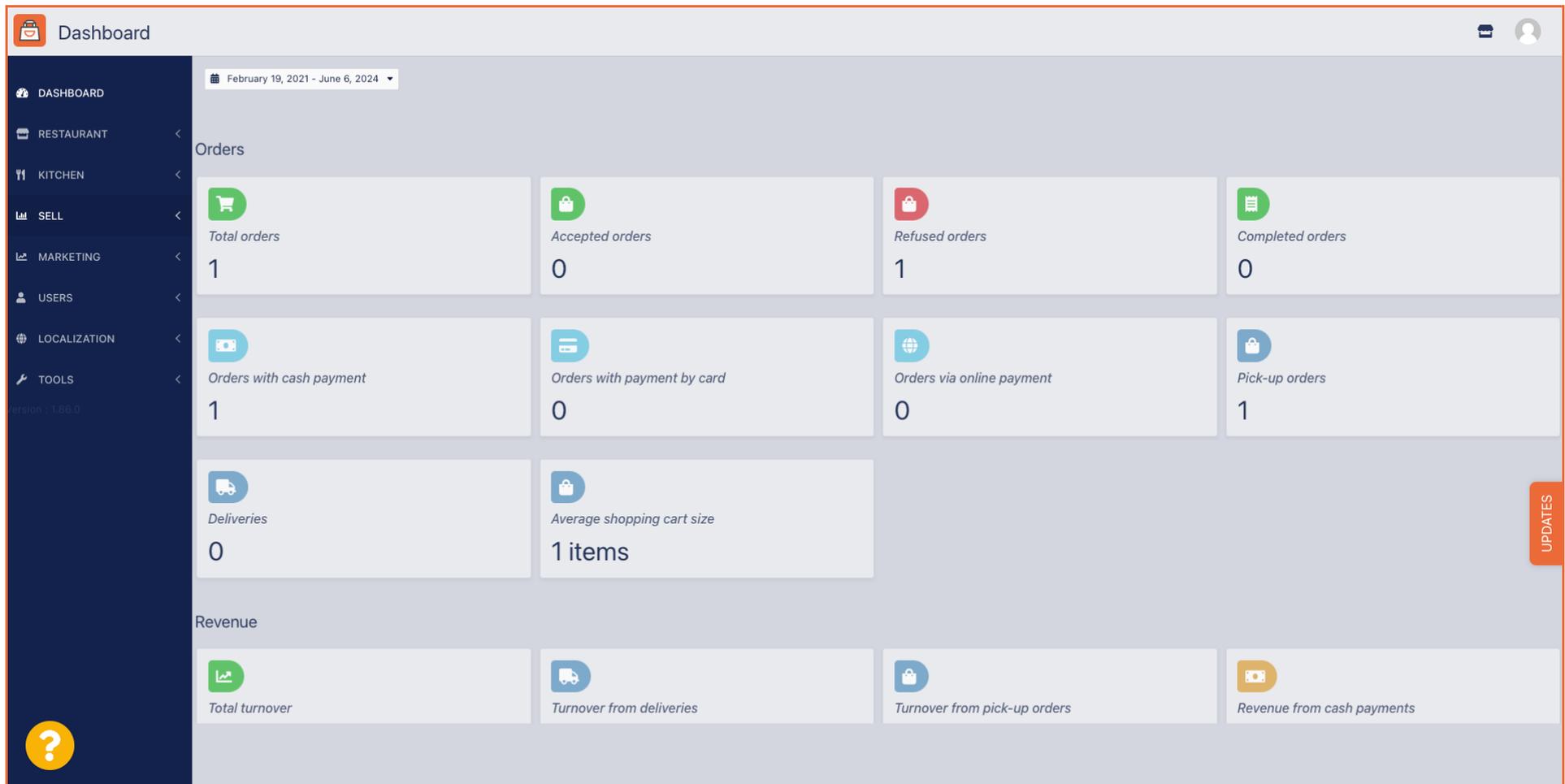




Welcome to the DISH Order Dashboard. In this tutorial, we will show you how to cancel an order with a reasoning.



