

The order board

“ **You need:** *Hub — orders and status.*

The order board is the working list of orders currently in play across the stores in your scope.

Filtering by store

The main filter is **stores**: pick one, several, or leave it open for everything within your scope.

This is the filter to reach for first. A chain-wide role looking at every store at lunchtime is reading hundreds of rows; narrowing to the two stores actually having trouble makes the board usable.

“ The store filter narrows *within* your scope — it never widens it. If a store isn't in the list at all, that's scope, not filtering. See [How scope works in practice](#).

Identifying an order

Every order is identified by four things together, and you need all four when referring to one:

Part	What it is
Store	Which store the order belongs to
Ticket number	The order number at that store
Source	Where the order came from — web, mobile app, an aggregator, and so on
Brand	Which brand, when the chain runs more than one

A ticket number on its own is **not** unique across stores. This is why [Reporting a dispatcher issue](#) and any support conversation asks for store plus ticket number plus source rather than just a number.

Reading the board

For each order the board shows who it is currently with, what state it is in, and the promised time it is being measured against.

Two terms matter most, and they come from the dispatcher rather than the Hub:

- **Pending** — not yet assigned, but not yet late either.
- **Critical** — not yet assigned and already past its promised time.

Both are defined in the [Dispatcher glossary](#). An order sitting in Pending is normal between cycles; an order sitting in Critical is the board telling you to intervene.

When an order looks stuck

Before acting by hand, it is worth knowing whether the dispatcher has genuinely given up or simply hasn't run yet:

1. The dispatcher re-evaluates each store every cycle — by default no more than 60 seconds apart, and up to 300.
2. An order that failed to place in one cycle is retried from scratch in the next, including a fresh attempt with external carriers.
3. Only after that does manual intervention add anything.

The common reasons an order legitimately stays unassigned are listed in the [Dispatcher FAQ](#) — genuine capacity shortage, a zone that allows no available driver type, or incomplete address data.

“ **Manual assignment has a lasting consequence.** An order assigned by a person is permanently locked out of automatic reassignment: the dispatcher will never move it again, even if a much better driver frees up seconds later. Assign by hand when you mean to override the algorithm, not to hurry it along.

From here

- One order in depth → [Order details and pickup code](#)
 - Put it on a driver → [Assigning and unassigning a driver](#)
 - It's not going to make the promised time → [Changing the promised time](#)
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