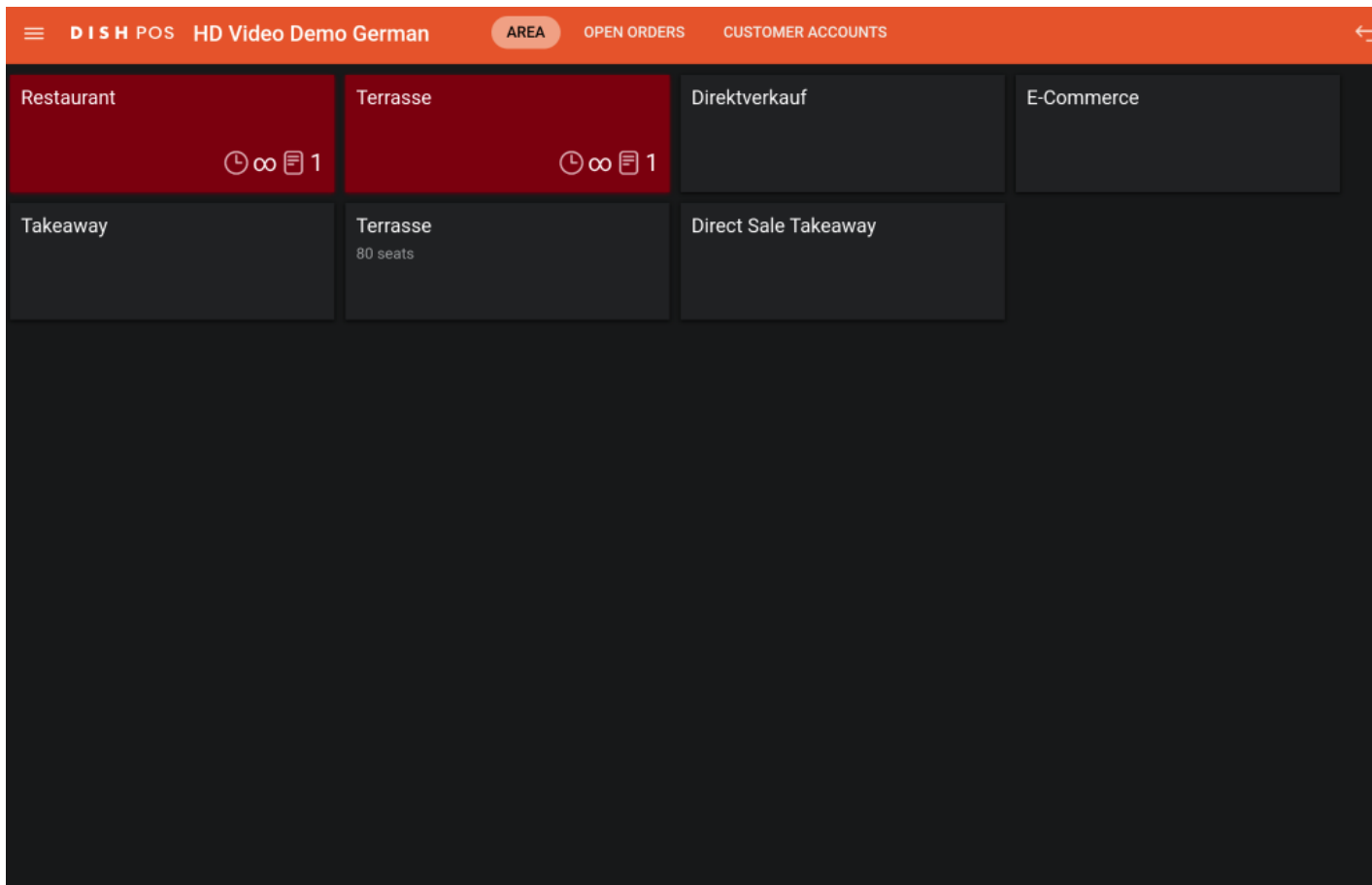


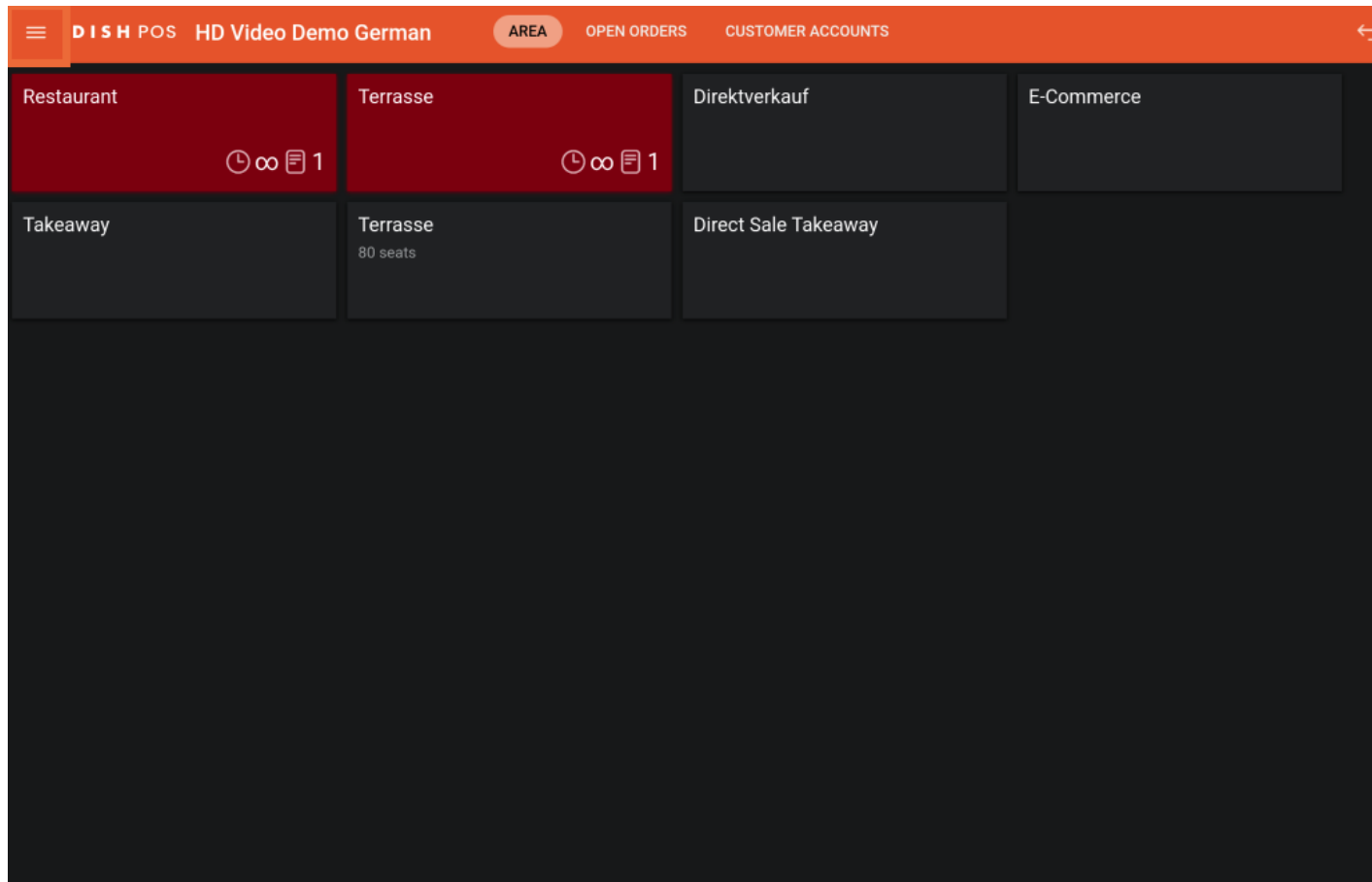


Welcome to the **DISH POS App**. In this tutorial, we will show you how to cancel a completed order and provide a reason for it.



