

Operations report

“ You need: *Sales reports.*

The operations report is the widest screen in the chapter. It answers "what is happening operationally", where the other reports answer "what did we earn".

Order status and breakdown

Counters for where orders currently stand, plus a full breakdown by order type — delivery, pickup, takeaway and dine-in — each split into time buckets.

The time buckets are the useful part. A high total tells you it is busy; the buckets tell you whether orders are moving or piling up in the slow end.

Staff on shift

Who is currently active, grouped by job position, alongside the status of every store that is open.

An employee counts as **active** when they have clocked in for the shift and not yet clocked out. So this is a live view of who is actually on, not who was rostered.

Read it next to the order counters: heavy volume against thin staffing is the situation worth acting on, and neither number says it alone.

“ Requires a brand. Stores are optional, and empty means every store in your scope.

The 15-day chart

A time series of total orders in fixed 15-minute slots, for the reference date and the previous 14 business days.

The reference date is the business date in day mode, and the **end** date in range mode — worth knowing before you conclude the chart is showing the wrong period.

Fourteen days of history is what makes today readable. A slow hour only means something against how that hour normally looks.

Orders list, count and detail

Three views of the same underlying set:

View	Use it for
Count	How many orders match the filters, without loading them
List	The orders themselves
Detail	Line-level detail of one order

Run the count first when you are unsure how wide your filters are — it is much faster than loading a list you are about to discard.

Order detail is scoped per order, so you can only open orders for stores, brands and sources within your scope.

Store configuration changelog

The most recent configuration change per store.

This is the report that answers "did something change?" when a store's behaviour shifts. Before investigating a store that has started missing its promised times, check whether its settings moved — see [Store delivery settings](#).

Related pages

- [Operational alerts](#) — the threshold-based version of this screen
 - [Filters, dates and favourites](#) — business date, modes and time windows
 - [The order board](#) — the live Hub view, for acting rather than reading
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