Synergy Acc2026 POS - Payment Types, QR and E-Wallet

This guide shows how to take a QR or e-wallet payment at the POS, how to set up a card or e-wallet payment type, and how to clear the POSCC (POS card clearing) balance when card or QR money reaches your bank. The example adds ShopeePay as an e-wallet for the SHOP branch, and records a bank credit of 1,231.25 for 1,250.00 of card and QR sales after 18.75 of bank charges.

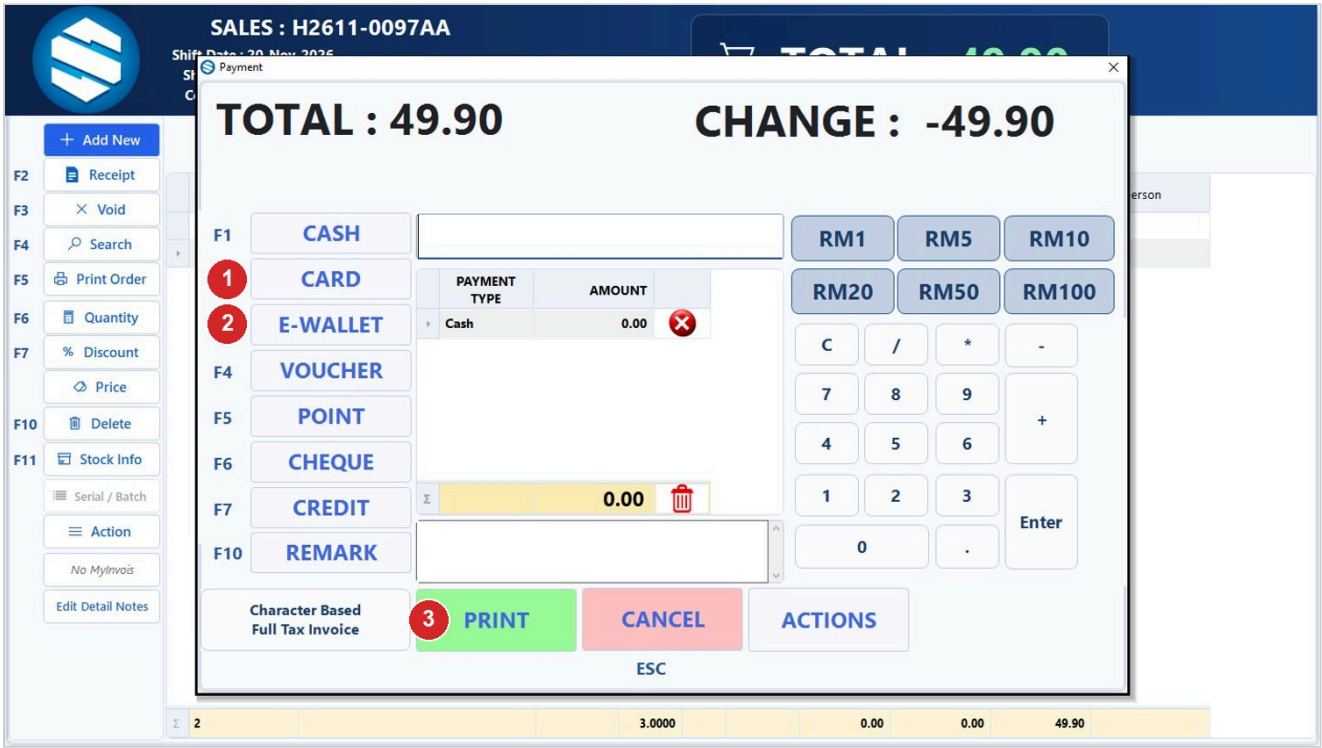
Before you start

- Know which wallet or payment name you want to add.
- Know whether you are on the HQ PC or a branch PC: add payment types on the HQ PC.
- Check that maintenance is active on the PC where you want to add it.
- For clearing POSCC: have your bank statement line ready and know the account your POS card and QR sales were posted to.

Steps

1. Take a QR or e-wallet payment at the POS

On the sales screen click Receipt (F2). The Payment window shows the total.



