**Customers Application**

**Social Logins**

* Login with google account.
  + - On signup/login screen add an option or button to login with google account.
* Login with Facebook account option.
  + - On signup/Login screen add an option or button to login with Facebook account.

**User Dashboard**

**My Profile**

* The selection of the plan should be from the button “book your package” in My Profile of the Customers.
* **My Addresses**: It should save the location also when google maps find the right location from the GPS and the customer finalize the booking with this address.
  + - * During the booking process, we can give them the possibility to save the address or not, and if they want to book in a different location but they have the store full, they can book in a new address but the 5th address will be not store, we can also ask if they want to store the address and in case there are already 4, we will ask them to cancel/delete one in order to store the new one.

**Tips**

* + - In the tips ,make it in $ with 2 cent like $10.00 and also make it visible to the Pro in order that he know how much he made in tips.
    - The tips form should show a $ symbol and then a numeric camp.

**Payment**

* The app should save the payment method while making payment.
  + - A check box “Save card details” should be added while making payment.
* **Refund/Cancellation**
  + - The customer can cancel the shift/job or plan subscription when they want.
    - In case the want to cancel the service between the 24 hrs. from the scheduled service, in this case the customer will pay the full price of the service and before cancel the service, they have to be notify “with a pop-up” that if they cancel they will pay the service booked and they cannot change idea after that.
    - ***In this case the Pro will be notify about the cancellation of the service and they will receive a full payment for the service that was scheduled.***
    - In case the cancellation happened after the 24 hrs from the scheduled service, the customer will receive a credit for the service cancelled.
    - **In this case the Pro will be notify and they will not receive any payment for that, after that the Pro will be again available to work in this time and others shifts can be assigned or taken.**

**Registration**

* Profile Picture in the registration should be an optional and not mandatory.
* Also allow the client to select the option: i will may need other extra hrs. when they book the service and show it to the Pro when they have to select.
* When the customer register, change the message and take out Corp, because the new company has another name, so let’s call just Sir Clean
* During the registration, client should receive a confirmation email with a link to activate.

**Location Details**

* Make note about the location like: apartment number or note to enter where the customer can put the details about the location or access code etc.
* While registration user should be asked to fill these details and later from profile he can edit those details.
* Remind to put the button to allow to come back in the previous page.

**Book a Service**

* The tittle must to be Pre filled up with the name of the service already selected and user should be able to change the title.
* The Notes must to be optional.
* **“Select a plan**” > Make active all the button and not make active just the circle i.e. radio button.
* **No pro available :**
  + When there are no pro available, under “no pro available” message put a button: “Allow Sir Clean to choose the Best Pro for me!”
  + On clicking “Allow Sir clean to choose the best Pro for me”, pro should be assigned automatically.
* **Active Services**: When the Pro start to work and make the clock in and finish to work, In active Services listing show or add a clock icon in front of active service when pro clocks in. After clock out, it is being moved to the completed ones
* **Discounts**: In the list of the discounts, make the two different discount separate in two lines: also the amount of money is a little bit wrong in this example, maybe something wrong with the calculation. Any way remind that the extra discount must to be calculate to the discounted amount and not the original price: example: $15-10% Discount plan= $13.5-15% booking discount= $11.475 in the other case the final result will be: $11.25 “so less profit for us”
* In the app. the message to book another service with the 15% discount appear anytime you book also when you book the second service. It should not appear while book the second service.
* When service is booked, message appears: location not available. But in the map the location is correct. Make sure location is added correctly.
* After selecting the pro, the app can go to the next step automatically instead of need to push the NEXT button to go ahead .
  + - * Remind to put the button to allow to come back in the previous page.
* In the map for the client it should appear the location address that is acc to pin set on the map.

**Estimator Time (Important functionality)**

* Add an estimator timer is like one page where we ask a few questions about the house like bedroom, bathroom, pets ,sqft etc and we will tell them how many hrs average need to clean the house.
* I think it’s easy, I've already one on my website and I made with free tools...

