



Feature Listing Document for

YoCare

Prepared by: FATbit Technologies

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Contents

Introduction and Brief overview	3
User Types.....	3
Front End Features.....	4
Customer Features.....	4
Customer Account	4
Service Provider Features	7
Service Provider Account	8
Administrator Features	10

Introduction and Brief overview

YoCare is a system to develop an online marketplace for care service seekers and providers. This system will also provide an opportunity to service providers to apply for suitable jobs according to their specialization and feasibility.

Customers/Service seekers will post job listing on the website and service providers (sitters, nannies, dog sitters, trainers) will be bidding on jobs as per their area of specialization and interest. Customer can review the bids posted by service providers and can view their profile to shortlist the service provider as per his/her requirement.

Admin will have complete control over the job listing posted on the website. All the jobs listed on the website will be approved by the admin. Also, service providers registering on the website will be approved by Admin and then will be able to bid on the jobs.

User Types

Portal will have following 3 different types of users:

1. **Service Providers:** Service Providers will be able to browse the jobs posted by customers and can bid on them as per their interest.
2. **Customers:** Customers will be able to register and submit their job detail on the website. They will be able to list the jobs with their requirements on the website. Also, they can hire service providers after reviewing their profile and posted bid.
3. **Admin:** Website Administrator will have complete control of the system. All the Service providers, Jobs and Sub-Admin will be managed by Admin. Admin will give rights and credentials to Sub-Admin for accessing the website from Admin Panel.

Front End Features

- FAQ's
- Social Media Integration
- CMS Pages (Static Pages like About Us, Contact Us etc.)

Customer Features

- Login via Email ID
- Register as a Customer
 - Email ID
 - Password
 - Check box for Additional Insurance Coverage (A checkbox box will display on the Service Provider's Sign-up page where in the Service provider will have the option to select 'Yes' or 'No'. In the case of 'No' the different logos of the insurance service providers will be shown to the Service Provider to choose from and users will be redirected to the Insurance service provider's website upon clicking the respective link.)

Customer Account

- My Dashboard
- My Details
 - Name
 - Last name
 - Profile Picture
 - Date of Birth
 - Phone Number
 - City
 - Post Code (Customers can add multiple Post Codes)
 - Address
- My Jobs
 - View List of Jobs
 - Update Job details
 - Add Job
- My Account
 - Change Password
 - Deactivate my Account
- My Reservations
- Messaging
 - Received Messages
 - Sent Message

- My Wallet
 - Transaction history
 - Withdraw funds
 - Manage accounts
- Favorites Service Providers
- My Jobs
 - View Active Jobs
 - View Inactive Jobs
 - View Cancelled Jobs
 - View Completed Jobs
 - Submit Reviews and Ratings
 - View Ongoing Jobs
- Notifications
 - When Service Provider Applied on the Job
 - When Service Provider Mark the Job as Completed
 - Customers will receive the above notifications via SMS
- Post a Job
 - Add Job Details
 - Job Title
 - Job Type
 - Job Description
 - Job Price for Bidding
 - Bidding Closed by (Select Date and Time)
 - When you want to do this Job (Select Date and Time)
 - Additional Note
 - Select Preferred Ratings (Optional)
 - Select Preferred Location (Optional)
- Job Listing Detail Section
 - Job Overview
 - View Service Provider who applied on Job
 - Bidding Details
 - Description
 - Accept/Reject Offer

- Find Service Provider
 - Service Provider Name
 - Job Type
 - City
 - By Date
 - Location based Access (For nearby service providers) (Google Map – Geo Tagging)
- Service Providers Listing
 - Listing Page
 - Map based Listing according to Post Code
- View Service Provider Profile
 - View Location
 - View Jobs performed
 - Service Provider Description
 - View Availability
 - View Reviews and Ratings
 - View Services and Fees
 - Add to Favorites
 - Invite Service Providers
 - Select Job (For which service provider is required)
 - Send Invite
- Message Module between Customers and Service Providers
- Make Payment for the Job to Admin by Wallet/PayPal/Card (After Hiring)
- Email Notifications

Service Provider Features

- Login via Email
- Register as a Service Provider
 - Email ID
 - Password
 - Check box for Additional Insurance Coverage
- Fill Service Provider Form
 - Enter Details
 - Name
 - Phone Number
 - Post Code (Service Providers can add multiple Post Codes)
 - Address
- Select Job Type that you Offer
 - Enter Price per Hour/Day/Night/Service
 - Select Yes or No for Pick up and/or Drop off to Customer Address
- Enter Profile Details
 - Upload Picture
 - Date of Birth
 - Title or Slogan
 - Profile Description
 - Type of Property
 - Outside Area (Garden, Terrace and Balcony)
 - Outdoor Size
- Submit Profile for Admin's Approval
- After Admin's Approval Service Provider receives an email for Account Activation

Service Provider Account

- My Dashboard
- My Details
 - Name
 - Last name
 - Profile Picture
 - Date of Birth
 - Phone Number
 - City
 - Post Code (Service Providers can add multiple Post Codes)
 - Address
- My Account
 - Change Password
 - Deactivate my Account
- My Reservations
- Messaging
 - Received Messages
 - Sent Message
- My Wallet
 - Transaction history
 - Withdraw funds
 - Manage accounts
- My Jobs
 - View Applied Jobs
 - View Closed Jobs
 - View Completed Jobs
 - Submit Reviews and Ratings
 - View Ongoing Jobs
- Appointment Calendar
 - View Appointments on Calendar
- Notifications
 - When new Job Posted
 - When bid Accepted/Rejected
 - When Job got Approved by Customer
 - Appointment Notification

- Service providers will receive the above notifications via SMS – **SMS gateway API will be procured & provided by the client and integration will be charged additionally i.e. US \$750**
- Browse Jobs
 - Customer Name
 - Job Type
 - City
 - By Date
- View Jobs List
- View Job Details
 - Job Title
 - Job Type
 - Job Description
 - Job Price for Bidding
 - Bidding Closed by Date and Time
 - Job Date and Time
 - View Additional Note
 - Preferred Ratings
 - Preferred Location
 - Customer Profile
 - View Profile Picture
 - View Name
 - View Location
 - View Reviews and Ratings
 - View jobs
 - Apply on Job
 - Submit Bid
- Messaging Module (Customers and Service Providers - PMB)
- Receive Payment (When Customer mark the Job as Verified)
- Email Notification

Administrator Features

- Dashboard
 - View Statistics
- CMS
 - Manage Content Pages
 - FAQ management
 - Email Template Management
 - Manage Countries
 - Manage Cities
 - Manage Banners
 - Manage CMS Blocks
 - Manage Insurance Companies Logo (Admin can manage the Logo and Link of the Company to be displayed on Sign Up Form)
- Jobs Management
 - Job List
 - Inappropriate Job
 - Job Types
- Admin Users Management
 - Admin Users Listing
 - Admin Role Management
- Users Management
 - Users Listing
 - Service Providers Approval Requests
 - Service Provider Approval Form
 - Deactivate Account Requests
- Money Management
 - Overview
 - Fund Withdrawal Requests
 - Portal Fee Management (Admin Fee for the job)
- Settings
 - Language Label Management (English and Alternative)
 - Settings
- Reviews and Ratings Management
- Reports Management
 - Users
 - Sales
 - Jobs
- Change Password