Synergy Order App - Retail Set-up

This guide shows how to set up the Order App for a retail shop, from adding stock to making your first sale.

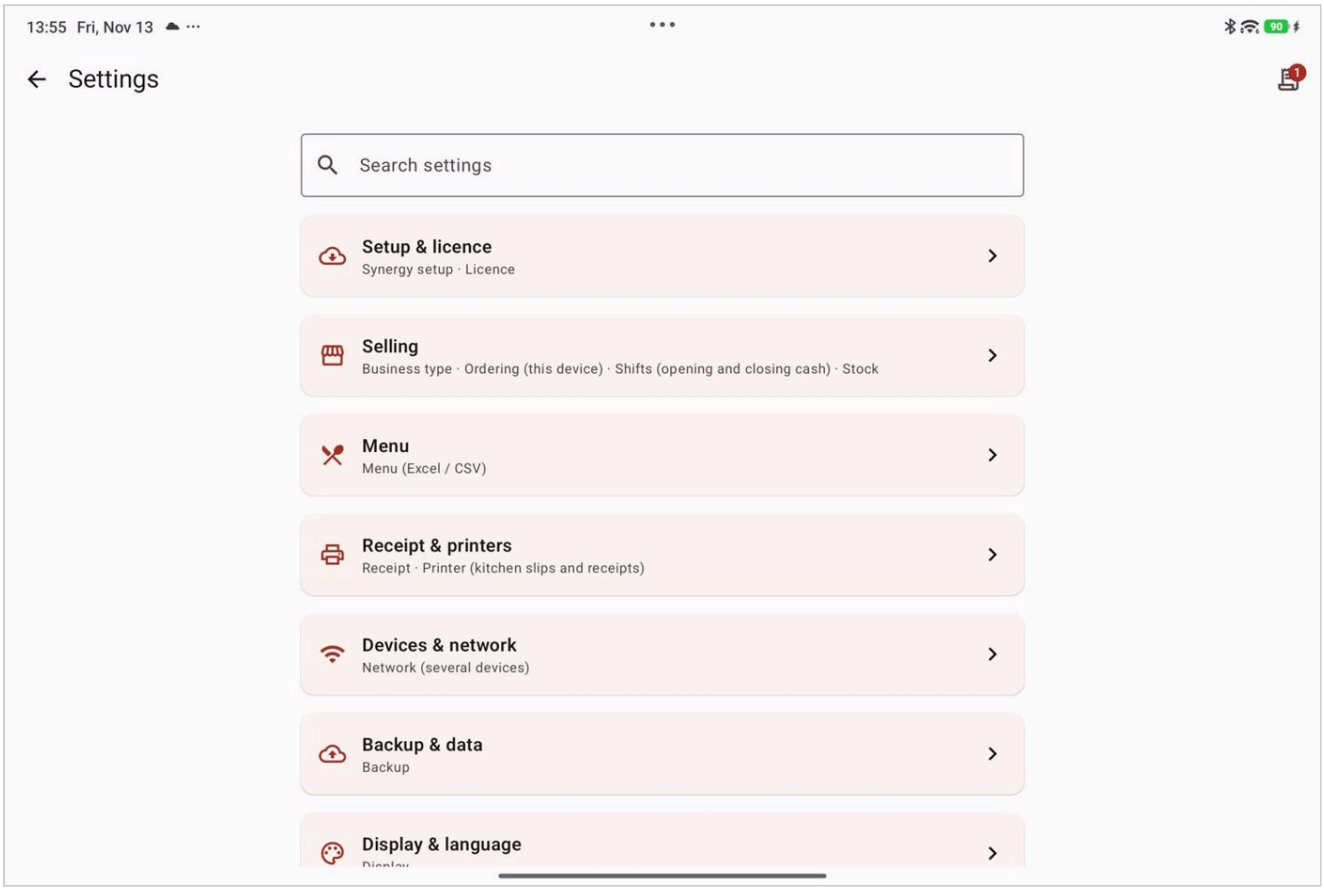
Before you start

- Have your supplier's name, phone number and delivery order number ready.
- Know which item you are receiving, how many, and the cost of each.

Steps

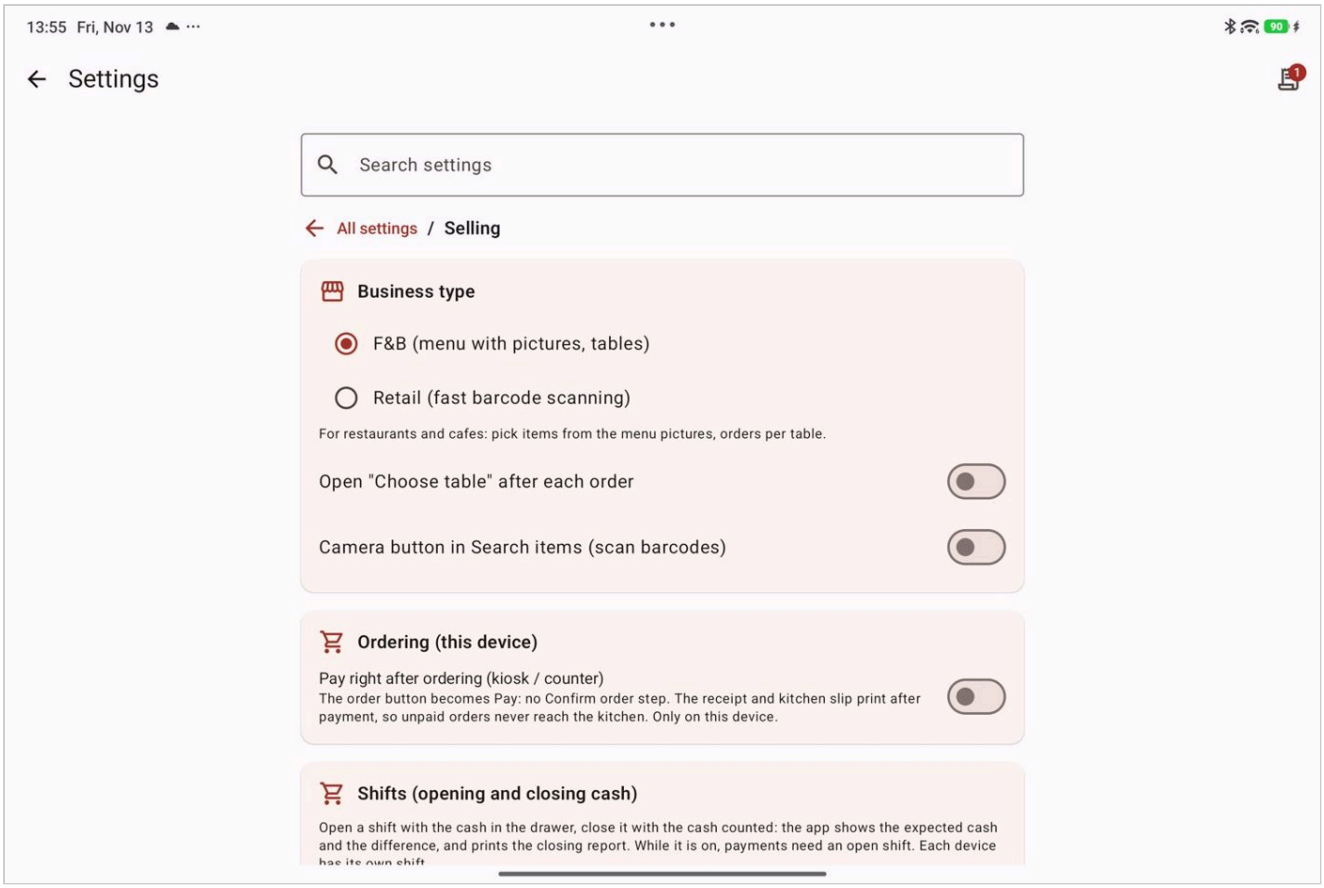
1. Open Settings

Tap the gear icon (settings) to open Settings. Settings opens on a list of groups.



2. Choose Retail

Open the group Selling. Under Business type, choose Retail (fast barcode scanning).

