

# User Manual

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



## Content Table

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

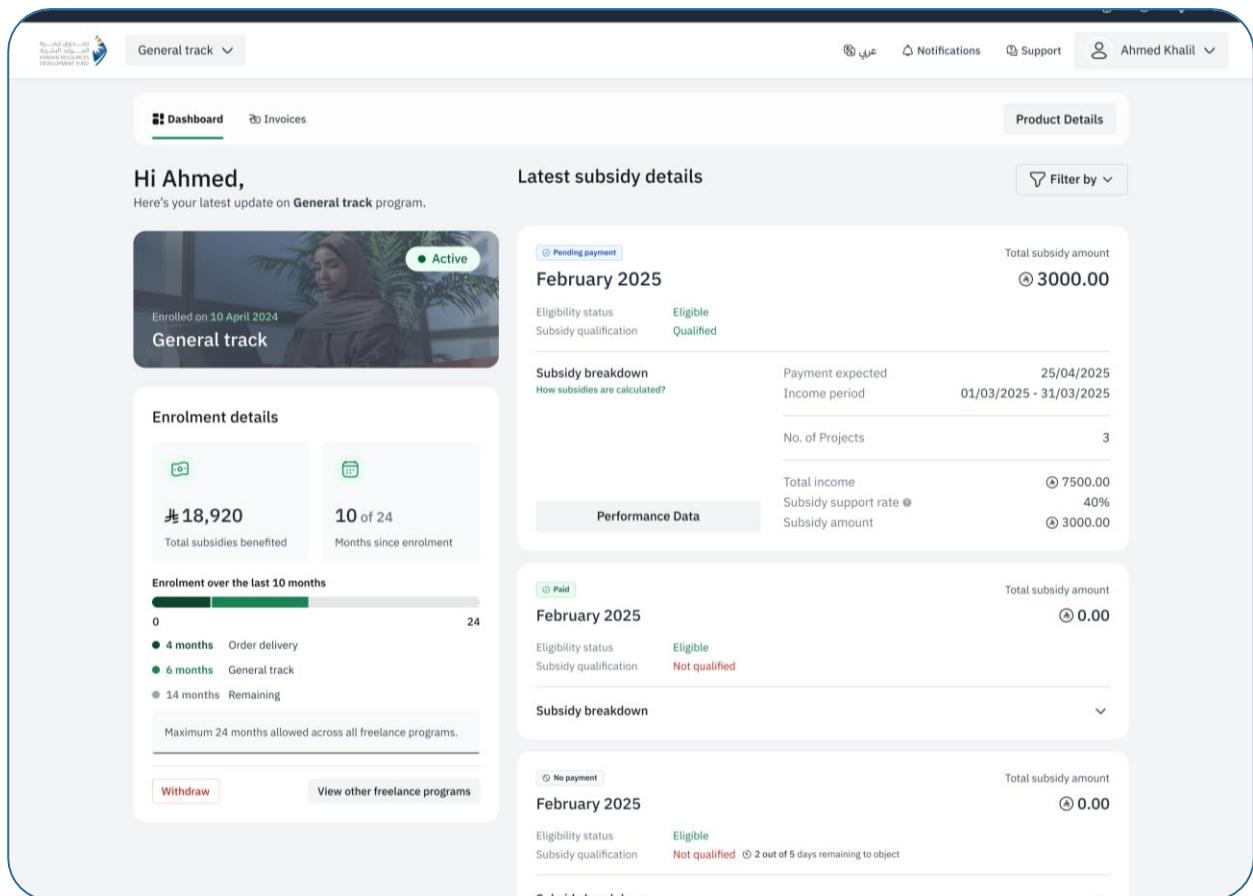
# Introduction

## 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

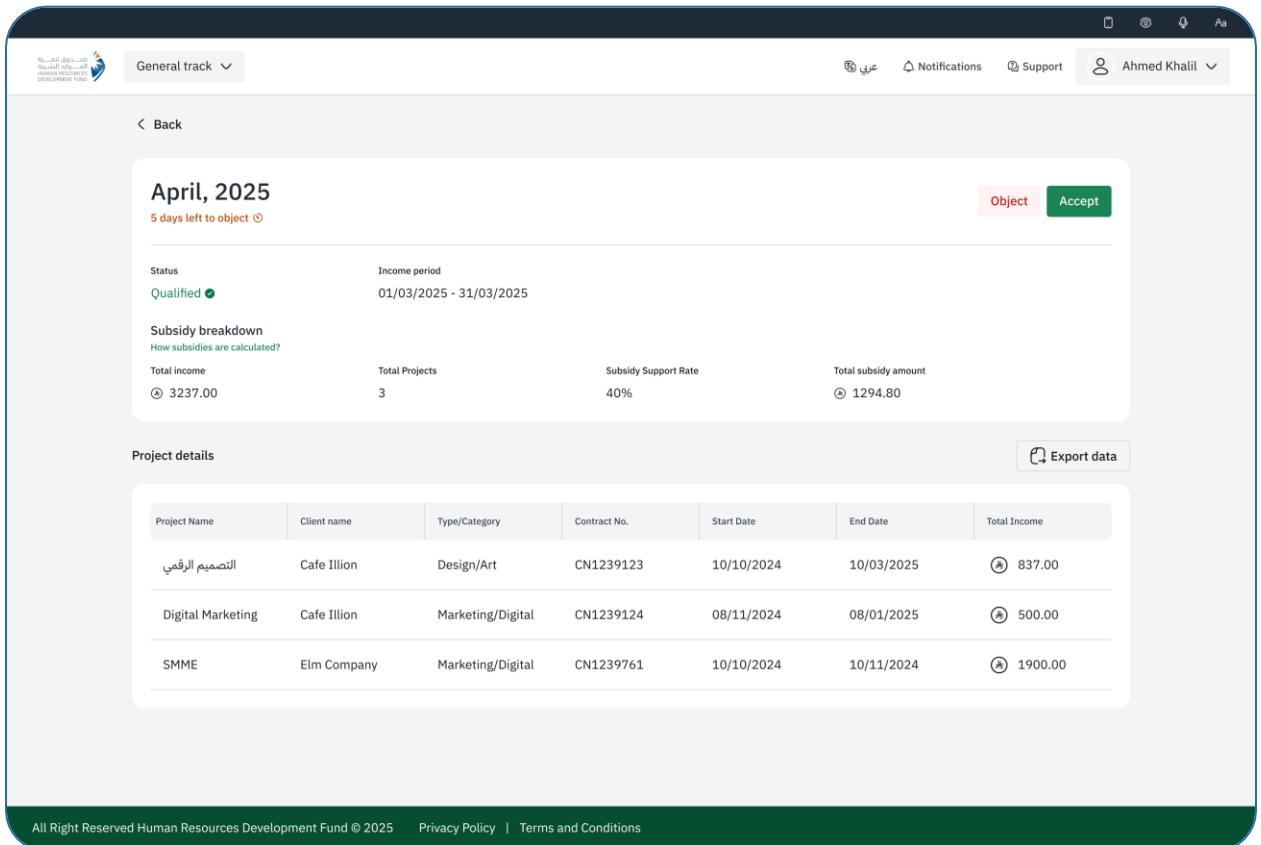


The screenshot shows the user interface for the 'General track' program. At the top, there are navigation tabs for 'Dashboard' and 'Invoices', and a 'Product Details' section on the right. The main content area includes a greeting 'Hi Ahmed,' and a message about the latest update on the 'General track' program. A profile picture of a woman is shown with the status 'Active'. Below this, there are sections for 'Enrolment details' (showing 18,920 beneficiaries and 10 months since enrolment) and 'Enrolment over the last 10 months' (a bar chart showing 0 to 24 months with segments for Order delivery, General track, and Remaining). To the right, there are three sections for 'Latest subsidy details' for February 2025, March 2025, and April 2025, each showing subsidy breakdowns and performance data. The interface is in Arabic, with English labels for some fields.

