Manfaa Platform - Complete Knowledge Base for RAG

SYSTEM OVERVIEW

What is Manfaa?

Manfaa is a B2B service exchange platform that enables companies to trade professional services using either platform tokens or barter (service-for-service exchange). The platform facilitates matching service providers with service requesters, managing contracts, processing payments, and building trust through reviews.

Core Concept

Companies can either pay for services using platform tokens (digital currency) or exchange services directly with other companies through barter agreements. This creates a flexible marketplace where businesses can access needed services while offering their own expertise.

USER ROLES

Admin Role

- Full system access and oversight
- Manage all users, companies, categories, and skills
- View all service requests, bids, contracts, and transactions
- Resolve support tickets and disputes
- Add platform credits to company accounts
- Process refunds and manage subscriptions

Company Role

- Create and manage company profile
- Post service requests (what you need)
- Submit bids on other companies' requests (what you offer)
- Accept/reject bids on your requests
- Create and manage contracts
- Leave and receive reviews
- Submit support tickets

- Purchase tokens and manage subscriptions

GETTING STARTED

How to Register as a Company

Step 1: Create Account

- Go to registration page
- Provide username, password, email
- Enter full name and phone number
- Submit company record number (10 characters)
- Fill in company details: name, industry, team size
- Write company description (max 1000 characters)

Step 2: Complete Profile

- After registration, login with credentials
- Navigate to company profile settings
- Assign relevant skills to your profile (select from available skills)
- Update company information as needed

Example Registration:

```
Username: techsolutions
Password: TechPass123!
Email: company@example.com
Full Name: Mohammed Ahmed
Phone: 966501234567
Record Number: 1234567890
Company Name: Tech Solutions Inc
Industry: Technology
Team Size: 25
Description: We specialize in web development...
```

POSTING SERVICE REQUESTS

What is a Service Request?

A service request is when your company needs a service and posts it on the platform for other companies to bid on. Think of it as a job posting for services.

Types of Service Requests

1. Token-Based Request

- You pay using platform tokens
- Set your budget in tokens
- Best for: When you want to pay directly

2. Barter Request

- You exchange your services for their services
- No tokens involved
- Best for: When you have services to trade

3. Either Request

- Accept both tokens OR barter
- Most flexible option
- Best for: When you're open to either payment method

How to Create a Service Request

Step 1: Choose Request Type

- Navigate to Service Requests
- Click "Create New Request"
- Select type: Token, Barter, or Either

Step 2: Fill in Details

```
Title: Brief, clear title (10-100 characters)
Example: "Need Mobile App Development for E-commerce"

Description: Detailed explanation (50-500 characters)
Example: "Looking for experienced mobile developers to create iOS and Android apps with payment integration and real-time tracking..."

Deliverables: What you expect to receive (50-500 characters)
Example: "Fully functional mobile applications for both iOS and Android platforms with complete source code and documentation."

Start Date: When work should begin (YYYY-MM-DD)
Example: 2025-02-01

End Date: Expected completion date (YYYY-MM-DD)
Example: 2025-04-30

Token Amount: Budget in tokens (for Token or Either types)
Example: 15000.0

Category: Select from available categories
Example: Mobile Development

Barter Category: What service you offer in exchange (Barter only)
Example: Web Development
```

Step 3: Submit Request

- Review all information
- Click "Create Request"
- Request becomes visible to all companies
- Status: OPEN (accepting bids)

Managing Your Requests

View Your Requests:

- Go to "My Service Requests"
- See all requests with statuses: OPEN, CLOSED, CANCELLED

Update a Request:

- Only possible when status is OPEN
- Edit title, description, deliverables, or token amount
- Cannot change after receiving accepted bid

Delete a Request:

- Only possible when status is OPEN
- Permanently removes the request
- Cannot delete if bids are already accepted

SUBMITTING BIDS

What is a Service Bid?

A bid is your company's proposal to fulfill another company's service request. It includes your price, timeline, and what you'll deliver.

