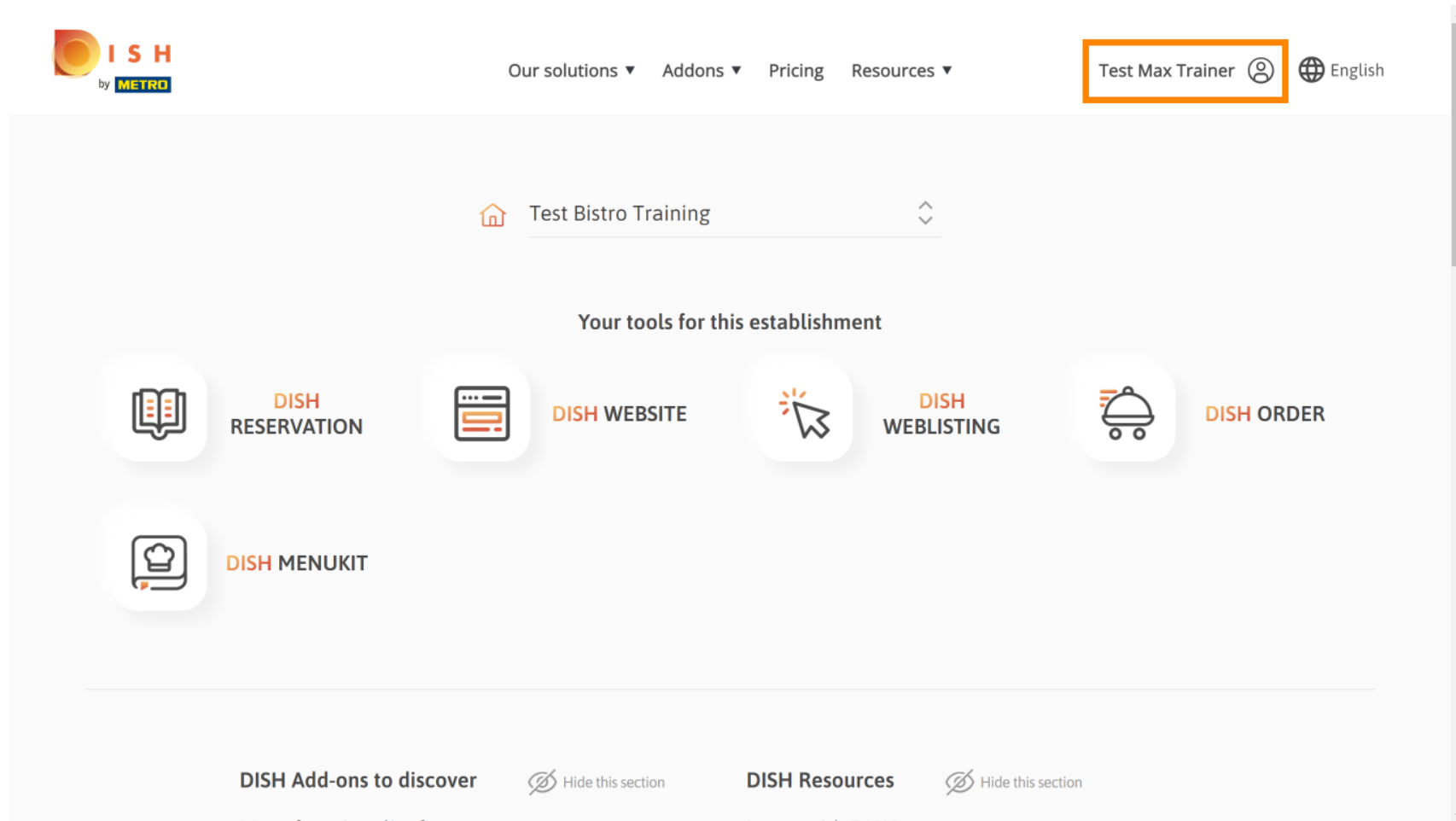


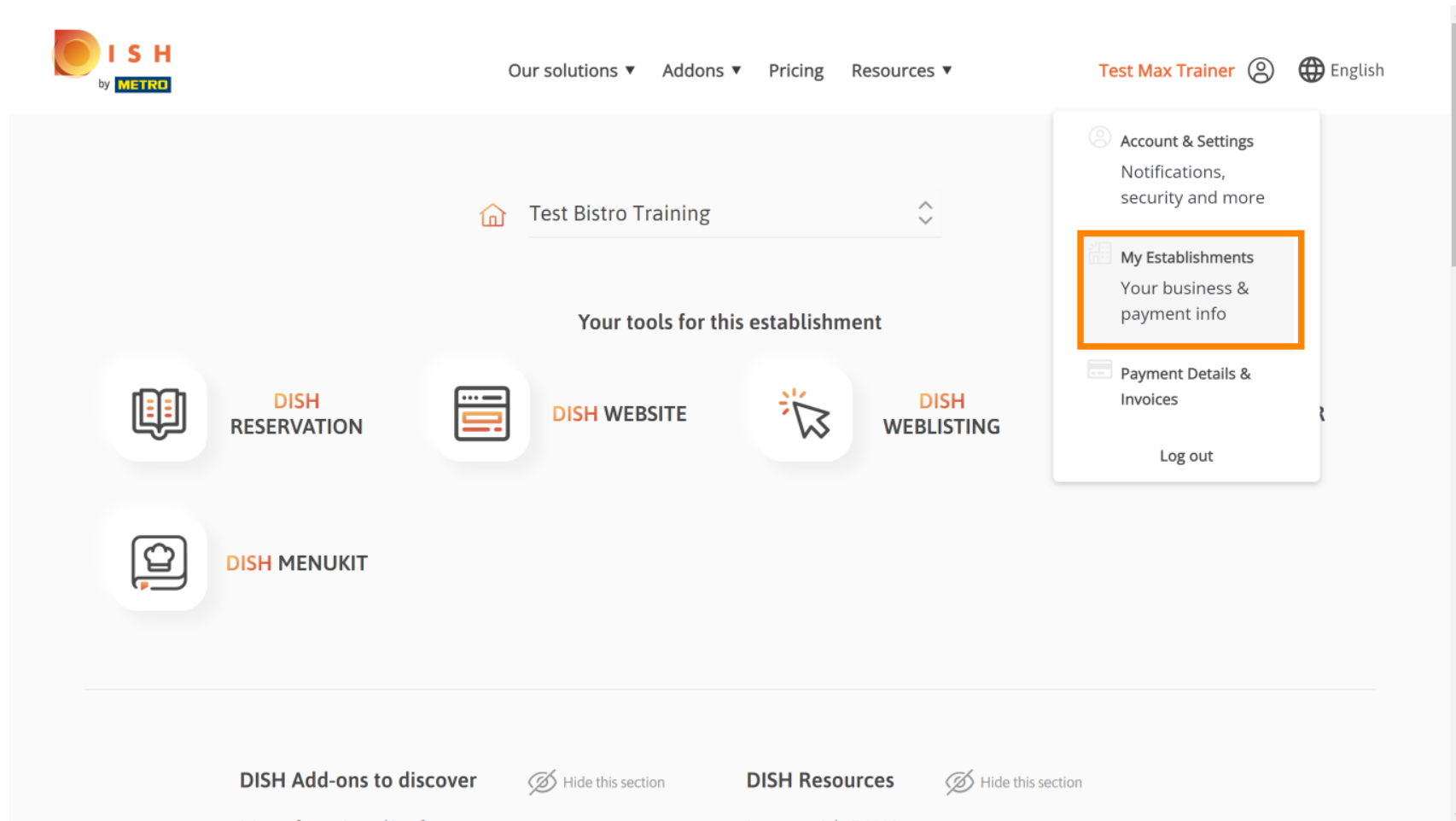


The first step is to visit dish.co and to