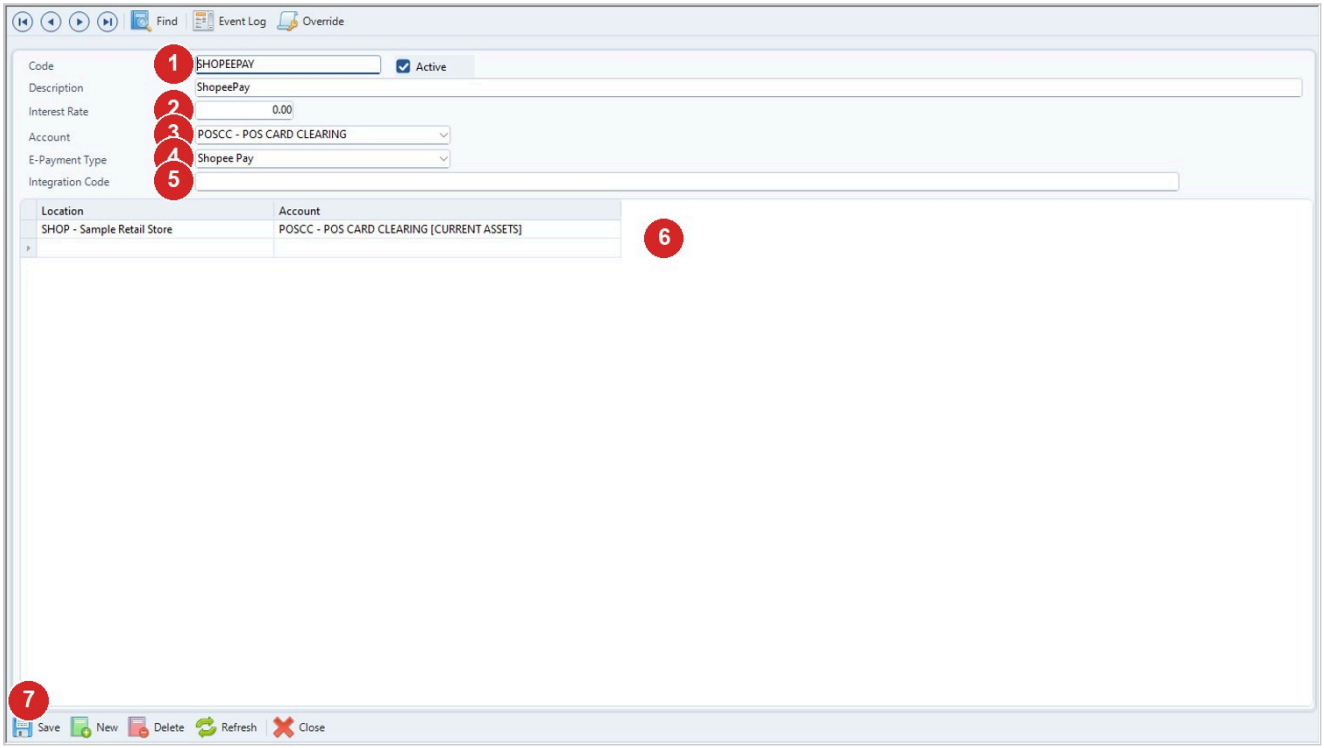
Step	What to do
1	CARD (F2): for card types, and QR types set up under Card Type. Choose the CARD TYPE, check the AMOUNT, add the APPROVAL CODE if you have one, and click OK.
2	E-WALLET (F3): for types set up under E-Wallet. With a payment gateway linked, the customer scans or shows their QR here.
3	Click PRINT to finish the sale.

2. Open the Card Type or E-Wallet screen

Do this on the HQ PC. Go to Point of Sale > Point of Sale Setup > Card Type (for cards, and QR you record by hand) or Point of Sale > Point of Sale Setup > E-Wallet, and click New.

3. Fill in the payment type

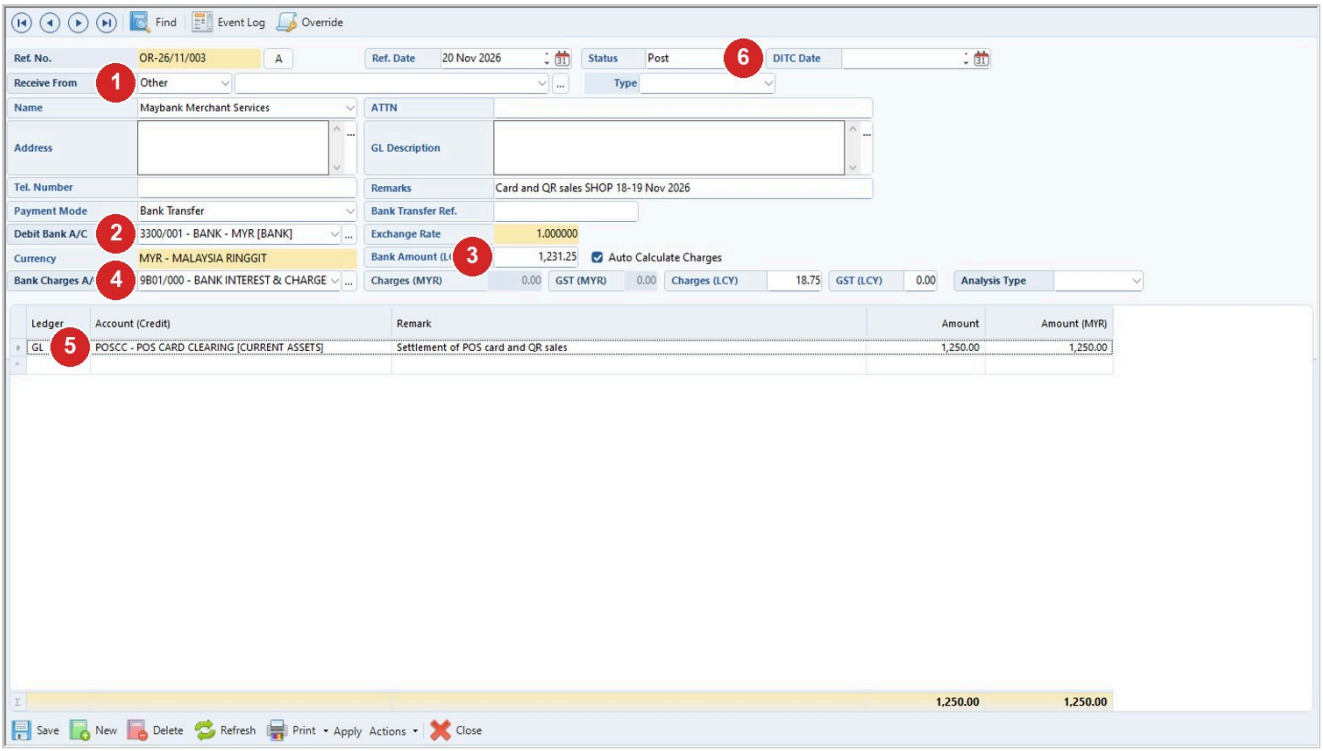
Code and Description are both required. Leave Active ticked so the type can be used. On the E-Wallet screen the terminal code box is called Integration Code; on the Card Type screen it is Card Terminal Code.



