

Welcome to the DISH POS App. In this tutorial, we will show you how to cancel a completed order and provide a reason for it.

= DISH POS	HD Video Demo	o German AREA	OPEN ORDER	S CUSTOMER ACCOUNTS		¢
Restaurant		Terrasse		Direktverkauf	E-Commerce	
	🕒 co 🖹 1		╚∞ 🖻 1			
Takeaway		Terrasse 80 seats		Direct Sale Takeaway		



### First, tap on the menu icon.





### Scroll down and tap Reprint /Reopen Order.





## Select the Order you want to cancel.





In the tablet version, a list of all booked items appears in the right area.

	HD Video Den		EN ORDERS	CUSTOMER ACCOUNTS			
	Select an orde	r		E I I			
Takeaway	#142 1:43 PM	Tisch 1 / Support	€ 23.50	Steak Tartar Burrata	x1 x1	13.50 13. 10.00 10.	50
				Bargeld		23.	50
		Reopen order		Pr	int duplicate		



## Now tap on Reopen order.

≡ DISH POS	HD Video De	mo German	AREA OPEN ORDERS	CUSTOMER ACC	COUNTS			
Restaurant								
	Select an orde	er			1			
Takeaway				-				
	#142	Tisch 1 / Support	€ 23.50	Steak Tartar	x	13.50	13.50	
	1:43 PM			Burrata	x	10.00	10.00	
							23.50	
				Bargeld			23.50	
				-				
		Reopen order			Print duplica	te		



A window will open from which you can choose a cancellation reason. Note: Select "Other reason" if none of the available three reasons is applicable for you.

	Terraese	linektiverkeut	ElCommerce	
Select	Cancellation reason			
#142	Wrong payment method			
1:43 PM	Wrong order			
	Product not satisfactory			
	Other reason			
	Can	cel		



## • Tap and hold the first article until it is highlighted to delete it.

≡ DISH	POS Tisc	h 1	ج	ESSEN GETRÄNKE	ANDERE TAKE AWAY	BELIEBTE ARTIKEL	<u>ب</u> ک
Steak Tartar		x1 13	.50 13.50	Aperitif	Vorspeisen	Salate	Hauptspeisen
Burrata		x1 10	.00 10.00	Austern Pro Stuck	Steak Tartar	Roh Marinierter Lachs	Bearnaise-steak Und Pommes
				Austern Pro Stuck	Entenleber	Burrata	
				Passionsfrucht	Calamari	8 Klassischer Caesar	Fleisch Des Tages
				Kaviar 10gr.)	Kalbsbries		Tournedos
				Iberico(100gr.)	Gruner Spargel		Fisch Des Tages
	Input	Т	otal amount	-	Hummersuppe		
	$\otimes$		23.50 🗸				Steak Tartar
Discount	Split order	) Note	کر Customer				Kasefondue
7	8	9	+/-				Miesmuscheln
1	2	3	F				Saisonales Gemuse
	2		PIN€				
0	00		BARGELD €	Ergänzungen	Nachspeisen	Menu	



• Now mark all the articles you want to delete by simply tapping on them.

≡ DISH	HPOS Tisc	h 1	¢	ESSEN GETRÄNKE	ANDERE TAKE AWAY B	ELIEBTE ARTIKEL	<u>ب</u> ک ج
Steak Tartar		x1 13.	.50 13.50	Aperitif	Vorspeisen	Salate	Hauptspeisen
Burrata	H (2 More Disc	Delete		Austern Pro Stuck	Steak Tartar	Roh Marinierter Lachs	Bearnaise-steak Und Pommes
Duntutu		x1 10.	.00 10.00	Austern Pro Stuck	Entenleber	Burrata	
				Passionsfrucht	Calamari 8	Klassischer Caesar	Fleisch Des Tages
				Kaviar 10gr.)	Kalbsbries	-	Tournedos
				Iberico(100gr.)	Gruner Spargel		Fisch Des Tages
	Input	Т	otal amount 23.50 🗸		Hummersuppe		Steak Tartar
$\odot$	(■		0				
Discount	Ġ Split order	Note	수숙 Customer				Kasefondue
7	8	9	+/-				Miesmuscheln
1	2	3	₽IN €				Saisonales Gemuse
0	00		BARGELD €	Ergänzungen	Nachspeisen	Menu	



