FAQs

General Information

1. **Who's the app for?**

* For Citizens of Munich to search and offer useful items and services
* For the City of Munich on the overview of the demand and surplus of resources in Munich
* For organizations to offer their services and products to society

1. **What is the goal of the app?**

Efficient use of the potential of Munich and the Munich society

**3. How much is the app supposed to cost?**

The app is free of charge X

Points System

**4. Why should someone sign up for this app and offer something?**

A points system serves as motivation

**5.How does the points system work?**

* Everyone receives a fixed number of points to spend at registration
* The provider places an advertisement with a certain number of desired points
* the amount of points depends on the category or is negotiable
* If the user accepts the advertisement, the points are reserved and deducted from the user account after completion of the transaction

**6.Which categories can the provider select?**

The provider can choose between small / medium / large at his own discretion and receives advice from the app

**7.How is it prevented that users take advantage of the points system or the app?**

* The registration takes place via verification by identity card
* After completion of the service, the agreed number of points will be deducted from the user's account
* User profile evaluation system
* You can use the Complaint button to start a dispute if a transaction or service is defective

**8.How does a dispute work?**

Both sides have the possibility to prove by photo what has been achieved and an agent of the city of Munich decides on the case.

**9.What is the motivation through the points system?**

If a certain number of points is reached, people can benefit from bonuses from the city of Munich.

**10.What kind of bonuses could those be?**

Everything the city of Munich can offer, e.g. discounts for state institutions and cooperating companies.

Organizations

**11.Why should companies cooperate?**

* Sponsoring, marketing and image enhancement
* They will find additional customers

**12.Do organizations participate in the points system?**

* Organizations can offer their products / services normally
* You can also voluntarily offer against points for marketing reasons

App Surface

**13.On which media will there be this APP?**

* Windows PC and Smartphone (Android & Apple)
* the app is displayed differently depending on the medium

**14.How do people search for ads?**

* A search bar with filters allows people to search by category and select from a navigation bar.
* The categories are sorted by popularity.
* the advertisements are displayed after the selection on a map of the city Munich
* It can be filtered among other things whether one would like to get advertisements of organizations or private people indicated.

**15.What can people do if they can't find a category?**

People can suggest a new topic

**16.How is it decided whether a category is accepted?**

* The Proposed Category will be added to a monthly poll in which all persons can choose a category.
* The added categories are cured and released for election the following month.

--------> the top five will be taken over in the following month

**17.Where are the advertisements displayed on the map?**

* On the advertiser's street
* Not the exact address (data protection) -> exact data will only be transmitted after agreement has been reached

Other questions

**18.Which data is collected during registration?**

Identity card number, surname, first name, postcode, street address

**19.What must citizens do (for success)?**

Active participation

**20.What is expected of the city of Munich?**

* Provide resources
* provide rewards
* App maintenance and moderation

**21. Can people from outside Munich use the app?**

* Only people from Munich and surrounding area
* Can also be used by people with school/university/work in Munich

**22. Why not pay with real money?**

* The system should relieve the burden on low-income residents.

**21. What age limit should there be?**

* from 16 years