

• Welcome to the DISH POS App. In this tutorial, we will show you how to cancel a completed order and provide a reason for it.

= DISH POS	HD Video Demo	o German 🛛 🗛	EA OPEN ORDER	S CUSTOMER ACCOUNTS		¢
Restaurant	©∞ह1	Terrasse	©∞ 同 1	Direktverkauf	E-Commerce	
Takeaway		Terrasse 80 seats		Direct Sale Takeaway		



First, click on the menu icon.





Scroll down and tap Reprint / Reopen Order.





Select the Order you want to cancel.





In the tablet version, a list of all booked items appears in the right area.

≡ DISH POS	HD Video De	AREA OF	PEN ORDERS	CUSTOMER ACCOUNTS				
Restaurant								
	Select an orde	er						
Takeaway	#142 1:43 PM	Tisch 1 / Support	€ 23.50	Steak Tartar Burrata	x1 x1	13.50 10.00	13.50 10.00 23.50	
				Bargeld			23.50	
		Reopen order			Print duplicate			



Now click on Reopen order.

😑 DISH POS	HD Video De	mo German	AREA OPEN ORDERS	CUSTOMER ACCOU	NTS			
	Select an orde	er						
	#142	Tisch 1 / Support	€ 23.50	Steak Tartar	x1	13.50	13.50	
	1:43 PM			Burrata	x1	10.00	23 50	
				Bargeld			23.50	
	Reopen order				Print duplicat	e		



A window will open from which you can choose a cancellation reason. Note: Select "Other reason" if none of the available three reasons is applicable for you.

Select a	Cancellation reason					
#142 1:43 PM	Wrong payment method Wrong order					
	Product not satisfactory Other reason				23.50 23.50	
		Can	cel			



• Tap and hold the first article until it is highlighted to delete it.

	IPOS Tisc	h 1	\$	i) ESSEN GETRÄNKE	ANDERE TAKE AWAY	BELIEBTE ARTIKEL	ن م ک
Steak Tartar		x1 13	.50 13.50	Aperitif	Vorspeisen	Salate	Hauptspeisen
Burrata		x1 10	.00 10.00	Austern Pro Stuck	Steak Tartar	Roh Marinierter Lachs	Bearnaise-steak Und Pommes
				Austern Pro Stuck	Entenleber	Burrata	i
				Passionsfrucht	Calamari	8 Klassischer Caesar	Fleisch Des Tages
				Kaviar 10gr.)	Kalbsbries		Tournedos
				Iberico(100gr.)	Gruner Spargel		Fisch Des Tages
	Input	Т	otal amount	-	Hummersuppe		
	\otimes		23.50 🗸				Steak Tartar
Discount	Split order) Note	کر Customer				Kasefondue
7	8	9	+/-				Miesmuscheln
1	2	3	PIN €				Saisonales Gemuse
0	00		୍ମି BARGELD €	Ergänzungen	Nachspeisen	Menu	



• Now mark all the articles you want to delete by simply clicking on them.

≡ DISH	h pos Tisc	h 1	ę	ESSEN GETRÄNKE	ANDERE TAKE AWAY E	BELIEBTE ARTIKEL	५ २
Steak Tartar		x1 13	.50 13.50	Aperitif	Vorspeisen	Salate	Hauptspeisen
Purrata	H (2 More Disc	Delete		Austern Pro Stuck	Steak Tartar	Roh Marinierter Lachs	Bearnaise-steak Und Pommes
		x1 10	.00 10.00	Austern Pro Stuck	Entenleber	Burrata	
				Passionsfrucht	Calamari 8	Klassischer Caesar	Fleisch Des Tages
				Kaviar 10gr.)	- Kalbsbries	-	Tournedos
				Iberico(100gr.)	Gruner Spargel		Fisch Des Tages
	Input	Т	otal amount	-	Hummersuppe		
	\otimes		23.50 🗸				Steak Tartar
Discount	Split order) Note	کر Customer				Kasefondue
7	8	9	+/-				Miesmuscheln
1	2	3	PIN €				Saisonales Gemuse
0	00		ු BARGELD €	Ergänzungen	Nachspeisen	Menu	



