



INDITION COMMERCE

Staff Scheduling

User Manual — build each location's week, publish it to your staff, let them pick up and swap shifts, and see how the schedule compared with what was worked.



POWERED BY AI

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Staff Scheduling turns the people on your time clock into a weekly schedule for every location. Build the week on one board, check it against your coverage targets, hour limits and labor rules, and publish it: each person is told exactly what changed for them, by inbox, email or text. Your staff see their shifts on My Schedule and in the Time Clock app, pick up open shifts, swap, ask for time off and say when they can't work. The time clock then knows who is due in, and Schedule vs. Actual shows how the week really went. This manual covers every screen, every setting a manager touches day to day, and what each message means.



Wherever you see this mark, AI does the work for you. You stay in control: the AI Schedule Assistant only ever drafts shifts on the board for you to check, it is switched on separately in AI Settings, and every step can also be done by hand.

1. Getting started

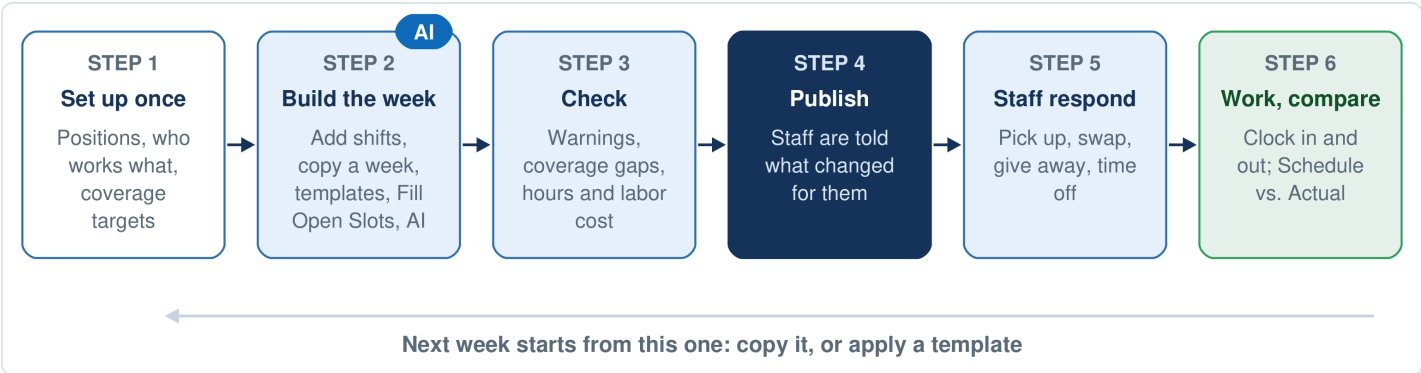
1.1 What Staff Scheduling does

Staff Scheduling is the schedule that goes with your Indition Time Clock. Everyone who can clock in at a location can be put on that location's schedule. You build a week on the **Schedule** board, publish it, and from then on your staff, the time clock and your reports all work from the same published week.

It replaces the spreadsheet on the office computer, the paper on the break-room wall and the group text that says "who can cover Saturday?". Shifts, open shifts, swaps, time off and the times people can't work all live in one place, and nobody is told about a change until you publish it.

1.2 How a week works

Almost every week follows the same rhythm. You set things up once, then build, check and publish each week; your staff respond, and the time clock records what really happened.



The weekly rhythm. Set up once, then build, check and publish each week. Next week starts from this one: copy it or apply a template.

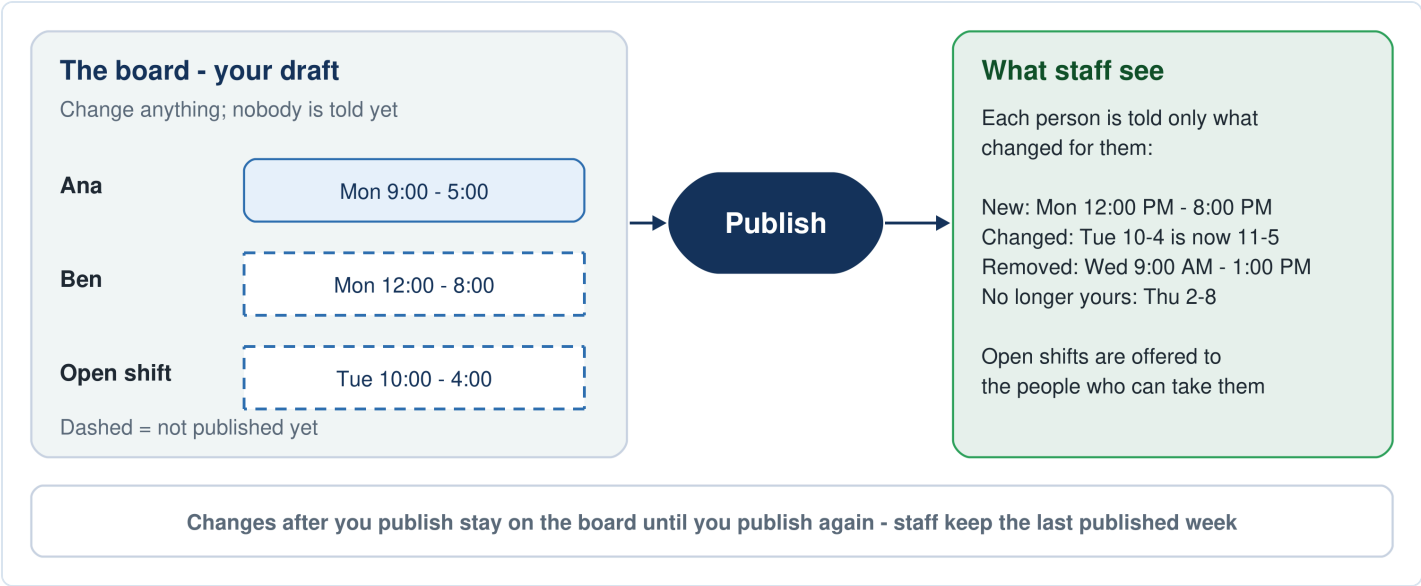
The rhythm

STEP	WHERE	WHAT YOU DO
Set up once	Staff & Positions	Add positions, say who works what, set coverage targets
Build the week	Schedule	Add shifts, copy a week, apply a template, Fill Open Slots, or ask the AI Schedule Assistant
Check	Schedule	Read the warnings, the coverage gaps, the hours and the labor cost
Publish	Schedule	Staff are told what changed for them
Staff respond	Time Off & Swaps	Approve pick-ups, swaps and time off

STEP	WHERE	WHAT YOU DO
Work and compare	Schedule vs. Actual	See who was late, who did not come in and how the hours compared

1.3 Your draft and what staff see

The idea worth absorbing first is that the board is your **draft**. You can add, move and remove shifts as often as you like and nobody is told. Staff see the **published** week: the week as it was the last time you pressed Publish. When you publish, each person whose shifts changed is told what changed for them, and nobody else is bothered.



