



TuaTop
Creator Manual

TuaTop Creator User Manual

How to set up your creator profile, verify identity, apply for jobs, chat safely, submit work, receive Wallet payouts, and grow your creator tier.

Version 3.0

Updated 1 June 2026

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Tax ID 0105566079201

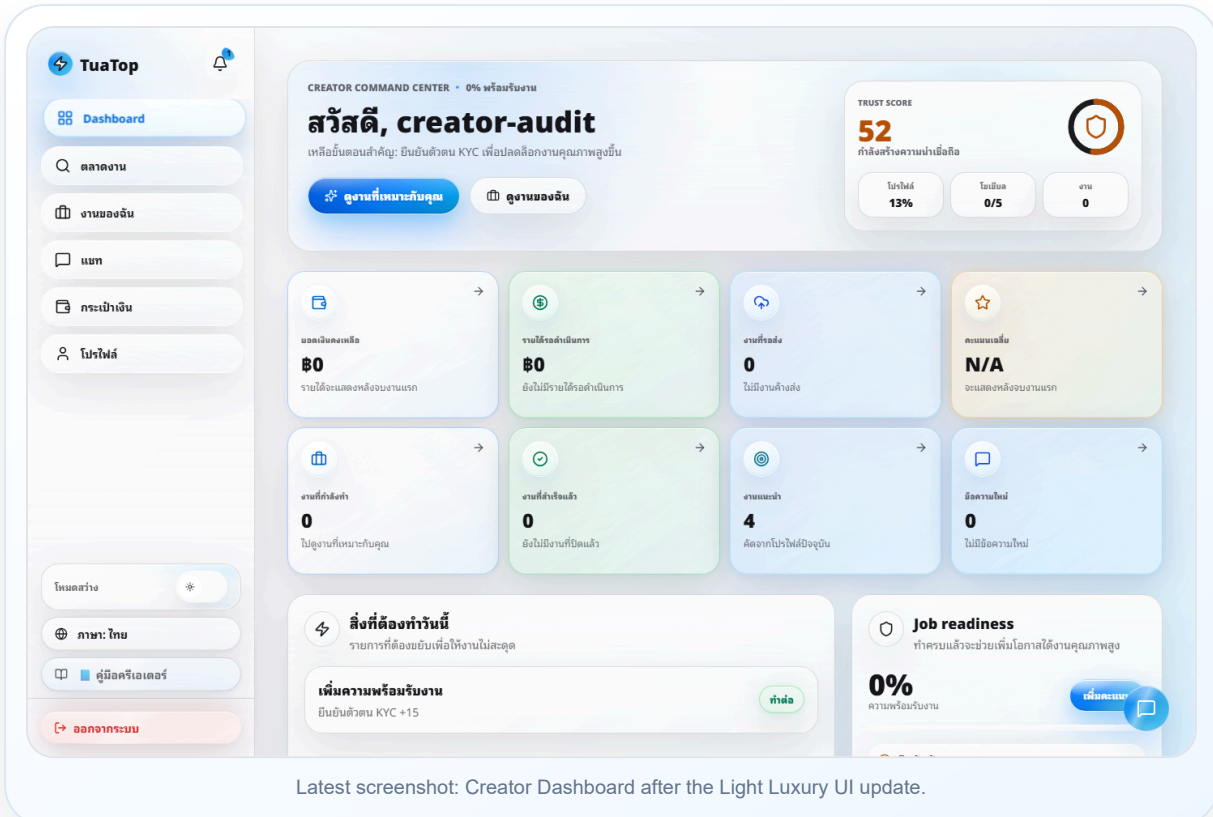
This English manual should match the current product behavior. If on-screen values differ, use the live system value and contact Support Chat for review.

Current Creator Features

Creators can now use TuaTop for marketplace jobs, event applications, My Events, QR passes, Event Quest booth missions, Wallet withdrawal, terms acceptance, and profile-based autofill.

What's new for creators

YouTube connect (OAuth) is now available; you can save/bookmark jobs; you can withdraw a still-pending application; you can report a merchant no-show on appointment jobs; work now auto-approves at 72 hours; and the Affiliate Marketplace click-tracking is live.



