crunchtime OPS EXECUTION

Add Location Closures to Improve Task Completion Rate

QuickStart Guide

Document Details

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System Requirements

- For system and browser requirements, click here: Ops Execution Knowledge Base/System Requirements
- Ops Execution supports all new browser versions within 7 days of release and maintains support for the last 2 releases of each browser. ⛔ **Internet Explorer is NOT supported.**

Overview

Add a temporary closure in Ops Execution so the tasks scheduled for days a location is closed are deleted for you and don't negatively impact task completion rates. This guide is for restaurant admins, primarily at enterprise brands, who manage tasks across many locations.

In This Guide

- Find and open the Temporary Closures page
- Read the Temporary Closures list and statuses
- Add, preview and save a closure
- Confirm a closure: what it deletes and keeps
- View closure details and cancel a closure

Download the latest version of this document here:
https://links.crunchtime.com/OEQS-LocationsClosures

… or scan the QR code to the left.

Watch the video tutorial:
Keep Task Reports Accurate with Location Closures

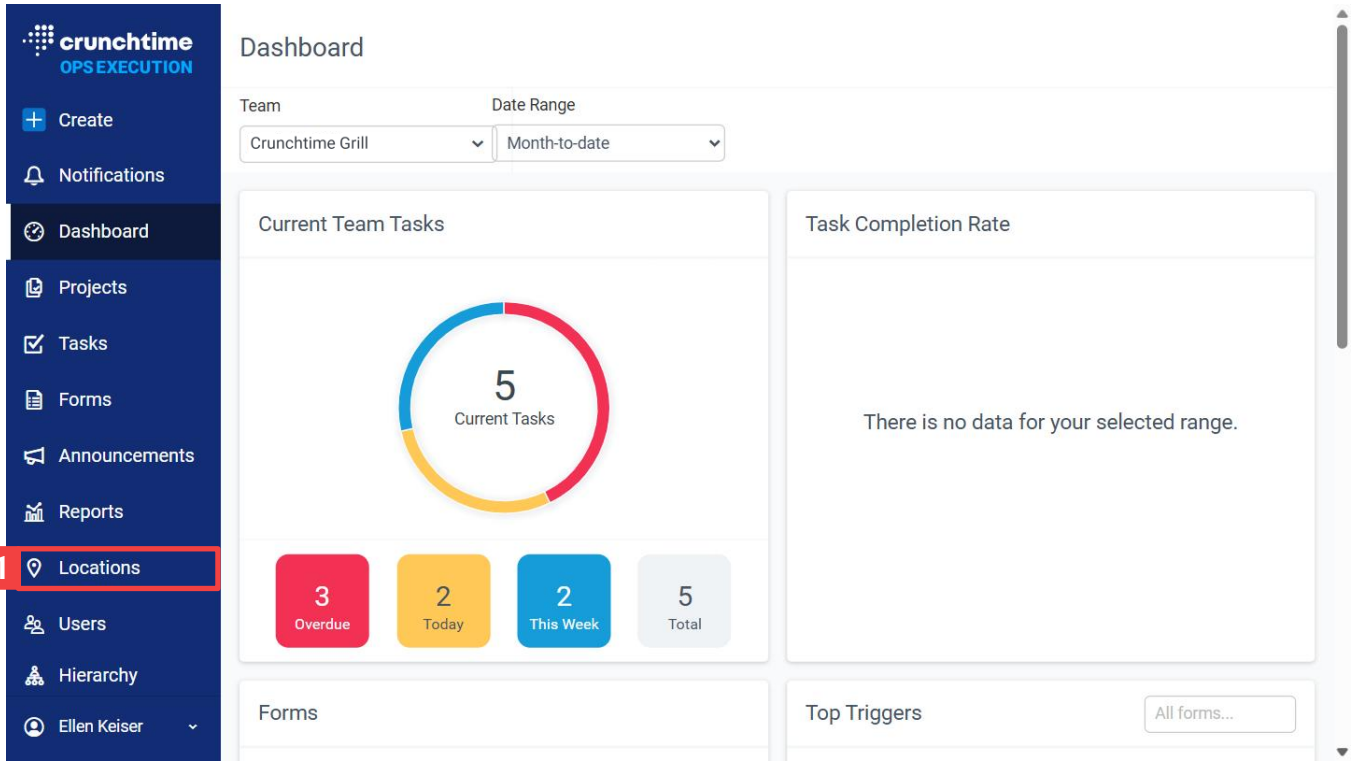
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QUICKSTART GUIDE

Find Locations in the Nav Bar

Start Here

A closure is a set of dates, and the locations it impacts when you do not want tasks to appear. When a location closes for a holiday, bad weather, or repairs, its tasks no longer appear and go undone. Instead, a closure deletes the tasks that fall inside the closed dates.



1 In the nav bar, select *Locations*.

Note: You need to be an admin or owner to add closures.

