## **DOURICHE'**



# The Partnership

### **Douriche' Backstory**

How did Douriche' come to be?

Several years ago.

I needed to purchase a pair of glasses.

I wanted the glasses to be luxury glasses.

Expensive. Noticeable.

And very trendy, very fashionable.

So, I went to an optometrist for the first time.

Sat in a chair. Got my measurements.

It was a very expensive boutique shop in Atlanta.

After selecting a pair of Gucci frames and getting my lenses ordered.

I left the office feeling very confident.

Because now I had the perfect pair of glasses to show that I was a professional.

Of status in the city of Atlanta.

A week or so went by and I received my new pair of glasses.

As I put on my new pair of glasses for the first time.

I looked in the mirror and noticed that they weren't level.

I tried profusely to slowly bend the frame to no avail.

Or, I could readjust the glasses on my head so that when I looked in the mirror, they looked level instead of slanted to the left.

After about half an hour, I decided I wasn't going to be successful, so I took the glasses off and tried to figure out what to do.

I noticed that, like many people out there, my head wasn't symmetrical.

I'm not perfect, I'm flawed.

So I sat back and thought, wow, what do I do?

My head is not symmetric, but glasses are made for people with perfectly round-shaped heads where both ears are level and your nose is just perfect, so they fit snugly and comfortably on your nose.

So I went on for two years, just accepting that when I put my glasses on, they would look slanted to the left because the left side of my head is a little bit flatter from a vertical profile perspective.

So, eventually, I got really frustrated with this dilemma and asked, "How do I fix it?"

Now, mind you, I didn't really have a background in optometry or in glasses or anything like that. I was just a frustrated consumer.

So I sat down at my computer and said to myself, "You are an industrial engineer."

And so I said, how would I design glasses for people who aren't perfect?

For the rest of the world.

The other 98% of us out there.

And I stumbled across an idea.

What if glasses were made by the people who wore them first?

So how can I conceptually?

Devise a pair of glasses that were designed by the people who wear them instead of a corporation in another country.

Second, how can I make them configurable so that if one day I wanted to wear a red U-shaped frame, I could, and the next day, I could replace that part of the frame or all of the frame with a blue oval-shaped frame?

So those are the first two things that jumped out at me.

That they needed to be customizable, something that the end user made.

And configurable, something that you could replace on a daily basis so you wouldn't have to buy 12 pairs of glasses.

Was that they needed to be in components so I could take them apart?

Because if I scratch a part of it or break a piece of my glasses, I don't have to buy a whole new pair of glasses, which are very expensive.

So as I tried to design this new type of eyewear, I kept in my mind, that they have to be made of components.

They have to be configurable.

And they have to be customizable.

After probably 6 months of diligently researching, I started with a single wire frame.

Single frame. Then I graduated to an accordion-like frame.

And then, I moved on to the magnetic frame connectors.

Once I devised the concept.

I developed a working model.

And then, I went about trying to do a prototype.

Obviously it's never been invented before, so I had to convince some organizations to work with me.

And provide some labor and other things because, obviously, I'm not a millionaire. And we went to work.

And so the result of that hard labor is what you see now in Douriche', which is the first fully customizable, configurable, and component eyewear frame ever invented.

So now you know how Douriche' came about.

Now, it's up to you to become part of Douriche's story.





















### **Douriche' Platform**

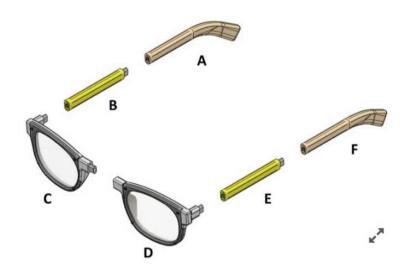
https://douriche.com/



### **Target Market Statement**

Douriche's target market consists of affluent individuals and families that desire customizable, configurable, vibrant, high-quality, and luxury eyewear. In crafting a premium go-to-market strategy, Douriche exceeds clientele expectations, who pay a premium to acquire Douriche's reputation, image, and prestige.

