



Willkommen beim DISH Bestell-Dashboard. In diesem Tutorial zeigen wir Ihnen, wie Sie eine Bestellung mit Begründung stornieren.

The screenshot displays the DISH dashboard interface. On the left is a dark blue navigation sidebar with icons and labels for: DASHBOARD, RESTAURANT, KITCHEN, SELL, MARKETING, USERS, LOCALIZATION, and TOOLS. Below the sidebar is a yellow question mark icon. The main content area is light gray and features a date range selector at the top: "February 19, 2021 - June 6, 2024". The dashboard is divided into two main sections: "Orders" and "Revenue".

Orders Section:

- Total orders:** 1 (Shopping cart icon)
- Accepted orders:** 0 (Shopping cart with checkmark icon)
- Refused orders:** 1 (Shopping cart with red X icon)
- Completed orders:** 0 (Shopping cart with checkmark icon)
- Orders with cash payment:** 1 (Cash icon)
- Orders with payment by card:** 0 (Credit card icon)
- Orders via online payment:** 0 (Globe icon)
- Pick-up orders:** 1 (Shopping cart with checkmark icon)
- Deliveries:** 0 (Truck icon)
- Average shopping cart size:** 1 items (Shopping cart icon)

Revenue Section:

- Total turnover:** (Bar chart icon)
- Turnover from deliveries:** (Truck icon)
- Turnover from pick-up orders:** (Shopping cart with checkmark icon)
- Revenue from cash payments:** (Cash icon)

An orange "UPDATES" button is located on the right side of the dashboard.

Klicken Sie zunächst auf „Verkäufe“ .

The screenshot shows the DISH dashboard interface. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL (highlighted with an orange border), MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area is titled 'Orders' and features a date range selector for 'February 19, 2021 - June 6, 2024'. Below this, there are several summary cards for different order metrics:

Metric	Value
Total orders	1
Accepted orders	0
Refused orders	1
Completed orders	0
Orders with cash payment	1
Orders with payment by card	0
Orders via online payment	0
Pick-up orders	1
Deliveries	0
Average shopping cart size	1 items

Below the 'Orders' section is a 'Revenue' section with four summary cards:

Metric	Value
Total turnover	
Turnover from deliveries	
Turnover from pick-up orders	
Revenue from cash payments	

Additional elements include a 'HELP' icon (question mark in a circle) at the bottom left and an 'UPDATES' button on the right side of the dashboard.

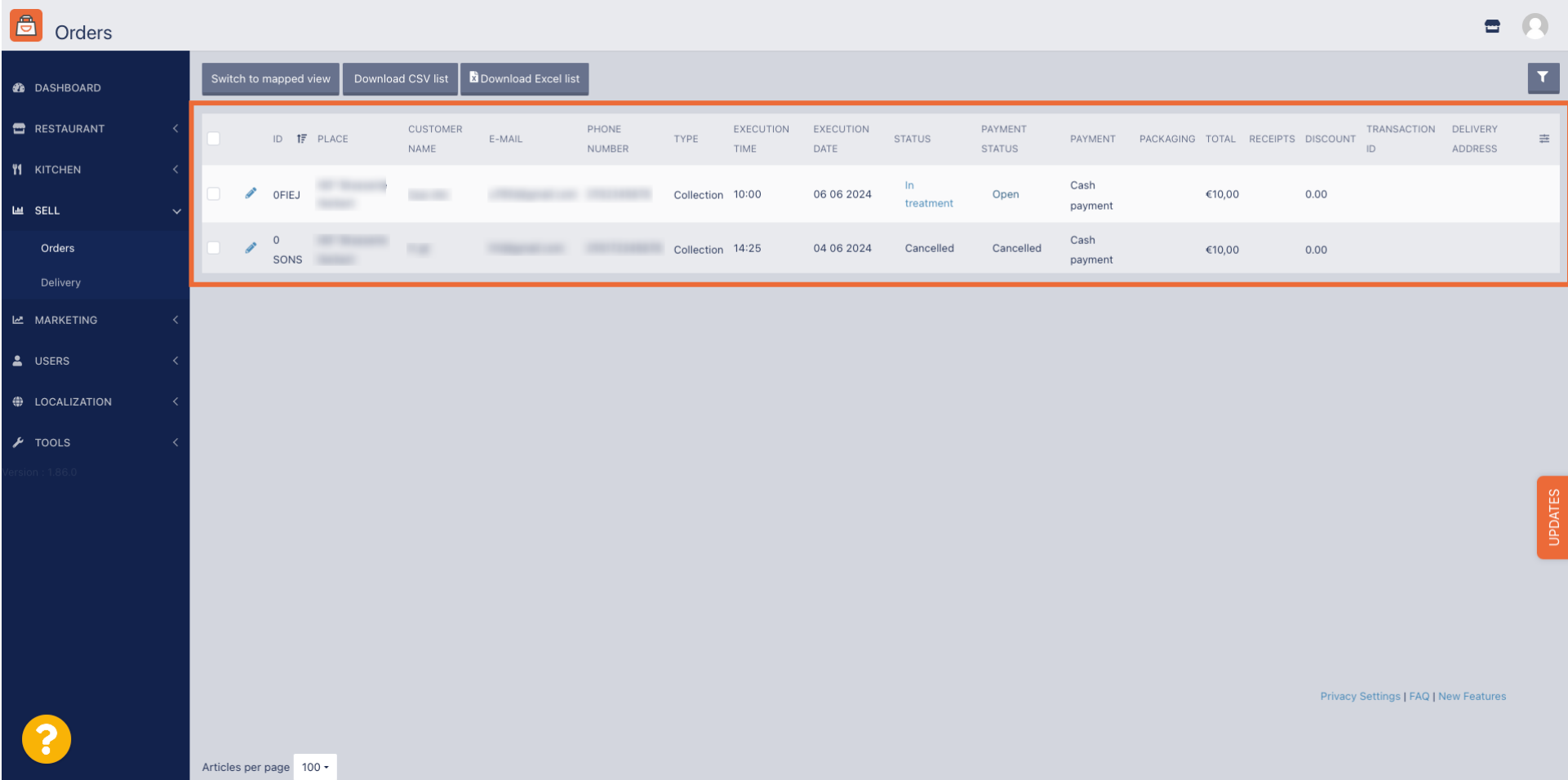
Klicken Sie dann auf das Untermenü **Bestellungen**.

