

Quick reference rules

A one-page summary of the rules that come up most often. Each links to the page that explains it in full.

Rule	Behaviour
Orders already out for delivery	Never revalidated, never reassigned — only used to estimate when the driver returns
Orders still waiting to leave	Can be reassigned if a better driver becomes available
Reassignment checks	Run before every single assignment attempt
Reassignment criteria	Based only on driver priority — never on how urgent the order is
Manually assigned orders	Fully locked from automatic reassignment
Internal vs. external drivers	Internal can take orders from external. External can never take from internal
Attempts per cycle	Exactly one with your own fleet and one with Third-Party. The zone decides the order, not the count
Priority Customers (Platinum)	Not considered during regular reassignment — only inside its own optional evaluation layer
Order already with a carrier	Can still be pulled back to your own fleet before the carrier collects it, if inside the free-cancellation window and your fleet has room
A carrier order is never cancelled blindly	Nothing is cancelled without a confirmed replacement already lined up
Unassigned at the end of a cycle	Marked Critical or Pending, and retried from scratch on the next scheduled run

Where to read more

Topic	Page
Driver ranking	Driver classification and priority
Reassignment rules	When an order changes driver
Carrier pull-back	Re-checking orders already with a carrier
The final attempt	Last-Option: the final safety net

Topic	Page
Design limits	Known system boundaries

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