



الهيئة العامة للتأمين الاجتماعي  
Social Insurance Organization

# E-SERVICES GUIDE FOR END OF SERVICE GRATUITY SYSTEM FOR NON-BAHRAINI EMPLOYEES

## 2024





الهيئة العامة للتأمين الاجتماعي  
Social Insurance Organization

## Dear Employer

As part of Social Insurance Organization's preparations to implement “Non-Bahraini Workers Indemnity”, we are pleased to invite you to update salaries according to the steps contained in the attached booklet.





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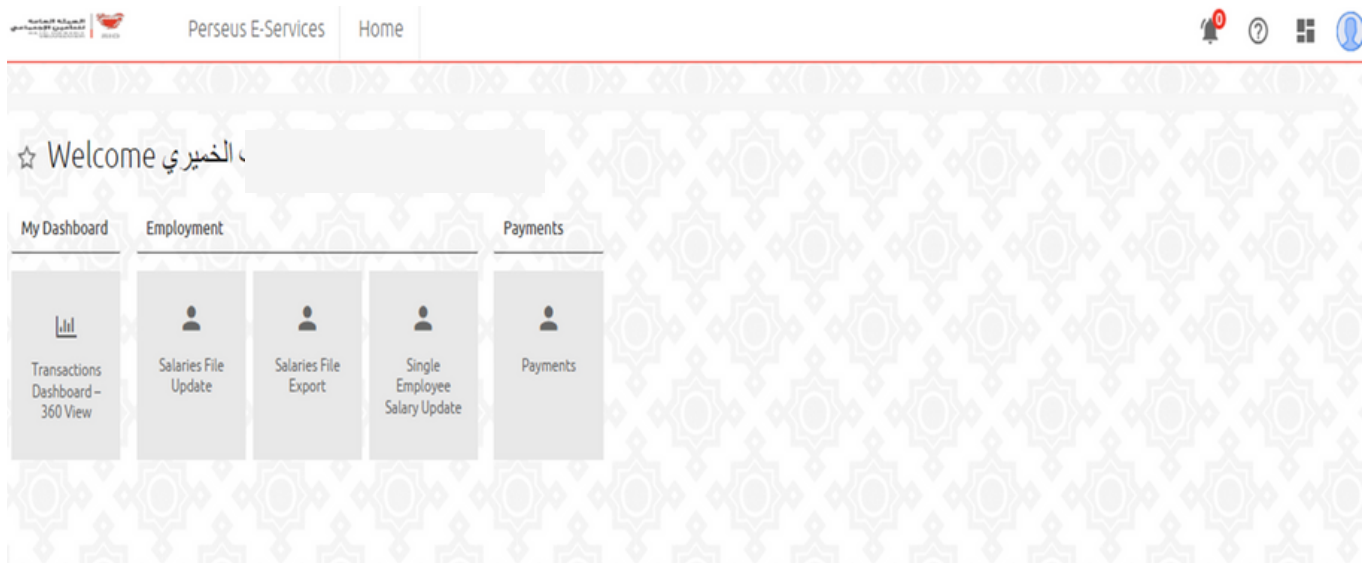
- Single Employee Salary Update.
  - Updating the salaries for a group of employees.
    - Salaries File Export.
    - Salaries File Update.
-



## 1st: Single Employee Salary Update.

This service enables the employer to electronically record the monthly and yearly updates of your employees' salary data individually, in accordance with the applicable laws and regulations. We would like to emphasize the importance of accurately recording the actual salary received by the employees, including all the components of the salary, such as the basic salary, commission, percentage of sales or revenue, annual bonus, and applicable allowances (such as social allowance, housing allowance, transportation or car allowance, telephone allowance, supervision allowance, shift allowance, and nature of work allowance). This is to avoid any legal implications. Noting that this service has been supplied with an automatic detection system of any unrealistic salary.

In the case of the annual update, the calculation of work injury contribution and unemployment contribution is calculated based on all specified salary components in the file. However, in the case of the monthly update, inputting all salary components will be accepted, but the end-of-service gratuity will only be calculated based on the basic salary and the social allowance.



Step (1) Go to “Single Employee Salary Update”.



