

## Overview

[Overview](#) / [Product overview](#) / [System objects](#) / [Service policies](#) / No-service periods

## No-service periods

RICOH ProcessDirector can adjust the planned checkpoint and SLA deadline times so they do not occur during periods when your installation does not provide services. For example, you might not provide services on holidays and weekends. These periods are called **no-service periods**. You define these periods in no-service period objects.

 **Note:** No-service periods are not considered for deadlines set with the SetDeadline step or the Change Deadline action.

Each service policy specifies whether to adjust planned checkpoints and the SLA deadline for the no-service periods. For example, if you provide services during no-service periods only for "express" jobs, the service policy for "express" jobs would specify not to adjust planned checkpoints, while other service policies would specify to adjust planned checkpoints.

These examples show how RICOH ProcessDirector adjusts the checkpoint start time, planned checkpoint times, and SLA deadline for no-service periods.

**Job arrives during a no-service period:** In this example:

- January 1 is defined as a no-service period.
- The interval for the Prepare checkpoint is 2 hours.
- The interval for the Print checkpoint is 1 day.
- The checkpoint start time is the time the job arrives in the system.
- To meet its deadline, the job must be delivered to the inserter line 28 hours after it arrives.
- The job arrived in the system on January 1, 2007 (01/01/2007) at 10:00:00.

Checkpoint/Deadline times	Not adjusted for no-service periods	Adjusted for no-service periods
Checkpoint start:	1/1/07 10:00:00	1/2/07 00:00:00
Planned Prepare:	1/1/07 12:00:00	1/2/07 02:00:00
Planned Print:	1/2/07 10:00:00	1/3/07 00:00:00
SLA deadline	1/2/07 14:00:00	1/3/07 04:00:00

**Checkpoint interval includes a no-service period:** In this example:

- Every Saturday is defined as a no-service period.
- The interval for the Prepare checkpoint is 2 hours.
- The interval for the Print checkpoint is 1 day.
- The checkpoint start time is the time the job arrives in the system.
- To meet its deadline, the job must be ready to be sent to the post office 72 hours after it arrives.
- The job arrived in the system on January 5, 2007 (01/05/2007) at 10:00:00.

 **Note:** January 6, 2007 is a Saturday.

Checkpoint/Deadline times	Not adjusted for no-service periods	Adjusted for no-service periods
Checkpoint start:	1/5/07 10:00:00	1/5/07 10:00:00
Planned Prepare:	1/5/07 12:00:00	1/5/07 12:00:00
Planned Print:	1/6/07 10:00:00	1/7/07 10:00:00
SLA deadline	1/8/07 10:00:00	1/9/07 10:00:00

If you delete a no-service period, checkpoint times and the deadline for jobs that are already in the system do not change, even if they were set using that no-service period. To reset the checkpoints and deadline, you must reprocess the job from the beginning.

Parent topic: [Service policies](#)