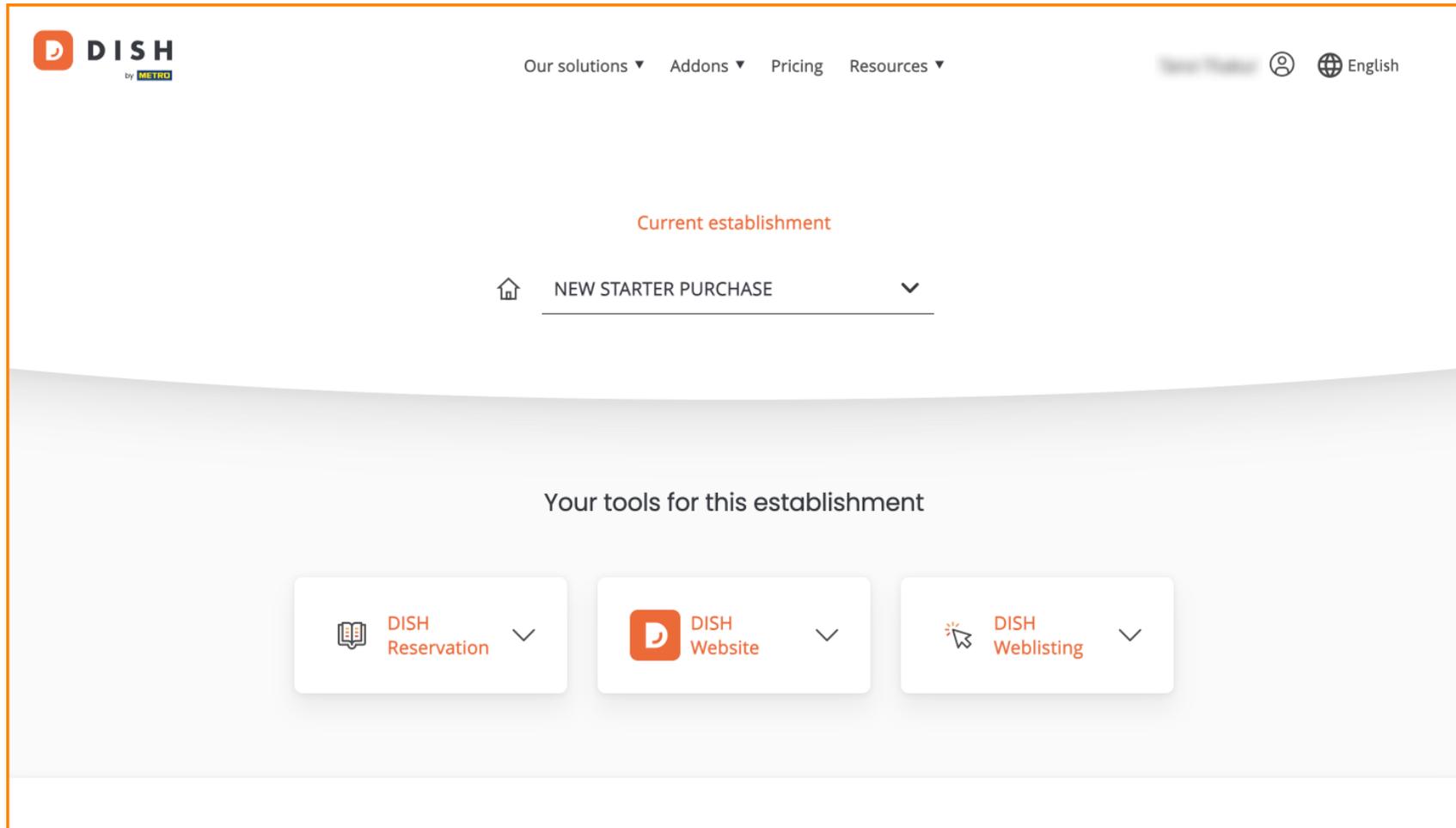
