
Active Job Post.md

---

sidebar_position : 3

Active Job Post

Overview

- Displays the agentâ€™s active demand letter lines (job posts) with these details:

  - Job Post ID (Demand Line ID)
  - Name
  - Nationality
  - Profession
  - Quantity (Qty)

Job Post Details Page

- **Candidate Assignment**

  - Assign candidates based on their nationality.

- **Visa Assignment**

  - View visas assigned from the job order (recruitment order lines).

- **Assigned Candidates**

  - List of candidates assigned to the job post, with their current status.

Candidate List.md

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sidebar_position : 2

Candidate List

Overview

- Shows a list of candidates managed by the agent, grouped by status.

- Agents can add candidates by:

  - Filling out a form, or
  - Uploading a template.

Create Candidate Form Includes:

- Personal Details
- Contact Details
- Passport Details
- Job Details (optional)
- Skills
- Comments
- Attachments
- Other Details (on details page)

Actions Agents Can Take:

- Update passport information

- Block the candidate

Candidate Selection.md

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sidebar_position : 4

Candidate Selection Process

After a candidate is selected by the Client or Arco (from the application process), the selection process begins.

Workflow Stages & Actions :

1. Selection

- List of Candidate shortlisted for the job.
- **Actions :**
    - **Selection Process Reject -** Moves to Rejected Stage.
    - **Selection to Offer Letter -** Moves to Offer Letter stage.

2. Offer Letter

- IR user prepares and uploads the offer letter based on the RON.
- **Actions :**
    - **Selection Process Reject -** Moves to Rejected Stage.

3. Offer Negotiation

- IR Manager can negotiate and update salary details.
- **Actions :**
    - **Selection Process Reject -** Moves to Rejected Stage.

4. Offer Acceptance

- Download offer letter.
- Upload signed offer letter from candidate.
- Move to Medical Test stage.
- **Actions :**
    - **Selection Process Reject -** Moves to Rejected Stage.
    - **Send to Medical Test -** Moves to Medical Test stage.

5. Medical Test

- After completion of Medical test, move to Documentation stage.
- **Actions :**
    - **Selection Process Reject -** Moves to Rejected Stage.
    - **Documentation -** Moves to Documentation stage.

6. Documentation

- After completion of Documentation, move to Visa Stamping stage.
- **Actions :**
    - **Proceed to Stamping -** Moves to Visa Stamping stage.

7. Visa Stamping

- User enters Visa Stamping Number (from Enjaz file) and Delegation Number (Ewakala).
- System creates Ewakala stamping record.
- **Actions :**
    - **Selection Process Reject -** Moves to Rejected Stage.

8. Waiting For Travel

- Update travel details via form or bulk upload:
    - Flight information
    - Arrival date

9. Waiting for Arrival (External Requests only)

- Lodging user marks arrival to **Customer** or **Lodging:**
    - **To Customer:**
        - Create employee, assign contract, set salary status to "Working".
    - **To Lodging:**
        - Create employee, assign contract, default lodging check-in, salary status "Booked".

10. Arrived

- Candidate officially arrived and onboarded.

11. Stamping Cancellation

- If rejected after visa stamping, cancellation process starts in visa module.
- After Cancellation process completed in Visa module, it come back to **Stamping Cancellation**.

12. Ewakala Cancellation

- If rejected and candidate has Ewakala in **Mussanad**, system triggers cancellation in visa module.
- After completion, moves to **Rejected**.

13. Stamping Extension

- Triggered if the visa stamp has expired.
- May involve restarting or extending the stamping process.

14. Visa Stamp Expired

- The candidate's visa was stamped (usually in the passport),
- But the visa validity period expired before the candidate could travel or complete the joining process.

15. Rejected

- Final state for any **rejected candidates**.
- Can happen:
    - Before visa stamping (direct rejection),
    - After **Ewakala Cancellation**,
    - After **Stamping Cancellation**.

16. Visa Cancelled

- Used when the visa is formally cancelled, separate from stamping cancellation.

- Typically marked in the visa system as a closed/cancelled visa case.

17. Migrate Arrived

- Used to manually move a candidate to the 'Arrived' stage (in special cases).

- Usually for data migration or correcting system state.

My Profile.md

---

sidebar_position : 1

My Profile

The Agent Portal is a centralized platform that enables agents to manage candidate-related processes including candidate assignment, tracking arrivals, and updating personal contact details.

Dashboard

Purpose:

Provides agents with an overview of their activities and quick access to key functions.

Features:

- Displays agent's basic information and contact person details.

Agent Details :

Agents can update their contact information here:

- Name
- Mobile Number
- Email
- Designation

My Tickets.md

---

sidebar_position : 5

My Tickets

Overview

- Agents can communicate with Arco for requests or complaints using a ticket system.

- Agents can able to track their issues in this system.

Features:

- **Create Ticket with:**

  - **Contact Information :** Contact Person, Mobile number.
  - **Request Information :** Ticket Channel, Issue Type, Priority, Group Id, Sub-Group Id.

- **Agent Actions:**

  - Cancel the ticket.
  - Add comments and upload documents in the ticket details.

- **Arco Actions:**
  - Provide feedback.
  - Update ticket status from Case and Task.

Workflow Stages & Actions :

1. New

- Ticket is newly created and awaiting review.
- **Actions :**
  - **To Cancel -** Moves to Cancel stage.

2. InProgress

- Arco is actively working on the ticket (Update from Case & Task).

3. Resolved

- Arco has provided a solution; awaiting agent confirmation (Update from Case & Task).

4. Closed

- Issue is confirmed as resolved and the ticket is finalized (Update from Case & Task).

5. Reopen

- Agent reopens the ticket if the issue is not resolved (Update from Case & Task).

6. Cancel

- Ticket is cancelled by the agent before resolution.

Business Sector.md

---

sidebar_position : 2

Business Ticket

Case Module Overview

- **Dynamic Workflow**
  - Workflows are user-defined based on category.
  - Users can create custom forms per category to capture relevant data.
- **Form Creation Includes:**
  - Customer Information
  - Contract Information
  - Employee Information
  - **Ticket Information:**
    - Channel
    - Priority
    - Issue Type
      - Request
      - Complaint
    - Group
      - Pulled from Issue Group setup (filtered by EntityId)
    - Sub Group

        - Pulled from Issue Sub Group setup (filtered by EntityId)
    - Subject
    - Description

Workflow Stages & Actions :

1. New

- Default initial status when a task is created.

- **Actions :**

  - **InProgress -** Start working in ticket, Moves to InProgress stage.
  - **Cancel -** Ticket Cancel and Moves to Cancel stage.

2. InProgress

- The Ticket is actively being worked on.

- **Actions :**

  - **Resolved -** Ticket has been Resolved and Moves to Resolved stage.
  - **Cancel -** Ticket Cancel and Moves to Cancel stage.

3. Resolved

- Issue is fixed, pending for confirmation.

- **Actions :**

  - **Closed -** Issue Fixed, Moves to Closed stage.

4. Closed

- Ticket is formally closed

- **Actions :**

  - **ReOpen -** ReOpens the Resolved ticket, Moves to ReOpen stage.

5. ReOpen

- Reopened due to follow-up or unresolved issue.

- **Actions :**

  - **InProgress -** Start working in reopened ticket, Moves to InProgress stage.

6. Cancel

- Ticket is cancelled with a reason.

Individual Exception Form.md

---

sidebar_position : 1

Individual Exception Form

- User can Create Individual Exception form in this page.

- User will create Individual Exception form by the following,

  - Contract Number

- Customer ID
- Customer Name
- Profession type
- Mobile Number
- Creator Name
- Nationality

Workflow Stages & Actions :

1. New

- The exception form has been created but is not yet processed or reviewed.

- **Action :**

  - **CX Director Approval -** Moves to CX Director Approval stage.
  - **Cancel -** Moves to Rejected stage.

2. CX Director Approval

- The form is reviewed by the CX (Customer Experience) Director for initial approval.

3. Finance Approval

- The form is passed to the Finance Department for approval, ensuring financial aspects are correct.

- **Action :**

  - **Approved -** Moves to Finance Confirmation stage.
  - **Rejected -** Moves to Rejected stage.

4. Finance Confirmation

- After finance approval, confirmation is provided to finalize the exception form.

5. Closed

- The exception form is closed, meaning the process has been completed successfully, and no further actions are required.

6. Rejected

- The exception form has been rejected at any stage, either by the CX Director or Finance.

Individual Sector.md

---

sidebar_position : 3

Individual Ticket

> **Note:** The Workflow process and stages are same as Business Sector/ Business Ticket. You can check the process there.

Case Module Overview

- **Dynamic Workflow**

  - Workflows are user-defined based on category.
  - Users can create custom forms per category to capture relevant data.

- **Form Creation Includes:**

  - Customer Information
  - Contract Information

- Employee Information
- **Ticket Information:**
  - Channel
  - Priority
  - Issue Type
    - Request
    - Complaint
  - Group
    - Pulled from Issue Group setup (filtered by EntityId)
  - Sub Group
    - Pulled from Issue Sub Group setup (filtered by EntityId)
  - Subject
  - Description

Change Requests.md

---

sidebar_position : 4

Change Requests

Purpose:

- Used to request changes or enhancements in a system, application, or process.

Required Fields to Create a Change Request:

- Request Type
- Module
- Application
- Description
- Upload File/Document

Workflow Stages & Actions :

1. Draft

- Initial stage where the request is created and prepared.

- **Actions :**

  - **Manager Approval -** Send request for managerial review.
  - **Cancel -** Cancel the request.

2. Collecting Business Requirements

- Gathering detailed business needs, use cases, and justifications.

Employee ERP Access.md

---

sidebar_position : 5

Employee ERP Access

Purpose:

- To initiate and manage ERP access requests for employees.

Required Information to Create Request

- Labour ID
- Name
- Nationality
- Profession
- Arrival date
- Employee Status
- Mobile Number

Workflow Stages and Actions :

1. Draft

- This is the initial stage where the request is created.

- Actions : - Sent to Approval - Moves the request to the Approval stage for manager or HR review.

2. Approval

- A review stage where the request is either approved or rejected.

- Actions : - Reject - Terminates the request and sends it to the Rejected stage. - **Activation Process -** If approved, the request moves to the Activation Process stage to begin ERP activation.

3. Activation Process

- Technical or system team processes the ERP setup.

- Actions : - Active ERP - Marks the request as completed and grants ERP access. The request moves to Active in ERP.

4. Active in ERP

- Indicates that the employee now has access to ERP.

- Actions : - Request for Block - Send Request to Block Access

5. Approval for Block

- Management decides whether to block ERP access.

- Actions : - Block - Block Access - **Active in ERP -** Stay Active

6. Blocked

- Indicates ERP access is now disabled for the employee.

- Actions : - Draft - Restart Process (Move to Draft)

7. Rejected

- Terminal stage for requests that were not approved in the Approval stage.

Employee IT Clearance.md

---

sidebar_position : 6

Employee IT Clearance

Purpose:

To manage the process of clearing an employee from all IT-related responsibilities and assets.

Required Information to Create a Request:

- Labour ID
- Name
- Iqama Number
- Nationality
- Profession
- Arrival date
- Employee Status

Workflow Stages and Actions :

1. Draft

- Request is being prepared.

2. Approval

- Manager or responsible team reviews the request.

3. Clearance

- IT team performs clearance (e.g., returns devices, disables accounts).

4. Completed

- Clearance is done. No further action needed.

5. Rejected

- Request was denied. End of process unless reinitiated.

Employee Interview.md

---

sidebar_position : 7

Employee Interview

Purpose :

To manage and track the employee interview process.

Required Information to Create Employee Interview Request:

- Employee ID
- Name
- Iqama Number
- Nationality
- Visa Profession
- Arrival Date
- Last Check-in Date
- Basic Salary
- Food
- Allowance
- Actual Profession
- Employee Status
- Interview Date
- Requested By
- Customer Name
- Interview type (Sales/Formal)
- Upload File/Document

Workflow Stages and Actions :

1. Pre-Interview Preparation

- Interview is being scheduled or arranged.
- **Actions :**
  - **Interview Conducted -** Move to Interview Conducted stage.
  - **Refused for Interview -** Move to Refused for Interview stage.
  - **Cancelled -** Move to Cancelled stage.

2. Interview Conducted

- Interview took place.
- **Actions :**
  - **Post Interview Evaluation -** Move to Post Interview Evaluation
  - **Refused for Interview -** Move to Refused for Interview
  - **Cancelled -** Move to Cancelled stage.

3. Refused for Interview

- Interview was declined by the employee or customer.
- **Actions :**
  - **Post Interview Evaluation -** Move to Post Interview Evaluation

4. Post Interview Evaluation

- Evaluation/feedback is being recorded after the interview.
- **Actions :**
  - **Completed -** Move to Completed

5. Completed

- Interview process is finalized. No further actions.

HR Clearance.md

---

sidebar_position : 2

HR Clearance

Purpose

- To process and manage clearance requests for employees, typically during transfer or exit.
- A user (typically HR or supervisor) creates a request by providing the following key employee details:
  - Employee ID
  - Muqeem Status
  - Iqama Expiry Date
  - Transfer Status in Qiwa
  - Contract Status in Mudad
  - Completion Date of Transfer
  - Labor Years of Service with Arco
  - Iqama Renewed (Yes/No)
  - Settlement Status

Workflow Stages and Actions :

1. Approval

- Request is under review and must be approved by relevant authority.
- Verification of the details provided is done at this stage.
- **Actions :**
    - **Complete -** Once Request Approved, Move to Closed stage.

2. Closed

- Request is completed and closed.
- Indicates that the clearance process is done and no further action is needed.

Sponsor Transferred.md

---

sidebar_position : 1

Sponsor Transferred W/O Approval

Manage sponsor transfer of employees without needing formal approval, under specific conditions.

Key Workflow Summary

- **Initiation:**
    - A user submits a request via a form.
    - The system validates if:
        - The employee is active.
        - The employee is not listed in Muqueem (external system).
    - If valid, the system automatically creates the transfer request.

Workflow Stages and Actions :

1. Manpower Supervisor Evaluation

- Evaluates if the employee is still actively working.
- If the employee is not working, their status is updated to:
    - â€œWaiting for Action â€“ Transferred Without Approvalâ€
- **Actions :**
    - **Manpower Documentation -** Moves to Manpower Documentation stage.

2. Manpower Documentation

- Collect and verify necessary documents for the transfer.
- **Actions :**
    - **Follow-up-feedback -** Moves to Follow-up-feedback stage.

3. Follow-up-Feedback

- Communication and follow-up with related parties (employee, departments, etc.).
- Collect feedback or updates.

- **Actions :**
  - **Finance Verification -** Moves to Finance Verification stage.

4. Finance Verification

- Financial department reviews for any pending dues or settlements.
- **Actions :**
  - **Manpower Director Approval -** Moves to Manpower Director Approval stage.

5. Manpower Director Approval

- Final internal approval by the Manpower Director before proceeding.
- **Actions :**
  - **Legal Verification -** Moves to Legal Verification stage.
  - **Finance Verification -** Return back to Finance Verification stage.
  - **Follow-up-Feedback -** Return back to Follow-up-Feedback stage.
  - **Hold -** Moves to Hold stage.

6. Hold

- Request is temporarily paused due to pending issues or awaiting input.

7. Legal Verification

- Legal department reviews case for any legal implications or violations.
- **Actions :**
  - **File a CASE -** Moves to **File a CASE** stage.
  - **Completed -** Moves to Completed stage.
  - **Finance Verification -** Return back to Finance Verification stage.
  - **Manpower Director Approval -** Return back to Manpower Director Approval stage.
  - **Rejected -** Moves to Rejected stage.

8. File a CASE

- If required, a legal case is prepared and submitted.
- **Actions :**
  - **CASE filed in Court -** Moves to **Case filed in court** stage.
  - **Legal Verification -** Moves to Legal Verification stage.

9. CASE Filed in Court

- The legal case has been officially filed in court.

10. CASE Won

- Organization has won the case; process can continue.

11. CASE Loss

- Organization loses the caseâ€"different handling or closure may be required.

12. Completed

- Request is finalized.
- Employee status updated (e.g., Terminated â€" Transferred Without Approval).
- Retirement request is auto-created with **EOSCategory = "Transferred"**.

13. By Muqeem Draft

- Draft stage triggered automatically by scheduled process (Muqeem check).

14. Rejected

- Request is denied and closed without processing further.

My Cases.md

---

sidebar_position : 1

My Cases

> **Note :** The Workflows and Stage movements are same for all in the My Cases module like given below. Only the purpose and usability is different.

My Cases Includes:

1. Created By Me
2. Created By Team
3. My Business Ticket
4. My Individual Ticket
5. My New Ticket

1. Created By Me

- **Purpose:** These are cases that you, as the user, have personally created.

- **Usability:** Helps you track your own tasks, ensuring you're managing everything youâ€™ve initiated.

2. Created By Team

- **Purpose:** Cases created by your team but requiring your attention or input.

- **Usability:** Allows you to stay updated on tasks created by team members and maintain oversight.

3. My Business Ticket

- **Purpose:** These are cases related to business operations or client-facing issues that you are responsible for.

- **Usability:** Helps you manage and resolve business-critical issues like client complaints or operational concerns.

4. My Individual Ticket

- **Purpose:** These tickets focus on individual-specific matters, such as candidate requests or personal tasks (e.g., passport issues, travel updates).

- **Usability:** Helps you handle personal or candidate-related requests, ensuring everything is addressed in a timely manner.

5. My New Ticket

- **Purpose:** This category includes new cases that you personally createâ€”either for yourself or on behalf of others. It's a starting point for cases that are in the early stages of being worked on.

- **Usability:** This category acts as the initial repository for all cases you create, allowing you to track, update, and close them as needed. It's perfect for managing tasks or requests that are still in their early stages.

New Ticket.md

---

sidebar_position : 1

New Ticket

New Ticket Creation Process

- **User Can Create a New Ticket Here:**
  - This is the entry point where a user can create a fresh ticket within the system.
- Ticket Creation Includes the Following Fields:
  - Mobile Number
  - Ticket Type
  - Issue Group
  - Issue
  - Channel (phone, email, customer portal, etc,.)
  - Priority
  - Department
  - Assigned To
  - Subject
- **Ticket Stages:**
  - **New:** The ticket is created but not yet addressed.
  - **InProgress:** The issue is being worked on.
  - **Resolved:** The issue has been resolved, but confirmation may still be needed.
  - **Closed:** The issue is confirmed as resolved, and the ticket is officially closed.
  - **Reopen:** If the issue arises again, the ticket can be reopened.
  - **Cancel:** The ticket can be canceled if it is no longer relevant or needed.

ATM Re-Issuance.md

---

sidebar_position : 3

ATM Re-Issuance

This service allows users to request a replacement ATM card in case the original is lost or damaged.

Request Creation Fields:

- To create an ATM Re-Issuance request, the user must provide:
  - Labour ID
  - ATM Issued Date
  - ATM Expiry Date
  - Requester Email
  - Project Officer
  - Date of Request
  - ReIssuance Paid By
  - ReIssue Type (ReIssue/Damage)
  - Upload File/Document

Workflow Stages and Actions :

1. New Request

- Initial stage when the request is submitted.

2. Finance Approval

- Finance reviews and approves the re-issuance and confirms who will bear the cost.

3. Payment

- Payment is processed by the responsible party (internal or external).
- **Actions :**
  - **Completed -** Once Payment Completed, Requests move to the Next stage (Waiting for Card).

4. Waiting for Card

- Card re-issuance is in progress; awaiting delivery or collection.

5. Rejected

- Request is denied due to invalid details, missing documents, or non-eligibility.

6. Completed

- ATM card has been successfully re-issued and delivered.

ATM Renewal Request.md

---

sidebar_position : 4

ATM Renewal Request

- **Trigger :** Automatically starts 30 days before ATM expiry.
- **Cannot Proceed If :**
  - Employee has a pending retirement request.
  - Employee status is Escape or Inactive.

Request Creation Fields:

- To create an ATM Renewal request, the user must provide:
  - Employee ID
  - ATM Expiry Date
  - ATM Remaining Days
  - Requester Email
  - Project Officer
  - Date of Request
  - Renewal Type (Renewal/Damage)
  - Upload File/Document

Workflow Stages & Actions :

1. New Request

- Initial stage when the renewal request is created.

2. Payment

- Payment is processed by the responsible party for renewal charges.

3. Renewal

- The ATM card renewal process is initiated with the bank.

4. Waiting for Card

- Awaiting delivery or collection of the renewed ATM card.

5. Completed

- Renewal is finalized, and the card is issued to the employee.

6. Cancelled

- Request is withdrawn or cancelled due to ineligibility or other reasons.

Driver Card.md

---

sidebar_position : 9

Driver Card

- This process allows users to request a Driver Card for an employee.

Required Information to Submit Request:

- Labour ID
- Iqama Number
- Date of Birth
- Requester Email
- Customer Sponsor ID
- Paid By
- Upload File/Document

Workflow Stages and Actions :

1. New

- Initial submission of the request.

- **Actions :**

  - **Verification -** Moves to Verification stage.
  - **Rejected -** Moves to Rejected stage.

2. Verification

- Request is checked and verified.

- **Actions :**

  - **Under Process -** Moves to Under Process stage.
  - **Hold -** Moves to Hold stage.
  - **Reject -** Moves to Rejected stage.

3. Under Process

- Request is actively being processed.

- **Actions :**

  - **Debit Note/Loan -** Moves to Debit Note/Loan stage.
  - **Hold -** Moves to Hold stage.
  - **Reject -** Moves to Rejected stage.

4. Debit Note/Loan

- Finance processing related to charges or deductions.
- **Actions :**
    - **Completed -** Moves to Completed stage.

5. Completed

- Driver Card request is finalized and completed.

6. Hold

- Temporarily pause the process.

7. Rejected

- Request is declined at any stage.

Employee Retirement Request.md

---

sidebar_position : 2

Employee Retirement Request

Overview

The Retirement Request is initiated by the user or customer through Case Management. It follows a process similar to the Vacation Request, involving approvals, settlement, visa, travel arrangements, and final clearance.

The system synchronizes each stage with the HR module through predefined event triggers.

Required Fields to Create a Retirement Request

- Employee ID
- Contract Number
    - Contact Person
    - Email
    - Mobile Number
    - Project Officer
    - Accountant
- Expected Date of Leaving
- Last Working Date
- Need Exit (default: Yes)
- Settlement (default: Yes)
- Travel From (default: Lodging â€“ mandatory for individual sector employees)

Workflow Stage and Actions :

1. New

- Initial stage where the employee or customer submits a retirement request.
- **Actoions :**

- **Arco Approval -** Moves to Arco Approval stage.
- **Rejected -** Moves to Rejected stage.

2. Arco Approval

- HR (Arco) validates the request and employeeâ€™s eligibility.
- **Actions :**
  - **New Request -** Move back to New Request if revisions are needed.
  - **IR Approval -** Move directly to IR Approval.

3. Customer Approval

- Customer reviews and approves the request.
- **Actions :**
  - **Under Process -** Begin internal processing.

4. IR Approval

- Internal department gives clearance. (No explicit actions mentioned; assumed transition to Finance Approval.)

5. Finance Approval

- Finance department reviews financial implications.
- **Actions :**
  - **Customer Confirmation -** Proceed to Customer Confirmation

6. Customer Confirmation

- Customer gives final confirmation.
- **Actions :**
  - **Approved for Payment -** Move to Approved for Payment.
  - **Customer Rejection -** Move to Customer Rejection.

7. Approved for payment

- Retirement request is approved and ready for processing.

8. Visa for Issuance

- Visa is under processing in the Muqeem or related system.
- **Actions :**
  - **Completed -** Move to Completed stage.

9. Visa on Hold

- Visa request is paused due to issues or clarifications.

10. Ticket Requested

- Travel ticket booking process is initiated.

11. Ticket Under Approval

- Manager or travel coordinator reviews and approves travel details.

12. Ticket for Payment

- Finance processes travel ticket payment.

- **Actions :**
  - **Completed -** Move to Completed stage.

13. Ticket on Hold

- Ticket process is paused/hold temporarily.

14. Rejected

- Request was rejected at any stage of the process.

15. Completed

- All steps are successfully completed; vacation is confirmed.

16. Customer Rejection

- Customer declined the request after confirmation or approval.

Employee Vacation Request.md

---

sidebar_position : 1

Employee Vacation Request

Customer Request Module Overview

The Customer Request module handles case types categorized specifically under "Customer Request". Some of these requests are directly integrated with HR processes and are triggered through specific HR events.

Types of Customer Requests

The following request types are supported within this module:

1. Vacation Request
2. Retirement Request
3. ATM Re-Issuance
4. ATM Renewal Request
5. Chamber of Commerce Attestation
6. Iqama Re-Issuance
7. Iqama Renewal Request
8. Employee General Request

   Key Notes:

   - Each request type is treated as a case with its own workflow.
   - HR Integration: Some requests trigger or align with backend HR processes, ensuring seamless handling and compliance.

Employee Vacation Request

The vacation request process starts in the Case Management system and works closely with the HR system. It covers everything from submitting a leave request to handling approvals, settlement, visa, travel, and final confirmation.

The flow is automatic and updates between systems based on actions and status changes.

Create a Vacation Request

Users or customers can create a vacation request by filling in key details like:

- Employee ID and Contract Number
- Contact details (email, phone, etc.)
- Travel Date, Return Date, Last Working Date
- Vacation Type (Paid, Unpaid, Local, or Encashment)
- Travel From (if the employee is from Lodging)

Vacation Types and What They Trigger

- **Paid Leave:** Needs settlement and visa (travel optional)
- **Unpaid Leave:** Needs visa (travel optional)
- **Local Leave:** Needs settlement only
- **Encashment:** Needs settlement only

Workflow Stages & Actions :

1. New Request

- Initial stage where the employee or customer submits a vacation request.
- **Actions :**
    - **Arco Approval -** Send to Arco Approval.
    - **Rejected -** Move to Rejected.

2. Arco Approval

- HR (Arco) validates the request and employeeâ€™s eligibility.
- **Actions :**
    - **New Request -** Move back to New Request if revisions are needed.

3. Customer Approval

- Customer reviews and approves the request.

4. Finance Approval

- Finance department reviews financial implications.
- **Actions :**
    - **Customer Confirmation -** Proceed to Customer Confirmation

5. Customer Confirmation

- Customer gives final confirmation.
- **Actions :**
    - **Approved for Payment -** Move to Approved for Payment.
    - **Customer Rejection -** Move to Customer Rejection.

6. Approved for payment

- Vacation request is approved and ready for processing.

7. Visa Requested

- Visa application is initiated for employees traveling abroad.

8. Visa Under Payment

- Finance processes payment for visa issuance.

9. Visa for Issuance

- Visa is under processing in the Muqeem or related system.
- **Actions :**
  - **Completed -** Move to Completed stage.

10. Visa on Hold

- Visa request is paused due to issues or clarifications.

11. Ticket Requested

- Travel ticket booking process is initiated.

12. Ticket Under Approval

- Manager or travel coordinator reviews and approves travel details.

13. Ticket for Payment

- Finance processes travel ticket payment.
- **Actions :**
  - **Completed -** Move to Completed stage.

14. Ticket on Hold

- Ticket process is paused/hold temporarily.

15. Rejected

- Request was rejected at any stage of the process.

16. Completed

- All steps are successfully completed; vacation is confirmed.

17. Customer Rejection

- Customer declined the request after confirmation or approval.

Sub-Processes

Settlement Process

- Starts 10 days before the Last Working Date (LWD).
- Includes clearance, client approval, and payment.
- Once done, it moves to visa (if needed).

Visa Process

- Applies for a visa via the HR system.
- Includes approval, finance payment, and Muqeem processing.
- Once visa is issued, moves to Travel (if needed).

Travel Process (for Business employees)

- Handles travel plans and payment.
- Once travel is confirmed, the request is completed.

Other Workflow Steps

Check-In Lodging

- If "Lodging" is selected, the system waits for the employee to check in before allowing travel.

Waiting for Travel

- System tracks Muqeem status. When status is "OnVacation", the request is marked as completed.

Rejected Request

- If rejected at any step, it moves here and then closes.

Completed

- All steps are done â€" leave is approved, processed, and travel (if any) is complete.

Iqama Re-Issuance.md

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sidebar_position : 5

Iqama Re-Issuance

This service allows users to request a reissue iqama in case the original is lost or damaged.

Request Creation Fields:

- To create an Iqama Re-Issuance request, the user must provide:
  - Employee ID
  - Project Officer
  - Date of Request
  - ReIssuance Paid By
  - ReIssue Type (ReIssue/Damage)
  - Upload File/Document

Workflow Stages and Actions :

1. New Request

- Request is submitted and enters the initial review stage.

2. Payment

- Payment is initiated and processed based on the payer setup.

3. Re-issuing

- Re-issuance of Iqama is initiated through the relevant authorities (e.g., Muqeem).

4. Waiting for Card

- Waiting for Iqama card to be issued and delivered.

5. Rejected

- Request is declined due to missing info, ineligibility, or incorrect documents.

6. Completed

- Iqama has been successfully reissued and handed over.

Iqama Renewal Request.md

---

sidebar_position : 6

Iqama Renewal Request

- Manual Renewal requests are initiated by users or customers here.
- These requests are triggered based on the expiry date of employee documents (e.g., Iqama, ATM, Insurance).
- Once created, the Renewal request is managed in both Case Management and the HR system.
- The workflow stages and statuses are kept in sync across both systems using event-based configuration.

Request Creation Fields:

- To create an Iqama Renewal request, the user must provide:
  - Employee ID
  - Project Officer
  - Iqama Expiry Date
  - Date of Request
  - Renewal Type (Renewal/Damage)
  - Renewal Period (3,6,9,12 months)
  - Upload File/Document

Workflow Stages and Actions :

1. New Request

- Request is created and pending initial review.

2. Agreed

- Request is accepted and ready to proceed with processing.

3. MOL Reference

- Ministry of Labor reference number is generated (if applicable).

4. Payment

- Payment is processed for the renewal.

5. Renewal

- Renewal process is initiated with the government system (e.g., Muqeem).

6. Not Agreed

- Request is declined (e.g., eligibility issue or missing information).

7. Completed

- Iqama renewal is successfully completed.

Labor Escaped Report.md

---

sidebar_position : 7

Labor Escaped Report

This report is used to manage and track incidents where an employee is reported missing or has escaped from their assigned customer location or lodging. The process includes approval, documentation, and coordination with government authorities such as MOL.

Request Purpose

To record, validate, and escalate labor escape incidents with proper documentation, approvals, and government reporting.

Request Creation Fields:

- To create an Labor Escaped request, the user must provide:
  - Labour ID
  - Project Officer
  - Last Working Date
  - Escaped Date
  - Escape Point (Travel, Return, Delivery, with Customer, etc,.)
  - Upload File/Document

Workflow Stages and Actions :

1. New Request

- Initial stage when the escape is reported.
- Data and documentation are submitted.
- Employee is flagged in the system.

2. Arco Approval

- Internal ARCO validation of submitted information and documentation.
- Decision to proceed or cancel.

3. Govt Case

- Internal team prepares to escalate the case to official channels.
- Legal or compliance team begins coordination for government filing.

4. MOL Registration

- Escape is formally registered with the Ministry of Labor (MOL).
- Employee status is updated to `â€œEscaped â€" Registered in MOL.â€`

5. Escaped

- Final internal acknowledgment that the employee is now marked escaped.
- Contract and employment links are officially terminated.

6. Cancelled

- Used when the request is withdrawn or found invalid before MOL registration.

7. Completed

- Case is fully processed, documentation finalized, and closure confirmed.

Labor Return Request.md

---

sidebar_position : 8

Labor Retrun Request

The Labor Return Request is used when an employee who was previously reported as escaped (missing from lodging or customer site) returns and wishes to be reinstated. This process allows for proper verification, contract restoration, and status update across the system.

Fields to Create Labour Return Request

- Labor ID
- Project Officer
- Employee Return Place
- Return Reason (Terminated by Client, Refuse to work, etc,.)
- Sub Reason (Unpaid Salary, Incomplete Salary)
- Upload File/Document

Workflow Stages & Actions :

1. New Request

- The initial stage where the Labor Return Request is submitted.
- Basic validation is done to check if the employee was marked as â€œEscaped.â€
- **Actions :**
  - **Ending Labor Contract -** Moves to Ending Labor Contract stage.
  - **Rejected -** Moves to Rejected stage.

2. Ending Labour Contract

- System initiates the termination process of the existing labor contract (if applicable).
- Removes the employee from customer assignment (if not already removed).
- Prepares status for MOL/GOSI updates.
- **Actions :**
  - **Completed -** Moves to Completed stage.
  - **Rejected -** Moves to Rejected stage.

3. Rejected

- Request is denied due to invalid reason, missing documents, or employee ineligibility.
- No changes made to employee status.

4. Completed

- The return request process is finalized.
- Employee status updated (e.g., from â€œEscapedâ€ to â€œReturnedâ€ or â€œInactiveâ€ depending on HR policy).
- Contract history and escape-return timeline logged.

Activity Template.md

---

sidebar_position : 1

Activity Template

This module helps manage templates used to send notifications (Email, SMS, API, Document) based on system activities or events.

Types of Notifications

- You can create templates for the following types:

  - Email â€“ Sends emails.
  - SMS â€“ Sends text messages.
  - API â€“ Calls external systems.
  - Document â€“ Generates documents like letters or PDFs.

Event History.md

---

sidebar_position : 3

Event History

The Event History module lets users track all triggered events and their status in one place.

What It Does:

- Shows a log of every event triggered in the system (like Email, SMS, API, or Document).

- Displays the status of each event:

  - Success
  - Failed
  - Pending

Key Features:

- **Status Log â€“** Check whether an event was completed successfully or failed.