The screenshot displays the DISH Order Dashboard interface. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area is light gray and features a date range selector at the top: February 19, 2021 - June 6, 2024. Below this, the 'Orders' section is divided into two rows of four cards each. The first row shows: Total orders (1), Accepted orders (0), Refused orders (1), and Completed orders (0). The second row shows: Orders with cash payment (1), Orders with payment by card (0), Orders via online payment (0), and Pick-up orders (1). Below the 'Orders' section, there are two more cards: Deliveries (0) and Average shopping cart size (1 items). The 'Revenue' section at the bottom consists of four cards: Total turnover, Turnover from deliveries, Turnover from pick-up orders, and Revenue from cash payments. A yellow question mark icon is located in the bottom-left corner of the dashboard area, and a vertical orange 'UPDATES' button is on the right side.

Category	Metric	Value
Orders	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	Deliveries	0
	Average shopping cart size	1 items
Revenue	Total turnover	
	Turnover from deliveries	
	Turnover from pick-up orders	
	Revenue from cash payments	

First, click on **Sales**.

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** (highlighted with an orange border), MARKETING, USERS, LOCALIZATION, and TOOLS. At the bottom of the sidebar is a yellow question mark icon. The main content area is light gray and features a date range selector at the top: "February 19, 2021 - June 6, 2024". Below this, the "Orders" section is displayed with a grid of eight cards:

- 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

Below the "Orders" section, there are two more cards:

- Deliveries:** 0
- Average shopping cart size:** 1 items

The "Revenue" section at the bottom contains four cards:

- Total turnover:** (no value shown)
- Turnover from deliveries:** (no value shown)
- Turnover from pick-up orders:** (no value shown)
- Revenue from cash payments:** (no value shown)

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

Then click on the submenu **Orders**.

The screenshot shows the DISH dashboard interface. On the left, a dark blue sidebar contains a navigation 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 indicator 'Version: 1.88.0' and a yellow question mark icon. The main content area is titled 'Dashboard' and includes a date range selector for 'February 19, 2021 - June 6, 2024'. The 'Orders' section is expanded, showing a grid of statistics:

Category	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 a 'Revenue' section with four statistics:

