



CREATOR PERFORMANCE MANAGEMENT PLATFORM · ENGLISH

Creator User Manual

From readiness, list/map discovery, evidence delivery, and Wallet to Passport, TopScore, and content rights

- Jobs from Smart Match, filters, and Job Map
- Check-in, TikTok proof, review, and verified payout
- Passport, TopScore, TopFlow, TopRights, and TopGuard

VERSION	UPDATED	ROLE	STATUS
6.0	24 August 2026	creator	Current-product reference

Scope and how to use this guide

Creators, influencers, affiliate creators, and account-support teams

ACCESS

Sign in with the Creator account that owns the work. Never use another person’s KYC or bank account.

SOURCE OF TRUTH

This manual set was checked against current routes, navigation, permission gates, and product functions as of 24 August 2026. Some modules depend on sub-role, plan, verification, Brand approval, and feature availability. Treat server authorization and live confirmation copy as final.

Money and tax

This guide explains product workflows, not legal, tax, or accounting advice. Rates, fees, and payment methods may vary by plan, country, account state, and enabled providers. Always review the live quote before confirming.

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03	My Jobs and work states	04	Chat, check-in, submission, and disputes
05	Passport, TopScore, and Performance Workspace	06	Wallet, withdrawals, and tax documents
07	Profile, social, rate card, and trust	08	Rankings, agency access, mobile, and safety

Current navigation and routes

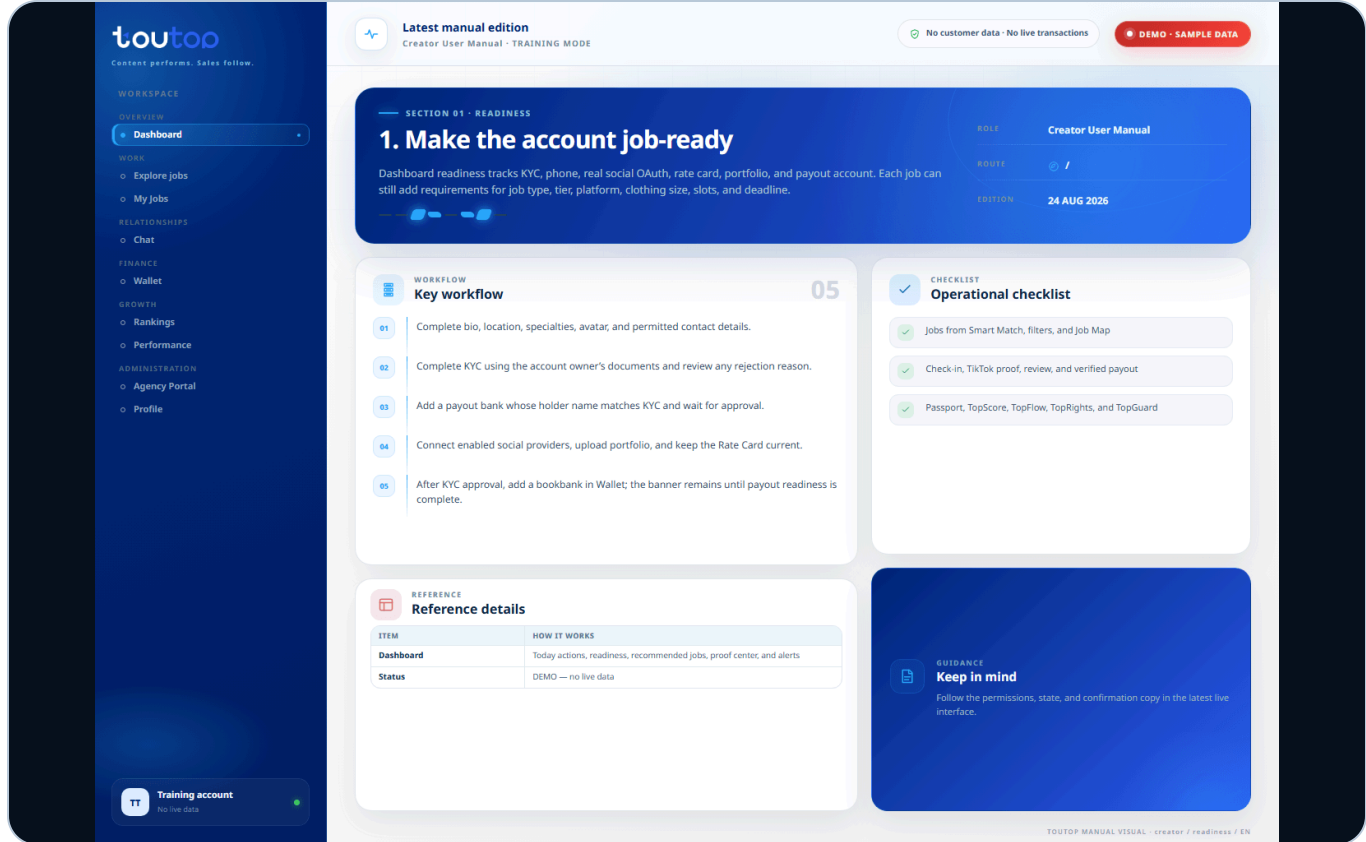
Mobile labels may be shortened while behavior and URLs remain. Treat visible navigation as an initial access cue and server permission as the final authority.

