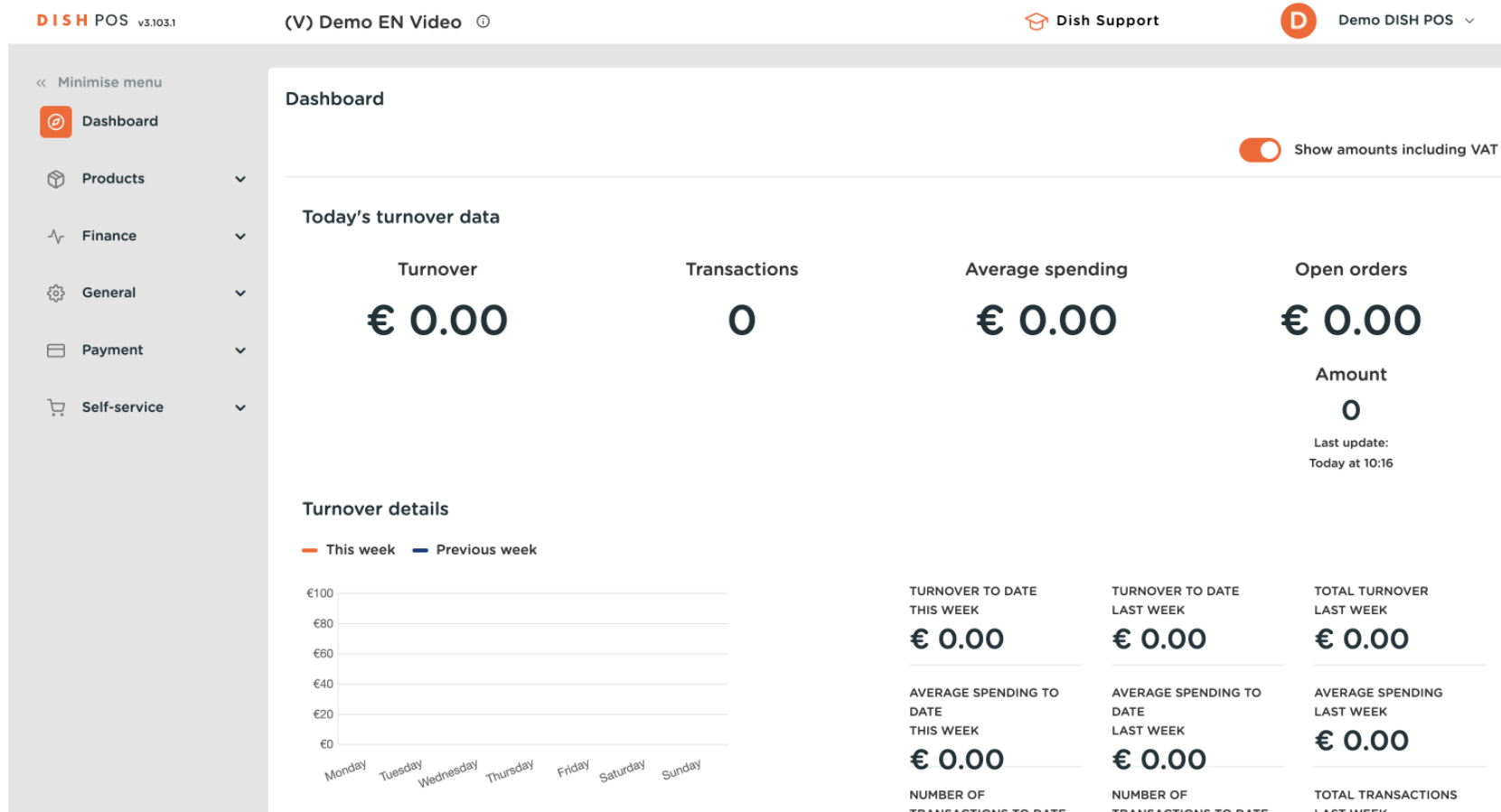




Welcome to the DISH POS dashboard! In this tutorial we are going to show you how to add a Customer account!





To start using customer accounts, you first you have to give user (group) permission to start using the customer account functionality. Start by going to **General**.

