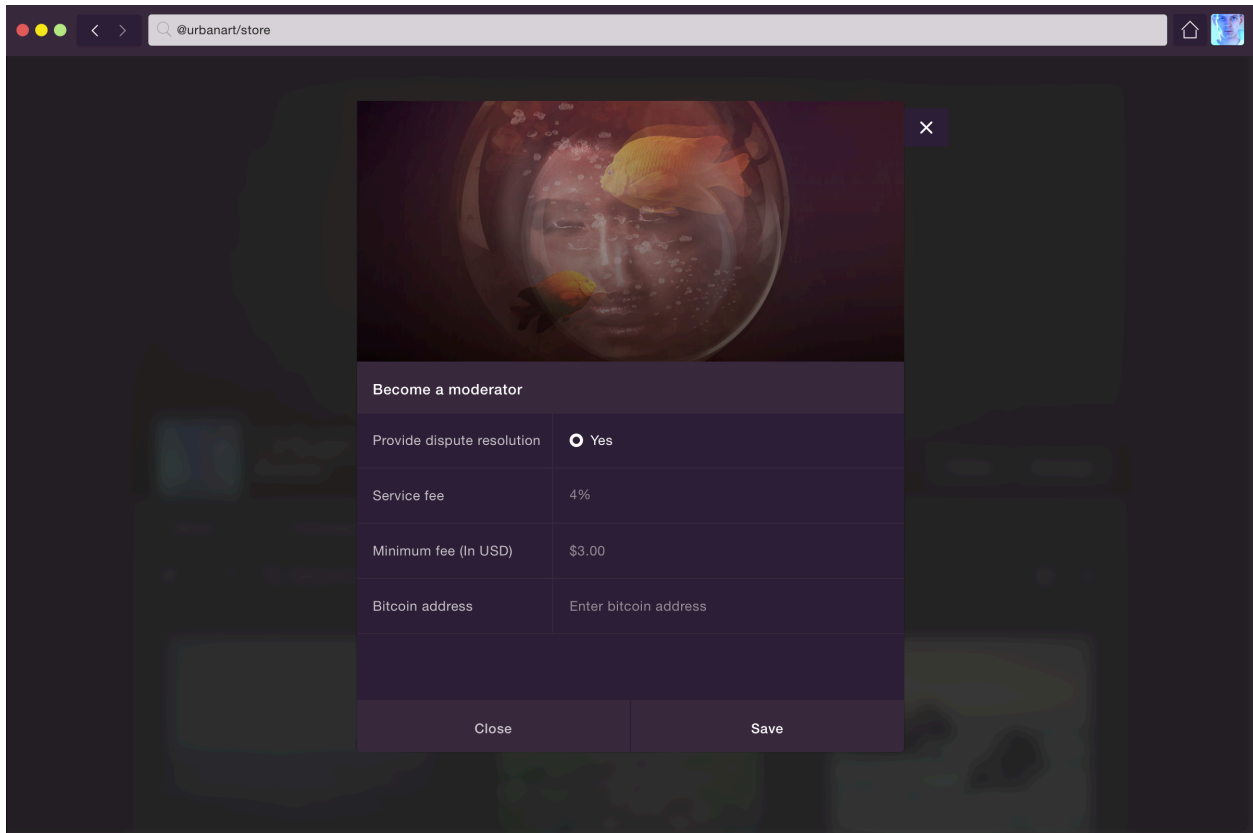


Documentation: Moderators (UI)



Things to call out

1. The process of becoming a moderator works similar to the process of becoming a store. We'll add a button on the user's page labeled **become a moderator** and clicking it will trigger a modal to open (as pictured above)
2. When a user adds moderation services to their page, a new tab labeled **Moderation** will appear on their page.
3. We'll need to introduce a new tab in **Settings** for Moderation services.
4. We'll need to introduce a new tab in **Transactions** for Cases.
5. In the future, we're likely to offer many moderator services, not only dispute resolution. So something to consider for the architecture is dispute resolution will not be offered by all moderators in the future. For now, we'll force each moderator to offer dispute resolution because there aren't any other services they can currently provide (notice in the screenshot above I auto-checked **provide dispute resolution** and unchecking it isn't supported).

