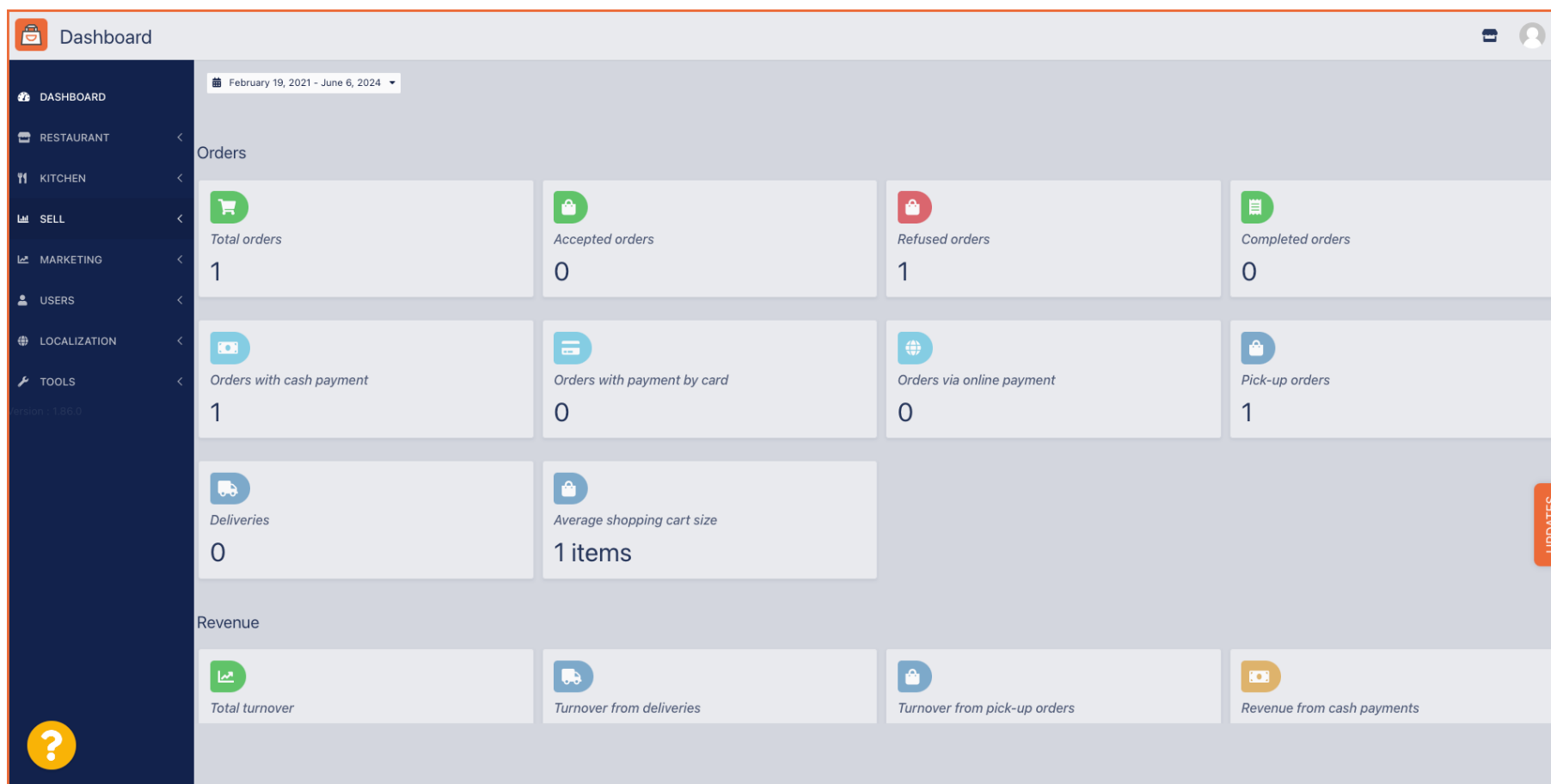


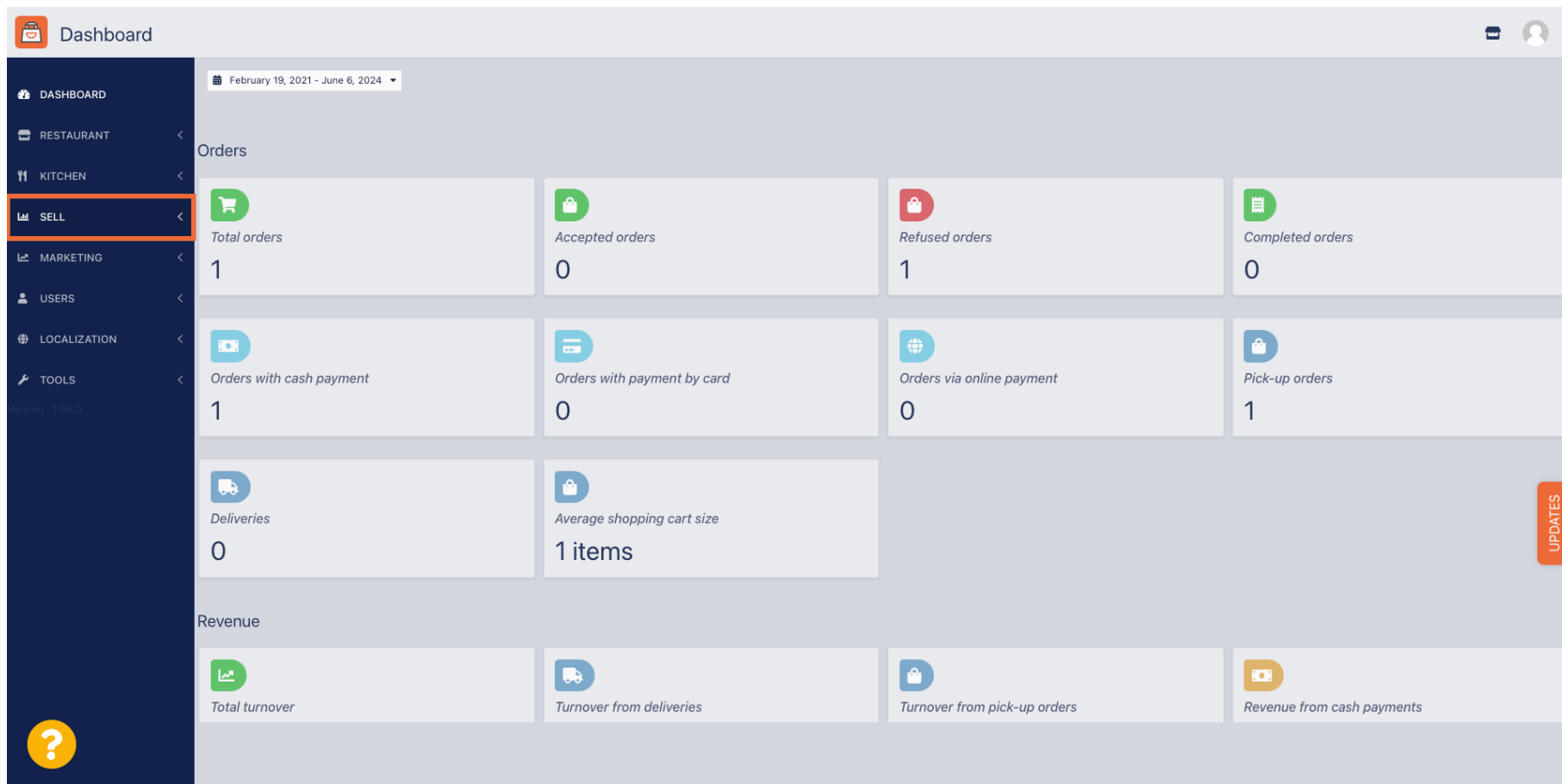


Bienvenido al Panel de Pedidos de DISH. En este tutorial, le mostraremos cómo cancelar un pedido con justificación.