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

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

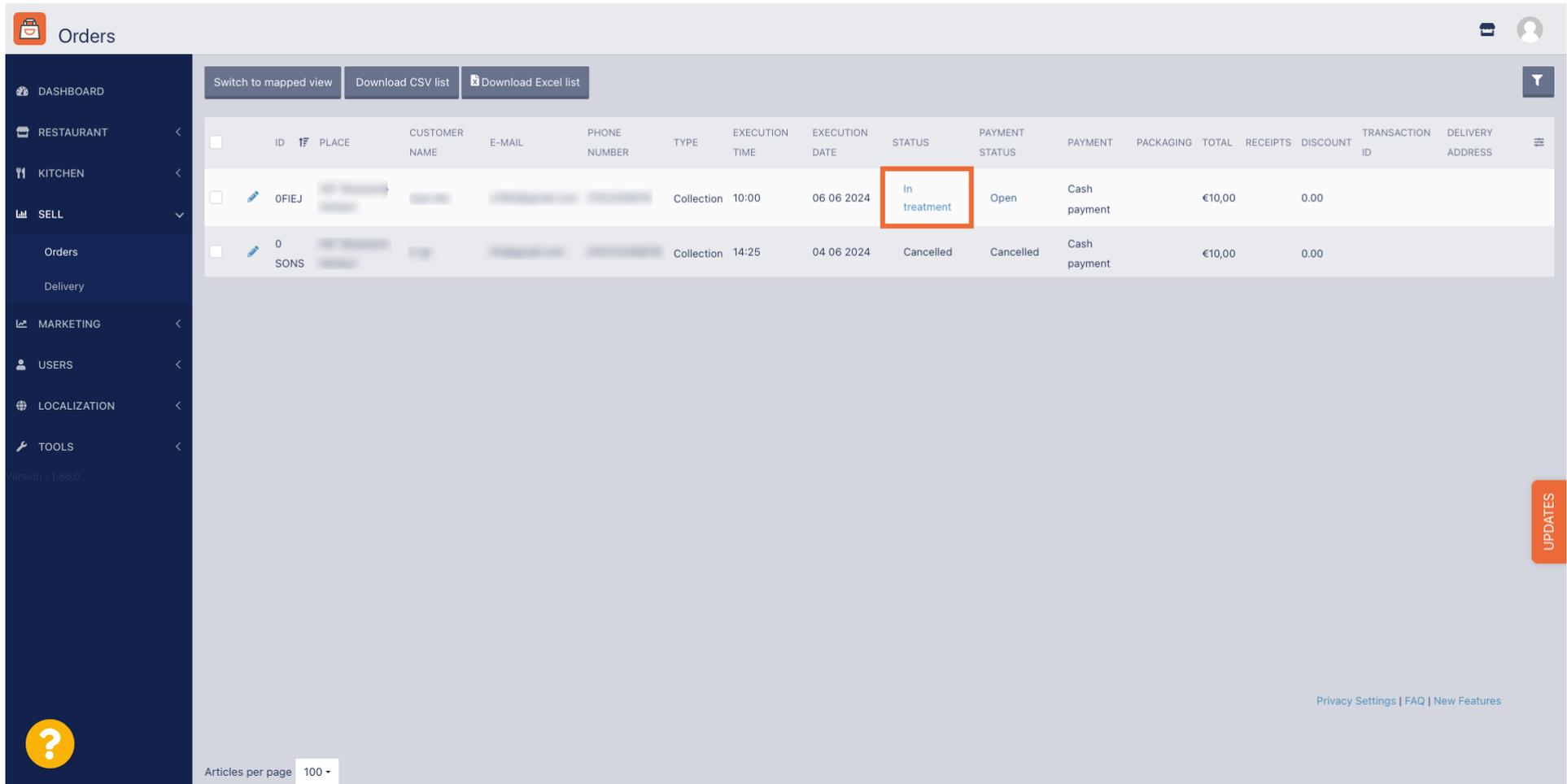


You now have an overview of all your orders.

The screenshot shows the 'Orders' dashboard interface. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area has a header with 'Orders' and a search 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 two rows highlighted by an orange border. The table columns are: 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. The first row shows an order with ID '0FIEJ', status 'In treatment', and total '€10,00'. The second row shows an order with ID '0 SONS', status 'Cancelled', and total '€10,00'. At the bottom right, there is a vertical 'UPDATES' button and a footer with 'Privacy Settings | FAQ | New Features'. A 'Articles per page 100' dropdown is visible 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	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		

Click on **In treatment** underneath Status to modify the status of the order.



The screenshot shows the 'Orders' dashboard with a table of orders. The 'In treatment' status is highlighted with a red box.

