

TASK FORCE



FUNCTIONAL SPECIFICATION

'Task Force' – The Prototype



VERSION 2.0
18TH FEBRUARY 2017

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1 Business Introduction

'Task Force' is a mobile marketplace that enables the peer-to-peer outsourcing of personal chores and the exchange of tasks and money between two individuals for mutual benefit.

Our mission is to bring local communities together, facilitate the distribution of wealth in the economy, and create opportunities for everyone to earn an additional income. By connecting 'money rich, time poor' individuals with 'time rich, money poor' individuals, 'Task Force' leverages the strengths and satisfies the needs of each of these groups to build more cohesive, productive and entrepreneurial communities. For busy people tied up at work or away from home, 'Task Force' reduces their downtime and the distraction of their domestic errands; such as buying a birthday card, collecting their dry cleaning, or taking their car for a service. For students looking to repay their loans or raise some easy money before a night out, busy mums already running errands, or people not in full time employment, 'Task Force' provides a flexible source of income, and as witnessed on Task Rabbit, Fiverr, Moonlighting and Zaarly (amongst others), can even become a full-time job and encourage dedicated startup enterprises.

'Task Force' enables 'service-as-a-service' and taps into the 'gig economy' with a core proposition of "saving you time, making you money". 'Task Force' is fundamentally a local business targeting the general public rather than professional service providers, and its designed to work at a community level to connect users who are within a close geographic proximity. Since it specializes in the general, the business model is highly sensitive to transaction volumes and requires strong levels of user adoption and volume of tasks. Critical to the success of 'Task Force' is the trustworthiness, liquidity and mobility of its user base. Trustworthiness will be realized by a reliability score that users can earn based on the quality of feedback they attract over time. Liquidity means a large active local subscriber base of individuals who are capable of fulfilling tasks in a timely and reliable way (a strong fulfillment engine is key to attracting demand), and they need to be able to get to required locations to perform the requested tasks. Mobility means users must have real-time push and pull access to 'Task Force' data and functionality whilst on the move.

Accessed through a platform-independent smartphone application, 'Task Force' establishes an integrated trading, messaging and payment marketplace through which Askers and Achievers can interact. The app's user experience and inherent value proposition (i.e. convenience, reliability, ease of use etc.) are key drivers of the app's 'stickiness'.

The business model relies on a variable, transaction-based commission rate, initially set at 20% of agreed fees, and it is dependent on the volume and the value of the tasks that are transacted through the platform. No user subscription or registration fees are envisaged, and the commission rate has been set at a level to allow scope for incentives to the wholesale channel, and to other channels that may be developed in future. The initial fee rate also creates scope for promotional activities, including future loyalty incentives. Over time other revenue streams are planned, such as advertising, referrals and premium services. We expect 'Task Force' will also become a valuable source of anonymized and aggregated market intelligence, serving secondary analytical uses on a chargeable basis.

1.1 Competitive differentiators

The '*Task Force*' founders and management team recognize that the business concept is not novel, and that rival providers already operate (such as those named earlier). The maturity and acceptability of 'gigs', 'crowd sourcing' and 'location-based services' means that a ready market exists that can be tapped with an attractive proposition. Some of the differentiating characteristics of '*Task Force*' are best understood through comparison, as shown below:

Key Differences	'Task Force'	Rival apps
i. What type of company is it?	A tech-enabled business	A technology company
ii. Who is the primary target of the app?	The task Asker (as the fee-payer) - an individual from the general public	The task fulfiller who provides the service – typically an SME professional services provider for whom the app is a marketing channel
iii. What type of tasks can be requested through the app?	General tasks that anyone can perform. Anything legal and non-offensive	Limited to a standard set menu of specialist services e.g. DIY, web design, translation etc.
iv. How are prices established?	Price discovery / best bid (dynamic)	Prices are fixed and pre-set (static)
v. How does the app make money?	- Commission-based, with additional sources in future (e.g. advertising, merchandising etc.). - Volume is critical given that transactions will be reasonably low value (estimated ~GBP10 per task)	- Fee-based or subscription-based - Higher fees per transaction due to it having a closed community, set prices, and a focus on specialist services
vi. How are users notified about tasks?	Tasks are alerted to users based on a match to their specified preferences and current location (push basis)	Asker manually selects a supplier from a pre-approved list and assigns the task to them (self-select basis)
vii. What is the company's liability?	Zero liability. App is simply a broker connecting users who transact a service between themselves	Partial liability. App assumes a network liability as owner of a community market
viii. How is trust ensured?	Reputation is earned based on peer-scoring. User investment in their reputation is a competitive barrier to entry	Suppliers are screened and vetted, user complaints affect reputation
ix. What is the launch plan?	Focused	Mass-market launch
x. What infrastructure does the company require?	Asset-light, virtual enterprise, partnerships with third-parties. No use of white-label technology	Asset-light, in-house resources. No use of white-label technology

2 Document Purpose

This document outlines the core functionality of the '*Task Force*' solution so as to inform the development of an initial prototype solution. The scope of this functional specification is limited to the key requirements expected of the working prototype (representing a minimum viable product), so that it is sufficiently usable and attractive to early adopters, and suitable for demonstration purposes (e.g. to investors and target user groups). All requirements contained in the prototype will also feature in the first release and will be supplemented with additional functionality. The prototype needs to be stable, reliable and secure, and functionally and technically scalable and reusable for future development.

The functional specification is presented as a set of discrete requirements rather than use cases or process flows, and are as known at this point in time. The requirements are not structured to correspond to specific app pages, but rather the functionality that is to be provided by the technical solution.

3 Functional Overview

The core functionality of the '*Task Force*' smartphone app allows a subscribed user to post a task that they need to get done, which other subscribed users can review, accept an offer to undertake in exchange for an agreed fee. For clarity, users who post a task are termed 'Askers' and users who perform a task are termed 'Achievers'.

The task request can be any mundane, general service e.g. collecting the dry-cleaning, queuing up to pay a bill, buying a birthday card etc. '*Task Force*' is not focused on professional services such as web design, CV writing, song recording etc. It also makes no claim on the quality nor assumes any liability for the service that is delivered.

Although tasks will not be structured, they will be classified for search and analysis purposes using pre-set tags. The Asker will propose a fee they are willing to pay for their task, the target location (if applicable), and a timeframe within which the task needs to be performed (for time sensitive tasks this can be set to zero in which case an immediate assignment will be made to the first user who accepts the task, and has the minimum acceptable 'Reliability Rating' specified for the task).

Some moderation of task requests and user communications will be needed to prevent inappropriate and illegal activities being requested, for which an algorithm will be required (with escalation routing to a manual reviewer in the '*Task Force*' team). Users will also be able flag and report any inappropriate posts they identify, for routing to the '*Task Force*' site administrator.

Subscribed users will receive real-time push notifications of new tasks relevant to them as soon as they are posted. Task requests can be filtered based on a user's pre-set preferences; for example, to only notify within the time period a user is available to work, tasks that are above a minimum fee, of a certain type, from a specific type of Asker, in a particular location etc. They will be able to review the task details and respond, in the form of a clarification message or an offer. Their response will only be visible to the Asker, but all users will be able to see a count of the number of responses a task request has solicited, and the highest and lowest fees proposed so far (i.e. the dynamic market price). '*Task Force*' will let the market determine the fair price for

a task and will not dictate set fees for tasks. The ability for users to propose an alternative fee facilitates task auctioning, and in future releases of 'Task Force' the analysis of market dynamics will be offered to interested parties.

