Synergy Acc2026 - Change Quantity, Price or Discount on a POS Sale Line

At the POS you can change one line of the current sale: its discount, price, total price, quantity, unit of measurement, salesperson or description. The same window is used for each change. This guide shows how it works and what its messages mean.

Before you start

- Your shop's POS settings decide whether you may reduce a quantity, use a negative quantity, or sell below the minimum price. Some shops ask for a supervisor's approval first.

Steps

1. Choose the change

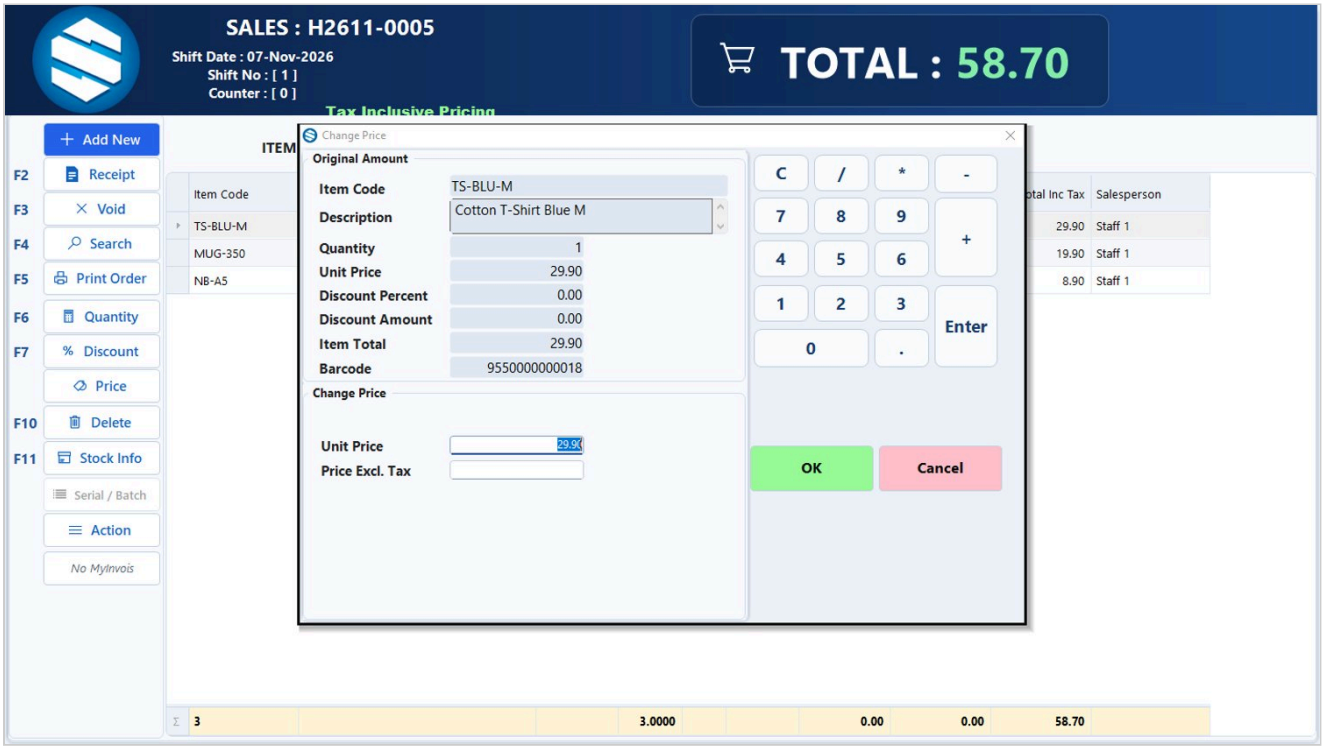
On the POS sale, select the line and pick the change you want. The title of the window shows which one it is: Change Discount, Change Price, Change Total Price, Change Quantity, Change Unit of Measurement, Change Salesperson or Edit Product Description.

2. Look at the original figures

The Original Amount box shows the Item Code, Description, Barcode, Quantity, Unit Price, Discount Percent, Discount Amount and Item Total. These are for reference and cannot be edited.

