

Employees

Staff records, hubs, contracted drivers, and bulk import/export.

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Employees: what this area covers

“ **Audience:** HR and anyone who maintains staff records and their console access. **You need:** *Employees — view* to browse, *Employees — edit* to change.

The Employees area holds your staff records: who works where, which of them drive, and who can sign in to the console.

What it covers

Task	Page
Find someone and read their record	Finding an employee
Change their details or where they work	Editing an employee
Add a contracted driver	External employees
Move many records at once	Importing and exporting employees
Give someone a console password	Employees - Password

Employees, roles and drivers

Three things that attach to one person and are managed in different places:

	What it is	Where
The employee record	Who they are, where they work	Here
Their console access	What they can do and see	Managing roles from the console
Their driver configuration	How the dispatcher treats them	Here, on the record, for drivers

Creating an employee does **not** give them console access, and giving them a role does **not** give them a password. Those are three separate steps, deliberately — most employees never sign in to the console at all.

Everything is per brand

The Employees area works within the brand you are in, and is filtered further by your scope.

`employee_manager` is the role built for it and is scoped at brand level.

A colleague seeing a different list is normal — see [How scope works in practice](#).

Hubs

Employees are associated with hubs — the operational groupings your stores belong to. The hub list is available when editing someone, and determines which operation they are counted as part of.

Get this right before worrying about roles: a correct hub with no role is a normal employee; a role with the wrong hub is someone appearing in the wrong operation's numbers.

What this area does not do

- It does not set passwords. That is the [Employees - Password](#) flow.
- It does not grant permissions. That is [Managing roles from the console](#).
- It does not configure carriers' couriers. External carriers' staff are theirs, not yours — see [External carriers](#).

Finding an employee

“ You need: *Employees* — *view*.

The employee list

The list shows staff within the brand you are in and within your scope. Search by name or identifier; if the person exists and is visible to you, they appear.

“ Someone missing from the list is usually scope rather than a missing record. A brand-scoped user cannot see another brand's staff even though the record exists. Check [How scope works in practice](#) before creating a duplicate.

Creating a duplicate employee because the original wasn't visible is the most expensive mistake in this area — it splits their history across two records.

The employee record

Opening someone shows their details and, **if they are a driver, their driver configuration alongside.**

That combination is the useful part. For a driver you can see in one place who they are, which hub they belong to, and how the dispatcher treats them — rather than reconciling two screens.

For non-drivers the driver section simply isn't there.

Hubs

The available hubs for the brand can be listed independently of any one employee. Use it to check the hub structure before assigning someone, especially if hub names are similar.

What to check on a record

Looking for	Where
Are they in the right operation?	Their hub
Can they deliver?	The driver configuration on the record
Can they sign in?	Their roles — Managing roles from the console — and their password
Why doesn't the dispatcher use them?	Driver type and availability, plus Driver classification and priority

Related pages

- [Editing an employee](#) — changing what you found
- [External employees](#) — adding a contracted driver
- [Importing and exporting employees](#) — working in bulk

Editing an employee

“ **You need:** *Employees — edit.*

Editing updates an existing employee's details, their hub, and — for drivers — how the dispatcher treats them.

Changing details

Open the employee and change what needs changing. The record is the single source for who this person is, so keeping it accurate matters beyond this screen: reports group by hub, and the dispatcher reads driver configuration from here.

Moving someone between hubs

Changing an employee's hub moves them between operations.

“ This changes which operation they count towards from now on. Historical data is not retrospectively re-filed, so a mid-period move shows the person's work split across both hubs for that period. That is correct, and worth knowing before someone asks why a hub's numbers look odd.

Move people at a period boundary where you can.

Driver configuration

For employees who drive, the record carries the configuration the dispatcher uses — including their driver type, which decides how they rank against others.

Two things follow from that, both explained in [Driver classification and priority](#):

- **Internal drivers outrank contracted ones.** Changing someone's type changes who wins when both are candidates for an order.
- **Type also decides what they can be given.** A zone that allows only certain own-driver types will skip anyone else.

So a driver who is "never getting orders" is often a type question rather than an availability one — check the zone's allowed types in [Delivery zones](#) as well.

What editing does not change

Not changed here	Change it in
What they can do in the console	Managing roles from the console
What data they can see	Setting an employee's scope
Their password	Employees - Password

Updating someone's job does not update their console access. If a person changes role in the business, all three need attention, and it is easy to do one and forget the others.

After a change that matters

For a driver, confirm the change had the effect you intended by watching whether the dispatcher starts using them as expected on the next cycle — no more than 60 to 300 seconds away. See [The assignment cycle, step by step](#).

External employees

“ You need: *Employees* — edit.

An external employee is a **contracted driver who is part of your own fleet** — someone who delivers for you but is not on your payroll.

