



FRANCHISE HOME-HELP OPERATIONS

Run every home-help service in one place

From the first household enquiry to a completed visit, approved time and finance follow-up.

A product by WeebPal



Substitutoo



One operating flow for the whole service



Enquiries and allocation

Capture requests on brand and partner sites, then review anything that cannot be allocated automatically.



Clients, homes and quotes

Keep the customer, service address, scope and commercial proposal connected.



Visits and field records

Schedule work, assign an operative and retain the visit brief, evidence and time record.



Finance and oversight

Follow invoices, payments, exceptions, audit records and network-level summaries.

A workspace matched to each responsibility



Public visitor

BRAND SITE

Find services, a local team and the correct enquiry route.



Operative

FIELD APP

See assigned work, the visit brief, evidence, time and notifications.



Office Administrator

BACK OFFICE

Progress enquiries and coordinate clients, quotes, schedules and finance.



Franchise Owner

BACK OFFICE

Run the partner operation, team, local site, reports and integrations.



Franchisor

NETWORK

Read aggregate partner and territory figures without opening operational records.



Head Office

PRODUCT

Review allocation, partner onboarding, shared content and product settings.



Switcher

PERMISSION BOUNDARY

The dedicated switch-user route currently denies access to the crawled account.

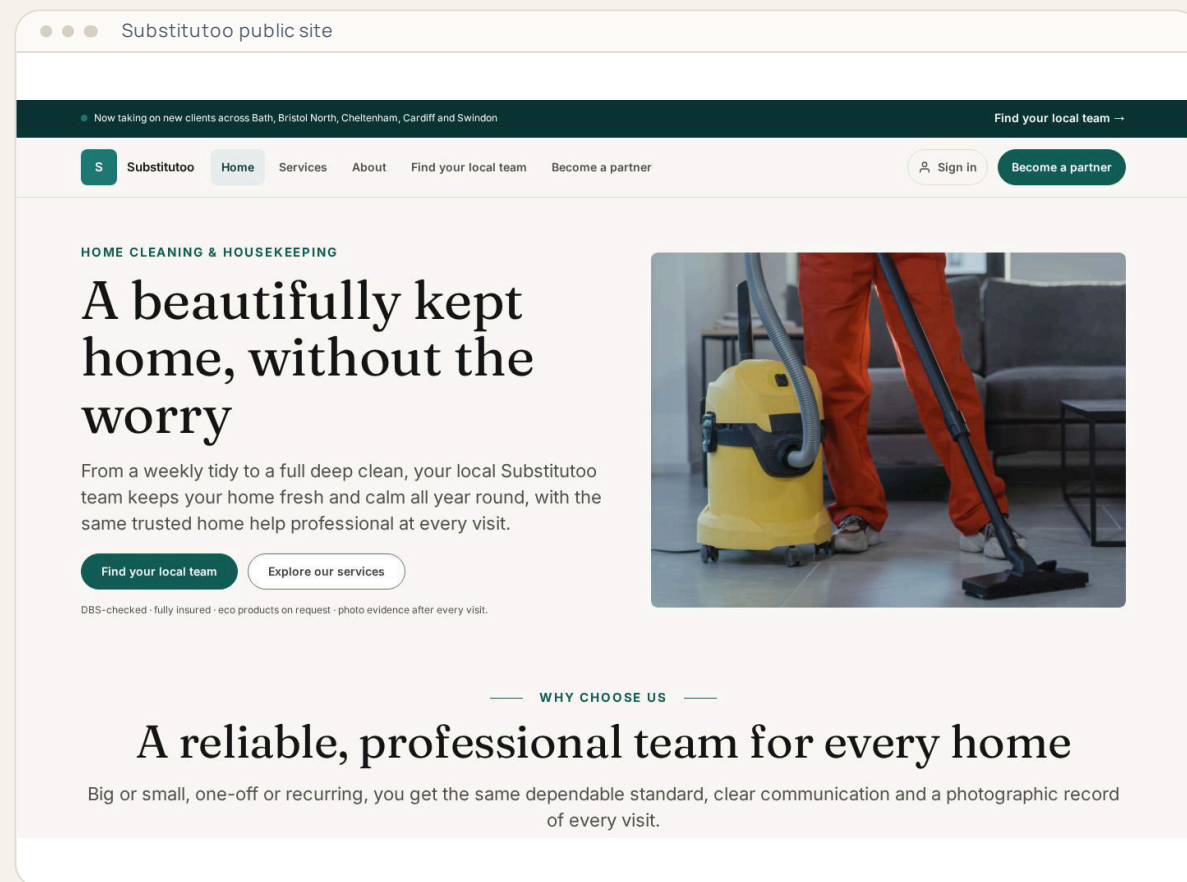


Signed-in account

ACCOUNT

Maintain its own profile and security settings within granted access.

Present one brand with local service routes



Explain the service

Show home-cleaning and housekeeping services using current customer content.



Guide visitors locally

Direct each postcode or partner path towards the relevant local team.



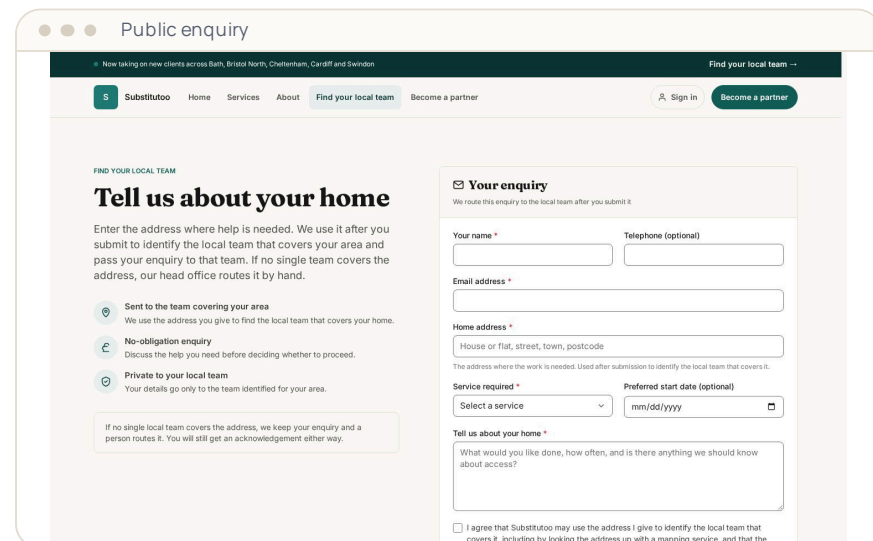
Start an enquiry

Keep the quote request visible from the public journey.

Capture enquiries and resolve allocation exceptions

Public enquiry

Collect the household, address and service information needed to route the request.



Public enquiry

Now taking on new clients across Bath, Bristol North, Cheltenham, Cardiff and Swindon

Find your local team --

Substitutoo Home Services About Find your local team Become a partner Sign in Become a partner

Find your local team

Tell us about your home

Enter the address where help is needed. We use it after you submit to identify the local team that covers your area and pass your enquiry to that team. If no single team covers the address, our head office routes it by hand.

- Sent to the team covering your area**
We use the address you give to find the local team that covers your home.
- No-obligation enquiry**
Discuss the help you need before deciding whether to proceed.
- Private to your local team**
Your details go only to the team identified for your area.

If no single local team covers the address, we keep your enquiry and a person routes it. You will still get an acknowledgement either way.

Your enquiry

We route this enquiry to the local team after you submit it.

