

1. Core Business Model & Scope

- a. Should the platform support both instant services and scheduled bookings, or only instant services?
ans- The platform will offer both features: instant services (like emergency plumbing, electrician) and scheduled bookings (like home cleaning, salon services).
- b. What types of services will be available at launch? (E.g., plumbing, salon, home cleaning, etc.)
ans- All goods and services will be available at the time of launch. (Follow DPR)
- c. How will service pricing be set? Fixed rates or dynamic pricing (like Blinkit surge pricing)?
ans- surge pricing
- d. Will customers be able to manually choose service providers, or will the system auto-assign them?
ans- Both- 1. Auto-assign: Based on location and ratings
2. Manual selection: Customers can choose their preferred provider

2. Service Provider Workflow

- a. How should service providers register & verify themselves? (Documents, background checks, approvals)
ans.- Approval and Background check, no documents needed.
- b. Can providers set their own availability, or should they always be available?
Ans.- Both, Providers can set their own working hours, Emergency or on-demand mode options available (in dark stores)
- c. How will providers handle requests?
ans- Providers can accept and reject order requests through the app.
- d. Auto-accept based on location and availability?
ans- No, If the provider is not available or the item is out of stock then the provider can cancel the request. So, there will be no auto acceptance in this.
- e. Manually accept/reject service requests?
ans.- Yes (based on reason)
- f. What happens if a service provider doesn't show up or cancels a job?
ans- carry forward to another provider.

3. Customer Experience

- a. Should customers be able to chat or call service providers before booking?
ans.- No.
- b. What is the cancellation & refund policy for customers?
ans- cancellation - Customer can cancel the order through the app, customer can cancel his order within 1 minute. This time will be during the packing time of the order, after the order is packed customer cannot cancel the order. If you cancel the order after 1 minute of placing the order then it will be chargeable. Real time process of the order will be shown on the app. The cancellation timing will keep showing on the app.

refund- Products that have been delivered are not eligible for return, replacement, or exchange, except in the following circumstances: (a) if the product is damaged, defective, expired at the time of delivery, or delivered incorrectly, and (b) if the return, replacement, or exchange policy associated with the specific product explicitly allows for such actions. In such cases, return or exchange requests will be handled according to the terms outlined in the relevant policy, including any specified timelines and conditions. It is advisable to review the return and exchange policy for each product available on our Platform prior to placing your order and submitting any requests for return, exchange, or refund. You will need to provide evidence of the issue, such as images or videos, before a resolution can be offered.

100% refund in case of any mistake on the part of the service provider.

- c. Will customers be able to schedule services in advance, or is it strictly instant?

ans- both, Customer can book selected orders 1 week in advance.

- d. Should there be a membership or subscription model for customers?

ans- The subscription option will not be introduced at the time of app launch.

- e. Should customers have the ability to tip service providers?

ans- yes

4. Payments & Monetization

- a. How will the platform make money? (Commission from providers, service fees, subscriptions, etc.)

ans.- commissioned based, featured listing, subscriptions, affiliate marketing, Ad Revenue, White Labeling or Licensing, Premium Listings and Sponsored Posts, Cross-Selling and Upselling, Cross-Selling and Upselling, Offer Flash Sales or Limited Time Discounts

- b. What payment methods should be supported? (UPI, Credit/Debit Cards, Wallets, BNPL)

ans- UPI, Credit/Debit card, wallets, POD (pay on delivery/cash on delivery)

- c. Should there be a wallet system for users to store credits?

ans.- Yes

- d. How will payouts be handled for service providers? (Instant withdrawal or weekly/monthly?)

ans- Daily Payout

5. Tracking & Logistics

- a. Should users be able to track the service provider in real time (like Blinkit)?

ans- yes, (real time gps)

6. Admin & Management

- a. What kind of admin controls should be available? (User management, analytics, dispute resolution, etc.)

ans- all of the above.

User management- 1. user account- create, edit, delete control

2. setting up the user roll and permission- An Admin will have permission to perform all actions, such as changing the role of another user, accessing data, or changing settings. An Editor will

only have permission to edit content, but cannot change the roles of other users. A Viewer can only have permission to view the data, but not make any changes.

3. monitor users activity- Which pages on the website are being visited the most. Which buttons or links are users clicking on the most. Are any users unable to complete the checkout process (e.g. not being able to reach the checkout page after adding items to the cart)?

b. Should service providers have performance ratings & penalties for bad service?

ans.- yes, service providers have performance ratings and bonus, for bad services service providers will be given a warning for the first time and if the offence is repeated, they will be blacklisted.

c. Will there be a customer support system (chatbots, ticketing, call support)?

ans.- chatbots and call support.

7. Future Scaling & Expansion

a. Internal Scaling: by increasing the number of employees, boosting production capacity, and improving systems or technologies.

External Scaling: by entering new markets or expanding products/services.

Geographical Expansion: entering to new cities, states, or countries.

Product Expansion: by launching new products or services to attract more customers.

- I. Entering New Markets
- II. Using New Technology and Tools
- III. Expanding Products
- IV. Increasing Financial Resources
- V. Branding and Marketing
- VI. Smart Partnerships and Collaborations

b. Would you need an AI-based recommendation engine for service matching in the future?

ans- yes.

1. quick commerce and customer services-

- Chatbots
- Review and Rating Analysis

2. Data analytics and personalization

- Personalized Recommendations
- Data Analytics
- Forecasting & Prediction

3. Automation

- Marketing Automation
- Financial & Accounting Automation
- Supply Chain Automation
- Optimized Service Delivery

4. Cybersecurity

- AI-based Cyber Attack Detection
- Malware Detection