

FRW Back-Office — Officer Training Manual

Friends Recruitment World

2026-05-16

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FRW Back-Office — Officer Training Manual

Version: 1.0

Date: 2026-05-16

Audience: office staff, finance officers, sub-broker agents, vendor agents, worker self-service users

Prerequisite: valid login at `https://www.frwjobs.com/[locale]/login` . Locale = `en` or `bn` .

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1. System overview & roles

The FRW back-office is a single web application that runs all overseas-recruitment operations: agent management, worker pipeline (medical → visa → training → manpower → flight), tickets, complaints, BMET filings, payments, and double-entry finance.

Role matrix

Role	Login URL	Portal	Can do
ADMIN / HR / RECRUITER (office staff)	<code>/[locale]/login</code>	<code>/admin/ops</code>	Full back-office: passengers, agents, demands, tickets, BMET, forms, reports
FINANCE	<code>/[locale]/login</code>	<code>/finance</code>	Chart of accounts, vouchers, invoices, vendor bills, payroll,

Role	Login URL	Portal	Can do
			reports. Cannot edit passenger stage data
PASSENGER_AGENT (sub-broker)	/[[locale]]/login	/agent	Own passengers only; demand circulars; commission view; complaints
SERVICE_AGENT (vendor: medical, visa agent, TTC, ticketing agency)	/[[locale]]/login	/agent	Own assigned passengers; service-specific stage edits only
WORKER (passenger)	/[[locale]]/login	/passenger	Own status, document list, flight info, pay outstanding fees, file complaint

Role is set at user creation by admin. To create a user, use the existing user-management UI or the Prisma seed scripts.

Stage map — the pipeline

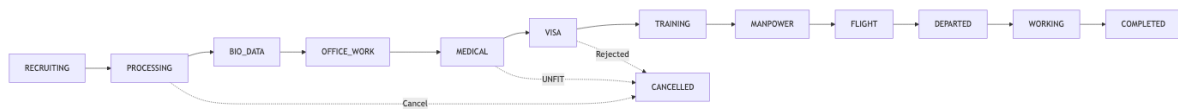


Diagram 1

Each transition is recorded in `PassengerStatusEvent` (audit log). The Placement's `currentStage` advances automatically when a stage editor is saved. Dashboard KPIs read from this.

2. Worker lifecycle — end-to-end flow

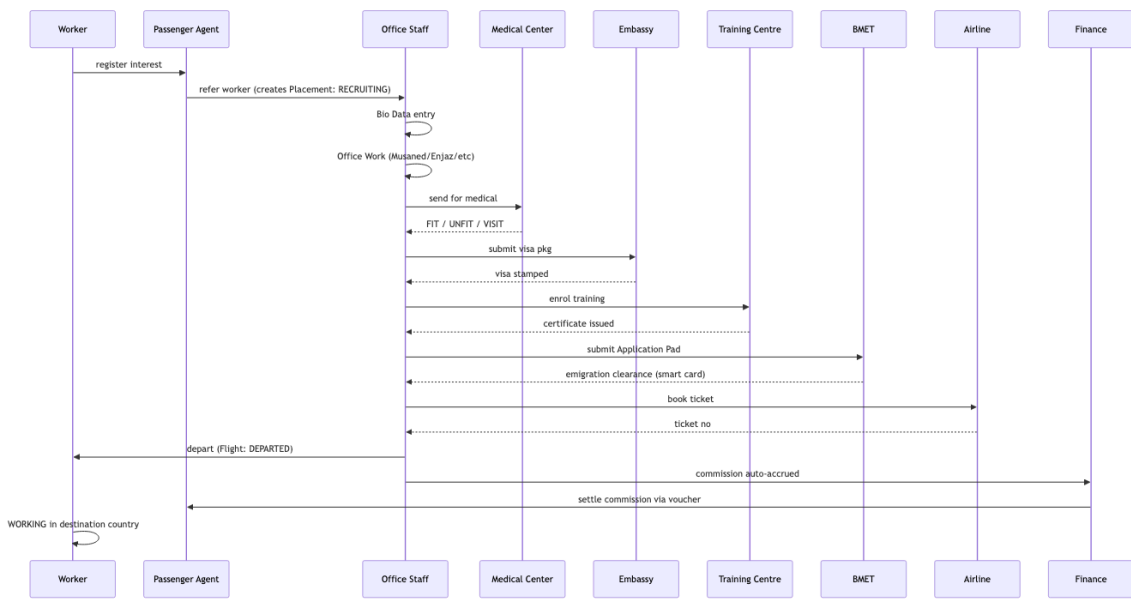


Diagram 2

3. Login + navigation basics

1. Open <https://www.frwjobs.com/en/login> (or [/bn/login](https://www.frwjobs.com/bn/login) for Bangla).
2. Enter email + password supplied by admin.
3. After login the system routes you by role:
 - office staff → </en/admin/ops>
 - finance → </en/finance>
 - sub-broker / vendor → </en/agent>
 - worker → </en/passenger>

Common UI elements (back-office)

Element	Where	Purpose
Left side nav	every back-office page	Module groups: Agents / Passenger / Ticket / Services / Reports / BMET / Forms / Admin
Top bar — title + global search	every page	Search by Job ID, PR No, Passport, or Name
Theme toggle	top right (sun/moon icon)	Day = warm cream; Night = slate-blue. Persists per device.
Locale switcher	top right	EN ⇌ BN ⇌ AR. The whole UI re-renders.