- **Retry Option â€“** If an event failed (e.g., an email didnâ€™t send), users can manually Retry it.

Event.md

---

sidebar_position : 2

Event

The Event module lets you configure automatic actions in the system by linking Case Events to specific Activity Templates (Email, SMS, API, or Document).

What It Does:

- Automatically sends notifications or triggers actions when certain case events occur.

- Uses pre-defined Activity Templates for each action.

Key Elements:

- Event Name â€“ Name of the case event (e.g., Visa Approved, Ticket Issued).
- Case Type / Request Type â€“ Choose which case or request this event applies to.
- Trigger Stage â€“ The workflow stage where the event should be triggered (e.g., Payment Completed).
- Action Type â€“ Select the type of action:
  - Email
  - SMS
  - API
  - Document
- **Activity Template â€“** Select the related template to execute when the event occurs.

Case Setup.md

---

sidebar_position : 2

Case Setup

Case Setup Overview

The Case Setup module allows system administrators to configure and customize the case management system, including categories, types, workflows, SLAs, and integrations.

1. Case Category

- Used to group related case types.
- Assign departments and roles to each category.
- Create and manage case processes under each category.

2. Case Type

Used to define the form, workflow, and behavior of each case.

Configurations:

- **Fields**
  - Create and manage fields specific to the case type.
- **Forms**
  - Configure list and detail view layouts.
  - The active detail form is shown during case creation.
- **SLA (Service Level Agreement)**
  - Define 2-level escalations with goal and deadline.
  - SLA can be set per process or stage.
- **Workflow**
  - Create stages and define status transitions.
  - Configure stage actions with workflow action forms.
- **Event Action**
  - Set up event triggers and conditions.

    - Events can be linked to process-level or stage-level actions.

- **Attachment**
    - Define and manage file attachments for cases.

- **Workflow Rules**
    - Configure logic for workflow actions.
    - Option to assign APIs that trigger before action execution.

- **REST API**
    - Define and manage API integrations.

- **Document Template**
    - Design documents using activity templates.
    - Map template fields to case fields for auto-generation.

Master.md

---

sidebar_position : 1

Master

Overview

The Setup section is used to manage master data and configurations needed for handling cases.

1. Master

- Core master data setup for the Case Management system.

2. Department

- Create and manage departments.
- Assign users and department managers to each department.

3. Issue Type

- Create and organize issue categories:
    - Issue Groups and Subgroups
- Assign each Subgroup to:
    - A Case Type (e.g., Customer Request, Internal Issue)
    - A Request Type (Request or Complaint)
- Based on this setup, the correct Group/Subgroup appears during ticket creation.

4. Channel

- Manage master data for Ticket Channels used during ticket creation.
- These channels define how a ticket was received.

Supported Ticket Channels:

- Phone

- Customer Portal
- Email
- Live Chat
- MOL
- Whatsapp
- twitter
- LinkedIn

5. Activity

- Manage Event Activity Types used in workflows or case events.

Available Activity Types:

- Comments
- Email
- SMS
- Notes
- Rest API
- Document Type
- B2B Email
- Users can activate or deactivate these activities based on their requirements.

6. Department

- Create and manage departments for ticket assignment.

Key Features:

- Assign a Department Manager.

- Use departments to group tickets for handling.

- Departments can be activated or deactivated as needed.

7. Issue Type

- Create and manage Issue Types to group and categorize tickets.

Key Features:

- Used to assign and organize tickets based on their issue.

- Supports activation and deactivation of issue types as needed.

Security.md

---

sidebar_position : 4

Security

Overview

The Security module is used to manage system access, roles, and permissions.

1. User Login

- Create and manage system users.

- Block or unblock user accounts.

- Assign roles to users for permission control.

2. Role Master

- Create and manage user roles.
- Define permissions through roles.
- Assign users to specific roles.

3. Menu Setup

- Configure the system menu structure.
- Create and manage page/menu entries for navigation.

Task Setup.md

---

sidebar_position : 3

Task Setup

Overview

The Task Setup module is similar to Case Type configuration but does not include a workflow. Tasks follow a fixed status flow and are generally simpler in structure.

1. Task Category

- Allows grouping of related task types.
- User can create and manage categories for better organization.

2. Task Type

- Used to define and categorize individual task types.
    - Task from Case
    - Internal Task
    - Business Sector Task
    - Individual Sector Task

My Task.md

---

sidebar_position : 1

Task

Case and Task Overview

A dynamic workflow module integrated with the Client Portal to manage requests and actions.

Key Features:

- **Flexible Workflow:**
    - Supports customizable processes based on case or task type.
- **Client Interaction:**

    - From the Customer Portal, clients can:
        - View their related cases and tasks
        - Update the status of requests (e.g., inprogress, close, cancel)
- **Use Cases:**
    - Can be used for approvals, document submissions, follow-ups, etc.

Task Module Overview

Allows users to manage tasks and collaborate across departments.

Key Features:

- Users can create, update, and change status of tasks.
- Department managers can view and update tasks assigned to their team.
- Users can add attachments and comments on the task details page.

Common Workflow Stages and Actions for the Pages in My Task

1. New

- Default initial status when a task is created.
- **Actions :**
    - **Doing -** Start Task, Moves to InProgress stage.
    - **Forward -** Task is forwarded to another department. Assigned to the **new user**.
    - **Reply -** Reassign the task back to the original creator. Status becomes **New**.
    - **Cancel -** Task is canceled with a required comment. Moves to Cancelled stage.

2. InProgress

- The task is actively being worked on.
- **Actions :**
    - **Complete -** Completed Task, Moves to Resolved stage.
    - **Cancel -** Task is canceled with a required comment. Moves to Cancelled stage.
    - **Forward -** Task is forwarded to another department. Assigned to the **new user**.
    - **Reply -** Reassign the task back to the original creator. Status becomes **New**.

3. Resolved

- Task is marked as completed and closed with comments.
- **Actions :**
    - **ReOpen -** To Reopen the Resolved task, Moves to Reopen stage.

4. Cancelled

- The task has been canceled, with comments explaining the reason.

5. ReOpen

- A previously Resolved or Cancelled task has been reopened for further action.
- **Actions :**
    - **Doing -** Start Task, Moves to InProgress stage.
    - **Forward -** Task is forwarded to another department. Assigned to the **new user**.
    - **Reply -** Reassign the task back to the original creator. Status becomes **New**.

- **Cancel -** Task is canceled with a required comment. Moves to Cancelled stage.

My Task Module Includes,

1. Pending Task with Me
2. Created by Me
3. Related to Me

> **Note :** The Workflow Stages and Actions are common for Task module which have been given above.

1. Pending Task with Me

- Tasks that are currently assigned to you and waiting for your action.
- Includes tasks in statuses like New, Todo, or InProgress.

2. Created by Me

- Tasks that you have created.
- Useful for tracking progress and updates, even if someone else is assigned.

3. Related to Me

- Tasks where you are involved but not the main assignee.
- Could include tasks forwarded by you, reassigned to you, or where you've added comments or attachments.

My Team Task.md

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sidebar_position : 2

My Team Task

> **Note :** The Workflow Stages and Actions are common for Task module, which have been listed in **My Task** module.

My Team Task Module Includes,

1. Pending with Team
2. Created by Team
3. Related to Team

1. Pending with Team

- Tasks currently assigned to team members.
- Awaiting action or progress from someone within your department or team.

2. Created by Team

- Tasks that were created by anyone on your team.
- Helps managers or leads monitor tasks initiated by their team members.

3. Related to Team

- Tasks where the team is involved but not directly assigned.
- Includes tasks forwarded to/from the team or where team members are mentioned or contributing.

ToDo.md

---

sidebar_position : 3

ToDo

> **Note :** The Workflow Stages and Actions are common for Task module, which have been listed in **My Task** module.

ToDo Module Includes,

1. ToDo
2. Internal Task
3. Business Sector Task
4. Individual Sector Task

Types of Tasks

There are three types of tasks, each based on its source and purpose:

1. Internal Task

- Created manually by users.
- Used for communication and coordination within internal departments (e.g., HR, Finance, Admin).

2. Individual Sector Task

- Linked to Individual Tickets.
- Created either from a ticket or manually by a user.
- Related to individual candidates or requests (e.g., passport issues, stamping, travel updates).

3. Business Sector Task

- Linked to Business Tickets.
- Created either from a ticket or manually by a user.
- Used for handling business clientâ€“related actions (e.g., job order issues, client complaints, updates).

Clearance Setup.md

---

sidebar_position : 3

Clearance Setup

Overview

The Clearance Setup module is used to define all necessary configurations related to employee and customer clearance processes. It includes the setup of clearance types, components, equations, and related assignments that influence financial and procedural calculations.

Type

- Define different categories of clearance processes.

Examples:

- Vacation Clearance
- End of Service (EOS) Clearance

- Customer Clearance
- Clearance Calculation
- Other Customer-Specific Clearances

Components

- Configure individual components that are used in clearance calculations.

Examples:

- EOS Settlement
- Vacation Settlement
- Employee Salary
- Employee Loans
- Food Allowance
- Tickets
- Others (e.g., Bonuses, Gratuities, etc.)

Type Components

Assign specific Clearance Components to relevant Clearance Types.

Purpose:

- Allow modular configuration of what components are involved in each type of clearance.

Factor

Define dynamic working factors that influence the calculation of clearance components.

Examples:

- Number of Days
- Yearly Vacation Days
- Total Years of Service
- Meal Allowance Amount
- Daily Rate
- Vacation Balance

These factors are used in equations to personalize calculations per employee.

Equation

- Set up formulas for calculating values related to clearances.

Examples:

- Vacation Settlement Equation
- EOS Gratuity Equation
- Food Cost Calculation
- Loan Deductions
- Due Salary Calculation

These equations can use Factors and Components as variables to produce accurate results.

Service Type Components

Map Components to Service Items used in business processes.

Structure:

- Component RecId
- Service Item ID

Examples:

- Other Allowance - Labours
- Agent Commission OD

- Loan - Labour (Business Sector)
- Total Monthly Salary

Purpose:

- Used in service billing or internal reporting.

Expense Type Components

Define expenses associated with a Clearance Type and assign them to specific Expense Types.

Examples:

- Agent Commission
- Iqama Charges
- Ministry of Labour Charges
- Medical Insurance
- Medical Test
- Visa Charges

Purpose:

- Track and allocate expenses related to employee/customer clearances.

Customer Clearance.md

---

sidebar_position : 1

Customer Clearance

Clearance Module Overview

A flexible system to calculate employee or customer clearance amounts with dynamic components.

Clearance Types :

- Employee Clearance

  - Vacation
  - End of Service (EOS)

- Customer Clearance

Clearance Amount

- Sum of all selected clearance components based on the Clearance Type.

- Clearance process is requested per payroll period based on transactions.

- Users can include or exclude specific clearance items using checkboxes.

Clearance Components by Type

Vacation Clearance

- Vacation Settlement

  - Eligible vacation days calculated from the specified period (Fromâ€'To).
  - Settlement = Vacation Eligible Days Ã— (Employee Salary Ã· 30)

- Due Salary (unpaid salary)

- Due Loan

- Government Fees

    - Calculated based on remaining days until iqama expiry.
- Ticket
    - Optional manual input of ticket value.
- Other Deductions
- Other Payments
- Customer Charges
    - When clearance is closed, generates an invoice via finance integration.
- Settlement Salary
    - Salary calculated up to the last working day.

EOS Clearance

- EOS Settlement
    - Calculated as per EOS setup rules.
- Due Salary (unpaid salary)
- Due Loan
- Government Fees
    - Calculated based on remaining days until iqama expiry.
- Ticket
    - Optional manual input.
- Other Deductions
- Other Payments
- Settlement Salary
    - Salary calculated up to the last working day.

Customer Clearance

Clearance calculation for customers includes the following components:

- **EOS Settlement**
    - Calculated based on the EOS setup.
- **Vacation Settlement**
- **Government Fees**
    - Calculated from a list of government fee expenses, based on remaining days until iqama expiry.
- Ticket
    - Optional manual input for ticket value.
- Other Deductions
- Other Payments
- Contract Penalty

Customer Clearance

A Customer Clearance request is created when a business employee returns from an Option 2 contract (i.e., expenses paid by the customer).

Workflow Stages & Actions :

1. New

- User enters component amounts (e.g., EOS, ticket, gov. fees).
- **Actions :**
- **Approved -** Moves to Approved stage
- **Cancelled -** Moves to Cancelled stage

2. Approved

- User reviews and confirms the request.
- **Actions :**
  - **Closed -** Moves to Closed stage.
  - **Move to New -** Return to New Stage.

3. Closed

- A Finance Invoice is automatically generated based on the total of all component amounts.
- The invoice uses Service Itemâ€"Component mapping for accurate financial posting.
- After closing, users may request a Recalculation if needed.
- **Actions :**
  - **ReCalculate Requested -** Moves to ReCalculate Requested stage.
  - **Approved -** Moves to Approved stage.

4. Cancelled

- The clearance request is marked as cancelled and closed from further action.
- **Actions :**
  - **New -** Return to New Stage.

5. ReCalculate Requested

- A re-calculation of the clearance is needed.
- **Actions :**
  - **Return to Closed -** Return to Closed stage
  - **ReCalculate and Move to New -** ReCalculate and Move to New stage.

Employee Clearance.md

---

sidebar_position : 2

Employee Clearance

Initiated through Vacation Settlement or Final Settlement and manages the employeeâ€™s pending dues and benefits at the time of exit or leave.

Workflow Stages & Actions :

1. New

- User inputs component amounts (e.g., due salary, loan, ticket, etc.).
- **Actions :**
  - **Approve -** Moves to Approve stage.

2. Approved

- Clearance items are added to the Settlement Line in the HR module.
- The settlement moves to Approval (with clearance amount).
- If Due Salary is included, the salary status is updated to Settlement Requested.
- **Actions :**
  - **Move to New -** Retrun back to New stage.
  - **Closed -** Moves to Closed stage.
  - **Cancelled -** Moves to Cancelled stage.

3. . Closed

- Once Settlement Payment is completed, the system moves the clearance to the Closed stage.
- The system performs the following automatic updates:
  - **Due Salary -** Salary status changes to Paid by Settlement.
  - **Due Loan -** Loan status changes to Settled.
  - **New Salary (future salary) -** Created and marked as Paid by Settlement.
  - **Accruals -** Accrual settlement transactions are generated.
  - **Customer Vacation Charges -** Finance invoice is created.

4. Cancelled

- Clearance is marked as cancelled, and no further processing occurs.
- **Actions :**
  - **New -** Return to New Stage.

Application.md

---

sidebar_position : 5

Application

Displays candidates assigned to job orders, along with their current status.

Stages:

1. New

- Candidate is newly assigned to a job order.
- Client can select or reject the candidate.
- If selected, the Selection Process begins.

2. Update Demand Letter

- Update demand details if required before proceeding.

3. Selected

- Candidate has been confirmed by the client.

4. Rejected

- Candidate has been rejected by the client.

Candidates.md

---

sidebar_position : 3

Candidates

Displays a list of candidates related to the client, grouped by status:

Candidate Categories:

1. Imported

- CVs created or uploaded directly by the client.

2. Assigned

- Candidates who have been assigned to a job order.

3. Selected

- Candidates selected by the client for a job order.

4. Rejected

- Candidates who were rejected from a job order by the client or system users.

CV Bank.md

---

sidebar_position : 1

CV Bank

Client Portal Overview

Business clients use the portal to manage recruitment activities.

Key Features:

- View and manage Job Orders
- View, shortlist, and track Candidates
- Manage Shortlisted Candidates for selection

CV Bank

A database of candidate profiles sourced externally or created by the client.

Features:

- Displays candidates added by the client.

- Clients can:
    - Create new candidate profiles via form or bulk upload.
    - Update existing CVs.

CV Profile.md

---

sidebar_position : 2

CV Profile

Displays detailed information of candidates stored in the CV Bank.

Features:

- **Profile View:**
    - Shows full candidate details (e.g., personal info, skills, experience, documents)
- **Search Functionality:**
    - Allows clients to search CVs by filters such as:
        - Nationality
        - Gender
        - Religion

Job Openings.md

---

sidebar_position : 4

Job Openings

Displays job orders from active Recruitment Order Lines.

Features:

- **Order Information**
    - Shows details like job title, profession, nationality, quantity, etc.
- **Candidate Summary**
    - Provides a count of candidates by stage (e.g., Assigned, Selected, Rejected).
- **Client Actions:**
    - Select a job order.
    - Assign candidates to the selected job order.

Employee Contract.md

---

sidebar_position: 2

Employee Contract

- **Contract Purpose:** Represents the contract between Arco and the employee.
- **Source:** Updated via the Recruitment process.
- **Auto-Renewal:** Automatically renews upon expiry every 2 years.

Contract Information Includes:

- Contract Start Date
- End Date
- IsActive Status
- Contract Lines (Salary Breakdown):
  - Basic
  - Food
  - Housing etc.,

Contract List View:

- Show **Active Contracts** by default for all employees.
- Filterable by Status of,
  - Active
  - Near to Expire
  - Expired

User can use to track the Contract status of Employee.

- **Active -** Shows all employees with currently active contracts.
- **Near to Expire -** Shows employee contracts near by expiry date.
- **Expired -** Displays all **Expired** employee contracts.

Contract Details:

- Displays full contract and salary information.
- User can change the contract salary information by creating new contract line with Allowance Type.
- When a new line is updated, the previous line is closed with last valid date.

Employee Inquiry.md

---

sidebar_position: 4

Employee Inquiry

- Used to filter and search employee profile details and identity information.
- Helps quickly locate specific employees based on key identifiers and profile attributes.

Overview:

- Allows users to search and inquire employee information using the following fields:
  - Name
  - Employee ID
  - Iqama Number
  - Country Entrance Number
  - Mobile Number
  - Company Reference Number

Employee List.md

sidebar_position: 1

Employee List

Introduction for Employee Module

Employee is a person who is arrived to arco manpower company to join as a employee in arco or any other company or any individual customer (House worker).

There are 3 Employee types, they are;

- Business
- Staff
- Individual

Business:

- Employees who work for a company or corporate entity.

Staff (Specific to Arco):

- Employees who work directly for Arco.
- Managed by the Mename site/system.

Individual:

- Employees who work for individual customers, such as household workers.

Employee have following mandatory fields:

- Name
- Passport Number
- Country Entrance Number
- Arrival Date
- DOB
- Iqama Number
- Employee Type
- Nationality
- Profession
- Job Specification (Groups profession status, especially for Individual employees)

Employee Status Determination:

- **Employee Status:** Actual work status (e.g., *Working, Ready to Work, Refuse to Work*)

- **Physical Status:** Location-based status (e.g., *With Customer, Lodging*)

- **Employment Status:** Employment Activity (e.g., *Active, Inactive*)

- **Duty Status:** Work Engagement (e.g., *Idle, On Contract*)

- **Kingdom Status:** Geographic presence (e.g., *Inside Kingdom, Outside Kingdom*)

Employee List

- Displays the list of employees with their details.

- Provides quick actions for each employees, including:

    - Iqama Renewal

    - Iqama Reissue
    - Insurance Reissue
    - ATM Reissue

- Allows editing of employee details directly from the list.

Employee Details of:

- Personal Info
- Experince Info
- Skills Info
- Qualification
- Comments / Remarks
- Medical Insurance (History of Medical Insurance & Active Medical insurance details)

Employee Profile Search.md

---

sidebar_position: 3

Employee Profile Search

Employee Filter & Search Overview:

- Used to Search and Track Employee information based on profile details created in HRM system. Filters include:

Filter Criteria :

- Employee Type
- Nationality
- Age
- Work Experience
- Skills / Types of Skills
- Availability

Categories :

- **Business -** Employees recruited for Business Customers (e.g., *Hotel, Factory*).

- **Individual -** Employees recruited for Individual Customers (e.g., *Driver, House Maid*).

- **Gender -** Filter by Male or Female.

Hourly Assignment.md

---

sidebar_position: 7

Hourly Assignment

- Used to create and assign short-term or hourly-based tasks to employees.

- Displays employee task is in active or ended in status bar.

Workflow Overview

- **1. Active -** Displays active hourly sector assigned employees.

- **User Actions -**

- **End Hourly Sector -** Move to Ended Stage.

- **2. Ended -** Displays Ended hourly assigned employees.

Mudad Contract Import.md

---

sidebar_position: 5

Mudad Contract Import

Mudad Contract (Qiwa Contract) Overview:

- A government-registered contract between Arco and the employee.
- Also known as the Qiwa Contract.
- Required to be accepted by the employee once their Iqama is issued.
- Exported from the Mudad Portal and imported into the HR system.
- Used to compare ERP data with Mudad data for consistency.
- It contains following fields of,
  - Contract Status
  - Contract Expiry Date

Mudad Contract Import:

- Users export Mudad contract data from the Mudad portal and import it into the HR system.
- Displays a list of employees along with their Mudad contract information for review and comparison.

Mudad Contract Status.md

---

sidebar_position: 6

Mudad Contract Status

- Displays a `list of contracts grouped by Mudad status`, based on defined criteria.
- Users can perform the action `"Agree to Renewal"` to `override Mudad contract validation`, allowing contract continuation or renewal as needed.

PayGroup Assignment.md

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sidebar_position: 8

PayGroup Assignment

- To assign an employee to a specific paygroup that determines how and when they are paid (e.g., hourly, daily, by project, etc.).
- Paygroup Assignment filters of,

  - Hourly Pay
  - Hospitality
  - Arco Staff

Workflow Overview

- **Active -** Displays Active paygroup assigned employees.
- **User Actions -**
  - **End Hourly Sector -** Move to Ended Stage.
- **2. Ended -** Displays Ended paygroup employees.

Qiwa Request.md

---

sidebar_position: 9

Qiwa Request

- A service to send SMS notifications from Arco to employees for Qiwa contract approval.
- The user selects employees with expired Qiwa contracts to create a request and send them approval SMS.
- Once user approved the process, an SMS is sent to employees to approve their Qiwa contract.

EOS Setup.md

---

sidebar_position : 5

EOS Setup

This is the Setup of payment details for EOS (End of Service) which means employee Resignation/Termination for the final payment setup details.

- **Business Scetor Criteria :**
  - If Kingdom Days < 1825 (i.e. < 5 years): 50% of monthly salary per year.
  - If Kingdom Days â‰¥ 1825 (i.e. â‰¥ 5 years):
    - First 5 years: **50% of monthly salary per year.**
    - After 5 years: **100% of monthly salary per year.**
  - **Individual Sector Criteria :**
    - If Kingdom Days < 1460 (i.e. < 4 years): **No EOS settlement.**
    - If 1460 â‰¤ Kingdom Days < 1825: **25% of monthly salary per year.**
    - If Kingdom Days â‰¥ 1825:
      - First 5 years: **25% of monthly salary per year.**
      - After 5 years: **25% of monthly salary per year.**

Final Settlement.md

---

sidebar_position: 1

Final Settlement

Settlement Payment

- This stage manages the calculation and processing of vacation settlement payments for employees taking leave. It includes several sub-stages to handle internal clearance, client approvals, and financial processing before moving to the Visa Request stage (if applicable).

Settlement Calculation Logic:

- Settlement is calculated from the later of:
  - The last vacation return date or arrival date.
  - Up to the employee's Last Working Date (LWD)

Workflow Stages & Actions:

1. Requested

- Initial entry into the settlement workflow after reaching within 10 days of LWD.

- **Actions:**

  - **Move to Clearance** - Move to **Clearance Process.**

2. Clearance Process

- Internal clearance validation via the clearance module.

- **Actions:**

  - **Request -** Trigger a clearance request in the clearance system
  - **Complete -** Once clearance is approved, move to **Approval**.

3. Approval

- Determines whether client confirmation is needed or can proceed directly to payment.

- **Actions:**

  - **Complete -** Move to **Client Confirmation**.
  - **Re-Calculate Clearance -** Return to **Clearance Process**
  - **Move without Payment -** Skip payment and move to Complete

4. Client Confirmation

- Client reviews and confirms the calculated settlement.

- **Actions:**

  - **Confirm -** Move to Payment
  - **Move to Clearance -** Return to Clearance Process for re-calculation

5. Payment

- Payment is processed in the Finance Department. On completion, system updates the status.

- **Actions:**

  - **Complete -** Move to **Complete**
  - **Re-Calculate -** Return to **Clearance Process**

6. Client Rejection

- Triggered if the client rejects the settlement during Client Confirmation.

- **Actions:**

  - **ReSend-Customer Confirmation -** Move back to **Client Confirmation**

- **Re-Calculate -** Return to **Clearance Process**

7. Complete

- Settlement process is finalized and recorded.
- Leave Request will move to Visa Request.

Retirement Reject Request.md

---

sidebar_position: 4

Retirement Reject Request

- This shows the Retirement Reject Request in stage wise, Final Settlement, Visa Request and Travel Request stage. Which the Retirement Request was created by an employee and later he rejected requests has been shown in the current stage of that rejected retirement requests.
- This is just a view of the status of rejected retirement requests.

Workflow stages & Actions :

1. Final Settlement

- Displays the Retirement Request rejected in this stage.
- If the Settlement made for an employee, then it will convert as a loan and it will detected monthly from his salary.
- **Actions :**
  - **Completed -** Moves to **Visa Request stage.**

2. Visa Request

- Displays the Retirement Request rejected in this stage.
- Once rejected the visa request for retirement, it will move to the next stage.
- **Actions :**
  - **Complete -** Move to the **Travel Request stage.**

3. Travel Request

- Displays the Retirement Request rejected in this stage.
- Once rejected the Travel request for retirement, it will move to the next stage to complete the flow.
- **Actions :**
  - **Complete -** Move to the **Complete stage.**

4. Completed

- Displays the Completed Reject Retirement Requests which completes all previous stages.

Retirement Request.md

---

sidebar_position: 2

Retirement Request

- User/Customer will create Retirement request from Case management.
- Employee will receive settlement, based on Employee Type (From EOS Setup).
- The Following fields are mandatory to create retirement request,
    - Employee Id
    - Contract Number
        - Contact Person
        - Email
        - Mobile Number
        - Project Officer
        - Accountant
    - Expected Date of Leaving
    - Last Working Date
    - Need Exit (Default)
    - Settlement (Default)
    - Travel From (Default Lodging) - Mandatory for Individual Working employees

Retirement Process will be same as Vacation Process

Vacation Types

Vacation have some following types,

Vacation Type	Settlement	Visa	Travel
Paid	Required	Required	Optional
Unpaid	X	Required	Optional
Local	Required	X	X
Encashment	Requried	X	X

Vacation Request have 3 Sub-process based on vacation Type

- **Settlement**
    - Settlement Paid By (Mandatory)
- **Visa**
    - Visa Paid By (Mandatory)
    - Visa Days (Required if Iqama > 150 days)
    - Return Before Date (Required if Iqama < 150 days)
- **Travel**
    - Source Country/City, Destination Country/City (All mandatory)

Retirement Request Workflow Overview

The retirement request is created in Case Management and managed in the HR system. The system is configured to synchronize request status (stages) between both modules through predefined event actions.

Workflow Stages & Actions :

1. New (Case Management)

- Retirement Request Created by user/customer in Case Management.
- **User Action -**
    - **Submit -** Moves request to Arco Approval

---

2. Arco Approval

- Request initiated from Case/Task Management is received in HRM for ARCO validation.
- Validate employeeâ€™s residency status.
- **Actions :**
  - **Complete -** Moves to **Customer Approval stage.**
  - **Reject -** Moves to **Rejected Request stage.**

---

3. Customer Approval

- **Conditional Behavior :**
  - If created by Customer, this stage is automatically skipped.
  - Otherwise, user/customer takes action.
- **Routing Based on Employee type :**
  - **Business Employees -** Starts Vacation Settlement Process first.
  - **Non Business Employees -** Starts Travel Request Process first.
- **Actions -**
  - **Complete -** Moves to Under Processing.
  - **Reject -** Moves to Rejected Request.

---

4. Under Processing

- Initiate for Final settlement process for employee.
- If the employee requested Travel Arrangements and Visa via ARCO, those processes begin from here.
- If Travel/Visa were not requested, the request skips ahead to Waiting for Travel.
- **Actions :**
  - **Complete -** Moves to **Settlement OnHold stage.**
  - **Reject -** Moves to **Rejected stage.**

---

5. Settlement OnHold

- To temporarily pause/hold the retirement settlement process for specific categories of employees until the appropriate processing window is reached.
- **Applies To :**
  - Individual Employees
  - Internal Project Employees
  - Employees accommodated in Lodging
- **Functionality :**
  - This stage is used to hold the leave request until it reaches the processing window, which is:
    - 10 days before the employeeâ€™s Last Working Date (LWD)
- **System Behavior :**
  - The system will automatically monitor the Last Working Date.
  - When the LWD is less than or equal to 10 days, the request is automatically moved to the next stage:
    - Settlement Payment

---

6. Settlement Payment

- This stage manages the calculation and processing of vacation settlement payments for employees taking leave.

- It includes several sub-stages to handle internal clearance, client approvals, and financial processing before moving to the Visa Request stage (if applicable).
- **Actions :**
  - **Complete -** Moves to Visa Issuance stage.
  - **Reject -** Moves to **Rejected Request Stage.**

---

7. Visa Issuance (Visa Request)

- The Visa Request is triggered when an employee initiates a Travel Arrangement via the Leave Request or Retirement Request from ARCO.
- It is tightly integrated with the Finance Department for payment and Muqeem Portal for issuance.
- **Actions :**
  - **Complete -** Moves to **Travel Request stage.**
  - **Reject -** Moves to **Rejected Request stage.**

---

8. Travel Request

- This is a sub-process within the Leave Request module for managing employee travel.
- This Travel request is a Sub-process of Visa request.
- **Actions :**
  - **Complete -** Moves to **CheckIn Lodging stage.**
  - **Reject -** Moves to **Rejected Request stage.**

---

8. CheckIn Lodging

- Employees working in non-business roles who selected `â€œLodgingâ€` as "Travel From".
- Once the employee checks in at lodging, system moves the request to **Waiting for Travel.**

---

9. HR Clearance

Clearace Details:

- EOS settlement is calculated based on the EOS Setup.
- Currently Default EOS type is "`Termination.`"
  - **Business Scetor Criteria :**
    - If Kingdom Days < 1825 (i.e. < 5 years): 50% of monthly salary per year.
    - If Kingdom Days â‰¥ 1825 (i.e. â‰¥ 5 years):
      - First 5 years: **50% of monthly salary per year.**
      - After 5 years: **100% of monthly salary per year.**
  - **Individual Sector Criteria :**
    - If Kingdom Days < 1460 (i.e. < 4 years): **No EOS settlement.**
    - If 1460 â‰¤ Kingdom Days < 1825: **25% of monthly salary per year.**
    - If Kingdom Days â‰¥ 1825:
      - First 5 years: **25% of monthly salary per year.**
      - After 5 years: **25% of monthly salary per year.**
- This stage shows the Retirement requests which is send for HR Clearance.
- **Actions :**
  - **Approve -** Moves to **Waiting for Travel stage.**
  - **Reject -** Moves to **Rejected Request stage.**

10. Rejected Request

- Displays the number of Rejected Requests which is created and reject the requests by an employee.

---

11. Completed

- Completed requests are displayed in this stage.

Employee IBAN.md

---

sidebar_position : 4

Employee IBAN

- Displays the Employees Bank account informations.
- User can Export the template.
- Import the updated template (New IBAN) to update data in the list.
- Filters available to view the Active and Inactive IBAN.

Payment Request.md

---

sidebar_position : 1

Payment Request

This flow will process the payment request and confirm the payments from renewal, reissue, loan, retirement and vacation related payment requests.

Workflow Stages & Actions :

1. Approval

- Displays the Payment Approval requests.
- **Actions :**
  - **Approve -** Moves to Payment stage.

2. Payment

- Displays the requests in payment stage.
- **Actions :**
  - **Complete -** Moves to Payment Confirmation stage.

3. Completed

- It shows the Completed payment requests.

4. Payment Confirmation

- Displays the requested payments for confirmation.

- **Actions :**
  - **Complete -** Once payment confirmed, Moves to Completed stage to complete the flow.

Payment Setup.md

---

sidebar_position : 2

Payment Setup

- This is to create payment setup for the process of Employee Medical test, Iqama, Atm, Driving License issue and Leave, Vacation settlement process etc.,
- This is just a setup page, no more workflows here.
- *The following fields are mandatory to create Payment Setup;*
  - Process Id
  - ValidFrom (Date)
  - Amount

Transaction.md

---

sidebar_position : 2

Transaction

This is just a view of Transaction lists of employees with transaction details.

Employee Details

- Employee details page contains lots of informations of,
  - Employee Personal details
  - Employee Salary details
  - Employee document details
  - Employee Lodging details
  - Food information
  - Followup comments
  - Provision balance
  - Medical Insurance
- These records are hold just for informational purpose.

Insurance Class.md

---

sidebar position : 2

Insurance Class

- Insurance Class is a Master setup of insurance policies, categorizes as Class A, B, C & Class VIP.
- Based on Class, insurance beneficery will differ.

- To Create Insurance Class, the following fields are mandatory;
  - Insurance Class ID.
  - Description in English
  - Description in Arabic
  - Status
- User can edit and update the Insurance class by using Update action in table.

Insurance Policy.md

---

sidebar position : 1

Insurance Policy

- Manage insurance policies linked to company information.
- Insurance policy have lines with Insurance class.
- Beneficiaries are associated with policy lines and tracked with historical date records.
- To Create Insurance policy, the following fields are mandatory;
  - Company information
  - Policy number
  - StartDate
  - EndDate

Workflow Stages & Actions

1. Draft

- User sets up policy and adds insurance lines:
  - Insurance Class (from master)
  - Cost
- Actions :
  - **Send to Approval -** Moves to Approval stage.