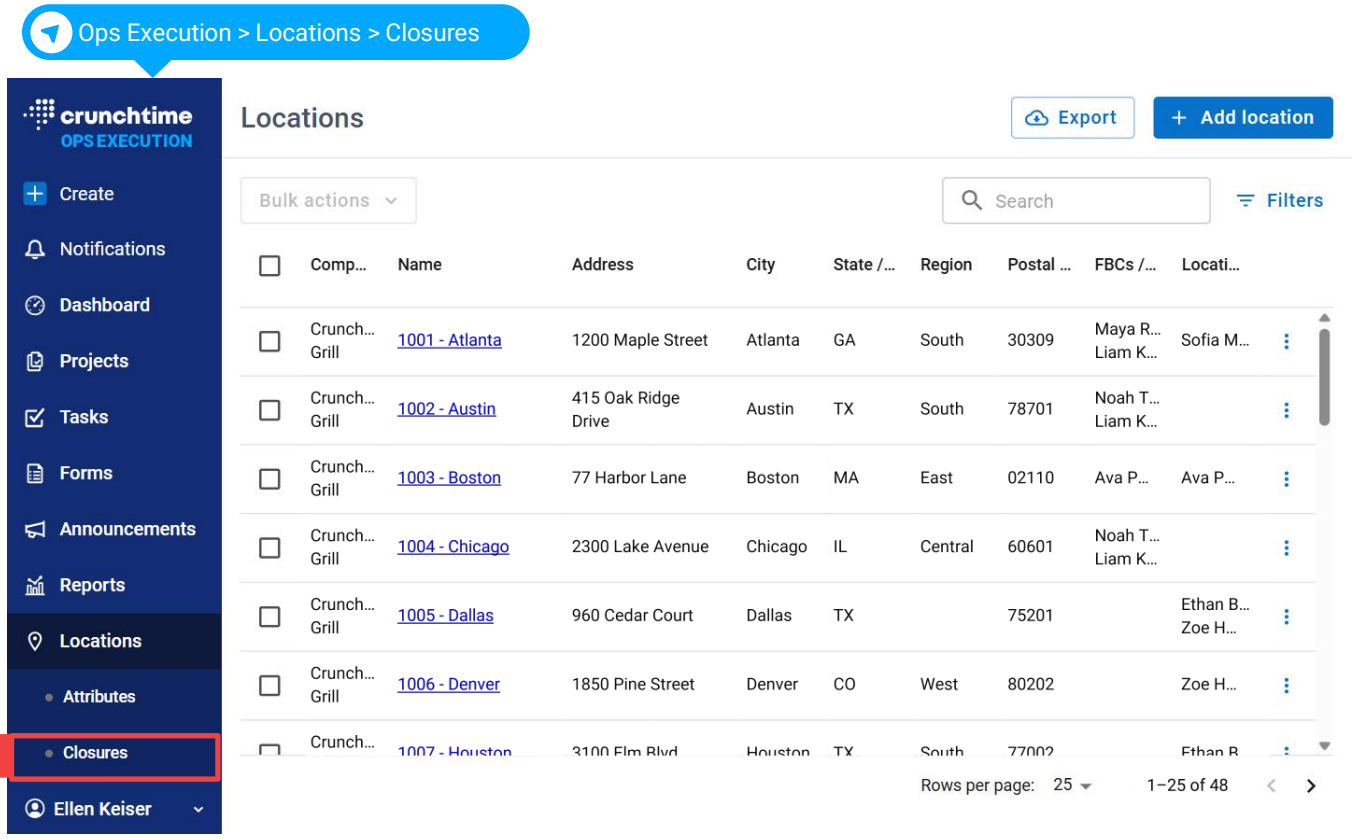
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Open the Temporary Closures Page

Go to Temporary Closures

The *Closures* item sits under *Locations*, under *Attributes*.



