**Feedback and comments on Status Report of customization work sent on 1st May 2020**

**(Complementary document). (2020-09-05)**

**Front End URL:** [**https://demo72.logicspice.com/gigger\_custom/**](https://demo72.logicspice.com/gigger_custom/)

**Backend URL:** [**https://demo72.logicspice.com/gigger\_custom/admin/admins/login**](https://demo72.logicspice.com/gigger_custom/admin/admins/login)

**Username: zidfid**

**Password: zidfid\_admin**

Kindly go through the following comments and feedbacks based on my preliminary testing of the work on your demo server:

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**Feedback (2020-08-31): Regarding Live service and API integration:**

**I could not test a live class through integrated API, I couldn't get access to it to start a real live class by using a live class gig or creating a new one. Please check if you have correctly put the access to meeting in live service gigs.  
  
Done (2020-08-31): Please check**

**Feedback (2020-09-03): *Access button found…***

***But couldn’t use zoom feature from different sellers’ devices simultaneously. Only one host at a time, and the host is always (as you named it) “Zidfid”, which is not the case, the host must be the seller name and each seller could start its independent session in the same time with other seller’s sessions.***

***If this is not realizable with this “zoom” API, please Remove it, and keep this feature for later solution with “Gotomeeting” API.***

***Please provide instead the payment release management.***

**Clarification (2020-09-08): We have already checked the process of gotomeeting API and it’s not working as described before by you. If you still need gotomeeting then please once contact their support team for a better solution to implement API.**

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* **Payments options:**

***(\*\*\*\*\* old discussions before “2020-07-30” related to this point are hidden in this document’s version \*\*\*\*\*)***

**Feedback (2020-07-30): Balance update through cards numbers is Ok.**

**But the process of balance transfer to seller is still incomplete. It is supposed to function in similar way as in “fiverr”. So, the Amount to be transferred after gig purchase supposed to be first as “Pending”, and ONLY after the buyer marks as completed OR after waiting for many days, then the pending amount transferred finally to seller.**

**Admin could see “Pending” amounts and will be able to take action and giveback this amount to buyer in case of dissatisfaction.**

**Clarification (2020-07-31): Currently we have provided same process where after buying any gig we have are hold payment and when buyer click on mark as completed then payment will release for seller.  
  
Currently we have not provided feature where if payment hold for long time then we will release payment for seller, buyer always needs to be click on mark as completed to release payment for seller but payment will deduct from buyer wallet when he completed buying process for gig.  
  
We have also not provided any management in admin panel to release or return payment to buyer after some time from admin user. If you need this feature then it will be the part of customization work because we have not discussed this process in finalized scope of work.**

**Clarification (2020-08-17): The first important feature related to similar websites like “fiverr” is the guarantee provided for both seller and buyer from these websites. No similar micro job websites without this guarantee. I wonder how your website will guarantee the seller if the buyer behaves in inappropriate way and denies to release the payment to seller, and how this website will guarantee the buyer if the seller didn’t provide the required work, so, it’s obviously that the payment should get back to the buyer. Without this feature the website will destroy its reputation.**

**So, Kindly, a such guarantee would be included.**

**I need a condition for payment release after a specific number of days (let’s make it 10 days) if no action taken or message from buyer side, and also, the admin management to release or giveback payments.**

**Query (2020-08-18): We can complete the payment release process as described by you but it will be the part of customization work and will have the same amount as we have for Gotomeeting feature which is not working properly due to third party issue, so we can consider the cost of Gotomeeting feature for payment release feature? If you agree over it please confirm. Considering this there will be no change in the cost which is USD 1800 as we are replacing the payment release feature with Gotomeeting chat API. Please include USD 50 also in total price as we have completed the notification feature.**

**Clarification (2020-08-31): Regarding the payments guarantee, I meant in my previous email (2020-08-20) that the process of payments guarantee would be included by default in a such clone script of “Fiverr”. Because without this guarantee the website could not be considered as a trusted intermediate between sellers and buyers… I didn’t talk about it at first time, because I was not able to test this feature before making a real payment which was not yet ready, and I asked you since my first requirement to get all main features of the fiverr’s clone.**

**To be more clear: I see that this feature would be exist by default without extra costs and it is still required to be done.**

**Looking forward to finalize it, then I will pay (the new remaining amount) as I mentioned in my last email for both API integration and payments guarantee process 1850 USD + 50 USD of notifications.**

