Synergy Acc2026 - POS Settings: F&B Features and QR Order Connection

This guide shows how to switch on the restaurant (food and beverage) features in the point of sale settings, set up the service charge and add-on items, and connect the point of sale to the QR Order service so customers can scan a QR code to order.

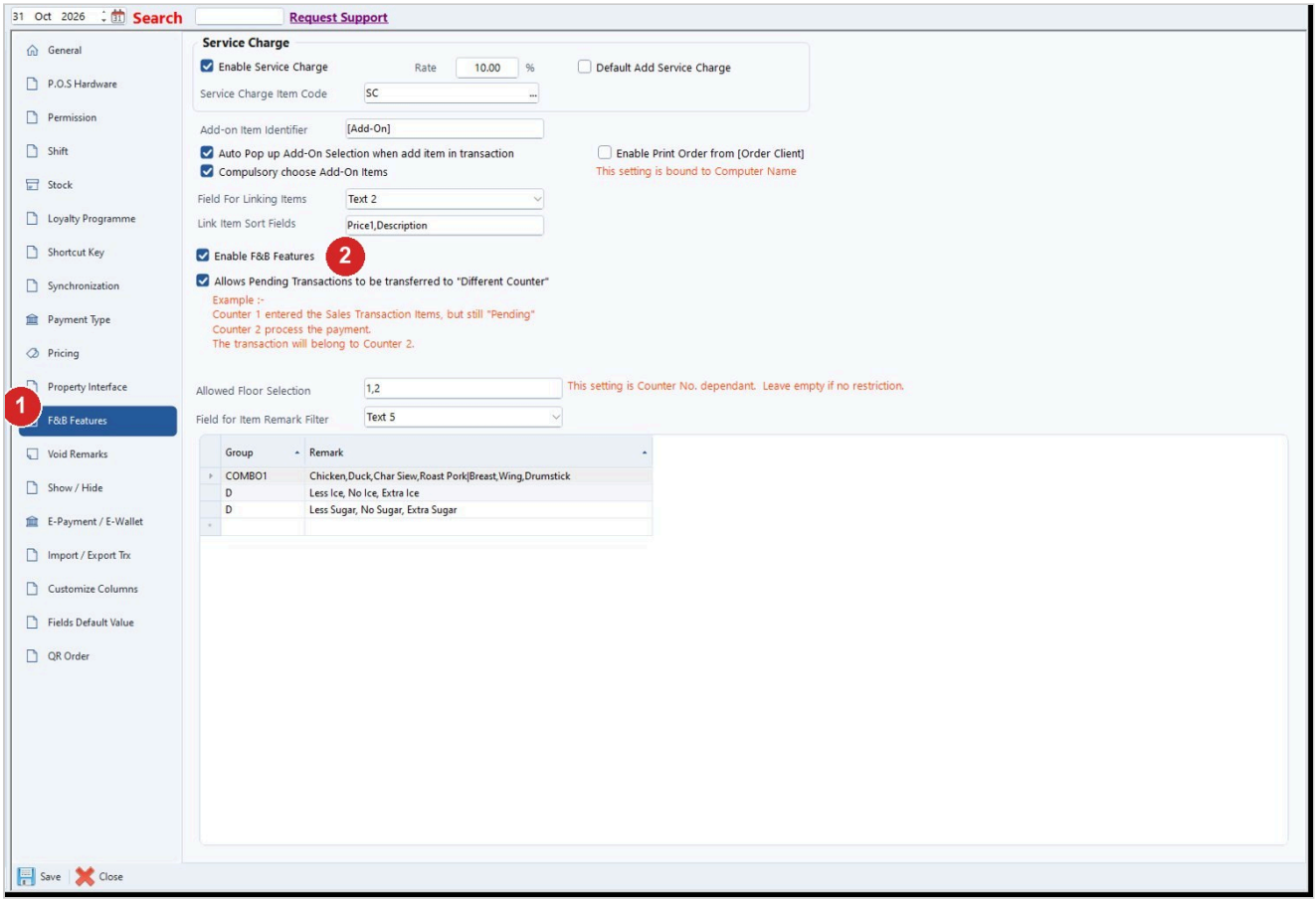
Before you start

- Open the settings from Point of Sale > Point of Sale Setup > Point of Sale Settings.
- For QR Order, have your public https address (API URL) ready. You will need Synergy to give you the API Key.
- If you want online payment on QR Order, have your Merchant Id and Merchant Password ready.

Steps

1. Turn on the F&B features

This is the main switch for the restaurant functions.



Step	What to do
1	Click the F&B Features tab.
2	Tick Enable F&B Features.

2. Set up the service charge

In the Service Charge box tick Enable Service Charge, enter the Rate (in %) and the Service Charge Item Code, and tick Default Add Service Charge if it should be added by default.

3. Set the add-on and ordering options

Tick Compulsory choose Add-On Items and Auto Pop up Add-On Selection when add item in transaction if you want them. Choose the item fields in Field for Item Remark Filter, Field For Linking Items, Add-on Item Identifier and Link Item Sort Fields. Tick Allows Pending Transactions to be transferred to "Different Counter" if a bill started on one counter may be finished on another.

4. Set floor selection and Order Client printing

In Allowed Floor Selection, fill in the floors this counter may use, or leave it empty if there is no restriction. Tick Enable Print Order from [Order Client] if needed. Click Save.

5. Enter the QR Order connection

Click the QR Order tab. Enter the API URL first, the public https address with no slash at the end. Then click the button in the API Key box: it sends a key request to Synergy and the program says 'Key Request has been sent. Please contact Synergy Team to obtain the key.' When you receive the key, enter it in API Key.

6. Choose the Salesperson, Location and QR style

Choose the Salesperson and Location for QR Order. Set QR Type to Dynamic - New QR for each Trx or Static - Same QR for all Trx, and set QR Image Size and QR Order Slip Format.

7. Fill in what customers see

Enter the Address and Contact Info. Tick Show Footer, Show Phone Input (to ask the customer for a phone number) or Enable Member as needed.

8. Set up online payment (optional)

Tick Enable Online Payment and enter the Merchant Id and Merchant Password. There is also an Is Production tick box.

9. Upload the settings

Click Upload Settings To QR Order Cloud Server and answer Yes to 'Do you want to upload setting to server?'. 'Uploaded.' means it worked. Then click Save.

Tips

- Allowed Floor Selection follows the Counter No., and Enable Print Order from [Order Client] follows the Computer Name, so each counter or PC can differ.
- The General tab decides whether a counter may set its own F&B or Retail mode.
- If the API URL does not start with https://, the program asks 'Continue anyway?'. Use the public https address.

Common problems

The program says 'Please enter the QR API URL first.'

Fill in API URL before using the API Key button or the upload button.

The upload fails.

The program shows the error returned by the QR Order server. Check the API URL and API Key, then try again.

I do not have an API Key.

Use the button in the API Key box to send a key request, then contact Synergy to obtain the key.

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