



Loopie
Laundry

CERTIFIED
WASHER
HANDBOOK

Summer 2019

ABOUT US

Loopie is the first peer-to-peer laundry service to operate in the U.S. Through our Mobile App or website, you can schedule your laundry to be picked up, washed, dried, folded and delivered back to you within 24 hours.

OUR VALUES

We provide value to our customers in the form of clean clothes and saved time, while simultaneously providing value to our certified washers in the form of a flexible, easy and honest way to earn a passive income from home.

INTRODUCTION

Congratulations on becoming a **Loopie Certified Washer!** We're excited to have you on-board as a member of our dedicated team. In this role, you're the most crucial aspect to our operation and without you, we wouldn't be where we are today. As a Loopie Certified Washer, you now have the ability to generate a flexible, easy and honest way to earn a passive income from the comfort of your own home simply by doing laundry. Simultaneously you're creating a positive impact in the world by enabling others to do what they love most, whether that be spending quality time with their family or going to watch a Seattle Seahawks game with their best friend. In other words, you're providing significant value to our customers in the form of clean clothes and saved time, so thank you!

~ John Vincent Lee
CEO & Founder, Loopie LLC

WASHI





All dirty laundry should be washed in a washing machine previously approved by us (a working machine located in your residence). **PLEASE DO NOT wash orders anywhere other than in the washing machine in your residence.**

WASH



Be sure to **check the pockets of the clothing for any loose items** prior to placing inside of your washing machine.

*Note: if a loose item is found, first place it inside of a ziploc bag, then place the ziploc bag in the side pocket of the duffel bag.

WASH

When emptying the dirty laundry into your washing machine, be sure to **check the surrounding area for loose clothing items** that may have fallen out.



WASH



All laundry should be washed using Stain & Odor **Clean Scent Dropps laundry detergent pods**, unless otherwise specified on the bag tag or by a Loopie driver.

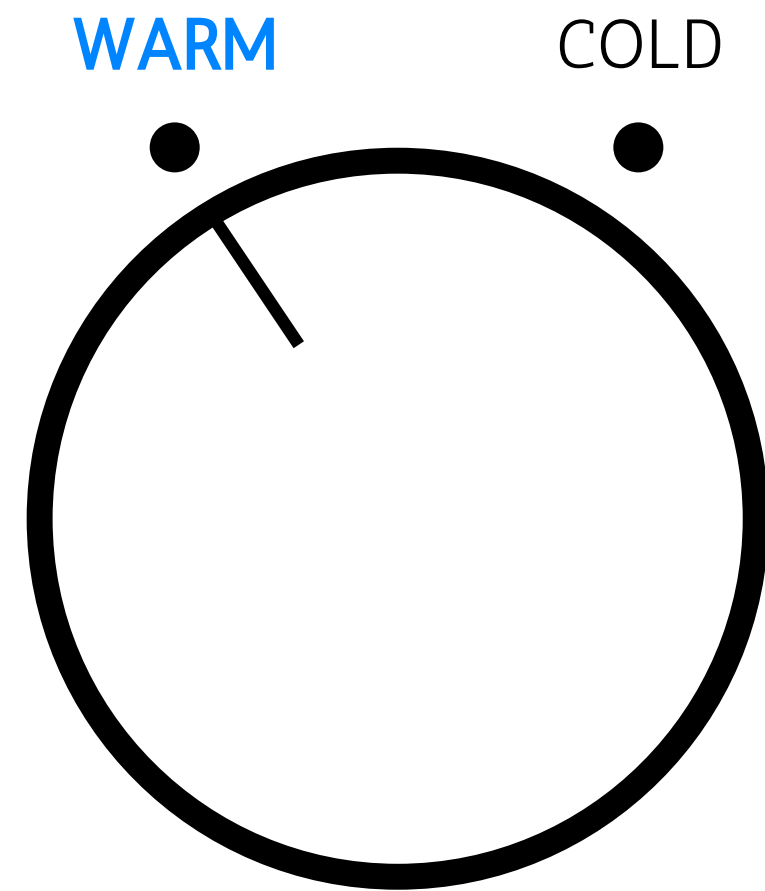
*Note: we recommend using **TWO** Dropps detergent pods for larger orders.



Loopie customers may provide their own detergent.

In this case, locate the preferred detergent on top OR in the side pocket of the duffel bag.





We recommend that all Loopie orders are washed on the **WARM** setting, unless otherwise specified.

Transfer fully washed items into your drying machine **no less than 5 minutes** after the washing cycle has finished.



REMINDERS

1 BAG ~~=~~ 1 LOAD

1 bag can take up to **2 1/2 hours** to complete

This typically occurs with thick or woolen items. Make sure that you have enough time to finish each order you accept and try your best to not accept more bags than you can handle. Telling a driver that you're unable to accept an order is FAR better than realizing too late that you won't have enough time to finish.

Customers may provide **their own detergent**

In this case, they will provide their preferred detergent on top or in the side pocket of the duffel bag.

All contents inside of the duffel bag should be **washed together**

Even if you're washing two separate bags from the same customer, they should still be washed individually to avoid unwanted color transference, or if they want their items to remain separate for a reason.

*Note: depending on the size of your washing machine some bags might require multiple loads. Be sure not to over load your washer!

Keep customers orders **separate** from each other

If you receive multiple orders each belonging to different customers, be sure to wash/dry/fold/package them individually from each other to avoid any mixup.



