

Voids, discounts and refunds

How to take an item off an order, cancel a whole sale, apply a discount, and give a customer their money back.

Screenshots taken on a demo store at app.posso.co.uk, 11 October 2026. Your menu, staff, printers and prices will be different.

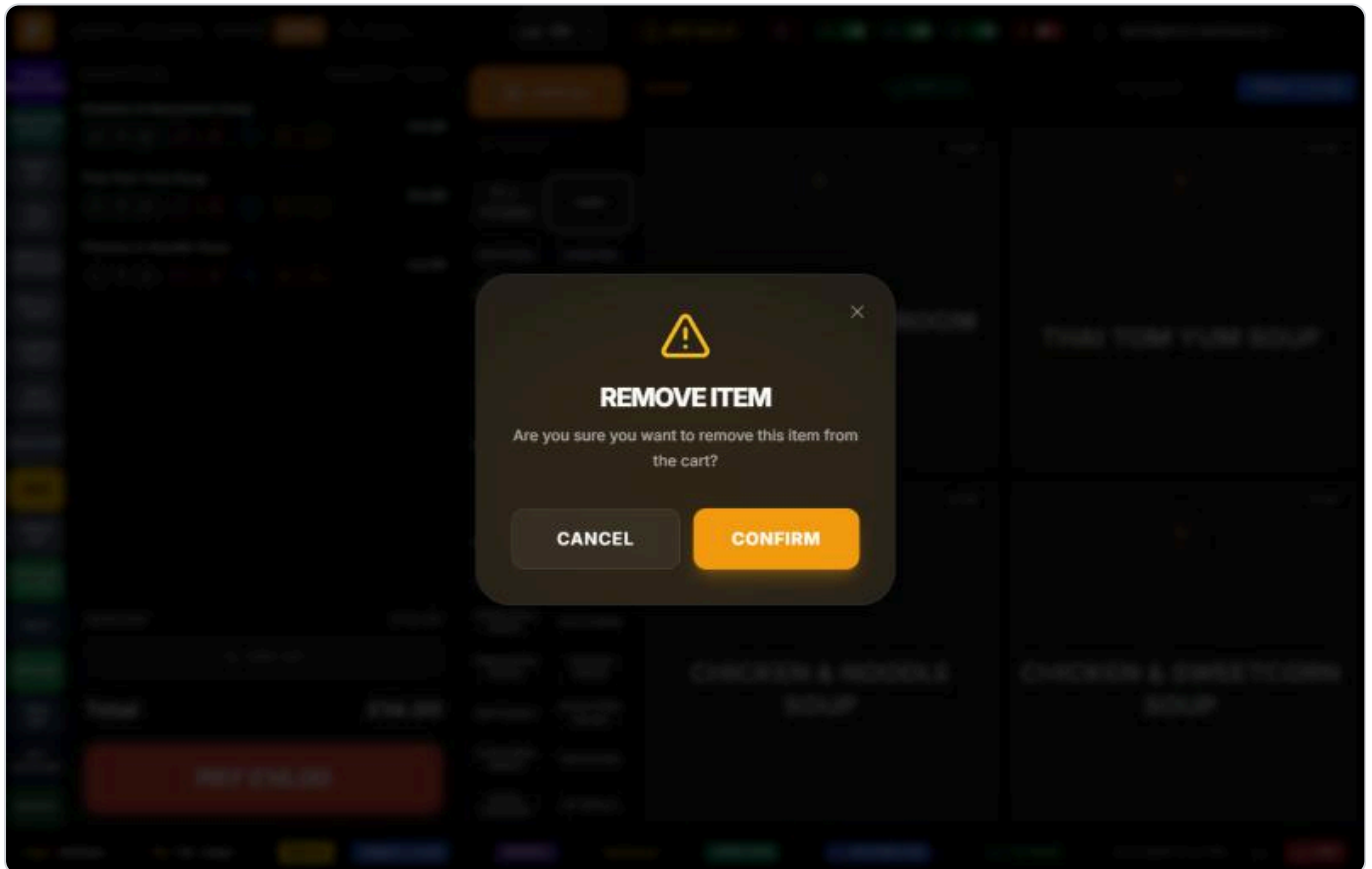
The short version

- Wrong item: tap the red bin on that line, then **CONFIRM**.
- Cancel the whole unpaid order: tap **VOID SALE** and choose a reason.
- Money back on a paid order: tap **ORDER LIST**, tap the three dots on the order, tap **Refund**.

