

Idealpos 9 Build 7 - Update History

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Alerts

IP-6938 – Alerts – Trigger by Refund Amount

This function introduces the ability to set a Spend Amount for Alerts triggered by the Refund Function Type. Prior to this change, the Refund Alerts did not have a Spend Amount option, therefore it was previously only possible to trigger the alert based on the number of refunds that were done within a set period. With this change, Alerts can now be configured so that they trigger when Refunds exceed the Spend Amount configured within the Alert.

To configure this function, go to: Back Office > Setup > Global Options > Other Options.

- Output from POS #** - Ensure that this field is set to a POS Terminal Number that exists on your network and ensure that this is set to a POS Terminal Number or Back Office that is always turned on while other Terminals are in use.
 If the POS Terminal Code entered in this field is turned off while other POS Terminals are being used, alerts will not be triggered for those terminals.
- Email Service** – Ensure that this is configured correctly.
 If Idealpos Email is selected, there is no additional configuration required, and email alerts will be sent via the Idealpos Email Service.
 If a Custom Email Service is selected, then ensure that the correct values are configured (e.g. SMTP server, Username, Password, Email, etc.). Entering the wrong credentials for the Custom Email Service will result in Alert emails not being sent.

The screenshot shows the 'Global Options' window for 'Site 1 (Site 1)' with the 'Other Options' tab selected. The 'Alerts' section has 'Output from POS # 1' selected. The 'Email Settings' section has 'Email Service' set to 'Idealpos Email'. Other visible fields include 'Home Screen Graphic', 'Last Transaction Timeout', 'Slideshow Start Time', 'Seconds between images', 'Mag Card Printing' (Format 1, Printer Connection), 'FTP Details' (Server Address, Server Port 21, Folder, Username, Password), 'Special Attribute Types' (Stock Item Linking, Remove Tax, Transaction Event, Special Item Subtotal), 'Attribute Column Headers' (1-5), 'Default Variant Types' (Size, Colour), and 'Stock Item Descriptions' (Description 2: Kitchen Description, Description 3: Long Description).

Go to: Back Office > Setup > Alerts.

Modify an existing "Refund" Alert or create a new Alert by pressing the Add button.

- **If Function Type:** Refunds
- **Quantity reaches: # in # Minutes/Days** – Specify the quantity and number of minutes/days. The Quantity refers to the number of refunds (not the quantity of items refunded). The number of minutes or days refers to the period which will be used to trigger the alert.
Examples:
Example 1:
- If Quantity reaches and Minutes are both set to 1, an alert will be triggered when any single refund is done at any time that exceeds the Spend Amount.

Example 2:
- If Quantity reaches is set to 2 and Minutes is set to 3, and a Spend Amount reaches is also set, the Alert will be triggered when 2 refunds within 3 minutes are performed that match or exceed the Amount reaches value. If a single refund is performed that matches or exceeds the Amount reaches value, then an Alert will not be triggered.
- **And Spend Amount reaches: #** - Enter the Spend Amount that will trigger the Alert to trigger. Refer to the example above for information on how the Spend Amount reaches works in combination with the Quantity # reaches in # minutes.
- **Group by:** Clerk/POS – Select whether the alert will be grouped by Clerk or POS.
- **POS Range** – Specify a POS range if the alert is to be restricted to a specific POS Range. Leaving this field blank will trigger the alert to be active for all POS Terminals.
- **Clerk** – Specify a Clerk Code range if the alert is to be restricted to a specific range of Clerks. Leaving this field blank will trigger the alert to be active for all Clerks.
- **Write to Alerts.Log** – Enable this checkbox to trigger the Alerts.log file to be written to when the alert is triggered. The Alerts.log file is located in the path C:\ProgramData\Idealpos Solutions\Idealpos\LOGS\
- **Send Email to** – Enable this checkbox and enter an email address to trigger an email to be sent to the entered recipient each time the alert is triggered.
- **Email/Log Message** – Configure this field with the alert message that will be written to the Alerts.log and/or emailed to the recipient each time the alert is triggered. Refer to the screenshot on the following page with an example message for this Alert.
- **Message Formulas/Add** – This dropdown box contains a list of formulas that can be used to configure the Email/Log message. Select the desired option from the dropdown box, then press the "Add" button to add the selected message formula to the Email/Log Message field above.

Alerts
✕

Save

Alert Description

Alert Criteria

If Function Type ▾

Quantity reaches in Minutes ▾

and Spend Amount reaches

Group By ▾

POS Range

Clerk

Alert Action

Write to Alerts.Log

Send Email to

Email / Log Message

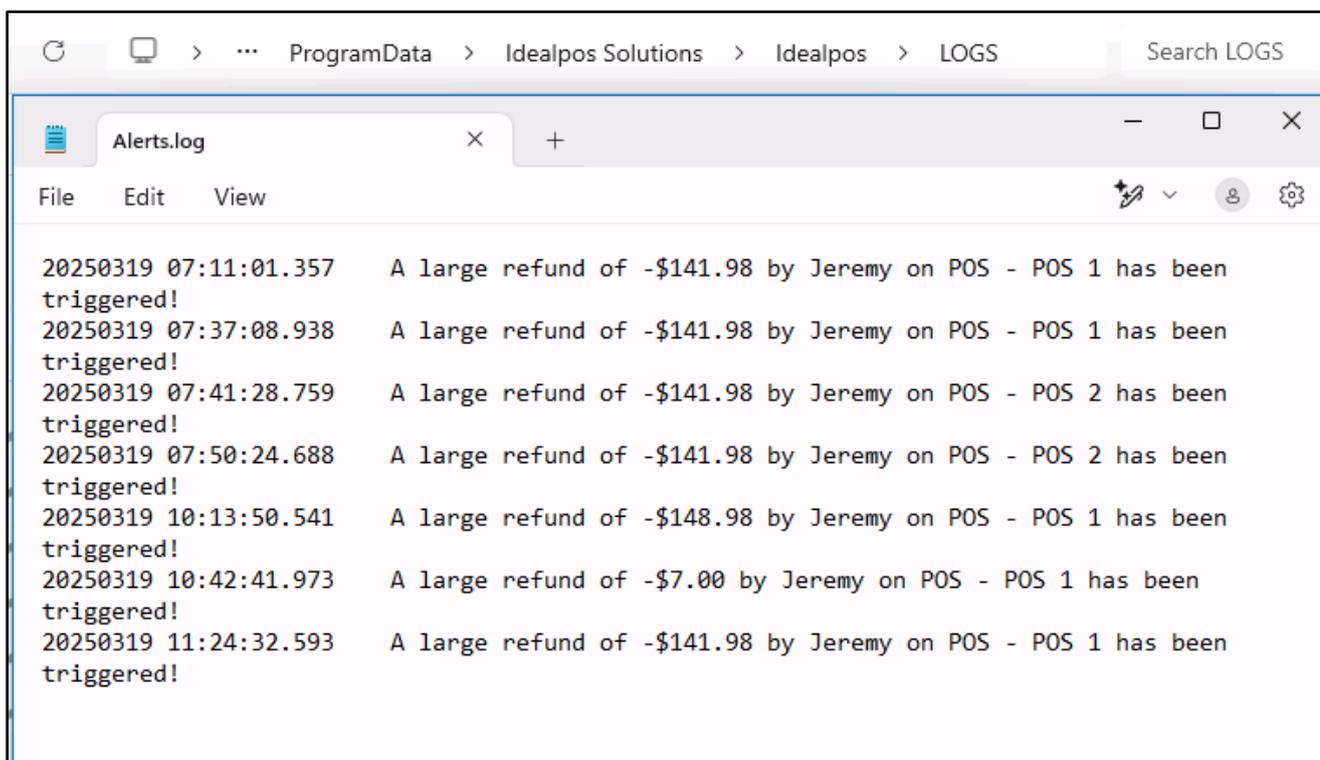
A large refund of {SPENDAMOUNT} by {CLERKNAME} on POS - {POSTERMINALDESCRIPTION} has been triggered!

Message Formulas

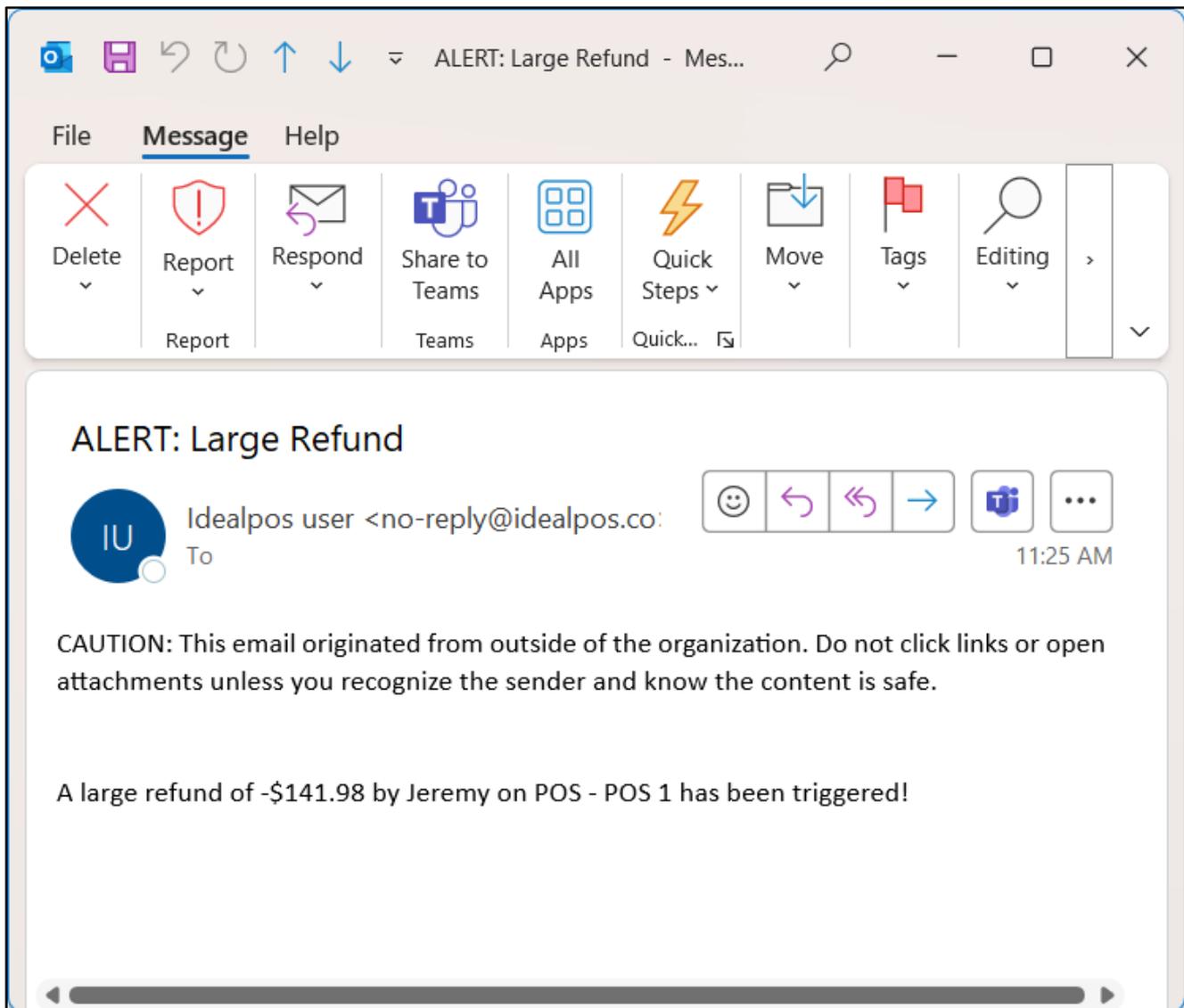
POS 1
9 Build 7
DevRev 17

Depending on whether the Write to Alerts.log and/or Send Email to fields were enabled, the following will occur.

When the Alert is triggered, an Alert will be written to the Alerts.log.



An Alert will also be emailed to the email recipient configured in the Alert.



Kitchen Printing

IP-6920 – Force Order Menu – ‘SECTION’ Text shows on each triggered Kitchen Printer

This function introduces the ability to configure Idealpos to print SECTION text on each triggered Kitchen Printer. Some venues have multiple areas or sections (e.g. Indoor, Outdoor, Bar, Restaurant, Pokies, etc.). Idealpos can be configured so that when items from specific departments are added to the sale, a Force Order Menu prompt will be displayed when going to the Tender screen. The Force Order Menu can display a POS Screen Menu with a list of Sections or Areas within the venue. The Clerk will need to select the Section or Area where the patron will be located at, and the selected Section will be printed to each of the triggered Kitchen Printers.

By having the section print on each of the triggered Kitchen Docket Printers, the process of locating patrons within the correct section will be simplified for venue staff once the patron’s order has been prepared by the Kitchen staff.

To configure and use this functionality, follow the below steps:

A POS Screen Menu will need to be created, containing each of the Sections or Areas.

Go to: Back Office > Setup > POS Screen > Menus > Add.

- **Description:** Enter a name for this POS Screen Menu (E.g. Sections, Areas, etc.).
- **Menu Item Appearance:** This can be customised if required or desired.

When creating the POS Screen Menu, take note of the Code that appears in the Code field, as this Code will be required to specify which POS Screen Menu will be displayed by the Force Order Menu function.

Pos Screen Menus
Add New

Save

Code 1
Description SECTIONS
Price Level Don't Change

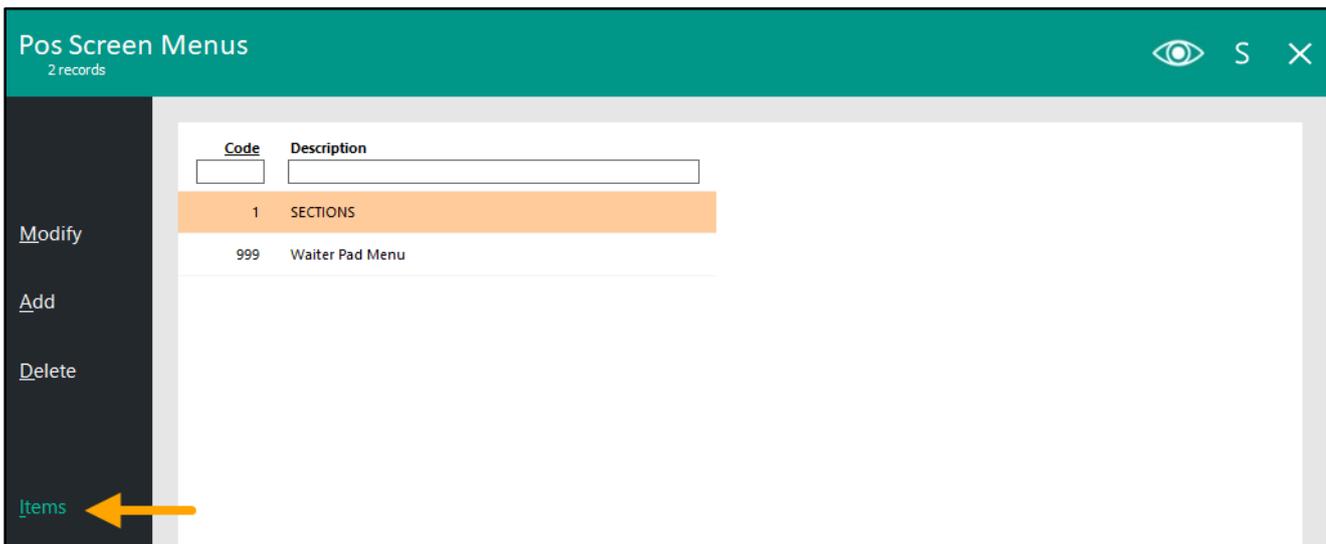
Menu Item Appearance

Height 800
BackColour Font
ForeColour

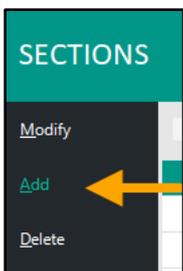
Sample MENU Item

POS 1
v9 Build 7 Dev 5

Close the Add New POS Screen Menus window, then select the newly created POS Screen Menu > Items.



Within the SECTIONS POS Screen Menu, press the "Add" button.



The Menu Item Type for each Section within the venue will need to be created as Text Only.

When creating the sections, ensure that the word SECTION is entered at the start of the Description for each section. Note that the SECTION text is case sensitive and must be entered in all uppercase, however, the actual section is not subject to this requirement.

