Synergy Order App - Customers, Suppliers and Stock Documents

This guide shows how to add a member (customer), add a supplier, and start a Goods received document in Back Office.

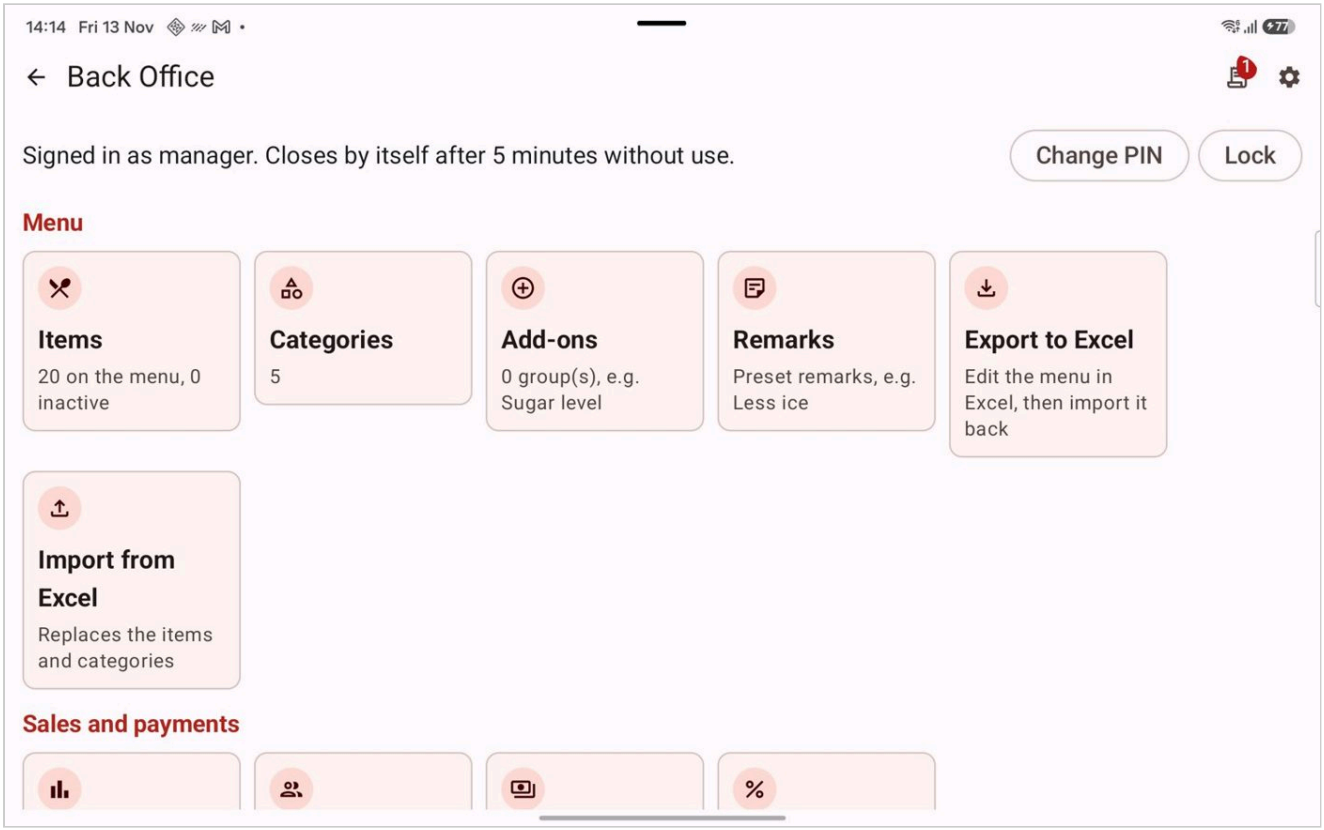
Before you start

- You need to be signed in to Back Office on your device.

Steps

1. Open Back Office

Tap the storefront icon to open Back Office.



2. Open Members

Under Sales and payments, tap Members.



