Hold, resume and void orders

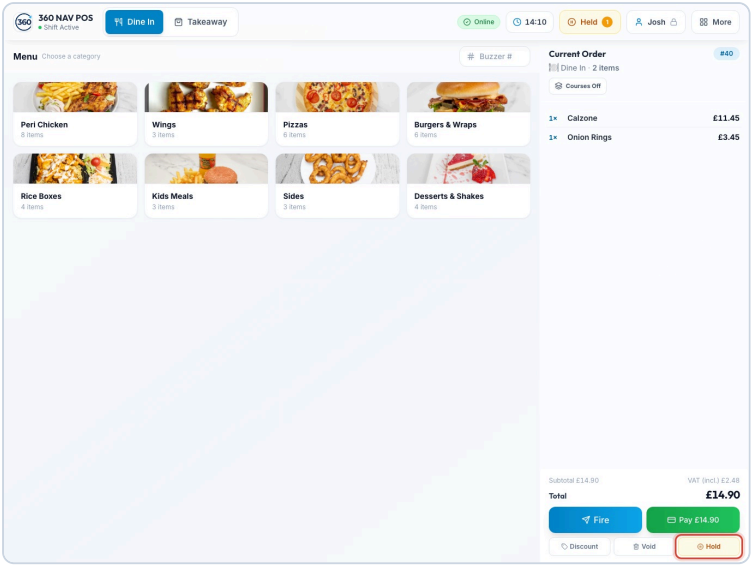
Park an order to serve someone else, bring it back later, cancel an order, or take off a single item.

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

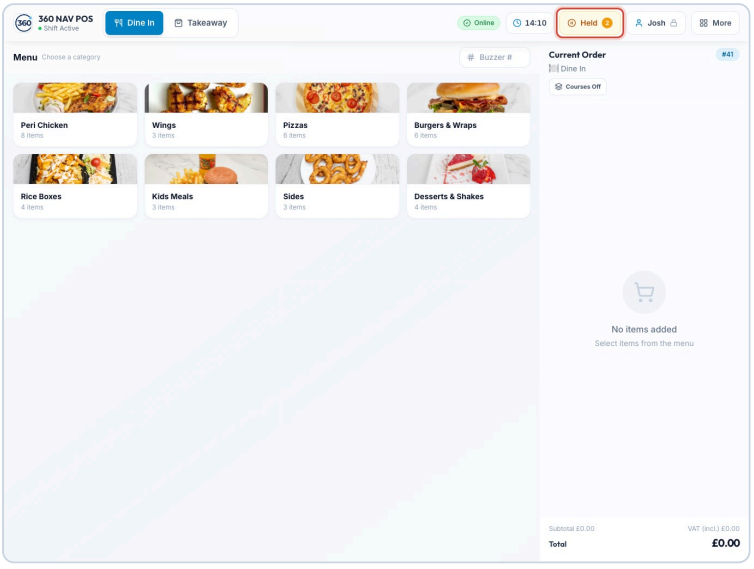
Watch the video
360navtech.com/pos/help/v/hold-and-void

Steps

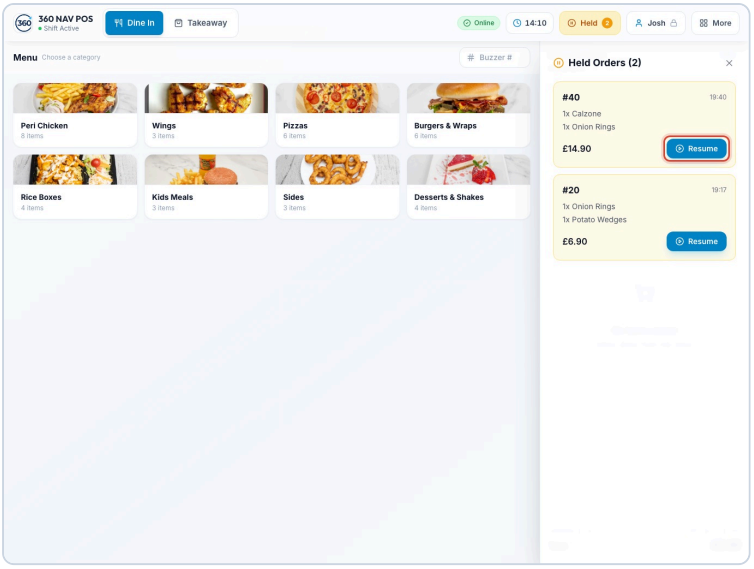
1. **Hold an order.** Tap **Hold** under the order. It's parked and a new, empty order starts.