**Clarification (2020-08-31): We have already provided you the payment feature with PayPal which is removed as per your request. If you need to reactivate PayPal payment gateway then we will add PayPal payment process again for your website.**

**Feedback (2020-09-03): Kindly, *we are not talking about the payment feature in this section, instead we are talking about the payment guarantee, which is the release process in case of a dissatisfaction from the part of the seller or the buyer, so, the Admin can check their previous messages and release manually the gig’s amount to the seller or give it back to the buyer. (this is the feature that I ‘m telling you it would be included in this “Fiverr” clone script, because all similar websites are based on this guarantee feature. No one from users will lose his money in a tricked way, so Admin will always could take action and send gig’s amount to seller or giveback the money to buyer.)***

***Please provide such payment release process described previously in this section:***

***((+ a condition for payment release after a specific number of days (let’s make it 10 days) if no action taken from buyer side,***

***+ the admin management to release or giveback payments.))***

**Clarification (2020-09-08): We have not discussed this feature in the initial scope of work and when we will implement the same feature as described will take extra effort and time, so we can not include this part with current scope of work.**

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**Feedback (2020-08-17): Wallet balance is not related with earnings, while any earning from selling gigs must be added to wallet balance,**

**And earnings history should save any balance update (either updates from selling gigs or entering coupon codes).**

**Clarification (2020-08-18): We are already displaying the correct payment record for wallet for buy gig / service, withdrawal request and update payment when receiving new amount. We are not displaying records when any user update his eWallet by using coupon code but we are updating payment in wallet when other user are buying gig using eWallet amount.**

**Feedback (2020-08-31): Balance should contain the total of any Net income + amount recharged through coupon cards. and Transaction history should contain any income from selling gigs and also any recharging amount through coupon cards.  
  
Clarification (2020-08-31): Please check it again by adding a new user account and gig for the account payment process because we have already implemented the same process for wallet on the demo server as discussed with you and above explained process.**

**Feedback (2020-09-03): *I have tried it… after selling a gig even from a new account, and after the buyer marked as completed, the gig’s amount wasn’t added to wallet balance. And earnings history didn’t show amounts from coupon cards. (the wallet should contain the total of any amount gotten whether from selling or coupon cards).***

**Clarification(2020-09-08): It’s working fine here. We have checked it again can you please share a video of that process which you are following to clear more about this issue.**

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***(\*\*\*\*\* old discussions before “2020-08-17” related to this point are hidden in this document’s version \*\*\*\*\*)***

**Feedback (2020-08-17):**

**Regarding notifications feature, please start working on it so users could be notified about all important information like:**

**- receiving custom offer from messages box or from posted requests list,**

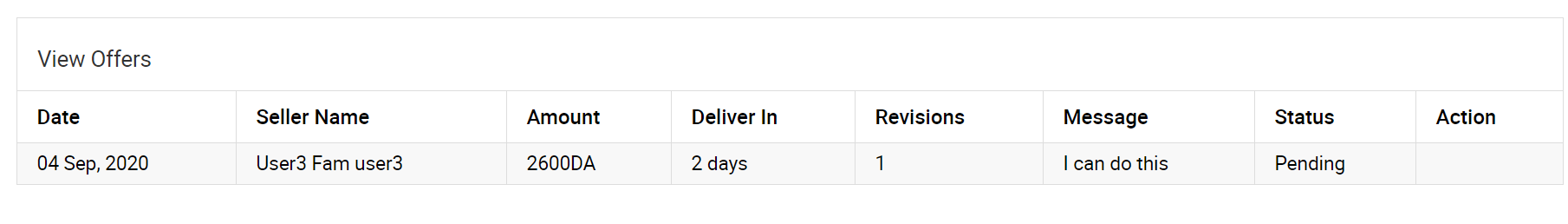
**- accepting/rejecting seller’s offer**

