Synergy Acc2026 - POS Receipt Designer: Ready Receipts You Can Adjust

The Receipt Designer sets up the POS receipt without editing the receipt format text. Pick a ready receipt (F&B restaurant, F&B counter, retail or plain), tick what to print, add your logo, and see the receipt on one of your own bills while you change it. Save keeps every earlier version, so a change can always be undone.

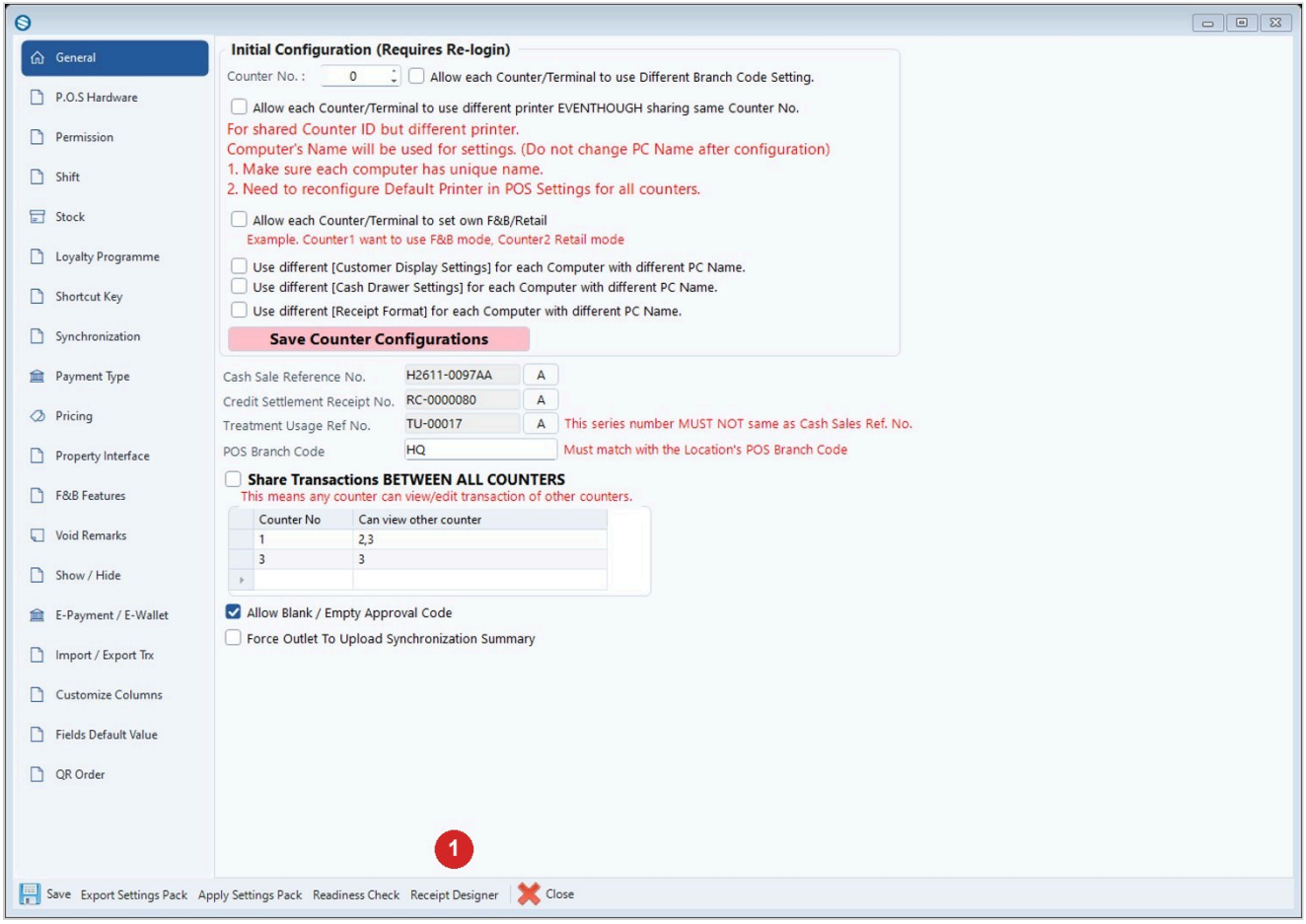
Before you start

- Log in as an administrator.
- There should be at least one POS bill, so the picture can show a real receipt. With no bill yet, set it up after the first sale.
- Know your receipt printer's paper: 80 mm or 58 mm.
- For a logo, have the picture ready (PNG or JPG). Any size is fine: the designer fits it to the paper.

