



KleanFlo Service Update

Customer notice - 14 October 2026

Summary

An update has been released to the live KleanFlo web application and both mobile apps. This notice explains the latest stock and consumables improvements, travel and daily time recording, payroll changes and the updated supervisor absence-cover workflow.

The mobile updates were published on 14 October 2026 for iOS and Android. KleanFlo Staff uses the compatible 1.0.9 app release; KleanFlo On the Move uses the compatible 2.0.0 app release. An older incompatible installed version may need an app-store update before it can receive these features.

Before using the new mobile features: connect to the internet, fully close and reopen the app, allow the update to download, then close and reopen again if needed. The earlier 8-9 October update is not the latest release. Access to features still depends on your role, branch and staff settings.

What has changed

- **Stock and consumables: edit a planned delivery.** A pending site delivery can now be edited in the web application and On the Move before it is confirmed. Update the source location, customer/site, reference, notes, items and quantities. Saving a pending list does not issue stock; confirmation records what was actually delivered.
- **Stock checks: find products more easily.** Product search is available in stock-check entry, helping users find the item they are counting without working through the whole list. Check the selected store or van and the units before recording a physical count.
- **KleanFlo Staff: pending deliveries.** Staff with stock access can open pending site deliveries, check the planned items, change actual delivered quantities or remove an item that was not delivered, and confirm the delivery. Notes and a photo can be included. At least one item must have a positive delivered quantity. This is a confirmation workflow, not permission to change the delivery's source or destination.
- **Correct a confirmed delivery.** In the web stock area, an authorised stock manager can use Reverse delivery with a reason. The delivery returns to pending, the issued source stock is restored and the original history is retained. Correct the reopened record and confirm it again. If its movements are already on an invoice, correct or remove them from that invoice first; reversal is not a credit-note workflow.
- **Customer product rules still apply.** The products offered must be enabled for the destination customer. This applies across that customer's sites and remains consistent with both mobile apps. If availability changes after a delivery is planned, refresh and correct the pending delivery rather than trying to confirm a removed product.
- **Stock is not the same as customer charging.** Stock tracking and consumable billing remain separate. Stock items do not create consumable charges. Eligible chargeable consumables use their applicable selling price. Later price changes do not rewrite amounts already saved against completed deliveries or invoices.
- **KleanFlo Staff: travel time recording.** When Pay travel time is enabled on the staff record, a Travel time action is available on the dashboard. Select Start travel time before the first work journey and End travel time after the last. Continue to check in and out of each site as normal. Record breaks and personal time so they are excluded from travel.

- **Travel is calculated from the recorded day.** KleanFlo removes recorded job/activity time, breaks and exclusions from the start-to-finish window. For example, a 9-hour window containing 7 hours of work and a 30-minute break leaves 1 hour 30 minutes of calculated travel. That result is only as reliable as the start, finish, attendance and break records; it is not proof of driving or mileage.
- **Mobile totals and earlier dates.** The Staff dashboard distinguishes completed job time from travel time. Staff can select an earlier date and view travel details and history. If a time is wrong or missing, staff should tell their supervisor; the Staff app does not provide a self-service payroll-evidence correction form.
- **On the Move: Time recording.** The Time recording area brings together Travel time and Daily time recording. Choose the date to view the relevant records. Supervisors can start and finish an activity, view completed activities, and add missing activity or travel times, correct times or void a mistaken record where allowed. Missing-time entries and corrections require an internet connection and a reason.
- **Travel when the connection drops.** Supported mobile travel actions can remain waiting to send and retry when connectivity returns. Reconnect and use Refresh, then check the record was received. Keep the app installed and remain signed in until waiting entries are resolved. Do not assume an unsent action is already visible to payroll.
- **Optional vehicle identification.** Travel recording can use a vehicle NFC tag. Scanning identifies the vehicle; it does not start or finish travel by itself. Confirm the action and use the controls only when safely stationary. Location is captured at relevant actions where available, not continuously throughout the journey.
- **Timesheets: travel has its own review area.** In the web application, open Timesheets > Travel time to review staff travel. User Event Attendance > Travel time shows office-user travel. Filter by dates, person, status and branch where available. Recorded, Recording, Needs attention and Void explain whether a record is complete, open, needs checking or excluded.
- **Correct the source record, not just the total.** Authorised reviewers can add missing travel, correct a start or finish, add/correct a break or excluded activity, or void a mistaken entry with a reason. Original values and history are retained. Review the related job attendance too: a missing job finish can affect the travel calculation.
- **Payroll: pay periods now control inclusion.** Choose Weekly, Fortnightly or Monthly when creating a payroll period. The staff member's Pay period must match the run. Weekly periods cover 7 days and fortnightly periods cover 14 days. Monthly periods require the intended start and end dates and cover 28-31 days. Overlapping runs of the same type in the same branch are prevented.
- **Payroll: three clearer views.** Hourly shows hourly cleaning pay and scheduled/worked comparisons. Salary shows salary, worked time, applicable travel and eligible overtime. Timesheet shows daily recorded activity and travel totals. Contracted hours are shown as a reference for the period; they do not automatically become hours to pay. The redundant Pay grade column has been removed from the hourly summary; use work details to inspect the applicable rates.
- **Travel payment must be configured.** In the staff record's pay settings, enable Pay travel time and select an hourly Travel pay rate where appropriate. Complete, eligible travel is calculated separately from work. When a person has cleaning pay and travel-only pay, travel is displayed with their cleaning payroll entry; it is not a second payment for the same time. The Timesheet view retains separate recorded-time totals where applicable.
- **Pay rates and supporting detail.** Recorded activity and travel use their applicable rates. If rates differ, payroll can retain separate rate lines; do not assume a single headline rate describes every hour. Open View work to inspect source records, durations and rates before completing or exporting payroll.

