



How to Undispatch a Multi-Part Order

Question

How do you "un-dispatch" a master order? Once dispatched only the sub-orders appear on the check-call grid.

Solution

When a master order is dispatched to a driver, all of the sub-orders that are related to that order get assigned to the trip. Once dispatched, the sub orders are dispatched much like individual orders. The same is true when voiding the dispatch.

In order to void the dispatch of the master, you have to void the dispatch for each of the sub orders from the trip controller.

The screenshot shows a software interface for a trip controller. At the top, there are fields for Driver (Sleepy's Driver), City (Toronto), Note (PDG TRUCKING), ETA (04/21/2015), and PTA (04/21/2015). Below these fields are checkboxes for 'Show Consolidation Detail' and 'Show Completed Items', and a 'Total Weight' field set to 0. A table below contains columns for No, Job, Order No, Sub, Trip, driver, Truck, Flag, Status, Next, Client, and Location. A context menu is open over the second row of the table, with the 'Void Dispatch' option highlighted in yellow.

No	Job	Order No	Sub	Trip	driver	Truck	Flag	Status	Next	Client	Lo
1	0	451024	1	10564	2TIV2	S1	DPU	LDD	abc	AE	
2	0	45			2TIV2	S2	DPU	LDD	COLES	CC	

.Once all orders are removed from the trip, the master order status is reset to 'Available', and it then may be assigned to another trip.