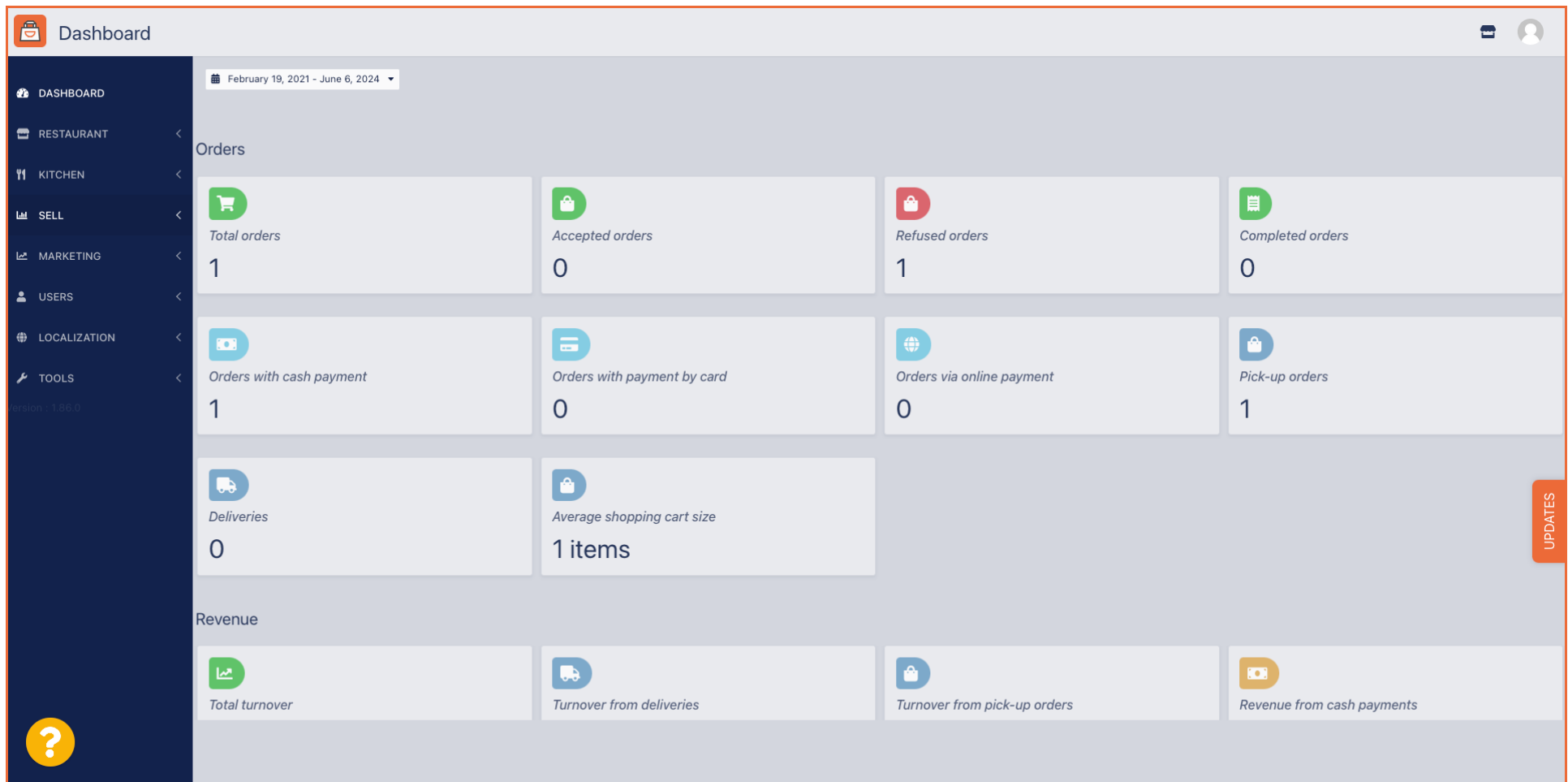




Welcome to the DISH Order Dashboard. In this tutorial, we will show you how to cancel an order with a reasoning.



