PROPOSAL

plugN, open in twelve weeks

Phase 1 of the plugN platform: the member app, the customer web app, the reception console and the admin panel, on one system

Prepared for

plugN

Prepared by

Bareeq

Date

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Version

2.0, following the Feature Architecture of 12 November 2026

Confidential. Prepared for plugN only and valid for 30 days from its date. It replaces the earlier draft built on Odoo.

1. What this proposal covers

On 12 November plugN and Bareeq agreed the plugN Platform Feature Architecture: what the platform does, screen by screen and phase by phase, with a backlog ID for every feature. This proposal is the commercial side of that document. It fixes Phase 1 as a scope plugN can sign, with the check for each part, the milestones, what we need from plugN and the price.

THE DECISIONS IT RESTS ON

- App-first, with no Odoo for now. The plugN platform keeps the master records: bookings, tenants, meeting-hour balances, payments, customers and furniture. A connector stays open for an accounting system later.
- Four phases. Phase 1 is what plugN cannot open without. Phase 2 completes the platform. Phases 3 and 4 are roadmap, not committed scope.
- Accounting and tax stay with plugN's accountant. The platform gives him sales, revenue, payments and receivables reports and exports. Receipts and invoices from the platform are not tax documents.
- Speed and ease of booking come first on every screen.

WHAT PLUGN HAS AT GO-LIVE

- The plugN member app on the App Store and Google Play, in Arabic and English. Guests and members browse, book and pay, and show a QR code that works with no internet.
- A customer web app in any browser, live from week 2, so customers can reserve without installing anything.
- A reception console on a tablet: today's arrivals, walk-in bookings, check-in and check-out with one scan, and payments taken at the desk.
- An admin panel for the owner and staff: spaces, prices and rules, tenants and their invoices, a simple CRM, a clickable 2D map of plugN V90, the furniture register, and the reports the accountant needs.
- Tenant companies run their office from the app: team, seats, meeting hours, invoices, documents and a digital member ID.
- Three workflows that run from the first day: the on-demand visit, lead to tenant, and the tenant's monthly cycle.

Phase 1 holds 70 backlog items. They are listed in Section 3 with the same IDs as the Feature Architecture, so the two documents can be read side by side.

2. How the platform works

Four screens, one system behind them, one set of records.

Screen	What it does	Who uses it
Member app	iOS and Android. Browse spaces, book, pay, show the QR code. Tenants also get a "My office" tab.	Guests, members, tenant owners and their employees
Customer web app	Any browser. Venue, spaces and prices; reserve and pay without installing.	Guests, members, tenant owners
Reception console	Web, on a tablet. Today view, walk-ins, QR scan, payments.	Receptionists
Admin panel	Web. Set-up, tenants, payments, CRM, the 2D map, furniture, reports.	The owner, staff, and the accountant (read-only finance)
The plugN platform	One system that every screen talks to. It keeps the records and applies the rules; permissions are checked here, not on the phone.	Behind every screen

RULES THE PLATFORM KEEPS

- No space is booked twice. A space is held for 10 minutes while the customer pays, then released on its own.
- One payment confirms a booking exactly once, even if the payment service reports it twice.
- Payments, refunds and meeting-hour lines are added, never edited. A balance is always the sum of its lines.
- Each role sees and does only what it is allowed to. The server refuses anything else.
- Every booking, payment and change is kept in history, with who did it.
- The same price and the same availability show on all four screens, because there is only one source.

OUTSIDE SERVICES IN PHASE 1

Paymob for cards and Apple Pay; an SMS provider for login codes; push notifications for reminders and announcements. Each runs on plugN's own account.

3. Phase 1 scope

All 70 items, grouped by the screen where they live. The last column is the check plugN signs at the gate shown; the full list of checks, one per item, is attached to the agreement.

