

NEXGATE EVENT MANAGEMENT PLATFORM

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Document Owner: Product Team

1. PLATFORM OVERVIEW

What is Nexgate Events?

A **social commerce-integrated event management platform** where events and products live together in one ecosystem.

The Problem We Solve

For Hosts:

- Slow payouts (5-7 days)
- High fees (8-15%)
- Events disconnected from products
- Complex ticket management
- Limited check-in devices

For Attendees:

- Events discovered through spam
- Tickets scattered everywhere
- Can't see which friends are going
- No product connection

The Nexgate Solution

For Hosts:

- ☑ 48-hour payout (fastest in industry)

- ☐ 10% platform fee (transparent)
- ☐ Link products to events (unlimited)
- ☐ Simple per-tier pricing
- ☐ Unlimited scanner devices
- ☐ Coupon code system
- ☐ Social feed discovery

For Attendees:

- ☐ Discover through friends
 - ☐ One QR per ticket
 - ☐ Shop event products
 - ☐ Hybrid options (physical/online)
 - ☐ Mix free & paid tickets
 - ☐ Use coupon codes
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2. CORE PHILOSOPHY

The 7 Unbreakable Laws

1. One Ticket = One Unique QR Code

Every ticket has its own cryptographically signed QR code. Prevents fraud, perfect tracking, works offline.

2. 48-Hour Payout Rule

Host receives money 48 hours after event ends. Period.

3. Social Commerce First

Events ARE products. They live in the same feed. Events drive product sales, products drive event attendance.

4. Hybrid Events, Hybrid Pricing

Physical $\neq$ Online. Different experiences = different prices.

5. Per-Tier Pricing Freedom

Each tier decides: FREE or PAID. No global toggle. Mix freely.

6. Device Linking for Scanners

No accounts needed. Generate link → Scan with any device → Revoke anytime.

7. Gallery is Required

Minimum 3 photos. Events with photos get 3x more bookings.

3. USER ROLES

Host (Event Creator)

What they can do:

- Create/edit/delete events
- Set ticket pricing & tiers
- Link unlimited products
- Generate scanner links
- Create coupon codes
- View analytics
- Receive payouts
- Respond to reviews

Attendee

What they can do:

- Browse/search events
- Purchase tickets (with coupons)
- Transfer tickets
- Check-in with QR
- Leave reviews
- Shop event products
- Share events

Scanner Device (No Account)

What it is:

- Any device with scanner link
- No Nexgate account needed

What it can do:

- Scan QR codes (specific event only)
 - Show check-in confirmation
 - Display real-time count
 - Work offline
-

4. EVENT TYPES

One-Time Event

Single date, fixed capacity.

Use cases: Product launches, pop-ups, workshops, concerts

Example:

Fashion Launch Party
March 15, 2025, 7:00 PM
Wynwood Gallery, Miami
\$25 General, \$50 VIP
100 capacity

Recurring Series

Repeats weekly/monthly.

Use cases: Yoga classes, networking meetups, bootcamps

Configuration:

- Repeat: Weekly/Bi-weekly/Monthly
- Days: Mon, Wed, Fri
- End: Never/After X times/End date

Example:

Sunday Morning Yoga
Every Sunday, 8:00 AM
\$25 per class
30 capacity per class

How Recurring Payments Work

Pay-Per-Class Model:

Each class is a separate purchase with its own ticket.

USER BUYS TICKETS:

March 16 class → \$25 → QR Code #1

March 23 class → \$25 → QR Code #2

March 30 class → \$25 → QR Code #3

Each ticket = unique QR code

Each purchase = separate transaction

Each class = separate payout 48h after

Why different QR codes?