Group	Page	URL	Purpose
Overview	Dashboard	/	Today actions, readiness, recommended jobs, proof center, and alerts
Work	Explore jobs	/jobs	Smart Match, filters, saved jobs, list/map, and job detail
Work	My Jobs	/my-jobs	Track assigned, in-progress, submitted, verified, and disputed work
Relationships	Chat	/chat	Discuss scope, deadlines, evidence, and revisions
Finance	Wallet	/wallet	KYC, bookbank, withdrawal quote, WHT, fees, net, and documents
Growth	Rankings	/rankings	View rankings available to the account
Growth	Performance	/performance	Passport/TopScore, TopFlow, TopRights, and TopGuard
Administration	Agency Portal	/agency/dashboard	Shown when the account has Agency membership
Administration	Profile	/profile	Profile, social/portfolio, measurements, rate card, trust, affiliate, security, and payout

1. Make the account job-ready

Dashboard readiness tracks KYC, phone, real social OAuth, rate card, portfolio, and payout account. Each job can still add requirements for job type, tier, platform, clothing size, slots, and deadline.

- 1 Complete bio, location, specialties, avatar, and permitted contact details.
- 2 Complete KYC using the account owner's documents and review any rejection reason.
- 3 Add a payout bank whose holder name matches KYC and wait for approval.
- 4 Connect enabled social providers, upload portfolio, and keep the Rate Card current.
- 5 After KYC approval, add a bookbank in Wallet; the banner remains until payout readiness is complete.
- 6 Check expired social connections and reconnect in Profile; reminders recur on a limited cadence to protect job readiness.