Askers will be notified of each response their task receives, and will be able to respond to individual messages, modify/delete their task, and ultimately accept an offer. The decision to select one Achiever instead of another is the Asker's prerogative. The selected Achiever will be notified that their offer has been accepted and other Achievers who placed an offer will be declined. The agreed fees, plus a small processing charge at 20% of the agreed fee (representing 'Task Force' revenue), will be debited from the Asker's account (or from the credit card specified in their user profile) at that point and transferred to 'Task Force'. The task will then be 'Live' while it is being executed. The Achiever and the Asker will be permitted to communicate through the site for correspondence specific to that task. Again, all communications need to be monitored to make sure no inappropriate or illegal information is being shared (sharing of personal contact details between parties is permitted, at their own discretion, if it facilitates task execution). An algorithm is required for this functionality, but it is not in scope of the prototype.

Once the Achiever confirms that the task is complete (by updating a task status indicator), and the Asker agrees he/she is satisfied with the outcome, the overall task status will be set to complete and payment will be triggered with funds being released to the Achiever's 'Task Force' account (or posted to his/her credit card or bank account). There are number of alternative scenarios that could arise with regards to task execution, and in some cases a dispute may need to be raised and fee payments possibly reversed.

In a future release, 'gameification' techniques will be introduced to the 'Task Force' app to stimulate user activity, with cash incentives being used to encourage users to execute a higher number of tasks over a limited or 'flash' time period. This could be targeted to only lapsed users to entice them back to 'Task Force', or to new users to encourage them to explore and enjoy the benefits of using 'Task Force' and in doing so, grow their 'Reliability Rating', or as part of a general site promotion, or during peak periods (back to school week, Christmas etc.), or whenever 'Task Force' observes that demand outstrips supply and additional fulfilment capacity needs to be mobilized (in the form of users able to execute task requests). Gaming concepts could include rewards that escalate in value, and bonuses that are unlocked, as more and more tasks are completed, peer ranking (to stir up user competition), and buddying (i.e. working as a team with other users to complete tasks faster). Strict rules will be defined to control these activities (e.g. each task needs to be completed for a different Asker, to avoid any collusion). The thinking behind this will be developed at a later stage, and these requirements are not in scope of the Prototype or First Release.

Although Task Force is a local app connecting users who are in close geographical range, it is also multi-local and can be rolled out to all large cities. To support business growth, 'Task Force' must work in different countries and the app needs to be multi-language and multi-currency.

As a final step in the transaction, both parties will score each other on a 5 point scale across three key criteria – Trustworthiness, Communications, and Commitment. Whilst the first two criteria are common to all users, Commitment is based on four sub-criteria that are specific to an Asker and to an Achiever. An Asker's Commitment is determined by their Responsiveness, Accuracy, Flexibility and Support. An Achiever's Commitment is determined by their Ability to

Complete, Efficiency, Effort, and Resourcefulness. These criteria will be evenly weighted, but this could change at some point in the future. The criteria scores will consolidate into an overall 'Reliability Rating' (in future no consolidation may take place, so users can get a more nuanced perspective of capability and performance). The running average of the rating (over the last 6 months), the last rating received, and the number of tasks actioned over the last 6 months, will be shown in all user-to-user interactions.

4 Detailed Requirements

4.1 Basic Setup

To get started, 'Task Force' first requires some basic things to be setup – a website, site registration, search engine optimization (SEO), and the listing of the app on the relevant app stores.

4.1.1 Site enablement

The developer needs to establish 'Task Force' as a cyber entity. The app developer is expected to be fully familiar with the requirements of new app setup and can extend the list below.

Key Requirement	Prototype	First Release	Future Release
i. 'Task Force' website set-up and listing	✓	–	–
ii. Clean, uncluttered and simple screen layout and navigation	✓	–	–
iii. Website sizing and hosting	✓	–	–
iv. Site registration and SEO	✗	✓	–
v. Cross-platform app store registration	✗	✓	–
vi. App design template and palette	✓	–	–
vii. Database design and setup	✓	–	–

4.2 User Self-Maintenance

Each 'Task Force' user will need to download our app to their smartphone (iOS or Android compatible) from the 'Task Force' website or relevant Appstore, and accept the standard user terms and conditions (to be drafted by our legal counsel). As part of an initial set-up process, and thereafter at the user's discretion, they will maintain some basic information describing themselves, their alert preferences, and their payment details.

4.2.1 Register new user / maintain profile

The prototype needs to demonstrate how a user will sign-up to 'Task Force' and populate basic information, and thereafter maintain this information as and when needed. A verification code will be provided to new users to activate their app after download. Their user profile will include their preferred username, their photo, a brief bio of no more than 128 characters (e.g. "Busy housewife and mother of two with a car based in NW London and available for daytime chores only"), contact details, and also display their latest, system-generated, non-editable, 'Reliability

Rating'. This rating is calculated in the background based on the tasks they have previously completed. The running average over the last 6 months and for the last task will be shown, as well as a count of the number of tasks actioned over the last 6 months. Their photo, bio, current location and 'Reliability Rating' (average, latest and task count) will be presented in all their 'Task Force' interactions with other users.

Key Requirement	Prototype	First Release	Future Release
i. One-time, initial, user registration form (basic info including home address, default currency)	✓	–	–
ii. Verification code sent to new user via SMS	✗	✓	–
iii. Secure user log-in with password validation	✓	–	–
iv. User can maintain his/her basic profile information (128 characters) include photo upload	✓	–	–
v. Display user's 'Reliability Rating' – the running average over the last 6 months and for the last task, and number of tasks completed over the last 6 months	✓	–	–
vi. Advanced user reporting on own 'Reliability Rating' – trend, by task type etc.	✗	✗	✓

4.2.2 Maintain alert preferences

Users will be able to specify whether, how and when they are notified about a newly posted task. They can maintain their alert preferences across a number of dimensions, e.g. the time period they are 'available to work', tasks above a minimum fee, of a certain type (based on the tags an Asker assigns to a task), from a specific type of Asker (based on key attributes of their profile including the 'Reliability Rating'), and the maximum distance they want to cover (as a radius around a target location). The notifications functionality must filter out tasks based on these preferences, and because a user's location could change, some alerts will need to be removed and other ones generated. Notifications will employ the notifications feature native to their smartphone (e.g. counter on icon, show in Notification Centre etc.). Users can also specify additional channels e.g. by email or SMS, and 'Task Force' will send out a standard message accordingly. Separate notification preferences can be also maintained for responses they receive to a task they themselves have posted.

Key Requirement	Prototype	First Release	Future Release
i. User can specify whether, how and when they should be notified in case of a new task request that fits their alert criteria, and any additional channels to use (such as email or SMS)	✓	–	–
ii. User can specify how to be notified in case of a response to a task they themselves have posted, and any additional channels to use (such as email or SMS)	✓	–	–
iii. 'Task Force' sends an automated email or SMS to the user when a notification is required	✗	✓	–

iv.	User can select alert triggers across multiple dimensions	✓	–	–
v.	User can select values for each dimension from a drop-down list	✓	–	–
vi.	Ability to review and change previously saved selections	✓	–	–

4.2.3 Monitor account details

Users will be able to review and update their contact details, and the account information contained in their user profile. They will be able to check their account balance, credit/debit card details, transaction history, and previous payments.

