



Xrero

UAE HR & Payroll — User Manual

For HR officers, payroll staff & business owners

United Arab Emirates edition (AED · WPS · MoHRE · Labour Law 33/2021)

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Every screen in this manual is taken from the live UAE HR module. All employee names, salaries and figures shown are demonstration data.

1. Introduction

The **UAE HR & Payroll** module is where you keep your employee records, run monthly payroll, pay salaries through the **Wage Protection System (WPS)**, manage leave, calculate **end-of-service gratuity**, and print the HR letters your staff ask for — all in line with UAE labour law and fully connected to your Xrero accounts.

This manual is written for the people who use it every day: the **HR officer** who manages employees, contracts, leave and documents; the **payroll officer** who runs payslips and the WPS file; and the **business owner** who wants the headline numbers and compliance peace of mind. No prior knowledge of this system is assumed — every screen is shown and every field explained.

Good to know

All amounts are in **AED**. Gratuity, leave and notice rules follow **Federal Decree-Law No. 33 of 2021** and its executive regulations, and every statutory rate is a setting you can adjust if the law changes.

2. Getting Started

Opening the UAE HR module

- 1 Sign in to Xrero in your web browser.
- 2 Click the **grid icon** (top-left) to open the apps menu, then choose **UAE HR**.
- 3 The module opens on the **HR Dashboard**. The bar across the top is your main menu.

The top menu

Every HR screen is reached from the menu bar at the top:

Menu	What you'll find there
Dashboard	A one-page overview of your workforce, payroll and compliance alerts.
Payroll	Payslips, WPS Batches (salary file) and Loans & Advances.
HR	Employees, Departments, Contracts, End-of-Service Settlements, Leave Requests and Letters & Documents.
Reports	Visa Expiry Watch, Annual Leave Balance Report and the Emiratization Report.
Configuration	Leave Types, Job Positions and Employee Tags.

Tip

The usual order of work is: set up the **employee** → give them a **contract** → each month run **payslips** → group them into a **WPS batch** to pay → record **leave, loans** and **letters** as needed → on exit, produce the **end-of-service settlement**.

3. The HR Dashboard

Menu path: UAE HR ▶ Dashboard (this is also the screen the module opens on).

3.0 What it is

The **HR Dashboard** is your one-page operational view of the workforce. At a glance you can see your headcount, the cost of this month's payroll, who needs attention (documents about to expire, leave to approve) and jump straight to the common tasks.

