

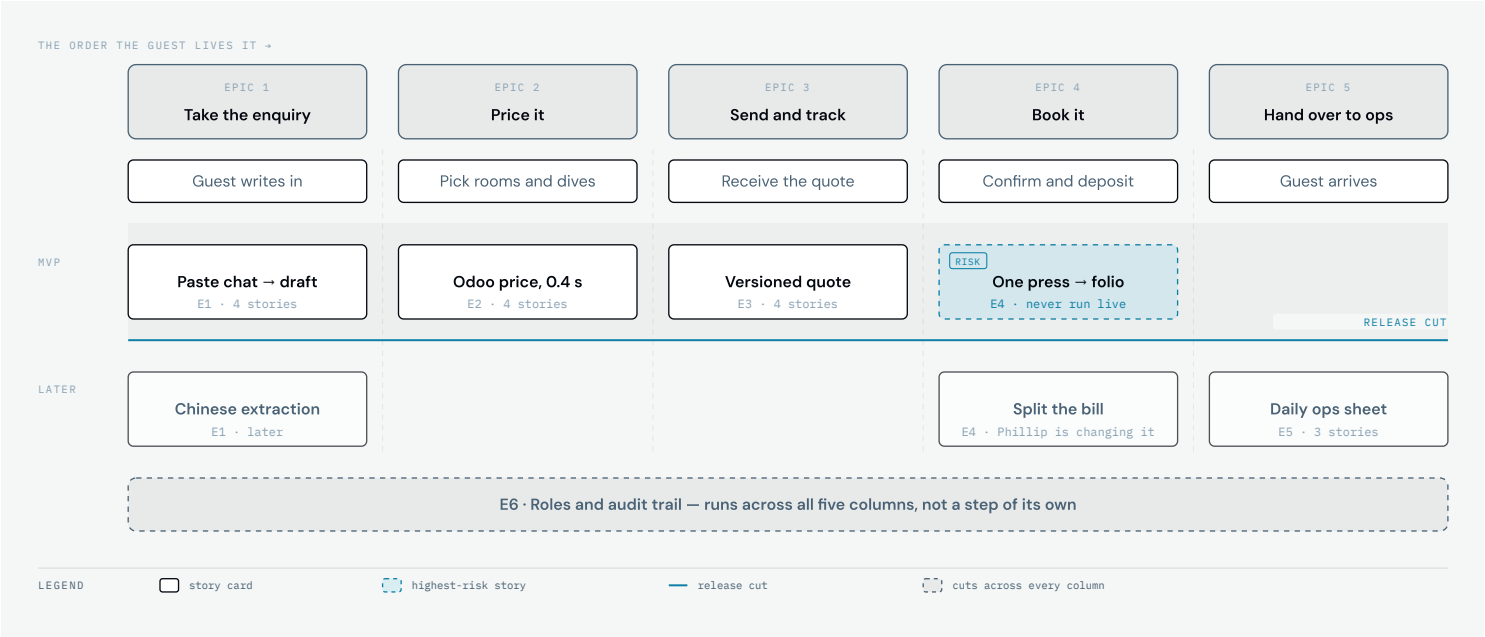
Six epics. Each one removes a pain we can name.

Casa staff write the details on paper, then retype them into Word, and nobody knows which version the guest received. This is the product that replaces that.

Anthony · 17 Sep 2026 · sources: meetings of 7, 14, 15 Sep and Sky's estimator tool

1. **The root pain:** Melo and Andrew write on paper then retype into Word, with no version numbers. Sky said it on 7 Sep.
2. **The bar Sky set:** one quotation in 10 minutes, carrying a last-edited date, priced by Odoo.
3. **Six epics.** The first four are the MVP. E5 comes later. E6 is thin but must exist from day one.
4. **Nine blockers.** The heaviest: real booking has never been tried, and nobody has a per-role access key yet.

