

Shift scheduling

Creating shifts, setting roles and breaks, accepting applications, releasing and replacing shifts, notifications, time tracking and how it interacts with vacation and sick leave.

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Prerequisites

Shift scheduling works with three things that have to be in place first:

- **Roles** (Administration → Roles): every shift is staffed per role, for example "Trainer" or "Cashier". Employees only see open shifts for roles they have themselves. Permissions for employees: "View own shifts" and "Apply for shifts" in the base role, see [Roles and permissions](#).
- **Locations** with areas (Administration → Locations): every shift belongs to an area. Employees with assigned locations only see those locations' shifts; without an assignment they see all open shifts, but no team schedule.
- **Employment type and weekly hours** per employee for the workload display.

Menu: **HR** → **Scheduling** (permission "View scheduling", planning with "Manage scheduling").

Employees work under **My area** → **My shifts** or in the app in the **Shifts** tab (My shifts, Open shifts, Schedule).

Creating a shift

New shift: location/area, date, from/to, break (minutes or from/to), position, color, then the **Roles** with the number of slots (1 to 50). Plus two text fields: **Notes (internal)** are only visible to planners, **Information** is visible to employees.

Per role you can additionally set:

- assign specific people directly (at most as many as there are slots)
- a different time for this role block, for example cashier 9 a.m. to 2 p.m. in a shift from 9 a.m. to 6 p.m.
- a separate break or staggered breaks per slot ("Slot 1", "Slot 2" ...)

And per person a separate time and break via **Time and break: Name**. Employees see differing times as a hint "from 10:00" or "until 15:00" in their shift list and in the app.

A shift is visible as soon as it is saved. If slots are open, all employees with a matching role and matching area receive a push notification.

Create multiple creates the same shift for a period on selected weekdays, with roles, number and breaks; role times and direct assignments are entered afterwards per shift. All employees receive a single combined notification for this.

Templates (Templates tab) save time, break, position, color and roles with breaks, so that you can fill standard shifts with one click.

Breaks: the three levels

The break applies in this order: break of the **person**, otherwise break of the **role block**, otherwise break of the **shift**. This effective break counts for payroll, the TET report, the shift lock and the app.

A pitfall: if a role block or a person gets a **separate time** but no separate break, **no break** applies for that time. Always enter the break along with differing times.

Applying, accepting, assigning

Employees apply in the app under **Open shifts** or on the web under My shifts. Shown are shifts with a free slot for one of their own roles; on days with approved vacation, applying is not possible.

In the **Applications** tab, planners see the workload per application: monthly hours against target, hours of this shift, for mini job, part-time and short-term employees the earnings and the mini job limit (2026: 603 €, or your own value from the payroll settings), the 70-day rule and notes on the Working Hours Act (ArbZG). These are notes, not a block. The monthly hours count recorded time (clocking, manual entries, TET), not mere planning.

Accept fills the slot; other open applications for the same full role are rejected automatically, with a notification to those affected.

Assign directly also works without an application, with the option "Also show employees without this role". Approved vacation blocks the assignment; sick leave and other absences do not block it, check that yourself.

Change employee swaps the person on a slot, without notification. Inform both people yourself.

Releasing and replacing a shift

There is no direct swap between two employees. The way to do it:

1. The employee releases the shift under My shifts or in the app ("Release shift"). Until confirmation, they remain scheduled.
2. Colleagues with a matching role receive a push notification and apply as a replacement.
3. The planner accepts the application. The slot changes hands, the history remains visible.

Under **Settings** → **Operations** → **Shift release** you define until when before the shift start a release is possible: at any time, 12, 24, 48 (default), 72 hours or one week. A release can be withdrawn as long as the slot has not been given away.

If a released shift stays open, planners receive a reminder email 48 and 12 hours before the start (configurable in their own notifications).

Notifications

Push notifications are sent for a new shift, release, acceptance or rejection of an application, assignment, change, removal and cancellation. Every employee sets in their profile which of these they receive. When editing a shift, the switch **Notify affected employees** decides whether the change is sent as a notification.

The app additionally reminds locally 24 hours and 1 hour before the shift start. Employees can pull their shifts and approved absences into their calendar as a calendar subscription (iCal).

Week view and notices

The calendar shows the week with staffing per shift. Youth employment protection is always checked; rest period, more than 10 hours per day and free Sundays only if "Working time warnings in the schedule" is active in the payroll settings. All of these are notices, not blocks.

Analytics shows shifts in the month, fill rate, sick days and vacation days. There is no print or export of the schedule; the PDF export is in the Absence tab for vacation, sickness and absences.

Vacation and sick leave

The tabs **Vacation planning**, **Sick leave** and **Absence** in Scheduling are the approval point:

- Approved vacation blocks applications and assignments on those days. However, it does not remove an existing assignment: check before approving whether the person is already scheduled.
- You confirm sick leave with the question "Doctor's note available?". Employees can release their shifts in the sick period right away when reporting sick on the web. In case of sickness, **remove** the person from the shift instead of deleting the shift: the removed row stays as history and is the basis for continued pay during sick leave, see [Payroll and absences](#).
- In the app, planners can assign, remove, and edit applications, vacation, sick leave and absences; creating shifts is only possible on the web.

Time tracking

Under **My area** → **Time tracking**, employees clock in, take a break and clock out, without being tied to a shift or a location. A forgotten clock-out is not ended automatically; the entry stays open and does not count for payroll. Corrections (creating, changing, deleting entries) are made by administrators under "Manage employee times"; there is no correction request by the employee.

Approval (Approve/Reject, optionally with a special rate) is not a prerequisite for payroll: open entries count, only rejected ones drop out. The special rate only applies after approval.

Shift lock for booking data

With the permission "Booking data only during own shift", employees only see bookings, participation declarations or the Service Center while they are on duty according to the schedule (by effective time, without buffer). Clocking in does not count, only the schedule. Details in [Roles and permissions](#).

Troubleshooting checklist

- **Employee sees no open shifts:** no role assigned, wrong location, or the base role lacks the permission "Apply for shifts".
- **No schedule in the app:** the employee has no location assigned.
- **No break in payroll:** role block or person with a separate time but without a separate break.
- **Mini job limit missing in the application:** check the employment type of the employee.
- **Vacation approved, person still scheduled:** remove the assignment made before the approval by hand.