



Get to know **Locationless Breaks**.

When a driver is taking a break, we want to make sure the break location is optimal for both the service and the driver's needs. Previously, break locations were either planned for a specific location in advance, or the Via system could choose an optimal location automatically. Now, with **Locationless Breaks**, you can choose to allow drivers to take their breaks at a location that best suits their needs – without needing to drive to a specific location. With this new option, managing driver breaks has never been easier!

How to Use Locationless Breaks:

Adding a Locationless Break from the Ride Plan

When creating or editing shifts in the ride plan, there is a new option in the Break Location dropdown menu called "Locationless break". Selecting this option enables the Locationless break and will allow the driver to take that break from any location. You can still plan a break at a specific location from the dropdown menu or select "Optimized Location" to let the Via system select the optimal break location.

- The Via system optimizes a location by calculating the lowest driving duration, taking into account the previous and next task of the driver

Note: When the Locationless breaks feature is active, we can have "Locationless break" to be the default option when creating a break in the Ride Plan, instead of "Optimized". Please submit a zendesk ticket and the Via team can make this change for you!

The screenshot shows a 'Create new shift' dialog box with three tabs: 'Schedule', 'Shift details', and 'Resources'. The 'Schedule' tab is active. It contains fields for 'Start date' (29/08/2023) and 'Time' (08:00 am to 09:00 am). Below these is a 'Break 1' section with 'Start time' (08:00 am) and 'End time' (08:40 am). The 'Break Location' dropdown menu is open, showing 'Locationless break' as the selected option. Other options include 'Optimized location' and a section titled 'BREAK AT SPECIFIC LOCATION' with three entries: 'Autocars Sales-Lentz - Mierscherstrooss', 'Car & Bus - Rue de la Cimenterie', and 'Elisabeth - Am Klouschter Centre pour personnes handicapées'. At the bottom of the dialog, there is a 'Close' button and a 'Create' button.

Planning a Locationless Break from the ride plan



Adding a Locationless break from Shift Upload:

If you normally upload your shifts using the importer tool in the Ride Plan or Shift Manager, you will plan breaks using the same format as before with a few changes. When defining the break time and location, you can use the following to specify the break location:

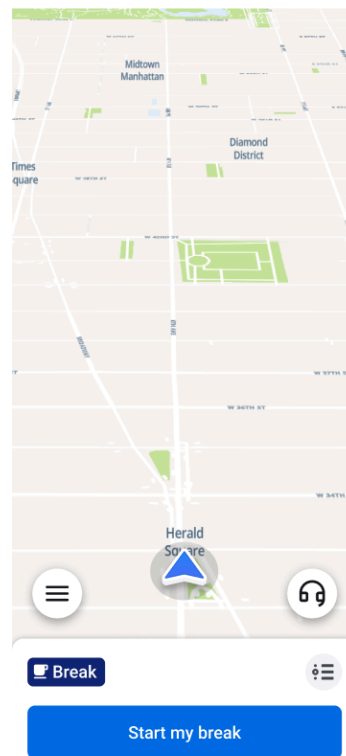
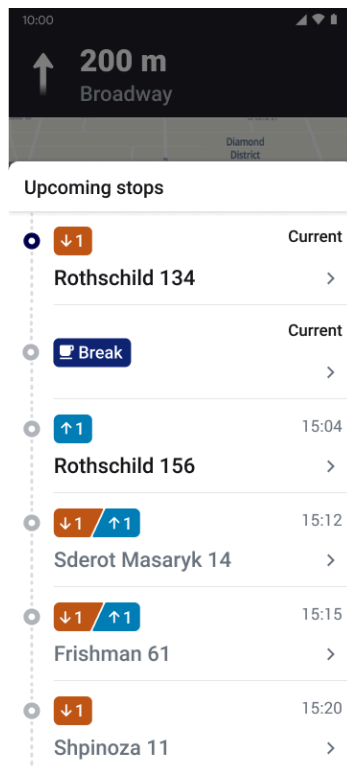
To use **Locationless Breaks**, set the break location to **"LOCATIONLESS"**

To let the Via system choose an **Optimized Location** from your list of break terminals, you leave the break location empty:

If you want to plan a **specific location** for your driver breaks, set the break location to **the name of the break terminal** you want to use.

What it looks like:

In the **driver app**, a locationless break will only display the time. There will be no location listed on the manifest or map.



Left: Locationless break on the manifest – Right: Starting a locationless break



Ride Plan

On the ride plan, you'll just see the time when a break is a Locationless Break.

Break • Terrie Elliott
Prescheduled break
☕ 09:55 AM - 10:25 AM
☕ Requested Time: 09:30 AM
⌚ Duration: 30min
⌚ Window: 09:00 AM - 10:30 AM

Break • Terrie Elliott
Prescheduled break
☕ 09:55 AM - 10:25 AM
📍 Jack In The Box, West Norfolk
🔗 Optimized location
☕ Requested Time: 09:30 AM
⌚ Duration: 30min
⌚ Window: 09:00 AM - 10:30 AM

Break • Terrie Elliott
Prescheduled break
☕ 09:55 AM - 10:25 AM
📍 Jack In The Box, West Norfolk
☕ Requested Time: 09:30 AM
⌚ Duration: 30min
⌚ Window: 09:00 AM - 10:30 AM

Left: Locationless Break – Middle: Optimized Location – Right: Break at Specific Location

Next Steps

We'll start rolling out the Locationless Breaks within the next few weeks. We value your feedback as we work to build the best product for your needs, so feel free to share suggestions on how to improve this feature as your team starts using it.