Key Requirement	Prototype	First Release	Future Release
i. Update contact information	✓	–	–
ii. Verify changes are correct and valid by sending a test email / SMS to the user	x	✓	–
iii. User can modify their bank account or payment card details (store their credit/debit card details)	x	✓	–
iv. Display current account balance (in case of refunds or funds loaded into account)	✓	–	–
v. Display history of tasks raised / executed (see section "4.3.4 View tasks" below) and payments made / received (limited to last 90 days)	✓	–	–
vi. Allow download (to .csv file format) and printing of transaction history	x	x	✓

4.3 Task Request Management

This section describes the process in which users can create and manage their task requests. For clarity, users who post a task are termed 'Askers' and users who perform a task are termed 'Achievers'.

A dashboard is used to facilitate task request management, with status flags corresponding to a task's state of processing. Askers have the ability to release their tasks and monitor the market response, respond to offers, and initiate and track task fulfilment by the Achiever they have selected. In the case where either party changes their mind after entering into a transaction, fee payment and feedback steps will still apply. Based on their shared experience, both parties will be invited to score each other's reliability across a number of dimensions, which aggregate into an overall 'Reliability Rating' that is presented in all user interactions. In future, no score consolidation may take place, so users can get a more nuanced perspective of capability and performance.

4.3.1 Create and issue a task

Users will be able to create a task request by entering free-form text. The header line will contain an overview and will be limited to 125 characters, and the full description will contain up to 1500

characters. They will have the option to upload a photograph or picture, insert a hyperlink, and point to a map. Users will specify a fee they propose to pay for the task to be completed on their behalf (in their own default currency, and inclusive of the 'Task Force' commission), and indicate the timeframe within which the task must be completed, and the time period within which they will accept responses (if it is a time sensitive task this can be set to zero in which case the first user to respond will be automatically assigned the task, subject to them meeting the minimum 'Reliability Rating' specified for the task and no alternative fee being proposed). In a future release of 'Task Force' fees will be suggested to the Asker based on an analysis of fees paid for previous, similar, tasks.

Given the multitude of potential tasks that can be requested, no effort must be made to structure a user's data entry - the app must allow free-form text (and not force pre-set lists that limit the user) to capture the task. Once they have entered details about their task they will be required to associate (up to seven) pre-defined tags to it. The tagging will help classify the task so that the appropriate users can be notified when it meets their preferences. Tags will need to be defined, and could include '#collection', '#buying', '#receiving', '#giving', '#group', '#finding' etc. Tags will also help aggregate tasks for analytical purposes at a later point.

Once a user has created a task they can save it for later or issue it. Issuing a task changes its status to 'Live'.

All tasks will be monitored to ensure they are legal and appropriate. An algorithm will be used to automatically assess potential violations, and users will also be able to report tasks, which will be routed to the 'Task Force' administrator for secondary validation. Non-compliant tasks will be automatically terminated and the user will be sent a warning message. Repeat offenders will have their account closed and the user will be blocked from 'Task Force'.

Key Requirement	Prototype	First Release	Future Release
i. Enable creation of a task	✓	–	–
ii. Enable creation of a task using a previous task as a template	x	x	✓
iii. Enable creation of a task automatically on a defined schedule (i.e. for recurring tasks)	x	x	✓
iv. Allow partially-completed tasks to be saved for later	x	✓	–
v. Enable completion of a previously saved task	x	✓	–
vi. Allow user to enter task details, including photos, web links and a location map, the location where the task is to be performed, and any time period within which the task must be performed	✓	–	–
vii. User specifies the timeframe in which he/she is willing to receive offers (for time sensitive tasks, this can be set to zero in which case an immediate assignment will be made to the first user who makes an offer, and has the minimum 'Reliability Rating' specified for this task)	x	✓	–
viii. User specifies fee he/she is willing to pay, in his/her local currency and inclusive of the 'Task Force' commission	✓	–	–

ix.	‘Task Force’ suggests fee based on analysis of previous, similar tasks	x	x	✓
x.	Change currency from default to that of current location (in case a user is active in different countries)	x	x	✓
xi.	System is multi-language and multi-currency, with defaults based on the user’s location	x	x	✓
xii.	Allow user to classify a task by assigning up to 7 different tags (choosing from a pre-set list)	✓	–	–
xiii.	Allow analysis of tasks by tag type	x	x	✓
xiv.	Allow users to issue tasks, changing its status from ‘New’ to ‘Live’	✓	–	–
xv.	Automatically monitor tasks for appropriateness using an advanced algorithm	x	x	✓
xvi.	Terminate non-compliant tasks and warn user	x	✓	–
xvii.	Close user account and block user access	x	x	✓

4.3.2 Maintain an active task

Once a task is ‘Live’, the user who initiated it can track its status and any responses, and make some modifications via the dashboard. They will be able to see how many viewings it has received so far so as to gauge interest levels, and how many users are available in the required location to potentially execute the task (i.e. so they can adjust their fee to attract more users to the area). They will also be able to change some details, as well as the fee they are offering, such as the time period in which the task is to be performed, and any additional information about the task. They can also choose to cancel a task by setting its status to ‘Cancelled’.

Key Requirement	Prototype	First Release	Future Release
i. Select task to modify through dashboard	✓	–	–
ii. Allow user to manually set and save task status to ‘Cancelled’	✓	–	–
iii. Display how many times the task has been viewed by other users	x	✓	–
iv. Display number of users who are currently active in the required location (within a reasonable radius or journey time)	x	✓	–
v. Modify task description and details	✓	–	–
vi. Allow Asker to modify the fee he/she is offering for the task	✓	–	–
vii. Allow currency of fee to be changed	x	x	✓
viii. Extend time period in which user responses can be received	x	✓	–
ix. Save modified task	✓	–	–
x. Circulate revised task details to interested users	x	✓	–

4.3.3 Delete task

Task requests cannot be deleted by users – they will be stored in the system even if their status has been set to 'Cancelled'. Tasks cancelled by the Asker after they have been awarded to an Achiever (i.e. status has changed to 'In Process') will not be without consequences to the user: fees will still be payable and feedback will still be sought (as described in section "4.3.6 Approve for execution"). The system will automatically set tasks more than 1 week old to status 'Cancelled' (subject to logic checks like not in process or for a future date) so as to keep the site clean and uncluttered by out of date requests (see "4.6.2 Administer tasks and communications").

4.3.4 View tasks

Tasks will be viewed through a dashboard. The dashboard will have two views, an Asker view and an Achiever view. This section describes the Asker view.

Users will be able to review their current and previous task requests, including any that are partially completed, in this dashboard. The dashboard will show, and can be filtered by, the task header, date and status. The task statuses represent stages in the lifecycle of a task and can, at any point in time, be one of:

- 'New'
- 'Live'
- 'Assigned'
- 'In Process'
- 'Cancelled'
- 'Rejected'
- 'Done'
- 'Disputed'
- 'Completed'

Tasks can be selected for more details. A time remaining field will be shown against all tasks for which a time period was set. If the time period has lapsed, the task will be highlighted to prompt user action (such as to action responses, update it, or cancel it). Tasks for which there is a response will be flagged for user attention – one indicator will be used to indicate it is a message and another indicator to show it is an offer.