## • When all items are selected, click on Delete.

≡ DISH	IPOS Tisc	h 1	¢	ESSEN GETRÄNKE	ANDERE TAKE AWAY	BELIEBTE ARTIKEL	५ २
Steak Tartar		x1 13.	50 13.50	Aperitif	Vorspeisen	Salate	Hauptspeisen
Burrata	+ @	x1 10	00 10.00	Austern Pro Stuck	Steak Tartar	Roh Marinierter Lachs	Bearnaise-steak Und Pommes
	More Disc	Delete		Austern Pro Stuck	Entenleber	Burrata	i
				Passionsfrucht	Calamari	Klassischer Caesar	Fleisch Des Tages
				Kaviar 10gr.)	Kalbsbries	_	Tournedos
				Iberico(100gr.)	Gruner Spargel		Fisch Des Tages
	Input	Т	otal amount	-	Hummersuppe		i
	$\otimes$	=	23.50 🗸				Steak Tartar
Ø Discount	Split order	) Note	کر Customer				Kasefondue
7	8	9	+/-				Miesmuscheln
4		-	F				Saisonales Gemuse
1	2	3	PIN€				
0	00		୍ମି BARGELD €	Ergänzungen	Nachspeisen	Menu	



A window will open from which you can choose a cancellation reason. Note: Select "Other reason" if none of the available three reasons is applicable for you.

Cancellation reason   11.50     Wrong payment method   11.50     Wrong order   1000     Product not satisfactory   1000     Other reason   22.50     Cancel   23.50     State   23.50     Product not satisfactory   23.50     Other reason   23.50     Encel   24.50						
Cancellation reason   13.50     Wrong payment method   13.50     Wrong order   13.60     Product not satisfactory   13.60     Other reason   22.50     Cancel   23.50						
Wrong payment method 13.50   Wrong order 30.00   Product not satisfactory 32.50   Other reason 23.50		Cancellation reason				
Wring dree 10.00   Product not satisfactory 36.60   Other reason 23.50   Cancel 23.50	#166	Wrong payment method			 13.50	
Cancel   Cancel     Instrum   Reopen order   Print duplicate		Product not satisfactory Other reason			3.00 13.50 23.50 23.50	
			Can	icel	 20.00	



• As you can see, the table is now empty. Leave it by using the back arrow.

≡ DISH	POS Tisc	h 1	¢	ESSEN GETRÄNKE	ANDERE TAKE AWAY	BELIEBTE ARTIKEL	ج <del>د</del>
				Aperitif	Vorspeisen	Salate	Hauptspeisen
				Austern Pro Stuck	Steak Tartar	Roh Marinierter Lachs	Bearnaise-steak Und Pommes
				Austern Pro Stuck	Entenleber	Burrata	i
				Passionsfrucht	Calamari	Klassischer Caesar	Fleisch Des Tages
				Kaviar 10gr.)	Kalbsbries		Tournedos
				Iberico(100gr.)	Gruner Spargel		Fisch Des Tages
	Input	Тс	otal amount		Hummersuppe		
	$\otimes$		0.00 🗸				Steak Tartar
Open cash dra	) Note	کر Customer	Print				Kasefondue
7	8	9	+/-				Miesmuscheln
4	5	0					
1	2	3	E PIN €				Saisonales Gemuse
0	00		ිට BARGELD €	Ergänzungen	Nachspeisen	Menu	



Now your entire order has been cancelled. If you would like to cancel 1 or few items of an order, and not the entire order. Please repeat the steps 2-7 to reopen the order.

≡ <b>DISH</b> POS Restaurant	AREA OPEN ORDER	S CUSTOMER ACCOUNTS		¢
Tisch 1 Ē 1	Tisch 2	Tisch 3	Tisch 4	
Tisch 5	Tisch 6 ᢕ ∞	Tisch 7	Tisch 8	
Tisch 9	Tisch 10	Tisch 11	Tisch 12	
Tisch 13	Tisch 14	Tisch 15	Tisch 16	
Tisch 17	Tisch 18	Tisch 19	Tisch 20	
Bar 34 seats				



Once you reopened the order. Tap and hold the item(s) you want to cancel until it is highlighted to delete it.