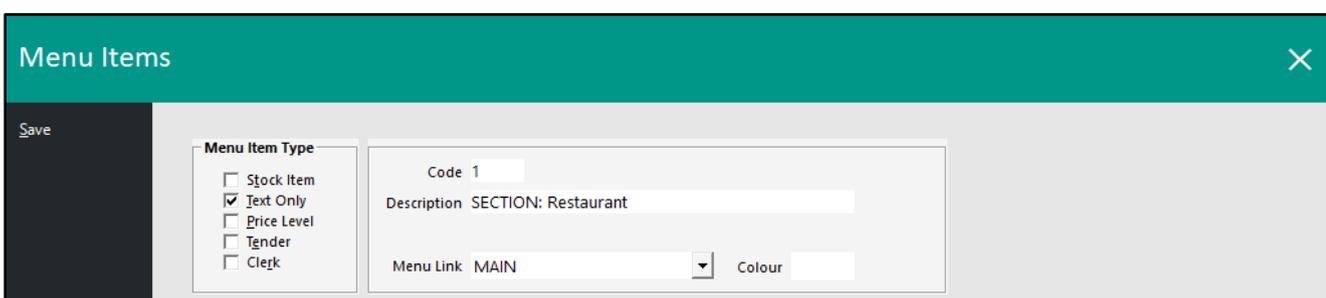
If a word other than SECTION is required, a User-Defined Option can be created with the custom section name (the User-Defined Option must be created for each POS Terminal).

Back Office > Setup > POS Terminals > Select a Terminal > Modify > POS Settings > Create a User Defined Option.

- **User-Defined Description:** SECTIONTAG
- **User-Defined Setting:** Enter desired tag here (e.g. Area). The tag entered here will need to be entered the same at the start of the Description of each Section/Area that is created as a Menu Item (case sensitive).

E.g. If not using User-Defined, **Description:** SECTION followed by the Section Name (SECTION: Restaurant).

If a User-Defined is being used, **Description:** Enter the tag from the User Defined followed by the Section Name.



Press the "Save" button on the top-left corner to create the SECTION.

The Menu Items window will remain open so that another Menu Item can be created.

Create a Menu entry for each Section within the venue.

Once completed, a list of Sections should appear in a similar manner to the below example but will vary depending on the number of Sections created and the Section names at the venue.

SECTIONS			
	Code	Description	
Modify			
Add	1	SECTION: Restaurant	MAIN
Delete	2	SECTION: Indoor	MAIN
	3	SECTION: Outdoor	MAIN
	4	SECTION: Pokies	MAIN

Close the POS Screen Menu setup windows.

This functionality will be triggered when Stock Items from specific Departments are sold.

This is done by enabling "Sales Prompt/Inhibit Pre-Paid Sales" on each Department that requires this functionality.

Go to: Back Office > File > Sales > Departments > Modify a Department.

Enable the checkbox "Sales Prompt/Inhibit Pre-Paid Sales" > Save the Department.

Repeat the above by enabling the checkbox for each Department as required.

Departments
✕

Modify 202

Save

Code

Description

Sales Category

Print Group

GL Code

Sales Prompt / Inhibit Pre-paid Sales

Adult Restriction

Force Order Number

Direct Department Sale

Price

Rate per

Non-Turnover

Scale

GST

GST-Free

Not Defined

Not Defined

Not Defined

Stock Item Points

Inhibit Points Accrual

Inhibit Purchase with Points

Print Promotional Tickets

Special Points

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Note the following info when enabling the Sales Prompt/Inhibit Pre-Paid Sales checkbox.

The Force Order Menu will be displayed when one or more items from a Department with the "Sales Prompt/Inhibit Pre-Paid Sales" option have been added to a sale.

The SECTION text will however be printed to all the triggered Kitchen Docket Printers for all the Kitchen Printer enabled Stock Items in the sale.

E.g. The COFFEE Department has the "Sales Prompt/Inhibit Pre-Paid Sales" option enabled, but the ENTRÉE Department does not.

In this type of setup, if an Entree item is added to the sale on its own, the Force Order Menu will not be triggered, and therefore, the Entrée item will be printed to the Kitchen Docket Printer without a SECTION.

If an Entrée item is added to the sale together with a Coffee Item, the Force Order Menu will be triggered, and the SECTION that is selected from the menu will be printed as text (for the Entrée and Coffee Items) to each of the triggered Kitchen Docket Printers.

After the Departments have been configured, the Force Order Menu and Order Code Range will need to be configured for each POS Terminal.

Go to: Back Office > Setup > POS Terminals > Select a POS Terminal > Modify > Miscellaneous Settings.

- **Show Order/to:** Enter an Order Number range (e.g. 100 to 199). This range will be used for Orders placed from the current POS terminal. It is recommended that each POS Terminal have a unique Order Number range so that there's no overlap of two POS Terminals issuing the same Order Numbers, preventing any potential confusion. E.g. POS Terminal 1 can have a range of 100 to 199, POS Terminal 2 can have a range of 200 to 299, etc.
- **Force Order Menu:** Enter the POS Screen Menu Code that was used when the POS Screen Menu was created containing the sections in the venue.

The screenshot shows the 'Miscellaneous Settings' for 'POS 1'. The 'General' section includes fields for 'Points per Dollar' (1), 'Point Redemption Value' (0.10), 'Delete Points when Customer Inactive for' (0 Months), 'Lock Price Level to', 'Default Table Map' (1), 'Default User' (Admin), 'Auto Expand Activity', 'Customer Codes From', 'Stock Item Codes From' (0 to), 'Show Order' (100 to 199), 'Pending Sales From' (1 to 999), 'Force Order Menu' (1), 'Force Receipt Amount', and 'Default Sale Type'. The 'POSServer' section has 'POSServer Override IP' and 'Automatically Reconnect' checked. The 'Cash Declaration' section has 'Print to Receipt Printer' selected, 'Stock Sales' and 'Department Sales' unchecked, 'Price Levels', 'Waste Mode', and 'Promotions' checked, and 'Include Figures for Multiple Terminals' checked. The 'Gaming Override Options' table has 10 rows with 'Enable' checked and 'Customer Type Discounts' checked for all. The 'Dashboard' section has 'Sales in Locations' and 'Shortcut Bar Small Font' unchecked. The 'Handhelds' section has 'Force Food to Print', 'Force Drinks to Print', and 'Force Bills Printer' dropdowns, and 'Item Graphic Location' and 'Handheld Background' text boxes.

Enable	Description	Code	Points Per \$	Point Value	Customer Type Discounts
<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>

The final step to configure this functionality requires enabling a few Yes/No Options.

Go to: Back Office > Setup > Yes/No Options.

- **Force Order Entry:** Optional – If the Clerk is required to enter an Order Number, enable this option and they will be forced to enter an Order Number when items from the specific Departments are included in a sale.
- **Print Text on Bills/Receipts:** Optional – If the SECTION text is required on the Customer Receipt, this Yes/No Option can be enabled.
- **Inhibit Automatic Order Number:** Disable – This option must be disabled for Idealpos to automatically issue an Order Number from the Order Number range configured in the POS Terminal Settings > Miscellaneous Settings > General > Show Order/to.

Yes/No Options		Search	Force Order	>	Clear	S	×	
Site 1								
Clerks			ALL	1	2	901	902	903
	POS SCREEN							
Confirmation	Force Order Entry		✓					
	Force Order Number on Specific Departments							

Yes/No Options		Search	Print Text	>	Clear	S	×	
Site 1								
Clerks			ALL	1	2	901	902	903
	RECEIPT / KITCHEN							
Confirmation	Print Text on Bills/Receipts		✓					

Yes/No Options		Search	Inhibit Automatic	>	Clear	S	×	
Site 1								
Clerks			ALL	1	2	901	902	903
	POS SCREEN							
Confirmation	Inhibit Automatic Order Number							

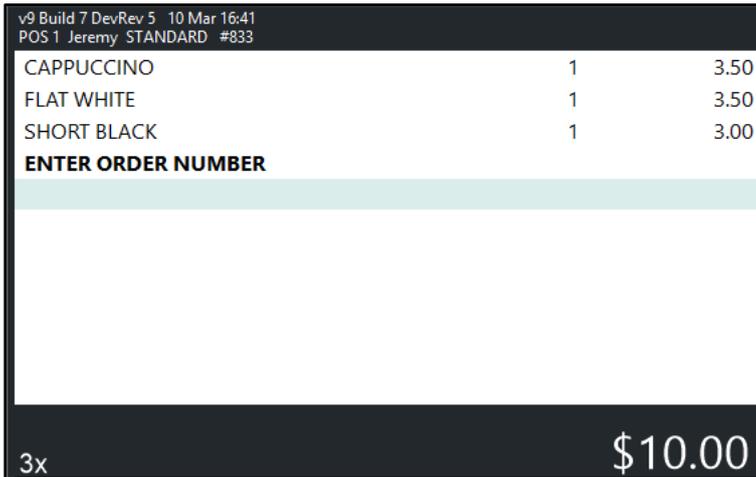
To finalise the configuration of this function, perform a Close Suite/Open Suite on each POS Terminal.

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To use this functionality, add a Stock Item to the sale (that is linked to a Department that has the option "Sales Prompt/Inhibit Pre-Paid Sales" enabled) and press ENTER to go to the TENDER screen.

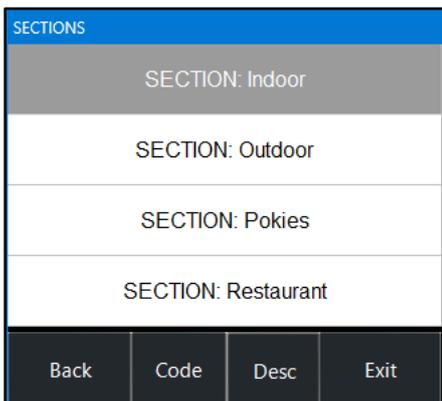
If Force Order Entry is enabled, an ENTER ORDER NUMBER prompt will be displayed to enter an order number. Enter an Order Number and press OK:



If Force Order Entry is disabled, an Order Number will be allocated automatically and the ENTER ORDER NUMBER prompt will be skipped.

The SECTIONS Menu will be displayed.

Select the SECTION or Area that the patron will be seated at.



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The Tender screen will be shown.

The selected SECTION will appear as a line in the sale.

The Order Number that was entered via the Force Order Entry will be displayed at the top of the POS Screen.

If Force Order Entry isn't enabled, the top of the POS Screen will show the auto allocated Order Number (assigned automatically using the range entered in the Show Order setting configured in the POS Terminal settings).

Select the tender type to finalise the sale.

The screenshot displays the POS interface during a sale. At the top left, it shows 'v9 Build 7 DevRev 5 10 Mar 16:44' and 'POS 1 Jeremy STANDARD #833'. The order number 'O# 101' is highlighted with a yellow arrow. The sale items are listed as follows:

CAPPUCCINO	1	3.50
FLAT WHITE	1	3.50
SHORT BLACK	1	3.00
SECTION: Pokies		

The total amount is \$10.00. The tender screen shows a keypad with options: RECEIPT, CLERK, PRICE LEVEL, 5% ST DISC, CUSTOMER, 5% ITEM, BAR TAB, REFUND, PENDING, VOID SALE, TABLE MAP, VOID, and numeric keys 0-9, CL, NO SALE, X, ENTER. The payment selection screen shows options: CASH, EFTPOS, AMEX/DINERS, POINTS, LAYBY, GV REDEEM, CREDIT NOTE, ACCOUNT. The balance is 10.00, and a visual representation of Australian banknotes (100, 50, 20, 10, 5) is shown on the right.

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The Customer Receipt will be printed, including the Order Number.

If the Print Text Yes/No Option is enabled, the receipt will also include the Section text.

```
IDEALPOS

1/212 Curtin Ave West
Eagle Farm QLD 4009
Australia

TAX INVOICE
123-456-789-11

#001026-1 Jeremy 01-Apr-2025 10:34:14

*** ORDER 101 ***

--- BEVERAGE ---
CAPPUCCINO*          $3.50
FLAT WHITE*          $3.50
SHORT BLACK*         $3.00
SECTION: Pokies

TOTAL                $10.00
GST Amount           $0.91
CASH                 $10.00

FOOD TOTAL           $0.00
BEVERAGE TOTAL      $10.00
Other Categories TOTAL $0.00

1026-1*indicates taxable supply

Powered by Idealpos
```

The triggered Kitchen Docket Printers will print the ordered items.

The SECTION text will appear at the top of the Kitchen Dockets.

The Order Number will also appear on the Kitchen Dockets.

```
* ORDER 101 *

10:34 am 01-Apr-2025
Jeremy

SECTION: Pokies

--- BEVERAGE ---
1 x CAPPUCCINO
1 x FLAT WHITE
1 x SHORT BLACK
```

Reservations

IP-6913 – SevenRooms Reservations Interface

This function introduces the ability to configure Idealpos with the SevenRooms Reservations Interface. Information about SevenRooms can be found at the SevenRooms website – <https://sevenrooms.com>.

The SevenRooms Interface in Idealpos enables reservations that have been placed via SevenRooms to be displayed via the Reservations button in the Table Map.

Any Guests that are seated via the SevenRooms app will also be transferred across to the Idealpos Table Map. Data from Idealpos is also sent across to SevenRooms so that it can be reported on via the SevenRooms app/website.

Prior to proceeding with the steps outlined below to configure this interface, ensure that the following pre-requisites have been met:

- The Idealpos Restaurant module must be enabled in the Idealpos Licence Gateway for each POS Terminal at the venue (as this interface is tied with the Table Map functionality, and therefore, the Idealpos Restaurant module must be enabled and configured).
- The SevenRooms module must be enabled in the Idealpos Licence Gateway for each POS Terminal at the venue. Contact Idealpos or your Idealpos Reseller for further information.
- A SevenRooms account is also required to configure and use this functionality. Contact SevenRooms via their website for more information – <https://sevenrooms.com> or <https://sevenrooms.com/request-a-demo/>
- One or more iPads running iPadOS 16.0 or later for the "SevenRooms OS" App. The SevenRooms OS App needs to be installed on each iPad and is used for seating guests at tables and is used for accessing SevenRooms functions.

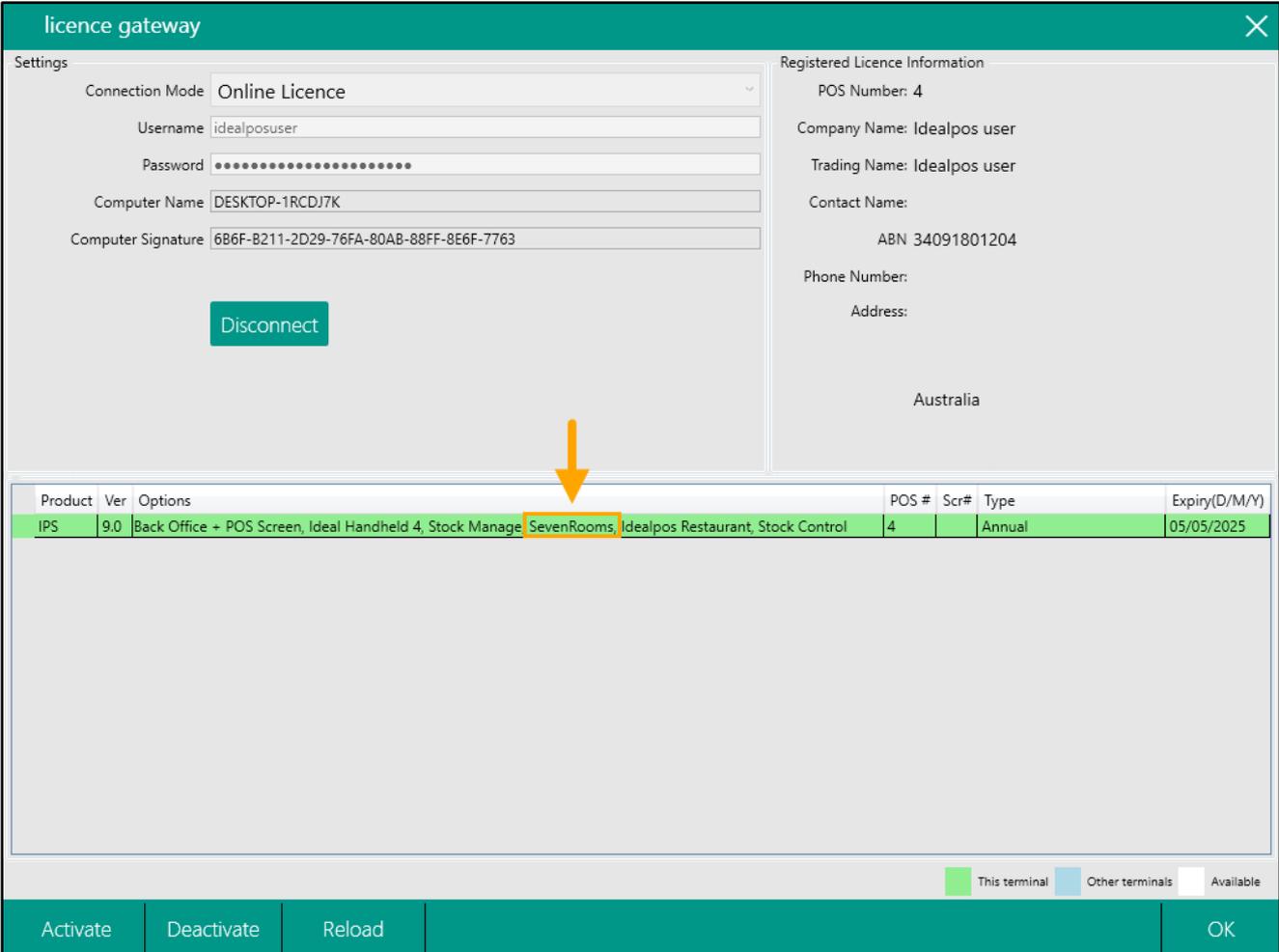
Once the above pre-requisites have been completed, the steps outlined on the following pages can be completed to configure and use the SevenRooms Interface with Idealpos.

