



KleanFlo Service Update

Customer notice - 6-10 August 2026

Summary

An update has been prepared covering changes made from 6 August to 10 August 2026.

This notice covers KleanFlo web, KleanFlo On the Move, and KleanFlo Staff changes so the update can be applied and tested as one release.

The main areas covered are scheduling, absence cover planning, staff schedules, timesheets, audit and calendar workflows, customer sites, IVR phone check-in, holidays, payroll checks, site designations, zones, and mobile app release readiness.

What has changed

- The scheduling screen now has clearer cover status filters and better handling for approved cover edits.
- Approved cover work can now be reviewed and edited from the scheduler where appropriate.
- Schedule and absence planning layouts have been refined so timeline rows, cards, and day views are easier to scan.
- Absence cover planner cards have been tightened to show key cover information more clearly.
- The absence cover planner can now use teams when suggesting or assigning cover.
- Teams can be marked as available for absence cover planning.
- The absence cover planner now keeps draft cover aligned with live work needing cover, including removing work that no longer needs action after scheduler changes.
- The absence cover planner now uses the signed-in user time zone when displaying and editing cover times.
- Manual cover changes can be made with clearer time and duration handling.
- Work needing cover, existing work, draft assignments, and on-site cover suggestions have been refined for weekly planning.
- The planner timeline height and layout have been adjusted to make longer planning days easier to review.
- Daily cover approval and draft cover views have been refined for integration testing.
- One-off scheduling has been improved so assignments, deposit invoices, and generated planned work are handled more reliably.
- Schedule assignment labels are clearer when work is linked to staff, teams, or unassigned cover.
- Schedule wall-clock timing has been improved so start and end times remain consistent for planned work.
- PM schedule timestamps have been corrected for affected staff schedule and timesheet views.
- Staff upcoming schedules now include approved jobs where those jobs should be visible to staff.
- Keyholder and carry-over schedule windows have been refined so upcoming schedule lists are more complete.

- Staff schedule daily durations now show more accurately on customer and staff schedule screens.
- Monthly schedule options are now shown alongside the selected frequency when editing schedules.
- Schedule recurrence and pay grade selection have been improved when adding or editing scheduled work.
- The add schedule pay grade field now renders more consistently.
- The schedule wizard staff picker now behaves more reliably.
- School term-time autofill now handles school-year selection more reliably.
- School contract scheduling now uses more consistent schedule timing when generating planned work.
- Customer site time zones now default more safely for scheduling and planning calculations.
- The today plan and scheduling views now use clearer customer and timing information.
- Timesheet date and time filters now follow the signed-in user time zone more consistently.
- Timesheet manual entry, missing-record review, pay review, and map details now show planned and actual times more consistently.
- Timesheet sequence suggestions now show planned times and dates more clearly.
- Check-in and check-out map details now display times consistently with the user time zone.
- Payroll validation has been improved to help identify records that need review before payroll is completed.
- Leaver salary guidance has been added for reviewing final salary statements.
- Holiday request lists now show pending staff holiday requests more reliably.
- Holiday and absence setup now supports clearer absence type options.
- Staff records now include contracted weekly hours and contracted days per week for fixed-hours holiday calculations.
- Fixed-hours holiday calculations can use contracted hours and days to calculate a normal working day more accurately.
- Customer sites can now store more than one IVR phone number where multiple site numbers are used for phone check-in.
- Customer site dialogs now give clearer IVR phone-number entry and validation.
- IVR attendance matching has been improved for sites with multiple phone numbers.
- Phone check-in and IVR site details have been brought into the wider scheduling and attendance release work.
- Default zone designation assignment has been improved so designations link to the correct zone more reliably.
- Site designations can now be copied, including their associated tasks, to speed up setup of similar work areas.
- Copied site designations keep relevant task and zone assignment information where appropriate.
- Zone allocation now includes a select-all option for visible designations.
- Zone deletion now gives clearer guidance and prevents deletion where designations or schedule records are still linked.
- Customer site designation actions now have clearer edit, copy, and remove controls.

- Audit schedules can now create and update calendar entries more reliably.
- Audit cancellation is now supported so cancelled audits can be recorded and reflected in related views.
- Calendar synchronisation has been improved across internal calendars and connected calendar providers.
- Audit list filters and saved navigation have been improved so users return to the expected filtered audit view.
- Audit result screens now keep relevant navigation and filter state more reliably.
- Calendar views now handle audit appointments and related schedule changes more consistently.
- Web session refresh has been improved to reduce sign-in race conditions and stale session behaviour.
- Notification stream and authenticated requests now handle session refresh more consistently.
- Network tenant licence updates can now be handled without requiring a Stripe-linked update where that is not needed.
- KleanFlo On the Move has been prepared for release version 1.0.8, including production build and submission commands.
- KleanFlo On the Move release artefacts and local build logs are now excluded from app release uploads and source control.
- KleanFlo On the Move now includes release configuration updates for production app builds.
- KleanFlo Staff has been prepared for release version 1.0.8.
- KleanFlo Staff production builds now enforce the live KleanFlo address for production API and web settings.
- KleanFlo Staff build and submit commands have been added for production release handling.
- KleanFlo Staff quotation existing-details screens now use the shared app address configuration more consistently.

What this means for users

- Office teams should have a clearer and more reliable scheduling and absence cover planning workflow.
- Managers can plan absence cover with better visibility of who is available, what still needs action, and which work has already been approved.
- Staff schedule views should include the correct approved work and show more reliable start, end, and duration information.
- Timesheet and payroll review should be easier where planned, actual, missing, or adjusted records need checking.
- Customer site and IVR setup should be more flexible for sites with multiple phone numbers or repeated designation/task setups.
- Audit and calendar users should see more consistent behaviour when audits are scheduled, cancelled, synchronised, or filtered.
- Holiday and leaver checks should have better supporting information for fixed-hours staff and final pay review.
- KleanFlo On the Move and KleanFlo Staff are prepared for the next mobile release testing cycle.

What to do

1. Apply the update as one release and test scheduling, today plan, absence cover planner, and staff upcoming schedule views together.
2. Review absence cover planning for a week with staff absence, teams, unassigned work, manual cover edits, and approved cover.
3. Test schedule creation and editing for recurring, monthly, one-off, school term-time, staff, team, and unassigned work.
4. Check timesheet review for planned work, actual check-in/out, missing records, manual entries, map details, and payroll review.
5. Review staff records for fixed-hours staff and confirm contracted weekly hours and contracted days per week where holiday calculations depend on them.
6. Check customer sites that use phone check-in and confirm all relevant IVR phone numbers are recorded.
7. Test copying site designations and confirm copied tasks, zone links, and designation details are correct.
8. Review zone deletion on contracts with linked designations or schedules before removing any zones.
9. Test audit scheduling, audit cancellation, calendar synchronisation, and saved audit filters.
10. Confirm KleanFlo On the Move and KleanFlo Staff version 1.0.8 before wider user testing.
11. Ask users to refresh the browser or fully reopen the mobile app if a new option is not visible immediately after the update.

Support

Contact KleanFlo support if something does not look as expected. Please include the app area, staff member, customer, site, contract, schedule date, audit, calendar entry, timesheet, designation, zone, or mobile app version involved, and what the user expected to see.