

# User Manual

**How to Accept or Dispute Performance Data for  
Freelance Support Product (Directed Transport Track)**



## Content Table

Introduction	3
Main Dashboard and Performance Data Details	5
Accepting Performance Data	7
Disputing Performance Data	11

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# Introduction

## Introduction

This e-service enables beneficiaries of the Freelance Product (Directed Transport Track) to review and accept the monthly performance data, which reflect the executed projects and the income earned. In case of any discrepancies in the data, an electronic dispute may be submitted within 5 days of the data being posted to the beneficiary's account.

# Main Dashboard and Performance Data Details

# Main Dashboard and Performance Data Details

Latest subsidy details

February 2025

Total subsidy amount: 725.30 SAR

Eligibility status: Eligible  
Subsidy qualification: Qualified

You have objected on your performance data. Please wait while we review your objection.

Subsidy breakdown:

How subsidies are calculated?	Payment expected: 25/04/2025
	Income period: 01/03/2025 - 31/03/2025
	Incomes for the period:
	Uber Saudi LLC: 837.20 SAR
	Careem: 1,582.12 SAR
	Total income: 2,419.32 SAR
	Subsidy support rate: 40%
	Subsidy amount: 725.30 SAR

Performance Data

February 2025

Total subsidy amount: 800.00 SAR

Eligibility status: Eligible  
Subsidy qualification: Qualified

Subsidy breakdown:

No payment

February 2025

Total subsidy amount: 0.00 SAR

Eligibility status: Pending payment  
Subsidy qualification: Pending payment

Enrolment details

18,920 SAR Total subsidies benefited

10 of 24 Months since enrolment

Enrolment over the last 10 months

0 24

4 months Order delivery  
6 months Direct transportation  
14 months Remaining

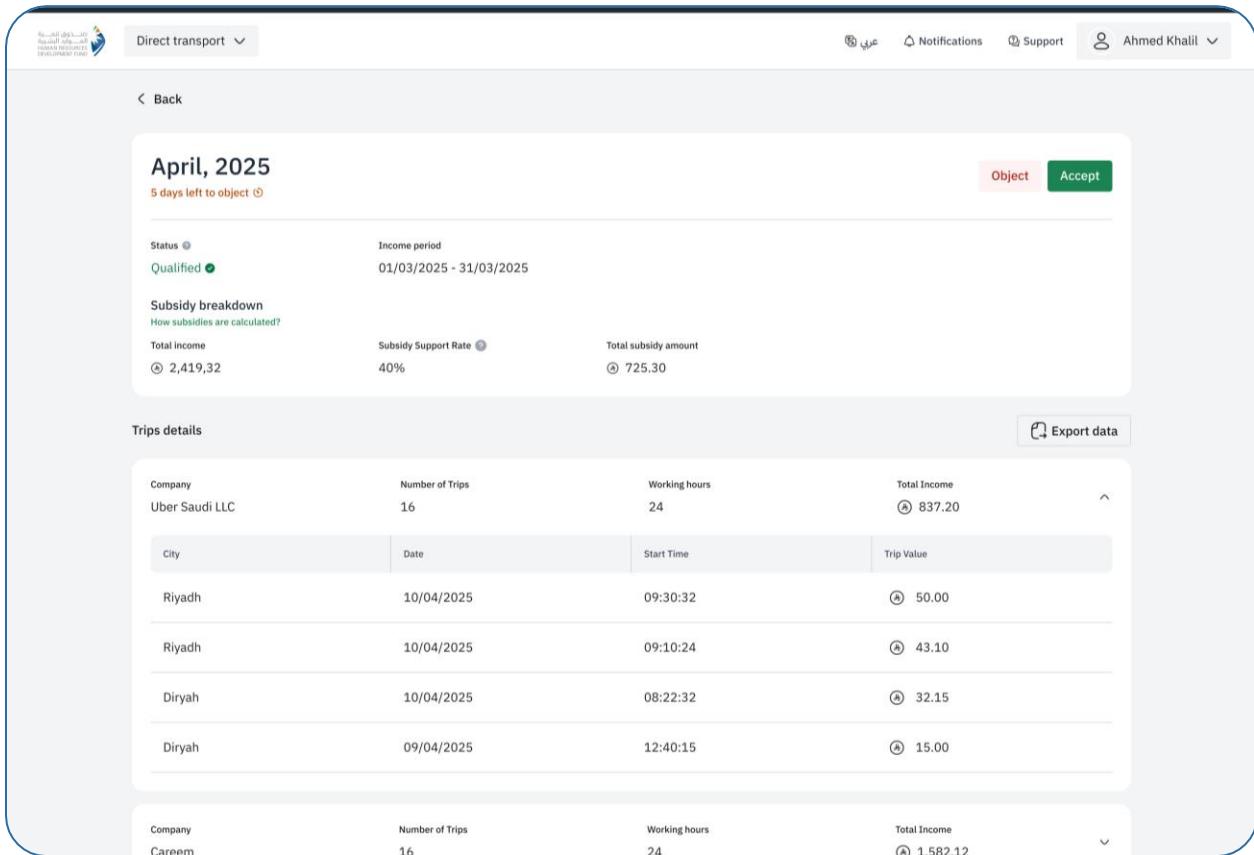
Maximum 24 months allowed across all freelance programs

