Changes to loads that have been sent to drivers

Updated October 24, 2024

When a load has been sent to the driver and changes are made to that load (or to the underlying order), those changes are automatically sent to the driver. This way, the driver always sees the most recent information.

Status of the load is Planned or In transit

When the load is dispatched to the driver and the status is Planned or In transit, the following changes cause the newest information to be sent:

- Changing information on the pickup/delivery/intermediate stops (e.g., reference numbers, locations, etc.)
- Changing information on the order, e.g., customer reference (even if this information is not sent to the driver)

No redispatch triggered

The following changes **never** trigger a redispatch:

- Uploading documents to the orders
- Changing the order rating

Order/shipment is delivered/completed

No redispatch triggered

No redispatch is triggered if the order/shipment is delivered/completed and:

- the price is changed
- the order is invoiced and the invoice is changed
- the quantity of goods, the description and other similar fields are changed
- the fields on the shipment are changed (reference number, additional fields…)

Dispatch triggered

A redispatch is triggered if the order/shipment is delivered/completed and:

- the ADR on the goods is changed
- completed and non-completed stops are changed (location, data, note…)