Key Requirement	Prototype	First Release	Future Release
i. Dashboard with two views – one for Asker actions and one for Achiever actions	✓	–	–
ii. Dashboard contains header data of all current and previous tasks	✓	–	–
iii. Dashboard shows current status of each task	✓	–	–
iv. Dashboard flags those 'Live' tasks for which there is a response, one indicator per response type i.e. a message or an offer	✓	–	–
v. Response indicator dims once it is viewed (see "4.3.5 Manage responses")	✓	–	–

vi.	Time remaining is shown for time-critical tasks	x	✓	–
vii.	Highlight tasks that have timed-out (only applicable for tasks in which a time period is specified)	x	✓	–
viii.	User can filter data shown on dashboard using multiple search criteria	✓	–	–
ix.	User can select to view further task details	✓	–	–

4.3.5 Manage responses

Users who are interested in a task will post a response to the Asker through the 'Task Force' app. An Asker will then receive a notification (through the app and their smartphone's notification feature, as well as via an email or SMS if specified in their user profile) to check their dashboard. The dashboard will be used to view and maintain tasks, and to launch a message viewer or offer viewer depending on the nature of the response. Tasks will be marked with two response flags – one to indicate a new message and the other to indicate that a new offer has been received (or has changed, or is withdrawn). The flag will be dimmed once acknowledged by the user – dimmed so that the user can see which tasks have previously had a response.

In the case of a message, the user can open a 'message viewer' to read and respond to a potential Achiever. Message handling is described in section "4.3.7 Enable communications". All messages will be moderated for content using an algorithm to ensure no inappropriate content is communicated.

In the case of an offer, the Asker can open an 'offer viewer'. They will be able to see the username of the potential Achiever who has made the offer, the offer placed (converted to the Asker's currency), their expected time to complete the task, their brief bio, photo, current location, and their 'Reliability Rating' (6 month rolling average, latest, and number of tasks undertaken in last 6 months). The offer will be presented to the Asker as a fee inclusive of the 'Task Force' commission (Achievers on the other hand will only see the fee they are offered/ they propose – with conversion between the two being done automatically in the background).

The current location of the Achiever will be sourced from GPS data (triangulated location from mobile phone masts) pulled from their mobile device.

The Asker will be able to review and rank offers (e.g. by highest to lowest offer, or other criteria such as the user's expected time to complete and 'Reliability Rating') to support their analysis and decision-making. If required, the Asker will have the ability to modify their task (see "4.3.2 Maintain an active task") or set the status to 'Cancelled' to withdraw their task (without consequence if it's done before being awarded to an Achiever).

Key Requirement	Prototype	First Release	Future Release
i. Notify user of a new response (or change to a previous response) via app and smartphone's notification feature, or via email or SMS alert, based on user preferences specified in their profile	x	✓	–
ii. Launch offer viewer from the dashboard, listing all responses received for that specific task. Display	✓	–	–

	the username of each responder, their proposed fee (converted automatically to include the 'Task Force' commission), expected time to complete the task, photo, bio, average over the last 6 months and latest 'Reliability Rating', and count of tasks they have performed over last 6 months			
iii.	Display current location of users that have made an offer (sourced from their mobile device) on a map, centered around the location of the task	x	✓	–
iv.	Convert offers to currency of Asker (as maintained in user profile)	x	x	✓
v.	Asker can rank offers they receive by the proposed fee, expected time to complete the task, 'Reliability Rating', location etc.	✓	–	–
vi.	Allow task to be modified or set to 'Cancelled' by Asker	✓	–	–

4.3.6 Approve for execution

An Asker can award a task to an Achiever in one of two ways. Firstly, they can make the award based on an analysis of offers - once they are satisfied with an offer they have received they can accept it and approve it for execution. Alternatively, if the task is marked as being time sensitive, then the first user to respond who accepts the proposed fee and has the minimum 'Reliability Rating' specified for the task is automatically selected (see "4.3.1 Create and issue a task"). In either case, the task status is then set to 'Assigned'.

Since a 'contract' has been formed between an Asker and an Achiever, 'Task Force' is entitled to take its commission-based fees. 'Task Force' will deduct the amount of the accepted offer, plus an additional 20% of these fees representing the 'Task Force' commission from the Asker. Payment will be sourced from the account details maintained by the Asker in their user profile. In case of any issues retrieving payment, the task will revert back to the status 'Live' and the user will be notified in this instance to update their bank/card details.

Once payment has been made, the Achiever will be notified that he/she has been awarded the task and should now proceed to complete it. The Achiever has the choice to accept the awarded task by changing its status to 'In Process', or in case they are now unable or unwilling to perform the task, to set the status to 'Rejected'. In the case where the Achiever accepts the task, other responders will be notified that they were not successful with their offer.

Fees will be held by 'Task Force' and not transferred to the Achiever until both parties have confirmed that the task is complete (i.e. there is an electronic 'handshake' as described in "0

Confirm task completion"), or the Asker cancels the task after its been awarded (i.e. status change from 'In Process' to 'Cancelled'). Although the Asker reserves the right to cancel his/her task at any stage by setting its status to 'Cancelled', fees to the Achiever and to 'Task Force' will still be payable (as per the deductions already made) if this occurs after the task has already been awarded to an Achiever (i.e. when status is 'Assigned' and 'Task Force' has received payment from the Asker).

In the case where the Achiever chooses to not complete the task (at any stage of task processing), they can simply set the task status to 'Rejected'. They will be warned that their 'Reliability Rating' will automatically be downgraded if they choose to continue. The Asker can correspond with the user to clarify the reason for the rejection, and ultimately will be invited to give feedback by scoring their 'Reliability Rating' (as described in section "4.3.9 Manage reputation"). No fees are payable in this case to the Achiever (but all deductions made by 'Task Force' will be retained on account). The Asker then has the option to either reassign the task to an alternative user, by setting the status back to 'Live' and then accepting an alternative offer, or to withdraw the task. If they are unable or unwilling to assign the task to an alternative user, they can withdraw the task by setting its status to 'Cancelled' in which case their deducted payment will be held on account as a credit balance for future use.

Key Requirement	Prototype	First Release	Future Release
i. Asker can select an offer and accept it, which changes its status to 'Assigned'	✓	–	–
ii. Fees plus 20% ('Task Force' payment) are deducted from Asker's bank / credit card / account balance when an Achiever is assigned – (account is debited first)	x	✓	–
iii. In case of an error deducting fees, the user is notified and the task status goes back to 'Live'	x	✓	–
iv. Selected Achiever is sent a notification message of award by 'Task Force'	✓	–	–
v. Unsuccessful users are sent a notification message from 'Task Force'	✓	–	–
vi. Achiever changes task status to 'In Process' and task is no longer viewable by other users	✓	–	–
vii. Achiever sets status of awarded task to 'Rejected' which triggers a warning message to them of an automatic downgrade to their 'Reliability Rating' and an alert is sent to the Asker in the form of a standard message	✓	–	–
viii. Asker sets task status back to 'Live' or to 'Cancelled'	✓	–	–

4.3.7 Enable communications

At various stages of the transaction, messaging between the Asker and the Achiever could be required, such as to clarify task requirements, discuss potential issues, verify information etc. 'Task Force' also requires the means to send messages to users who are active on its platform.

All messages will be monitored using an advanced algorithm to prevent inappropriate, offensive or illegal communications taking place on 'Task Force'.