- **Salary and additional cleaning.** Regular salary is calculated for the selected weekly, fortnightly or monthly pay period, subject to employment-date proration. For eligible salaried staff, Pay cleaning overtime and an hourly Overtime pay rate can be configured for additional cleaning outside their permanent schedule. Replacement work and school non-term work already included in salary are not paid a second time. Unclassified work must be resolved before calculating overtime.
- **Review and protect payroll evidence.** Missing finishes, conflicting time and records needing review must be resolved before a reliable payroll run. Completed payroll protects the time records and relevant identity links used in that run. Where a later correction is needed, use Reopen draft for corrections with a reason, correct the source records, rerun and check the totals again. Rerunning a draft removes existing manual hour/pay adjustments, so review and reapply authorised adjustments as needed.
- **On the Move: clearer absence and cover follow-up.** After an absence is booked, the app moves to the booked-absence review instead of leaving users on the entry form. Review affected schedules, allocate weekday cover, use split-cover options where offered and review weekend cover. If work is left unassigned, confirm that choice. Uncovered shifts and current absence information are clearer in the dashboard, staff and to-do views.
- **On the Move: quick prospect capture.** A quick-add workflow is available for new prospects. Capture the contact's full name and the required customer/request details so the sales team can follow up. Creating a prospect does not create a scheduled cleaning job.
- **Other web improvements.** Customer sites can be loaded in further pages rather than appearing to stop at the first displayed set. Customer contacts can be saved without an email address where one is not available. Return-to-work overdue information uses the current process status so a completed process is not treated as outstanding. Future employment end dates no longer end staff prematurely, and the final employment day is included in applicable leaver holiday proration.
- **Help is available in the application.** New time-recording and payroll guides explain staff travel, supervisor review, linked user/staff records, managing timesheets and weekly, fortnightly and monthly payroll runs.

What this means for users

- **Stock users:** prepare or change the plan first, then record the actual delivery once. Use the controlled reversal workflow for a posted mistake rather than creating a second stock movement to hide it.
- **Mobile users:** work, activity, breaks and travel are distinct records. Keep them accurate and finish open recordings. A recorded duration is not, on its own, an instruction to pay that duration.
- **Supervisors:** investigate Needs attention messages, missing attendance and cover-required work before payroll. On the Move supports your own daily activity/travel corrections; staff payroll-evidence corrections remain controlled by authorised reviewers.
- **Payroll users:** check the staff pay period, branch, employment dates, main pay grade and any travel/overtime settings. A user who records through an office login must be linked to the correct staff record for their eligible recorded time to appear in staff payroll. Linking records does not grant extra access or justify paying duplicate time.

What to do

1. Update both mobile apps before relying on the new functions. Connect to the internet and reopen twice if needed. If the feature is still absent, check the installed app version and ask the administrator to check role, branch, stock access or travel settings.
2. Stock managers: open a pending delivery, check the customer/site and source, update the planned list if necessary, then confirm actual quantities. Use Reverse delivery only for an incorrect confirmed record and resolve any invoice dependency first.
3. Staff: start travel before the first work journey, use normal site check-in/out, record breaks and finish after the final journey. Report missing or incorrect times to a supervisor. Check that waiting entries have sent before signing out.
4. Supervisors: review Timesheets and its Travel time tab for the payroll dates. Check related attendance and resolve open/conflicting records. If one person uses both apps, have an administrator verify the correct user-to-staff link.
5. Payroll administrators: check each staff member's Pay period, Pay travel time/Travel pay rate, and any salary overtime arrangement. Create the correct payroll type and dates; run and review Hourly, Salary and Timesheet plus View work. Check absences, holiday, adjustments and total pay before completion.
6. After any permitted correction or rerun, recheck the resulting totals and any exports. Do not reuse an earlier export without confirming that it still agrees with the corrected payroll.
7. After booking an absence in On the Move, review the affected work and allocate cover, or confirm which shifts still require cover. Use the in-app Help guides for the detailed recording and payroll steps.

Support

Contact KleanFlo support if an update or total does not look as expected. Include the app name and version, customer/site or staff member, delivery/payroll reference, date and a short description of the expected result. For mobile-update checks, the latest Staff update is dated 14 October 2026 (iOS and Android); On the Move has separate iOS and Android updates dated 14 October 2026. Keep a screenshot of any warning and the app's displayed update reference. Do not send passwords or access codes.