

# Item Voids, Comps, and Discounts in RPE

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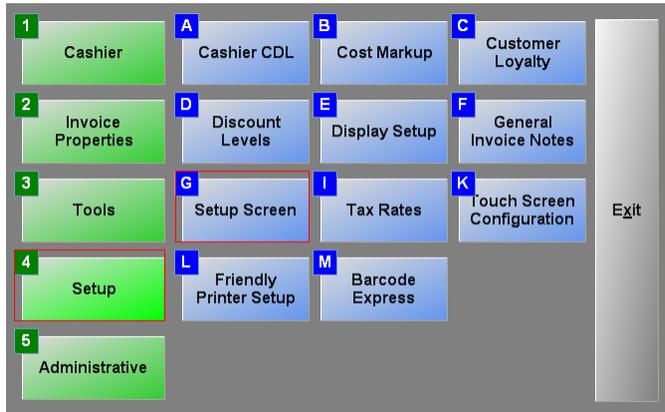


Restaurants often need to modify an order for a variety of different reasons. RPE provides void, comp and discount functions that are logged upon their use along with a reason code of why the server modified the check.

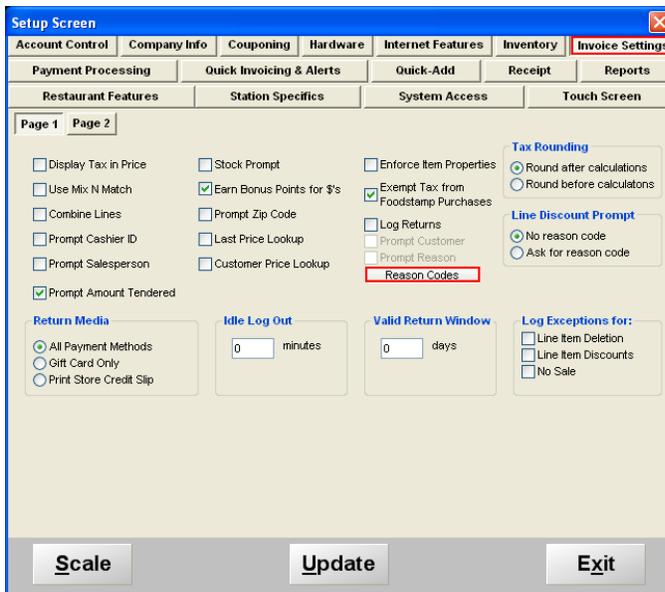
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## Setting up reason codes for voids, comps, and discounts

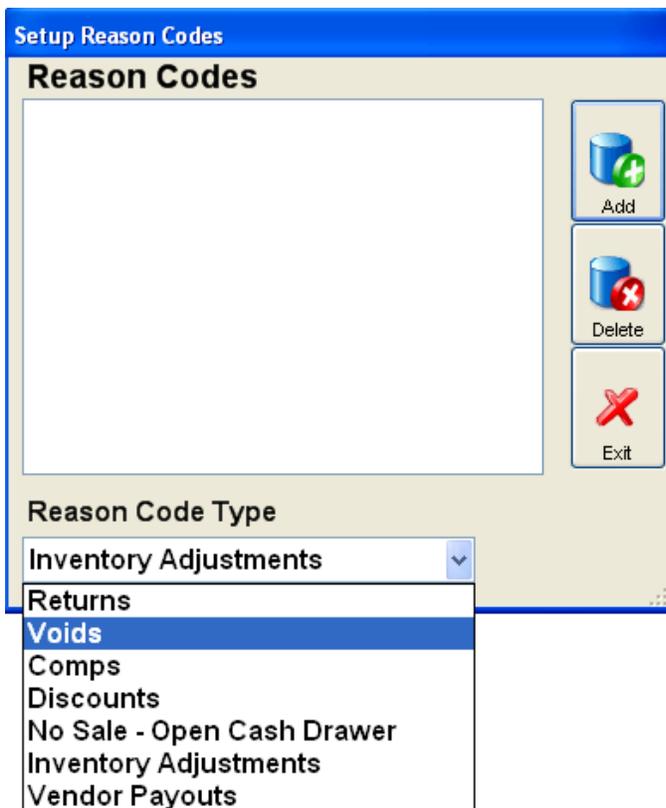
Reason codes are used to keep track of the rationale for voids, comps, and discounts. To set them up, select **Manager** from the login screen, provide the requested credentials, and follow these steps.



