Synergy Acc2026 - POS Pax Count, Add-On Items, Sold Out Items and Timed Tables

This guide shows you the everyday tools used at a food and beverage counter: entering the number of people, choosing add-on items, limiting or sold-out items, billing tables by time, and editing item notes on past sales.

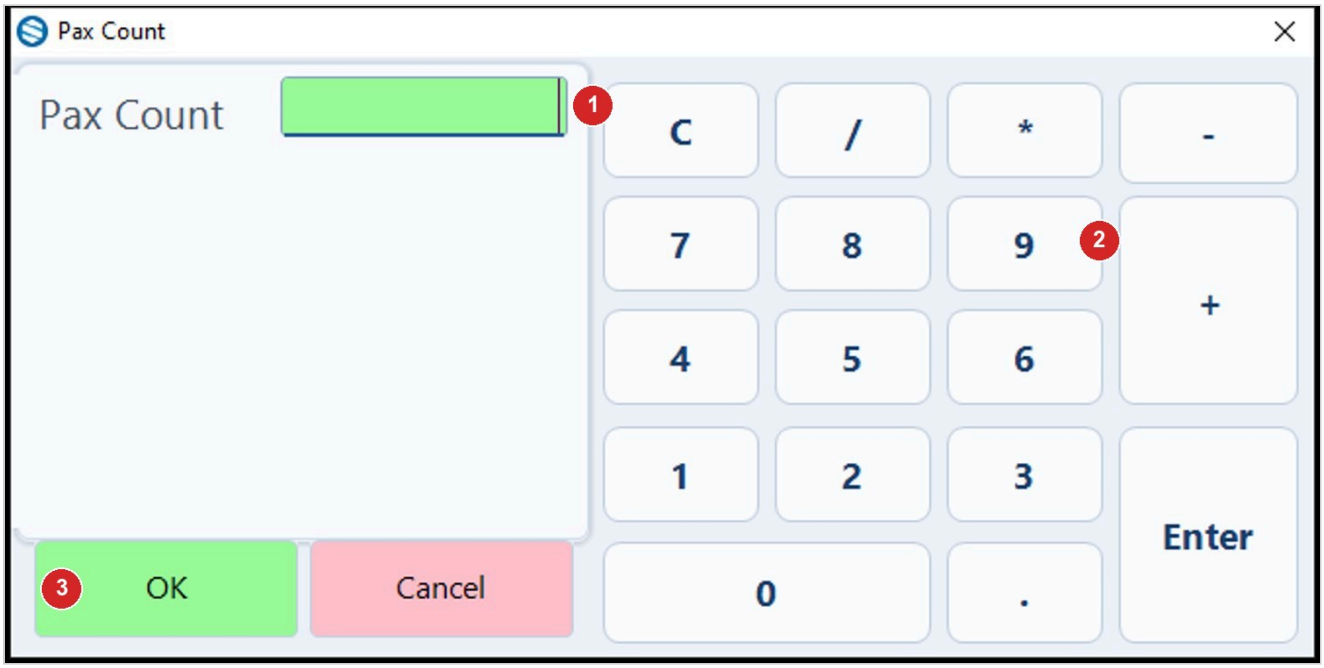
Before you start

- These screens are opened from the POS sales screen.
- Setting a quantity limit on an item needs the item countdown feature to be switched on.
- Timed table billing and pickup slip printing only appear when they are switched on for your shop.

Steps

1. Enter the pax count

Click Pax Count on the sales screen.



Step	What to do
1	Pax Count: the number of people (here 4). If other groups are shown, fill in their counts too.
2	Use the on-screen keypad on a touch screen.
3	Click OK to save, or Cancel to close without saving.