Withdraw View other freelance programs

- The system will display the main dashboard for the track, allowing the user to view all track details.
- The user can select “Performance Data Details” if they wish to view their individual performance information.

# Accepting Data Performance

# Accepting the Data Performance



Direct transport

April, 2025

5 days left to object

Status: Qualified

Income period: 01/03/2025 - 31/03/2025

Subsidy breakdown

Total income: ₡ 2,419,32

Subsidy Support Rate: 40%

Total subsidy amount: ₡ 725.30

Object Accept

Trips details

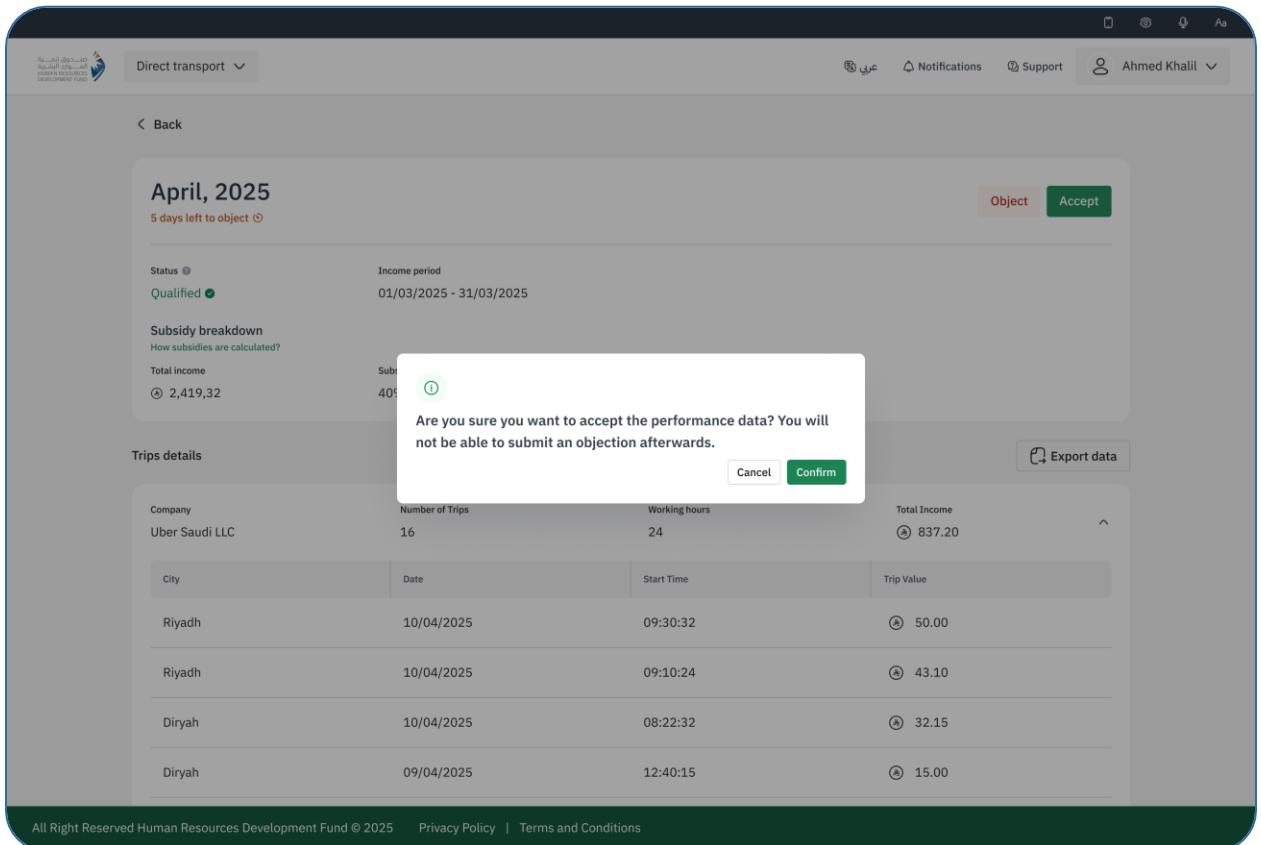
Export data

Company	Number of Trips	Working hours	Total Income
Uber Saudi LLC	16	24	₪ 837.20
City	Date	Start Time	Trip Value
Riyadh	10/04/2025	09:30:32	₪ 50.00
Riyadh	10/04/2025	09:10:24	₪ 43.10
Diryah	10/04/2025	08:22:32	₪ 32.15
Diryah	09/04/2025	12:40:15	₪ 15.00

Company	Number of Trips	Working hours	Total Income
Careem	16	24	₪ 1,582.12