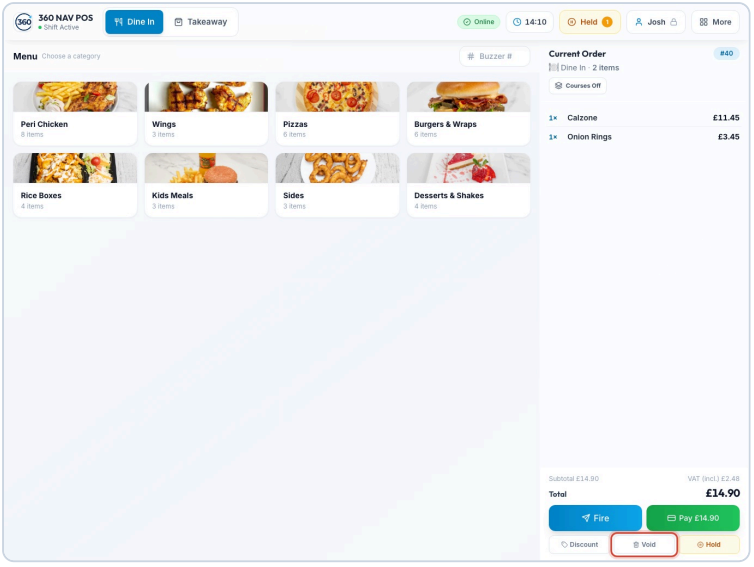
2. **Find held orders.** A **Held** counter appears at the top of the screen. Tap it to see the list.



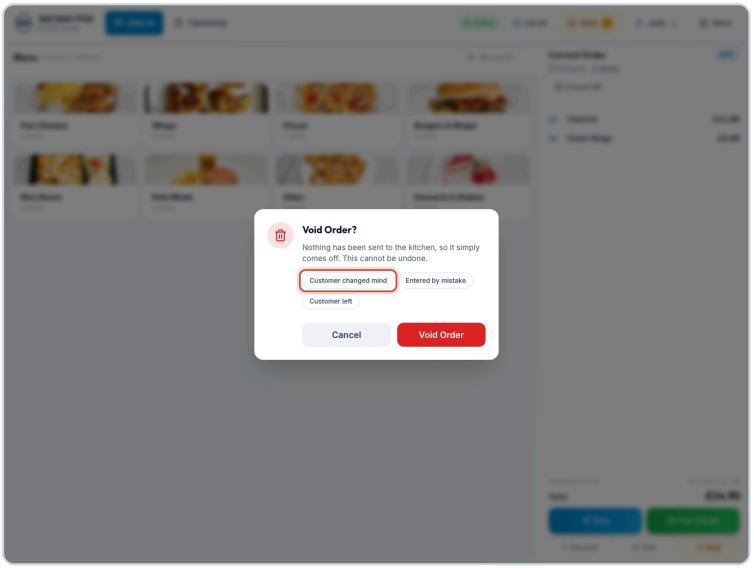
3 **Resume.** Tap **Resume** next to the order to carry on with it.



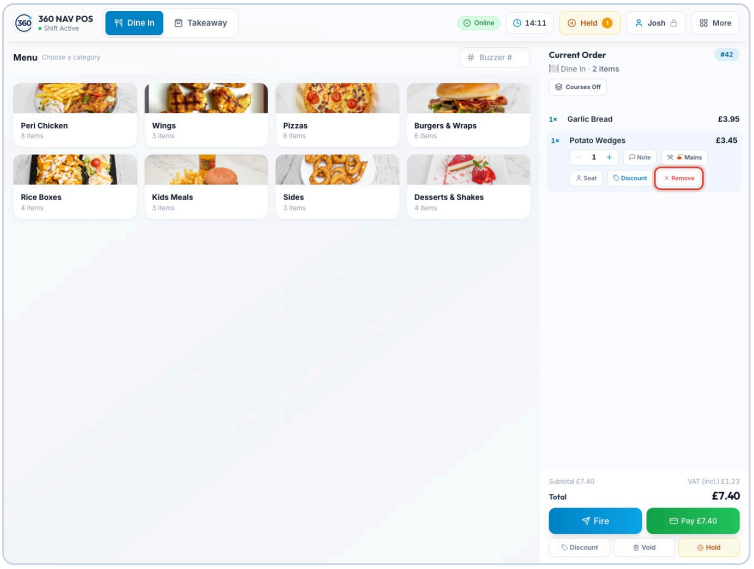
4 **Void an order.** To cancel the whole order, tap **Void**.



5 **Pick a reason and confirm.** Choose a reason, then **Void Order**. If nothing has gone to the kitchen it simply comes off; once items are fired, a manager must approve.



6 **Remove one item.** Tap the item in the order, then **Remove**.



Tips

- Voids are recorded with the reason and who did it, and show on reports.