Upgrade Information

Release: November 2026

New Features:

Buy In Costing Improvements
Buy In Product costing has been enhanced to ensure transaction-specific costs are retained from quote through to invoice, delivering more accurate gross profit reporting and greater confidence when reusing Buy In products.
More info here: https://www.sympac.com.au/sympac-news-blog/buy-in-cost-new-features

Product Purge
Product Purge has been completely redesigned to provide a safer and more transparent way to identify inactive products, with enhanced multi-store validation and detailed explanations showing exactly why products can or can't be removed.
More info here: https://www.sympac.com.au/sympac-news-blog/product-purge-new-features

Fixed Cost Plus Contracts
Fixed Cost Plus Contracts give businesses greater control over future pricing changes by allowing contract pricing to automatically respond to cost movements while maintaining agreed margin structures.
More info here: https://www.sympac.com.au/sympac-news-blog/fixed-cost-plus-contracts-future-pricing

Peppol eInvoicing
Peppol eInvoicing, providing a faster, more secure way to exchange invoices electronically with suppliers, customers and government organisations while reducing manual processing and improving efficiency.
More info here: https://www.sympac.com.au/sympac-news-blog/whats-new-oct1

PO Workbook
The new PO Workbook provides a centralised workspace for managing purchase orders, helping purchasing teams review, track and action supplier orders more efficiently from a single location.
More info here: https://www.sympac.com.au/sympac-news-blog/whats-new-oct1

Product Attributes
A powerful new Product Attributes framework, enabling businesses to capture, manage and report on additional product information through flexible, configurable attributes tailored to their operational requirements.

Replacement Products
Manager supplier product changes is about to become easier with Replacement Products, allowing obsolete products to be linked to suitable alternatives while preserving product history and helping staff quickly identify replacement items when quoting, ordering and purchasing.

Locally Maintained Fields in Product Maintenance
Product Maintenance Local Maintained Fields – In Multi store environment you can now choose which product fields, such as buy cost, supplier, prices and markups, Head Office updates must not overwrite, using the new Local Fields tab in Product Maintenance.

Product Markup Lock
This new feature adds a "Markup Locked" product setting where the Desired Markup is the master value and the retail price is always re-derived from it. Price changes made through EPG, queued price changes and the supplier-SRP path are blocked or overridden, and Product Maintenance is the only place the markup can be edited.

Email Attachment Retention
Sent emails now keep their attachments so the PDFs can still be opened from the queue viewer afterwards. A scheduled purge deletes retained files older than a configurable number of days, defaulting to 365 and never purging everything on a zero setting

Orders Taken dashboard,
A "Required By" date range filter has been added to the to the Orders Taken Dashboard

Point of Sale

- Completion of proforma's and group invoices with kits will retain the original information of the original transaction
- Combo Deals
    - The item that triggers a combo deal no longer gets the combo discount itself. Only the reward items are discounted.
    - Where a combo deal is triggered by more than one item, all of those trigger items are now correctly recognised, instead of just one of them.
- Order Approval / Credit Limit Review
    - An order for a customer who is over their credit limit now correctly requires approval before it can be invoiced
- New print controls have been added for the products UOS barcode, this will show the barcode that matches the quantity for the alternate UOS selected
- Product lines with a zero quantity are no longer printed on invoices, so a reprinted invoice now matches the one that was emailed
- When a customer document that has a deposit is cancelled, the deposit now posts to the General Ledger against your customer order prepayment account (when setup), instead of the debtors control account
- When using the Authorised Contacts feature – spaces typed before or after the order number are now removed, which stops errors occurring when the sale is processed.
- Combo Deals
    - The item that triggers a combo deal no longer gets the combo discount itself. Only the reward items are discounted.
    - Where a combo deal is triggered by more than one item, all of those trigger items are now correctly recognised, instead of just one of them.
    - Combo deals are now tagged consistently across every line they affect, including split lines and the comment line added under the deal.
    - Together these changes mean combo deals discount the right lines by the right amount. Some deals may now total differently at the till than they did before.
- Transfer dockets will no longer duplicate previous line descriptions when blank comments are used

Customers

- The debtor dashboard grid now shows your own custom label for the GLN column, instead of always showing "ACN"

