PATTISON FOOD GROUP PROGRAM

# The PFG Contractor Playbook

The eight steps of a verified visit — the Visit app and the Digital Proof Certificate, in order, before you leave the site.

v3 · October 2026 · Swipe or tap Next →

THE BLUEPRINT

# Eight steps, in order, every visit.

Everything for a visit lives in the Visit app on your phone — **visit.alwayscleanmaintenance.ca** ("AC Visit") — and the certificate goes to Dylan from your phone. Do these in order and you've done everything Always Clean and PFG need to verify your work.

### BEFORE ANY WORK

1. Start visit — find the store, six commitments, sign

### THE WORK

2. Before and after photos — every service, in the app
3. Quick walkthrough and pack-up

### THE RECORD

4. Digital Proof Certificate — you sign, the site contact signs
5. Send certificate, text Dylan

### CLOSE OUT

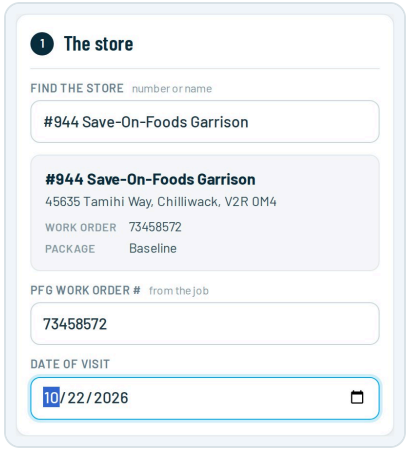
6. The finish questions
7. Finish visit
8. Then leave

STEP 1 · BEFORE ANY WORK STARTS

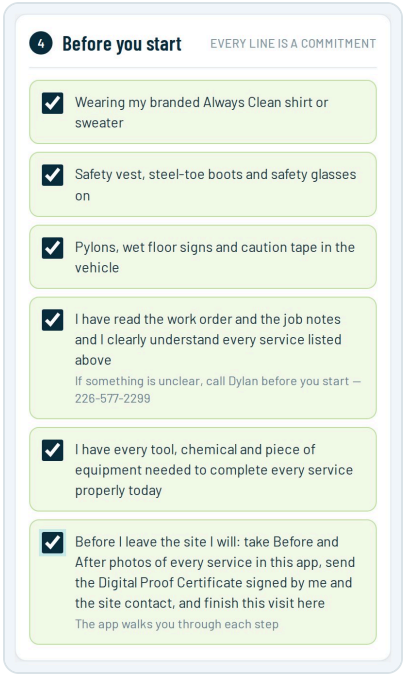
# Read the job, then start the visit in AC Visit.

- **Before you leave home:** open the job — the calendar invitation from the office, with the work order PDF linked in it. Confirm the **services, time, address, site contact** and the **store's opening time**; read every line of the **work order** — start time, bin-pull time, entry code, the PFG work order number.
- **Load the truck** for every service on the day's work orders — the night before if you can. PPE, pylons, wet floor signs, caution tape, a 200-foot hose, the paper backup form.
- **On site:** 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 not start any service until you have tapped Start visit.




Find the store




Six commitments

STEPS 2–3 · THE WORK

# Master the photo protocol, then pack up clean.

| | BEFORE | AFTER |
|---|---|---|
| **The subject** | Photograph the **dirtiest areas** — the before should show the worst of it. | Cleaned to standard. **Let it dry** — wet looks dirty. |
| **The framing** | Stand next to something you can find again. | **Same spot, same angle, same distance.** The pair must show the difference. |
| **The button** | On the service's card: 📷 **Before** — up to 5 a tap, tap again for more | Same card: 📷 **After** — the card turns green with both |

**Repeat for every service** — one card each; add a service if you did one that isn't listed. Low light? Use an external light. No signal? Take them anyway — photos wait on the phone and send when the signal returns. Photos never go in the certificate.

**Step 3 — finished?** Walk the site while you pack up: water off, hoses and equipment loaded, pylons and wet floor signs picked up, no debris or standing water, doors and gates secured. Then find the site contact.

STEP 4 · THE RECORD

# The Digital Proof Certificate — one line per service, two signatures.

**1**

**Find the store by number** — name, number and address fill in. Add the crew from the pick-list, the **site contact** (name and role) and the **PFG work order number**.