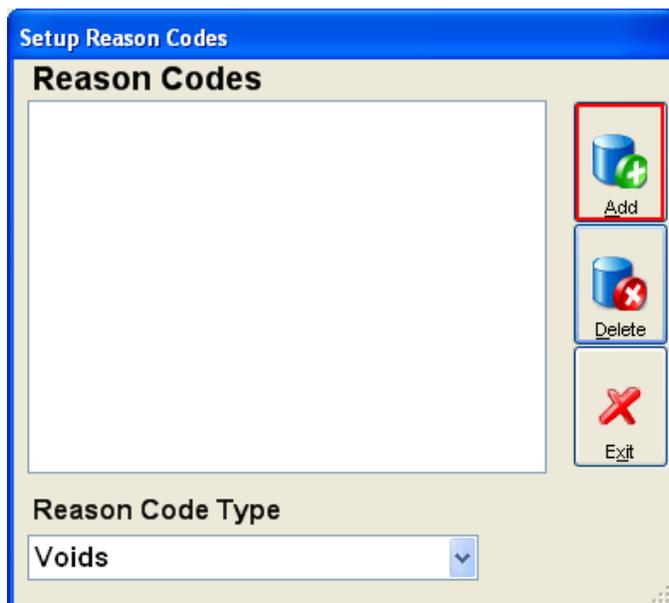
1. Select **Setup** and then **Setup Screen**.



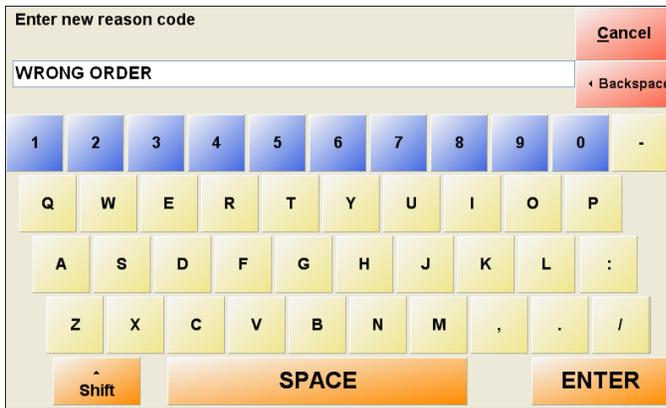
2. Select the **Invoice Settings** tab.
3. Select **Reason Codes**.



4. Select a Reason Code Type.



5. Select Add.



6. Provide a reason code.

7. Repeat steps 4-6 as many times as necessary for voids, comps, and discounts.



8. When finished, select **Exit**.



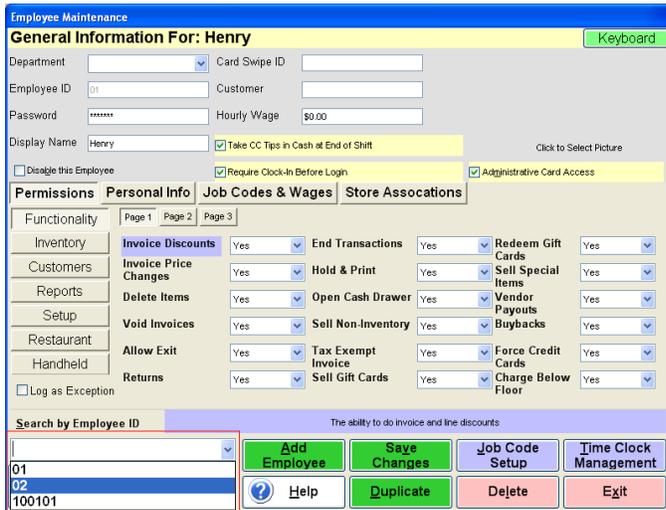
9. Select **Update**.

