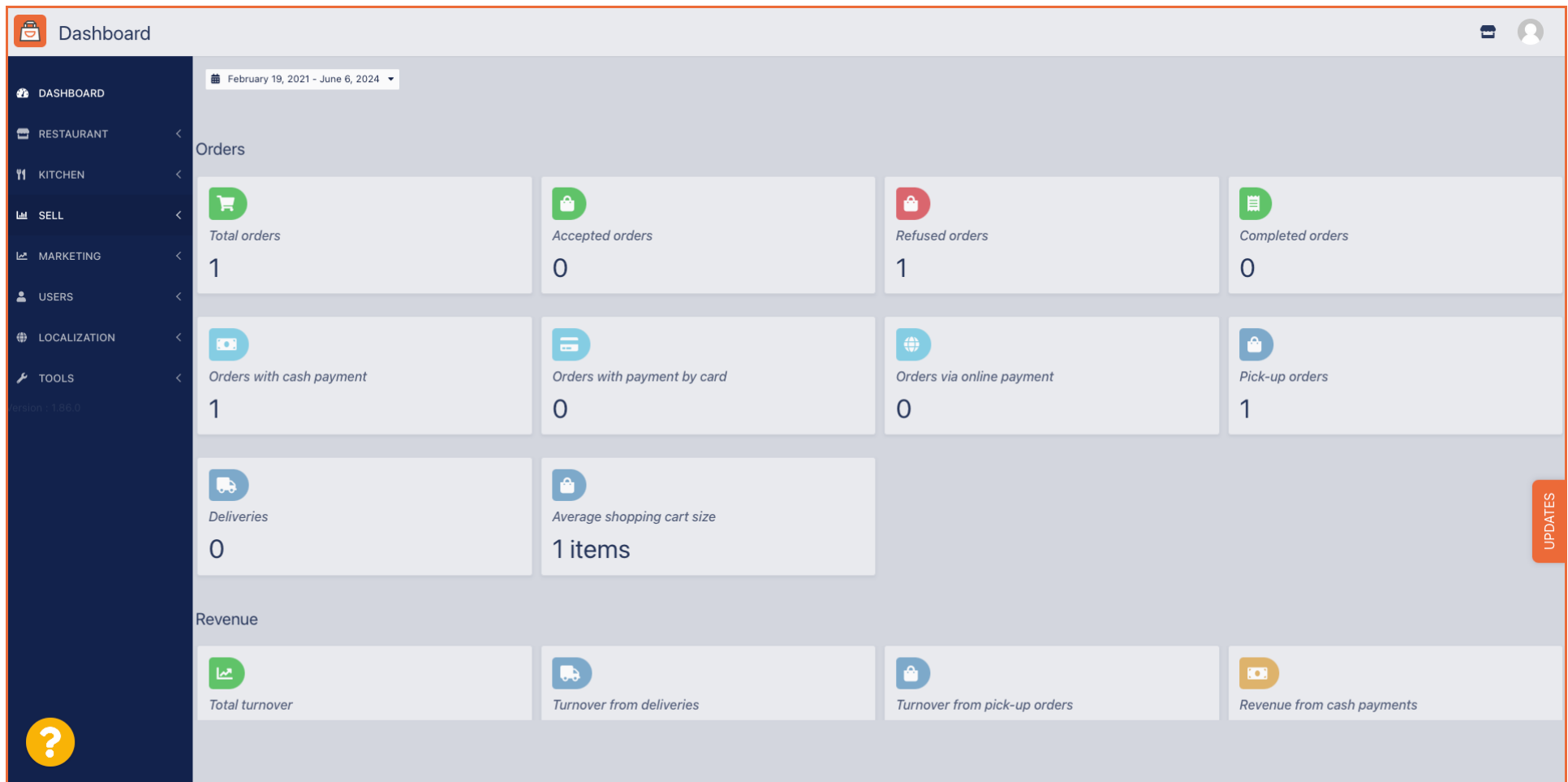




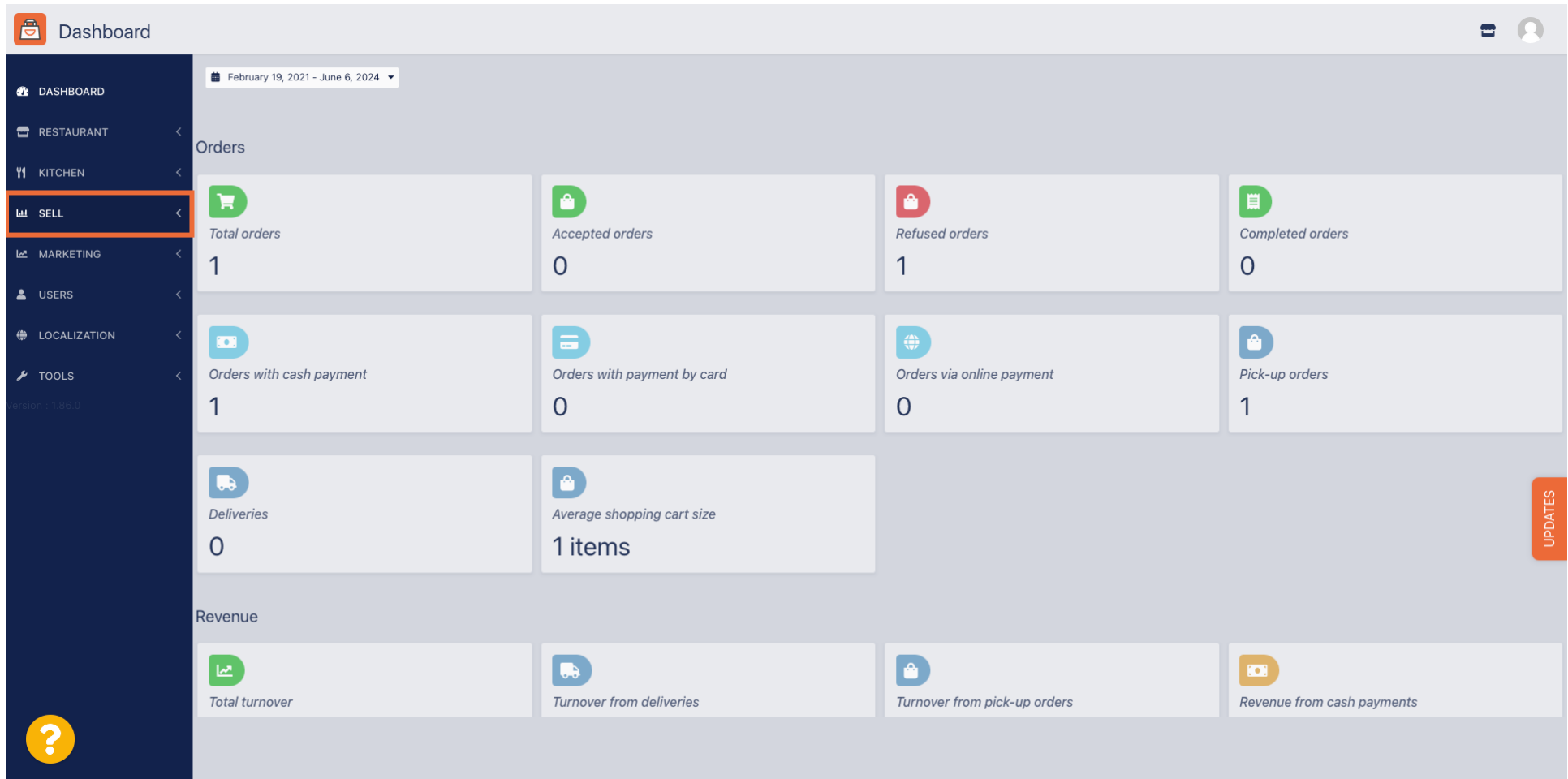
Benvenuti alla DISH Order Dashboard. In questo tutorial, vi mostreremo come annullare un ordine con una motivazione.



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

Per prima cosa, clicca su **Vendite**.



The screenshot shows the DISH Dashboard interface. The left sidebar contains a navigation menu with the following items: DASHBOARD, RESTAURANT, KITCHEN, **SELL** (highlighted with an orange border), MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area displays a date range of February 19, 2021 - June 6, 2024. Under the 'Orders' section, there are eight summary cards:

| 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     |

Below the 'Orders' section, there are two more summary cards:

| Metric                     | Value   |
|----------------------------|---------|
| Deliveries                 | 0       |
| Average shopping cart size | 1 items |

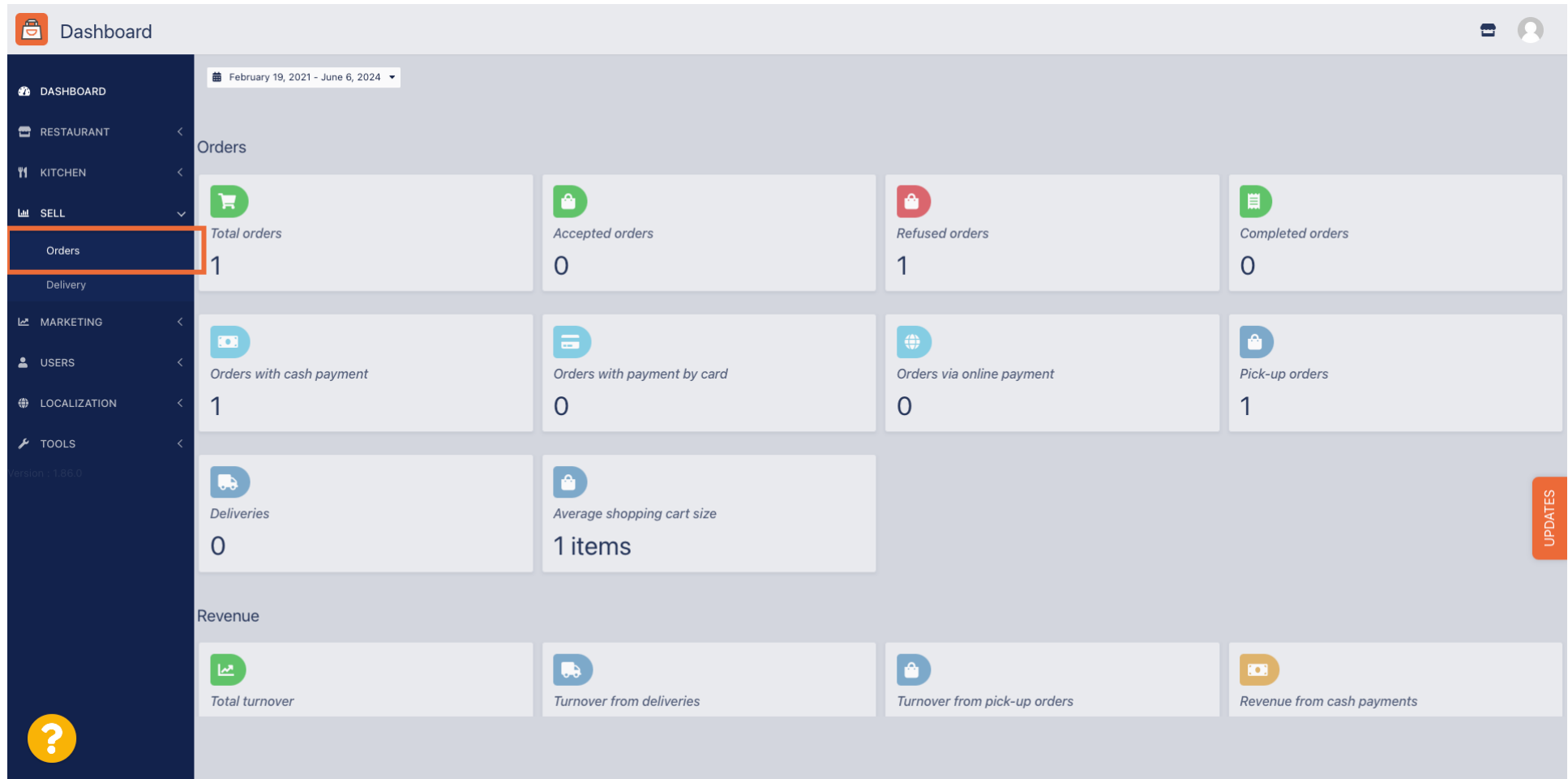
The 'Revenue' section at the bottom contains four summary cards:

| Metric                       | Value |
|------------------------------|-------|
| 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. A yellow question mark icon is located in the bottom left corner of the sidebar.



Quindi fare clic sul sottomenu **Ordini**.



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 'February 19, 2021 - June 6, 2024'. The 'Orders' section is active, displaying a grid of 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 visible on the right side of the dashboard.

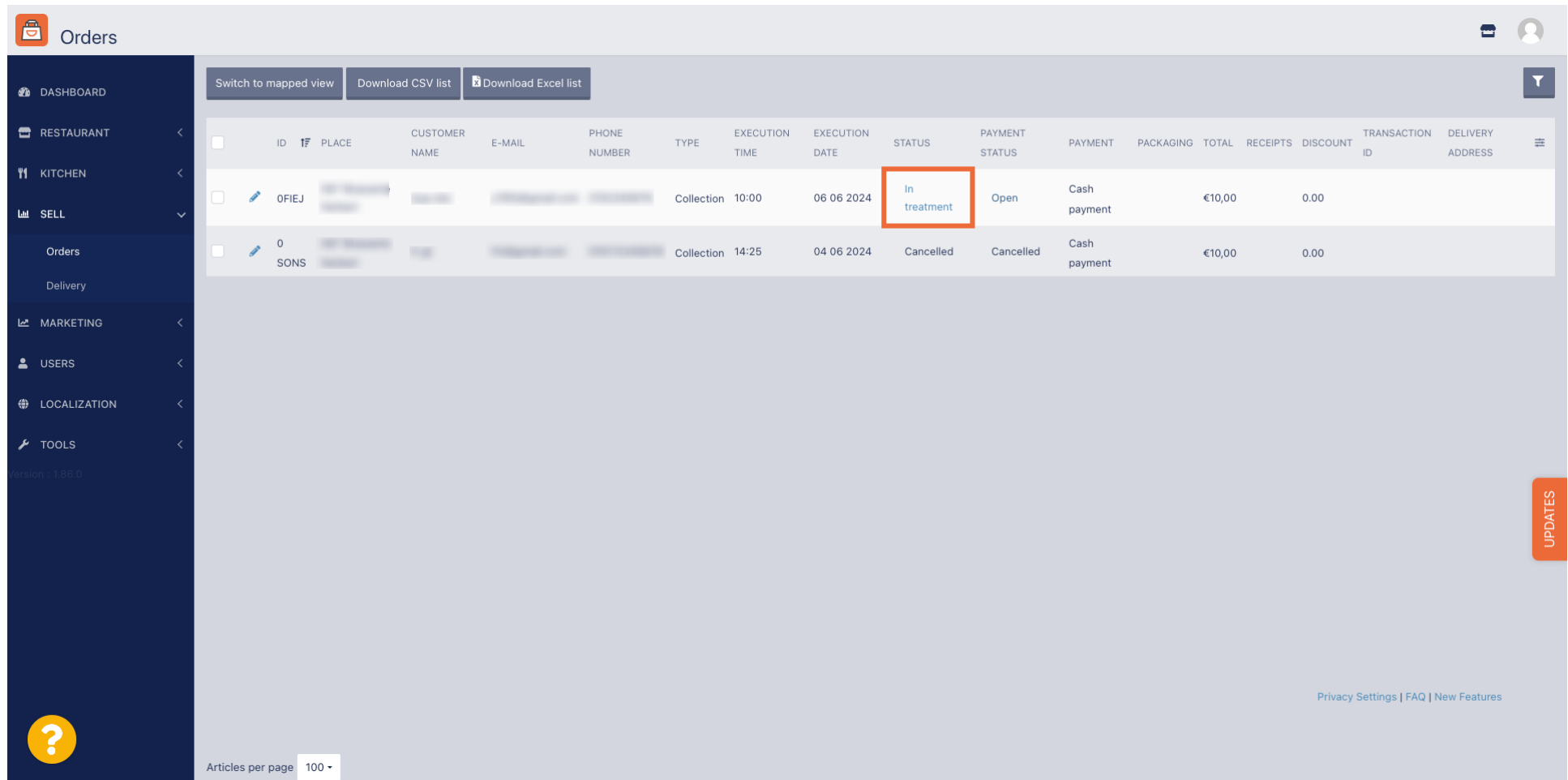


Ora hai una panoramica di tutti i tuoi ordini.

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 payment 'Cash payment'; and another with ID 0 SONS, status 'Cancelled', and payment 'Cash payment'. The table is highlighted with an orange border. At the bottom, there is a 'Articles per page' dropdown set to 100, a 'UPDATES' button on the right, 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     |                |                  |

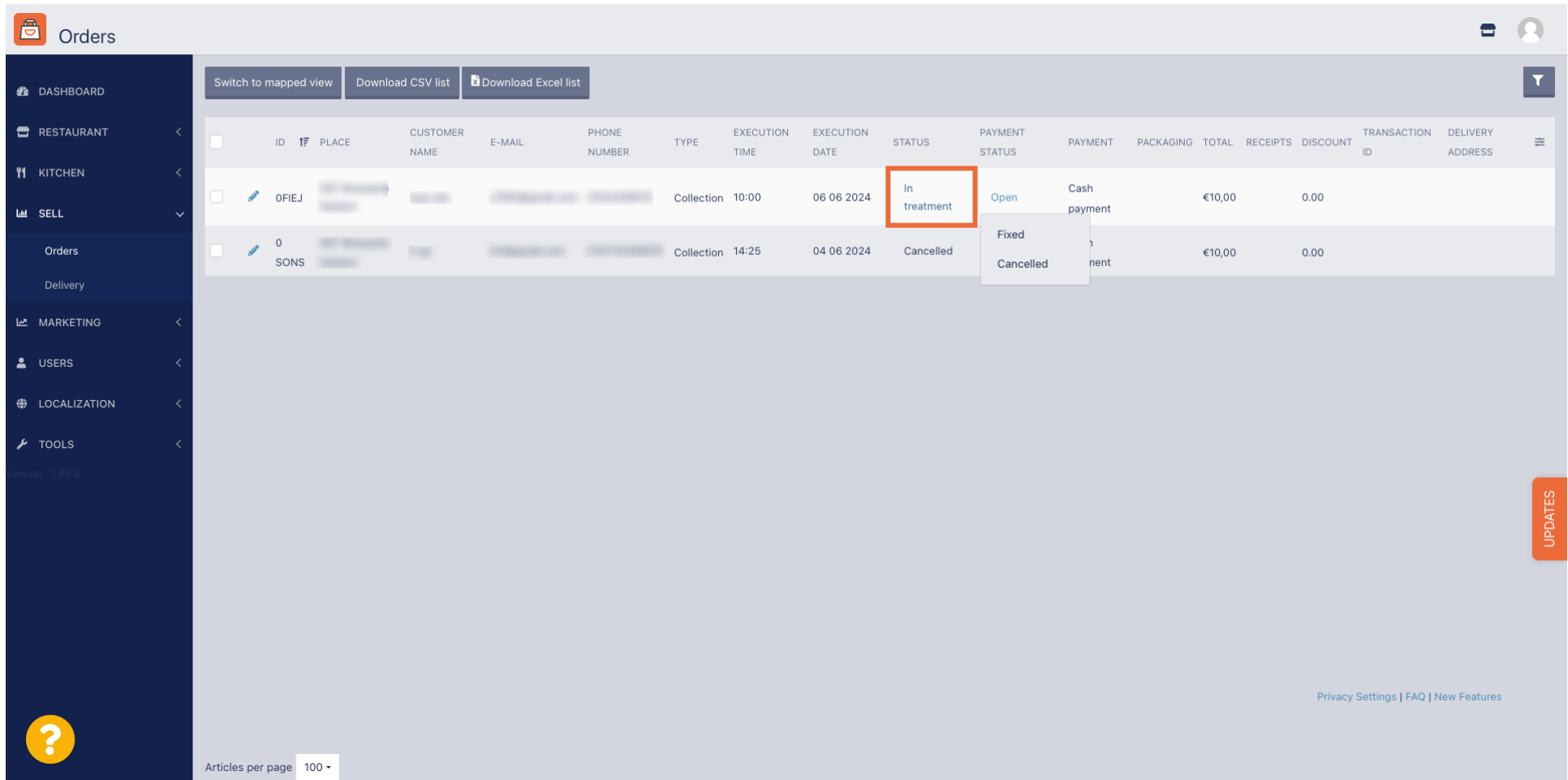
Fare clic su **In trattamento** sotto Stato per modificare lo stato dell'ordine.



The screenshot shows the 'Orders' dashboard with a table of 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. Two orders are visible: one with ID 0FIEJ and status 'In treatment', and another with ID 0 SONS and status 'Cancelled'. 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     |                |                  |

Una volta fatto questo, apparirà un piccolo menu con le opzioni disponibili.

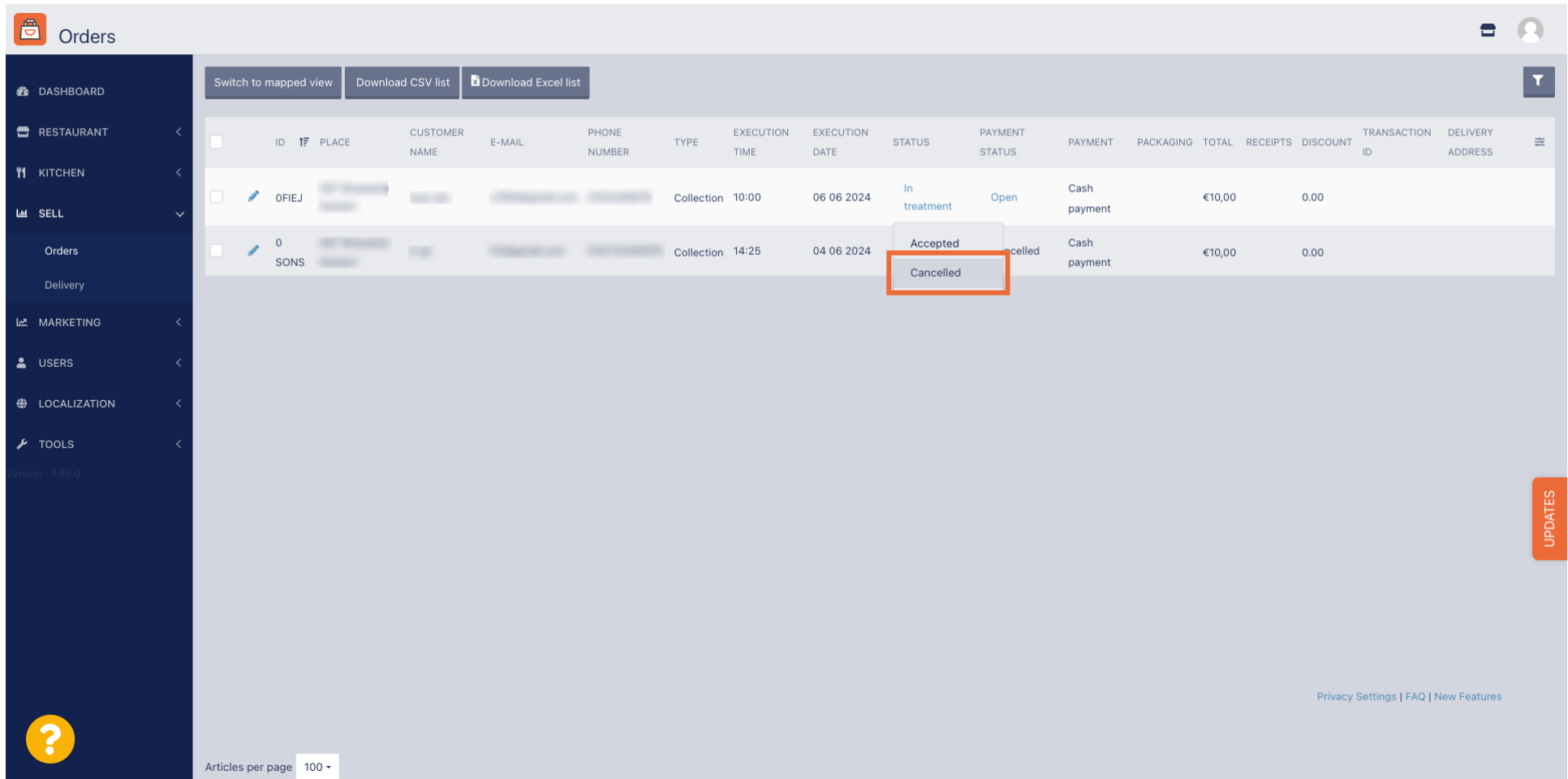


The screenshot displays the 'Orders' dashboard interface. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area shows a table of orders with columns: ID, PLACE, CUSTOMER NAME, 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' and status 'Cancelled'. A context menu is open over the 'In treatment' status, showing options: 'Open', 'Fixed', and 'Cancelled'. The 'Open' option is highlighted. 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 a vertical 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     | In treatment | Open               | Cash payment |           | €10,00 |          | 0.00     |                |                  |
| 0     | SONS  |               |        |              | Collection | 14:25          | 04 06 2024     | Cancelled    | Fixed<br>Cancelled |              |           | €10,00 |          | 0.00     |                |                  |



Seleziona qui lo stato desiderato. Poiché l'obiettivo è annullare l'ordine, clicca su **Annullato**.



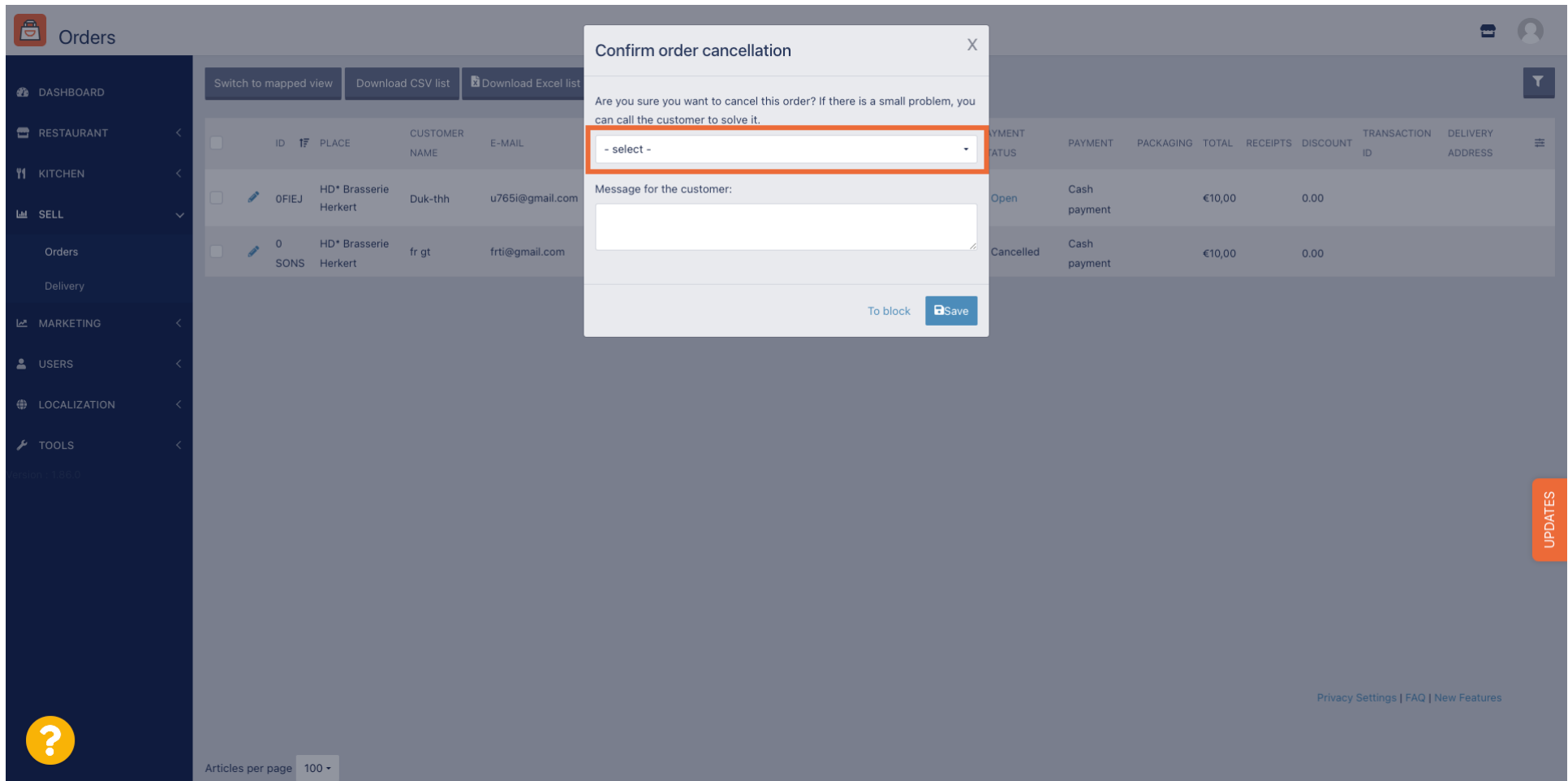
The screenshot displays the 'Orders' dashboard interface. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area shows a table of orders with columns: ID, PLACE, CUSTOMER NAME,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

| 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     |                |                  |

A dropdown menu is open over the 'Accepted' status of the second order, with 'Cancelled' highlighted by a red box. The interface also includes a top navigation bar with 'Switch to mapped view', 'Download CSV list', and 'Download Excel list' buttons. A 'Help' icon (question mark) is in the bottom left, and 'UPDATES' is in the bottom right. The footer shows 'Articles per page 100' and 'Privacy Settings | FAQ | New Features'.



Qui è necessario selezionare il motivo dell'annullamento dal **menu a discesa**.



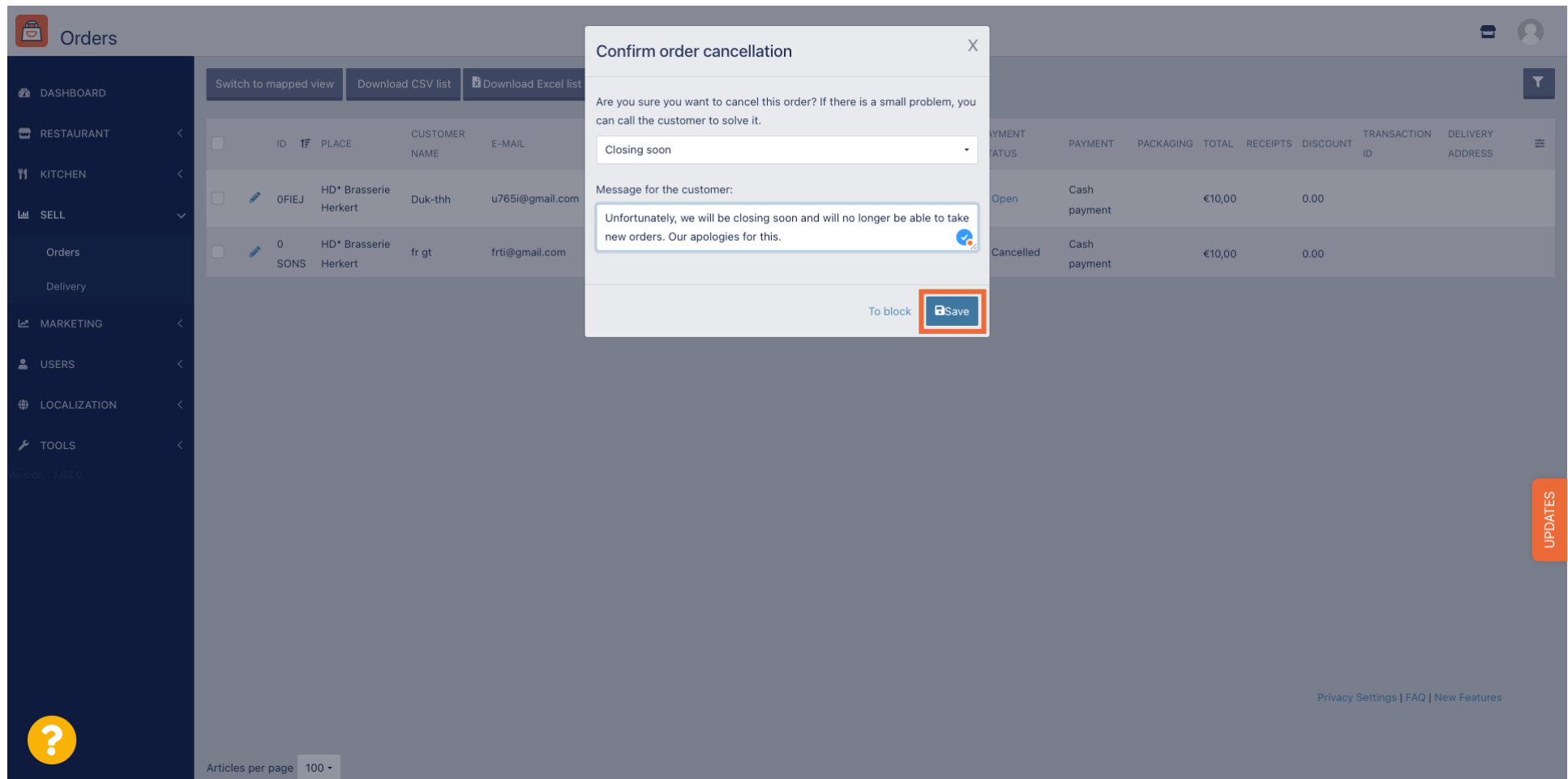
The screenshot displays the DISH dashboard interface. A modal dialog titled "Confirm order cancellation" is open in the center. The dialog contains the following text: "Are you sure you want to cancel this order? If there is a small problem, you can call the customer to solve it." Below this text is a dropdown menu with the text "- select -" and a downward arrow, which is highlighted with an orange border. 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 shows a table of orders. The table has the following columns: ID, PLACE, CUSTOMER NAME, E-MAIL, PAYMENT STATUS, PAYMENT, PACKAGING, TOTAL, RECEIPTS, DISCOUNT, TRANSACTION ID, and DELIVERY ADDRESS. The table contains two rows of 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     |                |                  |
| 0     | HD* Brasserie Herkert | fr gt         | frti@gmail.com  | Cancelled      | Cash payment |           | €10,00 |          | 0.00     |                |                  |



- È molto importante scrivere un messaggio che il tuo cliente riceverà come **messaggio di cancellazione**.  
Nota: lo strumento fornisce già alcuni messaggi che puoi modificare.



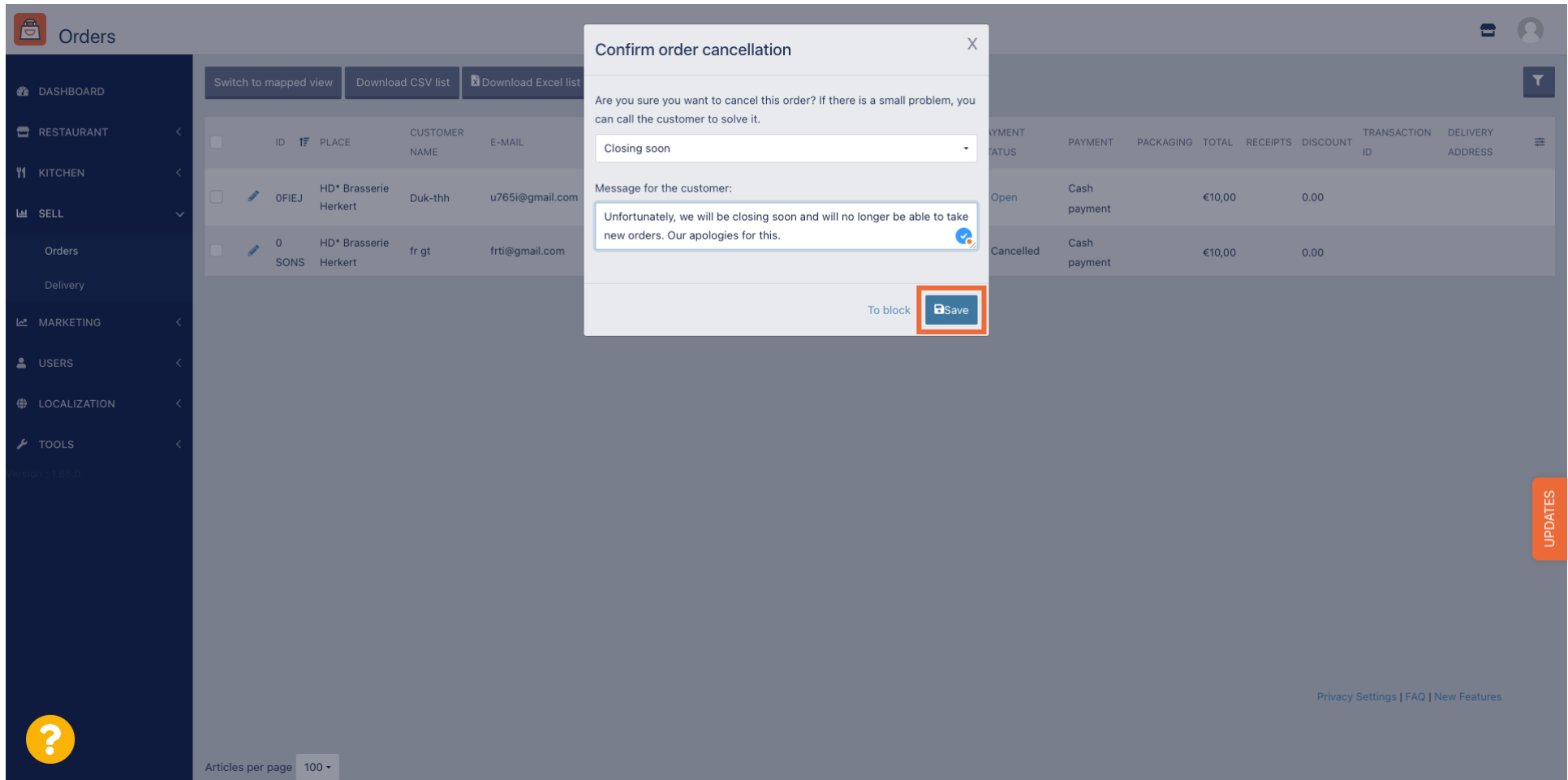
The screenshot displays the 'Orders' dashboard with a modal dialog titled 'Confirm order cancellation'. The dialog contains the following elements:

- Header: Confirm order cancellation [X]
- Text: Are you sure you want to cancel this order? If there is a small problem, you can call the customer to solve it.
- Dropdown menu: Closing soon
- Text: Message for the customer:
- Text input: Unfortunately, we will be closing soon and will no longer be able to take new orders. Our apologies for this.
- Buttons: To block, Save (highlighted with a red box)

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' and a total of €10,00.



Fare clic su **Salva** per finalizzare l'annullamento.



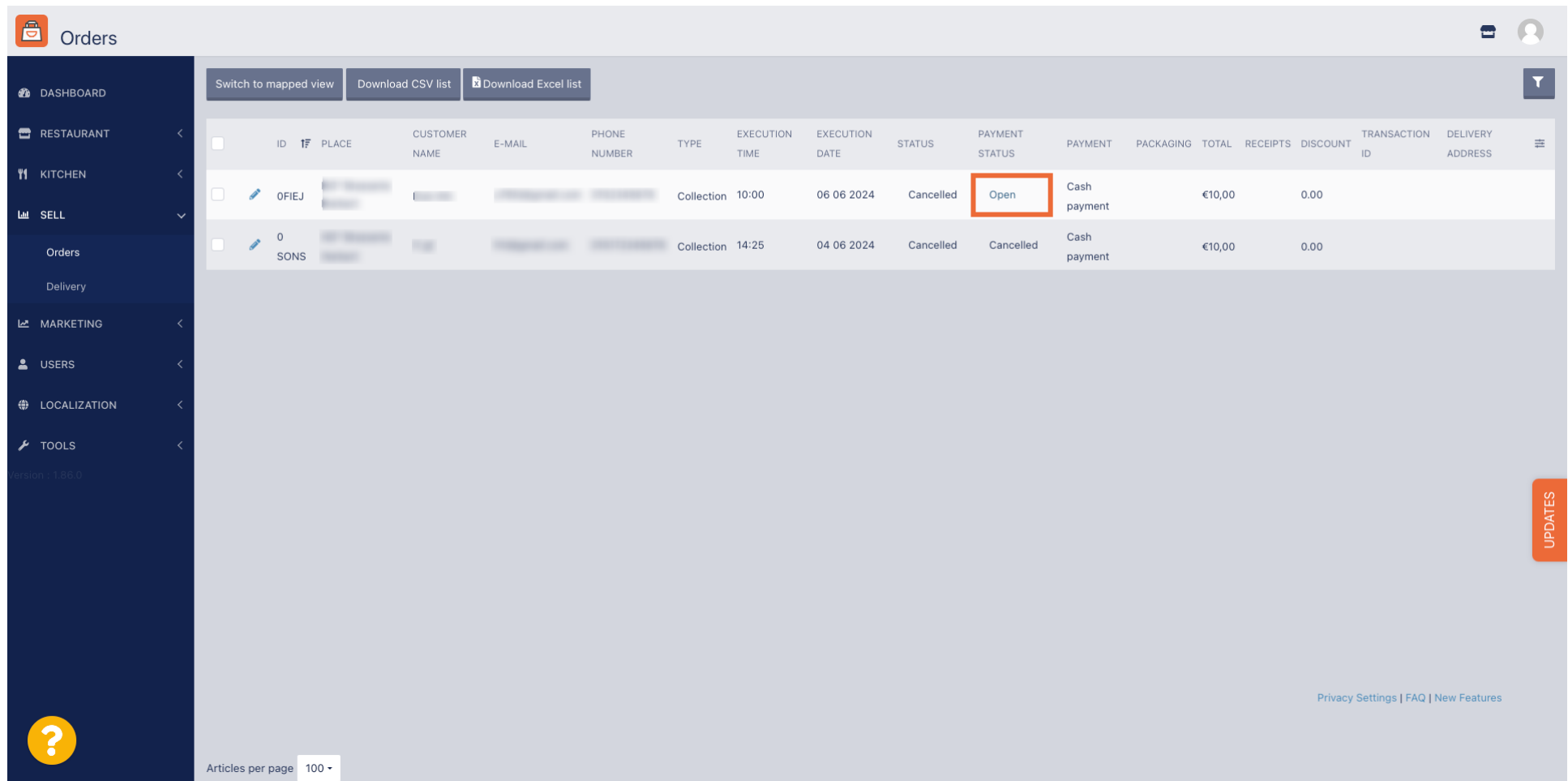
The screenshot shows the 'Orders' dashboard with a modal dialog titled 'Confirm order cancellation'. The dialog contains the following elements:

- Close button (X)
- Text: "Are you sure you want to cancel this order? If there is a small problem, you can call the customer to solve it."
- Dropdown menu: "Closing soon"
- Text: "Message for the customer:"
- Text input field: "Unfortunately, we will be closing soon and will no longer be able to take new orders. Our apologies for this."
- Buttons: "To block" and "Save" (highlighted with a red box)

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



Poiché l'ordine è stato annullato, anche lo stato del pagamento dovrebbe essere annullato. Per farlo, clicca su **Apri** sotto Stato del pagamento.

