Synergy Acc2026 - POS Settings: Who May Do What, and Void Reasons

This guide shows how to decide what cashiers may do at the point of sale (editing prices and discounts, returns, deleting items, vouchers, serial numbers, back-dated sales) and when a password override is needed, and how to set the list of reasons offered when a sale is voided.

Before you start

- Open the settings from Point of Sale > Point of Sale Setup > Point of Sale Settings.
- Decide which actions cashiers may do freely, which need a supervisor's permission, and which are not allowed.

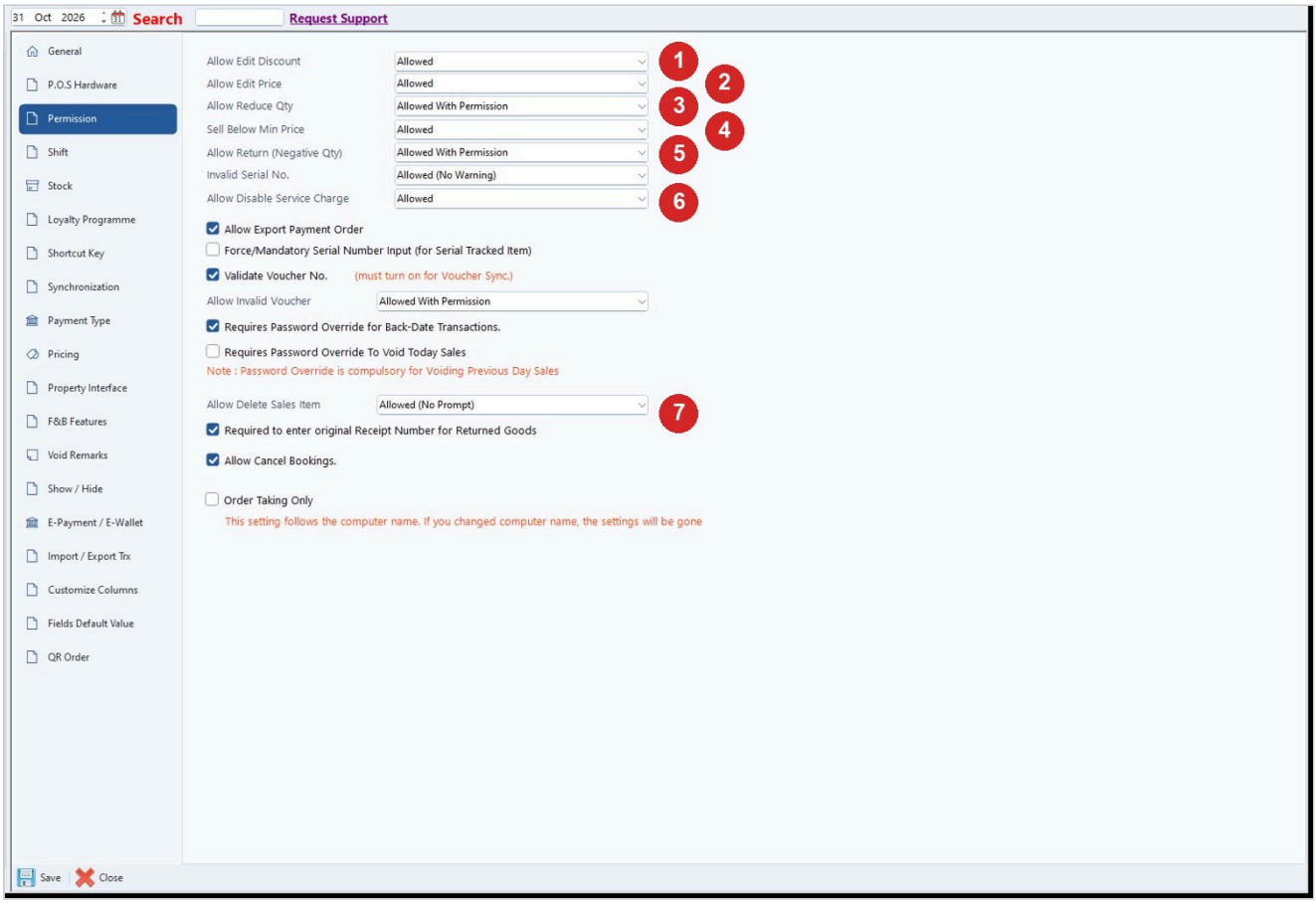
Steps

1. Open the Permission tab

In the Point of Sale Settings, click the Permission tab.

2. Choose what is allowed for prices and quantities

Choose Allowed, Not Allowed or Allowed With Permission for each of the first six. Allow Delete Sales Item has the same three choices plus Allowed (No Prompt).



Step	What to do
1	Set Allow Edit Discount.

Step	What to do
2	Set Allow Edit Price.
3	Set Allow Reduce Qty.
4	Set Sell Below Min Price.
5	Set Allow Return (Negative Qty).
6	Set Allow Disable Service Charge.
7	Set Allow Delete Sales Item.

3. Set the voucher and serial number rules

Tick Validate Voucher No. to check vouchers, and choose Allowed, Not Allowed or Allowed With Permission for Allow Invalid Voucher. The screen notes this must be turned on for Voucher Sync. For Invalid Serial No. choose Allowed (No Warning), Allowed (With Warning), Allowed With Permission Override or Not Allowed. Tick Force/Mandatory Serial Number Input (for Serial Tracked Item) if serial numbers must always be entered.