The screenshot displays the DISH Order Dashboard interface. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area is light gray and features a date range selector at the top: February 19, 2021 - June 6, 2024. Below this, the 'Orders' section is divided into two rows of four cards each. The first row shows: Total orders (1), Accepted orders (0), Refused orders (1), and Completed orders (0). The second row shows: Orders with cash payment (1), Orders with payment by card (0), Orders via online payment (0), and Pick-up orders (1). Below the 'Orders' section, there are two more cards: Deliveries (0) and Average shopping cart size (1 items). The 'Revenue' section at the bottom contains four cards: Total turnover, Turnover from deliveries, Turnover from pick-up orders, and Revenue from cash payments. A yellow question mark icon is located in the bottom left corner of the sidebar, and a vertical orange 'UPDATES' button is on the right side of the dashboard.

Category	Metric	Value
Orders	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	Deliveries	0
	Average shopping cart size	1 items
Revenue	Total turnover	
	Turnover from deliveries	
	Turnover from pick-up orders	
	Revenue from cash payments	

First, click on **Sales**.

The screenshot shows the DISH dashboard interface. On the left, a dark blue sidebar contains a navigation menu with the following items: DASHBOARD, RESTAURANT, KITCHEN, **SELL** (highlighted with an orange border), MARKETING, USERS, LOCALIZATION, and TOOLS. Below the menu is the text 'Version: 1.86.0' and a yellow question mark icon. The main content area is titled 'Dashboard' and includes a date range selector for 'February 19, 2021 - June 6, 2024'. The 'Orders' section displays a grid of statistics:

Category	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

The 'Revenue' section at the bottom shows:

Category	Value
Total turnover	1
Turnover from deliveries	0
Turnover from pick-up orders	0
Revenue from cash payments	1

An orange 'UPDATES' button is visible on the right side of the dashboard.

Then click on the submenu **Orders**.

The screenshot displays the DISH dashboard interface. On the left, a dark blue navigation menu lists various sections: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders (highlighted with an orange box), Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area is titled 'Orders' and features a grid of 12 summary cards. The top row includes 'Total orders' (1), 'Accepted orders' (0), 'Refused orders' (1), and 'Completed orders' (0). The second row shows 'Orders with cash payment' (1), 'Orders with payment by card' (0), 'Orders via online payment' (0), and 'Pick-up orders' (1). The third row contains 'Deliveries' (0) and 'Average shopping cart size' (1 items). Below this is a 'Revenue' section with four cards: 'Total turnover', 'Turnover from deliveries', 'Turnover from pick-up orders', and 'Revenue from cash payments'. A date range selector at the top indicates 'February 19, 2021 - June 6, 2024'. A yellow question mark icon is located in the bottom left corner of the navigation menu, and an orange 'UPDATES' button is on the right side.

