

Pausing and resuming delivery

“ **You need:** *Pause / resume delivery* — held by `admin`, `hub_manager`, `dispatcher_manager` and `branch_manager`. Viewing the status only needs store read access.

Pausing delivery stops a store taking new delivery orders for a set time, without closing the store or touching orders already in flight.

Pausing a store

1. Open the store's delivery controls.
2. Choose **Pause** and set the **duration in minutes**.
3. Confirm.

The pause is time-boxed: when the duration elapses, delivery resumes on its own. You don't have to remember to turn it back on.

“ If the store is **already paused**, pausing again doesn't stack. You'll be told it's already paused rather than silently extending it — check the current status first if you intend to extend a pause.

Resuming early

Resume ends the pause immediately, before the duration is up. Use it when the reason for the pause clears sooner than expected — a kitchen backlog that resolves, drivers coming back on shift.

Checking the current status

The delivery status view answers two questions: whether the store is paused right now, and if so what is scheduled to bring it back. Check it before pausing, so you don't mistake an existing pause for a new one.

Active pause jobs

Each pause creates a job that will resume the store when its time is up.

- **Per store** — see the active job for one store, and when it will resume.
- **Across the chain** — see every active pause job at once. Useful during an incident, when several stores were paused at different times by different people.

Emergency: cancelling all pauses

There is a chain-wide action that **cancels every active delivery pause job at once**.

“ This is an emergency control, not a routine one. It affects every store that is currently paused, including stores paused by other people for reasons you may not know about. Check the chain-wide job list first so you know exactly what you are about to resume, and tell the affected stores.

Use it when pauses were applied in bulk by mistake, or when an incident is over and you need everything back online without visiting each store.

What pausing does not do

- It does **not** stop the dispatcher for that store. Orders already accepted continue to be assigned normally — see [The assignment cycle, step by step](#).
- It does **not** change the store's opening hours, which are configured elsewhere and are not used by the dispatcher.
- It does **not** cancel or reassign existing orders.

What you can and can't see

The per-store actions are filtered by your scope: you can only pause, resume or inspect stores within it. The chain-wide job list and the emergency cancel are not store-specific, so they are

limited to roles that hold delivery control without a store restriction.

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