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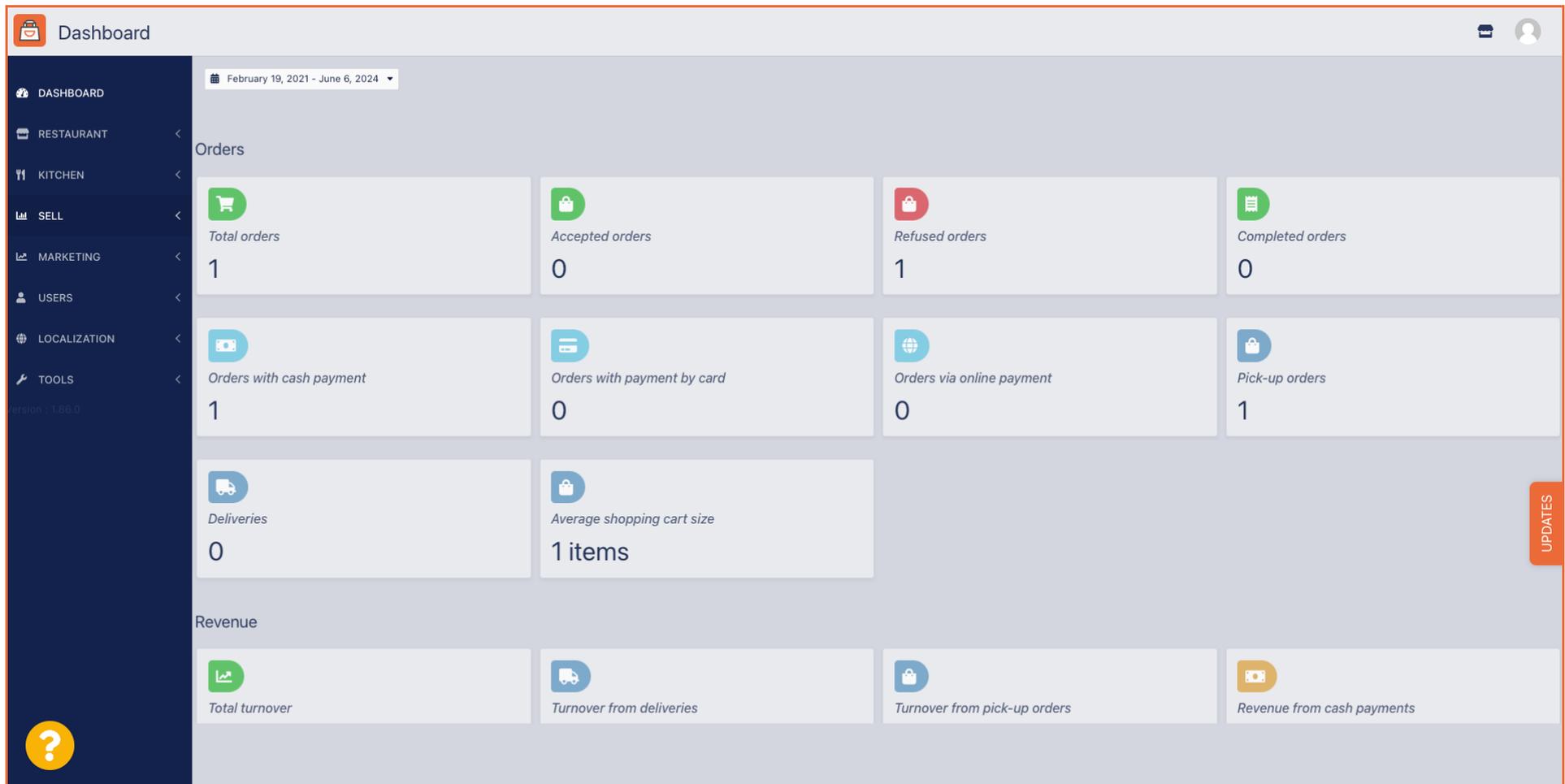
Welcome to the DISH Order Dashboard. In this tutorial, we will show you how to cancel an order with a reasoning.

First, click on Sales.

Then click on the submenu Orders.

You now have an overview of all your orders.

