



User Manual

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



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Introduction

Introduction

This e-service allows beneficiaries of the Freelance Support Product – General Track (for Bahr Platform registrants) to review their monthly performance data, which reflects executed projects and earned income. Users can accept the data if it is correct. If any discrepancies are noticed, users can submit an electronic dispute within 5 days from the date the data is displayed in their account. Users must contact the Bahr Platform to ensure their data is updated and the dispute is resolved within 10 days.



Main Dashboard and Performance Data Details

Main Dashboard and Performance Data Details

The screenshot displays the user's main dashboard for the 'General track' program. The interface is in Arabic and includes a top navigation bar with a language selector (عربي), notifications, support, and a user profile (Ahmed Khalil). The dashboard is divided into several sections:

- General track:** A dropdown menu at the top left.
- Dashboard/Invoices:** Tabs for switching between the main dashboard and invoices.
- Product Details:** A button to view more details about the product.
- Hi Ahmed, Here's your latest update on General track program.** A personalized greeting and update.
- Enrolment details:** A section showing the user's enrolment status. It includes a profile picture, a status indicator (Active), and enrolment details (Enrolled on 10 April 2024, General track). Below this, there are two cards: one showing the total subsidies benefited (18,920) and another showing the months since enrolment (10 of 24). A progress bar shows enrolment over the last 10 months, with a legend indicating 4 months for Order delivery, 6 months for General track, and 14 months for Remaining. A note states 'Maximum 24 months allowed across all freelance programs.' There are buttons for 'Withdraw' and 'View other freelance programs'.
- Latest subsidy details:** A section showing the user's latest subsidy details. It includes a filter button and a table of subsidies.

Subsidy Status	Month	Eligibility Status	Subsidy Qualification	Total Subsidy Amount
Pending payment	February 2025	Eligible	Qualified	3000.00
Paid	February 2025	Eligible	Not qualified	0.00
No payment	February 2025	Eligible	Not qualified	0.00

The 'Subsidy breakdown' section for the 'Pending payment' subsidy shows the following details:

- Payment expected: 25/04/2025
- Income period: 01/03/2025 - 31/03/2025
- No. of Projects: 3
- Total income: 7500.00
- Subsidy support rate: 40%
- Subsidy amount: 3000.00

The 'Performance Data' section for the 'Paid' subsidy shows the following details:

- Subsidy breakdown: Not qualified
- Subsidy amount: 0.00

The 'No payment' subsidy shows the following details:

- Subsidy breakdown: Not qualified
- Subsidy amount: 0.00

- ▶ 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

April, 2025
5 days left to object

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

Status: **Qualified** ✔

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

Subsidy breakdown
How subsidies are calculated?

Total income	Total Projects	Subsidy Support Rate	Total subsidy amount
3237.00	3	40%	1294.80

Project details [Export data](#)

Project Name	Client name	Type/Category	Contract No.	Start Date	End Date	Total Income
التصميم الرقمي	Cafe Illion	Design/Art	CN1239123	10/10/2024	10/03/2025	837.00
Digital Marketing	Cafe Illion	Marketing/Digital	CN1239124	08/11/2024	08/01/2025	500.00
SMME	Elm Company	Marketing/Digital	CN1239761	10/10/2024	10/11/2024	1900.00

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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 the 'April, 2025' performance summary. A confirmation dialog is overlaid on the screen, asking the user to confirm accepting the performance data. The dialog text reads: '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 'General track' dropdown, a 'Back' button, and a table of project details.

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: 3237.00
Total subsidy amount: 94.80

Project details

Project Name	Client name	Type/Category	Contract No.	Start Date	End Date	Total Income
التصميم الرقمي	Cafe Illion	Design/Art	CN1239123	10/10/2024	10/03/2025	837.00
Digital Marketing	Cafe Illion	Marketing/Digital	CN1239124	08/11/2024	08/01/2025	500.00
SMME	Elm Company	Marketing/Digital	CN1239761	10/10/2024	10/11/2024	1900.00

Export data

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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

April, 2025
Approved

Status: **Qualified** | Income period: 01/03/2025 - 31/03/2025

Subsidy breakdown
How subsidies are calculated?