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### Single Employee Salary Update (6)

Q Search + New

Classifier	Date	Employee Identifier Type	Employee Identifier Value	Employee	Employer	Subject Description	Status	Select
ASA-1-0120232821530922	03/10/2023	CPR	<input type="text"/>	<input type="text"/>	<input type="text"/>	Annual Salary Adjustment	Approved	>
ASA-1-0120232821531038	03/10/2023	CPR	<input type="text"/>	<input type="text"/>	<input type="text"/>	Annual Salary Adjustment	Approved	>
ASA-1-0120232821531154	03/10/2023	CPR	<input type="text"/>	<input type="text"/>	<input type="text"/>	Annual Salary Adjustment	Approved	>
ASA-1-0120232821531270	03/10/2023	CPR	<input type="text"/>	<input type="text"/>	<input type="text"/>	Annual Salary Adjustment	Approved	>
EAA-1-0120230022795966	30/09/2023	CPR	<input type="text"/>	<input type="text"/>	<input type="text"/>	Earnings Adjustment	Approved	>
EAA-1-0120230022795850	29/09/2023	CPR	<input type="text"/>	<input type="text"/>	<input type="text"/>	Earnings Adjustment	Approved	>

Step (2) On this page, you will find a comprehensive overview of all previous transactions. To initiate a new update, click on the "New" button.

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### Single Employee Salary Update | Details

< Back

1 Earnings Adjustment — 2 Earnings Calculation — 3 Review

**Subject Type**  
ID: 68 Earnings Adjustment

**Employer**

Name:

Role: Branch Commercial  
Identifier type: Branch Code  
Identifier value:

**Employee**

Name:

Role: Insured  
Identifier type: CPR  
Identifier value:

Step (3) Search for the worker you need to update by entering the CPR number in the designated field and click on the search button.



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### Single Employee Salary Update | Details

< Back

1 Earnings Adjustment — 2 Earnings Calculation — 3 Review

Name:   
Role: Insured  
Identifier type: CPR  
Identifier value\*:

#### Employment Records

Type	Employer Name	Employment Start Date	Employment End Date	Total Amount	Select
Change Insurance Package	<input type="text"/>	26/09/2023		120.000	<input type="button" value="Select"/>
New Employment	<input type="text"/>	24/04/2023	25/09/2023	120.000	<input type="button" value="Select"/>

Step (4) On the same page, you will have the ability to view all employment records. To make changes, you can select the desired period of employment by clicking on the "Select" button.

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### Single Employee Salary Update | Details

< Back

1 Earnings Adjustment — 2 Earnings Calculation — 3 Review

Employment Type\*: Full Time   
Employment Category: Regular   
Adjustment Reason\*: Salary Modification   
Employment Period: 26/09/2023 -  
Effective Start Date\*: 26/09/2023  
Effective End Date:

\*If Effective End Date is not set, the new Salary will be applied to all existing subsequent Employment Records

Next >

Step (5) On this page, please choose the adjustment reason and specify the effective date of the change. Once you have made your selections, click on the "Next" button to proceed.



Date	Earning Type	Amount	Select
26/09/2023	Basic Salary	120,000BHD	<input type="checkbox"/>
26/09/2023	Social Allowance	10,000BHD	<input type="checkbox"/>

\*Basic Salary and Social Allowance Only will be used for the Non-Bahraini Indemnity Invoice

Step (6) To edit the earnings of the worker, make the necessary modifications. If you need to add any additional earnings, click on the "New" button. Once you have finished adding all the changes, click the "Next" button to proceed.

Code	File Names	Type	Comments	Select
11030		Contribution payments copy		>
11031		Copy of termination reason letter		>
17009	arrow44.png	Employment contract or official salary grading certificate		>
17010		GCC Termination Form		>
17011		Copy of Bahraini Passport		>

Step (7) As you scroll down, you will find a section displaying the required supporting documents to complete the transaction. On this page, select the necessary attachment and proceed to attach it. Once you have finished attaching the documents, click on the "Submit" button to finalize the submission.



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### Single Employee Salary Update (7)

Search + New

Classifier	Date	Employee Identifier Type	Employee Identifier Value	Employee	Employer	Subject Description	Status	Select
EAA-1-0120230022796333	03/10/2023	CPR				Earnings Adjustment	Waiting For Approval	>
ASA-1-0120232821530922	03/10/2023	CPR				Annual Salary Adjustment	Approved	>
ASA-1-0120232821531038	03/10/2023	CPR				Annual Salary Adjustment	Approved	>
ASA-1-0120232821531154	03/10/2023	CPR				Annual Salary Adjustment	Approved	>
ASA-1-0120232821531270	03/10/2023	CPR				Annual Salary Adjustment	Approved	>
EAA-1-0120230022795966	30/09/2023	CPR				Earnings Adjustment	Approved	>
EAA-1-0120230022795850	29/09/2023	CPR				Earnings Adjustment	Approved	>

Step (8) After submitting the transaction, you will have the ability to view it and monitor its status. Please note that the transactions will be subject to review by the back office before the final approval is granted.