- Clear separation (each class is distinct)
- Works offline (no database lookup needed)
- Prevents fraud (can't reuse old ticket)
- Easy refunds (refund specific class)
- Simple transfers (transfer one class)
- Better tracking (attendance per class)

User Experience:

Tickets grouped in wallet by series:

SUNDAY MORNING YOGA SERIES	
Upcoming classes you purchased:	
✓ March 16 · 8:00 AM	
[View QR Code]	
○ March 23 · 8:00 AM	
[View QR Code]	
○ March 30 · 8:00 AM	
[View QR Code]	

Smart features:

- Grouped by series name
- Highlights today's class
- Reminders show correct QR
- "Class 1 of 3 you purchased"

Host Dashboard:

SUNDAY MORNING YOGA (Recurring)

Next 6 classes:

March 16 · \$25 · 12/30 sold

March 23 · \$25 · 18/30 sold

March 30 · \$25 · 20/30 sold

April 6 · \$25 · 25/30 sold

April 13 · \$25 · 30/30 sold

April 20 · \$25 · 30/30 sold

Revenue per class

Payout 48h after each class

Future Enhancement (Phase 2):

- Class packs: 10-class pack for \$200
- Monthly unlimited: \$99/month subscription
- Same QR for packs (use anytime)

Multi-Day Event

Multiple consecutive days, same ticket.

Use cases: Festivals, retreats, conferences

Features:

- Same QR works all days
- Track attendance per day
- Allow re-entry each day

Example:

Wellness Retreat

March 15-17, 2025 (3 days)

Bali Resort

\$450 (all 3 days)

50 capacity

Location Types

In-Person Only

- Google Maps address (always visible)
- Parking info (optional)
- Venue capacity

Online Only

- Zoom/Google Meet/Custom
- Link revealed after purchase
- Unlimited or limited capacity

Hybrid (Physical + Online)

- Separate pricing for each
- Different capacities
- Different benefits
- Independent tracking

5. TICKET SYSTEM

Per-Tier Pricing (Core Concept)

Each tier independently decides: FREE or PAID

No global toggle. Maximum flexibility.

Creating Ticket Tiers

Every tier has:

1. **Name** - "VIP", "General", "Economy"

2. **Pricing** - ☐ FREE or ☐ PAID \$[_]
3. **Capacity** - How many available
4. **Description** - What's included

Example: In-Person Event

HOST CREATES:

TIER 1: Economy

- Pricing: ☒ FREE
- Capacity: 30
- Description: Standing room, general entry

TIER 2: Regular

- Pricing: ☒ PAID \$35
- Capacity: 20
- Description: Reserved seat, drink, gift bag

TIER 3: VIP

- Pricing: ☒ PAID \$75
- Capacity: 10
- Description: Front row, meet & greet, merch

SYSTEM DISPLAYS:

"FREE & PAID OPTIONS"

"From FREE to \$75"

Total: 60 tickets

Example: Hybrid Event

PHYSICAL TICKETS:

TIER 1: Standard In-Person

- ☒ PAID \$40 · 25 capacity
- Entry, seating, refreshments

TIER 2: VIP In-Person

- ☒ PAID \$85 · 10 capacity
- Front row, meet & greet

ONLINE TICKETS:

TIER 1: Basic Virtual

- ● FREE · Unlimited
- Livestream only

TIER 2: Premium Virtual

- ● PAID \$20 · 100 capacity
- HD stream, recording, Q&A

Ticket Purchase Flow

Single Tier Purchase

1. Select tier: "VIP (\$75)"
2. Quantity: 2
3. Enter names for each
4. Apply coupon (optional)
5. Payment: \$150
6. 2 unique QR codes sent

Mixed Tier Purchase

1. Select "Economy (FREE)" × 2
2. Add "VIP (\$75)" × 1
3. Enter 3 names
4. Apply coupon: "FRIEND20" (-\$15)
5. Payment: \$60
6. 3 unique QR codes sent

QR Code Structure

Each QR contains:

- Unique ticket ID
- Event ID
- User ID
- Tier ID
- Cryptographic signature

- Cannot be forged
 - Works offline
-

6. HYBRID EVENTS & PRICING

Why Hybrid Matters

Physical $\neq$ Online = Different pricing

Host Setup

STEP 1: Choose ☒ Hybrid

STEP 2: Physical Tiers

Economy: FREE, 20 capacity

Premium: \$50, 15 capacity

STEP 3: Online Tiers

Basic: FREE, Unlimited

Premium: \$20, 50 capacity

Attendee Selection

STEP 1: Choose Type

☒ In-Person ☐ Virtual

STEP 2: Choose Tier

[Based on selection]

Physical:

☐ Economy - FREE

☐ Premium - \$50

Virtual:

☐ Basic - FREE

☐ Premium - \$20

7. SCANNER SYSTEM (DEVICE LINKING)

How It Works

Generate link → Open on ANY device → Scan

No app. No account. Any device.

Creating Scanner Links

EVENT DASHBOARD → [+ Add Scanner]

Device name: "Front Desk iPad"

Expires: ● After event ○ Custom

[Generate Link]

→ Link: nexgate.app/scan/abc123xyz

→ QR code to share

→ Valid for this event only

Using Scanner

On ANY device:

1. Open link in browser
2. Camera permission
3. Point at ticket QR
4. Instant validation

Scanner Interface:

NEXGATE SCANNER

Beach Yoga - Mar 16

[CAMERA VIEW]	
Point at QR code	

28/60 checked in	

Success:

✓ Emma Wilson
Ticket: #2847
Tier: VIP (\$75)
First-time! ☐☐

Features

Works Online:

- Real-time validation
- Live updates
- Full details

Works Offline:

- Cryptographic validation
- Local storage
- Syncs when online

Security:

- Auto-expires
- Revoke anytime
- Event-specific
- Activity tracking

8. PRODUCT INTEGRATION (SIMPLIFIED)

Link Products to Events

Attach products from your shop or any shop on Nexgate. Unlimited products.

Adding Products

EVENT DASHBOARD → Products Tab

[+ Add Product from My Shop]

[+ Add by Product Link]

OPTION 1: From Your Shop

→ Browse your products

→ Select any/all

→ [Add Selected]

OPTION 2: By Link

→ Paste: nexgate.com/products/yoga-mat

→ System fetches details

→ [Add Product]

Managing Products

ATTACHED PRODUCTS (12):

☐☐ Yoga Mat - \$65

From: @yogagear

[Remove]

☐☐ Water Bottle - \$15

From: Your Shop

[Remove]

[+ Add More Products]

Can add/remove anytime:

✓ Before event

✓ During event

✓ After event

Display to Attendees

On Event Page:

EVENT MARKETPLACE

Yoga Mat - \$65

by @yogagear

[View Product]

Water Bottle - \$15

by @sunstudio

[View Product]

Workshop Recording - \$10

by @sunstudio

[View Product]

+ View All Products (9 more)

[Browse Event Marketplace →]

Shows first 3-5 products, then "View All"

Event Marketplace Page: Full grid of all attached products (unlimited)

That's It!

Simple rules:

- Attach unlimited products
- Yours or others' shops
- Add/remove anytime
- No timing restrictions
- Display on event page
- Users shop when they want

9. COUPON SYSTEM (NEW!)

Generate Discount Codes

Create coupon codes for ticket discounts.

Creating Coupons

EVENT DASHBOARD → Coupons Tab

[+ Create New Coupon]

CREATE COUPON

Coupon code:
[EARLYBIRD2025]

Discount type:

- Percentage: [20]%
- Fixed amount: \$[__]

Applies to:

- ☒ All ticket tiers
- ☐ Specific tiers only

Usage limit:

- Unlimited uses
- Limited: [100] total uses
- One use per customer

Valid period:

Start: [March 1, 2025]

End: [March 10, 2025]

- No expiration

[Create Coupon]

Managing Coupons

ACTIVE COUPONS (3):

EARLYBIRD2025	
20% off all tickets	
Used: 23 times	
Valid until: Mar 10	
[Copy Code] [Edit] [Disable]	

FRIEND50	
\$5 off all tickets	
Used: 7/50 times	
No expiration	
[Copy Code] [Edit] [Disable]	

VIP100	
\$10 off VIP tier only	
Used: 2/10 times	
Valid until: Mar 15	
[Copy Code] [Edit] [Disable]	

Attendee Using Coupon

CHECKOUT

Order Summary:

VIP Ticket × 1 \$75.00

Have a coupon code?

