



General Functional Specifications

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1 Nomenclature

Operator / administrator: main party which administrates the marketplace.

Offeror / Provider / Seller / Supplier: party which offers a product or service on the marketplace.

Asker / Buyer / Applicant: The party which purchases, inquires or benefits from a service or a product offered on the site.

Unit: can indicate a unit of time (one hour, one day ...), a flat rate for the provision of services, or a unit of a product, according to what is specified below.

Booking / reservation: corresponds to the service or product that is being purchased and that will be rendered.

2 Offeror functionalities

2.1 Creating and updating a listing

2.1.1 Posting a listing

The listing registration form contains a selection of information contained in the 7 main listing management tools: Presentation, Pricing & Conditions, Calendar, Images, Characteristics, Categories and Location. When submitting a listing, the offeror only enters a part of the information of his listing, before moving on to the second phase, which allows him to provide more exhaustive information through the 7 main listing management tools.

The fields that are necessarily present in the first phase of the listing registration form are: title, location, default price.

2.1.2 Presentation

2.1.2.1 Title

This text is used as title for the listing. The title is limited to 50 characters. In the case where the site is a multilingual site, the offeror can manually enter his text in the other languages offered, or he can launch an automatic translation via the tool provided for this purpose.

2.1.2.2 Introduction

Enables you to enter descriptive text about your listing. In the case where the platform is a multilingual site, the offeror can enter his texts manually in the other languages offered, or he can launch an automatic translation via the tool provided for this purpose.

2.1.2.3 Rules

Enables you to enter a second text, for example rules or conditions. In the case where the platform is a multilingual site, the offeror can enter his texts manually in the other languages offered, or he can launch an automatic translation via the tool provided for this purpose.

2.1.3 Pricing & Conditions

Different pricing methods are available. Each of these modes caters to different business processes and models. Only one mode is available for the entire platform.

2.1.3.1 Pricing methods

2.1.3.1.1 Mode 1: Free schedules with pricing per unit of time

The start date/time and the end date/time are freely selected by the asker when making the booking, within the availabilities provided by the offeror. Thus, a duration is obtained from the start



and end date/time, to which the price per unit of time is applied to obtain the total amount to be paid for the booking.

2.1.3.1.2 Mode 2 : Preset duration of services: (option 1575€)

In this case the duration of the service is fixed by the supplier. Thus, the asker cannot modify nor set the duration of the provided service. On the other hand, the asker can freely choose the date/time at which the service begins (according to the availability of the offeror). Aside from this the rest of this mode is identical in features and functionality as Mode 1.

2.1.3.1.3 Mode 3 : Flat rate services provided at preset schedules (option 5250€^{HT})

This method of management stipulates that the offeror not only fixes the duration, but also the starting times for his services. This is therefore similar to the management of "sessions", where the asker can only choose dates/times previously set by the offeror. In this case, several tools and rules are impacted:

- The creation of sessions by the offeror is done by date ranges, as follows:
 - o Offeror selects a start and end date
 - o Offeror selects the days of the week affected (Monday to Sunday)
 - o Offeror selects the starting times of the sessions (the duration is fixed beforehand when posting the listing)
 - o Offeror sets the price of the session
- The duration of a session is fixed upstream (when the listing is posted).
- Once set, the duration can't be changed anymore (to change the duration a new listing must be created)
- By default, all the dates of a listing are shown as unavailable. As a result, after submitting a listing, the offeror must define his sessions to create an availability.
- Creating or modifying sessions within a date range removes all sessions that previously existed in this date range.
- The calendar management tool is merged with the pricing tool.
- The modification of the sessions directly via the calendar makes it possible to modify the price individually for each session.
- The "Yield Management" tool is replaced by the session creation tool.
- The concept of minimum and maximum duration is not appropriate in this management mode and is therefore not available.
- Discounts in this case do not relate to time units but to the number of sessions ordered in a single reservation.
- For a same listing, the time slot of two sessions cannot overlap
- The end date of a session must be equal to the start date (sessions cannot last several days)
- A session that has passed or that gave rise to a booking is not editable
- Sessions can be scheduled up to 3 months in advance

2.1.3.2 Default price

This is where the offeror sets his "default price" per unit. The default price is used in several places, including the price displayed in the search results. The price is defined all taxes included, and can be precise to the cent. The default price is the reference price of the listing.



2.1.3.3 *Displaying taxes*

All prices are set and displayed all taxes included (namely VAT).

2.1.3.4 *Minimum price per transaction*

The minimum amount that can be paid per booking cannot be of less than 5€.

2.1.3.5 *Discount management*

Suppliers can create different discounts with different thresholds. The reduction is set by percentages. The supplier can create as many thresholds as necessary:

- N% reduction as of x time units ordered
- M% reduction as of y time units ordered
- ...

Percentages are set in integers.

2.1.3.6 *Yield management*

The yield management tool enables the offeror to define a different unit price for each month, week, day, or hour (depending on the smallest unit of time of the platform).

2.1.3.6.1 *By time range*

The definition of a different price by unit for a time range is available for the following durations:

- **From date to date:** for example from the 1st of January to the 1st of April a different price is applied for this date range.
 - o **Weekly:** for example, on Monday, Tuesday, Wednesday, in the previously defined date range, all units can carry a specific price.
 - **Hourly (available if defined as being the time unit of the platform):** for example from 9:00 to 12:00, from 13:00 to 18:00, for the dates and week days previously defined, these units can carry a specific price.

Setting a price for a time range replaces the previously set price on that same time range.

A unit of time that has passed or that has given rise to a reservation cannot be changed.

It is possible to set prices per unit of time up to 6 months in advance.

2.1.3.7 *Minimum and maximum duration*

In the case where the unit of the platform is a unit of time, the offeror has the possibility of defining a minimum and a maximum duration for the bookings that he is willing to offer. The maximum and minimum duration is fixed by number of time units. By default, the maximum number of time units that the offeror can limit his bookings to is 30.

2.1.3.8 *Management of quantities ordered (option 1050€^{HT})*

The platform manages the maximum quantities that can be ordered per reservation. To do this, the offeror sets a maximum number of units that can be ordered per reservation for each listing he posts. As a result, askers cannot make a reservation for a number of units greater than the maximum quantity proposed by the offeror. The platform offers two modes that tie quantity to price (only one can be selected for the entire platform):



- Quantity affects price. The price is multiplied by the quantity chosen to have the total price of the reservation.
- The quantity does not affect the price. No matter how many units are ordered, the price will remain the same. This tool limits the amounts ordered without impacting the price.

2.1.4 Management of availabilities and unavailabilities (calendar management)

There are four statuses for calendar availability:

- available
- unavailable
- booked
- unknown

The "unknown" and "available" statuses are displayed as availabilities to the public which means that by default the offeror is always available if he does not declare an unavailability. The "unavailable" and "booked" statuses are displayed as unavailability to the public.

The time units available for the platform are the hour, the day, or the night. Only one unit of time can be selected for the entire platform. Thus, and for example, if the unit of time chosen is the night, the availabilities will be managed per night (and not per hour or per day).

2.1.4.1 Platform time unit

The time unit of the platform is [unit of time].

If the selected time unit of the platform is the hour, it is not possible to make reservations that span over several dates.

2.1.4.2 Temporal availabilities

Temporal (un)availabilities aim to define the moments (hour, day, week ...) where the service is available or unavailable. Different methods of defining availabilities are available.

2.1.4.2.1 By ranges

The definition of availabilities for a time range is available for the following durations:

- **From date to date:** for example from the 1st of January to the 1st of April a different availability is applied for this date range.
 - o **Weekly:** for example, on Monday, Tuesday, Wednesday, in the previously defined date range, all units can carry a specific availability.
 - **Hourly (available if defined as being the time unit of the platform):** for example from 9:00 to 12:00, from 13:00 to 18:00, for the dates and week days previously defined, these units can carry a specific availability.

Setting an availability range replaces the availabilities previously set on that same time range.

A unit of time that has passed or that has given rise to a reservation cannot be changed.

It is possible to set availabilities up to 6 months in advance.



2.1.4.3 *Minimum time between a request and the booking start date*

This value defines the minimum time between a booking request and the start of the requested service. This value is set for the entire application at 24 hours.

2.1.5 Images

Allows the user to add images to his listing. The maximum number of images per listing is set to 24. The supported formats are: png, jpg, gif. It is possible to reorder the display of the images by a click-and-drag operation, where the first image is used as a cover image.

Images can be added via an operation of drag and drop in a zone provided for this purpose, or through an upload field allowing for a multiple selection of images.