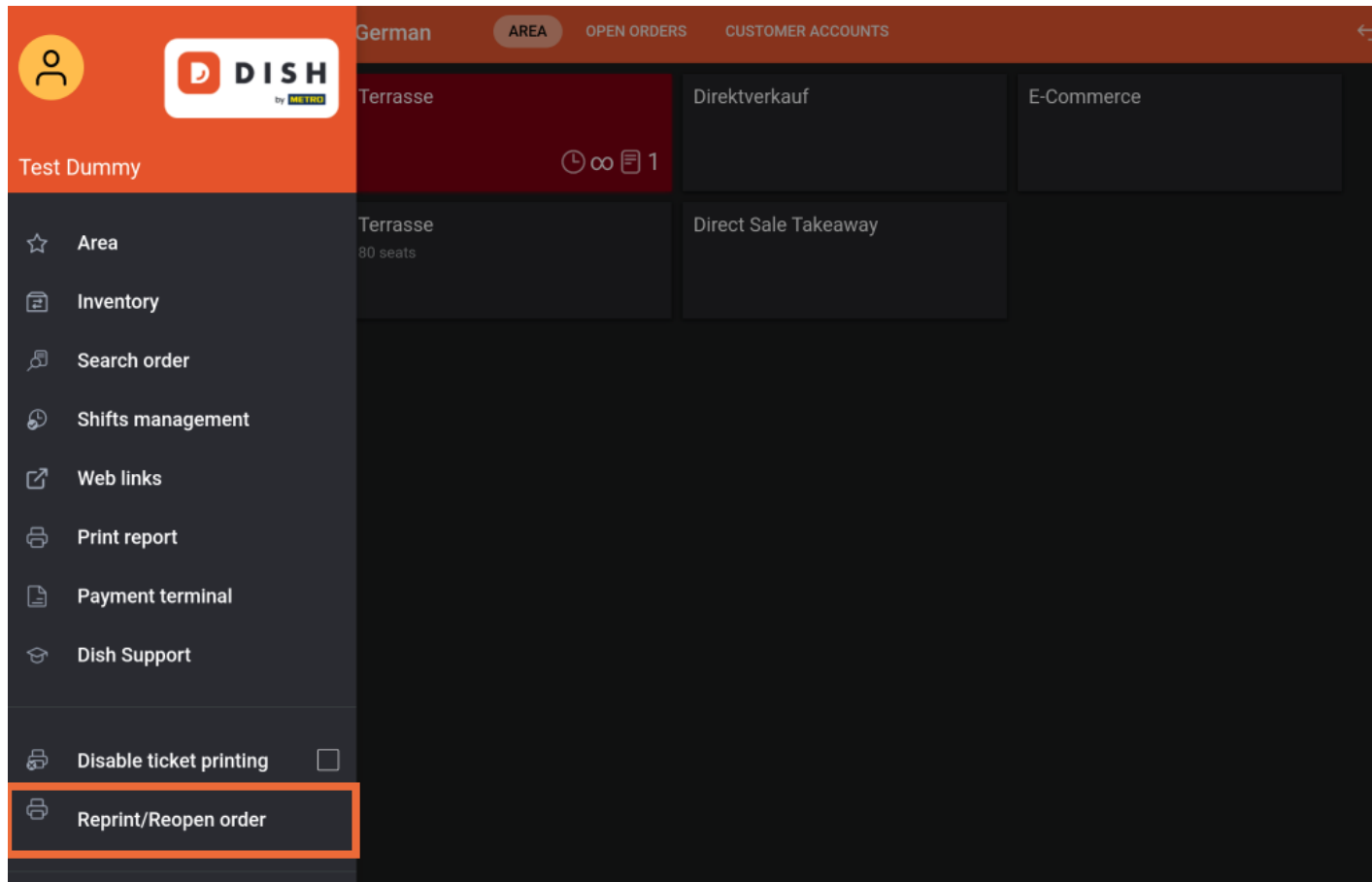


First, tap on the **menu icon**.



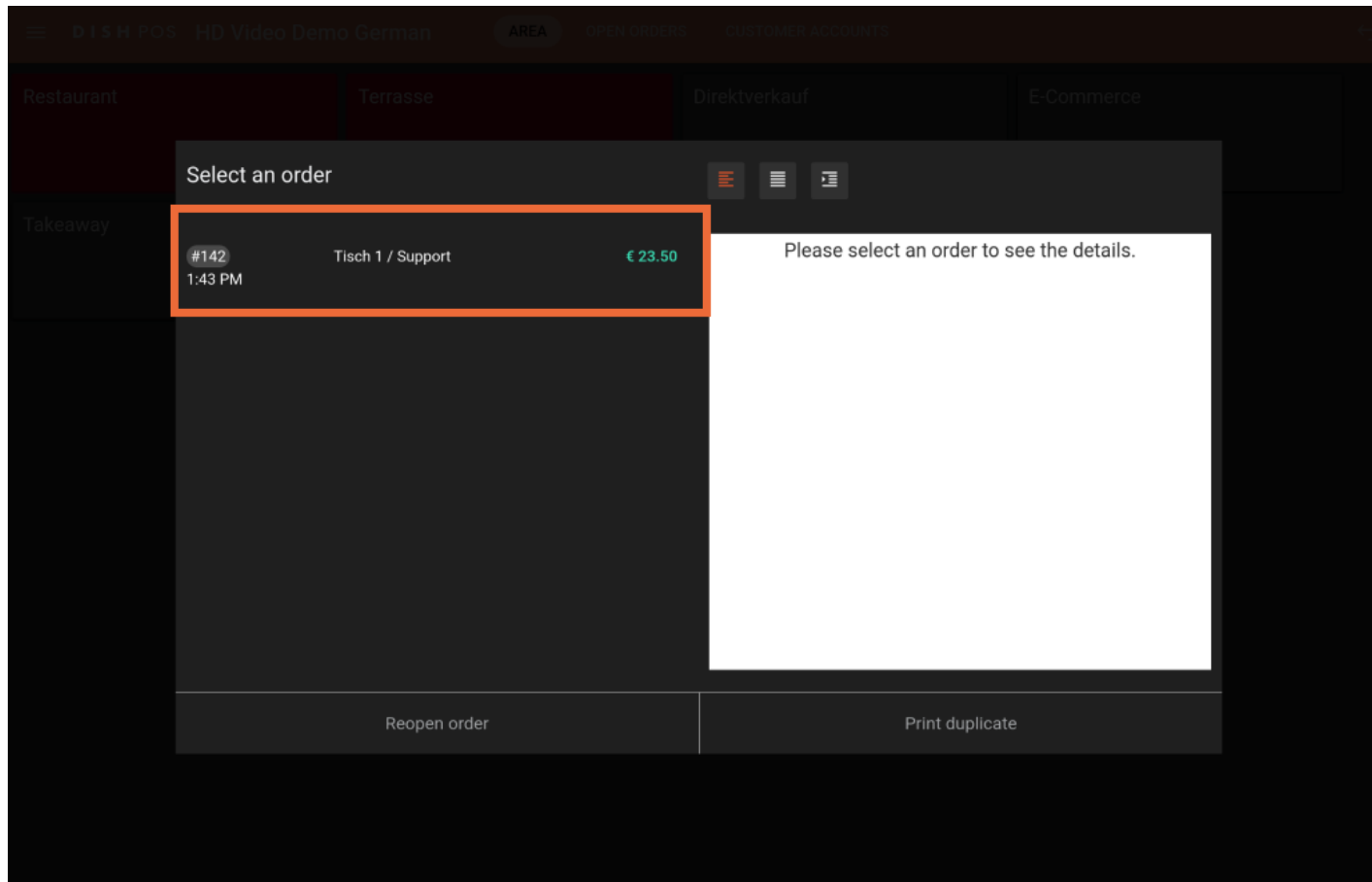


Scroll down and tap **Reprint / Reopen Order**.



