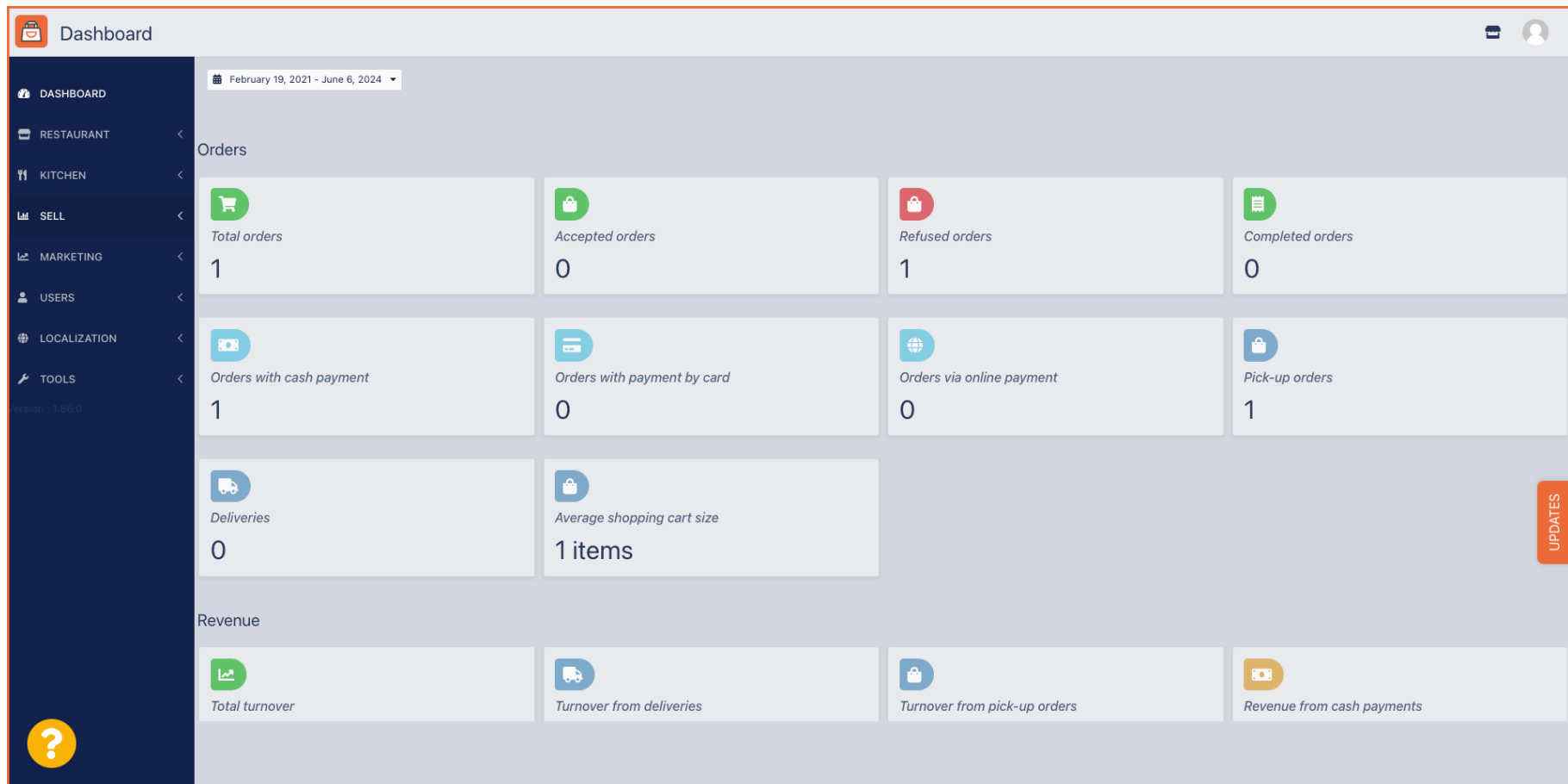


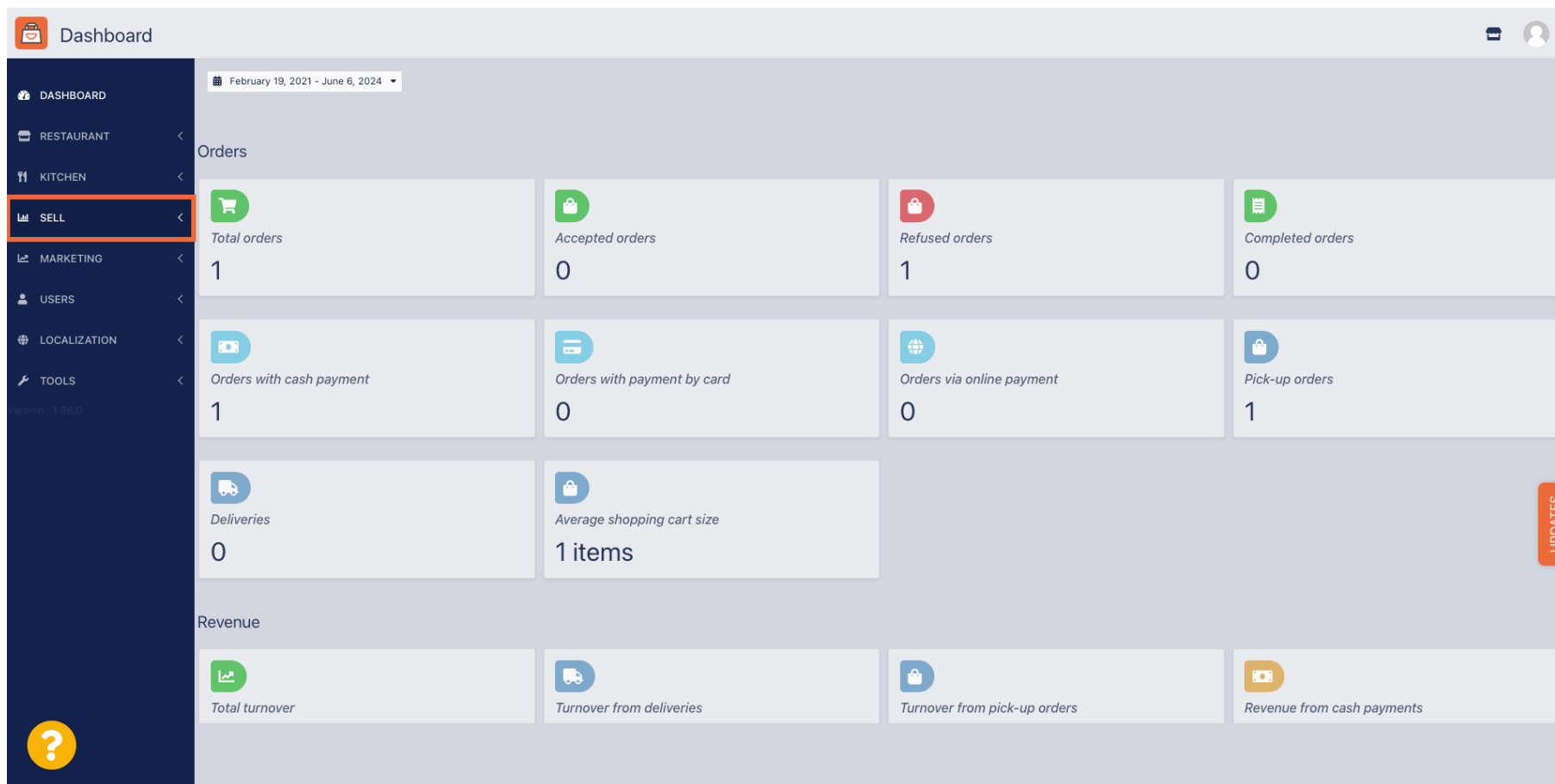


Bienvenue sur le tableau de bord des commandes DISH. Dans ce tutoriel, nous vous montrerons comment annuler une commande avec un raisonnement.