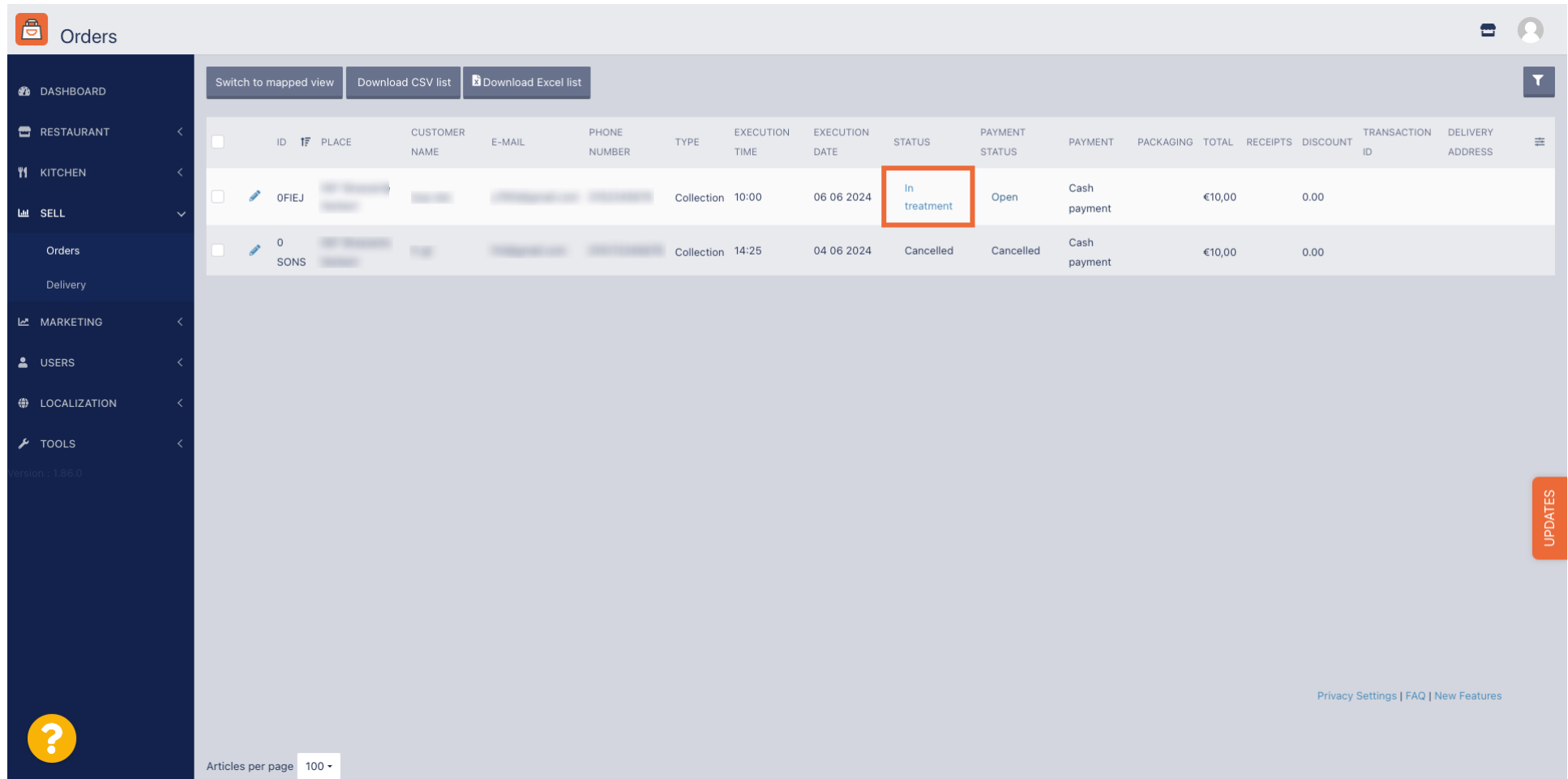


You now have an overview of all your orders.

The screenshot shows the 'Orders' dashboard interface. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area has a header with 'Orders' and a user profile icon. Below the header are three buttons: 'Switch to mapped view', 'Download CSV list', and 'Download Excel list'. A table of orders is displayed, with two rows highlighted by an orange border. The table columns are: 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. The first row shows an order with ID '0FIEJ', status 'In treatment', and total '€10,00'. The second row shows an order with ID '0 SONS', status 'Cancelled', and total '€10,00'. At the bottom right, there is an 'UPDATES' button and a footer with 'Privacy Settings | FAQ | New Features'. A yellow question mark icon is in the bottom left corner, and a dropdown menu for 'Articles per page' is set to '100'.

