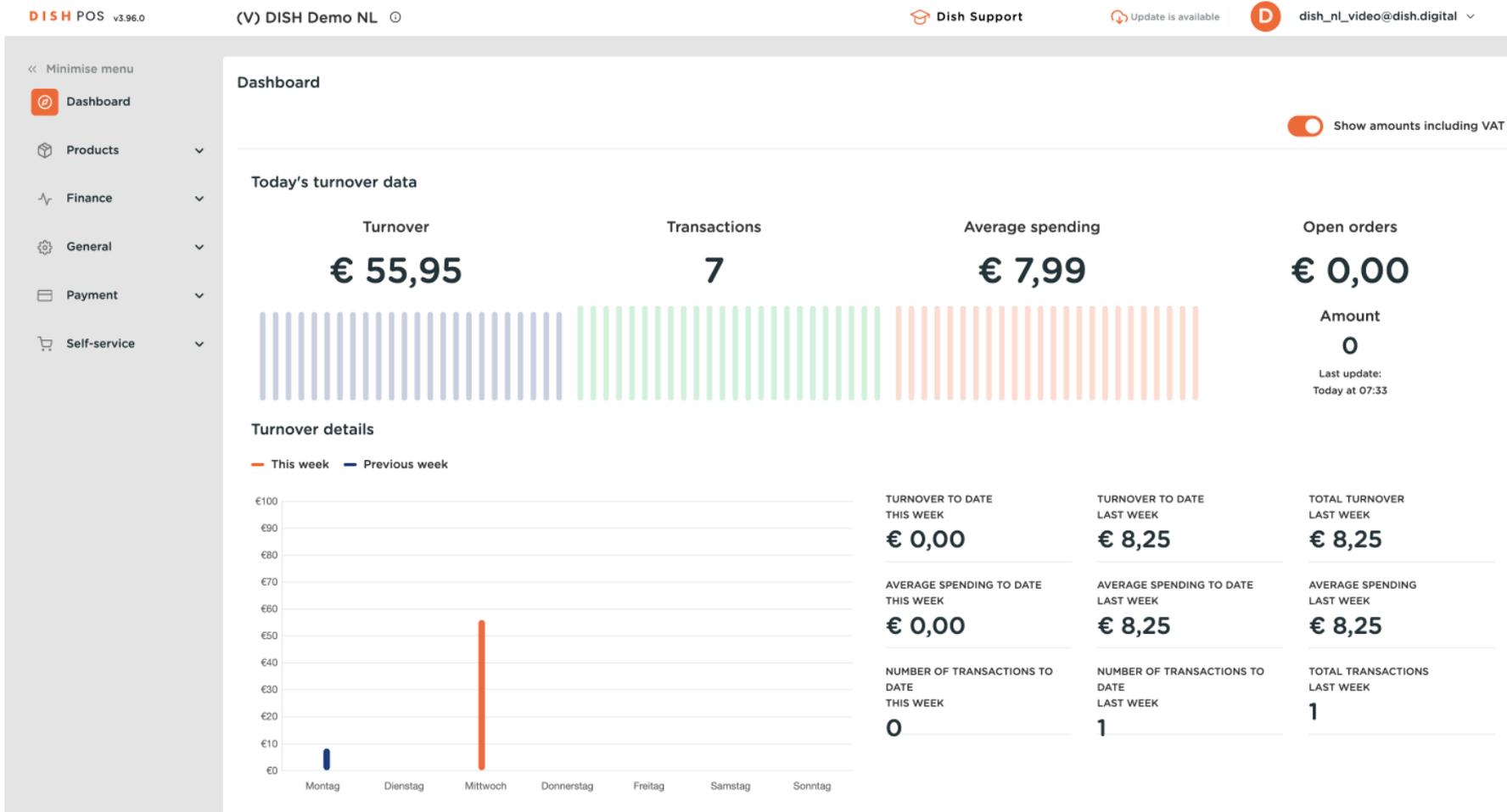




Welcome to the DISH POS dashboard. In this tutorial, we show you how to set up the random spot checks for your Self-service and Grab & Go POS.





First, go to **Self-service**.

DISH POS v3.96.0 (V) DISH Demo NL Dish Support Update is available dish_nl_video@dish.digital

« Minimise menu

- 📊 Dashboard
- 📦 Products ▾
- 📈 Finance ▾
- ⚙️ General ▾
- 💳 Payment ▾
- 🛒 Self-service ▾

Dashboard

Show amounts including VAT

Today's turnover data

Turnover	Transactions	Average spending	Open orders
€ 55,95	7	€ 7,99	€ 0,00

Amount

0

Last update:
Today at 07:33

Turnover details

— This week — Previous week

<p>TURNOVER TO DATE THIS WEEK</p> <p style="font-size: 24px;">€ 0,00</p>	<p>TURNOVER TO DATE LAST WEEK</p> <p style="font-size: 24px;">€ 8,25</p>	<p>TOTAL TURNOVER LAST WEEK</p> <p style="font-size: 24px;">€ 8,25</p>
<p>AVERAGE SPENDING TO DATE THIS WEEK</p> <p style="font-size: 24px;">€ 0,00</p>	<p>AVERAGE SPENDING TO DATE LAST WEEK</p> <p style="font-size: 24px;">€ 8,25</p>	<p>AVERAGE SPENDING LAST WEEK</p> <p style="font-size: 24px;">€ 8,25</p>
<p>NUMBER OF TRANSACTIONS TO DATE THIS WEEK</p> <p style="font-size: 24px;">0</p>	<p>NUMBER OF TRANSACTIONS TO DATE LAST WEEK</p> <p style="font-size: 24px;">1</p>	<p>TOTAL TRANSACTIONS LAST WEEK</p> <p style="font-size: 24px;">1</p>



Then go to **Sales channels**.

