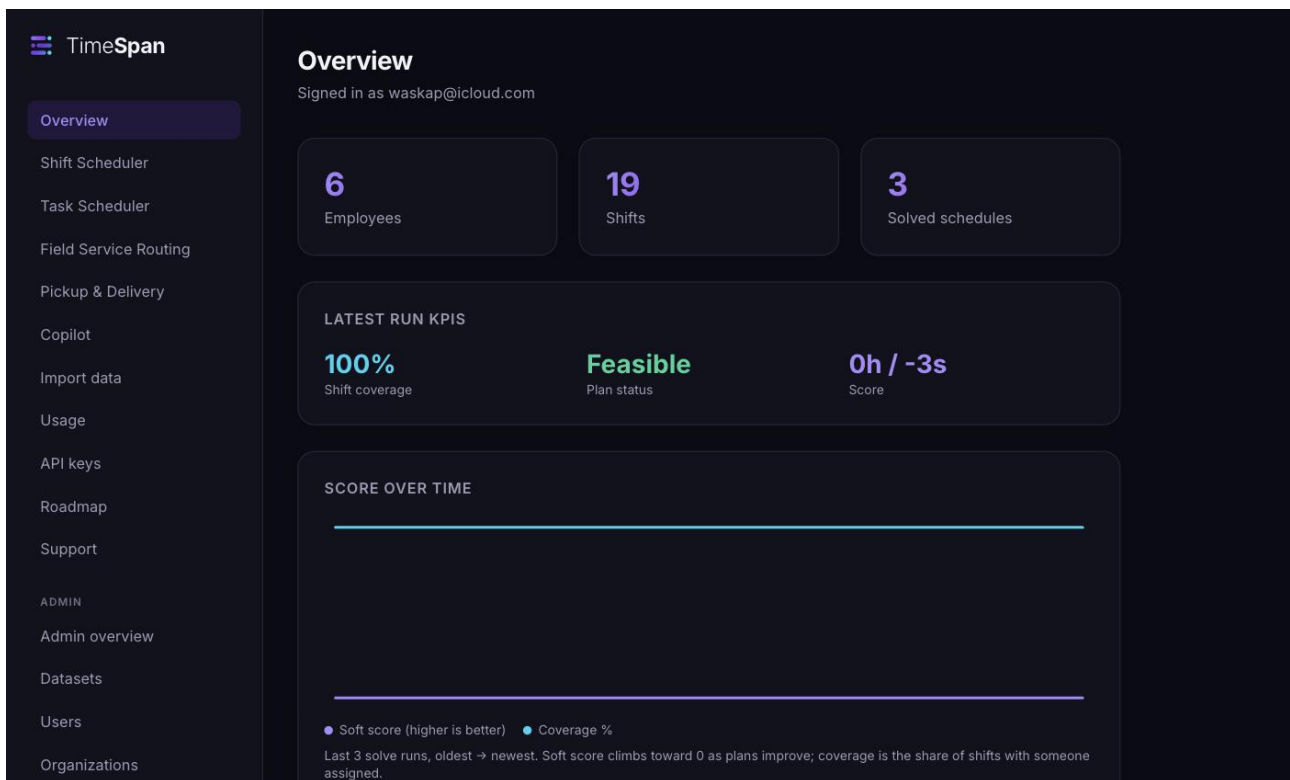


TimeSpan

User Guide — Getting the most from your scheduling platform

Covers all plans: Launch (Free) · Developer · Team · Enterprise

www.timespan.online · Guide version 1.0 · July 2026



Your TimeSpan console.

1. What TimeSpan does

TimeSpan turns messy planning problems into optimized, explainable plans. You describe your people, jobs, vehicles and rules — either in the console or as JSON through the API — and a constraint solver returns the best plan it can find, with a score that tells you exactly how good it is and why.

There are four products, and every plan tier includes all of them:

Product	What it solves	Typical user
Employee Shift Scheduling	Weekly rosters: skills, availability, rest rules, fairness	Care homes, retail, security, hospitality
Field Service Routing	Which technician visits which site, in what order, honoring time windows, utilities, etc	Home services
Pickup & Delivery Routing	Multi-stop vehicle routes where every pickup precedes its drop-off, last-capacity	Logistics
Task Scheduling	Dependent work across limited people and hours, weighted priority and deadlines	Project management teams