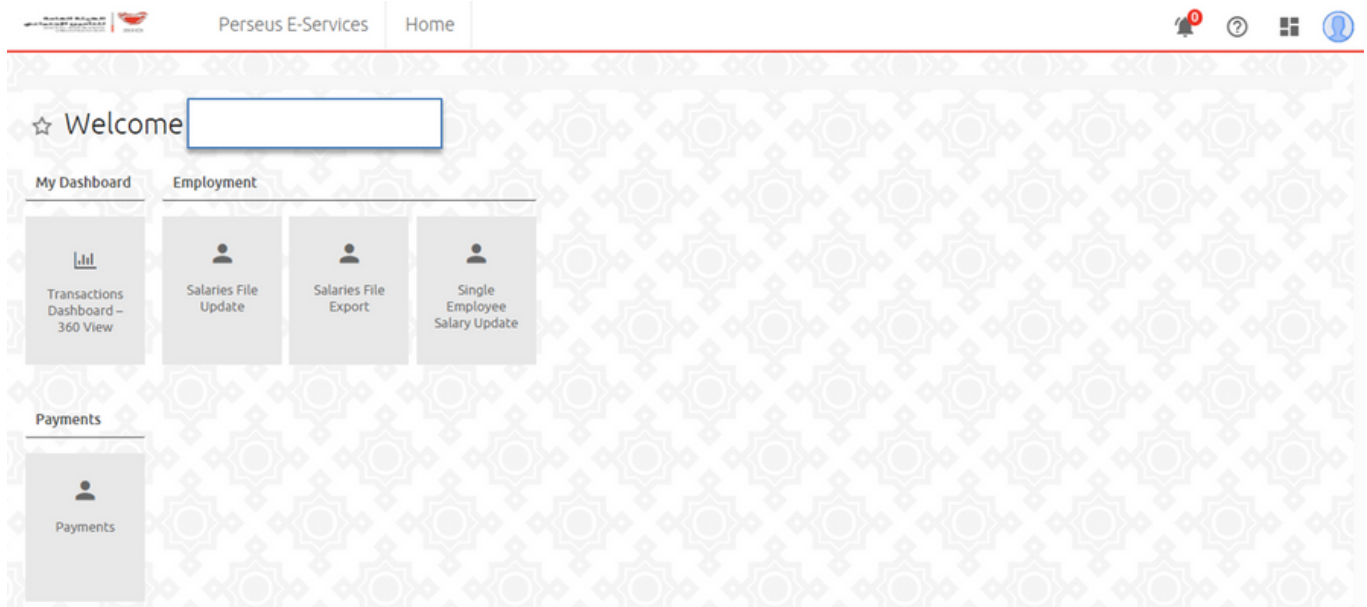




## 2nd: Updating the salaries for a group of employees

### 1. Salaries File Export

This service allows employers to export comprehensive salary details records for active non-Bahraini workers. Employers have the flexibility to select a specific period, including the month and year, for which they want to retrieve the records. The system will gather all the pertinent information for active workers within the chosen period, including salary details. Employers can then export the file and save it for making any necessary adjustments. Once the desired changes to the salary details have been applied, employers can utilize the file to upload it into the "Salaries File Update" service.



Step (1) In the home screen choose “Salaries File Export”.



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### Salaries File Export

Name:

Role: Branch Commercial

Identifier type: Branch Code

Identifier value\*:

Type of update: Monthly ▾

Period: 08/2023 ▾

Search

Step (2) Choose the type of update “monthly or yearly” and then choose the desired period, then press on “Search” button.

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### Salaries File Export

Type of update: Monthly ▾

Period: 08/2023 ▾

Search

### Export Table

1 2 3 4 5 6 7 8 9 10 > > | EXCEL

Serial Number	Personal Number	Insuree Name	Nationality	Total Previous Earnings	New Salary	New Social Allowance	New Housing Allowance	New Job Responsibility Allowance	New Telephone Allowance	New Supervisory Allowance	New Transportation Allowance	Bonus
1	<input type="text"/>	<input type="text"/>	Expatriate	90	80	10	0	0	0	0	0	0
2	<input type="text"/>	<input type="text"/>	Expatriate	120	120	0	0	0	0	0	0	0

Step (3) Now you will be able to see all workers records for the period entered, to export the result press “EXCEL” button.

