



KleanFlo Service Update - August 2026 Release

Customer notice - 27 August 2026

Summary

This is the 27 August 2026 KleanFlo release notice for KleanFlo, KleanFlo Staff, and KleanFlo On the Move.

What has changed

- Absence cover planning now gives managers a clearer daily and weekly workspace for reviewing work that needs cover, staff availability, saved holding plans, approved cover days, and the current cover status for each affected job.
- Saved holding plans can be created and reviewed for a selected absence day before cover is approved, giving managers a safer staging point before changes are applied to live scheduled work.
- Linked scheduled work can now be selected more deliberately when cover is approved, so managers can choose which related dates should receive the cover assignment.
- Cover for an absence can be split between more than one staff member or team, with separate planned segments, notes, timings, and related schedule dates for each part of the work.
- Split cover can be merged back into a single planned cover item where the work no longer needs to be divided.
- Unavailable staff are shown more clearly during cover planning and are prevented from being approved for cover where their availability makes the assignment unsuitable.
- Absence notifications now go to the staff member supervisor where one is set, with branch owner fallback only when needed, so head office owners are no longer sent those absence notifications unnecessarily.
- 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.
- Linked cover selection has been strengthened so related jobs are found more reliably when schedule records have changed or when cover is being assigned from a reallocation workflow.
- 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 usage limits would be exceeded.
- Approved absence cover days now show the correct approval state after approval, reducing the chance that completed cover planning appears to still need action.
- School term-time schedule setup has been improved with clearer academic year handling, including start and end date validation, automatic academic year end calculation, and checks around term date ranges.
- When missing school term schedules are created, the system can also carry forward eligible non-term staff targets into the selected academic year, reducing repeated setup work for continuing

school contracts.

- School contract staff can be added to term schedules with their planned daily hours, zone, start time, and contract-hour checks, while existing schedules are recognised so duplicate setup is avoided.
- Non-term week setup now warns managers before moving away with unsaved changes and refreshes the related schedule and time records when non-term plans are saved.
- The school scheduling view now shows academic year information more clearly, including the term setup and schedule status for the selected year.
- Type C and school contract holiday year hour labels have been clarified so staff holiday screens and reports are easier to interpret.
- Branch holiday year dates are now handled as explicit start and end dates, with validation that the holiday year covers a full 12-month period.
- Branch holiday year dates can now be kept up to date automatically, so active branches move into the correct current holiday year without needing a manual date update at rollover time.
- Holiday year dates are now treated consistently as dates, reducing the risk of date shifts when branch holiday year settings are viewed or saved.
- Payroll review has been refined for school contract and split-cover work so split shift durations are handled more accurately in pay review calculations.
- Voided timesheets no longer continue to appear as missing timesheets in payroll and timesheet review areas.
- Payroll and schedule handling has been improved around designation-based work, helping scheduled tasks, timesheets, and payroll review stay aligned with the correct type of work.
- Quotation costing now includes a separate Consumables Costs section so consumables can be reviewed independently from labour, equipment, and other costs.
- Consumable costs can be entered as fixed annual costs or as a percentage of the weekly cost before consumables, supporting both fixed and proportion-based costing methods.
- Quotation totals now bring together labour, equipment, consumables, extra costs, inclusive weekly additions, additional services, uplift, and the final price frequency in one costing review.
- Saved quotation costing now retains consumable rows so reopened quotations show the same costing details that were previously entered.
- Additional services can now be opened directly from a customer schedule, giving managers a faster way to add extra contracted work from the schedule context.
- Manual additional services can be added with service name, frequency, duration, first service date, start time, assignment type, contractor details, and notes.
- Manual additional services are saved back to the contract additional services list and the schedule information refreshes after the new service is added.
- Insights workspaces can now be shared with selected branches, giving head office users more control than an all-branches or owner-branch-only setup.
- Shared Insights workspaces remember the selected branch access so saved workspace sharing remains consistent when the workspace is reopened.
- Document folders and documents now have clearer editable access controls, including selected-branch access where appropriate.
- Document access now respects parent folder limits, helping ensure documents inside a restricted folder do not become visible more widely than intended.

