



Clean the World®  
EUROPE

# 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.



# Soap Recycling Saves Lives!

## No soap or bottles to landfill

Help us collect soap bars and place them in the Clean the World box.

Once boxes are full, ship them back to Clean the World.  
All soap is recycled into new bars, supporting those in need.

Want to upgrade your program to include the recycling of plastic bathroom amenities? Find out how below!

Celebrate your impact! Soap Saves Lives!



# Clean the World Recycling Process - Soap

Clean the World manages all collection and consolidation for recycling

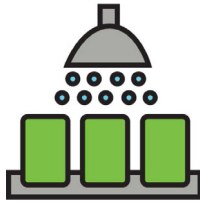
STEP 1

Soap is collected



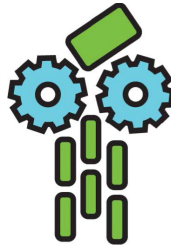
STEP 2

Soap is sanitized



STEP 3

Ground into soap  
"noodles"



STEP 4

3rd party lab  
tested



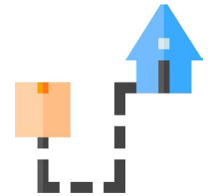
STEP 5

Cut into 50 g  
bars



STEP 6

Boxed and  
delivered



# How It Works

This guide will walk you through how to utilize our customer portal. Once you order and receive your first set of boxes, you're ready to start collecting! Clean the World will ship you a set of boxes and a set of plastic liners.

- Assemble a box and place a liner inside
- Fill the box with your collected soap
- If you choose to upgrade your program to include the recycling of bottled amenities, make sure to keep bottles in a separate box and liner
- Ensure that there is only soap or bottles and 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!



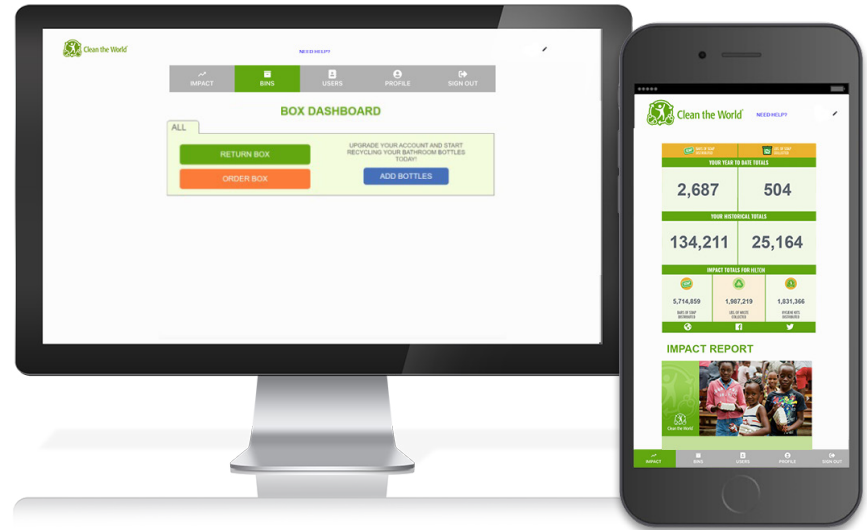
# Introducing New Customer Portal!

## Delivering impact just got easier!

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

The portal can easily display on any desktop or mobile device 24/7. Simply plug this URL: [portal.eu.cleantheworld.org](http://portal.eu.cleantheworld.org) into your device and log-in to access your account.

