

FAQ

Cross-area questions. Each chapter has its own detail; this is the index for the ones that come up everywhere.

Access

Why can't I see an area other people can? Your roles decide which areas appear. See [What you can see, and why](#).

Why do I see fewer rows than a colleague running the same report? Your scope is narrower, and you are both seeing the correct answer for yourselves. See [How scope works in practice](#).

I have the role but still can't do one specific thing. Permissions are granular, and a deny exception overrides a role. Check [Access by section](#), then [Individual permission exceptions](#).

How do I get a password? Someone with employee management rights sets it. There is no self-service reset — see [Signing in](#).

Data and numbers

Two reports disagree by about one evening's trade. Business date is not calendar date; late-night orders belong to the previous business date. See [Filters, dates and favourites](#).

Reports and Metrics disagree about an order. They read different stores of data. An order present in Reports but absent from Metrics generated no log events — it is not lost. See [Reports and Metrics: which to use](#).

A bulk change affected fewer records than the check said. Records redeemed between the check and the apply are excluded, as are any already redeemed. See [How bulk changes work](#).

Orders

Why did an order change driver by itself? A driver with better priority became available. See [When an order changes driver](#).

Why is an order still unassigned? Usually capacity, a zone that allows no available driver type, or incomplete address data. See the [Dispatcher FAQ](#).

I unassigned an order but the carrier still came. Unassigning does not cancel with the carrier. Cancelling does, atomically. See [Assigning and unassigning a driver](#).

An order I assigned by hand never got reassigned. Manual assignments are permanently locked out of automatic reassignment. That is intended. See [The order board](#).

Content and promotions

I changed a banner and nothing changed. Almost always the wrong source selected — content is stored per source, and per language for banners and documents. See [Resources and sources](#).

A customer's promo code doesn't work. Check dates and valid times, whether that coupon is already redeemed, and whether the offer is live for that store. See [Promotional codes](#).

A carrier looks available but shows as full. Carrier capacity is one shared pool per store per company, not per courier. See [External carriers](#).

Imports and exports

An import failed halfway. Can I just re-run it? Not safely. Imports are not transactional, so earlier rows are already applied and re-running may apply them twice. Find where it stopped first — see [Importing from a CSV](#).

Can I undo an import? Only for records nobody has redeemed, via a bulk delete. Anything already used stays.

Why is exporting a separate permission? Because an exported file is no longer scope-filtered. See [Exporting data](#).

Still stuck

[Reporting an issue](#) lists what to include so it can be resolved first time.

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