DISH POS v3.103.1 (V) Demo EN Video   Dish Support  Demo DISH POS 

<< Minimise menu

-  Dashboard
-  Products 
-  Finance 
-  **General** 
-  Payment 
-  Self-service 

Dashboard

 Show amounts including VAT

Today's turnover data

Turnover	Transactions	Average spending	Open orders
€ 0.00	0	€ 0.00	€ 0.00

Amount
0
Last update:
Today at 10:16

Turnover details

— This week — Previous week

€100
€80
€60
€40
€20
€0

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

TURNOVER TO DATE THIS WEEK € 0.00	TURNOVER TO DATE LAST WEEK € 0.00	TOTAL TURNOVER LAST WEEK € 0.00
AVERAGE SPENDING TO DATE THIS WEEK € 0.00	AVERAGE SPENDING TO DATE LAST WEEK € 0.00	AVERAGE SPENDING LAST WEEK € 0.00
NUMBER OF TRANSACTIONS TO DATE	NUMBER OF TRANSACTIONS TO DATE	TOTAL TRANSACTIONS LAST WEEK



Click on **User groups**.

DISH POS v3.103.1 (V) Demo EN Video   Dish Support  Demo DISH POS 

<< Minimise menu

-  **Dashboard**
-  Products 
-  Finance 
-  General 
 - General
 - Production stations
 - Facilities
 - Cash stores
 - Printers
 - App links
 - Table map
 - Users
 - User groups**
 - POS devices
 - Courses
 - Customers
 - Currency
 - Turnover categories
 - Customer displays
 - Translations

Dashboard

 Show amounts including VAT

Today's turnover data

Turnover	Transactions	Average spending	Open orders
€ 0.00	0	€ 0.00	€ 0.00

Amount
0
Last update:
Today at 10:16

Turnover details

— This week — Previous week



TURNOVER TO DATE THIS WEEK	TURNOVER TO DATE LAST WEEK	TOTAL TURNOVER LAST WEEK
€ 0.00	€ 0.00	€ 0.00

AVERAGE SPENDING TO DATE THIS WEEK	AVERAGE SPENDING TO DATE LAST WEEK	AVERAGE SPENDING LAST WEEK
€ 0.00	€ 0.00	€ 0.00

NUMBER OF TRANSACTIONS TO DATE	NUMBER OF TRANSACTIONS TO DATE	TOTAL TRANSACTIONS LAST WEEK



You can edit the user group you want to change permissions for by clicking on the **pencil icon**. **Note:** Customer account is only relevant for front office groups (so in this case “Manager”).

DISH POS v3.103.1 (V) Demo EN Video   Dish Support  Demo DISH POS 

<< Minimise menu

-  Dashboard
-  Products 
-  Finance 
-  General 
 - General
 - Production stations
 - Facilities
 - Cash stores
 - Printers
 - App links
 - Table map
 - Users
 - User groups**
 - POS devices
 - Courses
 - Customers
 - Currency
 - Turnover categories
 - Customer displays
 - Translations

User groups (7)

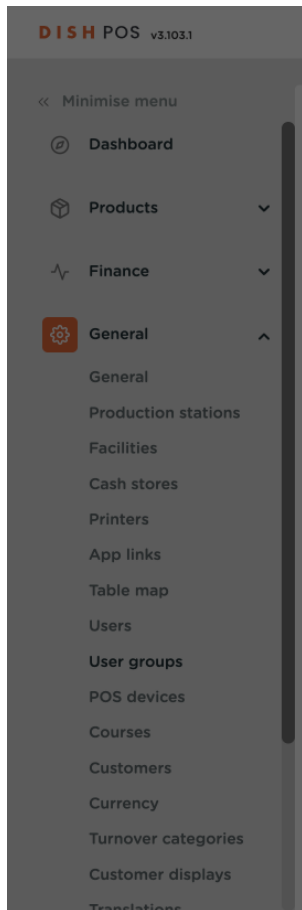
 Show 50  Records 

Name	
  	Enterprise Admin
  	Manager Test 1
  	Gestionnaire
  	usergroup test 1
  	User Group Test 01
  	Clerk
  	Manager

1



The settings that can be enabled are: Add customer account, Customer account deposit/without and Pay with customer account.