DRY



All laundry should be dried in a drying machine that's previously approved by us (a working machine located in your residence).

PLEASE DO NOT dry orders anywhere other than in the drying machine in your residence.

DRY

Ensure that the lint trap is clean before starting the drying cycle and clean the lint trap immediately after the cycle has finished.

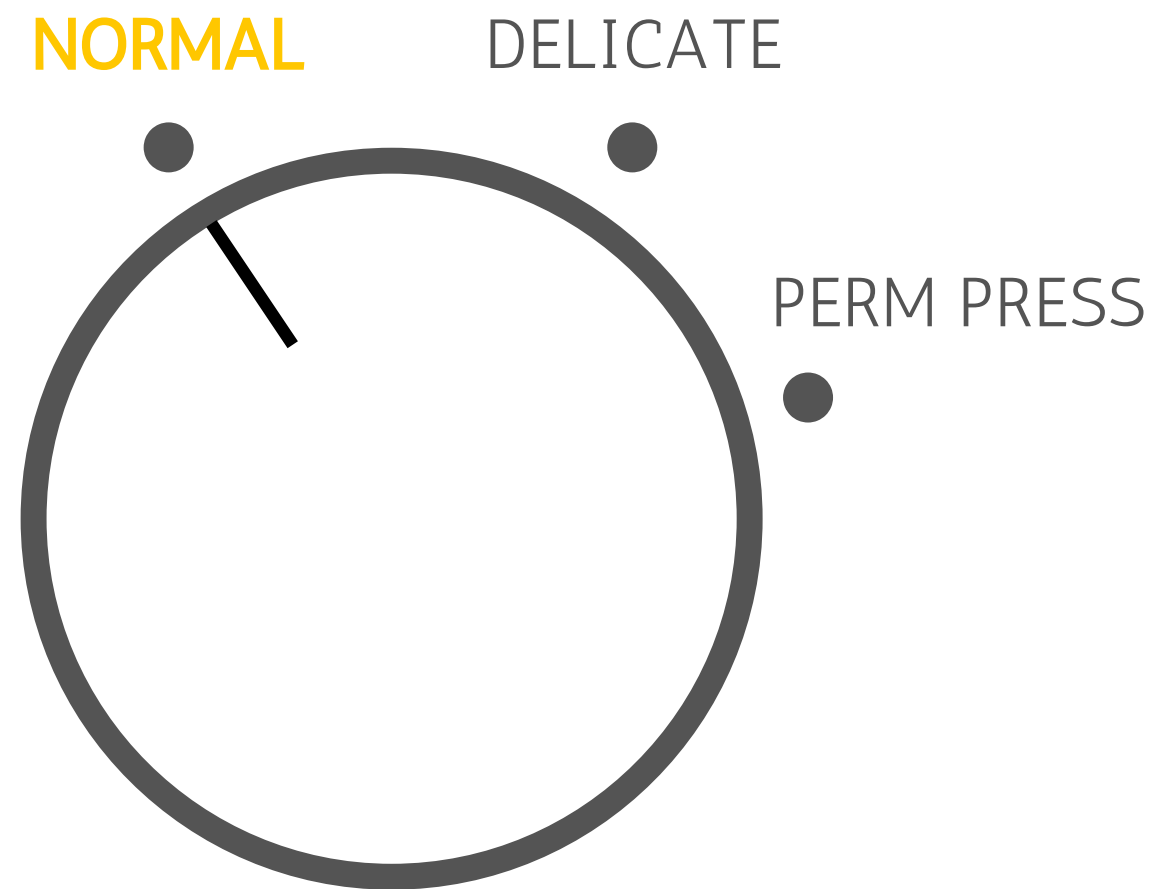


DRY

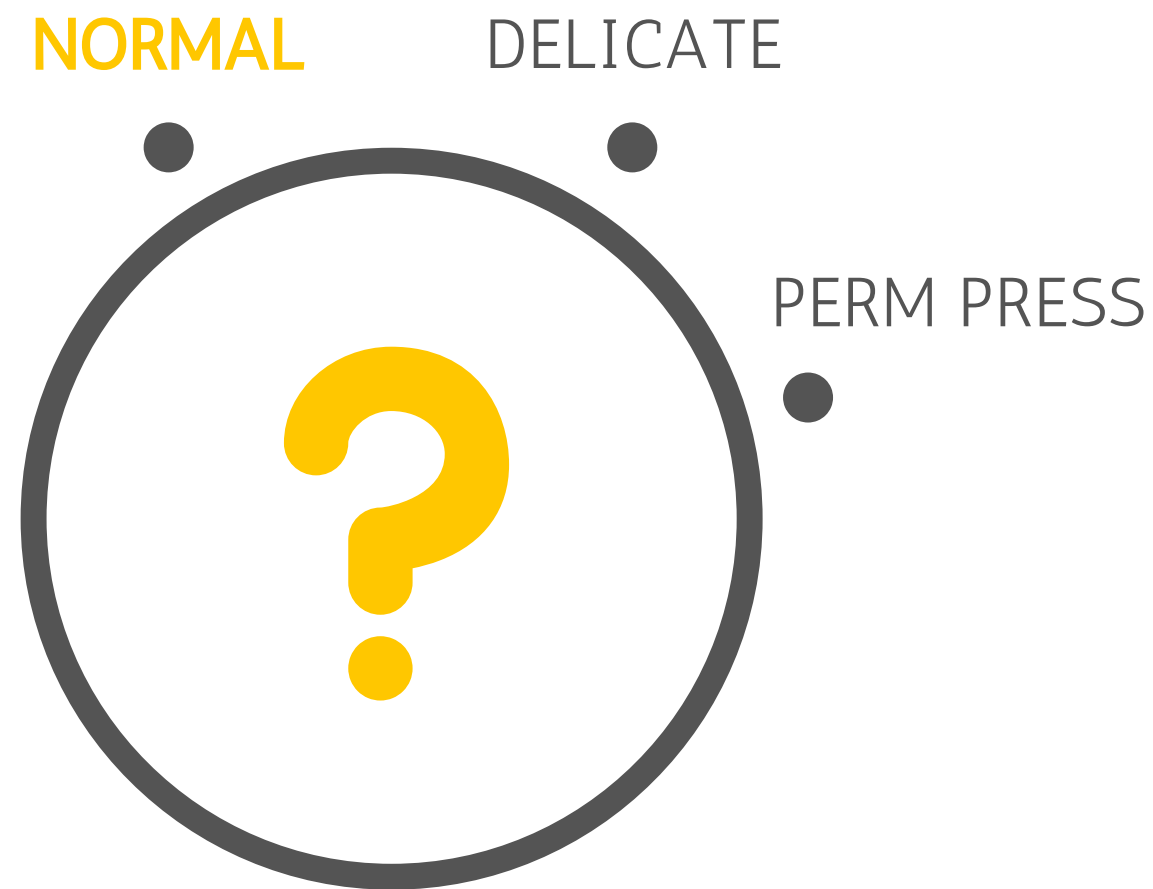


All laundry should be dried using **GAIN** dryer sheets, unless otherwise specified.

DRY



We recommend that all Loopie orders are dried on the **NORMAL** setting, unless otherwise specified.



Customers are able to **preference drying settings.** Be sure to confirm with a driver regarding special instructions.

DRY

After full drying cycle has finished, be sure to **check the drum (the interior of the drying machine)** for any loose clothing items.



DRY

REMINDE RS

Ensure that the laundry is **fully dried**