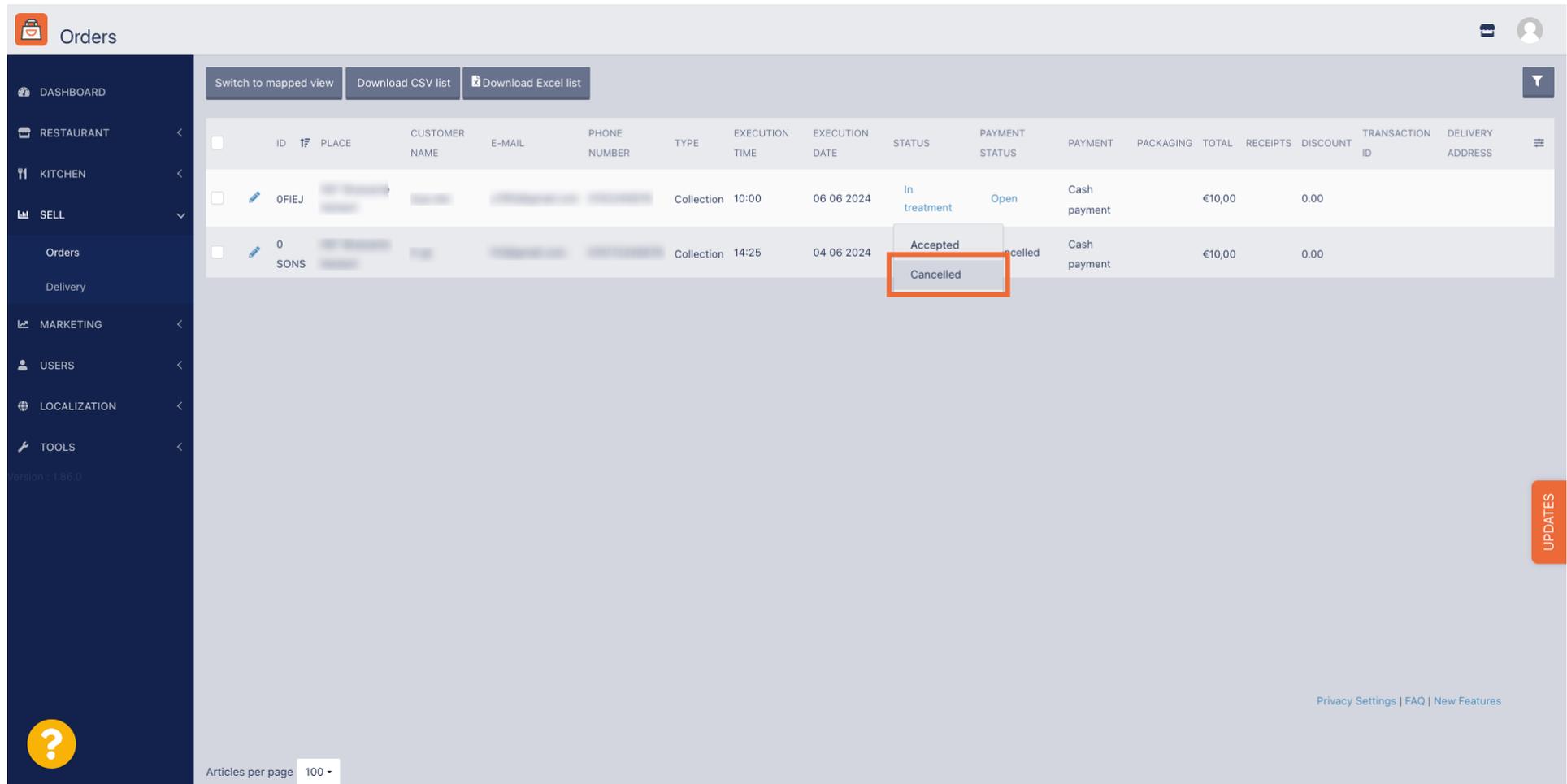
ID	PLACE	CUSTOMER NAME	E-MAIL	PHONE NUMBER	TYPE	EXECUTION TIME	EXECUTION DATE	STATUS	PAYMENT STATUS	PAYMENT	PACKAGING	TOTAL	RECEIPTS	DISCOUNT	TRANSACTION ID	DELIVERY ADDRESS
0FIEJ					Collection	10:00	06 06 2024	In treatment	Open	Cash payment		€10,00		0.00		
0	SONS				Collection	14:25	04 06 2024	Cancelled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

Once that's done, a small menu appears with the available options.

The screenshot shows the DISH Orders dashboard. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main area displays a table of orders. The table has columns for 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 status 'In treatment' and another with status 'Cancelled'. A context menu is open over the 'In treatment' status, showing options: 'Open', 'Fixed', and 'Cancelled'. The 'In treatment' cell is highlighted with an orange border. At the bottom left, there is a 'Articles per page' dropdown set to '100'. At the bottom right, there is a '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	SONS				Collection	14:25	04 06 2024	Cancelled	Fixed Cancelled			€10,00		0.00		

Select here the desired status. Since the aim is cancelling the order, click on **Cancelled**.

