COCOLABS

COCOLABS

General Functional Specifications

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

1 Nomenclature

1.1 Users

Administrator: main party which administrates the marketplace.

Service offeror: party which offers an activity on the marketplace.

Service asker: party which book an activity on the marketplace.

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 (hour), a flat rate for the provision of services, or a unit of a product, according to what is specified below.

2 General operation

2.1 Home page

[redacted]

- [redacted]

[redacted]

- [redacted]

2.2 Footer

[redacted]

- [redacted]

[redacted]

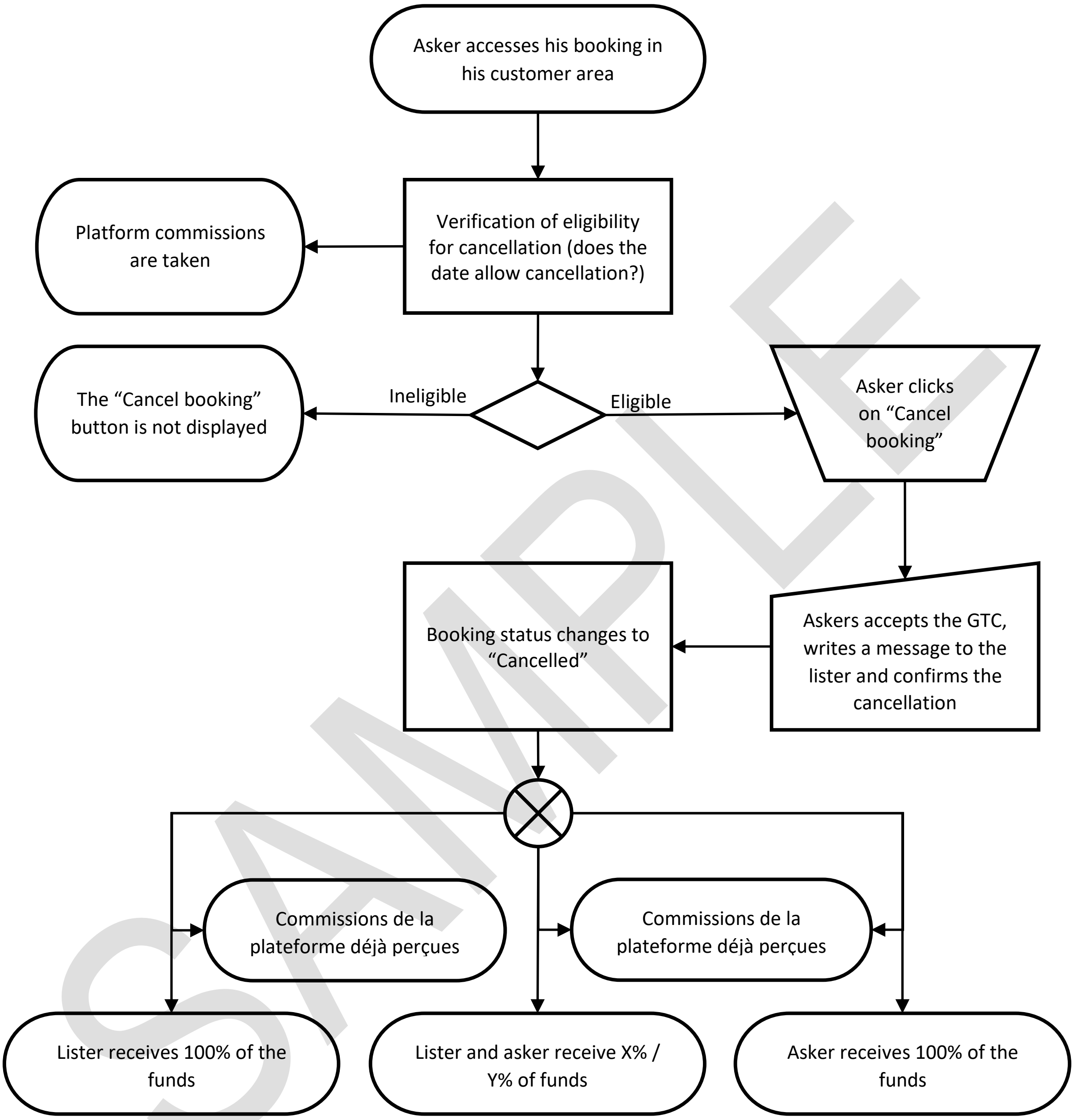
2.3 Platform administration

[redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

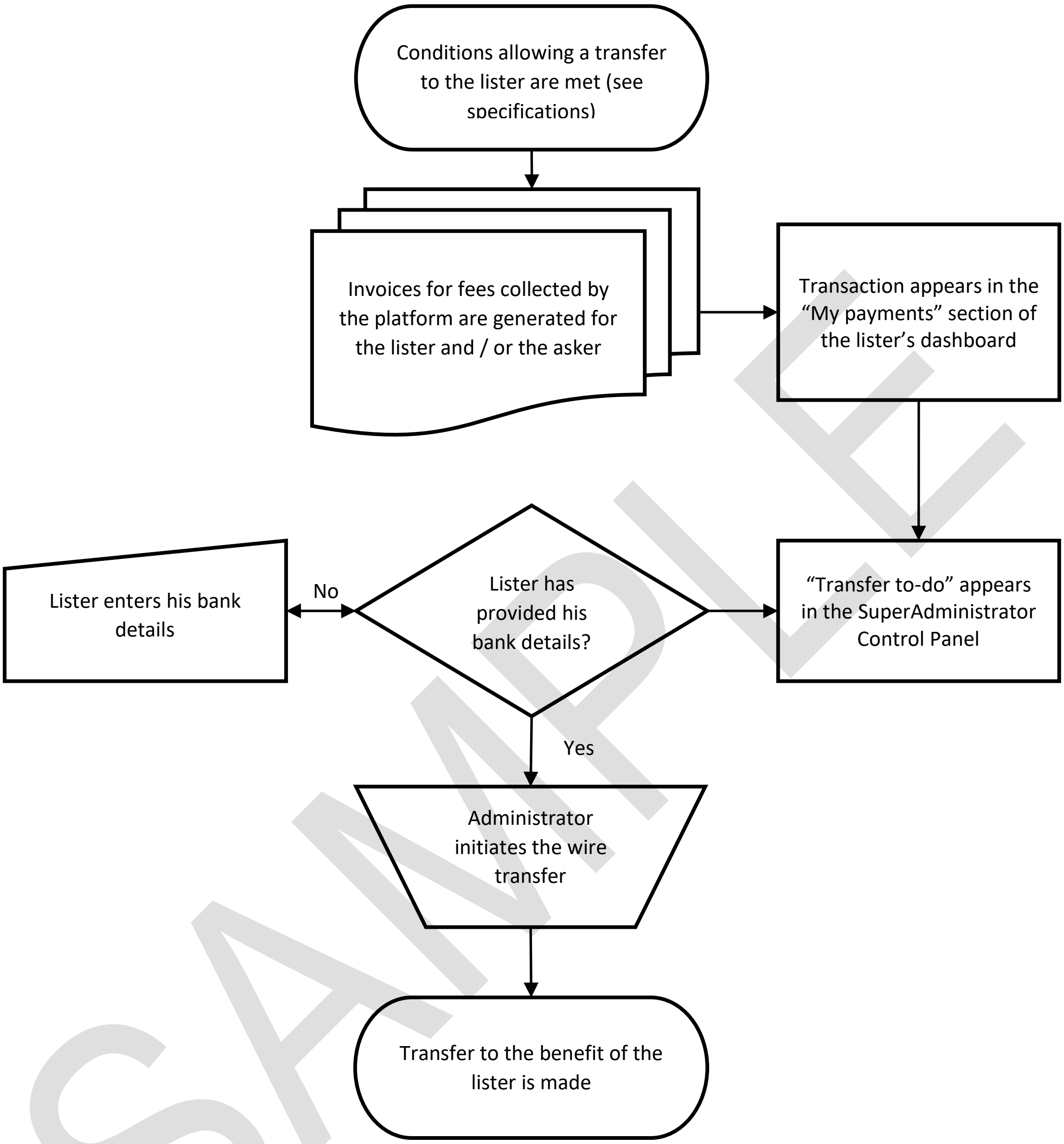
3 Workflows

3.1 Asker cancellation



Depending on the delay before the start of the service, the cancellation conditions set on the platform and according to the cancellation policy defined by the lister, the distribution of funds will vary (see corresponding chapter for details).

