



INDITION COMMERCE

Staff Scheduling

FAQ — answers to the questions people ask most about Staff Scheduling.



POWERED BY AI

Version V1.0 · October 2026



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Straight answers to what managers and staff ask before and after they start scheduling in Indition. For step-by-step instructions see the *User Manual*; for switching it on and choosing how it works, the *Setup Guide*.

 Wherever you see this mark, the answer is about an AI feature.

The basics

What is Staff Scheduling?

The weekly staff schedule that goes with the Indition Time Clock. You build each location's week on one board, publish it, and your staff are told their shifts. The time clock then knows who is due in, and Schedule vs. Actual shows how the week really went.

Who can be scheduled?

Everyone who can clock in on Time Clock > Employees, at the locations they are assigned to. Admins are never listed. To add someone, add them on Time Clock > Employees.

Do I have to set up positions and coverage first?

No. The schedule works the moment it is switched on. Positions colour the board and warn you when someone is put on work they don't do; coverage targets show where you are short and let Fill Open Slots make the shifts.

Can I schedule more than one location?

Yes. Each location has its own week. Someone who works at two locations has their hours and overtime counted across both, and sees their shifts at other locations greyed on each board.

Publishing

When do my staff see a change?

When you publish. Until then the board is your draft: add, move and remove shifts as often as you like. Shifts staff have never been told about are dashed; changed shifts carry an amber tag.

Who is told when I publish?

Only the people whose shifts changed, and each is told only what changed for them: new shifts, changed shifts, shifts that are no longer theirs and removed shifts. They are told in their inbox on My Schedule and in the app, by email, and by text if you switch texts on.

Can I publish again?

As often as you like. Each publish tells people only about what changed since the last one.

Can I print the schedule?

Yes: Actions > Download the published week as a PDF gives a one-page week for the break room. Drafts are never printed.

Building the week

Does the schedule stop me from double-booking someone?

It warns you and asks before saving, but never stops you. Warnings cover double-booking at any location, time off, times they can't work, positions, locations, their hour limits, overtime and any labor rules you switched on.

What does Fill Open Slots do?

It puts someone on each open shift, but only where that raises no warning at all for them. It shares hours fairly and prefers people who said they would like those hours. It can first turn coverage gaps into open shifts. Nothing is published.

How do I reuse a week?

Copy any of the last 8 weeks with Actions > Copy another week, or save a week as a template and apply it to any week.

Where does the labor cost come from?

From each person's hourly rate on Time Clock > Employees, with your Time Clock's own overtime rules. Only people with the Time Clock Payroll role see money; it is an estimate before taxes and benefits.

AI

What does the AI Schedule Assistant do?

It drafts a location's week as draft shifts on the board, from availability, time off, positions, hour limits, coverage targets, register sales by hour and the week's classes, plus anything you tell it. You check, change and publish.

Does the AI see my staff's names or pay?

No. People are sent as S1, S2 and so on, with their positions, limits, availability and time off — never their names, email addresses, phone numbers or pay. Sales are sent as hourly totals.

Can the AI publish the schedule?

No. Everything it drafts stays on the board, marked "AI draft", until a manager publishes the week.

What if the AI suggests something wrong?

Every proposal is checked like a shift you add. Shifts that would double-book someone or fall in their time off or a time they can't work are left out and listed in the answer. Other warnings are kept and counted for you to check.

How do I switch it on, and what does it cost?

An administrator switches on "Drafting a week of the staff schedule" in AI Settings, under Where staff can use AI. Each draft counts toward your website's AI usage and spending limits there.

Your staff

How do staff see their schedule?

On My Schedule on the web, signing in with the username and password they use for the admin or the register, and in the Time Clock app. They can also add a private calendar link to Google, Apple or Outlook calendar.

Can staff swap shifts?

Yes, when Staff Can Swap and Give Away Shifts is on. They ask a co-worker, the co-worker says yes, and a manager approves unless you switched approval off. They can also give a shift away to anyone who can work it.

Can staff say when they can't work?

Yes. Their weekly can't-work and would-like times count straight away: the board warns about any shift that clashes, and their managers are emailed with any shifts they are already on that now clash.

Can staff ask for time off?

Yes, with the notice you set (7 days by default). You approve or deny it on Time Off & Swaps, and they are told either way.

Do staff need the app?

No. My Schedule works in any browser. The app adds their next shift on its home screen and works where clocking in with a phone is switched off.

The time clock and POS

What happens if someone clocks in early or when they are not scheduled?

What Scheduling Settings say: let them, ask "Clock in anyway?" and show it on their timesheet, or stop them and ask them to see a manager. This applies at the station and in the app.

Does the schedule affect signing in to the POS?

No. A POS sign-in is never questioned or stopped by the schedule. If Time Clock's "Signing In to the Register Clocks You In" is on, signing in to the register starts their shift as usual.

How does POS help the schedule?

A cashier's POS stores become the locations they can be scheduled at, and the AI Schedule Assistant uses your typical register sales by hour to see when you are busy.

Will I know when someone does not turn up?

Yes, when late alerts are on: the managers of that location are emailed once when someone has not clocked in a while after their shift started, and once if the shift ends with no clock-in.

How do I see how the week went?

Schedule vs. Actual lists every published shift beside what the time clock recorded, with late arrivals, no-shows, clock-ins with no shift, and the variance in hours.

Setup

Why can't I see the Schedule in the menu?

Staff Scheduling is switched off, or the time clock is. An administrator turns it on in Time Clock > Scheduling Settings.

Do I need POS, In-Store Pickup or Education?

No. Each adds information — store hours, register sales, classes — and the schedule works without them.

Can texts be turned off for one person?

Yes: switch off Allow schedule texts for them on Staff & Positions.