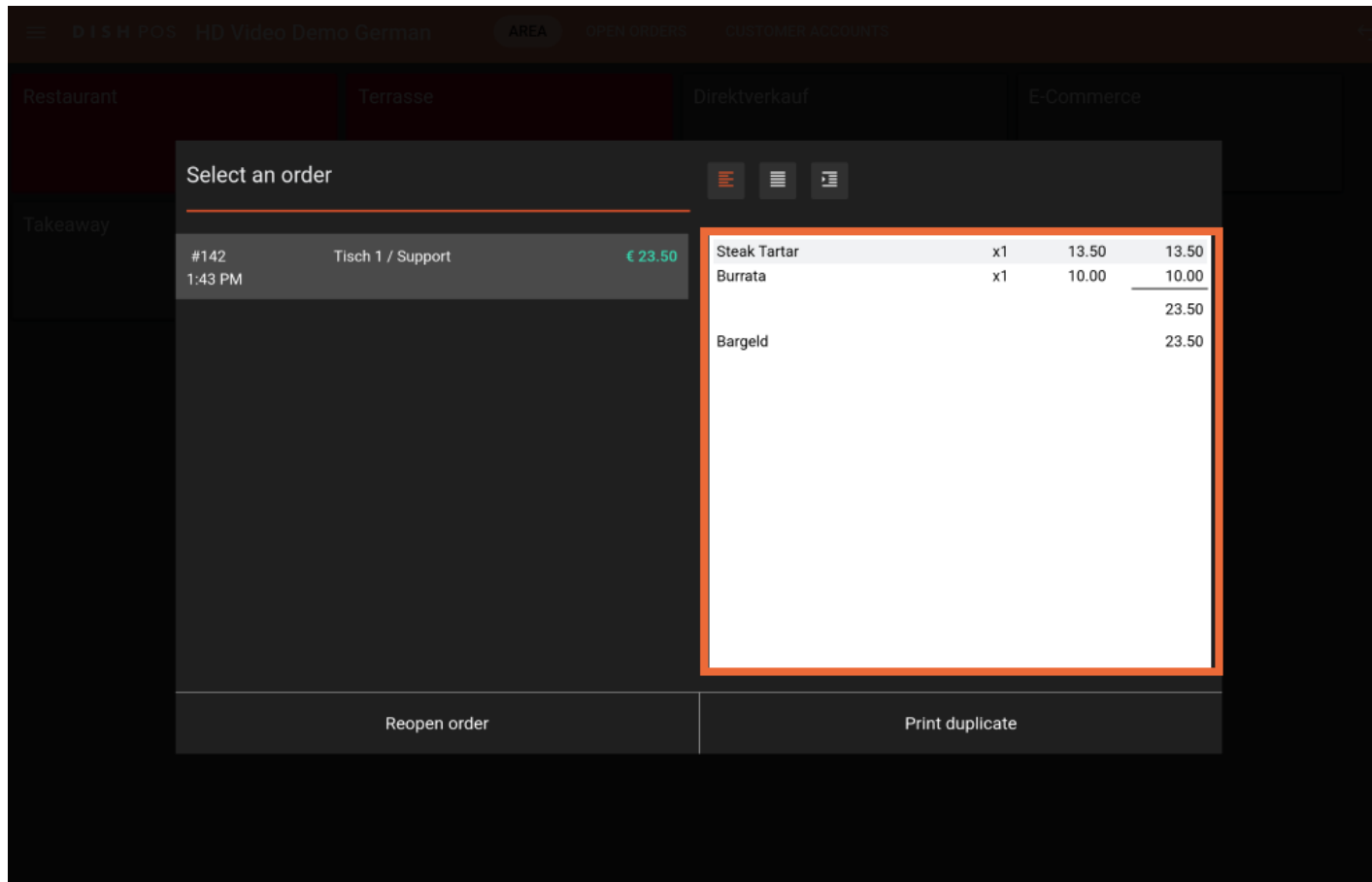


Select the **Order** you want to cancel.



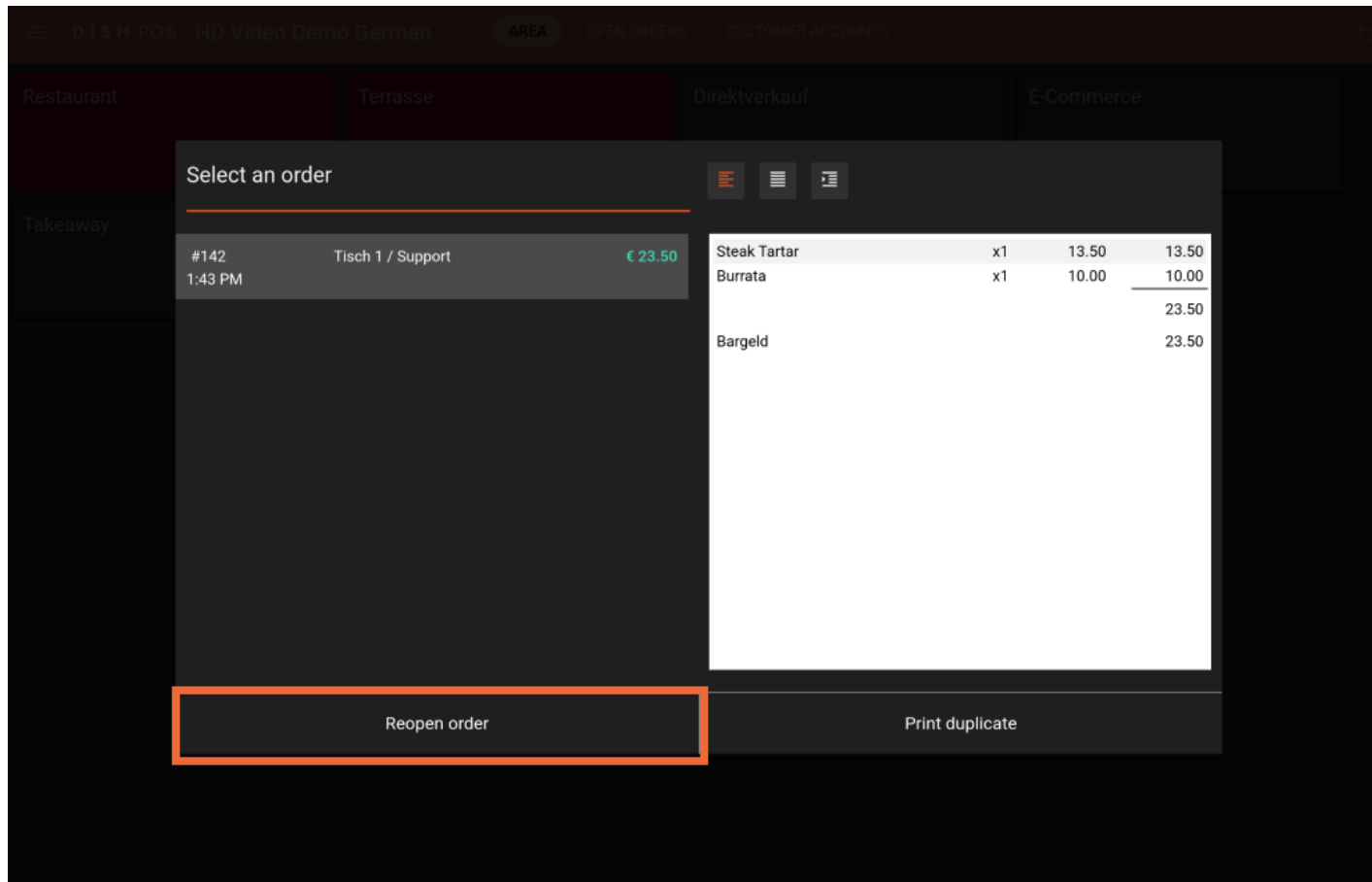


In the tablet version, a list of all booked items appears in the right area.





Now tap on **Reopen order**.