Your draft and the published week. Changes stay on the board until you publish. Staff keep seeing the last published week until then.

On the board you can tell the two apart at a glance:

- A shift staff have never been told about has a **dashed** outline and a **Not published** tag.
- A published shift you have changed since carries an amber **Changed** tag.
- A published shift you have removed is faded with its time struck through, and stays until you publish, so the person can be told it is gone.
- A published shift with no tag is exactly what staff see.

1.4 Where to find it

Staff Scheduling lives in the **Time Clock** menu of the admin. Once it is switched on, the menu gains these entries:

The menu

MENU ENTRY	WHAT IT IS FOR
Schedule	The week board: build, check and publish
Time Off & Swaps	Time off requests, and swaps, give-aways and open-shift pick-ups waiting for you
Staff & Positions	Who works what, hour limits, when people can't work, positions and coverage targets
Schedule vs. Actual	The published schedule against the time clock
Scheduling Settings	How scheduling works on your website

Every scheduling screen also has the same row of tabs along the top — **Schedule**, **Staff & Coverage**, **Time Off & Swaps**, **Schedule vs. Actual** and **Settings** — so you can move between them in one click. Each screen's buttons sit at the right of its title bar, with the **Actions** menu always right-most.

1.5 Who can do what

Staff Scheduling uses the Time Clock roles you already give people in **Manage Permissions**. It adds no roles of its own.

Roles

ROLE	WHAT THEY CAN DO
Time Clock Manager	Build and publish schedules, manage staff, positions and coverage, decide time off and swaps, read Schedule vs. Actual
Time Clock Payroll	Read Schedule vs. Actual, and see labor cost and budgets wherever they appear
Time Clock Admin	Everything above, plus Scheduling Settings

Pay is shown only to people with the Time Clock Payroll role (Time Clock Admins and Admins have it too). Everyone who can see the board sees hours and overtime; only payroll sees money.

1.6 AI built in

A WHOLE WEEK DRAFTED FROM WHAT YOU ALREADY KNOW

Ask for a week. Get draft shifts you can check.

The AI Schedule Assistant drafts the week's shifts for a location from what Staff Scheduling already knows: who can work which positions, their hour limits, the times they can't or would like to work, their time off, your coverage targets, your store hours, your recent register sales by hour and the classes on your calendar that week. Add a sentence of your own — "Saturday is our fall sale" — and it takes that into account.

Your staff are sent as S1, S2 and so on — never their names, email addresses or pay. Every shift it proposes is checked like one you add yourself, and what comes back is a set of draft shifts on the board, each with its reason. Nothing is published until you publish.

You find it on the Schedule, under **Actions > AI Schedule Assistant....** Chapter 3.9 shows how to use it.

2. Setting up

Staff Scheduling works the moment it is switched on: everyone on **Time Clock > Employees** can be scheduled. The setup in this chapter makes the board smarter — it colours shifts by position, warns when someone is put on work they don't do, and shows where you are short.

The **Staff** tab shows a **Getting started** panel with these steps and a tick for each one you have done. It disappears once you have at least one position and one person with a position, or when you choose **Hide these steps**.

2.1 Positions

A position is a job people are scheduled for — Sales floor, Educator, Service tech, Manager. Each has a colour on the board.

1. Open **Time Clock > Staff & Positions** and choose the **Positions** tab.
2. Choose **+ Add a position** in the title bar (or in the "No positions yet" box the first time).
3. Type the **Name**, for example "Sales floor".
4. Pick a **Colour**. The preview card shows how its shifts will look.
5. Under **Where**, keep **Every location**, or choose the one location that has this job.
6. Leave **In use** on, and choose **Save position**.

The table lists each position with where it is, **Who can work it** ("3 eligible: Ana, Ben, Chris"), its upcoming shifts and whether it is in use. A position that is switched off is no longer offered for new shifts; shifts that already have it keep it.

To delete a position, open it and choose **Delete this position...**, then click again to confirm. A position that is already on shifts is switched off instead of deleted, so your history stays intact.

2.2 Who works what

The **Staff** tab lists everyone who can be scheduled — everyone who can clock in, never Admins. You add people, switch them off and change their locations on **Time Clock > Employees**; this tab is where you tell the schedule about each person.

The Staff list

COLUMN	WHAT IT SHOWS
Name	Name and email; "Under 18" when marked; "no texts" when they turned schedule texts off
Positions	The positions they can work, with "(main)" on their main one; "Any position" when none are set
Locations	Where they work; "Any location" when none are set

COLUMN	WHAT IT SHOWS
Hour limits	"Up to 32h a week, 8h a day", or "No limit"
Can't work / would like	Their weekly times, or "Any time"

Every column has a filter in the grid, so you can list, for example, everyone with no position set, or everyone with a limit. Tick people and use **Actions** to export them, or to set their positions in one go:

1. Tick the people in the list.
2. Choose **Actions > Set positions for selected**.
3. Pick the **Positions**.
4. Choose **Keep them, and add these**, or **Replace them with these**.
5. Choose **Save**.

To change one person, choose **Edit** on their row. The dialog holds everything the schedule needs to know about them:

The person dialog

FIELD	WHAT IT DOES
Positions they can work	Any position , or Specific positions only with the allowed positions
Their main position	Fill Open Slots and the AI Schedule Assistant try it first
Most hours a week / a day	Their own limits, such as 32 a week or 7.5 a day; empty for none
Under 18	The under-18 limits in Scheduling Settings apply to them
Allow schedule texts	Whether they are texted when texts are switched on
When they can't work, or would like to	Weekly rows: a day, "Can't work" or "Would like to work", and times, or all day
Notes for managers	For example: school until 3 on weekdays

The schedule never stops you from putting someone on a shift that goes against any of this. It warns you, and asks before saving.