**Specifying which employees can void, comp, and discount items**

If you only want managers and select employees to be able to void, comp, and discount items, select **Manager** from the login screen, provide the requested credentials, and follow these steps.



1. Select **Administrative** and then **Employee Maintenance**.



2. Select an employee.

**Employee Maintenance**  
**General Information For: Melissa** Keyboard

Department: [Dropdown] Card Swipe ID: [Text]  
Employee ID: 02 Customer: [Text]  
Password: [Text] Hourly Wage: \$0.00  
Display Name: Melissa  Take CC Tips in Cash at End of Shift Click to Select Picture

Disable this Employee  Require Clock-In Before Login  Administrative Card Access

**Permissions** **Personal Info** **Job Codes & Wages** **Store Associations**

**Functionality** Page 1 Page 2 Page 3

Inventory	Invoice Discounts	Yes	End Transactions	Yes	Redeem Gift Cards	Yes
Customers	Invoice Price Changes	Yes	Hold & Print	Yes	Sell Special Items	Yes
Reports	Delete Items	Yes	Open Cash Drawer	Yes	Vendor Payouts	Yes
Setup	Void Invoices	Yes	Sell Non-Inventory	Yes	Buybacks	Yes
Restaurant	Allow Exit	Yes	Tax Exempt Invoice	Yes	Force Credit Cards	Yes
Handheld	Returns	Yes	Sell Gift Cards	Yes	Charge Below Floor	Yes

Log as Exception

Search by Employee ID: [Text] The ability to do invoice and line discounts

Previous Next Add Employee Save Changes Job Code Setup Time Clock Management  
Help Duplicate Delete Exit

3. Select the **Functionality** tab.
4. Set **Invoice Discounts** and **Void Invoices** to the desired permission.

**Employee Maintenance**  
**General Information For: Melissa** Keyboard

Department: [Dropdown] Card Swipe ID: [Text]  
Employee ID: 02 Customer: [Text]  
Password: [Text] Hourly Wage: \$0.00  
Display Name: Melissa  Take CC Tips in Cash at End of Shift Click to Select Picture

Disable this Employee  Require Clock-In Before Login  Administrative Card Access

**Permissions** **Personal Info** **Job Codes & Wages** **Store Associations**

**Functionality** **Restaurant** **Handheld**

Access Others Tables	Yes	Open Tabs	Yes
Add CC Tips	Yes	Take out Orders	Yes
Transfer Without Swipe	Yes	Delivery Orders	Yes
Transfer Tables	Yes	Comp Items - Edit	Yes
Split Checks	Yes	Transfer Servers	Yes
Apply Gratuity - Edit	Yes	Reprint Kitchen Printout	Prompt

Log as Exception

Search by Employee ID: [Text] The ability to do invoice and line discounts

Previous Next Add Employee Save Changes Job Code Setup Time Clock Management  
Help Duplicate Delete Exit

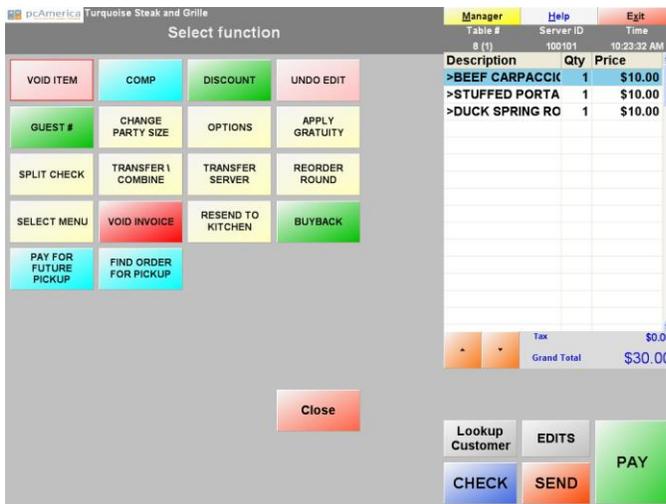
5. Select the **Restaurant** tab.
6. Set **Comp Items - Edit** to the desired permission.
7. Select **Save Changes**.

## Voiding an item

Items are typically voided when they have been mistakenly ordered. They should not be voided if they have been cooked. To void an item from the invoicing screen, follow these steps.