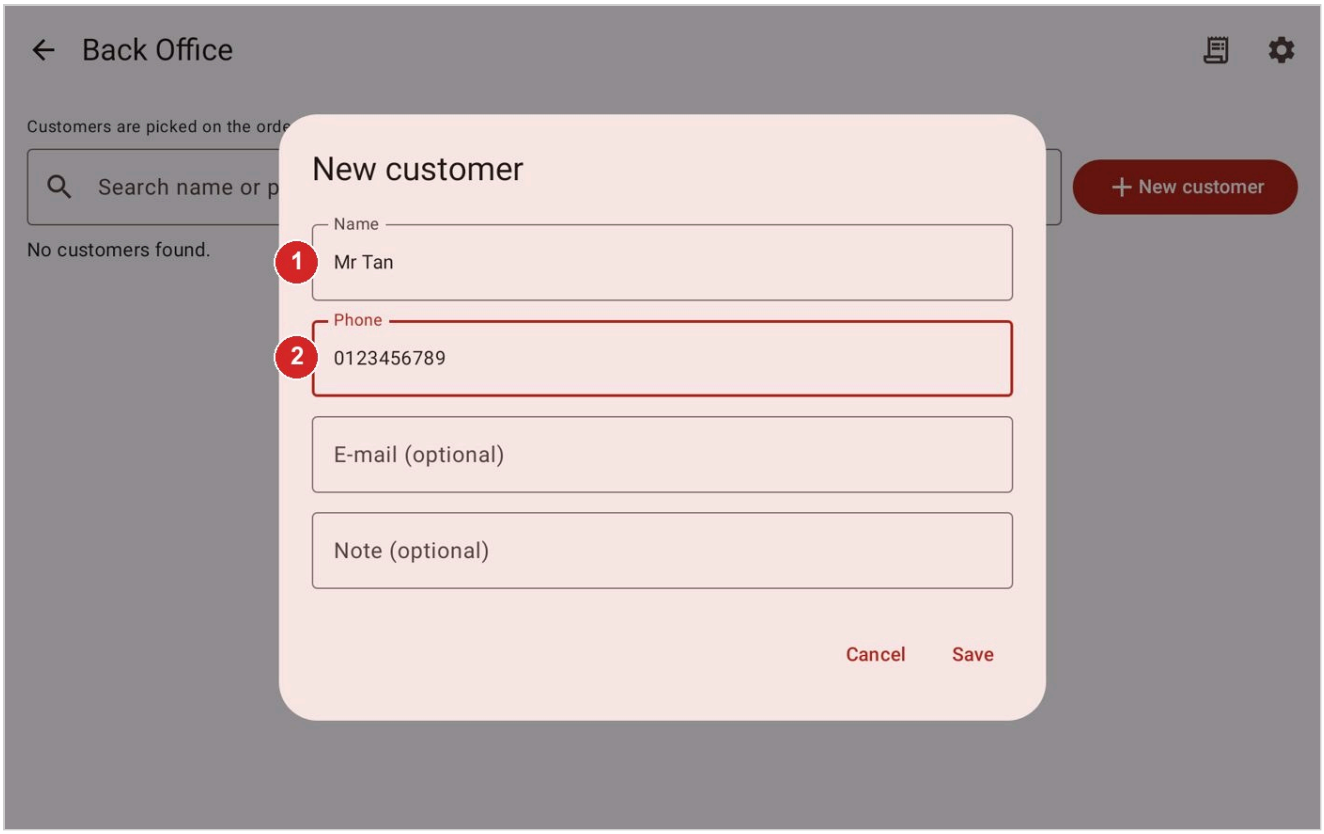
3. Start a new member

Tap New member.



4. Type the member details

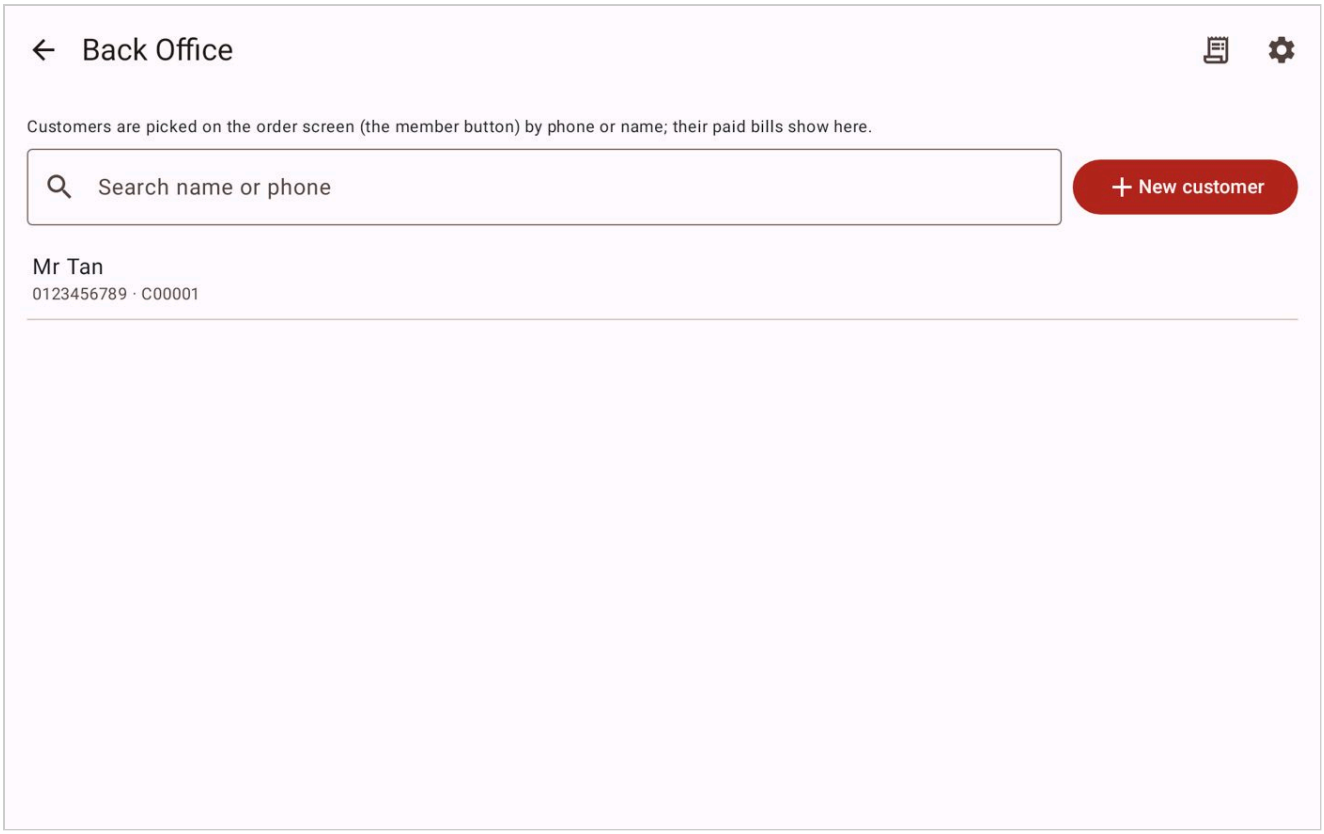
Fill in the New member window. Under Member pays, choose Price 2 (member price) or Price 1 (normal). A new member starts on Price 2.