Everyone is available any time until they say otherwise. When **Staff Can Say When They Can't Work** is on in Scheduling Settings, your staff set their own weekly times on My Schedule and in the Time Clock app, and you are emailed when they change them.

2.3 Coverage: how many people you need

Coverage targets tell the schedule how many people each location needs, and when. With them, the board shows where you are short, and Fill Open Slots can make the shifts and fill them. Coverage is optional.

Open **Time Clock > Staff & Positions** and choose the **Coverage** tab. The first time, it asks one question:

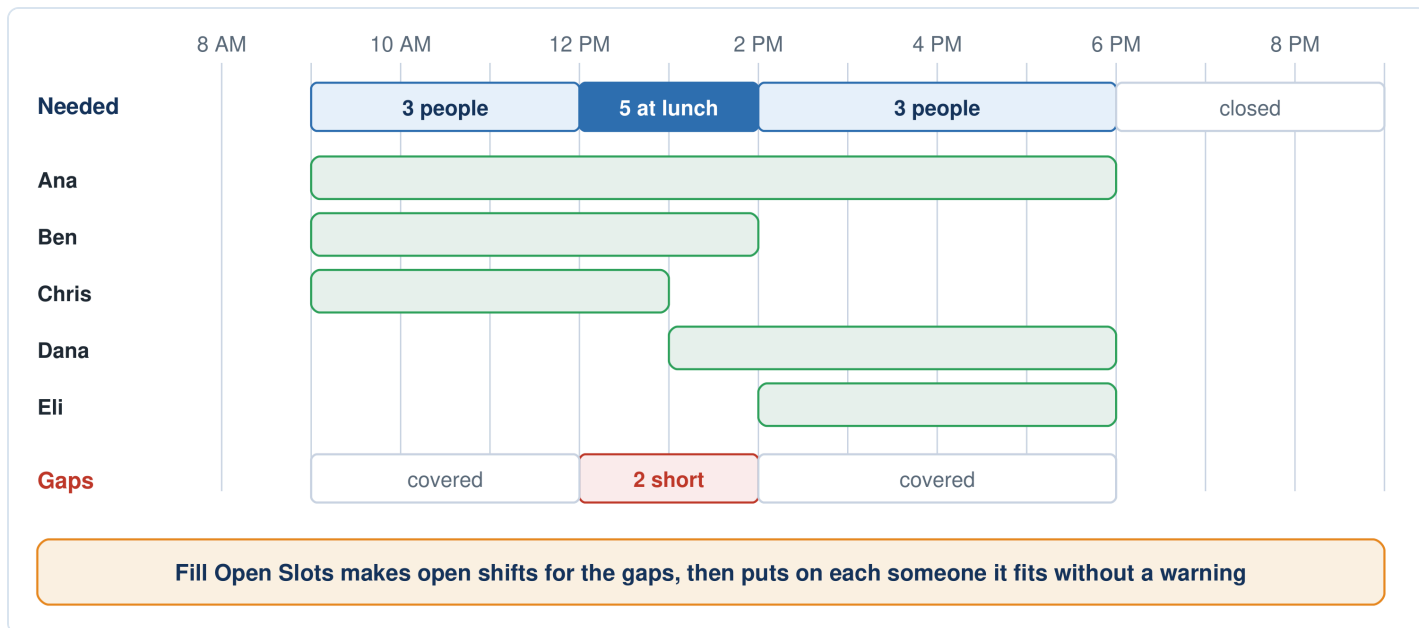
1. Under **How many people do you need?**, type how many people you need **Monday to Friday**, and the hours.
2. Do the same for **Saturday and Sunday**. Put 0 for days you are closed.
3. Choose **Set up my week**.

When the store hours are known (from In-Store Pickup), the times start as your store hours. From then on, **Your usual week** lists each day, and you change any day on its own:

1. Choose **Change** on the day.
2. Under **When people are needed**, set the people and the hours. Add another time for a day with a break, like 9 to 12 and then 5 to 9.
3. Under **Busier or quieter times**, add part of the day that needs a different number — 5 at lunch, or 2 first thing. The number replaces the day's while it lasts.
4. Under **Of those, people on a position**, add a position need, such as at least 2 Educators. Leave its times on **All day** for whenever people are needed that day.
5. Under **Use the same for**, pick other days that should get exactly this day's hours and numbers.
6. Check the **Total people needed throughout the day** preview, and choose **Save**.

Position needs are part of the day's total, not added to it: "5 people, of those 2 Educators" is five people. To give several days the same hours in one go, use **Change several days**.

Special days are dates that are not like the usual week — a holiday you are closed, or a sale that needs more people. Choose **+ Add a special day**, pick the date, give it a name such as "Black Friday", and either switch **People needed this day** off (closed) or give it its own numbers. On that date it takes the usual week's place, and the board shows its name above the day. Remove it and the day goes back to the usual week.



Coverage against shifts. The schedule checks every 15 minutes against the targets. Here lunch needs 5 and only 3 are on, so the board shows "2 more 12p–2p".

3. Building the week

3.1 The Schedule board

Open **Time Clock > Schedule**. The board shows one location's week: people down the side, days across, and an **Open shifts** row at the bottom for shifts nobody has yet.

Above the grid:

- **Location** and **Week containing** choose what you see, and **< Previous, This week** and **Next >** move a week at a time. The board remembers the last location you looked at.
- The tiles show **Scheduled hours, Open shifts, Scheduling warnings** and **Unpublished changes**. Click Open shifts, Scheduling warnings or Unpublished changes to show only those; click again for everything.
- **In overtime** appears when someone's scheduled week reaches overtime, **Coverage gaps** when this location has coverage targets, and, for payroll, **Projected labor** with the weekly budget.
- **Find staff, Scheduled position** and **Show** filter the grid; **Clear filters** shows everything again. The totals always cover the whole week.

Each day's header shows the date, the store hours ("Open 10a–6p") when In-Store Pickup knows them, a special day's name, and a chip for every coverage gap, such as "2 more Educator 10a–2p".

