**Change the application name from RAHA APP to URFX**

**Document of Understanding**

1. URFX app is an intermediate platform, which lets the user request a service to the service provider for any labor work.
2. The app uses the mapping services throughout so as to locate the contractors and the client.
3. There will be three major user roles; namely

* **Service Provider**
* **Employee**
* **Client**
* **Admin**

4. Every user will have specific roles and responsibilities.

**SERVICE PROVIDER**

1. Service provider will first register him/herself on the app.
2. The service provider has to add the employee data on the back-end (Web-based).
3. The details to be filled by the service provider are:

* Company name in Arabic and English, which means it, is multilingual.
* Company Certificate of Registration
* Name of the General Manager of the company (not to be shared with the client)
* E-mail Address
* Company Logo
* Telephone number and fax (not to be shared with the client)
* List of Services to be provided ( Select from the services that is offered in case some services is not offered he should submit it in others) so that means that the list will already be in the system for him udder each tab, for example for pluming tab ther plumbing servicers will be there he only tick the boxes.
* Once the service provider is registered on the app, he/she has to maintain a list of employees and their expertise area.

1. The service provider when receives a request from the client for any service he has the following options:

* He selects the employee based on availability and scheduling.
* In case, it is Instant Maintenance request, then the request will be directed from the client directly to the employee who is nearest to the client's location and is shown as available in the map. **( Phase 2)**

1. When a client requests a scheduled maintenance service, service provider has to respond within 3 hours or else the client will be notified that he should contact other service provider.
2. Application Calendar has to be maintained at the service provider's end. It will show all the booked and unbooked slots. The service provider can mark the appointments on the calendar which will prevent any time conflict. The Appointment booked from the application will block the calendar automatic.
3. In case of Scheduled Maintenance, service provider sends the job request to the employees, who are selected depending upon the criteria chosen by the client (location, service or rating).
4. When the employee is selected, the service provider responds back to the customer with the turn-around time and the app will give the client a code to be given upon completion of the work to the service provider.
5. The service provider waits for the completion of the work. Upon completion of the job the service provider waits for 3 days for the client to enter the completion code. If it is not Entered within 3 days, then the job is supposed to be done successfully and the payment is Transferred from the account of URFX to the Service provider bank account.( we can do this manually as well)

1. Based on the ratings given by the clients to the employees, the rating of service provider is calculated.
2. The service provider can have the ability to check the feedback and rating for each servicer done against each contractor. He can do it based on filtering on the contractor individually.
3. The service provider lists all the service, the cost and the timings at his/her web panel in the following manner:

|  |  |  |
| --- | --- | --- |
| **Type** | **Duration** | **Cost** |
| **Change sink** | **30 minutes** | **Cost is half an hour cost** |
| **Change a lamp** | **10 minutes** | **Cost of 10 minutes** |

If the total duration is less than 2 hours then the client will be charged with full 2 hours rate, which is the standard rate, submitted by the service provider as the hourly rate.

If the total duration is more than 2 hours then the total cost will be read from the above table costing and will be shown the exact time required and cost of job.

**EMPLOYEE**

1. There will be employees who are available for Instant Maintenance, which will be displayed on the map under green marks. The occupied ones will be labeled in red color. **( Phase 2)**
2. When the client receives an instant maintenance request from the client, he/she confirms after arriving at the place. If the employee does not move from his location for 5 minutes, the booking will be canceled and the client will be asked if he want to book someone else from the shown available employees on the streets nearby. **( Phase 2)**
3. In case of scheduled maintenance request, the employee has to confirm his/her availability to the service provider. ( no he does not have to confirm as he will get jobs on his ass so the provider is feeding him with jobs based on thier availability. If the employee cannot make it he have to inform the provider over the phone so the provider can move the appointment to another employee.
4. The employee is notified 30 minutes before the appointment time.
5. The employee confirms the completion of the task to the service provider by clicking on Task Completed.

**CLIENT**

1. The client first registers him/herself on the application.
2. The client can log in as a Guest using Facebook Sign In option. He will be asked to ( Log in or register or check out as a guest after he finish selecting the services and is in the process of confirming the booking)
3. The client when clicks on Register, has to enter the following details:

* Email and password
* Contact number: On which the activation link will be sent

1. The GPS must be enabled at the client's mobile device in order to fetch the current location. The client can save up to 5 locations.
2. The home page shows the service providers with the logos. These are of those service providers who have paid a quarterly or annual fee for featuring on the home page.
3. The client can sort the service providers based upon the following filters:

* Location
* Cost
* Rating and feedback
* Service

1. If the client clicks on Request A Service, then a list of services is displayed. For example: Plumbing Tab, Electrical Tab, AC's Tab, Pool Tab etc
2. When the user selects a service, the further sub-listing is done. For example: if the user selected Plumbing Tab in the last listing, he will have to choose from the given items. Let us say he chooses Fix Shower and Change Lamps. He will then click on proceed. Now, the client has to enter details of the selected items. The details are:

* Quantity ( Mandatory)
* Pictures ( Optional)
* Comments( optional)

1. Now, the client has to choose between:

* Instant Maintenance. **( Phase 2)**
* Scheduled Maintenance

**INSTANT MAINTENANCE** . **( Phase 2)**

* If instant maintenance is selected then the client will be shown the map displaying the employees on the locations nearby. The available employees are green in color and the occupied ones are red in color. If the employee does not move from his location in 5 minutes, then the client is asked to choose some other employee.
* When the employee arrives at the client's place, the client is notified.
* The task completion notification is sent to the service provider. The client can register a complaint in 3 days.

