Synergy Order App - Restaurant: Voiding a Bill and Refunding a Paid Bill

Void a bill that should not count, for example when the customer changed their mind. For a bill that is already paid, the button is Void (refund).

Before you start

- Open the Order App in F&B mode.
- With Staff sign-in on, void and refund need a Supervisor or a Manager.

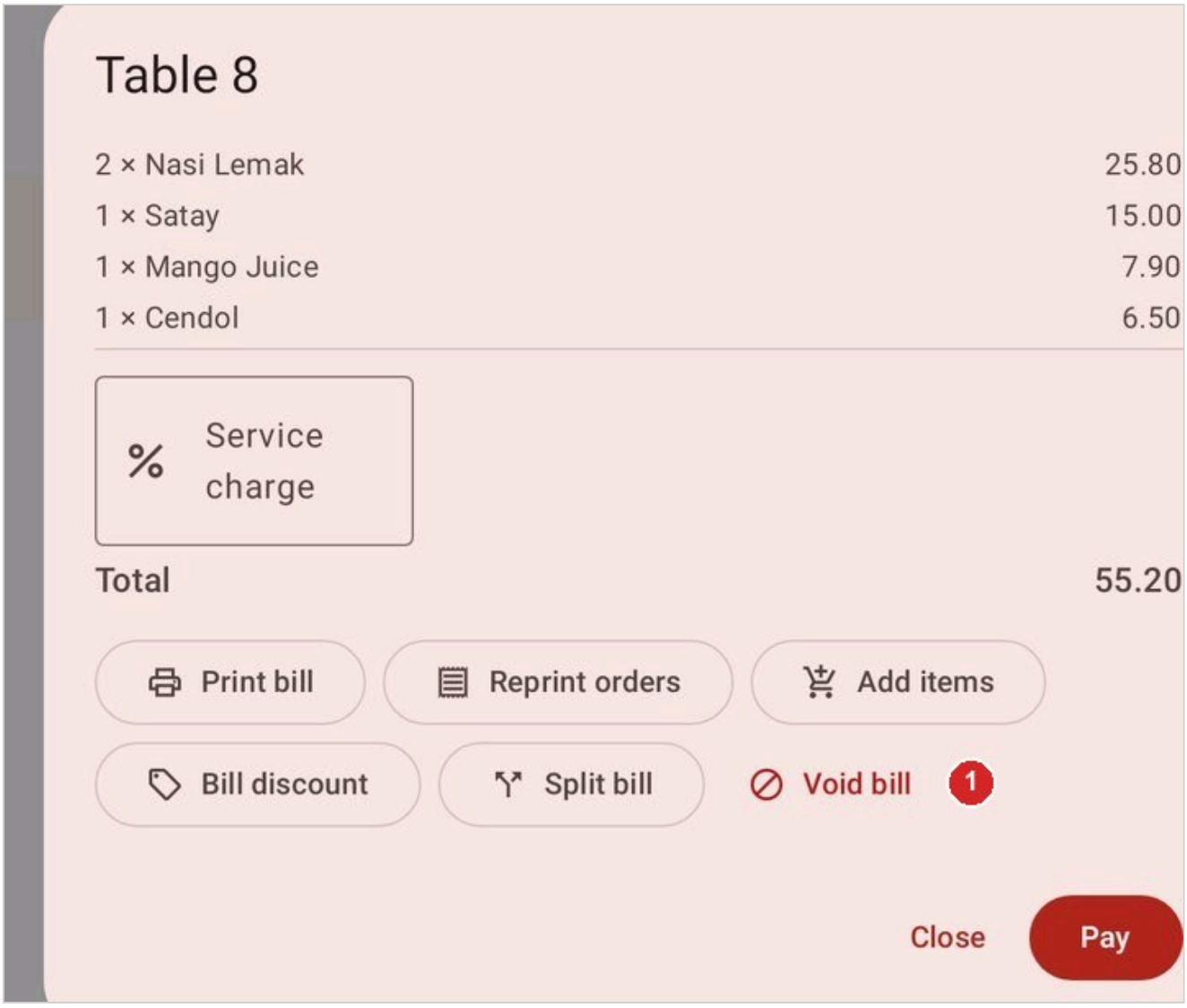
Steps

1. Open the bill

Tap the receipt icon to open Bills. Tap the table's bill under Open bills.