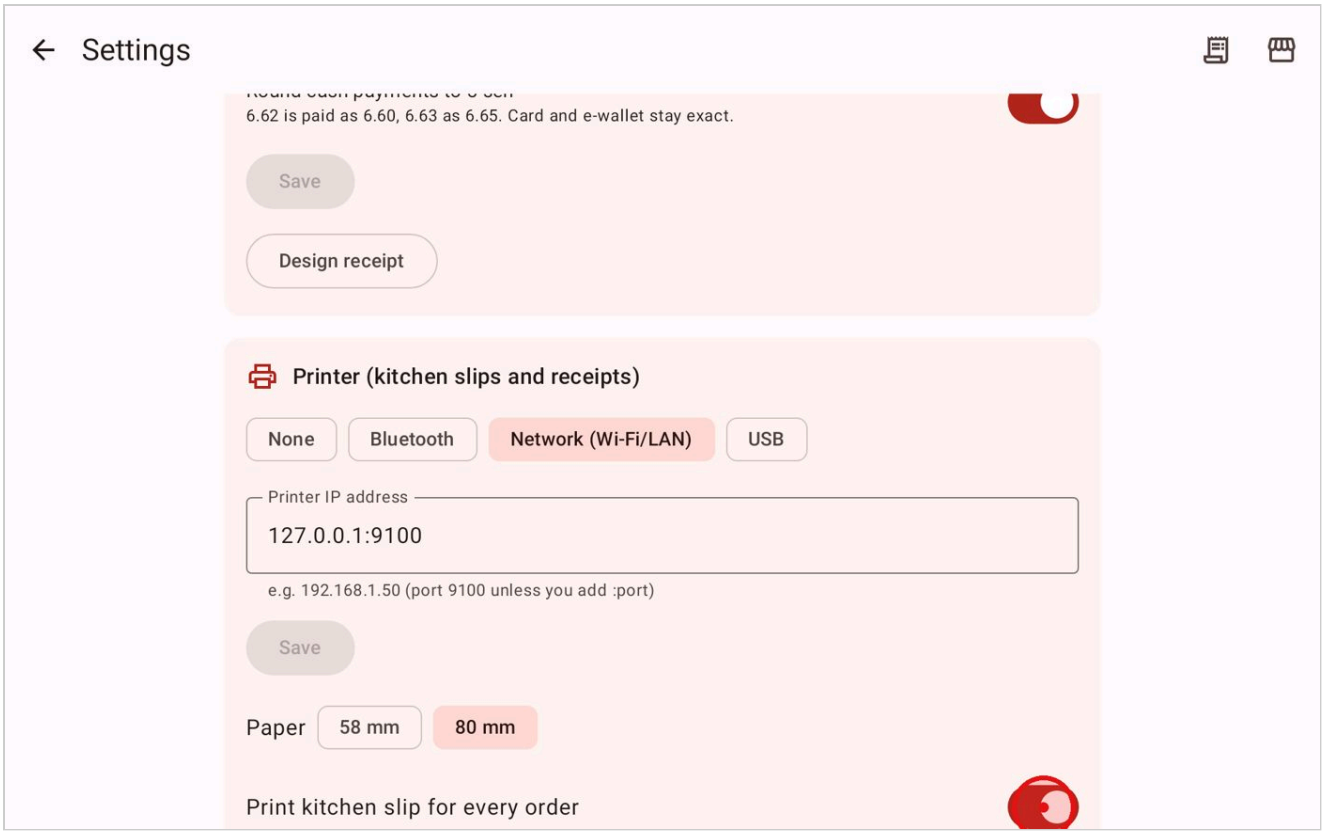


3. Find the kitchen slip option

Tap All settings to go back to the groups, then open Receipt & printers. In the Printer section, find Print kitchen slip for every order.

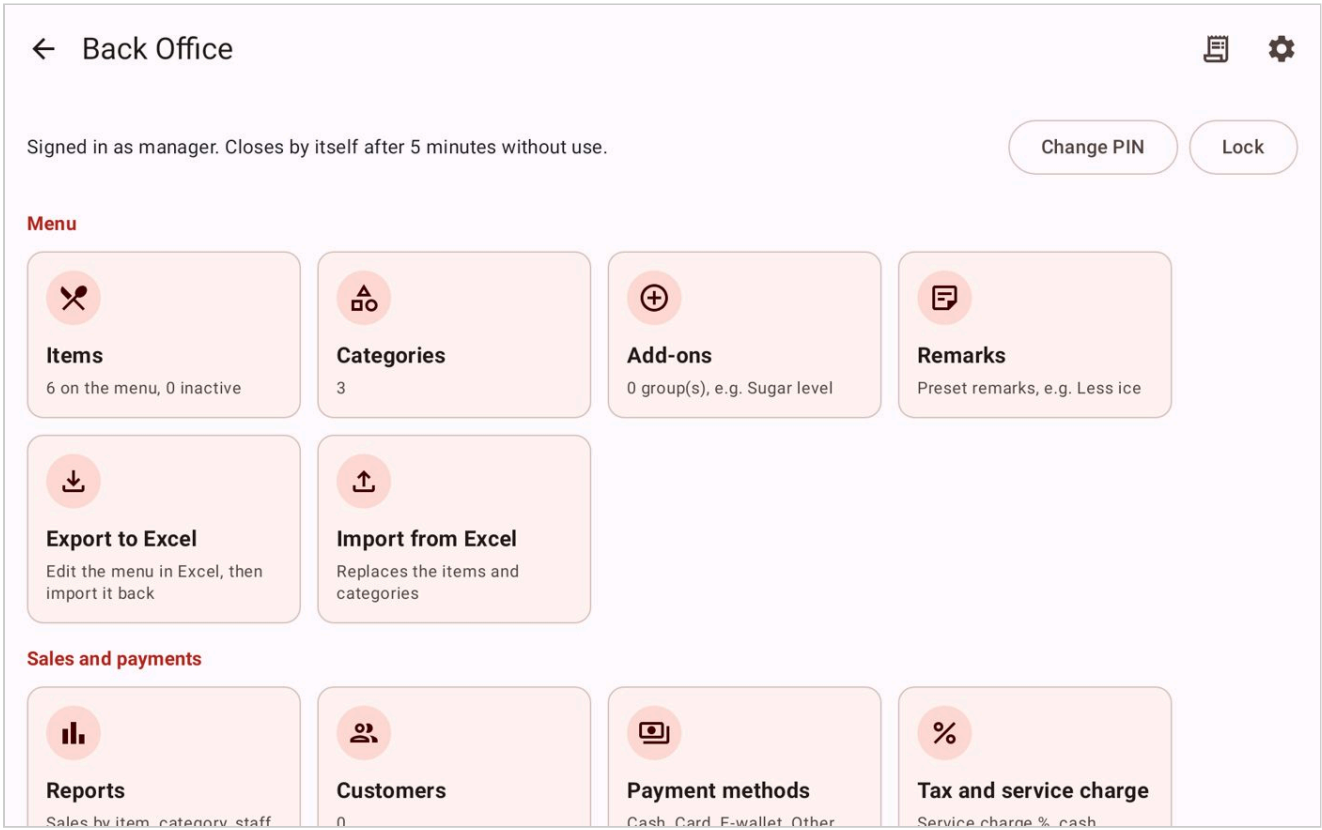
4. Switch it off

Switch it off, so a shop sale prints only the receipt.



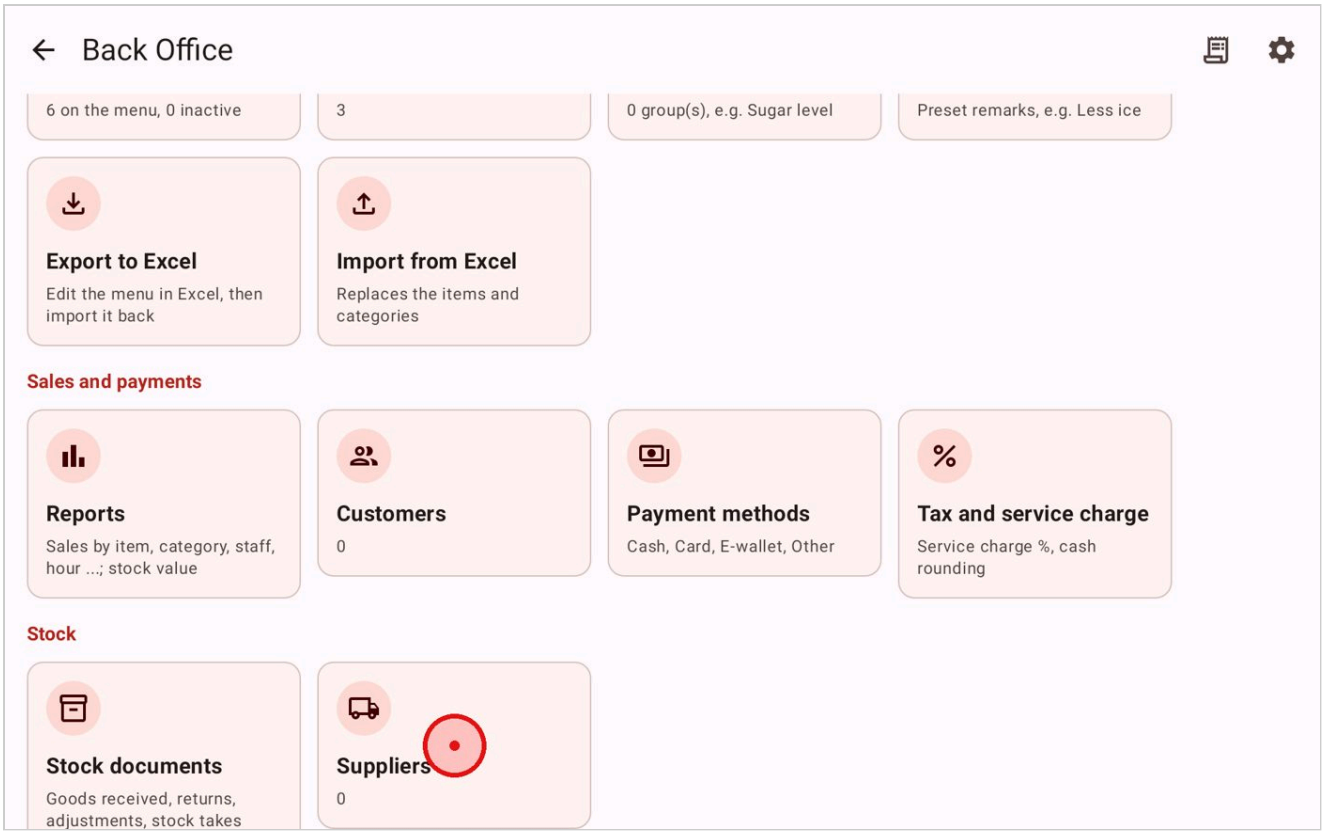
5. Open Back Office

Tap the Back Office icon (the storefront) to open Back Office. The first time, the app asks you to set a manager PIN (4 to 8 digits). This is the Back Office PIN. Back Office shows its tiles in groups: Menu, Sales and payments, Stock and Shop setup.