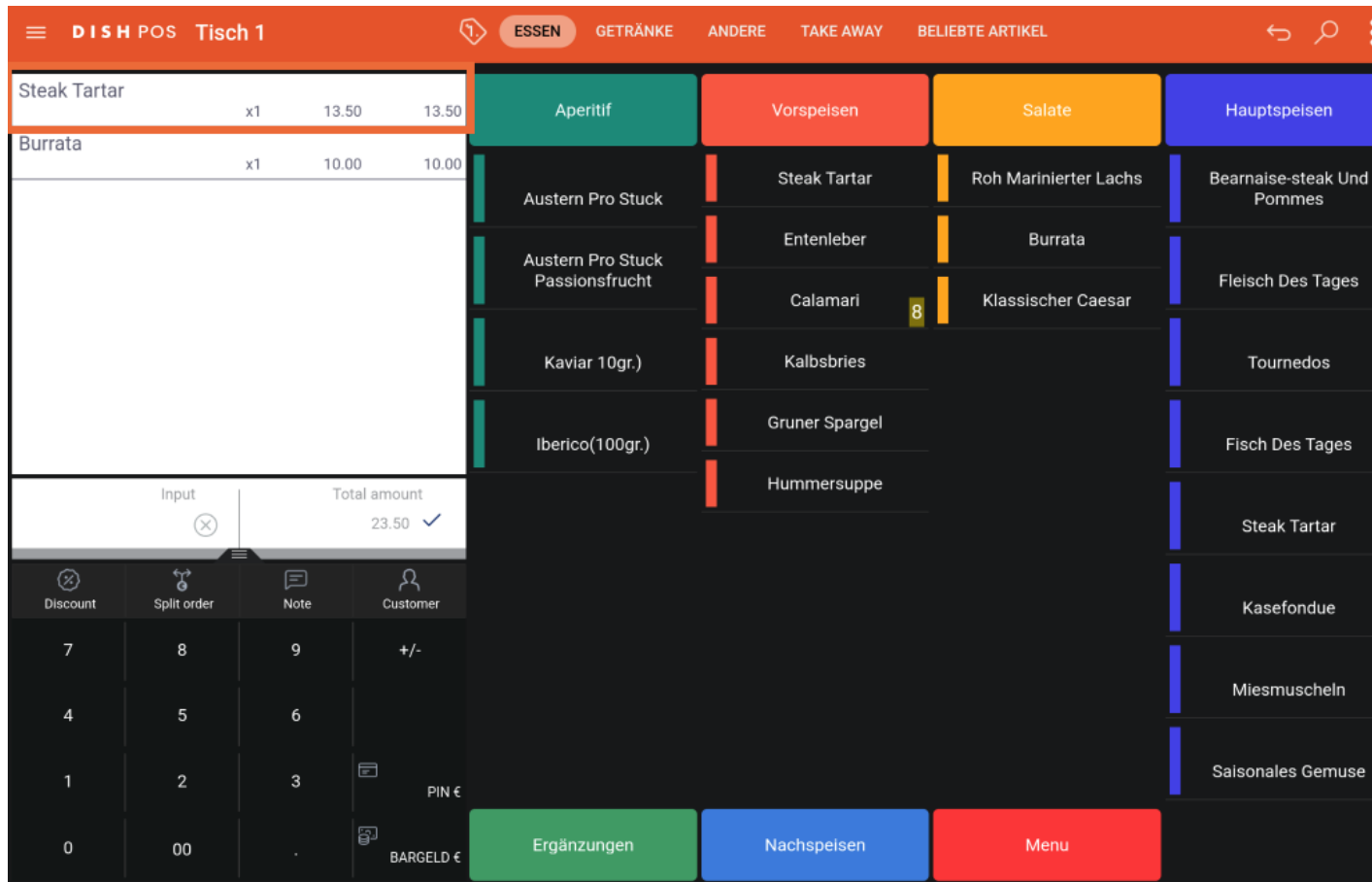




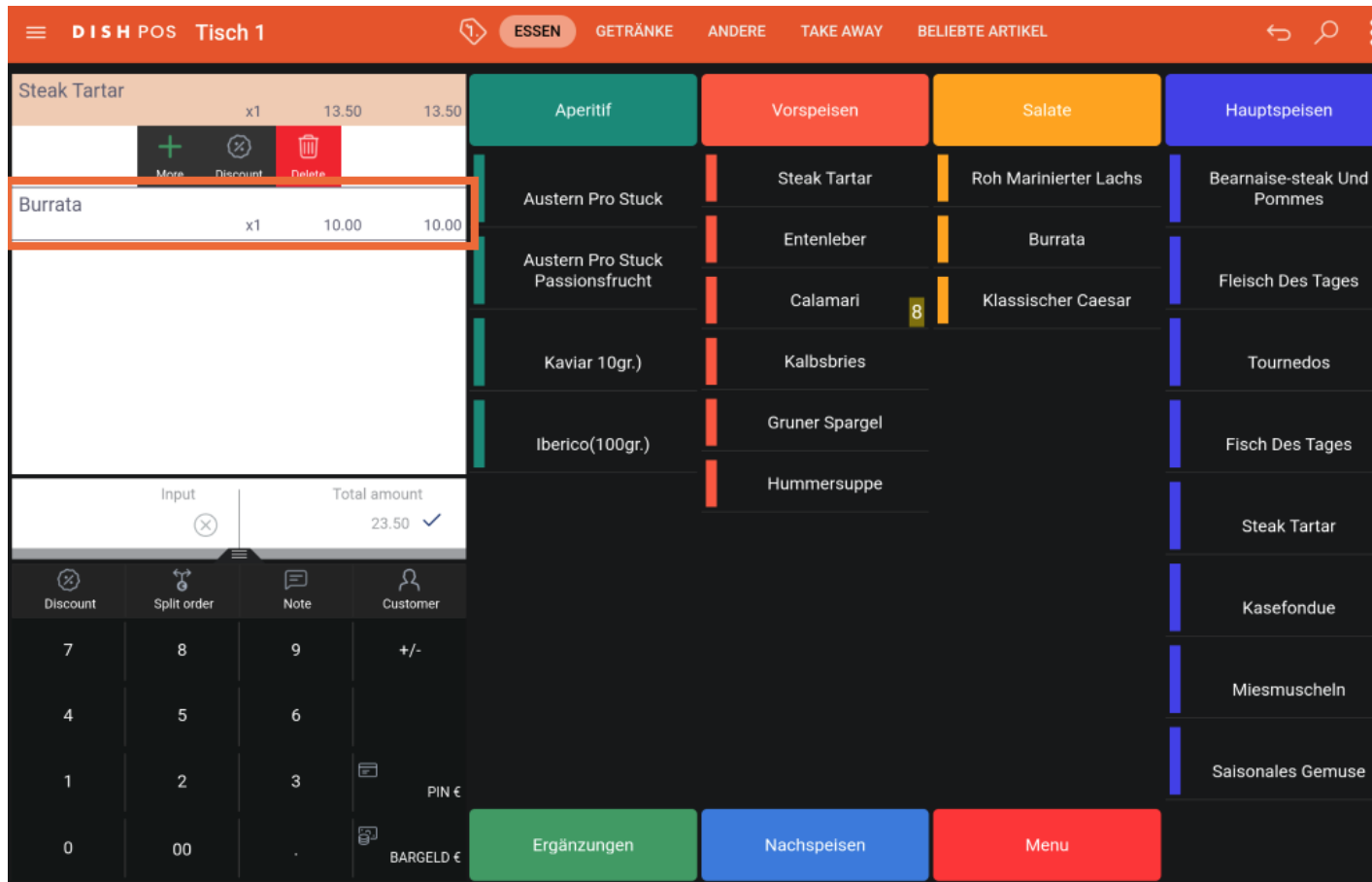
A window will open from which you can choose a **cancellation reason**. **Note: Select "Other reason" if none of the available three reasons is applicable for you.**

The screenshot shows a tablet interface with a dark background. A central window titled "Cancellation reason" is highlighted with an orange border. This window contains a list of four options: "Wrong payment method", "Wrong order", "Product not satisfactory", and "Other reason". Below the list is a "Cancel" button. In the background, a dimmed interface shows a "Select" dropdown menu, a date and time display ("8/14/21 1:43 PM"), and a list of items with prices (13.50, 10.00, 23.50, 23.50). At the bottom of the background interface are two buttons: "Reopen order" and "Print duplicate".

Tap and hold the first **article** until it is highlighted to delete it.

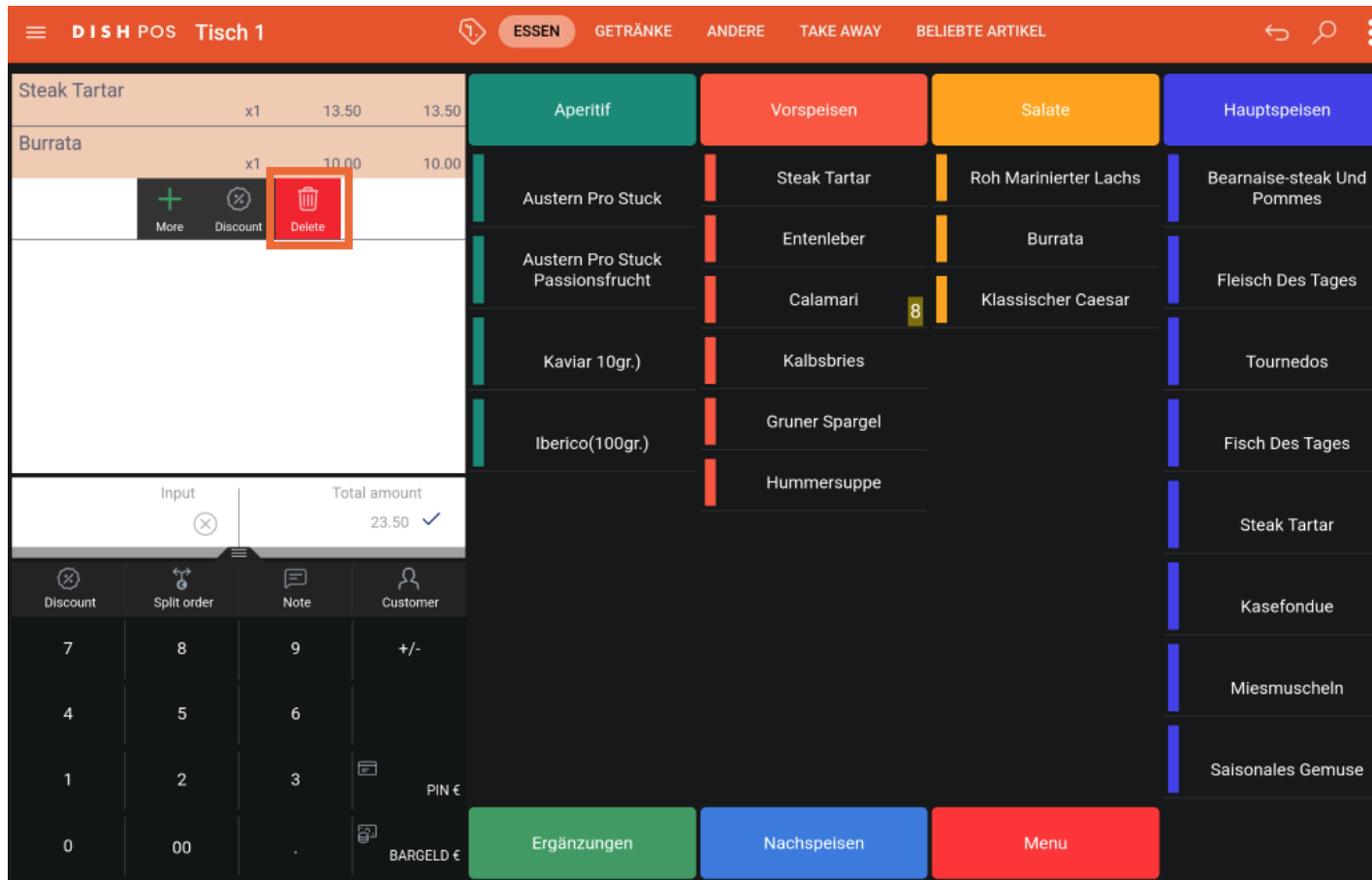


Now mark all the articles you want to delete by simply tapping on them.



