PATTISON FOOD GROUP PROGRAM

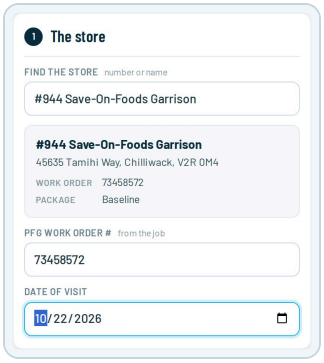
PFG Contractor Playbook

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

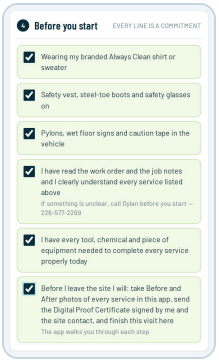
Everything for a visit lives in the Visit app on your phone — visit.alwayscleanmaintenance.ca ("AC Visit" on your home screen): the start checks, your before and after photos, the certificate and the finish questions — and everything it sends goes straight to the office. Do these eight steps in order, every job, and you've done everything Always Clean and PFG need from you.

1 BEFORE ANY WORK STARTS
Start 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**, and 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 is better. Standard kit: PPE, pylons, wet floor signs, caution tape, a 200-foot hose, the paper backup form. Unsure? Ask Dylan before you drive.
- **On site:** open **AC Visit** → **find the store by number** — the work order number, package and today's services fill in from the job (untick anything not on today's job, add anything that is) → date → tap your name under **Crew** → tick the **six commitments** (branded shirt, PPE, pylons and signs, you've read the work order and understand every service, you have every tool and chemical, and what you'll do before you leave) → **sign** → tap **Start visit**.
- Do this **before** you start any service.



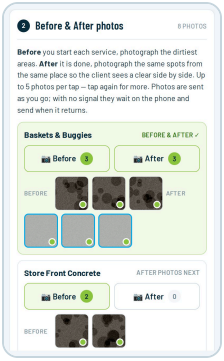
Find the store — the work order and services fill in



Six commitments, then sign and Start visit

2 EVERY SERVICE
Before and after photos, in the Visit app

- **Before:** set up for the first service. On that service's card tap **📷 Before** → photograph the **dirtiest areas** — up to 5 photos a tap, tap again for more. Stand next to something you can find again.
- **After:** do the work to Always Clean standard. Let it dry — wet looks dirty. Tap **📷 After** → **same spot, same angle, same distance**.
- **Repeat for every service** — the card turns green once it has both. Did something that isn't on the list? **Add a service** at the bottom and photograph it too. Low light? Use an external light.
- No signal? Take them anyway — photos wait on the phone and send when the signal returns; the bar at the bottom shows what's still waiting. **Photos never go in the certificate.**



One card per service: Before, then After



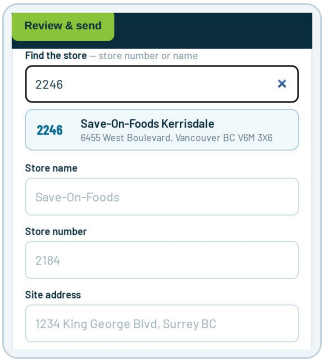
Green = both sides done

3 FINISHED?
Quick walkthrough and pack-up

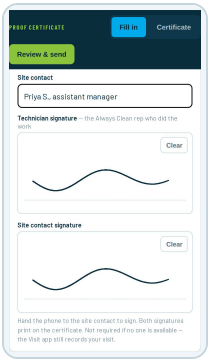
- Walk the site while you pack up and clean up: **water off**, hoses and equipment loaded, **pylons and wet floor signs picked up**, no debris or standing water, every door and gate you used secured.
- Check every service on the work order against the standard — the finish questions are going to ask you.
- Find the **site contact** now — manager, assistant manager, night lead, whoever you dealt with — so they're ready for step 4.

4 THE RECORD
Digital Proof Certificate

- In AC Visit tap **Next: certificate**, then **Open the certificate** — it opens in its own window (**certificate.alwayscleanmaintenance.ca**). Still showing the last store? Tap **Start a new visit** — only once that store shows **Sent ✓**.
- **Find the store by number** — the name, number and address fill in. Add the **crew** from the pick-list, the **site contact** (name and role), the date and the **PFG work order number** from the job.
- **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.**
- **Couldn't finish everything?** Tick **Work order NOT completed on this visit**, say what and why, then **call Dylan** and send the pre-filled **email to Bria** — both buttons are right there.
- **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.



