

CleanerZ 1.0

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Overview

CleanerZ is a gig cleaning service platform that connects vetted cleaning service providers (individuals or companies) with consumers seeking home cleaning services. The platform includes full-featured mobile apps for both consumers and providers, along with a web based admin portal.

Platform Users

- **Consumers:** Individuals/Families looking to request cleaning services.
- **Providers:** Verified cleaning professionals or companies.
- **Admin:** Platform operator, managing users, services, pricing, and overall platform governance.

Consumer App

New Booking

Objective:

To allow consumers to request cleaning service based on their home/building specifications

Inputs:

- Consumer enters Location Address.
- Home Specification Fields

The system first attempts to retrieve home specs from a third-party data provider like **ATTOM Data Solutions or similar** for the specified address. If data is unavailable or incomplete, consumers will be prompted to manually enter the missing information.

Auto-Fetched or User-Provided Fields:

- Home Type (House, Apartment, Condo)
- Home Size (in square feet)
- Number of Bedrooms

- Number of Bathrooms
- Number of Levels/Floor
- Pet Presence (Yes/No)
- Occupancy Status (Occupied/Vacant)
- Cleaning Frequency (One-time, Weekly, Biweekly, Monthly)
- Consumer selects one of the Cleaning Service Types (Standard, Deep Clean, Move-out.)
- Optional Add-ons (e.g., Fridge cleaning, Pet hair removal, Inside oven)
- Special Instructions or Notes (optional)

Processes/Logic Flow:

- The consumer initiates a new cleaning request by entering the location address.
- The system first attempts to retrieve home specs from a third-party data provider like **ATTOM Data Solutions or similar** for the specified address. If data is unavailable or incomplete, consumer will be prompted to manually enter the missing information.
- Choose one of the Cleaning Service Types (Standard, Deep Clean, Move-out.)
- Choose Cleaning Frequency (One-time, Weekly, Biweekly, Monthly)
- Choose from Optional Add-ons (e.g., Fridge cleaning, Pet hair removal, Inside oven)
- The system shows a summary of the Request & Pricing.
- Consumer confirm the request by selecting the suggested date & time.
- Consumer is redirected to Sign up/ Sign in screen if not logged in.
- Auto-matching engine initiates finding Provider based on location, rank and availability (based on the selected day & time).
- Provider will receive notification to accept / decline job request. If they decline, the Auto-matching engine will search & send notification to the next best match and so on.
- Once the Provider accepts the job request, Notification will be sent to the consumer confirming the booking.
- Payment is authorized via integrated [Authorize.net](https://authorize.net) gateway.
- Booking details stored in the Database.
- Consumer is redirected to Enhance Your Experience i.e. Upselling screen

Upselling Products (Post Booking)

Objective: To display recommended products like candles and flowers for upselling immediately after booking confirmation.

Processes/Logic Flow:

- The system pulls upsell products (candles, flowers) from 1 **Nationwide Supplier's** catalog API **(TBD)**
- Displays products based on stock availability, location, popularity, ratings, and/or promotions.
- Consumer can:
 - View product details
 - Add to cart
 - Proceed to checkout.
- Payment is processed via integrated [Authorize.net](https://authorize.net) gateway.
- Consumer redirected to the "Order Confirmation" screen.
- Order details sent to the **Nationwide Supplier** via Fulfillment & Delivery API provided by the **Nationwide Supplier** to process & deliver the products to Consumer location. **(TBD)**

Sign up i.e Account Creation

Objective: To enable secure account creation for consumers

Inputs:

- Email or Phone Number
- Password
- Full Name (Optional)
- Checkbox - Agree to T&C

Processes/Logic Flow:

- The consumer enters email or phone number & Password.
- Upon success:
 - A consumer account is created in the database.
 - Profile data is securely stored in encrypted format.

Login via Email/Phone & Password

Objective:

To enable secure login for consumers using password-based authentication via email or phone number.