Your name * Telephone (optional)

Email address *

Home address *

House or flat, street, town, postcode

The address where the work is needed. Used after submission to identify the local team that covers it.

Service required * Preferred start date (optional)

Select a service mm/dd/yyyy

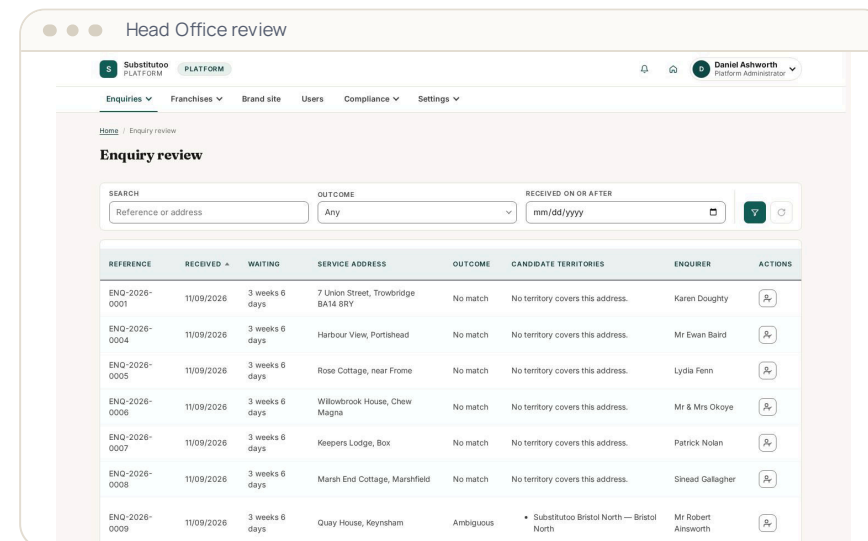
Tell us about your home *

What would you like done, how often, and is there anything we should know about access?

☐ I agree that Substitutoo may use the address I give to identify the local team that covers it, including by looking the address up with a mapping service, and that the

Head Office review

Review enquiries that have no single partner owner, then allocate them through the guarded action.



Head Office review

Substitutoo PLATFORM

Enquiries Franchises Brand site Users Compliance Settings

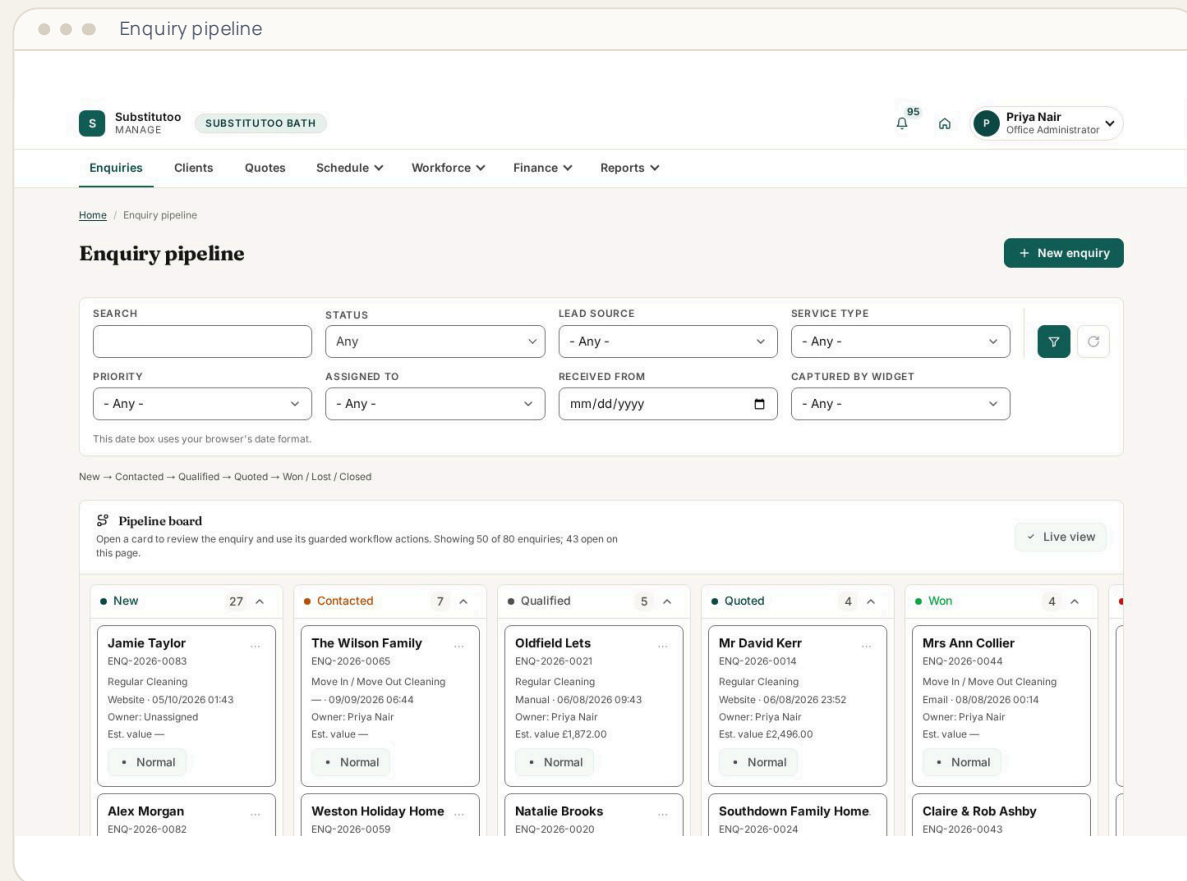
Home / Enquiry review

Enquiry review

SEARCH: Reference or address OUTCOME: Any RECEIVED ON OR AFTER: mm/dd/yyyy

REFERENCE	RECEIVED	WAITING	SERVICE ADDRESS	OUTCOME	CANDIDATE TERRITORIES	ENQUIRER	ACTIONS
ENO-2026-0001	11/09/2026	3 weeks 6 days	7 Union Street, Trowbridge BA14 8RY	No match	No territory covers this address.	Karen Doughty	View
ENO-2026-0004	11/09/2026	3 weeks 6 days	Harbour View, Portishead	No match	No territory covers this address.	Mr Ewan Baird	View
ENO-2026-0005	11/09/2026	3 weeks 6 days	Rose Cottage, near Frome	No match	No territory covers this address.	Lydia Fenn	View
ENO-2026-0006	11/09/2026	3 weeks 6 days	Willowbrook House, Chew Magna	No match	No territory covers this address.	Mr & Mrs Okoye	View
ENO-2026-0007	11/09/2026	3 weeks 6 days	Keepers Lodge, Box	No match	No territory covers this address.	Patrick Nolan	View
ENO-2026-0008	11/09/2026	3 weeks 6 days	Marsh End Cottage, Marshfield	No match	No territory covers this address.	Sinead Gallagher	View
ENO-2026-0009	11/09/2026	3 weeks 6 days	Quay House, Keynsham	Ambiguous	Substitutoo Bristol North — Bristol North	Mr Robert Ainsworth	View

Progress each enquiry through a visible pipeline



The screenshot shows the 'Enquiry pipeline' interface in the Substitutoo application. At the top, there's a navigation bar with the Substitutoo logo, a 'MANAGE' button, and a 'SUBSTITUTOO BATH' tab. Below this is a menu with options: Enquiries, Clients, Quotes, Schedule, Workforce, Finance, and Reports. The main header area includes a 'Home' link, the 'Enquiry pipeline' title, and a '+ New enquiry' button. A search and filter section follows, with fields for SEARCH, STATUS (Any), LEAD SOURCE (- Any -), SERVICE TYPE (- Any -), PRIORITY (- Any -), ASSIGNED TO (- Any -), RECEIVED FROM (mm/dd/yyyy), and CAPTURED BY WIDGET (- Any -). Below the filters, a status flow is shown: New → Contacted → Qualified → Quoted → Won / Lost / Closed. The main section is titled 'Pipeline board' and shows a grid of enquiry cards. Each card displays the enquiry name, ID, service type, date, owner, and estimated value, along with a 'Normal' status indicator. The cards are organized into columns based on their status: New (27), Contacted (7), Qualified (5), Quoted (4), and Won (4).