1 Remove one item

Each line in the basket has a row of small buttons under the item name. – and + change the quantity. The red **bin** removes the item.

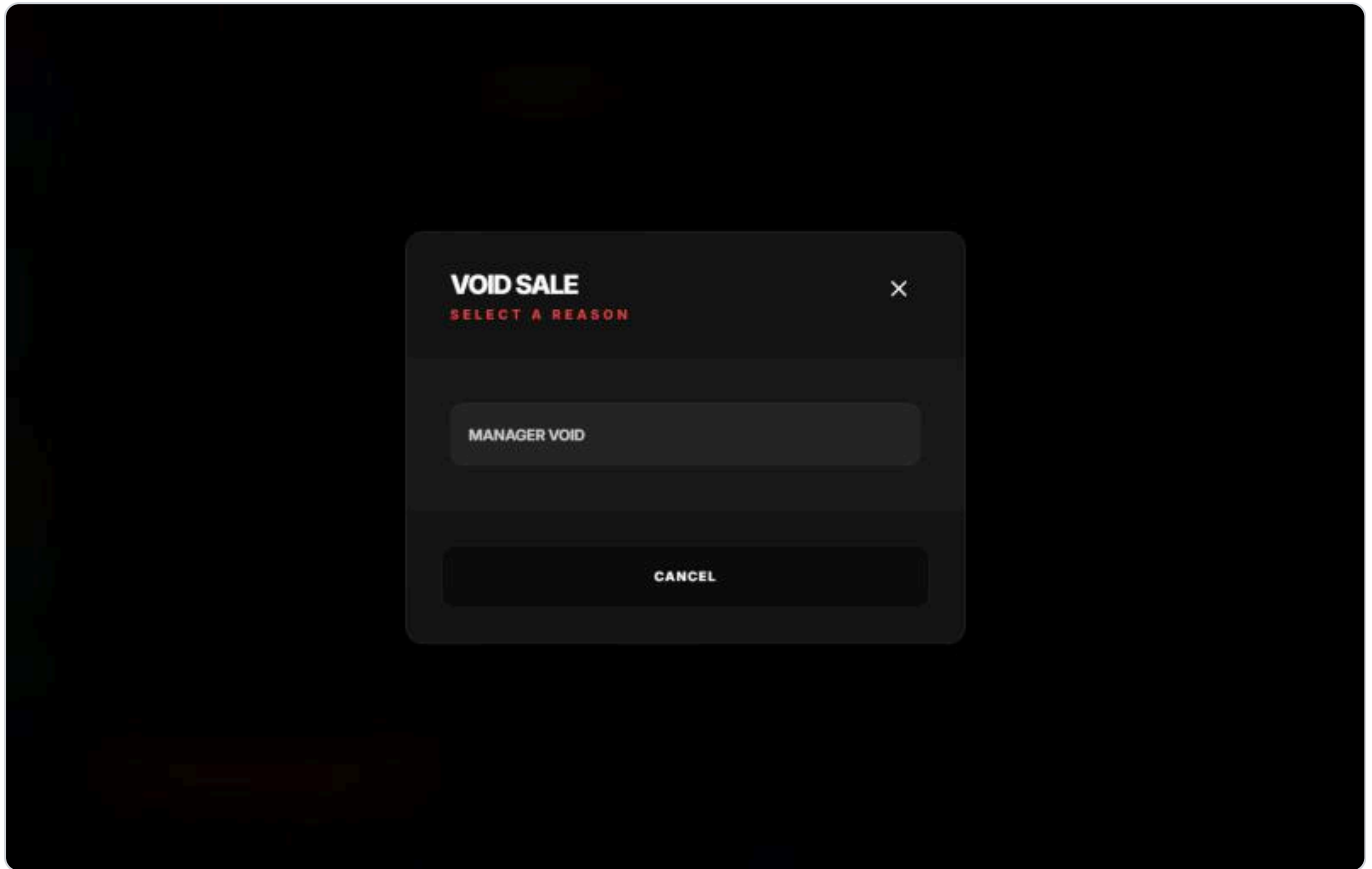
Tap the bin. The till asks **Remove item?** Tap **CONFIRM**.



