Give a discount

Take a percentage or an amount off the whole order or a single item, with a reason for your reports.

For Cashiers, managers · **Takes** 1 minute

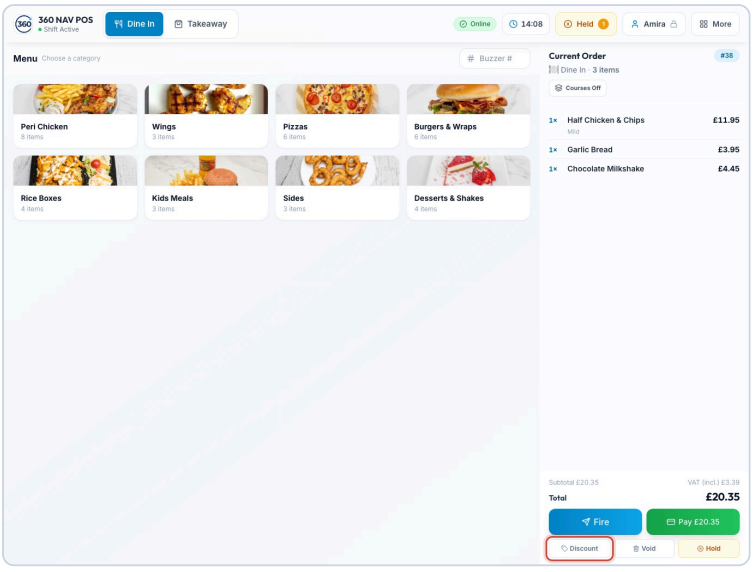
Watch the video
360navtech.com/pos/help/v/give-a-discount

Before you start

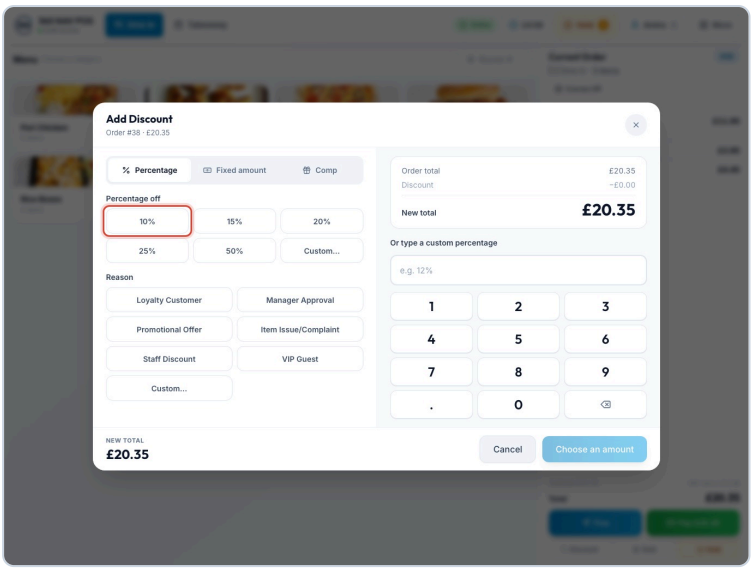
The order must be on screen. Large discounts need a manager's PIN (by default 20% or more, counting any discount already given). The limit is set in the till settings under **Discount Authorisation**.

Steps

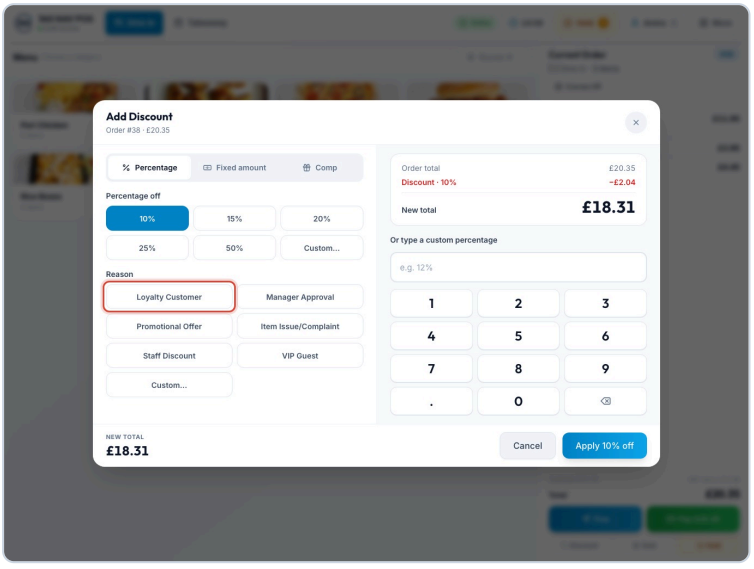
1. **Tap Discount.** It's under the order, next to Void and Hold.