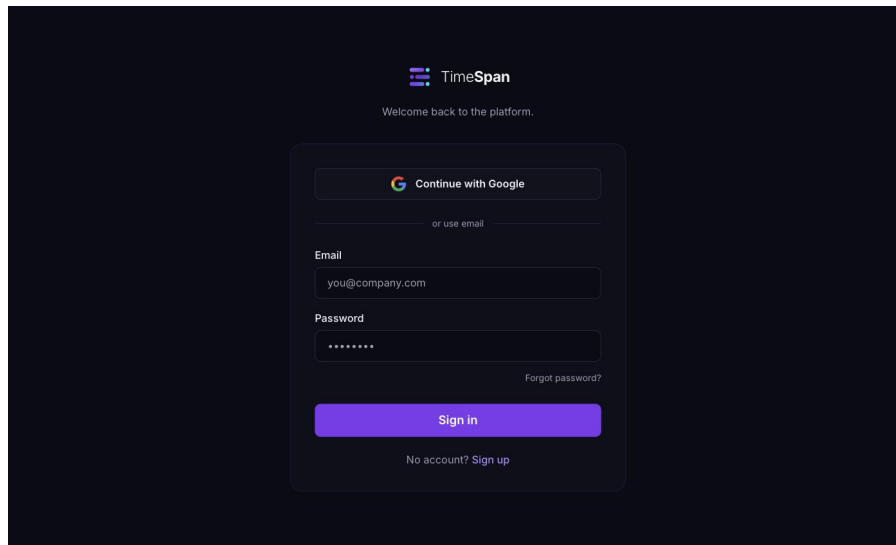
How to read a result. Every solve returns two scores. The **hard score** counts broken rules — a feasible plan always shows **0h**. The **soft score** measures quality (fairness, travel time, lateness); it is negative and climbs toward zero as plans improve. Alongside the scores you get a named breakdown of every constraint that shaped the plan — no black box.

2. Your plan at a glance

	Launch	Developer	Team	Enterprise
Price	Free	\$89/mo	\$499/mo	Custom
Solves per month	250	3,000	25,000	Unlimited
Solves per minute	5	15	30	120
All four solvers + API	Yes	Yes	Yes	Yes
Console, score X-Ray, what-if	Yes	Yes	Yes	Yes
Multi-user organization	—	—	Yes	Yes
Copilot AI assistant	Yes	Yes	Yes	Yes
Custom constraints	Yes	Yes	Yes	Yes
Priority support & guided onboarding	—	—	—	Yes
Self-hosted option	—	—	—	Yes

Your month-to-date usage against these caps is always visible under **Usage** in the console sidebar.

3. Signing in (and what to do if you're locked out)



The sign-in page at www.timespan.online/login.

1. Go to **www.timespan.online** and press **Launch platform**.
2. Sign up (or in) with **Continue with Google**, or with your email and a password of at least 6 characters.
3. New email accounts receive a confirmation email — click its link, then sign in.
4. Forgot your password? Type your email in the Email box, press **Forgot password?**, and follow the emailed link. It opens a page where you set a new password and land straight in your console.

Tip: the reset email comes from your Supabase project sender — check spam the first time.