2

Void the whole sale

To cancel an order that has not been paid, tap **VOID SALE** on the left. The till asks you to **Select a reason**. Tap the reason.



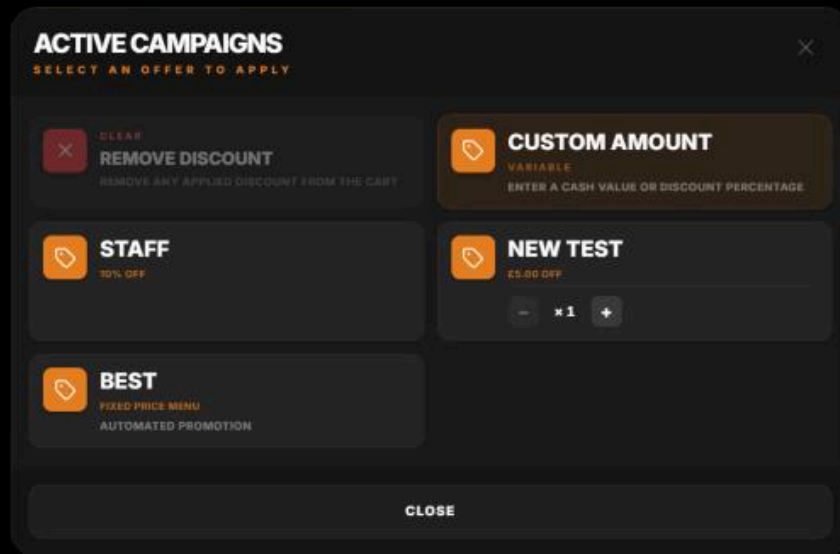
The basket clears. For a few seconds a message at the bottom says **Order Voided** with an **Undo** button, in case you tapped it by mistake.

Tip. The reasons in this list are set by your manager in **Settings**, then **POS Reasons**, then **Void Reasons**.

3 Apply a discount

With items in the basket, tap **DISCOUNT** on the left. **Active Campaigns** lists the offers you can apply.

- Tap an offer to apply it.
- **Custom Amount** lets you type a cash value or a percentage.
- **Remove Discount** takes off any discount already on the order.