2.1.6 Characteristics

Characteristics are additional information that is provided for each listing. They are created by the administrator and are used by the offeror to enrich the information of his listing. Characteristics are all of "yes" or "no" type (for example "Insurance included: yes / no"). Each characteristic also offers an explanation tooltip.

The administrator can also create groups of characteristics that enable him to group characteristics together by theme in order to facilitate their understanding and improve their visibility. The display order of the characteristics and the groups to which they belong can be set via the Superadministrator Control Panel.

2.1.7 Categories

A system of multilevel categories allows the offeror to select one or more categories corresponding to his listing. This is a two-level system (category and sub-category), knowing that each child category can only have one parent. The number of categories and sub-categories is unlimited. Their order is defined by the order of addition via the tool provided in the SuperBackOffice.

2.1.8 Location

This tool allows the provider to enter the address where the service is offered or where the listing is located. The fields that must be filled in are displayed in this order: Country, City, Postal Code, Street name and number. Only the fields "Country", "City" and "Postal Code" are mandatory.

The offeror is shown a map with a marker locating the address that he has filled in. The offeror can then move the marker on the map to refine or modify the location. Changing the location of the cursor on the map causes a change of the address in the fields previously filled in. Once the address is set, the user must click on the button "Validate my address" to apply his address.

The platform can publicly display the exact address or an approximate address by means of an area drawn on the map. In the case that the platform is configured to show an approximate address, the offeror is informed that the entered address is not publicly visible, and that only an approximate address will be displayed.

2.1.9 Activating / deactivating a listing

By default listings are disabled. A minimum amount of information must be entered before a listing can be activated. The required information is: Title, description, location, at least 1 image and entry



of a default price. The offeror will be able to activate his listing only if this information has been entered.

The Offeror may deactivate a listing at any time. The deactivation makes the listing invisible to the public (except to the offeror), but all current actions concerning the listing are maintained (reservation, discussion thread ...).

2.1.10 Archiving a listing

Listings cannot be deleted from the platform, this in order to keep the data related to them (discussion threads, invoices, reservations, statistics ...). However, listings can be archived. The result of archiving a listing is that it becomes invisible to the offeror (he no longer sees it in his dashboard) and more generally the listing no longer appears on the platform. However, all data relative to the listing remains accessible, such as discussion threads, invoices, payments... Furthermore the super administrator can still view the listing through the administration panel.

3 Asker functionalities

3.1 Search engine

The first search criterion is geolocation, which is mandatory. Other search criteria may be displayed, including:

- Start and end date
- Start and end time
- Categories
- Characteristics

The search engine is available on multiple pages of the platform.

3.1.1 Auto-geolocation

Up to 4 geolocation mechanisms can be successively launched in the following order:

1. If the user is logged in and he has entered his address in his profile then his address is pre-entered in the geolocation search field
2. In the case where the user is not logged in or if his address has not been entered in his profile, then an automatic geolocation is launched via the user's browser (requires approval by the user).
3. In the case where the browser automatic geolocation is rejected by the user or in case of inactivity on the part of the user, geolocation by IP address is initiated (less precise)
4. In any case, the user will be able to modify or enter a location in the search engine, whether it is a city, a postal code, a neighborhood or a street as made possible through the Google Maps API.

3.2 Search results

3.2.1 Display of prices

The price displayed for each result is the default price per unit.



3.2.2 Default Classification of Search Results

Search results can be sorted by different means; distance, price and by platform recommendation. Sorting by the platform recommendation (used by default) seeks to provide the asker with the results that are most likely to lead to a transaction.

Platform recommendation is managed by the Cocosearch engine which makes use of machine learning to maximize the transaction rate between the offeror and the asker.

In the case where two results have the same score, their order is determined by distance to the searched location.

Rendering of the default classification is done once a day.

3.3 Public view of listings (front end)

3.3.1 Images

An image gallery allows users to view the images of the listing.

3.3.2 Location (map)

Depending on the selected settings of the platform, the displayed location can correspond to an approximate area indicated by a circle on the map or to a specific point. The default map zoom scale is set to the "district" level.

3.3.3 Availabilities (calendar)

A calendar allows users to know the availability of the service. Availabilities may be displayed monthly, weekly or daily. A color code indicates the availability for each date. Additionally the price is displayed for each individual date.

3.3.4 Booking panel

It is through this area of the page that reservations are made. The price of the reservation is displayed once the necessary information has been entered. The user can then click on "Book" to complete his request.

The information and options displayed in the panel are:

- ...

3.3.5 Description

Displays the "Description" and "Rules" texts.

3.3.6 Categories

Displays the categories to which the listing belongs.

3.3.7 Characteristics

Allows you to view the characteristics of the listing. The characteristics are organized in groups as defined by the administrator via the Superadministrator's Control Panel.



3.3.8 Ratings and Comments

The ratings and comments allow askers to get an idea of the quality of the service offered. The ratings are displayed in chronological order with the most recent rating at the top of the list. Are displayed:

- The first name of the asker who left his rating
- The date and time (GMT) of the rating
- The comment added by the asker
- The number of stars given by the applicant

3.3.9 Cancellation policy

A block displays the cancellation policy made available by the offeror for this listing.

3.3.10 Offeror block

The offeror block displays:

- His first name (containing a link to his profile)
- If his email has been verified
- If his ID has been verified
- If you he has already performed a service through the platform

3.3.11 Contact button

The contact button is used to send a message to the offeror. It is available only for logged-in users. In the event that a user is not logged in when he clicks on the button, he is redirected to the login / account creation page after which he returns to the original listing. When the user is connected and clicks on the "Contact" button, a field appears allowing him to enter his message.

3.3.12 Similar listings

This area of the page shows 9 similar listings to the one which is being viewed. The listings correspond to the first 9 other search results in the previous search results page.

3.4 Favorite listings

Users' "favorite listings" are available through a link at the top the all the pages. This link allows users to view the listings that they have previously added to their favorites. Favorites are stored in a client-side cookie, making it possible to use the favorites tool as an unlogged user. The disadvantage of this approach is that it is therefore possible to "lose" your favorites for example when you delete your cookies.

4 Shared Asker / Offeror features

4.1 Comments and ratings

Three elements carry a rating: the asker, the offeror and the listing. Each time a service is completed, the asker and the offeror are invited to rate each other. They choose an integer value between 0 and 5 to signify the rating they give in addition to leaving a written comment. The asker issues a rating regarding the offeror's listing, while the offeror issues a rating directly regarding the asker. Thus, the



offeror is not directly rated by the asker, the rating he is assigned is the average rating of his listings. This average is rounded to the nearest integer when shown.

4.1.1 Listing rating

Obtained through the average rating made by askers having made a booking of the listing.

4.1.2 Offeror rating

Obtained through the average rating of the offeror's listings.

4.1.3 Asker rating

Obtained through the average rating made by offerors that were booked by this asker.

4.2 User dashboard

The dashboard consists of the management and monitoring tools available to askers and offerors. It is separated into two "mirror" spaces, the "asker" space and the "offeror" space. Access to each of the two spaces can be setup following only one of the following methods:

- Users will have access to both the "asker" and "offeror" spaces.
- Users will have access to only one of the two spaces depending on the usage they are making. In this scenario a different account must be created if a user wants to use the other user space.
 - o The asker account is created when a booking is made and through the generic user account creation form.
 - o Offeror accounts can only be created through the "Post a listing" procedure.

4.2.1 Inbox (discussion thread)

Each written exchange between an asker and an offeror creates a discussion thread. A thread allows both parties to view current and previous messages that were exchanged in a single page. There are 2 types of threads, a thread linked to a booking and a thread independent of a booking (generated through the "Contact" button of the listing page).

4.2.1.1 Threads linked to a booking

A discussion thread is created for each booking request. The offeror can directly accept a request without any discussion, or discuss with the asker to decide whether to accept or reject the request. Once his choice is made, the offeror clicks on either the "accept" or "decline" buttons at the top of the thread.

4.2.1.2 Independent threads

An independent thread is created when a message is sent through the contact form of a listing. It does not lead directly to a reservation because the asker has not yet entered the required information (start date, duration...).

4.2.2 My listings

This is where offerors view their listings and edit them. The features relative to editing a listing are described in the chapter "Creating and updating a listing".