## 2nd: Updating the salaries for a group of employees.

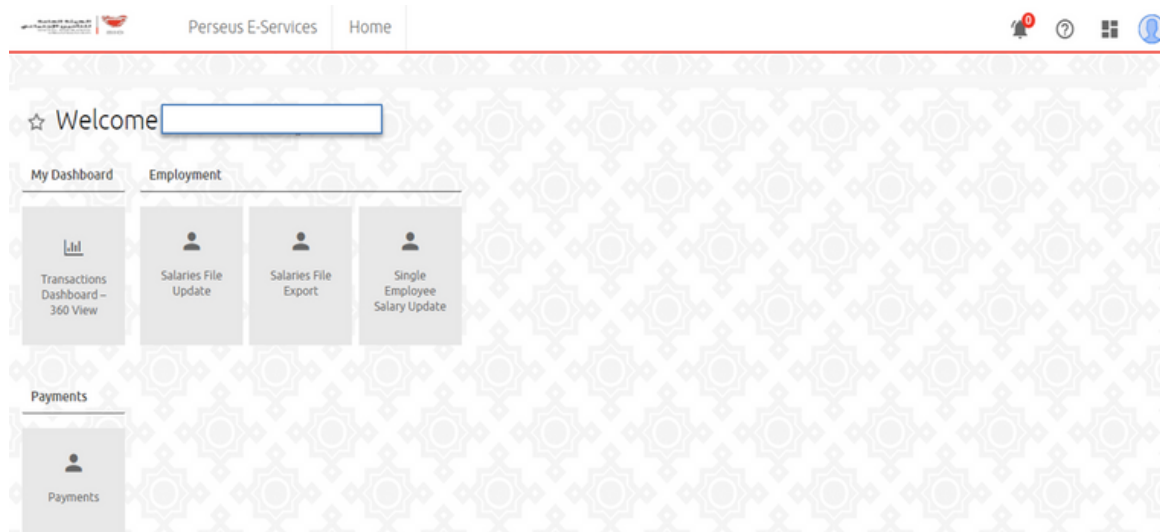
### 2- Salaries file Update

This service allows employers to upload an updated version of the salary file, which contains modified wage details downloaded from the "Salaries File Export" service. This service enables employers to electronically record monthly and annual salary updates for their employees in accordance with applicable laws and regulations. It is important to accurately record the actual salary received by the employees, including all components subject to salary calculations. These components include basic salary, commission, percentage of sales or revenue, annual bonuses, and eligible allowances (such as social allowance, housing allowance, transportation or car allowance, telephone allowance, supervision allowance, shift allowance, and nature of work allowance). This ensures compliance with legal requirements and avoids any legal accountability. Please note that this service includes a system to detect any unrealistic wages.

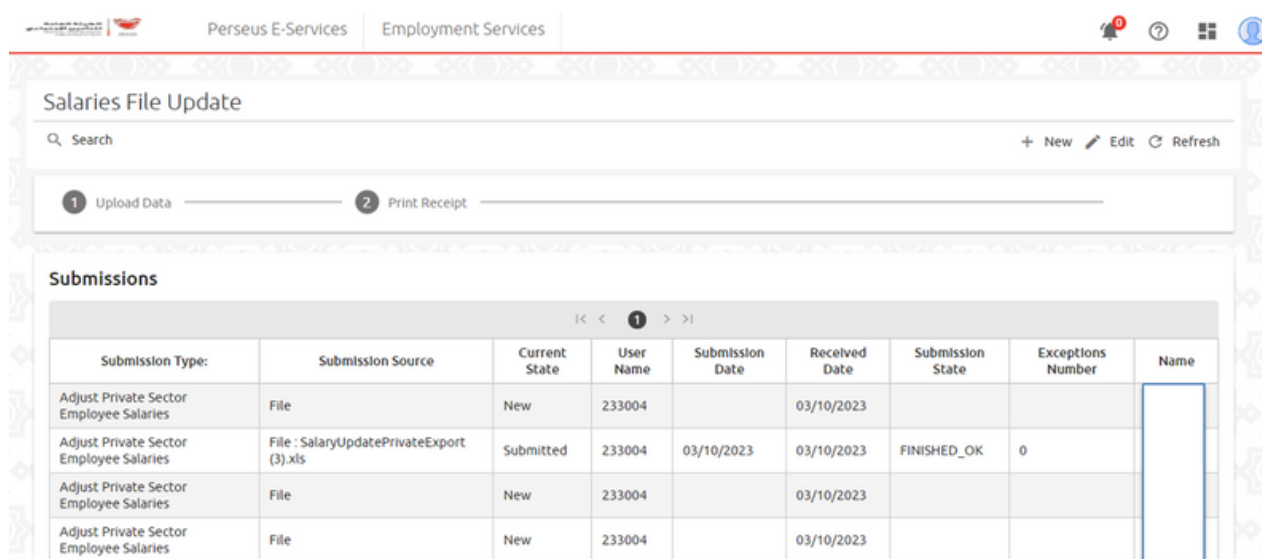
During the annual update, work-related injury insurance and disability insurance contributions will be calculated based on all salary components specified in the file. However, during the monthly update, all salary components will be accepted for input, but end-of-service gratuity contributions will only be calculated based on the basic salary and social allowance.