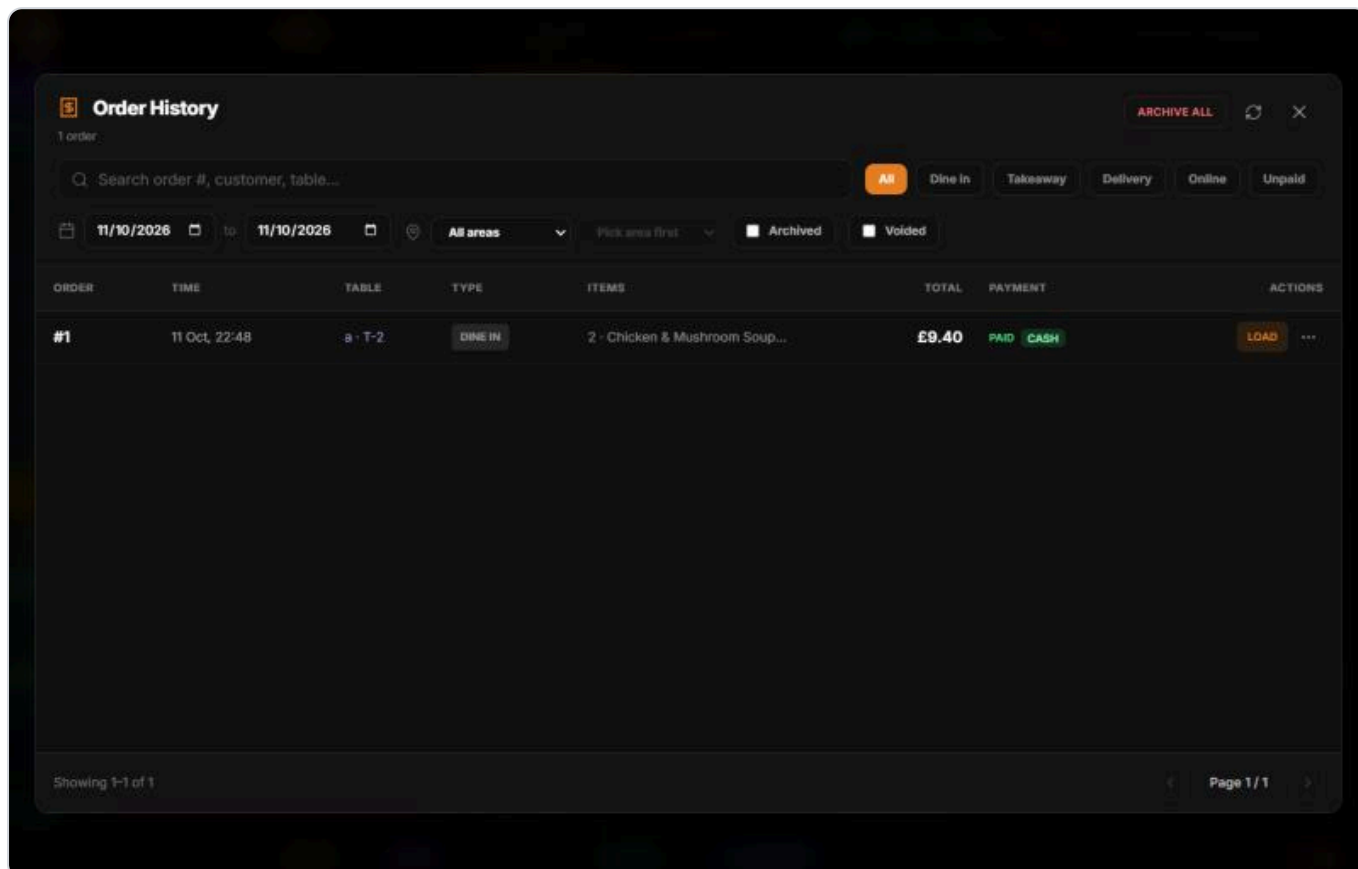


An offer only changes the total if the order qualifies for it, for example the right items or the right day. If the total does not change, the order does not meet that offer.

