Smart Store Platform Support:

Open Hours

cantaloupe

Open Hours

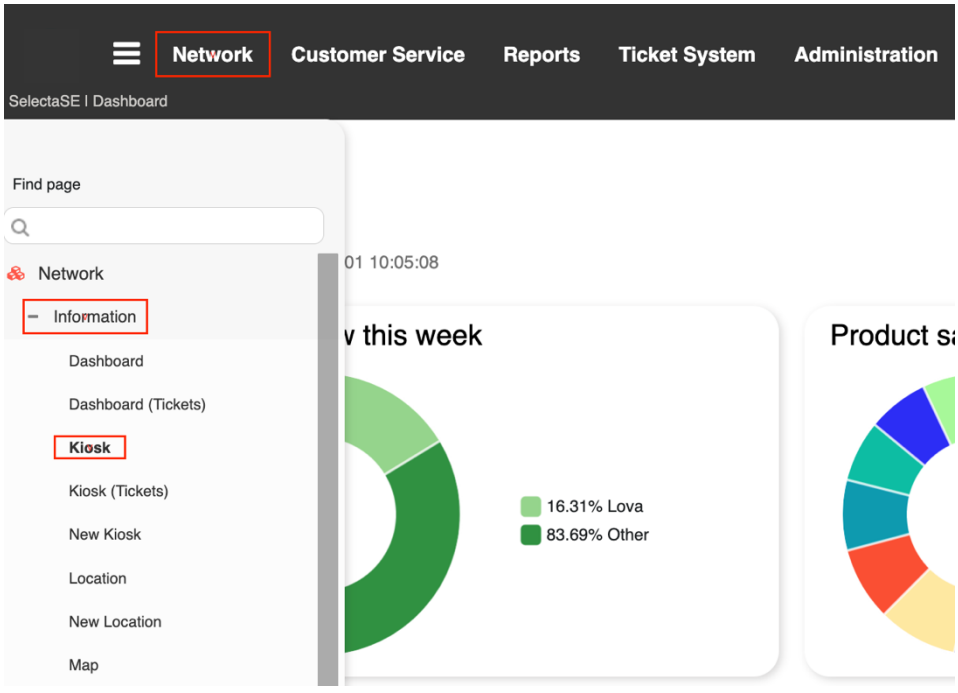
When adding open hours to a kiosk there are a few things to consider. If there are no times added, that means the store is open 24/7. If you add for example 08:00 - 17:00 for only Monday. Then it will be open that time on the Monday and on the other days it will be open 24h each day. There are a few different day types to pick from and they are prioritized differently.

- **Single days:** Has highest priority compared to for example All Days. If a All Days and a Monday time is added, the system will use the Monday time. That same principle goes for them all in this order:
- 1. Single Day.
- 2. Monday-Friday.
- 2. Weekends.
- 3. All Days.
- **Monday-Friday:** Self-explanatory. Will set a time for the 5 workdays.
- **Weekends:** This is the time for Saturday and Sunday.
- **All Days:** Has the lowest priority, so any single days added on the same kiosk, or the other 2 types will have priority over this one.

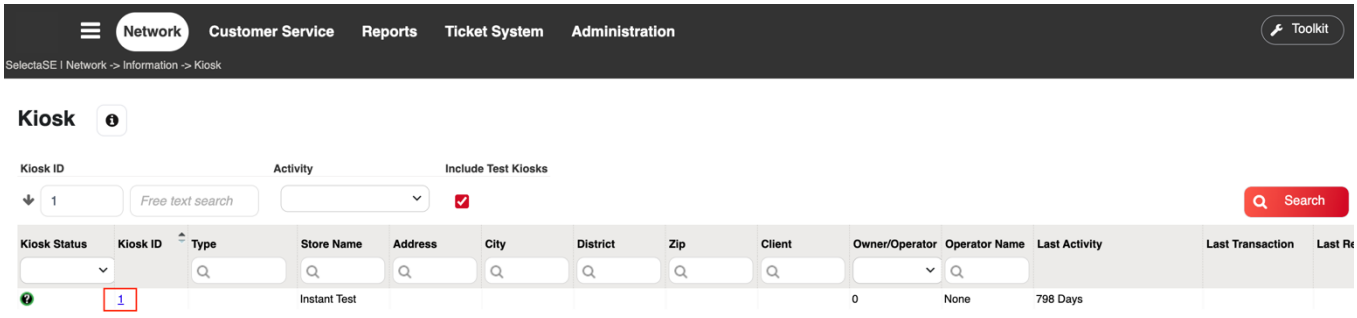
You can have more than 1 open hour schedule for 1 day. So, for example on Monday you can set 08:00-11:00 and 12:00-16:00 both with priority Normal. The kiosk will then be open during those 2 spans on that day. If a time span with a priority above that one is available for that day. Then only that one will be used. Using the ValidTo for special days is therefore smart so that the higher priority open time expires after Christmas for example.

