



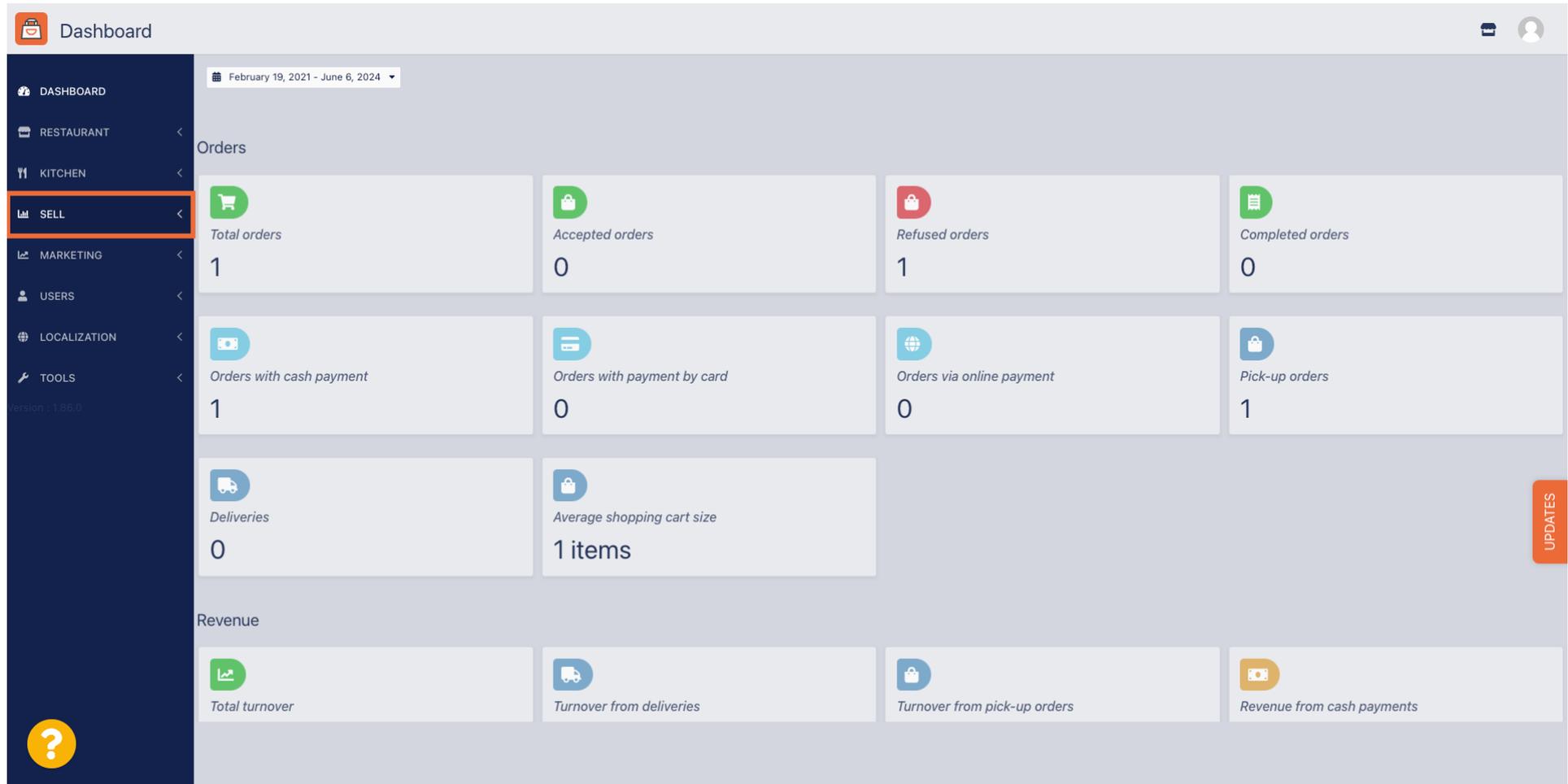
Bienvenido al Panel de control de pedidos de DISH. En este tutorial, le mostraremos cómo cancelar un pedido con un motivo.

The screenshot displays the DISH 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 titled 'Dashboard' and shows a date range of '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 dashboard, and a vertical orange 'UPDATES' button is on the right side.

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	



Primero, haga clic en **Ventas** .



The screenshot shows the DISH dashboard interface. The left sidebar menu has 'SELL' highlighted with an orange border. The main content area displays a date range of 'February 19, 2021 - June 6, 2024' and a section titled 'Orders'. Below this, there are several summary cards for order statistics:

