What is Loop?

Stripe is the payment infrastructure for eCommerce; Twilio is the communication infrastructure. We are [Loop](#) - we want to be an infrastructure for e-commerce subscriptions.

Ecommerce is evolving into a subscription-led business, be it Mercedes giving cars for $1000/month or Tacobell giving one taco/day subscriptions for $10/month and then there are subscriptions for consumables, content and services. Some categories where subscriptions are relevant: Beverages, Health supplements, Pet Foods, groceries, Home Goods, Baby Products, Beauty boxes, Meal boxes, Fashion & Apparel, Art & Accessories etc.

Scope of Work & Ideal Profile

- Work on resolving technical and customer queries within the desired response times.

- Work on improving and writing technical documentation for the product.

- Help with merchant onboarding, migrations & product adoption.

- Skilled in CSS/HTML, basic SQL knowledge and Markdown.

- Work with our existing merchants on their problems (**own NPS**) and help them use the products in the best possible way and grow their subscription business.

- Good with numbers - excel/ google sheets is a must.

- Generally a good human being - no ego / diligence / curiosity & experimental - is very important for us.

- Should be available during the day in the US time zone (Pacific and Eastern time)

Intro to the Assignment

This assignment is designed to test your understanding of the Product and also the clarity of your copy when communicating with businesses/clients. A clear and comprehensive response via email reduces time on both ends and solves customer satisfaction.

We have provided feature documentation from Shopify and also from our helpdesk to aid you in your understanding to provide an apt response to the queries that are put forward.

Assignment

Question 1: Rotating meal menu

Subject: Offer weekly rotating meal menu to subscribers

Body:

Hello,

Your app is too complicated. I need help figuring out how to offer a weekly rotating meal menu to our subscribers.

We have the following requirements as a business:
1. Customers can choose from a "Box of 6 meals" or "Box of 12 meals"
2. Categorize the meal catalogue into Breakfast, Lunch, Dinner, Desserts and Beverages like [this store](#).
3. Customers can only subscribe for weekly delivery with no one-time purchase option
4. Promote diversity in meals. Customers can't add multiple quantities of same product.
5. Every week we need to update the menu on Friday night, i.e. any new customer coming on Saturday morning shall be able to only see the latest menu/items while building their box.
6. Every Friday night we also want to replace the products for existing subscribers with their like-to-like substitute i.e.
   product A (week 1 menu) → product X (week 2 menu),
   product B (week 1 menu) → product Y (week 2 menu)
   and so on.

Can you please help us with this? We need to know what all is possible and how it can be achieved.

Best,

Question 2: Restricting billing

Subject: Billing all week orders on Friday only

Body:

Hi,

We were evaluating Loop, among other subscription apps, and were wondering if you could help us bill all our customers on Friday every week.

Best,

Question 3: Product feature video

Create a video explaining all the features available in bundles offered by Loop Subscriptions.

Note: A simple [loom](#) video would suffice

Reading Materials

Question 1: Rotating meal menu

→ [Loop bundle documentation](#)
→ [Loop bulk action documentation](#)
→ [Implemented example from the live store](#)

Question 2: Restricting Billing

→ [Shopify documentation](#)
→ [Loop feature documentation](#)
→ [Example on the demo store](#)

Question 3: Product feature

→ [Bundle feature page](#)
→ [Example on demo store](#)
→ [Loop feature documentation](#)