Latest screenshot: Creator Dashboard after the Light Luxury UI update.

Creator Workspace

Dashboard, Marketplace, My Jobs, Chat, Wallet, and Profile (My Events is a tab inside My Jobs).

JOB MATCH

97%

Smart Match

MY EVENTS

2

QR pass + mission

WALLET

THB

1,864.24

Withdraw after KYC

TRUST SCORE

100/100

Profile + KYC

Profile autofill

Name, email, phone, province, bio, and social links are reused for event registration.

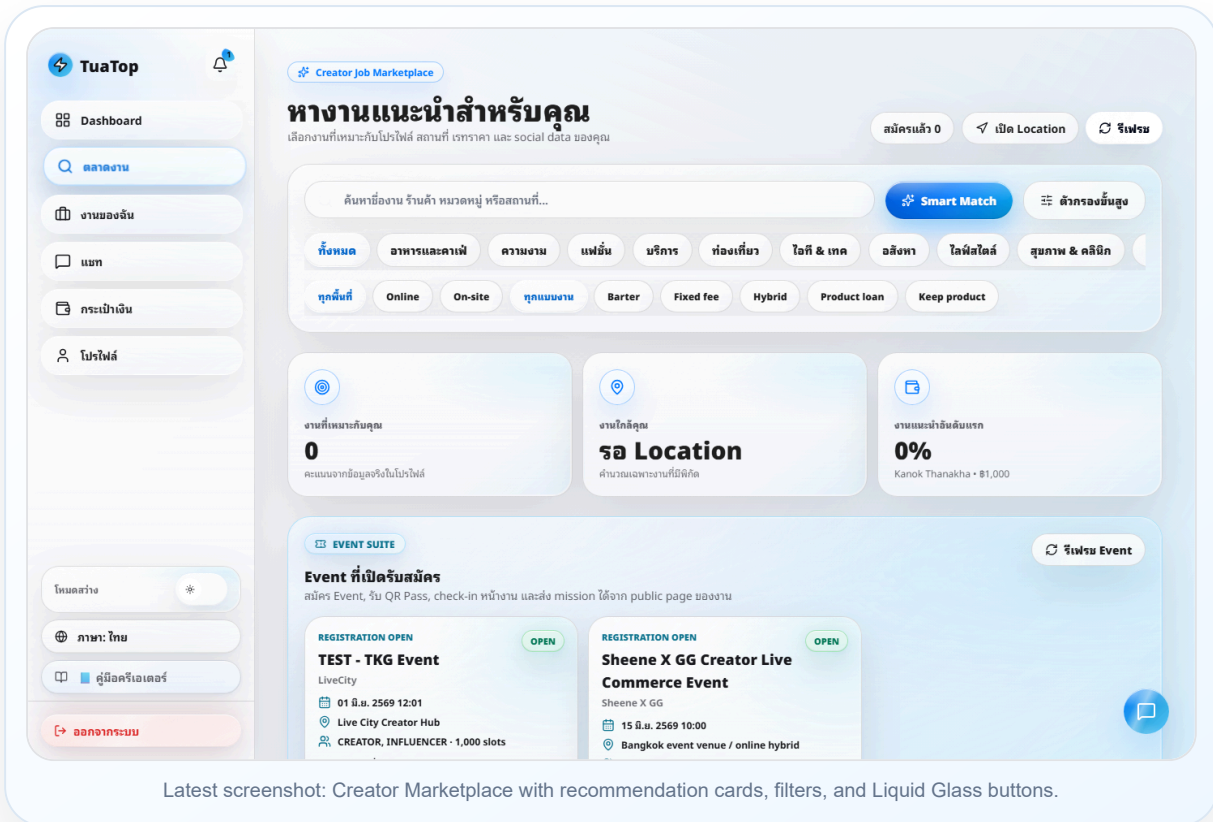
Event reminders

Web, LINE, and email reminders should notify after approval, 1 day before, and 1 hour before event start.

