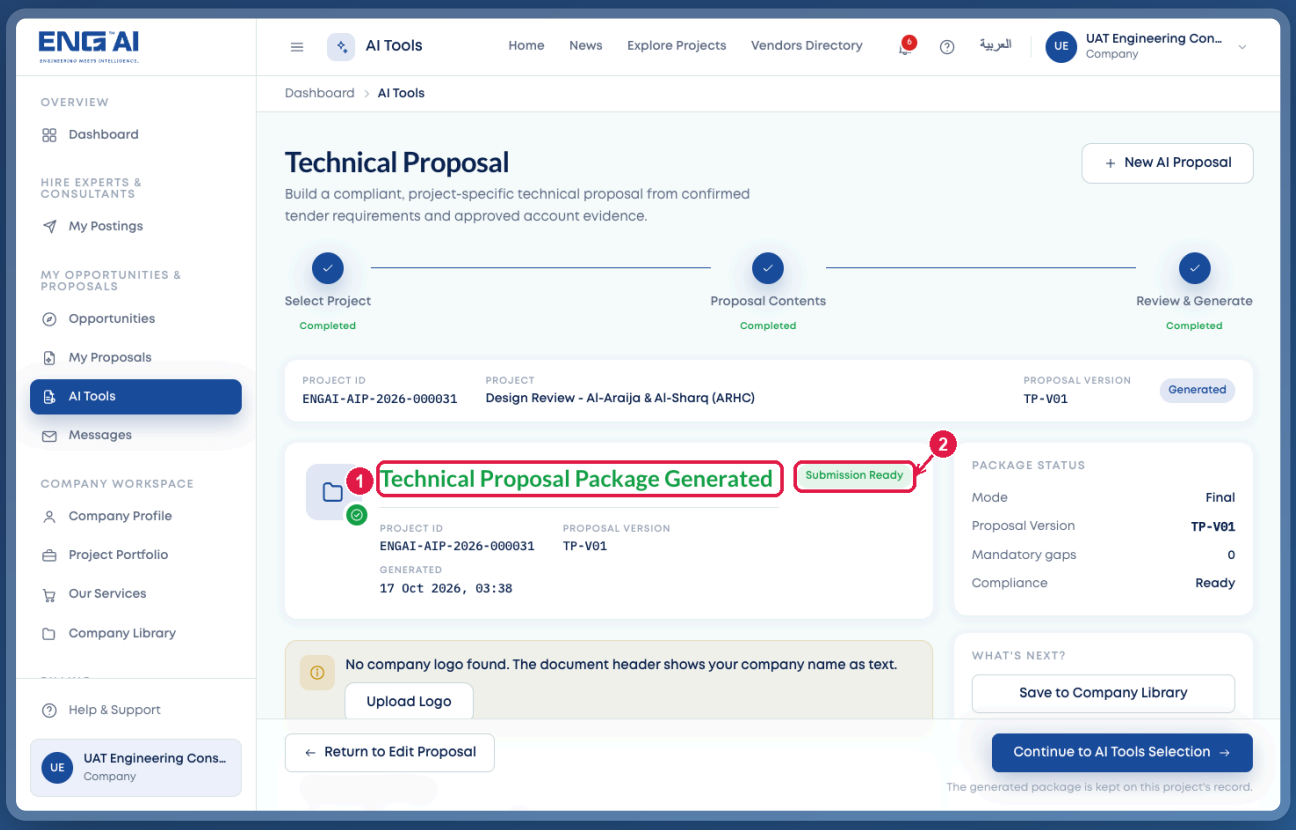
ENGAI AI Tools: UAT Guide

UAT walkthrough of the four AI tools and the requirements from the 16 October meeting



Contents

1. What this guide covers 5

1.1 The test tender 5

1.2 What changed after the 16 October meeting 5

2. Project setup: upload, classify, analyse 7

2.1 Start a new AI proposal 7

2.2 Upload the tender documents 8

2.3 Each file is read and classified from its content 9

2.4 The price is shown before you start 10

2.5 What the analysis found 12

2.6 When two documents disagree 13

2.7 What the documents do not say 14

2.8 Every field shows its value, confidence and source 15

2.9 Create the project 16

3. Go/No-Go 18

3.1 Readiness and firm context 18

3.2 Score, recommendation and confidence 20

3.3 Flags and mandatory gates 21

3.4 The scorecard 23

3.5 Conditions before proceeding 24

3.6 Decide and record 25

4. Technical Proposal 29

4.1 What the proposal is built from 29

4.2 The sections 30

4.3 Generation is the main step 32

4.4 Confirm the team 33

4.5 The section plan 35

4.6 Generate 36

4.7 Open a section 39

4.8 Compliance matrix 40

4.9 Review and build the package 41

5. Cost Analysis 45

5.1 Start 45

5.2 Rates come from the firm 48

5.3 The priced estimate 49

5.4 Outputs 52

6. Financial Proposal 54

6.1 Price source 54

6.2 Tax 55
6.3 The ENGAI suggestion 56
6.4 Review, evidence, approve, generate 61

7. Final outputs 65

8. Requirements from the 16 October meeting 66

8.1 Registration: country, city and detailed address 66
8.2 Services follow the company type 68
8.3 Engineers: profession, then role 70
8.4 Opportunities are open to visitors 71
8.5 Pricing shows the admin's plans in USD 74
8.6 Vendors and services 75
8.7 Company panel: services by company type 76
8.8 Admin: master data and content 77

9. Reliability improvements 79

This guide walks through a complete proposal for one real tender, from uploading the documents to the four finished packages, and shows every screen the client asked about. Each screenshot is from the live platform (API `api.engai.ca`); the red numbers in a picture match the numbered list under it. Every number quoted in the text was read from the screen by the capture script while the picture was taken.

1. What this guide covers

1.1 The test tender

Item	Value
Tender	Peer design review, Al-Araija Industrial Site and Al-Sharq Mixed Use Plots (Arriyadh Holding Company)
Files uploaded	The client's RFP, Instructions to Tenderers (Appendix C) and Agreement (Appendix D)
Dates	The tender dates were moved to 2027/2028 for testing (submission 25 Jan 2028), so the deadline does not lower the Go/No-Go score
Test company	"UAT Engineering Consultants" (test account, Premium plan)
Project ID created	ENGAI-AIP-2026-000031

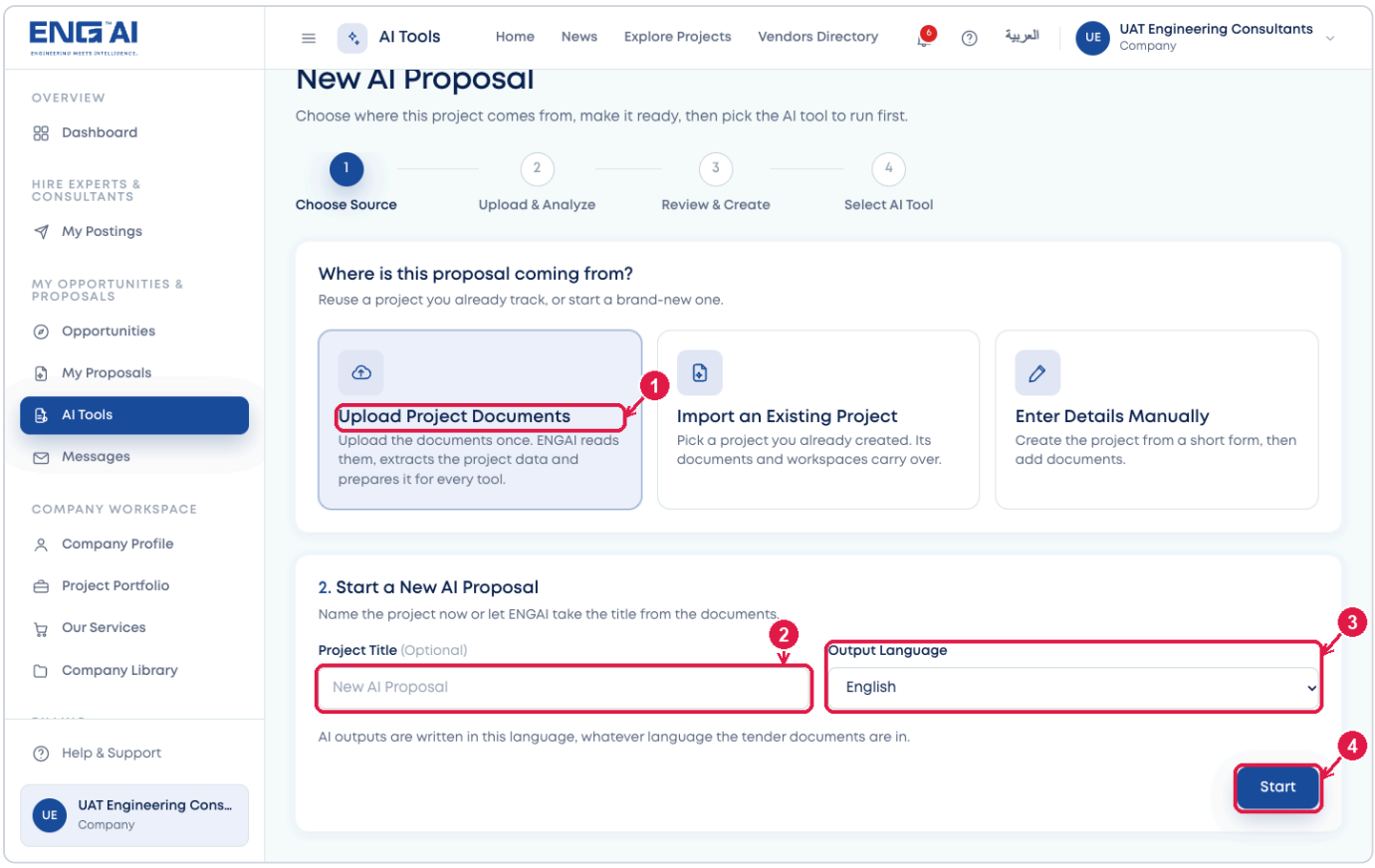
1.2 What changed after the 16 October meeting

Area	What you will see in this guide
Documents	Each file is read in full (OCR for scanned pages) and classified from its **content**, not its file name. A "Check the type" flag appears when the name and the content disagree
Price	Every AI action shows its price before you start; the reservation is released if a job fails
Analysis	Conflicting values between documents (including lists such as evaluation criteria) are shown side by side; nothing breaks the screen
Go/No-Go	Readiness check before running, firm context inputs, explained flags and gates, conditions with Waive, a decision record and a report
Technical Proposal	Generation is the clear main step; sections are written in full; nothing can be packaged empty; exclusions and waivers are recorded with reasons
Cost Analysis	A costing model is required; rates come from the firm's own references; missing rates are explained; approval feeds the Financial Proposal
Financial Proposal	The full ENGAI suggestion (price split, milestones, terms) with Apply; validity and payment terms filled from the tender; a checklist of what blocks the package
Reliability	A job keeps running if the browser is closed; returning (from any device) shows its progress; a second start of the same job is refused; no screen goes blank on an error
Meeting items	Registration address, services by company type, engineer profession and role, public opportunities, pricing, vendors, 20 MB company profile

Area	What you will see in this guide
Clearer screens	Wide tables (Go/No-Go conditions, compliance matrix, cost lines, payment milestones, price schedule) are now one card per row with labelled fields, so nothing is hidden off to the side; every team field has a label; codes such as "design_study" show as "Design Study"; section counts say what they count (included, excluded); long texts are shown in full; the top bar no longer overlaps on laptops and tablets, and the side menu opens over the page on tablets and phones

