Synergy Acc2026 - POS Void Sale, Split Bills and Discounts

This guide shows you how to void a sale with a reason, split the items of one open bill onto another bill, and give a discount on the whole bill or on one item group.

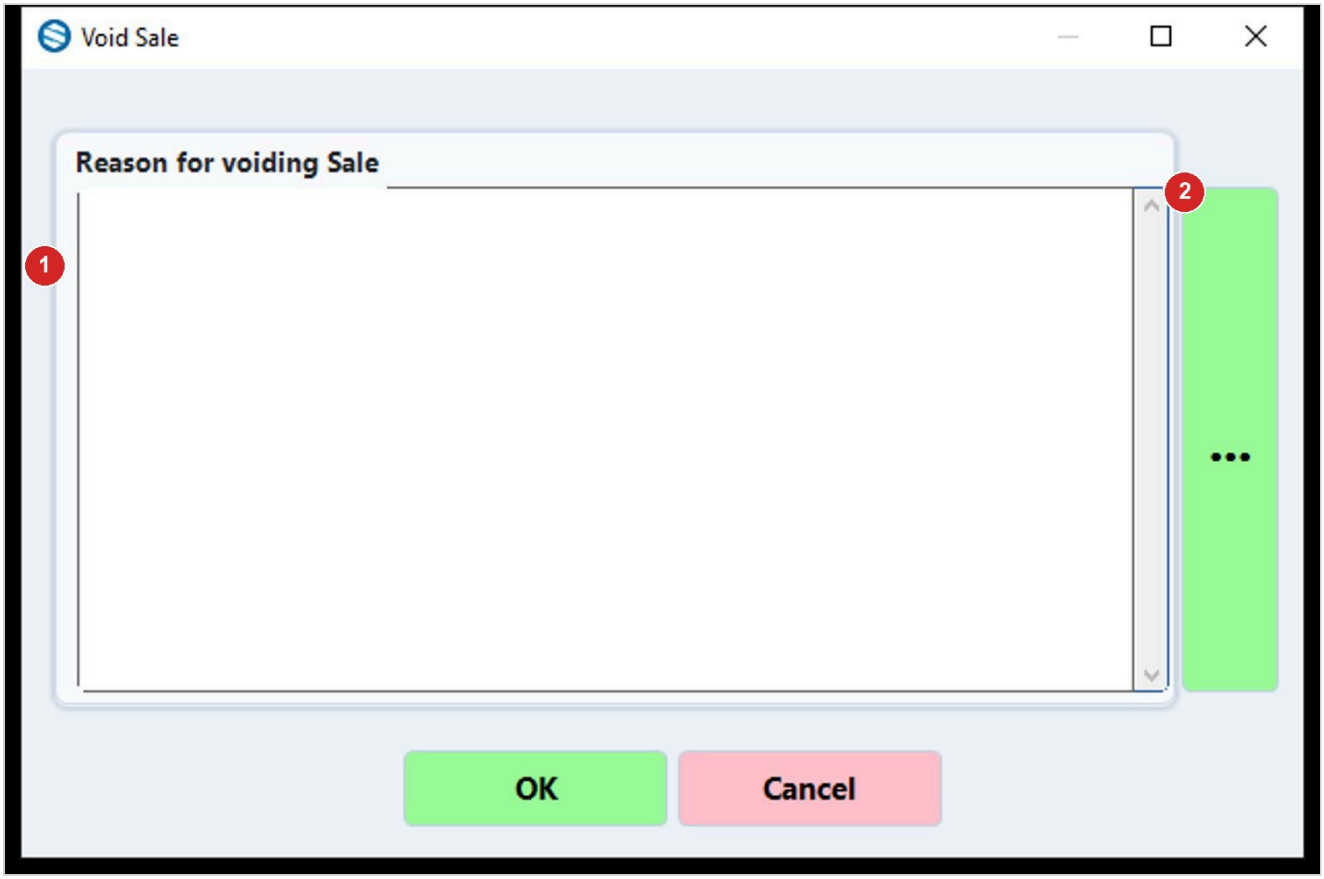
Before you start

- These screens are opened from a sale at the point of sale. Split Bills works on a sale that is already open.
- Your user may need permission to use the Void Sale screen.

Steps

1. Give a reason for voiding

When you void a sale, give the reason.



