

Tadbeer ERP Platform

Project Discovery & Scope Proposal

A Comprehensive Platform for Tadbeer-Licensed
Domestic Worker Recruitment Centers

Covering the Complete Lifecycle:

Supplier Management | Inventory Procurement | Client Services
Contract Management | Financial Operations | Government Processing
Scheduling | Wage Protection | Compliance & Reporting

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DRAFT FOR DISCUSSION

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1. Introduction

This document outlines our understanding of the Tadbeer ERP platform, a system designed to serve as the operational backbone for Tadbeer-licensed domestic worker recruitment centers across the UAE. Our goal with this proposal is to walk through every part of the business we believe the platform needs to cover, highlight where we need your input, and make sure nothing is missed before we begin building.

The platform is being built as a multi-tenant system, meaning a single platform will serve multiple Tadbeer centers, each with their own private data, users, branding, and configuration. A center in Dubai and a center in Sharjah will use the same platform but will never see each other's data unless they explicitly agree to share.

We have organized this document around the natural flow of the business, starting from where inventory comes from (source agencies abroad) and following it all the way through to worker placement, contracts, payments, government processing, and ongoing management. Each section describes what we plan to build, what we already understand clearly, and where we need further discussion.

1.1 Who Uses the Platform

We see four distinct groups of people who will interact with this system, each with a different level of access and a different experience:

- **Tadbeer Center Staff:** The primary users. This includes receptionists who register clients, agents who manage inventory, cashiers who handle payments, PRO officers who process government transactions, accountants who manage payroll and financial reporting, and the agency manager who oversees everything. Each role sees only the parts of the system relevant to their job.
- **Platform Administrators:** Our team (or yours) that manages the platform itself. They handle center onboarding, subscription management, system configuration, and support. They can see aggregate data across all centers but operate in a completely separate administration area.
- **Clients (Employers):** The households and individuals who hire domestic workers. They will have a portal where they can browse available inventory, track their contract status, view invoices, and communicate with the center. This is a consumer-facing experience, simpler and more visual than the staff interface.
- **Source Agencies Abroad:** The foreign recruitment agencies that supply inventory to the Tadbeer centers. Whether and how they access the platform is one of the key decisions we need to make together.

Discussion Point 1: How should source agencies interact with the platform?

We can build this in stages. The simplest approach is that center staff enters all candidate information manually based on what the source agency sends via email or WhatsApp. A more advanced option is to give source agencies a limited portal where they can submit candidate profiles, upload documents, and track the status of their workers. We could also start manual and add the portal later. What makes sense for how your centers work today?

1.2 Language and Regional Considerations

The platform will be fully bilingual in Arabic and English. Every screen, every notification, every document the system generates will be available in both languages. Users will be able to switch between Arabic and English at any time, and the interface will adjust its layout direction accordingly (right-to-left for Arabic).

All financial figures will be in AED. Date formats, phone number validation, and address structures will follow UAE conventions. Emirates ID validation will be built in.

Discussion Point 2: Are there any other languages needed beyond Arabic and English?

Some source agencies may communicate in their own languages. Some workers may need documents in a third language. Do we need to support Hindi, Tagalog, Amharic, or other languages anywhere in the system, even if just for worker-facing documents?

2. Supplier Management

Before a Tadbeer center has any inventory, they need suppliers. These are foreign recruitment agencies based in countries like the Philippines, Ethiopia, India, Indonesia, Uganda, Nepal, Bangladesh, Sri Lanka, and Kenya. The supplier relationship is the very beginning of the entire business flow, and we believe it deserves its own dedicated section in the platform.

2.1 Supplier Profiles

Each Tadbeer center will manage their own list of source agencies. For every supplier, the system will track:

- Agency name and country
- Primary contact person, phone number, email, and WhatsApp
- Home country recruitment license number and expiry date
- Bank details for wire transfers (bank name, account, SWIFT code)
- Default pricing terms (how much the center typically pays this supplier per worker)
- Performance rating based on quality and reliability of candidates over time
- Active, suspended, or blacklisted status

Discussion Point 3: Can one source agency supply workers to multiple Tadbeer centers on this platform?

If LRC Manpower in the Philippines supplies workers to both a center in Dubai and a center in Sharjah, should each center manage their own record for LRC Manpower independently, or should there be a shared directory? The simplest approach is independent records per center (full data privacy). A shared directory could reduce duplicate entry but raises data isolation questions.

2.2 Supplier Agreements

We expect that the relationship between a Tadbeer center and a source agency is not purely transactional. There may be standing agreements that define default pricing by nationality and job category, payment terms (what percentage upfront, how many days to settle), volume commitments, and replacement or refund policies if a worker doesn't work out.

Discussion Point 4: What does the financial relationship with source agencies look like?

Is it a simple per-worker transaction where the price is negotiated each time? Or do your centers typically have standing agreements with their suppliers that define rates, payment schedules, and terms? We need to understand this to design the right financial tracking.

Discussion Point 5: How are supplier payments made?