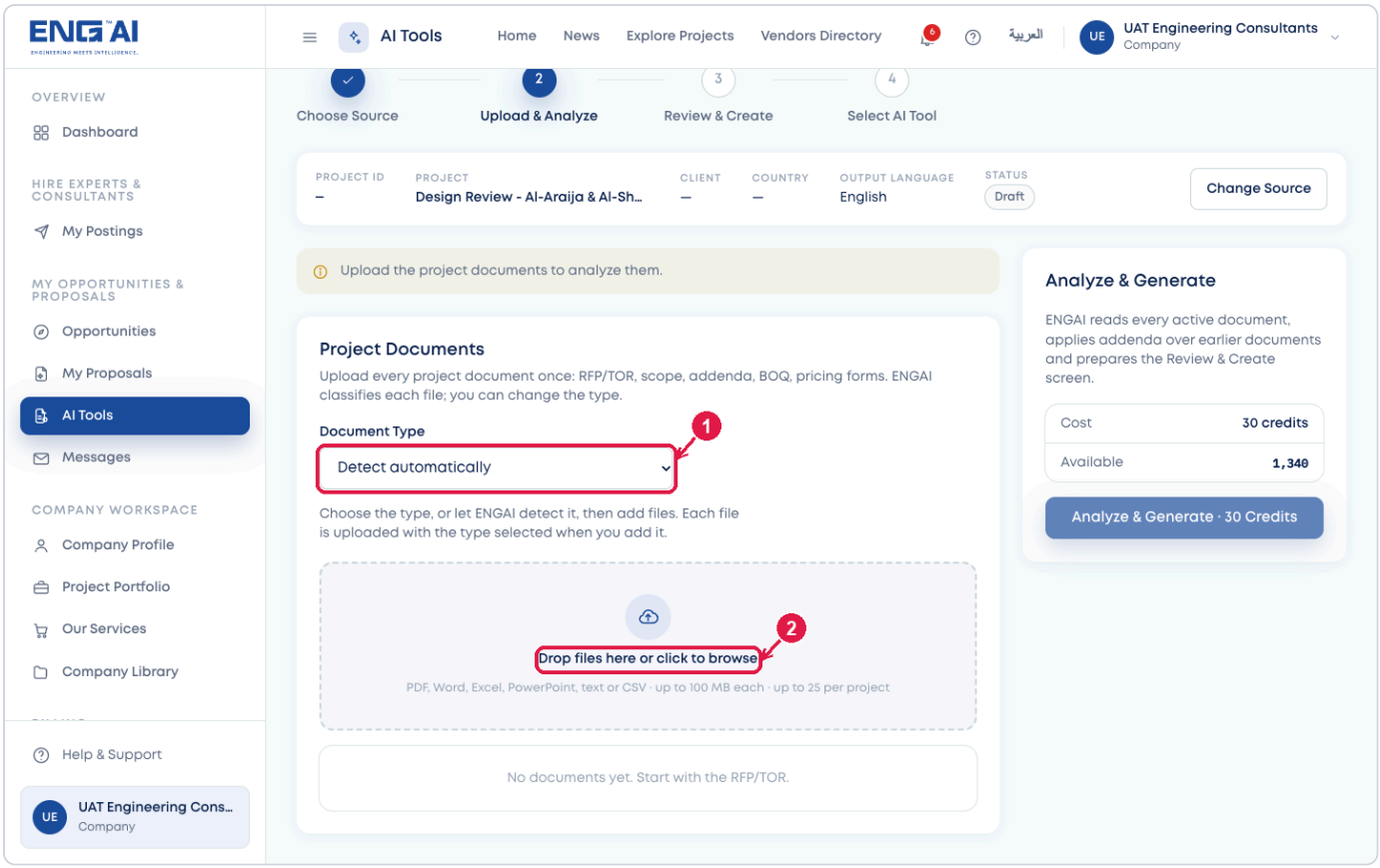
2. Project setup: upload, classify, analyse

2.1 Start a new AI proposal



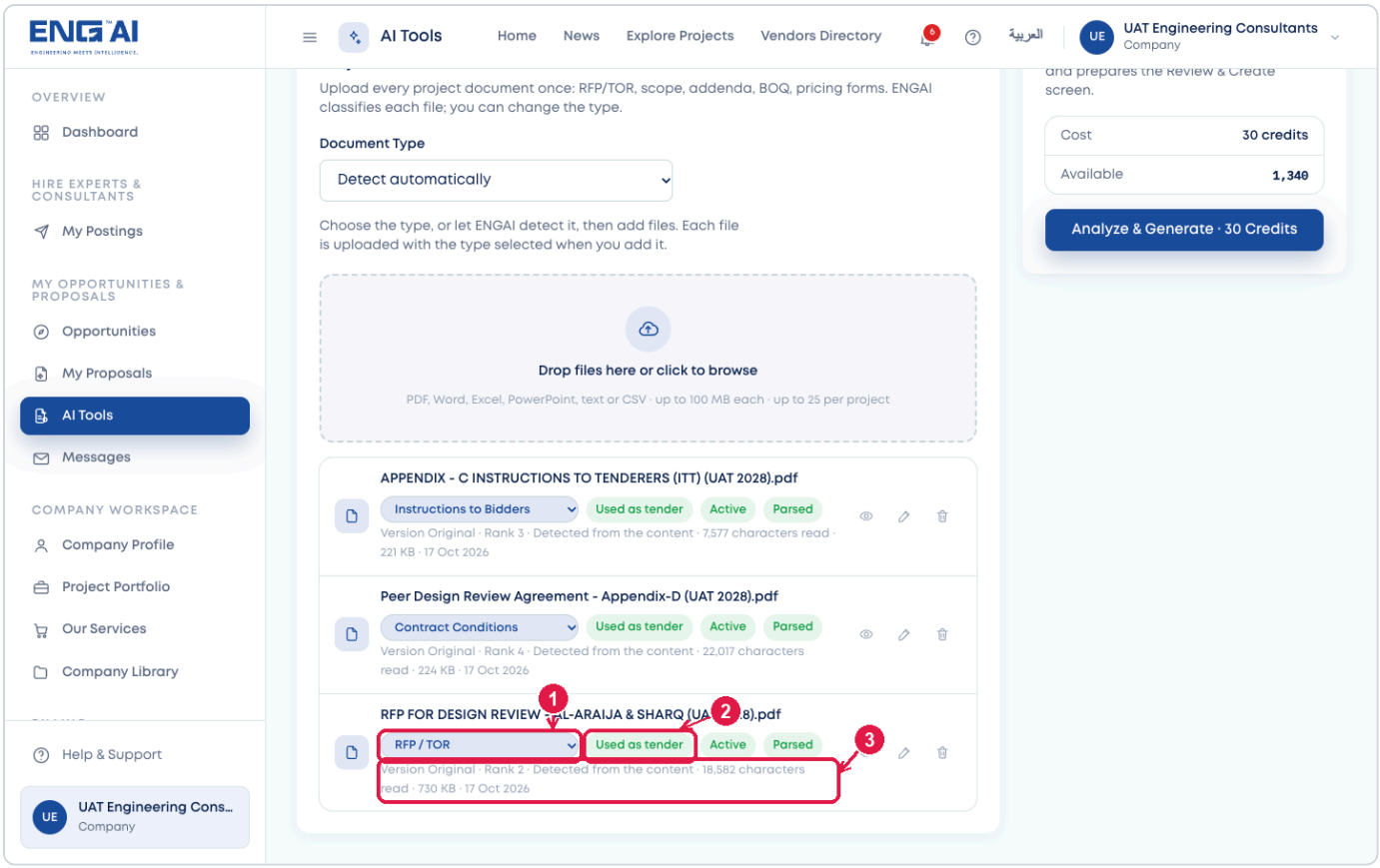
1. Upload Project Documents: ENGAI reads the files once and prepares the data for every tool.
2. Project title (optional): ENGAI can take it from the documents.
3. Output language: the language the AI writes in, whatever the language of the tender.
4. Start creates the project. Nothing is charged here.

2.2 Upload the tender documents



1. Document type: leave "Detect automatically" to let ENGAI classify each file, or choose a type yourself.
2. Drop all files at once: PDF, Word, Excel, PowerPoint, text or CSV, up to 100 MB each.

2.3 Each file is read and classified from its content

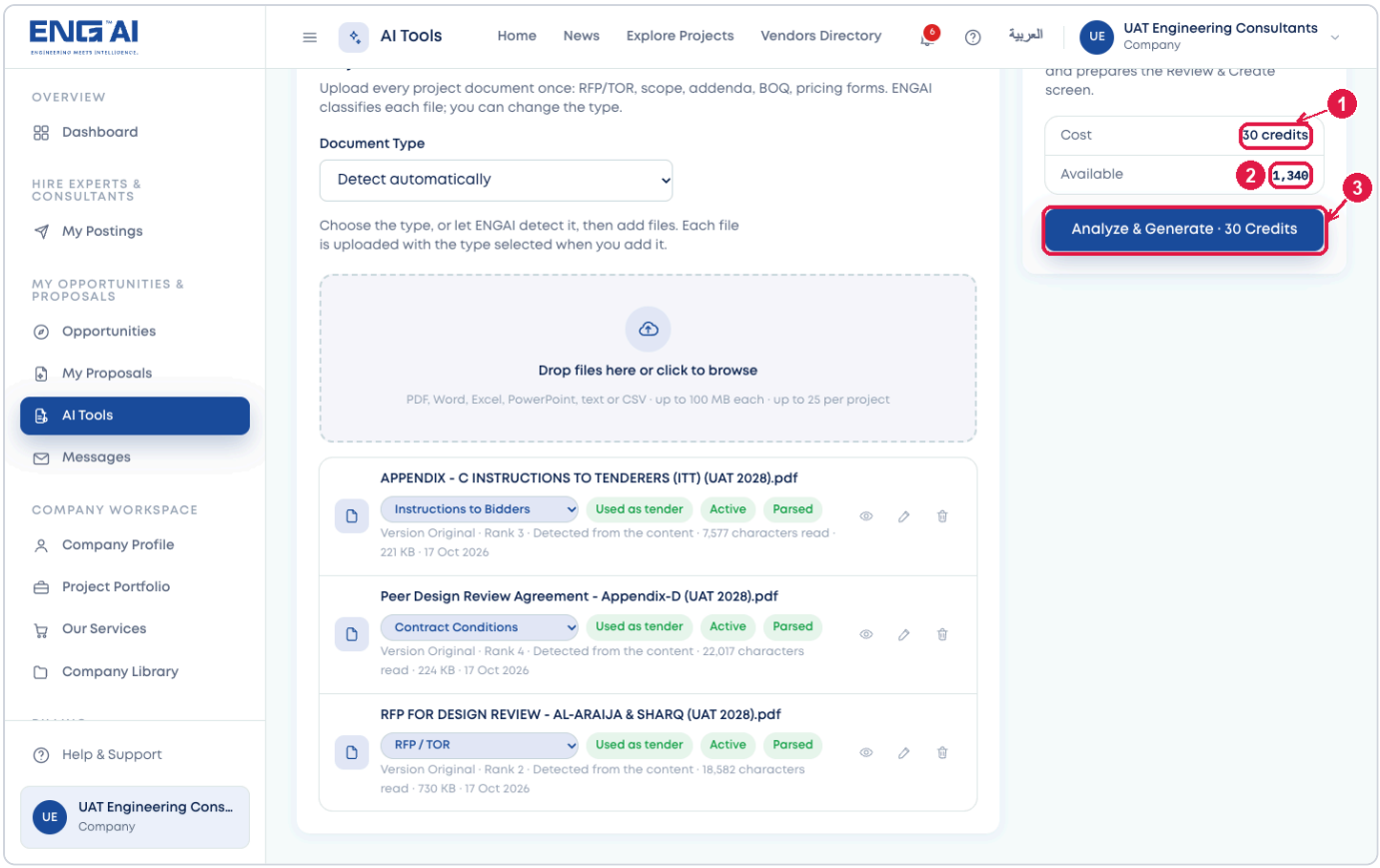


1. The type ENGAI found from the file's content. You can change it with this list.
2. "Used as tender": the file's text feeds every AI tool.
3. "Detected from the content" and the number of characters read, so you can see the file was read.

