

## INDEX

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# 1. WHAT IS OVVY?

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Ovvy is a **digital marketplace** that **connects individuals and businesses** to **clients** in need of their **services**.

## 2. BENEFITS OF OVVY

Let us do the dirty work while you focus on what you do best.



FIND **RELIABLE**  
MERCHANTS  
EASILY



SAVE **MONEY &**  
**TIME**



**INSTANTLY**  
**COMPARE**  
MERCHANTS &  
REVIEWS

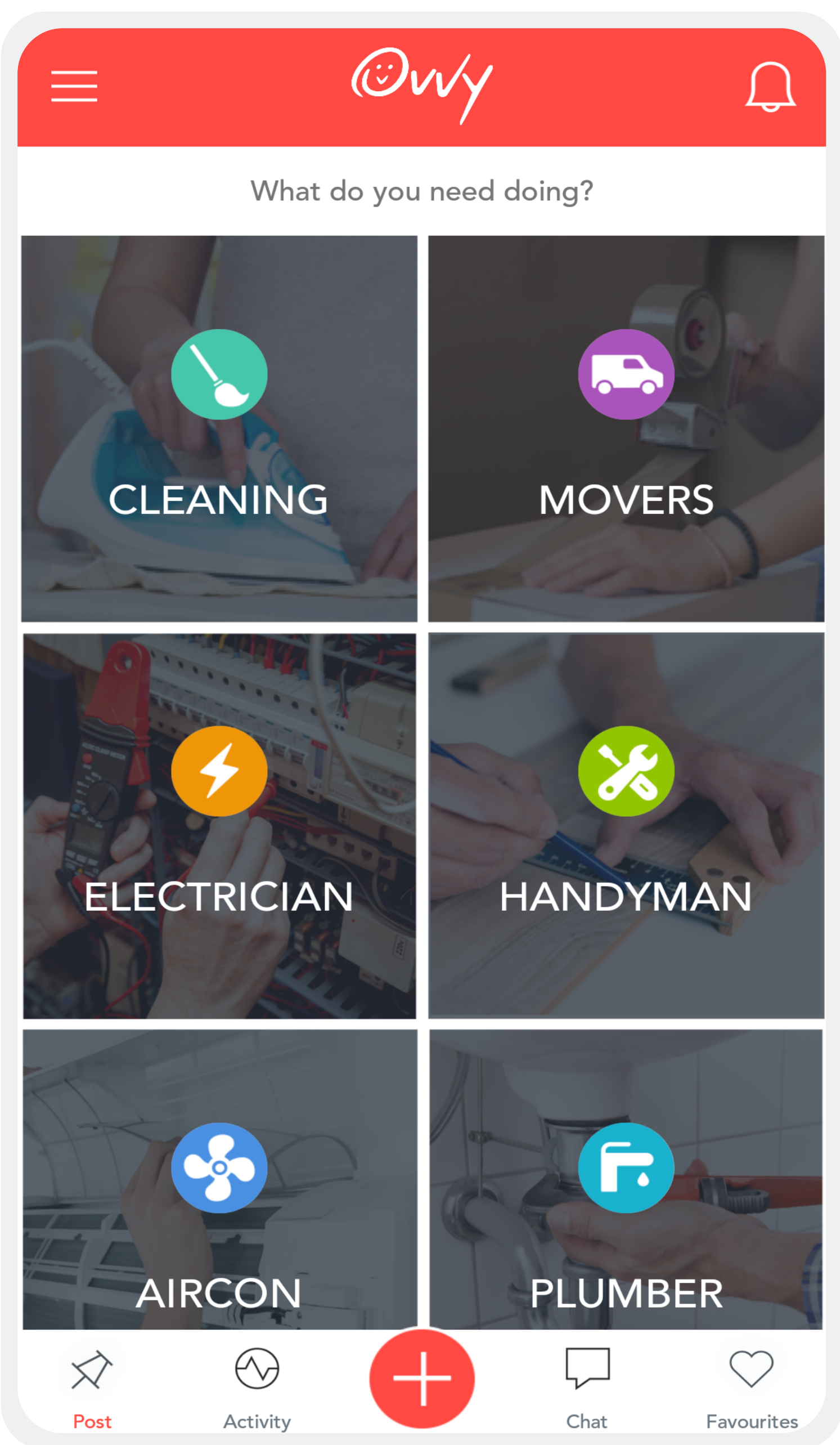


SAFE, **SECURE**  
& PROTECTED



# 3. HOW IT WORKS

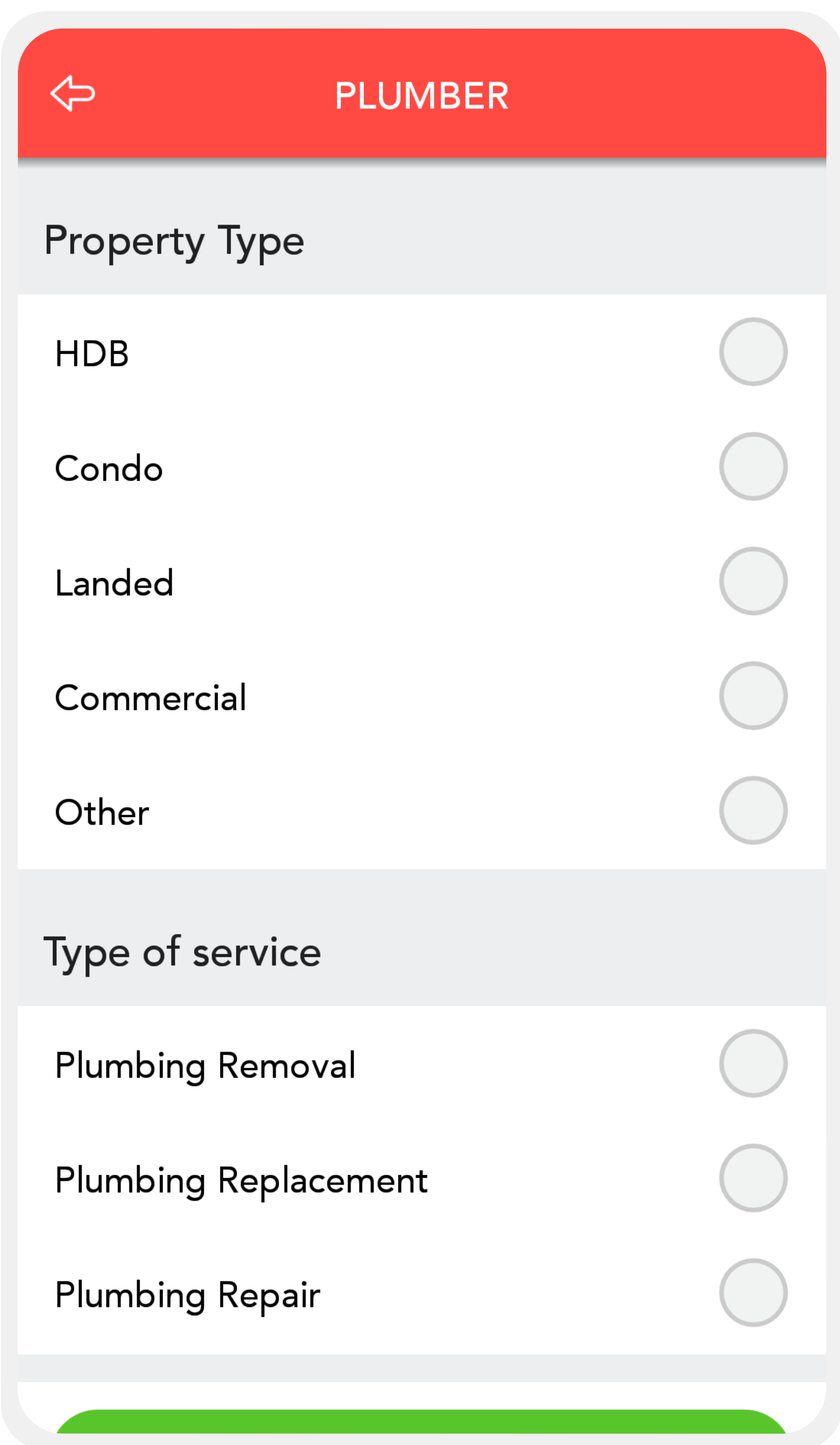
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## SELECT CATEGORY

On the home screen of Ovy, **pick** from one of the six categories – **Cleaning, Movers, Electrician, Handyman, Aircon, Plumber.**