Following completion of the full drying cycle, there should be no dampness present on any of the laundry.

*Note: Some loads may require extra time drying and can occasionally require another full drying cycle. If this is the case, please communicate with your driver. The driver will then communicate with the customer while you are allowed more time to complete the order. Remember, a delayed order is much preferred to an incomplete or damp order.

Avoid leaving laundry in the drying machine for **prolonged periods of time**

Following completion of the full drying cycle, leaving laundry in the drying machine for prolonged periods of time will cause the laundry to wrinkle. If this occurs, simply begin another drying cycle on the "wrinkle release" setting; typically a short 10-15 minute cycle.

*Note: if the laundry is still noticeably wrinkled following the second drying cycle, you may need to iron, steam or wet the wrinkled areas to smooth them out.

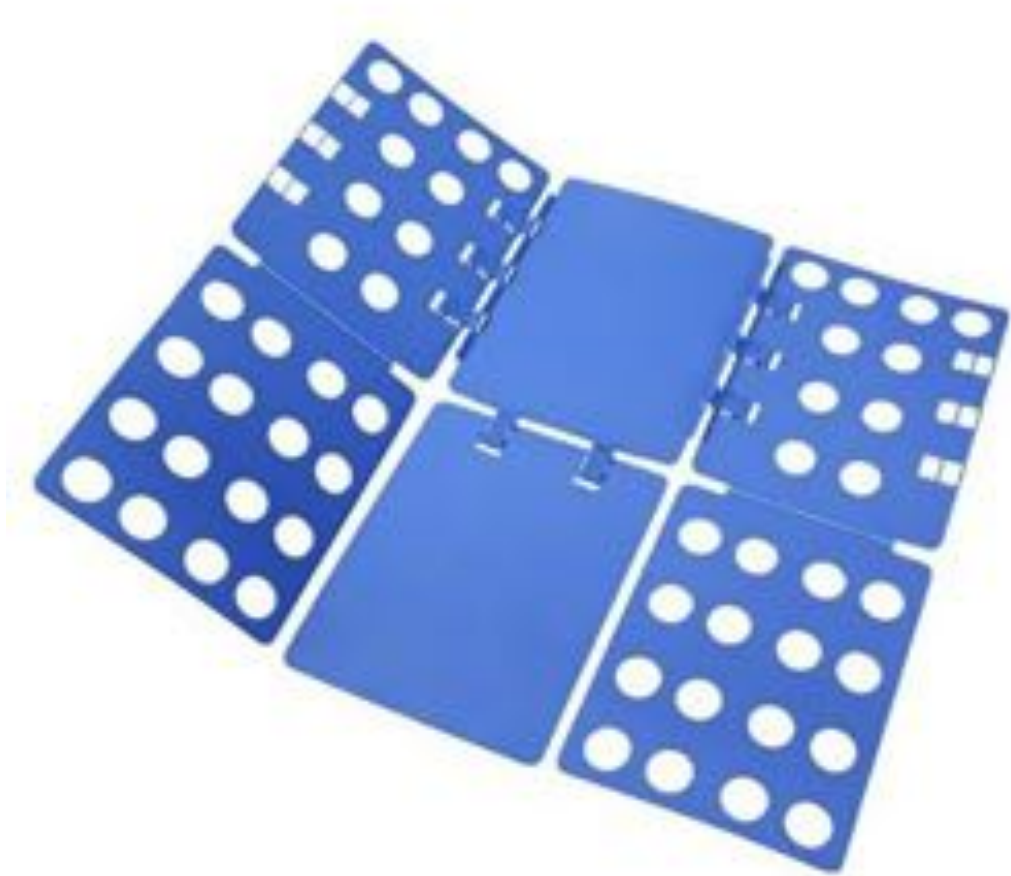


DRY

IFOOD

Introducing the..

