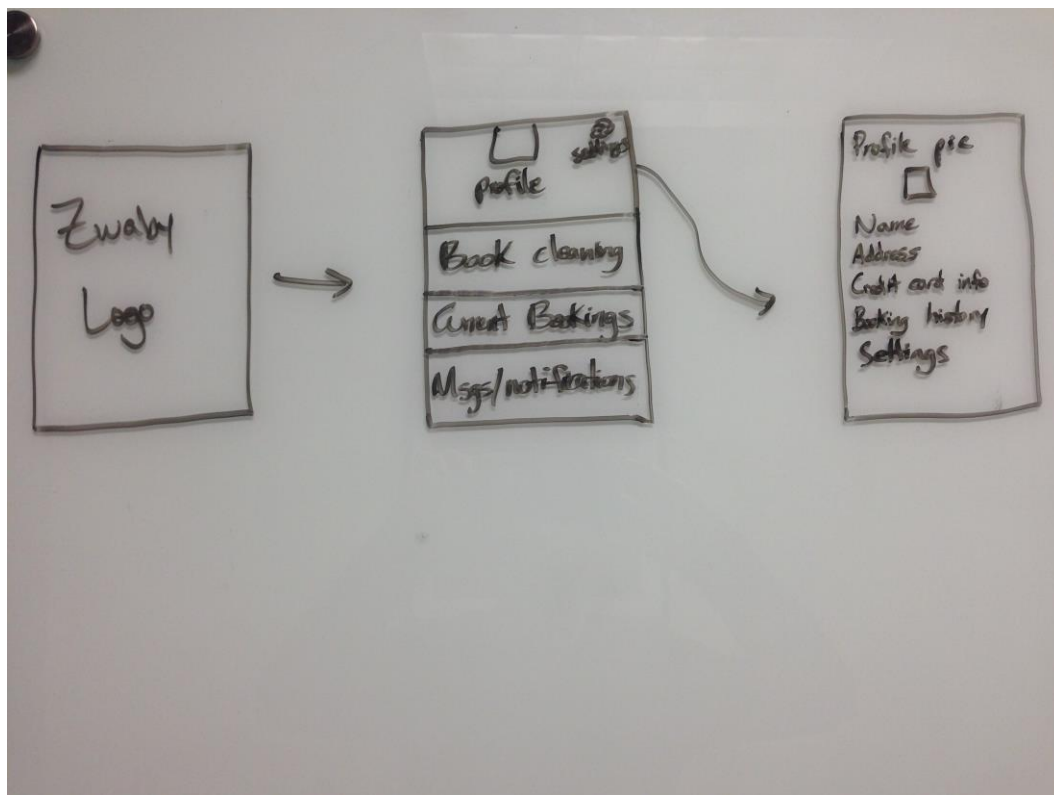