The screenshot shows the DISH dashboard interface. On the left, a dark blue sidebar contains a menu with the following items: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders (highlighted with an orange box), Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. Below the menu, the version '1.88.0' is visible. The main content area is titled 'Dashboard' and includes a date range selector for 'February 19, 2021 - June 6, 2024'. The 'Orders' section is active, displaying a grid of 12 statistics:

Orders			
Total orders	Accepted orders	Refused orders	Completed orders
1	0	1	0
Orders with cash payment	Orders with payment by card	Orders via online payment	Pick-up orders
1	0	0	1
Deliveries	Average shopping cart size		
0	1 items		
Revenue			
Total turnover	Turnover from deliveries	Turnover from pick-up orders	Revenue from cash payments

An orange 'UPDATES' button is located on the right side of the dashboard. A yellow question mark icon is visible in the bottom left corner of the sidebar.

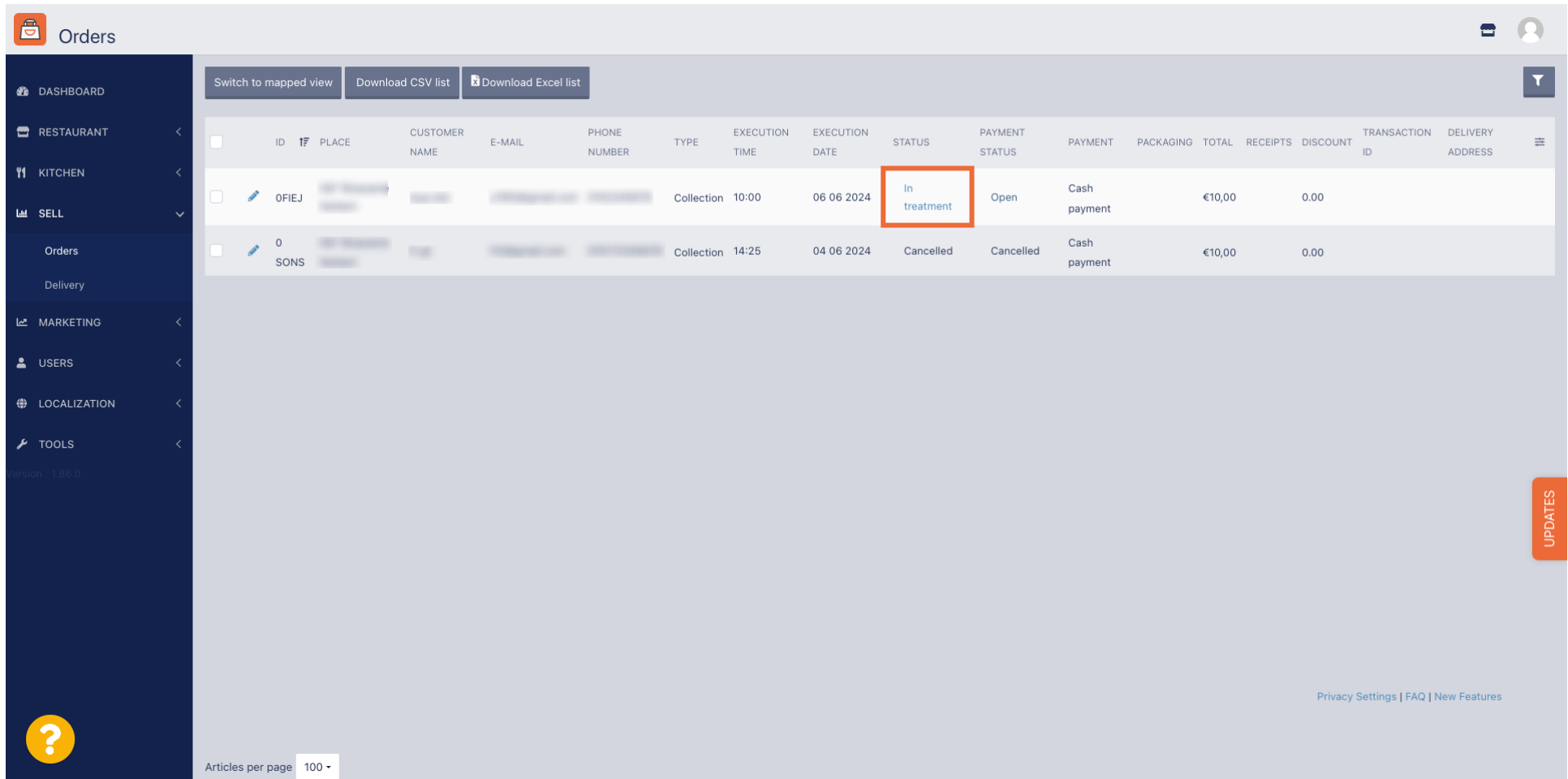
 Sie haben nun eine Übersicht über alle Ihre Bestellungen.



The screenshot shows the 'Orders' dashboard in the DISH system. The interface includes a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area displays a table of orders with columns for ID, PLACE, CUSTOMER NAME, E-MAIL, PHONE NUMBER, TYPE, EXECUTION TIME, EXECUTION DATE, STATUS, PAYMENT STATUS, PAYMENT, PACKAGING, TOTAL, RECEIPTS, DISCOUNT, TRANSACTION ID, and DELIVERY ADDRESS. Two orders are visible: one with ID 0FIEJ, status 'In treatment', and one with ID 0 SONS, status 'Cancelled'. The table is highlighted with an orange border. At the bottom, there is a 'Articles per page' dropdown set to 100 and a 'UPDATES' button on the right.