Click on In treatment underneath Status to modify the status of the order.
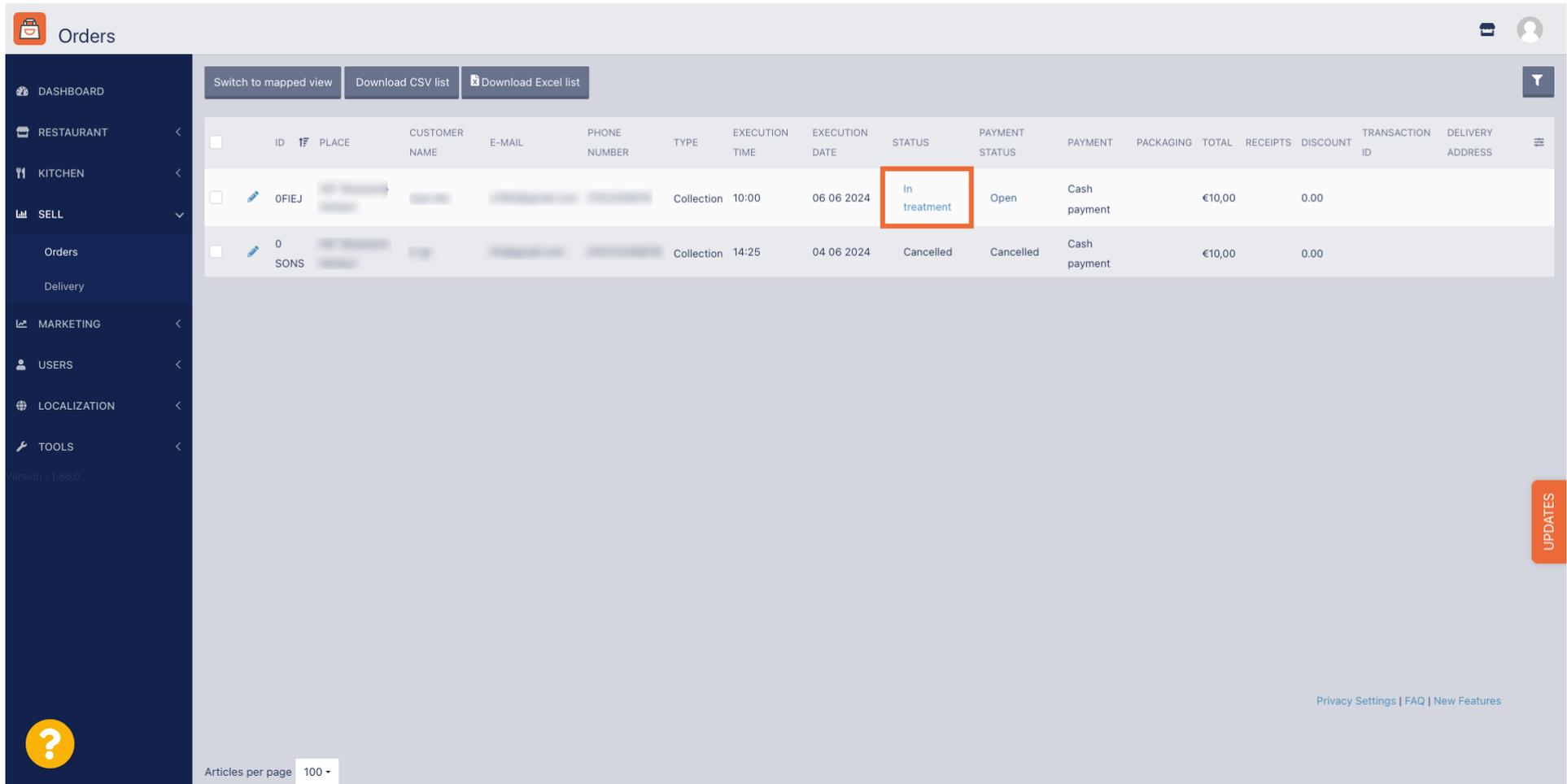
Once that's done, a small menu appears with the available options.