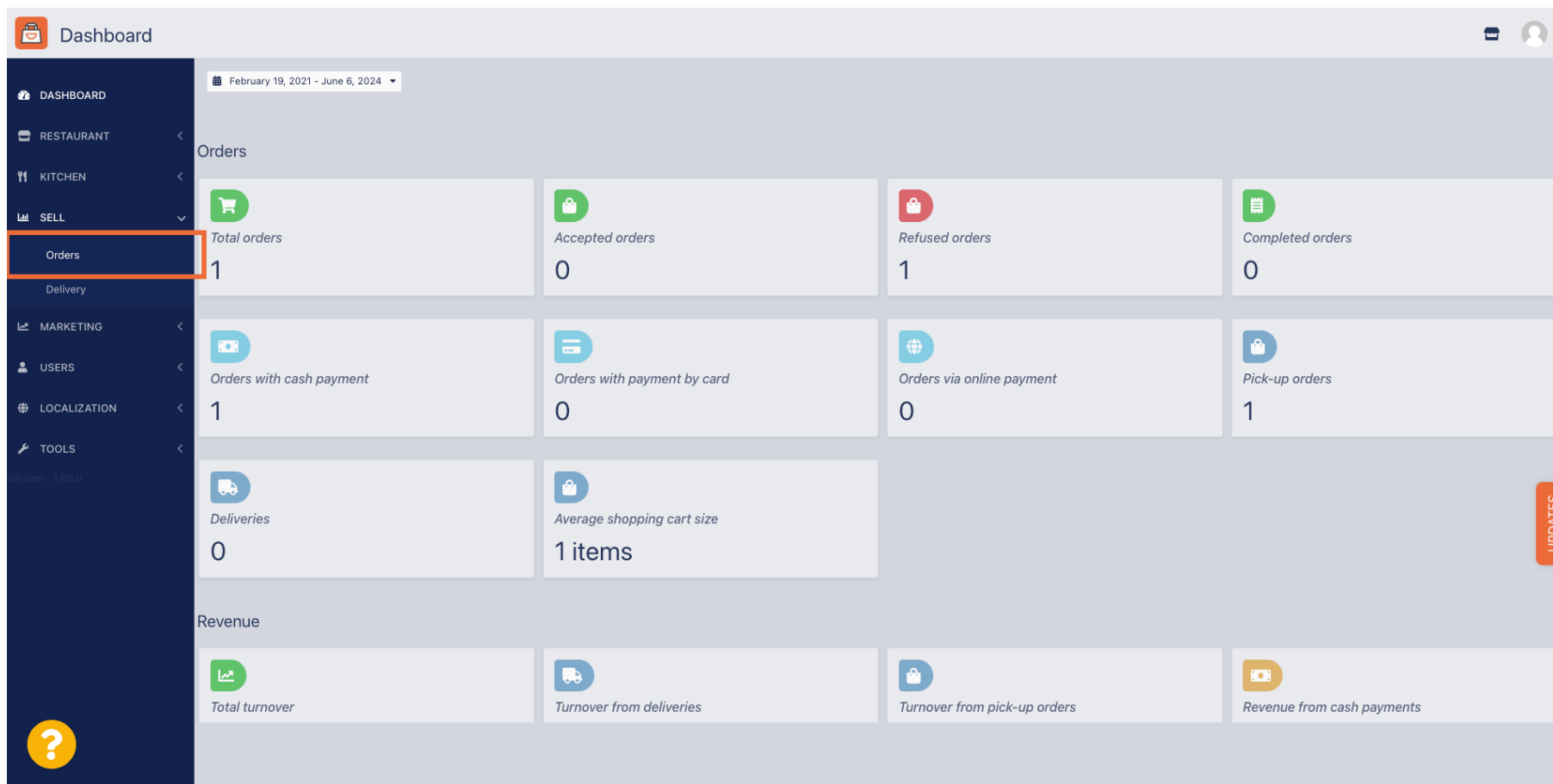


Primero, haga clic en **Ventas** .





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



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 '1.86.0' and a yellow question mark icon. The main content area is titled 'Dashboard' and includes a date range selector 'February 19, 2021 - June 6, 2024'. The 'Orders' section displays several metrics in a grid:

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 the 'Revenue' section, which displays four metrics:

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

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



Ahora tienes una visión general de todos tus pedidos.