4.2.3 My bookings

Allows users to view and manage upcoming and past bookings. It is also from here that an offeror and an asker can accept, refuse or cancel a booking according to the choices offered to them. The possible statuses for bookings are:

- Paid
Indicates that the offeror has accepted the request and that the booking has been paid. A voucher is generated in the form of an html page, providing a summary of the booking: booking number, family name and first name of the asker, address, telephone, date, duration, title of the listing and description.
- Declined
Indicates that the offeror has refused the request.
- Expired
Indicates that the offeror has not responded on time and that the request has expired.
- New
Indicates that the request is new and has not yet been processed (nor accepted, nor declined, nor expired). No payment has yet been made.
- Cancelled
Indicates that the booking has been canceled.
- Completed
Indicates that the booking has been completed.
- Payment error
Indicates that there has been an error with the payment (typically the bank rejected the credit card).

4.2.4 My payments

This section enables users to view payments made, wire transfers received and to retrieve invoices.

The information displayed is:

- For the asker:
 - o Payments made:
 - Booking number
 - Payment date
 - Amount paid
 - Commission charged by the platform
 - Status
 - Invoice (link to download the invoice)
 - o Refunds
 - Booking number
 - Refund date
 - Amount refunded
 - Commission charged by the platform
 - Status
 - Invoice (link to download the invoice)
- For the offeror:



- Booking number
- Date of wire transfer (empty if the transfer has not yet been made)
- Amount transferred
- Status
- Invoice (only if the transfer is complete)

The platform issues an invoice only for the part of the commissions it receives. The amount escrowed and paid on to the offeror is not invoiced by the platform, it belongs to the offeror to issue an invoice directly to the asker for the sums he has collected. Therefore, if the offeror or asker commission is set at 0%, then the platform does not issue an invoice to the users that have paid no commission.

The invoice is issued in the form of an html page containing the following information:

- Invoice number
- User first and last name
- User address
- Wire transfer date (if applicable)
- Booking date
- Booking duration
- Commissions received by the platform (Price excluding VAT, VAT, VAT included)
- Booking summary
 - Listing title
 - Start date
 - End date
 - Total amount paid

4.2.5 Ratings and comments

4.2.5.1 List view

The Ratings and Comments area allows you to view the comments received, the comments made and the comments that remain to be sent.

Comments are organized through two tabs, one showing ratings received and the other ratings made.

Each rating displays the following information:

- Booking number
- Listing title
- Cover photo of the listing
- User who rated or was rated
- Date of the rating
- Rating (shown as a number of stars)
- Comment (text)

4.2.5.2 Add a comment

Each user receives an e-mail inviting him to rate the other user at the end of the booking. This email contains a direct link to the page allowing to leave his rating. Independently, when a user opens the



"Ratings and comments" tab, a reminder with a link invites him to add his rating if he hasn't already done so.

By clicking on this link the user is presented with a page containing the following elements:

- Listing title
- Cover photo of the listing
- First name of the user being rated
- Star rating tool (user clicks on a star from the 1st to the 5th to set a rating)
- A field to add a comment to the rating
- A "Save" button and a "Cancel" button

4.2.6 My profile

The "My Profile" area consists of 3 tabs ("About me", "Bank details", "Contact Information"), each allowing the user to enter different information about himself and his account.

4.2.6.1 About me

Give access to the following features:

- Add and delete profile photos
- Edit the profile introductory text
- Define the user's mother tongue
- Define the user's spoken languages

4.2.6.2 Bank details

Enables the user to edit the following fields:

- Last name*
- First name*
- Date of birth*
- Nationality
- Country of residence*
- Occupation
- Annual revenues
- Name appearing on the bank account statement*
- Address*
- IBAN*
- BIC*

4.2.6.3 Contact information

Enables the user to edit the following fields:

- Email
- Country code (phone)
- Phone number
- Password and verification field
- Billing address



- Street and street number
- City
- Post code
- Country

4.3 Registration / Identification

Registration (account creation) is conditional upon compliance with KYC (Know Your Customer) standards as a result of the payment mechanisms deployed on most marketplaces. In the case of platforms offering escrowing services, and in accordance with the payment service provider's specifications, different fields must be filled in in order to create an account.

When an account is created through the platform, an equivalent account is created at the payment service provider in order to allow the management of the financial flows. Thus, some fields used to create an account are made mandatory by the payment service provider.

Depending on the needs of the platform, two types of accounts are provided: accounts for natural persons (individuals) and accounts for legal persons (companies). Each of these account types has different fields.

Identification ensured by email and password.

4.4 Regular & Strong account validation

Regular & Strong account validation are a requirement of KYC standards for users whose trading volume on the platform exceeds a certain amount. Account validation is achieved by retrieving additional information about the user.

Account validation rules are defined by the payment service provider in accordance with the legislation they are submitted to. You will find the definition of the thresholds and strong identification rules for the PSP Mangopay here: <https://docs.mangopay.com/guide/kyc>

5 Transactions / Payments / Escrowing / Commissions

5.1 Payments Service Provider (PSP)

The payment, reimbursement, and transfer processes described in this document are conditional upon the use of the Mangopay payment service provider. Any other compatible payment system can be set up at the request of the customer. The use of another payment provider will require that other processes be implemented on the site, which may incur additional costs.

In order to reduce fraud, a “3D Secure” operation is launched following each payment (usually consisting of sending SMS to validate the cardholder identity).

Card numbers are never stored by the platform.



5.2 Booking (process)

5.2.1 Booking request

On the listing page the asker specifies all the elements necessary for the execution of the service (date, duration...) in order to be directed to the payment page. If he has not already done so, he creates an account or identifies himself and enters his credit card number without any money being debited.

5.2.2 Booking approval

The offerer has a limited time to accept or reject a booking request. If the request is accepted the payment card is debited. Once the payment is approved by the PSP, the contact details of the offerer (phone number, email address, listing location) and the asker (phone number, email address) are displayed on the "Booking" page to both parties.

5.2.3 Declined bookings

5.2.3.1 Offerer

When an offerer declines a booking request, the card isn't debited and the asker is informed by e-mail.

5.2.3.2 Bank (payment error)

When the bank refuses the transaction, the offeror and the asker are informed by email and the request is rejected for cause of a payment error. In this case, the request is treated as a refusal, and the asker must make a new booking request to be able to pay again.

5.2.4 Booking expiration

Offerors have limited time to accept or reject a booking request. When a request expires, it is treated in the same way as an offeror refusal. The deadline is the same across the platform (X units of time), except when the start of the service is earlier than the expiry of the request. In this case, the expiration time is equal to half the time between the request and the booking start (to the nearest unfractioned time unit).

5.2.5 Booking cancellation

When submitting a listing, the provider can choose between two cancellation modes: "strict" cancellations or "relaxed" cancellations. Only askers can cancel bookings.

5.2.5.1 Strict cancellations

In the case of a strict cancellation procedure and depending on the notice period of the cancellation, either a "partial refund" or "no refund" will be applied. The notice period is set in time units of the platform and is common to all the listings. Specifically, if the notice is long enough, the asker will be partially reimbursed, otherwise no amount will be refunded. The cancellation rule is as follows:

- If cancellation < X days, then 0% is refunded
- If cancellation > X days, then Y% are refunded



5.2.5.2 *Relaxed cancellations*

In the event of a cancellation, the asker may be reimbursed in full or in part. The notice period is set in time units of the platform and is common to all listings. As a result, if the notice period is long enough and the asker will be fully reimbursed, if not the asker will only benefit of a partial refund.

The cancellation rule is as follows:

- If cancellation < X days, then Y% are refunded
- If cancellation > X days, then 100% is refunded

5.2.5.3 *Refund rules for asker cancellations*

An asker can cancel his booking at any time as long as the service has not yet begun. Except when the asker is entitled to a full refund, the commission of the site is always levied.

5.2.5.3.1 *Partial refund to the asker*

This method of reimbursement implies that only a part of the sums paid are reimbursed. This is the result of the applicable cancellation rule and the time remaining before the start of the booking at the time of the cancellation. Amounts not refunded to the applicant are paid to the supplier. The site receives in full its commissions, which are deducted from the amounts paid to both parties.

5.2.5.3.2 *Total refund to the asker*

In this case the asker is refunded of all the sums paid, including the commission taken by the platform. This is the result of the applicable cancellation rule and the time remaining before the start of the booking at the time of the cancellation.

5.2.5.3.3 *No refund to the asker*

In the event that no refund is made, the offerer is paid as agreed and the commissions of the platform are fully applied. This is the result of the applicable cancellation rule and the time remaining before the start of the service at the time of cancellation.

