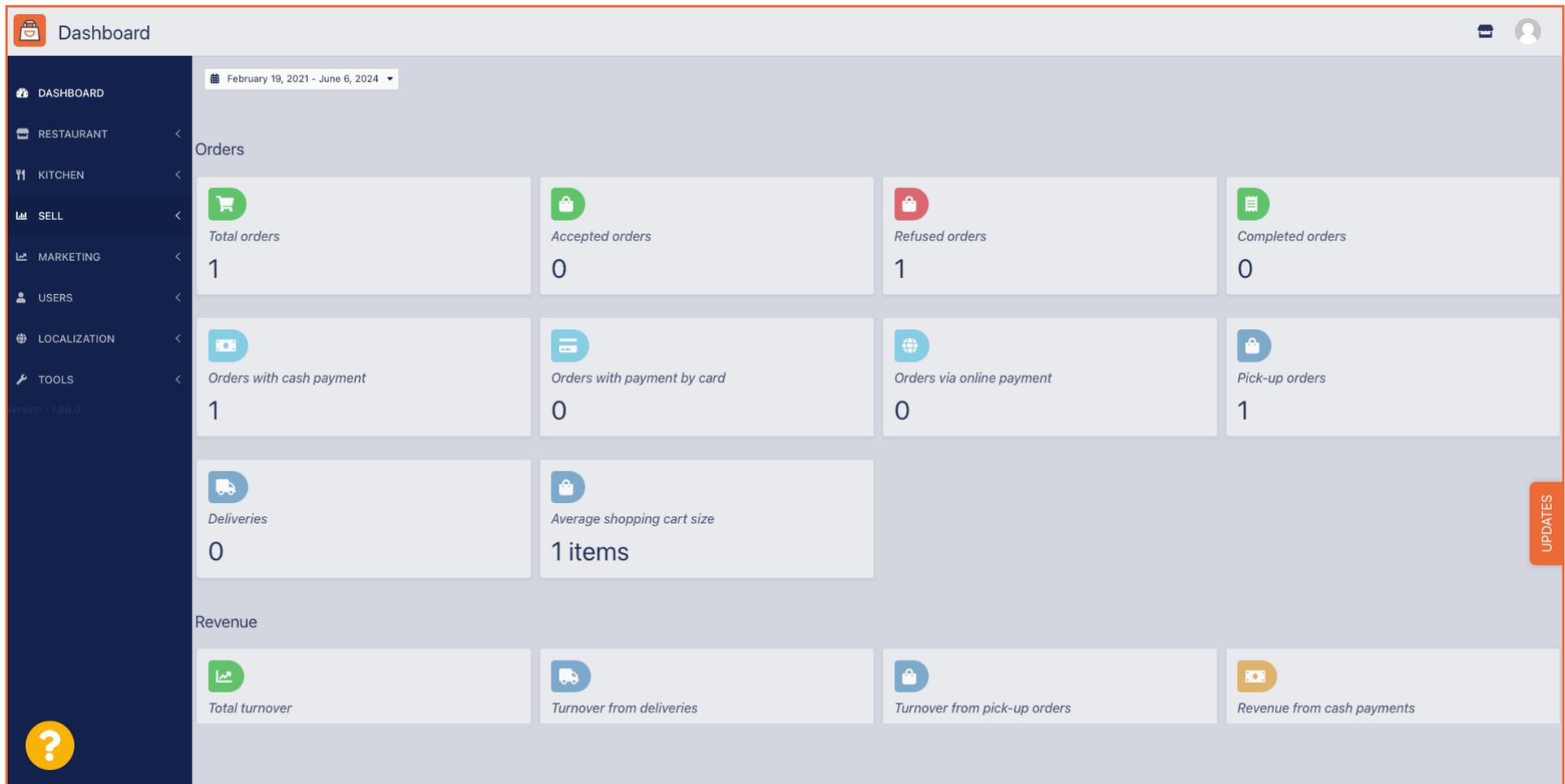




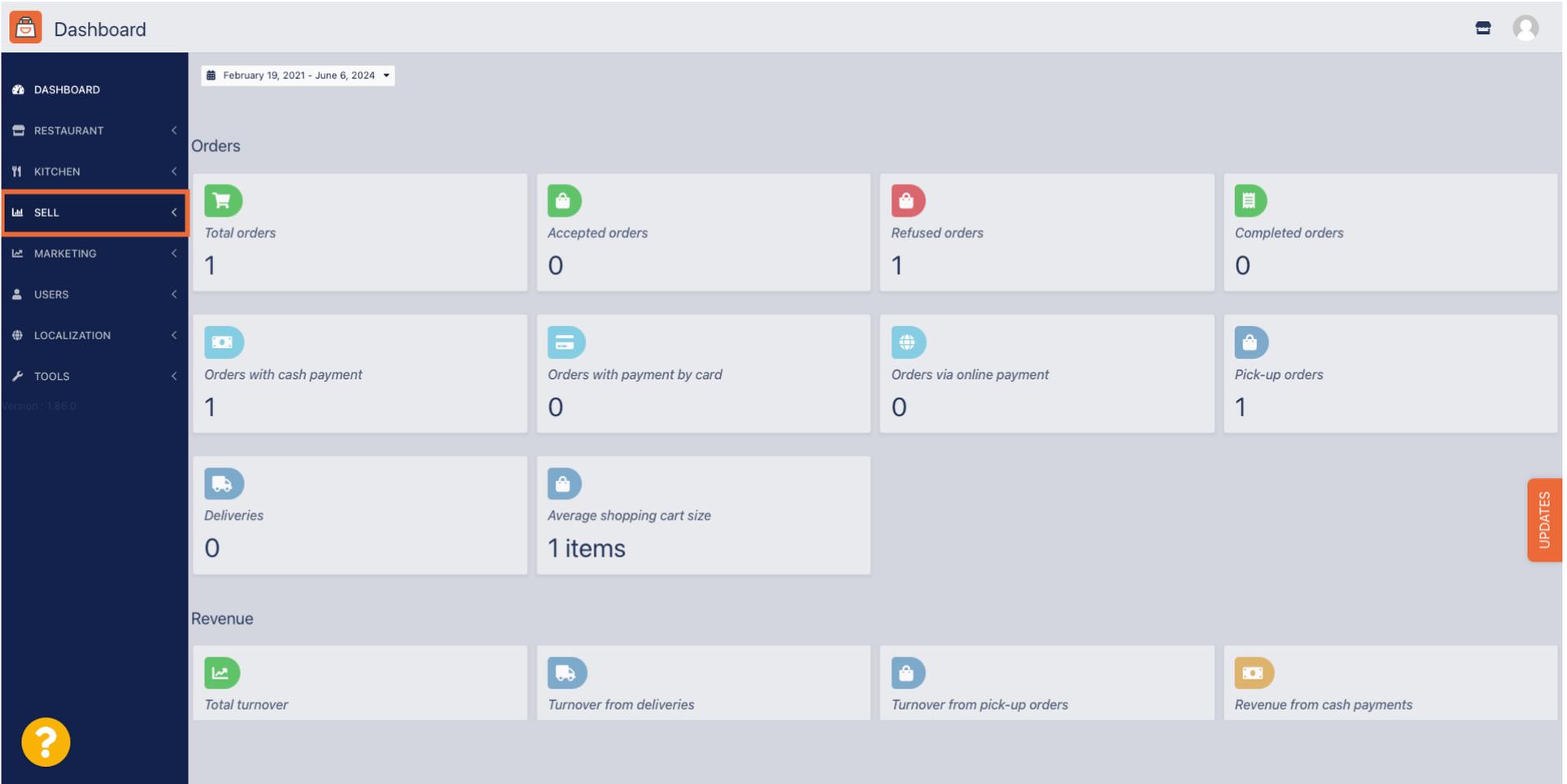
Bienvenue sur le tableau de bord des commandes DISH. Dans ce tutoriel, nous vous montrerons comment annuler une commande avec un raisonnement.



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'. The 'Orders' section contains eight cards: 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), and Pick-up orders (1). Below this, 'Deliveries' is 0 and 'Average shopping cart size' is 1 item. The 'Revenue' section shows four cards: Total turnover, Turnover from deliveries, Turnover from pick-up orders, and Revenue from cash payments. A yellow question mark icon is in the bottom left, and an orange 'UPDATES' button is on the right.

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	0	
Average shopping cart size	1 items	
Revenue	Total turnover	
	Turnover from deliveries	
	Turnover from pick-up orders	
	Revenue from cash payments	

 Tout d'abord, cliquez sur **Ventes** .