Key Requirement	Prototype	First Release	Future Release
i. Read a message	x	✓	–
ii. Compose a message	x	✓	–

iii.	Save message history	x	✓	–
iv.	Attach a file or link to an email	x	✓	–
v.	Content monitoring, notification and reporting	x	✓	–

4.3.8 Confirm task completion

Once an Achiever has completed the task they will update the task status to 'Done'. The Asker will receive an alert, as specified in their user profile, and will visit their dashboard.

He/she is then able to accept that the task is complete by setting its status to 'Completed'. In this case, fees are released from the 'Task Force' account and transferred to the Achiever's accounts (as maintained in their user profile). In case of any error in the transfer, 'Task Force' will send them an email advising them to correct their details.

In the case where the Asker does not agree that the task is complete, they can change the status from 'Done' to 'Disputed'. The fees remain with 'Task Force' and are not transferred to the Achiever. 'Task Force' will provide a special dispute handling service to arbitrate and resolve such situations, and the quality of this support will be critical to our success. For this reason, issues will be escalated to a 'Task Force' Customer Service to manage. They will use the messaging functionality of 'Task Force' and will have Administrator rights to perform certain activities e.g. to change a task status and to manually trigger payment.

Key Requirement	Prototype	First Release	Future Release
i. Alert triggered to Asker when task status is set to 'Done' by its Achiever	✓	–	–
ii. Asker can set status from 'Done' to either 'Completed' or 'Disputed'	✓	–	–
iii. On agreement that the task is complete, fees are transferred from 'Task Force' to the Achiever's account, and to the revenue account of 'Task Force'	x	✓	–
iv. In case of error in transferring funds to Achiever's account, send a notification message to the user	x	✓	–
v. In case Asker sets status to 'Disputed' a message is sent to both parties and to 'Task Force' Customer Service	x	✓	–

4.3.9 Manage reputation

A user's reputation is his/her credibility on 'Task Force' and is represented in the form of a 'Reliability Rating'. This score is crucial to their successful participation in task requests and the best proxy of their trustworthiness, based entirely on the feedback of other users with whom they have interacted. It is hence a prized score and users will be incentivized to protect and grow their score. In all peer-to-peer communications, their 'Reliability Rating' will be shown, as a running average from tasks issued/executed over the last 6 months, as well as for the last task, and a count of the number of tasks they have been involved in over the last 6 months (to

substantiate the average and to give an indication of their experience and level of engagement with ‘Task Force’).

On satisfactory task completion, both the Asker and the Achiever are then asked to rate the other party’s reliability, which is based on the scores they award on a 5 point scale (1 is Low, 5 is High) across three key criteria – Trustworthiness, Communications, and Commitment. Whilst the first two criteria are common to all users, Commitment is based on four sub-criteria that are specific to an Asker and to an Achiever. An Asker’s Commitment is determined by their Responsiveness, Accuracy, Flexibility and Support. An Achiever’s Commitment is determined by their Ability to Complete, Efficiency, Effort, and Resourcefulness. The criteria will be evenly weighted, but this could change at some point in the future. The criteria scores will consolidate into an overall ‘Reliability Rating’ (in future no consolidation make take place, so users can get a more nuanced perspective on capability and performance).

The running average of the rating (over the last 6 months), the last rating received, and the number of tasks actioned over the last 6 months, will be shown in all user-to-user interactions.

The score is provided by each party (i.e. the Asker and the Achiever) on completion of a task (as described in section “0

Confirm task completion” above), regardless of whether the task is accepted or disputed by the Asker.

In case where an Achiever rejects a task that has been awarded to them, their ‘Reliability Rating’ will be automatically downgraded. The downgrade factor is 10% if it’s the first occurrence in the last twelve months. A second occurrence in this time horizon will see the penalty rise to 15%, and thereafter to 20% for each subsequent occurrence. The validity of an occurrence is one calendar year. If there are mitigating circumstances then the Achiever can raise these with ‘Task Force’ Customer Service to seek remediation, using the apps communications functionality. Customer Service will intervene and discuss the situation with both the Asker and the Achiever to arrive at a settlement, as described later in “4.5.3 Handle disputes”.

Key Requirement	Prototype	First Release	Future Release
i. Invite both users to score each other’s reliability as soon as task status is set to ‘Done’ or ‘Disputed’	✓	–	–
ii. Present three criteria (and four additional role-specific sub-criteria for the ‘Commitment’ criterion), and allow scoring of each on a 5 point scale (1 is Low, 5 is High)	✓	–	–
iii. Allow automatic downgrade of ‘Reliability Rating’ when Achiever rejects a task. Deduct 10% if first occurrence in last 12 months, 15% for second occurrence, and 20% for each subsequent occurrence within the last calendar year	✓	–	–
iv. Calculate the over ‘Reliability Rating’ and update the rolling average over the last 6 months	✓	–	–
v. Update the count of tasks the user has participated in	✓	–	–

vi.	Store the new running average 'Reliability Rating', this most recent score, and the revised count, and present it also in the user profile	✓	–	–
vii.	Present an unaggregated score covering all criteria	✗	✗	✓

4.4 Fulfilment Processing

All users can participate in '*Task Force*' as both a service Asker and as an Achiever (though not on the same task to avoid risks, such as of artificial fee inflation). In this section, we describe the activities an Achiever will undertake, from searching and identifying potential tasks (or being alerted based on their pre-defined preferences), to viewing and responding to a task request of interest (including making an offer), to the fulfilment of a task and communication with an Asker. Achievers have the option to give up on a task at any point, though this is likely to reflect badly in the 'Reliability Rating' they receive.

4.4.1 Search for tasks

Users will be able to proactively search all live task requests that appeal to them (i.e. status 'Live'). They will be able to put in values (specific values, ranges, wildcards etc.) across a number of parameters to poll the task database that underpins '*Task Force*'. Parameters can include the type of task (based on its tags), its requested fee, location, the 'Reliability Rating' of the Asker, tasks for which there is an immediate award etc. In essence, any and all attributes of a task. Search criteria can be saved and used as a default filter to speed up and personalize future searches.

The search results will be a shortlist of tasks shown on their dashboard that meet their search conditions, from which they can select a specific task to view its details, as described in "4.4.3 Review / hide tasks" below.

The fee shown for a task will be the potential fee receivable by an Achiever, which is what the Asker proposes to pay less a deduction for the '*Task Force*' commission. This conversion will be done automatically in the background.

Key Requirement	Prototype	First Release	Future Release
i. User can enter values against multiple search parameters	✓	–	–
ii. Save search criteria for future use	✗	✓	–
iii. Apply previously used search criteria by default (populate in the values)	✗	✓	–
iv. Search is conducted and all 'Live' tasks fulfilling the search conditions are presented in a list	✓	–	–
v. Basic task information is presented, and the fee is shown as the Achiever proposal net of the ' <i>Task Force</i> ' commission	✓	–	–
vi. Further task details can be viewed when an individual task is selected for 'drill-down'	✓	–	–

vii.	Allow users to flag and report inappropriate tasks to the 'Task Force' administrator	x	✓	–
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4.4.2 Receive alerts

Users will be alerted to any task that meets their preferences, as defined in their user profile (see "4.2.2 Maintain alert preferences"). Consideration will be made of their physical location so that only location-specific tasks are presented based on the GPS data (triangulated location from mobile phone masts) pulled from their mobile device. An alert will be pushed to their mobile device if they have permitted notifications from 'Task Force'. The alert will contain a short summary of the newly issued task and a link to take them to their dashboard. The alerts functionality is not required for the prototype.

