Synergy Acc2026 - POS Kitchen Display, Order Printing and QR Orders

This guide shows you how to run the kitchen screen, turn an order from an ordering device into a bill, print orders to the kitchen, enter final quantities, and prepare tables and bills for QR ordering.

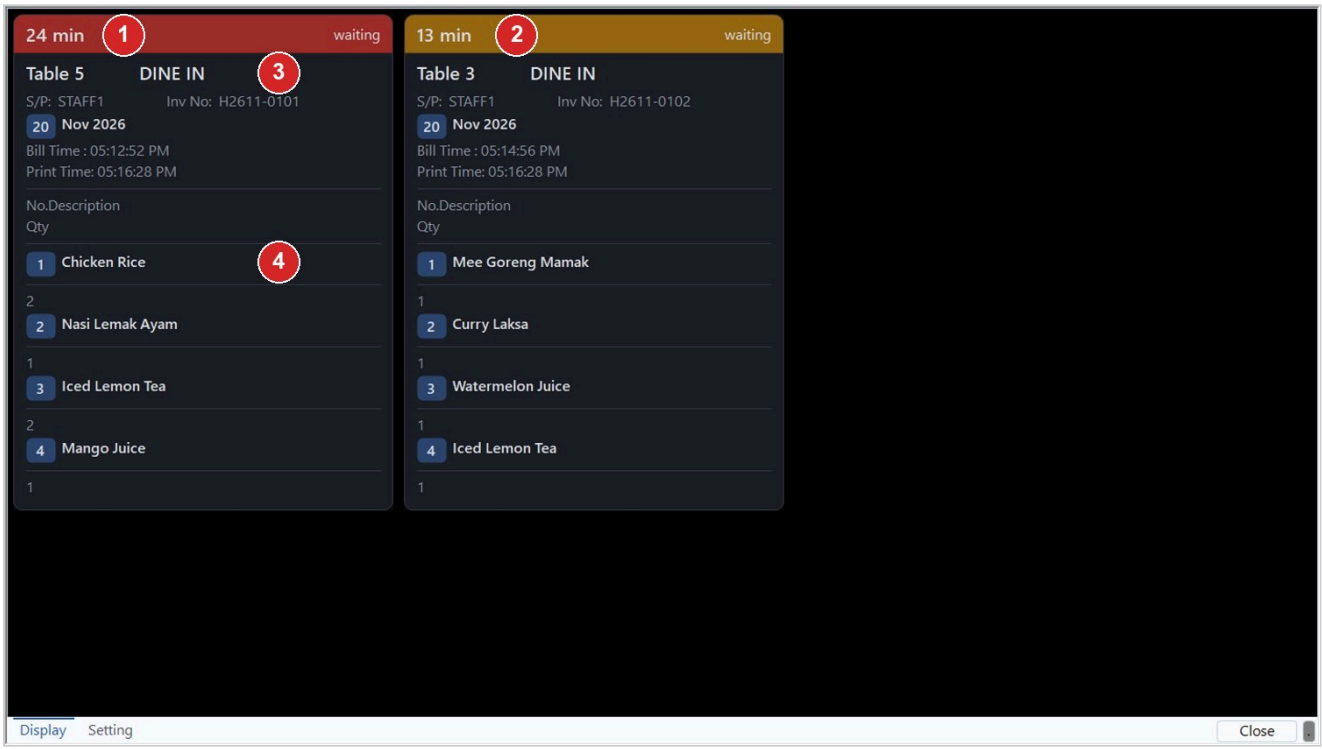
Before you start

- The Kitchen Display needs POS sales to be made. The orders it shows come from them.
- Quantity Updater is for items whose quantity was not known at order time.
- QR Order - Initialize Table is opened from the Synergy Accounting screen, and your QR ordering settings (including the web address of the QR service) must already be set up.