Keyboard shortcuts

- `Ctrl/Cmd + P` — print the current page (forms render to PDF cleanly).
 - Type into the global search → press `Enter` → opens passenger detail.
-

4. Dashboard

URL: `/[[locale]/admin/ops`

Four KPI cards + a Passengers-by-Stage breakdown. Counts are live — refresh page to update.

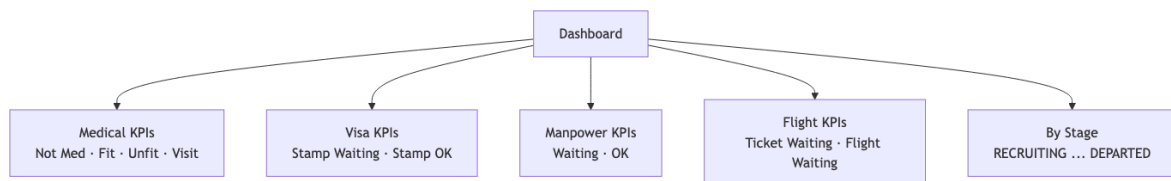


Diagram 3

How to read: - Tones — red = blocked, amber = waiting, green = good. - Click no actions on cards (read-only summary). Drill in via side-nav modules.

5. Agents module

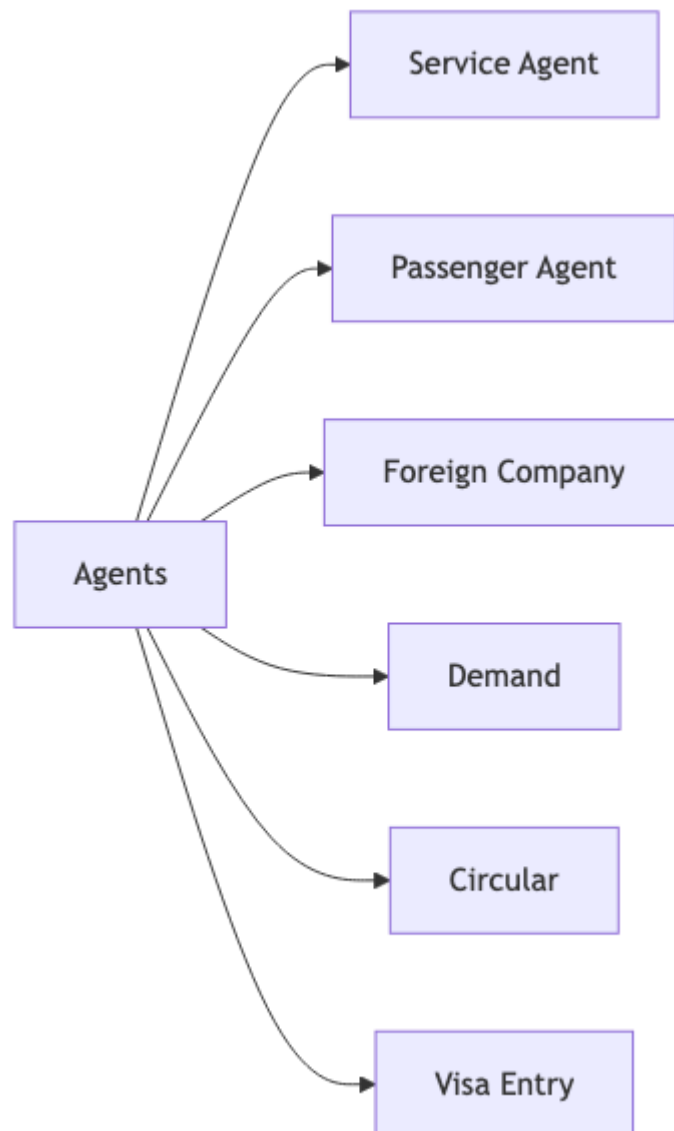


Diagram 4

5.1 Service Agent

Purpose: vendors who provide a service — medical centre, visa-stamping agent, TTC, ticketing agency.

Fields: group, name, NID, gender, parents, address, country, district, contact, emergency contact.

Workflow: 1. Click + Add New . 2. Fill all fields (NID + contact mandatory for KYC). 3. Save → row appears in list. 4. Edit via pencil icon. Status toggle ACTIVE/INACTIVE only — never delete (FK to Placement.visa.serviceAgent).

5.2 Passenger Agent

Purpose: sub-broker who refers workers. Earns commission per departure.

Fields: agent code (unique — used for login), agent group, name, NID, image, parents, address, contact, emergency, optional User link (for portal login).

Workflow: 1. + Add New → fill, upload image. 2. To grant portal login: create a User with role PASSENGER_AGENT and assign userId . Login URL: /[locale]/login .

