



Clean the World®

TRAVEL **WITH PURPOSE** 

Hilton

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## Implementation Guide

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# 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

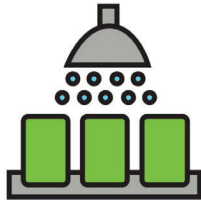
STEP 1

Soap is collected



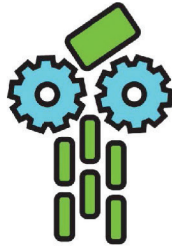
STEP 2

Soap is sanitized



STEP 3

Ground into soap  
"noodles"



STEP 4

3rd party lab  
tested



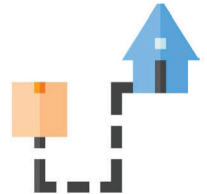
STEP 5

Cut into 1.75 oz.  
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

Boxes are weighed and recorded for impact reporting



STEP 3

Liquid is removed from plastic



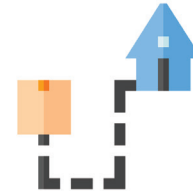
STEP 4

Plastic is inspected



STEP 5

Plastic sent to recycling partners



STEP 6

Recycled plastic is repurposed



# Welcome to Our Customer Portal

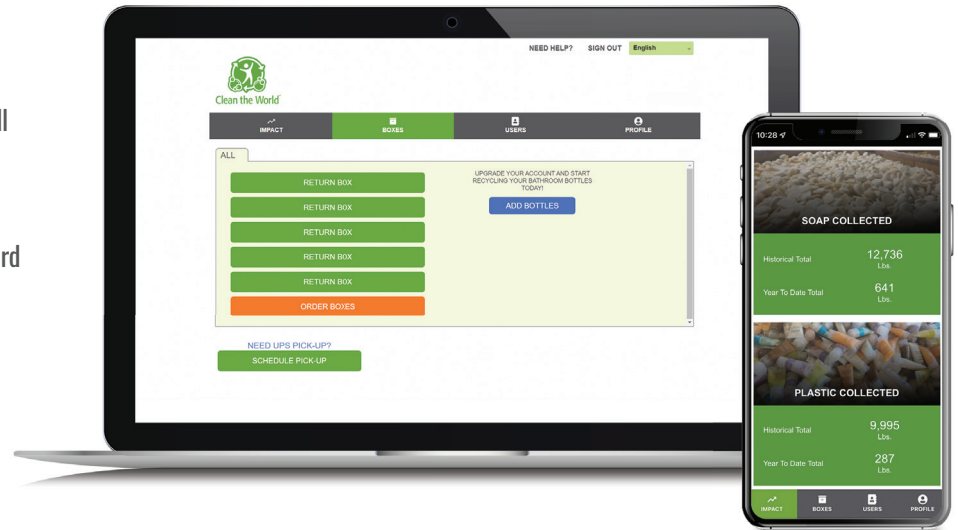
## Delivering impact just got easier!

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
- Customer Portal email with your username and temporary password
- Welcome kit that includes program materials to share with your team

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.cleantheworld.org](https://portal.cleantheworld.org) into your device and log-in to access your account.



For questions, please email [portalhelp@cleantheworld.org](mailto:portalhelp@cleantheworld.org).