How to Submit a Bid

Step 1: Find Requests

- Browse all service requests
- Filter by category, exchange type, or token range
- Search by keywords
- View requests with subscriber priority (if you're a subscriber)

Step 2: Create Your Bid

```
Description: Your proposal and experience (50-500 characters)
Example: "We are experienced mobile developers with over 50 successful projects. Our team specializes in React Native development..."

Deliverables: What you will provide (50-500 characters)
Example: "Complete mobile applications for iOS and Android with clean code, comprehensive testing, deployment assistance, and 3 months support."

Estimated Hours: Time needed to complete (must be positive)
Example: 800.0

Start Date: When you can begin (YYYY-MM-DD)
Example: 2025-02-05

End Date: When you'll finish (YYYY-MM-DD)
Example: 2025-04-25

Exchange Type: Must match request type (TOKENS or BARTER)
Example: TOKENS

Token Amount: Your price (for token-based requests)
Example: 14500.0
```

Important Rules:

- Start date cannot be after end date
- Estimated hours must fit within the date range
- Exchange type must match the service request
- Can only bid on OPEN requests

Step 3: Submit Bid

- Review your proposal
- Click "Submit Bid"
- Status: PENDING (waiting for requester decision)

Managing Your Bids

Update Your Bid:

- Only possible when status is PENDING

- Edit description, deliverables, hours, or token amount
- Cannot update after requester reviews it

Delete Your Bid:

- Only possible when status is PENDING
- Permanently removes your bid
- Cannot delete after acceptance or rejection

Bid Outcomes:

- ACCEPTED: Requester chose your bid (leads to contract)
- REJECTED: Requester declined your bid (you'll receive email notification)

REVIEWING BIDS ON YOUR REQUESTS

How to Review Bids

Step 1: View Bids

- Go to "My Service Requests"
- Click on a request to see all bids
- Review each bidder's proposal, price, and timeline

Step 2: Compare Bids

- Check company profiles and ratings
- Review past work and reviews
- Compare prices and timelines
- Assess deliverables offered

Step 3: Make Decision

To Accept a Bid:

- Click "Accept" on chosen bid
- Request status changes to CLOSED

- Bid status changes to ACCEPTED
- You can now create a contract
- All other bids remain as PENDING

To Reject a Bid:

- Click "Reject" on unwanted bid
- Provide rejection notes/feedback
- System sends automatic email to bidder
- Bid status changes to REJECTED

Example Rejection Note: "Thank you for your bid. However, we have selected another provider who better matches our timeline requirements. We appreciate your interest."

CONTRACT MANAGEMENT

What is a Contract?

A contract is a formal agreement created after accepting a bid. It manages the work relationship, payment escrow (for tokens), and deliverable tracking.

Contract Lifecycle

1. PENDING Status

- Contract created by requester
- Tokens are held in escrow (for token-based)
- Awaiting provider acceptance
- Both parties must accept to proceed

2. ACTIVE Status

- Both parties accepted the contract
- Work is in progress
- Tokens remain in escrow
- Deliverables being worked on

3. COMPLETED Status

- Both parties marked work as delivered
- Tokens transferred to provider
- Contract closed
- Can now leave reviews

4. CANCELLED Status

- Either party rejected the contract
- Tokens released back to requester
- Service request reopens
- No work performed

How to Create a Contract

Step 1: Prerequisites

- Must have an accepted bid
- Service request must be CLOSED
- Ensure you have sufficient tokens (for token requests)

Step 2: Create Contract

```
Request ID: The service request ID
Bid ID: The accepted bid ID
Delivery: Leave blank (used later for deliverables)
```

Step 3: System Actions

- Creates contract with PENDING status
- Holds tokens in escrow (if token-based)
- Sends email to provider for acceptance
- Requester automatically marked as ACCEPTED
- Provider must accept to activate

How to Accept a Contract (Provider)

Step 1: Review Contract

- Check all terms and deliverables
- Verify timeline and payment amount
- Ensure you can fulfill requirements

