Synergy Acc2026 POS - Receipts and Printers

This guide shows how to add terms and conditions to your POS receipt, reprint receipts, and check the receipt printer and cash drawer if they stop working.

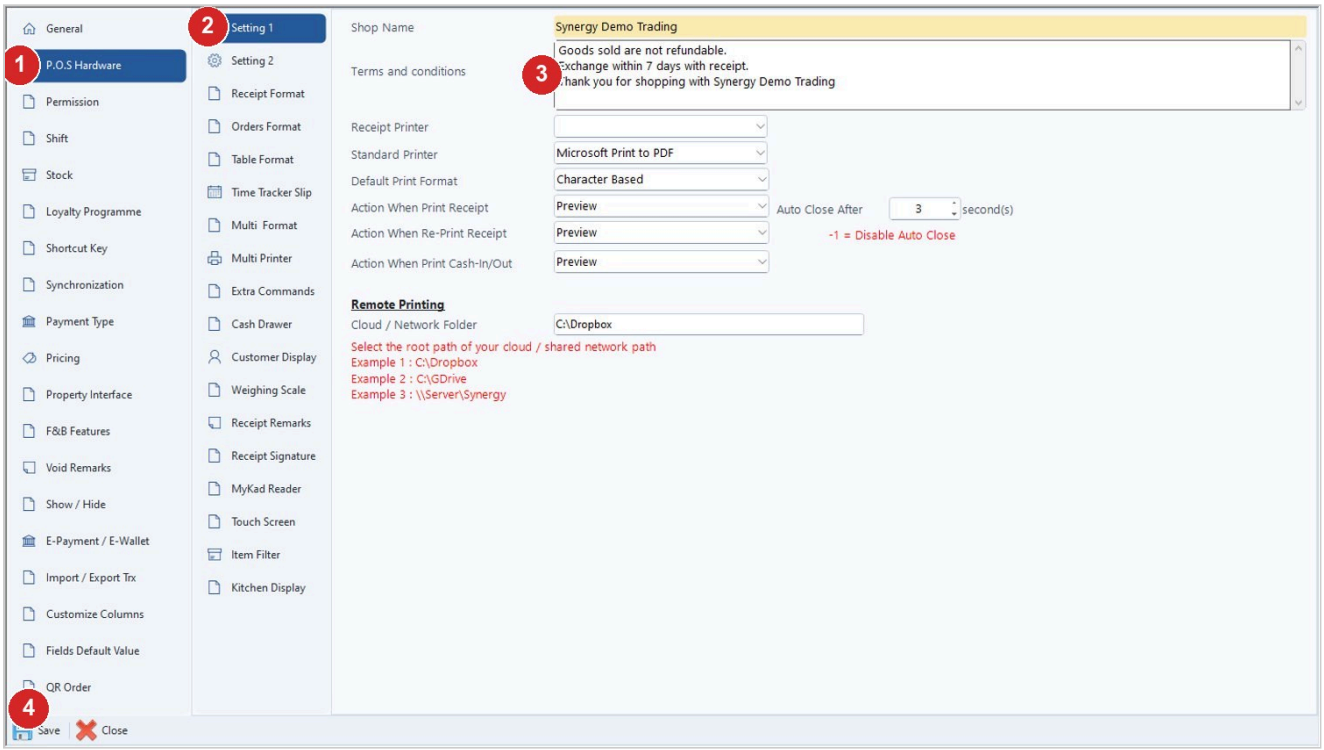
Before you start

- Know which paper you use: 58mm, 80mm thermal or A4.
- Know which PC is affected (main PC or another counter).
- Have your printer model ready in case you need to contact Synergy support.