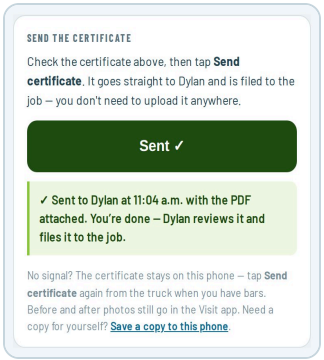
Find the store by number



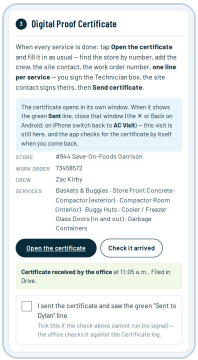
You sign, the site contact signs

5 SEND IT
Send certificate

- 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 (✕ or Back on Android; on iPhone switch back to AC Visit). 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** — the certificate is filed to the job by itself.
- **No signal?** The certificate stays on your phone — tap **Send certificate** again from the truck when you have bars, and tick **I sent the certificate** in AC Visit if the check can't run. Still nothing? **Email a copy to Dylan (backup)** from the same card, and call him.
- **Found a mistake after sending?** Fix it and tap **Send certificate** again — the corrected copy goes to Dylan. Text him which one is right.



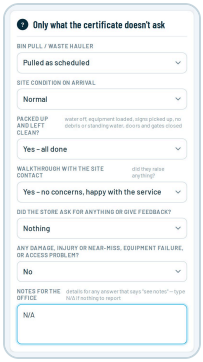
The green line — it's with the office



Back in AC Visit: received ✓

6 REPORT
The finish questions

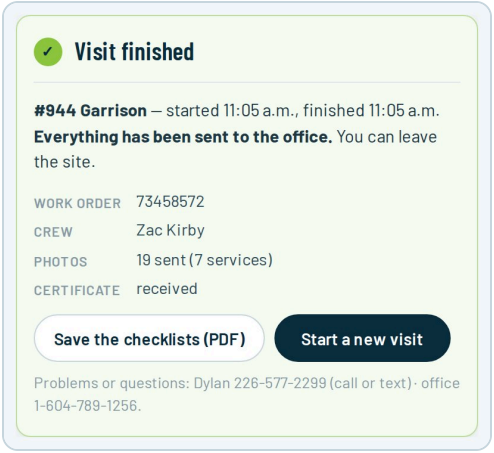
- In AC Visit tap **Next: finish**. Six quick questions — only what the certificate doesn't ask: the **bin pull**, site condition on arrival, packed up and left clean, the **walkthrough with the site contact**, whether the store asked for anything or gave feedback, and any **damage, injury, near-miss, equipment failure or access problem** — plus **Notes for the office**.
- A service with no before or after photos is flagged here — give the reason. Every **"see notes"** answer gets a line in the Notes box — the office can only act on what you tell us. Nothing to report? Type **N/A**.
- **Damage or injury:** call Dylan before you leave the site.
- Sign.



Six questions and your notes for the office

7 CLOSE IT
Finish visit

- Tap the green **Finish visit** button. That's your end time — the office gets your checklists and the visit summary, and the job shows as done.
- The **Visit finished** screen lists what was sent. Anything still waiting for signal? Keep the app open until it says everything has been sent. Want a copy? **Save the checklists (PDF)**.



Visit finished — everything sent

8 LAST
Then leave

- **Do not leave the site until every step above is done.** A certificate sent from home is a late certificate.
- Next store? Tap **Start a new visit** in AC Visit and start again at step 1. In the certificate, tap **Start a new visit** only after this store shows **Sent ✓**.

> **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 in AC Visit with the reason in the notes. That's what gets Dylan and Bria the alert and the return visit booked.

Why these eight, and why in this order. Start visit and Finish visit show the office when you were on site. The start commitments and the finish questions show the site was safe when you started and finished when you left. The before and after photos show each service. The certificate — signed by you and the site contact, sent to Dylan — is the record PFG sees: the office checks every one, and PFG gets a report built from them. Skip one and the visit can't be verified — and only verified visits count toward your **100% month**.