The screenshot shows the DISH dashboard interface. The left sidebar contains navigation options: DASHBOARD, RESTAURANT, KITCHEN, **SELL** (highlighted with an orange border), MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area is titled 'Orders' and displays a grid of metrics for the period 'February 19, 2021 - June 6, 2024'. The metrics are as follows:

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, there is a 'Revenue' section with the following metrics:

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

The dashboard also includes a date range selector at the top, a user profile icon in the top right, and an 'UPDATES' button on the right side. A yellow question mark icon is located in the bottom left corner of the sidebar.

Cliquez ensuite sur le sous-menu **Commandes** .

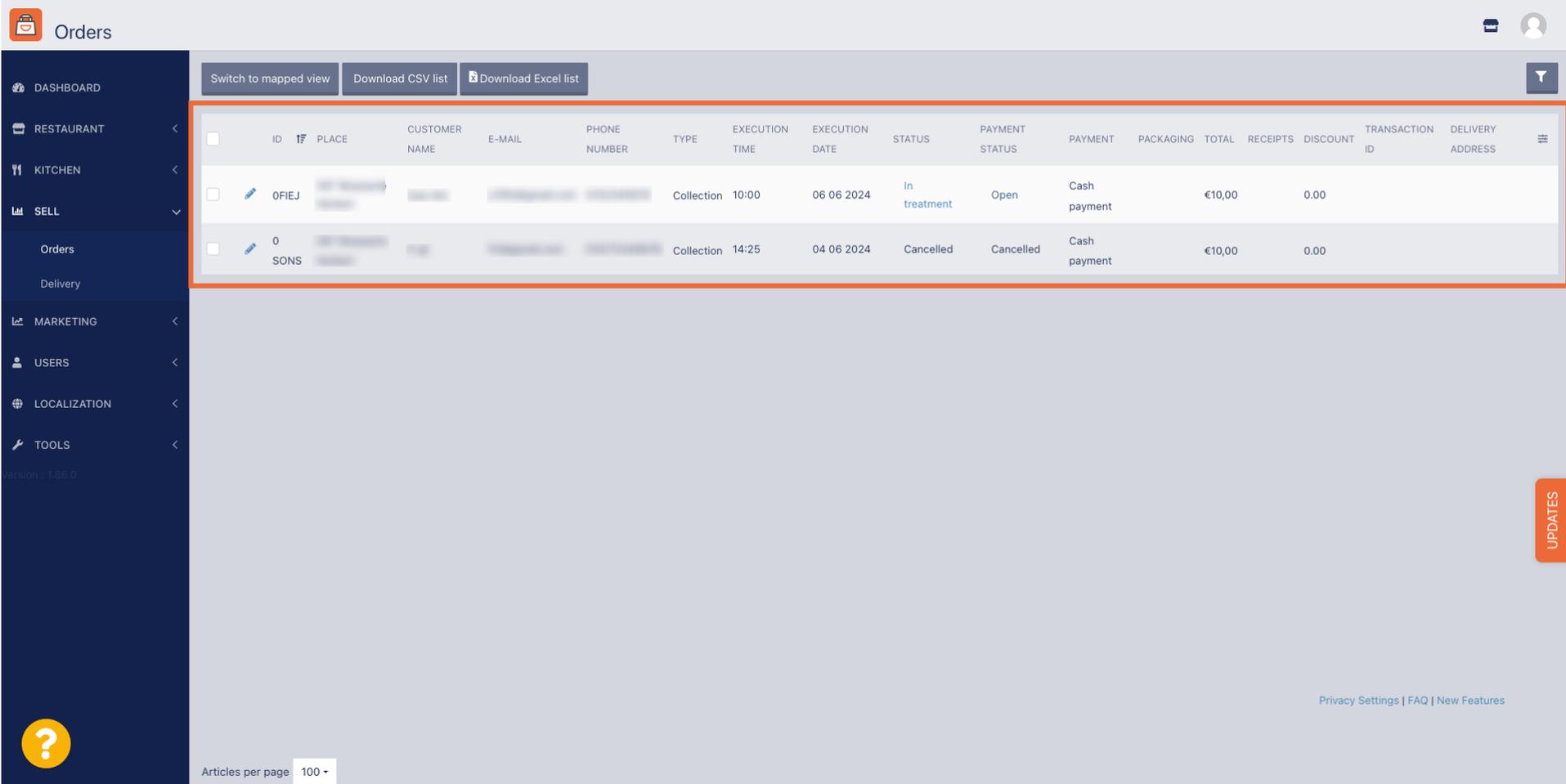
The screenshot shows the DISH dashboard interface. On the left, a dark blue sidebar contains a menu with the following items: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders (highlighted with an orange box), Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. Below the menu is a version number 'Version : 1.88.0' and a yellow question mark icon. The main dashboard area has a header with 'Dashboard' and a date range selector set to 'February 19, 2021 - June 6, 2024'. The 'Orders' section is active, displaying a grid of 12 cards with the following data:

Category	Item	Value
Orders	Total orders	1
	Accepted orders	0
	Refused orders	1
	Completed orders	0
Payment Methods	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	

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

# Commande DISH - Comment annuler une commande avec raisonnement sur le tableau de bord ?

 Vous avez maintenant un aperçu de toutes vos commandes.

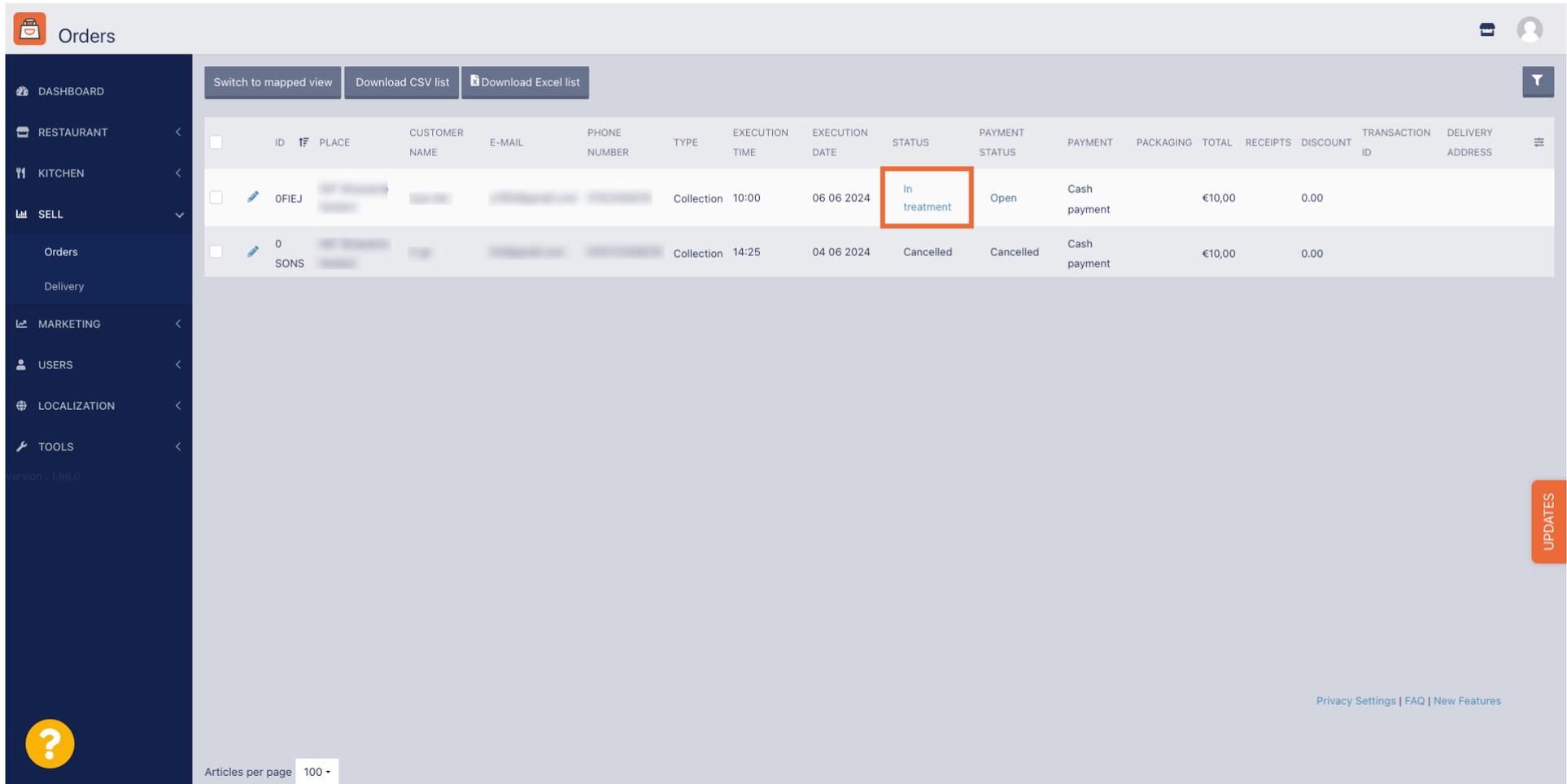


The screenshot displays the 'Orders' dashboard in the DISH system. The interface includes a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area shows a table of orders with columns for ID, 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'. Both have a total of €10,00. The table is highlighted with an orange border. 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					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		

