

## INDEX

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|                                |    |
|--------------------------------|----|
| 1. What is Ovvy?               | 02 |
| 2. Benefits of Ovvy            | 03 |
| 3. How It Works                | 04 |
| 4. Categories                  | 05 |
| 5. How Do I Become A Merchant? | 06 |
| 6. Viewing Available Jobs      | 07 |
| 7. Callout, Bid & Chat         | 08 |
| 8. Keeping Track of Jobs       | 09 |
| 9. Winning & Completing Jobs   | 10 |
| 10. Getting Paid               | 11 |
| 11. Rewards & Cash Out         | 12 |
| 12. Analytics                  | 13 |

# 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.



**ANALYSE &  
OPTIMIZE  
PERFORMANCE**



**GAIN MORE  
EXPOSURE**



**EASILY FIND  
NEW JOBS &  
CLIENTS**

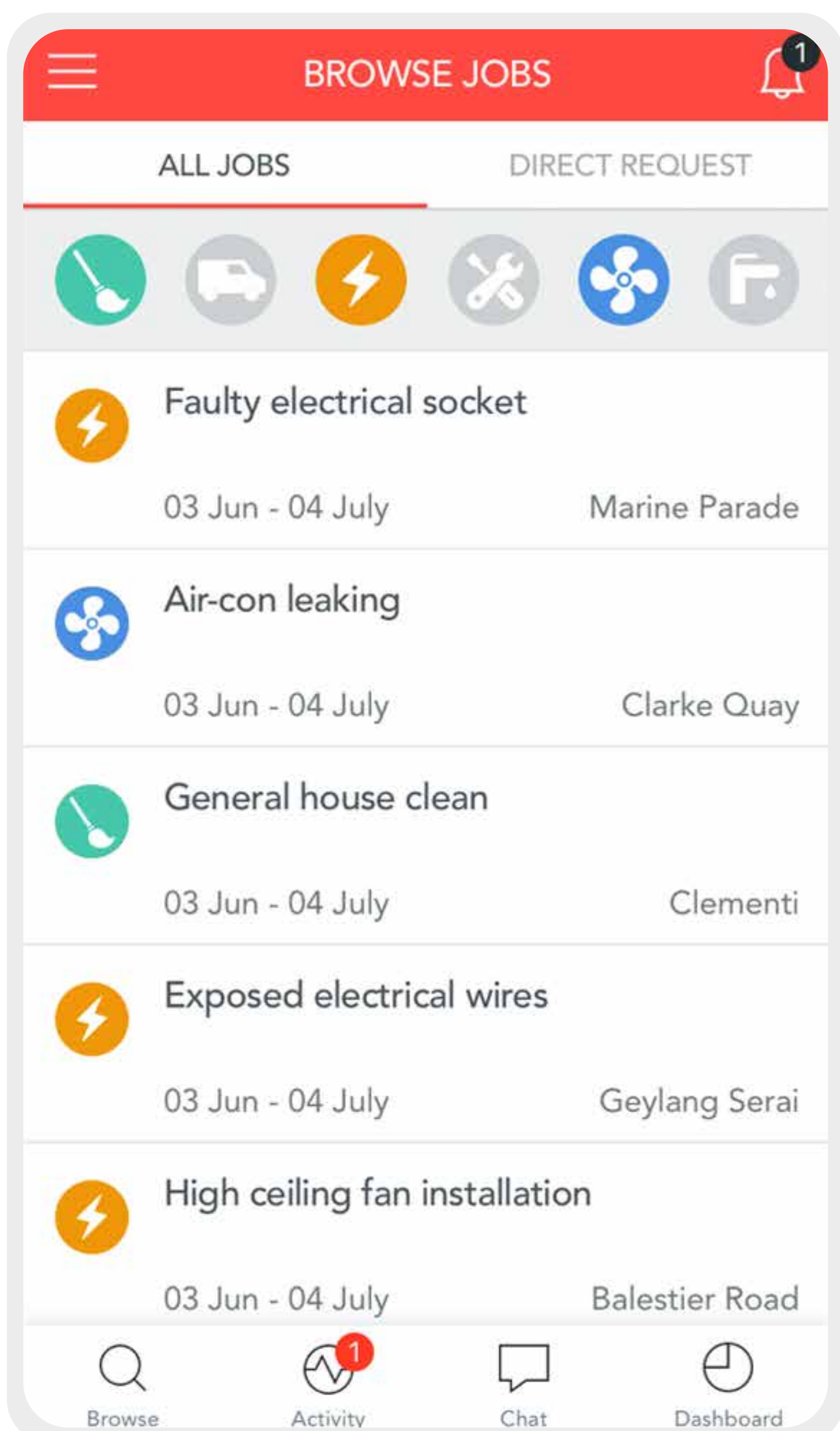


**RECEIVE  
SECURE  
ON-TIME  
PAYMENTS**



### 3. HOW IT WORKS

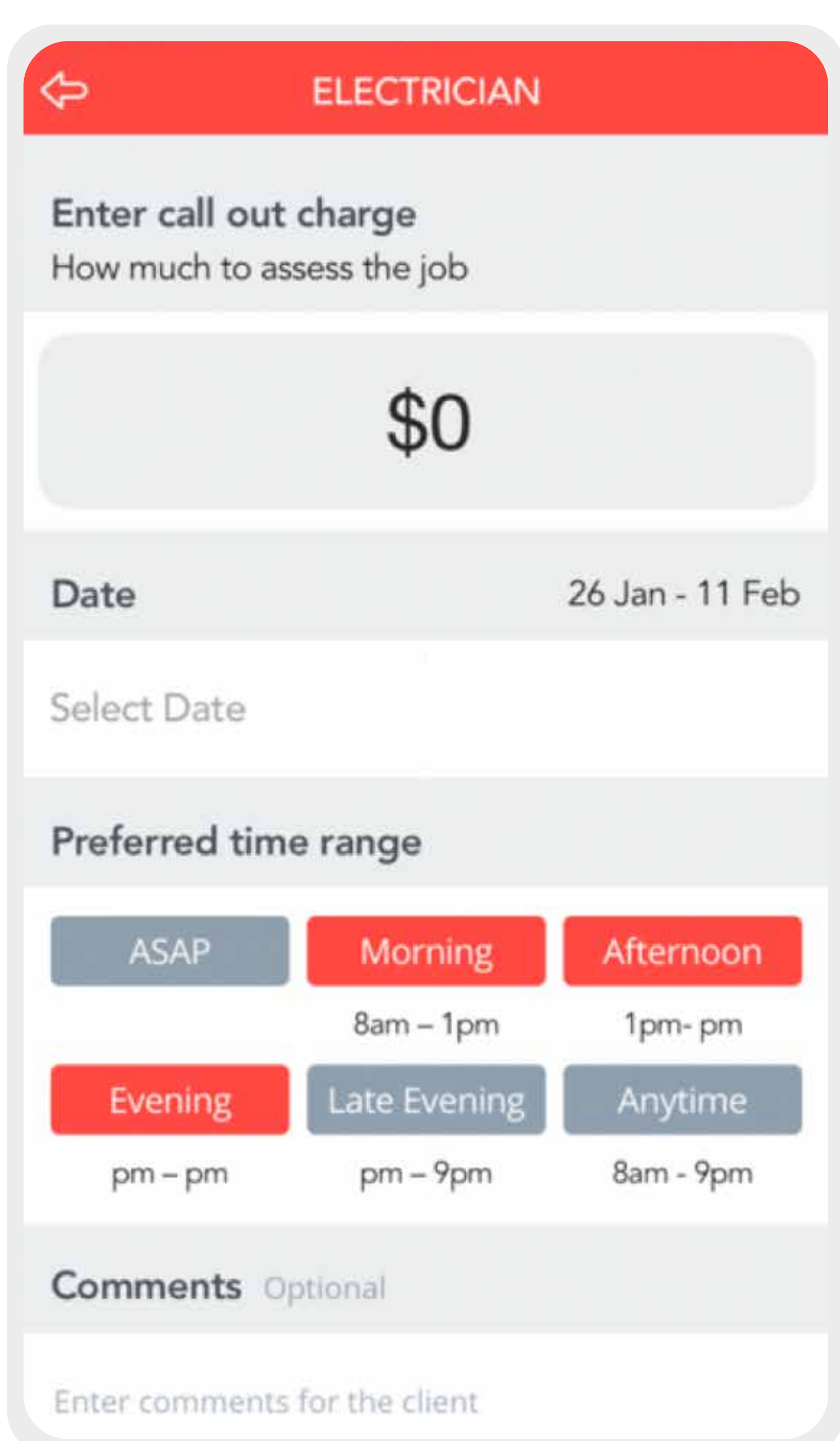
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#### BROWSE JOBS

Jobs are posted by clients and can be viewed in the **browse screen**. You are **alerted** for any jobs that have been posted in your category via **push notification**.

