

TSC Exception Schedule Envoy



Standard Operating Procedure (SOP)

Title: TSC Exception Schedule Envoy – Adding a Special Event

Purpose

This SOP outlines the steps and guidelines to ensure special events are correctly added to a store's schedule in Envoy, allowing for temporary changes such as inventory, early delivery, renovations, or holiday adjustments.

Scope

This procedure applies to TSC staff, schedule administrators, and relevant retail personnel responsible for managing store schedules in Envoy.

Procedure

Step-by-Step Process

Add a Special Event

Step 1: Select the Store

- Navigate to the store where the schedule adjustment is required.

Step 2: Go to Navigation > Schedules

- Open the schedule management menu for the selected store.

Step 3: Click Change Schedule Details

- Access the detailed schedule options.

Step 4: Click Add Event

- Begin creating the special event.

Name the Event

- Enter a descriptive name for the event (e.g., "Late Opening" or "Early Start" dates).

Choose the Event Type

- Select the event type based on the scenario:
 - **Single Day:** For one-day schedule changes (e.g., inventory).
 - **Date Range:** For multi-day adjustments (e.g., renovations).
 - **Repeating Monthly:** For events on the same day each month (e.g., third Thursday).
 - **Repeating Yearly:** For annual events on the same date (e.g. Christmas).

Set Event Behavior

- Select **Modify Schedule** as the event behavior.
- This ensures the special event runs alongside the regular schedule rather than replacing it.

Set the Date of the Event

- Choose the specific date or date range the event will occur.

Set the Event Time (Start/End)

- Enter specific start and end times for the event, considering both the event timing and the store's regular hours.
- Examples:
 - **Early Start:** Store opens at 8:00 AM, but client needs lights on at 4:00 AM. Set event from 4:00 AM to 11:00 AM. Regular schedule resumes at 11:00 AM.
 - **Early Start + Late Closure:** Store opens at 8:00 AM and closes at 8:00 PM, but client needs lights from 4:00 AM to 11:30 PM. Set event from 4:00 AM to 11:30 PM.
 - **Early Closure:** Store typically closes at 8:00 PM but needs to close early at 6:30 PM. Set event from 8:00 AM to 6:30 PM. Event overrides regular schedule for that day.

Important Notes

- Ensure the event overlaps part of the regular schedule to allow proper transition back to normal programming.
- Double-check for timing conflicts with the regular schedule.
- Use judgment to mirror regular schedule behavior before and after the special event to avoid operational gaps.

1. Quality Assurance

- Verify the special event appears correctly in Envoy and aligns with the intended schedule modifications.
- Confirm that the event does not unintentionally disrupt regular schedule operation.

Troubleshooting

Issue 1: Event does not appear in the schedule

- **Solution:** Refresh Envoy, confirm event was saved, and check user permissions.

Issue 2: Event conflicts with regular schedule

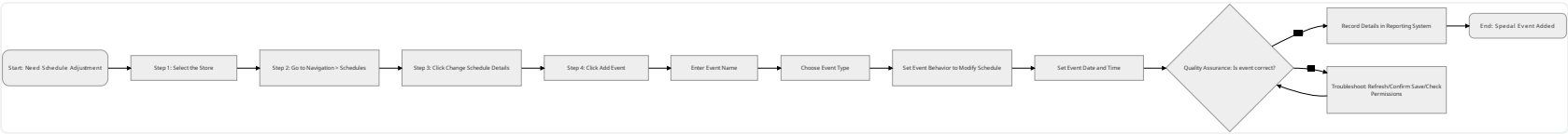
- **Solution:** Adjust start/end times to ensure proper overlap with regular schedule hours.

Documentation and Reporting

- Record the event details, including name, type, dates, times, and any deviations from the regular schedule, in Envoy or the designated reporting system.

Process Map

undefined



Editable Mermaid Diagram

TSC Exception Schedule Envoy – Adding a Special Event.drawio

Revision History

Version	Date	Author	Changes Made
1.0	03/26/2026	Dylan Turman	Initial draft
1.1	[MM/DD/YY]	[Author Name]	[Description of changes]

Approval

Approved by: [Name and Title]

Date: [MM/DD/YY]