Steps

1. Add your terms and conditions

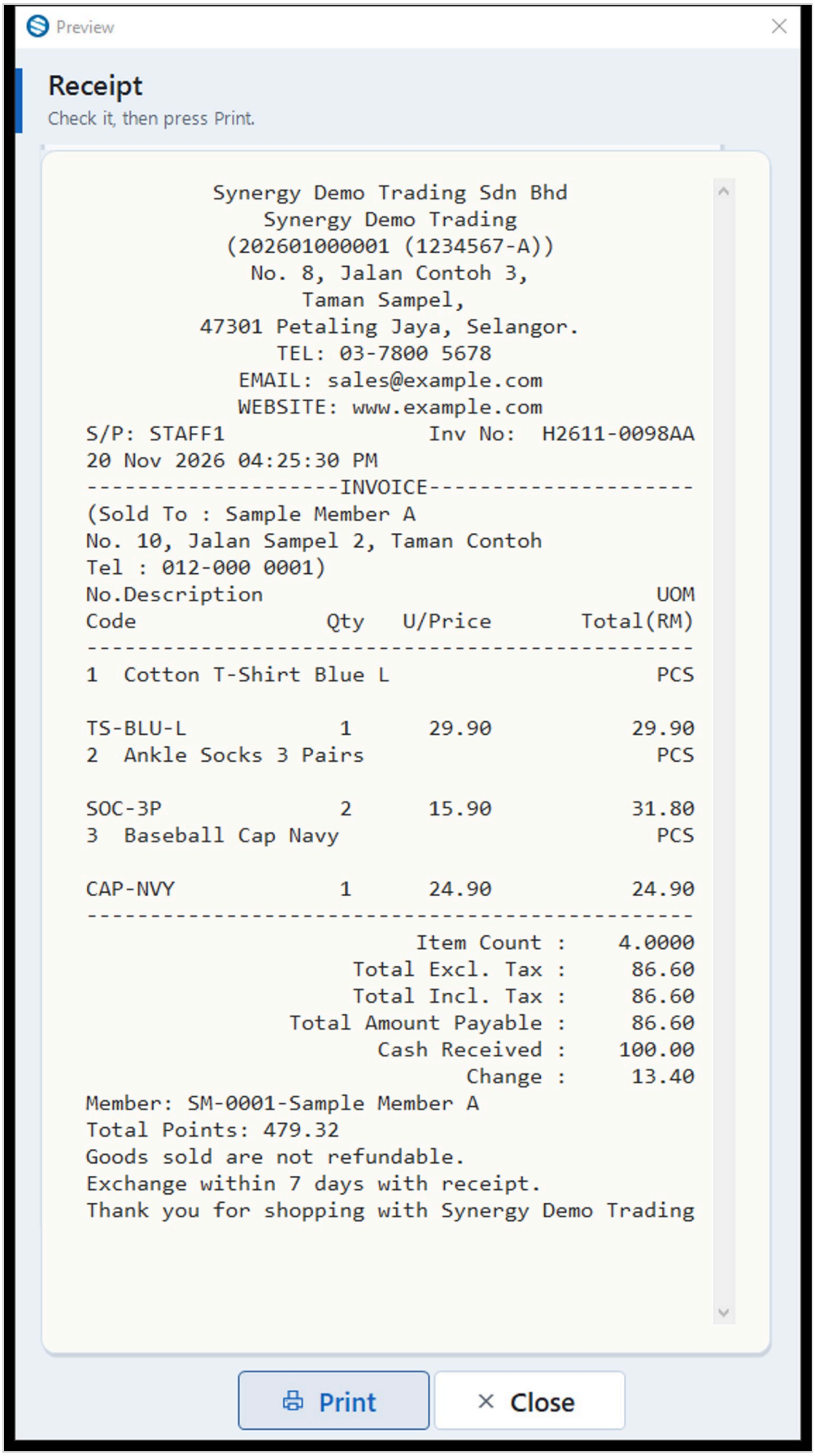
Go to Point of Sale > Point of Sale Setup > Point of Sale Settings. These steps are for the POS receipt, not for Sales and Purchase invoices.



Step	What to do
1	Click P.O.S Hardware in the menu on the left.
2	Open Setting 1.
3	Terms and conditions: type your text, one line per rule (here no refund, exchange within 7 days, thank you).
4	Click Save.

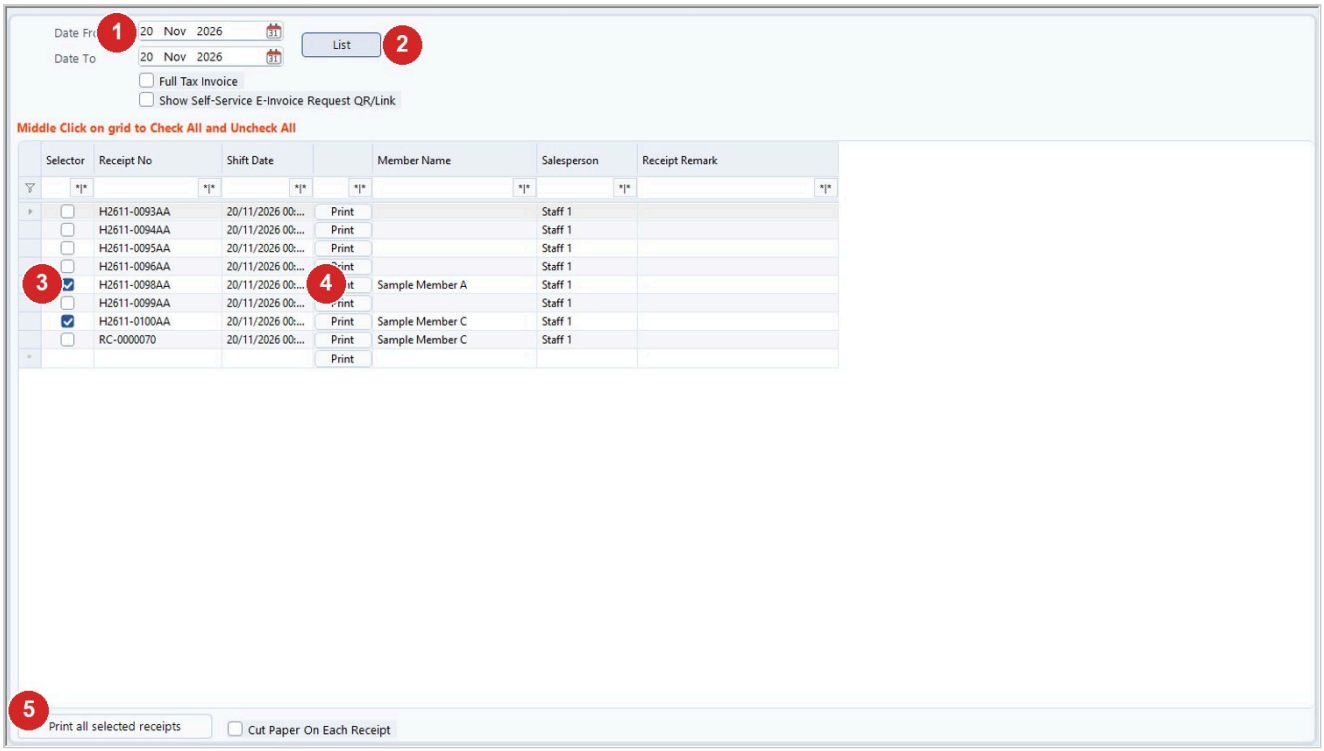
2. Check the receipt

The text prints at the bottom of every receipt, below the payment and member points. Make a sale and look at the receipt preview to check it.



3. Reprint receipts

Go to Point of Sale > Reports > Management Reports > Re-Print Receipts (Character Based). All completed receipts in the date range are listed and all are ticked; middle-click the grid to tick or untick them all. Full Tax Invoice prints them as full tax invoices.



Step	What to do
1	Date From and Date To: they start as the first and last day of the current month.
2	Click List.
3	Untick the receipts you do not want (here only H2611-0098AA and H2611-0100AA are left ticked).
4	Print on a row reprints that one receipt.
5	Print all selected receipts reprints the ticked ones. Click Yes when asked to confirm.

4. Printer not printing: check the basics

Check the printer has power. Unplug and replug the USB cable, then try another USB port on the PC.

5. Do a Windows test print

Do a Windows test print. Then open the Windows printer queue and make sure Pause Printing is not ticked. Untick it if it is.

6. After moving to a new PC

In the print format screen, click unlock setting and choose the Standard Printer.

7. Cash drawer will not open

The drawer opens through the receipt printer. Plug the drawer cable into the cash drawer port behind the printer. If it does not open, try the printer's second port, then test eject.

8. Restart

Restart the PC and print again from the software.

Tips

- If the receipt loses its format on reprint, tick 'use user defined format' in the setting and in Reprint, then save.
- Set the receipt format on both Tax Invoice and Simple Tax Invoice.
- The member points total on the receipt is fixed and cannot be removed.
- Reprinted receipts do not use the Cut Paper On Each Receipt tick box, so do not rely on it.
- Only completed receipts are listed in Reprint. Voided or unfinished ones do not appear.
- Centring the name, registration number or address on an 80mm thermal bill needs the technical team to update the report.

Common problems

Nothing is listed in Reprint

Check the dates, as the default is the current month only. Click List again after changing them.

Receipt prints very light

Tick use customized report and choose A4 paper.

Receipt is cut in the middle after self-service QR was added

Untick Cut paper (character based printing).

Text prints as ### or goes missing on a 58mm printer

The text is too long for the paper. It needs to be shortened to fit.

Registration number is missing on the receipt

Enter the business registration number (BRN) in the company information.

A4 prints on the receipt printer

Set one printer as the Windows default, then print again.

Print Spooler error or slow printing

Open Services and restart Print Spooler, try another printer driver and do a Windows test print.

Cash drawer does not open on payment

Check whether your outlet licence maintenance has expired, then contact Synergy support. Have the affected counter and payment types (cash, QR, card) ready.

Still not working

Contact Synergy support. Have ready the printer model, a photo of the printout, a screenshot of the setting screen and the paper size.

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

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