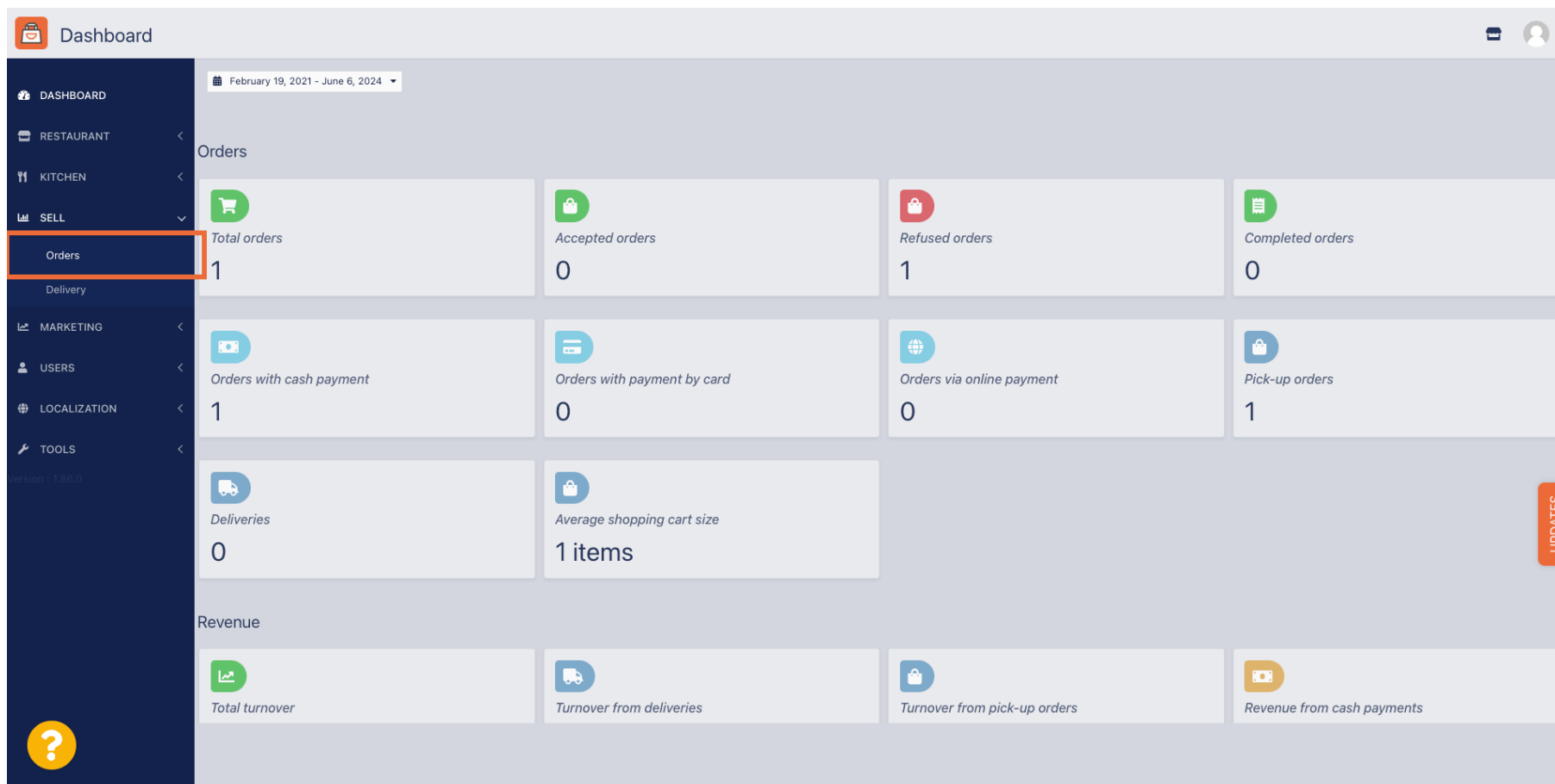


Tout d'abord, cliquez sur **Ventes**.





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





DISH
by METRO

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



Vous avez désormais un aperçu de toutes vos commandes.

Orders

DASHBOARD

RESTAURANT

KITCHEN

SELL

Orders

Delivery

MARKETING

USERS

LOCALIZATION

TOOLS

version : 1.86.0

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	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			