ID	PLACE	CUSTOMER NAME	E-MAIL	PHONE NUMBER	TYPE	EXECUTION TIME	EXECUTION DATE	STATUS	PAYMENT STATUS	PAYMENT	PACKAGING	TOTAL	RECEIPTS	DISCOUNT	TRANSACTION ID	DELIVERY ADDRESS
0FIEJ					Collection	10:00	06 06 2024	In treatment	Open	Cash payment		€10,00		0.00		
0 SONS					Collection	14:25	04 06 2024	Cancelled	Cancelled	Cash payment		€10,00		0.00		

 Klicken Sie unter „Status“ auf **„In Bearbeitung“**, um den Status der Bestellung zu ändern.



The screenshot shows the 'Orders' dashboard with a table of orders. The 'In treatment' status is highlighted with a red box.

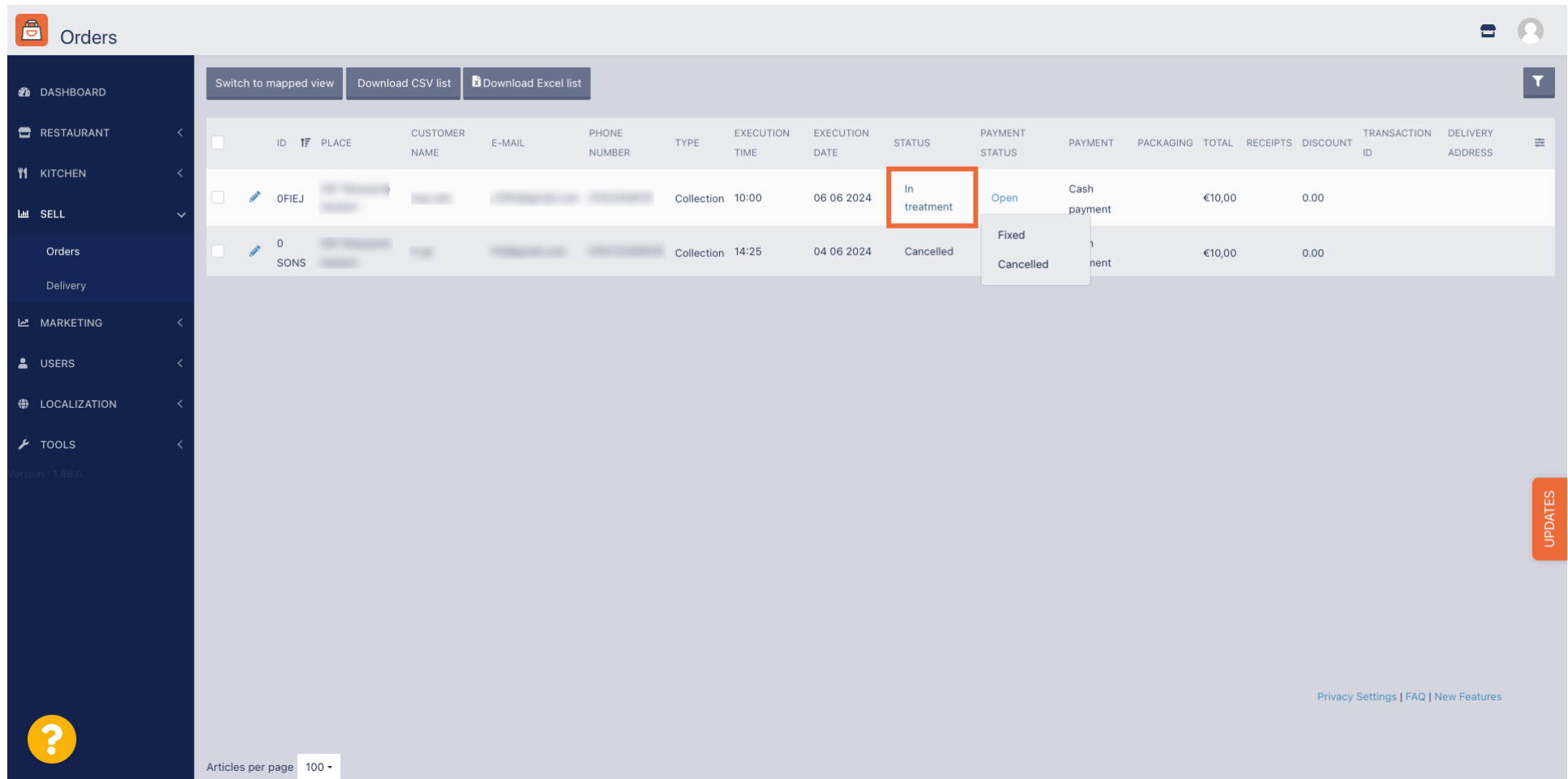
ID	PLACE	CUSTOMER NAME	E-MAIL	PHONE NUMBER	TYPE	EXECUTION TIME	EXECUTION DATE	STATUS	PAYMENT STATUS	PAYMENT	PACKAGING	TOTAL	RECEIPTS	DISCOUNT	TRANSACTION ID	DELIVERY ADDRESS
0FIEJ					Collection	10:00	06 06 2024	In treatment	Open	Cash payment		€10,00		0.00		
0	SONS				Collection	14:25	04 06 2024	Cancelled	Cancelled	Cash payment		€10,00		0.00		

Articles per page 100 -

UPDATES

Privacy Settings | FAQ | New Features

Sobald dies erledigt ist, erscheint ein kleines Menü mit den verfügbaren Optionen.