Orders

Switch to mapped view

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Filter icon

	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		

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Articles per page

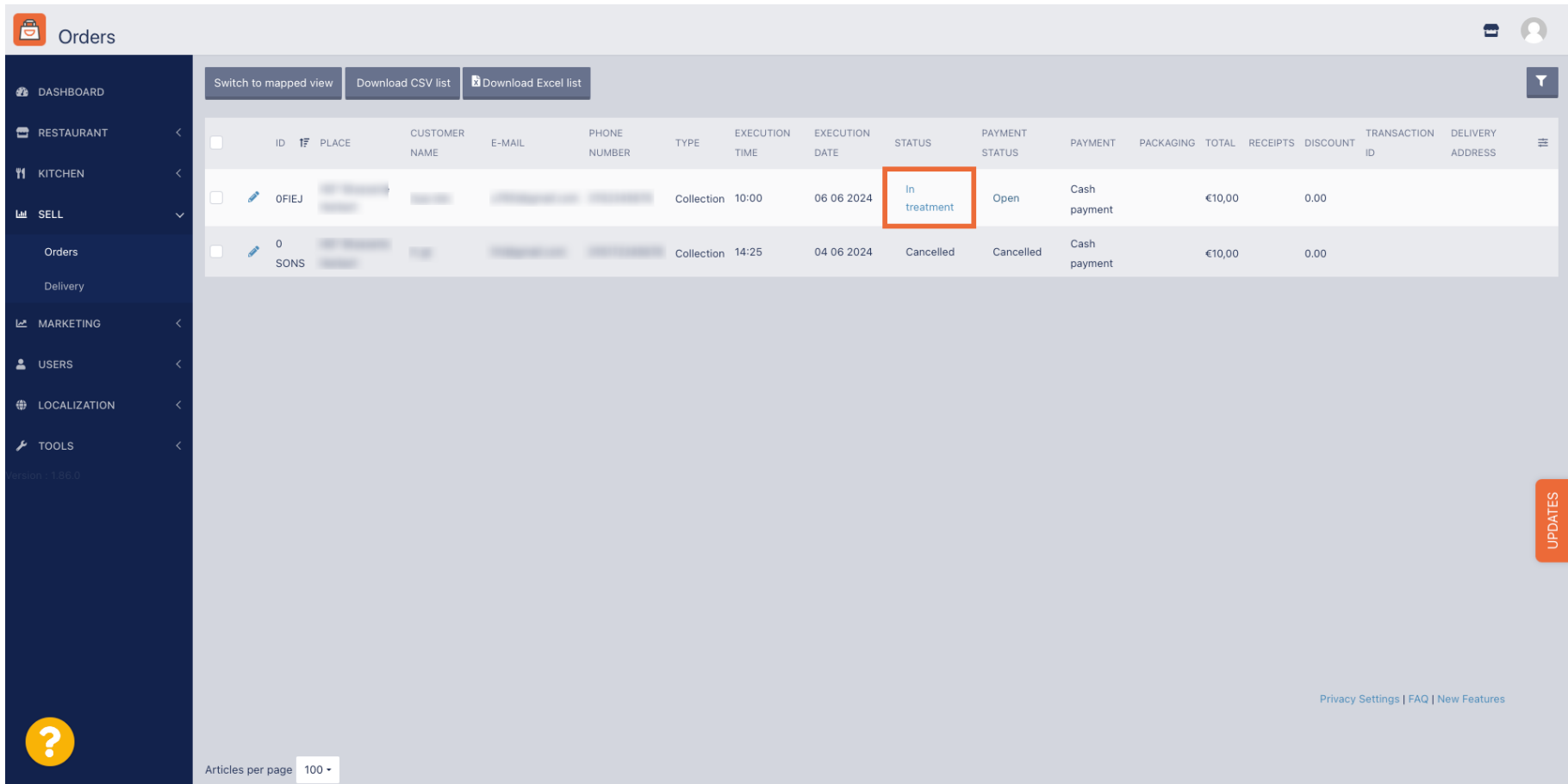
100

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UPDATES



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



Orders

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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		

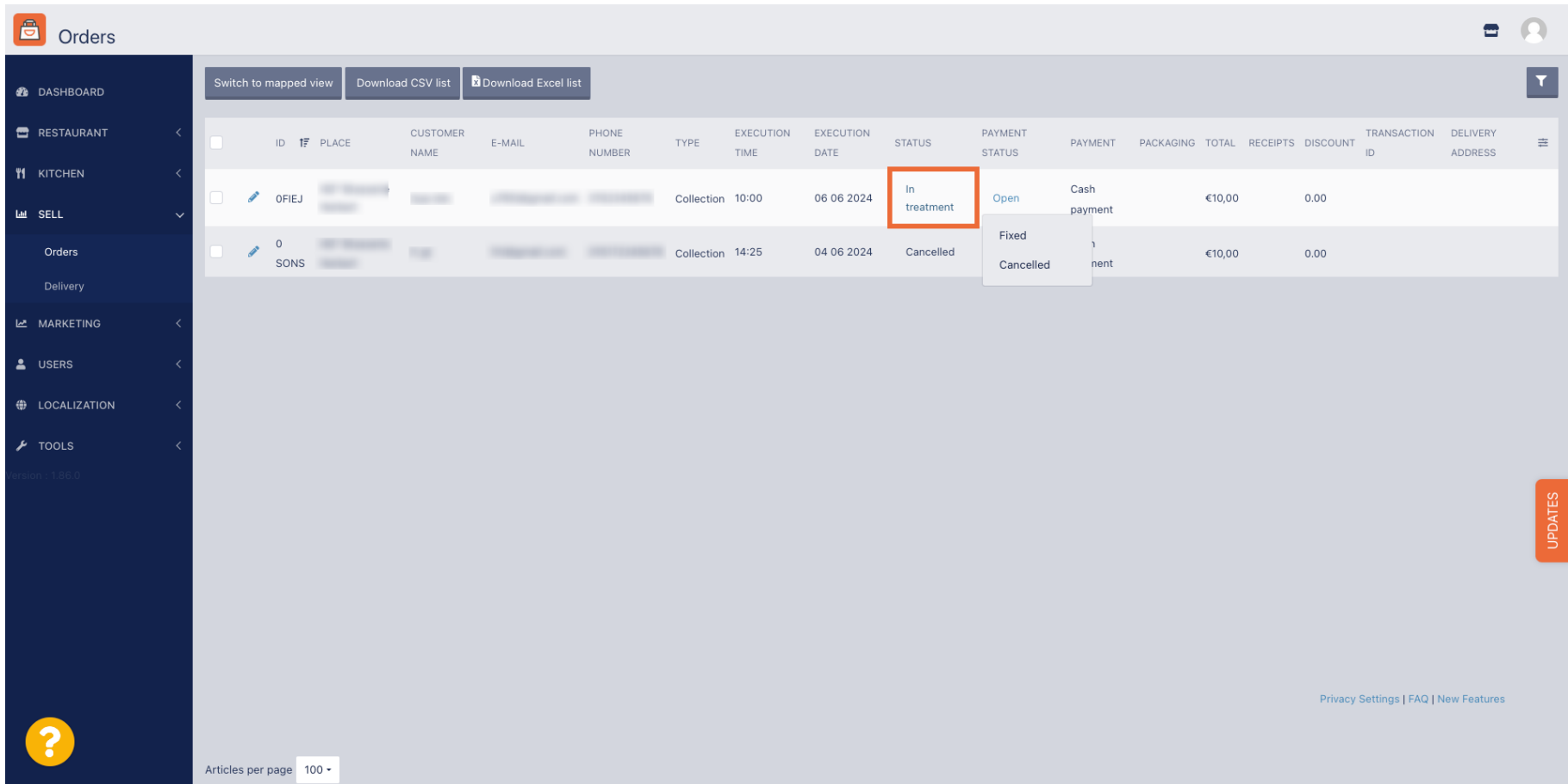
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UPDATES

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



The screenshot shows the DISH Orders management interface. The sidebar on the left contains navigation links: DASHBOARD, RESTAURANT, KITCHEN, SELL, MARKETING, USERS, LOCALIZATION, and TOOLS. The main area displays a table of orders. The table has 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 dropdown menu is open for the 'In treatment' status, showing options: 'Open', 'Fixed', and 'Cancelled'.