Where	Backlog items	Check plugN signs
Member app: sign in and profile	A-01 phone number and one-time code login · A-03 profile, Arabic and English · A-04 company accounts with team invitations · A-05 account deletion and privacy consent	A new number signs in; every screen reads correctly in both languages; a deleted account can register again as new. UAT-3
Member app: discover, book, pay	B-01 space catalogue · B-02 live availability · B-03 book plugN Flex, plugN Pods, Phone Booth, meeting room, day pass · B-06 change and cancel · B-07 my bookings and offline QR · B-08 reminders · B-09 office enquiry and tour request · C-01 Paymob cards and Apple Pay · C-03 payment receipt	A returning user books and pays in 4 taps or fewer; the QR opens with the phone offline. UAT-2, UAT-3
Member app: My office	D-02 My office tab · D-03 team management and seat limit · D-04 meeting-hour balance with history · D-06 agreement and documents · D-07 digital member ID	An invited employee books a room from the company's hours and the balance drops; an invitation beyond the seat limit is refused. UAT-4
Customer web app	Week 2: M-01 venue, spaces, prices · M-02 availability and reserve with phone and code · M-03 pay at reception or by pay link. End of Phase 1: M-04 online payment, my bookings, change and cancel	Week 2: a new number reserves a pod and the slot is gone for the next visitor. End: a booking made in the app is cancelled on the web. UAT-1, UAT-4
Reception console	E-01 today view · E-02 book for a walk-in · E-03 scan to check in and check out · E-04 take payment · E-05 member lookup and ID check · E-06 quick guest registration · C-02 pay at reception	One scan checks a guest in and a second is refused; a walk-in paid in cash blocks the slot in the app. UAT-4
Rules	A-02 seven roles, guest to accountant · B-04 10-minute hold · B-05 booking rules · N-02 permissions checked on the server	50 attempts on one slot at the same moment give one booking; an unpaid hold frees after 10 minutes; a guest's session cannot perform a staff action. UAT-2, UAT-4
Workflows	W1 on-demand visit · W2 lead to tenant · W3 tenant monthly cycle	Each is run end to end: a guest's visit, a company from tour request to a paid first invoice, and one tenant's month. UAT-4
Platform and quality	N-01 one plugN API · N-03 full history · N-04 backups, monitoring, alerts · N-05 store releases · N-06 speed measured in every release	A backup is restored; a booking's history shows each step and who did it; each release note lists the measured speeds. UAT-3, UAT-4
Admin: set up and run	F-01 spaces, prices and booking rules · F-02 users, staff and roles · F-03 tenants and agreements · F-04 app content · F-05 bookings calendar with manual blocks · F-06 announcements · F-07 history of who changed what	A price changed here shows on every screen, and in history with the old value, the new value and the person. UAT-4
Admin: tenants and payments	D-01 tenant company record · D-05 monthly invoice, paid online or by recorded transfer · C-04 refunds and cancellations · C-05 payments ledger	An invoice paid in the app shows as paid; a refund is its own line; the ledger for a day equals payments less refunds. UAT-4

Where	Backlog items	Check plugN signs
Admin: CRM	G-01 one customer profile · G-02 leads from app and web · G-03 pipeline from New to Won or Lost · G-04 follow-up tasks and reminders · G-05 basic groups	Two requests from one phone number give one lead; a lead cannot be closed as Lost without a reason. UAT-4
Admin: 2D map	I-01 plugN V90 plan, every space clickable · I-02 live status per space · I-03 space panel · I-04 filter by type	A booking, a check-in and a new tenant each change the right space within seconds. UAT-4
Admin: furniture	J-01 register imported from the fit-out list · J-02 QR labels · J-03 scan with a phone · J-04 room contents	The imported count matches the list; scanning a chair and moving it updates both rooms. UAT-4
Admin: reports	L-01 sales and revenue · L-02 payments and refunds ledger · L-03 tenant invoices and what is still owed · L-04 daily reception reconciliation · L-05 export to Excel and CSV	A week's report equals the ledger; plugN's accountant confirms the exported files. UAT-4

NOT IN PHASE 1

Tax documents and accounting books; saved cards, Google Pay and wallets; WhatsApp, lead ads and campaigns; POS; loyalty and packs; visitors and service requests; supplies; a second site. All have Phase 2 IDs except tax and accounting, which stay with the accountant. Hardware (tablet, label printer, card machine) is supplied by plugN.