4. Set the password rules

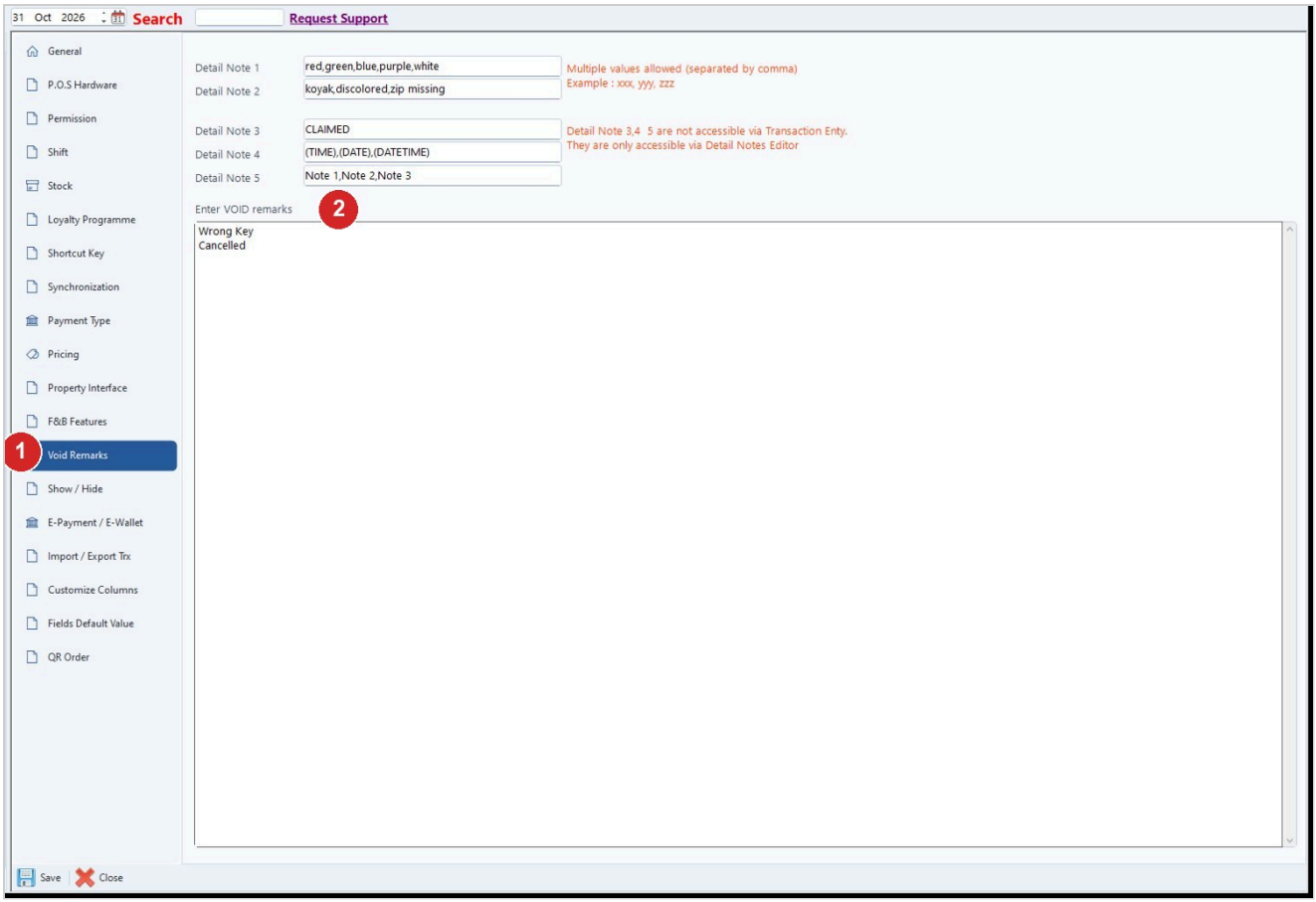
Tick Requires Password Override for Back-Date Transactions. and Requires Password Override To Void Today Sales if you want them. The screen notes that a password override is compulsory for voiding previous day sales.

5. Set the other rules

Tick Required to enter original Receipt Number for Returned Goods, Allow Cancel Bookings., Order Taking Only or Allow Export Payment Order as needed. Click Save.

6. Type the void reasons

The cashier picks one of these lines when voiding a sale.



Step	What to do
1	Click the Void Remarks tab.
2	Under Enter VOID remarks, type each reason on its own line.

7. Set the detail note choices (optional)

For Detail Note 1 to Detail Note 5, type the choices to offer in the matching note box of a sale line, separated by commas, for example xxx, yyy, zzz. Click Save.

Tips

- Order Taking Only follows the computer name. If you change the computer name, the setting will be gone.
- Detail Note 3, 4 and 5 are not accessible via Transaction Entry. They are only accessible via the Detail Notes Editor.
- If Enter VOID remarks is empty, the void screen does not offer a list of reasons.

Common problems

The cashier sees no void reasons.

Type the reasons in Enter VOID remarks on the Void Remarks tab, one per line, and save.

All the void reasons appear as one long reason.

Put each reason on its own line.

I cannot find Detail Note 3, 4 or 5 in transaction entry.

They are not shown there. Use the Detail Notes Editor instead.

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