



User Manual

**How to Accept or Dispute Performance Data for
Freelance Support Product (Orders Delivery Track)**



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Introduction

Introduction

This e-service enables beneficiaries of the Freelance Product (Orders Delivery 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. The dispute is reviewed in coordination with operating entities and the Transport Authority to ensure accurate support calculation.



Main Dashboard and Performance Data Details

Main Dashboard and Performance Data Details

The screenshot displays the 'Order Delivery' program dashboard for user Ahmed Khalil. The interface includes a top navigation bar with 'Order Delivery', 'Notifications', 'Support', and the user's name. The main content area is divided into several sections:

- Dashboard Overview:** Shows 'Hi Ahmed,' and 'Here's your latest update on Order Delivery program.' It includes a 'Product Details' button and a 'Filter by' dropdown.
- Enrolment details:** Displays 'Enrolled on 10 April 2024' and 'Order Delivery' with an 'Active' status. It shows a total subsidy of 18,920 and 4 of 24 months since enrolment. A progress bar indicates 'Enrolment over the last 10 months' with 4 months 'Order delivery' and 20 months 'Remaining'. A note states 'Maximum 24 months allowed across all freelance programs.' Buttons for 'Withdraw' and 'View other freelance programs' are present.
- Latest Subsidy Details:**
 - February 2025:** Status is 'Pending payment'. Eligibility status is 'Eligible' and subsidy qualification is 'Qualified'. Total subsidy amount is 725.30. A warning message states: 'Performance data has been released. View the details and approve it to complete disbursement process.' Subsidy breakdown includes 'Payment expected' (25/04/2025), 'Income period' (01/03/2025 - 31/03/2025), 'Support rate/trip' (15), 'No of trips' (46), and 'Subsidy amount' (690.00). A 'Performance Data' button is highlighted.
 - March 2025:** Status is 'Paid'. Total subsidy amount is 1,620.00. Subsidy breakdown is shown with a dropdown arrow.
 - February 2025 (Excluded):** Status is 'Excluded' and 'No payment'. Total subsidy amount is 0. Subsidy breakdown is shown with a dropdown arrow.

A 'Show all months' button is located at the bottom of the 'Latest Subsidy Details' section.

- ▶ 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

Subsidy Details

April, 2025
5 days left to object

Status Qualified
Income period 20/03/2025 - 19/04/2025

Subsidy breakdown
How subsidies are calculated?

Subsidy amount	Support rate/trip	No of trips
690.00	15	46

Trip details

Company: Jahez, Number of Trips: 46

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

Buttons: Object, Accept

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- 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 web application interface for the Human Resources Development Fund. The user is logged in as Ahmed Khalil. The main content area displays a summary for April 2025, indicating 5 days left to object. A confirmation dialog 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." The dialog has "Cancel" and "Confirm" buttons. The background content includes a status of "Qualified", an income period from 01/03/2025 to 31/03/2025, a total income of 2,419,32, and a table of trips details for Uber Saudi LLC.

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

Accepting the Data Performance

Subsidy Details

April, 2025 Object Accept

Approved 🟢

Status 📌 **Income period**
 Qualified 🟢 20/03/2025 - 19/04/2025

Subsidy breakdown
 How subsidies are calculated?

Subsidy amount	Support rate/trip	No of trips
Ⓐ 690.00	Ⓐ 15	46

Trip details Export data

Company	Number of Trips
Jahez	46

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

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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

Subsidy Details

April, 2025
5 days left to object

[Object](#) [Accept](#)

Status: Qualified
Income period: 20/03/2025 - 19/04/2025

Subsidy breakdown
How subsidies are calculated?

Subsidy amount	Support rate/trip	No of trips
690.00	15	46

Trip details [Export data](#)

Company	Number of Trips
Jahez	46

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

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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

Subsidy Details

April, 2025
5 days left to object

Status: Qualified
Income period: 20/03/2025 - 19/04/2025

Subsidy breakdown
How subsidies are calculated?

Subsidy amount	Support rate/trip	No of trips
690.00	15	46

Trip details

Company	Number of Trips
Jahez	46

Objection Ticket

Type of Objection: Object to performance data

Please select company and trips you wish to object on.

* Company: Uber

Trips: 8 | Actual Trips: 10

* Company: Other | Name: Delivery & Co

Trips: 0 | Actual Trips: 10

+ Add company

Cancel Submit

After selecting the **"Disputing"** option, the system will display the Disputing Request Form.

The user can then select the operating company from the drop-down list and enter the actual number of trips.

The user may add another operating company by selecting the **"Add Company"** option.

Disputing the Data Performance

The screenshot displays a web application interface for the Human Resources Development Fund. At the top, there is a navigation bar with the fund's logo, a dropdown menu for 'Direct transport', and user information for 'Ahmed Khalil'. The main content area is titled 'April, 2025' and features a status indicator 'Objected' with a red flame icon. Below this, there are buttons for 'Object' and 'Accept'. The interface shows a 'Status' of 'Qualified' with a green checkmark and an 'Income period' of '01/03/2025 - 31/03/2025'. A 'Subsidy breakdown' section provides details on 'Total income' (2,419.32), 'Subsidy Support Rate' (40%), and 'Total subsidy amount' (725.30). The 'Trips details' section includes a table with columns for Company, Number of Trips, Working hours, and Total Income. Below this is a detailed table with columns for City, Date, Start Time, and Trip Value, listing four trips from Riyadh and Diriyah. An 'Export data' button is located to the right of the trips table. The footer contains copyright information for 2025 and links to Privacy Policy and Terms and Conditions.

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 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.

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