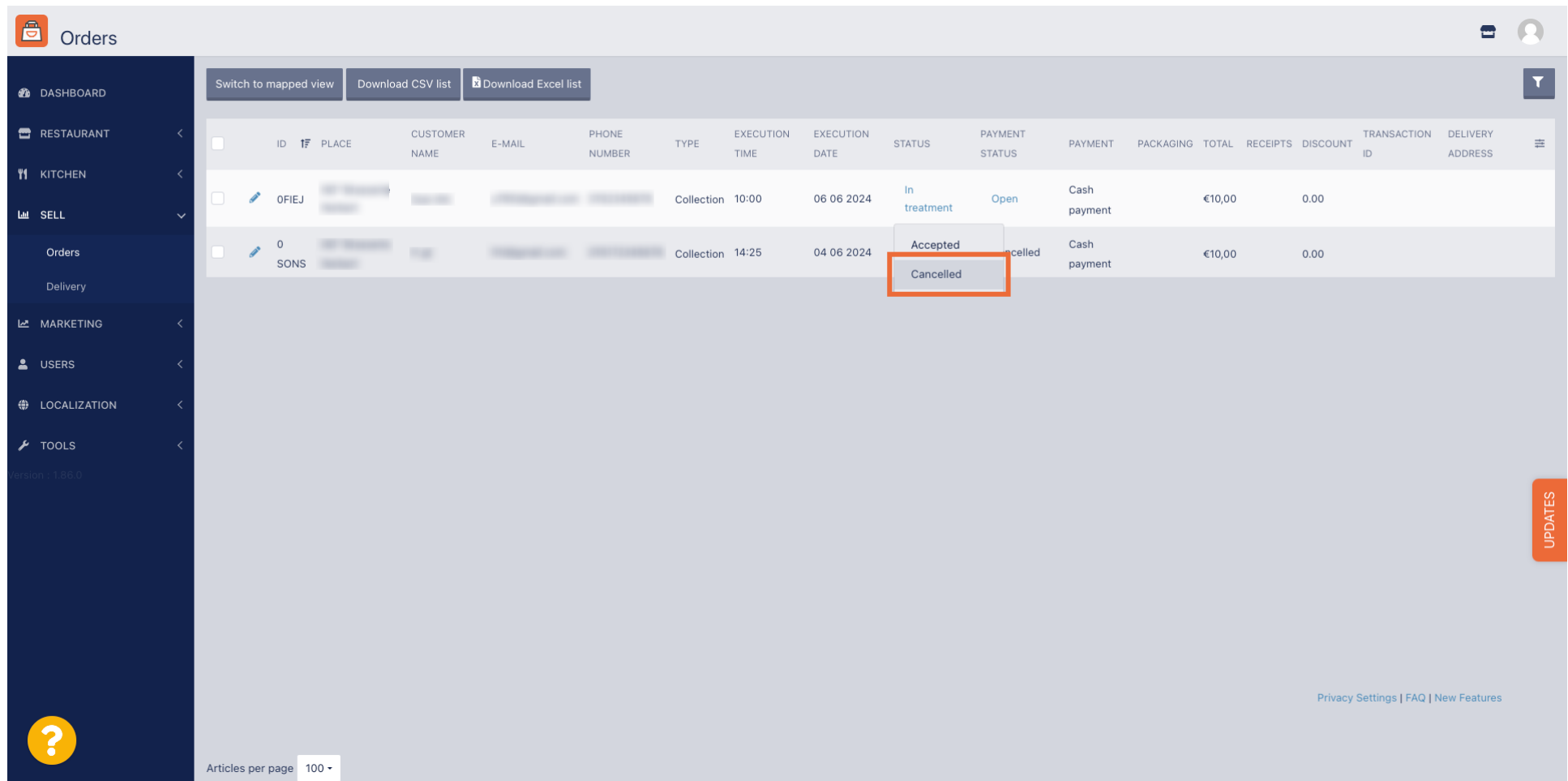


The screenshot shows the 'Orders' dashboard in the DISH system. The interface includes a sidebar with navigation options like 'DASHBOARD', 'RESTAURANT', 'KITCHEN', 'SELL', 'Orders', 'Delivery', 'MARKETING', 'USERS', 'LOCALIZATION', and 'TOOLS'. The main area displays a table of orders with columns for ID, PLACE, CUSTOMER NAME, E-MAIL, PHONE NUMBER, TYPE, EXECUTION TIME, EXECUTION DATE, STATUS, PAYMENT STATUS, PAYMENT, PACKAGING, TOTAL, RECEIPTS, DISCOUNT, TRANSACTION ID, and DELIVERY ADDRESS. Two orders are visible: one with status 'In treatment' and another with status 'Cancelled'. A context menu is open over the 'In treatment' status, showing options 'Fixed' and 'Cancelled'. The 'In treatment' text is highlighted with a red box. At the bottom, there is a 'Articles per page' dropdown set to '100' and a 'UPDATES' button on the right side.

ID	PLACE	CUSTOMER NAME	E-MAIL	PHONE NUMBER	TYPE	EXECUTION TIME	EXECUTION DATE	STATUS	PAYMENT STATUS	PAYMENT	PACKAGING	TOTAL	RECEIPTS	DISCOUNT	TRANSACTION ID	DELIVERY ADDRESS
0FIEJ					Collection	10:00	06 06 2024	In treatment	Open	Cash payment		€10,00		0.00		
0	SONS				Collection	14:25	04 06 2024	Cancelled	Fixed Cancelled			€10,00		0.00		



Wählen Sie hier den gewünschten Status aus. Da das Ziel darin besteht, die Bestellung zu stornieren, klicken Sie auf **Storniert**.



The screenshot shows the 'Orders' dashboard in the DISH system. A table lists two orders. The second order, with ID '0 SONS', is currently in the 'Accepted' status. A dropdown menu is open over this order, showing 'Accepted' and 'Cancelled' options. The 'Cancelled' option is highlighted with a red box, indicating the action to be taken for cancellation.

