



Clean the World[®]
EUROPE

Implementation Guide

CLEAN THE WORLD EUROPE | MOEZELHAVENWEG 9, 1043AM AMSTERDAM – THE NETHERLANDS
europa@cleantheworld.org

Table of Contents

ABOUT OUR PROGRAM

- The Mission3
- Clean the World Recycling Process - Soap..... 4
- Clean the World Recycling Process - Plastic..5

CUSTOMER PORTAL

- Welcome to Our Customer Portal 6

ACCESS YOUR ACCOUNT

- Login.....7
- Property Access.....7

PORTAL: PROFILES

- Account 8
- Contact.....8

PORTAL: MANAGE USERS

- Create New Users.....9
- Edit Users9

HOW IT WORKS

- Big Box 10

- Small Box.....11

PORTAL: BOX SHIPPING LABELS

- Request Shipping Labels.....12
- Print Labels12

PORTAL: CELEBRATE IMPACT

- Your Impact.....13
- Clean the World News.....13

PORTAL: OWN YOUR IMPACT

- Filter Impact by Date14
- Filter Impact by Entity14

PORTAL: IMPACT REPORTING

- Download Impact Report.....15
- Automated Impact Report15

PORTAL: DOCUMENTS

- Document Upload.....16
- Document Download.....16

PORTAL: ADD SHORTCUT TO HOME SCREEN

- Add Shortcut to Home Screen.....17

- Additional Resources17

The Mission

Collect and recycle soap and bottled amenities discarded by the hospitality industry.

Through the distribution of these and other donated hygiene products to impoverished people, help prevent millions of hygiene-related illnesses and deaths every year.



Clean the World Recycling Process - Soap

Clean the World manages all collection and consolidation for recycling

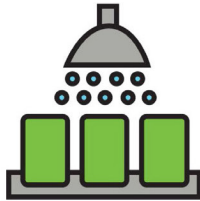
STEP 1

Soap is collected



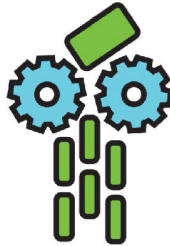
STEP 2

Soap is sanitized



STEP 3

Ground into soap
"noodles"



STEP 4

3rd party lab
tested



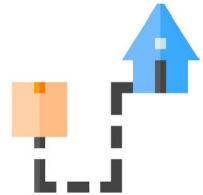
STEP 5

Cut into 50 GR
bars



STEP 6

Boxed and
delivered



Clean the World Recycling Process - Plastic

Clean the World manages all collection and consolidation for recycling

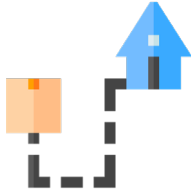
STEP 1

Plastic is collected



STEP 2

Plastic sent to recycling partners



STEP 3

Boxes are weighed and recorded for impact reporting



STEP 4

Liquid is removed from plastic



STEP 5

Plastic is inspected



STEP 6

Recycled plastic is repurposed



Welcome to Our Customer Portal

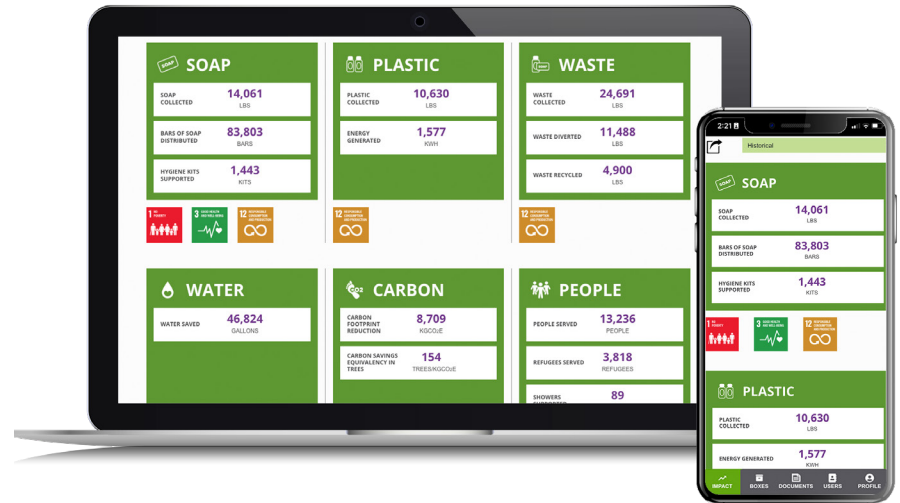
Delivering impact just got easier!

