What's New in ServiceMinder: November 4, 2026

10/30/2026 12:39 pm CDT

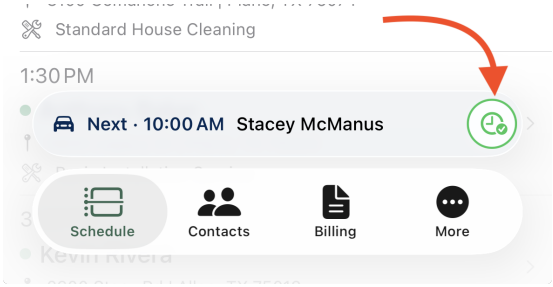
Check Your Hours from the Schedule in the Mobile App

Available on both the new iOS and Android apps November 4, 2026.

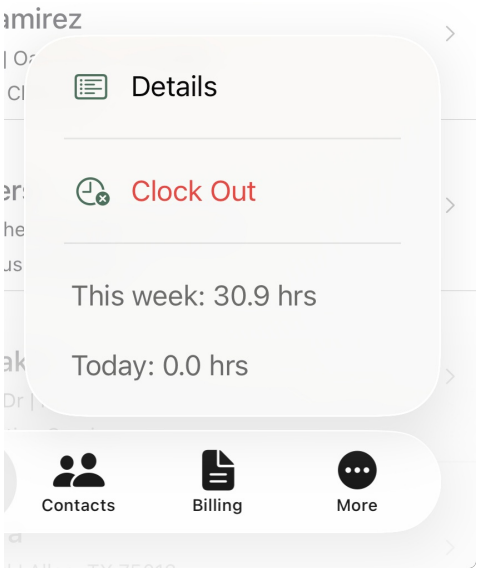
What's Changing

The Schedule now has an **Hours** button, so you can check your time without leaving the app.

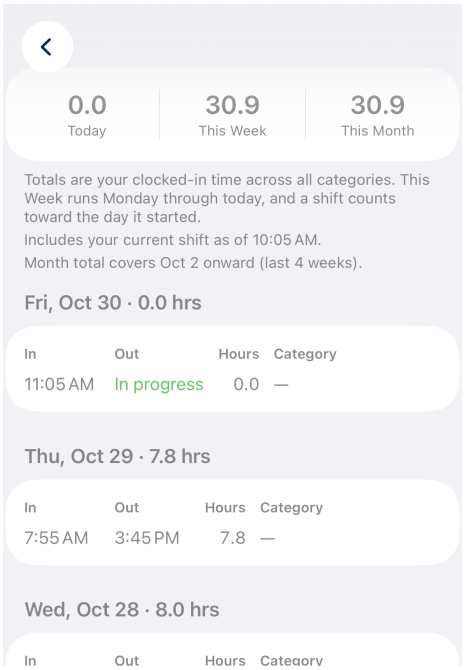
- **Green** = Clocked In
- **Red** = Clocked Out



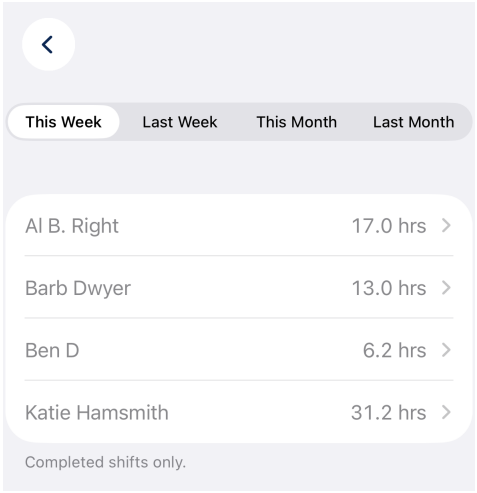
Tap it to see whether you're clocked in, plus your hours for today and this week.



Tap **Details** to open your **Hours Summary**, which lists your last four weeks of clock entries with the date, clock in and out times, hours, and category. A shift that's still going shows as **In progress**.



