

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

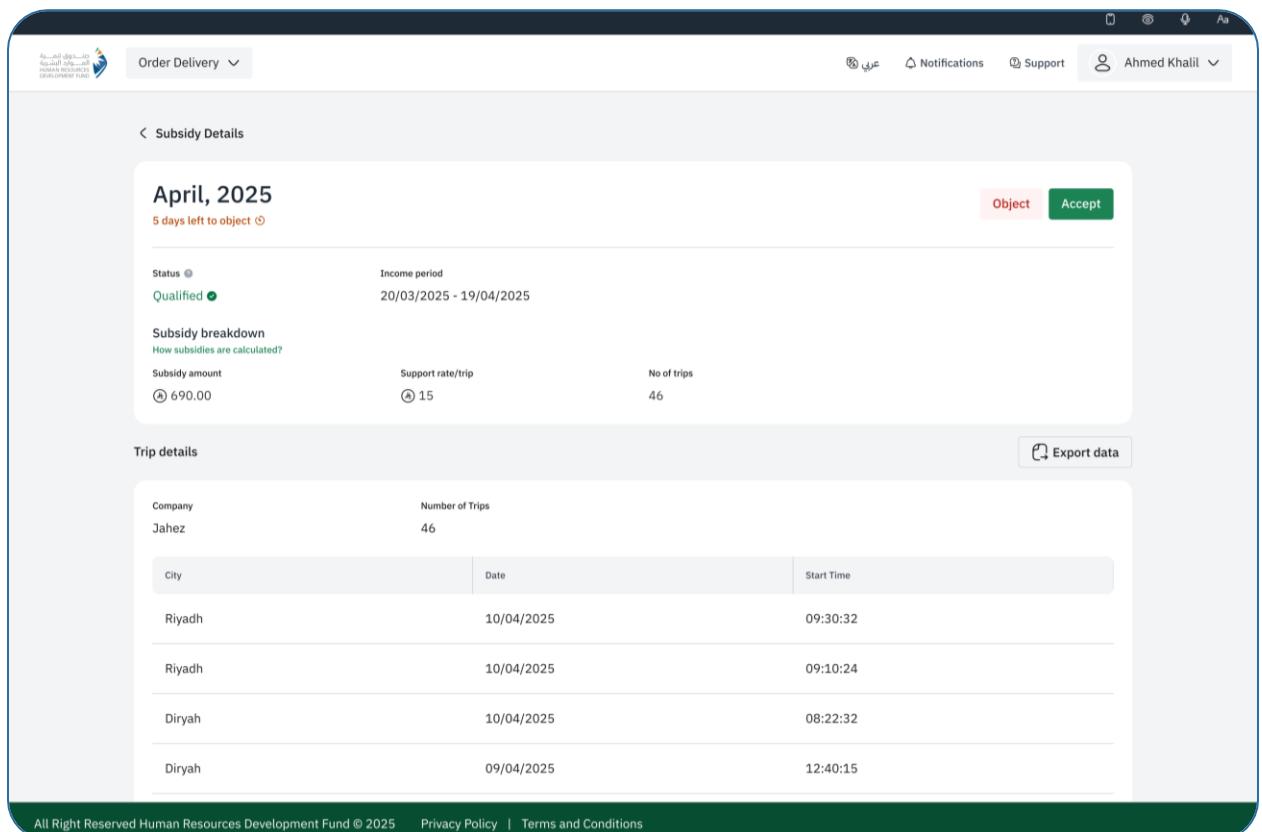
Main Dashboard and Performance Data Details

The screenshot shows the Order Delivery program dashboard. At the top, it says "Hi Ahmed, Here's your latest update on Order Delivery program." Below this, there's a photo of a man in a white robe and a green "Active" status badge. The "Enrolment details" section shows "18,920" total subsidies benefited and "4 of 24" months since enrolment. A progress bar indicates "Enrolment over the last 10 months" with "4 months" completed and "20 months" remaining. The "Latest Subsidy Details" section shows a "Pending payment" for "February 2025" with a total subsidy amount of "725.30". It includes a note: "Performance data has been released. View the details and approve it to complete disbursement process." The "Performance Data" section shows "15" trips, "46" subsidies, and a "Subsidy amount" of "690.00". The "Subsidy breakdown" section shows "25/04/2025" as the payment date and "01/03/2025 - 31/03/2025" as the income period. The "Qualification Status: Qualified" section for "March 2025" shows a "Paid" amount of "1,620.00". The "Subsidy breakdown" section for "February 2025" shows "No payment" with an amount of "0".

