Planning: blocked orders / do not dispatch

Put an order on hold with Block operations, or hold back individual stops from drivers and contract carriers with Do not dispatch.

Updated November 5, 2026

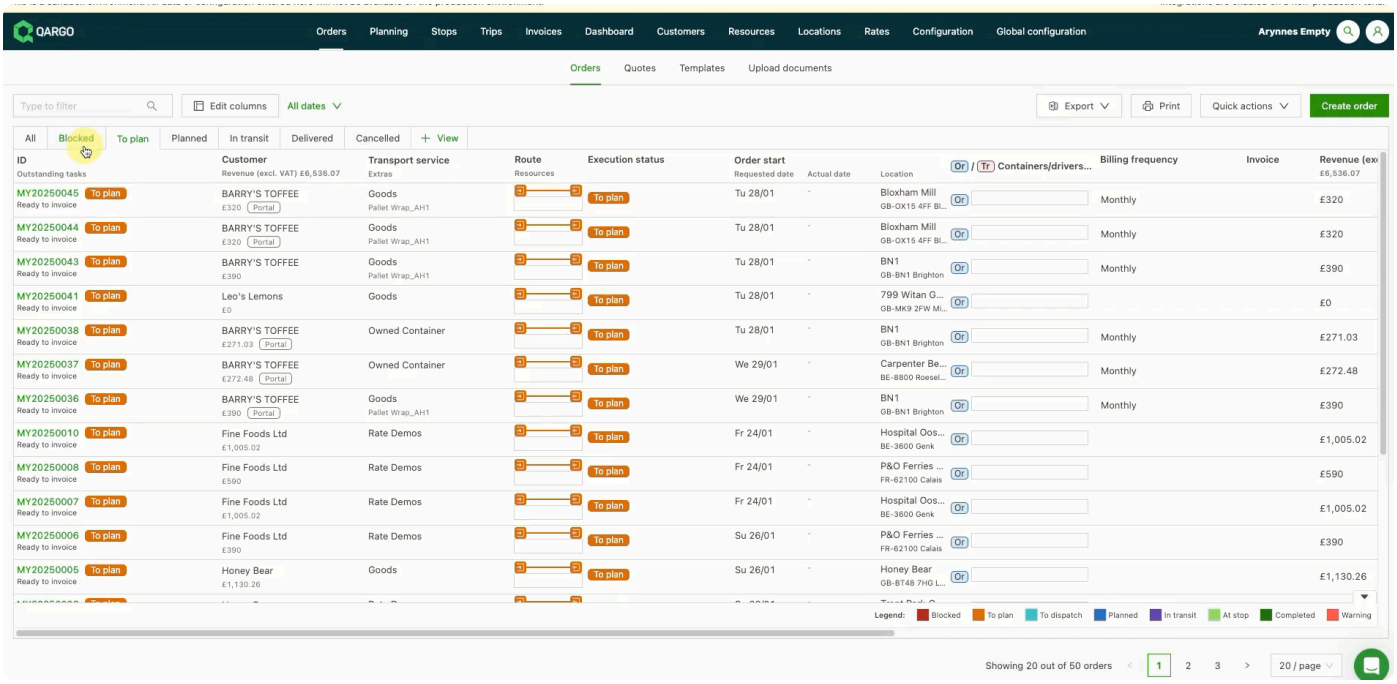
Introduction

Work can be held back in planning in two ways. Block operations puts an order on hold. The order leaves the load and shows a red “Blocked” label with the reason. It stays in the Blocked tab until it is unblocked. A blocked order can’t be planned or given an intermodal connection. Do not dispatch keeps the load planned but hides stops from drivers and contract carriers. It can be set on one stop, on several stops at once from the planning board, or automatically with an AI-based stop rule. If only one shipment needs to wait, plan it on a separate load instead.

Blocked orders

Block single order with ‘To plan’ status:

- In the order, scroll to the **Operations** panel. On the right side of the panel header, there is a new option to ***‘Block operations’***. Click this option and enter a description or reason for the hold on the order. Click **Save**.
- The order status updates to show ‘Blocked’, and the order moves from the **To plan** tab to the **Blocked** tab.
  - The route status updates to show red for both the pickup and delivery stops.
  - Planning functions are not available for this order while it has a Blocked status.
  - It also shows in the **Blocked** tab on the Planning page.

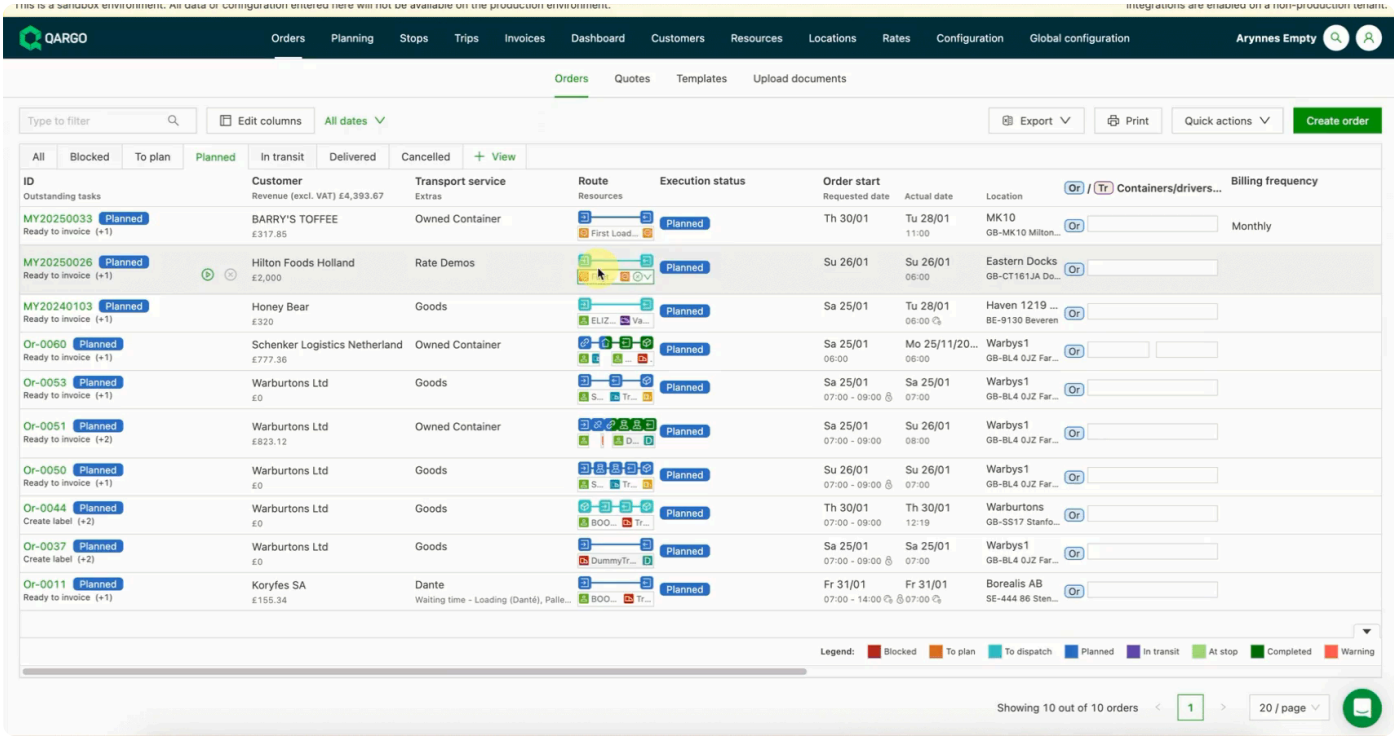


- To **unblock the order** and make it available for planning, click into the order and go to the Operations panel. Select **‘Unblock operations’** from the panel header menu.

Block single order with ‘Planned’ status:

If an order has already been planned to a resource but needs to be held, it can be placed on hold with a **Blocked** status.