Fee/Price/Rate

Each moderator will need the ability to set a fixed percentage based price for their service. Prices will be set in percentages and can range anywhere from 0.1% to 50%.

Minimum fee

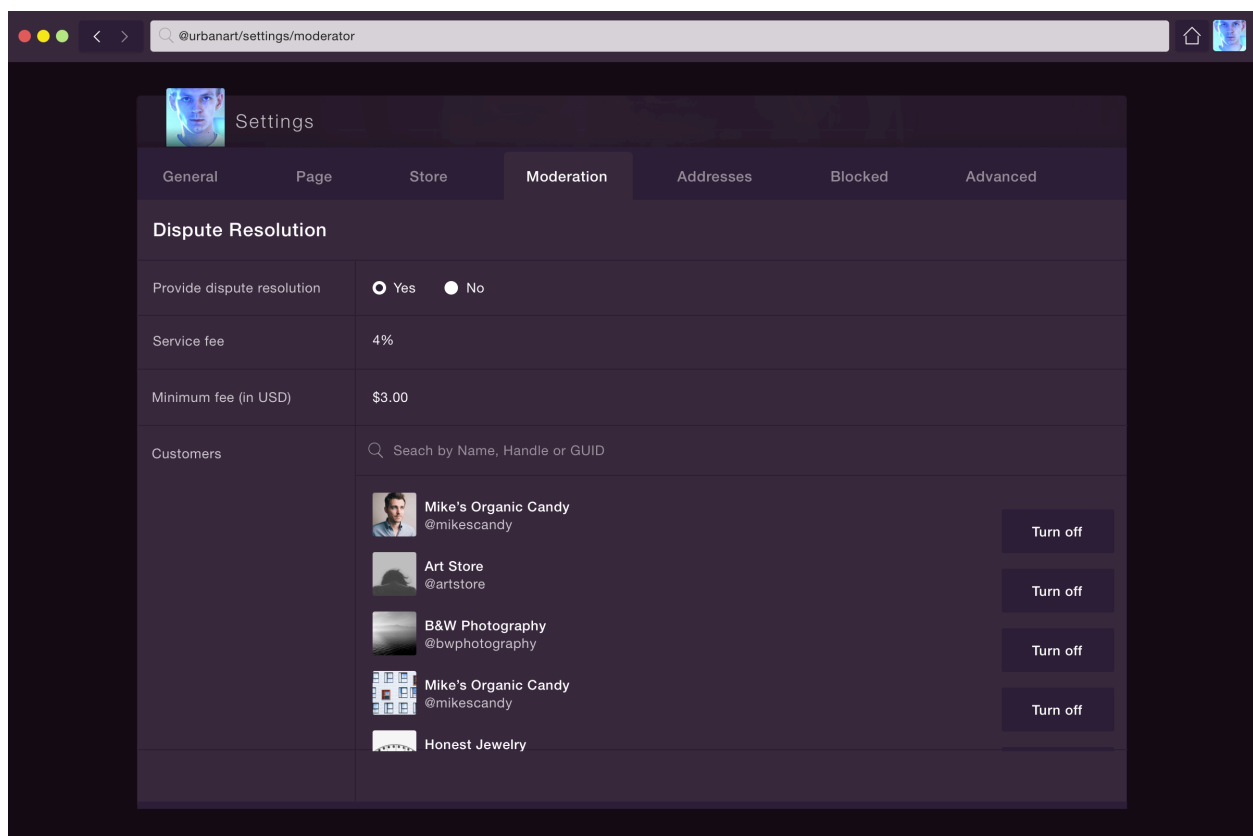
Moderators are not going to want to be pulled into cases that pay out less than their labor costs. To prevent this from happening, we'll need to give the moderator control on setting a minimum fee for their service.

For example, if I determine on average it costs me \$4 in labor to dispute a transaction, I'd want to set a minimum fee of \$4. That will ensure the majority of disputes I'm called into will result in a profit or break even. Something to note, a user shouldn't be able to select a moderator that has a minimum fee greater or equal to the transaction price.