ID	PLACE	CUSTOMER NAME	E-MAIL	PHONE NUMBER	TYPE	EXECUTION TIME	EXECUTION DATE	STATUS	PAYMENT STATUS	PAYMENT	PACKAGING	TOTAL	RECEIPTS	DISCOUNT	TRANSACTION ID	DELIVERY ADDRESS
0FIEJ					Collection	10:00	06 06 2024	In treatment	Open	Cash payment		€10,00		0.00		
0 SONS					Collection	14:25	04 06 2024	Accepted	Cancelled	Cash payment		€10,00		0.00		

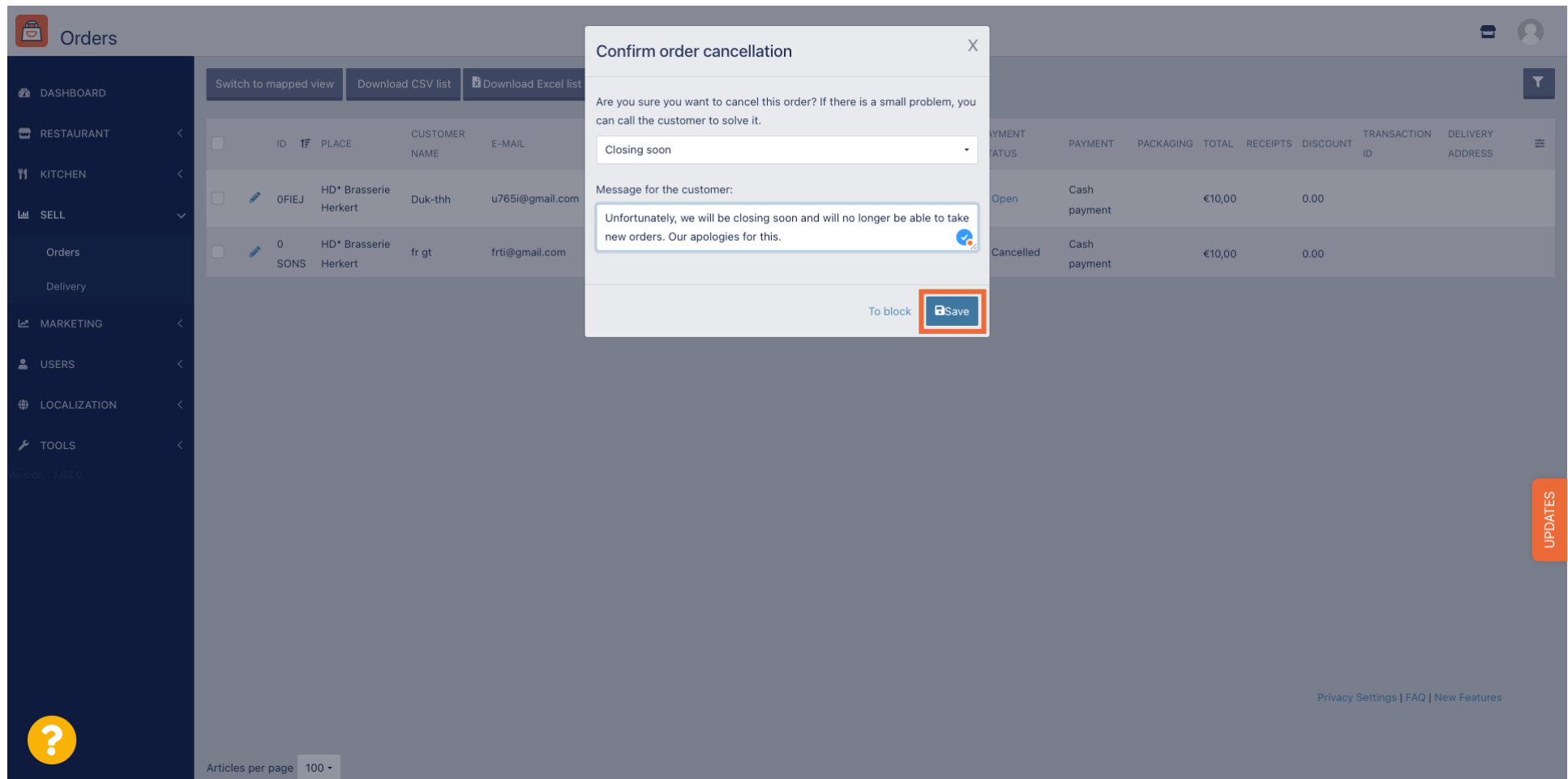
Hier müssen Sie aus dem Dropdown-Menü den Kündigungsgrund auswählen .

The screenshot displays the DISH dashboard interface. A modal dialog titled "Confirm order cancellation" is open in the center. The dialog contains the following text: "Are you sure you want to cancel this order? If there is a small problem, you can call the customer to solve it." Below this text is a dropdown menu with the text "- select -" and a downward arrow. This dropdown menu is highlighted with a red rectangular box. Underneath the dropdown is a text input field labeled "Message for the customer:". At the bottom right of the dialog are two buttons: "To block" and "Save".

The background of the dashboard shows a table of orders. The table has columns for "ID", "PLACE", "CUSTOMER NAME", "E-MAIL", "PAYMENT STATUS", "PAYMENT", "PACKAGING", "TOTAL", "RECEIPTS", "DISCOUNT", "TRANSACTION ID", and "DELIVERY ADDRESS". Two rows are visible: one with status "Open" and one with status "Cancelled", both showing a "Cash payment" of €10,00 and a discount of 0.00.

The left sidebar contains navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. At the bottom left, there is a yellow question mark icon. At the bottom right, there is an orange "UPDATES" button. The footer includes "Articles per page 100" and "Privacy Settings | FAQ | New Features".

- Es ist sehr wichtig, eine Nachricht zu verfassen, die Ihr Kunde als Stornierungsnachricht erhält .
Hinweis: Das Tool bietet bereits einige Nachrichten, die Sie bearbeiten können.