- Go to the **Operations** panel and, in the panel header, select ***'Block operations'***. Enter the description and click **Save**. The status updates to Blocked, and the order moves from the **Planned** tab to the **Blocked** tab.



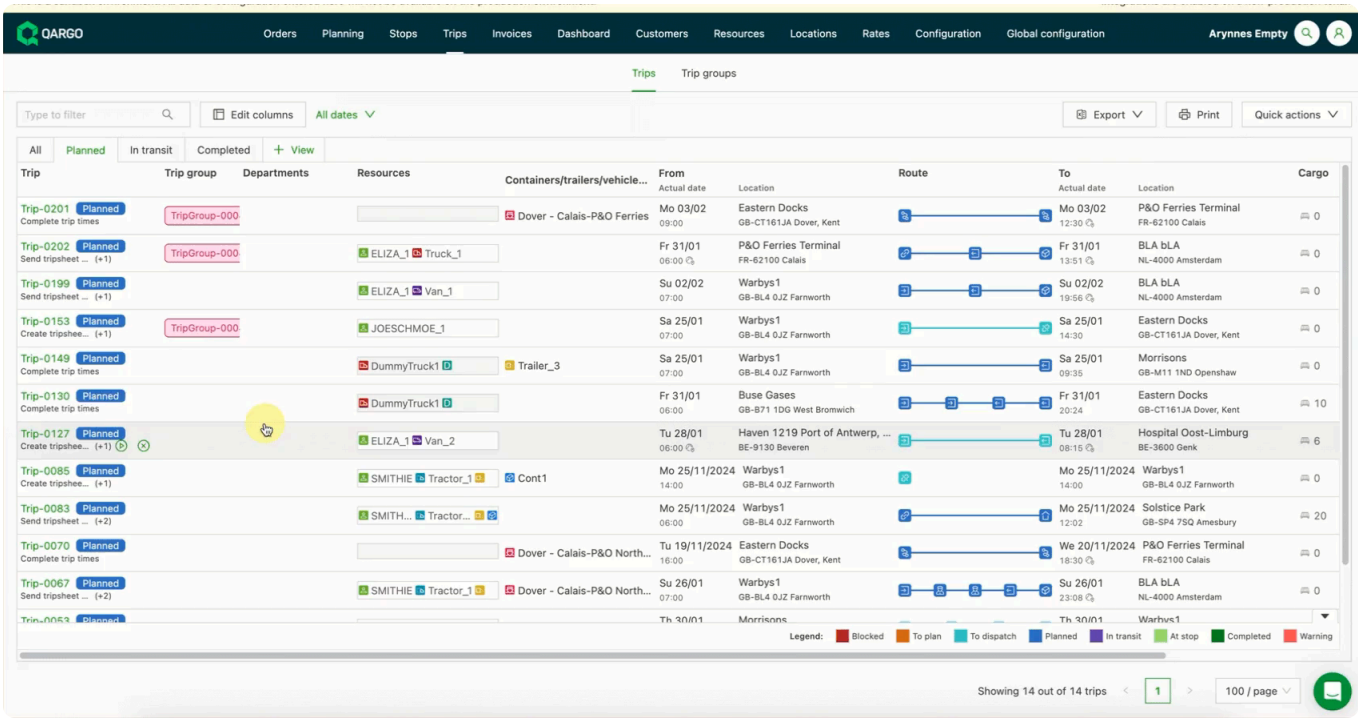
To unblock an order, simply click ***'Unblock operations'*** in the Operations header. This is possible from the Blocked tab in either the Orders or Planning menu.

> The order status resets to **'To plan'** and the order is available for planning.

Block order – multiple orders / remove and block an order:

If multiple orders are planned to a resource, a single order on the load can be put on hold.

- From the load, go to the Route panel and find the order that needs to be blocked. In the three-dot menu to the right of the order, select the option to Block order. Enter the reason for the hold and click Save.
- The order is removed from the load and moved to the Blocked tab, with the status Blocked.

