

# Void Food Service Transactions

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**Classic View:** Point of Sale > Account Maintenance > Account > Journal

**Search Terms:** Account

Food service administrators may void erroneous transactions that have posted to the Journal.

Voiding a transaction reverses all purchased items. Specific items purchased cannot be voided individually. If several items purchased within the transaction should remain, the transaction should be voided and these items should be re-purchased through the creation of a new transaction.

The screenshot shows the 'Account Journal' interface. At the top, there are navigation links: 'Food Service > Information > Account Journal'. Below this are three buttons: 'New Transaction' (blue), 'Void TX' (white with a red border and a red arrow pointing down), and 'Print' (white with a printer icon). The 'Journal Period' section shows 'From 9/12/2019' and 'To 9/12/2019' with date pickers, and a 'Date Type' dropdown set to 'Post Date'. The 'Transaction List' table is as follows:

Post	TX	Description	Patron	#	Debit	Credit	Run Balance
9/12/2019	9/12/2019	Starting Balance					
		Balance		1		\$18.90	
09/12/2019	09/12/2019	Brkfst Meal (Sec)	Emily Smith	1	\$1.25		\$17.65
09/12/2019	09/12/2019	Lunch Meal (Sec)	Emily Smith	1	\$2.05		\$15.60

Below the table is the 'Transaction Detail' editor. It has a 'Void Reason' dropdown menu with 'Scanner Reconciliation' selected. Below that is a 'Description' text field containing 'Wrong Patron'. At the bottom of the editor, it says 'Voiding Transactions'.

1. Select the existing transaction to be voided from the Transaction List editor.
2. Click the **Void TX** icon from the action bar. The Transaction Detail editor will appear.
3. Select the **Void Reason** to indicate why the transaction is being voided.
4. Enter a comments/details in the **Description** field to give more information about the voided transaction.
5. Click **Save**.

Voided items will appear in **red** font and will be listed as adjusted debits to the account, underneath the original transaction (now shown in gray font).