DISH POS v3.96.0 (V) DISH Demo NL Dish Support Update is available dish_nl_video@dish.digital

Dashboard Show amounts including VAT

Today's turnover data

Turnover € 55,95	Transactions 7	Average spending € 7,99	Open orders € 0,00
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Amount: **0**
Last update: Today at 07:33

Minimise menu

- Dashboard
- Products
- Finance
- General
- Payment
- Self-service
- Time schedules
- Sales channels**
- QR codes

Turnover details

— This week — Previous week

TURNOVER TO DATE THIS WEEK € 0,00	TURNOVER TO DATE LAST WEEK € 8,25	TOTAL TURNOVER LAST WEEK € 8,25
AVERAGE SPENDING TO DATE THIS WEEK € 0,00	AVERAGE SPENDING TO DATE LAST WEEK € 8,25	AVERAGE SPENDING LAST WEEK € 8,25
NUMBER OF TRANSACTIONS TO DATE THIS WEEK 0	NUMBER OF TRANSACTIONS TO DATE LAST WEEK 1	TOTAL TRANSACTIONS LAST WEEK 1



You are now in the overview of your sales channels. Use the **editing icon** to enter the settings of the sales channel you want to adjust.

The screenshot shows the DISH POS v3.96.0 interface. The top navigation bar includes 'DISH Support', 'Update is available', and the user profile 'dish_nl_video@dish.digital'. The left sidebar contains a 'Minimise menu' button and a list of navigation items: Dashboard, Products, Finance, General, Payment, and Self-service. The 'Self-service' menu is expanded, showing 'Time schedules', 'Sales channels', and 'QR codes'. The main content area is titled 'Sales channels (4)' and features a search bar and a 'Show 50 Records' dropdown. A table lists the sales channels with columns for Name, Store, Type, and URL. The 'Grab & Go' row is highlighted, and its editing icon (a pencil) is circled in red. The table data is as follows:

Name	Store	Type	URL
Grab & Go	DISH Video Demo Dutch	Self-scan checkout	Copy link Open link
Kiosk	DISH Video Demo Dutch	Ordering kiosk	Copy link Open link
Payment	DISH Video Demo Dutch	QR	
Webshop	DISH Video Demo Dutch	Webshop	Copy link Open link



Then toggle on the **option** for Enable checks.

The screenshot shows the 'Edit self-scan checkout' configuration window in the DISH POS system. The window is titled 'Edit self-scan checkout' and has a search bar. The 'General' tab is selected, showing the following settings:

- Name:** Grab & Go
- Store:** DISH Video Demo Dutch
- Facility:** Kiosk Takeaway
- Scan services:** Scan Customer ID is toggled on.
- Ticket printing options:** Print ticket at customer's request is selected.
- Language settings:** Languages is set to Default.
- Random customer checks:** Enable checks is toggled on (highlighted with a red box).
- Identification:** (Section header, no settings visible)

Buttons for 'Cancel' and 'Save' are located at the bottom of the window.

Once done, you need to set up the frequency, which determines the probability in percentage with which a check will be triggered for an order. To do so, use the given **field**.

The screenshot displays the 'Edit self-scan checkout' configuration interface. The left sidebar shows the navigation menu with 'Self-service' selected. The main panel shows the 'General' configuration for the 'Grab & Go' checkout type. The 'Random customer checks' section is expanded, and the 'Enable checks' toggle is turned on. The 'Frequency (%)' field is highlighted with a red box, indicating the field to be configured. Other fields in this section include 'Expiration time (minutes)', 'Pincode', and 'Explanatory note'. The 'Identification' section shows an 'ID' field with the value '165'. The 'Save' button is visible at the bottom right.