5.3 Foreign Company

Purpose: employer abroad (Saudi co, Kuwaiti co, etc).

Fields: name, country, stamp image, signature image, agreement docs (multi-file).

5.4 Demand

Purpose: job order from a foreign company. Drives the Circular and what positions can be filled.

Fields: foreign company, visa agent, country, category, quantity, salary, purchase rate, office rate, status (ACTIVE/CLOSED), notes.

Why office rate matters: auto-commission on departure is calculated as 5% of officeRate . Set it correctly.

5.5 Circular

Purpose: printable list of all ACTIVE demands. Display only — no edit.

Click "Print" to generate a printable A4 sheet.

5.6 Visa Entry

Purpose: quick-edit visa data per passenger, filtered to those not yet DEPARTED.

6. Passenger module

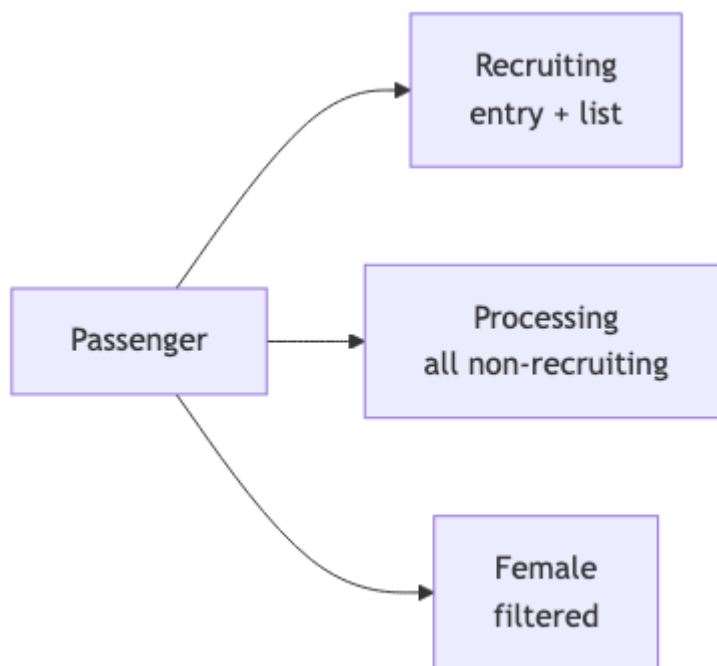


Diagram 5

6.1 Recruiting

Where new workers are added. First step for every passenger.

Mandatory: Job ID (auto-generated `FRW-YYMMDD-NNN`), PR No, name, gender, contact, target country, passenger agent.

After save → passenger appears at `currentStage = RECRUITING`. Now appears in global search and in Processing list once you start editing stages.

6.2 Processing

All passengers with `currentStage ≠ RECRUITING, DEPARTED, CANCELLED, RETURNED, ON_DUTY`. The day-to-day work queue.

6.3 Female

Same as Processing but filtered to `gender = FEMALE`. Some destinations (KSA HSW visa) have female-specific paperwork.

7. Ticket module

Separate from passenger Flight stage. Handles walk-in airline-ticket sales.

Sub-page	Use
Purchase & Sales	new ticket sale entry
Refund	mark sold ticket refunded — auto-posts to finance
Sales Report	revenue by date / agency
Search	by ticket no, passport, PNR
Posting	bulk post to finance
Edit	correct ticket data
Entry	similar to Purchase & Sales — alternative form
Entry Report	summary of entries

Refund flow:

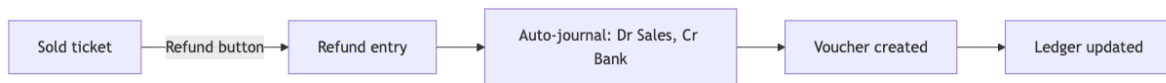


Diagram 6

8. Services module — stage editors

These are the per-passenger editors. Each writes a row in the matching table AND advances the Placement's `currentStage` AND logs to `PassengerStatusEvent`.

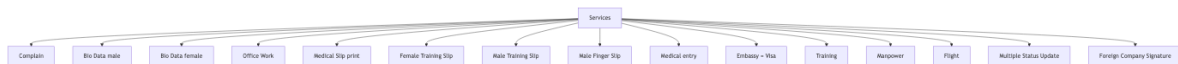


Diagram 7

8.1 Bio Data (Male) / (Female)

Male: post, height/weight, qualification, experience, languages, photo.

Female: place of birth, residence, #children, education, Arabic/English skill, complexion, country, experience task, remarks.

Saves to `BioDataMale` / `BioDataFemale` (1:1 with Placement).

8.2 Office Work

Musaned reg, Enjaz reg, certificate, Enjaz payment, company interview, approval, agreement, driving licence, BMET interview, selection, Mohakama file.

8.3 Medical (Slip + Entry)

- **Slip** — printable slip with photo + barcode for the medical centre.
- **Entry** — record results: centre, slip no, status (FIT / UNFIT / NOT_MED / VISIT), MOFA number/date, calling date, exam date, expiry, current status, attach receipt + certificate files.

UNFIT → Placement is marked CANCELLED via Multiple Status Update.