When the center decides to bring a worker from a source agency, when does money change hands? Is it full payment upfront when the candidate is selected? Two installments (deposit on approval, balance on arrival)? Payment only after arrival? Does it vary by supplier? This directly affects how we track procurement costs and calculate margins.

2.3 Supplier Quality Tracking

Over time, the system will build up a performance profile for each supplier based on actual results: what percentage of candidates they send are ultimately accepted and placed, how often workers from this supplier have issues, average time from approval to arrival, and return/replacement rates. This gives center managers data to make informed sourcing decisions.

Discussion Point 6: Can a source agency be formally suspended or blacklisted?

If a supplier consistently sends candidates who fail medical exams or misrepresent qualifications, should the system support formally suspending them (no new candidates, but in-progress ones continue) or blacklisting them (all activity stops)? Are there MoHRE regulations about approved foreign agencies that we should incorporate?

3. Inventory Procurement

This is the pipeline that turns a name on a source agency's list into a real, verified worker sitting in the Tadbeer center's inventory. It is the most complex flow in the business because it spans multiple countries, involves financial commitments, government processing, travel logistics, and has multiple points where things can go wrong.

We want to emphasize an important distinction: not every candidate that a source agency submits will become inventory. Some will be rejected during review. Some will have their procurement cancelled. Some will fail medical clearance abroad. Some may have visa complications. The system needs to track all of these, not just the successful ones, because money and time are invested at every stage.

3.1 The Procurement Pipeline

Here is how we understand the flow today. We have marked areas where we need your confirmation.

Stage	What Happens	Status in System
1. Received	A source agency submits a candidate profile to the Tadbeer center. This includes the person's passport copy, photo, basic personal details, claimed skills and experience, and the job category they are suited for.	Received
2. Review	An agent at the Tadbeer center reviews the profile. They check document completeness, age, qualifications, and any other criteria the center uses to decide whether to proceed.	Under Review
3. Decision	The center either approves the candidate (moves to procurement) or rejects them (with a recorded reason). Rejection may also happen because a candidate didn't match what any current client is looking for.	Approved or Rejected
4. Procurement	Payment is initiated to the source agency. The amount, timing, and terms depend on the agreement. This is a financial commitment by the center.	Procurement Paid
5. Travel	The candidate travels from their home country to the UAE. Flight details are recorded. The center may arrange the flight or the source agency may handle it.	In Transit
6. Arrival	The candidate arrives in the UAE. The center confirms arrival. The candidate is now physically present and can begin the onboarding process.	Arrived

7. Conversion	After arrival and initial verification, the candidate is converted into active inventory. Their profile becomes a full worker record with verified skills, and they enter the operational part of the system.	Converted to Inventory
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Discussion Point 7: Who typically initiates the candidate process?

Does the Tadbeer center reach out to suppliers saying 'we need 10 maids from the Philippines,' and the supplier responds with candidate profiles? Or do suppliers proactively send profiles that the center then reviews? Or both depending on the situation?

Discussion Point 8: Can a client (employer) be involved in selecting a candidate before arrival?

Sometimes a client walks into a Tadbeer center and says 'I want a maid from the Philippines with cooking experience.' Can the center show them candidate profiles that are still abroad, let the client pick one, and then procure that specific candidate for that client? This would be a pre-matching or reservation system. Or does all matching happen only after workers arrive and are in the center's inventory?

Discussion Point 9: What documents does a source agency provide with each candidate?

We know a passport copy and photo are standard. What else? Home country medical report, police clearance, education certificates, employment history, references, video introduction? Does this vary by nationality? For example, the Philippines has specific POEA/DMW requirements that may differ from Ethiopia's process.

Discussion Point 10: What is the 'Package' concept?

We understand that candidates or services are grouped into packages (such as Package 1, Package 4). We need to understand what these packages represent. Are they recruitment fee tiers with different service levels? Batches or shipments of workers from a supplier? Client-facing product bundles? This will affect how we structure pricing and categorization in the system.

3.2 When Things Go Wrong

At every stage of the procurement pipeline, something can go wrong. The system needs to handle each scenario cleanly, especially when money has already been spent.

Failure Point	What Happens	Financial Impact
Rejected during review	Candidate doesn't meet quality standards or document requirements.	None, if no payment was made to the supplier.

Cancelled after payment	Center decides not to proceed after already paying the source agency.	Depends on supplier agreement: full refund, partial refund, or credit toward next candidate.
Failed medical abroad	Candidate fails medical exam in their home country before travel.	Supplier replacement policy applies.
Visa denied	UAE entry permit or visa is denied by immigration.	Supplier may offer replacement. Government fees are lost.
Returned after arrival	Candidate arrives but fails UAE medical exam or is found unsuitable during initial assessment.	Most complex scenario: procurement cost was paid, travel cost incurred, government fees spent. Refund negotiation with supplier.

Discussion Point 11: What are the refund and replacement terms with source agencies?