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In Idealpos, go to: Back Office > Setup > Licence Gateway > Ensure that SevenRooms appears in the Options column. If required, press the "Reload" button at the bottom of the Licence Gateway window to retrieve the current Licence options.

If the SevenRooms module does not appear after pressing "Reload", contact Idealpos or your Idealpos Reseller.



licence gateway

Settings

Connection Mode: Online Licence

Username: idealposuser

Password:

Computer Name: DESKTOP-1RCDJ7K

Computer Signature: 686F-B211-2D29-76FA-80AB-88FF-8E6F-7763

Disconnect

Registered Licence Information

POS Number: 4

Company Name: Idealpos user

Trading Name: Idealpos user

Contact Name:

ABN: 34091801204

Phone Number:

Address:

Australia

Product	Ver	Options	POS #	Scr#	Type	Expiry(D/M/Y)
IPS	9.0	Back Office + POS Screen, Ideal Handheld 4, Stock Manage, SevenRooms , Idealpos Restaurant, Stock Control	4		Annual	05/05/2025

This terminal Other terminals Available

Activate Deactivate Reload OK

Go to: Back Office > Setup > Global Options > Restaurant > User-Defined Table Status Buttons.

The User-Defined Table Status buttons must match the In-Service Statuses that are configured in SevenRooms.

New Instruction Items may need to be created as required (Back Office > File > Stock Control > Stock Items > Add > Ensure that the Instruction checkbox is enabled and ensure that the Instruction Stock Item is configured to print to the correct Kitchen Printer(s)).

To configure the Course Descriptions in SevenRooms, login to <https://www.sevenrooms.com/login> > Select "Settings" on the bottom-left corner of the page > Select "Reservation Statuses" > In-Service Statuses > Modify In-Service Statuses as required.

It is also recommended that the Session times in Idealpos align with the Shifts in SevenRooms. Contact SevenRooms for assistance with configuring Shift times in SevenRooms.

Note – After configuring or changing the User-Defined Table Status Button Captions, an Idealpos Close Suite/Open Suite may be required for the updated Descriptions to appear in the Interfaces tab (outlined in the next step below).

Global Options
Site 1 (Site 1)

General Miscellaneous Purchases **Restaurant** Customers Sales Reservations Accounting Credit Notes/Gift Vouchers Interfaces Printing Gaming Other Options

User-Defined Table Status Buttons

Button Caption	Table Caption	Instruction Item to KP
1st Course	1st Course	1003014 >
2nd Course	2nd Course	1003015 >
3rd Course	3rd Course	1003016 >
4th Course	4th Course	1003017 >
Dessert	Dessert	1003033 >
		>

Miscellaneous

Not Ordered Alert Time 2 min
 Bill not Paid Time 2 min
 Food Ordered Alert Time 20 min
 Clerk Reset Time 0 sec
 Table Details Unlock Permissions Password
 Bill Print Surcharge Percent Text CREDIT CARD

Table Status

Ready	Caption
Ready	Ready
Seated	Seated
Unprinted	Unprinted
Sent to Kitchen	Printed
Served	Served
Bill Presented	Bill Print
To Clean	Clean
Reserved	Reserved

Hold Print Function

Hold Orders until manually printed
 Release Held Orders to Kitchen after minutes
 Print Beverages immediately

Table Map Kitchen Dockets

Send Each Order to Kitchen Immediately
 Batch Orders to Kitchen after minutes
 Print Beverages immediately

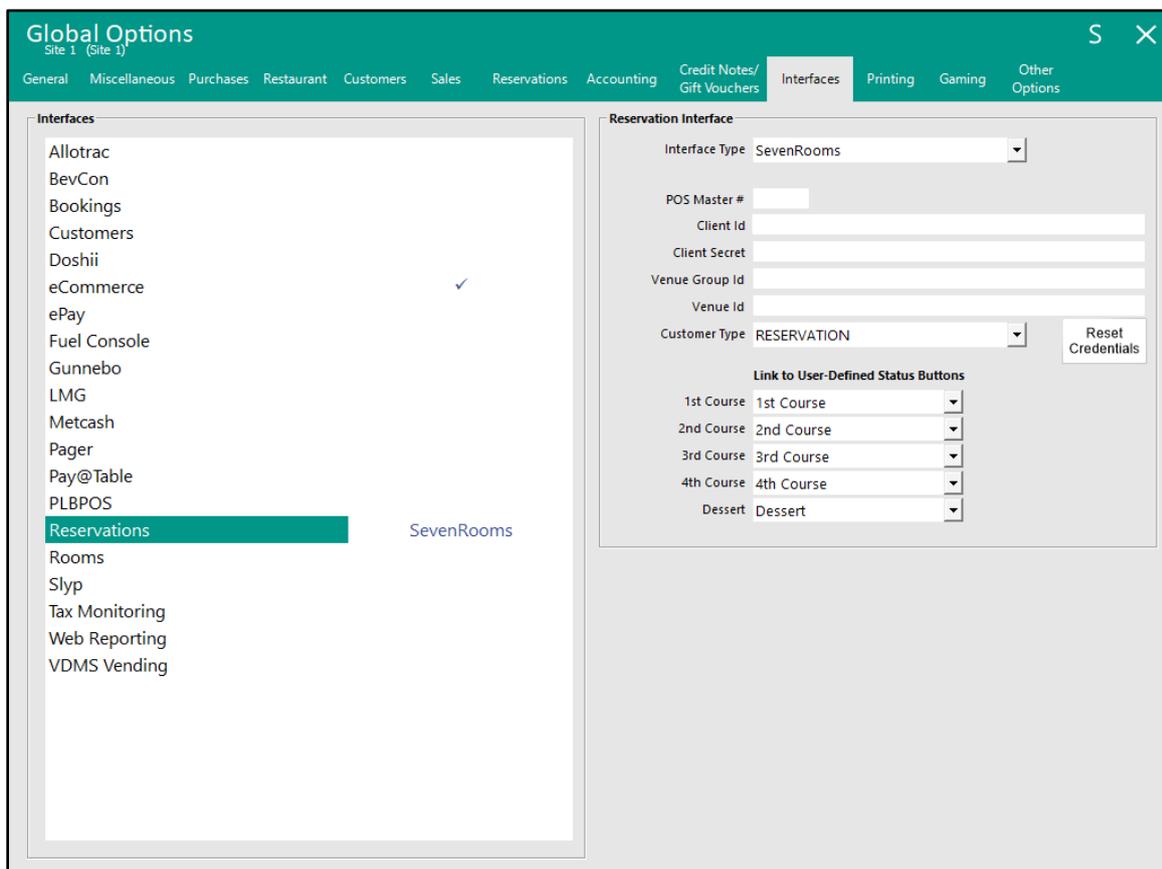
Sessions

Session	Name	Start	End
1	Brekky	5:00	10:00
2	Lunch	10:00	15:00
3	Dinner	15:00	23:00
4		:00	:00
5		:00	:00

Go to: Back Office > Setup > Global Options > Interfaces > Reservations.

- **Interface Type:** Select "SevenRooms"
- **POS Master:** Enter the POS Terminal Number that will act as the POS Master. This POS Terminal will be the main terminal that is used for communicating with SevenRooms, therefore, it is important to enter a POS Terminal that will be switched on when other POS Terminals in the venue are using SevenRooms.
- **Client Secret:** Enter the Client Secret supplied by SevenRooms.
- **Venue Group ID:** Enter the Venue Group ID supplied by SevenRooms.
- **Venue ID:** Enter the Venue ID supplied by SevenRooms.
- **Customer Type:** Select the Customer Type that will be used for Customers/Guests from the SevenRooms Reservation Interface.
In Idealpos, a Customer Type can be created by going to: Back Office > File > Customers > Customer Types > Create a new Customer Type as required.
- **Link to User-Defined Status Buttons:** Configure the links to the User-Defined Buttons.
These will be used for selecting the Course stage at the table.
The Courses must match the Courses that are configured in SevenRooms – these Descriptions were configured in the previous step in the Global Options Restaurant tab.

- 1st Course
- 2nd Course
- 3rd Course
- 4th Course
- Dessert



Close the Global Options window.

The Tables in the Idealpos Restaurant Table Map must match the Tables in SevenRooms.

This is essential so that when customers are seated to a table in SevenRooms, the corresponding table in the Idealpos Restaurant Table Map will also be updated to show that it is occupied by the customer.

Go to: Idealpos Back Office > Setup > Restaurant > Table Maps > Select a Table Map > Modify.

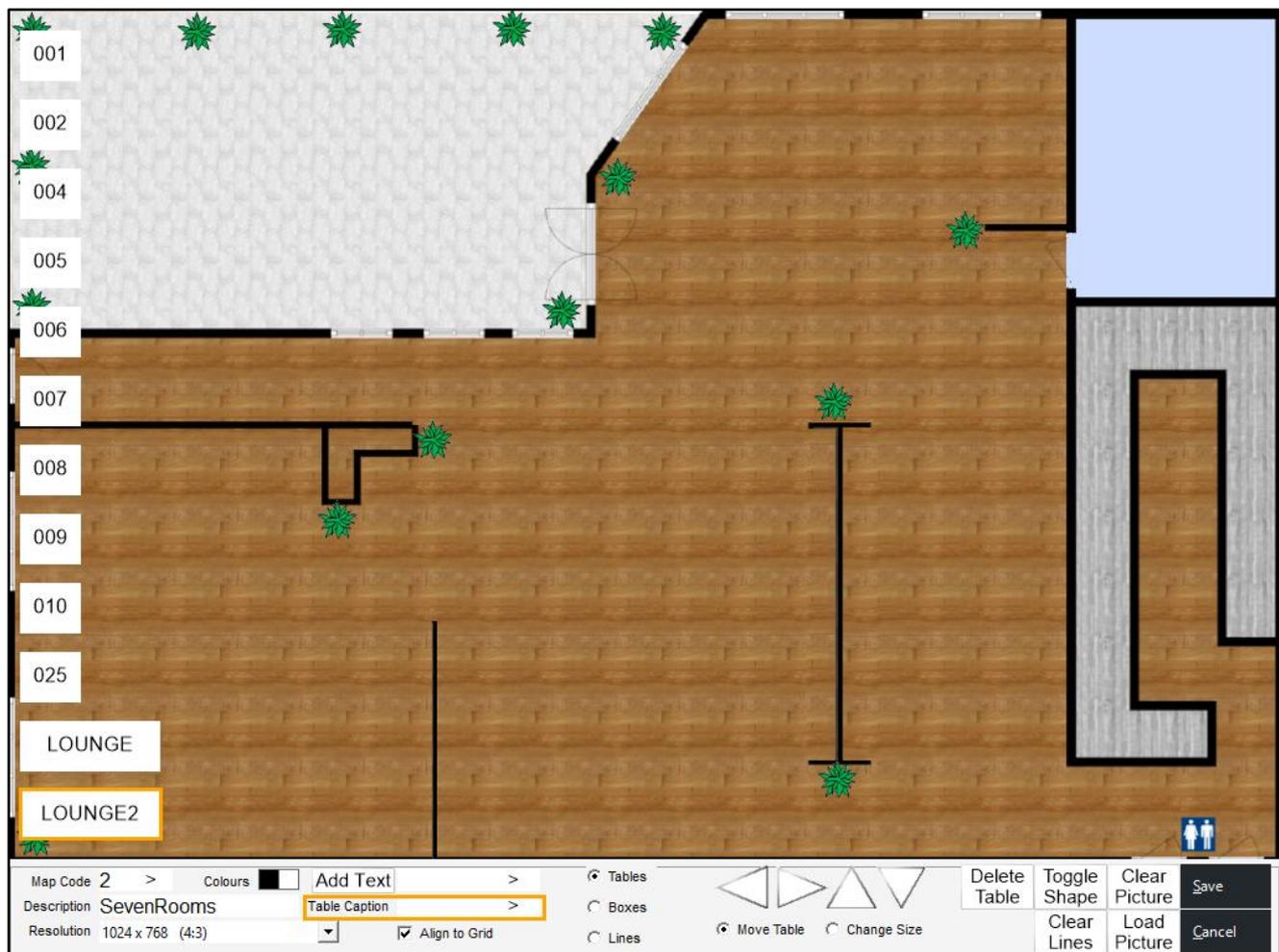
The Table Numbers shown in the Idealpos Table Map must match the Table Numbers in the SevenRooms configuration.

In Idealpos, configure the Table Numbers/Descriptions by entering the Table Number shown in the SevenRooms "Table No." column into the Table Caption field, then press on the Table in the Table Map that will utilise the entered Table Caption.

E.g. To name a Table as LOUNGE2, enter LOUNGE2 into the Table Caption field, then press on a Table in the Table Map; the table that is pressed will have the entered Table Caption assigned to the table.

If a Table Caption needs to be cleared, right-click on a Table in the Table Map and select "Remove Alias" from the menu. This is only possible from the Modify Table Map via Back Office > Setup > Restaurant > Table Maps > Select a Table Map > Modify.

Repeat the process to assign a name for each Table shown in the SevenRooms Tables page (example shown below).



The Table Numbers in SevenRooms can be accessed by going to the SevenRooms website (<https://sevenrooms.com>) > Login > Go to Settings > Floorplan > Tables.

IDEALPOS DEMO
IDEALPOS DEMO
Help Idealpos User

EDIT TABLES (12 TABLES)

TABLE NO.	POS TABLE NO.	PARTY SIZE MIN	PARTY SIZE MAX	SEATING AREA	
001	1	2	10	SD	
002	2	2	10	SD	
004	4	2	10	SD	
005	5	2	10	SD	
006	6	2	10	SD	
007	7	2	10	SD	
008	8	2	10	SD	
009	9	2	10	SD	
010	10	2	10	SD	
025	25	2	10	SD	
LOUNGE	24	2	10	SD	
LOUNGE2	3	2	10	SD	

table (12 tables) Add

Save changes

IDEALPOS DEMO

Search Settings...

- General**
 - Venue Settings
 - Client Tags
 - Reservation Tags
 - Tax Rates
- Integrations**
 - Payment Processors
 - Email Service Providers
 - Point of Sale
- Availability**
 - Shifts
 - Access Rules
 - Daily Program
 - Blackout Dates
 - Availability Quick View
- Widget Settings**
 - Reservation Widget
 - Event Widget
 - Waitlist Widget
 - Subscription Widget
 - Custom Audiences
- Ordering**
 - Ordering Sites
 - Menu Management
 - Checkout Settings
 - Brand Settings
 - Guest Notifications
 - Order Pacing
 - Service Fees
 - Delivery Integrations
 - Room Numbers
- Floorplan**
 - Rooms
 - Seating Areas
 - Tables**
 - Table Combinations
 - Reservation Statuses
- People**
 - User Accounts
 - Booked By Names
 - Server Names
- Guest-Facing Language**
 - Widgets

IDEALPOS DEMO
Help Idealpos User

41 ?

idealpos COLLO Update History

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After the above steps have been completed, it is recommended to perform a Close Suite/Open Suite on all POS Terminals for the changes to take effect.

After restarting Idealpos on each POS Terminal and Back Office, the SevenRooms Interface is ready for use.

