

Stores and driver alerts

“ **You need:** *Hub — orders and status* for the store view, *Hub — driver alerts* for driver alerts.

Alongside the order board, the Hub shows the state of your stores and raises alerts about drivers.

The store view

A per-store operational view of the stores within your scope: what each one currently has in play, so you can tell at a glance which store needs attention rather than reading the whole order board.

Use it as the entry point during a busy service. Find the store that looks wrong, then drill into its orders.

“ This is the Hub's *operational* view of a store. Changing how a store behaves — delay tolerances, pausing delivery — happens elsewhere; see [Store delivery settings](#) and [Pausing and resuming delivery](#).

Driver alerts

Driver alerts flag drivers whose behaviour needs looking at rather than orders that are late.

The most common is the **pickup delay** alert: a driver has been at the store for too long without leaving with an order that is ready. It fires from the same at-store determination the dispatcher uses for priority — roughly 350 metres from the store. See [Driver classification and priority](#) for what "at store" means and everywhere else it is used.

Others cover drivers who appear stuck or unavailable in ways that will affect assignment if left alone.

Acting on an alert

An alert is a prompt, not an instruction. Work out which of these it is:

What you find	What to do
Driver is genuinely delayed at the store	An operational conversation, not a console action
Driver's device or connection has dropped	Their orders may need reassigning — Assigning and unassigning a driver
Driver has finished but the system doesn't know	The order may need Forcing a delivery — read that page first
The alert is firing too readily across many drivers	The threshold is wrong — Alarm settings

“ A single alert is about one driver. The same alert firing across many drivers at once is about the threshold, or about something systemic at that store. Don't work through fifty alerts one at a time — check the threshold first.

Alerts, alarms, incidents

Three similar-sounding things that are genuinely different:

	What it is	Where
Driver alert	The system flagging a driver's state	This page
Branch alarm	The system flagging a store's state	Branch alarms
Incident	A person recording what went wrong on an order	Logging an incident

The first two are raised automatically and you respond to them. The third is created by you and is a permanent record on one order.