When a candidate fails at any point after the center has paid the supplier, what happens? Does the supplier provide a free replacement? Issue a credit for the next order? Refund the payment partially or fully? Does it depend on the reason for failure? Does it vary by supplier? We need to understand this so the system can track credits, replacements, and disputes properly.

Discussion Point 12: What happens to a candidate who arrives but fails the UAE medical exam?

This is a critical scenario. The center has already invested in procurement, travel, and government processing. If the worker fails the medical exam after arrival, are they returned to the source country? Who bears the cost? Does the supplier owe a replacement? How quickly must this be resolved?

3.3 Pre-Arrival Government Processing

Some government paperwork may begin before the candidate even arrives in the UAE. The most common example is the entry permit application, which is typically filed while the candidate is still in their home country.

Discussion Point 13: Which government transactions start before arrival?

We know that entry permits are often applied for while the candidate is still abroad. Are there other steps that happen pre-arrival? Sponsor file opening? Medical appointment scheduling? We need to understand this because it affects which parts of the system are linked to the candidate record (pre-arrival) versus the inventory record (post-arrival).

Discussion Point 14: Who arranges the candidate's travel to the UAE?

Does the source agency book and manage the flight? Does the Tadbeer center handle travel arrangements? Or does it vary? If the center manages travel, we need to track flight bookings, costs, and logistics in the system.

4. Inventory Onboarding and Management

Once a candidate arrives in the UAE and is accepted by the Tadbeer center, they become active inventory. This is where the operational system takes over. The inventory management module is the heart of the platform: it tracks every worker from arrival through placement, contract completion, and beyond.

4.1 The Conversion from Candidate to Inventory

The moment a candidate becomes active inventory is a critical transition. Before this point, the candidate exists in the procurement pipeline. After this point, they exist in the operational system with a full profile, verified skills, and availability for placement.

Discussion Point 15: What exactly triggers the conversion from candidate to inventory?

Does it happen automatically the moment we record their arrival? Or does a staff member manually inspect the candidate first and then confirm? Or does conversion only happen after they pass the UAE medical exam? The answer determines how we handle the gap between 'arrived in the country' and 'available in our inventory.'

Discussion Point 16: What information gets verified or re-assessed after arrival?

The source agency provides a profile with claimed skills and languages. When the candidate arrives at the center, does the staff accept this information as-is, or do they conduct their own assessment? For example, the supplier says the worker has '90% cooking skill,' but does the center verify this with their own evaluation?

4.2 Worker Profile (The Digital CV)

Every worker in the inventory has a comprehensive digital profile that serves as their CV for clients. This includes:

- **Personal Information:** Full name (English and Arabic), nationality, passport number, Emirates ID (once issued), date of birth, gender, religion, marital status, education level.
- **Professional Profile:** Job category (one of the 19 MoHRE-defined categories: maid, nanny, cook, cleaner, driver, and so on), experience level, specific skills with ratings (cooking, cleaning, childcare, eldercare, laundry, ironing, driving), and language abilities with proficiency levels.
- **Media:** Profile photo, video introduction. These are what clients see when browsing inventory.
- **Pricing:** Monthly salary and recruitment fee. These vary by nationality, contract type, and are subject to MoHRE's pricing updates every six months.

- **Supplier Origin:** Which source agency supplied this worker, what the procurement cost was, and the original candidate reference. This is important for margin calculation and supplier quality tracking.
- **Documents:** Passport, Emirates ID, medical certificate, insurance policy, residence visa, labor contract. Each with issuance date, expiry date, and current status.
- **Passport Custody:** A tracked record of who physically holds the worker's passport at any time (with the center, with a sponsor, with immigration). This is an auditable trail.

4.3 Inventory Lifecycle (The State Machine)

This is one of the most important parts of the system. Every worker in the inventory is always in exactly one state, and the system enforces which transitions between states are allowed. This prevents errors (you cannot place a worker who hasn't passed medical), creates an automatic audit trail, and triggers the right notifications and processes at each step.

Here is the complete lifecycle as we understand it:

State	Description
New Arrival	Just converted from the procurement pipeline. Physically at the center. Awaiting orientation and assessment.
In Training	Going through the center's training or orientation program. Learning basic Arabic, UAE household culture, or specific skills.
Ready for Market	Fully assessed, trained, medically cleared, and available for placement. Clients can view and select this worker.
Under Medical Test	Currently undergoing medical fitness testing. Not available for new placements until results are in.
Booked	A client has selected this worker and a contract is being prepared. The worker is reserved and no longer shown as available.
Hired	Contract is being finalized. Government processing (visa, insurance, Emirates ID) may be in progress.
On Probation	Placed with the client. In the initial probation period. Both parties are evaluating the arrangement.
Active	Successfully placed and working. Contract is fully active. Probation completed.
Renewed	Contract has been renewed for an additional term.
Pending Replacement	A replacement has been requested for this worker. They are in the process of being swapped for another worker under the guarantee terms.
Transferred	Sponsorship has been transferred (relevant for temporary contracts converting to employer sponsorship).