Refer to SevenRooms for complete detailed information about how to use the SevenRooms app for performing SevenRooms functions.

The Idealpos Update History and User Guide provide a basic overview on how to create a SevenRooms reservation and seating a customer to a table, showing the updated table status with the customer's name.

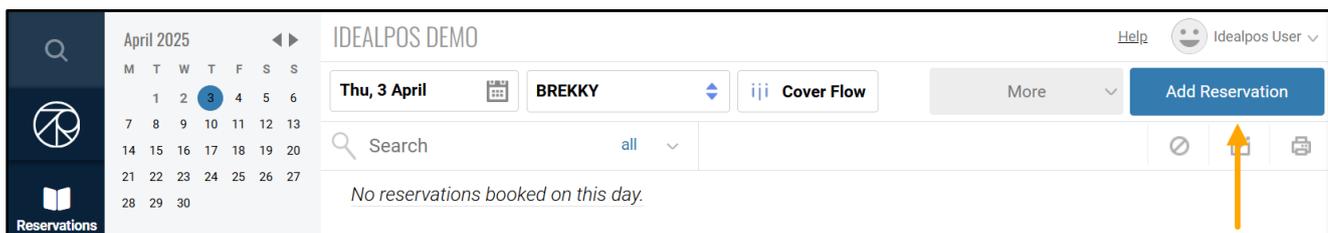
The SevenRooms website (<https://sevenrooms.com>) can only be used to create reservations and perform administrative tasks.

It cannot be used to seat guests at tables.

To seat guests at tables, an iPad running the "SevenRooms OS" app must be used.

To create a SevenRooms reservation via the <https://sevenrooms.com> website:

From the main SevenRooms site (Reservations page), select the date for the reservation via the on-screen calendar, then press the "Add Reservation" button on the top-right corner of the page.



Select the number of Guests, Shift, Duration, Seating Area, and start time:

ADD RESERVATION

Availability

DATE
Thursday, 3 April 2025

GUESTS
2 3 4 5 6 7 8 9 10

SHIFT
Lunch

DURATION
1 hr 30 min (Default)

SEATING AREA
Any

Show Access Rules

THURSDAY, 3 APRIL

15:00	0/30
15:15	0/30
15:30	0/30
15:45	0/30
16:00	0/30
16:15	0/30
16:30	0/30
16:45	0/30

Client

Payment

Source

Additional Details

RESERVATION TAGS

BOOK RESERVATION

After selecting the start time, search for an existing client, or create a new one.

ADD RESERVATION
✕

Thursday, 3 April

16:00 · 2 guests · IdealPOS Demo · Any Seating Area

Client

NAME, PHONE, EMAIL

Joe Blow

Add as New Client

Mr. Joe Blow (VIP)

0485 906 541 · joeblowau@yopmail.com · ABC Solutions Pty Ltd.

*Joe Blow is a Manager from ABC Solutions Pty Ltd. Joe Blow enj...

Critic

A\$5	NET SPEND	1	VISIT
A\$5	AVG/VISIT	0	CANCEL
A\$2	AVG/COVER	0	NO SHOW

Payment

Source

Additional Details

RESERVATION TAGS

RESERVATION NOTES

TABLE #

Auto Assign
▼

BOOKED BY

Idealpos User
▼

+

Do not count this reservation towards Shift Pacing ⓘ

PERKS

Messaging

BOOK RESERVATION

After selecting the client, populate the Additional Details as required.

This can include the Table Number (leave it as Auto Assign to automatically assign a table number, or select a preferred table number).

Press "Book Reservation" to finalise.

ADD RESERVATION
✕

Thursday, 3 April

16:00 · 2 guests · IdealPOS Demo · Any Seating Area

Mr. Joe Blow (VIP)

0485 906 541 · joeblowau@yopmail.com · ABC Solutions Pty Ltd.

*Joe Blow is a Manager from ABC Solutions Pty Ltd. Joe Blow enj...

Critic

A\$5	NET SPEND	1	VISIT
A\$5	AVG/VISIT	0	CANCEL
A\$2	AVG/COVER	0	NO SHOW

Payment

Source

Additional Details

RESERVATION TAGS

RESERVATION NOTES

TABLE # BOOKED BY

LOUNGE2 (2-10) ▾

Idealpos User ▾

+

Do not count this reservation towards Shift Pacing ⓘ

PERKS

Messaging

Send booking notification email now

Add a personal message to booking notification (optional)

Send Email marketing opt-in email

BOOK RESERVATION

idealpos COLLO Update History

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A confirmed reservation will be displayed, indicating that the reservation has been successfully confirmed.

RESERVATION 443LVNNRM3M

Mr. Joe Blow (VIP)
Critic

0485 906 541

STATUS: Confirmed | TABLE: LOUNGE2 (2-10)

ALL ACTIVITY | COMMENTS (0) | MESSAGING (0)

APRIL 03, 2025

IdealPOS Demo
Thu, 3 Apr
16:00
2

Lunch
1 hr 30 min
Starvald Demelain

DETAILS
No reservation notes

CONTACT
PHONE: 0485 906 541
EMAIL: joeblowau@yopmail.com

CREDIT CARD
Add separate charge

BOOKED BY: IU Idealpos User | FOLLOWERS: +

Activity Log:
Idealpos User just now at 03 Apr 2025 03:24 PM booked reservation and confirmed at IdealPOS Demo for Thursday, 3 April 2025 for 2 guests at 16:00 and sent a booking notification email, assigned to table LOUNGE2

idealpos COLLO Update History

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The Confirmed reservation will be displayed in the SevenRooms Reservations page.

The screenshot shows the Idealpos POS interface. At the top, it displays 'IDEALPOS DEMO' and the user 'Idealpos User'. The date is set to 'Thu, 3 April' and the time is 'Lunch'. A 'Cover Flow' button is visible. Below this, there is a search bar and a table of reservations. The table has columns for TIME, COVERS, NAME, NOTES, BOOKED BY, and STATUS. A single reservation is listed: TIME 16:00, COVERS 2, NAME Mr. Joe Blow (...), BOOKED BY Idealpos User, and STATUS Confirmed.

TIME	COVERS	NAME	NOTES	BOOKED BY	STATUS
16:00	2	Mr. Joe Blow (...)		Idealpos User	Confirmed

SevenRooms reservations can also be displayed within the Idealpos Restaurant Table Map.

From the Idealpos POS Screen, press the TABLE MAP button, then press the "Reservations" button at the bottom of the Table Map.

The screenshot shows a dark navigation bar at the bottom of the POS screen. It contains the text 'POS' on the left and a series of buttons on the right: 'Reserve', 'Reservations', 'Summary', and '>>>'. An orange arrow points to the 'Reservations' button.

The confirmed reservation will be displayed in the list

The screenshot shows a window titled 'reservations' with a 'Shift' dropdown menu. Below the header is a table listing reservations. The table has columns for First Name, Last Name, VIP, Arrival Time, Status, Table(s), Area, Covers, Shift, Phone, and Email. A single reservation is listed: First Name Joe, Last Name Blow, VIP checked, Arrival Time 16:00:00, Status Confirmed, Table(s) LOUNGE2, Area Starvald Demelain, Covers 2, Shift LUNCH, Phone +61485906541, and Email joeblowau@yopmail.com.

First Name	Last Name	VIP	Arrival Time	Status	Table(s)	Area	Covers	Shift	Phone	Email
Joe	Blow	<input checked="" type="checkbox"/>	16:00:00	Confirmed	LOUNGE2	Starvald Demelain	2	LUNCH	+61485906541	joeblowau@yopmail.com

Pressing on the "..." button to the right of the customer's reservation will display additional notes and tags about the guest.

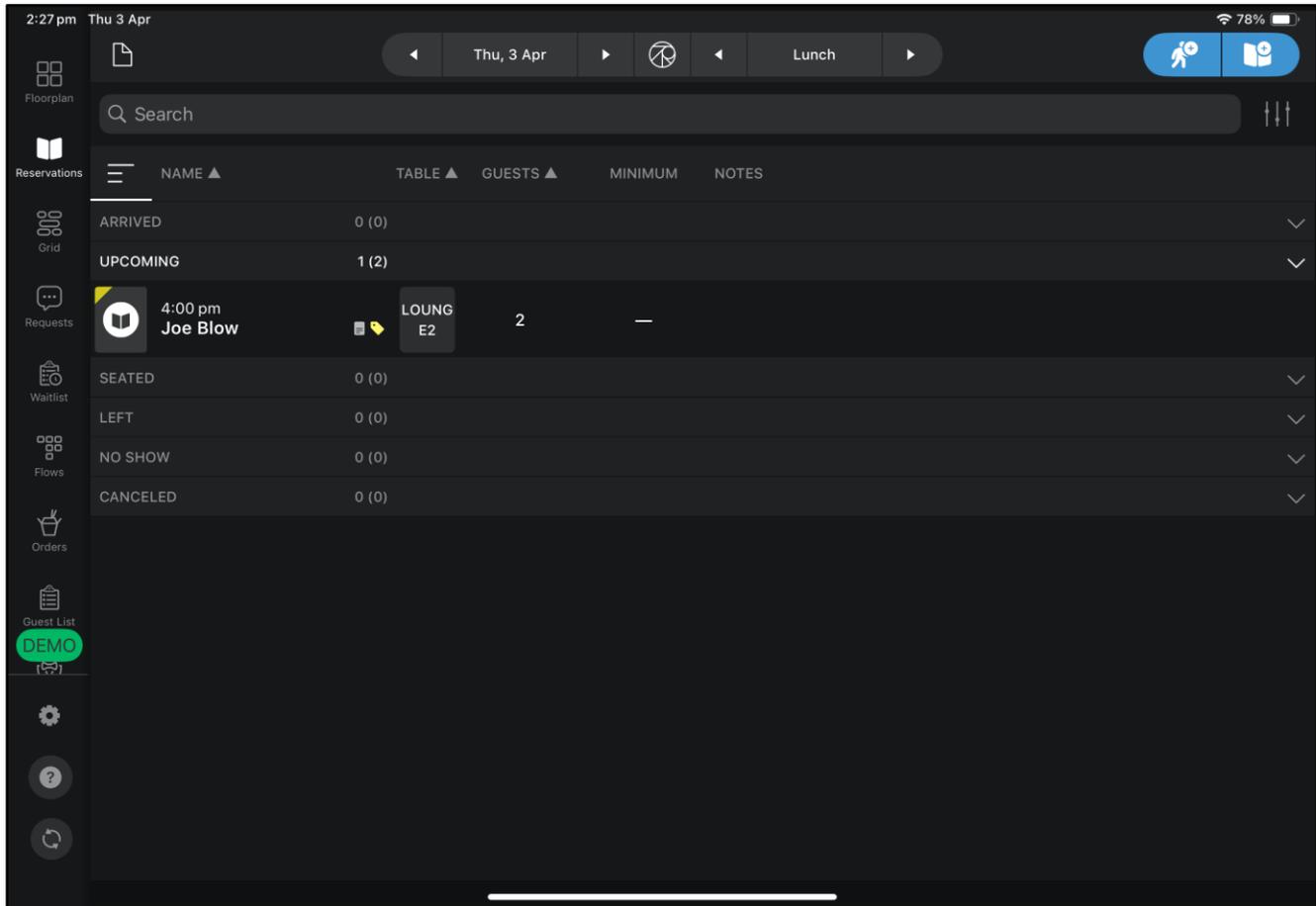
reservations ✕

<p>Joe Blow +61485906541 joeblowau@yopmail.com Code: 2ECRQ98</p> <p>Notes: Joe Blow is a Manager from ABC Solutions Pty Ltd. Joe Blow enjoys his meals delivered to his table very promptly with minimal fuss. Joe Blow always provides feedback to the server, whether it is good or bad feedback, you are sure to find out</p> <p>Critic</p>	<p>VIP</p>	<p>4:00 PM to 5:30 PM</p> <p>Covers: 2 Reference: 443LVNNRM3M Table(s): LOUNGE2 Booked by: Idealpos User Area: Starvald Demelain Status: Confirmed Notes:</p>
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idealpos COLLO Update History

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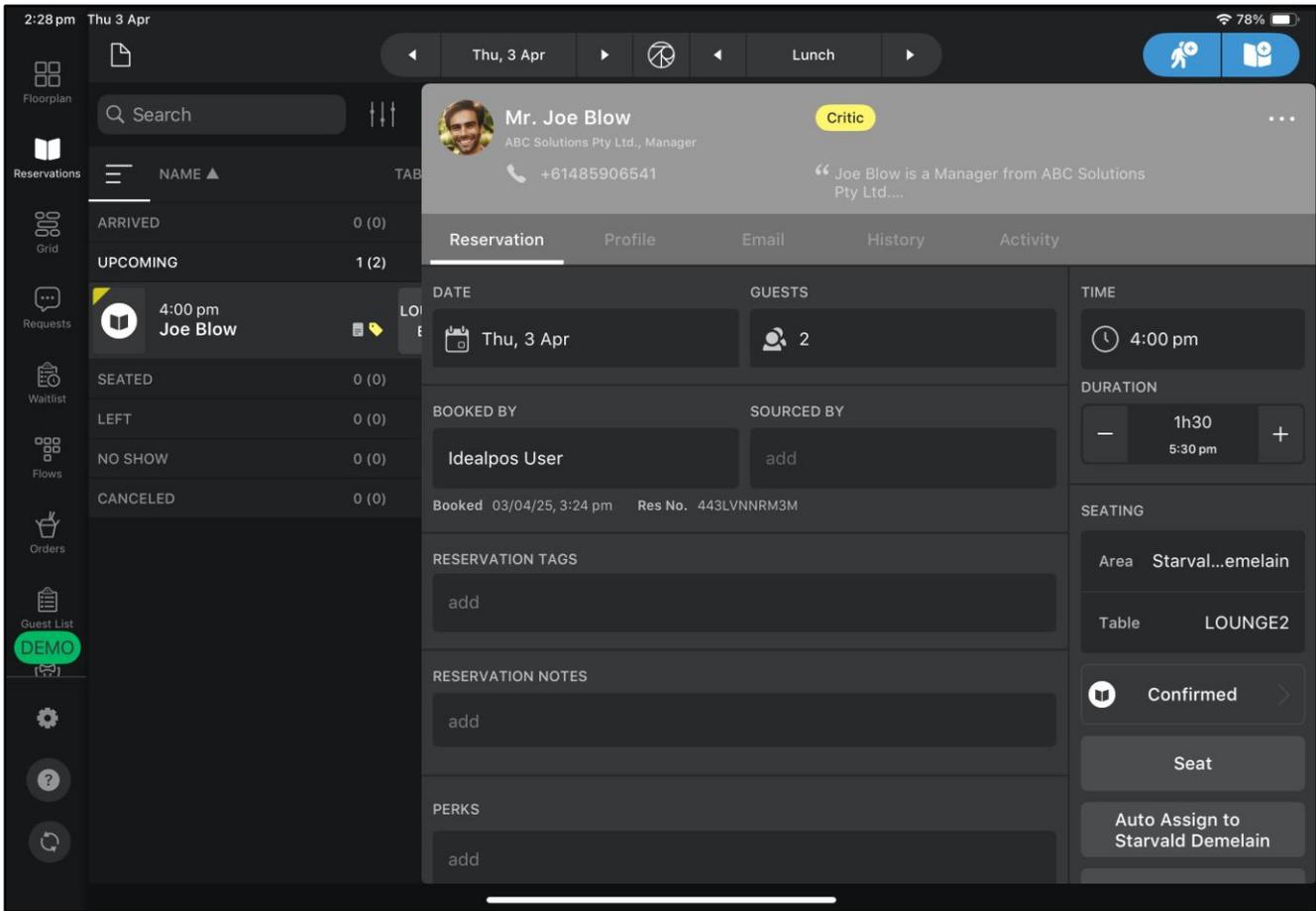
When the guest arrives, they can be seated via the "SevenRooms OS" iPad App. Within the "SevenRooms OS" iPad app, select the Reservations button on the left-hand side. The reservation will appear under the "Upcoming" section.



