Synergy Acc2026 - POS Set Meals: Pre-defined Add-On Choices (Drink, Side, Dessert)

A set meal is one menu item with up to three groups of add-on choices, for example a Nasi Lemak Set with a drink and sides. When the cashier taps the set, a window opens with every group on one page: the cashier taps the choices, sees what each one costs, and presses OK. The set and each chosen add-on go on the bill as separate lines with their own prices. This guide uses a cafe example: Nasi Lemak Set at 15.90, a drink that is required (Teh Ais, Kopi Ais and Iced Lemon Tea included, Iced Milo +1.00, juices +2.50) and up to two optional sides (French Fries +3.90, Chicken Wings +5.90 and others). Sales demo at a Western restaurant, with a table booking and set meals (2:29): https://youtu.be/SxlTS-LaEXk

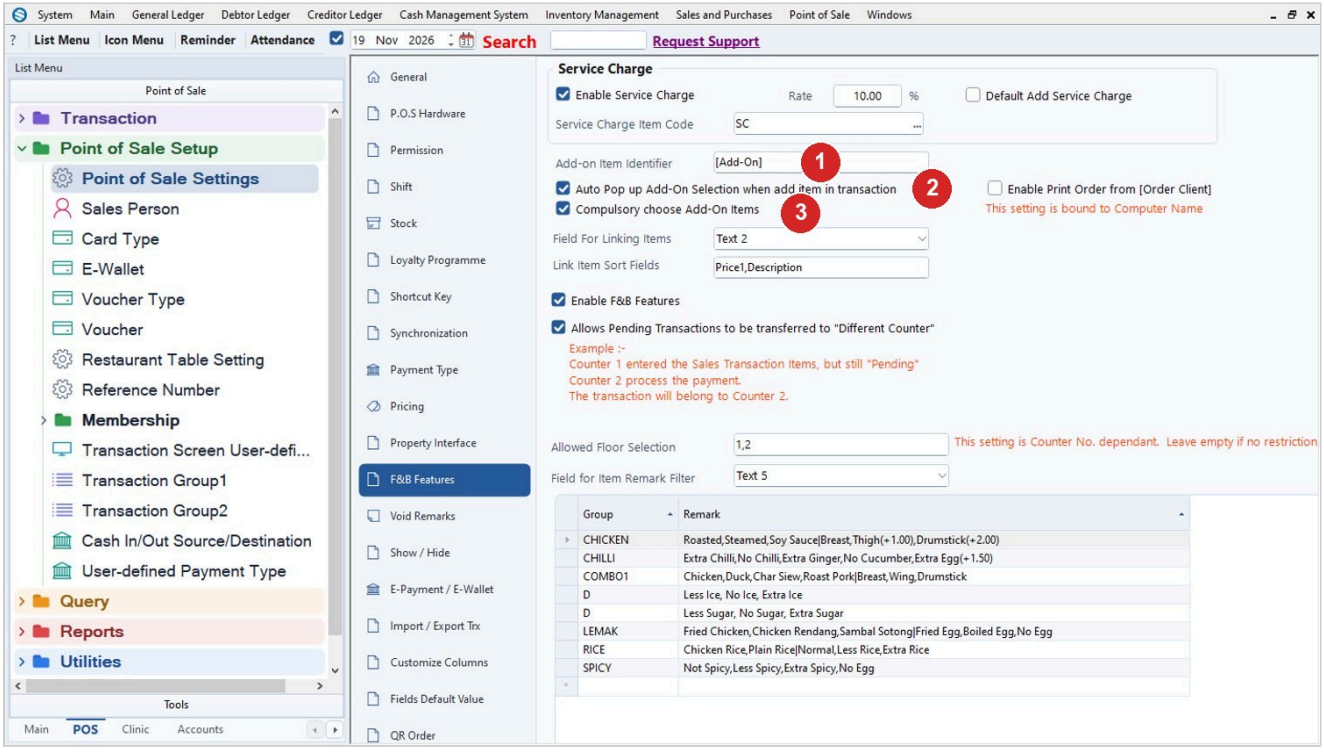
Before you start

- The POS must be in F&B mode with menu buttons (Point of Sale Settings > F&B Features > Enable F&B Features).
- Plan your groups and give each a short code in capital letters, for example SETDRINK for the drinks and SETSIDE for the sides.
- Each add-on is an item of its own. Its selling price is the extra the customer pays on top of the set; a price of 0.00 shows as Included.
- For item photos on the choices, put a picture named after the item code (for example CF-AO-MILO.jpg) in the ProductImage folder, the same as the menu buttons.