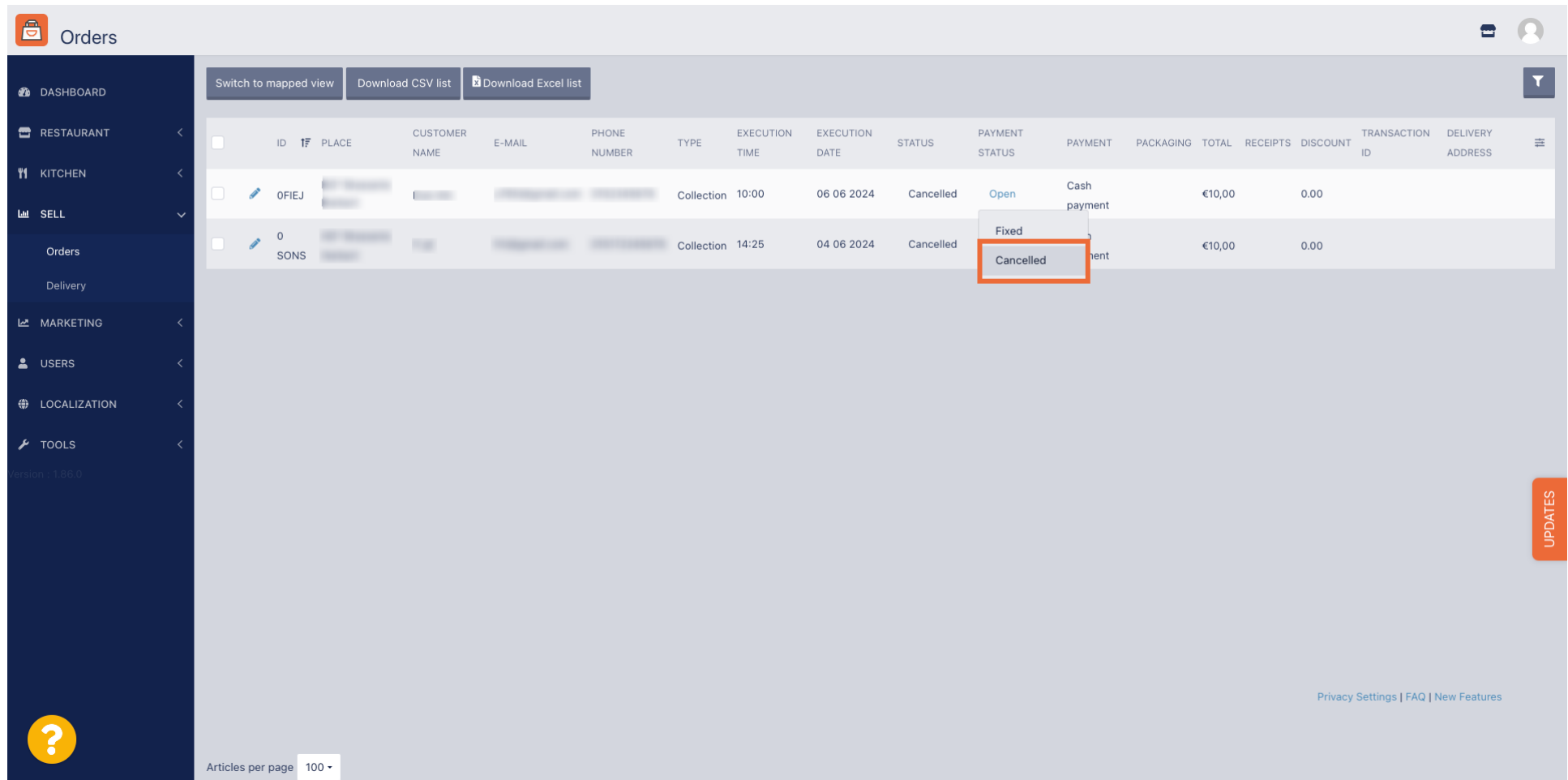


The screenshot shows the 'Orders' dashboard interface. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL (with sub-items 'Orders' and 'Delivery'), MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area has a header with 'Orders' and a search icon. Below the header are three buttons: '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 listed. The first order has a 'Cancelled' status and an 'Open' button highlighted with a red box in the 'PAYMENT STATUS' column. The second order also has a 'Cancelled' status. At the bottom right, there is a vertical 'UPDATES' button and a footer with 'Privacy Settings | FAQ | New Features'. A yellow question mark icon is in the bottom left corner, and a pagination control shows '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 | Cancelled      | Cash payment |           | €10,00 |          | 0.00     |                |                  |



Quindi seleziona **Annullato**.

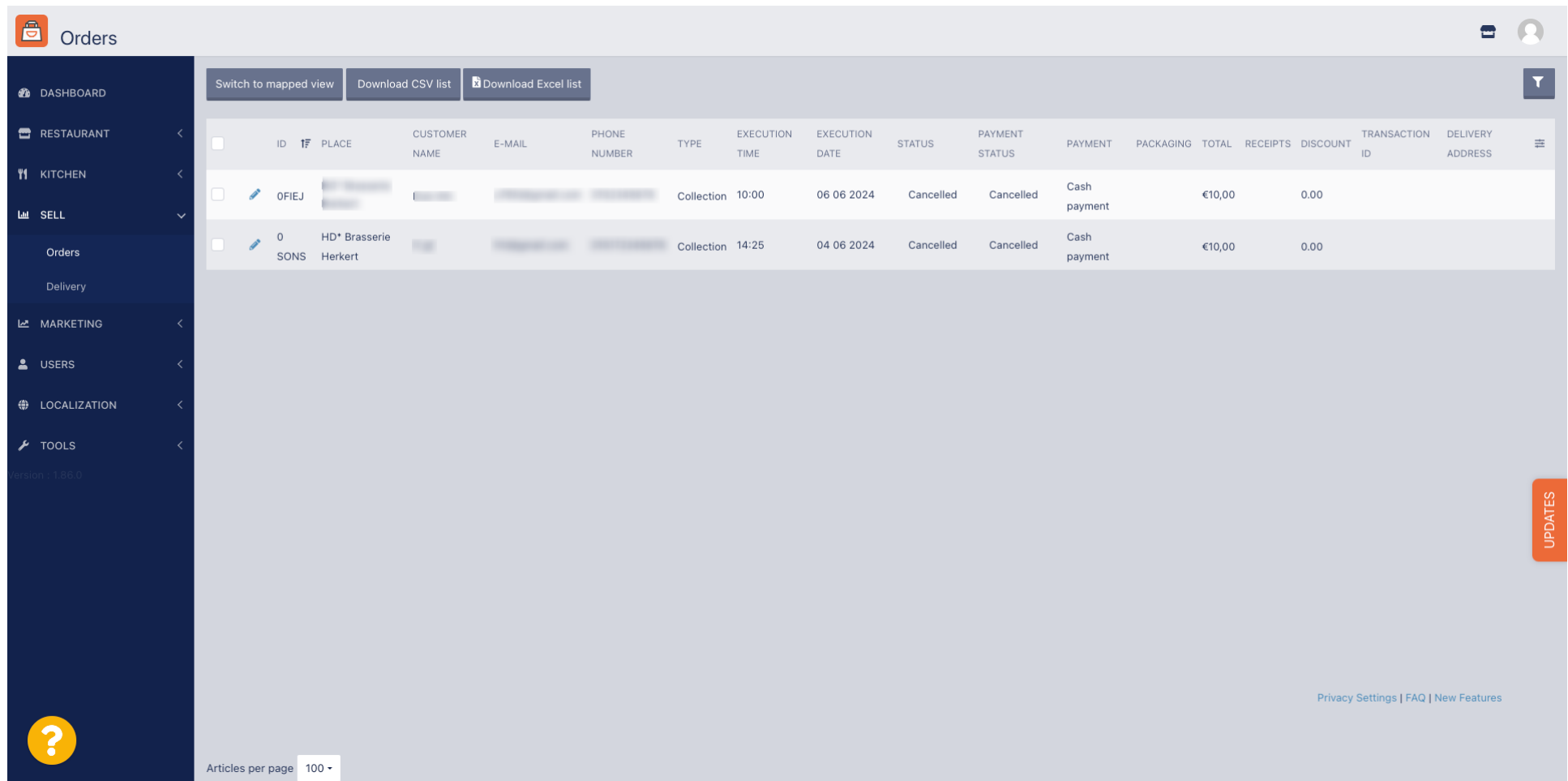


The screenshot shows the 'Orders' dashboard in the DISH system. The interface includes a sidebar with navigation options like 'DASHBOARD', 'RESTAURANT', 'KITCHEN', 'SELL', 'Orders', 'Delivery', 'MARKETING', 'USERS', 'LOCALIZATION', and 'TOOLS'. The main area displays a table of orders with columns for 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, 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. The dashboard also features buttons for 'Switch to mapped view', 'Download CSV list', and 'Download Excel list', along with a search icon and a user profile icon. A version number '1.88.0' is visible in the bottom left, and a 'UPDATES' button is in the bottom right. At the bottom, there are links for 'Privacy Settings | FAQ | New Features' and a pagination control showing '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<br>Cancelled | ent          |           | €10,00 |          | 0.00     |                |                  |



Ecco fatto. Hai completato il tutorial e ora sai come annullare un ordine con un ragionamento sul pannello di amministrazione.



The screenshot shows the 'Orders' dashboard in the DISH system. The left sidebar contains navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL (with sub-items 'Orders' and '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' at 10:00 on 06/06/2024, and the second is for '0 SONS' at 14:25 on 04/06/2024. 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 '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 | 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     |                |                  |



Scansiona per andare al lettore interattivo