UPDATES

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


Orders

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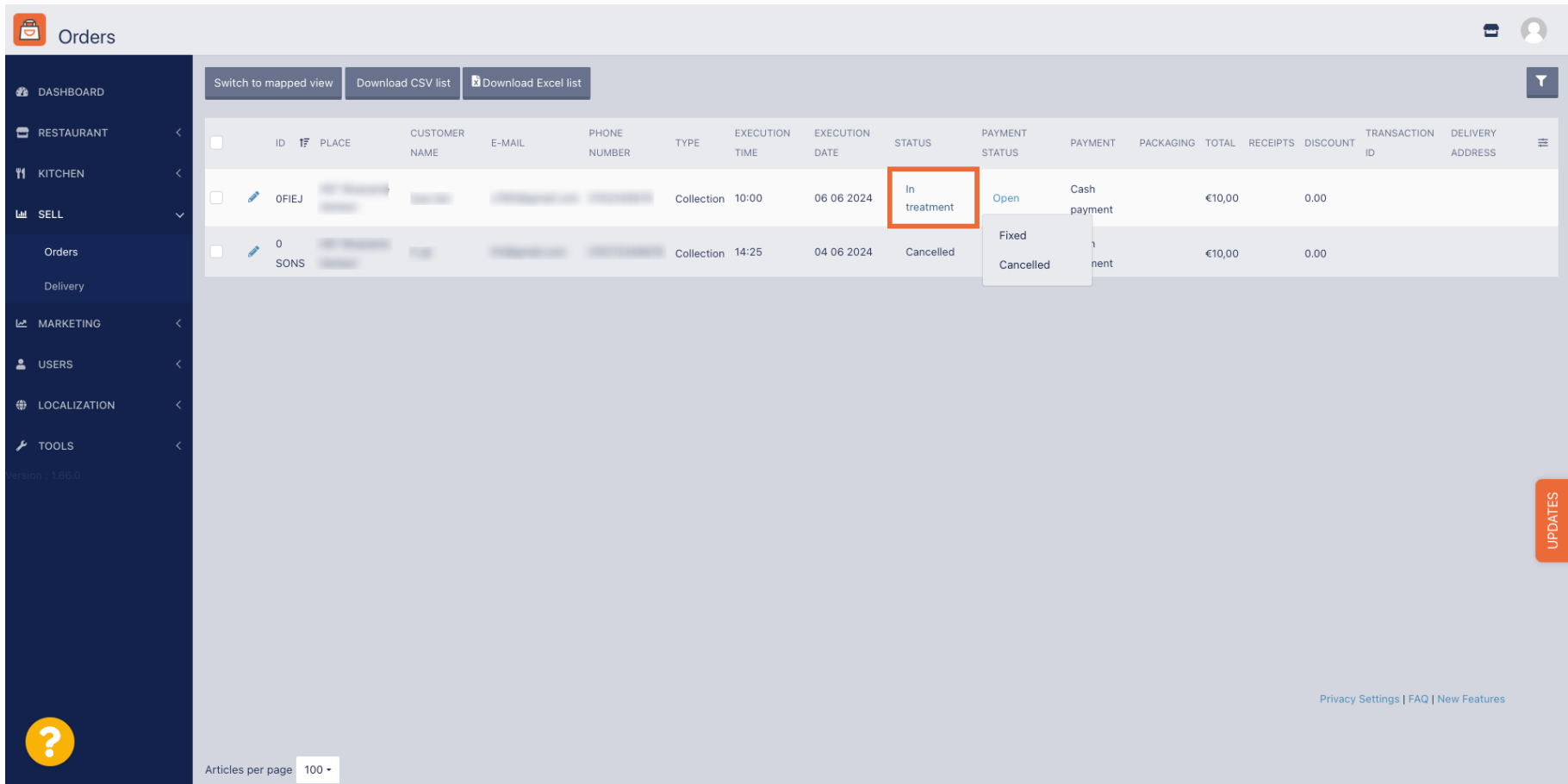
	ID	PLACE	CUSTOMER NAME	E-MAIL	PHONE NUMBER	TYPE	EXECUTION TIME	EXECUTION DATE	STATUS	PAYMENT STATUS	PAYMENT	PACKAGING	TOTAL	RECEIPTS	DISCOUNT	TRANSACTION ID	DELIVERY ADDRESS
☐	0FIEJ					Collection	10:00	06 06 2024	In treatment	Open	Cash payment		€10,00		0.00		
☐	0	SONS				Collection	14:25	04 06 2024	Cancelled	Cancelled	Cash payment		€10,00		0.00		

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



The screenshot shows the DISH Orders dashboard. On the left is a dark blue sidebar with navigation links: DASHBOARD, RESTAURANT, KITCHEN, SELL (expanded), Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. At the bottom of the sidebar is a yellow question mark icon. The main area has a light gray 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 of orders is displayed 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 for the 'In treatment' status, showing options: 'Open', 'Fixed', and 'Cancelled'. The 'Open' option is highlighted. At the bottom right, there is a red 'UPDATES' button 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					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. Pour annuler la commande, cliquez sur « Annulé ».