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

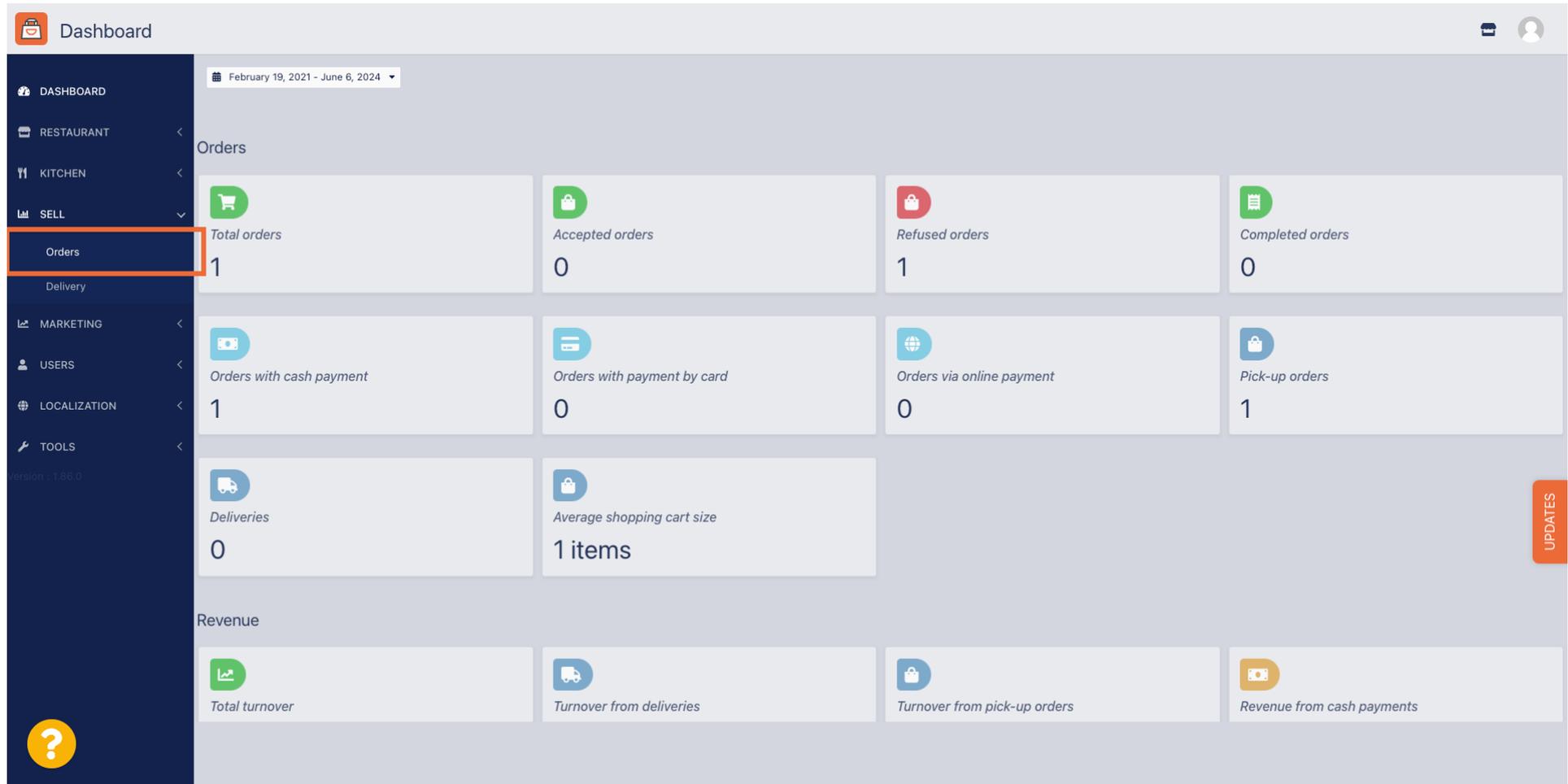
Below the 'Orders' section is a 'Revenue' section with four summary cards:

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

The dashboard also includes a dark blue sidebar with navigation options (DASHBOARD, RESTAURANT, KITCHEN, SELL, MARKETING, USERS, LOCALIZATION, TOOLS), a version number '1.86.0', a help icon (question mark), and an 'UPDATES' button on the right side.



Luego haga clic en el submenú **Pedidos** .



Dashboard

February 19, 2021 - June 6, 2024

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
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Version: 1.88.0

UPDATES

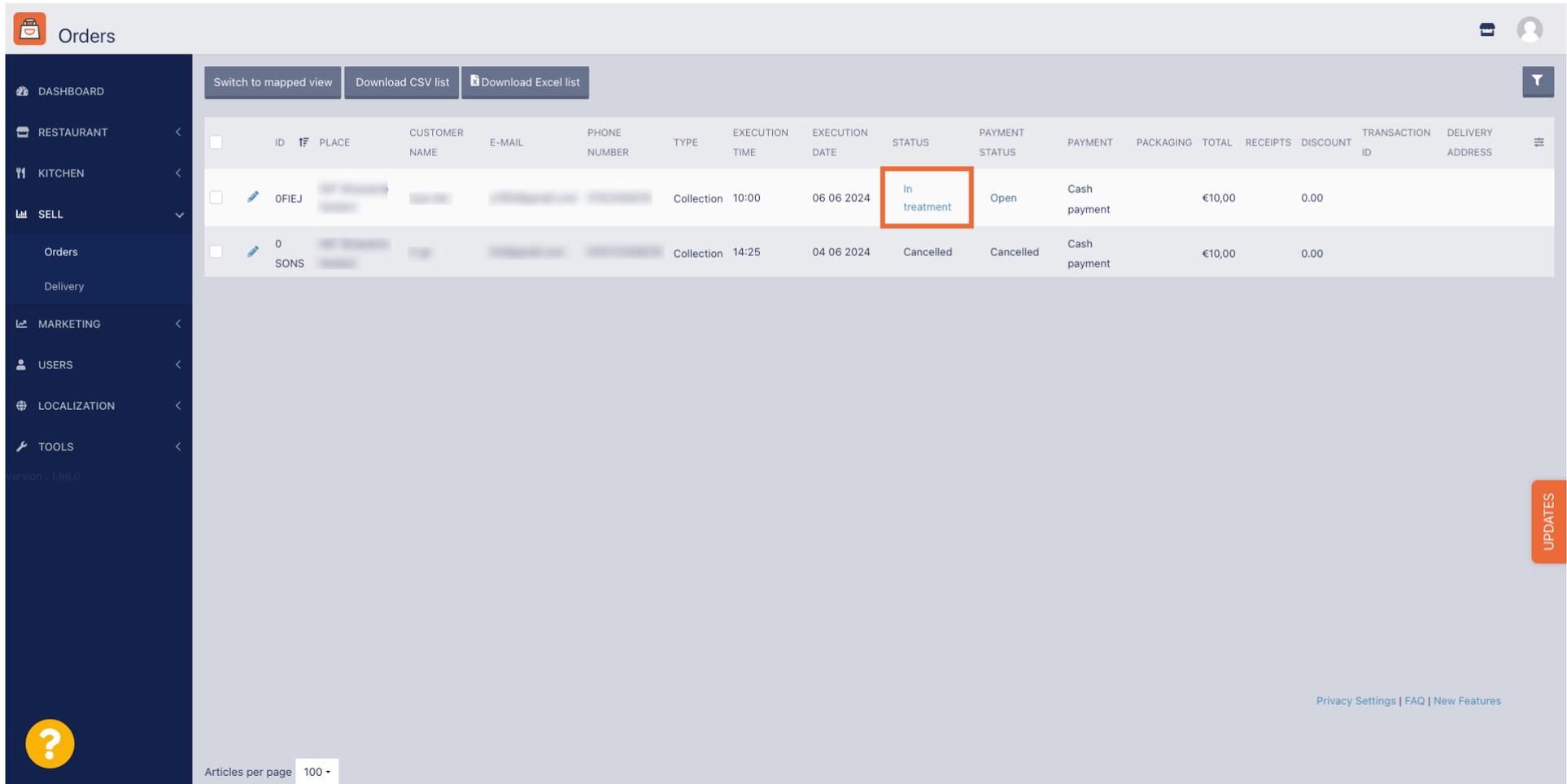


Ahora tienes una visión general de todos tus pedidos.