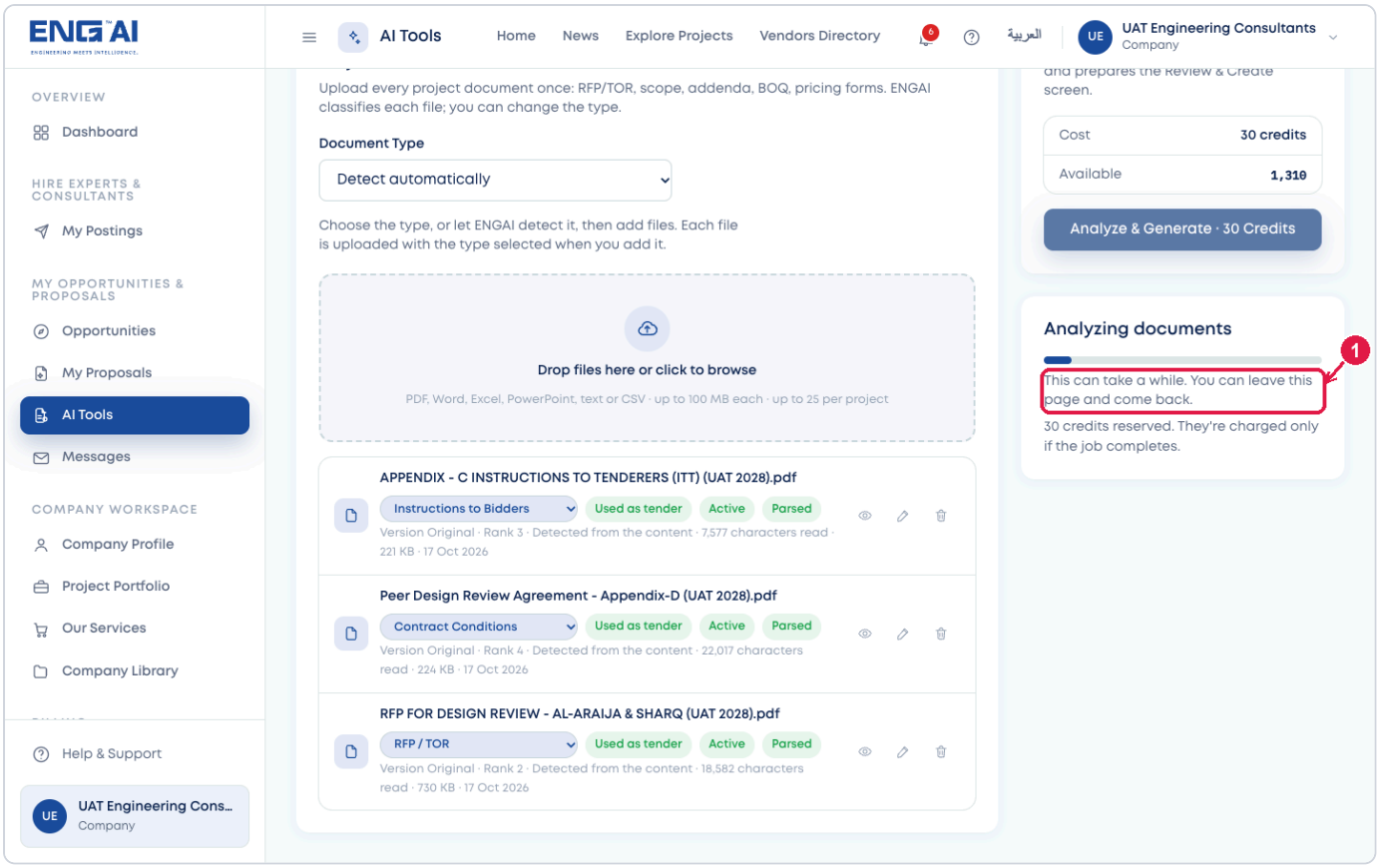
How classification works: every page is checked for a usable text layer; scanned or garbled pages are straightened and read by OCR; the classifier then reads the start of that text and decides the type. The file name is only a hint, because names are often misleading. When the name and the content disagree, the content wins and the row shows "Check the type".

In this example: "APPENDIX - C INSTRUCTIONS TO TENDERERS (ITT) (UAT 2028).pdf" was read (7,577 characters) and classified as **Instructions to Bidders** from its content; "Peer Design Review Agreement - Appendix-D (UAT 2028).pdf" was read (22,017 characters) and classified as **Contract Conditions** from its content; "RFP FOR DESIGN REVIEW - AL-ARAIJA & SHARQ (UAT 2028).pdf" was read (18,582 characters) and classified as **RFP / TOR** from its content.

2.4 The price is shown before you start

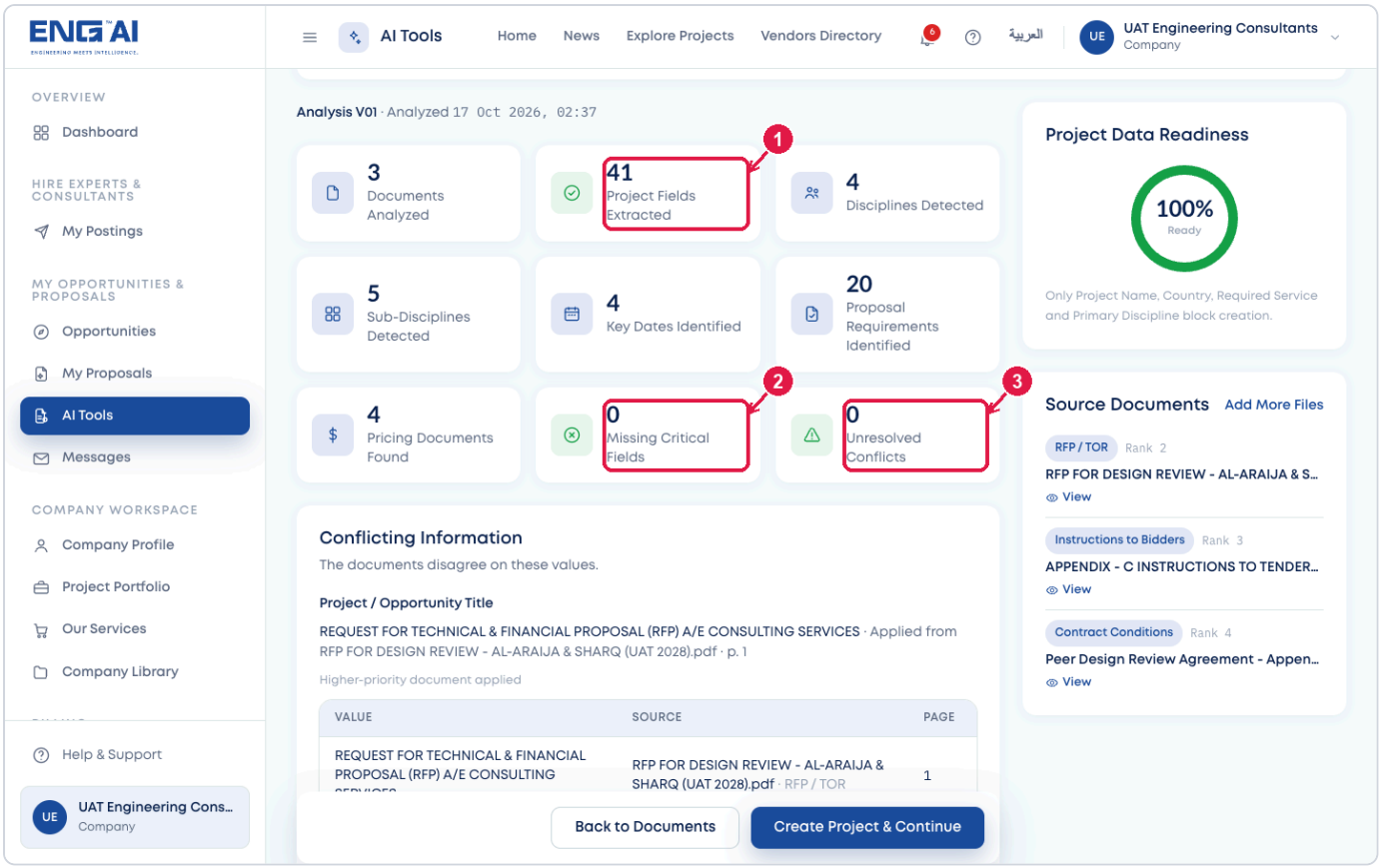


1. Cost of the analysis.
2. Credits available.
3. Analyze & Generate. The amount is reserved and charged only when the job completes; the final charge follows the project's complexity.



1. The analysis runs in the background. You can leave the page or close the browser; it continues, and this panel picks it up when you come back.

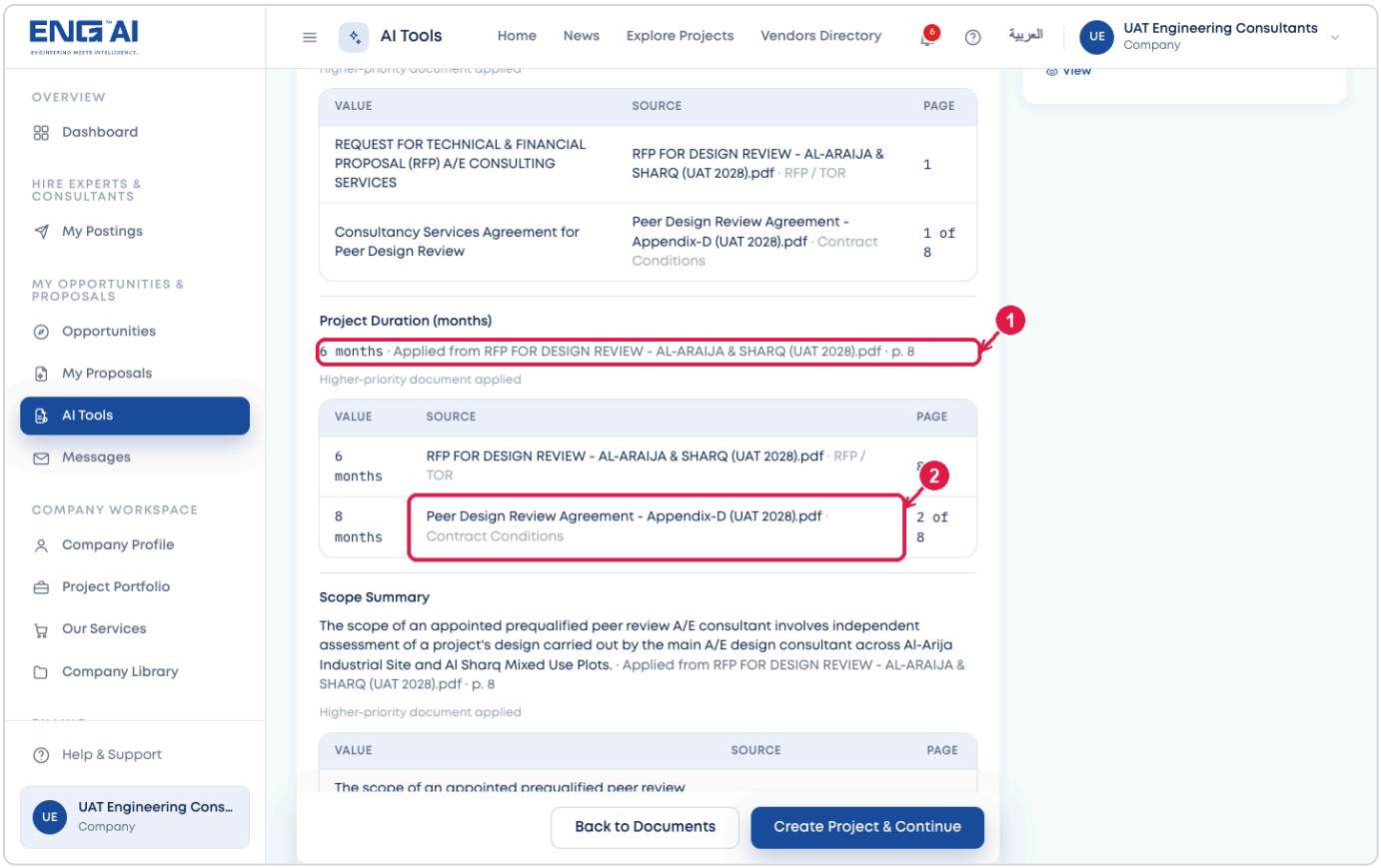
2.5 What the analysis found



1. Project fields extracted from the documents.
2. Missing critical fields (none here, so the project can be created).
3. Unresolved conflicts that need your decision.

