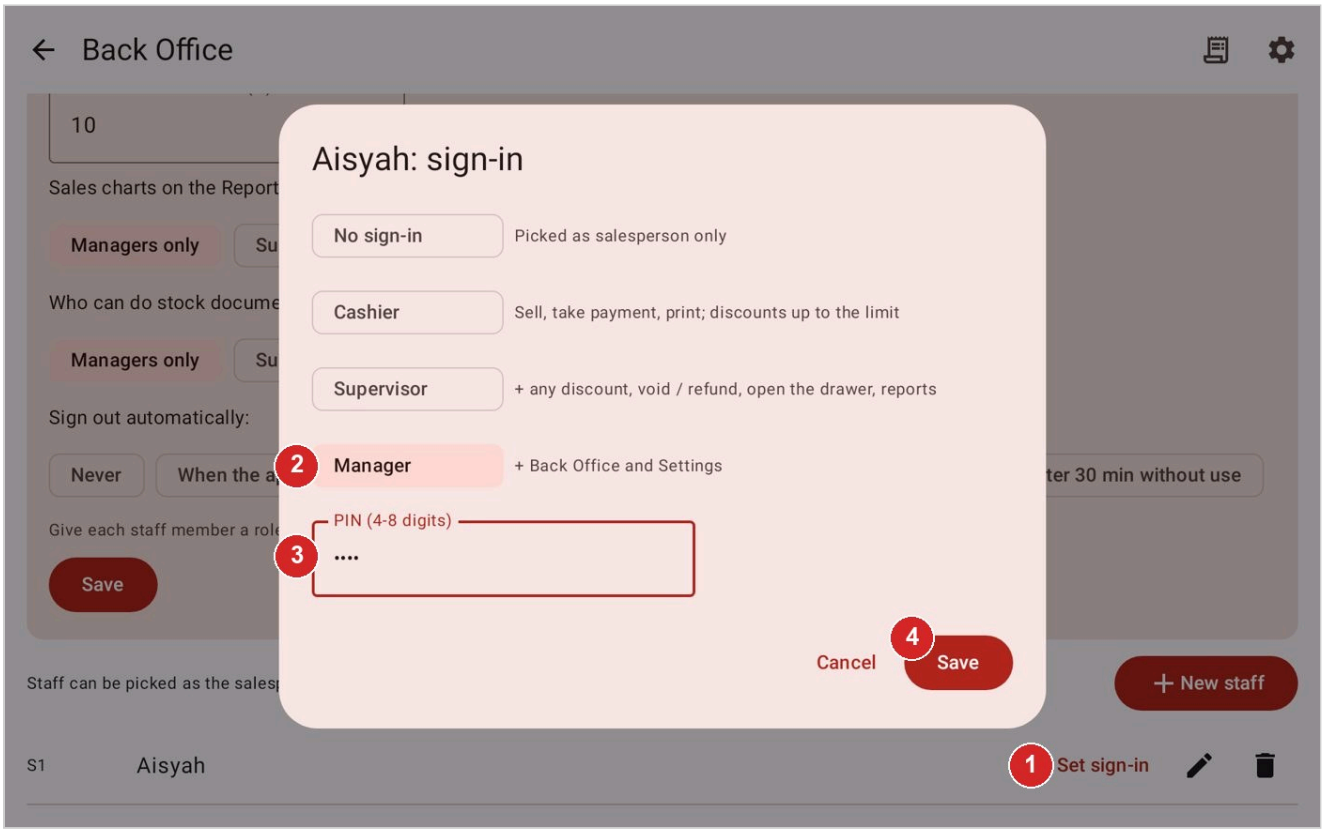
7. Add a staff member

In the group Shop setup, tap Staff. Tap New staff, enter the staff code and name, then tap Save.



8. Set the sign-in

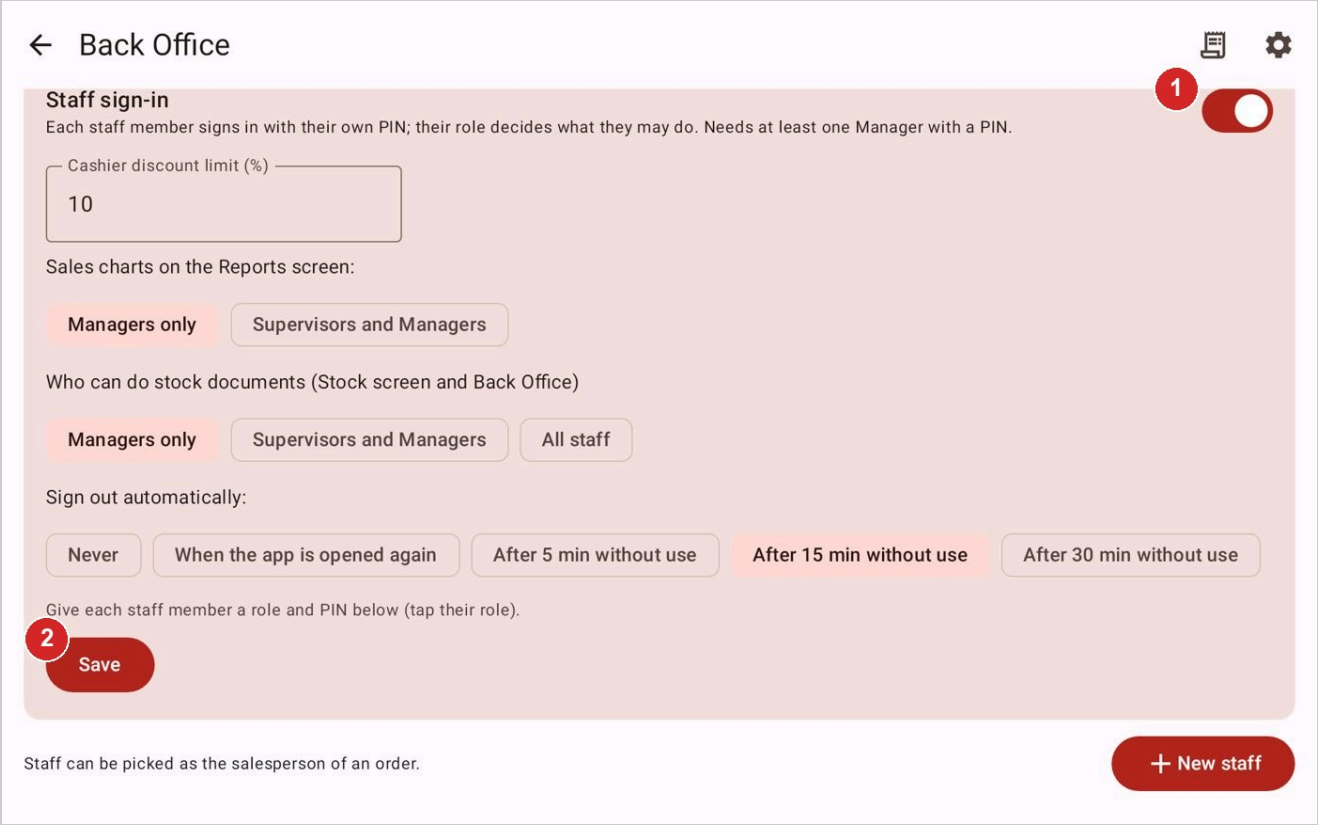
Give the staff member a role and PIN.