**Points**

* **Points**
  + We have to make a point rewards for clients and Pro
  + Clients will receive point for each book "book fidelity" and also based for each $ spent.
  + Also they will receive extra point X2 for anytime they request extra hrs booked during the shift.
  + Points can be added also for the service packages.
  + Also for each 5 stars review received from the pro

**Gift Card/Coupon**

* The Customers or Pro that receive Coupon or Credit, those will be insert in the balance credit.

**Late Shift Customers/Pros**

* When a shift has to start, the Pro must to be on time and the customer must to provide the access to the location in order to provide the job scheduled.
* In case the owner or who for it, is not present, they must to be advise that a detailed description must to be provide to the Pro in order to provide the service as Customer requests.
* If the Pro is late or is running late, he must to advice immediately “by button” that will be late.
* The button will provide immediate communication to the Sir Clean Customer Service and the Client.
* The acceptable delay is 15 minutes, after that time, the Customer or Sir Clean can value to:
* Cancel the service and provide a total refund + 10% bonus to the Customer
* Accept the delay and wait that the Pros arrive to the location.
* In case of cancellation “for Pros delay or Pros cancellation” the Pro will be charge all the amount of the service + the bonus of the 10% + $50 cancellation fee.
* In case the Pros doesn’t give any communication about the delay, and after 15 minutes from the booked service the Pro didn’t make the Clock in, the Pros and Customer will receive an automatic notification that require info about the service “for example asking to the customer if the Pros arrive on time or asking to the Pros if arrived to the customer” this maybe can happened when there is not coverage of sign/GPS/malfunction of the application.
* At the same time, Sir Clean will be notify about and the Call center will receive a list of those Services booked but in delay and our Call Center will give them a call to better understand, after that the Call Center must to be able to Cancel, Refund, Reschedule or Clock-in/out the Pros.

**Notification : Customer**

* The customer will receive a memorandum notification 24 hrs. before the shift, 2 hours before it and the last 30 minutes before.
* The notification has the importance to remind the customer about the shift but also about the fact that they must to provide access to the place, they can provide a code to open the door “they can provide it when the Pro notify that is in front of the door/reception, at this point the Customer has to provide access to the Pros in 20 minutes, in other case the Pros can decide to leave the place and the Customer will be charge the full amount and to the Pros will be accredited the full job amount.

**Feature check list**

* We have to make a check list by default and the client can change it, the same will be visible by the Pros.
* They can be able also to print and safe.
* Should be available after the booking in confirmed.

**Additional Points**

* Correct color for the font for the selection of the services ( if is not possible leave like this).
* The images of: Cleaning, Moving and Hanging Pictures, should be updated with correct size.
* Instead of: Have extra Work? – Put: Need Extra Hours?
* We should also add the opportunity to report bugs and left a feedback for the application "customers logged in and Pros"
* Change the message : Allow sir clean to choose the best pro for ***ME*** but has to be for ***YOU***
* Correct the distorted images for plumbing and moving categories.
* Put a note filed under the map for allowing user to provide info about the place
* Make all the popup notification similar, some are black and some are blue.
* In the app for customer the first three images “cleaning moving and hanging pic” looks very dark, make it normal light like the other.

**Service Provide Pro App**

**Social Logins**

* Login with google account.
  + - On signup/login screen add an option or button to login with google account.
* Login with Facebook account option.
  + - On signup/Login screen add an option or button to login with Facebook account.
* The service providers would still need to provide the other details after signing up via these platforms.

**Dashboard**

**Tips**

* In the tips ,make it in $ with 2 cent like $10.00 and make it visible to the Pro in order that he know how much he made in tips.
* The tips form should add a $ symbol with a numeric camp.
* The pro should be able to see the $tips received from each client.

