

How to manage the Cancellation of Online Orders in HDRestaurant?



HDRestaurant Tutorials

Online Orders can be canceled by Restaurant User as well as the Customer who had placed an order from an aggregator application like Zomato.

To manage the cancellation of online orders, follow the below steps:

Case 1: Order Cancelled by Restaurant User

Step 1: From the Restaurant Dashboard, select the online order and click on the “Accept Online Order” toolstrip button.

The screenshot shows the HD Restaurant V2 dashboard. At the top, there are navigation buttons for 'Dine In (F5)', 'Take Away (F6)', 'Delivery (F7)', 'Pick Held Invoice', 'Awaiting Payment', and 'Table Manager'. Below these is a toolstrip with buttons for 'Delivered', 'Delivery Failed', 'Dispatched', 'New Online Order', 'Not Delivered', 'Order Placed', 'Prepared', 'Preparing', 'Ready To Deliver', and 'Ready'. A red arrow points to the 'Accept Online Order' button in the toolstrip. Below the toolstrip is a table of orders with columns for Invoice Type, Table Number, Payment Status, Channel Name, Platform Number, Order Number, Order Status, Invoice Status, Invoice Number, Invoice Date, Grand Total, and Tax Grand Total. The table shows two orders: one pending from Zomato and one delivered from Zomato.

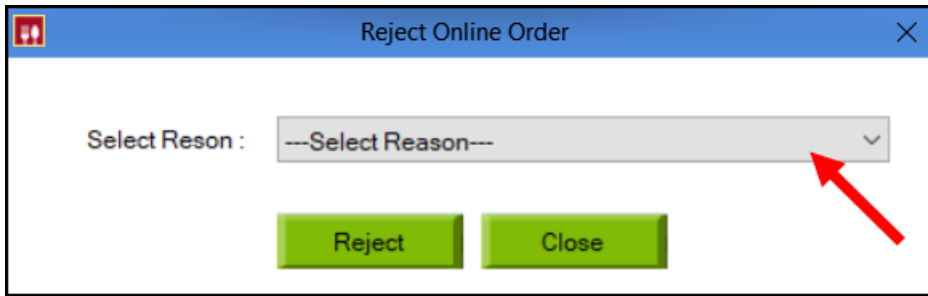
Step 2: You will see the order details in the Sales Invoice Details window. Click on the **Reject** button.

The screenshot shows the Sales Invoice Details window. At the top, there are navigation buttons for 'Business Location', 'Cash Register', 'Payment Status', 'Invoice Number', 'Estimate Number', 'ABD Number', 'Customer Name', 'Finance Agency', 'Invoice Date', 'Goods Delivered', 'Reference Number', 'Loyalty Points Given', 'Order Number', 'Payment Type', 'Email Invoice', 'Sms Invoice', and 'Payment Cleared Date'. Below these is a table of items with columns for S No., Barcode, Item Name, Basic Price, Unit Tax Amount, Tax Type, Tax Percent, Unit Price, Qty / Weight, and Measuring Unit. The table shows three items: Idli, Pulao, and Biryani. Below the table is a section for 'Additional Tax Amount', 'Freight Charge Amount', 'Packing Charge Amount', 'Delivery Date', 'Delivery Time Slot', 'CC Commission Amount', and 'FC Commission Amount'. At the bottom, there are buttons for 'Accept', 'Reject', 'Print Delivery Challan (F7)', 'Print as Original Invoice (F8)', and 'Cancel'. A red arrow points to the 'Reject' button.

