***WIN-WIN***

**WIN-WIN** is a member based services exchange platform inspired by our human needs of community and connection where paying it forward is a form of currency. Technology has the power to change the world, and sometimes this can feel as if it makes us grow apart. Our goal is to use technology help build strong communities while lifting each other up.

*How does our service work?*

**WIN-WIN** connects users with other members (***win-winners***) in their area that have skills or can provide services using their own time as currency. One hour of service provided would earn a member one point towards a service needed. A user would need to provide service before they can collect service.

*Point Collection:*

When 2 members have connected to exchange a service they must both login to their profile to check in, this will initiate the transaction and begin the point collection process based on the time the service was provided. Once the service is completed both parties check out through their profiles to complete the transaction. A member starts with 0 points and must provide a service before requesting a service of the same or lesser value than their current points.

*Services breakdown:*

1. Transportation
   1. Pick up/Drop off
   2. Grocery Run
   3. Carpooling
   4. Furniture Pick up
2. Tutoring (College and University level)
   1. Mathematics
   2. Physics
   3. Science
   4. Social Science
   5. History
   6. Programming
   7. English
   8. ESL
   9. French
   10. Spanish
3. Household Tasks
   1. House Cleaning
   2. Laundry
   3. Cooking
   4. Moving Help
   5. Packing Help
4. Media Services
   1. Photography
   2. Videography
   3. Web Services
   4. Graphic Design
5. Children Services
   1. Babysitting
   2. Tutoring
      1. High School
         1. Math
         2. English
         3. French
         4. Biology
         5. Chemistry
         6. Physics
      2. Elementary School
   3. Private lessons
      1. Guitar
      2. Piano
      3. Violin
      4. Drums
      5. Soccer
      6. Swimming
      7. Singing
6. Seniors Services
   1. Grocery delivery
   2. Senior check-in
   3. Translation Services
   4. Personal care
   5. Walk buddy

*Member profile:*

When a member creates an account they must create their personal profile. The members must include what kind of services they can provide, what credentials and/or experience they have (ex. ECE certificate, licence type, background check, references), their location and availability. It is up to the service recipient to decide if the provider meets their needs after checking their profile and ranking.

*Main page:*

The main page will have the list of services being requested by other members (ads) divided in categories. The Win-winners will be able to filter their search by category and location. Once logged in, a member can select any add from the list. If the user can meet the need he or she can respond to the ad by contacting the member. Once a member receives an offer of service, they can review the provider’s profile and request further information before booking the service with them.

*Membership:*

The beta membership is meant to test live and create/build the community, creating an account is free. Once the community has grown enough to meet the user’s demands we can move to a full implementation membership for a nominal monthly fee of $1 per month. We think that this price would seem reasonable to our users and will make the service ad free.

*Security:*

As this is a voluntary service exchange, we cannot verify each user, so we will request our users to verify the service provider before engaging and checkin in the transaction. We will provide a disclaimer similar to kijiji’s plus offer specific recommendations, for example, if a user has requested someone to drive them to the grocery stores, we will remind the recipient to verify the identity, driver’s licence and insurance information. A user who is looking for a babysitter could require the provider to have a current criminal background check. In an attempt to make this easier for a user we are implementing the member rating system, where a user receives a rating based on performance for services rendered from the recipient.

*Member Rating:*

Upon check-out the recipient will have the option to rank a member’s level of service, similar to the ranking of products on eCommerce sites, this allows the user to either praise the provider's service, or alert other issuers of any issues encountered during the transaction, for example, if the provider was late. This would help members make an more educated decision before booking with a service provider member

*Contact form:*

Once a provider finds an ad for a service they can provide, they can contact the recipient for consideration, much like the contact form from kijiji. If the provider would like to accept the service provider, they can message them back for further confirmation. Once an agreement has been reached, the recipient can allow the provider to book the service.

*Service request form:*

When a member needs a service they can advertise it on the site by creating a Service ad. The user will select the category, they type of service, date and time, service length and any other information about the service being requested, like requirements (example: if requesting a babysitter, the member can specify if they require a criminal background check or register ECE, and how many children they need it for).

*Transaction checkpoint:*

When a service provider meets with a service recipient, both members must login to their win-win account to check-in, before a user checks in they will be asked if they have verified the user (this will give a members an opportunity to check driver’s licence, insurance, criminal background check, etc in case they have forgotten) before checking in. Once both parties have verified the transaction the point collection timer begins.

*Membership Revocation:*

Our service is aim to provide users with a safe community of people that they can rely on. To do this we will revoke permanently memberships to win-winners that fail to provide the services booked through a 3 strike system, each time a member fails to check-in for a booked service, they will get a strike, when a member receives a strike this will be displayed in their profile for other win-winners to see and consider before booking their services. Members will also be able to report a win-winner when an exceptional circumstance has occurred and this could lead to immediate termination based on severity. The email address and payment information (once paid membership has been fully implemented will be blocked from the system once a membership has been revoked.