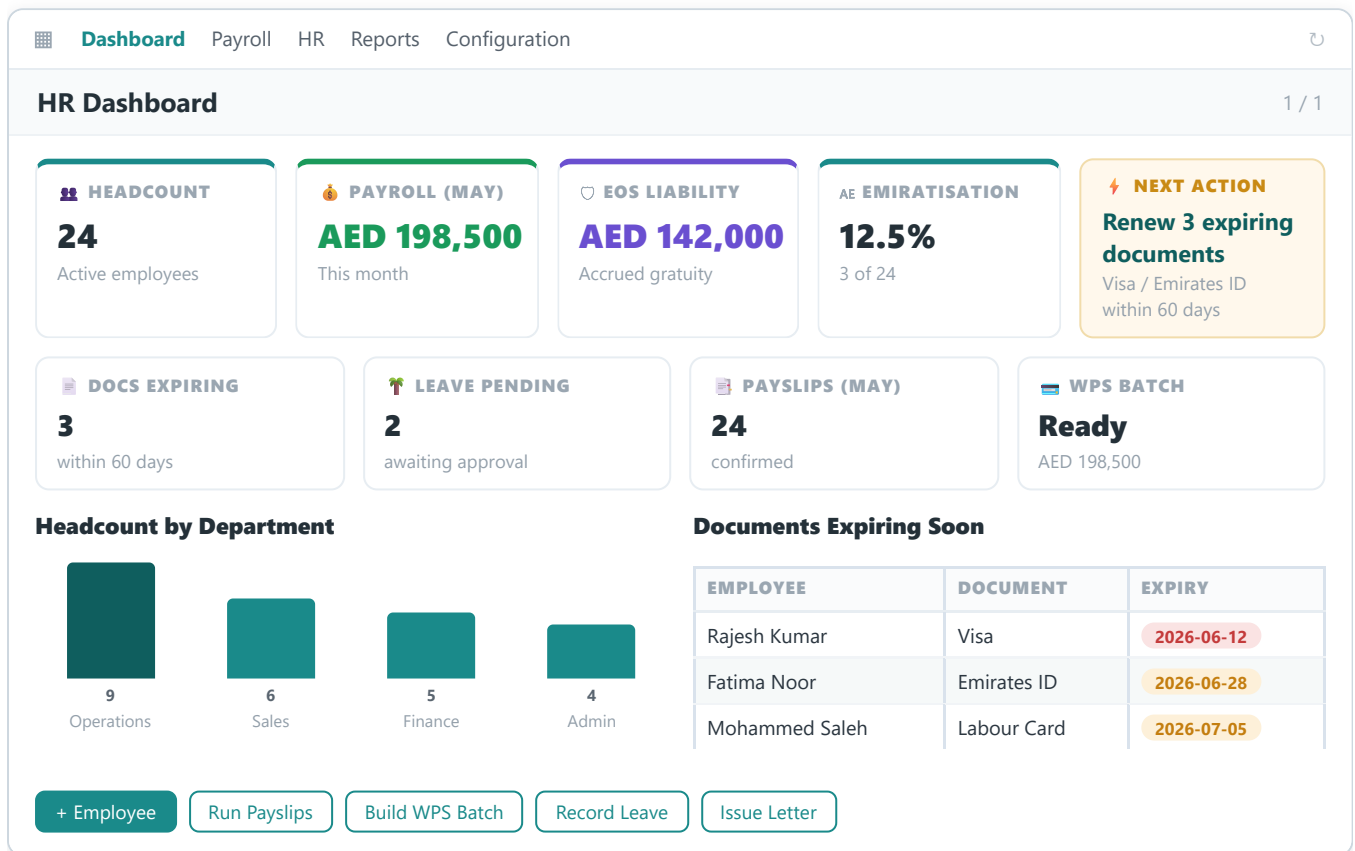


Figure 3.1 — The HR Dashboard: workforce KPIs, document-expiry & leave alerts, headcount by department and one-click actions.

3.1 What the cards show

The cards summarise the things an HR or payroll officer checks most often — for example total **headcount**, the current month's **payroll cost**, **documents expiring soon** (visa, Emirates ID, passport, labour card), **leave requests awaiting approval**, and the accrued **end-of-service liability**. Most cards are clickable and open the list behind the number.

3.2 Quick actions

The dashboard gives one-click shortcuts to the everyday jobs — create an employee, run payslips, build a WPS batch, record leave or issue a letter — so you rarely need to hunt through the menus.

Tip

Use the dashboard every morning: the document-expiry alerts are the easiest way to stay ahead of visa and Emirates ID renewals before they lapse.