The screenshot shows the 'Orders' dashboard with a 'Confirm order cancellation' modal dialog open. The dialog contains the following text:

Are you sure you want to cancel this order? If there is a small problem, you can call the customer to solve it.

Closing soon

Message for the customer:

Unfortunately, we will be closing soon and will no longer be able to take new orders. Our apologies for this.

To block **Save**

The background shows a table of orders with columns: ID, PLACE, CUSTOMER NAME, E-MAIL, PAYMENT STATUS, PAYMENT, PACKAGING, TOTAL, RECEIPTS, DISCOUNT, TRANSACTION ID, and DELIVERY ADDRESS. The table lists two orders: one 'Open' and one 'Cancelled', both with a 'Cash payment' of €10,00 and a discount of 0.00.

Klicken Sie auf **Speichern**, um die Stornierung abzuschließen.

The screenshot shows the DISH dashboard interface. A modal dialog titled "Confirm order cancellation" is open in the center. The dialog contains the following text:

Are you sure you want to cancel this order? If there is a small problem, you can call the customer to solve it.

Closing soon

Message for the customer:

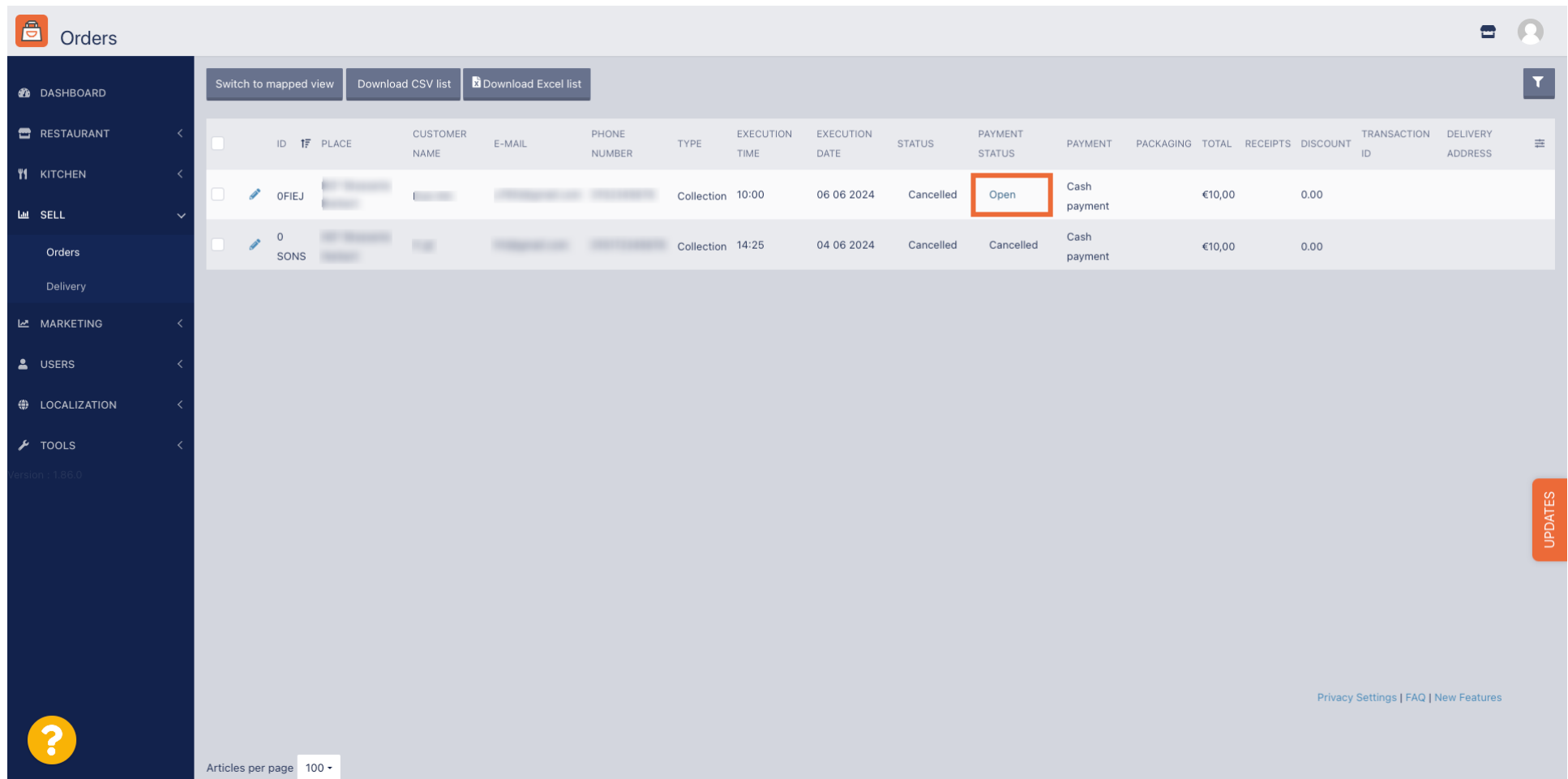
Unfortunately, we will be closing soon and will no longer be able to take new orders. Our apologies for this.

To block **Save**

The background shows a table of orders with columns: ID, PLACE, CUSTOMER NAME, E-MAIL, PAYMENT STATUS, PAYMENT, PACKAGING, TOTAL, RECEIPTS, DISCOUNT, TRANSACTION ID, and DELIVERY ADDRESS. The table lists two orders: one with ID 0FIEJ and another with ID 0 SONS, both from HD* Brasserie Herkert.



Da die Bestellung storniert wurde, sollte auch der Zahlungsstatus storniert sein. Klicken Sie dazu unter Zahlungsstatus auf **Öffnen**.



The screenshot shows the 'Orders' dashboard with a table of cancelled orders. The 'Open' button in the 'Payment Status' column is highlighted with a red box.