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		

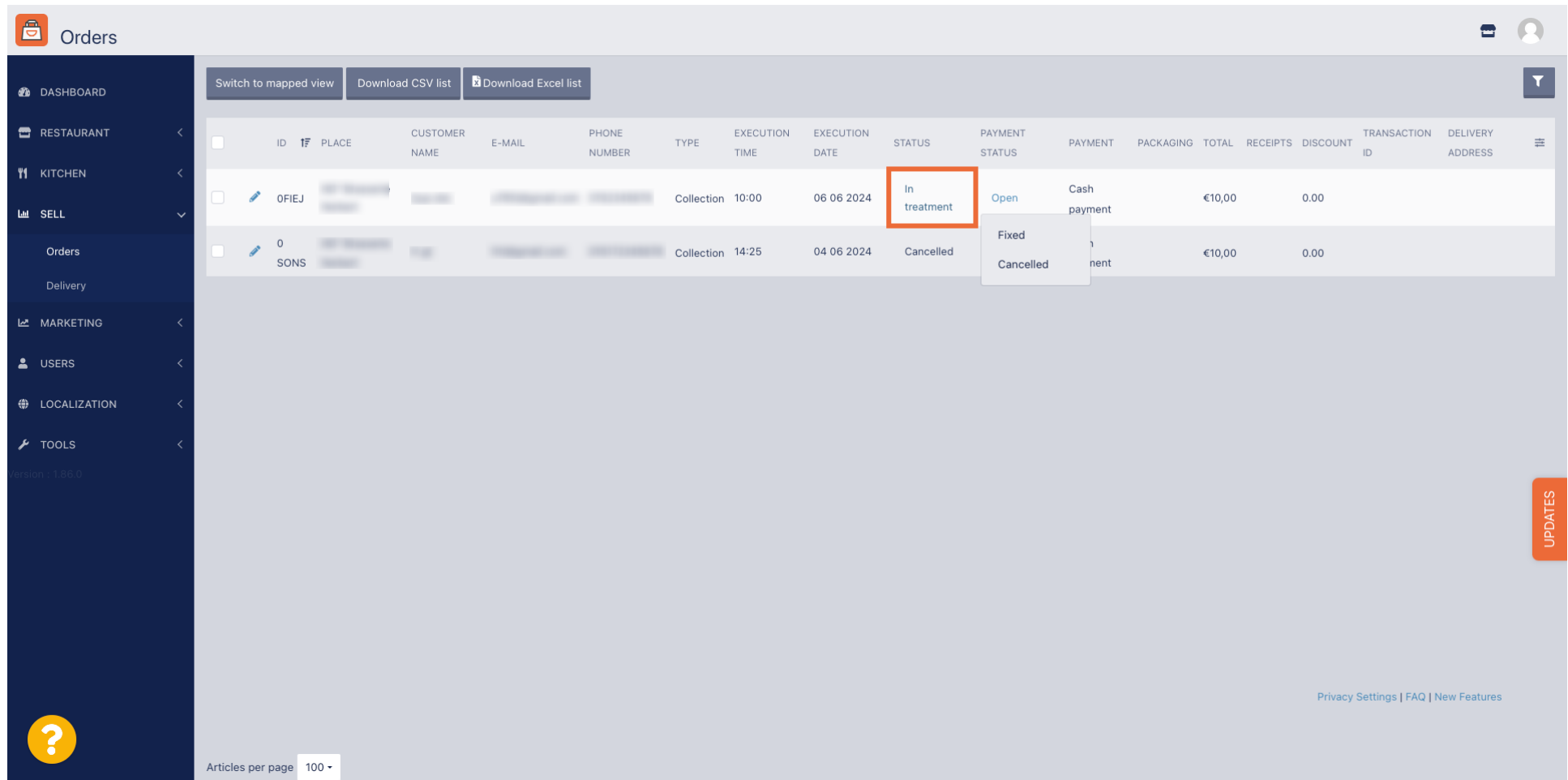
Click on **In treatment** underneath Status to modify the status of the order.