In this example: 41 fields were extracted from 3 documents, 4 key dates and 20 proposal requirements were identified; 0 critical fields are missing and 0 conflicts need a decision. The analysis cost 30 credits.

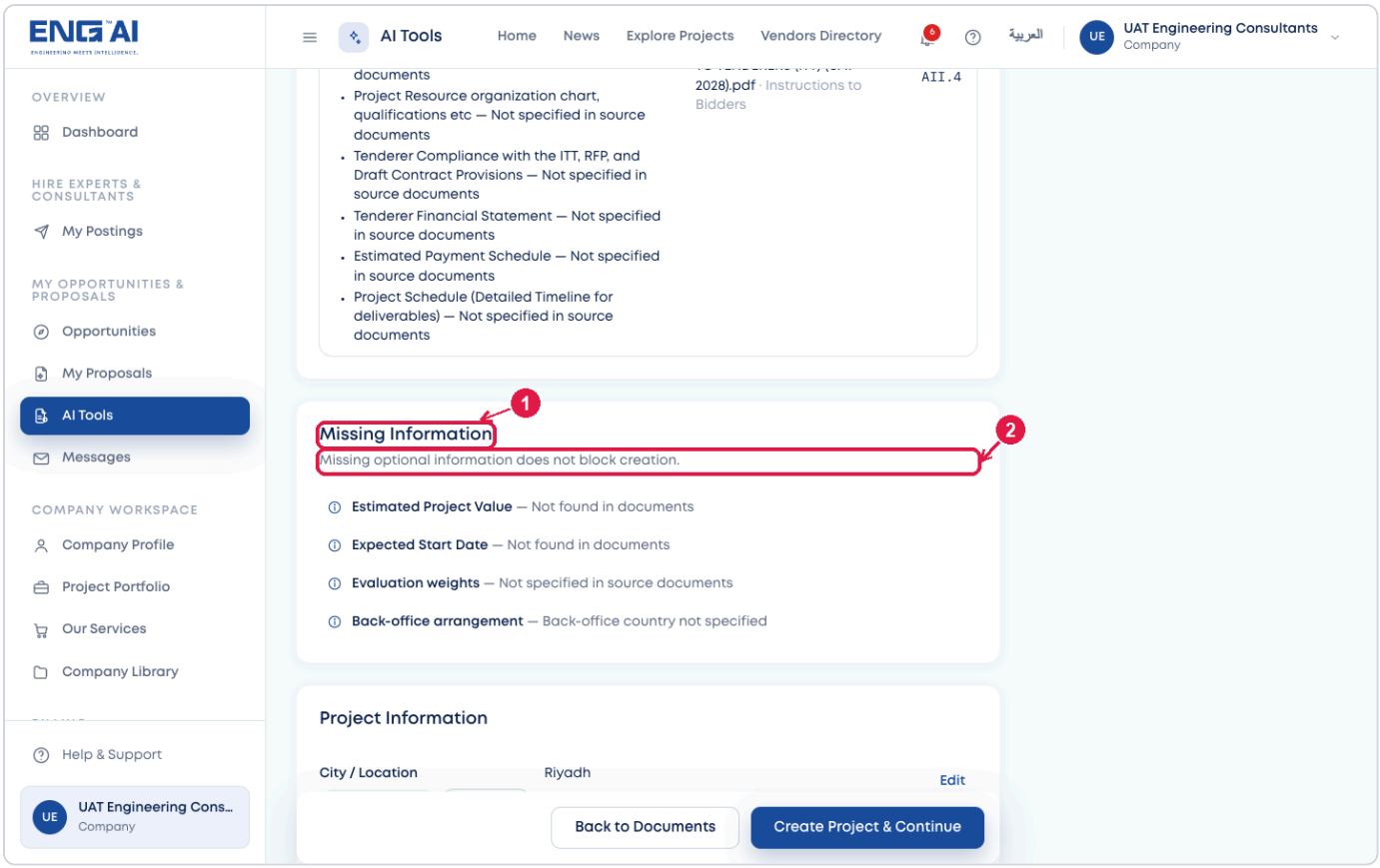
2.6 When two documents disagree



1. The value applied and where it came from. Here the RFP says 6 months and the draft Agreement says 8; the RFP is the higher-priority document, so 6 months is applied.
2. The other document's value and page, so you can check it.

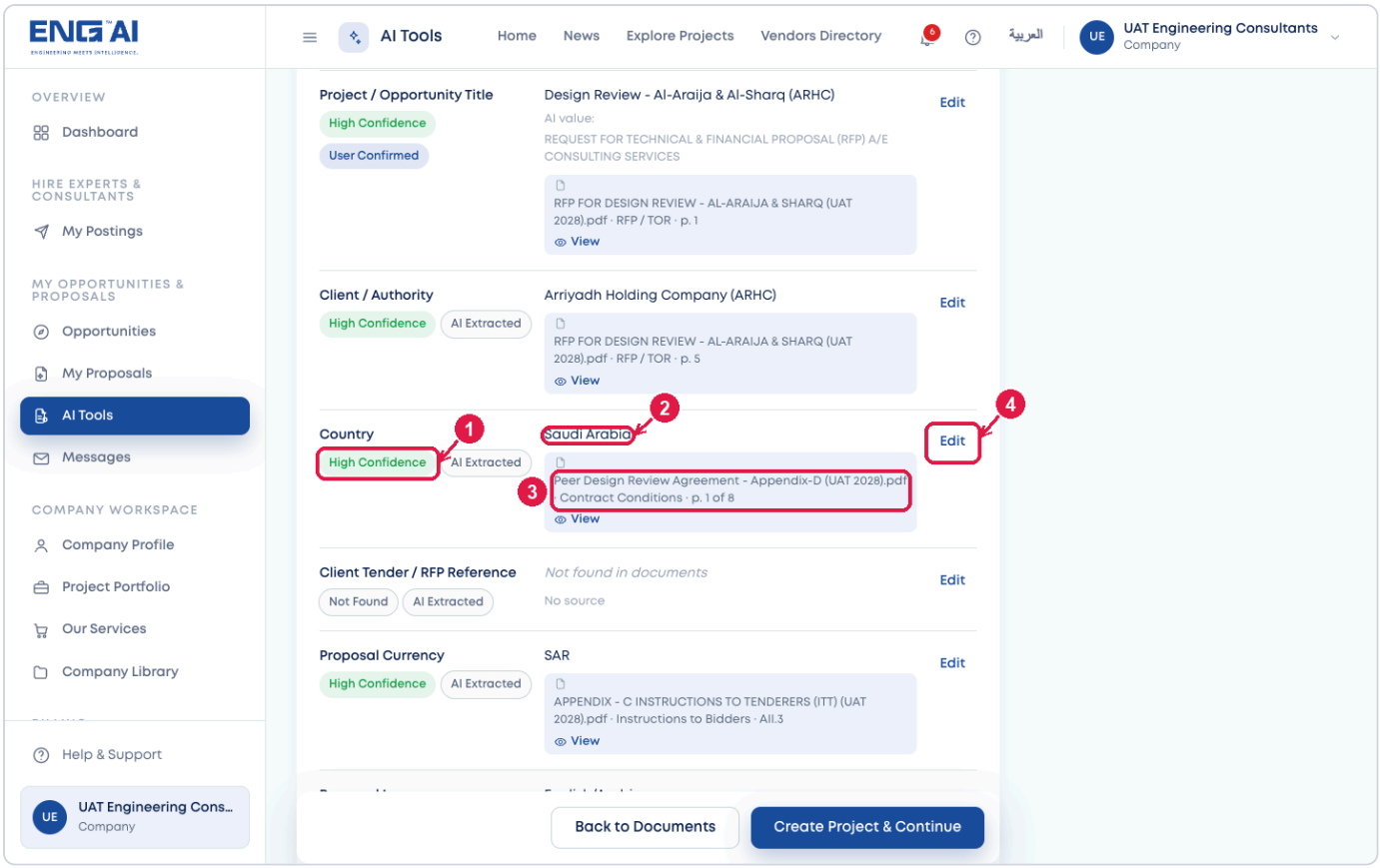
Lists such as evaluation criteria are shown as lists, side by side, the same way. Where ENGAI cannot decide by document priority, a "Use this value" button asks you to choose.

2.7 What the documents do not say



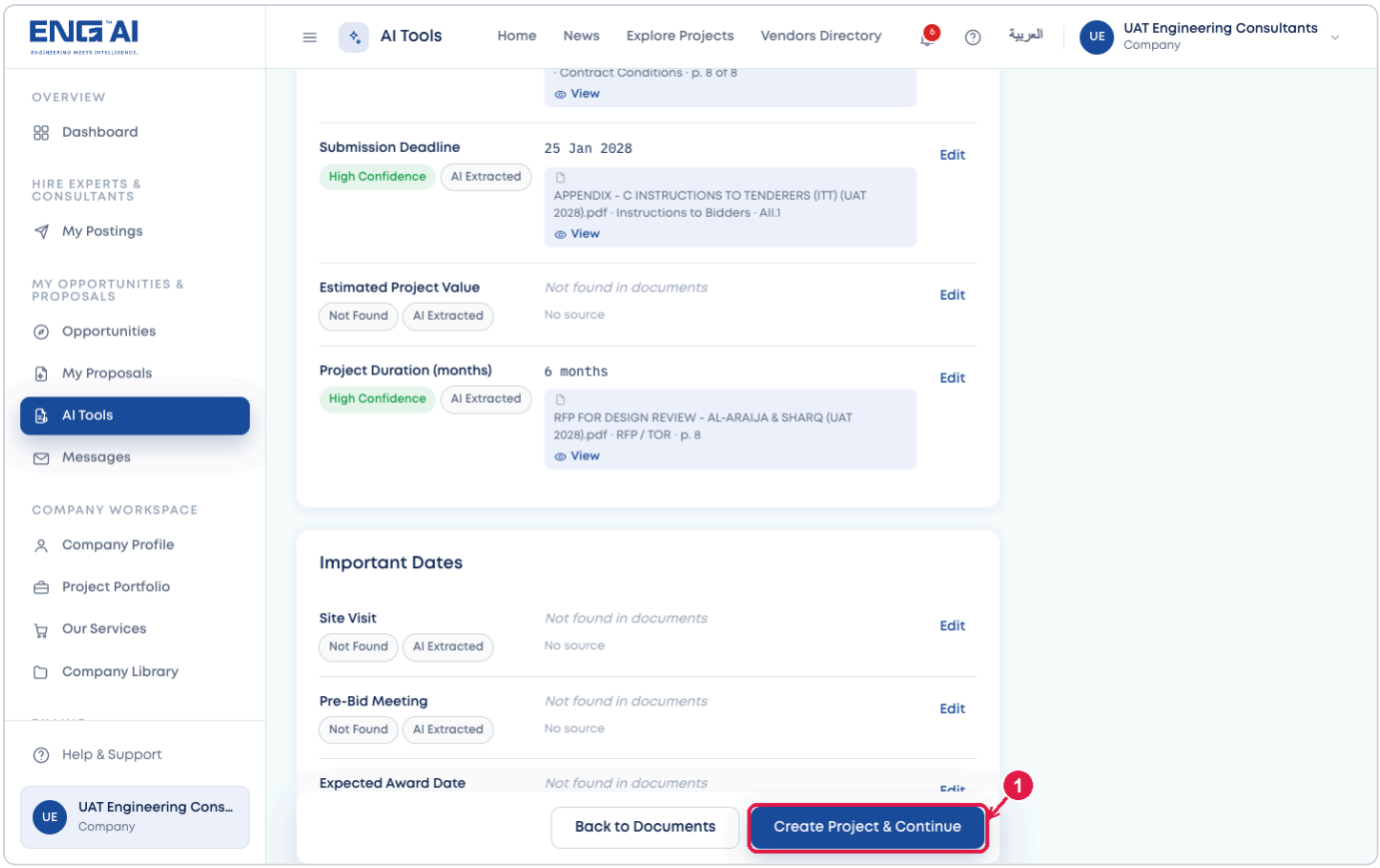
1. Missing Information: what the analysis could not find.
2. Missing optional information never blocks creating the project.