- 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



General track ▼

Arabic 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

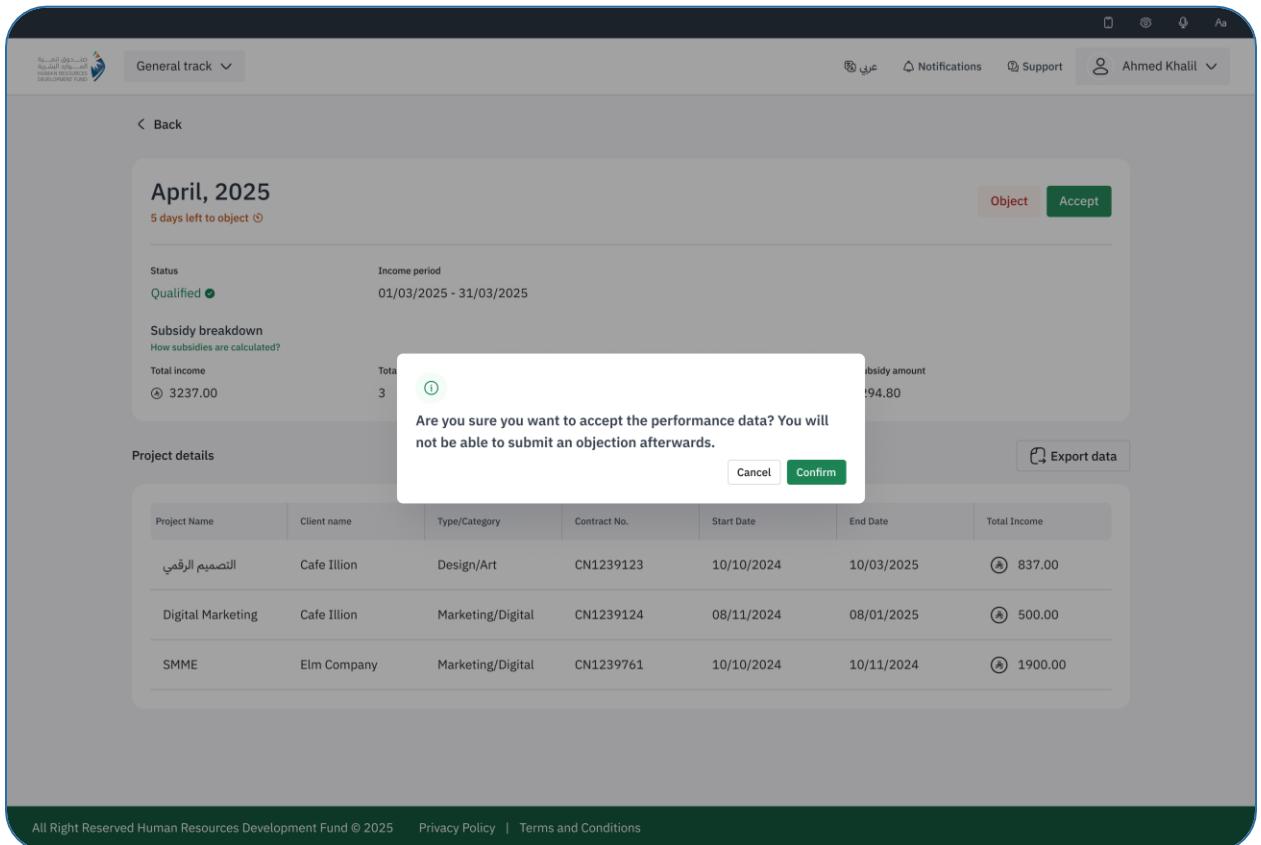
Project details Export data

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

# Accepting the Data Performance



General track

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

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

Object Accept

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

General track ▼

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◀ Back

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 Export data

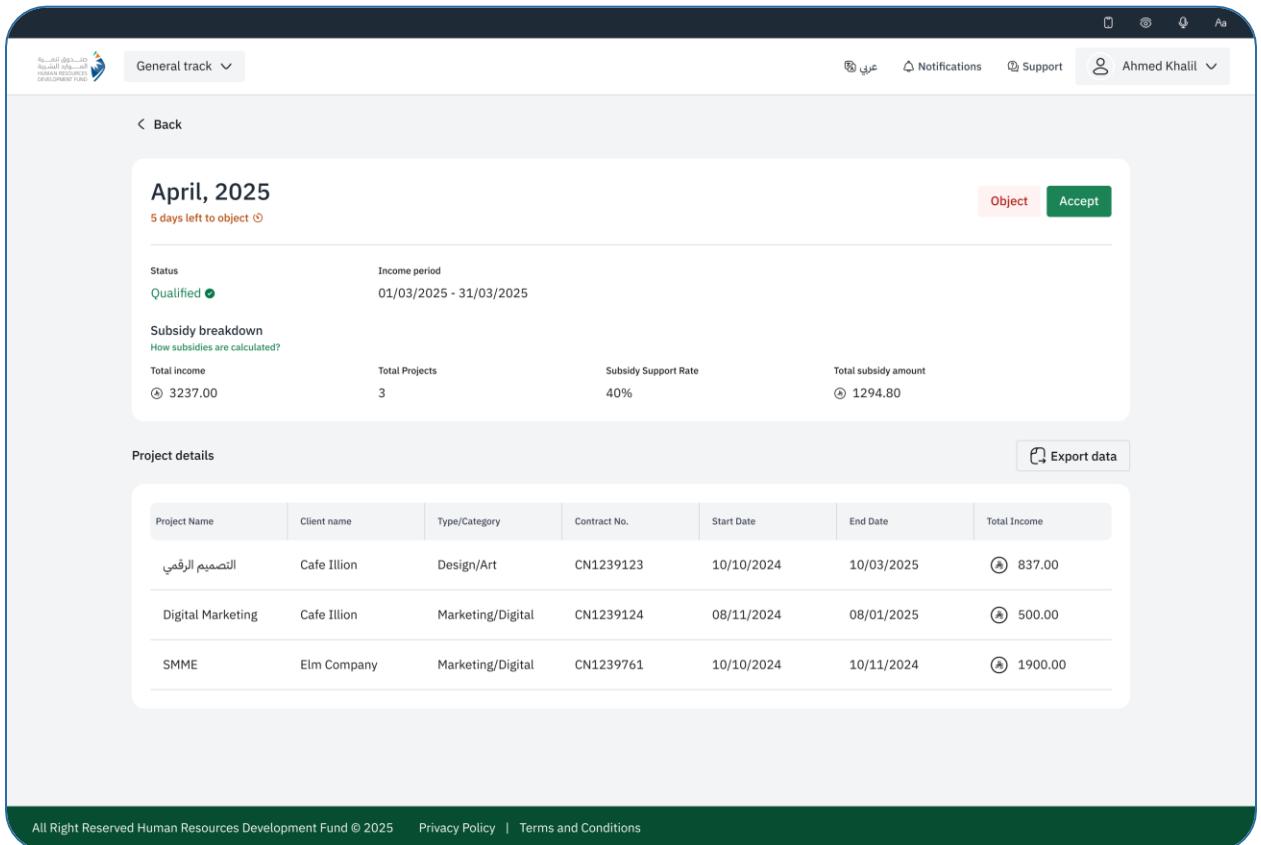