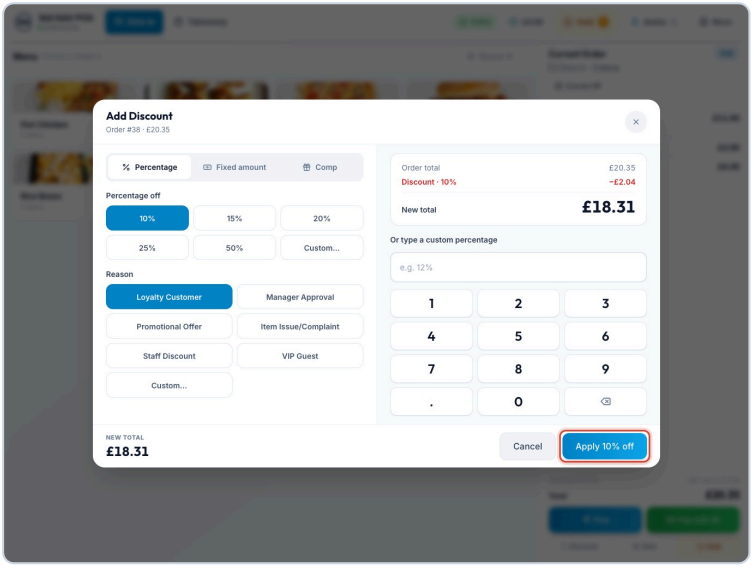
2 **Choose the type and amount.** Pick **Percentage**, **Fixed amount**, or **Comp** to make the order free. Tap a quick amount, such as 10%, or type your own.



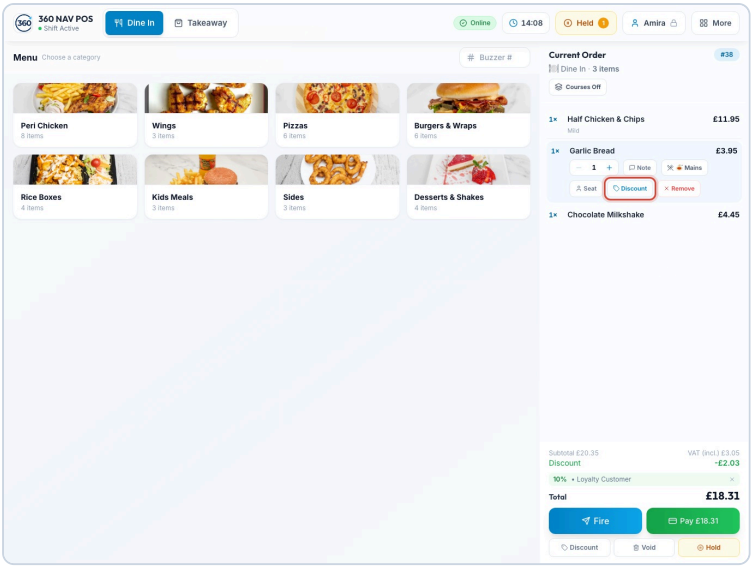
3 **Pick a reason.** For example **Loyalty Customer** or **Item Issue/Complaint**. The reason shows on your reports.



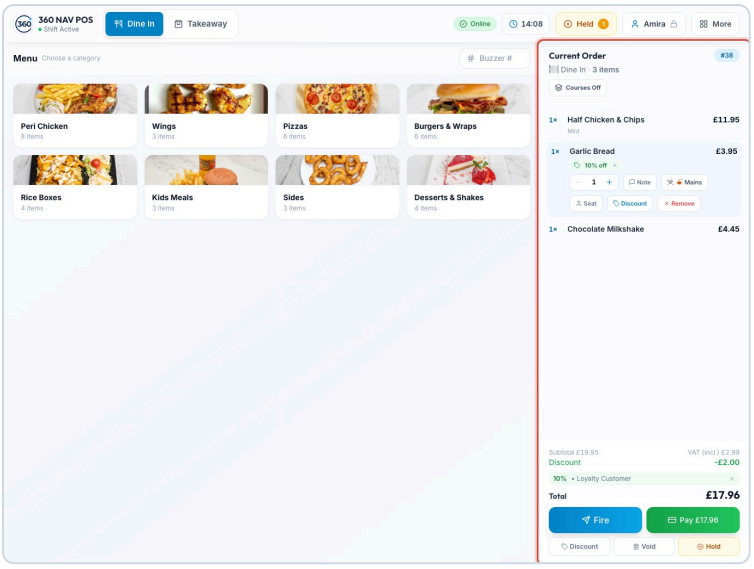
4 **Confirm.** Check the new total at the bottom, then confirm.



5 **Discount a single item (optional).** Tap the item in the order, then **Discount**, and choose the amount the same way.



6 **Check the order.** The discount shows on the order and on the receipt.



Tips

- Promotions such as happy hour or meal deals apply by themselves. Set them up in the dashboard under **Promotions**.
- Every discount is recorded with who gave it and why.

If something goes wrong

- **It asks for a manager PIN**: the discount is over the limit a cashier can give. Ask a manager.