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COCOLABS

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1 Nomenclature

1.1 Users

Administrator: main party which administrates the marketplace.

Service offeror: party which offers car rental service on the marketplace.

Service asker: party which benefits from a car rental service offered on the site.

Lister: party publishing a listing through the platform. In this case, the service offeror is the lister.

1.2 Notions

Listing: platform element in which a lister publishes a bookable service to the service asker.

Unit: can indicate a unit of time (day), a flat rate for the provision of services, or a unit of a product, according to what is specified below.

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2 General operation

2.1 Home page

When a user enters the platform, he or she first accesses to the home page. This is where the user accesses to the following features:

- Registration and connection to the platform
- Listing creation
- Listing search

By browsing the home page, the user has an overview of the platform:

- A description of the site in the form of 3 points of attachment
- A parade of listing categories
- A presentation video
- A parade of a selection of listings
- An overview of the latest news from the platform (RSS feeds from external blogging tools)

2.2 Footer

The footer shows the general settings:

- The choice of the language if the platform is multilingual
- The choice of the currency if the platform uses several currencies

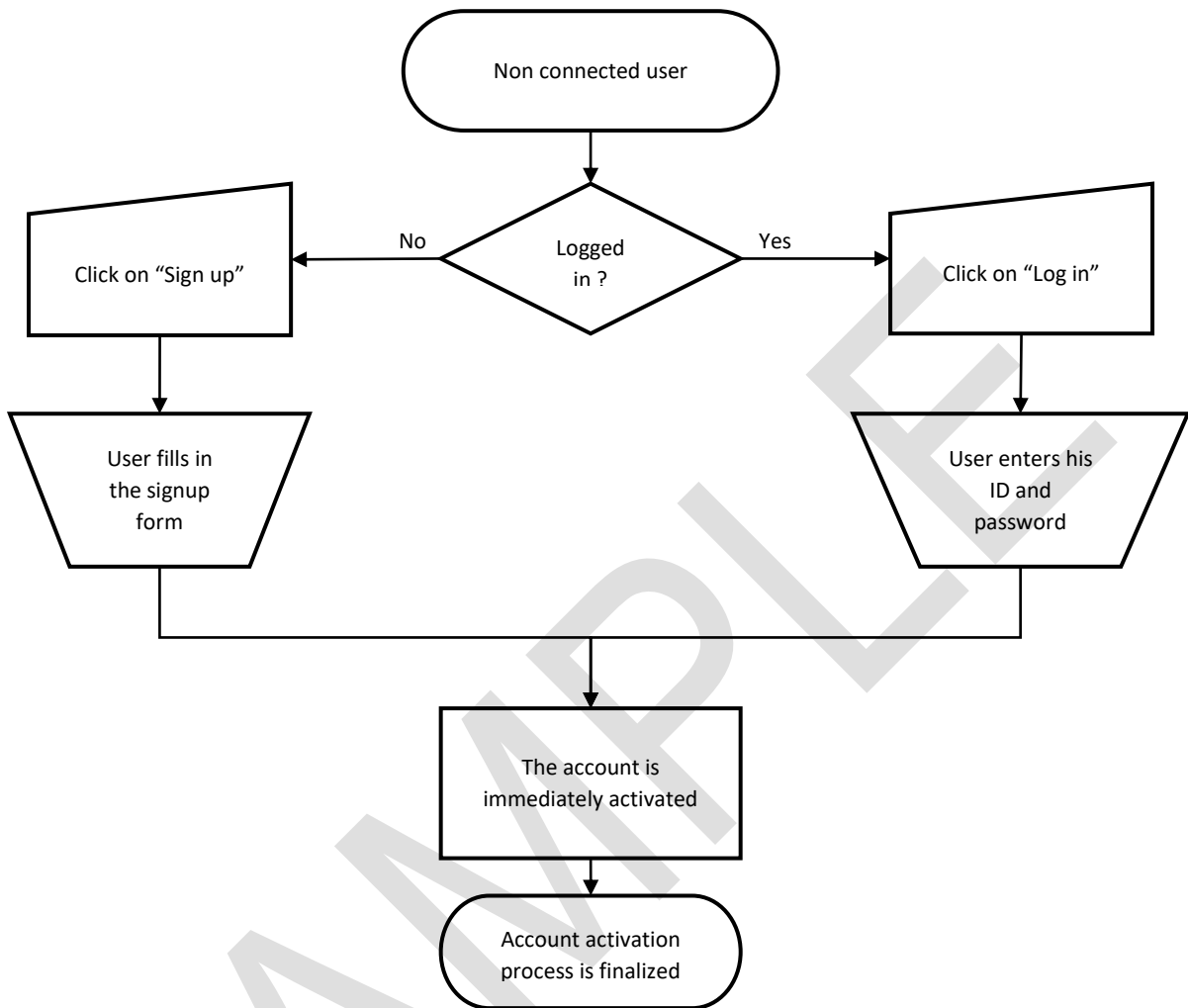
It contains a configurable number of external links to social network profiles, or internal links to institutional pages. These institutional pages can be added, edited and deleted by the administrator.