Step	What to do
1	Type the customer's name
2	Type the customer's phone number

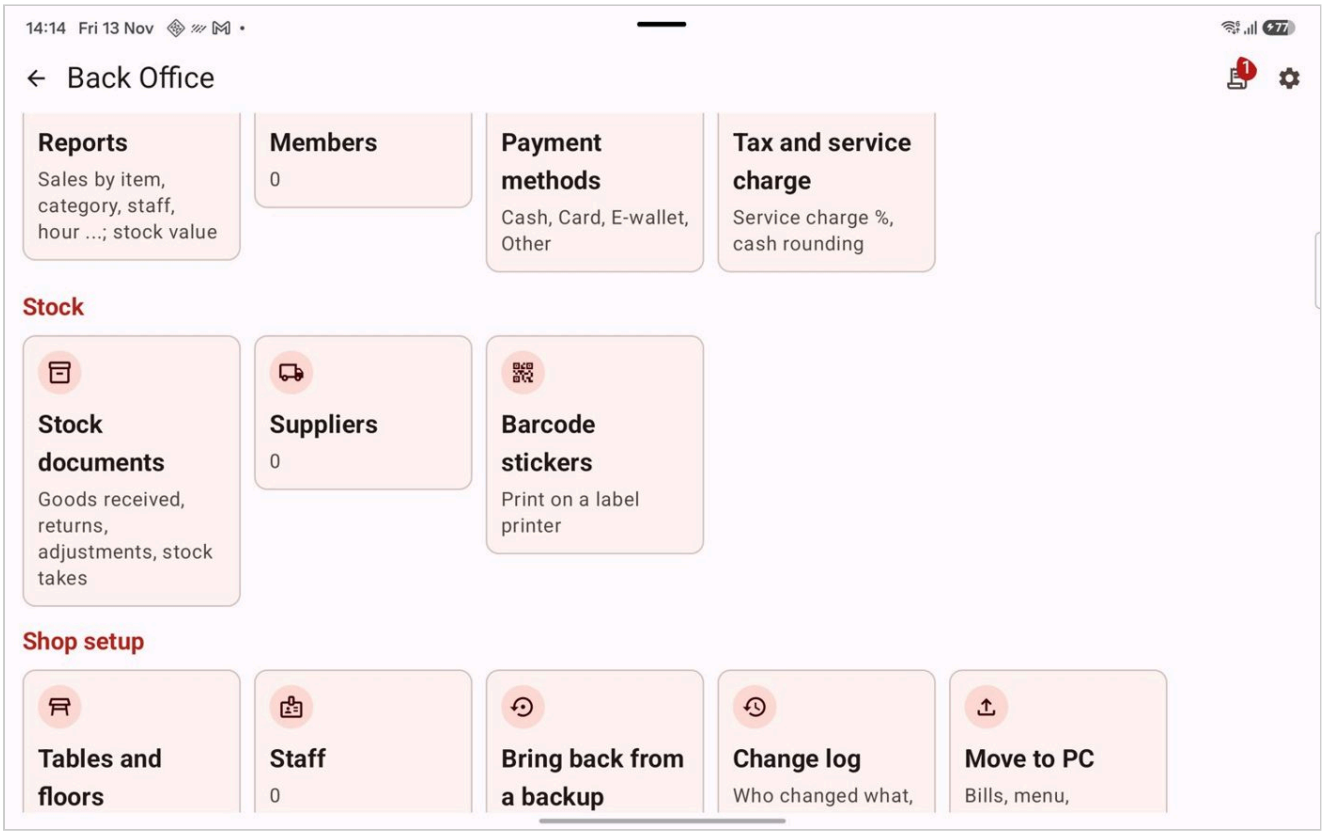
5. Save the member