Steps

1. Switch on the add-on options

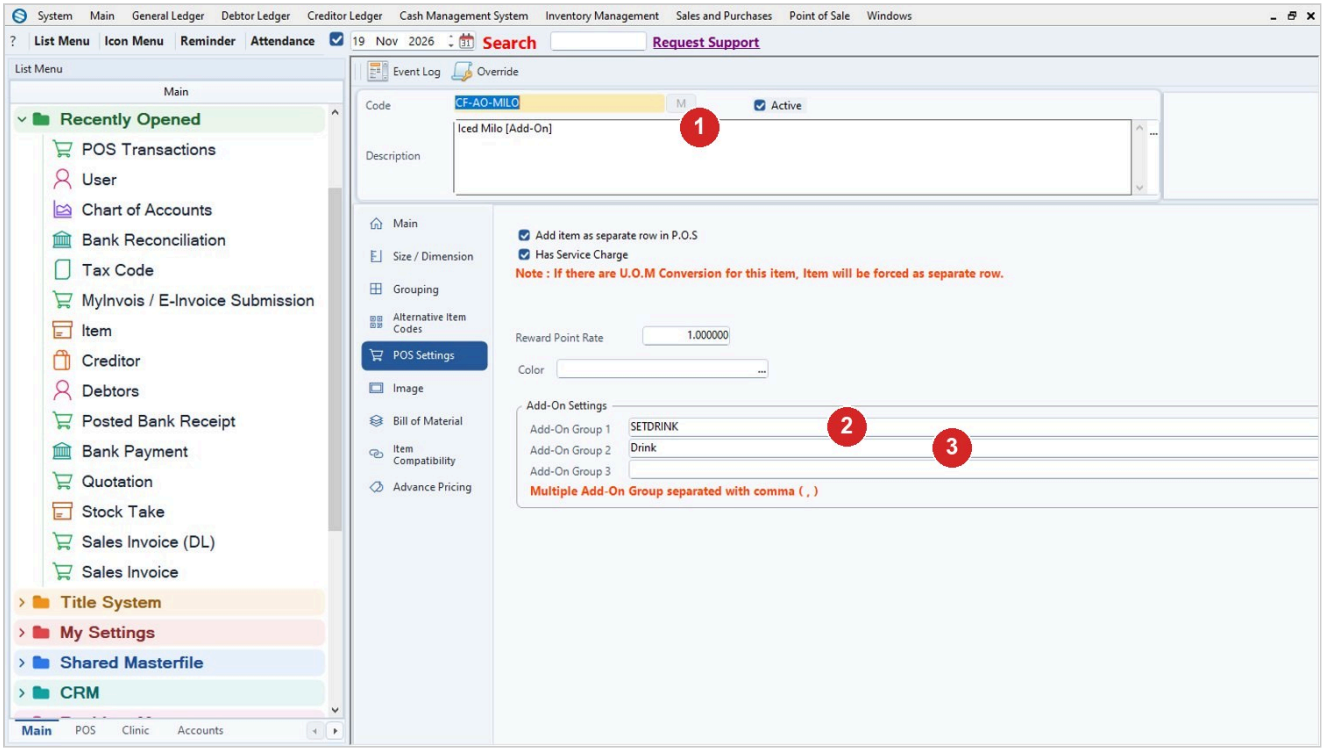
Go to Point of Sale > Point of Sale Setup > Point of Sale Settings and open the F&B Features tab.



Step	What to do
1	Add-on Item Identifier: the text that marks an add-on item in its description, normally [Add-On]. It is taken out of the name the cashier sees.
2	Tick Auto Pop up Add-On Selection when add item in transaction, so the add-on window opens as soon as the set is tapped.
3	Tick Compulsory choose Add-On Items if a set must not be sold without its add-ons. Leaving the window without them then needs a supervisor. Click Save.