Step	What to do
1	In the list, tap Set sign-in for the staff member.
2	Pick the role.
3	Type a PIN of 4 to 8 digits.
4	Tap Save.

9. Switch on Staff sign-in

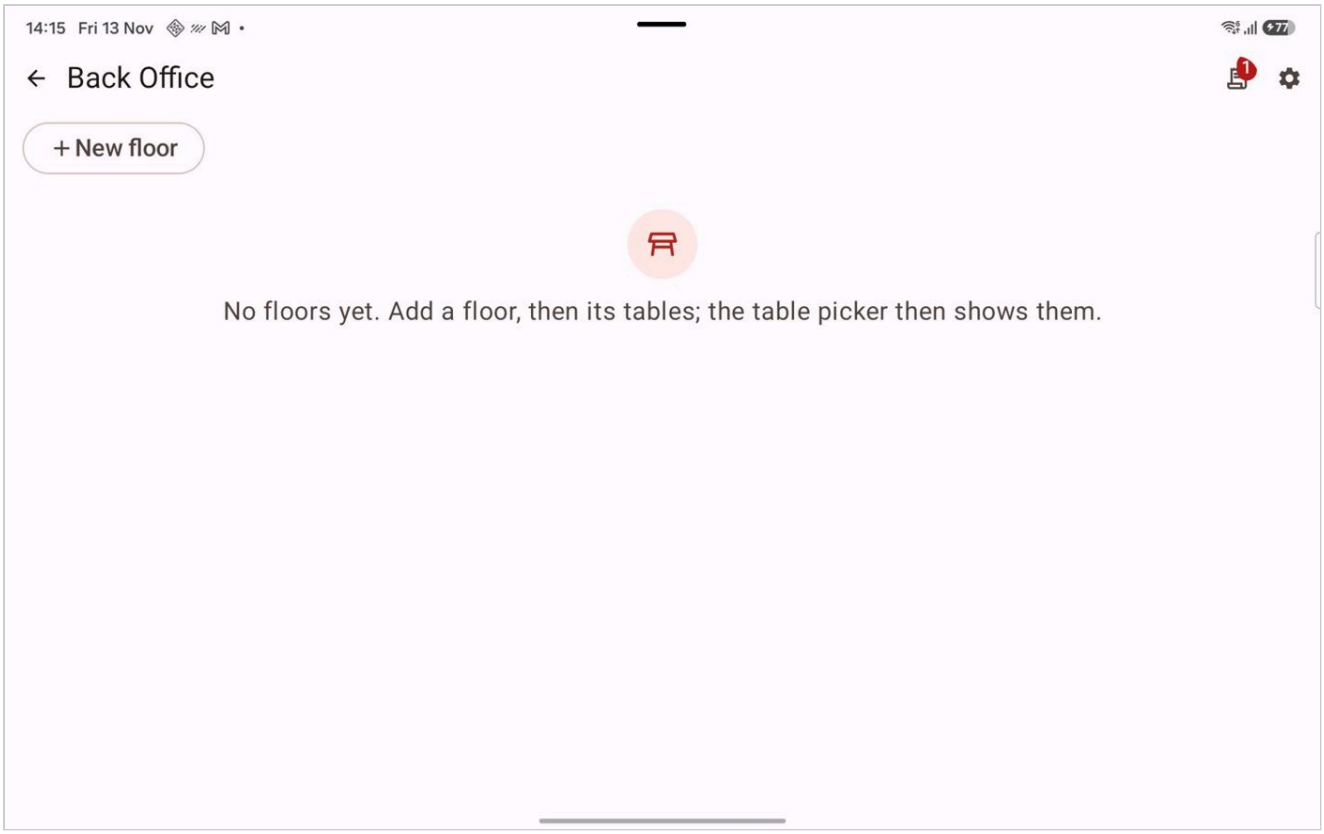
Keep at least one Manager with a PIN.



Step	What to do
1	Switch on Staff sign-in.
2	Tap Save.

10. Add a floor

In the group Shop setup, open Tables and floors and tap New floor. Type a floor name and tap Save.