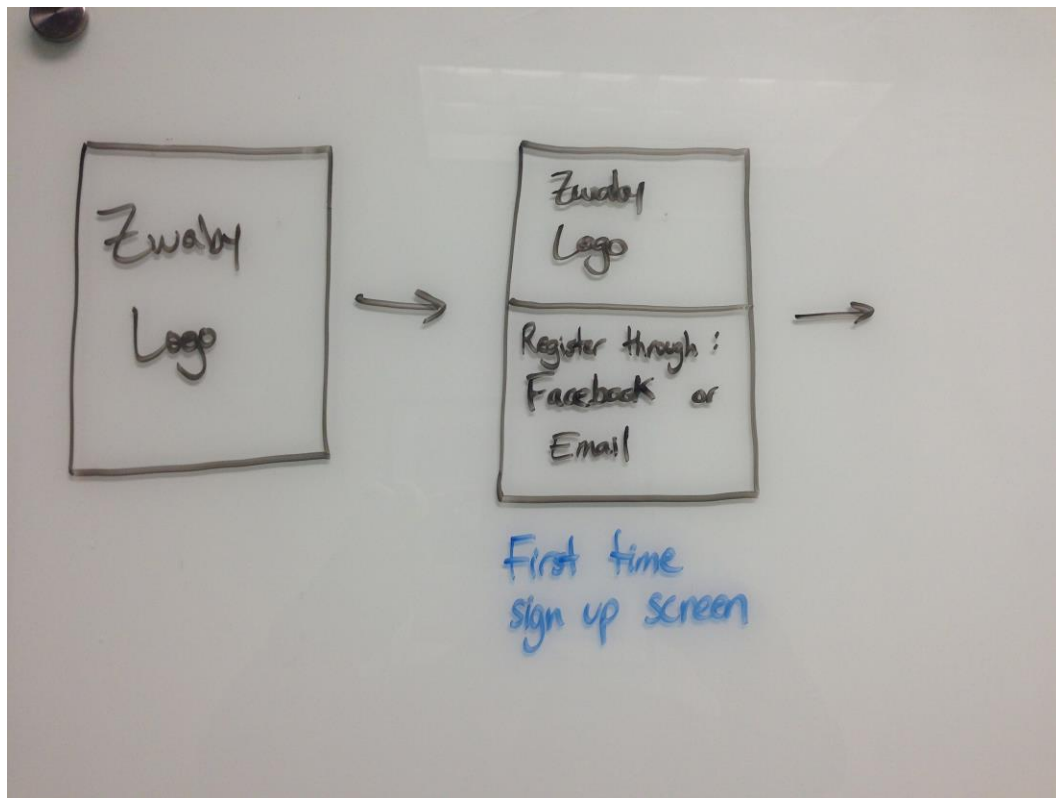
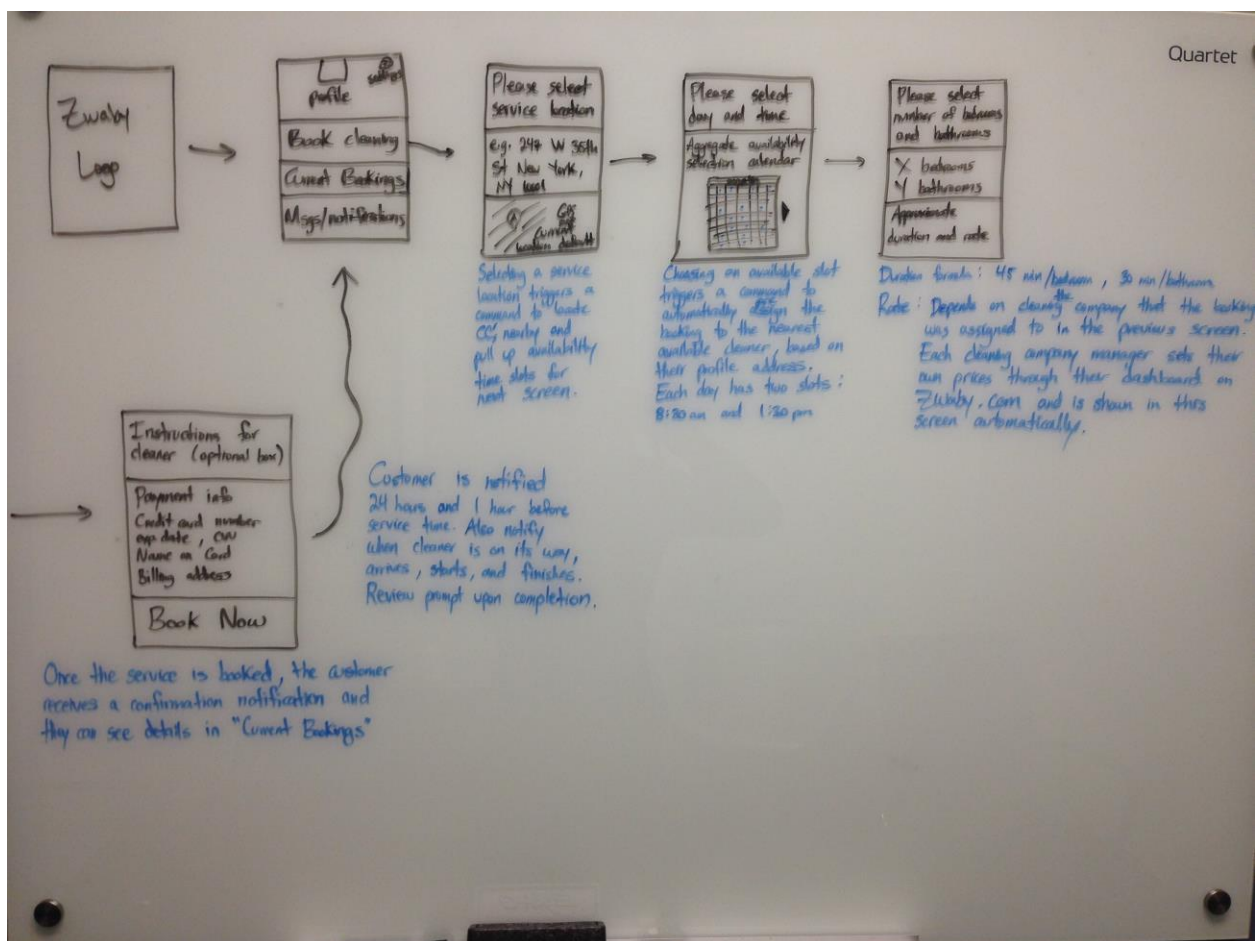
