

Scheduling plans: how the automatic cycle works

The dispatcher runs on a schedule you define per store, or per group of stores. Scheduling and assignment behaviour are configured together, in the same plan.

How the automatic cycle works

- Each plan defines how often the dispatcher should run for a group of stores.
- You can optionally restrict execution to a daily time window — for example, only between 08:00 and 23:00.
- If a run fails, the cycle is **not** broken. The next run is still scheduled automatically, as long as the plan is active.
- If a run falls outside the configured time window it is skipped for that cycle, but the schedule keeps going and resumes normally once back inside the window.

Scheduling settings

Setting	Default	What it does
Plan name	—	A label to help you identify this plan. Optional, free text
Stores	—	The stores this plan applies to. One plan can cover several
Active	Off	Whether the automatic cycle is currently running for this plan
Run interval	60 seconds	How often the dispatcher re-runs. Allowed range: 60–300 seconds
Daily time window	None	Optional start and end time. If not set, the plan runs 24/7
Last run	—	Read-only. When this plan last actually ran

Assignment behaviour settings

Setting	Default	What it does
Assignment mode	Automatic	Forces PG Mode or Google OR-Tools, or leaves the choice automatic (recommended)
Routing strategy	Automatic	Only relevant when Google OR-Tools is used
Stop time at customer	5 min	Extra time accounted for at each customer stop
Stop time at store	3 min	Extra time accounted for at each store stop
Maximum orders per driver	3	Most orders bundled onto a single own driver. Allowed range: 1-5
Offline driver grace period	5 min	How long a briefly-offline driver is tolerated before being treated as unavailable
Apply results	On	When off, the run is a simulation only and nothing is changed
Extra time margin	10 min	Additional slack allowed. Only relevant to Google OR-Tools
Minimum orders to accept a plan	0	How many orders Google OR-Tools must successfully assign for its plan to be accepted
Priority Customers (Platinum)	Disabled	Enables and configures the Platinum layer — see Priority Customers (Platinum)
Traffic-aware estimates	Off	More accurate time estimates, at a higher cost
Traffic estimate type	—	Optimistic, pessimistic or best guess. Only used when traffic-aware estimates are on
Return-time reuse	—	Advanced. Controls how aggressively previously calculated driver-to-store times are reused instead of recalculated

Store-level delivery settings

Two further settings live at the **store level**, not inside the scheduling plan. They are configured from the store's dispatcher settings and control how much delay is tolerated before an order is treated as at risk.

Setting	Applies to	What it does
Own-fleet delay tolerance	Your own fleet — in-house and own-fleet contractors, treated equally	The delay tolerance used when checking whether your own fleet can deliver on time. If a store has no in-house drivers at all, this value is automatically replaced by the Third-Party tolerance below, so an all-contractor store isn't held to a stricter standard than it can meet
Third-Party delay tolerance	Third-Party carriers	The delay tolerance used to decide whether a carrier can be trusted to deliver on time. It always applies to carriers, whether or not the store also has in-house drivers

“ **Capacity works differently from delay tolerance.** Your own fleet has a **per-driver** limit — each vehicle carries up to the configured maximum at once. Third-Party carriers have a **single shared pool per store, per carrier company** — for example "this carrier can handle 10 concurrent orders at this store", however many individual couriers they have on the road. This is why a carrier can appear full for a store even when it looks like it has plenty of drivers: the limit is set at company level, not per courier.

Activating and pausing a plan

This is the part most likely to cause confusion.

Action	Starts the cycle?	Stops the cycle?
Create a plan with Active switched on	Yes	—
Create a plan with Active switched off	No — it stays dormant	—
Edit an existing plan and switch Active on	No effect — it only updates the stored value	—
Edit an existing plan and switch Active off	—	Yes, from the next run onwards
Use the dedicated Activate action	Yes	—
Use the dedicated Pause action	—	Yes

Action	Starts the cycle?	Stops the cycle?
Delete a plan	—	Yes

“ **Recommendation:** don't rely on editing the Active field through a general edit form. Always use the dedicated **Activate** and **Pause** actions — editing the field directly can leave a plan marked active but not actually running.