Menu	Use it for	Complete first
Profile	Name, phone, email, province, category, bio, portfolio, social links	Fill this once to reduce repeated forms.
Marketplace	Find campaigns and open events	Read brief, terms, and deliverables.
My Jobs	Track applications, work, submissions, and payouts; the "My Events" tab lives here	Accept creator terms before taking work.
My Jobs → My Events tab	Track event status, QR pass, check-in, missions, rewards	Open My Jobs, then the "My Events" tab. Prepare QR before event day.
Wallet	View earnings, request withdrawal, download WHT certificate	Accept payment terms before withdrawal.

Apply to Events Without Re-entering Profile Data

When a logged-in creator opens an event registration form, TuaTop should prefill safe profile and auth data first. Missing fields are requested only when required for the event.



Event Registration

Autofill from Profile and ask only for missing event-specific information.

Auto-filled

Name, email, phone, province, LINE ID, bio, social link.

Fill if missing

Follower count, backup payout details, reason, shipping note, terms and PDPA consent.

1

See event

Marketplace event card or public event URL.

2

Apply

Form uses profile values automatically.

3

Review

Creator edits only missing fields.

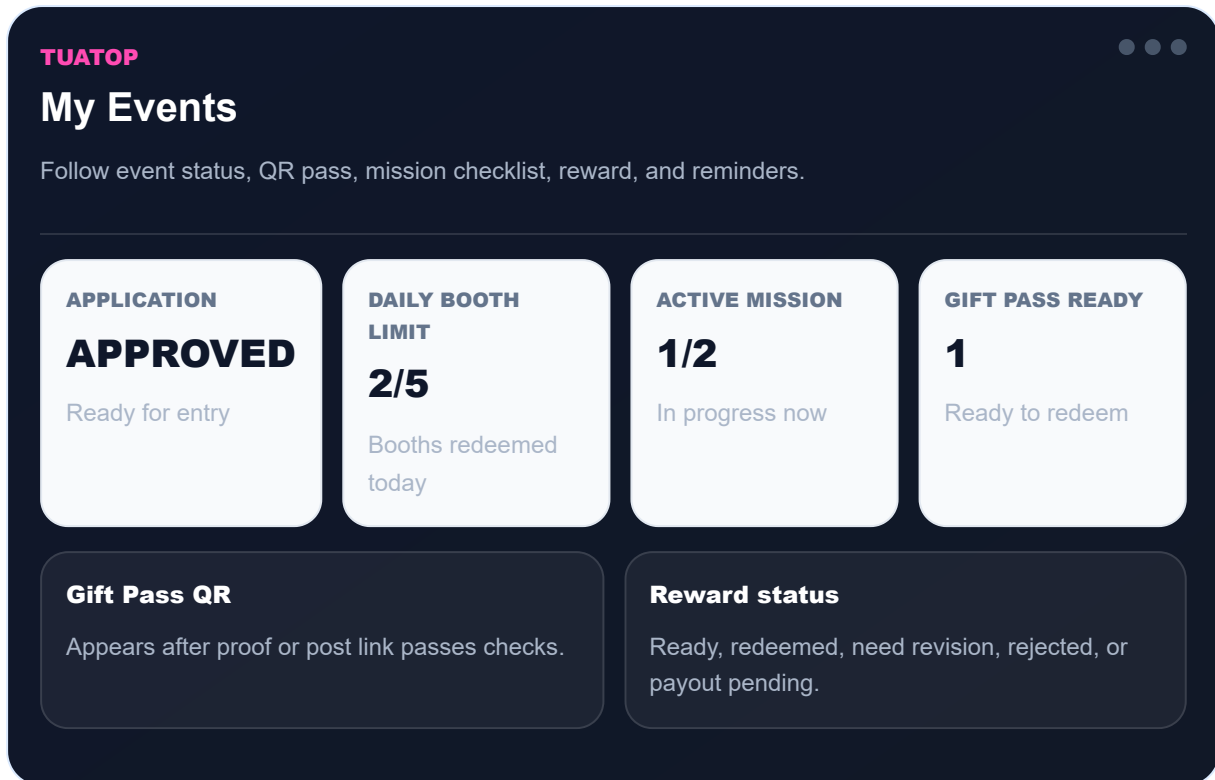
4

Accept terms

Event Terms and PDPA before submit.

