

Store delivery settings

“ **You need:** *Store config — view* to browse, *Store config — edit* to change. Held by `admin`, `hub_manager`, `dispatcher_manager` and `branch_manager`.

Each store carries its own dispatcher settings, separate from the scheduling plan that governs when the dispatcher runs. Those two are configured in different places and are easy to confuse — the plan decides *when and how* the dispatcher runs, the store decides *how tolerant it is* for that location.

Store list

The list shows every store within your scope. A `branch_manager` sees their own store; a chain-wide role sees all of them. If a store you expect is missing, that is a scope question rather than a configuration one — see [How scope works in practice](#).

Dispatcher settings for a store

Two settings matter most, and both are explained in full in [Scheduling plans: how the automatic cycle works](#):

- **Own-fleet delay tolerance** — how much delay is accepted when checking whether your own drivers can deliver on time.
- **Third-party delay tolerance** — the same, for carriers.

“ There is a rule here that surprises people: if a store has **no in-house drivers at all**, the own-fleet tolerance is automatically replaced by the third-party value. An all-contractor store is not held to a stricter standard than it can meet. You don't configure this — it just happens.

A third setting, **kitchen-driver max distance**, caps how far a kitchen-staff driver can be sent from the store. Setting it to zero removes the restriction entirely rather than blocking all kitchen

drivers.

Promised delivery times

Each store exposes the delivery times it can promise a customer. These feed the time a customer is quoted at ordering, and the promised time the dispatcher then works against when deciding what is late — see the definitions of Critical and Pending in the [Dispatcher glossary](#).

Products and promotions per store

A store's view also lists the products and promotions currently active there. This is a read-only cross-check: useful when an order behaves unexpectedly and you want to confirm what that store actually offers, rather than what the brand catalogue says.

What belongs elsewhere

Looking for	Actually lives in
How often the dispatcher runs for this store	The scheduling plan — Scheduling plans: how the automatic cycle works
Which drivers and carriers serve an area	The zone — Delivery zones
Carrier timing and capacity at this store	Carrier per-store settings — External carriers
Pausing deliveries temporarily	Pausing and resuming delivery
Store opening hours	The general store configuration. Not used by the dispatcher