Inputs:

- Email or Phone number
- Password

Processes/Logic Flow:

- The Consumer enters an email or phone and password.
- System checks credentials:
 - Match with user database & if account is active
- Upon success:
 - System logs in the consumer
 - Consumer is redirected to Home/Dashboard screen
- On failure:
 - Appropriate error shown (Invalid credentials, Account Blocked)
- If forgot password:
 - Consumer enters Email or Phone number
 - OTP code (Email/SMS) is sent to the Consumer.
 - Consumer enters the OTP code.
 - If Valid, Consumer enters New Password

Login via Social Media Platforms

Objective: To enable consumers to securely authenticate using social login (Google, Apple, Facebook), without requiring phone or email verification.

Inputs:

- Social Media Account (Google, Apple, or Facebook)
- Full Name (from profile)
- Email (from profile)
- Profile Image (optional)

Processes/Logic Flow:

- Consumer taps on a social login button (Google, Apple, or Facebook).
- System redirects to the respective social provider's OAuth consent screen.
- User grants access to basic profile information (name, email, avatar).
- If profile data is retrieved:
 - Check if an account already exists for the email.
 - If yes, log user in.
 - If no, create a new user account.
- Profile data is stored securely in the database (name, email).
- User is redirected to home/dashboard screen

Home/Dashboard

Objective:

Display a personalized, real-time overview of the consumer's upcoming bookings, service history, and quick access to key features.

Processes/Logic Flow:

- Upon login or app launch, system fetches consumer profile and booking status.
- Dashboard loads with the following key components:
 - Next Scheduled Cleaning: Shows date, time, provider photo, and location.
 - Real-time Status Banner (if job is active): Displays "In Progress" or ETA with tracking link.
 - Quick Actions:
 - Book New Cleaning
 - Modify or Cancel Booking
 - Chat with Provider (if job is active)
 - View Order History
 - Recommended Products: Based on booking context or purchase history.
 - Support Button: Contact form/Help Center access.
 - Notifications: Alerts for booking updates or order shipments.
- The system dynamically updates dashboard content every time a user returns to the app or pushes to refresh.
- Language displayed based on user preference.

Booking Management & GPS Tracking (with Modify/Cancel Booking Rules)

Objective:

To enable consumers to check booking status (Accepted, En-route, Started, Completed), reschedule or cancel bookings (with penalty logic), and view real-time location of the assigned provider.

Processes/Logic Flow:

- The consumer opens the "Bookings" tab.
- Taps on a specific Booking ID to view detailed information.
- System displays the following:
 - Service Date & Time
 - Address
 - Assigned Provider Info
 - Booking Status (Accepted, En-route, Started, Completed)
 - Modify or Cancel options (if still within allowed time window)
 - Map (if provider is en route)
 - Support button
- Booking Status Updates:
 - Accepted: Provider has accepted job; consumer can view profile/photo and ETA.
 - En Route: Triggered when provider taps "En Route" — live GPS location shown on map.
 - Started: Triggered when the provider arrives and taps "Start Job."
 - Completed: Provider marks job complete and submits report/photos.
- Notifications:
 - Push/email/SMS alerts sent for:
 - Job Accepted
 - Provider En Route
 - Job Started
 - Job Completed

Modify/Cancel Booking Logic:

- Modify (Reschedule): **(TBD)**
 - Consumer taps "Modify" to change the scheduled time/date.

- The system checks if the reschedule request is within 12 hours of job time.
 - If more than 12 hours before:
 - Reschedule is processed with no fee.
 - If within 12 hours of job time:
 - A rescheduling fee of X (50% of service cost) is added to the total.
- Consumer confirms the new time and fee.
- Booking is updated; new notification sent to assigned provider.
- Cancel Booking:
 - Consumer taps "Cancel Booking."
 - The system checks if the cancellation is within the 12-hour window.
 - If more than 12 hours before scheduled time:
 - Cancellation processed with no charge.
 - If within 12 hours:
 - Full service amount is charged; no refund is issued.
 - Confirmation prompt is shown.
 - The system cancels the booking and logs it as a "Late Cancellation."