5.2.5.3.4 *Refund mechanisms*

Payments made to askers in the case of cancellations are done through a direct refund to the payment card that was initially used. This is not a wire transfer and therefore requires no action on the behalf of the platform administrator.

5.3 *Wire transfers (rules)*

Wire transfers are disbursements made by the platform to the benefit of the offerer. This operation is carried out by the administrator on the payment service provider's platform using the information provided on the Superadministrator's Control Panel.

5.3.1 *Offeror*

5.3.1.1 *Booking*

Transfers to suppliers are initiated X days after the start of the service, in order to allow askers to make a claim about the provided service. Transfers to offerors are initiated manually by the platform administrator.



5.3.1.2 Cancellation

The offeror can receive a transfer in the event of a cancellation, in this case the asker does not receive a full refund.

5.4 Currency management

Due to exchange rate fluctuations, which are exacerbated by the delay between cashin (debit) and cashout (disbursement), all transactions (payments, escrowing and transfers) of the platform are made in a single currency (euro). On the other hand, it is possible to view all prices in the following currencies: euro, dollar, pound sterling, Swiss franc, yen, Canadian dollar, Australian dollar, Russian ruble. The display of prices in currencies other than the euro is only for information purposes. The exchange rate is provided by the European Central Bank. Rates are updated every business day at 17:00 GMT + 1.

5.5 Commissions

The commissions collected by the platform can be applied on the amount paid by the asker and on the sums collected by the offeror. Commissions are set as percentages. It is possible to define an individual commission rate for each user. In the event that a user does not have a specific rate then it is the default rate of the platform that is applied. Commissions are applicable on all transactions except in the case of a total refund of an asker following a cancellation by the asker, in this the commission on the offeror is not collected.

5.5.1 Individual commission

The administrator can apply a specific and individual commission for each user. It is therefore possible to set an individual rate for the asker's commission and the offeror's commission. In the event that a user does not have a specific rate then it is the default rate of the platform that is applied.

5.5.2 Global commissions (default rate)

The platform administrator can change the default commission rate applied to askers and offerors on the platform. When a rate change is made, only new bookings will carry the new rate. All bookings that have been initiated before the rate change will continue to carry the rate that was in effect at the time that the booking was made.

Therefore, if the administrator makes several rate changes, it is possible that multiple bookings carry multiple rates as a result of the repeated default rate change but also as a result of the individual rates that individual users can carry.

6 Other features

6.1 Moderation rules

Post-Moderation: Listing registration and modification are instantly visible on the platform and are moderated by the administrator after they are posted.



6.2 Geolocation

6.2.1 Reverse geocoding

The purpose of reverse geocoding is to determine and then store address information of each listing in a structured manner. For example, the address "3 Canaan Drive Linwood North Carolina" returns the following location structure:

- Street: Canaan Drive
- Post code: 27299
- City: Linwood
- First-level subdivision: Davidson County
- Second-level subdivision: North Carolina
- Country: United States

The information obtained through the reverse geolocation is namely used to create a breadcrumb trail which is shown in the search results page and on the listing pages. This information is created for each language of the platform at the moment when a listing is registered ("United States" in French becomes "Etats-Unis").

6.3 Language Management

The platform can be offered in several languages. The encoding used is UTF-8, making the site compatible with multiple types of characters sets (Arabic, Chinese, Thai ...). This proposal includes setting up the platform in 1 language in Latin characters. The features and technologies to add and manage additional languages are natively embedded in the platform for future use.

6.3.1 Translation of content via the Superadministrator's Control Panel (if multilanguage)

A specific tool is made available through the Control Panel allowing the platform Administrator to translate and update all texts of the platform.

6.3.2 Translation of user generated content (if multilanguage)

User generated content (Listing title, description, user presentation) can be automatically translated to the other the languages of the platform by the use of the automatic translation service offered by Microsoft Bing. Users can either manually enter a translation in several languages or can click on the button "translate automatically" for the translation to be handled by the translation service. Without action on the user's behalf automatic translation is automatically applied.

6.3.3 Geolocation (if multilanguage)

When a listing is registered, structured information about its geolocation is stored in order to be used for searching purposes and in order to display the breadcrumbs. This information is automatically translated into the different languages of the platform, however, in case a language is added at a later stage, a translation must be manually launched for the pre-existing content.

6.4 Listing, booking and user unique identifiers (UID)

Sequential numbering of UIDs of users, bookings and listings makes it possible to reverse engineer critical and strategic information about a platform. In order to prevent unwanted analysis of the



platform data, the UUIDs of these elements are generated randomly in a numeric range from 10.000 to 2.147.483.640.

6.5 Content pages

The platform contains content pages such as the About Us page, Terms and Conditions and so forth.

These pages can be updated through a WYSIWYG HTML editor called Tiny MCE.

7 Superadministrator Control Panel

7.1 Platform KPIs

The key performance indicators shown are:

- Business Volume
Total amount collected through the platform (including commissions)
- Listings published
Number of published listings
- Listings average price
Average default price of listings on the platform
- Users
Total number of users (both offerors and askers)
- Bookings average duration
Average number of time units ordered for each booking
- Bookings
Total amount of booking requests made through the platform (irrespective of their outcome)
- Bookings approved
Total number of bookings approved by offerors
- Bookings declined
Total number of bookings declined by offerors
- Bookings expired
Total number of bookings expired as a result of inaction by offerors
- Bookings cancelled
Total number of bookings cancelled by askers
- Bookings new
Total number of bookings that have yet to be accepted, declined or expire
- Top offerors with expired bookings
Lists the 10 offerors that have had the most expired bookings
- Top offerors with declined bookings
Lists the 10 offerors that have declined the most bookings
- Top offerors with approved bookings
Lists the 10 offerors that have approved the most bookings



7.2 Listing management

7.2.1 List view of Listings

7.2.1.1 Interface

Listings are displayed as a list in a table. The columns presented are:

- Listing ID
- Status of each listing (New, Published, Invalidated, Hidden, Deleted, Needs approval)
- Offeror first and last name
- Offeror email address
- Offeror phone number
- Listing title
- Default price
- Listing average user rating
- Last update date

7.2.1.2 Export

Exports of the following fields are possible as Json, XML, CSV and XLS:

- Listing ID
- Status of each listing (New, Published, Invalidated, Hidden, Deleted, Needs approval)
- Offeror first and last name
- Offeror email address
- Offeror phone number
- Listing title
- Default price
- Listing average user rating
- Last update date

7.2.1.3 Listing search engine

Allows the administrator to perform listing searches using the following fields:

- Offeror first and last name
- Offeror email address
- Offeror phone number
- Listing category
- Listing status
- Creation date
- Update date
- Min price
- Max price
- City
- Country

7.2.1.4 Updating a listing

The following information of a listing is editable through the Administration Control Panel:

- Status of each listing (New, Published, Invalidated, Hidden, Deleted, Needs approval)



- Listing title
- Listing description
- Rules
- Images
- Listing certification

Here the administrator can also give a subjective rating for the listing that will be used for its classification in the search results.

7.2.2 Managing characteristics

7.2.2.1 Characteristics

Allows you to add, modify or delete characteristics of type yes / no. A characteristic is composed of the following information:

- Name
- Description
- Position (Position in the list of characteristics of the same group, defined by entering a numerical value)
- Characteristics group (Allows to define to which group of characteristics this characteristic belongs)

In the case where the platform is multilingual, it belongs to the administrator to enter the translation for each characteristic.

7.2.2.2 Characteristic groups

Allows you to add, modify or delete characteristic groups. The characteristics groups are used to group the characteristics into themes. A group consists of a name and a position.

A group of characteristics consists of the following information:

- Name
- Position (position of the group of characteristics relative to the other groups, defined by entering a numerical value)

7.2.3 Managing categories

Allows the administrator to create, edit, or delete categories and subcategories.

A category is made up of the following information:

- Name
- Parent category

7.3 Transactions

7.3.1 Bookings

Enables the administrator to view the bookings of the platform, to make searches adapted to the administration of the platform and to make exports.