**2**

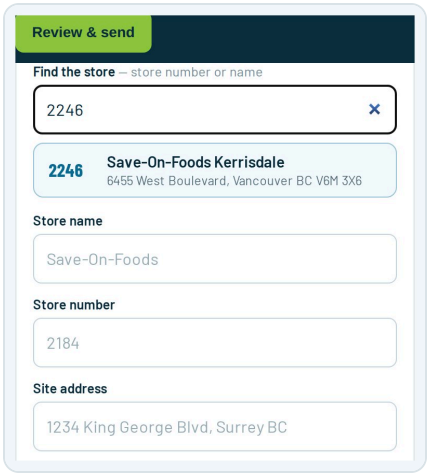
**One line per service:** pick the service, the area on site and the standard "what was done" note — or write your own. Never list a service twice.

**3**

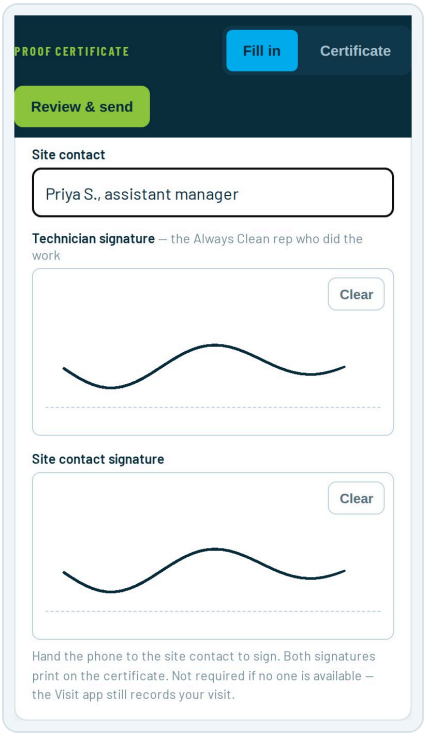
**Couldn't finish everything?** Tick **Work order NOT completed**, say what and why, then call Dylan and send the pre-filled email to Bria.

**4**

**Sign the Technician box.** Walk the site contact through the work, then hand them your phone to sign the **Site contact box**. Leave it blank only if no one is available or they decline.




Find the store by number




You sign, the site contact signs

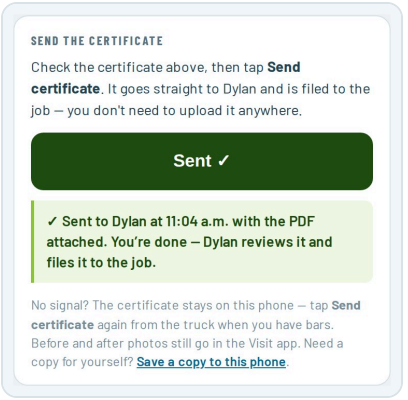
Open it from AC Visit: **Next: certificate** → **Open the certificate** (certificate.alwayscleanmaintenance.ca). Still showing the last store? **Start a new visit** — only once that store shows **Sent ✓**.

STEP 5 · SEND IT

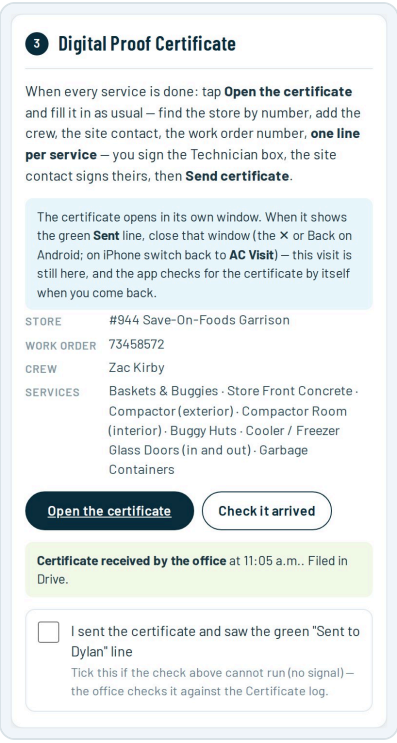
# Tap Send certificate. Wait for the green line. Text Dylan.

