

User Documentation: CarpetFusion.com SaaS Platform

Stop Managing Chaos. Start Owning a Platform.

Service businesses often fail not because of bad service, but because of bad organization. Missed phone calls, lost sticky notes, and chasing clients for payments kill growth.

CarpetFusion changes this dynamic. It transforms a standard service operation into a scalable digital marketplace.

As the **Owner**, you are no longer just a dispatcher. You are the administrator of a fully functional SaaS (Software as a Service) platform. You control the ecosystem where service Providers meet Customers, and you facilitate every transaction securely and automatically.

Why This Platform Drives Business Growth

You are acquiring a complete system designed for revenue generation and management efficiency. Here is what you gain immediately:

1. Centralized Financial Control

Stop using separate apps for invoices and payments. This platform integrates directly with **Stripe**.

- **Automated Payments:** Customers pay when they book. You don't chase invoices.
- **Split Payments & Payouts:** If you have multiple providers, the system handles the math. You can automate payouts to your staff or sub-contractors while retaining your platform fees.

2. Complete Oversight

The **Admin Dashboard** gives you a God-mode view of your business.

- See every booking in real-time.
- Monitor which providers are performing best

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- Manage user disputes or cancellations instantly.

3. Professional Brand Presence

Your customers get a seamless, Amazon-like experience for booking services. They can browse services, view provider profiles, read reviews, and book instantly. This builds trust that a simple phone number or contact form cannot match.

Understanding the Roles

To run this platform effectively, you must understand the three distinct user types engineered into the system.

1. The Owner (You / Admin)

You hold the keys. You do not necessarily clean carpets; you manage the business logic.

- **Responsibilities:** configuring global settings, onboarding providers, monitoring Stripe payouts, and overseeing the entire marketplace.
- **Access:** ``AdminDashboardPage``

2. The Provider (Staff or Sub-contractors)

These are the professionals doing the work. In a single-company setup, these are your employees. In a marketplace setup, these are independent contractors using your app to find work.

- **Responsibilities:** Managing their schedule, setting up their storefront profile, accepting bookings, and marking jobs as complete.
- **Access:** ``ProviderDashboardPage``, ``ProviderStorefrontPage``

3. The Consumer (The Customer)

The end-user who needs their carpets cleaned.

- **Responsibilities:** Browsing the marketplace, booking services, paying via card, and leaving reviews.
- **Access:** ``MarketplacePage``, ``ConsumerDashboardPage``

Quick Start: Launch Your Platform in 5 Steps

Follow this guide to go from "installation" to "open for business."

Step 1: Log in as Administrator Access the login page. As the owner, your account has elevated privileges that unlock the **Admin Dashboard**.

Step 2: Connect Payment Processing Navigate to the Admin Settings. You must link your **Stripe** account. Without this, customers cannot pay, and providers cannot be paid.

- *Action:* Click "Connect Stripe" and follow the prompts. This ensures money flows directly to your bank account.

Step 3: Define Your Services Before providers can join, you need to define what the platform offers (e.g., "Standard Room Cleaning," "Deep Stain Removal").

- *Action:* Go to Content Management and add service categories.

Step 4: Onboard Your First Provider You cannot have a marketplace without workers.

- *Action:* Create a Provider account or invite a staff member to register.
- *Action:* Verify their profile in the Admin Dashboard to activate them.

Step 5: Set Your Pricing Logic Decide how money is made. Are you taking a percentage of every transaction?

- *Action:* Configure platform fees in the Settings tab.

Real-World Use Cases

Scenario A: The Single Business Owner

You own "City Best Carpet Cleaning." You have 5 vans and 10 employees.

- **You** use the Admin Dashboard to assign jobs to specific vans.
- **Your Employees (Providers)** use the app on their phones to see where they need to go next.
- **Customers** book on your website instead of calling your office, saving you hours of phone time.

Scenario B: The Marketplace Entrepreneur

You don't own any vans. You own the **CarpetFusion** platform.