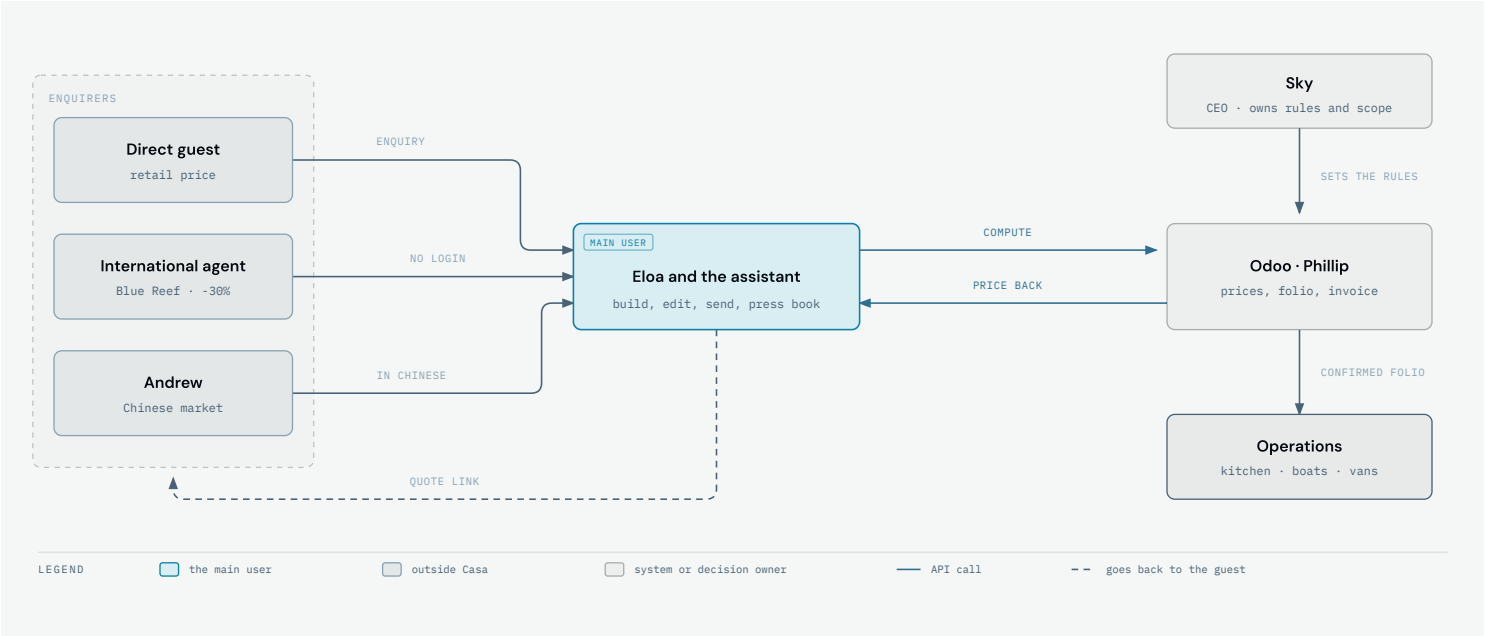
The whole story on one page, and where the first release is cut



Columns are the order the guest lives it, not a priority ranking. Rows are release slices. E4 is highlighted because it is the one story never yet run for real.

FIGURE 2

Who stands where, and what passes between them



Eloa and the assistant are the ones at the keyboard. Everything else exists to serve those two. Agents do not log in — decided on 7 Sep, to avoid errors from agents entering their own data.

ACTOR	WHERE IT HURTS	WHAT THEY GAIN	EPICS
Eloa and the assistant	Types everything twice, once into Word and once into Odoo	One place to work; when the quote is done, Odoo already has it	E1 E2 E3 E4
Melo and Andrew	Writes on paper, no version numbers, cannot trace what the guest was told	Numbered, dated versions that can be reopened at any time	E1 E3
International agent	Waits, and has to ask repeatedly before a price appears	One link showing their own price, with no account	E3 E6
Sky	Pricing rules live in a few people's heads, with nothing to check them against	One price book in Odoo; change it once and it is right everywhere	E2 E6
Phillip	Odoo bloats with drafts and attachments	Odoo only takes confirmed records; drafts stay outside	E4 E5
Kitchen, boats, vans	Takes instructions from group chat, and things get missed	A daily ops sheet generated straight from the folio	E5