Enquiry pipeline

SEARCH STATUS LEAD SOURCE SERVICE TYPE

PRIORITY ASSIGNED TO RECEIVED FROM CAPTURED BY WIDGET

This date box uses your browser's date format.

New → Contacted → Qualified → Quoted → Won / Lost / Closed

Pipeline board

Open a card to review the enquiry and use its guarded workflow actions. Showing 50 of 80 enquiries; 43 open on this page.

New 27

Contacted 7

Qualified 5

Quoted 4

Won 4

Jamie Taylor
ENQ-2026-0083
Regular Cleaning
Website - 05/10/2026 01:43
Owner: Unassigned
Est. value —
• Normal

The Wilson Family
ENQ-2026-0065
Move In / Move Out Cleaning
— 09/09/2026 06:44
Owner: Priya Nair
Est. value —
• Normal

Oldfield Lets
ENQ-2026-0021
Regular Cleaning
Manual - 06/08/2026 09:43
Owner: Priya Nair
Est. value £1,872.00
• Normal

Mr David Kerr
ENQ-2026-0014
Regular Cleaning
Website - 06/08/2026 23:52
Owner: Priya Nair
Est. value £2,496.00
• Normal

Mrs Ann Collier
ENQ-2026-0044
Move In / Move Out Cleaning
Email - 08/08/2026 00:14
Owner: Priya Nair
Est. value —
• Normal

Alex Morgan
ENQ-2026-0082

Weston Holiday Home
ENQ-2026-0059

Natalie Brooks
ENQ-2026-0020

Southdown Family Home
ENQ-2026-0024

Claire & Rob Ashby
ENQ-2026-0043



Find the right request

Filter the working list by status, source, service, priority and owner.



Use guarded transitions

Move from New through contact and qualification towards quoted and final outcomes.



Convert when ready

Create the connected client and home through the protected conversion step.

Keep the client and service home connected



Client register

Search the partner-owned customer register and open the correct record.

Client register

Substitutoo MANAGE

SUBSTITUTOO BATH

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Priya Nair Office Administrator

Enquiries Clients Quotes Schedule Workforce Finance Reports

Home / Clients

Client register

Every client in your franchise

REFERENCE	CLIENT NAME	TYPE	STATUS	HOMES	MAIN PHONE & EMAIL	ACTIONS
FRB-C0037	Southdown Property Management client since 09/09/2026	Property Management	→ Prospect	6	01225 480 421 office@southdownpm.example	ⓘ
FRB-C0036	Ellen Fairweather client since 09/09/2026	Homeowner	→ Prospect	1	01225 480 420 ellen.fairweather@example.com	ⓘ
FRB-C0035	Mr David Kerr client since 05/09/2026	Elderly Care	→ Prospect	1	01225 480 419 david.kerr@example.co.uk	ⓘ
FRB-C0034	Oldfield Lets client since 05/09/2026	Letting Agent	→ Prospect	1	01225 480 418 natasha@oldfieldlets.example	ⓘ
FRB-C0033	Sion Hill Apartments client since 05/09/2026	Property Management	→ Prospect	1	01225 480 417 s.nancarrow@example.test	ⓘ
FRB-C0019	Mrs Ann Collier client since 08/08/2026	—	✓ Active	1	01225 480 403 ann.collier@example.co.uk	ⓘ
FRB-C0004	Dr Simon Reeves	Homeowner	✓ Active	1	07700 900318	ⓘ

Client detail

Review contacts, service locations and related operational records in context.

Client detail

Substitutoo MANAGE

SUBSTITUTOO BATH

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Priya Nair Office Administrator

Enquiries Clients Quotes Schedule Workforce Finance Reports

Home / Clients / FRB-C0001

FRB-C0001

Mrs Eleanor Hartley - Active

Edit client Add contact Add home

Client record Contacts Homes Visit history Financial history Photographic evidence Enquiries and quotes

Client record

The source record for this account.

Client reference
FRB-C0001

Status
Active

Client since
21/07/2025

Client type
Landlord

Primary contact
Eleanor Hartley

Billing contact
Robert Hartley

Billing address
14 Lansdown Crescent
Bath
BA1 5EX
United Kingdom

Phone
01225 480 345

Email
eleanor.hartley@example.co.uk

Payment terms
30 Days

Credit limit
£5,000.00

Marketing consent
Off

Lead source
Referral

Lifecycle

Current state and the transitions open from it.

Status
Active

Client since
21/07/2025

Put on hold Mark inactive

Turn qualified work into a controlled quote

Quote record

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Office Administrator

Enquiries

Clients

Quotes

Schedule

Workforce

Finance

Reports

Home / Quotes / FRB-Q0021

FRB-Q0021

Review the stored commercial facts, quote lines and actions for this version.

FRB-Q0021 · Quote overview

Version 1

Accepted

Origin

Enquiry

ENQ-2026-0005

Client

FRB-C0001

Home

14 Lansdown Crescent

Recipient contact

Eleanor Hartley

Issue date

25/08/2026

Valid until

24/09/2026

Currency

GBP — Pound sterling

Quote lines

Stored line values and totals for this quote version.

#	ITEM CODE	DESCRIPTION	QUANTITY	UNIT	UNIT PRICE	DISCOUNT	TAX	LINE NET	LINE TAX	LINE TOTAL	OPTIONAL
1	DEEP-CLEAN	Full deep clean — kitchen, two bathrooms, bedrooms and living areas, including inside cupboards and behind	1	Fixed	£480.00	—	20%	£480.00	£96.00	£576.00	Included



Define the proposed work

Keep service lines, visit pattern, price and terms on the quote record.



Issue a stable version

Issued commercial documents retain their recorded snapshot.