log in. Now click on your **profile icon**.





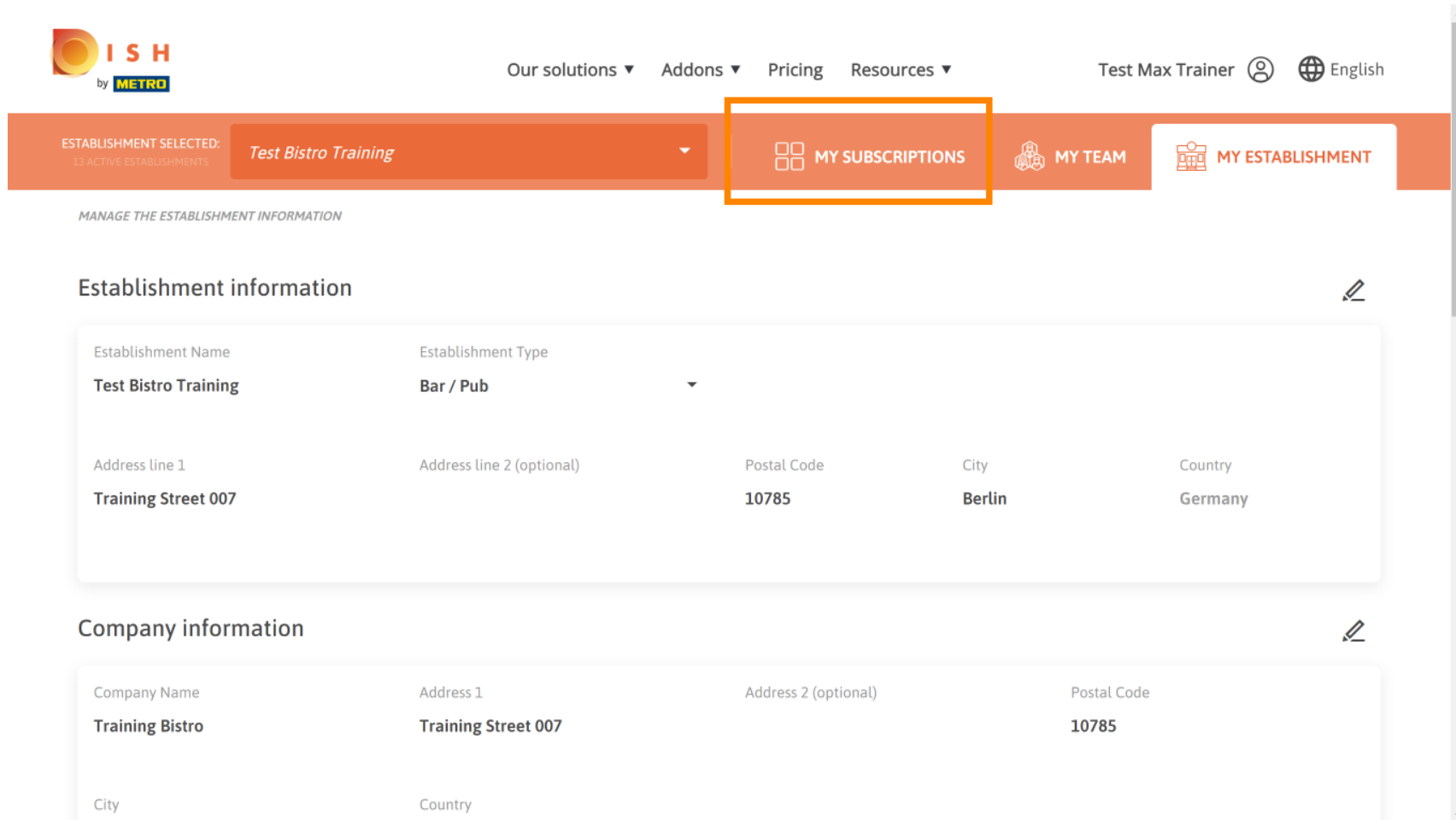
Then choose **my establishments**.