The six figures below share one key: ☒ input from a person ☐ system step

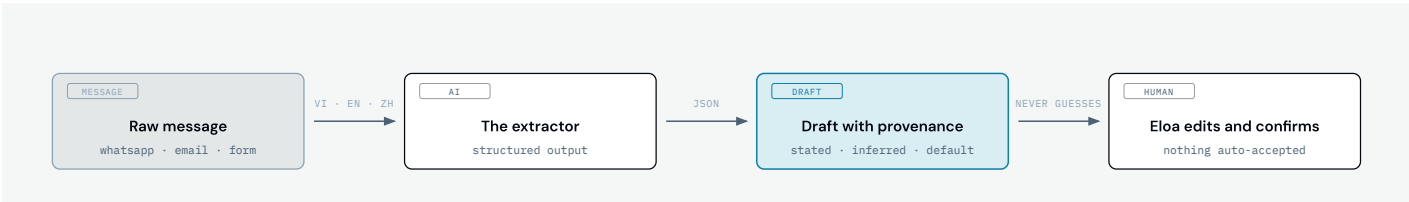
☒ where the epic pays off ☐ not settled yet

THE PAIN

Melo and Andrew write the trip details on paper, then retype them into Word. Enquiries arrive in three languages, over WhatsApp, email and the web form. Every retype is another chance to be wrong.

Sky, meeting of 7 Sep 2026 · 00:24:44

ACTORS



USER STORIES

Eloa pastes the guest message and gets back a trip already filled in , with nothing to retype.	Every field says whether the guest stated it, the AI inferred it, or it is a default , with the verbatim sentence attached.
When something is missing the system asks a few questions instead of inventing a number.	A guest fills the web form in Vietnamese, English or Chinese, and the draft appears for staff at once.

TODAY → ONCE THIS SHIPS

TODAY	ONCE THIS SHIPS	WHAT IMPROVES
Write on paper, then type into Word	Paste the message, get a filled trip	One whole round of typing disappears
Chinese messages get translated first	Extraction handles all three languages	Andrew stops being a translator
No way to tell who supplied which number	Every field carries a source and a quote	Disputes with guests have evidence

BLOCKER

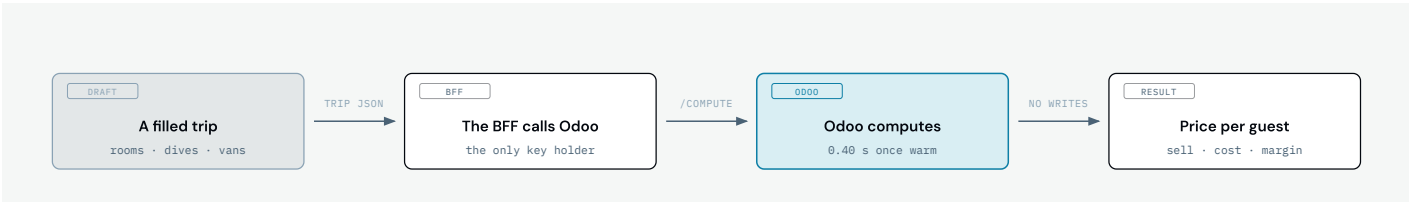
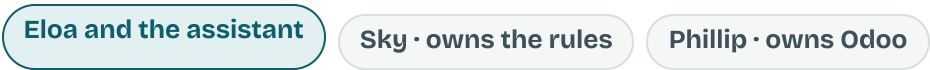
No real data to measure against. We need about 30 real enquiry messages from Eloa with names and phone numbers removed. Without them there is no accuracy figure, and nothing we would dare put in front of staff.

THE PAIN

There are **two price books that disagree**: the one inside Sky’s tool and the one inside Odoo. The price quoted to the guest can differ from the price invoiced. Discounts depend on who is doing the work.

Estimator tool compared against /rates on staging, 17 Sep 2026

ACTORS



USER STORIES

Eloa changes a room or a dive day and **the price updates in under a second**, with nothing to press.

Staff see **selling price, cost and margin**; agents and guests see only the selling price.

The price always comes from Odoo. No second price book exists inside the app.

Overriding a line **requires a reason**, and that line is marked on the quote.