**Feedback**

* Leave feedback for customer
  + Professionals will have an option to leave a feedback for the customers
  + There will be a button “Feedback for customer“ on the completed jobs section which will open a popup window for the professionals to give a star rating to the customer along with textual feedback.
  + This button will not be functional in this phase

**Job Images**

* Pictures:
  + The providers will have an option to add images during the job which will be shown as before and after of the job.
  + At the end of the job, the Pro will see a notification that remind him to add the pics at least after the job.
  + The customer will receive a push notification once the provider adds images from his end and he can see the difference.
  + Once the job is complete, the provider will get a popup message asking him to upload the pictures after the job is complete.
  + He can add multiple images (up to 10) and that would be sent to the customer as well.
  + The pics will be safe in a secured server
  + Pics should be downloadable

**Pin the shift**

* Enable the customers and Pros to Pin the shift in the home screen of the phone.

**My Profile**

* Add an option for the Pro to receive the notification before the scheduled shift
  + There should be a checkbox which will send a notification before booking is scheduled.
* Add “skills” section as a Pros description.
* The pros Profile should show some icon that will show to the Customers the following information about the Pros:
* Icon Preferred “or recommended”
* Icon Punctuality
* Icon Best Results
* Icon The Faster
* Icon The Nicer “ask to the customer about the attitude”
* To make this results, the customer will be allow to give a feedback to those features “after the main feedback” and only the Pros that has at least 90% of those result in 5 stars they will show this icon in the profile.
* When the Customer pass with the cursor to the Icon or push it in the phone, it will show what each of them does mean.

**My Jobs**

* Change the color of the button when the button show clock in and when is waiting for the clock out.
  + - Add the blinking effect for black part when the button is clicked
* The Pro should be able to see the details about the Customer like: Rating, Picture, Location “already present”.
  + The above details will be shown in the detail of the job, so that the Pro’s can see the information about the Customers. Also, initially we can make it just in graphic” like static not real, just for the investors.
* Show an popup or alert to the pro mentioned that they may have to value the extra option that some client will ask for extra hrs.
* The shift for the PRO are not in order, they should be order that is "next shift to the last".
* Change the shift details for the PROs, they don’t have to see the final price that the customer pay, they should see only the amount that they will earn in this shift.

**Tracking of Job**

* Tracking of the Pro’s 20 minutes before each shift should start.
* A push notification should be send to the user with the details of Check in/out time and location “basic for the clients and completed and details for the management”

**Registration/ Pro platform**

* During the registration, client should receive a confirmation email with a link to activate.
* For professionals, image should be mandatory from app only.
* Make each Pro the following steps to register:
  + - Insert all the data
    - Make a short test to know the basic knowledge “different for each category”
      * If is positive then will send to the external application that will make the back ground check
      * If is negative they will be sent to a page that say that they will be called for the phone interview.
      * If after the interview by phone, the call center value the ability, we will unlock the status and send them an email link to continue the registration
  + Make them mandatory to watch the tutorials and “different for each category” and at the end answer to the questions, if negative they must repeat the process, if positive they receive the final approval.
  + Now the pro must to make the availability, insert the Bank account information, if everything is ok, they will receive the final confirmation.
  + In this phase Sir Clean will receive the communication that we have a new Pro available, with all the specification of them and also the note if they need a welcome kit and a printable address for the shipping.
  + Now the Pro is active and he can start to work!
  + Contact one of this company that make the back ground check in order to understand what kind of languages and functionality they will offer in order also to understand how implement our program with them: [www.jumio.com](http://www.jumio.com)

**Booking PROs management**

All the Pros must to select the areas that they can provide the service.