Settings

A moderator is going to need the ability to change their price and minimum transaction size at any point. To support this, we'll need to introduce a new tab into the settings screen that gives control over the set fees, transaction size and scrollable list of vendors using my service.

See the [documentation on RedPen for more details](#)



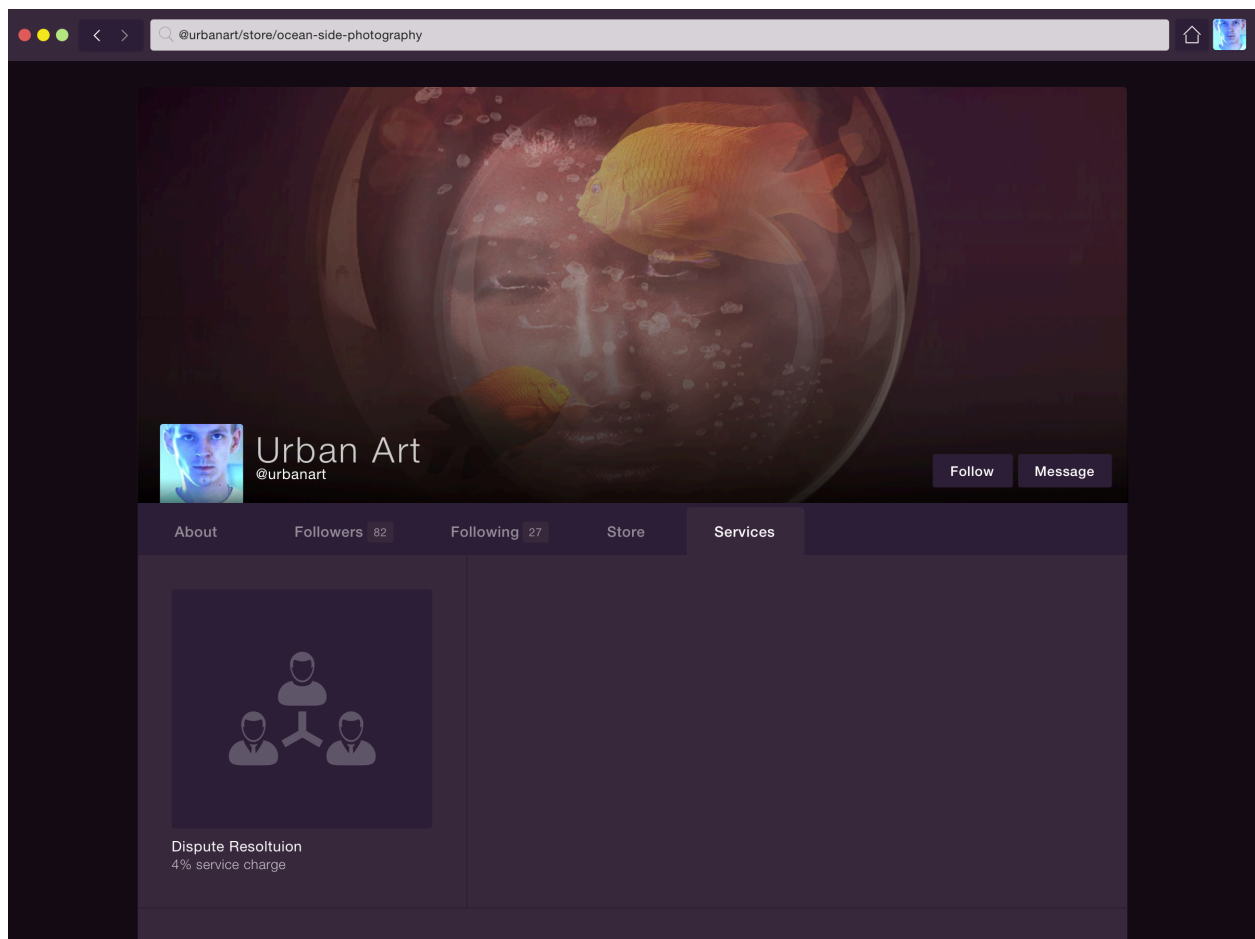
Discontinue services

As a Moderator, I need the ability to globally discontinue my dispute resolution service offering to all vendors or specific vendors at any time (as pictured above). There's a lot of reasons why I may need this:

1. Abuse. If I as a Moderator determine that a Vendor is involved in illicit trade or fraud, I'll need a way to disconnect my service offering to them.
2. If I as a Moderator no longer want to offer dispute resolution services, I need a way to easily turn it off globally. If I toggle **provide dispute resolution** to No and hit save, my service should be turned off across all my customers and no new customers should be able to find my service.
3. I'm going on vacation and need to disable my services for a week.