Total income	Total Projects	Subsidy Support Rate	Total subsidy amount
3237.00	3	40%	1294.80

Project details

Project Name	Client name	Type/Category	Contract No.	Start Date	End Date	Total Income
التصميم الرقمي	Cafe Illion	Design/Art	CN1239123	10/10/2024	10/03/2025	837.00
Digital Marketing	Cafe Illion	Marketing/Digital	CN1239124	08/11/2024	08/01/2025	500.00
SMME	Elm Company	Marketing/Digital	CN1239761	10/10/2024	10/11/2024	1900.00

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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

General track ▾

عربي Notifications Support Ahmed Khalil ▾

< Back

April, 2025
5 days left to object

Object Accept

Status: Qualified ✓

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

Subsidy breakdown
How subsidies are calculated?

Total income	Total Projects	Subsidy Support Rate	Total subsidy amount
3237.00	3	40%	1294.80

Project details Export data

Project Name	Client name	Type/Category	Contract No.	Start Date	End Date	Total Income
التصميم الرقمي	Cafe Illion	Design/Art	CN1239123	10/10/2024	10/03/2025	837.00
Digital Marketing	Cafe Illion	Marketing/Digital	CN1239124	08/11/2024	08/01/2025	500.00
SMME	Elm Company	Marketing/Digital	CN1239761	10/10/2024	10/11/2024	1900.00

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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

General track ▾

< 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	Total Projects	Subsidy Support Rate
3237.00	3	40%

Project details

Project Name	Client name	Type/Category	Contract No.
التصميم الرقمي	Cafe Illion	Design/Art	CN1239123
Digital Marketing	Cafe Illion	Marketing/Digital	CN1239124
SMME	Elm Company	Marketing/Digital	CN1239761

Objection Ticket ✕

Type of Objection

Object to performance data

Please select project and input the amounts you wish to object on.

* Projects

Digital Art - CN12XXXXX ▾

Amount

319.32

* Actual Amount

428.35

+ Add project

Cancel Submit

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- After selecting “Dispute,” the system will display the Dispute Request Form.
- The user can then select a project from the dropdown menu and specify the actual income amount.
- The user may add a new project by selecting “Add Project”.

Disputing the Data Performance

General track

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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	Total Projects	Subsidy Support Rate
3237.00	3	40%

Project details

Project Name	Client name	Type/Category	Contract No.
التصميم الرقمي	Cafe Illion	Design/Art	CN1239123
Digital Marketing	Cafe Illion	Marketing/Digital	CN1239124
SMME	Elm Company	Marketing/Digital	CN1239761

Objection Ticket

Type of Objection
Object to performance data

Please select project and input the amounts you wish to object on.

* Projects
Digital Art - CN12XXXXX

Amount: 319.32 * Actual Amount: 428.35

* Project: Other * Project Name: Delivery & Co

* Contract number: CN12XXXXX * Actual Amount: 428.35

+ Add project

Cancel Submit

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After reviewing all projects, the user should select the project name, enter the contract number, and input the actual income amount associated with the project, then select **"Submit Dispute"**.

If no data exists for a project, the user should select "Other" and then add the required project information before submitting the dispute.

Disputing the Data Performance

General track ▾

عربي Notifications Support Ahmed Khalil ▾

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April, 2025 Objected 🔴

Object Accept

Status: Qualified ✅ Income period: 01/03/2025 - 31/03/2025

Subsidy breakdown
How subsidies are calculated?

Total income	Total Projects	Subsidy Support Rate	Total subsidy amount
⊕ 3237.00	3	40%	⊕ 1294.80

Project details Export data

Project Name	Client name	Type/Category	Contract No.	Start Date	End Date	Total Income
التصميم الرقمي	Cafe Illion	Design/Art	CN1239123	10/10/2024	10/03/2025	⊕ 837.00
Digital Marketing	Cafe Illion	Marketing/Digital	CN1239124	08/11/2024	08/01/2025	⊕ 500.00
SMME	Elm Company	Marketing/Digital	CN1239761	10/10/2024	10/11/2024	⊕ 1900.00

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After the user selects “Submit Dispute,” 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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