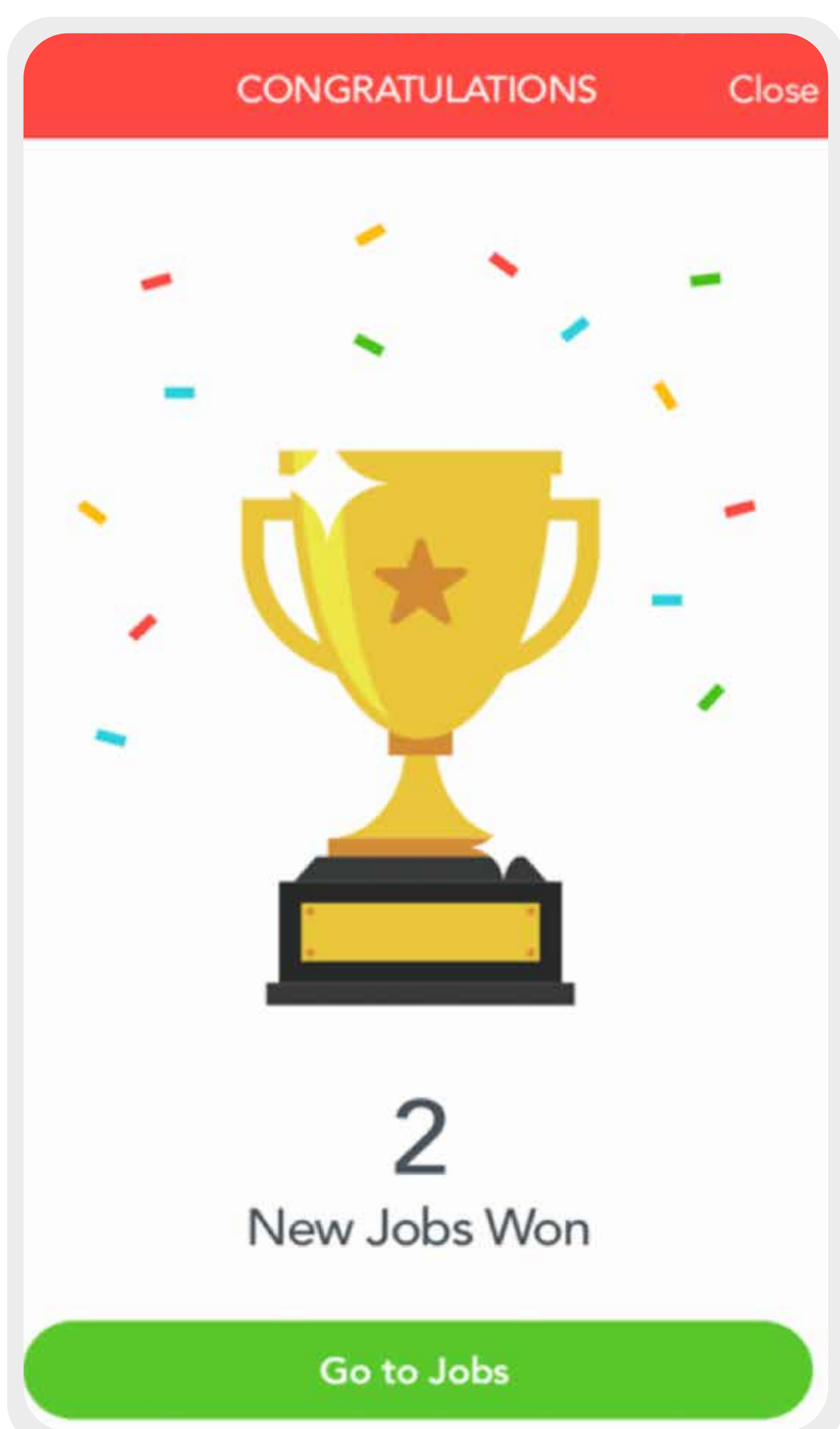
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#### POST BIDS

Select a **job** from the browse screen to **view job details** and **place a bid**. If the job is accepted the client pays for the job and the **money is held with Ovvly** until the job is complete.

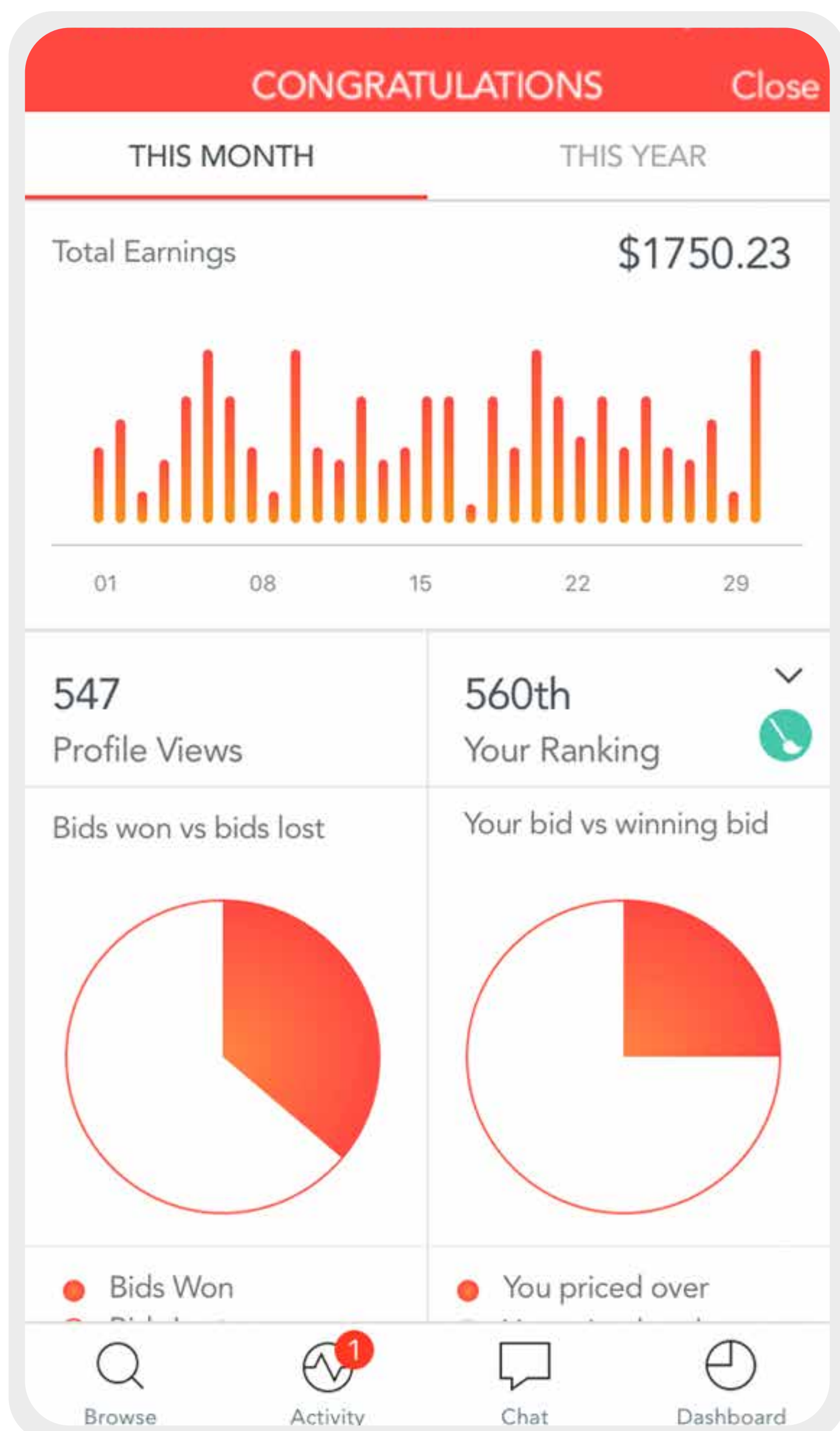
3



#### WIN JOBS

A **push notification** is sent to you if the **bid has been won**. **Fulfil your job**, then **mark as the job as complete**. The client is then informed that the job is complete and have 24h to confirm the job is done.

