

VOID ITEM/ TRANSACTION

WALKTHROUGH

To void/cancel a single item before payment,
Select the item on the Sales Window (line will be highlighted yellow) and hit Delete on your keyboard

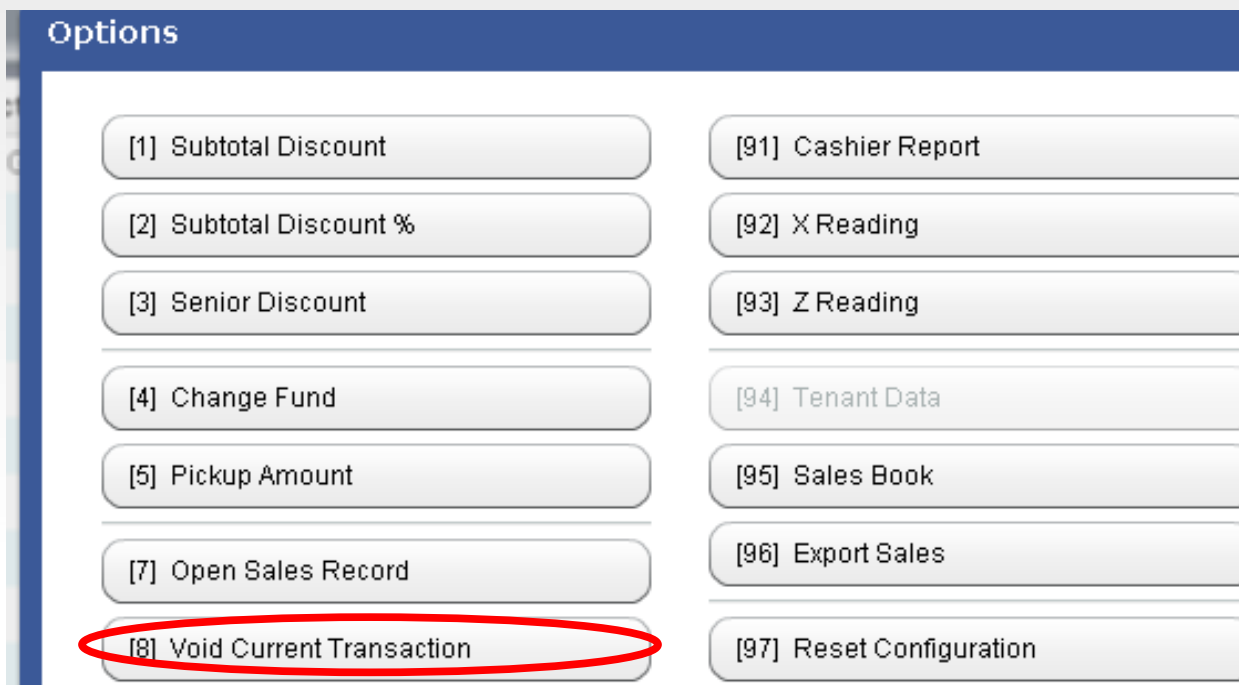
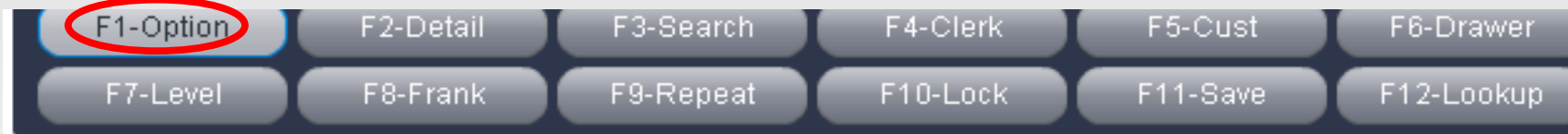
Boxing Gloves 800.00

Qty	Unit	Product	Unit Price	Discount	Total
1	PCS	Boxing Gloves	800.00		800.00
1 item(s)			Subtotal	0.00	800.00

To void/cancel the whole transaction before payment,

Click on F1-Option or hit F1 on your keyboard

Click on Void Current Transaction or input 8 in **Enter Option #**



A message will prompt to confirm void/cancellation; click Yes to proceed.

Note: Authorization may be required to perform this operation.

To void/cancel the whole transaction after payment, see How to Refund.

Once item has been voided, it will automatically be removed on the Sales Window.

Once transaction has been voided, the Sales Window will be ready for a new transaction.

Voided items are automatically reflected in Inventory

Void – F&B, Spa

To void/cancel a single item before payment,
 Click on the Order Sheet (right panel on the Dine In screen – yellow pad sheet)
 Click the item to void/cancel

Product: Browse Options 4 Pax Print Bill Settle 455.00

Qty	Unit	Products/Services	Unit Price	Discount	Total	Queue	Status
1	PCS	Cafe Latte	109.00		109.00	2 mins	
1	PCS	Coke	20.00		20.00	2 mins	
1	PCS	Bacon Spaghetti	40.00		40.00	2 mins	
1	PCS	Onion Rings	100.00		100.00	2 mins	
2	PCS	Sour Cream Fries	35.00		70.00	2 mins	
2	PCS	Cheezy Fries	44.00		88.00	2 mins	
1	PCS	Regular Spaghetti	28.00		28.00	2 mins	

Once item for void/cancellation has been selected, click on Void button in the Product Detail screen.

Product Detail

Product ID:	RSPG	Quantity
Name:	Regular Spaghetti	UOM
Quantity:	1 PCS	Clerk
Serviced By:		Discount
Price:	28.00	Senior
Discount:		Price Level
Price Level:		Sell Price
Lot/SN:		Memo
Total:	28.00	
Memo:		
Status:		
	Void Frank	Status

OK Cancel

To void/cancel the whole transaction before payment,
 Click on the Order Sheet (right panel on the Dine In screen)
 Click on the Options button at the upper part of the screen
 In Options screen, click Void Transaction

The screenshot shows the POS interface with a table of items and a floating 'Options' menu. The 'Options' menu has several buttons, with 'Void Transaction' circled in red.

Qty	Unit	Products/Services	Unit Price	Discount	Total	Queue	Status
1	PCS	Cafe Latte	109.00		109.00	9 mins	
1	PCS	Coke			20.00	9 mins	
1	PCS	Bacon Spaghet			40.00	9 mins	

Options

- Subtotal Discount
- Subtotal Discount %
- Senior Discount
- Void Transaction**
- Set Customer

A message will prompt to confirm void/cancellation; click Yes to proceed.

To void/cancel the whole transaction after payment, see How to Refund

Once item has been voided, it will automatically be removed on the Order Slip.

Once transaction has been voided, the table/seat in the floor layout will be vacated and ready for a new customer/group.

Voided items are automatically reflected in Inventory