• When all items are selected, click on Delete.

	hpos Tisc	h 1	Ś	ESSEN GETRÄNKE	ANDERE TAKE AWAY	BELIEBTE ARTIKEL	<u>ج</u> ج
Steak Tartar		x1 13.	50 13.50	Aperitif	Vorspeisen	Salate	Hauptspeisen
Dunata	+ 0	x1 10	00 10.00	Austern Pro Stuck	Steak Tartar	Roh Marinierter Lachs	Bearnaise-steak Und Pommes
	More Disc	Delete		Austern Pro Stuck	Entenleber	Burrata	
				Passionsfrucht	Calamari	Klassischer Caesar	Fleisch Des Tages
				Kaviar 10gr.)	Kalbsbries	-	Tournedos
				Iberico(100gr.)	Gruner Spargel		Fisch Des Tages
	Input	T	otal amount		Hummersuppe		
	\otimes		23.50 🗸				Steak Tartar
 Discount 	Split order) Note	کر Customer				Kasefondue
7	8	9	+/-				Miesmuscheln
4			F				Saisonales Gemuse
1	2	3	PIN€				
0	00		BARGELD €	Ergänzungen	Nachspelsen	Menu	



• Here you can select your cancellation reason.

	Cancellation reason		
	Wrong payment method Wrong order		13.50 10.00 3.00
Thada 9	Product not satisfactory Other reason		13.50 23.50 23.50
		Cancel	



As you can see, the table is now empty. Leave it by clicking on the back arrow.

≡ D15H	IPOS Tisc	h 1	¢	ESSEN GETRÄNKE	ANDERE TAKE AWAY	BELIEBTE ARTIKEL	ج ک
				Aperitif	Vorspeisen	Salate	Hauptspeisen
				Austern Pro Stuck	Steak Tartar	Roh Marinierter Lachs	Bearnaise-steak Und Pommes
				Austern Pro Stuck	Entenleber	Burrata	-
				Passionsfrucht	Calamari	8 Klassischer Caesar	Fleisch Des Tages
				Kaviar 10gr.)	Kalbsbries		Tournedos
				Iberico(100gr.)	Gruner Spargel		Fisch Des Tages
	Input	То	tal amount		Hummersuppe		
	\otimes	=	0.00 🗸				Steak Tartar
Open cash dra) Note	کر Customer	Print				Kasefondue
7	8	9	+/-				Miesmuscheln
4	5	6					
1	2	3	E PIN €				Saisonales Gemuse
0	00		BARGELD €	Ergänzungen	Nachspeisen	Menu	



Now your entire order have been cancelled. If you would like to cancel 1 or few items of a certain order, and not the entire order. Please repeat the steps 2-7 to reopen the order.

≡ DISHPOS Restaurant	AREA OPEN ORDER	S CUSTOMER ACCOUNTS		¢
Tisch 1 🗊 1	Tisch 2	Tisch 3	Tisch 4	
Tisch 5	Tisch 6 ^{(©} ∞ 🖻 1	Tisch 7	Tisch 8	
Tisch 9	Tisch 10	Tisch 11	Tisch 12	
Tisch 13	Tisch 14	Tisch 15	Tisch 16	
Tisch 17	Tisch 18	Tisch 19	Tisch 20	
Bar 34 seats				



Once you reopened the order. Tap and hold the item(s) you want to cancel until it is highlighted to delete it.





Now, click on Delete.

