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**COCOLABS**

# General Functional Specifications

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## 1 Nomenclature

### 1.1 Users

**Administrator:** main party which administrates the marketplace.

**Service offeror:** party which offers a medical service on the marketplace.

**Service asker:** party which benefits from a medical 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 travel experience 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.

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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

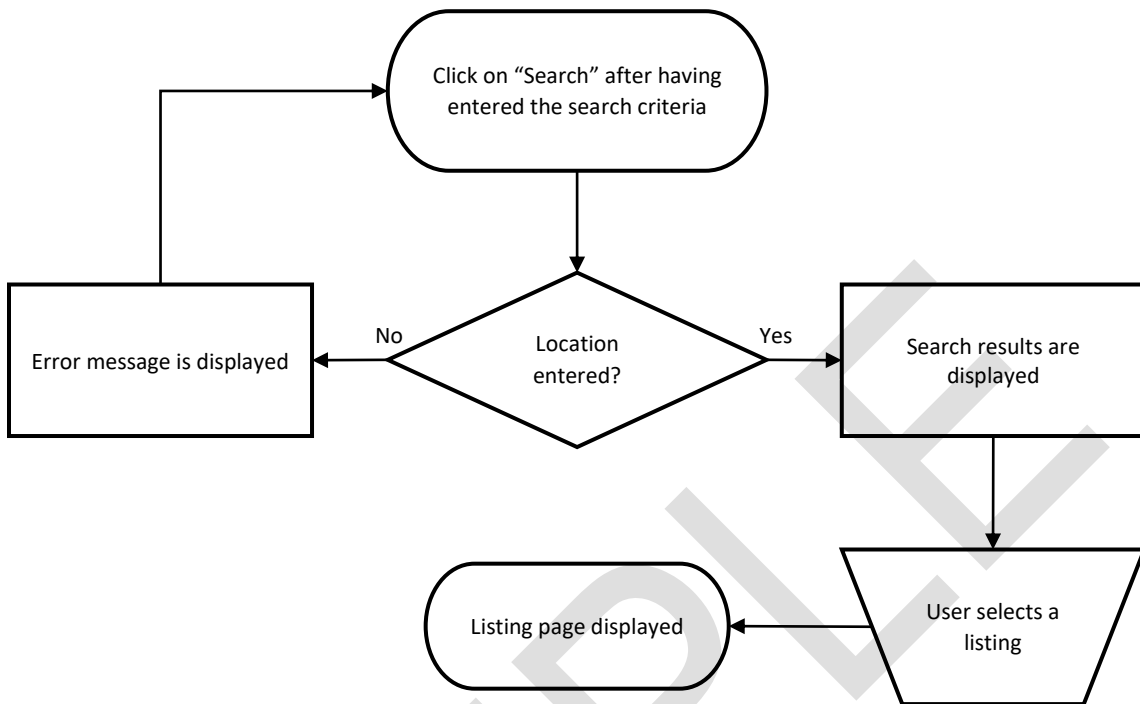
It contains a configurable number of external links to social network profiles, or internal links to institutional pages. These institutional pages can be added, edited and deleted by the administrator.

