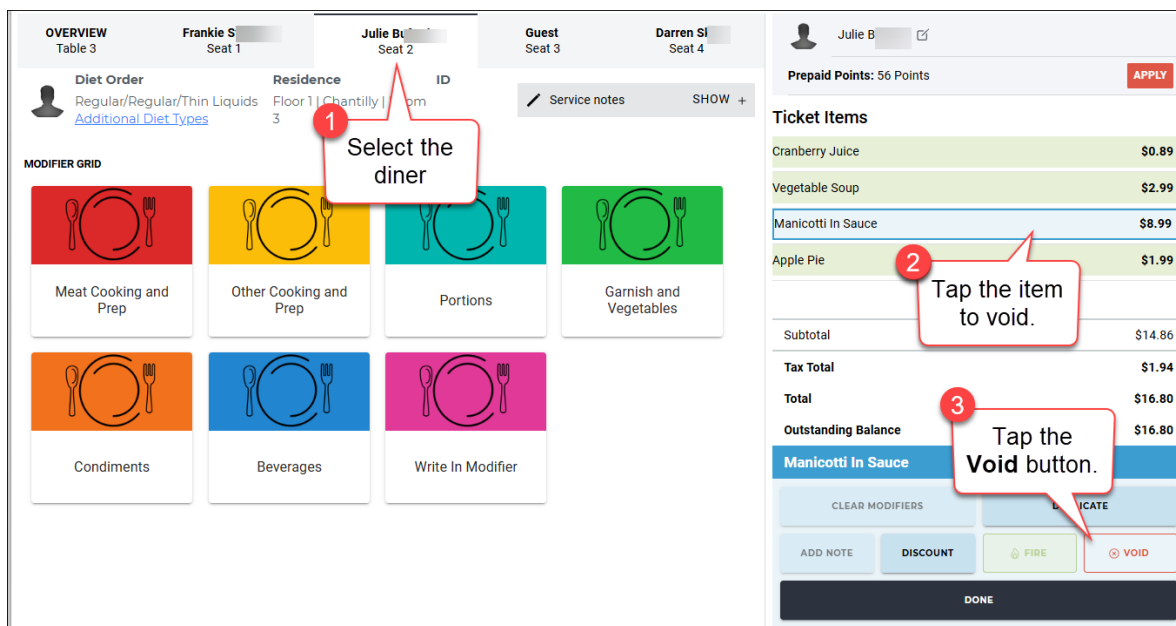


Voiding an Individual Item (After Firing)

You can void an item on the POS after the order has been fired to the kitchen. To void an item:

1. If you are a POS dining room location, select the diner whose item you want to void.
2. On the right side of the screen, tap the item you want to void.
3. Tap the **Void** button.



4. If you are not set up to approve a void, then the Manager Approval Required pop-up window appears (below). A manager with approval privileges is required to enter their operator ID and then click **Submit**.

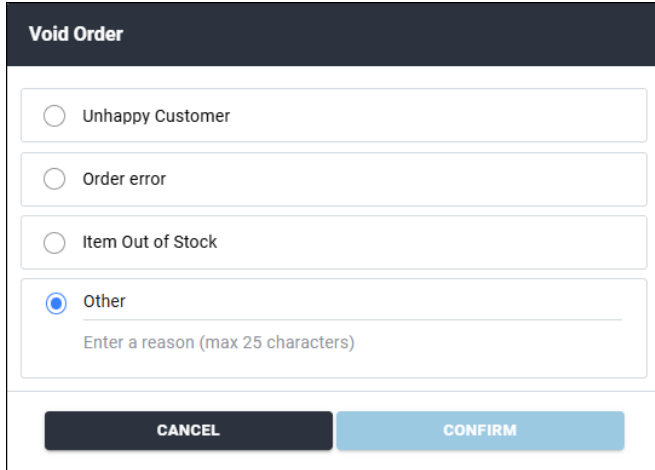
Manager Approval Required CLOSE

Please enter a manager's operator ID

1	2	3
4	5	6
7	8	9
	0	

SUBMIT

5. The Void Order pop-up appears. Select the reason the item is being voided. If needing to enter a custom reason, select the **Other** option, and enter the reason.