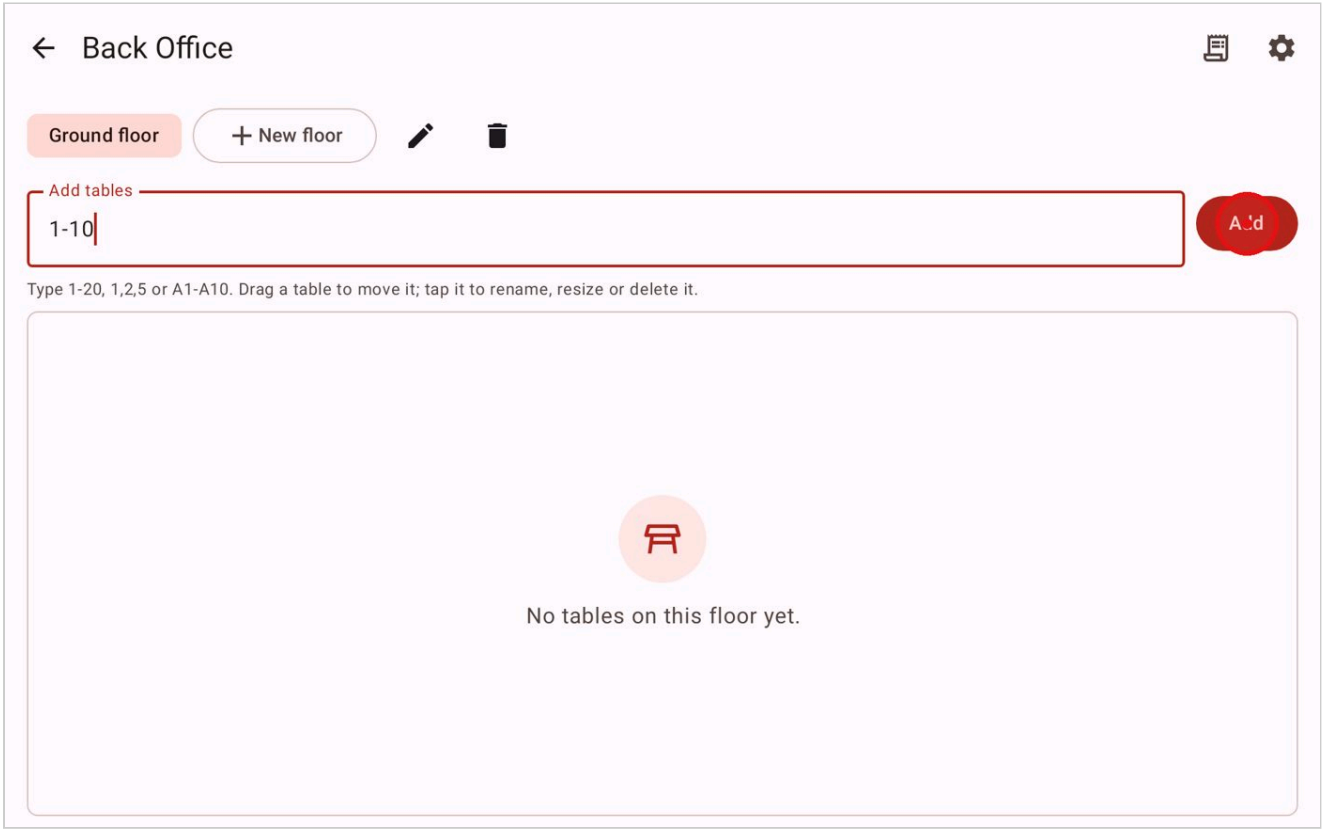


11. Type the table numbers

In Add tables, type the table numbers, for example 1-10.

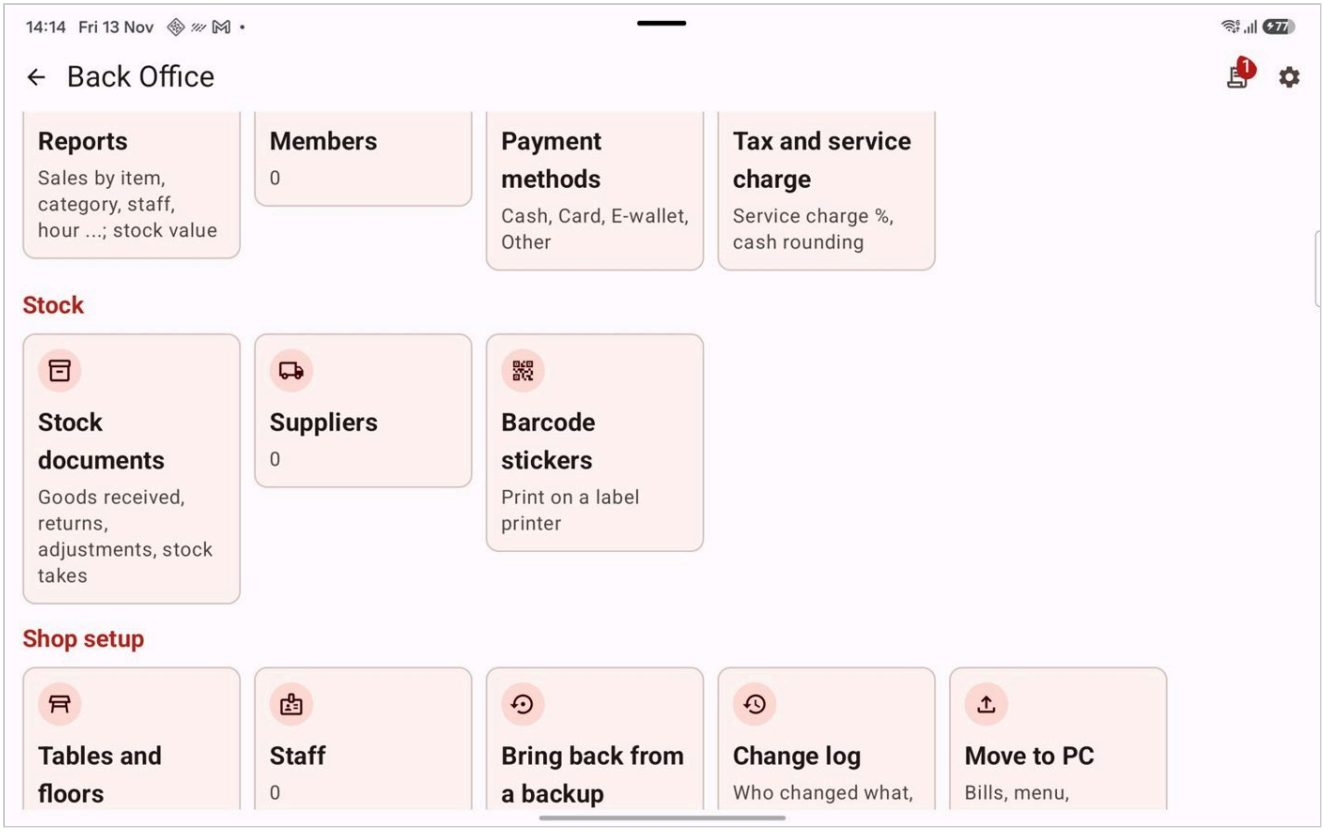
12. Add the tables

Tap Add. The tables appear on the floor.