# Commande DISH - Comment annuler une commande avec raisonnement sur le tableau de bord ?

Cliquez sur **En traitement** sous Statut pour modifier le statut de la commande.



The screenshot shows the 'Orders' dashboard in the DISH system. The interface includes a 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:

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		

The 'In treatment' status in the first row is highlighted with a red box. At the bottom of the dashboard, there is a 'Articles per page' dropdown set to '100' and a 'UPDATES' button on the right side.

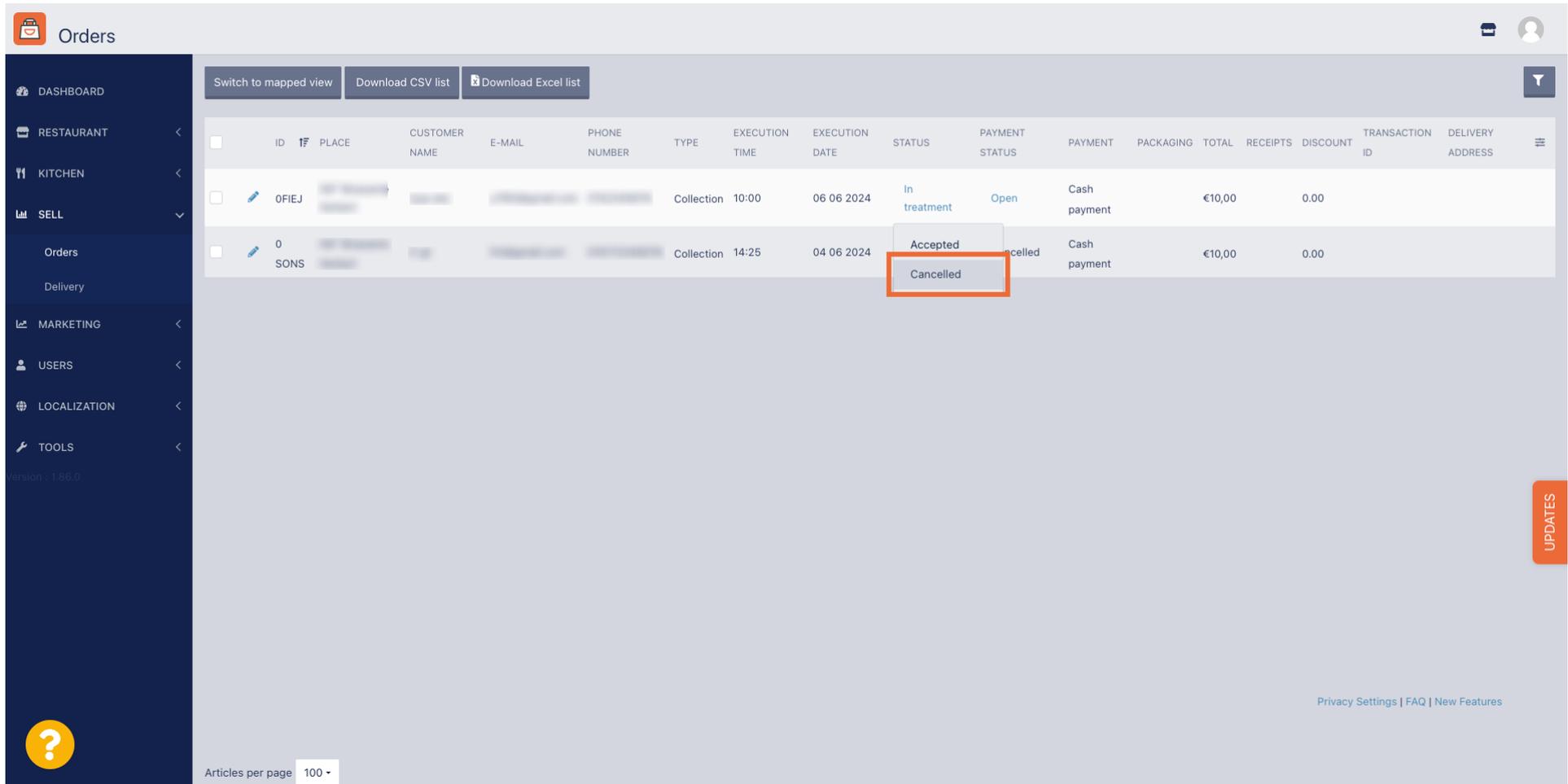
Une fois cela fait, un petit menu apparaît avec les options disponibles.