My Events, QR Pass, and Event Quest

After applying, creators should not need to search for the link again. Use **My Events** to see pending, approved, QR pass, checked-in, submitted, reward, and payout status.



TUA TOP

My Events

Follow event status, QR pass, mission checklist, reward, and reminders.

APPLICATION APPROVED Ready for entry	DAILY BOOTH LIMIT 2/5 Booths redeemed today	ACTIVE MISSION 1/2 In progress now	GIFT PASS READY 1 Ready to redeem
Gift Pass QR Appears after proof or post link passes checks.	Reward status Ready, redeemed, need revision, rejected, or payout pending.		

- Event Pass QR is for entry check-in.
- Booth Start QR begins an Event Quest booth mission.
- Gift Pass QR is scanned by booth staff to redeem gifts.
- Duplicate Gift Pass scans do not count twice.
- You can have at most 2 booth missions in progress at once. Submit one before starting a third.
- If 5/5 daily booth limit is reached, the creator can still visit booths but cannot redeem more gifts that day.

Terms, Work Acceptance, Withdrawal, and Tax

Creators must accept the relevant terms before important actions. The platform stores version, time, and limited audit context.

Terms	Required before	Covers
Creator Job Terms	Apply or accept paid/reward work when required	Scope, deadline, content usage, off-platform payment ban, disputes, safety.
Payment & Withdrawal Terms	First withdrawal or after terms update	KYC, bookbank, fees, 3% WHT, certificates, cooldown, destination account.
Event Terms / PDPA	Event registration	Personal data use, photography at event, QR check-in, mission rules, reward/payout.

1 Complete KYC

Identity data is used for trust, tax documents, and safe payout.

2 Submit bookbank

Bank holder name should match KYC. Mismatch requires manual review.

3 Accept payment terms

Read fee, WHT, payout destination, and withdrawal cooldown rules.

4 Request withdrawal

System shows gross amount, fees, WHT, and net payout.

5 Get notification

When admin marks transferred, web notification appears and LINE/email can be used as fallback.

1. Creator Quick Start

This manual is the English version for creators using TuaTop. It explains profile setup, KYC, social verification, finding jobs, chatting with merchants, submitting work, tax documents, Wallet withdrawal, and account safety.

KYC

Required

Needed for trust and payout

BOOKBANK

Submit early

AI checks account details

MAIN SOCIAL OAUTH

TikTok + YouTube

Facebook and IG hidden until API is ready

SUPPORT

AI + Admin

Ask admin from chat

1 Complete profile

Add display name, location, categories, portfolio, bio, and rate card.

2 Pass KYC

Submit identity documents and selfie so merchants can trust your profile.

3 Submit Bookbank

Upload a bank account page before withdrawal. If skipped, the system requires it when you withdraw.

