# Configure One-Town-Per-Day Scheduling in GroomCaptain

Let the earliest qualifying route stop determine which service area can book for the rest of the day.

## Let the first booking choose the town for the day

1. With Smart Route or Team Route, open Service areas & locations. Create an active circle for each town you want to serve. Review the center, radius, groomer, and service assignments.
2. In Route protection, check **Turn on route protection**.
3. Under **How service areas limit bookings**, choose **Keep the day in one service area**.
4. Leave **Same-day distance limit** blank if you only want the area rule. Select **Save Customer Booking**.
5. Preview your posted booking link. On a day with a known mobile stop, compare addresses inside and outside that area. Try the outside address on another eligible date.

## When an assigned pending request counts

An assigned pending request can count for the one-town-per-day rule when it has an eligible address and is assigned to that route. An empty day can be available in multiple eligible areas. The earliest existing stop by scheduled start time that matches an eligible area anchors the route. A broad, unassigned request does not establish the groomer's town.

The check considers stops on the groomer's schedule and on the same assigned mobile unit. It does not lock every separate route in the business.

## What happens to the town lock after canceling the first stop

The next remaining qualifying stop can take over after cancellation or rescheduling. If none remains, the route may be open to multiple areas again. An earlier rescheduled stop can change the anchor. A customer needs a route-safe time on any alternative date.

## Test the edges

Area circles can overlap. If an existing stop belongs to multiple eligible circles, GroomCaptain uses the first matching configured area. Choose centers and radii that keep destinations predictable. Manual staff appointments go through route checking, with separately authorized overrides when enabled.

For a Canadian route, check **Business Time Zone** under Organization and set **Business country** to **Canada** if that field appears. Check the map pin for each service address. If you use **Service postal codes**, enter complete Canadian postal codes. Review an eligible and an ineligible address before relying on the rule.

To run a fixed weekly town calendar, use staff approval and a weekday plan. The automatic rule chooses from the current appointments.