### **Pricing**



#### **Standard Frame Dimensions**

Frame Size	Frame Width	Frame Height	Temple Length	Bridge Width	Lens Width	Lens Height
Small	136 mm	46 mm	133 mm	21 mm	52 mm	41 mm
Large	140 mm	47 mm	145 mm	22 mm	52 mm	45 mm
Medium	132 mm	42 mm	145 mm	18 mm	45 mm	42 mm

### **Standard Frame**

Size Choose an option ~

Components



Enter color code from HTML code (format: #RRGGBB): https://htmlcolorcodes.com/

Color(A) Color(B) Color(C1) Color (C2) Color(D1) Color(D2) Color(E) Color(F)

Estimated Price: \$480 USD 288,000 CFA

### **Vision and Value Proposition**

# "To see the individual expression within each member of our family"

### Envision your true self with Douriche'

Douriche' makes every frame and lens with love. The body and style of our products are the reimagined accessories portraying our family.

### **Problem Solvers**

The most common problems with classical eyeglasses are:

- Worsening Eye Conditions Black Lab Optical
- Scratches Black Lab Optical
- Loose Frames Douriche', Topology
- Stretched Frames Douriche', Topology
- Blurriness Black Lab Optical
- Night Glare Black Lab Optical
- Headaches Black Lab Optical
- Sweat Douriche' (surface, padding)
- Motion Sickness Black Lab Optical
- Reflective Glare Black Lab Optical
- Damage or Replacement Douriche'
- Squished Objects Black Lab Optical
- Double Vision Black Lab Optical

### **Global Campaign**

- Provide free custom eye frames to people with facial or cranial disfigurements.
- Media news stations (Optic increased traffic at stores)
- Optic Luxury Line custom design and models after initial order (3 – 4 week production schedule)

mtrentel@douriche.com

221 77 110 85 19

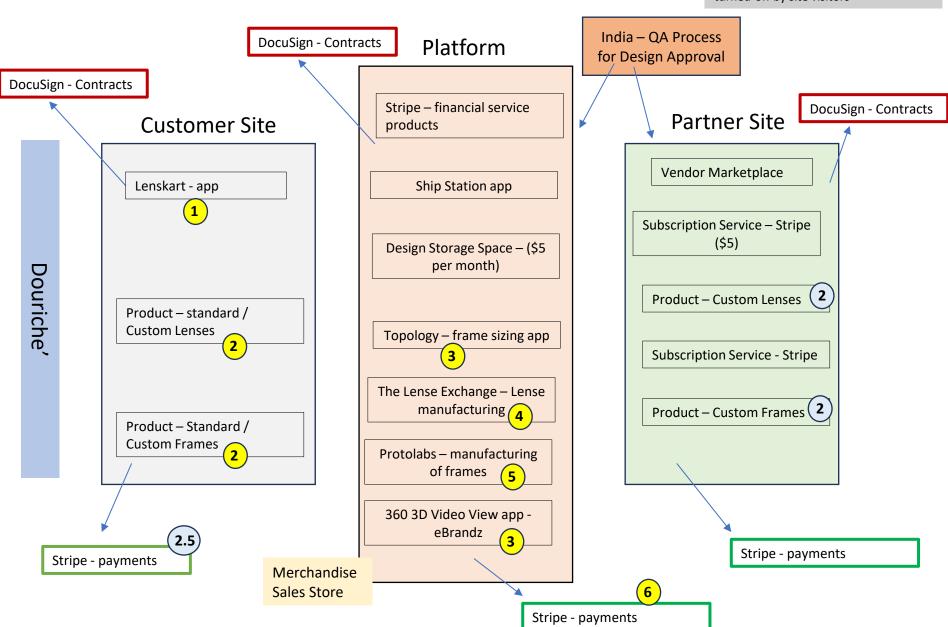
### **Financials and Commercialization Plan**

