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# KleanFlo Service Update

Customer notice - 12 August 2026

## Summary

An update has been released covering changes committed and pushed to the main release branch on 12 August 2026, with the latest app changes added for KleanFlo Staff and KleanFlo On the Move.

This notice excludes deferred work that is still being completed and should not yet be included in customer release notes.

The release focuses on staff schedule check-in accuracy, invoice creation, process visibility, vehicle processes, mobile app schedule clarity, push notifications, and email delivery reliability.

## What has changed

- KleanFlo Staff and KleanFlo On the Move now handle check-in windows more accurately for overnight, keyholder, and weekend work.
- Staff schedule views now show whether check-in is currently available, when the check-in window opens, and when it closes.
- Check-in attempts outside the allowed schedule window now return clearer guidance to the staff member.
- KleanFlo Staff now uses the live check-in window from the schedule, so check-in buttons are disabled when check-in is not available.
- KleanFlo Staff now refreshes schedule detail when the app returns to the foreground, helping check-in availability stay current.
- KleanFlo Staff schedule cards now show planned duration as well as planned start time.
- KleanFlo Staff has been prepared for version 1.0.8 and now sets the Android notification channel used for push notifications.
- KleanFlo On the Move now displays schedule times using the correct wall-clock time, improving schedule order and overdue schedule prompts.
- KleanFlo On the Move schedule views now show full staff names where staff names are displayed.
- KleanFlo On the Move has improved device push registration, including Android notification channel handling and better registration safeguards.
- Contract schedule screens have been aligned more closely with the customer schedules page for a more consistent scheduling experience.
- Split cover setup has clearer guidance for assigning separate staff portions of the same scheduled shift.
- Missed shift and split cover alerts have been refined so office teams can review schedule exceptions more clearly.
- A new Add Invoice screen is available, allowing authorised users to create an invoice by selecting branch, customer, site, contract, status, and line items.

- Head office users can now use branch selection when creating invoices, helping invoice work stay linked to the correct branch.
- Invoice creation now validates that the selected customer, site, and contract belong together before saving.
- Process records now show clearer linked absence details for return-to-work processes.
- Process owner and assignment controls have been tidied so process records are easier to review and update.
- The process matrix now remembers filters during the session and orders process rows more predictably.
- Dashboard insight filters now provide better process name and process type selections, making process reporting easier to configure.
- Vehicle records can now start an active vehicle process directly from the vehicles page where the feature is available.
- Password reset and portal access-code screens have been simplified so users are less likely to be blocked by an unavailable verification step.
- Email delivery has been made more resilient for key customer and account messages.
- Android push notification delivery has been improved.

### **What this means for users**

- Staff should have clearer check-in availability and fewer timing issues on overnight or carry-over work.
- KleanFlo Staff users should see clearer schedule duration, check-in availability, and notification behaviour.
- KleanFlo On the Move users should see more accurate schedule times, clearer staff names, and improved push notification registration.
- Office teams can create and review invoices with better branch and contract context.
- Process and insight screens should be easier to filter, review, and follow up.
- Vehicle-related processes can be started with less navigation.
- Users should see more reliable account and customer communication flows.

### **What to do**

1. Test KleanFlo Staff and KleanFlo On the Move check-in behaviour for overnight, keyholder, weekend, and standard scheduled work.
2. Check KleanFlo Staff schedule cards for planned start time, planned duration, and check-in unavailable messaging.
3. Check KleanFlo On the Move schedule lists for correct wall-clock times, ordering, and full staff names.
4. Confirm push notification registration on Android for both mobile apps.
5. Review contract schedules and the customer schedules page to confirm the layout and schedule details are consistent.
6. Create a test invoice for a representative branch, customer, site, and contract, then check the saved invoice detail.
7. Open a return-to-work process and confirm the linked absence information is clear.

8. Test process matrix and dashboard insight filters for process name and process type reporting.
9. Start a vehicle process from the vehicles page where vehicle processes are enabled.
10. Check password reset, customer portal access-code, email delivery, and Android push notification paths during release testing.

## **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.