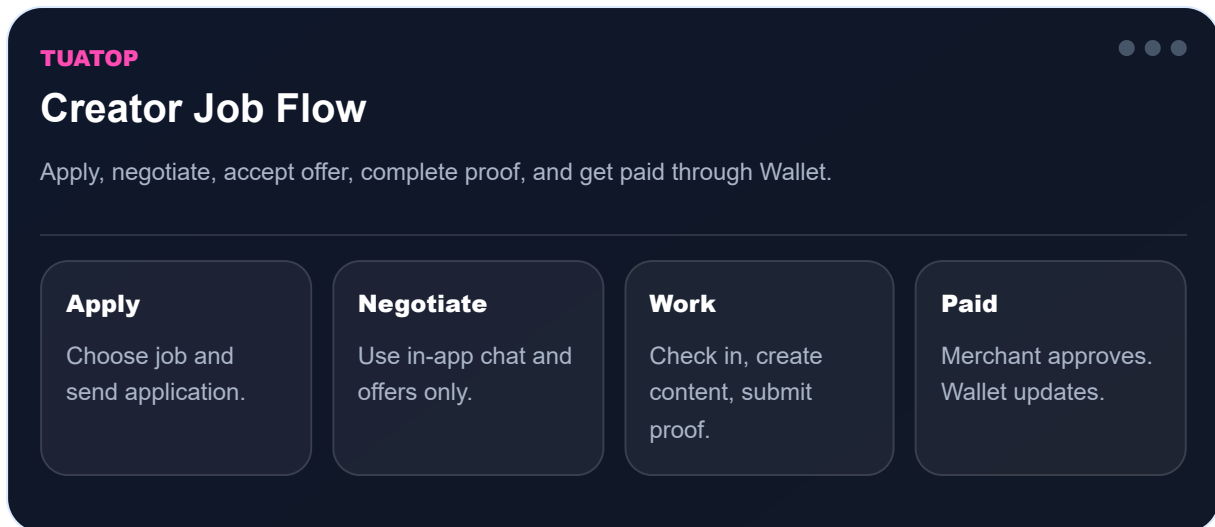
4 Connect verified social data

Connect TikTok and YouTube via OAuth, and upload manual portfolio assets for channels that are still hidden (Facebook and Instagram). Until Google verification is approved you may see an "unverified app" warning when connecting YouTube.

5 Find and apply for jobs

Use Marketplace, filters, Smart Match, nearby jobs, and campaign details to apply to suitable jobs.

2. Applying, Chatting, and Offers



- Never move payment, Line ID, phone number, or job proof outside TuaTop.
- If a merchant asks for outside payment or unsafe behavior, use Support Chat or Dispute/SOS.
- If the job has a location, use the location button to confirm check-in when required.
- You can save/bookmark jobs in the marketplace to review later, and a half-filled application is auto-saved as a draft.
- You can withdraw a still-pending application from the Applied tab ("Withdraw application"). The merchant is notified and you can re-apply while the job stays open.
- For appointment/check-in jobs, if the merchant does not show up you can file "Report merchant no-show" from the job detail; this records an audit entry that protects you.
- Submit clear proof and deliverables before the deadline.

Auto-approve after 72 hours

If the merchant does not review your submitted work within 72 hours (about 3 days), the system auto-approves it and releases escrow to you. A system cron now enforces this, so a non-responsive merchant no longer blocks payout indefinitely.

3. Wallet, Payout, and Tax Documents

Creator Wallet shows pending and available earnings. Withdrawals require KYC and approved Bookbank. Admin currently processes bank payouts manually through the banking app.

1

Merchant approves job

Job becomes verified and creator earning is posted to Wallet.

2

Withholding tax

For Thai individual creators, TuaTop may withhold 3% and issue a withholding tax certificate.

3

Bookbank check

The bank account holder is checked against KYC details. Mismatch goes to manual review.

4

Withdraw

Request withdrawal when available balance meets the minimum. Track status in Wallet.

Tax reminder

TuaTop documents help with filing, but they are not personal tax advice. Keep your certificates and consult a tax professional when needed.

4. Portfolio and Social Proof

A strong, current profile raises your Trust Score, your tier, and your Smart Match relevance. Detailed Trust Score, tier criteria, and reviews are explained in section 5.

- Upload real portfolio images and PDFs when needed. Use JPG, PNG, WebP, GIF, and PDF within the displayed size limit.
- TikTok and YouTube can be connected via OAuth (Official). Facebook and Instagram OAuth buttons are hidden until their API flow is ready — use TikTok, YouTube, and manual portfolio files meanwhile. A verified YouTube connection counts toward the "verified social" Tier criterion and social-proof Trust points. (You may see an "unverified app" warning when connecting YouTube until Google verification is approved.)
- Keep your profile current so Smart Match can recommend you accurately.

5. Trust Score, Tier, and Reviews

Trust Score

Your profile shows a Trust Score out of 100 with a trust zone: GREEN (high trust), YELLOW (medium), or RED (still building). The Trust panel includes a "How to reach 100" checklist of point-earning actions grouped by category (basics, social, merchant, creator, and deductions), each worth a fixed number of points, plus a live history of every score change with the reason and time.

Trust factor	Effect
KYC and bookbank verified	Plus points (basics)
Completed jobs and good ratings	Plus points (creator)
Portfolio and verified social (TikTok/YouTube)	Plus points (social proof)
Spam, disputes, or unsafe chat behavior	Minus points (deductions)

Use the checklist to plan

Open the Trust panel in your profile and use the "How to reach 100" checklist to decide which KYC, social, or job action to do next. The history timeline shows exactly why each point was gained or lost.