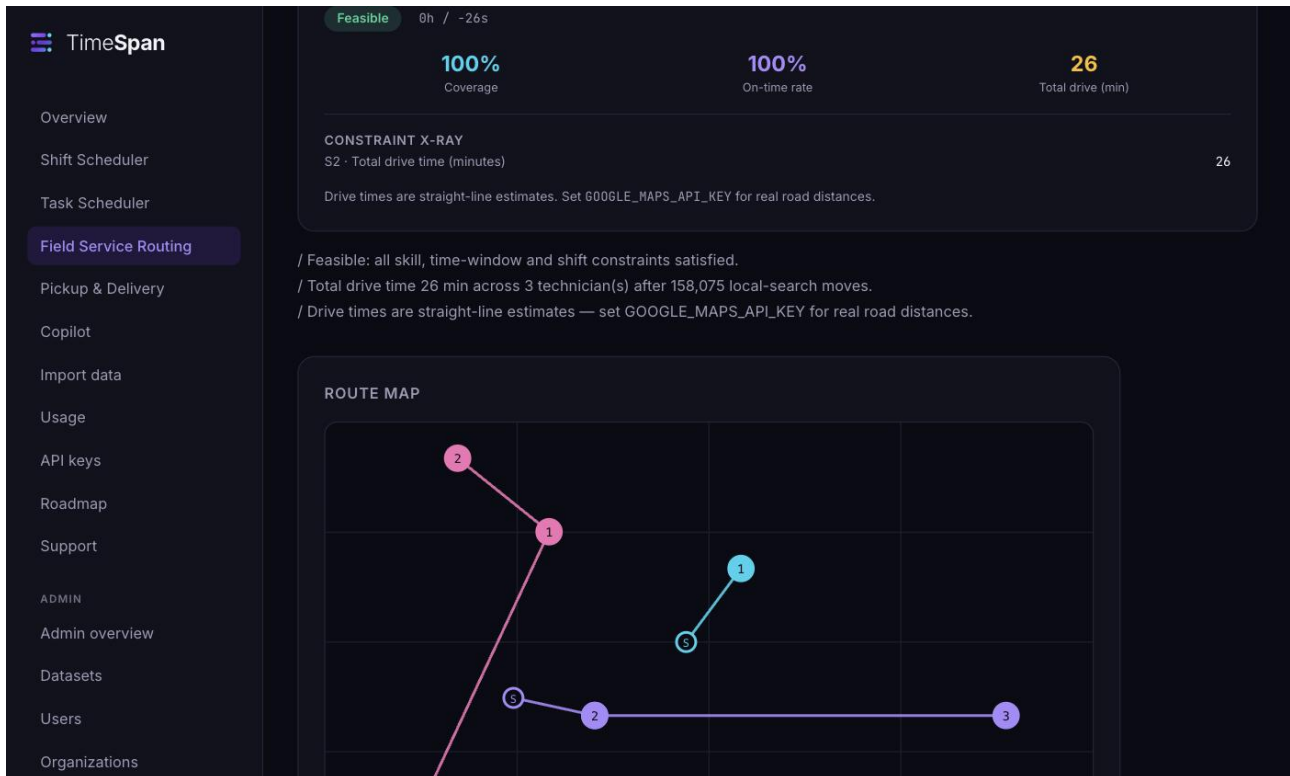
4. Your first solve in three minutes

The Employee Shift Scheduler: demo data, config profile, custom constraints, week grid.

1. Open **Shift Scheduler** in the sidebar and press **Load demo roster**. This seeds a realistic week of employees and shifts.
2. Press **Solve schedule**. In about a second you'll see the plan: coverage %, a fairness index, utilization, and the week grid filled in.
3. Check the status pill: **Feasible** means zero hard violations. If it says Infeasible, the Constraint X-Ray below names exactly which rule is being broken and how often.
4. Try **What-if: compare weights** to solve the same data under two different priority settings and see the results side by side.
5. Add a rule under **Custom constraints** (for example, max consecutive working days) — it applies from the next solve. no code required.

The same rhythm — load or import data, solve, read the score, adjust, re-solve — applies in all four products.

5. Routing products and the route map



Field Service Routing: KPIs, constraint X-Ray, and the route map with numbered stops per technician.

Field Service Routing and Pickup & Delivery both work from locations (latitude/longitude). After a solve, the **route map** draws each vehicle or technician's day in its own colour — **S** marks the start location and the numbers show visit order. Use it to sanity-check stop order and territory shape at a glance.

Drive times use straight-line estimates by default. When the platform is configured with a Google Maps key (Enterprise setups), real road distances are used automatically — the result notes which source was used.

6. Importing your own data

TimeSpan

Overview

Shift Scheduler

Task Scheduler

Field Service Routing

Pickup & Delivery

Copilot

Import data

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Roadmap

Support

ADMIN

Admin overview

Datasets

Users

Organizations

Import data

Bring your roster in from a spreadsheet: export it as CSV, paste below, import, then solve. Rows are validated before anything is written — a bad row aborts the whole import with a line-numbered error.

Employees

Columns: name, skills, max_shifts, unavailable_days — separate multiple skills/days with |

name,skills,max_shifts,unavailable_days

Amy,nurse|senior,5,

Ben,nurse,4,2|6

Chidi,porter,5,0

Insert example

Shifts

Columns: label, day (0=Mon), start_hour, end_hour, required_skill

label,day,start_hour,end_hour,required_skill

Mon early,0,6,14,nurse

Mon late,0,14,22,nurse

Tue porter,1,8,16,porter

Insert example

Import

Import data: paste CSV from any spreadsheet, with examples one click away.