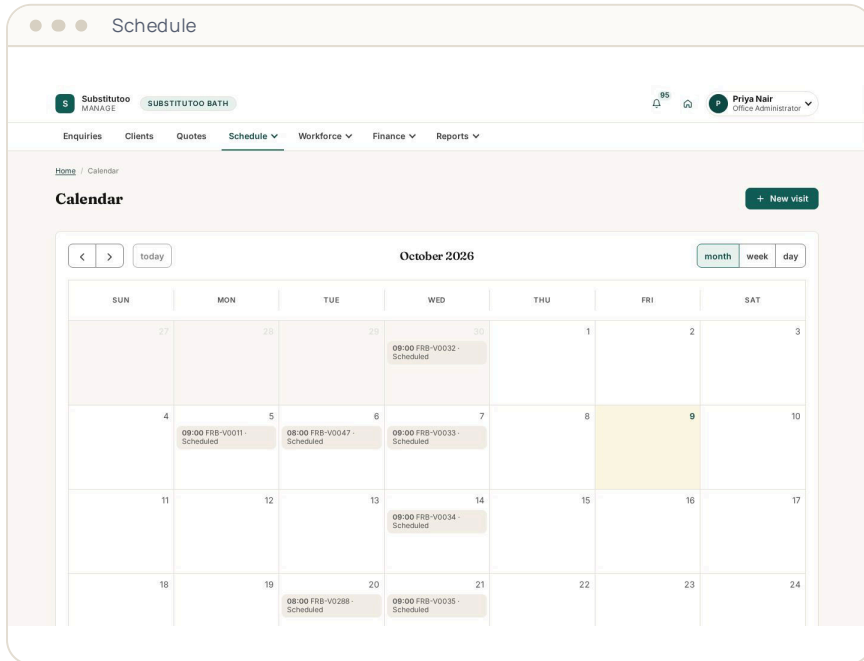
Record the decision

Follow the supported acceptance, rejection, expiry or re-quote path.

Coordinate the schedule and named assignments

Schedule

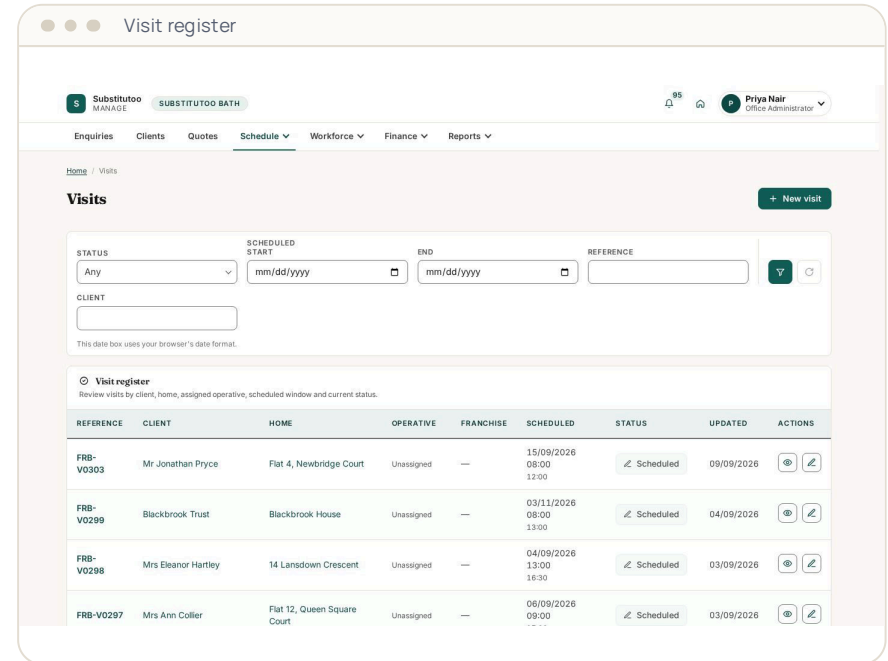
Review planned work in the shared calendar view.



The screenshot shows the 'Schedule' interface in the Substitutoo application. At the top, there's a navigation bar with 'Substitutoo MANAGE' and 'SUBSTITUTOO BATH'. Below this is a menu with 'Enquiries', 'Clients', 'Quotes', 'Schedule' (selected), 'Workforce', 'Finance', and 'Reports'. The main area is titled 'Calendar' and features a '+ New visit' button. A calendar for October 2026 is displayed, showing scheduled visits as orange blocks. The visits are: FRB-V0032 on Wednesday 30th, FRB-V0011 on Monday 4th, FRB-V0047 on Tuesday 5th, FRB-V0033 on Wednesday 6th, FRB-V0034 on Wednesday 14th, FRB-V0288 on Tuesday 19th, and FRB-V0035 on Wednesday 20th. The calendar has tabs for 'month', 'week', and 'day' views.

Visit register

Review each visit alongside its current operative assignment.



The screenshot shows the 'Visit register' interface in the Substitutoo application. It has the same top navigation bar as the Schedule view. The main area is titled 'Visits' and features a '+ New visit' button. Below this is a search form with fields for 'STATUS' (Any), 'SCHEDULED START' (mm/dd/yyyy), 'END' (mm/dd/yyyy), and 'REFERENCE'. There's also a 'CLIENT' field. Below the search form is a table titled 'Visit register' with the subtitle 'Review visits by client, home, assigned operative, scheduled window and current status.' The table has columns: REFERENCE, CLIENT, HOME, OPERATIVE, FRANCHISE, SCHEDULED, STATUS, UPDATED, and ACTIONS. The table contains four rows of visit data.

REFERENCE	CLIENT	HOME	OPERATIVE	FRANCHISE	SCHEDULED	STATUS	UPDATED	ACTIONS
FRB-V0303	Mr Jonathan Pryce	Flat 4, Newbridge Court	Unassigned	—	15/09/2026 08:00 - 12:00	Scheduled	09/09/2026	 
FRB-V0299	Blackbrook Trust	Blackbrook House	Unassigned	—	03/11/2026 08:00 - 13:00	Scheduled	04/09/2026	 
FRB-V0298	Mrs Eleanor Hartley	14 Lansdown Crescent	Unassigned	—	04/09/2026 08:00 - 16:30	Scheduled	03/09/2026	 
FRB-V0297	Mrs Ann Collier	Flat 12, Queen Square Court	Unassigned	—	06/09/2026 09:00 - ...	Scheduled	03/09/2026	 

Keep the complete visit record together

Visit detail

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Office Administrator

Enquiries

Clients

Quotes

Schedule

Workforce

Finance

Reports

[Home](#) / [Visits](#) / FRB-V0304

FRB-V0304

Visit record

FRB-V0304

Approved

Visit overview

Client

FRB-C0001

Source schedule

FRB-C0001 - Weekly from 06/02/2026

Scheduled start

01/07/2026 10:00

Home

14 Lansdown Crescent

Service type

Regular Cleaning

Scheduled end

01/07/2026 13:00

Actions

Generate invoice

Edit visit

Visit outcome

Work started

01/07/2026 10:05

Work finished

01/07/2026 13:05

Assignments

OPERATIVE	STATUS	PLANNED HOURS	UPDATED
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Share the brief

Bring the service location, planned time and Brief of Works into one operational record.

Retain evidence

Link accepted evidence and completion information to the visit.

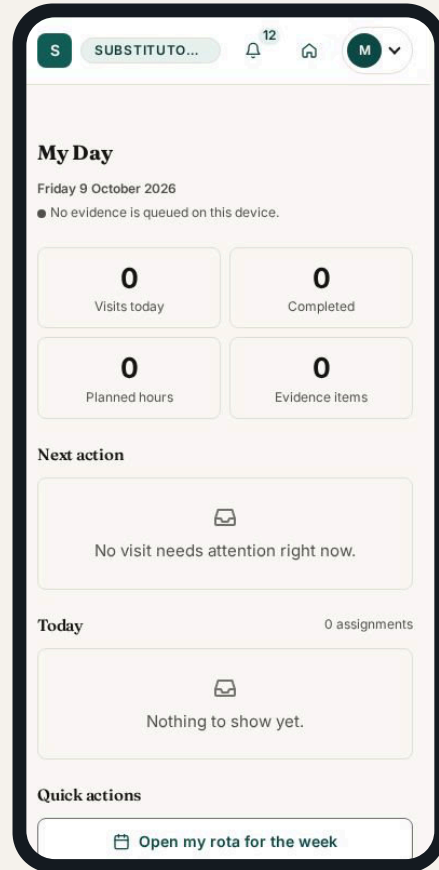
Follow the outcome

Review assignment, time and state history without splitting the job across tools.