In each row you also see what limits that person: "Time off", "Time off asked for", "Can't work 5p–9p", "Prefers 9a–1p", and their shifts at other locations, greyed. The **Week** column totals their hours, all locations included, and shows an **Overtime** pill or **Over their limit** in red when it applies.

3.2 Adding a shift

1. Choose **+ Add** in the person's day, or **+ Add shift** in the title bar for an open shift.
2. Check **Who** and **Day**. Choose "Open shift - anyone who can work it" to leave it unassigned.
3. Set **Starts** and **Ends**, in 15-minute steps. An end earlier than the start runs past midnight.
4. Choose an **Unpaid break** if there is one.
5. Choose the **Position**.
6. To repeat it, choose how many weeks under **Also add it to the next**.
7. Add a **Note for the person** if they need one, such as "open the store".
8. Check the line under the fields — it shows the paid hours, when the shift ends and, for repeats, every date — and choose **Add shift**.

A shift has to be at least 15 minutes and at most 16 hours; for a longer day, add two shifts. Repeats skip weeks where the person already works then. Every new shift is a draft until you publish.

3.3 Warnings

When a shift goes against something the schedule knows, it tells you before saving: "Check this before saving - 2 things to look at." Read the list, then choose **Save anyway** or change the shift. Warnings never stop you, and the

shift's card shows a red count until the problem is gone.

Warnings

WARNING	WHEN
Double-booked	They already work then, at any location
Time off	They have approved time off then, or have asked for it
Can't work then	Their weekly availability says they can't
Position	They are not set up for this position
Location	They are not assigned to this location
Weekly limit / Daily limit	It goes over their own hour limit
Overtime	It crosses the overtime line set in Time Clock > Settings
Short rest, Long day, Long week, Under 18	A labor rule you switched on in Scheduling Settings

Week and day totals include shifts at every location, and a shift counts toward the day it starts.

3.4 Moving, copying and removing

- **Move** a shift by dragging its card to another day or person. Drop it on the **Open shifts** row to make it an open shift.
- **Copy** it by holding Ctrl (⌘ on a Mac) while you drop it.
- If the move raises warnings, you are asked: **Move anyway** or **Cancel**.
- **Change** a shift by clicking its card.
- **Remove** it with **Remove this shift...** in its dialog. A shift staff were never told about is simply deleted. A published one stays on the board, marked removed, until you publish — then the person is told it is gone. Changed your mind? **Keep this shift after all**.
- **History** in the shift's dialog lists every change, oldest first, with who made it.

3.5 Copy another week

Choose **Actions > Copy another week...**, pick a week from the last eight, and choose **Copy shifts**. Its shifts are added to this week on the same days at the same times, as drafts. Anyone already working then is skipped, and the message names them.

3.6 Templates

A template is a saved week you can put on any week in one step — "Regular week", "Holiday week".

1. Build a week you will want again.
2. Choose **Actions > Templates...**
3. Under **Save this week as a new template**, type a name and choose **Save template**.

To use it, open **Templates...** on any week, choose it under **Put a template on this week**, and choose **Add its shifts**. Keep **With the same people** on to schedule the same people; switch it off and every shift goes on as an open shift for you to fill. A person who already works at that time gets an open shift instead, and the message says so.

3.7 Clear this week

Actions > Clear this week... takes every shift off the board. Shifts staff were never told about are deleted; published ones are marked removed, and staff are told when you publish.

3.8 Fill Open Slots

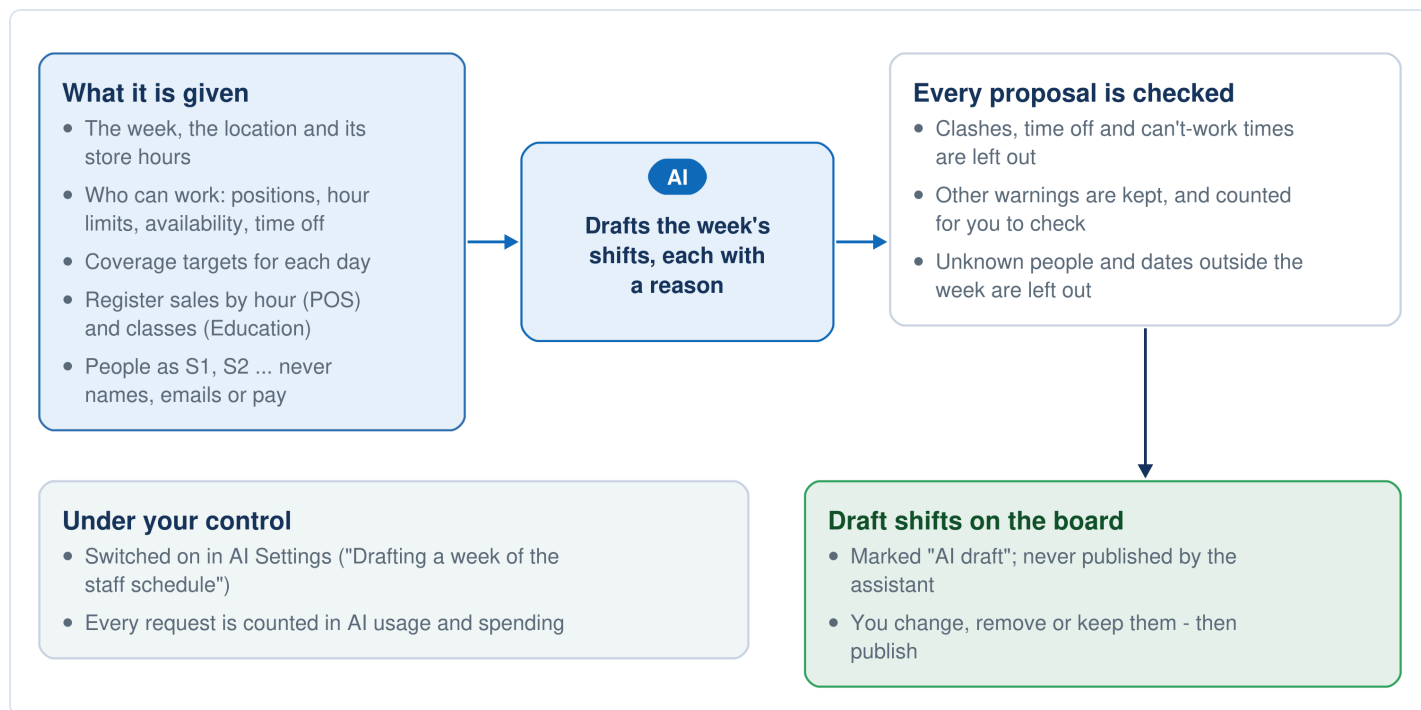
Fill Open Slots puts someone on each open shift — but only where it raises no warning at all for them: no double-booking, time off, can't-work time, position, location, hour limit, overtime or labor rule. Hours are shared fairly: people who said they would like those hours come first, then people for whom it is their main position, then whoever has the fewest hours that week.