View Order History

Objective:

Allow consumers to view a detailed history of their past e-commerce purchases, including status, product details, and downloadable invoices.

Processes/Logic Flow:

- Consumer navigates to the "My Orders" section.
- The system fetches all past orders tied to the consumer's ID from the order database.
- Consumer can filter by:
 - Date range
 - Order status
- For each order, system displays:
 - Order ID
 - Order date
 - List of products (name, quantity, price)
 - Total amount
 - Payment method
 - Order status (e.g., delivered, in transit, refunded)

- Consumer can click into each order to view:
 - Shipping details and tracking
 - Invoice (downloadable PDF)
 - Option to re-order
 - Option to rate products
- If no orders exist, the system displays a “No orders found” message.

Ratings & Reviews

Objective:

To allow consumers to leave and view ratings & reviews.

Inputs:

- Rating (0–5 stars)
- Review Text field (Optional)

Processes/Logic Flow:

- After job completion, the system prompts consumers to rate the assigned Provider.
- Consumer rates (0-5 stars) provider and can optionally leave a comment/review.
- Feedback is saved and displayed in the provider's public profile.

Platform:

- Aggregate ratings provided by the consumers will affect future matchmaking results.
- Admin dashboard will flag Providers with repeated low ratings for review.

Support & Disputes

Objective: Consumer will use this module for resolving issues, submit support tickets, or report problematic behavior.

Inputs:

- Ticket type and description
- Optional Attachments/screenshots

Processes/Logic Flow:

- User navigates to “Help & Support.”
- Selects issue category (Job issue, Payment issue, General help).
- Fills ticket form and submits.
- System generates a ticket ID and sends notification.
- Admin reviews and responds via email.
- Resolution updates are logged and viewable by the consumer.

Settings & Preferences

Objective:

To allow consumers to customize their preference, which includes language, notifications, communication preferences, manage saved addresses & linked payment methods.

Processes/Logic Flow:

- The user opens the settings section.
- Can modify:
 - Language (English/Spanish)
 - Notifications (SMS, Email, App)
 - Payment methods (add/remove cards)
 - Add/Edit/Delete Saved addresses
 - Password

Provider (Individual or Companies)

Sign up i.e Account Creation

Objective:

To enable secure account creation for providers

Inputs:

- Email or Phone Number
- Password
- Full Name (Optional)
- ID Documents
- SSN
- Checkbox - Agree to T&C

Processes/Logic Flow:

- The user enters email or phone number & Password.
- Provider enters SSN.
- Upon success:
 - Provider: System performs background check. An account is created in the database once the background check is verified. If there is an issue with the background check, the system will display a message informing the Provider that his/her account details require additional review & will be notified via email.
 - Upon approval, provider can login and start receiving job notifications via Push/SMS/Email.
- Profile data is securely stored in encrypted format.

Login via Email/Phone & Password

Objective:

To enable secure login for providers using password-based authentication via email or phone number.

Inputs:

- Email or Phone number
- Password

Processes/Logic Flow:

- The Provider enters an email or phone and password.
- System checks credentials:
 - Match with user database & if account is active
- Upon success:
 - System logs in the provider
 - Provider is redirected to Home/Dashboard screen
- On failure:
 - Appropriate error shown (Invalid credentials, Account Blocked)
- If forgot password:
 - Provider enters Email or Phone number
 - OTP code (Email/SMS) is sent to the Provider.
 - Provider enters the OTP code.
 - If Valid, Provider enters New Password

Login via Social Media Platforms

Objective: To enable providers to securely authenticate using social login (Google, Apple, Facebook), without requiring phone or email verification.