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



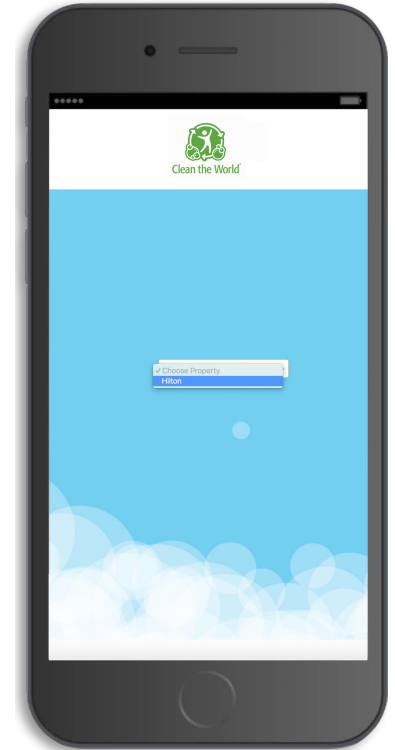
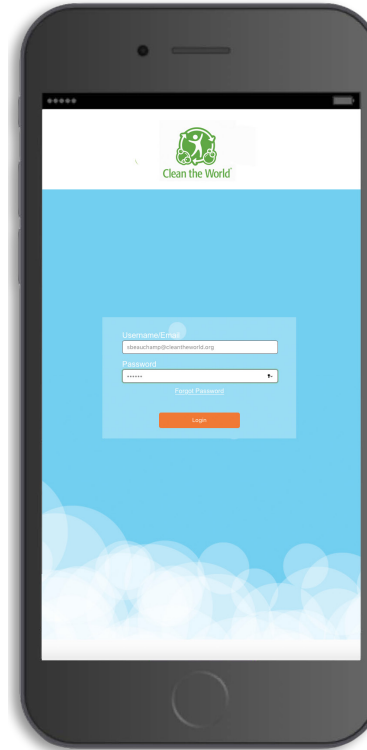
# Portal: Access Your Account

## 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.



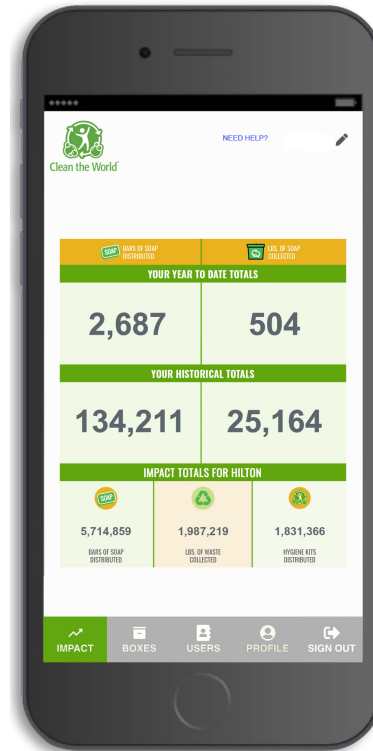
# Portal: Celebrate Impact

## 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.





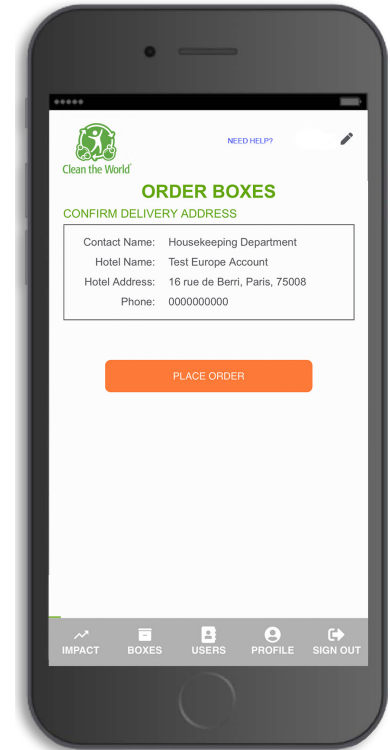
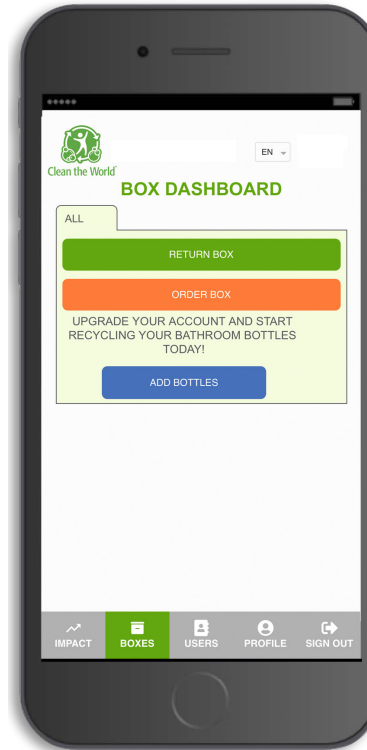
# Portal: Order Boxes