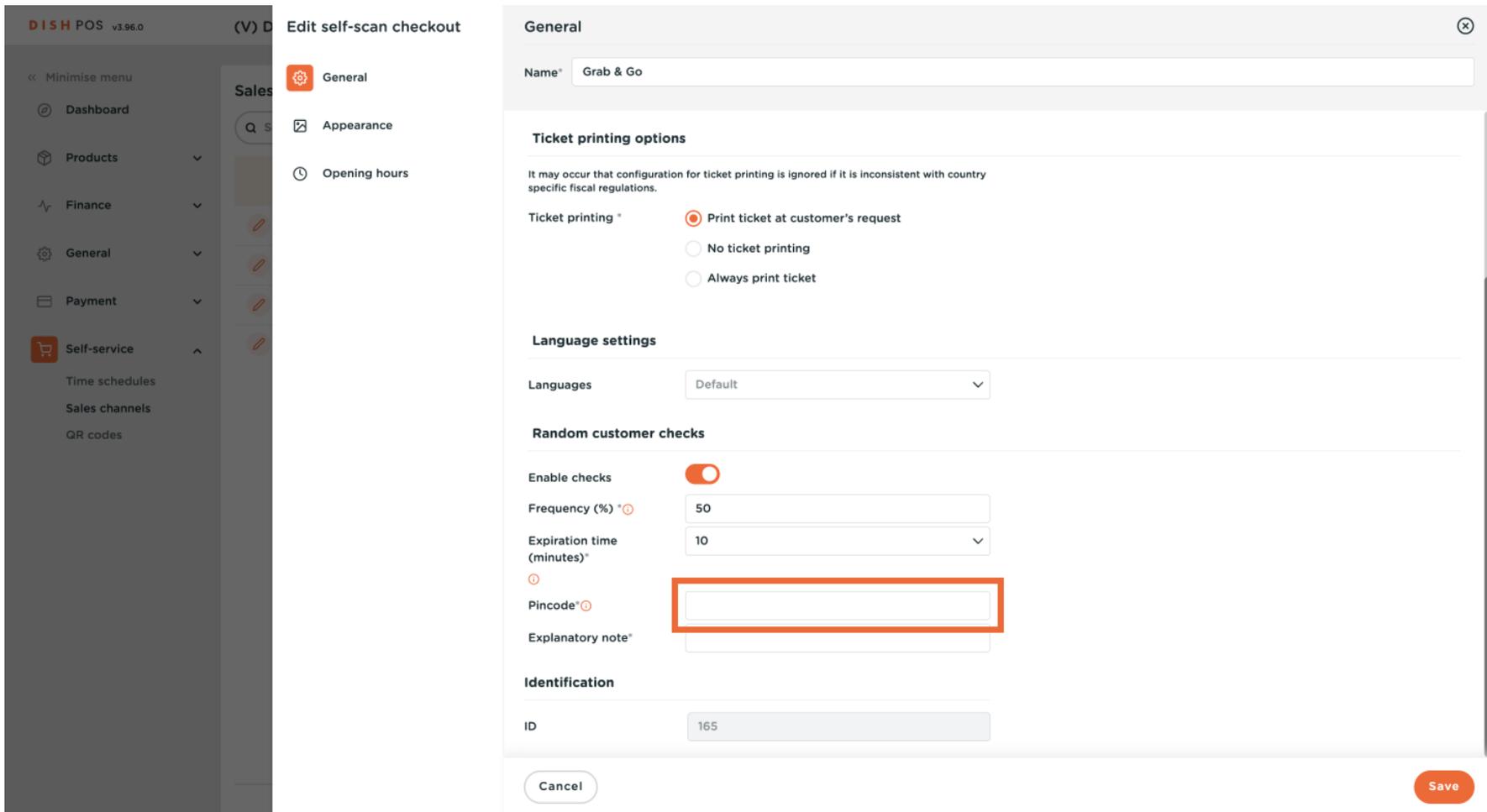
The next step is to set up the expiration. The expiration time will automatically cancel the check after the configured time has passed. Fill in the given **field** to set it up.

The screenshot displays the 'Edit self-scan checkout' configuration window for 'Grab & Go'. The interface includes a sidebar menu on the left with options like Dashboard, Products, Finance, General, Payment, and Self-service. The main configuration area is titled 'General' and contains several sections:

- General:** Name: Grab & Go
- Ticket printing options:** Includes a note about fiscal regulations and three radio button options: 'Print ticket at customer's request' (selected), 'No ticket printing', and 'Always print ticket'.
- Language settings:** Languages: Default (dropdown menu)
- Random customer checks:** Includes a toggle for 'Enable checks' (turned on), 'Frequency (%)' set to 50, and 'Expiration time (minutes)' which is highlighted with a red box. Below this are fields for 'Pincode' and 'Explanatory note'.
- Identification:** ID: 165

At the bottom of the window, there are 'Cancel' and 'Save' buttons.

Then enter a pin code into the corresponding field, which is used to validate the random check. The required length of the pin code is 4 digits.





For the explanatory note, enter a text into the corresponding **field**, which will be displayed to the guest when the spot check is triggered.

The screenshot displays the 'Edit self-scan checkout' configuration window for 'Grab & Go'. The interface includes a sidebar with navigation options like 'Dashboard', 'Products', 'Finance', 'General', 'Payment', and 'Self-service'. The main configuration area is divided into sections: 'General' (Name: Grab & Go), 'Ticket printing options' (Print ticket at customer's request selected), 'Language settings' (Default), and 'Random customer checks'. In the 'Random customer checks' section, the 'Enable checks' toggle is turned on, and the 'Explanatory note' field is highlighted with a red border. Other fields include 'Frequency (%)' set to 50, 'Expiration time' set to 10 minutes, and 'Pincode' set to 1234. The 'Identification' section shows an ID of 165. 'Cancel' and 'Save' buttons are at the bottom.

Once you set up all the preferences for the random checks, click on **Save** to apply the changes.

The screenshot displays the 'Edit self-scan checkout' configuration window in the DISH POS system. The 'General' tab is active, showing settings for a 'Grab & Go' checkout type. The 'Random customer checks' section is expanded, showing the following configuration:

- Enable checks:** Toggled on (orange switch).
- Frequency (%):** 50
- Expiration time (minutes):** 10
- Pincode:** 1234
- Explanatory note:** You're picked for a random spot check, please ...

The 'Save' button at the bottom right of the configuration window is highlighted with a red box, indicating the final step to apply the changes.



Back in the overview of your sales channels, open the URL of the sales channel to which you have just applied the random checks by using the link provided on the right-hand side.

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Minimise menu Dashboard Products Finance General Payment Self-service Time schedules Sales channels QR codes

Sales channels (4)

Q Search Show 50 Records

Name	Store	Type	URL
 Grab & Go	DISH Video Demo Dutch	Self-scan checkout	 Copy link  Open link
 Kiosk	DISH Video Demo Dutch	Ordering kiosk	 Copy link  Open link
 Payment	DISH Video Demo Dutch	QR	
 Webshop	DISH Video Demo Dutch	Webshop	 Copy link  Open link

1

Now being in the Grab & Go ordering view, select a few **items** to test the random customer check.