4. Employees

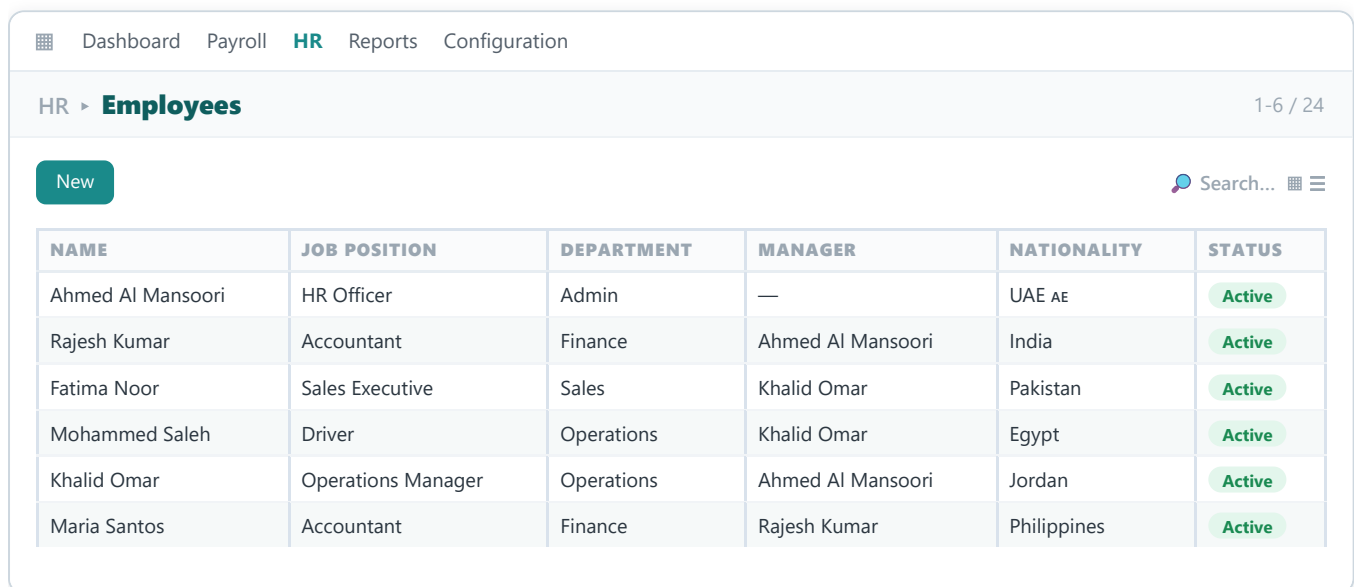
Menu path: UAE HR ▶ HR ▶ Employees

4.0 What it is

The **employee record** is the heart of the module. It holds everything about a person — personal details, job, identification documents and the bank/WPS details needed to pay them. Contracts, payslips, leave, loans, letters and the final settlement all attach to this record.

4.1 The employee list

The Employees screen shows everyone in your company as cards (or as a list). Each card shows the name, job title and department.



NAME	JOB POSITION	DEPARTMENT	MANAGER	NATIONALITY	STATUS
Ahmed Al Mansoori	HR Officer	Admin	—	UAE AE	Active
Rajesh Kumar	Accountant	Finance	Ahmed Al Mansoori	India	Active
Fatima Noor	Sales Executive	Sales	Khalid Omar	Pakistan	Active
Mohammed Saleh	Driver	Operations	Khalid Omar	Egypt	Active
Khalid Omar	Operations Manager	Operations	Ahmed Al Mansoori	Jordan	Active
Maria Santos	Accountant	Finance	Rajesh Kumar	Philippines	Active

Figure 4.1 — The employee directory (UAE HR ▶ HR ▶ Employees).

4.2 Creating an employee

- 1 Click **New**.
- 2 Type the employee's **name**, then fill the **job title**, **department** and **manager**.
- 3 Open the tabs below to add the work information, personal details, and identification documents.
- 4 Click **Save** (the cloud icon). The employee is now ready for a contract.

Rajesh Kumar — Accountant**Work Information**

Personal

ID Documents

Bank & WPS

Department	Finance	Manager	Ahmed Al Mansoori
Nationality	India	Date of Joining	2023-03-01
Passport No.	N1234567 · exp 2028-09-30	Emirates ID	784-1990-... · exp 2027-02-14
Visa No.	UAE-... · exp 2026-06-12	Labour Card	... · exp 2027-01-20
Bank	Emirates NBD	IBAN	AE07 0331 2345 6789 0123 456

Figure 4.2 — An employee record with work, personal and document details.

4.3 Key fields

The most important employee fields

Field	Meaning
Name	The employee's full legal name, as it should appear on payslips and letters.
Job Position / Title	The role, linked to a Job Position (see Chapter 5).
Department	The team the employee belongs to.
Manager	Who the employee reports to.
Nationality	Used for the Emiratization report and visa handling.
Passport / Emirates ID / Visa / Labour Card	Document numbers and expiry dates — these feed the Visa Expiry Watch (Chapter 13).
Bank / IBAN	The account net salary is paid into — required for the WPS file.

Important

Always enter the **IBAN** and document **expiry dates**. The WPS file cannot be generated for an employee without an IBAN, and expiry dates drive the renewal alerts.

5. Departments & Job Positions

Menu path: UAE HR ▶ HR ▶ Departments | UAE HR ▶ Configuration ▶ Job Positions

Before adding many employees it helps to set up your **organisation structure**:

- **Departments** — your teams (e.g. Finance, Operations, Sales). Each can have a manager. Departments group employees for reporting and approvals.
- **Job Positions** — the roles people hold (e.g. Accountant, Driver, Sales Executive). Positions can be linked to departments.

