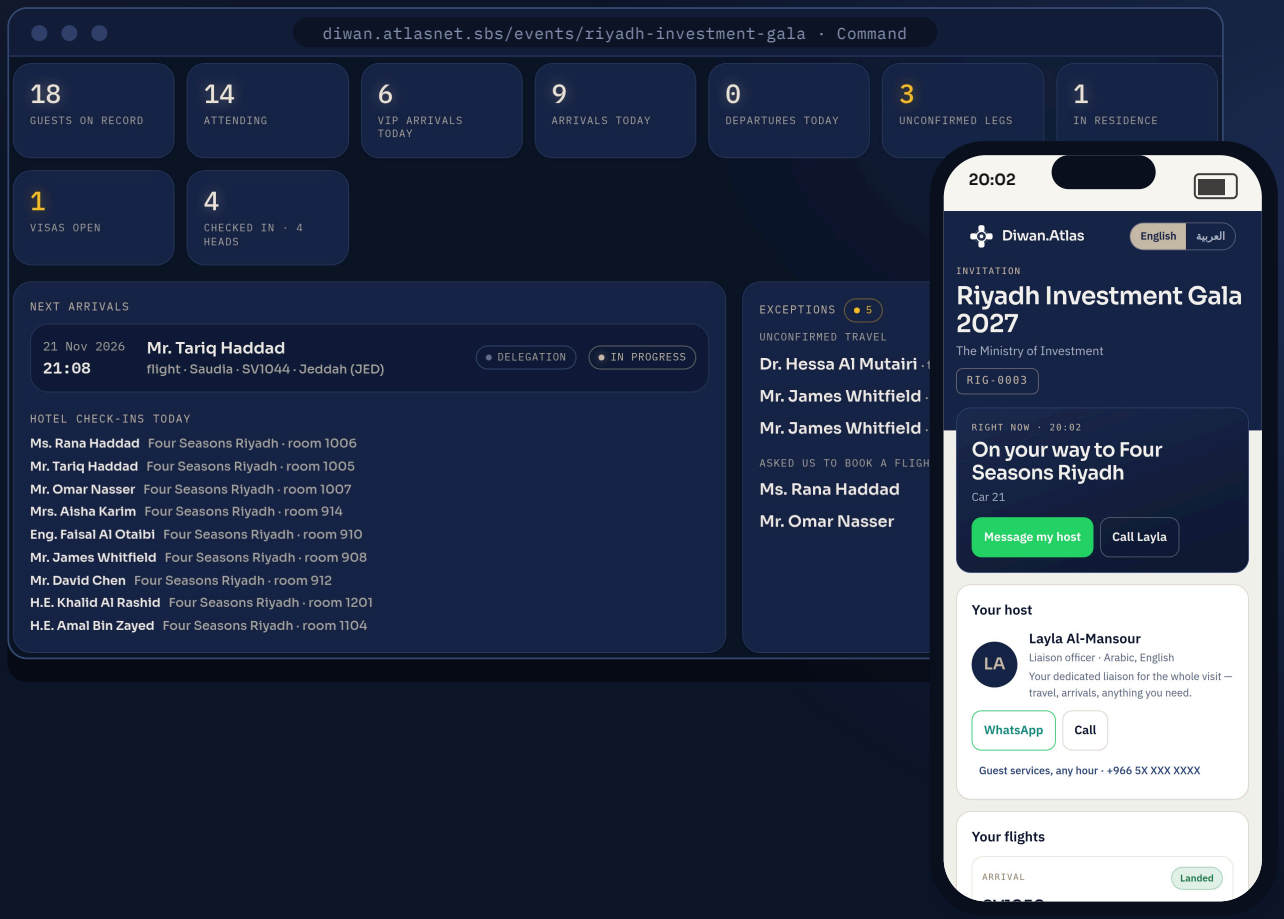
Diwan.Atlas

GUEST & PROTOCOL MANAGEMENT

One guest record, from the invitation to the farewell.

Diwan.Atlas runs the guest side of a top-tier event: who is invited, who answered, how they travel, who meets them, where they sleep, where they sit, and whether they came. Every guest gets a personal page that follows them live, flights are tracked from the aircraft, and cars move on a map from the drivers' phones.

English and Arabic throughout · nothing is sent without a click · every action on record



SCREENS SHOW THE PUBLIC DEMO · FICTIONAL DATA

THE PROBLEM

A ministerial guest list lives in six spreadsheets and twelve WhatsApp groups.

Nobody has the whole picture
RSVPs in one sheet, flights in another, cars with the transport desk, rooms with the hotel. "Has the ambassador landed?" takes four phone calls.

The guest is the last to know
Their office asks for the driver's number, the room, the seat, the programme, and gets a forwarded PDF from last week.

Protocol by memory
Precedence, forms of address, who sits next to whom, which zones a badge opens, who was never thanked. Mistakes surface in the hall, in front of everyone.

HOW IT WORKS

Six steps. One record per guest, from the first e-mail to the thank-you.

Every guest is one record. Each step adds to it, and every team works from the same page: operations on the app, officers and drivers on their phones, the guest on a personal link that needs no app and no login.

The record outlives the event: next year's list starts with who came, what they asked for and what they were given.

01 **Invite**
A navy A5 card and a matching e-mail, English and Arabic, with the programme and a QR.

02 **Answer**
The guest accepts on their page, names companions, gives passport details and travel wishes.

03 **Travel**
Flights tracked live from the aircraft, transfers with a status chain, hotels and rooms.

04 **Receive**
A greeter at the gate, a car on the map, a liaison officer for the whole visit.

05 **Host**
Precedence, seating, place cards, forms of address, gifts, badges with zones, the QR at the door.