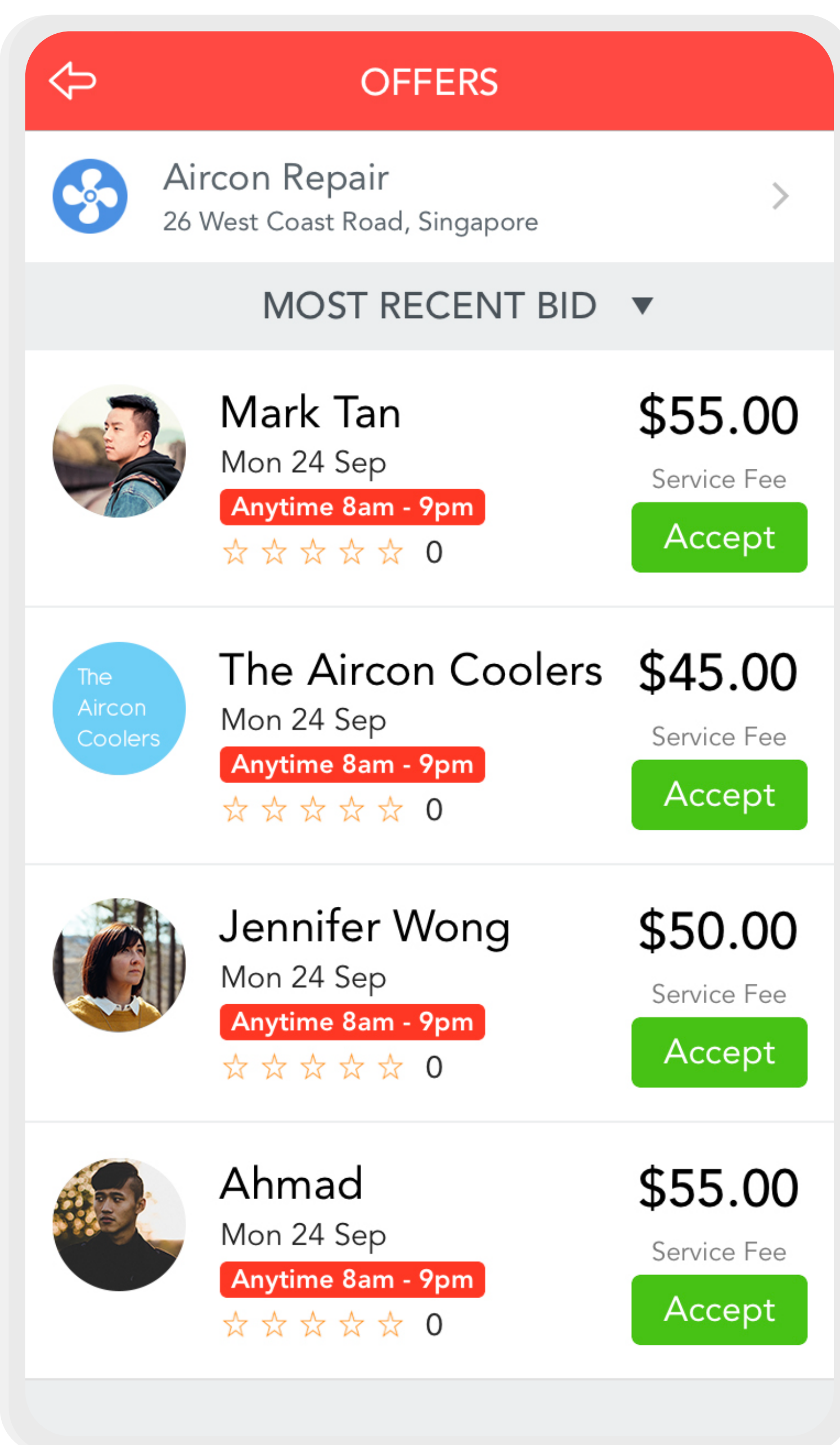
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## POST JOB

Fill up your job details – we have made it easy for you to **describe the job** to be done. **Post** the job and wait for **offers** to come in!

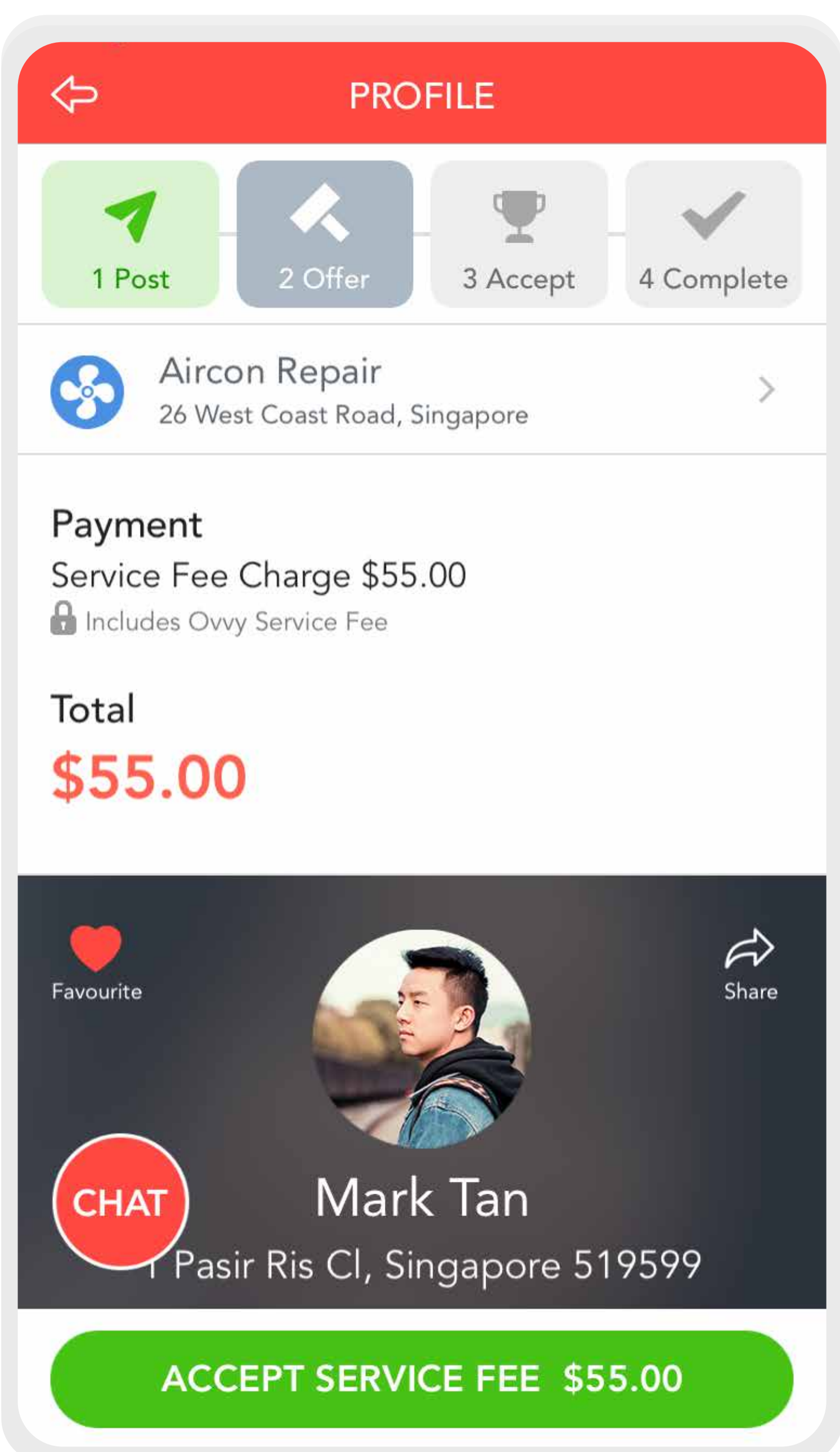
3



## COMPARE BIDS

Once you have posted a job, **wait for the offers** to come in from merchants. **Compare and chat** with merchants and pick the **best suited merchant** for you.

4



## GET THE JOB DONE!

**Accept** the offer **on Ovy** and **pay for your service**, the merchant will turn up at the agreed upon time and get the job done!



## 4. CATEGORIES

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**AIRCON**



**CLEANING**



**ELECTRICIAN**



**HANDYMAN**



**PLUMBER**



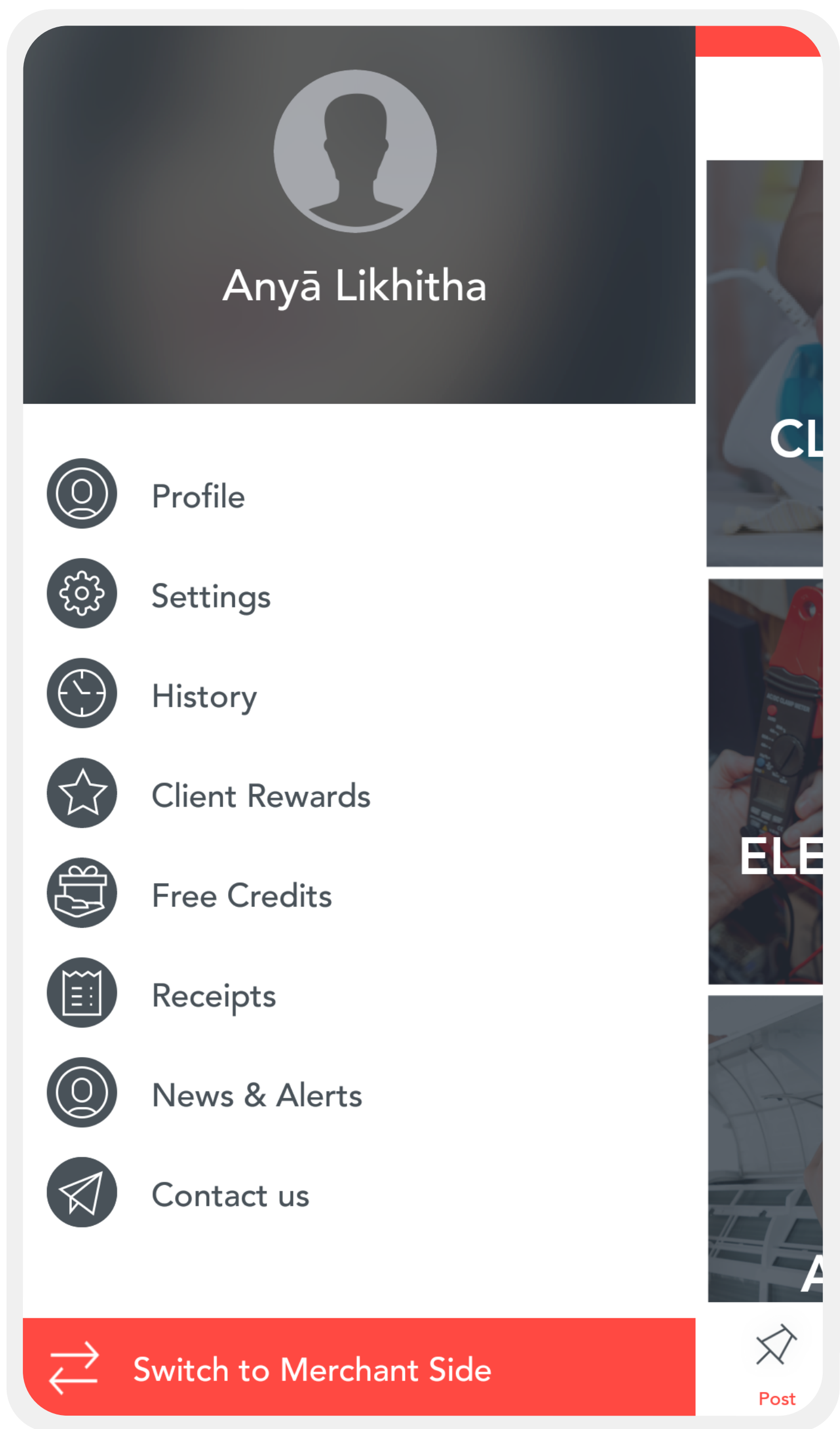
**MOVERS**

Do you need any of these services?