4. Milestones and acceptance

Twelve weeks from kick-off to go-live, then two weeks of hypercare. Three milestones and four gates; plugN signs each gate.

Weeks	What happens	Milestone and gate
1–2	Analysis workshops: spaces and price list, booking rules, roles, the three workflows, tenant agreement terms, the accountant's reports. Signed scope and backlog. Platform core and the basic customer web app.	M1, week 2: the basic customer web app is live. UAT-1
3–4	Design system and the clickable prototype of all four screens, signed off. Booking rules, holds, change and cancel. First admin screens: spaces, prices, users. Member app starts.	
5–6	Payments with Paymob and Apple Pay, receipts, the payments ledger. Reception: today view and QR scan. The booking path in the member app.	UAT-2, week 6: booking and payment flow
7–8	Tenants: company record, team, seats, meeting hours. Reception console complete. Test builds of the member app on plugN's phones; submission to both stores.	M2, week 8: member app first delivery. UAT-3
9–11	Tenant management complete: invoices, documents, My office. Admin panel complete: CRM, 2D map, furniture, reports. The three workflows end to end. Online payment and my bookings on the web.	UAT-4, weeks 11–12: tenants, reception, admin, reports
12	Final acceptance, staff training by role, data load of opening tenants, go-live.	M3, week 12: Phase 1 complete
13–14	Hypercare: close support on site and remote, daily check of bookings, payments and reconciliation.	

HOW WE WORK

- The work runs in six lanes at once: the platform, the web screens, the member app, testing, design, and a delivery lead who is plugN's single contact.
- Two-week sprints with a weekly call. plugN sees working software at the end of every sprint, not only at the gates.
- The admin panel is started in week 3 alongside the app, because the app needs its data; weeks 9 to 11 are when it is completed.
- Speed is measured on every release against the targets agreed in the design phase: taps and seconds to book, time to show availability, time for the app to open.

WHAT CAN MOVE A DATE

Online payment switches on when Paymob approves plugN's account, and Apple Pay when Paymob enables it on that account; until then the web app and reception take payment at the desk or by pay link. Store review is Apple's and Google's calendar; the app is submitted at week 8 to leave four weeks. Both are outside our control, and neither stops plugN from opening.

5. After Phase 1

Phase 2 completes the platform with the 69 items in the P2 column of the feature map. The list is fixed once plugN agrees it; new ideas go to Phase 3 and later. It is quoted at a fixed price when Phase 1 is live.

Phase 2 group	What it adds	Items
Sell more	Repeat bookings and waitlist, picking a desk or room on the map, room add-ons, off-peak prices, saved card and prepaid balance, Google Pay and wallets, WhatsApp pay links, lead ads into the CRM, campaigns, hour and day packs, promo codes, tenant and rewards pages on the web.	19
Run operations	POS for café items, printing and extras with shift close; visitors desk; service requests; spending limits for tenant employees; room audits, repairs, supplies stock and purchase requests; finer staff permissions; site switcher and open connectors.	24
See the facility	Occupancy heatmap, revenue per space, furniture and requests layers on the map, site KPIs, the owner dashboard, the monthly report pack.	11
Keep customers	GenN Rewards (proposed name), tiers, stamp card, referrals, partner perks, visit ratings, the renewal pipeline and at-risk flags.	15

Phase 2 is about 225–312 working days as an order of size.

ROADMAP

Phase 3, the connected facility: door access by phone or QR, room control in the app, presence sensors, anonymous counts in common areas, energy linked to bookings. Phase 4, the agentic facility: a concierge on WhatsApp and in the app, a staff copilot, sales follow-up and offer suggestions, with staff approving what agents do. Both are direction, not committed scope, and are scoped and agreed when Phase 2 is live.

6. What we need from plugN

The items marked “Now” take calendar time that nobody can shorten, so they start before kick-off. We go through the list together on the weekly call.