1 Under *Locations*, select *Closures*.

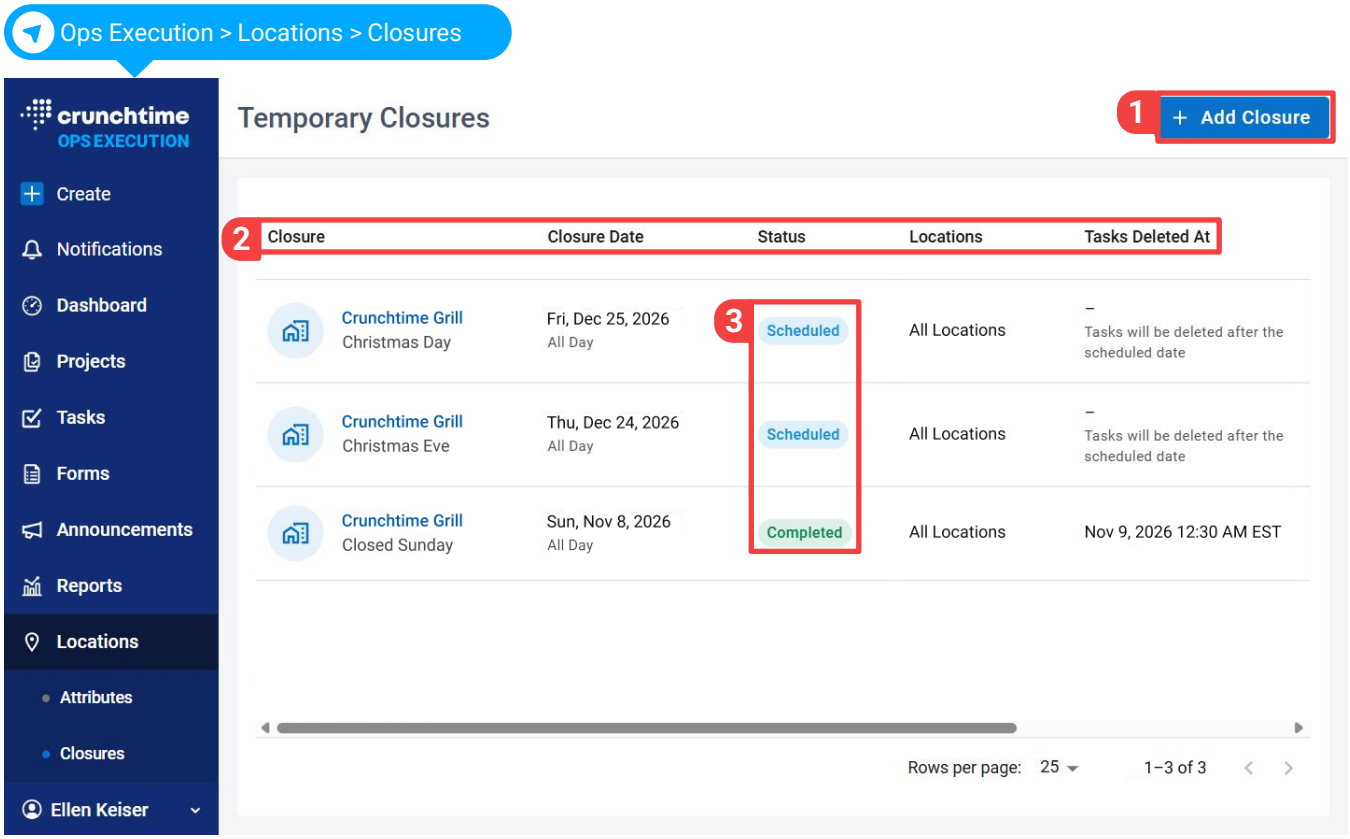
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Read the Temporary Closures List

See Your Closures and Their Status

The page is titled *Temporary Closures* and shows every closure and its status.



1. Use *Add Closure* to create a new closure.
2. In the *Temporary Closures* list, check the columns *Closure*, *Closure Date*, *Status*, *Locations*, *Tasks Deleted At* and *Created*.
3. In the *Status* column, check whether each closure is *Scheduled*, *In Progress* or *Completed*.

Alert: Tasks that a closure deletes cannot be restored. You can cancel this closure before that date.

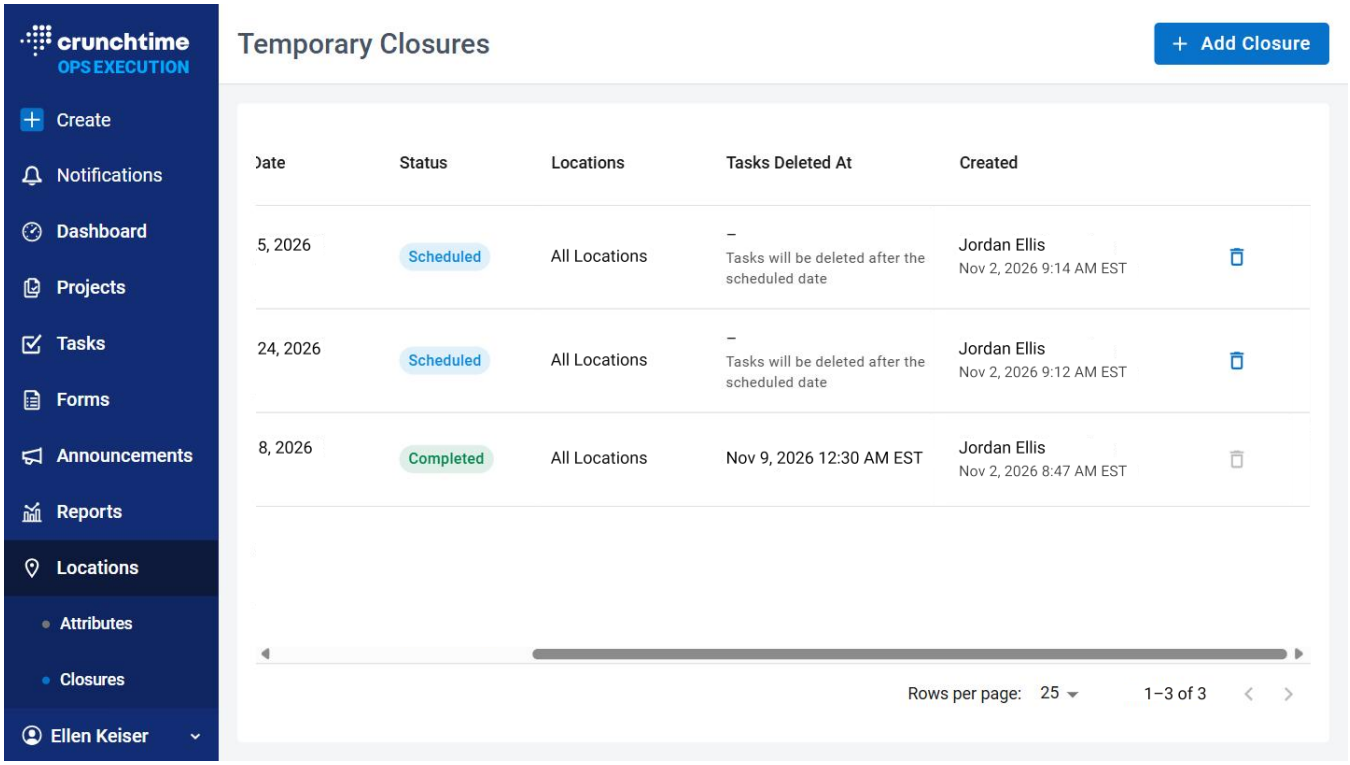
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Read the Temporary Closures List