Creating a department or position

- 1 Open `Departments` (or `Job Positions`).
- 2 Click `New`, type the name and (for a department) choose the manager.
- 3 Click `Save`.

6. Contracts & Salary Package

Menu path: UAE HR ▶ HR ▶ Contracts

6.0 What it is

The **contract** defines a person's employment terms and — most importantly for payroll — their **salary package**. Payslips read the contract to know the basic salary and allowances, and the end-of-service settlement reads it to calculate gratuity. An employee should have one running contract at a time.

HR ▶ Contracts ▶ Rajesh Kumar			Running
			Draft Running Expired
Terms		Salary Package	
Employee	Rajesh Kumar	Basic Salary	AED 6,000
Start Date	2023-03-01	Housing Allowance	AED 2,000
End Date	— (open-ended)	Transport Allowance	AED 1,000
Job Position	Accountant	Other Allowances	AED 500
		Gross Salary	AED 9,500

Figure 6.1 — An employment contract with the salary package.

6.1 Key fields

Contract fields that drive payroll

Field	Meaning
Employee	Who the contract belongs to.
Start Date	The first day of employment — also the start of service for gratuity.
End Date	For fixed-term contracts, when the term ends.
Basic Salary	The basic wage. Gratuity and leave pay are based on this.
Housing Allowance	Monthly housing allowance, part of the gross salary.
Transport Allowance	Monthly transport allowance, part of the gross salary.
Other Allowances	Any further fixed allowances (mobile, food, etc.).

6.2 Creating a contract

- 1 Click **New** and choose the **employee**.
- 2 Set the **start date** (and end date for a fixed term).
- 3 Enter the **basic salary** and the **housing, transport** and **other allowances**.
- 4 Click **Save**, then set the contract to **Running**. It will now be used by payroll.

Tip

The split between basic and allowances matters: a higher **basic** raises the eventual gratuity, while allowances do not. Set it to match the signed offer.

7. Payslips — running payroll

Menu path: UAE HR ▶ Payroll ▶ Payslips

7.0 What it is

A **payslip** is one employee's pay for one month. It pulls the salary package from the contract, adds any overtime or bonus, subtracts loan instalments and unpaid leave, and shows the **net pay**. It also accrues the month's share of gratuity. When confirmed, it posts the payroll entry to your accounts.

Payroll ▶ Payslips ▶ SLIP/2026/05/014		Confirmed	
Employee	Rajesh Kumar	Period	01–31 May 2026
Contract	Running · AED 9,500	Days Worked	31 · Unpaid 0
Earnings		Deductions	
Basic	6,000	Loan Recovery	500
Housing	2,000	Unpaid Leave	0
Transport	1,000	Other Deductions	0
Other Allowances	500	Total Deductions	500
Overtime (4h × 1.25)	125	Net Pay	AED 9,125
Gross Earnings	9,625	Gratuity accrual (May)	AED 350

Figure 7.1 — A monthly payslip with earnings, deductions and net pay.

7.1 Key fields

What a payslip contains

Field	Meaning
Employee / Contract	Who is being paid; the contract supplies the salary package.
From / To	The pay period (usually a calendar month).
Days Worked / Unpaid Leave Days	Used to prorate pay for joiners, leavers and unpaid leave.
Basic · Housing · Transport · Other Allowances	The earnings carried from the contract.
Overtime Hours · OT Rate Multiplier · Overtime Amount	Enter the approved hours and the multiplier (e.g. 1.25 or 1.5); the amount is calculated.
Bonus / Commission	Any extra pay for the period.
Gross Earnings	Total pay before deductions.
Loan Recovery	This month's loan/advance instalment (Chapter 9), deducted automatically.
Unpaid Leave Deduction · Other Deductions	Amounts taken off pay.
Net Pay	What the employee receives — the figure paid through WPS.
Gratuity Accrual (this month)	The month's provision toward end-of-service gratuity (not paid in cash now).
State	Draft → Confirmed → (paid via WPS). Journal Entry shows the accounting posting.