FlipFold



The **FlipFold** is a folding tool that can fold your clothes to a uniform size in less than 5 seconds! The FlipFold is easy to use because it cuts your folding time in half and folds items into a perfect 9" x 12" rectangle. Each **FlipFold** has instructions engraved on the center flap and also comes with an instruction sheet.

*Note: additional folding instructions are available on the **FlipFold website**:
<https://www.flipfold.com/v/vspfiles/assets/images/Instructions.PDF>
or **YouTube channel**: <https://www.youtube.com/user/FlipFold>.



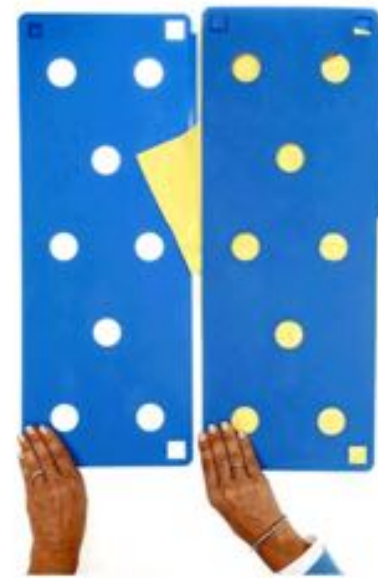
The FlipFold: How-to-Use



Step 1



Step 2



Step 3





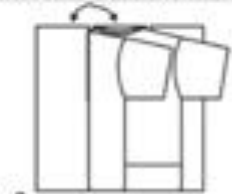
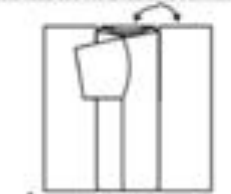

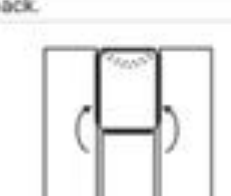

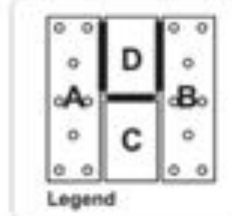
Step 4





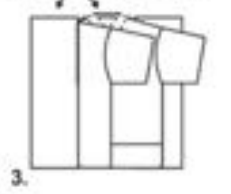
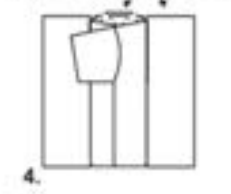



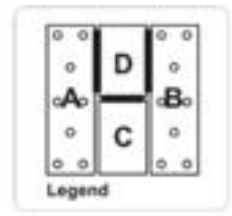
Step 5

The FlipFold: How-to-Use

T-Shirt



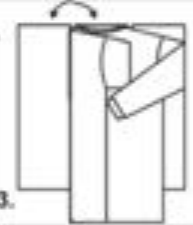
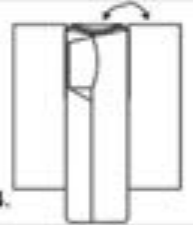
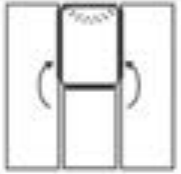

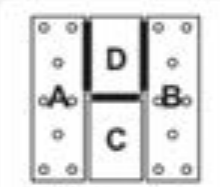
 <p>1.</p>	 <p>2.</p>
Open shirt face down on the FlipFOLD shirt folder.	Fold bottom of the shirt even with bottom edge of shirt folding board.
 <p>3.</p>	 <p>4.</p>
Flip panel A to center and back.	Flip panel B to center and back.
 <p>5.</p>	 <p>6.</p>
Flip panel A to center and back. (flipping sleeve in)	Flip panel C up to center and back.
 <p>You now have a perfectly t-shirt!</p>	 <p>Legend</p>

Collared/Polo Shirt

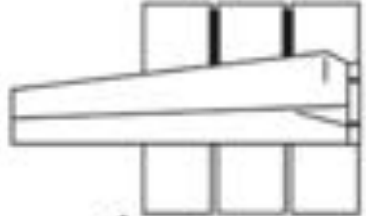
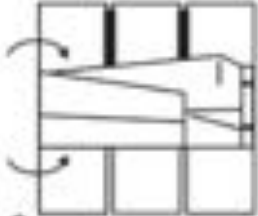
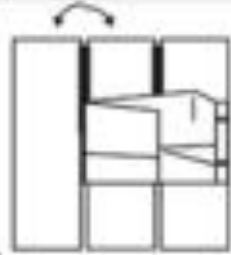
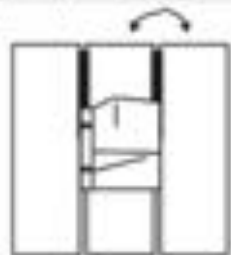