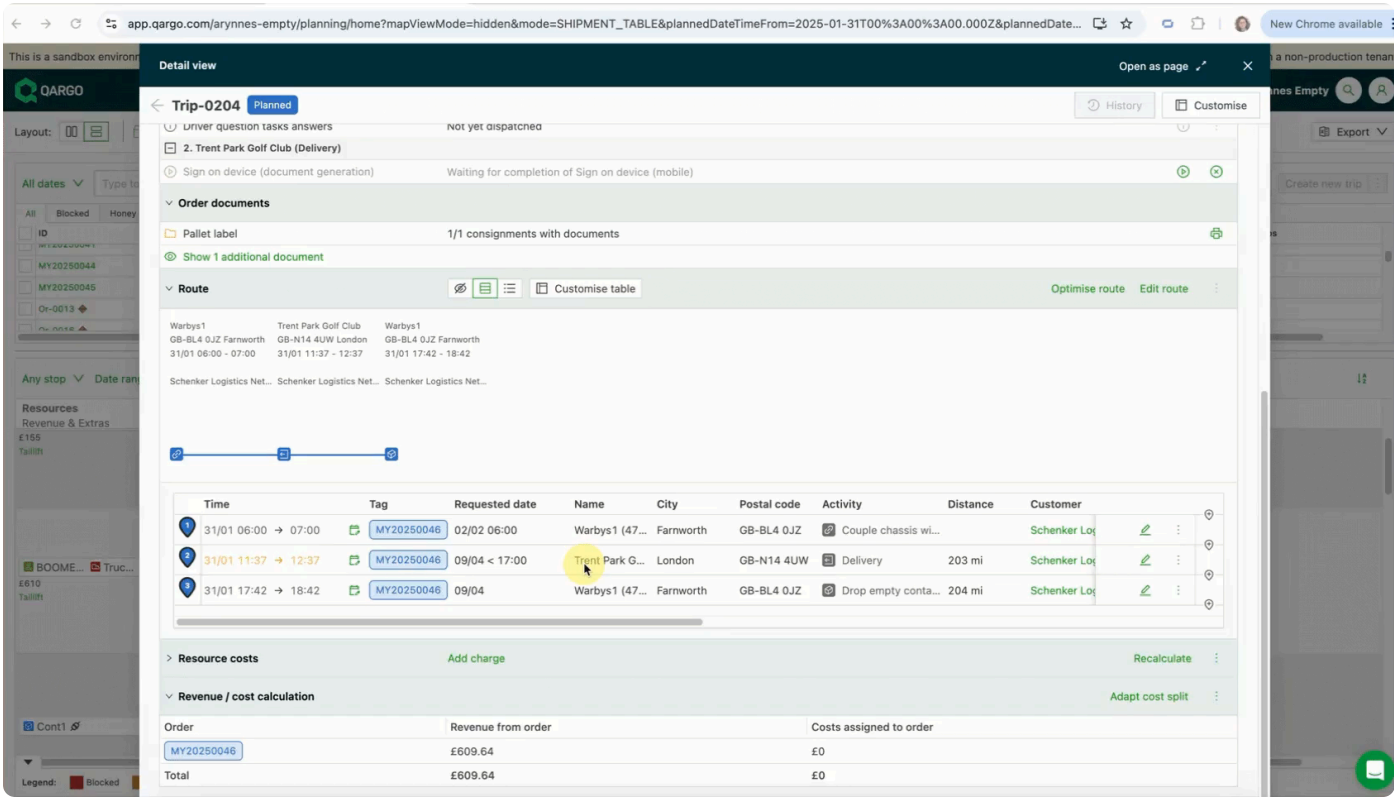


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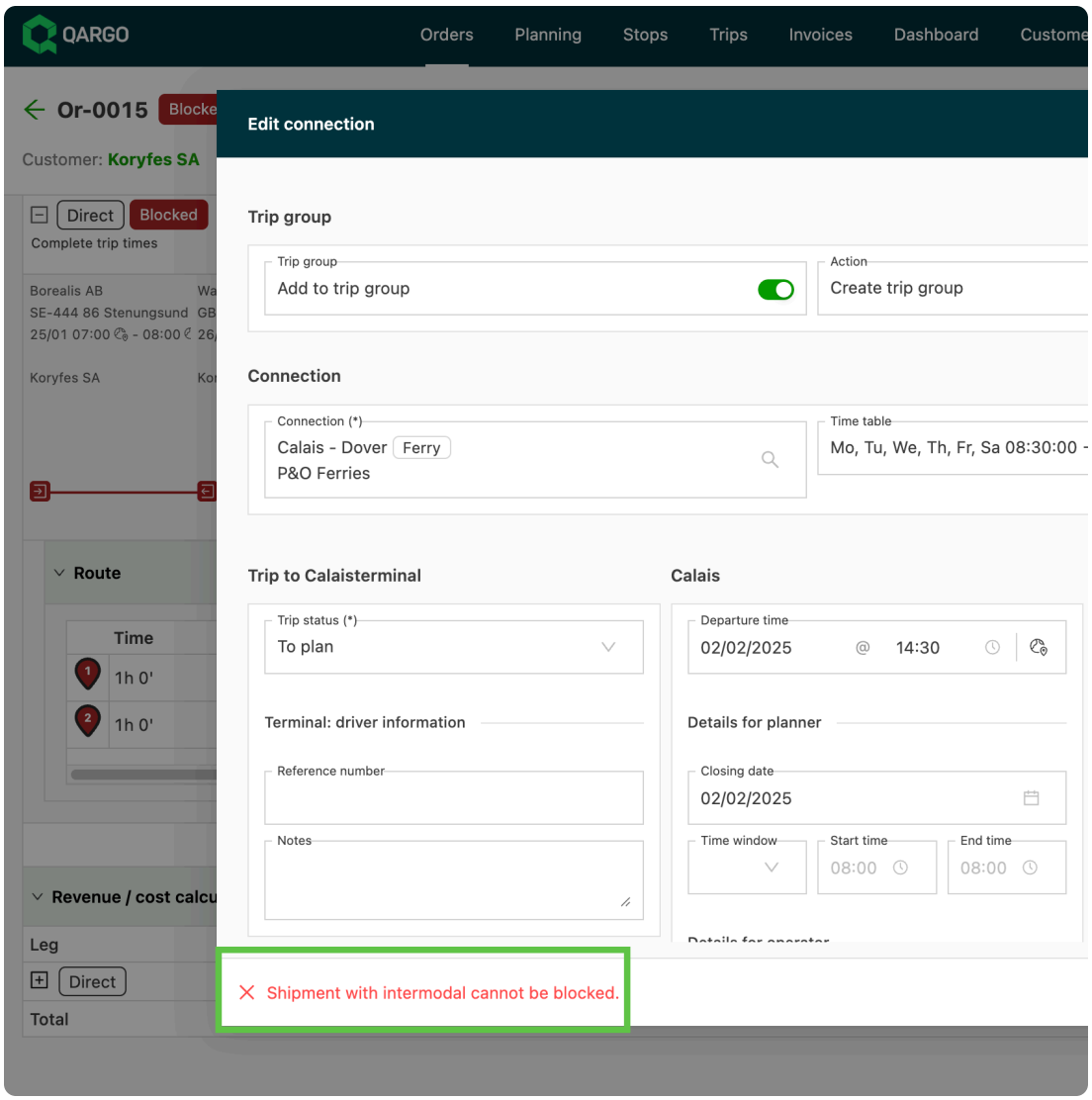
Blocked orders – split and hold order:

If part of an order cannot be carried out, the order can be split and the new legs set to a blocked status.

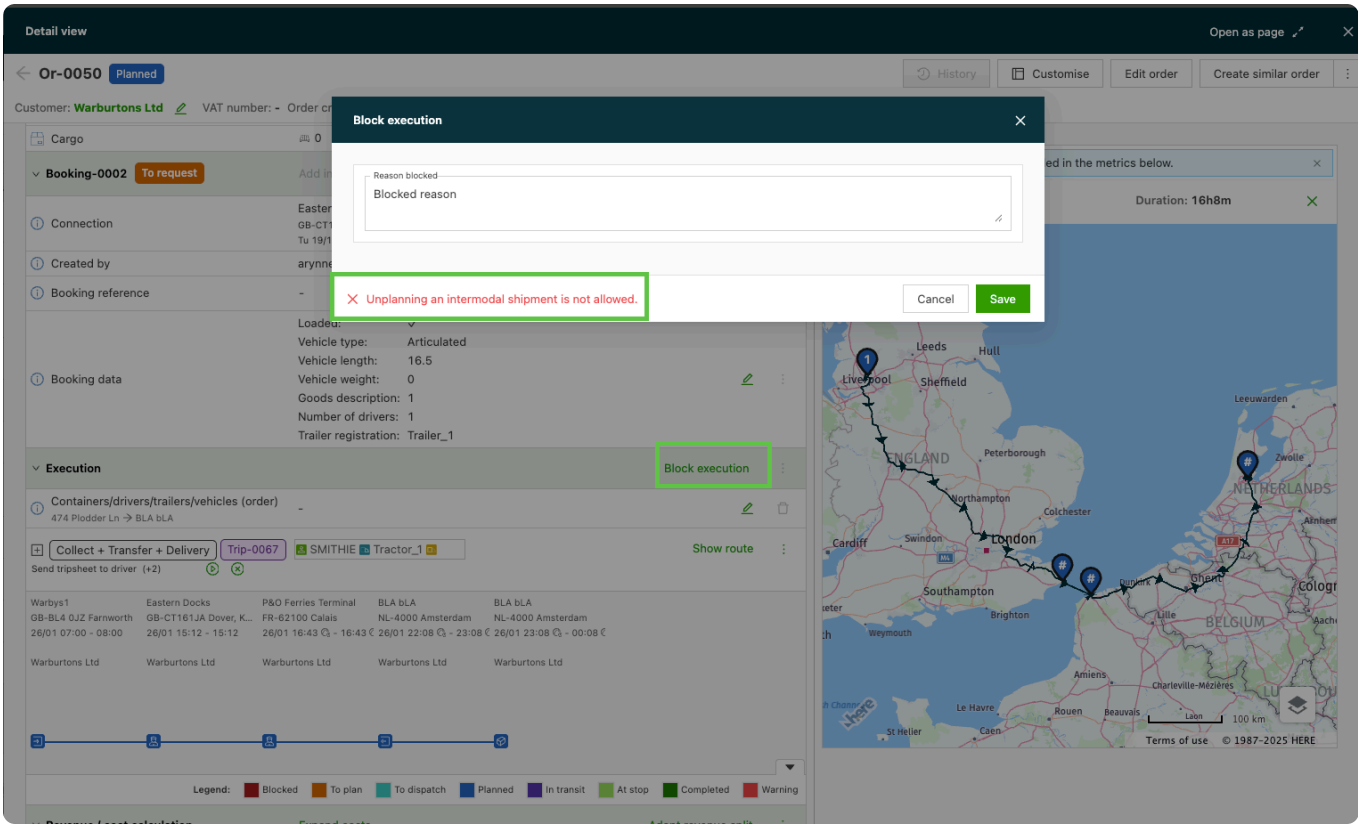


Restricted functions when blocked:

- Plan / assign resource to the order. A blocked order cannot be planned to a resource.
- Create intermodal connection. If an order has a Blocked status, an intermodal connection cannot be created, and a warning displays.