- 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



Order Delivery ▼

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 Export data

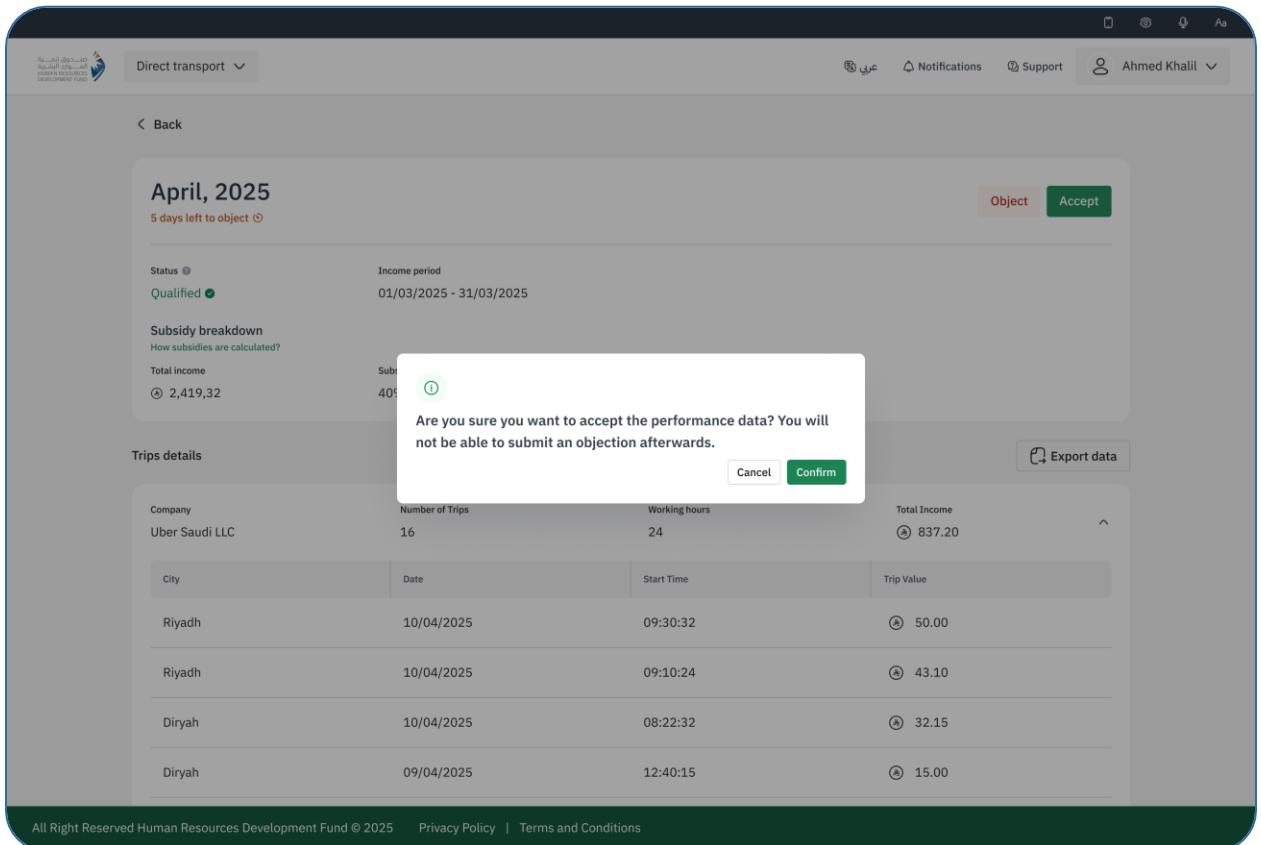
Company	Number of Trips
Jahez	46

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 performance data, the support calculation, and the monthly performance details.
- ▶ The user can accept the performance data by selecting “Accept.”