### **please consider the following points:**

- Only use the file downloaded from the "salaries file export" service.
  - Employers have the option to remove any records from the file.
  - Salary increases should not exceed 40%.
  - Salary decreases are not permitted.
  - Adding or removing columns is not allowed.
  - Do not modify the column headers in the file.
  - Avoid updating the CPR number, employee name, or Total Previous Earnings.
  - Ensure that the Total Allowances Amount does not exceed the Basic Salary.
-



Step (1) Go to “Salaries File Update”.



Step (2) On this page, you will find a comprehensive overview of all previous submissions, including their status and other file details. To initiate a new submission, click on the "New" button.



Salaries File Update

Exit

1 Upload Data 2 Print Receipt

**Employer**

Name:

Role: Branch Commercial

Identifier type: Branch Code

Identifier value\*:

Employment Calendar Frequency: Monthly

**Submissions**

Employment Calendar: 08/2023

Submission Type: Adjust Private Sector Employee Salaries

Back Save

Step (3) On this page, the employer can select the type of update, either "monthly" or "yearly." Then, they can choose the desired period, which should match the previously chosen period when downloading the file. Then click on "Save" button.

Salaries File Update

Search + New Refresh

1 Upload Data 2 Print Receipt

**Submissions**

Submission Type:	Submission Source	Current State	User Name	Submission Date	Received Date	Submission State	Exceptions Number	Name	Cancel
Adjust Private Sector Employee Salaries	File	New	233004		03/10/2023			ملفات التأمين	<input type="button" value="Cancel"/>
Adjust Private Sector Employee Salaries	File	New	233004		03/10/2023				<input type="button" value="Cancel"/>
Adjust Private Sector Employee Salaries	File : SalaryUpdatePrivateExport (3).xls	Submitted	233004	03/10/2023	03/10/2023	FINISHED_OK	0		<input type="button" value="Cancel"/>
Adjust Private Sector Employee Salaries	File	New	233004		03/10/2023				<input type="button" value="Cancel"/>
Adjust Private Sector Employee Salaries	File	New	233004		03/10/2023				<input type="button" value="Cancel"/>

Next >

Step (4) On this page, the employer can select the recently entered submission and proceed by clicking on "Next" button.



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### Salaries File Update

Exit

1 Upload Data ————— 2 Print Receipt

#### Salary Adjustment File

+ Choose Upload Cancel

Back To Submissions

Step (5) click on “Choose” button and then select the file that needed to be uploaded. Then click on “upload” button.

