Add opening hours to location

Qargo uses all location opening-hour intervals to prefill and validate time windows, improving planning accuracy for sites with split hours while still flagging violations.

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In Qargo, **opening hours are part of a location's master data** and make planning and order capture more reliable. When a planner selects a pickup or delivery location, Qargo can use that location's opening hours to **prefill the stop's time window**. This makes the operational constraints immediately visible during order creation and import.

Opening hours can include **multiple intervals on the same day** (for example, morning and afternoon shifts). Qargo now takes **all intervals into account**, instead of only the first one. This helps avoid incorrect time windows when a site closes at midday.

Finally, opening hours are also used for **validation during planning**: if a stop is scheduled outside a location's opening hours, Qargo can generate a warning, while still allowing planners to adjust times when exceptions are needed

Configuring opening hours

- There are 2 ways to add opening hours to a location:
    - From the order details page: Use this option when adding a location directly from an order. If the location already exists but has no opening hours, use the edit function to open the location details page and add them.
    - From the location details page: Use this option when adding a new location to the location directory. When adding a new location, the option to include various opening hours is available.

Open location from order detail page

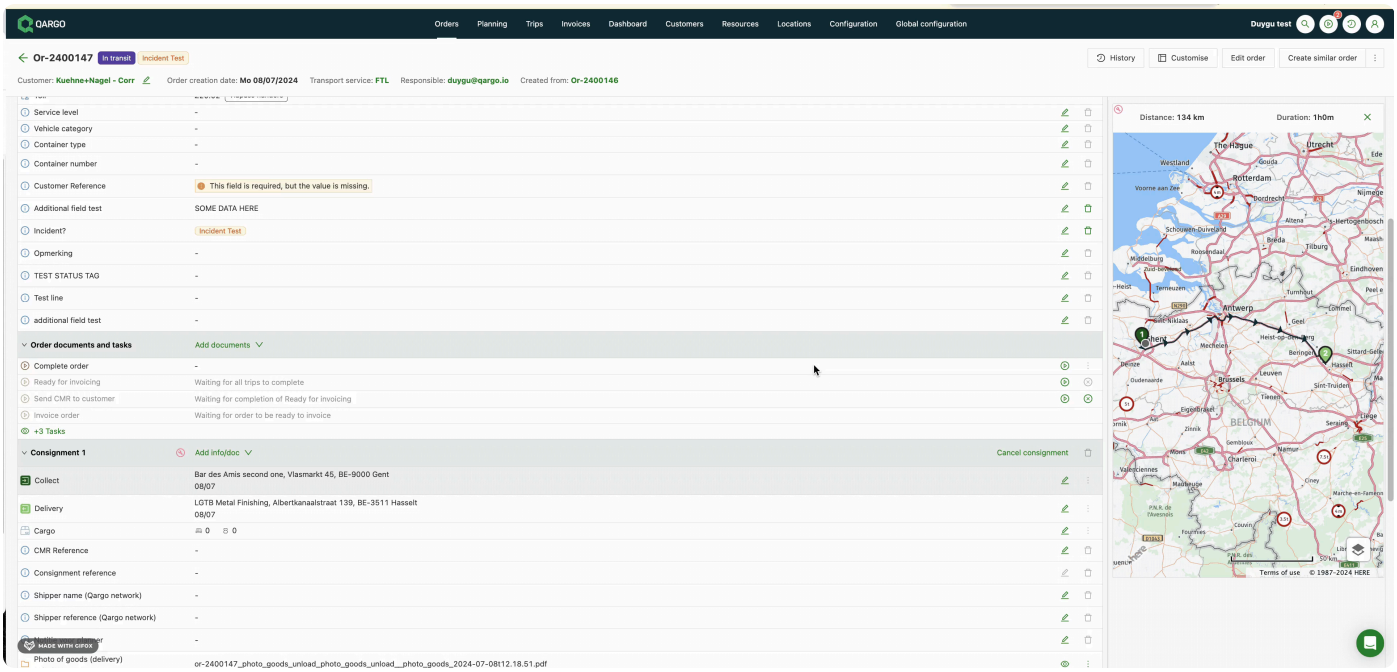
▶ https://www.loom.com/embed/7dda1e12beb04e67b5cbda7f96116325

