

SPECIFICATIONS FOR VL PLATFORM - WEB VERSION

1. EXECUTIVE SUMMARY

The intention is to create a contracting services platform between Suppliers and Customers, putting together *the do'ers* and *need'ers* into one single platform . Our target market is individual professionals, micro enterprises and small enterprises. The process consists in placing service from the services database and afterwards choosing the best supplier according to four possible choices:

- 1^a: direct choice
- 2^a: VL selection
- 3rd: budgets
- 4th: services pool

In the case of direct choice , several suppliers with the appropriate characteristics are presented. After this match, the Customer chooses the one that best fits and the supplier directly receives the requested service addressed to him.

In the case of VL selection, the platform algorithm considers several factors and then assigns a supplier to the Customer.

In the budgets case , this obeys the sending of the proposal to a selection of that service factories , after which, the receipt of budgets is limited to 5 in order of arrival to the Customer.

Finally, the services pool consists of placing a service request on a work queue that is then voluntarily accessed by the professionals. It disappears after one supplier accepts the work.

After selecting the supplier, the necessary contacts are made to carry out the task, after which the payment of the service and respective evaluation of the supplier takes place. The platform will only allow this match of Customers with but also functions of small credit, insurance and advertising, in other words, the VL concept does not end in the service contracting platform.

2. LIST OF FUNCTIONALITIES AND REQUIREMENTS FOR THE FIRST PHASE - WEB

2.1. Registration with personal data form

Registration form for insertion into the user database with the following fields: First name, last name, email, mobile contact, password and password confirmation .

The user registration in the platform must be the same for both cases (Supplier and Customer), filling certain forms with the differentiating factor between Supplier and Customer (thus facilitating the process where the user can easily be a Supplier and vice versa) . In the case of suppliers, it should be possible to include a video presentation (production service can also be performed by VL).

2.2. Login through the platform

It should be possible to enter the platform in native mode, using a login and password defined on the platform itself.

2.3. Login via Google

It should be possible to log in using Google data if the email address matches the email registered on the platform.

2.4. Login through social networks

It should be possible to log in through the main social networks Facebook , Twitter, Linkedin and Instagram , if the email address matches the email registered in the platform.

2.5. Google registration with self-completion of personal data

It should be possible to register using Google data, with the registration form filled with data from Google. Here it is necessary to define that the login API allows get all the necessary fields for the recording of personal data. If not, we must see if it is preferable to take this functionality or if the form is already filled in with all possible fields for the user to fill in the missing fields.

2.6. Registration with social networks with self-completion of personal data

It should be possible to register using social data from Facebook , Instagram , Twitter and Linkedin , with the registration form filled with data from Google.

2.7. Password Recovery

Possibility of recovering password with resubmit sending to the respective email address.

2.8. Setting account profile data

With the following fields: Full name, email, mobile contact, address, postal code, locality (address items must be invisible for third-party viewing).

2.9. Setting profile data account social networks

Possibility of sharing link d Facebook profile, Instagram , Linkedin and Twitter on the platform, as well as the brand website.

2.10. Account password change

Possibility to change the password in the account management functions.

2.11. Account Notification Management

Possibility to manage which notifications, namely emails, SMS and push notifications for the various subjects: Tasks, Evaluations, Ideas and Suggestions, Features and Newsletter.

2.12. Setting account billing data

In the first phase of the project it is necessary to:

- D suppliers : IBAN (NIB) as customer payment instruction data
- Customers : -

2.13. Account Balance Information

Provision of calculation information between costs (requested work) and income (work carried out) applicable to all Customers and Professionals.

2.14. Account deactivation

Possibility of account deactivation (without and with email withdrawal from the database) meaning that the data can be completely erased from the database (according to GDPR definitions) .

2.15. Profile presentation

Possibility of presenting the profile of the supplier with the following data: photo, name, email address, fixed telephone contact, mobile phone contact, hourly value related to the task searched, number of tasks performed related to the task searched, total number of tasks performed, number of evaluations, score of the evaluations in percentage, description written by the own one and button with link for all the evaluations. The research can be directly to the Professional or by type of service that realizes and thus reach the professionals available.

