



KleanFlo Service Update

Customer notice - 6 July 2026

Summary

An update has been released to improve reporting, timesheet handling, branch-aware working, process visibility, and customer portal communications in KleanFlo.

The changes focus on clearer operational dashboards, simpler timesheet entry, more accurate notifications, and easier review of process progress.

What has changed

- Insights workspaces can now use reusable customer and supervisor filters.
- Insights time charts can show planned, actual, and paid time more consistently.
- Manual timesheet entry now captures actual start and end times in the same step.
- Branch-specific notifications have been tightened for relevant branch users.
- A Process Matrix view has been added for easier process review.
- Customer portal message notifications have been improved.

What this means for users

- Managers can reuse dashboards for customer or supervisor snapshots.
- Supervisors can complete manual timesheet entries with fewer follow-up edits.
- Branch teams should receive alerts linked to their branch, while authorised head-office users retain wider visibility.
- Administrators can scan process progress more quickly.
- Portal contacts get clearer prompts when new messages are waiting.

What to do

1. Review saved Insights workspaces and use the new filters where helpful.
2. When adding a manual timesheet, confirm actual start and end times before saving.
3. Use the process matrix where a broader view of process progress is needed.
4. Use KleanFlo as normal; no action is needed for notification routing or portal message updates.

Support

Contact KleanFlo support if something does not look as expected. Please include the customer name, contract or record reference, and a short description of what you expected to see.