DISPATCH GUIDE

Adding Off Days

An off day is a day when the service does not run. Once an off day is added, riders cannot book trips for that day. Off days are typically used for statutory holidays and other days your transit has decided to close, and can be added at any time to handle a sudden stop in service.

ROLE	WHERE	COVERS
Admin	Transits › Service Area › Off Days	Adding off days

IMPORTANT Only users with the **Admin** role can add off days.

TIP **Plan ahead:** Pantonium recommends adding the year's off days (e.g. statutory holidays) in the first few weeks of the year, before riders start booking trips on those days.

1. Open the Off Days list

Step 1. Set your role to **Admin**, select **Transits** in the left-side menu, and click the **number** next to your transit's name.

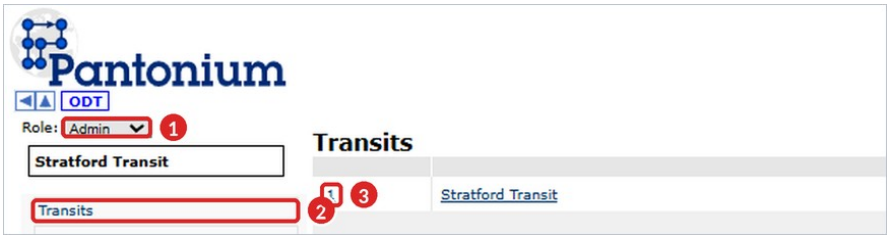


Figure 1: *Admin role (1), Transits (2), then the number next to the transit (3)*

Step 2. The Transit settings page opens. Under **Service Areas**, click the underlined **number** next to the service area name.



Figure 2: *Click the number next to the service area (1)*

Step 3. On the Service Area page, click the **Off Days** tab. The list of existing off days is shown.

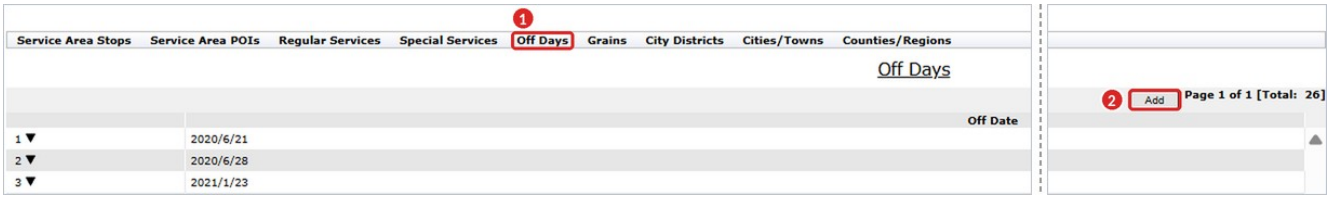


Figure 3: *The Off Days tab (1) and the Add button (2)*

2. Add an off day

Step 1. Click **Add** at the top right of the Off Days list.

Step 2. In the **Add off day** window, select the date on the calendar and click **Ok**.

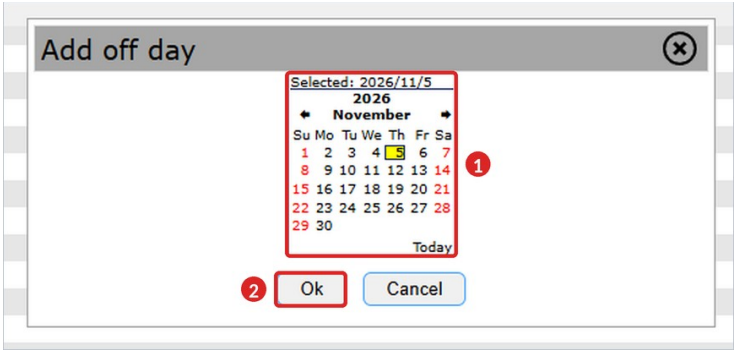


Figure 4: *Select the date (1), then click Ok (2)*

Step 3. The date is added to the Off Days list. Riders can no longer book trips for that day.

> **NOTE** **Trips booked before the off day was added** are not cancelled automatically – they remain on the system but stay **unassigned**. Check the Trips screen for that day so these riders can be contacted.