2. Approval

- Reviewer validates and decides on the request
- Actions :
  - **Active -** Moves to Active stage.
  - **Cancel -** Approval cancelled and Moves to Cancelled stage.

3. Active

- Once policy activated, User can import Insurance Befincery by following;
  - On board insurance import.
  - Upload Renewal Beficicery (export from "prepare InActive" stage).
  - Update insuarnce Class(from business integration).
- **Actions :**
  - **Prepare to Inactive -** Moves to prepare to Inactive stage.

4. Prepare to InActive

- This stage is used when the insurance policy has expired or is no longer active.
- User can export active beneficery from policy lines and upload to active policy.
- User cannot complete this stage untill move all active beneficiery.
- **Actions :**
  - **Inactive -** Moves to Inactive stage.

5. InActive

- The policy is no longer valid.
- For record-keeping of ended insurance policies.

6. Cancelled

- The policy approval was cancelled before activation.
- Appears as a cancelled record for audit or reference.

Internal Leave Request.md

---

sidebar_position : 2

Internal Leave Request

Internal Leave Request flows are same as Leave Request only the leave type is different, other than that both are same.

Leave Creation : Initiated by User or Customer through Case Management.

Leave Entitlement : Default is 21 days/year (based on `EmployeeType` from setup).

The Following Fields are Mandatory for Leave Request Create;

- EmployeeId
- Contract Number
  - Contact Person
  - Email
  - Mobile Number
  - Project Officer
  - Accountant
- Travel Date
- Return Date
- Last Working Date
- Vacation Type
- Travel From (Mandatory for individuals from "Lodging")

Vacation Types

Vacation have some following types,

Vacation Type	Settlement	Visa	Travel
Paid	Required	Required	Optional
Unpaid	X	Required	Optional
Local	Required	X	X
Encashment	Requried	X	X

Vacation Request have 3 Sub-process based on vacation Type

- **Settlement**
    - Settlement Paid By (Mandatory)
- **Visa**
    - Visa Paid By (Mandatory)
    - Visa Days (Required if Iqama > 150 days)
    - Return Before Date (Required if Iqama < 150 days)
- **Travel**
    - Source Country/City, Destination Country/City (All mandatory)

Vacation Request Workflow Overview

The vacation request is created in Case Management and managed in the HR system. The system is configured to synchronize request status (stages) between both modules through predefined event actions.

Workflow Stages & Actions

1. New (Case Management)

- Created by user/customer in Case Management.
- **User Action -**
    - **Submit -** Moves request to Arco Approval

---

2. Arco Approval (HR System)

- Request initiated from Case/Task Management is received in HRM for ARCO validation.
- Validate employeeâ€™s residency status.
- **User Action -**
    - **Complete -** Move to Customer Approval (HRM + Case).
    - **Reject -** Move to Rejected Request.
    - **Escape -** Mark as Escaped and move to Completed.

---

3. Customer Approval (Case Management)

- **Conditional Behavior :**
    - If created by Customer, this stage is automatically skipped.
    - Otherwise, user/customer takes action.
- **Routing Based on Employee type :**
    - **Business Employees -** Starts Vacation Settlement Process.
    - **Non Business Employees -** Starts Travel Request Process.
- **Actions -**
    - **Complete -** Moves to Under Processing.
    - **Reject -** Moves to Rejected Request.

4. Under Processing

- Once Customer Approved for Leave request, the vacation process for an employee will begins.
- **Actions -**
    - **Complete -** Moves to Settlement OnHold.
    - **Reject -** Moves to Rejected Request.

Sub-Process of Leave Request Starts here,

1. Settlement
2. Visa
3. Travel

5. Settlement OnHold

- To temporarily pause/hold the vacation settlement process for specific categories of employees until the appropriate processing window is reached.

- **Applies To :**

    - Individual Employees
    - Internal Project Employees
    - Employees accommodated in Lodging

- **Functionality :**

    - This stage is used to hold the leave request until it reaches the processing window, which is:
        - 10 days before the employeeâ€™s Last Working Date (LWD)

- **System Behavior :**

    - The system will automatically monitor the Last Working Date.
    - When the LWD is less than or equal to 10 days, the request is automatically moved to the next stage:
        - Settlement Payment

---

6. Settlement Payment

- This stage manages the calculation and processing of vacation settlement payments for employees taking leave. It includes several sub-stages to handle internal clearance, client approvals, and financial processing before moving to the Visa Request stage (if applicable).

Settlement Calculation Logic:

- Settlement is calculated from the later of:
    - The last vacation return date or arrival date.
    - Up to the employee's Last Working Date (LWD)

Workflow Stages & Actions:

1. Requested

- Initial entry into the settlement workflow after reaching within 10 days of LWD.

- **Actions:**

    - **Move to Clearance** - Move to **Clearance Process.**

2. Clearance Process

- Internal clearance validation via the clearance module.

- **Actions:**

    - **Request -** Trigger a clearance request in the clearance system
    - **Complete -** Once clearance is approved, move to **Approval**.

3. Approval

- Determines whether client confirmation is needed or can proceed directly to payment.

- **Actions:**

    - **Complete -** Move to **Client Confirmation**.
    - **Re-Calculate Clearance -** Return to **Clearance Process**

- **Move without Payment -** Skip payment and move to Complete

4. Client Confirmation

- Client reviews and confirms the calculated settlement.
- **Actions:**
    - **Confirm -** Move to Payment
    - **Move to Clearance -** Return to Clearance Process for re-calculation

5. Payment

- Payment is processed in the Finance Department. On completion, system updates the status.
- **Actions:**
    - **Complete -** Move to **Complete**
    - **Re-Calculate -** Return to **Clearance Process**

6. Client Rejection

- Triggered if the client rejects the settlement during Client Confirmation.
- **Actions:**
    - **ReSend-Customer Confirmation -** Move back to **Client Confirmation**
    - **Re-Calculate -** Return to **Clearance Process**

7. Complete

- Settlement process is finalized and recorded.
- Leave Request will move to Visa Request.

---

6. Visa Issuance (Visa Request)

The Visa Request is triggered when an employee initiates a Travel Arrangement via the Leave Request or Retirement Request from ARCO. It is tightly integrated with the Finance Department for payment and Muqeem Portal for issuance.

Workflow Stages & Actions:

1. Requested

- Indicates a new visa request has been received from Case and Task Management.
- **Actions :**
    - **Requested -** Moves the request to **Approval stage.**

2. Approval

- Awaiting review and approval from the Finance Department.
- **Actions :**
    - **Approved -** Confirms approval and moves the request to **Payment stage.**

3. Payment

- Payment request is generated and processed through the Finance Department Portal.
- **System Logic :**
    - The system automatically tracks the payment status between Visa Request and Finance modules.
    - **Auto :** Once Finance confirms payment completion, the request automatically moves to **Under Processing stage.**

4. Under Processing

- Visa issuance begins in Muqeem Portal (either manually or via system integration).
- System tracks visa status.
- **Actions :**
  - **Complete -** Once Visa is successfully issued, move to **Completed stage.**
  - **Hold -** Place request on hold, move to **Hold.**

5. Hold

- Visa processing is paused/hold due to queries or pending clarifications.
- **Actions :**
  - **Release -** Resume processing and move the request back to **Under Processing stage.**

6. Completed

- Indicates the visa has been successfully issued and process is finalized.

7. Reject Requested

- Visa has been rejected or canceled after issuance.
- Triggered when the user rejects the visa but it has already been issued.
- Once canceled formally through Leave Reject Request process, moved to Completed stage.

---

7. Travel Request (For Business Employees)

- This is a sub-process within the Leave Request module for managing employee travel.
- This Travel request is a Sub-process of Visa request

Workflow Stages & Actions:

1. Requested

- Initial stage when a travel request is raised.
- Auto-created based on leave or visa process that includes travel.
- **Actions:**
  - **Complete -** Move to Travel Arrangements.
  - **Hold -** Move to Hold Stage.
  - **Reject -** Terminate the process; may move to Rejected/Cancelled stage depending on setup.

2. Travel Arrangements

- Collect travel-related details for the employee.
  - Travel Date
  - Ticket Amount details
- **Actions:**
  - **Complete -** Move to Approval.
  - **Hold -** Move to Hold Stage.

3. Approval

- Internal or managerial review of the travel plan and cost.

- Typically done by a supervisor, travel coordinator, or department head.
- **Actions:**
  - **Approve -** Move to Payment stage.

4. Payment

- Travel payment is initiated in the Finance portal.
- Once payment is requested, itâ€™s tracked in the finance module.
- Auto-transition to Complete after Finance confirms payment.

5. Complete

- Payment completed; travel request finalized.

6. Hold

- Temporarily pauses/holds the travel process.

---

8. CheckIn Lodging

- Employees working in non-business roles who selected `â€œLodgingâ€` as "Travel From".
- Once the employee checks in at lodging, system moves the request to **Waiting for Travel.**

---

9. Waiting for Travel

System Schedule Check :

- Monitors Muqeem Status.
- If Muqeem status becomes `"OnVacation"`, move to Completed.

Contract Management :

- If â€œTravel Fromâ€ is Customer, terminate external contract.
- If working in Internal Sector, terminate internal contract.

Employee Status Update :

- Updated to `"OnVacation"`.

---

10. Rejected Request

- This stage is used to show the rejected requests and needs to be closed.
- **Actions -**
  - **Reject -** Closes the request and moves to **Completed stage.**

---

11. Completed

- All pre-travel formalities are completed.
- Automatically initiates Vacation Return monitoring process.

Leave Reject Request.md

---

sidebar_position : 5

Leave Reject Request

- This shows the Leave Reject Request in stage wise, Vacation Settlement, Visa Request and Travel Request stage. Which the Leave Request was created by an employee and later he rejected requests has been shown in the current stage of that rejected leave requests.

    - This is just a view of the status of rejected leave requests.

Workflow stages & Actions :

1. Vacation Settlement

- Displays the Leave Request rejected in this stage.

- If the Settlement made for an employee, then it will convert as a loan and it will detected monthly from his salary.

- **Actions :**

    - **Completed -** Moves to **Visa Request stage.**

2. Visa Request

- Displays the Leave Request rejected in this stage.

- Once rejected the visa request for leave, it will move to the next stage.

- **Actions :**

    - **Complete -** Move to the **Travel Request stage.**

3. Travel Request

- Displays the Leave Request rejected in this stage.

- Once rejected the Travel request for retirement, it will move to the next stage to complete the flow.

- **Actions :**

    - **Complete -** Move to the **Complete stage.**

4. Completed

- Displays the Completed Reject Leave Requests which completes all previous stages.

Leave Request.md

---

sidebar_position: 1

Leave Request

Leave Creation : Initiated by User or Customer through Case Management.

Leave Entitlement : Default is 21 days/year (based on `EmployeeType` from setup).

The Following Fields are Mandatory for Leave Request Create;

- EmployeeId
- Contract Number
    - Contact Person
    - Email
    - Mobile Number

    - Project Officer
    - Accountant
- Travel Date
- Return Date
- Last Working Date
- Vacation Type
- Travel From (Mandatory for individuals from "Lodging")

Vacation Types

Vacation have some following types,

Vacation Type	Settlement	Visa	Travel
Paid	Required	Required	Optional
Unpaid	X	Required	Optional
Local	Required	X	X
Encashment	Requried	X	X

Vacation Request have 3 Sub-process based on vacation Type

- **Settlement**
    - Settlement Paid By (Mandatory)
- **Visa**
    - Visa Paid By (Mandatory)
    - Visa Days (Required if Iqama > 150 days)
    - Return Before Date (Required if Iqama < 150 days)
- **Travel**
    - Source Country/City, Destination Country/City (All mandatory)

Vacation Request Workflow Overview

The vacation request is created in Case Management and managed in the HR system. The system is configured to synchronize request status (stages) between both modules through predefined event actions.

Workflow Stages & Actions

1. New (Case Management)

- Created by user/customer in Case Management.
- **User Action -**
    - **Submit -** Moves request to Arco Approval

---

2. Arco Approval (HR System)

- Request initiated from Case/Task Management is received in HRM for ARCO validation.
- Validate employeeâ€™s residency status.
- **User Action -**
    - **Complete -** Move to Customer Approval (HRM + Case).
    - **Reject -** Move to Rejected Request.
    - **Escape -** Mark as Escaped and move to Completed.

---

3. Customer Approval (Case Management)

- **Conditional Behavior :**

    - If created by Customer, this stage is automatically skipped.
    - Otherwise, user/customer takes action.

- **Routing Based on Employee type :**

    - **Business Employees -** Starts Vacation Settlement Process.
    - **Non Business Employees -** Starts Travel Request Process.

- **Actions -**

    - **Complete -** Move to Under Processing.
    - **Reject -** Move to Rejected Request.

4. Under Processing

- Once Customer Approved for Leave request, the vacation process for an employee will begins.

- **Actions -**

    - **Complete -** Moves to Settlement OnHold.
    - **Reject -** Moves to Rejected Request.

Sub-Process of Leave Request Starts here,

1. Settlement
2. Visa
3. Travel

5. Settlement OnHold

- To temporarily pause/hold the vacation settlement process for specific categories of employees until the appropriate processing window is reached.

- **Applies To :**

    - Individual Employees
    - Internal Project Employees
    - Employees accommodated in Lodging

- **Functionality :**

    - This stage is used to hold the leave request until it reaches the processing window, which is:
        - 10 days before the employeeâ€™s Last Working Date (LWD)

- **System Behavior :**

    - The system will automatically monitor the Last Working Date.
    - When the LWD is less than or equal to 10 days, the request is automatically moved to the next stage:
        - Settlement Payment

---

6. Settlement Payment

- This stage manages the calculation and processing of vacation settlement payments for employees taking leave. It includes several sub-stages to handle internal clearance, client approvals, and financial processing before moving to the Visa Request stage (if applicable).

Settlement Calculation Logic:

- Settlement is calculated from the later of:
    - The last vacation return date or arrival date.
    - Up to the employee's Last Working Date (LWD)

Workflow Stages & Actions:

1. Requested

- Initial entry into the settlement workflow after reaching within 10 days of LWD.
- **Actions:**
  - **Move to Clearance** - Move to **Clearance Process.**

2. Clearance Process

- Internal clearance validation via the clearance module.
- **Actions:**
  - **Request -** Trigger a clearance request in the clearance system
  - **Complete -** Once clearance is approved, move to **Approval**.

3. Approval

- Determines whether client confirmation is needed or can proceed directly to payment.
- **Actions:**
  - **Complete -** Move to **Client Confirmation**.
  - **Re-Calculate Clearance -** Return to **Clearance Process**
  - **Move without Payment -** Skip payment and move to Complete

4. Client Confirmation

- Client reviews and confirms the calculated settlement.
- **Actions:**
  - **Confirm -** Move to Payment
  - **Move to Clearance -** Return to Clearance Process for re-calculation

5. Payment

- Payment is processed in the Finance Department. On completion, system updates the status.
- **Actions:**
  - **Complete -** Move to **Complete**
  - **Re-Calculate -** Return to **Clearance Process**

6. Client Rejection

- Triggered if the client rejects the settlement during Client Confirmation.
- **Actions:**
  - **ReSend-Customer Confirmation -** Move back to **Client Confirmation**
  - **Re-Calculate -** Return to **Clearance Process**

7. Complete

- Settlement process is finalized and recorded.
- Leave Request will move to Visa Request.

---

6. Visa Issuance (Visa Request)

The Visa Request is triggered when an employee initiates a Travel Arrangement via the Leave Request or Retirement Request from ARCO. It is tightly integrated with the Finance Department for payment and Muqeem Portal for issuance.

Workflow Stages & Actions:

1. Requested

- Indicates a new visa request has been received from Case and Task Management.
- **Actions :**
  - **Requested -** Moves the request to **Approval stage.**

2. Approval

- Awaiting review and approval from the Finance Department.
- **Actions :**
  - **Approved -** Confirms approval and moves the request to **Payment stage.**

3. Payment

- Payment request is generated and processed through the Finance Department Portal.
- **System Logic :**
  - The system automatically tracks the payment status between Visa Request and Finance modules.
  - **Auto :** Once Finance confirms payment completion, the request automatically moves to **Under Processing stage.**

4. Under Processing

- Visa issuance begins in Muqeem Portal (either manually or via system integration).
- System tracks visa status.
- **Actions :**
  - **Complete -** Once Visa is successfully issued, move to **Completed stage.**
  - **Hold -** Place request on hold, move to **Hold.**

5. Hold

- Visa processing is paused/hold due to queries or pending clarifications.
- **Actions :**
  - **Release -** Resume processing and move the request back to **Under Processing stage.**

6. Completed

- Indicates the visa has been successfully issued and process is finalized.

7. Reject Requested

- Visa has been rejected or canceled after issuance.
- Triggered when the user rejects the visa but it has already been issued.
- Once canceled formally through Leave Reject Request process, moved to Completed stage.

---

7. Travel Request (For Business Employees)

- This is a sub-process within the Leave Request module for managing employee travel.
- This Travel request is a Sub-process of Visa request

Workflow Stages & Actions:

1. Requested

- Initial stage when a travel request is raised.

- Auto-created based on leave or visa process that includes travel.
- **Actions:**
  - **Complete -** Move to Travel Arrangements.
  - **Hold -** Move to Hold Stage.
  - **Reject -** Terminate the process; may move to Rejected/Cancelled stage depending on setup.

2. Travel Arrangements

- Collect travel-related details for the employee.
  - Travel Date
  - Ticket Amount details
- **Actions:**
  - **Complete -** Move to Approval.
  - **Hold -** Move to Hold Stage.

3. Approval

- Internal or managerial review of the travel plan and cost.
- Typically done by a supervisor, travel coordinator, or department head.
- **Actions:**
  - **Approve -** Move to Payment stage.

4. Payment

- Travel payment is initiated in the Finance portal.
- Once payment is requested, itâ€™s tracked in the finance module.
- Auto-transition to Complete after Finance confirms payment.

5. Complete

- Payment completed; travel request finalized.

6. Hold

- Temporarily pauses/holds the travel process.

---

8. CheckIn Lodging

- Employees working in non-business roles who selected `â€œLodgingâ€` as "Travel From".
- Once the employee checks in at lodging, system moves the request to **Waiting for Travel.**

---

9. Waiting for Travel

System Schedule Check :

- Monitors Muqeem Status.
- If Muqeem status becomes `"OnVacation"`, move to Completed.

Contract Management :

- If â€œTravel Fromâ€ is Customer, terminate external contract.
- If working in Internal Sector, terminate internal contract.

Employee Status Update :

- Updated to `"OnVacation"`.

---

10. Rejected Request

- This stage is used to show the rejected requests and needs to be closed.
- **Actions -**
  - **Reject -** Closes the request and moves to **Completed stage.**

---

11. Completed

- All pre-travel formalities are completed.
- Automatically initiates Vacation Return monitoring process.

Vacation Return.md

---

sidebar_position: 4

Vacation Return

The Vacation Return Process is system-driven and monitors the employeeâ€™s return status based on Muqeem portal updates. The process ensures accurate tracking of return dates and proper reassignment or retirement actions based on the employeeâ€™s employment type and status.

Automatic System Behavior :

- The system checks Muqeem status periodically.
- Transition between stages is automated, based on:
  - Return Date
  - Muqeem Status
  - Iqama or Visa validity
  - Contract availability

Workflow Stages & Actions :

1. On Vacation

- Initial stage after an employeeâ€™s vacation has started.
- Based on Muqeem status being updated to `OnVacation_OutSideKingdom`.
- If employee returns, status becomes Valid, and request moves to **Return from Vacation.**
- If return date is passed, moves to **Waiting for Return.**
- **Actions :**
  - **Complete -** Manually move to **Return from Vacation.**

2. Waiting for Return

- Activated 10 days before the employeeâ€™s expected return date.
- System prepares to monitor the return via Muqeem.
- If Muqeem status updates, move to Return from Vacation.

- Can also be manually completed based on employee check-in.
- **Actions :**
    - **Return -** Move to **Return from Vacation.**

3. Not Return

- Triggered automatically if the employee does not return by the return date.
- Serves as a flag for employees overdue.
- **Actions :**
    - **Move to Waiting for Return -** Revert to **Waiting for Return stage.**

4. Return from Vacation

- Triggered when Muqeem status changes to "Valid", indicating the employee has returned.
- System determines next steps:
    - **Business Employees :** Update status to Working.
    - **Individual Employees :** If contract is available, re-assign and set status to Working.
    - **Others :** Create Check-in request; if not completed within 10 days, trigger Escape request.

5. Visa Expired

- System Triggered when:
    - Employee did not return,
    - Their visa has expired.
    - System moves request here automatically.
- **Actions :**
    - **Iqama Expired -** Move to **Iqama Expired stage.**
    - **Move to Waiting for Return -** Move to **Waiting for Return stage.**

6. Iqama Approval Cancellation

- System Triggered if:
    - Employee did not return, and
    - Iqama is expiring in less than 10 days.
- This stage is used to initiate cancellation processes.

7. Iqama Expired

- System Triggered when:
    - Employee did not return, and
    - Their Iqama has expired.
- **Actions :**
    - **Waiting for Return -** Move to **Waiting for Return stage.**

8. Left Not Return

- Employee is confirmed not to have returned.
- Muqeem marked as Left Not Return.
- Automatically initiates Retirement or contract closure.
- No Actions (tracking-only stage)

9. Completed

- Final stage after successful return and reactivation or post-processing.
- Status used for reporting and audit purposes.

Vacation Settlement.md

---

sidebar_position: 3

Vacation Settlement

Vacation Settlement starts in Case and Task Management and is processed in the Finance Portal.

If the employee doesnâ€™t require settlement, the request is completed without payment.

Workflow Stages & Actions:

1. Requested

- A new settlement request is created by a user or customer.
- **Actions :**
  - **Move to Clearance -** Moves the request to the **Clearance Process stage.**

2. Clearance Process

- Request is waiting for internal clearance.
- Once done, it moves to Approval or skips to Complete (if no payment is needed).
- **Actions :**
  - **Complete -** Move to **Approval stage.**

3. Approval

- Finance reviews and approves the settlement.
- **Actions :**
  - **Approve -** Move to **Client Confirmation stage.**
  - **Re-Calculate Clearance -** Return to **Clearance Process.**

4. Client Confirmation

- Waiting for customer/client to confirm the clearance.
- **Actions :**
  - **Complete -** Move to **Payment stage.**

5. Payment

- Finance department processes the payment.
- Once completed in the Finance Portal, request moves to Complete.
- **Actions :**
  - **Complete -** Move to **Complete Stage.**
  - **Re-Calculate -** Return to **Clearance Process stage.**

6. Client Rejection

- Client rejected the request.
- Request is on hold and waiting to be Re-send to process the **Client Confirmation** and **Re-Calculate Stage.**
- **Actions :**
  - **Re-Send to Client Confirmation -** Move to Client Confirmation stage again.
  - **Re-Calculate Clearance -** Return to **Clearance Process stage.**

7. Complete

- Once Requests are completed after the Vacation Settlement request completed, moved to this stage.

Employee Loan.md

---

sidebar_position : 2

Employee Loan

- The page is just for a view, it displays the Employee loan list with details.
- Loan details page shows the Loan Employee details and Loan EMI Repayment details.
- Once All EMI due has repaid, `"Close Loan"` option is available in this page to close the loan.
- Filter options are available to view `Active and Inactive` loan.

Loan Request.md

---

sidebar_position : 1

Loan Request

Loan

- Loan for employee is divided into monthly installments.
- Each month, the installment is automatically deducted from the salary.
- The system updates the loan repayment status after each deduction.
- User can reschedule the loan
- User can cancel the loan with due amount

Loan Request

- Employee can create loan request and send for an approval to complete loan request process.
- To Create Loan request, *the following fields are mandatory,*
  - Employee ID
  - Loan Type
  - Request Amount
  - No.of.months
  - EMI Amount

Workflow Stages & Actions :

1. Requested

- Displays the employees requested loan requests list.
- Loan Requests has been sent to finance department, if the employee and his loan amout is eligible, Finance may proceed with monthly EMI.
- **Actions :**
  - **Complete -** Moves to Complete stage.
  - **Reject -** Moves to Complete stage to finish the flow.

2. Complete

- If Loan request has been fully processed, moved to this stage.
- *No more actions required.*

ATM.md

---

sidebar_position: 6

ATM

The ATM card process for an employee starts after the Iqama issuance is completed in the HRM system.

A new ATM card request is then initiated for the employee.

Workflows & Stages:

1. Newly Required

- New ATM card request is waiting to be processed for the employee.
- **User Actions -**
  - **Complete -** Move request to **Payment Requested stage**.

2. Payment Requested

- User tracks payment status for **New ATM Card Issuance**, between ATM and Finance Portal.
- Once payment is confirmed by Finance, the request moves forward.

3. Receive in Lodging

- ATM card physically received at the employeeâ€™s lodging.
- Upload ATM card details (Card Number, Issue Date, Expiry Date) into HRM via Excel import.
- **User Actions -**
  - **Complete -** Move to **Put in Envelope stage.**

4. Put in Envelope

- ATM card prepared for delivery from lodging to employeeâ€™s working location.
- **User Actions -**
  - **Complete -** Move to **Completed stage.**

5. Completed

- Final stage for tracking the completed ATM card issuance for the employee.

Driving License.md

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sidebar_position: 7

Driving License

The Driving License process for an employee starts (if employee profession is driver) after the Iqama issuance is completed in the HRM system.

A new Driving License request is initiated for the employee.

Workflows & Stages:

1. Newly Required

- A new request is received and awaits processing. Upon completion, the request moves to the **Training stage.**
- **User Actions -**
  - **Complete -** Moves request to **Training stage.**
  - **Reject -** Moves request to Rejected stage.

2. Training

- This stage is for initial training of the employee. Once the training is completed, it moves to the **Medical Checkup stage.**
- **User Actions -**
  - **Complete -** Moves request to **Medical Checkup stage.**
  - **Reject -** Moves request to Rejected stage.

3. Medical Checkup

- Waits for medical checkup processing. Once completed, moves to **Absher Appointment stage.**
- **User Actions -**
  - **Complete -** Moves request to **Absher Appointment stage.**
  - **Reject -** Moves request to Rejected stage.

4. Absher Appointment

- Awaits processing of the application for test drive. Once completed, moves to **Driving School Payment stage.**
- **User Actions -**
  - **Complete -** Moves request to **Driving School Payment stage.**
  - **Reject -** Moves request to Rejected stage.

5. Driving School Payment

- Waits for payment processing in the Finance Department. Once completed, moves to Test Drive stage.
- **User Actions -**
  - **Complete -** Moves request to **Normal Class stage.**

6. Normal Class

- Waits for class processing. Upon completion, moves to Computer Test stage.

- **User Actions -**
  - **Complete -** Moves request to **Computer Test stage.**
  - **Reject -** Moves request to Rejected stage.

7. Computer Test

- Waits for employee to complete the computer test.
- **User Actions -**
  - **Pass -** Moves to **Driving Test stage**.
  - **Fail -** Moves the request waits for a **Re-Test Class.**

8. Driving Test

- Waits for employee to complete the driving test.
- **User Actions -**
  - **Pass -** Moves to **License Payment**.
  - **Fail -** Moves the request waits for a **Re-Test Class.**

9. Re-Test Payment

- Waits for retest payment in the Finance Department. Once completed, moves to **Re-Test Class stage.**
- **User Actions -**
  - **Complete -** Moves request to Re-Test Class stage.

10. Re-Test Class

- Waits for retest class to be completed. Once done, moves to **License Payment stage.**
- **User Actions -**
  - **Complete -** Moves request to **License Payment Stage.**
  - **Reject -** Moves request to Rejected stage.

11. License Payment

- Waits for license payment in the Finance Department. Once completed, moves to Issue License stage.
- **User Actions -**
  - **Complete -** Moves request to **Issue License Stage.**
  - **Reject -** Moves request to Rejected stage.

12. Issue License

- Waits for license to be issued to the employee. Upon issuance, moves to **Complete stage.**
- **User Actions -**
  - **Complete -** Moves request to **Completed Stage.**

13. Complete

- Final stage indicating the request is completed.

14. Rejected

- This shows Rejected employees in Driving License test.

Employee Absher.md

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sidebar_position: 12

Employee Absher

- This workflow facilitates the setup of an Absher account for employees in Saudi Arabia, which is essential for accessing government services (e.g., Iqama renewals, exit/re-entry visas, health insurance, etc.).

Workflows & Stages:

1. Sim Card

- The employee must obtain a valid mobile SIM card registered under their name, which is a prerequisite for creating an Absher account.
- **User Actions -**
  - **Complete -** Moves request to **Link Absher Account stage.**
  - **Cancel -** Moves request to **Cancelled stage.**

2. Link Absher Account

- The employee links their mobile number and personal details to create or activate their Absher account.
- **User Actions -**
  - **Complete -** Moves request to **Completed stage.**
  - **Cancel -** Moves request to **Cancelled stage.**

3. Completed

- The Absher account has been successfully linked and activated for the employee.
- No further actions required.

4. Cancelled

- The process was canceled either at the SIM card or Absher linking stage.
- No further actions required.

Employee Qiwa Contract.md

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sidebar_position: 10

Employee Qiwa Contract

Qiwa is a digital platform launched by the Saudi Ministry of Human Resources and Social Development (MHRSD). It streamlines and automates labor-related services for the private sector in the Kingdom of Saudi Arabia.

The Qiwa Employee Contract is an electronic employment contract generated, managed, and approved through the Qiwa platform. It ensures transparency, compliance, and mutual agreement between the employer and the employee under the Saudi Labor Law.

Workflows & Stages:

1. New Request

- Initial stage when a new request is submitted.
- **User Actions -**

- **Complete -** Moves to **Internal Process** for evaluation.

2. Internal Process

- Request is under internal review or handling.
- **User Actions -**
  - **Complete -** Moves request to **Completed stage.**
  - **Reject -** Moves request to **Rejected stage.**
  - **Waiting from Customer -** Moves request to **Waiting from Customer stage.**

3. Waiting from Customer

- Request is pending a response or action from the customer.
- **User Actions -**
  - **Complete -** Moves request to **Completed stage.**
  - **Reject -** Moves request to **Rejected stage.**

4. Rejected

- The request has been declined or cancelled.
- No further action; end of workflow.

5. Completed

- The request has been successfully processed and closed.
- No further action; end of workflow.

GOSI.md

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sidebar_position: 8

GOSI

GOSI stands for the **General Organization for Social Insurance** in the Kingdom of Saudi Arabia.

GOSI is a government agency responsible for implementing and managing the social insurance system in Saudi Arabia. It provides social security coverage to Saudi nationals and eligible expatriate workers in the private sector.

Workflows & Stages:

1. Newly Required

- A new employee record is received and identified as needing GOSI registration.
- **User Actions -**
  - **Newly Required -** Moves request to **Registration stage.**

2. Registration

- Employee information is being processed for registration in the GOSI system.
- Once registration is completed or verified, it moves to the **Completed stage.**
- **User Actions -**

    - **Registration -** Moves to **Completed stage.**

    - **Complete -** Confirms registration and moves to **Completed stage.**

    - Both actions result in completing the GOSI registration for the employee.

3. Completed

- Indicates that the employee's GOSI registration process has been successfully completed.

- Final stage for tracking and auditing purposes.

Health Specialities.md

---

sidebar_position: 11

Health Specialities

- This workflow is only triggered if the employeeâ€™s profession is related to the health sector (e.g., doctors, nurses, pharmacists, technicians, etc.).

Workflows & Stages:

1. New Request

- Initial submission for health sector registration is received.

- **User Actions -**

    - **Complete -** Moves request to **CSHFS Registration stage.**

    - **Reject -** Moves request to **Rejected stage.**

2. CSHFS Registration

- Employee details are being registered with the Saudi Commission for Health Specialties (SCFHS).

- **User Actions -**

    - **Complete -** Moves request to **CSHFS Payment stage.**
    - **Reject -** Moves request to **Rejected stage.**

3. CSHFS Payment

- Payment is processed for SCFHS services.
- **User Actions -**
    - **Complete -** Moves request to **Completed stage.**

4. Rejected

- Request has been rejected at any prior stage.

- No further actions; workflow ends.

5. Completed

- SCFHS registration and payment process is fully completed.

- No further actions; workflow ends.

ID Card Process.md

---

sidebar_position: 9

ID Card Process

This workflow outlines the full lifecycle of an employee's ID card requestâ€”from initiation to final printing, including rejection and re-print scenarios.

Workflows & Stages:

1. Requested

- The initial request for an employee ID card is submitted and awaits processing.
- **User Actions -**
  - **Complete -** Moves request to BarCode Generated stage.
  - **Reject -** Moves request to Not Printed stage.

2. BarCode Generated

- Barcode has been successfully generated for the ID card.
- Proceed to the Printed stage.
- **User Actions -**
  - **Complete -** Moves request to Printed stage.

3. Printed

- The ID card has been printed.
- **Additional Options :** Users can request a **Re-Print (Front)** and **Re-Print (Back)** of the card if needed.
- **Actions :**
  - **Re-Print (Front) -** Reprint only the front side of the ID card.
  - **Re-Print (Back) -** Reprint only the back side of the ID card.

  Note: *These are user-triggered actions and do not transition to a new stage.*

4. Not Printed

- This shows Rejected requests of Employee ID Card Requests.

Insurance.md

---

sidebar_position: 4

Insurance

Process Overview

- Initiated after the employeeâ€™s arrival.
- Tracks the steps to issue and register insurance, including CCHI linkage and Iqama update.