06 **Close**
Headcount and no-shows, cost per guest, a thank-you wave, and the history for next time.

1 link
per guest: invitation, answer, journey, requests. No app, no login.

5 min
between positions of every flight, read from the aircraft; cars every 15 seconds

EN · AR
every guest-facing screen, card and e-mail in both languages

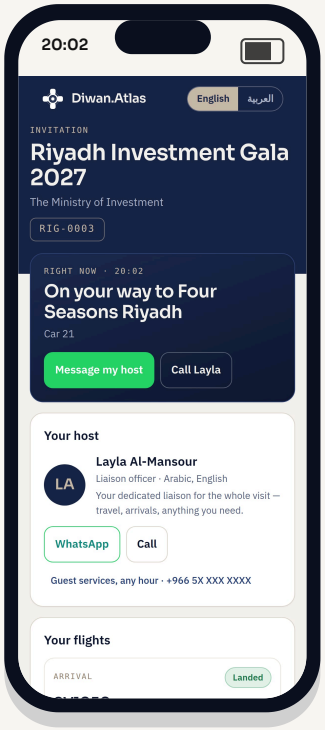
0 sends
without a click, and every attempt on record with who, when and to whom

THE GUEST'S PAGE

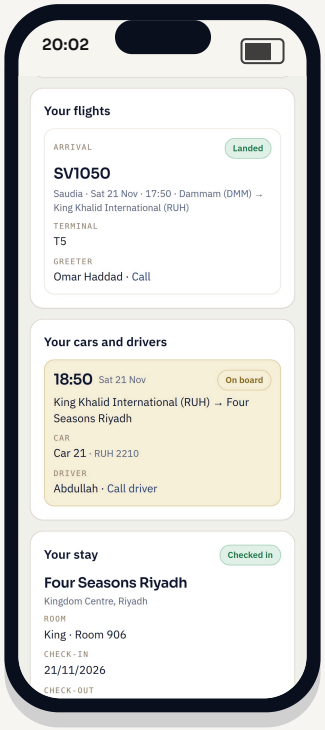
Everything a guest wants to know, on one page, live, in their language.

The invitation link becomes the guest's page for the whole visit. No app, no login; their office can open it too. It refreshes itself and always starts with the one thing that matters this minute.

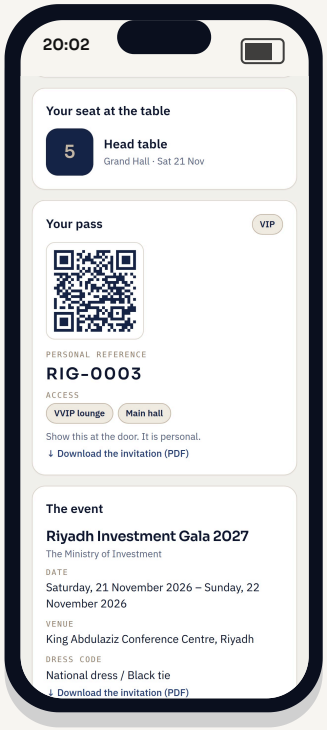
- **Your host** by name, with WhatsApp and call in one tap, and guest services at any hour.
- **Your flights, cars and drivers,** with the live ETA of the car on its way and the driver's number.
- **Your stay** with the room, directions and the hotel's front desk.
- **Your seat, your pass** with the QR and the zones it opens, the event details, and a day-by-day **My journey**.
- **Arabic first** for the guests who read Arabic first; the same page, the same minute.



Right now · your host



Flights · cars and drivers



Seat · pass · QR · zones

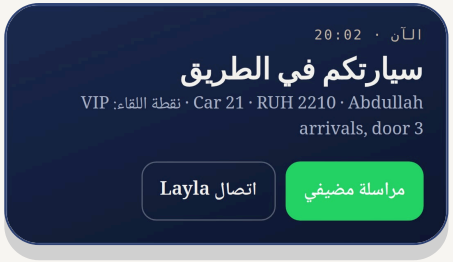


The same page, Arabic first

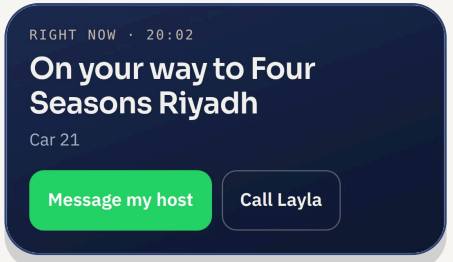
The page speaks first. The guest never has to ask where the car is.

The top of the guest's page is one sentence that changes with the day: the flight in the air with its landing time, the greeter at the terminal, the car on its way, the next item on the programme with the table and the seat.

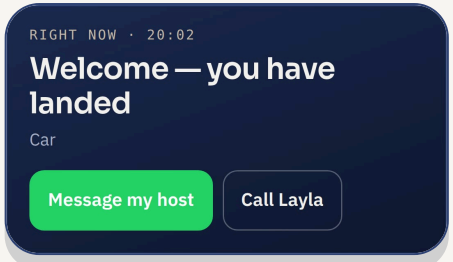
- **"I have landed"** tells the welcome desk the moment the guest taps it.
- **Requests from the page:** a prayer room, a later check-out, a meeting, a dietary need. Operations take it on the Requests tab.
- **The reply appears on the guest's page** within half a minute, with who answered and when.
- **Done or not possible,** every request is on the record of the event.