There is also a **Closed** type to select. If the Closed type has the highest priority the store will be closed that entire day. The priority here also depends on the Day type as well as the actual Priority set. You cannot mix and match Open and Closed times on the same day. It will use the one with the highest priority. So only 1 time span is allowed for a day's open hours, or it will be closed the entire day if the Closed gets the highest priority.

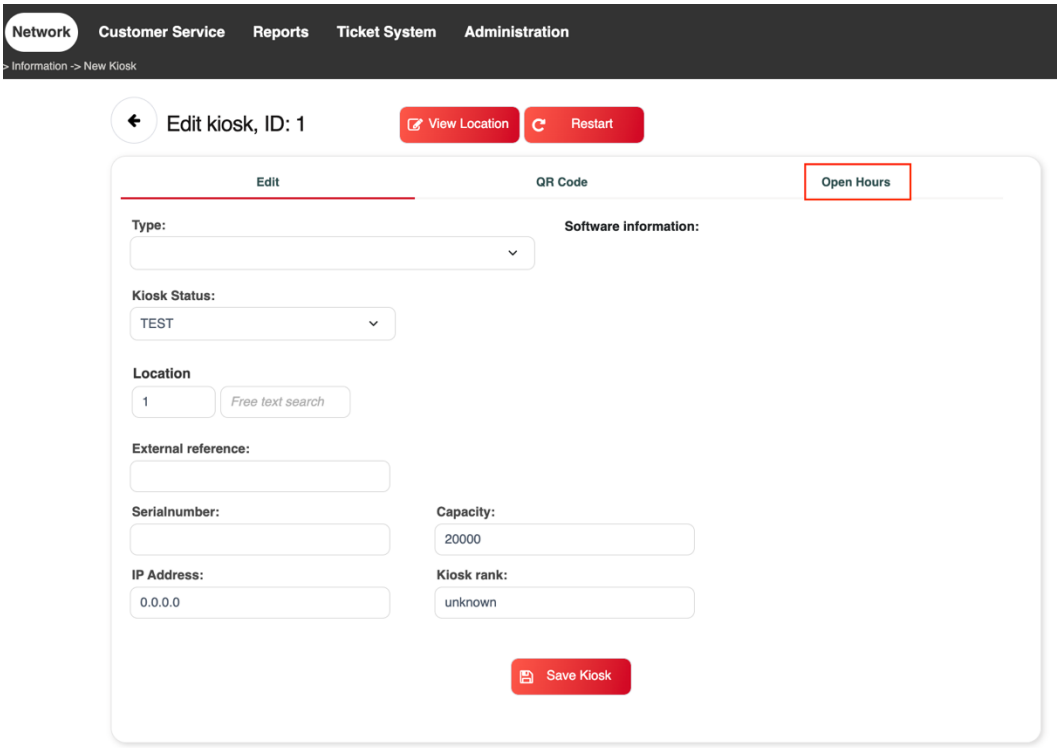
Step 1. Got to *Network->Information->Kiosk* to find the kiosk you want to edit Open Hours for