2.3 Platform administration

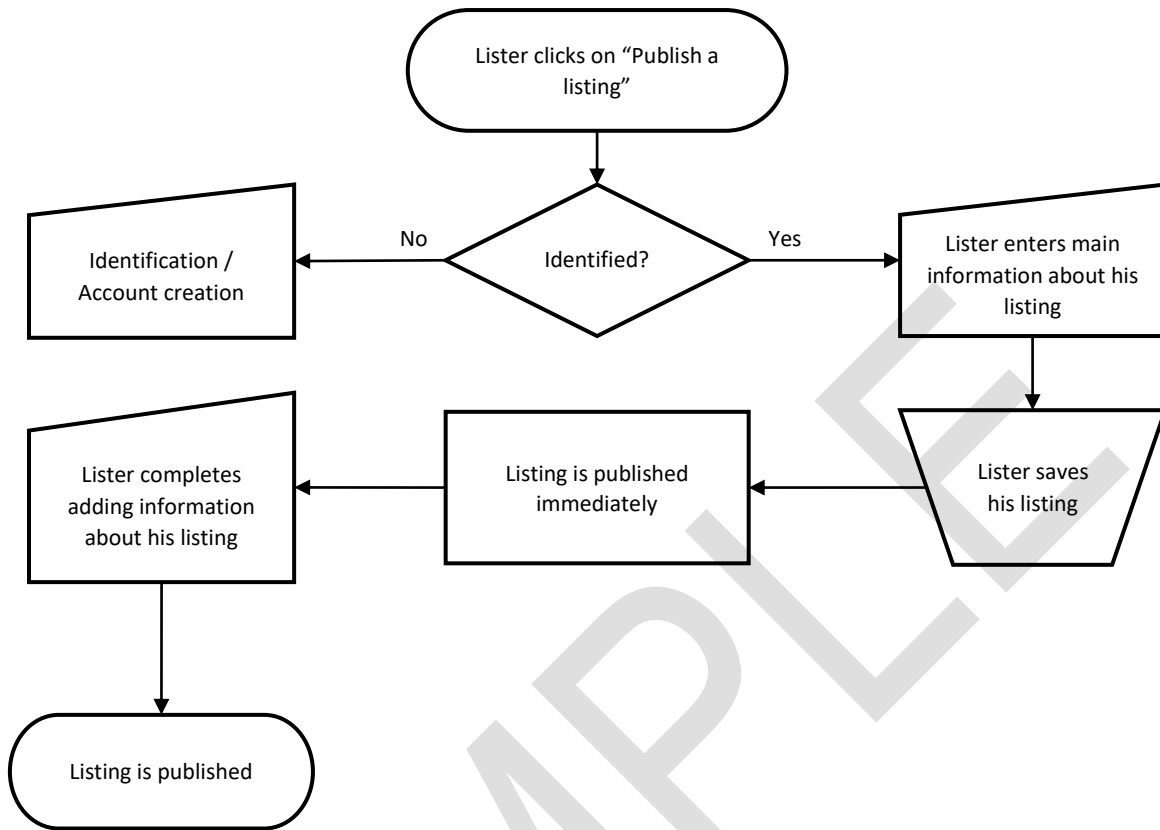
At the same time, the platform provides the administrator with several tools to visualize and manage the content and flows taking place on his platform. These tools can be used in a set of pages grouped under the name of SuperBackOffice. Visibility and access to the SuperBackOffice are reserved for the platform owner, on a dedicated web address.

3 Workflows

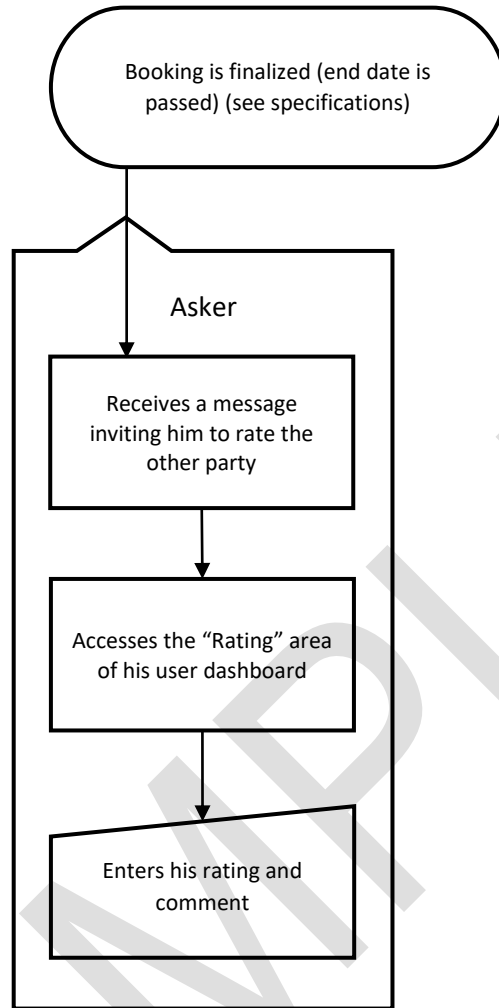
3.1 Sign up/log in



3.2 Publish a listing



3.3 User rating



4 Sign up/log in

4.1 Account moderation

4.1.1 Post-moderation

Accounts are instantly activated and can be moderated after their publishing.

4.2 Registration

Registration (account creation) is conditional upon compliance with KYC (Know Your Customer) standards as a result of the payment mechanisms deployed on most marketplaces. In the case of platforms offering escrowing services, and in accordance with the payment service provider's specifications, different fields must be filled in in order to create an account.

When an account is created through the platform, an equivalent account is created at the payment service provider in order to allow the management of the financial flows. Thus, some fields used to create an account are made mandatory by the payment service provider.

Depending on the needs of the platform, two types of accounts are provided: accounts for natural persons (individuals) and accounts for legal persons (companies). Each of these account types has different fields:

- Person type (natural or legal person)
- Company name (if legal person) Last name *
- First name *
- Date of birth *
- Residing country *
- Email
- Platform GTC checkbox

This proposal includes the creation of "natural person" and "legal person" accounts.

4.3 Identification

An unidentified user is allowed to perform a listing search. On the other hand, an identification is required to post a listing (on the lister side) or book a service (on the asker side).

A user identifies by entering his email address and password. If he is not registered on the platform, the user is invited to register. If the user forgets his password, he can use the "Forgotten password" feature. His email address is required to proceed to its recovery.