The screenshot displays the DISH POS interface for a Grab & Go ordering view. At the top, there is a search bar and a button for an empty shopping basket. Below this is a category navigation bar with buttons for 'Warme Dranken', 'Whiskys', 'Speciale koffie', 'Thee', 'Frisdranken', 'Tap Bieren', 'Whiskey', 'Fles bier', 'Gedestilleerd', and 'Cognac'. The 'Warme Dranken' category is selected. The main menu area shows several drink items with their prices and availability status. The 'Cappuccino' item is highlighted with a red border. At the bottom, there is a 'View shopping basket' button showing 0 items and a total price of € 0,00.

Item	Price	Status
Cappuccino	€ 2,50	Available
Espresso	€ 2,90	Sold out
Koffie	€ 2,90	Sold out
Doppio	€ 4,50	Available
Caffé Latte	€ 2,50	Available
Latte Macchiato	€ 3,95	Available
Espresso Macchiato	€ 3,95	Available
Wiener Melange	€ 3,95	Available
Cafeinevrije Koffie	€ 2,50	Available
Cafeinevrije Cappuccino	€ 3,20	Available

Then continue by clicking on **View shopping basket**.

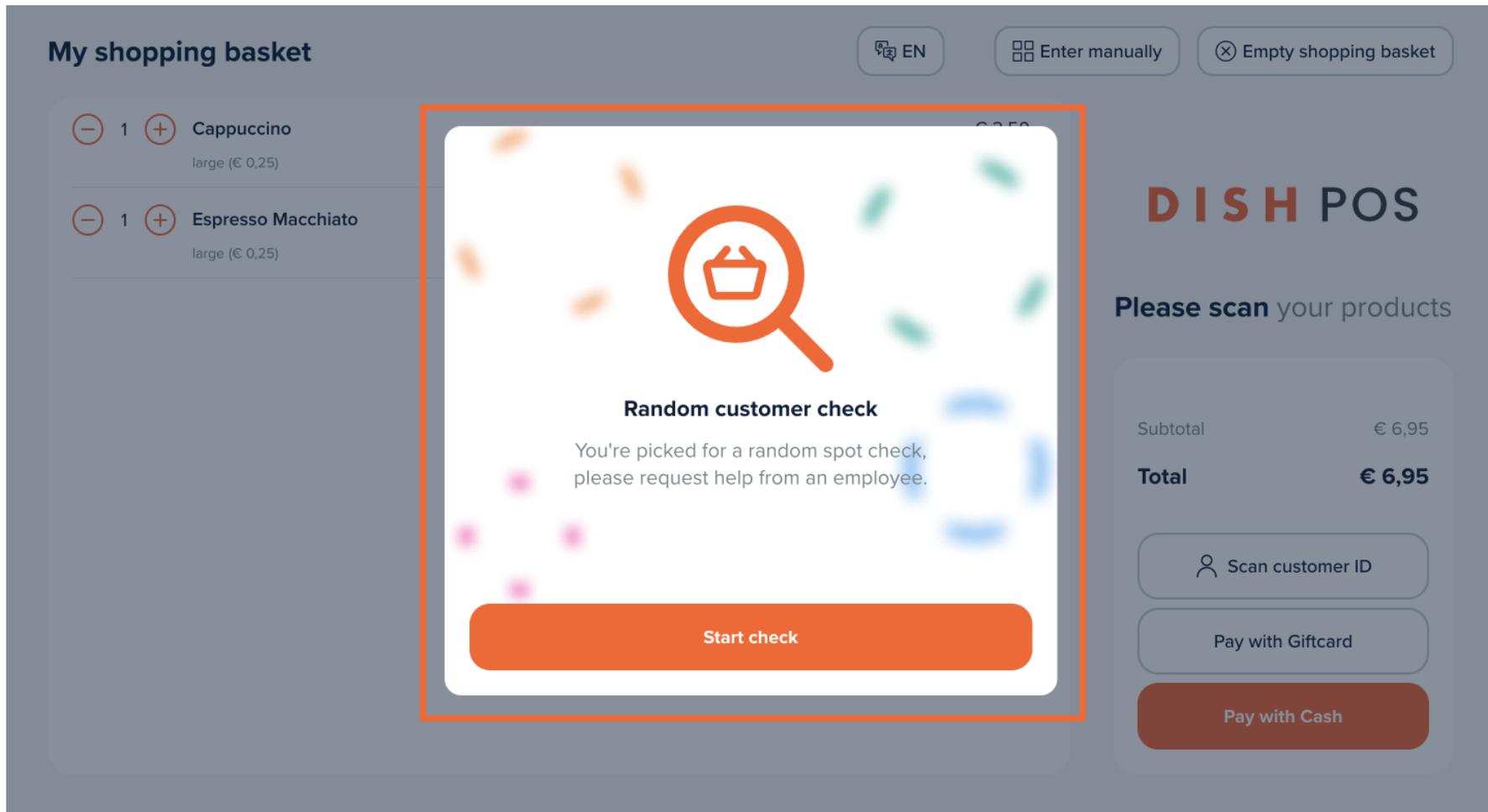
The screenshot displays the DISH POS interface. At the top left is the logo 'DISH POS'. A search bar with the placeholder 'Search...' is located at the top center. On the top right, there is a button labeled 'Empty shopping basket' with a close icon. Below the search bar is a horizontal menu of category buttons: 'Warme Dranken' (highlighted in orange), 'Whiskys', 'Speciale koffie', 'Thee', 'Frisdranken', 'Tap Bieren', 'Whiskey', 'Fles bier', 'Gedestilleerd', and 'Cognac'. The main area is titled 'Warme Dranken' and contains several product cards. The first row includes 'Cappuccino' (€ 2,50, quantity 1), 'Espresso' (Sold out, € 2,90), 'Koffie' (Sold out, € 2,90), 'Doppio' (€ 4,50), 'Caffé Latte' (€ 2,50), and 'Latte Macchiato' (€ 3,95). The second row includes 'Espresso Macchiato' (€ 3,95, quantity 1), 'Wiener Melange' (€ 3,95), 'Cafeinevrije Koffie' (€ 2,50), and 'Cafeinevrije Cappuccino' (€ 3,20). At the bottom center, a button labeled 'View shopping basket' with a shopping cart icon and a '2' in a black circle is highlighted with a thick orange border. The total price for the basket is shown as '€ 6,95'.