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					Collection	14:25	04 06 2024	Cancelled	Fixed	ment		€10,00		0.00		



Seleccione aquí el estado deseado. Para cancelar el pedido, haga clic en "Cancelado".


Orders
📄
👤

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☐	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			

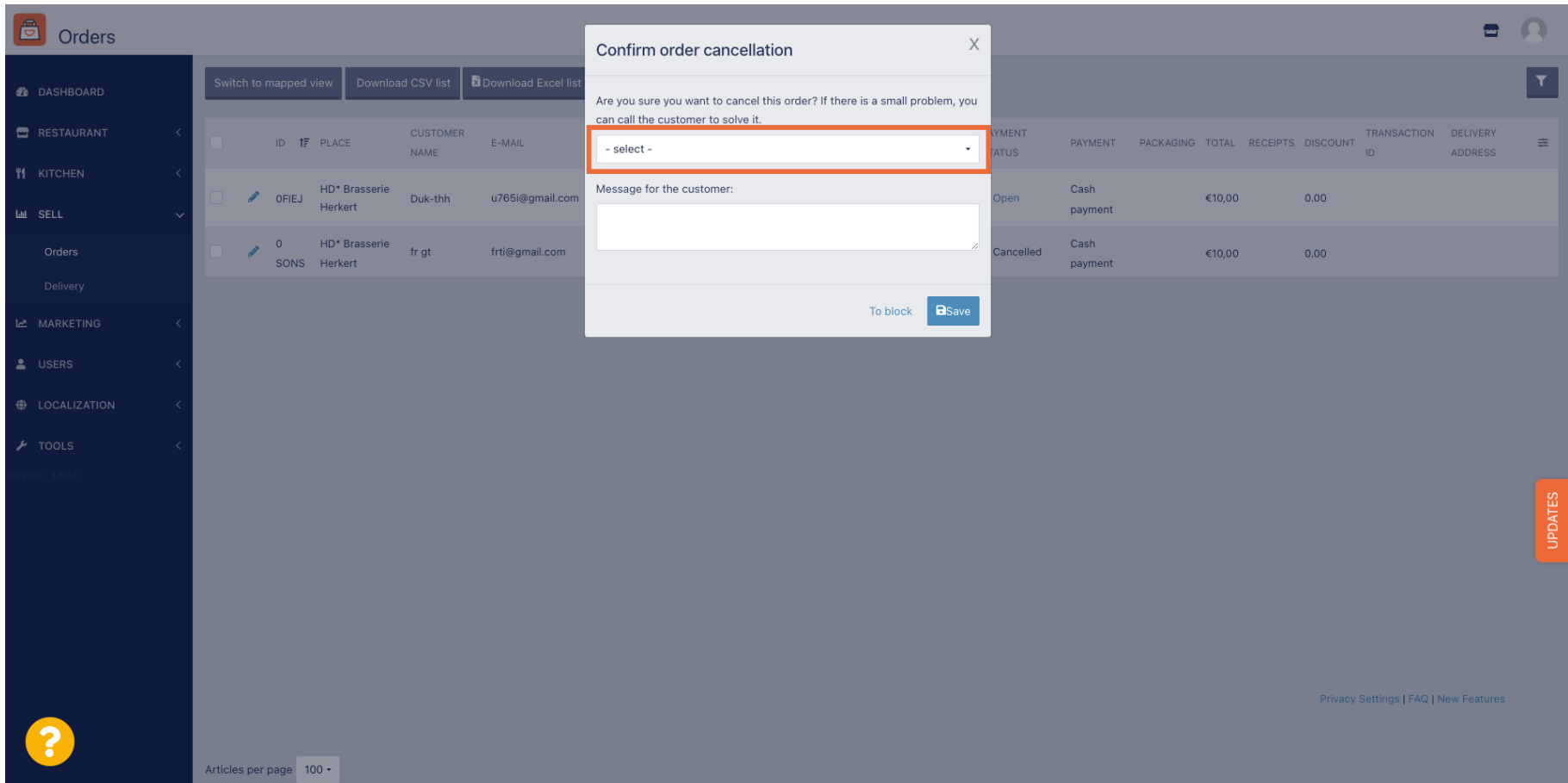
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UPDATES