We are adding more soon!

# 5. HOW DO I POST A JOB?

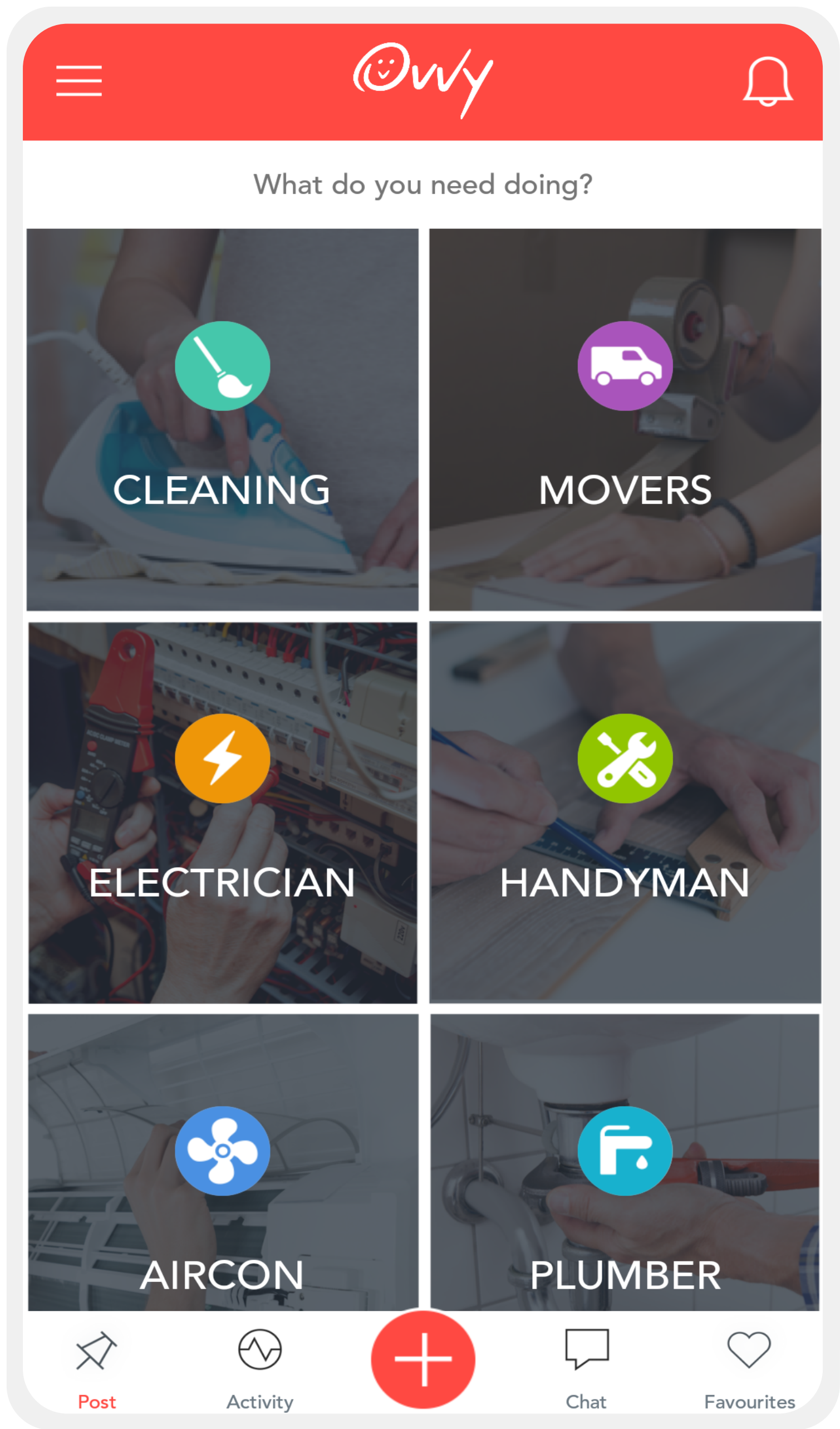
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## CLIENT SECTOR

Make sure you are on the **client side** of the app do this by clicking on the side bar.

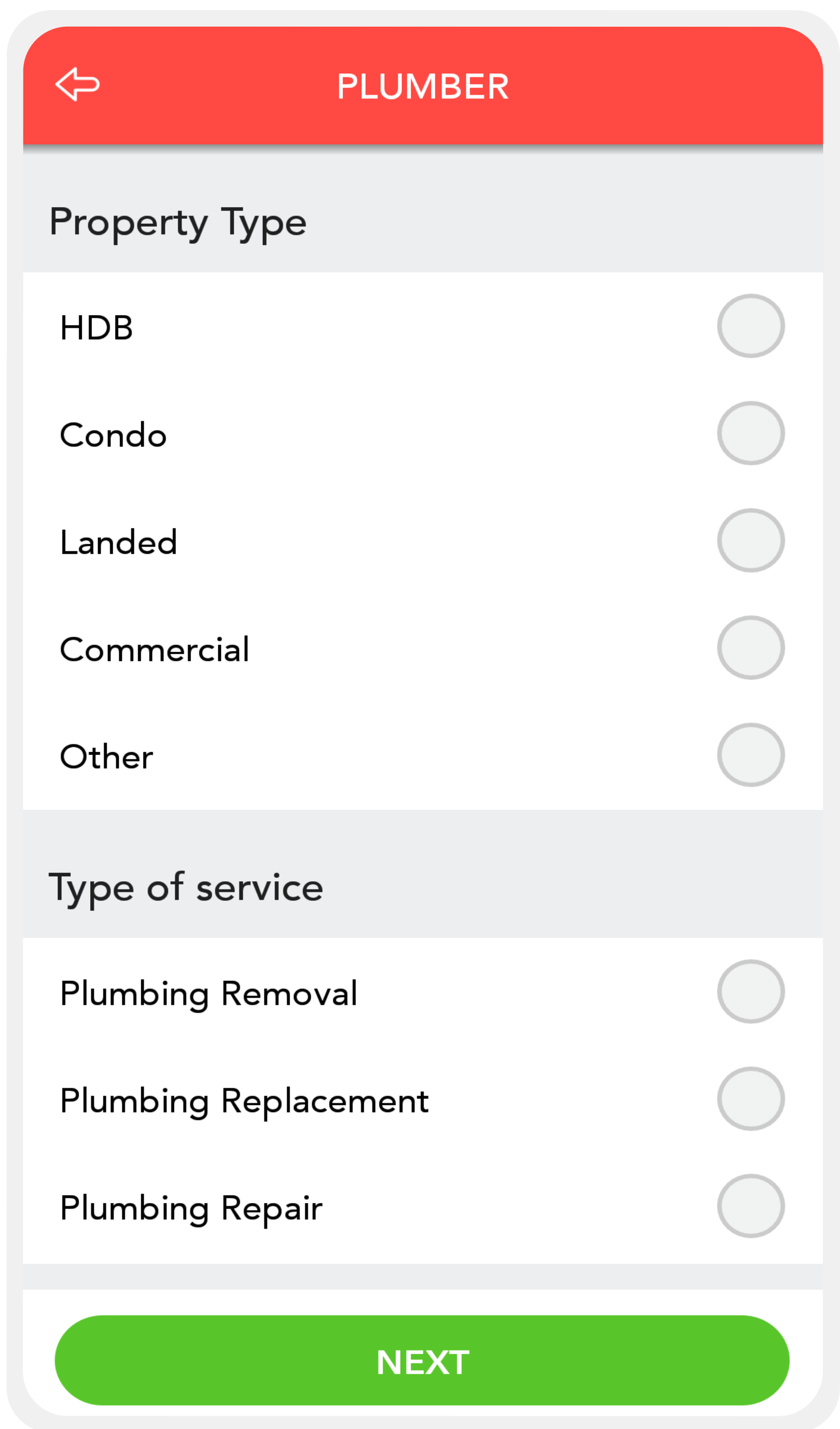
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## SELECT CATEGORY

On the home screen of Ovy, **pick** from one of the six categories – **Cleaning, Movers, Electrician, Handyman, Aircon, Plumber.**