2.8 Every field shows its value, confidence and source

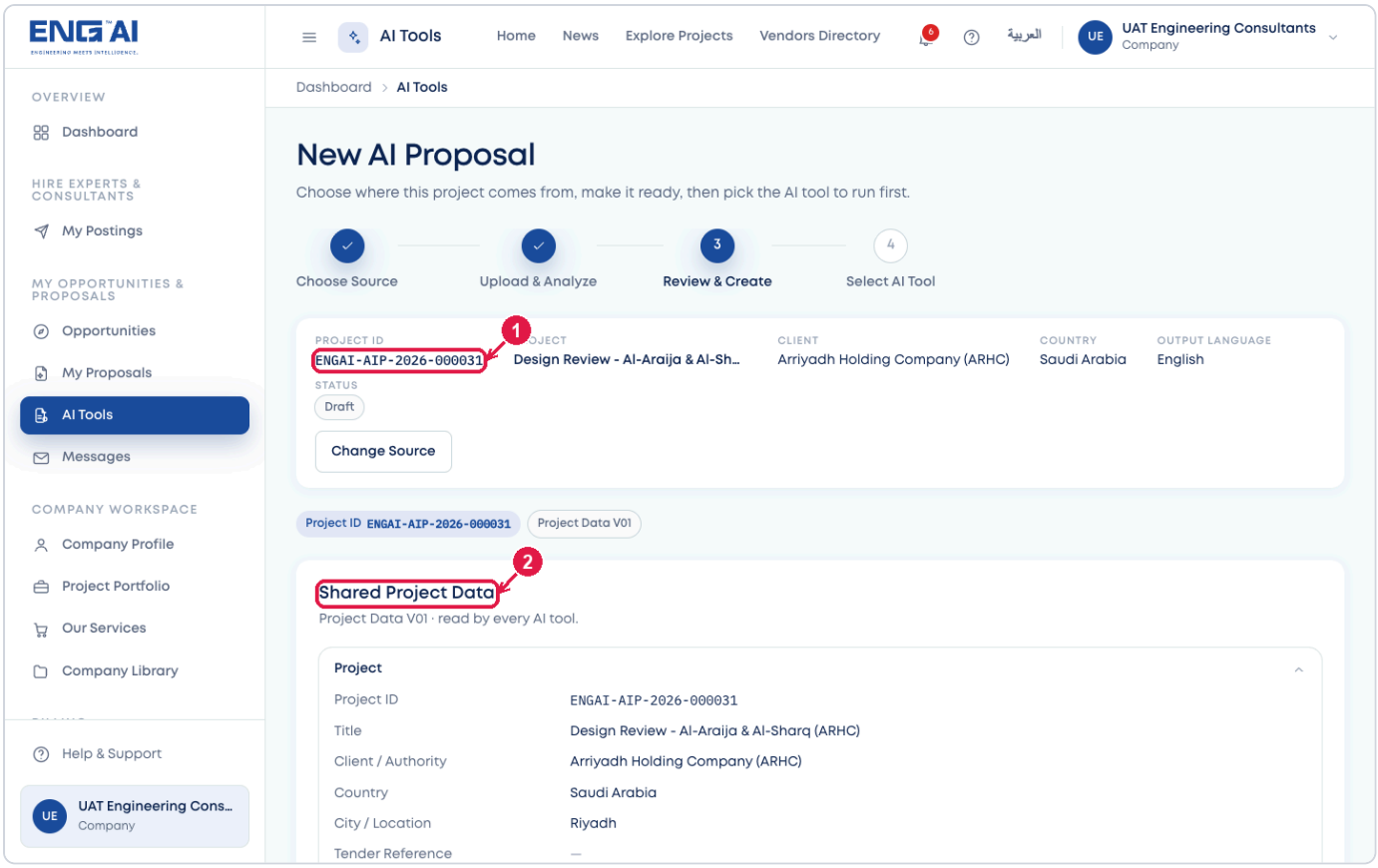


1. Confidence of the extraction.
2. The value.
3. The document and page it came from (open it with View).
4. Edit lets you correct it before creating the project.

2.9 Create the project



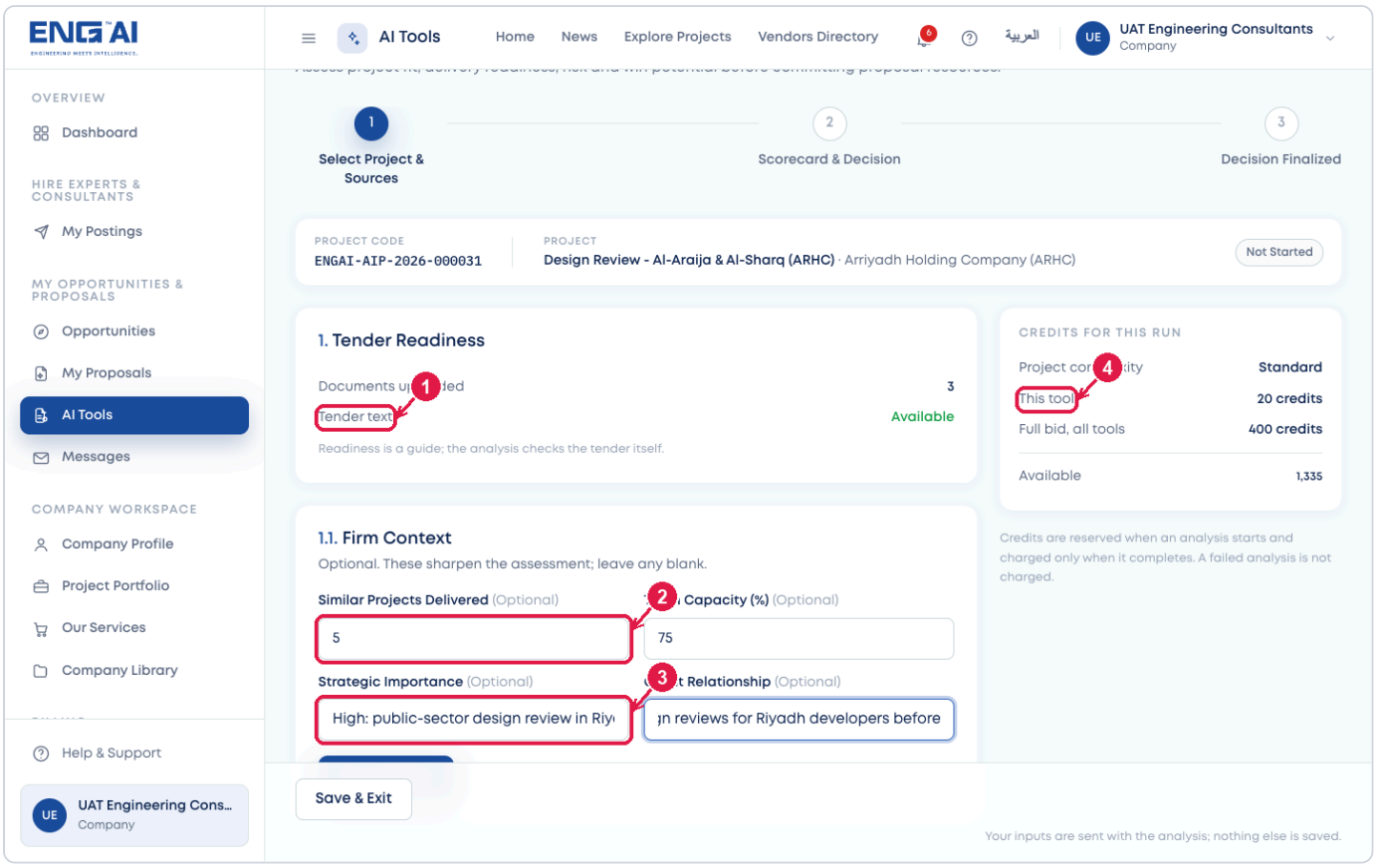
1. Create Project & Continue stores the confirmed data as Project Data V01.



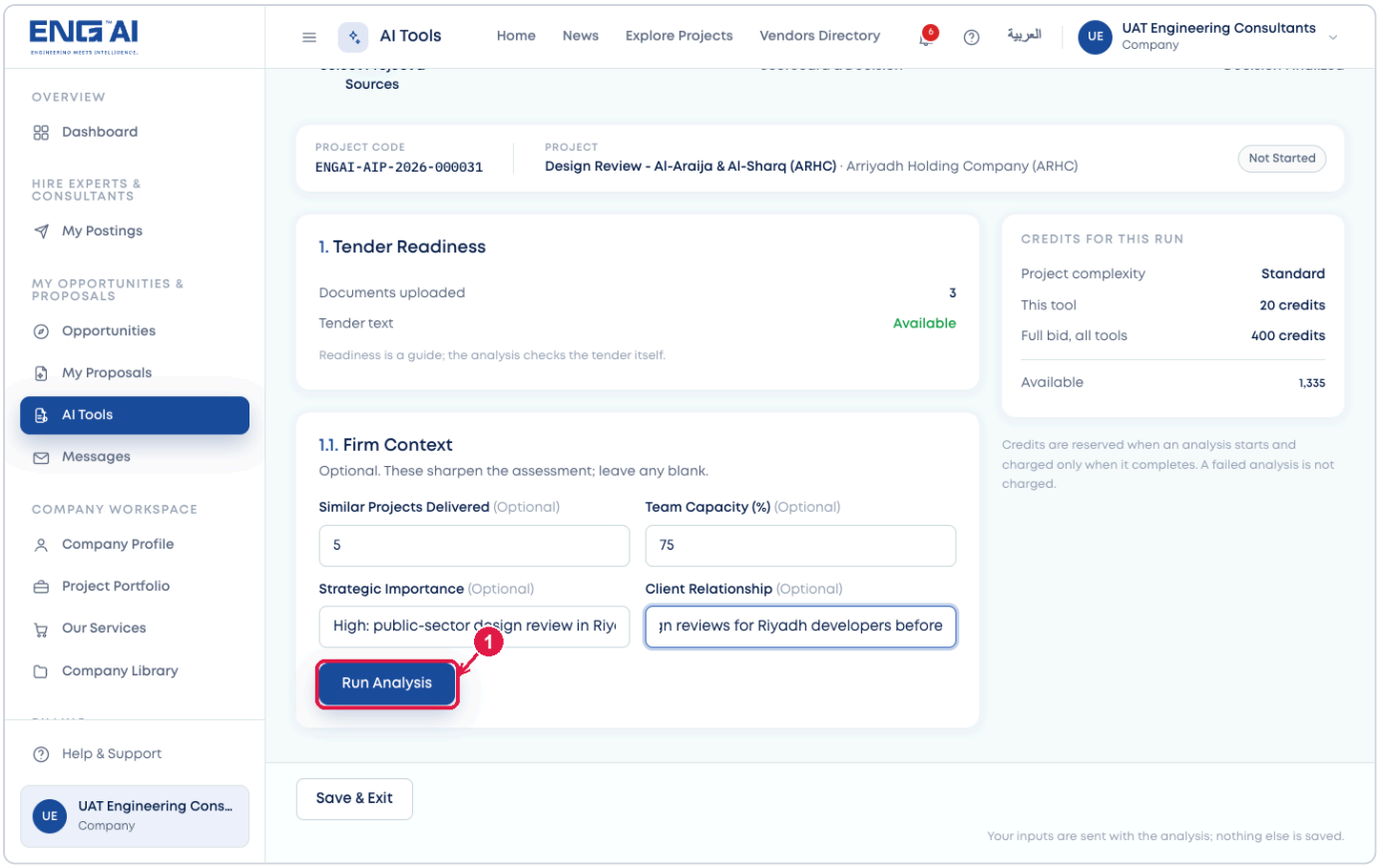
1. One Project ID used by every AI tool.
2. Shared Project Data: every tool reads the same confirmed data.