Tap Save. The member is now in the list.



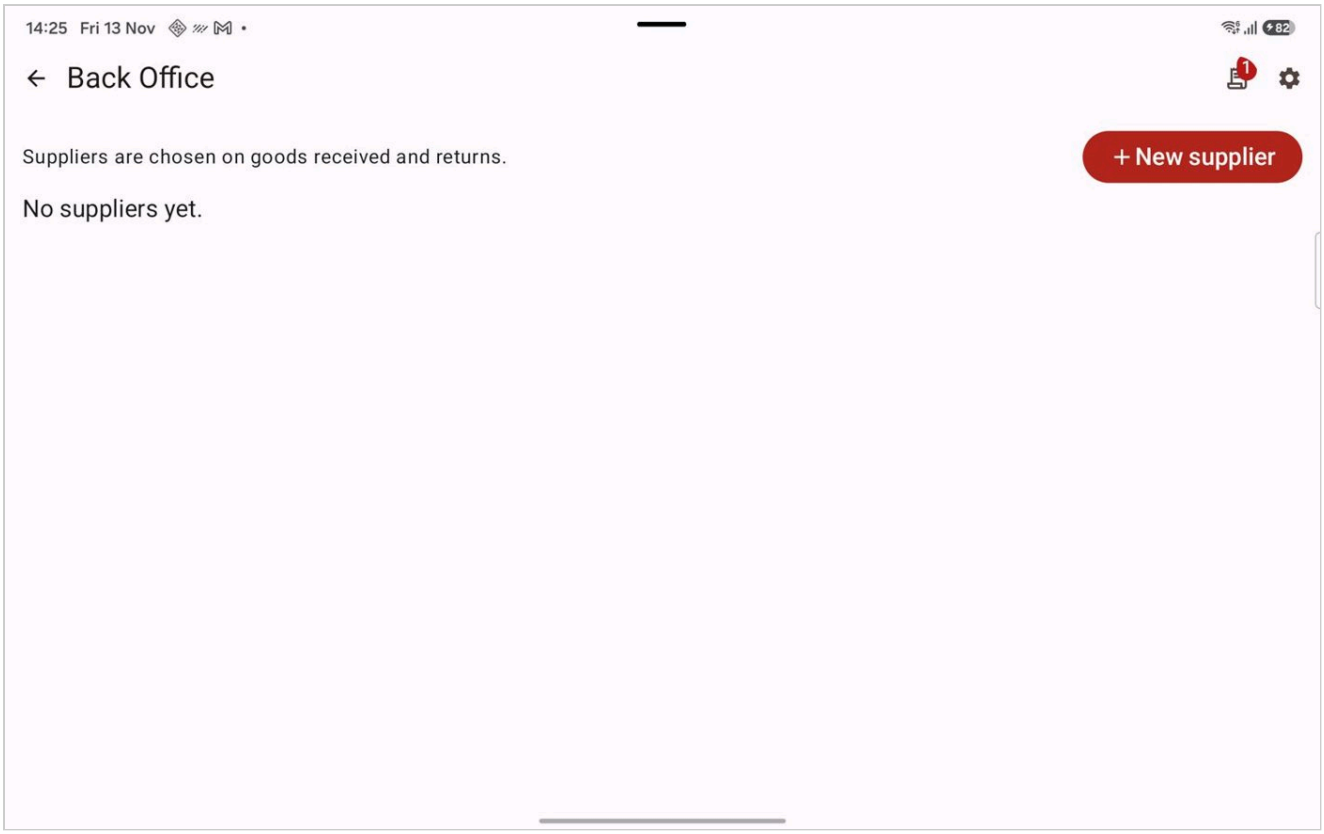
6. Open Suppliers

Go back. In the group Stock, tap Suppliers.



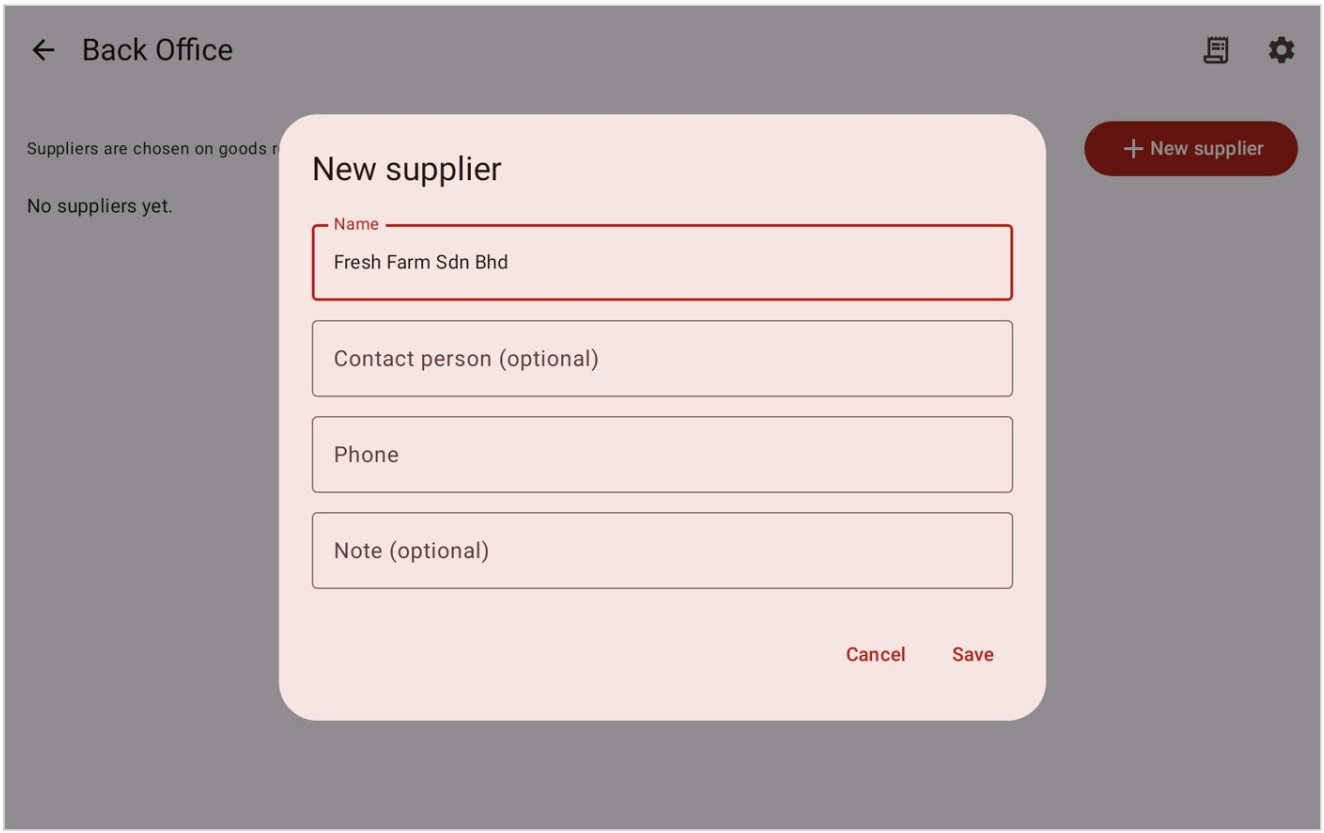
7. Start a new supplier

Tap New supplier.