Steps

1. Open the Kitchen Display

Go to Point of Sale > Transaction > Kitchen Display. It lists today's orders that were printed to the kitchen and are not served yet, one box per order. The first time on a PC it shows "Please save settings first.": open the Setting page, click Save, then close and open the Kitchen Display again. The screen refreshes by itself.



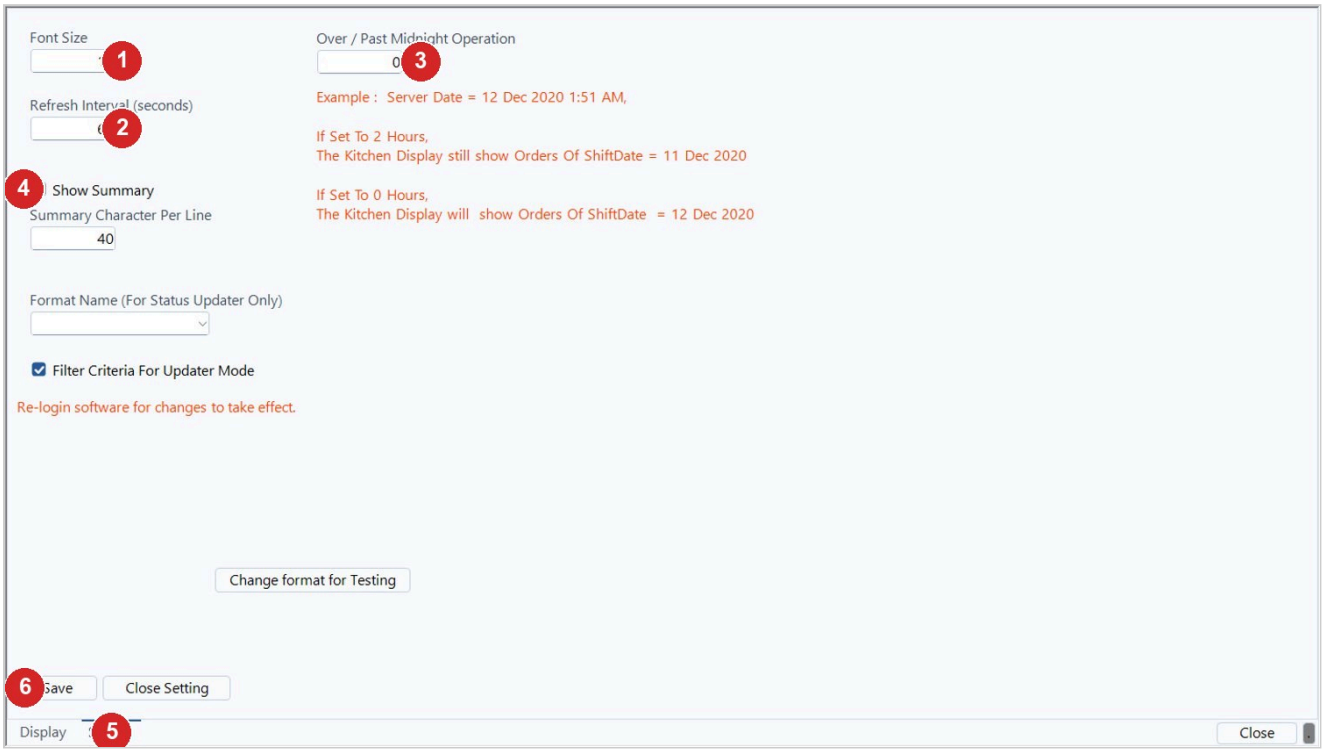
Step	What to do
1	Red: waiting 20 minutes or more (here Table 5, 24 min).
2	Amber from 10 minutes, green for the first 10 minutes (here Table 3, 13 min).
3	The table, Dine In or Take Away, salesperson, bill number, bill time and print time.
4	The items and their quantities.

2. Mark items as served

Touch an order box to open a small pop-up where you update the served status of its items. After you save, the list refreshes.

3. Change how the Kitchen Display looks

Open the Setting page and change what you need. Restart (log in again) for the changes to take effect.



