



KleanFlo Service Update

Customer notice - 27 August 2026

Summary

This is the 27 August 2026 KleanFlo customer notice covering today updates for KleanFlo and KleanFlo On the Move.

What has changed

- Weekend cover rota planning has been added in KleanFlo, giving authorised users a dedicated place to set Saturday and Sunday cover for each branch.
- Staff records now include a weekend cover option so only eligible staff are offered for weekend cover rota planning.
- Weekend cover rotas can be built from repeating weekly groups, with the current and upcoming weekends shown for review.
- Individual weekends can be amended where the normal rota needs to change, including a reason for the amendment.
- Weekend cover staff can receive notifications when a rota is saved, amended, or due for the coming weekend.
- Weekend scheduled work can be assigned to the staff member allocated for that weekend, helping weekend cover stay aligned with the rota.
- KleanFlo On the Move now shows weekend cover to eligible staff, including branch, weekend dates, assigned staff, rota status, and amendments.
- KleanFlo On the Move now allows authorised supervisors to amend weekend cover from the mobile app where a weekend needs different cover staff.
- KleanFlo On the Move now allows authorised supervisors to log a staff absence from the staff list, including dates, absence type, status, reason, and notes.
- When a supervisor logs an absence in KleanFlo On the Move, the app can show affected scheduled work and available weekend cover options before saving.
- Weekend work affected by a mobile absence can be reassigned to the allocated weekend cover staff, including split cover where more than one cover staff member is used.
- Absence cover notes now save correctly on planned cover work and holding-plan items, including notes applied across selected linked dates.
- The linked-date cover step is clearer when reallocating absence cover, with a separate review screen for choosing which related schedule dates should move or receive updated notes.
- Travel-aware cover planning has been tightened so the minimum-travel option is only shown when travel scoring is available, and large travel checks are skipped when configured limits would be exceeded.
- Holiday cover planning now respects the selected schedule rows more reliably when approving holiday requests, helping avoid cover being applied too widely.
- Holiday request review links and back navigation have been improved from holiday overview and staff holiday screens.

- Holiday review filters have been refined so users can move between pending, booked, taken, and all holiday records more consistently.
- End schedule and transfer schedule dialogs have been improved on customer and staff schedule screens, including clearer replacement schedule fields.
- Operations supervisors can now enable staff mobile access where their permission profile allows it.
- KleanFlo On the Move has Android display compatibility improvements and release optimisation updates for the next app release.
- KleanFlo On the Move audit and attachment image previews now use improved image loading and caching for a smoother viewing experience.

What this means for users

- Managers have a clearer process for planning and amending weekend cover across branches.
- Supervisors can respond to weekend absences faster from KleanFlo On the Move, including assigning the right weekend cover staff to affected work.
- Absence cover changes are easier to review because notes and linked schedule dates are handled more clearly.
- Holiday review work should be more reliable, especially when a request only applies to selected schedule rows.
- Schedule ending and transfer work should be easier to complete without layout or field confusion.
- KleanFlo On the Move should behave more consistently on Android and when loading audit or attachment images.

What to do

1. Review the new Weekend Cover page in KleanFlo and confirm eligible staff, rota weeks, amended weekends, and notifications are correct.
2. In KleanFlo On the Move, check the weekend cover screen for an eligible staff member and confirm the expected branches and weekend assignments are shown.
3. Test logging an absence from KleanFlo On the Move for a staff member with weekend work and confirm the affected work and cover options are shown before saving.
4. Check absence cover notes and linked-date reallocation using at least one recurring schedule example.
5. Review holiday requests that use selected schedule rows and confirm the holiday cover planning only applies to the intended work.
6. Check holiday review navigation from the overview and staff holiday screens.
7. Review end schedule and transfer schedule actions from both customer schedules and staff schedules.
8. Confirm operations supervisors can enable staff mobile access only where their permissions allow it.

Support

If anything does not match the expected behaviour, record the affected customer, branch, staff member, schedule date, and screen so the support team can review it.