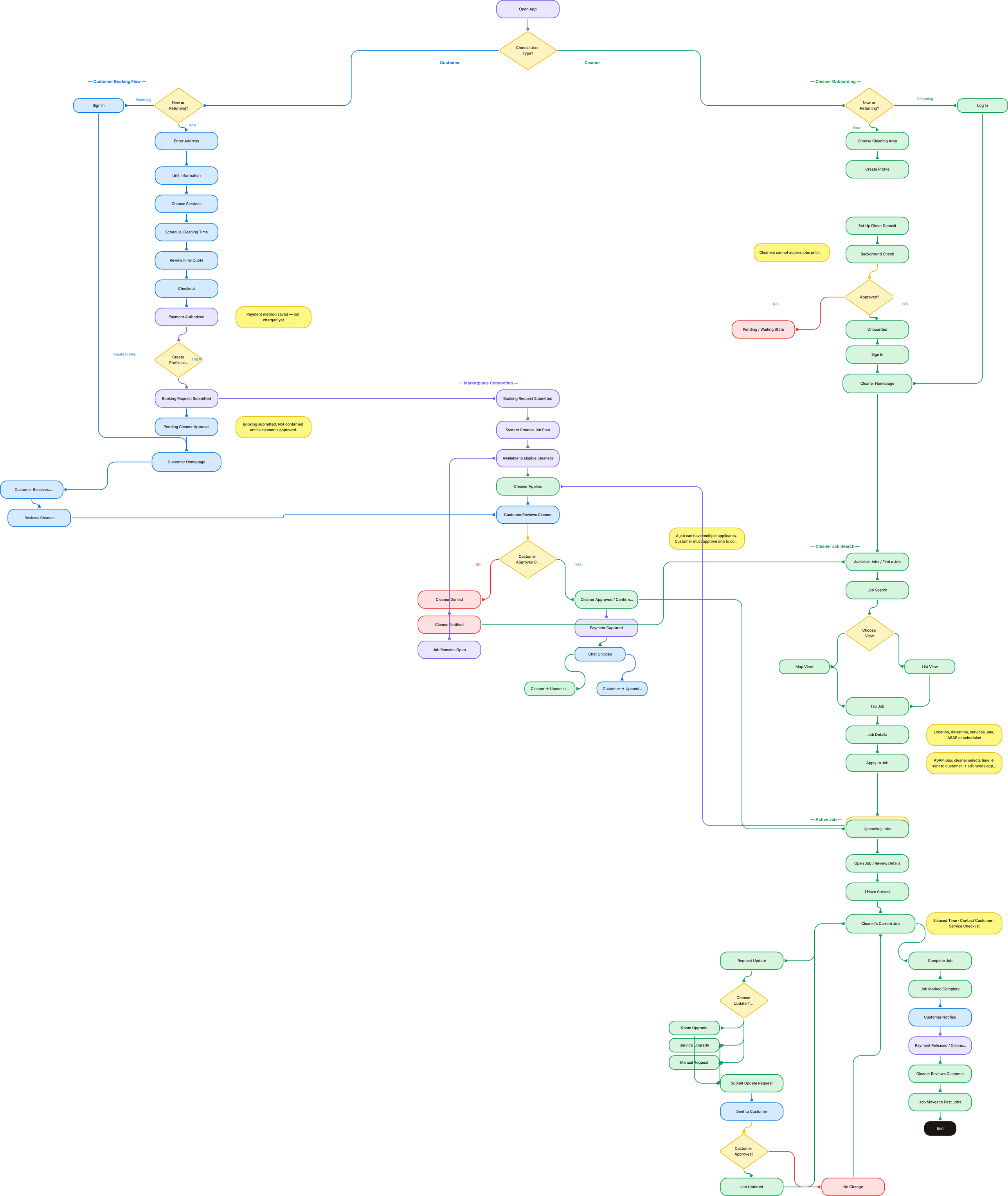
Open App
Choose User Type?
Customer
Cleaner
— Customer Booking Flow —
Sign In
Returning
New or Returning?
New
Enter Address
Unit Information
Choose Services
Schedule Cleaning Time
Review Final Quote
Checkout
Payment Authorized
Payment method saved — not charged yet
Create Profile
Create Profile or...
Log In
Booking Request Submitted
Pending Cleaner Approval
Booking submitted. Not confirmed until a cleaner is approved.
Customer Homepage
Customer Receives...
Reviews Cleaner...
— Marketplace Connection —
Booking Request Submitted
System Creates Job Post
Available to Eligible Cleaners
Cleaner Applies
Customer Reviews Cleaner
Customer Approves Cl...
NO
YES
Cleaner Denied
Cleaner Notified
Job Remains Open
Cleaner Approved / Confirm...
Payment Captured
Chat Unlocks
Cleaner → Upcomin...
Customer → Upcomi...
A job can have multiple applicants. Customer must approve one to co...
— Cleaner Onboarding —
New or Returning?
Returning
Log In
New
Choose Cleaning Area
Create Profile
Set Up Direct Deposit
Background Check
Cleaners cannot access jobs until...
Approved?
NO
YES
Pending / Waiting State
Onboarded
Sign In
Cleaner Homepage
— Cleaner Job Search —
Available Jobs / Find a Job
Job Search
Choose View
Map View
List View
Tap Job
Job Details
Location, date/time, services, pay, ASAP or scheduled
Apply to Job
ASAP jobs: cleaner selects time → sent to customer → still needs app...
— Active Job —
Upcoming Jobs
Open Job / Review Details
I Have Arrived
Cleaner's Current Job
Elapsed Time · Contact Customer · Service Checklist
Request Update
Choose Update T...
Room Upgrade
Service Upgrade
Manual Request
Submit Update Request
Sent to Customer
Customer Approves?
Job Updated
No Change
Complete Job
Job Marked Complete
Customer Notified
Payment Released / Cleane...
Cleaner Reviews Customer
Job Moves to Past Jobs
End