3.2 Fee collection and wire transfer



Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

COCOLABS

4 Sign up/log in

4.1 Account moderation

4.1.1 Post-moderation

[redacted]

4.2 Registration

[redacted]

[redacted]

[redacted]

- [redacted]

[redacted]

4.3 Identification

[redacted]

[redacted]

4.3.1 Regular & Strong account validation

[redacted]

[redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

4.4 Profile edition

The "My Profile" area consists of 4 tabs (“Presentation”, “Identity”, “Bank details”, “Parameters”), each allowing the user to enter different information.

4.4.1 Presentation

In this tab, a user can:

- Add and delete profile photos/pdf
- Define the user’s spoken languages
- Define the user’s mother tongue
- Edit the profile introductory text

4.4.2 Identity

Enables the user to edit the following fields:

- Type of person (legal or physical) (for information purposes only, cannot be changed)
- Company name (if applicable)
- Last name*
- First name*
- Date of birth*
- Nationality
- Country of residence*
- Country code (phone)
- Phone number
- Email
- Billing address
    - Street and street number
    - City
    - Post code
    - Country

4.4.3 Bank details

Enables the user to edit the following fields:

- Name appearing on the bank account statement*
- Address*
- IBAN*
- BIC*

4.4.4 Parameters

Enables the user to edit the following information:

- Change the password (process):
    - Old password
    - New password
    - Confirmation of the new password
- Download the personal data

4.5 Viewing a profile

[redacted]

4.5.1 Summary

[redacted]

- [redacted]

4.5.2 Media and Presentation

[redacted]

4.5.3 Listings

[redacted]

4.5.4 Ratings and comments

[redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

COCOLABS

5 Creating and updating a listing

5.1 Listing moderation

5.1.1 Post-moderation

[redacted]

5.2 Listing creation form

The listing registration form contains a selection of information contained in the 7 main listing management tools: Presentation, Pricing & Conditions, Calendar, Images, Attributes, Categories and Location.

When submitting a listing, the lister only enters a part of the information of his listing, before moving on to the second phase, which allows him to provide more exhaustive information about the listing's availabilities and its address.

The fields that are necessarily present in the first phase of the listing registration form are: listing title, description, listing category, at least one photo, default price and the listing's address.

5.2.1 Presentation

5.2.1.1 Title

This text is used as title for the listing. The title is limited to 50 characters. If the platform is a multilingual site, the lister can manually enter his text in the other languages offered, or he can launch an automatic translation via the tool provided for this purpose.

5.2.1.2 Introduction

Enables you to enter descriptive text about your listing. If the platform is a multilingual site, the lister can manually enter his text in the other languages offered, or he can launch an automatic translation via the tool provided for this purpose.

5.2.1.3 Rules

Enables you to enter a second text, for example rules or conditions. If the platform is a multilingual site, the lister can manually enter his text in the other languages offered, or he can launch an automatic translation via the tool provided for this purpose.

5.2.2 Categories

A system of multilevel categories allows the lister to select one or more categories corresponding to his listing. This is a two-level system (category and sub-category), knowing that each child category can only have one parent. The number of categories and sub-categories is unlimited. Their display order can be set via the Superadministrator Control Panel.

5.2.3 Attributes

Attributes are additional information that is provided for each listing. They are created by the administrator and are used by the lister to enrich the information of his listing. Attributes are of various types:

- Choice of attribute from a dropdown list
- Choice of a date from a calendar (date picker)
- Choice of an option by a checkbox

- Text manually entered in a free text field

Each attribute is linked to a category and is thus dynamically displayed according to the category selected for the listing. Each attribute also offers an explanation tooltip.

The administrator can also create groups of attributes that enable him to group attributes together by theme in order to facilitate their understanding and improve their visibility. The display order of the attributes and the groups to which they belong can be set via the Superadministrator Control Panel.

5.2.4 Multimedia

Enables the user to add photos, documents and videos to his listing. The maximum number of elements per listing is set at 24. The supported formats are: Png, Jpg, Gif for photos, Pdf for documents and Mp4 for videos. The medias are added via a drag-and-drop operation in an area provided for this purpose, or via an upload field allowing multiple selection. It is possible to reorder the display of the elements by a click and drag operation, where the first element is used as a photo/document/cover video.