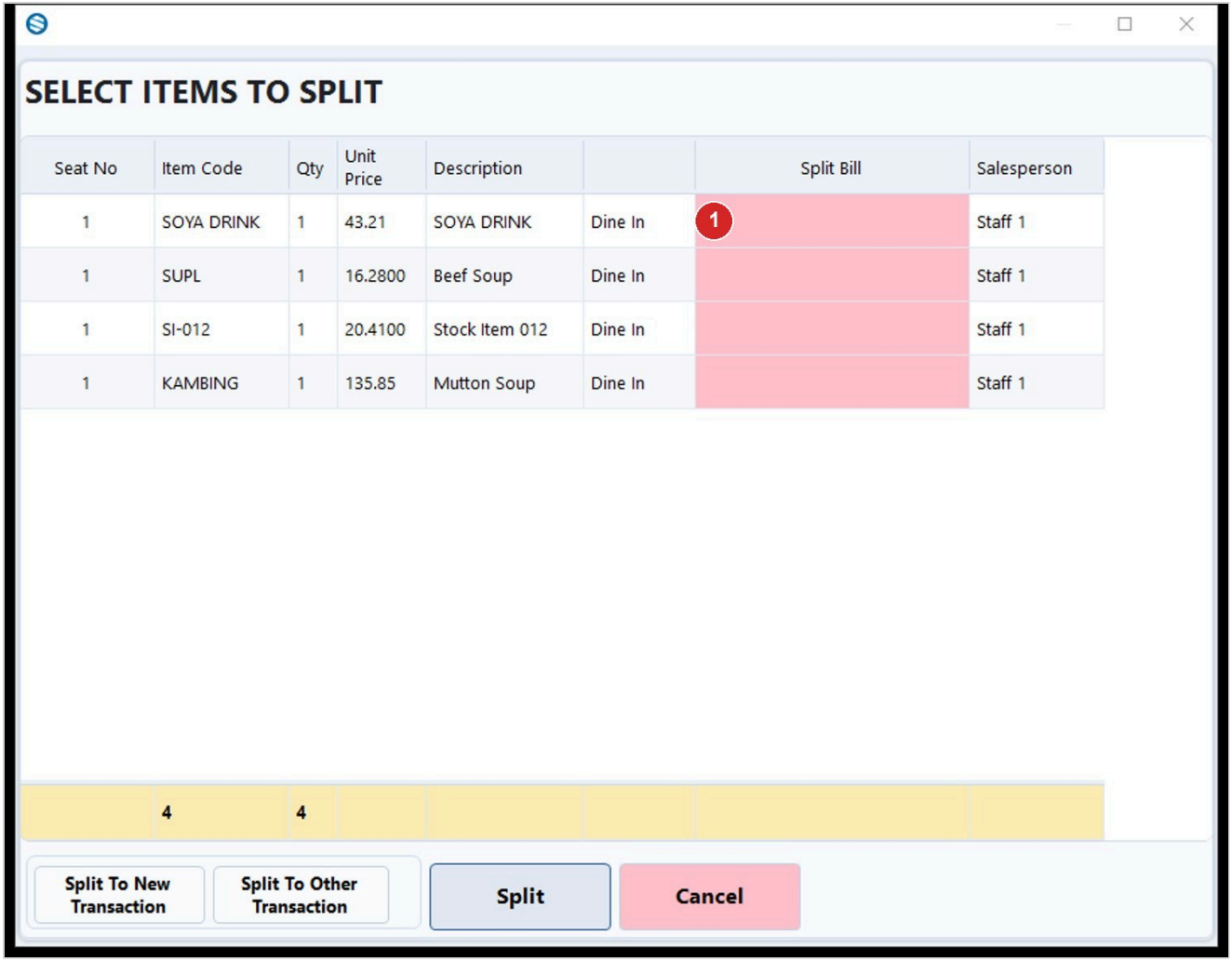
Step	What to do
1	Type the reason in the box under Reason for voiding Sale.
2	Click ... to pick a ready-made reason from a list.

2. Confirm the void

Click OK, then answer Yes to "Do you want to void this sale?". Choose No, or click Cancel, to close without voiding anything.

3. Mark the items to split

Open Split Bills from the open sale. A marked row turns green and shows "SPLIT". Click again to unmark it. The whole line of a marked item is moved.



Step	What to do
1	Under SELECT ITEMS TO SPLIT, click in the split column of each item you want to move.

