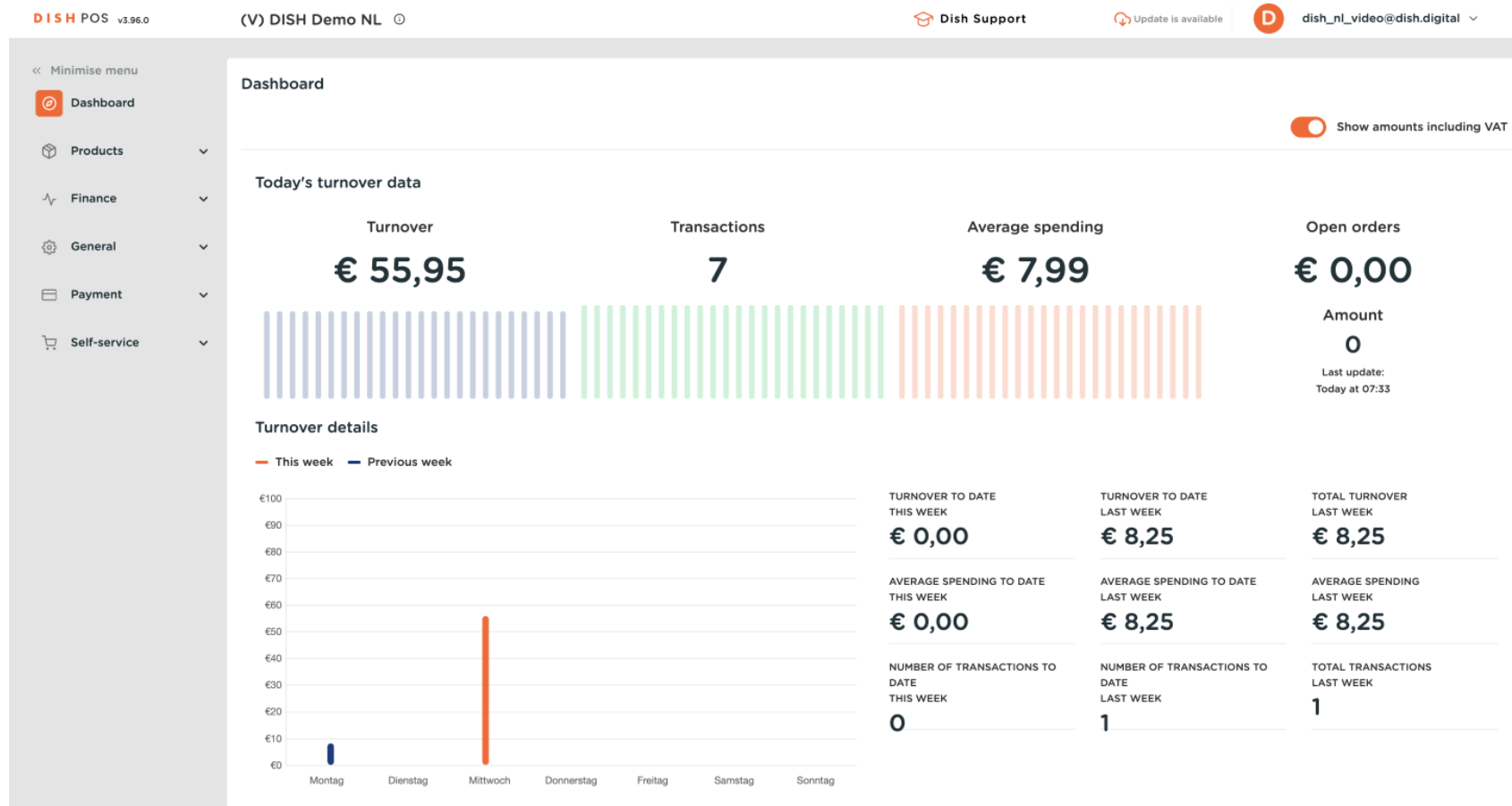


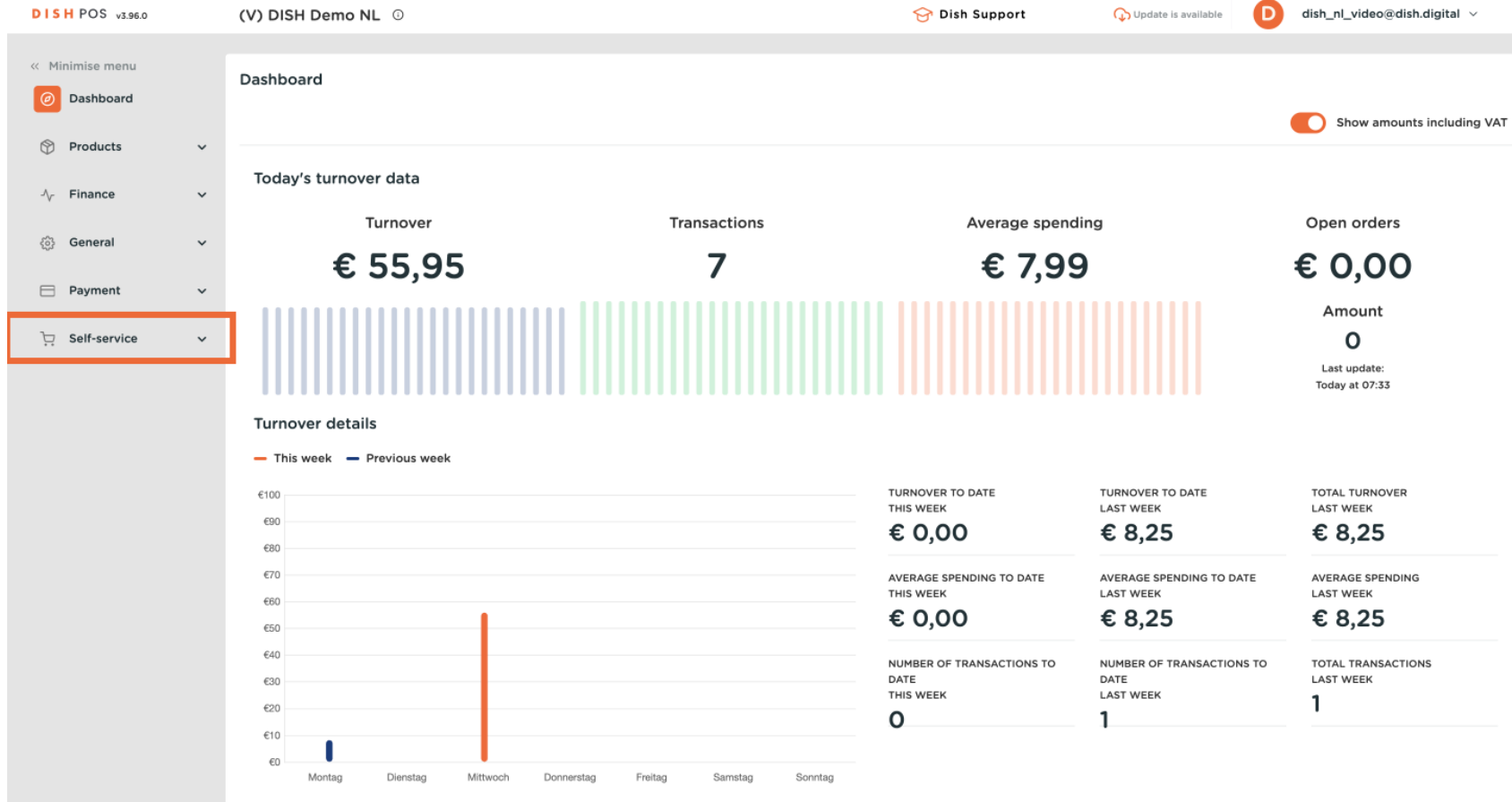


Welcome to the DISH POS dashboard. In this tutorial, we show you how to set up the random spot checks for your Self-service and Grab & Go POS.