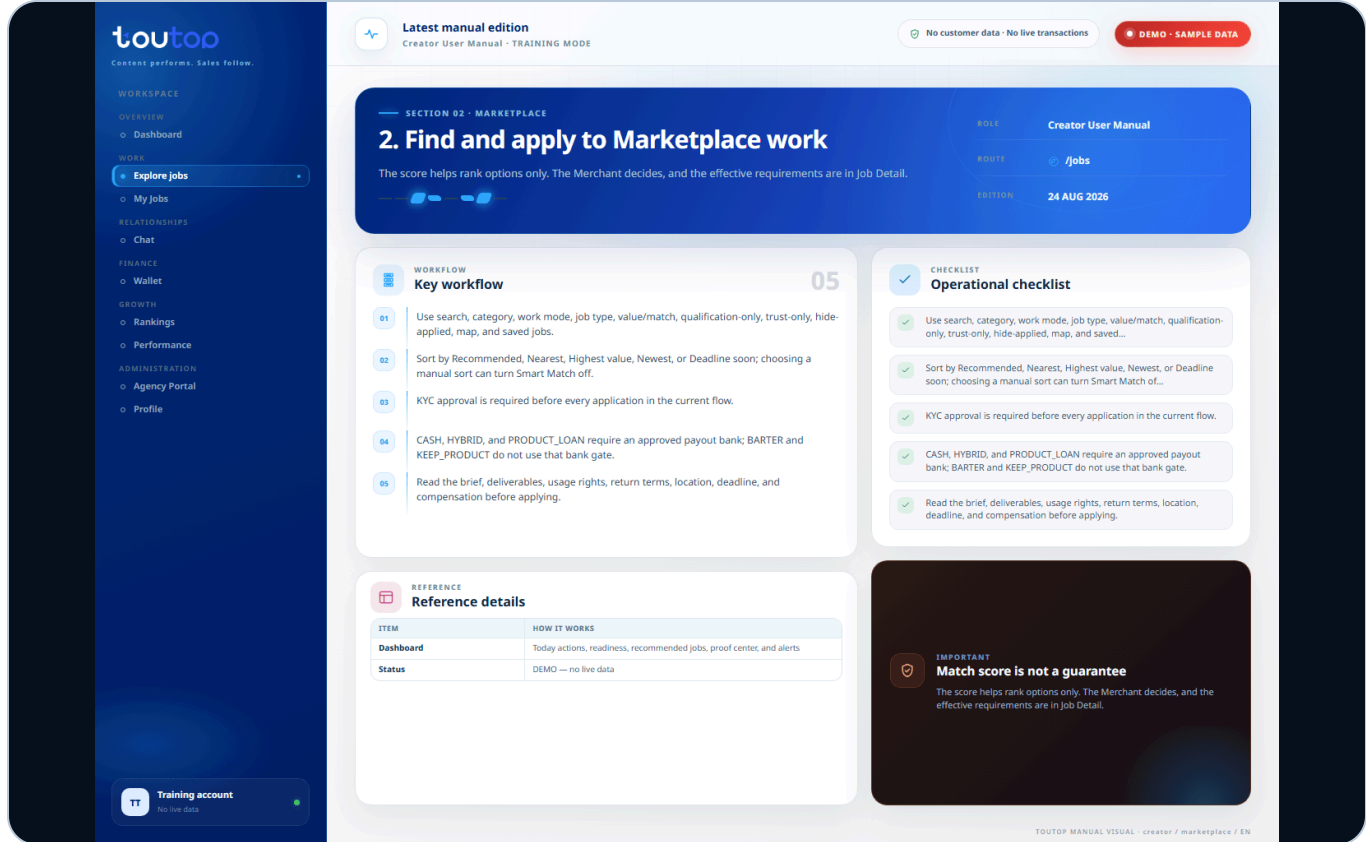
DEMO screen: Make the account job-ready

2. Find and apply to Marketplace work

- Use search, category, work mode, job type, value/match, qualification-only, trust-only, hide-applied, map, and saved jobs.
- Sort by Recommended, Nearest, Highest value, Newest, or Deadline soon; choosing a manual sort can turn Smart Match off.
- KYC approval is required before every application in the current flow.
- CASH, HYBRID, and PRODUCT_LOAN require an approved payout bank; BARTER and KEEP_PRODUCT do not use that bank gate.
- Read the brief, deliverables, usage rights, return terms, location, deadline, and compensation before applying.
- On Job Map, select a pin to open its info card, then choose “View Job Details.” The fallback map only opens external links and cannot select a job.
- Before applying, the system checks OPEN status, deadline, slots, tier, KYC, bookbank for cash/hybrid/product-loan, required social, measurements, phone, and rate card.

Match score is not a guarantee

The score helps rank options only. The Merchant decides, and the effective requirements are in Job Detail.



DEMO screen: Find and apply to Marketplace work

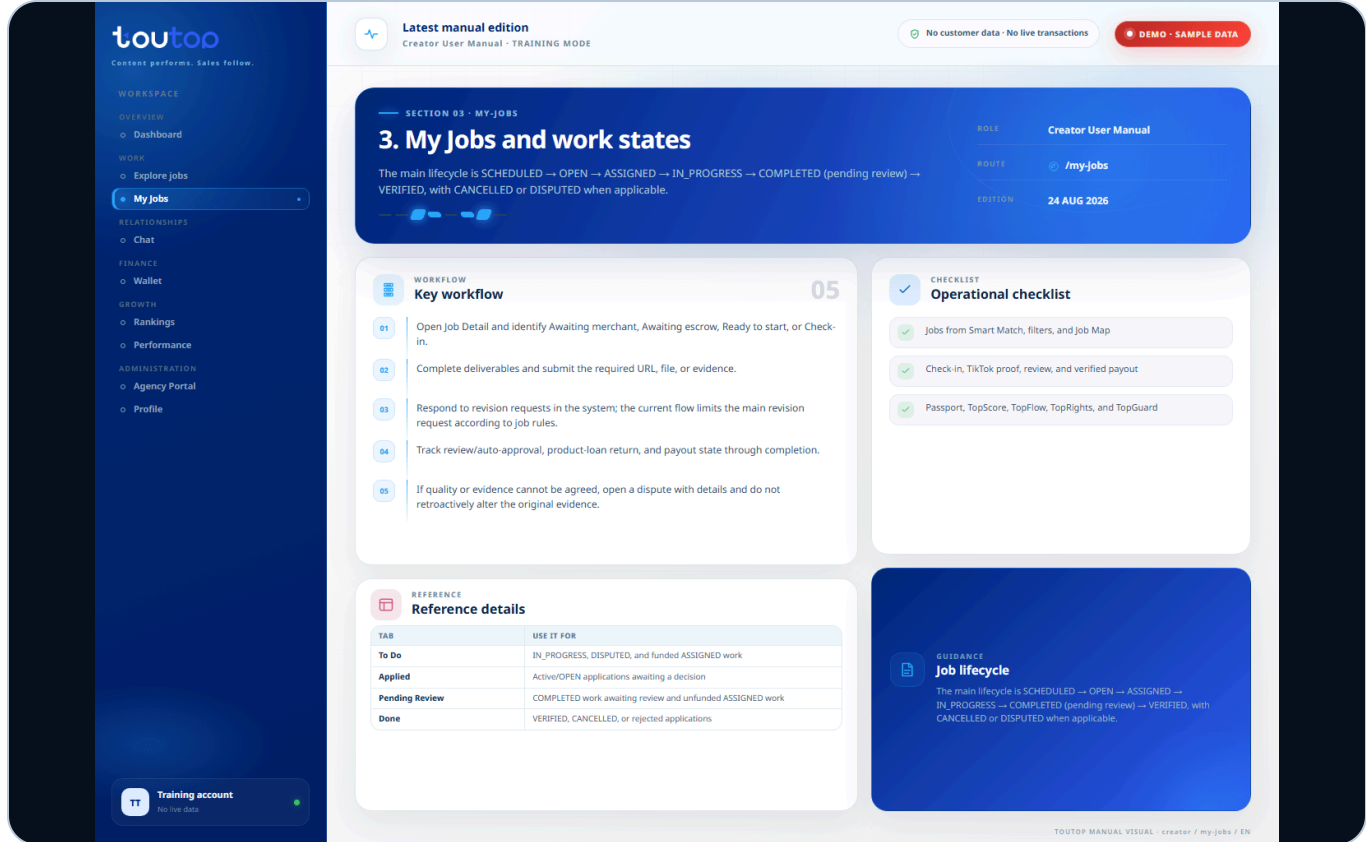
3. My Jobs and work states

- 1 Open Job Detail and identify Awaiting merchant, Awaiting escrow, Ready to start, or Check-in.
- 2 Complete deliverables and submit the required URL, file, or evidence.
- 3 Respond to revision requests in the system; the current flow limits the main revision request according to job rules.
- 4 Track review/auto-approval, product-loan return, and payout state through completion.
- 5 If quality or evidence cannot be agreed, open a dispute with details and do not retroactively alter the original evidence.

Tab	Use it for
To Do	IN_PROGRESS, DISPUTED, and funded ASSIGNED work
Applied	Active/OPEN applications awaiting a decision
Pending Review	COMPLETED work awaiting review and unfunded ASSIGNED work
Done	VERIFIED, CANCELLED, or rejected applications
All / Saved / My Events	All work, saved jobs, and event opportunities/pass

Job lifecycle

The main lifecycle is SCHEDULED → OPEN → ASSIGNED → IN_PROGRESS → COMPLETED (pending review) → VERIFIED, with CANCELLED or DISPUTED when applicable.



DEMO screen: My Jobs and work states

4. Chat, check-in, submission, and disputes

- Confirm scope, price, delivery date, usage rights, location, and product return in system messages.
- For work or events requiring check-in, use that job's QR/Event Pass and treat its token as private.
- Submissions must be accessible to the reviewer in the required format; keep originals until payout and disputes are closed.
- When opening a dispute, provide a timeline and relevant evidence only, redacting other people's private data.
- Today actions may prioritize check-in, TikTok Proof submission, unread chat, or readiness.
- Submission requires the applicable start/check-in state, and the TikTok URL must be public and verifiable.
- Keep scope, revisions, and evidence in Chat/system for dispute review; avoid material off-platform agreements.

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No customer data - No live transactions **DEMO - SAMPLE DATA**

SECTION 04 - CHAT-DELIVERY

4. Chat, check-in, submission, and disputes

Jobs from Smart Match, filters, and Job Map

WORKFLOW
Key workflow

- Confirm scope, price, delivery date, usage rights, location, and product return in system messages.
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CHECKLIST
Operational checklist

- Confirm scope, price, delivery date, usage rights, location, and product return in system messages.
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REFERENCE
Reference details

ITEM	HOW IT WORKS
Dashboard	Today actions, readiness, recommended jobs, proof center, and alerts
Status	DEMO — no live data

GUIDANCE
Keep in mind
Follow the permissions, state, and confirmation copy in the latest live interface.

Training account
No live data

TOUTOP MANUAL VISUAL - creator / chat-delivery / 04

DEMO screen: Chat, check-in, submission, and disputes

5. Passport, TopScore, and Performance Workspace

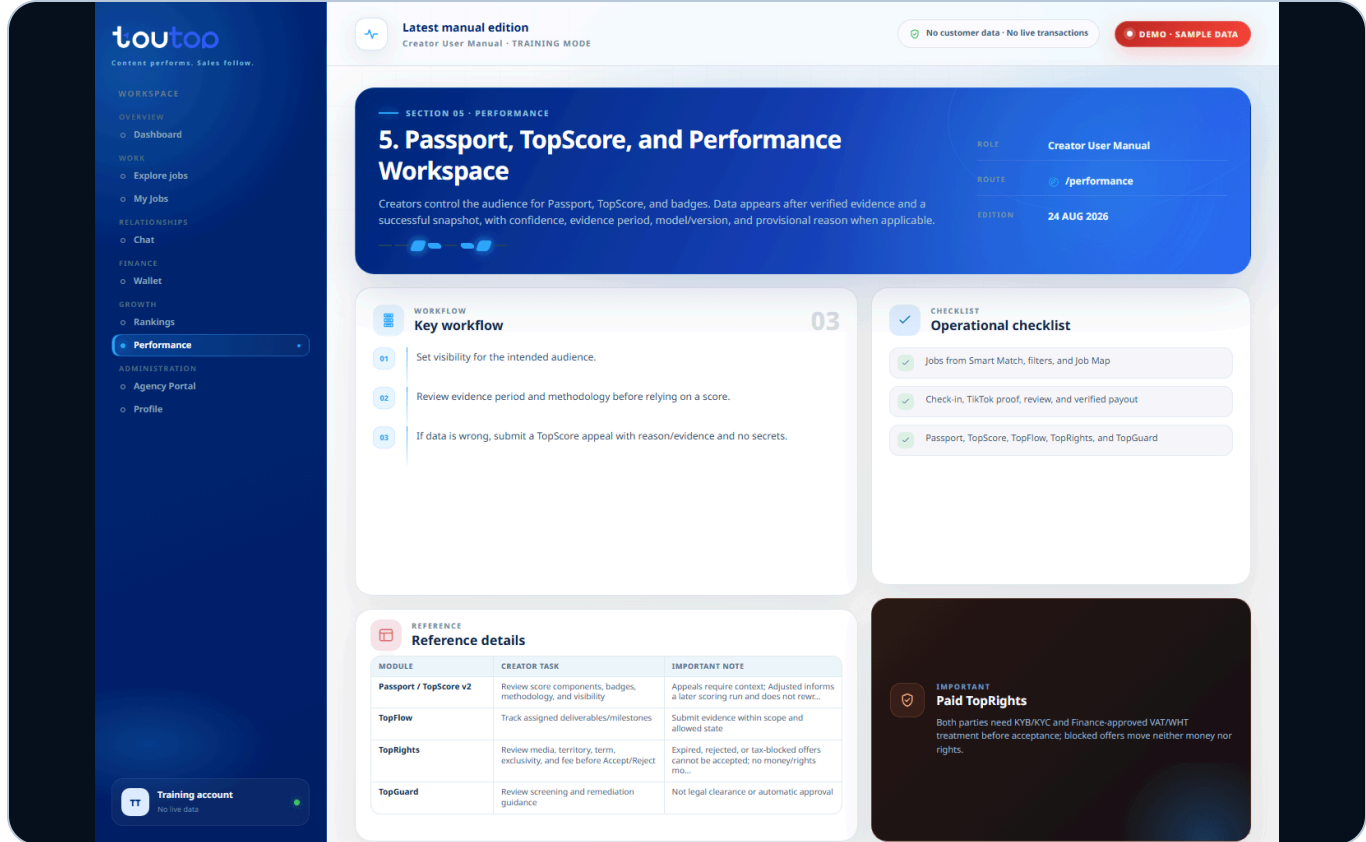
Creators control the audience for Passport, TopScore, and badges. Data appears after verified evidence and a successful snapshot, with confidence, evidence period, model/version, and provisional reason when applicable.

- 1 Set visibility for the intended audience.
- 2 Review evidence period and methodology before relying on a score.
- 3 If data is wrong, submit a TopScore appeal with reason/evidence and no secrets.

Module	Creator task	Important note
Passport / TopScore v2	Review score components, badges, methodology, and visibility	Appeals require context; Adjusted informs a later scoring run and does not rewrite history immediately
TopFlow	Track assigned deliverables/milestones	Submit evidence within scope and allowed state
TopRights	Review media, territory, term, exclusivity, and fee before Accept/Reject	Expired, rejected, or tax-blocked offers cannot be accepted; no money/rights move
TopGuard	Review screening and remediation guidance	Not legal clearance or automatic approval

Paid TopRights

Both parties need KYB/KYC and Finance-approved VAT/WHT treatment before acceptance; blocked offers move neither money nor rights.



DEMO screen: Passport, TopScore, and Performance Workspace

6. Wallet, withdrawals, and tax documents

Wallet Center contains Overview, Earnings, Escrow, and Transactions. Available balance excludes funds still pending or held in escrow.

The Creator Wallet is for withdrawals, not funding. It checks KYC, bookbank, minimum balance, and shows standard/express quotes with fee, WHT, and net before confirmation.

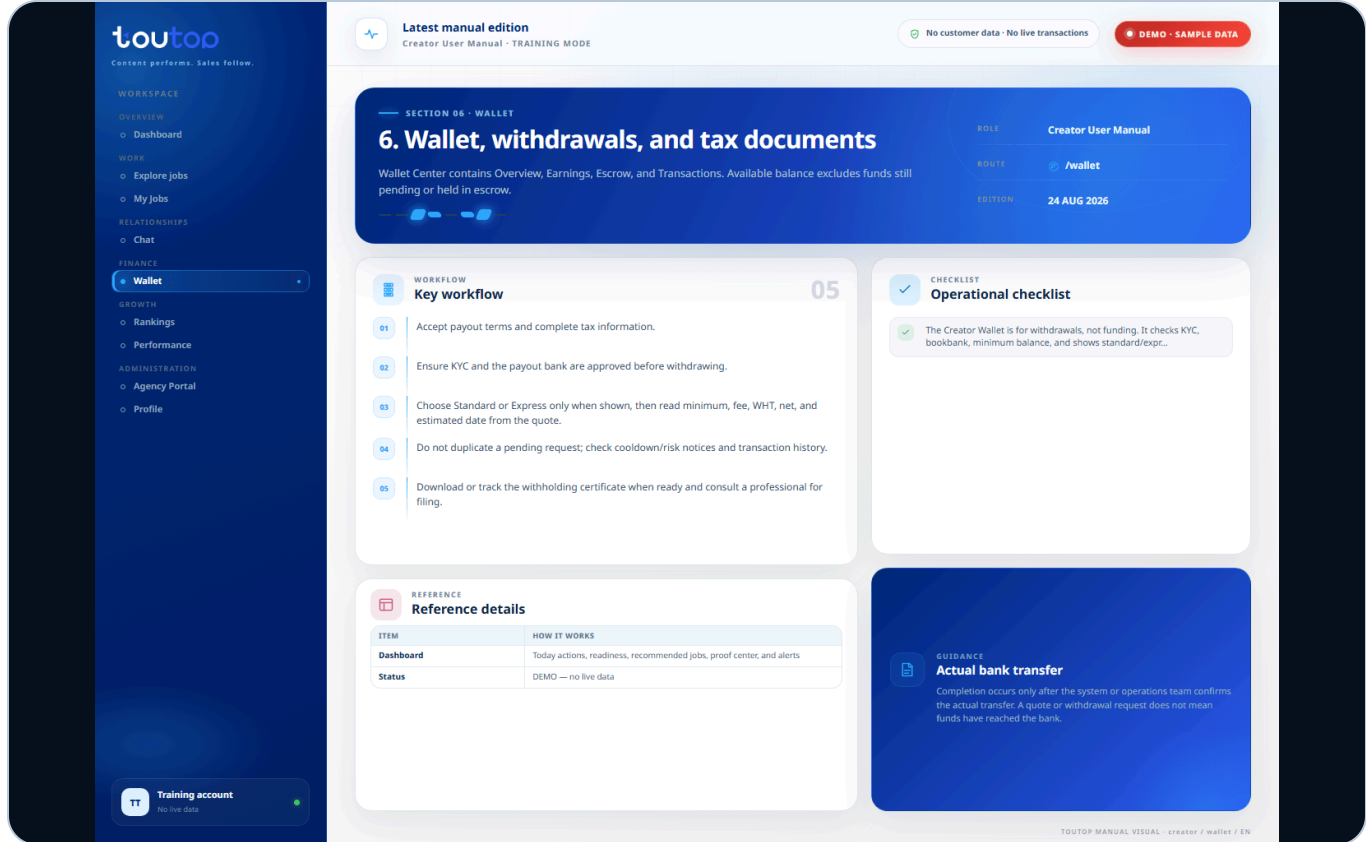
- 1 Accept payout terms and complete tax information.
- 2 Ensure KYC and the payout bank are approved before withdrawing.
- 3 Choose Standard or Express only when shown, then read minimum, fee, WHT, net, and estimated date from the quote.
- 4 Do not duplicate a pending request; check cooldown/risk notices and transaction history.
- 5 Download or track the withholding certificate when ready and consult a professional for filing.