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: 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' in 'In treatment' status and another with ID '0 SONS' in 'Cancelled' status. 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 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	Cancelled	Cash payment		€10,00		0.00		

Haga clic en **En tratamiento** debajo de Estado para modificar el estado del pedido.



Orders

Switch to mapped view | Download CSV list | Download Excel list

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		

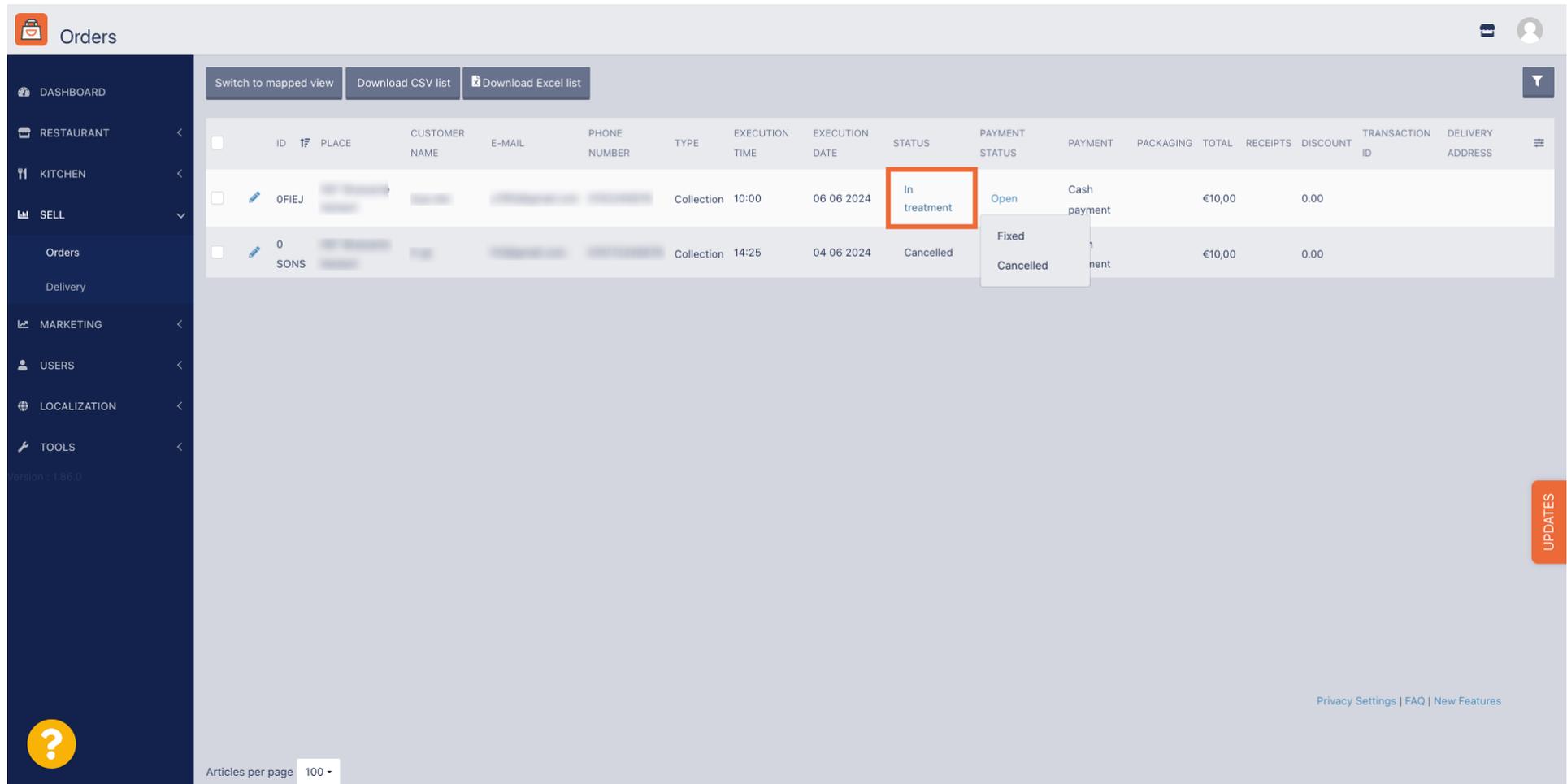
Articles per page 100 -

UPDATES

Privacy Settings | FAQ | New Features



Una vez hecho esto, aparece un pequeño menú con las opciones disponibles.