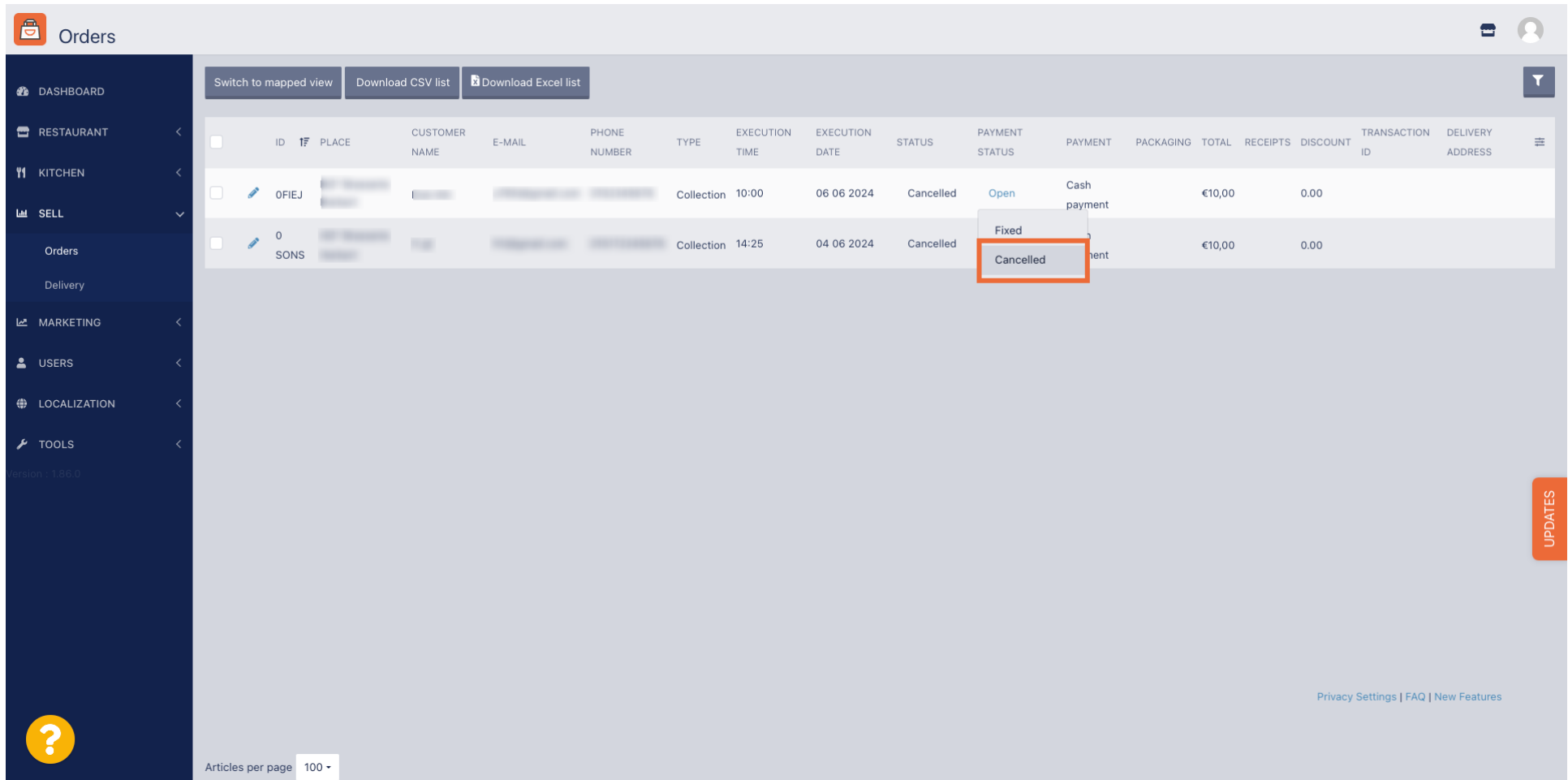
ID	PLACE	CUSTOMER NAME	E-MAIL	PHONE NUMBER	TYPE	EXECUTION TIME	EXECUTION DATE	STATUS	PAYMENT STATUS	PAYMENT	PACKAGING	TOTAL	RECEIPTS	DISCOUNT	TRANSACTION ID	DELIVERY ADDRESS
0FIEJ					Collection	10:00	06 06 2024	Cancelled	Open	Cash payment		€10,00		0.00		
0	SONS				Collection	14:25	04 06 2024	Cancelled	Cancelled	Cash payment		€10,00		0.00		

Articles per page 100 -

UPDATES

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Wählen Sie dann „Abgebrochen“ aus .