[EARLYBIRD2025] [Apply]

✓ Coupon applied: EARLYBIRD2025

Discount (20%): -\$15.00

Total: \$60.00

[Complete Purchase - \$60]

Sharing Coupons

EARLYBIRD2025

[Copy Code] → "Copied!"

Share via:

[Email] [SMS] [Copy Link]

Direct link with coupon:

nexgate.com/events/beach-yoga?coupon=EARLYBIRD2025

Coupon Analytics

COUPON PERFORMANCE

EARLYBIRD2025:

- Uses: 23
- Discount given: \$345
- Revenue generated: \$1,380
- Conversion boost: +15%

Top performers:

1. EARLYBIRD2025 (23 uses)
2. FRIEND50 (7 uses)
3. VIP100 (2 uses)

10. REVIEW SYSTEM

Collection Timeline

2 hours after event: "Quick rating ⭐ " → Tap 5 stars

24 hours later: Full review request + incentives

1 week later: Final reminder

Review Form

RATE BEACH YOGA

Overall: (required)

Quick ratings (optional):

Venue:

Instructor:

Organization: ☆

Tell us more: (optional)

[Amazing sunrise session...]

Add photos:

[+]

[+]

[+]

Privacy:

Public

Anonymous

Private

EARN:

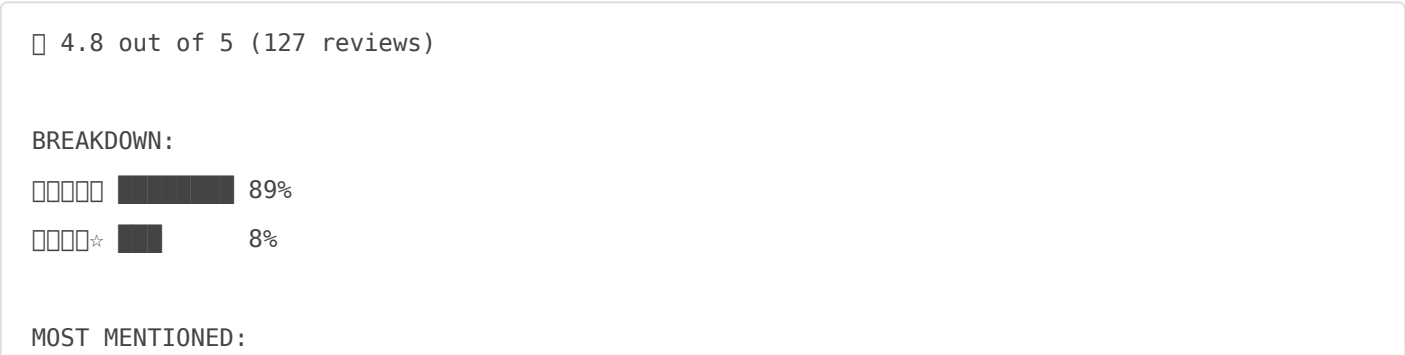
✓ 50 points (\$5 credit)

✓ 10% off next event

+ Photos: 100 bonus points

[Submit Review]

Display



👍Great vibes (42)
👍Amazing instructor (38)

REVIEWS:

Emma Wilson 🌟🌟🌟
"Magical sunrise session..."
🌟🌟🌟
👍12 helpful

👉 Host: "Thank you Emma! 🌟"