Steps

1. Open the Receipt Designer

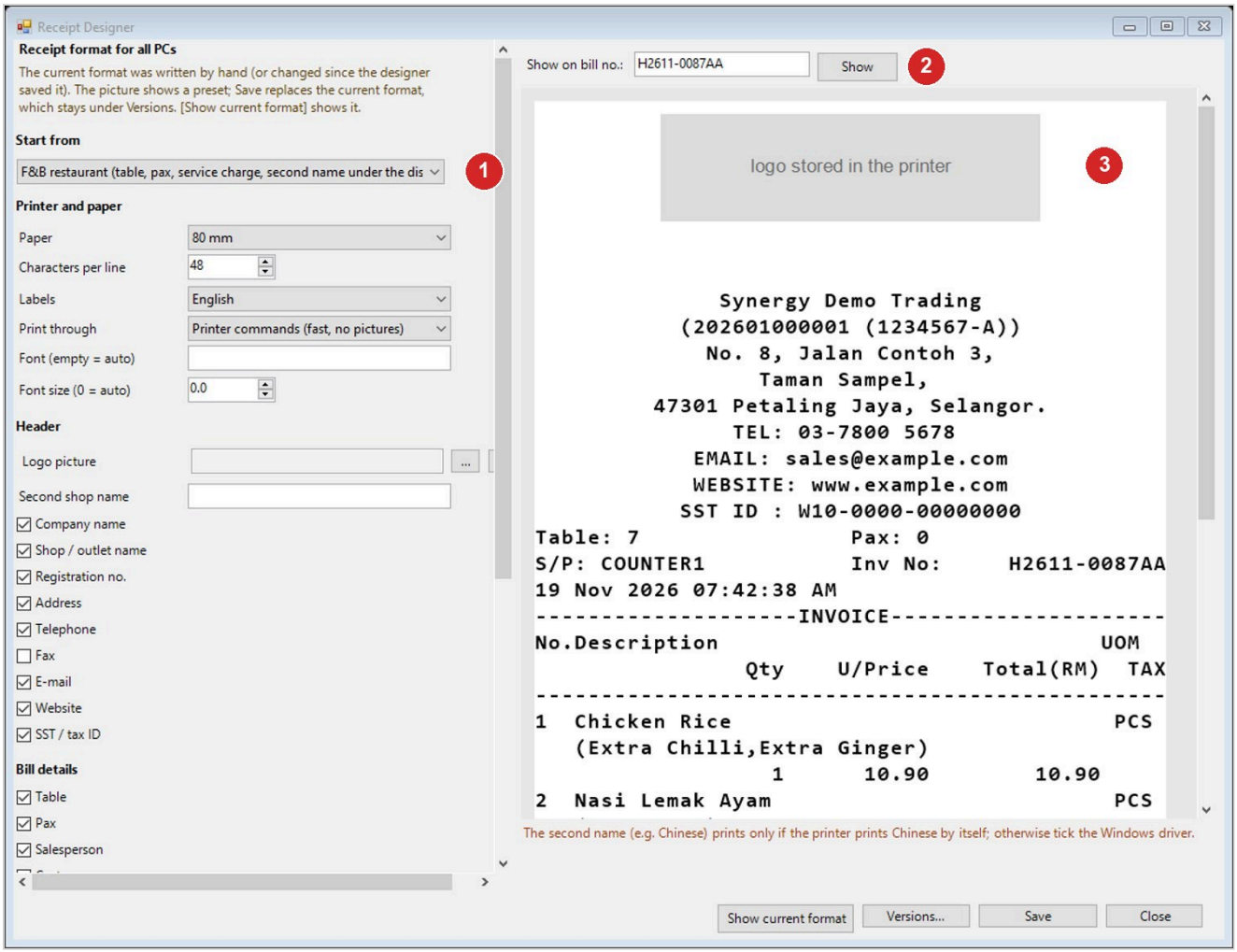
Go to Point of Sale > Point of Sale Setup > Point of Sale Settings and click Receipt Designer at the bottom.



Step	What to do
1	Receipt Designer opens. The receipt format it saves is the one for all PCs, or for this PC when POS Settings keeps receipt formats per PC.

