



Welcome to Bounce!

We're so glad to have you as a valuable Bounce Partner.
This document explains everything you need to know to get started.

What we will cover

1. How Bounce works for customers
2. Get ready to accept Bounce customers
3. Install and link your Bounce signage



1. How Bounce works for customers

We help travelers around the world enjoy their day without the weight of their stuff →



Customers book and store

in 3 easy steps

1. Book in a few taps

Customers book at a convenient storage spot. They get a unique QR code for every booking.

2. Bag drop off

The Bounce Partner scans the QR code to check the customer in. Then, the bags are stored in a secure area until the customer returns.

3. Bag pickup

When the customer returns to pick up their bags, the Bounce Partner scans their QR code again and returns their bags.



2. Get ready to accept Bounce customers

Here's how →



Prepare your business

Make sure you have a **secure place** to store bags that can't be accessed by other customers.

Confirm that your **store hours are correct** and add any exceptions or holidays in your Partner Portal.

Ensure your **employees know** how to handle Bounce customers.



Secure storage

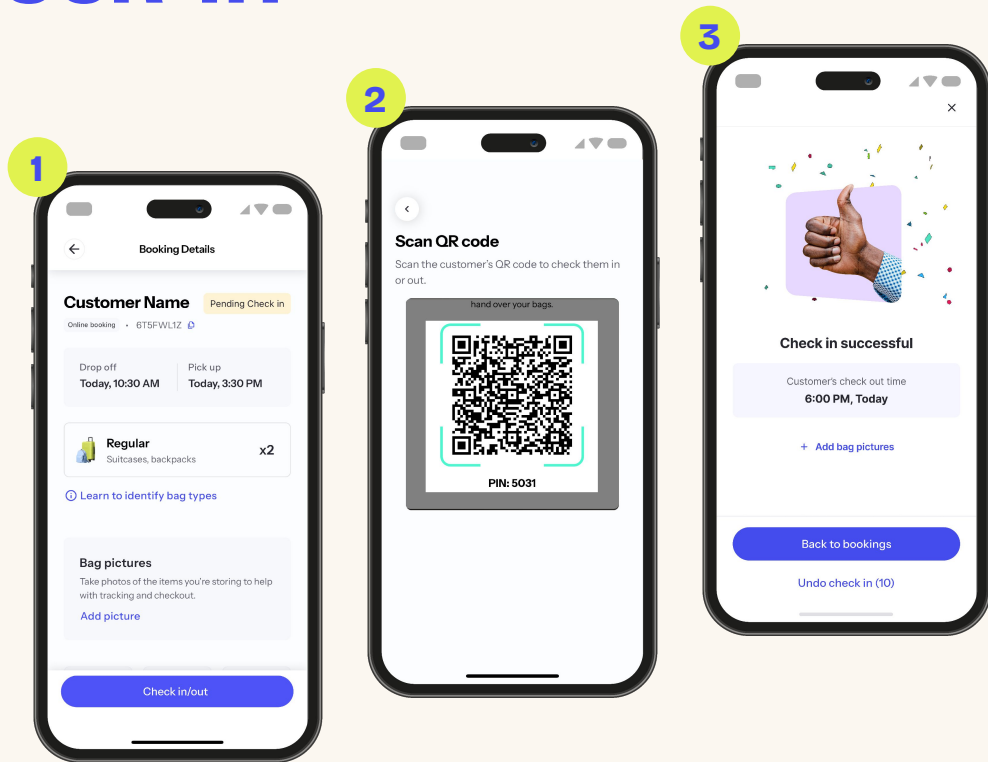
Open 9am to 11pm



Learn how to check-in a customer

1. Ask for the customer's booking confirmation and review the **dates**, **times**, and **number of bags**.
2. Press **Check-in/out** in the Bounce Partner app to **scan the customer's QR code**, or enter the PIN manually.
3. Remind the customer when your store closes and take their bags.

You can also 'manually' complete check-in by inserting the customer's booking PIN code.



Store bags safely after check-in



Attach a Bounce tag to each bag.



Immediately store the bags
in **a secure area**.



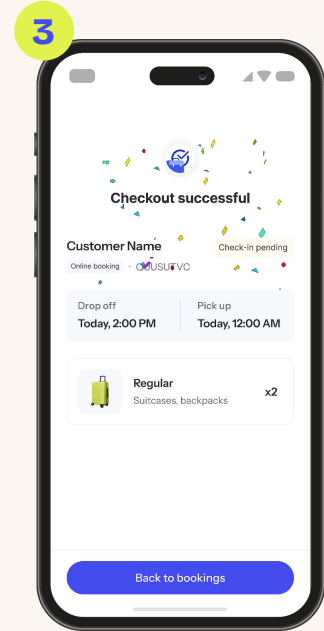
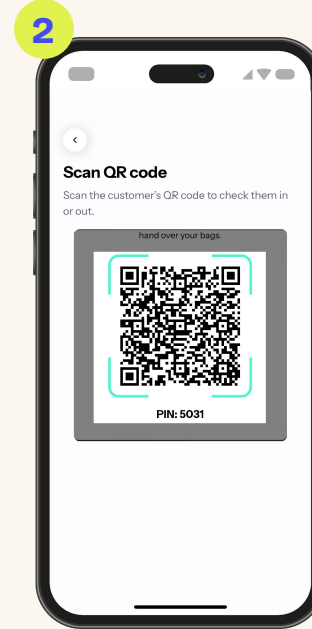
Keep bags safe until the
customer returns to check out.