Step 2: Accept

- Navigate to "My Contracts"
- Click "Accept" on the contract
- Contract becomes ACTIVE
- Work can begin

Step 3: System Actions

- Contract status: ACTIVE
- Both parties marked as ACCEPTED
- Email sent to both parties
- Work officially begins

How to Reject a Contract

When to Reject:

- Terms don't match original agreement
- Cannot fulfill requirements
- Timeline no longer works
- Any legitimate business reason

Step 1: Reject Contract

- Navigate to contract
- Click "Reject"
- System cancels the contract

Step 2: System Actions

- Contract status: CANCELLED
- Tokens released back to requester (if token-based)
- Service request status: OPEN
- Email sent to both parties
- Request can receive new bids

Completing Work and Deliverables

For Providers:

Step 1: Complete Work

- Finish all agreed deliverables
- Prepare delivery documentation

Step 2: Mark as Delivered

```
Navigate to active contract
Click "Complete/Deliver"
Enter delivery message:
Example: "Project completed successfully. All features implemented as specified. Source code, documentation, and deployment guide included."
```

Step 3: System Actions

- Provider marked as DELIVERED
- Waiting for requester confirmation
- Tokens still in escrow

For Requesters:

Step 1: Review Deliverables

- Check all work completed
- Test functionality
- Verify against original requirements

Step 2: Mark as Delivered

- If satisfied, click "Complete/Deliver"
- Enter confirmation message
- Contract completes

Step 3: System Actions (when both mark delivered)

- Contract status: COMPLETED
- Tokens transferred to provider (if token-based)
- Both parties can now leave reviews
- Contract closed permanently

Contract Extension

When Needed:

- Original timeline too short
- Scope changes agreed upon
- Unexpected delays

How to Extend:

- Navigate to active contract
- Click "Extend Time"
- Extension = 50% of original timeline
- Can only extend once per contract
- Both parties must agree

Example:

- Original: 60 days
- After extension: 90 days (60 + 30)

TOKEN SYSTEM

What are Tokens?

Tokens are the platform's digital currency used to pay for services. Think of them as credits you purchase and use to pay service providers.

Token Economy

Earning Tokens:

- Complete contracts as a service provider
- Receive tokens from clients
- Admin credit additions

Spending Tokens:

- Pay for services you request
- Purchase subscriptions

Held in Escrow:

- When contract created, tokens deducted from balance
- Held safely by platform
- Released to provider upon completion
- Returned to you if contract cancelled

Purchasing Tokens

Step 1: Navigate to Payments

- Go to "Purchase Tokens"
- Enter desired amount

Step 2: Payment Information

```
Card Name: Full name on card
Card Number: 16-digit number
CVC: 3-digit security code
Month: Expiry month (2 digits)
Year: Expiry year (4 digits)
Amount: Tokens to purchase
Currency: SAR (Saudi Riyal)
Description: "Token Purchase"
```

Step 3: Process Payment

- Submit payment form
- Wait for payment confirmation
- Tokens added to account balance

Step 4: View Balance

- Check "My Credits" to see updated balance
- View transaction history

Token Transactions

Transaction Types:

- PENDING: Tokens held in escrow
- ACCEPTED: Tokens transferred to provider
- CANCELLED: Tokens returned to requester

View Transactions:

- Go to "My Transactions"
- See all token movements
- Filter by date or status
- Track spending and earnings

REVIEW SYSTEM

What are Reviews?

Reviews are feedback left after contract completion. They build trust and reputation on the platform.

