

External employees

“ You need: *Employees* — edit.

An external employee is a **contracted driver who is part of your own fleet** — someone who delivers for you but is not on your payroll.

The distinction that matters

Three kinds of driver, easy to confuse:

	What they are	Managed
Internal driver	Your own staff	Here, as a normal employee
External / contracted driver	Contracted, but part of your fleet	Here — this page
Third-party carrier	A delivery company you hand orders to	Not here — External carriers

The middle one is the one this page is about. A contracted driver is still **your fleet**: the dispatcher assigns them individually, by name, exactly as it does your own staff. A third-party carrier is a company — you hand it the order and it picks the courier.

If you are setting up a courier platform, you are in the wrong place; go to [External carriers](#).

Creating one

Create the external employee against the brand, then set their hub and driver configuration as you would for any driver — see [Editing an employee](#).

How the dispatcher treats them

Contracted drivers rank **below** internal drivers. When both could take an order, the internal one wins, and an internal driver can take an order away from a contracted one — never the reverse.

The full ranking is in [Driver classification and priority](#).

Two consequences worth knowing:

- **A zone that doesn't list their type will never give them work.** Empty allowed-driver-types on a zone blocks all own drivers, contracted included — see [Delivery zones](#).
- **A store with no internal drivers is treated more leniently.** Its own-fleet delay tolerance is automatically replaced by the third-party value, so an all-contracted store isn't held to a standard it can't meet — see [Store delivery settings](#).

Adding several at once

Use the CSV import rather than creating them one at a time — see [Importing and exporting employees](#).

Related pages

- [External carriers](#) — third-party delivery companies, which are not this
- [Driver classification and priority](#) — how types rank
- [Delivery zones](#) — which driver types a zone permits

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