VISIT DELIVERY

10

Give the operative a focused My Day view



Start with today

See today's assigned visits and the next item that needs attention.



Work through connection gaps

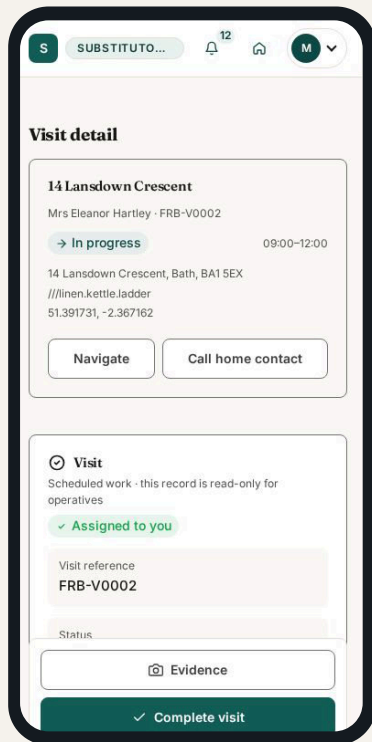
Queued evidence can be replayed when the device reconnects.



Keep updates nearby

Rota, timesheets and notifications remain in the field navigation.

Carry the brief and evidence into the home



Visit detail

14 Lansdown Crescent
Mrs Eleanor Hartley - FRB-V0002

→ In progress 09:00-12:00

14 Lansdown Crescent, Bath, BA1 5EX
//linen.kettle.ladder
51.391731, -2.367162

Navigate Call home contact

Visit
Scheduled work - this record is read-only for operatives

✓ Assigned to you

Visit reference
FRB-V0002

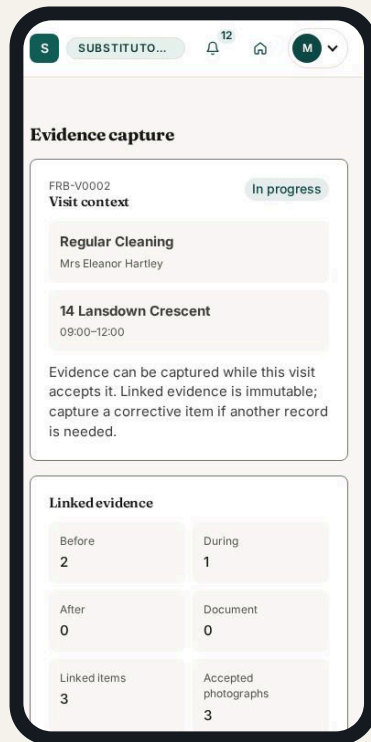
Status

Evidence

✓ Complete visit

Visit in progress

Open the assigned brief and use the available visit actions.



Evidence capture

FRB-V0002 In progress

Visit context

Regular Cleaning
Mrs Eleanor Hartley

14 Lansdown Crescent
09:00-12:00

Evidence can be captured while this visit accepts it. Linked evidence is immutable; capture a corrective item if another record is needed.

Linked evidence

Before	During
2	1
After	Document
0	0
Linked items	Accepted photographs
3	3

Visit evidence

Add the permitted photographic record against the same visit.



One job context

Address, brief, status and actions stay with the visit.



Evidence stays linked

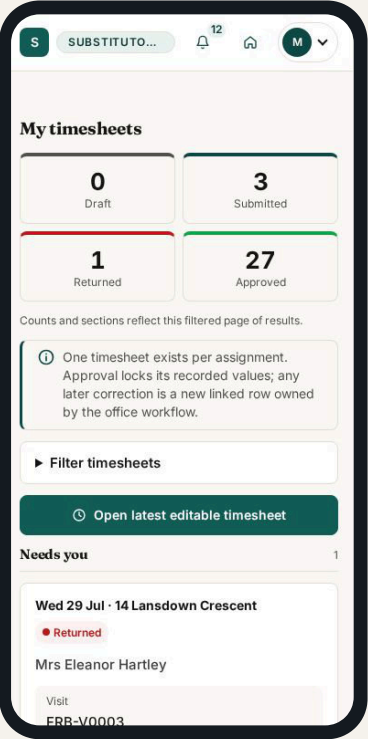
Accepted files remain attached to the relevant visit record.



Field access is narrow

Operatives see their assignments and do not receive finance access.

Record time in the field, review it in the office

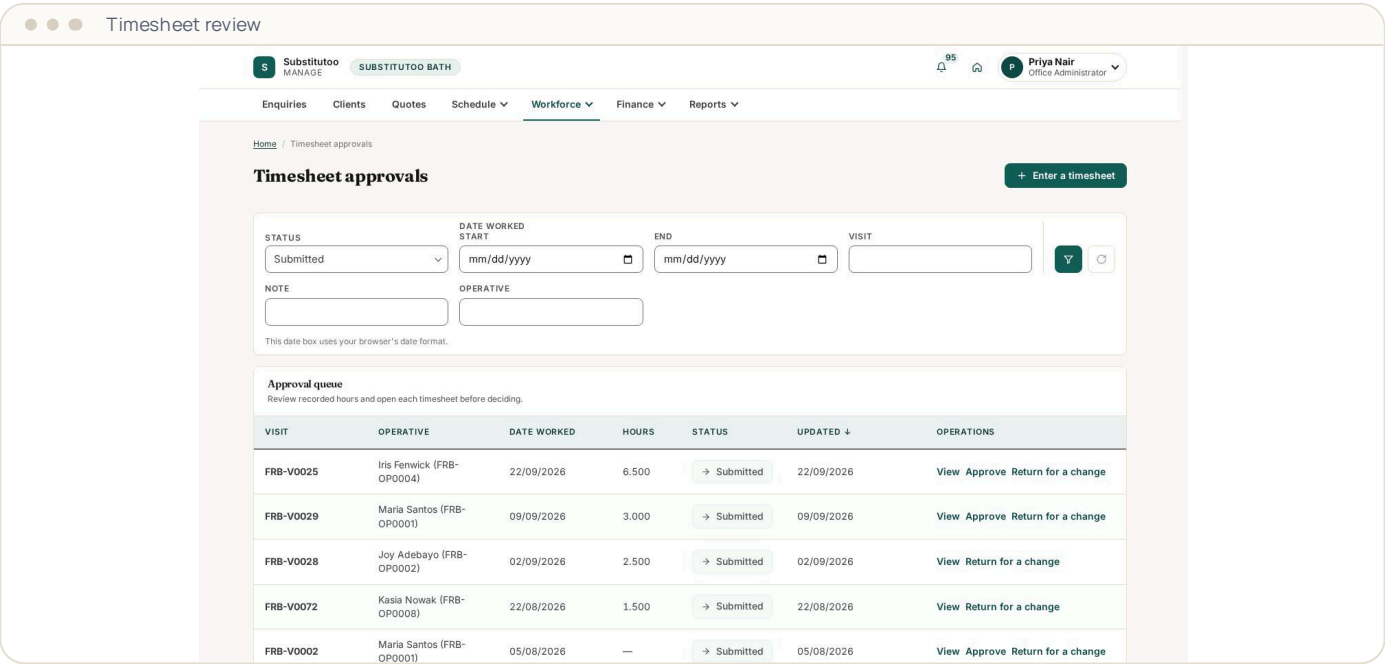


My Timesheets

Review the operative's own time records.

