

# Laundromat Mobile App

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## Employee Training Guide

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### 1. Logging In

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#### Steps to Log In:

1. Open the **Laundromat** app on your phone
2. You will see the login screen with two fields:
  - **Username** - Enter your username
  - **Password** - Enter your password
3. Tap the blue "**Log In**" button

4. Wait for the app to load your dashboard

### If You Can't Log In:

- Check that your username and password are correct
  - Make sure you have internet connection
  - Contact your manager to reset your password
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## 2. Bottom Navigation

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The app has 4 tabs at the bottom of the screen:

Tab	Icon	What It Does
Dashboard	Home icon	View and manage all orders
New Order	Plus (+) icon	Create a new customer order
Driver	Car icon	Pickup and delivery tasks
Profile	Person icon	Your account and settings

Tap any tab to switch screens.

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## 3. Dashboard Screen

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The Dashboard shows all active orders in your laundromat.

### Understanding the Board View

The screen shows 3 columns:

Column	Color	What's Here
NEW	Blue	New orders waiting to be processed
PROCESSING	Orange/Yellow	Orders being washed, dried, or folded
READY	Green	Orders ready for pickup or delivery

### Each Order Card Shows:

- **Order number** (e.g., #1234)
- **Customer name**
- **Current status** (e.g., "In Washer", "Folding")
- **Total price** (e.g., \$25.50)
- **Weight** (e.g., 15 lbs)
- **Number of bags** (e.g., 2 bags)
- **Pickup/Delivery date** (e.g., SUN, 21)

### Icons on Order Cards:

- ⚡ **Lightning bolt** = Same-day rush order
- 🔴 **Red circle** = Not paid yet
- ✅ **Green checkmark** = Already paid
- 🚗 **Car icon** = Delivery order
- 🏪 **Store icon** = In-store pickup

### Filter Buttons (Top of Screen):

Tap these to show specific orders:

Button	Shows
All	All active orders
In-Store	Store pickup orders only
Delivery	Delivery orders only
New	New/received orders
Processing	Orders being washed/dried/folded
Ready	Orders ready for customer
Done	Completed orders

### QR Scanner Button:

- Tap the **QR code icon** (top right) to scan a bag label
- This opens the order for that bag

### To View an Order:

- **Tap on any order card** to open the Order Details screen

### To Refresh Orders:

- **Pull down** on the screen and release to refresh

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## 4. Creating a New Order

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### Step 1: Start New Order

1. Tap **"New Order"** (plus icon) in the bottom navigation

## Step 2: Select Customer

### 1. Search for existing customer:

- Type the customer's name or phone number in the search box
- Tap on the customer when they appear in the list

### 2. Or create new customer:

- Tap **" + Add New Customer "** button
- Fill in their information (name, phone, address)
- Tap **"Save"**

## Step 3: Set Order Type

Choose one:

- **In-Store Pickup** - Customer will pick up at the store
- **Delivery** - We will deliver to customer

## Step 4: Same Day Service (Optional)

- Toggle **"Same Day"** switch ON for rush orders
- Extra charge is added automatically

## Step 5: Add Bags

1. Tap **" + Add Bag "** button
2. Enter the **weight** in pounds (e.g., 15.5)
3. Optionally add:
  - **Color** (e.g., "Blue hamper")
  - **Description** (e.g., "Delicates")
4. Tap **"Add"** to save the bag
5. Repeat for each bag

## Step 6: Add Extra Items (Optional)

1. Tap **"Add Extra Items"** button

2. A list of extra services appears (comforters, blankets, etc.)
3. Tap "+" to add an item, "-" to remove
4. Tap **"Done"** when finished

### Step 7: Set Pickup Date/Time

1. Tap on the **date/time field**
2. Select when the order will be ready
3. Tap **"Confirm"**

### Step 8: Add Special Instructions (Optional)

- Type any notes in the **"Special Instructions"** box
- Example: "No fabric softener", "Fold shirts separately"

### Step 9: Review Order

- Check the **price breakdown** at the bottom:
  - Subtotal (weight × price per pound)
  - Extra items
  - Delivery fee (if delivery)
  - Same day fee (if rush)
  - **Total**

### Step 10: Create Order

1. Tap the green **"Create Order"** button
2. Wait for confirmation
3. Receipts will print automatically (if printer connected)

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## 5. Order Details Screen

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Tap any order on the Dashboard to open this screen.

