

Delivery zones

“ **You need:** *Delivery zones — view* to browse, *Delivery zones — edit* to change anything. Held by `admin`, `dispatcher_manager` and `polygon_manager`.

A zone is a delivery area with a map polygon and a set of rules deciding which drivers and carriers serve it. Zones are the single biggest lever on dispatcher behaviour — see [Where each setting lives](#) for what each rule does.

Browsing zones

The zones list shows every zone for the brand, with its store and whether it has a polygon drawn. A separate view shows zones alongside their **driver availability** configuration, which is where you see at a glance whether a zone is set to try carriers first.

“ The map view needs a configured Maps key for the brand. If the map is blank while the list shows zones, that's a configuration issue rather than missing zones.

Editing a zone's driver availability

This controls the rules the dispatcher actually uses: own-fleet versus carrier priority, the carrier ranking rule, which carriers are allowed, which own-driver types are allowed, and the extra time buffer.

“ **The trap worth repeating:** leaving *allowed own-driver types* empty does not mean "all types". It blocks every own driver from the zone, and orders there will only ever go to carriers. This is the most common cause of a zone whose orders all end up external.

Drawing and removing polygons

A zone's polygon defines its geographic boundary.

- **Create or update** a polygon by drawing it on the map and saving.
- **Delete** a polygon to leave the zone without a boundary.

A zone with no polygon cannot match an address, so orders won't be routed to it. Deleting a polygon is therefore effectively switching the zone off, even though the zone itself still exists.

Moving a zone to another store

A zone — together with its polygon — can be migrated to a different store. Use this when a store relocates or when an area is reassigned between stores, rather than deleting the zone and redrawing it, which loses the boundary.

Bulk changes by file

For anything beyond a handful of zones, use the file-based tools.

Action	What it does
Export zones	Downloads the current zone configuration as a CSV. Always export before a bulk change — it is your rollback
Import zones	Applies zone configuration from a CSV
Import polygons from KML	Bulk-loads zone boundaries from a KML file, the format mapping tools export

KML import is partial by design: valid rows are imported even when others fail. You get what worked plus a report of what didn't, rather than an all-or-nothing rejection. Read the report — a partially successful import leaves the rest of your zones untouched and still needing attention.

Time-based zone switching

Zones can switch on a schedule, so an area is served differently at different times of day. These rules are loaded from a CSV.

Unlike the KML import, **this import is all-or-nothing**: if any row is invalid, nothing is applied. Fix the file and re-import.

Before and after a bulk change

1. **Export first.** The export is the only rollback you have.
2. Apply the import.
3. Read the result carefully — especially for KML, where partial success is normal.
4. Check a sample zone on the map.
5. Confirm with a real order in that area, if you can.

Zone backups are kept and can be restored — see [Backups and restoring configuration](#).

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