2. Pick a ready receipt

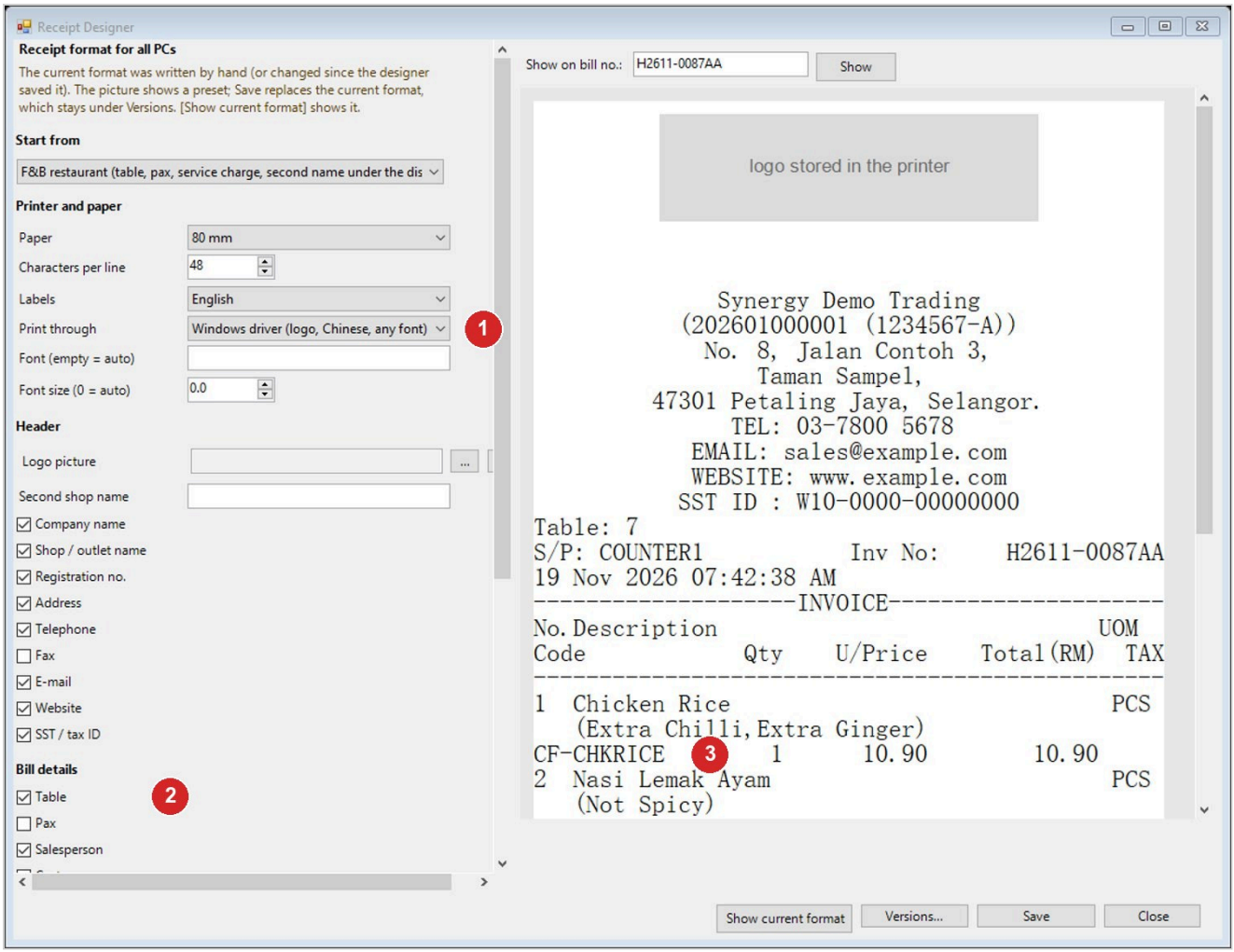
On the left, Start from offers the ready receipts. The right side shows the receipt on your newest bill, drawn by the same program that prints at the counter.



Step	What to do
1	Start from: choose F&B restaurant, F&B counter / takeaway, Retail shop or Plain.
2	Show on bill no.: type another bill number and click Show to see the receipt on that bill.
3	The picture follows every change about half a second later.