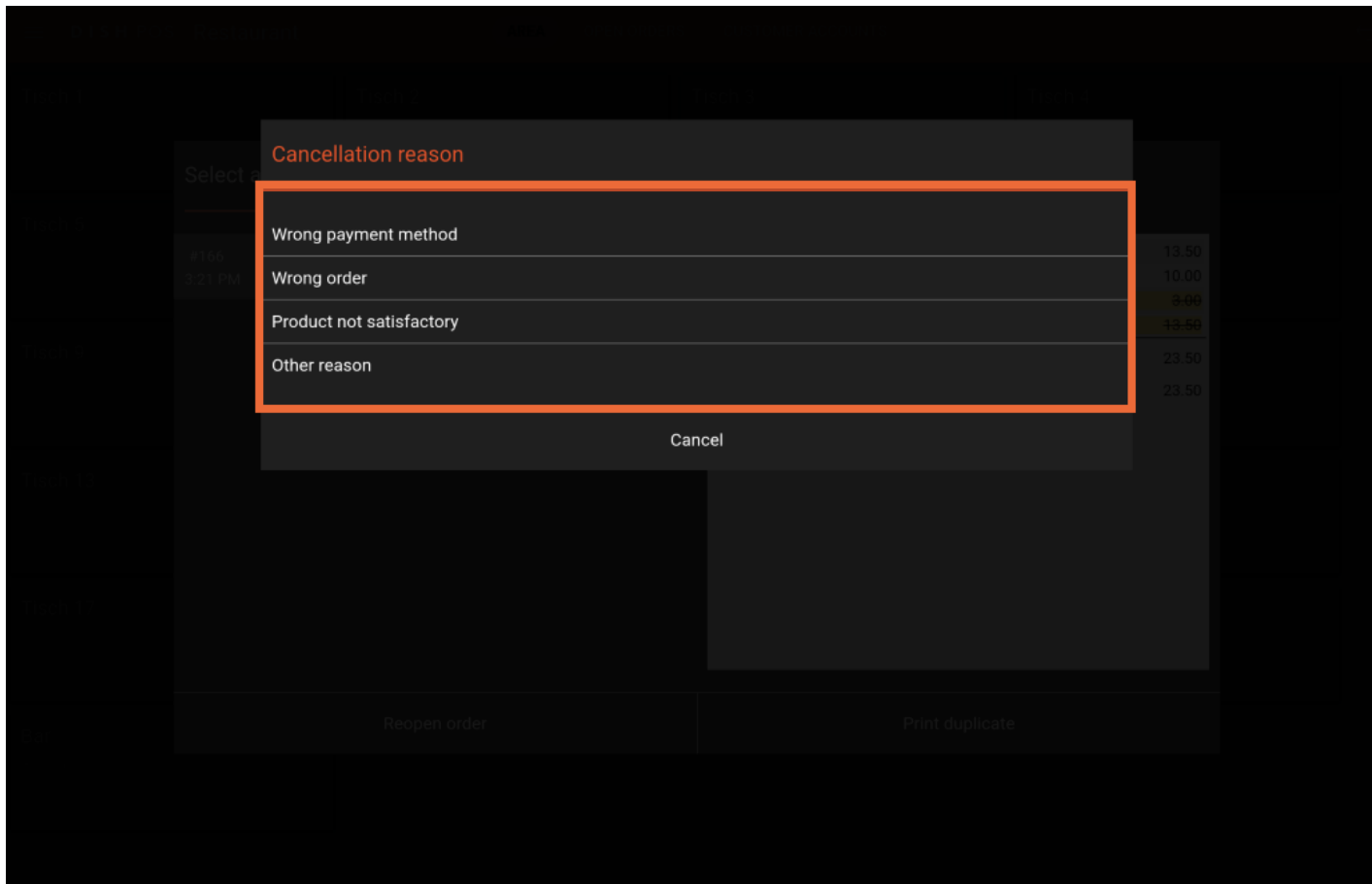


When all items are selected, click on **Delete**.



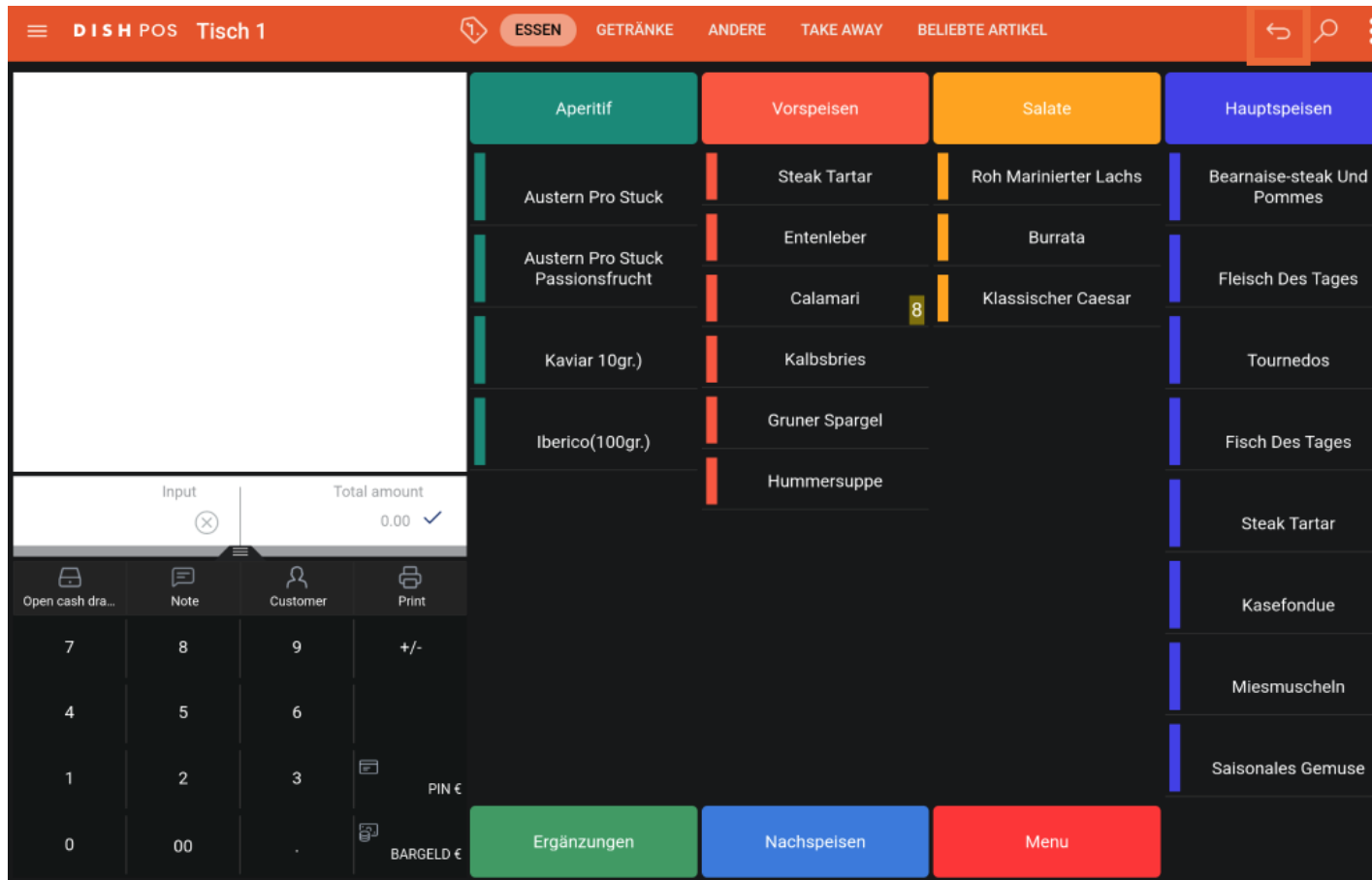


A window will open from which you can choose a **cancellation reason**. **Note: Select "Other reason" if none of the available three reasons is applicable for you.**

