

Why Aren't My Business Holidays Being Skipped?

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When a day you've added still shows up as a working day, it's almost always one of four things — the rule's counting method, when Pipeline calculated the date, the year you saved the holiday under, or a save that didn't take. Here's how to tell them apart.

A Task Is Still Due on a Day You Added

Two causes look identical from the transaction. First, the task's rule may not be counting business days at all: a plain Calendar Days rule counts straight through your holidays by design. Second, the due date may be older than the holiday — a date calculated before the day went on the list keeps the answer it was given, because the list only changes calculations made from that point on.

Fix: Open the task's due date rule and check its counting method. If it's already set to Business Days or Calendar Days (due Business Day), the date predates the holiday; adjust it on the transaction. New transactions receiving that checklist calculate correctly.

Business Days Are Counting Like Calendar Days

If a Business Days rule seems to be ignoring your closed days entirely, check whether the list has any holidays on it at all. Pipeline excludes weekends automatically, so a rule can look correct on a Monday-to-Friday stretch and still be running against an empty holiday list.

Fix: Ask your master admin to open the Business Holidays page and confirm the year you're working in actually has dates in it. Only the master admin can see and change that list.

A Due Date Moved a Day Later Than You Expected

This one usually isn't a fault. A holiday sitting inside the counted stretch pushes the result out, and a Calendar Days (due Business Day) rule deliberately nudges a date forward when it lands on a closed day. What looks like an off-by-one error is normally the holiday doing exactly what it's there for.

Fix: Count the stretch against the holiday list for that year. If the extra day matches a holiday you've saved, the calculation is right — and if you'd rather it didn't shift, change that rule to plain Calendar Days.

The Date Saved Under the Wrong Year

The Business Holidays page holds one year at a time, and the year selector at the top governs whatever you type below it. Enter a date without checking that selector and the holiday lands in a year you didn't mean, where it quietly affects nothing.

Fix: Set the year first, then enter the holiday's name and date, then save. Switch the selector back through the other years to confirm nothing stray is sitting in them.

Saving the Page Returns a Duplicate Error

Occasionally the page rejects a save as a duplicate when nothing on screen is duplicated. It's a known glitch rather than anything you've done wrong, and it tends to appear when you edit and save several entries together.

Fix: Enter one holiday and save, then the next and save, rather than filling in the whole list and saving once. If it keeps rejecting the save, send us the year and the holiday you're trying to add.

Learn More

Tell Pipeline which days your office is closed, and business-day due dates step right over them.

See [Business Holidays](#)

Still Have Questions?

Still stuck after checking the above? Email us at help@paperlesspipeline.com, tell us the year and the holiday involved, and we'll take a look.
