Planning — Using Time Window Columns on To Plan Orders

Option to split columns and show stop time windows on the To plan: Orders planning board; letting planners see and filter orders by delivery slot without opening each one.

Updated 7 August 2026

What

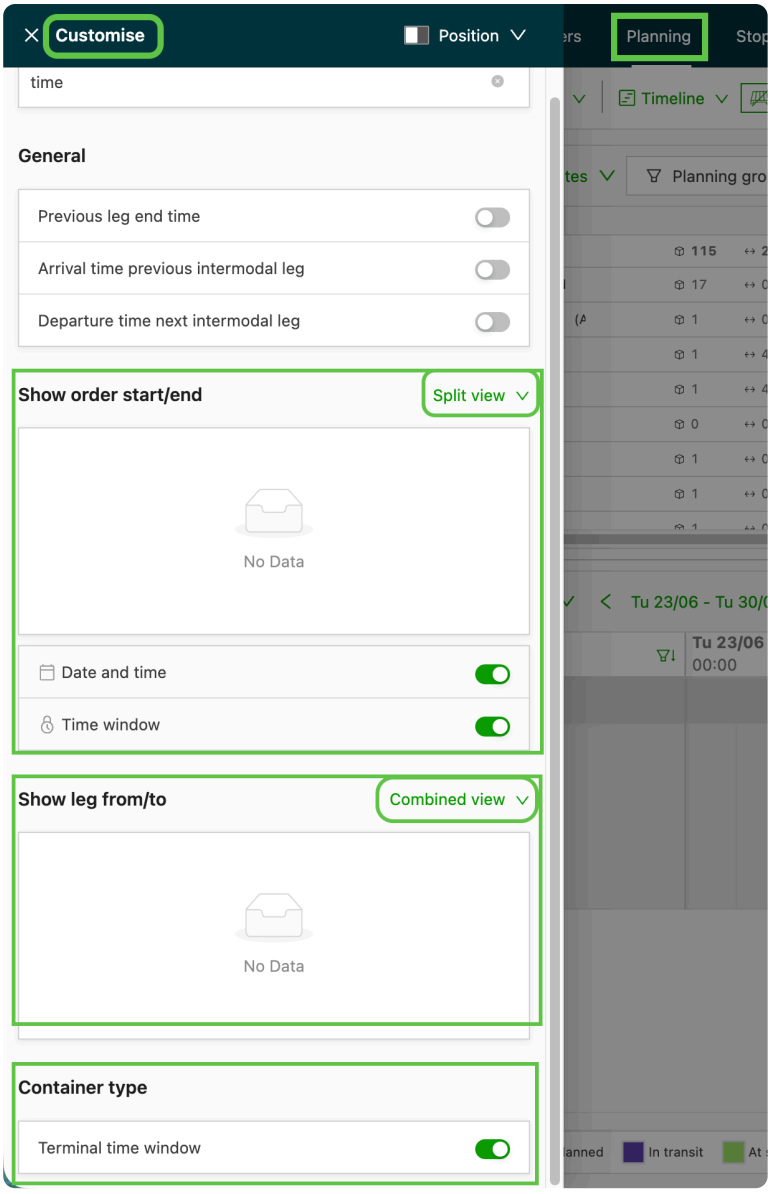
When activated and using the ‘Split view’ option, two additional columns will show under the ‘order start / order end’ header options. *Time window time* (the range, e.g. 02:00–03:00) and *Time window name* (e.g. Booked) will show when the columns are enabled in *Customise* for Order start, Order end, or Load/unload (container). Planners can filter the list by window name to group orders by slot.

Why

Planners previously saw only the raw time range (e.g. 06:00–12:00) for a stop, never the configured delivery window name (AM, PM, TD, BW). They had to open each order to know which slot applied, and could not group the planning board by window. This created friction when planning delivery routes and identifying orders for the same time slot.

How

Split the columns for Order start (collect), Order end (delivery), or Load/unload (container) in *Customise*. The two time window columns appear automatically, showing as additional *order start/end* columns. Filter on the window name to show only orders for a specific slot.



Prerequisites

Super Admin: Time windows must be configured under Rates → Order input. The columns then populate automatically; no further configuration is required.

Use Cases

- **Distribution and delivery planners**: see and group orders by their delivery slot (AM, PM, etc.) without opening each one, speeding up planning.
- **Network operators**: the named window disambiguates overnight and cross-over windows, preventing export errors when sending to external networks.