2.16. Vendor search based on predefined criteria

Possibility of searching for provider per string per task (example: "Dog" searches for " Dog trainer" and indicates the area of activity in " *Home and General Help* ") . Here it is a auto-complete functionality .

2.17. Vendor search using specific selection

Possibility of searching for suppliers by first access to the areas of activity and then to the specific services.

2.18. Placing Service Request

Possibility of placing a service request indicating the following data:

- Location of the service (In my location ; In a location chosen by me; In the location of the professional ; I have no preference)
- Regularity (Only once , Occasional , Frequent , I do not know yet)
- Description (free text)
- Date (flexible or 15 days forward)
- Time (Between 8 and 12H , Between 12 and 16H , Between 16 and 20H , To combine)
- Insert multimedia (possibility to insert a multimedia file, such as photos or videos)
- Choice of how the supplier will be chosen (I want to choose the supplier, Random choice of supplier, I want to receive 5 quotes , I want to place the service request in a service pool)

2.19. Possibility to choose the supplier by selection direct

When searching for vendor, all vendors available for selection must appear without exception.

- Must be a supplier with the area of activity and type of service selected by the Client
- Services with a defined date are delivered to the Supplier available on the date of the defined
- Services with no defined date are delivered to the Supplier who is not on vacation at the date of the order

2.20. Possibility to choose supplier by random selection

Random supplier choice:

- Must be a supplier with the area of activity and type of service selected by the Client
- Services with a defined date are delivered to the Supplier available on the date defined
- Services with no defined date are delivered to the Supplier who is not on vacation at the date of the order

- will not be included in the random selection, supplier evaluation with less than 80% (equivalent to an average rating of 4.0 - based on the calculation "assessment given by Client" / 5 * 100% "

The vendor choice algorithm must obey several award criteria, which are given scores. The Supplier who has the lowest score in the total of all levels, is assigned the service. In the event that the selected Supplier does not respond within 1H, it is assigned to the Supplier who qualified immediately.

In the case of a tie of score, the service is awarded to the Supplier with the best ranking.

In the case of a ranking tie, the service is given to the Supplier with the fastest response.

In case of a tie of speed of response, the service is assigned to the Supplier with more days to the last service.

In case of tie of number of days to the last service, the service is assigned to the lesser number of services performed.

Attribution criteria:

1st Vendor available on the date and time defined by the Client

2. If the response rate is $\leq 3H$, the score given at that level is 1; if response speed is $> 4H$, the score given at that level is 2

3. If the days for the last service are higher than the average of the days for the last services of all the Vendors and of that typology, the score given at that level is 1; if the days for the last service are less than the average of the days for the last services of all the Vendors and of that typology, the score given at that level is 2

4th If ranking is ≥ 4 , the score given at that level is 1; if ranking is $\leq 3,5$, the score given at that level is 2

5° If the quantity of services is less than the average of the services of all the Vendors and of that typology, the score given at that level is 1; if the quantity of services is higher than the average of the services of all Suppliers and of this typology, the score given at that level is 2

The delivery of the service is sequential to the next Supplier, in case of lack of response to the account r between 9H and 18H and 1 hour after the request made. Supplier's ability to respond may occur for 24 hours, and only orders that have no defined date are not delivered to Supplier and are currently on vacation.

A possibility for Customer response in the period of 24H of the day but the speed of response presented in the supplier's profile is the answer given by the Supplier to the request from the time the request until the response of the Supplier and valid only between 9H - like 0 o'clock and 7 o'clock.

2.21. Possibility of choosing the supplier by receiving budgets

At the time of the receipt of budgets, 5 suppliers of this activity must be sent the request by e-mail indicating that they should contact the Client to provide budget.

- Must be a supplier with the area of activity and type of service selected by the Client

- Services with a defined date are delivered to the Supplier available on the date defined

- Services with no defined date are delivered to the Supplier who is not on vacation at the date of the order

- will not be included in the random selection, supplier evaluation with less than 80% (equivalent to an average rating of 4.0 - based on the calculation "assessment given by Client" / 5 * 100% "

2.22. Possibility of placing the service request in a Service Pool

Possibility of placing the service in a pool so that all professionals are informed by email that a new service is available and then awarded by the first Professional to accept the respective service.