7.2 Running a payslip

- 1 Click **New** and choose the **employee** — the contract and salary package fill in automatically.
- 2 Check the **period** and **days worked**.
- 3 Enter any **overtime hours** (with the multiplier) and **bonus/commission** for the month.
- 4 Review the calculated **gross, deductions** and **net pay**.

5

Click `Confirm`. The payslip posts its journal entry and is ready to include in a WPS batch.

Tip

You can confirm many payslips for the month and then pay them together in a single WPS batch (Chapter 8).

8. WPS Batches — salary file & bank transfer

Menu path: UAE HR ▶ Payroll ▶ WPS Batches

8.0 What it is

The **Wage Protection System (WPS)** is the UAE's mandatory way of paying salaries. A **WPS batch** collects the month's confirmed payslips and produces the **SIF file** (Salary Information File) you upload to your bank or WPS agent, plus a bank transfer letter.

Payroll ▶ WPS Batches ▶ **WPS — May 2026** Generated

[Generate SIF](#) [↓ Download SIF](#) [Transfer Letter](#)

Period	01–31 May 2026	Salary Pay Date	2026-06-01
MoHRE Employer ID	12345678	Bank Routing Code	033100247
Total Employees	24	Total Amount	AED 198,500.00

EMPLOYEE	IBAN	NET SALARY
Ahmed Al Mansoori	AE07 0331 ...456	14,000
Rajesh Kumar	AE07 0331 ...123	9,125
Fatima Noor	AE45 0260 ...778	7,800
... 21 more employees		167,575

Figure 8.1 — A WPS batch ready to generate the SIF file.

8.1 Key fields

WPS batch fields

Field	Meaning
Name	A reference for the batch, e.g. <i>WPS — May 2026</i> .
Period From / To · Salary Pay Date	The month being paid and the date salaries are credited.
MoHRE Employer Unique ID	Your company's employer ID with the Ministry — printed into the SIF file.
Bank Routing Code	Your bank's routing code for the WPS file.
Payslips Included	The confirmed payslips paid in this batch.
Total Employees · Total Amount (AED)	The headcount and total net salary in the batch.
SIF File	The generated salary file you download and upload to the bank.
Bank Submission Reference	Record the reference the bank gives you after upload.

8.2 Generating the WPS file

- 1 Click **New**, set the **period, pay date, MoHRE Employer ID** and **bank routing code**.
- 2 Add the month's **confirmed payslips** — the totals update automatically.
- 3 Click **Generate SIF** and **download** the file.
- 4 Upload the SIF to your bank / WPS agent and record the **submission reference**.

Important

If an employee is missing an IBAN the file cannot be built. Fix the employee record (Chapter 4) and regenerate.

9. Loans & Advances

Menu path: UAE HR ▶ Payroll ▶ Loans & Advances

9.0 What it is

Record a **loan** or **salary advance** you give an employee, and the system deducts it automatically from future payslips until it is repaid.

Payroll ▶ Loans & Advances ▶ LOAN/2026/007		Running	
Employee	Rajesh Kumar	Repayment Schedule	
Loan Type	Loan	MONTH	INSTALLMENT STATUS
Loan Amount	AED 6,000	May 2026	500 Paid
Installments	12 × AED 500	Jun 2026	500 Due
Repayment Start	May 2026	Jul 2026	500 Planned
Total Repaid	AED 500	... 9 more	4,500 Planned
Balance Remaining	AED 5,500		

Figure 9.1 — A loan with its repayment schedule.

9.1 Key fields

Field	Meaning
Employee · Loan Type	Who the loan is for and whether it is a loan or a salary advance.
Loan Amount	The total amount given.
Number of Installments · Monthly Deduction	How it is repaid each month through payroll.
Repayment Start (Month)	The first payslip from which the deduction begins.
Repayment Schedule	The auto-generated plan of instalments.
Total Repaid · Balance Remaining · Next Installment Due	Live tracking of how much is left.

9.2 Recording a loan

- 1 Click **New**, choose the **employee** and **loan type**.
- 2 Enter the **amount**, **number of instalments** (or monthly deduction) and the **repayment start month**.
- 3 Confirm/disburse the loan. From the start month, each payslip shows the instalment under **Loan Recovery** until the balance reaches zero.