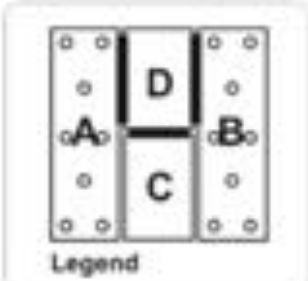
 <p>1.</p>	 <p>2.</p>
Open shirt face down on the FlipFOLD Shirt Folder.	Fold bottom of the shirt even with bottom edge of shirt folding board.
 <p>3.</p>	 <p>4.</p>
Flip panel A to center and back.	Flip panel B to center and back.
 <p>5.</p>	 <p>6.</p>
Flip panel A to center and back. (flipping sleeve in)	Flip panel C up to center and back.
 <p>You now have a perfectly folded collared shirt!</p>	 <p>Legend</p>

The FlipFold: How-to-Use

Sweater





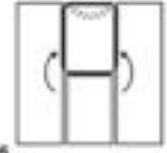

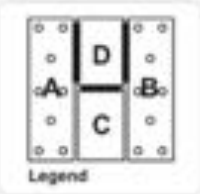
 <p>1.</p>	 <p>2.</p>
<p>Open sweater face down on the FlipFOLD Shirt Folder.</p>	<p>Fold bottom of the shirt even with bottom edge of board and fold sleeves in even with edge of shirt folding board.</p>
 <p>3.</p>	 <p>4.</p>
<p>Flip panel A to center and back.</p>	<p>Flip panel B to center and back.</p>
 <p>5.</p>	
<p>Flip panel C up to center and back.</p>	<p>You now have a perfectly folded sweater !</p>
<p>FLIP-tip</p> <p>Sweatshirts are bulky, so make your last fold by hand. If your sweatshirt is hooded, fold hood IN even with the edge of the board.</p>	 <p>Legend</p>

Pants & Trousers



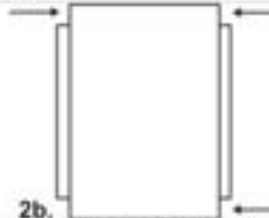
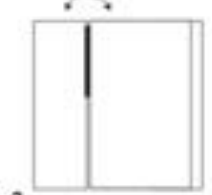
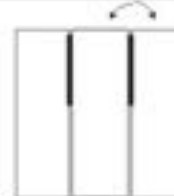
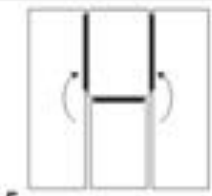

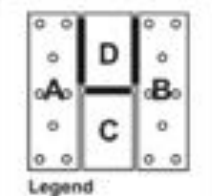
 <p>1.</p>	 <p>2.</p>
<p>Place waist of pant even with panel B.</p>	<p>Fold leg in so it is even with edge of panel A.</p>
 <p>3.</p>	 <p>3.</p>
<p>Flip panel A to center and back.</p>	<p>Flip panel B to center and back.</p>
 <p>You now have a perfectly folded pants !</p>	 <p>Legend</p>

The FlipFold: How-to-Use

Large/XXXL Shirt

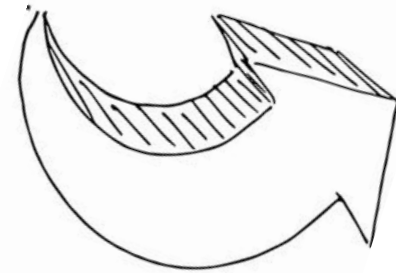
 <p>1.</p>	 <p>2.</p>
 <p>3.</p>	<p>FLIP-tip</p> <p>Remember, if your shirt is wider than the board, just fold the sides in even with the board's edge.</p>
 <p>4.</p>	 <p>5.</p>
 <p>You now have a perfectly folded shirt!</p>	 <p>Legend</p>

Towel

 <p>1.</p>	 <p>2a.</p>
 <p>2b.</p>	 <p>3.</p>
 <p>4.</p>	 <p>5.</p>
 <p>You now have a perfectly folded towel!</p>	 <p>Legend</p>



Incorrect



Correct

R E M I N D E R S

Take your **time**

Folding items neatly and professionally is a critical part of the Loopie customer experience, therefore we uphold high standards for our washers. We understand that folding laundry can be tedious and time consuming, so don't be afraid to take your time.

Consistency is **key**

It's important that each item is folded using a similar method (i.e. T-Shirts are folded the same way, pants are folded the same way).

PACIKKAGIE



THE LOOPIE DUFFEL BAG

What's this?

The **Loopie Wash & Fold Delivery Duffel Bag** by *The Green Garmento* is an eco-friendly 2-in-1 reusable garment bag. At home, it serves as a laundry hamper and on your Loopie order, it functions as a duffel bag for pick-up and delivery.