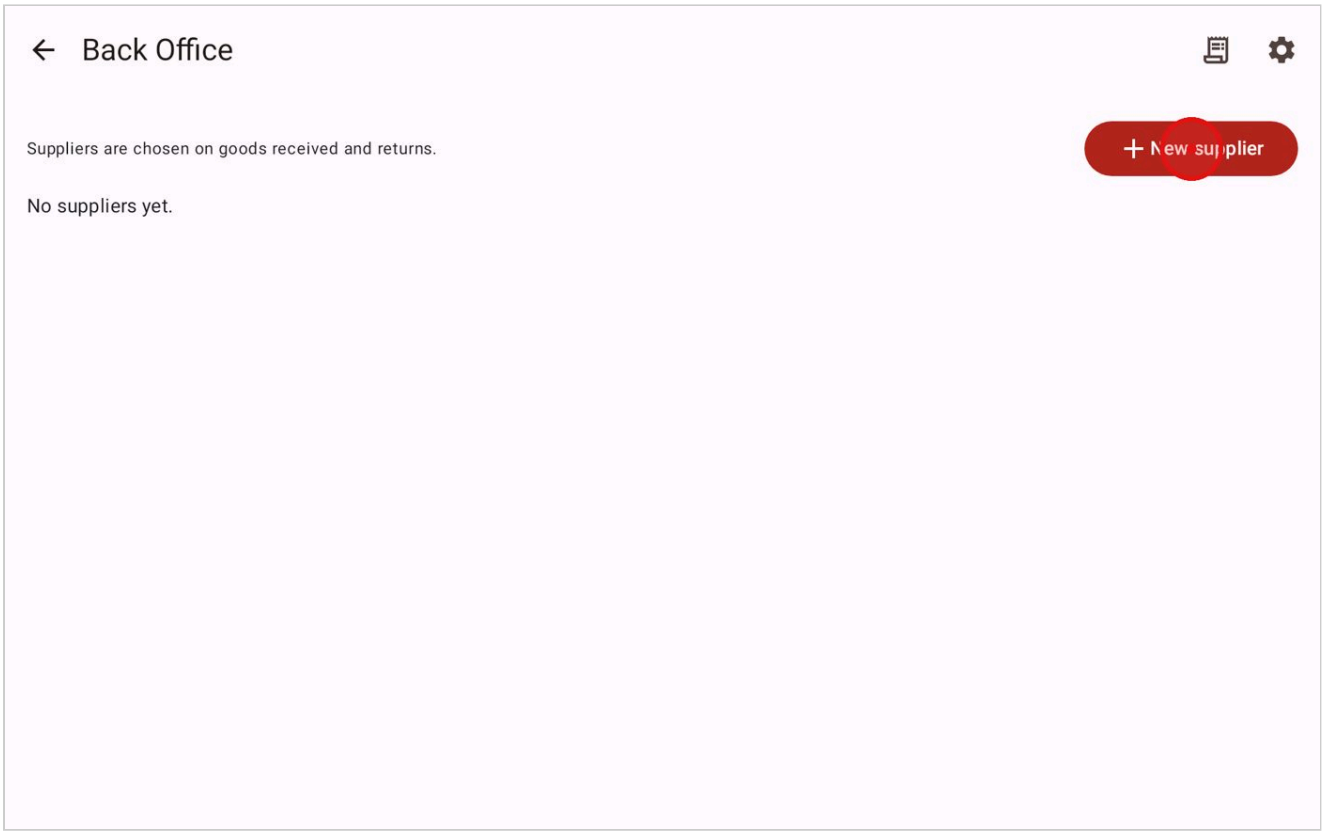
6. Open Suppliers

In the group Stock, tap Suppliers.



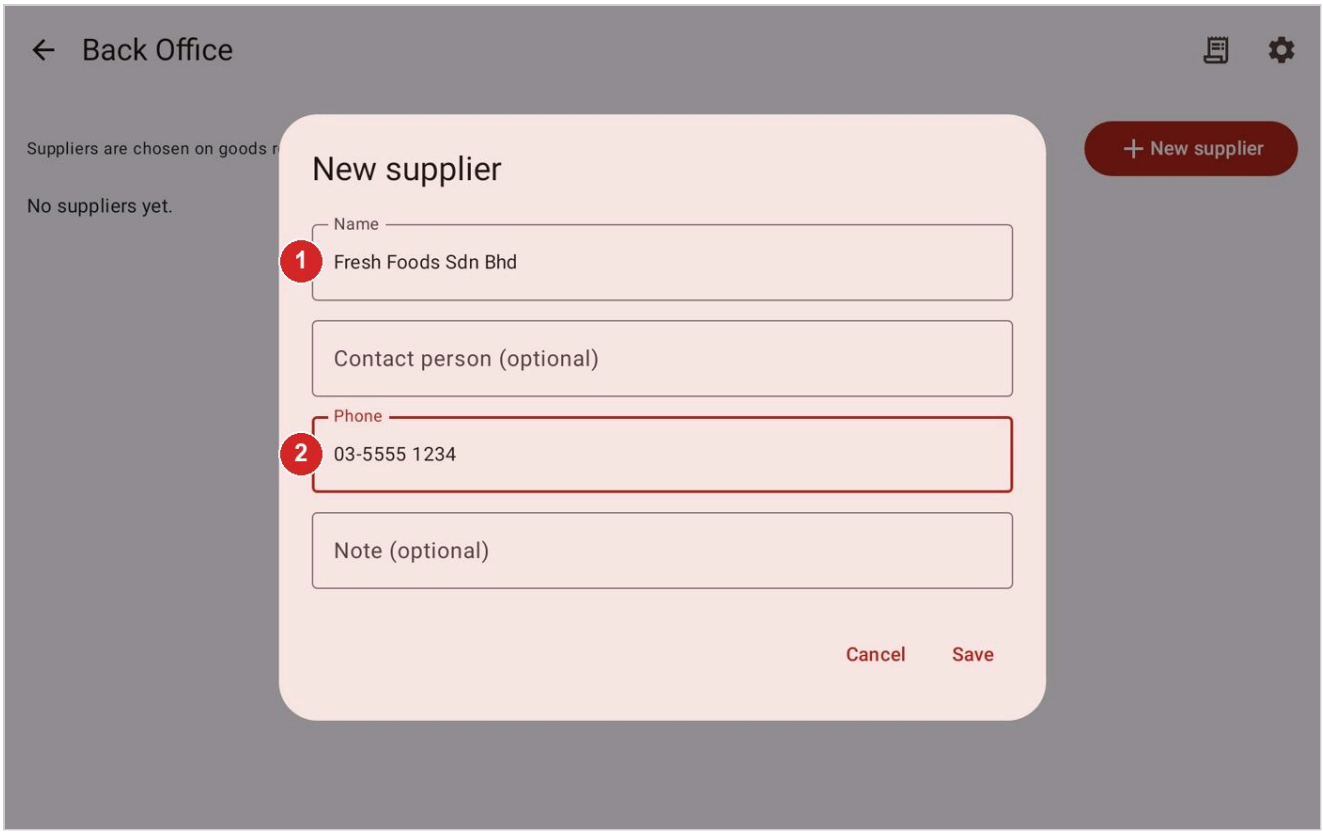
7. Add a new supplier

Tap New supplier.



8. Enter supplier details

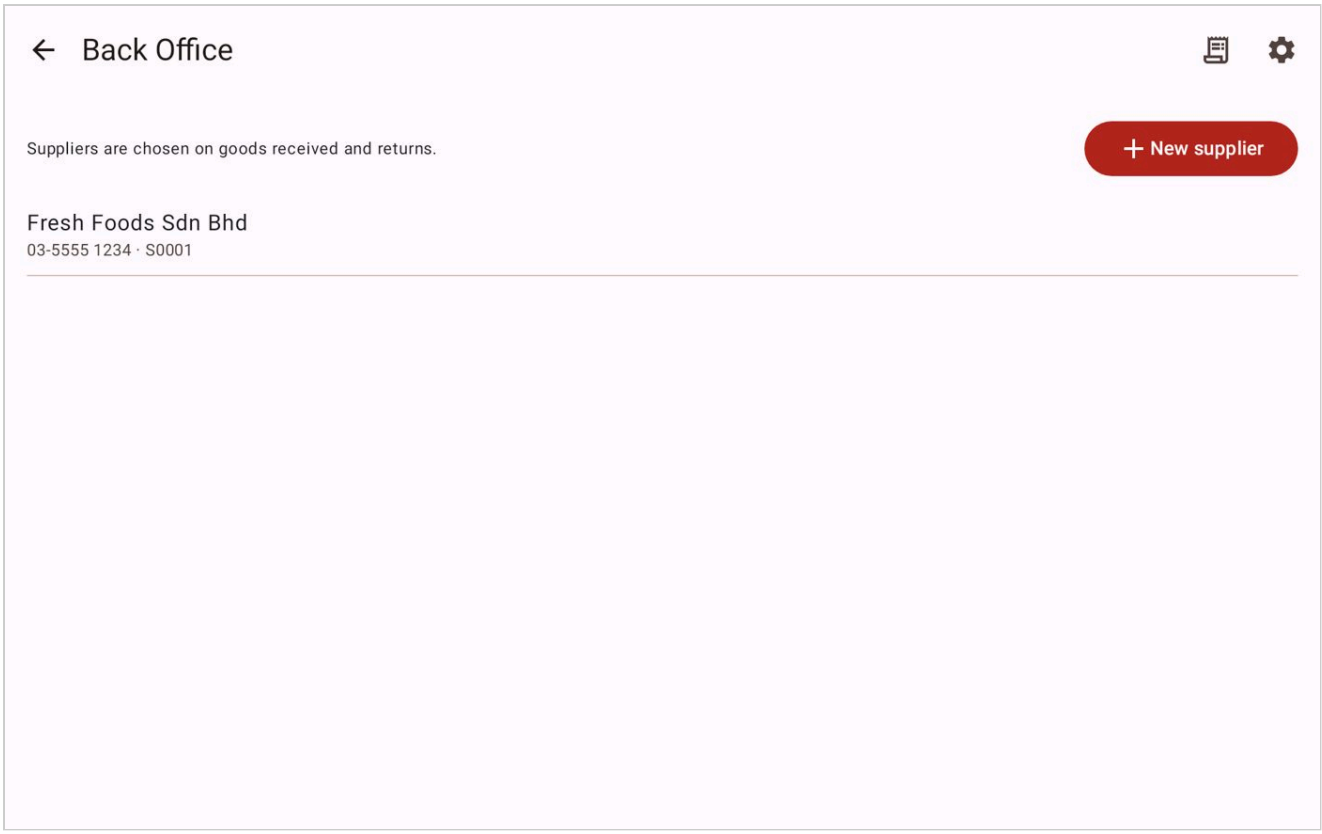
Fill in the supplier details.