10. Leave Management

Menu path: UAE HR ▶ HR ▶ Leave Requests

10.0 What it is

Leave management records time off and applies the correct UAE pay rule automatically. Annual, sick, maternity, parental, bereavement and unpaid leave are all supported, and a leave's pay can be split across **full pay**, **half pay** and **unpaid** exactly as the law requires.

HR ▶ Leave Requests ▶ **LV/2026/031** Approved

Approve Reject Draft Approved

Employee	Fatima Noor	Leave Type	Sick Leave
From → To	2026-05-04 → 2026-05-23	Days	20
Days at 100% Pay	15	Days at 50% Pay	5
Unpaid Days	0	Medical Certificate	✓ Attached
Balance Before	30 days	Approved By	Ahmed Al Mansoori

Sick-leave taper (Art. 31): first 15 days full pay, next 30 at half pay, remainder unpaid — applied automatically.

Figure 10.1 — A leave request showing the pay split and balance.

10.1 Key fields

Field	Meaning
Employee · Leave Type	Who is taking leave and which type (drives the pay rule).
From / To · Days	The dates and the number of days, calculated for you.
Days at 100% Pay · 50% Pay · Unpaid	How the days are paid — for sick leave the system tapers automatically (see 10.2).
Medical Certificate Attached	Tick when the type requires proof (e.g. sick leave).
Balance Before / After This Request	The employee's leave balance, before and after this request.
State · Approved By · Approval Date	Draft → Approved/Rejected, with who approved and when.

10.2 Pay rules & tapering

Each leave type carries a **pay rule**. **Annual leave** is paid in full. **Sick leave** tapers as UAE law prescribes — the first 15 days at full pay, the next 30 at half pay, and the remainder unpaid — and the request shows this split automatically. **Unpaid leave** reduces pay on the payslip via the **Unpaid Leave** figures.

10.3 Requesting leave

- 1 Click **New**, choose the **employee** and **leave type**.
- 2 Pick the **from** and **to** dates — the days and pay split fill in.
- 3 Attach a **medical certificate** if required, then submit.
- 4 The approver opens the request and clicks **Approve** (or rejects with a reason). The balance updates.

10.4 Leave balance report

See Chapter 13 for the **Annual Leave Balance Report**, which prints each employee's accrued, taken and remaining leave.

11. End-of-Service Settlement (Gratuity)

Menu path: UAE HR ▶ HR ▶ End-of-Service Settlements

11.0 What it is

When an employee leaves, the **end-of-service settlement** calculates everything owed to them — gratuity, unused leave, notice and any other dues, minus loans and deductions — and produces a statement to sign. The gratuity follows **UAE Labour Law Article 51**.

HR ▶ End-of-Service ▶ EOS/2026/004			Approved
Service & Gratuity		Dues, Deductions & Net	
Employee	Mohammed Saleh	Gratuity	AED 12,600
Joining → Exit	2023-06-01 → 2026-05-31	Leave Encashment (10 d)	AED 2,000
Service	3 years	Air-Ticket Allowance	AED 1,500
Last Basic Salary	AED 6,000	Outstanding Loan	– AED 1,000
Daily Wage	AED 200	Net Settlement	AED 15,100
Gratuity (21d × 3y)	AED 12,600		

Figure 11.1 — An end-of-service settlement (gratuity, leave, dues and deductions).

11.1 How gratuity is calculated

Gratuity is based on the **last basic salary** and total service:

Service	Entitlement
Under 1 year	No gratuity.
1–5 years	21 days of basic wage per year of service.
Over 5 years	21 days/year for the first 5 years, then 30 days/year thereafter.
Cap	Total gratuity is capped at two years' total wage.

Worked example

Basic salary AED 6,000, 3 completed years. Daily wage = $6,000 \div 30 = \text{AED } 200$. Gratuity = $200 \times 21 \times 3 = \text{AED } 12,600$.

11.2 The settlement screen

The form is grouped into **Service Period**, **Gratuity Calculation**, **Other Dues**, **Deductions** and **Final Totals**. The system fills the service length and gratuity tiers; you add leave encashment, notice and any other dues, and the outstanding loan/advance are deducted. The **Net Settlement** is the final figure to pay.