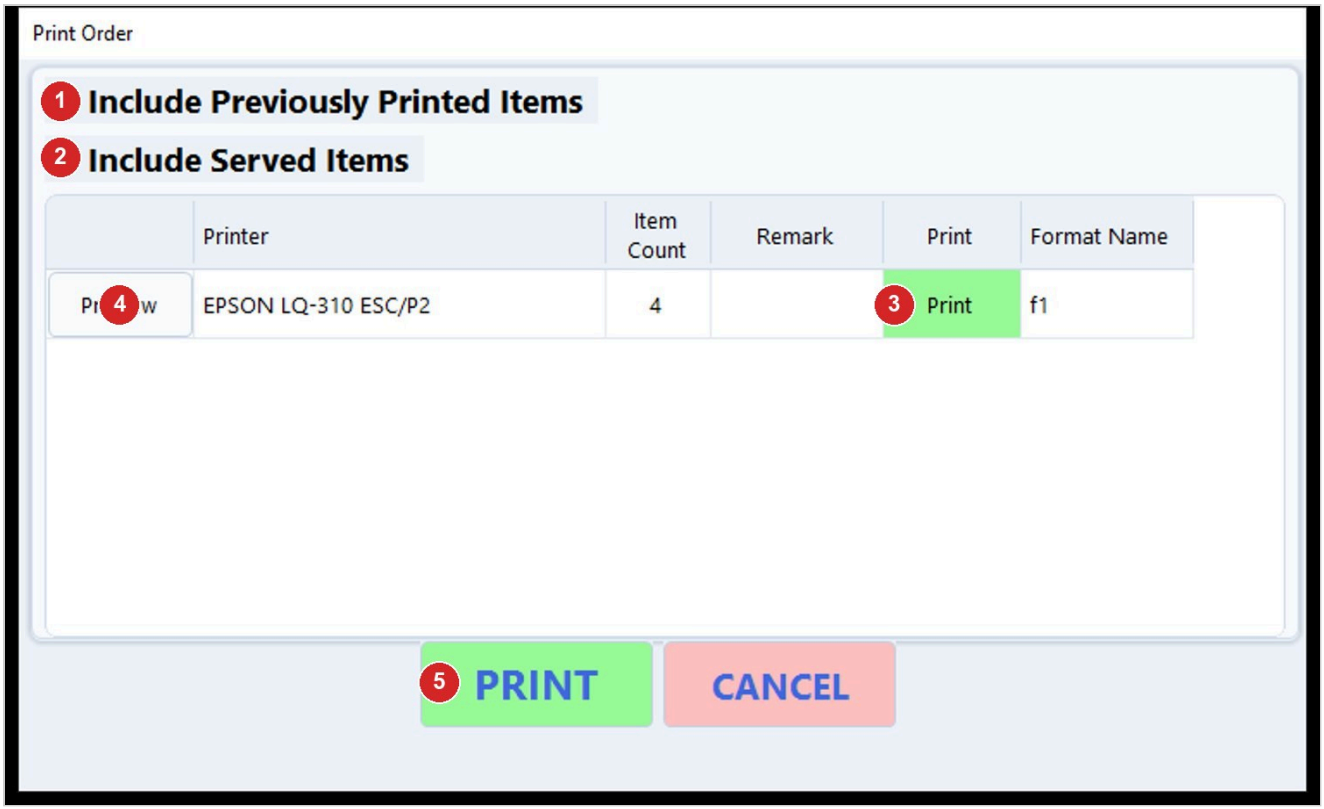
Step	What to do
1	Font Size of the boxes.
2	Refresh Interval (seconds).
3	Over / Past Midnight Operation: hours after midnight that still count as the previous day (the screen shows an example).
4	Show Summary, and Summary Character Per Line.
5	Open the Setting page at the bottom of the screen.
6	Click Save, then log in to the software again.