2. Create the add-on items

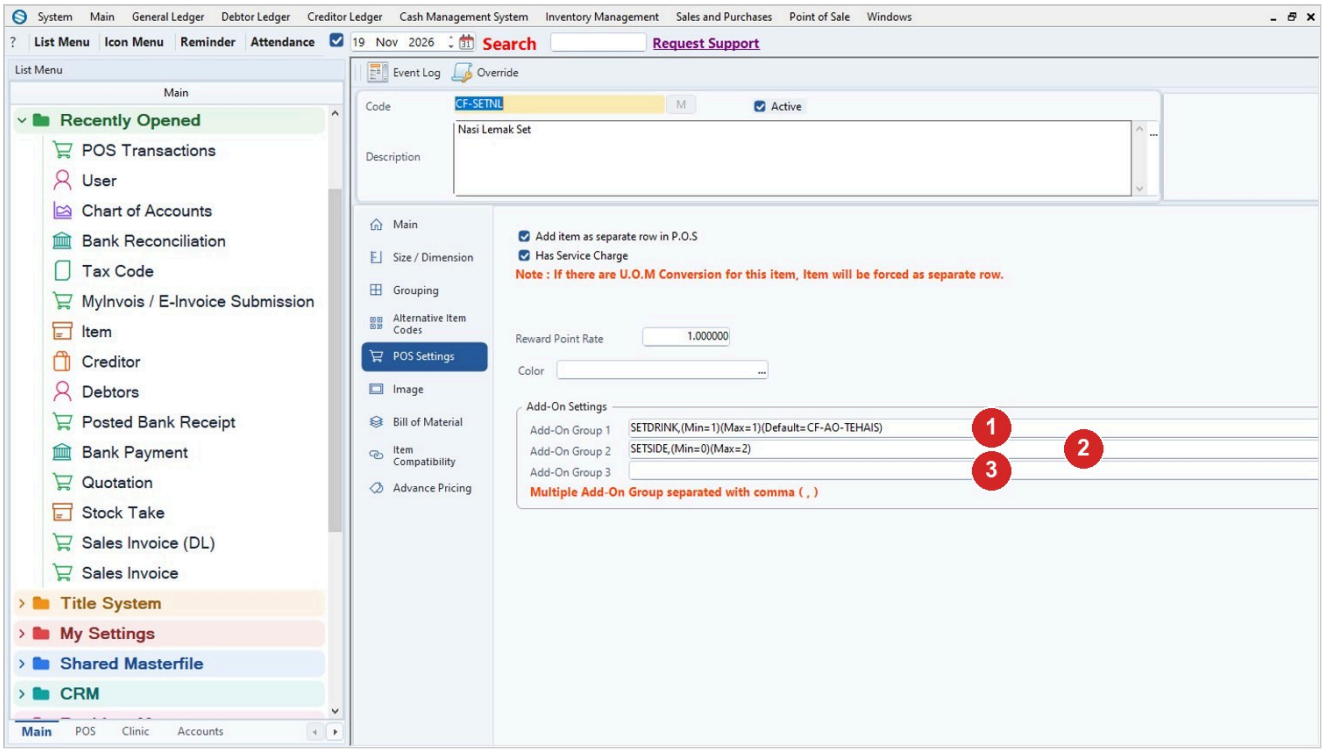
Create each choice as an item (Inventory Management > Masterfile > Item), for example Iced Milo. Set its selling price to the extra charge: 1.00 for Iced Milo, 0.00 for a drink that is included in the set. Then open the POS Settings tab.



Step	What to do
1	Description: the name followed by the add-on identifier, for example Iced Milo [Add-On].
2	Add-On Group 1: the group code this choice belongs to, for example SETDRINK.
3	Add-On Group 2: the heading shown above the group in the add-on window, for example Drink. Click Save, and do the same for every drink and side.