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

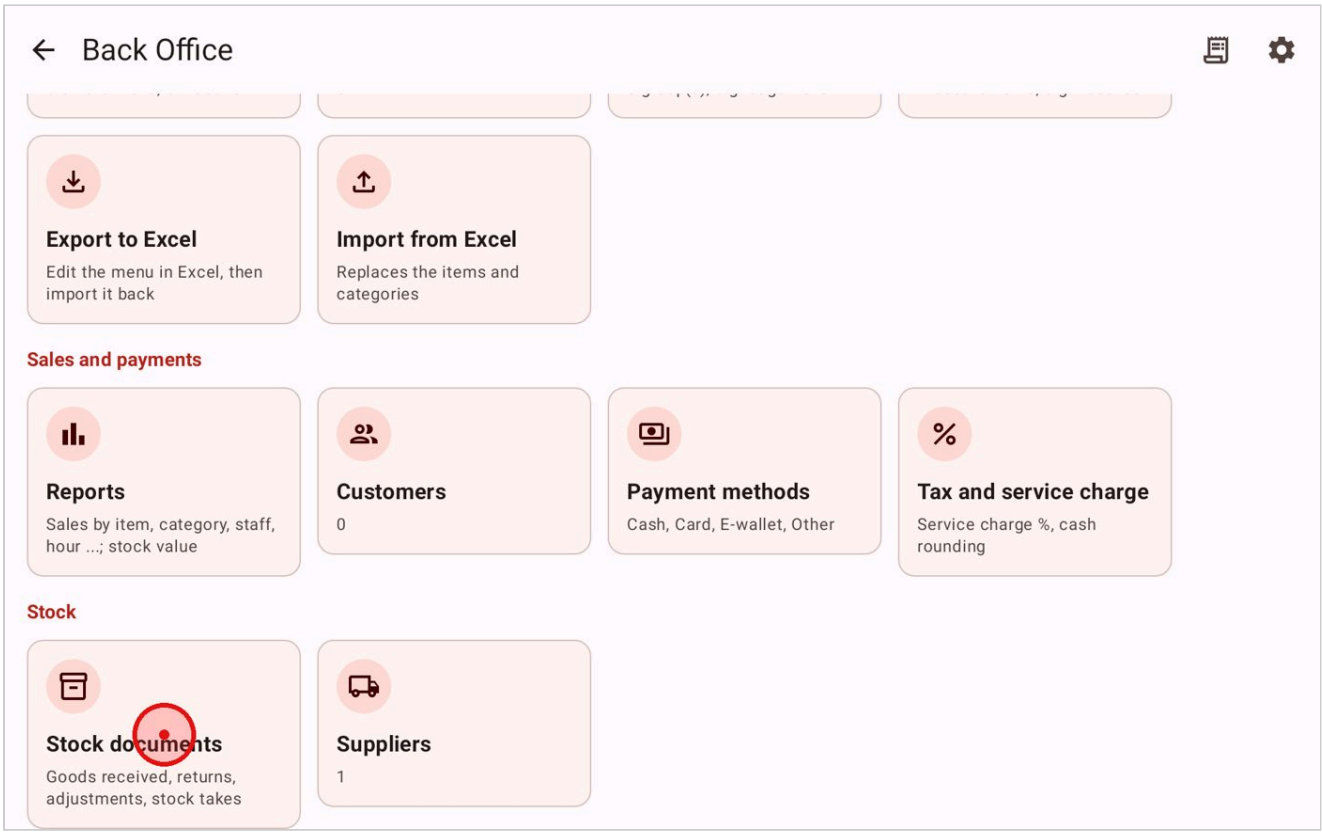
9. Save the supplier

Tap Save. The supplier is now in the list.



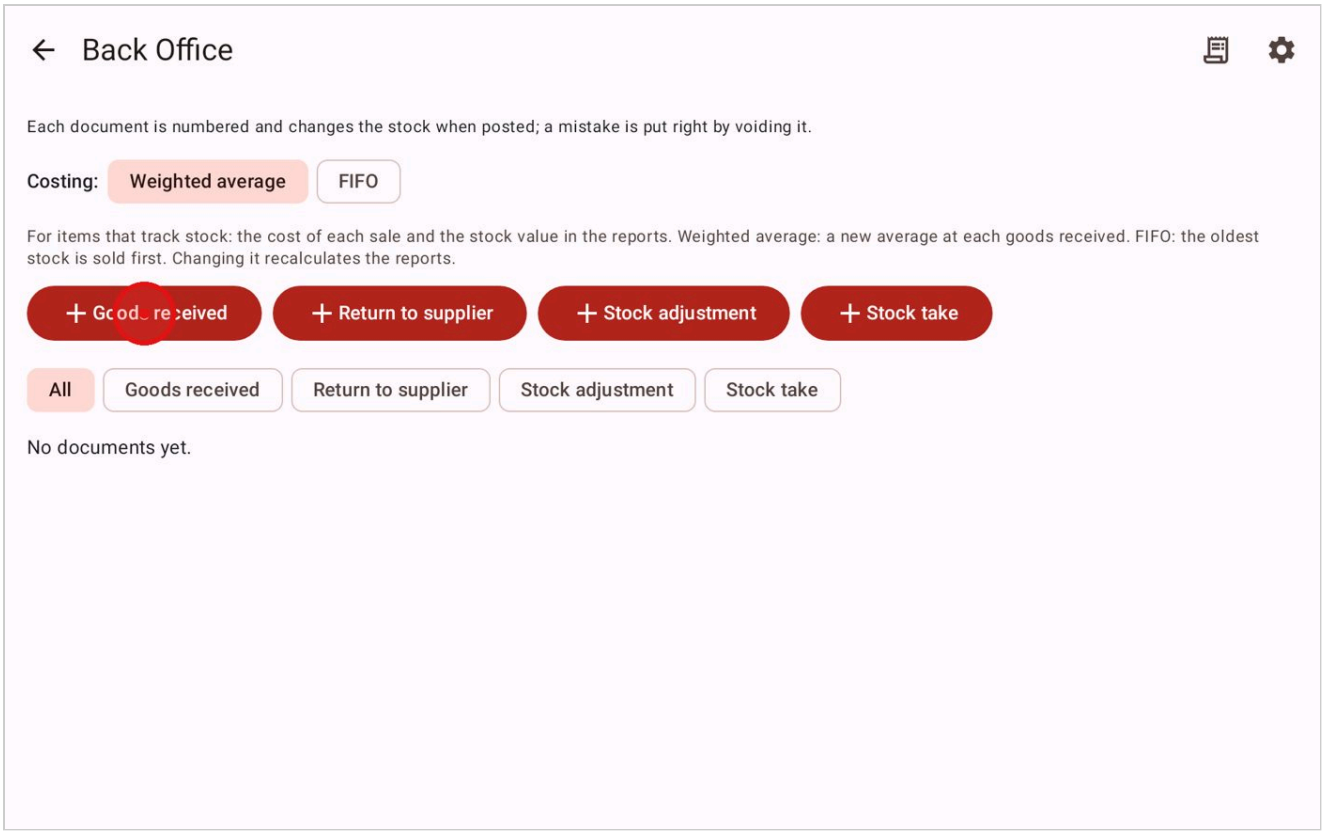
10. Open Stock documents

Back in Back Office, in the group Stock, tap Stock documents.



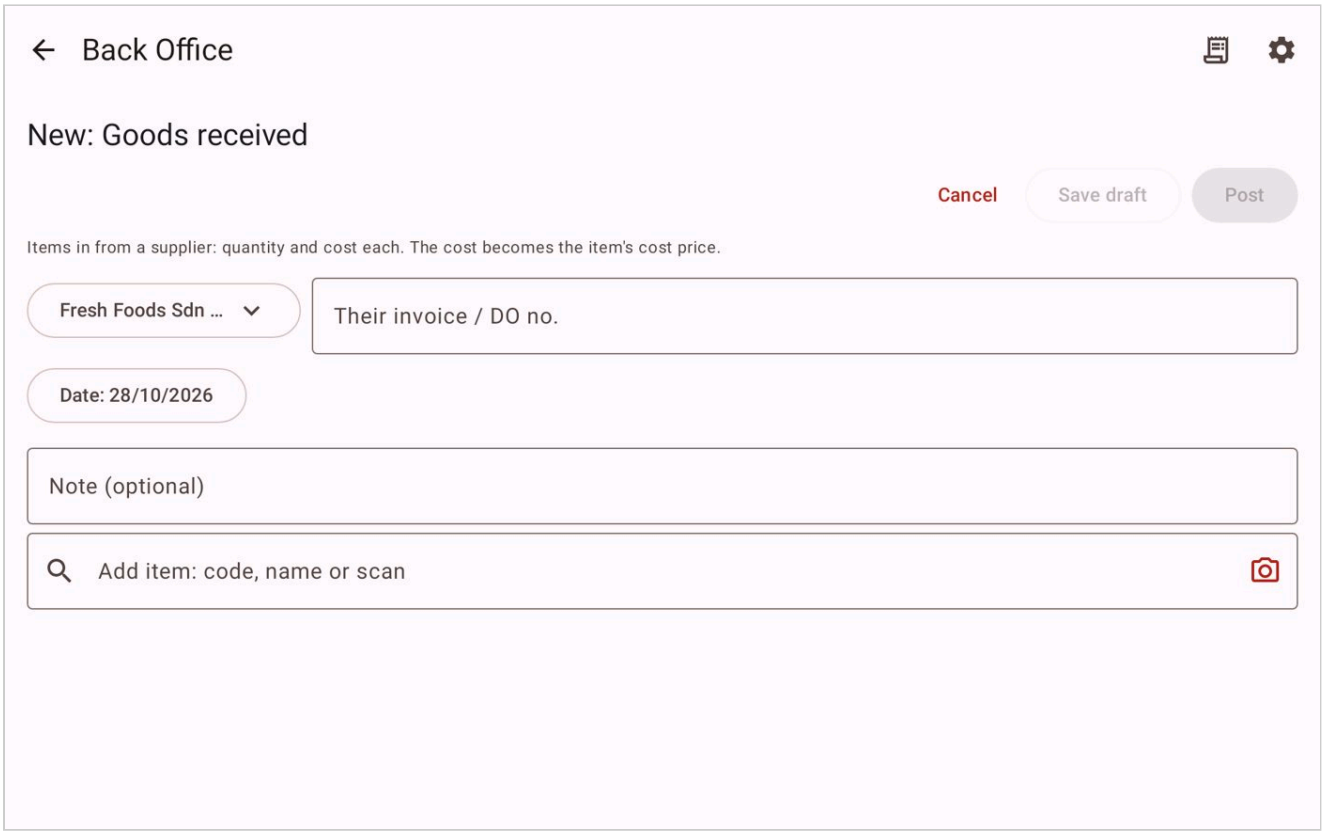
11. Start Goods received

Tap Goods received.