Now that you have joined our program, the following information will be sent to your General Manager and/or Executive Housekeeper:

- Welcome email from our dedicated Client Team with your username and temporary password

Check out Clean the World's new customer portal where you can see impact reports, order replacement boxes, print shipping labels, learn about our exciting programs, and manage users and profile.

The portal can easily be displayed on any desktop or mobile device, 24/7. Simply plug this URL: portal.eu.cleantheworld.org into your device and log-in to access your account.



For questions, please email europe@cleantheworld.org

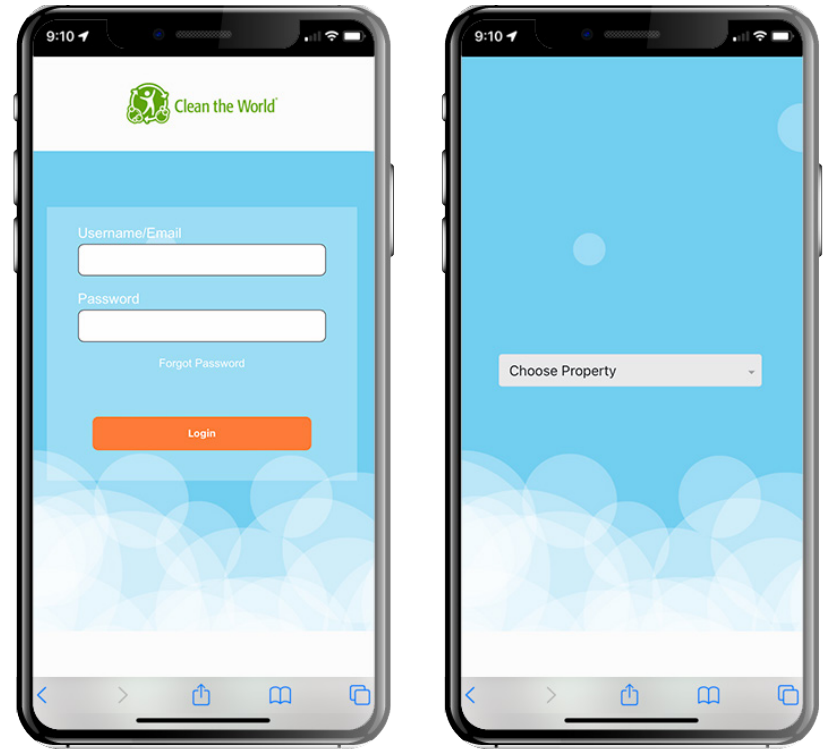
Portal: Access Your Account

Log-in

To access your account, input your user name and password. Your user name is the email you use to correspond with us. The initial password for your account is Clean123. We ask that you change your password immediately to ensure your account cannot be accessed by other properties.

Property access

The property name assigned to your account is listed in the dropdown menu. You might have more than one property assigned. Choose the property you would like to view from the dropdown menu.



Portal: Profile

Account

On the account tab, you can view your account information such as: your hotel name, phone number, shipping address, billing address, and number of boxes allocated.

Contact

On the contact tab, you will be able to edit your own personal information such as: your title, phone number, alternate emails, and the properties you are associated with.

NEED HELP? SIGN OUT English

Clean the World

JDYFDEL

ACCOUNT CONTACT

Hotel ID:
Hotel Name:
Phone Number:
Phone Fax:
Shipping Address
Address:
City:
State:
Zip:
Country:
Billing Address
Address:
City:
State:
Zip:
Country:
Pick Up
Distribution
Center:
Big Box:

IMPACT BOXES DOCUMENTS USERS PROFILE

NEED HELP? SIGN OUT English

Clean the World

ACCOUNT CONTACT

Username/Email :
Contact Type : Admin
Box Access : Yes
Title:
First Name :
Last Name :
Phone Mobile:
Phone Work:
Personal Email:
Alt Email:
Associated
Locations :