### 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.

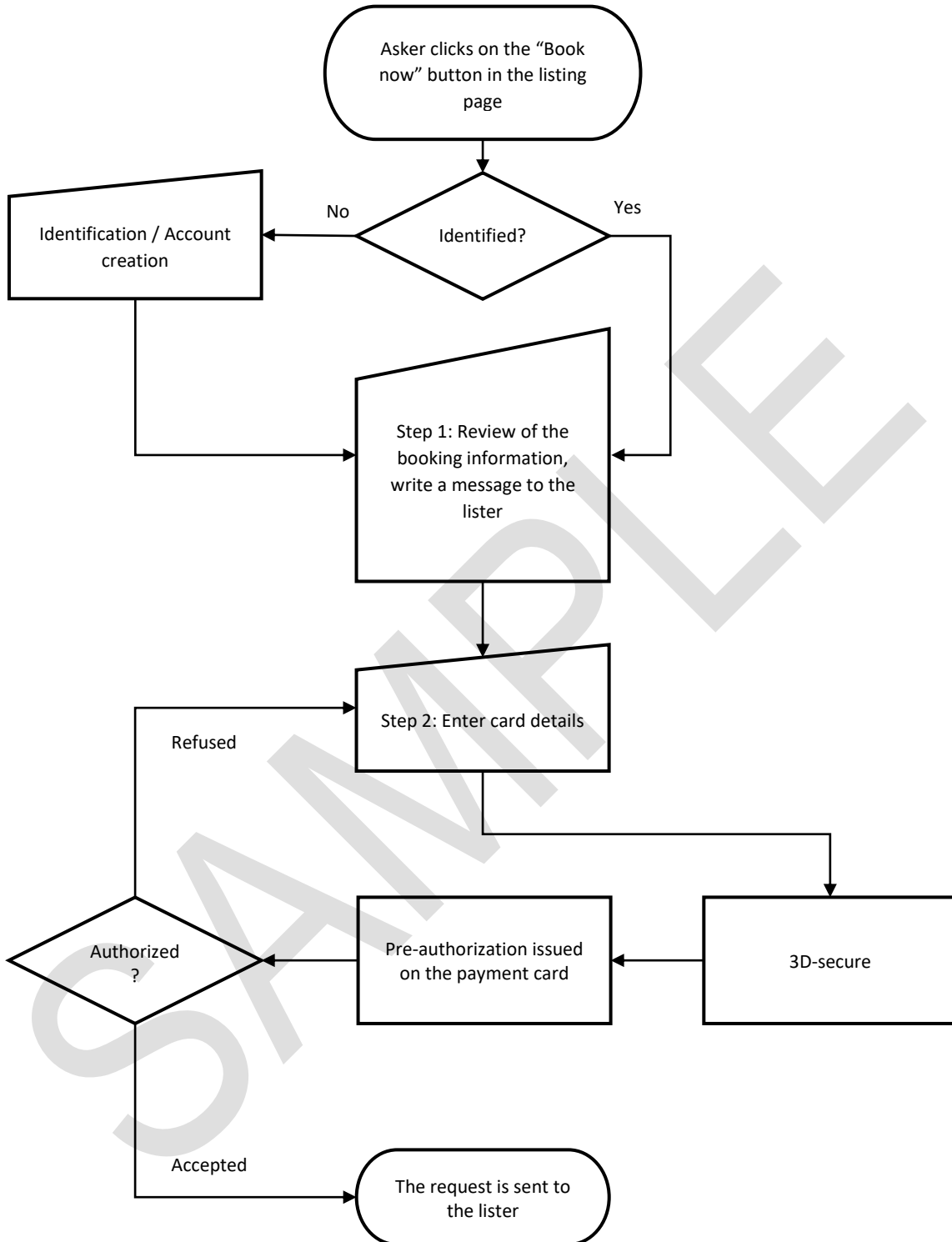
### 3 Workflows

#### 3.1 Search



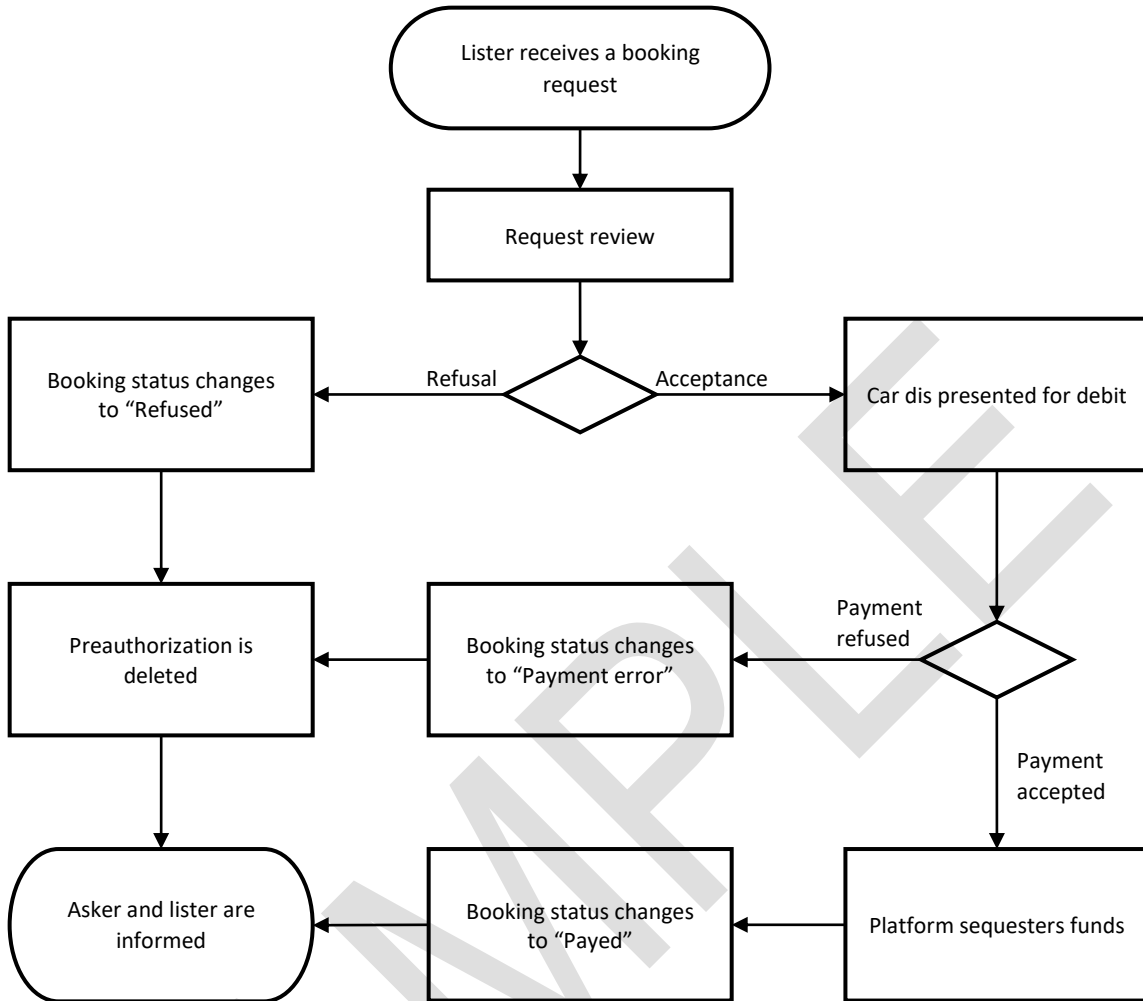
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### 3.2 New booking request (by asker)





### 3.3 Acceptance / refusal of a booking request (by lister)



## 4 Sign up/log in

### 4.1 Account moderation

#### 4.1.1 Pre-moderation (Extension 630€ 0€)

Accounts are moderated by the administrator before being activated. They become activated once moderated.

### 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

Regular & Strong account validation are a requirement of KYC standards for users whose trading volume on the platform exceeds a certain amount. Account validation is achieved by retrieving additional information about the user.

Account validation rules are defined by the payment service provider in accordance with the legislation they are submitted to. You will find the definition of the thresholds and strong identification rules for the PSP Mangopay here: <https://docs.mangopay.com/guide/kyc>

## 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
  - o Street and street number
  - o City
  - o Post code
  - o 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):
  - o Old password
  - o New password
  - o Confirmation of the new password
- Download the personal data

## 4.5 Viewing a profile

Allows a user, connected or not, to view another user's public profile. A public profile page is divided into 4 sections covering the information related to his activity on the platform.

### 4.5.1 Summary

This section displays the user's general information:

- Profile photo
- Contact button
- Registration date on the platform
- Verified email address and phone number
- Number of bookings made on his listings
- User geolocation

### 4.5.2 Media and Presentation

This section displays images and/or pdf documents from the user's listings and profile photos, as well as a presentation text written by the user.

### 4.5.3 Listings

This section displays the latest listings posted by the user. The listing title, its title, location, price and associated rating are displayed.

### 4.5.4 Ratings and comments

This last block enables users to view the rating and comments received and posted by the user.

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## 5 Creating and updating a listing

### 5.1 Listing moderation

#### 5.1.1 Pre-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

### 5.2.1 My Services

#### 5.2.1.1 Add a service

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
  - o Category  
Allows you to assign the service to a category.
  - o Title  
Allows you to enter the title of the service.
  - o Description  
Describes the service.
  - o Price  
Allows you to enter the price for this service.
  - o Duration  
Allows you to enter the duration for this service (see platform time unit).
- Advanced rules
  - o 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.

#### 5.2.1.2 *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

#### 5.2.1.3 *Displaying taxes*

All prices are set and displayed all taxes included (namely VAT).

#### 5.2.1.4 *Minimum price per transaction*

The minimum amount that can be paid per booking cannot be of less than 5€.

#### 5.2.1.5 *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.

#### 5.2.1.6 *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.

### 5.2.2 *Management of availabilities and unavailabilities (calendar management)*

There are four statuses for calendar availability:

- available
- unavailable
- booked
- unknown

The "unknown" and "available" statuses are displayed as availabilities to the public which means that by default the lister is always available if he does not declare an unavailability. The "unavailable" and "booked" statuses are displayed as unavailability to the public.

The unit of time chosen is the day, the availabilities will be managed per day.

#### 5.2.2.1 Platform time unit

The time unit of the platform is the hour.

#### 5.2.2.2 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.

### 5.2.3 Location

[Redacted content]

## 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 Yield management

[Redacted content]



#### 5.3.1.2.1 By time range

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[Redacted text block]

#### 5.3.1.3 Options and extras

[Redacted text block]

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#### 5.3.1.4 Management of quantities ordered

[Redacted text block]

#### 5.3.1.5 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.

##### 5.3.1.5.1 By ranges

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

- **From date to date:** for example from the 1<sup>st</sup> of January to the 1<sup>st</sup> 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.
    - **Hourly:** for example from 9:00 to 12:00, from 13:00 to 18:00, for the dates and week days previously defined, these 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, invoices, 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, invoices, payments... Furthermore the super administrator can still view the listing through the administration panel.

## 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
- 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



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## 7 Favorite listings

### 7.1 Add to “Favorites”

[Redacted content]

### 7.2 Display “Favorites”

[Redacted content]

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## 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 My services (Extension)

Displays the offered services list, including the titles, descriptions, and prices. For each service, a "Book now" button is available. By clicking on the button, the asker adds the service to the listing's "Booking bloc".

The services are sorted, on the listing page, according to the user's search criteria:

- If the user made a search based on categories, the services are displayed in two lists:
  - o Services which may interest you: services list belonging to the same categories than the ones searched
  - o Other services: listing's other services list
- In both cases the display order set by the lister in his BackOffice is kept

### 8.4 Booking panel



### 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

[Redacted]

[Redacted]

### 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

[Redacted content]

#### 9.1.2 Payment page

[Redacted content]

##### 9.1.2.1 Payment

[Redacted content]

#### 9.1.3 Payment confirmation page

[Redacted content]

### 9.2 Answering to a booking request

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

### 9.2.1 Booking approval

[Redacted text]

### 9.2.2 Booking refusal

#### 9.2.2.1 Lister

[Redacted text]

#### 9.2.2.2 Bank (payment error)

[Redacted text]

### 9.2.3 Booking expiration

[Redacted text]

### 9.2.4 Booking cancellation

[Redacted text]

#### 9.2.4.1 "Strict" cancellations

[Redacted text]

#### 9.2.4.2 "Relax" cancellations

[Redacted text]

[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]

#### 9.4.2 Lister

##### 9.4.2.1 Booking

[Redacted]

9.4.2.2 Cancellation

[Redacted text]

9.5 Ratings and comments (process)

[Redacted text]

9.5.1 Listing rating

[Redacted text]

9.5.2 Lister rating

[Redacted text]

9.5.3 Asker rating

[Redacted text]

9.5.4 Process

[Redacted text]

[Redacted text]

[Redacted text]

## 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)

[Redacted content]

#### 10.1.1 Threads linked to a booking

[Redacted content]

#### 10.1.2 Independent threads

[Redacted content]

### 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 content]

[Redacted text]

### 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 text]

The invoice is issued in the form of an html page containing the following information:

- Invoice number
- User first and last name
- User address
- Wire transfer date (if applicable)
- Booking date
- Booking duration
- Commissions received by the platform (Price excluding VAT, VAT, VAT included)
- Booking summary
  - o Listing title
  - o Ordered services titles



- Date
- Start time
- End time
- Total amount paid

## 10.5 Ratings and comments

### 10.5.1 List view



#### 10.5.1.1 Add a comment

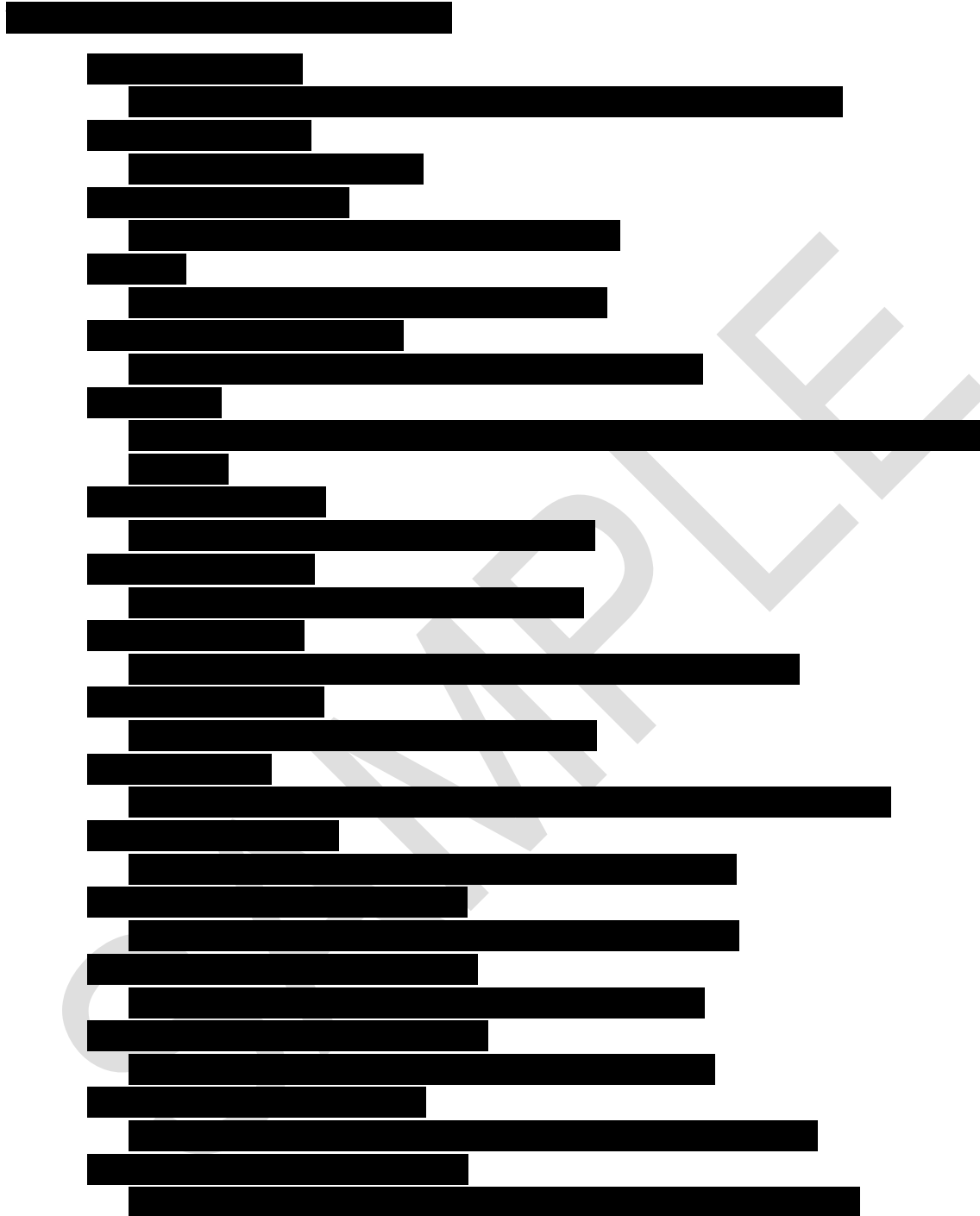
A user can leave a rating and a comment from here (see chapter "[Ratings and comments \(process\)](#)").