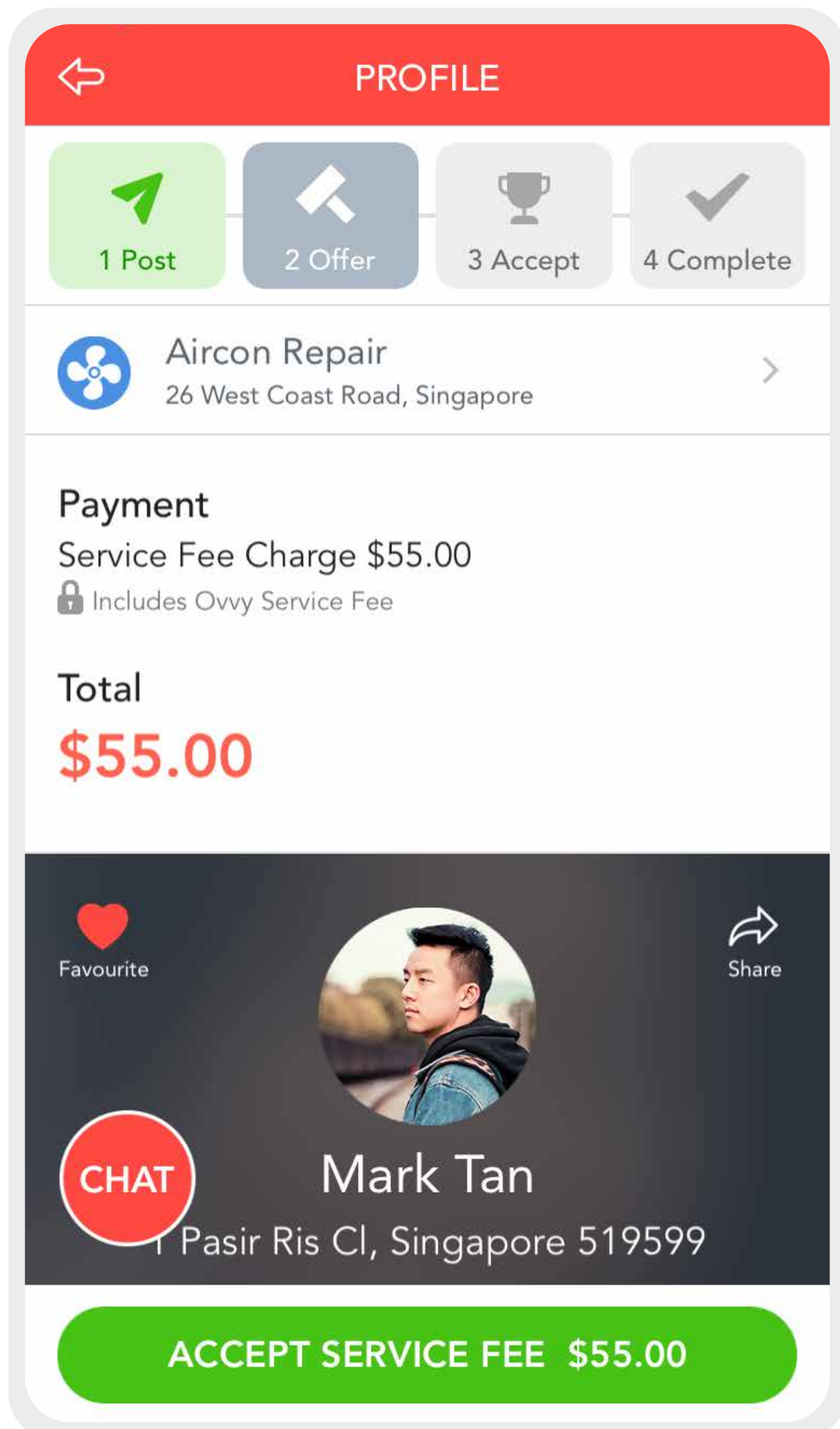
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#### ANALYSE PERFORMANCE

You can also **monitor** and **analyse your performance**. Use our analytics to **improve** your performance.

### Rules



1. All jobs are to be **done through Ovvly**. If you are caught taking jobs off the app, your account will be **banned**.

2. We charge the client **10% on top of your bid**. Please note if you bid \$50 your client will see it as \$55 the \$5 is our fee. This includes **Ovvly Service Fee**.



## 4. CATEGORIES

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**AIRCON**



**CLEANING**



**ELECTRICIAN**



**HANDYMAN**



**PLUMBER**



**MOVERS**

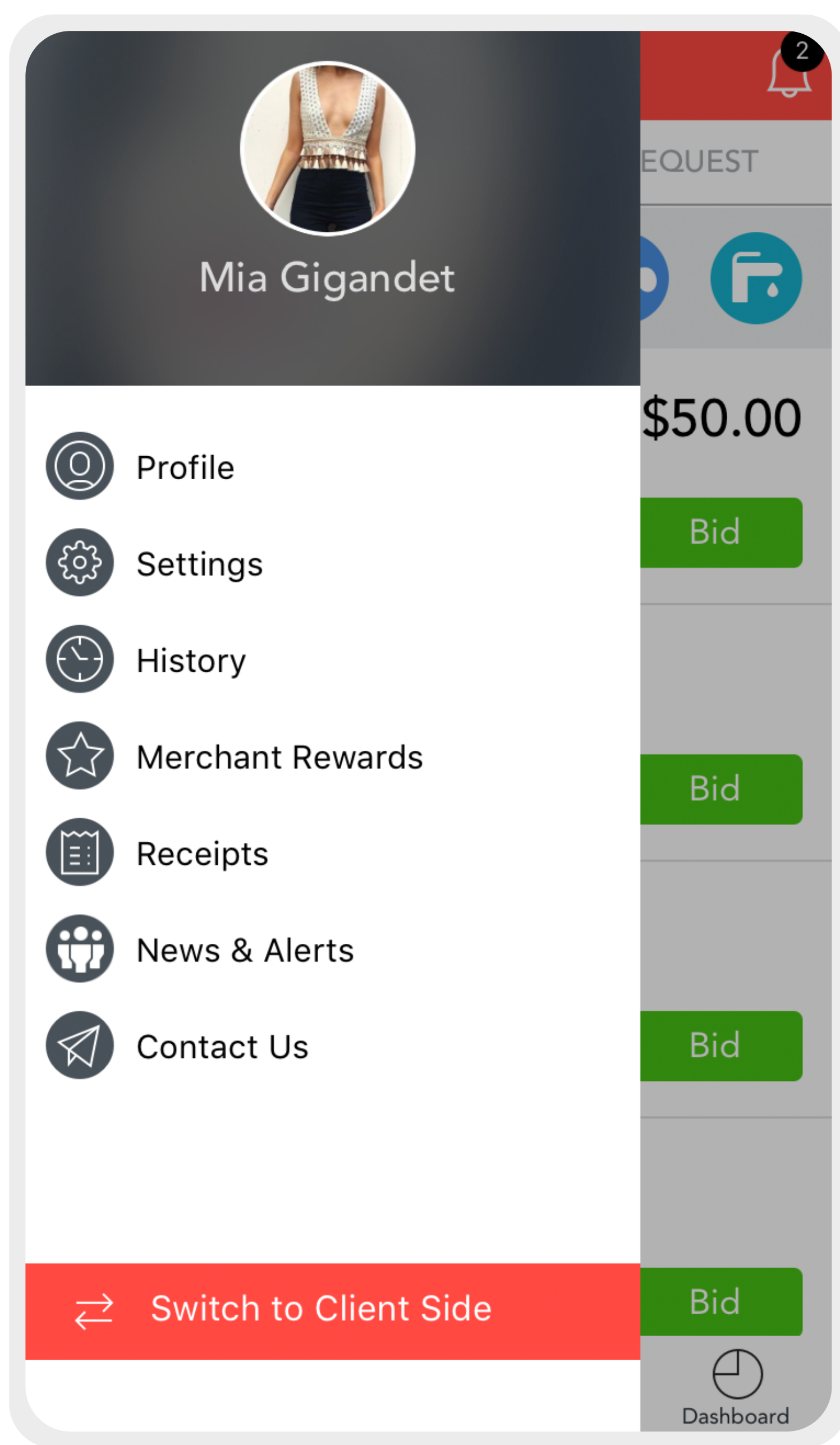
Do you offer any of these services?