IMPACT BOXES DOCUMENTS USERS PROFILE

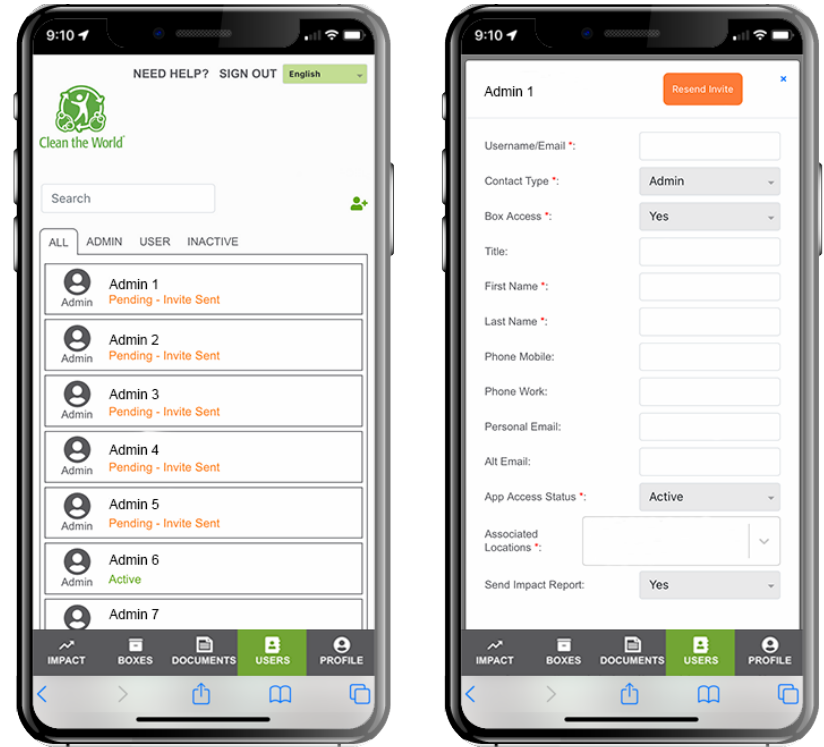
Portal: Manage Users

Create new users

Now you can invite Team Members to use the portal! On the user management screen, you will be able to add Team Members and manage their information. You will also be able to view the invite status of your Team Members. You can view your users, admins, and inactive users.

Edit users

Made a mistake spelling someone's name? Need a new admin to manage your users? You can now utilize our user edit feature. In this feature, you are able to send invites with full instructions on how to login, alter user information, promote a user to admin when necessary, and associate users to other properties (if you are responsible for managing multiple properties).



How It Works: Big Box

This guide will walk you through how to utilize our customer portal. Once you order and receive your first box, you're ready to start collecting!

- Log into the portal and select your hotel
- From the Box Dashboard, order you boxes and Clean the World will do the rest! Your box will arrive within 10 days of ordering your box
- The Big Box will arrive with a liner inside
- Fill the box with your collected bottled amenities
- Ensure that there are only bottles and no waste in your big box

Keep reading for step-by-step instructions on how to return a full box to Clean the World!



Dimensions: 120cm x 100cm x 90cm

How it works: Small Box

If your property is currently using bar soap in your guest rooms, this step by step guide will help get you started! Once you have ordered your boxes on the portal, Clean the World will send you a set of boxes and plastic liners.

- Log into the portal and select your hotel
- From the Box Dashboard, order you boxes and Clean the World will do the rest! Your box will arrive within 10 days in a 98cm x 64cm x 9cm package containing 6 flattened Clean the World Boxes
- Assemble a box, firmly seal with tape and place a liner inside
- Fill the box with your collected soap and amenity bottles
- Ensure that there no waste in your box
- Once the box is full, tie the liner in a knot and tape the box shut

Keep reading for step-by-step instructions on how to return a full box to Clean the World!