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		

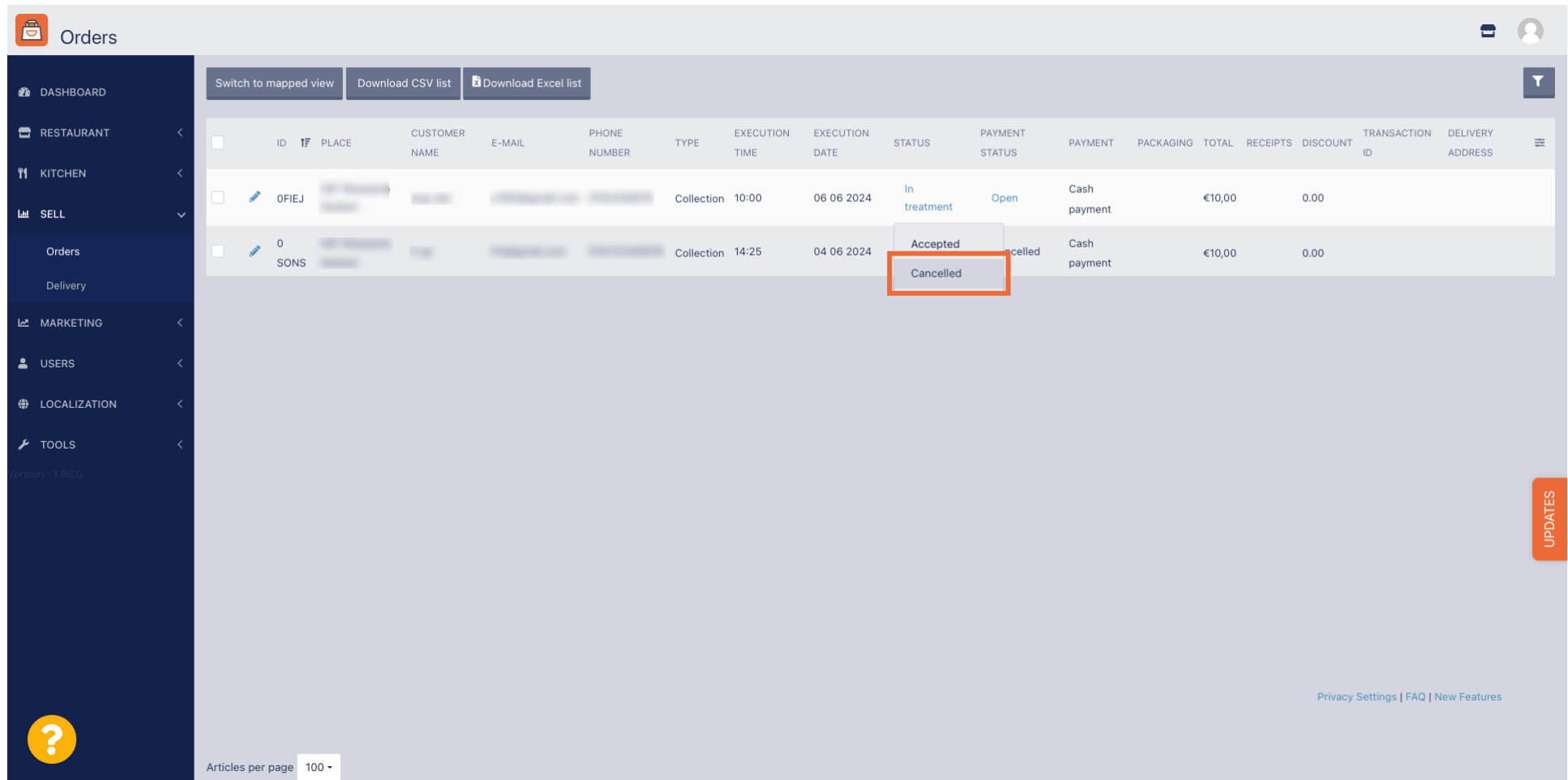
Once that's done, a small menu appears with the available options.



The screenshot shows the 'Orders' dashboard with a table of orders. A context menu is open over the 'In treatment' status of the first order, showing options: 'Open', 'Fixed', and 'Cancelled'. The 'Fixed' and 'Cancelled' options are highlighted in grey, indicating they are the available actions for this status.

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		

Select here the desired status. Since the aim in cancelling the order, click on **Cancelled**.



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 content area has a header with 'Orders' and a search icon. Below the header are three buttons: 'Switch to mapped view', 'Download CSV list', and 'Download Excel list'. A table of orders is displayed 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. The second order has a dropdown menu open for the 'STATUS' column, with 'Cancelled' highlighted by a red box. The 'Accepted' option is also visible above it. At the bottom right, there is a vertical 'UPDATES' button and a footer with 'Privacy Settings | FAQ | New Features' and 'Articles per page 100'.

