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, so planners can see and filter orders by delivery slot without opening each one.

Updated August 7, 2026

What

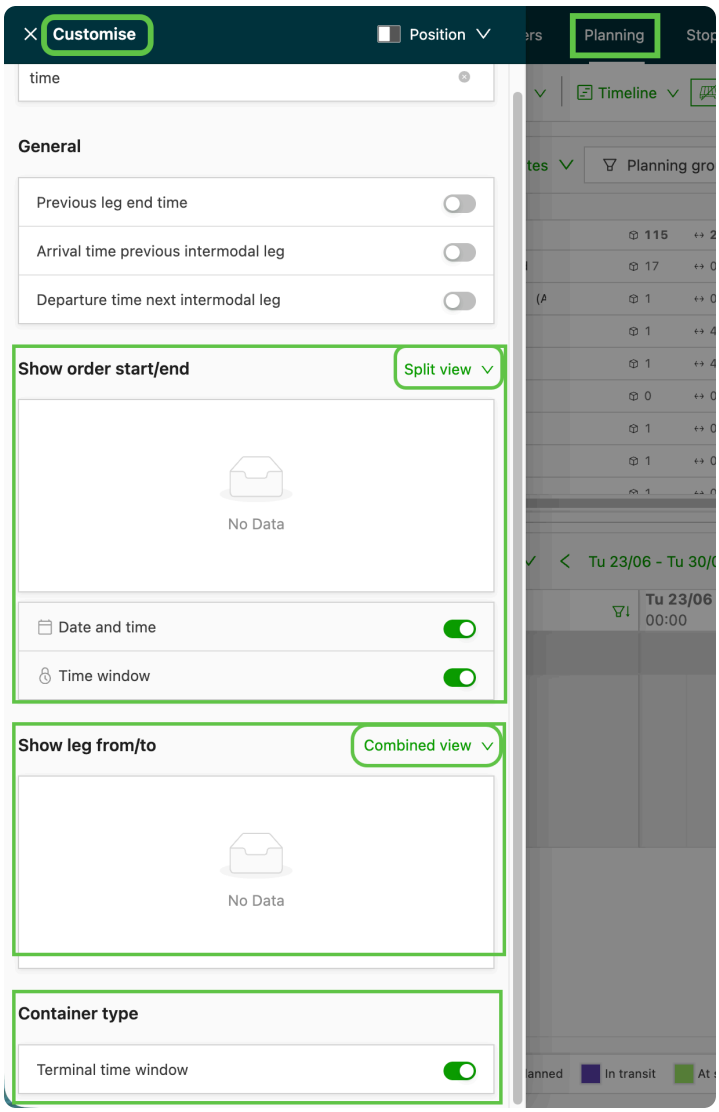
When this option is activated and the **Split view** option is used, two additional columns show under the **Order start** / **Order end** header options. **Time window time** (the range, e.g., 02:00–03:00) and **Time window name** (e.g., Booked) show when the columns are enabled in **Customize** for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

Why

Previously, planners 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. They also 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** (pickup), **Order end** (delivery), or **Load/unload (container)** in **Customize**. The two time window columns appear automatically as additional **Order start** / **Order 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, which speeds up planning.
- **Network operators**: the named window disambiguates overnight and crossover windows. This prevents 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 customization toggle in the planning board that reveals two sub-columns for a single parent column (Order start, Order end, or Load/unload)
Pickup side	The order pickup stop; the time window comes from Order start
Delivery side	The order delivery stop; the time window comes from Order end

Enable time window columns on the planning board

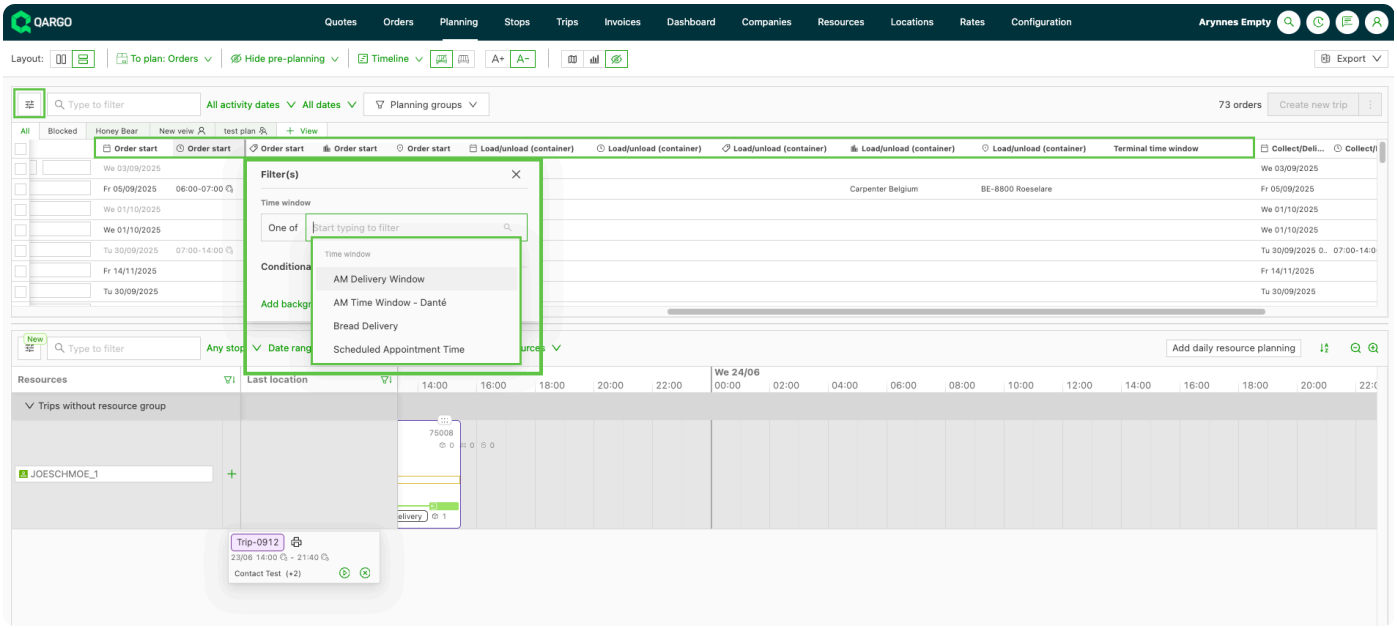
🎥 This video explains where to configure time windows, how to add them to an order, and how to use them in the **To plan** overview:

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

1. Open **Planning > To plan: Orders**.
2. Click **Customize** (top right).
3. Toggle **Split the columns** for **Order start** (pickup-side window), **Order end** (delivery-side window), or **Load/unload (container)** (container-side window).
4. Two new columns appear under the additional **Order start** / **Order end** columns. They display **Time window time** and **Time window name** data.
5. Save the view to keep 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.