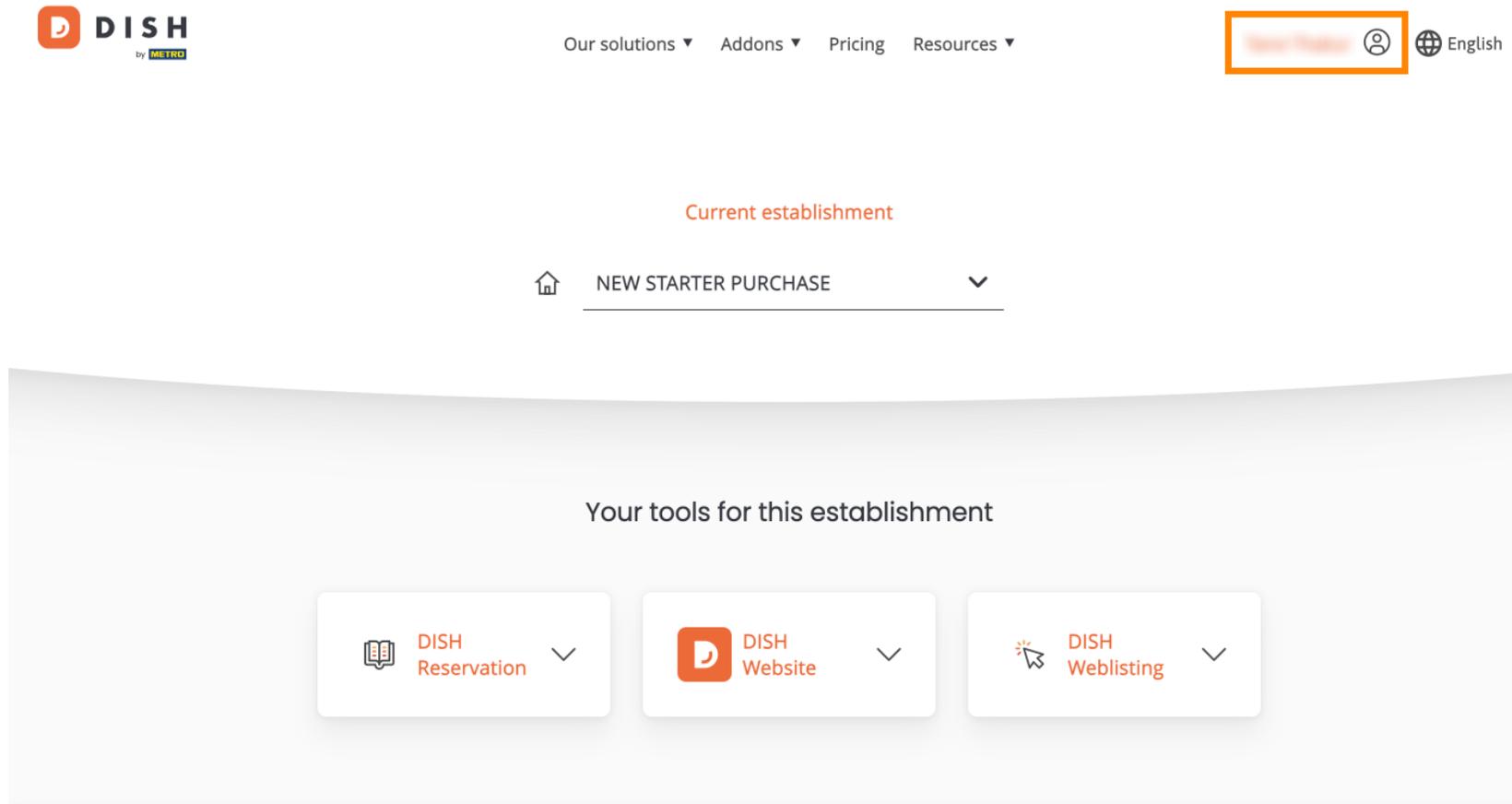