units sold in 2020 - Vision Council (US)	183,000	0.000		202	4		
Market share % for 2024	3.00		Q1	Q2	Q3	Q4	Q1
Standard Component Set - Amazon (23% total units)	Units Sold	1,262,700	315,675	315,675	315,675	315,675	344,086
Compound Annual Growth Rate (CAGR)	Unit Price	\$95.00	\$29,989,125.00	\$29,989,125.00	\$29,989,125.00	\$29,989,125.00	\$32,688,146.25
9.00%	Unit Cost	\$45.00	\$14,205,375.00	\$14,205,375.00	\$14,205,375.00	\$14,205,375.00	\$15,483,858.75
\$0.53	Gross profit	\$50.00	\$15,783,750.00	\$15,783,750.00	\$15,783,750.00	\$15,783,750.00	\$17,204,287.50
Standard Component Set - In Store (40% of total units)	Units Sold	2,196,000	549,000	549,000	549,000	549,000	598,410
CAGR	Unit Price	\$105.00	\$57,645,000.00	\$57,645,000.00	\$57,645,000.00	\$57,645,000.00	\$56,848,950.00
9.00%	Unit Cost	\$60.00	\$32,940,000.00	\$32,940,000.00	\$32,940,000.00	\$32,940,000.00	\$20,645,145.00
\$0.43	Gross profit	\$45.00	\$24,705,000.00	\$24,705,000.00	\$24,705,000.00	\$24,705,000.00	\$36,203,805.00
Custom Fitting - Topology	Units Sold	1,098,000	274,500	274,500	274,500	274,500	294,492
20% of total units sold	Unit Price	\$25.00	\$6,862,500.00	\$6,862,500.00	\$6,862,500.00	\$6,862,500.00	\$7,362,295.88
	Unit Cost	\$20.00	\$5,490,000.00	\$5,490,000.00	\$5,490,000.00	\$5,490,000.00	\$5,889,836.70
\$0.20	Gross profit	\$5.00	\$1,372,500.00	\$1,372,500.00	\$1,372,500.00	\$1,372,500.00	\$1,472,459.18
Custom Fitting - In Store	Units Sold	1,098,000	274,500	274,500	274,500	274,500	294,492
20% of total units sold	Unit Price	\$25.00 \$15.00	\$6,862,500.00	\$6,862,500.00 \$4,117,500.00	\$6,862,500.00 \$4,117,500.00	\$6,862,500.00 \$4,117,500.00	\$7,362,295.88
\$0.20	Unit Cost	\$15.00 \$5.00	\$4,117,500.00 \$2,745,000.00	\$4,117,500.00 \$2,745,000.00	\$4,117,500.00		\$4,417,377.53 \$2,944,918.35
ŞU.2U	Gross profit	\$5.00	\$2,745,000.00	\$2,745,000.00	\$2,745,000.00	\$2,745,000.00	\$2,944,918.35
Custom Design - In Store (25% of total units)	Units Sold	1,372,500	343,125	343,125	343,125	343,125	359,938
CAGR	Unit Price	\$595.00	\$204,159,375.00	\$204,159,375.00	\$204,159,375.00	\$204,159,375.00	\$214,163,184.38
4.90%	Unit Cost	\$100.00	\$34,312,500.00	\$34,312,500.00	\$34,312,500.00	\$34,312,500.00	\$35,993,812.50
\$0.75	Gross profit	\$445.00	\$169,846,875.00	\$169,846,875.00	\$169,846,875.00	\$169,846,875.00	\$178,169,371.88
Ç017.5	Gross prone	\$115.00	\$103,010,073.00	\$103,010,073.00	\$103,010,073.00	\$103,010,073.00	ψ17 0,103,37 1.00
Luxury Model Set - Douriche' (7% of total units)	Units Sold	384,300	96,075	96,075	96,075	96,075	99,342
CAGR	Unit Price	\$999.00	\$95,978,925.00	\$95,978,925.00	\$95,978,925.00	\$95,978,925.00	\$99,242,208.45
3.40%	Unit Cost	\$200.00	\$19,215,000.00	\$19,215,000.00	\$19,215,000.00	\$19,215,000.00	\$19,868,310.00
\$0.70	Gross profit	\$699.00	\$76,763,925.00	\$76,763,925.00	\$76,763,925.00	\$76,763,925.00	\$79,373,898.45
Collection Series - Simpson's (5% of total units)	Units Sold	274,500	68,625	68,625	68,625	68,625	70,684
CAGR	Unit Price	\$450.00	\$30,881,250.00	\$30,881,250.00	\$30,881,250.00	\$30,881,250.00	\$31,807,687.50
3.00%	Unit Cost	\$150.00	\$10,293,750.00	\$10,293,750.00	\$10,293,750.00	\$10,293,750.00	\$10,602,562.50