Orders

Switch to mapped view | Download CSV list | Download Excel list

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		

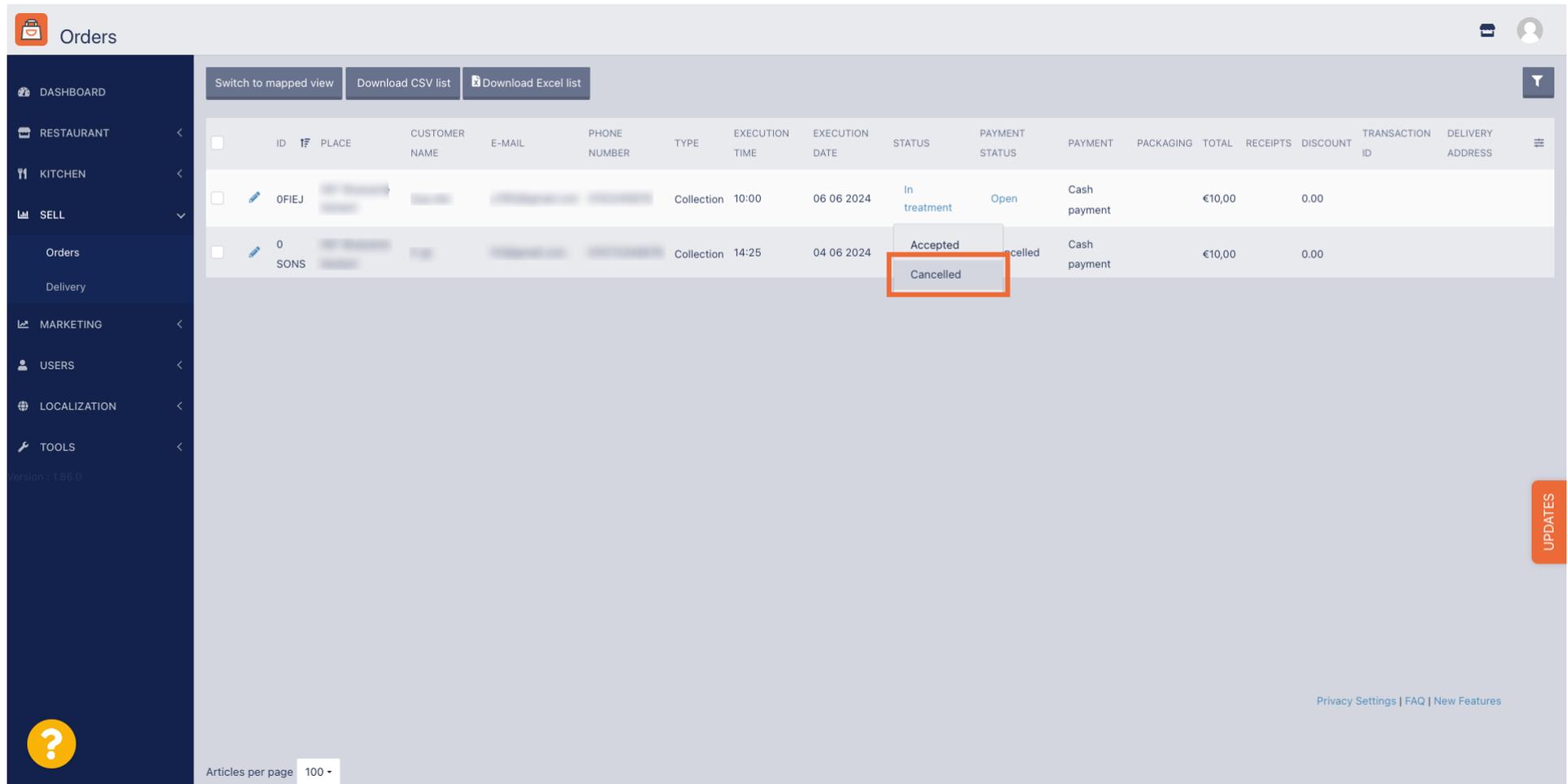
Articles per page 100 -

UPDATES

Privacy Settings | FAQ | New Features



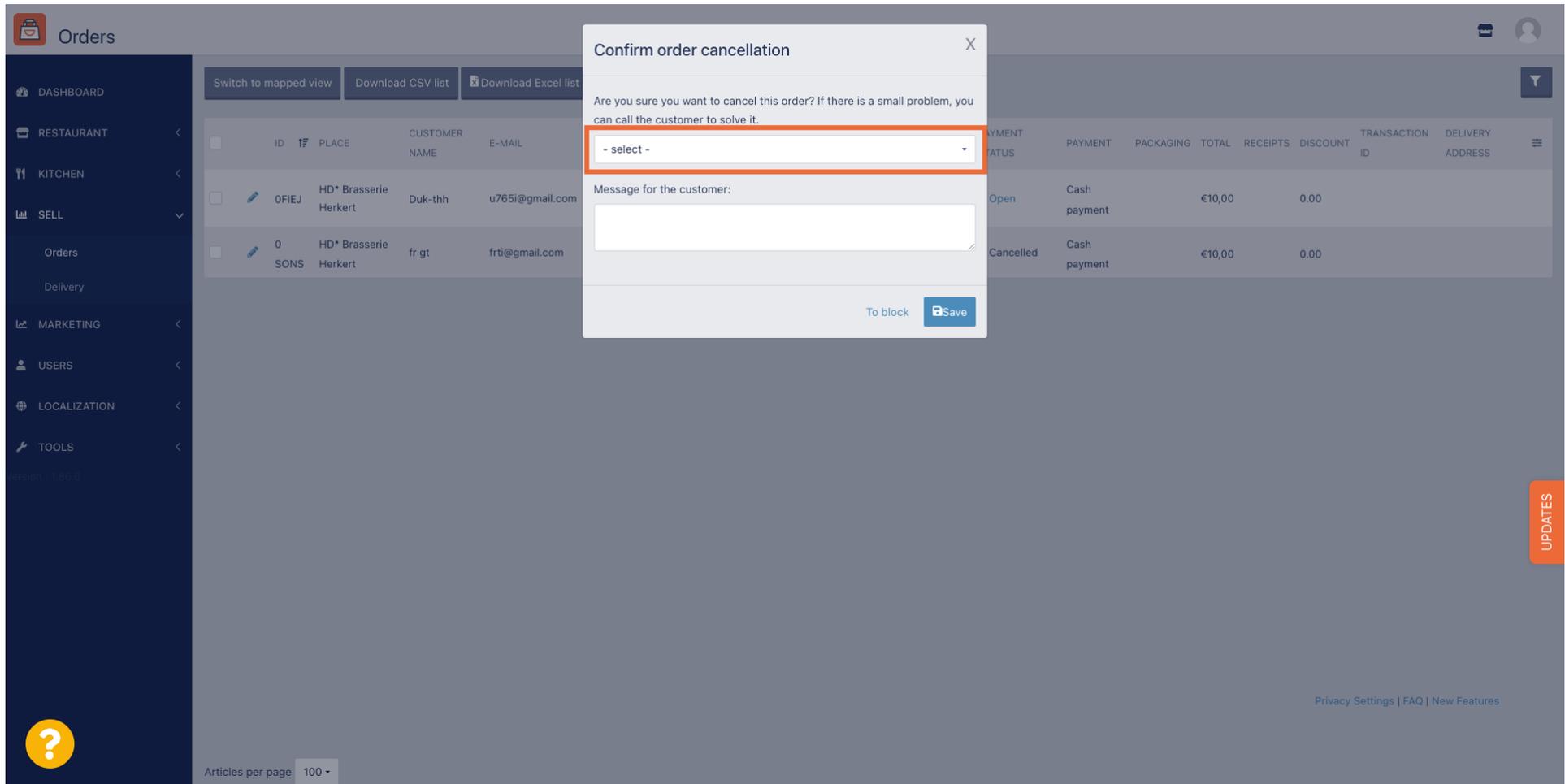
Seleccione aquí el estado deseado. Si desea cancelar el pedido, haga clic en **Cancelado**.



