How to Undispatch a Multi-Part Order
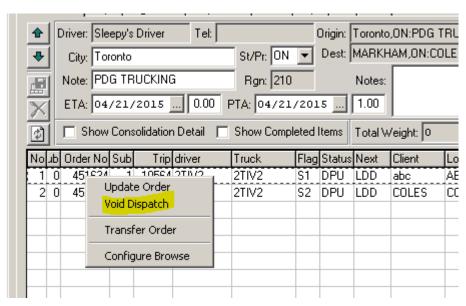
Question

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.

.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.