Synergy Acc2026 - POS Deposits and Bookings

This guide shows you how to record a booking, take a deposit on it at the point of sale, and later claim that deposit against the customer's sale or cancel the booking.

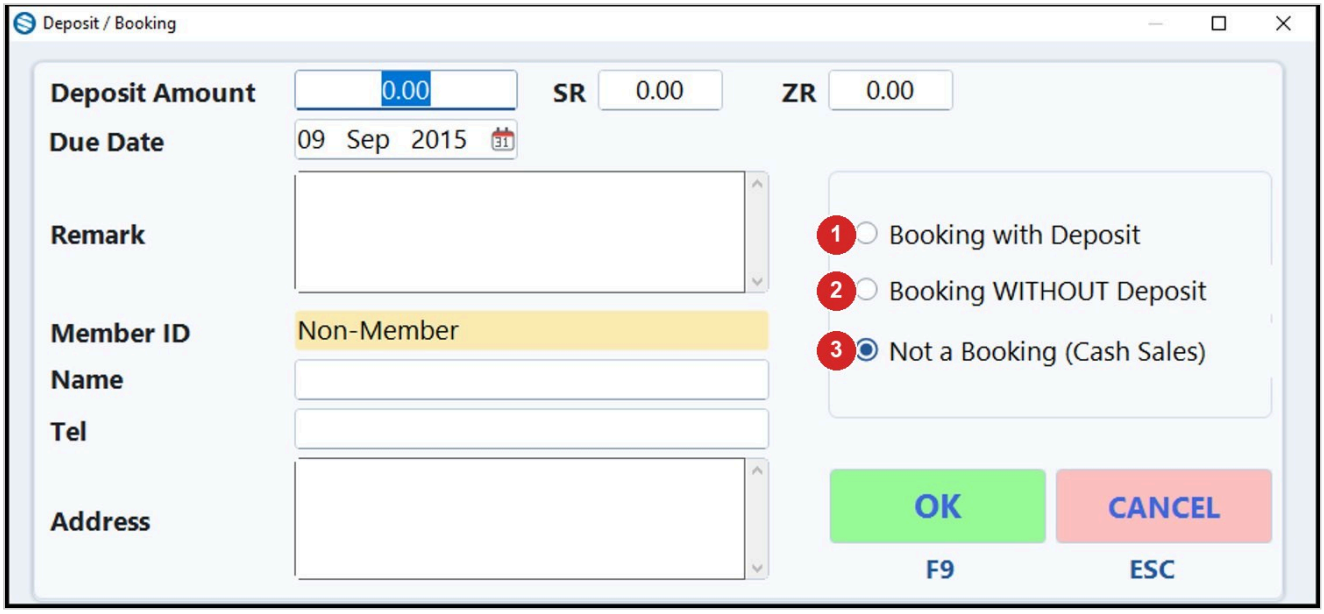
Before you start

- Open the sale at the point of sale first. Both screens are opened from the POS bill.
- Have the customer's name and telephone number ready.
- To cancel a booking you may need a supervisor, depending on your shop's setting.

Steps

1. Choose the booking type

On the Deposit / Booking screen, choose one of the three options.



Step	What to do
1	Booking with Deposit
2	Booking WITHOUT Deposit
3	Not a Booking (Cash Sales)

2. Enter the deposit amount

For a deposit, type the Deposit Amount. When you enter an amount above zero, the option changes to Booking with Deposit by itself.

3. Check SR and ZR

SR and ZR split the deposit into standard-rated and zero-rated parts. When tax applies, the whole deposit goes to SR; otherwise it goes to ZR. If you change SR, ZR becomes the remainder. SR plus ZR must equal the deposit.