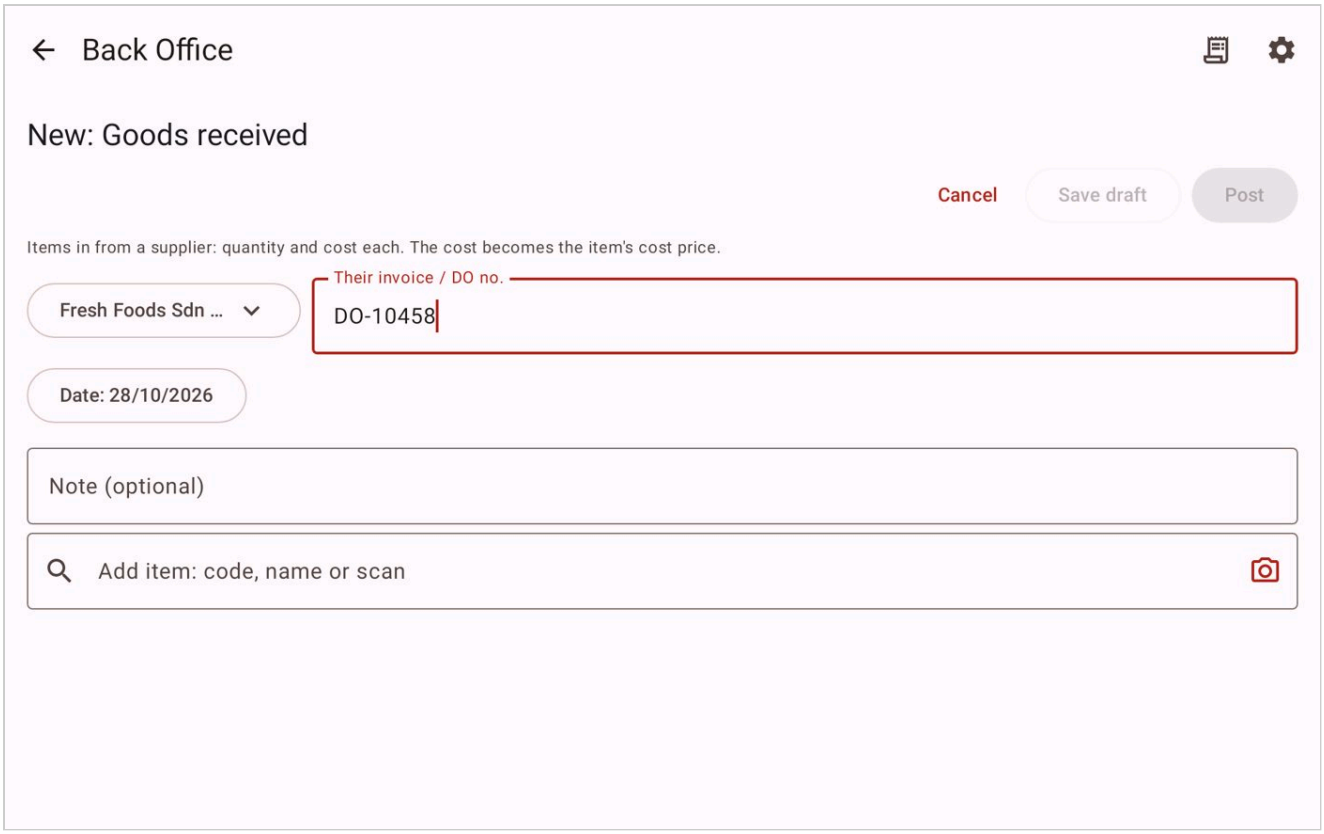
12. Choose the supplier

Choose the supplier.



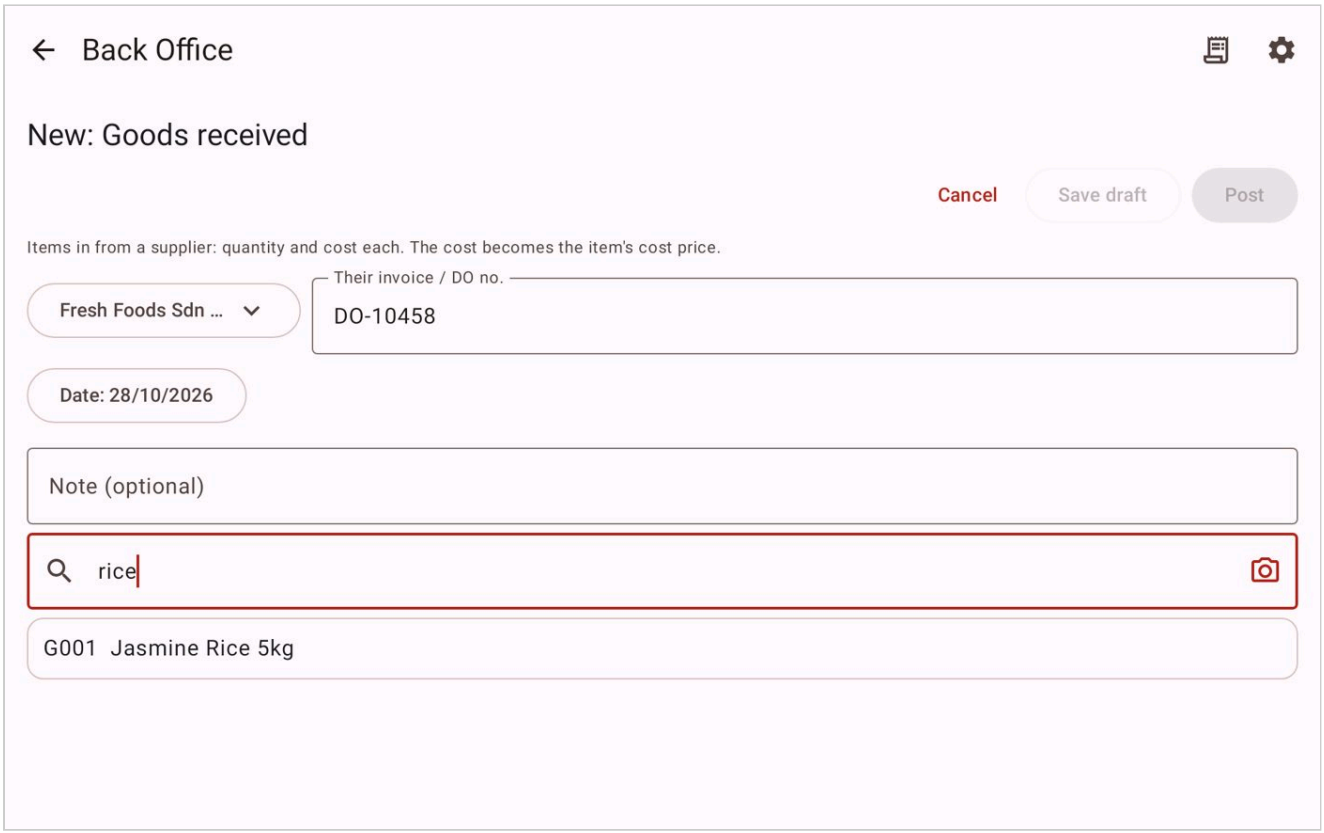
13. Enter the delivery order number

Enter the supplier's delivery order number in the Their invoice / DO no. box.



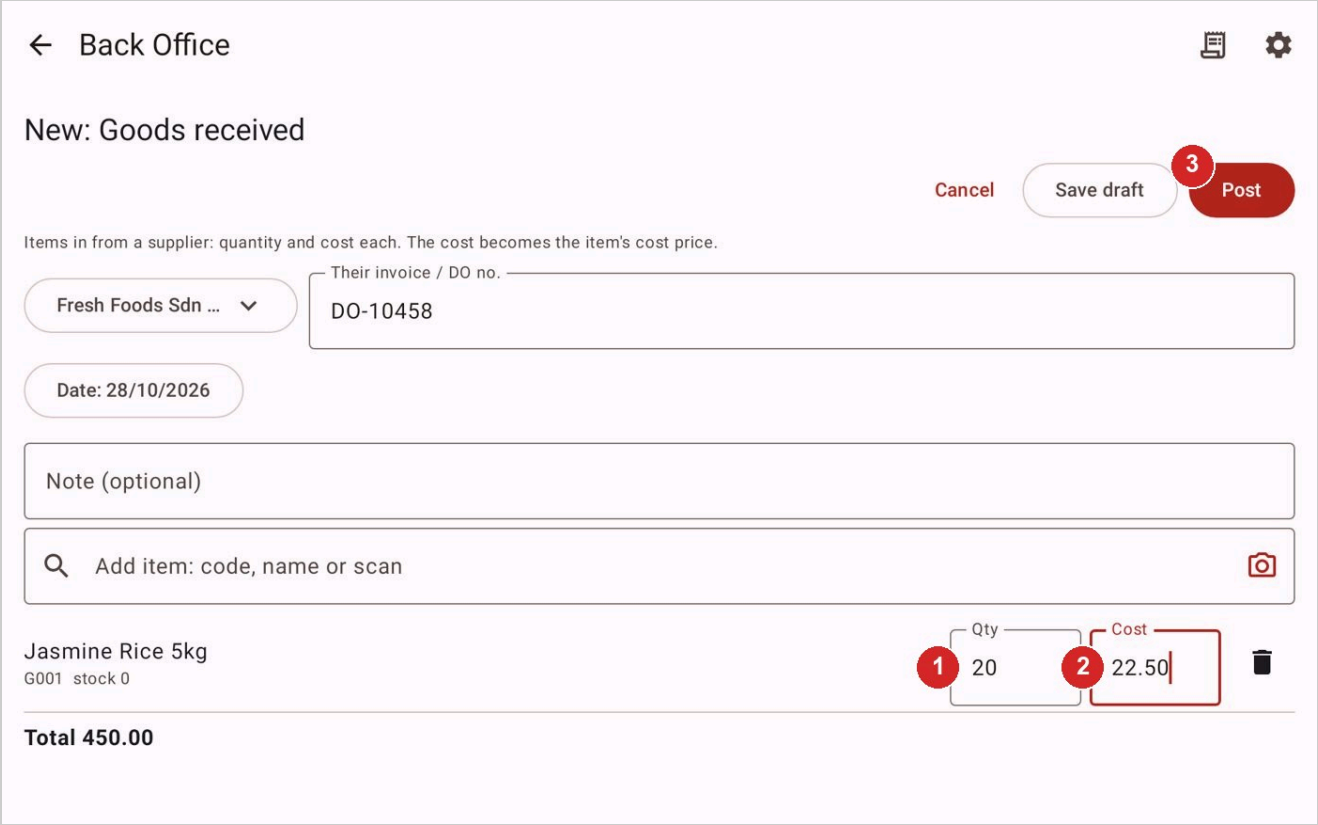
14. Add the item

In the Add item box, type the item name or code, then pick the item.