**- booking live classes.**

**- cancelling appointment etc.**

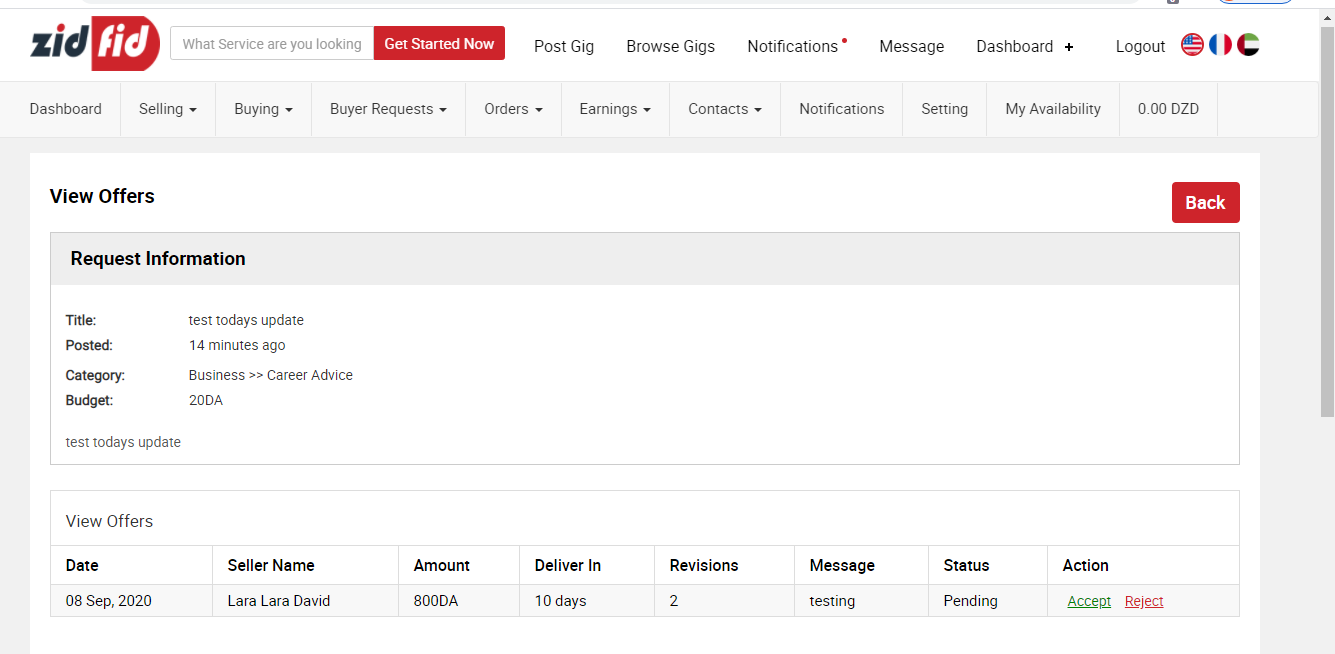
**I will pay this customization as extra cost of 50 USD.  
  
Done (2020-08-18): Please check**

**Feedback (2020-08-31): OK,**

* **But I could not test notification related to “accepting/rejecting seller’s offer” because after sending an offer to the buyer, the buyer can Only see the offer’s details and no Action buttons available in the view offer's table.  
    
  Done (2020-08-31): Please check.**

**Feedback (2020-09-03): *issue still exist, no Action buttons in the “View Offers” table. Please refer to below screenshot:***

**Done(2020-09-08): Please check and refer to the below attached screenshot.**

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* **Back button in the same page is not working.  
    
  Done (2020-08-31): Please check.**
* **Feedback (2020-09-03): *issue still exist.***

**Done (2020-09-08): Please check, If you're still getting the same issue then please share the page URL with us.**

* **please add to "notification" button of the top menu (next to "Browse Gigs" button) a link to take the user to notifications page.**

**Clarification (2020-08-31): We have already provided notification message on notification as a sub menu and once user clicks on notification it disappears for user and user redirect on related page of notification.**

**Feedback (2020-09-03): *the notification link will help after opening all notifications, and user wants later to reach the previous notifications as a shortcut.***

***I hardly reached for second time, the page showed in notification sub-menu, because the submenu disappeared. So, it’s better to keep the link for notification button.***

**Done (2020-09-08): We have changed the menu option and notification will appear automatically on the notification sub menu. Please check.**

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**Feedback (2020-06-09):**

**It is important to realize this payment method in order to be able to test all other functionalities that occur after payment, like:  
  
- Testing “working space” when working on real paid gig.  
- Testing Review and rate after order delivery.  
- Testing Recently Completed Gigs.  
- Testing when buyer paid for a booking slot in 1to1 live class, this booked slot must disappear from seller’s schedule for next buyer, and for 1toMany booking slot it must be available for next buyers.  
- Testing cancel appointment after buyer’s payment.  
- Testing many other functionalities that require the payment to proceed forward.   
  
Clarification (2020-06-12): You are able to test payment process and other functionality as well step by step all processes are working fine if you have any issue in payment please share the link with us with issue detail.**

Feedback (2020-06-16): thank you… waiting to finish the payment through wallet balance to be able to test those functionalities.