4. Turn an order from an ordering device into a bill

On the POS sales screen click the button for Select Order. The waiting orders are listed. Click an order to see its items, leave ACTION on Convert To Bill, and click OK. Click Refresh if new orders have arrived.

5. Print an order to the kitchen

Open Print Order from the sale (button Print Order). There is one row per kitchen printer, with the number of items going to it.



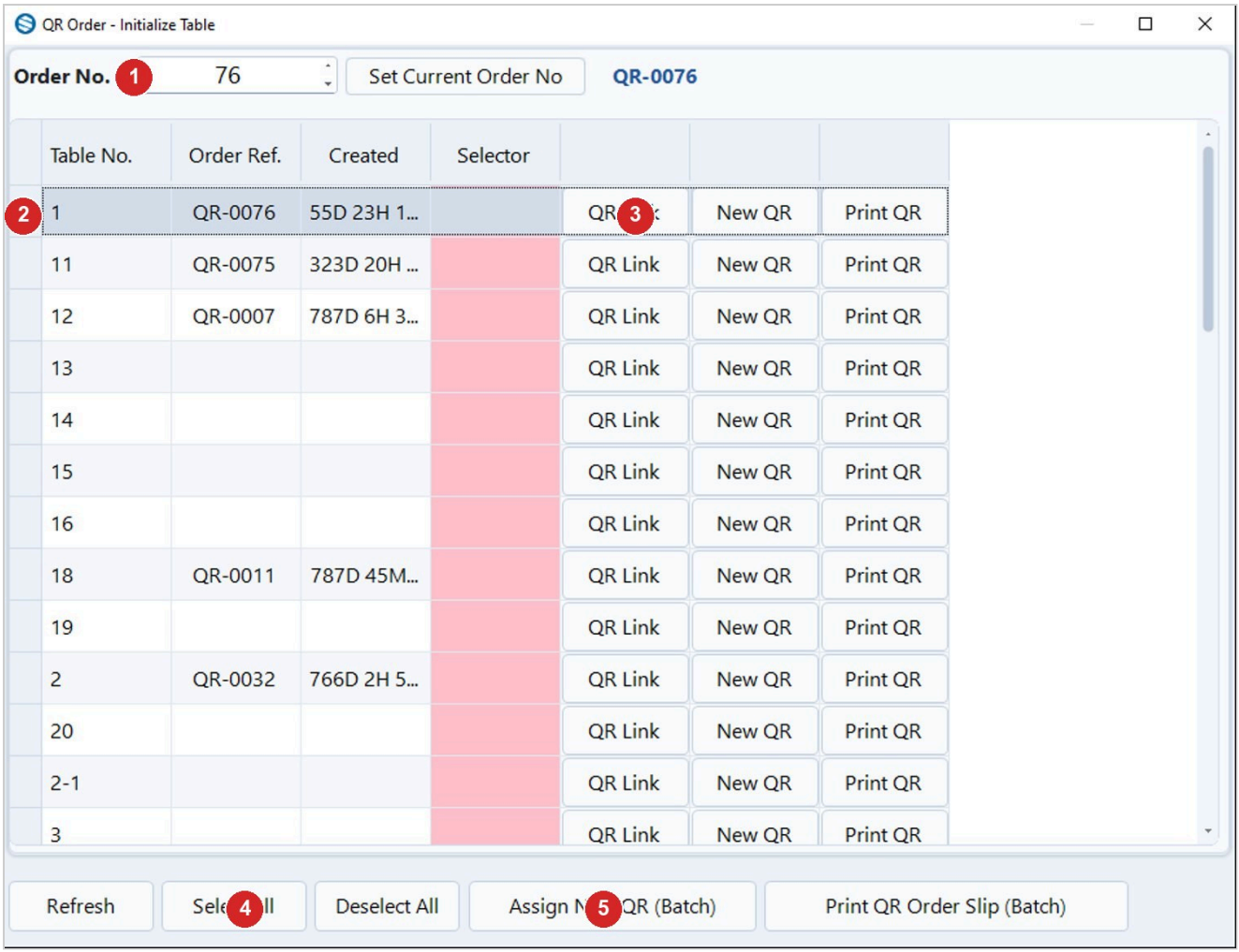
Step	What to do
1	Include Previously Printed Items: print lines already sent before.
2	Include Served Items.
3	Print: click it to switch that print job between print (green) and do-not-print (pink).
4	Preview shows what will print on that printer.
5	Click PRINT. "Print Job Sent." confirms it.