Inputs:

- Social Media Account (Google, Apple, or Facebook)
- Full Name (from profile)
- Email (from profile)
- Profile Image (optional)

Processes/Logic Flow:

- Provider taps on a social login button (Google, Apple, or Facebook).
- System redirects to the respective social provider's OAuth consent screen.
- User grants access to basic profile information (name, email, avatar).
- If profile data is retrieved:
 - Check if an account already exists for the email.
 - If yes, log user in.
 - If no, create a new user account.

- After initial login, provider is prompted to complete onboarding:
 - Upload government-issued ID
 - Complete background check
- Profile data is stored securely in the database (name, email).
- User is redirected to home/dashboard screen

Home/Dashboard

Objective:

Provide providers with a real-time overview of their job queue, earnings, availability, and performance metrics.

Processes/Logic Flow:

- On login or app launch, system retrieves provider data and job queue.
- Dashboard displays the following:
 - Today's Jobs:
 - Job time, client name, address, and service type
 - Tap to start navigation or open job details
 - Live Job Banner (if one is active): Status bar with "Job in Progress" and complete/end button.
 - Earnings Summary:
 - Today's earnings
 - Weekly total
 - Wallet balance (tap to withdraw)
 - Quick Actions:
 - Toggle Availability (On/Off)
 - View Calendar
 - Check Job History
 - Support Button: Contact form/Help Center access.
 - Rating Badge: Displays average rating, last 3 reviews.
- Notifications: Alerts for new job, review received, payment released.
- The system dynamically updates dashboard content every time a user returns to the app or pushes to refresh.
- Language displayed based on user preference.

Job Notification

Objective:

Display real-time job notification and option for provider to accept or decline the job.

Processes/Logic Flow:

- Provider receives push notification for new job.
- Can view only (Job location, date/time)
- Can accept or decline a job within a limited time window.
- Upon acceptance:
 - Job is locked to provider

Job Management

Objective: To enable providers to check Job status

Processes/Logic Flow:

- Provider opens "Job Queue" or "Dashboard" and taps the Job ID.
- Job details screen displays:
 - Consumer address
 - Booking time and services
 - "Navigate" button to open external maps
- Provider taps "En Route" to notify they are heading to the job.
 - System updates status to "En Route" and sends ETA + GPS to the consumer.
- On arrival, taps "Start Job"
 - Booking status updates to "Started."
- Completes service:
 - Uploads optional before/after photos
 - Taps "Job Completed" and submits report
- System updates job status to Completed and triggers the payment release.

Payouts

Objective: To enable providers to track job earnings, withdraw funds, and manage transaction history.

Processes/Logic Flow:

- Can view Job Earnings with detailed breakdown.
- Provider can request withdrawal:
 - To bank account (via ACH)
- System will track all the payout status and will log all the transactions.

Ratings & Reviews

Objective:

To allow providers to leave ratings & reviews.

Inputs:

- Rating (0–5 stars)
- Review Text field (Optional)

Processes/Logic Flow:

- After job completion, the provider can rate (0-5 stars) the consumer.
- Can optionally leave a comment. Comments remain internal for Admin to review.

Platform:

- Admin dashboard will flag Consumer with repeated low ratings for review.

Customer Support & Dispute resolution

Objective: Providers will use this module for resolving issues, submit support tickets, or report problematic behavior.

Inputs:

- Ticket type and description
- Optional Attachments/screenshots

Processes/Logic Flow:

- User navigates to “Help & Support.”
- Selects issue category (Job issue, Payment issue, General help).
- Fills ticket form and submits.
- System generates a ticket ID and sends notification.
- Admin reviews and responds via email.
- Resolution updates are logged and viewable by the user.

Profile & Availability Setup

Objective:

To allow providers to customize their business profile and manage availability for receiving job requests.

Inputs:

- Profile photo & Business description
- Service area (radius or zip codes)
- Weekly availability schedule
- Vacation/away status

Processes/Logic Flow:

- The provider uploads a photo and provides Business description.
- Selects geographic radius or zip codes service area.
- Sets available days/times in calendar UI.
- Can toggle "Vacation Mode" to temporarily pause matching.

