

TABLE NEEDS POS: VOIDS, COMPS, DISCOUNTS

1. Voids

Definition: A void is the action of canceling an item or an entire order before it has been finalized and sent to the kitchen or included in the payment. Voids effectively remove the item as if it were never ordered.

When to Use:

- A server accidentally enters the wrong item or quantity.
- A customer changes their mind before the order is prepared.
- Duplicate items are added to the order by mistake.

Key Notes:

- Voids are typically used before the item is prepared or served.
- No inventory adjustments are made because the item was not consumed or used.
- Voids do not appear on the final receipt.

2. Comps

Definition: A comp (short for "complimentary") is the action of providing an item at no charge, often due to customer service reasons, errors, or promotions. The item remains recorded in the system but is marked as free.

When to Use:

- To resolve customer complaints (e.g., food quality issues).
- For staff errors after the order has been prepared or served.
- As part of a loyalty program or special promotion.

Key Notes:

- Comps appear on the final receipt, showing the item was provided at no cost.
- Inventory is adjusted since the item was prepared and consumed.
- Often requires manager approval for tracking and accountability.

3. Discounts

Definition: A discount is a reduction in the price of an item or order. Discounts are applied to incentivize purchases, reward loyalty, or promote specific items.

When to Use:

- To offer a promotional price (e.g., happy hour specials).
- For employee discounts or loyalty programs.
- To adjust pricing for bulk purchases or customer goodwill.

Key Notes:

- Discounts appear on the final receipt, showing the original price and the reduction.
- Can be applied to individual items or the entire order.
- Inventory is adjusted as usual, as the item was sold and consumed.

Summary Table

Feature	Voids	Comps	Discounts
Purpose	Remove items before preparation.	Provide items for free post-prep.	Reduce item or order price.
Timing	Before preparation or payment.	After preparation or serving.	Before payment.
Receipt	Does not appear on receipt.	Appears, showing zero charge.	Appears, showing price reduction.
Inventory	No impact.	Adjusted for consumed items.	Adjusted for consumed items.
Approval	Often not required.	Often requires manager approval.	May require manager approval.

Understanding and properly using voids, comps, and discounts ensures smooth operations, accurate reporting, and excellent customer service when using the Table Needs POS system.