6. Enter final quantities

Go to Point of Sale > Transaction > Quantity Updater. Click SELECT on an order row. Click EDIT on a line and type the quantity in ENTERED QTY with the on-screen keypad; it is saved when you press Enter on the keypad. Click Print Order to print.

7. Prepare tables for QR ordering

QR Order - Initialize Table opens from a POS button your company sets up for it. It lists the tables and shows the next order number at the top. Click Refresh to reload. Confirm "Do you want to Assign new Order No to selected Table?" when asked.



Step	What to do
1	Order No.: the next QR order number (here 76, QR-0076). Set Current Order No changes it.
2	Each row is a table with its current order reference. Tick the tables you want in Selector (selected rows turn green).
3	QR Link opens that table's ordering page; New QR and Print QR work on one table.
4	Select All ticks every table.
5	Click Assign New QR (Batch) and confirm.

8. Print the QR slips

With the tables still ticked, click Print QR Order Slip (Batch) and confirm "Do you want to print QR Slip for the selected tables?". For a single table you can use the buttons in its row, or the link that opens the table's QR ordering page in the web browser.

9. Merge bills for the same table

When you go on to issue the receipt for a QR order and the table has more than one pending bill, the MULTIPLE ORDERS FOR SAME TABLE window appears. Click Merge all to [bill number] to join all the listed bills into the first bill, or click Continue Without Merge Bill to keep them separate (this needs supervisor permission). CANCEL closes the window and no receipt is issued.

Tips

- To close the Kitchen Display you must type the 4-digit code shown in the confirmation window. You then log in again to start it.
- Over / Past Midnight Operation is the number of hours after midnight that still belong to the same business day. The maximum is 8.
- In Select Order, OK always converts the selected order into a sale. Do not use Cancel Order to cancel an order.
- The new bill gets the next receipt number from the cash-sales numbering of this terminal.
- Printed orders cannot be reprinted unless your settings allow it; reprinting may need a supervisor's permission.
- In Quantity Updater, tick Include Printed Orders to see orders already printed. Use the < and > buttons to change the date.
- Do not set a lower QR order number than the current one on the same day. It could create duplicate order numbers.
- In the merge window, the first bill in the list is the one all the others are merged into. Check its number in the button before clicking.

Common problems

The Kitchen Display list does not update.

Wait for the refresh interval, or use Refresh in the ... menu.

Kitchen Display setting changes are not seen.

Press Save, then restart the software.

"Please save settings first." appears.

No settings have been saved yet for this computer. Open Setting, press Save, then log in again.

"Maximum 8 Hours allowed." appears.

Use 8 or less for Over / Past Midnight Operation.

The Select Order list is empty.

There are no new orders, or they were already converted. Press Refresh.

Nothing prints for an item in Print Order.

The row may be set to do-not-print, or the item was already printed and Include Previously Printed Items is off.

"System was unable to update the [Printed] Status. Do you want to re-try?" appears.

The orders printed but could not be marked as printed. Click Yes to retry. If you click No, adding items and re-printing will print all items again.

An order is not in the Quantity Updater list.

It may already be printed. Tick Include Printed Orders, or check the date.

"No table selected." appears when assigning QR numbers.

Tick at least one table first.

The QR link does nothing, or "Order No. not assigned yet." appears.

The table has no new QR assigned yet, or the web address is not set. Assign a new QR first. If it still fails, contact Synergy support.

The merge fails.

An error is displayed and the screen stays open. Contact Synergy support with the error text.

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

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