4. Choose where the items go

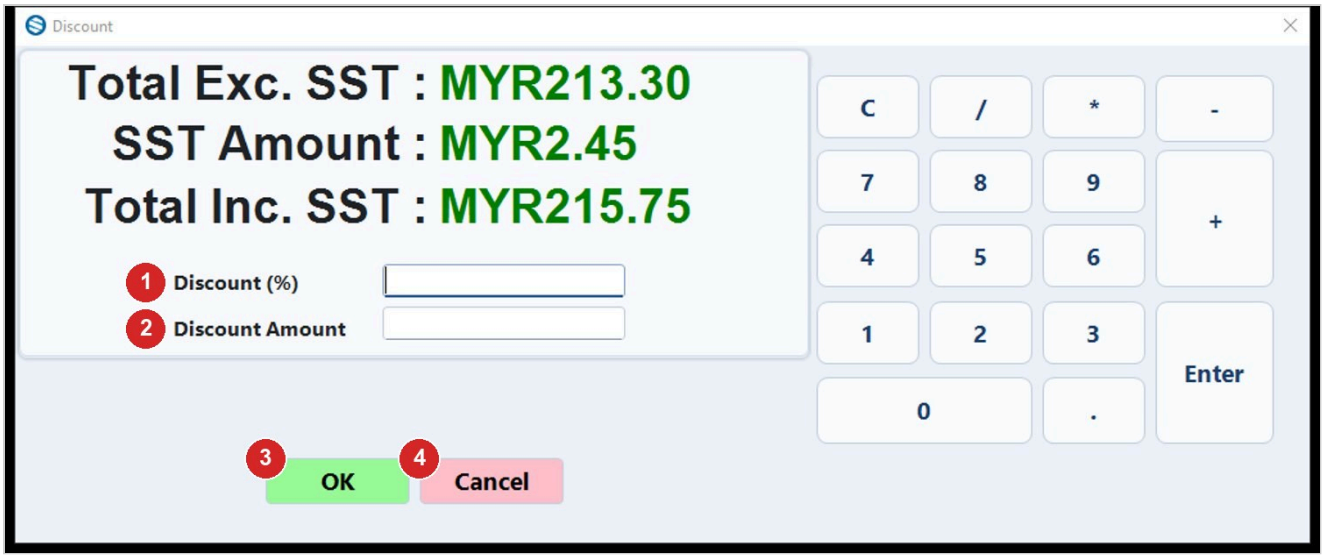
Choose Split To New Transaction to put the marked items on a brand new bill, or Split To Other Transaction and then pick an existing table or bill to receive the items.

5. Split

Click Split. If it works, the screen closes and the new bill is available. Click Cancel to leave without splitting.