8.4 Embassy (= Visa)

Visa no, sponsor (Arabic + English), profession (Arabic + English), MOFA no, stamping date, certificate expiry, finger status, police clearance, Musaned no, delivery date, ministry permission, status (STAMP_WAITING / STAMP_OK / REJECTED).

8.5 Training

Admission date, roll no, certificate no, serial, recruiting agency, certificate date, status, batch number, TTC name, training card Y/N, current status, certificate file.

8.6 Manpower (BMET smart card)

Finger Y/N + date, visa issue date, bank account no, bank name, visa expire date, manpower date, registration ID, status (WAITING / OK), smart card file, delivery date.

8.7 Flight

Carrier, issue date, flight date, flight time, arrived time, flight no, ticket no, ticketing agency, country, sector, status (TICKET_WAITING / FLIGHT_WAITING / DEPARTED / CANCELLED), ticket copy file, no-ticket flag.

When status = DEPARTED is saved: the system automatically: 1. Sets `Placement.currentStage = DEPARTED`, `departureDate = now`. 2. Creates an `AgentCommission` row (5% of demand `officeRate`). 3. Posts a Journal Voucher: Dr Commission Expense, Cr Payable (to that `PassengerAgent`).

This is idempotent — saving DEPARTED twice does not double-accrue.

8.8 Multiple Status Update

Select multiple passengers, change one stage's status at once. Use for bulk Medical → FIT after a batch result, or Flight → DEPARTED for a group on the same plane.

8.9 Foreign Company Signature

Upload the FC's signature/stamp image. Reused in printed visa forms.

9. Reports module

All reports support date-range, country, gender, agent, status filters and CSV export.

Report	Shows
Medical	passengers with medical stage data; filter by status
Visa	visa stage data; sponsor / MOFA / stamping summaries
Finger	finger registration roll
Manpower	BMET smart card status
Training	TTC enrolment + completion
Flight	departures and pending tickets
Passenger Status Summary	counts per stage per country
Passenger List	full export incl. non-return-PP flag
Visa Entry Reprint	reprint visa entry slip
Passenger Agent List	sub-broker directory
Service Agent List	vendor directory
Make A List	column-picker: choose any subset of passenger fields, save as named report

