



Patheon® Release 33 Notes

Patheon Release 33 includes the following feature enhancement. Click on the link to get more details on this feature:

[Void House Account Transactions](#)

If you have any questions about this or past releases, **please have your location code available** and contact the Patheon Support Team in the Knowledge Center at our new number **330.645.4201** or Knowledgecenter@drb.com

Void House Account Transactions

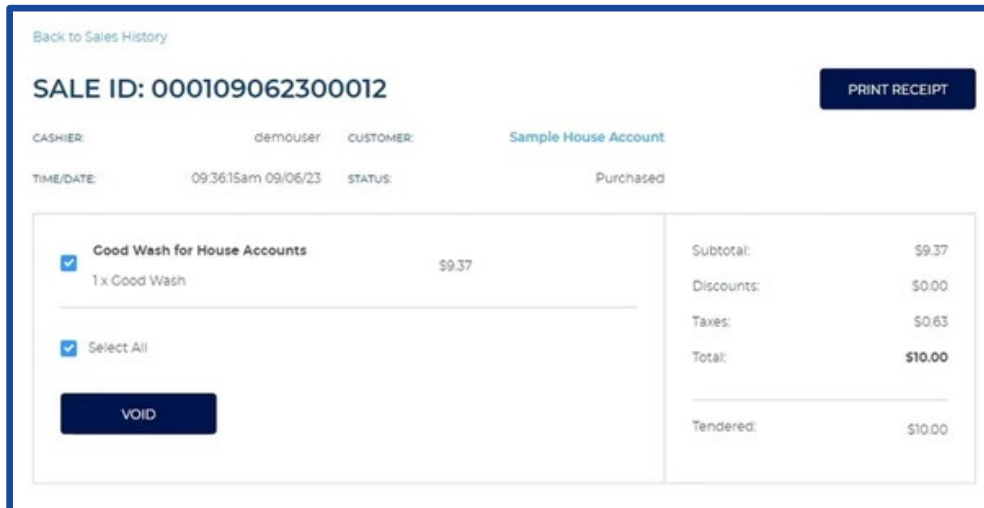
To improve wash efficiency, wash staff can now void a house account charge by editing the sale and then selecting all products in it. The voided amount reduces the house account's current balance owed.

To learn how to Void a House Account Transaction, watch the video below or follow the written instructions.

[Click here to view the Void House Account Transactions video](#)

Steps to Voiding a House Account Transaction

1. Sign in to the cashier terminal with Shift Manager security access.
2. Select **Sales History**, and the **SALES HISTORY** panel opens.
3. Locate the house account sale to void.
4. Select the **Edit** function for the sale. The **SALE ID** panel opens.
5. Use the **Select All** function to select all items in the sale.



The screenshot displays a cashier terminal interface for voiding a sale. At the top, it shows 'Back to Sales History' and 'SALE ID: 000109062300012'. A 'PRINT RECEIPT' button is visible in the top right. Below the sale ID, the cashier is identified as 'demouser' and the customer as 'Sample House Account'. The time/date is '09:36:15am 09/06/23' and the status is 'Purchased'. The main area shows a list of items with checkboxes: 'Good Wash for House Accounts' (checked) for \$9.37 and 'Select All' (checked). A 'VOID' button is located at the bottom left of the item list. On the right side, a summary table shows: Subtotal: \$9.37, Discounts: \$0.00, Taxes: \$0.63, Total: \$10.00, and Tendered: \$10.00.

Item	Price
<input checked="" type="checkbox"/> Good Wash for House Accounts	\$9.37
1 x Good Wash	
<input checked="" type="checkbox"/> Select All	

Subtotal:	\$9.37
Discounts:	\$0.00
Taxes:	\$0.63
Total:	\$10.00
Tendered:	\$10.00

6. Select **VOID**. The **Void Item(s)** dialog opens.

Void Item(s) [Close]

Reason:
Customer Satisfaction

Refund total (incl. taxes): \$10.00

Refund method(s):
House Account Credit \$ 10.00

CANCEL VOID

7. Select a **Reason** for the void, if applicable.
8. Select **VOID**. The **Void Item(s)** dialog closes, the system voids the sale and a void receipt prints.