**Clarification (2020-06-19): OK.**

**Feedback (2020-08-31): regarding the testing point mentioned in “Feedback (2020-06-09):”**

***(Testing when buyer paid for a booking slot in 1to1 live class, this booked slot must disappear from seller’s schedule for next buyer, and for 1toMany booking slot it must be available for next buyers.)***

**I have tested to book an individual live class from two different users at the same slot, and it accepts this, which is not realistic.**

**Please solve this issue so any buyer for individual/group class should pass through a condition before paying the class booking.  
  
Done (2020-08-31): Please check**

**Feedback (2020-09-03): *Ok,***

***BUT I found, that I could pay for a “live class” gig without selecting a booking slot, which is not wanted, (no payment before selecting a specific booking slot). And it shows error when go back to gigs details.***

**Done (2020-09-08): Please check.**

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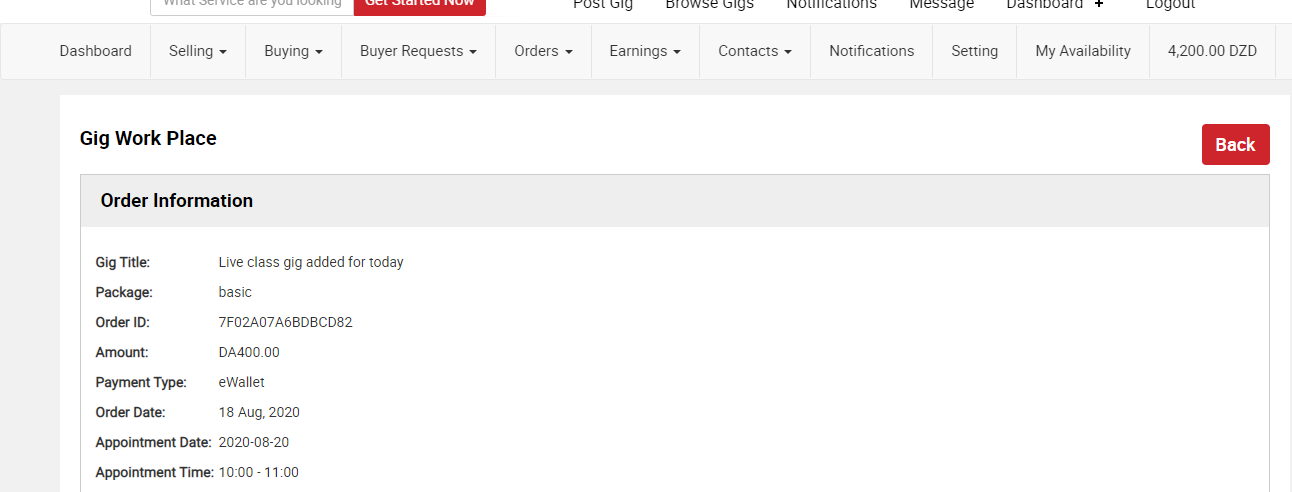
**Feedback (2020-07-30): please do consider below issues:**

* **Order information (details) in case of live class should contain Time & date record.**

**Done (2020-07-31): Please check.**

**Feedback (2020-08-17): it’s OK for buyer. However, Order details in seller’s side “Latest selling orders” is missing some information like (order ID, amount, date and time in case of live courses).**

**Done (2020-08-18): Please check and refer to the below attached screenshot.**

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**Feedback (2020-08-31): OK, got it, thank you.**

* **Feedback (2020-08-31): please check the below issues and queries:**
* **"Transaction ID" value in Transaction history is missing, in case of source value is withdraw amount  
    
  Clarification (2020-08-31): We have displayed transaction ID for withdrawal amount because withdrawal process is a manual process where we are approving withdrawal requests from backend only.**
* **Please don't forget before uploading on real server to put the condition on Recharge codes (must be unique, not used and not expired).  
    
  Clarification (2020-08-31): OK.**
* **Regarding the domain name and license, My current domain name is “zidfid.com” but eventually with our rules they will force me to make it “zidfid.com.dz”, I just want to confirm with you that this will not affect the domain name license.   
    
  Clarification (2020-08-31): OK, We will generate a license for domain “zidfid.com.dz”.**
* **Regarding live class gigs, I have tried one of them which has not an availability slot in coming days and it shows errors, I think I didn’t understand well your previous explanation about this issue, I wonder if is it possible to re-add the “future condition” to gigs of live classes.  
    