2.23. Possibility to evaluate a supplier from 0 to 5

Ability of a customer to evaluate the job of a provider after completion of the work (evaluation from 0 to 5 in 0.5 intervals with comment) evaluation is then converted to percentage for presentation to clients - formula: "assessment given by Client" / 5 * 100% "

2.24. Set time and calendar

Definition of working hours, breaks, working days of the week, holidays and holidays where these definitions should be considered for acceptance of work.

2.25. Task management

It should be possible to choose the area of activity and services that will be carried out by the supplier, with the possibility to choose several services in several areas of activity, being possible to individually assign the hourly value to each service or in the limit indicate that the service is carried out by budget; for each area of activity a description about your profile must be entered by the supplier himself.

2.26. Management of the area of action

Possibility to indicate for each one of the services the area of action by country, district and council.

2.27. Service history

It should be possible to consult all the history of services performed and requests and access the detail of each of these services (without possibility of editing); there should be the possibility of adding external services to the application (described as such), whether for consideration on the balance sheet, if it is intended by the supplier for its own management. It should be possible to order the services performed, requests, date, etc.

2.28. Viewing ongoing services

It should be possible to have the management in calendar view or a view to list the whole scheduled services, with the ability to add external application services (discriminated as such) if desired by the supplier to its own management. This management should also be possible to integrate with the Supplier and Customer smartphone calendar.

2.29. Extracting Database

It should be possible at any time to extract the total database for statistical purposes and analysis. It should be possible to choose the data to be extracted, namely the contact details of registered persons including information on services performed and requests.

2.30. Customer Complaint

It should be possible for a supplier to complain about a Customer; complaints are handled by the backoffice. This is backoffice management of VL and possible adapted mobile but also for use in desktop / laptop.

2.31. Supplier Complaint

It must be possible for a Customer to complain to a supplier; the complaints are handled by the backoffice (still for evaluating the implementation of a CRM)

2.32. Refusal of services

It shall be possible for both the Customer and the supplier to refuse services with various justifications, in particular in the case of random assignment and budget requests. In this case, the Customer will be able to express an opinion on the requesting party, which is separate from the normal service evaluation functionality.

2.33. Security and fraud detection

It should be possible to ensure certain security and fraud issues such as:

- Detect records of multiple profiles for the same Vendor (creation of new profiles in order to "undo" bad evaluations for the old profiles)
- Detect multiple false Customer records (placing fake reviews)
- Detect false requests (via IP for example)

This point needs more study to know concretely how we classify the multiple Supplier profiles and multiple Customer profiles. For IPs, for example, there should be a tolerance for the case where several people in the same house use the VL and are effectively different people.

2.34. Portfolio

We should give Suppliers the possibility to present some of their portfolio with videos to teach minor repairs or works done by Suppliers themselves. The videos are placed on a platform like Vimeo or YouTube and only use the video url to do embed.

ALSO TO INCLUDE :

We should include some features such as:

- At the moment immediately after the activation of the professional possibility send an email informing that the professional can contract insurance with conditions unique to the Suppliers
- At the moment immediately subsequent to the request for proposal or choice of professional, possibility to send an email to the Customer stating that the Customer has to ask after possibility proposal for a micro-credit with unique conditions
- Soon after filling in the activity management data of the professional and requesting confirmation by email there should be a specific page directed to a link in the email for activation of professional profile (for later we can substitute for a different one for the purpose of invoicing)
- A way to analyze the customer journey, as well as the pages viewed, regions, time, etc. should be integrated. with an analytics tool (google analytics or otherwise)

3. C RATING RATE

The factors to be taken into account for the calculation of supplier ranking are as follows:

- Average ratings given by Customers
- Profile of social networks (suitability and integrity of profile counts positively) - validation by VL

- It should be possible to control the response time from the professional to the Client (the shorter the response time, the greater the positive weighting in the ranking)

TO CONSIDER:

It is mandatory to have customer data integrated into a CRM, so it should be mandatory to prepare the web platform for immediate information between the web and CRM, namely:

- all profile profiles
- management of notifications

REFERENCES:

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