Section	What it covers
Service Period	Joining date, exit date, exit reason and the years/months/days of service.
Gratuity Calculation	Gratuity for years 1–5, years 5+, partial year, before-cap, whether the cap applied, and the gratuity payable.
Other Dues	Unused leave days & leave encashment, notice compensation, air-ticket allowance, other dues.
Deductions	Outstanding loan, salary advance and any other deductions.
Final Totals	Total dues, total deductions and the Net Settlement .

11.3 Producing a settlement

- 1 Click **New**, choose the **employee** (the contract and basic salary fill in).
- 2 Enter the **exit date** and **exit reason** — service length and gratuity calculate automatically.
- 3 Add **leave encashment**, **notice compensation** and any **other dues**; check the loan/advance deductions.
- 4 Review the **Net Settlement**, click **Approve**, then mark it **Paid** when settled.

12. Letters & Documents

Menu path: UAE HR ▶ HR ▶ Letters & Documents

12.0 What it is

The **Letters & Documents** screen produces the official HR letters staff request, on your company letterhead, ready to print or email. One screen handles all the common letter types.

HR ▶ Letters & Documents ▶ **LTR/2026/019** Issued

[Issue Letter](#) [Print Letter](#)

Employee	Rajesh Kumar	Letter Type	Salary Letter (Bank Loan)
Addressed To (Bank)	Emirates NBD	Purpose	Personal loan application
Salary (from contract)	AED 9,500 / month	Issue Date	2026-05-20

Job title, salary and joining date are pulled from the employee record & contract — printed on company letterhead.

Figure 12.1 — Issuing an HR letter.

12.1 Available letters

The letter pack

Letter	Use
Salary Letter (Bank Loan)	Confirms salary to a bank for a loan; captures bank name, branch and purpose.
No Objection Certificate (NOC)	Employer consent (travel, visa, driving licence, etc.); captures who it's addressed to and the purpose.
Experience Certificate	Confirms tenure and designations held on leaving.
Promotion / Salary Revision	States the previous and new designation and the new basic/gross salary with the effective date.
Disciplinary Warning	Verbal, first written or final written warning, with the incident and corrective action.
Probation Confirmation / Termination	Confirms, extends or ends employment during probation.
Final Settlement Receipt	Links to the end-of-service settlement and records the net amount and payment.
Clearance Certificate	Records Finance, IT and Admin clearance and sign-off on exit.

12.2 Issuing a letter

- 1 Click **New**, choose the **employee** and the **Letter Type**.
- 2 Fill the few fields the chosen letter needs (they appear automatically for that type).
- 3 Click **Issue Letter**, then **Print Letter** to produce the PDF.

Tip

The letter pulls the employee's job, salary and dates from their record and contract, so there is very little to type.

13. Reports

Menu path: UAE HR ▶ Reports

13.1 Visa Expiry Watch

Lists employees whose **visa, Emirates ID, passport or labour card** is expiring soon, so you can renew in good time.

Reports ▶ **Visa Expiry Watch** next 90 days

EMPLOYEE	DOCUMENT	NUMBER	EXPIRY DATE	DAYS LEFT	STATUS
Rajesh Kumar	Residence Visa	UAE-...789	2026-06-12	21	Urgent
Fatima Noor	Emirates ID	784-1992-...	2026-06-28	37	Soon
Mohammed Saleh	Labour Card	...0142	2026-07-05	44	Soon
Maria Santos	Passport	P987...	2026-08-19	89	Monitor

Figure 13.1 — Visa Expiry Watch.

13.2 Annual Leave Balance Report

Produces each employee's leave balance — accrued, taken and remaining — for a chosen date. Choose the options and print the PDF.

Reports ▶ **Annual Leave Balance** as of 2026-05-31

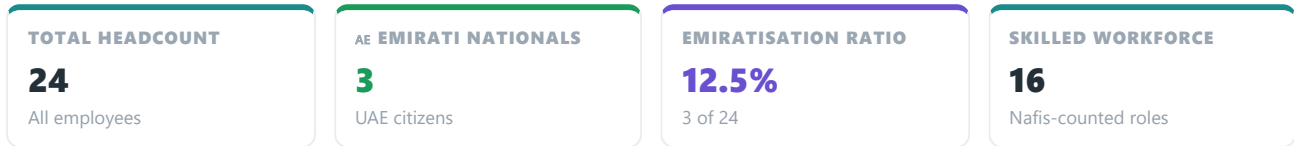
As of date Print PDF

EMPLOYEE	ENTITLEMENT	ACCRUED	TAKEN	REMAINING
Ahmed Al Mansoori	30	12.5	5	7.5
Rajesh Kumar	30	12.5	8	4.5
Fatima Noor	30	12.5	2	10.5
Mohammed Saleh	30	12.5	0	12.5

Figure 13.2 — Annual Leave Balance Report.