- Document folder tiles have been improved so folder counts and nested visible documents are presented more accurately.
- Process forms now present clearer branch scope options, including owner branch, all branches, and selected branches where that applies.
- Process setup now records selected branch sharing choices, so shared process access follows the branch scope chosen during setup.
- Process automation rules now show their branch scope more clearly, making it easier to see whether an automation applies to one branch, all branches, or selected branches.
- Process automation setup now allows head office users to choose selected branch sharing for automation rules, giving better control over where automated process work applies.
- Process setup now supports schedules as a process area, allowing schedule-linked process work and document merge fields to use the linked process record rather than only staff details.
- The add-contract flow now shows the new contact details earlier in the setup journey so contract setup can be checked before completion.
- Customer schedule lists now default to current schedules, helping managers focus on active work rather than expired or future-only schedule records.
- New schedules now default their start date to today, reducing manual date entry when creating current work.
- Replacement schedule assignment now loads staff and teams from the schedule branch, improving assignment choices when replacing planned work.
- Customer portal, cleaning specification, and audit views now show the active default cleaning tasks, reducing confusion from older or non-default cleaning task records.
- Audit and cleaning specification views now respect the correct task designation and no longer show optional tasks where only standard cleaning tasks should be listed.
- KleanFlo On the Move supervisor schedules now include staff search, allowing supervisors to filter the schedule summary by preferred name, first name, last name, or full name.
- KleanFlo On the Move schedule cards now present the customer and site more clearly, with customer shown as the main title and the site shown beneath it.
- KleanFlo On the Move schedule filters and empty states have been tightened so search, date, and scope controls are easier to use on the supervisor schedule screen.
- KleanFlo Staff now refreshes schedule details when a schedule screen is opened again or when the app returns to the foreground, so check-in availability reflects the latest schedule state.
- KleanFlo Staff check-in availability now follows the schedule check-in window and availability status, with clearer reasons shown when check-in is not currently available.
- KleanFlo Staff now returns users from an individual schedule back to the upcoming schedule list, making the schedule journey more consistent.
- KleanFlo Staff schedule cards now show planned duration alongside the planned start time, giving staff a clearer view of the expected visit length.
- KleanFlo Staff checkout confirmation has been refined so location capture and fallback handling are more consistent during checkout.
- KleanFlo Staff production release settings and notification setup have been tightened for the next app release, including the production service connection and notification channel setup.

What this means for users

- Managers get a more complete absence cover workflow, from identifying uncovered work through to staging, splitting, adding notes, approving, and applying cover to linked schedule dates.
- Absence notification routing is more targeted, so supervisors receive relevant absence alerts and head office owners are not alerted unnecessarily.
- Travel-aware cover planning is clearer because travel-based options only appear when they can be used for the current setup.
- School contract setup should need less repeated administration when academic years change, because term schedules and non-term targets are easier to create, validate, and carry forward.
- Payroll review should be clearer for school contract, split-shift, and voided-timesheet scenarios, reducing follow-up checks before payroll is finalised.
- Branch holiday year settings are clearer, less prone to date interpretation problems, and easier to keep current after each branch holiday year changes.
- Quotation costing can now show consumables and additional services as visible parts of the customer price build-up.
- Additional contracted services can be added from the schedule context without moving through unrelated customer screens.
- Head office teams have finer control over which branches can see workspaces, documents, processes, and automations.
- Schedule-linked process work can be configured more consistently where operational processes need to start from schedule records.
- Schedule setup, replacement assignment, audits, and cleaning specification views should require fewer manual corrections because task designation and default task visibility are handled more consistently.
- Supervisors using KleanFlo On the Move can find staff schedule work faster and read customer and site information more clearly.
- KleanFlo Staff users should see more accurate check-in availability, clearer unavailable messages, and better schedule navigation.

What to do

1. Validate absence cover planning with examples that include single cover, split cover, merged split cover, unavailable staff, cover notes, and linked schedule dates.
2. Check that absence notifications go to the staff member supervisor where one is set and do not go to head office owners unnecessarily.
3. Check that approved absence cover days no longer appear as though they still need approval.
4. Review school term-time setup for a new academic year, including term dates, non-term weeks, copied non-term targets, and existing staff schedules.
5. Check Type C and school contract holiday labels in staff screens and staff holiday reports.
6. Review branch holiday year start and end dates on branch setup and edit screens, including a branch whose holiday year rolls over during testing.
7. Confirm active branch holiday-year dates move to the current year automatically when the saved holiday-year pattern reaches its rollover date.
8. Run payroll review examples that include split shifts, school contract work, voided timesheets, and designation-based work.
9. Open a quotation costing record and confirm labour, equipment, consumables, additional services, uplift, and final frequency totals are clear.

10. Add an additional service from a customer schedule and confirm it appears correctly in the contract additional services list.
11. Review Insights workspace sharing with owner-branch, all-branches, and selected-branch examples.
12. Review document folder access using parent folder limits and selected-branch visibility.
13. Review process setup, process automation branch scope, and schedule-linked process setup where those processes are in use.
14. Check customer schedule lists, new schedule defaults, replacement schedule assignment, linked cover prompts, and travel-aware cover planning using current customer schedules.
15. Review cleaning specification, customer portal, and audit views to confirm the correct task designation is used and optional tasks are not shown where only standard tasks should appear.
16. In KleanFlo On the Move, test supervisor schedule search by preferred name, first name, last name, and full name.
17. In KleanFlo Staff, test schedule refresh, check-in availability, unavailable check-in messages, schedule back navigation, planned duration display, and checkout confirmation.

Support

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