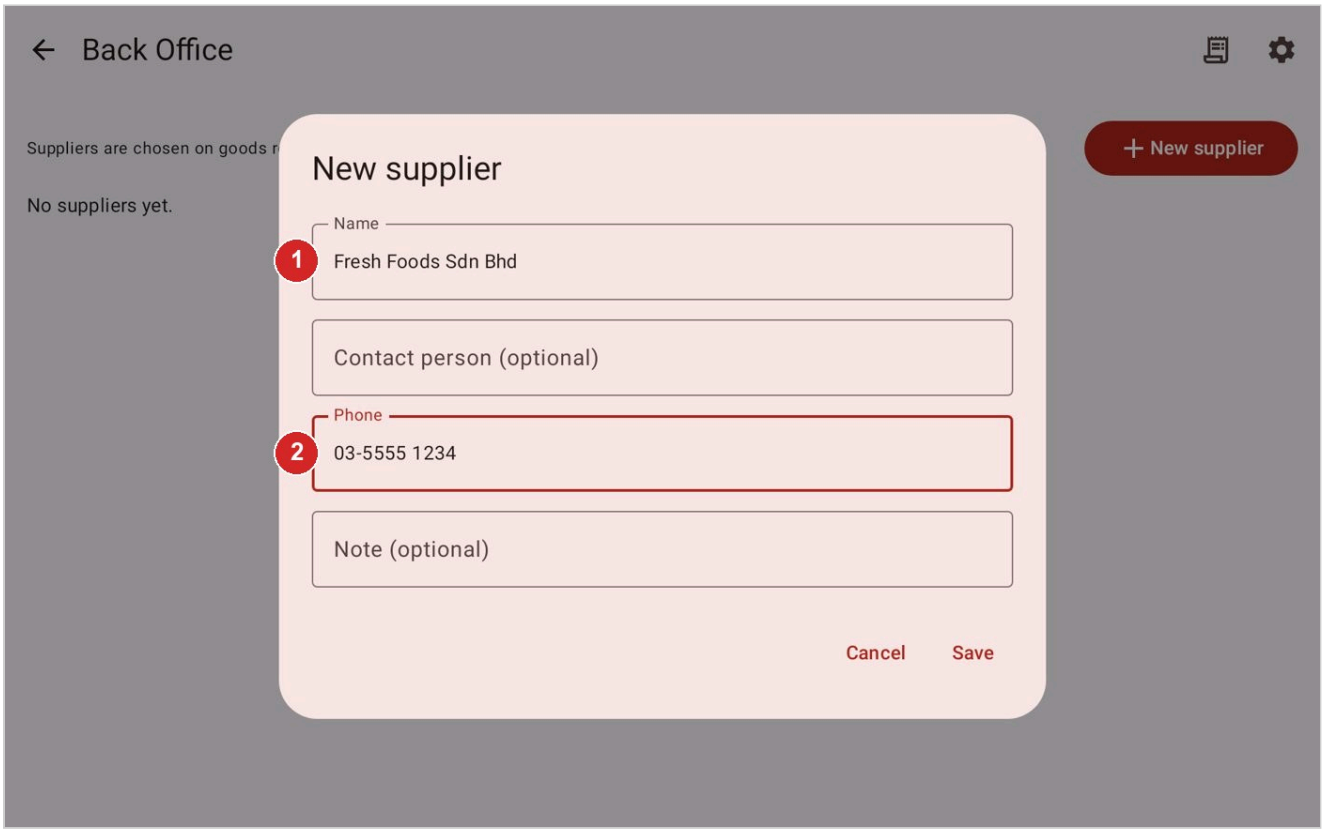
13. Open Suppliers

In the group Stock, tap Suppliers, then tap New supplier.



14. Enter the supplier

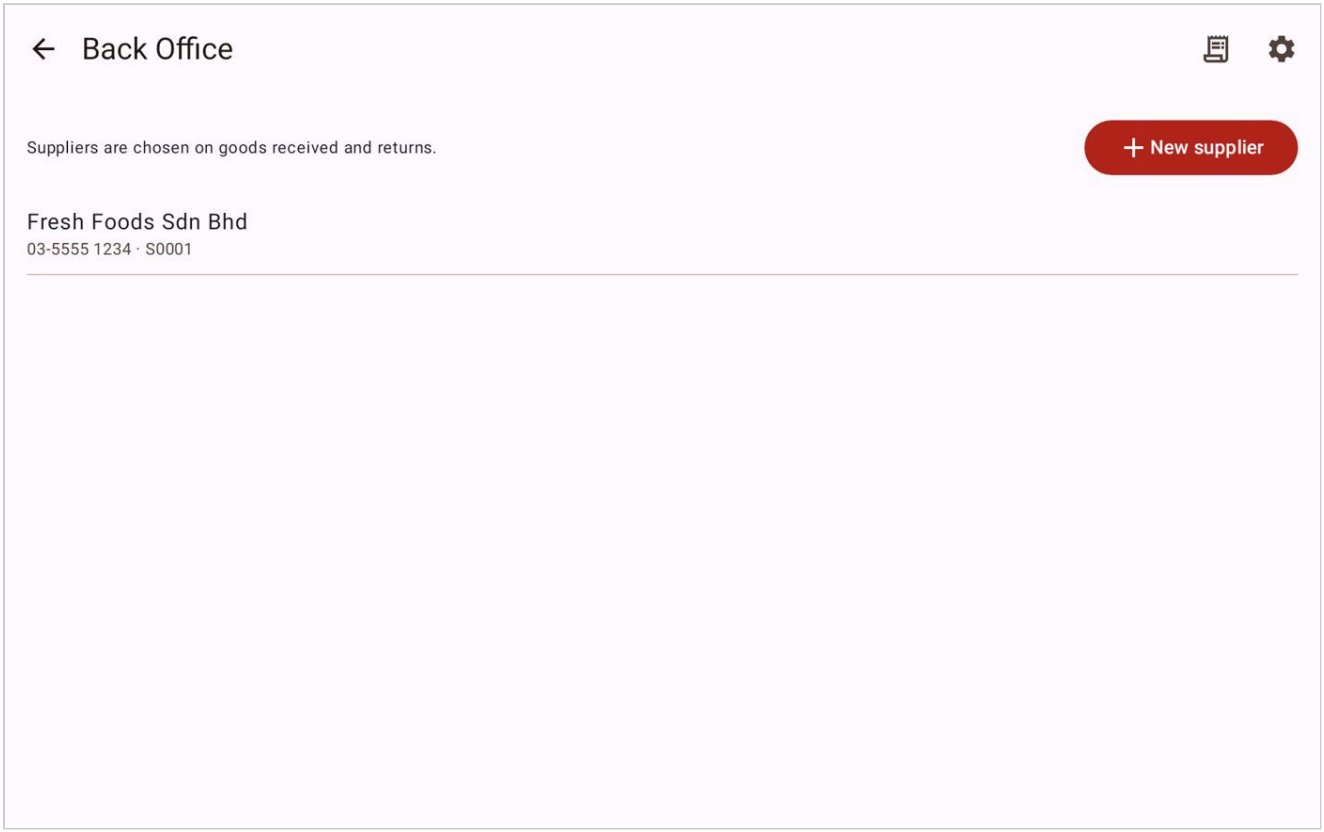
Enter the supplier details.