The screenshot shows the 'Orders' dashboard in the DISH system. The interface includes a sidebar with navigation options like DASHBOARD, RESTAURANT, KITCHEN, SELL, 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 ID '0FIEJ' and status 'In treatment', and another with ID '0' and 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		

# Commande DISH - Comment annuler une commande avec raisonnement sur le tableau de bord ?

Sélectionnez ici le statut souhaité. Puisque le but est d'annuler la commande, cliquez sur **Annulé**.



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 ID 0FIEJ and another with ID 0 SONS. A dropdown menu is open over the 'Status' column of the second order, showing 'Accepted' and 'Cancelled' options. The 'Cancelled' option is highlighted with a red box. The dashboard also features a search bar, download buttons for CSV and Excel lists, and a version indicator (1.88.0) in the bottom left corner.

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		

# Commande DISH - Comment annuler une commande avec raisonnement sur le tableau de bord ?

Ici, vous devez choisir la raison de l'annulation dans le **menu déroulant**.

The screenshot displays the 'Orders' management interface. A modal dialog titled 'Confirm order cancellation' is open, prompting the user with the question: '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 currently showing '- select -', which is highlighted with an orange border. Underneath the dropdown is a text input field labeled 'Message for the customer:'. At the bottom of the modal, there are two buttons: 'To block' and 'Save'. The background interface 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. Two rows are visible: one with status 'Open' and one with status 'Cancelled', both showing a cash payment of €10,00. The left sidebar contains navigation options like DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. A yellow question mark icon is in the bottom left corner, and an 'UPDATES' button is in the bottom right corner.

- Il est très important de rédiger un message que votre client recevra en guise de **message d'annulation**.  
Remarque : l'outil fournit déjà certains messages que vous pouvez modifier.

The screenshot shows the 'Orders' management interface. A modal dialog titled 'Confirm order cancellation' is open, displaying the following content:

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 interface includes a sidebar with navigation options (Dashboard, Restaurant, Kitchen, Sell, Marketing, Users, Localization, Tools) and a main table of orders. The table has 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 Herkert	fr gt	frti@gmail.com

At the bottom of the dialog, there is a 'Save' button highlighted with a red box. The background interface also shows a table with columns for PAYMENT STATUS, PAYMENT, PACKAGING, TOTAL, RECEIPTS, DISCOUNT, TRANSACTION ID, and DELIVERY ADDRESS. The 'Save' button is highlighted with a red box.

Cliquez sur **Enregistrer** pour finaliser l'annulation.

The screenshot shows the DISH Orders dashboard with a modal dialog for confirming order cancellation. The dialog contains the following text:

**Confirm order cancellation**

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:

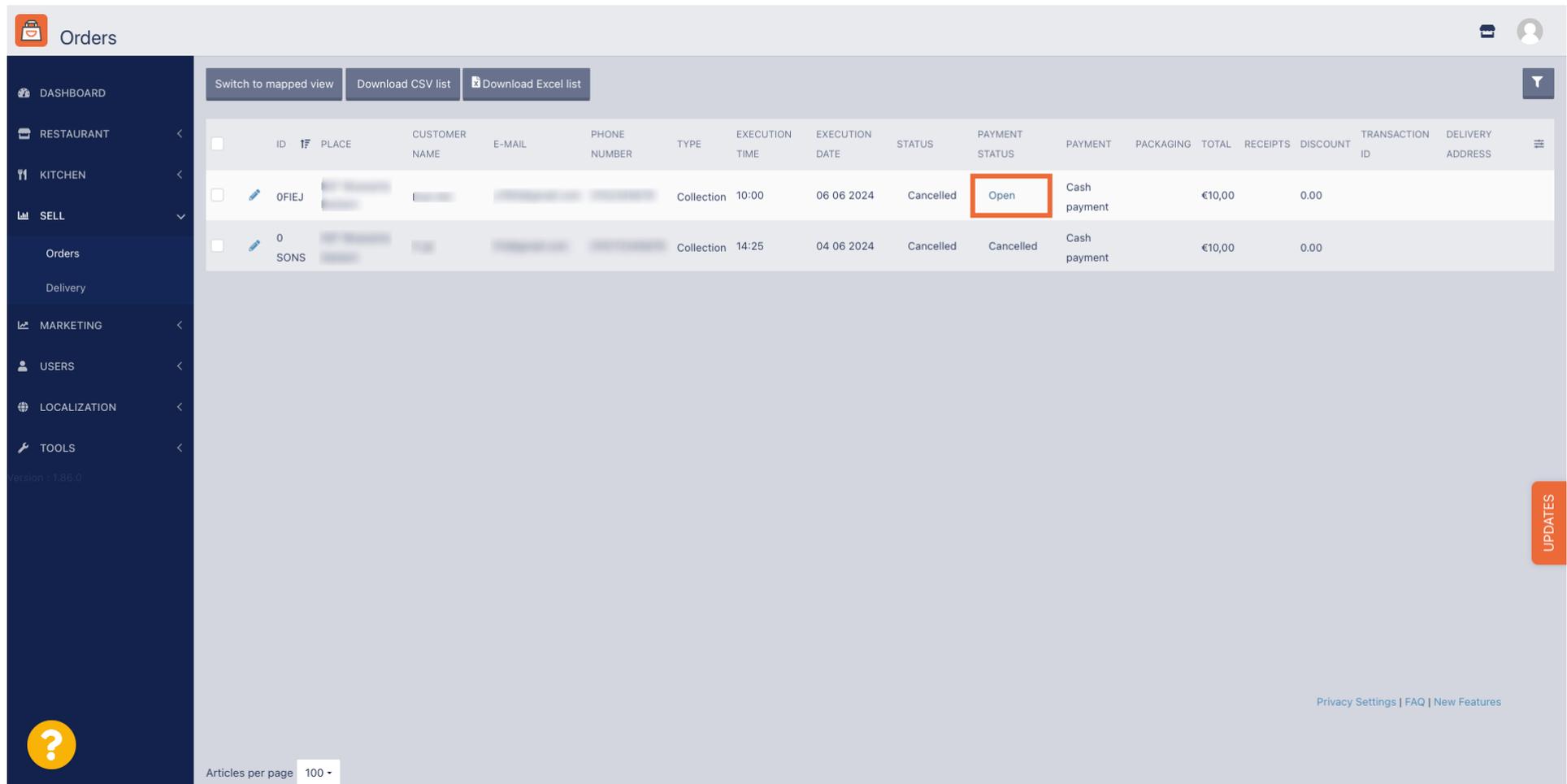
Unfortunately, we will be closing soon and will no longer be able to take new orders. Our apologies for this.

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.



Étant donné que la commande est annulée, le statut de paiement doit également être annulé. Pour ce faire, cliquez sur **Ouvrir** sous Statut de paiement.



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 listed: one with ID '0FIEJ' and another with ID '0 SONS'. The 'Payment Status' for the first order is 'Open', which is highlighted with a red box. The 'Status' for both orders is 'Cancelled'. The 'Payment' for both is 'Cash payment'. The 'Total' for both is '€10,00' and the 'Discount' is '0.00'. 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					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		