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What the List Shows



Column	What it shows
Closure	The reason you gave for the closure. The *Reason* field is limited to 255 characters and is required.
Closure Date	The date or dates of the closure.
Status	Where the closure is in the process.
Locations	The locations the closure impacts.
Tasks Deleted At	For a Scheduled closure: “Tasks will be deleted after the scheduled date.”
Created	When and by whom the closure was created.

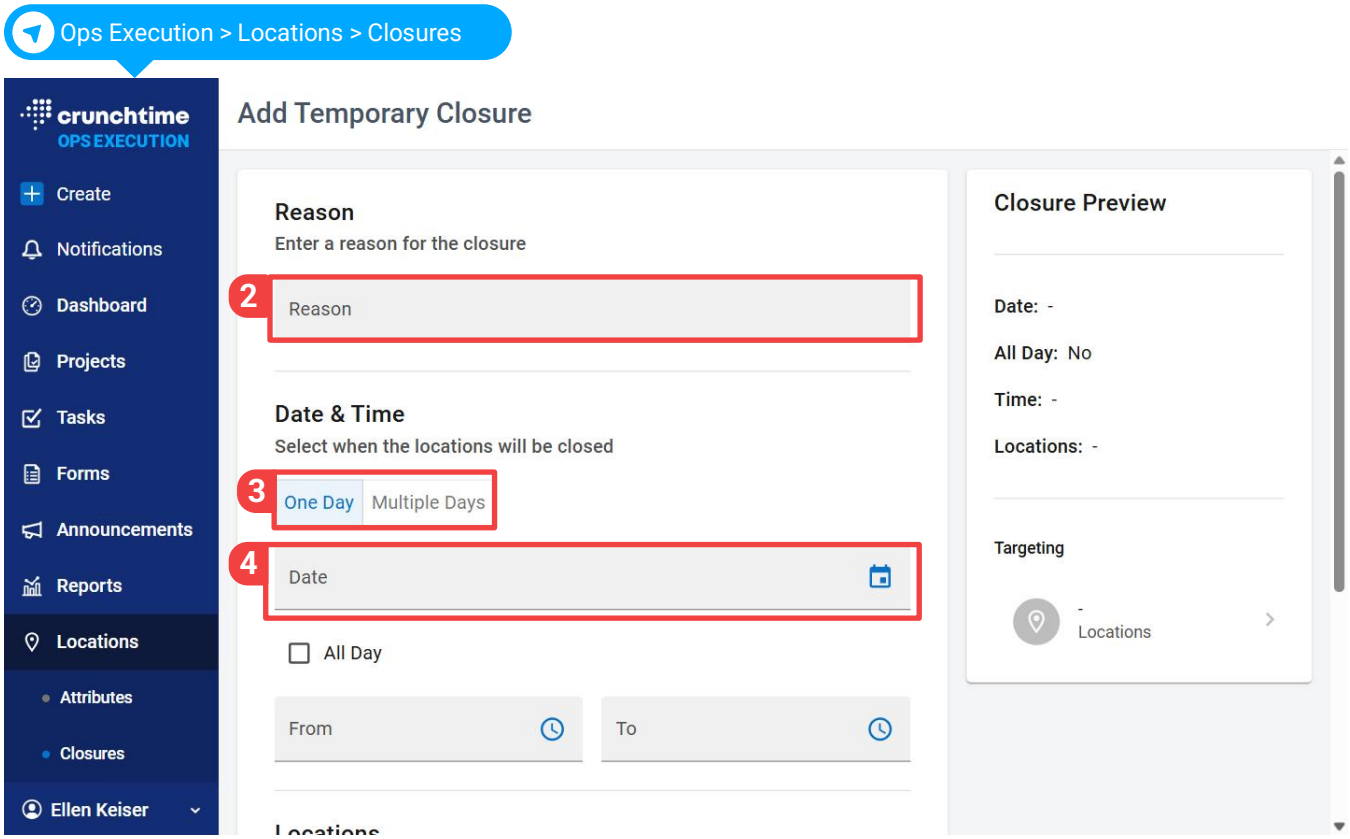
Status	What it means
Scheduled	The closure is saved. No tasks have been deleted yet, and you can still cancel it.
In Progress	The system has started deleting tasks. You can no longer cancel it.
Completed	The system has finished deleting tasks.

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Add a Closure

Start a New Closure

Tell Ops Execution why the location is closed and when.



1. Select *Add Closure*.
   - The *Add Temporary Closure* form opens.
2. In *Reason*, type why the locations are closed.
3. Choose *One Day* or *Multiple Days*.
4. Select the *Date*.
   - For *Multiple Days*, choose the first and last date.