\$0.56	Gross profit	\$250.00	\$20,587,500.00	\$20,587,500.00	\$20,587,500.00	\$20,587,500.00	\$21,205,125.00
Trade-in Program (customer pays shipping fees)	Units Sold	549,000	137,250	137,250	137,250	137,250	147,246
10% of total units sold	Unit Price	\$200.00	\$27,450,000.00	\$27,450,000.00	\$27,450,000.00	\$27,450,000.00	\$29,449,183.50
	Unit Cost	\$75.00	\$10,293,750.00	\$10,293,750.00	\$10,293,750.00	\$10,293,750.00	\$11,043,443.81
\$0.50	Gross profit	\$100.00	\$17,156,250.00	\$17,156,250.00	\$17,156,250.00	\$17,156,250.00	\$18,405,739.69
	Units Sold (2						
	components per	4 000 000	274.500	274 522	274.500	274.500	
Configurable Variants (single components)	unit)	1,098,000	274,500	274,500	274,500	274,500	294,492
10% of total units sold	Unit Price (avg)	\$200.00	\$54,900,000.00	\$54,900,000.00	\$54,900,000.00	\$54,900,000.00	\$58,898,367.00
Weighted, Grippers, Coated, sport, magnetic, clear with edible gold, video camera, battery power, usb port, lights,							
wifi, etc.	Unit Cost (avg)	\$100.00	\$27,450,000.00	\$27,450,000.00	\$27,450,000.00	\$27,450,000.00	\$29,449,183.50
\$0.50	Gross profit	\$100.00	\$27,450,000.00	\$27,450,000.00	\$27,450,000.00	\$27,450,000.00	\$29,449,183.50
<b>30.30</b>	dross pront	\$100.00	\$27,430,000.00	\$27,430,000.00	\$27,430,000.00	\$27,430,000.00	\$25,445,105.50
Warranty	Units Sold	274,500	68,625	68,625	68,625	68,625	73,623
5% of total units sold	Unit Price/YR	\$150.00	\$10,293,750.00	\$10,293,750.00	\$10,293,750.00	\$10,293,750.00	\$11,043,443.81
370 07 101111 11110 3010	Unit Cost	\$50.00	\$3,431,250.00	\$3,431,250.00	\$3,431,250.00	\$3,431,250.00	\$3,681,147.94
\$0.67		\$100.00	\$6,862,500.00	\$6,862,500.00	\$6,862,500.00	\$6,862,500.00	\$7,362,295.88
\$0.67	Gross profit						
\$0.67	Gross profit	\$100.00					
	Gross profit Units Sold		274,500	274,500	274,500	274,500	294,492
Eye Exam and Lenses  20% of total units sold		1,098,000 \$215.00	274,500 \$59,017,500.00	274,500 \$59,017,500.00	274,500 \$59,017,500.00	274,500 \$59,017,500.00	294,492 \$63,315,744.53
Eye Exam and Lenses	Units Sold	1,098,000					\$63,315,744.53
Eye Exam and Lenses	Units Sold Unit Price	1,098,000 \$215.00	\$59,017,500.00	\$59,017,500.00	\$59,017,500.00	\$59,017,500.00	\$63,315,744.53 \$22,086,887.63
Eye Exam and Lenses 20% of total units sold	Units Sold Unit Price Unit Cost	1,098,000 \$215.00 \$75.00	\$59,017,500.00 \$20,587,500.00	\$59,017,500.00 \$20,587,500.00	\$59,017,500.00 \$20,587,500.00	\$59,017,500.00 \$20,587,500.00	
Eye Exam and Lenses 20% of total units sold	Units Sold Unit Price Unit Cost	1,098,000 \$215.00 \$75.00	\$59,017,500.00 \$20,587,500.00	\$59,017,500.00 \$20,587,500.00	\$59,017,500.00 \$20,587,500.00	\$59,017,500.00 \$20,587,500.00	\$63,315,744.53 \$22,086,887.63
Eye Exam and Lenses 20% of total units sold \$0.23	Units Sold Unit Price Unit Cost Gross profit	1,098,000 \$215.00 \$75.00 \$50.00	\$59,017,500.00 \$20,587,500.00 \$38,430,000.00	\$59,017,500.00 \$20,587,500.00 \$38,430,000.00	\$59,017,500.00 \$20,587,500.00 \$38,430,000.00	\$59,017,500.00 \$20,587,500.00 \$38,430,000.00	\$63,315,744.53 \$22,086,887.63 \$41,228,856.90