1. Select the item which you would like to void.
2. Select **EDITS**.

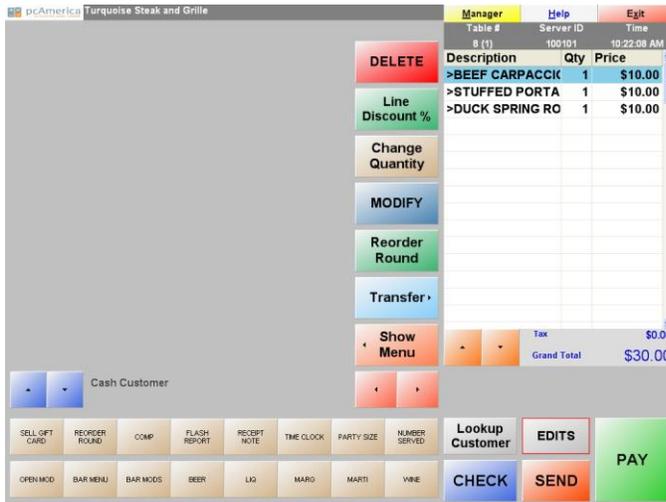


3. Select **VOID ITEM**.

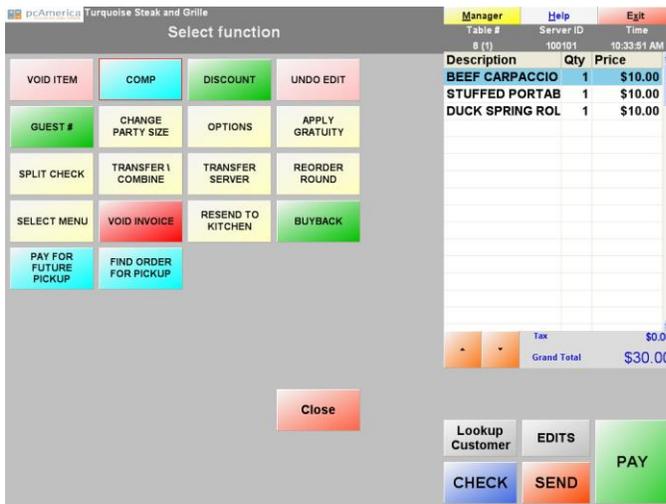
	<p>4. Select a void reason.</p>
<p><b>VOID-BEEF CARPA 1 \$9.99</b></p>	<p>5. Note that the item has been voided.</p>

## Comp an item

Comp an item, or giving it away at no charge, may occur for a variety of reasons. To comp an item from the invoicing screen, follow these steps.



1. Select the item which you would like to comp.
2. Select **EDITS**.



3. Select **COMP**.

**Select Comp Reason**

86	CRITIC	DID NOT LIKE	VIP	WRONG ORDER
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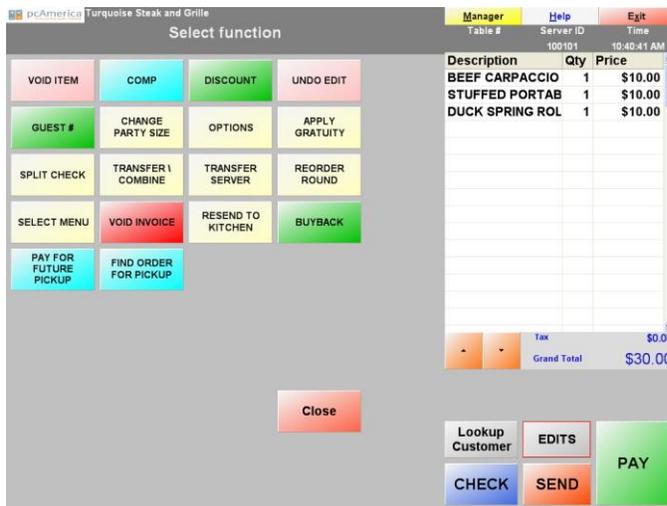
4. Select a comp reason.