And finish the ordering process by clicking on **Pay with Cash**.

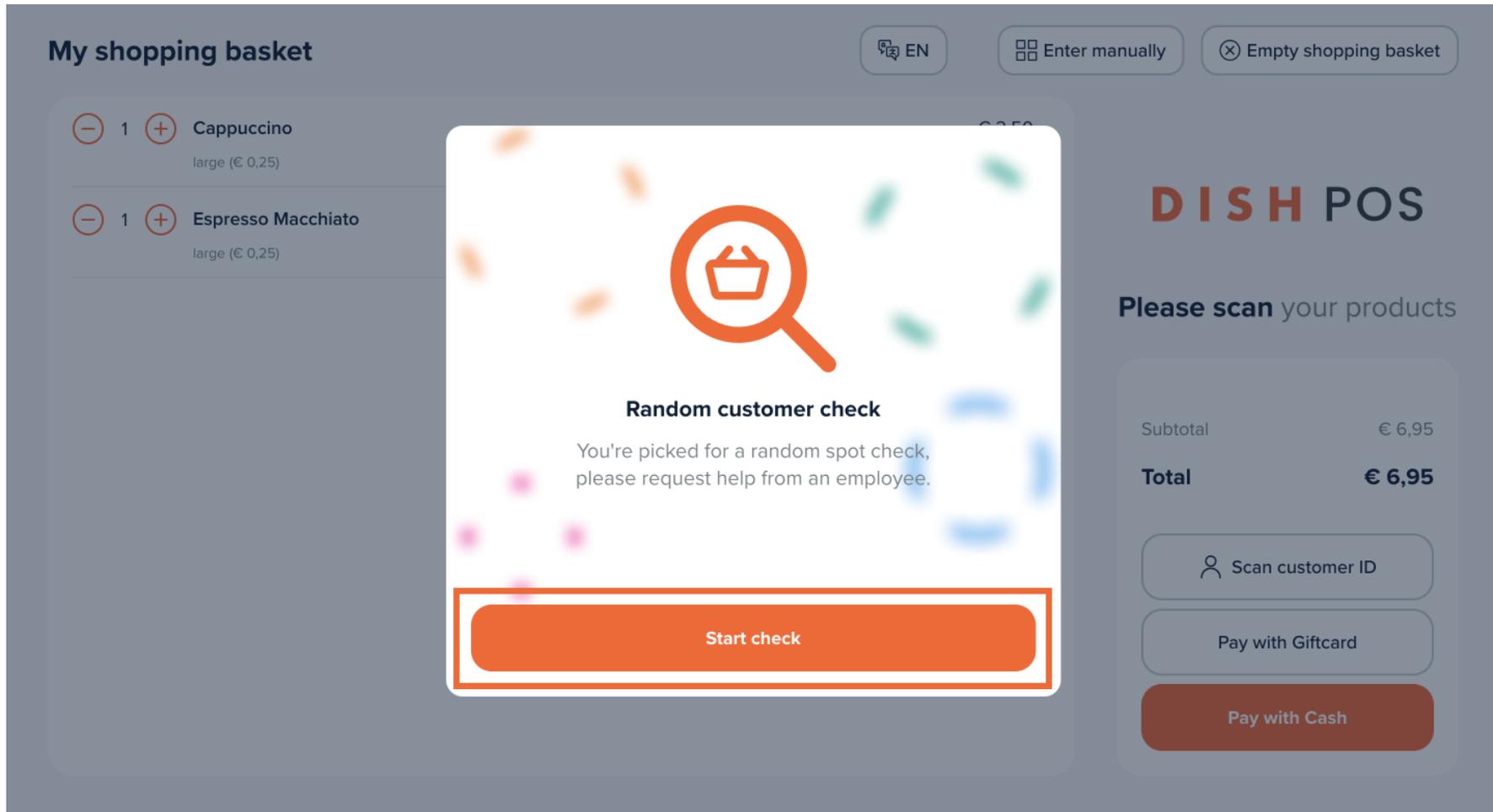
The screenshot displays the DISH POS interface. On the left, under the heading "My shopping basket", there are two items listed: "Cappuccino" (large, € 0,25) for a total of € 2,50, and "Espresso Macchiato" (large, € 0,25) for a total of € 3,95. On the right, the "DISH POS" logo is visible above the instruction "Please scan your products". Below this, a summary shows a Subtotal of € 6,95 and a Total of € 6,95. Three payment options are presented as buttons: "Scan customer ID", "Pay with Giftcard", and "Pay with Cash". The "Pay with Cash" button is highlighted with a red border.