Export your roster from Excel/Google Sheets as CSV and paste it into **Import data**. Formats:

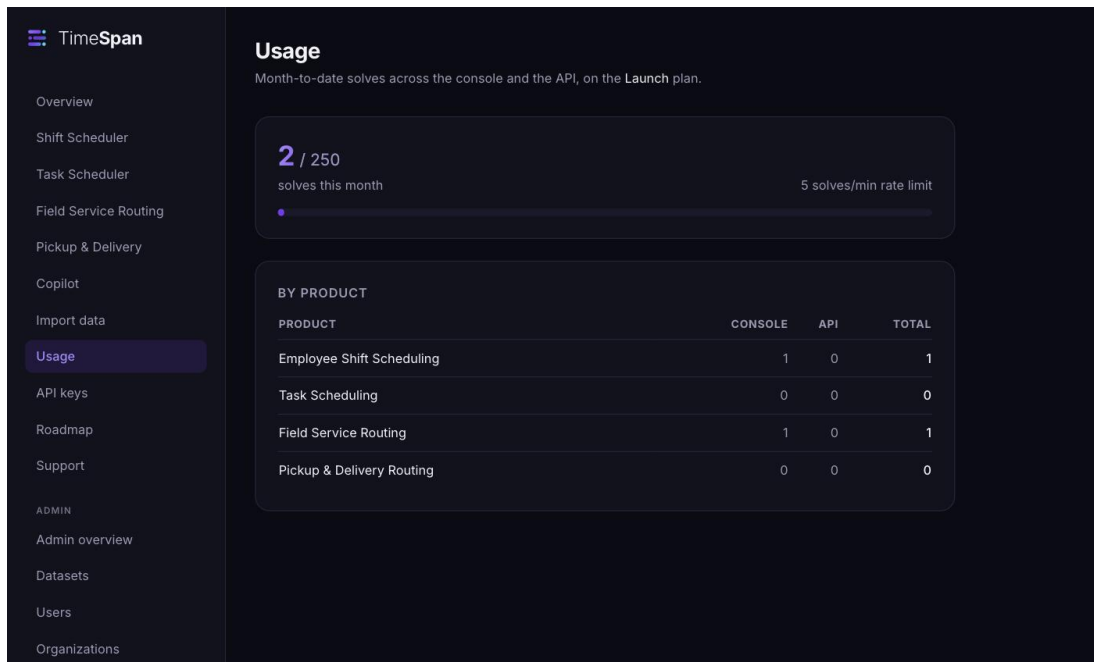
Dataset	Header row (exact)	Notes
Employees	name,skills,max_shifts,unavailable_days	Separate multiple skills or days with — days are 0 (Mon) to 6 (Sun)
Shifts	label,day,start_hour,end_hour,required_skill	Hours are 0–24; leave required_skill blank for none

Every row is validated before anything is saved — a bad row aborts the import with a line-numbered message telling you exactly what to fix.

7. Usage and quotas

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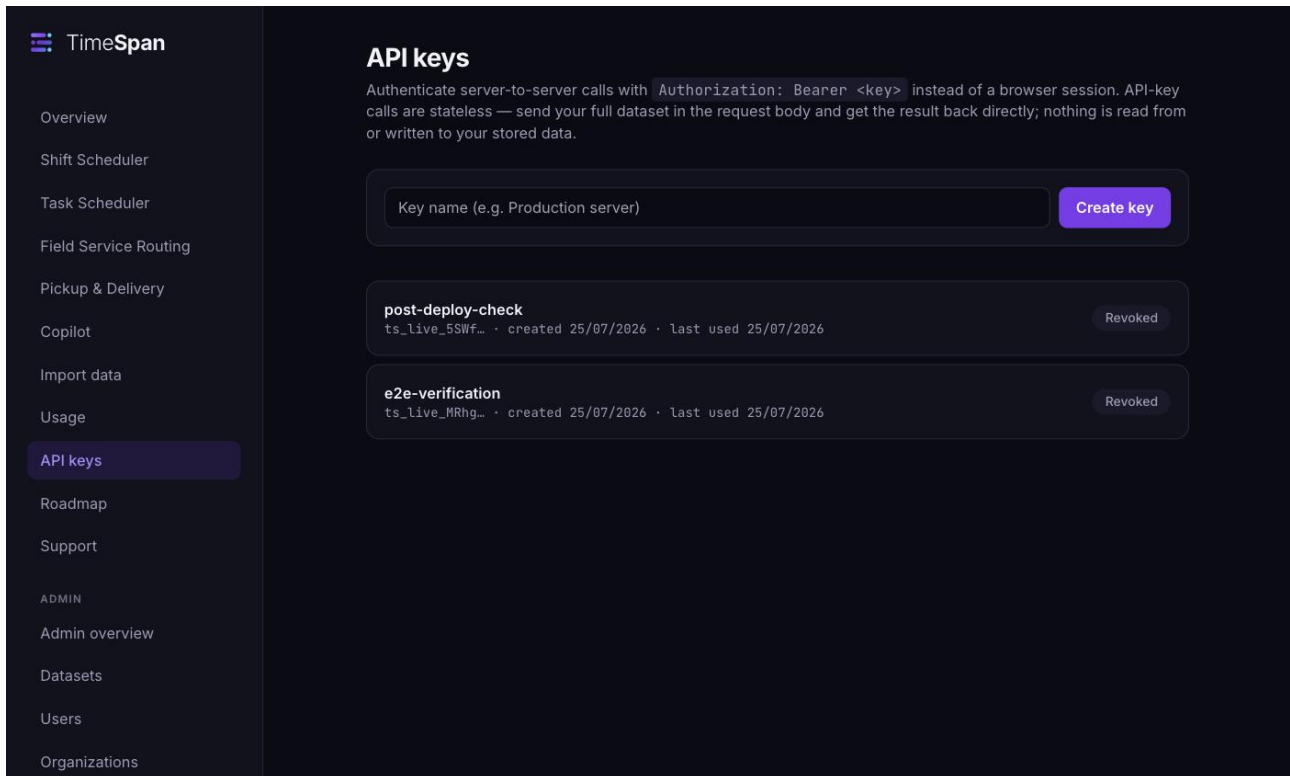
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The Usage page: month-to-date solves against your plan cap, split by product and by console/API.