Accepting the Data Performance



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: 2,419,32

Trips details

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

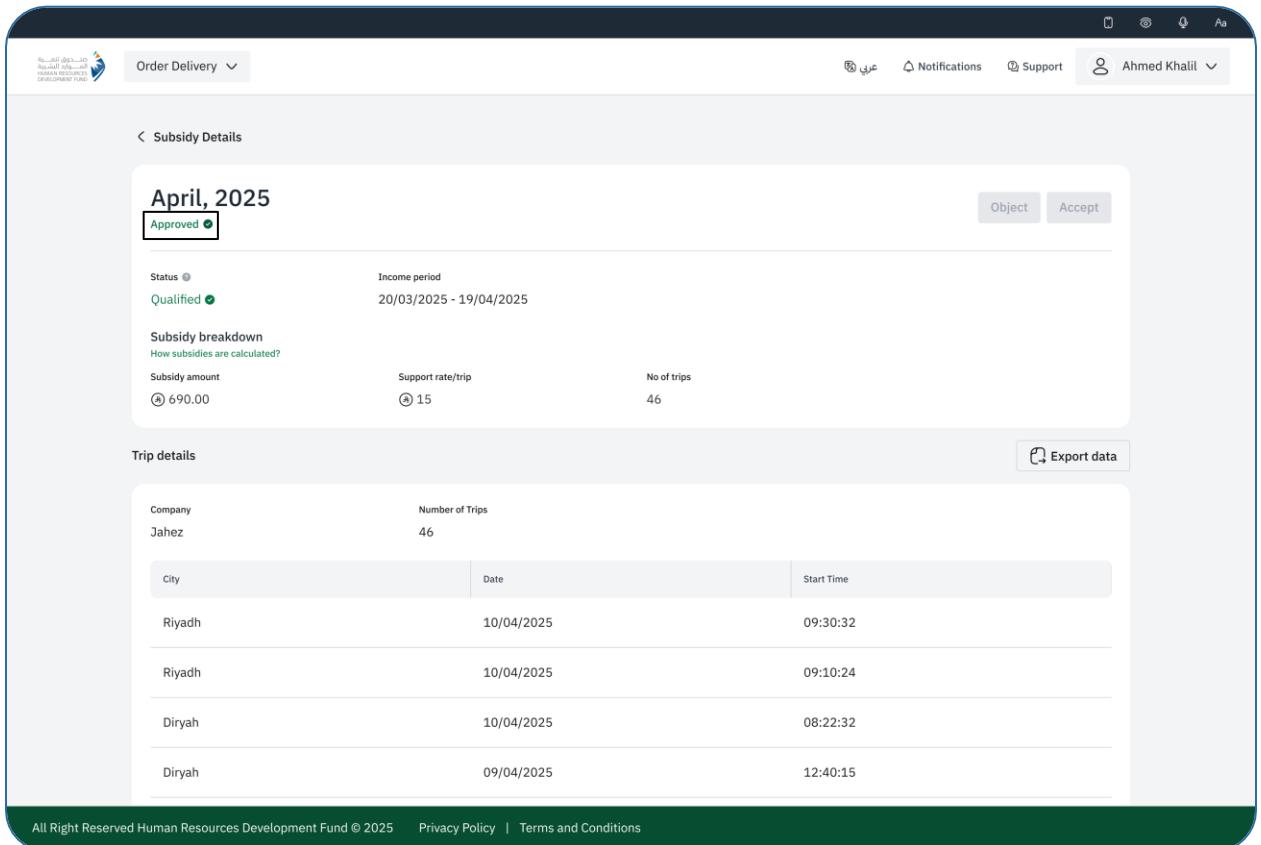
Are you sure you want to accept the performance data? You will not be able to submit an objection afterwards.