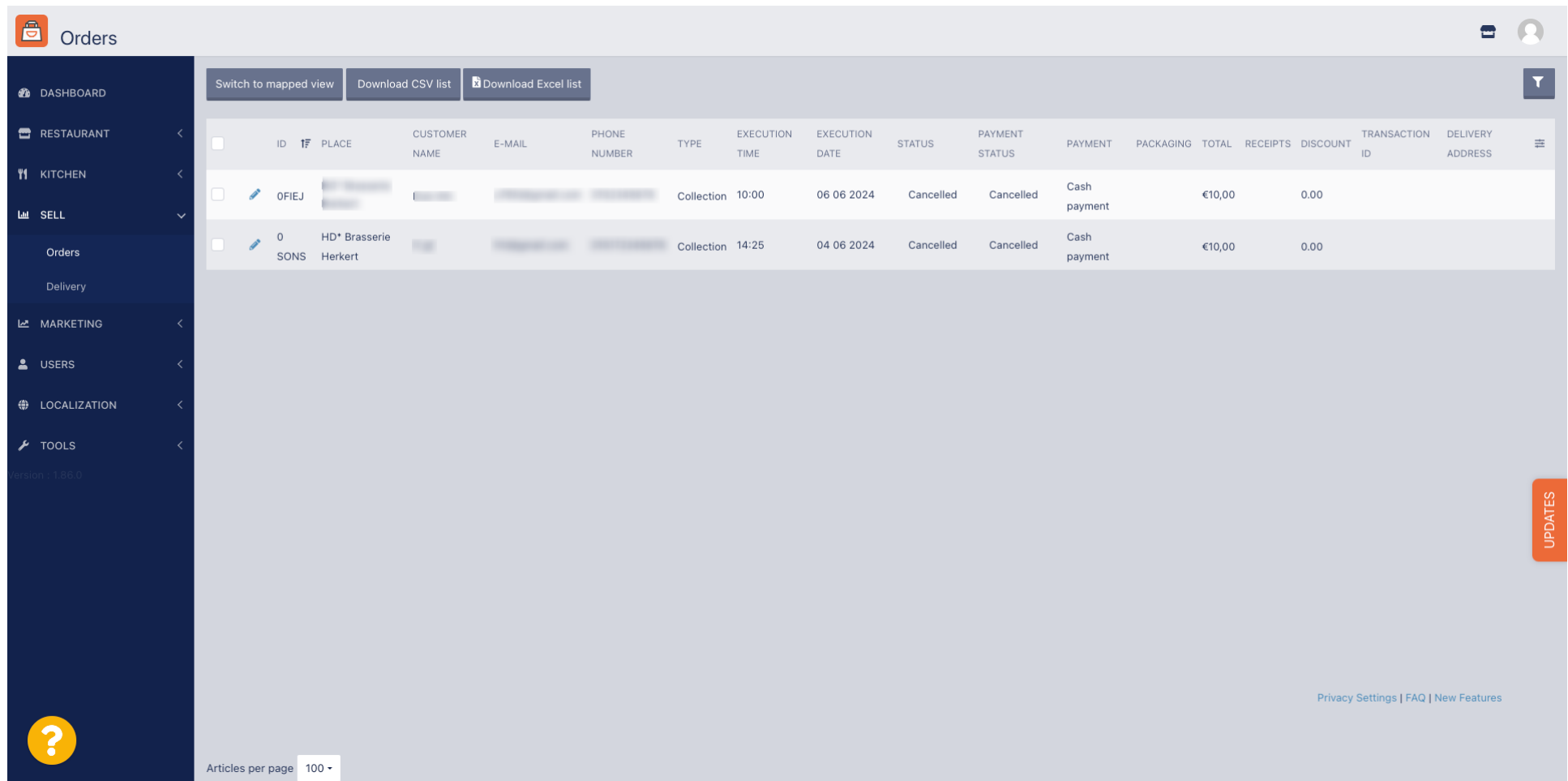


The screenshot shows the DISH Orders dashboard. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main area displays a table of orders with columns: ID, PLACE, CUSTOMER NAME, E-MAIL, PHONE NUMBER, TYPE, EXECUTION TIME, EXECUTION DATE, STATUS, PAYMENT STATUS, PAYMENT, PACKAGING, TOTAL, RECEIPTS, DISCOUNT, TRANSACTION ID, and DELIVERY ADDRESS. Two orders are visible, both with a status of 'Cancelled'. A dropdown menu is open for the second order, showing options for 'Fixed' and 'Cancelled', with 'Cancelled' highlighted by a red box. At the bottom left, there is a 'Articles per page' dropdown set to '100'. At the bottom right, there is a 'UPDATES' button and a footer with links for 'Privacy Settings | FAQ | New Features'.

ID	PLACE	CUSTOMER NAME	E-MAIL	PHONE NUMBER	TYPE	EXECUTION TIME	EXECUTION DATE	STATUS	PAYMENT STATUS	PAYMENT	PACKAGING	TOTAL	RECEIPTS	DISCOUNT	TRANSACTION ID	DELIVERY ADDRESS
0FIEJ					Collection	10:00	06 06 2024	Cancelled	Open	Cash payment		€10,00		0.00		
0	SONS				Collection	14:25	04 06 2024	Cancelled	Fixed Cancelled	ent		€10,00		0.00		



Das war's. Du hast das Tutorial abgeschlossen und weißt nun, wie du eine Bestellung mit Begründung im Admin-Bereich stornieren kannst.



The screenshot shows the 'Orders' dashboard in the DISH system. The left sidebar contains navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area displays a table of orders with columns for ID, PLACE, CUSTOMER NAME, E-MAIL, PHONE NUMBER, TYPE, EXECUTION TIME, EXECUTION DATE, STATUS, PAYMENT STATUS, PAYMENT, PACKAGING, TOTAL, RECEIPTS, DISCOUNT, TRANSACTION ID, and DELIVERY ADDRESS. Two orders are listed, both with a status of 'Cancelled' and a payment status of 'Cancelled'. The first order is for '0FIEJ' and the second is for '0 SONS' at 'HD* Brasserie Herkert'. The table also includes buttons for 'Switch to mapped view', 'Download CSV list', and 'Download Excel list'. At the bottom, there is a 'Privacy Settings | FAQ | New Features' link and a 'Articles per page 100' dropdown.

ID	PLACE	CUSTOMER NAME	E-MAIL	PHONE NUMBER	TYPE	EXECUTION TIME	EXECUTION DATE	STATUS	PAYMENT STATUS	PAYMENT	PACKAGING	TOTAL	RECEIPTS	DISCOUNT	TRANSACTION ID	DELIVERY ADDRESS
0FIEJ	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Collection	10:00	06 06 2024	Cancelled	Cancelled	Cash payment		€10,00		0.00		
0 SONS	HD* Brasserie Herkert	[REDACTED]	[REDACTED]	[REDACTED]	Collection	14:25	04 06 2024	Cancelled	Cancelled	Cash payment		€10,00		0.00		



Scannen, um zum interaktiven Player zu gelangen