Every solve — console or API — counts toward your monthly cap. At 80% you'll see a warning here; at 100% solves return a clear message (HTTP 402 on the API) until the month rolls over or you upgrade. Your stored data and schedules are never affected by hitting a cap.

8. Integrating via the API



API keys: create a key, copy it once, use it as a Bearer token.

1. Open **API keys**, name a key (e.g. “Production server”) and press **Create key**.
2. Copy the **ts_live_...** value immediately — it is shown once and only a hash is stored.
3. Send it on every request as **Authorization: Bearer ts_live_...**
4. POST your dataset as JSON to the endpoint for your product (below). The response contains score, assignments, a named constraint breakdown and metrics.

Product	Endpoint	Request body
Shift scheduling	POST /api/solve	employees[], shifts[], optional weights, custom_constraints[], pinned[]
Task scheduling	POST /api/solve-tasks	resources[], jobs[]
Field service	POST /api/solve-field-service	technicians[], jobs[]
Pickup & delivery	POST /api/solve-pickup-delivery	vehicles[], jobs[]

Copy-paste snippets for cURL, JavaScript and Python — plus ready-made SDK clients — live at www.timespan.online/docs#sdk-snippets. API calls are *stateless*: your dataset is processed in memory and returned; nothing is read from or written to your stored account data.

Replanning with pinned assignments

Mid-week changes shouldn't reshuffle everything. Send a **pinned** array on /api/solve — e.g. `{"pinned": [{"shift_id": "s1", "employee_id": "e2"}]}` — and those assignments are locked while the solver re-optimizes everything else around them.

Webhooks

Configure a webhook and TimeSpan POSTs an event after every solve (schedule.solved, tasks.solved, field_service.solved, pickup_delivery.solved). Deliveries are signed: verify the X-TimeSpan-Signature

header by computing HMAC-SHA256 over timestamp + "." + body with your webhook secret, and reject stale timestamps.

9. Teams, billing and upgrades

Pricing: every tier includes all four solvers; you pay for headroom and collaboration.

On **Team** and above, an organization links your colleagues' accounts so everyone shares the plan. Upgrading happens from the pricing page — checkout runs entirely on Stripe, and your card details never touch TimeSpan's servers. Your plan activates automatically as soon as payment completes.

10. Getting help

Support (sidebar) — raise a ticket; you'll see status updates (open → in progress → resolved) in the same place. **Copilot** — ask questions about your latest solve in plain language. **Roadmap** — vote on what we build next. **status.timespan.online** → **/status** — live platform health. **/security** — how your data is protected.

Troubleshooting quick reference

Symptom	Meaning	Fix
401 Invalid or revoked API key	The Bearer key is wrong or was revoked	Create a fresh key in API keys and update your integration
400 with a field name	A required field is missing or not a number	The message names the exact record and field — correct and resubmit
402 quota message	Monthly solve cap reached	Upgrade, or wait for the month to roll over — data is unaffected
429 rate limit	Too many solves per minute for your tier	Honor the Retry-After header; upgrade for more headroom
Plan says Infeasible	A hard rule cannot be satisfied with current data	Open the Constraint X-Ray — it names the rule; add people/skills or change data
Google sign-in loops	Browser blocked third-party auth cookies	Try email sign-in, or allow cookies for timespan.online