TODAY → ONCE THIS SHIPS

TODAY	ONCE THIS SHIPS	WHAT IMPROVES
Arithmetic by hand in Word	Odoo computes it, 0.40 s	Arithmetic mistakes disappear
Two price books, disagreeing	A single source of price	The quote equals the invoice
Discounts depend on who is working	Rules keyed to guest type	Agents 30%, instructors 15%, the same every time

BLOCKER

Three contract defects, measured on 17 Sep. One: omit `diveFrom` and `diveTo` and the engine falls back to a sample October 2026 window, the real dive days fall outside it, and **all dive revenue silently vanishes** behind an HTTP 200 and an empty warnings array. Two: `vanA` and `vanD` are numbers in Sky's tool but strings in the spec, so sending a number returns 422. Three: `/rates` omits refresher and rescue although the engine prices both correctly.

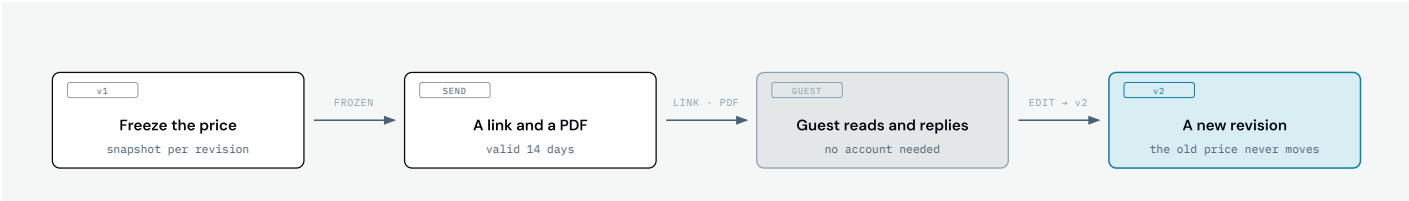
THE PAIN

There is no version control. Staff screenshot the quote and send it, and then nobody knows which version the guest is holding. Every change of mind is another round trip. Sky once planned to make agents fill the form themselves purely out of frustration and time lost.

Sky, meeting of 7 Sep 2026 · 00:24:44 and 00:26:07

ACTORS

- Eloa and the assistant
- Direct guest
- Agent · no login



USER STORIES

- Eloa sends revision 3, and **the price of revision 3 never changes**, even if the price book moves afterwards.
- Eloa can **see what changed between revision 2 and 3** instead of rereading the whole thing.
- An agent opens the link and sees their own price, **with no account** — decided on 7 Sep.
- Eloa sees **which quotes are waiting on the guest and which have expired**, in one list.

TODAY → ONCE THIS SHIPS

TODAY	ONCE THIS SHIPS	WHAT IMPROVES
Screenshot, sent by hand	A link carrying a revision number	We know exactly which version the guest holds
No way to tell if a quote is still valid	Expires after 14 days	No obligation to honour an old price forever
Nobody knows who is waiting on whom	A list grouped by state	The sales pipeline becomes visible

BLOCKER

The deposit terms contradict each other. Sky's tool says one thing and the meetings said another. These terms get printed on the quote the guest receives, so Eloa and Sky have to settle them in one sentence before the send screen is built.

THE PAIN

Once the price is agreed, staff still **retype everything into Odoo** to collect payment. Entering it twice makes the numbers drift, and nobody knows which copy is right. Sky described this himself as the stopgap while the system is built.

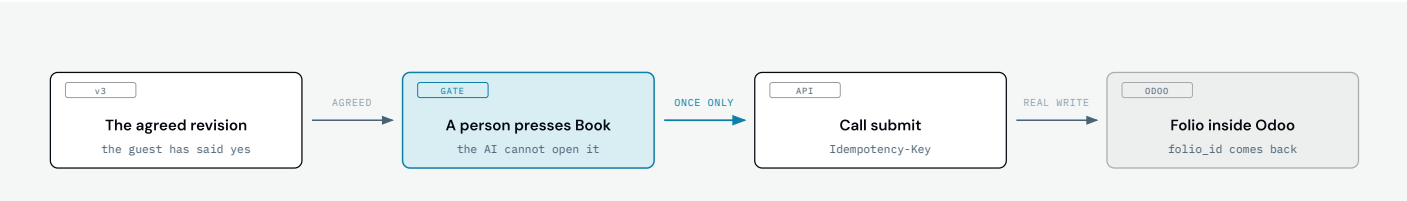
Sky, meeting of 7 Sep 2026 · 00:57:25

ACTORS

Eloa and the assistant

Phillip · owns Odoo

Accounts



USER STORIES

Eloa presses Book and Odoo holds a folio **with exactly the numbers on the quote**, down to the peso.

