

External carriers

“ **You need:** *Third-party — view* to browse, *Third-party — edit* to change. Held by `admin`, `dispatcher_manager` and `third_party_manager`. Per-store carrier settings are also reachable by `hub_manager`.

Carrier configuration exists at two levels, and knowing which one you're editing is most of the battle.

Level	Applies to	Typical settings
Brand	Every store in the brand	Whether a carrier is enabled at all, payment rules, product exclusions, maximum distance, free-cancellation window
Store	One carrier, at one store	Timing limits, capacity at that store, operating schedule, clubbing, default delivery time

Both levels are listed field by field in [Where each setting lives](#).

Brand-level configuration

The brand view lists every carrier type available to you and its current configuration. Editing here changes that carrier **everywhere**.

“ The master **Enabled** switch is brand-wide. Turning a carrier off here removes it from every store immediately, whatever the per-store settings say. If you only want to stop using a carrier at one location, change that store's settings instead.

Store-level configuration

The per-store view shows the same carriers with their settings for that one store. This is where you tune the things that genuinely differ by location: how long a carrier gets to accept, how long they

get to reach the store, how many concurrent orders they can hold there, and the hours they operate.

Two of these drive the behaviour described in [Re-checking orders already with a carrier](#) — *Max time to accept* and *Max time to reach store*. They look similar and compare completely different things; that page has the comparison.

Capacity is per company, not per courier

A carrier's capacity at a store is a **single shared pool for that carrier company**. "Ten concurrent orders at this store" means ten, however many couriers that company has nearby.

This is the usual explanation when a carrier looks busy on their own app but appears full to the dispatcher.

Bulk changes by file

For chain-wide carrier work, use the file tools rather than editing store by store.

Action	What it does
Export per-store carrier configuration	Downloads current per-store settings as CSV. Export before every bulk change
Import per-store carrier configuration	Applies per-store settings from CSV

Backups of carrier configuration are kept and restorable — see [Backups and restoring configuration](#).

When a carrier is never offered orders

Work through this before reporting a problem. A carrier is skipped entirely if any of these is true:

- It is disabled at brand level.

- The current time is outside its operating schedule for that store.
- Its capacity pool at that store is full.
- The order's zone doesn't list it among the allowed carriers — see [Delivery zones](#).
- The order fails one of its structural checks: payment type, an excluded product family, or distance.

The full ordered list of those checks is in [When does an alternative exist?](#)

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