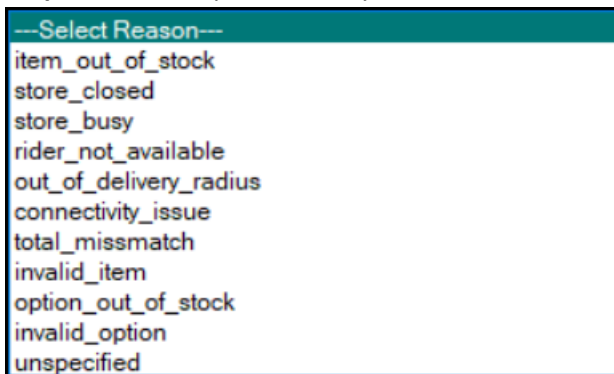




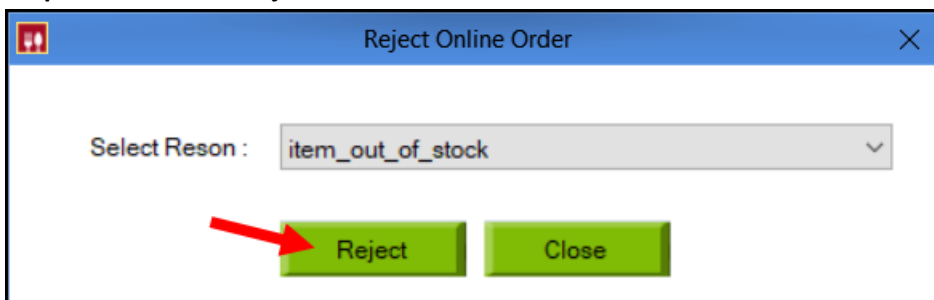
Step 3: You will have to select a reason for canceling this order. Click on the drop-down option.



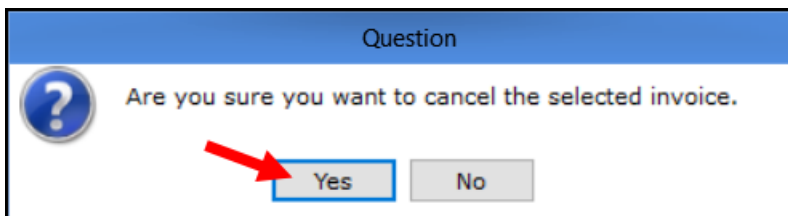
Step 4: In the drop-down list, you will see various options. Select the appropriate reason.



Step 5: Click on the **Reject** button.



Step 6: It will then ask to confirm the cancellation. Click on **Yes**.





Step 7: The order will get canceled and you can see the Invoice and Payment status changed to **Canceled**.

Invoice Type	Table Number	Payment Status	Channel Name	Platform Number	Order Number	Order Status	Invoice Status	Inv Number	Invoice Date	Grand Total	Tax Grand Total
Online Order		Canceled	zomato	44490	53564	New Online Order	Canceled		02/12/2020 06:10 PM	315.00	28.10
Online Order		Pending	zomato	45550	53560	Delivered	Saved	HD-2020I00003	02/12/2020 05:54 PM	140.00	6.67

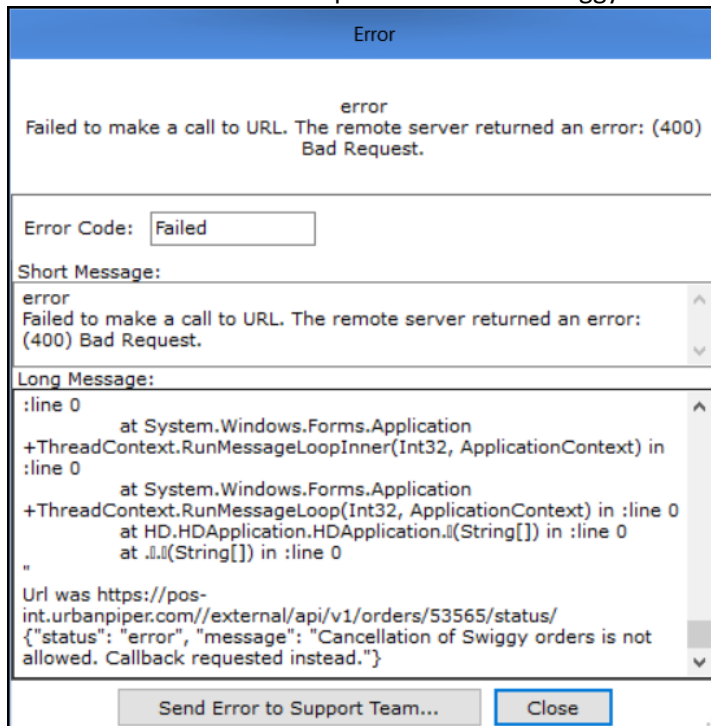
Step 8: The canceled order can be viewed from the Sales Invoice manager. In this case, we do not create the canceled order as Sales Return in HD Restaurant.