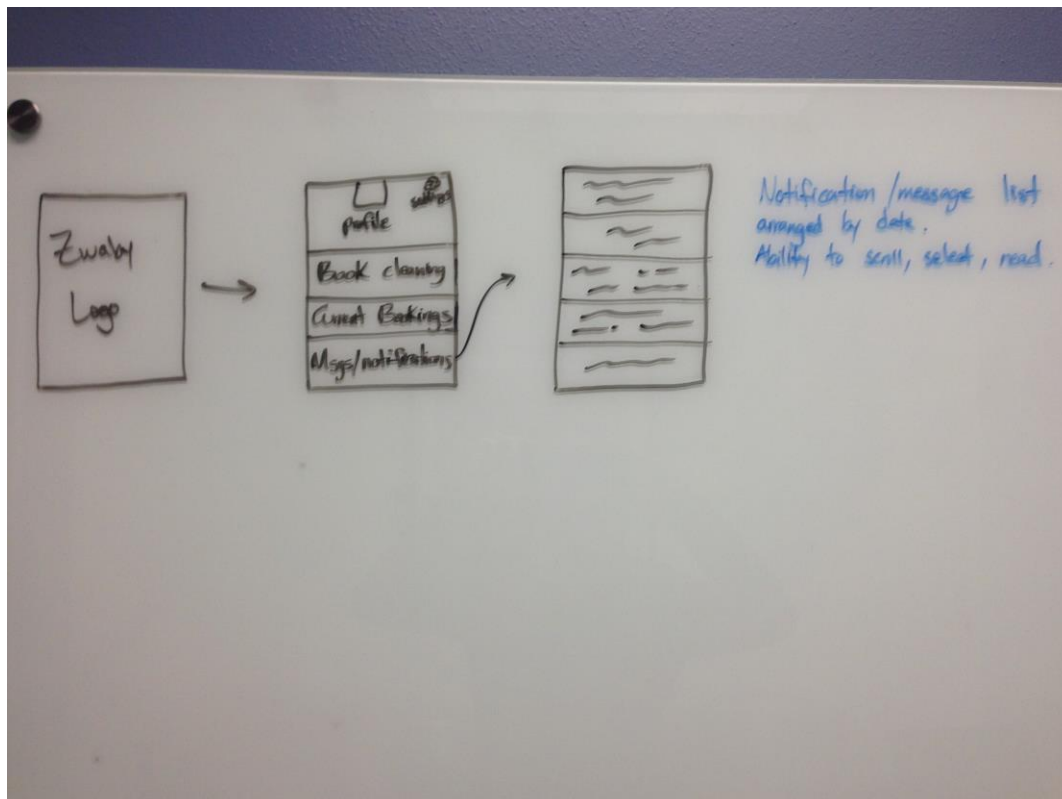