Timesheet review

Office staff can review submitted records and use the available approval or return action.



Follow invoices and payment matching



Invoices

Review current invoice records, status and available document actions.

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Priya Nair

Office Administrator

Enquiries

Clients

Quotes

Schedule

Workforce

Finance

Reports

Home

Invoices

Invoices

STATUS

Any

INVOICE

CLIENT

Invoice register

Review franchise invoices by client, status and due date.

INVOICE	CLIENT	TYPE	STATUS	TOTAL	DUE	UPDATED +
FRB-I0022	Mrs Eleanor Hartley	One off	Overdue	£145.21	15/09/2026	16/08/2026
FRB-I0023	Mrs Eleanor Hartley	One off	Paid	£164.00	15/09/2026	16/08/2026
FRB-I0001	Blackbrook Trust	One off	Overdue	£107.40	20/08/2026	16/08/2026
FRB-I0002	Mr Jonathan Pryce	One off	Overdue	£156.00	06/09/2026	16/08/2026
FRB-I0021	Walcot Property Holdings Ltd	One off	Cancelled	£60.00	—	16/08/2026
FRB-I0008	Mr Jonathan Pryce	One off	Draft	£181.21	—	12/08/2026
FRB-I0013	Mrs Eleanor Hartley	One off	Cancelled	£144.00	—	08/08/2026

Payments

Work through imported or recorded payments that still need a clear match.

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James Ellison

Franchise Owner

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Quotes

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Workforce

Finance

Reports

Franchise

Home

Payments

Payments

STATUS

Any

METHOD

Any

REFERENCE

Payment register

Review imported payments and use only the available governed reconciliation actions.

REFERENCE	INVOICE	CANDIDATE	AMOUNT	METHOD	STATUS	PAID	UPDATED +	ACTIONS
HARTLEY 3391	FRB-I0023		£164.00	Bank transfer	Reconciled	29/08/2026	16/08/2026	
FRB-I0002		FRB-I0023	£500.00	Bank transfer	Unmatched	07/08/2026	16/08/2026	Match to invoice
BACS HARTLEY 0814	FRB-I0017		£44.00	Bank transfer	Reconciled	08/08/2026	08/08/2026	
BACS HARTLEY 0812	FRB-I0017		£100.00	Bank transfer	Reconciled	08/08/2026	08/08/2026	
FRB-I0003	FRB-I0003		£25.00	Bank transfer	Reconciled	26/08/2026	07/08/2026	
FRB-I0002	FRB-I0002		£100.00	Bank transfer	Reconciled	07/08/2026	07/08/2026	
	FRB-I0001		£10.01		Reconciled	16/08/2026	06/08/2026	

Make integrations and exceptions visible

Xero connection

Review the partner connection and its available sync or log surfaces.

Xero connection

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Franchise Owner

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Quotes

Schedule

Workforce

Finance

Reports

Franchise

Home

Xero connection

Xero connection

Franchise Xero integration

Connected

Connection details

The last stored connection state for this franchise.

Xero connected at

09/09/2026

Xero tenant ID

457c678f-3556-4507-87f0-9919222424ab

Connection actions

Only actions allowed for this connection state and your permissions are shown.

Disconnect

Recent Xero activity

The newest sync attempts, with provider payloads and secrets excluded.

DIRECTION	OPERATION	ATTEMPT NUMBER	STATUS	CREATED
Push	Contact upsert	1	Pending	05/08/2026 18:48
Pull	Payment pull	1	Success	03/08/2026 18:54
Push	Invoice upsert	3	Abandoned backoff_exhausted	02/08/2026 19:34
Push	Invoice upsert	2	Failed rate_limited	02/08/2026 19:04
Push	Invoice upsert	1	Failed	02/08/2026 18:54

Operations exceptions

Bring blocked or failed operational items into a queue for follow-up.

Operations exceptions

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85

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Office Administrator

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Clients

Quotes

Schedule

Workforce

Finance

Reports

Home

Operations exceptions

Operations exceptions

28 open exceptions across 4 types. Oldest first.

Some checks have a known blind spot, so this list may be incomplete.

ES: a supplier bill you have asked to void is not listed here until your accounting system confirms the cancellation

— until then it looks like any other issued bill. Track the void requests you have raised in the accounting system

E2 — Unstaffed generated visit

TYPE	RECORD	WHY	SINCE	FIX
E2 Unstaffed generated visit	FRB-V0034	A recurring schedule generated this visit and nobody is assigned to it. The schedule names no default operative, so nothing was pre-assigned.	2 months	Assign an operative
E2 Unstaffed generated visit	FRB-V0035	A recurring schedule generated this visit and nobody is assigned to it. The schedule names no default operative, so nothing was pre-assigned.	2 months	Assign an operative
E2 Unstaffed generated visit	FRB-V0036	A recurring schedule generated this visit and nobody is assigned to it. The schedule names no default operative, so nothing was pre-assigned.	2 months	Assign an operative
E2 Unstaffed generated visit	FRB-V0037	A recurring schedule generated this visit and nobody is assigned to it. The schedule names no default operative, so nothing was pre-assigned.	2 months	Assign an operative
E2 Unstaffed generated visit	FRB-V0038	A recurring schedule generated this visit and nobody is assigned to it. The schedule names no default operative, so nothing was pre-assigned.	2 months	Assign an operative
E2 Unstaffed generated visit	FRB-V0039	A recurring schedule generated this visit and nobody is assigned to it. The schedule names no default operative, so nothing was pre-assigned.	2 months	Assign an operative
E2 Unstaffed generated visit	FRB-V0040	A recurring schedule generated this visit and nobody is assigned to it. The schedule names no default operative, so nothing was pre-assigned.	2 months	Assign an operative

CONTROL

15

Review performance and accountable activity

Reports

Open the available operational and financial summaries for the partner.

● ● ● Reports

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James Ellison

Franchise Owner

Enquiries

Clients

Quotes

Schedule

Workforce

Finance

Reports

Franchise

Home

Operational reports

Operational reports

Export CSV

PERIOD

START

mm/dd/yyyy

END

mm/dd/yyyy

STATUS

Any

CLIENT

HOME

This date box uses your browser's date format.

Operational register

Review scheduled and delivered visits in your franchise. Filters and CSV exports use the same scoped result set.

REFERENCE	CLIENT	HOME	SCHEDULED	STATUS	UPDATED
FRB-V0303	Mr Jonathan Pryce	Flat 4, Newbridge Court	15/09/2026 08:00	Scheduled	09/09/2026
FRB-V0299	Blackbrook Trust	Blackbrook House	03/11/2026 08:00	Scheduled	04/09/2026
FRB-V0298	Mrs Eleanor Hartley	14 Lansdown Crescent	04/09/2026 13:00	Scheduled	03/09/2026
FRB-V0297	Mrs Ann Collier	Flat 12, Queen Square Court	06/09/2026 09:00	Scheduled	03/09/2026
FRB-V0296	Mrs Eleanor Hartley	14 Lansdown Crescent	30/12/2026 09:00	Scheduled	01/09/2026
FRB-V0292	Mrs Eleanor Hartley	14 Lansdown Crescent	23/12/2026 09:00	Scheduled	25/08/2026
FRB-V0295	Blackbrook Trust	Blackbrook House	03/11/2026 08:00	Scheduled	04/09/2026

Audit activity

Filter the recorded event trail by the dimensions exposed on the report.