idealpos COLIC Update History

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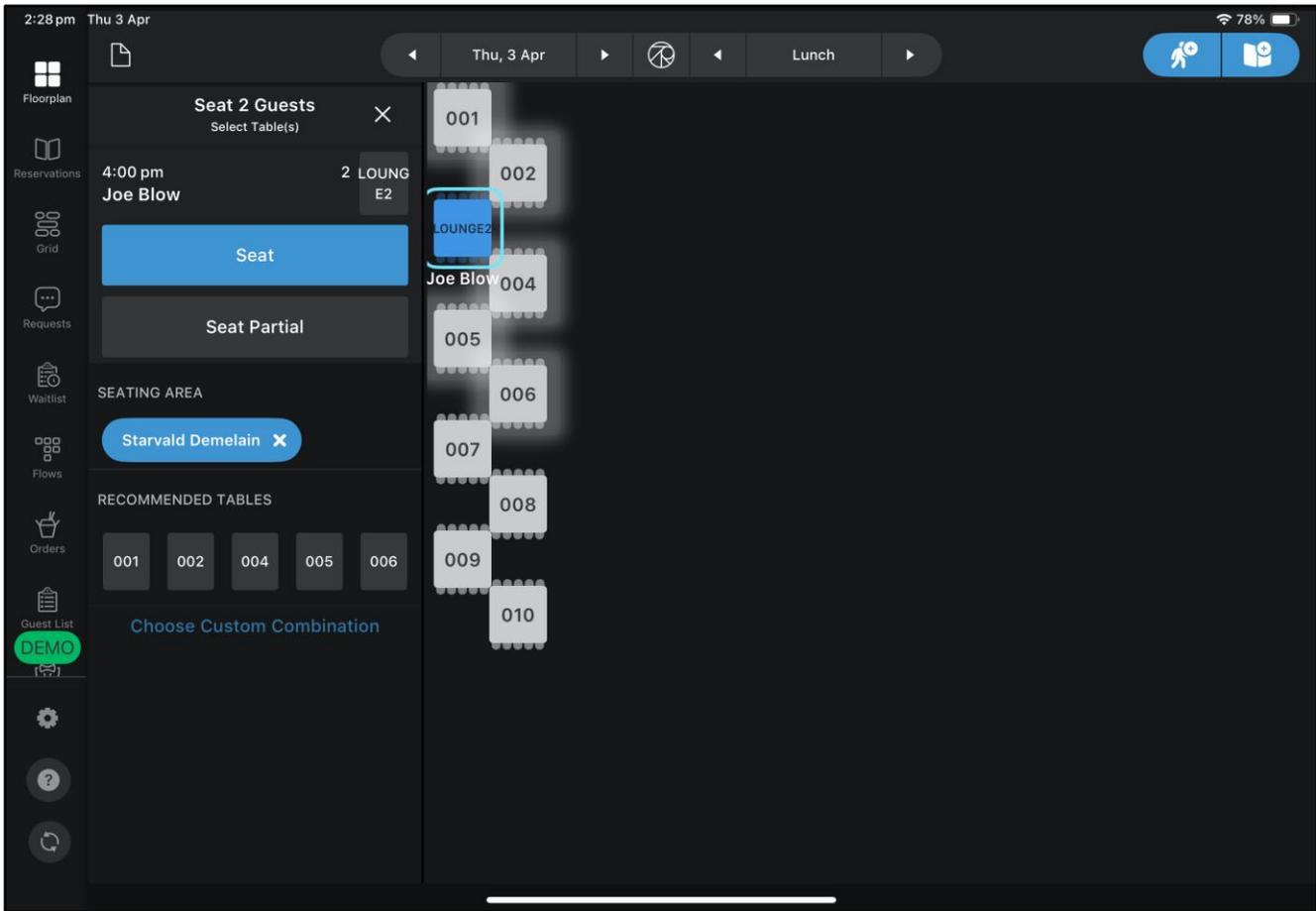
Select the Customer's name by pressing it; a slide-out panel will appear on the right-side of the app. Press the "Seat" button (located on the bottom-right corner of the screen).



idealpos COLLO Update History

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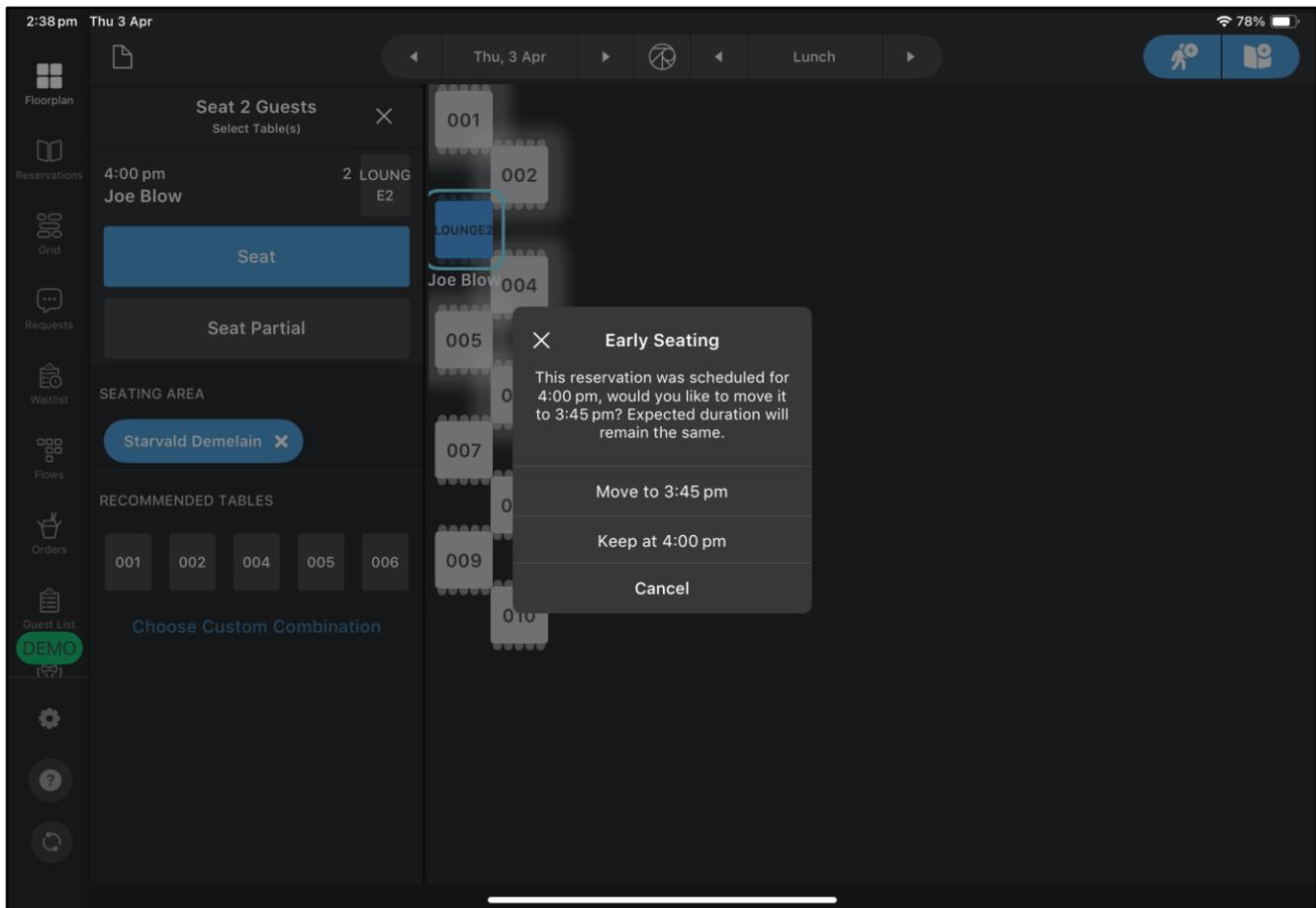
The colour of the Table which the Customer will be seated at will change to blue. Press the "Seat" button again.



idealpos COLIC Update History

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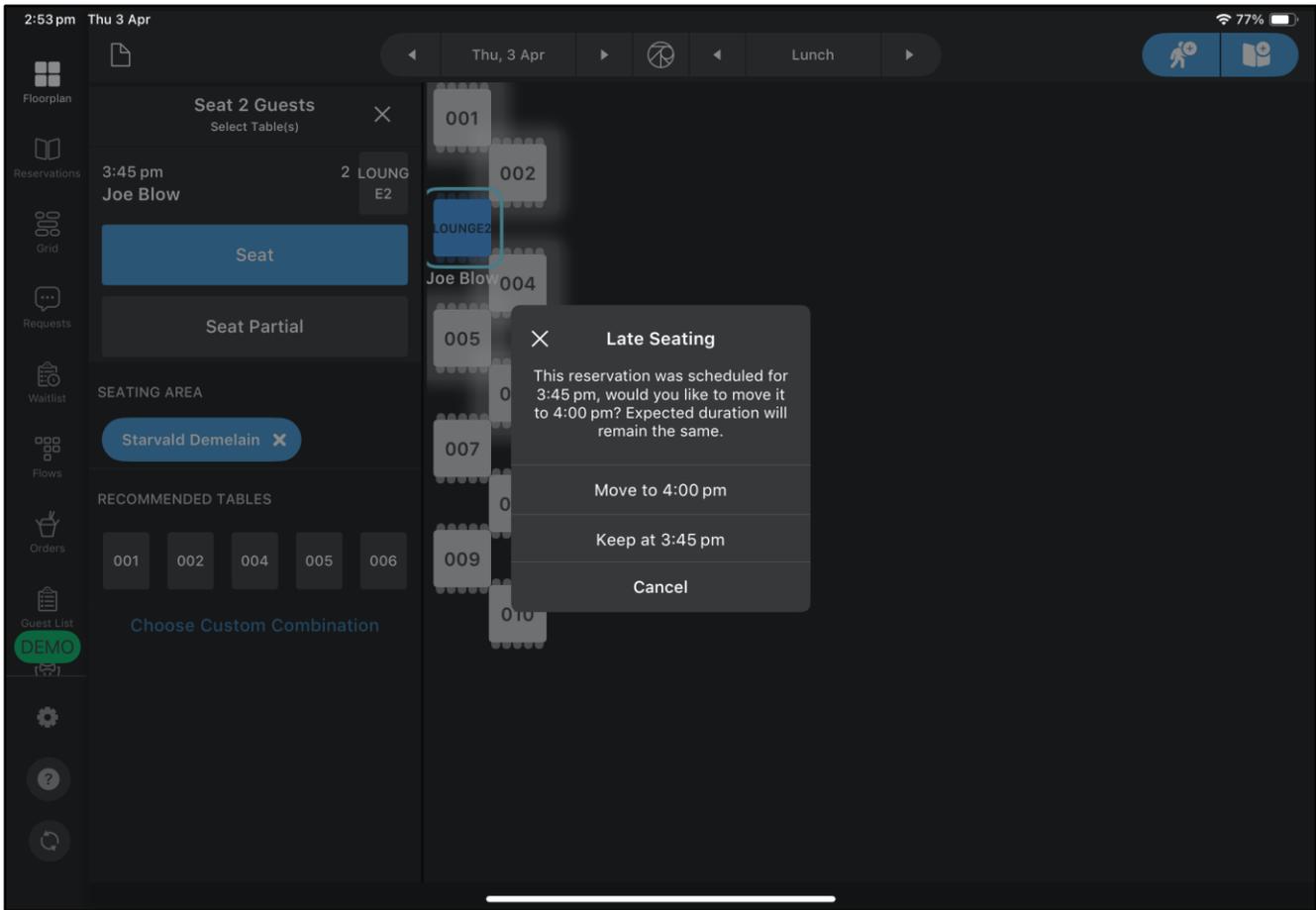
If the Customer has arrived early, an Early Seating prompt will be displayed to give the option to move the scheduled booking to the next available slot or to keep the booking at the original time.



idealpos COLIC Update History

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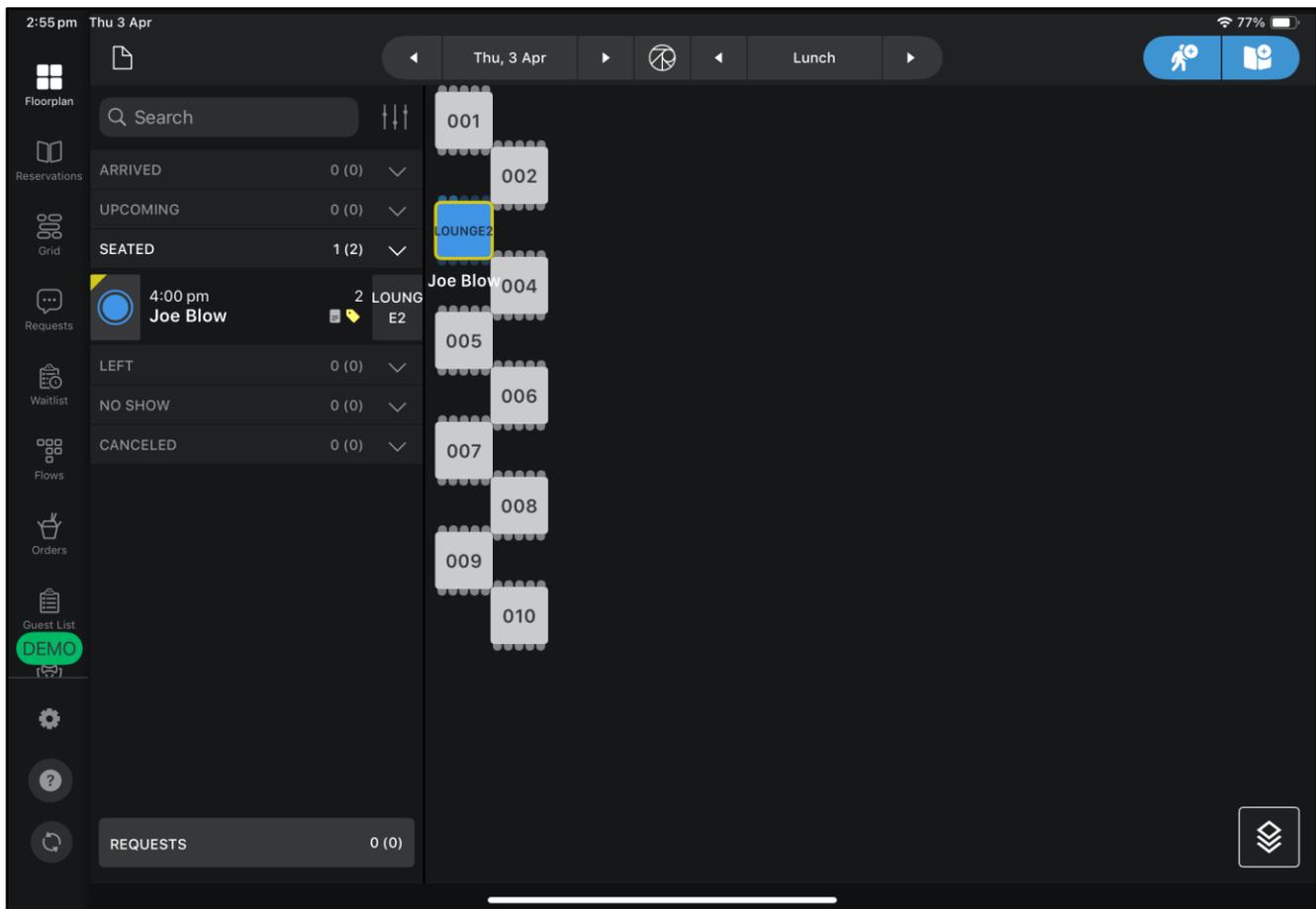
If the Customer has arrived late, a Late Seating prompt will be displayed to give the option to leave the booking at the original start time, or to move it to the next starting slot.



