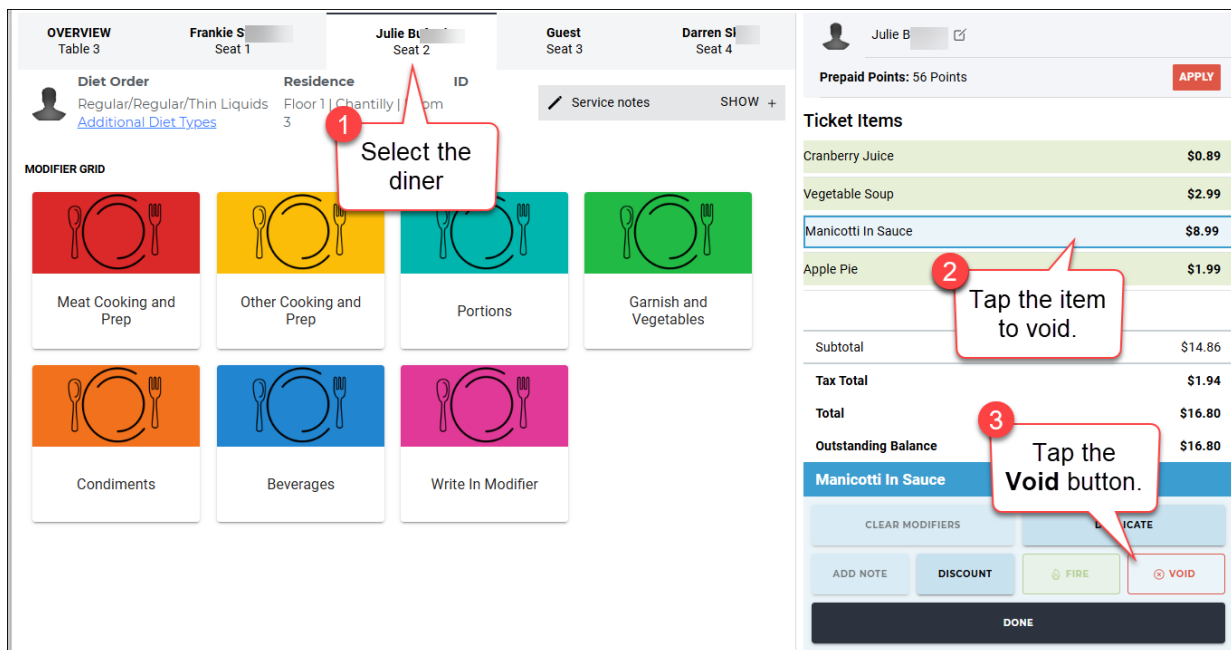


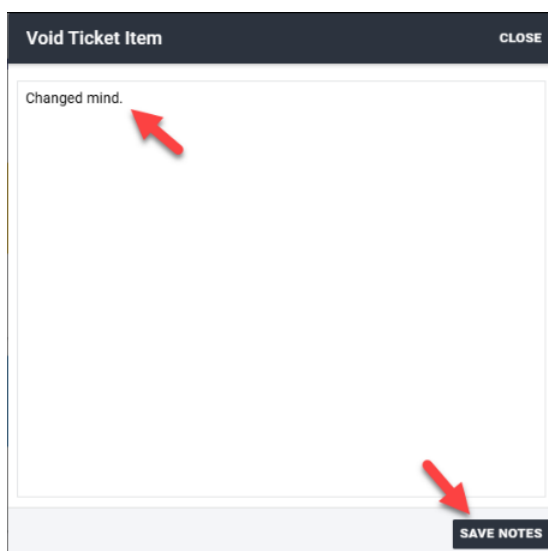
Voiding an Individual Item (After Firing)

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. The Void Ticket Item pop-up window appears.



4. Enter the reason the item is being voided and tap the **Save Notes** button. The item is voided.



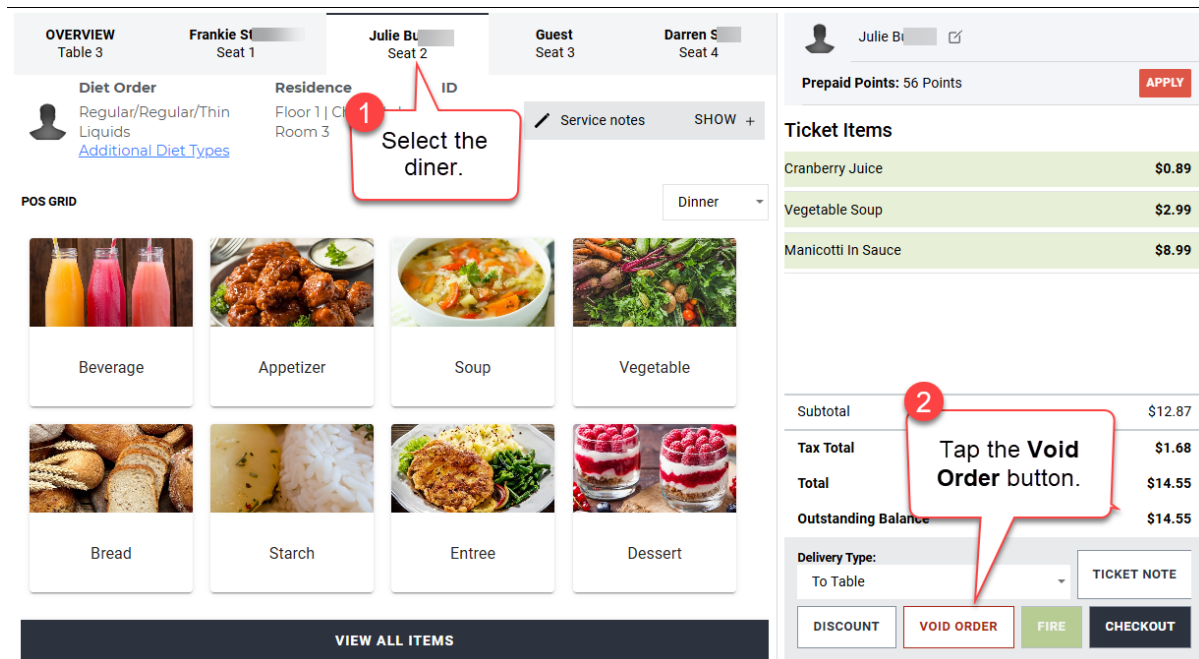
Note:

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.

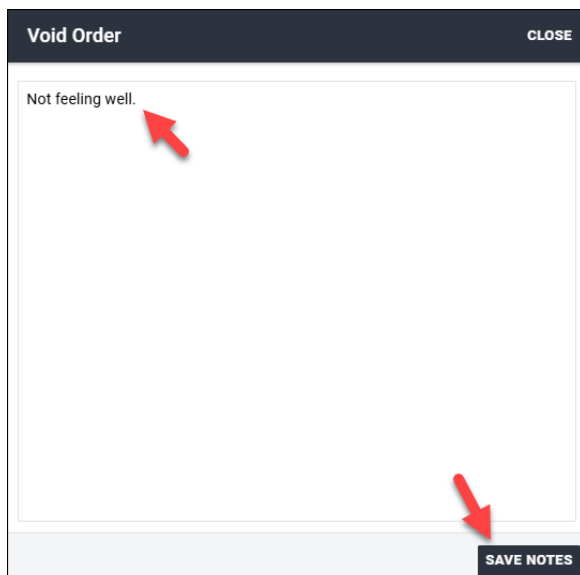
Voiding an Order

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. The Void Order pop-up window appears.



3. Enter the reason the order is being voided and tap the **Save Notes** 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.