UNIVERSITY

New Void functionality

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October 29, 2024

WHAT YOU'LL LEARN

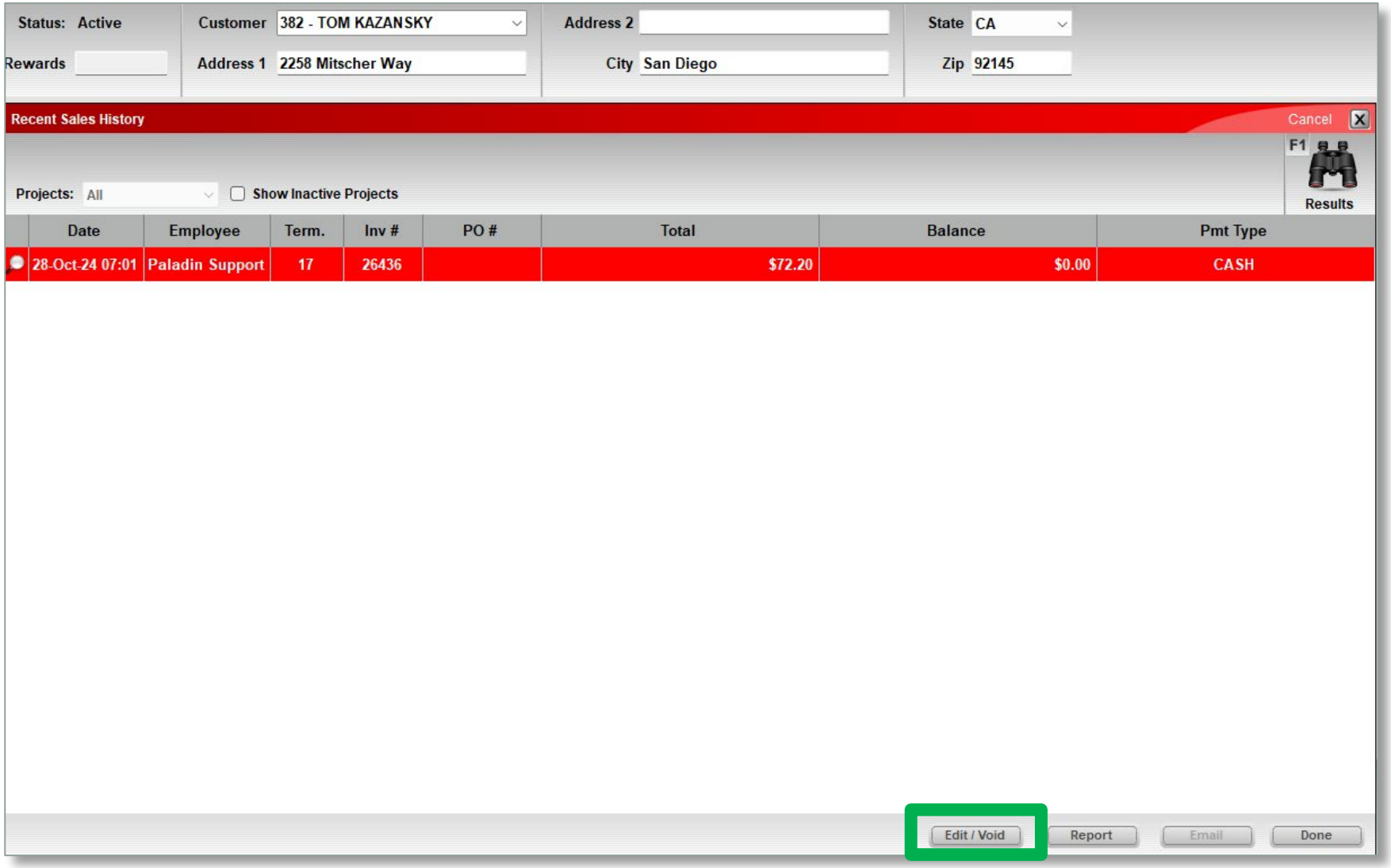
- Reason for the change to the Void feature
- New Void functionality
- Legacy Void
- Availability

Reason for the change to the Void feature

- Today's financial accountability requirements for business, place a greater responsibility on store owners to maintain detailed records.
- Voiding invoices is a common method of hiding evidence that someone is stealing from their employers. Naturally, we wanted to close this possible vulnerability.
- Numerous businesses requested the void feature be 'tightened up' so point of sale records always match what is uploaded to their general ledger.