The screenshot displays the DISH user interface. At the top left is the logo 'ISH by METRO'. The top navigation bar includes links for 'Our solutions', 'Addons', 'Pricing', and 'Resources'. On the right, it shows 'Test Max Trainer' with a user icon and 'English' with a globe icon. A dropdown menu is open from the user icon, listing 'Account & Settings' (with subtext 'Notifications, security and more'), 'My Establishments' (highlighted with an orange border and subtext 'Your business & payment info'), 'Payment Details & Invoices', and 'Log out'. The main content area shows a header 'Test Bistro Training' with a house icon and a dropdown arrow. Below this is the section 'Your tools for this establishment' containing five icons: 'DISH RESERVATION' (book icon), 'DISH WEBSITE' (website icon), 'DISH WEBLISTING' (mouse cursor icon), 'DISH MENUKIT' (chef hat icon), and an empty space. At the bottom, there are two sections: 'DISH Add-ons to discover' and 'DISH Resources', each with a 'Hide this section' link.



You will see the establishment information. Now click on **my subscriptions**.



The screenshot shows the DISH web application interface. At the top, there is a navigation bar with the ISH by METRO logo, a menu with 'Our solutions', 'Addons', 'Pricing', and 'Resources', and user options for 'Test Max Trainer' and 'English'. Below the navigation bar, there is a secondary bar with 'ESTABLISHMENT SELECTED: 13 ACTIVE ESTABLISHMENTS' and a dropdown menu showing 'Test Bistro Training'. To the right of this bar are three tabs: 'MY SUBSCRIPTIONS' (highlighted with an orange box), 'MY TEAM', and 'MY ESTABLISHMENT'. Below the secondary bar, there is a section titled 'MANAGE THE ESTABLISHMENT INFORMATION'. This section contains two main parts: 'Establishment information' and 'Company information', each with an edit icon. The 'Establishment information' section includes fields for 'Establishment Name' (Test Bistro Training), 'Establishment Type' (Bar / Pub), 'Address line 1' (Training Street 007), 'Address line 2 (optional)', 'Postal Code' (10785), 'City' (Berlin), and 'Country' (Germany). The 'Company information' section includes fields for 'Company Name' (Training Bistro), 'Address 1' (Training Street 007), 'Address 2 (optional)', 'Postal Code' (10785), 'City', and 'Country'.

