

How to Void Transactions

To void transactions:

- Cashiers do not have access to void transactions
- Cashiers should report all affected transactions to Manager for Manager to void

Sales > Transactions

Search for the transaction(s) you are looking for by using any of the filters: Session, Date, Patrons, Terminals, Schools

The screenshot shows a web-based interface for searching transactions. At the top, there are navigation tabs for 'Home', 'Sales', and 'Transactions'. Below this is a 'Transactions' section with a 'Search' heading. The search area includes several filters: 'Session' and 'Item Type' are dropdown menus, both currently set to 'All'. Below these is a 'Serving Day' section with 'From' and 'To' date pickers, both showing '5/5/2015'. Underneath is a 'Transaction Date/Time' section with 'From' and 'To' time pickers. At the bottom of the search area are tabs for 'Patrons', 'Terminals', 'Schools', and 'Users'. Below the tabs is a table with columns for 'Number', 'Name', and 'Site'. The table currently shows 'All Terminals'. At the bottom left of the interface is a blue button with a plus sign and the text 'Select Terminals'.

Check the box of the transaction you are looking for. Click “Void Selected Transactions” **DO NOT CLICK VOID ALL TRANSACTIONS!**

Etrition Tips & Instructions

Patrons Sales Reports Setup Help

Home Sales Transactions Auto Logout in: 00:59:35

Transactions

Showing transactions for:
Serving Day From: 5/5/2015
Serving Day To: 5/5/2015

Search Results

<input type="checkbox"/>	Serving Day	Date	Patron	School	Description	Quantity	Amount
<input checked="" type="checkbox"/>	5/5/2015	5/5/2015 12:12:27 AM	(513004114) Adrianna Mahoney	(1000) Administration	Online Payments	1	\$20.00
<input type="checkbox"/>	5/5/2015	5/5/2015 1:42:28 AM	(050105005) Vincenzo Sisson	(1000) Administration	Online Payments	1	\$15.00
<input type="checkbox"/>	5/5/2015	5/5/2015 1:42:28 AM	(506103034) Thomas Hall	(1000) Administration	Online Payments	1	\$25.00
<input type="checkbox"/>	5/5/2015	5/5/2015 3:42:29 AM	(506111690) Cooper Ramsey	(1000) Administration	Online Payments	1	\$17.00
<input type="checkbox"/>	5/5/2015	5/5/2015 3:42:29 AM	(506113557) Riley Ramsey	(1000) Administration	Online Payments	1	\$13.00
<input type="checkbox"/>	5/5/2015	5/5/2015 5:23:00 AM	(506409015) Turner Saari	(1000) Administration	Online Payments	1	\$10.00
<input type="checkbox"/>	5/5/2015	5/5/2015 6:12:57 AM	(493506017) Zachary Lovins	(1000) Administration	Online Payments	1	\$25.00
<input type="checkbox"/>	5/5/2015	5/5/2015 6:12:57 AM	(247005562) Jacob Harris	(1000) Administration	Online Payments	1	\$20.00
<input type="checkbox"/>	5/5/2015	5/5/2015 6:12:57 AM	(506406353) Caleb Crouch	(1000) Administration	Online Payments	1	\$10.00

Page 1 of 802, items 1 to 20 of 16030.

Back Void Selected Transaction(s) Void all 16030 transactions * Indicates transaction used in meal combination

To print a voided transactions report for reference:

Reports > Sales > Transaction > Transaction Journal

Choose whatever filters you would like.

Click "Voided Transactions Only". Queue Report.

Etrition Tips & Instructions

Home Reports Sales Transaction **Transaction Journal** Auto Logout in: 00:59:45

Transaction Journal

Templates

Transaction Journal Summary Transaction Journal Detail

- Date
- Schools
- Patron
- Terminals
- Sales Items
- Users
- Other
- Options

Use POS PIN as Patron ID Show Comments Include Voided Transactions Include Cancelled Transactions

Sort Order

School Name	→
Patron Name	←
Patron ID	→
Transaction Date	→
User Name	←
School Abbreviation	↓
Item Description	↓

Voided Transactions Only Cancelled Transactions Only

Format

PDF → Queue Report Save as Template