2. Choose add-on items

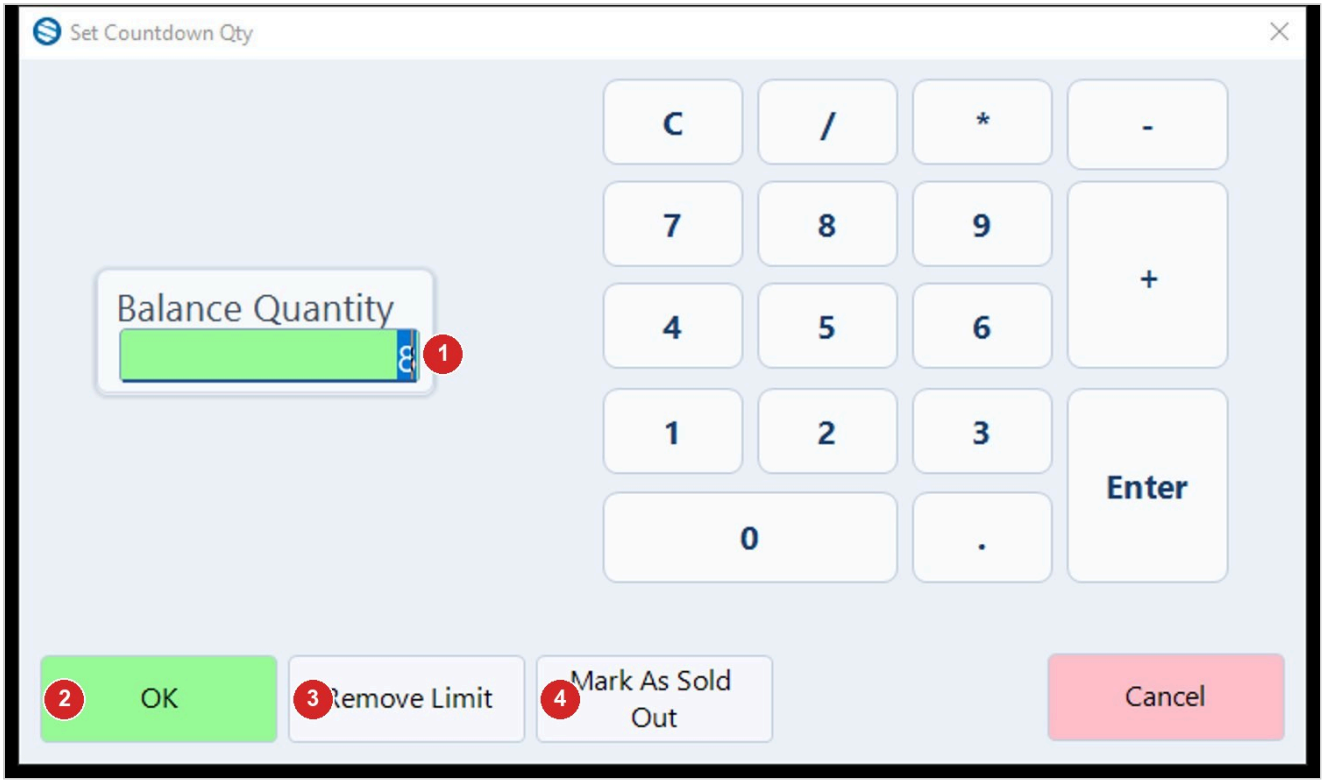
When you sell an item that has add-on choices, a window opens with a tab for each group. The tab heading shows the minimum and maximum, for example (Min:1,Max:1). Click the picture or label of the item you want; it turns blue. Click it again to remove the choice. Click OK when every group is finished, or Cancel to leave without adding anything.

3. Link an add-on to its main item

When Item Grouping For : xxx opens after an add-on is entered, click the main item it belongs to in the list under SELECT MASTER ITEM. Click OK, or double-click the row. Click Cancel to leave without linking.

4. Limit or mark an item as sold out

On the POS sales screen, right-click the item button to open Set Countdown Qty. Click Cancel to leave without changes.



Step	What to do
1	Balance Quantity: how many can still be sold (here 8 Chicken Rice).
2	Click OK to set the new limit.
3	Remove Limit stops limiting the item.
4	Mark As Sold Out stops selling it for now.

5. Start timing a table

Open the Time Tracker in Start mode (headed "Please select table."). Click the TableNo or item name of each row to select it; selected rows turn green. Click Start.

