



Welcome to Bounce!

We're so glad to have you as a valuable Bounce Partner. Here's everything you need to know to get started.



What we'll cover

1. How travelers use Bounce
2. Getting ready to accept customers
3. Using your Partner Portal
4. Displaying, linking, and ordering Bounce signage
5. Tips for success

1 How travelers use Bounce

Customers want to make the most of their days

Most travelers book luggage storage on the day they arrive or depart to maximize their travels and keep their belongings safe.



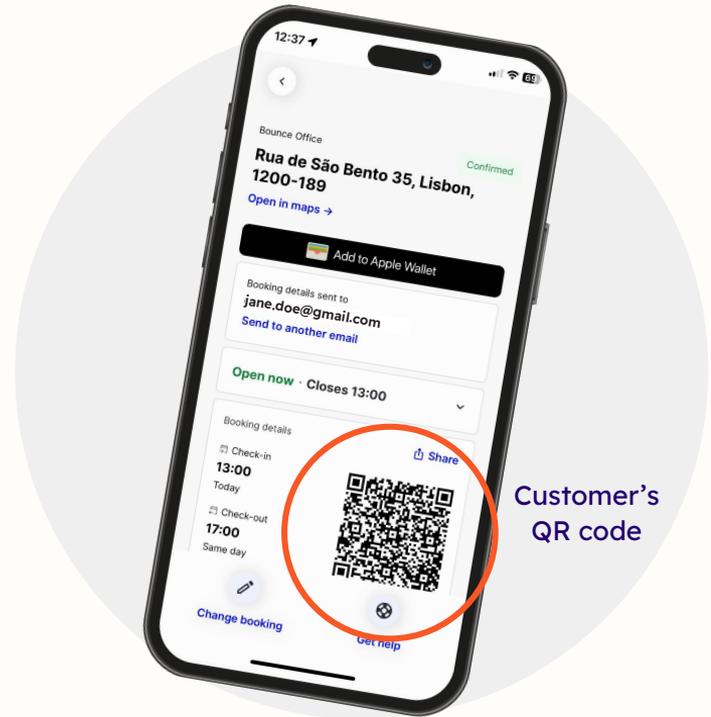
How travelers use Bounce

- Most travelers find Bounce by searching online for luggage storage near them.
- Once they choose a store, they use the Bounce platform to book luggage storage at that location.
- They select a check-in time (when they want to drop off their bags) and a checkout time (when they want to pick them up).
- Customers arrive at the store, drop off their bags, explore the city, then come back to pick their bags up.



How luggage storage works at Bounce

- Customers get a unique QR code for every booking.
- Bounce Partners scan the QR code to check the customer in before taking their bags.
- Bags are stored in a secure area of the business until the customer returns.
- When the customer returns to pick up their bags, the Bounce Partner scans their QR code again and gives them their bags back.



2

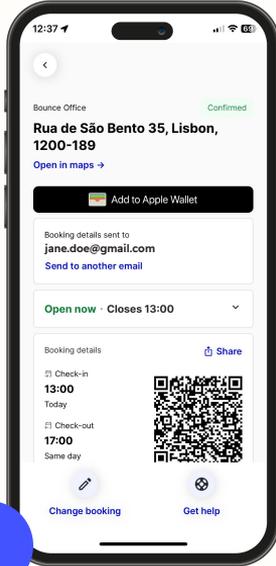
Getting ready to accept Bounce customers

Setting up your store

- Make sure you have a secure place to store luggage 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.
- Inform your employees that Bounce customers will come to your business to store their luggage.



How to check in a customer



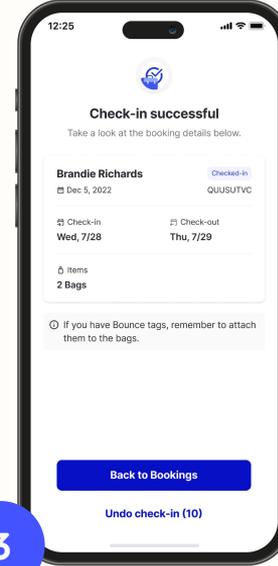
1

Ask for the customer's booking confirmation and review the dates, times, and number of bags.



2

Use your 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.

