



Manitou Skip Close Schedule User Manual

October 2026

Manitou Web Client/BoldNet: Customer Maintenance and MWC Alarm Handling

Release: 2.1.51

Manitou®

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Overview

Skip Close lets an operator temporarily change upcoming Must Close events on a schedule to May Open/Close, without building a full temporary schedule by hand. The operator picks a schedule; chooses how many close events to skip; reviews the date and time of the next close that will still apply; enters a comment; and saves.

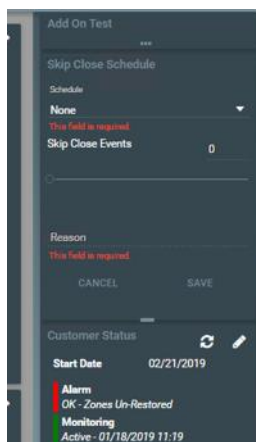
Each save creates temporary schedule entries for the selected schedule and records the reason in the customer's Account Activity log, so every override can be audited.

Before You Begin

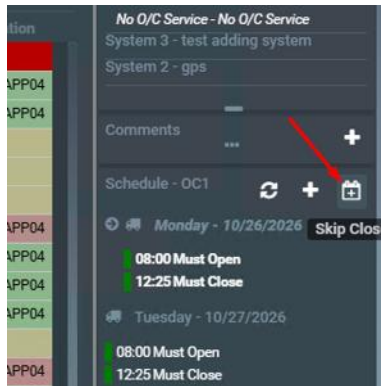
- The contact that will be validated to adjust the Skip Close Schedule must have permission to make schedule changes. The operator is asked to validate the contact's password the first time the Operator moves the slider above zero.
- An administrator must set the maximum consecutive-days limit in Supervisor Workstation (SWS) (see the section [Consecutive-Day Limit \(Max Allowed\)](#) below).

Where to Find Skip Close

Open Customer Maintenance. The Skip Close section is on the right side of the screen. Click its header to expand or collapse it.



In an alarm, the Skip Close icon is on the right side of the screen in the Schedules box.



Skipping Close Events

1. Expand the Skip Close section. The slider, Cancel, and Save are disabled until you choose a schedule.
2. Select the schedule from the Schedule dropdown. The Max Allowed value is shown (see the section [How the Schedule Looks with Skip Closes Applied](#) below).
3. Move the Skip Close Events slider from zero up to the number of events to skip. The range is 0 to the Max Allowed, in steps of 1. You can also type a specific value into the prompt next to the slider.
4. The first time you move the slider above zero, a password prompt appears. Choose “Other” and enter the Contact’s password. If it is wrong, or you lack permission to change schedules, the workflow stops.
5. A “Next Close Event: [date/time]” hint appears under the slider. This is the next Must Close after the events you are skipping. It is calculated by the server each time the slider changes. Moving the slider back to 0 removes the hint.
6. Enter a Reason (see the section [Reason Field and Account Activity](#) below).
7. Click Save. The temporary schedules are created; the reason is logged; and the panel resets.

Note: Click CANCEL at any time to clear all fields and return the panel to its default state. If you cancel, nothing is saved.

Reason Field and Account Activity

A reason is required on every Skip Close. It is free text.

- If you click Save with no reason, “This field is required” appears on the Reason field and the save is blocked.
- After a successful save, the reason is written to Account Activity as a Comment linked to the Record Stored entry for the schedule change. It appears nested under that record in the Customer Activity Log.

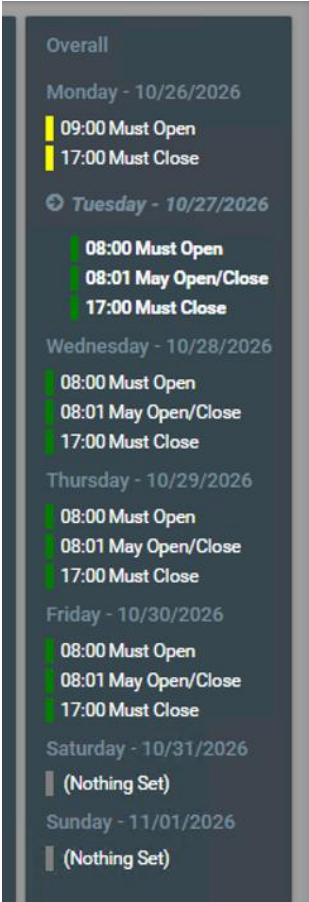
Save validation

All three conditions must be met before SAVE succeeds:

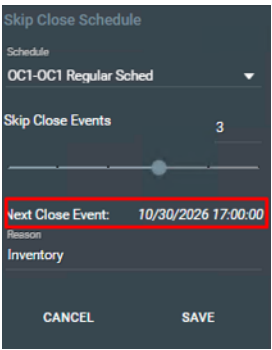
Requirement	If not met
A schedule is selected	Error on the Schedule field
Skip count is greater than 0	Error that the skip count must be greater than zero
Reason is entered	“This field is required” on Reason

How the Schedule Looks with Skip Closes Applied

This is an example of how a regular schedule may look:



If three skip closes are selected:



It shows that the next expected close event would be on Friday the 30th. The three closes that are skipped are tonight's (Tuesday), Wednesday, and Thursday's.