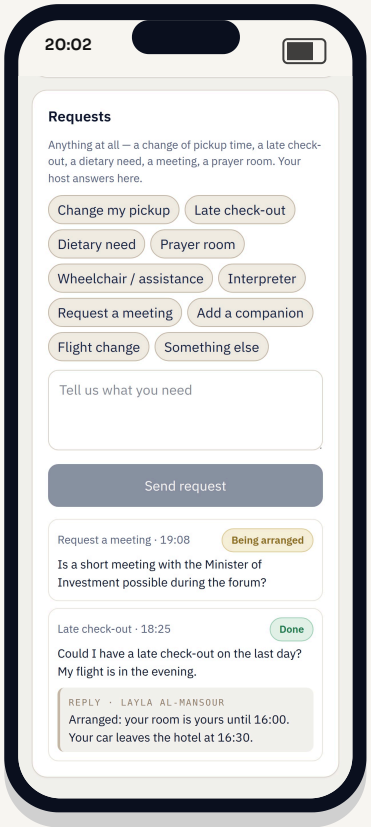
An Arabic-first guest: the car is on its way, Abdullah, door 3



On board: on the way to the hotel, Car 21



Landed: the host is one tap away



The guest asks from the page

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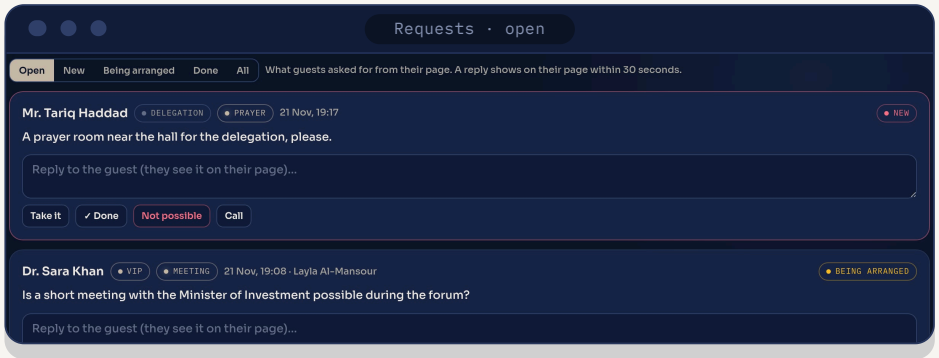


Operations take it, reply, mark it done. The reply shows on the guest's page within 30 seconds.

A card worth keeping, and an e-mail that reads like one.

Each guest receives a personal A5 card and a matching e-mail, in their language first. Both carry the programme, the dress code, the host hotel, a personal reference and the QR that opens their page.

- **Per guest, per channel.** E-mail from your own mailbox, WhatsApp one-to-one, or the printed card. Each attempt is on record.
- **The right form of address** on every card: Your Excellency, Sheikh, Dr., Eng., in English and Arabic, editable per guest.
- **The programme by tier.** A VVIP sees the private audience; a media guest does not.
- **The QR is the guest's pass** from the first e-mail to the door scanner.
- **Opened or not, answered or not:** the list shows who still needs a call.