**General:**

* After the Pro is selected from the customer, or, the Pro take the shift, the customer and the Pro receive the notification by “Pop-up + Text Message + Email”.
* The notification will contain the confirmation that the Service/Shift have been taken and the information about the Pros and the Shift “for the Client”, in the other side the Pros will receive all the information about the Customer and Shift.
* The Pros must to select the location of operation by inserting one or more of the following data:
  + - Zip Code
    - City name
    - They can insert multiple location and zip code
* In case there is some request of service in locations with no or poor presence of Pros, the Pros next to this locations “will receive the notification that in that area there is requests of job and ask them if they want to work over the choose area”.
* In case in the Customer’s requested location, Sir Clean doesn’t have any available or subscribed Pros, the customer request will be make in stand by and the customer advice “before the payment, exactly in the Pro Selection Page”.
* In this case if no one Pros next to this location wants to take the shift, the shift will be cancel “between 24 hrs. if normal shift or after 5 hrs. in case of ASAP or short booking time”, the Customer will be advice that we couldn’t find any availability for this shift in that location, after that a refund will be provide “refund not credit” and a notification will be send to this client when an available Pros is active in is location.
* In case the Pros take the shift, the shift will be follow the normal process of a booked shift.

**The pro can choose two way to work:**

1. They can put the own weekly availability and in this case they will be automatically select from the Customers “the pro will appear in the list of the pro available” and also in case the Customer ask us to choose the pro for them.

If the pro select this option they will be also select in case of asap shift, and the shift must to be accept.

1. They can choose the shift that they want from the Open Shift list, and the ASAP shift.

In this case, they will not appear in the list of pros available in the location and time choose from the Clients.

**My Service**

**Contact the Pro/ Send Status Request**

* Send Status Request
  + While sending a status request to the professional, customer will be able to select the following options
    - How long you will need to finish?
    - How is the service going?
    - Are you on time with the service?
    - Free questions and or communication form.
      * In above feature, user can ask a question from his side and the same will be displayed to the professional
  + **Pro’s Answers:** The professional will have the following options to select
    - Everything proceeds as expected.
    - I need more time = 1 hr.
    - I need more time = 2 hrs.
    - I need to communicate with the Customer
      * This selection will open a free answer for the Customer from the Pro’s” so they can write everything they need to communicate.

**Shift Selection**

* Allow the system to calculate the traveling time or exactly, when a Pro select a shift for example until 1pm, allow him to select the next shift not before 2pm or if the client select the option “i will may need other extra hrs.” to select the shift not before 3pm.
* Allow the client to have other cleaner or allow the system to send another substitute in case the client need extra hrs but the working Pro has another shift on schedule. “value the best option”
* We would like to have for the pro, something like the attachment where you can see in the dashboard as a first image:
* Next shift info with map connection to the next customer location and add the pic of the customer.
* The connection to the schedule "as attached images"
* With also the open shift where there are the shift not yet assigned "the pros will receive the notification when a new open shift is available in their location"
* We need also to add an extra section for the EMERGENCY SHIFT.
* **Difference between Open Shift and Assigned Shift:** 
  + - **Open Shift**: All the Pro available in this location will receive a notification for any new available shift by: Pop-up + Text Message + Email, it can be set up by Setting, where the Pros can choose when receive the information: Time Interval of notification like: every hr./every 3 hrs or in a specific time, but they cannot deactivate the notifications.

Will appear here all the shift that:

1. Are not assigned to any specific Pros
2. The shift that the customer select the option to give to Sir Clean the option to select the Pro for them
3. The shift assigned to a Pros that:
   1. The Pro is cancel from the Sir Clean Platform
   2. The Pro cancel the availability for any reason

* **Assigned Shift :** The shifts will be assigned to all the Pros that select the option to receive the shift from Sir Clean, they must to select a weekly availability and provide the service to all the shift that Sir Clean assigned to them.
* **ASAP Shift Assignment**
  + **When the Customer Assign the ASAP shift to a specific Pro:**

In case of ASAP shift, the Providers selected must provide the time necessary to arrive to the Customer and provide the service, the range will be predetermined by a range of 0.5 hr. and between a range selectable is: 30 minutes to 8 hrs es: “in 30 minutes or in 5.5 hours or in 6 hours etc.”

* **When the ASAP Shift is not assigned:**

All the Pros available in this area for this service will receive a Pop-Up notification, a Text message that ask them to take at look about this service and taken it.