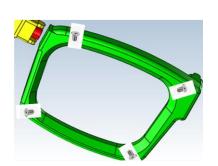
# Appendix

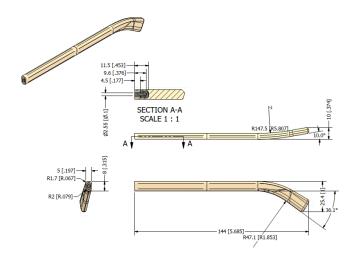
### **System Architecture and Order Process**

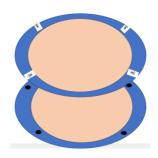
Douriche theme song plays in the background on all pages and can be turned-off by site visitors



### **The Technology Solution**











### **Intellectual Property Journey**



Page 1 of 2 P.O. Box 1450 Alexandria, VA 22313 - 1450

#### **ELECTRONIC ACKNOWLEDGEMENT RECEIPT**

18/317,546	RECEIPT DATE / TIME 11/28/2023 03:53:24 PM Z ET	ATTORNEY DOCKET # 11213-004US2
Title of Inventi	ON HODS, AND DEVICES FOR MODULAR	R EYEWEAR
Application In	formation	
APPLICATION TY	PE Utility - Nonprovisional Application	PATENT # -

 CONFRIMATION #
 8514
 FILED BY Jeffrey Kaufman

 PATENT CENTER #
 63400810
 FILING DATE
 05/15/2023

 CUSTOMER #
 96099
 FIRST HARRED
 Maurice Matthew Trends INVERTOR.

CORRESPONDENCE - AUTHORIZED BY Lee Hamilton

ocuments	TOTAL DOCUMENTS:

DOCUMENT	PAGES	DESCRIPTION	SIZE (KB)
004US2IssueFeeTransmittal.	1	Issue Fee Payment (PTO-85B)	123 KB

#### Digest

DOCUMENT	MESSAGE DIGEST(SHA-512)
004US2IssueFeeTransmittal.pdf	FEA8F4815BC322D7B3F22BF065F6F24AAAE34C28F4943FD3 AA976151623CE20308EA266209180544E0EF192F43545E8CA
	A4A7A4AA227B78EF7836BE7D8A564

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized

Attorney Donday No. 11212 004DE

#### SYSTEMS, METHODS, AND DEVICES FOR MODULAR EYEWEAR

#### BACKGROUND

[8001] Eyewar can include any drivine were nor around a present's yet. Eyewar can be no may different prespons, including you combination of adays, hadism, vision correction, display, and utility. Eyewar can be made from a variety of afferent materials and future specialized into eyewar for specific job or purposes. Eyewar can include loans configured to modely light passing in from of a vessers' seyon asides to protect a weater's yets. Some them con each in eyewar are corrective lesson that can be configured to mendally or greatly as in the configuration and the entering the extractive control of the entering the attents that can be incompared into lesson include polarizating filters, IV fifters, bullistic impact-evolution materials, and filters to reduce incoming light.

[6002] Different types of eyewear can have different combinations of benefits. For example, safety-specific eyewear like safety glasses or goggles may not be fashionable. Or, as another example, eyewear that is fashionable or designed for safety may lack vision corrections or utility features.

#### SUMMAI

[8003] An enemplar system, method, and device are disclosed that facilitate a modular speware system with modular components (e.g., fennes, famous, quaders, cameras, lights, nr. i) that can be interchanged. The modular components can be interchanged using component that are reversibly attachbor/viewable (e.g., magness a both male-formal connectors). This can also a waters of the experts or quickly reconfigure the experts of different purposes, realizant that for if the experts, repair dunage to the eyewear, malfor containent the autogenator of the eyewear.