Item	Quantity	Price	Total
Cappuccino (large)	1	€ 0,25	€ 2,50
Espresso Macchiato (large)	1	€ 0,25	€ 3,95
Subtotal			€ 6,95
Total			€ 6,95

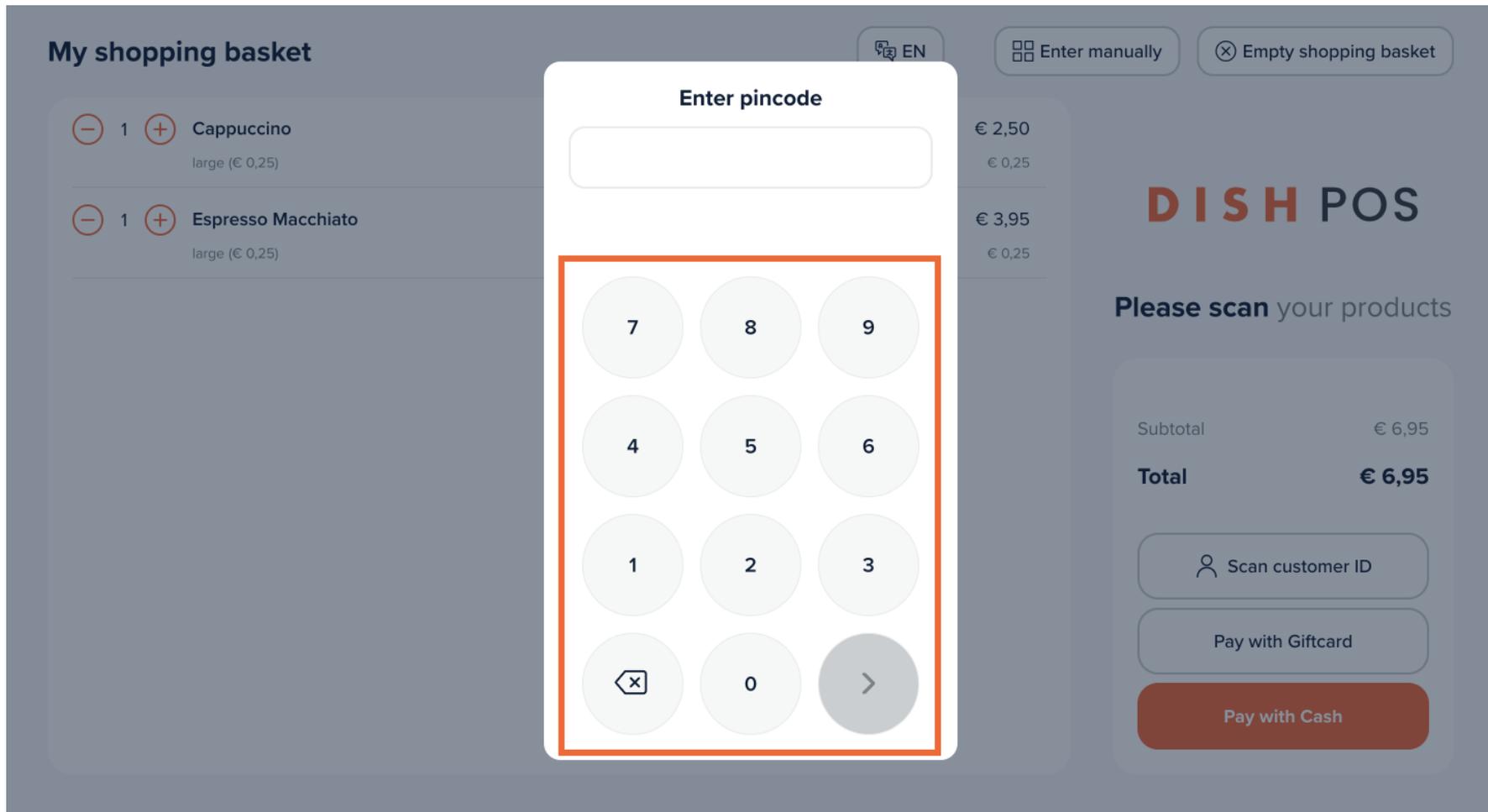
-  When an order is randomly chosen to be checked, a pop-up will appear with instructions about the random customer check.