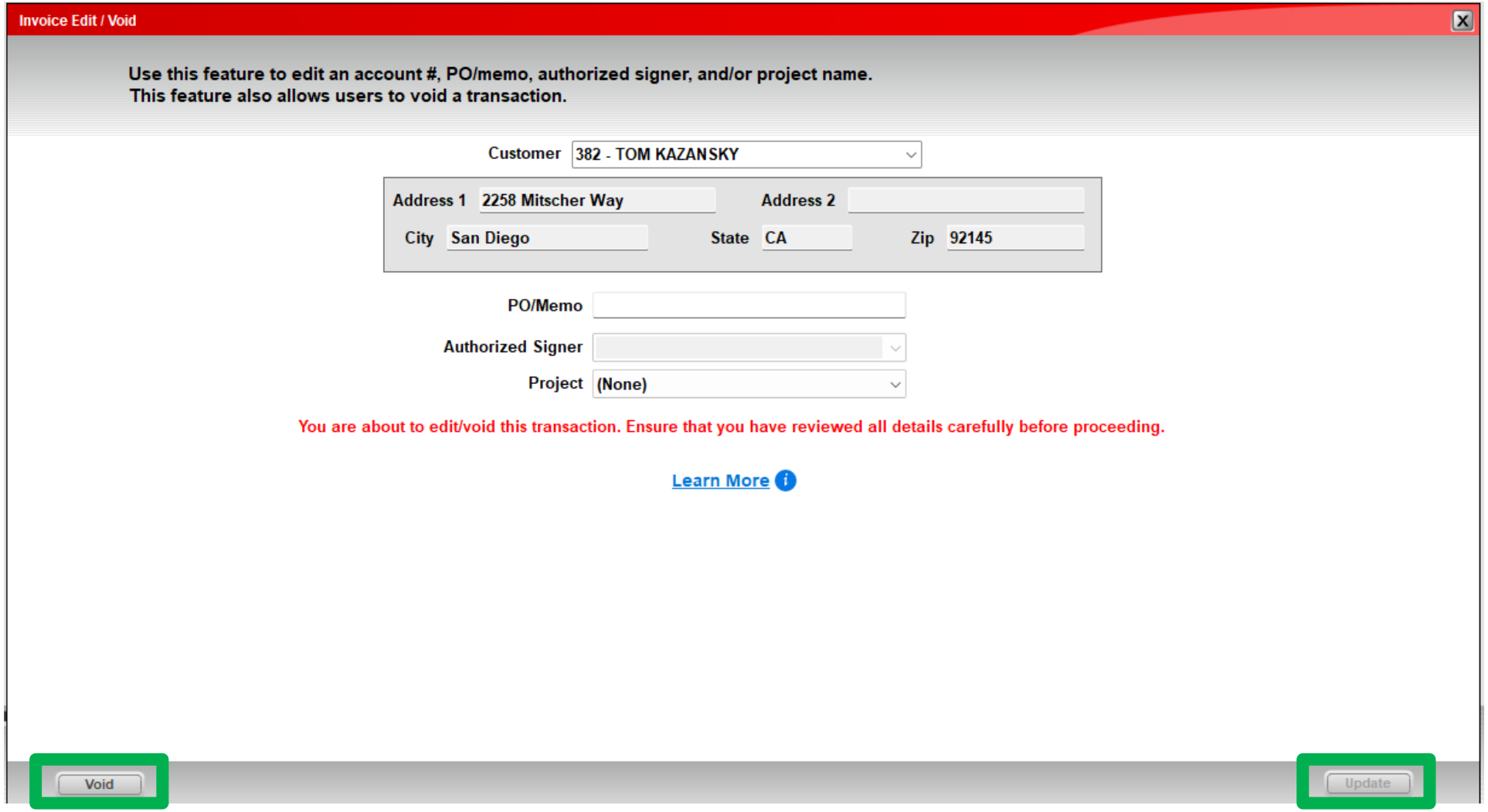
New Void functionality

Formerly just the Void button now reads



New Void functionality

There are two options for this invoice once you select the button

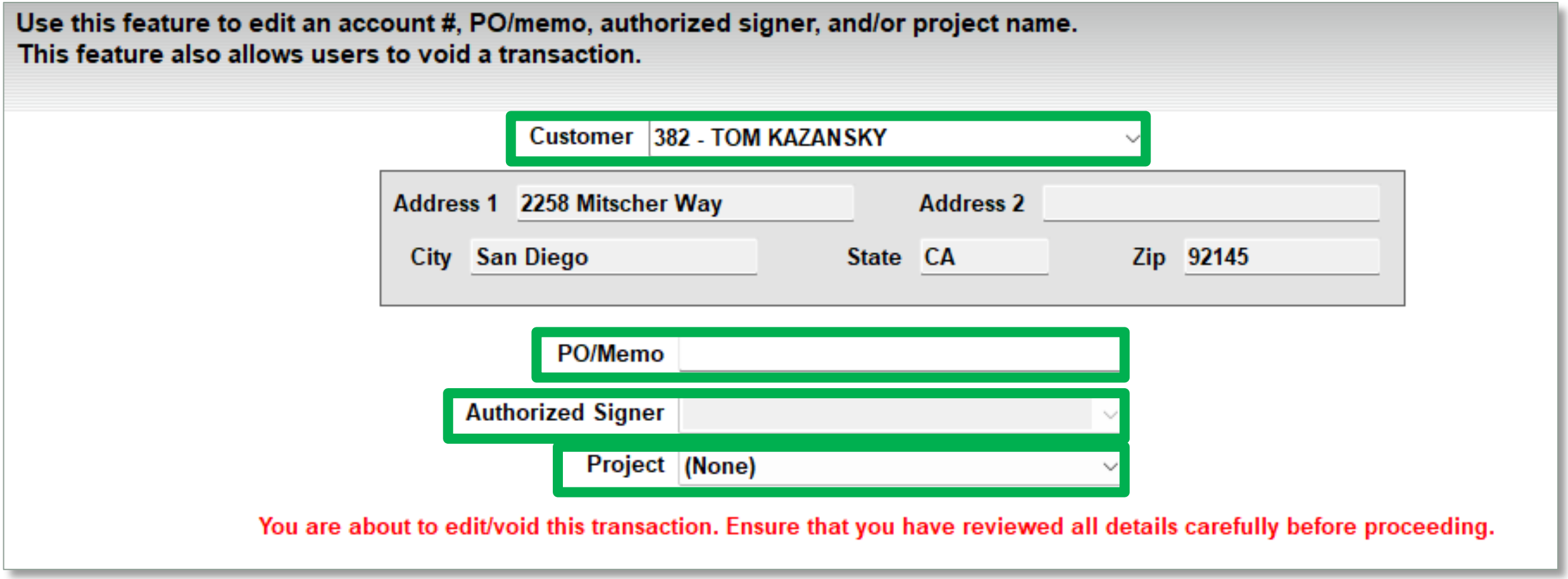


Update Invoice

- Many times, an existing invoice could be edited rather than voiding it because of a mistake.
- Paladin allows properly credentialed individuals to change the account the invoiced was sold under, the authorized signer and/or the project name.
- Why void an invoice and then manually recreate it?