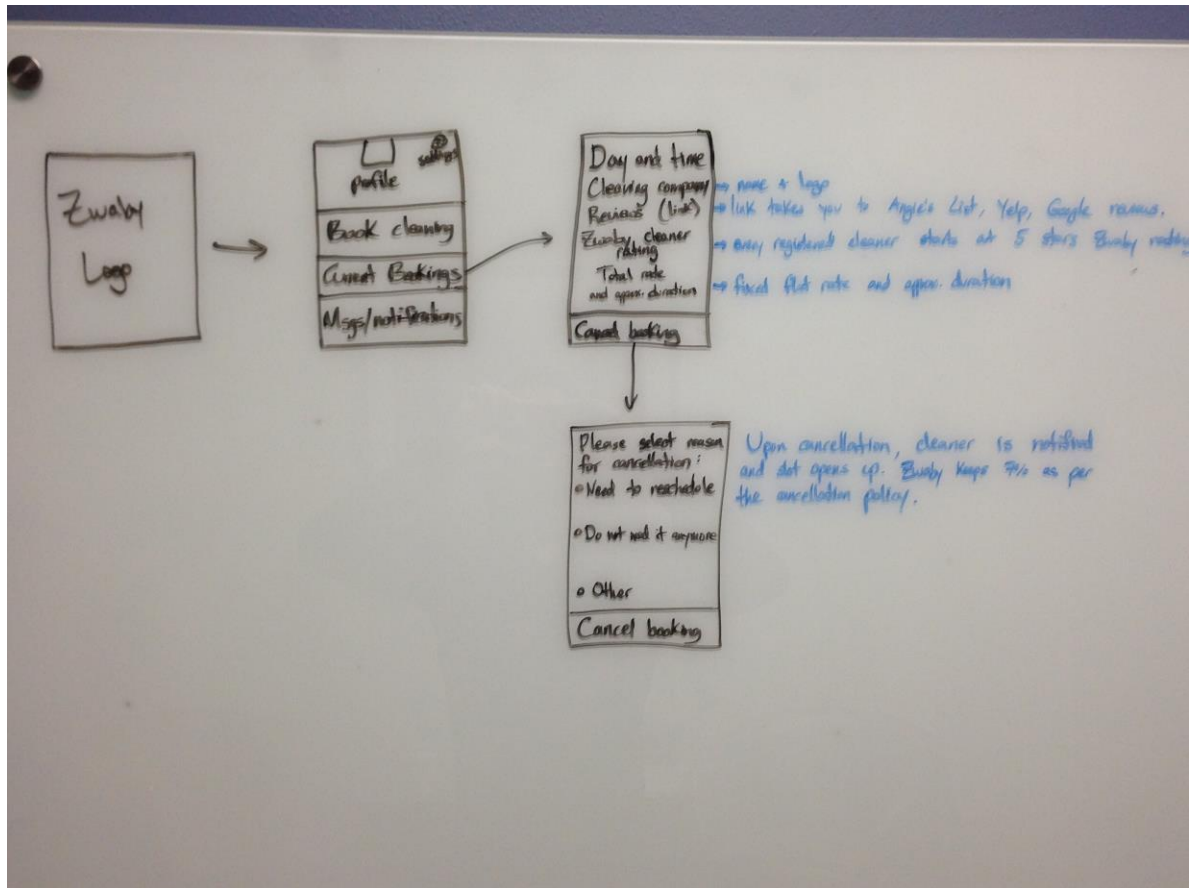