The A5 card, English first



The same card for an Arabic-first guest

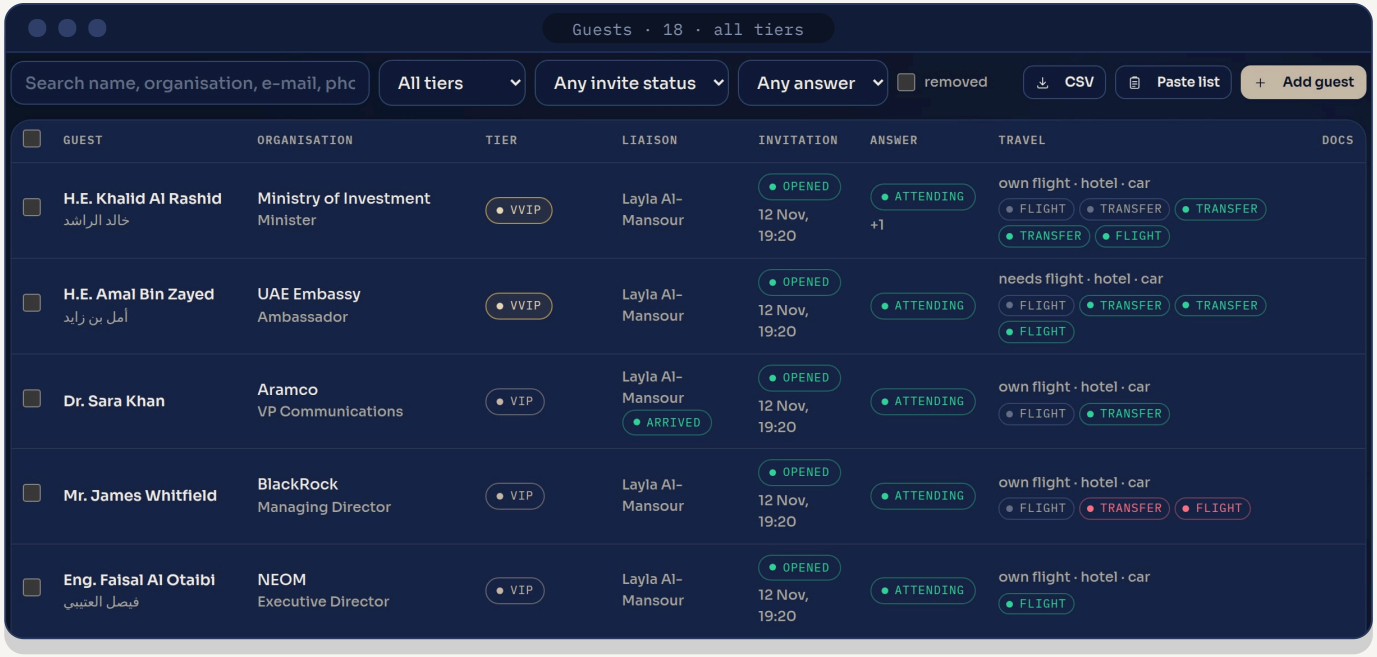


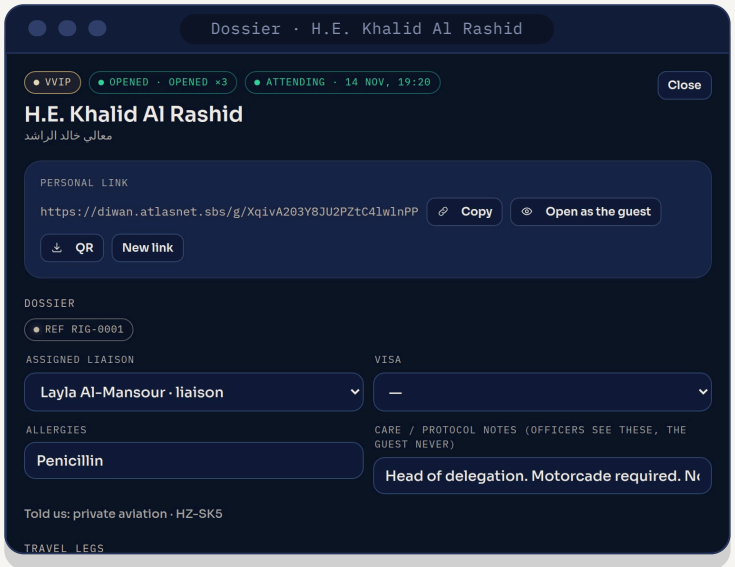
The e-mail: both languages in one message, sent from your mailbox

One list, every answer, every wish, every movement.

Paste the list from Excel and it becomes guest records with tiers, organisations, the PA who really answers, and the invitation status. Each record grows into a dossier as the guest replies and travels.

- **Tiers with entitlements:** VVIP, VIP, delegation, guest, media. Each tier carries its zones, its programme and its level of care.
- **The dossier:** companions, passport details encrypted at rest, allergies and dietary needs, care and protocol notes officers see and the guest never does.
- **Travel legs with a status chain:** unconfirmed, confirmed, preparing, in progress, completed. Built from the guest's own wishes in one click.
- **Removal needs a written reason.** Nobody disappears from a ministerial list by accident.
- **History across events:** who came last year, what they asked for, what they were given.





The dossier: link, liaison, allergies, protocol notes, travel legs, stay

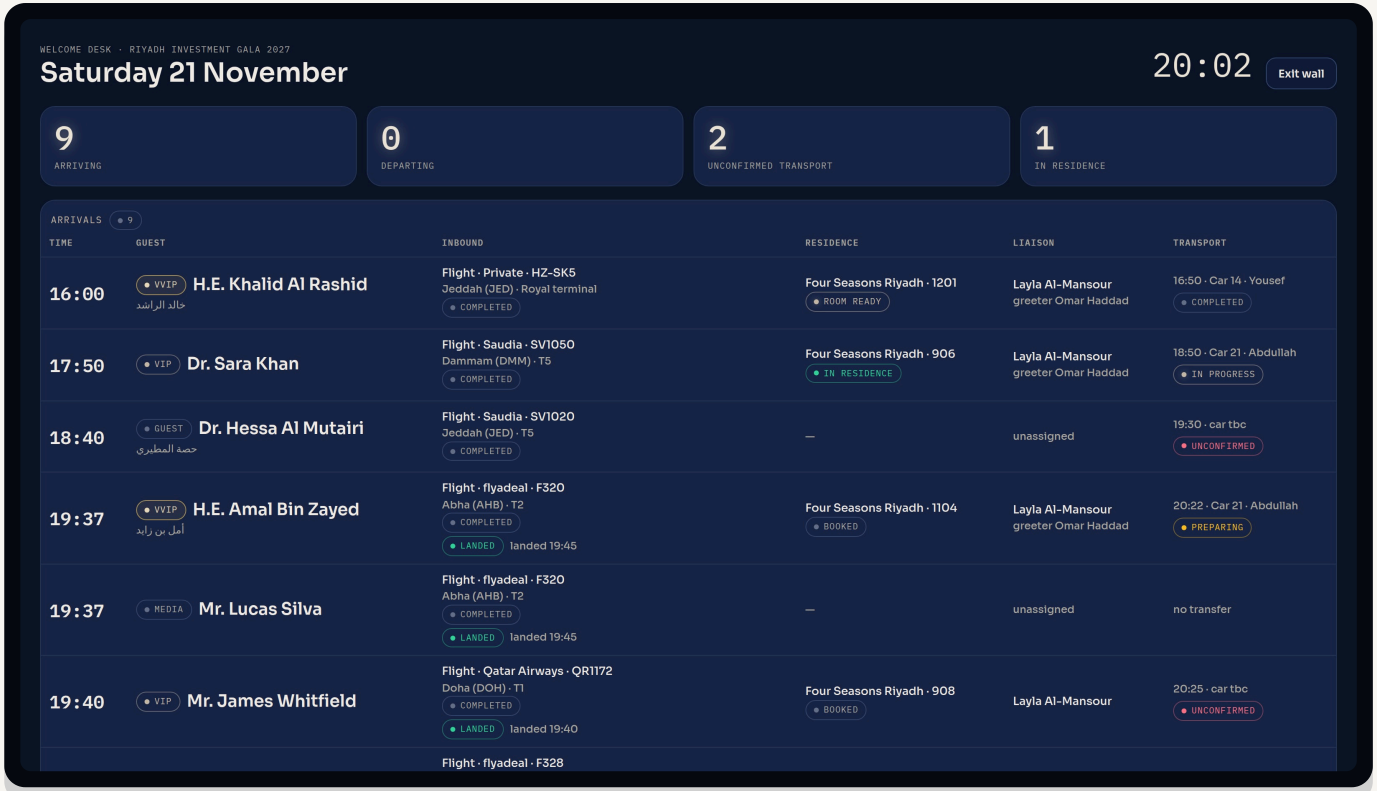
What the record remembers

Every opening of the invitation, every answer, every message sent and by whom, every change to a leg, every reading of a passport with the user who read it. The dossier is the file you hand over when the ambassador's office calls, and the audit trail when someone asks why.