Select here the desired status. Since the aim in cancelling the order, click on Cancelled.
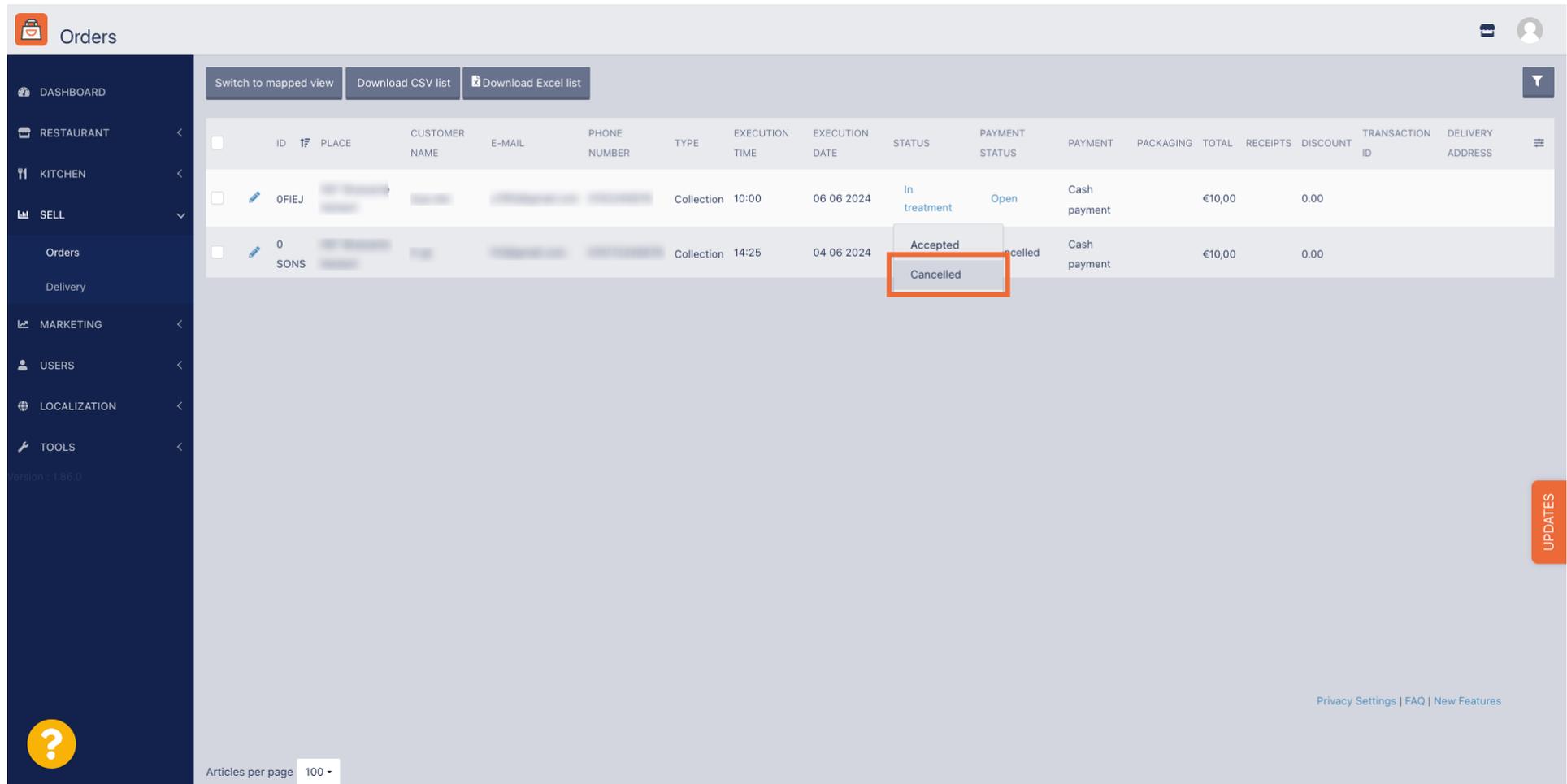
DISH by METRO