- Dimensions: 10"W x 24"L x 18"H
- Machine washable *gentle cycle, hang dry
- Durable 120GSM fabric
- Water resistant
- Dual zipper closure

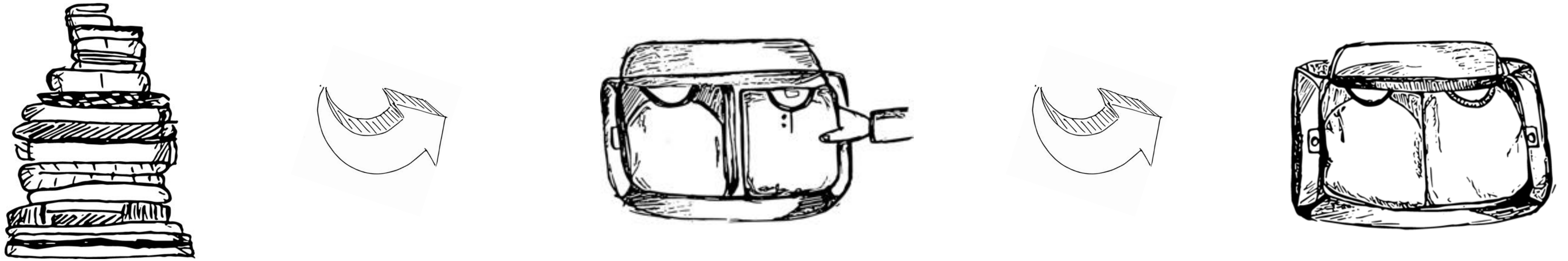
PACKAGE



Prior to placing the folded clothes into the Loopie duffel, be sure to **wipe down the inside of the bag with sanitary wipes** located in your washer box.

PACKAGE

To begin packaging the folded clothing items, open the duffel and proceed to fill the duffel by stacking the folded clothing items inside of the bag by **placing the largest items on the bottom and the smallest items on the top.**

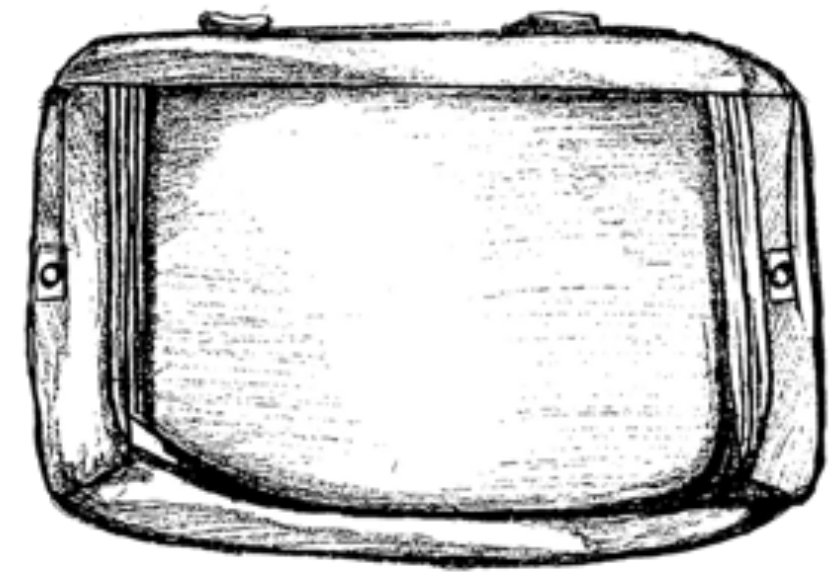
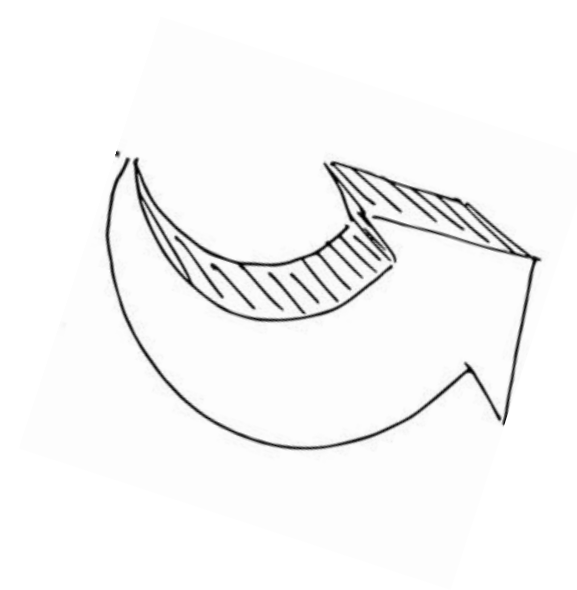
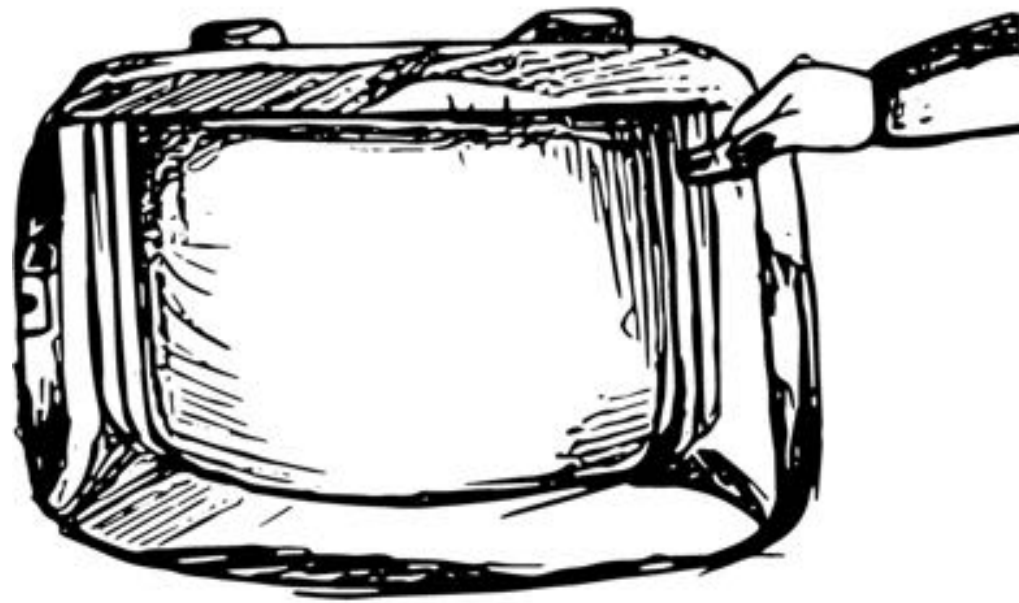


