

End-to-end overview

The full path a store's orders take in a single cycle, pulling together everything in this chapter.

One cycle, one store

1. **Fetch orders and drivers** for this store. Orders already sitting with a Third-Party carrier from an earlier cycle are re-examined here — see [Re-checking orders already with a carrier](#).
2. **Is this a Third-Party-first zone?**
 - **Yes** → try a Third-Party carrier first. If it takes the order, that order is done.
 - **No** → go straight to step 3.
3. **Own solver** — PG Mode or Google OR-Tools, chosen automatically unless you force one.
 - If Priority Customers (Platinum) is enabled and applicable, this step is replaced by the double simulation described in [Priority Customers \(Platinum\)](#). Everything before and after stays the same.
4. **Idle driver retry** — free store drivers the solver didn't use.
5. **Third-Party fallback**, but only for orders from a standard zone. An order from a Third-Party-first zone has already had its carrier turn and gets no second one.
6. **Post-process** — categorise results and identify orders that can be grouped onto one driver.
7. **Still unassigned?**
 - **No** → save and notify.
 - **Yes** → the final relaxed attempt, described in [Last-Option: the final safety net](#). If it places the order, save and notify. If not, the order is marked Critical or Pending and the next cycle retries from scratch.
8. **Save and notify** — assignments are written, drivers are pushed a notification, alarms are processed.

The two things worth remembering

Every order gets exactly two attempts per cycle — one with your own fleet, one with Third-Party — plus the Last-Option safety net at the end. The zone configuration changes the order of those two attempts, never the number.

Nothing is ever cancelled without a replacement lined up. An order already with a carrier is only pulled back once a real own-fleet assignment has been found and the cancellation with the carrier has succeeded.

Related pages

- [The assignment cycle, step by step](#) — the five steps in detail
- [The three assignment mechanisms](#) — how PG Mode, Google OR-Tools and carriers combine
- [Last-Option: the final safety net](#) — what happens at step 7
- [Known system boundaries](#) — what this flow deliberately does not do

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