2. Tap Void bill

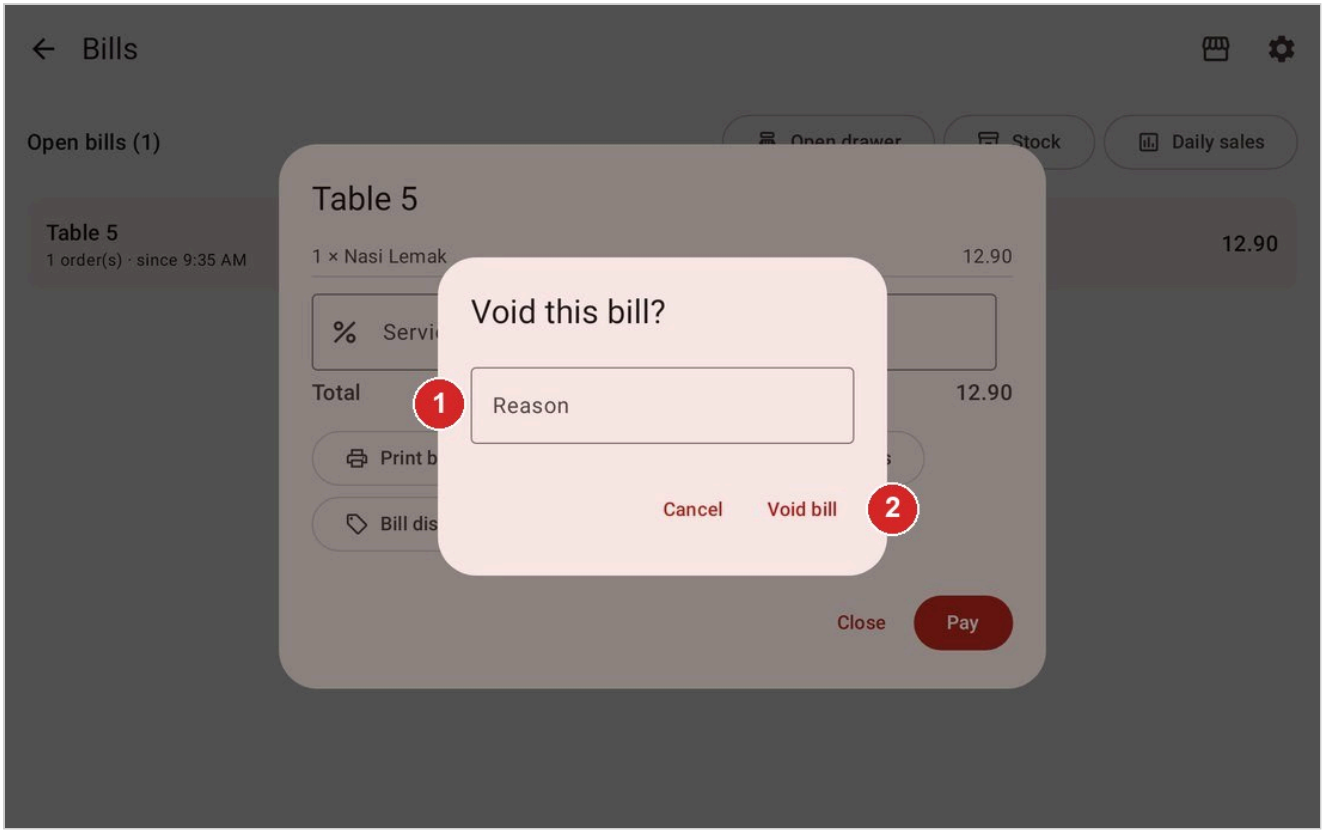
In the bill window tap Void bill.



Step	What to do
1	Tap Void bill.

3. Type the reason

The window asks Void this bill? Type the Reason and tap Void bill.