Actual bank transfer

Completion occurs only after the system or operations team confirms the actual transfer. A quote or withdrawal request does not mean funds have reached the bank.

Withdrawal safeguards

Pending withdrawals, first-withdrawal review, daily/monthly limits, cooldown, risk, and bank-name matching may block withdrawal. Follow the displayed reason.

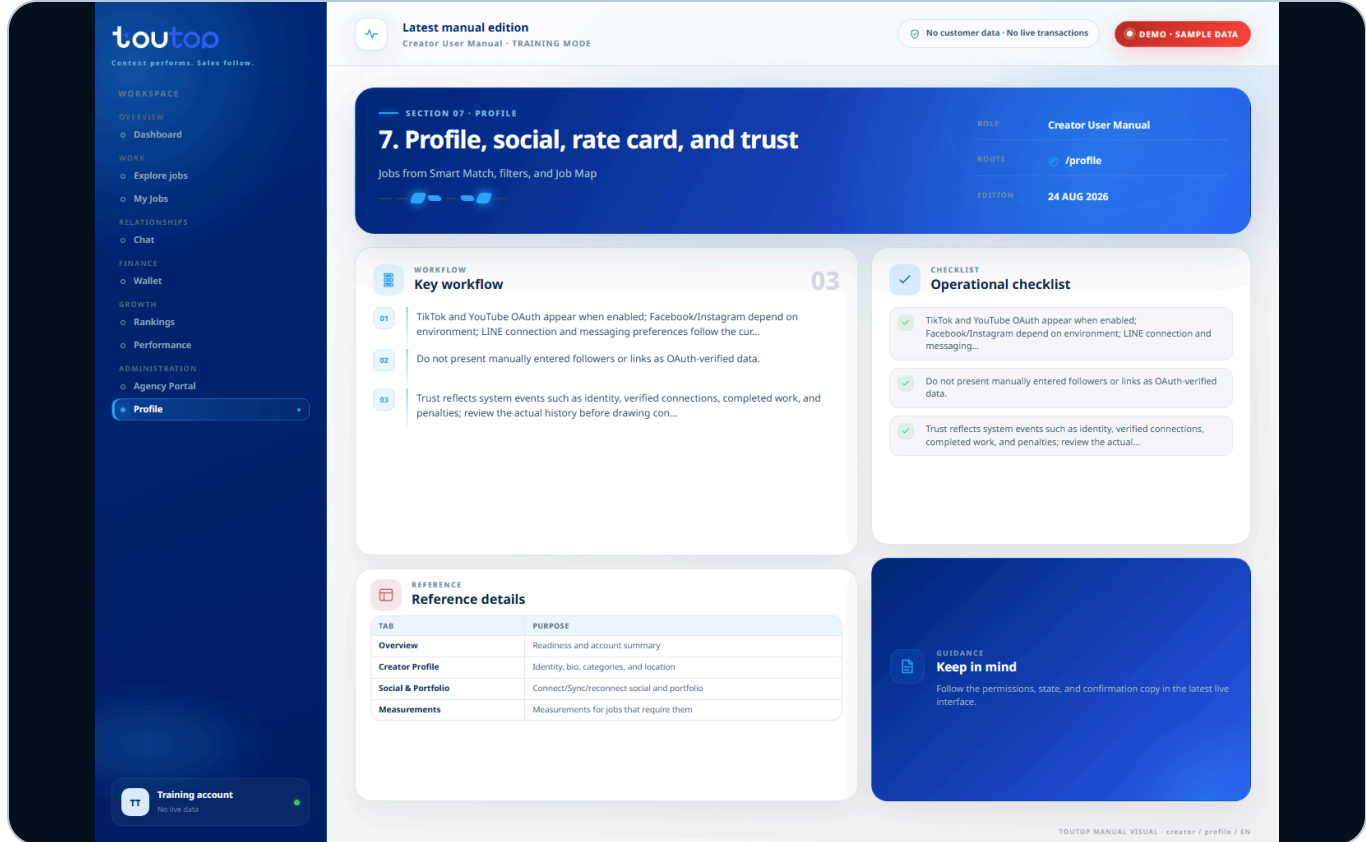


DEMO screen: Wallet, withdrawals, and tax documents

7. Profile, social, rate card, and trust

- TikTok and YouTube OAuth appear when enabled; Facebook/Instagram depend on environment; LINE connection and messaging preferences follow the current UI.
- Do not present manually entered followers or links as OAuth-verified data.
- Trust reflects system events such as identity, verified connections, completed work, and penalties; review the actual history before drawing conclusions.

Tab	Purpose
Overview	Readiness and account summary
Creator Profile	Identity, bio, categories, and location
Social & Portfolio	Connect/Sync/reconnect social and portfolio
Measurements	Measurements for jobs that require them
Rate Card	Reference rates and terms
Reviews & Trust	Reviews, evidence, and trust signals
Affiliate Center	Affiliate links/results when enabled
Security & Payout	Security, KYC, and payout data



DEMO screen: Profile, social, rate card, and trust

8. Rankings, agency access, mobile, and safety

- Rankings expose permitted performance/public-profile data, never Wallet or KYC data.
