

The three assignment mechanisms

Every order is ultimately resolved using one — or a combination — of three mechanisms.

Mechanism	When it's used
PG Mode (FIFO)	You have enough own drivers to cover pending orders
Google OR-Tools	There are more pending orders than own drivers, so routes need planning more efficiently
Third-Party Carriers	Your external delivery network

“ Which of PG Mode or Google OR-Tools is used for a given store is decided automatically, from the ratio of pending orders to available drivers — unless you force one specific mode in the scheduling plan. See [Scheduling plans: how the automatic cycle works](#).

How they combine

Zone configuration decides **whether Third-Party gets the first attempt** or only acts as a safety net. Everything else works the same either way.

Standard zone — own fleet first:

1. **Own solver** (PG Mode or Google OR-Tools).
2. **Idle driver retry** — free store drivers the solver didn't use.
3. **Third-Party fallback** — last resort.

Third-Party-first zone — carrier first:

1. **Third-Party carrier**, one attempt. If assigned, done.
2. **Own solver** (PG Mode or Google OR-Tools).
3. **Idle driver retry**.
4. **No further fallback** — the order already had its Third-Party turn.

The rule that keeps it fair

Each order gets **exactly one attempt with each resource type** — own fleet and Third-Party — per assignment cycle.

The zone configuration only decides *which one goes first*, never *how many* attempts an order gets:

Zone type	Attempt order	Total attempts
Standard	Own fleet → Third-Party	2
Third-Party-first	Third-Party → Own fleet	2

Always two. Never three, never one.

Before the order is left for the next cycle

There is one more relaxed attempt within the same cycle — see [Last-Option: the final safety net](#).

If the order is still unassigned after that, the next scheduled run starts completely fresh, including a brand-new Third-Party attempt. How soon that happens is set by the store's scheduling plan.