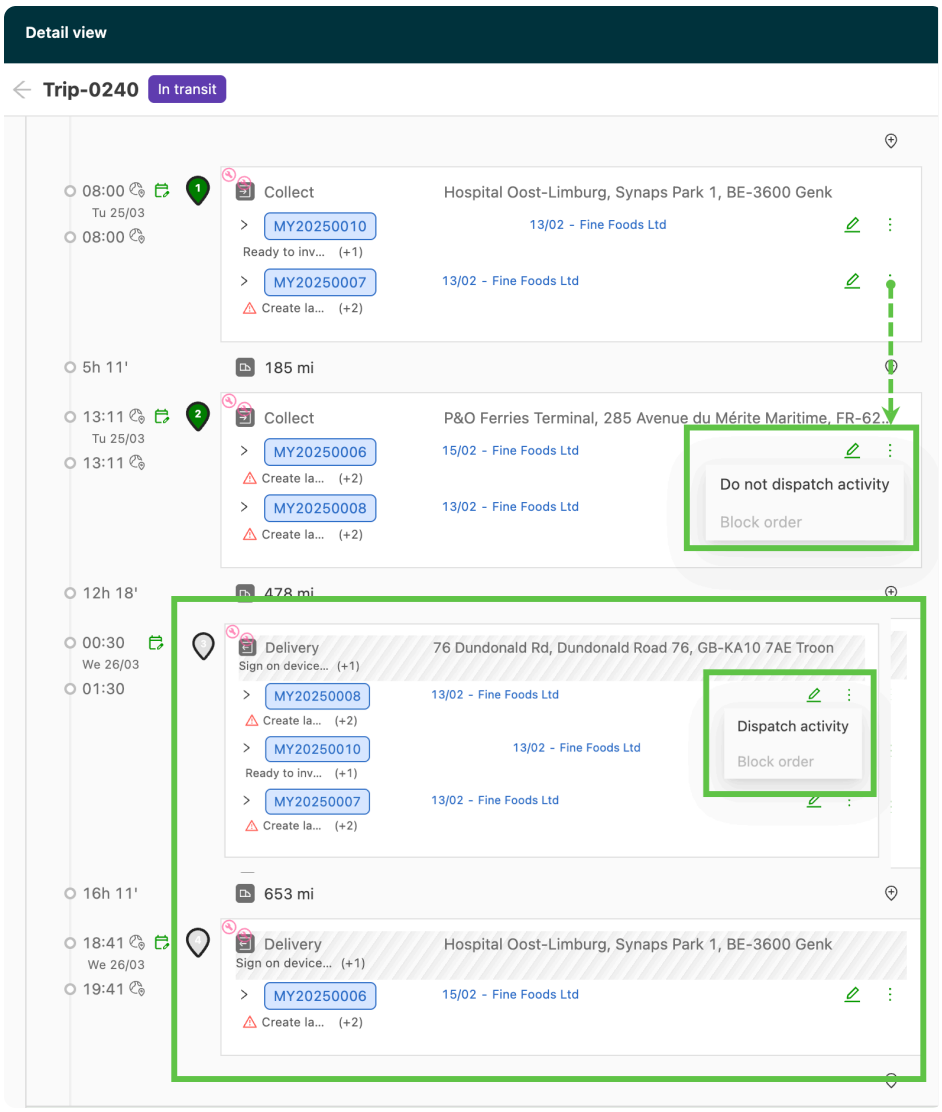
- Where an order already has an intermodal connection, the order cannot be blocked:

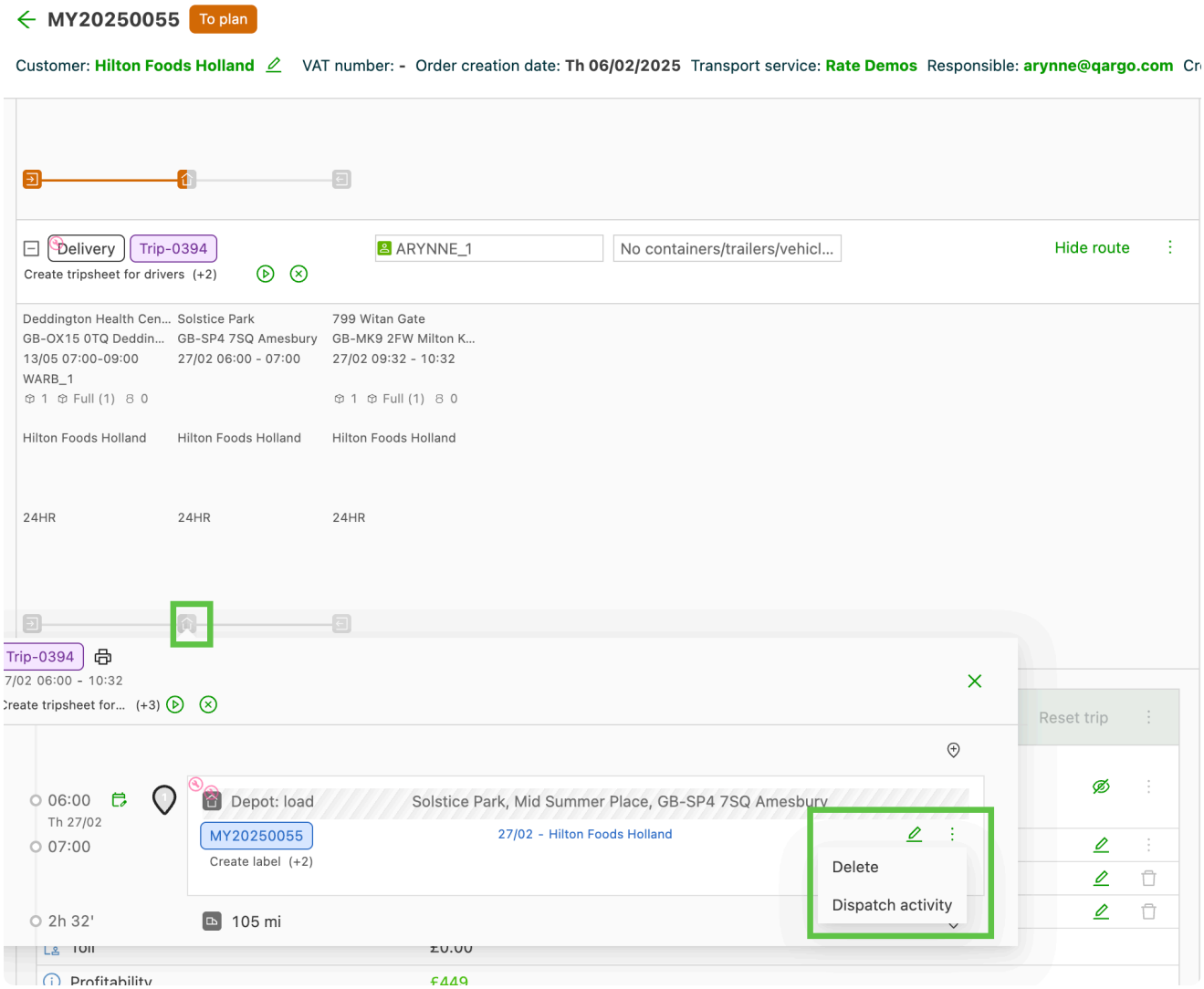


‘Do not dispatch’ stops

This function lets users mark *specific stops* (pickup / delivery / terminal / intermodal terminal) as ***‘Do not dispatch’.*** The load stays planned to the resource, but planners get more control over the stops that are shared with drivers and contract carriers. Dispatching stop by stop improves the handling of last-minute changes to loads, while controlling what contract carriers and drivers see in the app and portal.

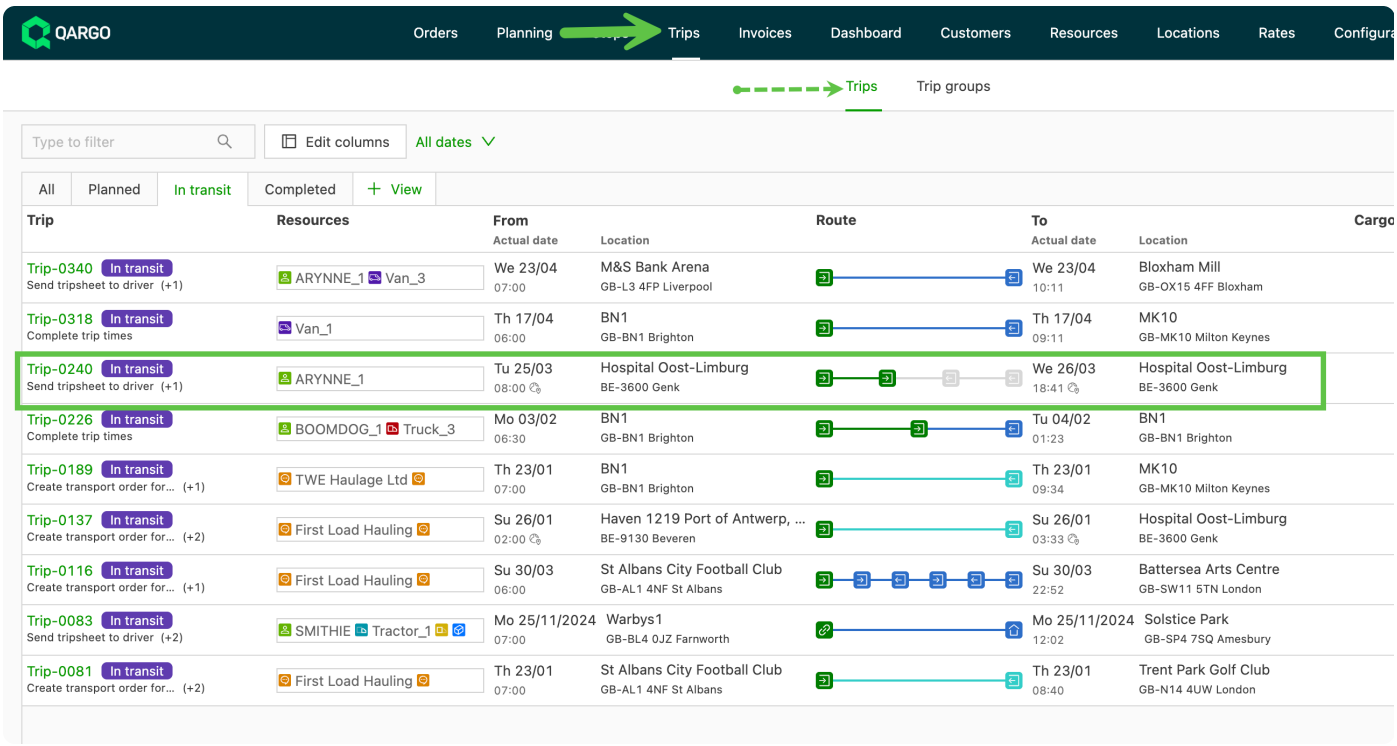
- Use the menu on the individual stop to set the status ***‘Do not dispatch’***.
- Once marked as ***‘Do not dispatch’***, the stop shows grayed out.
- To make the stop available again, use the menu to set it back to *‘Dispatch activity’*.


Detail view
Trip-0240
In transit
08:00
Tu 25/03
08:00
Collect
Hospital Oost-Limburg, Synaps Park 1, BE-3600 Genk
MY20250010
13/02 - Fine Foods Ltd
Ready to inv... (+1)
MY20250007
13/02 - Fine Foods Ltd
Create la... (+2)
5h 11'
185 mi
13:11
Tu 25/03
13:11
Collect
P&O Ferries Terminal, 285 Avenue du Mérite Maritime, FR-62...
MY20250006
15/02 - Fine Foods Ltd
Create la... (+2)
MY20250008
13/02 - Fine Foods Ltd
Create la... (+2)
Do not dispatch activity
Block order
12h 18'
478 mi
00:30
We 26/03
01:30
Delivery
76 Dundonald Rd, Dundonald Road 76, GB-KA10 7AE Troon
Sign on device... (+1)
MY20250008
13/02 - Fine Foods Ltd
Create la... (+2)
MY20250010
13/02 - Fine Foods Ltd
Ready to inv... (+1)
MY20250007
13/02 - Fine Foods Ltd
Create la... (+2)
Dispatch activity
Block order
16h 11'
653 mi
18:41
We 26/03
19:41
Delivery
Hospital Oost-Limburg, Synaps Park 1, BE-3600 Genk
Sign on device... (+1)
MY20250006
15/02 - Fine Foods Ltd
Create la... (+2)



Loads list view:

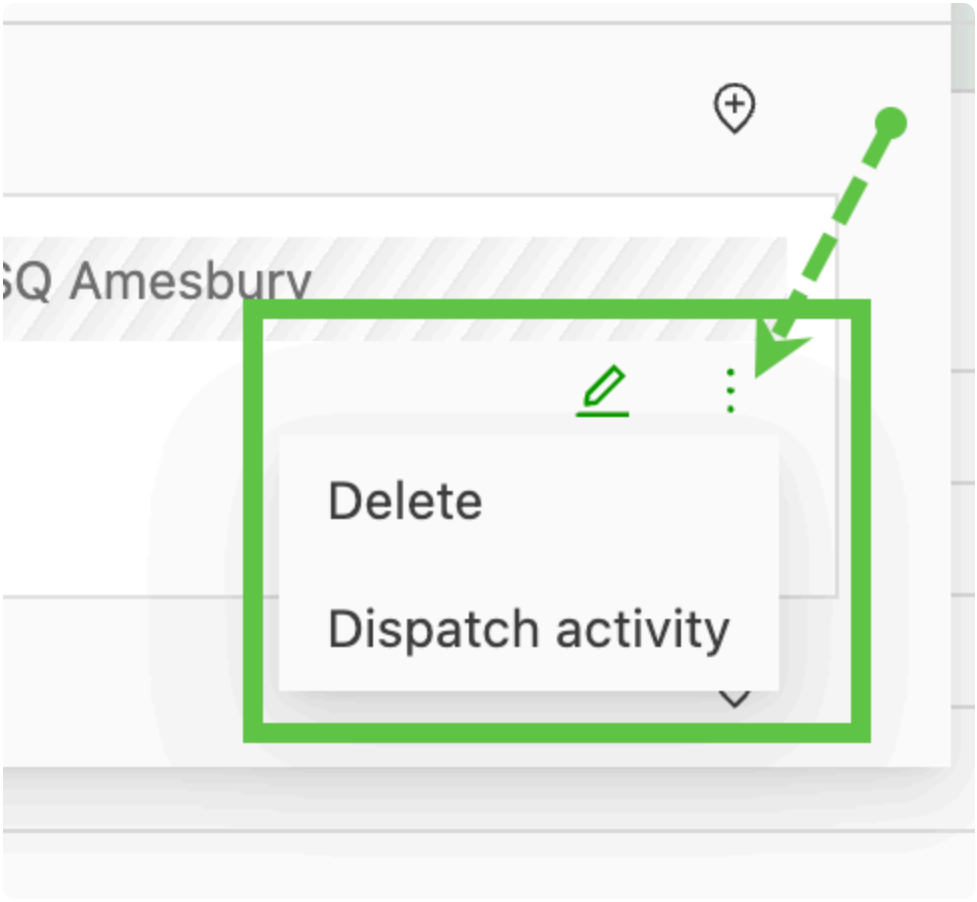
- Stops marked as ***'Do not dispatch'*** show grayed out.



- If a stop is marked ‘Do not dispatch’, the next stop only auto-completes once the ‘DnD’ stop is completed manually.
- If it’s the last stop, it auto-completes based on the completion of the previous stop
- Customer pickup/delivery stops are **not auto-completed;** all other stops are.

Terminal and parking stops

- Available actions are now grouped under the menu (three dots)



Do not dispatch: exclude several stops at once from the planning board

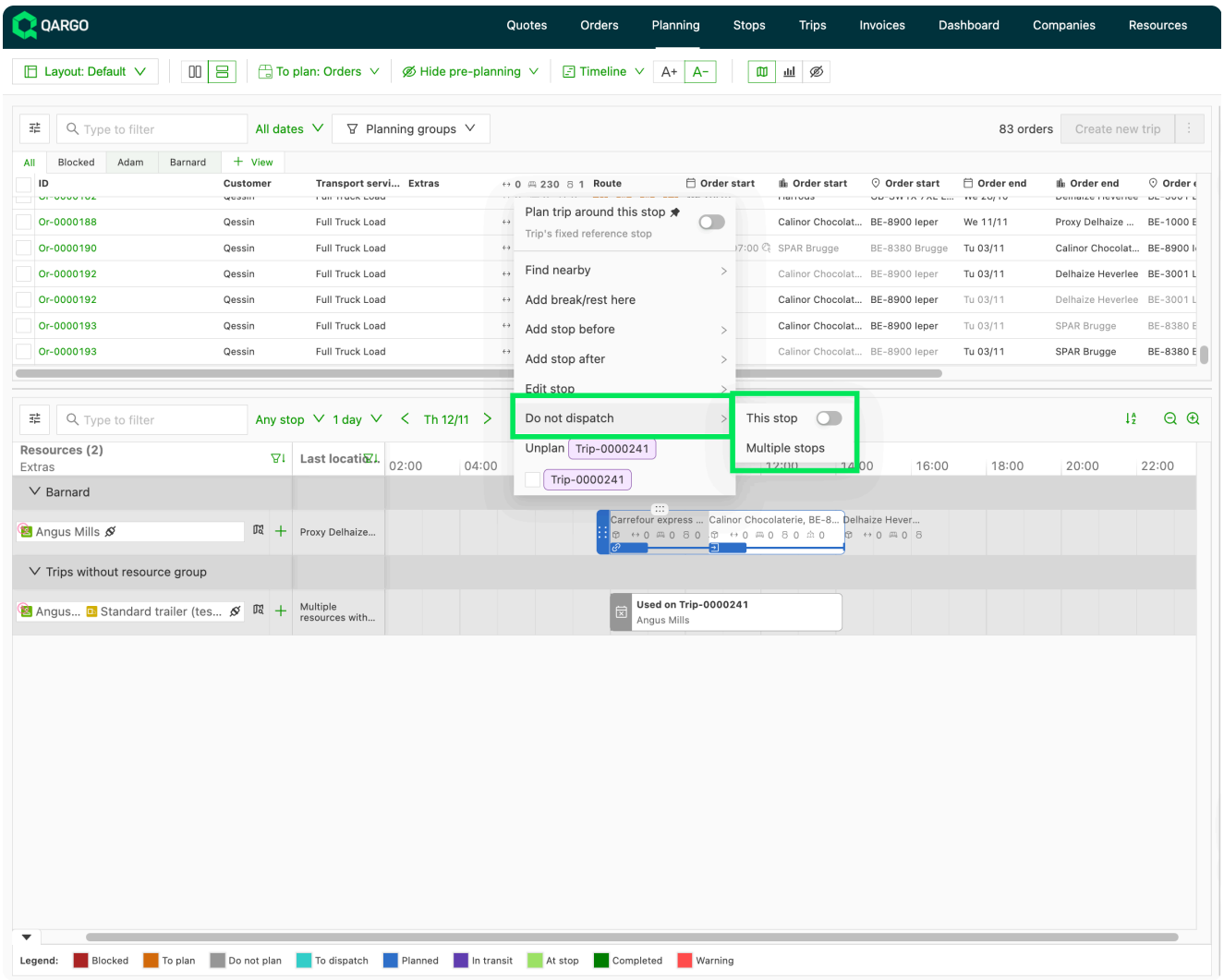
Planners can exclude one or several stops of a load from dispatch, straight from the planning board. The right-click menu on a stop has a *Do not dispatch* item for this.

Prerequisites

🧰 **Permission:** Planning write access. Without it, the *Do not dispatch* item is disabled.

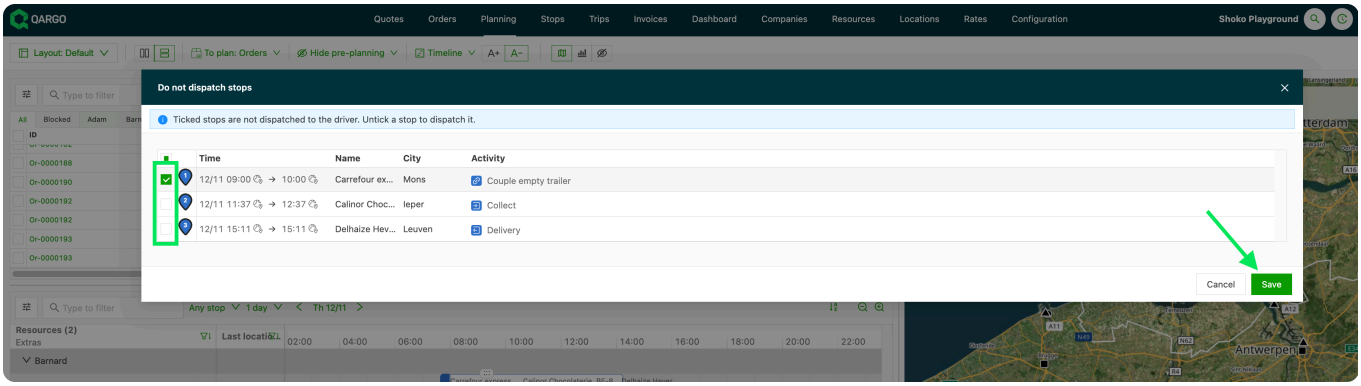
Exclude stops from the planning board

1. **Open** *Planning* and find the load on the planning board.
2. **Right-click** a stop of the load.
3. **Select** *Do not dispatch*, then an option:
   - *This stop*: switches the clicked stop between excluded and dispatched.
   - *Multiple stops*: opens the *Do not dispatch stops* window with every stop of the load.



4. **Check** the stops the driver should not receive. Uncheck a stop to dispatch it again.

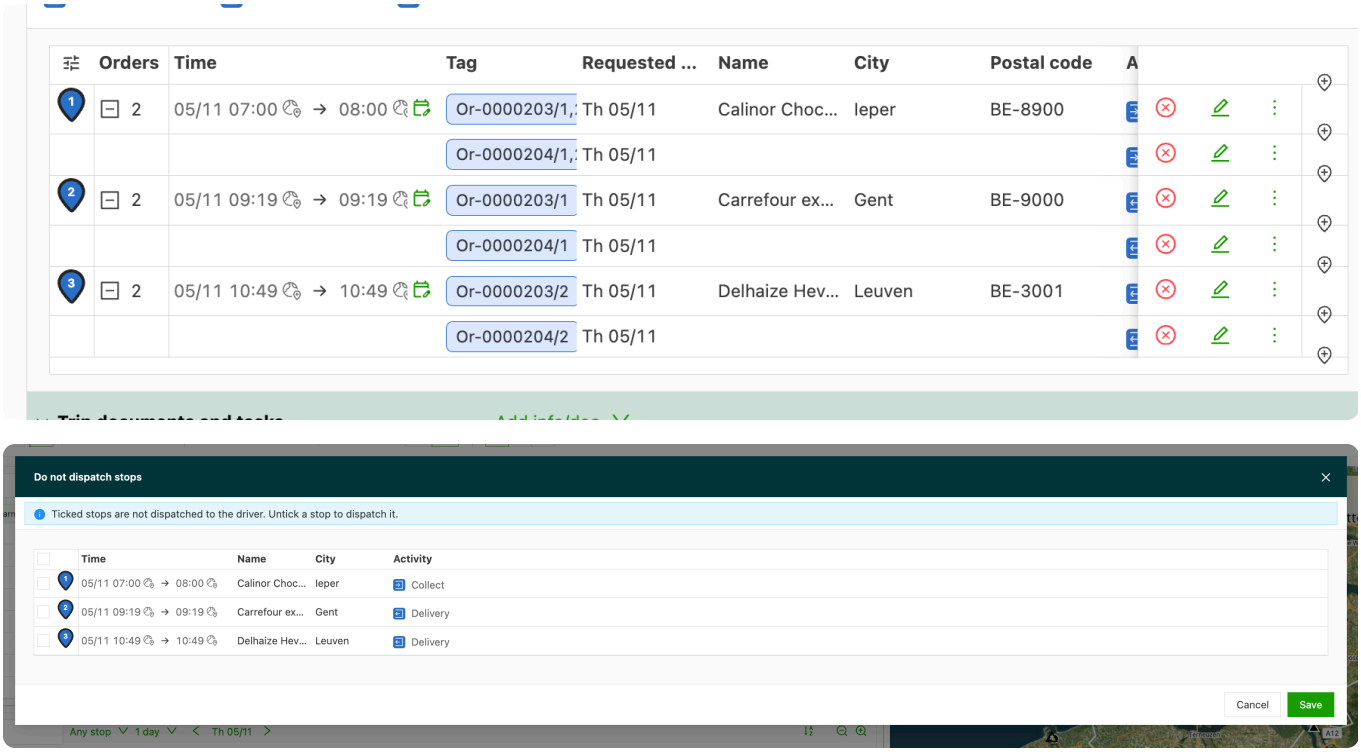
5. **Click** *Save*.



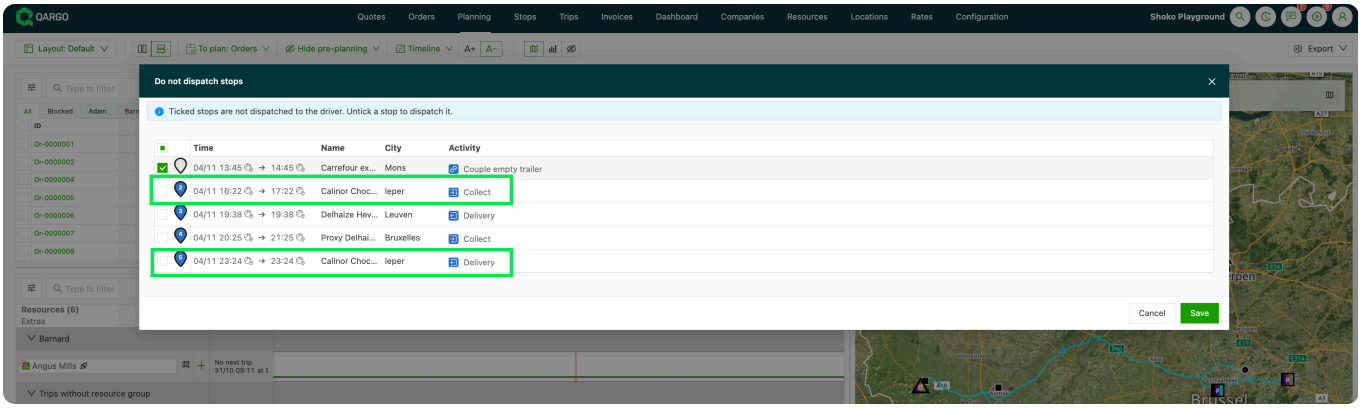
‼️ Bulk changes from the Orders or Stops list. Bulk works within one load only.

How it works

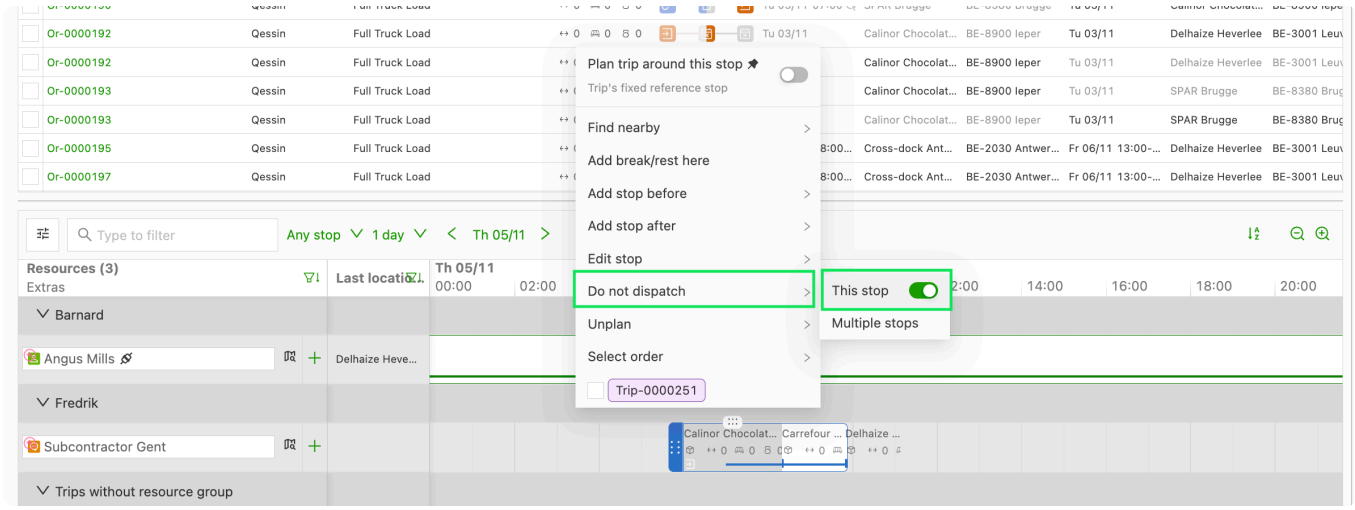
- **Rows:** one row holds consecutive stops at the same location with the same activity. Checking the row holds back every stop in it.

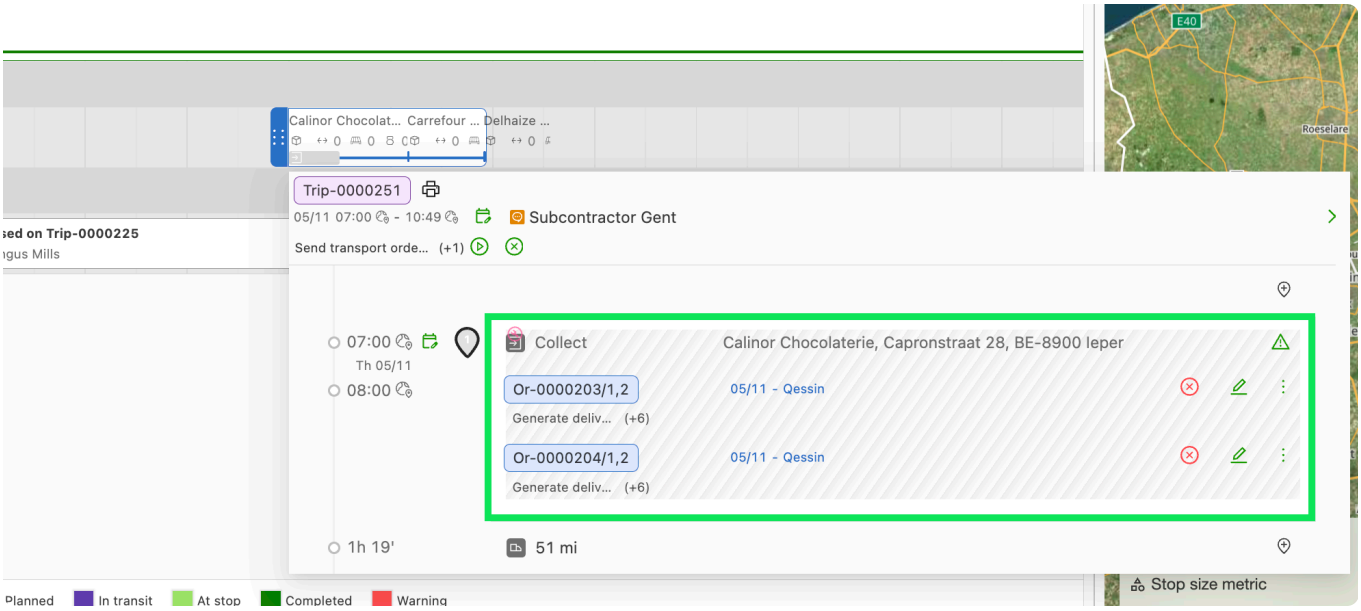


- **Separate rows:** a pickup and a delivery at one address are separate rows. So is a second visit to the same address later in the load.

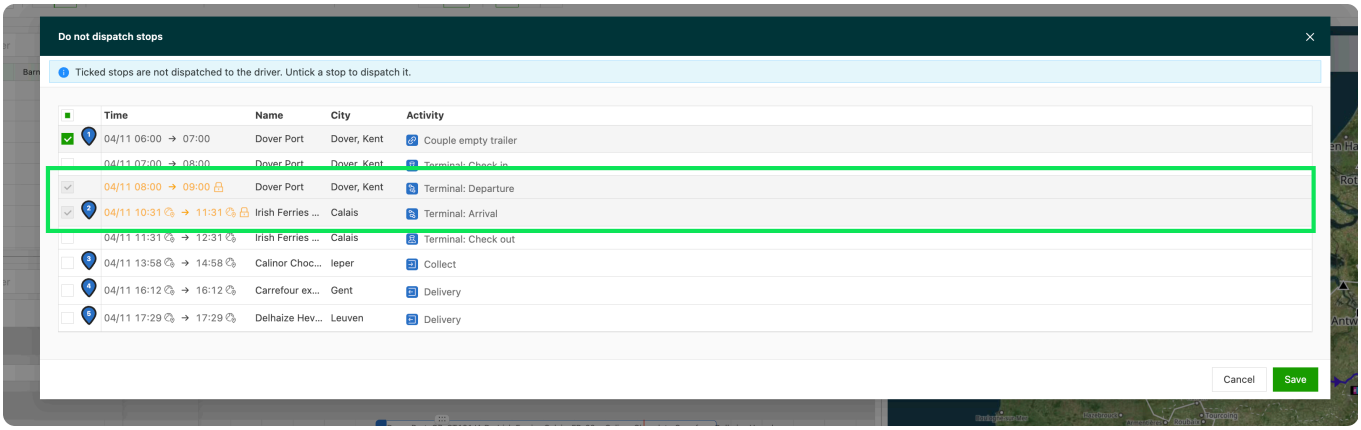


- **Grouped stops:** *This stop* also switches the stops grouped with the clicked stop.





- **Starting state:** stops that are already excluded start checked. The checkmark is the only thing that can be changed in the window.
- **Locked rows:** incident stops and accompanied intermodal stops are never dispatched. Their rows are checked and locked.



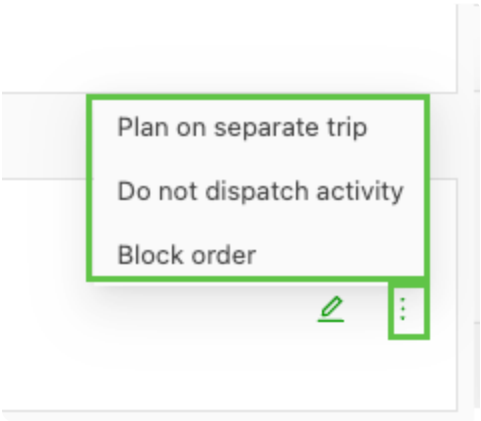
- **One update:** *Save* sends all changes at once. The driver mobile app or fleet system receives one update for the load, not one per stop.
- **Automatic exclusion:** an AI-based stop rule can set *Do not dispatch* on new stops, based on the activity. See Do not dispatch: set it automatically with an AI-based stop rule. The planner can still switch such a stop back on.

Plan on separate load

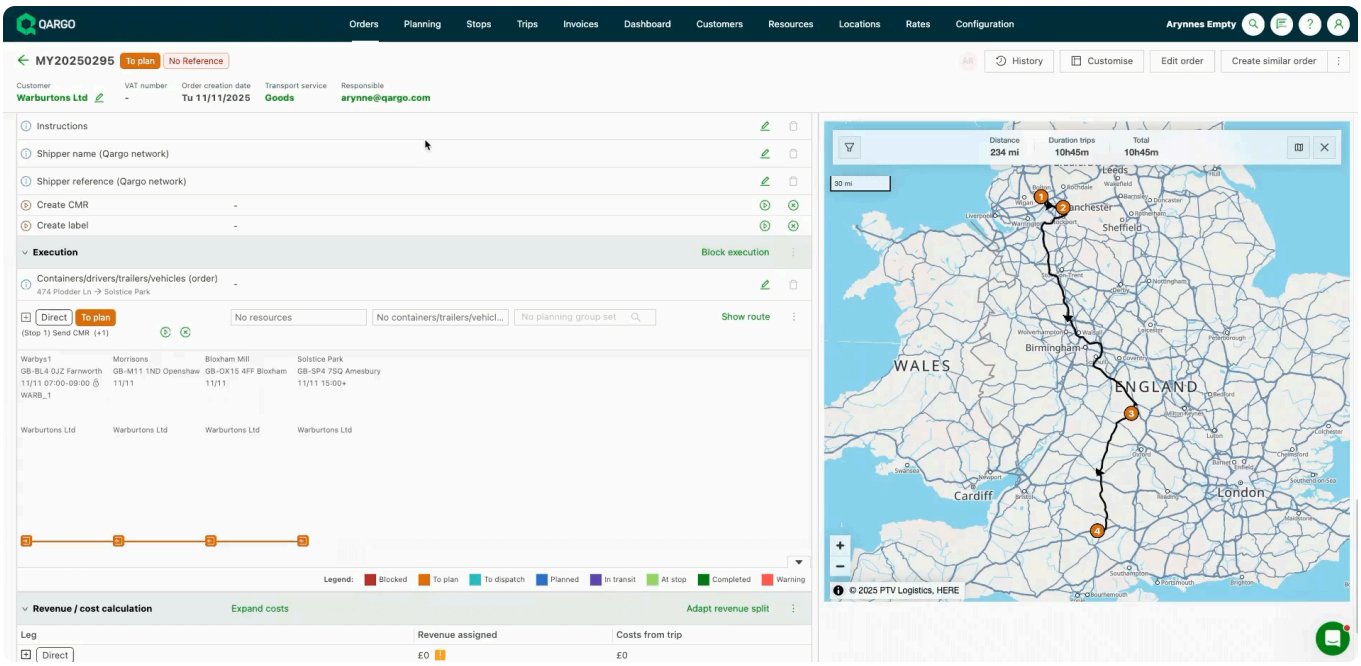
- Use this option when an order contains multiple shipments, but a single shipment needs to be delivered separately or 'split off' from the main order.

Steps to separate a shipment

1. From the order details, go to the **'Operations panel'**
2. Click the stop icon for the stop that needs to be separated
3. A new modal opens. Next to the location details is a menu with 3 options:
    1. Plan on separate load
    2. Do not dispatch activity
    3. Block order



4. Clicking ***'Plan on separate load'*** automatically moves the shipment to a separate route.



5. The other option is to expand the route completely by clicking the +

6. The route expands with additional information, including stop details.

    1. If the stop details show as a list without the full details, click the icon to expand the details



7. This shows the individual stop details. Use the menu on the right side, as described above.