We are adding more soon!



# 5. HOW DO I BECOME A MERCHANT?

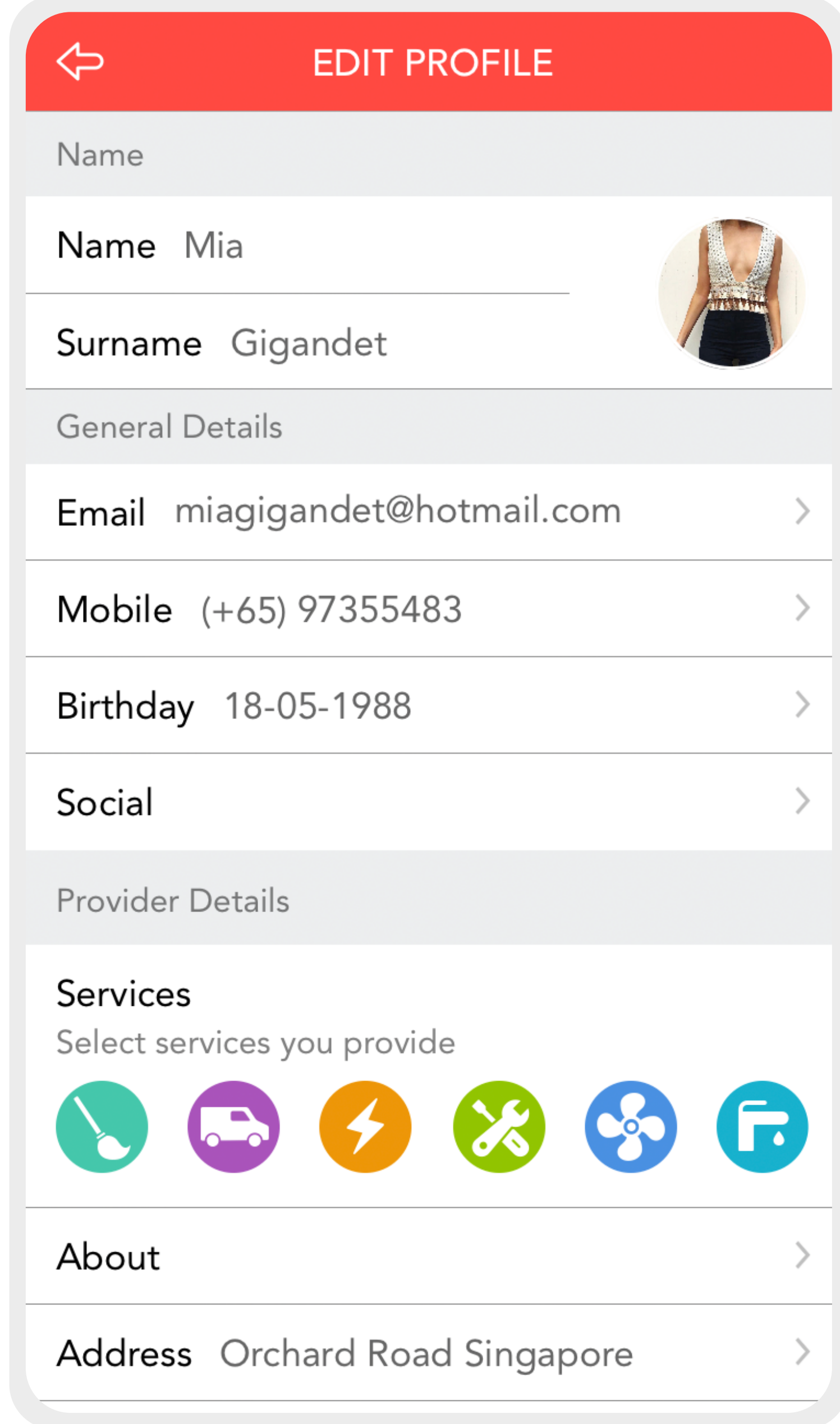
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## MERCHANT SECTOR

1. Make sure you are on the **merchant side** of the app do this by clicking on the side bar.
2. In the side bar on the, merchant side click on **profile**. This view of your profile is what the client sees when you make a bid.

2



## FILL IN/ EDIT PROFILE

1. On page 2 click the **edit icon** in the top right corner to edit your profile.
2. You will be **notified via push notifications** of all client posts in service categories you have selected in your profile.

## Example Vendor Profile

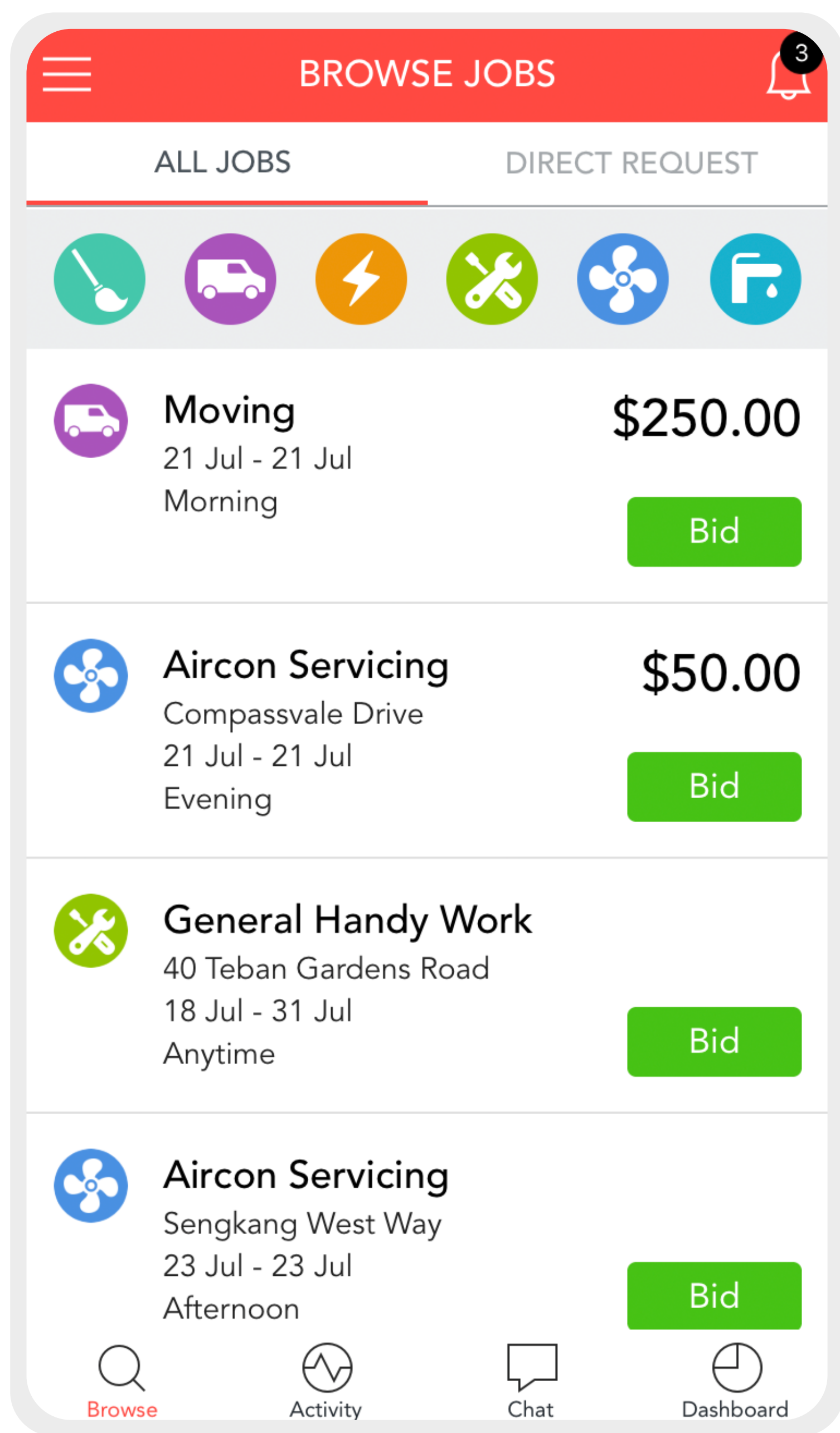
Merchants with fully completed profiles win more jobs!