Once the Skip Closes are saved the schedule looks like this:

Overall
Monday - 10/26/2026
09:00 Must Open
17:00 Must Close
🕒 Tuesday - 10/27/2026
08:00 Must Open
08:01 May Open/Close
17:00 May Open/Close
Wednesday - 10/28/2026
08:00 Must Open
08:01 May Open/Close
17:00 May Open/Close
Thursday - 10/29/2026
08:00 Must Open
08:01 May Open/Close
17:00 May Open/Close
Friday - 10/30/2026
08:00 Must Open
08:01 May Open/Close
17:00 Must Close
Saturday - 10/31/2026
(Nothing Set)
Sunday - 11/01/2026
(Nothing Set)

This is an example schedule with multiple closes expected within a single day:

Overall
Monday - 10/26/2026
08:00 Must Open
08:01 May Open/Close
12:00 Must Close
13:00 Must Close
Tuesday - 10/27/2026
08:00 Must Open
08:01 May Open/Close
12:00 Must Close
13:00 Must Close
Wednesday - 10/28/2026
08:00 Must Open
08:01 May Open/Close
12:00 Must Close
13:00 Must Close
Thursday - 10/29/2026
08:00 Must Open
08:01 May Open/Close
12:00 Must Close
13:00 Must Close
Friday - 10/30/2026
08:00 Must Open
08:01 May Open/Close
12:00 Must Close
13:00 Must Close
Saturday - 10/31/2026
(Nothing Set)
Sunday - 11/01/2026
(Nothing Set)

In this case, if three skip closes are selected and it is before the next expected close event, the next expected close event would be on Wednesday the 28th at 1300. It skipped the two closes for today and the first close of the next day.

Add On Test

Skip Close Schedule

Schedule

OC1-open/close 1

Skip Close Events

3

Next Close Event: 10/28/2026 13:00:00

Reason

Inventory

CANCEL

SAVE

Once saved the new schedule looks like this:

Overall
Monday - 10/26/2026
08:00 Must Open
08:01 May Open/Close
12:00 Must Close
13:00 Must Close
Tuesday - 10/27/2026
08:00 Must Open
08:01 May Open/Close
12:00 May Open/Close
13:00 May Open/Close
Wednesday - 10/28/2026
08:00 Must Open
08:01 May Open/Close
12:00 May Open/Close
13:00 Must Close
Thursday - 10/29/2026
08:00 Must Open
08:01 May Open/Close
12:00 Must Close
13:00 Must Close
Friday - 10/30/2026
08:00 Must Open
08:01 May Open/Close
12:00 Must Close
13:00 Must Close
Saturday - 10/31/2026
(Nothing Set)
Sunday - 11/01/2026
(Nothing Set)

Consecutive-Day Limit (Max Allowed)

To stop the feature being used indefinitely, a system option limits how many consecutive days can have their Must Close events skipped.

How the limit is calculated

- The count starts at the site's last actual Close event and walks the combined schedule forward (Permanent, Alternate, Holiday, and Temporary layers).
- A day counts against the limit only if every Must Close event in that calendar day is skipped. If at least one is fulfilled, the day does not count.
- Days skipped by any Temporary schedule count, whether they were made with Skip Close or by the standard workflow.

What you see

- Max Allowed is shown after you select a schedule. With no earlier skips, it equals the system limit.
- Example, limit of five: the first time you select the schedule, Max Allowed is five. If you skip three, the next time you select the schedule the Max Allowed is two. After skipping those two, it shows “No skips available – limit reached.”
- If you type a value into the counter that is higher than Max Allowed, a message tells you the value exceeds the maximum allowed limit, and you cannot save.
- When none are available, the slider maximum is zero and you cannot save.

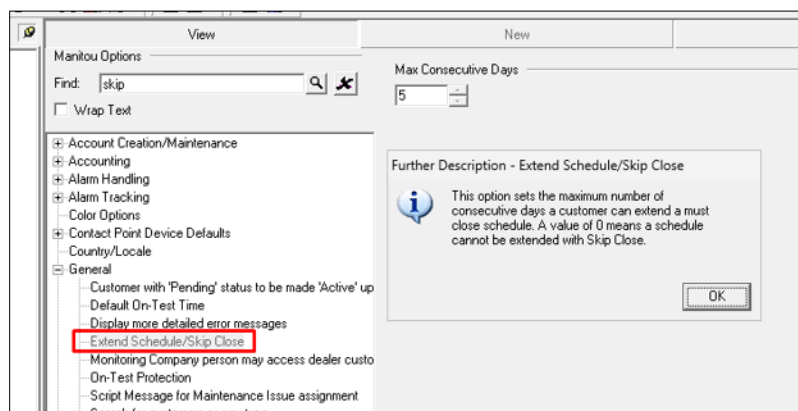
What the system enforces

The server checks the limit again on every save; whatever the screen shows; or an API call sends. If the save would go past the limit, it is rejected with a message that it exceeds the maximum allowed limit. Otherwise, the save goes ahead.

Administrator Setup

Set the limit in SWS under Tools > Options > General > Extend Schedule/Skip Close.

- The value is the number of consecutive days Must Close may be changed to May Open/Close. The maximum is 30.
- A value of 0 means no skip closes are allowed.



Troubleshooting

Symptom	Likely cause / action
Slider, Save, and Cancel are greyed out	No schedule selected yet. Choose one from the dropdown.
“No skips available – limit reached”	The consecutive-day limit is used up. Wait until a Must Close event has actually occurred or ask a supervisor.
Slider maximum is zero and the limit is not reached	Check the SWS option is not set to zero.
Password prompt does not continue	Wrong password, or your login lacks permission to change schedules.
Message that the value exceeds the maximum allowed limit	The number entered is higher than Max Allowed. Enter a lower value.
Save blocked with a field error	Select a schedule, set the skip count above 0, and enter a reason.