Orders

Switch to mapped view

Download CSV list

Download Excel list

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	Accepted	Cancelled	Cash payment		€10,00		0.00		

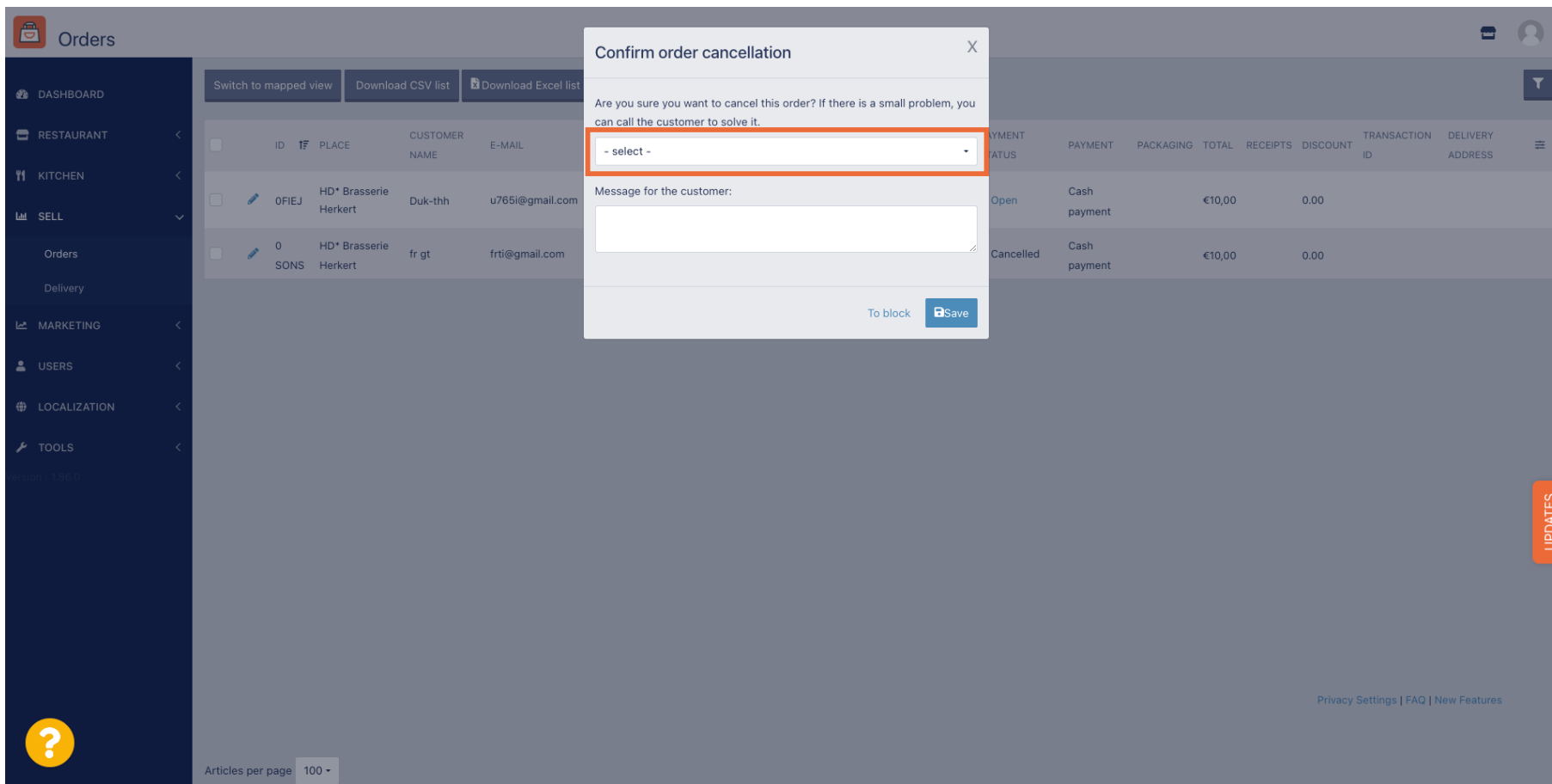
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UPDATES

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



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.

- select -

Message for the customer:

To block [Save](#)

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 Herkert	fr gt	frti@gmail.com	Cancelled	Cash payment		€10,00		0.00		