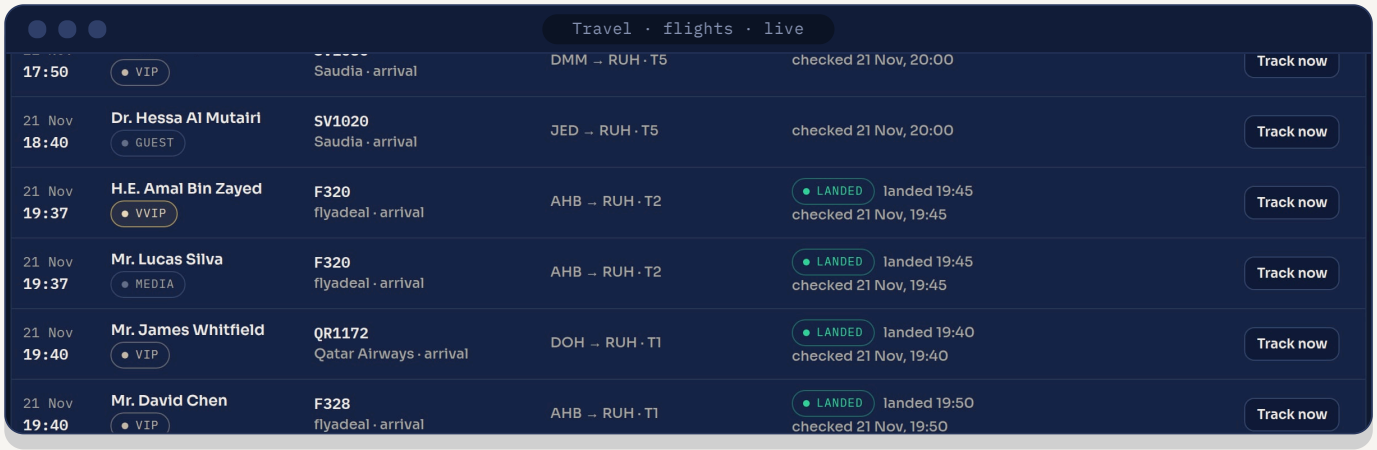
"Has the ambassador landed?" answered by the aircraft, not by a phone call.

Every flight leg is followed in the live air-traffic feed every five minutes: in the air, kilometres to go, altitude, the ETA, the moment it lands. The arrivals board, the welcome-desk wall, the ops-room TV and the guest's own page all read the same signal.

- **Arrivals board by day:** time, guest, inbound flight, residence, liaison, transport, each with its live status.
- **Wall mode** for the welcome desk at the airport: large type, a clock, auto-refresh.
- **Exceptions on top:** unconfirmed transport, flight not seen, car not moving, running late.
- **VVIP take-off, approach and landing** push a notification to the phones of the people you name.
- **Private aviation** handled the same way, with the tail number and the royal terminal.