Workflow Stages & Actions

1. Newly Required

- Insurance process is initiated and awaits preparation.
- **User Actions -**
  - **Complete -** Move to Under Preparation.
  - **Hold -** Move to Hold.

2. Under Preparation

- Download the insurance Excel template.
- Fill and upload with the following details:
  - Insurance Provider
  - Class
  - Issue Date
  - Expiry Date
- The system validates the active insurance provider.
- Once validated, the request moves to the next stage.
- **User Actions -**
  - **Complete -** Move to Issued and Waiting to be Linked to CCHI.
  - **Return -** Send back to Newly Required stage.

3. Issued and Waiting to be Linked to CCHI

- Insurance policy is issued and pending linkage with CCHI.
- **User Actions -**
  - **Complete -** Move to Linked to CCHI Waiting for Iqama.
  - **Hold -** Move to Hold.

4. Linked to CCHI Waiting for Iqama

- Insurance is now linked to CCHI.
- If the Iqama is already issued, this stage is skipped.
- **User Actions -**
  - **Complete -** Move to Iqama Issued â€“ Update Iqama.
  - **Reject -** Ends the request process.
  - **Move to New -** Move to New stage.

5. Iqama Issued â€“ Update Iqama

- Update the Iqama number in the system after issuance.
- **User Actions -**
  - **Complete -** Move to Completed stage.

6. Hold

- Process is paused due to missing data or other pending actions.
- **User Actions -**
  - **New -** Move to New stage.

7. Completed

- Insurance process is fully complete and tracked here.

Iqama Issue.md

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sidebar_position: 5

Iqama Issue

- Initiated by the user selecting the Iqama period (based on Labour Office payment).
- Managed by the Manpower team via the Muqueem portal.
- This stage marks the beginning of the Iqama (Resident Identity) issuance process for the employee.
- The Iqama ID is a resident permit issued by the KSA Government, and it serves as the official identity for the employee within the HRM system.
- Once the Iqama ID is received, the following processes are triggered:
  - Medical Insurance activation
  - ATM issuance
  - GOSI (Government Social Insurance) registration

Workflow Stages:

1. Iqama Issued

- Manpower user initiates Iqama issuance in the Muqueem portal.
- Iqama details (ID number, issue date, expiry date) are imported into the HRM system using an Excel upload via the "Import" option.
- The official Iqama process begins.
- This allows tracking of the Iqama issuance for the employee.
- **User Actions -**
  - **Complete -** Moves the request to Waiting to Receive stage.

2. Waiting to Receive

- Awaiting physical delivery of the Iqama card to the employeeâ€™s lodging.
- Once received, moves to the next stage.
- **User Actions -**
  - **Complete -** Moves to Put in Envelope stage.
  - **Reject -** Ends and completes the request.

3. Put in Envelope

- Iqama card is prepared for delivery to the employee's working location.
- **User Actions -**
  - **Complete -** Moves to Completed stage.

4. Completed

- Iqama issuance is finalized.

- The following processes are automatically triggered:
  - Medical Insurance - Moves from "Linked to CCHI Waiting for Iqama".
  - ATM issuance
  - Driving License (if the employeeâ€™s profession is â€œDriverâ€)
  - GOSI registration
  - Qiwa Contract activation
  - Health Specialties registration (for health sector roles)
  - Employee Absher account setup

Labour Office.md

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sidebar_position: 3

Labour Office

Handled by Finance Users to manage work permit payment for employees.

Workflow Stages:

1. Newly Required

- User initiates the request by selecting the Iqama period for the work permit.
- **User Actions -**
  - **Complete -** Moves to Payment Requested stage.
  - **Hold -** Moves to On Hold stage.

2. Payment Requested

- Payment request is sent to the Finance Portal.
- Once the payment is completed, the request is marked as complete in this stage and moves to Completed.

3. On Hold

- Request is paused due to missing information or other queries (employee or payment-related).
- **User Actions -**
  - **Resume -** Returns the request to Newly Required stage.

4. Completed

- Payment is confirmed and the request is finalized.
- Iqama issuance process begins.

Medical Test.md

---

sidebar_position: 1

Medical Test

Overview of Onboarding Process:

- It is initiated after the employee arrives.

- Employee status is set to `"New"`, and changes to `"With Customer"` once they reach the customer.

- Initial onboarding steps include:

  - Medical Test
  - New Employee Request
  - Insurance Setup

Medical Test

Medical Test Request is initiated for a new employee once they arrive.

Medical Test Workflow:

1. Newly Required

- All new medical test requests start here, waiting to be processed.

- **User Actions:**

  - **Complete -** Move request to Waiting for Result.
  - **Waiting from Customer -** Customer may receive employee directly from arrival stage, so customer can proceed for the medical test.

2. Waiting for Result

- Medical test done; waiting for results to be updated.

- **User Actions:**

  - **Fit -** Move request to Complete.
  - **Not Fit -** Move request to Not Fit.

3. Waiting From Customer

- Notification sent to customer for the medical test.

- Follow-up department confirms the test and moves it to the Complete stage.

- **User Actions:**

  - **Fit -** Move request to Complete.
  - **Not Fit -** Move request to Not Fit.
  - **Recalculate -** Start the Medical test from beginning.

4. Not Fit

- Requests rejected due to unfit result; can be reprocessed.

- If rejected again, the request is finalized as rejected.

- **User Actions:**

  - **Complete -** Final rejection and exit process starts.
  - **Fit -** Move request to Complete.

4. Complete

- Medical test is completed and approved. Now the Emloyee is fit.

- Labour office payment process begins for the employee.

New Employee Request.md

---

sidebar_position: 2

New Employee Request

New Employee creation is initiated once the employee reaches the Arrival stage.

New Employee Request Workflow

1. New

- Initial stage where the employee creation process begins.
- **User Actions -**
  - **Instituitional Quarantine -** Move to quarantine stage.
  - **Under Documentation -** Skip quarantine and start documentation.

2. Instituitional Quarantine

- Employee is in quarantine as per regulations.
- Based on the employeeâ€™s quarantine status.
- **User Actions -**
  - **New -** Reject and return to New stage.
  - **Under Documentation -** Move forward for documentation.

3. Under Documenatation

- Wait to complete employee documentation.
- **Note :** *Medical Test must be completed before documentation begins.*
- **User Actions -**
  - **Complete -** Move to Under Training stage.

4. Under Training

- Employee undergoes job-related training.
- Applies only to Individual customers.
- Skipped for Business employees.
- **User Actions -**
  - **Complete -** Move to Waiting for Action stage.

5. Waiting for Action

- Skipped if the employee is already working.
- User finalizes by selecting employee status:
- **User Actions -**
  - **Ready to Work -** Status updated, Employee is ready.
  - **Refuse to Work -** Status updated, Investigation process begins.
  - **Reserved for VIP -** Employee is reserved for VIP customer.

6. Completed

- Final stage; Indicates the onboarding request is completed and the employee status can be tracked.

ATM.md

---

sidebar_position : 2

ATM

This service is used to issue a replacement ATM card (or other employee service products like Iqama or Insurance) when the original is lost or damaged.

Requests are created by users/customers via Case Management or Customer Portal.

Workflow Stages & Actions :

1. Newly Required ReIssue

- Request created and waiting for initial action.
- **Actions :**
    - **Complete -** Moves to Finance Department Approval.
    - **Reject -** Request closed.

2. Finance Department Approval

- Finance team reviews and approves the reissue request.
- **Actions :**
    - **Approve -** Moves to Payment Requested.
    - **Reject -** Request closed.

3. Payment Requested

- Payment process initiated and completed via Finance Portal.
- Once payment is confirmed, system will move requests to Receive in Lodging stage automatically.

4. Receive in Lodging

- ATM card is received at the employee's lodging location from the bank.
- **Actions :**
    - **Complete -** Moves to Put in Envelope.
    - **Complete without Envelope -** Move directly to Completed.
    - **Hold -** Move to Hold stage.

5. Hold

- Request is temporarily on hold.
- **Actions :**
    - **Receive in Lodging -** Moves to Receive in Lodging stage.

6. Put in Envelope

- ATM card is packed and dispatched to employee's work location.
- **Actions :**
    - **Complete -** Moves to Completed stage.

7. Completed

- ATM reissue process finished after successful delivery.

Iqama.md

---

sidebar_position: 1

Iqama

Reissue requests are initiated by users/customers via Case Management and are processed through integrated stages in both Case Management and HR system.

Workflow Stages & Actions :

1. Newly Requested ReIssue

- Request created in Case Management, waiting to be processed.
- **Actions:**
  - **Complete -** Moves to Follow-up Dept Approval.
  - **Reject -** Request closed.

2. Follow-up Dept Approval

- Follow-up team verifies and edits request details before forwarding.
- **Actions:**
  - **Approve -** After review, moves to Manpower Dept Approval.

3. Manpower Dept Approval

- ARCO validates the reissue request.
- **Actions:**
  - **Approve -** Moves to Payment Requested.
  - **Reject -** Request closed.

4. Payment Requested

- Finance department processes payment in Finance Portal.
- Once payment is approved and completed, system moves to **Waiting for Issue.**

5. Waiting for Issue

- Waiting for the Iqama card to be issued by the government.
- **Actions:**
  - **Complete -** Moves to **Receive in Lodging.**
  - **Reject -** Request closed.

6. Receive in lodging

- Iqama card is received at the employeeâ€™s lodging. Card data is uploaded via Excel (Iqama no, issue/expiry dates).
- **Actions:**
  - **Complete -** Moves to **Put in Envelope stage.**

7. Put in Envelope

- Card delivery process to the employee's work location begins.
- **Actions:**
  - **Complete -** Moves to **Completed stage.**

8. Completed

- Reissue request fully processed. No further actions.

ATM Renewal.md

---

sidebar_position : 3

ATM Renewal

- **Trigger :** Automatically starts 30 days before ATM expiry.
- **Cannot Proceed If :**
  - Employee has a pending retirement request.
  - Employee status is Escape or Inactive.

Workflow Stages & Actions :

1. Finance Department Approval

- Request created to get finance approval.
- **Actions :**
  - **Approve -** Moves to Payment Requested.
  - **Hold -** Moves to Hold stage.
  - **Reject -** Moves to Reject stage.

2. Manpower Department Approval

- Verifies employee's working status and eligibility.
- **Actions :**
  - **Approve -** Moves to Payment Requested.
  - **Hold -** Moves to Hold stage.

3. Payment Requested

- Payment processed and confirmed in Finance portal.
- **Actions :**
  - **Paid -** Moves to Receive in Lodging.

4. Receive In Lodging

- ATM card received at lodging; details imported to HRM.
- **Actions :**
  - **Complete -** Moves to Put In Envelope.
  - **Reject -** Moves to Reject stage.
  - **Complete without envelope -** Moves to Complete stage directly.

5. PutInEnvelope

- ATM card prepared for delivery to employee location.
- **Actions :**
    - **Complete -** Moves to Complete stage.

6. Hold

- On hold for clarification or missing info.
- **Actions :**
    - **Move to Approval -** Returns to Finance Department Approval.

7. Complete

- Request successfully closed and tracked.
- *No further actions required.*

8. Reject

- Request rejected and closed.
- *No further actions required.*

Contract Renewal Notice.md

---

sidebar_position : 2

Contract Renewal Notice

- This process will starts 60 days before the employee's contract expiry.
- This process makes approval for renewal contract salary change

Workflow Stages & Actions :

1. Shared Service Approval

- User will take decision for Renew with salary change.
- If salary change required, user move to Finance Review else request moved to "Complete with Change" stage.
- **Actions :**
    - **Financial Review -** If salary change is needed, Moves to Financial review stage.
    - **Renew without change -** Move directly to Completed Without Change stage.

2. Financial Review

- Finance reviews and approves/rejects the salary change.
- **Actions :**
    - **Approve salary change -** Moves to Salary Change stage.
    - **Not Approve -** Moves to Completed stage Without Change.

3. Salary Change

- HR updates new salary components (e.g., Basic, Food).
- **Actions :**

    - **Complete with change -** Moves to Completed With Change.

4. Completed With Change

- Indicates renewal with updated salary.
- *No further action required.*

5. Completed With Out Change

- Indicates renewal with no salary change.
- *No further action required.*

Iqama Renewal.md

---

sidebar_position : 1

Iqama Renewal

Renewal

- Manual Renewal requests are initiated by users or customers through the Case Management system.
- These requests are triggered based on the expiry date of employee documents (e.g., Iqama, ATM, Insurance).
- Once created, the Renewal request is managed in both Case Management and the HR system.
- The workflow stages and statuses are kept in sync across both systems using event-based configuration.

Iqama Renewal

- Iqama renewal is triggered automatically by the system 60 days before the Iqama expiry date.
- **Eligibility Checks:**
- The system will not allow Iqama renewal in the following cases:
    - A retirement request is pending.
    - The employee is in Escape or Inactive status.

Renewal Period Options:

- 3 months
- 6 months
- 9 months
- 12 months

Workflow Stages & Actions :

1. Newly Required Renewal

2. Customer Approval

3. Iqama Less than 30 days

4. Agree

5. Work Permit

6. Priority Finance Approval

7. Priority Request

8. Waiting for Reference Number

9. Iqama Payment

10. Iqama Renewal

11. Cases Hold

12. Not Agree

13. Complete

ERE Extend.md

---

sidebar_position : 4

ERE Extend

- This workflow allows users to submit a request to extend the ERE (Exit Re-Entry) Visa for employees who are currently on vacation.

Workflow Stages & Actions :

1. Requested

- The user initiates a request to extend both the vacation period and the visa.
- **Actions :**
  - **Complete -** Moves to Manpower Approval stage.
  - **Reject -** Moves to Rejected stage.

2. Manpower Approval

- The request is reviewed by the Manpower department.
- **Actions :**
  - **Complete -** Moves to Finance Approval stage.
  - **Reject -** Moves to Rejected stage.

3. Finance Approval

- The Finance team reviews and approves the request.
- **Actions :**
  - **Complete -** Moves to Update in MOL stage.
  - **Reject -** Moves to Rejected stage.

4. Update in MOL

- The request is processed and updated in the Ministry of Labor (MOL) system.
- **Actions :**
  - **Complete -** Moves to Completed stage.

5. Completed

- Indicates that the ERE extension request has been successfully processed.

- *No further actions are required.*

6. Rejected

- Indicates that the request was denied at one of the approval stages.
- *No further actions are required.*

Ticket.md

---

sidebar_position : 3

Ticket

- This page is just a view of Tickets booked for vacation for the employees.
- This shows the ticket and travel details of an employee.
- *No more workflows and actions found in this page.*

Travel Request.md

---

sidebar_position: 2

Travel Request

Travel Request (For Business Employees)

This is a sub-process within the Leave Request module for managing employee travel.

This Travel request is a Sub-process of Visa request

Workflow Stages & Actions:

1. Requested

- Initial stage when a travel request is raised.
- Auto-created based on leave or visa process that includes travel.
- **Actions:**
  - **Complete -** Move to Travel Arrangements.
  - **Hold -** Move to Hold Stage.
  - **Reject -** Terminate the process; may move to Rejected/Cancelled stage depending on setup.

2. Travel Arrangements

- Collect travel-related details for the employee.
  - Travel Date
  - Ticket Amount details
- **Actions:**
  - **Complete -** Move to Approval.
  - **Hold -** Move to Hold Stage.

3. Approval

- Internal or managerial review of the travel plan and cost.
- Typically done by a supervisor, travel coordinator, or department head.
- **Actions:**
  - **Approve -** Move to Payment stage.

4. Payment

- Travel payment is initiated in the Finance portal.
- Once payment is requested, itâ€™s tracked in the finance module.
- Auto-transition to Complete after Finance confirms payment.

5. Complete

- Payment completed; travel request finalized.

6. Hold

- Temporarily pauses/holds the travel process.

Visa Request.md

---

sidebar_position: 1

Visa Request

The Visa Request is triggered when an employee initiates a Travel Arrangement via the Leave Request or Retirement Request from ARCO. It is tightly integrated with the Finance Department for payment and Muqeem Portal for issuance.

Workflow Stages & Actions:

1. Requested

- Indicates a new visa request has been received from Case and Task Management.
- **Actions :**
  - **Requested -** Moves the request to **Approval stage.**

2. Approval

- Awaiting review and approval from the Finance Department.
- **Actions :**
  - **Approved -** Confirms approval and moves the request to **Payment stage.**

3. Payment

- Payment request is generated and processed through the Finance Department Portal.
- **System Logic :**
  - The system automatically tracks the payment status between Visa Request and Finance modules.
  - **Auto :** Once Finance confirms payment completion, the request automatically moves to **Under Processing stage.**

4. Under Processing

- Visa issuance begins in Muqeem Portal (either manually or via system integration).

- System tracks visa status.
- **Actions :**
    - **Complete -** Once Visa is successfully issued, move to **Completed stage.**
    - **Hold -** Place request on hold, move to **Hold.**

5. Hold

- Visa processing is paused/hold due to queries or pending clarifications.
- **Actions :**
    - **Release -** Resume processing and move the request back to **Under Processing stage.**

6. Completed

- Indicates the visa has been successfully issued and process is finalized.

7. Reject Requested

- Visa has been rejected or canceled after issuance.
- Triggered when the user rejects the visa but it has already been issued.
- Once canceled formally through Leave Reject Request process, moved to Completed stage.

Contract Cancel Request.md

---

sidebar_position : 1

Cancel Request

Contract Cancellation

Penalty Calculation

- A cancellation fee is applied:
    - 2.5% of the total contract amount (configurable system parameter).

Cancel Request Sources

From ERP (Back Office)

- User provides:
    - Transaction Reason
    - Notes
    - Contract Balance
    - Penalty (with or without penalty)
    - Refund Option (if applicable):
        - Wallet (credit to customer account)
        - Refund (cash/bank transfer)
    - Refund Details

From Mobile App

- Customer provides:
  - Notes
- System auto-applies:
  - **Penalty:** With penalty
  - **Refund Option:** Wallet (default)

After Request Creation

- Contract status is updated to `"Cancelled"`.
- Process moves to `"Accountant Approval"` for final review and refund handling.

Workflow Stages and Actions :

1. Accountant Approval

- If Refund Option = Wallet:
  - Stage is automatically completed.=
  - Contract balance is moved to the customer wallet.
  - Penalty amount is excluded from wallet refund.
- If Finance User selects `"With Penalty"`:
  - A penalty invoice is generated.
  - Request moves to **Payment** stage.
- **Actions :**
  - **Complete -** Once Accountant Approved, moved to the **Payment** stage.

2. Payment

- If the contract has **no due amount:**
  - Stage is skipped, request moves to **Finance Manager Approval**.
- If there is a **due amount:**
  - Customer must **pay the balance**.
  - After payment, request proceeds to **Finance Manager Approval**.
- **Actions :**
  - **Complete -** Once Payment completed, moved to the **Finance Manager Approval** stage.

3. Finance Manager Approval

- Finance user reviews and approves the request.
- Request moves to the next appropriate stage.
- **Actions :**
  - **Complete -** After Finance Manager Approved, moved to **Refund** stage.

4. Refund

- Triggered only if the **Refund Option = Refund** (cash/bank).
- System creates a **refund request** using refund details.
- **Actions :**
  - **Complete -** After refund is processed, request moves to **Contract Settlement Verification**.

5. Contract Settlement Verification

- Final verification by Finance user.
- Once verified, request moves to **Completed**.
- User can now **print the Contract Settlement Report**.
- **Actions :**
  - **Complete -** Once Contract Settlement Verification is completed, moved to the **Completed** stage.

6. Completed

- Cancellation process is finalized.
- All financials and refunds are settled.

Employee Return Request.md

---

sidebar_position : 6

Employee Return Request

Employee Return Request Process

Initial Stage Trigger

- Based on **Return Method:**
  - **If Return Method = "Pick from Home":**
  - Process starts with the **Payment Stage**.
- Else:
  - Process starts with **Request for Check-in**.

Workflow Stages

1. Payment (Only if Return Method = "Pick from Home")

- **Amount Calculation:**
  - Transport cost is calculated based on the predefined **"Transport Cost" setup**.
  - A **One-time Invoice** is generated with the calculated transport cost.
- **Payment Handling:**
  - **Customer/User** must complete the transport payment.
  - Once payment is completed:
    - Request moves to **Pickup From Home**
      - **If Transport Cost = 0**, this stage is skipped, and request moves directly to **Pickup From Home**.
- **Actions :**
  - **Complete -** Moved to **Pickup From Home** stage.
  - **Cancel -** Moved to **Cancel** stage.

2. Pickup From Home

- Triggers the **"Return From Home"** process to arrange employee pickup from the customer's location.

- Once pickup is completed, request proceeds to **Request for Check-in**.
- **Actions :**
  - **Received -** Moved to **Request for Check-in** stage.
  - **Cancel -** Moved to **Cancelled** stage.

3. Request for Check-in

- A Lodging User transitions the request to the next stage: **Waiting for Check-in Request**.
- **Actions :**
  - **Complete -** Moved to **Waiting for Check-in Request** stage.
  - **Cancel -** Moved to **Cancel** stage.

4. Waiting for Check-in Request

- A **Check-in Request** is created in the **Lodging Module** for the requested location.
- Once the Check-in Request completes its **"Waiting for Check-in"** stage, the return request moves to **Completed**.
- **Actions :**
  - **Cancel -** Moved to **Cancel** stage.

5. Completed

- Employee is:
  - Unassigned from the contract.
  - Contract End Date is updated accordingly.
- **If Return Purpose = "Replace":**
  - **A Replacement Request** is created.
- **If Return Purpose = "Terminate" or "End":**
  - Corresponding **Terminate** or **End Process** is triggered.

Cancelled

- At **any stage**, a user has the ability to cancel the return request

---

End.md

---

sidebar_position : 4

End

Contract End Process

Trigger Condition

- An **"End" request** is automatically created from an **"Employee Return"** request **when the contract remaining days â‰¤ 0**.

Upon Request Creation

- **If Remaining Days = 0:**
  - Contract status is changed to `Ended`.
- **If Remaining Days < 0:**

- Contract status is changed to `Ended With Penalty`.

- **Invoices for the current month** will be generated **up to the last used day** of the contract.

Workflow Stages and Actions :

1. Payment

- **If No Contract Due Amount :**
  - Stage is skipped, request moves to **Accountant Approval**.
- **If There Is a Due Amount :**
  - **Customer must pay** the outstanding amount.
  - After payment confirmation, request proceeds to **Accountant Approval**.
- **Actions :**
  - **Complete -** Moved to **Accoutant Approval** stage.
  - **Reject -** Closed and Moved to **Completed** stage.

2. Accountant Approval

- A Finance User manually reviews and **advances** the request to the next stage.
- **Actions :**
  - **Complete -** Moved to **Contract Settlement Verification** stage.

3. Contract Settlement Verification

- A Finance User performs final **settlement validation**.
- Once completed:
  - **Settlement Report** can be **printed** from the contract.
  - **Actions :**
    - **Complete -** Moved to **Finance Manager Approval** stage.

4. Finance Manager Approval

- Reviewed and **approved** by the **Finance Manager**.
- Manually moved to **Completed**.
- **Actions :**
  - **Complete -** Moved to **Completed** stage.

5. Completed

- Final stage â€" the contract is officially **closed and settled**.

Extend.md

---

sidebar_position : 5

Extend

Contract Extension Process

Purpose

To extend contract validity by adding new days against payment.

Request Creation Logic

- **When Contract is Not Expired:**
    - An **Advance Payment Transaction** is created based on the **requested package period**.
    - The extension request is then initiated.
- **When Contract is Expired:**
    - **Total Amount Due =**
        - **Unpaid Invoices** (for expired days)
        - **Uninvoiced Expired Days**
        - Advance Payment for the **new extension period**.
    - All of the above components are summed and required for settlement.

Workflow Stages and Actions :

1. Payment

- **If Contract Has Available Balance:**
    - The balance is used to **settle the Advance Payment transaction**.
    - If the advance amount is **fully settled**, the system automatically moves to the next stage.
- **If Balance Is Insufficient:**
    - The **Customer/User must pay** the remaining amount.
    - Once payment is made and the **advance amount is fully settled:**
        - **A New Contract Line** is created with the **requested extension period**.
        - Contract days are updated accordingly.
        - If the contract was **previously expired**, the **Expired Contract Line** is updated:
            - **Total days = Used Line Days**
- **Actions :**
    - **Complete -** Moved to **Completed** stage.
    - **Cancel -** Moved to **Cancel** stage.

2. Completed

- Final stage of the extension process.
- The contract is successfully **extended**, and system reflects the new validity period.
- *No further actions required.*

3. Cancel

- Extension request can be canceled before completion.
- *No further actions required.*

Iqama ID Change.md

---

sidebar_position : 8

Iqama ID Change

Purpose

To update a Customerâ€™s ID Number (Iqama ID) in the system upon request.

Request Creation

- A User initiates the request by providing:
  - Customer ID
  - Old ID Number
  - New ID Number
  - Attachment (e.g., official ID document or proof)

Workflow Stages and Actions :

1. Requested

- Request is submitted and logged in the system for review.
- **Actions :**
  - **Complete -** Moved to **Confirmed** stage.

2. Confirm

- Internal team/user verifies the provided details and attachment.
- Once confirmed, request proceeds to **Completed**.
- **Actions :**
  - **Complete -** Moved to **Completed** stage.
  - **Reject -** Request Reject and Moved to **Completed** stage.

3. Completed

- The **Customer ID Number** is updated in the system with the **New ID Number** as provided in the request.

Refund Request.md

---

sidebar_position : 7

Refund Request

Refund Request Process

Purpose

To handle customer refund requests originating from contract-related actions or wallet balances.

Request Sources

- Refund requests can be initiated from:
  1. Terminate/Cancel Requests
  2. **On-Request** directly by the customer (from their Wallet)

Validation Rules

- System **validates** the requested refund amount.
- **Refund amount must be available** in the customerâ€™s **wallet or contract balance**.

Workflow Stages

1. Accountant Confirmation

- Accountant reviews the refund request and confirms the validity and source of funds.
- **Actions :**
  - **Complete -** Moved to **Finance Manager Review** stage.
  - **Reject -** Reject and Moved to **Completed** stage.

2. Finance Manager Review

- Finance Manager performs final review and approval before processing refund.
- **Actions :**
  - **Complete -** Moved to **Refund** stage.
  - **Reject -** Reject and Moved to **Completed** stage.

3. Refund

- User selects the **Refund Method** (e.g., bank transfer, original payment method, etc.).
- Once method is selected and confirmed, stage is marked complete.
- **Actions :**
  - **Complete -** Moved to **Completed** stage.
  - **Reject -** Reject and Moved to **Completed** stage.

4. Completed

- A Refund Transaction is created and the amount is settled using available balance.
- Special Case â€“ Wallet Refunds:
  - If the refund is from the wallet and part of the wallet amount is non-refundable:
    - System creates a Revenue Invoice for the non-refundable amount.
    - Closes that portion of the balance accordingly.

Replacement Request.md

---

sidebar_position : 2

Replacement Request

Purpose

To handle employee replacements under a contract, with or without associated fees based on system-defined limits.

Business Rules

- System Parameter:
  - **Allowed Replacement Count = 3**

- **Replacement Fee = 100** (One-time fee when exceeded)

- **If Total Replacement Requests â‰¤ Allowed Replacement Count (3):**

    - Request is moved directly to Completed stage (no payment required)

- **If Total Replacement Requests > Allowed Replacement Count:**

    - A **One-time Invoice** is generated with the **Replacement Fee (100)**.
    - Request proceeds to the **Payment** stage.

Workflow Stages

1. Payment (Only if fee is applicable)

- Customer/User can make payment for the Replacement Fee.

- Once payment is made:

- **Actions :**

    - **Complete -** Request moves to **Accountant Approval**.
    - **Reject -** Request closed and moved to **Completed** stage.

2. Accountant Approval

- **Finance User** reviews and approves.

- Manually moved to **Finance Manager Approval**.

- **Actions :**

    - **Complete -** Moved to **Finance Manager Approval** stage.

3. Finance Manager Approval

- Finance Manager gives final approval.

- Request proceeds to Completed.

- **Actions :**

    - **Complete -** After Finance Manager Approved, Moved to **Completed** stage.

4. Completed

- Replacement process is finalized.
- Replacement is **eligible to proceed with a new employee assignment**.
- *No further actions required.*

Terminate.md

---

sidebar_position : 3

Terminate

Termination Process

Action Visibility

- Terminate action is available when the contract status is one of the following:

    - Waiting for Exchange

- Valid
- Near to Expire

- **Additional Condition:** Remaining contract days must be greater than 0.

Termination Logic

- The system **automatically terminates** a contract **after delivering an employee** with valid contract days.
- If the contract has **active employees**:
    - System creates an **"Employee Return"** record with a **"Terminate"** option.
- If no active employees:
    - A **"Terminate Request"** is created.

Penalty Calculation

- Controlled by the system parameter: **TerminatePenaltyDays** (default: 10 days).
- Penalty logic:
    - If **remaining days** > **TerminatePenaltyDays:**
        - Penalty = amount for **TerminatePenaltyDays**
    - If **remaining days** â‰¤ **TerminatePenaltyDays:**
        - Penalty = amount for **remaining days**

Request Creation Sources

From ERP System

- Data included in the termination request:
    - Transaction Reason
    - Notes
    - Contract Balance
    - Penalty (With or Without Penalty)
    - Refund Option (if contract has balance):
        - Wallet
        - Refund
    - Refund Details

From Mobile App

- Request includes:
    - Notes
    - Default values:
        - Penalty: With Penalty
        - Refund Option: Wallet

Post-Request Actions

- Once the termination request is created:
    - Contract status is changed to **Terminated**.
    - **Accountant Approval** workflow stage begins.

Workflow Stages and Actions :

1. Accontant Approval

- **Triggered When:** Terminate request is created.
- **If Refund Option = Wallet:**

- Stage is automatically **marked as Completed.**
- **Contract Balance** is transferred to the **Wallet**.
- **Penalty Amount** is **non-refundable** and excluded from wallet transfer.

- **If Refund Option â‰ Wallet (or Penalty needs processing)**:
  - **A Finance User** must act:
    - Select a **Penalty Option** (With or Without Penalty).
    - System generates a **Penalty Invoice** based on the selection.
    - Request is then moved to the **Payment Stage.**
- **Actions :**
  - **Complete -** Moved to **Payment** stage.
  - **Cancel -** Moved to **Cancelled** stage.

2. Payment

- **If No Contract Due Amount:**
  - Stage is **skipped**, request moves to **Finance Manager Approval**.
- **If There Is a Due Amount:**
  - **Customer must pay** the outstanding contract balance.
  - Once payment is confirmed, request proceeds to **Finance Manager Approval**.
- **Actions :**
  - **Complete -** Moved to **Finance Manager Approval** stage.
  - **Cancel -** Moved to **Cancelled** stage.

3. Finance Manager Approval

A Finance User must approve and manually **advance to the next stage**.

- **Actions :**
  - **Complete -** Moved to **Refund** stage.

4. Refund

- **Triggered When:** Request is created with **Refund Option = Refund**.
- A Refund Request is generated using the specified **Refund Details**.
- Once the **Refund is completed**, the request progresses to the **Contract Settlement Verification** stage.
- **Actions :**
  - **Complete -** Moved to **Contract Settlement Verification** stage.
  - **Cancel -** Moved to **Cancelled** stage.

5. Contract Settlement Verification

- A **Finance User** reviews and **completes** the contract settlement.
- Once completed:
  - The user can print the **"Settlement Report"** directly from the contract.
- **Actions :**
  - **Complete -** Moved to **Completed** stage.

6. Completed

- Final stage of the termination process.
- All steps have been verified, and the contract is formally settled and closed.
- *No further actions required.*

7. Cancel

- If needed, the process can be cancelled at any stage before completion.

Event Notification.md

---

sidebar_position : 1

Event Notification

Overview

The Event Notification setup is used to manage and monitor system-generated notifications. It allows users to view notification logs, enable or disable specific events, and update notification content.

Usage

- View notification log history.
- Enable or disable (ON/OFF) notification events.
- Edit events to update:
  - Notification language
  - SMS text
  - Email content

  Note: Main event configurations are managed within the system setup.

Advance Payment.md

Advance Payment

Purpose

An Advance Payment is a financial record that holds the pending payment related to a contract request (e.g., contract creation or extension).

Key Details

Each contract line includes an **Advance Payment record** with:

- Amount
- Tax
- Payment Status (Pending, Pay Later, or Paid)

When Is It Created?

Advance Payment is generated automatically during :

- Contract Creation
- Contract Extension

The amount is based on the **selected package** and **contract period**.

Key Fields

- Each Advance Payment includes:
- Advance Number
- Source Info
- Contract Line Number
- Advance Value
- Tax
- Amount
- Status

Status Types

- **Pending** â€“ Awaiting payment
- **Pay Later** â€“ Marked to pay later (for eligible profiles/customers)
- **Paid** â€“ Fully paid

Completion Logic

- Once the customer pays and the advance invoice is fully settled :

    - Status changes to Paid

    - The original request (e.g., contract or extension) is automatically completed based on its type.

Credit Control Approval.md

Credit Control Approval

Purpose

To prevent assigning or reserving employees to customers with overdue or expired contractsâ€”unless approved.

Restriction Criteria

Customers cannot assign or reserve an employee if:

- Any of their contracts are **Expired**.
- Any contract has **dues over 50**.

Override via Credit Control Approval

When override is needed, user submits a **Credit Control Request** with :

- Contract Info
- User requesting assignment

Approval Stages

1. Management Approval

- Supervisor reviews the request.

- Sends a verification code to CEO or management.

- **Actions :**

    - **Complete -** Moved to Approved stage.
    - **Reject -** Moved to Rejected stage.

2. Approved

- Requester enters verification code to Approve.
- **Actions :**
    - **Reject -** Moved to Rejected stage.