6. Give a discount on the whole bill

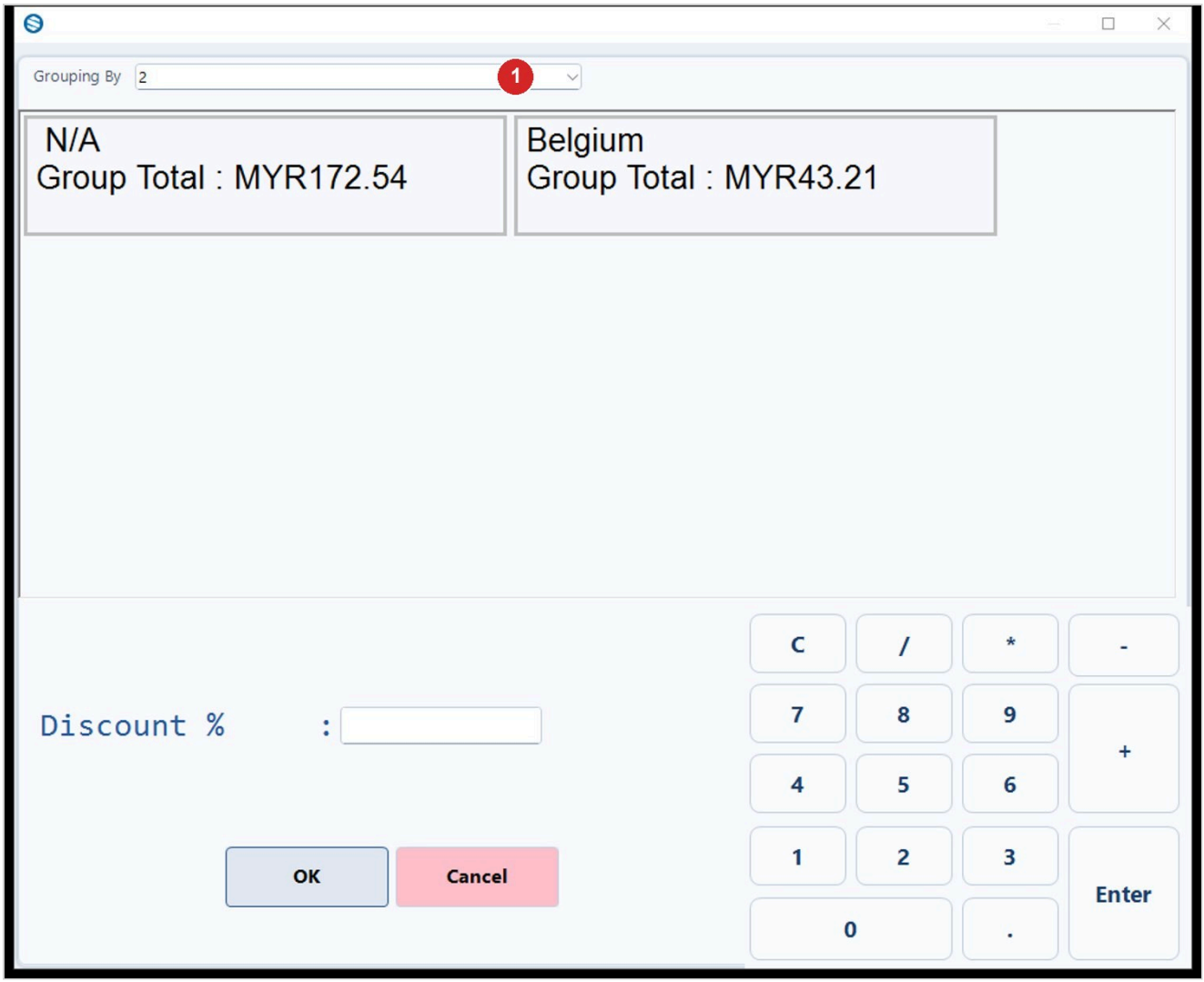
Open the Discount window from the POS bill. Check the totals shown at the top.



Step	What to do
1	Enter Discount (%).
2	Or enter Discount Amount. The other box is worked out for you.
3	Click OK to apply.
4	Click Cancel to leave.

7. Pick a group for a group discount

To discount all items of one item group, open Discount By Group from the open sale. A box appears for each group found in the sale, with its description and group total.



Step	What to do
1	Choose the grouping in Grouping By (Group 1 to Group 7).

8. Click the group box and apply

Click the group box you want; its border turns blue. Type the Discount %, then click OK. Cancel leaves without applying.

Tips

- Voiding needs a reason. The void reasons behind the ... button come from your point-of-sale settings. If none are set up, you can still type a reason.
- Add-on items are hidden from the Split Bills list.
- The bill needs at least 2 item rows before it can be split.
- In the lump-sum discount, when you type the amount, the percentage is rounded to a whole number.
- When prices include tax, the discount is compared with the total including tax; otherwise with the total before tax.
- Always click a group box before OK in Discount By Group. If none is clicked, the discount goes to the "N/A" items, which are the items without a group.

- In Discount By Group, your Grouping By choice is remembered next time once you apply a discount.

Common problems

"Please state a reason for voiding this sale." appears.

The reason box is empty or only spaces. Type a reason and click OK again.

The ... button shows no list of reasons.

No void reasons have been set up in the point-of-sale settings. Type the reason yourself.

The sale was not voided after I clicked Cancel.

This is expected. Cancel only closes the pop-up.

"Need minimum 2 items to split bill." appears.

The bill has only one item row, so there is nothing to divide.

"Please select [Split To New Transaction] or [Split To Other Transaction]" appears.

Choose where the items should go, then click Split again.

"The selected table is current table." appears.

You picked the same bill the items are already on. Choose a different one.

I cannot see an item in the Split Bills list.

It may be an add-on item, which is hidden from this list.

The wrong item was moved.

Marked rows are green. Click a row again to unmark it before pressing Split.

"Discount amount cannot be more than the Total Amount." appears.

Lower the discount amount and click OK again.

The tax lines are missing in the Discount window.

The shift date has no tax type, so only the total is shown. This is normal.

The group I expect is missing in Discount By Group, or the discount went to the wrong items.

The items in the sale may not belong to that group under the chosen Grouping By; try another group number. If you did not click a group box first, the "N/A" items were discounted.

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

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