Synergy Acc2026 - Training for New Staff: What Synergy Offers and How to Ask

New or replacement staff often have no hand-over and need a walkthrough of the program. This guide explains the kinds of training Synergy has given, how to ask for it, and what to have ready. Prices are not listed here: Synergy gives a quote when you ask.

Before you start

- Know which module the staff need to learn, for example accounting, fixed asset, payroll, stock, back-dated POS entry or e-invoice.
- Know how many staff will join and whether you want online or onsite training.
- Know whether your company is under a maintenance contract.
- Check whether the program is already installed on the PC the new staff will use.

Steps

1. Decide what you want to learn

Write down the module and the tasks, for example keying in stock, adding a supplier and supplier invoice, payroll, or the fixed asset register. A clear request is easier to arrange.

2. Choose online or onsite

Online training can be arranged as a remote session if your company is under a maintenance contract. Onsite training is chargeable, so ask Synergy for a quote. The price is not fixed in this guide.

3. Ask Synergy to book the session

Contact Synergy and say the module, how many staff, and online or onsite. Synergy arranges the date and time with you. A payroll session has taken about one hour; please reconfirm the time when you book.

4. Make sure the program is installed

If the program is not yet on the PC, tell Synergy. In past cases the software was installed first through a remote session, and then a training meeting link was sent.

5. Join the session

Online sessions have been held by phone, or by a remote session together with an online meeting. Have the new staff at the PC with the program open.

6. Ask for a follow-up if needed

Some customers had a second session later, for example a re-training for e-invoice, or a second call to teach back-dated POS sales to other staff. You can ask for another session in the same way.

7. Use a video tutorial where one exists

For the purchase flow there is a video tutorial. It starts from a purchase order converted to Invoice Received, and then the payment to the supplier. Create the supplier (creditor) first. Ask Synergy to send the link.

Tips

- Whether training is covered or chargeable depends on your contract and the type of training. Only Synergy can confirm this and give a price.
- Payroll: assign each worker's SOCSO rate first. EPF and SOCSO are then calculated automatically.
- Fixed asset: past sessions covered Add Items and adding a financial year. It helps to maximise the program window during the session.
- A group call with the accountant, for example about the balance sheet, can also be asked for. Synergy will arrange the date and time.
- The cases do not show a fixed price list, a fixed length for every module, or a training course outline, so none is given here.

Common problems

I do not know if my company is under a maintenance contract.

Ask Synergy when you request training. Online training by remote session is arranged for customers under a maintenance contract, and the commercial terms are confirmed by Synergy.

I only want a quick answer on one task, not a full session.

Tell Synergy the task. In past cases a short phone walkthrough or a video was used for tasks such as stock entry or supplier invoices.

The new staff cannot open the program on their PC.

Tell Synergy before the session. The software can be installed on the PC through a remote session first.

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