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

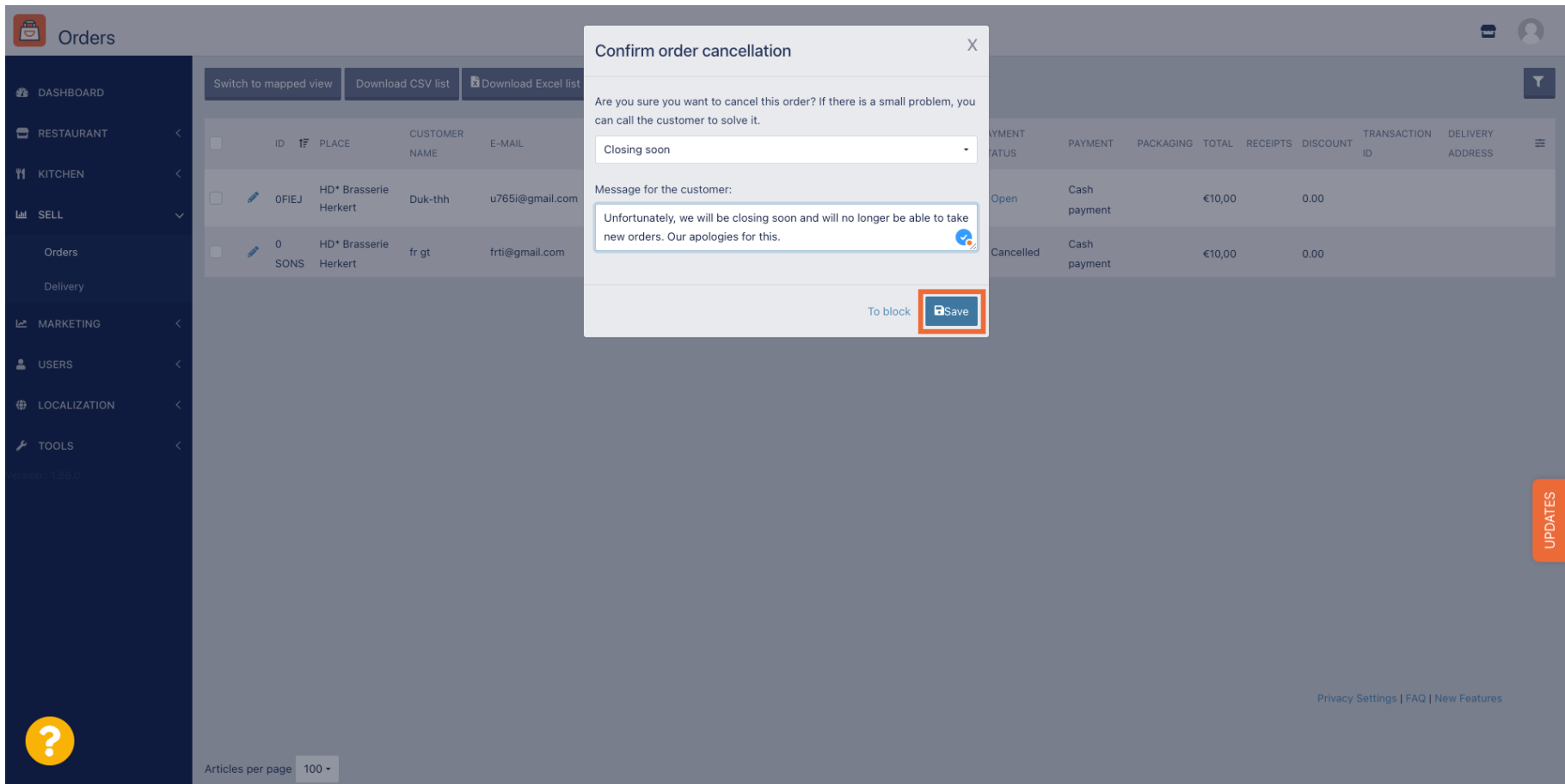


The screenshot shows the DISH control panel interface. A modal dialog titled "Confirm order cancellation" is open, prompting the user to confirm the cancellation of an order. The dialog includes a dropdown menu for selecting a reason for cancellation, which is highlighted with an orange box. Below the dropdown is a text input field for a message to 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	u765@gmail.com	Open	Cash payment		€10,00		0.00		
0	HD* Brasserie SONS Herkert	fr gt	frit@gmail.com	Cancelled	Cash payment		€10,00		0.00		



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



The screenshot shows the DISH control panel 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 the reason, currently set to "Closing soon", and a text area for a custom message to the customer. The "Save" button is highlighted with a red box.