**ISH** by METRO

Our solutions ▾ Addons ▾ Pricing Resources ▾ Test Max Trainer English

ESTABLISHMENT SELECTED: 13 ACTIVE ESTABLISHMENTS *Test Bistro Training*

MY SUBSCRIPTIONS MY TEAM MY ESTABLISHMENT

MANAGE THE ESTABLISHMENT INFORMATION

### Establishment information

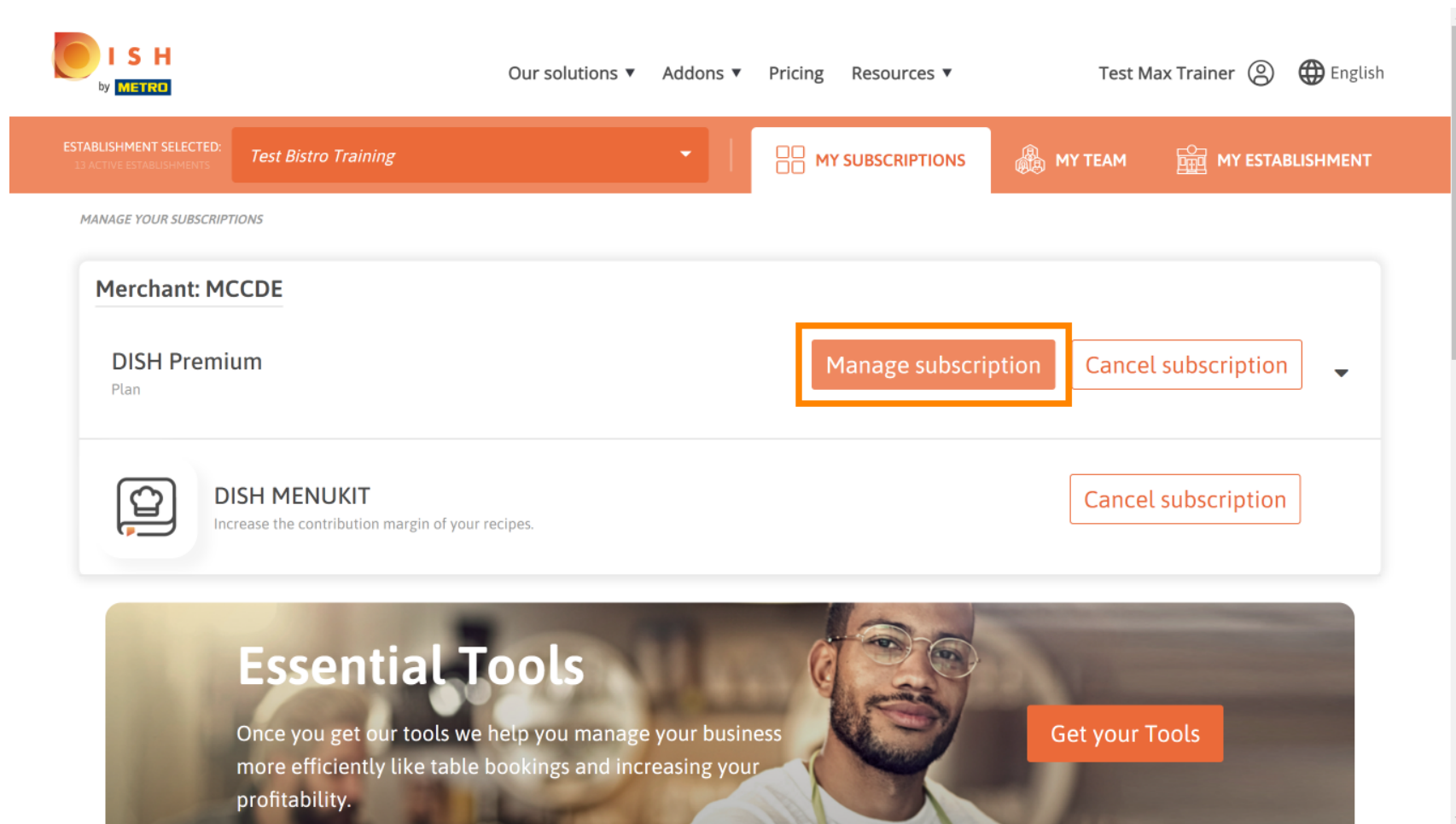
Establishment Name	Establishment Type			
<b>Test Bistro Training</b>	<b>Bar / Pub</b>			
Address line 1	Address line 2 (optional)	Postal Code	City	Country
<b>Training Street 007</b>		<b>10785</b>	<b>Berlin</b>	<b>Germany</b>

### Company information

Company Name	Address 1	Address 2 (optional)	Postal Code
<b>Training Bistro</b>	<b>Training Street 007</b>		<b>10785</b>
City	Country		



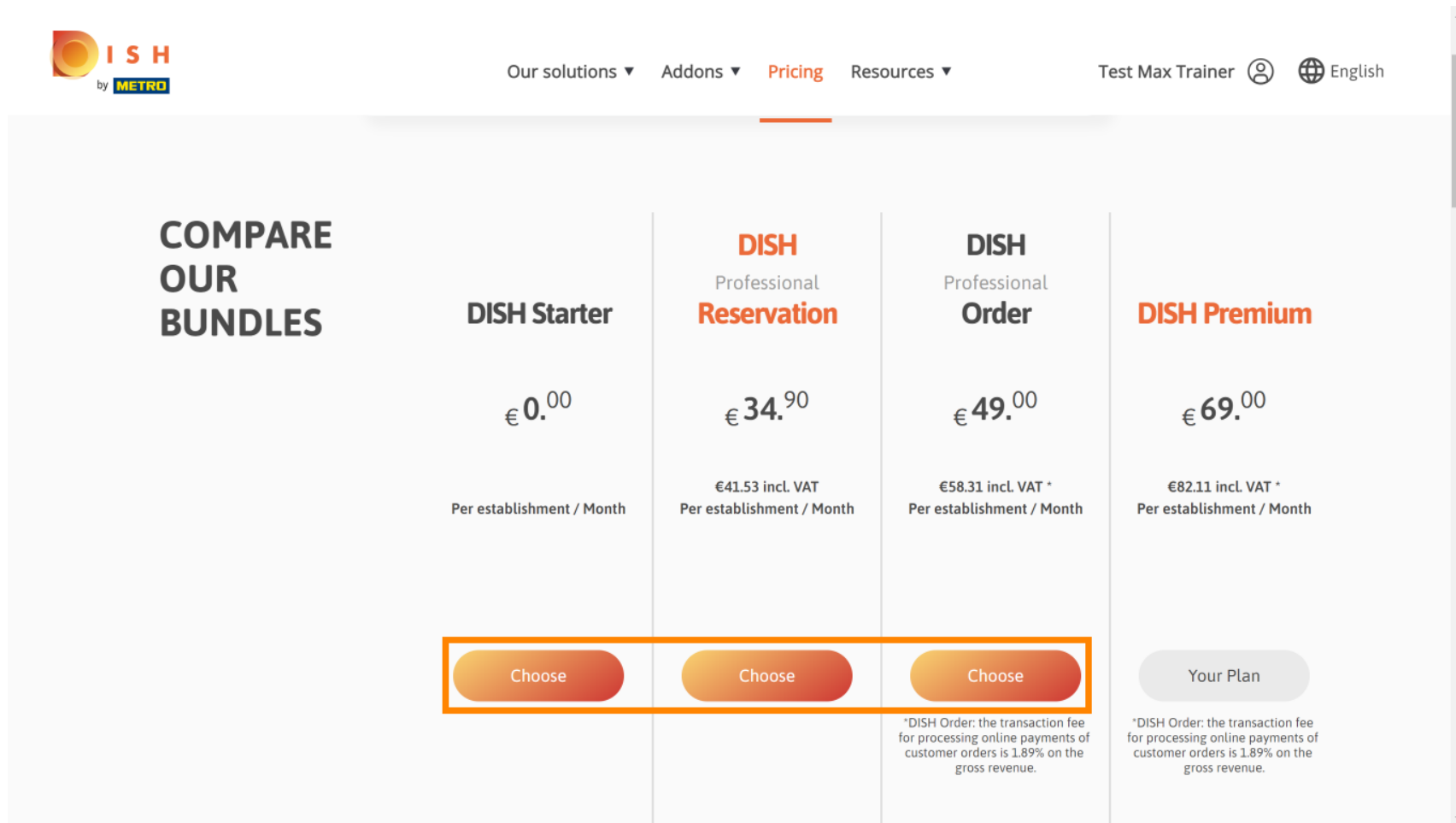
Click on **manage subscription** to change your current plan. You then get directed to the overview of the bundles.