The screenshot displays the 'Orders' management 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 area shows 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: one with ID '0FIEJ' and status 'In treatment', and another with ID '0 SONS' and status 'Cancelled'. A dropdown menu is open over the 'Cancelled' status of the second order, showing 'Accepted' and 'Cancelled' options. The 'Cancelled' option is highlighted with 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	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		

Aquí deberás elegir el motivo de cancelación en el **menú desplegable**.

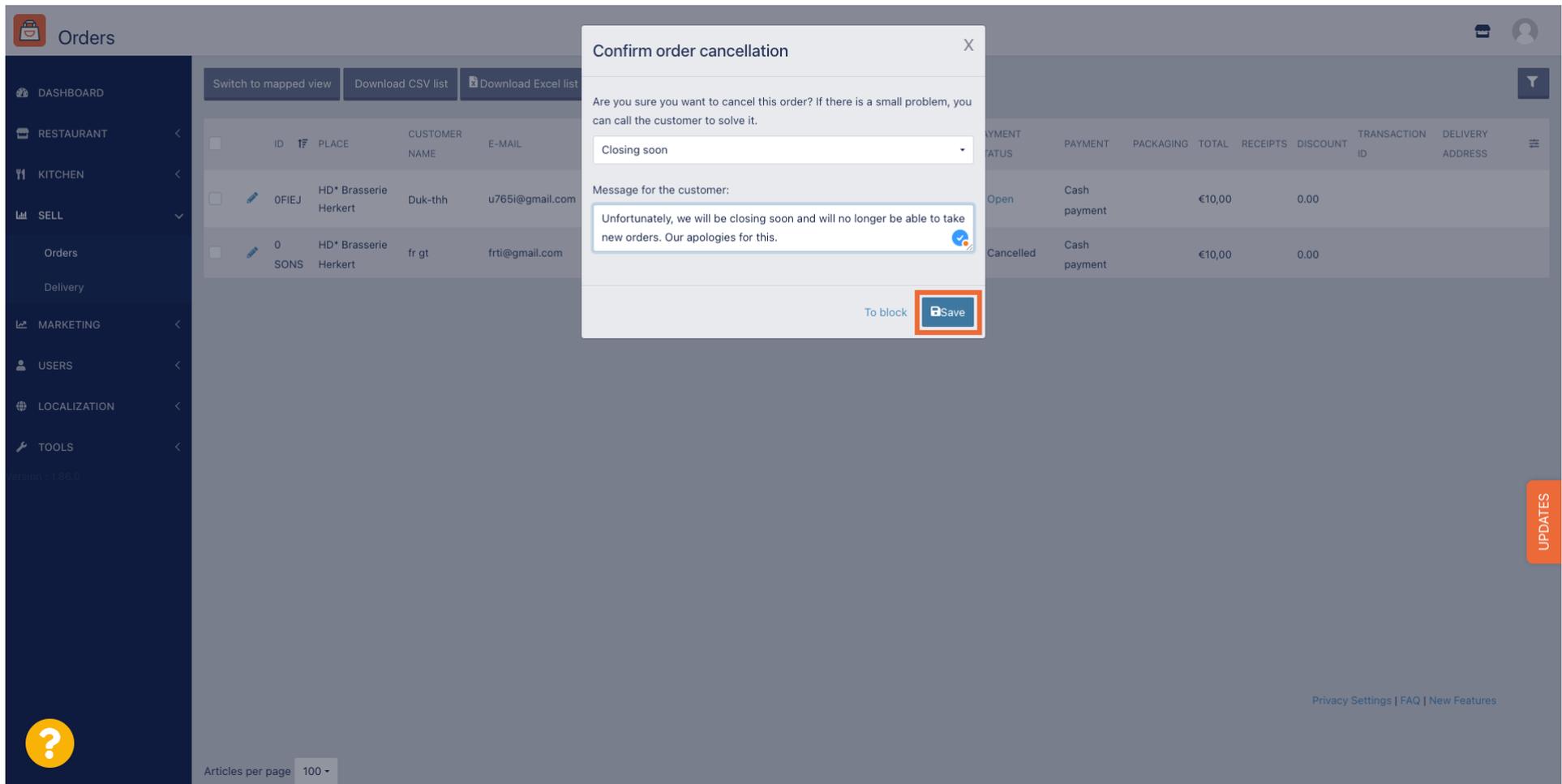


The screenshot displays the 'Orders' management interface. A modal dialog titled 'Confirm order cancellation' is open, prompting the user to confirm the cancellation of an order. The dialog includes a dropdown menu for selecting a cancellation reason, which is highlighted with an orange box. Below the dropdown is a text area for entering a message for the customer. 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.

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		
0	HD* Brasserie Herkert	fr gt	frti@gmail.com	Cancelled	Cash payment		€10,00		0.00		



