Synergy Acc2026 - Validation Block on the Invoice Printout and Stopping E-invoice E-mails

After an e-invoice is validated, an extra block with the validation details appears on the printed invoice. This guide shows how to avoid it and how to stop e-mailing one customer.

Steps

1. Know when the block appears

The block appears on the invoice after the e-invoice has been validated.

2. Print before validating

To avoid the block, save and print the invoice before you validate the e-invoice.

3. Do not forget credit notes

Credit notes to customers must also be submitted and validated.

4. Stop e-mails to one customer

Search for the customer name in the e-mail list and untick all of that customer's rows.

Tips

- If an invoice was printed after validation, the block is expected.

Common problems

The block still looks wrong

Contact Synergy support with a screenshot of the printout and the invoice number.

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

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