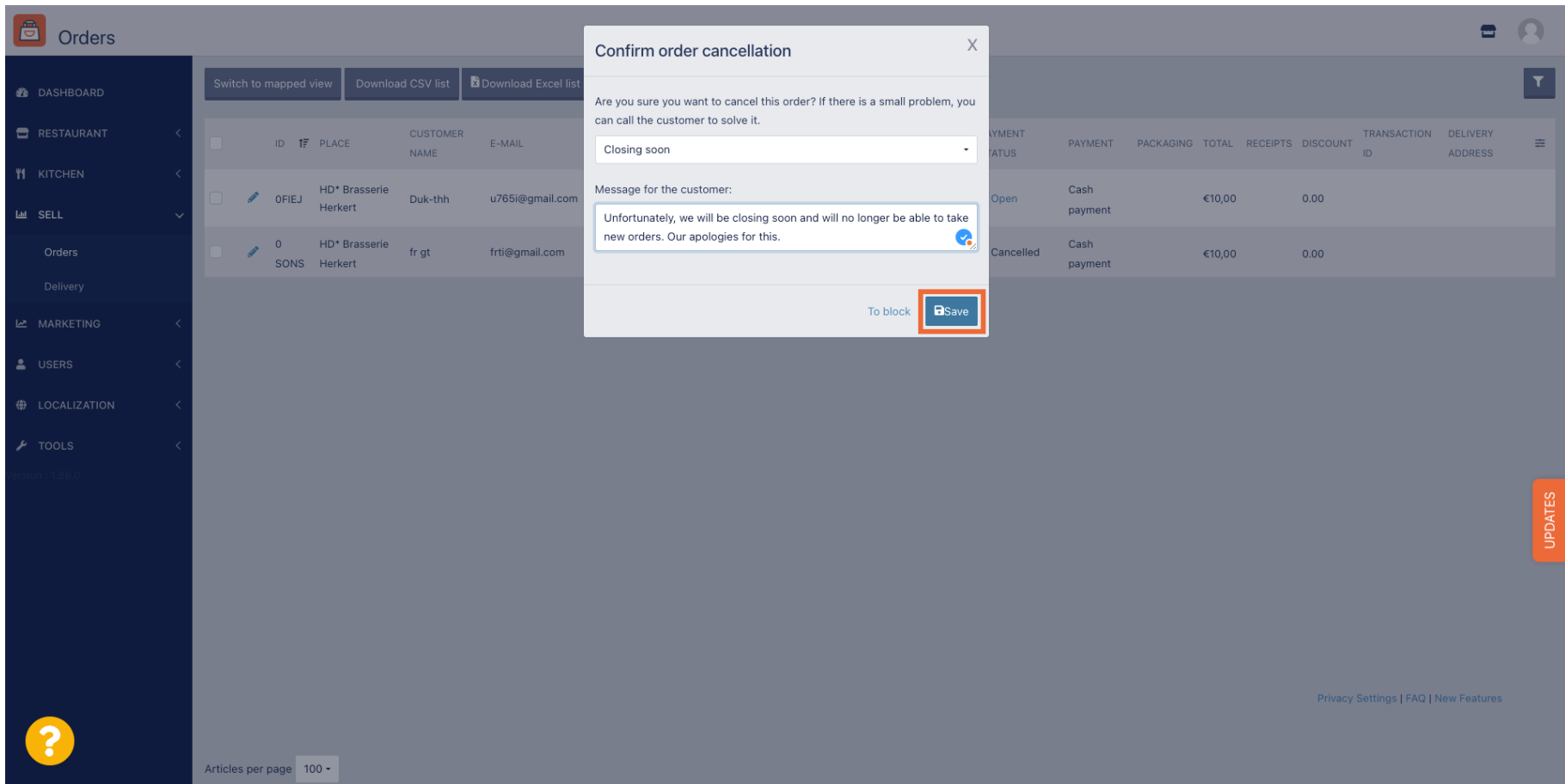
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UPDATES



Il est très important de rédiger un message d'annulation que votre client recevra . Remarque : l'outil propose déjà des messages modifiables.



The screenshot shows the DISH dashboard with the 'Orders' section selected. A modal titled 'Confirm order cancellation' is open, prompting the user to confirm the cancellation of an order. The modal includes a dropdown menu for the reason of cancellation, currently set to 'Closing soon', and a text area for a 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

Switch to mapped view Download CSV list Download Excel list

ID	PLACE	CUSTOMER NAME	E-MAIL
0FIEJ	HD* Brasserie Herkert	Duk-thh	u765i@gmail.com
0	HD* Brasserie Herkert	fr gt	frti@gmail.com