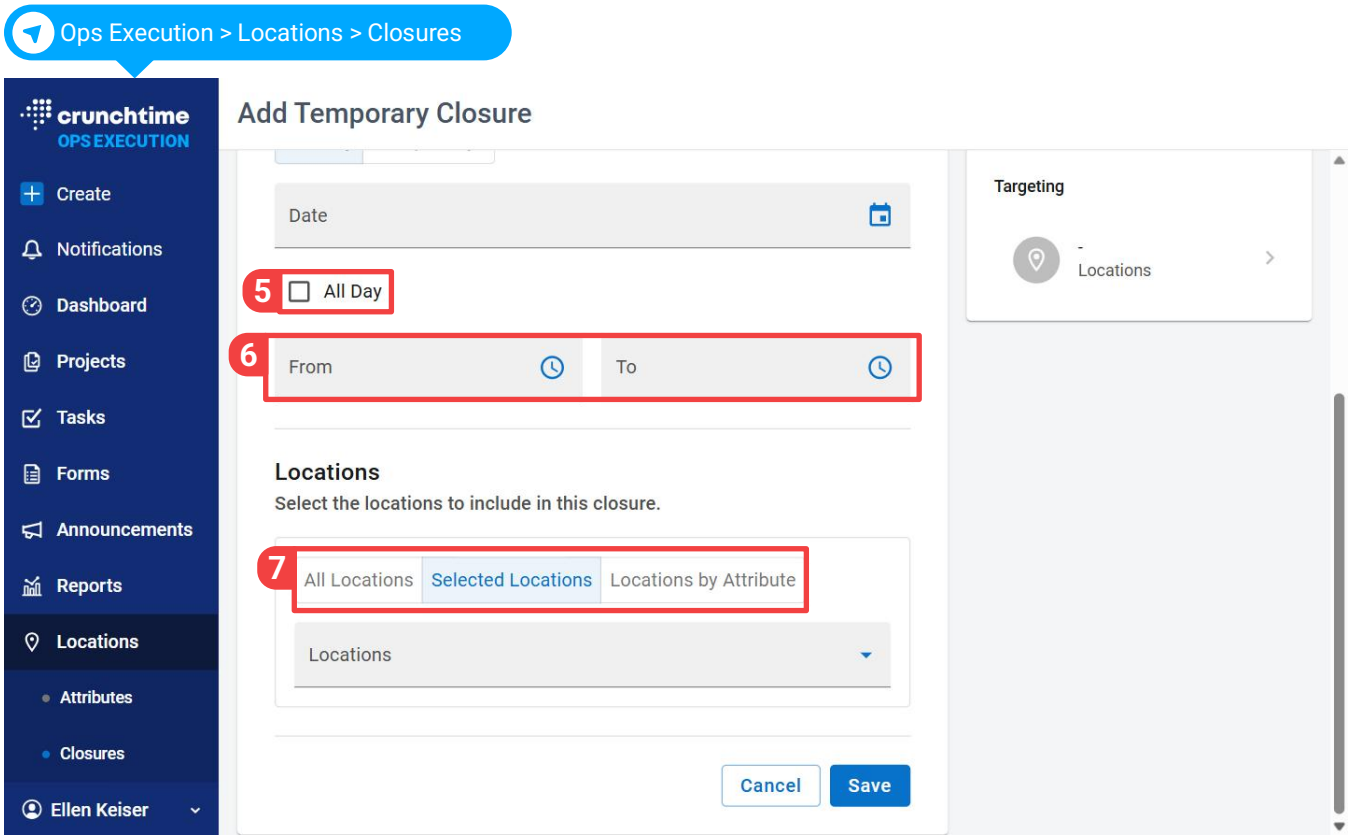
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Add a Closure

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Set the Time and the Locations

Choose how much of the day is closed and which locations the closure impacts.



5. For *One Day*, select the date and then select *All Day* or for a partial day, select a date and then select a time *From and To*.
6. For a date range, enter a date *From* and a date *To*.
   - *Multiple Days* closures are always full days, with no times.
7. In *Locations*, choose the *All Locations*, *Selected Locations* or *Locations by Attribute* tab.
   - *Selected Locations* is selected by default when the form opens.