Employee Management (Cleaning Service Company)

Objective:

To allow Cleaning service Companies to manage employees within the platform.

Inputs:

- Employee contact details
- Job assignments

Processes/Logic Flow:

- Provider opens "Employee Management."
- Can invite new employees via email.
- Edit or delete existing employees.
- Can assign a job to an employee.
- Can view performance analytics of each employee.

Shop Products

Objective:

To allow consumers to browse and search product catalog (candles, flowers, cleaning supplies).

Inputs:

- Search by keyword
- Browse by Product categories
- Filter by (Price, availability)

Processes/Logic Flow:

- Provider navigates to the shop screen.
- View categories (e.g., "Eco Cleaners").
- Search or apply filters.
- Taps product to see images, description, stock status, and price.

Bulk Ordering & Saved Lists

Objective: Allow providers to bulk order supplies and manage recurring lists for efficiency.

Inputs:

- Selected products
- Quantities
- Saved list templates

Processes/Logic Flow:

- Provider opens the "Shop."
- Can select bulk quantities and save reorder lists.
- System applies provider-only discounts (if available).
- Provider can
 - Add items to cart
 - Proceed to checkout.
- Payment is processed via integrated [Authorize.net](https://authorize.net) gateway.
- Provider is redirected to the "Order Confirmation" screen.

- Order details sent to the **Nationwide Supplier** via Fulfillment & Delivery API provided by the **Nationwide Supplier** to process & deliver the products to Provider location. **(TBD)**.

Performance & Insights

Objective:

Give providers access to performance analytics and earning trends.

Processes/Logic Flow:

- Provider opens “Reports” dashboard.
- Sees weekly/monthly stats:
 - Jobs completed
 - Cancellation rate
 - Earnings summary
 - Average ratings
- Data will be displayed in charts.

Settings & Preferences

Objective:

To allow Provider to customize their preference, which includes language, notifications, communication preferences

Processes/Logic Flow:

- User opens the settings section.
- Can modify:
 - Language (English/Spanish)
 - Notifications (SMS, Email, App)
 - Payout settings
 - Password

Admin Portal

Admin User Accounts & Role/Permissions Management

Objective:

Enable secure role-based access control for admin users operating the platform.

Processes/Logic Flow:

- Super Admin initiates new admin account creation.
- Inputs the new admin's email and selects a predefined role or creates a custom role.
- System sends a one-time OTP to the provided email.
- New admin receives OTP and verifies it via the Admin Portal login interface.
- Upon successful OTP verification:
 - Account record is created in the admin database.
 - System assigns the selected role and permission set.
- Admin user receives a welcome email and can log in to the portal.
- Super Admin can edit or revoke admin access at any time, including:
 - Role reassignment
 - Module-specific permission updates
 - Account deactivation or deletion

User Management

Objective:

Enable admins to view, verify, suspend, or manage all consumer and provider accounts.

Processes/Logic Flow:

- Admin opens User Management.
- Can filter by user type, status, or search by name/email.
- Views individual profiles and documentation.
- Can perform actions:
 - Approve new provider accounts
 - Suspend or re-enable users
- All actions are logged with timestamps and admin ID

Booking Management

Objective:

Manage all bookings on the platform.

Processes/Logic Flow:

- Admin opens booking management.
- Views bookings sorted by status: pending, in-progress, completed, canceled.
- Can view job details

Payments Management

Objective: Will be able to track all payment-related activities including authorized holds, releases, and disputes.

Processes/Logic Flow:

- Admin opens payments management.
- Can view list of authorized, pending, and released transactions.
- Search/filter by provider or consumer, job, or date.
- Manual override options: refund, hold extension, force-release.

Pricing Management

Objective:

Manage pricing for Cleaning Service Types, and add-ons for all service categories and regions.