The distinction that matters

Three kinds of driver, easy to confuse:

	What they are	Managed
Internal driver	Your own staff	Here, as a normal employee
External / contracted driver	Contracted, but part of your fleet	Here — this page
Third-party carrier	A delivery company you hand orders to	Not here — External carriers

The middle one is the one this page is about. A contracted driver is still **your fleet**: the dispatcher assigns them individually, by name, exactly as it does your own staff. A third-party carrier is a company — you hand it the order and it picks the courier.

If you are setting up a courier platform, you are in the wrong place; go to [External carriers](#).

Creating one

Create the external employee against the brand, then set their hub and driver configuration as you would for any driver — see [Editing an employee](#).

How the dispatcher treats them

Contracted drivers rank **below** internal drivers. When both could take an order, the internal one wins, and an internal driver can take an order away from a contracted one — never the reverse.

The full ranking is in [Driver classification and priority](#).

Two consequences worth knowing:

- **A zone that doesn't list their type will never give them work.** Empty allowed-driver-types on a zone blocks all own drivers, contracted included — see [Delivery zones](#).
- **A store with no internal drivers is treated more leniently.** Its own-fleet delay tolerance is automatically replaced by the third-party value, so an all-contracted store isn't held to a standard it can't meet — see [Store delivery settings](#).

Adding several at once

Use the CSV import rather than creating them one at a time — see [Importing and exporting employees](#).

Related pages

- [External carriers](#) — third-party delivery companies, which are not this
- [Driver classification and priority](#) — how types rank
- [Delivery zones](#) — which driver types a zone permits

Importing and exporting employees

“ **You need:** *Employees — view* to export, *Employees — edit* to import.

Exporting

Export produces a CSV of the employees within your brand and scope.

Two good reasons to export, beyond bulk editing:

- **As a snapshot before a bulk change.** It is your rollback, and takes seconds.
- **To review.** Reading a hundred records in a spreadsheet is faster than clicking through a hundred screens.

“ An exported file is no longer scope-filtered. It contains staff data, so treat it accordingly — see the same caution in [Exporting data](#).

Importing

Import applies employee configuration from a CSV.

The sequence that avoids trouble:

1. **Export first.** This gives you both the current state and the exact column format the import expects.
2. **Edit the exported file** rather than building one from scratch.
3. **Test with a few rows.** Confirm they landed as intended before committing the rest.
4. **Import the remainder.**
5. **Spot-check** two or three people on the employee list.

Imports are not transactional

A failure partway through leaves earlier rows applied and later rows not. There is no rollback, which is why the export in step 1 matters and why you find out *where* it stopped before re-submitting.

Re-running a whole file after a partial failure may re-apply rows that already succeeded.

Backups

Employee configuration is covered by the backup system: exports are retained, and can be downloaded or restored — see [Backups and restoring configuration](#).

Restoring an employee backup follows the employee permission, not a separate backup one. And as with every restore, it reinstates the snapshot wholesale: anything changed since, by anyone, is overwritten for the records it covers.

What import does not touch

Roles, scope and passwords are not part of employee configuration. Importing a hundred employees gives none of them console access — see [Managing roles from the console](#).

Employees - Password

To assign or change an employee's password, go to the **EMPLOYEES** menu.



Enter your search term in the search box; if the user exists, they will appear in the table below:

Filtros y Búsqueda

Estado

Activo

Tipo

Todos

Categoría

Todos

Buscar por ID o nombre...

20000000

ID	Nombre	Apellidos	Email	Teléfono	Estado
20000000	PRUEBA	PRUEBA PRUEBA			ACTIVO

Once you've located the user, click that row; a new window will open with all of that user's information:

The screenshot shows a user profile page for 'PRUEBA PRUEBA' with ID 20000000. The page is titled 'Configura los parámetros del empleado' and has an 'Active' status. It is divided into two main sections: 'Información Personal' and 'Dirección'. The 'Información Personal' section includes fields for Name (PRUEBA), Surname (PRUEBA), 2nd Surname (PRUEBA), Phone, Email, Start Date (01/01/2000), and Expiry Date (19/09/2050). The 'Dirección' section includes fields for Address, Number, City, and Postal Code. At the bottom, there is a 'Contraseña' (Password) section with a 'Cambiar contraseña' (Change password) button.

Setting or changing the password

In the password section, you can generate a password for that user (if they don't have one) or replace an existing one with a new one.

The screenshot shows the 'Contraseña' (Password) section. It has a title 'Define o cambia la contraseña del empleado.' and a message: 'Este empleado aun no esta dado de alta. Debes definir una contraseña (maximo 10 caracteres).' There is a 'Definir contraseña' (Set password) button. On the right, there are 'Cancelar' (Cancel) and 'Confirmar' (Confirm) buttons. Below the message, there is a form field labeled 'Contraseña*'.

Once the password has been reset or created, a message appears at the top of the screen and that user will be able to log in to the console.

Cambios actualizados con éxito

Cerrar

“ Only users with the "**Employee Manager**" or "**Administrator**" roles can create or reset passwords.