Medically Unfit	Failed medical examination. Cannot be placed. May need to be returned to source country.
Absconded	Worker has left their assigned location without authorization. This triggers an immediate cascade of actions across multiple parts of the system.
Terminated	Contract has ended. Worker may return to Ready for Market (if returning to inventory) or begin repatriation.
Repatriated	Worker has been returned to their home country. End of lifecycle.
Deported	Worker has been deported by UAE authorities. Legal and financial tracking applies.
Pregnant	Worker is pregnant. Special legal protections under UAE labor law apply. Contract handling depends on the situation.
Deceased	Emergency state. Triggers immediate reporting, insurance claims, and government notifications.

The system enforces rules about which state changes are allowed. For example, a worker cannot move from 'In Training' directly to 'Active' without going through 'Ready for Market,' 'Booked,' 'Hired,' and 'On Probation' first. And a worker cannot be booked for a client unless they have a valid medical clearance, valid visa, and active insurance. These are hard stops, not soft warnings.

Discussion Point 17: What does the first state look like for a newly arrived worker?

Does every new worker go through training regardless of experience? Or can experienced workers skip training and go directly to Ready for Market after medical clearance? Can this vary by center (some centers have mandatory training programs, others do not)?

Discussion Point 18: Can a worker who finishes a contract return to the center's available inventory?

When a traditional contract ends (client no longer needs the worker), does the worker go back to Ready for Market status for re-placement? Or do they go through a fresh assessment first? What about temporary contract workers whose contract wasn't extended?

Discussion Point 19: Can a worker be returned to the source agency after they've arrived?

If a worker fails the UAE medical exam, or proves unsuitable during training, can the center send them back to the source country? What does this process look like? Is it common? What are the financial implications? Does the source agency provide a replacement?

4.4 Inventory Search and Matching

When a client walks into a Tadbeer center looking for a domestic worker, the receptionist needs to quickly search and filter the available inventory. The search system will support:

- Filtering by nationality, job category, skill set, language proficiency, age range, salary range, religion, and availability status
- A weighted matching score that ranks workers based on how well they fit the client's criteria
- Shared pool access: if two centers have an agreement to share inventory, workers from the partner center will appear in search results, clearly marked as coming from a partner agency

Discussion Point 20: How does inventory sharing between Tadbeer centers work in practice?

We know that some centers have agreements to share workers. When center A's client is looking for a specific worker profile and center B has one available, how does the handoff work? Does center A's client contract directly with center B? Or does center A handle everything and split revenue with center B? What does the financial arrangement look like?

4.5 Accommodation

Discussion Point 21: Do centers provide housing for workers between arrival and placement?

Between when a worker arrives in the UAE and when they are placed with a client, where do they stay? If the center operates dormitory-style accommodation, should we track room assignments, capacity, and daily costs as part of the operational overhead? Or is this managed outside the system?

5. Client Management

Clients are the demand side of the business. These are the households, families, and individuals in the UAE who hire domestic workers. The platform will manage the entire client lifecycle from first contact to ongoing service.

5.1 Client Registration and Categorization

When a client walks into a Tadbeer center or contacts them, the receptionist creates a client record. The system will automatically categorize the client based on their Emirates ID:

- Local (UAE National) identified by Emirates ID prefix
- Expatriate identified by Emirates ID format
- Investor category set manually based on documentation
- VIP for high-profile clients who may need services across multiple emirates

The client's categorization can affect pricing, service level, and approval requirements. VIP clients may have a dedicated agent and priority access to inventory.

5.2 Client Verification

Before a contract can be created, the client must be verified. This means confirming their identity (Emirates ID), confirming they have a valid sponsor file with the relevant government authority, and confirming they have the required documentation (salary certificate, Ejari or tenancy contract, and any other documents the center requires).

The system will enforce this as a hard requirement: no contract can be activated for an unverified client. This protects the center from legal liability and ensures compliance with MoHRE requirements.

5.3 Discount Programs

The UAE has several discount card programs (such as Saada and Fazaa) that entitle holders to discounted recruitment fees. The system will track discount card details for each client and automatically apply the appropriate discount when generating invoices.

Discussion Point 22: What discount programs exist and what are the discount rates?

We know about Saada and Fazaa. Are there other discount programs? What percentage discount does each program provide? Are there any conditions or limits on how discounts are applied?

5.4 Lead Management

Not every person who contacts a Tadbeer center becomes a client. The system will include a lead tracking pipeline so the center can track inquiries from first contact through qualification, follow-up, and conversion to a registered client. This gives the center visibility into their sales pipeline and helps measure conversion rates by source (walk-in, phone, online, social media, referral).

6. Contract Management

The contract engine is the commercial heart of the system. Every placement of a worker with a client is governed by a contract, and the UAE recognizes three fundamentally different contract types for domestic workers. Each type has its own lifecycle, pricing model, legal requirements, and guarantee terms.