If you have the Reports permission, you'll also see **Team Hours** when you're viewing **All Schedules**. Choose a timeframe, to see each Service Agent's total hours. Select a team member to see their day-by-day breakdown. Team Hours counts completed shifts only.



Where to Find It

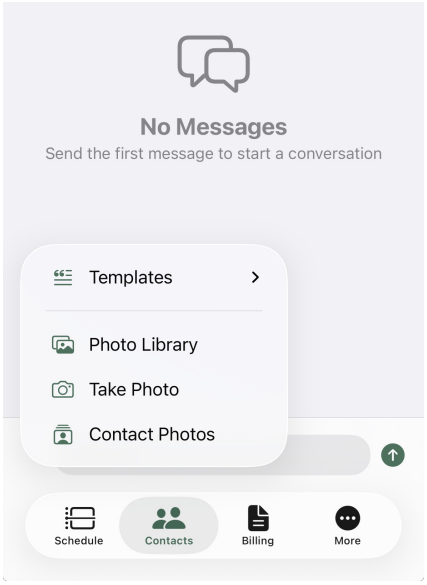
Open **Schedule** and tap the clock icon in the lower-right corner. These new features appear when your organization has the Time Clock feature turned on.

Text Templates in the iOS App

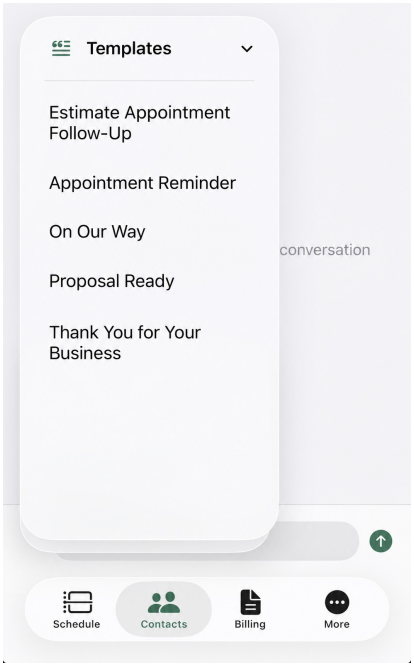
Available on November 4, 2026 on the new iOS app, and this feature will follow shortly on the new Android app.

If your organization uses Two-Way Texting and hasconfigured text templates, you can now insert one from the message bar in the iOS app.

Tap **+**, then choose **Templates** to see a list of the texting templates that are set up for your organization.



Pick a template and it fills in the message for that customer, and you can edit it before you send.



Related Article: Communicating with Customers in the Mobile App

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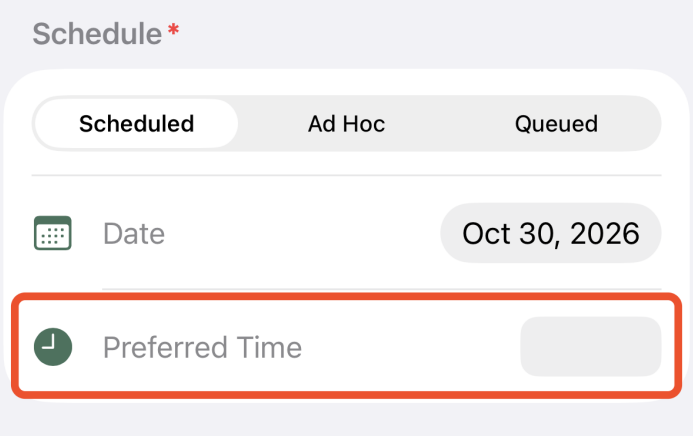
Preferred Time Is Now Blank by Default on iOS

Available on November 4, 2026 on the new iOS app, and this feature will follow shortly on the new Android app.

When scheduling an appointment in the iOS app, the**Preferred Time** field now starts blank instead of defaulting to 9:00 AM. Leaving the field blank shows the earliest available openings.



To narrow the results, select a preferred time to see openings at or after that time. You can also tap the **X** to clear your selection.

This feature is available in the iOS app, with the Android update to follow shortly.