3



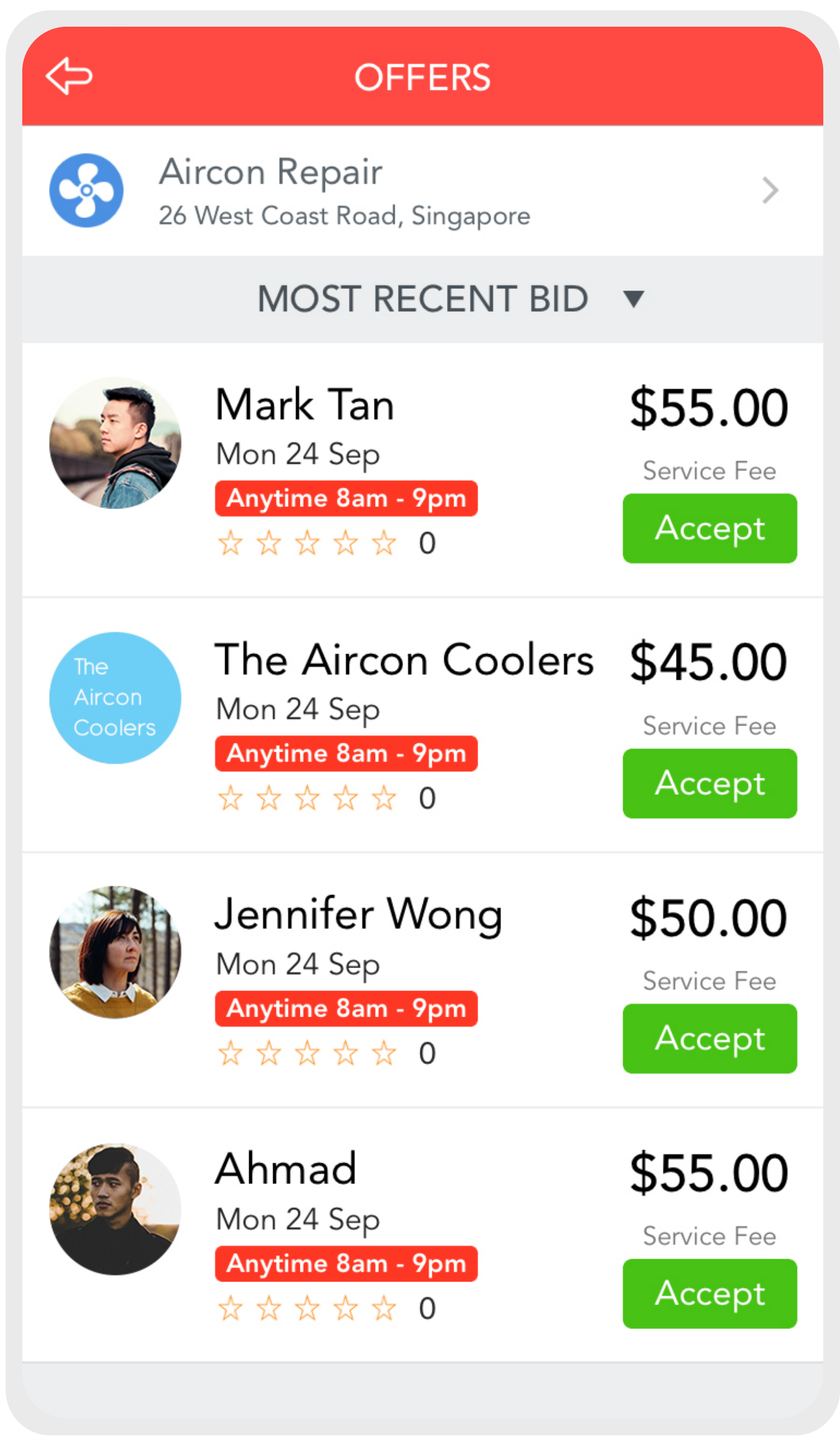
## FILL IN JOB DETAILS

Fill up your job details – we have made it easy for you to **describe the job** to be done. **Post** the job and wait for **offers** to come in!



# 6. VIEWING & ACCEPTING OFFERS

1



## COMPARING & ACCEPTING BIDS

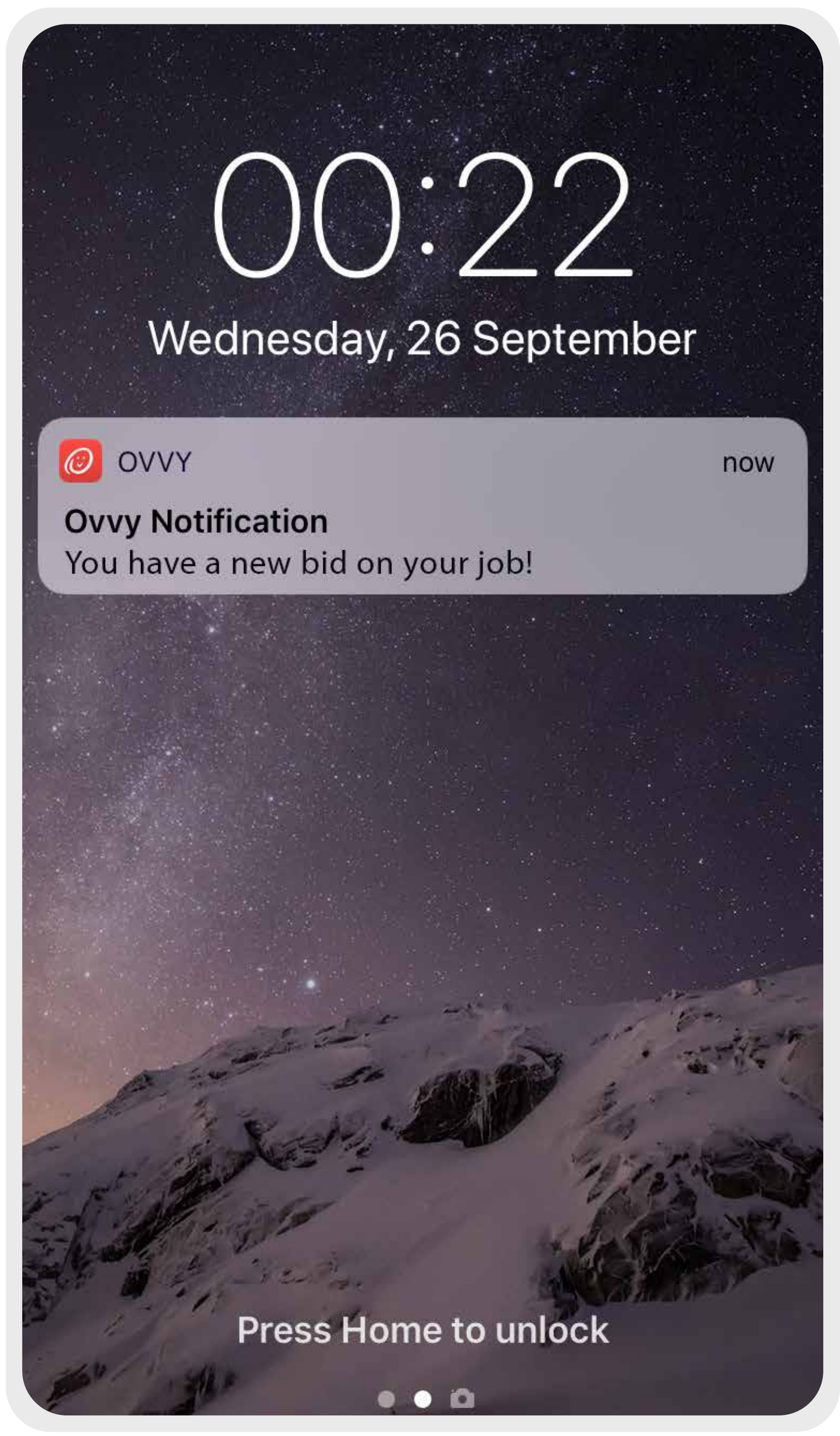
1. Once you have posted a job, **wait for the offers** to come in from merchants. **Compare and chat** with merchants and pick the **best suited merchant** for you.

2. **Accept** the offer **on Ovvy** and **pay for your service**, the merchant will turn up at the agreed upon time and get the job done!

**NOTE:** All merchant reviews are verified through Ovvy. A merchant cannot receive a review without the job being put through Ovvy.