*Note: if the stacks are already too tall, use rubber bands to bind similar items together and fit them in where you can.



PACKAGE

Once all clothing items have been correctly placed inside of the duffel bag, **zip it completely shut.**



PACKAGE



Pick-up the duffel as if you were a driver transporting it to and from your vehicle, **double-checking that the clothes are tightly secured** and there's little to no movement.

Use the **shoulder strap** located on the top of the duffel to assist with carrying finished orders.

PACKAGE

The Loopie Tag

Name

Street Address

Phone

Unit Number

City

Zip

Delivery Notes

Loopie
Laundry

www.loopie.us
1-(833)-3-loopie

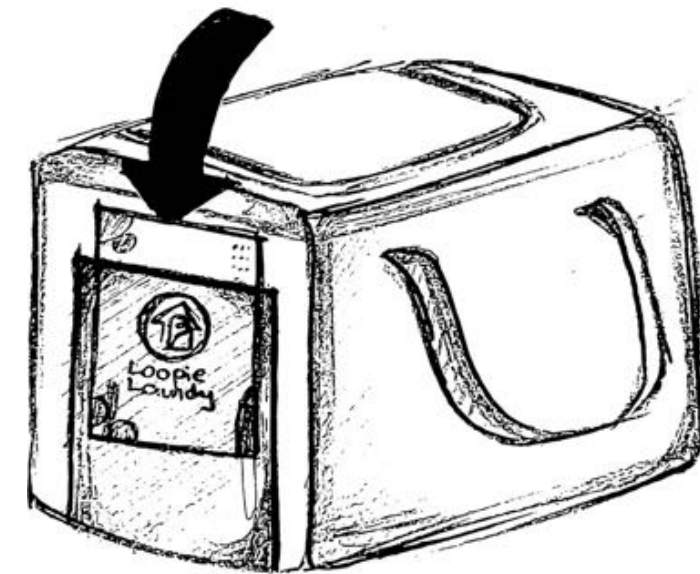
First + Last name



Customer preferences (i.e. machine settings, detergent type)



Once you've packaged the clean clothing items into the Loopie duffel, **double check to make sure the customer's name is written legibly on a Loopie bag tag**, located in the clear side pocket of the duffel.



PACKAGE

Alert a driver that the order is ready for pick-up and they will let you know their estimated arrival time.

PACKAGE

REMINDERS

Be sure to fill out your **Loopie bag tag**

Simply write the customer's name and place it back in the clear pocket located on the side of the duffel bag.

Refrain from **overstuffing** the duffel bag

If you don't have enough room in the bag to package all the clean clothing items neatly, notify a driver and they will bring you an extra bag for the remaining items.



Consistency is **key**

If your wash/dry/fold/package is insufficient or inconsistent with the Loopie Certified Washer standards, we may request you attend an additional training session in order to continue receiving your desired number of orders.

PACKAGE



OPERATIONS

PICK-UP & DELIVERY TIME SLOTS

8:00am - 10:00am

10:00am - 12:00pm

12:00pm - 2:00pm

2:00pm - 4:00pm

6:00pm - 8:00pm

*Note: we do not operate between the hours of 4:00pm - 6:00pm due to heavy amounts of traffic in the city.

OPERATIONS

TURNAROUND TIME

Our standard order turnaround time is 24 hours. For example, an order placed within the 8:00am - 10:00am time slot must be returned the following day between 8:00 - 10:00am. We offer same-day service for an additional fee. We allocate four hours for our washers to complete one Loopie duffel bag.

*Note: all same-day orders will be placed within the 8:00am - 10:00am time slot.

OPERATIONS

COMMUNICATION



Below is an example of how communication between drivers and washers may look:

EXAMPLE #1



Driver: "I have 2 bags for Frank and 1 bag for Erik (3 bags total), all due tomorrow between 8:00am - 10:00am. Are you available to take it?"

Washer: "Yes, I'll have them finished and on the porch ready for pick-up by 7:00am."

*Note: In some cases you may not have the washing/drying machine capacity to accept an order containing multiple bags. This is totally fine - just let the driver know how many bags you can accept from the order(s).

Below is an example of how this conversation may look:

EXAMPLE #2



Driver: "I have 2 bags for Frank and 1 bag for Erik (3 bags total), all due tomorrow between 8:00am - 10:00am. Are you available to take it?"

Washer: "I can take the 2 bags for Frank, but not the bag for Erik."

Once you respond with an answer, **the driver will let you know their estimated drop-off time.**

COMMUNICATION

After a driver drops off the order(s) to your residence, **it is your responsibility to wash, dry and fold ALL contents located inside.**



COMMUNICATION



Following completion of an order, **communicate with the driver** and they will come back to your location for pick-up if convenient or during the designated delivery window.

