



KleanFlo Service Update

Customer notice - 8 and 9 October 2026

Summary

This KleanFlo update covers the customer-facing changes completed on 8 and 9 October 2026.

The main focus is customer stock and consumables, including product availability, flexible pricing and matching delivery choices in KleanFlo Staff and KleanFlo On the Move.

What has changed

- Customer records now include a Stock and Consumables area where users can allow all active catalogue items or maintain a selected list of products available to that customer.
- The customer product list applies across all sites belonging to the customer. Users can search and filter the catalogue, select visible items, remove individual items and move through larger lists using page controls.
- Stock availability and customer charging are handled separately. Stock items can be approved for use at customer sites without becoming customer charges, while chargeable consumables retain their own selling-price rules.
- Customer consumable pricing can use a percentage uplift or a fixed selling price per base unit, with effective start and end dates. A zero uplift or zero fixed price remains a valid intentional value.
- Users can choose whether a customer uses its own default consumables uplift or inherits the branch default. Product-specific and site-specific rules continue to take priority where applicable.
- Consumable pricing history can be reviewed, amended or returned to the applicable default. Changes affect future pricing and do not alter prices already recorded against completed deliveries or invoices.
- Customer-site supplier orders and site deliveries now use the customer's allowed product list. Items removed from the customer list are no longer offered for new work and may need to be removed from pending work before it can be completed.
- KleanFlo Staff now filters the products shown during a site delivery so staff only see items enabled for the selected customer. If no products are enabled, the app explains this before the delivery is saved.
- KleanFlo On the Move applies the same customer product filtering for supervisor site deliveries, including clear loading and unavailable-product messages when a customer site is selected.
- New help guides explain customer product availability, stock and consumables management, supplier orders, site deliveries, pricing priority, reporting and consumable invoicing checks.
- The new Website Request Widget is an enquiry form that a business can add to its own website. Visitors can submit a commercial or domestic cleaning request, select the service they need and provide their contact and site details without signing in to KleanFlo.
- Accepted widget enquiries create a new prospect and request record in KleanFlo and notify the selected owner, giving the team a clear route from a website enquiry into the normal prospect follow-up process.
- Administrators can configure each widget's receiving branch and owner, website details, form colour, privacy notice, customer audience and available services. The form can use a custom heading and confirmation message, include an Other service choice and be previewed before its website code is copied.

- Widget submissions show the selected customer type and service in recent requests. Commercial-only or domestic-only forms show the relevant fields automatically, while combined forms allow the visitor to choose the appropriate request type.
- Process signature fields now follow the configured signer choice more consistently, including fields that may be signed by either the staff member or a supervisor.
- When split scheduler assignments are moved to another date, their planned start and end information now remains aligned with the moved job.

What this means for users

- Each customer can receive only the stock items and consumables agreed for their organisation, consistently across all of their sites.
- Customer-specific pricing can be managed without changing stock costs, branch defaults or historic delivery and invoice values.
- KleanFlo Staff and KleanFlo On the Move present the same permitted product choices during customer-site deliveries.
- Users have clearer guidance for product selection, pricing, supplier ordering, deliveries and invoice checks.
- Businesses can collect cleaning enquiries directly through their website and route them into KleanFlo for prompt prospect follow-up.
- Process signatures and moved split jobs now follow their configured workflow and schedule details more consistently.

What to do

1. Review each customer's Stock and Consumables area and confirm whether all active products or only selected products should be available.
2. Review customer and site consumable prices, including the effective dates, price source and whether branch defaults should be inherited.
3. Before completing a supplier order or site delivery, confirm the destination customer and site, then select only products shown as available.
4. Mobile users should refresh the selected customer site before preparing a delivery if product availability has recently changed.
5. Use the new Stock and Consumables help guides when checking pricing priority, delivery records or invoice eligibility.
6. To use the Website Request Widget, open Admin Console > Website requests, configure the receiving branch, owner, website and services, preview the form, then copy the supplied widget code to the business website.

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.