

Order logs and timelines

“ You need: *Metrics*.

Order logs answer "what happened to this order" — the question Reports cannot answer, because Reports aggregates.

The paginated list

Orders that have recorded activity, filtered by store, brand and source within your scope. Use it to find the order you care about, then open its timeline.

The timeline

The full sequence of actions recorded against one order, in order.

An order is identified by store, ticket number and source together — a ticket number alone is not unique across stores. See [The order board](#) for why.

The timeline is what answers:

Question	What to look for
Who handled this, and when?	The sequence of actions and their timestamps
Was it reassigned?	Assignment changes, and whether a person or the dispatcher made them
Why was it late?	Where the gap actually sits — kitchen, pickup, or on the road
Did someone force or cancel it?	Those actions appear here with who did them

Using it in an investigation

1. **Get the identifiers.** Store, ticket number, source.
2. **Open the timeline.** Read it end to end before forming a theory — the interesting event is often earlier than expected.
3. **Find the gap.** Look for the long pause rather than the last event.
4. **Cross-check the dispatcher** if the gap is in assignment — a Request ID from that period ties it to a specific run. See [Reporting a dispatcher issue](#).

Metrics versus the Hub

Both show orders, for different purposes:

	Metrics	Hub
Time frame	What already happened	What is happening now
Purpose	Explain	Act
Can you change anything?	No	Yes

If the order is still live and needs intervention, work in the Hub — see [The order board](#). If it is finished and needs explaining, work here.

Related pages

- [Exporting data](#) — taking this out of the console
- [Archived alarms](#) — the alarm-side history
- [The order board](#) — the live equivalent

Created 2026-09-17 17:25:01 UTC by Fran Sanchis
Updated 2026-09-18 07:48:36 UTC by Fran Sanchis