3. Go/No-Go

3.1 Readiness and firm context

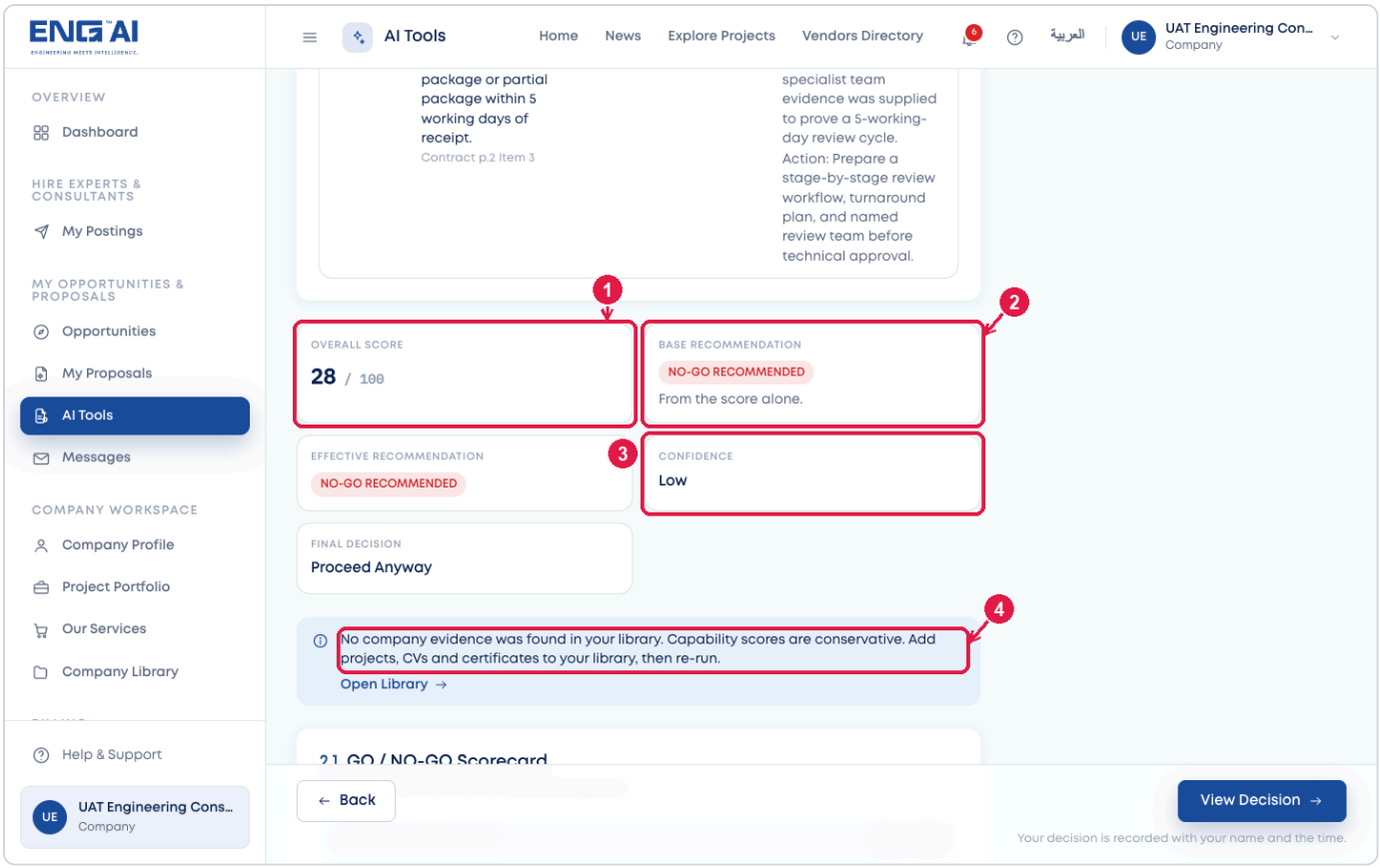


1. Tender text available: the tool runs only when the documents have been read.
2. Firm context the documents cannot know (similar projects delivered, team capacity, strategic importance, client relationship). Optional, but it sharpens the assessment.
3. Strategic importance, written in your words.
4. The price of this run, shown before you start.



1. Run Analysis. The run continues in the background.

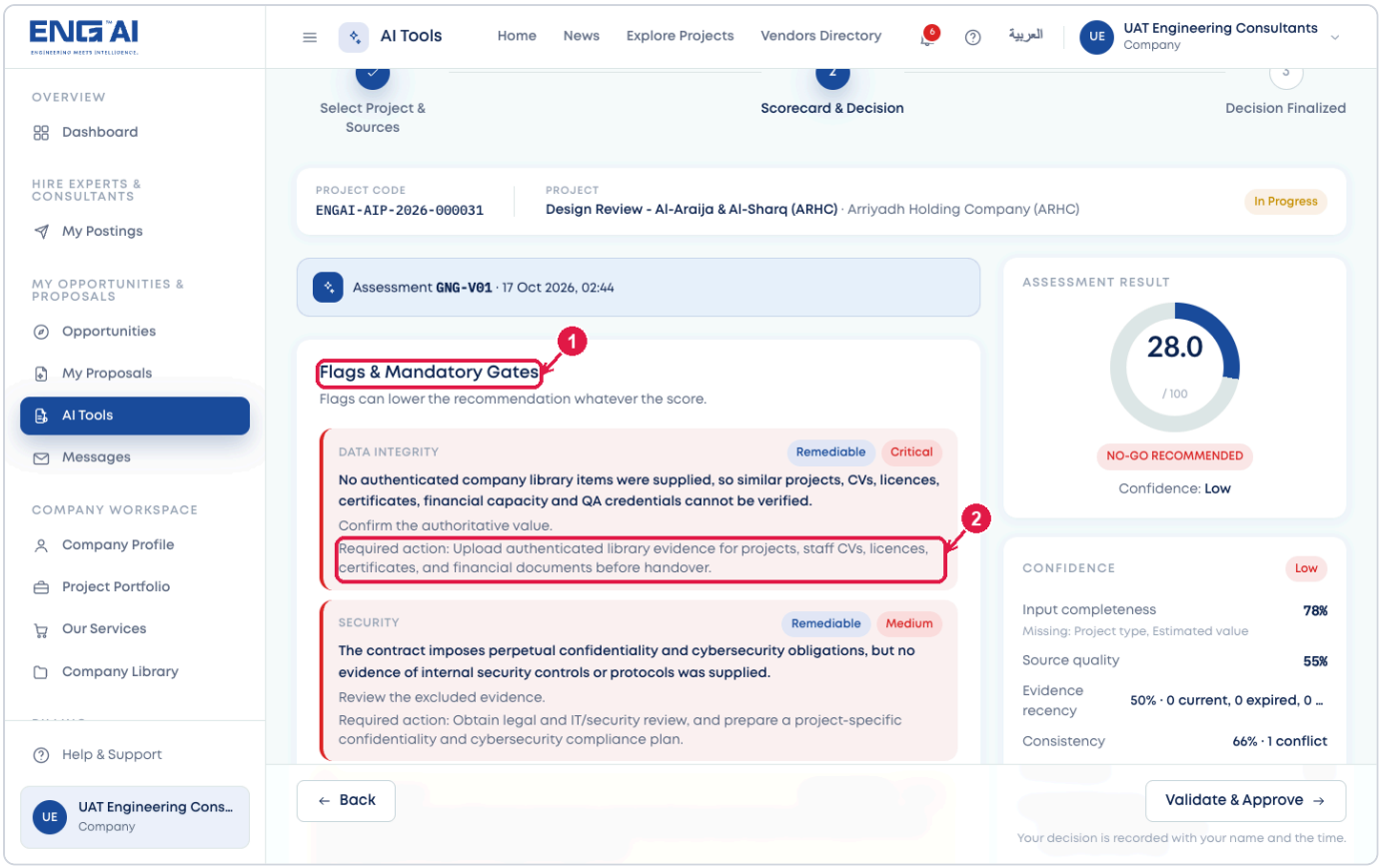
3.2 Score, recommendation and confidence



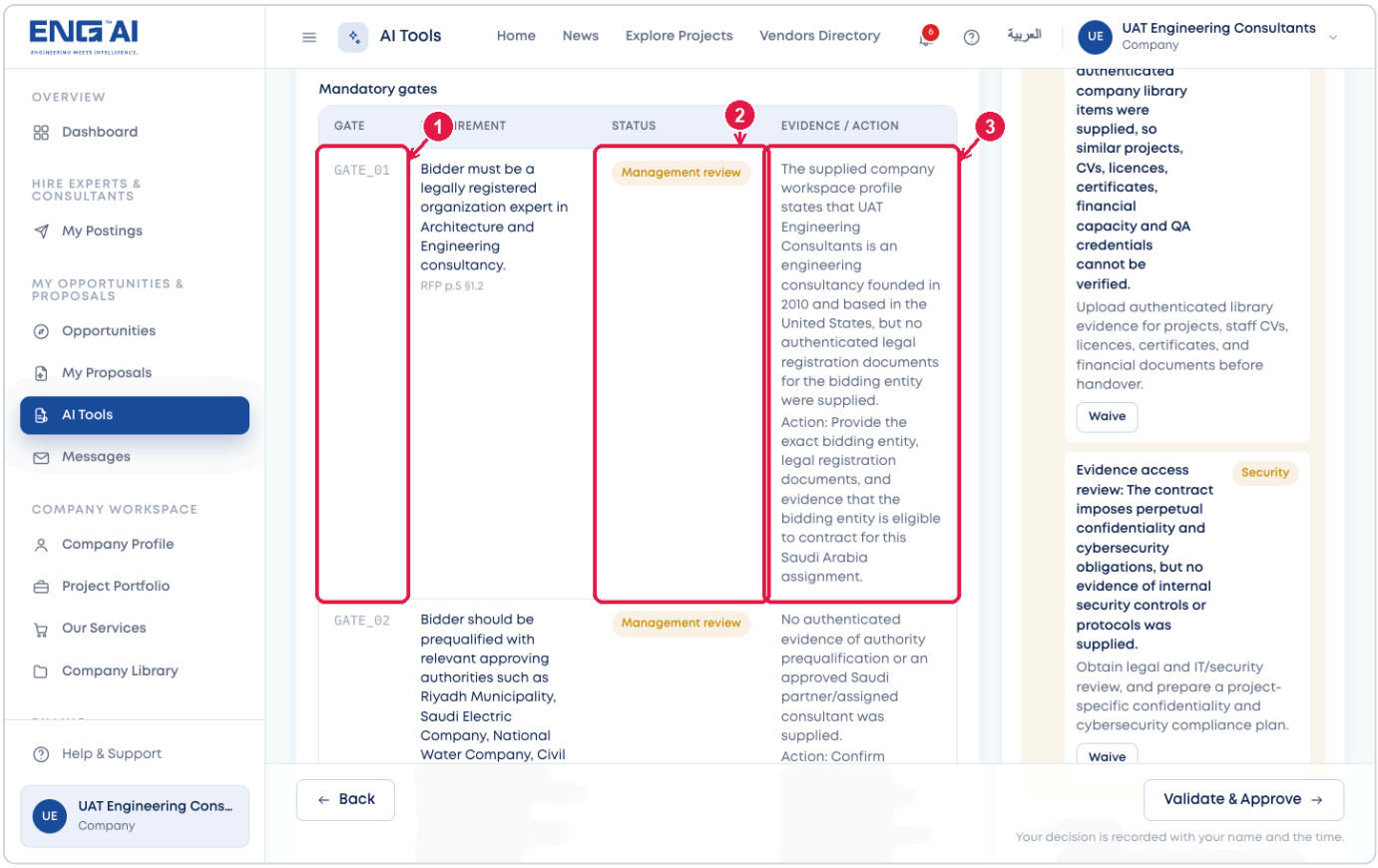
1. Overall score out of 100.
2. The recommendation from the score alone.
3. Confidence in the assessment (how complete the evidence was).
4. When the company library has no evidence, the screen says so and links to the library.

