

Order details and pickup code

“ **You need:** *Hub — orders and status* for the detail view; *Hub — pickup code* to see the pickup code, which is a separate permission.

The detail view is the single screen worth screenshotting when you report a problem — it carries the timestamps and the current assignment together.

Opening an order

An order is identified by store, ticket number and source together — see [The order board](#). The detail view needs all of them, which is why you open it from the board rather than by typing a number.

What it tells you

You're asking	The detail view answers
Who has it right now?	The current driver or carrier, and since when
Is it going to be late?	The promised time against the current estimate
What has already happened?	Timestamps for each step, including arrival at the store where recorded
Has anything been logged against it?	Any incidents recorded on the order

The pickup code

The pickup code is the code a driver or carrier uses to collect the order.

It sits behind its own permission, separate from assigning. In practice the same people usually hold both, but keeping them apart means someone can be given the ability to read a code — to a driver on the phone, say — without also being able to move orders between drivers.

“ Treat the pickup code like any other collection credential. Read it to the person collecting; don't paste it into a group chat or a ticket, and blank it out of screenshots before attaching them to a support request.

Using it in a support request

If you're reporting something, this screen is the evidence that helps. Include:

- The **store, ticket number and source** — a ticket number alone isn't unique.
- The visible **timestamps** and **current assignment**.
- If the dispatcher is involved, the **Request ID** from the Scheduler, which points to one exact run.

What doesn't help is a screenshot of the board, or of an unrelated dashboard. Full checklist in [Reporting a dispatcher issue](#).

From here

- Change the driver → [Assigning and unassigning a driver](#)
- Change the promised time → [Changing the promised time](#)
- Record what went wrong → [Logging an incident](#)

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