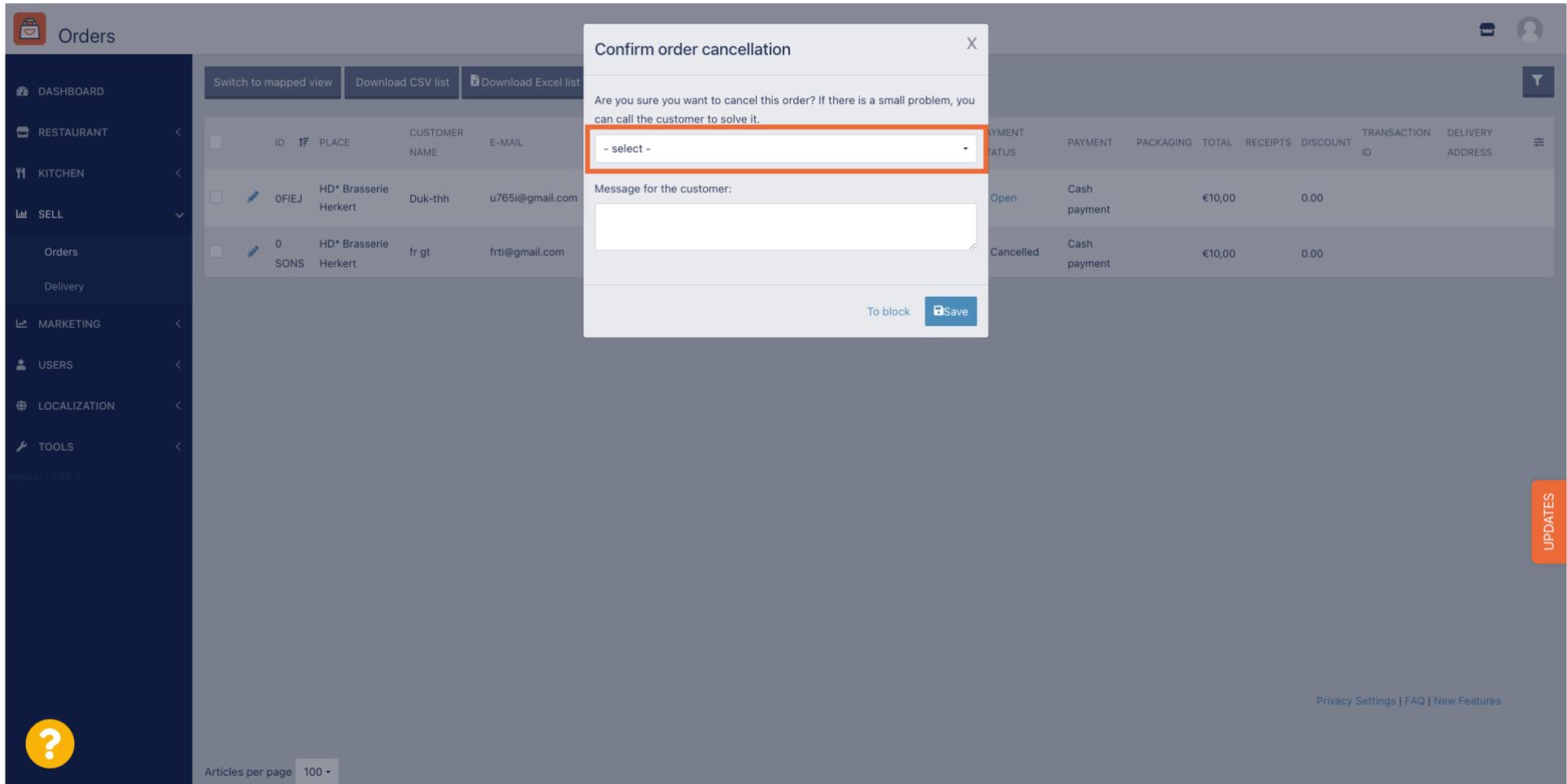


The screenshot shows the DISH Orders dashboard. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main area displays a table of orders with columns: ID, PLACE, CUSTOMER NAME, E-MAIL, PHONE 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 another with ID 0 SONS. A dropdown menu is open over the '0 SONS' order, showing 'Accepted' and 'Cancelled' options. The 'Cancelled' option is highlighted with a red box. At the bottom left, there is a 'Articles per page' dropdown set to '100'. At the bottom right, there is a '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 SONS					Collection	14:25	04 06 2024	Accepted	Cancelled	Cash payment		€10,00		0.00		



Here, you need to choose the cancellation reason from the **drop-down menu**.