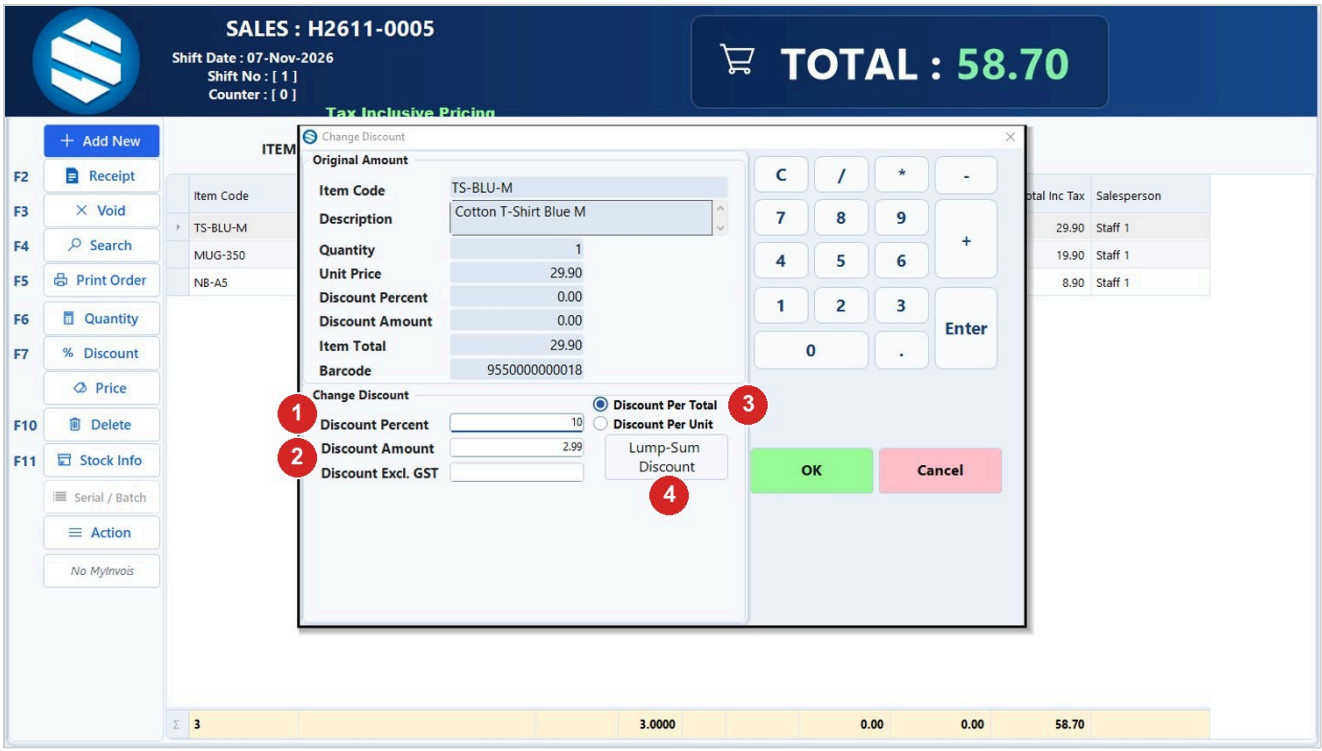
3. Enter the new value

Type the new value in the entry box, for example Discount Amount, Unit Price, Total Price or Quantity. For unit of measurement or salesperson, pick from the list.



