

STAKEHOLDER RELATIONSHIP MANUAL

Manager / Representative

Derived directly from the current markdown manual suite with governed football stationery and DBG

Source: `publishing-governance/manager-representative.md`

CAF and FIFA references are contextual standards markers only. Federation-authoritative operational data remains runtime truth.

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role: "Agents & Representatives"

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<h1>FECOFA DIGITAL HUB</h1>

<h2>Manager Representative Guide</h2>

<h3>Role: Agents & Representatives</h3>

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1. NON-DISCLOSURE & CONFIDENTIALITY

STRICTLY CONFIDENTIAL. This document contains proprietary operational workflows, identity models, and routing architectures belonging to FECOFA and DBG SARL. Unauthorized distribution, reproduction, or external sharing is strictly prohibited under DRC data protection laws and FECOFA internal governance.

2. ABOUT THIS MANUAL & SOURCE AUTHORITY

This guide applies to verified managers, agents, and representatives linked to players or organizations through approved relationship records. It does not grant club operator or federation approval authority.

3. VISION & POSITIONING

Representatives support compliant career administration without weakening player identity, consent, transfer, or competition controls.

4. AUDIENCE DEFINITION

Target Audience: Agents & Representatives

This guide is for verified representatives with active relationship scope.

5. AVAILABLE SURFACES AND ACCESS

- **My Football:** `/my-football` for permitted relationship and portfolio views.
- **Identity & Passports:** `/passport` for authorized eligibility review.
- **TMS:** `/tms` where transfer or representation workflows are explicitly enabled.
- **Intradesk:** `/intradesk` for disputes, documentation, or relationship support.

6. PERMISSIONS / OPERATIONAL SCOPE

Representatives may:

- View records permitted by the approved relationship.
- Submit supporting representation documents when requested.
- Track player status and transfer readiness where authorized.
- Escalate incorrect relationship, contract, or eligibility data.

7. WHAT THIS ROLE CANNOT DO

- **You cannot** approve transfers or registrations unless a separate administrative role explicitly grants that power.
- **You cannot** bypass player consent or guardian consent.
- **You cannot** alter medical, disciplinary, or federation sanction records.
- **You cannot** access player records outside approved representation scope.

8. MAIN SCREENS

1. **My Football Portfolio:** Permitted relationship and player summary.
2. **Passport Viewer:** Authorized eligibility status.
3. **TMS and Support:** Transfer readiness and dispute escalation where enabled.

9. DAILY TASKS & WORKFLOW CYCLE

1. Review assigned player or organization relationships.
2. Confirm authorization before viewing or submitting data.
3. Track pending documentation and transfer readiness.
4. Escalate disputes through `/intradesk` with supporting evidence.

10. KEY ALERTS & WARNING SIGNALS

- **Red Flag:** "Data Mismatch" - Identity fields do not align with the national registry.
- **Yellow Flag:** "Pending Payment" - Member has not cleared federation sanctions or fees (`paymentTxId` missing).
- **Orange Flag:** "Out of Scope" - Attempted action on an entity outside your region.

11. IDENTITY AND PASSPORT GUIDANCE

The FECOFA Identity Model relies on three pillars:

- `careerNumber`: The immutable footballing lifespan identifier.
- `digitalPassportId`: The QR-ready, verifiable digital token.
- `nationalId`: The sovereign Congolese identification number.

Never create duplicates. Always search by nationalId or careerNumber first.

12. COMMON MISTAKES TO AVOID

- Acting without current player or guardian consent.
- Treating relationship access as transfer approval authority.
- Viewing records outside approved representation scope.
- Ignoring expired or disputed relationship alerts.

13. ESCALATION PATHS

If you encounter systemic errors, UI blocking, or suspect fraudulent entries:

1. Document the exact `id` or `careerNumber` involved.
2. Capture the error message.
3. Escalate immediately to your superior or National Administration via the internal `/intradesk` ticketing module.

14. DOCUMENTARY GOVERNANCE

This manual adheres to the structural principles laid out in documentation.md. All updates to this workflow must align with federation-safe data practices.

15. DBG VISION

Powered by DBG SARL. We build immutable, scalable, and sovereign digital infrastructure to empower African sporting excellence.

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DOCUMENT GOVERNANCE

Federation identity remains the primary operational brand. DBG establishes publisher legitimacy and document polish. AU atmosphere stays subdued. CAF and FIFA references remain contextual and restrained.

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