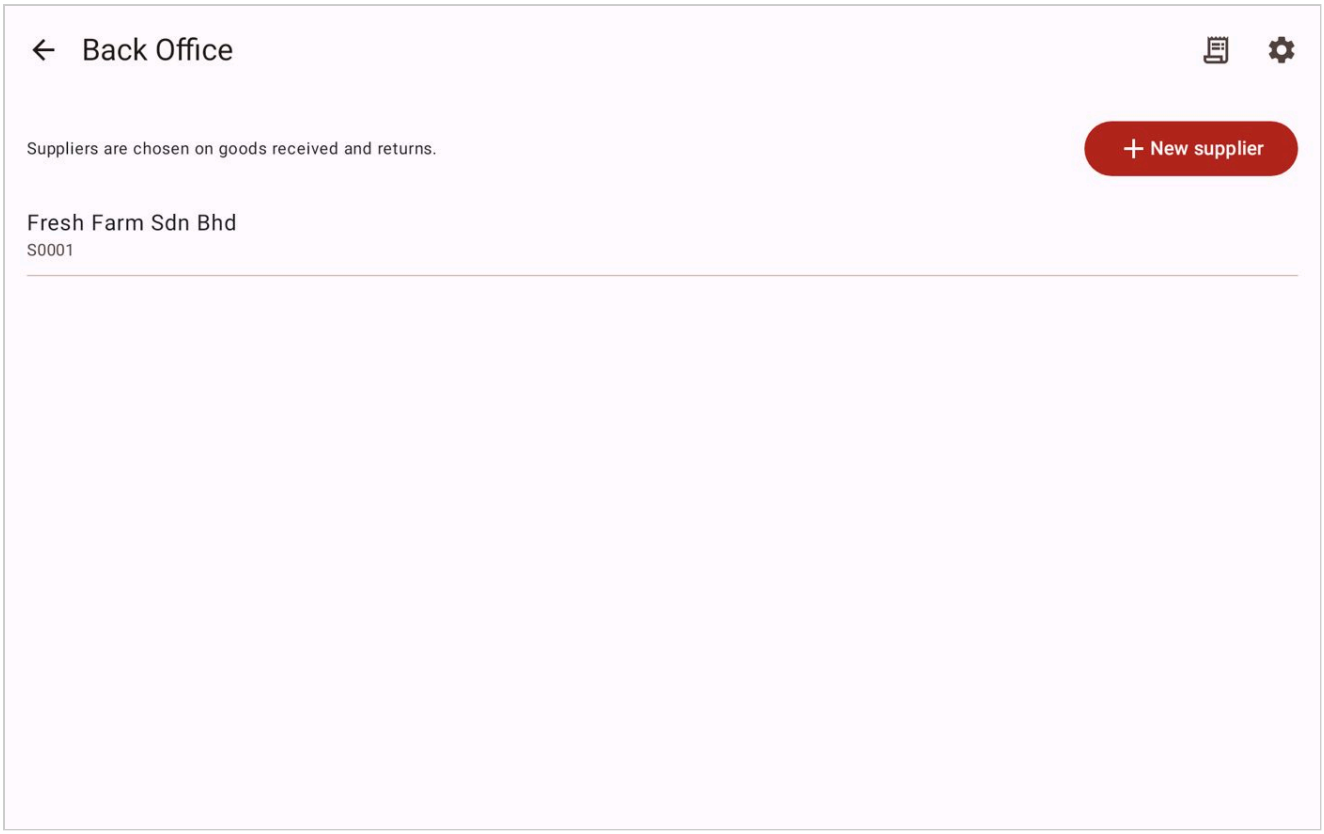
8. Type the supplier name

Type the supplier's name.