7.3.1.1 Interface

Bookings are displayed as a list in a table. The columns presented are:



- Booking ID
- Listing ID
- Booking status
- Validation state of the booking
- Asker first and last name
- Offeror first and last name
- Listing title
- Amount to pay / paid by the asker
- Booking start date
- Booking end date
- Booking start time (if applicable)
- Booking end time (if applicable)
- Booking expiration date

7.3.1.2 *Export*

Exports of the following fields are possible as Json, XML, CSV and XLS:

- Booking ID
- Listing ID
- Booking status
- Validation state of the booking
- Asker first and last name
- Offeror first and last name
- Listing title
- Amount to pay / paid by the asker
- Booking start date
- Booking end date
- Booking expiration date
- Update date

7.3.1.3 *Bookings search engine*

Allows the administrator to perform listing searches using the following fields:

- Booking ID
- Booking status
- Listing ID
- Listing title
- Asker first and last name
- Offeror first and last name
- Booking expiration date
- Update date
- Max amount
- Min amount

7.3.2 *Wire transfers*

Enables the administrator to view the wire transfers of the platform, to make searches adapted to the administration of the platform and to make exports.



The administrator must initiate transfer orders individually by logging into the PSP interface and entering the required information provided in the Control Panel.

7.3.2.1 Interface

Wire transfers are displayed as a list in a table. The presented columns are:

- Wire transfer ID
- Booking ID and Listing title
- Wire transfer status
- Offeror first and last name
- Listing title
- Booking start date
- Booking end date
- Amount paid by the asker
- Total amount to pay to the offeror promotions excluded
- PSP User ID
- PSP Bank Account ID that will be credited

7.3.2.2 Export

Exports of the following fields are possible as Json, XML, CSV and XLS:

- Wire transfer ID
- Wire transfer status
- Booking ID and Listing title
- Booking status
- Offeror first and last name
- Listing title
- Booking start date
- Booking end date
- Total amount to pay to the offeror promotions excluded
- Amount paid by the asker
- PSP User ID
- PSP User Account ID that will be credited

7.3.2.3 Wire transfer search engine

Allows the administrator to perform wire transfer searches using the following fields:

- Wire transfer ID
- Wire transfer status
- Booking ID
- Booking status
- Offeror first and last name
- Date at which the wire transfer was created

7.3.3 Refunds

Enables the administrator to view the refunds of the platform, to make searches adapted to the administration of the platform and to make exports.



7.3.3.1 Interface

Wire transfers are displayed as a list in a table. The presented columns are:

- Refund ID
- Booking ID
- Refund status
- Asker first and last name
- Listing title
- Booking start date
- Booking end date
- Refund creation date
- Amount paid by the asker
- Amount refunded to the asker
- Refund date
- PSP User ID
- PSP User Account ID that will be credited

7.3.3.2 Export

Exports of the following fields are possible as Json, XML, CSV and XLS:

- Refund ID
- Booking ID
- Refund status
- Asker first and last name
- Listing title
- Booking start date
- Booking end date
- Refund creation date
- Amount paid by the asker
- Amount refunded to the asker
- Refund date
- PSP User ID
- PSP User Account ID that will be credited

7.3.3.3 Refunds search engine

Allows the administrator to perform wire transfer searches using the following fields:

- Refund ID
- Refund status
- Booking ID
- Asker first and last name
- Refund creation date

7.4 Users and interactions

7.4.1 Users

7.4.1.1 Interface

Users are displayed as a list in a table. The presented columns are:



- User ID
- PSP User ID
- First and last name
- Activation status (yes/no)
- Locked (yes/no)
- Commission rate as an asker (editable)
- Commission rate as an offeror (editable)
- Listings (shows the first 5 listings of this user)
- Account creation date
- Link to the complete list of this user's listings

7.4.1.2 *Export*

Exports of the following fields are possible as Json, XML, CSV and XLS:

- User ID
- First name
- Last name
- Email
- Activation status
- Locked
- Account creation date
- PSP User ID

7.4.1.3 *User search engine*

Allows the administrator to perform user searches using the following fields:

- User ID
- First and last name
- Locked (oui/non)
- Email

7.4.1.4 *Personification*

This tool allows the administrator to log into the account of any user without using the user's password, as if he had logged in via his account. The operation to do this is as follows:

- In the front office, log in with the administrator credentials.
- From the Control Panel, on the "Users" page, click on the "Personification" icon of the user account to which you want to connect to.
- This opens the frontend of the platform, the administrator is now logged into the selected user's account

7.4.2 *Messages*

This tool allows the administrator to follow the messages exchanged between the users of the platform.

7.4.2.1 *Interface*

Users are displayed as a list in a table. The presented columns are:

- Message ID



- Message type
- Booking ID
- Listing title
- From
- To
- Date
- Thread (gives access to the entire thread)
- View (enables admin to view the full message)

7.4.2.2 *Export*

Exports of the following fields are possible as Json, XML, CSV and XLS:

- Message ID
- Booking ID
- Listing title
- From
- To
- Date

7.4.2.3 *Messages search engine*

Allows the administrator to perform message searches using the following fields:

- Message type
- From
- To
- Date
- Keyword search

7.4.3 *Ratings*

This tool makes it possible to follow the ratings made between offerors and askers of the platform.

7.4.3.1 *Interface*

Users are displayed as a list in a table. The presented columns are:

- Rating ID
- Rated by
- User being rated
- Listing title
- Rating (0 to 5)
- Comment
- Date
- View (gives a complete view of the rating)

7.4.3.2 *Export*

Exports of the following fields are possible as Json, XML, CSV and XLS:

- Rating ID
- Rated by
- User being rated



- Listing title
- Rating (0 to 5)
- Comment
- Date

7.4.3.3 Ratings search engine

Allows the administrator to perform message searches using the following fields:

- Rating (0 to 5)
- Rated by
- User being rated
- Listing title
- Date
- Keyword search

7.5 Platform management

7.5.1 Page Content Management

Enables the Superadministrator to add, edit and delete content pages.

7.5.1.1 Interface

Users are displayed as a list in a table. The presented columns are:

- Page ID
- Title
- Description
- Published (yes / no)
- Creation date
- Action buttons (edit, delete)

7.5.1.2 Creating and editing a page

Pages are managed through the following fields:

- Page title
- Page content edition through an HTML WYSIWYG editor (Tiny MCE)
- Meta Title
- Meta Description
- Slug (page URL)
- Publication status (published / not published)

7.5.1.3 Page search engine

Allows the administrator to perform searches for pages using the following fields:

- Page title
- Description
- Publication status (published or not)
- Creation date



7.5.2 Contact

Allows the administrator to find all the messages sent via the general contact form on the publicly accessible “Contact” page. These messages are also cc’d to the administrator’s e-mail address.

7.5.2.1 Interface

Users are displayed as a list in a table. The presented columns are:

- Message ID
- Status
- First name
- Last name
- Email
- Phone
- Subject
- Creation date
- Link to view the full message

7.5.2.2 Message search engine

Allows the administrator to perform message searches using the following fields:

- Status
- First name
- Last name
- Email
- Phone
- Subject

7.6 Text and Translations management

Allows the administrator to modify all the texts and their translations which are not editable / translatable elsewhere on Administration Control Panel. Through this tool, all the texts of the platform (including emails) are editable and translatable (if applicable).

The texts of the platform are presented as groups of text (grouped by coding concepts) and displayed under 3 columns:

- Text ID
- Editable text (field containing the content you can edit)
- Other available translations (if available)
- Path in the source code where the text is called

A language selector lets you choose the language in which you want to make changes.

8 Transactional emails

Transactional emails are sent to users at different moments of their usage of the marketplace. We provide a canvas of pre-existing mails. You can modify the texts and translate them via your back office. The emails consist of texts and variables.



8.1 Variables available in the transactional emails

[Time_unit]: time unit, eg "time" or "day"

[Sitename]: Corresponds to the site name (and not necessarily to the domain name)

[Company_name]: Official name of the Company as it appears in the Commercial Register

[Company_phone]: company telephone number

[Full_company_adress]: Company postal address

[Firstname]: first name of user

[Asker_firstname]: name of the asker

[Asker_lastname_1stletter]: 1st letter of asker's name

[Asker_lastname]: last name of the asker

[Offeror_firstname]: first name of the offerer

[Offeror_lastname_1stletter]: 1st letter of the offeror's last name

[Offeror_lastname]: last name of the offerer

[Listing_calendar_edit_url]: link to the calendar management page

[Listing_title]: title of the listing as defined by the offerer

[Listing_public_url]: Public URL of the listing

[Default_booking_expiry_length]: default duration before expiration of reservation

[Booking_start_date]: booking start date

[Booking_end_date]: booking end date

[Booking_duration]: duration of the booking

[Booking_minus_fees]: booking amount minus the platform fees (commission)

[Booking_total_amount]: total amount paid for the booking

[Booking_uid]: unique identifier of the booking

[Booking_url]: link to the booking page that contains the discussion thread

[Offeror_wiretransfer_date]: date at which the wire transfer will be executed

[Profile_payment_info_url]: link to the page where the user enters his bank details

[Booking_request_expiry_date]: day / time at which the booking request expires

[Offeror_to_asker_review_url]: link to the page to rate the asker

[Asker_to_offeror_review_url]: link to the page to rate the offerer



[My_listings_url]: link to the page "My Listings"

[Thread_url]: link to the discussion thread

[Offeror_paymnets_list]: link to the "My Payments" page in the offeror dashboard

[Offeror_booking_acceptation_message]: displays the message written by the offeror when accepting or refusing a booking request

[Asker_booking_acceptation_message]: displays the message written by the asker when making a booking request

[Similar_booking_listings_url]: link to search results for same city as the listing being discussed

[Cancellation_policy_title]: title of the refund rule

[Cancellation_policy_description]: description of the refund rule

[Asker_cancellation_amount]: amount to be paid to the asker following a cancellation

[Offeror_cancellation_amount]: amount to be paid to the offerer following a cancellation

[Bo_my_payments]: link to the "My Payments" page

8.2 Email signatures

All mails contain a signature at the end of the message.