13.3 Emiratisation Report

Shows your **Emirati headcount** against total headcount to help monitor your Emiratisation (Nafis) ratio.



Emirati Employees

NAME	JOB POSITION	DEPARTMENT	JOINING
Ahmed Al Mansoori	HR Officer	Admin	2022-01-10
Sara Al Hashimi	Accountant	Finance	2024-09-01
Saeed Al Marri	Coordinator	Operations	2025-02-15

Figure 13.3 — Emiratisation Report (Emirati headcount vs. total).

14. Configuration

Menu path: UAE HR ▶ Configuration

14.1 Leave Types

Leave types control how each kind of leave behaves. You can set the days per year, the pay rule and — for tapering leave like sick leave — the days at 100%, 50% and 0% pay, along with the legal reference and whether a medical certificate is required.

Configuration ▶ Leave Types 1-6 / 6				
LEAVE TYPE	DAYS/YEAR	PAY RULE	100 / 50 / 0	MED. CERT
Annual Leave	30	Full pay	All / — / —	No
Sick Leave	90	Tapering	15 / 30 / 45	Yes
Maternity Leave	60	45 full + 15 half	45 / 15 / —	Yes
Parental Leave	5	Full pay	All / — / —	No
Bereavement	5	Full pay	All / — / —	No
Unpaid Leave	—	Unpaid	— / — / All	No

Figure 14.1 — Configuring leave types.

Setting	Meaning
Days per Year	The standard annual entitlement for this type.
Pay Rule	How the leave is paid (full, tapering, unpaid).
Days at 100% / 50% / 0%	For tapering leave (e.g. sick leave), how the days are split.
Legal Reference	The article of the law the rule is based on.
Requires Medical Certificate	Whether proof must be attached to a request.
One-Time per Career	For leave that can only be taken once (e.g. certain special leave).

14.2 Job Positions & Employee Tags

Job Positions are the roles employees hold. **Employee Tags** are free labels you can add to group or filter staff (e.g. *Probation*, *Site A*). Both are managed from the Configuration menu.

15. Glossary of HR & Payroll Terms

Term	Meaning
WPS	Wage Protection System — the UAE's mandatory electronic salary-payment system.
SIF	Salary Information File — the file uploaded to the bank/WPS agent to pay salaries.
MoHRE	Ministry of Human Resources & Emiratisation — the UAE labour authority.
Gratuity / EOSB	End-of-Service Benefits — the lump sum paid when employment ends.
Basic Salary	The core wage; gratuity and leave pay are calculated on it.
Gross Salary	Basic plus all allowances.
Net Pay	Take-home pay after deductions — the amount paid via WPS.
Accrual	Setting aside each month's share of a future cost, such as gratuity.
Pay Rule / Tapering	How a leave type is paid; tapering steps pay down (e.g. 100% → 50% → unpaid).
Emiratisation (Nafis)	The programme encouraging employment of UAE nationals.
IBAN	The employee's bank account number used for salary transfer.

16. FAQ & Troubleshooting

The WPS file won't generate

An employee is probably missing an **IBAN** or an identifier. Open the employee record (Chapter 4), add the IBAN, and generate the batch again.

Gratuity looks too low / too high

Gratuity is based on the **basic salary**, not the gross. Check the basic on the contract (Chapter 6) and the joining/exit dates on the settlement.

A loan isn't being deducted

Check the loan's **repayment start month** — deductions begin from that payslip. Confirm the loan is disbursed/running.

Sick leave isn't splitting the pay

The leave type's **pay rule** drives the split. Check the type's 100% / 50% / 0% settings in Configuration (Chapter 14).

An employee's pay is prorated unexpectedly

Check **Days Worked** and **Unpaid Leave Days** on the payslip — a joiner, leaver or unpaid leave will reduce the days.

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