Welcome to your **DISH dashboard**. In this tutorial we show you how to downgrade your DISH bundle.



First, go to your **profile**.

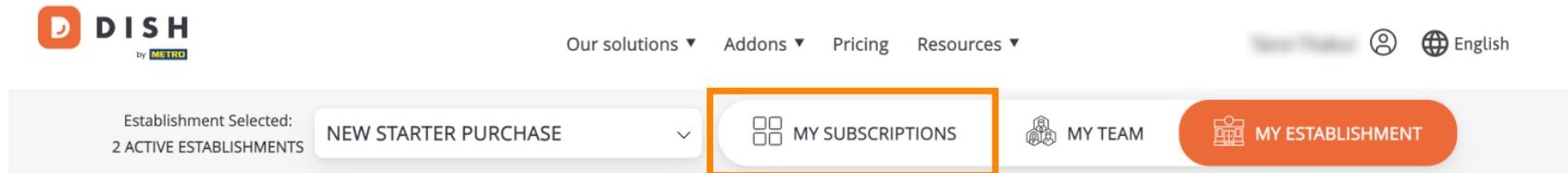


Then select **My Establishments** to open the settings for your establishment.

The screenshot shows the DISH by METRO user dashboard. At the top left is the DISH by METRO logo. To the right of the logo are navigation links: "Our solutions", "Addons", "Pricing", and "Resources". Further right is a user profile icon and a language selector set to "English". Below the navigation is a section titled "Current establishment" with a home icon and a dropdown menu currently showing "NEW STARTER PURCHASE". On the right side, a user menu is open, listing "Account & Settings", "My Establishments", "Payment Details & Invoices", and "Log out". The "My Establishments" option is highlighted with an orange border. Below the user menu is a section titled "Your tools for this establishment" containing three buttons: "DISH Reservation", "DISH Website", and "DISH Weblisting".



Afterward, click on **MY SUBSCRIPTIONS** to open the overview of your subscription.



Manage the establishment information



Now click on **Manage subscription** to start managing your current subscription.

DISH by METRO

Our solutions ▾ Addons ▾ Pricing Resources ▾

Establishment Selected: NEW STARTER PURCHASE ▾

MY SUBSCRIPTIONS MY TEAM MY ESTABLISHMENT

Manage your subscriptions

CURRENT PLAN
DISH PROFESSIONAL RESERVATION
Active

€34.90/Every month
€41.53 incl. VAT

PURCHASE DATE: 06/11/2023
COMMITMENT PERIOD: 1 month

Manage subscription Cancel subscription

TOOLS INCLUDED IN YOUR PLAN ▾





All the DISH bundles will then be displayed. If you want to change the establishment you are going to manage the subscription of, use the **drop-down menu** and select your preferred establishment.



[Our solutions](#) ▾ [Addons](#) ▾ [Pricing](#) [Resources](#) ▾

[New starter purchase](#) English

Your establishment

New starter purchase ▾

COMPARE OUR BUNDLES

DISH Starter	DISH Professional Reservation	DISH Professional Order	DISH Premium
€0. ⁰⁰	€34. ⁹⁰	€49. ⁰⁰	€69. ⁰⁰
	€41.53 incl. VAT	€58.31 incl. VAT *	€82.11 incl. VAT *
	Per establishment / Month	Per establishment / Month	Per establishment / Month
		+ One-time activation fee	+ One-time activation fee
		€299.00	€279.00



Then select the bundle you like to downgrade your current subscription to by clicking on the respective **Choose button**.



Our solutions ▾ Addons ▾ **Pricing** Resources ▾

Account icon | English

COMPARE OUR BUNDLES

DISH Starter

€0.⁰⁰

Choose

DISH Professional Reservation

€34.⁹⁰

€41.53 incl. VAT
Per establishment / Month

Your Plan

DISH Professional Order

€49.⁰⁰

€58.31 incl. VAT *
Per establishment / Month

+ One-time activation fee

€299.00
€355.81 incl. VAT

Choose

*DISH Order: the transaction fee for processing online payments of customer orders is 1.89% on the gross revenue.