In this example: the score is 28/100 and the recommendation is "No-Go Recommended". The tender deadline is no longer a factor (dates moved to 2028). The score reflects that the test company has no projects, CVs or certificates in its library: with the firm's real evidence uploaded, capability factors score accordingly.

3.3 Flags and mandatory gates

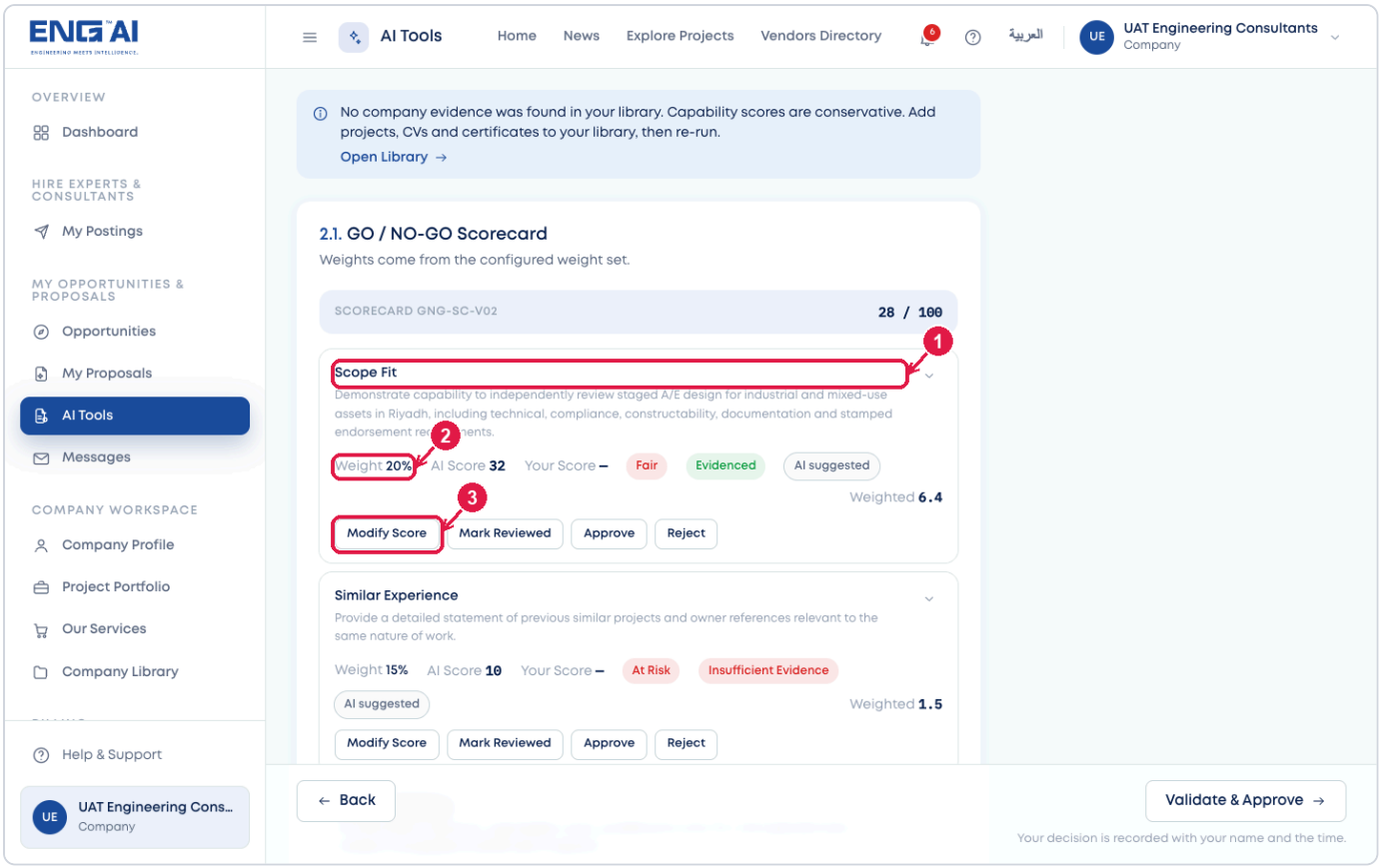


1. Flags can lower the recommendation whatever the score.
2. Each flag states the action required.



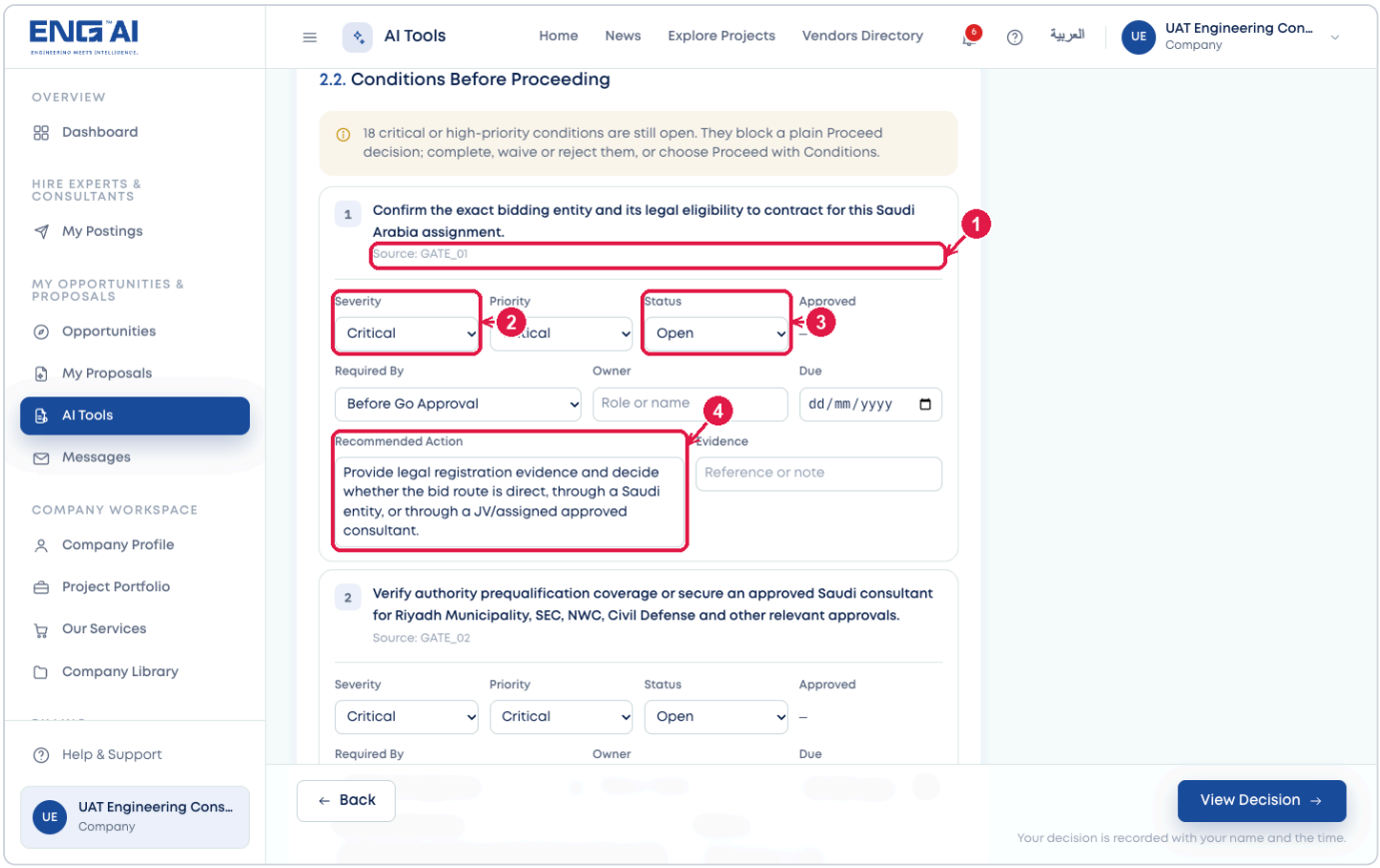
1. Each mandatory gate from the tender, with its reference.
2. Its status.
3. The evidence found and the action to take.

3.4 The scorecard



1. Each factor, with the tender text it is assessed against.
2. Its weight in the score.
3. Modify Score: your own score, with a reason, next to the AI score.