Storing bags after check-in



1
Attach a Bounce tag to each bag.

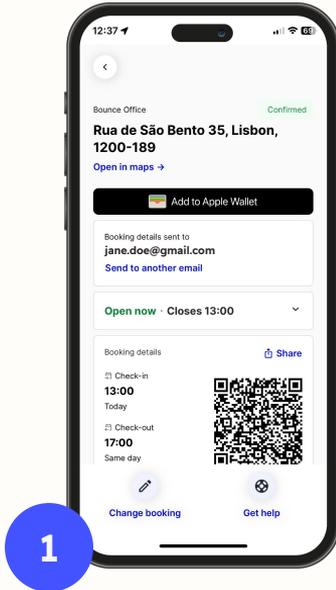


2
Immediately store the bags in a secure area.

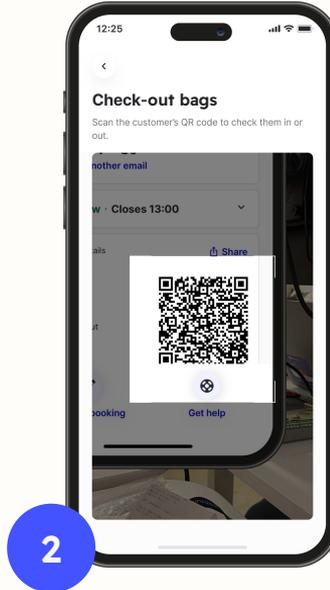


3
Keep bags safe until the customer returns to check out.

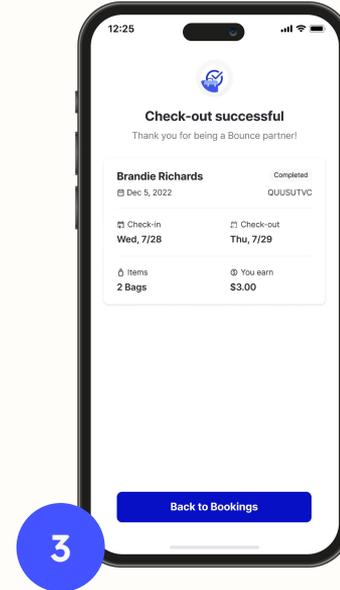
How to check out a customer



Ask for the customer's booking QR code and get their bags from the storage area.



Confirm they have all their bags before scanning the QR code.



Once the QR code is scanned, the customer is checked out and you can get paid.

Walk-in customers

- Some customers may find your store by seeing Bounce signage outside instead of searching online.
- Direct walk-in customers to scan the QR code on your Bounce signage and book using the Bounce app.
- You can also go to the ‘Store’ section in the Partner Portal, open the booking QR code, and ask the customer to scan it.
- **Earn additional bonuses** for walk-in customers who book using your store’s QR code.



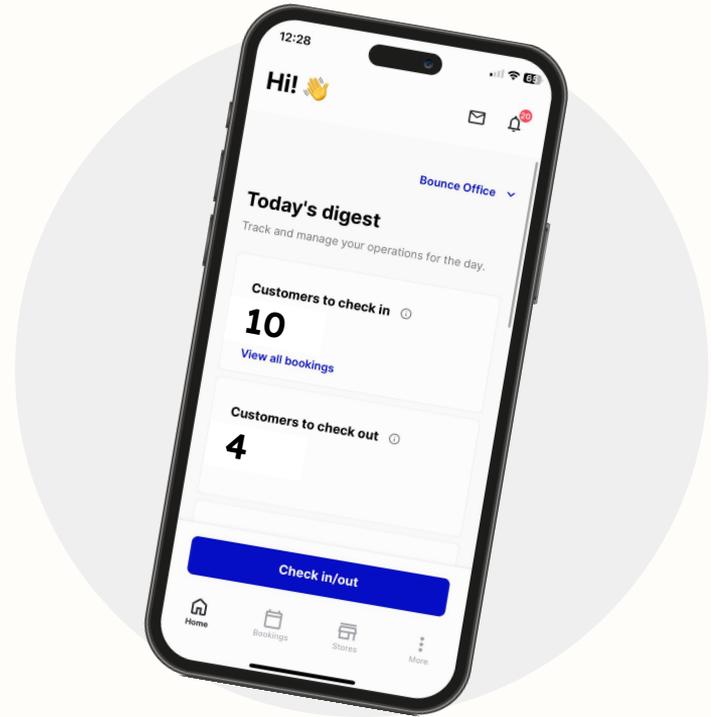
3

Using your Partner Portal

Get to know the Bounce Partner Portal, your one-stop-shop for tracking and managing your operations.

Ways to use your Partner Portal

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



4

Displaying, linking, and ordering Bounce signage

Linking the QR codes on your Bounce signage helps customers quickly and easily book at your store. If you need more signage or luggage tags, order them on your Partner Portal.

Tags and signage

- Displaying your Bounce signage in a visible part of your business helps customers with bookings find your store and know they are in the right place.
- It's important to connect your signage to your business so you can earn walk-in bonuses.
- 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.



Every new Bounce Partner receives a welcome kit to get started

This includes:



Window sticker



Counter sign



Luggage tags



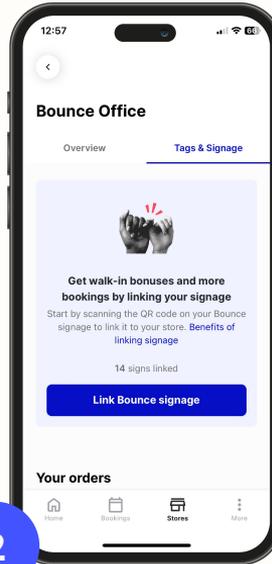
One-page guide

How to link signage to your store



1

Connect the QR code on your signage to your store by using the Bounce Partner app.



2

Open the Bounce Partner app, go to the 'Tags & Signage' section, and select 'Link Bounce signage.'



3

Use your device to scan the QR code on the sign to automatically link it to your store.

5

Tips for success

Earn more money and make the most of your new customer base by providing a great experience.

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 space.
- 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 to earn higher commissions and additional bonuses.

Have questions? We're here to help!

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

Message us via email at partnersupport@usebounce.com

Chat with us in your Partner Portal



You're ready to Bounce!