4 Find the paid order

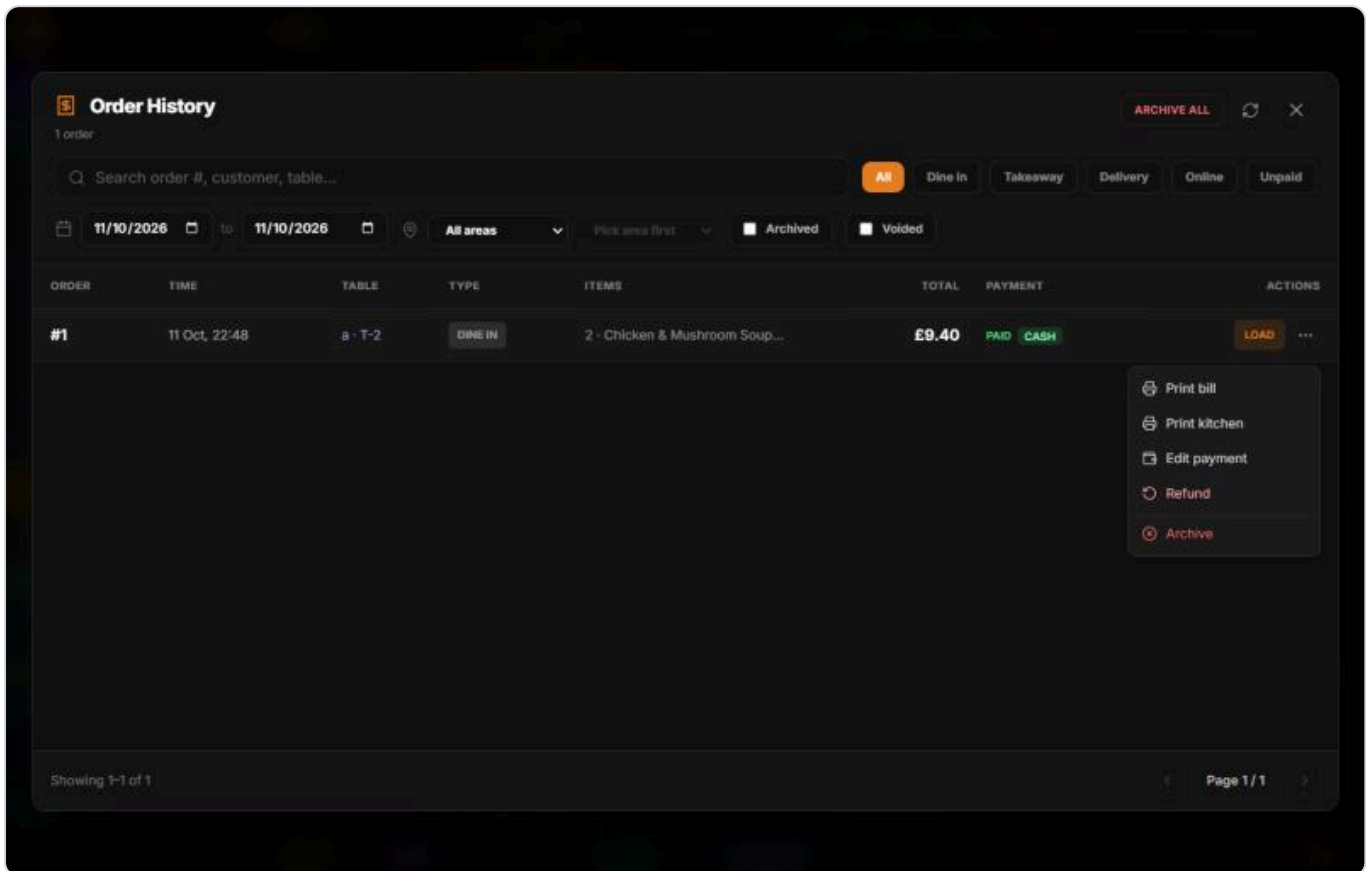
Tap **ORDER LIST** on the left. **Order History** shows today's orders with the time, table, type, total and how each was paid.

- Search by order number, customer or table.
- Filter with **All**, **Dine in**, **Takeaway**, **Delivery**, **Online** or **Unpaid**.
- Change the dates to find an order from another day.



