Synergy Web - Debtor and Creditor Ledger Transactions

The Debtor & Creditor Ledger page records receipts, payments, invoices, credit and debit notes and journals of the debtors and creditors. The entries post to the general ledger as in the Synergy desktop. This guide shows how to enter one.

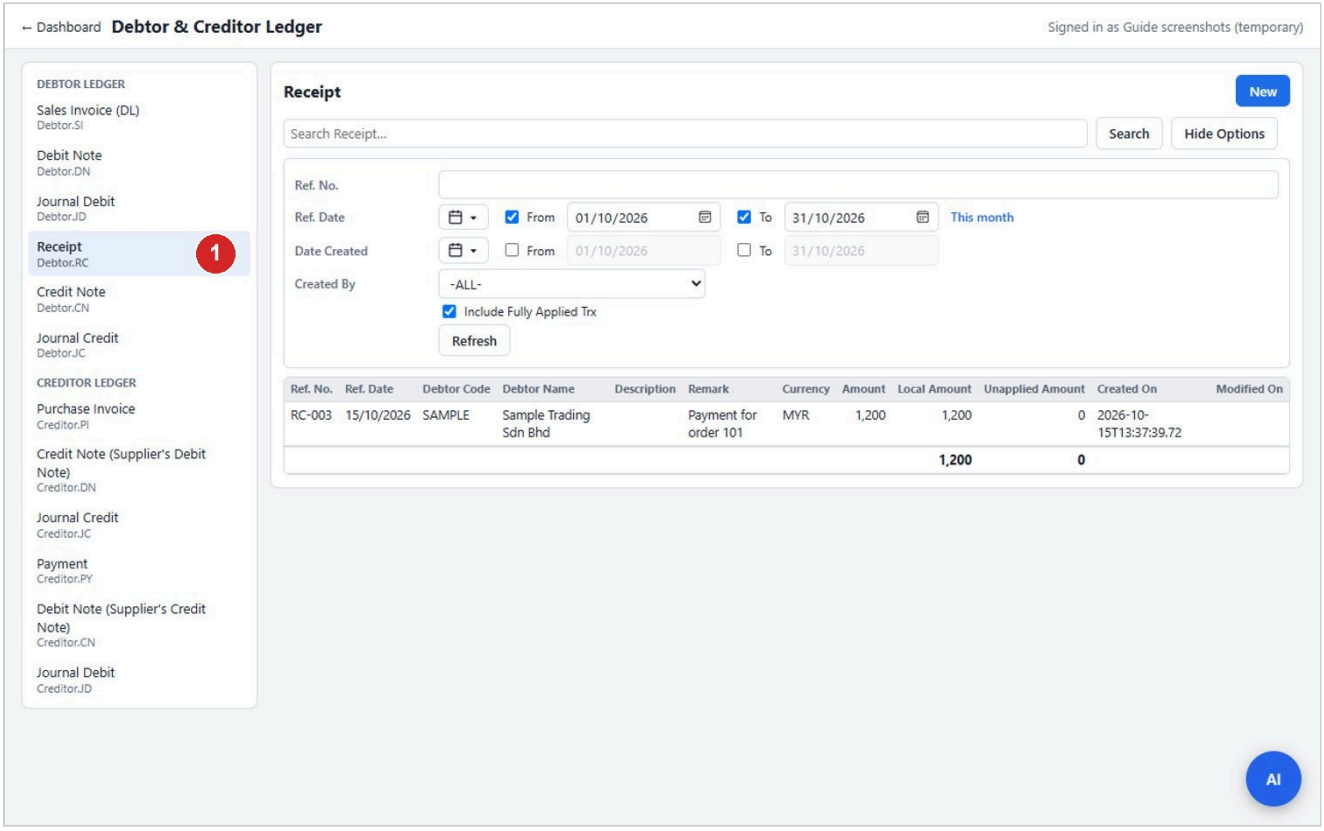
Before you start

- Sign in to Synergy Web Access as a user who may use Debtor & Creditor Ledger (under the Receipt & Payment tab).
- Add permission for the menu you need.

Steps

1. Open the ledger page

On the dashboard, open the Receipt & Payment tab and click Debtor & Creditor Ledger. The menus are on the left. Debtor Ledger: Sales Invoice (DL), Debit Note, Journal Debit, Receipt, Credit Note, Journal Credit. Creditor Ledger: Purchase Invoice, Credit Note (Supplier's Debit Note), Journal Credit, Payment, Debit Note (Supplier's Credit Note), Journal Debit.