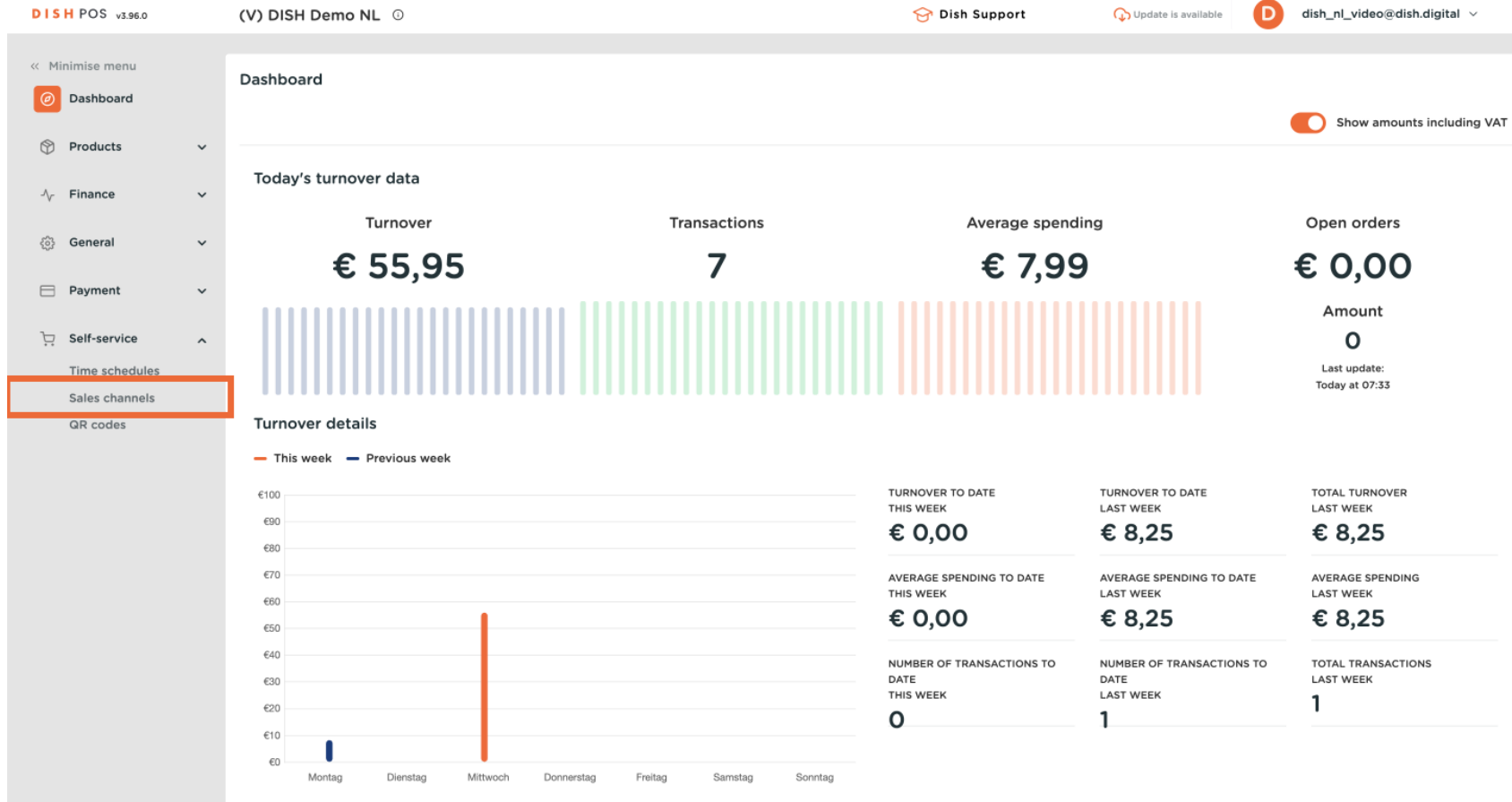


First, go to **Self-service**.





Then go to **Sales channels**.





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.

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
Time schedules
Sales channels
QR codes

Sales channels (4)

Q Search

Show 50 Records

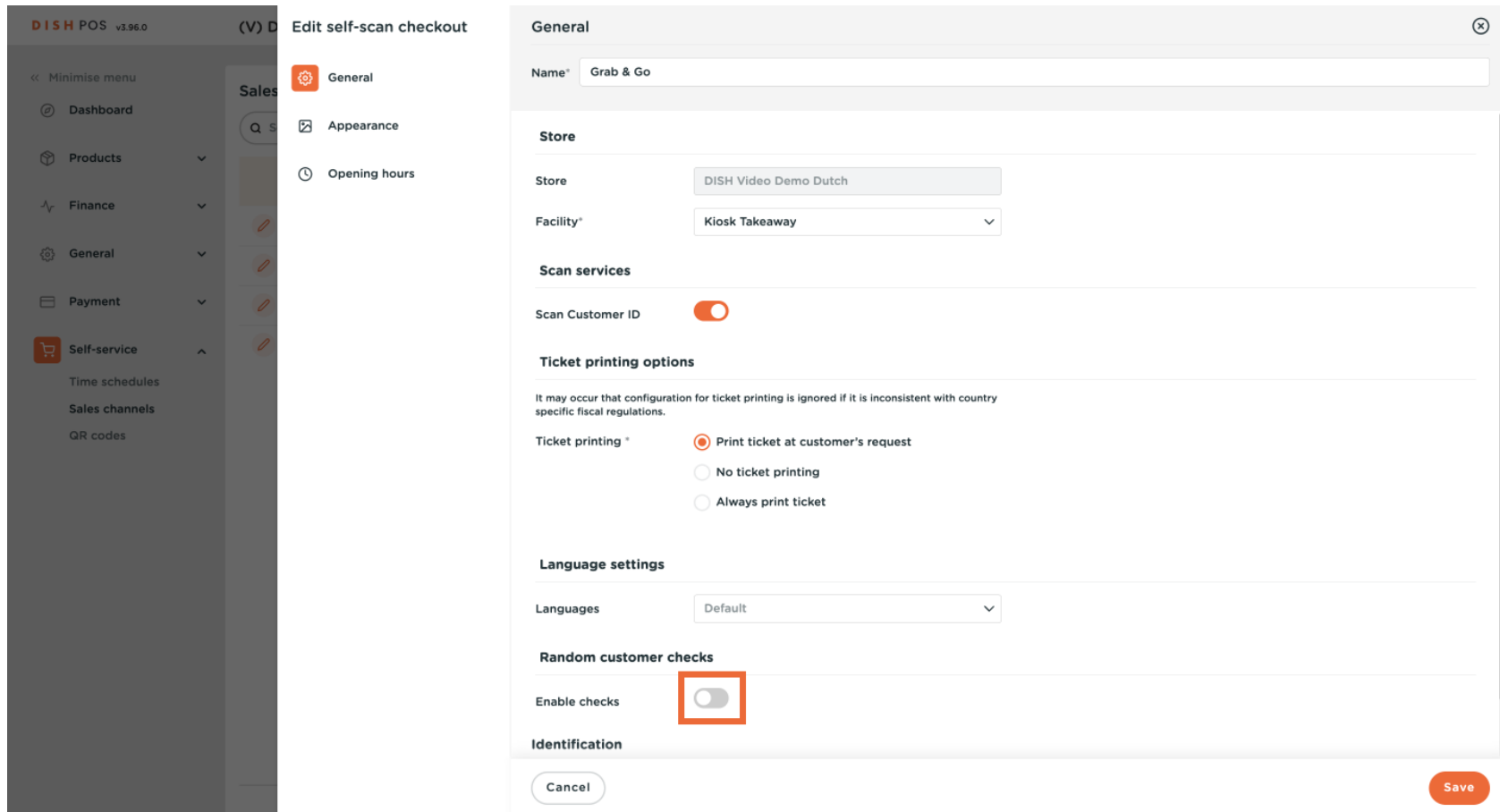
Name	Store	Type	URL
 Grab & Go	DISH Video Demo Dutch	Self-scan checkout	Copy link Open link
 Kiosk	DISH Video Demo Dutch	Ordering kiosk	Copy link Open link
 Payment	DISH Video Demo Dutch	QR	
 Webshop	DISH Video Demo Dutch	Webshop	Copy link Open link

1

4 of 22



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



DISH POS v3.96.0 (V) D Edit self-scan checkout

« Minimise menu

Dashboard

Products

Finance

General

Payment

Self-service

Time schedules

Sales channels

QR codes

General

Appearance

Opening hours

General

Name* Grab & Go

Store

Store DISH Video Demo Dutch

Facility* Kiosk Takeaway

Scan services

Scan Customer ID ☒

Ticket printing options

It may occur that configuration for ticket printing is ignored if it is inconsistent with country specific fiscal regulations.