Payment Status: Open, Canceled

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

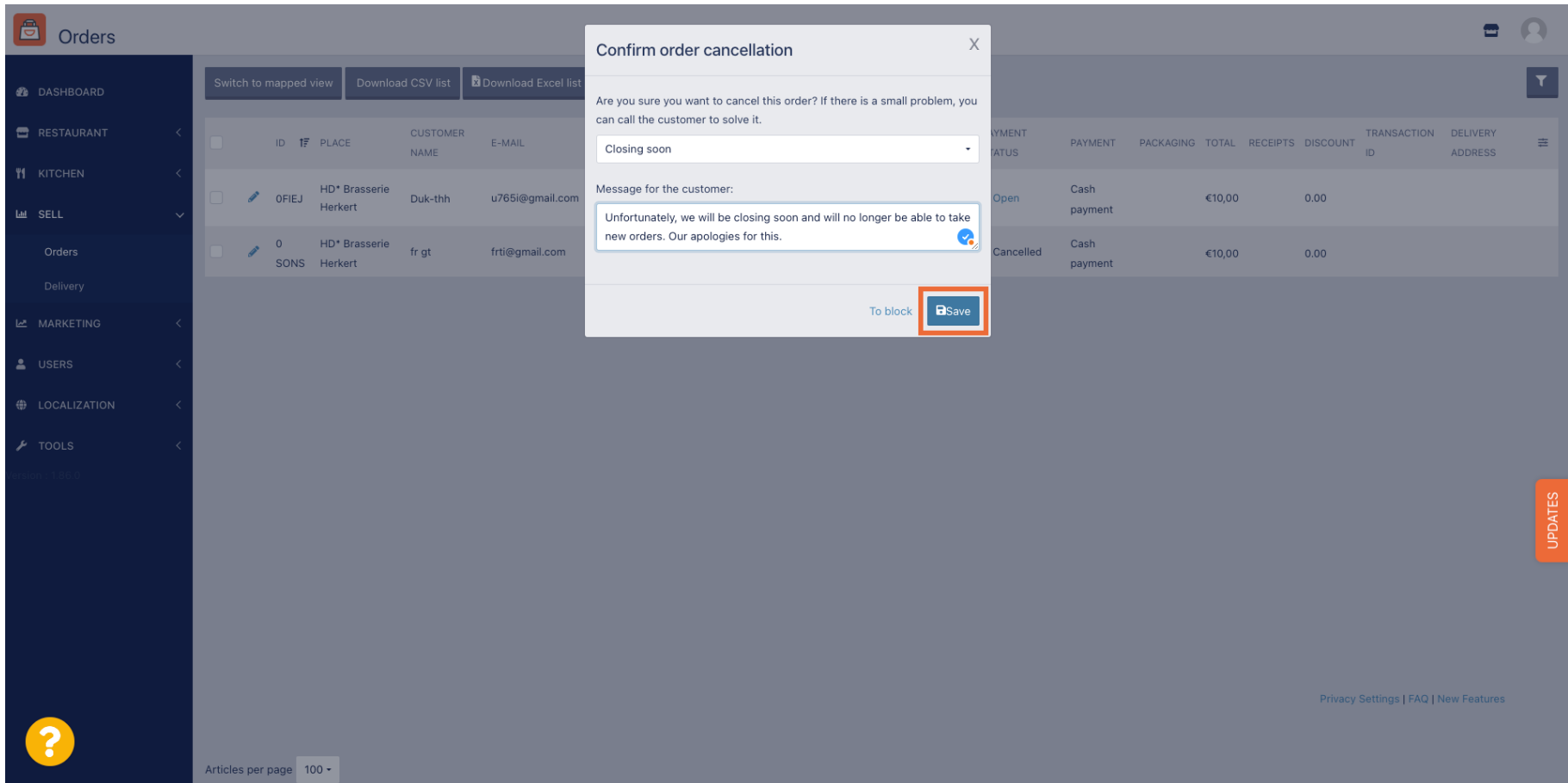
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UPDATES



