Synergy Acc2026 - Self-Service E-Invoice QR on the Receipt: New Branch Set-Up and When It Does Not Print

The self-service e-invoice QR lets a customer scan the receipt and enter their own details for an e-invoice. Use this guide when a new branch or outlet needs the QR, when the QR does not print on the receipt, or when you want to stop it printing. Some parts you can check yourself; the set-up for a new branch is done by Synergy support.

Before you start

- The branch or outlet name and its licence number.
- A receipt printer that works on the branch PC.
- One bill number where the QR is missing, with its date.

Steps

1. Know who does what

You can check the member or debtor on the bill, the Walk-In Customer setting and the expiry of the self-service QR. Synergy support sets the self-service server address in the e-invoice setting on the head office PC and on the branch PC, and adds the QR text to the receipt or invoice format. The position of the QR on the receipt is fixed and cannot be moved.

2. Ask for the QR on a new branch or outlet

Open Support Helpdesk, or call the Synergy support line, and say that you want the self-service e-invoice QR on a new branch or outlet. Give the branch name and the branch licence number. Synergy support does the set-up on the head office PC and the branch PC.

3. Test a print on both PCs

After Synergy support has finished, close the software on the client PCs, update it and open it again, then issue a test sale at the branch. Print the receipt on the branch PC and on the head office PC and check that the QR is on the receipt.

4. Check the e-mail on the bill

The QR prints only if the member or debtor on the bill has an e-mail address. If the customer gives no e-mail, make the sale to the Walk-In Customer, which has Is Walk-In Customer ticked. A bill for a member without an e-mail address prints without the QR.

5. Check the expiry of the self-service QR

The self-service QR has its own expiry date for the head office licence and for each branch licence. If it has expired, the QR is not printed or the scan is refused as inactive. Ask your admin to renew both the head office and the branch licences, then print the receipt again.

6. Update and reopen the software

If the QR is still missing, close the software on all the client PCs, update it and open it again. The software must be opened every day. Print the receipt again to check.

7. Stop the QR from printing

If you have not subscribed, or you do not want the QR on the receipt, ask Synergy support to clear the self-service server address in the e-invoice setting and save. After this the QR no longer prints on new receipts.

8. QR on an invoice preview

On an invoice preview, tick the MyInvois QR option. That QR appears only after the e-invoice status is Validated, so a bill that was not yet submitted shows no QR.

Tips

- Read the guide "Synergy Acc2026 - Receipt QR Validity and Bills Over RM10,000" for how long the QR can be scanned and for large bills.
- For the token, API setting and branches, read the guide "Synergy Acc2026 - E-Invoice Token Messages, API Settings and Branches".
- To set up a branch or a second counter, read the guide "Synergy Acc2026 - Setting Up a Branch, Outlet or Second Counter".
- To help a customer who asks for an e-invoice, read the guide "Synergy Acc2026 - A Customer Asks for an E-Invoice".

Common problems

The new branch receipts have no QR at all.

The set-up is done by Synergy support. Contact them through Support Helpdesk and give the branch name, the branch licence number and one bill number.

The QR prints on some bills but not on others.

Check the member or debtor on the bill that has no QR. It most likely has no e-mail address. Use the Walk-In Customer for customers who give no e-mail.

The QR shows expired or inactive.

The self-service QR has an expiry date for the head office licence and for each branch licence. Ask your admin to renew both, then print the receipt again.

I want to move the QR to another place on the receipt.

The position of the QR on the receipt is fixed and cannot be moved.

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