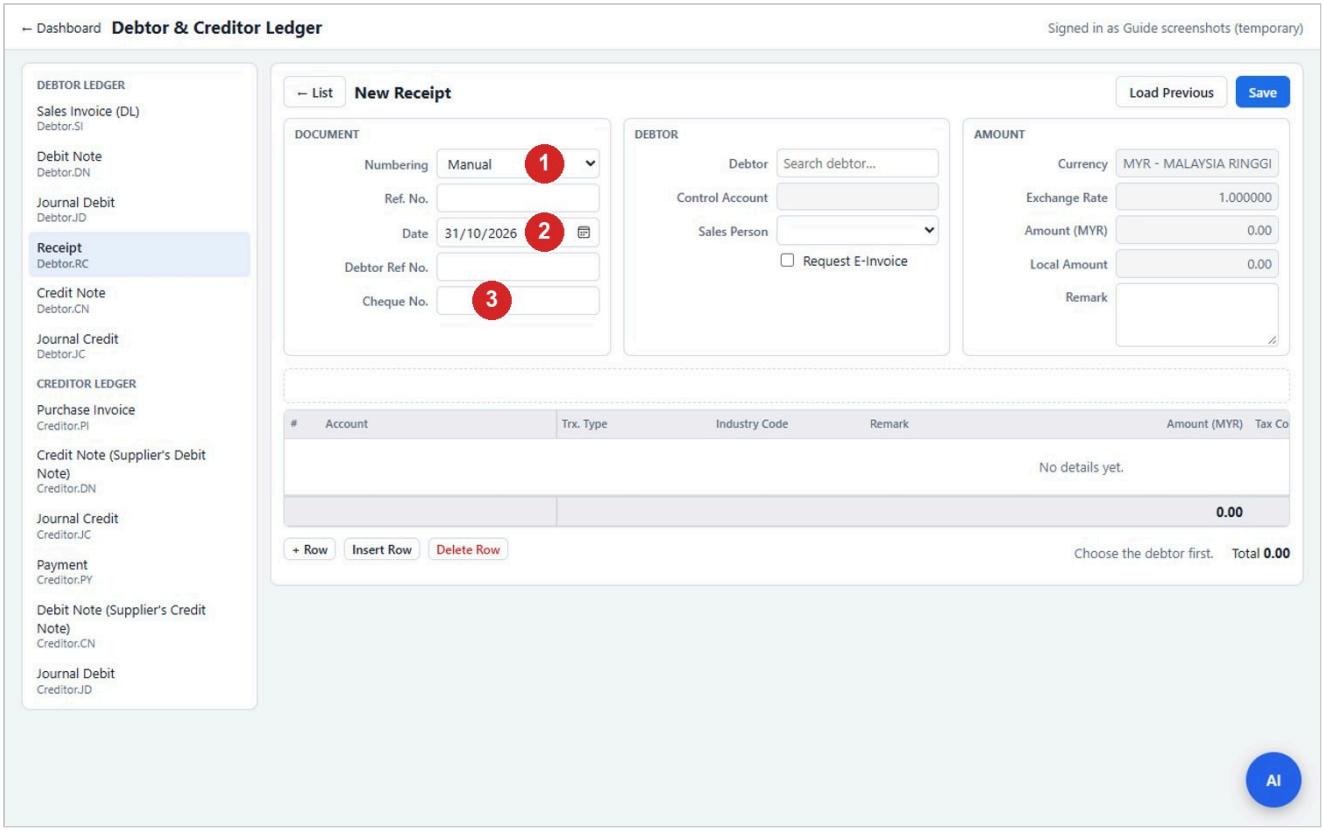
Step	What to do
1	Click one menu item to see its list.

2. Find an entry

Type in the search box and click Search, or click Hide Options / Refresh with Ref. No., Ref. Date, Date Created and Created By. On Receipt, tick Include Fully Applied Trx to also list the receipts that are fully applied.

3. Start a new entry

Click New. Then fill in the Document section.



Step	What to do
1	Choose a Numbering, or Manual and type the Ref. No.
2	Set the Date.
3	Fill in the Cheque No. or the Invoice No., where shown.

4. Choose the debtor or creditor

In the Debtor (or Creditor) box type a code or name and click the one you want. The Control Account, the Sales Person (or Purchaser), the Credit Term and the Currency are filled in. Tick Request E-Invoice when it applies.

5. Link a credit or debit note to its invoice

On a credit or debit note click ... next to Invoice No., click the invoice in the list, or choose No invoice. Choose the debtor or creditor first, or the page says Please select Debtor first.

6. Enter the details

In the grid, pick the Account and Trx. Type, type the Remark and the Amount, and add a Tax Code if it applies. Use + Row, Insert Row and Delete Row to work on the rows (click a row first). Under Amount, check the Currency, Exchange Rate, Amount and Local Amount.

7. Copy an earlier entry

Click Load Previous, then click an earlier entry of the same menu to copy its details into this one.

8. Save and print

Click Save. The page says Saved with the Ref. No. A question may ask you to confirm, or a supervisor permission box may appear. Click Print for the PDF.

Tips

- Receipts and payments are applied to invoices on the Apply Open Credit page. Reverse Apply undoes an application.
- Ledger Queries shows the debtor ageing, due invoices and the transaction history.
- Delete removes an entry after you confirm.

Common problems

Please select Debtor first.

Choose the debtor (or creditor) before choosing an invoice or loading lines.

Click a row first.

Click the row in the grid before Insert Row or Delete Row.

A supervisor permission box appears.

The action needs a supervisor. Type the supervisor's user name and password, or ask your supervisor.

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

Synergy Web (sync.synsoftmy.com) - Guide date 2026-10-30. Internal draft: not yet reviewed by Synergy staff.