idealpos COLLO Update History

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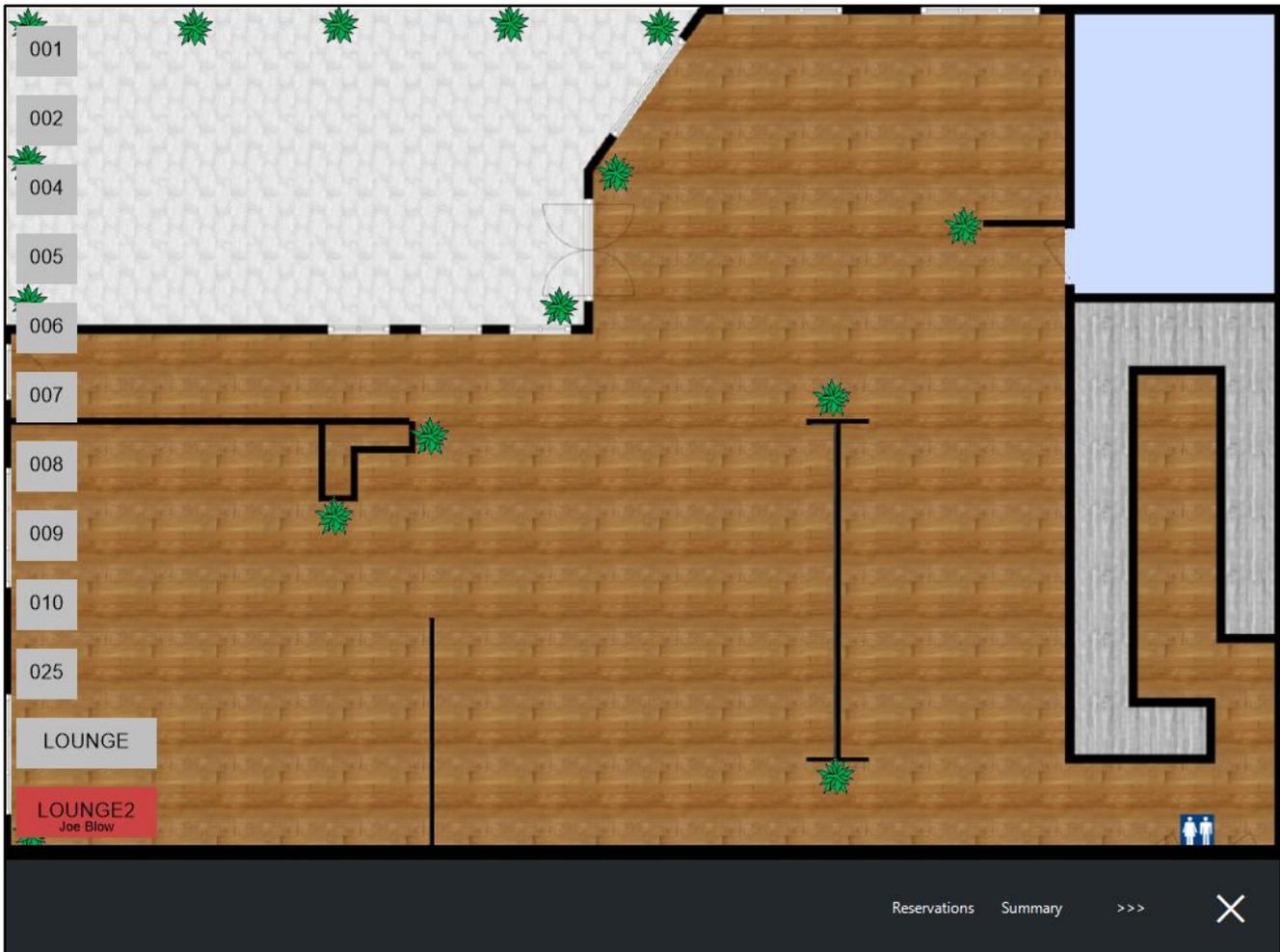
After the customer has been seated at the table, the SevenRooms app will show the Customer's status as "Seated".



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The Table on the Idealpos Restaurant Table Map will also show the Customer's Name and the Table Status will be shown as "Seated".



The currently seated SevenRooms Reservation can be displayed via the Idealpos Restaurant Table Map. At the bottom of the Table Map, press the "Reservations" button.



The current reservation will be included in the list; the Status column will show "Seated".

reservations											
First Name	Last Name	VIP	Arrival Time	Status	Table(s)	Area	Covers	Shift	Phone	Email	
Joe	Blow	<input checked="" type="checkbox"/>	16:00:00	Seated	LOUNGE2	Starvald Demelain	2	LUNCH	+61485906541	joeblowau@yopmail.com	...

Refer to SevenRooms for further information about functionality they provide via their website and app.

Users

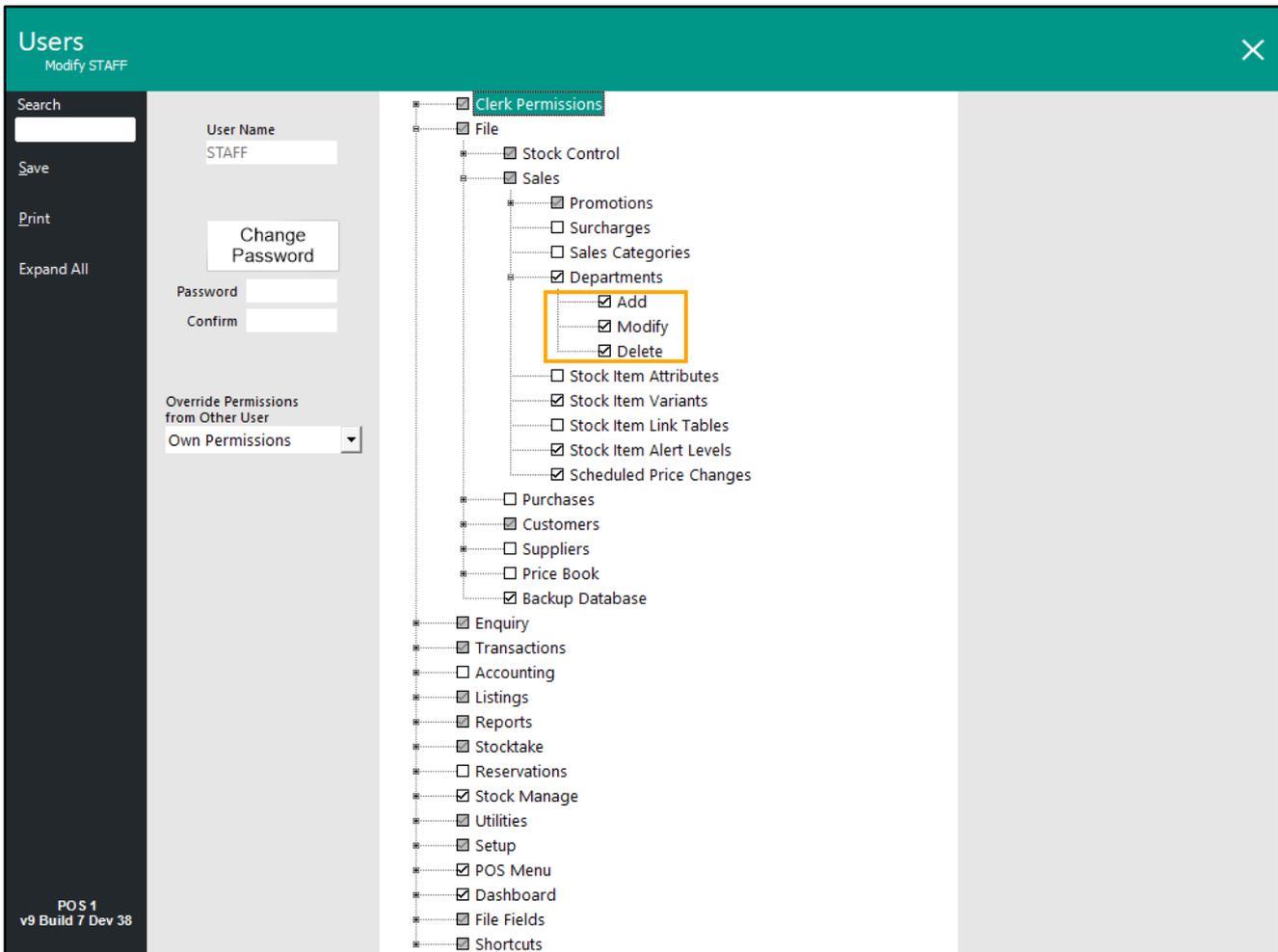
IP-6936 – User Permissions for Departments Add/Modify/Delete

This function introduces the ability to control access to the Add/Modify/Delete functions in the Departments window. Prior to this change, it was only possible to either grant or deny access to the entire Departments window. With this change, access to each of these Add/Modify/Delete functions can now be controlled. If access to all these functions is denied, access to the Departments window will also be denied.

To configure and use this function, go to: Back Office > Setup > Users.

Select a User other than Admin > Modify.

Go to: File > Sales > Departments > Toggle the checkboxes to each of the functions that is required for the User. Once the changes have been completed, press the "Save" button on the top-left corner.



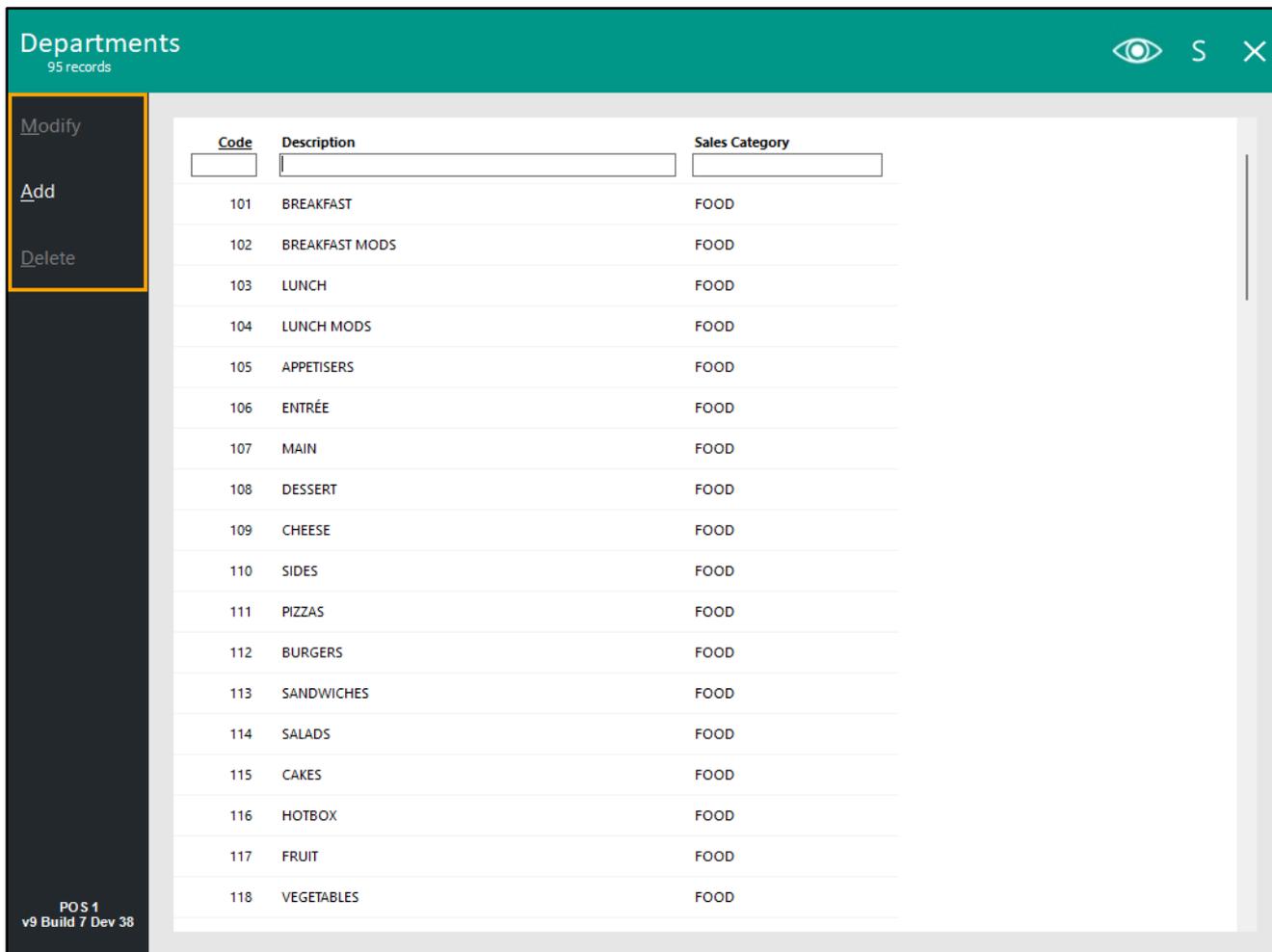
idealpos COLLO Update History

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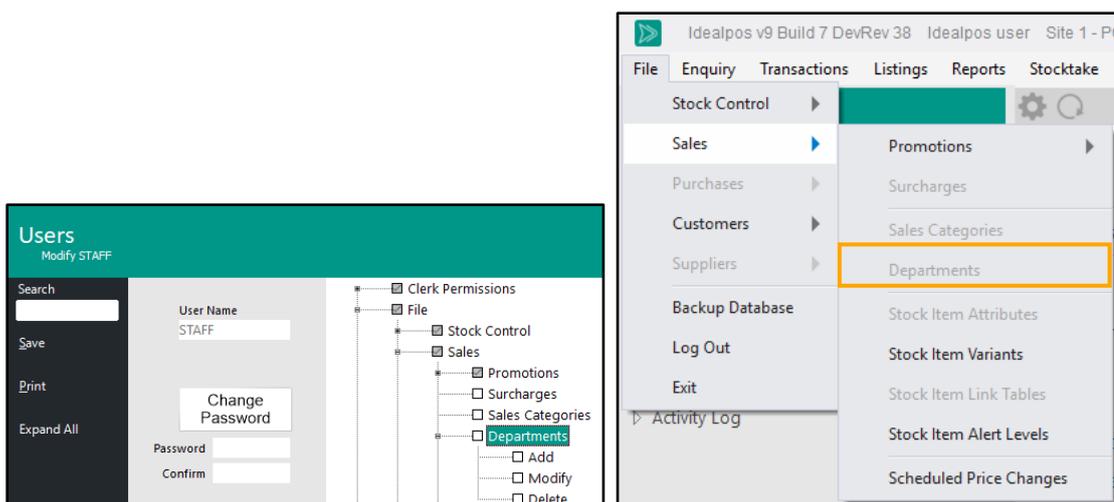
When the User goes to the Departments window via Back Office > File > Sales > Departments, their access to the Department functions will be as-per the Department permissions configured for the User.

E.g. If the Add function is the only option that is enabled, the User will be denied from accessing the Modify and Delete functions (buttons for those functions will be greyed out).

Shortcut buttons to those functions will also have no effect (e.g. pressing ALT+M for Modify or ALT+D for Delete).



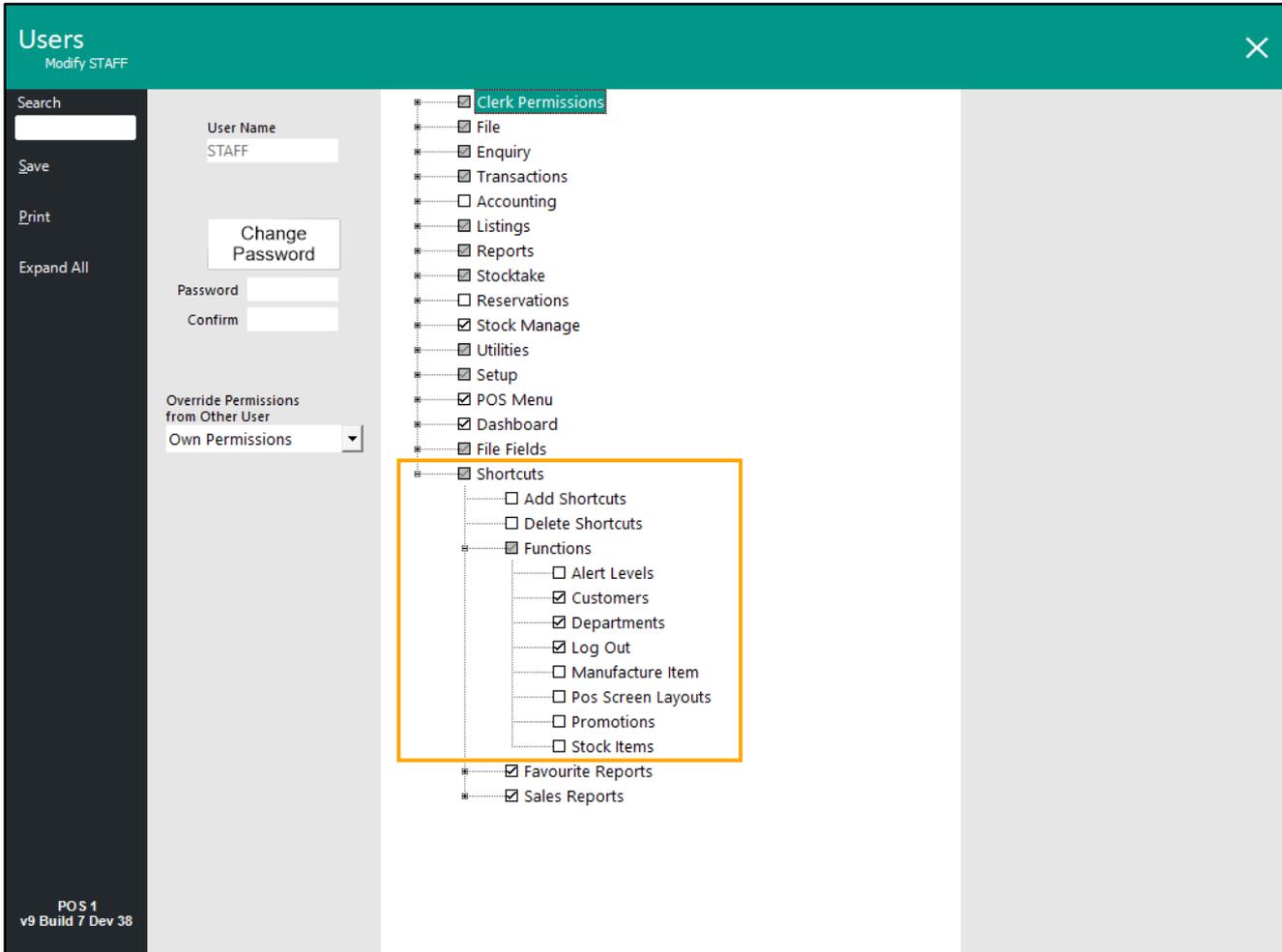
If all Department functions are disabled, access to the Departments will be impossible via the Back Office menu (File > Sales > Departments).