## Header Section Shows:

- **Order #** (e.g., Order #1234)
- **Status badge** (colored label showing current status)
- **Total amount**
- **Edit button** - Tap to modify the order

## Customer Information:

- Customer name
- Phone number (tap to call)
- Address (for delivery orders)
- Buzzer code (if provided)
- Special instructions

## Order Information:

- **Order type:** In-Store Pickup or Delivery
- **Same day:** Yes or No
- **Drop-off date:** When order was received
- **Pickup/Delivery date:** When it should be ready
- **Weight:** Total pounds
- **Bags:** List of all bags with weights

## Bags Section:

Each bag shows:

- Bag identifier (e.g., "Bag 1")
- Weight
- Color/description
- **Folding check** status (verified or not)

## Actions Available:

### Update Status:

- Tap **"Update Status"** to change the order status
- Select the new status from the list

#### **Assign to Machine:**

- Tap **"Assign Machine"**
- Select washer or dryer from the list
- Machine will show as "In Use"

#### **Mark as Paid:**

1. Select payment method (Cash, Check, Venmo, Zelle)
2. Tap **"Mark as Paid"**

#### **Print:**

- Tap **"Print Receipt"** to print customer receipt
- Tap **"Print Labels"** to print bag labels

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## **6. Order Workflow**

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#### **Status Flow (In Order):**

New Order → Received → In Washer → In Dryer → On Cart → Folding → Ready → Complete

#### **Step-by-Step Process:**

##### **1. NEW ORDER**

- Order just created
- **Action:** Review order, then tap **"Mark Received"**

##### **2. RECEIVED**

- Order acknowledged, ready to wash



- **Action:** Assign to washer, tap "**Start Washing**"

### 3. IN WASHER

- Clothes are in the washing machine
- Machine shows as "In Use" in the system
- **Action:** When done, tap "**Move to Dryer**"

### 4. IN DRYER

- Clothes are in the dryer
- **Action:** When done, tap "**Remove from Dryer**"

### 5. ON CART (Laid on Cart)

- Clothes removed from dryer, on a cart
- **Action:** Tap "**Start Folding**"

### 6. FOLDING

- Someone is folding the clothes
- Shows who started folding and when
- **Action:** When done, tap "**Done Folding**"

### 7. FOLDED

- Folding complete, needs verification
- **Action:** A DIFFERENT person taps "**Verify Folding**"
- Note: Same person cannot fold and verify

### 8. READY FOR PICKUP / READY FOR DELIVERY

- Order is complete and waiting for customer
- **Action:** Mark as paid when customer pays
- For pickup: Tap "**Complete**" when customer takes order
- For delivery: Send to Driver screen

### 9. COMPLETED

- Order is finished and picked up/delivered

### **Machine Assignment:**

When assigning machines:

1. Tap "**Assign Machine**" or "**Scan QR**"
2. Select the machine (Washer 1, Dryer 2, etc.)
3. Your initials are recorded with the assignment
4. Machine shows as "In Use" until removed

### **Checking Machines:**

- Tap the **checkmark** on a machine assignment to verify it
  - This records who checked the machine
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## **7. Driver Screen**

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Access by tapping "**Driver**" (car icon) in bottom navigation.

### **Two Tabs:**

#### **PICKUPS Tab**

Shows orders that need to be picked up from customers.

These are delivery orders where we go GET the laundry.

#### **Pickup statuses shown:**

- New Order
- Scheduled Pickup
- Picked Up

#### **DELIVERIES Tab**

Shows orders ready to be delivered to customers.

### **Date Filter Buttons:**

- **Today** - Only today's deliveries
- **Tomorrow** - Tomorrow's deliveries
- **All** - All pending deliveries

### **Order Cards Show:**

- Order number and customer name
- Customer address
- Buzzer code (if any)
- Customer notes
- Weight and total amount
- Paid status

### **Actions on Each Order:**

#### **Navigate Button (Arrow icon)**

- Tap to open directions in your map app
- Choose: Google Maps, Apple Maps, or Waze

#### **For Pickups:**

- Tap "**Picked Up**" after collecting the laundry

#### **For Deliveries:**

- Tap "**Deliver**" when at the customer
- If NOT paid: Select payment method (Cash, Check, Venmo, Zelle)
- If already paid: Just confirms delivery

### **Route Planning:**

1. Tap "**Plan Route**" button (top of screen)
2. A modal opens showing all delivery stops
3. **To reorder manually:** Use up/down arrows

4. **To optimize automatically:** Tap purple **"Optimize Route"** button

- This finds the fastest order for all stops
- Shows total distance and time

5. **To edit an address:** Tap on the address text

6. Tap **"Start Navigation"** to open in your map app

### Connecting Bluetooth Printer:

1. Tap to expand the **"Printer"** section
2. Tap **"Scan for Printers"**
3. Wait for your printer to appear
4. Tap on the printer name to connect
5. Green checkmark means connected

### Print Tag:

- Tap **"Print Tag"** on any order to print a bag label
  - Only shows for pickup orders
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## 8. Profile Screen

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Access by tapping **"Profile"** (person icon) in bottom navigation.