DISH Premium

€69.⁰⁰

€82.11 incl. VAT *
Per establishment / Month

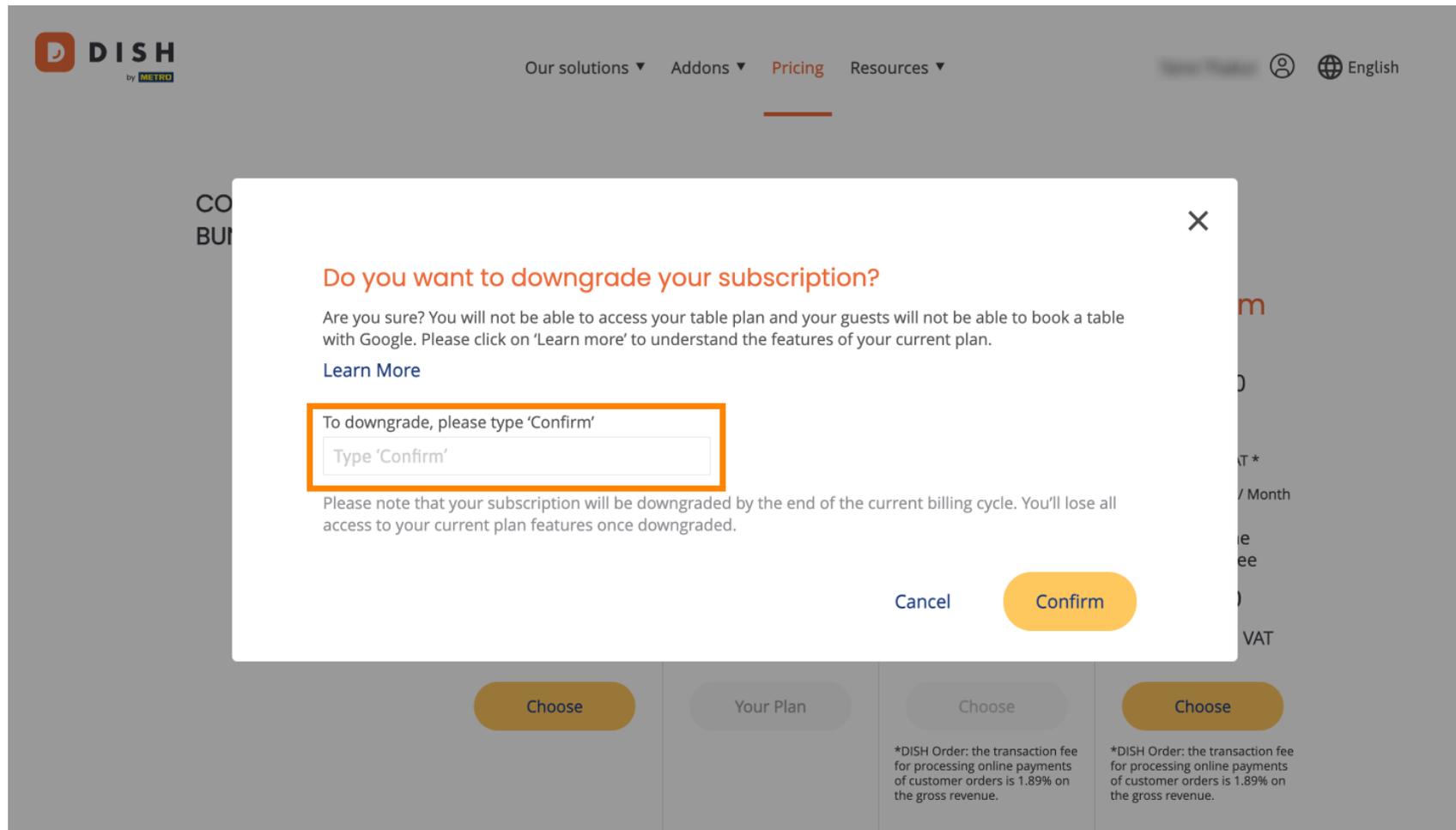
+ One-time activation fee

€279.00
€332.01 incl. VAT

Choose

*DISH Order: the transaction fee for processing online payments of customer orders is 1.89% on the gross revenue.

- Since you are downgrading your subscription you will lose certain functions. Therefore, you will be asked to confirm your action. To do so enter Confirm in the corresponding **text field**.





And then click on **Confirm** to proceed.

The screenshot shows the DISH website interface with a confirmation modal open. The modal title is "Do you want to downgrade your subscription?". Below the title, it asks "Are you sure? You will not be able to access your table plan and your guests will not be able to book a table with Google. Please click on 'Learn more' to understand the features of your current plan." There is a "Learn More" link. Below that, it says "To downgrade, please type 'Confirm'" and has a text input field containing the word "Confirm". At the bottom of the modal, there are two buttons: "Cancel" and "Confirm". The "Confirm" button is highlighted with an orange border. The background shows a navigation menu with "Our solutions", "Addons", "Pricing", and "Resources". There are also user and language icons in the top right. At the bottom of the page, there are "Choose" buttons and a table with "Your Plan" and two columns containing a disclaimer: "*DISH Order: the transaction fee for processing online payments of customer orders is 1.89% on the gross revenue."