When to Leave a Review

Prerequisites:

- Contract must be COMPLETED or DISPUTED
- Can review companies you've worked with
- One review per contract
- Both parties can leave reviews

How to Leave a Review

Step 1: Navigate to Completed Contracts

- Go to "My Contracts"
- Filter by COMPLETED status

Step 2: Write Review

```
Rating: 1 to 5 stars (decimals allowed, e.g., 4.5)
Example: 4.5

Description: Your experience (minimum 10 characters)
Example: "Excellent service delivery with professional communication throughout the project. The team was responsive and delivered high-quality work on time. Highly recommended for future projects."
```

Step 3: Submit

- Click "Submit Review"
- Review published immediately
- Visible on company profile

Managing Reviews

Update Your Review:

- Navigate to written reviews
- Edit rating or description
- Can only update your own reviews

Delete Your Review:

- Can delete your own reviews
- Admins can delete any review
- Permanent action

Viewing Reviews

Your Received Reviews:

- Reviews others left about you
- Visible on your profile
- Affects your reputation

Your Written Reviews:

- Reviews you left for others
- Track your feedback

Company Profile Reviews:

- View any company's reviews
- See ratings and feedback
- Sort by best to worst

SUBSCRIPTION SYSTEM

What is a Subscription?

Premium membership that provides enhanced features and priority in the marketplace.

Subscription Benefits

For Subscribers:

- Priority in search results
- Higher priority support tickets
- Access to subscriber-only requests
- Enhanced profile visibility
- Premium badge on profile

Subscription Types

Monthly Subscription:

- Price: 120 SAR per month
- Billed monthly
- Cancel anytime
- Renews automatically

Yearly Subscription:

- Price: 1,200 SAR per year
- Save 2 months (vs monthly)
- Billed annually
- Cancel anytime

How to Subscribe

Step 1: Choose Plan

- Navigate to "Subscriptions"
- Select Monthly or Yearly

Step 2: Confirm

- Review pricing
- Click "Subscribe"
- Payment processed from tokens/credits

Step 3: Activation

- Subscription activated immediately
- Status: ACTIVE
- Benefits applied to account

Managing Subscription

View Subscription:

- Go to "My Subscription"
- See current plan, start/end dates
- Check renewal date

Cancel Subscription:

- Navigate to subscriptions
- Click "Cancel Subscription"
- Remains active until end of period
- No partial refunds

SUPPORT TICKETS

What are Support Tickets?

Formal way to request help, report issues, or submit suggestions to platform administrators.

Ticket Categories

1. CONTRACT Tickets

- Issues with active contracts
- Disputes about deliverables
- Quality concerns
- Payment issues
- Priority: HIGH

2. SUBSCRIPTION Tickets

- Billing problems
- Subscription issues
- Payment discrepancies
- Priority: HIGH/MEDIUM

3. PLATFORM Tickets

- Technical issues
- Feature not working
- Upload errors
- System bugs
- Priority: MEDIUM

4. SUGGESTION Tickets

- Feature requests
- Improvement ideas
- User experience feedback
- Priority: LOW/MEDIUM

How to Create a Ticket

For Contract Issues:

```
Title: Brief description (3-100 characters)
Example: "Incomplete deliverables on web development contract"

Body: Detailed explanation (10-1000 characters)
Example: "The service provider has not delivered the agreed-upon features as specified in contract #123. We were expecting responsive design and payment integration, but only received basic layout. Requesting admin review."

Contract ID: Select relevant contract
```

For Other Issues:

```
Title: Clear issue description
Example: "Unable to upload company logo"

Body: Detailed problem and steps
Example: "Getting error message 'File too large' when trying to upload company logo. Tried PNG and JPG formats under 5MB. Error occurs on company profile settings page."

No contract selection needed
```

Step 1: Choose Category

- CONTRACT, SUBSCRIPTION, PLATFORM, or SUGGESTION
- Category determines priority

Step 2: Fill Details

- Write clear title
- Provide detailed description
- Include error messages if any
- Attach contract ID if relevant

Step 3: Submit

- Click "Create Ticket"
- Status: OPEN
- Wait for admin response

Ticket Priority

Automatic Priority Assignment:

- Subscribers: Higher priority
- Contract tickets: Always HIGH
- Subscription tickets: HIGH (subscribers) or MEDIUM
- Platform tickets: MEDIUM (subscribers) or MEDIUM
- Suggestion tickets: MEDIUM (subscribers) or LOW

Managing Tickets

View Your Tickets:

- Go to "My Tickets"
- See all your submitted tickets
- Filter by status: OPEN, RESOLVED, CLOSED

Update Ticket:

- Only possible when OPEN
- Edit title or description
- Cannot update RESOLVED or CLOSED

Delete Ticket:

- Only possible when OPEN
- Permanent removal

Ticket Resolution:

- Admin reviews and responds
- Status changes to RESOLVED
- You receive email with response
- Cannot update after resolution

SEARCH AND DISCOVERY

Finding Service Requests

Browse All Requests:

- View all open requests
- See request details
- Filter and search

Search by Keyword:

```
Example searches:
"mobile app"
"website design"
"marketing"
"cloud migration"
```

Filter by Category:

- Web Development
- Mobile Development
- Digital Marketing
- Graphic Design
- Content Writing
- Video Production
- Data Analysis
- IT Consulting
- Cloud Services
- Cybersecurity

Filter by Exchange Type:

- TOKENS: Paid requests only
- BARTER: Trade requests only
- EITHER: Flexible payment

Filter by Token Range:

```
Minimum: 1000
Maximum: 50000
Shows requests within budget
```

Filter by Date Range:

```
Start Date: 2025-01-01
End Date: 2025-12-31
Shows requests in timeframe
```

Sort by Token Amount:

- Ascending: Lowest to highest price
- Descending: Highest to lowest price

Finding Companies

Browse Companies:

- View all registered companies
- See company details
- Check reviews and ratings

View Company Profile:

- Company information
- Skills and expertise
- Past reviews
- Average rating
- Completed projects

CATEGORIES AND SKILLS

What are Categories?

Categories classify the type of service being requested or offered.

Available Categories:

1. Web Development
2. Mobile Development
3. Digital Marketing
4. Graphic Design
5. Content Writing
6. Video Production
7. Data Analysis

8. IT Consulting
9. Cloud Services
10. Cybersecurity

What are Skills?

Skills are specific technical competencies companies can add to their profiles.

Available Skills:

1. React.js
2. Node.js
3. Python
4. Java
5. Flutter
6. AWS
7. Docker
8. PostgreSQL
9. MongoDB
10. Machine Learning

Managing Your Skills

Add Skill to Profile:

- Navigate to Skills
- Browse available skills
- Click "Assign Skill"
- Appears on your profile

Remove Skill:

- View your assigned skills
- Click "Remove" on skill
- Removed from profile

Benefits:

- Better matching with requests
- Improved profile visibility
- Clear expertise display

BEST PRACTICES

For Service Requesters

1. Write Clear Requests

- Be specific about requirements
- Set realistic timelines
- Provide detailed deliverables
- Set appropriate budget

2. Review Bids Carefully

- Check company profiles
- Read past reviews
- Compare proposals
- Don't just choose lowest price

3. Communicate Clearly

- Respond promptly to questions
- Provide feedback on deliverables
- Be professional in all interactions

4. Leave Honest Reviews

- Review after completion
- Be fair and constructive
- Help build platform trust

For Service Providers

1. Submit Quality Bids

- Showcase your experience
- Be realistic about timelines
- Price competitively
- Highlight your unique value

2. Deliver on Promises

- Meet agreed deadlines
- Provide quality work
- Communicate progress
- Address issues promptly

3. Maintain Good Reputation

- Request reviews from satisfied clients
- Respond to feedback constructively
- Build long-term relationships

4. Manage Workload

- Don't overcommit
- Only bid on projects you can complete
- Update clients on progress

COMMON SCENARIOS

Scenario 1: Posting Your First Service Request

1. Login to your account
2. Navigate to "Service Requests" → "Create New"
3. Choose "Token Request" (simplest for first time)

4. Fill in all required fields
5. Double-check budget and timeline
6. Submit request
7. Wait for bids (usually 1-7 days)
8. Review incoming bids
9. Accept best bid
10. Create contract
11. Work begins