# 6. VIEWING AVAILABLE JOBS

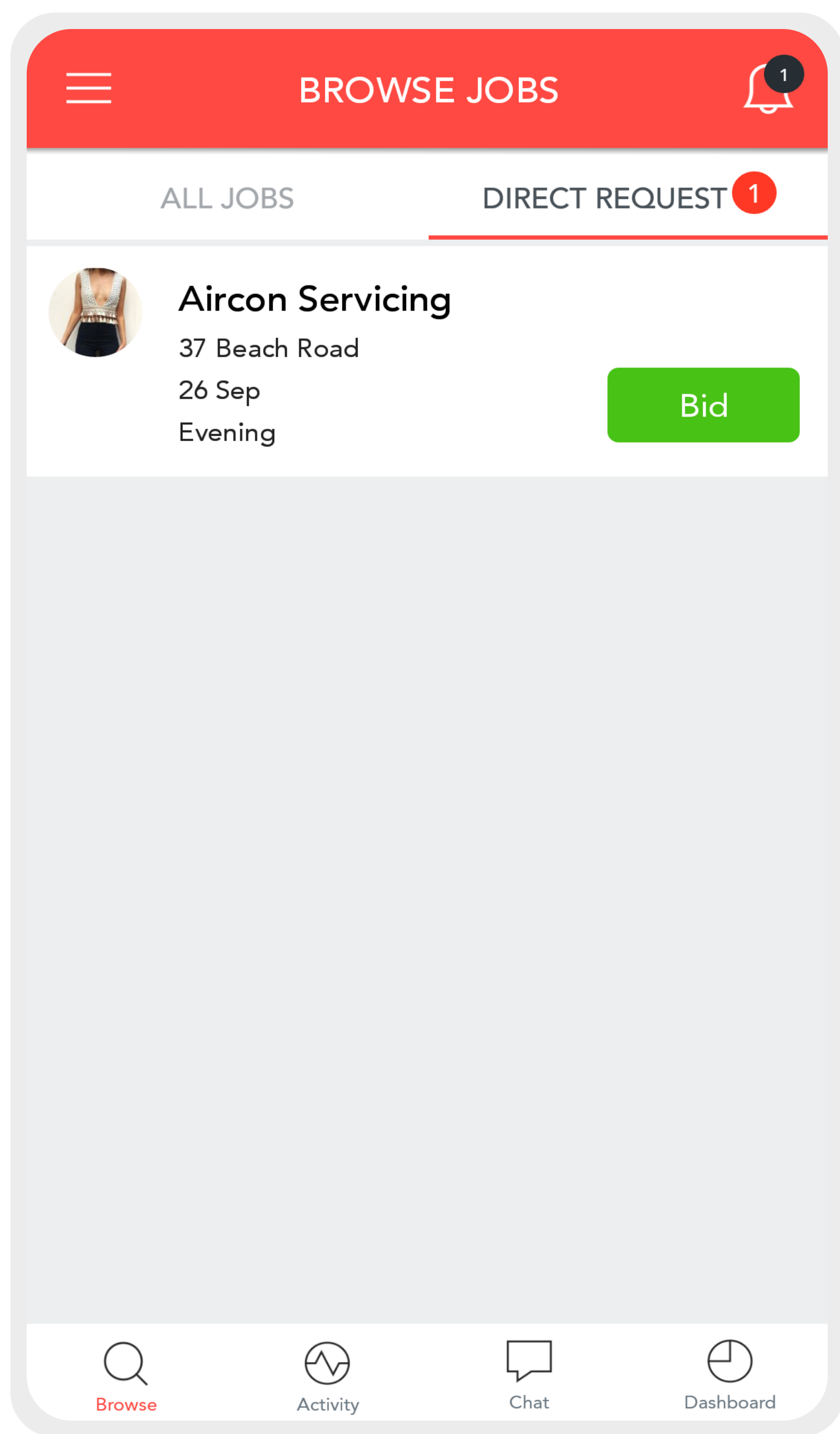
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## BROWSING JOBS

Jobs are posted by clients and can be viewed in the **browse screen**. You are **alerted** for any jobs that have been posted in your category via **push notification**.

2



## GETTING NOTIFIED / DIRECT REQUESTS

- 1. A **push notification** is sent if a job is posted in a category you have said you offer in your profile.
- 2. A client can **favourite** you after you complete a job with them & can send you **direct requests** in future. You will receive **push notifications** for direct requests. View & bid on these requests in the **direct request section** of the **browse jobs page**.




# 7. CALLOUT, BID & CHAT

1

←

JOB DETAILS

General Handy Work



Job ID: 3285

Property Type

Condo

What service do you require?

fill between 10-15 small holes (from paintings) and paint holes and little marks with white paint for moving out

Will you provide material/parts?

I need the materials to be provided

Location

Singapore 439198

>

Date & Time

Wed 08 Aug - Fri 10 Aug

Anytime

CALL OUT

BID

### BIDDING

1. A bid is **how much you charge** for the job to be completed (please note the client is charged a small % by Ovyv on top of your fee).
2. Bid can be **edited before the job** has been accepted.

2

←

HANDY MAN

Enter call out charge

Don't worry, you can add the service fee later, once you have assessed the job.

\$0.00

Date

Tue 07 Aug - Mon 13 Aug

Select Date

Preferred time range

ASAP

Comments

Optional

Enter comments for the client

NEXT


### CALL OUT

1. Call out is a your price as a vendor to come to the property and **access the price of the job**.
2. Once a call out bid is placed you can **add additional costs later** on.


3

←

MIA GIGANDET



>



Aircon Servicing

Hi when is the exact time you can get here?

Tue 25th 23:13

How long will it take to fix?


Tue 25th 23:13

Hi, I can be there at 7pm, and it will take 30 minutes

Tue 25th 23:13

Ok great thanks! Will confirm now

Type here...




### CHATTING

1. Clients can **start a conversation** with a merchant before they accept the job however A merchant **can send only one chat** to the client before the job is accepted unless the client starts the conversation.
2. Once the job has been **accepted** merchants can **contact the client** via chat.