3. Set up the set meal

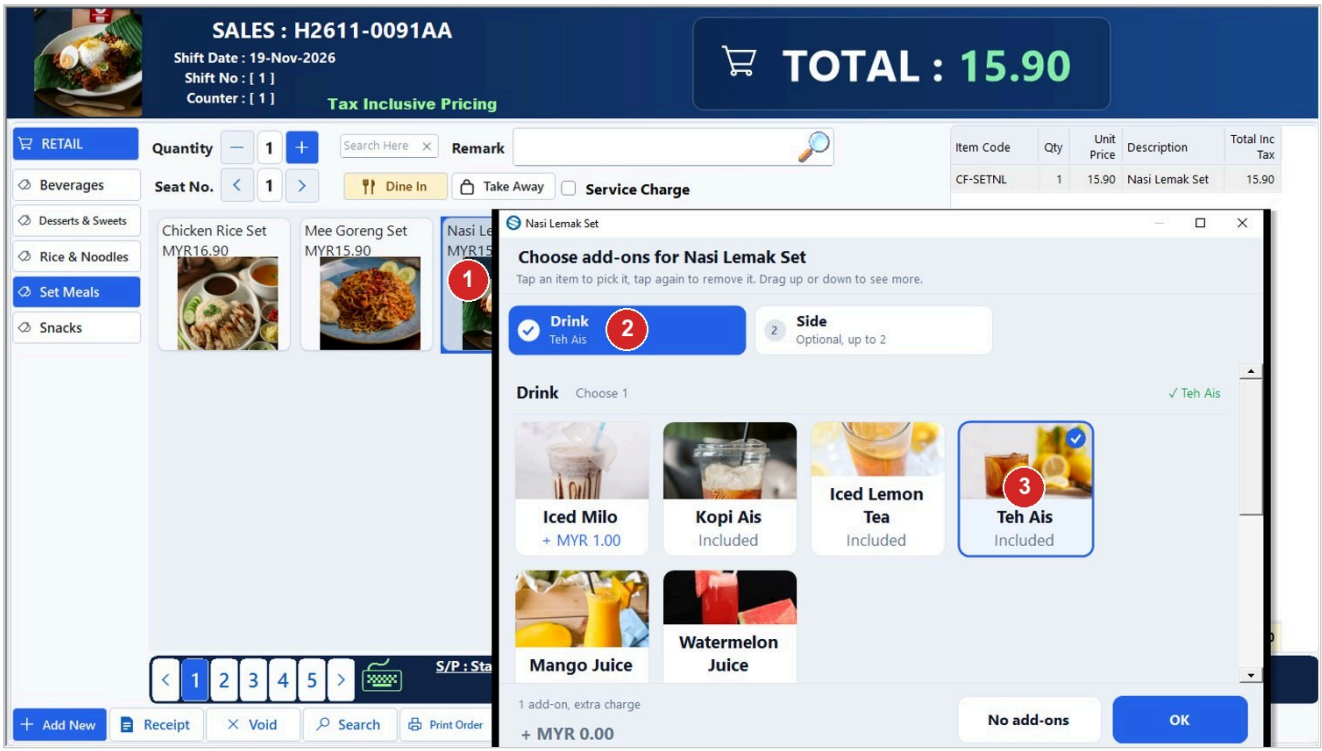
Open the set meal item, for example Nasi Lemak Set at 15.90, and go to the POS Settings tab. Each Add-On Group field is one group of choices in the window, up to three. Type the group code, then the rules, each after a comma: (Min=1) means at least one pick, (Max=2) allows up to two, and (Default=CODE) picks that item by itself for a new set. Without Min or Max a group needs exactly one pick.



Step	What to do
1	Add-On Group 1: SETDRINK,(Min=1)(Max=1)(Default=CF-AO-TEHAIS) - one drink, Teh Ais already picked.
2	Add-On Group 2: SETSIDE,(Min=0)(Max=2) - sides are optional, up to two.
3	Add-On Group 3: leave blank, or add a third group such as desserts. Click Save.