Step	What to do
1	Type the supplier name.
2	Type the phone number.

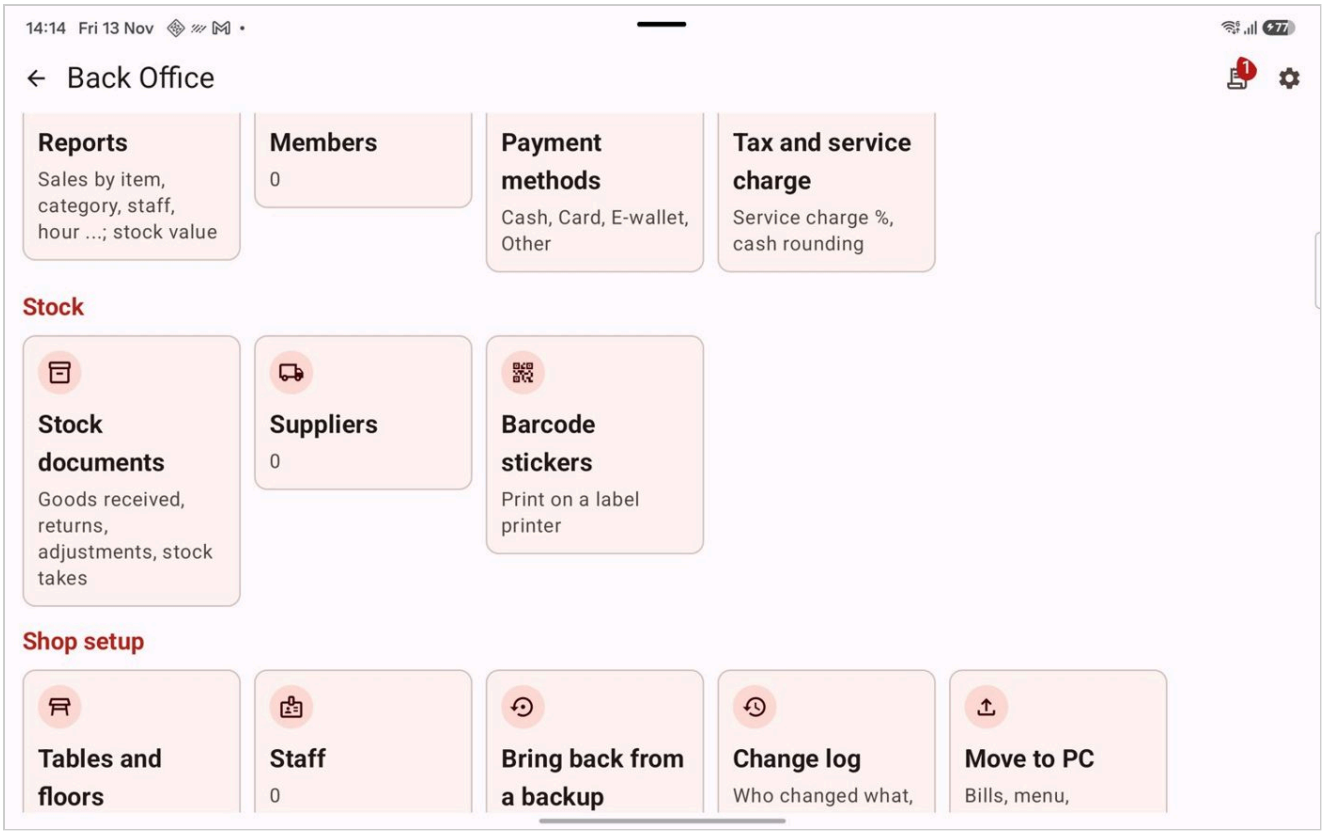
15. Save the supplier

Tap Save. The supplier is in the list.