Press twice, flaky network, press again — **still exactly one folio.**

Nothing writes to Odoo except that press. Drafts live outside, and the AI has no path in.

If submit fails, Eloa **sees the reason in plain words**, and the draft is not lost.

TODAY → ONCE THIS SHIPS

TODAY	ONCE THIS SHIPS	WHAT IMPROVES
Retype the whole thing into Odoo	A single press	Double entry ends, and so does the drift
Pressing again creates a duplicate	An idempotency key	Never two folios for one trip
Every draft lands in Odoo	Odoo only receives confirmed records	Odoo stops bloating, which is Sky’s exact worry

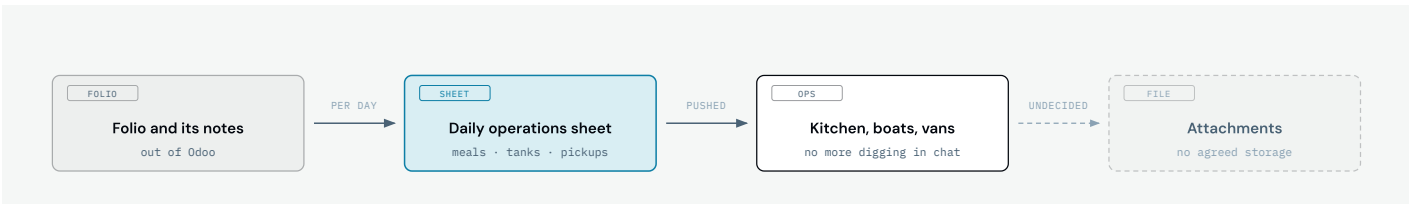
BLOCKER

This is the riskiest epic, because nobody has run it. I made 14 live calls to staging but **never called submit**, because it creates a real record in Phillip's system — that needs one word of consent. Beyond that, the submit payload has no guest list and the spec has no Idempotency-Key . All three sit with Phillip.

THE PAIN

Kitchen, boats and vans **take their instructions from group chat**.
Meal counts, tank counts and pickup times are scattered through the conversation, and some of it Odoo cannot hold at all: free-text notes, dietary requests, attachments.
Operational needs raised on 7 Sep; Sky’s attachment-bloat concern, 15 Sep

ACTORS



USER STORIES

The kitchen sees **meal counts per day** and dietary notes, without rereading the conversation.

The boat sees **dive days, tank counts, who dives** and each diver’s certification.

The van sees **pickup time, vehicle count and guest names** for both arrival and departure.

TODAY → ONCE THIS SHIPS

TODAY	ONCE THIS SHIPS	WHAT IMPROVES
Typed by hand into group chat	An ops sheet generated from the folio	No guest and no meal gets missed
Files sent in chat and lost upward	Attachments get a fixed home	Findable months later

BLOCKER

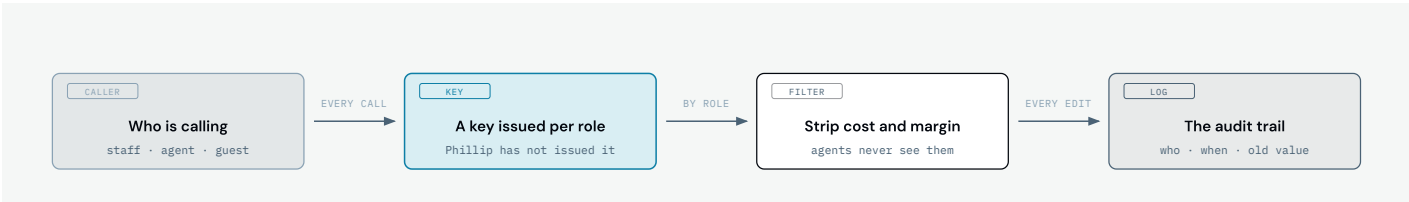
The attachment spec is not settled. Which formats, what size limit, stored where. Sky does not want them inside Odoo for fear of bloat. This is what I have owed Phillip since 15 Sep and have not delivered.