5 Open the refund

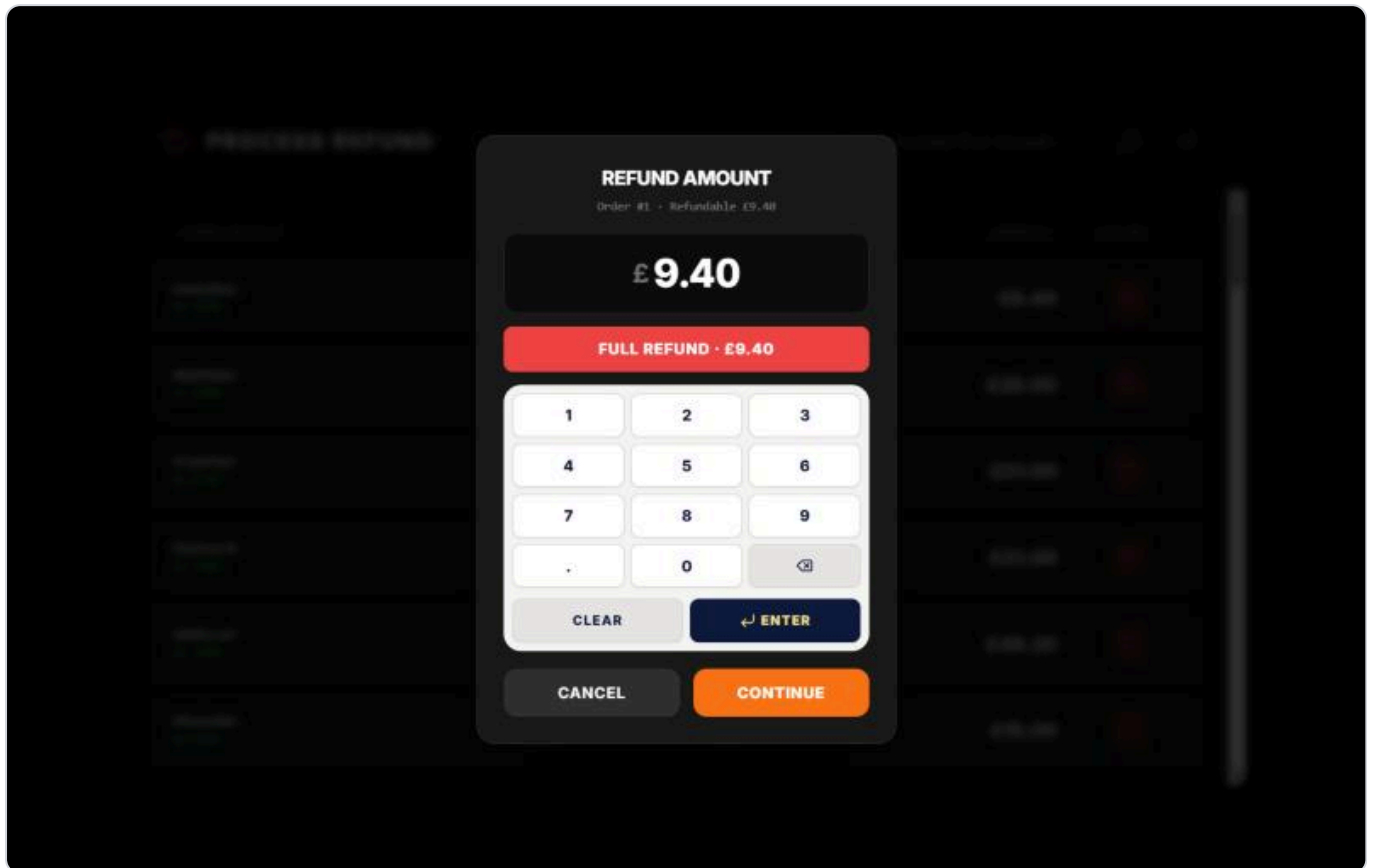
Tap the **three dots** at the end of the order. The menu offers **Print bill**, **Print kitchen**, **Edit payment**, **Refund** and **Archive**. Tap **Refund**.



Process Refund opens, listing paid orders with the newest first. Tap the red arrow on the order you want.