Other Recent Improvements

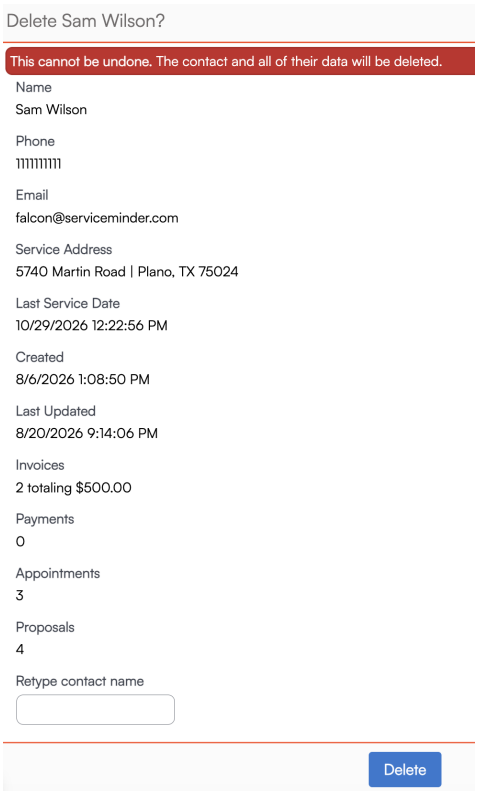
These small updates are already available.

Web Updates

More Steps to Delete a Contact with History

Deleting a contact is permanent. There's no undo, and getting one back means submitting a support ticket so we can restore the record from our database, which isn't guaranteed. To help prevent accidental deletions, deleting a contact that has invoices, payments, appointments, or proposals now takes a few more steps.

ServiceMinder shows what's attached to the contact and lists any other contacts with the same name, so you can make sure you've picked the right one. It then asks you to type the contact's name before the Delete button turns on.



Contacts with no history still use a single confirmation.

Related Article: Managing and Merging Contacts.

Fewer Nearby Businesses on the Map

The map now shows fewer nearby businesses, so the pins and routes you care about are easier to spot.