- Once you chose a DISH bundle you need to check on the details of your establishment. Simply edit those which are not up-to-date anymore by using the corresponding **fields**.

Your details

Not the correct establishment? You can go back and select another one.

Restaurant name*

Restaurant type*

Street name*

Postal code* City*

Country*

METRO customer number

We'll forward the status of your DISH-membership and the tools you use to the METRO organization at your place of business for METRO to contact you and help you with the tools. You can withdraw your consent at any time with future effect. Read more about how we process your data and how to withdraw your consent in



The same goes for the company information. Check on it and if you need to correct it, use the corresponding **fields**.



[Our solutions](#) ▾ [Addons](#) ▾ [Pricing](#) [Resources](#) ▾

[Sign in](#) 

Company information

Company name*	
<input type="text" value="test"/>	
Street name*	
<input type="text" value="metro str 1"/>	
Postal code*	City*
<input type="text" value="40217"/>	<input type="text" value="dusseldorf"/>
Billing Email (Optional)	
<input type="text" value="Enter the Billing Email"/>	
Country*	<input type="text" value="Germany"/>
VAT number (Optional)	
<input type="text" value="DE VAT number (Optional)"/>	



The last information you need to check is your customer information. Again, if you need to correct it, use the corresponding **fields**.



[Our solutions](#) ▾ [Addons](#) ▾ [Pricing](#) [Resources](#) ▾

[Sign in](#) 

Customer information

Mr. Mrs.

Name*

Surname*

Phone number*

Continue



Want to learn more about our products?

- [About](#)
- [Contact](#)
- [Blog](#)
- [Sitemap](#)

Once you checked all your information, click on **Continue** to proceed.

Customer information

Mr. Mrs.

Name*

Surname*

Phone number*

Continue



Then the summary of your purchase will be displayed, so you can review it.