Terminology

Term	Definition
Time window	A configured delivery time slot (e.g. AM, PM, TD, BW, Booked) assigned to a stop during order creation
Split the columns	A customisation toggle in the planning board that reveals two sub-columns for a single parent column (Order start, Order end, or Load/unload)
Collect-side	The order pickup stop; time window comes from Order start
Delivery-side	The order delivery stop; time window comes from Order end

Enable time window columns on the planning board

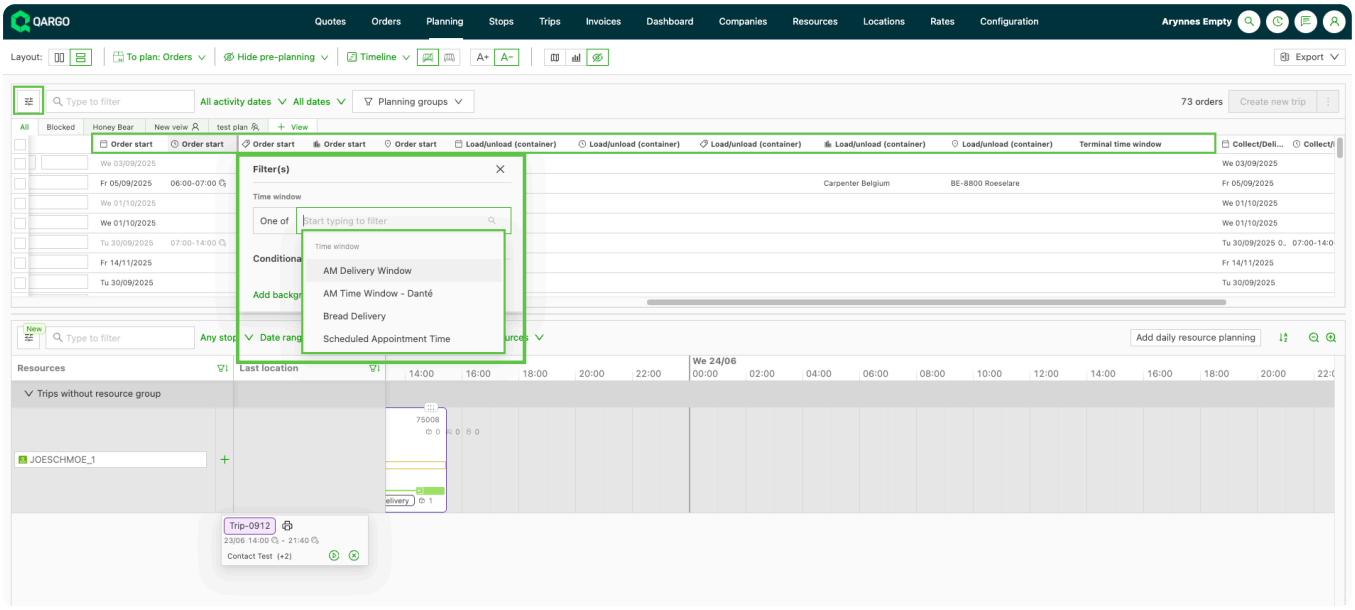
🎥 This video explains where to configure time windows, how to add them to an order and how to use them in the 'To plan' overview:

▶ https://watchclueso.com/embed/cc4nbxcxv5kjevzx

1. OPEN Planning → To plan: Orders.
2. CLICK *Customise* (top right).
3. TOGGLE *Split the columns* for Order start (collect-side window), Order end (delivery-side window), or Load/unload (container) (container-side window).
4. Two new columns appear under the additional 'Order start / end' columns, which will display *Time window time* and *Time window name* data.
5. SAVE the view to persist the columns.

Filter orders by window name

1. On the planning board, CLICK the *order start* column header for the 'name' filter.
2. SELECT one or more window names from the dropdown (e.g. AM, PM, TD).
3. The list filters to show only orders for the selected slots.



Troubleshooting

Issue	Solution
Columns are blank	Confirm that time windows are configured under Rates → Order input. Orders without a named window show blank cells.
Time appears twice	If the raw time range still shows in the Order start/Order end column after enabling the split, refresh the page.
Window name not in filter dropdown	The window name must be configured under Rates → Order input for that customer/tenant before it appears as a filter option.