4

←

OFFERS




Aircon Repair

26 West Coast Road, Singapore

>

MOST RECENT BID

▼



Mark Tan

Mon 24 Sep


Anytime 8am - 9pm

☆☆☆☆☆ 0

\$55.00

Service Fee

Accept



The Aircon Coolers

Mon 24 Sep


Anytime 8am - 9pm

☆☆☆☆☆ 0

\$45.00

Service Fee

Accept



Jennifer Wong

Mon 24 Sep


Anytime 8am - 9pm

☆☆☆☆☆ 0

\$50.00

Service Fee

Accept



Ahmad

Mon 24 Sep

Anytime 8am - 9pm

☆☆☆☆☆ 0

\$55.00

Service Fee

Accept

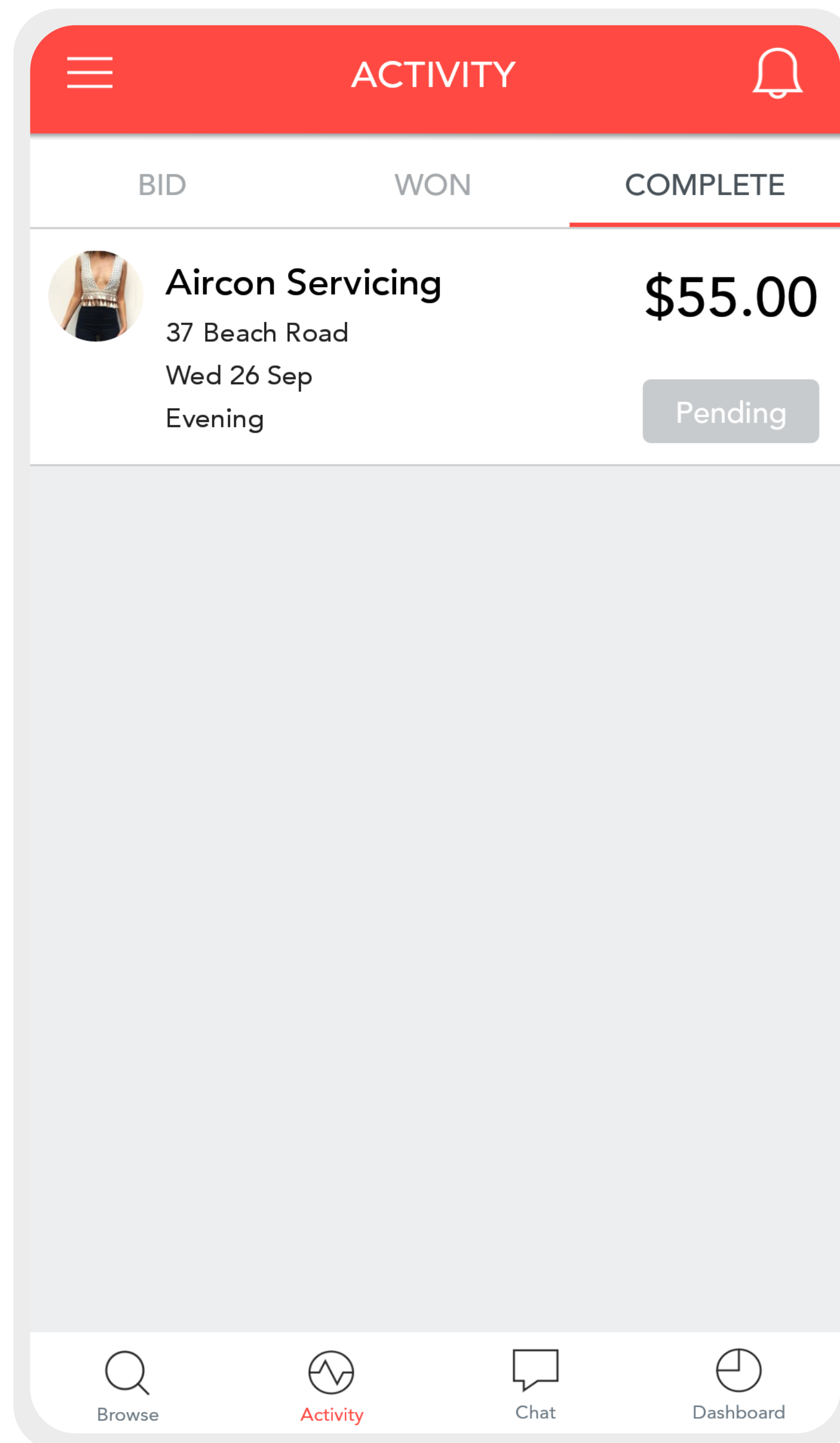
### OFFERS

1. Your bids will appear to the client in this format.
  2. Once you make your offer, the client will be able to view your profile.
- NOTE:** Unless the job has been accepted by the client, other merchants bids can still be seen by the client.



# 8. KEEPING TRACK OF JOBS

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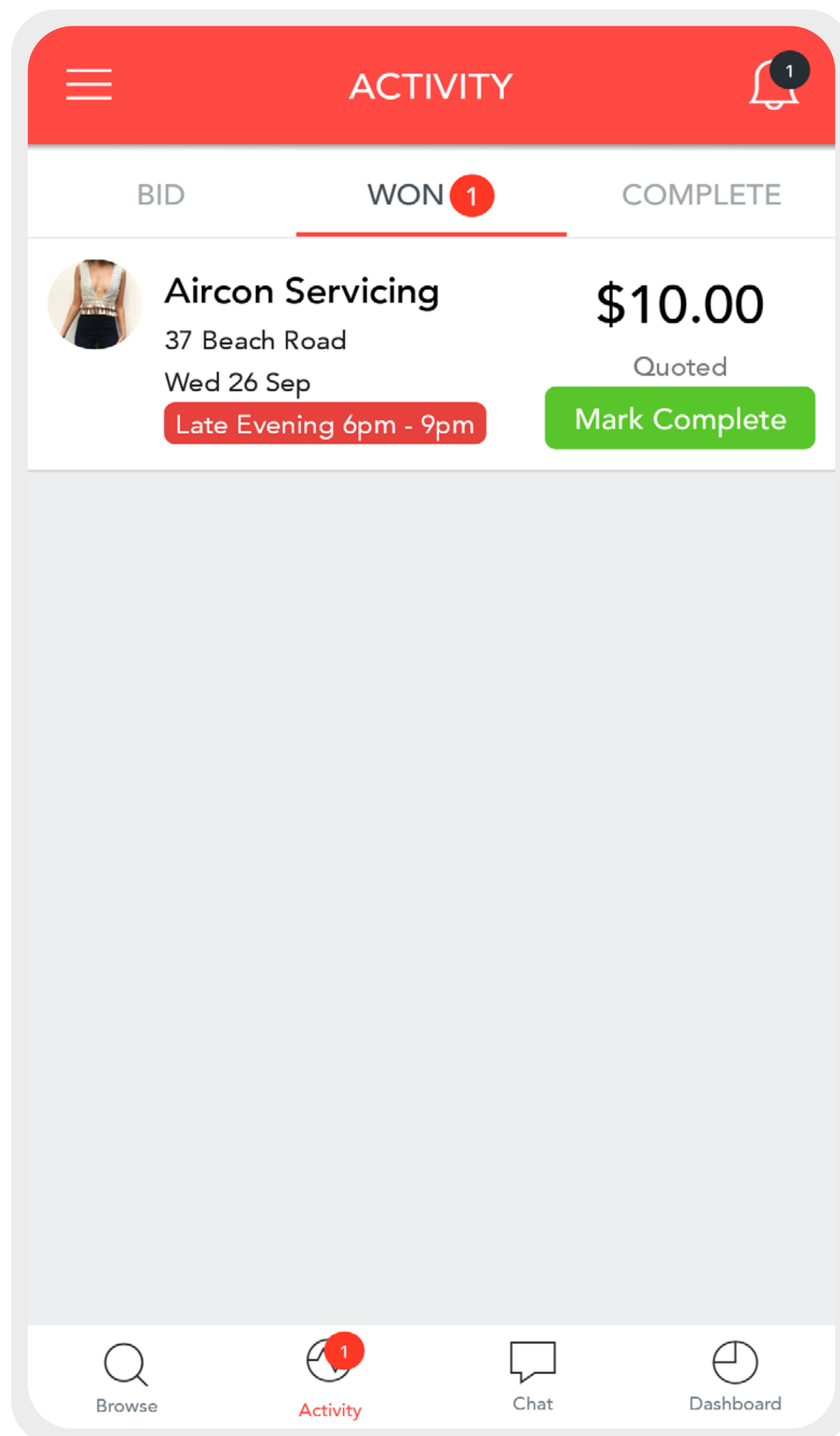
## ACTIVITY

1. All **bids**, **won jobs** and **completed jobs** can be tracked under **activity**.
2. **Status** in **completed jobs** lets you know where you are at the in the **completion process**.