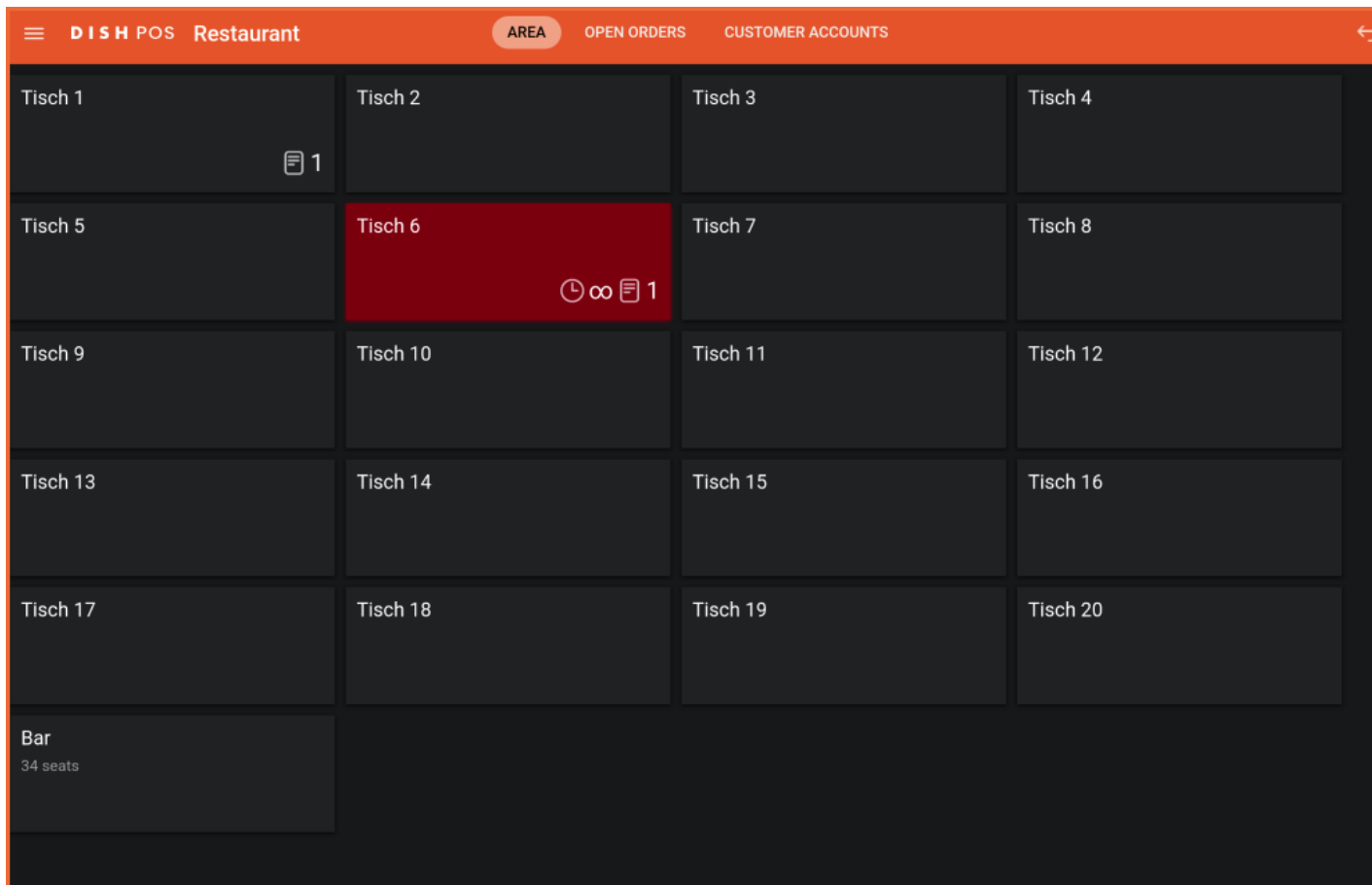




As you can see, the table is now empty. Leave it by using the **back arrow**.

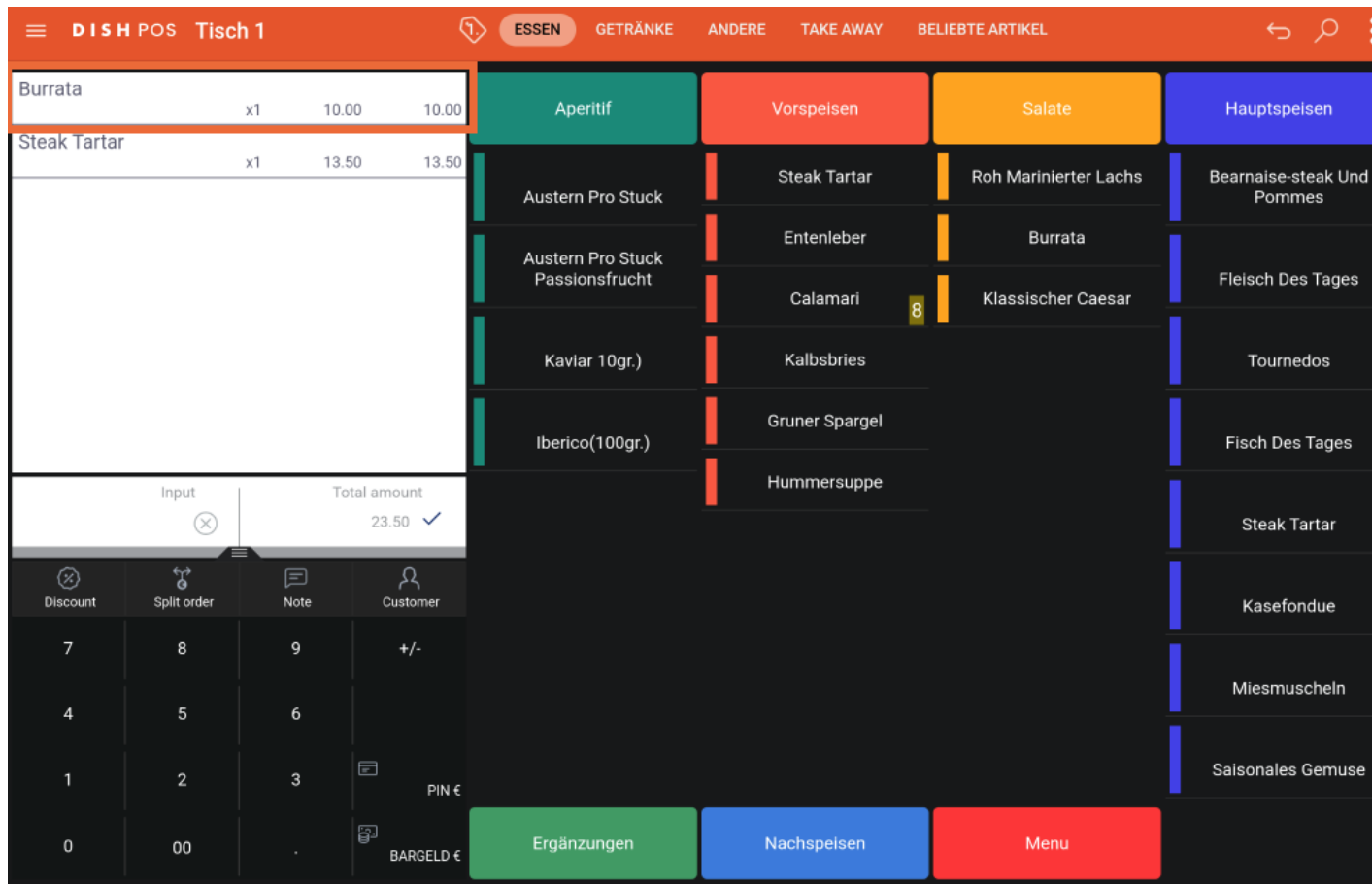


 Now your entire order has been cancelled. If you would like to cancel 1 or few items of an order, and not the entire order. Please repeat the **steps 2-7** to reopen the order.