In the case of a multilingual platform, pdf documents as well as videos can be dynamically visible depending on the language. Thus, if an Australian visitor browses the ad, he or she will only see the pdf and videos available in English.

5.2.5 Pricing & Conditions

5.2.5.1 Flat rate services provided at preset schedules

This method of management stipulates that the lister not only fixes the duration, but also the starting times for his services. This is therefore similar to the management of "sessions", where the asker can only choose dates/times previously set by the lister. In this case, several tools and rules are impacted:

- The creation of sessions by the lister is done by date ranges, as follows:
  - Lister selects a start and end date
  - Lister selects the days of the week affected (Monday to Sunday)
  - Lister selects the starting times of the sessions (the duration is fixed beforehand when posting the listing)
  - Lister sets the price of the session
- The duration of a session is fixed upstream (when the listing is posted).
- Once set, the duration can't be changed anymore (to change the duration a new listing must be created)
- By default, all the dates of a listing are shown as unavailable. As a result, after submitting a listing, the lister must define his sessions to create an availability.
- Creating or modifying sessions within a date range removes all sessions that previously existed in this date range.
- The modification of the sessions directly via the calendar makes it possible to modify the price individually for each session.
- For a same listing, the time slot of two sessions cannot overlap
- The end date of a session must be equal to the start date (sessions cannot last several days)
- A session that has passed or that gave rise to a booking is not editable

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

- Sessions can be scheduled up to 12 months in advance

5.2.5.2 Default price

This is where the lister sets his "default price" per session. The default price is used in several places, including the price displayed in the search results. The price is defined all taxes included and can be precise to the cent. The default price is the reference price of the listing.

5.2.5.3 Displaying taxes

All prices are set and displayed all taxes included.

5.2.5.4 Minimum price per transaction

The minimum amount that can be paid per booking cannot be of less than 1$.

5.2.5.5 Currency management

Due to exchange rate fluctuations, which are exacerbated by the delay between cashin (debit) and cashout (disbursement), all transactions (payments, escrowing and transfers) of the platform are made in a single currency (USD). On the other hand, it is possible to view all prices in the following currencies: euro, dollar, pound sterling, Swiss franc, yen, Canadian dollar, Australian dollar, Russian ruble. The display of prices in currencies other than the USD is only for information purposes. The exchange rate is provided by the European Central Bank. Rates are updated every business day at 17:00 GMT + 1.

5.2.5.6 Minimum and maximum duration

In the case where the unit of the platform is a unit of time, the lister has the possibility of defining a minimum and a maximum duration for the bookings that he is willing to offer. The maximum and minimum duration is fixed by number of time units. By default, the maximum number of time units that the lister can limit his bookings to is 30.

5.2.6 Management of availabilities and unavailabilities (calendar management)

[redacted]

- [redacted]

[redacted]

[redacted]

5.2.6.1 Platform time unit

The time unit of the platform is hour.

5.2.6.2 Minimum time between a request and the booking start date

This value defines the minimum time between a booking request and the start of the requested service. This value is set for the entire application at 24 hours.

5.2.7 Location

This tool allows the lister to enter the address where the service is offered or where the listing is located. The fields that must be filled in are displayed in this order: Country, City, Postal Code, Street name and number. Only the fields “Country”, “City” and “Postal Code” are mandatory.

The lister is shown a map with a marker locating the address that he has filled in. The lister can then move the marker on the map to refine or modify the location. Changing the location of the cursor on the map causes a change of the address in the fields previously filled in. Once the address is set, the user must click on the button "Validate my address" to apply his address.

The platform can publicly display the exact address or an approximate address by means of an area drawn on the map. In the case that the platform is configured to show an approximate address, the lister is informed that the entered address is not publicly visible, and that only an approximate address will be displayed.

5.3 Listing edition

[redacted]

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 Yield management

[redacted]

[redacted]

5.3.1.2.1 By time range

[redacted]

[redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

[redacted]

[redacted]

5.3.1.3 Options and extras

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

5.3.1.4 Management of quantities ordered

The platform manages the maximum quantities that can be ordered per booking. To do this, the lister sets a maximum number of units that can be ordered per booking for each listing he posts. As a result, askers cannot make a booking for a number of units greater than the maximum quantity proposed by the lister. The platform offers two modes that tie quantity to price (only one can be selected for the entire platform):

- Quantity affects price. The price is multiplied by the quantity chosen to have the total price of the booking.
- The quantity does not affect the price. No matter how many units are ordered, the price will remain the same. This tool limits the amounts ordered without impacting the price.