1. Choose **Actions > Fill open slots...**
2. Keep **First make open shifts for the coverage gaps** on to turn the gaps into open shifts first. It needs coverage targets for this location.
3. Choose **Fill open slots**.

The answer says how many open shifts it made, who it put where, and how many are still open because nobody could take them without a warning. Shifts it makes from coverage are at least 3 hours long, get a 30-minute break from 6 hours, and carry the note "Made from a coverage target". Nothing is published.

3.9 The AI Schedule Assistant

The AI Schedule Assistant drafts the week for you. It is the fastest way to a first draft of a busy week, and everything it does lands on the board for you to check.



What the AI Schedule Assistant is given, and what comes back. Your staff are sent as S1, S2 and so on. Every proposal is checked before it reaches the board, and nothing is published until you publish.

1. Choose the location and week on the Schedule.
2. Choose **Actions > AI Schedule Assistant....**
3. Under **Anything it should know?**, add a sentence if it helps — "Saturday is our fall sale - we need extra help on the floor".
4. Choose **Draft the week**. It can take a minute.
5. Read the answer, then check the draft shifts: their cards say **AI draft**, and each carries the assistant's reason as its note.
6. Change, remove or keep them, and publish when the week is right.

What it uses

WHAT	WHERE IT COMES FROM
Positions, main positions, hour limits, under 18	Staff & Positions
Can't-work and would-like times, time off	Staff & Positions, and what staff set themselves
Shifts they already have, including other locations	The board
Coverage targets and special days	Staff & Positions > Coverage
Store hours	In-Store Pickup
Typical register sales by hour, over the last six weeks	POS

WHAT	WHERE IT COMES FROM
The week's classes	Education
When weekly overtime starts	Time Clock > Settings

Proposals that would double-book someone, fall in their time off or in a time they can't work are left out, and the answer lists them. Other warnings are kept and counted — "2 carry a warning - check them". Open shifts it suggests go on the Open shifts row.

The assistant only appears when an administrator has switched on **Drafting a week of the staff schedule** in **AI Settings**, under "Where staff can use AI", and you have permission to use AI. Until then, the dialog says what is missing. Each draft counts toward your website's AI usage and spending limits in AI Settings.

3.10 Hours, overtime and labor cost

The board forecasts each person's week with your Time Clock's own rules — the same rounding, daily and weekly overtime and double time that Time Clock uses for payroll — as if every shift were worked exactly as scheduled. Unpaid breaks are taken off.

People with the Time Clock Payroll role also see money: **Projected labor** for the location, each person's cost in the Week column, and the week against its budget. Cost uses each person's hourly rate from **Time Clock > Employees**, overtime at 1.5 times and double time at 2 times, before taxes and benefits. People with no rate are listed as missing rather than counted as zero.

To set a budget, choose **Actions > Weekly labor budget...**, type the amount, and choose **Save budget**. The labor tile turns amber when the week goes over it.

4. Publishing

4.1 Publish the week

When the week is right:

1. Choose **Publish** in the title bar. It shows how many changes are waiting, such as "Publish 12 changes"; with nothing waiting it is greyed out.
2. Read the list: each line is **New**, **Changed** or **Removed**, with who and when.
3. Choose **Publish and tell staff**.

Staff see the changes straight away. Each person whose shifts changed is told what changed for them, in one message for the week:

- **New:** a shift that is now theirs.
- **Changed:** a shift whose time, place or position changed — "Tue 10:00 AM – 4:00 PM is now 11:00 AM – 5:00 PM".
- **No longer yours:** a shift that moved to someone else.
- **Removed:** a shift that is gone.

Messages always go to the person's inbox on My Schedule and in the Time Clock app, by email when **Email Staff Their Schedule** is on, and by text when **Text Staff Their Schedule** is on. People whose shifts did not change are not told.

When **Staff Can Pick Up Open Shifts** is on, newly published open shifts are offered to everyone who works at that location, can work that position and is free then.

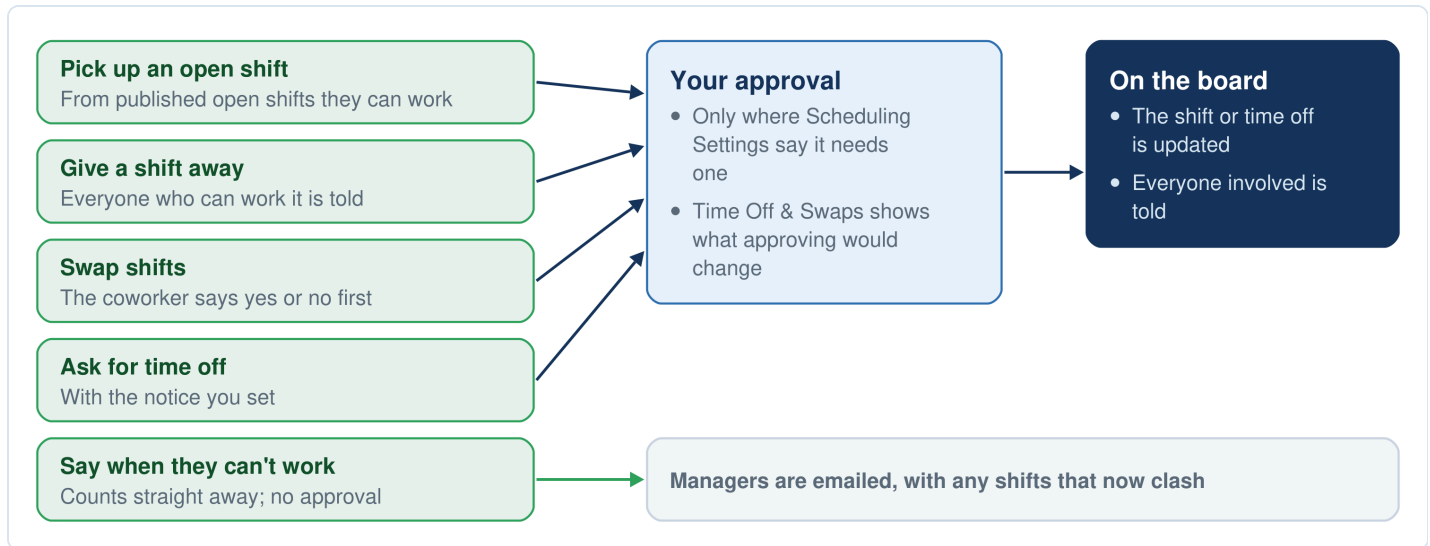
Changes to a published shift that starts soon can be marked as late changes in its history, for cities with predictable-scheduling laws. Switch on **Notice Period for Changes** in Scheduling Settings.