The screenshot shows the 'Orders' dashboard with a modal dialog titled 'Confirm order cancellation'. The dialog contains the following elements:

- Close button (X)
- Confirmation text: "Are you sure you want to cancel this order? If there is a small problem, you can call the customer to solve it."
- Drop-down menu for cancellation reason, currently showing "- select -".
- Text area for "Message for the customer:".
- Buttons: "To block" and "Save".

The background shows a table of orders with columns: ID, PLACE, CUSTOMER NAME, E-MAIL, PAYMENT STATUS, PAYMENT, PACKAGING, TOTAL, RECEIPTS, DISCOUNT, TRANSACTION ID, and DELIVERY ADDRESS. Two rows are visible: one with status 'Open' and one with status 'Cancelled', both showing a cash payment of €10,00.

- It is very important to write a message that your customer will receive as a **cancellation message**.
Note: The tool already provides some messages that you can edit.

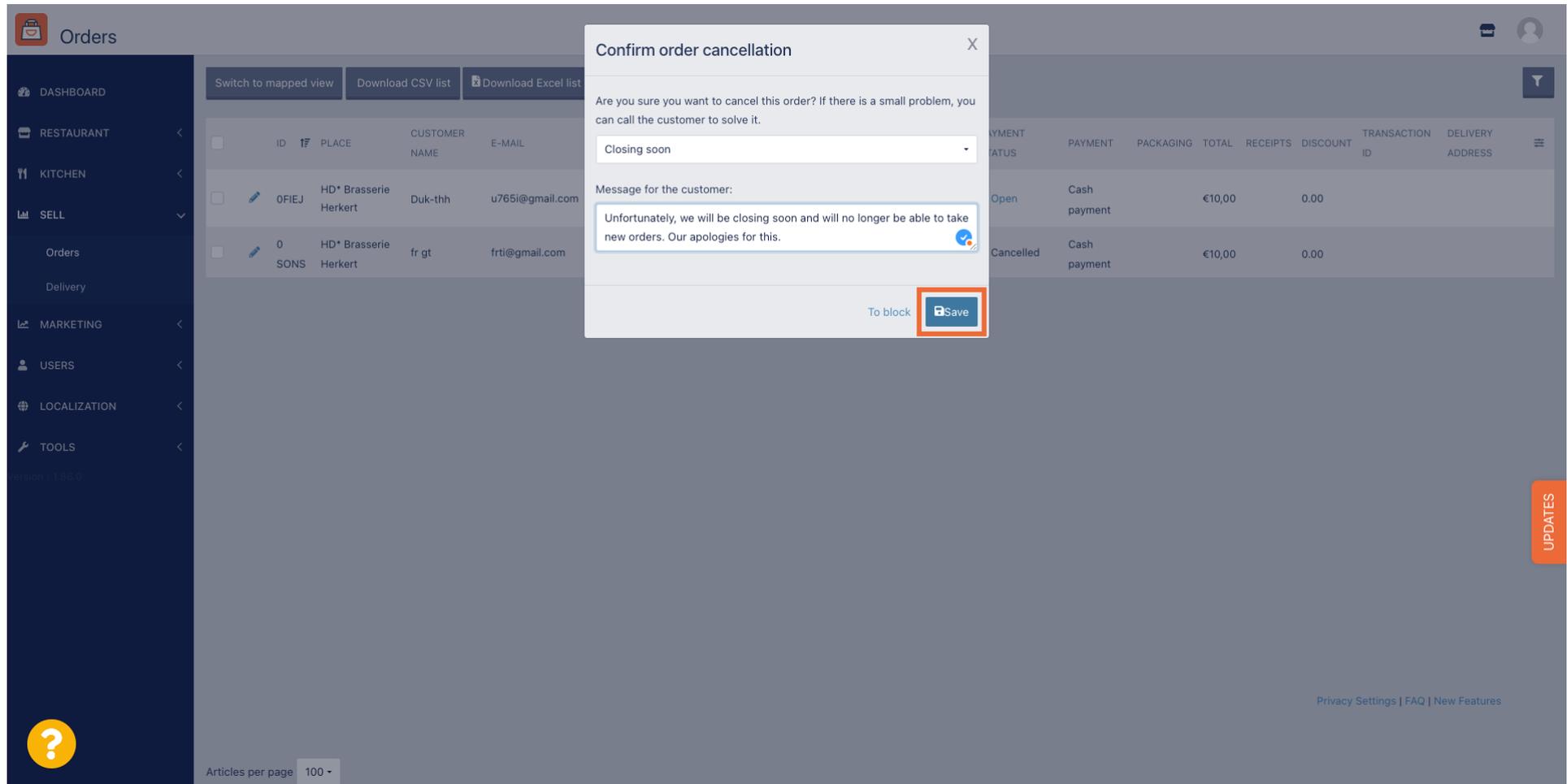
The screenshot displays the DISH dashboard interface. A modal dialog titled "Confirm order cancellation" is open in the center. The dialog contains the following elements:

- A confirmation question: "Are you sure you want to cancel this order? If there is a small problem, you can call the customer to solve it."
- A dropdown menu for the cancellation reason, currently set to "Closing soon".
- A text area for a custom message to the customer, containing the text: "Unfortunately, we will be closing soon and will no longer be able to take new orders. Our apologies for this." A blue speech bubble icon is visible in the bottom right corner of the text area.
- Two buttons at the bottom: "To block" and "Save". The "Save" button is highlighted with a red rectangular box.

The background shows a table of orders with columns for ID, PLACE, CUSTOMER NAME, and E-MAIL. The table lists two orders from "HD* Brasserie Herkert".



Click on **Save** to finalise the cancellation.



The screenshot displays the DISH dashboard 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 with "Closing soon" selected, a text area for a customer message, and a "Save" button highlighted with a red box. The background shows a table of orders with columns for ID, PLACE, CUSTOMER NAME, and E-MAIL. The table contains two rows of order data.

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

The modal dialog contains the following text:

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**

Since the order is cancelled, The payment status should be also cancelled. To do so, click on **Open** underneath Payment Status.

The screenshot shows the 'Orders' dashboard interface. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL (with sub-items: Orders, Delivery), MARKETING, USERS, LOCALIZATION, and TOOLS. At the bottom of the sidebar is a yellow question mark icon. The main content area has a 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 displays order data 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 rows are visible. The first row has '0FIEJ' as ID, 'Collection' as type, '10:00' as execution time, '06 06 2024' as execution date, 'Cancelled' as status, and 'Open' as payment status. The 'Open' button is highlighted with a red border. The second row has '0 SONS' as ID, 'Collection' as type, '14:25' as execution time, '04 06 2024' as execution date, 'Cancelled' as status, and 'Cancelled' as payment status. At the bottom right of the main area is an orange 'UPDATES' button. At the bottom left, there is a footer with 'Articles per page 100' and a yellow question mark icon. At the bottom right of the main area, there are links for '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		