COMMUNICATION

In the event of a serious issue with an order (i.e. it doesn't meet our standards, you're unable to complete it), it's critical that you **communicate this to a driver prior to them picking it up.**



COMMUNICATION

REMINDE RS

Avoid leaving orders **unattended**

You may leave finished orders in a safe and secured location that's easily accessible to the driver. If you prefer to leave completed orders unattended, please contact a driver and they will visit your location to verify the pick-up/drop-off location.

Washers and drivers primarily communicate via **text message and/or telephone**

Prior to receiving an order, a driver will contact you to make sure you're ready and available to complete it. Washers should respond to drivers as quickly as possible with a YES or NO answer.

COMMUNICATION



MATERIALS

Certified Washer Box

We provide each washer with a Loopie Certified Washer Box containing all of the items necessary to wash, dry, fold and package orders.



Box Contents

- Gain Dryer Sheets (x50)
- Scotch-Brite Lint Roller (x1)
- Loopie Duffel Bag Tags (x5)
- Loopie Promotional Flyers/Stickers
- Universal Rubber Bands (x200)
- Wet Nap Sanitary Wipes (x1 Box)
- Sensitive Skin Laundry Detergent Pacs: Fresh Scent (x10)
- Stain & Odor Laundry Detergent Pacs: Clean Scent (Default) (x30)
- Stain & Odor Laundry Detergent Pacs: Lavender Eucalyptus (x10)
- Stain & Odor Laundry Detergent Pacs: Scent + Dye-Free (x10)



*Note: if you're running low on any of the items listed above, let a driver know and they'll bring you more.

MATERIALS



If you're running low on wash / dry / fold / package materials, **alert a driver and they will visit your location to supply you with more.**

MATERIALS

COMPENSATION



Wash, Dry & Fold

- Loopie Duffel Bag = **\$15.00**
- Commercial Loopie Bag (30" x 40") = **\$25.00**

Wash & Dry (No Fold)

- Loopie Duffel Bag = **\$10.00**
- Commercial Loopie Bag (30" x 40") = **\$15.00**

COMPENSATION

REMINDERS

Compensation is on a **per bag basis, NOT per load.**

*Note: depending on the capacity of your personal washing/drying machine, you may have to separate the contents of a single duffel bag into two separate loads. In this case, you will still receive a fixed payment of \$15.00 upon completing the order.

Same-day orders are compensated at a rate of **\$20.00 per bag**

The driver will always communicate to you in the case of a same-day order.

Washers are paid at the **end of each week, electronically via PayPal**

If for some reason you're unable to utilize PayPal or would prefer to be compensated in some other way, please let us know and we'd be more than happy to work with you.



COMPENSATION

A group of diverse people are shown from the chest up, celebrating enthusiastically. They have their arms raised high, and some have their mouths open as if shouting or cheering. The scene is dimly lit, with a dark, moody atmosphere. The background is a plain, light-colored wall. The overall mood is one of joy and success.

BENEFITS

*Imagine earning money from the **comfort of your home..***

Work From Home
Earn \$15 Per Bag

Flexible Hours

Paid Test Order

Training Courses

No Minimum Work Requirement

Referral Program

Pick-up & Delivery

Complementary Washing & Drying Materials

BENEFITS

IFAO'S

What is a "Loopie order?"

A Loopie order can total anywhere from 1 - 10 bags depending on the users' specified turnaround time and washing/drying specifications. The dirty laundry will arrive to your location tightly sealed inside of a Loopie duffel bag. A Loopie duffel bag can weigh up to 20 pounds, however typically ranges between 5 and 15 pounds.

How many orders will I receive?

The number of orders you will receive on any given day varies depending on your location, load capacity and the overall demand from our customers. Once a customer places an order via our mobile application or website, a driver is automatically dispatched to their location for pick-up. After the driver has successfully picked up their order, a driver will reach out to you via text message or telephone and you will be notified of the order size (i.e. number of bags) and turnaround time. At this point you can either ACCEPT or DECLINE the order. If accepted, the driver will visit your location for drop-off. If declined, no worries - the driver can always drop off the order with a different washer.

Will I ever have to leave my home?

As a Loopie Certified Washer, owning a vehicle is not required. Our team of drivers will deliver the dirty laundry and pick it up the following day so you'll never have to leave your home.

Am I responsible for water, electricity and maintenance costs?

Yes, you're responsible for these costs.

What if there's another bag inside of the Loopie duffel bag?

Sometimes customers prefer if their dirty clothing items never touch the inside of the duffel bag. In this case, we allow them to place their items inside of an alternate bag, and then placed inside of the duffel.

Be sure to empty all of the contents of the bag into your washing machine. Then, place the alternate bag neatly folded on the inside bottom of the duffel bag. Do not place folded contents back into the alternate bag unless otherwise specified.

Can I leave completed orders on my porch?

It is OK to leave completed orders on your porch for pick-up if previously approved by a driver. Our staff will communicate with you whether or not it's acceptable to leave completed orders on your porch. Please do not leave orders on your porch overnight. If you aren't home during pick-up, you may leave a key box near your door to allow a driver to access the completed order. Be sure to communicate any necessary access information (i.e. passwords, codes) to the driver prior to accepting any orders.

CONTACT

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