≡ DISH	ipos <mark>Tisc</mark>	h 1	\$	i) ESSEN GETRÄNKE	ANDERE TAKE AWAY	BELIEBTE ARTIKEL	5 P 🚦
Burrata	L (x1 10	.00 10.00	Aperitif	Vorspeisen	Salate	Hauptspeisen
Steak Tartar	More Disc	Count Delete		Austern Pro Stuck	Steak Tartar	Roh Marinierter Lachs	Bearnaise-steak Und Pommes
		x1 13.	.50 13.50	Austern Pro Stuck	Entenleber	Burrata	i
				Passionsfrucht	Calamari	Klassischer Caesar	Fleisch Des Tages
				Kaviar 10gr.)	Kalbsbries	_	Tournedos
				Iberico(100gr.)	Gruner Spargel		Fisch Des Tages
	Input	Т	otal amount		Hummersuppe		i.
	\otimes		23.50 🗸				Steak Tartar
Ø Discount	Split order) Note	کر Customer				Kasefondue
7	8	9	+/-				Miesmuscheln
4							Saleonalos Corrues
1	2	3	PIN€				Salsonales Gemuse
0	00		ਿਹੈ BARGELD €	Ergänzungen	Nachspeisen	Menu	



Select your cancellation reason.

	POS Tisch	1	Ç	ESSEN GETRÄNKE	ANDERE TAKE AWAY B	ELIEBTE ARTIKEL	5 <u>2</u>
Burrata							
		Cancell	ation reason				
Steak Tartar		Wrong pa	yment method				
		Wrong or	der				
		Product n	ot satisfactory				
		other rea	3011				
				Ca	ncel		
(2) Discount							
7							
4							
1							
0							



• The item has now disappeared from the table. Leave it by clicking on the back arrow.

≡ DISH	h pos Tisc	h 1	¢	ESSEN GETRÄNKE	ANDERE TAKE AWAY	BELIEBTE ARTIKEL	5 P :	
Steak Tartar		x1 13.	50 13.50	Aperitif	Vorspelsen	Salate	Hauptspeisen	
				Austern Pro Stuck	Steak Tartar	Roh Marinierter Lachs	Bearnaise-steak Und Pommes	
				Austern Pro Stuck	Entenleber	Burrata		
				Passionsfrucht	Calamari	8 Klassischer Caesar	Fleisch Des Tages	
				Kaviar 10gr.)	Kalbsbries		Tournedos	
				Iberico(100gr.)	Gruner Spargel		Fisch Des Tages	
	Input Total amount			Hummersuppe				
	\otimes		13.50 🗸				Steak Tartar	
 Discount 	Split order) Note	کر Customer				Kasefondue	
7	8	9	+/-				Miesmuscheln	
4	5	6						
1	2	3	₽IN €				Saisonales Gemuse	
0	00		BARGELD €	Ergänzungen	Nachspeisen	Menu		



If you open that same order again by clicking on the same table, you can notice that the second item is indeed cancelled.

😑 DISHPOS								
Tisch 1								
	Select an orde	r		≣ ≣ ⊡				
Tisch 5				-				
	#90 4:25 PM	Tisch 1	€ 10.00	Burrata Steak Tartar	x1 x1	10.00 13.50	10.00 13.50	
Tisch 9	#93 4:26 PM	Tisch 1	€ 13.50				10.00	
	#97 4:58 PM	Tisch 1	€ 13.50					
Tisch 13								
Tisch 17								
Bar		Cancel		:	Select			
34 seats								



1 That's it. You're done.

😑 DISΗ POS Restaurant	AREA OPEN ORDER	S CUSTOMER ACCOUNTS		¢
Tisch 1 🖻 1	Tisch 2	Tisch 3	Tisch 4	
Tisch 5	Tisch 6 ⊙ ∞ 🖻 1	Tisch 7	Tisch 8	
Tisch 9	Tisch 10	Tisch 11	Tisch 12	
Tisch 13	Tisch 14	Tisch 15	Tisch 16	
Tisch 17	Tisch 18	Tisch 19	Tisch 20	
Bar 34 seats				





Scan to go to the interactive player