4. For a discount

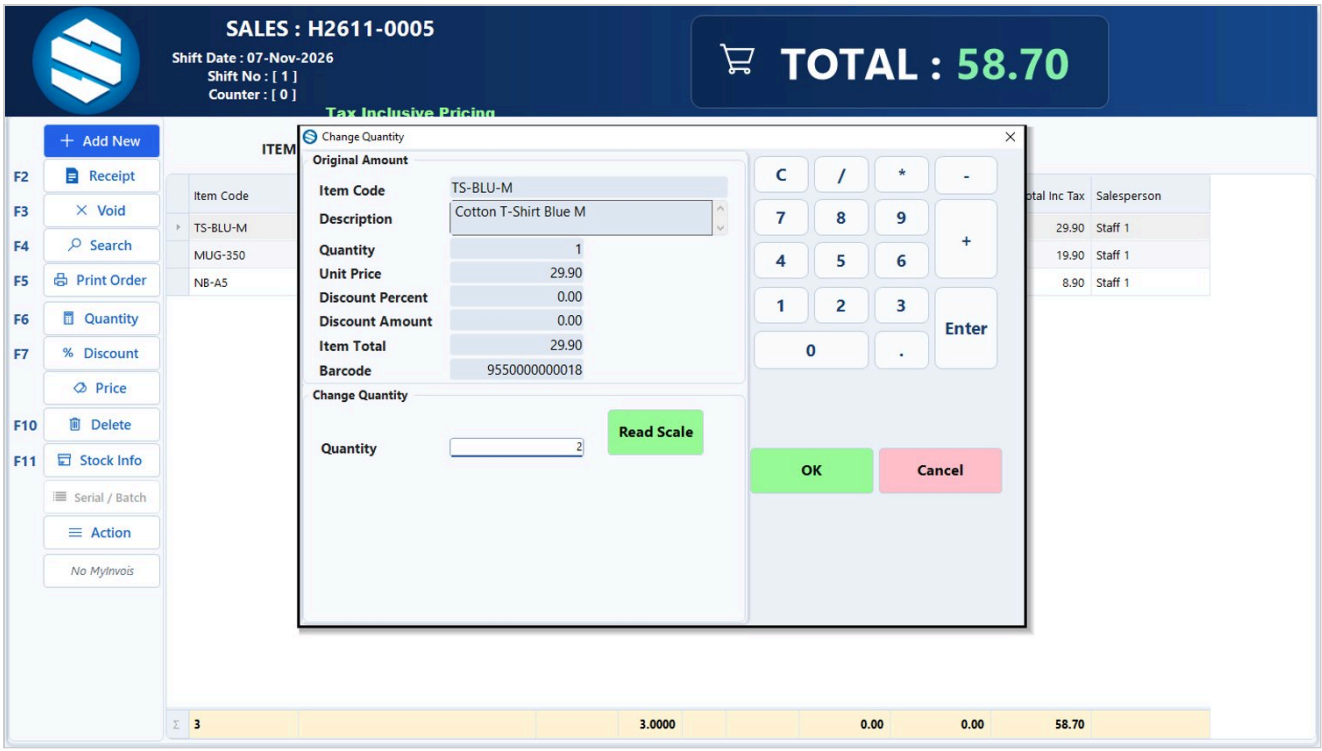
Enter the discount, choose how it applies, or pass it to the sale as a lump sum.



Step	What to do
1	Enter the discount as a percentage in Discount Percent; the other follows.
2	Or enter the discount as an amount in Discount Amount; the other follows.
3	Choose Discount Per Total (whole line) or Discount Per Unit (one unit).
4	Lump-Sum Discount closes the window and passes the discount to the sale.

5. For a quantity from a scale

If a weighing machine is set up, click Read Scale. It reads the weight and confirms the change straight away.



6. For a description or remark

In Edit Product Description you can fill in the Remark and Note 1 to Note 5 boxes.

7. Use another price level

Where the price selector is shown, choose Price 1 to Price 6 (keys F1 to F6) to use another price for the item.

8. Confirm

Click OK, or press Enter in the entry box. Click Cancel to leave without changing.

Tips

- A minus sign typed in the Discount Percent box is removed automatically.
- When prices include tax, an extra box such as Price Excl. Tax shows beside the price.

Common problems

'Reducing of Quantity is not allowed.'

Your shop does not allow lowering a quantity already entered. If the shop set it to need permission, ask a supervisor to approve.

'Negative Quantity is not allowed.'

Your shop does not allow negative quantities. It may ask a supervisor for approval first.

'Selling below mininum price is not allowed.'

The price is under the item's minimum price. Enter a higher price or get a supervisor's approval if your shop allows it.

'Cannot discount more than item price.'

Lower the discount so it is not more than the item price.

'You have entere 0 Quantity. Please Tick/Check to confirm.'

Tick the box and click OK to accept a zero quantity, or click CANCEL.

'Please select Salesperson'

Choose a salesperson from the list before you click OK.

'Barcode is required.'

A new, unlisted item needs a barcode. Type it in the Barcode box.

'Failed to read weight.'

The scale did not give a reading. Try Read Scale again.

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