8.2.1 EN

All the best,

The [sitename] team

[company_phone]

[company_email]

[full_company_adress]

© 2015 all right reserved [company_name]

8.2.2 FR

A bientôt,

L'équipe [sitename]

[company_phone]

[company_email]

[full_company_adress]

© 2015 all right reserved [company_name]

8.3 Emails sent to all users

8.3.1 Account creation

This mail is sent once you've created an account.



8.3.1.1 EN

Subject: Your account on [sitename] has been created

Welcome [firstname]!

Thank you for joining our website. Your account is now active.

8.3.1.2 FR

Subject: Votre compte sur [sitename] a été créé

Bienvenue [firstname] !

Votre compte a été créé. Nous sommes heureux de vous compter parmi nous.

8.3.2 Password recovery

This email is sent when performing a password recovery.

8.3.2.1 EN

Subject: Password recovery

Hello [firstname],

Click on the following link to set a new password : [password_reset_link]

8.3.2.2 FR

Subject: Réinitialisation de mot de passe

Bonjour [firstname],

Cliquez sur ce lien pour réinitialiser votre mot de passe : [password_reset_link]

8.3.3 Message received

This message indicates that the user has received a new message.

8.3.3.1 EN

Subject: You have received a new message

Hi [firstname],

You have received a message, click here to read it: [thread_url]

8.3.3.2 FR

Subject: Vous avez reçu un nouveau message

Bonjour [firstname],

Vous avez reçu un message, cliquez ici pour le lire : [thread_url]

8.4 Emails sent to the offeror

8.4.1 Listing activated

This mail is sent when a user publishes his listing.



8.4.1.1 EN

Subject: Your listing has been published

Congratulations [firstname]!

Your listing is now publicly visible. In order to push it to the top of the search results keep in mind the following:

- Keep your calendar updated. A listing with a recently updated calendar will show higher up in the rankings. ([update your calendar](#))[listing_calendar_edit_url]
- You have [default_booking_expiry_length] to either accept or refuse requests. If you let them expire you'll get negative points and your listing will rank down.
- Try to reply to messages quickly, faster response times are appreciated by users and provide a better ranking for your listing.

You can view your public listing here: [listing_public_url]

8.4.1.2 FR

Subject: Votre annonce est maintenant visible

Félicitations [firstname] !

Votre annonce est maintenant publiquement visible. Afin de la faire remonter dans les résultats de recherche suivez ces conseils :

- Gardez votre agenda à jour. Une annonce dont l'agenda a récemment été mis jour apparaîtra plus haut dans les résultats de recherche. ([actualiser mon agenda](#))[listing_calendar_edit_url]
- Vous avez [default_booking_expiry_length] pour accepter ou refuser une demande. Quel que soit votre choix, ne laissez pas vos demandes expirer au risque de chuter dans le classement.
- Répondez rapidement aux demandes que vous recevez, le temps de réponse étant pris en compte dans le classement des résultats (en plus c'est apprécié des utilisateurs).

Vous pouvez visualiser votre annonce publique ici : [listing_public_url]

8.4.2 Booking request

This email is sent when the offerer receives a booking request.

8.4.2.1 EN

Subject: New booking request ([booking_minus_fees]) ([booking_uid])

Hi [firstname],

You have a new booking request from [asker_firstname] [asker_lastname_1stletter]. Here are the details:

- Listing: [[listing_title](#)][listing_public_url]
- Start date: [booking_start_date]
- End date: [booking_end_date]
- Duration: [booking_duration] [time_unit]
- Your earnings: [booking_minus_fees]



View this booking request to accept or decline it[booking_request_URL]. Keep in mind that this booking request will expire on [booking_request_expiry_date].

8.4.2.2 FR

Subject: Vous avez reçu une nouvelle demande ([booking_minus_fees]) ([booking_uid])

Bonjour [firstname],

Vous avez reçu une nouvelle demande de la part de [asker_firstname] [asker_lastname_1stletter].
Voici un récapitulatif de la demande :

- Annonce : [listing_title][listing_public_url]
- Date de début : [booking_start_date]
- Date de fin : [booking_end_date]
- Durée : [booking_duration] [time_unit]
- Vos revenus : [booking_minus_fees]

Visualisez la demande pour l'accepter ou la refuser[booking_request_URL]. Cette demande expirera le [booking_request_expiry_date].

8.4.3 Booking request approved and payment successful

This email is sent when the offerer has accepted a booking and the payment has been accepted.

8.4.3.1 EN

Subject: Booking confirmation ([booking_uid])

Hi [firstname],

The booking made by [asker_firstname] [asker_lastname] is now confirmed.

Here are the booking details:

- Listing: [listing_title][listing_public_url]
- Start date: [booking_start_date]
- End date: [booking_end_date]
- Duration: [booking_duration] [time_unit]

Your wire transfer of [booking_minus_fees] will be made on the following date:
[offeror_wiretransfer_date]

If you haven't already done so, please enter your bank account details so we may wire you your money: [profile_payment_info_url]

The cancellation policy you selected is the following:

[cancellation_policy_title]

[cancellation_policy_description]

You can contact [asker_firstname] [asker_lastname] on this page: [booking_url]

8.4.3.2 FR

Subject: Réservation confirmée ([booking_uid])



Bonjour [firstname],

La réservation faite par [asker_firstname] [asker_lastname] est confirmée.

Voici le récapitulatif de la réservation :

- Annonce: [listing_title][listing_public_url]
- Date de début: [booking_start_date]
- Date de fin: [booking_end_date]
- Durée: [booking_duration] [time_unit]

Un virement en votre faveur de [booking_minus_fees] sera effectué à la date suivante :
[offeror_wiretransfer_date]

Si vous ne l'avez pas déjà fait, pensez à renseigner votre IBAN pour recevoir vos fonds :
[profile_payment_info_url]

La politique d'annulation que vous avez sélectionnée est la suivante :

[cancellation_policy_title]
[cancellation_policy_description]

Vous pouvez contacter [asker_firstname] [asker_lastname] directement sur cette page :
[booking_url]

8.4.4 Payment error

This email is sent when the PSP rejects a payment.

8.4.4.1 EN

Subject: Payment declined ([booking_uid])

Hi [firstname],

Unfortunately, the payment for this reservation has been declined. [asker_firstname] [asker_lastname_1stletter] has been asked to try again. In that case you will receive a new reservation request.

You can contact [asker_firstname] [asker_lastname_1stletter] on this page: [booking_url]

8.4.4.2 FR

Subject: Paiement refusé ([booking_uid])

Bonjour [firstname],

Le paiement par [asker_firstname] [asker_lastname_1stletter] pour cette réservation a été refusé. Il en a été informé et nous lui avons demandé de renouveler sa demande. Dans ce cas vous recevrez une nouvelle demande de réservation.

Vous pouvez contacter [asker_firstname] [asker_lastname_1stletter] sur cette page : [booking_url]

8.4.5 Booking declined

This email is sent when the offeror declines a booking request.



8.4.5.1 EN

Subject: You have turned down a reservation ([booking_uid])

Hi [firstname],

You have turned down a reservation of [booking_minus_fees].

We do our best to provide you with quality requests that match the availabilities and prices you have set.

If you turned down this request because you were in fact unavailable then please update your calendar through this link: [listing_calendar_edit_url]

Updating your calendar frequently pushes your listing to the top of the search results.

Don't hesitate to let us know if there is anything we can do to make these requests match your requirements better.

