Rundoo

GETTING STARTED WITH RUNDOO · TRANSACTIONS

Void It Clean

Cancel an unpaid charge-account sale before any money changes hands.

Step-by-step walkthrough ~2 min read Companion to the 1:51 video

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It happens. A contractor puts an order on their house account, then calls a few minutes later to cancel before the items ever leave the store. No money has changed hands, but you've still got an open invoice sitting on their balance. Voiding is how you clear it off clean. It's built for exactly this: an unpaid charge sale that shouldn't have gone through.

START HERE

Voiding is not deleting

Rundoo keeps your audit trail intact, so a voided sale doesn't vanish. It gets marked canceled, comes off the customer's balance, and moves to your **Voided** tab where you can still find it later. The one rule to remember: you can only void an **unpaid charge-account sale**. Cash, card, and check sales are finalized the moment payment lands, so those take a Return instead. More on that below.

DO THIS

Void a charge sale, step by step

1. **Open your completed sales**

   In **POS**, click **Transactions** in the left menu, then the **Completed** tab across the top. That's every finished sale, ready to search.

2. **Find the sale**

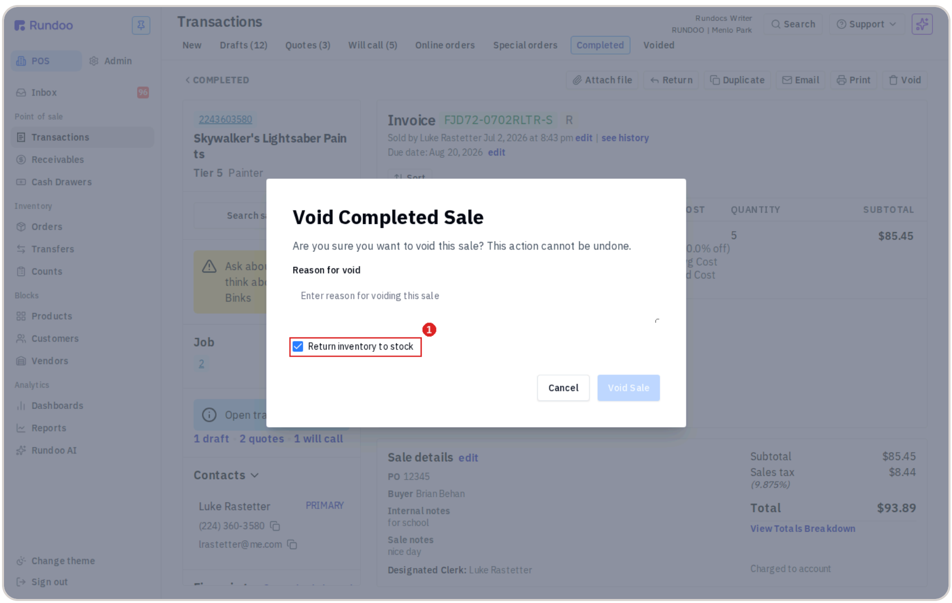
   Use the search bar to pull it up by customer name, invoice total, or even a product that was on it. Open it and check the payment line. You're looking for **Charged to account**. If it reads cash, card, or check, it can't be voided, and you'll want a Return.

3 Click Void

With the sale open, click `Void` up in the action row at the top right. If that button is greyed out, hover over it. The tooltip tells you why, usually because the sale was already paid.

4 Add a reason and decide on the stock

The `Void Completed Sale` box opens. If your store requires a reason, type a quick note, like "customer canceled order." The `Void Sale` button stays greyed out until that's filled in. Then check `Return inventory to stock`. It's on by default, which is what you want when the goods never left. Click `Void Sale`.



The Void Completed Sale dialog: enter a reason, keep Return inventory to stock checked, then click Void Sale.

5 Confirm where it landed

The sale drops off your `Completed` list and the invoice comes off the customer's balance. Click over to the `Voided` tab and you'll see it logged there for your records. Clean.

THE IMPORTANT PART

Void, or return?

One line to keep straight

Void is for a charge sale that hasn't been paid yet. Nothing has settled, so Rundoo just reverses the open invoice.

Return is for anything already paid: cash, card, check, or a charge that's since been paid down. Money moved, so you give it back with a Return or Refund rather than a void.

KEEP IT HANDY

Voiding at a glance

WHERE **Transactions → Completed** Then Void, top-right action row.	WHAT'S VOIDABLE **Unpaid charge sales** Cash, card, and check take a Return.
REASON FOR VOID **Required to continue** Void Sale stays greyed until you fill it in.	WHERE IT LANDS **The Voided tab** Still searchable, off the balance.

Good to know

- Leave **Return inventory to stock** checked when the goods never left. Uncheck it only if they walked out the door damaged, or you already fixed on-hand by hand.
- Some registers ask for a manager PIN or Login key to void, even when your account has the permission. That's your store's POS security, working as intended.
- Already paid a charge sale and need to undo it? Refund the bill payment first to put the invoice back to unpaid, then it's voidable again.