Processes/Logic Flow:

- Admin opens pricing management.
- Adds/edits:
 - Pricing for Cleaning Service Types as per home size by region i.e state/cities
 - Pricing for Add-on services by region i.e state/cities
- All price changes are logged and visible in the audit trail.

Support & Disputes Management

Objective:

To enable admins to monitor, resolve, and track all support tickets and disputes raised by consumers and providers to ensure timely resolution.

Processes/Logic Flow:

- Admin opens the Support & Disputes Management.
- System displays a list of support tickets with filters (by status, user type, category, date range).
- Admin selects a ticket to view full thread:
 - User message history
 - Job details (if provided)
 - Uploaded media
- Admin reviews issue details
- Admin may take one or more of the following actions:
 - Respond to user via email
 - Request more information from the consumer or provider
 - Adjust payment or issue refund
- Admin adds resolution summary and updates ticket status.
- System notifies the involved user(s) of the resolution via email.
- All actions, messages, and resolution timestamps are logged in the dispute record.

Category / Product Management (TBD)

Objective:

To enable admins to manage all aspects of the product catalog.

Processes/Logic Flow:

- Admin adds/edits categories/products:
 - Title, images, description
 - Pricing and bulk discounts
 - Category assignment
- Updates inventory levels and low-stock alerts.
- Can pause/unpublish SKUs

Order Management & Fulfillment (TBD)

Objective:

Track the lifecycle of product orders, including shipping status.

Processes/Logic Flow:

1. Admin opens orders dashboard.
2. Filters by status: processing, shipped, delivered, refunded.
3. Can update status manually or via Nationwide vendor API.
4. Can view shipping status

Tech Stack

Frontend

- ReactNative (Mobile)

Backend

- Node.js + Express (API layer)
- MongoDB / MySQL (Data storage)

DevOps & Hosting

- AWS (EC2, S3, RDS, CloudFront)

