Synergy Acc2026 - Head Office: Send Data to Branches and Collect Branch Sales

This guide shows head office (HQ) how to send master data and updates to each branch, and how to collect the sales files the branches have uploaded. This screen is for head office only. A branch cannot use it.

Before you start

- The computer must be the head office computer. If a branch opens this screen, the program says it is for HQ only.
- HQ's own POS branch code and FTP code must be set up.
- The computer's time zone must match the required one. The program checks this before uploading or downloading and explains how to correct it if it does not match.

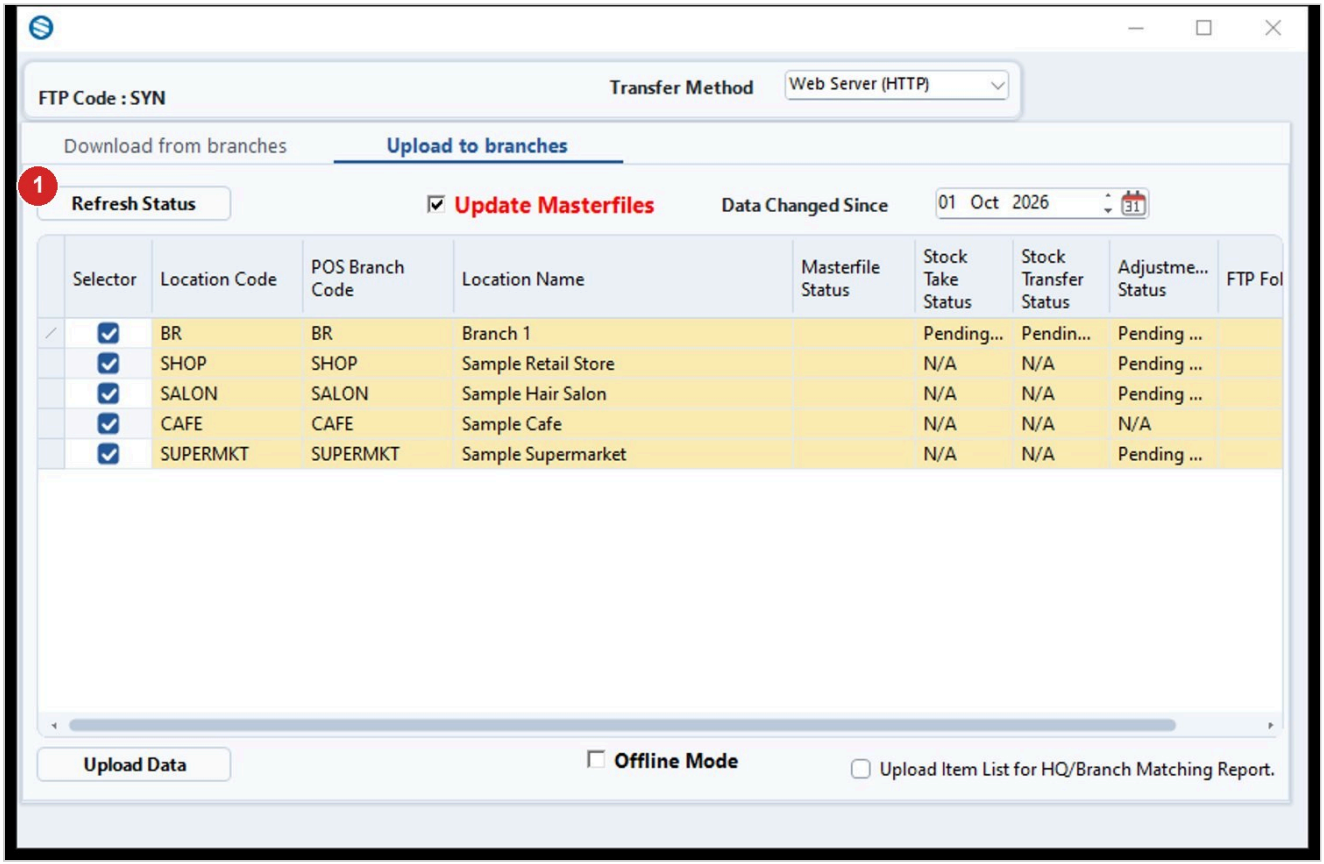
Steps

1. Open the Data Synchronization (HQ) screen

Go to Point of Sale > Transaction > Data Synchronization (HQ). The screen has two tabs: Upload to branches and Download from branches.

2. Refresh the status

This updates which changes are waiting to go out. Items show text such as (Pending Upload) or (Pending Upload/Re-sync).



Step	What to do
1	On the Upload to branches tab, click Refresh Status.

3. Choose the branches

In the branch grid, tick the branches you want to send to. Tick Update Masterfiles if master files must be included. Tick Upload Item List for HQ/Branch Matching Report. if the matching report needs the item list.