- After selecting “Performance Data Details,” the system will redirect the user to the Performance Data Details page.
- On this page, the user can review the performance data, the support calculation, and the monthly performance details.
- The user can accept the performance data by selecting “Accept.”

# Accepting the Data Performance



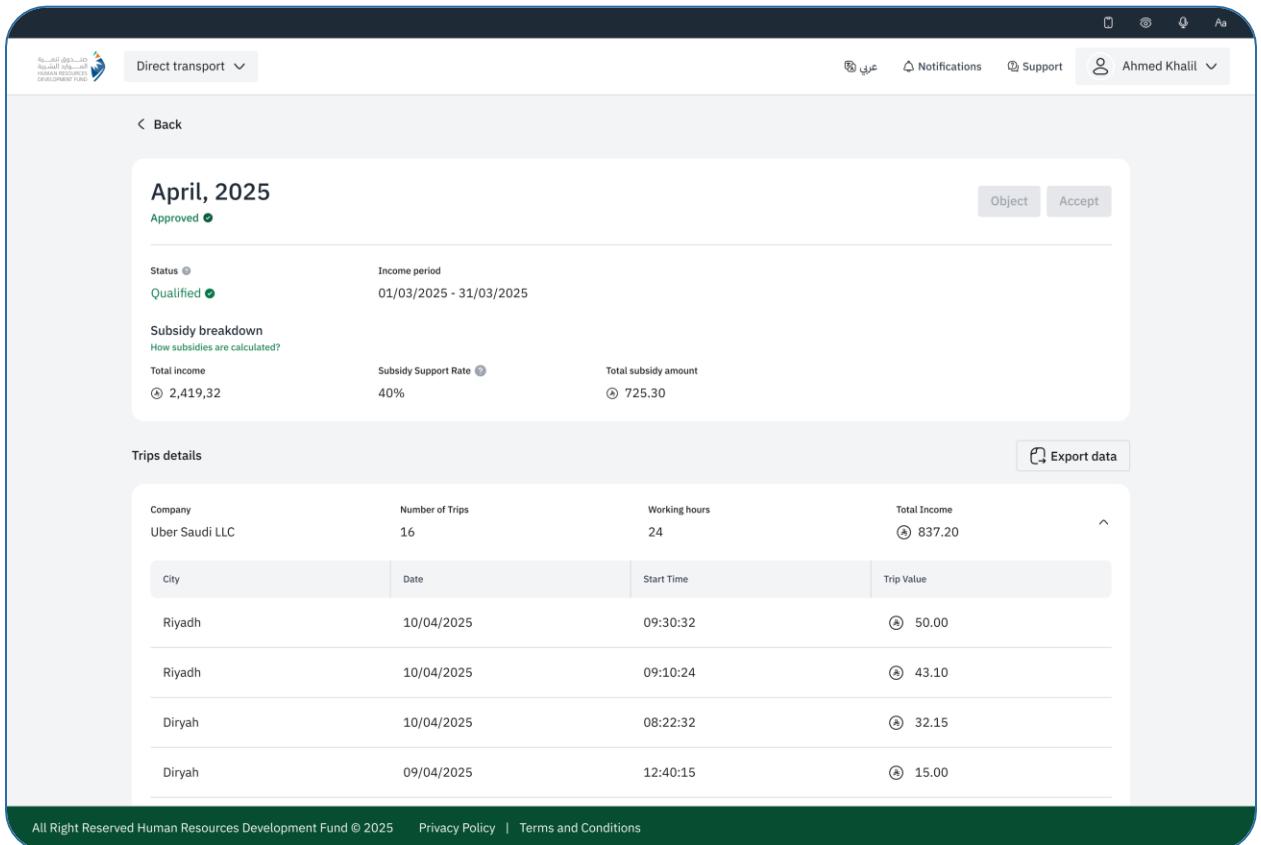
The screenshot shows a mobile application interface for accepting data performance. At the top, there are navigation icons and a user profile for 'Ahmed Khalil'. The main content area displays a summary for April 2025, showing a total income of 2,419,32 and a subsidy breakdown for Uber Saudi LLC. Below this is a table of trip details for four trips in Riyadh and Diriyah, with a total income of 837.20. A confirmation dialog box is overlaid on the screen, asking 'Are you sure you want to accept the performance data? You will not be able to submit an objection afterwards.' with 'Cancel' and 'Confirm' buttons.