8.4.5.2 FR

Subject: Vous avez rejeté une demande de réservation ([booking_uid])

Bonjour [firstname],

Vous avez rejeté une réservation de [booking_minus_fees].

Nous faisons de notre mieux pour vous transmettre uniquement des demandes qui correspondent au budget et aux disponibilités que vous avez renseignées.

Si vous avez refusé cette réservation pour cause d'indisponibilité veuillez dès à présent mettre à jour votre calendrier en suivant ce lien : [listing_calendar_edit_url]

En mettant votre calendrier à jour régulièrement vous améliorez la position de votre annonce sur les résultats de recherche.

Surtout n'hésitez pas à nous faire part de vos remarques afin que nous améliorions les demandes de réservation qui vous sont envoyées.

8.4.6 Expiration alert

This email is sent 2 hours before a booking request expires.

8.4.6.1 EN

Subject: A reservation request is about to expire ([booking_minus_fees]) ([booking_uid])

Hi [firstname],

The following reservation is about to expire:

- Listing: [listing_title][listing_public_url]
- Start date: [booking_start_date]
- End date: [booking_end_date]
- Duration: [booking_duration] [time_unit]
- Your earnings: [booking_minus_fees]
- Expiry time: [booking_request_expiry_date]



Be aware that it is best that you do not let the request expire as that will have a negative impact on your position in the search results.

You can click on the following link to accept or reject the request: [booking_url]

8.4.6.2 FR

Subject: Une demande de réservation va expirer ([booking_minus_fees]) ([booking_uid])

Bonjour [firstname],

La demande de réservation suivante arrive à expiration :

- Annonce : [listing_title][listing_public_url]
- Date de début : [booking_start_date]
- Date de fin : [booking_end_date]
- Durée : [booking_duration] [time_unit]
- Vos revenus : [booking_minus_fees]
- Heure d'expiration : [booking_request_expiry_date]

Nous vous rappelons qu'il est important de ne pas laisser une demande expirer, au risque de voir votre annonce chuter dans les résultats de recherche.

Vous pouvez accepter ou refuser cette demande en suivant ce lien : [booking_url]

8.4.7 Booking request expiration

This email is sent when a booking request expires.

8.4.7.1 EN

Subject: A reservation request has expired ☹ ([booking_uid])

Hi [firstname],

The following reservation has expired:

- Listing: [listing_title][listing_public_url]
- Start date: [booking_start_date]
- End date: [booking_end_date]
- Duration: [booking_duration] [time_unit]
- Your earnings: [booking_minus_fees]

If you wish to you can still contact [asker_firstname] [asker_lastname_1stletter] here: [booking_url]

Be aware that it is best that you do not let the requests expire as that has a negative impact on your position in the search results.

8.4.7.2 FR

Subject: Une demande de réservation a expiré ([booking_uid])

Bonjour [firstname],

La demande de réservation suivante a expiré :

- Annonce: [listing_title][listing_public_url]



- Date de début: [booking_start_date]
- Date de fin: [booking_end_date]
- Durée: [booking_duration] [time_unit]
- Vos revenus: [booking_minus_fees]

Si vous le souhaitez, vous pouvez encore contacter [asker_firstname] [asker_lastname_1stletter] en suivant ce lien : [booking_url]

Nous vous rappelons qu'il est important de ne pas laisser une demande expirer, au risque de voir votre annonce chuter dans les résultats de recherche.

8.4.8 Offerer rates asker

This mail is sent X hours after the end of the booking so that the offerer rates the asker.

8.4.8.1 EN

Subject: Please review [asker_firstname] [asker_lastname_1stletter] ([booking_uid])

Hi [firstname],

By clicking on the following link you will be able to leave your review on [asker_firstname] [asker_lastname_1stletter]: [offeror_to_asker_review_url]

Leaving reviews greatly increases your ranking on our search engine as it indicates that you are an active member of our community.

8.4.8.2 FR

Subject: Donnez votre avis sur [asker_firstname] [asker_lastname_1stletter] ([booking_uid])

Bonjour [firstname],

Veuillez laisser votre avis sur [asker_firstname] [asker_lastname_1stletter] en cliquant sur ce lien: [offeror_to_asker_review_url]

Les avis vous permettent d'améliorer grandement votre position sur notre moteur de recherche car cela indique que vous êtes un membre actif de notre communauté.

8.4.9 Cancellation by the asker

This email is sent if the asker cancels the booking.

8.4.9.1 EN

Subject: [asker_firstname] [asker_lastname_1stletter] has cancelled his booking ☹ ([booking_uid])

Hi [firstname],

The following reservation has been cancelled by [asker_firstname] [asker_lastname_1stletter]:

- Listing: [listing_title][listing_public_url]
- Start date: [booking_start_date]
- End date: [booking_end_date]
- Reservation number: ([booking_uid])

The cancellation policy you selected is the following:



[cancellation_policy_title]
[cancellation_policy_description]

In accordance to this, the outstanding payment to be made to you is [offeror_cancellation_amount].
When an amount has to be paid, wire transfers are made 4 business days after the cancellation.

8.4.9.2 FR

Subject: [asker_firstname] [asker_lastname_1stletter] a annulé sa réservation ☹ ([booking_uid])

Bonjour [firstname],

La réservation suivante a été annulée par [asker_firstname] [asker_lastname_1stletter] :

- Annonce : [listing_title][listing_public_url]
- Date de début : [booking_start_date]
- Date de fin : [booking_end_date]
- Numéro de réservation: ([booking_uid])

La politique d'annulation que vous avez sélectionnée est la suivante :

[cancellation_policy_title]
[cancellation_policy_description]

En accord avec les conditions d'annulation que vous avez choisi, le montant qui vous est dû est de [offeror_cancellation_amount]. Si une somme vous est due votre virement sera exécuté sous 4 jours ouvrés.

8.4.10 Imminent booking start

This email is sent 24 hours before the start of a booking.

8.4.10.1 EN

Subject: Your booking tomorrow ([booking_uid])

Hi [firstname],

This is a reminder that you have a booking tomorrow.

Here are the booking details:

- Listing: [listing_title][listing_public_url]
- Start date: [booking_start_date]
- End date: [booking_end_date]
- Duration: [booking_duration] [time_unit]

You can contact [asker_firstname] [asker_lastname] on this page: [booking_url]

8.4.10.2 FR

Subject: Votre réservation demain ([booking_uid])

Bonjour [firstname],

Ceci est un rappel pour votre réservation de demain :



- Annonce: [listing_title][listing_public_url]
- Date de début: [booking_start_date]
- Date de fin: [booking_end_date]
- Durée: [booking_duration] [time_unit]

Vous pouvez contacter [asker_firstname] [asker_lastname] directement sur cette page :
[booking_url]

8.4.11 Wire transfer

This message is sent when a wire transfer is made to the offeror.

8.4.11.1 EN

Subject: Your wire transfer of [booking_minus_fees] has been executed ([booking_uid])

Hi [firstname],

Your wire transfer of [booking_minus_fees] for booking [booking_uid][booking_url] has been successfully executed. Please allow for a couple of days for the funds to appear in your account.

You can view your payments here: [offeror_paymnets_list]

8.4.11.2 FR

Subject: Un virement de [booking_minus_fees] a été exécuté en votre faveur ([booking_uid])

Bonjour [firstname],

Un virement de [booking_minus_fees] pour la réservation [booking_uid][booking_url] a été exécuté en votre faveur. Il se peut que celui-ci ne soit visible sur votre compte qu'au terme de quelques jours.

Vous pouvez suivre vos paiements ici : [offeror_paymnets_list]

8.4.12 Celendar update

This is a reminder sent every month inviting the offerer to update his agenda.

8.4.12.1 EN

Subject: Rank up in our search results to get more bookings

Hi [firstname],

Updating your calendar will rank your listing up in the search results. In particular, you should specifically state the periods that are available (and not just leave them by default empty).

You can click on the following link to update your calendar: [my_listings_url]

8.4.12.2 FR

Subject: Améliorez votre position et obtenez plus de demandes

Bonjour [firstname],

En mettant à jour votre agenda vous améliorez automatiquement le positionnement de vos annonces sur notre site. En particulier vous devriez spécifier vos dates de disponibilité plutôt que de les laisser vides.



Vous pouvez mettre à jour votre agenda en suivant ce lien : [my_listings_url]

8.5 Emails sent to the asker

8.5.1 Booking request

Mail sent when the asker makes a booking request.