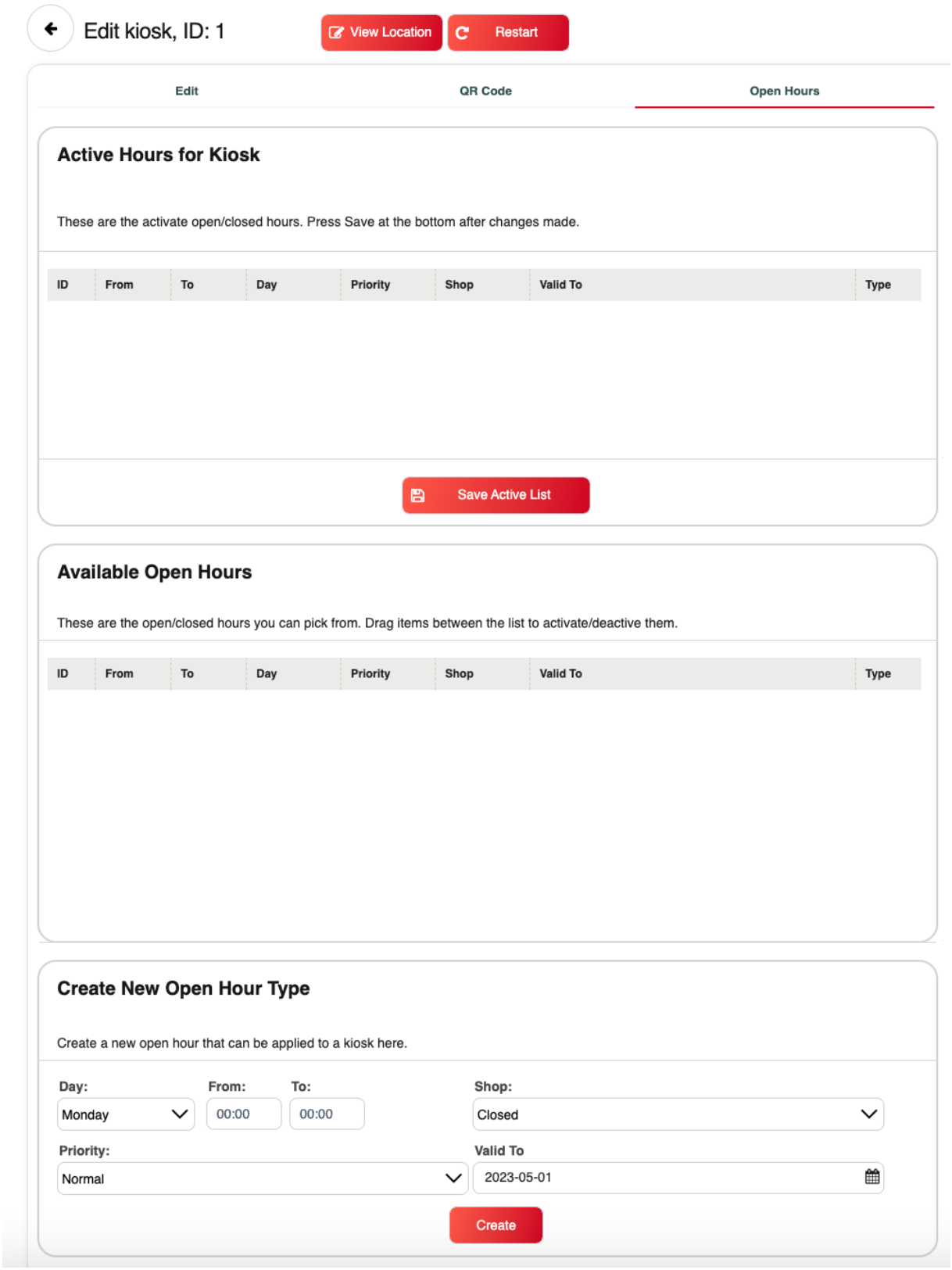
Step 2. Click on the KioskID you want to edit



Step 3. Go to the tab *Open Hours*



Step 4. Create your new Open Hour type at the bottom. Set valid days and hours. The new type will be added in the *available open hours*. Then to have it active, drag and drop the available open hour to the *active hours for kiosk* and then press the save button in the upper right corner and it's done!



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