6.1 Traditional Contracts

The traditional contract is a two-year, full-time placement. The employer becomes the worker's sponsor (employer-family sponsorship). Key characteristics:

- Duration: 2 years
- Sponsorship: transferred to the employer
- Guarantee period: 180 days from placement. During this period, the client can request a replacement if the worker is not suitable.
- Pricing: based on nationality, set according to MoHRE guidelines that are updated every six months
- Payment: can be structured as full upfront or in milestones (advance deposit on booking, remainder on activation)
- Replacement: during the guarantee period, the center is obligated to provide a replacement worker at no additional cost if the original worker is returned for valid reasons
- Refund: if the center cannot provide a suitable replacement, a refund process is triggered with a 14-day resolution window

6.2 Temporary Contracts

Temporary contracts are for shorter-term placements, typically up to six months. The worker remains under agency sponsorship (the center is the sponsor, not the employer). Key characteristics:

- Duration: up to 6 months
- Sponsorship: remains with the agency
- After 6 months, the employer has the option to transfer the worker to their own sponsorship (converting to what is essentially a traditional arrangement). This triggers a sponsorship transfer process and may involve a fee adjustment.
- Pricing: typically monthly or for the contract duration, generally lower than traditional per-month since the commitment is shorter

6.3 Flexible Contracts

Flexible contracts are the most dynamic type. A single worker can serve multiple clients on a scheduled basis. The worker stays under agency sponsorship and the center manages the scheduling. Key characteristics:

- Duration: variable, from 4 hours to 12 months
- Sponsorship: remains with the agency
- Scheduling: the worker's time is divided across multiple clients. A maid might work at household A on Sunday and Tuesday, household B on Monday and Wednesday, and household C on Thursday.
- Pricing: per unit (hourly, daily, weekly, monthly rates)
- Labor law compliance: the system must enforce maximum 12 working hours per day, minimum 8 consecutive hours of rest, and at least one full rest day per week
- Conflict detection: the system prevents double-booking the same worker for the same time slot

6.4 Contract Lifecycle

Regardless of type, every contract follows a general lifecycle: Draft (being prepared), Pending Approval (all preconditions being verified), Active (worker is placed), and eventually Terminated, Renewed, or Expired. The system enforces specific conditions at each transition.

The most critical enforcement is at activation. A contract cannot be activated unless all of the following are true:

1. The client is verified (identity, sponsor file, documents)
2. The worker has valid medical clearance
3. The worker has a valid visa or residence permit
4. The worker has active health insurance
5. The required payment milestones have been met

If any condition is not met, the system blocks activation and tells the user exactly what is missing.

Discussion Point 23: Are there any other contract types or variations we should know about?

We've covered Traditional, Temporary, and Flexible. Are there hybrid arrangements? Special terms for certain nationalities? Corporate clients who hire multiple workers under a master agreement? Government or embassy clients with different terms?

Discussion Point 24: How does the 180-day guarantee work in detail?

During the guarantee period, what constitutes a valid reason for replacement? If the client says 'the worker can't cook well enough,' is that valid? What about personality conflicts? What if the worker is returned for reasons that are not the agency's fault? We need the specific rules because the system will need to categorize replacement requests by reason code.

Discussion Point 25: What happens to temporary workers when their contract ends?

If a temporary 6-month contract ends and the employer doesn't want to extend or transfer sponsorship, does the worker return to the center's available inventory? Is there a limit on how many times a worker can cycle through temporary contracts?

7. Financial Operations

The financial module handles all money movement in the system. This is actually two separate financial streams that need to be tracked independently and then brought together for margin reporting.

7.1 The Cost Side (Payments to Suppliers)

Every worker in the inventory has a procurement cost, which is what the center paid the source agency to bring that worker to the UAE. This cost is recorded when the candidate is procured and stays permanently linked to the worker's record. It is the foundation for calculating whether a placement is profitable.

The system will track: payment amount, payment date, payment method (wire transfer), payment status (pending, paid, partially paid, disputed), and any credits or refunds from the supplier for failed candidates.

7.2 The Revenue Side (Payments from Clients)

When a client signs a contract, the center charges a recruitment fee. This is the center's revenue. The system handles:

- Invoice generation: automatic invoicing based on contract type and pricing rules
- Multi-milestone payments: advance deposit on booking, balance on activation, or installment plans for high-value packages
- Multiple payment methods: cash, credit/debit card, bank transfer, cheque, E-Dirham
- VAT: 5% VAT is applied to all taxable services. The system generates VAT-compliant invoices with the center's Tax Registration Number (TRN). Certain items like refundable deposits may be VAT-exempt.
- Refund processing: when a replacement or refund is triggered, the system generates a credit note, calculates the refund amount, and tracks the refund through to completion within the 14-day window
- Discount application: Saada, Fazaa, and other discount cards are applied automatically at invoice generation

7.3 Margin Reporting

By linking the cost side (procurement) with the revenue side (client payments), the system can calculate the actual profit margin per placement:

	Example	Source
Client pays	AED 12,000	Invoice to client
Center paid supplier	AED 5,000	Procurement record
Gross margin	AED 7,000	Calculated automatically

This extends to reporting by nationality (Philippines workers may have different margins than Ethiopian workers), by supplier (which supplier gives the best value), by contract type, and over time.

