

When an order changes driver

Before every assignment attempt, the dispatcher checks whether an order already assigned to one driver should instead go to a different one — but **only** on driver priority, never on how urgent or important the order itself is.

When a reassignment is allowed

Situation	Result
Order has no driver yet	Assign freely
Previously assigned driver is no longer available	Assign freely
Same driver being considered again	No change needed
New driver has better priority	Reassign
Current driver has equal or better priority	Keep as-is

Priority is defined in [Driver classification and priority](#).

Common scenarios

Current driver	Candidate driver	Outcome
External driver	Internal driver	Reassigned — better type
Idle, at store	Idle, at store	No change — both equally good
Idle, away from store	Idle, at store	Reassigned — better location
Waiting, at store	Idle, away from store	No change — current is still better
External, away from store	External, away from store	No change — no real improvement

Passing the priority check is not a delivery guarantee

Passing it only means the dispatcher will **attempt** the assignment. It still has to verify the new driver can actually deliver on time:

Driver situation	Delivery time checked?
Idle, at store	No — always the fastest possible option
Idle, away from store	Yes
Waiting (already has orders)	Yes — must be able to deliver everything
On The Way	Yes — the full route is recalculated

If the delivery-time check fails, the assignment is reverted and the order stays available for the next driver in line. **It isn't lost.**

Rules that never change

- Orders already out for delivery — the driver has left the store — are **never** reassigned.
- Manually assigned orders, assigned by an employee rather than the dispatcher, are **completely locked** from automatic reassignment.
- Internal drivers can take an order away from an external driver. The reverse is never allowed.