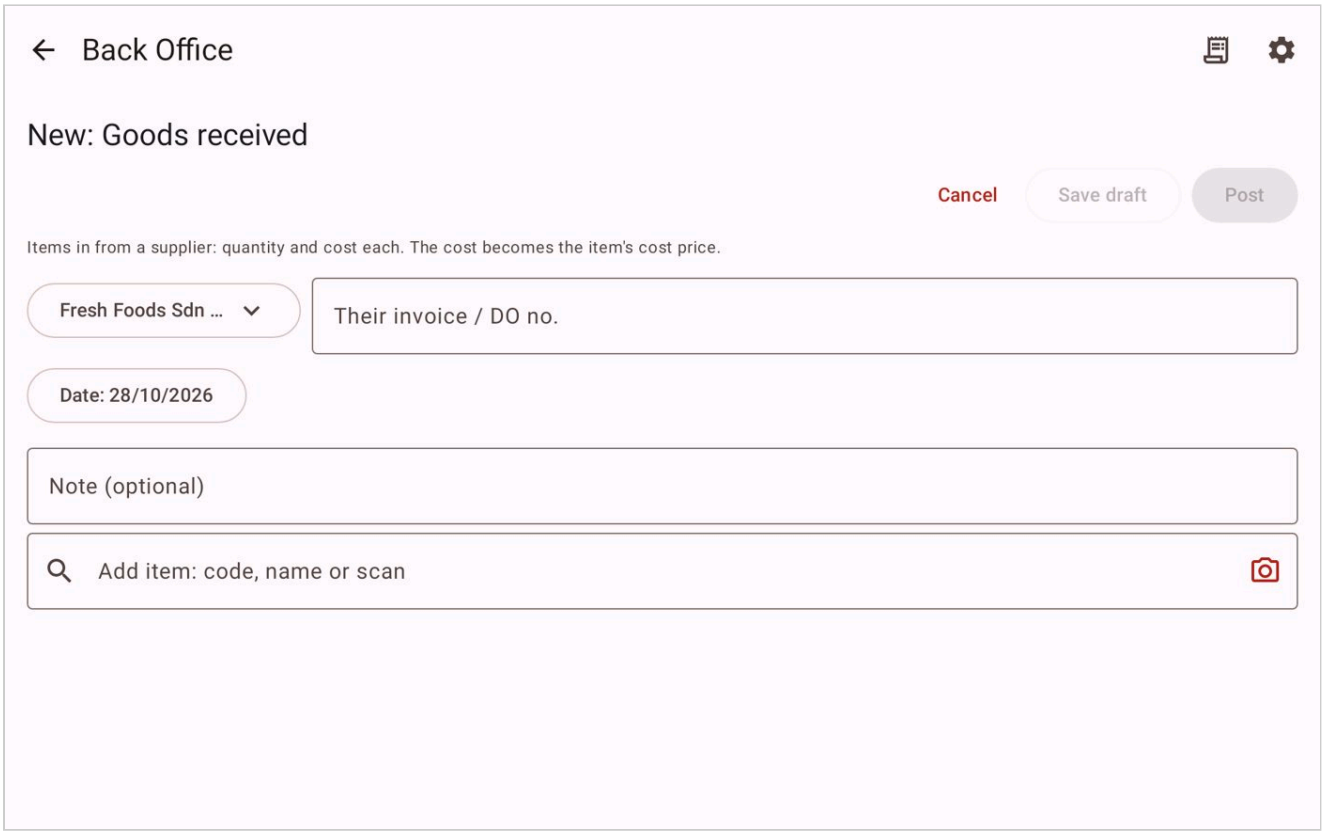
16. Open Stock documents

In the group Stock, tap Stock documents, then tap Goods received.



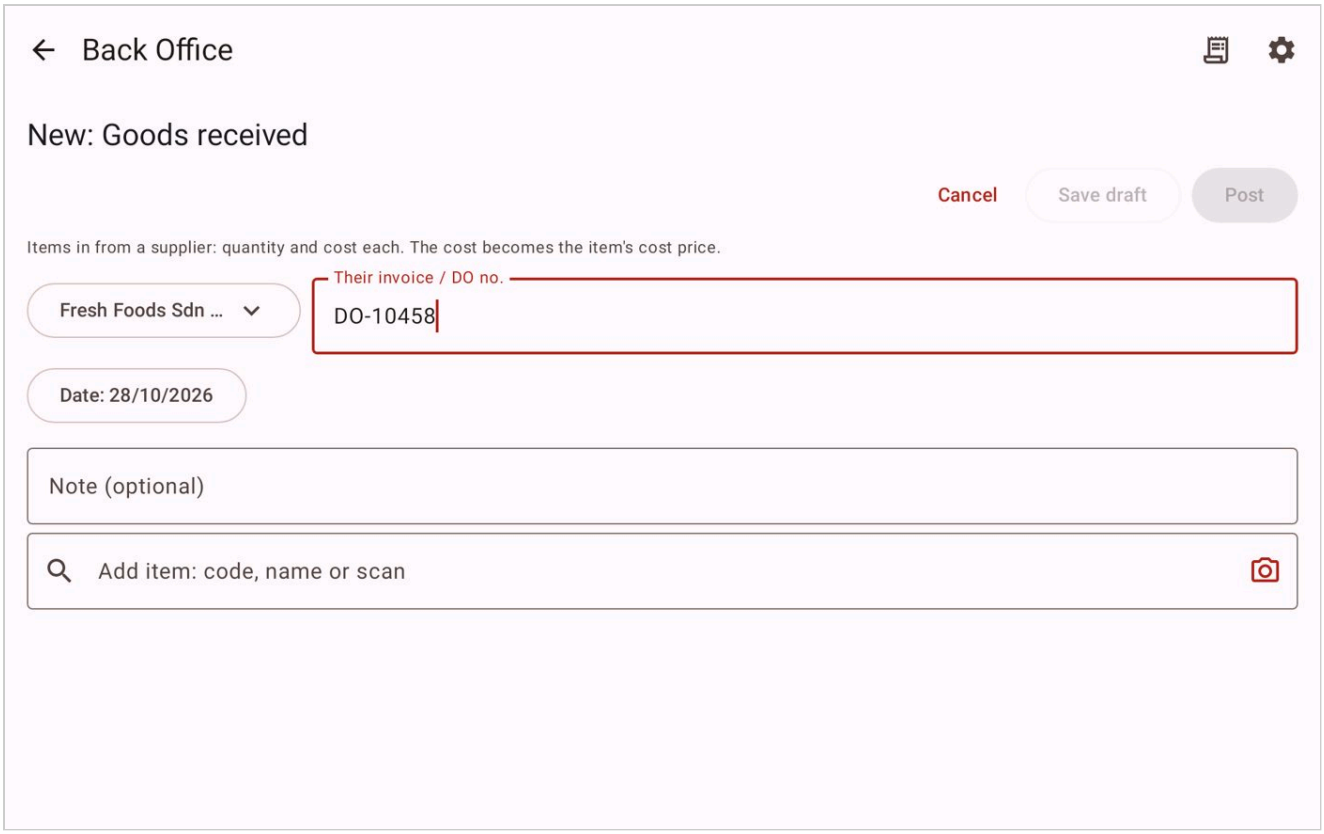
17. Choose the supplier

Choose the supplier.