[6004] In an apoct, a module cycene system is dischool, the system companing as first leaves strong in, a former a - from having a first and, wherein the little time setter is included, as a second end, a second from a a second from section should be second from the sec

Page 1

#### PART B - FEE(S) TRANSMITTAL

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18/317,546 05/15/2023 Maurice Matthew Trentel

APPLN TYPE	ENTITY STATUS	ISSUE PLE DUE	PUBLICATION FIE DUE	PREV. PAID ISSUE FEE	TOTAL FIE(5) DUE	DATEDUE
nonprovisional	SMALL	\$480	50.00	\$0.00	5190	02/20/2024
EXAM	INER	ART UNIT	CLASS-SUBCLASS	1		
TRA, TO		2872	351-063000			
CFR 1.5k3).  Charge of corcup Address form PTOWA  Charge of Corcup Address form PTOWA  Charge of PTOWS for Constance Number is  3. ASSIGNEE NAME A  PLEASE NOTE: Ush recorded, or filed for	Change of correspondence address or indicating of Tree Address, (CT   2. For mining on the nation front more, but					
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4b. Mehod of Payment:			n abarci			
A Electronic Physner	n via the USPTO patent	electronic filling system	☐ Enclosed check	Non-electronic pays	ent by credit card (Ama:	h form PTO-2038)
The Director is be	ceby authorized to charg	e the required fee(s), any	deficiency, or credit any or	empayment to Deposit Ac	count No. 50-5226	
Applicant assents	ng micro centry status. So g umali centry status. Soo g to regular undiscounte	to 37 CFR 1.29 37 CFR 1.27 d fee status.	NOTE: Absent a valid or for payment in the micro NOTE: If the application to be a notification of lot NOTE: Checking this be- ently state, or applicable	entity amount will not be wan previously under mic not entitlement to micro- n will be taken to be a not e.	accepted at the risk of ap to existy status, checking noisy status, ification of loss of entitle	plication abandonment ; this box will be taken
NOTE: This from must b	re signod in accordance v	vith 37 CFR L31 and L3	3. See 37 CFR 1.4 for sign	stare requirements and cer	tifications.	
Authorized Signature				Date 11/28/2023		
Typed or pristed sum	Lee G. Hamilton			Registration No8	3,413	

UNITED STATES PATENT AND TRADEMARK OFFICE

INSTRUMENTAL REPORTMENT OF THE STATE OF

#### NOTICE OF ALLOWANCE AND FEE(S) DUE

	Meunier Carlin 8		EXAMINER TRA, TUYEN Q		
	999 Peachtree Stre Suite 1300	et NE		ARTUNIT	PAPER NUMBER
Atlanta, GA 30309				2872	
				DATE MAILED: 11/20/202	23
Е	APPLICATION NO.	PILING DATE	HIST NAMED EVENTOR	ATTORNEY DOCKET NO.	CONTRIBUTION NO.

18/317.546 03/15/2023 Messic Meshew To

PTOL-85 (Box. 11/25)

APPLIS TYPE	ENTITY STATUS	ISSUE FEE DUE	PUBLICATION FIE DUE	PREV. PAID ISSUE FISE	TOTAL PERSONE	DATEDES
pospoviniesal	SMALL	5190	90.00	50.00	5190	93/20/2024
THE APPLICATION	N IDENTIFIED	ABOVE HAS E	EEN EXAMINED	AND IS ALLOWED	FOR ISSUANCE	AS A PATENT

THE APPLICATION IDENTIFIED ABOVE HAS BEEN EXAMINED AND IS ALLOWED FOR ISSUANCE AS A PATE PROSECUTION ON THE MERTIS ECLOSED. THIS NOTICE OF ALLOWANCE IS NOT A GRANT OF PATENT RIGHT THIS APPLICATION IS SUBJECT TO WITHDRAWAL FROM ISSUE AT THE INITIATIVE OF THE OFFICE OR UP PETITION BY THE APPLICANT. SEE 3 CFE ILSS AND MIPE JOS.