When	What	For
Now	Paymob merchant account, with Apple Pay requested	Online payment
Now	Apple Developer and Google Play accounts in plugN’s company name (Google asks for a D-U-N-S number)	Store release at week 8; plugN owns its apps
Now	SMS provider chosen, with a registered sender name	Login codes, needed in week 2
Week 1	Price list and booking rules per space type: prices, opening hours, shortest and longest booking, cut-offs, cancellation window	The web app shows prices and takes reservations in week 2
Week 1	Photos and venue content in Arabic and English	Web app and member app
Week 1	Names of the staff who test and sign each gate, an Arabic reviewer, and the accountant’s contact	UAT-1 is in week 2
Week 2	Tenant agreement terms: seats, included meeting hours, reset day, invoice day	Tenants and the monthly cycle
Week 2	The accountant’s list of reports and the columns he needs in each export	Reports L-01 to L-05
Week 4	Where the platform is hosted, and plugN’s position on customer data stored outside Egypt	Production environment
Week 6	Floor plans (CAD) of plugN V90	The 2D map
Week 8	Furniture list (the fit-out list); label size and printer	Furniture register and labels
Week 10	Opening tenants with owners, seats and start dates; staff list and roles	Data load and training

7. Investment and terms

A fixed price per phase. Phase 1 is fixed by this proposal, hypercare included. Phase 2 is quoted at a fixed price before it starts.

Phase	Scope	Effort (working days)	Fixed price (EGP)
Phase 1: book, pay, check in, manage tenants	Section 3, 70 items, 12 weeks and 2 weeks of hypercare	225–304	
Phase 2: run and grow	Section 5, 69 items	225–312, indicative	Quoted when Phase 1 is live
Phases 3 and 4	Roadmap	—	Scoped when Phase 2 is live

OPTIONS

Option	Price (EGP)
Saved card in Phase 1 (C-06, brought forward), so Android users also pay with one confirmation	
Support and platform care after hypercare, per month	
Accounting system connector (L-10), when plugN chooses a system	On request

TERMS

- Payment for Phase 1: 30% on signing, 30% at M2 when UAT-3 is signed, 30% at M3 when UAT-4 is signed, 10% at the end of hypercare.
- Acceptance is by the gates in Section 4 and the checks attached to the agreement. plugN has five working days after each handover to sign or list defects; using a screen for daily work counts as acceptance of it.
- Dates depend on the items in Section 6 arriving on time; a late item moves the milestone it feeds by the same number of days.
- The backlog IDs are the scope. A request without a Phase 1 ID is a Phase 2 item or a change, agreed in writing and priced in working days before work starts.
- Accounting books and tax documents are outside the platform and remain with plugN and its accountant.
- plugN pays third-party costs directly: hosting, SMS, Paymob fees, store accounts. Hardware is plugN's.
- plugN owns its data, its accounts and its store listings, and the apps are published in plugN's name. The source code is delivered to plugN's repository at each milestone. Our reusable components stay ours, and plugN receives a permanent licence to use them at all its sites.
- Defects are fixed free of charge for 60 days after go-live.

8. Open points and next step

Five points are open in the Feature Architecture: the online payment date, Apple Pay on plugN's account, the speed targets, the rewards name, and the Phase 2 list. Ten planning questions are sent with this proposal; the three that matter most are below.

- Is there an opening date that week 12 has to meet?
- In week 2, who at plugN receives the reservations made on the web app, before the reception console is ready?
- Should a saved card move into Phase 1, so that booking is one confirmation on Android as well as with Apple Pay?

NEXT STEP

- plugN confirms the Feature Architecture and answers the questions.
- plugN starts the "Now" items in Section 6 the same week.
- We agree the price and sign. Kick-off follows within a week, and the analysis workshops of weeks 1 and 2 start from the backlog.

ACCEPTANCE

For plugN	For Bareeq
Name:	Name:
Title:	Title:
Signature:	Signature:
Date:	Date: