

# SLEUTH® TECHNOLOGY BY GBS LINENS®

YOUR GUIDE TO HIGH TECH IN THE  
WORLD OF TABLE LINEN

**Thank you for using GBS Linens! This guide introduces you to an exciting technology we have implemented to increase our ability to serve you, our most valued customer.**

♦ What is SLEUTH®?



SLEUTH is an acronym for Specific Linen Electronic Usage, Tracking and History. In short, by using RFID chips, GBS Linens has developed a system that will be able to track each piece of linen individually.

♦ What are RFID chips and what do they do?

The Radio Frequency Identification chips GBS uses are small chips that function very similarly to a bar code. They uniquely identify each piece of linen and what color, size and fabric it is.

RFID chips allow GBS to scan each piece of rental linen as it leaves our facility on an order and comes back to our facility after being used at your event.

♦ What's so great about SLEUTH® ?

1. GBS is the first in our industry to introduce this revolutionary technology.
2. By scanning the linens out to our customers, the computer ensures the order is filled to completion. This eliminates human error of counting which could result in orders being short upon delivery.
3. As the RFID chip identifies the size, color and fabric of the linen, it makes certain that the right linen is being sent out on an order.
4. It saves labor for our customers as they no longer have to count linens back in from their customers and/or event sites. Within 24 hours of receiving the linen back at our facility, we can tell you if any-



RFID chips are similar in size to coins



Security Lock used to lock rental return bags

thing was missing!

5. It ensures that our linen and our customer's linen do not get mixed up as our linen is uniquely identified.

6. If your linen is accidentally mixed with ours, it will get laundered and sent back to you.

7. When the rental linens come back to our facility, they are scanned back in and sorted automatically. By sorting automatically we can be assured the right colors are washed together, thus increasing the quality of the rental linen.

8. This system will give GBS customer service representatives a real time inventory which will allow for more accurate and timely stock checks, thus further enhancing our high level of customer service.

9. If there is ever an instance where a customer is dissatisfied with a rental product, whether it is because of color, a stain that didn't come out in laundry or the size being marked incorrectly, the RFID chips will allow us to 'flag' that order so when it returns and get scanned back in, it will identify the piece(s) as a 'flagged' order and we can pull it out of circulation and address any issues.

◆ How does the SLEUTH® system work?

Using our real time inventory, customer service will take your order via phone or fax. Once the order is entered into our system, it will automatically get faxed to you. Our system logs all faxes, so if your fax doesn't get sent successfully, we will resend it to you.

When your order is pulled, each piece of linen is scanned to ensure it is the correct size, fabric color and quantity. Also, by scanning the linen, we know exactly what piece we sent you. For example, we own many white 90" rounds. When we send you an order for white 90" rounds, we know exactly which white 90" rounds we sent from our stock.

When our driver comes to pick up the linen, the linen will be bagged in GBS laundry bags. Our drivers will give you security locks with numbers on them to securely lock the bags. They will also give you a receipt which notes the number of bags being



Vacuum Powered Scanning Table

picked up as well as the security lock numbers. This ensures that once the bag is sealed, it is not opened

up until it reaches our facility and is ready to be checked in.

Upon arrival at our facility, our linen receiving crew will verify that all of your bags are accounted for (and still locked shut) based on the rental linen receipt stating the number of bags and the security lock numbers.

Once the bags have been accounted for, they will be opened and the linen will be run through our vacuum powered scanning station. The station reads the RFID chip, notifies our tracking system that it has been returned, and transports the linen via vacuum tube to the proper sorting bin.

If pieces are missing off of a contract, a replacement sale will be billed and will automatically get either e-mailed or faxed to you within 24 hours.



Sorting Bins

◆ What happens if I return my rental linens late?

Once a rental linen has not been returned within the rental period (maximum 7 days), a replacement sale is billed and the RFID chip is changed in the system to show the ownership of the linen being to the customer who rented the linen.

If the linen is returned late in the rental bags, when it gets run through the scanner, it will end up in a separate bin, at which point our operations team will review the linen and see that it has changed ownership.

You will get a call or a fax from our operations department giving you your options:

#1: You can go ahead and keep the linen as you have already been billed the replacement sale.

#2: Depending upon how delinquent the linens are, GBS will consider taking the linen back at which point the replacement sale will be reversed and applicable extra rental charges will apply.

◆ What happens if I accidentally put my own linen into the rental return bag?

Because all rental linen is run by a scanner, linen without an RFID chip will be put in a laundry cart with a tag where the operations team will write the name of the customer from whom they received the linen. The linen will then be laundered and returned to you with applicable laundry charges.



Bagging Station

◆ What happens if I accidentally put GBS' rental linen into my bags that I am sending in for laundry?

Although at this time we don't run your linen through our scanning table (because it doesn't have RFID chips), our bagging stations double as scanning stations. Therefore, while your laundry is being bagged after it's been washed, if it has an RFID chip in it, it will alert the person at the station that they need to bring this to someone's attention.

If the item is a rental item being returned on time, we will put it in to be washed with other GBS rental linen

If the item is a rental that has already been billed a replacement sale, you will have two options when we contact you:

#1: You can go ahead and keep the linen as you have already been billed the replacement sale.

#2: Depending on how delinquent the linens are, GBS will consider taking the linen back at which point the replacement sale will be reversed and applicable extra rental

charges will apply.

◆ Will I ever be able to use RFID chips in linen that I own?

YES! As this program gets rolled out with GBS owned linen, we plan to offer this service in the future.

◆ Why would I want RFID chips in my own linen?

It will allow you to get a more accurate read on the life of your linen. By having RFID chips in your linen, GBS will be able to supply you with information detailing how many times we've washed a specific piece of linen.

It will save labor for you as you can now just bag up your linen and send it to GBS. We will run it through our scanning table and be able to give you an exact count of your linen. You will no longer have to count in the field or at your facility!

For Questions, Comments or Concerns regarding the GBS Linens SLEUTH System, please contact your local Account Executive or send an email to:  
SLEUTH@GBSLinens.com





## CHIPS TIPS

Some useful information about RFID chips:

1. You will always know what GBS products look like because when you turn the linen over, you will see a little pouch next to the GBS tag. The pouch contains the chip.
2. RFID is NOT a GPS system. It CANNOT satellite track the linen.
3. The RFID chips that GBS uses are rated to go through 200 washes and over 300° in an ironer. By using such heavily rated chips, you can be assured that the chips will read when going through our laundry process.



The RFID chip is sewn into a small pouch

## FUN FACTS ABOUT RFID

Ever wonder how RFID first came into existence or who else uses or is trying to use RFID? Here are some interesting facts about RFID:

1. The concept of RFID systems originated in the 1940's as a means of distinguishing friendly aircraft from enemy aircraft
2. One of the first commercial uses of RFID technology was the chipping of livestock in Europe
3. RFID chips are now being used in humans! In some European countries there are nightclubs that use an implantable chip to identify their VIP customers, who in turn use this to pay for drinks!
4. Many large retail chains, such as Wal-Mart, use RFID for supply chain management.
5. Many financial institutions are working on implementing RFID into their credit cards. This would allow payments to be made without any contact. The cardholder just swipes the card past a reader and gets automatically charged.
6. Some casinos have embedded RFID inside of their chips in order to make using counterfeit chips more difficult.
7. Automakers are implementing RFID in car keys. This automation allows for the car doors to be opened when the key is within a few feet of the door. It also allows the driver to start the car before taking it out of his or her pocket!
8. GBS Linens is the first in our industry to implement RFID!



[www.GBSLinens.com](http://www.GBSLinens.com)

Because It's YOUR Reputation On The Table®



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