Cancel Confirm

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

Accepting the Data Performance



Order Delivery

April, 2025

Status: Approved

Subsidy breakdown: Qualified

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

Trip details

Company	Number of Trips
Jahez	46

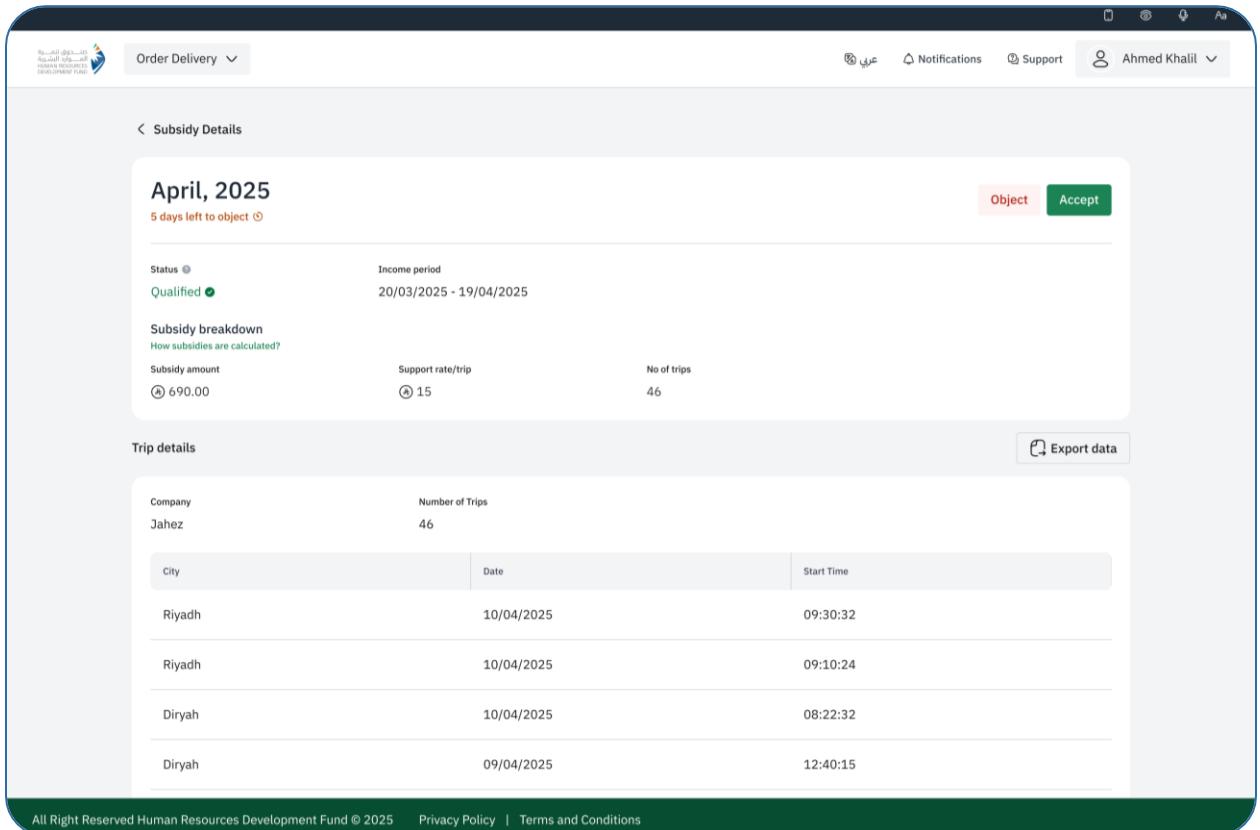
City	Date	Start Time
Riyadh	10/04/2025	09:30:32
Riyadh	10/04/2025	09:10:24
Diryah	10/04/2025	08:22:32
Diryah	09/04/2025	12:40:15

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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