The screenshot displays the DISH user interface. At the top, the logo 'ISH by METRO' is on the left, and navigation links 'Our solutions', 'Addons', 'Pricing', and 'Resources' are in the center. On the right, there are links for 'Test Max Trainer', a user profile icon, and a language selector set to 'English'. Below the navigation bar, a header section shows 'ESTABLISHMENT SELECTED: 13 ACTIVE ESTABLISHMENTS' with a dropdown menu currently showing 'Test Bistro Training'. To the right of this are three tabs: 'MY SUBSCRIPTIONS' (highlighted with a grid icon), 'MY TEAM' (with a group of people icon), and 'MY ESTABLISHMENT' (with a building icon). Below the tabs, the text 'MANAGE YOUR SUBSCRIPTIONS' is displayed. The main content area lists two subscriptions. The first is 'Merchant: MCCDE' with a 'DISH Premium Plan'. It features a 'Manage subscription' button (highlighted with an orange border) and a 'Cancel subscription' button. The second subscription is 'DISH MENUKIT' with the description 'Increase the contribution margin of your recipes.' and a 'Cancel subscription' button. At the bottom, there is a promotional banner for 'Essential Tools' with the text 'Once you get our tools we help you manage your business more efficiently like table bookings and increasing your profitability.' and a 'Get your Tools' button.



At the overview, click on **choose** to change the DISH Premium plan to the DISH Starter, Reservation or Order plan.