* The notification must to be different respect to the regular open shifts.

**Late Shift Customers/Pros**

* When a shift has to start, the Pro must to be on time and the customer must to provide the access to the location in order to provide the job scheduled.
* In case the owner or who for it, is not present, they must to be advise that a detailed description must to be provide to the Pro in order to provide the service as Customer requests.
* If the Pro is late or is running late, he must to advice immediately “by button” that will be late.
* The button will provide immediate communication to the Sir Clean Customer Service and the Client.
* The acceptable delay is 15 minutes, after that time, the Customer or Sir Clean can value to:
* Cancel the service and provide a total refund + 10% bonus to the Customer
* Accept the delay and wait that the Pros arrive to the location.
* In case of cancellation “for Pros delay or Pros cancellation” the Pro will be charge all the amount of the service + the bonus of the 10% + $50 cancellation fee.
* In case the Pros doesn’t give any communication about the delay, and after 15 minutes from the booked service the Pro didn’t make the Clock in, the Pros and Customer will receive an automatic notification that require info about the service “for example asking to the customer if the Pros arrive on time or asking to the Pros if arrived to the customer” this maybe can happened when there is not coverage of sign/GPS/malfunction of the application.
* At the same time, Sir Clean will be notify about and the Call center will receive a list of those Services booked but in delay and our Call Center will give them a call to better understand, after that the Call Center must to be able to Cancel, Refund, Reschedule or Clock-in/out the Pros.

**Notification : *Pros***

* In any case the Pros will receive a memorandum notification 24 hours before each shift, the night before with a complete list of the next day, in the morning and one 3 hours before the first shift.
* Another notification will be received 30 minutes before each shift.

**Upcoming Jobs Notification**

* Upcoming Job Notifications
  + The customers and professionals both will receive push notification on the mobiles for the upcoming jobs(i.e. within few hours)
* The professionals will be able to pin them and they will be displayed in a separate section in the app for quick access

**Pro late at appointment**

* + We need to allow the pro to contact Sir Clean and the Client in case of delay or problems to arrive at the location on time, or also in case in the lobby of the building they cannot allow the pro to enter.
  + Allow the pro to send the alert by pop up to the client and the simultaneously communication to sir clean
  + Regarding the late option, we have to make a pre-form like:
    - * **How long you will be late?**
        + 5 to 10 minutes “this option will send an alert to the Customer”
        + 10 to 20 minutes “this option will send an alert to the Customer”
        + 20 to 30 minutes “this option will send an alert to the Customer”
        + More than 30 minutes “this option will send the Alert directly to client and Sir Clean in order to: contact the customer in order to have the approval for the delay and contact the Pro in order to know when and if the pro can be there and the reason of the delay.”
        + The customer in this phase can decide to cancel, reschedule or accept the delay. The Pro will be in any case charge for the delay, in case of cancellation will be charge the full amount of the service + an extra fee.

**Appointment cancel**

* + Allow the application to alert immediately the client and give the following possibility
  + Immediately alert all the Pro available in the area that there is the emergency to cover a shift "we will rewards who will accept the last minute shift with points"
  + If another Pro can be on time at the shift we will jut advice the customer about the change of the Pro.
  + If the new pro will arrive late, we will make on hold the shift "pro and client", we will alert the customer about the delay and wait if he can accept or not the new schedule.
    - If the client accept the shift will be approved for pro and client
    - If the client don't accept, the shift will be cancel, the customer refunded and recipe extra points needed for rewards, the new pro will be notified that the shift has been canceled and the original pro "who cancelled the shift" will be charged the cancellation fee.
  + **Cancellation of Late Customer/Not Access to the Location**
    - In order to have the prove and make the cancellation of the service valid for a cancellation, the Pros must to communicate to the client as soon as the Pros arrive to the front door or reception.
    - The Pros must to use the application message communication, and inform the client that he’s there and cannot enter to the location.
    - In case the Pros don’t receive any answer between 5 minutes he can make the clock in, after that, if after other 15 minutes he didn’t receive any authorization or information to enter in the location, her can clock out and mark as a complete job.
    - The Pros can also choose to wait the client and provide the remaining time of Job, it will be a great idea, because the customer will give a better rating and maybe tips.