The welcome-desk wall at the airport · Saturday 21 November · 9 arriving

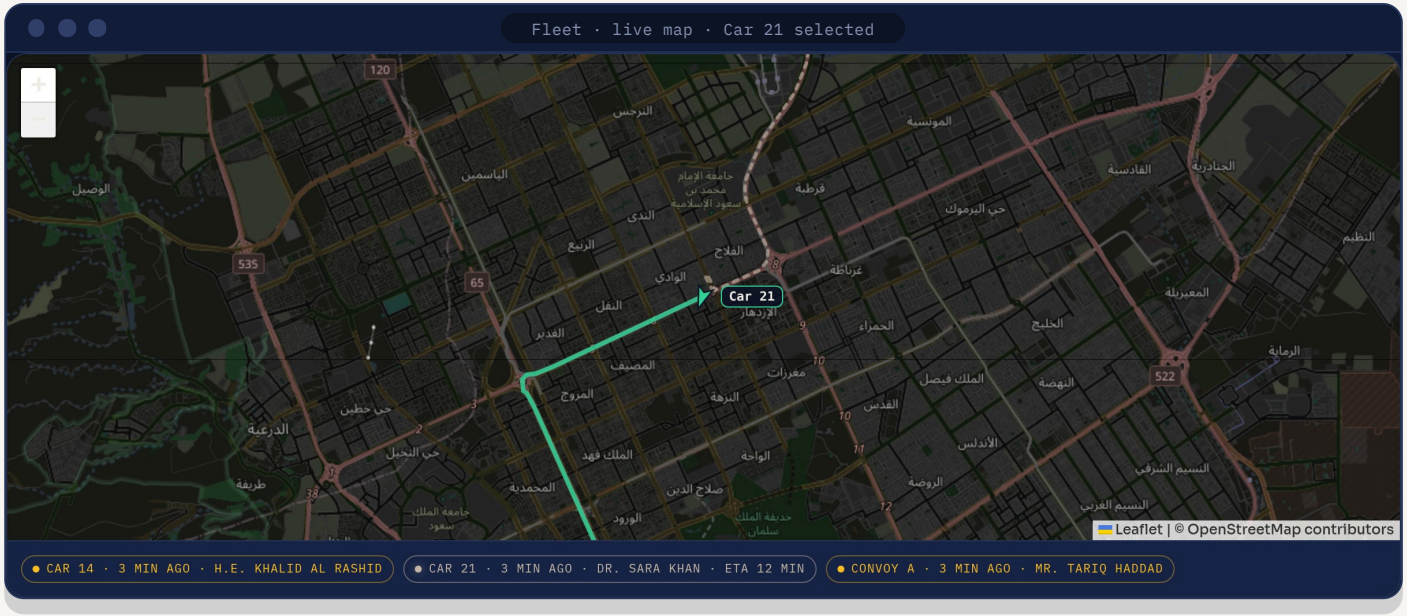


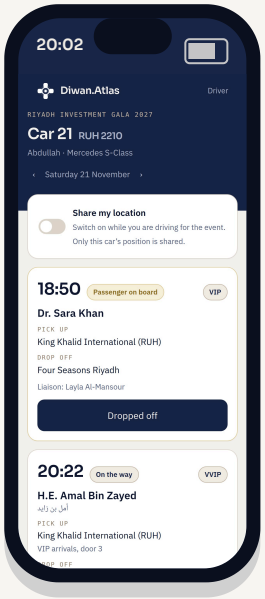
The Travel tab: landed 19:45, landed 19:40, airborne since 19:20, each checked against the live feed

Every car on the map, from the driver's phone. No devices to install.

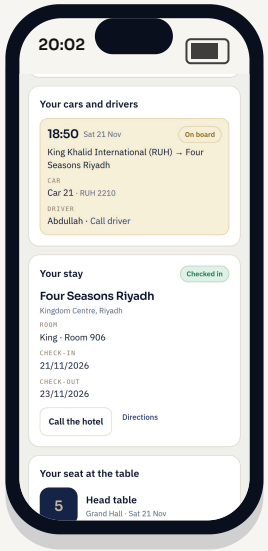
A driver opens their manifest link and switches on "Share my location". From then on the car is a moving arrow on the fleet map and the ops-room TV, with its passenger, its speed, the road it has driven and the road ahead with an ETA.

- **The route, not a straight line.** Trail and road ahead follow the actual streets; the ETA updates every 15 seconds.
- **Who is in the car:** Car 21 · Dr. Sara Khan · ETA 12 min, in green while the passenger is on board.
- **The driver's manifest:** today's pickups with passenger, time, pickup and drop, meeting point, the liaison's name, and one-tap status.
- **The guest sees the same car** on their own page, with the driver's name and a call button.
- **Stale is visible.** A car that stopped sharing turns grey with the minutes since its last signal.





The driver's manifest



The guest's own page

One car, three screens

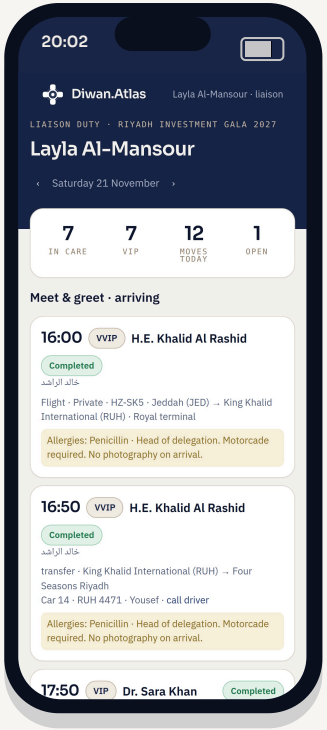
The driver taps "Passenger on board". The operations map turns the chip green and draws the road ahead to the hotel with the ETA. The guest's page changes to "On your way to Four Seasons Riyadh · Car 21 · 12 min". Nobody typed anything twice.

Above: Car 21 with the road driven (dashed) and the road ahead (solid); the whole fleet around the venue with the minutes since each car's last signal.

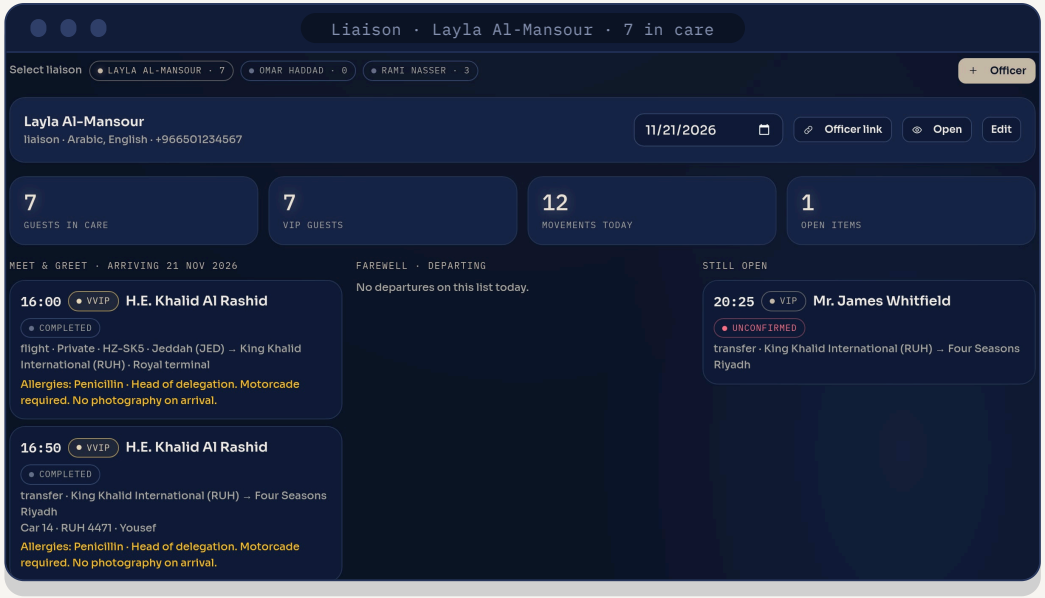
Each officer carries their guests' whole day in a pocket.