2

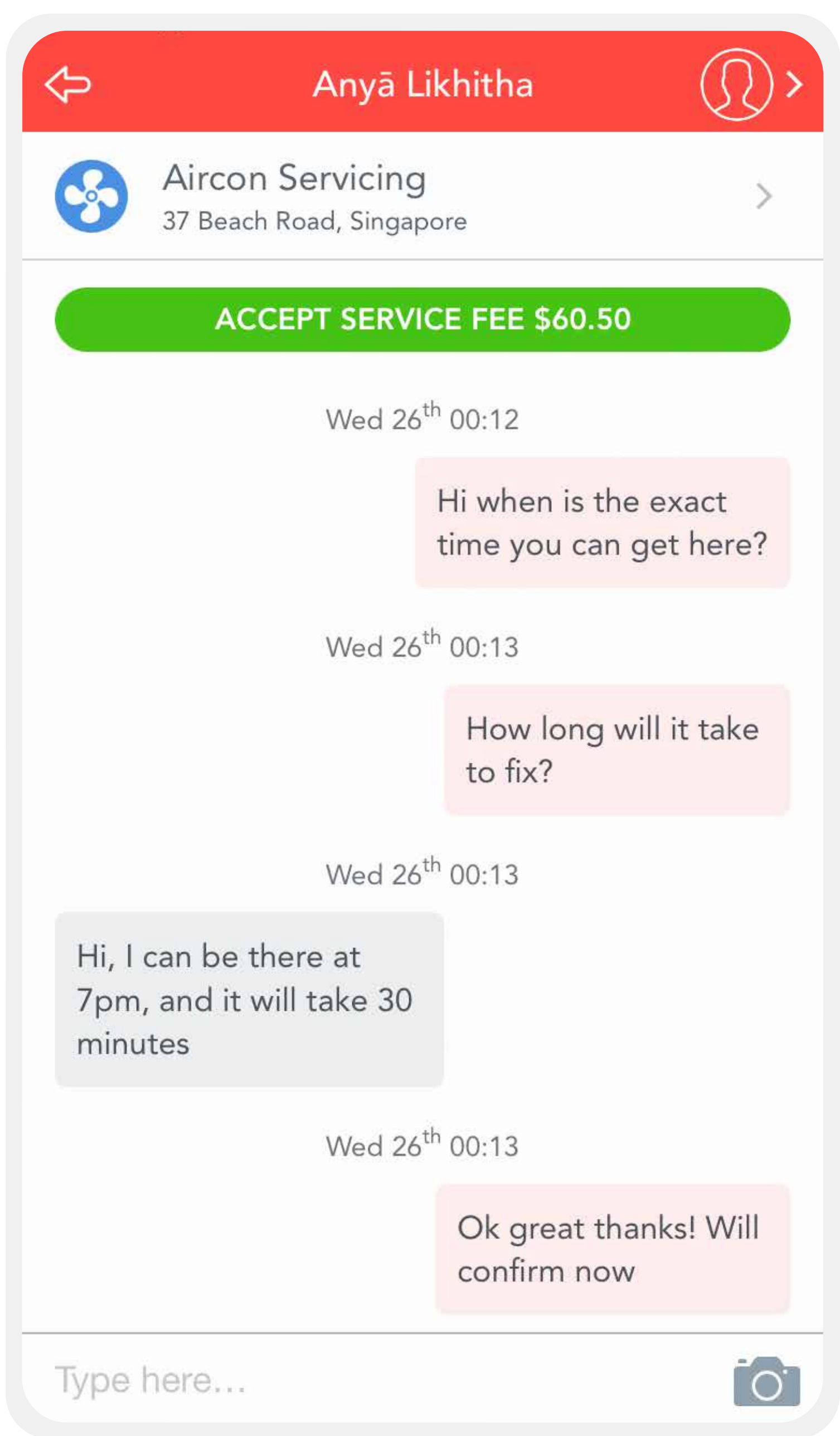


## GETTING NOTIFIED

You are **alerted** for any bids that you receive via **push notification**.



3



## CHATTING

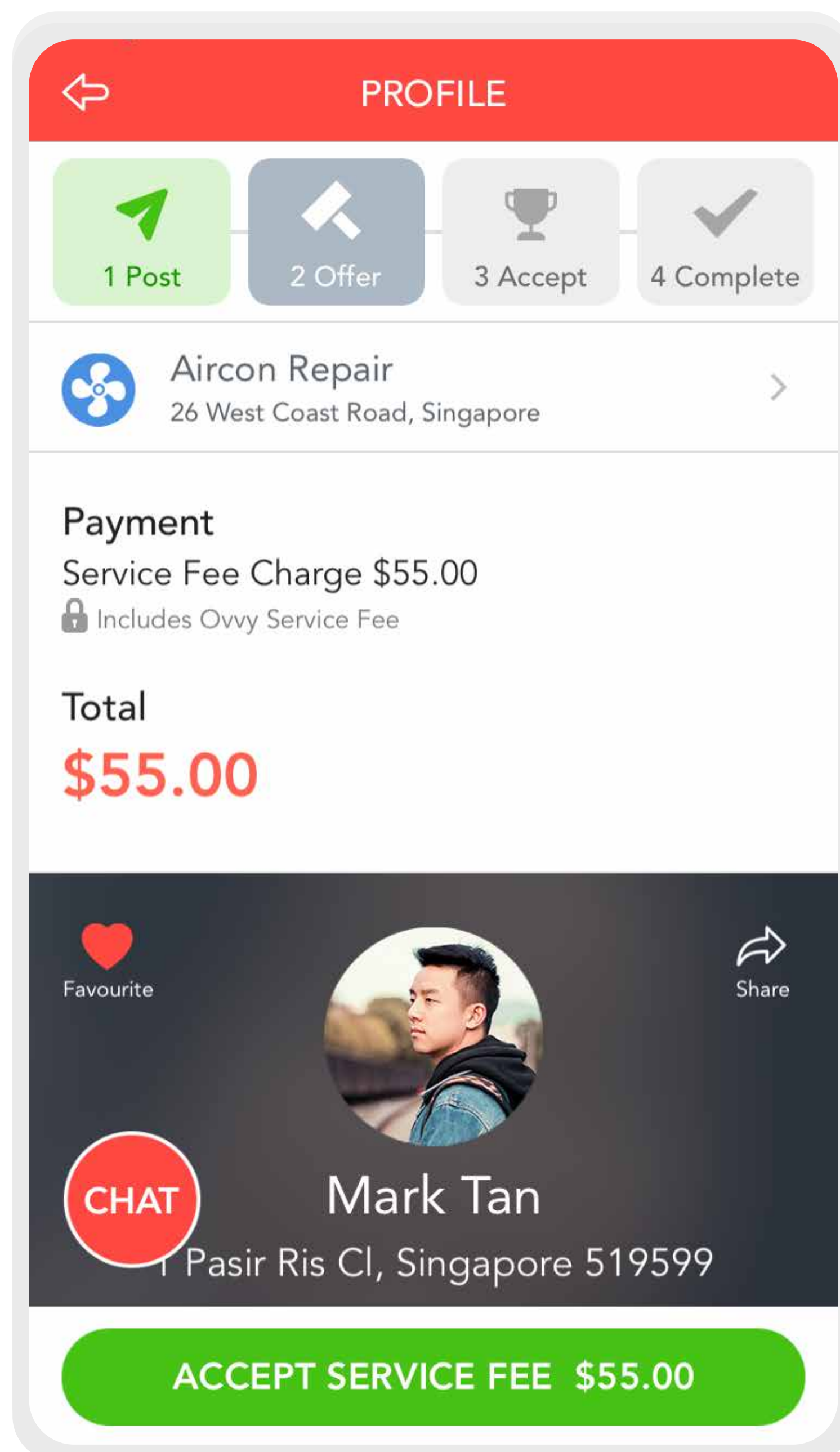
**Initiate chat** with the merchants should you have **further questions or clarifications** about the scope of the job/time of the job.





# 7. PAYMENT & SECURITY

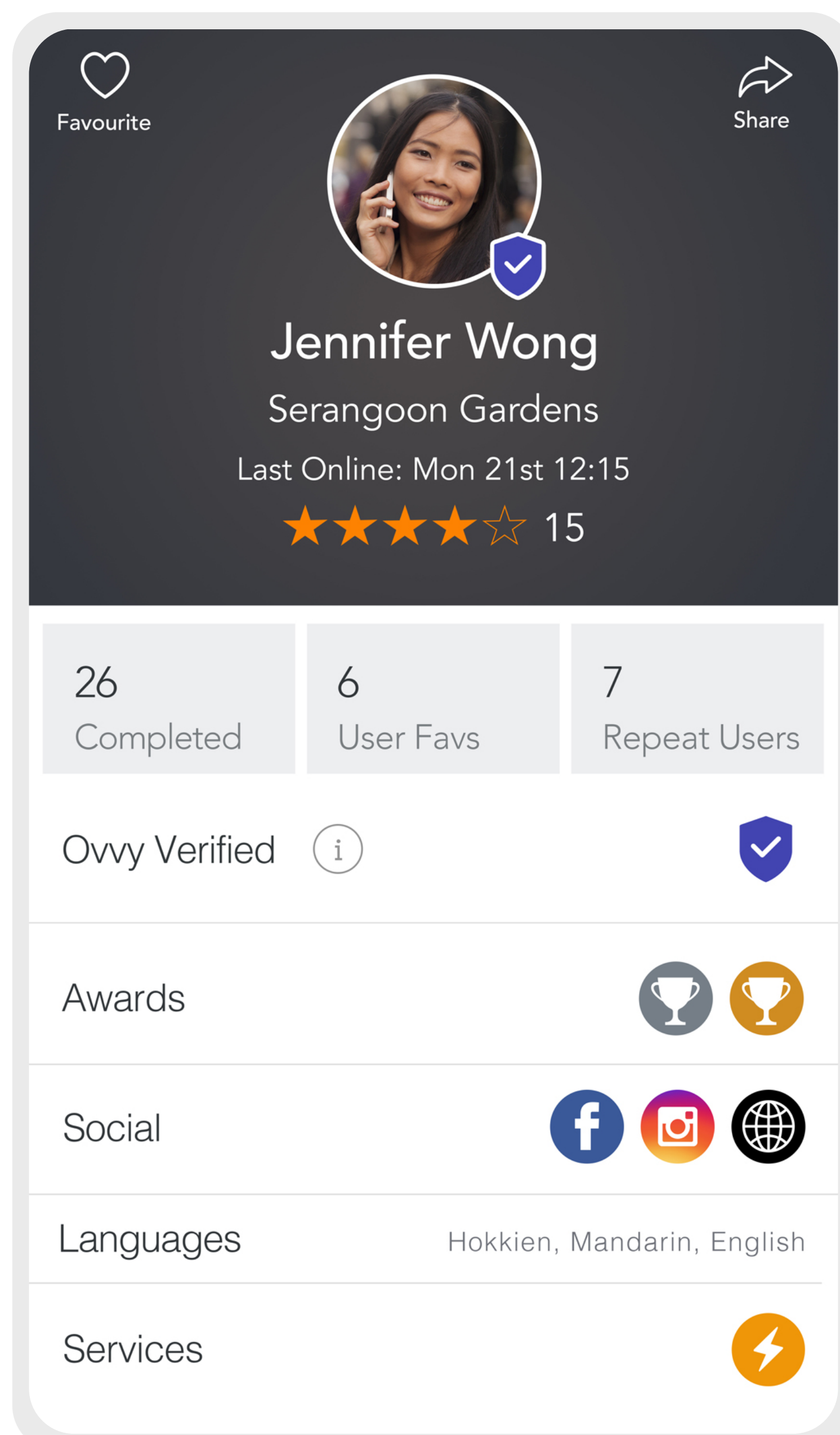
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## PAYPAL CHECKOUT

1. When **accepting** the offer you will be asked to **transfer** the agreed sum of the job to a **secure Ovyv account** via PayPal.
2. The **payment is held** in the secure account until the job has been completed.
3. The payment will only be **released** to the merchant when both you and merchant are **satisfied with the job** and have **marked it as completed** on Ovyv!