# 9. WINNING & COMPLETING JOBS

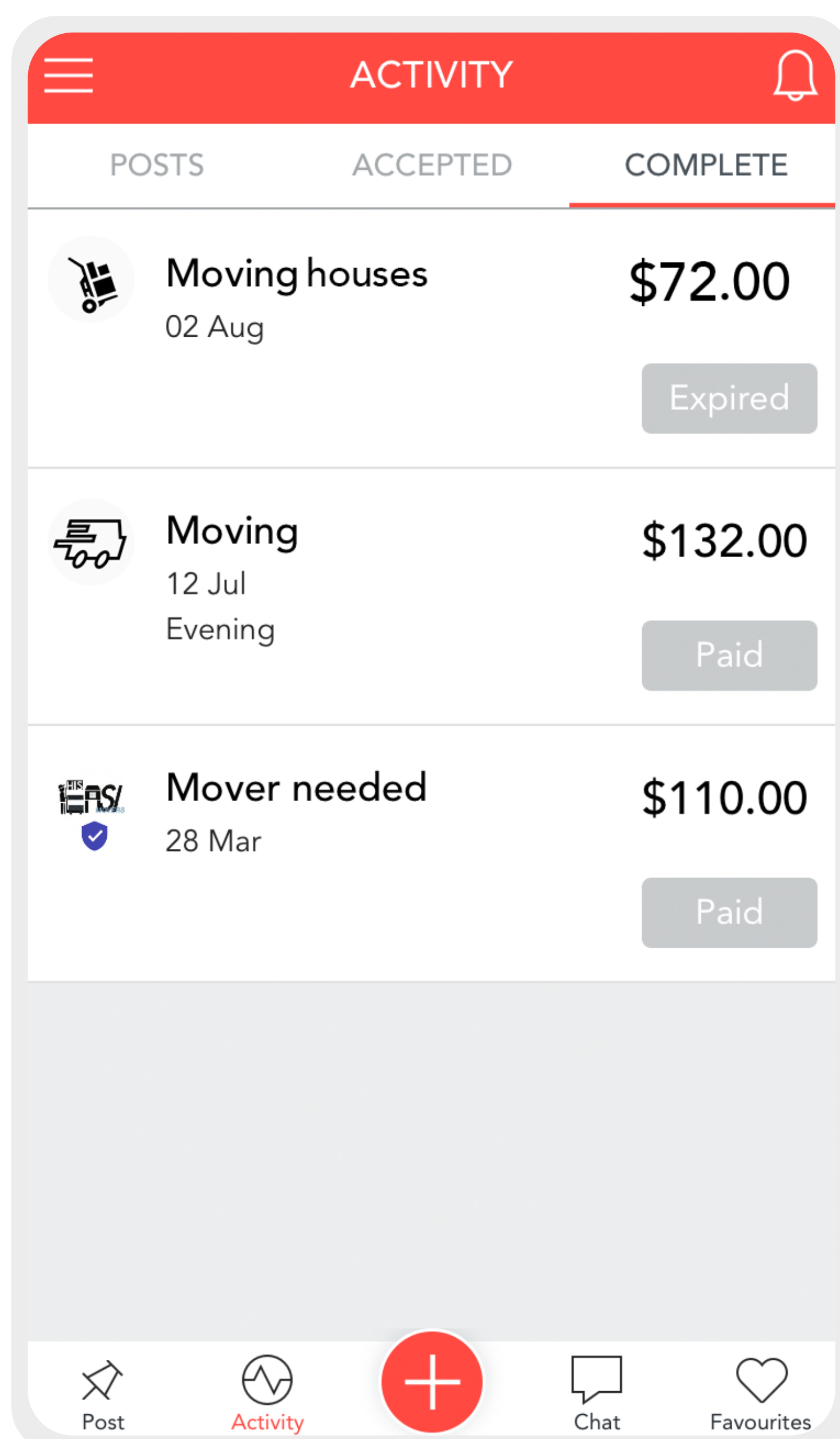
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## WINNING A JOB

1. If a client has **accepted** your job you will receive a **push notification** that you have **won the job**.
2. View your **won jobs** in the **activity** section under **won** tabs there you can start a conversation with the client if you need to.

2



## COMPLETING A JOB

1. Once you have **Completed the job** at the agreed upon time and place please **Mark the job as complete**.
2. **Status** in **completed jobs** lets you know where you are at the in the **completion process**.



# 10. GETTING PAID

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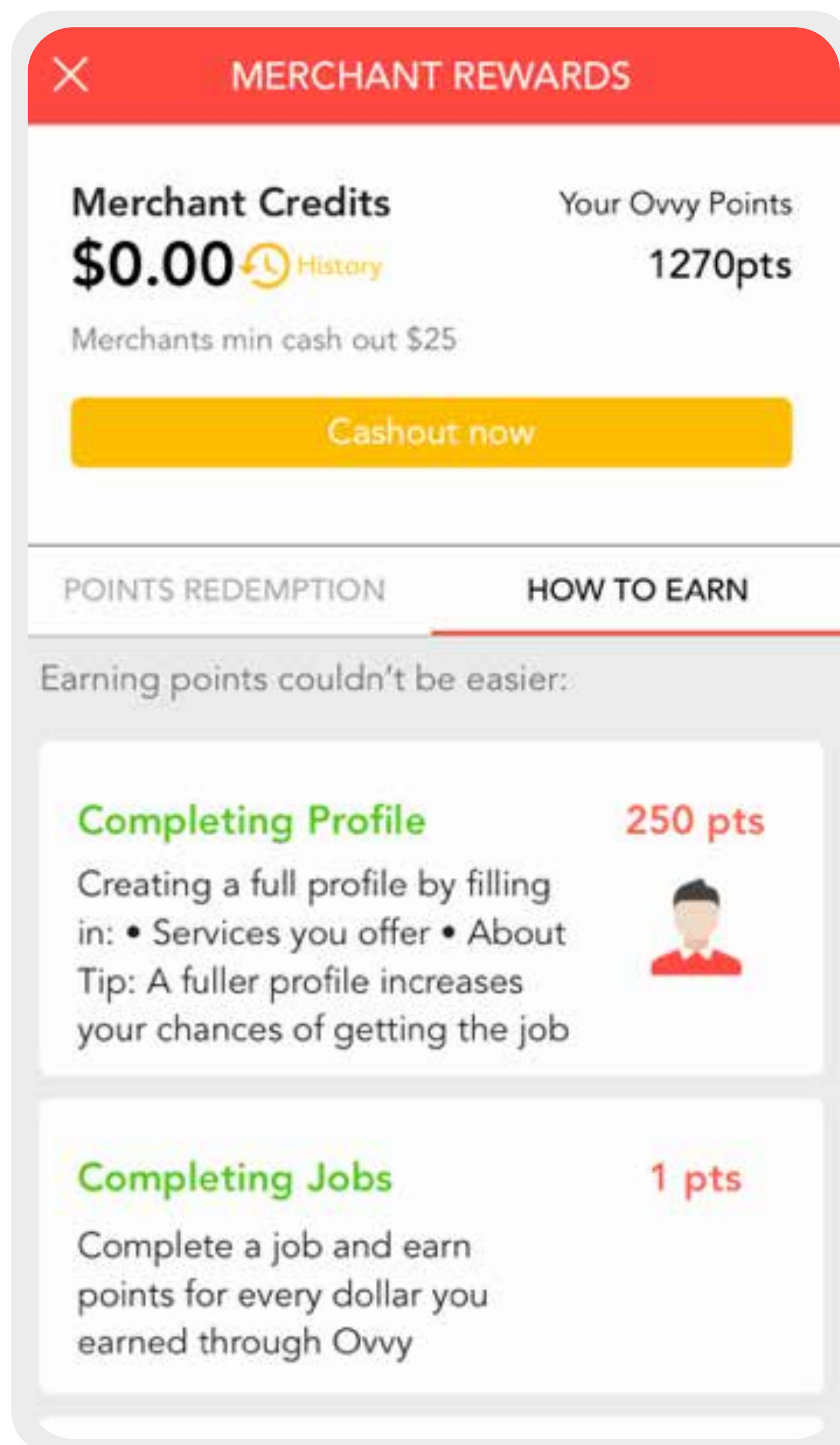
1. All Job Payments are made via **bank transfer** directly to the account input in the settings area in the side bar.
2. Payments are made within **24h of job being marked complete** by the merchant. if no dispute is opened by the client.
3. The clients are sent a notification once the job has been marked as complete and have **24h to confirm the job has been done** and **leave a review**.
4. If the client has not marked the job as complete within 24h **Ovvy will contact them** to confirm the job has been done before releasing the money to you.
5. Ovvy takes **3.5% of your bid price** to PayPal fees. **NO MONEY IS taken from the merchant** by Ovvy **our service to you is free** only PayPal is not.