**Points**

* **Points**
  + We have to make a point rewards for clients and Pro
  + Clients will receive point for each book "book fidelity" and also based for each $ spent.
  + Also they will receive extra point X2 for anytime they request extra hrs booked during the shift.
  + Points can be added also for the service packages.
  + Also for each 5 stars review received from the pro
* **Pro points:**
  + Pro will receive point for: each job accepted
  + Each 5 stars review received
  + For anytime the client book more extra hrs. X2
  + X2 point anytime they accept a last minute shift or emergency shift "when others Pro cancel the shift"
  + When they accept more than 15 shift a months
  + When they accept some shift made to resolve some complain of the clients "Satisfaction Guarantee Service"
* The pro will be charged $ and will lose also points when:
  + Cancel or arrive late to the clients
  + Receive a 3 or less stars review
  + Received a complain
  + In case of more than 3 complain a month or two consecutive they will also be canceled from the application
* **Complain**
  + We will value the situation and we can:
    - Charge $ to the Pro
    - Send another Pro to finish the service "free for the customer" the pro will be paid as a normal service but the shift will be mark as a "Satisfaction Guarantee Service"
* **General**
  + We have to be sure that all the functionality will work and when the client will be refund or the pro charged, in those case the point must to be delayed.
  + We need to give to the call center the possibility to access to these functionalities but not others, to securely approve and make in hold the Pro, charge the Pro or the the customer, make an emergency shift and/or give to the Pro some shift "mandatory" in case we need and they give the availability in this time and area.
  + The call center must to have the ability to call "so have the phone contact and email contact" of clients and pro.
  + The call center/customer service must to have the access to the see the job pictures and have a list of possibilities to resolve the issue "refunds, send other pro to finish the job, send partial refund, add more hrs in case the job is  on duty, select from a list the pro for a specific shift and may others can be approve only by the manager or supervisor with baily password".

**Parking fee**

* Add the note: parking fee not included, and allow the worker to add parking fee in case they paid for it, of course giving a prove: Photo of the ticket, Valet Parking receipt etc. in case the customer has a personal parking, they can select the parking spot available and add notes for that, in case the Pro arrive by Bus or Uber/Lyft they cannot ask for a parking fee refund.
* The refund to the Pro and charge to the customer can be approve inserting manually the fee amount and tacking a picture about the receipt, that can be safe in the list of the pictures for that shift.

**Location Selection**

* Regarding the location we should put not only to select the address, but select the location where they can work.
* The way to select should be decided taking in consideration that has to be the best and most accurate way to interact the order location of the customer with the location selected by the Pros.
* We can use zip code, range of miles from certain location or select by area.
* Also the Pro should receive also the notification from the customer location that are outside the availability of the Pros area "for example if the customer is 5 or 10 miles outside the area".
* For this first phase we can just implement the selection of the working area availability for the pros, and in the other phase we can of course make all the other improvements.
* When the pro check the customer location, map appears but location should also appear with “get Direction” option.