## Box dashboard

The Box Dashboard screen is an easy way to order more boxes. Please order a new set of boxes when you have two Clean the World boxes left at your property.

## Order boxes

When you have only two Clean the World collection boxes remaining at your property, order another set of boxes through the portal. From the Box Dashboard screen, tap on the orange “Order Box” button and then tap the orange “Place Order” button on the following screen.



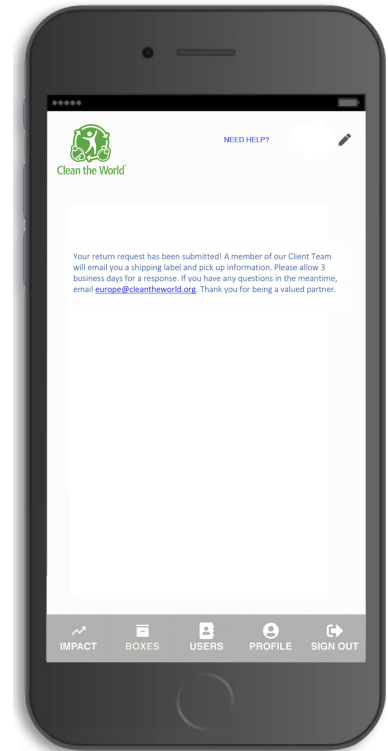
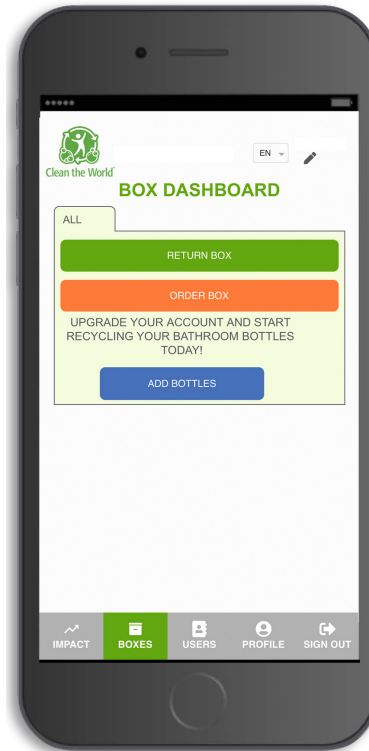
# Portal: Return Boxes

## Box dashboard

When your boxes are 100% full, start the return process easily through the portal. From the Box Dashboard screen, tap on the green “Return Box” button. Once you click that button, a member of our client team will be alerted to email you a shipping label and schedule your box pickup.

## Return Boxes

When your box is completely full of product, it’s time to ship it to Clean the World. Tie the liner in a knot and tape the box shut. Make sure the box is tightly sealed and that the tape is completely covering any openings. Tape the shipping label that was emailed by our Client Team to the box and place the box where your packages are normally picked up.