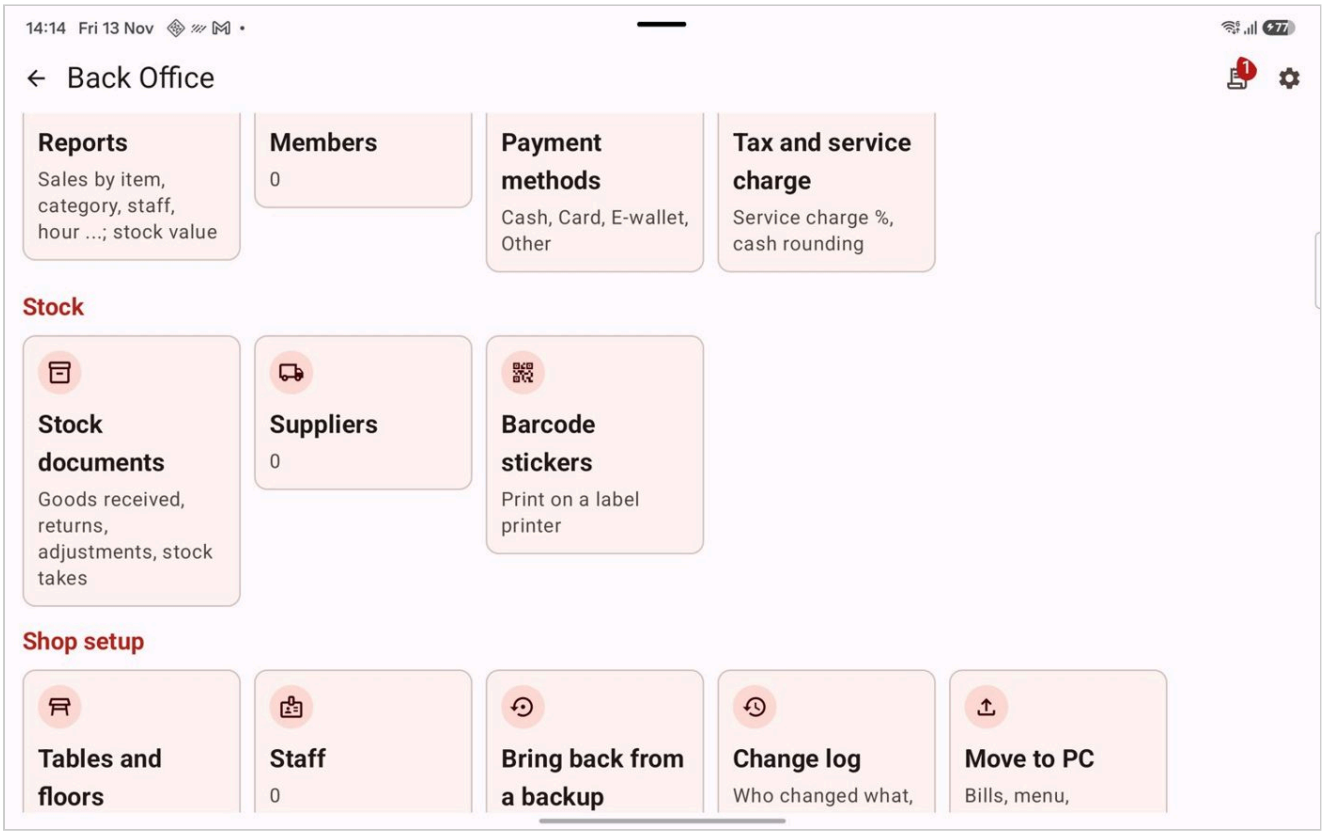
9. Save the supplier

Tap Save. The supplier is now in the list and can be chosen on goods received and returns.



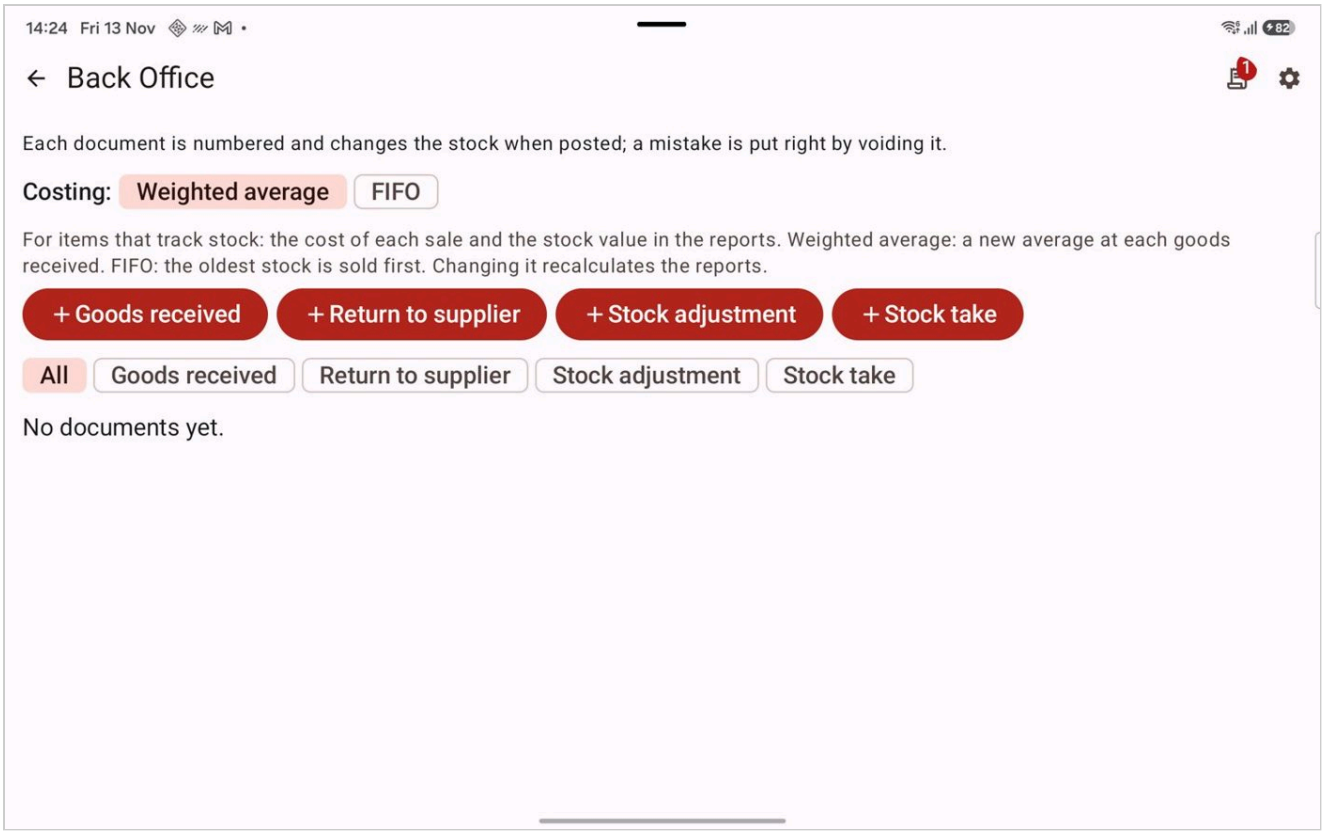
10. Open Stock documents

Go back. In the group Stock, tap Stock documents.