Step	What to do
1	Code and Description, for example SHOPEEPAY and ShopeePay.
2	Interest Rate: only if the card charges one. The default is 0.00.
3	Account: where the sales paid by this type go (here POSCC - POS CARD CLEARING).
4	E-Payment Type: the provider. Required for e-wallet types.
5	Integration Code (Card Terminal Code on Card Type): the code your terminal or gateway uses for this type.
6	In the list, add a row for each location with its account. A location can appear only once.
7	Click Save. A payment type added on the HQ PC syncs to the branches.

4. Clear POSCC when the bank pays you

When the card or QR transfer arrives in the bank, go to Cash Management System > Transactions > Bank > Bank Receipt and click New. The line goes to the POSCC account. Do not use a sales or income account, or the same sales will be counted twice.



Step	What to do
1	Receive From: Other, and a Name such as the bank's merchant services.
2	Debit Bank A/C: the bank account that received the money.
3	Bank Amount: what the bank really credited (here 1,231.25).
4	Bank Charges A/C and Charges: the account and amount the bank deducted (here 18.75), so POSCC clears in full.
5	Line: Ledger GL, Account POSCC, with the full amount of the card and QR sales (here 1,250.00). The amount fills in by itself from Bank Amount plus Charges.
6	Status: Post. Check the date is not in a locked period, then click Save.

Tips

- FPX is not a payment mode. Use Bank Transfer for online banking.
- Other wallets such as ShopeePay, SPayLater or Alipay can be added as a payment type. Without a payment gateway it is a record only, with no link to the wallet company.
- Add new payment types on the HQ PC only. Creating a card type at a branch can stop transactions syncing to HQ, and the branch asks you to confirm before it saves.
- To show as an e-wallet button, the e-payment type needs 9999 written on each PC. This part is not synced from HQ.
- A PC with expired maintenance cannot have a new payment type added.
- Your QR setup is correct if the QR money reaches your bank account.
- To stop offering a type, untick Active.
- A POS sale posted with the wrong payment type can be corrected by a journal, or by Reverse Posting under Sales and Purchases > Transactions > Transaction Posting. Take a backup first. Reverse Posting un-posts the whole batch for that day and location, not just one bill. In a locked

period only an Administrator can proceed; if the month is closed or reconciled, use a correcting journal.

Common problems

A logo does not show on a branch PC.

It may need fixing on that branch PC.

The Account is not in the location list.

The list shows only active accounts. Check that the account is active.

Duplicate Location not allowed.

The same location is in two rows. Keep it in one row only.

[Code] is required or [Description] is required.

Fill in both fields before saving.

[E-Payment Type] is required.

For an e-wallet type, choose the provider in E-Payment Type and save again.

A branch asks for confirmation when saving a card type.

Create the card type at HQ instead. Only continue at the branch if you are sure.

The customer paid on the phone but it is not on the screen.

Wait for Check Status to appear after the request, then click it.

There is no Customer Scan or Merchant Scan result on the Card window.

No terminal port or vendor is set for this computer.

POSCC still has a balance after the bank receipt.

Check that the line amount is the full sales amount and the bank's deduction is in Charges. For help, 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.

Synergy Acc2026 - Guide date 2026-11-13.