

Haama for single professionals

For Maldivian technicians and tradespeople who work for themselves.

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1 Who this is for

- A Maldivian professional working on their own: an AC technician, plumber, electrician, cleaner or handyman.
- You don't need a registered company. You join as an individual.
- Haama accepts registered businesses and Maldivian professionals. If you are employed by a company, that company joins and adds you to its team.

2 Join in a few minutes

1. Open maldiveshelper.com, choose For businesses, then Join Haama, and pick Individual.
2. Enter your name, WhatsApp number, email and a password. Tick "I want jobs from Haama" and choose your services and areas.
3. Sign in, open Document vault and upload a photo of your national ID card.
4. Open Jobs I take and ask to be verified. Staff check the card, record that it was checked, and delete the card from Haama.

3 Get jobs on your phone

1. Add Haama to your phone's home screen from the browser menu, so it opens like an app.
2. New jobs arrive on WhatsApp and under Leads. You see the job and area, not the customer's details.
3. List your usual services and prices once under Services. Haama then drafts each quote for you; you edit and send.
4. When a customer chooses you, their name and number appear. Message them and agree the time.

4 Money

- The customer pays you directly, in cash or by transfer.
- Haama charges a commission on each finished job (5% today; the current rate is shown under Haama balance). Top up your balance by transfer.
- You can make simple estimates and invoices for any customer, free, and keep them in one place.
- If you are not GST-registered, your invoices show no GST. If you register later, add your GST number under Business profile.

5 Build your name

- Customers rate each finished job. Your rating, jobs done and usual reply time show on your quotes.
- Reply quickly and turn up when you say you will: those two things win the most jobs.
- If a customer reports a problem, offer to come back and fix it. A fixed problem costs you nothing on Haama.

Questions and answers

What does it cost to join?

Joining and the business tools (invoices, GST statements, document vault, projects, reports, payroll) are free. Haama earns a commission on jobs you finish through it.

How much is the commission?

5% of the final price of each finished job today. The current rate is always shown under Haama balance. There is no fee for sending a quote at the moment.

How does the commission get paid?

It comes out of your Haama balance when the customer confirms the job, or seven days after Haama asks them if they don't answer. You top up the balance by bank transfer and staff approve it.

Who collects the customer's payment?

You do, directly from the customer. Haama never holds the customer's money.

Who can join?

Registered businesses, and Maldivian professionals who work for themselves. Staff of a business join through that business's team.

What do you need to verify my business?

A business: its registration certificate and its company profile sheet from the Business Portal, uploaded to the document vault. A professional: a national ID card, which is deleted once checked.

Do customers see my business's name?

Not until they choose your quote. Before that they see your rating, jobs done and usual reply time. Once they choose you, they see your name and number and you see theirs.

Do I have to quote on every lead?

No. Quote the jobs you want and pass on the rest. Passing costs nothing.

What is the draft quote?

For each lead Haama suggests a price and time from your own price list, or from usual prices if your list is empty. You edit it before sending. Nothing is sent without you.

What happens if a customer reports a problem?

You have 3 days to offer a fix or a refund, or to say why you disagree. If the customer accepts and confirms, it is closed between you. Haama steps in only when you can't agree.

Can a dispute hurt my rating?

Only a case the Haama team records for the customer. It counts as a one-star rating for that job for 12 months. Settled cases and cases recorded for you count nothing.

Can my staff use the account?

Yes. Add each person by email under Team and give them a role: owner, admin, estimator, supervisor, accountant or viewer. Each sees only what the role allows.

Does Haama file my GST?

No. Haama prepares your output and input tax statements in MIRA's layout from your invoices and bills. You check them and file with MIRA yourself.

What is Haama Plus?

Paid add-ons switched on per business: lead package, purchases and bill scanning, bid creator, and detailed reports. The free tools keep working without it.

Can Haama staff see my invoices?

No. Staff see how many records you have, not their contents. To help you they can open support access for one hour with a stated reason, read only, and you can see that it happened.

Is there a mobile app?

Haama installs from your browser to your phone's home screen and opens like an app. Dedicated iOS and Android apps for businesses are planned.