Edit user group



User group

User group

Name*

Manager

Type*

App user

Open cash drawer	☐	☒	☐
Cash transaction report	☐	☒	☐
Points of attention report	☐	☒	☐
Product report	☐	☒	☐
Turnover category report	☐	☒	☐
Shift management	☐	☒	☐
Reprinting allowed	☐	☒	☐
Unexpected payments	☐	☒	☐
Self-service status	☐	☒	☐
Add customer account	☒	☐	☐
Customer account deposit/withd	☒	☐	☐
Pay with customer account	☒	☐	☐
Keep the order open after overp:	☐	☒	☐

Cancel

Save



You have 3 permission options, you can choose for: None, Without manager code or Manager code required.

DISH POS v3.103.1

<< Minimise menu

Dashboard

Products

Finance

General

General

Production stations

Facilities

Cash stores

Printers

App links

Table map

Users

User groups

POS devices

Courses

Customers

Currency

Turnover categories

Customer displays

Translations

Edit user group

User group

User group

Name*

Manager

Type*

App user

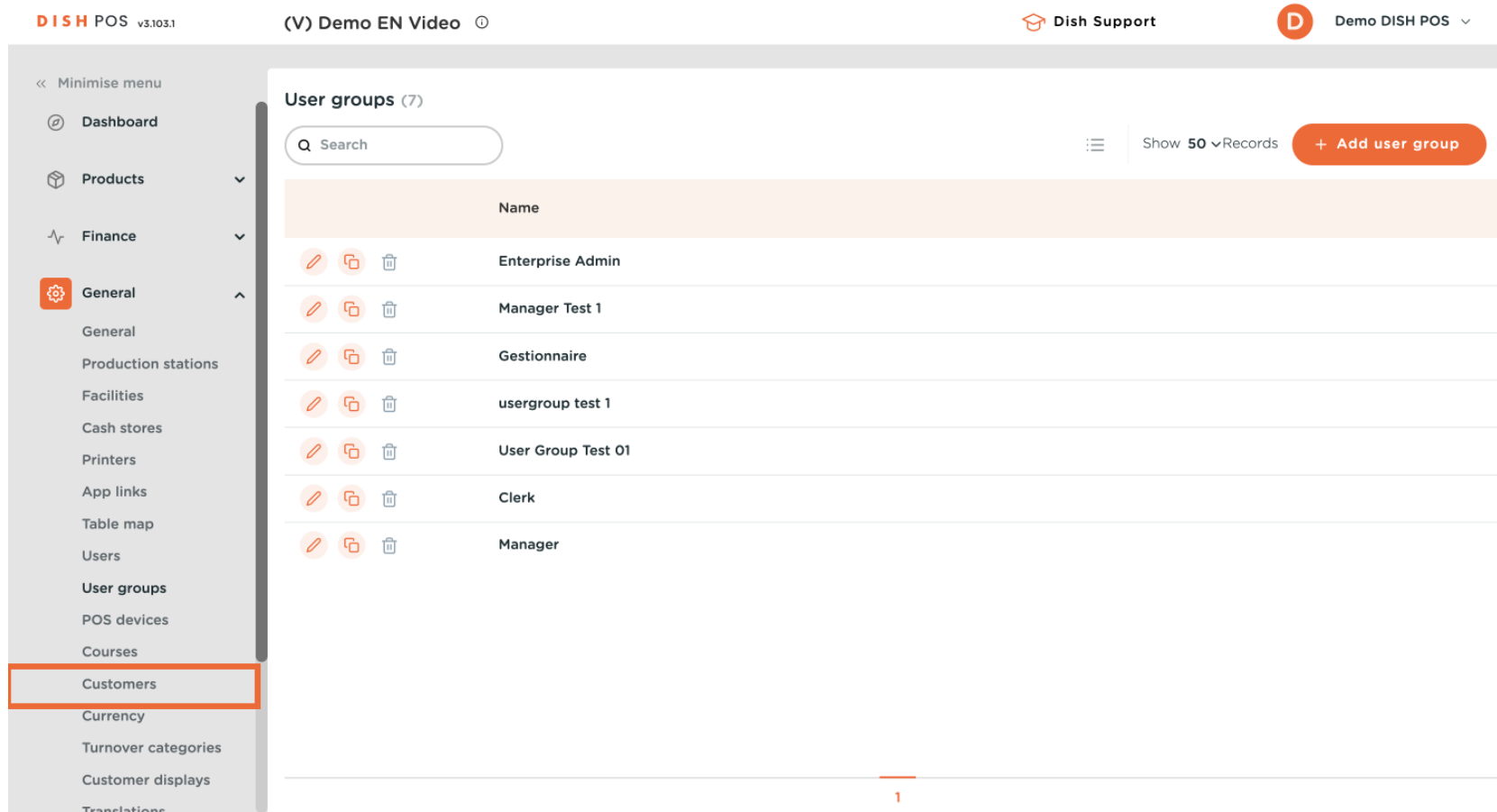
Open cash drawer	☐	☒	☐
Cash transaction report	☐	☒	☐
Points of attention report	☐	☒	☐
Product report	☐	☒	☐
Turnover category report	☐	☒	☐
Shift management	☐	☒	☐
Reprinting allowed	☐	☒	☐
Unexpected payments	☐	☒	☐
Self-service status	☐	☒	☐
Add customer account	☒	☐	☐
Customer account deposit/withd	☒	☐	☐
Pay with customer account	☒	☐	☐
Keep the order open after overp:	☐	☒	☐