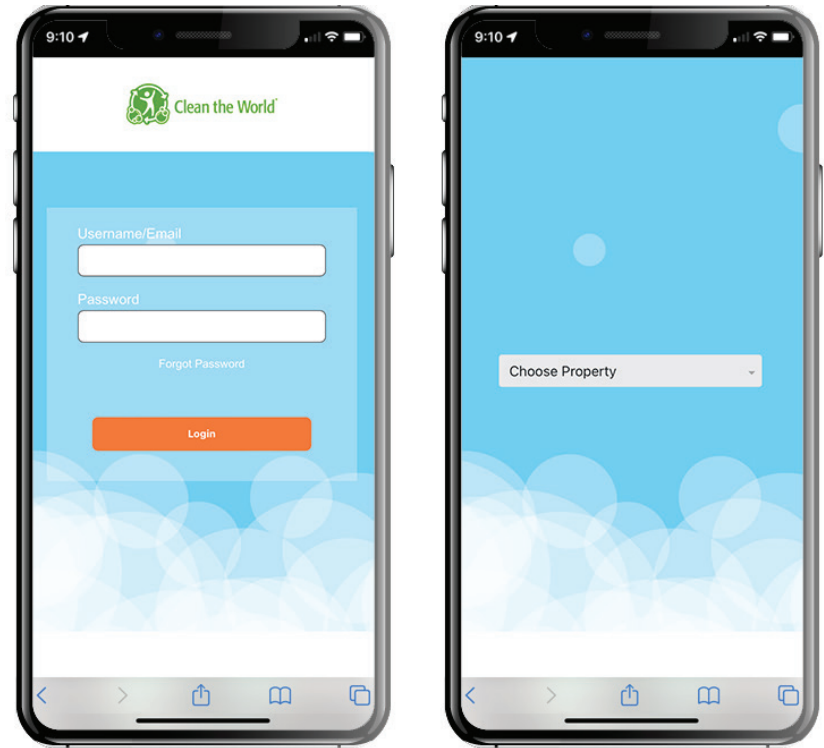
# Portal: Access Your Account

## 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.



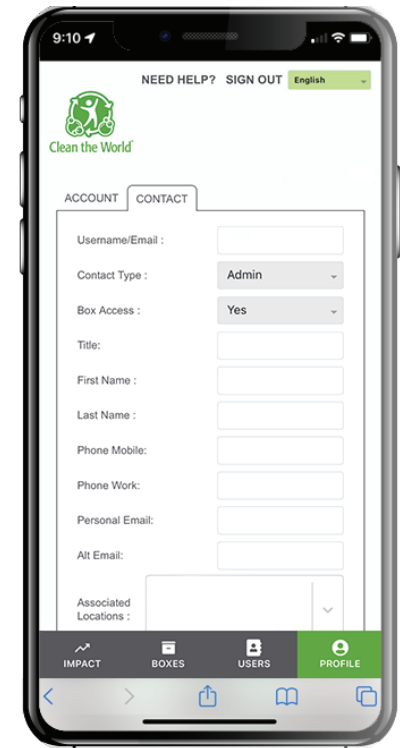
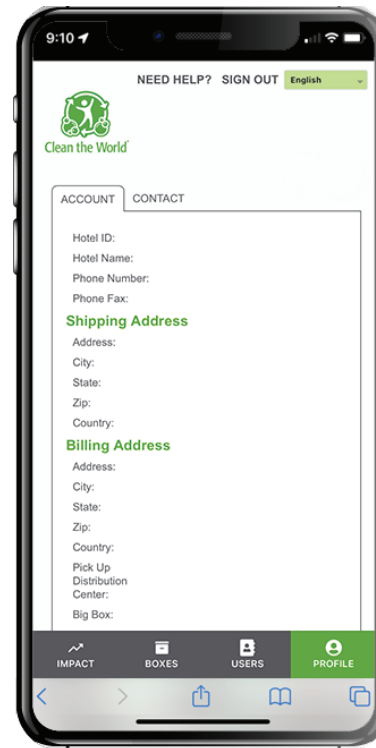
# Portal: Profile

