Synergy Acc2026 - Clearing POS Non-Cash Sales (POSCC) to the Bank

Non-cash sales from the POS (QR, e-wallet and bank terminal payments) first sit in a temporary account called POS clearing account (POSCC), because the money has not reached your bank yet. This guide shows how to clear that balance when the bank transfer arrives. The program does not clear it for you.

Before you start

- Your bank statement line showing the amount the bank really credited.
- The date of the transfer and the date you want on the entry.
- The amount of any QR, e-wallet or bank terminal charges the bank deducted.
- Make sure the date is not in a period that has been locked.

Steps

1. Wait for the transfer to arrive in the bank

Do the entry only when the QR, e-wallet or bank terminal settlement shows on your bank statement. The POSCC balance stays until you clear it.

2. Open Bank Receipt

Go to Cash Management System > Transactions > Bank > Bank Receipt and start a new receipt for the bank account that received the money.

3. Contra the first line against POSCC

In the detail line, choose the General Ledger type and the POSCC account. As a precaution, check that this is the clearing account your non-cash POS sales (QR, e-wallet and bank terminal payments) were posted to.

4. Key the amount the bank really credited

Type the amount that actually reached the bank, not the sales total.

5. Add a second line for bank charges

If the bank deducted QR, e-wallet or bank terminal charges, add a second line for your bank charges account with the difference. This is what lets the POSCC balance clear to zero.

6. Check the date and save

The Bank Receipt is posted straight to the accounts, so check the date is not in a locked period, then save.

7. Check the POSCC ledger

Go to General Ledger > Query > Transaction Query, choose the POSCC account and check the balance is cleared.

Tips

- Do not use a sales or income account on the line. The same sales would be counted twice.
- POSCC only has entries in months when QR, e-wallet or bank terminal payments were used.
- Entries in the accounts cannot be deleted, only voided. If you keyed a wrong clearing receipt, void it and key it again.
- To check your bank against the bank statement afterwards, see the guide "Synergy Acc2026 - Bank Reconciliation and Why You Cannot Post".
- If you want to know why bank receipts and sales do not match in the Profit and Loss, see the guide "Synergy Acc2026 - Why Bank Receipts Do Not Equal Sales in the Profit and Loss".

Common problems

POSCC still has a balance after the bank transfer arrived.

The program does not knock it off by itself. Key a Bank Receipt contra POSCC for the amount the bank credited, plus a bank charges line for any deduction.

POSCC will not reach zero.

The bank probably deducted charges. Put the difference in a second line for the bank charges account, so the two lines together equal the POSCC balance you are clearing.

Which account do my QR, e-wallet, bank terminal and cash sales post to?

This depends on the account settings for each POS payment type in your company. This guide does not cover where to see them. Contact Synergy support and they can show you.

I cannot save the Bank Receipt.

Check the date is not in a locked period.

The balance is still wrong after I cleared it.

Contact Synergy support. Have a screenshot of the POSCC ledger and the bank statement line ready.

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