

Changing the promised time

“ **You need:** *Hub — modify ETA*. Held by `hub_manager` and `branch_manager`.

The promised time is what the customer was told, and what the system measures lateness against. Changing it is the right move when the original promise is no longer achievable and the customer has been told — not a way to make a late order look on time.

Choosing a new time

New times come from the store's **available promised times**, the same set the ordering flow offers. Pick from those rather than inventing a time: they reflect what that store can actually commit to.

The store's promised times are part of its configuration — see [Store delivery settings](#).

You may be asked to confirm

This is the part worth knowing in advance.

When the change has consequences the system wants you to acknowledge, the first attempt **does not go through**. Instead you are shown the specific warnings and asked to confirm. Confirming re-submits the same change, now with your acknowledgement attached.

What you'll see	What it means
The change applies immediately	No side effects worth flagging
Warnings and a confirmation prompt	Real consequences — read them, then confirm if you still want it
The confirmation has expired	You took too long. Start again; the warnings are re-evaluated against the current state

The confirmation is deliberately not a generic "are you sure?". The warnings name what will actually happen. Read them — that is the whole point of the step, and the state may have moved since you opened the order.

Orders already with a carrier

When the order is with an external carrier, the change goes to the carrier **first**, and only then is it recorded on your side.

That order matters: the carrier call is the irreversible half and the one that can fail. Doing it first means a failure leaves both sides unchanged, rather than leaving your records showing a new time while the carrier's courier is still working to the old one.

If the carrier rejects the change, the promised time is not updated. That is not a bug — it is the system refusing to record a promise the carrier has not accepted.

Before you change it

1. **Has the customer been told?** The promised time is a commitment, and changing it silently just moves where the disappointment lands.
2. **Is the real problem the assignment?** If the order is simply unassigned, assigning it may be the fix — see [Assigning and unassigning a driver](#).
3. **Is this a pattern?** One order is an incident; a store missing its promised times all lunchtime is a configuration or capacity question. See [Store delivery settings](#).

Related pages

- [Logging an incident](#) — to record *why* the time changed
- [The order board](#) — how Pending and Critical are judged against the promised time
- [Store delivery settings](#) — where promised times come from