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**

Orders

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ID	PLACE	CUSTOMER NAME	E-MAIL
0FIEJ	HD* Brasserie Herkert	Duk-thh	u765@gmail.com
0	HD* Brasserie SONS Herkert	fr gt	frti@gmail.com

Payment Status Table:

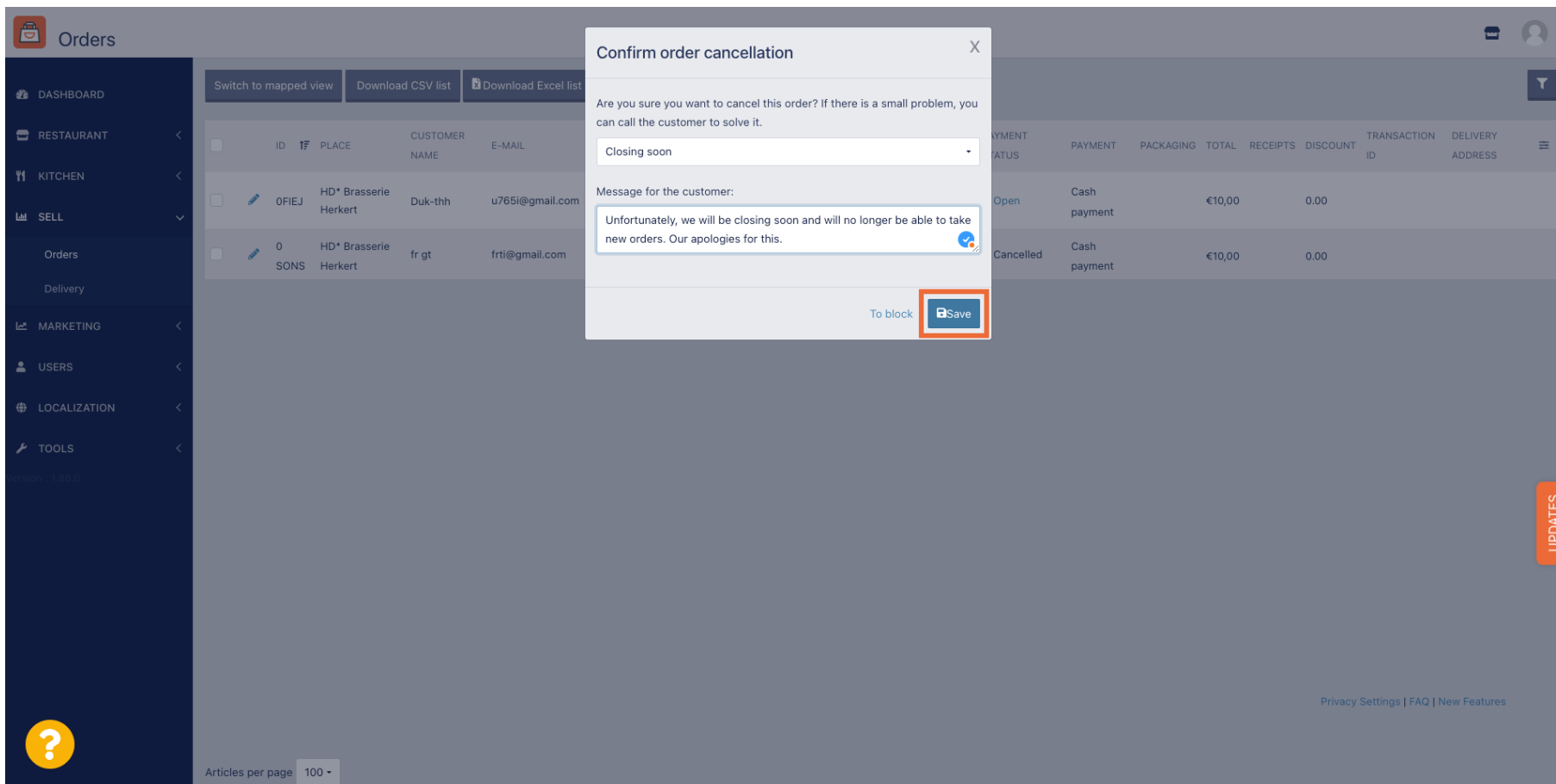
PAYMENT STATUS	PAYMENT	PACKAGING	TOTAL	RECEIPTS	DISCOUNT	TRANSACTION ID	DELIVERY ADDRESS
Open	Cash payment		€10,00	0.00			
Cancelled	Cash payment		€10,00	0.00			

Articles per page 100

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



The screenshot displays the DISH control panel interface. A modal dialog titled "Confirm order cancellation" is centered on the screen. 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.

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.

At the bottom of the dialog, there are two buttons: "To block" and "Save". The "Save" button is highlighted with a red rectangle.

The background shows the "Orders" section of the control panel. It includes a sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area displays a table of orders with columns: ID, PLACE, CUSTOMER NAME, E-MAIL, STATUS, PAYMENT, PACKAGING, TOTAL, RECEIPTS, DISCOUNT, TRANSACTION ID, and DELIVERY ADDRESS. The table lists two orders: one with ID 0FIEJ and another with ID 0 SONS. The "Save" button is located at the bottom right of the dialog box.



