Always Clean MAINTENANCE

How to complete the Digital Proof Certificate

Contractor instructions — required on every visit · v13, October 2026

The form lives at: https://certificate.alwayscleanmaintenance.ca — save it to your home screen (Section 1). On a PFG visit you open it from the **Visit app** — visit.alwayscleanmaintenance.ca ("AC Visit") — at step 3; save that one too. If you were sent a different link earlier, use these.

THE SHORT VERSION

1 Set up the form on your phone (once, before your first job)

2 AC Visit: find the store, tick the six commitments, sign, — before you touch anything

3 Do the work — in AC Visit, 📷 then 📷 on every service's card

4 Certificate: find the store, one line per service, you sign, the site contact signs, , text Dylan

5 AC Visit: the finish questions, sign, , then leave

All of this is done on site, before you leave — a certificate sent from home is a late certificate. Nothing is saved, uploaded or emailed by hand: the certificate goes to Dylan when you tap Send.

BEFORE YOUR FIRST JOB

Do these at home or in the office, where you have Wi-Fi. Ten minutes, once.

- [ ] **Save the form to your phone** — open the link above and follow Section 1 below.
- [ ] **Open it from the home screen icon** and check you see the Always Clean logo and the "Fill in" form, with **Find the store** at the top.
- [ ] **Save the Visit app too** — **visit.alwayscleanmaintenance.ca**, the same way (it installs as "AC Visit"). Open it and type a store number: the store card, work order and services should appear. Check your calendar shows your next visit, with the work order linked in it. If anything is missing, tell Dylan **now**.
- [ ] **Save Dylan's number** — 226-577-2299 — you text him after every certificate.

1 · SAVE THE FORM TO YOUR DEVICE

You only do this once. After it is saved, the form opens from an icon on your home screen, like an app.

iPhone or iPad

1. In **Safari** (not Chrome, not the Mail preview), open **certificate.alwayscleanmaintenance.ca** — tap the link in our email or type it in.
2. Tap the **Share** button — the square with the arrow.
3. Scroll down and tap **Add to Home Screen**, then **Add**.
4. The form is now an icon on your home screen.

Android phone or tablet

1. In **Chrome**, open **certificate.alwayscleanmaintenance.ca** — tap the link in our email or type it in.
2. Tap the **three dots** at the top right.
3. Tap **Add to Home screen**, then **Add**.
4. The form is now an icon on your home screen.

Signal and saving — read this

- **Opening the form needs signal.** Open it while you still have signal — in the truck, before you walk into the store.
- Once it is open it keeps working inside with no signal. **Sending needs signal** — if the send fails, the certificate stays on your phone: tap **Send certificate** again from the truck.
- Everything you type is **saved on your phone as you go**. If the form closes, open it again from the icon — it is all still there.
- Always open it from the **home screen icon**, never from an old email link.

Photos — the one rule

- Photos are taken **in the Visit app, as you go**. Every service on the job has its own card with two buttons: 📷 **Before** and 📷 **After** — each tap takes up to 5 photos; tap again for more. They send themselves to the office as you take them.
- **Before you start a service:** tap 📷 **Before** on that service's card. Did something that isn't listed? **Add a service** at the bottom of the photo screen and it gets its own card.
- **When it's done and dry:** tap 📷 **After** on the same card. **Same spot, same angle, same distance** — stand next to something you can find again. The card turns green once it has both.
- **Photograph the dirtiest areas** in the before shot — that's what makes the after look as good as your work. **Low light?** If the flash isn't capturing it, use an external light.
- Before and after, every service. No signal? Take them anyway — they wait on the phone and send when the signal returns. Nothing is uploaded at the end.
- The certificate lists the services; it says on it that the photos are kept on file with it. Don't add photos to the certificate.

2 · EVERY VISIT, IN THIS ORDER

1. **Arrive.** Open **AC Visit** → find the store by number (work order and services fill in) → date → tap your name under Crew → tick the six commitments → sign → **Start visit**. Do this before you touch anything.
2. **Do the work.** For each service: 📷 **Before** on its card, do the service, let it dry, 📷 **After** from the same spot.
3. **Pack up and walk the site.** Water off, equipment loaded, pylons and signs picked up, no debris or standing water. Find the site contact.
4. **Certificate.** In AC Visit tap **Next: certificate** → **Open the certificate**, fill it in (Section 3), sign the Technician box, walk the site contact through the work and have them sign, then **Send certificate** and text Dylan (Section 4). Back in AC Visit it shows **Certificate received ✓**.
5. **The finish questions.** In AC Visit tap **Next: finish**. Six questions and notes for the office; every "see notes" gets a line in the notes box; sign.
6. **Finish visit.** Tap the green button — that's your end time. Keep the app open until the Visit finished screen says everything has been sent. Now you can leave.

3 · FILL IN THE CERTIFICATE

1. **Still showing the last store?** That store should show **Sent ✓**. Tap **Start a new visit** at the bottom of the form to clear it. (If it hasn't been sent yet, send it first.)
2. **Find the store.** Type the store number (or name) in the **Find the store** box and tap the match — the store name, number and address fill in.