8.5.1.1 EN

Subject: Confirmation of your booking request ([booking_uid])

Hi [firstname],

You have made a new booking request to [offeror_firstname] [offeror_lastname_1stletter]. Here are the details of your booking request:

- Listing: [listing_title][listing_public_url]
- Start date: [booking_start_date]
- End date: [booking_end_date]
- Duration: [booking_duration] [time_unit]
- Price: [booking_total_amount]

You will only be charged if [offeror_firstname] [offeror_lastname_1stletter] accepts your request.

This booking request will expire on [booking_request_expiry_date].

8.5.1.2 FR

Subject: Confirmation de votre demande de réservation ([booking_uid])

Bonjour [firstname],

Vous avez effectué une nouvelle demande de de réservation à [offeror_firstname] [offeror_lastname_1stletter]. Voici un récapitulatif de la demande :

- Annonce : [listing_title][listing_public_url]
- Date de début : [booking_start_date]
- Date de fin : [booking_end_date]
- Durée : [booking_duration] [time_unit]
- Montant : [booking_total_amount]

Vous serez débité uniquement si [offeror_firstname] [offeror_lastname_1stletter] accepte votre demande.

Cette demande expirera le [booking_request_expiry_date].

8.5.2 Booking request approved and payment successful

This email is sent when the offerer has accepted a booking and the payment has been accepted.

8.5.2.1 EN

Subject: Booking confirmation ☺ ([booking_uid])

Congratulations!

Your booking has been confirmed and your payment of [booking_total_amount] has been accepted.



Here are the booking details:

- Listing: [listing_title][listing_public_url]
- Start date: [booking_start_date]
- End date: [booking_end_date]
- Duration: [booking_duration] [time_unit]

You can contact [offeror_firstname] [offeror_lastname] on this page: [booking_url]

You can download your invoice here: [bo_my_payments]

8.5.2.2 FR

Subject: Réservation confirmée 😊 ([booking_uid])

Félicitations !

Votre demande de réservation a été acceptée ainsi que votre paiement de [booking_total_amount].

Voici le récapitulatif de la réservation :

- Annonce: [listing_title][listing_public_url]
- Date de début: [booking_start_date]
- Date de fin: [booking_end_date]
- Durée: [booking_duration] [time_unit]

Vous pouvez contacter [offeror_firstname] [offeror_lastname] directement sur cette page : [booking_url]

Vous pouvez télécharger votre facture ici : [bo_my_payments]

8.5.3 Payment error

This email is sent when the PSP rejects a payment.

8.5.3.1 EN

Subject: Payment declined ([booking_uid])

Hi [firstname],

Unfortunately your payment for this reservation has been declined. As a result your request has been cancelled. You can try again by clicking on this link: [listing_public_url]

You can contact [offeror_firstname] [offeror_lastname_1stletter] on this page: [booking_url]

8.5.3.2 FR

Subject: Paiement refusé ([booking_uid])

Bonjour [firstname],

Malheureusement votre paiement a été refusé. En conséquence votre réservation a été annulée. Vous pouvez effectuer une nouvelle demande de réservation en cliquant ici : [listing_public_url]

Vous pouvez contacter [offeror_firstname] [offeror_lastname_1stletter] sur cette page: [booking_url]



8.5.4 Booking declined

This email is sent when the offeror declines a booking request.

8.5.4.1 EN

Subject: Your booking request has been rejected ☹ ([booking_uid])

Hi [firstname],

Your booking request has been rejected. Although very rare, refusals do occur mainly as a result of out of date calendars.

Nothing has been charged to you.

Click here to view other listings to book from: [similar_booking_listings_url]

8.5.4.2 FR

Subject: Votre demande de réservation a été refusée ☹ ([booking_uid])

Bonjour [firstname],

Votre demande de réservation a été refusée. Bien que rares, les refus sont généralement causés par un calendrier qui a été mal renseigné.

Aucune somme ne vous a été débitée.

Cliquez ici pour effectuer une nouvelle demande : [similar_booking_listings_url]

8.5.5 Booking request expiration

This email is sent when a booking request expires.

8.5.5.1 EN

Subject: Your booking request has expired ☹ ([booking_uid])

Hi [firstname],

Your booking request has expired as we didn't receive a confirmation in time. Nothing has been charged to you.

Click here to view other listings to book from: [similar_booking_listings_url]

8.5.5.2 FR

Subject: Votre demande de réservation a expirée ☹ ([booking_uid])

Bonjour [firstname],

Votre demande de réservation a expiré car nous n'avons pas reçu de confirmation dans les délais impartis. Aucune somme ne vous a été débitée.

Cliquez ici pour effectuer une nouvelle demande : [similar_booking_listings_url]

8.5.6 Imminent booking start

This email is sent 24 hours before the start of a booking.



8.5.6.1 EN

Subject: Your booking tomorrow ([booking_uid])

Hi [firstname],

This is a reminder that you have a booking tomorrow.

Here are the booking details:

- Listing: [listing_title][listing_public_url]
- Start date: [booking_start_date]
- End date: [booking_end_date]
- Duration: [booking_duration] [time_unit]

You can contact [offeror_firstname] [offeror_lastname] on this page: [booking_url]

8.5.6.2 FR

Subject: Votre réservation demain ([booking_uid])

Bonjour [firstname],

Ceci est un rappel pour votre réservation de demain :

- Annonce: [listing_title][listing_public_url]
- Date de début: [booking_start_date]
- Date de fin: [booking_end_date]
- Durée: [booking_duration] [time_unit]

Vous pouvez contacter [offeror_firstname] [offeror_lastname] directement sur cette page :
[booking_url]

8.5.7 Asker rates asker

This mail is sent X hours after the end of the booking so that the asker rates the offeror.

8.5.7.1 EN

Subject: Please review [offeror_firstname] [offeror_lastname_1stletter] ([booking_uid])

Hi [firstname],

We hope that the review system helped you when you made your booking. We encourage you to help others in the same way.

By clicking on the following link you will be able to leave your review on [offeror_firstname] [offeror_lastname_1stletter]: [asker_to_offeror_review_url]

8.5.7.2 FR

Subject: Donnez votre avis sur [asker_firstname] [asker_lastname_1stletter] ([booking_uid])

Bonjour [firstname],

Nous espérons que les avis vous ont été utiles pour faire votre choix lors de votre réservation. Nous vous encourageons aussi à laisser votre avis pour aider les autres dans leur choix.



Vous pouvez laisser votre avis sur [asker_firstname] [asker_lastname_1stletter] en cliquant sur ce lien : [offeror_to_asker_review_url]

8.5.8 Cancellation by the asker

This email is sent if the asker cancels the booking.

8.5.8.1 EN

Subject: You have cancelled your booking ([booking_uid])

Hi [firstname],

You have cancelled the following booking:

- Listing: [listing_title][listing_public_url]
- Start date: [booking_start_date]
- End date: [booking_end_date]
- Reservation number: ([booking_uid])

The cancellation policy for this booking is the following:

[cancellation_policy_title]

[cancellation_policy_description]

In accordance to this, the reimbursement to be made to you is [asker_cancellation_amount].

When an amount has to be paid, wire transfers are made 4 business days after the cancellation.

To receive your funds please provide your bank account details: [profile_payment_info_url]

8.5.8.2 FR

Subject: Vous avez annulé votre réservation ([booking_uid])

Bonjour [firstname],

Vous avez annulé la réservation suivante :

- Annonce : [listing_title][listing_public_url]
- Date de début : [booking_start_date]
- Date de fin : [booking_end_date]
- Numéro de réservation: ([booking_uid])

La politique d'annulation de cette réservation est la suivante :

[cancellation_policy_title]

[cancellation_policy_description]

En accord avec ces conditions d'annulation, le montant de votre remboursement est de [asker_cancellation_amount].

Si une somme vous est due votre virement sera exécuté sous 4 jours ouvrés.

Pour recevoir vos fonds vous devez renseigner vos coordonnées bancaires :

[profile_payment_info_url]



9 Technologies and techniques

9.1 PHP with Symfony 2

The platform is built in PHP using Symfony 2. You can view the source code of the open source part of the project here: <https://github.com/Cocolabs-SAS/cocorico>

You can view the demo here: <http://demo.cocorico.io>

You can view the Superadministration Control Panel here:
<http://demo.cocorico.io/btqN31Z479F3gsT/>

User: super-admin@cocorico.rocks

Password : super-admin

9.2 Translations API

The API used for the translations is Bing Translation.

9.3 Google Maps API & Google Places API

The geolocation APIs that are used are Google Maps API and Google Places API.