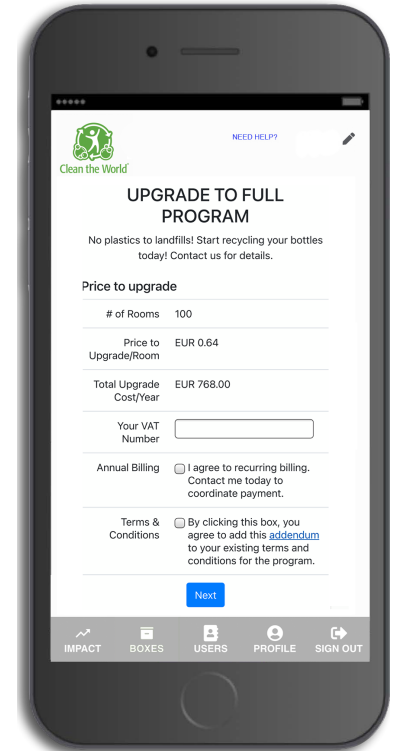
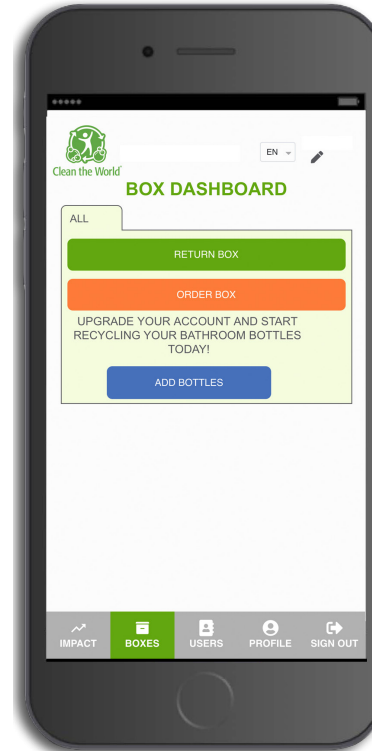
# Portal: Add Bottles - Upgrade to Full Program

## Box dashboard

You can upgrade your program to include the recycling of bottled amenities easily on the box dashboard screen.

## Add bottles

On the box dashboard screen, tap the blue “Add Bottles” button. Tap the “Upgrade Now” button on the image that pops up. Fill in the required information, hit “next,” and a member of our Client Team will email you shortly to complete the billing process. You can start collecting plastic bathroom amenities from guest rooms, but please keep the soap and bottles in separate Clean the World boxes.



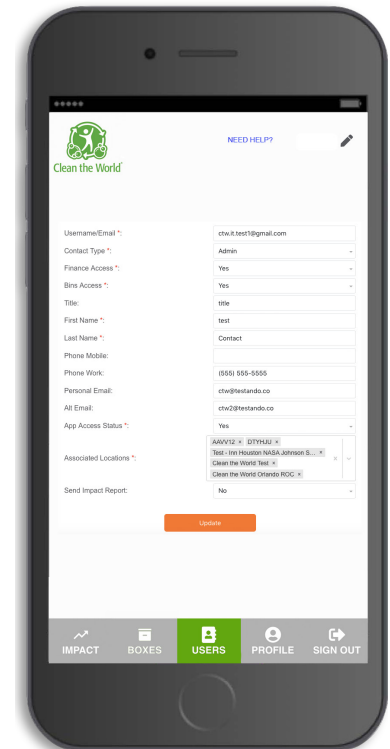
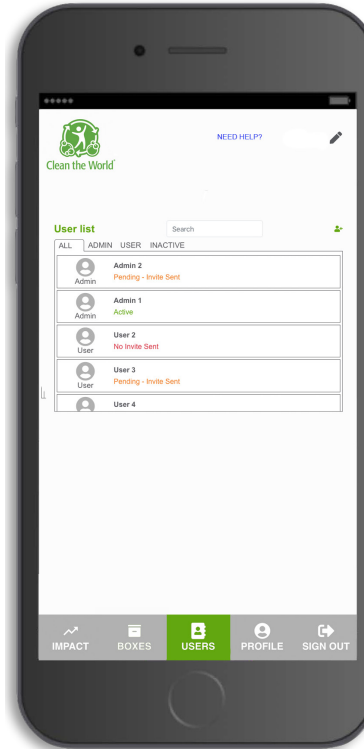
# Portal: Manage Users

## 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. By using 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).