4. Fill in the booking details

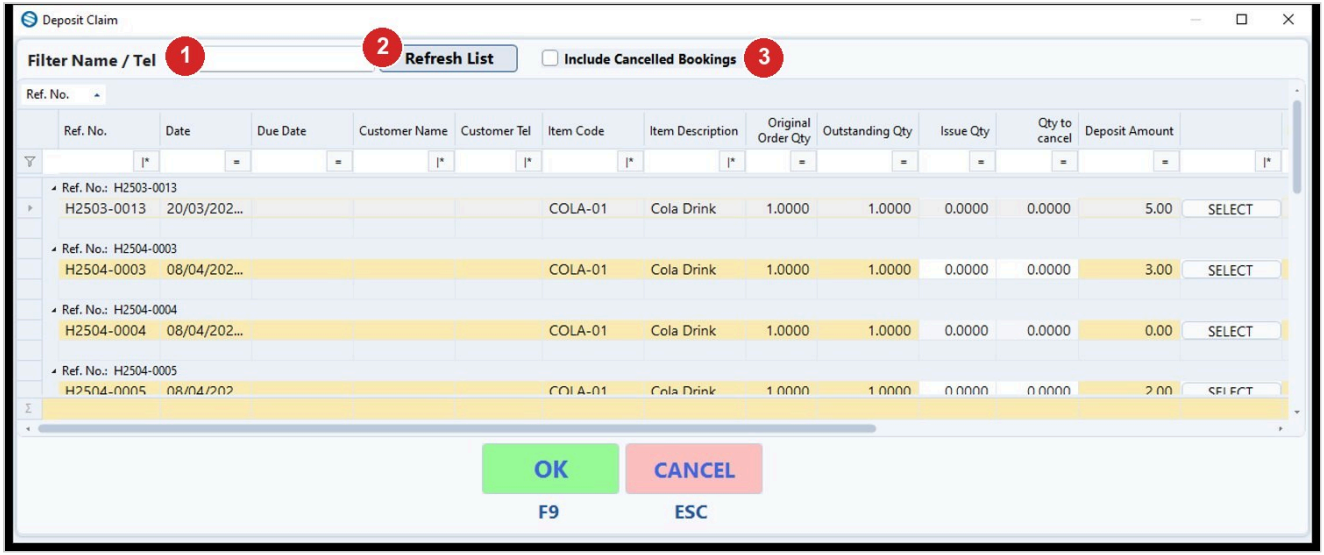
Enter Name, Tel, Address, Due Date and Remark as needed. Member ID is shown but cannot be typed here.

5. Save the booking

Click OK (F9) to save. Click CANCEL (ESC) to leave without saving.

6. Find the customer's deposit

When the customer comes back, open Deposit Claim from the POS bill. The list of outstanding deposits loads.



Step	What to do
1	Type in Filter Name / Tel.
2	Click Refresh List to narrow it down.
3	Tick Include Cancelled Bookings if you also want to see cancelled ones.

7. Select the deposit to claim

Click SELECT on the deposit row to fill Issue Qty with the outstanding quantity of all lines of that deposit. You can also type the quantity in Issue Qty yourself. Claim from one deposit at a time.

8. Cancel a booking line (if needed)

Click Cancel on the row. You are asked "Do you want to cancel booking [...], Item : ...?". If you confirm, the remaining quantity of that line is cancelled and the list reloads.

9. Accept the claim

Click OK to accept. Click CANCEL (or press ESC) to leave without changes.

Tips

- The default SR/ZR split depends on whether your shop's current tax type is none or taxed.
- A deposit taken at another branch cannot be claimed at this branch.

- If you click OK without choosing any deposit, any deposit you chose earlier is cleared. You are asked to confirm first.

Common problems

I cannot press OK on the Deposit / Booking screen.

Check that SR and ZR add up to the deposit amount, and that the amount is not zero for a Booking with Deposit.

The message "[Deposit Amount] will be removed. Are you sure?" appears.

You chose Not a Booking while an amount was entered. Click Yes to clear the amount, or No to keep it.

The message "[Negative Deposit(SR)] not allowed." or "[Negative Deposit(ZR)] not allowed." appears.

Enter zero or a positive figure in SR and ZR.

The deposit is not in the Deposit Claim list.

Check the name or phone filter, and tick Include Cancelled Bookings if the booking was cancelled.

"You are not allowed to select multiple Deposit with different Ref. No." appears.

Claim from one deposit at a time.

"Not allowed to claim of transaction of another branch." appears.

The deposit was taken at another branch. Claim it at that branch.

"You don't have permission to cancel booking." appears.

Your shop does not allow everyone to cancel bookings. Ask a supervisor to approve it.

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