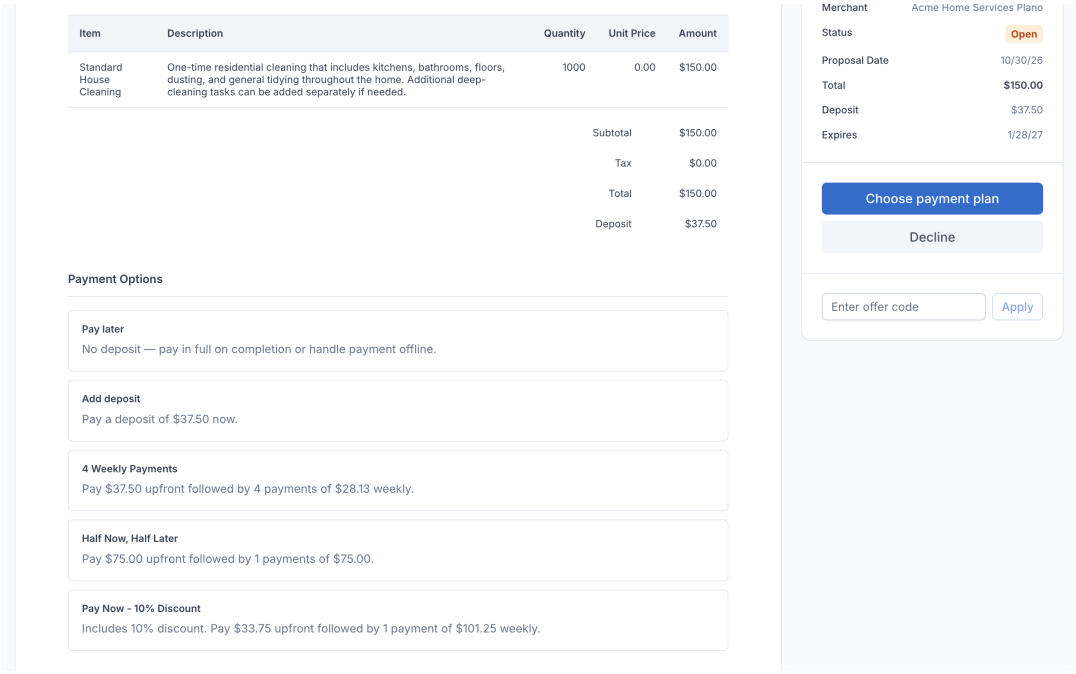
New Customer Experience Updates

Payment Options Now Appear Earlier on Proposals

Customers using the New Customer Experience can now see their available payment plans directly below the proposal totals, before beginning the acceptance process.

The acceptance button also updates based on the options available:

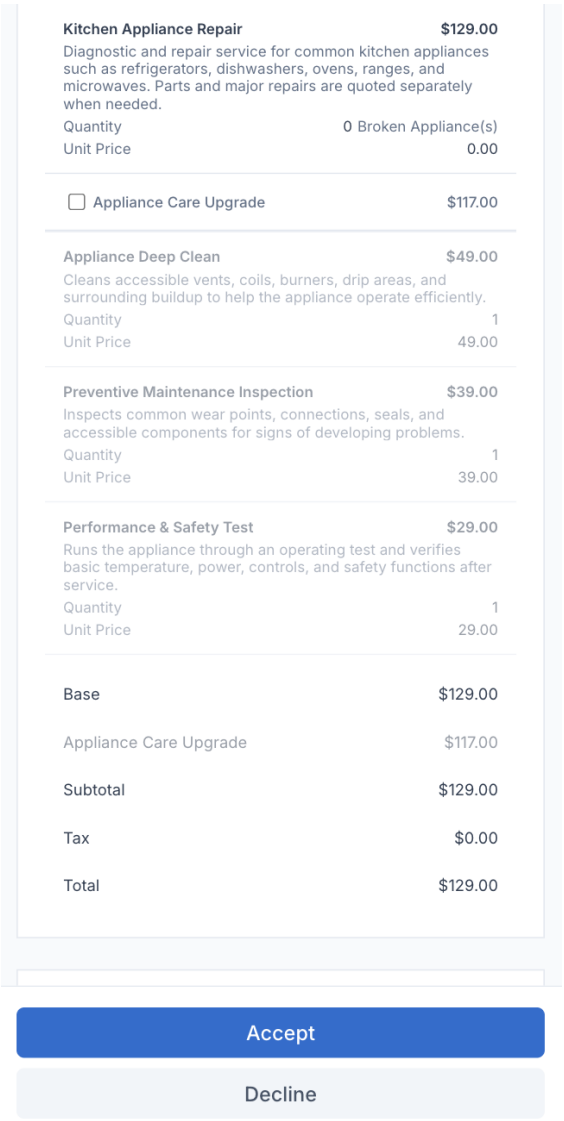
- **Choose Payment Plan** when payment plans are offered.
- **Review & Accept** when no payment plans are available.



Selecting a payment plan is now the first step in accepting a proposal, with card or ACH details collected at the end.