5.3.1.5 Temporal availabilities

[redacted]

5.3.1.5.1 By ranges

[redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

[redacted]

[redacted]

5.3.2 Activating / deactivating a listing

[redacted]

[redacted]

5.3.3 Archiving a listing

[redacted]

6 Search

6.1 Search criteria

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

- Geolocation (required)
- Categories
- Attributes
- Date
- Start and end time

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

[redacted]

- [redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

[redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

7 Favorite listings

7.1 Add to “Favorites”

A user can add a listing to his/her “favorites” directly from the search results. To do so, the user clicks on a dedicated CTA button available in each listing bloc. A user can delete a listing from the “favorites” list by clicking on the dedicated CTA button.

Favorites are stored in a client-side cookie, making it possible to use the favorites tool as an unlogged user. The disadvantage of this approach is that it is therefore possible to “lose” your favorites for example when you delete your cookies.

7.2 Display “Favorites”

Users’ “favorite listings” are available through a link at the top the all the pages. This link allows users to view the listings that they have previously added to their favorites.

Favorites are displayed similarly to the search results.

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

8 Public display of listing

A listing's public display is accessible by entering the detailed listing:

- Newest listings displayed on the homepage
- Search results
- "My listings" tab available in the lister dashboard
- "My bookings" tab available in the user dashboard
- "My messages" tab available in the user dashboard
- "Rating and comments" tab available in the user dashboard

The public display of a listing is built as described below.

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 Booking panel

[redacted]

[redacted]

- [redacted]

8.4 Description

Displays the "Introduction" text.

8.5 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.

8.6 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.

8.7 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.

8.8 Cancelation policy

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

8.9 Rules

Displays the "Rules" text.

8.10 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

8.10.1 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.

8.11 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.

8.12 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.

8.13 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

8.14 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.

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

9 Booking process

9.1 Making a booking request

9.1.1 Booking request page

[redacted]

9.1.2 Payment page

[redacted]

9.1.2.1 Payment

[redacted]

9.1.3 Payment confirmation page

[redacted]

9.2 Answering to a booking request

[redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

9.2.1 Booking approval

[redacted]

[redacted]

9.2.2 Booking refusal

9.2.2.1 Lister

[redacted]

9.2.2.2 Bank (payment error)

[redacted]

9.2.3 Booking expiration

[redacted]

[redacted]

[redacted]

[redacted]

9.2.4 Booking cancellation

[redacted]

9.2.4.1 "Strict" cancellations

[redacted]

[redacted]

9.2.4.2 "Relax" cancellations

[redacted]

[redacted]

[redacted]

9.2.4.3 Refund rules for asker cancellations

[redacted]

9.2.4.3.1 Partial refund to the asker

[redacted]

9.2.4.3.2 Total refund to the asker

[redacted]

9.2.4.3.3 No refund to the asker

[redacted]

9.2.4.3.4 Refund mechanisms

[redacted]

9.3 Booking ended

[redacted]

9.4 Wire transfers (rules)

[redacted]

9.4.1 Asker

9.4.1.1 Cancellation

[redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

9.4.2 Lister

9.4.2.1 Booking

[redacted]

9.4.2.2 Cancellation

[redacted]

9.5 Ratings and comments (process)

[redacted]

9.5.1 Listing rating

[redacted]

9.5.2 Lister rating

[redacted]

9.5.3 Asker rating

[redacted]

9.5.4 Process

[redacted]

[redacted]

[redacted]

- [redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

10 User dashboard

The user dashboard gathers the management and monitoring tools available to the user, giving him an overview of his actions as a lister and as an asker. It is divided into 7 items:

- General
- Messages
- Bookings
- Listings
- Payments
- Ratings
- Profile

10.1 Inbox (discussion thread)

Each written exchange between an asker and a lister creates a discussion thread. A thread allows both parties to view current and previous messages that were exchanged in a single page. There are 2 types of threads, a thread linked to a booking and a thread independent of a booking (generated through the “Contact” button of the listing page).