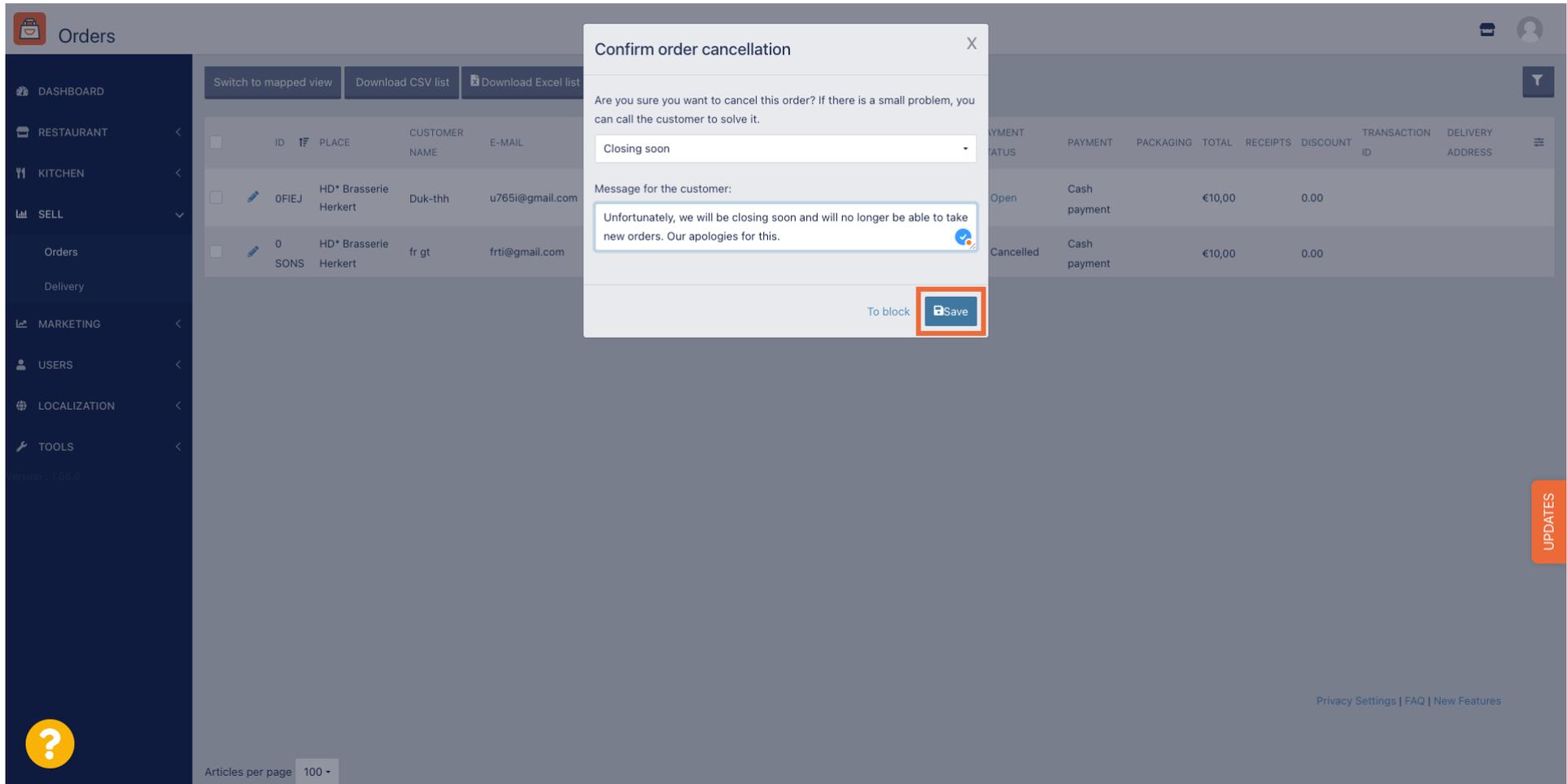
Es muy importante escribir un mensaje que tu cliente recibirá como **mensaje de cancelación**. **Nota:** La herramienta ya proporciona algunos mensajes que puedes editar.



The screenshot displays the 'Orders' management interface. A modal dialog titled 'Confirm order cancellation' is open, prompting the user to confirm the cancellation of an order. The dialog includes a dropdown menu for selecting a reason, a text area for a customer message, and 'To block' and 'Save' buttons. The 'Save' button is highlighted with a red box. In the background, a table of orders is visible, showing columns for ID, PLACE, CUSTOMER NAME, E-MAIL, PAYMENT STATUS, PAYMENT, PACKAGING, TOTAL, RECEIPTS, DISCOUNT, TRANSACTION ID, and DELIVERY ADDRESS. The table contains two rows: one for an 'Open' order and one for a 'Cancelled' order, both with a 'Cash payment' type and a total of €10,00.

PAYMENT STATUS	PAYMENT	PACKAGING	TOTAL	RECEIPTS	DISCOUNT	TRANSACTION ID	DELIVERY ADDRESS
Open	Cash payment		€10,00		0.00		
Cancelled	Cash payment		€10,00		0.00		

Haga clic en **Guardar** para finalizar la cancelación.