15. Enter quantity and cost, then post

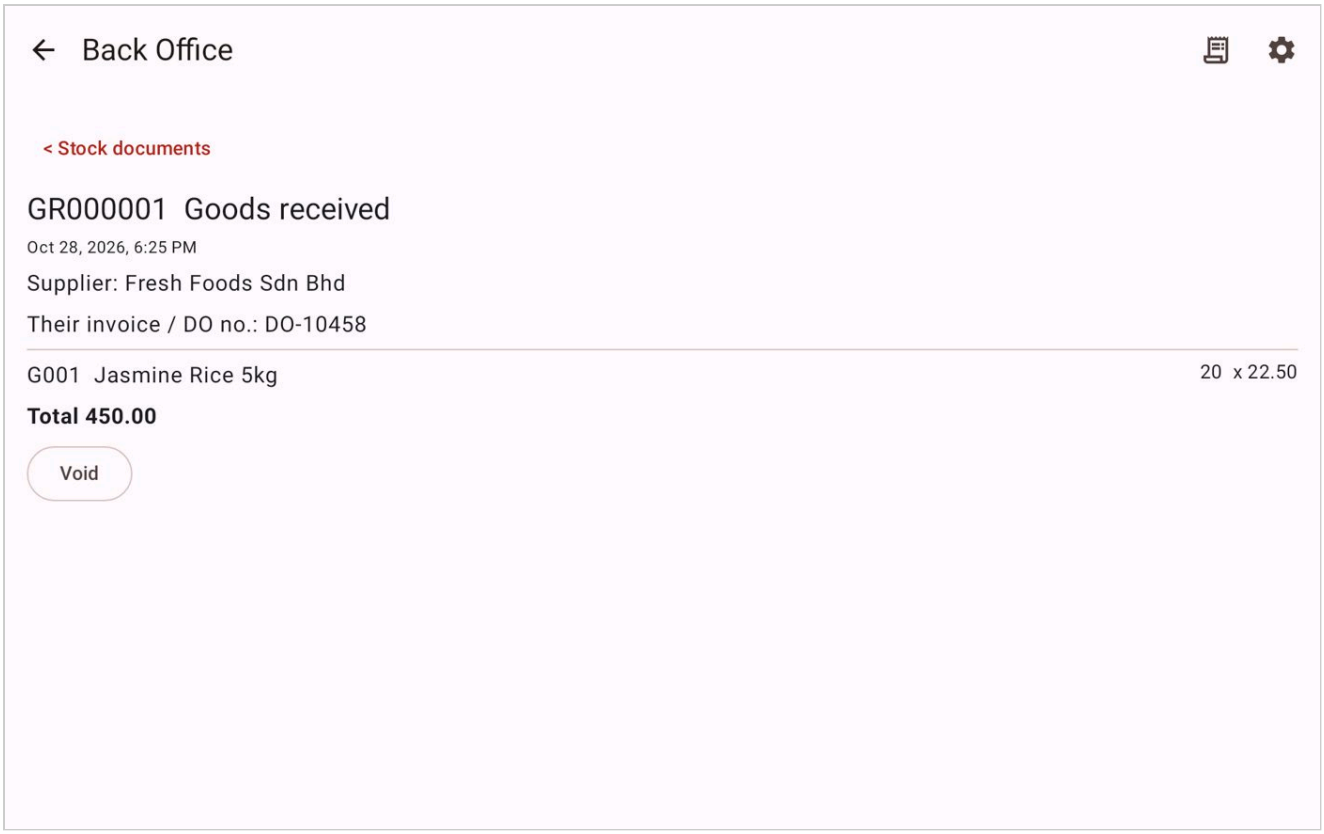
Fill in the item line, then post.



Step	What to do
1	Enter the Qty.
2	Enter the Cost.
3	Tap Post.

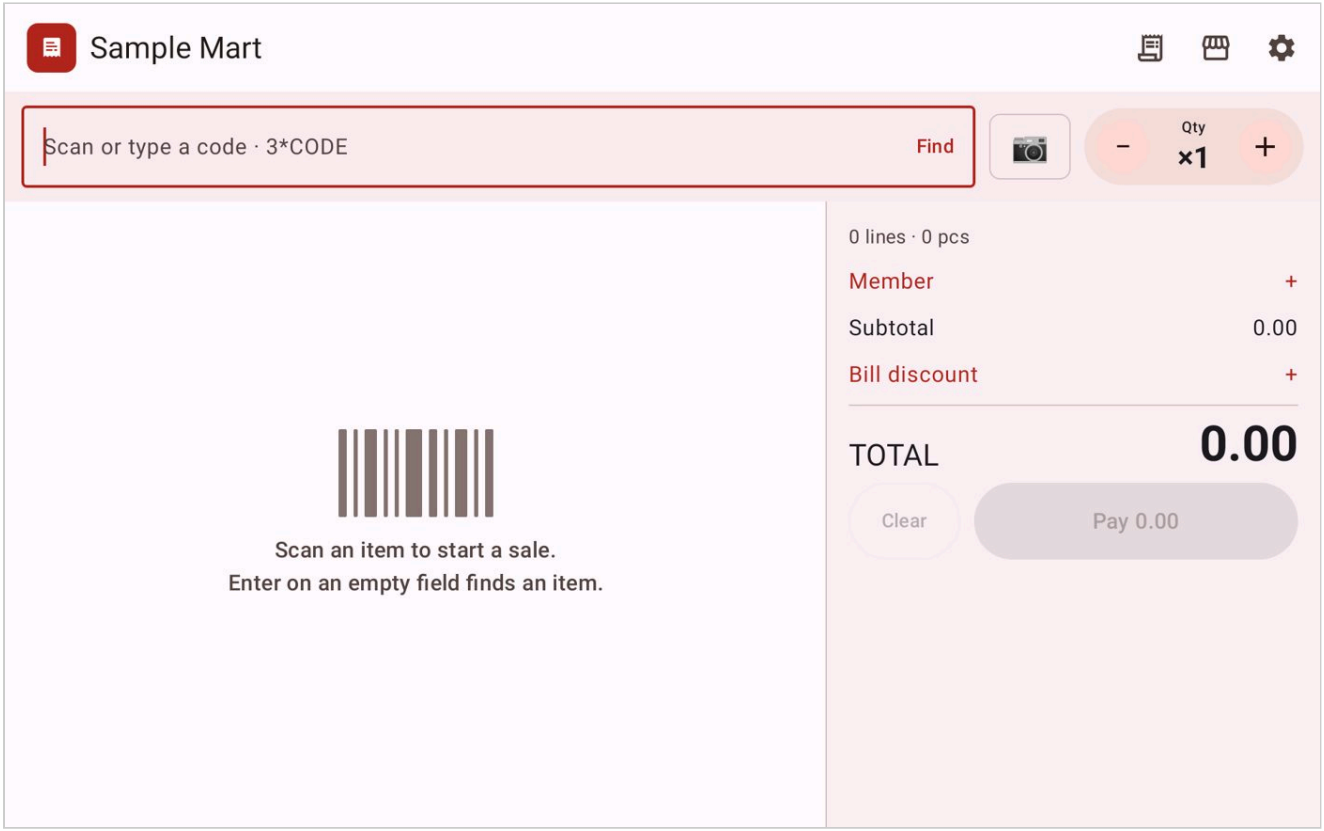
16. Check the posted stock

The stock is posted.