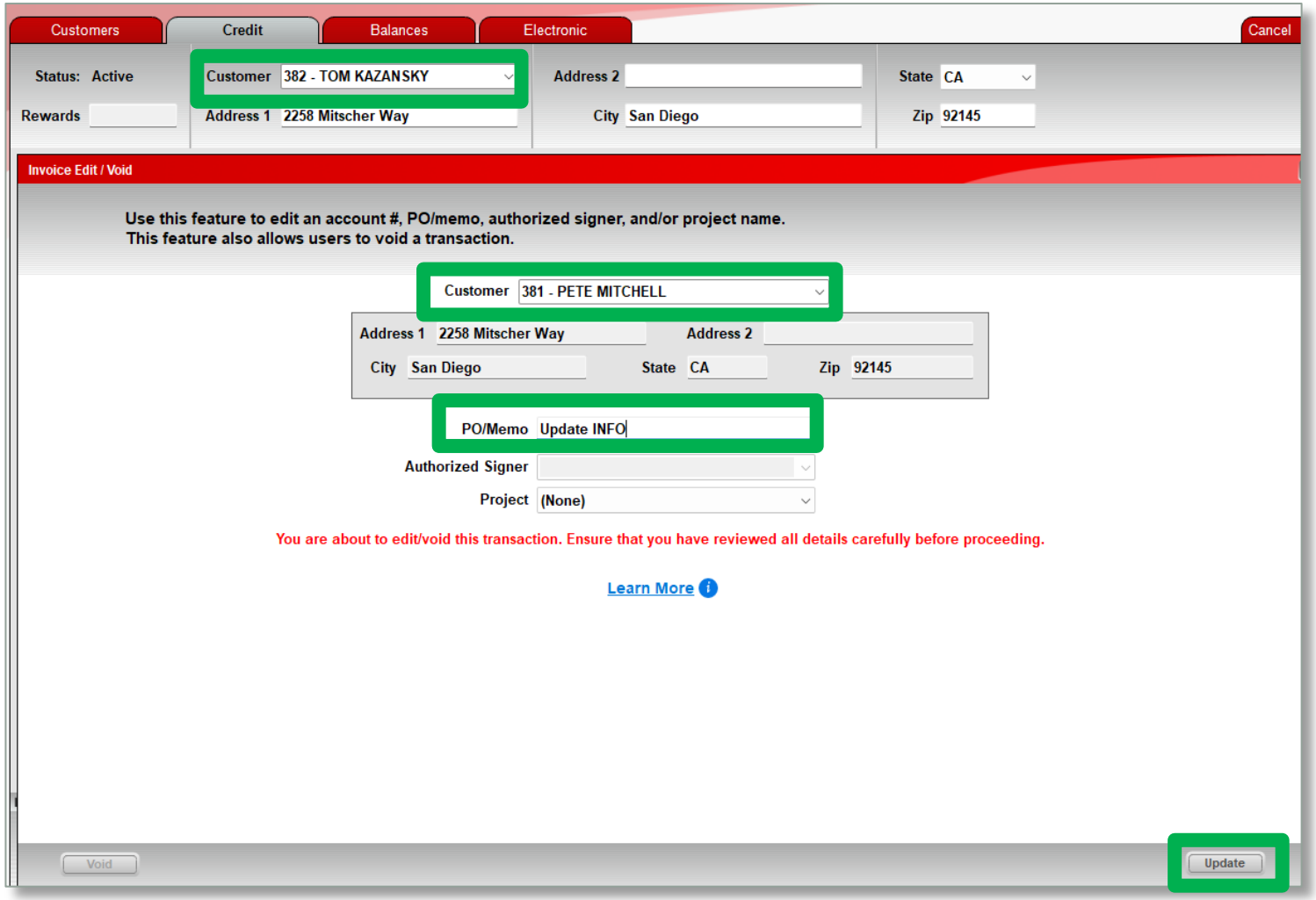
Update Invoice

This screen allows the user to change the details on the selected invoice