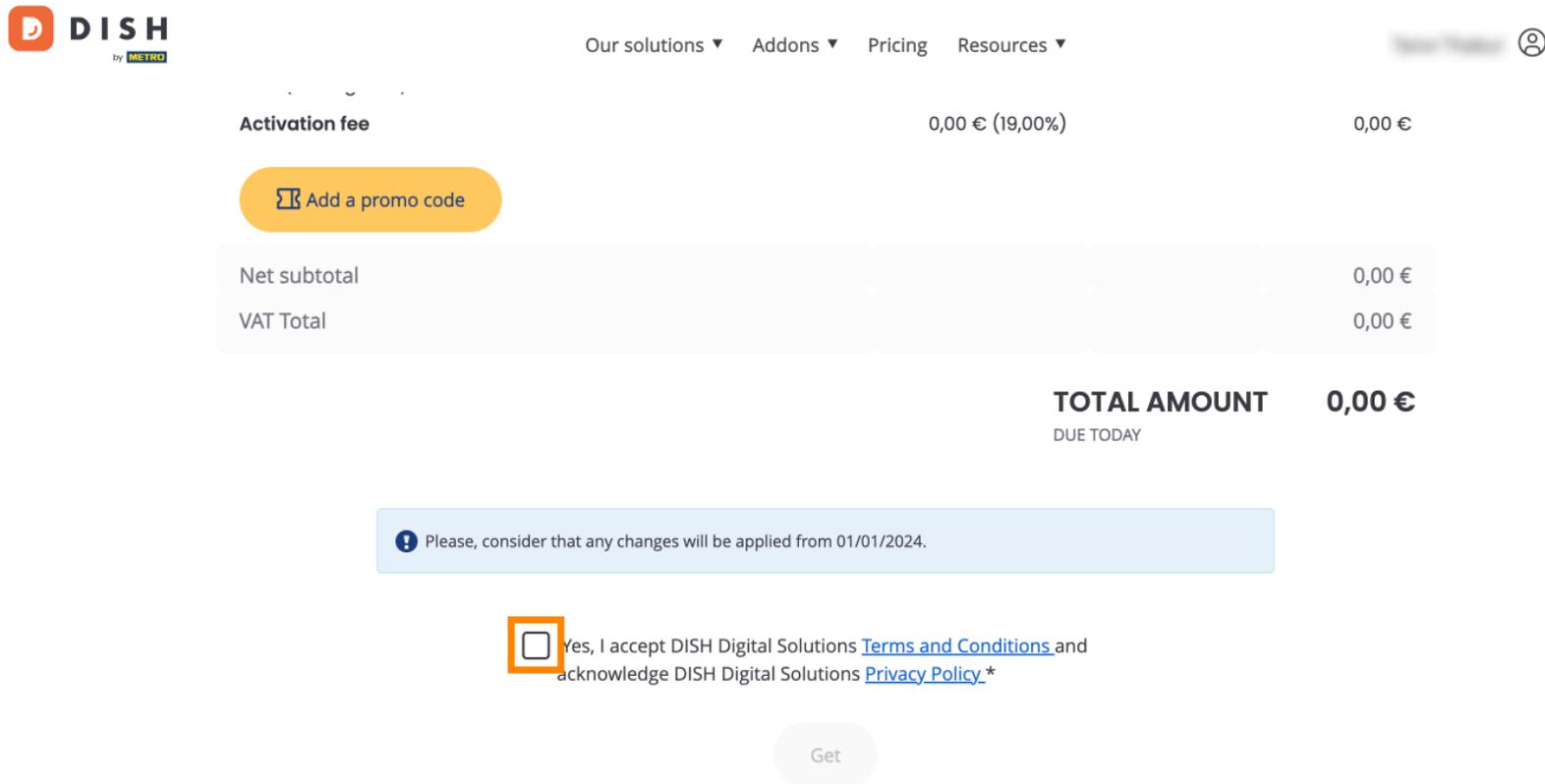
Your DISH purchase

Please review your order before placing your purchase.

ITEMS	QTY	COMMITMENT PERIOD	VAT (%)	BILLING	AMOUNT TO PAY
DISH Starter Plan (Downgrade)	1	1 month	0,00 € (19,00%)	0,00 € Every month	
Activation fee			0,00 € (19,00%)		0,00 €
Add a promo code					
Net subtotal					0,00 €
VAT Total					0,00 €
TOTAL AMOUNT					0,00 €
DUE TODAY					

Please, consider that any changes will be applied from 01/01/2024.

- After you made sure the information is correct, accept the terms and conditions and acknowledge the privacy policy by setting the **check mark**.



The screenshot shows the DISH checkout page. At the top left is the DISH by METRO logo. Navigation links include 'Our solutions', 'Addons', 'Pricing', and 'Resources'. A user profile icon is visible in the top right. The main content area shows a table with the following items:

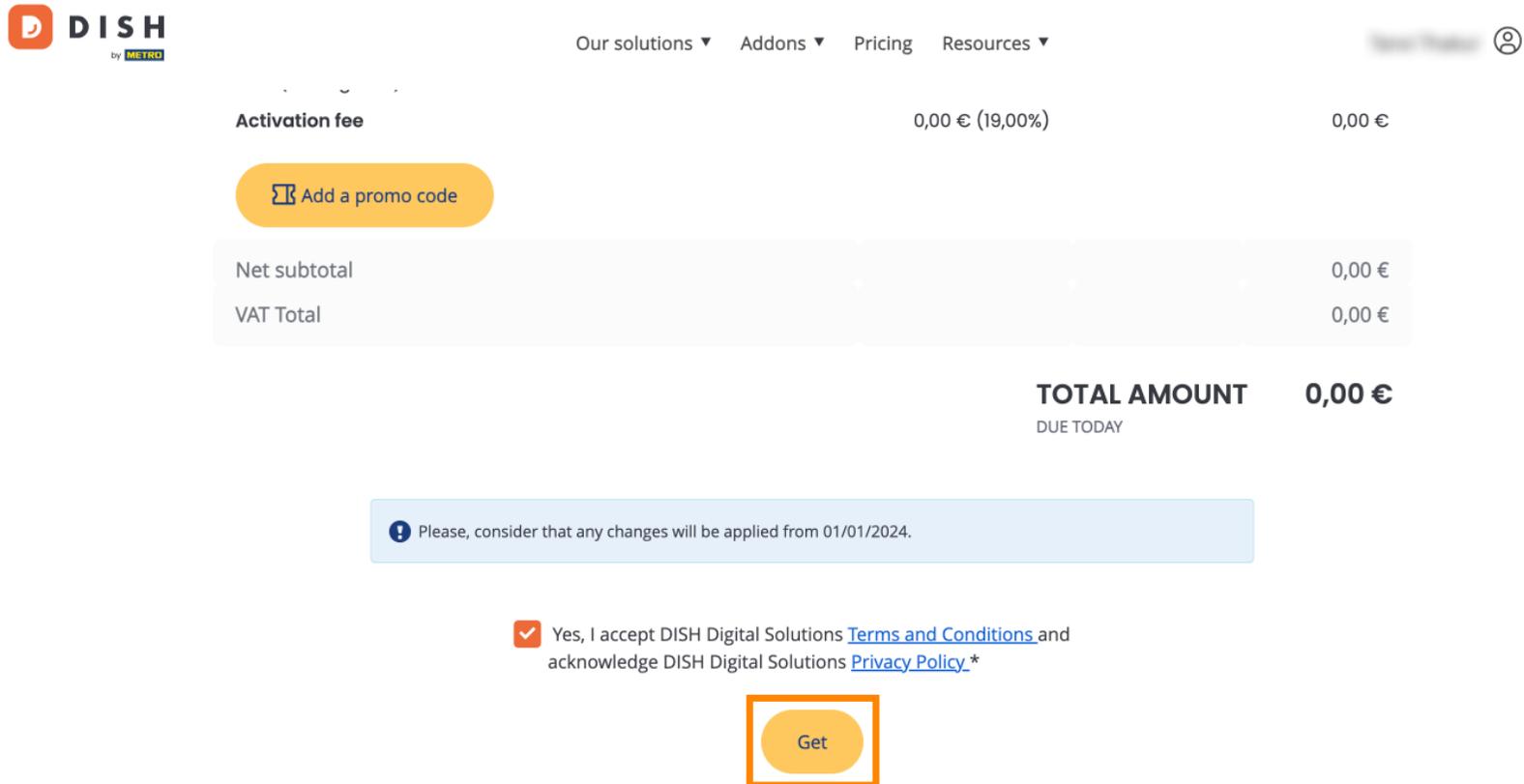
Activation fee	0,00 € (19,00%)	0,00 €
Add a promo code		
Net subtotal		0,00 €
VAT Total		0,00 €
TOTAL AMOUNT		0,00 €
DUE TODAY		

Below the table, a blue information box states: 'Please, consider that any changes will be applied from 01/01/2024.'

Underneath the information box, there is a checkbox (highlighted with an orange square) followed by the text: 'Yes, I accept DISH Digital Solutions [Terms and Conditions](#) and acknowledge DISH Digital Solutions [Privacy Policy](#).*'

At the bottom center, there is a 'Get' button.

To now complete the downgrade of your subscription, click on **Get**.



The screenshot shows the DISH checkout interface. At the top left is the DISH by METRO logo. To the right are navigation links: 'Our solutions', 'Addons', 'Pricing', and 'Resources'. A user profile icon is visible in the top right corner. The main content area displays a table of charges:

Activation fee	0,00 € (19,00%)	0,00 €
Add a promo code		
Net subtotal		0,00 €
VAT Total		0,00 €
TOTAL AMOUNT		0,00 €
DUE TODAY		

Below the table, a light blue information box contains the text: 'Please, consider that any changes will be applied from 01/01/2024.' Below this, a checkbox is checked, with the text: 'Yes, I accept DISH Digital Solutions [Terms and Conditions](#) and acknowledge DISH Digital Solutions [Privacy Policy](#).*' At the bottom center, a yellow 'Get' button is highlighted with an orange rectangular border.



That's it. You completed the tutorial and now know how to downgrade your DISH bundle.



[Our solutions](#) ▼ [Addons](#) ▼ [Pricing](#) [Resources](#) ▼



Your order is ready

You should have received a confirmation email with all the information needed.
Please keep it as a future reference.
If you can't see it please check your spam folder.

DISH Starter Plan

The change of your subscription will be processed on 01/01/2024

- DISH RESERVATION
- DISH WEBSITE
- DISH WEBLISTING



Scan to go to the interactive player