Key Requirement	Prototype	First Release	Future Release
i. 'Task Force' alert sent to user's mobile device each time a new task is issued (i.e. set to 'Live') based on their preferences and current location	x	✓	–
ii. Alerts will self-dismiss if the user's location changes (and they move out of a reasonable range of the task's location, if one has been specified by an Asker)	x	✓	–
iii. Alerts will self-dismiss if they time out (if the task was only effective for a specific time period)	x	✓	–
iv. Alert provides summary task details – such as a short description, fee, and any time limitation, and links the user to their dashboard	x	✓	–

4.4.3 Review / hide tasks

Users will use the dashboard to view all tasks that meet their search conditions, as described in "4.4.1 Search for tasks" earlier. The dashboard will segregate the tasks they have created as an Asker (see "4.3.4 View tasks"), from those that are of potential interest to them as an Achiever.

In the Achiever view of their dashboard, the user will be able to see a shortlist of currently open and 'Live' tasks issued by other 'Task Force' users, as well as those they have bid to undertake (and are monitoring), or those they have been awarded and are 'In Process', 'Done', or 'Disputed'. For each task they will be able to see its basic information such as the task overview, the time when the task was issued, the time remaining if it is time sensitive, and some information about the Asker such as his/her 'Reliability rating' and associated statistics. The user can then select a task to view additional information such as the highest and lowest fee proposed for it so far (higher if users think the task deserves greater compensation, and lower if they are competing to win the work), a count of the number of responses the task has solicited etc.

The user can choose to hide tasks he/she is not interested in so they do not clutter their dashboard. The hide indicator is also available as a search parameter to the dashboard (see "4.4.1 Search for tasks"). Users can report any tasks that they deem to be offensive, illegal or

inappropriate. The '*Task Force*' administrator will receive these reports and take appropriate action.

Key Requirement	Prototype	First Release	Future Release
i. Present additional details for selected tasks including highest and lowest fee proposed so far by any user (if different to the fee offered by the Asker, and the number of responses the Asker has received for it so far)	✓	–	–
ii. Highlight tasks involving the user – those he/she has bid for and those he/she has won	✓	–	–
iii. Tasks can be marked to be hidden from display	✗	✓	–
iv. Tasks marked for hiding can be filtered from the dashboard as a search condition	✗	✓	–
v. Users can report tasks that are inappropriate	✗	✓	–

4.4.4 Request clarification

In many cases a user may task further information or seek to clarify details about the task before they commit to an offer. Functionality is required to allow them to contact the Asker. For simplicity and visibility to '*Task Force*', the messaging functionality described in "4.3.7 Enable communications" will be used.

4.4.5 Submit and revise offer

Once a user is satisfied with the specifics of the task to be performed they can make an offer to the Asker. Based on the level of interest of other users, and their own interest level, they can propose to complete the task for the fee proposed by the Asker, or for a different fee (higher or lower). The ability to 'name your own price' recognizes market dynamics and is a key feature of '*Task Force*' because a 'fair price' could vary for a whole host of factors such as the time of day, location, user sentiment and availability to name a few – the price cannot and should not be standardized by task type. In addition, they can specify the time they expect it will take them to complete the task.

The Asker will receive the Achiever's offer, and fees will be presented to them inclusive of the '*Task Force*' commission so they know exactly what they are paying to get their task done. A user's offer is only visible to the Asker, but all users will be able to see a count of the number of responses a task has received, and the highest and lowest fee offered so far. An automatic control will be in place to prevent users submitting an offer on their own task.

Users can monitor the status of their response through the dashboard which lists all relevant tasks (as described above in "4.4.3 Review / hide tasks"), and have the ability to revise again their fee proposal, message the Asker (using the messaging functionality described in "4.3.7 Enable communications"), and withdraw their offer if necessary.

Key Requirement	Prototype	First Release	Future Release
i. Submit offer response to Asker with default or alternative fee proposal (higher or lower)	✓	–	–
ii. User can state in their response their expected time to complete the task	✓	–	–
iii. Modify fee proposal again after submission	✓	–	–
iv. User can mark an offer he/she wants to withdraw. This is reflected in the Asker's dashboard and the associated count of offers	✓	–	–

4.4.6 Execute task

If a user's offer is accepted by an Asker, they will be notified they have been awarded the task and should now proceed with its completion, as described earlier in "4.3.6 Approve for execution". The notification will be in the form of an automated message that advises them that they are the Achiever. They will have the option to message the Asker for more information (using functions described earlier in "4.3.7 Enable communications"), and update the status of the task from 'In Process' to either 'Done' or 'Rejected'. The 'Rejected' status allows an Achiever to not accept a task once its assigned to them, or to give up on it any point. The Asker and Achiever can correspond to clarify the reason for the rejection, and ultimately both parties will be invited to give feedback (as described in section "4.3.9 Manage reputation"). No fees are payable in this case.

Key Requirement	Prototype	First Release	Future Release
i. Send automated message to user with key task and Asker information	✓	–	–
ii. Achiever sets task status to 'Done' or 'Rejected'	✓	–	–

4.4.7 Manage reputation

This is described in the section "4.3.9 Manage reputation" earlier.

4.5 Payment Handling

'Task Force' has a responsibility as a marketplace to ensure the accurate and timely transfer of funds between an Asker and an Achiever. As a business venture, it also needs to ensure accurate and timely revenue collection, on the basis of an agreed, transparent, and fair pricing model. Over time, other revenue sources may emerge (in the form of advertising, referrals, merchandising, registration fees, expert user support services, premium value services such as advanced analytics etc.), but the core basis of revenue will remain commission-based. Initial thinking is to flat rate the 'Task Force' commission to 20% of each transaction's value, with no

minimum floor or maximum ceiling on the commission charge, and with transaction fees fully market-driven and dynamic in nature.

The payment engine needs to support three key functions: the ability to calculate and collect fees, the ability to distribute these, and the ability to reverse any disbursement in case of an agreed settlement following a dispute.

4.5.1 Charge fees

'Task Force' will charge the Asker a commission of 20% of the fees he/she has agreed with an Achiever. Fees will be presented differently for Askers and Achievers. The former will propose a fee inclusive of the 'Task Force' commission, and view all alternative offers in a similar way -that way they only see what they will actually pay. The latter will see fees net of the 'Task Force' commission, and can make offers in a similar way – that way they only see what they will actually receive.

The sum of the agreed transaction fees plus the 'Task Force' commission, will be withdrawn from the Asker's account (as specified in his/her user profile) and held by 'Task Force' as soon as an Achiever is awarded a task and the status changes from 'Live' to 'Assigned'). The fees will be based on the fee offered by the Asker at time of task creation, or the alternative offer that was proposed by the appointed Achiever. In case of funds already held on the user's account (because they previously received a credit, or prefer to upload funds to their 'Task Force' account) these will be deducted first. In case of any error in deducting fees, the user will be notified and the process will be aborted (see "4.3.6 Approve for execution"). The fees will be kept on account for distribution once the task is completed (or cancelled by the Asker).