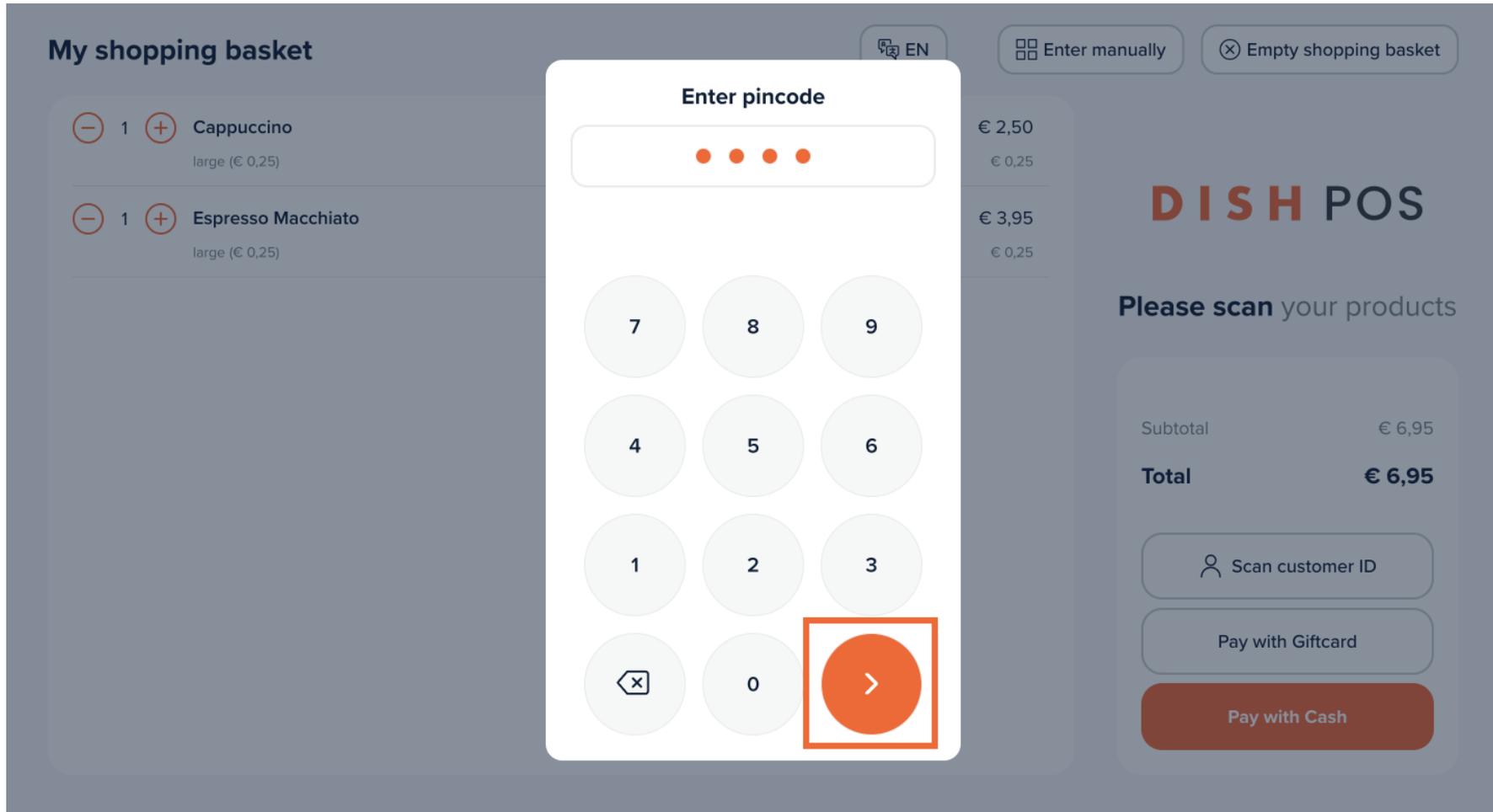
Continue by clicking on **Start check**.



- The guest then needs assistance by an employee who enters the pin code. Which will be entered through the given input field.



And then submitted through the corresponding **confirmation button**.





Once the pin code has been correctly entered, the employee needs to either deny or approve the current order by selection one of the given **options**.

