User types:

Same as Taobao, all users (except administrators) can be assigned as either a *service provider* or a *customer ,* as long as his/her/their application of providing service is approved. A service provider can be a customer for requesting services from others.

1. Customers
2. Service Provider
3. Administrator

Whenever anyone or any organization signs up, he/she/they will immediately become a customer. Then he/she/they can apply for becoming a service provider.

For Signup, the following information is to be acquired:

|  |  |  |
| --- | --- | --- |
| Column Name | Note | Required Field |
| Name (can be expanded to Surname, First Name and Middle Name, or an Organization’s name) | The name can be of a person or an organization. A person’s account can be upgraded to one for an organization. But an organization cannot be downgraded to a person. | Y |
| Customer type | Organizational / Personal | Y |
| Gender | Only applicable for personal account |  |
| email | This can become the customer’s initial id |  |
| Cellphone number | This can become the customer’s initial id, if email is not provided. | Y |
| Password |  | Y |
| Fixed line phone |  |  |
| Country |  |  |
| Sate/Province |  |  |
| City/Region |  |  |
| Street Address |  |  |
| Work Address |  |  |
| Account Icon | For displaying use |  |

Both personal and organizational account can apply to become a service provider, however, the following additional information are to be acquired when submitting an application on it:

|  |  |  |
| --- | --- | --- |
| Column name | Note | Required Field |
| Nationality of the person in charge in the business |  | Y |
| ID type of the person in charge in the business | National ID or Passport or other type, such as military officer certificate | Y |
| ID number of the person in charge in the business | Number | Y |
| ID photo | An image file | Y |
| Business Permit Photo | An image file (For a business, this is the company’s business certificate, for a technician, this can be the person’s certificate of skills, health and or related documents). |  |
| Business Scope | For organization: such as providing babysitter or cleaner or cook HR service. For person: such as fixing electric appliance, wall painting, window/gate fixing. From multiple choice, the choices will be discussed further |  |
| Business Description |  |  |
| Geographical area limitation for providing services | From multiple choice |  |
| Charge Unit | Only applicable to personal account. This is the normal charge unit for the service, such as 1 time, 1 kilometer (for delivery or moving), 1 minute, 1 quarter of an hour, 1 hour, 1 day, 1 week, 1 month, 1 year…. |  |
| Currency of Charge | RMB, USD, JPY, EUR, GBP… |  |
| Xx currency | Number |  |
| Yy units | Applicable only with xx currency, i.e., xx RMB/ yy units, this can be multiple choice, if service has multiple charge with respect to service lengths. |  |
| Out-of-negotiation price | 面谈最低价, this is the lowest price set for the service provider, if customer offers a price lower than this, the service provider won’t be able to be disturbed. |  |

For an organization, it includes certain amount of persons’ account as its employees. Each employee has a personal account. We can grant some organizations with the access right to sign-up its own employees. However, we can delete or modify certain employees’ account if forged or wrong information are provided by the organizations.

The following workflow is for a customer to select:

1. Input certain keywords of query, such as “保姆”, or select from combo-box of certain work types such as “保姆”、“月嫂”、“开奶师”、“家电维修”、“刷墙”.
2. Display list of retrieved query that contains certain information of the service provider (the level of personal service provider, but organization name will be provided if he/she belongs to one. One person in different organization can ask for different prices, which means organization could charge different agent fees.), other information such as unit of charge, charge number will be provided.
3. Even the customer sees the price offer provided by service provider, he/she/they can still ask for the prices they want, by sending the service request to multiple service providers, along with his offer and some other basic information, such as some simple notes or explanation of his/her environment.
4. The service providers receive the service request, if the service provider agrees with this offer, he/she/they can select a button ‘Agree the offer’ (Multiple service providers receives, but only the first service provider who ‘agree the offer’ can continue to provide the service). Only at this time, service provider can receive the customer’s contact information. And then start to discuss with the customer for detailed information. Once one service provider agrees with the offer, the rest contact cannot get the contact information of the customer. However, after communicating or test-work, if the customer is not satisfied with the service provider, he can resume the offer to another service provider, in a way of iteration.
5. In the initial version, we can allow customer to close the agreement, and we allow customers to comment and rank the service providers. However, same as other e-commerce systems, we don’t force customers to do this.