- **You** recruit independent local cleaners to sign up as **Providers**.
 - **Providers** set their own availability.
 - **You** take a 10% commission on every booking facilitated through your site.
 - **Customers** compare different cleaners based on price and rating, then book the best fit.
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Key Features Guide

For the Owner (Admin)

Dashboard Analytics

- *Problem:* Not knowing how much money the business made today.
- *Solution:* A real-time graph showing Gross Merchandise Volume (GMV) and Net Revenue.
- *Outcome:* Instant financial clarity.

User Management

- *Problem:* A bad provider is ruining your reputation.
- *Solution:* The ability to ban or suspend users from the Admin panel.
- *Outcome:* Quality control and brand protection.

For the Provider

Availability Calendar

- *Problem:* Getting booked for a job when you are on vacation.
- *Solution:* A dedicated calendar interface where providers block off dates.
- *Outcome:* No scheduling conflicts or awkward cancellations.

Payout Tracking

- *Problem:* Not knowing when payday is.
- *Solution:* The ``ProviderPayoutsPage`` shows exactly how much is in their Stripe balance and when it hits their bank.

- *Outcome:* Happy, motivated workers.

For the Customer

Real-Time Booking

- *Problem:* Waiting 24 hours for a quote.
- *Solution:* Instant price calculation based on room size and service type.
- *Outcome:* Immediate conversion from "visitor" to "paid customer."

Verified Reviews

- *Problem:* Fear of hiring a stranger.
 - *Solution:* Reviews can only be left by customers who actually paid for and received a service.
 - *Outcome:* High trust and higher booking rates.
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Step-by-Step Instructions

How to Manage Bookings (Admin)

1. Navigate to the **Admin Dashboard**.
2. Click on the **Bookings** tab.
3. You will see a list of all active, completed, and cancelled jobs.
4. Click "View Details" on any specific booking to see the address, payment status, and assigned provider.
5. If necessary, you can manually override the status (e.g., cancel a job for a customer).

How to Edit Site Content

1. Go to **Admin Settings**.
2. Select **Content**.
3. Here you can update the text on the ``AboutPage``, ``TermsPage``, and ``PrivacyPage``.
4. Changes are saved instantly and reflected on the live site.

How Providers Accept Jobs

1. The Provider logs into their dashboard.

2. New requests appear in the "**New Bookings**" tab.
 3. The Provider reviews the location and scope.
 4. They click **Accept** to confirm the job or **Decline** if they cannot make it.
 5. Once the job is done, they mark it as **Complete** to trigger the payout process.
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Frequently Asked Questions

Is the payment system secure? Yes. The platform uses Stripe, the global standard for internet payments. Credit card data is never stored on your servers; it is handled entirely by Stripe's encrypted infrastructure.

Can I run this as a solo operator? Absolutely. You can be the Admin and the sole Provider. As you grow, you can simply add more Provider accounts for your new hires.

How do refunds work? Refunds are initiated via the Stripe dashboard or your Admin panel. The system will reverse the transaction and update the booking status to "Refunded" automatically.

What happens if a customer disputes a charge? You will be notified in your Admin Dashboard. You can provide evidence (booking logs, completion photos) to resolve the dispute via Stripe.

Pricing & Monetization Strategy

As the owner, you have flexible ways to make money with this tool:

1. **Commission Model:** If you run a marketplace, set a percentage fee (e.g., 15%) on every transaction. The provider gets 85%, you get 15%.
2. **Service Markup:** If you employ your staff, you set the consumer price. You pay your staff their wage, and the difference is your profit.

You can adjust these pricing models in the **Settings** tab at any time.

Next Steps

Your platform is deployed and ready. The technology is no longer the hurdle; it is your asset.

1. **Login** to your Admin Dashboard.
2. **Set your prices** and connect Stripe.
3. **Launch** your business.

The market is waiting for a modern, easy-to-use service experience. Give it to them.