Ticket printing * ☒ Print ticket at customer's request
☐ No ticket printing
☐ Always print ticket

Language settings

Languages Default

Random customer checks

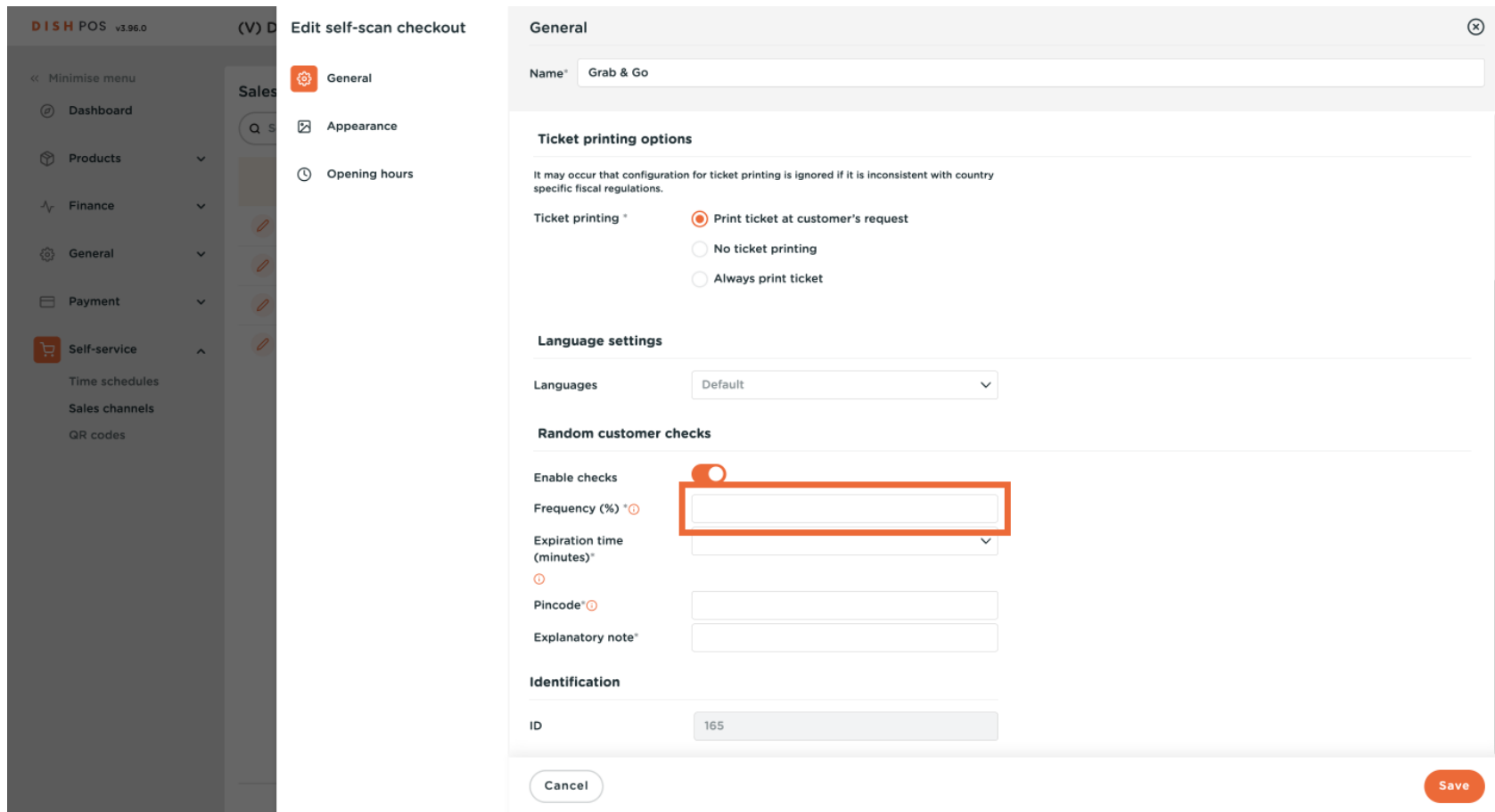
Enable checks ☒

Identification

Cancel Save



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**.



DISH POS v3.96.0 (V) D Edit self-scan checkout

General

Name: Grab & Go

Ticket printing options

It may occur that configuration for ticket printing is ignored if it is inconsistent with country specific fiscal regulations.

Ticket printing * ☒ Print ticket at customer's request
☐ No ticket printing
☐ Always print ticket

Language settings

Languages Default

Random customer checks

Enable checks ☒

Frequency (%) *

Expiration time (minutes)*

Pincode*

Explanatory note*

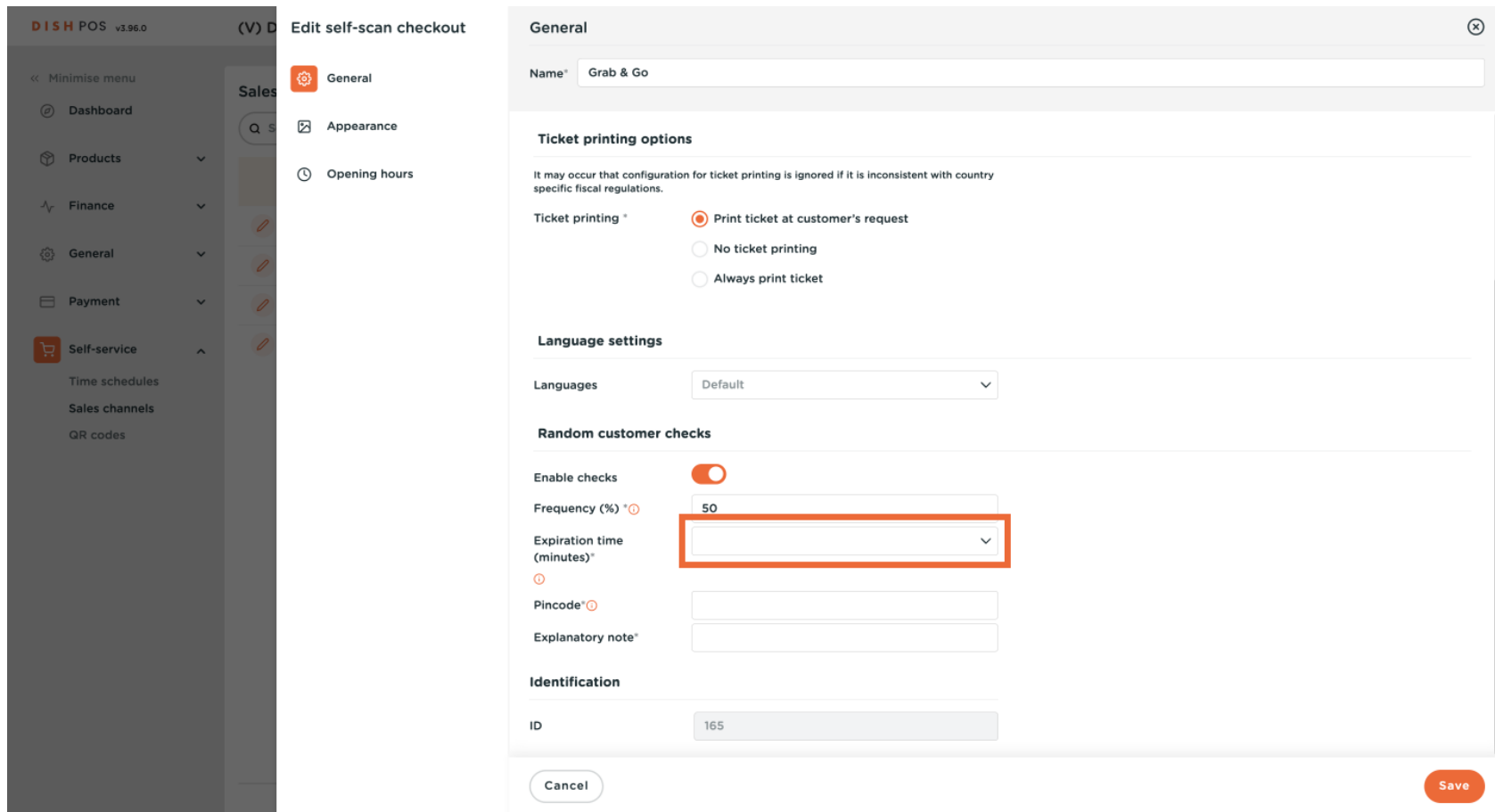
Identification

ID 165

Cancel Save



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.



DISH POS v3.96.0 (V) D Edit self-scan checkout

General

Appearance

Opening hours

General

Name* Grab & Go

Ticket printing options

It may occur that configuration for ticket printing is ignored if it is inconsistent with country specific fiscal regulations.