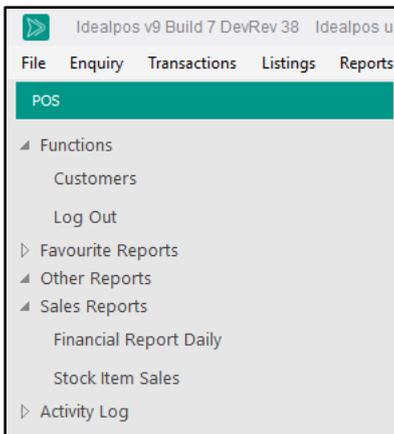
Note that when controlling access to the Departments window, it is important to note that access to the function via Back Office Shortcuts should also be configured accordingly.

E.g. If a Shortcut exists to the Departments function, ensure that access to the Departments shortcut is configured appropriately via User Permissions.

Toggle the Departments Shortcut as required to control whether the User has access to this function.



If access to the Departments Back Office Shortcut is restricted/denied, the Shortcut will be hidden for the User.



Voids

IP-6939 – Void Reasons Functionality

This function introduces the ability to configure Idealpos so that a Void Reason prompt is displayed when voiding a single Stock Item or Voiding the entire sale. Up to five Void Reasons can be configured, and if required, any of the Void Reasons can be configured to display an onscreen keyboard when used (e.g. if custom reason is required each time the Void Reason is selected).

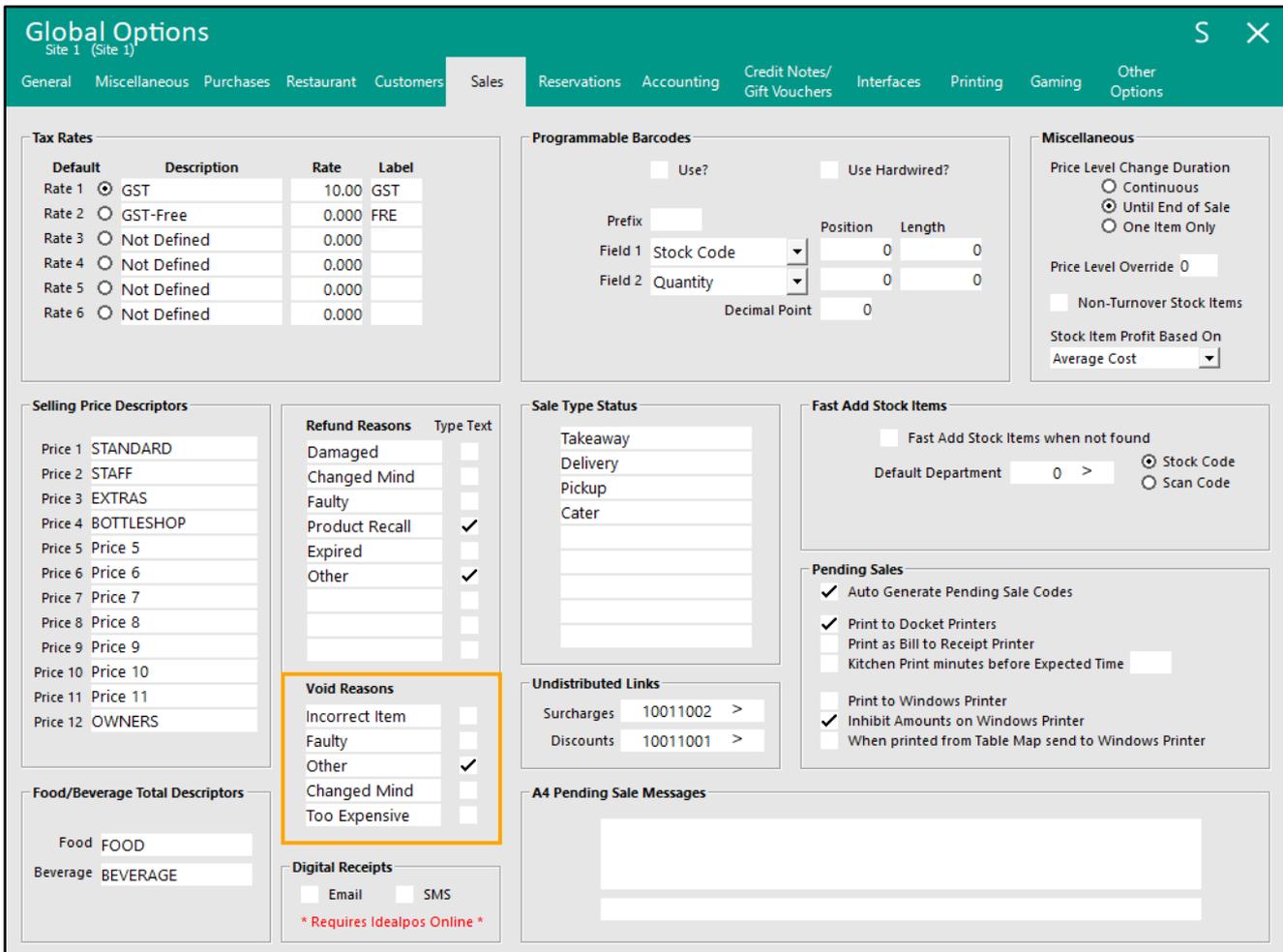
To configure this function, go to: Back Office > Setup > Yes/No Options > Search: Prompt for Reason. Enable the Yes/No Option "Prompt for Reason when doing a Void".



Close the Yes/No Options, then go to: Back Office > Setup > Global Options > Sales.

Configure up to five Void Reasons as required; at minimum, two Void Reasons are required for this function to trigger the Void Reasons prompt when voiding items or voiding entire sales.

The Type Text checkbox displayed next to each of the Void Reasons will trigger Idealpos to display an on-screen keyboard when that void reason is selected. This enables extra information to be entered that will be displayed in the Journal History Enquiry.



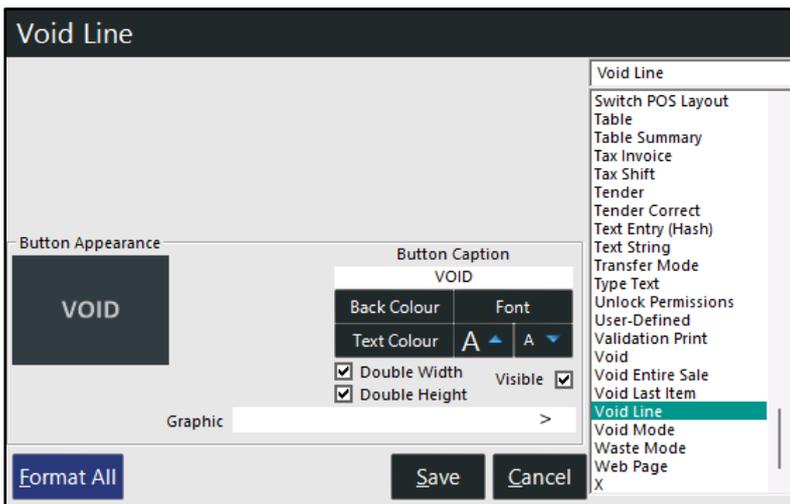
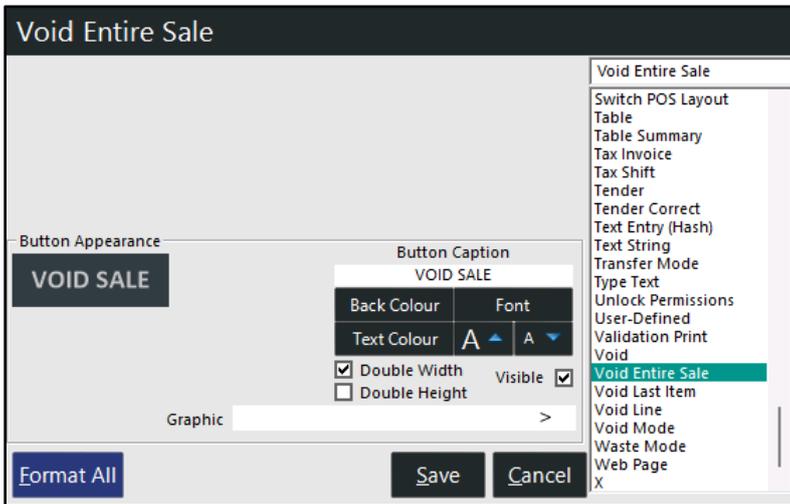
Close the Global Options window.

To use this functionality, the following buttons are required on the POS Screen to enable access to the VOID function (if these buttons already exist on the POS Screen, this step can be skipped).

- Void Line
- Void Entire Sale

The buttons can be created by going to: Back Office > Setup > POS Screen > POS Screen Setup > Select a POS Screen Layout > Buttons.

Locate blank buttons within the POS Screen Layout and configure as follows:



User Permissions may also need to be configured to enable access to the Void functions. This can be configured by going to: Back Office > Setup > Users > Select a User > Modify. Ensure that VOID and Void Entire Sale options are configured as required. Press the "Save" button on the top-left corner to save changes.

The screenshot shows the 'Users' application interface for modifying a user named 'STAFF'. The main area is titled 'Clerk Permissions' and contains a tree view of permissions under the 'POS' category. The following permissions are listed with their respective checkboxes:

- PAID OUT 1 (TIPS OUT)
- PAID OUT 2 (PAID OUT)
- PAID OUT 3 (PO 3)
- PAID OUT 4 (PO 4)
- NO SALE 1 (NO SALE)
- NO SALE 2 (NO SALE 2)
- NO SALE 3 (NO SALE 3)
- NO SALE 4 (NO SALE 4)
- VOID (VOID)
- REFUND (REFUND)
- %+ ITEM (%+ ITEM)
- Item Discounts
- %+ ST (%+ SUBTOTAL)
- Subtotal Discounts
- AMOUNT (Amt Override)
- Replay Transaction
- Price Levels
- ACC/LB PAYMENT (Acc/LB Payment)
- ACC/LB CREDIT (Acc/LB Credit)
- ACC/LB ADJUST (Acc/LB Adjust)
- LB Cancellation (LB Cancel)
- Tax Invoice (Tax Invoice)
- Pending Sale (Pending Sale)
- Show Account Details
- End of Shift
- Layers
- Void Entire Sale
- Void Mode
- Journal Enquiry
- Exceed Customer Credit
- Waste Mode
- Edit Gift Voucher
- Manual entry of items

On the left side of the interface, there are fields for 'User Name' (STAFF), 'Change Password', 'Password', and 'Confirm'. Below these is a section for 'Override Permissions from Other User' with a dropdown menu set to 'Own Permissions'. The bottom left corner of the application shows 'POS 1 v9 Build 7 Dev 20'.

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The function is now ready for use.

Go to the POS Screen > Add Items to the sale.

Select an item from the sale window area, then press the VOID button to VOID the selected Stock Item.

v9 Build 7 DevRev 20 24 Mar 13:08
POS 1 Jeremy STANDARD #983

CAPPUCCINO	1	3.50							
FLAT WHITE	1	3.50		RECEIPT	CLERK	7	8	9	CL
SHORT BLACK	1	3.00		PRICE LEVEL	5% ST DISC	4	5	6	NO SALE
				CUSTOMER	5% ITEM				
				BAR TAB	REFUND	1	2	3	X
				PENDING	VOID SALE				
				TABLE MAP	VOID	0	.	ENTER	

\$10.00

3x

CAPPUCCINO	FLAT WHITE	LATTE	CHAI	SHORT BLACK	LONG BLACK	MOCHA	HOT CHOC	TEA
EXTRA HOT	SKINNY	DECAF	1 SUGAR	TAKEAWAY	SMALL	ICED DRINK	WATER	KEYBOARD
EXTRA CHOC	SOY	WEAK	2 SUGAR	MARSH MALLOW	MEDIUM	MILKSHAKE	JUICE	ORDER NUMBER
NO CHOC	ALMOND	DOUBLE SHOT	3 SUGAR	EQUAL	LARGE	SMOOTHIE	SOFTDRINK	REWARDS ENQUIRY
DRINKS	CAFE	TAP BEER	SPIRITS	COCKTAILS	FRUIT & VEG	GROCERY	RETAIL	MANAGER
	RESTAURANT	BOTTLE BEER & RTD	WINE				SERVICES	ADMIN

The Void Reasons prompt will appear from which a reason can be selected.

The screenshot shows a POS interface with a 'void reasons' dialog box. The dialog lists the following reasons: Incorrect Item, Faulty, Other, Changed Mind, and Too Expensive. The background menu shows a grid of coffee items and their options:

3x			
	CAPPUCCINO	FLAT WHITE	LATTE
	EXTRA HOT	SKINNY	DECAF
	EXTRA CHOC	SOY	WEAK
	NO CHOC	ALMOND	DOUBLE SH
DRINKS	CAFE	TAP BEE	
	RESTAURANT	BOTTLE BE	& RTD

After selecting a reason, the item is voided from the sale.

The screenshot shows a receipt with the following items:

CAPPUCCINO	1	3.50
SHORT BLACK	1	3.00
		\$6.50

2x

Finalise the sale by pressing the ENTER button, then tender the sale.

idealpos COLLO Update History

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The Void Reason is recorded in the Journal History Enquiry.
 Go to: Back Office > Enquiry > Journal History.
 Locate the Journal in the Journal History Enquiry and select it.
 The Journal will display the voided item along with the Void Reason that was selected.

Journal History Enquiry
S X

Today v

From 24 Mar 2025 00:00:00 v

To 24 Mar 2025 23:59:59 v

Top 1000 records

Customer >

Clerk >

POS >

Price Level v

Location v

Site v

Tender Type v

Function v

Stock Item >

Department >

Sale Total to

Table v

Audit

Filter Table/Bar Tabs

Hide Voids

Select

Audit	POS	Date	Customer
983	1	Mon 24 Mar 2025 13:16:11	
982	1	Mon 24 Mar 2025 12:42:56	
981	1	Mon 24 Mar 2025 11:47:28	
980	1	Mon 24 Mar 2025 11:42:33	
979	1	Mon 24 Mar 2025 11:22:32	
978	1	Mon 24 Mar 2025 11:21:42	
977	1	Mon 24 Mar 2025 11:16:05	
976	1	Mon 24 Mar 2025 11:13:54	
975	1	Mon 24 Mar 2025 11:13:26	
974	1	Mon 24 Mar 2025 11:07:07	
973	1	Mon 24 Mar 2025 11:06:51	
972	1	Mon 24 Mar 2025 11:05:42	
971	1	Mon 24 Mar 2025 10:42:15	
970	1	Mon 24 Mar 2025 10:41:15	
969	1	Mon 24 Mar 2025 09:51:15	

24 Mar 2025 13:16:11 Audit 983,1 Jeremy

202001 CAPPUCCINO 3.50

202004 SHORT BLACK 3.00

GST Subtotal 6.50

GST Amount 0.59

4^ FLAT WHITE (VOID) 3.50

Changed Mind

CASH 6.50

Change 0.00

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Entire sales can also be voided.

The below demonstrates the voiding of an entire sale using a Void Reason with the Type Text function (the Type Text checkbox has been enabled for the Void Reason in Back Office > Setup > Global Options > Sales > Void Reasons).