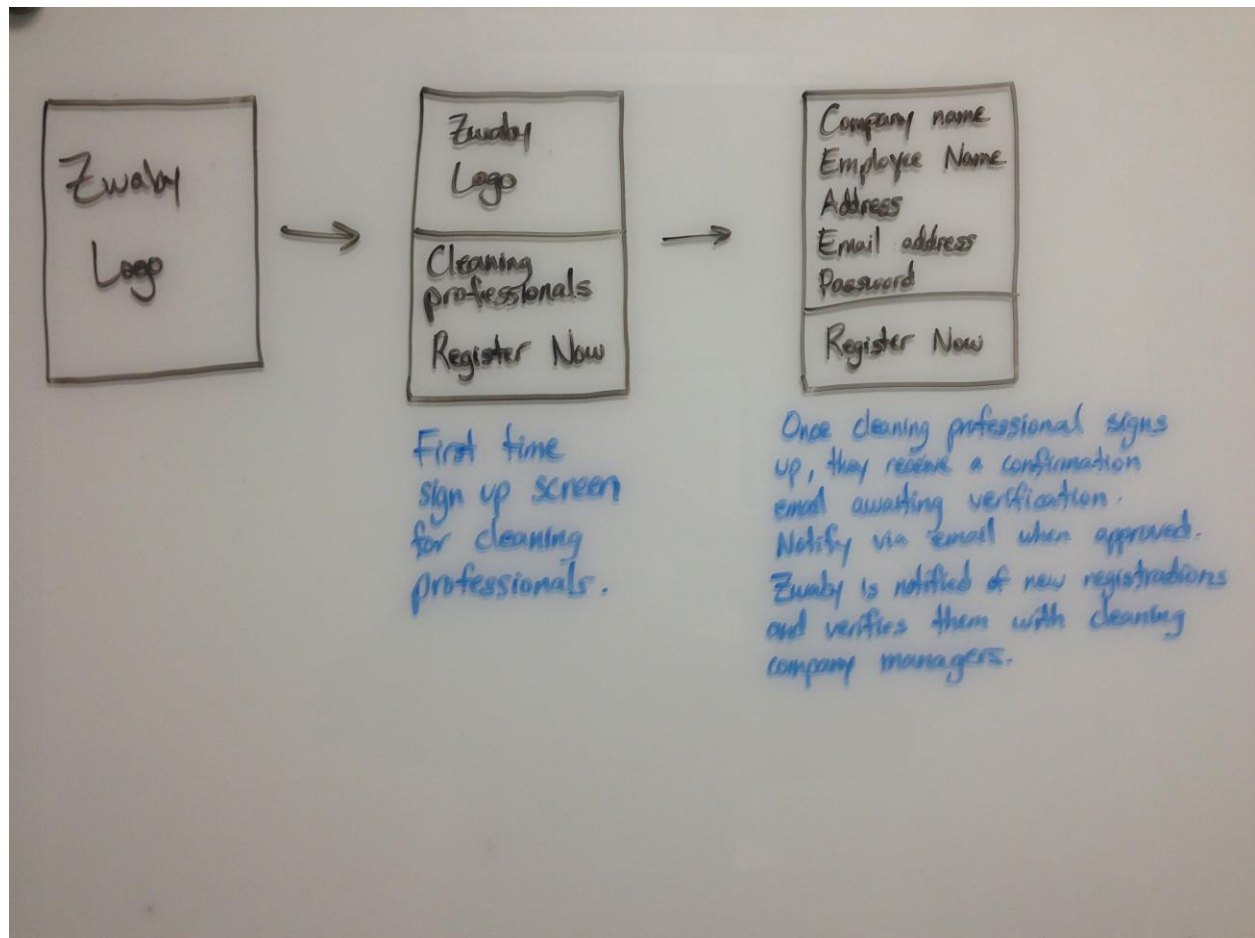
Customer App Flow

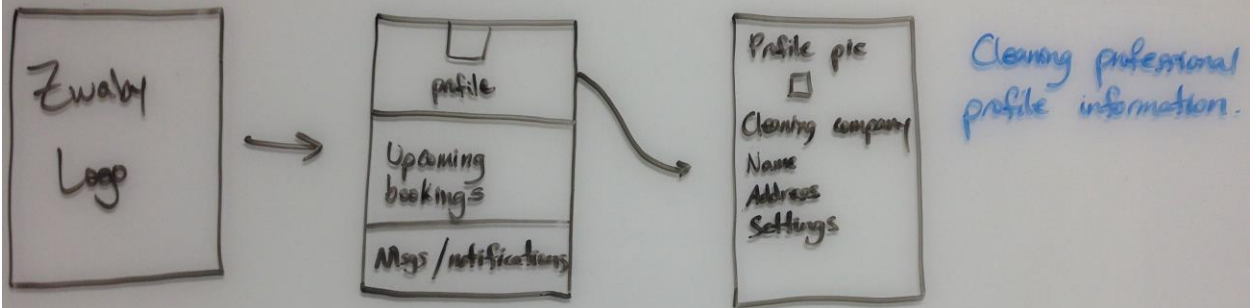






Cleaning Professional App Flow





Zwaby
Loop



profile
Current Bookings
Alerts / notifications



Status
Day and time
Address
Duration
Bedrooms, bathrooms
Special instructions
Request cancellation

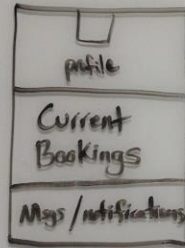
→ upcoming, ongoing, completed.
Status is automatically updated based on GPS location.
Upcoming → default status.
Ongoing → when cleaner arrives at service location.
Completed → when cleaner leaves service location.



Please provide reason for cancellation
Text box
Submit request

If cleaning professional needs to cancel, they must submit a cancellation request and wait for approval. Approval is granted once a replacement is found.
Customer is notified and booking is updated.

Zwaby
Loop



Notification /msg list.

- Notify of new bookings.
- Notify 24 hrs before service starts
- Yes/No notification verification 1 hour before service begins.
- Notify of cancellations.
- Review prompt upon service completion.

Cleaning company manager/owner registration process

- ① Go to www.zwaby.com
- ② Click on "Cleaning company sign up"
- ③ Fill out registration form and sign contracts & agreements.

↳ Registration Form

- Cleaning company name + number of years in business
- Contact name and email address
- Owner or general manager? + phone number
- Number of cleaning professionals