2



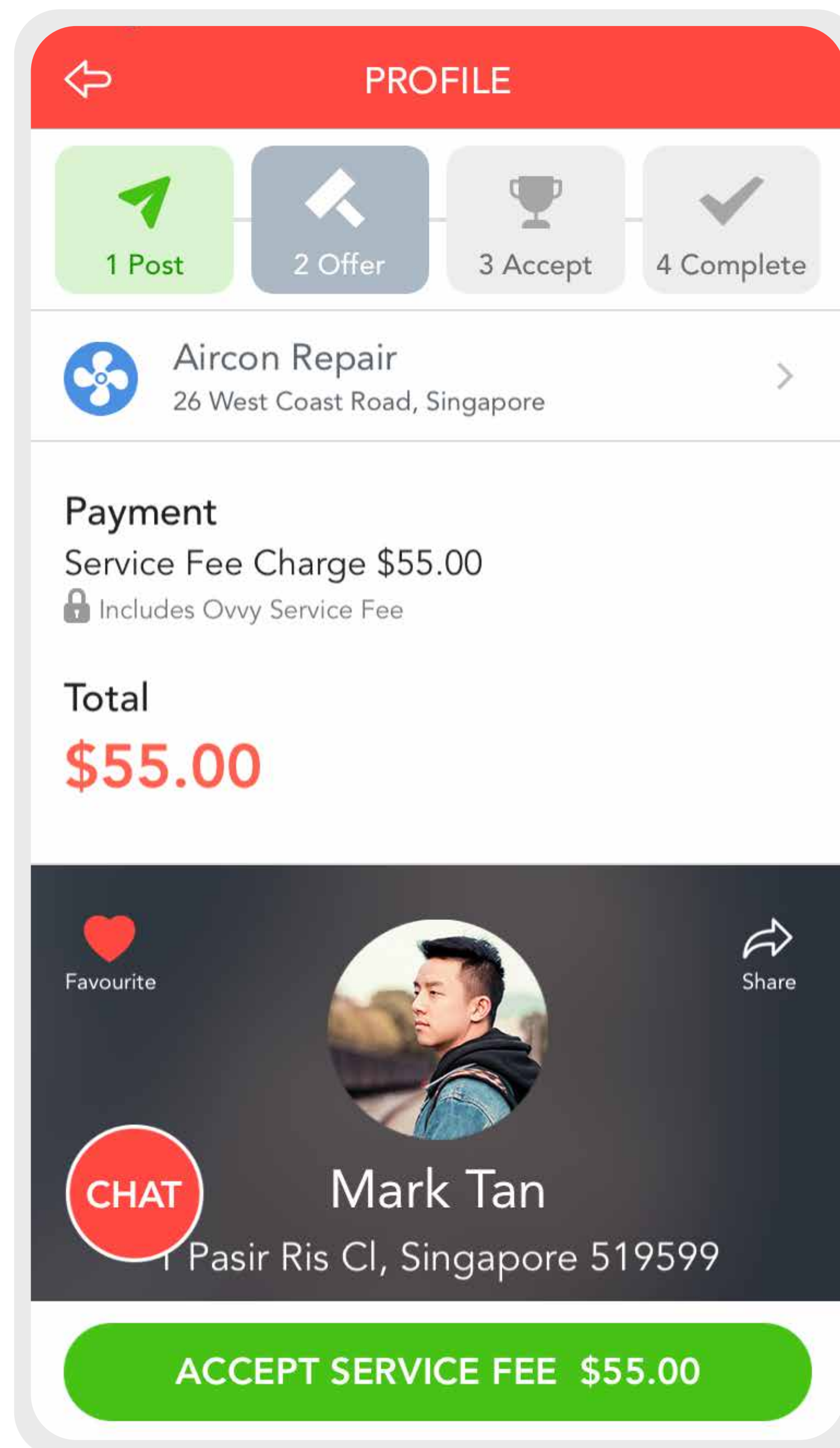
## SECURITY

1. Ovyv has **records of all exchanges** between merchants and clients and will release records if needed should there be any disputes.
2. Merchants with a **verified tick** on their profile indicates that Ovyv has vetted them and we keep the merchant's ID on file.



# 8. CHARGES

1

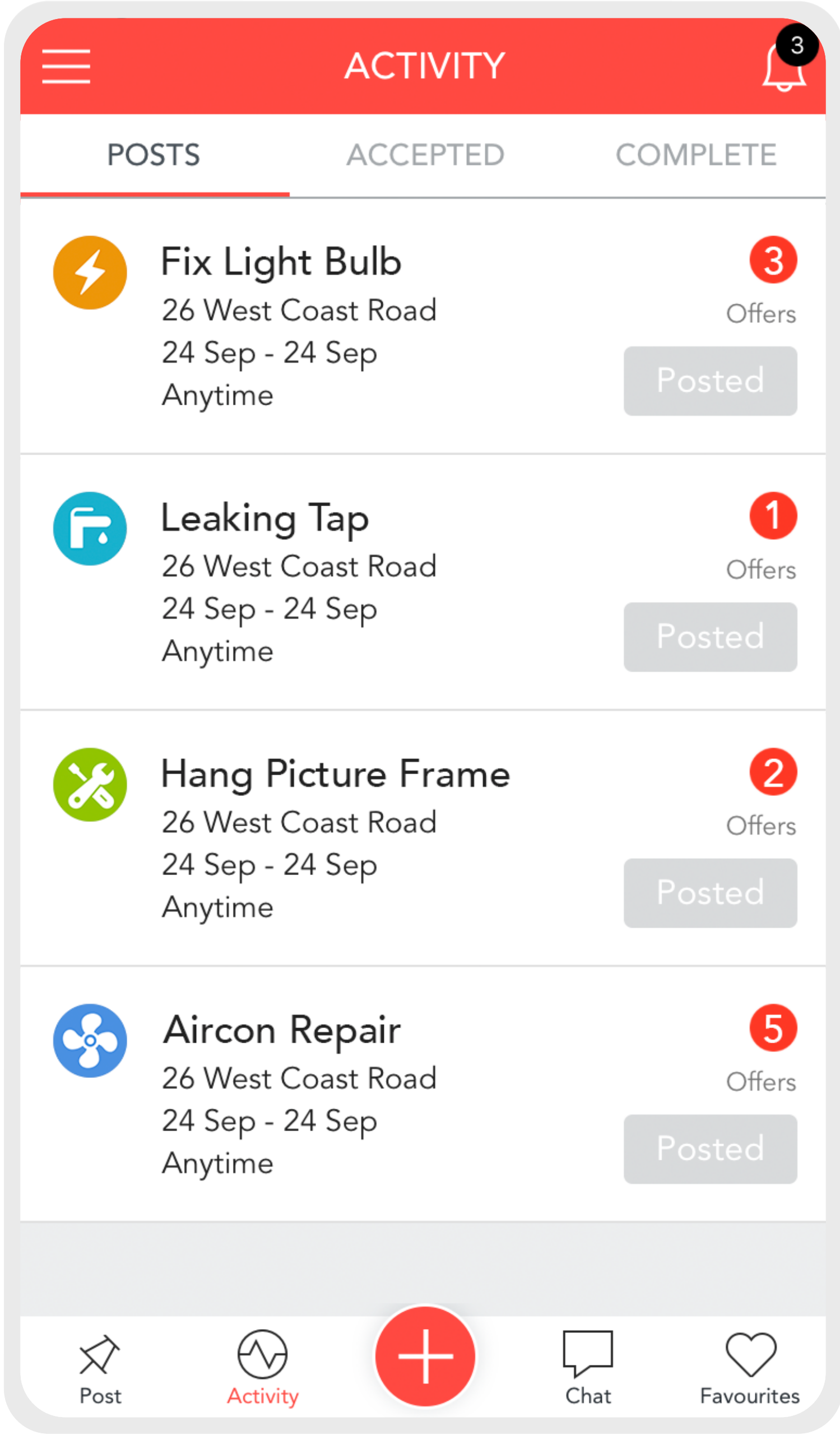


## MAINTENANCE CHARGE

1. To maintain and offer you the best service possible we need a little to survive. **Ovyv charges** are included into your offer price ranging between **5-10%**, dependent on the cost of the job.
2. We ensure you **save money** through Ovyv by comparing merchants and having the reward system!