# 11. REWARDS & CASH OUT

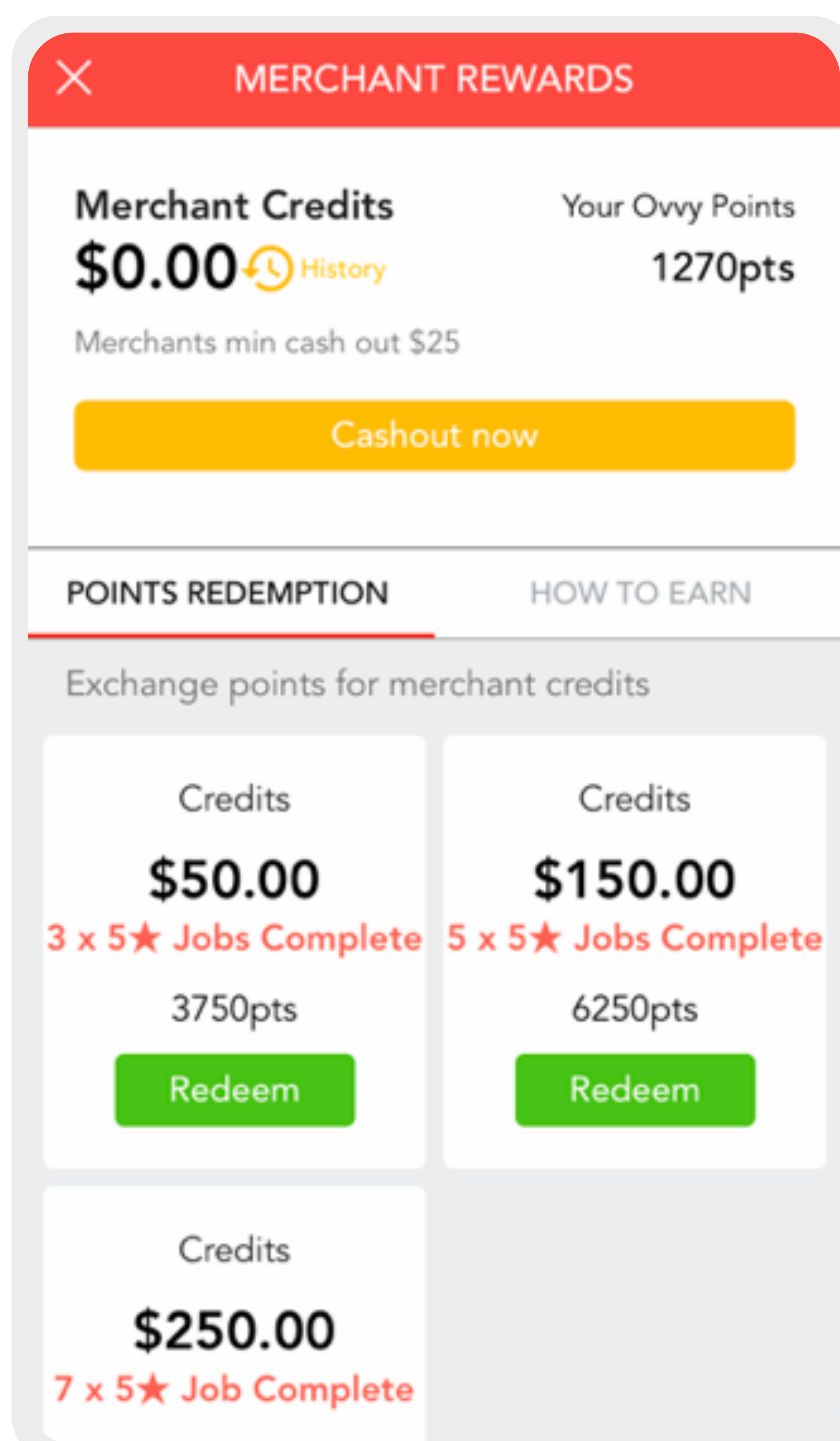
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## EARNING POINTS

View how to earn points via the **earn points tab** in the **merchant rewards**.

2



## CONVERTING POINTS TO CASH

1. You can redeem your points for Merchant credits in the **points redemption** section in Merchant rewards.

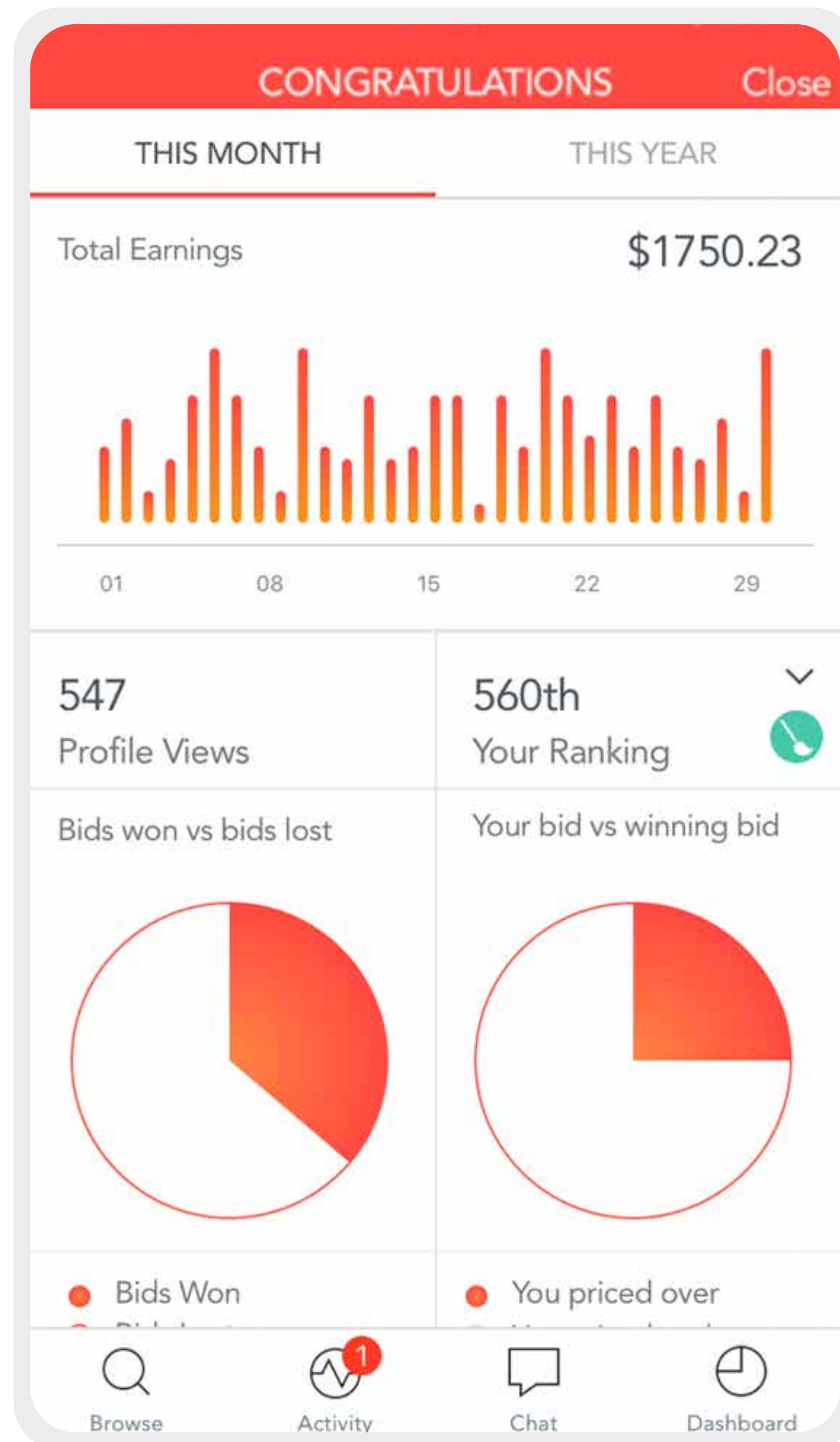
2. To convert Merchant Credits to cash simply press on the **cashout now tab** and your bonus money will be transferred to your account **within 24h**.

3. We will have **promotional periods** where the points redemptions for cash may be higher so keep checking!



# 12. ANALYTICS

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## ANALYSE

1. **Analyse and optimise** your performance and compare it to other merchants.
2. You can see your **ranking per category**.
3. How many users have **favourited** you.
4. See a % of jobs **won vs lost**.
5. See what % of your bids were higher than the winning bid (**analyse your pricing**).