3. Completed

- Once verified, employee can be assigned to the contract.

4. Rejected

- Request is denied, and assignment remains blocked.

Credit Note Approval.md

Credit Note Approval

Purpose

To ensure all credit notes are properly reviewed and authorized before being created.

Approval Flow

1. User Submits Request

- User initiates a Credit Note Request with required details.

2. Finance Manager Review

- Finance Manager reviews the request.

3. Outcome:

- Approved - Credit Note is created
- Rejected - Request is canceled

Credit Note.md

Credit Note

Purpose

A Credit Note is a financial transaction used to adjust or correct contract charges. It can be issued by a Finance User or from a Wallet.

When Is It Used?

- To adjust **debit transactions** on a contract.
- To reverse **advance tax** (e.g., return receipt).
- To transfer **wallet balance to contract**.

Credit Note Creation Process

- Finance user initiates a credit approval request with necessary details.
- Once approved, a Credit Note is created based on the request.

Credit Note Types

- **Manual Credit Note** â€“ Finance adjustment

- **Return Receipt** â€“ Reverses advance tax
- **Wallet** â€“ Transfers credit from wallet to contract.

Key Fields

Each Credit Note includes :

- Credit Number â€“ Auto-generated
- Amount
- Date
- Type
- **Transaction Mode :**
  - Correction (tax required)
  - Reconcilement
- **Other Reference :**
  - Related Invoice
  - Voucher Type (finance reference)
  - Tax Information (if applicable)

Credit Note Settlement Logic

Once the Credit Note is created, it automatically settles:

1. **Due Invoices** â€“ If any exist.
2. **Advance Payments** â€“ If needed, creates and settles an **Advance Invoice**.

Debit Note Approval.md

Debit Note Approval

Purpose

To validate and authorize any additional charges before applying them to a contract.

Approval Workflow

1. User Creates Request

- User submits a Debit Note Request with required details.

2. Finance Manager Approval

- Finance Manager reviews and approves or rejects the request.

3. Outcomes:

- Approved - Debit Note is created
- Rejected - Request is canceled

Debit Note.md

Debit Note

Purpose

A Debit Note is a financial record created by the Finance User to add a charge to a contract.

How It Works

1. Finance User starts a Debit Note Approval Process with the required details.

2. Once approved, the Debit Note is generated.

Debit Note Fields

Each Debit Note includes:

- Invoice Number
- Period
- Value
- Amount
- Debit Note Expense Item
- Voucher Subtype (for finance reference)
- Tax Amount

Payment Settlement

- When the customer makes a payment, the system automatically settles the Debit Note via Invoice Settlement.

Invoice.md

Invoice

Purpose

Invoices are used to record and charge customers for contract-related services, such as advance payments, monthly usage, or one-time fees.

Invoice Types

1. Advance Invoice

2. Monthly Charge - Monthly Invoice - Monthly Consumption

3. One-Time Invoice (penalties, delivery fees, etc.)

Common Invoice Fields

Each invoice includes:

- Invoice Number
- Invoice Type
- Contract Info
- Invoice Period
- Date
- Total Before Discount
- Total After Discount
- Tax Amount
- Total Invoice Amount

Advance Invoice

Created when a **credit transaction** is made and there are **no existing due invoices**.

Tax is calculated from the **Advance Payment tax details**.

Balances:

- **Advance Request Balance** = Amount â€“ Advance Payment Settled
- **Invoice Balance** = Amount â€“ Advance Invoice Settled

Settlement Flow:

- If contract has **pending Advance Payment**, and Advance Request Balance covers it:
  - System creates **Advance Payment Settlement**.
  - Advance Payment marked as Paid.
- On contract **cancel/terminate** :
  - Remaining Advance Request Balance is turned into a **Credit Note** (Return Receipt).

Monthly Usage

- Automatically generated at the end of each month based on used contract days.
- Uses expense items per employee.

Monthly Charge Line Fields:

- Invoice Number, Period, Days
- Employee ID, Expense Item
- Line Value, Discount
- Tax %, Line Value After Discount
- Tax Amount, Line Amount

Total line amounts = Monthly Charge

Split Into:

1. Monthly Consumption

- If Advance Invoice Balance exists.
- Settled directly from Advance Invoice.

2. Monthly Invoice

- Remaining unpaid amount.
- Marked as **Not Paid**.
- Payment settles it through **Invoice Settlement**.

One-Time Invoice

- Created for **penalties or additional service fees**
- Triggered by:
  - **Customer requests**
  - **Delivery or return processes**

Payment Notification.md

Payment Notification

Purpose

To capture and process customer payments made via Sadad bills, ensuring accurate and automated updates in the system.

Process Flow

1. Customer Pays via Sadad Bill

- Sadad system creates a **Payment Notification**.
- Notification includes **"Payment Receive Status"** = Pending.

2. System Scheduler Runs (automatically)

- Picks up pending payment notifications.
- Creates a **Payment Transaction** in the system using **Sadad reference data**.

Payment.md

Payment

Purpose

Records all customer payments made for contracts, either online or manually.

Payment Types

Customers can pay using:

- Card â€" Online portal
- POS â€" At branch (with receipt attachment)
- Bank Transfer â€" Manually processed by finance team
- Sadad Bill â€" Through the Sadad portal

What Can Be Paid?

Customers can pay for:

- Due Invoices (for used services)
- Advance Payments (for new or extended contracts)

Payment Fields

When a payment is made, the system records:

- Payment Number â€" Auto-generated
- Customer Info
- Contract Info
- Date
- Amount
- Payment Reference â€" e.g., Card or Transaction ID
- Attachment â€" Required for POS payments

Payment Settlement Logic

Once payment is created, the system automatically settles:

- Due Invoices â€" Paid first, if any exist
- Advance Payments â€" Creates and settles an Advance Invoice if needed.

Wallet.md

Wallet

Purpose

The Wallet holds a customer's balance, which can be used to pay for contracts or request refunds.

How Wallet Balance Is Created

Wallet balance is generated from:

- **Contract Requests :**
    - Termination
    - Cancellation
- **Manual Return :**
    - Manually added by Finance

When a wallet entry is created, the system may also generate:

- Payment Settlement or
- Credit Note Settlement (based on the source)

Wallet Details

- Wallet ID
- Contract Info
- Customer Info

Amount Breakdown :

- **Refundable Amount** â€“ Can be refunded to the customer
- **Non-Refundable Amount** â€“ Can only be reused (not refunded)

Wallet Lines (Source Transactions):

Each line includes:

- Source Type:
    - Payment
    - Credit Note
- Source ID
- Amount

Wallet Balance Calculation

Wallet Balance = Total Wallet Amount â€“ Wallet Settlements.

Wallet Balance Types

1. Refundable Balance

- Can be refunded to the customer.

2. Non-Refundable Balance

- Cannot be refunded
- Can be used to:
    - Create a new contract
    - Extend an existing contract

  When a customer requests a refund, any non-refundable balance is converted into a One-Time Invoice and settled using wallet funds.

Using Wallet for Contracts

Customers or users can apply wallet balance to:

- **New Contracts**
- **Contract Extensions**

  The system creates a **Credit Note (Wallet Type)**, which then creates:

- An **Advance Invoice** or

- A regular **Invoice Settlement**

  The **wallet settlement** is linked to the **Credit Note** reference.

Muqeem Upload.md

Muqeem Upload

Overview

The Muqeem Upload feature is used to upload bulk employee data for Muqeem processing.

Usage

- Users can upload multiple employee Muqeem records in bulk for processing.
- Once the Muqeem process is completed, the data will be automatically updated in the HRM system.

Update ATM.md

Update ATM

Overview

The ATM Upload feature allows users to upload bulk employee data for ATM processing.

Usage

- Users can upload multiple employee ATM records in bulk.
- After processing, the ATM data is automatically updated in the HRM system, similar to the Muqeem upload process.

IND-Users.md

---

sidebar_position : 1

Users

Overview

The Users setup is used to create and manage user accounts for accessing the application or portal. You can also assign specific roles to control user access and permissions.

Create Users

Users can be created using the following fields:

- Name
- Employee Id
- Email
- Mobile Number
- User Type
- Pos Status
- Pos Port

Users can also edit and update user information as needed, and assign appropriate roles to each user.

Language.md

---

sidebar_position : 5

Language

Overview

The Language setup is used to add new languages to the application. It allows users to define alternative words for existing terms, making the application more convenient and accessible in different languages.

Create Language

Users can create a new language using the following fields:

- Name
- Right to Left

Manage Language Details

- User can edit and update the language.
- Users can export and import alternative words for translation.
- Users can also edit and update the alternative words on the language details page.

Module Setup.md

---

sidebar_position : 3

Module

Overview

The Module setup is used to add modules to the module bar (top left corner), providing shortcuts to quickly switch between different applications.

Create Module

Users can create a module by entering the following details:

- Module ID
- Name
- Name Arabic
- Sort Order
- Is Active

Users can also edit, update, or delete a module as needed.

Role Master.md

---

sidebar_position : 2

Role Master

Overview

The Role Master is a master setup used to define roles that control user access to the application or portal. Roles are assigned to users to manage permissions and access levels.

Create Role

Users can create a new role using the following fields:

- Role ID
- Role Description EN
- Role Description AR

Users can also assign roles to specific users, and edit, update, or delete role master data as needed.

Role Previlage.md

---

sidebar_position : 4

Role Previlage

Overview

The Role Privilege setup is used to map roles to modules. This defines which modules a specific role can access within the application.

Usage

Users can select a role and assign the required modules to it. This helps control access and manage module routing based on user roles.

Lookup.md

---

sidebar_position : 2

LookUp

- The LookUp setup is used to configure and manage lookup fields within the system.

Creating a Lookup

Users can create a new Lookup by providing the following details:

- Lookup Type
- Description
- Is Enum
- Enum Type
- Parent Lookup
- Is Active

Adding Lookup Values

After creating a Lookup, users can add values on the Lookup Details page using:

- Description
- Is Active

These values can be used as parameters in the Lookup setup.

Print Setup.md

---

sidebar_position : 1

Print Setup

Overview

The Print Setup module helps users manage contract templates for individual and business customers. Users can create, edit, activate, deactivate, and preview templates before printing, making it easy to keep templates up to date and ready for use.

Workflow Stages and Actions :

Draft

- Displays newly created templates that are not yet active.
- **Actions :**
  - **Active -** Active the Template and Move to Active stage.

Active

- Displays all currently active contract templates.
- **Actions :**
  - **InActive -** InActive the Template and Move to InActive stage.

InActive

- Displays deactivated contract templates. These templates may be deactivated due to reasons such as changes in rules, regulations, or contract structure.
- **Actions :**
  - **Active -** Reactivates the template and moves it back to the Active stage.

Sales Person.md

---

sidebar_position : 4

Sales Person

Overview

The Sales Person setup is used to create sales personnel and assign them to branches. Each sales person has a primary branch and can also be assigned to other branches with specific valid dates.

Creating a Sales Person

Users can create a sales person by entering the following details:

- User
- Name
- Primary Branch

Assigning Branches

Users can assign additional branches with the following details:

- Branch
- Valid From
- Valid To

Transaction Reason.md

---

sidebar_position : 5

Transaction Reason

The Transaction Reason setup is used to define reasons for customer and labour transactions, such as contract cancellations, labour exchanges, check-ins, and check-outs. It helps in tracking and managing actions related to customers, employees, and vendors.

Create Transaction Reason

Users can create a transaction reason by entering the following details:

- Relation Type
- Customer Transaction Type
- Labour Transaction Type
- Description

After creating a transaction reason, users can edit, update, or delete it as needed.

Transfer Fee Setup.md

---

sidebar_position : 3

Transfer Fee Setup

- The Transfer Fee Setup is used to define and manage the fees related to employee transfers.

Creating a Transfer Fee Setup

- Users can create a new setup using the following fields:
  - Nationality Relation
  - Nationality (If Nationality Relation is Specify)
  - Profession Relation
  - Profession (If Profession Relation is Specify)
  - Agent Fees
  - Government Fees
  - Arco Fees
  - Total Amount

Managing Transfer Fee Setup

Users can edit and update the Transfer Fee setup after it has been created.

Voucher Sub Type.md

---

sidebar_position : 6

Voucher Sub Type

Overview

The Voucher Sub Type is a master setup used to map credit notes in the finance module.

Create Voucher Sub Type

Users can create a Voucher Sub Type using the following fields:

- ID
- Description
- Description Ar
- Financial ItemId Drop

Users can also edit, update, or delete the Voucher Sub Type as needed.

Individual Contract Overview.md

---

sidebar_position : 1

Individual Contract Overview

Purpose:

To manage contracts with customers for house worker services based on a package of service days.

Process Overview:

1. Customer Payment

- Customer selects a service package (based on number of days).

- Pays the full package amount to create the contract.

2. Contract Creation

- The contract is created in the system after payment confirmation.

- It includes customer details, package info, and payment status.

3. Employee Assignment

- A house worker (employee) is assigned to the contract.

- The service period starts from the date of assignment.

4. Service Delivery

- The assigned employee provides services to the customer as per the contract.

5. Contract Duration

- The contract days are counted from the employeeâ€™s assignment date until the employee returns (end of service or recall).

Delivery Request.md

---

sidebar_position : 1

Delivery Request

Delivery Request Process

Purpose

To deliver an employee to the customer using one of the available delivery methods, handling fees, logistics, and system updates accordingly.

Request Creation

- Initiated by selecting an Employee and a Delivery Method.

Delivery Methods:

1. Pick from Lodge â€“ No payment stage
2. Pick from Branch â€“ Payment stage required
3. Delivery to Home â€“ Payment stage required

Workflow Logic

- **If Delivery Method = "Pick from Branch" or "Delivery to Home":**
  - Start with Payment stage.
- **If Delivery Method = "Pick from Lodge":**
  - Skip Payment, start with Request for Checkout.

Workflow Stages

1. Payment

- An Invoice is created based on Delivery Fee setup.
- Customer/User makes payment.
- **If Payment is completed** or **Delivery Fee = 0**, request moves to **Request for Checkout.**
- **Actions :**
  - **Complete -** Moved to **Request for Check-out** stage.

2. Request for Checkout

- **Lodging User** transitions the request to **Waiting for Checkout**.
- **Actions :**
  - **Complete -** Request Moved to **Waiting for Checkout** stage.
  - **Reject -** Moved to **Cancelled** stage.

3. Waiting for Checkout

- A Check-Out Request is created for the employee in the Lodging Module.

Special Logic for "Pick from Branch":

- Before checkout:
  - An **Internal Transfer** is created in lodging.
  - The employee is transferred to the **requested branch (branch lodging)**.
- Once the **Check-Out Request** completes its **"Waiting for Checkout"** stage, the request proceeds to **CSE Confirmation**.

4. CSE Confirmation

- Customer Service Executive (CSE) reviews and advances the request to the next stage.
- **Actions :**
  - **Complete -** Moved to **Delivery to Home** stage.

5. Delivery to Home

- Only triggered if **Delivery Method = "Delivery to Home"**.
- Starts the **"Delivery to Home"** process to deliver the employee to the customerâ€™s location.
- Once delivery is completed, request moves to **Customer Confirmation**.
- **Actions :**
  - **Received -** If Employee Received, Moved to **Customer Confirmation** stage.

6. Customer Confirmation

- User confirms delivery with the customer.
- Once confirmed, request moves to **Delivered stage**.
- **Actions :**
  - **Complete -** Moved to **Delivered** stage.

7. Delivered

- System updates:
  - Employee Assignment Status: Delivered
  - Employee Status: Working â€“ With Customer
  - Contract Status: Valid
  - **Payroll Assignment:** Started for the employee under the contract.

8. Cancelled

- Customer can cancel the delivery at any stage of the process.

Sponsor Transfer.md

---

sidebar_position : 2

Sponsor Transfer

Sponsor Transfer Process

Purpose

To handle the transfer of an employee's sponsorship from Arco to the customer, coordinated through the Mussaned portal.

Process Overview

- This process is currently executed via the external Mussaned portal.
- Internal system is used to initiate, track, and record sponsor transfer requests.

Request Creation

When a user creates a Sponsor Transfer Request, the following inputs are required:

- **Employee Information**
- **Attachments:**
  - A downloadable template is available.
  - User completes, signs, and re-uploads the document.
- **Payment Details**

Fee Calculation Components

1. Due Invoices (any unpaid amounts under the current contract)
2. Sponsor Transfer Fee - Retrieved from Transfer Fee Setup.

Workflow Stages

1. Document Confirmation

- User reviews and confirms all required documents.
- Upon Confirmation, request is moved to **"InProgress in Mussaned"**.
- **Actions :**
  - **Complete -** Moved to **InProgress in Mussaned** stage.
  - **Reject -** Request Reject and Moved to **Completed** stage.

2. InProgress in Mussaned

- User initiates the sponsorship transfer request in the **Mussaned portal**.
- After Submission, request proceeds to the Payment stage.
- **Actions :**
  - **Complete -** Moved to **Payment** stage.
  - **Reject -** Request Reject and Moved to **Completed** stage.

3. Payment

- Customer completes payment through the **Mussaned portal**.
- The **Amount is transferred** to Arco's account.
- A **Finance User** manually creates a **payment record** in the internal system.
- User moves the request to the next stage: **"Approval for MOL"**.
- **Actions :**
  - **Complete -** Moved to **Approval for MOL** stage.
  - **Reject -** Request Reject and Moved to **Completed** stage.

4. Approval for MOL

- System or user tracks Ministry of Labor (MOL) approval.
- Once approved, requests proceeds to the next stage.
- **Actions :**
  - **Complete -** Moved to **Waiting for Transfer** stage.
  - **Reject -** Request Reject and Moved to **Completed** stage.

5. Waiting for Transfer

- Awaiting final confirmation of **sponsorship transfer completion**.
- **Actions :**

- **Complete -** Moved to **End of Service** stage.
- **Reject -** Request Reject and Moved to **Completed** stage.

6. End of Service

- Employee is removed from their contract assignment.
- System Updates:
  - **Contract Status** changed to Ended with Transfer.
  - **Employee Status** changed to **"Iqama Transferred"** - Inside Kingdom.
  - An Employee Retirement Request is created with EOS Category - **"Transferred"**.

7. Completed

- Final stage. Sponsor transfer is complete and reflected in all systems.

Branches.md

---

sidebar_position : 1

Branches

Purpose

Defines the company's physical branch locations. These are displayed to customers in the website and mobile app, based on their active status.

Branch Setup Fields

When creating or managing a branch, the following details are required:

- Name
- Location Coordinates
- Address
- Working Hours / Timing
- City
- Region
- Contact Information
- IsActive (Yes/No) â€" determines if the branch is visible to customers

Visibility

- Only active branches (IsActive = Yes) are shown in the customer-facing interfaces (web and app).

Branch Lodging

Purpose

Allows configuration of lodging facilities under a branch for delivery, transfers, and internal logistics.

Lodging Setup Under Branch

For each branch, the following lodging configuration can be managed:

- **Lodging**

The lodging facility associated with the branch.

- **IsPrimary**

Marks the primary lodging used for delivery from this branch.

- **Delivery Time**

Estimated or configured delivery time from this lodging.

System Logic & Behavior

- When a new branch is created, the system **automatically creates a new lodge** with **Lodge Type = "Branch"**.
- The user must **map the branch to a lodging** that has **Lodge Type = "Branch"**.
- The user can **update or change the primary delivery lodging** for any branch as needed.

Internal Lodging Transfer

- If an employee returns to a branch, the user can create an **Internal Transfer** in the **Lodging Module** to move the employee from the **Branch to Lodging**.
- Once the **Labour Transfer** is completed, the employee is officially moved to the lodging facility.

City Setup.md

---

sidebar_position : 2

City Setup

Purpose

The City Setup module is used to define and manage cities as part of the system's master data. Cities are used across various modules like delivery services, branches, lodging, and cost configurations.

City Configuration Fields

To create or manage a city, provide the following:

- **Name**

The name of the city (e.g., Riyadh, Jeddah)

- **Region**

The region or province the city belongs to.

- **Country**

The country where the city is located.

Expense List.md

---

sidebar_position : 2

Expense List

Purpose

- The Expense List defines standardized expenses used in contracts and calculations. This serves as the master configuration for how each expense behaves in terms of payment method, period, and inclusion in contracts.

Expense Configuration Fields

To define an expense item, provide the following:

- **Description**

A brief explanation or label for the expense.

- **Expense Type**

The classification of the expense. Options:

- Hour
- Fee
- Item
- OnAccount

- **Default Payment Type**

Defines how the payment is calculated or triggered:

- Fixed
- ToCalculate
- ToBeCalculate by salary
- OnOccurance

- **Default Period Type**

The unit of time the expense applies to:

- Yearly
- Monthly
- Daily

- **Default Period**

The number of periods the expense covers (e.g. 1 month, 12 months)

- **Default Amount**

The standard value of the expense

- **Add in Contract**

Indicates which contract sectors this expense applies to (e.g. Business, Individual, Both â€" assumed from prior context)

- **VAT Period Type**

(Not used) â€" retained for legacy structure or future use

- **Description**

Additional details or internal notes (may duplicate the main description)

Expense Salary.md

---

sidebar_position : 5

Expense Salary

Purpose

- The Expense Salary module is used to define the standard salary amounts for different job roles based on nationality, forming part of the overall cost structure in contracts.

Expense Salary Configuration Fields

- To create an expense salary entry, the following fields are required:
  - Nationality
  - Job Specification Id (Private Driver, House Worker - Male/Female, Cleaner - Male/Female)
  - Salary Amount (Fixed)
  - Valid From

Expense Setup.md

---

sidebar_position : 3

Expense Setup

Purpose

- This setup defines specific amounts for expenses based on filters like nationality, profession, and gender. It allows the system to assign correct expense values dynamically based on these criteria.

Mapping Criteria Fields

To configure an expense amount, the following fields must be specified:

- **Expense**

The expense item being configured (selected from the Expense List)

- **Nationality**
  - A specific nationality
  - Or ALL to apply the same amount to all nationalities
- **Profession**
  - A specific profession=
  - Or ALL to apply the same amount to all professions
- **Gender**
  - A specific gender (Male / Female)
  - Or ALL to apply the same amount to all genders
- **Amount**

The monetary value assigned to this expense under the specified conditions.

- **Activation Date**

The date from which this configuration becomes valid.

Package Pricing.md

---

sidebar_position : 1

Package Pricing

Purpose:

To define service pricing and periods based on:

- Nationality
- Job Specification
- Package Type

Each package includes pricing models and optional settings like installments, probation, and extension costs.

Types of Packages

1. Monthly - Low Cost Package

Used For:

Longer-term contracts with monthly installments.

Required Setup:

- Nationality
- Job Specification
- Gender
- Package Name
- Period (in months)

Amount Details:

- Advance Amount
- Monthly Installment
- Total Amount

Extension Settings:

- Extension Period (in months)
- Extension Amount Details

Probation Settings:

- Probation Period
- Cost Per Day During Probation

2. Per Day Package

Used For:

Short-term, day-based contracts.

Initial Setup:

- Nationality
- Job Specification
- Gender
- Package Name

Per Day Cost Setup (after creation):

- From Day
- To Day
- Cost

Additional Parameters:

- Minimum Per Day Cost (New Contracts)
- Minimum Per Day Cost (Extensions)
- Minimum Period for New/Extend
- Maximum Period for New/Extend

Installment Cost Setup (Optional):

Used to show installment options to the customer.

- Name
- Period
- Amount Details:
    - Advance Amount Type (Fixed amount or Percentage)
        - Amount or %
- Advance Amount
- Installment
- Total Amount

Fixed Package Setup (for Mobile App Display)

- Name
- Period

These fixed packages will appear as selectable options in the mobile app.

Workflow Stages and Actions :

1. Draft

- Newly Created Package shows here.
- **Actions :**
    - **Activate -** Activate the package and moved to **Active All** stage.
    - **Activate Show in Portal -** Activate the package in portal and Moved to **Active in Portal** stage.

2. Active All

- This shows the All Currently Active package list.
- **Actions :**
    - **De-Activate -** DeActivate the package and Moved to **Not Active** stage.
    - **Show in Portal -** Moved to **Active in Portal** stage.
    - **Activate Show in Portal -** Activate the package in portal and Moved to **Active in Portal** stage.
    - **Move to Draft -** Return to **Draft** stage.

3. Active in Portal

- This shows the Currently Active packages in portal.
- **Actions :**
    - **De-Activate -** DeActivate the package and Moved to **Not Active** stage.
    - **Hide from Portal -**
    - **Move to Draft -** Return to **Draft** stage.

4. Not Active

- This shows the DeActivated or Inactive packages list.
- **Actions :**
    - **Activate -** Moved to the **Active All** stage.
    - **Activate Show in Portal -** Moved to **Active in Portal** stage.
    - **Move to Draft -** Return to **Draft** stage.

Tax Setup.md

---

sidebar_position : 4

Tax Setup

Purpose

- This setup defines the tax percentage applicable to expenses, based on contract sector and duration. It ensures accurate tax calculation during contract generation or modification.

Configuration Fields

To define a tax percentage for an expense, provide the following:

- **Expense**

The specific expense item the tax is applied to.

- **Add in Contract (Sector)**

Determines which sector(s) this tax applies to:

- Business
- Individual
- Both
- **Tax Percentage**

The applicable tax rate as a percentage (e.g., 5, 15)

- **Valid From**

The date from which this tax rule becomes active.

- Tax BreakUp Days

Defines separate tax rules based on contract duration:

- **LessThan180** â€“ Tax for contracts under 180 days
- **MoreThan180** â€“ Tax for contracts over 180 days

Relationship with Other Modules

- Expense Setup and Tax Setup work together to calculate tax on contract expenses.
- Tax is determined based on:
  - The expense configuration
  - Sector
  - Contract duration
  - Effective date

Additional Information

Per Day Contract Amount Calculation

Purpose

This logic is used to calculate the total contract amount when a user creates a Per Day Package contract by selecting a package and a period.

Calculation Flow

1. Base Contract Amount

- Amount Value = Period Ã— Per Day Cost

2. Get Applicable Expenses

Retrieve applicable expense items using the following filters:

- Nationality
- Profession
- Gender
- Sector = Individual

Include items that have:

- Per Day Expense Amount (from Expense Setup)
- Tax Percentage (from Tax Setup)

3. Salary-Related Expenses

These are dynamically calculated based on Salary (from Expense Salary Setup):

- **Salary** = Retrieved from Expense Salary Setup by Nationality

- **GOSI Expense** = (Salary Ã— 2%) / 30

(Daily GOSI contribution)

- **Vacation Salary** = Salary Ã— (21 / 365)

(Pro-rated daily vacation allowance)

- **End of Service (EOS) Salary** = Salary Ã— (15 / 365) (Pro-rated daily EOS benefit)

4. Arco Fee Calculation

- Arco Fee Amount =

Amount Value âˆ’ Sum(Period Ã— [Each Expense Amount])

This value is derived by subtracting total expenses from the base contract value.

5. Tax Calculation

- **Tax Amount =**

Sum of (Each Total Expense Ã— Applicable Tax Percentage)

6. Total Contract Amount

- Total Amount = Amount Value + Tax Amount

Offer Setup.md

Offer Setup

Purpose

The Offer Setup module allows configuring discounts that apply to contract transactions. Offers can be used for marketing promotions or applied automatically under specific conditions.

Offer Application Rules

- Only **one discount** can be applied **per transaction**. (No stacking of multiple offers)

- If the **discount amount** causes the final per-day value to drop **below the package's minimum per day cost**, the discount will be **adjusted to match the minimum allowed per-day cost**.

Offer Types

- Promotion
  - Manually used for marketing campaigns.
- General
  - Automatically applied when conditions match.

Offer Setup Fields

Basic Details

- **Offer Type**
  - Promotion
  - General Offer
- **Offer Period**
  - Start and end date of the offer

Discount Configuration

- **Discount Type**
  - Percentage (e.g. 10%)
  - Flat Amount (e.g. 100 SAR)
  - Days (e.g. 1 free day)
  - Days Percentage (e.g. 10% of total days as discount)
- **Discount Value**
  - The numeric value based on selected type.
- **Contract Minimum Days**
  - Minimum contract duration for the offer to apply.
- **Discount Max Limit**
  - Cap the discount by amount (e.g. max 200 SAR).

Conditions for Eligibility

Offers can be limited to specific criteria:

- By Package
- Branch
- User
- Customer
- Nationality
- Profession
- Creation Type
  - New
  - Extend
  - Both
- Created Source

- ERP
- Mobile App

Status Workflow

- **Draft**

    - Offer is in editable mode
    - User can update fields and submit

- **Submitted**

    - Offer is activated
    - System automatically applies it to contracts based on defined conditions

---

Promotion Setup.md

Promotion Setup

Purpose

The Promotion Setup module is used to create and manage campaign-based or referral-based promotions, including:

- Generating promo codes
- Assigning offers
- Handling Affiliate commissions

Promotion Types

1. Affiliate â€“ Referral

- Used for referral programs.

- Includes commission tracking for referred customers.

2. Marketing

- Used for marketing campaigns (e.g. seasonal offers).

- Promo codes are generated and shared with customers.

Promotion Creation Fields

When creating a promotion, the following fields must be defined:

- Promotion Type

    - Affiliate
    - Marketing

- **Description**

A short summary of the promotion's purpose.

- **Code Format**

Defines how promo codes are generated:

- L = Uppercase letter
- l = Lowercase letter
- n = Number
- s = Symbol

(Example format: LLnn â†’ AB12)

- **Prepared Promotion Code (Optional)**

Predefined codes used in marketing, rather than generated dynamically.

- **Max Count**

The maximum number of promo codes to generate or use.

Promotion Offer Mapping

- Users can link one or more offers to the promotion
- Mapped fields include:
  - Offer Information (from Offer Setup)
  - Commission Information (only for Affiliate Type)
    - Defines referral benefit structure for the referring customer.

Promo Code Generation

- System allows **bulk generation of promo codes** based on defined format and max count
- Each code can be assigned to:
  - No one (open marketing use)
  - Specific customers (controlled use)

Implementation Workflow

1. Marketing User:

- Creates promotion setup and promo codes.
- Sends promo code notifications to customers.

2. Customer:

- Enters promo code when creating a contract.
- If the promo code matches the offer conditions, discount is applied.

3. Rules & Constraints:

- Only one offer can be applied per transaction.
  - If a General Offer is already applied, a Promo Code cannot be used.
- If a Promo Code is assigned to a customer, and they apply it:
  - A commission transaction is created for the referring user (Affiliate).

Sadad Bill.md

Sadad Bill

Sadad Transaction Overview

Purpose

Sadad is an integrated offline payment method used in the system to collect contract payments through Sadad bills.

How It Works

1. When a contract has dues or advance payments, the system creates a Sadad Bill via integration.
2. The bill is generated in the Sadad system.
3. The customer pays offline using the Sadad Bill Number.

4. Once payment is received, the system automatically creates a Payment Transaction.

5. Integration is managed through the Sadad database.

Sadad Integration Transactions

1. Bill Creation

Each Sadad Bill includes:

- **Bill Number**

- **Billing Account**

- **Bill Type:**

  - **One-time Bill :** For specific one-off transactions
  - **Recurring Bill :** For ongoing contract dues

- **Bill Amount**

- **Expiry Date**

- **Internal Bill Number** (for internal reference)

One-Time Bill

- Used for specific transactions
- Expires in **3 days**
- Bill Number starts with **6**
- **Billing Account = Bill Number**

Recurring Bill

- Used for contract dues

- Billing Account format:

"20" (IRM) or "30" (IR) + **Customer ID (6 digits) + Contract Number (6 digits)**

- Any financial change in contract triggers a **new Sadad bill**

Bill Statuses

Sadad Bills move through the following statuses:

1. IMS â€" Initial system status

2. A4Sadad â€" Pushed to Sadad system

3. Sadad â€" Bill is live and ready for payment

Customer Notification

- Once the bill reaches **"Sadad"** status:

  - **Bill Number and Amount** are sent to the customer via **SMS**.

Sadad Refund.md

Sadad Refund (Currently Not in Use)

Overview

Although not currently active, the system supports refunding customers via Sadad, under specific conditions.

How It Works

1. Refund Request Creation

- User selects :
  - **Refund Type :** Sadad
  - **Payment Source :** Sadad

2. System Action

- **A Refund Transaction** is generated.

3. Sadad Processing

- Sadad processes the refund to the **customerâ€™s bank account**.
- Once completed, the transaction status is updated to: **"Refund"**.

Contracts.md

Contracts

Contracts Overview

Purpose:

To formalize an agreement with a customer for house worker services, based on selected package days.

Contract Creation Sources

1. Branch (Manual by Salesperson)

Steps:

- Salesperson creates a contract by selecting:
  - Customer Information
  - Package
  - Period (in Days)
  - Location
- Initially Contract in "`New`" Status.
- Once the customer completes payment, the contract moves to the "`Document Verification`" stage.

2. From Mobile App (via Opportunity)

- Contract is auto-created once the customer pays for an Opportunity.
- **Initial Status:** Document Verification

Contract Details Overview

A Contract contains multiple sections to manage customer agreements, service delivery, employee assignments, and financial records.

1. Customer Information

- Basic details of the customer associated with the contract (name, contact, etc.)

2. Contract Information

- Contract Date â€“ The date the contract was created.

- Location â€“ Service location
- Branch â€“ Branch where the contract was initiated.
- Contract Status â€“ Current status (e.g., New, Document Verification, Active, Completed)
- Total Contract Days â€“ Total duration of the contract.
  - Used Days â€“ Days already utilized
  - Remaining Days â€“ Days left in the contract

3. Line Information (Active Contract Line)

- **Package â€“** Selected service package
- **Period â€“** Duration (e.g., 30 days, 90 days)
- **Amount Details â€“** Financial breakdown (advance, installments, total amount)

4. Employee Assignment Information

Tracks which employee is assigned to the contract and their assignment status.

