



LaundryOS

OWNER'S GUIDE

Set up and run your laundry on LaundryOS

A plain-language, step-by-step guide to everything: your portals, services and prices, getting paid into your bank, taking orders, reviews, reports and billing. No technical knowledge needed.

1. What LaundryOS gives you

LaundryOS is the software that runs your laundry business, all in one place.

Instead of tracking orders in a notebook, chasing payments on WhatsApp, and keeping prices in your head, LaundryOS gives you one system for the whole business:

- **Your own booking website** where customers place orders and pay online, any time of day.
- **A staff portal** where you and your team take orders, move them through washing and delivery, and see the day's money.
- **Online payments** that verify automatically and settle straight into your bank account.
- **One price list** applied the same way to every customer, every time.
- **Customer records, receipts, reports, promotions and reviews**, built in.

The short version: customers order and pay on your booking site, your staff process the order in the staff portal, and the money lands in your bank. Everything else supports those two things.

2. Your two web addresses

When your laundry is set up, you get two web addresses that use your business's short name (your "slug"). If your slug is **washryte**, they are:

washryte.app.laundryosapp.com — your **booking site** (storefront). Share this link with customers so they can book and pay. It shows your brand, services and prices.

washryte.ops.laundryosapp.com — your **staff portal**. Sign in here to run the business: orders, pricing, staff, payments and reports.

Your login

When your account was created, we sent a **welcome email** with your temporary password and both links. Sign in to the staff portal and set your own password straight away. Keep it private, it opens your whole business.

Tip: save the staff portal link to your phone's home screen. It works like an app and opens straight to your orders.

3. First-time setup checklist

Do these once, in order, and your laundry is ready to take its first order.

- 1 Sign in and set your password.** Use the temporary password from your welcome email, then choose a new one.
- 2 Check your branch(es).** Your first branch is created for you; add extra locations under Branches.
- 3 Add your services and prices (Services).** Charge per item (a shirt at N500), per kilogram (wash-and-fold at N1,200/kg with a minimum), or a flat price (a duvet at N3,000). Add extras like express or starch as add-ons.
- 4 Set delivery zones and fees** (only if you do pickup and delivery).
- 5 Connect your payout bank** (Business → Payments). This is how you get paid.
- 6 Add your staff** (Staff) and set each person's role. They get their own login.
- 7 Brand your storefront** (Business): display name, logo and colour.

Once step 5 (your bank) is done and you have at least one service with a price, your booking site is ready to take real orders and payments.

4. Getting paid into your bank

When a customer pays online, the payment is handled securely by **Paystack**. You never touch their card details, and you don't need a Paystack account of your own, LaundryOS sets everything up when you connect your bank.

How the money splits

- **Your share settles into your bank account** on Paystack's normal schedule (typically the next working day).
- **A small platform fee** is kept by LaundryOS. You always see the exact fee on your plan, shown before anything is charged.

Cash and transfer

Your staff can also record **cash** or **bank transfer** payments against an order, so your records stay complete however a customer pays.

Refunds

Refund a customer from the order in the staff portal. Online refunds go back through Paystack to the customer's card.

Important: until you connect your payout bank, customers can't pay you online, only cash and transfer can be recorded. Connecting your bank is the one step that switches on online payments.

5. Share your booking site with customers

Your booking site link is what brings in online orders. Put it everywhere your customers are:

- Your **WhatsApp Business** profile and status.
- Your **Instagram and Facebook** bio and posts.
- A **QR code** on a poster or sticker at your shop.
- Your **Google Business Profile**, so people who find you on Maps can book.

Inside the staff portal there's a **share booking link** option that always gives the correct link for your branch.

6. Taking and running orders

Two ways an order starts

- **Online:** a customer books and pays on your site; it appears in your queue automatically.
- **Walk-in:** your staff create the order in the portal.

Moving an order along

Each order moves through clear stages, received, washing, drying, ironing, ready, out for delivery, completed. Staff tap the order to update its stage.

Changing an order's price

If the real weight or item count differs from the booking, staff can re-price it, and if your settings require it, the change waits for a **manager's approval**.

Marking an order completed

When the order is handed over, mark it **completed**. That's also what lets the customer leave a review.

7. Your customers

Every customer who books is saved in your own **Customers** list, with contact details, order history and spend. Use it to recognise regulars and understand your best customers. This list is private to your laundry.

8. Promotions, referrals & reviews

Promotions and discounts

Under **Promotions** create discounts, for example a percentage off or a first-order deal. They show on your booking site and apply automatically. (Plans that include promotions.)

Referrals

Reward customers for bringing you new ones, when a referred friend orders, both can earn a bonus.

Reviews

After an order is **completed**, the customer can leave a star rating and comment. You get an **email for each new review**, and see them all, with your average, on the **Reviews** page.

9. Reports

The **Reports** page shows orders, revenue, and payout reports so you can see what's settled to your bank. Check it daily.

10. Your subscription & billing

Your use of LaundryOS runs on a **plan**, a monthly or yearly subscription, a small per-transaction fee, or a mix, shown on your **Business** page.

Adding your card for automatic billing

Under **Business** → **Subscription**, choose **Add your card**. Enter it on Paystack's secure page (we never see or store your card number). Your subscription then renews automatically each cycle.

Adding a card puts through a small verification charge to set it up, that's normal and required to enable automatic billing.

11. Notifications

LaundryOS keeps customers informed by **email**, for verification, order updates and receipts. **SMS is coming soon**; until then email covers everything and nothing breaks while SMS is off.

12. Optional add-on modules

Depending on your plan, switch on extra tools as you grow:

- **Machines**, track your washers and dryers.
- **Riders & routes**, manage delivery staff and plan runs.
- **Production jobs**, organise work on the shop floor.
- **Scheduling**, manage pickup and delivery time slots.

If a tool isn't on your plan, it stays hidden until you upgrade.

13. Getting help

Stuck on anything? We're here to help you get set up and running.

- **WhatsApp:** +234 814 019 2982
- **Email:** hello@udinna.com
- **Book a demo or walkthrough:** laundryosapp.com/get-started

LaundryOS is a product of **Udinna Technologies**. Welcome aboard, let's run your laundry business better.