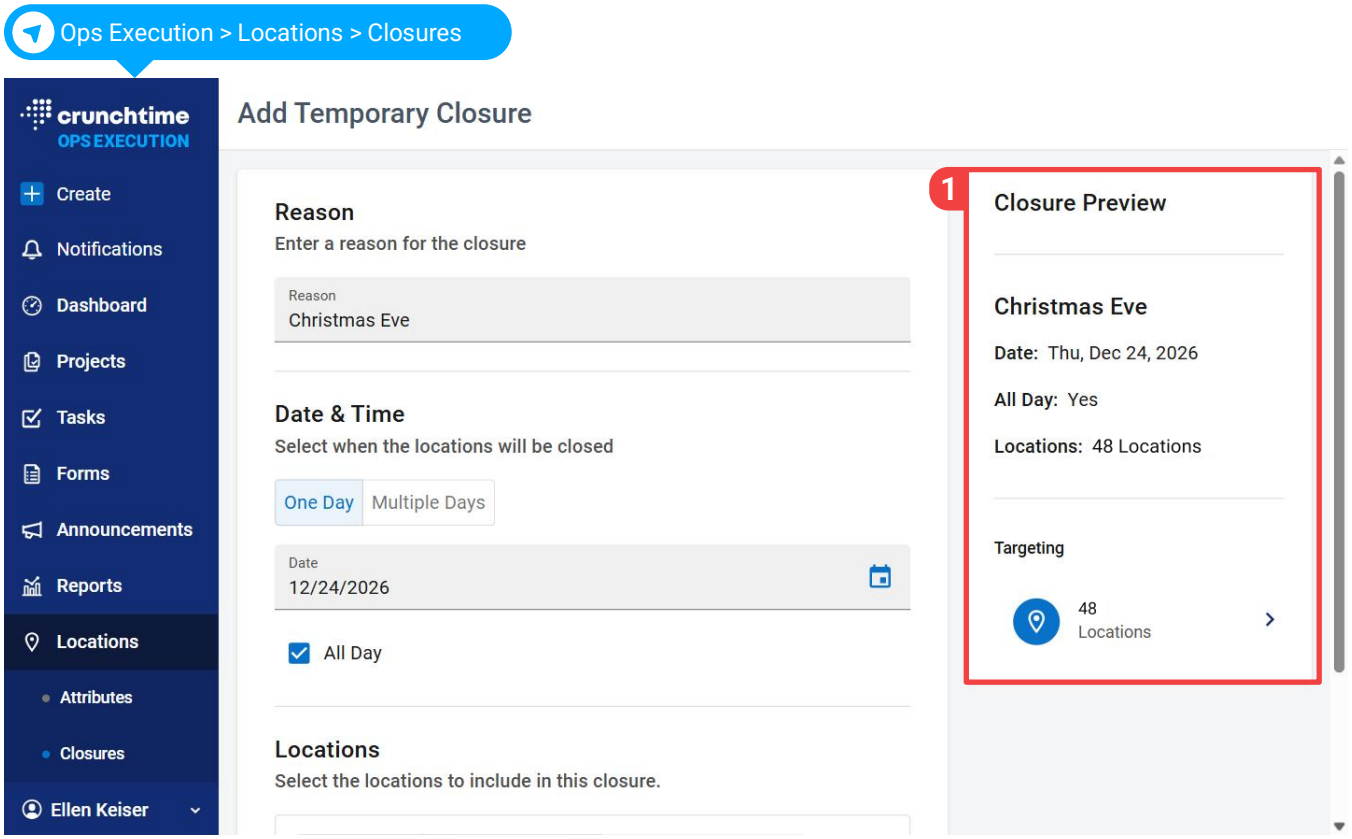
Note: Times are each location's local time based on the time zone in the location's settings.

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Preview and Save

Check Your Closure, Then Save

The *Closure Preview* updates as you fill in the form, so you can check it before you save.



Before You Save: What a Closure Deletes and Keeps

Deletes	Keeps
Incomplete tasks for a location that start and are due inside the closed dates	Tasks you completed, before or during the closed dates
	Tasks that start before, or end after, the closed dates
	Tasks with no start or due time, or no location
	Checklists: closures impact tasks only

1. In *Closure Preview*, check that the reason, *Date*, *All Day*, *Time*, *Locations* and *Targeting* are what you want.
2. Select *Save* in the *Closure Preview*, after you have checked what a closure deletes and keeps in the table above.
   - The *Schedule Closure* message opens.

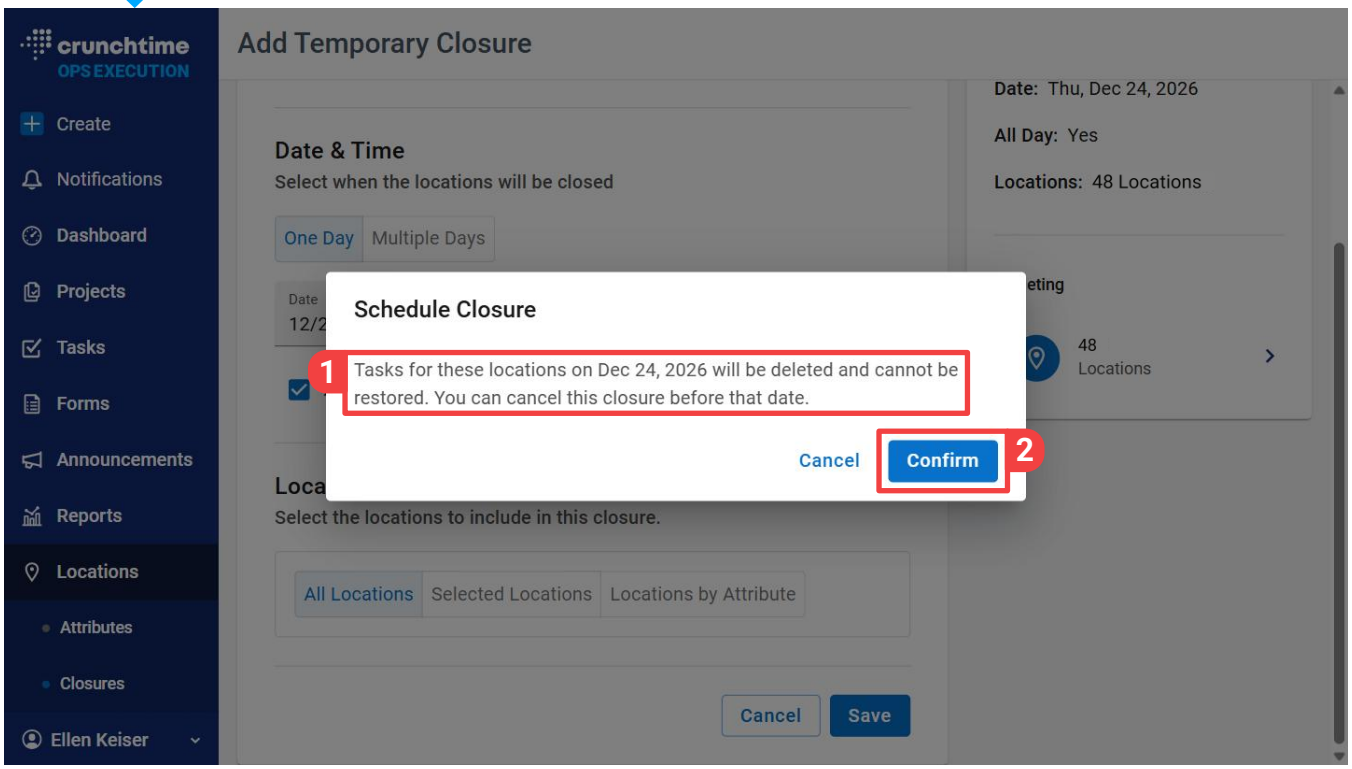
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Read the Schedule Closure Message

