



# **Split Hours for eCommerce**

**QUICK REFERENCE GUIDE**



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## Split Hours for eCommerce

### Overview

The purpose of this document is to explain what Split Hours for eCommerce is, how it offer conveniences for merchants with unique hours, and instruction for configuring this feature for **Online Ordering**.

### Feature Description

Split Hours for eCommerce enables merchants to offer two sets of open and close starting times for online ordering. This feature enhances the flexibility that merchants have to offer unique hours per day of the week and order type (Pickup, Delivery).

This feature can specifically benefit:

- Businesses that only operate for breakfast and dinner but are closed during lunch
- Stores that halt deliveries during the start of the dinner rush and resume delivery for late night

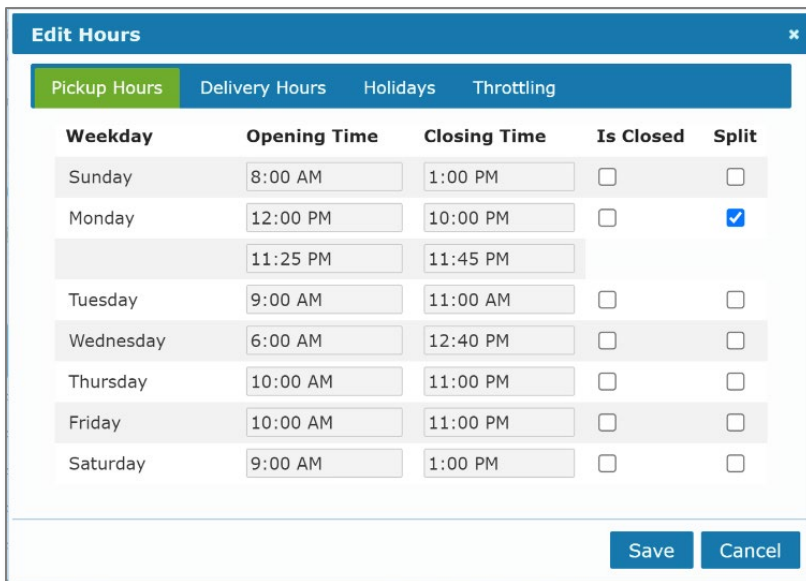
**Please Note:** This feature does not support Third Party API (i.e., OrderAi, It's A Checkmate).

### Configuring Split Hours for Online Ordering

Split hours leverage the current **Admin Portal** configurations by store. When a merchant logs into the **Admin Portal**, they can select an individual day of the week and apply a split.

After applying the split, the merchant needs to add a new set of hours that doesn't overlap. This can be applied for Pickup and Delivery hours individually.

It is also recommended that stores using split hours should enable future and deferred orders. When these settings are active, it still allows a customer to checkout if the store is currently closed during the end of the day or during a split.



Weekday	Opening Time	Closing Time	Is Closed	Split
Sunday	8:00 AM	1:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
Monday	12:00 PM	10:00 PM	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	11:25 PM	11:45 PM		
Tuesday	9:00 AM	11:00 AM	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	6:00 AM	12:40 PM	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	10:00 AM	11:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
Friday	10:00 AM	11:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	9:00 AM	1:00 PM	<input type="checkbox"/>	<input type="checkbox"/>

Save Cancel

Example of an **Admin Portal** Store Hours with the option to apply a split on Monday.

## Prerequisites for Mobile App

It is not recommended that any merchant enable split hours at any store location until both of their mobile apps for **Apple App Store** or **Google Play Store** have been updated to version 4.2 or later.

Once the mobile app version has been updated to **4.2 or later**, any changes to a store's hours in the **Admin Portal** will take effect.

**Please Note:** Merchants should remember that not all customers have apps set to auto-update on their devices and would be subjected to an old app build.

## Updating Hours for OrderAi

It is recommended that merchants who use OrderAi communicate their changes in hours of operations to OrderAi support to ensure that their customers can see the most up-to-date hours of operation.

## Updating Hours for It's A Checkmate (IACM)

It is recommended that merchants who use third-party ordering through **IACM** communicate any changes in their hours of operation to **IACM** support. **IACM** has additional menu considerations that they need to manually update and review with each merchant before initiating a split.

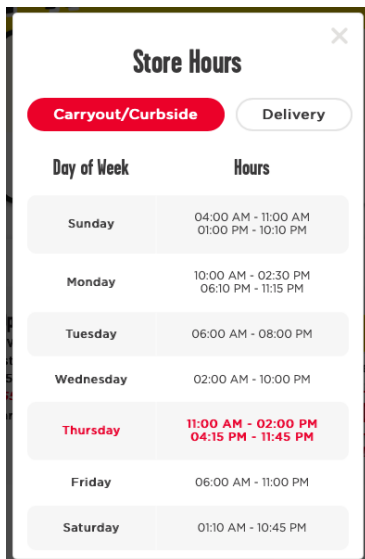
If a merchant is using split hours solely to pause deliveries, this use case may not apply, as IACM leverages drivers from other platforms like **DoorDash** and **UberEats**.

## Other Considerations

Many merchants may take advantage of alternative listings on marketplaces and directories such as Google Places listing. Please confirm that all of your hours are declared at these locations if you hope to best represent your business's hours of operation.

## Guest Experience

A customer can see the hours offered at a store from the store locator if desired. If a store is set up with split hours, it would display in this view.



Store Hours	
<b>Carryout/Curbside</b> Delivery	
Day of Week	Hours
Sunday	04:00 AM - 11:00 AM 01:00 PM - 10:10 PM
Monday	10:00 AM - 02:30 PM 06:10 PM - 11:15 PM
Tuesday	06:00 AM - 08:00 PM
Wednesday	02:00 AM - 10:00 PM
Thursday	11:00 AM - 02:00 PM 04:15 PM - 11:45 PM
Friday	06:00 AM - 11:00 PM
Saturday	01:10 AM - 10:45 PM

Example of Sunday and Thursday with Split Hours

If a store is configured with split hours and is currently closed, a customer can place an advance order if configured.