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		

Here, you need to choose the cancellation reason from the **drop-down menu**.

The screenshot displays the 'Orders' dashboard with a modal dialog titled 'Confirm order cancellation'. The modal contains the following elements:

- A confirmation message: "Are you sure you want to cancel this order? If there is a small problem, you can call the customer to solve it."
- A dropdown menu with the text "- select -" highlighted by an orange border.
- A text input field labeled "Message for the customer:".
- Buttons for "To block" and "Save".

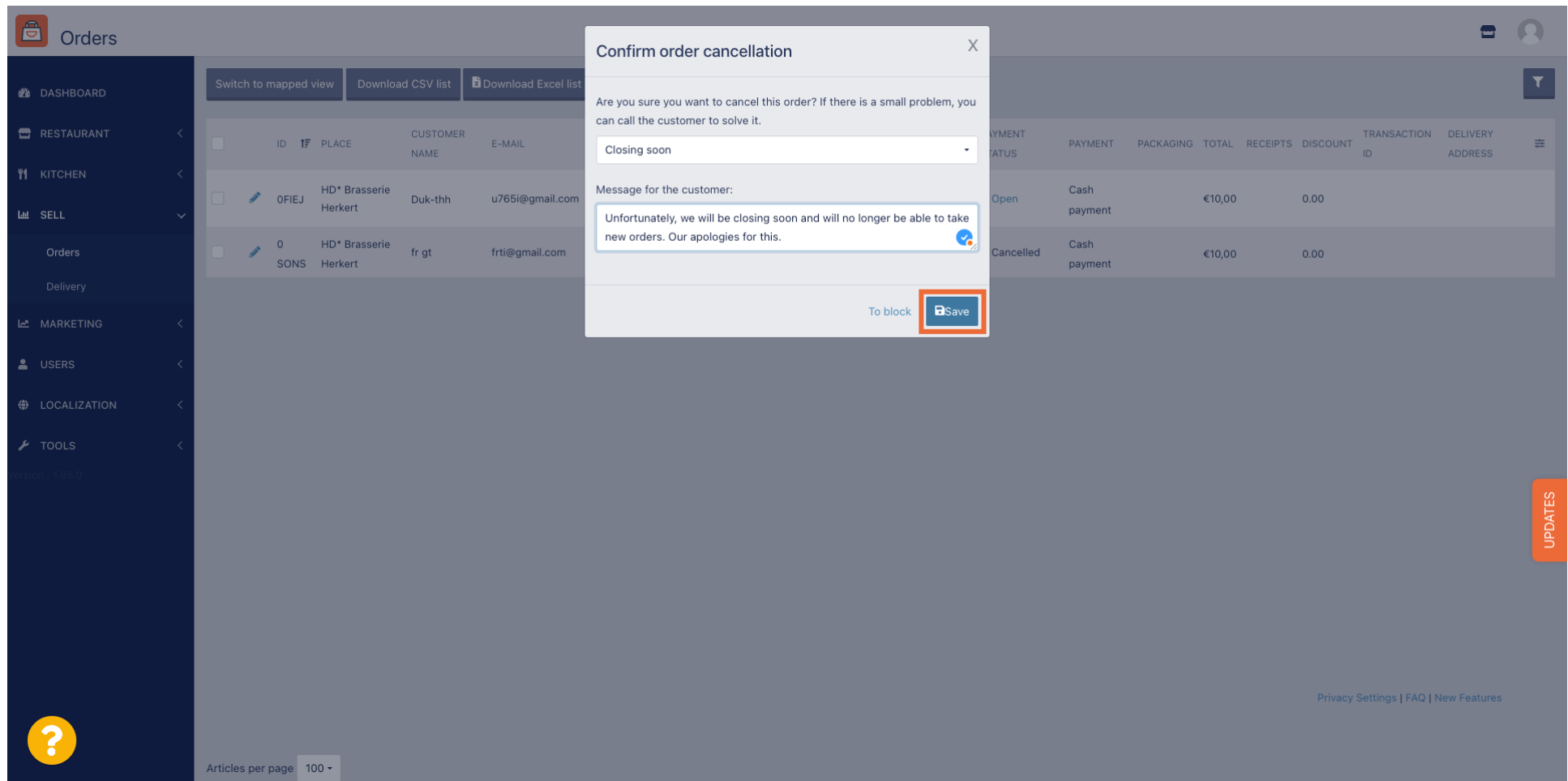
The background table shows the following data:

ID	PLACE	CUSTOMER NAME	E-MAIL	PAYMENT STATUS	PAYMENT	PACKAGING	TOTAL	RECEIPTS	DISCOUNT	TRANSACTION ID	DELIVERY ADDRESS
0FIEJ	HD* Brasserie Herkert	Duk-thh	u765i@gmail.com	Open	Cash payment		€10,00		0.00		
0SONS	HD* Brasserie Herkert	fr gt	frti@gmail.com	Cancelled	Cash payment		€10,00		0.00		



It is very important to write a message that your customer will receive as a **cancellation message**.

Note: The tool already provides some messages that you can edit.



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

- Title:** Confirm order cancellation
- Question:** Are you sure you want to cancel this order? If there is a small problem, you can call the customer to solve it.
- Reasoning:** A dropdown menu with "Closing soon" selected.
- Message for the customer:** A text area containing the message: "Unfortunately, we will be closing soon and will no longer be able to take new orders. Our apologies for this." A blue speech bubble icon is visible in the bottom right corner of the text area.
- Buttons:** "To block" and "Save" (highlighted with a red box).

The background shows a table of orders with columns for 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.



Click on **Save** to finalise the cancellation.

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

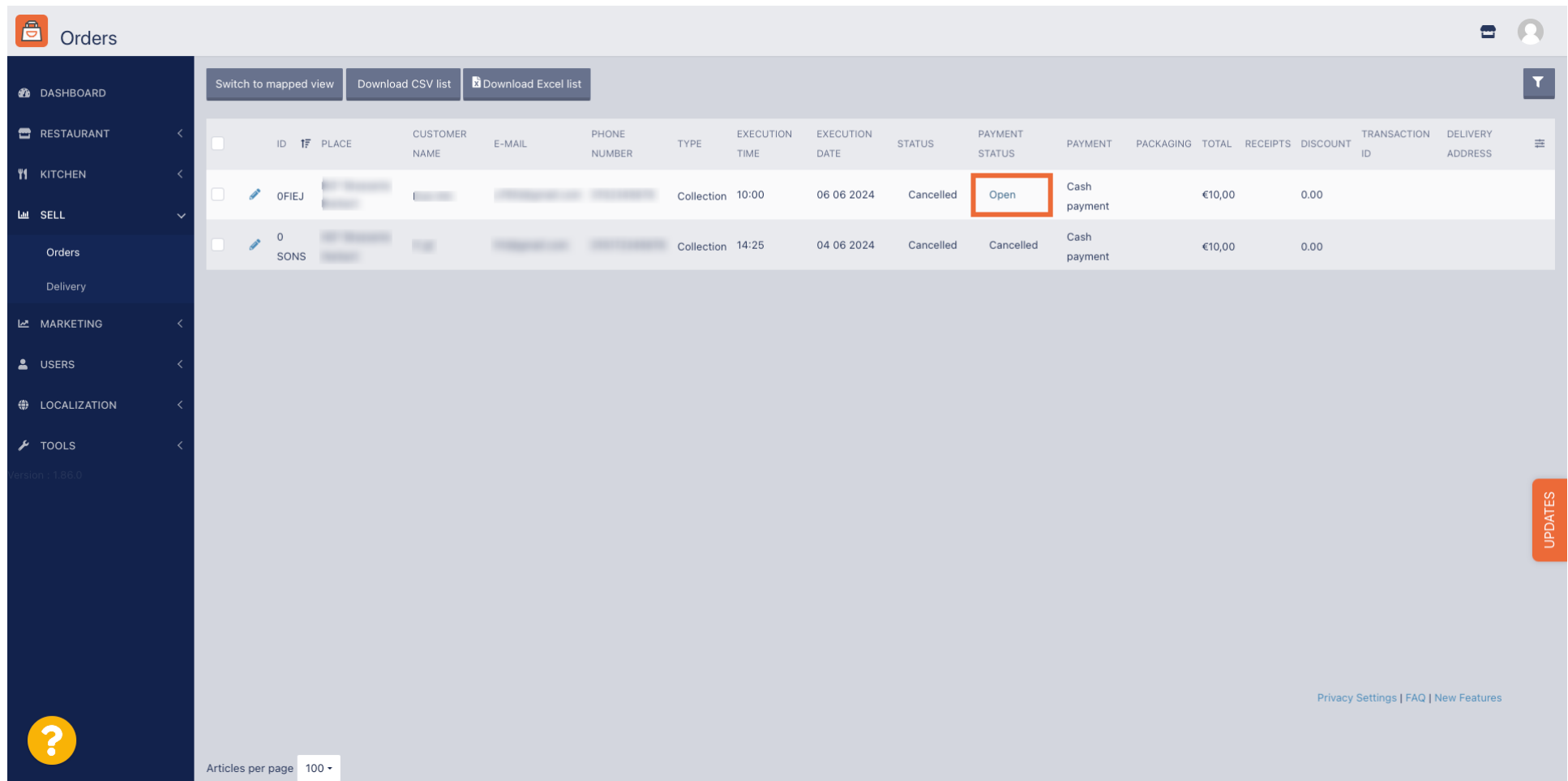
- A close button (X) in the top right corner.
- A confirmation question: "Are you sure you want to cancel this order? If there is a small problem, you can call the customer to solve it."
- A dropdown menu with "Closing soon" selected.
- A text area labeled "Message for the customer:" containing the text: "Unfortunately, we will be closing soon and will no longer be able to take new orders. Our apologies for this." A blue speech bubble icon is visible in the bottom right of the text area.
- At the bottom, there is a "To block" link and a "Save" button, which is highlighted with a red rectangular box.