6. Bill the time

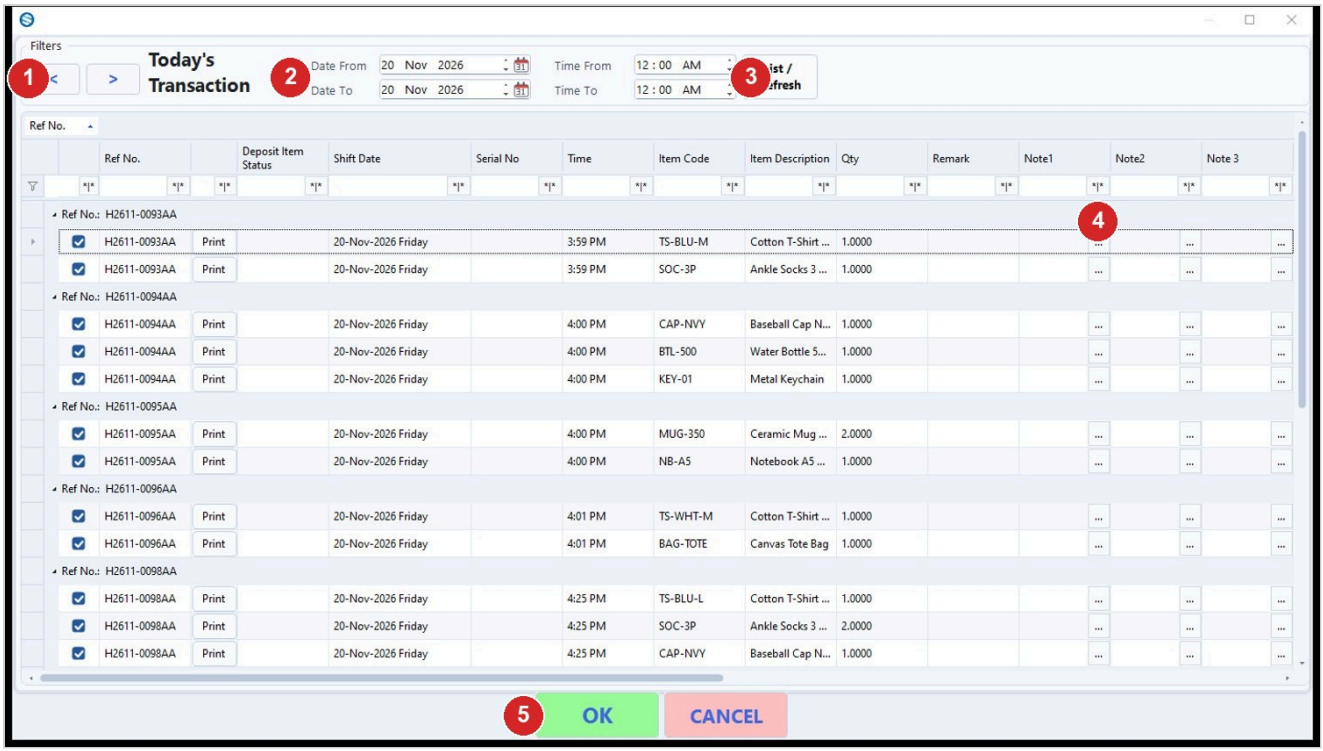
Open the Time Tracker in Add To Bill mode. Rows show the start time and duration. Click the TableNo or item name of the table to be billed, then click Add To Bill. The screen closes with the selected rows chosen for billing.

7. Move a running timer to another table

Open the Time Tracker in Change Table mode (headed "Select new table."). Select the new table (only one is allowed) and click Change Table.

8. Edit the notes on past sales

Open Edit Detail Note (the Edit Detail Notes button, or Action > Edit Detail Notes on the sales screen).



Step	What to do
1	< and > beside Today's Transaction go back one more day or forward one day.
2	Filters: Date From, Date To, Time From and Time To (optional).
3	Click List / Refresh. The sales are listed by Ref No.
4	Change the notes (Note1 to Note 5) in the list; the ... button opens the note choices.
5	Click OK to save.

9. Print pickup slips

If pickup printing is switched on for your shop, tick the sales you want in the list on the Edit Detail Note screen and click Print.

Tips

- Only the pax groups that have a name set up are shown. The extra counts are limited to 100 each; you are asked to confirm before a larger value is saved as 100. The main count is not limited.
- If your company turns on Force Pax Count, you must enter at least one count and click OK before you can leave the screen.
- In an add-on group with a maximum of one, clicking another item replaces the one chosen before. If no maximum is set, the maximum is one item.

- If add-ons are compulsory, a supervisor must give permission to leave the window without choosing them.
- The add-on marker text on an item comes from your point-of-sale settings. Add the main item to the sale first, before its add-on.
- The sold-out limit is saved against the item itself, so it applies everywhere the item is sold at the POS.
- A row that already has a start time cannot be selected in Start mode. Clicking the start time of a row that is already timing opens a menu with Clear/Reset Table, Change Table and PrintSlip.
- The number of days back you use in Edit Detail Note is remembered for next time.

Common problems

I cannot close the Pax Count screen.

Force Pax Count is on. Enter at least one count and click OK. Cancel and the X button keep showing the required message.

A group box is missing in Pax Count.

Only groups with a name set up are displayed.

A count shows 100 instead of the number I typed.

The extra groups are capped at 100.

I cannot close the add-on window.

The add-ons are compulsory. Choose the add-ons, or ask a supervisor for permission.

I cannot pick another item in an add-on group.

You have reached the group's maximum. If the maximum is one, choose another item to replace the first.

The main item is not listed in Item Grouping For.

It may not have been added to the sale yet, or it is itself an add-on.

An item cannot be sold after I marked it sold out.

Open Set Countdown Qty and set a new Balance Quantity, or click Remove Limit.

"Please select table." or "Please select table to be billed." appears in the Time Tracker.

Select a table row first, then click the button.

"You have selected more than 1 table. Only 1 table allowed." appears.

Change Table accepts only one table. Select just the new table.

"Please add (PickupFormat=xxx) in Misc Flag." appears when printing pickup slips.

The pickup slip format has not been set up. Contact Synergy support and have the message ready.

I cannot find an old sale in Edit Detail Note.

Use the < button to go back to its day.

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

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