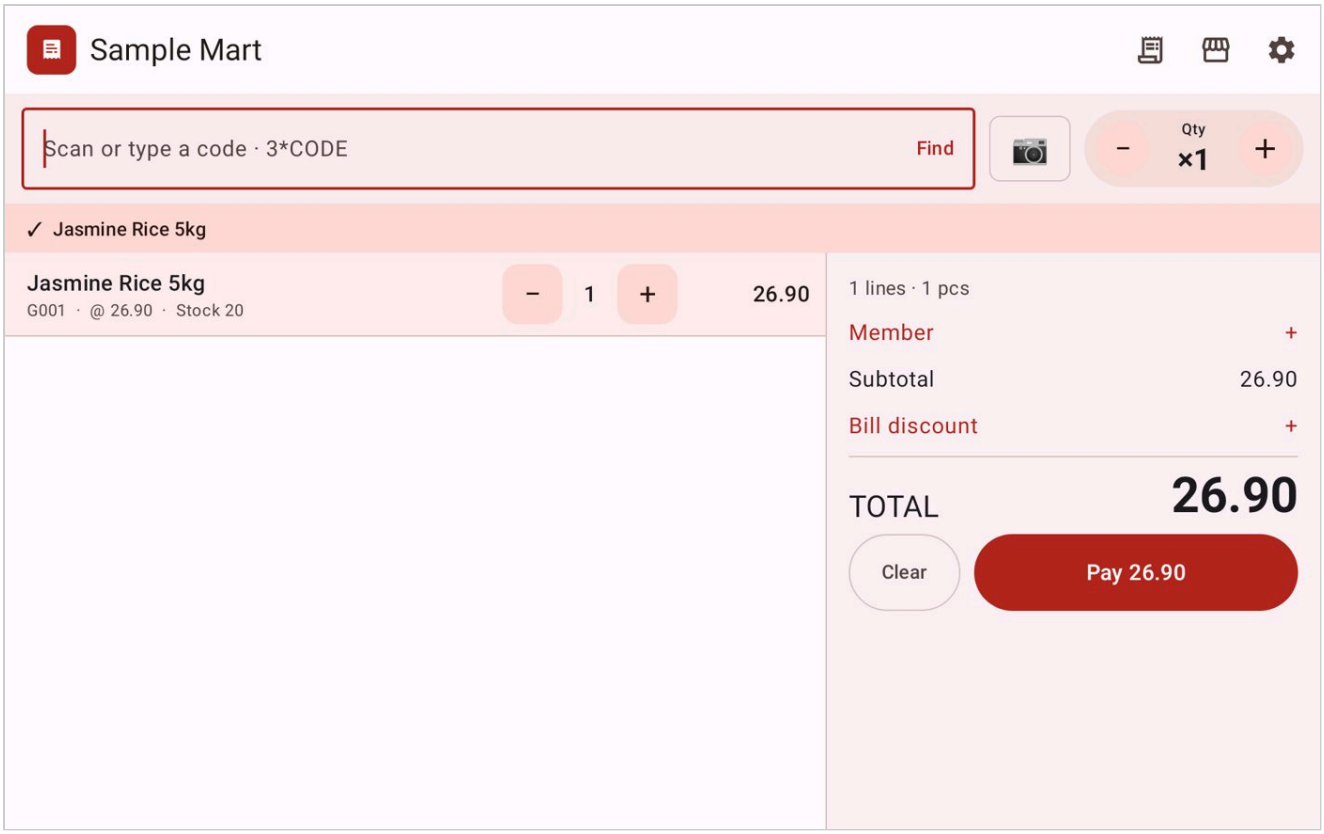
17. Go to the sale screen

Now you are ready to enter a sale.



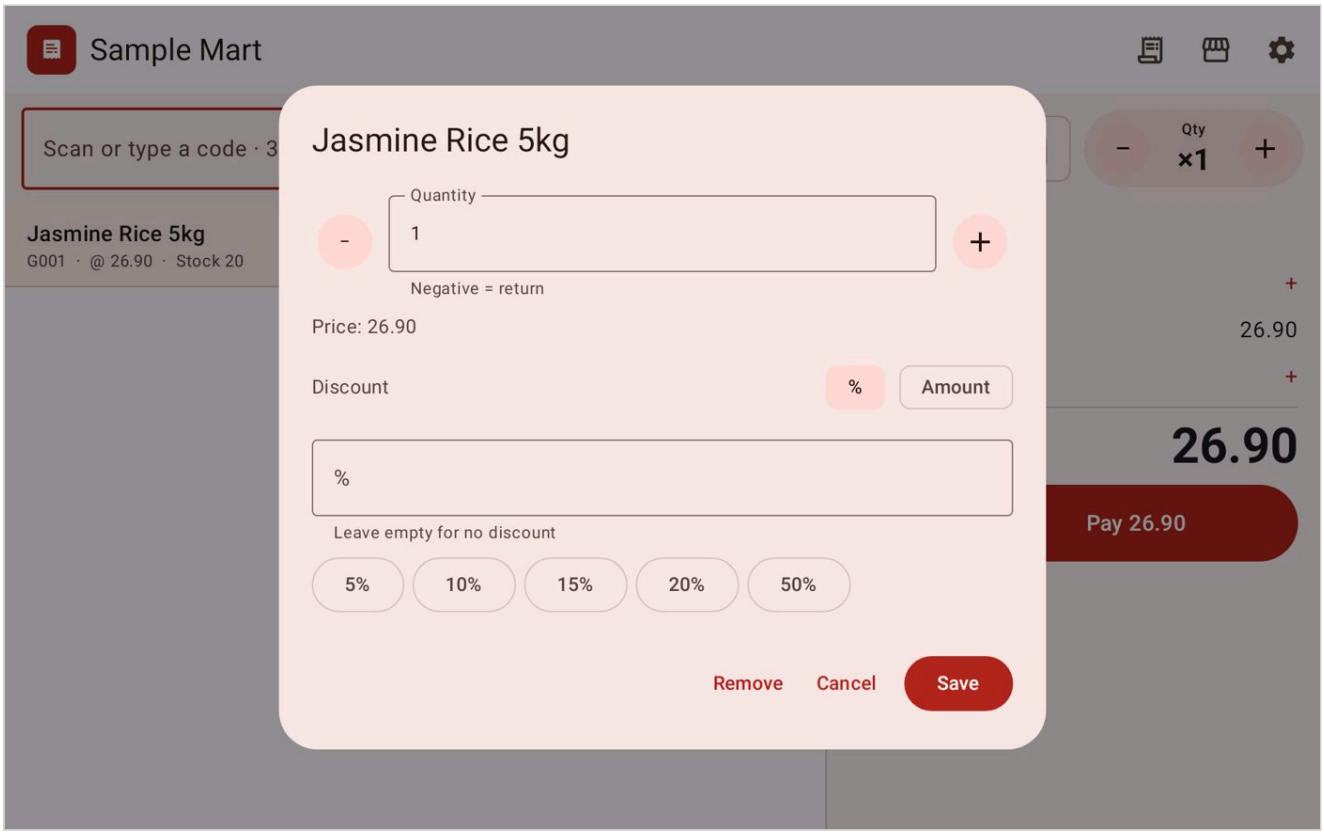
18. Scan the item

Scan the item code, with a scanner or the camera.



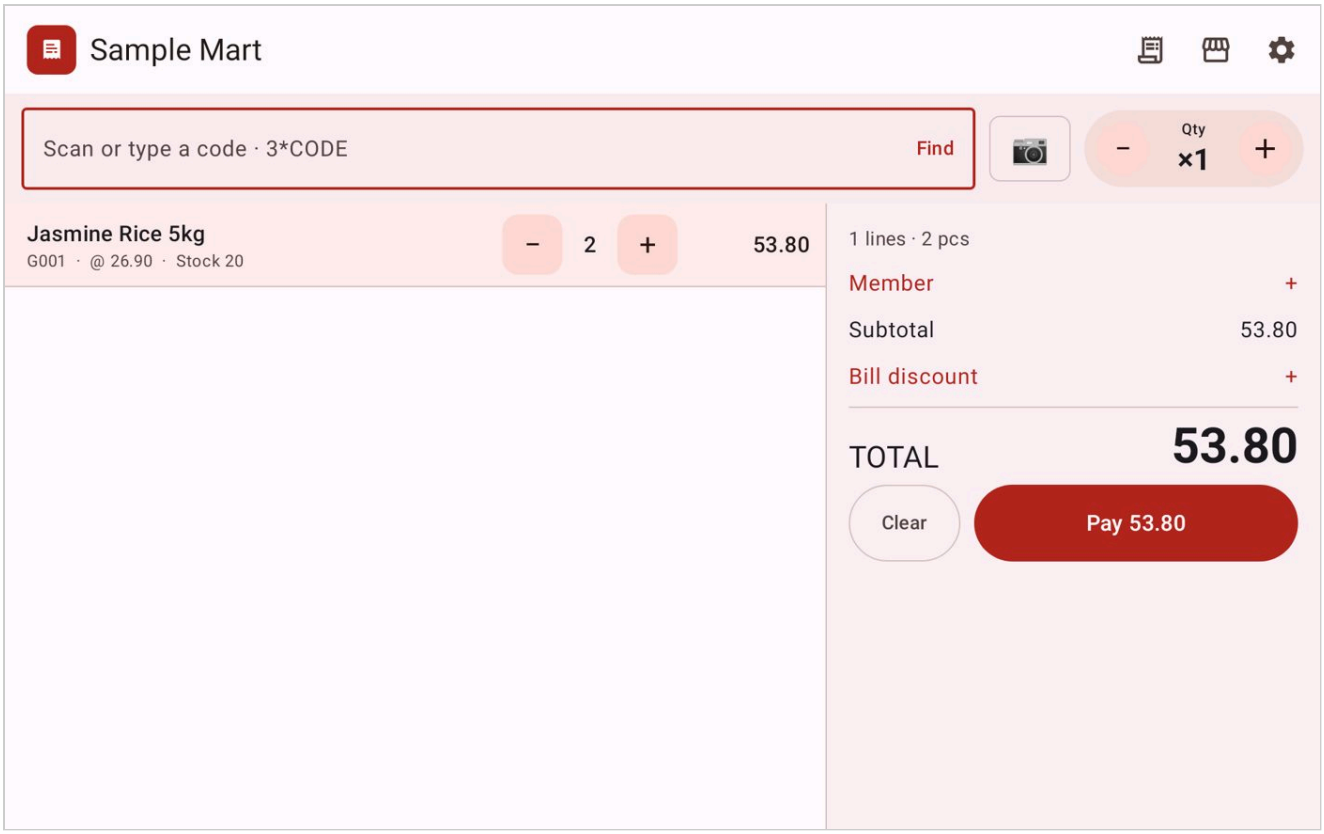
19. Change the quantity

Tap the number to change the quantity.



20. Check the total

The total follows the new quantity.