During a sale, press the VOID SALE button.

v9 Build 7 DevRev 20 24 Mar 13:21
POS 1 Jeremy STANDARD #984

<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">CAPPUCCINO</td> <td style="width: 10%; text-align: center;">1</td> <td style="width: 10%; text-align: right;">3.50</td> </tr> <tr> <td>FLAT WHITE</td> <td style="text-align: center;">1</td> <td style="text-align: right;">3.50</td> </tr> <tr> <td>SHORT BLACK</td> <td style="text-align: center;">1</td> <td style="text-align: right;">3.00</td> </tr> </table>	CAPPUCCINO	1	3.50	FLAT WHITE	1	3.50	SHORT BLACK	1	3.00	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">RECEIPT</td> <td style="width: 20%;">CLERK</td> <td style="width: 10%;">7</td> <td style="width: 10%;">8</td> <td style="width: 10%;">9</td> <td style="width: 10%;">CL</td> </tr> <tr> <td>PRICE LEVEL</td> <td>5% ST DISC</td> <td>4</td> <td>5</td> <td>6</td> <td>NO SALE</td> </tr> <tr> <td>CUSTOMER</td> <td>5% ITEM</td> <td>1</td> <td>2</td> <td>3</td> <td>X</td> </tr> <tr> <td>BAR TAB</td> <td>REFUND</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>PENDING</td> <td style="border: 2px solid orange;">VOID SALE</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>TABLE MAP</td> <td>VOID</td> <td>0</td> <td>.</td> <td colspan="2">ENTER</td> </tr> </table>	RECEIPT	CLERK	7	8	9	CL	PRICE LEVEL	5% ST DISC	4	5	6	NO SALE	CUSTOMER	5% ITEM	1	2	3	X	BAR TAB	REFUND					PENDING	VOID SALE					TABLE MAP	VOID	0	.	ENTER	
CAPPUCCINO	1	3.50																																												
FLAT WHITE	1	3.50																																												
SHORT BLACK	1	3.00																																												
RECEIPT	CLERK	7	8	9	CL																																									
PRICE LEVEL	5% ST DISC	4	5	6	NO SALE																																									
CUSTOMER	5% ITEM	1	2	3	X																																									
BAR TAB	REFUND																																													
PENDING	VOID SALE																																													
TABLE MAP	VOID	0	.	ENTER																																										
<div style="display: flex; justify-content: space-between; align-items: center;"> 3x \$10.00 </div>																																														

								
CAPPUCCINO	FLAT WHITE	LATTE	CHAI	SHORT BLACK	LONG BLACK	MOCHA	HOT CHOC	TEA
EXTRA HOT	SKINNY	DECAF	1 SUGAR	TAKEAWAY	SMALL	ICED DRINK	WATER	KEYBOARD
EXTRA CHOC	SOY	WEAK	2 SUGAR	MARSH MALLOW	MEDIUM	MILKSHAKE	JUICE	ORDER NUMBER
NO CHOC	ALMOND	DOUBLE SHOT	3 SUGAR	EQUAL	LARGE	SMOOTHIE	SOFTDRINK	REWARDS ENQUIRY
DRINKS	CAFE	TAP BEER	SPIRITS	COCKTAILS	FRUIT & VEG	GROCERY	RETAIL	MANAGER
	RESTAURANT	BOTTLE BEER & RTD	WINE				SERVICES	ADMIN

The Void Reasons prompt is displayed.

Select a Void Reason.

In this example, a Void Reason is being selected which has the "Type Text" option enabled (Other).

The screenshot displays the Idealpos POS interface with a 'void reasons' modal open. The modal is titled 'void reasons' and contains a list of reasons: 'Incorrect Item', 'Faulty', 'Other', 'Changed Mind', and 'Too Expensive'. The 'Other' option is highlighted, indicating it is selected. The background shows a coffee menu with items like 'Cappuccino', 'Flat White', and 'Latte', and a numeric keypad.

v9 Build 7 DevRev 20 24 Mar 13:23 POS 1 Jeremy STANDARD #984		
VOID ENTIRE SALE		
3x		
CAPPUCCINO	FLAT WHITE	LATTE
EXTRA HOT	SKINNY	DECAF
EXTRA CHOC	SOY	WEAK
NO CHOC	ALMOND	DOUBLE SH
DRINKS	CAFE	TAP BEE
	RESTAURANT	BOTTLE BE & RTD

void reasons			
Incorrect Item			
Faulty			
Other			
Changed Mind			
Too Expensive			

CLERK	7	8	9	CL
ST DISC	4	5	6	NO SALE
% ITEM	1	2	3	X
REFUND	0	.	ENTER	
VOID SALE				
MOCHA	HOT CHOC	TEA		
SOFT DRINK	WATER	KEYBOARD		
SMOOTHIE	JUICE	ORDER NUMBER		
SMOOTHIE	SOFTDRINK	REWARDS ENQUIRY		
MARKET	RETAIL	MANAGER		
MARKET	SERVICES	ADMIN		

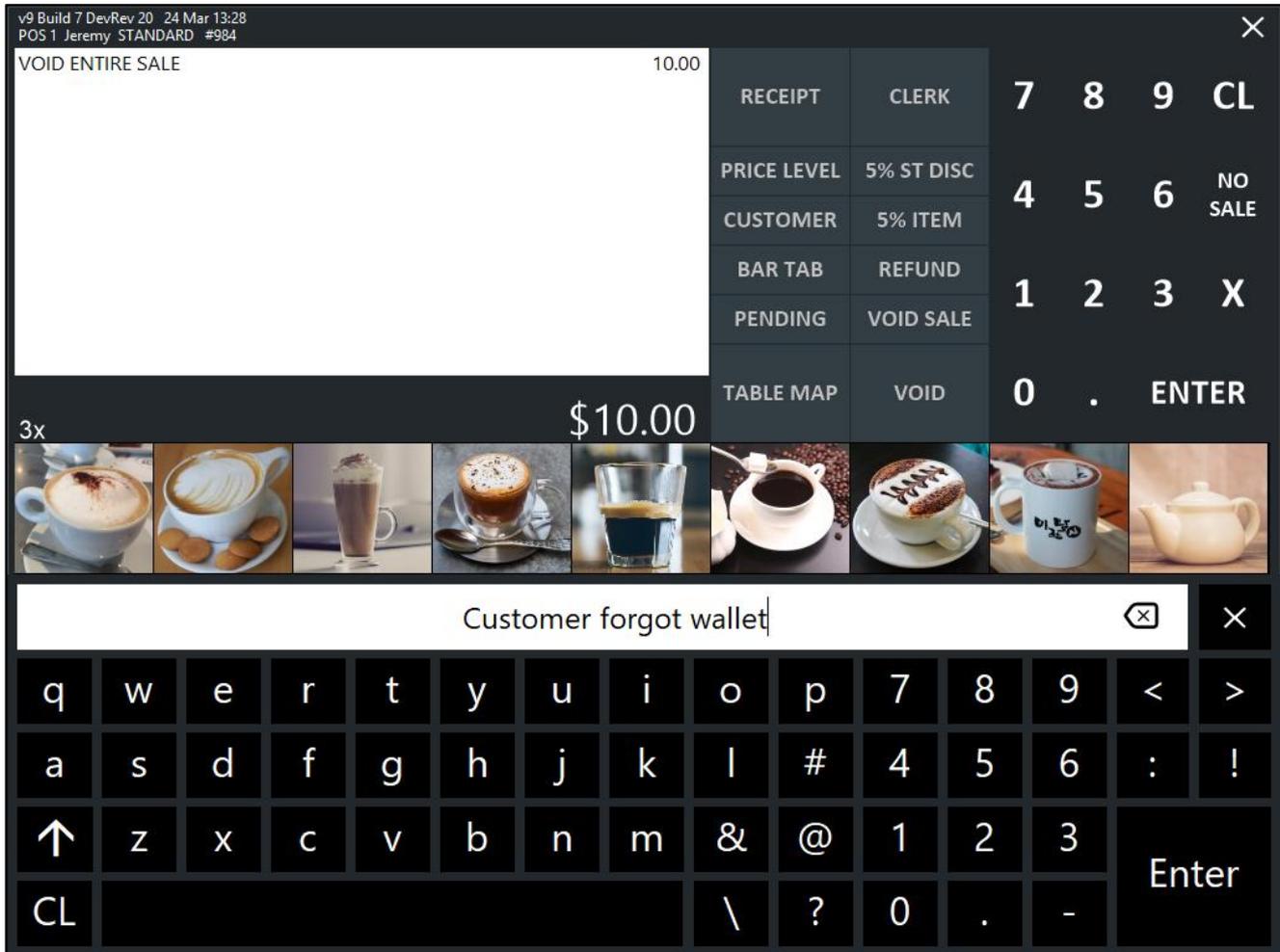
idealpos COLLO Update History

[Return to top](#)

The onscreen keyboard is displayed so that text can be entered.

The entered text will be recorded together with the selected Void Reason.

Enter the required text and press the "Enter" button on the onscreen keyboard to save the text.



The sale is voided.

The selected Void Reason together with the typed text is recorded in the Journal History.
 Go to: Back Office > Enquiry > Journal History.

S X
Journal History Enquiry
21 records

View All

Docket Print

Email

Tax Invoice

Total

Stock Item Sales

Favourite

Add Text

Keyboard

POS 4
v9 Build 7 Dev
20

Today

From 24 Mar 2025 00:00:00

To 24 Mar 2025 23:59:59

Top 1000 records

Customer >

Clerk >

POS >

Price Level >

Location >

Site >

Tender Type >

Function >

Stock Item >

Department >

Sale Total to

Table >

Audit

Filter Table/Bar Tabs

Hide Voids

Select

Audit	POS	Date	Customer
984	1	Mon 24 Mar 2025 13:29:28	Jeremy
983	1	Mon 24 Mar 2025 13:16:11	10.00
982	1	Mon 24 Mar 2025 12:42:56	3.50
981	1	Mon 24 Mar 2025 11:47:28	3.50
980	1	Mon 24 Mar 2025 11:42:33	3.00
979	1	Mon 24 Mar 2025 11:22:32	0.00
978	1	Mon 24 Mar 2025 11:21:42	
977	1	Mon 24 Mar 2025 11:16:05	
976	1	Mon 24 Mar 2025 11:13:54	
975	1	Mon 24 Mar 2025 11:13:26	
974	1	Mon 24 Mar 2025 11:07:07	
973	1	Mon 24 Mar 2025 11:06:51	
972	1	Mon 24 Mar 2025 11:05:42	
971	1	Mon 24 Mar 2025 10:42:15	
970	1	Mon 24 Mar 2025 10:41:15	

24 Mar 2025 13:29:28 Audit 984,1

VOID ENTIRE SALE

3^ CAPPUCCINO (VOID)

Other

REF: Customer forgot wallet

202002 FLAT WHITE (VOID)

202004 SHORT BLACK (VOID)

Change

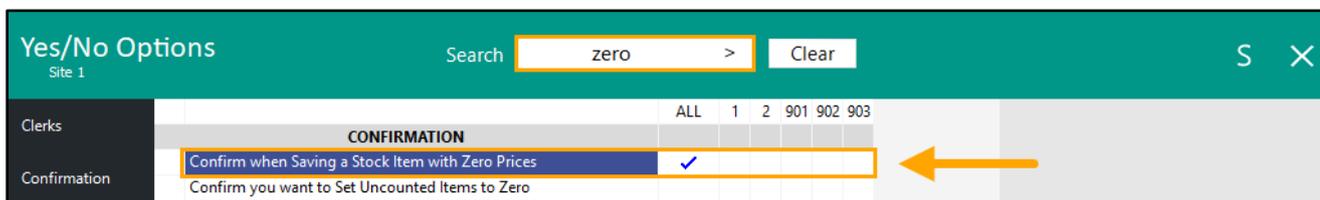
Yes/No Options

IP-6970 – Yes/No Option – Confirm when Saving a Stock Item with Zero Prices

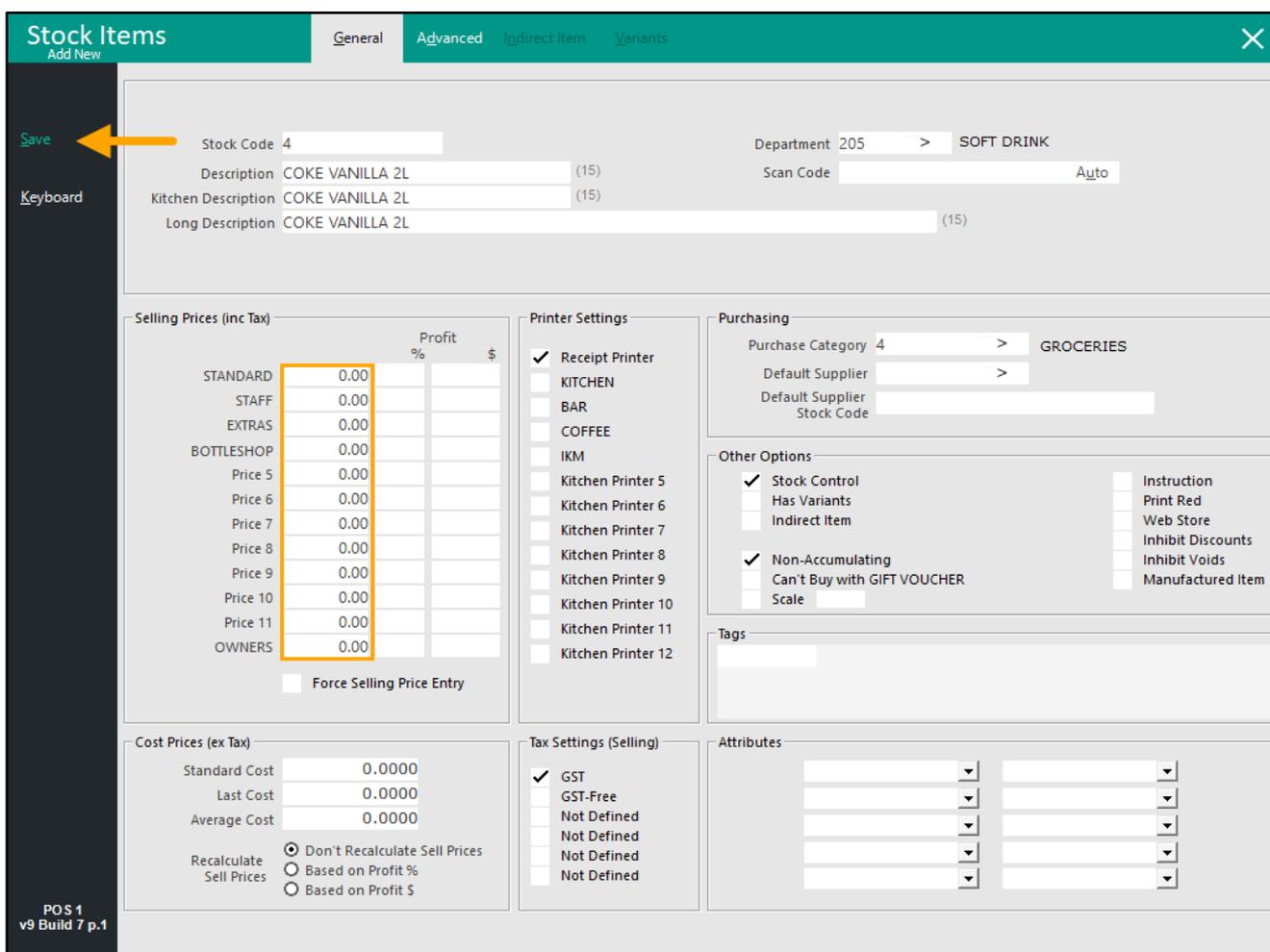
This function introduces the ability to display a confirmation prompt when saving a Stock Item that has all the Sell Prices set to zero.

This can be useful when preventing Stock Items from accidentally being saved without a Sell Price.

To configure this function, go to: Back Office > Setup > Yes/No Options > Search: "zero".
 Enable the Yes/No Option "Confirm when Saving a Stock Item Zero Prices".



Close the Yes/No Options window, then go to: Back Office > File > Stock Control > Stock Items.
 Either create a new Stock Item via the Add button, or modify an existing Stock Item.
 Leave the Sell Prices set to 0.00 and press the "Save" button.



A confirmation prompt "All Sell Prices are set to Zero. Are you sure you wish to Save?" will be displayed. Pressing Yes will continue with the save operation, saving the Stock Item with 0.00 Sell Prices. Pressing No will return to the Stock Item so that Sell Prices can be entered for the Stock Item.

All Sell Prices are set to Zero. Are you sure you wish to Save?

Yes

No