# Commande DISH - Comment annuler une commande avec raisonnement sur le tableau de bord ?

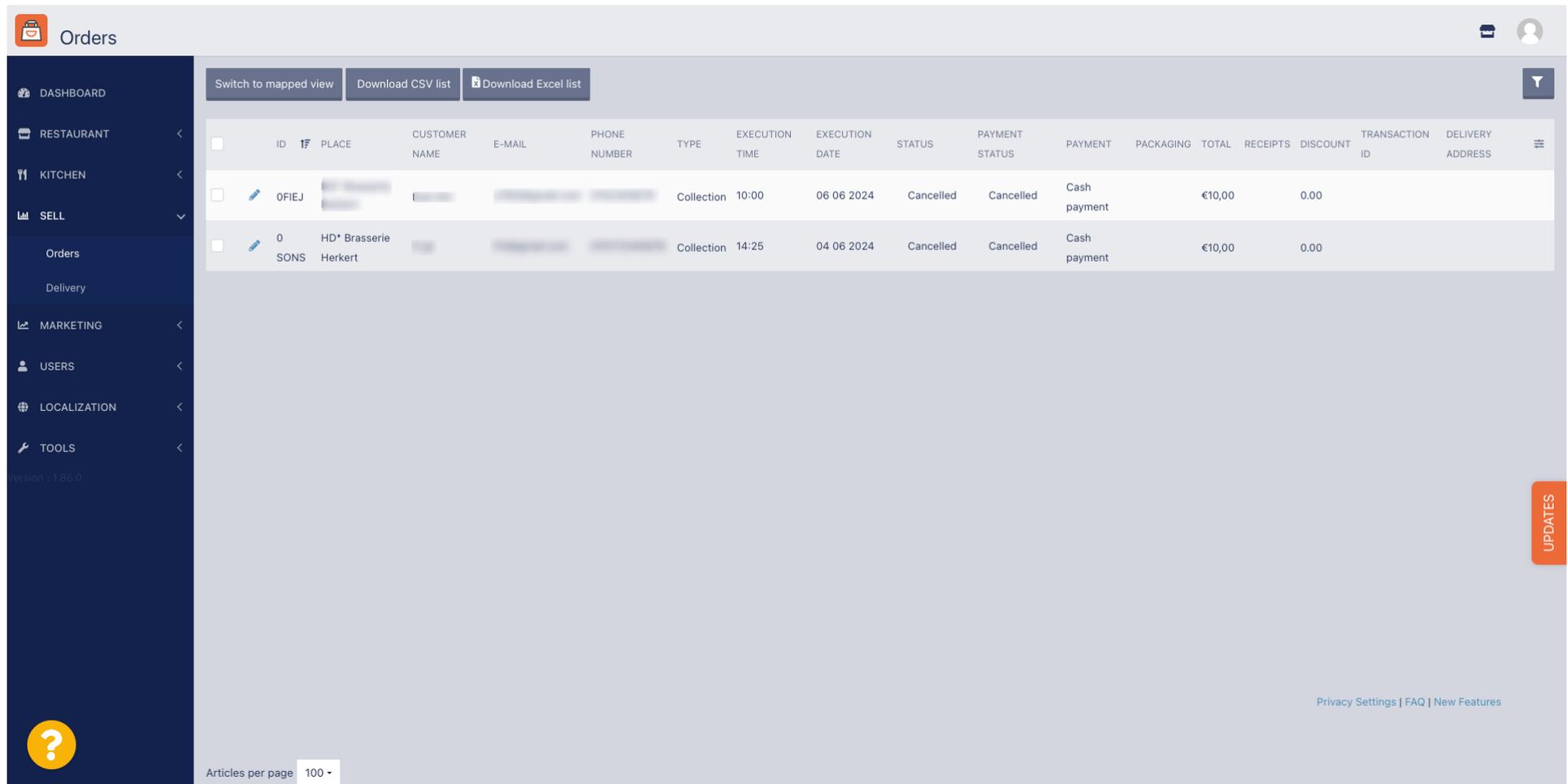
Sélectionnez ensuite **Annulé**.

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, both with a status of 'Cancelled'. The 'Payment Status' for the second order is 'Fixed', and the 'Payment' field shows 'Cancelled'. A red box highlights the 'Cancelled' button in the 'Payment' column for the second order. The dashboard also features a top navigation bar with 'Switch to mapped view', 'Download CSV list', and 'Download Excel list' buttons, and a bottom navigation bar with a help icon 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	Cancelled	Open	Cash payment		€10,00		0.00		
0	SONS				Collection	14:25	04 06 2024	Cancelled	Fixed	Cancelled		€10,00		0.00		



Voilà, vous avez terminé le tutoriel et savez maintenant comment annuler une commande avec un raisonnement sur le panneau d'administration.



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 light grey 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 displays two cancelled orders. The table has 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. The first row shows order ID 0FIEJ with a total of €10,00. The second row shows order ID 0 SONS at 'HD\* Brasserie Herkert' with a total of €10,00. At the bottom left, there is a yellow question mark icon and a dropdown for 'Articles per page' set to 100. At the bottom right, there is an orange '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	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		



Scannez pour accéder au lecteur interactif