THE PAIN

The current tool keeps **accounts hard-coded in the source** and leaves database access open to anyone. An agent who opens the wrong screen sees cost and margin. Nobody can revoke anybody.

Recorded in the repo CLAUDE.md: auth is an ACCOUNTS constant, RLS permissive

ACTORS



USER STORIES

An agent opens the link **without logging in** and **never sees cost or margin**.

Only signed-in staff can override a price or press book.

Every override and every booking records **the person, the time and the previous value**.

TODAY → ONCE THIS SHIPS

TODAY	ONCE THIS SHIPS	WHAT IMPROVES
Accounts hard-coded in the source	Keys issued per role	One person’s access can be revoked
No record of who changed what	An audit trail	Traceable when a guest disputes a price

BLOCKER

Phillip's spec has no securitySchemes section. All fourteen of my test calls were anonymous, so nobody has verified how the API behaves for a staff caller. Without per-role keys, E6 cannot be built and E2 cannot separate cost from selling price.

ROLLED UP

Nine blockers, what each one blocks and who can clear it

BLOCKER	BLOCKS	WHO CLEARS IT	STATE
Real booking has never been called, because it creates a real folio on staging	E4	Sky or Phillip	one word needed
The spec has no securitySchemes, and nobody has a per-role key	E6 E2	Phillip	asked 14 Sep
The booking payload carries no guest list	E4	Phillip	promised 14 Sep
No Idempotency-Key in the spec, so two presses make two folios	E4	Phillip	not raised yet
Omitting diveFrom and diveTo wipes all dive revenue behind an HTTP 200	E2	Phillip	measured 17 Sep
vanA and vanD are numbers in Sky's tool but strings in the spec	E2	Phillip	measured 17 Sep
Two price books disagree, and /rates omits refresher and rescue	E2	Eloa confirms the prices, Phillip fixes the card	unscheduled
No set of 30 real, de-identified enquiry messages	E1	Eloa, via Sky	asked 7 Sep
Attachment formats and storage are still unsettled	E5	Anthony proposes, Sky approves	I have owed this since 15 Sep

Three answers, and the team can run

1 • May we call real booking once on staging?

It creates a real folio in Phillip's system. Without it, E4 is built blind and the mock server has no real response to work from.

2 • The cut sits after E4 — do you agree?

The first release is E1 to E4 plus a thin E6. E5 comes later. If Sky wants kitchen and boats served in the first release, the cut moves and the schedule grows.

3 • Who owns prices and deposit terms?

Two price books disagree and the deposit terms contradict each other. This needs a named person, not a group. I propose Eloa confirms the numbers and Sky signs them off.

Out of scope, and what the infrastructure costs

Out of the first release

- **Dive Passport** — the portal where divers declare certification, medical status and emergency contact. Split off on 7 Sep at Jett's suggestion. Still a hard requirement of Sky's, just not in this release.
- **A WhatsApp chatbot** — generating a quote inside the group chat without opening the tool. Sky raised it on 7 Sep and ranked it low priority.
- **E-sign, payments and CRM** — Phillip is building these separately; they connect later.
- **Editing quotes directly inside Odoo** — decided on 7 Sep to leave out of the first release.

Infrastructure cost, build phase

- Roughly 60 to 90 USD a month while building: somewhere to run the BFF, a database holding drafts, the AI model calls, and the domain.
- This is an **estimate, not a bill**. The AI line moves most, because it depends on the real number of enquiries per day — a number nobody knows yet.
- **Odoo.sh is not in this figure** — Casa already pays for it, and I do not yet know which plan Casa is on.

Sources: meetings of 7, 14 and 15 Sep 2026 · Sky's estimator tool · estimate-api v1 on staging, 14 live calls on 17 Sep 2026. Every quotation carries its timestamp in the meeting record.