The background shows a table of orders with columns for ID, PLACE, CUSTOMER NAME, and E-MAIL. Two orders are visible:

ID	PLACE	CUSTOMER NAME	E-MAIL
0FIEJ	HD* Brasserie Herkert	Duk-thh	u765i@gmail.com
0	HD* Brasserie SONS Herkert	fr gt	frti@gmail.com

At the bottom of the dashboard, there is a "Articles per page" dropdown set to "100" and a "Help" icon (question mark in a yellow circle) in the bottom left corner. A "Privacy Settings | FAQ | New Features" link is in the bottom right corner. An "UPDATES" button is visible on the right side of the dashboard.

Since the order is cancelled, The payment status should be also cancelled. To do so, click on **Open** underneath Payment Status.



The screenshot shows the DISH Orders dashboard. 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: 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. The first order has a status of 'Cancelled' and a payment status of 'Open', which is highlighted with a red box. The second order has a status of 'Cancelled' and a payment status of 'Cancelled'. At the bottom right, there is a vertical 'UPDATES' button and a footer with 'Privacy Settings | FAQ | New Features'. The bottom left corner shows 'Articles per page 100' and a help icon.

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		

Then select **Cancelled**.

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 content area has a header with 'Orders' and a search icon. Below the header are buttons for 'Switch to mapped view', 'Download CSV list', and 'Download Excel list'. A table displays order data 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 'Fixed' and 'Cancelled' options, 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 '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		



That's it. You completed the tutorial and now know how to cancel an order with a reasoning on the Admin Panel.

The screenshot shows the 'Orders' dashboard in the DISH system. The left sidebar contains navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL (with sub-items: Orders, Delivery), MARKETING, USERS, LOCALIZATION, and TOOLS. The main content 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 listed, both with a status of 'Cancelled' and a payment status of 'Cancelled'. The first order has ID '0FIEJ' and a total of €10,00. The second order has ID '0 SONS' and a total of €10,00. The dashboard 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 'Help' icon.

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		



Scan to go to the interactive player