Learn how to check out a customer

1. Ask for the customer's booking details and get their bags from the storage area.
2. Confirm the customer **has all of their bags** and scan their booking QR code.
3. Once the **QR code is scanned**, the customer is checked out and you can get paid.

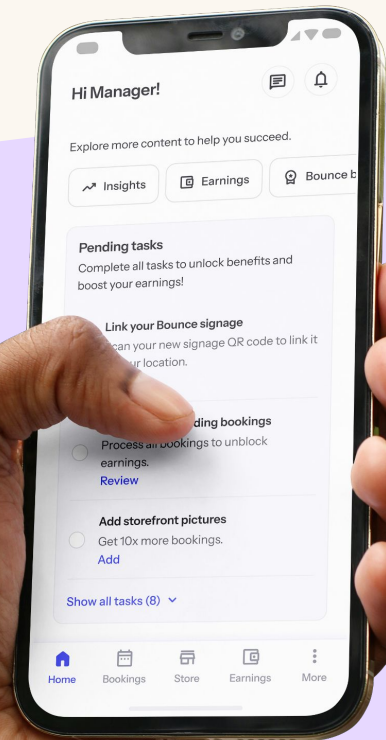
You can also 'manually' complete check out by inserting the customer's booking PIN code.



Use your Bounce Partner Portal

Get to know the Bounce Partner Portal to easily track and manage your operations.

- View upcoming bookings
- Track your earnings
- Message customers directly
- See your latest reviews
- Update store hours or add special hours
- Manage employee access
- Order luggage tags and signage
- Chat with support



3. Install and link your Bounce signage

Help customers find your store and easily make bookings to earn more revenue →



The Bounce Welcome Kit

Your Welcome Kit will include:

- 1 window sticker with glue on the back
- 1 window sticker with glue on the front
- 1 pack of reusable tags numbered 1-50
- 1 mini-sticker
- 1 sheet with helpful guidance and tips

Adding luggage tags to each bag helps customers feel that their bags are secure.

If you need more bag tags or signage, you can order more in your Partner Portal.



Link your signage

to get 'walk-in' customers

Displaying your Bounce signage in a visible part of your business helps customers **make bookings** and **find your store**.

Ask walk-in customers to scan the QR code on your Bounce signage and book online.

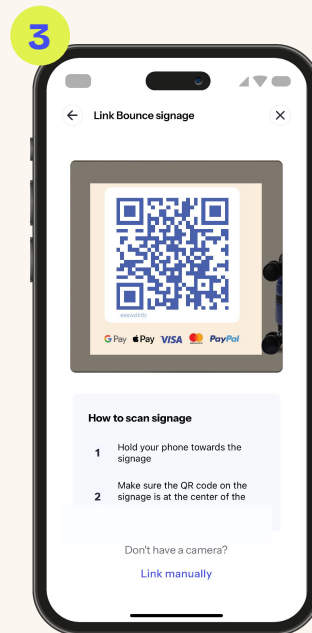
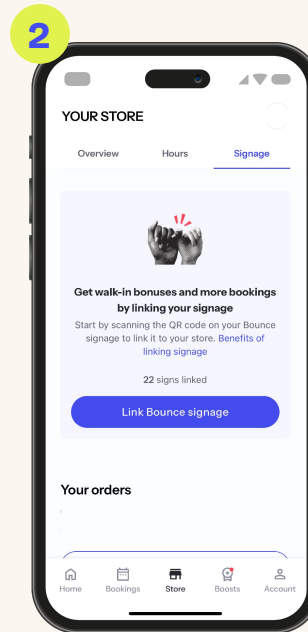
Earn walk-in bonuses and **get paid extra** for every 20 bookings from walk-ins who book **using your store's QR code**.

If you don't have Bounce signage yet, you can also go to the 'Store' section in the Partner Portal, open the booking QR code, and ask the customer to scan it.



Link Bounce signage to your store

1. Link the QR codes on your signage to your store by using the Bounce Partner app.
2. In the app, go to the **Store** tab at the bottom and select **Signage**.
3. Select **Link Bounce signage** and scan the QR code on each sign.



Effectively install Bounce signage



Place your window stickers in a **visible place** at the front of your store so they can be clearly seen from outside.



Place your mini-sticker on a **visible surface** inside that customers will see, like a cash register or countertop.



Make sure surfaces are **flat, clean, and free from clutter** before installing your Bounce signage.



Tips for success



Welcome customers with a friendly greeting as they enter your store.



Verify their booking details (name, number of bags, and booking duration) upon check-in.



Once customers are checked in, tag their bags and immediately store them in a secure place.



Let customers know when your store closes so they can pick up their bags on time.



Minimize reasons customers need to cancel by keeping your store hours and directions to your store updated.



Never accept cash or take bookings off the Bounce platform, earn higher commissions and additional bonuses.



Questions? We are here to help

Text us via Whatsapp at +1 (415) 300-2292

Message us via email at partnersupport@usebounce.com