11. PAYMENT & PAYOUT

When Attendee Buys

1. Select ticket
2. Apply coupon (optional)
3. Enter payment
4. Charge immediately
5. Funds → Escrow
6. Confirmation sent

Escrow System

Purchase → Escrow → Event Completes → Wait 48h → Payout

Timeline:

Mar 1: Ticket bought (\$75) → Escrow

Mar 16: Event ends (7pm)

Mar 18: Payout (7pm, 48h later)

The 48-Hour Rule

Event End Time + 48 Hours = Payout

Payout Calculation

SIMPLE:

Gross: \$1,000

Platform fee (10%): -\$100

Net: \$900

MIXED FREE + PAID:

Free: 40 tickets (no revenue)

Paid: $30 \times \$25 = \750

Fee (on paid only): -\$75

Net: \$675

WITH COUPONS:

Gross: \$1,500

Coupons used: -\$200

Platform fee (10% of \$1,300): -\$130

Net: \$1,170

Payout Dashboard

UPCOMING:

Beach Yoga - Mar 16

Payout: Mar 18, 7pm

Amount: \$945

Status: ⏳ 32h left

COMPLETED:

Sunset Yoga - Mar 9

Paid: Mar 11, 6:30pm

Amount: \$612.50

Status: ✓ Deposited

Refunds

Host-initiated:

- Full refund to attendee
- Platform fee non-refundable

- Host absorbs fee cost

Automatic (event cancelled):

- All attendees refunded
- Full amount + platform fee
- Nexgate absorbs cost
- Within 24 hours

12. NOTIFICATION SYSTEM

Philosophy

Simple, smart, not annoying.

Only send notifications that matter. Automatic reminders based on event timing.

Attendance Confirmation (Optional)

Host can enable:

EVENT SETTINGS → Attendee Management

☒ Request attendance confirmation

Send [3] days before event

Attendees confirm they're coming

Host sees who confirmed vs pending

Attendee receives:

CONFIRM YOUR ATTENDANCE

Beach Yoga - March 16, 5pm

Are you still coming?

[✓ Yes, I'm Coming]

| [x Can't Make It] |

Host Dashboard:

ATTENDANCE TRACKER

Total tickets: 30

✓ Confirmed: 22 people

□ Pending: 5 (no response)

x Can't attend: 3 people

Expected: ~73% attendance

[Send Reminder to Pending]

Benefits:

- Host plans better (food, materials, space)
- Reduces no-shows
- Professional event management

Reminder Schedule (Automatic)

Smart formula based on event timing:

IF event is 2-7 DAYS AWAY:

→ 1 day before

→ 1 hour before

IF event is 8-30 DAYS AWAY:

→ 1 week before

→ 1 day before

→ 1 hour before

IF event is 30+ DAYS AWAY:

→ 2 weeks before

→ 1 week before

→ 1 day before

→ 1 hour before

IF event is SAME DAY:

→ 1 hour before only

Rules:

- Always: 1 hour before (critical)
- If time allows: 1 day before
- If far out: 1 week before
- If very far: 2 weeks before
- Maximum: 4 reminders total
- Minimum: 1 reminder (1h before)

Adaptive Reminders

System adjusts based on purchase timing:

Event: March 30 (30 days away)

User A buys March 1:

→ 2 weeks, 1 week, 1 day, 1h reminders

User B buys March 28 (2 days before):

→ 1 day, 1h reminders only

User C buys March 30 (same day):

→ 1h reminder only

Each user gets only relevant reminders

Notification Timeline

Before Event:

[X days before] (if host enabled)

"Confirm your attendance"

[Yes, I'm Coming] [Can't Make It]

[Auto-calculated]

"Beach Yoga is next week!"

[1 day before]

📍📍Beach Yoga tomorrow at 5pm!

📍📍1234 Ocean Drive, Miami Beach

📍📍Street parking (\$2/hr)

[View Ticket] [Get Directions]

[1 hour before]

📍📍Beach Yoga starts in 1 hour!