- Employee ID
- Valid From / Valid To â€“ Assignment period
- Contract Line â€“ Refers to the specific package line this assignment applies to
- Status:
  - **Booked â€“** Employee is reserved
  - **UnAssigned â€“** Not assigned yet
  - **Unassigned with Payment â€“** Employee removed, with financial implications
  - **Delivered â€“** Employee delivered to customer
  - **Returned â€“** Employee returned from assignment

5. Finance Information

Tracks all financial activities related to the contract.

- Advance Payment
- Payment (Total or installment payments)
- Invoice
- Credit Note
- Debit Note
- Refund

6. Contract Delegation

Optional authorized contact person for the contract.

- Name
- ID Number
- Mobile Number
- IsActive â€“ Indicates whether this delegate is currently active.

7. Comments Section

- Free-text field for internal or customer-facing notes related to the contract.

Contract Flow and Status

1. New

- Contract is created from the branch.
- Advance Payment record is generated based on selected package.

- After Customer pays, status changed to `"Document Verification"`.

2. Document Verification

- Customer must sign the contract digitally.
  - VIP customers can skip the signature.
- **After signature verification:**
  - If Employee is assigned - Status changed to `"Waiting for Delivery"`.
  - If No Employee assigned - Status changed to `"Waiting for Selection"`.

3. Waiting for Selection

- Customer/user can select an employee (with `"Ready to Work"` status).
- **Once selected:**
  - Employee status changed to Booked.
  - Contract status changed to Waiting for Delivery.

4. Waiting for Delivery

- User can unassign the employee before delivery if needed.
- Used days on the contract start counting from the actual assignment date.
- Customer/User chooses a delivery method and initiates the Delivery Request.
- Once delivery is successfully completed - Contract status changes to `"Valid"`.

5. Valid

- The employee is actively working at the customerâ€™s location.
- Contract is in progress and counted as active.
- When the employee returns due to any of the following reasons:
  - Escape
  - Return to Lodging
  - Vacation
- Contract status changes to `"Waiting for Exchange"`.

6. Waiting for Exchange

- The contract is still active, but the assigned employee has returned (e.g., escape, lodging, vacation).
- Contract status is updated to `"Waiting for Delivery"`.
- Customer/User can select a new employee during this stage.
- Once a new employee is selected - Status changes to `"Waiting for Delivery"`.

7. Near to Expire

- When the remaining contract days (Total Days - Used Days) are less than 15, the system automatically updates the contract status to `"Near to Expire"`.

8. Expired

- When the remaining contract days (Total Days - Used Days) are less than 0, the system automatically updates the contract status to `"Expired"`.

9. Ended

- The employee has returned from the assignment.
- The contract has no remaining days (Remaining Days = 0).
- Once the customer requests to end, the status updates to `"Ended"`.

10. Ended with Penalty

- The employee has returned from the assignment.
- The contract has negative remaining days (Remaining Days < 0).
- If the customer requests to end, the status changes to `"Ended with Penalty"`.

11. Cancelled

- Customer requests to cancel the contract before any employee is delivered.
- Contract status changes to `"Cancelled"`.

12. Terminated

- Customer requests to cancel the contract after at least one employee has been delivered.
- Contract status changes to `"Terminated"`.

Customers.md

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sidebar_position : 1

Customers

Purpose:

Manage customer registration and their information updates via Mobile App or Branch.

Customer Registration

- Customers register through:
  - Mobile App
  - Branch office
- Minimum registration info:
  - Mobile Number
  - Name

Customer Information Update

Customers or users can update these details:

- **Personal Information**
  - Name
  - Mobile Number
  - ID Number
  - Nationality
  - Gender
  - Date of Birth (DOB)
  - Female Contact Person Number
- **Work Information**

- Customer Working Sector
- Position
- Work Place
- Customer Monthly Salary
- Other Income

- **Location Information**

    - Location Name
    - City
    - Address Details
    - Additional Details

- **Bank Details**

    - IBAN Number
    - Bank
    - Status

- **Family Information**

    - No.of.members in Family
    - No.of.Wives
    - No.of.Handicaped
    - Notes about the Old age person
    - Notes about the Handicapped

Customer Delegation (Contact Person)

Customers can assign contact persons with these details:

- Name
- ID Number
- Mobile Number
- **Status:** IsActive

Note: Activation requires verification of the contact personâ€™s mobile number.

Opportunity.md

Opportunity

Purpose:

To handle contract requests from customers selecting packages before creating a formal contract.

Process Overview:

1. Creation:

- Customer creates an Opportunity via the Mobile App.

- They select an active package and desired period.

- The system calculates the amount based on selection.

2. Employee Selection:

- Customer can choose an employee linked to the Opportunity.

3. Payment & Status:

- Once payment is completed, Opportunity status changes to Completed.

- The system automatically:

- Creates a Contract using Opportunity details.
- Assigns the selected employee to the contract.

4. Auto-Cancellation:

- If payment is not completed within 20 minutes of Opportunity creation, the system cancels the Opportunity automatically.

Workflow List.md

Workflow List

Overview

This section provides the configuration options for setting up and managing workflows. It allows users to define stages, actions, and details for each workflow process.

Usage

Creating a Workflow

Users can create a workflow by specifying the following:

- Workflow Version
- Workflow Type
- Workflow Description
- Is Active

Users can also:

- Edit
- Update
- Delete a workflow

Managing Workflow Process

In the Workflow Details page, users can manage the workflow process by defining:

- Process
- Version Changes
- Process Description
- Copy From

Users can also:

- Edit
- Update
- Delete a workflow process

Delivery to Home.md

Delivery to Home

Purpose

This workflow defines the stages and transitions involved when a contract is set for Delivery to Home.

It is triggered when the contract delivery request has the Delivery Type set as `Delivery to Home`.

Workflow Stages and Actions :

1. Waiting for Payment

- This is the initial stage when the delivery process starts.
- **Trigger:** Delivery is marked as "Started."
- **If delivery fee is unpaid:**
  - The customer must pay the delivery fee.
  - Once payment is completed, the process moves to **Waiting for Schedule**.
- **If delivery fee is already paid or zero:**
  - The system directly moves to **Waiting for Schedule**.
- **Actions :**
  - **Complete -** Once payment done, moved to the **Waiting for Schedule** stage.

2. Waiting for Schedule

- In this stage, the system/user prepares or schedules the delivery.
- Manual or system action required to move to the next stage.
- **Actions :**
  - **Complete -** Once Scheduled, moved to the **Waiting for Travel** stage.

3. Waiting for Travel

- This stage becomes active only after the contract is Checked Out from the Delivery Request.
- User can proceed to the next stage once checkout is complete.
- **Actions :**
  - **Complete -** Once the journey starts, moved to the **Travel started** stage.

4. Travel Started

- Marks the beginning of the physical delivery.
- User progresses the delivery to the final stage upon travel initiation.
- **Actions :**
  - **Complete -** If Travel completes, moved to the **Completed** stage.

5. Completed

- The delivery process completes.
- The system transitions the contract to the Customer Confirmation stage.
- *No further actions required.*

Return to Home.md

Return to Home

Purpose

This workflow handles the return process of an employee when the return request option is set to **"Pick Up from Home."**

It starts as soon as the **Employee Return Request** is created.

Workflow Stages and Actions :

1. Waiting for Payment

- Triggered when the return request is submitted with **Pick Up from Home** option.
- **If delivery fee is unpaid:**
    - Customer pays the delivery fee.
    - Once paid, the stage transitions to **Waiting for Schedule**.
- **If delivery fee is already paid or zero:**
    - The system immediately moves to **Waiting for Schedule**.
- At this point, the Return Request also transitions to the **"Pick from Home"** stage.
- **Actions :**
    - **Complete -** Once payment done, moved to the **Waiting for Schedule** stage.

2. Waiting for Schedule

- This stage is used to plan and schedule the pickup.
- Manual or system action required to move forward.
- **Actions :**
    - **Complete -** Once Scheduled, moved to the **Waiting for Travel** stage.

3. Waiting for Travel

- Indicates the system is ready for the physical pickup.
- User can proceed to the next stage when preparations are complete.
- **Actions :**
    - **Complete -** Once the journey starts, moved to the **Travel started** stage.

4. Travel Started

- Marks the beginning of the actual pickup journey.
- Once travel starts, the stage progresses to **Completed**.
- Simultaneously, the return process moves to **"Request for Check-in"** stage.
- **Actions :**
    - **Complete -** If Travel completes, moved to the **Completed** stage.

5. Completed

- Pickup is finished.
- Marks the end of the **Return To Home** delivery workflow.

Branch Transport Cost.md

---

sidebar_position : 3

Branch Transport Cost

Purpose

Defines transport cost for services routed via Branch and Lodging.

Setup

- Lodge
- Branch
- Reference Source Type
- Cost
- Valid From

City Servce Setup.md

---

sidebar_position : 1

City Service Setup

Setup

This section defines system-wide settings for delivery and return services, transport costs, and service availability based on city, branch, and lodging.

City Service Setup

Purpose

Used to configure the available services for each city. This setup influences how the system displays:

- Delivery branches
- Lodging services
- Eligibility for home delivery or pickup

Configuration Fields

For each City, configure:

- Branch

The assigned service branch for the city.

- Lodge (Optional)

Previously customizable, but now replaced/controlled by Branch Lodging settings.

- Can Home Delivery Service (Yes/No)

Indicates if home delivery is allowed for this city.

- Can Pick from Home Service (Yes/No)

Indicates if home pickup is available for this city.

Home Transport Cost.md

---

sidebar_position : 2

Home Transport Cost

Purpose

Defines the cost of home delivery services, based on the city.

Setup

- City
- Amount
- Valid From

VIP Customer Assignment.md

VIP Customer Assign

Purpose

The VIP Customer Assign module allows assigning an Active VIP Profile to a specific Customer. Once assigned and activated, the customer is eligible to receive the benefits defined in the profile.

How It Works

- User selects a Customer and an Active VIP Profile.
- Once assigned, the Customer Assignment becomes Active.
- The assignment is valid for 1 year.
- The customer can use VIP benefits by clicking "Use VIP" during contract creation.

Important Notes

- Only one active profile can be assigned to a customer at a time.
- After 1 year, the assignment expires and must be renewed.
- Benefits are applied only if the profile rules and limits are met.

Workflow Stages and Actions :

1. Requested

- Profile is created and awaiting verification.
- Verification code sent to CEO.
- **Actions :**
  - **Complete -** Action to send for Verification, Moved to Verification stage.

2. Verification

- User submits verification code.
- **Actions :**
  - **Verify -** Verified and Moved to the Active stage.

3. Active

- VIP profile becomes available.
- Can be assigned to customers or contracts.
- Profile remains active for 1 year.

- **Actions :**

    - **Expired -** Action to move the expired profile to the Expired stage.

4. Expired

- Profile becomes inactive.
- Cannot assign to customers
- Can be renewed to become active again.
- *No further actions required.*

5. Completed

- Final status after expiration or deactivation
- *No further actions required.*

VIP Profile.md

VIP Profile

Purpose

The VIP Setup module is used to grant exclusive benefits to VIP clients by assigning them to a VIP Profile. Each profile contains specific conditions and privileges tied to customer or contract behaviors.

Configuration Fields

General

Defines the basic identity and applicability of the profile.

- **Profile Type:** Lookup field category to classify the profile

    - Bronze
    - Silver
    - Gold
    - Platinum

- Profile Name

- Setup Level

    - **Customer:** Applies benefits at the customer level
    - **Contract:** Applies benefits per contract

- Contract Creation Type (From Customer level)

    - New
    - Extend
    - Both

- No. of Contracts: Maximum contracts allowed under this VIP profile (Set 0 for unlimited)

Discount

Configure special discounts for VIP members:

- **Discount Count:** Number of times discount can be used (0 = unlimited)
- **Discount Type**
    - Percentage
    - Flat Amount
    - Days
    - Days Percentage
- **Discount Value:** Numeric value based on type.
- **Discount Max Limit:** Maximum allowed discount amount.

Pay Later

Allow VIP clients to delay payments under controlled limits:

- **Pay Later Count:** Number of times PL can be used.
- **PL Max Limit:** Total amount allowed for all PL transactions
- **PL No. of Contracts:** Number of contracts allowed under PL
- **PL per Contract Limit:** Max PL amount per contract
- **Can PL Refill:**
  - **Yes:** Limit is reset when previous PL amount is paid.
  - **No:** Limit does not reset

Penalty

Waive or reduce penalties for specific contract events:

- Skip Penalty Count
- Skip Exchange Fee
- Skip Terminate Fee
- Skip Cancel Fee

Other Benefits

Additional controls and exceptions for VIP users:

- Minimum Eligible Contract Days for New
- Maximum Eligible Contract Days for New
- Minimum Eligible Contract Days for Extend
- Maximum Eligible Contract Days for Extend
- Skip Contract Sign
- Exclude Minimum Package Amount Validation
- Can Document Delivery
- Can Employee Delivery
- Can Employee Pickup

Workflow Stages and Actions :

1. Requested

- Profile is created and awaiting verification.
- Verification code sent to CEO.
- **Actions :**
  - **Complete -** Action to send for Verification, Moved to Verification stage.

2. Verification

- User submits verification code.
- **Actions :**
  - **Verify -** Verified and Moved to the Active stage.

3. Active

- VIP profile becomes available.
- Can be assigned to customers or contracts.
- Profile remains active for 1 year.
- **Actions :**

- **Expired -** Action to move the expired profile to the Expired stage.

4. Expired

- Profile becomes inactive.
- Cannot assign to customers
- Can be renewed to become active again.
- *No further actions required.*

5. Completed

- Final status after expiration or deactivation
- *No further actions required.*

Active Agent.md

---

sidebar_position : 2

Active Agent

The Active Agent module displays and manages agents who are currently active in the system.

1. Active Agents List

- Shows a list of all currently active agents.

- Provides quick access to each agentâ€™s details.

2. Agent Details Page

- Displays comprehensive information about the selected agent.

- Includes both general details and contact-related information.

3. Additional Information Management

- From the Agent Details page, users can also:

- Create and manage Contract Persons associated with the agent.

- Create and manage Bank Account details for financial transactions.

User can manage the Agent status by following actions:

- Suspend Agent
- Terminate Agent
- Referral Agent
- Active Agent
- Block Agent

Agent.md

---

sidebar_position : 1

Agent

A recruitment agent is an agency from a foreign country that supplies candidates based on a demand letter (job post) and handles their travel arrangements.

Created and Managed By: IR (International Recruitment) Users.

Agent Setup Includes:

- Agency Company Information
- Contact Information
- Bank Account Details
- Contract Agreement Attachment

Users can manage recruitment agents using the following statuses:

Draft

- Default initial status after agent creation.
- No actions can be performed.

Active

- Agent is approved and fully operational.
- Can be assigned to demand letters.
- Has access to the agent portal.

Block

- Agent is restricted.
- Cannot be assigned to demand letters.
- Cannot access the portal.

Referral

- Agent is registered at the clientâ€™s request.
- May operate outside ARCOâ€™s standard agreement.

Terminate

- Agent is deactivated for future assignments.
- Cannot be assigned new demand letters.
- Can access portal and manage pending recruitment.

Suspended

- Temporarily restricted due to compliance or performance issues.
- Cannot be assigned new demand letters.
- Can access portal and manage existing/pending recruitment.

Bank Account.md

---

sidebar_position : 5

Bank Account

Displays a list of agent bank accounts with their details.

Users can also create new bank account records for agents, including:

- Agent ID
- Bank Account Name
- Bank Account No
- Bank Name
- Branch Name
- SWIFT Code
- IBAN

Block Agent.md

---

sidebar_position : 3

Block Agent

The Block Agent module displays and manages agents who are currently blocked or deactivated in the system.

1. Blocked Agents List

- Shows a list of all agents currently marked as blocked.
- Allows users to review and manage blocked agent records.

2. Agent Details Page

- Displays detailed information about the selected blocked agent.
- Includes both general agent data and contact information.

3. Additional Information Management

From the Agent Details page, users can:

- Create and manage Contract Persons associated with the blocked agent.
- Create and manage Bank Account details for the agent, if needed for reference or future reactivation.

User can manage the Agent status by following actions:

- Suspend Agent
- Terminate Agent
- Referral Agent
- Active Agent
- Block Agent

Contact Person.md

---

sidebar_position : 4

Contact Person

Displays a list of Agent Contact persons with the following details:

- Agent ID
- Name
- Mobile Number
- Email
- Designation

Embassy.md

---

sidebar_position : 6

Embassy

Displays a list of embassies with their details.

Users can create a new embassy entry with the following information:

- Nationality ID
- Nationality
- Email
- Remarks
- Phone Number
- Embassy Name

Available Candidate.md

---

sidebar_position : 3

Available Candidate

Displays a list of candidates who are ready to work and currently in "Available" status.

These candidates have not yet been assigned to any demand letter and are eligible for recruitment.

Candidate Details Page

Each candidate record includes the following information:

1. Personal Information

- Name
- Nationality
- Passport Number
- Gender
- Date of Birth (DOB)
- Agent ID (mandatory for Users and Agents)

2. Contact Details

- Basic communication info (phone, email, address, etc.)

3. Job Details

- Profession (Applied Profession)
- Actual Profession
- Sector
- Employee Type (mandatory for Users)

4. Skills

- Relevant job skills and qualifications

5. Attachments

- Supporting documents (passport, certificates, etc.)

Additional Details (Editable in Candidate Details Page)

Users can add or update the following:

- Emergency Contact
- Education
- Professional Certificates
- Employment History
- Skills

Blocked Candidate.md

---

sidebar_position : 5

Blocked Candidate

Displays the list of Candidates in `"Blocked"` status.

These Candidates have been blocked for some other reasons, these blocked candidates should not took for recruitment again.

Note: Candidate details are same as like Candidate and Available Candidate.

Candidate Profile.md

---

sidebar_position : 7

Candidate Profile

Users can create a new candidate by entering complete candidate information and uploading key documents.

Candidate Details Include:

- Personal Details
- Identifications
- Contact Details
- Passport Information
- Job Details
- Skills
- Document Uploads:
  - Passport Copy
  - Profile Picture
  - Resume

Candidate Search Filters :

Users can search or filter candidates using the following criteria:

- Agent Id
- Name
- Employee Type
- Sector
- Nationality
- Profession
- Passport Number
- Religion
- Child/ Old care

Candidate.md

---

sidebar_position : 1

Candidate

Represents individuals assigned to a Demand Letter (Job Post) for recruitment.

Candidate Sources

Candidates can be uploaded or created by:

- IR Users
- Agents
- Clients

Duplicate Handling

- Duplicate passport numbers are not allowed from the same source (e.g., same IR user or same agent).

- Duplicates are allowed across different sources.

Candidate Creation Methods

- By form (manual entry)

- By import template

Candidate Details Page

Each candidate record includes the following information:

1. Personal Information

- Name
- Nationality
- Passport Number
- Gender
- Date of Birth (DOB)
- Agent ID (mandatory for Users and Agents)

2. Contact Details

- Basic communication info (phone, email, address, etc.)

3. Job Details

- Profession (Applied Profession)
- Actual Profession
- Sector
- Employee Type (mandatory for Users)

4. Skills

- Relevant job skills and qualifications

5. Attachments

- Supporting documents (passport, certificates, etc.)

Additional Details (Editable in Candidate Details Page)

Users can add or update the following:

- Emergency Contact
- Education
- Professional Certificates
- Employment History
- Skills

InProgress Candidate.md

---

sidebar_position : 3

InProgress Candidate

Displays a list of candidates who are in "In Progress" status.

These candidates have been assigned to a demand letter and are currently undergoing the recruitment process.

Candidate Details Page

Each candidate record includes the following information:

1. Personal Information

- Name
- Nationality
- Passport Number
- Gender
- Date of Birth (DOB)
- Agent ID (mandatory for Users and Agents)

2. Contact Details

- Basic communication info (phone, email, address, etc.)

3. Job Details

- Profession (Applied Profession)
- Actual Profession
- Sector
- Employee Type (mandatory for Users)

4. Skills

- Relevant job skills and qualifications

5. Attachments

- Supporting documents (passport, certificates, etc.)

Additional Details (Editable in Candidate Details Page)

Users can add or update the following:

- Emergency Contact
- Education
- Professional Certificates
- Employment History
- Skills

Rejected Candidate.md

---

sidebar_position : 6

Rejected Candidate

Displays the list of Candidates in `"Rejected"` stage.

These Candidates have been Rejected in the process of recruitment.

Note: Candidate details are same as like Candidate and Available Candidate.

Selected Candidate.md

---

sidebar_position : 4

Selected Candidate

Displays a list of candidates in **"Selected"** status.

These candidates have arrived and are confirmed in the system, completing the recruitment process.

Note: Candidate details are same as like Candidate and Available Candidate.

Candidate Progress.md

---

sidebar_position : 1

Candidate Progress

Represents the candidate's journey through the Selection Process, divided into four main categories:

- Selection
- Documentation
- Mobilization
- Cancelled

1. Selection

Covers early decision and offer stages:

- Selection
- Offer Letter
- Offer Negotiation
- Offer Acceptance

2. Documentation

Covers all document and visa-related steps:

- Medical Test
- Ewakala
- Visa Stamping
- Stamping Extension

3. Mobilization

Focuses on travel and arrival stages:

- Waiting for Travel
- Waiting for Action Arrived
- Arrived
- Migrate Arrived

4. Cancelled

Tracks cancelled or failed selections:

- Stamping Cancellation
- Ewakala Cancellation

- Visa Stamp Expired
- Rejected
- Visa Cancelled

Demand Letter.md

---

sidebar_position : 1

Demand Letter

Overview

- A Demand Letter is used to assign a RON to an agent.
- Users create Demand Letter Lines based on RON Lines.
- A Demand Letter Line is also known as a Job Post.
- To Create Demand Letter, the following fields are mandatory,
  - Recruitment Order ID
  - Name
  - Agent ID

Demand Letter - Details Page Overview

- Shows complete details of the Demand Letter, including:
  - Linked Recruitment Order,
  - Allowance & Provided details,
  - Coordinator information.
- Users can:
  - View **Demand Letter Lines** and take action on **Ewakala Requests**.
  - View **Ewakala Demand Letter** and take action on **Ewakala Transfers**.
  - Track the **current process stage** of the Demand Letter.

Workflow Stages & Actions :

1. Draft

- Initial stage after Demand letter creation.
- **Actions :**
  - **Send to Approval -** Send for approval & Moves to Approval stage.
  - **Cancelled -** Moves to Cancelled stage.

2. Approval

- Awaiting approval from management.
- **Actions :**
  - **Approved -** Approved & Moves to Document Preparation stage.
  - **Cancelled -** Moves to Cancelled stage.
  - **Draft -** Moves to Draft again.

3. Document Preparation

- Documents prepared for agent and embassy (especially for Philippines nationality).

- **Actions :**

  - **Send to Embassy Approval -** Moves to Embassy Approval.
  - **Draft -** Moves to Draft again.

4. Embassy Approval

- Waiting for approval from the embassy.

- **Actions :**

  - **Active -** Moves to Active stage.
  - **Cancelled** Moves to Cancelled stage.
  - **Closed -** Moves to Closed stage.

5. Active

- Letter is active and ready for use.

- Candidates can now be assigned to the Demand Letter.

- Candidate assignment can be done by IR users or agents via portal.

- The application process starts after assignment.

- **Actions :**

  - **Closed -** Moves to Closed stage.
  - **Update Demand Approval -** Moves to Update Demand Approval stage.

6. Update Demand Approval

- For requesting modifications or updates to the demand.

7. Closed

- Can be closed manually by the user.
- System auto-closes if all jobs are fulfilled.
- Cannot be closed if:
  - Candidate selection is still pending before travel.
  - Assigned Ewakala (agency authorization) has remaining balance.
- **Actions :**
  - **Active -** Moves to Active stage.

8. Cancelled

- Demand Letter is marked as void or cancelled.

Job Post Summary & List.md

---

sidebar_position : 3

Job Post Summary

Displays a dashboard-style view showing counts of job post by status such as: No.of.Employees, Assigned, Under Stamping, etc.

View-only page â€“ no actions can be performed here.

Job Post Summary List

Shows a list of Job post with their details in summary form.

View-only page â€“ no actions can be performed here.

Job Post.md

---

sidebar_position : 2

Job Post

- **Demand Letter Lines** are also called **Job Posts**.
- Displays a list of **currently active** Job Posts with their details.
- The **details page** shows Job Post info and **salary details**.
- Users can **assign candidates** from the Job Post details page.
- Users can also view **visa assignments** and **assigned candidates**.

All Request Lines.md

---

sidebar_position : 3

All Request Lines

Displays a list of all internal request lines along with their details.

- This page is view-only â€" no actions can be performed.
- Shows the full details of the selected internal request.
- Includes information about any Visa Assignments linked to the request.

Internal Request.md

---

sidebar_position : 1

Internal Request

Used for initiating internal recruitment requests within ARCO.

Recruitment Sectors

Requests can be created for the following sectors:

- Business
- Individual
- Hourly
- Hospitality

Request Creation

The Sector Coordinator creates a request with the following details:

1. Requester Information

Details about the person submitting the request.

2. Job Information

Includes:

- Nationality
- Profession
- Job Specification
- Quantity (No. of positions)
- Salary Information

3. Nature of Work Details

Describes job type, work environment, and other specifics.

4. Contractual Details

Covers contract type, duration, and other legal aspects.

Request Stages :

1. Draft

- Request is prepared and waiting to send for manager approval.
- **Actions:**
    - **Sent to Approval -** Moves to Approval stage directly.
    - **Manager Approval -** Moves to Manager Approval stage.

2. Manager Approval

- Requester's manager reviews and approves the request.
- **Actions:**
    - **Finance Review -** Moves to Finance Review stage.

3. Finance Review

- Finance team reviews and approves financial aspects.
- **Actions:**
    - **IR Review -** Moves to IR Review.

4. IR Review

- IR Manager reviews the request and completes it with:
    - Coordinator
    - Is Mussanad (Visa process type indicator)

5. Approval

- Final management approval of the request.
- **Actions:**
    - **Approve -** Moves to Visa Assignment stage.
    - **Reject -** Moves to Rejected stage.
    - **Draft -** Moves to Draft stage.

6. Visa Assignment (Optional)

- IR user assigns or reserves visa(s) for the request.

- **Actions:**
    - **Active -** Moves to Active stage.
    - **Reject -** Moves to Rejected stage.
    - **Draft -** Moves to Draft stage.

7. Active

- Request becomes active, and a Recruitment Order is generated using request details.
- *No further actions required.*

8. Rejected

- Request is rejected at any stage and marked as closed.
- **Actions:**
    - **Draft -** Moves to Draft stage.

My Internal Request.md

---

sidebar_position : 2

My Internal Request

Note : My Internal Requests workflows are also same as Internal Requests workflows.

Used for initiating my internal recruitment requests within ARCO.

Recruitment Sectors

Requests can be created for the following sectors:

- Business
- Individual
- Hourly
- Hospitality

Request Creation

The Sector Coordinator creates a request with the following details:

1. Requester Information

Details about the person submitting the request.

2. Job Information

Includes:

- Nationality
- Profession
- Job Specification
- Quantity (No. of positions)
- Salary Information

3. Nature of Work Details

Describes job type, work environment, and other specifics.

4. Contractual Details

Covers contract type, duration, and other legal aspects.

Request Stages :

1. Draft

- Request is prepared and waiting to send for manager approval.
- **Actions:**
  - **Sent to Approval -** Moves to Approval stage directly.
  - **Manager Approval -** Moves to Manager Approval stage.

2. Manager Approval

- Requester's manager reviews and approves the request.
- **Actions:**
  - **Finance Review -** Moves to Finance Review stage.

3. Finance Review

- Finance team reviews and approves financial aspects.
- **Actions:**
  - **IR Review -** Moves to IR Review.

4. IR Review

- IR Manager reviews the request and completes it with:
  - Coordinator
  - Is Mussanad (Visa process type indicator)

5. Approval

- Final management approval of the request.
- **Actions:**
  - **Approve -** Moves to Visa Assignment stage.
  - **Reject -** Moves to Rejected stage.
  - **Draft -** Moves to Draft stage.

6. Visa Assignment (Optional)

- IR user assigns or reserves visa(s) for the request.
- **Actions:**
  - **Active -** Moves to Active stage.
  - **Reject -** Moves to Rejected stage.
  - **Draft -** Moves to Draft stage.

7. Active

- Request becomes active, and a Recruitment Order is generated using request details.
- *No further actions required.*

8. Rejected

- Request is rejected at any stage and marked as closed.
- **Actions:**

  - **Draft -** Moves to Draft stage.

Recruitment Request Summary.md

---

sidebar_position : 4

Recruitment Request Summary

- Provides a table view summary of all internal recruitment request lines.
- This page is view-only.
- Displays summarized information for quick reference.
- No actions can be performed on this page.

Block Visa Line Report.md

---

sidebar_position : 1

Block Visa Line Report

- Shows a summary list of employees under the Blocked Visa Line.
- Includes detailed information for each blocked visa case for tracking and review.

Block Visa Report.md

---

sidebar_position : 2

Block Visa Report

- Displays a summary list of employees with Blocked Visas.
- Includes detailed information for each case to support tracking and review.

Candidate Process Report.md

---

sidebar_position : 3

Candidate Process Report

Overview

Manages the full candidate journey from offer to arrival, including visa and travel processes.

Candidate Process flows are same as Selection Process flow.

Workflow Stages & Actions :

1. Selection

- List of Candidate shortlisted for the job.

2. Offer Letter

- IR user prepares and uploads the offer letter based on the RON.
- **Actions :**
    - **Offer Acceptance -** Moves to Offer Acceptance Stage.
    - **Selection -** Move Back to Selection Stage.

3. Offer Negotiation

- IR Manager can negotiate and update salary details.
- **Actions :**
    - **Approve -** Moves to Offer Letter Stage.
    - **Not Approve -** Move back to Offer Letter stage.

4. Offer Acceptance

- Candidate accepts the offer via agent or IR user.
- Signed Offer letter is uploaded.
- **Actions :**
    - **Send to Medical Test -** Moves to Medical test Stage.

5. Medical Test

- Candidate completes medical, and documentation proceeds.
- **Actions :**
    - **UnFit -** Moves to Rejected Stage.

6. Ewakala (only if needed)

- Starts if the Job Post doesnâ€™t have available Ewakala quantity.
- Skipped if Ewakala is available.

7. Visa Stamping

- User enters Visa Stamping Number (from Enjaz file) and Delegation Number (Ewakala).
- System creates Ewakala stamping record.
- **Actions :**
    - **Waiting for Travel -** Moves to Waiting for Travel Stage.
    - **Medical Test -** Moves to Medical Test Stage.

8. Waiting for Travel

- Travel info added via form or import.
- Auto-completes when employee arrives in Muqueem file.
- **For Internal Request:**
    - Candidate moves to Arrived, employee record is created, check-in to default lodging.
- **For External Request:**

        - Moves to Waiting for Arrival.
- **Actions :**
    - **Arrived -** Moves to Arrived Stage.
    - **Rejected -** Moves to Stamping Cancellation stage.
    - **Stamping Entention -** Moves to Stamping Extension stage.
    - **Visa Stamping -** Moves to Visa Stamping

9. Waiting for Arrival (External Requests only)

- Lodging user marks arrival to **Customer** or **Lodging:**
    - **To Customer:**
        - Create employee, assign contract, set salary status to "Working".
    - **To Lodging:**
        - Create employee, assign contract, default lodging check-in, salary status "Booked".
- **Actions :**
    - **Arrived -** Moves to Arrived stage.
    - **Waiting for Travel -** Moves to Waiting for Travel stage.

10. Arrived

- Candidate officially arrived and onboarded.
- **Actions -**
    - **Waiting for Travel -** Moves to Waiting for Travel stage.
    - **Waiting for Action Arrived -** Moves to Waiting for Action Arrived stage.

11. Stamping Cancellation

- If rejected after visa stamping, cancellation process starts in visa module.
- After Cancellation process completed in Visa module, it come back to **Stamping Cancellation**.

12. Ewakala Cancellation

- If rejected and candidate has Ewakala in **Mussanad**, system triggers cancellation in visa module.
- After completion, moves to **Rejected**.

13. Stamping Extension

- Triggered if the visa stamp has expired.
- May involve restarting or extending the stamping process.
- **Actions -**
    - **Waiting for Travel -** Moves to Waiting for Travel stage.

14. Visa Stamp Expired

- The candidate's visa was stamped (usually in the passport),
- But the visa validity period expired before the candidate could travel or complete the joining process.
- **Actions -**
    - **Stamping Cancellation -** Moves to Stamping Cancellation stage.
    - **Waiting for Travel -** Moves to Waiting for Travel stage.

15. Rejected

- Final state for any **rejected candidates**.
- Can happen:
    - Before visa stamping (direct rejection),
    - After **Ewakala Cancellation**,
    - After **Stamping Cancellation**.

16. Visa Cancelled

- Used when the visa is formally cancelled, separate from stamping cancellation.
- Typically marked in the visa system as a closed/cancelled visa case.

17. Migrate Arrived

- Used to manually move a candidate to the 'Arrived' stage (in special cases).
- Usually for data migration or correcting system state.

Employee Report.md

---

sidebar_position : 4

Employee Report

Overview

- Displays a detailed report of each **employee**, including:
    - **Muqeem status**
    - **Mudad status**
    - **Salary information**
- View-only report â€“ no actions or functionalities available.