- Are they employees or independent contractors?
- Upload company logo (optional)
- Are you in any of the following review sites?
 - Angie's List
 - Yelp
 - Google
- ☑ Legal contract and agreements (link to document)

Finish Registration

Upon completing registration, send confirmation email.
We will reach out personally to obtain additional information, such as bank account info for direct deposits.

Cleaning company manager/owner dashboard

- ① Ability to set desired flat rates, based on number of bedrooms and bathrooms.
- ② Ability to edit company information.
- ③ Ability to see performance ^{individual} metrics (monthly revenue, etc.)
- ④ Ability to manually fill cleaning employee slots in their master calendar.

* Dashboard design should be simple, functional, and delightful, with the above requirements.

Zwaby platform owner dashboard

- ① Ability to see individual performance metrics for each cleaning company.
- ② Ability to see Zwaby's performance metrics, as a whole (monthly revenue, number of customers, repeat purchase rate, referral rate, attrition rate, registration rate, etc.)
- ③ Ability to manually manage each cleaning company's availability calendar.
- ④ Ability to see on a GPS map current active bookings and jobs.
- ⑤ Ability to track all cleaning professionals via GPS.

* Dashboard design should be simple, functional, and delightful, with the above requirements.

- ⑥ Ability to review and approve cleaning company registrations.