



KleanFlo Service Update

Customer notice - 8 July 2026

Summary

An update has been released to improve audit creation in KleanFlo.

The change keeps prospect records out of the Create New Audit customer selector so users choose from customer records only.

What has changed

- The Create New Audit customer list now shows customer records only.
- Prospect records no longer appear when choosing a customer for a new audit.
- Branch selection remains in place, so users continue to work within their assigned branch access.

What this means for users

- Supervisors and managers should see a cleaner customer list when creating an audit.
- Prospects in the sales pipeline will not be available for operational audits until they become customers.
- This helps prevent audits being started against enquiry or prospect records by mistake.

What to do

1. Use KleanFlo as normal when creating audits.
2. If a site needs to be audited but the customer is not shown, check that the record has been converted from prospect to customer.
3. Contact support if a known active customer is missing from the audit customer list.

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.