Background Verification

- Checkr, GoodHire

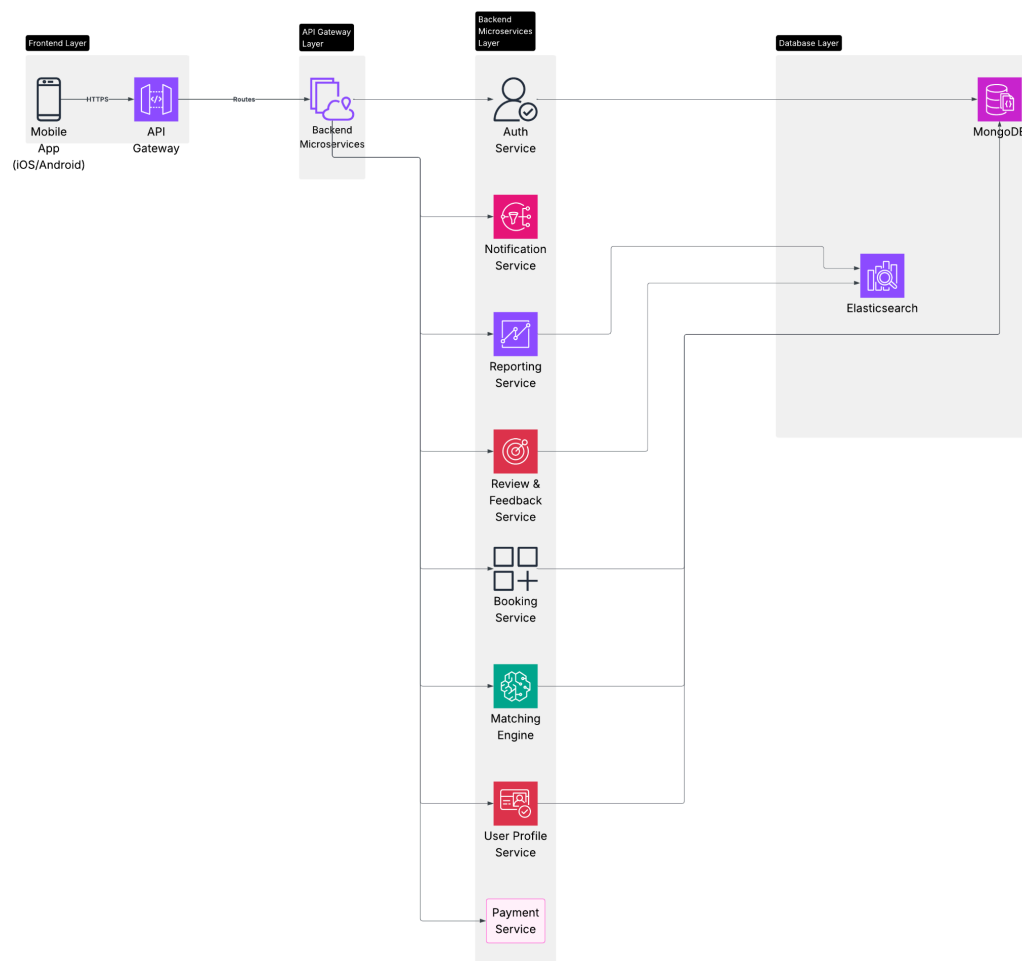
AI & NLP

- Amazon Translate, DeepL (multilingual support)

Payments

- Authorize.net (Credit/Debit/PayPal)

Platform Architecture



Reports (Super Admin)

Objective:

To enable Admins access to the following types of reports.

Service Request Reports
Total requests (daily, weekly, monthly)
Requests by location/region
Accepted vs. rejected requests
Average response time by providers
Time-to-match analytics
Cleaning Provider Performance
Jobs completed, canceled, or rejected
Ratings over time
Response time heatmaps
Revenue generated per provider
Compliance status (background check, ID verification)
Consumer Activity
Active users over time
Repeat customer rate
Most common service packages
Add-on services usage trends
Consumer ratings behavior
Revenue Reports
Platform earnings (by fee, commission)
Revenue by service size/category

Payment methods used (fiat/crypto)
Refunds/chargebacks summary
Authorized account balances
Geographic & Operational Report
Top performing cities/neighborhoods
Areas with low provider availability
Consumer density heatmaps
Cleaning job density maps
Dispute & Issue Tracking Report
Number of disputes raised
Time to resolution
Common dispute reasons
Provider/consumer with most issues

Web3 & AI functions

Consumer App	
Module	Feature
Payments & Wallet	Pay using: Crypto wallet and View payment history (Crypto)
Settings & Preferences	Linked Payment methods (Crypto)
Smart Contract	Smart Contract Payments
Support	AI ChatBot
ID	Decentralized ID
Provider App	
Module	Feature
SoulBound Token & Milestone Dashboard	Earn SoulBound Token (e.g. '10 Five-Star Jobs')
	View badges and progress
Support	AI ChatBot
Ecommerce	Semantic Search
ID	Decentralized ID
Admin Portal	
Module	Feature
User Management	View Soulbound Token history per user
Soulbound Token & Reward Management	View all awarded tokens

Pricing and Delivery Timeline

Phase	Delivery Timeline	Cost
Main solution - UX and Programming <ul style="list-style-type: none">- Consumer iOS App- Consumer Android App- Provider iOS App- Provider Android App- Super Admin Portal	UX - 3 Weeks <u>App Programming</u> 12 Weeks post UX approval <u>Ecommerce Programming</u> 5 Weeks after Apps <u>Super Admin Portal</u> 5 Weeks after Ecommerce	UX and Apps - \$30000 Ecommerce - \$8000 Super Admin Portal - \$9500
Reports (Super Admin Portal)	6 Weeks	\$12000
Web 3 & AI Functions	8 Weeks	\$26000

Thank you

For Software Developers Inc

Raj Srivastav

Sachin Nayak

Sakshi Sharma