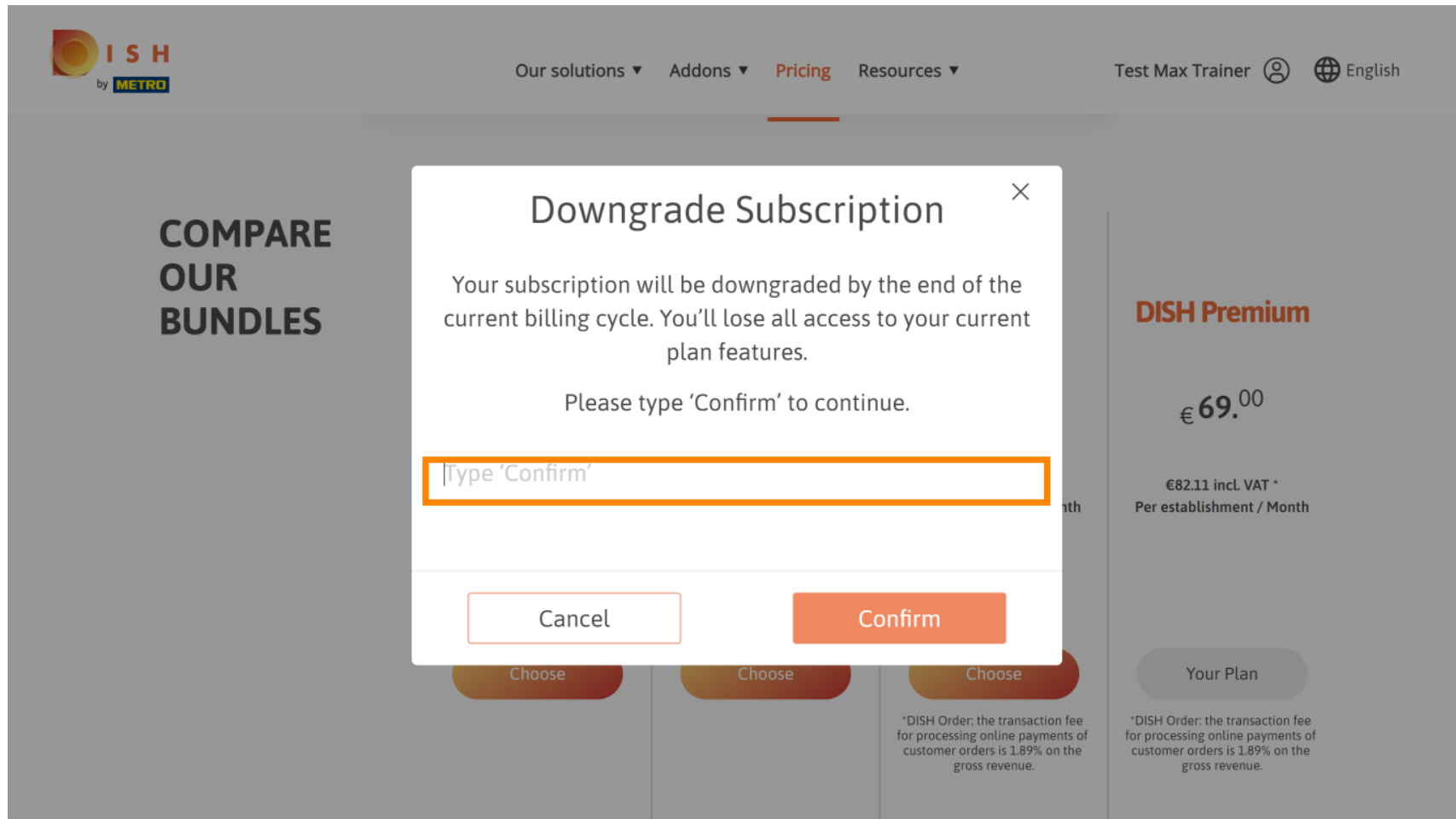
**COMPARE OUR BUNDLES**

	DISH Starter	DISH Professional Reservation	DISH Professional Order	DISH Premium
Price	€0.00	€34.90	€49.00	€69.00
Includes	Per establishment / Month	€41.53 incl. VAT Per establishment / Month	€58.31 incl. VAT * Per establishment / Month	€82.11 incl. VAT * Per establishment / Month
Action	Choose	Choose	Choose	Your Plan

\*DISH Order: the transaction fee for processing online payments of customer orders is 1.89% on the gross revenue.



In order to downgrade your plan you have to type in the word **confirm**. Note: With this step we make sure you not accidentally downgrade your subscription and loose important features for your establishment.



The screenshot shows the DISH website interface with a modal dialog titled "Downgrade Subscription". The dialog contains the following text:

Downgrade Subscription

Your subscription will be downgraded by the end of the current billing cycle. You'll lose all access to your current plan features.

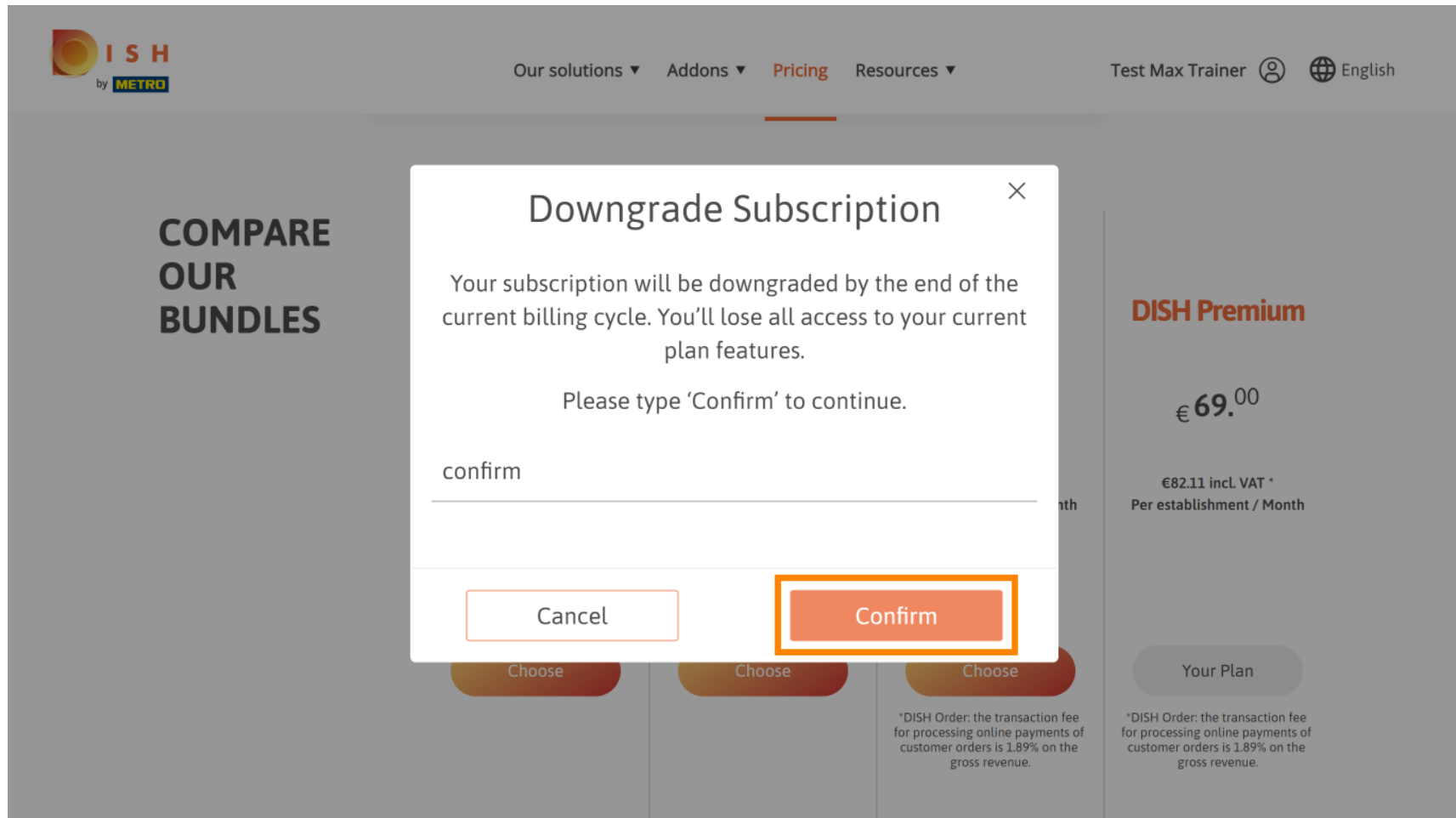
Please type 'Confirm' to continue.

At the bottom of the dialog are two buttons: "Cancel" and "Confirm".