Company	Number of Trips	Working hours	Total Income
Uber Saudi LLC	16	24	837.20

City	Date	Start Time	Trip Value
Riyadh	10/04/2025	09:30:32	50.00
Riyadh	10/04/2025	09:10:24	43.10
Diriyah	10/04/2025	08:22:32	32.15
Diriyah	09/04/2025	12:40:15	15.00

- After selecting “Accept,” the system will display a confirmation message.
- The user can confirm the acceptance by selecting “Confirm.”

# Accepting the Data Performance



Direct transport

April, 2025

Approved

Status: Qualified

Income period: 01/03/2025 - 31/03/2025

Subsidy breakdown: How subsidies are calculated?

Total income	Subsidy Support Rate	Total subsidy amount
2,419,32	40%	725.30

Trips details

Company	Number of Trips	Working hours	Total Income
Uber Saudi LLC	16	24	837.20

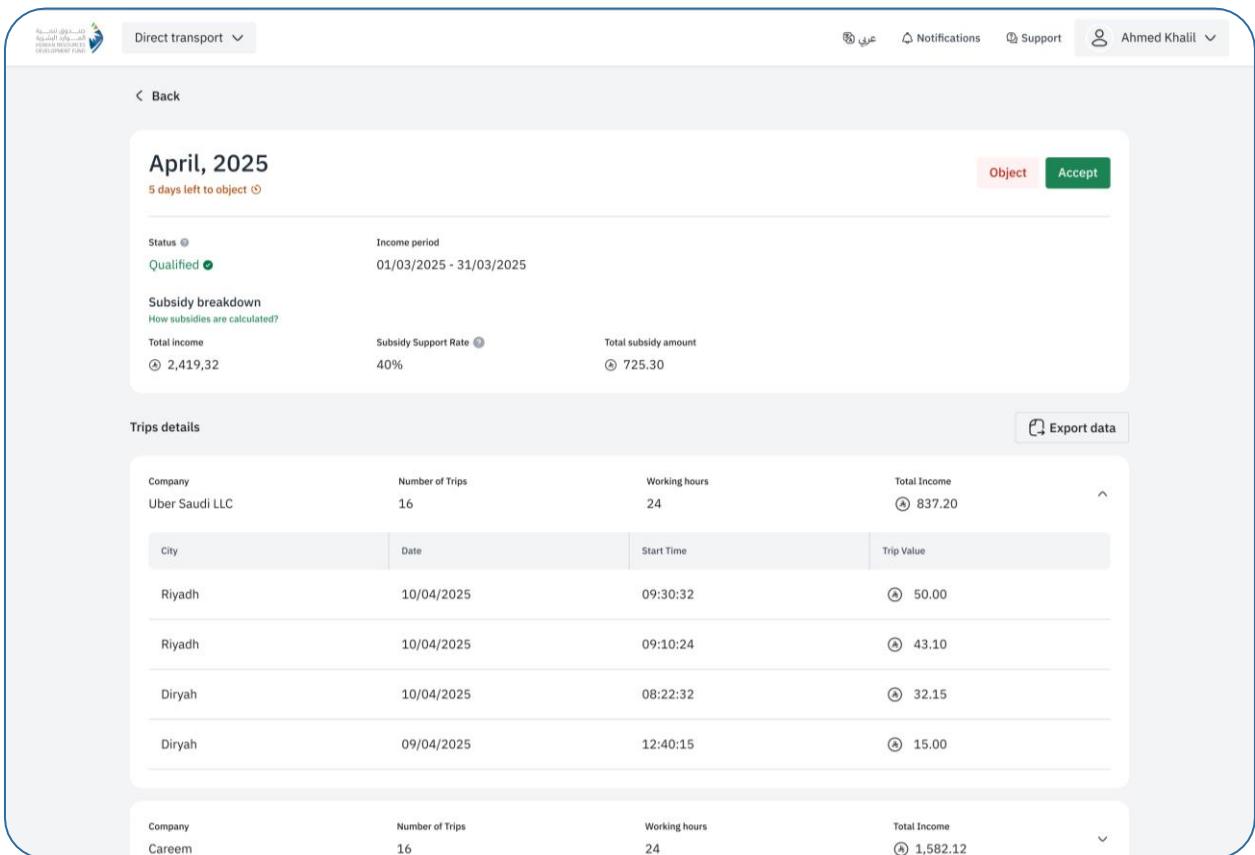
City	Date	Start Time	Trip Value
Riyadh	10/04/2025	09:30:32	50.00
Riyadh	10/04/2025	09:10:24	43.10
Diryah	10/04/2025	08:22:32	32.15
Diryah	09/04/2025	12:40:15	15.00

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Once the user selects “Confirm,” the status of the performance data will be updated to “Accepted,” indicating that the user has reviewed and approved the data.

# Disputing Data Performance

# Disputing the Data Performance



Direct transport ▼

Notifications ▼ Support ▼ Ahmed Khalil ▼

Back

April, 2025 5 days left to object

Status ● Qualified ● Income period 01/03/2025 - 31/03/2025

Subsidy breakdown How subsidies are calculated?

Total income	Subsidy Support Rate <span>●</span>	Total subsidy amount
迪拉姆 2,419.32	40%	迪拉姆 725.30