# Now, tap on Delete.

≡ DISH	POS Tisc	h 1	Ś	ESSEN GETRÄNKE	ANDERE TAKE AWAY	BELIEBTE ARTIKEL	5 ¢ ₿
Burrata		x1 10	00 10.00	Aperitif	Vorspeisen	Salate	Hauptspeisen
Steak Tartar	Hore Disc	count Delete		Austern Pro Stuck	Steak Tartar	Roh Marinierter Lachs	Bearnaise-steak Und Pommes
		x1 13.	50 13.50	Austern Pro Stuck	Entenleber	Burrata	
				Passionsfrucht	Calamari	8 Klassischer Caesar	Fleisch Des Tages
				Kaviar 10gr.)	Kalbsbries		Tournedos
				Iberico(100gr.)	Gruner Spargel		Fisch Des Tages
	Input	T	otal amount		Hummersuppe		i.
	$\otimes$		23.50 🗸				Steak Tartar
Discount	Split order	) Note	کر Customer				Kasefondue
7	8	9	+/-				Miesmuscheln
4	5	0					
1	2	3	E PIN €				Saisonales Gemuse
0	00		BARGELD €	Ergänzungen	Nachspeisen	Menu	



## • Then select your cancellation reason.

	POS Tisch	1		ESSEN GETRÄNKE	ANDERE TAKE AWAY E	BELIEBTE ARTIKEL	5 A G
		Cancell	ation reason				
		Wrong pa	yment method				
		Wrong or	der				
		Product n	ot satisfactory				
		Other rea	son				
				Cai	ncel		
0			ਰਿੰ BARGELD €	Ergänzungen	Nachspeisen	Menu	



### • The item has now disappeared from the table. Leave it by using the back arrow.

≡ DISH	h pos Tisc	h 1	¢	ESSEN GETRÄNKE	ANDERE TAKE AWAY	BELIEBTE ARTIKEL	5 P :	
Steak Tartar x1 13.50 13.50		Aperitif	Vorspeisen	Salate	Hauptspeisen			
				Austern Pro Stuck	Steak Tartar	Roh Marinierter Lachs	Bearnaise-steak Und Pommes	
				Austern Pro Stuck	Entenleber	Burrata	Fleisch Des Tages	
				Passionsfrucht	Calamari	8 Klassischer Caesar		
				Kaviar 10gr.)	Kalbsbries		Tournedos	
				Iberico(100gr.)	Gruner Spargel		Fisch Des Tages	
	Input Total amount		-	Hummersuppe		i		
	$\otimes$		13.50 🗸				Steak Tartar	
Discount	Split order	) Note	کر Customer				Kasefondue	
7	8	9	+/-				Miesmuscheln	
4	5	6						
1	2	3	Ē PIN€				Saisonales Gemuse	
0	00		ළිබ BARGELD €	Ergänzungen	Nachspeisen	Menu		



If you open that same order again by tapping on the same table, you can notice that the second item is indeed cancelled.

Select an orde	r						
			-				
#90 4:25 PM	Tisch 1	€ 10.00	Burrata <del>Steak Tartar</del>	x1 <del>x1</del>	10.00 <del>13.50</del>	10.00 <del>13.50</del>	
#93 4:26 PM	Tisch 1	€ 13.50				10.00	
#97 4:58 PM	Tisch 1	€ 13.50					
	Cancel			Select			



That's it. You completed the tutorial and now know how to cancel a completed order and provide a reason for it.

≡ <b>DISH</b> POS <b>Restaurant</b>	AREA OPEN ORDER	S CUSTOMER ACCOUNTS		¢
Tisch 1 🖻 1	Tisch 2	Tisch 3	Tisch 4	
Tisch 5	Tisch 6 (⊡ ∞ 🗐 1	Tisch 7	Tisch 8	
Tisch 9	Tisch 10	Tisch 11	Tisch 12	
Tisch 13	Tisch 14	Tisch 15	Tisch 16	
Tisch 17	Tisch 18	Tisch 19	Tisch 20	
Bar 34 seats				