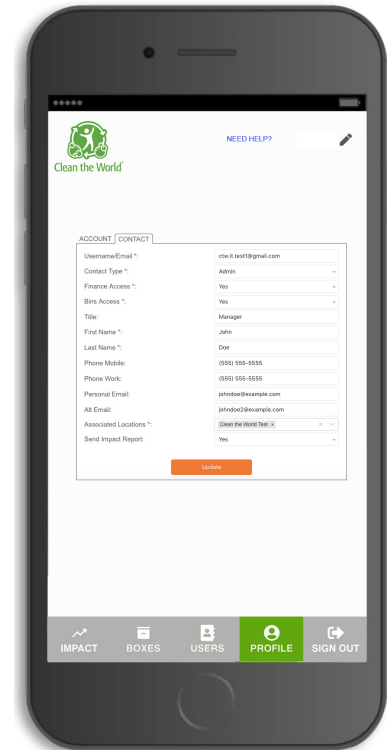
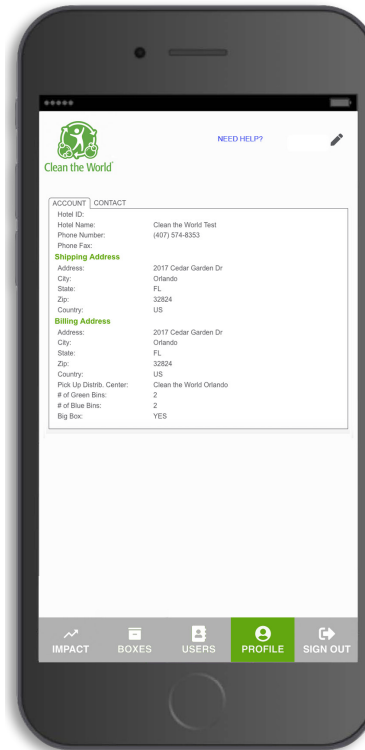
# Portal: Profile

## Account

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

## 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: Big Box (if applicable)

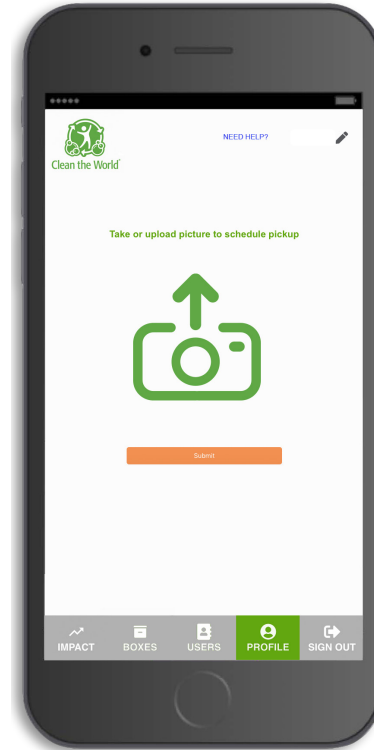
## Request

Submitting a request for a new big box just got easier! Now from your mobile device you can take a photo of your big box and upload it right from the portal. You can accomplish this in 3 easy steps:

1) Tap the “Upload” icon, 2) Take a photo of the open box, showing the contents inside and then, 3) Tap “Submit”. On a desktop, you will be able to upload a photo of the big box for approval by clicking the “Upload” icon and then attaching the big box photo.

## Pick up

After your photo is approved, Clean the World will email you a copy of your Bill of Lading (BOL) that you will attach to the outside of the big box before it gets picked up.



# 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 [europe@cleantheworld.org](mailto:europe@cleantheworld.org)  
or visit our FAQ's at [cleantheworld.org/faq-europe-portal](https://cleantheworld.org/faq-europe-portal)