Recruitment Criteria.md

---

sidebar_position : 1

Recruitment Criteria

Overview

- Users can create and manage recruitment criteria for candidate selection.
- Mandatory fields when creating criteria:
    - Nationality
    - Profession
    - Minimum Basic
    - Job Description

Workflows & Actions :

1. Draft

- Default stage for newly created recruitment criteria.
- **Actions :**
  - **Active -** Moves the criteria to the Active stage.

2. Active

- Shows currently Active Recruitment criteria.
- If no longer needed, criteria can be made inactive.
- **Actions :**
  - **InActive -** Moves the criteria to the Inactive stage.

3. InActive

- Shows a list of Inactive Recruitment criteria.
- *No further actions available.*

Active Recruitment Order.md

---

sidebar_position : 2

Active Recruitment Order

It shows the Currently Active Recruitment Orders list with the Order details.

Note : The details page informations are the same as the regular Recruitment Order details page.

Cancel Recruitment Order.md

---

sidebar_position : 4

Cancel Recruitment Order

Displays a list of recruitment orders that have been cancelled, along with their details.

Note : The details page informations are the same as the regular Recruitment Order details page.

Hold Recruitment Order.md

---

sidebar_position : 3

Hold Recruitment Order

Shows a list of recruitment orders that are currently on hold (due to certain reasons).

Note : The details page informations are the same as the regular Recruitment Order details page.

Recruitment Order Lines.md

---

sidebar_position : 5

Recruitment Order Lines

- Displays all recruitment order lines with related order details.
- Users can view line details and assign candidates from the order line details page.

Recruitment Order Summary & List.md

---

sidebar_position : 5

Recruitment Order Summary

Displays a dashboard-style view showing counts of recruitment orders by status such as: Requested, Shortlisted, Not Selected, etc.

View-only page â€“ no actions can be performed here.

Recruitment Order Summary List

Shows a list of recruitment orders with their details in summary form.

Note : The details page informations are the same as the regular Recruitment Order details page.

Recruitment Order.md

---

sidebar_position : 1

Recruitment Order

Oveview

A Recruitment Order is created for the IR Department to begin the recruitment process for candidates.

1. Recruitment Order Types

Recruitment Orders are categorized into:

- External
  - Initiated by EOP (External Operation Order).
  - Requested by the Sales Team from the Business Sector.
- Internal
  - Requested via an Internal Request within the organization.

2. Recruitment Order Sub-Types

Each RON can have one of the following Sub-Types:

- **Overseas Recruitment â€“** Recruitment from foreign countries.
- **Sponsor Transfer â€“** Recruitment via transfer of existing sponsorship.
- **Referral â€“** Recruitment based on employee or external referrals.

3. Recruitment Order Structure

- Requester Information
- Name of the requester.
- Internal ID (for internal RONs).
- External ID (for external RONs).
- Recruitment Order Lines (Job Orders)
  - **Nationality â€“** Candidateâ€™s nationality.
  - **Profession â€“** Job title or required profession.
  - **Quantity â€“** Number of candidates required.
  - **Salary Information â€“** Compensation details.
- A RON is a request to hire candidates.
- Each RON has one or more Job Orders (order lines).
- A Job Order includes nationality, profession, quantity, and salary.
- Users or clients can assign candidates to Job Orders via the portal.
- Users can assign visas to Job Orders.
- RON can be closed manually by the user.
- RON closes automatically when all Job Orders are completed.

Recruitment Order

- Shows a list of all recruitment orders with key details.
- The details page displays full order info, allowance, and coordinator details.
- Users can view Job Order lines, visa assignments, tickets (pending/all), tasks, and coordinator history.
- Users can take actions of Visa Assignment, Update Visa Profession for Recruitment Order Lines.
- From the details page, users can:
  - Change the coordinator
  - Cancel the recruitment order
  - Change the order state

Application.md

---

sidebar_position : 2

Application

Overview

- The Application is the starting point of the candidate's recruitment journey.

- It begins when a candidate is assigned through:
  - A Demand Letter (by user or agent), or
  - A Job Order (ROL) (by user or client).

Workflow Stages & Actions :

1. New

- Candidate is assigned but not yet shortlisted.
- User or client can shortlist the candidate.
- **Actions -**
  - **Select Employee -** Moves to Updated Demand Letter stage.
  - **Rejected -** Moves to Rejected stage.

2. Update Demand Letter (Assign Agent)

- Starts only if the application came from a Job Order (not from a demand letter).
- IR user selects a demand letter to move forward.
- **Actions -**
  - **Selected -** Moves to Selected Stage.
  - **Rejected -** Moves to Rejected Stage.

3. Selected

- Candidate is shortlisted and confirmed.
- The Selection Process begins.
- **Actions -**
  - **New -** Move back to New Stage.
  - **Rejected -** - Moves to Rejected Stage.
  - **Update Demand Letter -** Move back to Update Demand Letter stage.

4. Rejected

- Candidate is not selected and the process is closed.
- **Actions -**
  - **Update Demand Letter -** Move back to Update Demand Letter stage.

Internal Selection.md

---

sidebar_position : 3

Internal Selection

Internal Selection is used to process candidates coming from other sponsors or companies.

Workflow Stages & Actions :

1. Approval

- Purpose: Request sent for management approval.
- **Actions :**

- **Waiting for Action Arrived -** Moves to Waiting for Action Arrived Stage.
- **Reject -** Moves to Rejected stage.

2. Waiting for Action Arrived

- Purpose: Waits for confirmation that the candidate has arrived.

- **Actions :**

  - **Arrived -** Moves to Arrived Stage.
  - **Reject -** Moves to Reject Stage.

3. Arrived

- Final stage for candidates who have successfully joined.

- *No further actions required.*

4. Reject

- Final stage for any rejected request.

- *No further actions required.*

Selection Process.md

---

sidebar_position : 1

Selection Process

Overview

Manages the full candidate journey from offer to arrival, including visa and travel processes.

Workflow Stages & Actions :

1. Selection

- List of Candidate shortlisted for the job.

- **Actions :**

  - **Selection Process Reject -**
  - **Selection to Offer Letter -**

2. Offer Letter

- IR user prepares and uploads the offer letter based on the RON.

- **Actions :**

  - **Selection Process Reject -**
  - **Offer Acceptance -** Moves to Offer Acceptance Stage.
  - **Selection -** Move Back to Selection Stage.

3. Offer Negotiation

- IR Manager can negotiate and update salary details.

- **Actions :**

  - **Selection Process Reject -**

- **Approve -** Moves to Offer Letter Stage.
- **Not Approve -** Move back to Offer Letter stage.

4. Offer Acceptance

- Candidate accepts the offer via agent or IR user.
- Signed Offer letter is uploaded.
- **Actions :**
  - **Selection Process Reject -**
  - **Send to Medical Test -** Moves to Medical test Stage.

5. Medical Test

- Candidate completes medical, and documentation proceeds.
- **Actions :**
  - **Selection Process Reject -**
  - **Proceed to Stamping -**
  - **UnFit -** Moves to Rejected Stage.

6. Ewakala (only if needed)

- Starts if the Job Post doesnâ€™t have available Ewakala quantity.
- Skipped if Ewakala is available.
- **Actions :**
  - **Selection Process Reject -**
  - **Proceed to Stamping -**

7. Visa Stamping

- User enters Visa Stamping Number (from Enjaz file) and Delegation Number (Ewakala).
- System creates Ewakala stamping record.
- **Actions :**
  - **Multiple Visa Update -**
  - **Selection Process Reject -**
  - **Waiting for Travel -** Moves to Waiting for Travel Stage.
  - **Medical Test -** Moves to Medical Test Stage.

8. Waiting for Travel

- Travel info added via form or import.
- Auto-completes when employee arrives in Muqueem file.
- **For Internal Request:**
  - Candidate moves to Arrived, employee record is created, check-in to default lodging.
- **For External Request:**
  - Moves to Waiting for Arrival.
- **Actions :**
  - **Attach Travel Ticket -**
  - **Arrived -** Moves to Arrived Stage.
  - **Rejected -** Moves to Stamping Cancellation stage.
  - **Stamping Entention -** Moves to Stamping Extension stage.
  - **Visa Stamping -** Moves to Visa Stamping

9. Waiting for Arrival (External Requests only)

- Lodging user marks arrival to **Customer** or **Lodging:**
  - **To Customer:**
    - Create employee, assign contract, set salary status to "Working".
  - **To Lodging:**
    - Create employee, assign contract, default lodging check-in, salary status "Booked".
- **Actions :**
  - **Arrived -** Moves to Arrived stage.
  - **Waiting for Travel -** Moves to Waiting for Travel stage.

10. Arrived

- Candidate officially arrived and onboarded.
- **Actions -**
  - **Waiting for Travel -** Moves to Waiting for Travel stage.
  - **Waiting for Action Arrived -** Moves to Waiting for Action Arrived stage.

11. Stamping Cancellation

- If rejected after visa stamping, cancellation process starts in visa module.
- After Cancellation process completed in Visa module, it come back to **Stamping Cancellation**.

12. Ewakala Cancellation

- If rejected and candidate has Ewakala in **Mussanad**, system triggers cancellation in visa module.
- After completion, moves to **Rejected**.

13. Stamping Extension

- Triggered if the visa stamp has expired.
- May involve restarting or extending the stamping process.
- **Actions -**
  - **Waiting for Travel -** Moves to Waiting for Travel stage.

14. Visa Stamp Expired

- The candidate's visa was stamped (usually in the passport),
- But the visa validity period expired before the candidate could travel or complete the joining process.
- **Actions -**
  - **Stamping Cancellation -** Moves to Stamping Cancellation stage.
  - **Waiting for Travel -** Moves to Waiting for Travel stage.

15. Rejected

- Final state for any **rejected candidates**.
- Can happen:
  - Before visa stamping (direct rejection),
  - After **Ewakala Cancellation**,

- After **Stamping Cancellation**.

16. Visa Cancelled

- Used when the visa is formally cancelled, separate from stamping cancellation.
- Typically marked in the visa system as a closed/cancelled visa case.

17. Migrate Arrived

- Used to manually move a candidate to the 'Arrived' stage (in special cases).
- Usually for data migration or correcting system state.

Enjaz Upload.md

---

sidebar_position : 1

Enjaz Upload

The Enjaz Upload process handles the import and tracking of visa stamping data from the Enjaz government system.

To Upload Enjaz, the following fields are mandatory,

- Block Visa Number
- Import Type
- Enjaz Upload (File upload)

1. Data Import

- User imports stamping data into the system.
- This data is typically exported from the Enjaz website (official government portal).

2. Stamping Completion

- Once data is imported, the system detects which entries have been successfully stamped.

2. Issue Visa Stamping

- For entries marked as stamped, the system automatically proceeds to issue the visa stamping.
- This finalizes the visa stamping record and links it to the related visa request or block visa.

Ewakala In Enjaz.md

---

sidebar_position : 3

Ewakala In Enjaz

The Ewakala in Enjaz process is the official authorization system used to issue and manage visa authorizations (Ewakalas) through the Enjaz system (a government portal). This authorization is required before a visa can be processed or stamped.

Process Overview

1. Ewakala Creation

- User initiates the Ewakala creation process in the Enjaz system.

- This involves generating an authorization (Ewakala), which grants the ability to process a visa application.

2. Visa Processing

- Once the Ewakala is issued, it is used to process visa applications for the corresponding individual or group.
- This Ewakala serves as proof of the visa sponsorship.

3. Ewakala Stamping

- After the visa application is processed, the Ewakala is stamped in the Enjaz system.
- This confirms the official authorization for the visa to be issued.

4. Tracking and Updates

- The system tracks the status of the Ewakala, including whether it's active, cancelled, or completed.
- Users can view and manage the Ewakala status in the system.

Visa In Istiqdam.md

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sidebar_position : 4

Visa In Istiqdam

The Visa in Istiqdam process involves managing and processing work visas (for both domestic and professional employees) through the Istiqdam system, a government platform used for labor and immigration services in Saudi Arabia.

- **Create Visa Application:** Submit a new visa request for workers.
- **Submit Required Documents:** Upload relevant documents (e.g., contracts, health reports).
- **Visa Approval:** Receive and track visa approval status.
- **Visa Issuance:** Upon approval, the visa is officially issued for the worker.
- **Visa Status Tracking:** Monitor visa validity and expiration.

Visa Stamping Enjaz.md

---

sidebar_position : 2

Visa Stamping Enjaz

The Visa Stamping Enjaz process handles the integration of visa stamping data from the Enjaz selection process.

1. Data Selection

- Users select the visa stamping data that needs to be processed from the Enjaz system.
- This data typically includes applicant details, visa information, and stamping status.

2. Stamping Confirmation

- Once the data is selected, the system checks the stamp status for each visa.
- The system confirms whether each selected visa has been successfully stamped.

3. Finalize Visa Stamping

- Once stamped, the system updates the visa records with the official stamping details (e.g., stamping date, visa number, etc.).

Ewakala Assignment.md

---

sidebar_position : 5

Ewakala Assignment

This is the process of assigning an Ewakala (authorization) to a visa case or recruitment workflow. There are two types of Ewakala processes, based on the platform used:

1. Enjaz Ewakala
2. Mussaned Ewakala

1. Enjaz Ewakala

Handled through the Enjaz system (used for general visa authorizations).

Involves:

- Approval workflow
- Creation in Enjaz
- Payment
- Under Process â†’ Completed
- Typically used for professional or corporate visa processing.

2. Mussaned Ewakala

Handled through the Mussaned platform (used for domestic labor recruitment).

- Simpler flow, often includes:
- Payment
- Under Process â†’ Completed
- Tailored for household/domestic worker visa processing.

Key Differences

Platform: Enjaz (corporate/professional), Mussaned (domestic/labor).

Process Flow: Enjaz includes more steps and tighter integration with government approvals; Mussaned is simpler and faster.

Use Case: Enjaz for companies and general recruitment; Mussaned for domestic recruitment agencies.

Transfer Functionality

- Users can create or transfer Ewakala (visa authorization).
- Users can transfer Ewakala quantities to another demand letter, if:
    - The agent is the same.
    - The transfer respects the remaining balance.

Ewakala Cancellation.md

---

sidebar_position : 3

Ewakala Cancellation

The Ewakala Cancellation process allows users to revoke an issued Ewakala authorization that is no longer needed or was issued in error.

Key Functionalities:

- **Initiated From:**
    - Demand Letter page
    - Or directly from the Ewakala page
- **Cancellation Outcome:**
    - Once the cancellation process is successfully completed, the **Ewakala status is updated to "Cancelled"**.

Workflow Stages & Actions :

1. Approval

- User creates the cancellation request.
- Sent for internal approval before proceeding.
- **Actions :**
    - **Create_In_Enjaz -** Moves to Create_In_Enjaz stage.
    - **Rejected -** Moves to Rejected stage.

2. Create_In_Enjaz

- Cancellation is created/submitted in the Enjaz system.
- **Actions :**
    - **Payment -** Moves to Payment stage.

3. Payment

- If thereâ€™s a fee, the user completes the required payment.
- **Actions :**
    - **Under Process -** Moves to Under Process stage.
    - **Rejected -** Moves to Rejected stage.

4. Under Process

- The cancellation is being processed by Enjaz or the related system.
- **Actions :**
    - **Completed -** Moves to Completed stage.
    - **Move to Payment -** Return to Payment stage.

5. Completed

- Ewakala cancellation is finalized.
- Authorization is now voided.
- **Actions :**
    - **Under Process -** Moves to Under Process stage.

6. Rejected

- Cancellation request is denied due to validation errors or system rejection.

Ewakala Mussaned Request.md

---

sidebar_position : 2

Ewakala Mussaned Request

Ewakala Mussanad is a specialized type of Ewakala request, created for individual candidates based on specific professions, following a similar workflow to the general Ewakala Request process.

- This request is similar to a visa request, but processed through the Mussaned platform (used for domestic worker recruitment and related services).
- Follows a streamlined workflow with fewer stages.
- Handles authorization for recruiting through official channels.

Workflow Stages & Actions :

1. Payment

- User initiates the request and processes the required payment.
- **Actions :**
  - **Under Process -** Moves to Under Process Stage.
  - **Rejected -** Moves to Rejected stage.

2. Under Process

- Request is being processed in the Mussaned system.
- **Actions :**
  - **Complete -** Moves to Completed Stage.
  - **Rejected -** Moves to Rejected stage.

3. Completed

- Ewakala has been successfully issued via Mussaned.

4. Rejected

- Request was denied or failed in the Mussaned system.
- **Actions :**
  - **Payment -** Return to Payment stage.

Ewakala Request.md

---

sidebar_position : 1

Ewakala Request

The Ewakala Request facilitates the issuance of legal authorization (Ewakala) required for processing visas, created based on a valid Demand Letter and Delegation Number.

Key Functionalities:

- **Created From:**

- Demand Letter
- Must have a valid Delegation Number to proceed.

- **Ewakala Lifecycle:**
  - User initiates the request using the Demand Letter and Delegation Number.
  - System tracks the progress of the request until completion.

- **User Actions:**
  - Can create a new Ewakala Request.
  - Can cancel an Ewakala Request before completion.

- **Outcome:**
  - Once the flow is completed successfully, the system generates the final Ewakala document/number.

Workflow Stages & Actions :

1. Approval

- The Ewakala request is created and submitted for internal approval.
- **Actions :**
  - **Create in Enjaz -** Moves to Create_In_Enjaz stage.
  - **Rejected -** Moves to Rejected stage.

2. Create_in_Enjaz

- After approval, the request is pushed to the Enjaz system for Ewakala creation.
- **Actions :**
  - **CreateInEnjaz to Payment -** Moves to Payment stage.
  - **Rejected -** Moves to Rejected stage.

3. Payment

- Required payment is processed to proceed with the Ewakala.
- **Actions :**
  - **Under Process -** Moves to Under Process stage.
  - **Create_In_Enjaz -** Return to Create_In_Enjaz stage.

4. Under Process

- The request is under review or in progress in the Enjaz system.
- **Actions :**
  - **Complete -** Moves to Completed stage.
  - **Rejected -** Moves to Rejected stage.

5. Completed

- Ewakala is successfully issued and received.

6. Rejected

- The request is denied at any stage due to validation issues, missing data, or system rejection.
- **Actions :**
  - **Approval -** Return back to Approval stage.

Ewakala Stamping.md

---

sidebar_position : 4

Ewakala Stamping

- This section shows all Ewakala records that have been stamped.
- It is a tracking or view module, not for editing or actions.
- Displays completed (stamped) Ewakala entries.
- Once the Ewakala stamping is completed, the system/user will receive the corresponding visa.
- This step confirms that the authorization (Ewakala) has been officially used for visa processing.

Ewakala.md

---

sidebar_position : 6

Ewakala

The Ewakala module displays Ewakala records based on their current status. Records are organized into three distinct workflow stages:

1. Active

- Displays all currently valid and active Ewakala.
- These are authorizations that can still be used or assigned.
- **Actions :**
  - **Cancel -** Manually cancel the Ewakala. Once cancelled, Moves to Cancel stage.

2. Cancel

- Displays Ewakala records that have been cancelled.
- These are no longer valid for visa use.
- Usually cancelled by the user or system due to expiration, error, or request withdrawal.

3. Closed

- Shows Ewakalas that are fully used and completed.
- Indicates the authorization has served its full purpose (e.g., all visas issued).
- No further action is needed or possible.

Block Visa Cancellation.md

---

sidebar_position : 4

Block Visa Cancellataion

This module allows users to initiate and process the cancellation of approved Block Visas and manage the associated financial refunds.

Key Functionality:

- **Who Can Use:** Authorized users
- **When to Use:** After a Block Visa is approved but needs to be revoked before use.
- When a user wants to cancel a visa, they create a Block Visa Cancellation with the following details:
  - Sector
  - Requester
  - Requested By
  - Visa Number
  - Visa Status
  - Approval Id
  - Issue and Expiry Date
  - Issue and Expiry Hijri Date
  - Cancel Date
  - Cancel Total Quantity
  - Cancel Total Quantity Amount

Workflow Stages & Actions :

1. Cancellation Approval

- User creates the Block Visa Cancellation Request.
- Sent to finance for confirmation and verification.
- **Actions :**
  - **Finance Confirmation -** Moves to Finance Confirmation stage.
  - **Reject -** Moves to Reject stage.

2. Finance Confirmation

- Finance reviews and confirms the cancellation.
- Once confirmed, the system proceeds to the Refund stage.
- **Refund amount:** 2,000 Riyals per visa.
- **Actions :**
  - **Hold -** Moves to Hold stage.
  - **Refund -** Once Finance department confirms the cancellation, Moves to Refund stage.

3. Refund

- Once the refund is completed, the system automatically moves the request to Completed.

4. Completed

- The cancellation process is fully done.
- Refund of 2,000 Riyals per visa is recorded as completed.

5. Hold

- The request is temporarily paused.
- Can be resumed or reviewed later.

6. Reject

- The cancellation request is denied.

- Process is stopped; no refund is issued.

Block Visa Lines Summary.md

---

sidebar_position : 3

Block Visa Lines Summary

- This is a view-only page that shows a summary of all Block Visa Lines.

- It helps users quickly monitor and track visa allocations at a glance.

- **View-only:** No edits or actions can be performed on this page.

- To give users a clear summary of visa usage and availability.

- Displays summarized information of Block Visa line for quick reference,

    - Requested Quantity
    - Actual Balance
    - Assignment Balance
    - Arrived

Block Visa.md

---

sidebar_position : 2

Block Visa

- The Block Visa is generated automatically once a Visa Request is approved. It serves as the foundation for downstream visa processing activities like stamping, enjaz, and assignment.

- **Created After:** A Visa Request reaches the Approved stage.

- **Status:** Block visa is now ready for further processing and tracking.

- In Block Visa details page, have following;

    - Block Visa Lines
    - Visa Assignment By Block Visa
    - Issue Visa Stamping Enjaz Details Table
    - Ewakala in Enjaz Details Table

1. Block Visa Lines

- These are individual visa line entries grouped by nationality, profession, gender, quantity, and destination.

- They are usually copied from the original Visa Request Lines.

2. Visa Assignment by Block Visa

- Allows the user to assign visas from the block to specific individuals or agents.

3. Issue Visa Stamping â€“ Enjaz Details

- Used to enter visa stamping information from the Enjaz platform (Saudi electronic visa system).

4. Ewakala in Enjaz Details

- Records the Ewakala (authorization) details used in the stamping process.

Visa Request.md

sidebar_position : 1

Visa Request

Visa Module

This module is designed to manage Visa Requests, Ewakala Requests, and Visa Balance efficiently through a well-defined workflow.

Allows users to initiate and process visa applications through multiple approval stages.

- Requested By
- Requester
- Sector
- Employee Type
- Contract Number

Workflow Stages & Actions :

1. Draft

- User can create Visa Request Lines on the Visa Request details page.
- Price per Visa: 2,000 Riyals.
- Fields in Visa Request Line:
  - Nationality
  - Profession
  - Gender
  - Requested Quantity
  - Destination
- **Actions :**
  - **Sent to Approval -** Moves to Approval stage.
  - **Rejected -** Moves to Rejected stage.

2. Approval

- Send request for Management Approval.
- Once approved, it moves to the Visa Quota Request stage.
- **Actions :**
  - **Approved -** Request Approved and Moves to Visa Quota Approval stage.
  - **Rejected -** Moves to Rejected stage.
  - **Draft -** Return back to Draft stage.

3. Visa Quota Approval

- The request is reviewed and sent for Finance Approval.
- **Actions :**
  - **Approved -** Request Approved and Moves to Finance Approve stage.
  - **Rejected -** Moves to Rejected stage.

4. Finance Approve

- Finance team reviews and approves the budget/expenses.

- Upon approval, moves to the Payment Request stage.
- **Actions :**
  - **Move to Payment -** Request Approved and Moves to Payment Request stage.
  - **Rejected -** Moves to Rejected stage.

5. Payment Request

- Payment is processed or requested.
- Once complete, the request moves to Submitted.
- **Actions :**
  - **Complete -** Moves to Submitted stage.
  - **Rejected -** Moves to Rejected stage.

6. Submitted

- User updates visa details from the government portal:
  - Visa Number
  - Issue Date
  - Expiry Date
- **Actions :**
  - **Approved -** Moves to Approved stage.
  - **Rejected -** Moves to Rejected stage.
  - **Payment Request -** Return Back to Payment Request stage.

7. Approved

- Visa is officially approved.
- A Block Visa and associated lines are generated based on the request.

8. Rejected

- The request is denied; no further processing occurs.

Visa Stamping Cancellation.md

---

sidebar_position : 5

Visa Stamping Cancellation

This process is triggered when a candidate is rejected during the selection process, even though their visa has already been stamped but they have not yet arrived. A Visa Stamping Cancellation Request is created to manage and track the cancellation.

Trigger Condition:

- Candidate is rejected during the selection process.
- Visa has been stamped.
- Candidate has not arrived.

Workflow Stages & Actions :

1. Document Preparation

- Begin preparation of cancellation documents.

- **Actions :**

    - **Submitted to Embassy -** Moves to Submitted to Embassy stage.
    - **Reject -** Moves to Reject stage.

2. Submitted to Embassy

- Documents are submitted to the embassy for processing.

- **Actions :**

    - **Completed -** Moves to Completed stage.

3. Completed

- Cancellation is successfully processed.

- Refund of 2,000 Riyals per visa is granted.

- *No further actions required.*

4. Rejected

- Cancellation is denied (e.g., invalid status or embassy rejection).

- No refund is issued.

- *No further actions required.*

Food Issue Session.md

---

sidebar_position : 3

Food Issue Session

- The user initiates the process by creating a Food Issue Session.

- The user can end the food issue session when completed; once ended, no further food issuance can be recorded in that session.

Create Food Issue

- Users can create a new food issue session by applying filters such as:

    - Meal Type
    - Lodge ID
    - Date

Food Issue.md

---

sidebar_position : 2

Food Issue

Food can be issued using the following method:

- By Employee ID (with permission)

    - The user enters the employee ID manually or scans the employee ID barcode.

    - The system then processes the input and displays the relevant response.

Food Request.md

sidebar_position : 1

Food Request

Users can create a food request for the current day by providing the following details:

- Date
- Meal Type
- Number of Male Meals
- Number of Female Meals

Users can create a food request for the current day to confirm their meal preferences.

Available Action :

- **1. Update Received Count -** Users can update their status to confirm they have received their meal.
- **2. Edit -** Users can modify and update their existing food request.

Labour Food Taken.md

sidebar_position : 3

Labour Food Taken

- Employees receive their food after authenticating via the fingerprint machine.

Food Taken Status

- Displays the food consumption status for each labour employee.
- Users can view whether an individual employee has received their meal.

Labour Food Taken Filter

- Allows users to filter and view food status records based on the following criteria:
  - Date
  - Employee ID
  - Employee Type
  - Gender

Dead.md

sidebar_position : 3

Dead

- Applicable when an employee has passed away.
- Upon request creation, the employee will be removed from the customer contract (if actively working).

- Once the death transaction is completed, the retirement process will be initiated.

Workflow Stages & Actions :

1. Requested

- In this stage, it is required to register the details of the employee's death in the portal. The following information must be recorded:
  - Labour ID
  - Location
  - Date
  - Remarks
- If the employee was assigned to a customer, the contract with the customer must be terminated due to the employeeâ€™s passing.
- If the employee was staying in company lodging, the Check-Out process must be initiated for the employee.
- **Actions :**
  - **Complete -** Moves to Action stage.

2. Action

- After the employeeâ€™s death is registered in the portal, a Final Settlement will be initiated as part of the Retirement Request process.
- A Retirement Request will be automatically created if the employee was in Lodging and had an active Working status at the time of death.
- **Actions :**
  - **Complete -** Moves to Complete stage.

3. Complete

- Shows the Completed flow of Employee Dead list.
- *No further actions required.*

Escape.md

---

sidebar_position : 6

Escape

This process is used to handle cases where an employee escapes from a customer site or lodging.

- A request is created when an employee is reported missing.
- The user must attach the escape documentation along with customer acknowledgment.
- Once the request is created, the employee will be removed from the customer contract (if currently working).
- The user may perform a Return from Escape action before the process is completed.

After 10 Days

- If the employee is still missing, the system will automatically move the request to the Escaped stage.
- The status is updated to Missing - Escaped.
- This action can also be performed manually by the user.

After 20 Days

- If the employee has not returned, the system moves the request to the Registered in MOL stage.

- The status is updated to Escaped - Escaped.
- This step can also be triggered manually by the user.

Workflow Stages & Actions :

1. Missed

- In this stage, the employeeâ€™s escape details must be recorded in the portal. The following information is required:
    - Labour ID
    - Escape Date
    - Remarks
    - Escape Point
    - Files (if any relevant document)

Waiting Period :

- The system waits 10 days for the employee to return.
- If the employee does not return within 10 days, the system automatically moves the request to the Escaped stage.
- The employeeâ€™s status is updated to Missing - Escaped.
- This transition can also be done manually by a user.
- **Actions :**
    - **Complete -** Moves to Escaped stage.
    - **Escape Return -** Moves to Return from Escape stage.
    - **Jail -** Moves to Complete stage.

2. Escaped

- In this stage, the system waits for the employee to return within 10 days.
- If the employee remains missing for 20 days, the system will automatically move the request to the Registered in MOL stage.
- The employeeâ€™s status will be updated to Escaped - Escaped.
- This action can also be performed manually by the user.
- **Actions :**
    - **Complete -** Moves to Registered in MOL stage.
    - **Escape Return -** Moves to Return from Escape stage.
    - **Gov Case -** Moves to Gov Case stage.
    - **Deport -** Moves to Deport stage.

3. Gov Case

- It is assume as a Government Case, so it will move to Escaped stage automatically.
- *No more actions required.*

4. Registered in MOL

- Register the employee as missing in MOL (Ministry of Labour).
- **Actions :**
    - **Complete -** Moves to Complete stage.
    - **Escape Return -** Moves to Return from Escape stage.
    - **Move to Gov Case -** Moves to Gov Case stage.

5. Return from Escape

- Once employee return will update here.

- **Actions :**
    - **Complete -** Moves to Escaped Cancelled

6. UnRegister Muqeem

- Once Employee return from escape also if the employee register in MOL. This stage will initiate for employees.
- **Actions :**
    - **Complete -** Escaped Cancelled

7. Escaped Cancelled

- If an employee is marked as Escaped Cancelled, the process begins from the Unregister Muqeem stage.
- Once the Unregister Muqeem stage is completed, the request automatically moves to the Escaped Cancelled stage.
- *No more actions required.*

8. Deport

- In this stage, the employeeâ€™s status is updated to Deport - Missing.
- If the employee is deported, a Retirement Request will be created to process the Final Settlement.

9. Complete

- Once Escape complete, Employee status and Physical status also updated as Escaped.
- System will create retirement request with "Escaped" EOS category.
- Once Retirement request completed, Employee status updated to Terminated and Physical stages updated to Inside Kingdom.

Hospital.md

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sidebar_position : 5

Hospital

- Used to manage hospital and sick leave processes for employees.
- It shows the hospitalized employees due to sick/illness.

Workflow Stages & Actions :

1. New

- Newly hospitalized employee list and details.
- **Actions :**
    - **Sent to Hospital -** Moves to Sent to Hospital stage.
    - **Sick Leave -** Moves to Sick Leave stage.
    - **Waiting for Action -** Moves to Waiting for Action stage.

2. Sent to Hospital

- Employees sent to hospital for treatment list and details.
- **Actions :**
    - **Admitted to Hospital -** Moves to Admitted to Hospital stage.

- **Sick Leave -** Moves to Sick Leave stage.

3. Admitted to Hospital

- Employees were sick and admitted to hospital.
- **Actions :**
    - **Sick Leave -** Moves to Sick Leave stage.
    - **Waiting for Action -** Moves to Waiting for Action stage.

4. Sick Leave

- Displays list of employees in Sick Leave.
- Users update the number of sick leave days.
- If the sick leave days exceed the allowed limit, the request moves to Waiting for Action.
- **Actions :**
    - **Waiting for Action -** Moves to Waiting for Action stage.

5. Waiting for Action

- Investigation process will initiate, once employee return to lodging.
- **Actions :**
    - **Ready to Work -** Flow will complete and Moves to Complete stage.
    - **Refuse to Work -** Flow will complete and Moves to Complete stage.
    - **Sent to Hospital -** Complete and Moves to Sent to Hospital stage.

6. Complete

- Displays the data which completed the flow in Hospital.

Jail.md

---

sidebar_position : 4

Jail

- When a request is created, the employee will be removed from the customer contract (if currently working).
- Upon completion of the transaction, the retirement process will be triggered.
- Users have the option to reject the transaction if needed.

Workflow Stages & Actions :

1. Requested

- It is required to register the following information in the portal when an employee is sent to jail :
    - Labour ID
    - Location
    - Date
    - Remarks
- **Actions :**
    - **Complete -** Moves to Action stage.

2. Action

- If the employee returns from jail, the Check-In process will begin.
    - Once check-in is completed, the request moves to the Completed stage.
- If the employee requests vacation, the Leave Request process will be initiated.
- If the employee is terminated and proceeding to final exit, a Retirement Request will be created to handle the Final Settlement.
- **Actions :**
    - **Vacation -** Complete and Move to Leave Request stage.
    - **Final Exit -** Complete and Move to Retirement/Final Exit stage.
    - **Return -** Complete and Moves to Return to work status.

3. Complete

- Process for Jail is completed, moved to this stage.
- *No further actions Required.*

Refuse to Work.md

---

sidebar_position : 2

Refuse to Work

This Transaction will initiates with Sub-Category in different sources.

Refuse to Work Process

This process is triggered based on the employee's Return Reason (Sub-Category) after they refuse to resume work upon return.