## 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 what properties you are associated with.





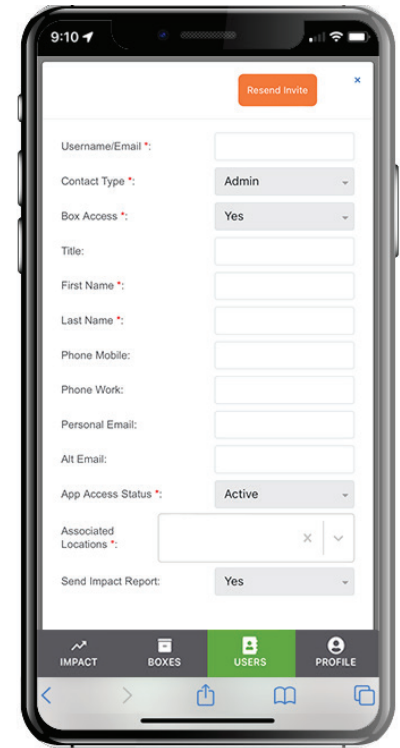
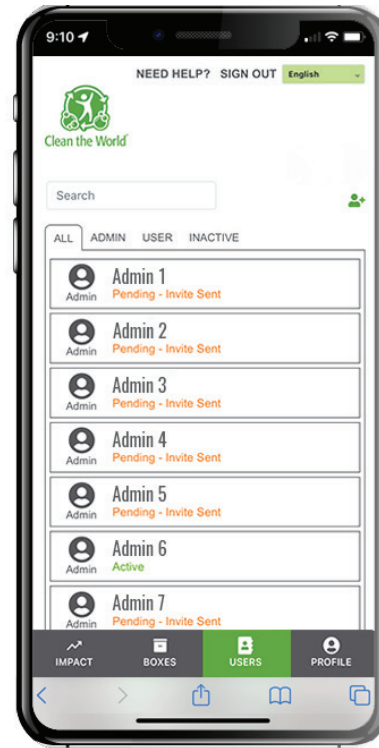
# Portal: Manage Users

## 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).



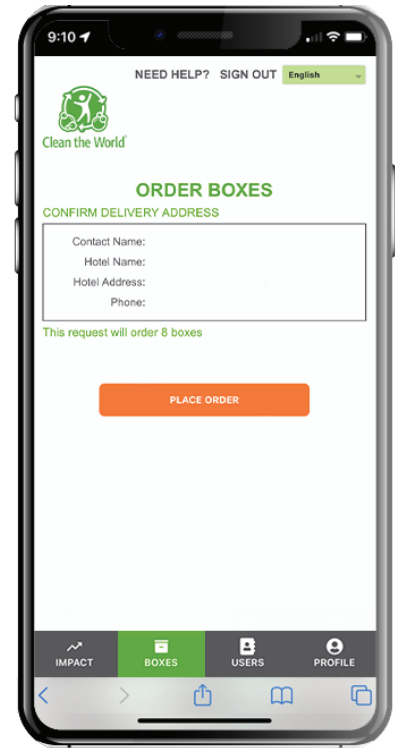
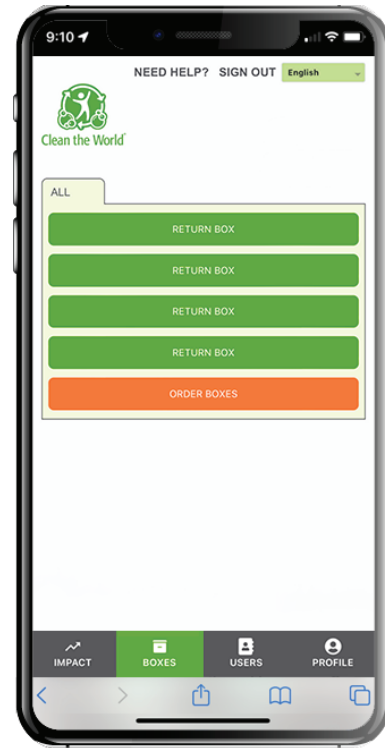
# Portal: Order Boxes

## Box Dashboard

The Box Dashboard screen is an easy way to order boxes, track shipping status, and print labels. Use this tool any time, any place, and on any device.

## Order Boxes

When you have two boxes remaining at your property, order replacement boxes easily through the portal. From the Box Dashboard screen, tap on the orange “Order Box” button to take you to the Order Box screen. Confirm your delivery location and click on the orange “Place Order” button. The number of boxes you receive is based on room count and participation history, not on the number of floors.



# How It Works

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!