4.2 Print or email the week

- **Actions > Download the published week as a PDF** gives you one landscape page for the break room: everyone's published shifts, the open shifts, and each day's store hours. Drafts are never printed.
- **Actions > Email the published week...** sends the same PDF to any address — yours by default.

5. Time off, swaps and open shifts

Your staff ask for things on My Schedule and in the Time Clock app; you decide on **Time Clock > Time Off & Swaps**. The tabs show how many are waiting for you.



What staff can ask for. Pick-ups, swaps and time off come to you when Scheduling Settings say they need approval. Can't-work times count straight away.

5.1 Time off

The **Time Off** tab lists requests under **Waiting**, **Approved**, **Denied** and **All**. To decide one:

1. Choose **Approve** or **Deny** on its row, or tick several and use **Actions**.
2. When approving, read the check: it lists any shifts the person is scheduled for during the time off.
3. Add a **Note to them** if you like, and choose **Approve** or **Deny**.

They are told either way. Approving time off does not remove or reassign their shifts — change those on the Schedule; the message lists them. Time off that is approved, or still waiting, shows on the board, and anyone scheduled over it gets a warning.

To enter time off someone asked for in person, choose **+ Add approved time off** in the title bar, choose **Who**, the days, **All day** or **Part of one day**, and a reason. Choose **Review time off** to see the shifts it affects, then **Add approved time off**. A manager's entry is approved straight away and does not have to meet the notice period.

To take back approved time off, choose **Cancel it** on its row.

5.2 Swaps, give-aways and open shifts

The **Swaps & Open Shifts** tab shows:

- **Waiting for you** — requests a manager has to approve, with the shift and the person's note.
- **Offered, waiting for a co-worker** — give-aways and swaps nobody has answered yet.
- **Decided lately** — the last 40 outcomes.

The requests

REQUEST	HOW IT WORKS
Picking up an open shift	They ask for a published open shift; you approve
Giving away a shift	Everyone who can work it is told; a co-worker takes it; you approve
Swapping shifts	They ask a co-worker for one of theirs; the co-worker says yes; you approve

To decide, choose **Approve** or **Deny**. Before you approve, the dialog checks both schedules and shows each shift "Now" and "After approval"; it is checked again when you approve. Approving changes the published schedule and the board at once and tells both people. If a shift has changed hands meanwhile, or the new person now clashes, has time off, or is not set up for the position or location, the approval is refused with the reason.

Requests whose shift starts before anyone decides expire on their own. When **A Manager Approves Each Pick-Up** or **A Manager Approves Each Swap** is off in Scheduling Settings, those changes happen straight away.

6. What your staff see

6.1 My Schedule on the web

Your staff open **My Schedule** at your website's /timeclock/StaffSchedule/my/index address and sign in with the username and password they use for the admin or the register. They are signed out after 15 minutes without use. A time clock station never offers this sign-in.

What they see

SECTION	WHAT IT DOES
Your next shift	When and where they work next
Waiting for your answer	Give-aways they can Take and swaps they can answer Yes, swap or No
Your shifts	Their published week, with coworkers ("Also working") when you allow it, and Give away and Swap
Open shifts you can pick up	Published open shifts they can work, with Pick it up
Your swaps and pick-ups	What they asked for, and where it stands
Time off	Their requests, and a form to ask for days or part of a day
Weekly availability	The times they can't, or would like to, work
Put your shifts in your calendar	A private link for Google, Apple or Outlook calendar
Messages	Their inbox of schedule notices

They only ever see published shifts. What they can do follows Scheduling Settings: with **What Staff Can See** set to "Only their own shifts", coworkers are hidden and swaps are not offered; with a switch off, the section says to talk to their manager.

6.2 The Time Clock app

The Time Clock app on their phone shows **My Schedule** on its home screen, with their next shift. In it they can see their week and move between weeks, pick up open shifts, give away and swap shifts, answer offers, ask for whole days off, set the times they can't work and read their messages.

When **Staff See Their Schedule Online** is on, staff can sign in to the app to see their schedule even where clocking in with a phone is switched off — the app then says to clock in at the station.

6.3 The calendar feed

From **Put your shifts in your calendar** on My Schedule, staff copy a private link into Google Calendar, Apple Calendar or Outlook. It shows their own published shifts, from 30 days back to 90 days ahead, and keeps itself up to date. **Make a new link** stops the old one working.