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

Orders

DASHBOARD

RESTAURANT

KITCHEN

SELL
- Orders
- Delivery

MARKETING

USERS

LOCALIZATION

TOOLS

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	ID	PLACE	CUSTOMER NAME	E-MAIL		PAYMENT STATUS	PAYMENT	PACKAGING	TOTAL	RECEIPTS	DISCOUNT	TRANSACTION ID	DELIVERY ADDRESS
	0FIEJ	HD* Brasserie Herkert	Duk-thh	u765i@gmail.com		Open	Cash payment		€10,00		0.00		
	0 SONS	HD* Brasserie Herkert	fr gt	frti@gmail.com		Cancelled	Cash payment		€10,00		0.00		
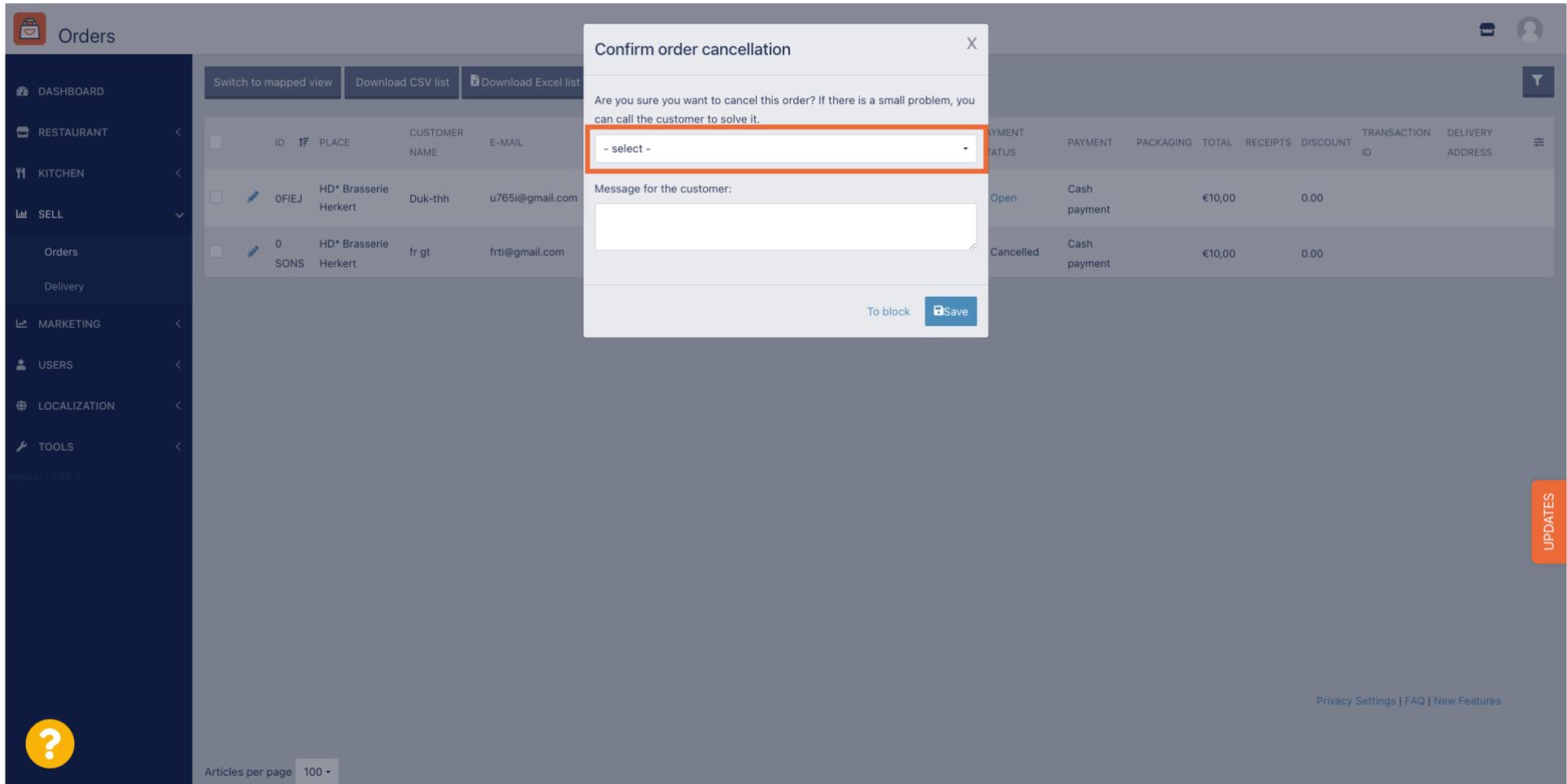
Confirm order cancellation X

Are you sure you want to cancel this order? If there is a small problem, you can call the customer to solve it.