The background of the website shows a "COMPARE OUR BUNDLES" section with a table of subscription plans. The "DISH Premium" plan is highlighted, showing a price of €69.00 and a total of €82.11 incl. VAT per establishment per month. The table also includes a "Your Plan" section and a note about the transaction fee for processing online payments.



Click on **confirm** to proceed with the next step.



The screenshot shows the DISH website interface. At the top, there is a navigation bar with the logo 'ISH by METRO' on the left, and links for 'Our solutions', 'Addons', 'Pricing', and 'Resources' in the center. On the right, there is a user profile icon labeled 'Test Max Trainer' and a language selector set to 'English'. The main content area is titled 'COMPARE OUR BUNDLES' on the left. On the right, there is a section for 'DISH Premium' with a price of '€69.00' and a total price of '€82.11 incl. VAT \* Per establishment / Month'. Below this, there is a 'Your Plan' button. In the center, a modal dialog titled 'Downgrade Subscription' is open. The dialog contains the text: 'Your subscription will be downgraded by the end of the current billing cycle. You'll lose all access to your current plan features. Please type 'Confirm' to continue.' Below the text is a text input field containing the word 'confirm'. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Confirm'. The 'Confirm' button is highlighted with an orange border.



Enter here your **METRO customer number**.



[Our solutions ▼](#) [Addons ▼](#) [Pricing](#) [Resources ▼](#)

[Test Max Trainer](#) 

## Your customer number

Metro customer number

We'll forward the status of your DISH-membership and the tools you use to the METRO organization at your place of business for METRO to contact you and help you with the tools. You can withdraw your consent at any time with future effect. Read more about how we process your data and how to withdraw your consent in our [Data Protection Notice](#)

Continue





Afterwards click on **continue**.



[Our solutions ▼](#) [Addons ▼](#) [Pricing](#) [Resources ▼](#)

[Test Max Trainer](#) 

## Your customer number

2021

Metro customer number


We'll forward the status of your DISH-membership and the tools you use to the METRO organization at your place of business for METRO to contact you and help you with the tools. You can withdraw your consent at any time with future effect. Read more about how we process your data and how to withdraw your consent in our Data Protection Notice

Continue



To make sure all information is correct you need to check your details. **Note: If something has to be adjusted it easily can be done here.**



[Our solutions ▼](#) [Addons ▼](#) [Pricing](#) [Resources ▼](#) Test Max Trainer 

## Your details

Not the correct establishment? You can [go back](#) and select another one.

Big House

Restaurant name\*

Restaurant type\*

Bar

Metrostreet 2

Street name\*

Enter additional address information

Additional

14772

Brandenburg

Postal code\*

City\*

Country\*

Germany



Once all the information is correct, go to the next step by clicking **continue**.



[Our solutions ▼](#) [Addons ▼](#) [Pricing](#) [Resources ▼](#)

Test Max Trainer 

VAT number (Optional)

## Customer information

☒ Mr. ☐ Mrs.