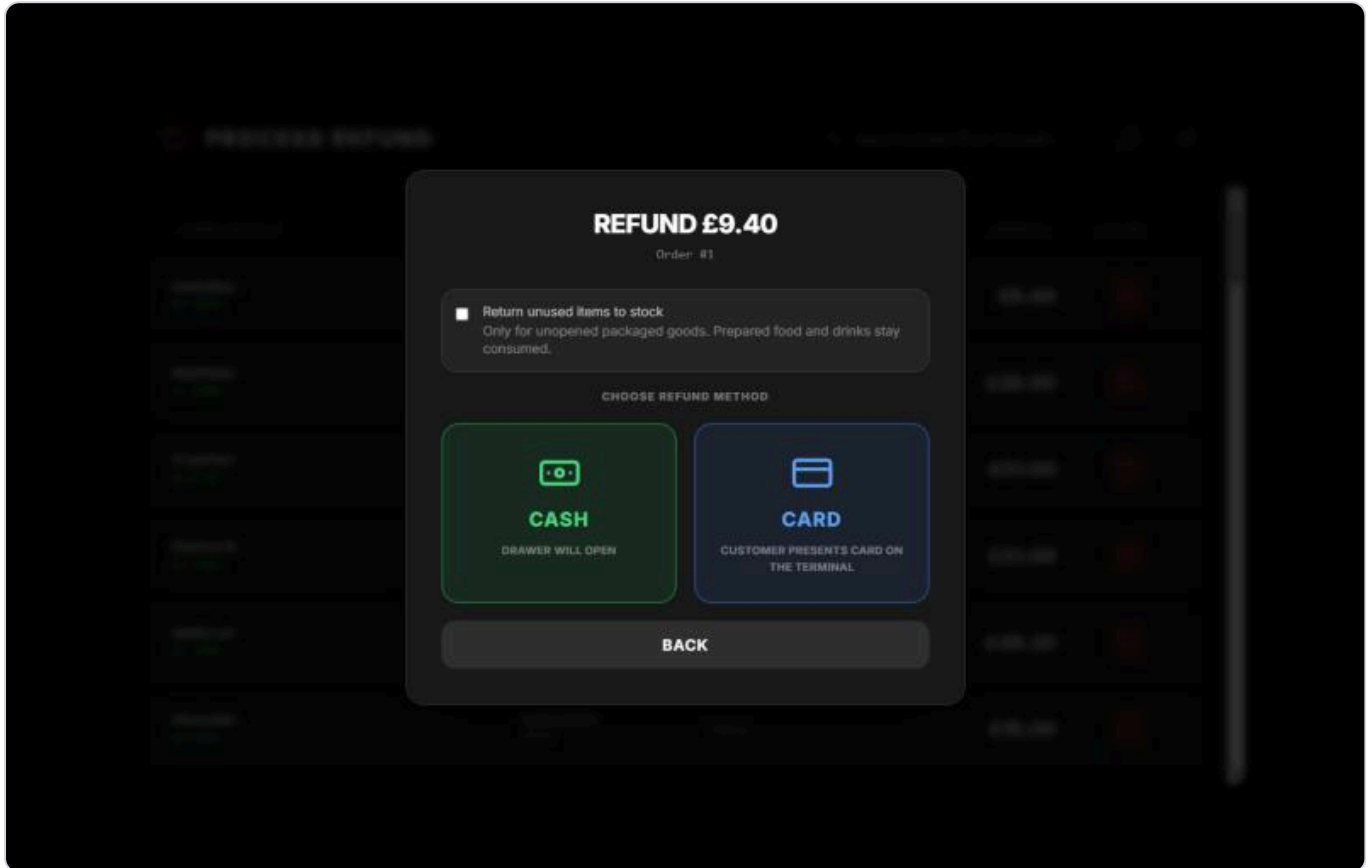
6 Choose how much to refund

For the whole order, tap the red **Full Refund** bar. For part of it, type the amount on the keypad. The screen shows the most that can be refunded. Tap **CONTINUE**.



7 Choose cash or card

- **Cash:** the drawer opens so you can hand the money back.
- **Card:** the customer presents their card on the card machine.
- Tick **Return unused items to stock** only for unopened packaged goods. Prepared food and drinks stay used.



Once the refund goes through, the order drops off the Process Refund list.

Tip. Refund the same way the customer paid. A card payment refunded as cash leaves the drawer short at cash-up.

If something is not right

I cannot see Void Sale, Discount or Refund

Your login may not be allowed to. A manager can do it, or change your role in **Settings**, then **Team & Access**, then **Role Permissions**.

I voided the wrong order

Tap **Undo** in the message at the bottom straight away. After that, ring the order through again.

The order is not in Order History

Change the dates at the top, and check the **Archived** and **Voided** boxes.

The discount did not change the total

The order does not qualify for that offer. Try **Custom Amount**, or ask a manager.

Need a hand? Call Posso support free on 0808 175 3956, Monday to Friday, 9am to 9:30pm, or see posso.co.uk/support. More guides: posso.co.uk/downloads.