

A background image of a Parisian skyline at sunset, featuring the Eiffel Tower on the right and various buildings with rooftops in the foreground. The sky is a warm, hazy orange.

mila

ONBOARDING

MILA FRIEND

HELP PEOPLE SOLVE TECHNICAL ISSUES.

Use your technical knowledge to earn money

WELCOME TO MILA

We're delighted that you have decided to join our crowd of professional Mila Service Providers! Please read this guide carefully to learn everything you need to know about Mila.

Mila is a service mediation platform that assigns private individuals and entrepreneurs to people who have issues in setting up their technology.

The customers' requests are passed on to professional service providers like you, who have the Mila App. Using your Mila Profile, you can expand your line of business.

Additionally, Mila collaborates with various partner companies such as Conrad, Swisscom and Interdiscount. You can therefore also accept and process orders from our business partners once you signed the subcontractor contract and are fully registered with Mila. With some business partners, however, you must prove your skills and knowledge in an online test beforehand in order to qualify.

In Detail: How Does Mila Work?



Booking

A private individual books a Mila service directly via the Mila website or indirectly via our business partners. The client sets a time and date for the completion of the service when making their request.



Distribution

Mila sends the request to qualified Service Providers in the vicinity of the customer. If you are nearby and have the necessary qualifications to fulfill the service request, you receive an service request via the Mila app. We allocate the request, however the contract is between you and your client. **The better your star rating and the higher your skill level, the more service requests you will receive.**

Accept



Before accepting a Service Call ensure that time, location and service package contents suit you. The job is exclusive to you for 2 minutes so read all details carefully. The time and date of the Service Call **cannot** be changed unless the customer requests it.



We focus on the essential aspect: the desired date of the customer. Mila promises to deliver services "on-demand", exactly where and when the customer wants it. That is why we attach great importance to you, as a service provider, backing this promise and complying with it.



Get in contact

Call your client within 12 hours of receiving their contact details. Discuss the scope of the service, price and confirm date, time and location.



Confirm

Confirm your Service Call within the Mila App 24 hours prior to the appointment. Failure to do so may result in your job being offered to another partner.



Prepare

Time to prepare for your Service Call. Review the service package contents, make sure you have all of the required tools and are familiar with the device you are installing/fixing. If you have any doubts do not hesitate to contact Mila Support or check our Mila Academy page for training materials.



On the way

Time to travel to your client! Open the Mila app and confirm that you are on the way - your client will know when to expect you. Give yourself plenty of time to reach your client's location on time.



Introduce yourself

Once you arrive introduce yourself as a Mila Partner. Go over the details of what needs to be done and where, check which power outlets you should use and ask for the necessary information e.g. WIFI passwords. Make sure to seek your client's permission if you need to carry out more work than expected and therefore the price has changed. Keep your client updated on your progress.



Explain

Ensure to provide your client with a short tutorial on how to use their new device; the main functions and how to configure the settings. This is a very important part of each Service Call - much appreciated by all clients. It will help you gain more five star ratings!

**Complete**

Once the installation/troubleshooting is complete go over the price details again. Ask your client to sign off on the final payment in your Mila App to close the job. Mila will charge your client and process your payment. Don't forget to ask your client to rate your service!

**All done!**

Remember to tidy up and dispose of any packaging and rubbish if required. You may want to offer additional services to your client - for example you may have noticed that they would benefit from another security camera or a WIFI booster. Help them book another Service Call with you!

Sales Opportunities = More money for you

During each Service Call ensure to assess if there is an upselling opportunity. For example if you notice that the client would benefit from another product you should suggest it.

Keep in mind to only offer products specific to the Service Call. E.g. if you are on a Logitech Service Call offer products from that brand as only then you will earn a commission on sales. If it is a regular Mila Service call you can offer products from all brands.

Worth knowing

Some of Mila's business partners also offer product deliveries (e.g. Interdiscount). When you accept an order one of your tasks may be to pick up a device from a particular branch and deliver it to your customer. You will need your ID card and the Mila order number to collect it.

If a delivery service is required it will be stated with order details in the Mila app along with information on where to collect the device.

Payments & Commission

Mila sets our recommended prices for all services in advance. If the amount of work required increases, you can, as a service provider, negotiate a higher price with your client. Ensure that your client agrees to the new price.

A commission of 20% is charged per completed Service Call, which we deduct directly from your payment. Various costs, such as the Mila App, payment fees and marketing are included in this.

IMPORTANT: No cash payments are permitted for Mila Service Calls. Once you close the job in the Mila app your client will be charged automatically.

Mila Happiness Guarantee

Guaranteed worry-free. Our service is reliable and smooth. Should a problem arise, we are there for customers.

In the event of disagreements with a Mila Partner, customers can simply contact our Help Center. We will take care of everything.

We charge the customer a fee of EUR 2.90 / CHF 4.90 for this service.

Contacts & Links

Mila Customer Service

eMail info@mila.com
Phone +49 32 221098340 (D)
Phone +41 43 508 01 92 (CH)
Phone +33 9 74 59 41 02 (F)

Mila Academy

Link <http://academy.mila.com/>
eMail hello@academy.mila.com

Download Apps

[IOS App](#)

[Android App](#)

Mila Community Management

eMail info@mila.com

Mila Help Center

Link <http://help.mila.com/>

A warm, golden-hour photograph of a Parisian cityscape. The Eiffel Tower is the central focus on the right side, silhouetted against a hazy, orange-tinted sky. The foreground is filled with the dense, multi-story buildings of Paris, showing various rooflines and architectural details. The overall mood is serene and iconic.

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Expand your business opportunities

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Link <http://help.mila.com/>

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