Test Max

Trainer

Name\*

Surname\*

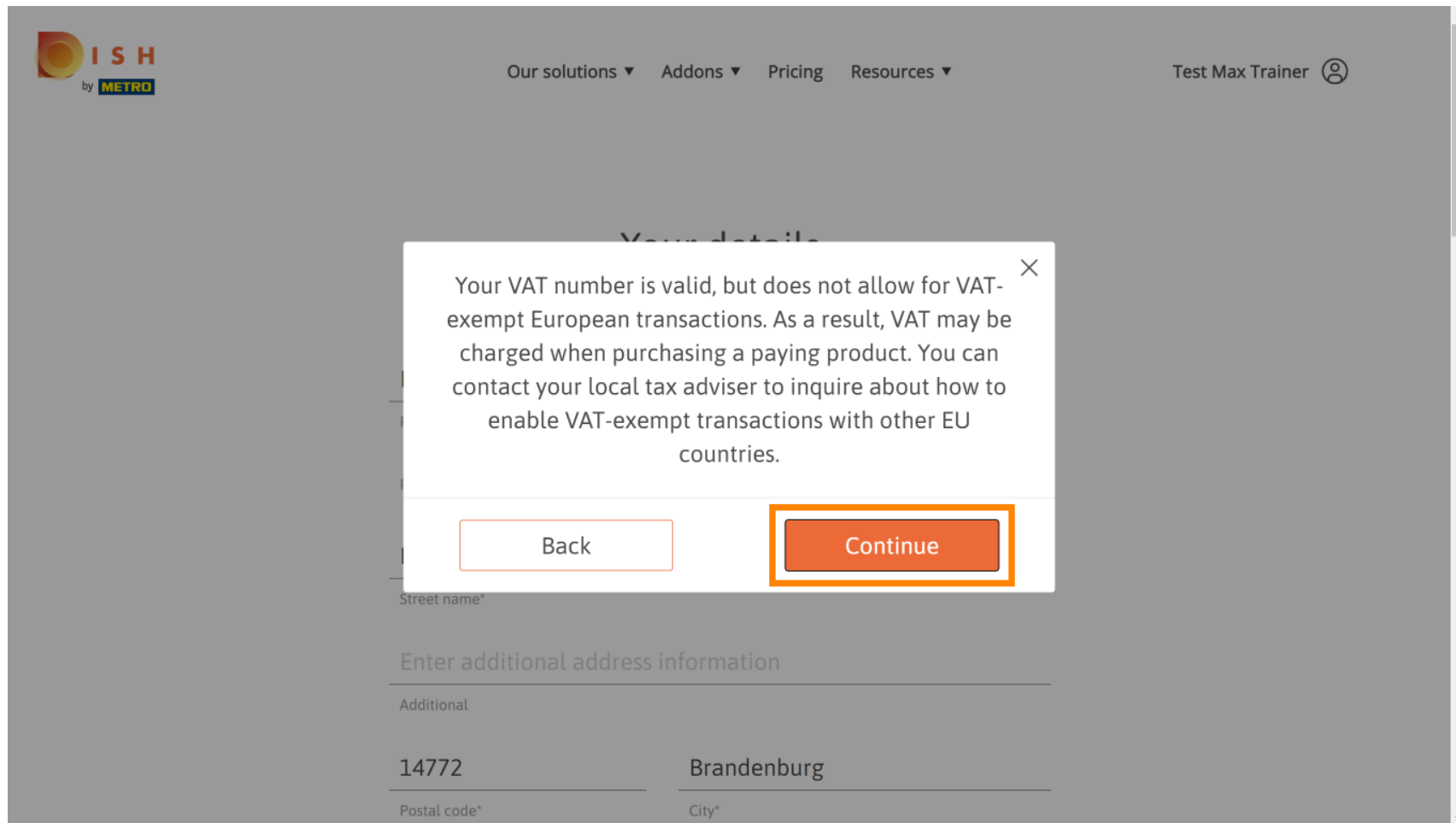
Deutschland (... ▼

Phone number\*

Continue



It is highly advised to enter the VAT number. Without a VAT number we will not be able to add the sales tax to the invoice. If you still want to proceed without, click on **continue**.



The screenshot shows the DISH website interface. At the top left is the logo "ISH by METRO". To the right are navigation links: "Our solutions", "Addons", "Pricing", and "Resources". Further right is a user profile icon labeled "Test Max Trainer". A modal dialog box is centered on the screen, titled "Your details" with a close button (X) in the top right corner. The dialog contains the following text: "Your VAT number is valid, but does not allow for VAT-exempt European transactions. As a result, VAT may be charged when purchasing a paying product. You can contact your local tax adviser to inquire about how to enable VAT-exempt transactions with other EU countries." At the bottom of the dialog are two buttons: "Back" and "Continue". The "Continue" button is highlighted with an orange border. Below the dialog, the form fields for "Street name\*", "Enter additional address information", "Additional", "Postal code\*" (with the value "14772"), and "City\*" (with the value "Brandenburg") are visible.



The change in your subscription will now be displayed. **Note: The downgrade will be implemented immediately. At the end of the billing period you will lose access to all DISH Premium features.**










Our solutions ▼ Addons ▼ Pricing Resources ▼

Test Max Trainer 

## Summary

Please review your order before placing your purchase.


Name	VAT %	Setup fee	Monthly price	
DISH Starter Plan	19.00%		€0.00	
 Add a promo code				
Net subtotal			€0.00	
VAT rate / amount	19.00%		€0.00	
Total amount			€0.00*	
Amount for initial payment				



Once you checked the order make sure to accept the terms and conditions and acknowledge the privacy policy by setting the **check mark**.



Our solutions ▼ Addons ▼ Pricing Resources ▼

Test Max Trainer 

VAT rate / amount	19.00%		€0.00
Total amount			€0.00*
Amount for initial payment			

\* The first billing of the monthly fee, takes place at the beginning of the next month after the contract conclusion.



Yes, I accept Hospitality Digital **Terms and Conditions** and acknowledge Hospitality Digital **Privacy Policy** \*

Buy now



Click on **buy now** to finalize the downgrading process.



[Our solutions](#) ▼ [Addons](#) ▼ [Pricing](#) [Resources](#) ▼

Test Max Trainer 

VAT rate / amount	19.00%		€0.00
Total amount			€0.00*
Amount for initial payment			

\* The first billing of the monthly fee, takes place at the beginning of the next month after the contract conclusion.

☒ Yes, I accept Hospitality Digital [Terms and Conditions](#) and acknowledge Hospitality Digital [Privacy Policy](#) \*

Buy now



Once again check the displayed amounts. Then choose your preferred **payment method**.



## PAYMENT SETUP

### Subscription Details

Please check the displayed amounts and proceed to payment details in order to process your payment on a monthly basis.

### Payment Details

Order Amount

VAT

**Amount to Pay**

### Payment Methods

Please select preferred payment method.



**Pay with Credit Card**




**Pay with SEPA**








Enter here your **card information** and click on **confirm**.



## CARD INFORMATION




**Please enter payment information**




**Card number:**

**Store this card:**  
☒ Yes ☐ No

**Expiry date:**  
Month:  Year:

**I choose an alias for this card:**  
 (optional)

**Security code:**  
 



Depending on your bank, you may be redirected to your bank's authentication page before the validation of your payment.

BNP Paribas has been chosen by the merchant from whom you make your purchase online so that, if you wish, the data of your credit cards can be stored in a secure way and used in



The purchasing process is now completed. To get back to dish.co, click on [return to main site](#).



## PAYMENT SETUP

### Subscription Details

Please check the displayed amounts and proceed to payment details in order to process your payment on a monthly basis.

### Payment Details

Order Amount

VAT

**Amount to Pay**

### Payment with Credit Card



#### Success

##### Payment Complete

The payment was successfully settled.

[Navigate back](#)

We do not take part in payment processing. Your credit card information is directly sent to our payment processing provider. We do not store your credit card information nor have access to it. We are only informed about the transaction result.

[Return to Main Site](#)



That's it. You are done. The downgrade of your subscription was fulfilled successfully.