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



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

DASHBOARD

RESTAURANT

KITCHEN

SELL

Orders

Delivery

MARKETING

USERS

LOCALIZATION

TOOLS

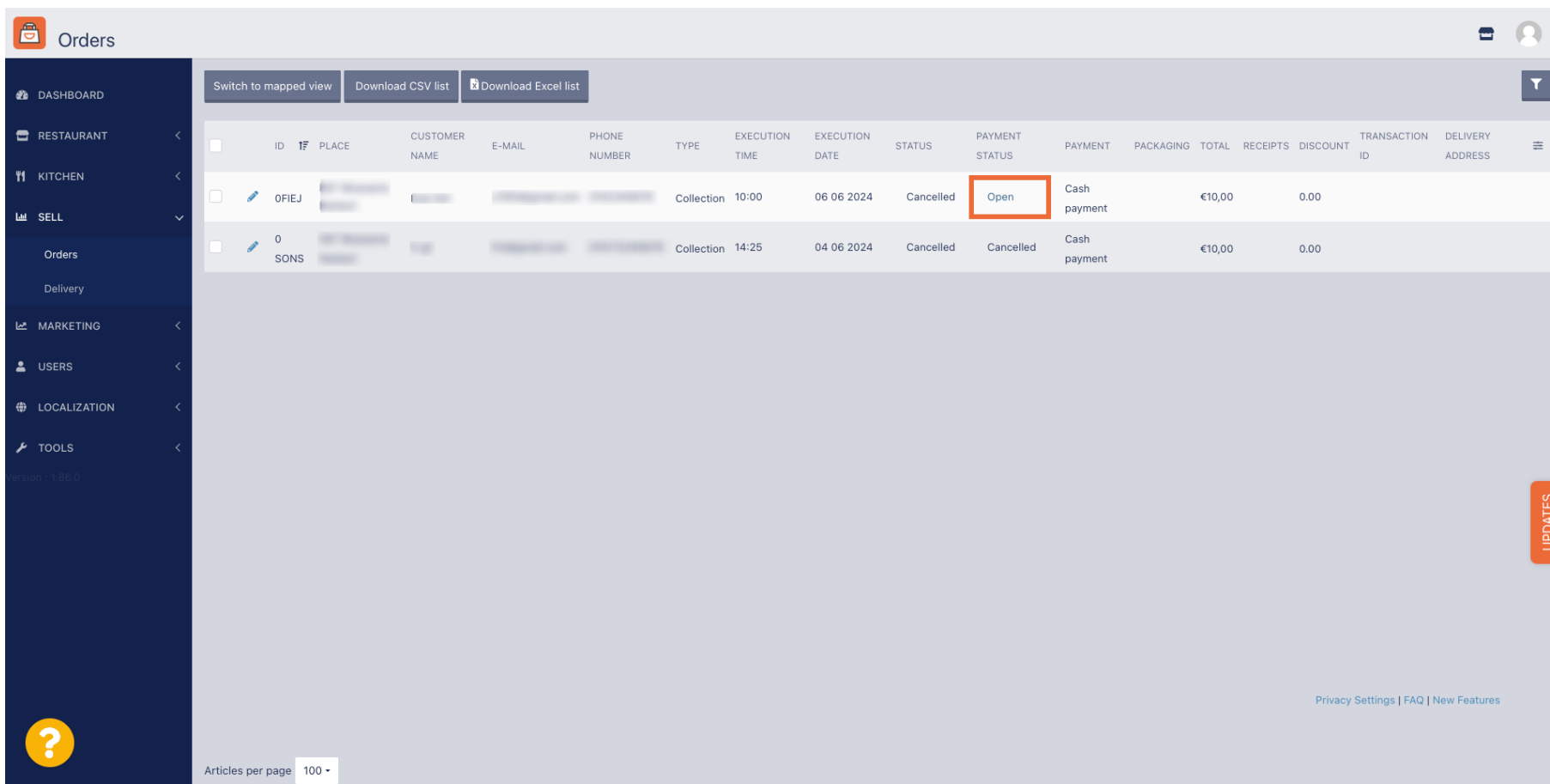
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Puisque la commande est annulée, le statut de paiement doit également être annulé. Pour ce faire, cliquez sur « **Ouvrir** » sous « Statut de paiement ».



The screenshot shows the DISH Orders dashboard. On the left is a dark blue sidebar with navigation links: DASHBOARD, RESTAURANT, KITCHEN, SELL (expanded), Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. At the bottom of the sidebar is a yellow question mark icon. The main area has a header with 'Orders' and a search icon. Below the header are buttons for 'Switch to mapped view', 'Download CSV list', and 'Download Excel list'. A table of orders is displayed 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, both with a status of 'Cancelled'. The first order has a payment status of 'Open', which is highlighted with a red box. The second order has a payment status of 'Cancelled'. At the bottom right, there is an orange 'UPDATES' button 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	Cancelled	Open	Cash payment		€10,00		0.00		
0	SONS				Collection	14:25	04 06 2024	Cancelled	Cancelled	Cash payment		€10,00		0.00		



Sélectionnez ensuite **Annulé**.


Orders

Switch to mapped view

Download CSV list

Download Excel list

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	Cancelled	Open	Cash payment		€10,00		0.00		
☐	0	SONS				Collection	14:25	04 06 2024	Cancelled	Fixed			€10,00		0.00		

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UPDATES

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



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

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

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Scannez pour accéder au lecteur interactif