4. Sell a set meal

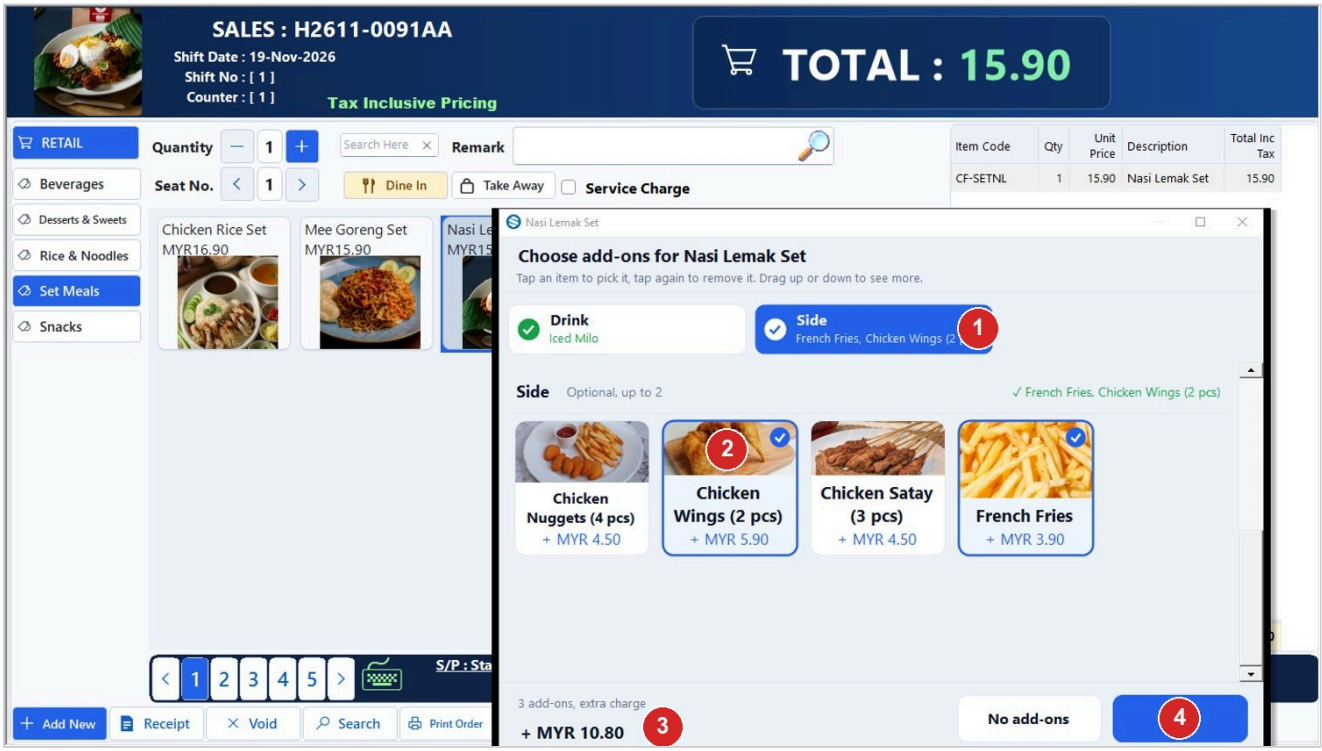
On the sales screen, tap the menu tab and the set. The add-on window opens with the set's name on top, a step for each group, and the choices with their photos. Each choice shows its extra charge, or Included. A default choice is already picked.



Step	What to do
1	Tap the set, for example Nasi Lemak Set.
2	The steps at the top show each group and what is picked. Tap a step to jump to that group.
3	The default drink (Teh Ais) is picked, marked with a tick.