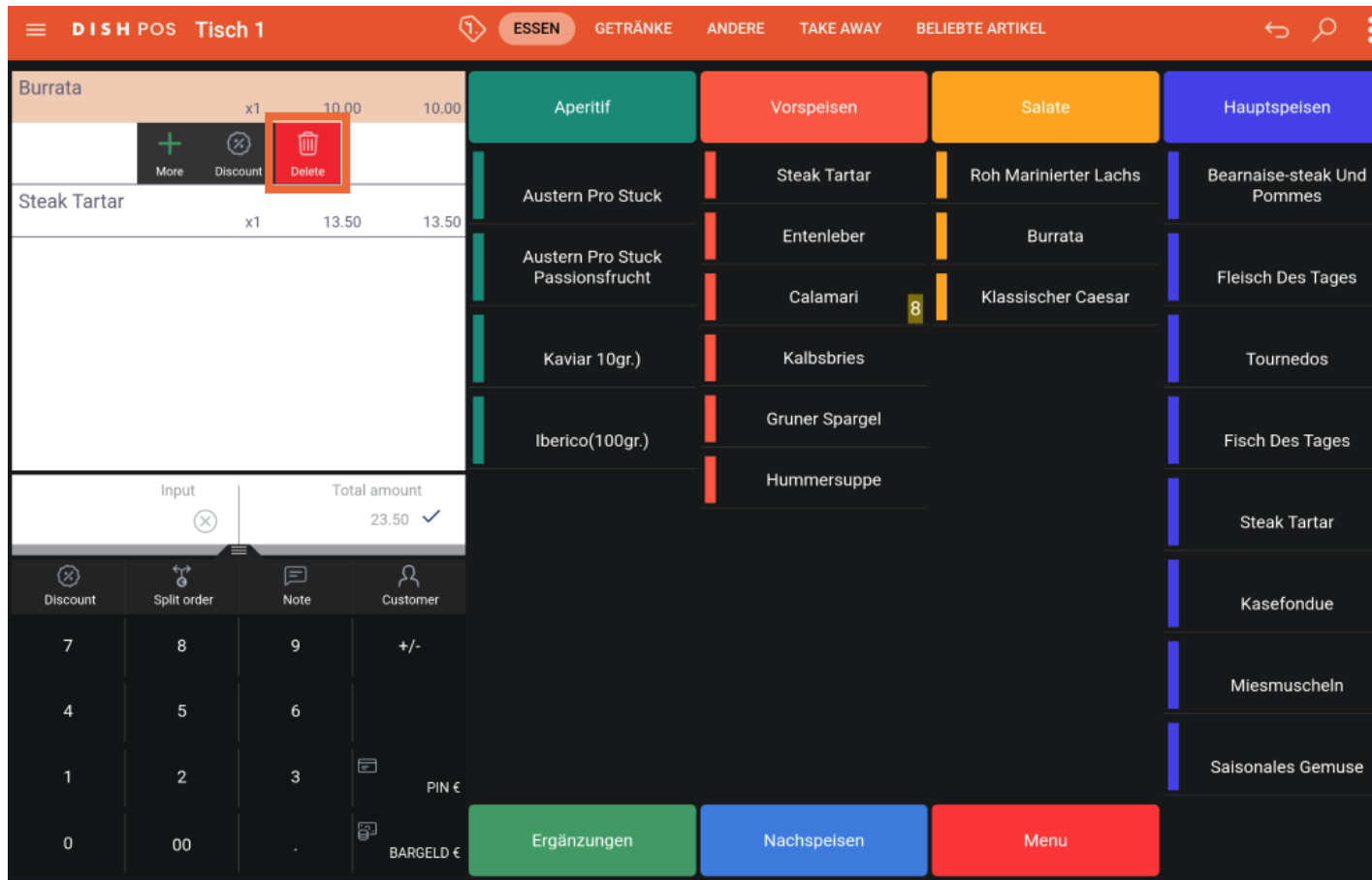


Once you reopened the order. Tap and hold the **item(s)** you want to cancel until it is highlighted to delete it.



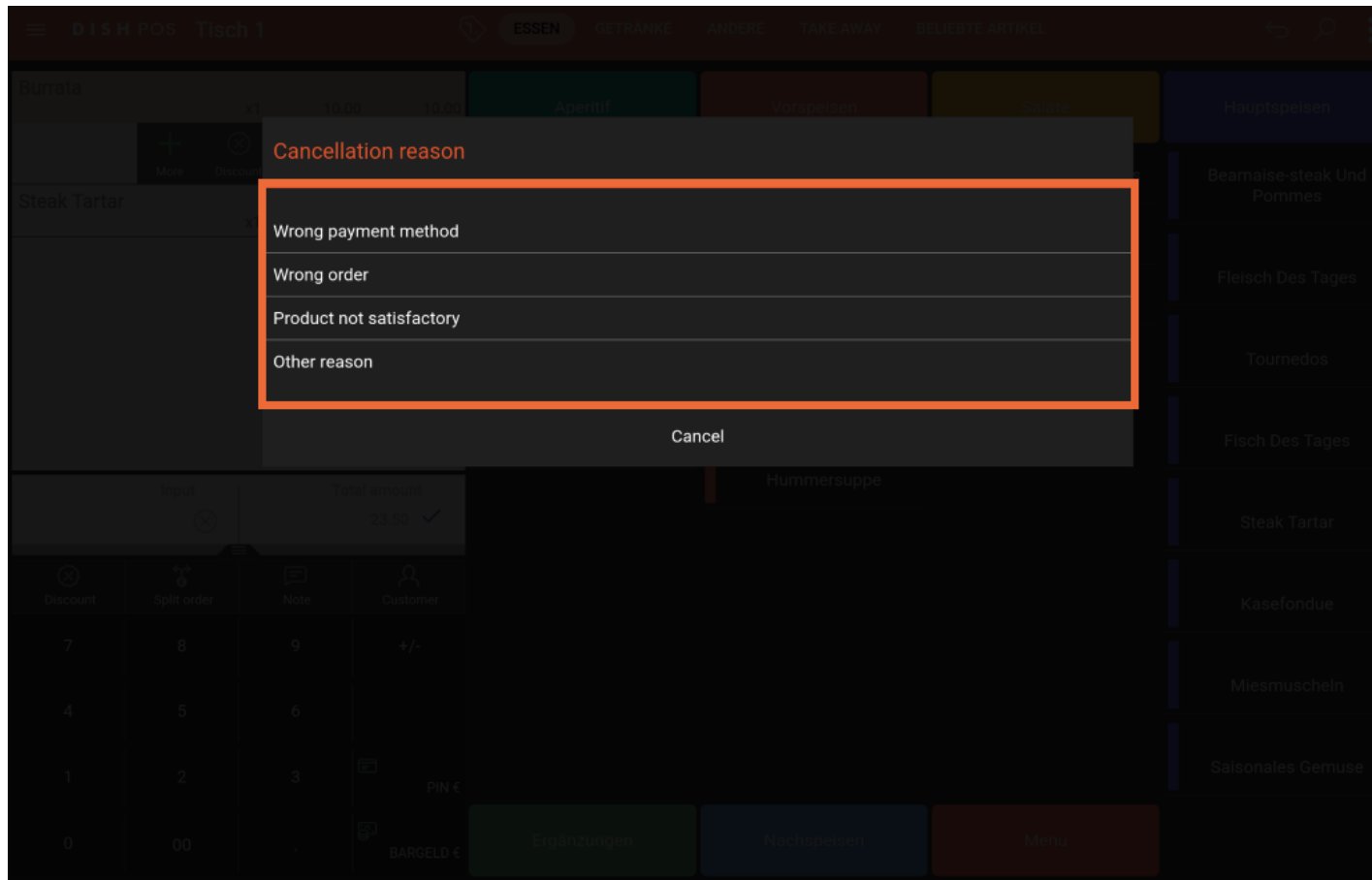


Now, tap on **Delete**.



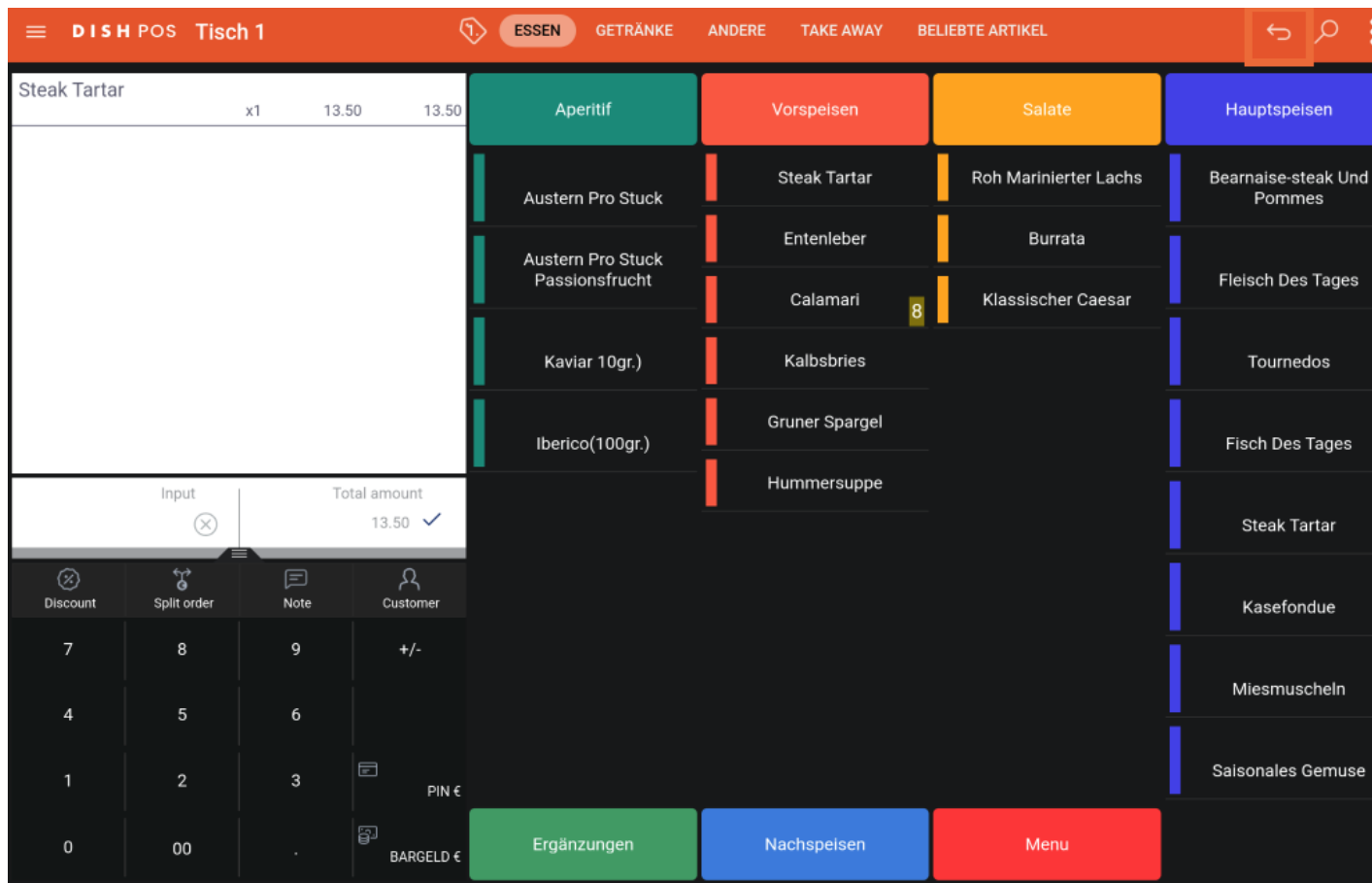


Then select your **cancellation reason**.