Cancel

Save



You also have to adjust the customer in the backoffice to enable front office actions such as paying with customer account or entering a credit limit. You can do so by clicking on **Customers** on the left side menu.



The screenshot shows the DISH POS v3.103.1 backoffice interface. The left sidebar contains a menu with the following items: Dashboard, Products, Finance, General (expanded), General, Production stations, Facilities, Cash stores, Printers, App links, Table map, Users, User groups, POS devices, Courses, **Customers** (highlighted with an orange box), Currency, Turnover categories, Customer displays, and Translations. The main content area displays the 'User groups (7)' page, which includes a search bar, a 'Show 50 Records' dropdown, and an '+ Add user group' button. Below this is a table with 7 rows, each representing a user group with icons for edit, copy, and delete, and a name column.

Name	
  	Enterprise Admin
  	Manager Test 1
  	Gestionnaire
  	usergroup test 1
  	User Group Test 01
  	Clerk
  	Manager



Click **Add customer**.

DISH POS v3.103.1 (V) Demo EN Video   Dish Support  Demo DISH POS 

<< Minimise menu

-  Dashboard
-  Products 
-  Finance 
-  General 
 - General
 - Production stations
 - Facilities
 - Cash stores
 - Printers
 - App links
 - Table map
 - Users
 - User groups
 - POS devices
 - Courses
 - Customers**
 - Currency
 - Turnover categories
 - Customer displays
 - Translations

Customers

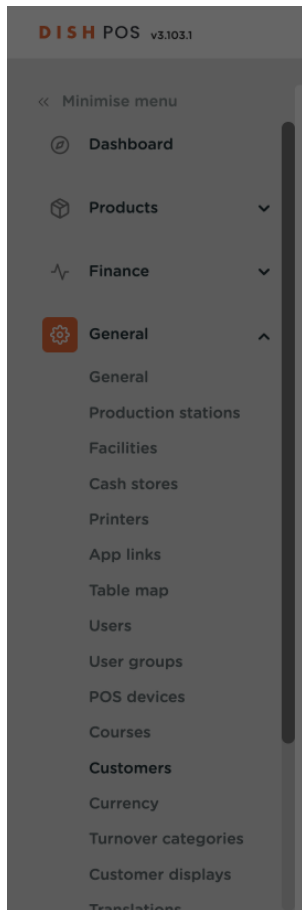
Q Search

+ Add customer **Import**

Customers	
Willem	 
David	 



Adjust the **Customer account settings**.



Add customer



Customer



Address

Customer

Name*

Parent

None

☐ Person

Personal information

User ID

Price level

None

Invoice

Currency

None

Payer

None

☐ Authorised to use credit on invoice.

Credit limit on invoice

0.00

Customer account

☐ Customer account authorised.