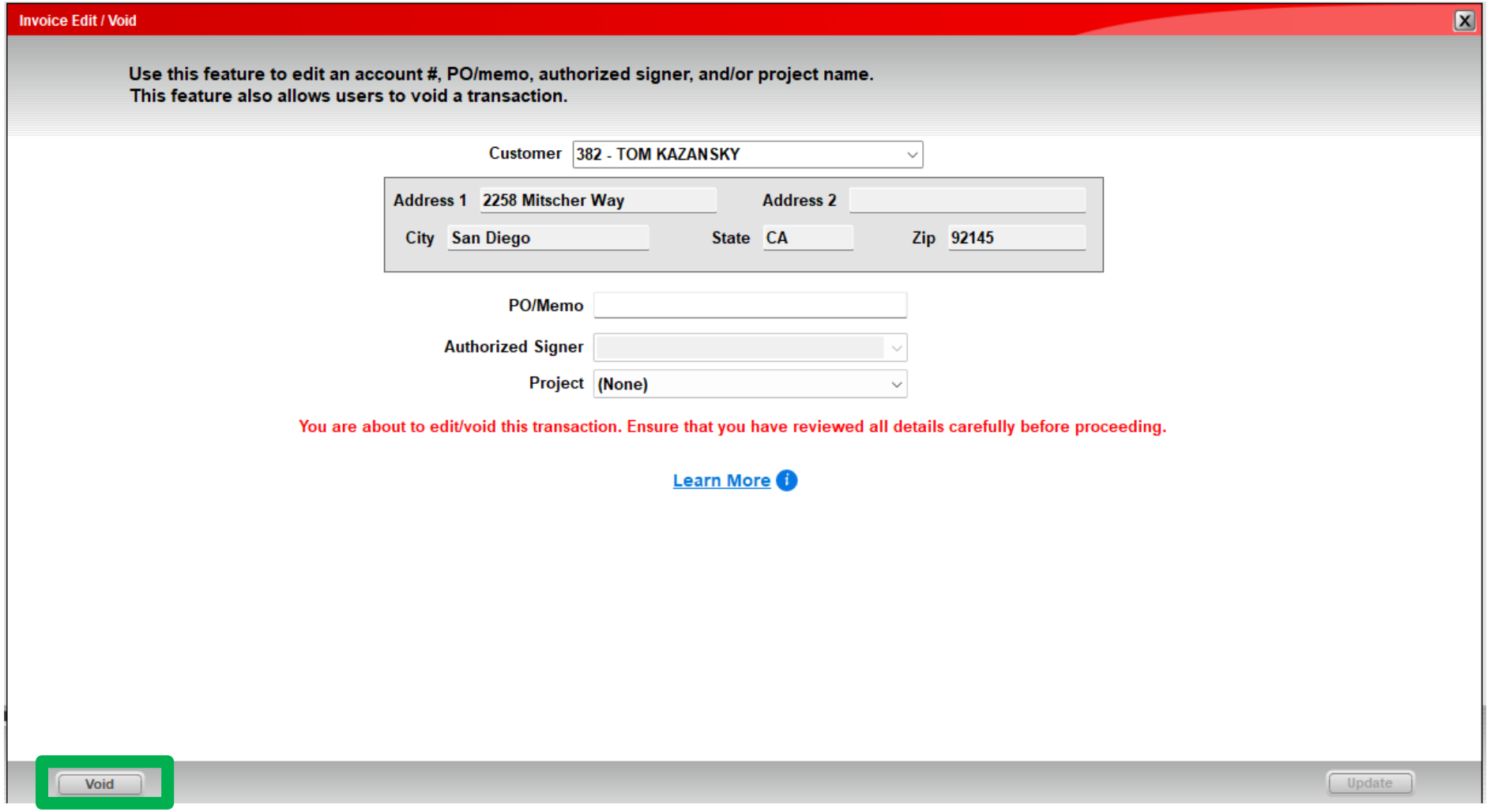
Update Invoice

If any field is changed, the Void button becomes inactive and the Update button becomes active