Key Requirement	Prototype	First Release	Future Release
i. User can upload funds to his/her 'Task Force' account	x	✓	–
ii. Fees plus 20% ('Task Force' payment) are deducted from Asker's bank / credit card / account balance when an Achiever is assigned – (funds loaded into user's 'Task Force' account is debited first, if insufficient, remaining balance from debit/credit card details in user's profile)	x	✓	–
iii. In case of an error deducting fees, Asker is notified and task status goes back to 'Live'	x	✓	–

4.5.2 Distribute fees

Once a task is completed, the Achiever will set the status to 'Done'. The Asker will be notified and, if he/she concurs they will then set the task status to 'Completed'. The fees agreed by the Asker and Achiever when the task was awarded will now be released from the 'Task Force' account and transferred to the Achiever's accounts (as maintained in their user profile). In case of any error in the transfer, 'Task Force' will send the Exectuter an email advising them to correct their details. 'Task Force' will retain the commission element of the fees (equal to 20% of the fees) and direct these funds to its revenue account.

In case the Asker cancels the task after assigning it to an Achiever, he/she is still required to pay the Achiever the agreed fees, as well as forfeiting the commission payable to 'Task Force'. In case the Achiever is unable to complete a task and sets the task status to 'Rejected', the fees taken from the Asker are returned to his/her account. In the case where the Achiever claims the task in 'Done' but the Asker disagrees, the task status is set to 'Disputed' and the fees remain with 'Task Force' and are not transferred to the Achiever.

Key Requirement	Prototype	First Release	Future Release
i. Transfer agreed fees to the Achiever's account (as specified in their user profile) once Asker sets status to 'Completed' or 'Canceled' (i.e. having previously assigned it to an Achiever but has then decided to cancel it)	x	✓	–
ii. In case of an error transferring money, notify the Achiever using a standard message	x	✓	–
iii. Transfer commission to 'Task Force' revenue account once Asker sets status to 'Completed' or 'Canceled' (i.e. having previously assigned it to an Achiever but has then decided to cancel it)	x	✓	–
iv. Take no action if status is set to 'Disputed'	x	✓	–

4.5.3 Handle disputes

There will arise instances in which the Asker is not satisfied with the performance on an Achiever, in which case they will set the task status to 'Disputed'. In these circumstances, 'Task Force' has to intervene to facilitate resolution, particularly because it is holding the Asker's money and needs his/her approval before compensating the Achiever. The dispute resolution process is described earlier in "0

Confirm task completion". The final resolution may require funds held by 'Task Force' (that were deducted from the Asker when the task was assigned to the Achiever) to be distributed differently between the parties, the exact amounts depending on the agreed basis for settlement. 'Task Force' Customer Service will confirm and make these payments.

Key Requirement	Prototype	First Release	Future Release
i. Allow variable amounts to be transferred to the Achiever and to be returned to the Asker, as directed by 'Task Force' Customer Service, with commission retained by 'Task Force'	x	✓	–

4.6 Administrator Functions

Many system monitoring, control and administration activities need to be supported in the background and to facilitate 'Task Force' Customer Service activities. These will evolve over time as user and transaction volumes increase. Initially, the 'Task Force' system administrator will have extensive rights with full access to all master and transaction data, and system functionality.

4.6.1 Administer user accounts and payments

Basic functionality is needed help manage user accounts in case of user error, to protect user privacy and to ensure no misuse of 'Task Force'.

Key Requirement	Prototype	First Release	Future Release
i. Lock / unlock user account	✓	–	–
ii. Reset user login credentials / password	✓	–	–
iii. Create and delete new user	✓	–	–
iv. Execute funds transfer between accounts	x	✓	–
v. Reset user account balance	✓	–	–

4.6.2 Administer tasks and communications

Functionality is required to manage tasks and user communications, and allow the 'Task Force' administrator to perform key functions.

Key Requirement	Prototype	First Release	Future Release
i. Monitor tasks for their appropriateness using an advanced algorithm	x	x	✓
ii. Administrator can review tasks that users have reported to be inappropriate and either delete the task and notify the Asker, or notify the concerned user that it is acceptable	x	✓	–
iii. Tasks that are over 1 week old (subject to logic checks like not in process or for a future date) will automatically be set to status 'Cancelled' so as to keep the site clean and uncluttered by out of date requests	x	✓	–
iv. Monitor user communications conducted using 'Task Force' functionality for appropriateness using advanced algorithm	x	x	✓
v. Allow administrator to send message to user	✓	–	–
vi. Allow administrator to manage standard text of system-generated communication messages	x	✓	–
vii. Allow administrator to log in as a user (at same time as actual user is logged in)	✓	–	–
viii. Allow administrator to change task details e.g. tags, status flag etc.	✓	–	–
ix. Allow administrator to delete tasks off the system (fully remove)	✓	–	–
x. Allow administrator to manually update user location and retrigger their alerts	x	✓	–

4.6.3 System reporting and general admin

Standard views and reports are required to monitor system performance, functional usage, and to set and raise alerts when any supervisory action is required.

Key Requirement	Prototype	First Release	Future Release
i. Provide debug and error reporting functionality	x	✓	–
ii. Monitor system performance, live users, suspicious user activity	x	✓	–
iii. Monitor open tasks (status 'Live') and duration	✓	–	–
iv. Provide an Admin dashboard of transactions, active tasks, payments brokered	x	x	✓
v. Monitor transaction history and payments history	✓	–	–

Appendix 1 Summary Requirements - Prototype

The table below lists all the core requirements for the demo build.

1.	'Task Force' website set-up and listing
2.	Clean, uncluttered and simple screen layout and navigation
3.	Website sizing and hosting
4.	App design template and palette
5.	Database design and setup
6.	One-time, initial, user registration form (basic info including home address, default currency)
7.	Secure user log-in with password validation
8.	User can maintain his/her basic profile information (128 characters) include photo upload
9.	Display user's 'Reliability Rating' – the running average over the last 6 months and for the last task, and number of tasks completed over the last 6 months
10.	User can specify whether, how and when they should be notified in case of a new task request that fits their alert criteria, and any additional channels to use (such as email or SMS)
11.	User can specify how to be notified in case of a response to a task they themselves have posted, and any additional channels to use (such as email or SMS)
12.	User can select alert triggers across multiple dimensions
13.	User can select values for each dimension from a drop-down list
14.	Ability to review and change previously saved selections
15.	Update contact information
16.	Display current account balance (in case of refunds or funds loaded into account)
17.	Display history of tasks raised / executed (see section "4.3.4 View tasks" below) and payments made / received (limited to last 90 days)
18.	Enable creation of a task
19.	Allow user to enter task details, including photos, web links and a location map, the location where the task is to be performed, and any time period within which the task must be performed
20.	User specifies fee he/she is willing to pay, in his/her local currency and inclusive of the 'Task Force' commission
21.	Allow user to classify a task by assigning up to 7 different tags (choosing from a pre-set list)
22.	Allow users to issue tasks, changing its status from 'New' to 'Live'
23.	Select task to modify through dashboard
24.	Allow user to manually set and save task status to 'Cancelled'
25.	Modify task description and details
26.	Allow Asker to modify the fee he/she is offering for the task
27.	Save modified task
28.	Dashboard with two views – one for Asker actions and one for Achiever actions
29.	Dashboard contains header data of all current and previous tasks
30.	Dashboard shows current status of each task
31.	Dashboard flags those 'Live' tasks for which there is a response, one indicator per response type i.e. a message or an offer