Inv Number	Invoice Date	Grand Total	Tax Grand Total	Total Item Qty	Payment Status	Invoice Status
	02/12/2020 06:10 PM	315.00	28.10	5.00	Canceled	Canceled
HD-2020I00003	02/12/2020 05:54 PM	140.00	6.67	3.00	Pending	Saved

Total Records : 2

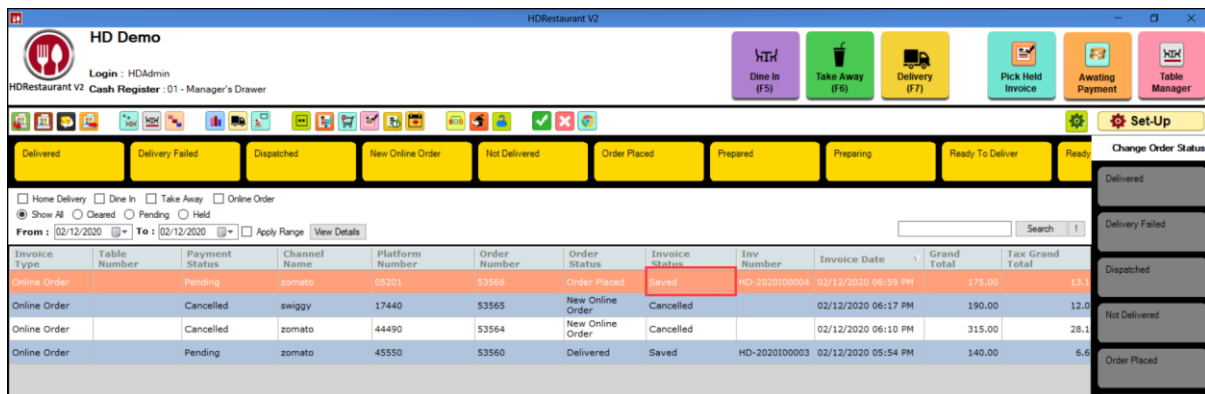


Note: If the Online Order is received from the aggregator Swiggy and then when you try to cancel that order you will see an error message as shown below. The order will get canceled in HD Restaurant but it will not reflect on the Swiggy app for the customer. This is the guideline set by Swiggy, the Restaurant user has to sort this cancellation process with the Swiggy team manually.



Case 2: Order Cancelled by Customer

Suppose the Restaurant user has accepted an Online Order and the Sales Invoice is saved in HD Restaurant and then the Customer cancels the order placed from the aggregator app like Zomato.



When the order cancellation is received from Urban Piper, you will see Sales Return opened up as shown below. You can see the **Aggregator** name along with the **Order Number** in Sales Return. Click on **Accept**.



New Sales Return

Select Business Location: HD Demo Allow to Return Without Invoice

Sales Return Number: HD-2020SR00001 Date: 02/12/2020

Select Item: Barcode: Warehouse: HD Demo Invoice Number: HD-2020I00004 Add All Items from Invoice
 Item Name: Customer: Manish Reference Number: By Item Name
 Search Code: Outstanding Balance: 0.00

CANCEL ONLINE ORDER ZOMATO 53568 Issue StoreCredit Return Cash Issue GiftCard Issue Cheque Bank Transfer Save Advance Amount

S No.	Barcode	Item Name	Basic Unit Price	Basic Tax	Tax Type	Tax Percent	Unit Price	Qty/Weight	Av
1	T00011	Idli	35.71	4.29	In State GST ...	***	40.00	2	2.0
2	T00014	Biryani	90.48	4.52	In State GST ...	***	95.00	1	1.0

Additional Tax Amount: 0.00 Total Amount: 175.00
 Freight Charge: 0.00 RoundOff Amount: 0.00
 Packing Charge: 0.00 Grand Total: 175.00
 Sales Executive: Customer Pending Amount: 175.00
 Returnable Amount: 0.00

View Sales Invoice, Sales Tax Detail, Change Quantity F2, Change Price F3, Remove Item F4, Show/Hide Taxes F11, Pick Message, Accept & Print (F5), Accept (F8), Cancel

The returnable amount for the Sales Return will be zero and you can see the canceled order in the Restaurant Dashboard.

HD Demo HD Restaurant V2

Login: HDAdmin Cash Register: 01 - Manager's Drawer

Home Delivery Dine In Take Away Online Order

Show All Cleared Pending Held

From: 02/12/2020 To: 02/12/2020 Apply Range View Details Search

Invoice Type	Table Number	Payment Status	Channel Name	Platform Number	Order Number	Order Status	Invoice Status	Inv Number	Invoice Date	Grand Total	Tax Grand Total
Online Order		Cancelled	zomato	05201	53568	Order Placed	Cancelled	HD-2020I00004	02/12/2020 06:59 PM	175.00	13.00

Delivered, Delivery Failed, Dispatched, New Online Order, Not Delivered, Order Placed, Prepared, Preparing, Ready To Deliver, Ready

Change Order Status: Delivered, Delivery Failed, Dispatched