# 9. KEEPING TRACK OF JOBS

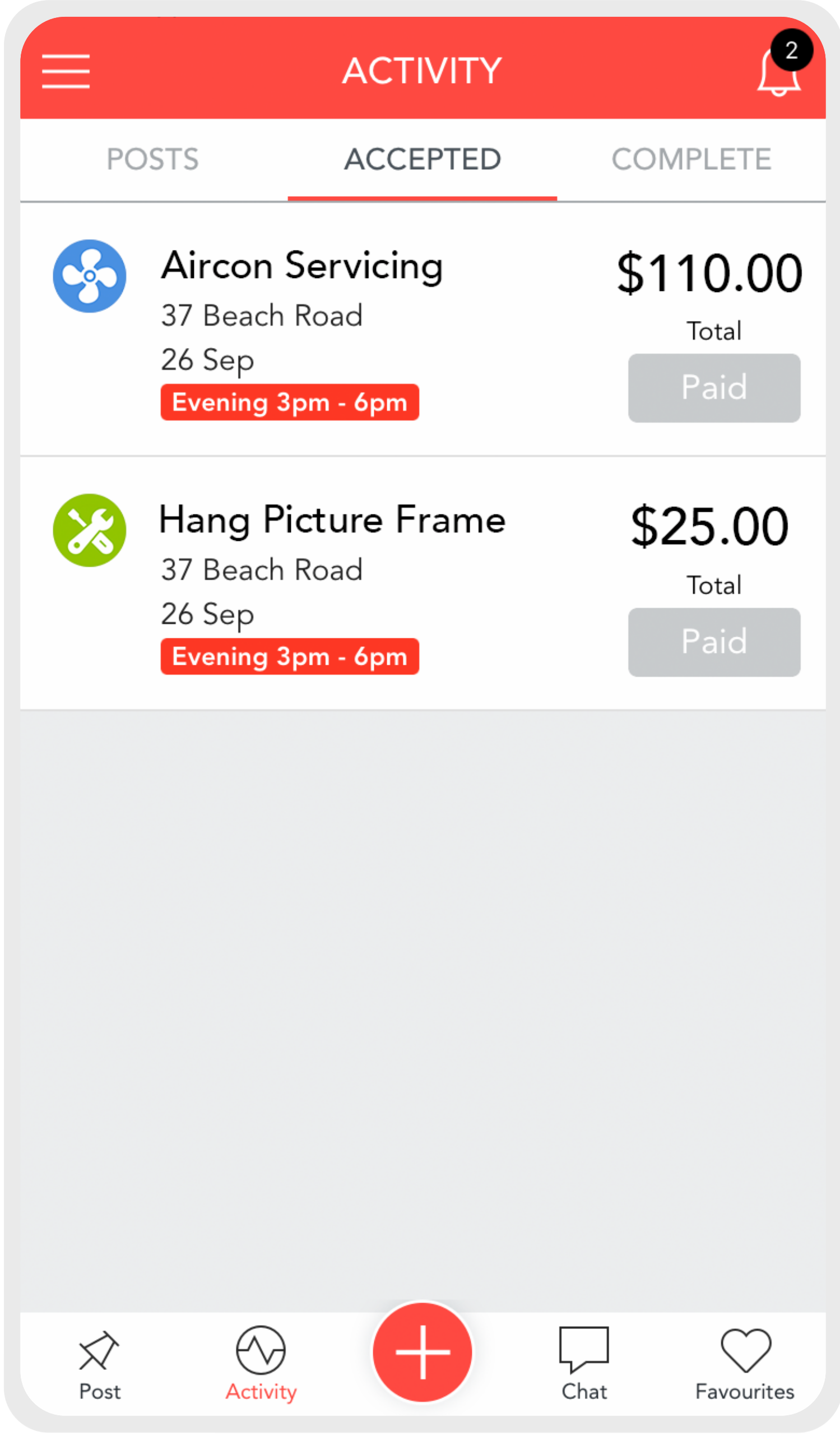
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**POSTED JOBS**

View your **active job posts** that you are currently receiving offers for in this tab.

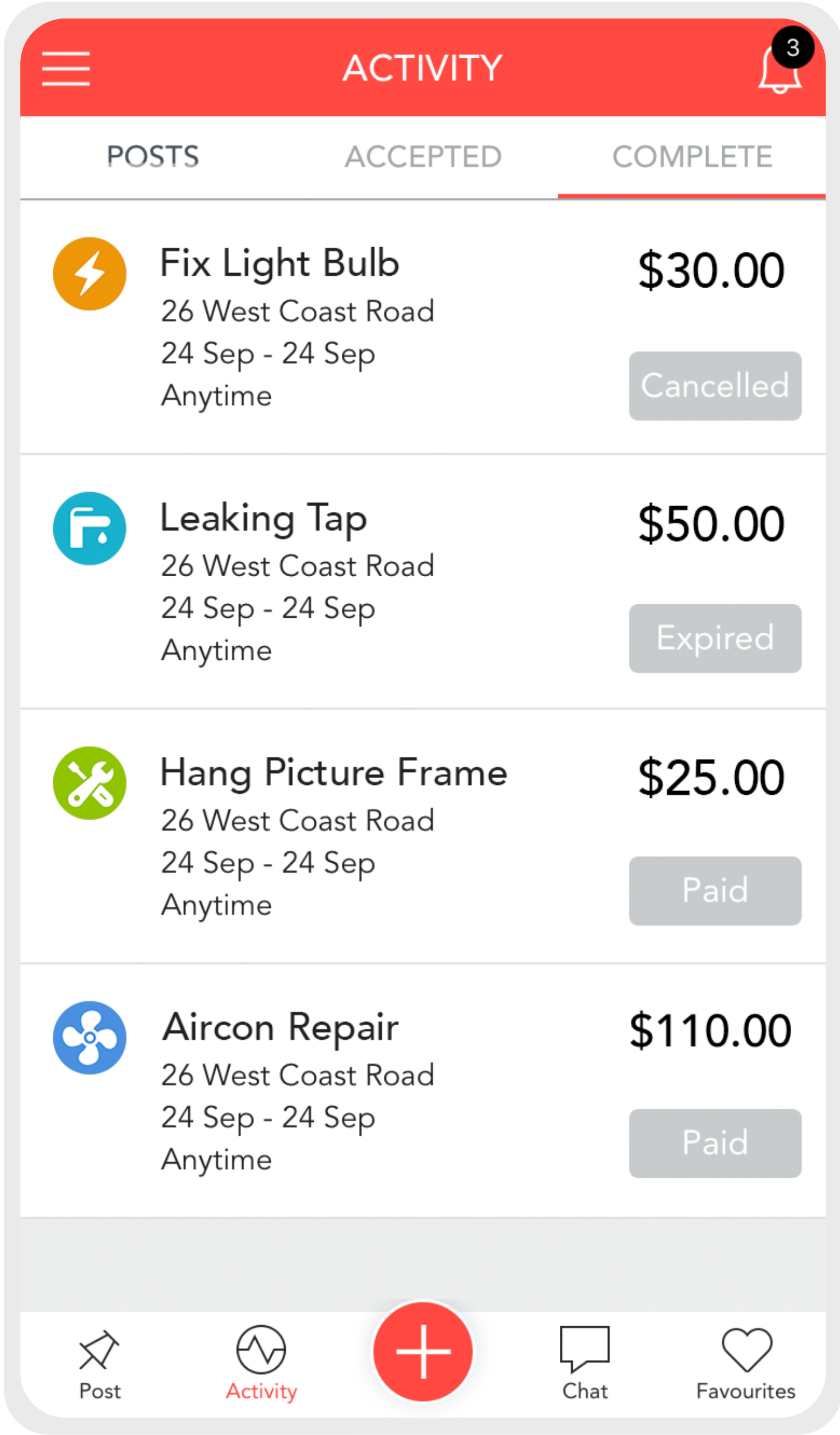
2



**ACCEPTED JOBS**

View all the jobs that are **in progress** after you have accepted them in this tab.

3



**COMPLETED JOBS**


See all the jobs you have **completed** on Ovy in this tab.




# 10. COMPLETING JOBS


1


SERVICE COMPLETION

 Aircon Servicing  
26 West Coast Road, Singapore

PLEASE CONFIRM IF THIS JOB WAS COMPLETED

 Completed

 Incomplete / Open Dispute


 Contact Merchant

### MARK JOB COMPLETE

After the merchant finishes work, go back to the app to **confirm the job was completed**. Only then will Ovy **release your money** to the merchant – after **both parties have confirmed** the job has been done.

2


REVIEW



**Mark Tan**  
1 Pasir Ris Cl, Singapore 519599

Great work will definitely hire again!