32. Response indicator dims once it is viewed (see "4.3.5 Manage responses")
33. User can filter data shown on dashboard using multiple search criteria
34. User can select to view further task details
35. Launch offer viewer from the dashboard, listing all responses received for that specific task. Display the username of each responder, their proposed fee (converted automatically to include the 'Task Force' commission), expected time to complete the task, photo, bio, average over the last 6 months and latest 'Reliability Rating', and count of tasks they have performed over last 6 months
36. Asker can rank offers they receive by the proposed fee, expected time to complete the task, 'Reliability Rating', location etc.
37. Allow task to be modified or set to 'Cancelled' by Asker
38. Asker can select an offer and accept it, which changes its status to 'Assigned'
39. Selected Achiever is sent a notification message of award by 'Task Force'
40. Unsuccessful users are sent a notification message from 'Task Force'
41. Achiever changes task status to 'In Process' and task is no longer viewable by other users
42. Achiever sets status of awarded task to 'Rejected' which triggers a warning message to them of an automatic downgrade to their 'Reliability Rating' and an alert is sent to the Asker in the form of a standard message
43. Asker sets task status back to 'Live' or to 'Cancelled'
44. Alert triggered to Asker when task status is set to 'Done' by its Achiever
45. Asker can set status from 'Done' to either 'Completed' or 'Disputed'
46. Invite both users to score each other's reliability as soon as task status is set to 'Done' or 'Disputed'
47. Present three criteria (and four additional role-specific sub-criteria for the 'Commitment' criterion), and allow scoring of each on a 5 point scale (1 is Low, 5 is High)
48. Allow automatic downgrade of 'Reliability Rating' when Achiever rejects a task. Deduct 10% if first occurrence in last 12 months, 15% for second occurrence, and 20% for each subsequent occurrence within the last calendar year
49. Calculate the over 'Reliability Rating' and update the rolling average over the last 6 months
50. Update the count of tasks the user has participated in
51. Store the new running average 'Reliability Rating', this most recent score, and the revised count, and present it also in the user profile
52. User can enter values against multiple search parameters
53. Search is conducted and all 'Live' tasks fulfilling the search conditions are presented in a list
54. Basic task information is presented, and the fee is shown as the Achiever proposal net of the 'Task Force' commission
55. Further task details can be viewed when an individual task is selected for 'drill-down'
56. Present additional details for selected tasks including highest and lowest fee proposed so far by any user (if different to the fee offered by the Asker, and the number of responses the Asker has received for it so far)
57. Highlight tasks involving the user – those he/she has bid for and those he/she has won
58. Submit offer response to Asker with default or alternative fee proposal (higher or lower)
59. User can state in their response their expected time to complete the task
60. Modify fee proposal again after submission
61. User can mark an offer he/she wants to withdraw. This is reflected in the Asker's dashboard and the associated count of offers

62. Send automated message to user with key task and Asker information
63. Achiever sets task status to 'Done' or 'Rejected'
64. Lock / unlock user account
65. Reset user login credentials / password
66. Create and delete new user
67. Reset user account balance
68. Allow administrator to send message to user
69. Allow administrator to log in as a user (at same time as actual user is logged in)
70. Allow administrator to change task details e.g. tags, status flag etc.
71. Allow administrator to delete tasks off the system (fully remove)
72. Monitor open tasks (status 'Live') and duration
73. Monitor transaction history and payments history

Appendix 2 Summary Requirements - First Release

The table below lists all the core requirements for the general release of 'Task Force'. These are additive to the Prototype release

1. Site registration and SEO
2. Cross-platform app store registration
3. Verification code sent to new user via SMS
4. 'Task Force' sends an automated email or SMS to the user when a notification is required
5. Verify changes are correct and valid by sending a test email / SMS to the user
6. User can modify their bank account or payment card details (store their credit/debit card details)
7. Allow partially-completed tasks to be saved for later
8. Enable completion of a previously saved task
9. User specifies the timeframe in which he/she is willing to receive offers (for time sensitive tasks, this can be set to zero in which case an immediate assignment will be made to the first user who makes an offer, and has the minimum 'Reliability Rating' specified for this task)
10. Terminate non-compliant tasks and warn user
11. Display how many times the task has been viewed by other users
12. Display number of users who are currently active in the required location (within a reasonable radius or journey time)
13. Extend time period in which user responses can be received
14. Circulate revised task details to interested users
15. Time remaining is shown for time-critical tasks
16. Highlight tasks that have timed-out (only applicable for tasks in which a time period is specified)
17. Notify user of a new response (or change to a previous response) via app and smartphone's notification feature, or via email or SMS alert, based on user preferences specified in their profile
18. Display current location of users that have made an offer (sourced from their mobile device) on a map, centered around the location of the task
19. Fees plus 20% ('Task Force' payment) are deducted from Asker's bank / credit card / account balance when an Achiever is assigned – (account is debited first)
20. In case of an error deducting fees, the user is notified and the task status goes back to 'Live'
21. Read a message
22. Compose a message
23. Save message history
24. Attach a file or link to an email
25. Content monitoring, notification and reporting
26. On agreement that the task is complete, fees are transferred from 'Task Force' to the Achiever's account, and to the revenue account of 'Task Force'
27. In case of error in transferring funds to Achiever's account, send a notification message to the user
28. In case Asker sets status to 'Disputed' a message is sent to both parties and to 'Task Force' Customer Service
29. Save search criteria for future use
30. Apply previously used search criteria by default (populate in the values)

31. Allow users to flag and report inappropriate tasks to the 'Task Force' administrator
32. 'Task Force' alert sent to user's mobile device each time a new task is issued (i.e. set to 'Live') based on their preferences and current location
33. Alerts will self-dismiss if the user's location changes (and they move out of a reasonable range of the task's location, if one has been specified by an Asker)
34. Alerts will self-dismiss if they time out (if the task was only effective for a specific time period)
35. Alert provides summary task details – such as a short description, fee, and any time limitation, and links the user to their dashboard
36. Tasks can be marked to be hidden from display
37. Tasks marked for hiding can be filtered from the dashboard as a search condition
38. Users can report tasks that are inappropriate
39. User can upload funds to his/her 'Task Force' account
40. Fees plus 20% ('Task Force' payment) are deducted from Asker's bank / credit card / account balance when an Achiever is assigned – (funds loaded into user's 'Task Force' account is debited first, if insufficient, remaining balance from debit/credit card details in user's profile)
41. In case of an error deducting fees, Asker is notified and task status goes back to 'Live'
42. Transfer agreed fees to the Achiever's account (as specified in their user profile) once Asker sets status to 'Completed' or 'Canceled' (i.e. having previously assigned it to an Achiever but has then decided to cancel it)
43. In case of an error transferring money, notify the Achiever using a standard message
44. Transfer commission to 'Task Force' revenue account once Asker sets status to 'Completed' or 'Canceled' (i.e. having previously assigned it to an Achiever but has then decided to cancel it)
45. Take no action if status is set to 'Disputed'
46. Allow variable amounts to be transferred to the Achiever and to be returned to the Asker, as directed by 'Task Force' Customer Service, with commission retained by 'Task Force'
47. Execute funds transfer between accounts
48. Administrator can review tasks that users have reported to be inappropriate and either delete the task and notify the Asker, or notify the concerned user that it is acceptable
49. Tasks that are over 1 week old (subject to logic checks like not in process or for a future date) will automatically be set to status 'Cancelled' so as to keep the site clean and uncluttered by out of date requests
50. Allow administrator to manage standard text of system-generated communication messages
51. Allow administrator to manually update user location and retrigger their alerts
52. Provide debug and error reporting functionality
53. Monitor system performance, live users, suspicious user activity