Liaison officers and greeters get a duty page on their phone: the guests in their care, every movement today in order, the car and driver for each, the allergies and protocol notes, and one tap to move a leg forward.

- **Meet & greet, movements, farewell,** grouped the way the day runs, with the gate, the meeting point and the driver's number.
- **Guests in your care:** residence and room, language, allergies and dietary needs, the care notes, call the guest.
- **The liaison desk** for operations: who has whom, today's movements per officer, what is still open.
- **Hotels and stays:** room blocks, room numbers, check-in and check-out, in residence, and the hotel's front desk a tap away.
- **What the officer never has to ask:** which car, which driver, which gate, which room, which allergy, which form of address.



A liaison officer's duty page



The liaison desk: each officer's guests and movements for the day

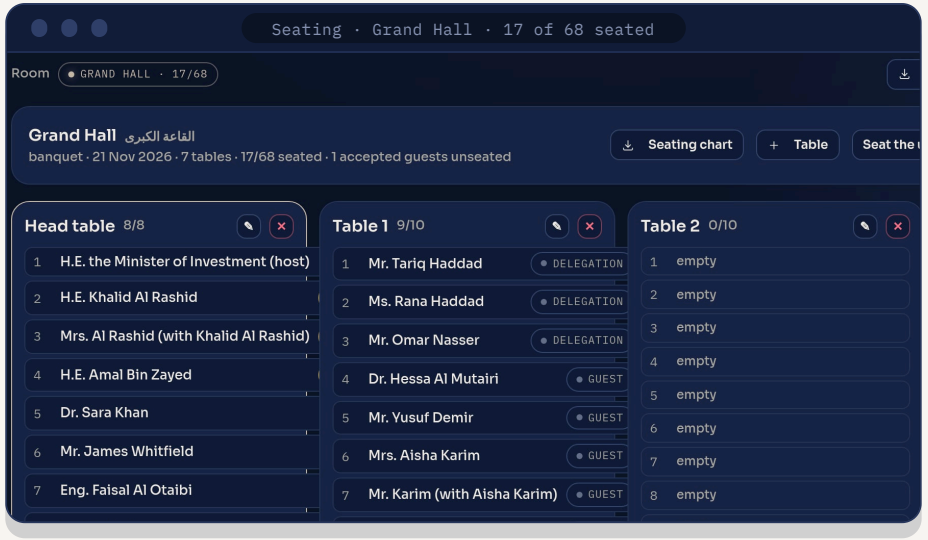


Hotels and stays: rooms, dates, status, the guest's wish

Precedence drives the seating, the receiving line and the walk-in.

The order of precedence is set once and used everywhere: the head table, the receiving line, the name boards, the badges.

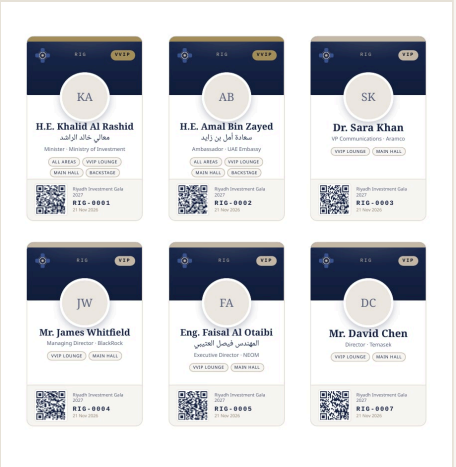
- **Seating by precedence:** rooms, tables and seats; auto-seat by precedence, then move anyone by hand. Companions sit with their principal.
- **Printables from the same screen:** place cards, name boards and the seating chart.
- **The protocol desk:** forms of address in both languages with per-guest overrides, a gifts registry, and a ceremonial checklist from arrival to departure.
- **Badges & zones:** zones per tier with a colour band, badges with QR and photo printed six to a sheet, and the venue's security list without passport numbers.



Head table by precedence, the delegation together on Table 1, the unseated on the side



