

GlobStaff User Documentation

Building a marketplace to connect global remote workers with clients requires complex software, secure payment routing, and user management systems. Building this from scratch takes months of development and high costs. GlobStaff solves this by providing a fully built, ready-to-launch platform.

As the owner, you bypass the development phase. You step directly into managing your own marketplace. You control the pricing, manage the users, and collect revenue automatically through Stripe. This documentation will guide you through running your platform, managing your providers, and serving your buyers.

Owner Value: Why Run This Platform

Running GlobStaff gives you complete ownership over a modern software-as-a-service (SaaS) marketplace. You do not need technical skills to operate it.

- **Total Revenue Control:** You decide how to make money. You can set platform fees, subscription tiers for providers, or transaction cuts.
- **Direct Payments:** The platform integrates directly with Stripe. When a buyer pays, the money flows through your secure Stripe account. You never have to manually process invoices.
- **Centralized Management:** The Admin Dashboard gives you full visibility. You can approve providers, manage content, and monitor

daily revenue in one place.

- **White-Label Branding:** You can change the platform colors, logos, and text from the dashboard to match your specific brand identity.

Roles and How They Use the Platform

GlobStaff is built around three distinct types of users.

1. Owner / Administrator (You) You are the platform operator. You configure the branding, set the pricing models, and manage the users. You do not provide the services or buy them; you facilitate the marketplace and collect revenue for running it.

2. Provider / Staff Providers are the remote workers, freelancers, or agencies who join your platform to sell their services. They use the platform to set up a storefront, list their offerings, manage their schedules, and track the money they earn from buyers.

3. Buyer / Customer Buyers are the clients seeking to hire remote staff. They browse the marketplace, review provider storefronts, book services, and pay securely through the platform. They use their dashboard to manage active hires and update billing details.

Get Value Quickly: Launch Guide

Your platform is already hosted and ready to go. To start accepting users and payments, follow these steps:

1. **Log in as Admin:** Access your administrator account using the secure login portal.
2. **Connect Payments:** Navigate to the System Overview. Ensure your Stripe account is connected so the platform can process credit cards and route payouts.
3. **Set Pricing:** Open the Pricing Manager. Define the fees you will charge buyers or the subscription costs you will charge providers.
4. **Apply Your Brand:** Open the Branding Manager. Upload your logo and

select your brand colors. The platform will instantly update to reflect your choices.

5. **Launch:** Your platform is live. Start inviting providers to create their storefronts so buyers have services to purchase.

Real-World Use Cases

For the Owner You run a niche recruitment agency for virtual assistants. Instead of manually matching clients with assistants over email, you direct everyone to your new GlobStaff platform. Providers create profiles, clients browse and book them directly, and you automatically collect a 10% fee on every transaction.

For the Provider A web developer in South America joins your platform. They use the Storefront Settings to build a profile showcasing their portfolio. They add a service called "Monthly Website Maintenance" for a fixed price. When a buyer requests this service, the developer receives a notification, accepts the job, and gets paid automatically upon completion.

For the Buyer A small business owner needs a customer support representative. They visit your Marketplace Page, filter by category, and find a highly-rated provider. They enter their credit card details to book the service. They use the My Hires section of their dashboard to communicate with the provider and track the work.

Key Features

For Owners

Problem: Managing different tools for user data, website editing, and billing is chaotic. **Solution:** The Admin Dashboard consolidates User Management, Content Management, and Pricing Management into a single interface. **Outcome:** You save hours of administrative work each week and can scale your business without hiring operational staff.

For Providers

Problem: Freelancers struggle to manage invoices and present a professional image to clients. **Solution:** The Provider Dashboard offers a dedicated Service Manager and Storefront Settings, backed by automated Stripe payouts. **Outcome:** Providers look professional, get paid on time, and remain loyal to your platform.

For Buyers

Problem: Clients hesitate to hire overseas workers due to trust and payment security concerns. **Solution:** The Marketplace Page provides clear service listings, while secure credit card processing protects their financial data. **Outcome:** Buyers feel confident booking services, leading to higher conversion rates and more revenue for your platform.

Step-by-Step Instructions

Administrator Instructions

Customizing Your Brand

1. Navigate to the Admin Dashboard.
2. Click on Branding Manager.
3. Upload your primary logo and secondary logo.
4. Select your primary and secondary brand colors using the color picker.
5. Save changes. The website will immediately update globally.

Setting Platform Pricing

1. Navigate to the Admin Dashboard.
2. Click on Pricing Manager.
3. Define your platform transaction fee percentage.
4. Set up any flat-rate subscription plans you wish to offer providers.
5. Save the configuration. New rules apply to all future transactions.

Managing Users

1. Click on User Management in the Admin Sidebar.
2. View the list of all registered buyers and providers.
3. Click on a specific user to view their activity, suspend their account if necessary, or manually approve their provider status.

Provider Instructions

Creating a Storefront

1. Log in and access the Provider Dashboard.
2. Click on Storefront Settings.
3. Upload a professional profile picture and write a compelling bio.
4. Save the storefront to make it visible on the public Marketplace Page.

Adding Services

1. Navigate to the Service Manager.
2. Click "Add New Service."
3. Enter the service title, description, and price.
4. Publish the service so buyers can book it.

Managing Hire Requests

1. Go to Hire Requests in the dashboard.
2. Review incoming booking requests from buyers.
3. Accept or decline the requests based on your availability.
4. Track your completed jobs and earnings in the Payouts Page.

Buyer Instructions

Booking a Provider

1. Browse the Marketplace Page.
2. Click on a provider's Storefront to view their listed services.
3. Select a service and click Book.
4. Enter your payment details securely on the checkout page.

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Managing Active Hires

1. Log in to the Consumer Dashboard.
2. Click on My Hires.
3. View the status of your active projects and communicate with your hired staff.
4. Use the Billing Info section to update your credit card details for future bookings.

FAQ

Is this platform hard to operate if I have no technical background? No.

The entire interface is web-based and is designed to be efficient for anyone to interact