

STAKEHOLDER RELATIONSHIP MANUAL

Player

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

`publishing-governance/player.md`

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

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<h1>FECOFA DIGITAL HUB</h1>

<h2>Player Handbook</h2>

<h3>Role: Players</h3>

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<p>Siege social : 44, Avenue du Livre, Gombe, Kinshasa, DRC</p>

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1. NON-DISCLOSURE & CONFIDENTIALITY

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2. ABOUT THIS MANUAL & SOURCE AUTHORITY

This handbook explains what a player can view, confirm, and escalate in the FECOFA Digital Hub. It does not grant administrative approval rights.

3. VISION & POSITIONING

The Hub protects each player's football history through a permanent careerNumber, verified passport status, and transparent eligibility signals.

4. AUDIENCE DEFINITION

Target Audience: Players

This guide is for registered or registering players with verified platform access.

5. AVAILABLE SURFACES AND ACCESS

- **My Football:** `/my-football`` for personal profile and linked football relationships.
- **Identity & Passports:** `/passport`` for digital passport status where available.
- **Registration:** `/registration`` for guided registration or update steps when authorized.
- **Intradesk:** `/intradesk`` for support requests and identity conflict reporting.

6. PERMISSIONS / OPERATIONAL SCOPE

Players may:

- View personal football identity information.
- Confirm whether passport, medical, payment, or education status requires attention.
- Submit requested information through approved workflows.
- Report duplicate identities, incorrect club links, or missing career history.

7. WHAT THIS ROLE CANNOT DO

- **You cannot** approve your own registration.
- **You cannot** create or edit competition eligibility outside official workflows.
- **You cannot** delete match reports, sanctions, medical flags, or transfer records.
- **You cannot** use another player's credentials or passport information.

8. MAIN SCREENS

1. **My Football Profile:** Your personal football identity and relationship summary.
2. **Passport Viewer:** Your `careerNumber``, `digitalPassportId``, and visible eligibility state.
3. **Support and Requests:** The approved path for reporting identity or access problems.

9. DAILY TASKS & WORKFLOW CYCLE

1. Confirm your profile information is accurate.
2. Check whether your `digitalPassportId`` is active before competition.
3. Follow official instructions for missing documents.
4. Report duplicate or incorrect records immediately.

10. KEY ALERTS & WARNING SIGNALS

FECOFA PREMIUM MANUAL

Federation identity • DBG owner / publisher • AU atmosphere restrained • CAF/FIFA contextual references

- **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

- Requesting a new identity instead of correcting the existing `careerNumber` record.
- Sharing account credentials or passport screenshots.
- Ignoring a blocked passport before match day.
- Creating duplicate support requests without adding evidence.

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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Siege social : 44, Avenue du Livre, Gombe, Kinshasa, Republique Democratique du Congo

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