

Use Case	What to Change	Where to learn more?	How to Adjust (Dashboard)	How to Adjust (Store Sync)	Syndicated to Marketplace?	Method of Syndication		
						API	MES	Webhook
Business hours are changing for the foreseeable future	<b>Adjust Business Hours.</b> Business hours reflect the normal operating hours for a store	<a href="#">Review this Help Center article</a>	Business hours can be adjusted in the Dashboard under Store Settings.	Business hours can be adjusted using the "Store" object and "Calendars" field	Yes	Yes	Yes	No
Business operating hours are changing temporarily (e.g., stores closing early for a week; holiday hours)	<b>Business Hour Overrides.</b> These overrides temporarily change the business hours.	<a href="#">Review this Help Center article</a>	Business hour overrides can be adjusted in the Dashboard under Store Settings. They apply during a specified date range and will expire after that time	Not currently available	Yes	Yes; adjusts business hours to reflect override and provides "availabilitymessage" with reason for override	Yes; "hours" will be adjusted to reflect overrides, "allhours" will list regular business hours and overrides separately	No
Business hours are the same, but online ordering hours are changing temporarily	<b>Online Hour Overrides.</b> These will show customers that online ordering is not available, but the business is still open.	<a href="#">Review this Help Center article</a>	Online hour overrides can be adjusted in the Dashboard under Store Settings. They apply during a date range and expire after that time	Not currently available	Yes	No	Yes; "allhours" will list regular business hours and overrides separately	No
A store does not offer online ordering, but should still be searchable for customers (e.g., stores in inaccessible areas like airports or military bases)	<b>Takes Online Orders.</b> Indicates whether a store is available for online ordering. If disabled, the store will be visible on the store search page, but not able to take orders.	Contact us at <a href="mailto:help@olo.com">help@olo.com</a>	This status must be adjusted by the Olo team on the backend. Please contact <a href="mailto:Help@olo.com">Help@olo.com</a> for assistance.	Stores can enable/disable this field using the "Store" object and "TakesOnlineOrders" boolean field	Yes	Yes, via "supportsonlineordering" field	Yes; via "supportsonlineordering" field. Included in the response of any of the endpoints that return a restaurant response model	No
A store will be closed for a short period of time (e.g., during a local street festival, power outage, short repairs/remodels lasting no more than a couple of weeks)	<b>Disable Store.</b> When a store is disabled, it prevents customers from placing orders until it's enabled again.	<a href="#">Review this Help Center article</a>	Stores can be enabled/disabled through the Dashboard under "Settings" then "Enable/Disable Store."	Stores can be enabled/disabled using the "Store" object and "isTempDisabled" field.	Yes	Yes; "isAvailable" property will be set to "false"	No	Yes; "Vendor.IsTemporarilyDisabled"
A store's POS or equivalent method of order transmission is offline or unreachable.	<b>Online/Offline Status.</b> When a store is offline, customers will see the store is unavailable for ordering.	<a href="#">Review this Help Center article</a>	This status cannot be adjusted manually--it represents Olo's ability to connect with the selected order transmission mode.	This status cannot be adjusted through Store Sync--it represents Olo's ability to connect with the selected order transmission mode.	Yes	Yes; "isAvailable" property will be set to "false"	No	Yes; "Vendor.Availabilitychanged"