



KleanFlo Service Update

Customer notice - 14 September 2026

Summary

This release notice lists the KleanFlo platform updates released from 9 September 2026 to 14 September 2026.

The update focuses on scheduling, customer status management, holiday opening positions, governance records, OneDrive document handling, stock permissions, site information, availability approvals, process sharing, quotations, and billing frequency controls.

The notice is longer than one page so the release testing scope can be reviewed in detail.

What has changed

- Stock consumable location screens now hide extra location columns where a customer only works from a single operating area.
- One-off quotations for Betterclean now follow the standard quotation flow.
- One-off quotation final price panels have been refined for clearer review before sending or accepting a quote.
- Quote documents now use selected task information more reliably.
- Schedule process launch controls have been added so schedule-linked processes can be started more directly from scheduling areas.
- Schedule process attachments are easier to access and organise.
- Mobile audit calendar events now respect linked operating areas more accurately.
- Holiday opening positions can now be added, reviewed, and saved from staff holiday records.
- Holiday opening positions are now handled through the holiday ledger for clearer ongoing holiday balance tracking.
- Holiday request action columns have been aligned for a cleaner review layout.
- Multi-site contact links have been added so a contact can be associated with the relevant customer sites.
- Orphan absence timesheets are ignored when checking whether a schedule can be changed.
- Pay-rate values are hidden from users who do not have payroll access.
- Schedule pay-rate tooltips are hidden from users who do not have payroll access.
- Cleaning specification PDFs now include zone controls so users can choose how zone information is presented.
- Staff right to work fields can now be used in process automation.
- The process automation builder has been refined for easier setup and review.
- Head office users can now share process work across operating areas where appropriate.
- Stock order search coverage has been improved.
- Supplier catalogue search in the order builder has been corrected.

- Daily team allocation scheduling has been added for planning team assignments by day.
- Customer deactivation has been added with a guided workflow.
- Customer deactivation is blocked where same-day open schedules would make the change unsafe.
- Customer status handling has been updated to use active and inactive status labels consistently.
- A single job cancellation flow has been added for cancelling individual scheduled jobs.
- Scheduler card badges have been improved so schedule cards are easier to scan.
- A governance register has been added for recording governance items at operating-area level.
- Governance attachments are routed to OneDrive where OneDrive storage is in use.
- Owner user administration has been refined.
- OneDrive mappings have been added so stored attachments can be linked and managed more clearly.
- Schedule audit history has been added for better visibility of schedule changes.
- Timesheet history has been improved for clearer review of timesheet changes.
- Site unavailable dates have been added so site closure or unavailable periods can be considered during planning.
- Staff driver licence and related licence fields have been added to staff records.
- Non-term availability planning has been added for school and non-term contract planning.
- The non-term weekly planning table has been tidied for easier review.
- Customer site information management has been added, including site information visible where relevant to customer portal and staff schedule workflows.
- Absence monitoring controls have been added for managing how absence availability is reviewed.
- Staff cover work can now be reallocated across operating areas where the user has the correct access.
- A staff stock permission flag has been added to control whether staff can manage stock activity.
- Staff stock supplier ordering is restricted to users with the correct permission.
- Mobile stock workflows now support customer site options.
- Weekly performance reporting has been added to help review platform performance and release quality.
- Supervisor workflows and availability approvals have been refined.
- OneDrive settings and contract zone setup have been polished.
- Multi-area summary filters have been added to audits, contracts, customers, processes, prospects, scheduling, and staff summary areas.
- Process page headers and conversation recipients have been corrected so location-related messages and process context are clearer.
- Availability notifications can now take users directly to the relevant availability review area.
- Map displays now use Mapbox tiles for Leaflet maps.
- Scheduled contract billing frequencies have been added so contract billing can follow the selected frequency more accurately.

What this means for users

- Operations teams have more control over schedule processes, daily allocation, single-job cancellations, holiday opening positions, and cross-area cover work.
- Payroll-sensitive values are better protected from users without payroll access.
- Customer, operating-area, and site records now support clearer governance, status, contact, site information, and unavailable date management.
- Stock users have stronger controls around supplier ordering, site selection, and staff permissions.
- Administrators have improved tools for process automation, OneDrive document handling, user management, performance review, and scheduled billing frequencies.

What to do

1. Review scheduling, holiday opening position, customer deactivation, governance, OneDrive, stock, site information, process automation, quotation, and billing frequency workflows during release testing.
2. Check payroll-sensitive schedule areas using both payroll and non-payroll user access.
3. Confirm stock supplier ordering permissions before allowing staff to place or manage supplier orders.
4. Review multi-area filters where customers, staff, processes, audits, schedules, and prospects are managed across more than one operating area.
5. Check scheduled contract billing frequency settings on contracts that should bill outside the standard monthly pattern.

Support

If anything looks incorrect after the update, contact KleanFlo support with the customer, staff member, contract, schedule, stock order, quotation, governance item, or invoice reference involved.