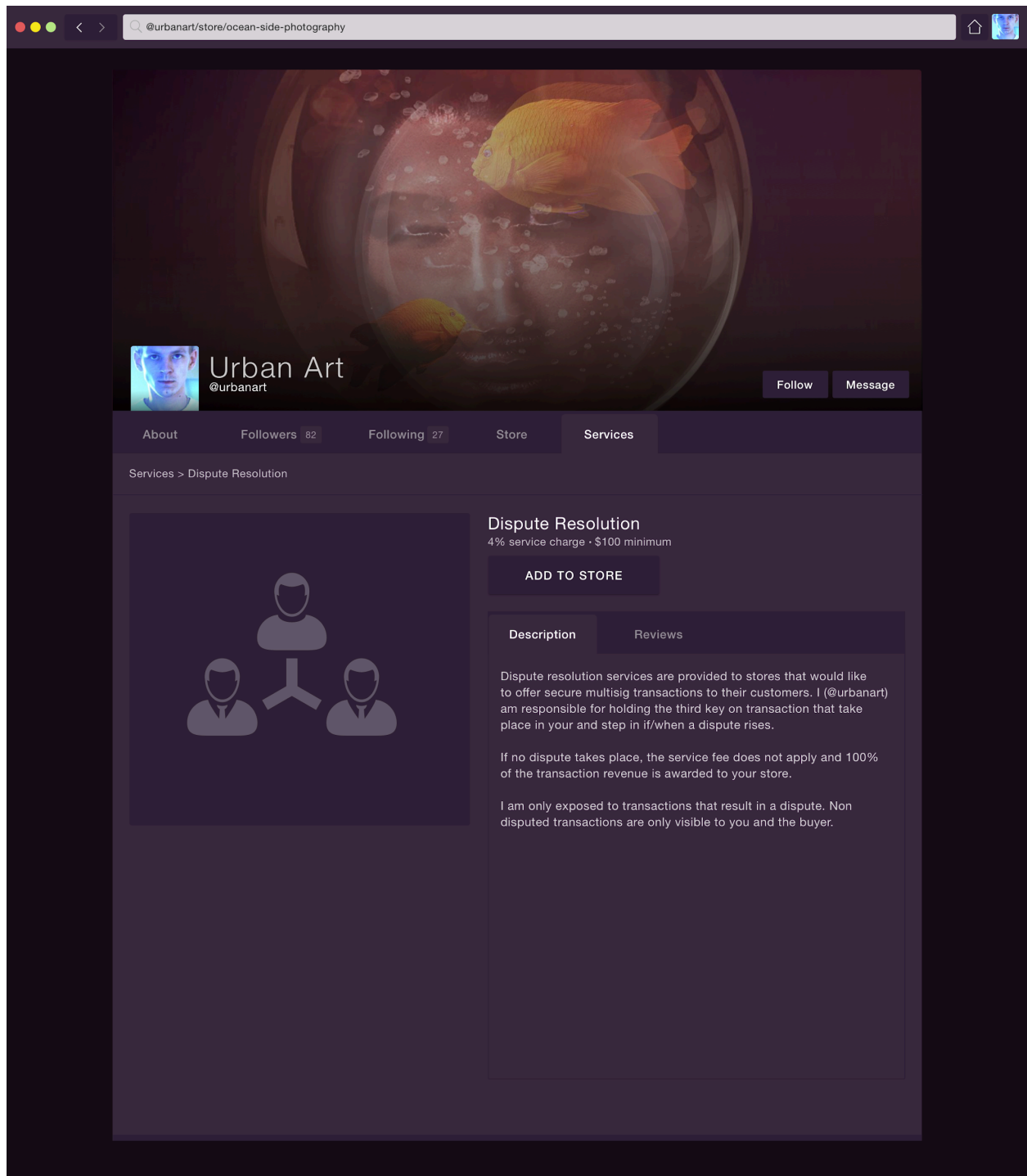
User page

A moderator's services should be visible on their page. To do so, we're going to need to display an additional tab labeled **Moderation**.