Project Name	Client name	Type/Category	Contract No.	Start Date	End Date	Total Income
التصميم الرقمي	Cafe Illion	Design/Art	CN1239123	10/10/2024	10/03/2025	⌚ 837.00
Digital Marketing	Cafe Illion	Marketing/Digital	CN1239124	08/11/2024	08/01/2025	⌚ 500.00
SMME	Elm Company	Marketing/Digital	CN1239761	10/10/2024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

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- 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 ▼

Arabic 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

**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

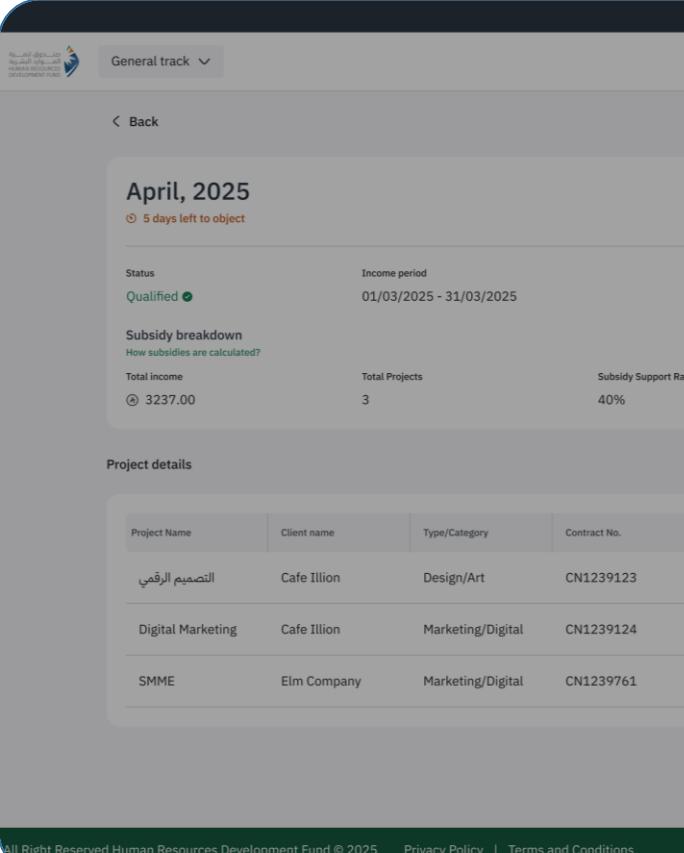
Amount	* Actual Amount
319.32	428.35

[+ Add project](#)