10. BMET module

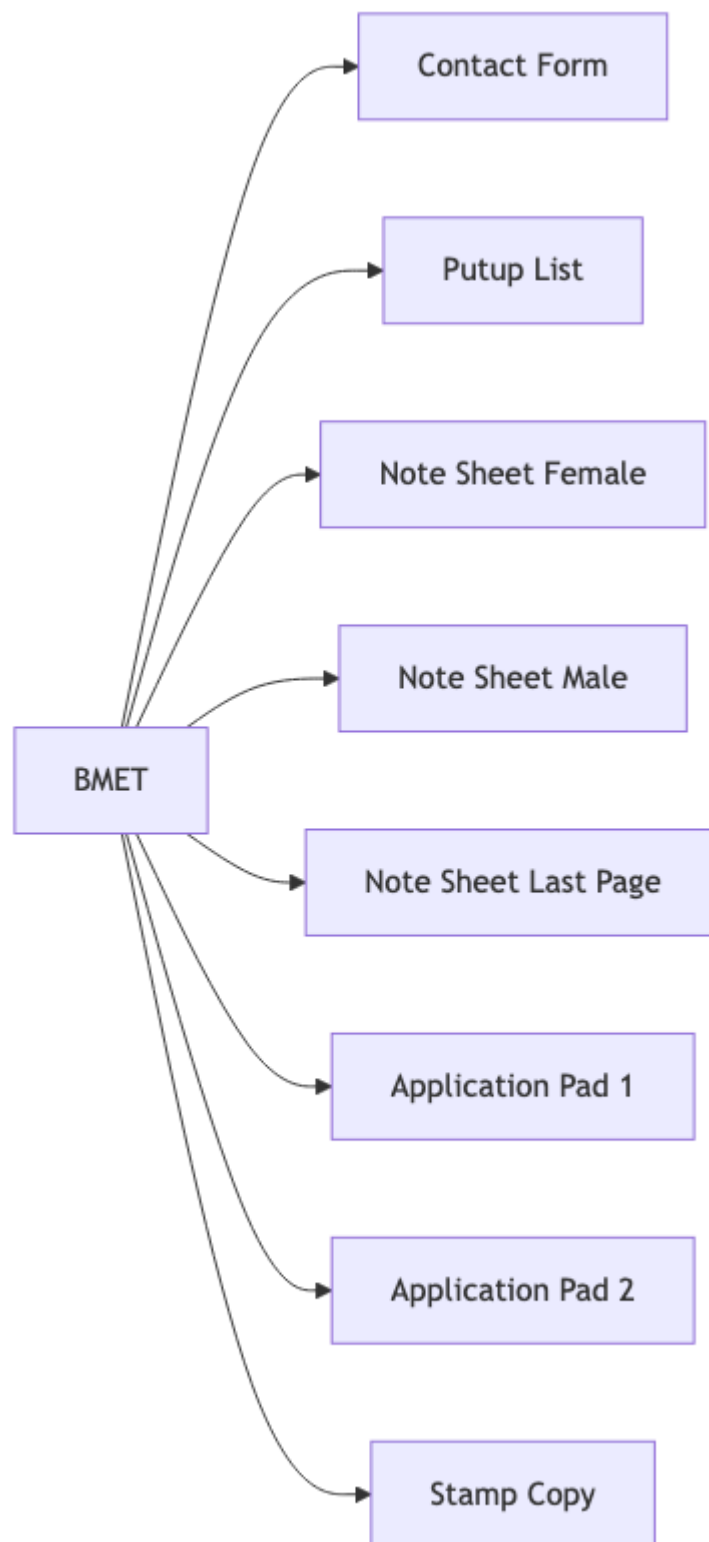


Diagram 8

10.1 Contact Form

Employment contract between FRW and worker — bilingual (Bangla + English). Auto-fills from Placement + Visa.

10.2 Putup List

Daily processing log. List of passengers being submitted to BMET that day.

10.3 Note Sheet (Male / Female / Last Page)

Tracks per-batch callan fees, smart card fees, aikor chalan fees, bank routing, pre-order dates. Maintained chronologically.

10.4 Application Pad 1 / 2

Pad 1 — BMET clearance application + attachment list (stamp, passport copy, pay order, training cert, putup, medical, contract, smart card form).

Pad 2 — additional attachments + final approval request.

Both render in Bangla + English. Header pulls RL no + address from Agency Settings.

10.5 Stamp Copy

Reprint of the BMET-stamped pages for archive.

11. Forms module — printable

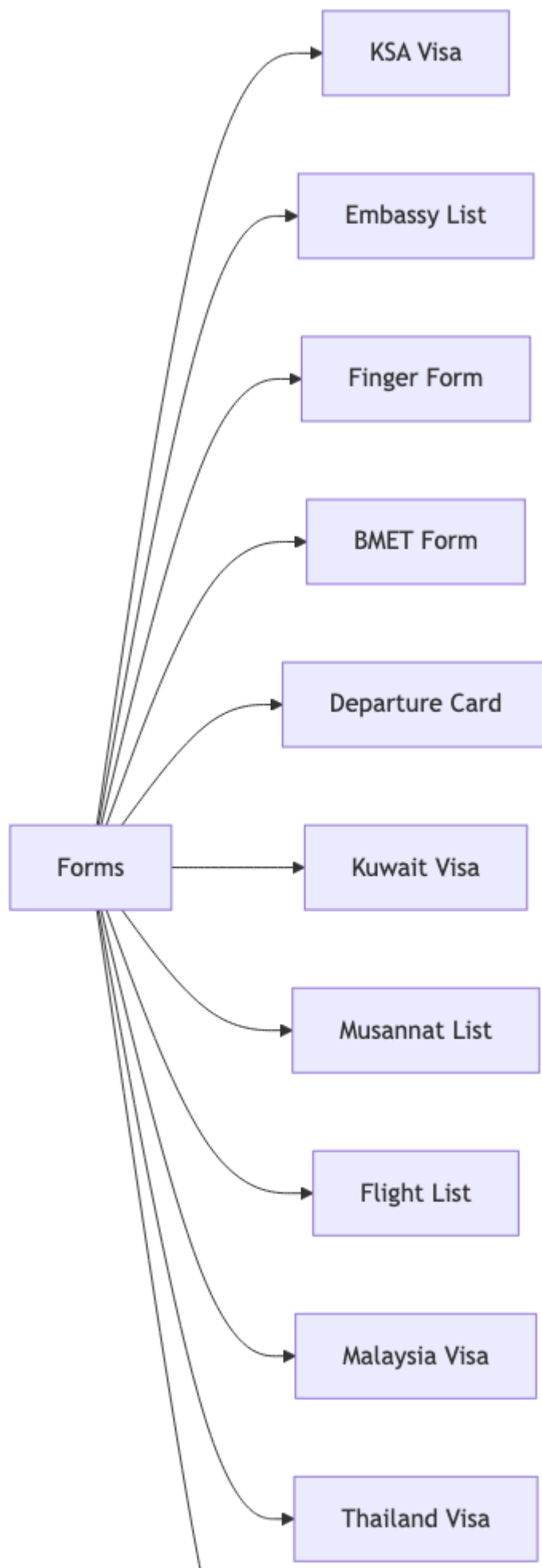




Diagram 9

All forms render in **bilingual** layout. Search by Job ID at the top, then Print.

Form	Languages
KSA Visa	Arabic + English
Kuwait Visa	Arabic + English
Malaysia Visa	Bahasa + English
Thailand Visa	Thai + English
Departure Card	Bangla + English
Passenger Agreement	Bangla (primary) + English summary, 2 pages, thumb-print
BMET Form / Application Pad	Bangla + English
Others (Embassy List, Musannat List, Flight List, Finger Form, Stamp Copy)	English

Each visa form has: Personal · Passport · Visa & Sponsor · Medical & Training · Contact · Declaration · Signature + Thumb + Agency Stamp.