🕒 5:00 PM - Don't be late!

[View Your Ticket QR]

After Event:

[2 hours after]

"How was Beach Yoga? 🌟"

Tap to rate: 🌟🌟🌟🌟

Earn 50 points!

[24 hours after]

"Leave a review (earn 50 points)"

[Write Review]

Total Notifications Per Attendee

Minimum (same-day event):

1. 1h before reminder
2. Rate request (2h after) Total: **2 notifications**

Typical (1-week advance):

1. 1 day before reminder
2. 1h before reminder
3. Rate request (2h after) Total: **3 notifications**

Maximum (1+ month advance):

1. Confirmation request (if host enabled)
2. 2 weeks before
3. 1 week before
4. 1 day before
5. 1h before

6. Rate request (2h after) Total: **6 notifications**

Host Notifications

Sales Activity:

"New ticket sale! 🎫🎫
Sarah Chen · Premium (\$40)
Total: 23/30 tickets

[View Dashboard]

Sold Out:

"Beach Yoga is SOLD OUT! 🎫🎫
30/30 tickets · \$1,200 gross

[View Analytics]

New Review:

"New 5-star review! ⭐"
Emma: "Amazing sunrise session..."

[View Review] [Respond]

Payout Ready:

"🎉Your payout is ready!"
\$945 from Beach Yoga

[View Details]

Host Controls

EVENT SETTINGS → Notifications

ATTENDANCE CONFIRMATION:
☐ Disabled
☒ Enabled: Send [3] days before

REMINDER SCHEDULE:

- Automatic (smart formula) ← Default
- Custom schedule

POST-EVENT:

- ☒ Request rating (2h after)
- ☒ Request review (24h after)

[Save Settings]

User Notification Settings

NOTIFICATION PREFERENCES

Event Reminders:

- ☒ Smart reminders (recommended)
- ☐ Disable all except 1h before

Review Requests:

- ☒ After attending events
- ☐ Disable review requests

Friend Activity:

- ☒ When friends create events
- ☒ When friends buy tickets

Cannot disable:

- 1h before event (critical)

[Save Preferences]

Anti-Spam Rules

Frequency Caps:

- Max 4 reminders per event
- No more than 2 notifications per day
- 24h+ between marketing notifications

Smart Batching: If multiple events same day:

"You have 3 events tomorrow ☀️"

- Beach Yoga · 5pm
- Pottery Class · 7pm
- Food Festival · 8pm

[View All Tickets]

13. USER JOURNEYS

Journey 1: Host Creates Event

1. Emma logs in
2. [Create Event]
3. Upload 3 photos
4. Title: "Beach Yoga"
5. Category: Fitness
6. Location: ● Hybrid
7. Physical: FREE (20) + \$40 (15)
8. Online: FREE (∞) + \$15 (50)
9. Link products: Yoga mat, recording
10. Create coupon: "EARLY20" (20% off)
11. [Publish]
12. Share on Instagram

Time: 12 minutes

EVENT DAY:

- Generate 2 scanner links
- Send to iPad + volunteer
- 28 physical checked in
- 119 online joined
- Event ends successfully

48 HOURS LATER:

- Payout: \$945 deposited

- 24 reviews (4.9 stars)
- 18 product purchases

Journey 2: Attendee Discovers & Attends

Sarah scrolling feed

- "Beach Yoga - Emma +8 friends going"
- Taps event

Event page:

- Beautiful photos
- 4.9 stars
- Virtual Premium: \$15

Checkout:

- Apply coupon: "EARLY20"
- \$15 → \$12
- Apple Pay
- Done!