Rate your service provider



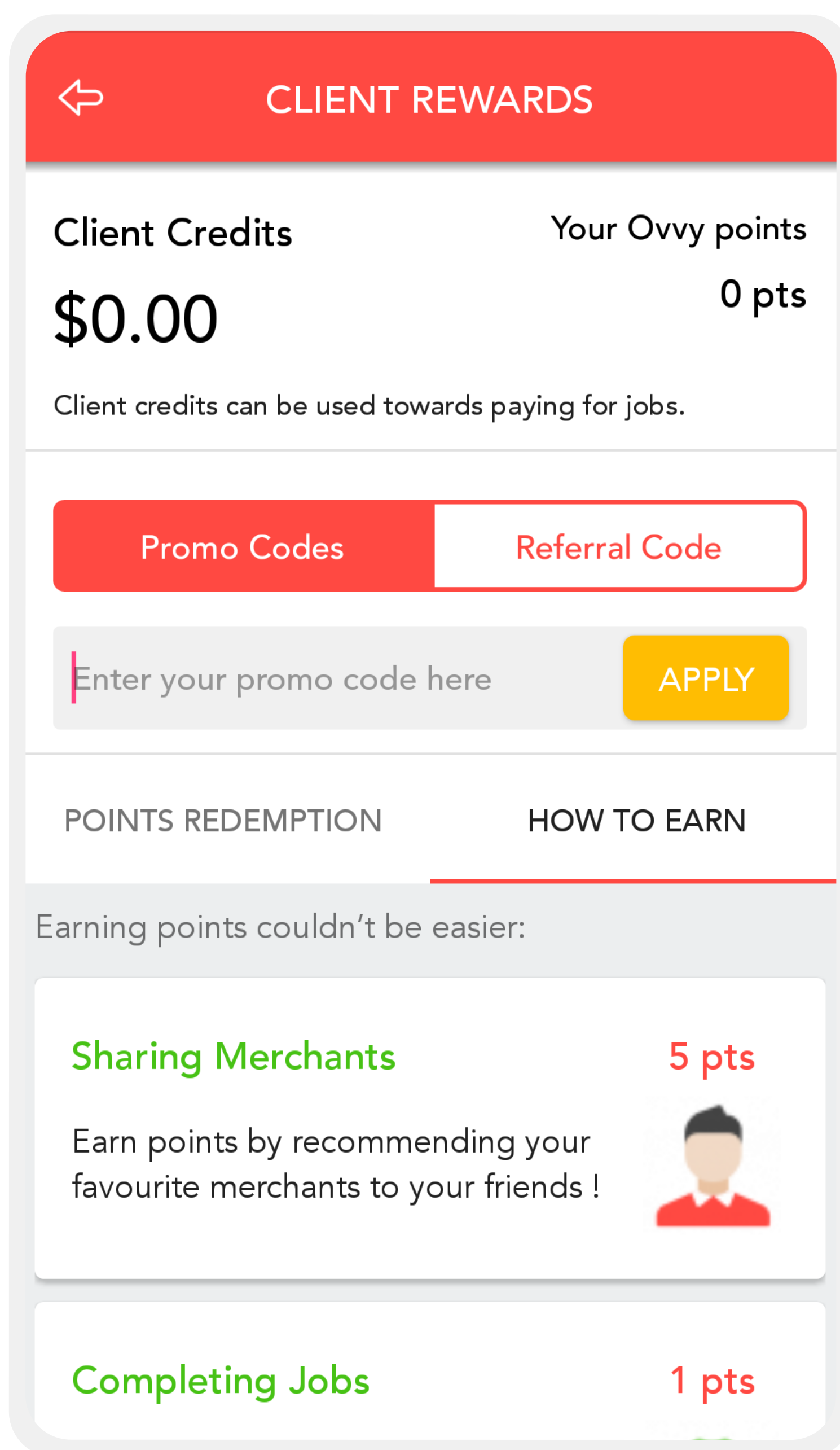
SUBMIT

### REVIEW

1. Review the **merchant's performance** at the end of the job.

# 11. REWARDS

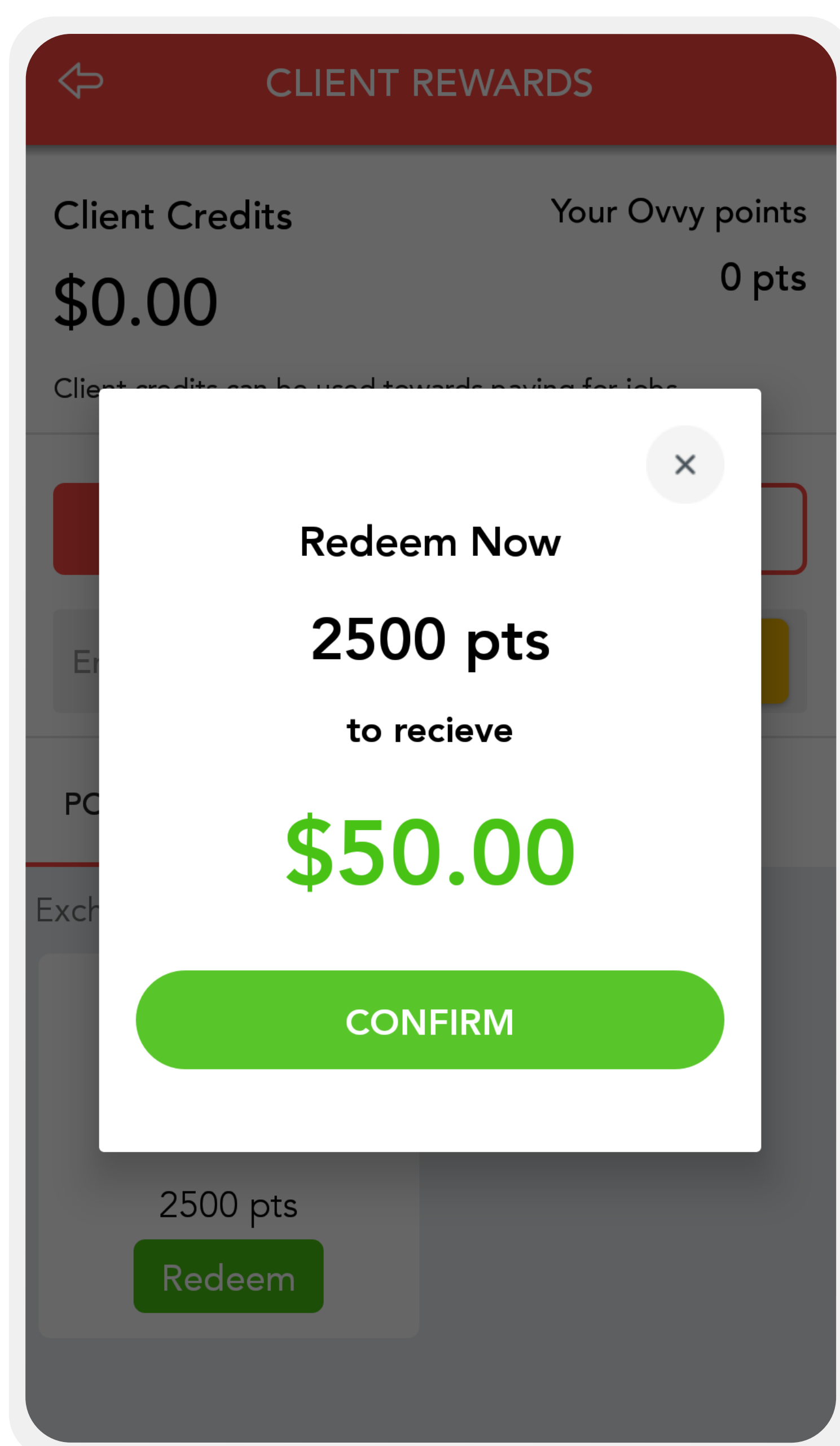
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## EARNING POINTS

Look at the reward catalogue for customers, and **hit the targets** set by each reward to **earn them**.

2



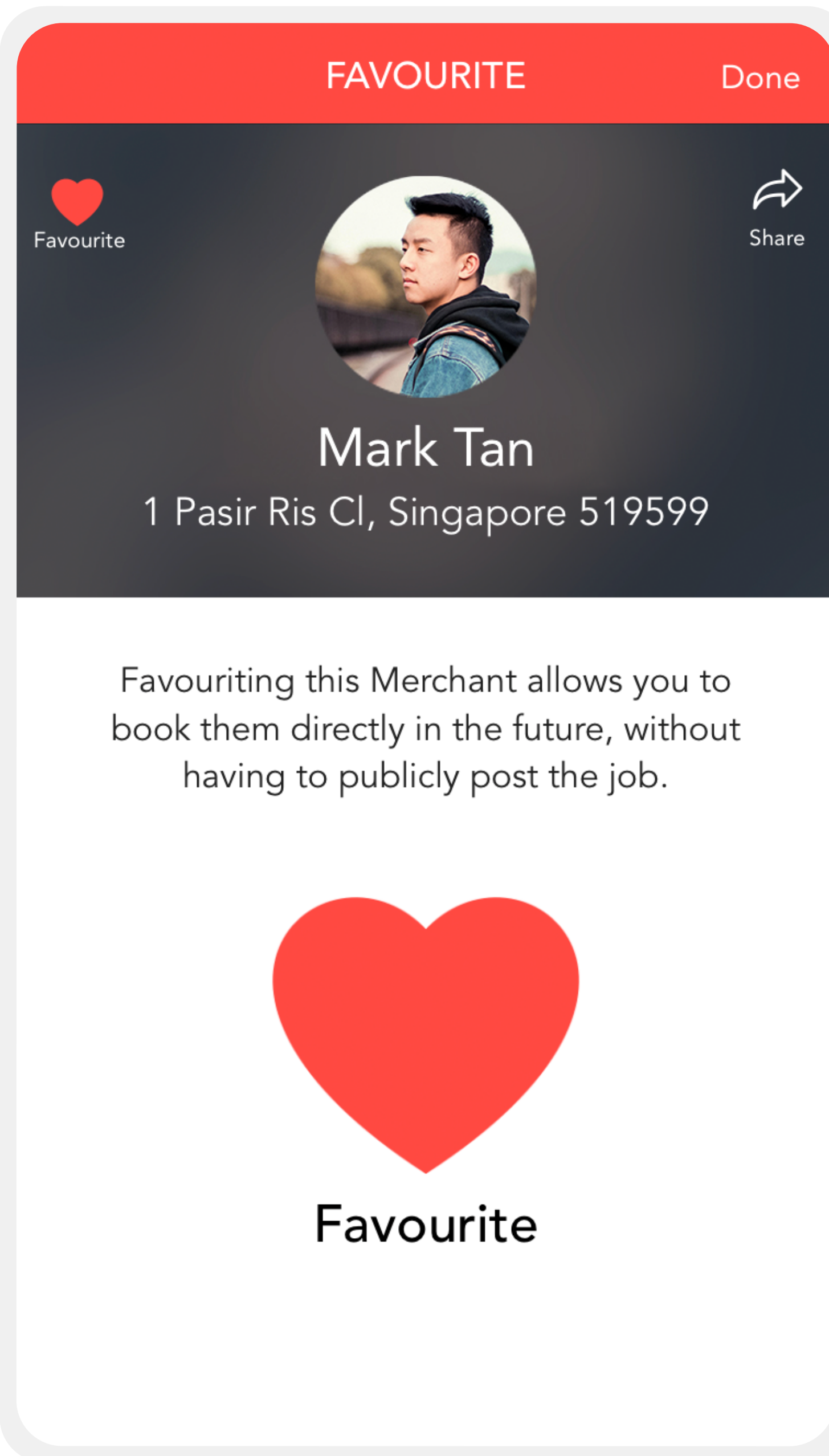
## REDEEMING POINTS

**Exchange** the **points** you have earned for **client credits**. These credits can be used towards **payment for future jobs** on the app.



# 12. FAVOURITES

1



Favouriting this Merchant allows you to book them directly in the future, without having to publicly post the job.

## FAVOURITE MERCHANT

**Favourite** a merchant after completing a job with them for future jobs so you can **reach out to them directly** on the app for a job.