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### Salary Adjustment File

Successfully Uploaded and Validated SalaryUpdatePrivateExport (3).xls

+ Choose Upload Cancel

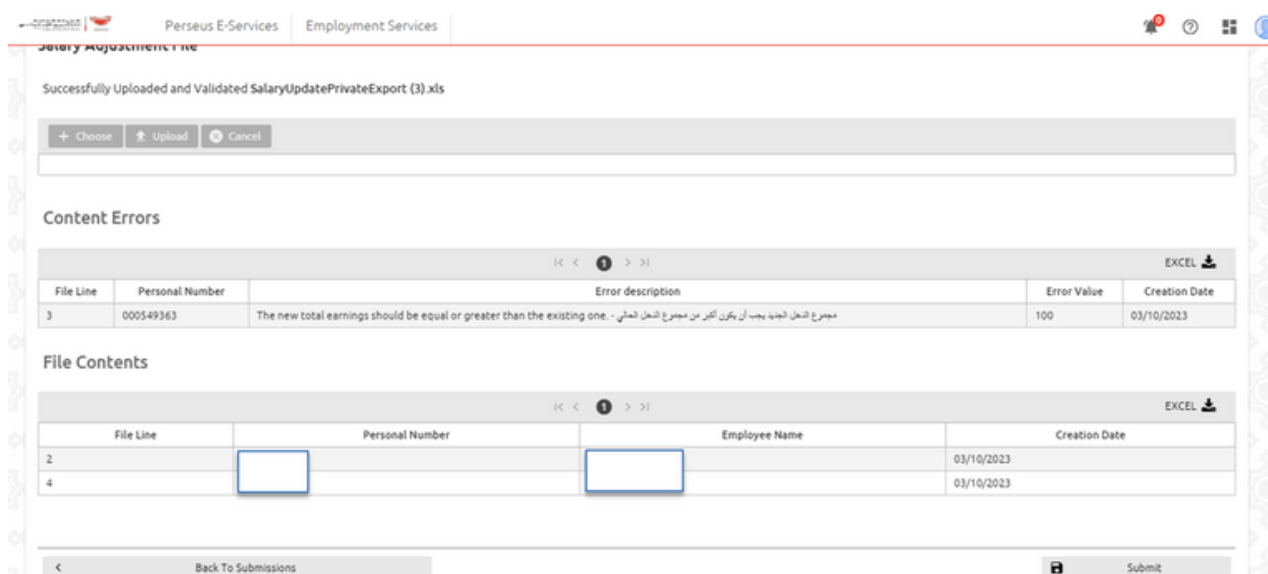
#### Content Errors

File Line	Personal Number	Error description	Error Value	Creation Date
3	000549363	The new total earnings should be equal or greater than the existing one. مجموع الدخل الجديد يجب أن يكون أكبر من مجموع الدخل الحالي.	100	03/10/2023

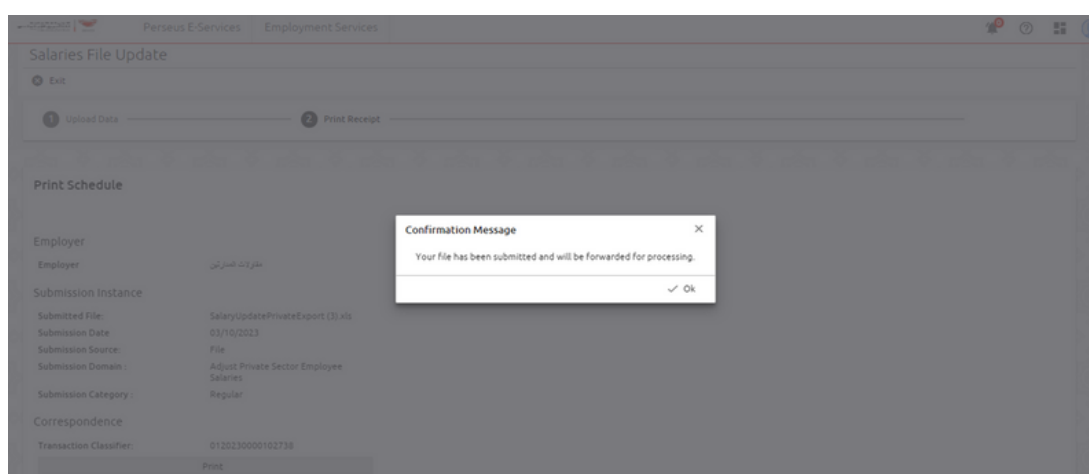
#### File Contents

File Line	Personal Number	Employee Name	Creation Date
2			03/10/2023
4			03/10/2023

Step (6) Once the file finishes uploading, on this page, the employer can view all the errors present in the file, as well as the correctly updated records.



Step (7) The employer can proceed with the submission of the file. It's important to note that records with errors will not be reflected in the system. Once the employer is satisfied with the changes, they can click on the "Submit" button.



Step (8) After clicking the "Submit" button, a confirmation message will appear, indicating that the submission has been successfully completed.

**Thank you for your cooperation**  
**Best luck**