- The Debtor Letters screen no longer crashes with an access violation error, also ticking or unticking a debtor before any results have been loaded no longer causes an error
- Debtors Alter - sorting the customer document list by any date column now puts the documents in true date order.
- Stocktake Listing totals are now correct. The report was adding up the counted quantity and value, not the adjustment (the difference)
- Product Alter the Customer Back Orders drilldown now shows the correct lines when filtered by branch
- Fixed an issue where the Delivery Review Report showed "NOT FOUND" instead of the supplier's name on each purchase order heading
- Fixed an issue where products with a % usage type could be added to customer or global contract pricing; these products are now flagged, and the contract cannot be saved until they are removed
- The stock transaction report's totals are now correct for stocktakes, and it fits the page better when saved as a PDF.
- Product search no longer skips products or shows the wrong product in a row when the "hide deleted / superseded / hidden" setting is on and navigating to a second page.
- Open Item statements no longer show old transactions that have already been paid
    - Where the same document number had been used on both an invoice and a receipt for one customer (common in converted data), each transaction could pick up the other's allocations and keep appearing as outstanding
    - Allocations are now matched to the exact transaction they belong to, so these transactions reconcile and drop off the statement
- The allocation details shown against a debtor transaction now only list the allocations that belong to that transaction
- Customer Alternate Delivery Addresses can now be shared via SVOS
- Attaching contacts to delivery address now works correctly

Products

- Fixed an issue where supplier price adjustment claims on partially or fully sold stock could produce an incorrect average cost; the claim value is now correctly split between on-hand stock and Cost of Sales.
- The Transfer Report will now include transactions to/from Internal Transfer Debtor Accounts

Purchase Ordering / Inwards Goods

- When receiving timber packs, the original ordered pack details are retained for subsequent deliveries
- The GL posting date for a stock receipt now matches the delivery date you entered, instead of always using the date you happened to enter it into the system.
- Two step GL updates - when you receive non-stocked items against a supplier invoice, their value now posts to the correct general ledger account instead of the general purchases account
- The POS TBO screen will now accept a Supplier based on the Alternate Supplier Approved Vendors flag, regardless of the Supplier 'Order Agency from Warehouse' flag.

Creditors

- Users no longer lose their ticked Release Hold selections by closing the screen. It asks whether to save them, and saving is now quicker.

Payroll

- Fixed an issue where salary sacrifice and voluntary/personal super contributions could be calculated incorrectly or skipped entirely on certain pays, sometimes resulting in an incorrect net pay; these contributions now calculate and pay correctly in all cases.

General Ledger

- The GL transaction listing now correctly only includes transactions for the division (or group of divisions) you selected when sorting by document date
- The totals under the GL entry grid now line up with their columns, including after you resize a column. The window can no longer be made too small to use
- End of Day – General Ledger Integration Stock Check
    - End of Day no longer gets stuck when checking stock values for the General Ledger integration if the query runs over 10 minutes
    - Stock values are now checked one location at a time, so large stock files are handled in smaller steps
    - If stock values cannot be read for any location, none of the partial figures are used, so totals are not overstated

Integrations

- Additional error trapping has been added to the Detrack transmission process
- Pay by Link and Till Payments
    - If a card payment request to the payment gateway times out, you are now told how many payments timed out, and can run them again safely - they are resent with the same reference, so a customer is not charged twice
    - If a payment request cannot be sent or the list of customers with a card on file cannot be retrieved, you now get a clear message explaining why
    - If a payment link cannot be created for a customer, it is skipped and the reason is recorded in the log, instead of failing part way through

System

- Emails generated with an address less than 10 characters no longer cause the body text to appear in the email address
- Table Magic import now correctly updates memo/long-text fields (e.g. PRODHAZ's Proper Shipping Name, Shipping Name, MSDS, Emergency Procedure Guide), including multi-line text.
- Users can give a scheduled Prism macro report its own name when setting up the schedule, and that name is what shows on the report when it runs
- Main menu - administrators can now fully hide or disable a menu button when they suppress everything under it. Buttons no longer show up empty or open to nothing
- The email service no longer restarts itself while it is sending a long list of queued emails with large attachments.