Confirm the Closure

Before the closure is saved, Ops Execution reminds you what it will do. Read it before you select *Confirm*.

Ops Execution > Locations > Closures



1. Check the *Schedule Closure* message: "Tasks for these locations on <date> will be deleted and cannot be restored. You can cancel this closure before that date."
   - To leave the dialog without saving, select its *Cancel* button instead of *Confirm*.
2. Select *Confirm* to save the closure.
   - The closure is saved with the status *Scheduled*. No tasks are deleted yet.

Alert: Tasks that a closure deletes cannot be restored. If a closure was a mistake, you can cancel this closure before that date. When the tasks are deleted, they will show as deleted by the person who created the closure.

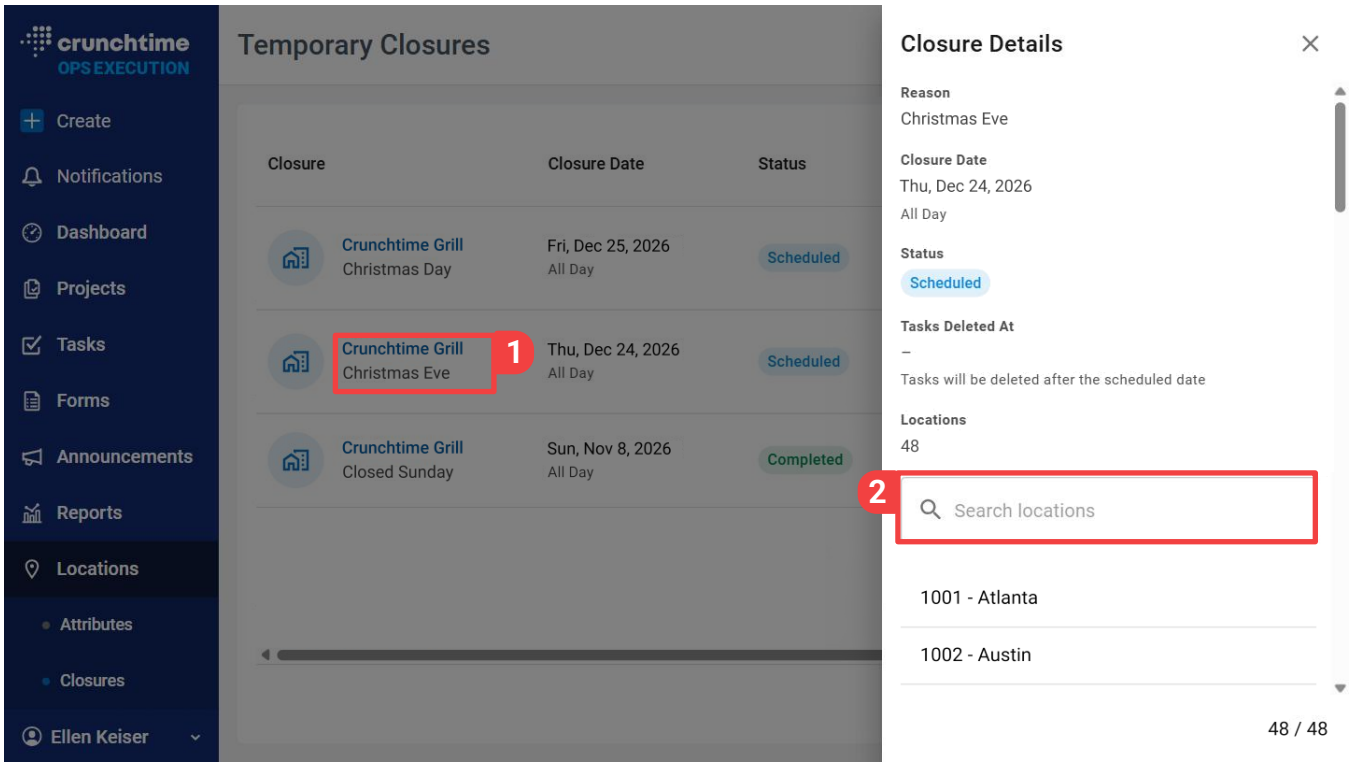
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View Closure Details

Open a Closure

Open a closure to see what it impacts.