Dimensions: 52cm x 42cm x 23cm

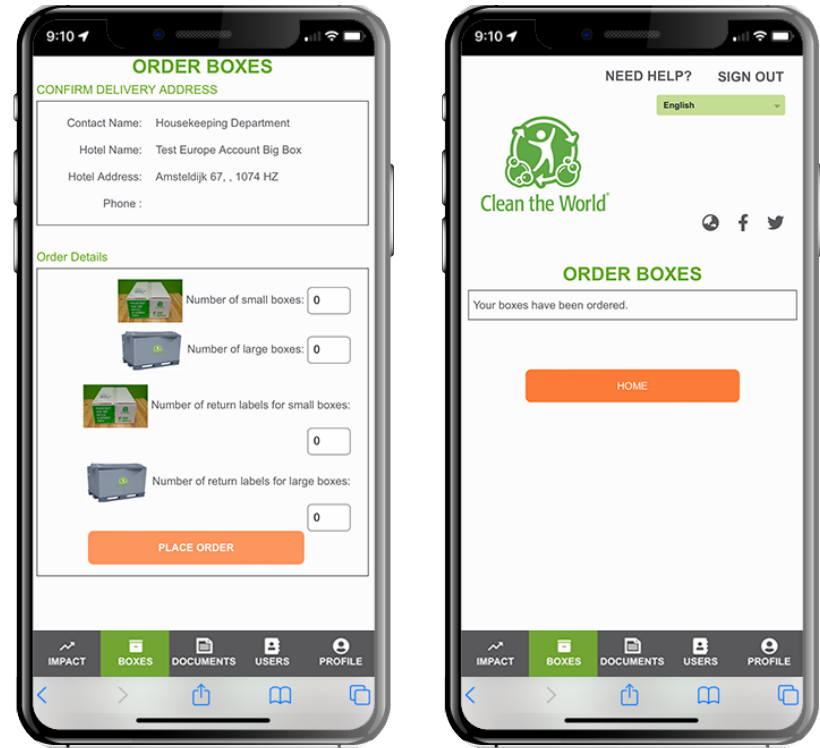
Portal: Box Shipping Labels

Big Box

When your box is 80% full, start the return process easily through the portal. From the Box Dashboard screen, enter a number for how many big box return labels and replacements you need. When the number is set, click on the orange “Place Order” button. Once you click that button, a member of our client team will be alerted to email you a shipping label and schedule your big box pickup.

Small Box

When your box is 100% full, start the return process easily through the portal. From the Box Dashboard screen, enter a number for how many small box return labels and replacements you need. When the number is set, click on the orange “Place Order” button. Once you click that button, a member of our client team will be alerted to email you a shipping label and schedule your small box pickup.



Portal: Celebrate Impact

Your Impact

How many soap bars have you distributed year to date?

Now it's easy to get your impact totals. Check back often for updates.

Clean the World News

On the Impact Dashboard, you can get Clean the World's global impact, access helpful videos, and hear about our upcoming programs. It's a great way to stay in touch with Clean the World and see how your work is saving lives around the world.



Portal: Own Your Impact

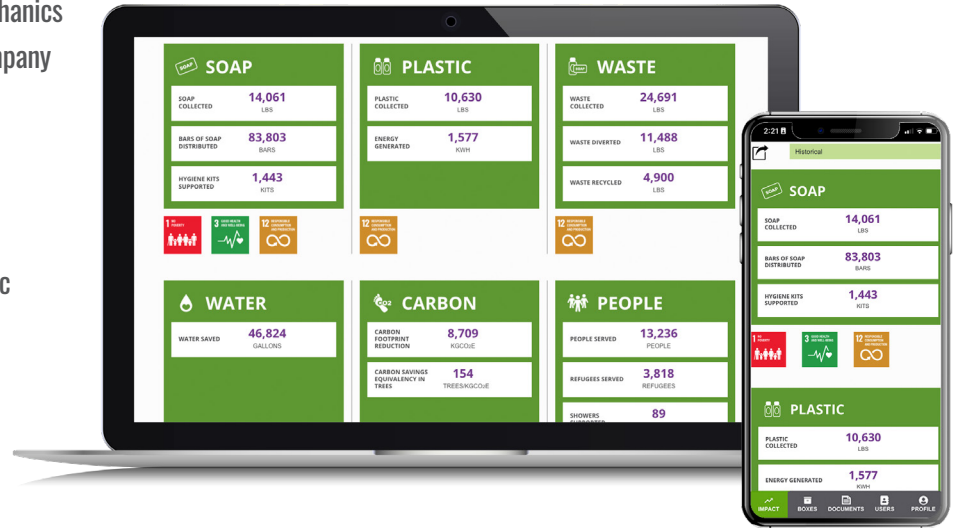
Our new impact dashboard introduces advanced filtering mechanics so you can get a detailed view of your growth across your company and over time. With these features, you'll be able to set goals, track your progress, and take ownership of your impact.

Filter Impact by Date

See how you have performed historically or during a specific period of time.

Filter Impact by Entity

Are you a Flag or Brand? - Filter your impact to view your contributions from the Flag level, Brand level, or individual hotel level.