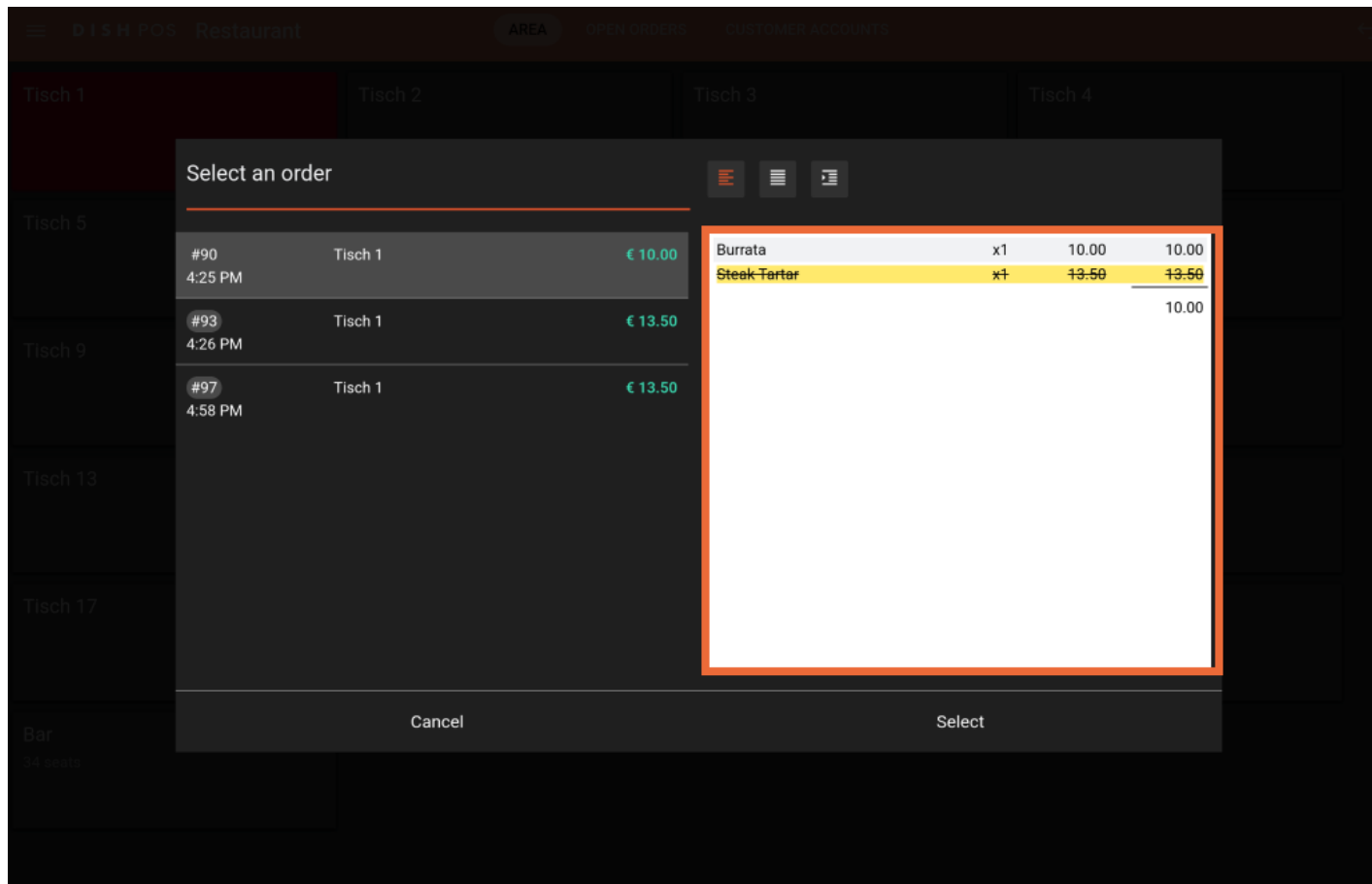


The item has now disappeared from the table. Leave it by using the **back arrow**.



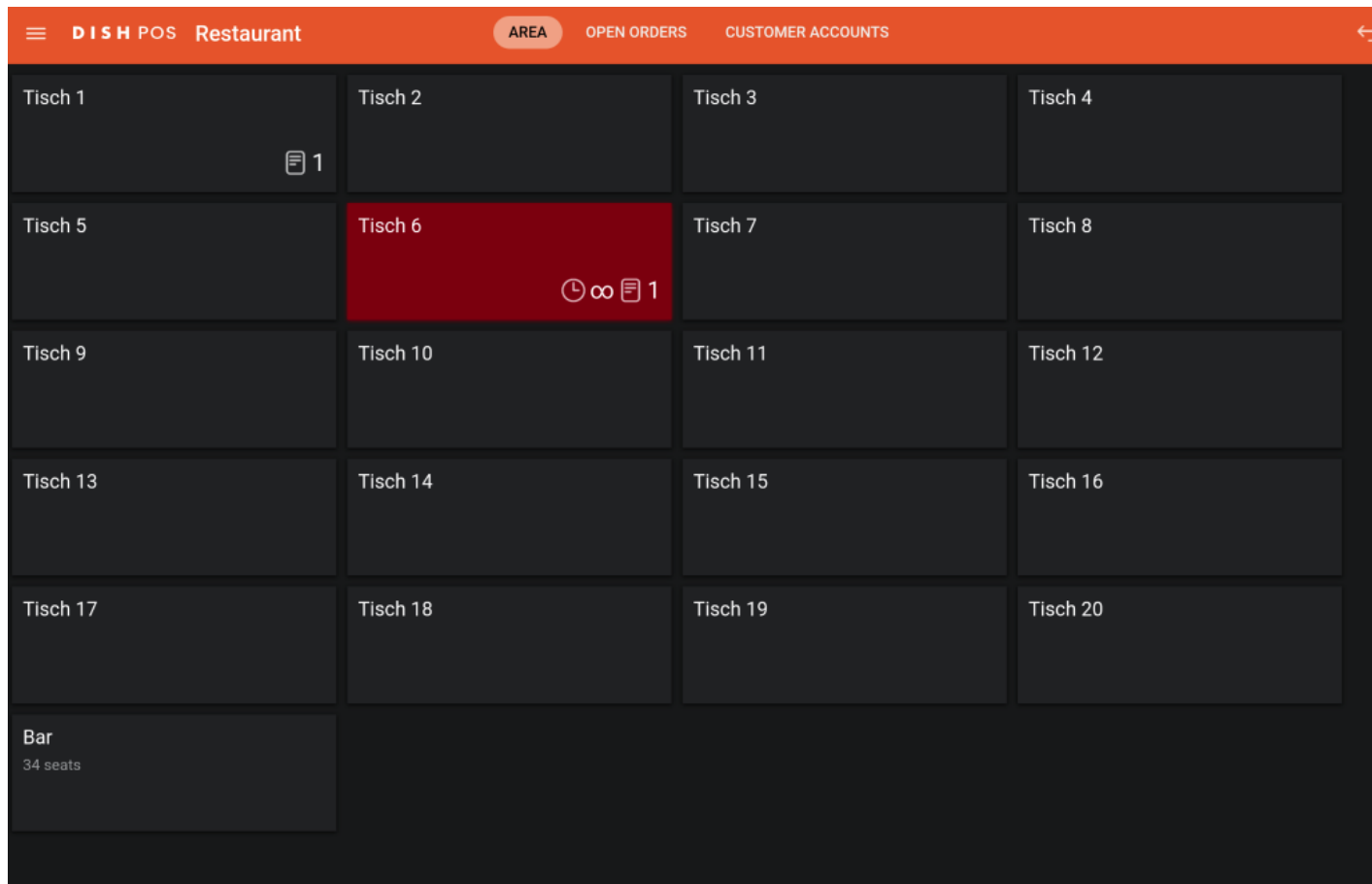


If you open that same order again by tapping on the same table, you can notice that the second item is indeed cancelled.





That's it. You completed the tutorial and now know how to cancel a completed order and provide a reason for it.





Scan to go to the interactive player