**SCHEDULED MAINTENANCE**

* If scheduled maintenance is selected then The client can then see a list of providers with the availability date and time, rating, response time, cost and the logo.
* When the client selects a certain provider, the full profile opens up in which the client can also request to change the date and time.
* The client then registers on confirms booking to book the service from the selected service provider.

1. There is a complete dashboard for the client under the section KHADAMATI.
2. The client has the following tabs on the screen to choose from:

* Current Jobs: The jobs which are currently going on. If the time exceeds the limit of two hours, the client has to click on current jobs and then add additional input value for the ongoing job.
* Previous Jobs: the list of previous jobs that the client hired the service providers for. . **( Phase 2)**
* Rating History Service Providers: Client can view the service providers whom he rated in for the past jobs. . **( Phase 2)**
* Top 10 Providers : The list of top 10 service providers in the region are displayed on the basis of location or ratings. The client can choose between location and rating as a parameter to get the top providers’ list. It will display the results of companies only having 10 rating and not less than that. . **( Phase 2)**
* Complaints: Clients can register the complaint for the service in this tab. The client can attach up to 5 pictures as the evidence.

1. The client has to fill the completion code requested by the service provider, only then the job will be closed successfully. If the client has to register a complaint he/she should do it within three days after the job is done or else the payment that have been made from the client during confirm booking will be transferred to the service provider considering it to be a successful job. The completion code is submitted to the admin and the service provider.

After filling the completion code

( Completion code is filled by the service provider client only give the code to the service provider)

1. The client is automatically redirected to the feedback form where he/she has to rate from 1 to 5 depending upon the following parameters:

* On time (15%)
* Quality (50%)
* Understanding of the service required (15%)
* Cleanliness (10%)
* Communication (5%)
* Conduct (5%)

1. The client can view the ratings and comments of the service providers given by other clients too.
2. If the client does not give the feedback at that moment, he/she will be redirected to the feedback page of the previous job when making a new booking.
3. Push Notifications are sent to the client reminding him/her to rate the previous job.

**ADMIN PANEL**

1. The admin can add the service providers. The employee data can also be added by the admin in case the service provider is unable to do it.
2. Audit all pictures and Text that are uploaded into the app and approve them before they are displayed on the app or website.
3. Ability to manage all the payment and pricing details as per job and service provider.
4. Can extract an account statement for each service provider at any time.
5. Manages complaints. The complaint registered by the client comes to the admin with the service provider and the employee details. The admin will play the role of the judge if the dispute is not solved at an initial stage.
6. Complaints can only be closed by the client or the admin.
7. Client makes the payment to the admin. The admin releases that payment after:

* Receiving the completion code and rating/feedback. If any one out of these two is missing then the payment will be made after 3 days only.
* After 3 days of the job date, in case no completion code is submitted.

**PAYMENT PROCESS**

**( Can we add Pay Servicer Provider Directly (Cash)) so it is an option hat admin can use for people who does not want to ay by cc if they don’t pay service providers will not honor their request)**

1. Whenever the payment is made from client's side, it is not directly paid to the service provider. Rather, it is sent to the admin. The further action is to be taken by the admin after the successful completion of work.
2. The payment is made to the admin in following cases:

* When the client clicks on Confirm booking while making a Scheduled Maintenance appointment he will have too option to select ffrom, Pay Current Statement, or Pay other AMount. if they click on pay other amount they can add the amount they want to pay which can not be less than that statement amount.
* The client’s books and Instant Maintenance Service.
* When Clients add also additional hours to the current job.

1. In case of refund which will arise in the following cases:

**Cancelation**

* If canceled by the client, within 15 minutes of scheduled booking, the amount will be given to him by APP credit and the appointment will be canceled. Refund can only be done by the admin and is done manually from the back office of the admin based on internal approvals.
* If appointment is canceled by the service provider the client will be refunded the amount manually. We will call him and ask him for his bank information and make the transfer to him manually.

**Complaint**

* When the client registers a complaint and is not satisfied with the service.
* If a complaint comes from the client the payment will be blocked by the admin until the complaint is closed. First the client’s complaint is handled by the service provider. If the problem persists and the dispute increase, then the admin jumps into the scene taking guarantee for the better service.

1. We suppose that the payment made by the client will be escrowed into admin's account and will only be released to the service provider when:

* Completion code is submitted along with the rating
* After 3 days of the job date, in case client has not sent the completion code or rating or both.

**NOTE:**

**Offline payments include:**

**Advertisements**

**Service provider quarterly and anuual subscription**

**Each service request payment between admin and service provider**