Customer account credit limit

0.00

Contact details

Description

Email address

Website

Telephone numbers

+ Add telephone number

Identification

Your reference

ID

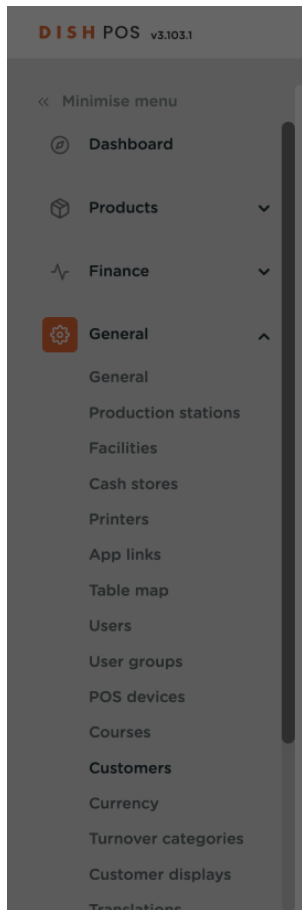
Cancel

Save and add new

Save



Enable **Customer account authorised.**



Add customer

Customer

✉ Address

Customer

Name*

Parent

None

Person

Personal information

User ID

Price level

None

Invoice

Currency

None

Payer

None

☐ Authorised to use credit on invoice.

Credit limit on invoice

0.00

Contact details

Description

Email address

Website

Telephone numbers

+ Add telephone number

Identification

Your reference

ID

Customer account

☒ Customer account authorised.

Customer account credit limit

0.00

Cancel

Save and add new

Save

You can enter an amount at Customer account credit limit.

DISH POS v3.103.1
<lt Minimise menu
Dashboard
Products
Finance
General
General
Production stations
Facilities
Cash stores
Printers
App links
Table map
Users
User groups
POS devices
Courses
Customers
Currency
Turnover categories
Customer displays
Translations

Add customer
Customer
Address

Customer
Name*
Parent
None
Person

Personal information
User ID
Price level
None

Invoice
Currency
None
Payer
None
Authorised to use credit on invoice.
Credit limit on invoice
0.00

Customer account
Customer account authorised.
Customer account credit limit
0.00

Contact details
Description
Email address
Website
Telephone numbers
+ Add telephone number
Identification
Your reference
ID

Cancel
Save and add new
Save



The proceed by adding the Customer account as a payment method. Go to **Payment**.

DISH POS v3.103.1

(V) Demo EN Video ⓘ

 Dish Support

 Demo DISH POS ▾

<< Minimise menu

 General

General

Production stations

Facilities

Cash stores

Printers

App links

Table map

Users

User groups

POS devices

Courses

Customers

Currency

Turnover categories

Customer displays

Translations

Packaging profiles

Scan services

 Payment ▾

Customers

+ Add customer

Import

Customers

Willem	 
David	 
Customer Account	 



Click on **Payment methods**.

DISH POS v3.103.1 (V) Demo EN Video   Dish Support  Demo DISH POS 

<< Minimise menu

General

General

Production stations

Facilities

Cash stores

Printers

App links

Table map

Users

User groups

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Currency

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Packaging profiles

Scan services

Payment

Payment methods

Payment method menu

Customers

+ Add customer

Import

Customers

Willem

David

Customer Account









Then click on **+Add new customer.**

DISH POS v3.103.1
(V) Demo EN Video ⓘ
Dish Support
Demo DISH POS ▾

<< Minimise menu
General
General
Production stations
Facilities
Cash stores
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User groups
POS devices
Courses
Customers
Currency
Turnover categories
Customer displays
Translations
Packaging profiles
Scan services
Payment
Payment methods
Payment method menu