3. **Visit details. Crew** — pick each name from the list (yours is remembered next time). **Site contact** — name and role, whoever you dealt with: manager, assistant manager, night lead. **Date. Work order number** — the PFG WO number from the job (AC Visit shows it on the certificate step).
4. **Add each service — one line per service.** Pick the service, pick the **area on site** (or "Other — type my own"), pick the standard **what was done** note — or "Write my own" and type one plain sentence. Did more than one service? Tap **+ Add another service**. **Never list a service twice.**
5. **Issues.** Tick the issues box only if something needs the site contact's attention, and describe it.
6. **Was everything finished?** If you could not complete the whole work order, tick **Work order NOT completed on this visit**, say what wasn't done and pick the reason. Then tap **Call Dylan** and **Email Bria** — both are right there, pre-filled. Could not do the visit at all? Still send a certificate: no services, NOT completed, the reason.
7. **Sign-off.** Type your name and the site contact's name. **Sign the Technician box** with your finger. Walk the site contact through the work, then **hand them the phone to sign the Site contact box**. Both print on the certificate. Leave the site contact box blank only if no one is available or they decline.
8. **Tap Review & send.** Check the store number, date and services are right. Tap **Fill in** at the top to go back and fix anything.

4 · SEND THE CERTIFICATE

A · Send certificate

Review & send → check it → Send certificate → green "Sent to Dylan" line → text Dylan

- Tap the green **Send certificate** button (top of the page or under the certificate). Within a few seconds the button turns dark green — **Sent ✓** — and a line says **"✓ Sent to Dylan at … with the PDF attached."**
- **Text Dylan that it's sent** — 226-577-2299. That's the hand-off.
- There is nothing to save, nothing to attach and nothing to email — the certificate is filed to the job by itself. Back in AC Visit it shows **Certificate received by the office ✓** within a minute (not yet? tap **Check it arrived**).
- Tapped Send twice? Harmless — the second tap says "already sent".

B · If it didn't send

- **No signal:** an amber line says it could not reach Dylan. The certificate stays on your phone — tap **Send certificate** again from the truck when you have bars.
- **Still nothing?** Under the amber line tap **Email a copy to Dylan (backup)** — your Mail or Gmail opens with the PDF attached, addressed to Dylan — and **call him**.
- **Want a copy for yourself?** Tap **Save a copy to this phone** (small link under the button). Optional — it goes to Downloads, or Files on an iPhone.
- **Found a mistake after sending?** Fix it in the form and tap **Send certificate** again — the corrected copy goes to Dylan. Text him which one is right.

5 · TWO RULES

IMPORTANT

One visit at a time. The form holds one visit. **Start a new visit** wipes the previous store's details. Never tap it until that store shows **Sent ✓**.

Before you leave the site. The certificate is sent on site, with the site contact's signature on it — never from the truck on the way home, never that evening. No signal? AC Visit keeps your photos and checklists on the phone and sends them when the signal returns — keep it open until the bar at the bottom says everything is sent.

IF SOMETHING GOES WRONG

The form is empty when I open it.
You probably opened a different copy. Use the icon on your home screen, not an old link or email — and always the same browser (Safari on iPhone, Chrome on Android).

I closed the form before sending.
Open it again from the icon. Your typing and the signatures are still there.

The form won't open — no signal.
The form needs signal to open. Get signal, then open it. Nothing you saved is lost.

The store isn't in the list.
Type the name, number and address yourself — the boxes still work. Tell Dylan so the store can be added.

The button says "Could not reach Dylan".
No connection. Tap **Send certificate** again when you have bars; if it still fails, **Email a copy to Dylan (backup)** and call him.

I sent it with a mistake.
Fix it in the form, tap **Send certificate** again, text Dylan which copy is right.

The site contact won't sign, or there's no one.
Sign your Technician box, leave theirs blank, put the name of whoever you dealt with in the site contact field, and send it. Say so in the finish questions ("No – site contact not available") and the notes.

AC Visit says photos are "waiting".
Normal with no signal — take the photos anyway. Keep the app open; they send when the signal returns.

AC Visit isn't working at all.
The certificate doesn't need it — send it as normal. Take your photos with the phone camera, named by service, and email them to Dylan the same day. Then tell Dylan.

No phone, or the website is down.
Use the paper backup form in your truck (see the backup instructions sheet) — both signatures, photograph both pages, email them to Dylan. Your photos in AC Visit carry on as normal.

More than 5 photos for one service.
Tap 📷 **Before** or 📷 **After** again on the same card — every tap adds up to 5 more.

Stuck on site, or AC Visit or the certificate won't work? **Dylan first: 226-577-2299** (call or text), then email dylan.a@alwayscleanmaintenance.com describing the issue. No answer? The office, 1-604-789-1256, then Shawn or Bria. Don't leave without the certificate sent.

Always Clean MAINTENANCE

21417 16 Ave, Langley BC V2Z 1R1
1-604-789-1256
info@alwayscleanmaintenance.com

GST: 849735303RT0001
Business Licence: 7035138
www.alwayscleanmaintenance.com