4.3.1 Regular & Strong account validation

[Redacted]

[Redacted]

4.4 Profile edition

[Redacted]

4.4.1 Presentation

[Redacted]

[Redacted]

4.4.2 Identity

[Redacted]

[Redacted]

4.4.3 Bank details

[Redacted]

[Redacted]

4.4.4 Parameters

[Redacted]

[Redacted]

4.5 Viewing a profile

[Redacted]

4.5.1 Summary

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

4.5.2 Media and Presentation

[REDACTED]
[REDACTED]

4.5.3 Listings

[REDACTED]
[REDACTED]

4.5.4 Ratings and comments

[REDACTED]

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5 Creating and updating a listing

5.1 Listing moderation

5.1.1 Post-moderation

[Redacted text]

5.2 Listing creation form

[Redacted text]

[Redacted text]

[Redacted text]

5.2.1 Presentation

5.2.1.1 Title

[Redacted text]

5.2.1.2 Introduction

[Redacted text]

5.2.1.3 Rules

[Redacted text]

5.2.2 Categories

[Redacted text]

5.2.3 Attributes

[Redacted text]

[Redacted text]

5.2.4 Multimedia

5.2.5 My Services

5.2.5.1 Add a service (Extension 4410€)

This section allows listers to add services they offer in their listing. The lister can add a service by clicking on "Create a service". A pop-in opens with several fields to fill in. The lister can manually fill in these fields. A list of templated services is also displayed by the platform. By selecting one, the service creation fields will be automatically pre-filled. The lister can still modify these fields before validating the listing creation, or he can directly validate the listing.

The information entered is as follows:

- Main information
 - Category
Allows you to assign the service to a category.
 - Title
Allows you to enter the title of the service.
 - Description
Describes the service.
 - Price
Allows you to enter the price for this service.
 - Duration
Allows you to enter the duration for this service (see platform time unit).
 - Image
Allows the user to upload an image (jpg or png file) for his service.
- Advanced rules
 - Management of quantities that can be ordered
Allows the offeror to manage the minimum and maximum that can be ordered for this service.
 - Minima management

By default the minimum amount that can be ordered is 1. This value is used to set the minimum number of units for this service that can be ordered per booking.

- Maxima management
This option is disabled by default. Here the offeror can set the maximum number of units for this service that can be ordered per booking.

5.2.5.2 *My services list*

The list of services allows the lister to view the services he offers in his listings. The features and information available are:

- Service ranking
Allows the lister to determine the order of the displayed services. The first service in the list is the cover service, namely the service put forward in this listing.
- Edit
Provides access to the service edition
- Remove
Delete the service
- Hide
Disable the service
- Add a service
Add a new service

5.2.5.3 *Displaying taxes*

[Redacted]

5.2.5.4 *Minimum price per transaction*

[Redacted]

5.2.5.5 *Currency management*

[Redacted]

5.2.5.6 *Minimum and maximum duration*

[Redacted]

5.2.6 Management of availabilities and unavailabilities (calendar management)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

5.2.6.1 Platform time unit

[Redacted]

5.2.6.2 Minimum time between a request and the booking start date

[Redacted]

5.2.7 Location

[Redacted]

[Redacted]

[Redacted]

5.3 Listing edition

The fields detailed above and below are editable.

5.3.1 Price & Conditions

5.3.1.1 Discount management

Suppliers can create different discounts with different thresholds. The reduction is set by percentages. The supplier can create as many thresholds as necessary:

- N% reduction as of x time units ordered
- M% reduction as of y time units ordered
- ...

Percentages are set in integers.

5.3.1.2 Options and extras

The options creation tool allows the lister to set extras either per booked units, or as a fixed fee per booking. If allowed, it is also possible to add several units of each extra.

Extras are added as follows:

1. The lister clicks on “Add option” in the “Pricing & Conditions” page
2. He then sets the following information:
 - i. Option title
 - ii. Option description
 - iii. Price, either:
 - i. Per booking unit
 - ii. Per booking
 - iv. Maximum amount allowed per booking
 - v. Minimum amount allowed per booking

Each extra can then be edited or deleted, similarly to the creation process. The options are displayed either directly on the listing’s page, or on the payment details page.

Options and extras are not taken into account for discounts.

5.3.1.3 Temporal availabilities

Temporal (un)availabilities aim to define the moments (hour, day, week ...) where the service is available or unavailable. Different methods of defining availabilities are available.

5.3.1.3.1 By ranges

The definition of availabilities for a time range is available for the following durations:

- **From date to date:** for example from the 1st of January to the 1st of April a different availability is applied for this date range.
 - o **Weekly:** for example, on Monday, Tuesday, Wednesday, in the previously defined date range, all units can carry a specific availability.

Setting an availability range replaces the availabilities previously set on that same time range.

A unit of time that has passed or that has given rise to a booking cannot be changed.

It is possible to set availabilities up to 6 months in advance.

5.3.2 Activating / deactivating a listing

By default listings are disabled. A minimum amount of information must be entered before a listing can be activated. The required information is: Title, description, location, at least 1 image and entry of a default price. The lister will be able to activate his listing only if this information has been entered.

The Lister may deactivate a listing at any time. The deactivation makes the listing invisible to the public (except to the lister), but all current actions concerning the listing are maintained (booking, discussion thread ...).

5.3.3 Archiving a listing

Listings cannot be deleted from the platform, this in order to keep the data related to them (discussion threads, bills, bookings, statistics ...). However, listings can be archived. The result of archiving a listing is that it becomes invisible to the lister (he no longer sees it in his dashboard) and more generally the listing no longer appears on the platform. However, all data relative to the listing remains accessible, such as discussion threads, bills, payments... Furthermore the super administrator can still view the listing through the administration panel.

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6 Search

6.1 Search criteria (Extension)

The first search criterion is geolocation, which is mandatory. Other search criteria may be displayed, including:

- Geolocation (required)
- Categories
- Attributes
- Start and end date

The search engine is available on multiple pages of the platform.