New Void functionality

If none of the fields are changed, only the Void button is active

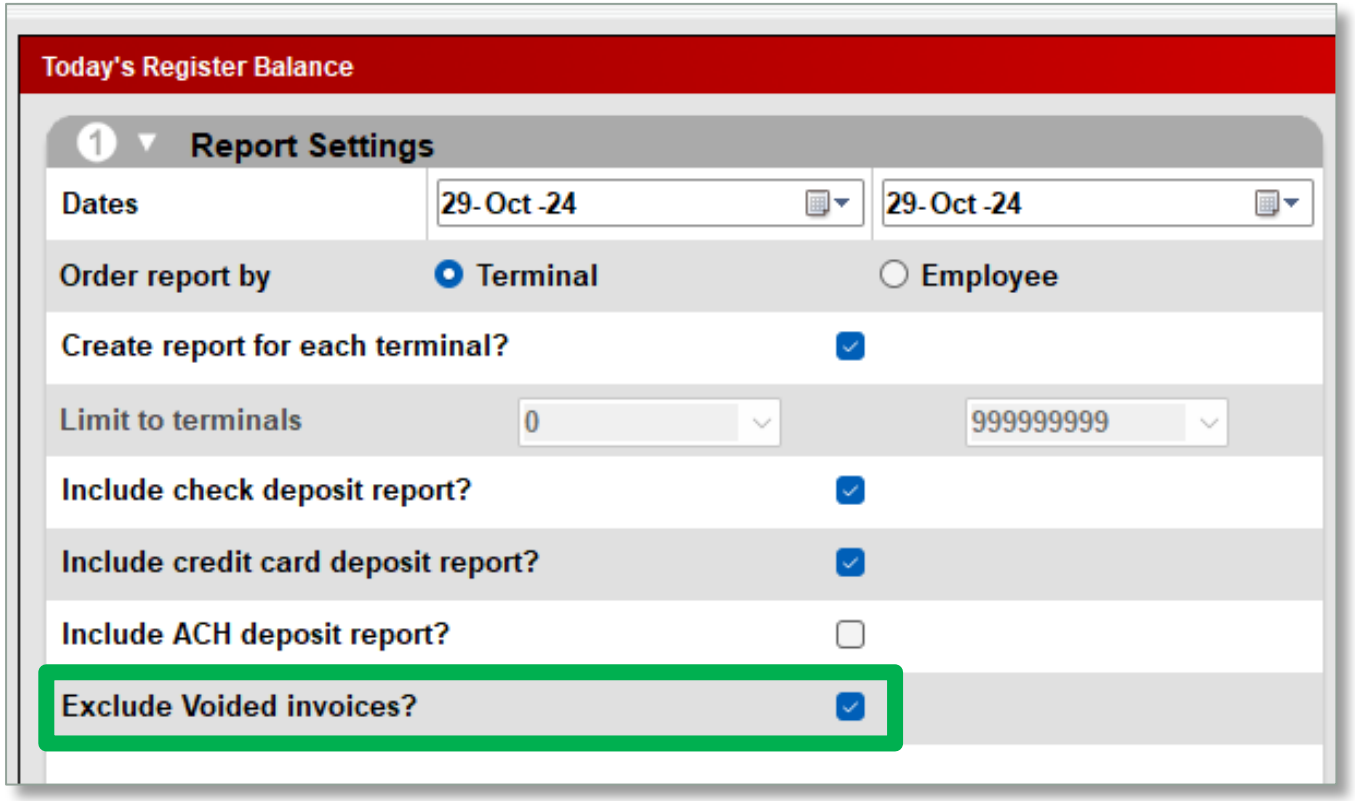


General information

- The new default functionality of the Void command features an “undoing” or reversal of a prior invoice including refund of payment types keeping all financial records intact and in sync with your general ledger.
- Sales paid by credit card will automatically be refunded if you are processing with one of our integrated partners.
- Paladin recommends double checking to make sure the voided credit card transaction was successfully processed in the payment processors portal after a void.

A new report selection option has been added to the Register Balance report settings menu.

The new option “Exclude Voided invoices?” is checked by default



Reports

The purpose of this option is to simplify the register balancing, but still provide a detail of all transactions in all other reports, including the revenue report and GL summary report.

Legacy Voids

- The new Void behavior is on by default.
- For better accountability, Paladin recommends using the updated Void behavior settings.
- If desired, you can return to the Legacy Void behavior – see next slide.

Availability

The new Edit/Void feature is currently available to all customers

Learn More

To learn more, see the following resources in our Help Portal library

Knowledge Base» Enhanced Voiding Invoices

A recording of this webinar will be available at portal.paladinpos.com/webinars.

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