10.1.1 Threads linked to a booking

A discussion thread is created for each booking request. The lister can directly accept a request without any discussion or discuss with the asker to decide whether to accept or reject the request.

10.1.2 Independent threads

An independent thread is created when a message is sent through the contact form of a listing. It does not lead directly to a booking because the asker has not yet entered the required information (start date, duration…). A “Make a booking request” is displayed at the top of the thread, redirecting the user to the listing page.

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:

[redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

[redacted]

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

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

[redacted]

10.5 Ratings and comments

10.5.1 List view

The Ratings and Comments area allows you to view the comments received, the comments made and the comments that remain to be sent.

Comments are organized through two tabs, one showing ratings received and the other ratings made.

Each rating displays the following information:

- Booking number
- User who rated or was rated
- Date of the rating
- Rating (shown as a number of stars)
- Comment (text)
- Profile photo of the concerned user

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”).

11 Superadministrator Control Panel

11.1 Platform KPIs

[redacted]

11.2 Platform configuration

11.2.1 Header links management

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

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

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:
  - Internal page
    - List of the pages to which redirect
  - 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:
  - Internal page
    - List of the pages to which redirect
  - 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
[redacted]

[redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

[redacted]

11.4.1.2 Export

[redacted]

11.4.1.3 Listing search engine

[redacted]

11.4.1.4 Updating a listing

[redacted]

11.4.2 Managing categories

Allows the administrator to create, edit, or delete categories and subcategories.

A category is made up of the following information:

- Name
- Parent category

11.4.3 Managing attributes

11.4.3.1 Attributes

Allows you to add, modify or delete attributes of type yes / no. A attribute is composed of the following information:

- Name
- Description
- Position (Position in the list of attributes of the same group, defined by entering a numerical value)
- Attributes group (Allows to define to which group of attributes this attribute belongs)

In the case where the platform is multilingual, it belongs to the administrator to enter the translation for each attribute.

11.4.3.2 Attribute groups

Allows you to add, modify or delete attribute groups. The attributes groups are used to group the attributes into themes. A group consists of a name and a position.

A group of attributes consists of the following information:

- Name
- Position (position of the group of attributes relative to the other groups, defined by entering a numerical value)

11.4.4 Booking management

[redacted]

11.4.4.1 Interface

[redacted]

- [redacted]

11.4.4.2 Export

[redacted]

- [redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

[redacted]

11.4.4.3 Bookings search engine

[redacted]

[redacted]

11.4.5 Transaction & bank transfer management

[redacted]

[redacted]

11.4.5.1 Interface

[redacted]

[redacted]

[redacted]

11.4.5.2 Export

[redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

[redacted]

11.4.5.3 Bank transfer search engine

[redacted]

11.4.6 Ratings management

[redacted]

11.4.6.1 Interface

[redacted]

11.4.6.2 Export

[redacted]

11.4.6.3 Ratings search engine

[redacted]

[redacted]

11.4.7 User management

11.4.7.1 Interface

[redacted]

11.4.7.2 Export

[redacted]

11.4.7.3 User search engine

[redacted]

11.4.7.4 Personification

[redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

[redacted]

11.4.8 Messages management

[redacted]

11.4.8.1 Interface

[redacted]

[redacted]

11.4.8.2 Export

[redacted]

[redacted]

11.4.8.3 Messages search engine

[redacted]

[redacted]

- [redacted]

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

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.

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

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_wiretrasfer_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

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

[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

The following emails are sent to all users:

- Account creation
- Password recovery
- New message

13.3 Emails sent to the lister

The following emails are sent to listers:

- Listing activated
- Booking request
- Booking request approved and payment successful
- Payment error
- Booking request declined
- Expiration alert
- Booking request expired
- Lister rates asker
- Asker cancellation
- Imminent booking start

- Wire transfer
- Calendar update

13.4 Emails sent to the asker

The following emails are sent to askers:

- Booking request
- Booking request approved and payment successful
- Payment error
- Booking request declined
- Booking request expired
- Asker rates lister
- Asker cancellation

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041

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

Cocolabs SAS
12 Rue du Helder, Paris 75009 | 3 bd. Maréchal Foch, Antibes 06600
SAS au Capital de 1150€ - RCS Paris 814 013 041 – N°TVA FR18814013041