5. Choose the add-ons

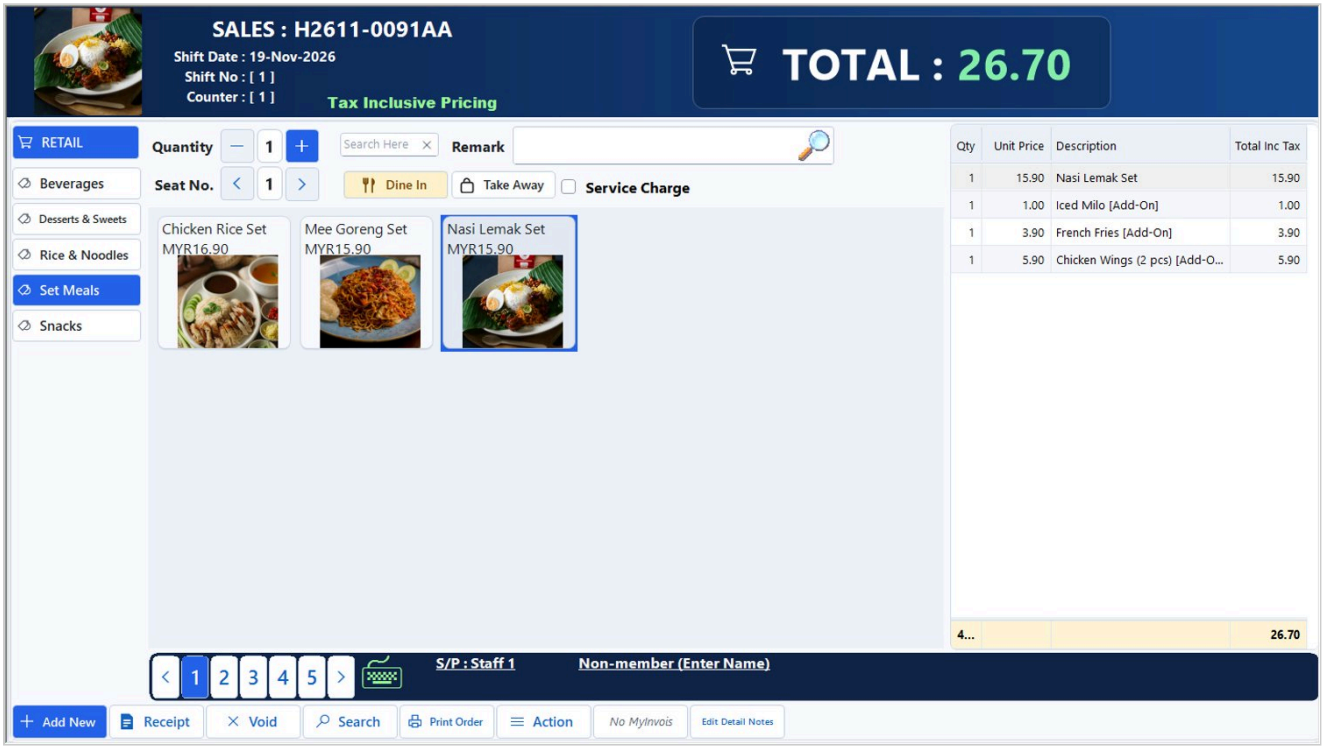
Tap a choice to pick it and tap it again to remove it. In a group of one, tapping another choice replaces the first one. When a group is full the window moves on to the next group. Drag up or down to see every group.



Step	What to do
1	The Side step shows the sides picked so far.
2	Tap the sides the customer wants, for example Chicken Wings and French Fries.
3	The bottom line counts the add-ons and the extra charge (here 3 add-ons, + 10.80 for Iced Milo, French Fries and Chicken Wings).
4	Press OK.

6. Check the bill

The set and each add-on are separate lines: Nasi Lemak Set 15.90, Iced Milo 1.00, French Fries 3.90 and Chicken Wings 5.90, a total of 26.70. Included choices show at 0.00. The add-on lines belong to the set they were picked for.



Tips

- To change the add-ons of a set already on the bill, double-click the set's line and choose Select Add-On Items. The window opens with the current picks. There the button at the bottom is Cancel, which keeps the earlier picks.
- Write the group code and the rules as separate parts with a comma between them: SETDRINK, (Min=1). Written as SETDRINK(Min=1) the code is not found.
- Several groups can share their add-ons: put the same code in the set meals you like, for example SETDRINK in every set.
- Two defaults in one group: (Default=CF-AO-TEHAIS+CF-AO-FRIES). Defaults are picked only for a new set, not when you change the add-ons later.
- No add-ons leaves the window without any add-on. If add-ons are compulsory, a supervisor must allow it.
- If a required group is short when you press OK, the window jumps to that group and says so. Pressing OK again goes on without it.

- Closing the window with X asks whether to leave without the add-ons.
- Prefer the earlier add-on window? Add the Misc flag (AddOn.Classic.Look).

Common problems

The add-on window does not open when the set is tapped

Check that Auto Pop up Add-On Selection when add item in transaction is ticked (Point of Sale Settings > F&B Features) and that the set has a code in Add-On Group 1, 2 or 3. Close and open the sales screen again after changing settings.

A group is empty or a choice is missing

The code in the set's Add-On Group field must match the add-on item's Add-On Group 1 exactly, and the add-on item must be active. Check also that the code is not joined to a rule, as in SETDRINK(Min=1); use SETDRINK,(Min=1).

The group heading shows Category 1 instead of Drink

Fill in Add-On Group 2 of the add-on items with the heading, for example Drink.

The choices show no photos

Put a picture named after the add-on's item code, for example CF-AO-MILO.jpg, in the ProductImage folder (or the folder in the product image path setting).

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

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