Open the location from locations tab

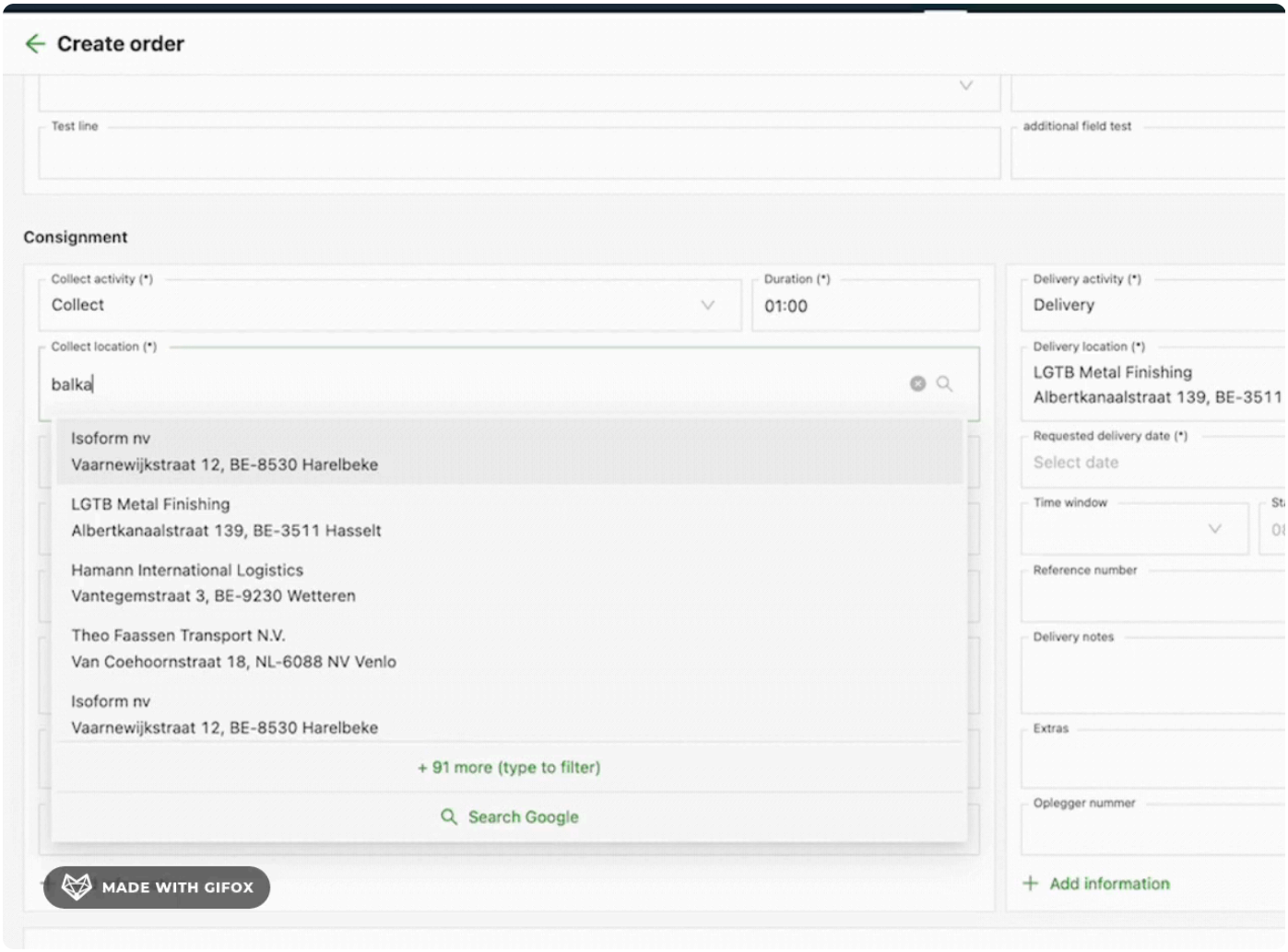
▶ https://www.loom.com/embed/9c4d0870042e4210b05c0b78842a6721

Viewing opening hours from an order

When creating an order with that location, the opening times are visible when hovering over the clock icon, as shown below



Having the opening hours configured and visible helps manage and define the time windows while creating an order:



- When a location has multiple opening-hour intervals (for example, morning and afternoon), **all opening-hour intervals are now taken into account**, resulting in more accurate and flexible planning.
- **Full interval support:** All defined opening-hour intervals for a location are now considered when calculating time windows.
- **Opening hours as prefill options:** Opening hours can be selected to automatically prefill time windows in the following places:
  - Orders (via customer or transportation service prefill)
  - Locations
  - Order templates

🔍 **Limitations**

- When **enforced time windows** are enabled and a location is closed for an entire day (for example, weekends), the system **generates a violation** rather than automatically shifting the load to the next open day.