GETTING STARTED WITH RUNDOO · TRANSACTIONS

Voiding a Sale

Cancel an unpaid charge-account sale before any money changes hands. Only charge sales can be voided.

VOID OR RETURN? KNOW THE DIFFERENCE

1

Unpaid charge sale

Nothing has settled yet.

Void it

2

Cash, card, or check

Finalized at payment.

Use a Return

3

Charge already paid

Money moved on the account.

Refund, then void

Void in 4 steps

1. In **POS**, open **Transactions → Completed**.
2. Search the sale, confirm it's **Charged to account**.
3. Click **Void** (top-right), add a reason if asked.
4. Keep **Return inventory to stock** on, click **Void Sale**.

Where it lands

The Voided tab

Off the customer's balance, still searchable for your records. The stock goes back on the shelf.

Button greyed out? Hover over Void and the tooltip tells you why. Usually the sale was already paid, so it needs a Return instead of a void.

Goods not coming back? Uncheck **Return inventory to stock** only when the items walked out damaged, or you already fixed on-hand by hand.