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


Orders

Switch to mapped view

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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

DASHBOARD

RESTAURANT

KITCHEN

SELL

Orders

Delivery

MARKETING

USERS

LOCALIZATION

TOOLS

Articles per page

100

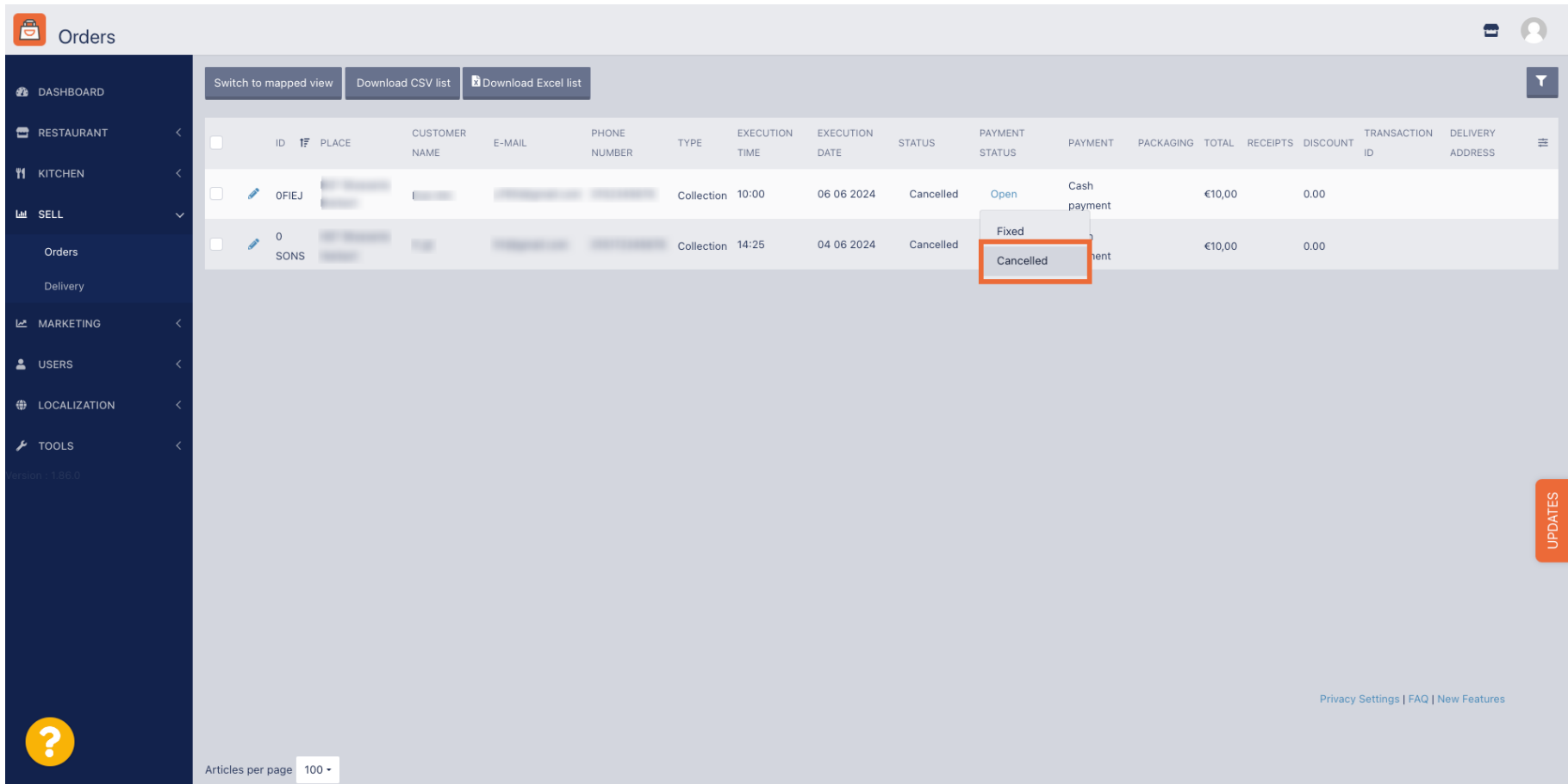
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UPDATES

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Luego seleccione **Cancelado** .



The screenshot shows the 'Orders' management interface. On the left is a dark blue sidebar with navigation links: DASHBOARD, RESTAURANT, KITCHEN, SELL (expanded), Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main area displays a table of orders. At the top of the table are buttons for 'Switch to mapped view', 'Download CSV list', and 'Download Excel list'. The table has 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'. For the second order, a dropdown menu is open, showing options 'Fixed' and 'Cancelled', with 'Cancelled' highlighted by a red rectangular box. At the bottom right, there is a vertical orange button labeled 'UPDATES' and a footer with links for 'Privacy Settings', 'FAQ', and 'New Features'. A 'Articles per page' dropdown is set to '100' 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	Fixed	ment		€10,00		0.00		



Listo. Completaste el tutorial y ahora sabes cómo cancelar un pedido con un razonamiento en el Panel de Administración.


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	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		

DASHBOARD

RESTAURANT

KITCHEN

SELL

Orders

Delivery

MARKETING

USERS

LOCALIZATION

TOOLS

version - 1.88.0

Articles per page 100



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Escanee para ir al reproductor interactivo