3. Tick what to print

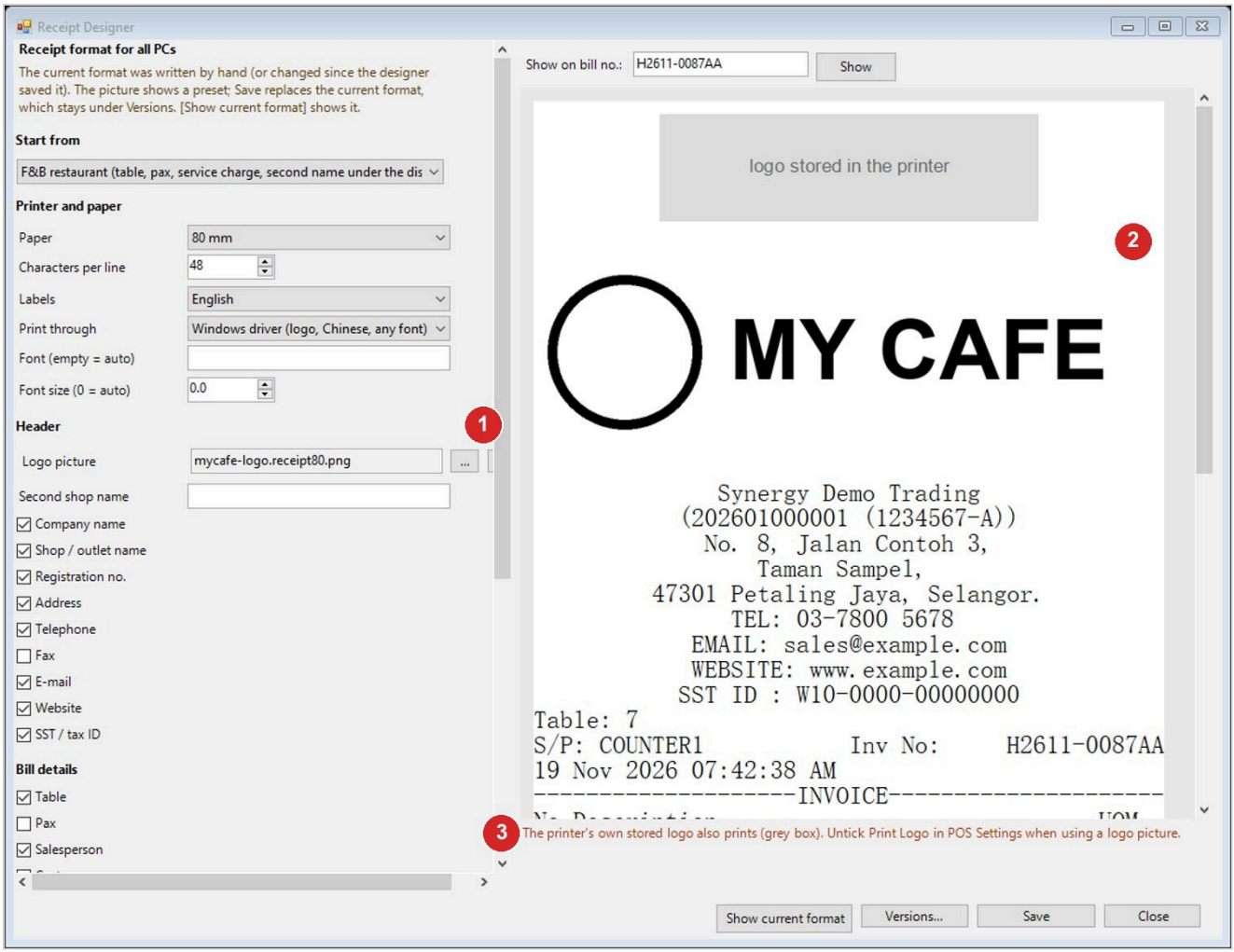
The options are in groups: printer and paper, header, bill details, item lines, totals and footer. Each tick box turns a line or a column on or off.



Step	What to do
1	Print through: Printer commands is fast and prints text only. The Windows driver prints a logo picture, Chinese and any font.
2	Tick or untick a line, for example Table, Pax, Salesperson or Item code.
3	The item columns and headings line up by themselves for the paper width.