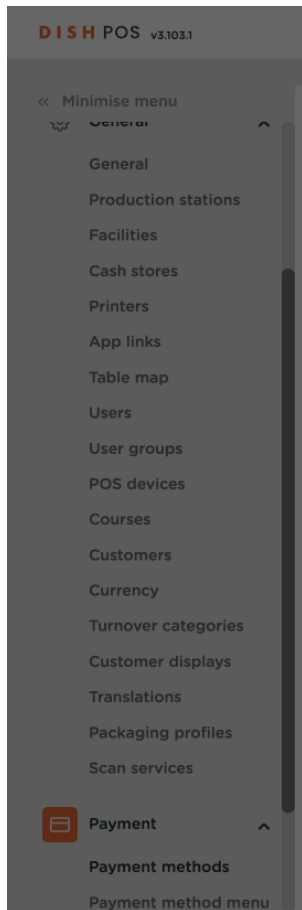
Payment methods

+ Add payment method

Reference	Name	Type	Currency
7	Free of Charge	Cash	€
9	Cash	Cash	€
1b2172e8-c9f5-4230-91ad-86610bad2	iDeal	External payment method	€
7f6c9332-a653-485c-982f-244af286a	Order Aggregator	External payment method	€
bb6752bf-62b9-4802-8087-a5e9bde3	Web Pin	External payment method	€
bccb39ca-0e51-4436-8e54-615c9827	Sofort Banking	External payment method	€
b34d8503-64fc-45b4-9fb0-46910914	Mistercash	External payment method	€
9e0ee90e-7c49-49ef-9451-a5099f7b	Creditcard Online	External payment method	€
a3305ab4-9b00-4f32-954a-daa91e3c	Giropay	External payment method	€
2d72ba52-d961-4d25-9758-804d1501	Maestro	External payment method	€
624a5675-cc0c-4e0d-9212-24c8306f	Mastercard	External payment method	€
b6b49bca-f88c-480a-a733-b1d88bb3	Visa	External payment method	€



Add a **Name** such as customer account.



Add payment method



Payment method

Payment method

Name *

Payment method type

Payment properties

Currency *

References

fiscal reference *

Identification

Your reference

ID

Cancel

Save

Select **Customer account** as payment method type.

DISH POS v3.103.1
<lt Minimise menu
Dashboard
Products
Finance
General
Payment
Payment methods
Payment method menu
EFT devices
Payment providers
Self-service

Add payment method
Payment method

Payment method
X

Name *
Customer Account
Payment method type

Payment properties
Currency *

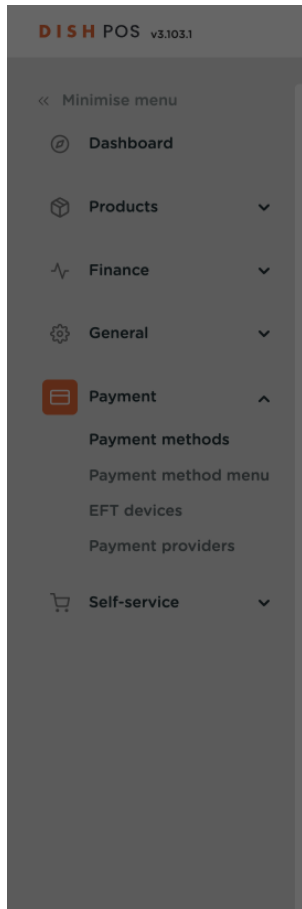
References
fiscal reference *

Identification
Your reference
ID

Cancel
Save



Select **Euro** in Currency.



Add payment method



Payment method

Payment method

Name *

Customer Account

Payment method type

Payment properties

Currency *

References

fiscal reference *

Identification

Your reference

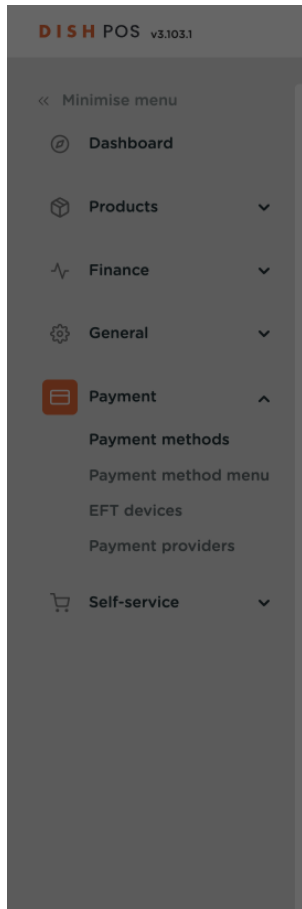
ID

Cancel

Save



Then click on **Save**.



Add payment method



Payment method

Payment method

Name *

Customer Account

Payment method type

Payment properties

Currency *

Euro

References

fiscal reference *

Identification

Your reference

ID

Cancel

Save



In the next step, you need to add the payment method to a Payment menu. Do so by going to **Payment methods menu** on the left side menu.