4. Send the data

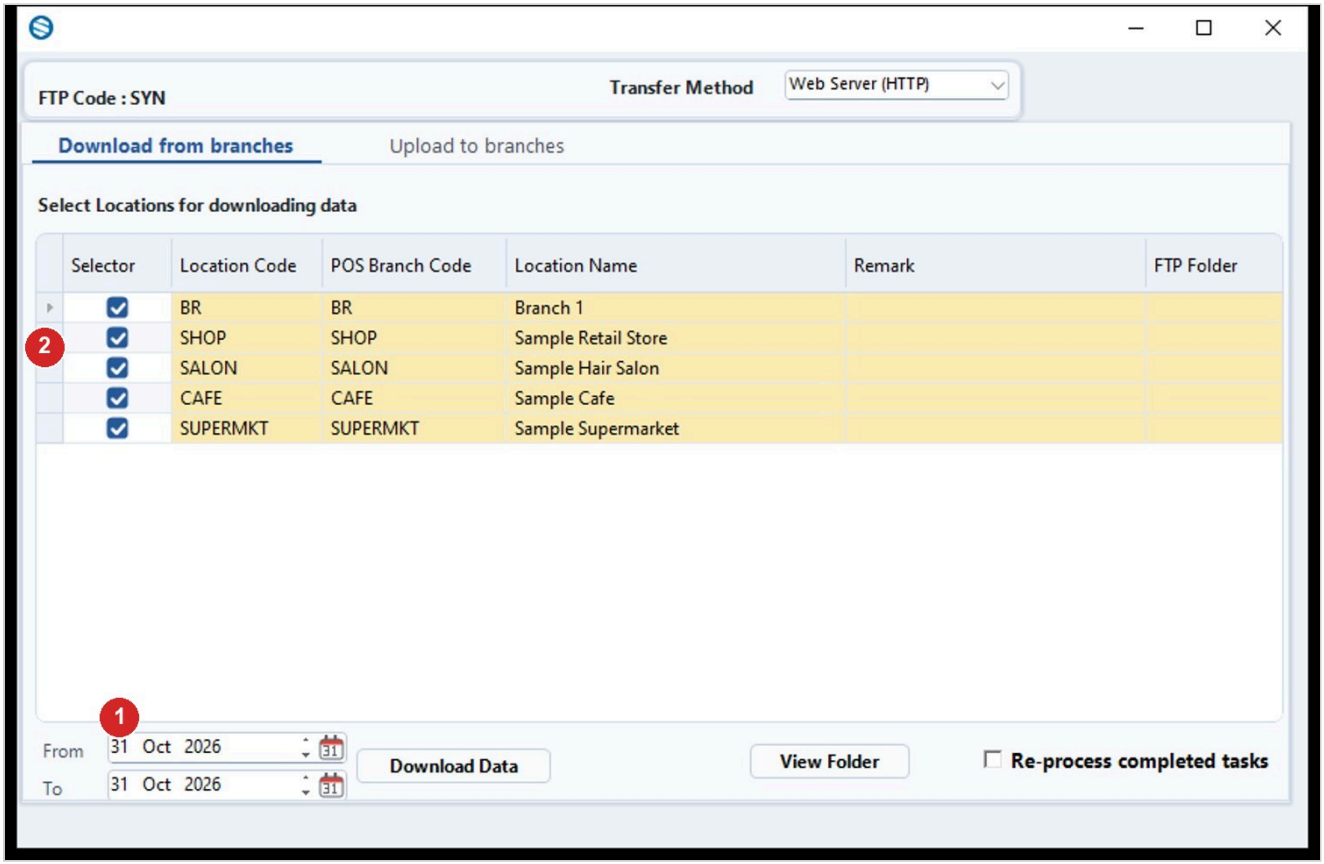
Click Upload Data and answer Yes to Do you want to proceed with Data Synchronization? Answer No to stop. The progress text shows how far it has gone. Upload Done. appears when it finishes.

5. Use Offline Mode if there is no internet

If Offline Mode is ticked, Upload Data creates the files and opens the folder instead of uploading them.

6. Open the Download from branches tab

Set the dates and locations on the Download from branches tab.



Step	What to do
1	Pick the From and To dates.
2	Under Select Locations for downloading data, tick the locations you want.

7. Collect the branch files

Click Download Data. Tick Re-process completed tasks first if you want items already marked done to be processed again. The result lists what was downloaded successfully and what was not.

8. Open the download folder

Click View Folder to open the folder with the downloaded files.

Tips

- Click Refresh Status after you add or change items, so the new changes can be sent.
- To see the staff attendance records that branches have already sent to head office, go to Sales and Purchases > POS Integration > Attendance, set Date From and Date To, and click Refresh. The list is view only. The Get Data button in that screen does not do anything in this version of the program.
- A branch may be missing from the download because it has not uploaded for that date yet.

Common problems

You have added/modified some records, Please click [Refresh Status] ...

Click Refresh Status first, then upload again.

POS Branch Code is not defined. or Invalid POS Branch Code defined.

HQ's own branch code setup is missing or wrong. Contact Synergy and have your company name ready.

FTP Code not found

Your licence has no FTP code. Contact Synergy and have your company name ready.

Failed to upload. or Error Upload File.

The transfer failed. The message gives the reason. Check the internet connection and try again.

Error creating data file or Error zipping data file

The package could not be built. Try again, and contact Synergy if it keeps happening.

[branch code] SyncInfo File Error : No file was uploaded.

That branch has not sent its file yet. Ask the branch to upload its sales.

No file was updated.

The download ran without errors but nothing new was processed. Check the dates and the locations you ticked.

Path [...] is invalid. when you click View Folder

The download folder does not exist yet. Run Download Data first.

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

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