**DID NOT LIKE-BEE 1 \$9.99**

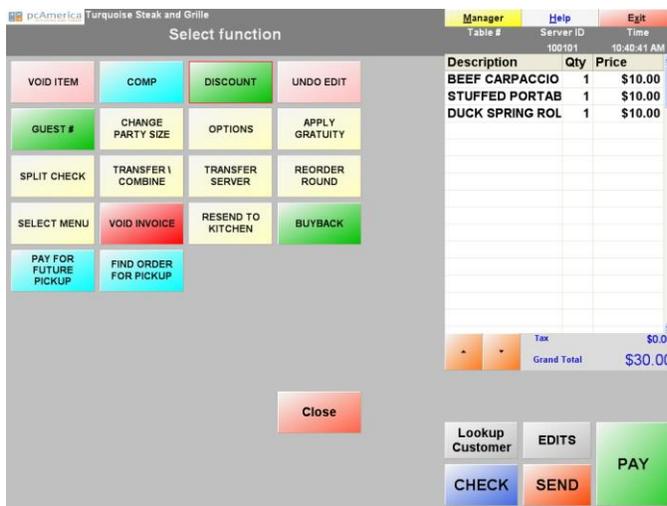
5. Note that the item has been comped.

## Discounting items

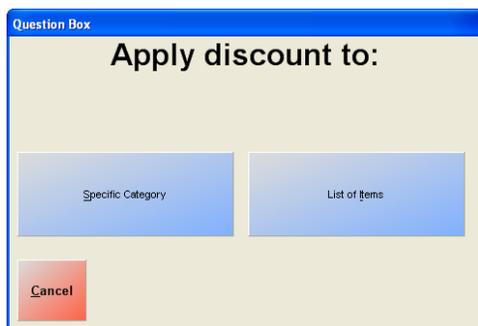
To discount items on an invoice, follow these steps.



1. Select **EDITS**.



2. Select **DISCOUNT**.



3. Decide whether the discount should apply to an entire category or a list of items.

**Select category to discount**

DRINK	FOOD	LIQUOR	NONE
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or

**Select which items to discount**

ALL			NONE
BEEF CARPACCIO	STUFFED PORTABELLA	DUCK SPRING ROLLS	

4. If you selected **Specific Category** in step 3, select the category.

If you selected **List of Items**, select the item(s) to discount and select **Select**.

- Note that the items with a white background have been selected.

**Enter discount %**

20

7	8	9
4	5	6
1	2	3
.	0	+/-

5. Enter a discount percentage and select **OK**.



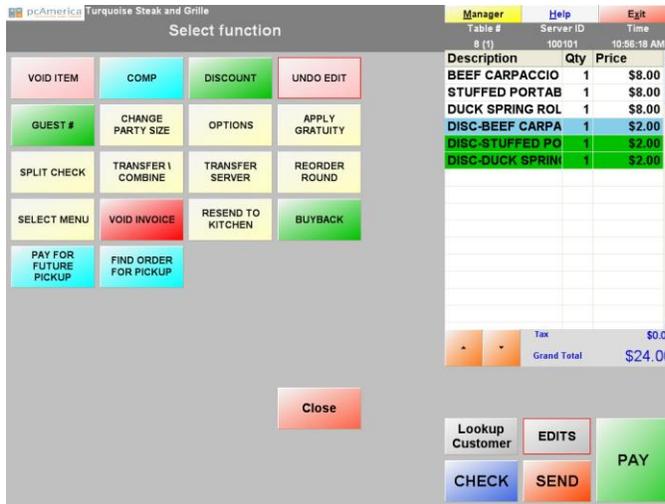
6. Select a discount reason.

<b>DISC-BEEF CARPA</b>	<b>1</b>	<b>\$2.00</b>
<b>DISC-STUFFED PO</b>	<b>1</b>	<b>\$2.00</b>
<b>DISC-DUCK SPRING</b>	<b>1</b>	<b>\$2.00</b>

Discounts will be added to the invoice as pictured to the left.

## Removing a void, comp, or discount

Voids, comps, and discounts can be removed with ease. From the invoicing screen, follow these steps.



1. Select the void, comp, or discount.
2. Select **EDITS**.
3. Select **UNDO EDIT**.



4. Note that the edit was undone.