7. The time clock and the schedule

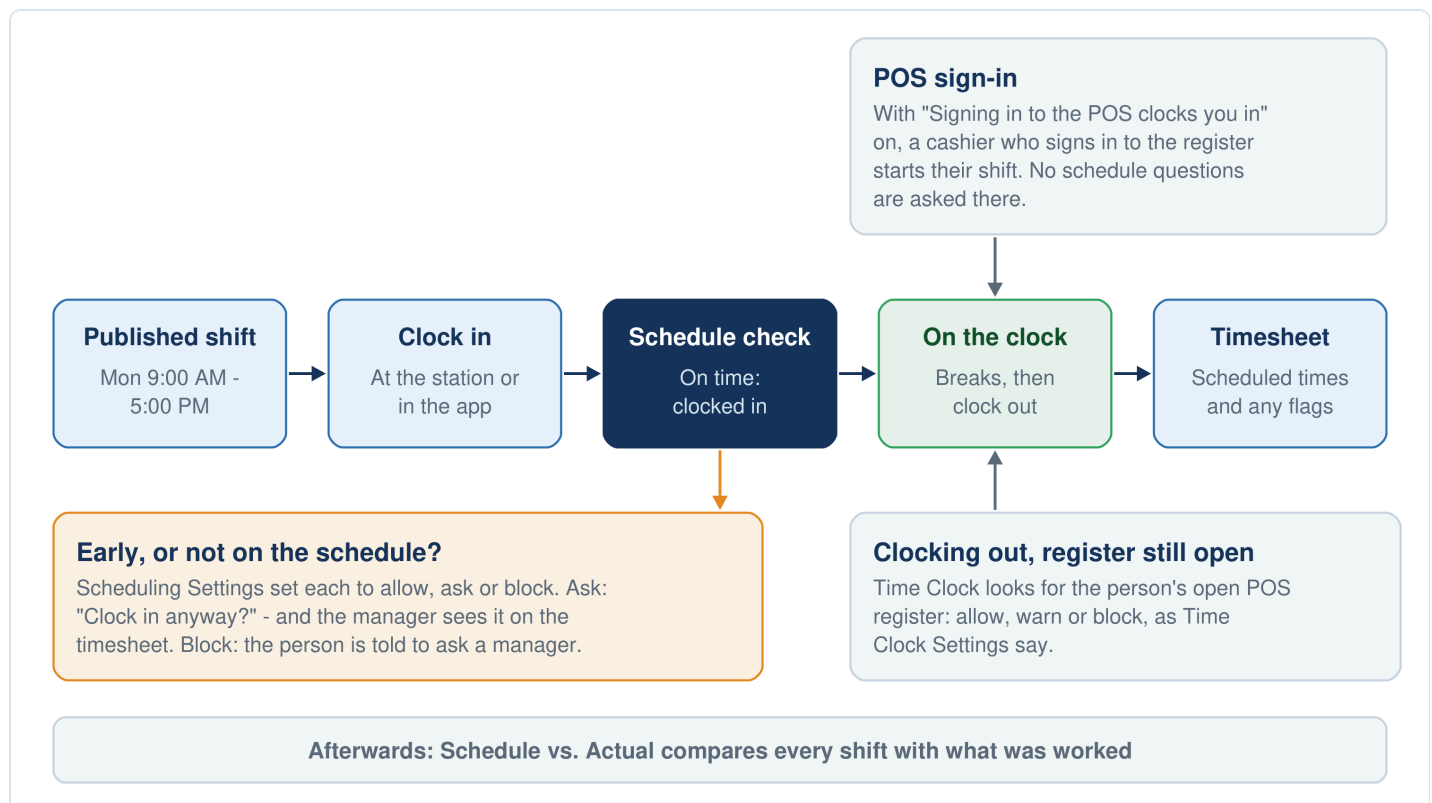
7.1 Clocking in

Once a week is published, the time clock knows who is due in. When someone clocks in at a station or in the app:

- During their shift, or within the early window before it, they clock in as normal.
- Earlier than that, or with no shift at that time, the time clock does what Scheduling Settings say: let them, ask "Clock in anyway?", or stop them and tell them to ask a manager.
- If they were asked and went ahead, their timesheet shows it.

The station and the app also show each person their next shift — "Your next shift: Tomorrow 09:30 AM – 06:00 PM · Main Street".

7.2 Where POS comes in



From the published shift to the timesheet. A cashier who signs in to the register can be clocked in by it, and Time Clock checks for an open register at clock-out.

POS and Time Clock work together, and Staff Scheduling builds on both:

- When **Signing In to the Register Clocks You In** is on in Time Clock Settings, a cashier who signs in to POS starts their shift at that register's location. The schedule never stops or questions a POS sign-in.
- When someone clocks out with their POS register still open, Time Clock warns them, or stops them, as Time Clock Settings say.

- A cashier's POS stores become their Time Clock locations, which are the locations they can be scheduled at.
- The AI Schedule Assistant reads your typical register sales by hour, so it knows when you are busy.

7.3 Timesheets

On **Time Clock > Timesheets**, each clock-in shows the shift it belongs to — "Scheduled 09:30 AM – 06:00 PM" — and any flags: **Late**, **In early**, **Left early**, **Stayed past** or **Not on the schedule**. Someone who clocks out and back in is judged as one attendance: arriving on their first clock-in, leaving on their last.

7.4 Late and no-show alerts

When **Tell Managers When Someone Has Not Clocked In** is on, the schedule checks every few minutes for published shifts that started a while ago with no clock-in, and emails the managers in **Managers Who Are Told** — once when someone is late, and once if the shift ends with no clock-in at all. Managers assigned to locations hear only about their own.

8. Schedule vs. Actual

Time Clock > Schedule vs. Actual puts the published schedule beside what the time clock recorded, for a location and dates you choose (up to 93 days; this week by default).

1. Choose the **Location**, **From** and **To**, or **Jump to: this week · last week**.
2. Narrow it with **Employee** and **Status — Needs review** shows only what needs your eye.
3. Choose **Show**.

The tiles add up the scheduled and worked hours, the late arrivals, the no-shows and the clock-ins with no shift; click one to see those rows. Payroll also sees scheduled and worked labor cost.