1. Request for Vacation

- If the employee refuses to work and requests vacation upon return:
    - The process starts at the Waiting for Vacation stage.
    - The employee's status is updated to Waiting for Vacation.

2. Request for Exit

- If the employee refuses to work and requests Exit or Retirement upon return:
    - The process starts at the Waiting for Exit stage.
    - The employee's status is updated to Waiting for Exit.

3. Other Sub-Categories

- For all other reasons not categorized as Vacation or Exit:
    - The process starts at the Under Investigation stage.
    - The employee's status is updated to Under Investigation.

Workflow Stages & Actions :

1. Under Investigation

- Employees were Under Investigation, if he refuse to work.
- **Actions :**
    - **Refuse to Work -** Moves to Refuse to Work stage.

- **Legal Action -** Moves to Legal Action stage.
    - **Waiting for Vacation -** Moves to Waiting for Vacation stage.
    - **Waiting for Exit -** Moves to Waiting for Exit stage.
    - **Rest -** Moves to Complete stage.

2. Refuse to Work

The Investigation Process is initiated when an employee refuses to resume work.

- If the employee refuses to work, the Investigation Process begins automatically.
- If the employee is willing to return to work, their status is updated to Ready to Work.
- If the employee requests vacation, a Leave Request is created using the required employee information.
- If the employee requests a Final Exit, a Retirement Request is generated with the necessary details.
- **Actions :**
    - **Under Investigation -** Return to Under Investigation stage.
    - **Legal Action -** Moves to Legal Action stage.
    - **Waiting for Vacation -** Moves to Waiting for Vacation stage.
    - **Waiting for Exit -** Moves to Waiting for Exit stage.
    - **Rest -** Moves to Complete stage.

3. Legal Action

- Once the investigation is complete, appropriate action will be taken if the employee is found to have committed any misconduct.
- **Actions :**
    - **Under Investigation -** Return to Under Investigation stage.
    - **Waiting for Vacation -** Moves to Waiting for Vacation stage.
    - **Waiting for Exit -** Moves to Waiting for Exit stage.
    - **Rest -** Moves to Complete stage.

4. Waiting for Vacation

- This stage is pending completion of either the Leave Request or Retirement Request for the employee.
- Once the respective process (leave or retirement) is finalized, this stage will be marked as complete through system integration.
- **Actions :**
    - **Under Investigation -** Return to Under Investigation stage.

5. Waiting for Exit

- Once the employeeâ€™s exit process is completed, this stage will be marked as complete, and the employee's status will be updated to Exited.
- **Actions :**
    - **Under Investigation -** Return to Under Investigation stage.

6. Complete

- Shows the Completed Refuse to Work employee list.
- *No further actions required.*

Rest.md

---

sidebar_position : 1

Rest

- Once Employee Return from vacation or come by transfer, if he needs rest he can initiate the process here.
- Rest Transaction will initiate with Sub-Category from different sources.

Rest Process will start based on sub-category as follows :

- Local Vacation
- Documentation
- Reserved for VIP
- Reserved for Sales
- Hourly Reserved
- Waiting for Document

Workflow Stages & Actions :

1. New

- Displays the Newly initiated requests.
- **Actions :**
    - **Rest -** Moves to Rest stage.
    - **Reserved for VIP -** If that is Reserved for VIP, it moves to Reserved for VIP stage.
    - **Waiting for Action -** Moves to Waiting for Action stage.
    - **Update Process -** Moves to update process stage.

2. Rest

- It shows the employees who are all taking rest.
- **Actions :**
- **Reserved for VIP -** If that is Reserved for VIP, it moves to Reserved for VIP stage.
- **Waiting for Action -** Moves to Waiting for Action stage.
- **Reserve for Sales -** Moves to Reserve for Sales.
- **Update Process -** Moves to Hourly Reserved.

3. Reserved for VIP

- Employees Reserved for VIP Customer.
- **Actions :**
    - **Complete -** Moves to Waiting for Action stage.

4. Reserved for Sales

- Employees Reserved for Sales.
- **Actions :**
    - **Complete -** Moves to Waiting for Action stage.

5. Hourly Reserved

- Reserved for Hourly employees.
- **Actions :**

- **Waiting for Action -** Moves to Waiting for Action stage.
- **Move to Rest -** Return to Rest stage.

6. Waiting for Document

- Employees who are all waiting for Document.
- **Actions :**
  - **Waiting for Action -** Moves to Waiting for Action stage.
  - **Rest -** Return to Rest stage.

7. Re-Training

- Employees are in Re-Training.
- **Actions :**
  - **Waiting for Action -** Moves to Waiting for Action stage.
  - **Rest -** Return to Rest stage.

8. Waiting for Acion

- Employees are awaited for taking action.
- **Actions :**
  - **Ready to Work -** Moves to Complete stage.
  - **Refuse to Work -** Moves to Complete stage.
  - **Leave -** Moves to Complete stage.
  - **Final Exit -** Moves to Complete stage.
  - **Move to Rest -** Return to Rest stage.

9. Complete

- Shows the Completed Rest list of the Employees.
- *No further actions required.*

Ind Sales Profile.md

---

sidebar_position : 4

Ind Sales Profile

- This feature provides a filtered list of employees designated for sales-related roles.
- It is primarily used to review and confirm employee profiles before assigning them to individual sales contracts.
- The list allows users to sort, filter, and validate profiles to ensure accurate assignment based on contract requirements.
- This menu purpose is to filter the employee profiles.
- Employee Profile search may filter by,
  - Employee Id
  - Employee Type
  - Gender
  - Employee Status
  - Lodge Id
  - Job Specification
  - Nationality
  - Age

- Visa Profession
- Experience
- Religion

Labour in Lodging.md

---

sidebar_position : 1

Labour in Lodging

- "Labour in Lodging" is a status view used to display the number of employees currently staying in lodging, categorized by their work type.
- It shows the Employee, Lodging and Salary details.
- Lodging details page shows the Employee complete details, Lodging Room list and Check-in Check-out details.
- User can take actions of,
    - Create Id card
    - Food Report
    - Temporary Iqama
    - New Arrival Request
    - CheckIn CheckOut
- Employee status filters are available to filter by Lodge Id, Gender, Nationality and Employee Type.

Employee Status Bars :

1. New

- Displays the New employees arrived in lodging.

2. Institutional Quarantine

- Displays the arrived employees who are all in quarantine.

3. Under Documentation

- It shows the arrived employee's who are all in the process of under documentation.

4. Under Training

- Displays the employees in under training based on employee profession.

5. Waiting For Action

- Displays the employees who are all in waiting for action.

6. Reserved For VIP

- It displays the employees, who are all reserved for VIP customer.

7. Refuse to Work

- Displays the employees list, who are all refuse to work.

8. Ready to Work

- Displays the employees who are all ready to work.

9. Booked

- It displays the employees who are all booked.

10. InTransit

- Displays the employee lists, who are all InTransit to customers.

11. Vacation Requested

- It Shows the employees who are all raised the request for vacation.

12. Final Exit Requested

- It displays the employees who are all requested for final exit (retirement/termination).

13. Waiting for Travel

- Displays the employees lists, who are all waiting to travel.

Labour in Marketing.md

---

sidebar_position : 2

Labour in Marketing

- "Labour in Marketing" displays the employees list, who are all ready to work.
- In this table contains the Employee details, Salary details and Lodging details.
- Employee status filters are available to filter by Lodge Id and Labour Status Id.
- User can take actions of,
  - Investigation
  - Rest

Investigation :

- This action is to send employees for an investigation for reasons like., employee refuse to work.

Rest :

- To send employee for rest, if they needs.

Lodging Profile Search.md

---

sidebar_position : 3

Lodging Profile Search

- This page is just a view purpose only, no actions and workflows are there.
- This menu purpose is to filter the employee profiles.
- Employee Profile search may filter by,
  - Employee Id
  - Employee Type
  - Gender
  - Employee Status

- Lodge Id
- Job Specification
- Nationality
- Age
- Visa Profession
- Experience

Check-In Check-Out.md

---

sidebar_position : 3

Check-In Check-Out

- This displays the complete details of Check-in and Check-out of the employees from lodging.
- In details page, contains the complete details of Check-in and Check-out of an employee.
- Also shows the Employee details.
- This is just for a view purpose to track employee check-in check-out from lodging.

Labour Check In.md

---

sidebar_position : 1

Labour Check In

- This Request will initiate the process of Labour Check In.
- From the following source check-in request will create,
  - Customer Return (Business/Individual)
  - Vacation Return
  - Escape Return
  - Transfer Lodging
  - Manual CheckIn (Ended Contract from Business)

Workflow Stages & Actions :

1. Requested

- Displays employees requested for Labour Check In.
- **Actions :**
  - **Complete -** Moves to Waiting for CheckIn stage.
  - **Reject -** Moves to Cancel stage.

2. Waiting for CheckIn

- The user completes the check-in process using the current date.
- A lodging in-out history record is created by check-in.
- **Actions :**
  - **Complete -** Moves to Update Worker Status stage.
  - **Reject -** Moves to Cancel stage.

3. Update Worker Status

- User will decide the status of the employee by selecting Return Reason.
- **End of Contract**
  - Employee status changed to ready to work.
- **Request for Vacation**
  - Investigation process created with stage Request for Vacation.
- **Request for Exit**
  - Investigation process created with stage Request for Exit.
- **Compaint from Employee/Customer**
  - Investigation process created with stage Investigation.
- **Sick**
  - Hospital transaction will start.
- **Rest**
  - Rest transaction will start with Sub-category.
- **Actions :**
  - **Complete -** Moves to Confirmed stage.
  - **Reject -** Moves to Cancel stage.

4. Confirmed

- Displays the list of Confirmed labour checkin requests.

5. Cancel

- Displays the list of Cancelled labour checkin requests.
- **Actions :**
  - **Requested -** Return to Requested stage again.

Labour Check Out.md

---

sidebar_position : 2

Labour Check Out

- Check Out lodging process will initiate with this request.
- From the following source request will create,
  - Delivery to Customer (Business/Individual)
  - Transfer Lodging

Workflow Stages & Actions :

1. Requested

- Displays employees requested for Labour Check Out.

- **Actions :**
    - **Complete -** Moves to Waiting for CheckOut stage.

2. Waiting for CheckOut

- It shows the list of employees waiting for check-out from the lodging.
- Update employee Lodge in-out history with checkout date.
- **Actions :**
    - **Complete -** Moves to Complete stage.

3. Complete

- It shows the Check-out completed employees form lodging.
- *No more actions required.*

Transfer Order.md

---

sidebar_position : 1

Transfer Order

- This workflow is used to request the transfer of employees from one lodging location to another.
- To initiate a Transfer Order, the following fields are mandatory:
    - Transfer Location
    - Reason
    - No of Labours
    - Date
    - Required Date

Workflow Stages & Actions :

1. Request

- The user creates a transfer order request to relocate employees from one accommodation to another.
- On the Transfer Order Details page, the user can add transfer lines based on nationality by following fields,
    - Nationality
    - No of labours
    - Gender

2. Process

- Employees are assigned to each transfer line.
- Once assignments are complete, individual transfer requests are generated for each employee.
    - **Actions :**
        - **Move to -** Moves to Complete stage.

3. Complete

- Displays all transfer orders that have been successfully completed.
- *No further actions required.*

4. Cancelled

- Displays all transfer orders that have been cancelled.
- *No further actions required.*

Transfer Request.md

---

sidebar_position : 2

Transfer Request

- This process manages the relocation of employees between lodging locations.

Workflow Stages & Actions:

1. Travel Request

- An internal travel request is created to initiate the employee transfer from the current location to a new one.
- **Actions :**
  - **Complete -** Moves to CheckOut in Current Lodging stage.
  - **Cancel -** Moves to Cancelled stage.

2. CheckOut in Current Lodging

- A Check-Out request is generated in this stage.
- Once the check-out process is completed, the request automatically progresses to the Travelled stage.

3. Travelled

- This stage indicates that the employee is in transit for the transfer.
- **Actions :**
  - **Complete -** Moves to Checkin Branch Lodging stage.

4. Checkin Branch Lodging

- A Check-In request is created for the new lodging location.
- Upon completion of the check-in, the request automatically advances to the Arrived stage.

5. Arrived

- This stage confirms that the employee has successfully arrived at the transfer destination.
- *No further actions are required.*

6. Cancelled

- Displays all transfer requests that have been cancelled.
- *No further actions are required.*

Lodge.md

---

sidebar_position : 1

Lodge

- This page is used to create and manage lodges for employees.

- To Create setup for Lodge, the following fields are mandatory,

    - Lodge Type
    - Document Branch
    - Description
    - City
    - Area
    - Address

Payable Assignment.md

---

sidebar_position : 1

Payable Assignment

- Used to manage employees assigned to hourly work within the Hourly Sector.

    - Users can create assignments for active employees designated for hourly work.

- To Create Payable assignment the following fields are mandatory,

    - Employee Id
    - Valid From
    - Valid To
    - Reason

Workflow Stages & Actions :

1. Active

- The system integrates with the Hourly Sector via API to initiate the assignment.

- The employee's status is updated to "Hourly -ReadyToWork".

- **Actions :**

    - **End Contract -** Moves to Completed stage.

2. Completed

- The employee's assignment ends on the requested end date.

- The system integrates with the Hourly Sector to mark the employee as ended.

- After the assignment ends, a Labour Case is automatically created based on predefined options.

Business Envelope.md

---

sidebar_position : 3

Business Envelope

- This section provides a view of the status of business envelopes.
- The Business Envelope workflows operate under automation triggered by data updates in the package process.

Workflow Stages :

1. Waiting

- Displays envelopes that are pending or waiting to be packed.

2. Add To Package

- Shows envelopes that have been added to packages and are ready for dispatch.

3. Sent

- Lists envelopes that have been packaged and sent to employees.

4. Delivered

- Displays envelopes that have been successfully received by employees.

5. Return

- Shows envelopes or packages returned by employees due to receiving incorrect or damaged documents.

6. Cancel

- Lists envelope packages that have been cancelled.

Move Envelope.md

---

sidebar_position : 2

Move Envelope

The Move Envelope action is the starting point for both the Package and Business Envelope workflows.

Workflow Stages & Actions :

1. Open Package

- This stage contains the envelope data for packages that are ready to begin the workflow.
- Users can take actions to initiate and manage the package or business envelope process.
- **Actions :**
  - **Move Auto -** Automatically triggers the workflow automation within the business envelope process.
  - **New Package -** Creates a new package and moves the open package envelope data into the package workflow.
  - **Existing Package -** Moves the open package envelope data into an already existing package to continue the ongoing workflow.

2. Return

- The Return stage tracks envelopes returned by employees, typically due to issuing the wrong document or damage to the envelope.
- Users can take actions to progress the workflow.
- **Actions :**

- **Move Auto -** Automatically triggers the workflow automation within the business envelope process.
- **New Package -** Creates a new package and moves the returned envelope data into the package workflow.
- **Existing Package -** Moves the returned envelope data into an existing package to continue the current workflow.

Package.md

---

sidebar_position : 1

Package

- Envelopes are initially created with an Open status.
- After completing the "Put in Envelope" stage, the envelope moves to a package as follows:
  - It moves to an Open Package at the customerâ€™s location.
  - If no open package exists, a new package is created and the envelope is moved there.
- Users can manage and prioritize packages on the Move Envelope page.

Workflow Stages & Actions :

1. Open Packages

- Users can add envelopes to the package at this stage.
- Once a document is delivered, its envelope status changes to "InProgress".
- **Actions :**
  - **Complete -** Moves the package to Closed - Under Preparation stage.
  - **Hold -** Moves the package to the On Hold stage.

2. Closed - Under Preparation

-The package is closed; no further envelopes can be added.

- **Actions :**
  - **Complete -** Moves the package to the Despatching stage.

3. Despatching

- Indicates that the despatching process is underway.
- **Actions :**
  - **Complete -** Moves the package to Dispatched & Waiting for Confirmation.

4. Dispatched & Waiting for Confirmation

- User can move envelopes to another package or confirm envelope delivery.
- **Actions :**
  - **Complete -** Moves the package to the Complete stage.

5. Complete

- All documents have been successfully delivered.
- Envelope statuses are updated to Closed.

- *No further actions are required..*

6. On Hold

- Packages in this stage have been paused or hold.
- **Actions :**
  - **Resume -** Returns the package to the Open Packages stage to continue processing.

Envelope.md

---

sidebar_position : 1

Envelope

Send Document Overview

This process is used for sending documents to clients or branches. Commonly handled documents include Iqama and ATM cards, which are packaged and delivered as part of a delivery envelope.

1. Individual Employees

- Documents are sent to the Customer Branch.
- A notification is sent to the customer to collect the document.

2. Business Employees

- Documents are sent in a bulk package directly to the customer location.

Individual

Envelope

This process manages document delivery for individual employees. The workflow is driven by the employee's current Paygroup Branch Location.

- **Initial Document Handling:**
  - All documents are first received at the default lodging location (Munisiah Lodge).

Workflow Stages & Actions :

1. Waiting

- The user reviews the employee's current branch location.
- If the document is already at the employeeâ€™s branch, the request moves to Waiting for Delivery.
- If not, the request moves to Send to Branch.

2. Send To Branch

- The user initiates the transfer of the document to the correct employee location.
- An envelope movement is recorded, including From and To locations.
- **Actions :**
  - **Complete -** Moves to Receive in Branch stage.
  - **Lost -** Moves to Lost stage.

3. Receive in Branch

- Once the user confirms receipt of the document at the branch, the system evaluates the employeeâ€™s current branch location.
- If the document is at the correct employee branch, the request moves to Waiting for Delivery.
- If the document is at the wrong branch, the request moves back to Send to Branch.

4. Waiting for Delivery

- The customer is notified that the employeeâ€™s document is ready for collection.

5. Lost

- If the document cannot found, the user can manually move the request to the Lost stage.

6. Complete

- Once the document is successfully delivered, the envelope status is updated to Closed.

Provision Accrual.md

---

sidebar_position : 5

Provision Accrual

Displays a summary and detailed view of all monthly provision accruals generated for employee benefits.

Purpose

- To monitor and manage accrued provisions like Vacation, Air Ticket, and End of Service (EOS).
- Ensure transparency in monthly provisioning across the organization.
- To generate monthly provision accruals for the selected paygroup and period, Click the Post button.

Provision Allowance.md

---

sidebar_position : 3

Provision Allowance

Defines the salary components (allowances) used as the basis for provision calculations.

Purpose

- To determine which salary items are included in the calculation of monthly provisions such as:
  - Vacation
  - Air Ticket
  - End of Service (EOS)

Configuration Includes:

- Provision Type (e.g., Vacation, Air Ticket, EOS)
- Included Salary Items:
  - Basic Salary
  - Housing Allowance

    - Transportation Allowance

Provision Balance.md

---

sidebar_position : 6

Provision Balance

- Shows the provision balance for all employees.
- Includes details by provision type (e.g., Vacation, Air Ticket, EOS).
- Displays accrued, consumed, and available amounts.
- Helps track employee entitlements for benefits and final settlements.

Provision Eligibility.md

---

sidebar_position : 2

Provision Eligibility

Defines the annual eligibility rules for calculating employee provisions (such as vacation, air ticket, EOS).

Purpose

- To set the calculation values used for monthly accruals of benefits.
- Ensures accurate and consistent provisioning per employee based on policy.

Configuration Includes:

- Provision Type (e.g., Vacation, Air Ticket, EOS)
- Eligibility Value per Year, such as:
    - Vacation: e.g., 21 days per year
- EOS: Based on years of service (e.g., 21 days salary per year for first 5 years)

Provision Flight Ticket.md

---

sidebar_position : 4

Provision Flight Ticket

Configures the flight ticket values used for provisioning and reimbursements, based on employee's country and city.

Purpose

- To set standardized airfare values for calculating and accruing flight ticket provisions.
- Supports accurate and fair budgeting for employee travel entitlements.

Configuration Includes:

- Country

- City (Destination)
- Ticket Value
- Valid From and To

Provision Type.md

---

sidebar_position : 1

Provision Type

Handles monthly transactions for provision-based employee benefits such as vacation, air tickets, and end-of-service (EOS).

Purpose

- To calculate and record monthly accruals for employee benefits.

- To manage consumption of these benefits during clearance or exit.

Accrual Transactions

- **Monthly Accrual:** System automatically creates a positive transaction each month to accumulate provision amounts.

- **Negative Accrual (Consumption):** Generated during benefit consumption or employee clearance (e.g., vacation taken, final settlement).

This reduces the accrued balance accordingly.

Setup Configuration

Provision Types

You can define different types of provisions, such as:

- Vacation Accrual
- Air Ticket Accrual
- End of Service (EOS) Accrual

GOSI Summary.md

---

sidebar_position : 1

GOSI Summary

Provides a consolidated view of GOSI contributions for each payroll cycle.

Key Features

- Displays a summary of GOSI data grouped by:

  - Paygroup
  - Pay Period

- Each summary entry includes a details page, showing:

  - Individual GOSI transactions
  - Employee-wise contribution breakdowns
  - Company and employee share amounts

GOSI Transaction.md

---

sidebar_position : 2

GOSI Transaction

- Displays a list of all individual GOSI transactions, generated per employee during payroll processing.

- Transactions include:

  - Employee details
  - Salary base for GOSI
  - Company and employee contribution amounts
  - Transaction status

Pay Period.md

---

sidebar_position : 1

Pay Period

Manages monthly payroll periods linked to a specific PayCycle ID.

PayCycle IDs:

1-30-Business

- **Period:** 1st to end of the month
- **Cutoff date:** 20th of the month

IndPC-for Individual

- **Period:** 1st to end of the month
- **Cutoff date:** end of the month

PayGroup Employee.md

---

sidebar_position : 1

PayGroup Employee

- Displays a list of employees along with their associated Pay Group details.

- This page is view-only and does not support any actions or edits.

PayGroup.md

---

sidebar_position : 3

PayGroup

A PayGroup represents a specific payment group or contract used to manage employee assignments, unassignments, salary history, and related invoices.

- Contracts in both Individual and Business categories are created as PayGroups.
- PayGroups allow tracking of employee movements and financial records linked to each assignment.

Types of Internal Contracts That Create PayGroups:

- Hourly
- Hospitality
- Arco Staff

Non-Contractual PayGroups (Based on Physical Location):

- **Lodging â€“** For employees residing at a specific lodge without a formal contract.
- **Vacation â€“** For employees on leave or vacation without an active assignment.

Project Manager.md

---

sidebar_position : 1

Project Manager

- Used to assign specific users to manage one or more Pay Groups.
- This section allows users to view and manage Active and Inactive Project Managers, each displayed under separate tabs.
- To Create New Project Managers, the following fields are mandatory,
  - PayGroup Id
  - Employee Id

Tabs & Functions

- **Active -** Displays a list of currently active Project Managers.
- **InActive -** Displays a list of inactive Project Managers.

Allowance Type.md

---

sidebar_position : 2

Allowance Type

Defines the configuration for salary line items related to employee allowances.

Purpose

- To manage and classify various allowances that are part of an employeeâ€™s total salary package.

Examples of Allowance Types

- Housing Allowance
- Transportation Allowance
- Food Allowance
- Mobile/Communication Allowance
- Travel Allowance

- Shift Allowance

Attedance Type.md

---

sidebar_position : 3

Attendance Type

Defines the various attendance categories and properties used for tracking employee presence and absence.

Purpose

- To configure different types of attendance records for use in payroll, timesheets, and leave management.

Examples of Attendance Types

- Absent
- Emergency Leave
- Leave
- Not Applicable(Present)
- Official Travel
- On Duty / Field Work
- Sick Leave
- Lodging

Deduction Types.md

---

sidebar_position : 4

Deduction Types

Defines the different types of salary deductions applied to employee payroll.

Purpose

To manage and categorize various deduction items that reduce the employeeâ€™s gross salary.

Examples of Deduction Types

- Total Absence Days
- Total Deduction Hours
- Total other Deduction Amount
- Customer Loan
- Total Absence Amount
- Petty Cash
- GOSI employee
- Medical Insurance Upgrade
- Personal laon
- Food Deduction

Other Payment Type.md

---

sidebar_position : 1

Other Payment Type

- Configures additional earning components that are included in payroll outside of base salary.

- To define and manage other payment items that contribute to an employeeâ€™s total earnings.

Attedance.md

---

sidebar_position : 2

Attendance

Attendance Setup

Defines the Attendance Profile for both:

- Regular Employees
- ARCO Employees (contract or outsourced workers)

Purpose

- To configure attendance rules and tracking based on employee type.

- Supports integration with payroll, timesheets, and project assignments.

Deduction Time.md

---

sidebar_position : 5

Deduction Time

A configuration setup to define salary deductions for specific allowances and benefits.

Purpose

- To manage fixed or recurring deductions from employee salaries for benefits provided by the company

Common Deduction Types :

- Food Allowance
- Housing Allowance
- Medical Insurance
- Transportation
- Company Loans / Advances

GOSI Posting Profile.md

---

sidebar_position : 7

GOSI Posting Profile

Handles the financial posting of GOSI contributions into the finance system.

Key Features:

- Uses a Posting Profile to map GOSI transactions to finance accounts.

Posting Scenarios:

1. Business Contracts

- GOSI transactions are posted together with the regular salary during payroll processing.

2. Non-Business Working Employees

- GOSI transactions are posted along with the lodging salary (i.e., a separate salary for employees not on active projects but still receiving basic lodging pay).

GOSI Profile.md

---

sidebar_position : 6

GOSI Profile

GOSI (General Organization for Social Insurance)

Manages social insurance contributions based on employee nationality and company setup.

1. Nationality-Based Profiles

- Saudi
- Non-Saudi

Each profile determines how contributions are calculated and shared between company and employee.

2. Configuration

- Define company and employee contribution percentages.
- Configure GOSI calculation salary items (e.g., basic salary, housing allowance).
- GOSI calculations are based on the active profile setup.

3. GOSI Generation Triggers

GOSI will be generated based on the active GOSI profile in the following scenarios:

- When business payroll is generated (monthly salaries).
- During final settlement (end-of-service processing).
- By system schedule for active employees not part of business payroll (e.g., suspended projects or non-working assignments).

Over Time.md

---

sidebar_position : 4

Over Time

Defines the setup for Overtime Allowance applicable to employees.

- To configure rules and rates for overtime payments based on company policy.

- For every 1 hour of overtime worked, the employee is paid 1.5 times their hourly salary. (i.e., Overtime Rate = 1.5x)

Key Configurations May Include:

- Eligible Employee Groups
- Integration with Payroll for automatic calculation and payment.

Pay Cycle.md

---

sidebar_position : 1

Pay Cycle

This setup defines how monthly payroll periods are managed for employees, including business and individual payrolls.

Types of Pay Cycles

1. 1-30-Business

- **Used for:** Business payroll processing.
- **Payroll Period:**
  - **Start:** 1st of the month
  - **End:** Last day of the month
- **Cutoff Date:** 20th of the month
  - All payroll-related changes (e.g., timesheets, assignments) must be finalized by this date.

2. IndPC (Individual Pay Cycle)

- **Used for:** Individual payroll processing.
- **Payroll Period:**
  - **Start:** 1st of the month
  - **End:** Last day of the month
- **Cutoff Date:** End of the month
- Allows processing individual salaries up to the last day.

Posting Profile.md

---

sidebar_position : 3

Posting Profile

A configuration setup that maps payroll transactions to the finance system.

Purpose

- Defines how different payroll components are posted to financial accounts.

1. Salary

- Maps salary expense and liability accounts.

2. Provisions

- Maps provisions such as end-of-service benefits, leave accruals, etc.

3. Salary Payments

- Maps accounts used for actual payment transactions (e.g., bank, cash).

Individual Payment Request.md

---

sidebar_position : 3

Individual Payment Request

Note : Follows the same process and stages as the standard Payment Request.

- Managed per employee or transaction individually, but:
  - Uses the same payment types (Bank Transfer, Cash, Cheque, Customer).
  - Proceeds through the same workflow stages (Approval, Import, Posting, Completed, Rejected).
  - Supports Bank Transfer feedback import and status updates like in bulk requests.

Individual Payroll.md

---

sidebar_position : 4

Individual Payroll

- Displays payroll details for each individual employee contract, along with current status.

Process Flow

1. Start Payroll

- Initiated manually by the user at the end of the month.
- Triggers the system to begin salary generation on a scheduled basis.

2. Salary Generation

- The system calculates salary automatically based on:
  - Other Payments
  - Deductions
  - Loan repayments
- These values are pulled from existing payment and deduction transactions.

3. Completion

- Once salary generation is finished, the payroll status is updated to Completed.

Individual Salary.md

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sidebar_position : 6

Individual Salary

Manages detailed salary information per employee within the payroll cycle.

Process Overview

1. Initial State

- Salary status is initially set to None.

2. Automatic Posting

- The system will automatically post salary data to the finance system after the month-end, with no user action required.

3. Initiate Salary Payment

- User can select individual salary details to initiate payment.
- This triggers the Individual Payment Request process.
- Salary status is updated to `"Salary Payment Request"`.

4. Hold / Release Salary

- If an employee has **escaped or left unexpectedly**, the salary status can be changed from None to Hold.
- Salary can be released manually later if needed.

PRLPayment Request.md

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sidebar_position : 2

Payment Request

Payment requests are managed through defined statuses and stages based on the type of payment.

Payment Types :

- Bank Transfer
- Cash
- Cheque
- Customer Payment

Workflow Stages & Actions :

1. Approval

- For all payment types except Bank Transfer, the request moves directly to Completed upon approval.
- Finance user reviews the payment request and can either:
- **Actions :**
  - **Approve -** Moves to the Import stage.
  - **Reject -** Moves to Rejected stage.

2. Import (Only for Bank Transfer payments)

- Users can:
  - Export ATM or IBAN templates from the Payment Transfer module.
    - Exported once by the user or finance manager.

    - Upload template to the bank and receive a feedback file.
    - Import the feedback file back into the system.
- Based on the feedback:
    - Payment line statuses are updated automatically.
- **Actions :**
    - **Complete -** Moves to the Posting stage.
    - **Reject -** Moves to Rejected stage.
    - Complete without Posting -** Moves directly to the Completed stage.

3. Posting (Bank Transfer only)

- Final stage where payment details are posted and integrated with the finance system.

4. Rejected

- Request was rejected during the approval or import process.

5. Completed

- Payment request is finalized.
    - Automatically for Cash, Cheque, or Customer once approved.
    - After Import & Posting for Bank Transfers.

Salary.md

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sidebar_position : 5

Salary

Handles detailed salary information for each payroll cycle.

Users can perform actions based on the current payroll status.

Key Functions & Workflow

1. Initial State

- Salary status begins as **None**.

2. Posting to Finance

- Salary data can be posted to the finance system manually.
- Alternatively, the system will **auto-post** salaries **after month-end** without user action.

3. Initiate Salary Payment

- User selects salary details to initiate payment.
- This triggers the **Payment Request** process.
- Salary status updates to `"Salary Payment Request"`.

4. Hold / Release Salary

- Salary can be put on **Hold** (e.g., if an employee has absconded).

- Status changes from **None** to **Hold**.

- Later, the salary can be released if necessary.

Time Sheet.md

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sidebar_position : 1

Time Sheet Overview

Timesheet Submission

- Timesheets are submitted by either the customer or the project coordinator (manager).

Payroll Generation

- Payroll is generated based on Paygroup and Pay Period.
- The payroll process begins with the timesheet for the specified period.

Payroll Timesheet Process

1. Not Started

- Timesheets are created automatically when the payroll period is opened.
- **Status:** Not Started
- **Action:** User can initiate the payroll process.

2. Started

- Once started, users can perform the following actions:
- **Export:**
  - Timesheet data is exported based on employee assignments from the previous cut-off date to the current one.
  - Exported timesheet includes:
    - Employee Details
    - Working Days
    - Standard & Actual Salary
    - Other Payments (Overtime, Bonuses, etc.)
    - Deductions (e.g., Absent Days, Penalties)
    - Loan Details
    - Final Payable Salary
- Re-Start:
  - Timesheet can be restarted to reflect any changes in employee assignments.
- Import:
  - Users can import the updated timesheet data.
- Submit:
  - Finalizes the timesheet and changes the status to Salary Preparation.

3. Salary Preparation

- The system prepares for salary generation.
- Status remains here until salary generation begins.

4. Salary In Progress

- Once salary generation starts, the status updates to Salary InProgress.

5. Completed

- Salaries are fully generated.
- Users can:
  - **Make Employee-Level Corrections:** Cancel an individualâ€™s salary, update timesheet, and regenerate salary.
  - **Rollback:**
    - Reverts the payroll process to an earlier state.
    - Deletes all related payroll data so the process can start fresh.
  - Approve:
    - Approves the payroll.
    - System automatically:
      1. Generates invoices via Business Integration.
      2. Updates status to Invoice Generated.

6. Invoice Generated

- If needed, users can:
  - **Un-Approve:**
    - Deletes the generated invoice.
    - Reverts the status back to Completed to allow changes.

Timesheet Page Usage:

- Users can manage and update payroll-related data before generating salaries.
- Actions available depend on the current payroll status.
- Users can:
  - Edit timesheet data during the **"Payroll Preview"** stage.
  - Export timesheet for review or processing.

Employee Deduction.md

---

sidebar_position : 2

Employee Deduction

- Manages payroll transactions related to deductions and other payments outside of base salary.
- Finance users create and manage deductions or additional payments for employees.
- These transactions are applied to the employeeâ€™s salary during the specified payroll period.

Other Payment.md

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sidebar_position : 1

Other Payment

- Handles payroll transactions beyond regular salary, such as additional payments and deductions.
- Finance users are responsible for creating and managing these entries.
- Used to record any type of employee payment other than salary, including bonuses, penalties, or manual adjustments.

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