Synergy Acc2026 - POS Settings: Shift Rules and End-of-Shift Actions

This guide shows how to set up shifts in the point of sale settings: single or multiple shifts a day, when the business day starts, how salespeople sign in, and what happens when a shift is closed, including an e-mail of the sales summary.

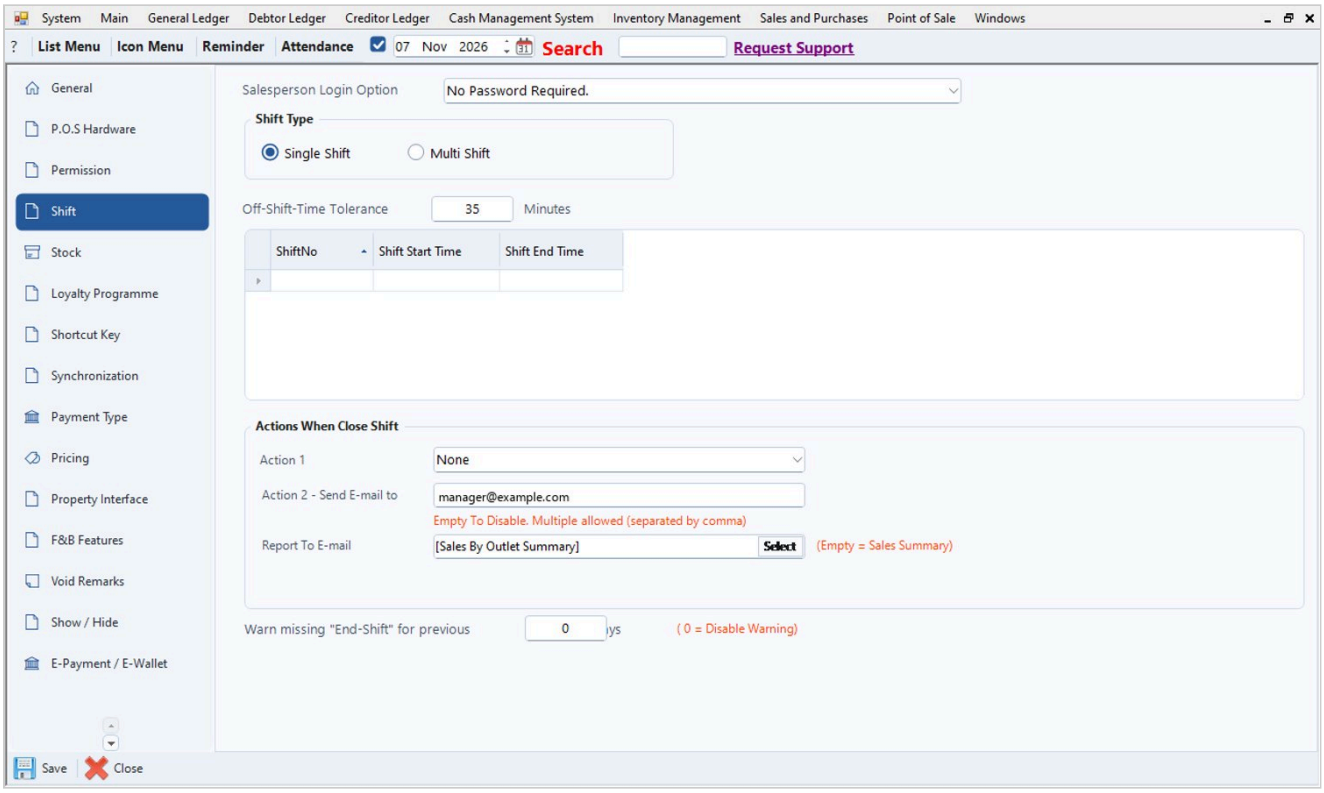
Before you start

- Open the settings from Point of Sale > Point of Sale Setup > Point of Sale Settings, then click the Shift tab.
- To e-mail a report at the end of a shift, have the e-mail address(es) ready.

Steps

1. Choose the shift type

Under Shift Type, choose Multi Shift (several shifts a day) or Single Shift (one shift a day).



2. Set when the business day starts

If you chose Single Shift, set Business Day Starts At. This box can be edited only for Single Shift.

3. Set the Off-Shift-Time Tolerance

Enter the Off-Shift-Time Tolerance in Minutes.

4. Choose how salespeople sign in

In Salesperson Login Option choose one of: No Password Required., For Every Transaction (New Only), For Every Transaction (New & Edit), Require Password for Every Item, or Require Password When Salesperson is changed.

5. Choose what happens when a shift is closed

In the Actions When Close Shift box, set Action 1 to None, Preview Sales Summary or Print Sales Summary.

6. E-mail a report at the end of the shift

In Action 2 - Send E-mail to, type the e-mail address. Leave it empty to disable the e-mail, and separate several addresses with commas. Click the Select button of Report To E-mail to choose the reports to send: Sales Summary, Sales By Outlet (Grouping), Sales Cost Analysis, Transaction Detail Listing or Sales By Outlet Summary. If you choose none, Sales Summary is sent.

7. Warn about a missing End-Shift

In Warn missing "End-Shift" for previous ... days, enter the number of days. Enter 0 to disable the warning. Then click Save.

Tips

- Settings on this tab are saved together with the rest of the Point of Sale Settings.
- The reports and addresses you choose decide exactly what is e-mailed when a shift is closed.

Common problems

No e-mail arrives when a shift is closed.

Check that Action 2 - Send E-mail to is filled in and correct. When it is empty, the e-mail is disabled.

I cannot edit Business Day Starts At.

It can be edited only when Shift Type is Single Shift.

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

Synergy Acc2026 - Guide date 2026-10-30. Internal draft: not yet reviewed by Synergy staff.