Print tips: - Print preview at 100% scale. - Forms force pure white + black under `@media print` regardless of day/night theme. - Photo box and thumb box render empty for manual paste — embedded photo uploads will land in P-7 upgrade.

12. Admin — Agency Settings

URL: `/[[locale]/admin/ops/settings`

Fields: - **RL No** — BMET recruiting-agent licence number. Appears on every form header. - **Office Address** — full address. - **Hotline** — public phone. - **BMET Code** — optional. - **Owner / Authorised Signatory** — appears under signature blocks.

Stored in DB (`AppSetting` table). Cache TTL = 30 sec. Reprint any form to see the change.

Important: set these BEFORE printing real forms. Default `RL-XXXX` is a placeholder.

13. Finance portal

URL: `/[locale]/finance` . Role `FINANCE` required.

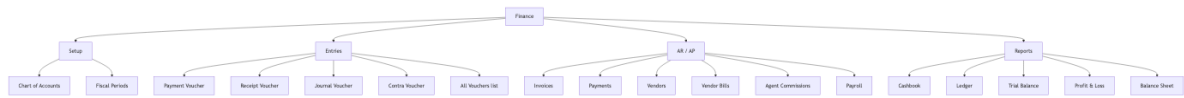


Diagram 10

13.1 Chart of Accounts

5 types: Asset, Liability, Equity, Income, Expense. Add a code + name + parent + tax flag. Required accounts: - ASSET: `Cash on Hand` , `Bank – Main` , `SSLCommerz Receivable` , `Accounts Receivable` - LIABILITY: `Accounts Payable` - INCOME: `Recruitment Fee` , `Ticket Sales` - EXPENSE: `Vendor Cost` , `Agent Commission` , `Salary` , `Office Rent` , `VAT`

Auto-journal looks up accounts by name keyword — keep names recognisable.

13.2 Vouchers

Every voucher = balanced double-entry. The system rejects unbalanced vouchers.

Voucher type	When used	Example posting
Payment Voucher (PV)	money out	Dr Vendor Cost, Cr Bank
Receipt Voucher (RV)	money in	Dr Bank, Cr AR
Journal Voucher (JV)	accrual / adjustment	Dr Commission Expense, Cr AP
Contra Voucher (CV)	Bank ⇌ Cash transfer	Dr Cash, Cr Bank

Voucher number auto-generates `PV-YYYY-NNNN` etc.

13.3 Invoices

Issued to: candidate (placement fee) or employer (recruitment fee). Generates from passenger record. Auto-posts: Dr AR, Cr Recruitment Fee.

13.4 Vendor Bills

Vendors: medical centre, visa agent, TTC, ticketing agency, sub-broker (commission settlement). Auto-posts: Dr Vendor Cost, Cr AP.

13.5 Agent Commissions

Accrued automatically on passenger DEPARTED. Settle via Payment Voucher → marks `isSettled = true` .

13.6 Payroll

Staff salary entry → generates payslip → posts: Dr Salary Expense, Cr Bank.

13.7 Reports

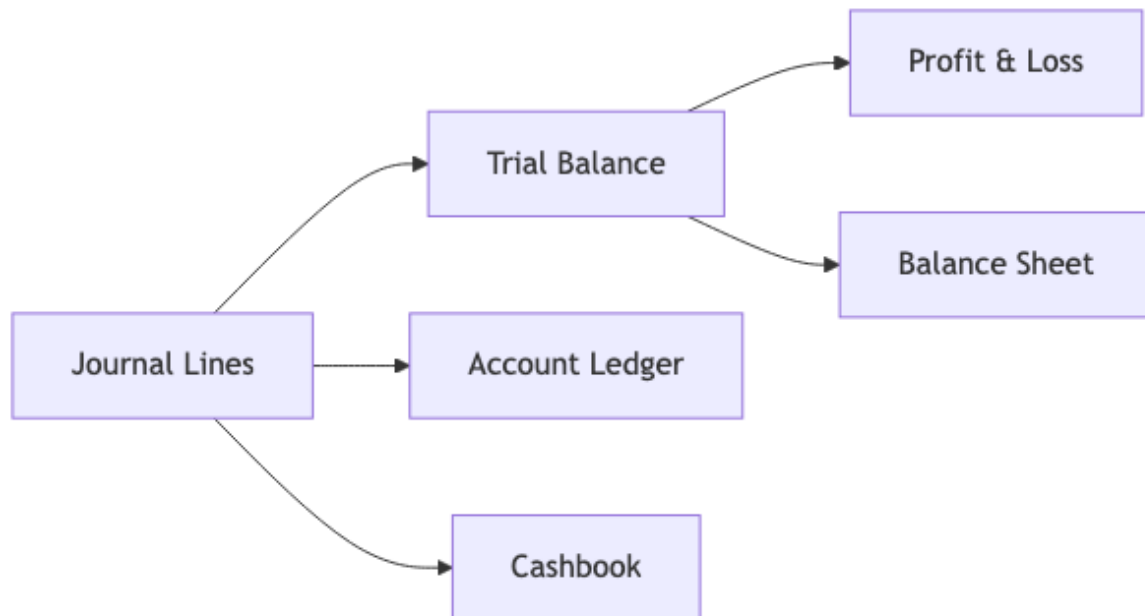


Diagram 11

- **Trial Balance** — always equal. Mismatch = bug.
- **P&L** — income – expense for selected period.
- **Balance Sheet** — Asset = Liability + Equity.