- Tap **Review & send**, check the store number, date and services, then tap **Send certificate**. Wait for the green **"Sent to Dylan"** line — the button turns to **Sent ✓**.
- **Back to AC Visit** — close the certificate window; it shows **Certificate received by the office ✓** within a minute (not yet? tap **Check it arrived**).
- **Text Dylan that it's sent** — 226-577-2299. Nothing to save, upload or email — it's filed to the job by itself.
- **No signal?** It stays on your phone — tap Send certificate again from the truck. Still nothing? **Email a copy to Dylan (backup)** and call him.
- **Mistake after sending?** Fix it and send again — text Dylan which copy is right.

> The certificate is the record PFG sees. A certificate sent from home is a late certificate.




Sent ✓



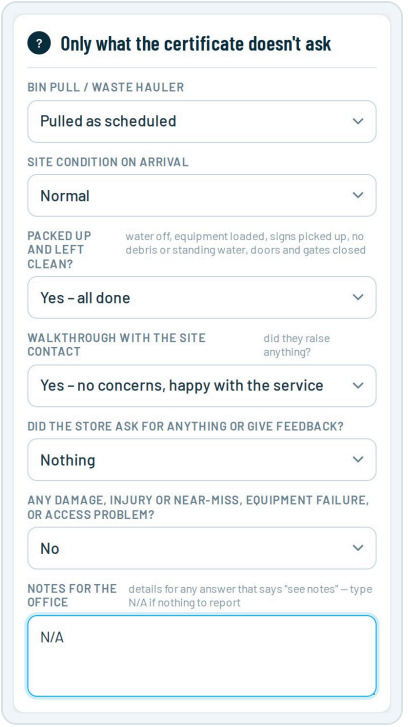

Back in AC Visit: received ✓

STEPS 6-8 · CLOSE OUT

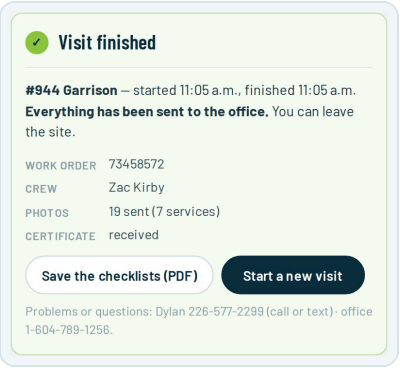
# Answer the finish questions, finish the visit, then leave.

- **6 · Next: finish.** Six quick questions — the bin pull, site condition, packed up and left clean, the walkthrough with the site contact, what the store asked for, any damage, injury or access problem — plus notes for the office. A service with no photos is flagged: give the reason. Every "see notes" gets a line in the Notes box. Sign.
- **7 · Tap the green Finish visit.** That's your end time — the office gets the checklists and the visit summary. Keep the app open until the Visit finished screen says everything has been sent.
- **8 · Then leave.** Not before every step is done.

> **Could not do the visit at all?** Call Dylan before you leave — and still send a certificate: no services, tick NOT completed, give the reason, then finish the visit with the reason in the notes. That's what gets the return visit booked.




The finish questions




Visit finished

WHY THE ORDER MATTERS

# The anatomy of a verified visit.

**Start & Finish visit**
Show the office when you were on site.

**The commitments & the finish questions**
The site was safe when you started, and finished when you left.

**Before & After photos**
Proof of each service.

**The certificate**
Signed by you and the site contact, sent to Dylan — the record PFG sees, and the report to PFG is built from it.

**Skip one step and the visit can't be verified. Only verified visits count toward your 100% month — these eight steps are how you get credit for your work.**

QUICK REFERENCE

# Stuck? Call.

**ANYTHING AT ALL — STUCK, CAN'T FINISH, LATE, DAMAGE, THE VISIT APP OR THE CERTIFICATE WON'T WORK**
Dylan first: 226-577-2299 (call or text) · the WhatsApp group · dylan.a@alwayscleanmaintenance.com

**DYLAN NOT ANSWERING?**
Office: 1-604-789-1256, then Shawn or Bria — until you reach someone. Never leave a site with a problem unreported.

**EMERGENCY — INJURY, FIRE, COLLISION**
911 first, then head office or Shawn; no answer, Dylan

**SCHEDULES AND RESCHEDULES**
Come from Bria — tell Dylan first if you need a change

The full Playbook, with every screen, is under Documents.