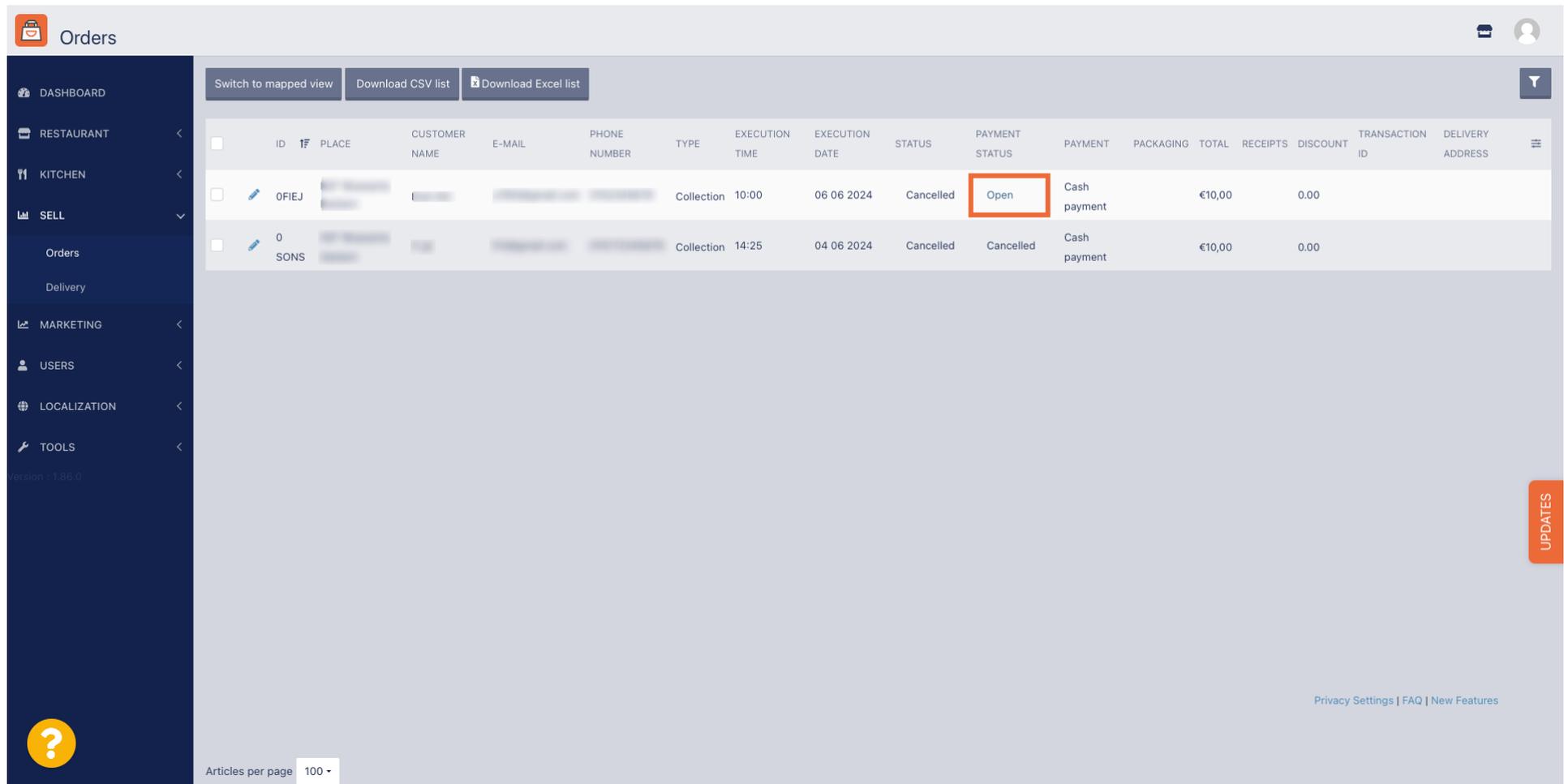


The screenshot displays the 'Orders' management interface. A modal dialog titled 'Confirm order cancellation' is open, prompting the user to confirm the cancellation of a specific order. The dialog includes a dropdown menu for selecting a reason (currently set to 'Closing soon') and a text area for entering a message for the customer. The message entered is: 'Unfortunately, we will be closing soon and will no longer be able to take new orders. Our apologies for this.' A 'Save' button is highlighted with a red box, indicating the final step to complete the cancellation process.

PAYMENT STATUS	PAYMENT	PACKAGING	TOTAL	RECEIPTS	DISCOUNT	TRANSACTION ID	DELIVERY ADDRESS
Open	Cash payment		€10,00		0.00		
Cancelled	Cash payment		€10,00		0.00		



Dado que el pedido está cancelado, el estado del pago también debería estar cancelado. Para ello, haga clic en **Abrir** debajo de Estado del pago.