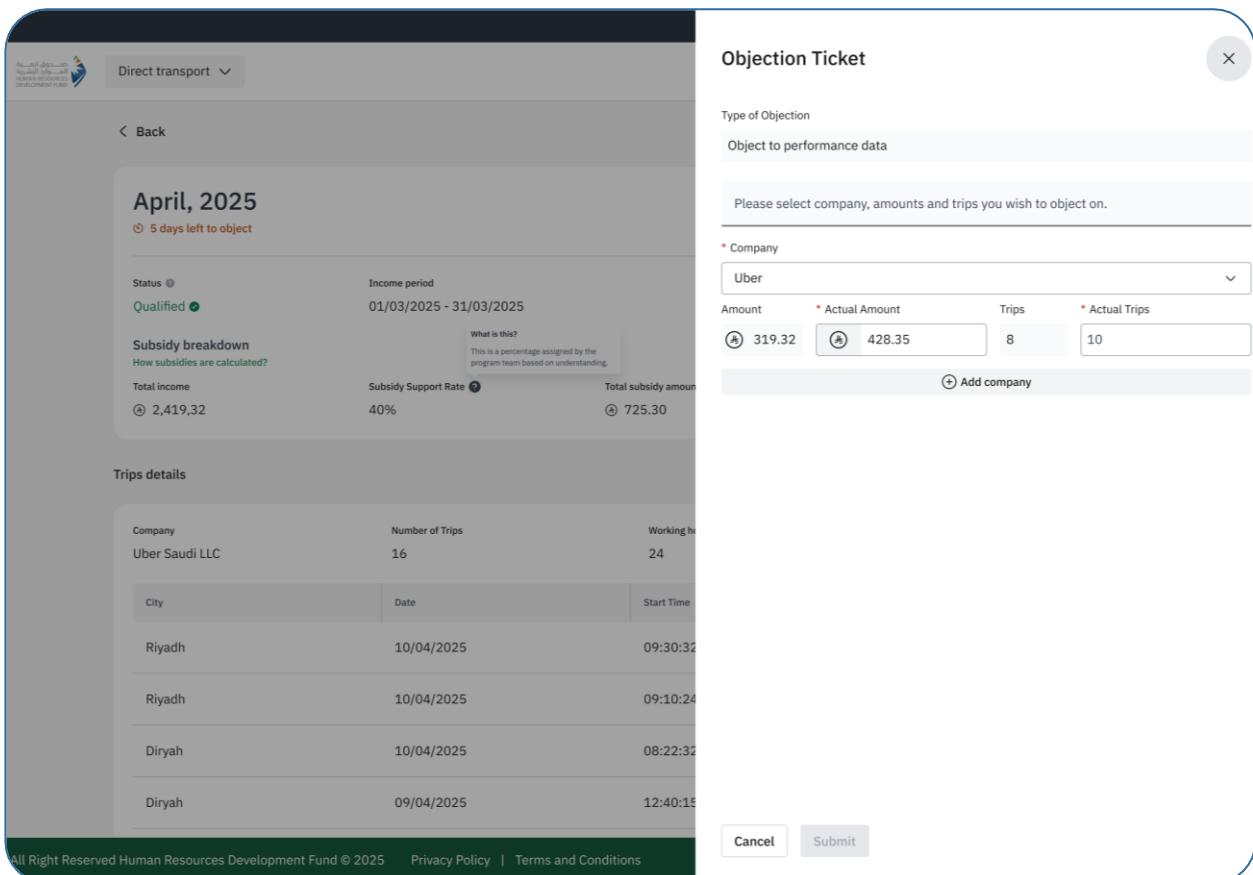
Trips details Export data

Company	Number of Trips	Working hours	Total Income
Uber Saudi LLC	16	24	迪拉姆 837.20
			^
City	Date	Start Time	Trip Value
Riyadh	10/04/2025	09:30:32	迪拉姆 50.00
Riyadh	10/04/2025	09:10:24	迪拉姆 43.10
Diriyah	10/04/2025	08:22:32	迪拉姆 32.15
Diriyah	09/04/2025	12:40:15	迪拉ム 15.00

Company	Number of Trips	Working hours	Total Income
Careem	16	24	迪拉ム 1,582.12
			▼

- After selecting “Performance Data Details,” the system will redirect the user to the Performance Data Details page.
- On this page, the user can review the support details and their performance for the current month.
- The user can also dispute the performance data by selecting “Dispute.”

# Disputing the Data Performance



**Objection Ticket**

Type of Objection  
Object to performance data

Please select company, amounts and trips you wish to object on.