7.4 Daily Cash Reconciliation (X-Reports)

At the end of each business day, the cashier generates an X-Report that summarizes all payments received that day, broken down by payment method (cash, card, transfer, E-Dirham). This is a standard requirement for retail financial operations and is used for daily cash reconciliation and end-of-day closeout.

Discussion Point 26: Is VAT applicable to supplier payments?

We know 5% VAT applies to client-facing services. What about payments to foreign suppliers? Is there a reverse charge mechanism that applies? We recommend consulting with a tax advisor, but if you already have clarity on this, it will help us design the financial tracking correctly.

Discussion Point 27: Do we need multi-currency support?

Are supplier payments always in AED? Or are some suppliers paid in their local currency (Philippine Peso, Ethiopian Birr, etc.)? If multi-currency is needed, we will need to track exchange rates and record both the local currency amount and the AED equivalent.

8. Government Processing (PRO Operations)

The PRO (Public Relations Officer) is the person at the Tadbeer center who handles all interactions with UAE government authorities. This includes eight distinct types of government transactions, each with its own process, timeline, required documents, and fees.

8.1 Transaction Types

Transaction	Description
Entry Permit	Permission for the worker to enter the UAE. Often applied for while the candidate is still in their home country.
Change of Status	Converting entry status to residence/work status within the UAE.
Medical Fitness	Mandatory medical examination at a UAE-approved facility. Results determine whether the worker can be placed.
Emirates ID	Application for the worker's Emirates ID card, which is required for all residents.
Health Insurance	Obtaining mandatory health insurance coverage for the worker.
Visa Stamping	Stamping the residence visa in the worker's passport.
Visa Renewal	Renewing the residence visa when it approaches expiry.
Visa Cancellation	Cancelling the visa when a contract ends and the worker is being repatriated or transferred.

Each transaction type is essentially a mini-workflow: it starts as Not Started, moves through In Progress and Submitted (to the government authority), and ends as either Approved/Completed or Rejected. The PRO officer needs a task board that shows all pending government transactions across all workers, sorted by urgency and deadline.

The system will also track document expiry dates and alert the center well in advance (30, 14, and 7 days before) so that renewals can be processed before anything lapses.

Discussion Point 28: Is MoHRE API integration available or desired?

Currently, PRO officers log into government portals manually, submit applications, and then update the status in their own systems. We are designing the system with an abstraction layer so that the first version works with manual status updates (the PRO officer updates the system after doing the work on the government portal), but a future version could integrate directly with government APIs if they become available. Do you have any information about API availability from MoHRE or other government entities?

9. Scheduling and Dispatch

The scheduling module is specifically designed for flexible contracts where one worker serves multiple clients on a rotating or scheduled basis. This requires careful calendar management and strict enforcement of UAE labor law.

9.1 Core Requirements

- A visual calendar showing each worker's booked time slots across all their clients
- Conflict detection: the system prevents booking the same worker for overlapping time slots
- Labor law enforcement: maximum 12 working hours per day, minimum 8 consecutive hours of rest between shifts, at least one full rest day per week
- Recurring bookings: a client can book a worker for every Sunday and Tuesday, and the system generates the schedule automatically
- Cancellation and no-show tracking: when a client cancels a booking or a worker doesn't show up, the system records this and can trigger financial adjustments (cancellation fees or credits)
- Transport coordination: if the center provides transport for workers between client locations, tracking which worker needs to be where and when

Discussion Point 29: How does transport work for flexible contract workers?

When a worker serves multiple households in a day, who handles transport between locations? Does the center provide a driver? Does the client pick up the worker? Is there a transport fee? Should the system track transport assignments and costs?

10. Wage Protection System (WPS)

For workers under agency sponsorship (temporary and flexible contracts), the Tadbeer center is responsible for paying salaries and complying with the UAE Wage Protection System. This is a mandatory government requirement with strict deadlines.

10.1 Key Requirements

- Monthly payroll register for all agency-sponsored workers
- SIF (Salary Information File) generation in the format required by the UAE Central Bank
- Submission deadline enforcement: salaries must be paid by the 15th of each month. If not submitted by the 16th, the center cannot process new work permits. The system will alert at 10, 13, and 14 days.
- Support for the 2025 WPS upgrade including Aani and Jaywan payment systems
- End-of-service gratuity calculation based on UAE labor law (21 days per year for the first 5 years, 30 days per year thereafter)
- WPS compliance dashboard showing red/amber/green status for each worker's salary payment

Discussion Point 30: Are all workers agency-sponsored, or only some?

We understand that traditional contract workers transfer to employer sponsorship, meaning the employer is responsible for their salary, not the center. In that case, WPS compliance for traditional workers is the employer's responsibility. Is that correct? And the center only handles WPS for temporary and flexible workers under agency sponsorship?