● ● ● Audit activity

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Franchise Owner

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Clients

Quotes

Schedule

Workforce

Finance

Reports

Franchise

Home

Audit activity

Audit activity

Export CSV

EVENT

Any

WHEN START

mm/dd/yyyy

END

mm/dd/yyyy

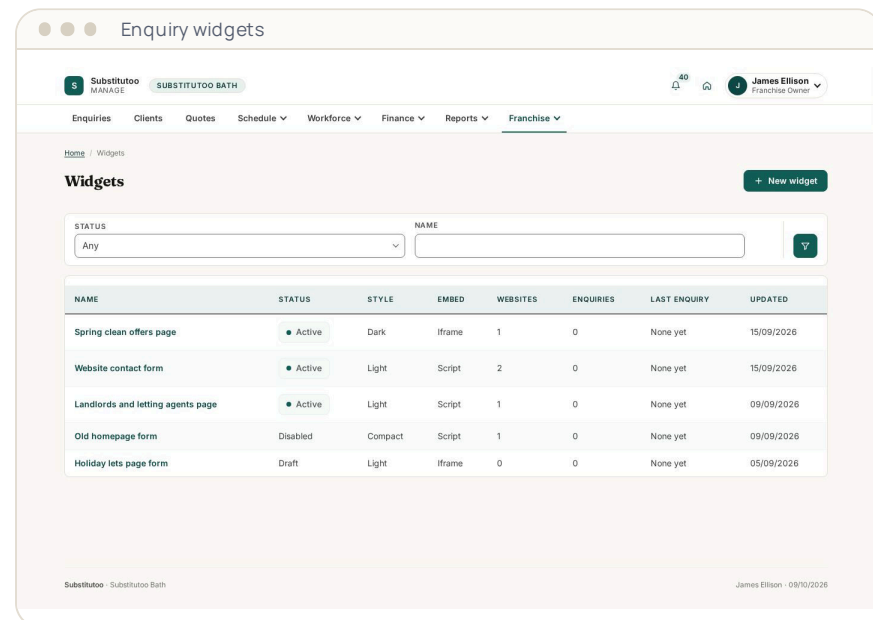
This date box uses your browser's date format.

WHEN	EVENT	WHAT HAPPENED	ACTOR	RECORD TYPE
09/10/2026 17:38	Access denied	A signed-in request was refused by the access layer.	James Ellison	
09/10/2026 17:38	Access denied	A signed-in request was refused by the access layer.	James Ellison	
09/10/2026 17:38	Access denied	A signed-in request was refused by the access layer.	James Ellison	
09/10/2026 17:38	Access denied	A signed-in request was refused by the access layer.	James Ellison	
09/10/2026 17:38	Access denied	A signed-in request was refused by the access layer.	James Ellison	
09/10/2026 17:37	Access denied	A signed-in request was refused by the access layer.	James Ellison	
09/10/2026 17:37	Access denied	A signed-in request was refused by the access layer.	James Ellison	
09/10/2026 17:37	Access denied	A signed-in request was refused by the access layer.	James Ellison	
09/10/2026 17:37	Access denied	A signed-in request was refused by the access layer.	James Ellison	
09/10/2026 17:37	Access denied	A signed-in request was refused by the access layer.	James Ellison	
09/10/2026 17:37	Authentication	Sign-in succeeded.	James Ellison	

Run the local franchise and its public presence

Enquiry widgets

Create and manage the permitted routes that bring website enquiries into the partner workflow.

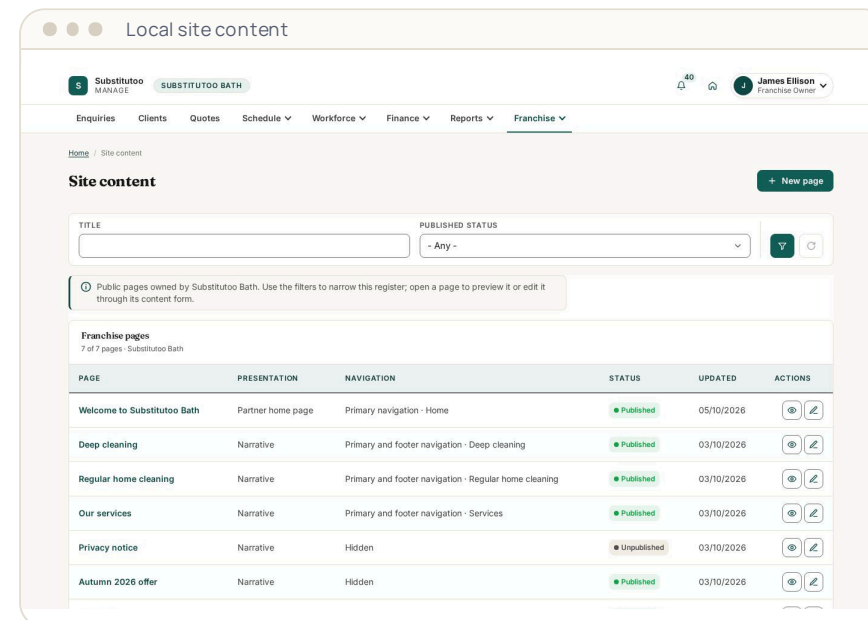


The screenshot shows the 'Enquiry widgets' management interface. At the top, there's a navigation bar with 'Substitutoo MANAGE' and 'SUBSTITUTOO BATH'. Below it, a menu includes 'Enquiries', 'Clients', 'Quotes', 'Schedule', 'Workforce', 'Finance', 'Reports', and 'Franchise'. The main content area has a 'Widgets' section with a '+ New widget' button. A filter bar shows 'STATUS' set to 'Any' and 'NAME' with a search icon. Below this is a table listing various widgets.

NAME	STATUS	STYLE	EMBED	WEBSITES	ENQUIRIES	LAST ENQUIRY	UPDATED
Spring clean offers page	Active	Dark	Iframe	1	0	None yet	15/09/2026
Website contact form	Active	Light	Script	2	0	None yet	15/09/2026
Landlords and letting agents page	Active	Light	Script	1	0	None yet	09/09/2026
Old homepage form	Disabled	Compact	Script	1	0	None yet	09/09/2026
Holiday lets page form	Draft	Light	Iframe	0	0	None yet	05/09/2026

Local site content

Maintain permitted local pages and navigation within the shared customer brand.



The screenshot shows the 'Local site content' management interface. It features a navigation bar similar to the first interface. The main content area has a 'Site content' section with a '+ New page' button. A filter bar shows 'TITLE' and 'PUBLISHED STATUS' set to '- Any -'. Below this is a table listing site pages.

PAGE	PRESENTATION	NAVIGATION	STATUS	UPDATED	ACTIONS
Welcome to Substitutoo Bath	Partner home page	Primary navigation - Home	Published	05/10/2026	[Icon] [Icon]
Deep cleaning	Narrative	Primary and footer navigation - Deep cleaning	Published	03/10/2026	[Icon] [Icon]
Regular home cleaning	Narrative	Primary and footer navigation - Regular home cleaning	Published	03/10/2026	[Icon] [Icon]
Our services	Narrative	Primary and footer navigation - Services	Published	03/10/2026	[Icon] [Icon]
Privacy notice	Narrative	Hidden	Unpublished	03/10/2026	[Icon] [Icon]
Autumn 2026 offer	Narrative	Hidden	Published	03/10/2026	[Icon] [Icon]

Give the franchisor aggregate network oversight

Franchises

S

Substitutoo

NETWORK

SUBSTITUTOO

Clara Whitfield

Franchisor

Franchises

Audit summary

Home

Franchises

Franchises

Export partner register CSV

Read-only aggregate oversight across the franchise partners in your bound network.