Order Delivery ▾

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

Object Accept

Trip details

Export data

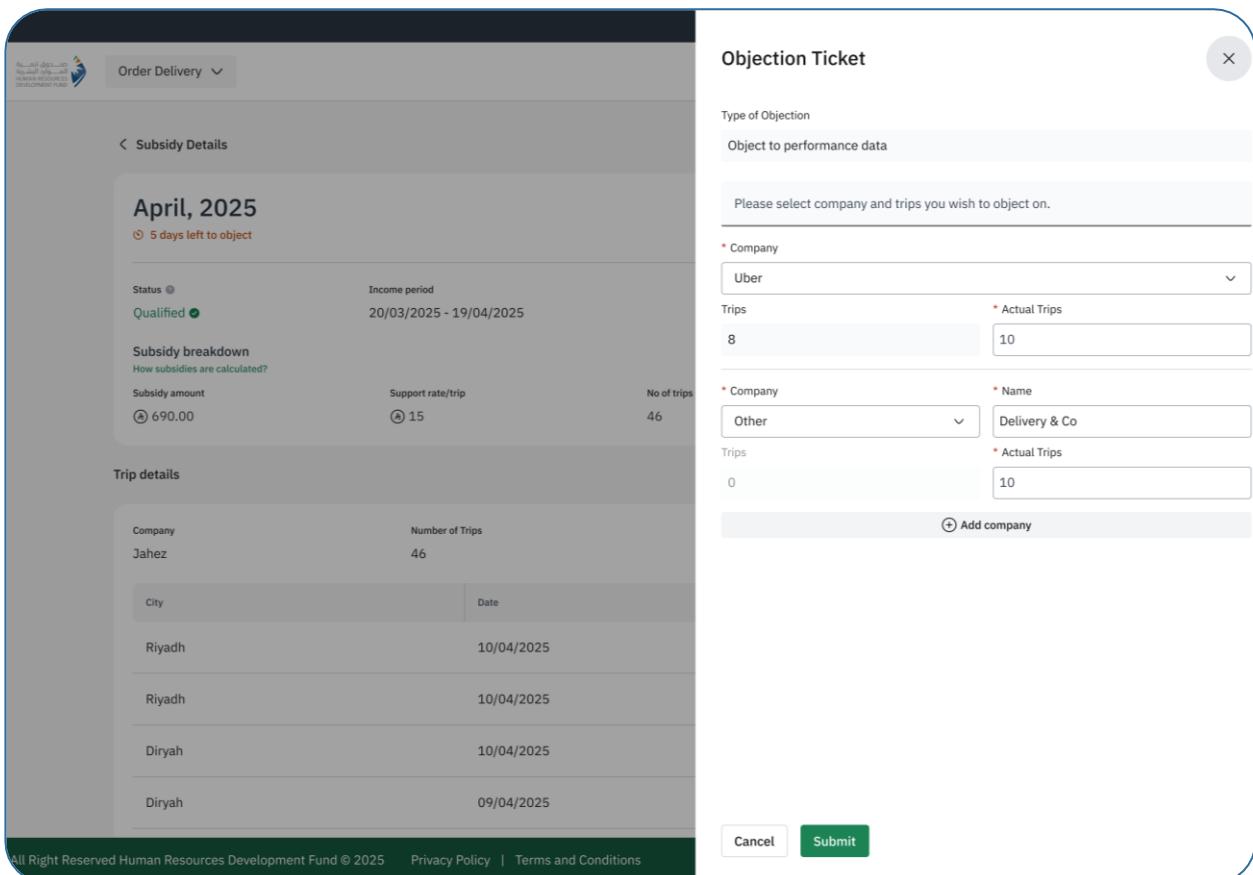
Company	Number of Trips
Jahez	46

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

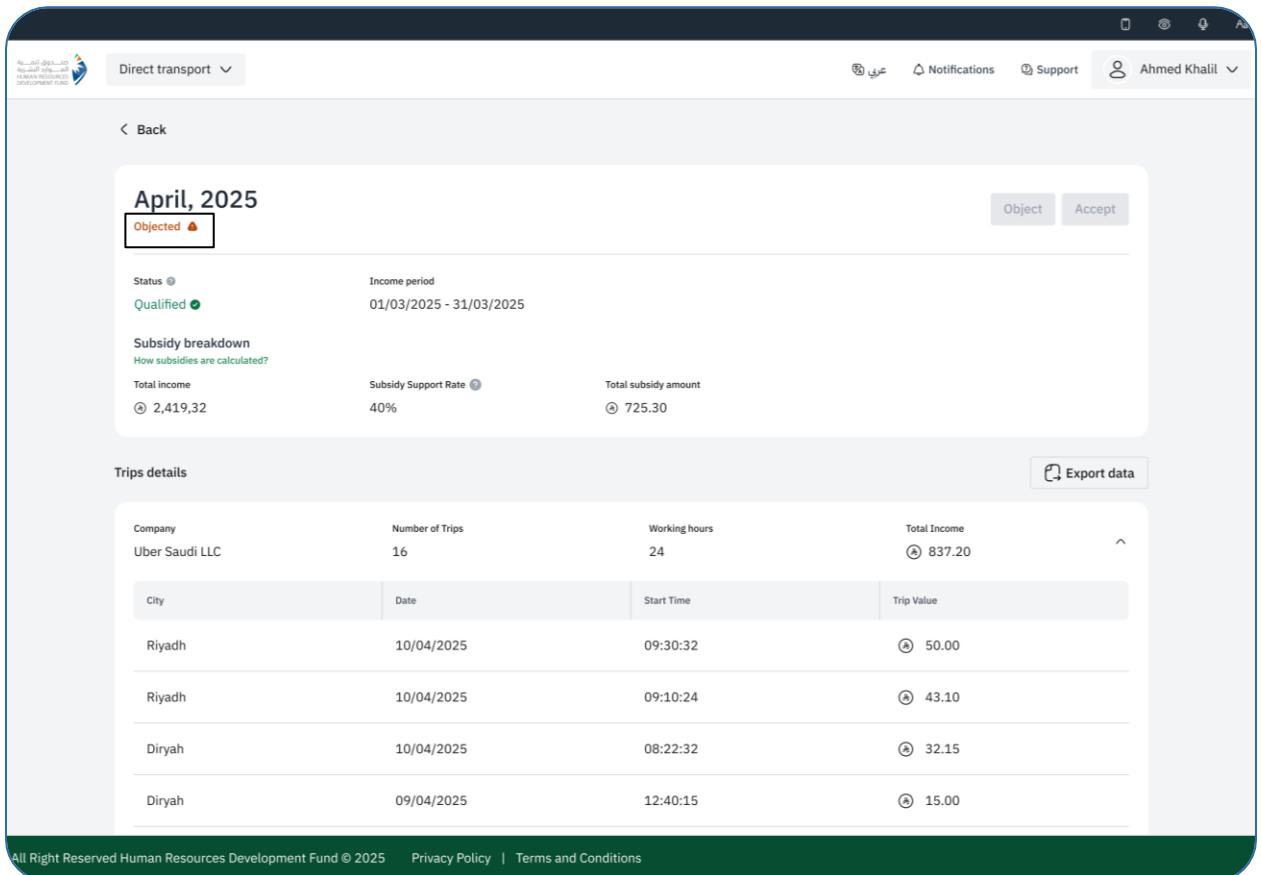


The image shows a mobile application interface. On the left, a grey sidebar displays 'Subsidy Details' for April 2025. It shows a status of 'Qualified', an income period from 20/03/2025 to 19/04/2025, and a subsidy amount of 690.00. It also lists trip details for 'Jahez' in Riyadh and Diryah, with dates 10/04/2025 and 09/04/2025 respectively. On the right, a modal window titled 'Objection Ticket' is open. It asks for the 'Type of Objection' (Object to performance data) and 'Please select company and trips you wish to object on.' It shows two entries: 'Uber' with 8 trips and 10 actual trips, and 'Other' with 0 trips and 10 actual trips. A button '+ Add company' is available. At the bottom of the modal are 'Cancel' and 'Submit' buttons.

- 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 shows a mobile application interface for the Human Resources Development Fund (HRDF). The top navigation bar includes the HRDF logo, a dropdown menu for 'Direct transport', and user profile information for 'Ahmed Khalil'. The main content area displays a trip summary for April 2025. The trip details include a 'Status' of 'Qualified' (indicated by a green checkmark) and an 'Income period' from '01/03/2025 - 31/03/2025'. A red box highlights the 'Objected' status, which is accompanied by a red warning icon. Below this, a 'Subsidy breakdown' section shows a total income of 2,419.32 and a subsidy support rate of 40%, resulting in a total subsidy amount of 725.30. The 'Trips details' section lists five trips from Uber Saudi LLC in Riyadh, with trip values ranging from 15.00 to 50.00. At the bottom of the screen, a green footer bar contains the text 'All Right Reserved Human Resources Development Fund © 2025' and links to 'Privacy Policy' and 'Terms and Conditions'.

- 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.