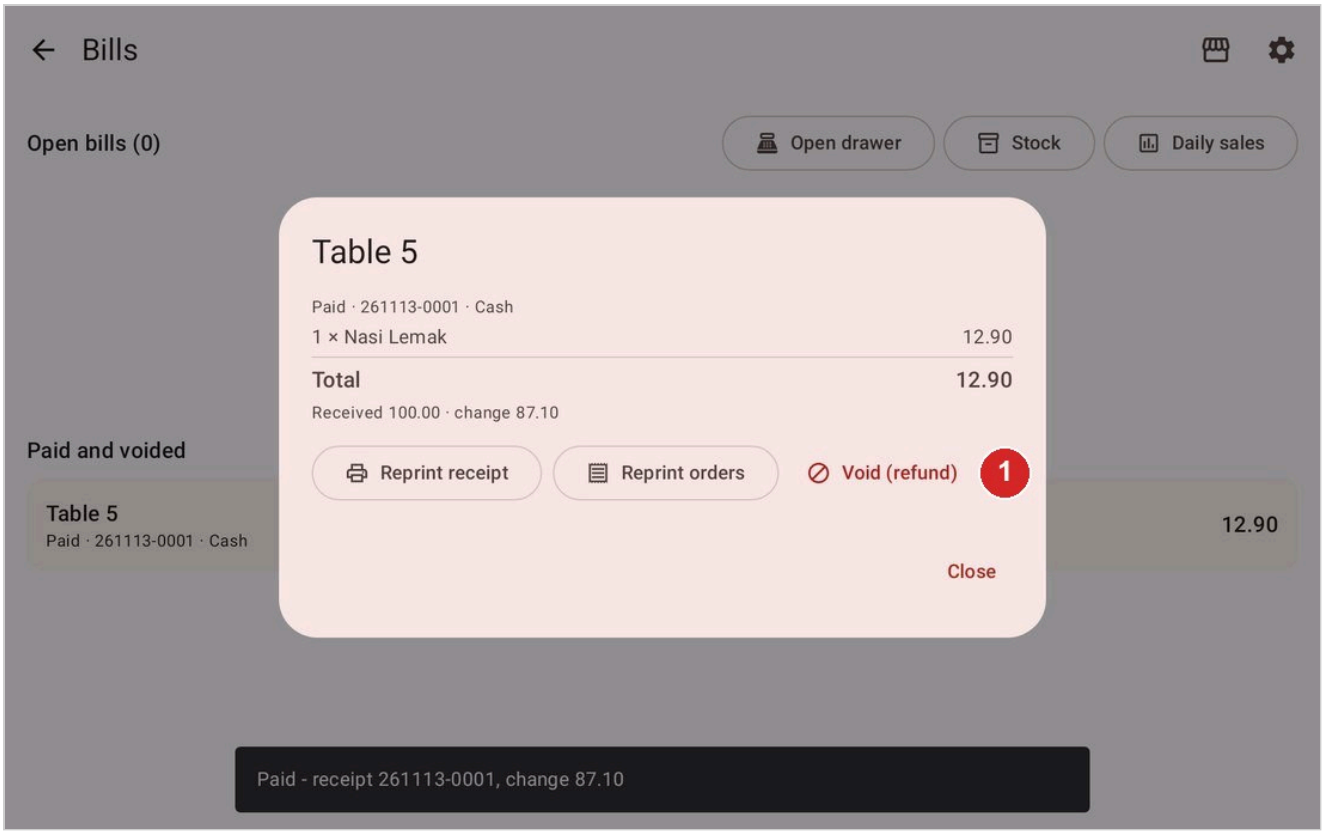
Step	What to do
1	Type the Reason.
2	Tap Void bill.

4. See where it went

The bill moves to Paid and voided and shows Voided.

5. A bill that is already paid

Under Paid and voided tap the paid bill. Its button is Void (refund), not Void bill.



Step	What to do
1	Tap Void (refund).

6. Confirm the refund

The window Void this paid bill? says that the receipt is taken off the sales. Type the Reason and tap Void bill. Give the money back to the customer. The bill stays in the list as Voided.

7. Check the voids later

The voids and refunds are listed in the report Voids / refunds (Back Office > Reports).

Tips

- A bill can only be voided on the device that settled it.
- When a voided bill had items that track stock, the stock comes back.
- Void and refund need a Supervisor or a Manager when Staff sign-in is on.

Common problems

The message says the bill cannot be voided here.

Void it on the device that settled the bill.

The app asks for a PIN.

With Staff sign-in on, a Supervisor or a Manager must approve. Ask them to type their PIN.

I cannot find the bill in Open bills.

A bill that is paid or voided is under Paid and voided.

Order App (build 2026-11-13A) - Guide date 2026-11-13.