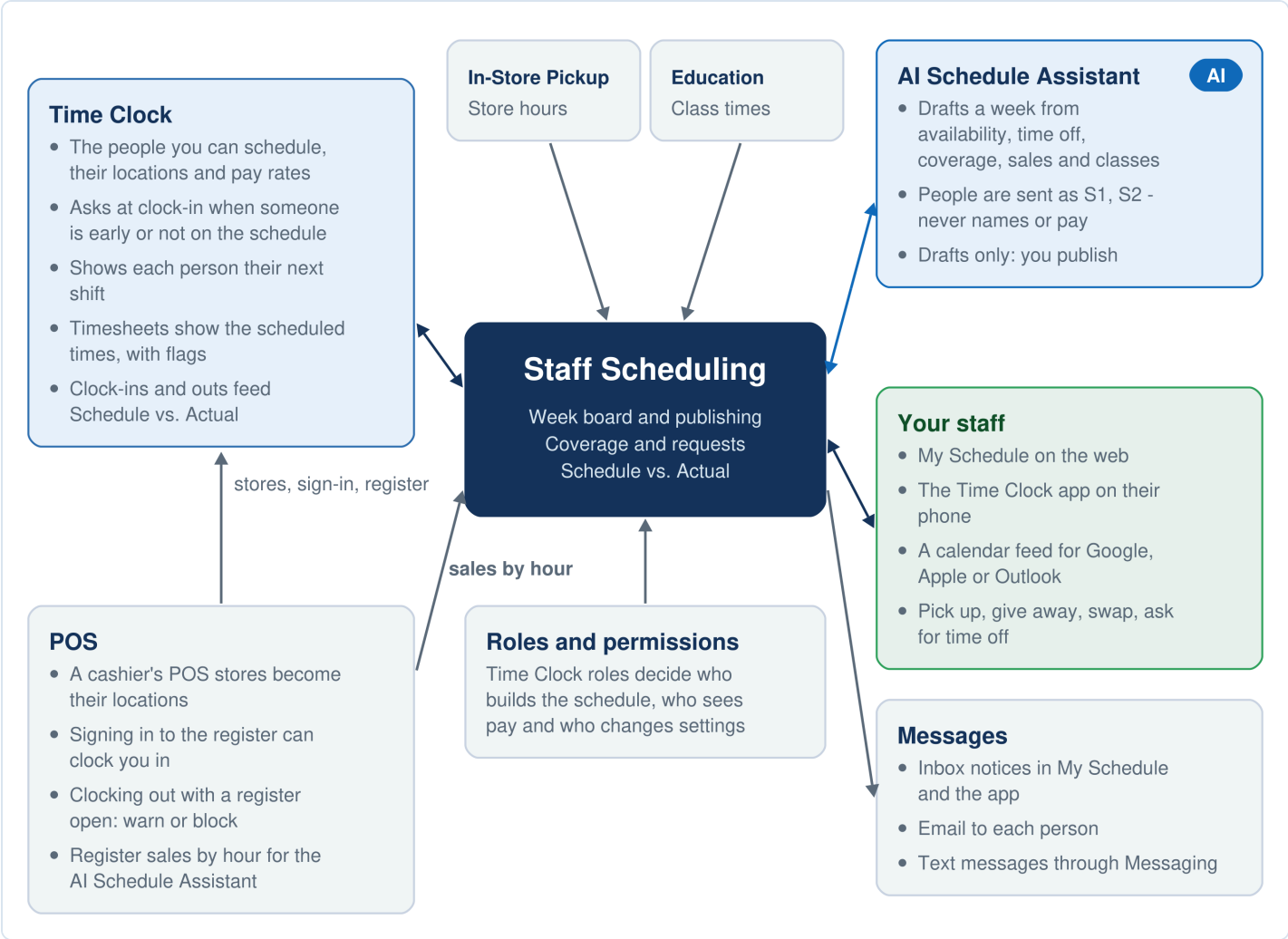
Statuses

STATUS	MEANING
Upcoming	The shift has not started
Not clocked in yet	It has started and they have not clocked in
No-show	It ended with no clock-in
On the clock	They are clocked in now
On time	Worked, with nothing to flag
Worked	Worked, with flags such as Late or Left early
Not on the schedule	A clock-in with no published shift

Variance is worked minus scheduled hours, with unpaid breaks taken off both. **Timesheet** ↗ opens that person's day on Timesheets, where a missed punch is fixed. **Export** gives you the same rows in Excel.

9. Reference

9.1 How it fits with the rest of Indition



Staff Scheduling and the rest of the system. What it takes from Time Clock, POS, In-Store Pickup and Education, and what it gives your staff and your AI.

Connections

PART OF INDITION	WHAT STAFF SCHEDULING USES OR GIVES
Time Clock	Who can be scheduled, their locations and pay rates; the clock-in questions, next shift and timesheet notes; the punches for Schedule vs. Actual
POS	Through Time Clock, sign-in and open-register checks and store locations; register sales by hour for the AI Schedule Assistant
In-Store Pickup	Store hours, on the board, the PDF, the coverage quick start and for the AI
Education	The week's classes, for the AI Schedule Assistant

PART OF INDITION	WHAT STAFF SCHEDULING USES OR GIVES
Messaging	Text messages, when texts are switched on
AI Settings	The switch, permission and spending for the AI Schedule Assistant
Manage Permissions	The Time Clock roles that decide who does what

Every connection is optional. Without POS, In-Store Pickup or Education, the schedule simply works without that information.

9.2 Limits and defaults

WHAT	LIMIT OR DEFAULT
Shift length	15 minutes to 16 hours
Unpaid break	Up to 4 hours, and shorter than the shift
Repeat a shift	Up to 12 weeks ahead
Copy another week	Any of the last 8 weeks
Coverage	Up to 50 people per need, checked every 15 minutes
Time off in one request	Up to 60 days
Schedule vs. Actual	Up to 93 days at a time
Calendar feed	30 days back to 90 days ahead
My Schedule	Signs out after 15 minutes without use

9.3 Messages you may see

MESSAGE	WHAT IT MEANS
"Turn Staff Scheduling on first."	Scheduling is switched off; an administrator turns it on in Scheduling Settings
"Check this before saving - N things to look at."	The shift has warnings; read them and save anyway, or change it
"That shift was removed a moment ago. Refresh the board."	Someone else removed it while you had it open

MESSAGE	WHAT IT MEANS
"Nothing new to publish - staff already have this week."	There are no changes since the last publish
"A shift has changed hands. Refresh the page before deciding."	The shift in a request was changed meanwhile
"Nobody can be scheduled at this location yet. Check Time Clock > Employees."	No one is set up to clock in there
"You are not on the schedule right now. Clock in anyway?"	What staff see at the station when they have no shift then

9.4 Things that cannot be undone

- **Publishing** tells your staff. You can change the week again and publish again, but the messages have been sent.
- **Removing a shift staff were never told about** deletes it.
- **Deleting a template** removes it straight away, with no second click.
- **Making a new calendar link** stops the old one working for that person.

10. Getting help

For switching Staff Scheduling on and choosing how it works, see the **Setup Guide**. For a list of every capability, see the **Feature List**; for quick answers, the **FAQ**. For anything else, contact Indition support.