4. Add your logo

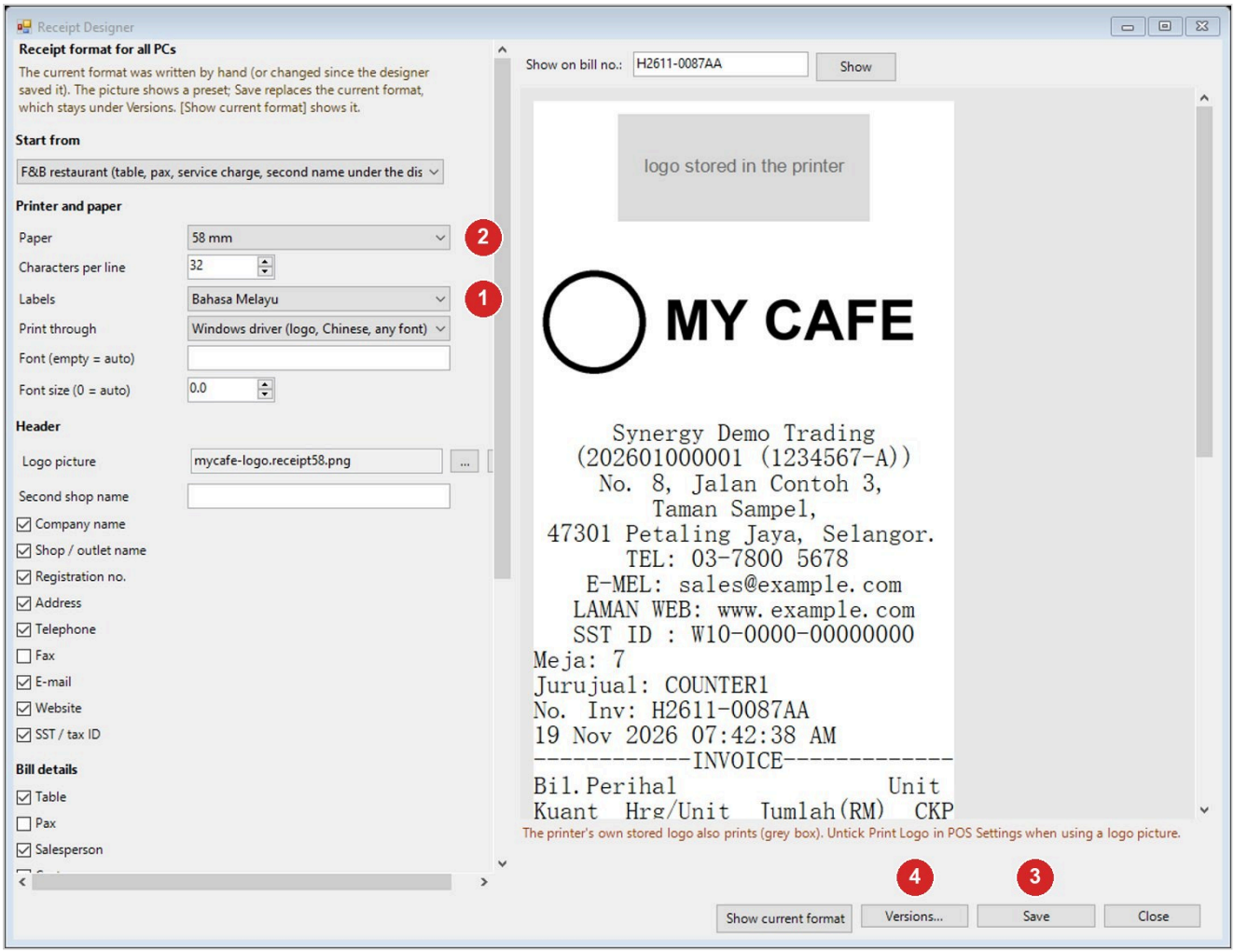
Click the ... button next to Logo picture and choose the picture. The designer makes a copy that fits the paper width, centred and sharp, and switches to the Windows driver.



Step	What to do
1	... chooses the logo picture; x removes it.
2	The logo prints at the top, with the right space under it.
3	Read the notes under the picture. Here the printer's own stored logo would also print (grey box): untick Print Logo in POS Settings when you use a logo picture.

5. Labels, paper and Save

Choose the words the receipt prints and the paper, then click Save. The POS prints with the new receipt from its next bill.



Step	What to do
1	Labels: English, Bahasa Melayu, Chinese, or English + Chinese for words such as Table, Qty and Total. Totals and the bill title stay in English.
2	Paper: 58 mm sets 32 characters per line, and the logo is made again for the narrower paper.
3	Save: keeps the receipt printed now as a version first, then saves the new one.
4	Versions...: lists every saved version. Double-click one, then Save, to print with it again.

Tips

- Show current format shows the receipt the POS prints now. A receipt written by hand shows that way; changing any option goes back to the designer's receipt.
- The starter settings packs (Apply Settings Pack) also set the matching ready receipt for a new shop that has no receipt yet.
- Synergy support can change the same options for you remotely during a support session.
- The receipt format text stays on POS Settings for anyone who wants to edit it by hand. The designer then notices the change and says so.

Common problems

Chinese prints as ?? or boxes

Use Print through: Windows driver. On English Windows also set Windows' language for non-Unicode programs to Chinese (Control Panel > Region > Administrative).

A big footer breaks words in the middle

Use a short footer such as THANK YOU with a bigger size, or set Footer size back to 0.

A grey box prints above the logo

That is the logo stored in the printer itself. Untick Print Logo in POS Settings.

No picture appears

There is no POS bill yet, or the bill number typed was not found. Make a sale first, or type an existing bill number and click Show.

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.