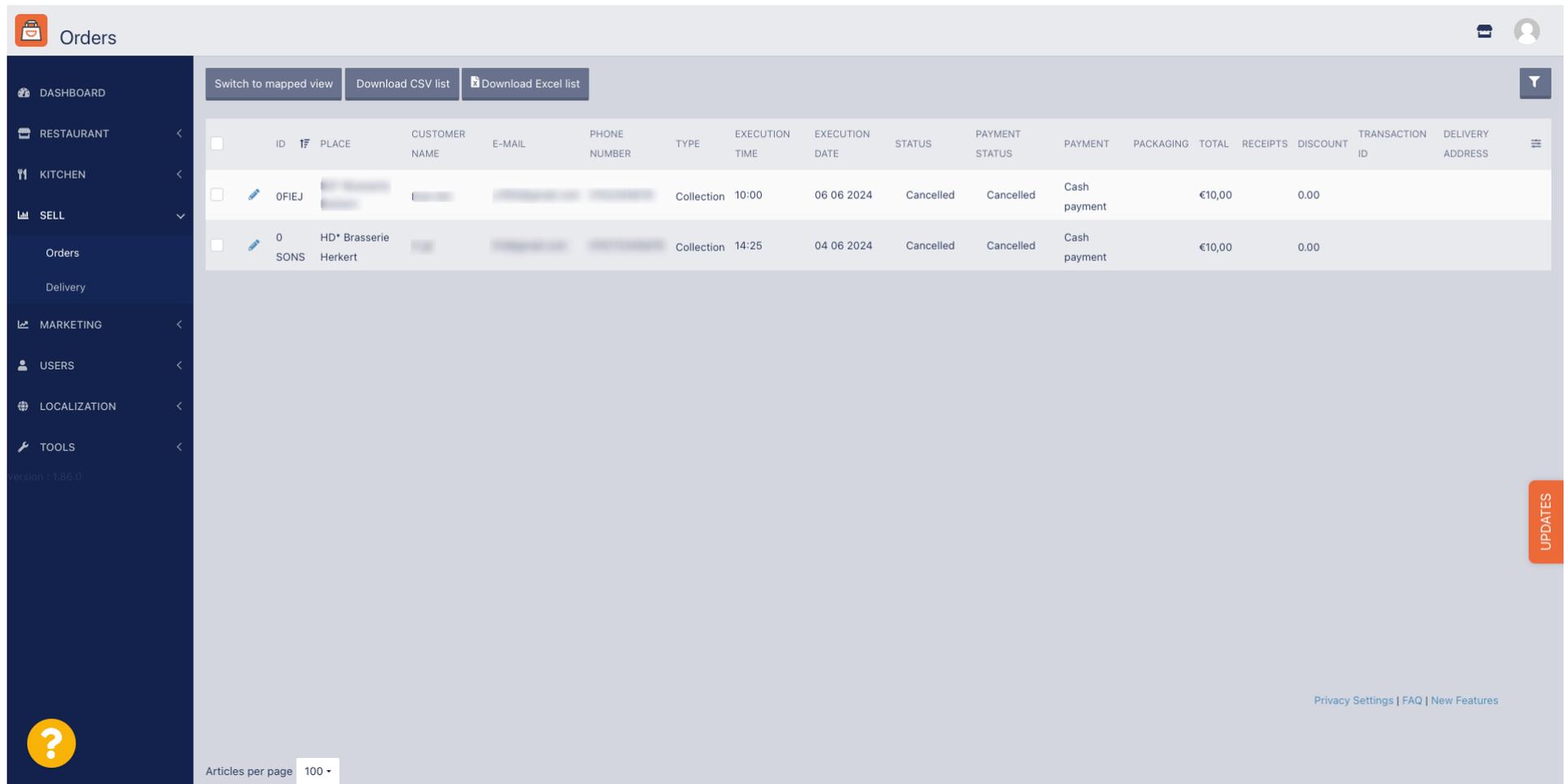
Then select **Cancelled**.

The screenshot shows the DISH Orders dashboard. On the left is a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main area displays a table of orders 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 listed, both with a status of 'Cancelled'. A dropdown menu is open for the second order, showing 'Fixed' and 'Cancelled' options. The 'Cancelled' option is highlighted with a red rectangular box. At the bottom left, there is a 'Articles per page' dropdown set to '100'. At the bottom right, there is a '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	Fixed Cancelled	ent		€10,00		0.00		



That's it. You completed the tutorial and now know how to cancel an order with a reasoning on the Admin Panel.



The screenshot shows the 'Orders' section of the DISH Admin Panel. The interface includes a dark blue sidebar with navigation options: DASHBOARD, RESTAURANT, KITCHEN, SELL, Orders, Delivery, MARKETING, USERS, LOCALIZATION, and TOOLS. The main content area displays a table of orders with columns for 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 listed, both with a status of 'Cancelled' and a payment status of 'Cancelled'. The first order is for '0FIEJ' at 10:00 on 06/06/2024, and the second is for '0 SONS' at 14:25 on 04/06/2024. The table also shows a total of €10,00 and a discount of 0.00 for each order. At the bottom of the page, there is a 'Privacy Settings | FAQ | New Features' link and a 'Version: 1.86.0' indicator.

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		



Scan to go to the interactive player