Scenario 2: Submitting Your First Bid

1. Browse service requests
2. Find request matching your skills
3. Read requirements carefully
4. Click "Submit Bid"
5. Write compelling proposal
6. Set competitive price
7. Provide realistic timeline
8. Submit bid
9. Wait for response (usually 3-14 days)
10. If accepted, review and accept contract

Scenario 3: Handling a Dispute

1. Attempt to resolve with other party first
2. Document all communications
3. Go to "Support Tickets"
4. Create CONTRACT ticket
5. Provide contract ID
6. Explain issue clearly
7. Include evidence/screenshots
8. Submit ticket

9. Wait for admin review
10. Follow admin guidance

Scenario 4: Cancelling Due to Changed Requirements

1. Contact other party immediately
2. Explain situation professionally
3. If contract not started: Can reject/delete
4. If contract active: Create support ticket
5. Admin will review circumstances
6. May process refund if appropriate
7. Leave constructive feedback

TROUBLESHOOTING

Cannot Create Service Request

- **Check**: Do you have COMPANY role?
- **Check**: Are all required fields filled?
- **Check**: Is description 50-500 characters?
- **Check**: Is date format correct (YYYY-MM-DD)?
- **Check**: For token requests, is token amount set?

Cannot Submit Bid

- **Check**: Is request still OPEN?
- **Check**: Does exchange type match request?
- **Check**: Are dates valid (start before end)?
- **Check**: Do estimated hours fit timeline?
- **Check**: Is description 50-500 characters?

Tokens Not Deducted

- **Check**: Was contract actually created?

- **Check**: View "My Transactions" for confirmation
- **Check**: Tokens held in escrow (status: PENDING)
- **Wait**: May take a few minutes to update

Cannot Accept Contract

- **Check**: Are you the service provider?
- **Check**: Is contract status PENDING?
- **Check**: Has requester accepted already?
- **Contact**: Support if issue persists

Review Not Showing

- **Check**: Is contract COMPLETED?
- **Check**: Was review actually submitted?
- **Wait**: Reviews appear immediately
- **Refresh**: Page may need refresh

QUICK REFERENCE

Request Statuses

- **OPEN**: Accepting bids
- **CLOSED**: Bid accepted, no more bids
- **CANCELLED**: Request cancelled

Bid Statuses

- **PENDING**: Waiting for decision
- **ACCEPTED**: Chosen for contract
- **REJECTED**: Not selected

Contract Statuses

- **PENDING**: Waiting for provider acceptance

- **ACTIVE**: Work in progress
- **COMPLETED**: Successfully finished
- **CANCELLED**: Terminated before completion
- **DISPUTED**: Under admin review

Transaction Statuses

- **PENDING**: Held in escrow
- **ACCEPTED**: Transferred to provider
- **CANCELLED**: Returned to requester

Ticket Statuses

- **OPEN**: Awaiting admin response
- **RESOLVED**: Admin responded, issue fixed
- **CLOSED**: Rejected or dismissed

CONTACT AND SUPPORT

Getting Help

Option 1: Support Tickets

- Best for: Technical issues, disputes
- Response time: 24-48 hours
- Navigate to "Support" → "Create Ticket"

Option 2: Platform Documentation

- Check this guide first
- Most questions answered here

Option 3: Company Messages

- For communication with other companies
- Professional tone required

Admin Contact

- Email: admin@manfaa.com
- Use for: Critical issues only
- Support tickets preferred method

GLOSSARY

Artifact: Complete deliverable or output **Barter**: Service-for-service exchange (no tokens) **Bid**: Proposal to fulfill a service request **Contract**: Formal agreement after accepting bid **Deliverable**: Specific output promised in contract **Escrow**: Holding tokens safely until work complete **Exchange Type**: Payment method (TOKENS/BARTER/EITHER) **Provider**: Company offering/delivering service **Requester**: Company requesting/paying for service **Service Request**: Posted need for a service **Subscriber**: Company with premium membership **Token**: Platform digital currency **Ticket**: Support request to administrators

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This knowledge base contains everything a company needs to know to successfully use the Manfaa platform.