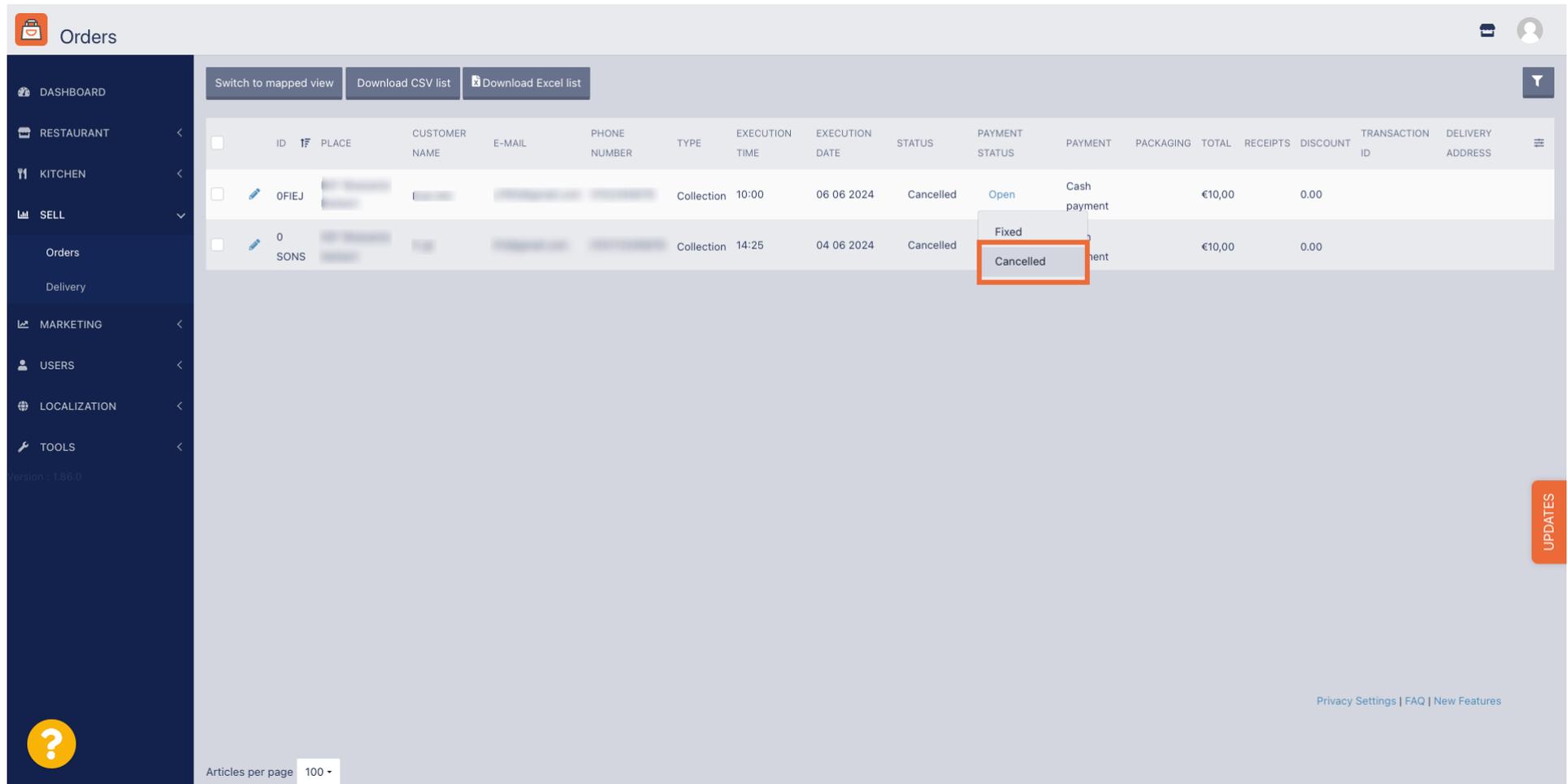


The screenshot shows the 'Orders' management interface. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL (with sub-items 'Orders' and 'Delivery'), MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area has a header with 'Orders' and a search icon. 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 rows are visible: one with ID '0FIEJ' and another with ID '0 SONS'. The 'PAYMENT STATUS' for the first row is 'Open', which is highlighted with a red box. The 'STATUS' for both rows is 'Cancelled'. At the bottom right, there is an 'UPDATES' button and a footer with 'Privacy Settings | FAQ | New Features'. A 'Articles per page 100' dropdown is located at the bottom left.

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		



Luego seleccione **Cancelado** .

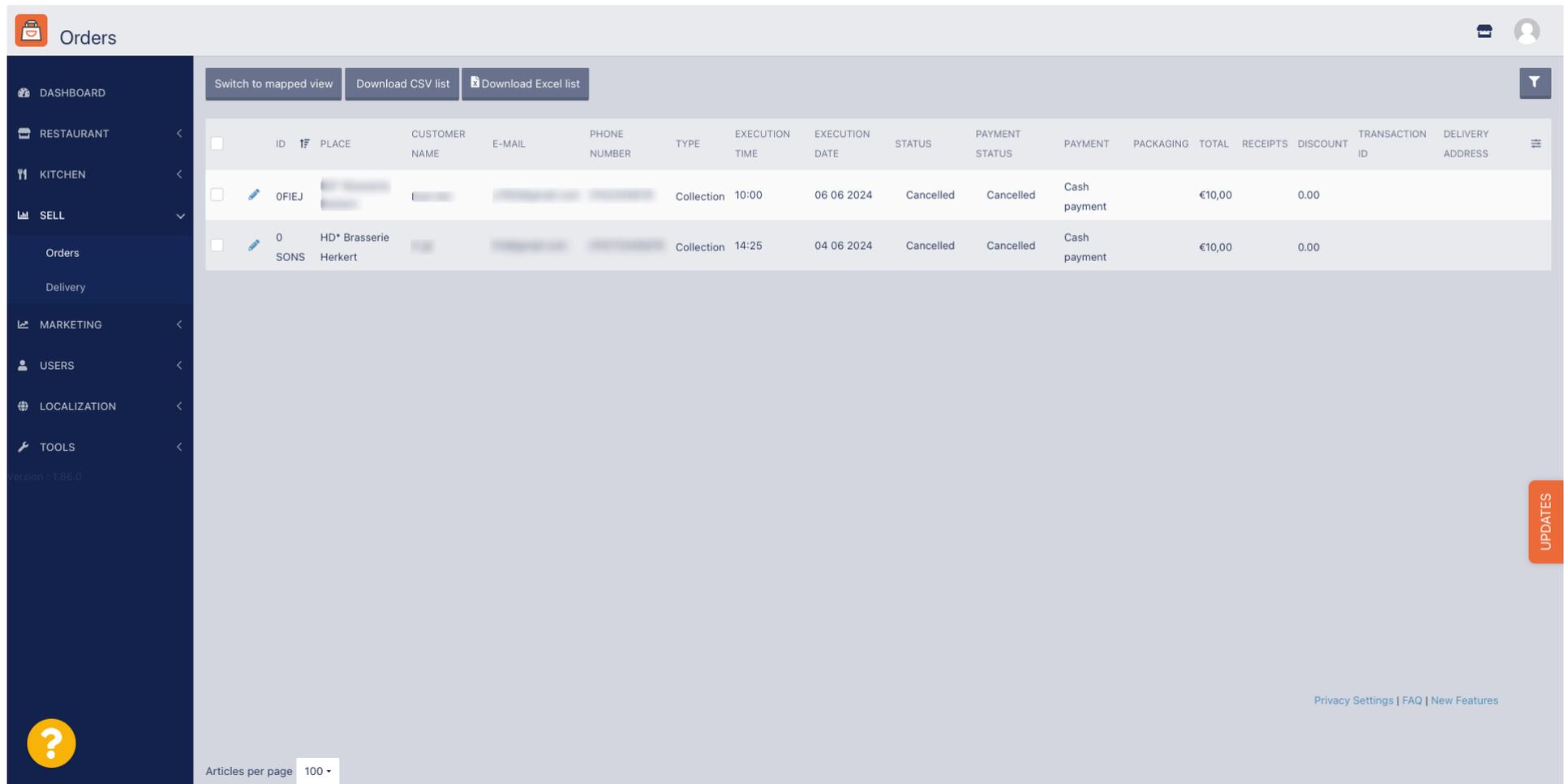


The screenshot displays the 'Orders' management interface. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area shows a table of orders with columns: ID, PLACE, CUSTOMER NAME, 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'. 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		



Eso es todo. Completaste el tutorial y ahora sabes cómo cancelar un pedido con un razonamiento en el Panel de administración.



The screenshot shows the 'Orders' management interface. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL (with sub-items 'Orders' and 'Delivery'), MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area has a header with 'Orders' and a user profile icon. Below the header are buttons for 'Switch to mapped view', 'Download CSV list', and 'Download Excel list'. A table displays a list 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' and a payment status of 'Cancelled'. The first order is for '0FIEJ' at 10:00 on 06/06/2024. The second order is for '0 SONS' at HD* Brasserie Herkert at 14:25 on 04/06/2024. 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', and '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	Cancelled	Cash payment		€10,00		0.00		
0 SONS	HD* Brasserie Herkert				Collection	14:25	04 06 2024	Cancelled	Cancelled	Cash payment		€10,00		0.00		



Escanee para ir al reproductor interactivo