Clicking the **Moderation** tab will display a list of services that are offered by the Moderator. Again, dispute resolution will be the only service offered in the short term and more will come in

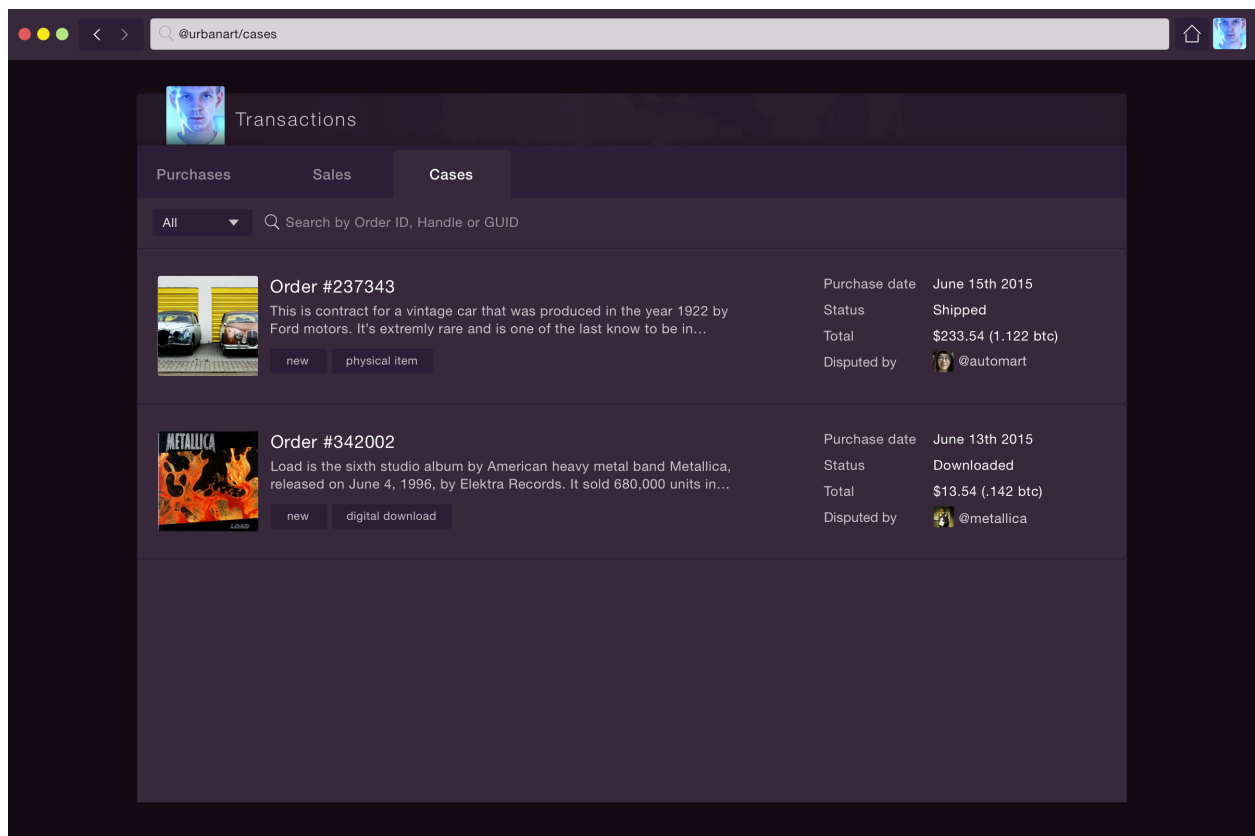
the future.