**Refund/Cancellation**

* ***Pros Cancellation***
  + In case of cancellation from the Pros, they must to provide a cancellation request, in this case he must to cancel at least 36 hours before or it will be charge the full amount of the service + the bonus “the % of bonus that we give to the client” and $50 fee.
  + In this case the shift will be immediately assigned to the next available Pros in this location, selecting by the rating, in case there is not Pros available, the shift will be put in the Open Shift and all the Pros will be notify.
  + In case the cancellation happened between the 30 hours from the scheduled time, the shift must to be mark as a URGENT and all the Pros in the location will receive a notification “similar to the ASAP Shift”, the Pros that select the URGENT shift will receive the percentage of bonus reserved to the Customer in case of cancellation.
  + The Pros that cancel the Shift after the 36 hrs. will receive an automatically 1 star review from Sir Clean and the Pros that cancel the shift between the 36 hrs. they will received the 1 star review an ammunition, if the Pro have the 3 ammunition during the last 30 shift, they will be suspended from the application, and a account cancellation will be valued.
  + In case of Pro’s account cancellation, the access to the Application will be suspended and message will show up, the message must to show up that the account is suspended and they can provide some notes about.
  + The Pros can leave some explanation for each shift cancellation and in case of suspension they must to provide other explanations and each case will be analyzed from our supervisors.

**Gift Card/Coupon**

* The Customers or Pro that receive Coupon or Credit, those will be insert in the balance credit.

**Additional Points**

* The time must to be in 12 hrs format. AM/PM
* In the tips line, make it in $ with 2 cent like $10.00
* Instead of: Have extra Work? Put: Need Extra Hours?
* We should also add the opportunity to report bugs and left a feedback for the application "customers logged in and Pros"
* Put a written below the Sir Clean logo in the launch screen in the pro app? Something easy, just add the indication Pro in green below in the right of the logo.
* Change the button instead to next put skip “in white background” and “accept” in blue background. ***pic name: 10***”
* Confirmation popup for clock in and clock out.
* Write PRO in splash screen for professional application
* We have to change the name: Provider Location because it isn’t a provider location but the location where the service has to been provided.
* Pros profile they must to select the language that they talk and show them in the profile.

**Extra functionality:**

* Voice Commander
* Take Pics and safe in the security server

**WEBSITE**

**Book your Package (Same for the Customer App)**

* The plans are for 3 months minimum “except for the one time”.
* **Packages** : The *package* subscription is a single package of combined services.
  + Currently, we just need to show the subscription package screen if someone tries to books a service by clicking the **Book Your Package** button on the homepage.
    - * The selection of the plan should be from the button in the home “book your package” and from a similar button in My Profile of the Customers.
  + Firstly, the user will select the package and then fill out the booking form
  + The selected package should be shown in the user’s profile. Rest of the functioning of the package will be done in next phase
  + There will be 5 different packages available for the users. Each package will have a number of hours associated for a single or multiple categories
    - Ex: 50 hour of cleaning service package or 20 hour of cleaning service + 30 hour of moving service package
    - If the user purchases a package, he will be provided with these hours in his dashboard and whenever he makes a booking for these service categories, the selected hours will be deducted from his account. In case, he has 10 hour of cleaning as balance and he makes a booking for 12 hours then he will only be required to pay for remaining 2 hours only
    - The packages will be managed from the **backend**. Admin will have the ability to
      * Name of the Package
      * Select the categories and their respective hours
* **Service Plans**
* The plansis “weekly, monthly etc” which should appear in the information profile, example: **Subcription Plan:** Weekly Cleaning Service **or** Bi-Weekly Cleaning Service, in case of one time cleaning service we can just put that there is no plans.
  + The weekly, bi-weekly plan etc. will schedule a service
  + User will need to make the payment at least 48 hours before the booking , payment must to be automatically
  + The changes in the schedule can also be made at least 48 hours before in order to don’t lose the money they must to make the change at least 24hrs before, after that they will lose the full amount for this booking
  + The booking will be made to the same vendor if the vendor is the Pro, they can choose a different or ask to have the same “depends of the availability. In case is not available or is no longer working with Sir Clean we will send a random Pro.
* The weekly, Bi-weekly plans etc. will be working in the next phase of development