\* Company  
Uber

Amount	* Actual Amount	Trips	* Actual Trips
319.32	428.35	8	10

**Trips details**

Company	Number of Trips	Working hours
Uber Saudi LLC	16	24

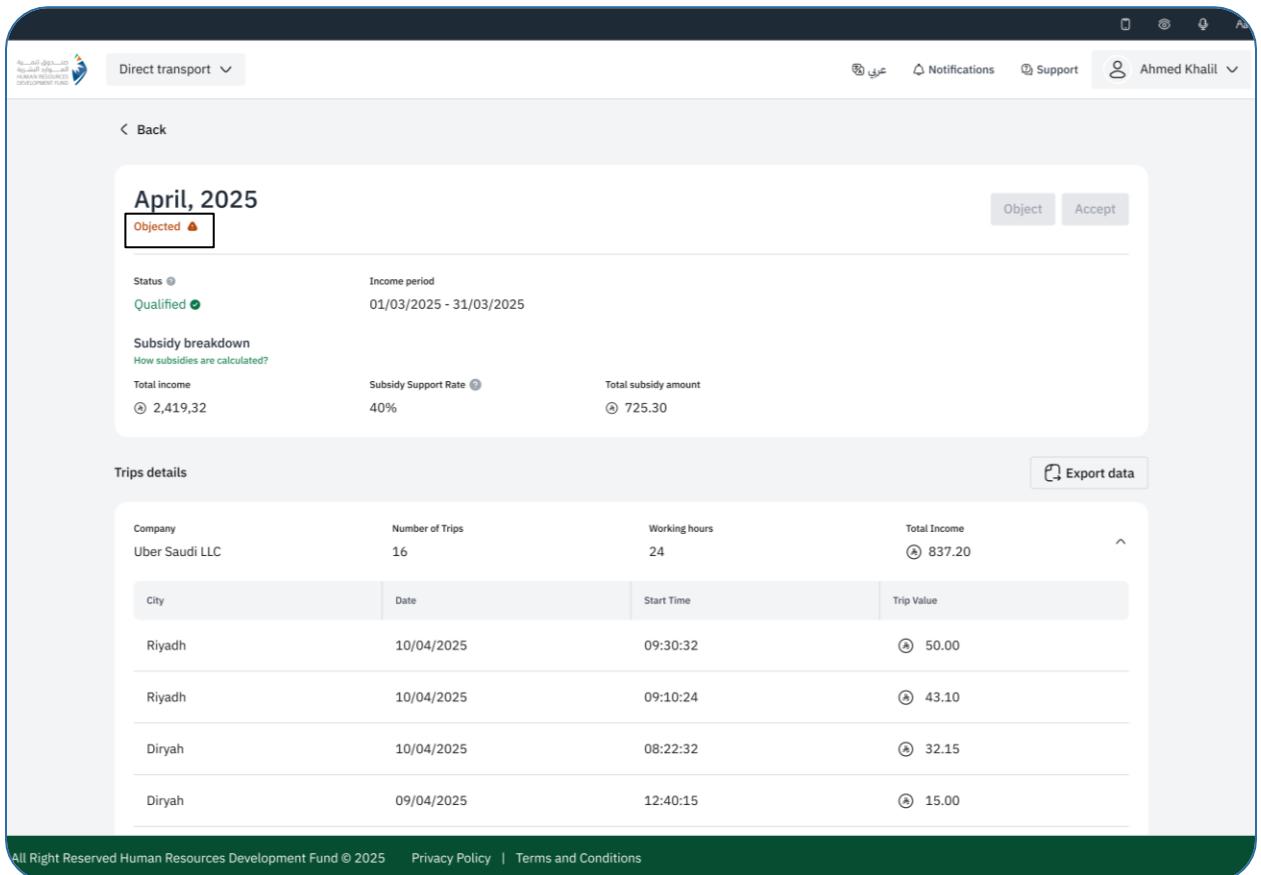
City	Date	Start Time
Riyadh	10/04/2025	09:30:32
Riyadh	10/04/2025	09:10:24
Diriyah	10/04/2025	08:22:32
Diriyah	09/04/2025	12:40:15

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**Cancel** **Submit**

- After selecting the “**Disputing**” option, the system will display the Disputing Request Form.
- The user must submit a separate dispute for each operating company and provide the relevant objection details.
- The user can then select the operating company from the drop-down list, specify the actual income amount, and enter the actual number of trips.
- The user may add another operating company by selecting the “**Add Company**” option.
- The beneficiary must enter the number of trips and the total actual income for each company separately.

# Disputing the Data Performance



The screenshot shows a trip report for April 2025. The status is 'Qualified' and the subsidy amount is 725.30. The trip details table shows five trips from Riyadh and Diryah on April 10, 2025, with trip values of 50.00, 43.10, 32.15, and 15.00 respectively. The total income is 837.20.

City	Date	Start Time	Trip Value
Riyadh	10/04/2025	09:30:32	50.00
Riyadh	10/04/2025	09:10:24	43.10
Diryah	10/04/2025	08:22:32	32.15
Diryah	09/04/2025	12:40:15	15.00

- After the user selects the “**Submit Dispute**” option, the status of the performance data will be updated to “**Disputed**”, indicating that the user has reviewed the data and successfully submitted their dispute through the system.
- The user should contact the **General Authority for Transport** via the “**Wasl**” platform to process the objection before the specified period expires (**10 days**).

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