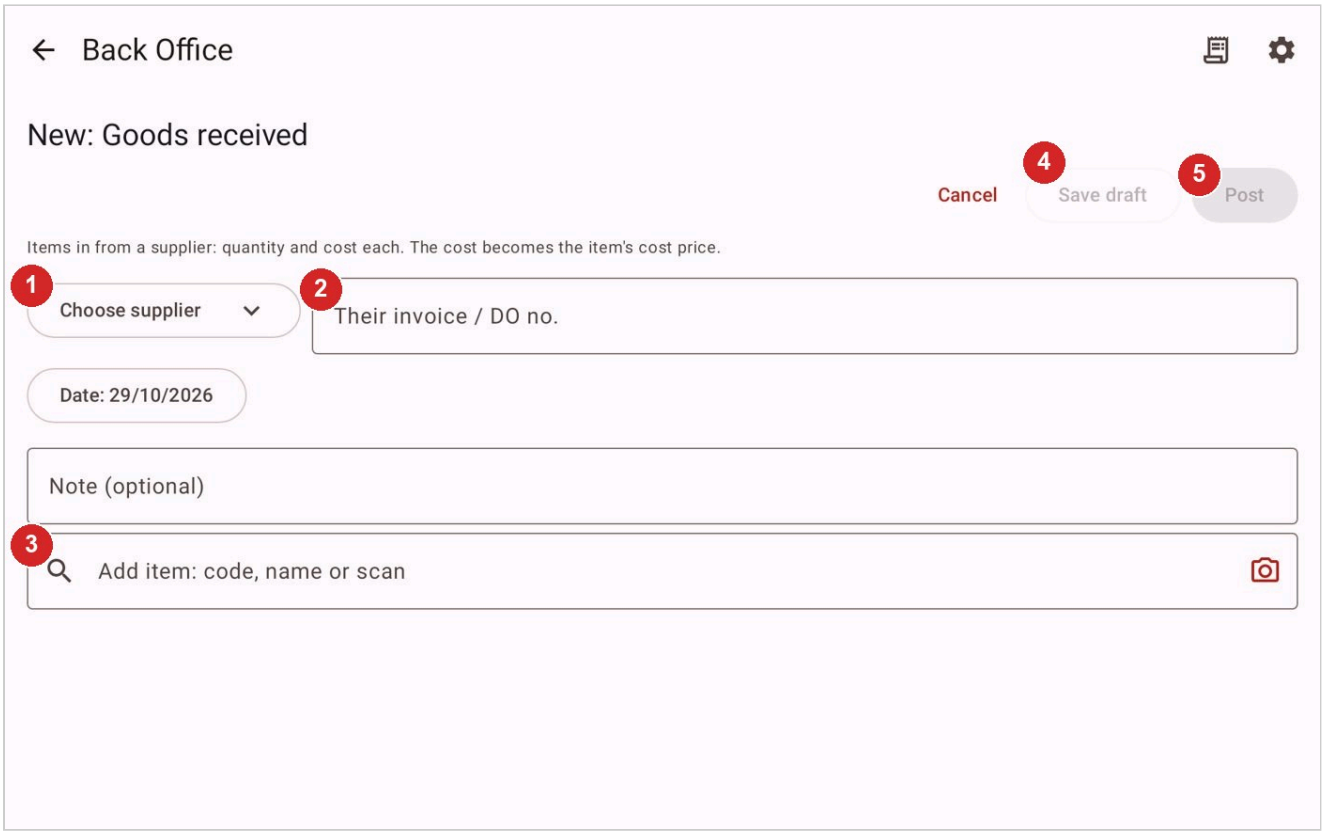
11. Choose Goods received

Tap Goods received to record items arriving from a supplier.



12. Fill in Goods received

Fill in the Goods received form.



Step	What to do
1	Choose the supplier
2	Type their invoice or DO number

Step	What to do
3	Add the items with quantity and cost
4	Tap Save draft
5	Or tap Post

Tips

- Members are picked on the order screen with the Member button, by phone or name.
- Stock documents are numbered and change the stock when posted. If you make a mistake, put it right by voiding the document.
- Back Office closes itself after 5 minutes without a touch.
- A member on Price 2 pays each item's member price (Price 2, set on the item in Back Office > Items). Items without a member price stay at Price 1. Members added before this choice existed are on Price 1, so their prices do not change until you switch them to Price 2.
- Member pays can be Price 1 to Price 6 (Price 3 to 6 are under More prices on the item). If the shop has price types (Back Office > Price types), choose the member's Price type too: its prices and member discount % apply to this member.

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