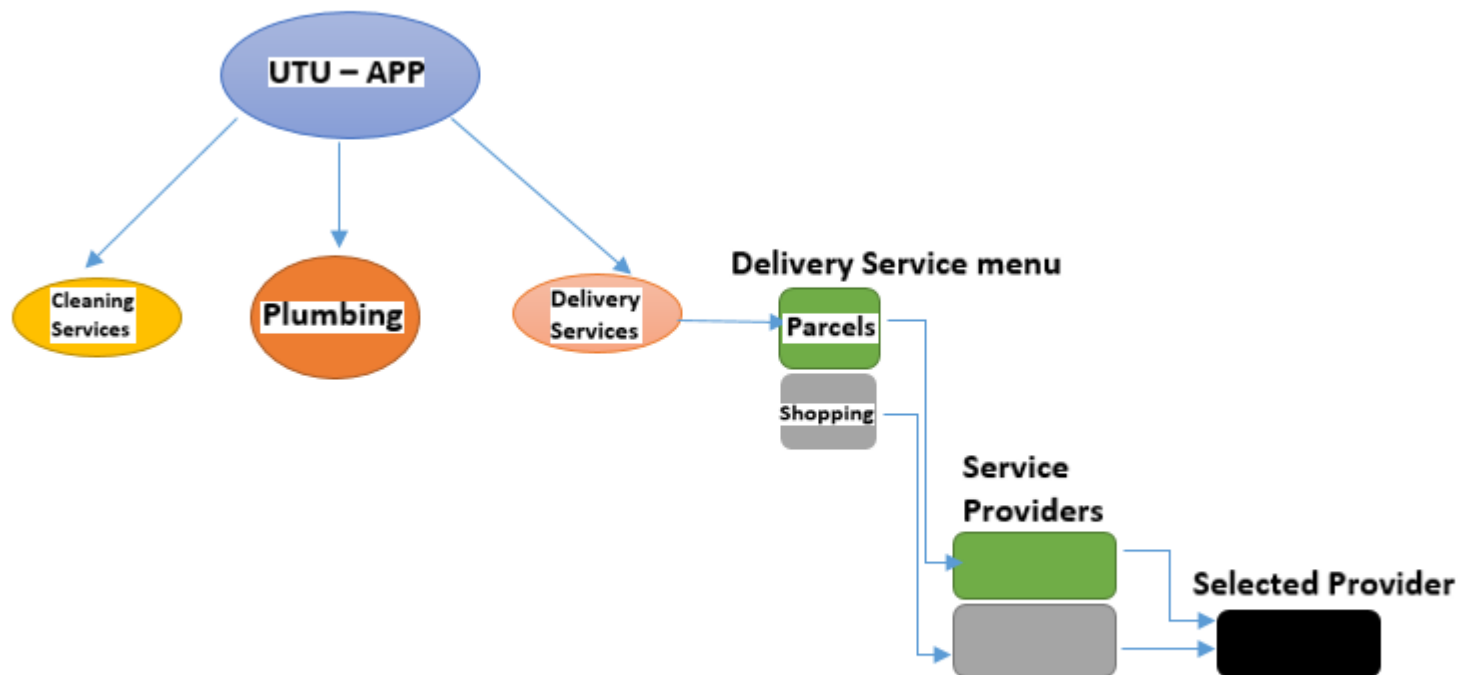




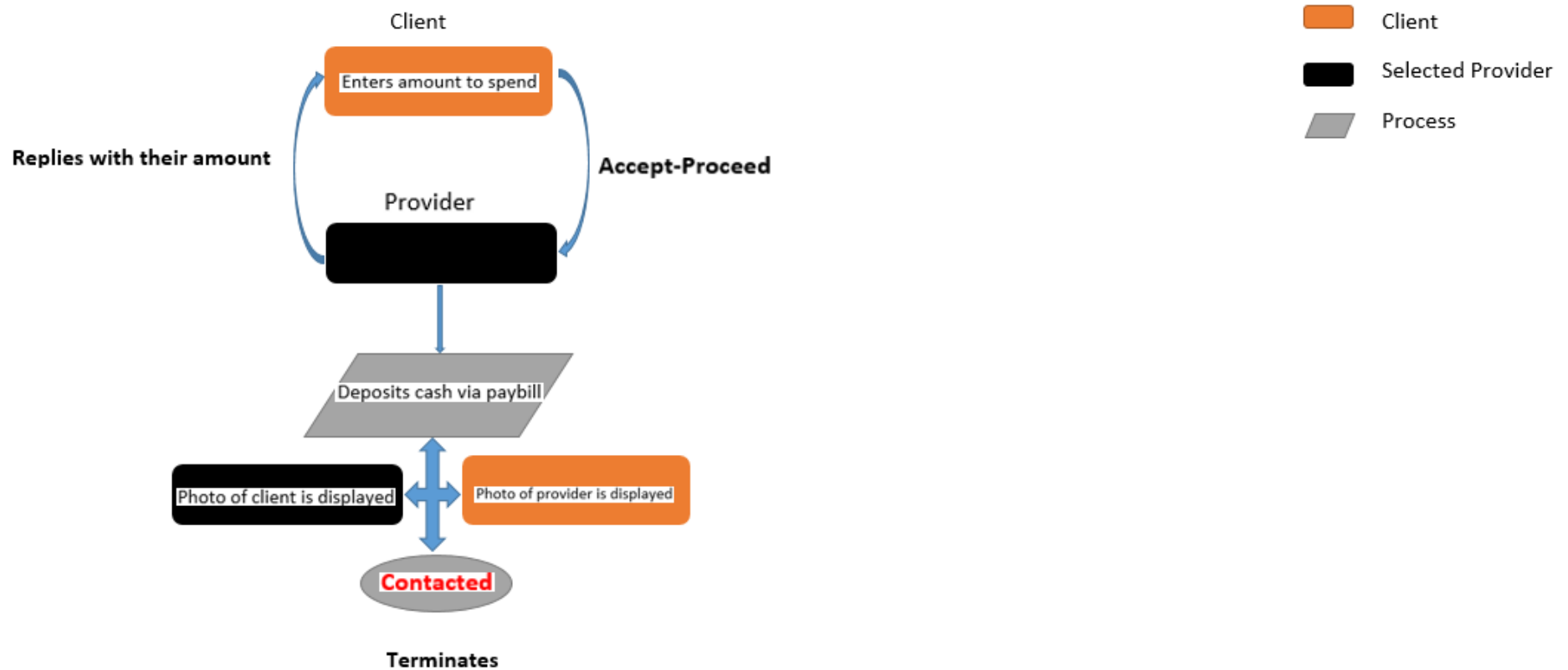
Flow Chart

Module: Delivery Service





Communication Process





Mantiki Plan Solutions Ltd, Upper Hill Nairobi



Process

A Client cannot be a service provider but a service provider can be a client.

Providers can enlist to offer more than one service.

Client logs a request for a particular service and when they need it; specific place, time and how much they are willing to pay.

System searches for service providers available in that vicinity and presents list for those that are online to client.

Client selects a service provider plus amount they are willing to spend.

Provider may respond with a counter offer or accept the request.

When they come to an agreement, client deposits service fee in pay bill, if payment mode selected is mobile money.

The system then sends the provider the clients' first name and to the client, they receive a photo and first name of the provider.

Both client and provider alert the app when they make contact.

One can also book services in advance.

When service is wrapped up, it will be the responsibility of both parties to alert app so as to ensure client is safe and provider has been paid agreed amount, and then client rates provider.

Signed;

J. m. Nyiro