Only franchises in this network are included. Figures cover all available records; no client, visit, evidence, timesheet, quote, invoice or payment record is exposed.

In-scope partners

9

All lifecycle states

Territories

9

Represented network terms

Active partners

5

Current lifecycle state

Retained history

2

Suspended or closed

Retained history

Suspended or closed partners remain in the authorised historical aggregate and partner register.

Network partners

Open a partner name for its read-only aggregate summary. No operational action is available here.

FRANCHISE PARTNER	TERRITORY	STATUS
Substitutoo Bath	Bath	Active
Substitutoo Bristol North	Bristol North	Active
Substitutoo Cardiff	Cardiff	Active
Substitutoo Wells	Wells	Suspended

Retained history



See network membership

Review in-scope partners, territories and lifecycle states.



Compare aggregate figures

Use partner and network totals for customer, delivery and commercial records.



Stay read-only

Franchisor access does not open the underlying partner operational records.

Coordinate partner intake and territory coverage

Partner enquiries

Review prospective partner businesses and their current New or Converted state.

Partner enquiries

Substitutoo PLATFORM

Daniel Ashworth Platform Administrator

Enquiries

Franchises

Brand site

Users

Compliance

Settings

Home / Partner enquiries

Partner enquiries

SEARCH

STATUS

Reference, business or contact

Any

Filter

Reset

REFERENCE	BUSINESS	CONTACT	STATUS	RECEIVED	ACTIONS
PARTNER-2026-0024	Morgan Home Services	Morgan Ellis	New	05/10/2026	
PARTNER-2026-0023	Morgan Home Services	Morgan Ellis	New	05/10/2026	
PARTNER-2026-0022	Morgan Home Services	Morgan Ellis	New	05/10/2026	
PARTNER-2026-0021	Bennett Home Services	Oliver Bennett	New	03/10/2026	
PARTNER-2026-0020	Dorset Domestic Services Ltd	Natale Corbett	Converted	09/09/2026	

Substitutoo

Daniel Ashworth - 09/10/2026

Territories

Review each service area, its coverage state and the partner currently holding it.

Territories

Substitutoo PLATFORM

Daniel Ashworth Platform Administrator

Enquiries

Franchises

Brand site

Users

Compliance

Settings

Home / Territories

Territories

+ Add territory

TERRITORY

COVERAGE

STATUS

IN SERVICE ON OR AFTER

- Any -

- Any -

mm/dd/yyyy

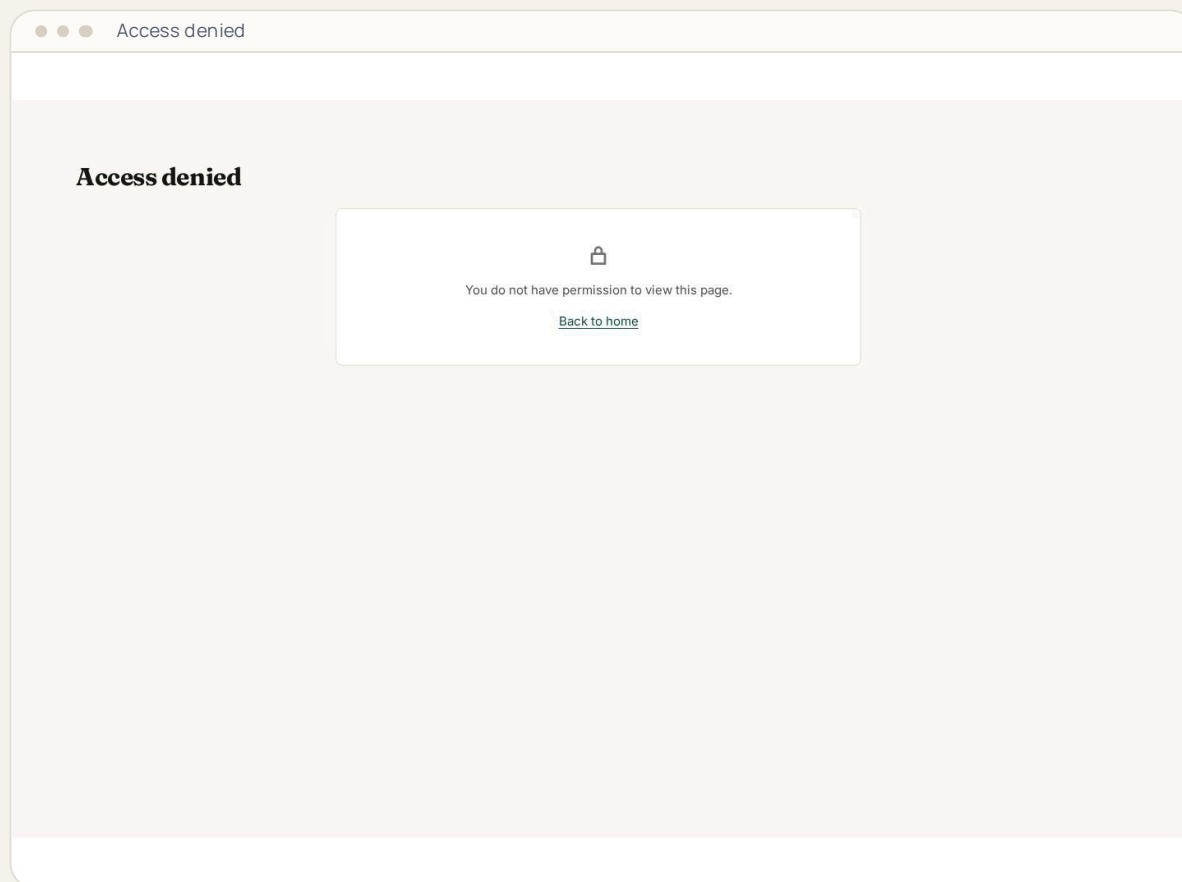
Filter

Reset

This date box uses your browser's date format.

TERRITORY	CODE	COVERAGE	STATUS	IN SERVICE	HELD BY
Bath	---	Area drawn	Draft	Not set - Open-ended	Substitutoo Bath
Bournemouth	---	Area drawn	Draft	Not set - Open-ended	No active partner
Bristol North	---	Area drawn	Draft	Not set - Open-ended	Substitutoo Bristol North
Cardiff	---	Area drawn	Draft	Not set - Open-ended	Substitutoo Cardiff
Cheltenham	---	Area drawn	Draft	Not set - Open-ended	Substitutoo Cheltenham
Gloucester	---	Area drawn	Draft	Not set - Open-ended	No active partner
Reading	---	Area drawn	Draft	Not set - Open-ended	No active partner
Swindon	---	Area drawn	Draft	Not set - Open-ended	Substitutoo Swindon
Wells	---	Area drawn	Draft	Not set - Open-ended	No active partner

Make the Switcher permission boundary explicit



Enforce the current route permission

The crawled Switcher account cannot open the dedicated switch-user page.



Do not cross account scope

No other user workspace is exposed when that permission is absent.



Treat enablement as configuration

Any future support workflow needs an explicit permission decision and a fresh verification.



Thank you



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