Tier ladder

Tier is recomputed and shown on the Tier card in your profile. Higher tiers unlock better visibility and more merchant confidence.

Tier	Key requirements
Bronze	Active account.
Silver	KYC done, Trust Score ≥ 60 , 3 completed jobs, avg rating ≥ 4.0 , ≥ 3 reviews, account age ≥ 14 days, 0 disputes in 90 days.
Gold	Trust Score ≥ 80 , 10 completed jobs, avg rating ≥ 4.5 , ≥ 10 reviews, $\geq 10k$ followers, ≥ 1 verified social, account age ≥ 30 days.
Platinum	Trust Score ≥ 95 , 30 completed jobs, avg rating ≥ 4.8 , ≥ 25 reviews, $\geq 50k$ followers, ≥ 2 verified socials, account age ≥ 90 days.

Reviews after a job

- You can rate within 14 days after the job is completed; the window then closes automatically.
- Creators are rated on two axes: Punctuality and Work Quality. Merchants are rated on Service and Product/Location. The average is the mean of the two axes.
- Reviews are blind (Airbnb-style): scores stay hidden until the other party also finishes rating.
- The comment is optional and limited to 500 characters.

6. Affiliate Jobs

Affiliate jobs pay commission when your code, link, or attribution creates a valid conversion. The merchant pays creator commission and TuaTop platform fee from the merchant Wallet. TuaTop normally does not deduct platform fees from creator payouts.

1 Read affiliate terms

Check commission rate, cookie window, product link or SKU, return window, and disallowed traffic.

2 Join and get your link

Joining is auto-approve. The system creates your own unique code plus a matching coupon code, and a share link tuatop.com/c/. Copy them from the campaign card — you do not create or match a merchant code yourself.

3 Promote correctly

Use your share link/coupon and the approved creative instructions. Do not mislead buyers.

4 Conversion tracking

Sales may be tracked by Lazada, pixel snippet, webhook, your code, or merchant manual Add Sale.

5 Commission approval

Commission becomes payable after return and fraud checks pass.

Referral (refer a friend) is separate

Referral is a different program from Product Affiliate. Share your referral link; when a friend signs up through it and completes their first job, you earn a flat THB 100 bonus straight into your Wallet (see the "Refer Friends · Earn THB 100" tab in your profile). There are no revenue-share tiers or percentages.

Example	Amount
Verified sale	THB 1,500
Creator commission at 10%	THB 150 pending, then available after return window
TuaTop platform fee	Paid by merchant separately from merchant Wallet
Referral example	A friend signs up via your link and completes their first job → you earn a flat THB 100

7. Safety, Moderation, and Support

- Profanity, explicit sexual content, harassment, threats, and abusive language in chat and support/AI messages are blocked before sending. (Briefs, profile bios, and ratings are reviewed by admins, not auto-blocked by this guard.)
- The warning explains which rule was triggered so you can edit and resend safely.
- Sending 5 or more chat messages within about 1 minute auto-suspends the account for 3 days. A suspension blocks all sending and posting until it expires.
- In the chat widget there is an AI tab that can search jobs and suggest pricing. If it cannot answer, you can escalate to a human admin from the same chat (the admin is notified). Keep all support inside TuaTop chat.
- Use Dispute/SOS when there is a job dispute, safety concern, or merchant asks to bypass escrow.

8. End-to-End Creator Flow

1

Profile ready

KYC, category, location, rate card, portfolio, and social proof are added.

2

Apply or receive invite

Creator applies to a campaign or receives a direct hire invitation.

3

Offer accepted

Merchant approves the creator and escrow is locked.

4

Work delivered

Creator checks in when needed, creates content, and submits proof.

5

Merchant verifies

Approved work releases creator earning to Wallet and records tax evidence.

6

Withdrawal

Creator requests payout to verified Bookbank.

This manual explains platform workflows and product behavior. It is not legal, tax, or accounting advice. For tax filing, employment, commercial, or regulatory treatment, consult your professional advisor. Contact: admin@tuatop.com.