Cases

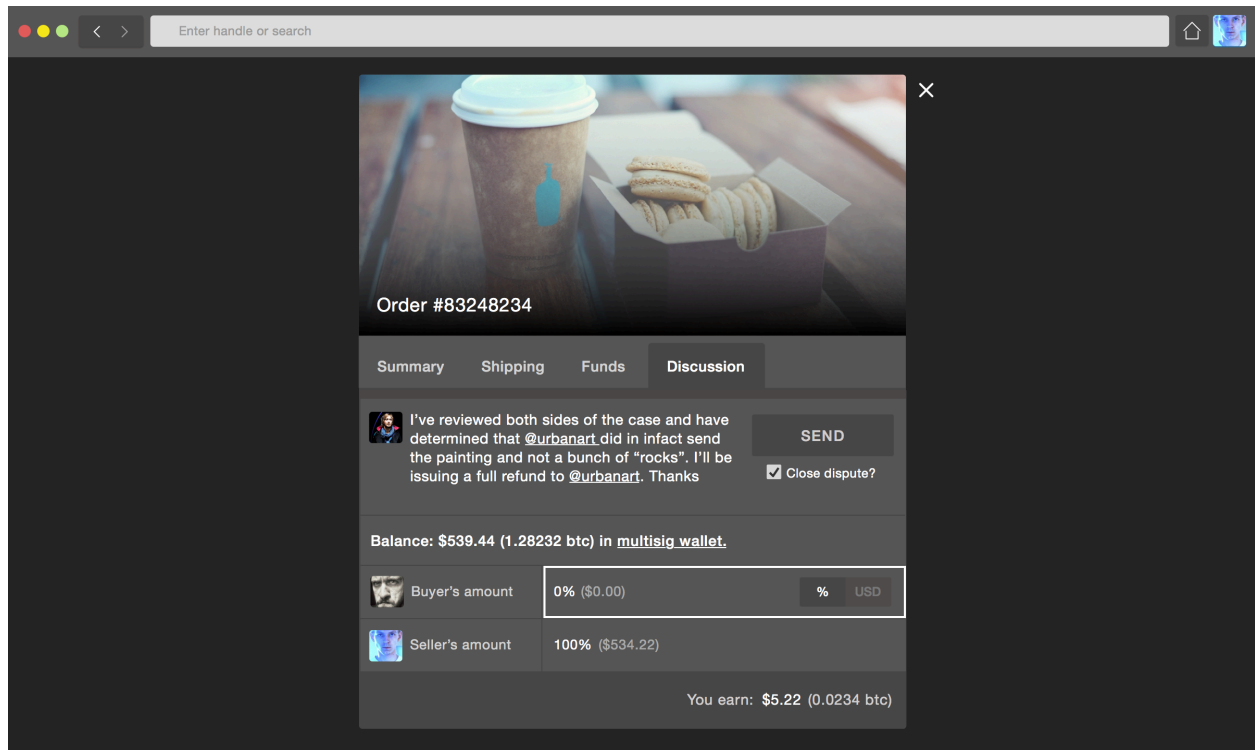
Upon becoming a moderator and offering dispute resolution services, we're also going to need to give moderators a place to manage the cases they're assigned to. We'll add another tab to

the **transactions** section called **cases**. A **cases** link should also be added to the user navigation.



Dispute resolution

This is the first service offering available to moderators. As I stated before, many other services may become available in the future. The documentation on disputes exists in the order documentation, [which can be accessed here](#).



Notifications

There are a number of actions related to Moderators that need to trigger notifications:

1. When a moderator changes their price, all vendors using their service should be notified of the new price. If a vendor does not agree with the price change, they can go to 'Settings > Store' and turn off services provided by that Moderator.
2. When a moderator changes their minimum fee, all vendors using their service should be notified of the new limit.
3. When a moderator globally turns off their dispute resolution service, all vendors using their service should be notified. **"OB1 is no longer offering dispute resolution"**
4. When a moderator turns off dispute resolution services for an individual vendor, the vendor should be notified. **"OB1 is no longer offering dispute resolution for your store"**
5. When a moderator makes a decision on a case, the buyer and seller should be notified.
6. When a moderator is assigned to a case to review, they should receive a notification. **"Order #28732423 has entered a dispute"**.