Event day:

- Zoom link opens
- 130 people online
- 90-min session
- Downloads recording

2 hours later:

- "Rate ⭐"
- 5 stars
- Earns 150 points
- Buys recording: \$10

14. TECHNICAL REQUIREMENTS

Performance

- Event page: < 2s

- Search: < 1s
- Scanner: < 500ms
- Payment: < 3s

Scalability

- 10k concurrent users
- 1k simultaneous purchases
- 500 simultaneous scans

Availability

- 99.9% uptime
- Zero-downtime deploys
- < 4h recovery

Security

- OAuth login
- JWT tokens
- AES-256 encryption
- TLS 1.3
- PCI DSS compliant
- GDPR compliant
- SHA-256 QR signing

Mobile

- Mobile-first design
- Works on 3G/4G
- Offline scanner
- PWA support
- iOS 14+, Android 8+

15. BUSINESS RULES

Capacity

- Cannot oversell

- Atomic transactions
- Per-tier tracking
- Sold-out states

Ticket Transfers

Allowed:

- Before event starts
- Unlimited transfers
- New QR for recipient

Not allowed:

- During/after event

Check-In Rules

Standard: One scan **Multi-day:** Same QR all days **Recurring:** Track class usage

Coupon Rules

Validation checks:

- Code exists
- Not expired
- Usage limit not reached
- Applies to selected tickets
- Can be combined? (host setting)

Refund Policies

Host options:

1. Full refund anytime
2. Full until X days before
3. Partial after deadline
4. No refunds

16. SUCCESS METRICS

Platform Growth (Year 1)

- Month 1: 50 events, 500 tickets
- Month 6: 500 events, 10k tickets
- Month 12: 2k events, 50k tickets

Key Metrics

Engagement:

- View → purchase: 15%+
- Repeat attendees: 40%+
- Review rate: 40%+
- Social share: 20%+
- Coupon usage: 25%+

Revenue:

- GMV growth
- Platform revenue (10%)
- Avg ticket price
- Product revenue: +30%

Quality:

- Event rating: 4.5+
 - Host retention: 60%+
 - Scanner success: 99%+
 - Uptime: 99.9%+
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17. IMPLEMENTATION ROADMAP

Phase 1: MVP (Months 1-3)

Build:

1. Event creation (all types)
2. Hybrid pricing
3. Per-tier pricing (free+paid)
4. Multiple ticket purchase
5. Unique QR per ticket
6. Gallery (3 photos min)

7. Device linking scanner
8. Product attachment (unlimited)
9. Coupon system
10. 48-hour payout
11. Basic reviews
12. Feed integration

Success:

- 50 events
- 500 tickets
- 4.0+ rating

Phase 2: Enhanced (Months 4-6)

Add:

1. Advanced analytics
2. Ticket transfer
3. Review filters
4. Host responses
5. Attendee messaging
6. Advanced coupons (tiered, bundled)
7. Product marketplace analytics

Success:

- 200 events/month
- 30% hybrid adoption
- 50% review rate

Phase 3: Scale (Months 7-12)

Add:

1. Class packs
2. Monthly passes
3. Multi-language
4. International currency
5. API access
6. White-label

Success:

- 1,000+ events/month

- 50,000+ tickets/month
 - Profitable
-

CONCLUSION

What Makes Nexgate Different

The Formula:

Social Commerce + Events = Network Effects

The Flywheel:

Host creates event
→ Links products
→ Creates coupons
→ Shares to feed
→ Friends discover
→ Use coupons
→ Buy tickets
→ Shop products
→ Leave reviews
→ More social proof
→ REPEAT

Key Advantages

1. **48-hour payout** - Fastest in industry
2. **Unlimited products** - Any shop on platform
3. **Coupon system** - Built-in marketing tool
4. **Device linking** - Unlimited scanners
5. **Per-tier pricing** - Mix free + paid freely
6. **Hybrid events** - Physical + online pricing
7. **Social discovery** - Friends drive attendance

Next Steps

1. Build MVP (3 months)
2. Beta with 50 hosts

3. Iterate & improve
 4. Scale to 1,000+ hosts
 5. Dominate social commerce events
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END OF DOCUMENT

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