Ticket printing* ☒ Print ticket at customer's request
☐ No ticket printing
☐ Always print ticket

Language settings

Languages Default

Random customer checks

Enable checks ☒

Frequency (%) * 50

Expiration time (minutes)*

Pincode*

Explanatory note*

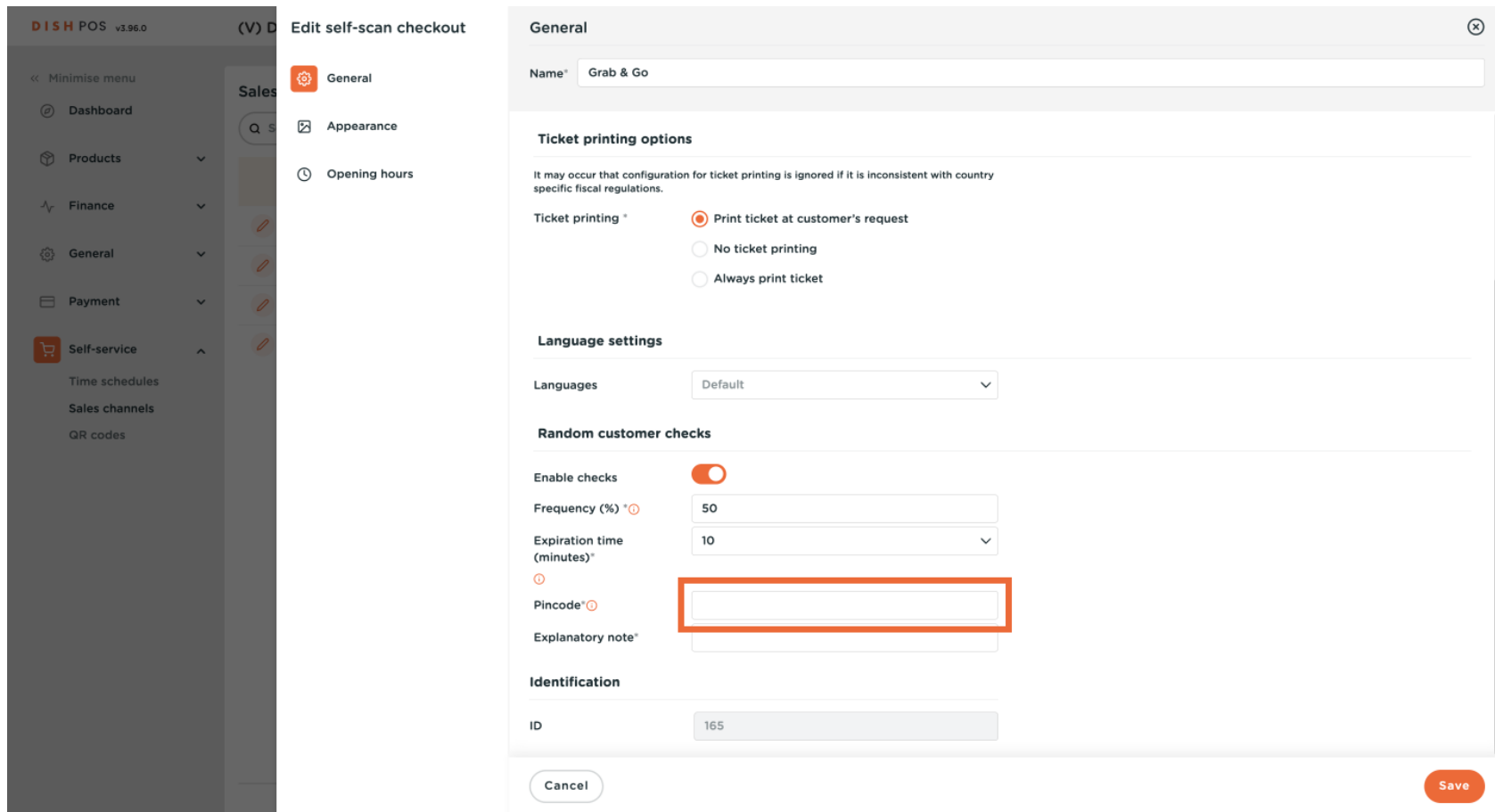
Identification

ID 165

Cancel Save



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.



DISH POS v3.96.0 (V) D Edit self-scan checkout

General

Appearance

Opening hours

General

Name: Grab & Go

Ticket printing options

It may occur that configuration for ticket printing is ignored if it is inconsistent with country specific fiscal regulations.

Ticket printing * ☒ Print ticket at customer's request
☐ No ticket printing
☐ Always print ticket

Language settings

Languages Default

Random customer checks

Enable checks ☒

Frequency (%) * 50

Expiration time (minutes)* 10

Pincode*

Explanatory note*

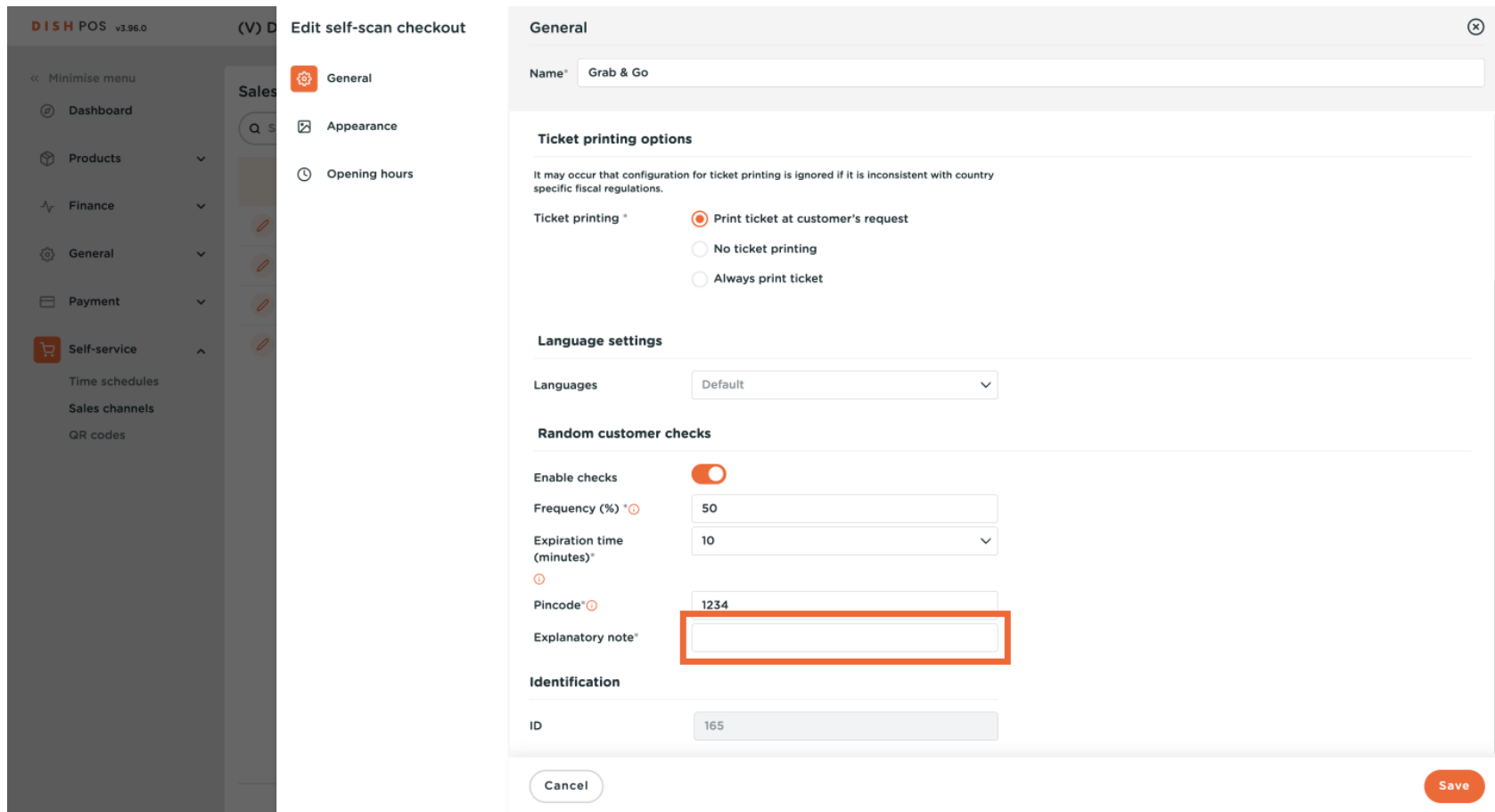
Identification

ID 165

Cancel Save



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



DISH POS v3.96.0 (V) D Edit self-scan checkout

General

Appearance

Opening hours

General

Name: Grab & Go

Ticket printing options

It may occur that configuration for ticket printing is ignored if it is inconsistent with country specific fiscal regulations.

Ticket printing * ☒ Print ticket at customer's request
☐ No ticket printing
☐ Always print ticket

Language settings

Languages Default

Random customer checks

Enable checks ☒

Frequency (%) * 50

Expiration time (minutes)* 10

Pincode* 1234

Explanatory note*

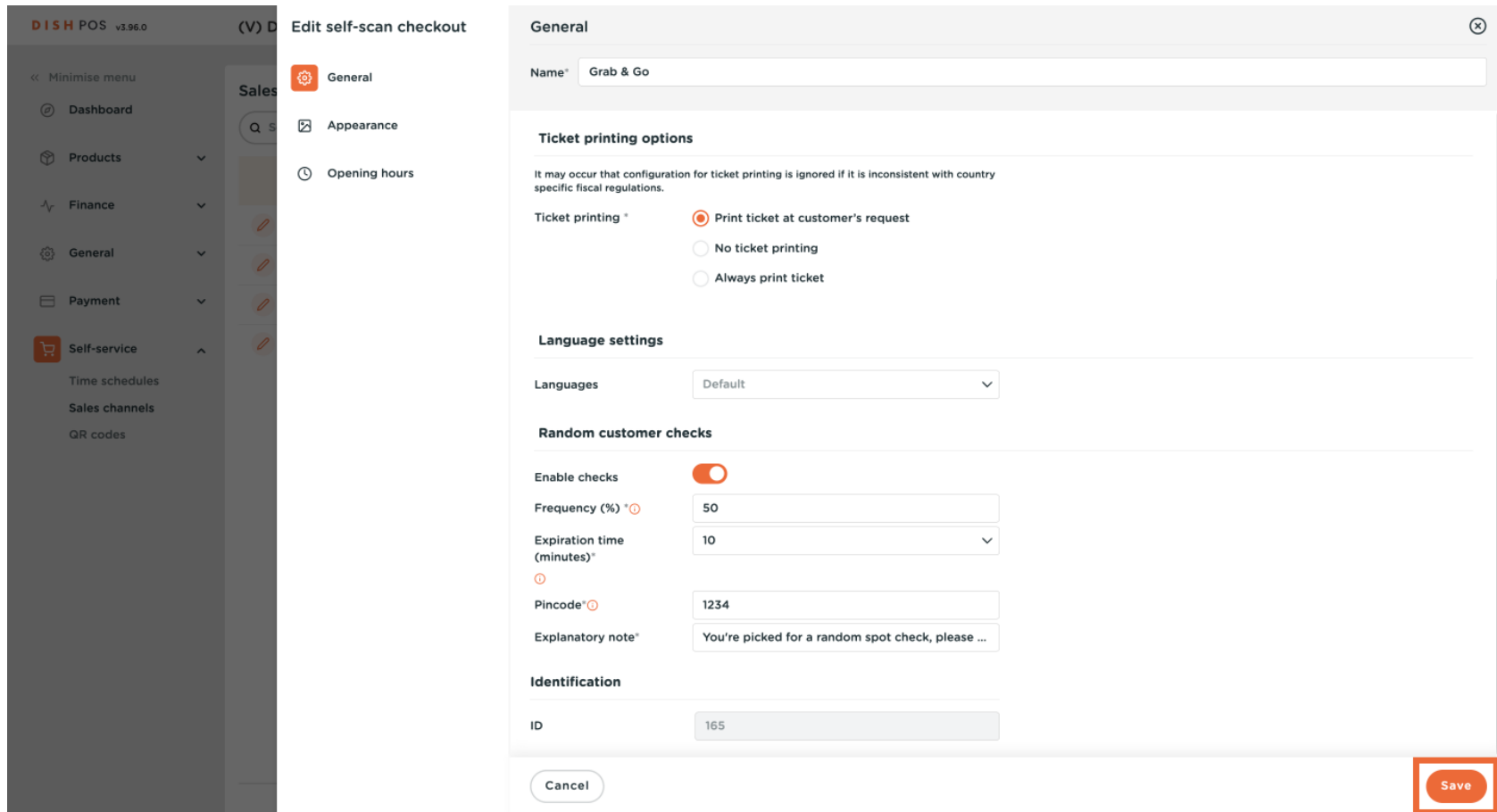
Identification

ID 165

Cancel Save



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



DISH POS v3.96.0 (V) D Edit self-scan checkout

General

Name* Grab & Go

Ticket printing options

It may occur that configuration for ticket printing is ignored if it is inconsistent with country specific fiscal regulations.

Ticket printing * ☒ Print ticket at customer's request
☐ No ticket printing
☐ Always print ticket

Language settings

Languages Default

Random customer checks

Enable checks ☒

Frequency (%) * 50

Expiration time (minutes)* 10

Pincode* 1234

Explanatory note* You're picked for a random spot check, please ...

Identification

ID 165

Cancel Save



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.

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

Minimise menu
Dashboard
Products
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Time schedules
Sales channels
QR codes

Sales channels (4)

Q Search

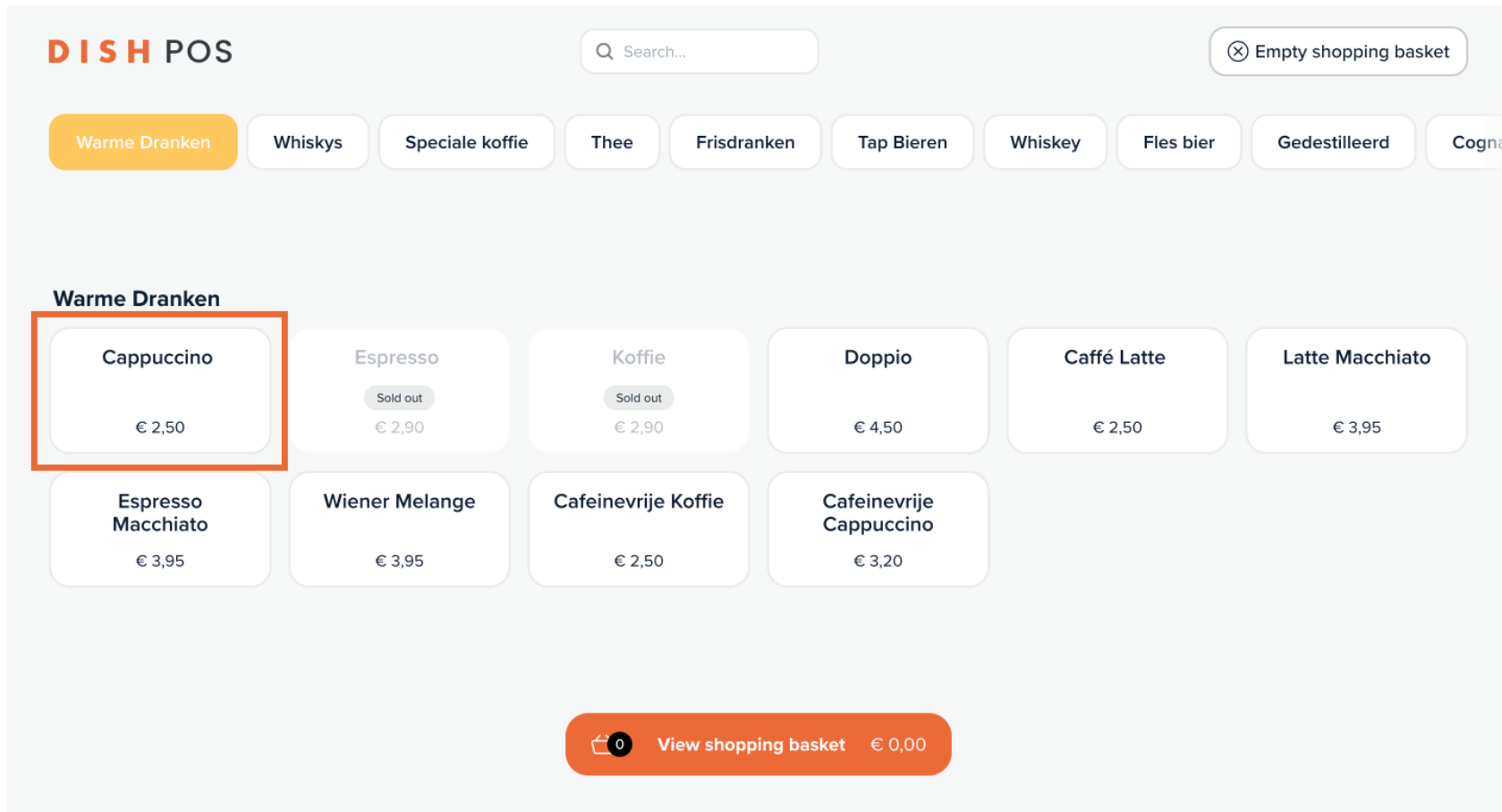
Show 50 Records

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

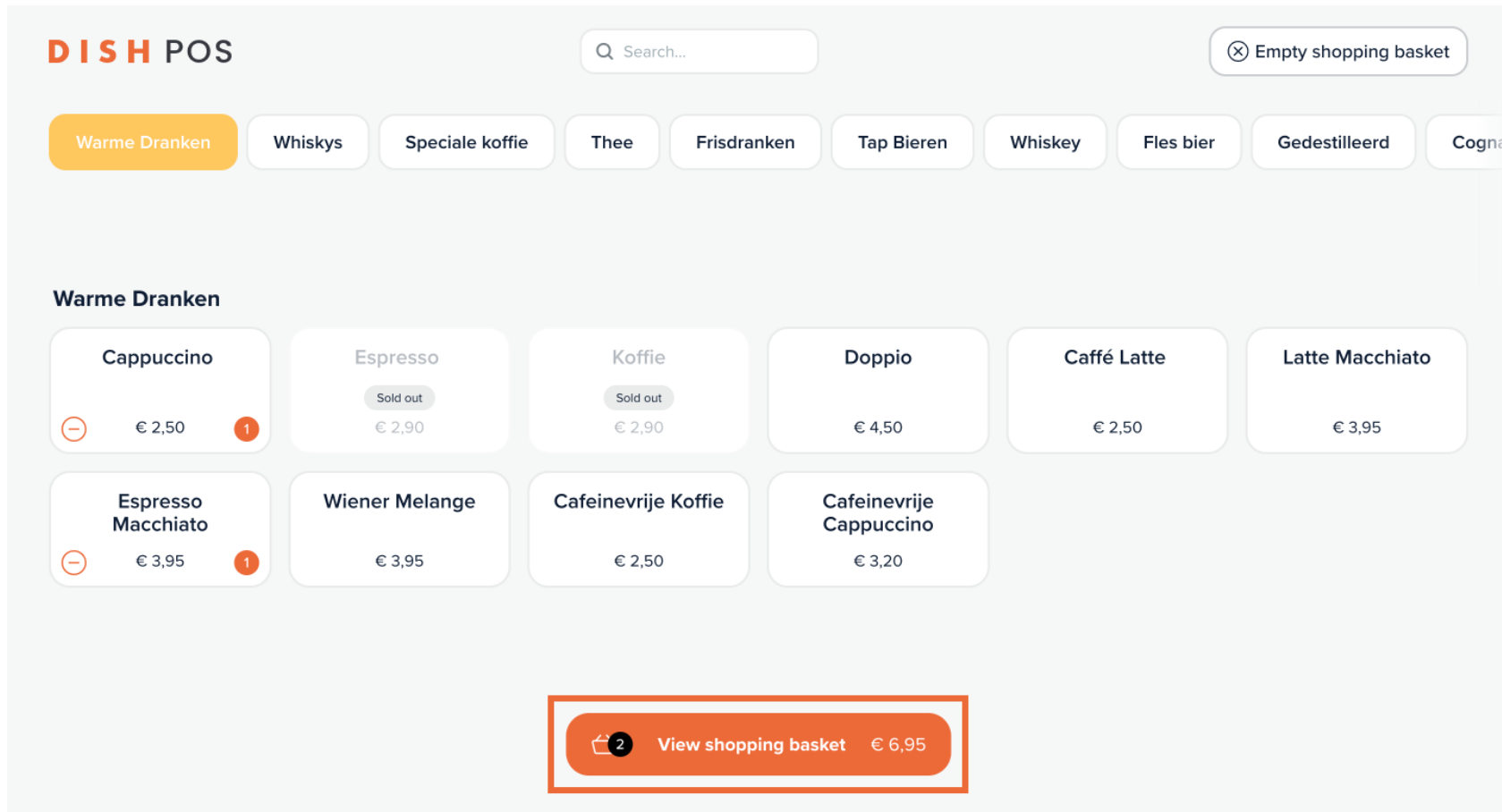


Now being in the Grab & Go ordering view, select a few **items** to test the random customer check.





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



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

My shopping basket

 EN

Enter manually

Empty shopping basket

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

DISH POS

Please scan your products

Subtotal

€ 6,95

Total

€ 6,95

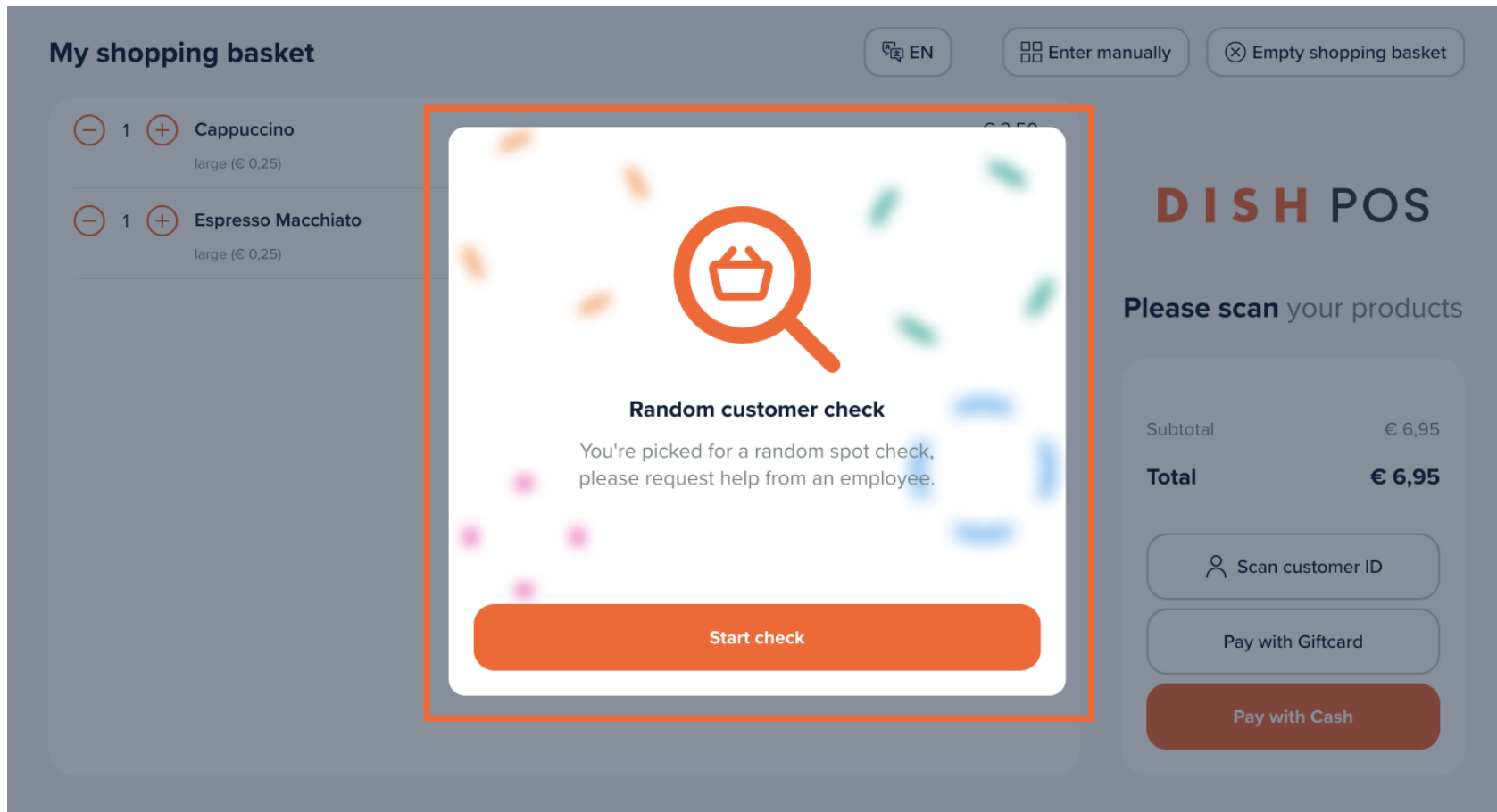
 Scan customer ID

Pay with Giftcard

Pay with Cash

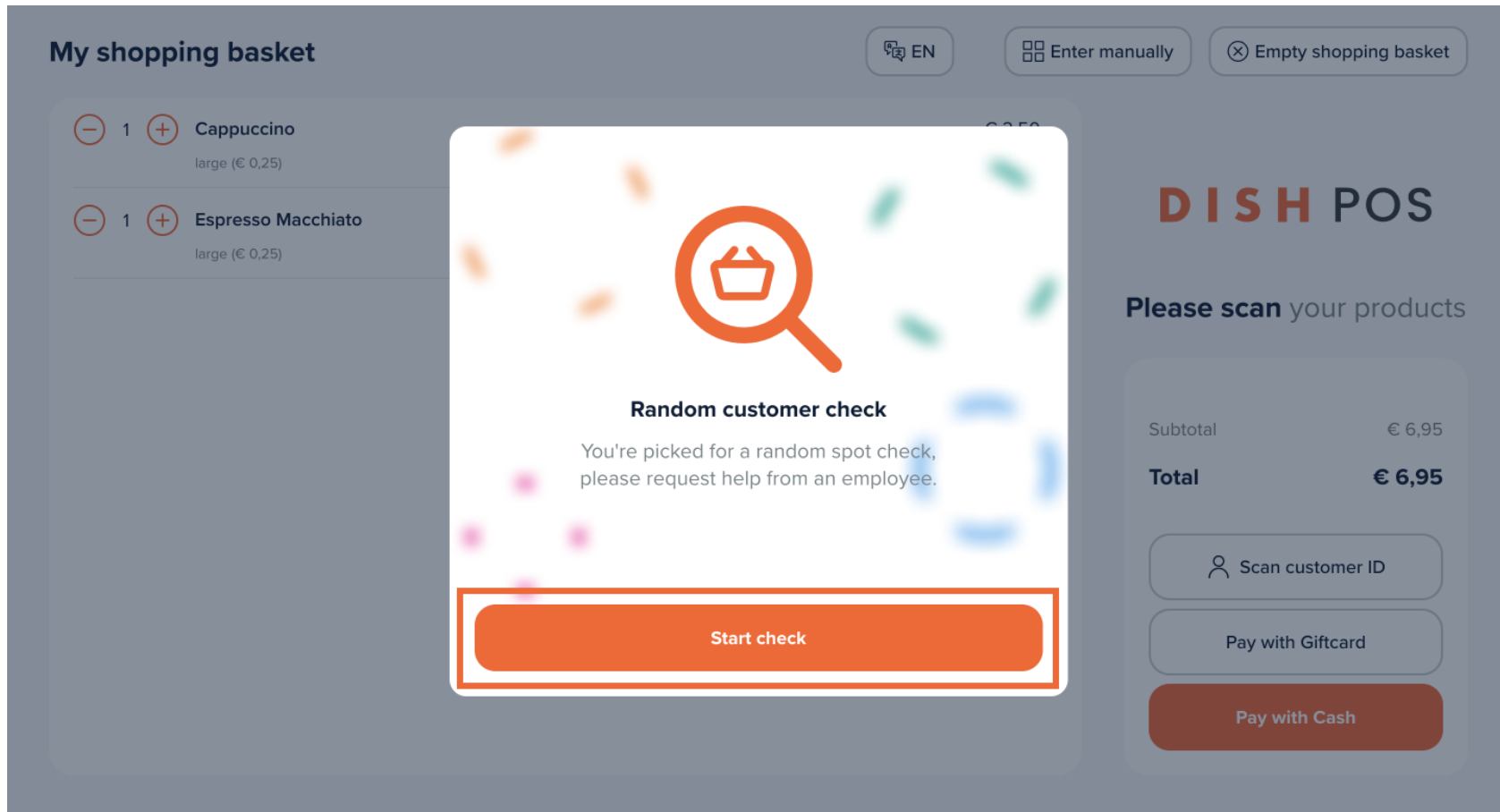


When an order is randomly chosen to be checked, a pop-up will appear with instructions about the random customer check.





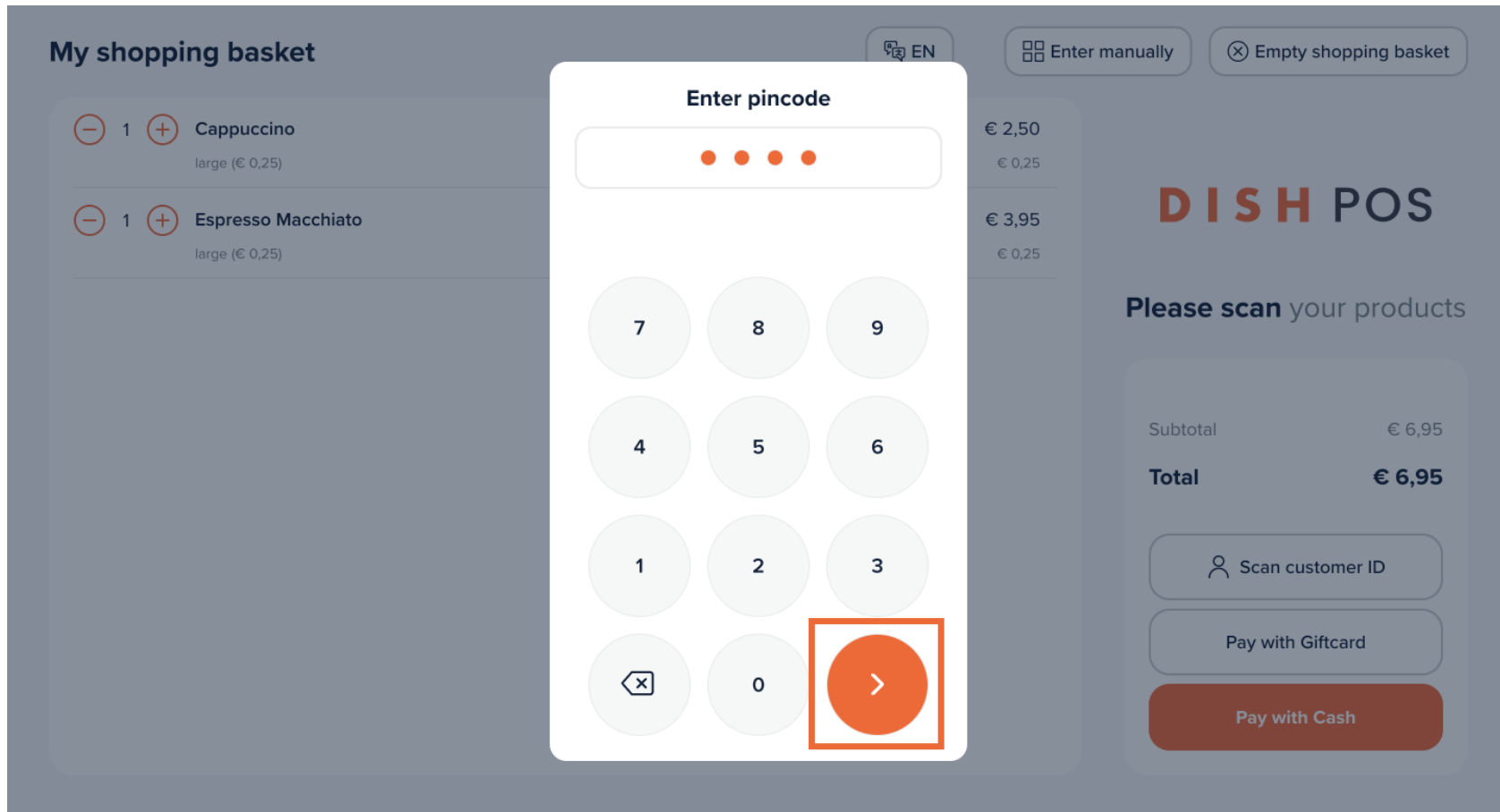
Continue by clicking on **Start check**.



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

The screenshot displays the DISH POS interface. On the left, the 'My shopping basket' section lists two items: 'Cappuccino large (€ 0,25)' and 'Espresso Macchiato large (€ 0,25)'. The main area features a 'Please scan your products' prompt with a 'Subtotal' of € 6,95 and a 'Total' of € 6,95. Payment options include 'Scan customer ID', 'Pay with Giftcard', and 'Pay with Cash'. A modal overlay titled 'Enter pincode' is centered on the screen, containing a text input field and a numeric keypad. The numeric keypad is highlighted with a red border and includes digits 1-9, 0, a backspace key, and a right arrow key.

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

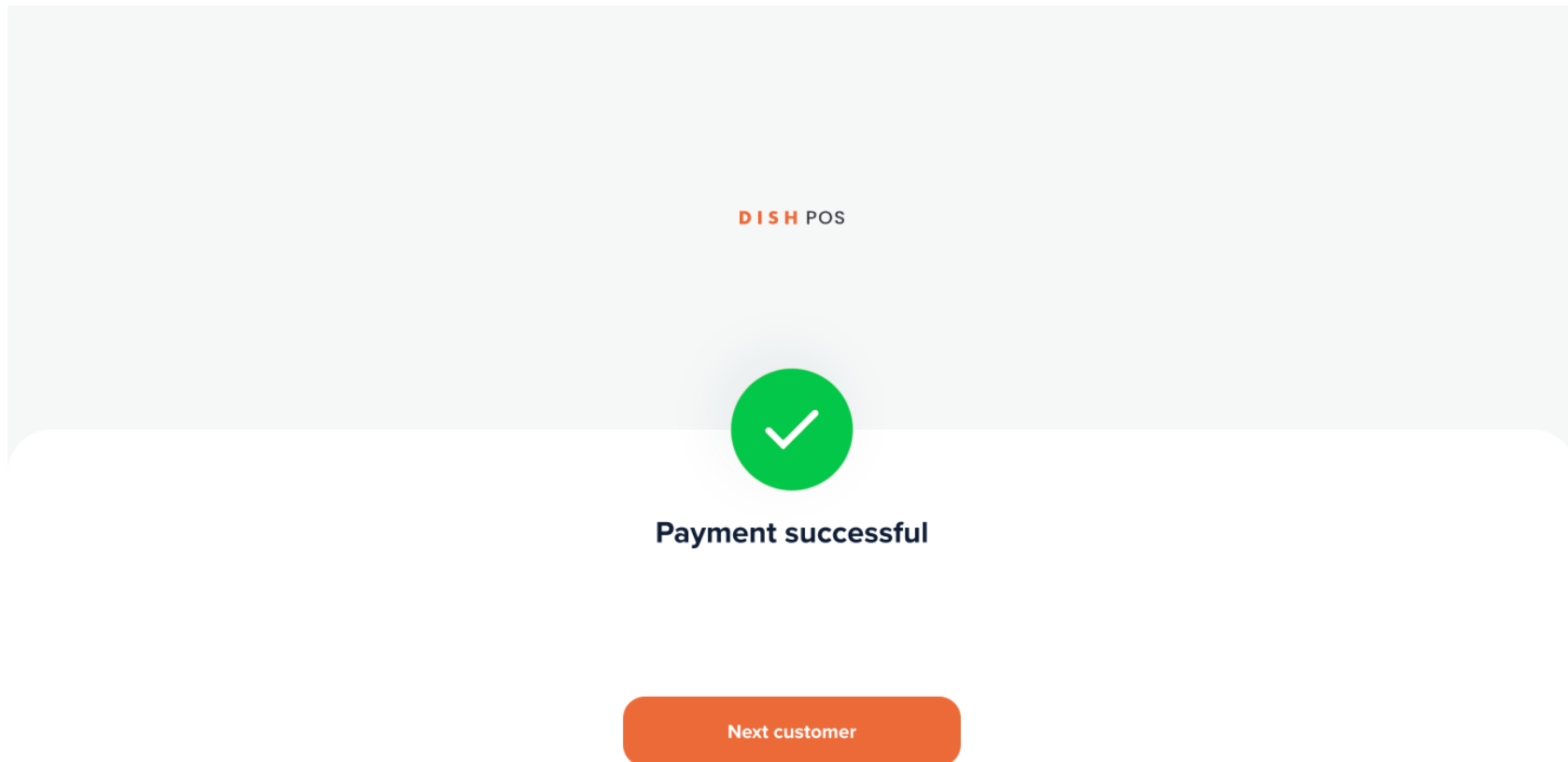
Subtotal	€ 6,95
Total	€ 6,95

Check denied

Check approved

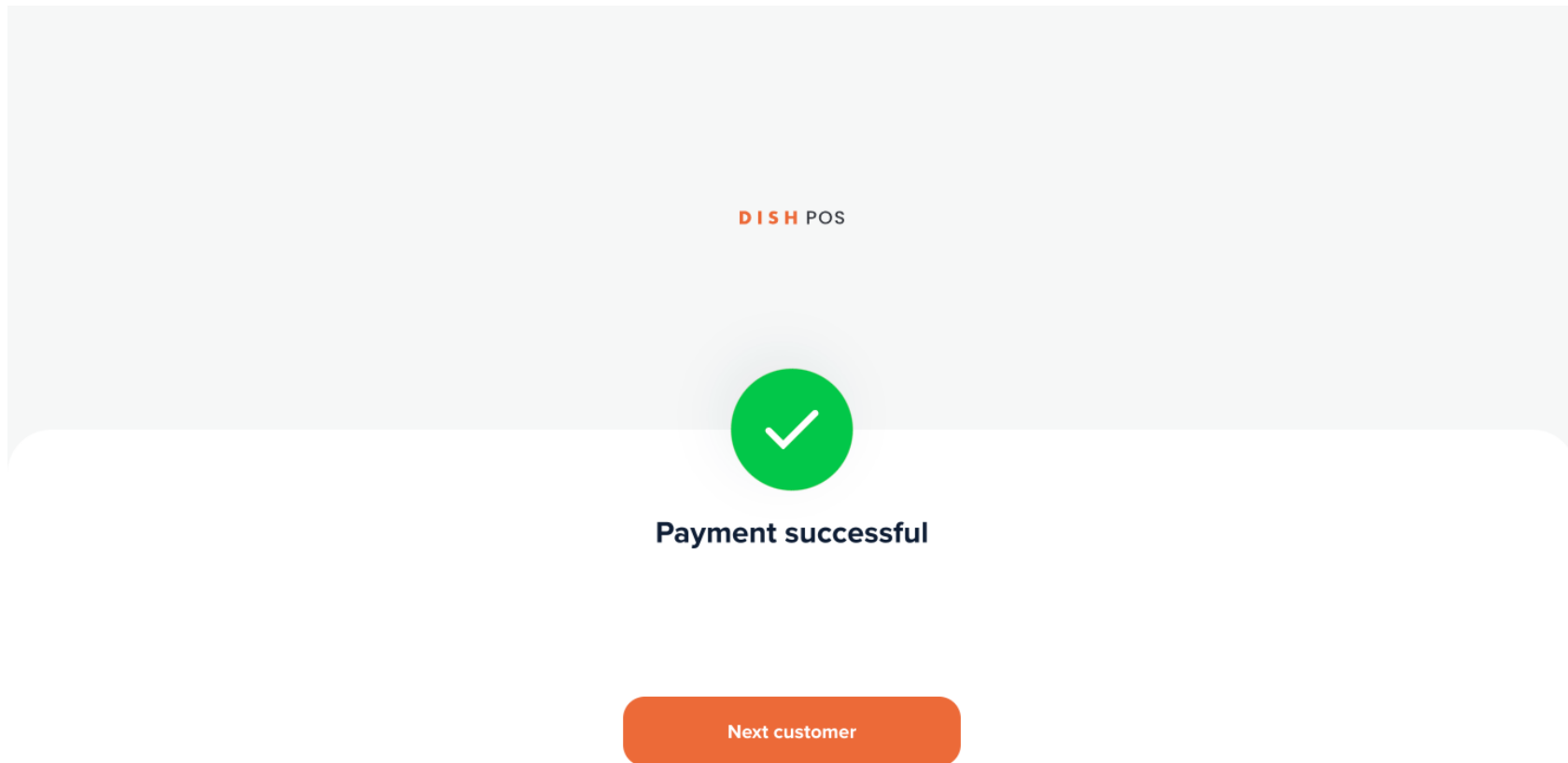


If the order has been approved, it can be paid. If the order has been denied, the current order will be cancelled.





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