**My Service**

**Contact the Pro/ Send Status Request**

* Send Status Request
  + While sending a status request to the professional, customer will be able to select the following options
    - How long you will need to finish?
    - How is the service going?
    - Are you on time with the service?
    - Free questions and or communication form.
      * In above feature, user can ask a question from his side and the same will be displayed to the professional
  + **Pro’s Answers:** The professional will have the following options to select
    - Everything proceeds as expected.
    - I need more time = 1 hr.
    - I need more time = 2 hrs.
    - I need to communicate with the Customer
      * This selection will open a free answer for the Customer from the Pro’s” so they can write everything they need to communicate.
* **My services**: There should be a calendar or schedule of the plan or service, i.e. if the user select a weekly service, it should appear “in the section My Services” the list of future services, and we can make it for minimum 3 months or just one time if they select 1 time cleaning.
  + In the website in the section of my services, the maps should be connected to the real location booked.
* **Service Detail: I**n the details of the services, put a little up the buttons rated the pro and solve a problem and instead to put 1 2 3 4 5 make 5 stars, for the tips make like the amount in $ and like buttons like the same that we use to select the hrs. or numbers of pro.

**Payment**

* The **Packages** will be onetime payment and we can make it just indicative and when selected, for now, we can just put in the profile that was selected a package of service.
* Add a button to book the service included in the packages or make a starling when they will book the same service included in the Package.
* **Payments Management:** “the competitors use this company, check if can be useful for you guys and what they can do for the payments ***PAYABLE”***:
  + Implement the Payments method means that the Pro should be able to see how many hrs. They worked and how much they will receive, the payment time is the Wednesday and include the previous week “Sunday to Saturday”, plus all the $ Tips.
  + Different rate payment for the different category and rating:
    - Example: Cleaner $15/hr. Mover $20/hr. Plumber $22/hr.
    - Who has more rating we can make point rewards like: each 5 stars rating = 10 points, 4 stars= 7 points and a payback rewards any 100 points…
    - Remember that the ASAP cleaning service will have an extra +15% surplus from the regular price “in order to stimulate the Pro to take also the last minutes shifts”

**Booking Process**

* There should be a calendar or schedule of the plan or service, i.e. if the user select a weekly service, it should appear “in the section My Services” the list of future services, we can make it for minimum 3 months or just one time if they select 1 time cleaning.
* If booking is made on Monday and user choose the service at 9am and select a weekly cleaning, the service will be reschedule every Monday at the same time for 3/6/9/12 months, with the possibility to **modify** or **cancel** any time.
* The payment can be made each time “48hrs before the date scheduled” and in case the user cancel or reschedule it less than 24 hrs then advanced notice “before the booked service”, the user will lost the money.
* In any case the booking is made only when the payment is processed correctly, in case the card in no longer active, the booking will be on hold and the user must pay in order to finalize the booking.
* The process will work in two steps:

1. The user schedule the service and pay
2. After the payment is made, the service is booked.

* Weekly, bi-weekly etc. plans are just for the cleaning service, not for the other service that are only one time.

**Pro Registration**

* After the registration in the website the Pro should be able to login from the website.

**My Profile**

* Here in “My profile subscription plan” it should show the plan selected for example the weekly or biweekly cleaning plan.

**Menu**

* In the menu “select category”, the list should be according to order of importance.
* Change the font and/or graphic in something more nice and new. (update the design as well)

**My Address**

* Add a **Save** button in website to save the current address.

**Additional Modifications**

* Website should be mobile friendly in all the resolutions.
* Black background to be removed in portrait mode in Mobile Resolution.
* Reduce space below map on responsive.
* Use high resolution logo so that it looks good in mobile.
* Change the message : Allow sir clean to choose the best pro for ***ME*** but has to be for ***YOU***
* The category images display on the home screen in mobile portrait version has not been updated. The reason for the same is that in order to display the text on the images then the image size would need to be increased subsequently which would not be suitable for this resolution. If you are open to any other changes then we can modify the same by putting a gradient background instead of the current black one
* Favicon should be used without white background
* Change the background color for the service for the website, we can change in clear/white/gray or light blue, it will be change also in the friendly mobile version .
* In the website where there is Notes field “below the map”, we have to change the name of the placeholder to make understand that there camp is to insert some address specification and apartment number.