eHARVEY'S PORTAL

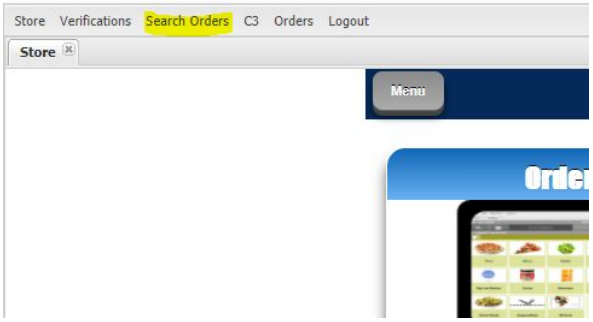
HOW TO VOID AND VIEW MOBILE ORDERS

If you need to search or void any mobile orders, you can do so through the eHarvey's Portal. To access the eHarvey's Portal, swipe the Manager card and select "eHarvey's" from the Manager's menu on the POS.

VIEW/SEARCHING FOR MOBILE ORDERS:

This function allows the restaurant to view and search for pre-paid orders. Orders can be searched by order number, order date, and Guest name.

1. Select "Search Orders"



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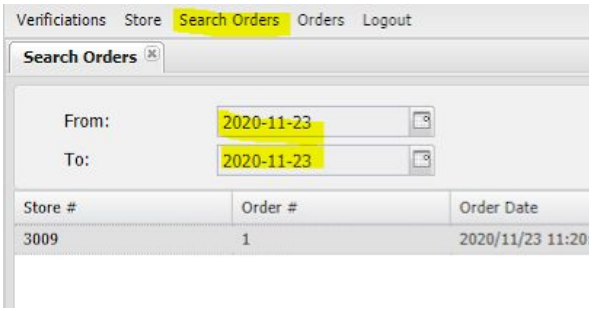
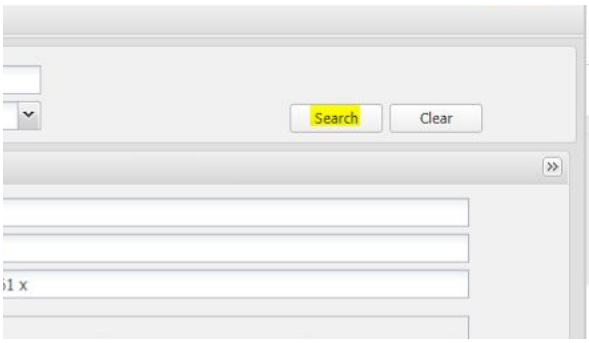
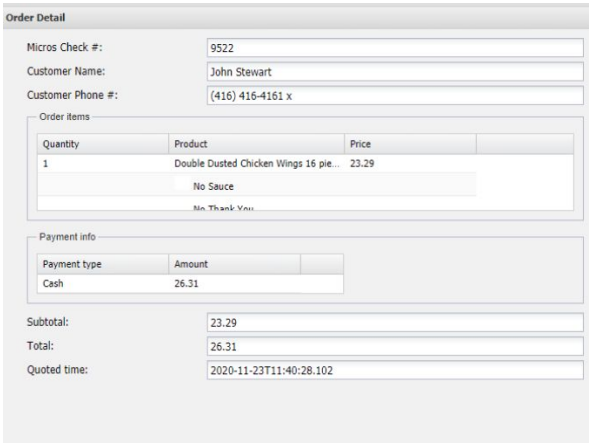
2. Select the applicable date for the order you are looking up.



3. Select "Search"



4. Double click on the order to view the details.



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VOIDING MOBILE ORDERS:

An order can only be voided by the restaurant if the Guest:

- Calls the restaurant to cancel the order
- The Guest wanted to apply a discount to their order when they got to the restaurant
- The Guest wants to modify their order

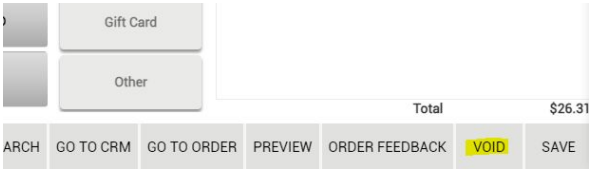
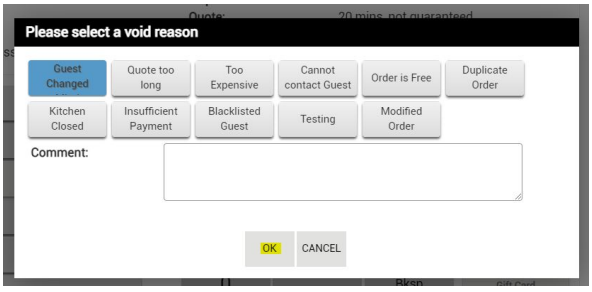
When a void is applied to a Guest order, the Guest will not be charged.

Only orders with an "In Prep" status can be voided as the pre-paid tender has not been finalized.

1. As a continuation from the final step in *"Viewing/Searching Mobile Orders"*:

   Click "Launch Order Tool" on the order you would like to void at the bottom right of the screen.

2. Select "Void"



3. Select Void Reason and click "OK"