11. Notifications and Communication

The platform will send notifications through multiple channels to keep all parties informed. Every notification will be available in both Arabic and English.

11.1 Channels

- In-app notifications (real-time, appearing in the notification center within the platform)
- Email notifications
- SMS notifications
- WhatsApp Business API notifications
- Push notifications (for the client portal mobile app, if applicable)

11.2 Types of Notifications

- Contract milestones: contract created, activated, expiring, expired, terminated
- Payment reminders: invoice issued, payment due, payment overdue, payment received
- Government processing: visa issued, document expiring, medical appointment scheduled
- Worker status changes: worker arrived, placed, absconded (urgent alert)
- WPS compliance: salary submission deadline approaching, SIF generated
- Guarantee period: approaching expiry (30, 14, 7 days)

11.3 Escalation

If a notification requires action and the action is not taken within a configurable time window, the system escalates to the next level. For example, if a payment is overdue and the assigned cashier doesn't act within 48 hours, the notification escalates to the agency manager.

11.4 Branding

All client-facing notifications (email, SMS, WhatsApp) will carry the center's branding: logo, name, contact information. Each center can customize their notification templates.

Discussion Point 31: Which WhatsApp Business API provider should we integrate with?

WhatsApp is critical for client communication in the UAE market. Do your centers already use WhatsApp Business? Is there a preferred provider (Twilio, MessageBird, Meta direct)? Are there existing WhatsApp templates that we should replicate in the system?

12. Reporting and Dashboards

Every role in the center sees a different dashboard tailored to their daily responsibilities. Beyond dashboards, the system provides operational reports and compliance reports required by MoHRE.

12.1 Role-Based Dashboards

Role	Dashboard Shows
Receptionist	Open leads, available inventory count by category, pending client verifications, today's walk-ins.
Agent	Inventory by status, procurement pipeline (candidates in transit, arriving soon), search and matching tools.
Cashier	Today's collections by payment method, pending payments, refund queue, X-Report status.
PRO Officer	Pending government transactions by urgency, overdue documents, task board with priorities.
Accountant	Revenue summary, procurement costs, outstanding receivables, WPS status, VAT summary.
Agency Manager	Revenue trends, active contracts, inventory utilization, margin by nationality, supplier performance, refund rate, team activity.
Platform Admin	Tenant health, subscription status, aggregate revenue, system-wide metrics.

12.2 Standard Reports

- Inventory report: all workers by status, nationality, job category
- Contract report: active, expired, terminated contracts with financial summary
- Financial report: revenue, costs, margins by period, nationality, contract type
- Supplier performance report: candidates supplied, conversion rate, quality score
- PRO workload report: transactions by type, average processing time, pending items
- Client report: active clients, lead conversion, satisfaction indicators

12.3 MoHRE Compliance Reports

The system will generate reports in the format required by MoHRE for license renewal, inspections, and regulatory audits. These include worker inventory summaries, contract statistics, and compliance status reports.

Discussion Point 32: What specific reports does MoHRE require for license renewal and compliance?

We want to make sure the system can generate exactly what MoHRE asks for. If you have examples of past reports submitted to MoHRE, templates they provide, or a list of data points they require, that would be extremely helpful.

Discussion Point 33: Are there any other reports that your centers currently produce manually that should be automated?

Sometimes the most valuable reporting features come from pain points that staff deal with daily but haven't formally requested. End-of-month reports for ownership, weekly performance summaries, annual statistics for business planning, etc.

13. Special Scenarios

These are situations that don't fit neatly into a single module but have a significant impact across the entire system. We want to make sure our understanding is correct.

13.1 Worker Absconding

When a worker leaves their assigned employer without authorization, it triggers an immediate cascade of actions:

6. The worker's status changes to Absconded
7. Any active contract is automatically terminated
8. A refund evaluation is triggered for the client (was it within the guarantee period?)
9. The WPS module excludes the worker from the next salary file
10. The PRO module initiates a visa cancellation process
11. Authorities are notified as required by law
12. All relevant parties receive urgent notifications

This is one of the most complex cross-cutting scenarios in the system and one of the reasons we have invested heavily in the event-driven architecture.

13.2 Sponsorship Transfer

When a temporary contract worker is being transferred to employer sponsorship (typically after 6 months), this involves:

13. Contract type effectively changes from temporary to traditional
14. Government processing for sponsorship transfer
15. Financial adjustment (the employer may pay a transfer fee)
16. The worker moves from agency sponsorship to employer sponsorship for WPS purposes
17. Insurance and visa documents may need to be re-issued under the new sponsor

13.3 Multi-Emirate VIP Clients

Some high-profile clients may need domestic workers across multiple properties in different emirates. This means they may work with Tadbeer centers in different emirates, each under a different local license. The system should support a unified view for such clients even if their contracts are managed by different centers.

Discussion Point 34: How common are multi-emirate VIP clients?

Is this a significant enough use case to build specialized support for it in the initial version? Or is it rare enough that it can be handled through manual coordination between centers?