My shopping basket

1	Cappuccino	€ 2,50
	large (€ 0,25)	€ 0,25
1	Espresso Macchiato	€ 3,95
	large (€ 0,25)	€ 0,25



Random customer check
in progress

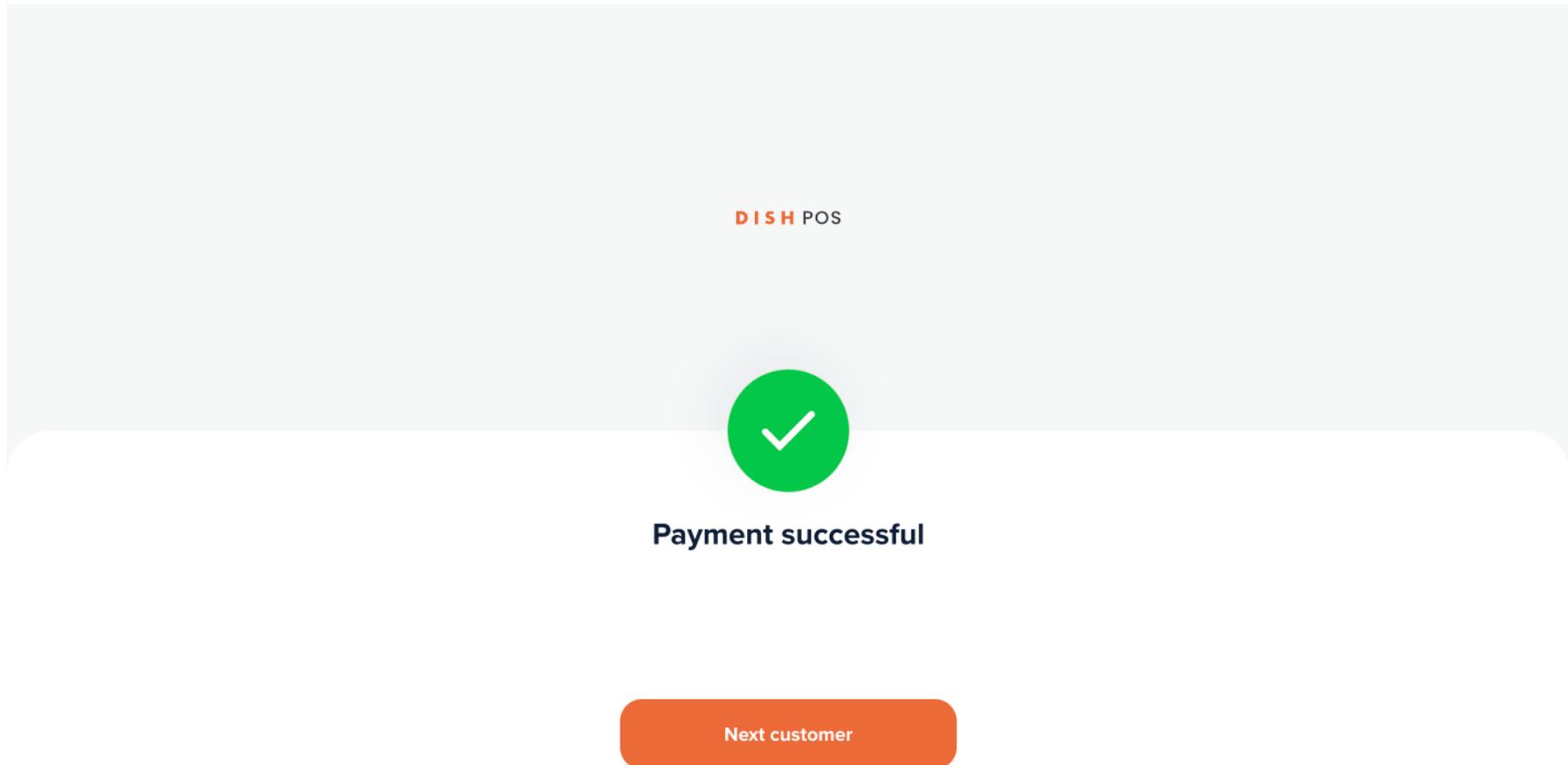
Subtotal	€ 6,95
Total	€ 6,95

Check denied

Check approved



If the order has been approved, it can be paid. If the order has been denied, the current order will be cancelled.





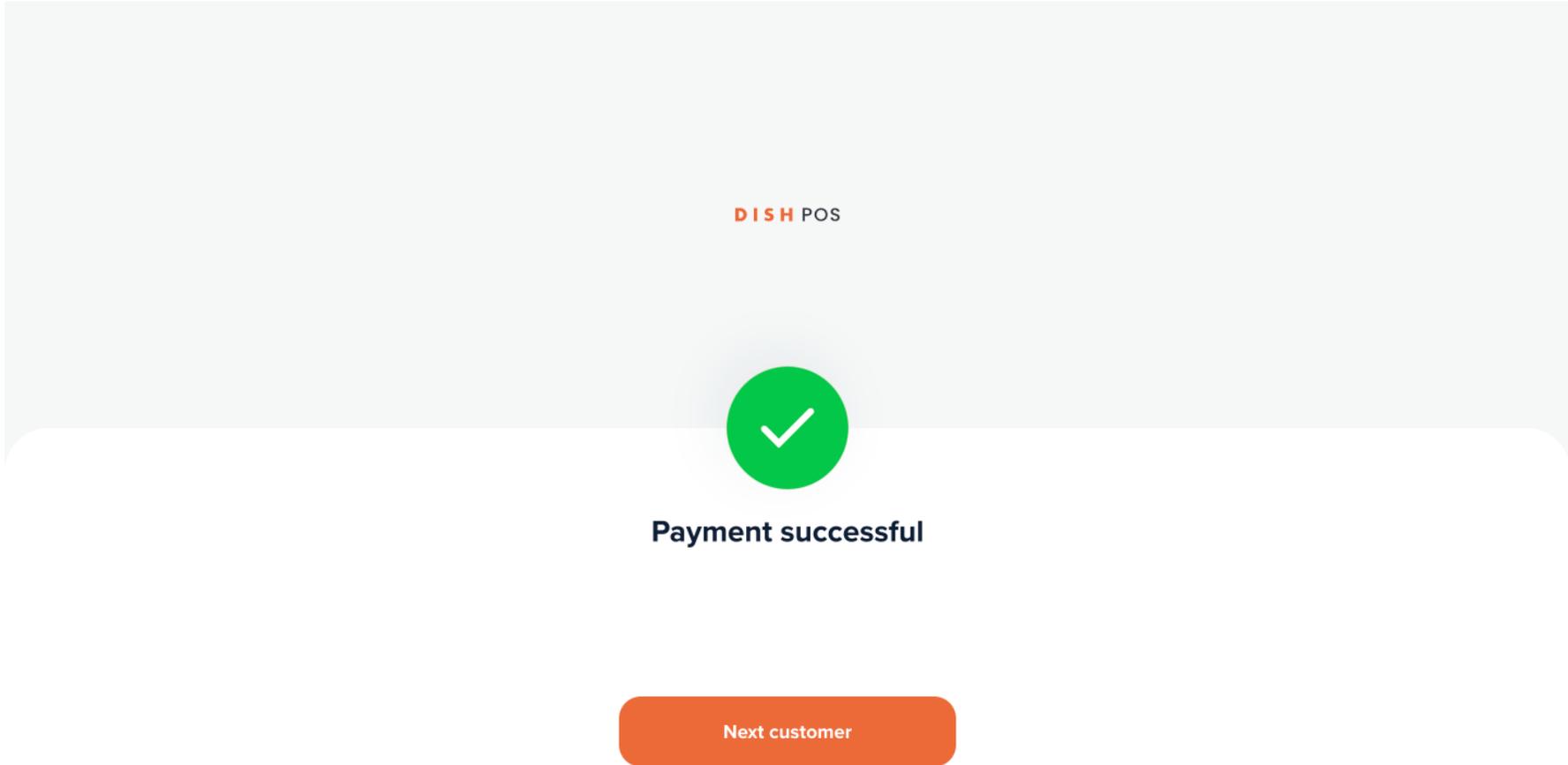
DISH

by METRO

How can I configure random spot checks on my self-service/Grab & Go POS?



That's it. You completed the tutorial and now know how to set up the random spot checks for your Self-service and Grab & Go POS. Since there have been changes made, you need to send those to your system, by directing to the general settings.





Scan to go to the interactive player