13.8 Fiscal Period

Close the month/year → no further entries with date in that range.

13.9 Payments (gateway)

Two paths: 1. **SSLCommerz** (online): worker pays via `/passenger/billing` → SSLCommerz → IPN webhook fires → Payment row PAID → Receipt Voucher auto-posted. 2. **Bank transfer** (manual): operator marks invoice paid → attaches deposit slip → same Receipt Voucher.

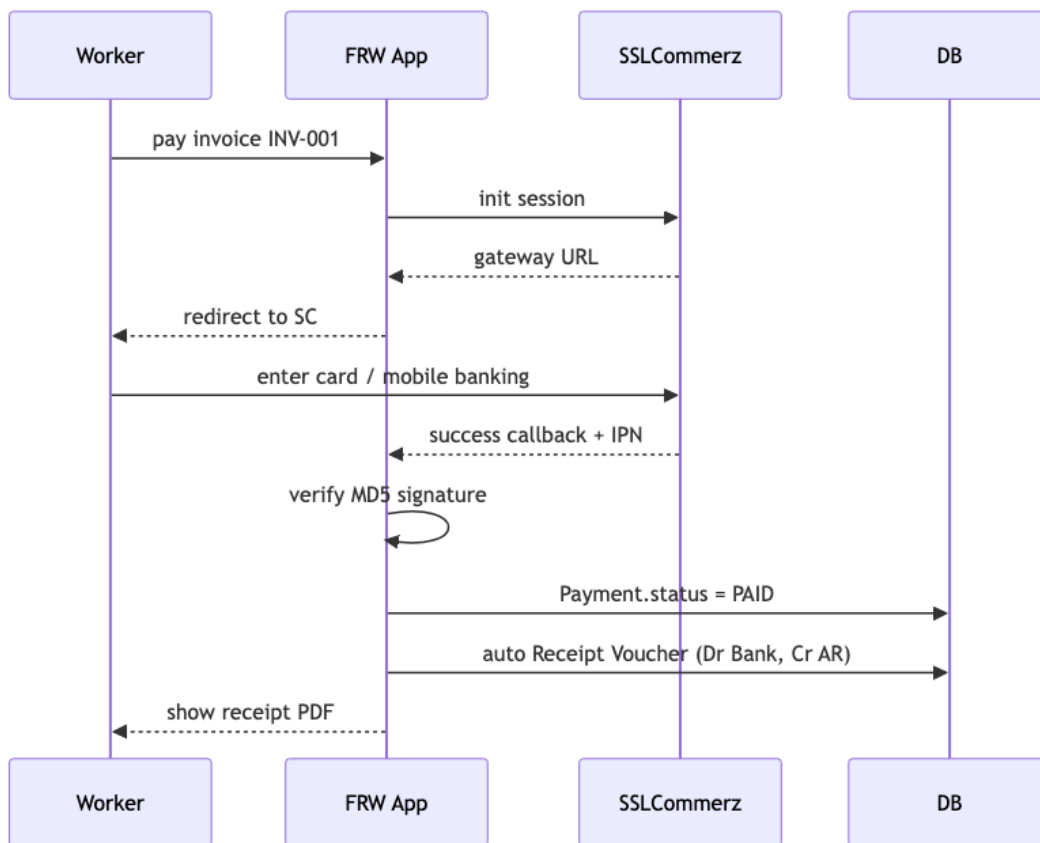


Diagram 12

14. Agent portal

URL: `/[[locale]/agent`

Sub-broker (Passenger Agent) sees: - Own passengers only — scope enforced by `agentScope.ts`.
 - Demand circulars (read-only). - Commission ledger — accrued + settled. - File complaint on behalf of own passenger.

Service Agent (vendor) sees: - Passengers assigned to them (via `Visa.serviceAgentId`, `Medical` etc). - Service-specific stage editor (e.g. medical centre can edit Medical fields only).

15. Worker (Passenger) portal

URL: `/[[locale]/passenger`

The worker logs in to see: - Own pipeline status (current stage, history events). - Document list (uploaded passport, visa, medical certificate, BMET card). - Flight details (date, time, airline, sector, ticket). - Outstanding fees + **Pay Now** button (SSLCommerz). - Payment history + receipt download.
 - File complaint.

16. Scraped Circulars (Amiprobashi)

URL: `/[[locale]/admin/ops/scraped-circulars`

Weekly scrape of MoEWOE Amiprobashi portal. Each row has: - Hide / Takedown buttons (instant removal). - Promote to Job button (creates a public `Job` with `source = BD_SCRAPED`, full attribution, deep-link to original). - "Source: amiprobashi.com — Govt of Bangladesh" badge on every promoted job.

Scraped jobs are excluded from sitemap (avoid competing with original).

