

Branch alarms

“ **You need:** *Hub — branch alarms* to view. Archiving needs *Hub — archive alarms*, typically `hub_manager` .

Branch alarms flag that a **store** needs attention — as opposed to driver alerts, which flag a person, and incidents, which you record yourself.

What they tell you

An alarm fires when a store crosses a configured threshold: too much load, too many cancellations, too many orders missing their promised time. What counts as "too much" is configurable per alarm type — see [Alarm settings](#).

An alarm is a signal, not a diagnosis. It tells you where to look, not what is wrong.

Working through them

1. **Look at the store, not the alarm.** Open its orders and see what is actually happening.
2. **Decide whether it is an operational problem or a threshold problem.** One store alarming during a genuine rush is the system working. Every store alarming every lunchtime means the threshold is wrong.
3. **Act on the underlying issue**, if there is one — reassign, pause delivery, change a promised time.
4. **Archive the alarm** once it has been handled.

Archiving

Archiving marks an alarm as dealt with and takes it off the active view. It doesn't delete it: archived alarms remain available for review — see [Archived alarms](#).

Archive when the alarm has been **handled or understood**, not merely seen. An alarm archived without being looked at is worse than one left active, because it now looks resolved to everyone

else.

“ Archiving is a higher permission than viewing, on purpose. Anyone on shift can see what is firing; deciding something has been dealt with is a shift-manager judgement.

When the board is full of alarms

Alarms that fire constantly stop being read. If a store or an alarm type is permanently lit:

- Check the threshold against what that store can realistically do — [Alarm settings](#).
- Check whether it is the same root cause producing many alarms, rather than many problems.
- Consider whether the store's delay tolerances match its reality — [Store delivery settings](#).

Tuning a threshold so it fires when someone should act, and stays quiet otherwise, is worth more than working through a long list.

Related pages

- [Stores and driver alerts](#) — the driver-side equivalent
- [Alarm settings](#) — where thresholds are configured
- [Archived alarms](#) — reviewing what has been handled
- [Logging an incident](#) — recording what went wrong on a specific order