Void Order

☐ Unhappy Customer

☐ Order error

☐ Item Out of Stock

☒ Other

Enter a reason (max 25 characters)

CANCEL **CONFIRM**

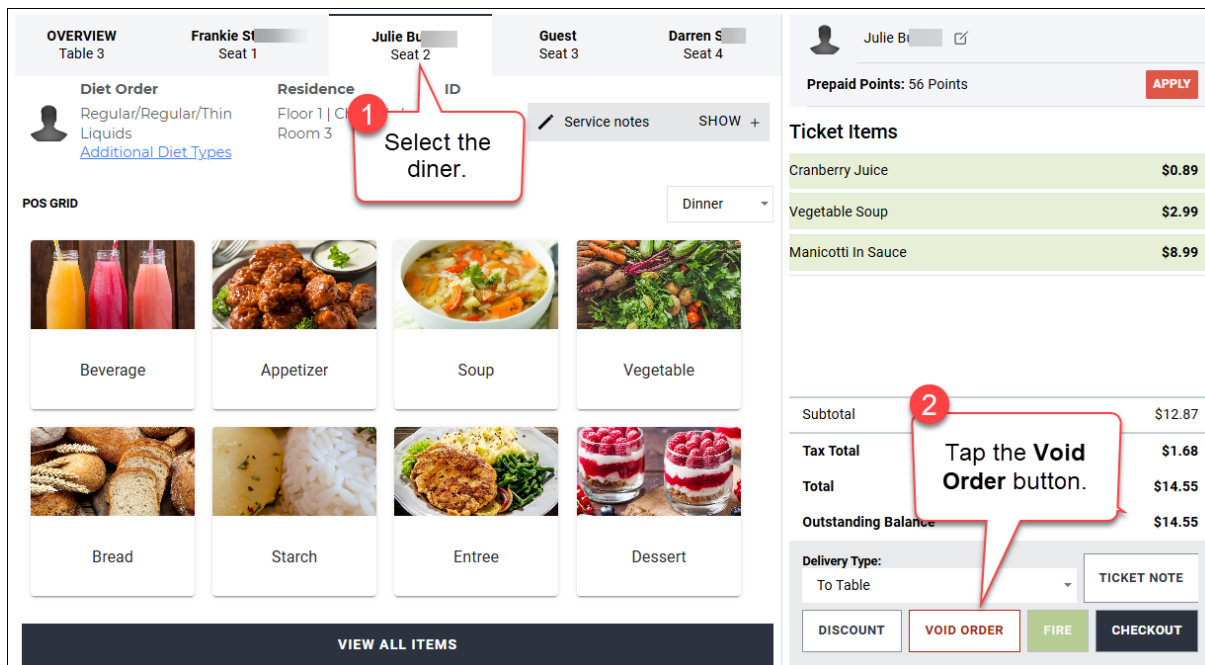
6. Tap the **Confirm** button. The item is voided.

Note: When voiding an item on the POS, you must inform the kitchen staff that the item has been voided. This is because the POS does not communicate changes to the KMS (kitchen management system) after an order is fired.

Voiding an Order

You can void an order on the POS after it has been fired to the kitchen. To void an order:

1. If you are a POS dining room location, select the diner whose order you want to void.
2. On the right side of the screen, tap the **Void Order** button.



3. If you are not set up to approve a void, then the Manager Approval Required pop-up window appears (below). A manager with approval privileges is required to enter their operator ID and then click **Submit**.

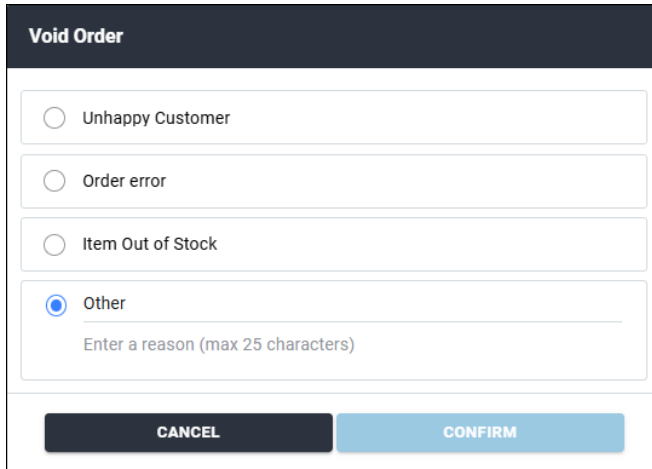
Manager Approval Required CLOSE

Please enter a manager's operator ID

1	2	3
4	5	6
7	8	9
	0	

SUBMIT

- The Void Order pop-up appears. Select the reason the order is being voided. If needing to enter a custom reason, select the **Other** option, and enter the reason.



The image shows a 'Void Order' pop-up form. It has a dark header with the title 'Void Order'. Below the header, there are four radio button options: 'Unhappy Customer', 'Order error', 'Item Out of Stock', and 'Other'. The 'Other' option is selected, indicated by a blue dot. Below the 'Other' option, there is a text input field with the placeholder text 'Enter a reason (max 25 characters)'. At the bottom of the form, there are two buttons: 'CANCEL' (dark grey) and 'CONFIRM' (light blue).

- Tap the **Confirm** button. The order is voided.

Note: When voiding an order on the POS, you must inform the kitchen staff that the item has been voided. This is because the POS does not communicate changes to the KMS (kitchen management system) after an order is fired.