Ops Execution > Locations > Closures



1. In the *Closure* column of the *Temporary Closures* list, select the reason for the closure.
   - The *Closure Details* side panel opens.
   - It shows *Reason*, *Closure Date*, *Status* and *Tasks Deleted At*.
   - It shows the number of *Locations* the closure impacts, a *Search locations* box and the list of those locations.
2. To find one location, type in the *Search locations* box.

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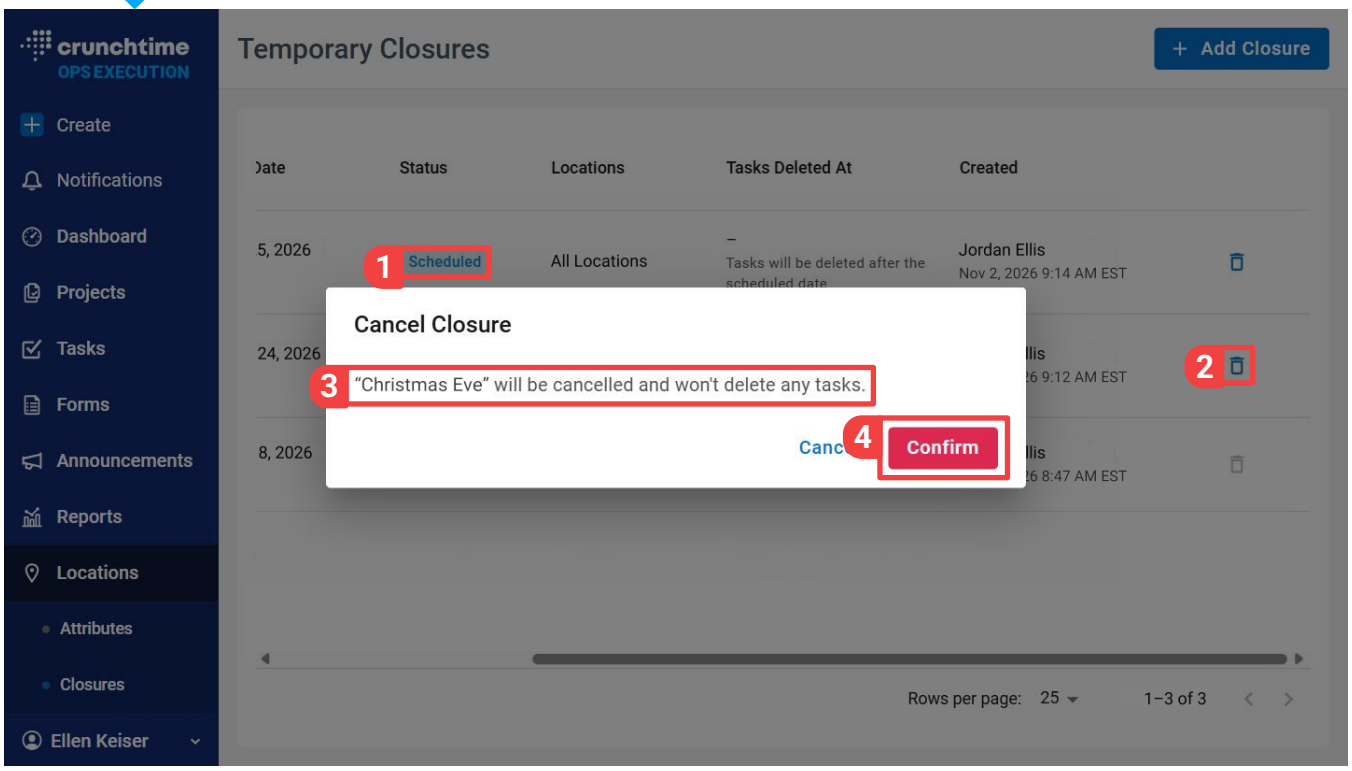
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Cancel a Scheduled Closure

Cancel a Closure You No Longer Need

If you no longer need a closure, cancel it. Cancelling deletes no tasks.

Ops Execution > Locations > Closures



1. In the *Temporary Closures* list, look for the closure with the status *Scheduled*.
2. Select the trash icon on that row to remove the closure.
3. Check the *Cancel Closure* message: "<reason> will be canceled and won't delete any tasks."
   - To leave the closure as it is, select *Cancel* in the dialog instead of *Confirm*.
4. Select *Confirm* to cancel and remove the closure.

Alert: You cannot cancel a closure once it is *In Progress*. The trash icon is greyed out on those rows.

Note: There is no edit option for a closure. To change one, cancel it and add a new closure.

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