Summary

Use this section to view, edit and manage Lorry Journeys. These are used when Scheduling an order on the Sales Order Detail screen, or via the POS.

> Lorry Journeys are a prerequisite to Scheduling Sales Orders for delivery

Key to icons

 = edit

 = delete

Best Practice

When configuring your Lorry Journeys, there are three main approaches to consider; which is best will depend on you, your business, and your particular setup in the Warehouse.

1. Per Lorry
2. Per Driver
3. Per Route

Per Lorry

Use this if you have multiple lorries.

When configuring your Lorry Journey, the name should be the number plate, and the Recurring Delivery Days should be the days that your drivers follow this route. Then use Additional/Excluded Delivery Dates to add in extra Journeys, or cancel standard ones.

Per Driver

> This should not be used for drivers with irregular shifts

This is done if your Scheduling is based on shift patterns and individual drivers.

When configuring your Lorry Journeys per driver, the Journey Name should be the name of your driver, and the Recurring Delivery Days would be the days that they work. Then use

Additional/Excluded Delivery Dates to add in extra shifts or to block out holiday.

Adding delivery zones is optional, but typically not required with this setup.

> Maximum drops will be problematic with this setup if you have several vans of different sizes

Per Route

> This should only be followed if you have regular routes, e.g. Bristol every Monday, Exeter every Wednesday, etc

When configuring your Lorry Journey, the name should be the destination, and the Recurring Delivery Days should be the days that your drivers follow this route. Then use Additional/Excluded Delivery Dates to add in extra Journeys, or cancel standard ones.

Adding delivery zones is essential for this, as Sales Orders will need to sit within specific postcodes in order to be eligible for delivery.

> Maximum drops will be problematic with this setup if you have multiple vans of different sizes that take the same route

Setup

Field	Purpose
Journey Name	This will be displayed within the CMS and used when Scheduling a Sales Order
Recurring Delivery Days	Select the regular delivery days for this Lorry Journey; this will govern the dates on which this Lorry Journey will be available
Additional Delivery Dates	Enter any additional dates for which this Lorry journey will be available; this will be over and above your regular dates

Field	Purpose
Excluded Delivery Dates	Enter any dates which are explicitly unavailable; these would work against the Recurring Delivery Dates For example, a Journey is set up to run every Monday, but on Monday 1st December, the vehicle is booked in for an MOT; the user should mark the 1st December as an Excluded Delivery Date > Please ensure that you enter Excluded Dates in good time, prior to any Sales Orders being scheduled
Time Slots	Enter Time Slots for your Lorry Journey (optional) These are purely for internal purposes, and can be used as actual Time Slots, AM/PM or Delivery 1, Delivery 2, etc. These will not be displayed to the customer
Delivery Zones	Select the Delivery Zones applicable to this Lorry Journey If a Sales Order is to be delivered to a Country/County/Postcode outside of the enable Delivery Zones, this Lorry Journey will not be available when scheduling that Sales Order
Maximum Drops per Journey	Enter the maximum number of Sales Orders that can be added to this Lorry Journey on any given date Optional - leave blank for no limit

FAQs

What happens if I add a new excluded date, but Sales Orders/Stock Transfers have already been scheduled to that date?

An error will show, e.g. "The excluded date 01/01/2026 already has a sales order scheduled. Please amend this immediately."

It will no longer be possible to Schedule new Sales Orders/Stock Transfers, but you will need to reschedule any that were previously set up.

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