### 10.5.2 My profile

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

## 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)

#### 11.2.4 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 1 language 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

[REDACTED]

[REDACTED]

#### 11.3.1 Interface

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

### 11.3.2 Message search engine

[Redacted]

[Redacted]

## 11.4 Data moderation and management

### 11.4.1 Listing management

#### 11.4.1.1 Interface

[Redacted]

[Redacted]

#### 11.4.1.2 Export

[Redacted]

[Redacted]

#### 11.4.1.3 Listing search engine

[Redacted]

[Redacted]

[Redacted content]

#### 11.4.1.4 Updating a listing

[Redacted content]

#### 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 content]

### 11.4.4 Managing attributes

#### 11.4.4.1 *Attributes*

[Redacted content]

#### 11.4.4.2 *Attribute groups*

[Redacted content]

### 11.4.5 Booking management

[Redacted content]

#### 11.4.5.1 *Interface*

[Redacted content]

[Redacted text]

#### 11.4.5.2 Export

[Redacted text]

[Redacted text]

#### 11.4.5.3 Bookings search engine

[Redacted text]

[Redacted text]

#### 11.4.6 Transaction & bank transfer management

[Redacted text]

[Redacted text]

#### 11.4.6.1 Interface

[Redacted text]

[Redacted text]



[Redacted]

[Redacted]

11.4.6.2 Export

[Redacted]

[Redacted]

11.4.6.3 Bank transfer search engine

[Redacted]

[Redacted]

11.4.7 Ratings management

[Redacted]

11.4.7.1 Interface

[Redacted]

[Redacted]

11.4.7.2 Export

[Redacted]

[Redacted]

[Redacted]

#### 11.4.7.3 Ratings search engine

[Redacted]

[Redacted]

### 11.4.8 User management

#### 11.4.8.1 Interface

[Redacted]

[Redacted]

#### 11.4.8.2 Export

[Redacted]

[Redacted]

#### 11.4.8.3 User search engine

[Redacted]

[Redacted]

#### 11.4.8.4 Personification

[Redacted text]

#### 11.4.9 Messages management

[Redacted text]

##### 11.4.9.1 Interface

[Redacted text]

##### 11.4.9.2 Export

[Redacted text]

##### 11.4.9.3 Messages search engine

[Redacted text]

## 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

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

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## 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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