[Cancel](#) [Submit](#)

- 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

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: 3237.00

Total Projects: 3

Subsidy Support Rate: 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

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**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

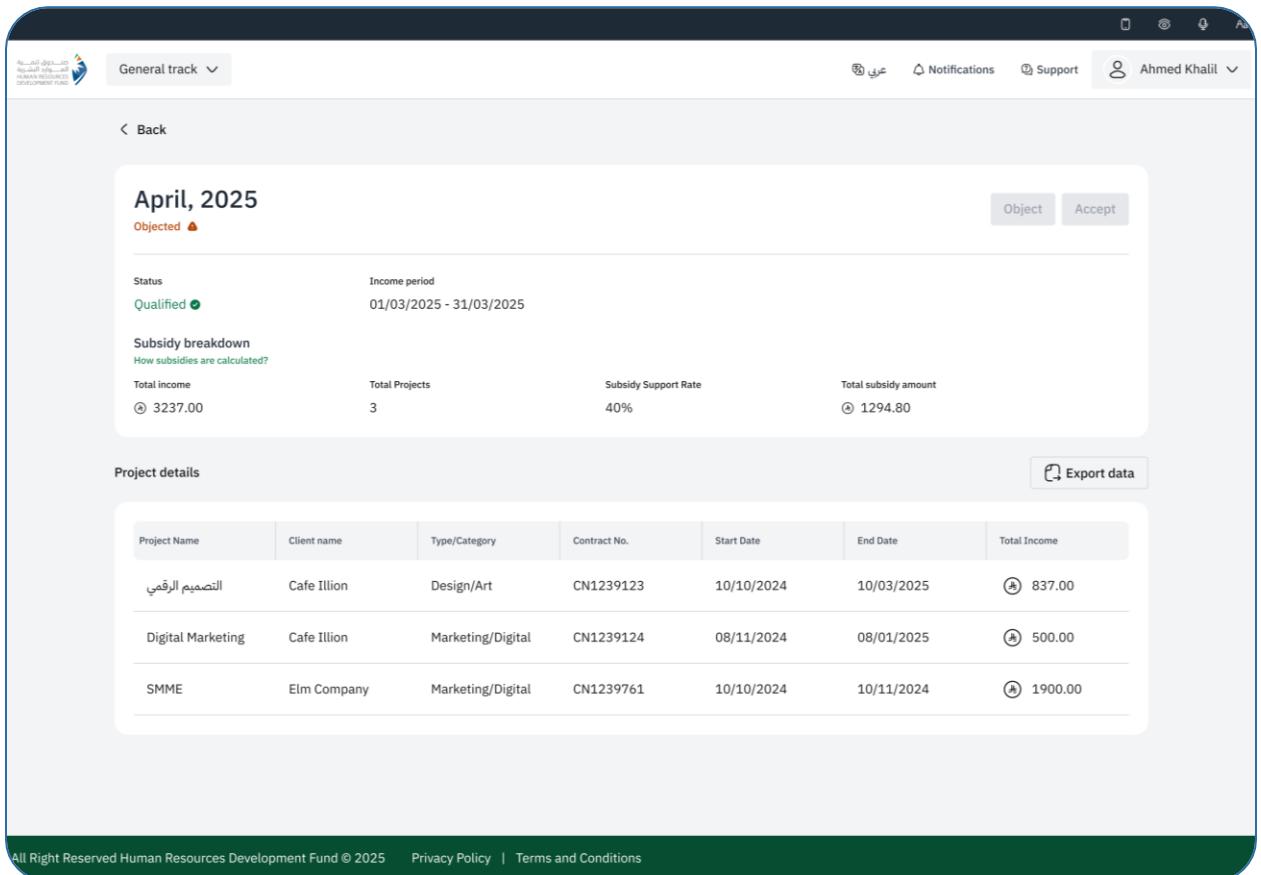
Amount: 319.32	Actual Amount: 428.35
* Project: Other	* Project Name: Delivery & Co
* Contract number: CN12XXXXX	* Actual Amount: 428.35

**Add project**

**Cancel** **Submit**

- ▶ 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 ▼

Notifications ▼ Support ▼

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Back

April, 2025

Object Accept

Objected ▲

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.