THE BORY FEA. AND TREALCHYON YES ARE SHOULD REPORT OF FAIR WHITH Y THREE MONTHS FROM THE MALLING. OAT OF THIS NOTICE OF THIS METHACKY ON THE METHACKY OF THE SHOULD AS A SHANDOWN. JUST STATUTION FERROW OF THE SHANDOWN AND THE

I. Review the ENTITY STATUS shown above. If the ENTITY STATUS is shown as SMALL or MICRO, verify whether entitlement to that entity status still applies.

If the ENTITY STATUS is the same as shown above, now the TOTAL PEESS DUE shown above.

If the ENTITY STATUS is changed from that shown above, on PART B - PEE(S) TRANSMITTAL, complete section number 5 titled. "Change in little Status (from status indicated above)."
For purpose of this netice, small entity foes are 40% the amount of undiscounted fees, and micro entity fees are 20% the amount of undiscounted fees.

IL PART B - FEEST TRANSMITTAL, or in equivalent, must be completed and entured to the United States Patent and Trademark Office (USFTO) with your SSME FEE and PUBLICATION FEE of requireds 1 you are changed as feed to be your deposit account, section 440 to the part of t

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Page Lof 3

Attorney Docket No. 11213-003US2

#### IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s)	Maurice Matthew Trentel	Art Unit		Not yet assigned
Application No.	N/A	Examiner		Not yet assigned
Filed	Herewith	Conf. No.		Not yet assigned
Title	SYSTEMS METHODS	AND DEVICES FOR	MO	ODULAR SHOES

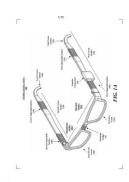
Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-14

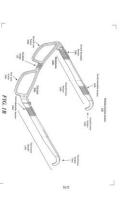
#### PRELIMINARY AMENDMENT

Before examination, please amend the application as indicated on the following pages.

Amendments to the claims are reflected in the listing of claims, which begin on page 2.

Remarks begin on page 6.





### **Website - Use Case List**

- 1. Customers or partners purchase file storage space on-site to hold design files.
- 2. Customers can buy products on Amazon, including lenses and frames.
- 3. Customers can purchase products on the Douriche website.
- 4. Douriche can ship orders directly to customers or partners.
- 5. Customers and partners can purchase products or subscriptions on the website or marketplace.
- 6. Partners have the ability to view/display or hide designs in marketplace that are for sale or still in the development process.
- 1. Partners or customers can apply/purchase financial service products via the Douriche website from Stripe.
- 2. The final process of all sales on the Douriche website requires acceptance of a DocuSign contract. This needs to be built into the Douriche order process.
- 3. Customers and partners can use the Topology application to get sizes for eyeglass frames.
- 4. Customers and partners can view lens or frame design files with the 3D Viewing application on the Douriche website.

### **Website - Use Case List**

- 11. Partners can design lens or frame within the platform with Design apps (need to add to Platform) a free app.
- 12. All partner transactions with customers must be completed within the Partner Marketplace.
- 13. Only customers can purchase products in the Partner Marketplace.
- 14. All customers lens or frame purchases must be completed on Lenskart-like website.
- 15. Customers can only purchase designs in the Partner Marketplace.
- 16. Customers can select frame or lens design items purchased from Partner Marketplace and order those frame or lens parts in Lenskart-like marketplace.
- 17. Customers must make a successful payment in Lenskart-like website or Partner Marketplace before the order is complete and registered in the order management system.
- 18. Manage all customer or partner customer support within platform application (email methods)
- 19. There should be customer and partner support queues for shipping, orders, subscriptions, design files, financial services, and cancellations or refunds.
- 20. The order management process functionality between 3<sup>rd</sup> Party applications (Lens Exchange, Protolabs, and Topology) file integrations, etc. to complete order, manufacturing, and shipping processes.

### **Website - Use Case List**

- 21. Integrate Topology PDF file into order management and manufacturing process.
- 22. Develop order management system which incorporates manufacturing and shipping activities (we may need to purchase application)
- 23. Create chat and email functionality for customer and partner support activities.