DISH POS v3.103.1
(V) Demo EN Video ⓘ
Dish Support
Demo DISH POS ▾

<< Minimise menu
Dashboard
Products ▾
Finance ▾
General ▾
Payment ▴
Payment methods
Payment method menu
EFT devices
Payment providers
Self-service ▾

Payment methods

+ Add payment method

Reference	Name	Type	Currency
7	Free of Charge	Cash	€
9	Cash	Cash	€
1b2172e8-c9f5-4230-91ad-86610bad2	iDeal	External payment method	€
7f6c9332-a653-485c-982f-244af286a	Order Aggregator	External payment method	€
bb6752bf-62b9-4802-8087-a5e9bde	Web Pin	External payment method	€
bccb39ca-0e51-4436-8e54-615c9827	Sofort Banking	External payment method	€
b34d8503-64fc-45b4-9fb0-46910914	Mistercash	External payment method	€
9e0ee90e-7c49-49ef-9451-a5099f7b	Creditcard Online	External payment method	€
a3305ab4-9b00-4f32-954a-daa91e3c	Giropay	External payment method	€
2d72ba52-d961-4d25-9758-804d1501	Maestro	External payment method	€
624a5675-cc0c-4e0d-9212-24c8306f	Mastercard	External payment method	€
b6b49bca-f88c-480a-a733-b1d88bb3	Visa	External payment method	€



Select one of the Payment Methods menus.

DISH POS v3.103.1
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Dish Support
Demo DISH POS ▾

<< Minimise menu
Dashboard
Products ▾
Finance ▾
General ▾
Payment ▴
Payment methods
Payment method menu
EFT devices
Payment providers
Self-service ▾

Payment methods menu

+ Add payment method menu

Payment methods menu	Selected payment methods menu	Payment method
Payment Methods  		
External Payments  		
Online Payments  		
Payment methods webshoj  		
No payment  		
Customer Account  		



With your mouse, click and drag **Customer account**, then drop it on the middle column in payment methods.

DISH POS v3.103.1
(V) Demo EN Video ⓘ
Dish Support
Demo DISH POS ▾

<< Minimise menu
Dashboard
Products ▾
Finance ▾
General ▾
Payment ▲
Payment methods
Payment method menu
EFT devices
Payment providers
Self-service ▾

Payment methods menu

+ Add payment method menu

Payment methods menu	Payment Methods	Payment method
Payment Methods  	Cash #51 	Sofort #47
External Payments  	Pin #53 	Free of Charge #49
Online Payments  	Invoice #50 	Test Method #54
Payment methods webshoj  	Giftcard #48 	Test Method #55
No payment  	Native Giftcard #59 	Test Method #56
Customer Account  		Debit Mastercard #57
		Visa Debit #58
		Test Method #60
		Test Method #61
		Pagamento non riscosso #62
		Customer Account #63
		Customer Account #64

For saving the changes for the front office, go to **General > General**.

DISH POS v3.103.1
(V) Demo EN Video ⓘ
Dish Support
Demo DISH POS ▾

<< Minimise menu
Dashboard
Products ▾
Finance ▾
General ▾
Payment ▲
Payment methods
Payment method menu
EFT devices
Payment providers
Self-service ▾

Payment methods menu

+ Add payment method menu

Payment methods menu	Payment Methods	Payment method
Payment Methods	Cash #51	Mastercard/Visa #46
External Payments	Pin #53	Sofort #47
Online Payments	Invoice #50	Free of Charge #49
Payment methods webshoj	Giftcard #48	Test Method #54
No payment	Native Giftcard #59	Test Method #55
Customer Account	Customer Account #63	Test Method #56
		Debit Mastercard #57
		Visa Debit #58
		Test Method #60
		Test Method #61
		Pagamento non riscosso #62
		Customer Account #64



Then click on **SEND** to send the changes to the FO.

DISH POS v3.103.1
(V) Demo EN Video ⓘ
Dish Support
Demo DISH POS ▾

<< Minimise menu
Dashboard
Products ▾
Finance ▾
General ⚙️ ▴
General
Production stations
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Table map
Users
User groups
POS devices
Courses
Customers
Currency
Turnover categories
Customer displays
Translations

Stores

Normalise price rules
SEND

Name	Current version	Update status	Send status	Last transmission
 HD Video Demo English	v3s195b2	● Up to date	✓	2025-03-10 11:26



That's it. You know how to add a customer account.

DISH POS v3.103.1
(V) Demo EN Video ⓘ
Dish Support
Demo DISH POS ▾

<< Minimise menu
Dashboard
Products ▾
Finance ▾
General ⚙️ ▴
General
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Stores

Normalise price rules
SEND

Name	Current version	Update status	Send status	Last transmission
 HD Video Demo English	v3s195b2	● Up to date	✓	2025-03-10 11:26



Scan to go to the interactive player