

Reporting an issue

How to report a console problem so it can be resolved without three rounds of questions.

For dispatcher-specific problems there is a fuller checklist in [Reporting a dispatcher issue](#) — the Request ID it asks for is what makes those traceable.

Check these three first

A large share of reports resolve here, without anyone else being involved:

Symptom	Likely cause
"I can't see the screen"	Your roles — What you can see, and why
"I see fewer rows than my colleague"	Your scope — How scope works in practice
"The total is missing an evening"	Business date, not calendar date — Filters, dates and favourites

None of these are faults, and all three are answered in a minute.

What to include

Detail	Why
Where you were	The area and screen, not just "the console"
What you did	The steps, in order
What you expected	Often the most useful line, and the one most often missing
What happened instead	Including the exact wording of any message
When	Date and approximate time
Who	Your identifier — it decides your roles and scope, so it determines what you should have seen
Brand	If your company has more than one
One-off or recurring?	A single occurrence and a pattern point to different causes

Identifying a specific order

An order needs **store, ticket number and source together**. A ticket number alone is not unique across stores, so a report with only a number cannot be traced.

If the dispatcher is involved, add the **Request ID** from the Scheduler — it points to one exact run.

Evidence that helps

- A screenshot of **the specific screen showing the problem**, with any message visible.
- For an order, its **detail screen** with timestamps — not a list view.
- If several things are affected, **all** the identifiers rather than "a few orders this morning".

What doesn't help

- "It's broken" or "it's not working today", without a screen, a time and an example.
- Screenshots of unrelated dashboards.
- A description of the fix you want instead of the behaviour you saw. Say what happened; the cause is often not where it appears.

Before reporting a permissions problem

Say which of the two it is — you can see the screen but not the data, or you can't see the screen at all. The first is scope, the second is a role. That one sentence often resolves it immediately.