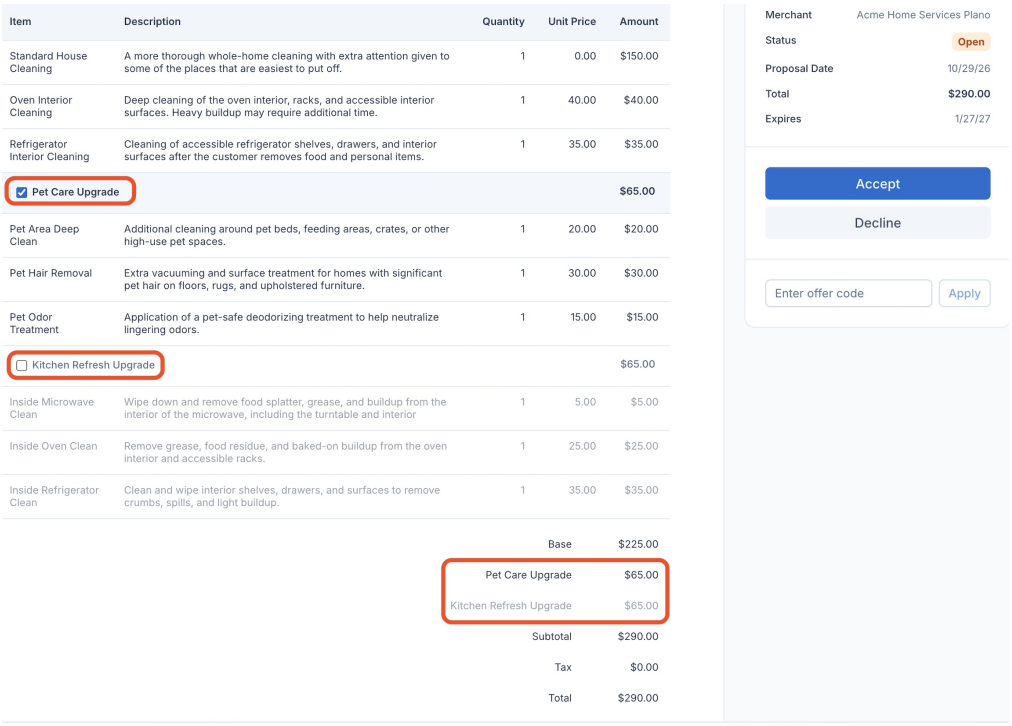
Line Items Are Easier to Read on Mobile

On mobile devices, line items on proposals, invoices, and statements now stack vertically, with prices displayed alongside each item name. This makes it easier for customers to review charges without scrolling horizontally.



Proposal Totals Now Include Optional Items

Before a proposal is accepted or declined, customers can see a more detailed breakdown of the total, including a **Base** amount and a separate row for each optional item above the subtotal.



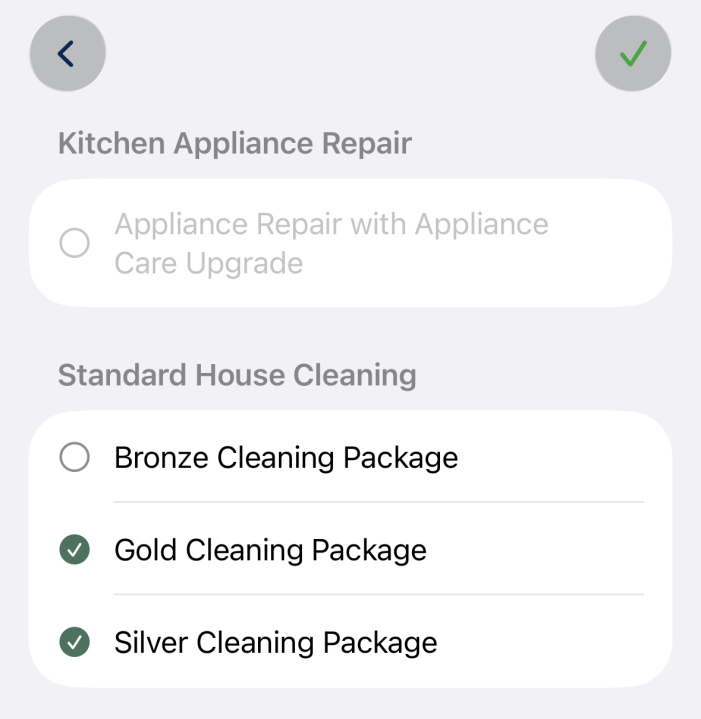
Unselected options appear greyed out, making it easier to distinguish what's included in the total. This breakdown is only displayed while the proposal is open.

Mobile App Updates

These updates are available in the new mobile app.

Combine Multiple Service Templates on Android

When adding a service to an appointment, proposal, or invoice in the Android app, you can now select multiple templates for the same service. Line items from each selected template are combined instead of replacing one another.



This brings Android functionality in line with the existing iOS experience.

Related Article: Proposals and Invoices in the Mobile App