- Click on order box button and Clean the World will do the rest! Your box will arrive within 10 days of ordering.
- Fill the box with your collected soap and amenity bottles.
- Once the box is full, tie the liner in a knot and tape the box closed.

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



Dimensions: 22.25in x 16.25in x 8in

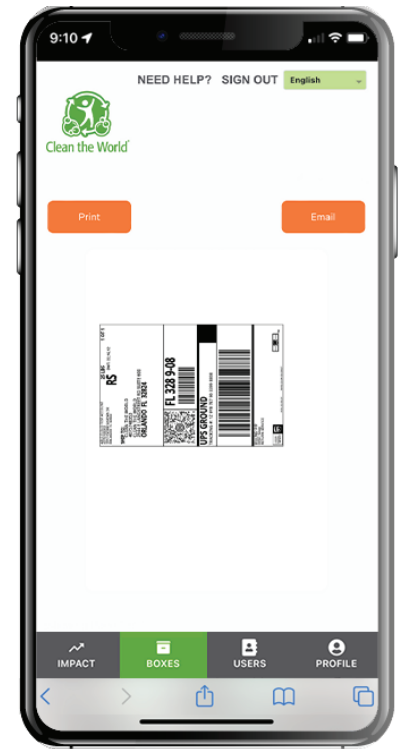
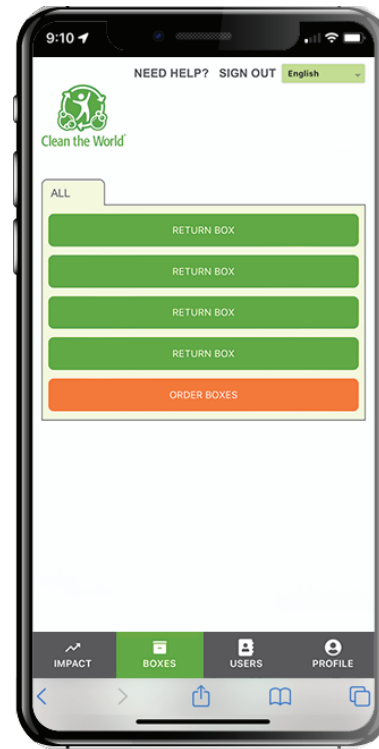
# Portal: Box Shipping Labels

## Request Shipping Labels

Once your boxes are 100% full, it's time to ship them back to Clean the World. To order shipping labels from the Box Dashboard screen, click on the "Return Box" button and input the number of labels you need.

## Print Labels

Your labels can be easily printed from your device or emailed for printing at a later time. To prepare for shipment, simply attach printed labels to your boxes. Each box should have a separate label with a unique tracking number.



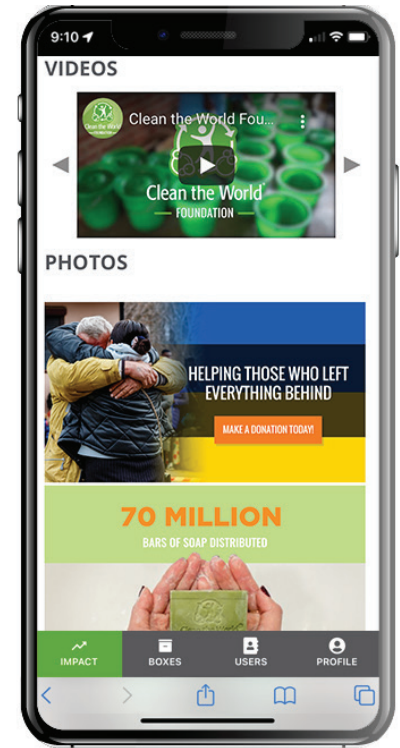
# Portal: Celebrate Impact

## 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. You will also receive a laminated poster from Clean the World to display in your back of house for Team Members.

## 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: 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](https://cleantheworld.org/portal-icon)

## Questions?

For additional questions, please email [partners@cleantheworld.org](mailto:partners@cleantheworld.org) or visit our FAQ's at [cleantheworld.org/faq](https://cleantheworld.org/faq).