### Your Information:

- Your name
- Your username
- Your role (Admin, Cashier, Driver)

### Menu Options:

#### Edit Profile

1. Tap **"Edit Profile"**

2. Update your first name and/or last name
3. Tap **"Save"**

### **Change Password**

1. Tap **"Change Password"**
2. Enter your **current password**
3. Enter your **new password**
4. Enter new password again to **confirm**
5. Tap **"Change Password"**

### **Bluetooth Printer**

- Same as Driver screen printer setup
- Connect to thermal printer for receipts

### **End of Day Report**

1. Tap **"End of Day Report"**
2. See summary of orders:
  - In Carts
  - In Dryers
  - In Washers
  - Things to Wash Tomorrow
3. Check off cleaning tasks:
  - ☐ Lints cleaned from dryers
  - ☐ Trash taken out
  - ☐ Top of machines cleaned
  - ☐ Floor swept
  - ☐ Bathroom cleaned
4. Add notes for next shift
5. Tap **"Share Report"** to send via text/email

### **Cashier Report**

1. Tap **"Cashier Report"**
2. See all orders paid today
3. Breakdown by payment method:
  - Cash total
  - Check total
  - Venmo total
  - Zelle total
4. Select different date to view past reports

#### **Admin (Admin users only)**

- Opens Admin screen (see next section)

#### **Log Out**

1. Scroll to bottom
2. Tap red **"Log Out"** button
3. Confirm when asked

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## **9. Admin Screen**

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**Only available for Admin and Super Admin users.**

Access from Profile → Admin

#### **Tabs Available:**

##### **Users Tab**

Manage staff accounts.

##### **View Users:**

- See all staff members
- See their role and status

### **Add New User:**

1. Tap **" + Add User"**
2. Enter:
  - Username
  - Password
  - First name
  - Last name
  - Role (Cashier, Driver, Admin)
3. Tap **"Save"**

### **Edit User:**

1. Tap on user name
2. Change information
3. Tap **"Save"**

### **Customers Tab**

Manage customer database.

### **Search:**

- Type name or phone to find customer

### **Add Customer:**

1. Tap **" + Add Customer"**
2. Fill in details:
  - Name (required)
  - Phone (required)
  - Address
  - Buzzer code
  - Delivery fee
  - Notes
3. Tap **"Save"**

### **Edit Customer:**

1. Tap on customer
2. Update information
3. Tap **"Save"**

### **Extras Tab**

Manage extra items/services.

### **Add Extra Item:**

1. Tap **" + Add Item "**
2. Enter:
  - Name (e.g., "Comforter - Queen")
  - Description
  - Price
  - Weight-based pricing (optional)
3. Toggle **"Active"** on/off
4. Tap **"Save"**

### **Settings Tab**

Configure app settings.

### **Pricing:**

- Minimum weight (lbs)
- Minimum price (\$)
- Price per pound (\$)
- Same-day extra charge

### **Store Location:**

- Store address (for route optimization)
- Latitude/Longitude coordinates

### **Thermal Printer:**



- Printer IP address
- Printer port (usually 9100)

## **Machines Tab**

Manage washers and dryers.

### **Add Machine:**

1. Tap **" + Add Machine "**
2. Enter name (e.g., "Washer 1")
3. Select type (Washer or Dryer)
4. Tap **"Save"**

### **Set Machine Status:**

- Available
- In Use
- Out of Order

## **Activity Tab**

View system logs:

- Who created orders
- Who updated orders
- Login history

## **Reports Tab**





Access additional reports.

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## 10. Quick Reference

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### Order Status Colors:

Color	Meaning
 Blue	New order, needs attention
 Yellow/Orange	Processing (washing/drying/folding)
 Green	Ready for pickup/delivery
 Gray	Completed

### Payment Methods:

- **Cash** - Customer paid cash
- **Check** - Customer wrote a check
- **Venmo** - Paid via Venmo app
- **Zelle** - Paid via Zelle

## Common Tasks:

Task	Where	Steps
Find an order	Dashboard	Tap on order card
Create order	New Order tab	Fill form, tap Create
Update status	Order Details	Tap Update Status
Assign machine	Order Details	Tap Assign Machine
Mark paid	Order Details	Select method, tap Mark Paid
Start delivery	Driver tab	Tap Navigate
Print receipt	Order Details	Tap Print Receipt
Add customer	Admin → Customers	Tap + Add Customer

## Troubleshooting:

Problem	Solution
Orders not showing	Pull down to refresh
Can't connect printer	Make sure Bluetooth is on
Route optimization failed	Check all addresses have city/state
Customer not found	Try searching by phone number
Can't update status	Check your user permissions

## Tips:

- **Pull down** on any list to refresh
- **Tap phone number** to call customer
- **Tap address** to open in maps
- Use **QR scanner** to quickly find orders

- **Same person** cannot fold AND verify an order
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## Need Help?

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Contact your store manager or supervisor for:

- Password resets
  - Permission issues
  - App problems
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