Synergy Acc2026 - Common Entries an Auditor Asks About: Commission, Exchange Gain or Loss, Loans

This guide shows how a few entries an auditor often asks about are keyed in Synergy: commission, foreign exchange gain or loss, bank charges in a foreign currency, closing stock and clearing a loan balance. It covers only where and how the entry is keyed. How an item should be treated in your accounts, for example asset or expense, is a decision for your own accountant, not something the program or this guide can decide.

Before you start

- The details of the transaction: date, amount, currency and the rate on the invoice and on the receipt.
- Your accountant's decision on how the item should be treated.
- For closing stock: which month or year end the figure is for.

Steps

1. Commission: use a Payment Voucher

The program has no automatic commission calculation. Work out the commission yourself and record it with a Payment Voucher using a commission account, like any other expense.

2. Foreign exchange gain or loss on receipts: it posts by itself

When the rate on a bank receipt is different from the rate on the invoice, the program posts the exchange gain or loss automatically. You do not key it.

3. See the exchange gain or loss

Go to General Ledger > Query > Transaction Query and filter on the gain/loss foreign exchange account.

4. Bank charges in a foreign currency: use the actual rate

When you key bank charges in a foreign currency, enter the actual exchange rate, not 1.0000. The foreign currency and MYR must be different.

5. Closing stock: key it in Chart of Account

Closing stock can only be keyed in under Chart of Account, at the closing stock entry, for the month (the last month at year end). It then appears in the Balance Sheet and the Profit and Loss. Remove the amount if you do not want it shown.

6. Loan or other balance the auditor wants cleared: ask your accountant

A balance cannot simply be set to zero without an adjustment entry. Ask your accountant which account it belongs under and what adjustment is needed. Then key that adjustment as your accountant instructs.

Tips

- Whether an item is an asset or an expense, and any other accounting treatment not listed above, is for your accountant to decide.
- This guide does not cover how to key a loan or its repayments, or other entries not listed here. Ask your accountant, and contact Synergy support if you need to know where in the program something is keyed.
- Have the transaction details ready before you ask, including the currency and the rates.

Common problems

The auditor asks where the exchange gain or loss is.

Use General Ledger > Query > Transaction Query on the gain/loss foreign exchange account.

There is no commission amount to select or calculate.

The program has no commission calculation. Record the amount you worked out with a Payment Voucher on a commission account.

Closing stock is missing from the Profit and Loss or Balance Sheet.

It is keyed in manually under Chart of Account at the closing stock entry. Key the figure for the month and save.

The auditor wants a balance cleared to zero.

It cannot be zero without an adjustment entry. Ask your accountant what the adjustment should be.

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

Synergy Acc2026 - Guide date 2026-11-12. Internal draft: not yet reviewed by Synergy staff.