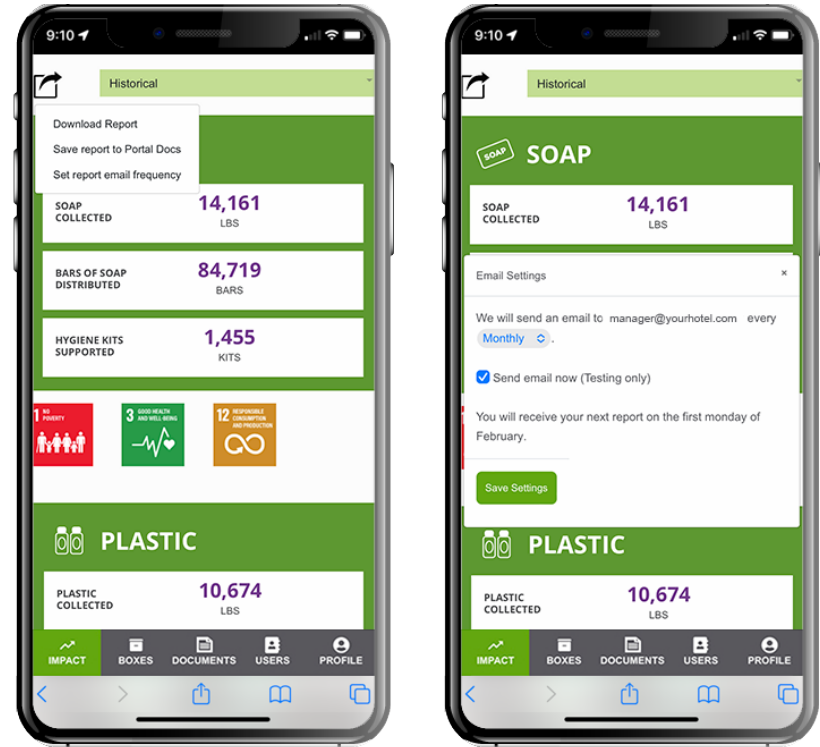
Portal: Impact Reporting

Download Impact Reports

You can now create downloadable reports from the Impact Dashboard to track progress toward your goals without hassle. First, set the Date Range filter to your desired period. Next, select the “share” icon next to the Date Range filter and select “Download Report.” An automatic download will begin with your Impact Report in PDF format.

Automated Impact Reports

You can now automate your Impact Reporting to your e-mail inbox and keep you up-to-date on your progress. First, set the Date Range filter to your desired period. Next, select the “share” icon next to the Date Range filter and select “Set Report E-mail Frequency.” From here, select how often you’d like to be e-mailed your property’s impact report and click “Save Settings.”



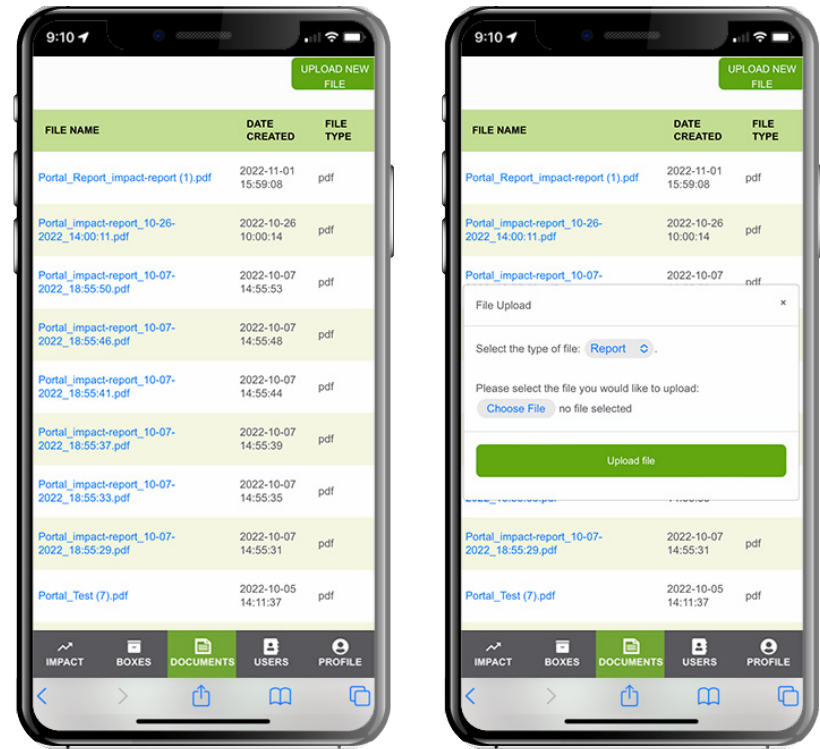
Portal: Documents

Document Upload

From the Document Panel, select Upload New File and a form will pop up. First, categorize your document as either a Report or Contract, and then click “Choose File” to locate the document you wish to upload from your desktop. When you’ve chosen a category and selected your document, click Upload File.

Document Download

You will see a list of all your uploaded documents from the Document Panel. Locate your document from your list and click on its file name. The document will automatically begin downloading.



Portal: Add Shortcut to Home Screen

To save time, we recommend you add the Clean the World Portal icon to the home screen of your mobile device. For instructions on how to properly add the Clean the World Portal icon to your home screen, please visit cleantheworld.org/portal-icon-eu

Questions?

For additional questions, please email europe@cleantheworld.org or visit our FAQ's at cleantheworld.org/faq-europe-portal.





Clean the World[®]
EUROPE

CLEAN THE WORLD EUROPE | MOEZELHAVENWEG 9, 1043AM AMSTERDAM – THE NETHERLANDS