- Agency Portal appears when the account has membership; visible tabs depend on VIEWER, ACCOUNT_MANAGER, FINANCE, ADMIN, or OWNER.
- Mobile primary navigation is Dashboard, Marketplace, My Jobs, Wallet, and More.
- Never send OTPs, passwords, Event Pass tokens, full ID numbers, or full bank-account numbers through Chat.
- Contact Support with job/event ID, time, error, and a redacted screenshot.
- Social reconnect reminders are deduplicated around 14 days and missing-bookbank reminders after KYC around 30 days; resolve through /profile or /wallet.
- Agency Portal appears only with membership and uses /agency/dashboard as the current URL.

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Key workflow 05

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DEMO screen: Rankings, agency access, mobile, and safety

Common symptoms and what to do

Application blocked

Read qualification feedback; check KYC, bank for cash-bearing work, tier, profile fields, slots, and deadline.

Submission not visible

Open My Jobs > Pending Review or All, then Job Detail to verify the URL/file and latest state.

Cannot withdraw

Check payout terms, tax, available balance, KYC, bank approval, pending requests, and risk/cooldown notices.

Get help safely

Send the route, reference ID, time, expected versus actual result, and a redacted screenshot. Never send passwords, OTPs, tokens, KYC documents, or full bank details.

support@tuatop.com

<https://status.tuatop.com>

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