17. Day/Night mode, language switch, print

Theme

- Click sun/moon icon top-right.
- Day = warm-cream page (`#faf7f1`), softer borders, easy on eyes for long sessions.
- Night = slate-blue (`#0b1220`), bright text.
- Persists in `localStorage.frw.theme`. Anti-flash inline script sets the class before React hydrates.
- Print always uses pure white + black regardless of theme (the `@media print` block forces it).

Language

- Switch via top-right locale dropdown: EN / BN / AR (and 3 more public-facing langs).
- The whole UI re-renders. URL changes to `/bn/...`.
- Back-office uses EN + BN keys; missing keys fall back to EN.

Print

- `Ctrl/Cmd + P` from any form page.
 - Forms render under `PrintableShell` — A4 max width, FRW header (RL no + address from Agency Settings), footer with copyright.
 - Set browser margins to "Default" or "None" for best fit.
-

18. Common errors & fixes

Error / message	What it means	Fix
"No passenger found for X" on a form	Job ID typo or wrong ref	Use global search to find correct Job ID, then re-enter

Error / message	What it means	Fix
"INVALID_INPUT" on save	Missing required field	Check red-highlighted fields; refer to schema in this manual
"UNAUTHORIZED"	Logged out / wrong role	Re-login. Verify your role with admin
"Voucher unbalanced" in Finance	Debit ≠ Credit	Recount lines
Form header still says RL-XXXX	Settings not configured	Go to /admin/ops/settings , fill RL No, save
Print preview shows side nav	Print stylesheet not applied	Use Ctrl/Cmd + P , not screenshot. Hard-refresh if stale
Bangla shows as boxes on print	Nikosh font not loaded	Wait for page load to complete before print; check network

19. Checklists — quick reference

Onboarding a new worker (golden path)

- Recruiting** entry — Job ID, PR No, name, contact, country, passenger agent
- Bio Data** (M or F) — full personal info, photo
- Office Work** — Musaned reg, employer interview, agreement
- Medical Slip** — print, send to GAMCA centre
- Medical** entry — status FIT/UNFIT/VISIT
- If FIT → **Embassy/Visa** entry — sponsor, profession, MOFA no, stamping date
- Training** — enrol TTC, certificate
- Application Pad 1 + 2** — print, submit to BMET
- Manpower** entry — finger + smart card details, status OK
- Ticket** purchase + **Flight** entry
- Departure Card + Passenger Agreement** — print + sign
- Flight** status → DEPARTED (auto-accrues commission)
- Issue invoice + collect remaining fee (Finance)

Closing a finance period

- All pending vouchers entered for the period
- All vendor bills paid or accrued
- All agent commissions accrued (Departed rows)
- Run **Trial Balance** — verify Dr = Cr

- Run **P&L + Balance Sheet** — review
- Fiscal Periods** → Close month

Filing a BMET batch

- Putup List printed
- All passengers Medical FIT + Visa stamped + Training certified
- Application Pad 1 + 2 printed per passenger
- Note Sheet entry (callan, smart card, aikor fees, bank routing)
- Submit to BMET, get receipt → store in **Stamp Copy** archive

Refunding a ticket

- Find ticket via `/admin/ops/tickets/search`
- Open ticket → **Refund** button
- Enter customer refund amount + airline retention amount
- Save → auto-posts journal: Dr Sales, Cr Bank for customer refund
- Hand cash / bank transfer to customer
- Mark refund slip signed by customer → attach to ticket

Appendix A — Status reference

Stage	Statuses (values stored in DB)
Placement.currentStage	RECRUITING, PROCESSING, BIO_DATA, OFFICE_WORK, MEDICAL, VISA, TRAINING, MANPOWER, FLIGHT, DEPARTED, ON_DUTY, RETURNED, CANCELLED
Medical.status	NOT_MED, FIT, UNFIT, VISIT
Visa.status	NOT_PROCESSED, IN_PROCESS, STAMP_WAITING, STAMP_OK, REJECTED
Training.status	NOT_STARTED, ENROLLED, COMPLETED, CANCELLED
Manpower.status	WAITING, OK, CANCELLED
FlightDetail.status	TICKET_WAITING, FLIGHT_WAITING, DEPARTED, CANCELLED
Complaint.status	NEW, IN_PROGRESS, RESOLVED, CLOSED
TicketSale.status	ISSUED, FLOWN, REFUNDED, CANCELLED

Appendix B — Audit trail

Every stage save writes a `PassengerStatusEvent` :

Field	Value
placementId	passenger ref
stage	BIO_DATA / OFFICE_WORK / MEDICAL / ...
status	the new status value
userId	who saved it
occurredAt	timestamp
note	" saved"

Used for: dashboard KPIs, passenger detail timeline, Status Summary report, complaint investigations.

Appendix C — Help

- Tech issues: farhadh.35@gmail.com
 - Public site issues: see footer of <https://www.frwjobs.com>
 - BMET reference: <https://www.bmet.gov.bd>
 - Amiprobashi source: <https://moewoe.amiprobashi.com> (read-only, attribution required)
-

End of training manual. Print this document and keep at every workstation.