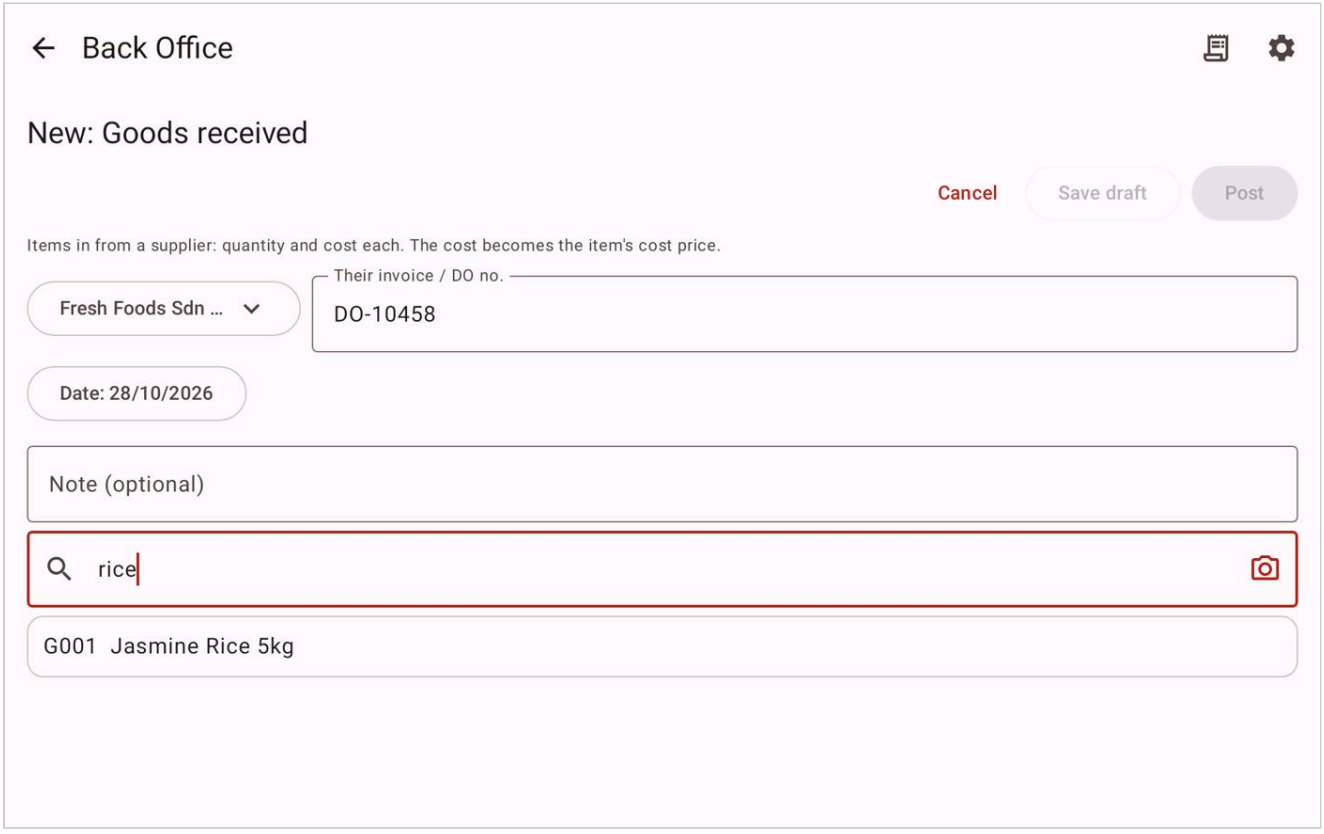
18. Enter the delivery order number

Enter the supplier's delivery order number.



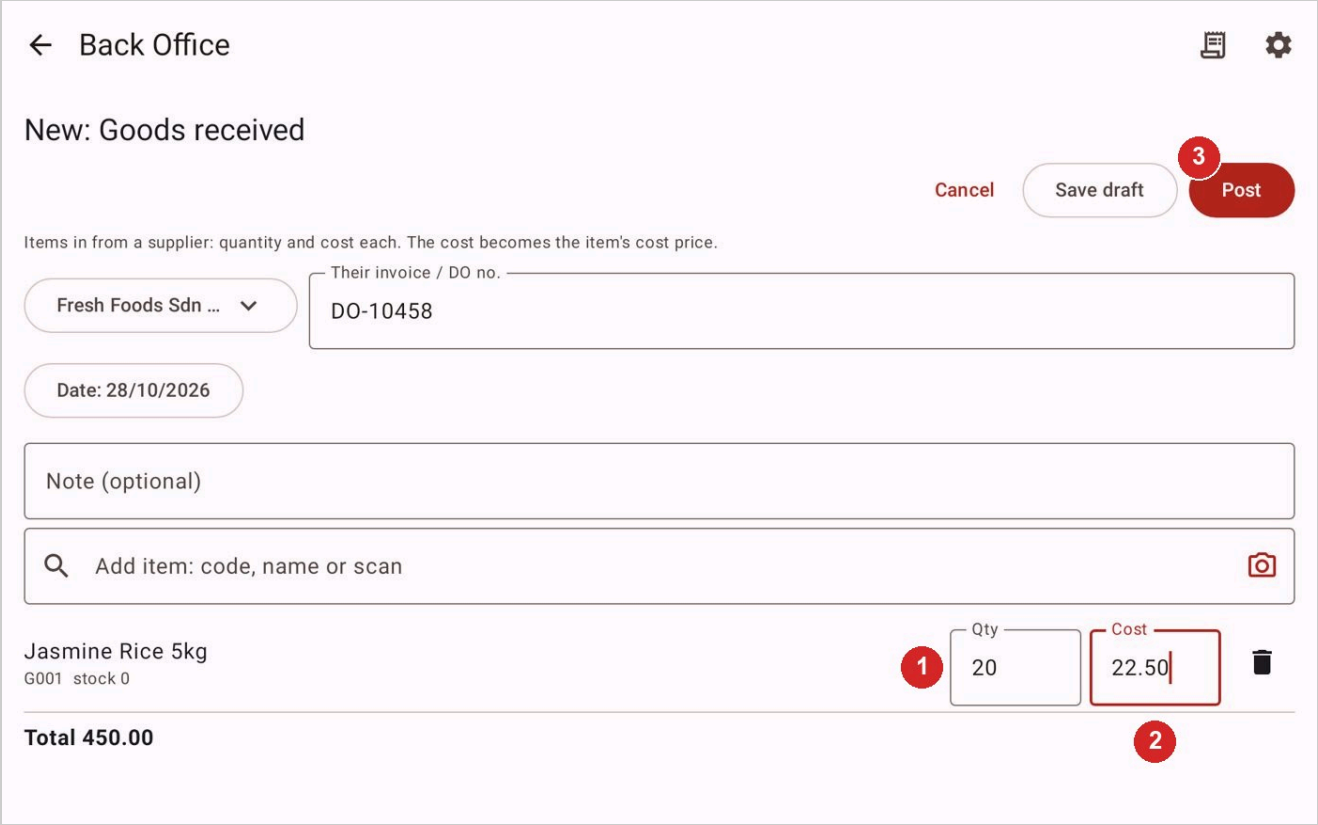
19. Add the item

In the add item box, type the item name or code.