The protocol desk: how each guest is addressed, in both languages



Badges, six to a sheet, QR and zones

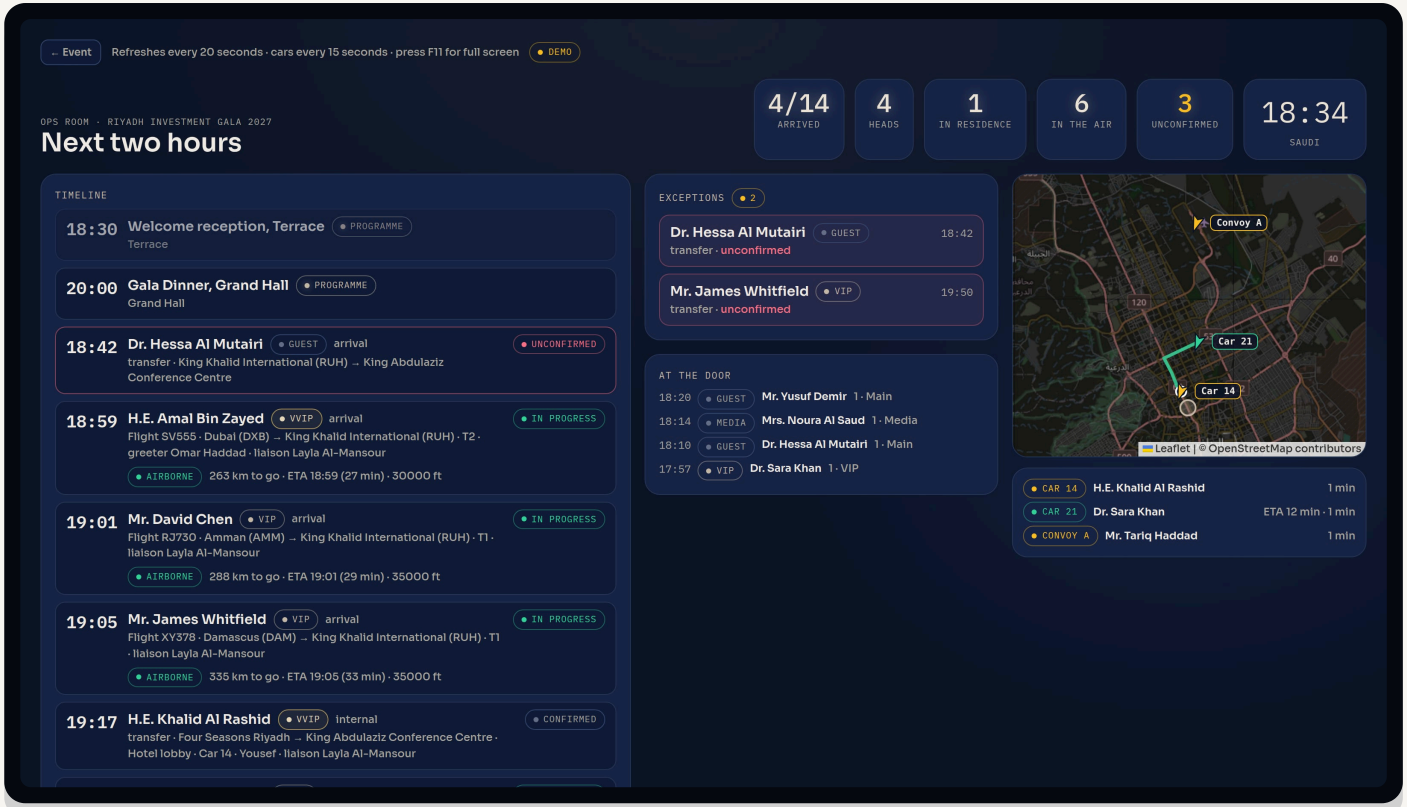


Place cards from the same screen

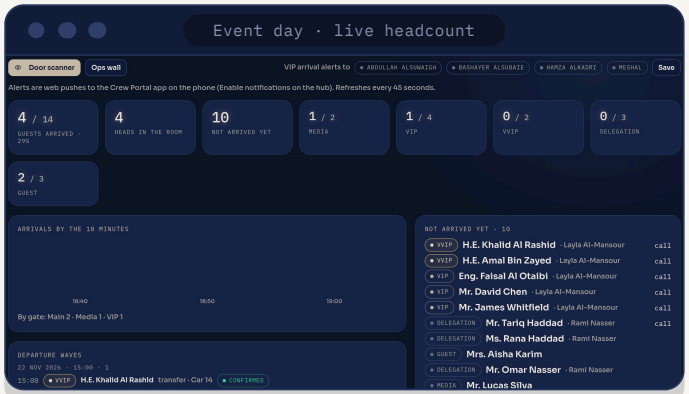
The door, the headcount and the next two hours on one wall.

At the door, staff scan the guest's QR on any phone: attended, heads, plus-ones, a note, the gate. The ops-room TV shows the next two hours, the exceptions, the cars on the map and who just walked in.

- **Live headcount** by tier, heads in the room, not arrived yet with their liaison and a call button.
- **Arrivals by the ten minutes** and by gate; departure waves for the transport desk.
- **VIP arrival alerts** to the phones you name, the moment the QR is scanned.
- **Closing:** attendance and show rate by tier, cost per guest from flights, transfers, hotel and gifts, a thank-you wave once per guest, and the CSV for the file.



The ops-room TV: next two hours, exceptions, at the door, the cars



Event day: 4 of 14 arrived, by tier, by the ten minutes



Closing: show rate by tier, cost per guest, the thank-you wave

WHAT YOU GET

Included in the system

- Guest list from Excel, tiers with entitlements, dossiers, companions, encrypted passports
- A5 invitation card + e-mail + WhatsApp, English and Arabic, with QR and personal reference
- The guest's own page: RSVP, journey, live flight and car, host, requests, "I have landed"
- Travel legs, arrivals board and wall, flights tracked live, hotels and stays
- Fleet with live car tracking from drivers' phones, routes and ETAs, driver manifests
- Liaison officer duty pages, requests desk, protocol desk, gifts, checklist
- Seating by precedence, place cards, name boards, chart; badges, zones, security list
- Door scanner, event-day headcount, VIP arrival alerts, ops-room TV
- Closing report, cost per guest, thank-you wave, guest history across events
- Rights per account, audit log of every action, nothing sent without a click

TAILORED AT ROLLOUT

Set up with you

- Your event, host line, programme, tiers and zones
- Your branding on the card, the e-mail and the guest's page, sent from your own mailbox
- Your officers, drivers and welcome-desk accounts
- Airline schedule feed for scheduled times, terminals and gates
- Your retention rule for passports and documents
- Your own web address

Scope and timing for these are agreed per event. Typical set-up for a first event: days, not months.

SEE IT FOR YOURSELF

Open the live demo on your phone.

A fictional gala, rebuilt every hour, with real aircraft in the air towards Riyadh. The operations app, the ops-room TV, the door scanner and a guest's page. Change anything; nothing is sent.

`diwan.atlasnet.sbs/demo`

No sign-up needed · Overview: atlasnet.sbs/en/diwan

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