6.1.1 Auto-geolocation

Up to 4 geolocation mechanisms can be successively launched in the following order:

1. If the user is logged in and he has entered his address in his profile then his address is pre-entered in the geolocation search field
2. In the case where the user is not logged in or if his address has not been entered in his profile, then an automatic geolocation is launched via the user's browser (requires approval by the user).
3. In the case where the browser automatic geolocation is rejected by the user or in case of inactivity on the part of the user, geolocation by IP address is initiated (less precise)
4. In any case, the user will be able to modify or enter a location in the search engine, whether it is a city, a postal code, a neighborhood or a street as made possible through the Google Maps API.

6.2 Search results

6.2.1 Display of the map

A GoogleMaps map is displayed listing all the listing addresses around the place searched by the asker. This map is interactive, offering the possibility to update the search results by moving manually the marker on the map.

6.2.2 Display of listings

For each result, the first multimedia element of the listing is displayed along with the location, the title and the rating of the listing.

6.2.3 Display of prices

The price displayed for each result is the default price per unit.

6.2.4 Default Classification of Search Results

Search results can be sorted by different means :

- Platform recommendation
- Price
- Distance



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SAMPLE

7 Favorite listings

7.1 Add to “Favorites”

[Redacted content]

7.2 Display “Favorites”

[Redacted content]

SAMPLE

8 Public display of listing

[Redacted]

[Redacted]

[Redacted]

8.1 General presentation

The listing title is displayed as well as various social media “Share” links, such as Facebook, Twitter or Pinterest. The rating also appears as well as the possibility to add the listing to the favorites list.

8.2 Media

A media gallery (images, videos and documents) allows users to view the listing’s multimedia elements.

8.3 My services (Extension)

[Redacted]

8.4 Booking panel (Extension)

It is here that bookings are made. The booking price is displayed once the necessary information has been entered. The user can then click on “Book” to complete his request.

The information and options displayed in the panel are:

- Service start date
- Service end date

[Redacted]

- Service title
- Service total duration
- Service price
- “Book” button

8.5 Description

Displays the “Introduction” text.

8.6 Attributes

Allows you to view the listing's attributes. The attributes are organized in groups as defined by the administrator via the Superadministrator's Control Panel.

8.7 Categories

Allows you to view the listing's categories (and sub-levels). The categories are organized as defined by the administrator via the Superadministrator's Control Panel.

8.8 Options & extras

Allows you to view the options and extras offered in the listing as well as the terms and conditions. The options and extras are managed by the lister.

8.9 Cancellation policy

A block displays the cancellation policy made available by the lister for this listing.

8.10 Rules

Displays the "Rules" text.

8.11 Lister block

The lister block displays:

- His first name (containing a link to his profile)
- His rating
- His address (geographical area)
- "Contact" button
- Seniority on the platform
- If his phone number has been verified
- If his email has been verified
- If his ID has been verified
- Number of services performed

8.11.1 Contact button

The contact button is used to send a message to the lister. It is available only for logged-in users. In the event that a user is not logged in when he clicks on the button, he is redirected to the login / account creation page after which he returns to the original listing. When the user is connected and clicks on the "Contact" button, a field appears allowing him to enter his message.

8.12 Location (map)

Depending on the selected settings of the platform, the displayed location can correspond to an approximate area indicated by a circle on the map or to a specific point. The default map zoom scale is set to the "district" level.

8.13 Availabilities (calendar)

A calendar allows users to know the availability of the service. Availabilities may be displayed monthly, weekly or daily. A color code indicates the availability for each date. Additionally the price is displayed for each individual date.

8.14 Ratings and Comments

The ratings and comments allow askers to get an idea of the quality of the service offered. The ratings are displayed in chronological order with the most recent rating at the top of the list. Are displayed:

- The first name of the asker who left his rating
- The date and time (GMT) of the rating
- The comment added by the asker
- The number of stars given by the applicant

8.15 Similar listings

This area of the page shows 9 similar listings to the one which is being viewed. The listings correspond to the first 9 other search results in the previous search results page.

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9 Booking process

9.1 Making a booking request

9.1.1 Booking request page

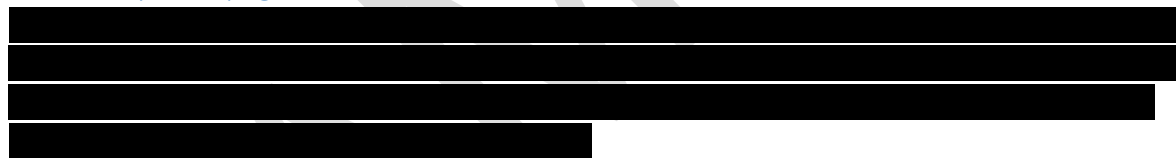
On the listing page, the asker enters all the information required to complete a booking request (date, start time, options...) before being redirected to the booking page. If he has not already done so, he creates an account or identifies himself.

The booking request page displays the booking request summary:

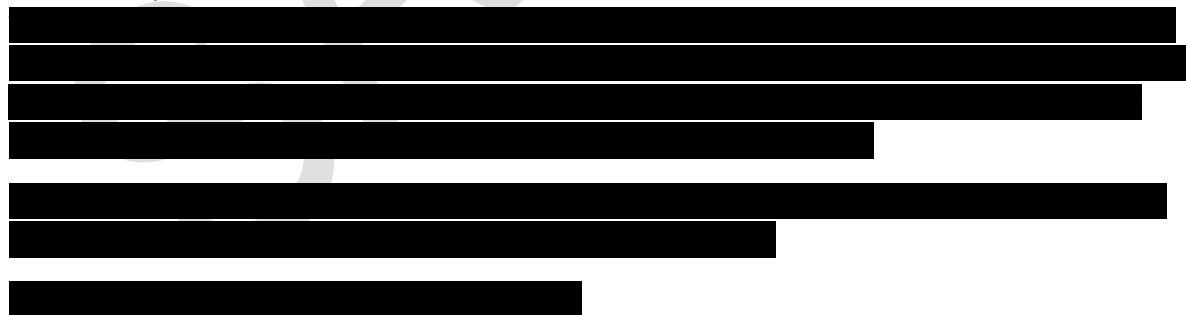
- Requested service start and end date
- Time zone
- Total duration
- Listing location
- Number of participants
- List of ordered services:
 - o Service title
 - o Quantity
 - o Price for each service
- Total price excluding asker commissions
- Asker commission

The asker can also send a message (optional) to the lister. To move on to the payment phase, the asker must first accept the platform's GTC and click on "Continue". The asker can also modify his booking request at this step by clicking on "Edit".

9.1.2 Payment page



9.1.2.1 Payment



9.1.3 Payment confirmation page

Following the payment, a payment confirmation page is displayed indicating the booking request has been successfully processed. The user is then redirected to the booking details available in the "My bookings" tab.

9.2 Answering to a booking request

The lister has a limited time to answer to a booking request.

9.2.1 Booking approval

When submitting a listing, the lister can choose between two approval modes: “automatic” or “manual”.

9.2.1.1 Automatic approval

[Redacted content]

9.2.1.2 Manual approval

The lister has to manually accept the booking request. If the request is accepted, the payment card is submitted to the payment service provider to be debited. Once the payment is approved by the PSP, the booking information are displayed on the “Booking” page to both parties.

9.2.2 Booking refusal

9.2.2.1 Lister

When a lister declines a booking request, the card isn’t debited and the asker is informed by e-mail.

9.2.2.2 Bank (payment error)

When the bank refuses the transaction, the lister and the asker are informed by email and the request is rejected for cause of a payment error. In this case, the request is considered as a refusal, and the asker must make a new booking request to be able to pay again.

9.2.3 Booking expiration

[Redacted content]

9.2.4 Booking cancellation

When submitting a listing, the lister can choose between two cancellation modes: “strict” cancellations or “relax” cancellations. Only askers can cancel bookings.

9.2.4.1 “Strict” cancellations

In the case of a strict cancellation procedure and depending on the notice period of the cancellation, either a “partial refund” or “no refund” will be applied. The notice period is set in time units of the platform and is common to all the listings. Specifically, if the notice is long enough, the asker will be partially refunded, otherwise no amount will be refunded. The cancellation rule is as follows:

- If cancellation < X days, then 0% is refunded
- If cancellation > X days, then Y% are refunded

9.2.4.2 “Relax” cancellations

In the event of a cancellation, the asker may be refunded in full or in part. The notice period is set in time units of the platform and is common to all listings. As a result, if the notice period is long enough and the asker will be fully refunded, if not the asker will only benefit of a partial refund. The cancellation rule is as follows:

- If cancellation < X days, then Y% are refunded
- If cancellation > X days, then 100% is refunded

9.2.4.3 Refund rules for asker cancellations

An asker can cancel his booking at any time as long as the service has not yet begun. Except when the asker is entitled to a full refund, the commission of the site is always levied.

9.2.4.3.1 Partial refund to the asker

This refund method implies that only a part of the sums paid are refunded. This is the result of the applicable cancellation rule and the time remaining before the start of the booking at the time of the cancellation. Amounts not refunded to the applicant are paid to the supplier. The site receives in full its commissions, which are deducted from the amounts paid to both parties.

9.2.4.3.2 Total refund to the asker

In this case the asker is refunded of all the sums paid, including the commission taken by the platform. This is the result of the applicable cancellation rule and the time remaining before the start of the booking at the time of the cancellation.

9.2.4.3.3 No refund to the asker

In the event no refund is made, the lister is paid as agreed and the commissions of the platform are fully applied. This is the result of the applicable cancellation rule and the time remaining before the start of the service at the time of cancellation.

9.2.4.3.4 Refund mechanisms

Payments made to askers in the case of cancellations are done through a direct refund to the payment card that was initially used. This is not a wire transfer and therefore requires no action on the behalf of the platform administrator.

9.3 Booking ended

A booking is considered done once the booking's end time has passed. This moment serves as the reference when calculating the minimum time before allowing a bank transfer to the lister.

9.4 Wire transfers (rules)

Wire transfers are disbursements made by the platform to the benefit of the lister or asker. This operation is carried out by the administrator on the payment service provider's platform using the information provided on the Superadministrator's Control Panel.

9.4.1 Asker

9.4.1.1 Cancellation

The asker can receive a transfer in the event of a cancellation which leads to a partial or full refund.

9.4.2 Lister

9.4.2.1 Booking

Transfers to suppliers are initiated X days after the start of the service, in order to allow askers to make a claim about the provided service. Transfers to listers are initiated manually by the platform administrator.

9.4.2.2 Cancellation

The lister can receive a transfer in the event of a cancellation, in this case the asker does not receive a full refund.

9.5 Ratings and comments (process)

Two elements carry a rating: the lister and the listing. Each time a service is completed, the asker is invited to rate the service completed. He chooses an integer value between 0 and 5 to signify the rating he gives in addition to leaving a written comment. The asker issues a rating regarding the lister's listing. Thus, the lister is not directly rated by the asker, the rating he is assigned is the average rating of his listings. This average is rounded to the nearest integer when shown.

9.5.1 Listing rating

Obtained through the average rating made by askers having made a booking of the listing.

9.5.2 Lister rating

Obtained through the average rating of the lister's listings.

9.5.3 Process

Each asker receives an e-mail inviting him to rate the lister at the end of the booking. This email contains a direct link to the page allowing to leave his rating. Independently, when a user opens the "Ratings and comments" tab, a reminder with a link invites him to add his rating if he hasn't already done so with a "Add your rating" link.

By clicking on this link the user is presented with a page containing the following elements:

- Profile photo of the user
- Listing title
- First name of the user being rated
- Star rating tool (user clicks on a star from the 1st to the 5th to set a rating)
- A field to add a comment to the rating
- A "Save" button and a "Cancel" button

10 User dashboard



10.1 Inbox (discussion thread)



10.1.1 Threads linked to a booking



10.1.2 Independent threads



10.2 My bookings

Allows users to view and manage upcoming and past bookings. It is also from here that a lister and an asker can accept, refuse or cancel a booking according to the choices offered to them. The possible statuses for bookings are:

- Accepted
Indicates that the lister has accepted the request and that the booking has been paid. A voucher is generated in the form of an html page, providing a summary of the booking: booking number, family name and first name of the asker, address, telephone, date, duration, title of the listing and description.
- Refused
Indicates that the lister has refused the request.
- Expired
Indicates that the lister has not responded on time and that the request has expired.
- New
Indicates that the request is new and has not yet been processed (nor accepted, nor declined, nor expired). No payment has yet been made.
- Cancelled
Indicates that the booking has been canceled.

- Payment error
- Indicates that there has been an error with the payment

10.3 My listings

This section enables users to view each listing and access its update. The update of listings is described in the chapter "[Creating and updating a listing](#)".

10.4 My payments

This section enables users to view payments made, wire transfers received and to retrieve bills.

The information displayed is:

- For the asker:
 - o Payments made:
 - Transaction number
 - Booking number
 - Payment date
 - Payment type (booking or refund)
 - Amount paid
 - Commission charged by the platform
 - Bill (link to download the bill)
- For the lister:
 - Transaction number
 - Booking number
 - Date of wire transfer (empty if the transfer has not yet been made)
 - Payment type (booking or refund)
 - Amount transferred
 - Status
 - Bill (only if the transfer is complete)

The platform issues a bill only for the part of the commissions it receives. The amount escrowed and paid on to the lister is not billed by the platform, it belongs to the lister to issue a bill directly to the asker for the sums he has collected. Therefore, if the lister or asker commission is set at 0%, then the platform does not issue a bill to the users that have paid no commission.





10.5 Ratings and comments

10.5.1 List view



10.5.1.1 Add a comment

A user can leave a rating and a comment from here (see chapter "[Ratings and comments \(process\)](#)").

10.5.2 My profile

The "My Profile" area consists of 4 tabs ("Presentation", "Identity", "Payment information", "Parameters", see chapter "[Profiles edition](#)").

SAMPLE

11 Superadministrator Control Panel

11.1 Platform KPIs



11.2 Platform configuration

11.2.1 Header links management

Allows you to add, delete, modify links in the platform's header.

11.2.1.1 Link display

Links are displayed in a list. The available information is:

- Link title
- Action (edit, delete)

11.2.1.2 *Link creation / edition*

Header links are managed through the following fields:

- Link title
- URL type:
 - o Internal page
 - List of the pages to which redirect
 - o External page
 - Field to enter the external URL to which redirect

11.2.2 Footer links management

Allows you to add, delete, modify links in the platform's footer.

11.2.2.1 *Link display*

Links are displayed in a list. The available information is:

- Link group title
- Link title
- Action (edit, delete)

11.2.2.2 *Link creation / edition*

Footer links are managed through the following fields:

- Link group (under which to be displayed) choice
- Link title
- URL type:
 - o Internal page
 - List of the pages to which redirect
 - o External page
 - Field to enter the external URL to which redirect

11.2.3 Page Content Management

The platform can host multiple institutional content pages such as a FAQ, Who are we, Legal terms... This section enables the Superadministrator to add, edit and delete these content pages.

Content edition is done through an HTML WYSIWYG editor (Tiny MCE).

11.2.3.1 *Interface*

Pages are displayed as a list in a table. The presented columns are:

- Page ID
- Title
- Description
- Published (yes / no)
- Creation date
- Action buttons (edit, delete)

11.2.3.2 *Creating and editing a page*

Pages are managed through the following fields:

- Page title
- Page content edition through an HTML WYSIWYG editor (Tiny MCE)
- Meta Title
- Meta Description
- Slug (page URL)
- Publication status (published / not published)

11.2.3.3 Page search engine

Allows the administrator to perform searches for pages using the following fields:

- Page title
- Description
- Publication status (published or not)
- Creation date

11.2.4 Language Management

The platform can be offered in several languages. The encoding used is UTF-8, making the site compatible with multiple types of characters sets (Arabic, Chinese, Thai ...). This proposal includes setting up the platform in 2 languages in Latin characters. The features and technologies to add and manage additional languages are natively embedded in the platform for future use.

11.2.5 Text and Translations management

Allows the administrator to modify all the texts and their translations which are not editable / translatable elsewhere on Administration Control Panel. Through this tool, all the texts of the platform (including emails) are editable and translatable (if applicable).

The texts of the platform are presented as groups of text (grouped by coding concepts) and displayed under 3 columns:

- Text ID
- Editable text (field containing the content you can edit)
- Path in the source code where the text is called

A language selector lets you choose the language in which you want to make changes.

11.2.5.1 Translation of user generated content (if multilanguage)

User generated content (Listing title, description, user presentation) can be automatically translated to the other the languages of the platform by the use of the automatic translation service offered by Microsoft Bing. Users can either manually enter a translation in several languages or can click on the button "translate automatically" for the translation to be handled by the translation service. Without action on the user's behalf automatic translation is automatically applied.

11.2.5.2 Geolocation (if multilanguage)

When a listing is registered, structured information about its geolocation is stored in order to be used for searching purposes and in order to display the breadcrumbs. This information is automatically translated into the different languages of the platform, however, in case a language is added at a later stage, a translation must be manually launched for the pre-existing content.

11.3 “Contact” form messages management

Allows the administrator to find all the messages sent via the general contact form on the publicly accessible “Contact” page. These messages are also cc’d to the administrator’s e-mail address.

11.3.1 Interface

Users are displayed as a list in a table. The presented columns are:

- Message ID
- Status
- First name
- Last name
- Email
- Phone
- Subject
- Creation date
- Link to view the full message

11.3.2 Message search engine

Allows the administrator to perform message searches using the following fields:

- Status
- First name
- Last name
- Email
- Phone
- Subject
- Creation date

11.4 Data moderation and management

11.4.1 Listing management

11.4.1.1 Interface



11.4.1.2 Export



[Redacted text]

11.4.1.3 Listing search engine

[Redacted text]

[Redacted text]

11.4.1.4 Updating a listing

[Redacted text]

[Redacted text]

[Redacted text]

11.4.2 Service templates management

Service templates allow the administrator to pre-populate a list of services for each listing that is created. During the listing creation process, the lister will see a list of services that the platform recommends. The offered services are deactivated by default, it is up to the lister to activate them if he wishes to offer them.

11.4.2.1 Service template activation by the lister

Once his listing has been created, the lister can view in the “My Services” section the services pre-created by the platform. In order to activate one of these services:

- The lister clicks on “Activate this service”. This button replaces the “Modify” button
- This opens up the service and allows the lister to modify its information (title, description, price, etc ...)
- Saving the service validates these modifications and publishes the service on the platform.

The service does not publicly appear until it has been validated (it behaves the same way as if it had the "Hidden" status).

11.4.2.2 *Service template creation by the administrator*

The services created by the administrator are suggested for all the listings that are created on the platform. When a service template is created, the administrator is required to enter the same information that is provided by a lister when creating a service, including field obligations.

11.4.2.3 *Service template modification/deletion by the administrator*

The administrator can modify and delete his service templates. When performing one of these two actions, only new listings will see the new service templates. Thus, listings already created will not be affected by the modification or deletion of a service template.

11.4.3 Managing categories

[Redacted]

[Redacted]

[Redacted]

[Redacted]

11.4.4 Managing attributes

11.4.4.1 *Attributes*

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

11.4.4.2 *Attribute groups*

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

11.4.5 Booking management

Enables the administrator to view the bookings of the platform, to make searches adapted to the administration of the platform and to make exports.

11.4.5.1 *Interface*

Bookings are displayed as a list in a table. The columns presented are:

- Booking ID
- Listing ID
- Booking status
- Validation state of the booking
- Asker first and last name
- Lister first and last name
- Listing title
- Amount to pay / paid by the asker
- Booking start date
- Booking end date
- Booking expiration date

11.4.5.2 *Export*

Exports of the following fields are possible as Json, XML, CSV and XLS:

- Booking ID
- Listing ID
- Booking status
- Validation state of the booking
- Asker first and last name
- Lister first and last name
- Listing title
- Amount to pay / paid by the asker
- Booking start date
- Booking end date
- Booking expiration date
- Update date

11.4.5.3 *Bookings search engine*

Allows the administrator to perform listing searches using the following fields:

- Booking ID
- Booking status
- Listing ID
- Listing title
- Asker first and last name
- Lister first and last name
- Booking expiration date
- Update date
- Max amount
- Min amount

11.4.6 *Transaction & bank transfer management*

Enables the administrator to view the bank transfers of the platform, to make searches adapted to the administration of the platform and to make exports.

The administrator must initiate transfer orders individually by logging into the PSP interface and entering the required information provided in the Control Panel.

11.4.6.1 Interface

Bank transfers are displayed as a list in a table. The presented columns are:

- Bank transfer ID
- Booking ID and Listing title
- Bank transfer status
- Lister first and last name
- Date and time of status change
- Amount paid by the asker
- Total amount to pay to the lister promotions excluded

Additional information related to wire transfers is available in the details of the bank transfer, by clicking on one of the items in this list.

11.4.6.2 Export

Exports of the following fields are possible as Json, XML, CSV and XLS:

- Bank transfer ID
- Bank transfer status
- Bank transfer ID
- Booking ID and Listing title
- Bank transfer status
- Lister first and last name
- Date and time of status change
- Amount paid by the asker
- Total amount to pay to the lister promotions excluded

11.4.6.3 Bank transfer search engine

Allows the administrator to perform bank transfer searches using the following fields:

- Bank transfer ID
- Bank transfer status
- Booking ID
- Booking status
- Lister first and last name
- Date at which the bank transfer was created

11.4.7 Ratings management

This tool makes it possible to follow the ratings made between listers and askers of the platform.

11.4.7.1 Interface

Users are displayed as a list in a table. The presented columns are:

- Rating ID
- Rated by
- User being rated
- Listing title
- Rating (0 to 5)
- Comment
- Date
- View (gives a complete view of the rating)

11.4.7.2 *Export*

Exports of the following fields are possible as Json, XML, CSV and XLS:

- Rating ID
- Rated by
- User being rated
- Listing title
- Rating (0 to 5)
- Comment
- Date

11.4.7.3 *Ratings search engine*

Allows the administrator to perform message searches using the following fields:

- Rating (0 to 5)
- Rated by
- User being rated
- Listing title
- Date
- Keyword search

11.4.8 *User management*

11.4.8.1 *Interface*

Users are displayed as a list in a table. The presented columns are:

- User ID
- PSP User ID
- First and last name
- Activation status (yes/no)
- Locked (yes/no)
- Commission rate as an asker (editable)
- Commission rate as a lister (editable)
- Listings (shows the first 5 listings of this user)
- Account creation date
- Link to the complete list of this user's listings

11.4.8.2 *Export*

Exports of the following fields are possible as Json, XML, CSV and XLS:

- User ID
- First name
- Last name
- Email
- Activation status
- Locked
- Account creation date
- PSP User ID

11.4.8.3 *User search engine*

Allows the administrator to perform user searches using the following fields:

- User ID
- First and last name
- Locked (oui/non)
- Email

11.4.8.4 *Personification*

This tool allows the administrator to log into the account of any user without using the user's password, as if he had logged in via his account. The operation to do this is as follows:

- In the front office, log in with the administrator credentials.
- From the Control Panel, on the "Users" page, click on the "Personification" icon of the user account to which you want to connect to.
- This opens the frontend of the platform, the administrator is now logged into the selected user's account

11.4.9 *Messages management*

This tool allows the administrator to follow the messages exchanged between the users of the platform.

11.4.9.1 *Interface*

Users are displayed as a list in a table. The presented columns are:

- Message ID
- Message type
- Booking ID
- Listing title
- From
- To
- Date
- Thread (gives access to the entire thread)
- View (enables admin to view the full message)

11.4.9.2 *Export*

Exports of the following fields are possible as Json, XML, CSV and XLS:

- Message ID
- Booking ID
- Listing title
- From
- To
- Date

11.4.9.3 *Messages search engine*

Allows the administrator to perform message searches using the following fields:

- Message type
- From
- To
- Date
- Keyword search

12 Listing, booking and user unique identifiers (UID)

Sequential numbering of UIDs of users, bookings and listings makes it possible to reverse engineer critical and strategic information about a platform. In order to prevent unwanted analysis of the platform data, the UIDs of these elements are generated randomly in a numeric range from 10.000 to 2.147.483.640.

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13 Transactional emails

Transactional emails are sent to users at different moments of their usage of the marketplace. We provide a canvas of pre-existing mails. You can modify the texts and translate them via your back office. The emails consist of texts and variables.

13.1 Variables available in the transactional emails

[Time_unit]: time unit, eg "time" or "day"

[Sitename]: Corresponds to the site name (and not necessarily to the domain name)

[Company_name]: Official name of the Company as it appears in the Commercial Register

[Company_phone]: company telephone number

[Full_company_adress]: Company postal address

[Firstname]: first name of user

[Asker_firstname]: name of the asker

[Asker_lastname_1stletter]: 1st letter of asker's name

[Asker_lastname]: last name of the asker

[Lister_firstname]: first name of the lister

[Lister_lastname_1stletter]: 1st letter of the lister's last name

[Lister_lastname]: last name of the lister

[Listing_calendar_edit_url]: link to the calendar management page

[Listing_title]: title of the listing as defined by the lister

[Listing_public_url]: Public URL of the listing

[Default_booking_expiry_length]: default duration before expiration of booking

[Booking_start_date]: booking start date

[Booking_end_date]: booking end date

[Booking_duration]: duration of the booking

[Booking_minus_fees]: booking amount minus the platform fees (commission)

[Booking_total_amount]: total amount paid for the booking

[Booking_uid]: unique identifier of the booking

[Booking_url]: link to the booking page that contains the discussion thread

[Lister_wiretransfer_date]: date at which the wire transfer will be executed

[Profile_payment_info_url]: link to the page where the user enters his bank details

[Booking_request_expiry_date]: day / time at which the booking request expires

[Lister_to_asker_review_url]: link to the page to rate the asker

[Asker_to_lister_review_url]: link to the page to rate the lister

[My_listings_url]: link to the page "My Listings"

[Thread_url]: link to the discussion thread

[Lister_paymnets_list]: link to the "My Payments" page in the lister dashboard

[Lister_booking_acceptation_message]: displays the message written by the lister when accepting or refusing a booking request

[Asker_booking_acceptation_message]: displays the message written by the asker when making a booking request

[Similar_booking_listings_url]: link to search results for same city as the listing being discussed

[Cancellation_policy_title]: title of the refund rule

[Cancellation_policy_description]: description of the refund rule

[Asker_cancellation_amount]: amount to be paid to the asker following a cancellation

[Lister_cancellation_amount]: amount to be paid to the lister following a cancellation

[Bo_my_payments]: link to the "My Payments" page

13.2 Transactional emails list

All mails contain a signature at the end of the message.

13.2.1 Emails sent to all users

[Redacted]

[Redacted]

[Redacted]

[Redacted]

13.3 Emails sent to the lister

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

13.4 Emails sent to the asker

[Redacted]

[Redacted]

SAMPLE

14 Technologies and techniques

14.1 PHP7 with Symfony

The platform is built in PHP7 using Symfony.

14.2 Cocorico

The technology for the platform is Cocorico. You can view the open source version of this technology here: <https://github.com/Cocolabs-SAS/cocorico>

A demo of Cocorico is available here: <http://demo.cocorico.io>

14.3 Translations API

The API used for the translations is MS Azure. The customer must directly subscribe to this service and provide Cocolabs with the necessary credentials.

14.4 Geolocation and Mapping APIs

The geolocation and mapping APIs that are used are:

- Maps JavaScript API
- Geocoding API
- Distance Matrix API
- Places API

The customer must directly subscribe to these services and provide Cocolabs with the necessary credentials.

14.4.1 Reverse geocoding

The purpose of reverse geocoding is to determine and then store address information of each listing in a structured manner. For example, the address "3 Canaan Drive Linwood North Carolina" returns the following location structure:

- Street: Canaan Drive
- Post code: 27299
- City: Linwood
- First-level subdivision: Davidson County
- Second-level subdivision: North Carolina
- Country: United States

The information obtained through the reverse geolocation is namely used to create a breadcrumb trail which is shown in the search results page and on the listing pages. This information is created for each language of the platform at the moment when a listing is registered ("United States" in French becomes "Etats-Unis").

14.5 Other APIs

In the case where a payment gateway is used, the corresponding API will be used. Additionally, the following APIs may be required to operate the platform:

- Youtube API
- Ipinfodb API

The customer must directly subscribe to these services and provide Cocolabs with the necessary credentials.

14.6 Browser compatibility

The platform will be compatible with the desktop versions of the following browsers for versions released over the previous 24 months:

- Chrome
- Firefox
- Microsoft Edge
- Safari

However, SuperAdministration compatibility is only ensured for the Chrome browser for versions released 2 years prior to the contract date.

14.7 Technical requirements

The technical requirements of the application can be found here:

- Server requirements:
<https://github.com/Cocolabs-SAS/cocorico/blob/master/doc/installation-server.md>
- Installation requirements:
<https://github.com/Cocolabs-SAS/cocorico/blob/master/doc/installation-application.md>

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