  Clarification (2020-08-31): We are not getting your point, please check the process again and share the issue in detail by screenshot for better understanding.**

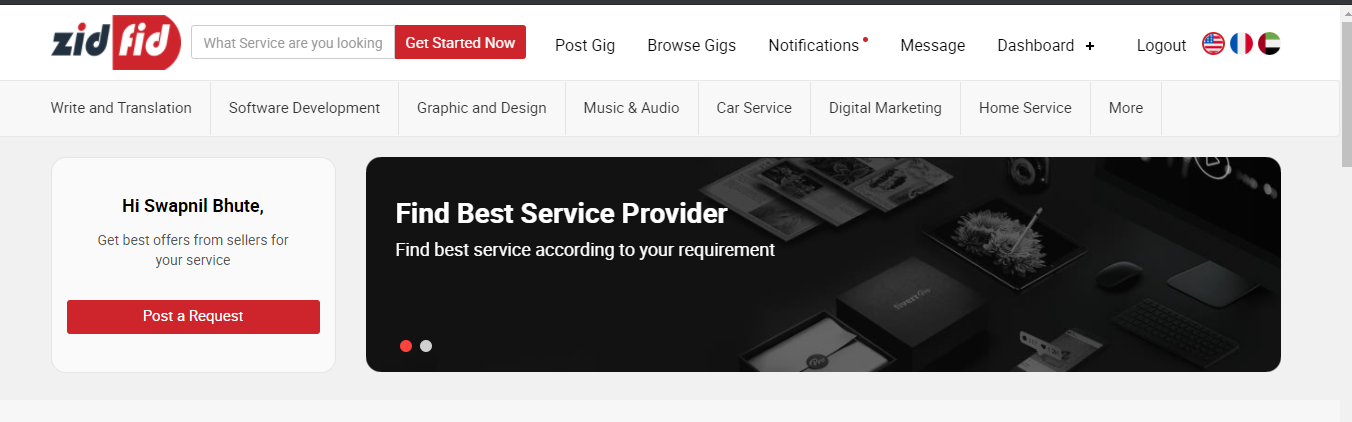
**Feedback (2020-09-03): *because the “live class” gig requires availability, so, all live gigs showed should contain available slots to book, and if this “live” gig doesn’t have any available slot, it shows errors. So, it’s better to be hidden in this case.***

**Clarification (2020-09-08): We have already added the same condition that if any user is not available then we are not displaying that user's gig in the listing can you please share any example or gig URL which still displays in the list even if availability does not exist for that user.**

* **I wonder if I can get some kind of slight design editing for Only the top of home page after login, so to not be 100% same as “Fiverr” page (kind of position movement and dimensions resize). (see below screen shot):**



**Done (2020-08-31): Please check and refer to the below attached screenshot.**

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**Note:**

**Regarding the remaining amount of payment ($1800): Please don’t worry about it… once I’ll be able to check integrity of all points of requirements including LIVE TRAINING features, I will send it to you automatically.**

**Clarification (2020-06-03): We have already done all changes as per the scope of work, we are working on live training but like to inform you that live GoTO meeting API is not working properly, so we are regularly connected with GoTo meeting support team to resolve the issue and we will inform you so regarding live meeting API.**

**Note:- As we have analyzed till now GoTo Meeting API is not working smoothly and support team of that API also not responding properly, considering we have better option for you where we can replace the GoTo Meeting API with Zoom without any additional cost and Zoom itself provide the best support and hence proved solution video conferencing worldwide. Please share your thoughts.**

**Feedback (2020-08-17): Regarding “Zoom” API, I have checked it previously and I found that will not fit 100% my requirements and will cost more after use. I still prefer to user the API that fit the requirements.**

**Regarding the payments:**

**because the API is related to third part, and could take more time to finalize it with required tests, and if you feel you are pressed to get the payment as soon as possible, I can suggest to you to suspend development of features related to “Gotomeeting API” for later time while looking for the best solution, and I can pay you part of remaining budget to upload the website on my server without previous API. Until we find best solution for best API then I will send you the last part.**

**Query (2020-08-18): As we have suggested above we can complete the payment release process as described by you but it will be the part of customization work and will have the same amount as we have for Gotomeeting feature which is not working properly due to third party issue, so we can consider the cost of Gotomeeting feature for payment release feature? If you agree over it please confirm. Considering this there will be no change in the cost which is USD 1800 as we are replacing the payment release feature with Gotomeeting chat API. Please include USD 50 also in total price as we have completed the notification feature.**

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