- select -

Message for the customer:

To block | **Save**

Articles per page 100

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UPDATES

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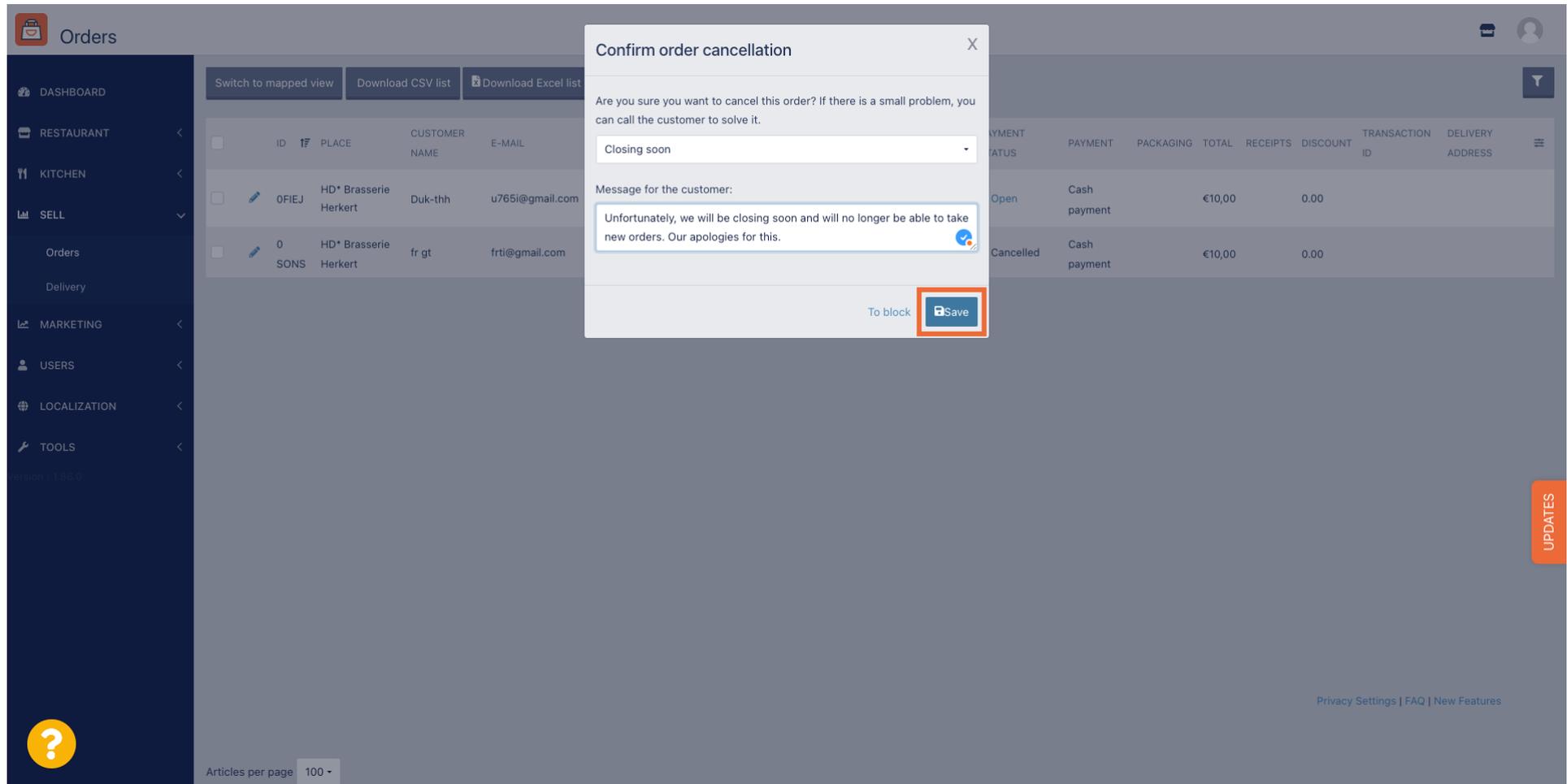Note: The tool already provides some messages that you can edit.

Click on Save to finalise the cancellation.

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

Then select Cancelled.

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

Scan to go to the interactive player