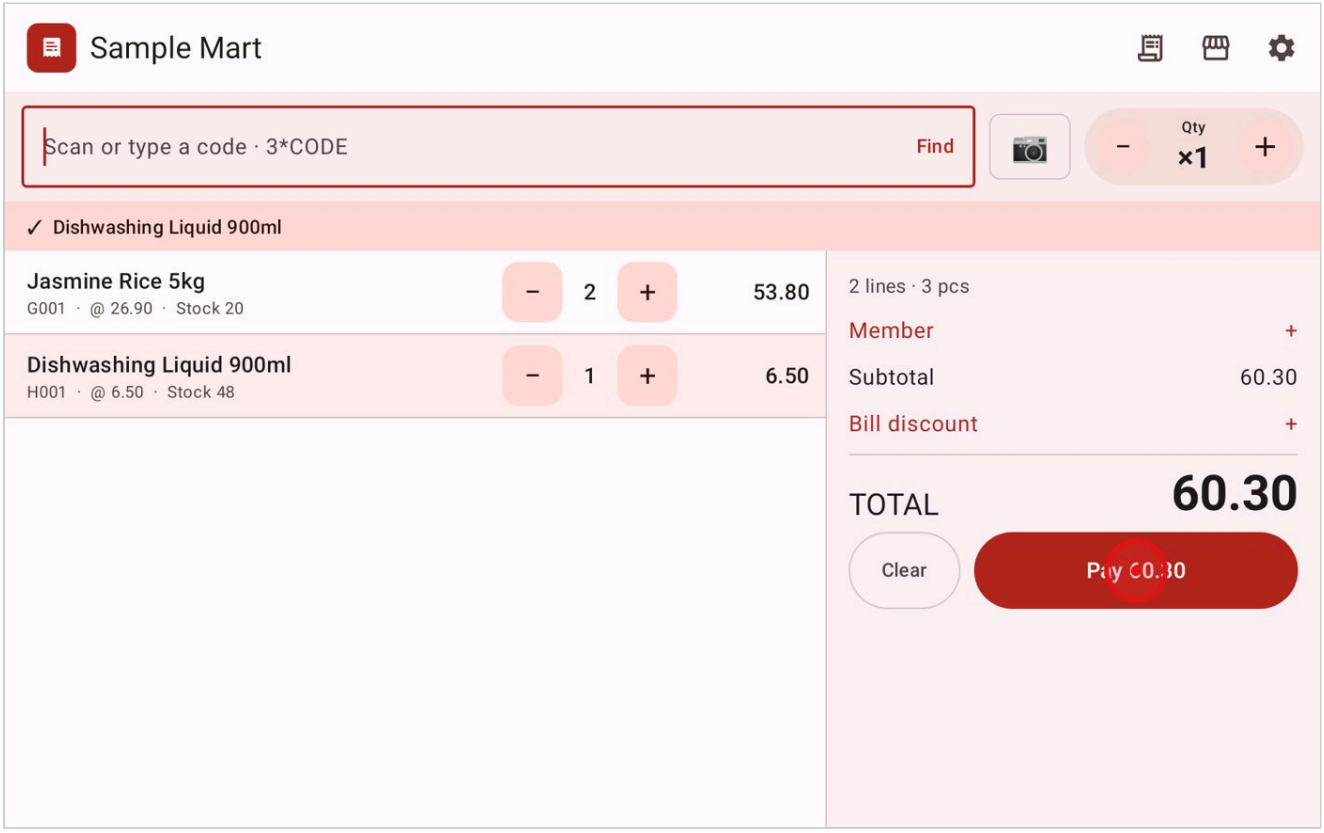


21. Scan the next item

Scan the next item.

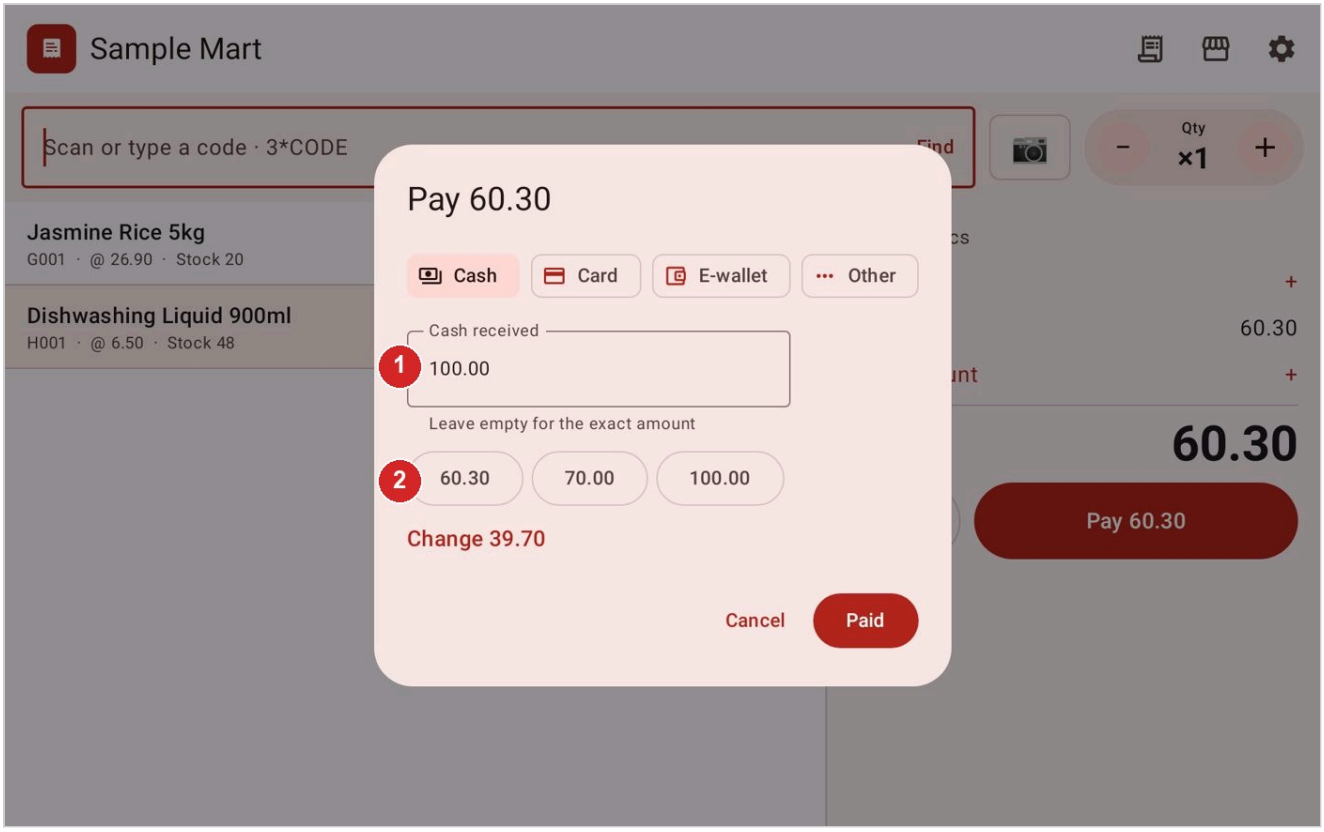
22. Tap Pay

Tap Pay, then choose the payment type.



23. Enter the cash received

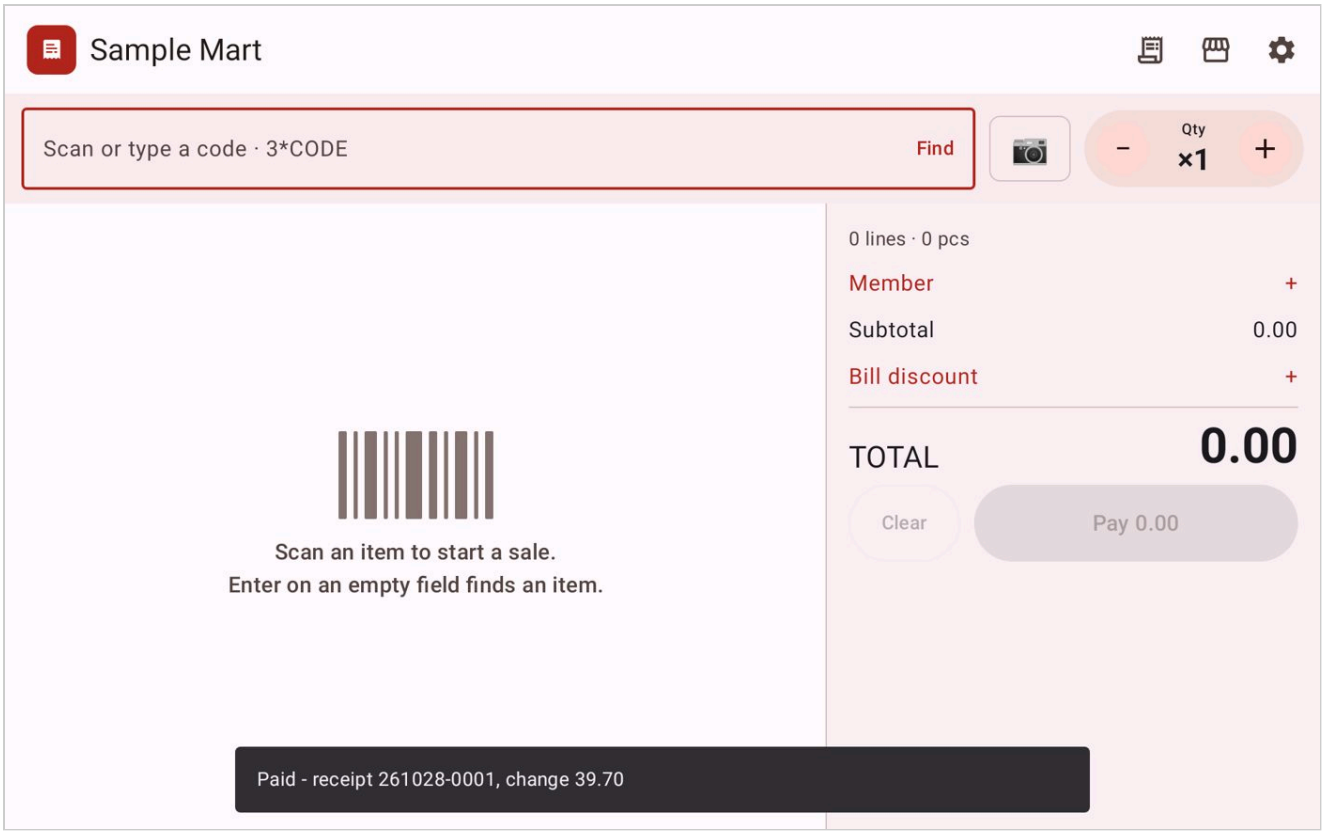
Take the cash received.



Step	What to do
1	Enter the cash received,
2	or tap an amount.

24. Tap Paid

Tap Paid. The receipt prints.



Tips

- Payment types are Cash, Card, E-wallet and Other. To add more, open Back Office > Payment methods, type a name in New payment method and tap Add.
- Back Office closes itself after 5 minutes without a touch.

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