

ADMINISTRATIVE OPERATIONS MANUAL

Volunteer

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

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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>Volunteer Manual</h2>

<h3>Role: Delegated Walk-Up Helpers</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 manual defines the capture-only mandate of Volunteers delegated by a Cercle Administrator within the FECOFA Digital Hub. A volunteer creates PENDING member records and the responder safety summary, and nothing else. The permission set is fixed in lib/auth/permissions.ts (VOLUNTEERPERMISSIONS): create:member and capture:safetysummary.

3. VISION & POSITIONING

Most players in the DRC will never walk into a federation office. Registration days in a commune, a school yard or a parish are how a Cercle reaches them, and the volunteer is the person holding the phone. The Hub is built so that a volunteer can capture a player safely without ever being able to validate, pay for or activate that player: capture is not validation. Separation of Duties is what makes it safe to hand the phone to a helper.

4. AUDIENCE DEFINITION

Target Audience: Volunteers provisioned by a Cercle Administrator, scoped to exactly one Cercle.

This guide assumes you sign in with your own credential. A shared login destroys the per-user audit trail that protects both you and the player you register. Never use somebody else's account.

5. AVAILABLE SURFACES AND ACCESS

Based on your role, you can open:

- **Register:** `/registration`` - the walk-up registration form, creating PENDING records only.
- **Formalize:** `/formalize`` - the guided capture flow (photo, identity basics, responder safety summary).
- **Home:** `/my-football`` - your queue of pending captures and their current state.
- **Matches and Competitions:** `/match-reports``, `/competitions`` - read-only.
- **Transfers:** `/tms`` - on your menu, and read-only: it offers you no request form, because requesting a transfer is a Cercle act.

(Note: Identity checks, Licence payments, Intradesk, Finance and the Group are not on your menu. If a link to one appears, it will refuse. That refusal is correct.)

6. PERMISSIONS / OPERATIONAL SCOPE

Permission set, as fixed in `lib/auth/permissions.ts`: `create:member`, `capture:safety_summary`.

Your mandate includes:

- Creating a new member record in PENDING status, inside your own Cercle only.
- Recording the responder safety summary: the red-flag conditions and a reachable adult, so a coach knows on Saturday.
- Searching for an existing member BEFORE creating any record.
- Handing every capture to the Cercle desk, where verification, payment and activation happen.

7. WHAT THIS ROLE CANNOT DO

- **You cannot** verify an identity document. Only the Cercle desk sights the physical card.
- **You cannot** take payment, confirm payment, or activate a member.
- **You cannot** transfer a member, upload documents, or edit an existing member's identity.
- **You cannot** open the full medical record. The safety summary is a separate, narrower table.
- **You cannot** message the Cercle group or approve anything.
- **You cannot** act outside your own Cercle. Routing enforces this and flags any attempt.

8. MAIN SCREENS

1. **Registration Form (Register):** Search first, then capture the player's names, birth date, club and, when the card is in front of you, the `nationalId` exactly as printed.
2. **Formalize Flow:** Step-by-step capture built for the field: photo, identity basics, and the responder safety summary. Designed for bright sun and one hand.
3. **Home Queue:** Your pending captures. PENDING means the Cercle desk has not yet verified or activated the record; that is expected, not an error.

9. DAILY TASKS & WORKFLOW CYCLE

1. **Sign in** with your own credential on the device the Cercle handed you.
2. **Search before every capture.** Type the name or the `nationalId`. A match means the player already exists: do not create a second record.
3. **Capture** the player. Transcribe the `nationalId` from the card, never from memory or from what the player says.
4. **Record the safety summary** when the player or parent gives it to you. Do not diagnose; record what they tell you.
5. **Hand over** the day's captures to the Cercle Administrator, who verifies, collects the fee and activates.
6. **Sign out** at the end of the day.

10. KEY ALERTS & WARNING SIGNALS

- **Yellow Flag:** "Possible existing member" - the search found a close match. Stop and check with the desk before creating anything.
- **Orange Flag:** "Out of Scope" - you attempted an action on a Cercle that is not yours.
- **Grey Flag:** "PENDING" - normal for every record you create. It is not yours to clear.

11. IDENTITY AND PASSPORT GUIDANCE

The FECOFA Identity Model relies on three pillars:

- `careerNumber`: The immutable footballing lifespan identifier, issued by the system.
- `digitalPassportId`: The QR-ready, verifiable digital token.
- `nationalId`: The sovereign Congolese identification number, transcribed from the card.

Never create duplicates. Always search first. A record created without the card in front of you stays unverified until the Cercle desk sights the document.

12. COMMON MISTAKES TO AVOID

- Creating a second record because the first one still shows PENDING.
- Typing a `nationalId` from memory, from a photo of a photo, or from what somebody remembers.
- Telling a player or parent that they are registered or activated. You captured them; the desk activates.

- Lending your login to another helper.
- Recording a diagnosis in the safety summary instead of what the family reported.

13. ESCALATION PATHS

You do not have the Intradesk. Your escalation path is the Cercle Administrator who delegated you.

1. Note the `careerNumber` (if issued) or the player's names and birth date.
2. Capture the exact message on screen.
3. Report it in person or by phone to the Cercle desk the same day.

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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