20. Post the stock

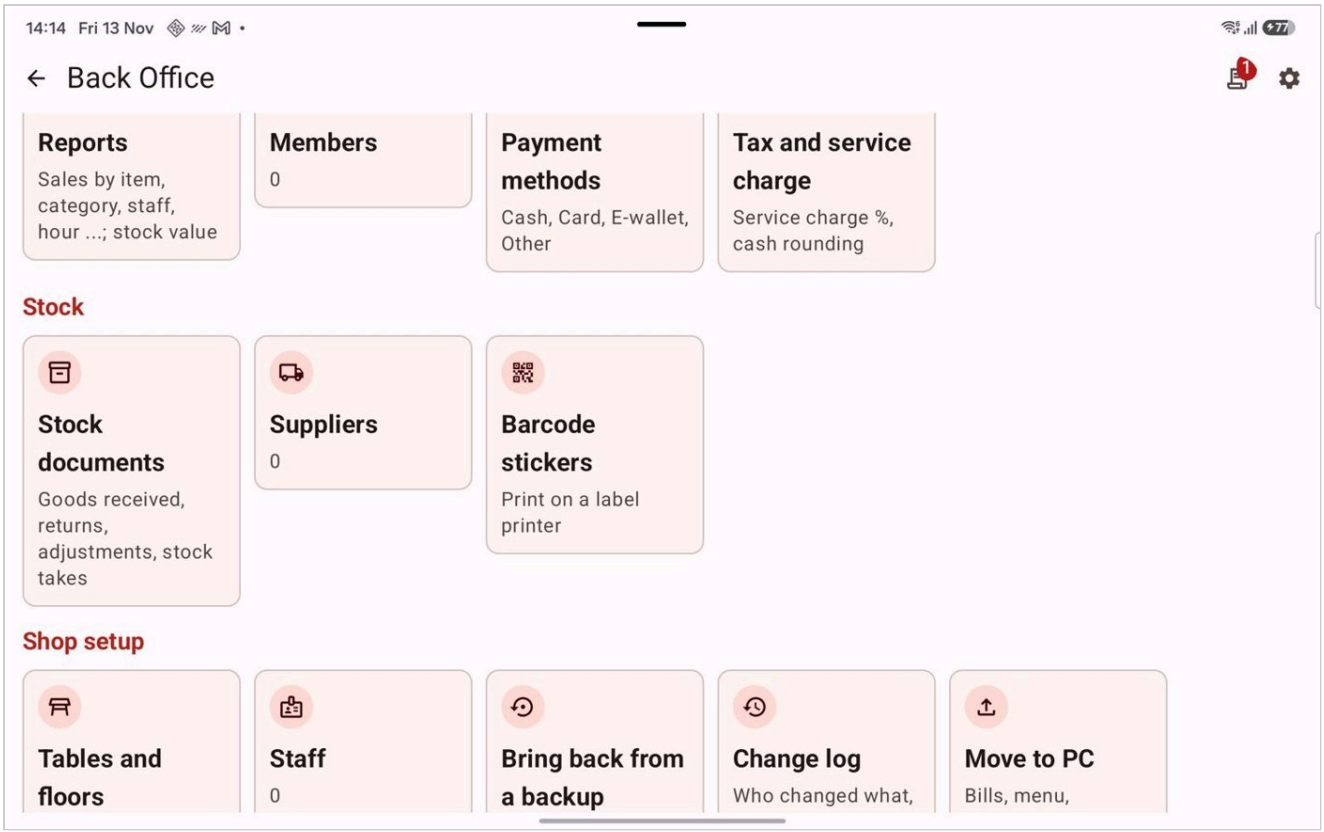
When you tap Post, the stock is posted.



Step	What to do
1	Enter the quantity.
2	Enter the cost.
3	Tap Post.

21. Check the sales report

Under Sales and payments, tap Reports to see the sales.



Tips

- Photos are added to an item that is already saved, so save the item first.
- If you make a mistake, tap Void on the posted stock document.
- Choosing a member on the order screen changes the price of the items on the order to the member's price. A price or discount you changed by hand stays as it is, an open-price item keeps the price you typed, and a promotion or bundle wins over the member price.
- Promotions: under Sales and payments, tap Promotions, then New promotion. Give it a name, choose Promotion price (type each item's promo price) or Discount % (for example 10, or 10+5), pick the dates, and if you like the days and the hours. Tap Add items to choose the items, or a category and Tick all shown. Tap Save. The sale screens use the promotion price only while it runs; the item's own price stays in Items.
- If an item is in two promotions at the same time, the one that starts later wins, as on the Synergy POS. Switch a promotion off to stop it; switch it on again to restart it.
- Bundles: under Sales and payments, tap Bundles, then New bundle. Choose the kind - Buy N for RM X, Buy N, get more free, Every N, some free, Unit price by quantity or Discount % by quantity - fill in the quantities and prices, the dates and the items, and tap Save. Items added to a bill while the bundle runs are in it; the bundle's discount shows on the order, at Pay, on the receipt and in the reports.
- Promotions and bundles go to all the shop's tablets and phones in network mode, and they are in the backup. Every change is in the Change log with who made it.
- Price types (like HQ's Advance Price Type): under Sales and payments, tap Price types, then New price type. Type a code, a description and the member discount %. Tap Add items to give the type its own prices: a price, or cost + markup %. Add an item twice for quantity prices (for example from 1 at 7.50, from 10 at 7.00). You can also set dates and rounding. Then give members the price type in Members.

- Which price a member pays, in order: a promotion first, then the price type's price (the highest quantity reached), then the item's Price 1-6 of the member's group. The member discount % is added on the last two. This is the same order as the Synergy POS and HQ. Prices for everyone (under Price types) are quantity prices for all customers.

Order App (screens from build 2026-11-13A) - Guide date 2026-11-13.