13.4 Pregnant Workers

UAE labor law provides specific protections for pregnant domestic workers. The system needs to handle this situation carefully, including contract implications, medical requirements, and potential repatriation arrangements.

Discussion Point 35: What is the standard operating procedure when a worker is found to be pregnant?

Does the contract terminate automatically? Does the worker remain under agency care until arrangements are made? Is the client entitled to a replacement? What are the center's legal obligations in this situation?

14. Delivery Approach

We propose building the platform in phases, each delivering a usable piece of the system that builds on the previous phase. This allows the centers to start using early modules while later modules are being developed, and it allows us to incorporate feedback as we go.

14.1 Proposed Phases

Phase	What Gets Delivered	Duration	Milestone
0	Platform setup, center onboarding, role configuration, bilingual support	1 week	Centers can log in
1	Supplier management and inventory procurement pipeline	2 weeks	Can track candidates
2	Client management, registration, verification, lead tracking	2 weeks (parallel with Phase 1)	Can register clients
3	Inventory management with full lifecycle, digital CV, search	2 weeks	Can manage inventory
4	Contract engine with all 3 contract types, guarantee, replacement	3 weeks (most complex phase)	Can place workers
5	Financial operations: invoicing, payments, VAT, refunds, X-Reports	2.5 weeks	Can process payments
6	Government processing (PRO): all 8 transaction types, task board	2 weeks (parallel with Phase 5)	Can track visas
7	Scheduling (flexible contracts) and WPS compliance	2.5 weeks	Full operational
8	Notifications, reporting, dashboards	2 weeks	Full visibility
9	Testing, refinement, training, and launch preparation	1.5 weeks	Go-live ready

Total estimated timeline: approximately 17 to 18 weeks from project kickoff to go-live readiness. Some phases run in parallel where there are no dependencies between them.

14.2 What We Need from You

To begin building, we need:

- Answers to the discussion points throughout this document, especially points 1, 5, 8, 10, 15, and 24, which have the biggest impact on system design

19. Access to a subject matter expert at an operating Tadbeer center who can walk us through day-to-day operations
20. Sample documents: a sample invoice, a sample contract for each type, a sample MoHRE report, a sample SIF file, and any templates your centers currently use
21. A test center willing to pilot the platform during development
22. Nationality-based pricing tables (current MoHRE rates)
23. Existing discount program details (Saada, Fazaa, others)

15. Discussion Points Summary

For easy reference, here is a consolidated list of all discussion points raised throughout this document:

#	Topic	Section
1	Source agency platform access (manual vs. portal vs. phased)	Sec 1 - Users
2	Additional languages beyond Arabic and English	Sec 1 - Language
3	Supplier records: per-center or shared across platform	Sec 2 - Suppliers
4	Financial relationship structure with source agencies	Sec 2 - Agreements
5	Payment timing and terms for supplier procurement	Sec 2 - Payments
6	Supplier suspension and blacklisting policies	Sec 2 - Quality
7	Who initiates candidate procurement (demand vs. supply driven)	Sec 3 - Pipeline
8	Client involvement in pre-arrival candidate selection	Sec 3 - Pipeline
9	Required documents per candidate and per nationality	Sec 3 - Pipeline
10	The 'Package' concept and its meaning	Sec 3 - Pipeline
11	Refund and replacement terms with source agencies	Sec 3 - Failures
12	Handling of candidates who fail UAE medical after arrival	Sec 3 - Failures
13	Pre-arrival government processing scope	Sec 3 - PRO
14	Travel arrangement responsibility	Sec 3 - Travel
15	Exact trigger for conversion from candidate to inventory	Sec 4 - Conversion
16	Skill verification and re-assessment on arrival	Sec 4 - Conversion
17	First state for newly arrived workers (always training or experience-dependent)	Sec 4 - States
18	Worker return to inventory after contract completion	Sec 4 - States
19	Return of unsuitable workers to source agency	Sec 4 - States

20	Inventory sharing mechanics and financial arrangement	Sec 4 - Search
21	Worker accommodation between arrival and placement	Sec 4 - Accommodation
22	Discount programs and their rates	Sec 5 - Clients
23	Additional contract types or variations	Sec 6 - Contracts
24	180-day guarantee details and valid replacement reasons	Sec 6 - Guarantee
25	Temporary workers after contract ends	Sec 6 - Temporary
26	VAT on supplier payments	Sec 7 - Financial
27	Multi-currency support for supplier payments	Sec 7 - Financial
28	MoHRE API integration availability	Sec 8 - PRO
29	Transport logistics for flexible contract workers	Sec 9 - Scheduling
30	WPS responsibility scope (agency vs. employer sponsored)	Sec 10 - WPS
31	WhatsApp Business API provider preference	Sec 11 - Notifications
32	MoHRE-required report formats	Sec 12 - Reporting
33	Other manual reports that should be automated	Sec 12 - Reporting
34	Multi-emirate VIP client frequency and scope	Sec 13 - Scenarios
35	Standard procedure for pregnant workers	Sec 13 - Scenarios