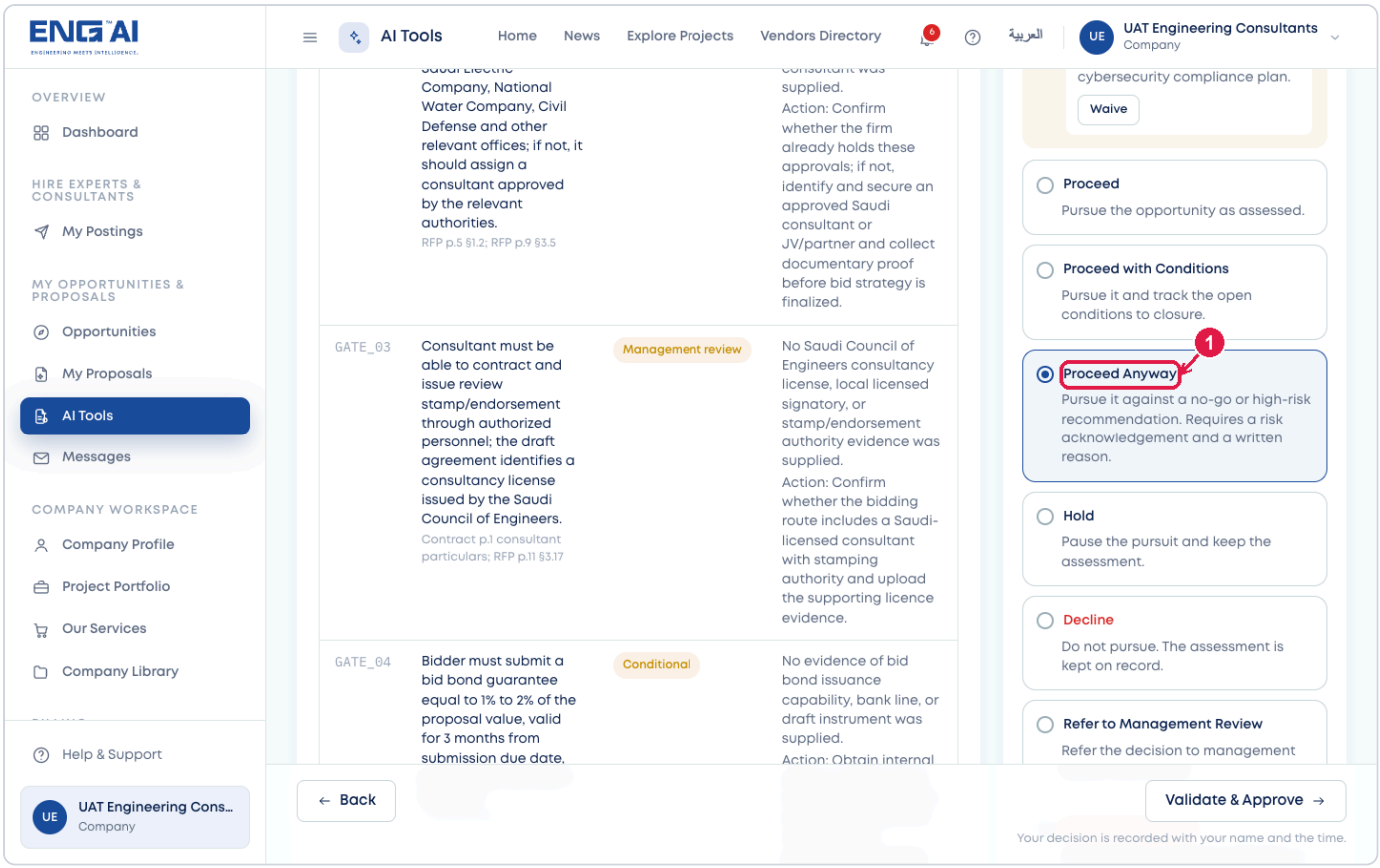
3.5 Conditions before proceeding



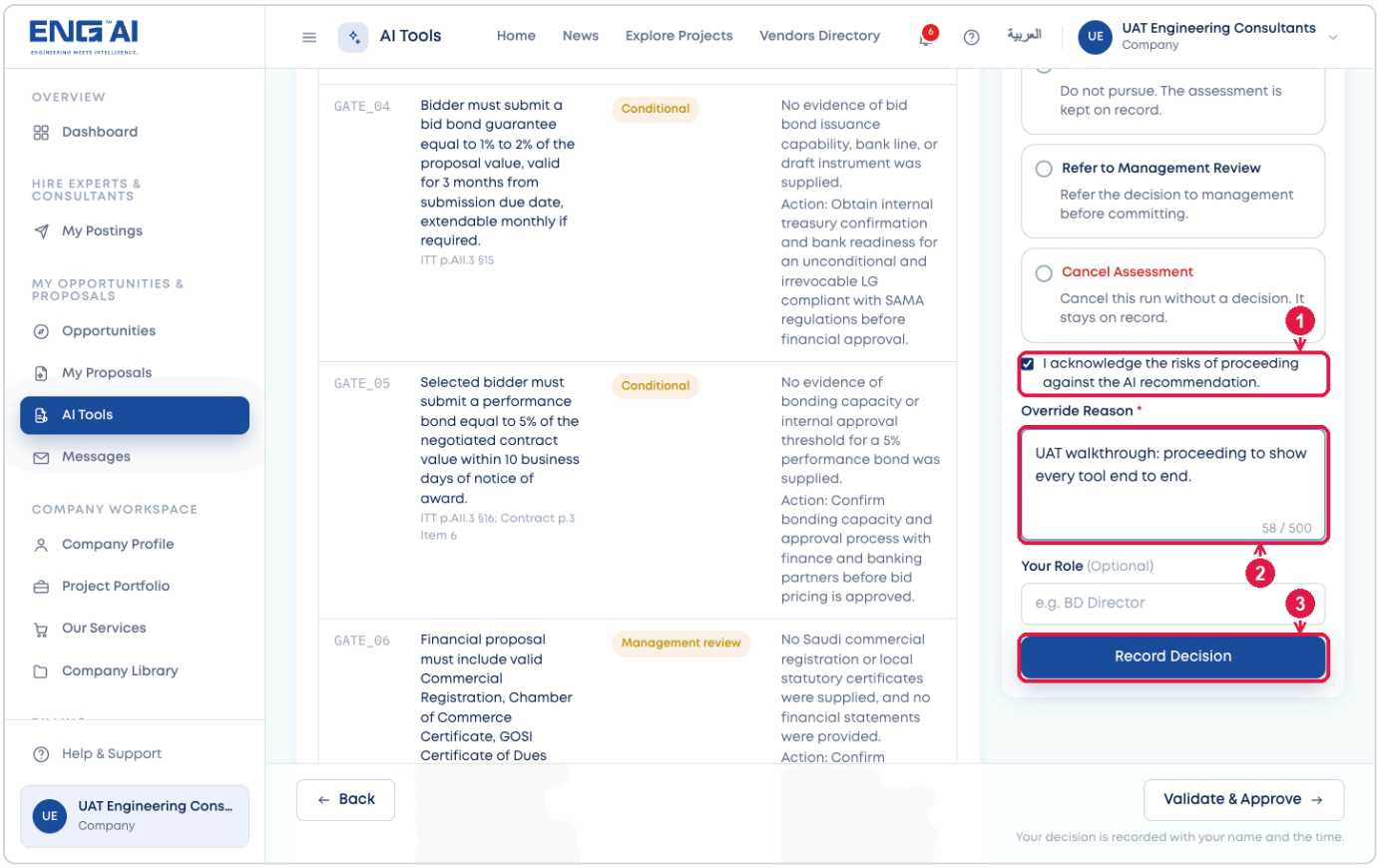
1. Where the condition comes from: here mandatory gate GATE_01 of the tender. The condition itself is the line above.
2. Severity and priority, which you can change.
3. Status: complete, waive or reject each condition. Open critical conditions block a plain Proceed; "Proceed with Conditions" keeps them on the record.
4. The recommended action, with owner, due date and evidence beside it.

Each condition is one card with labelled fields, so nothing is hidden or scrolled out of view.

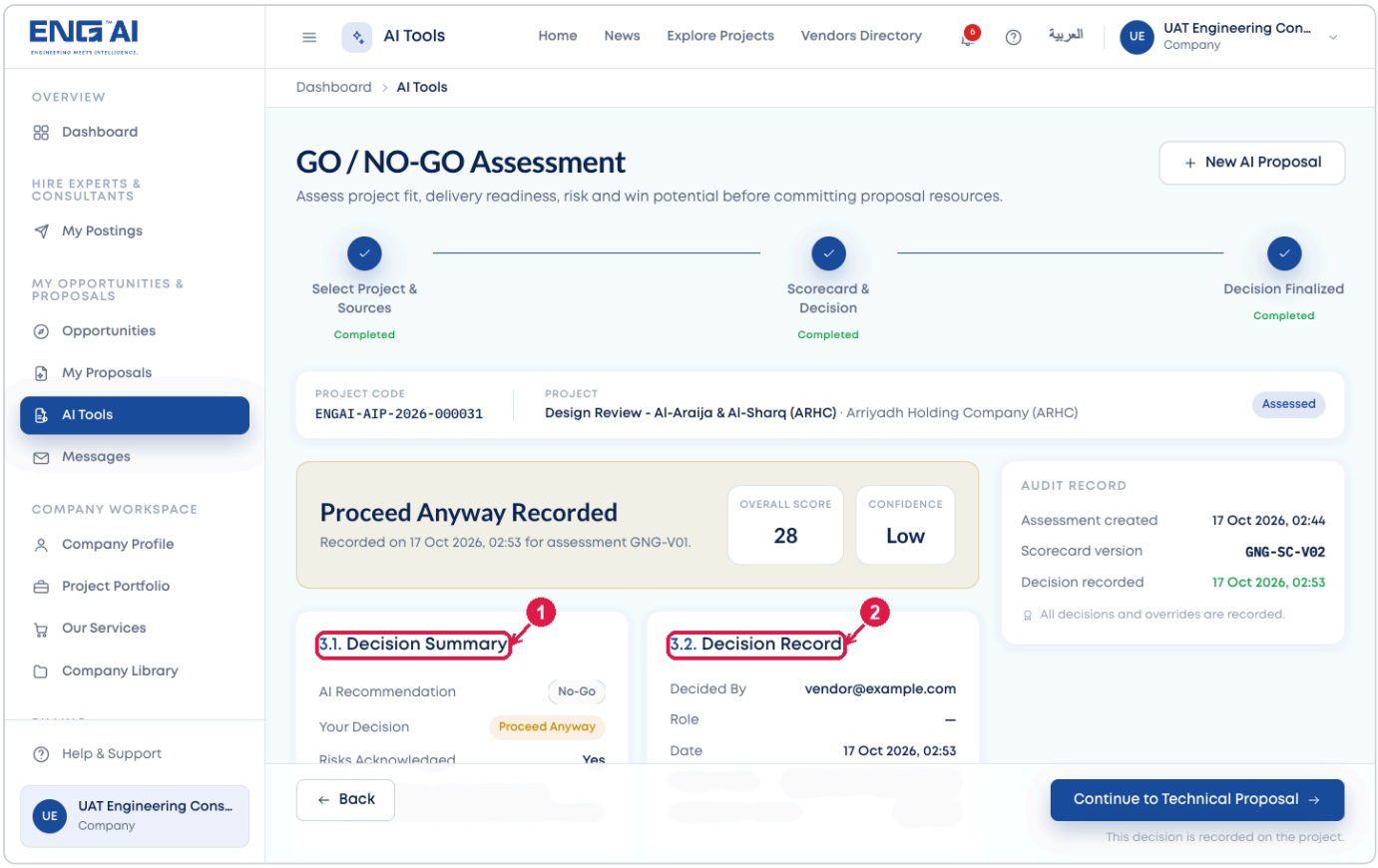
3.6 Decide and record



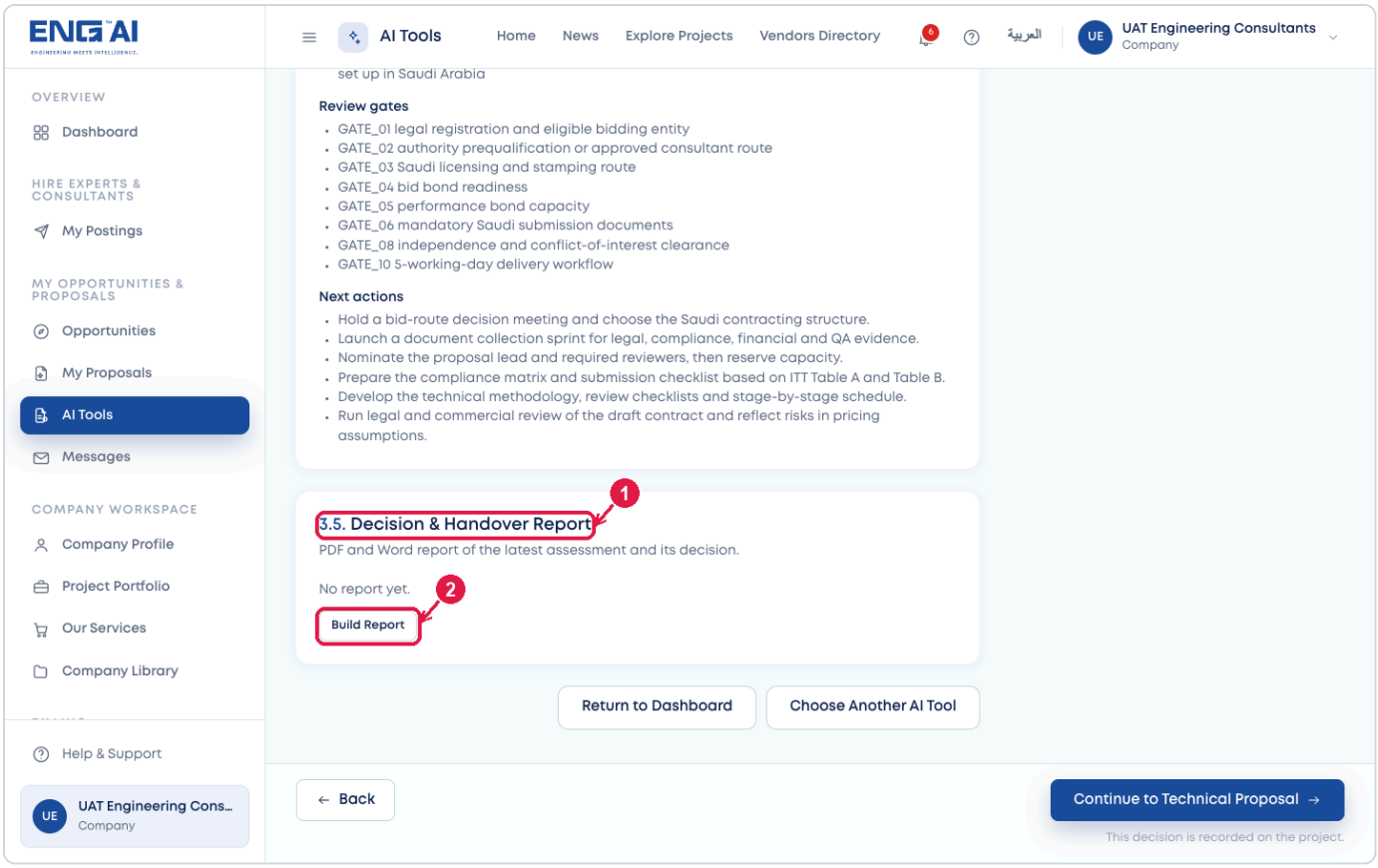
1. Choose the decision. "Proceed Anyway" against a No-Go needs an acknowledgement and a reason.



1. The acknowledgement that you are proceeding against the recommendation.
2. The reason, kept in the decision record.
3. Record Decision.



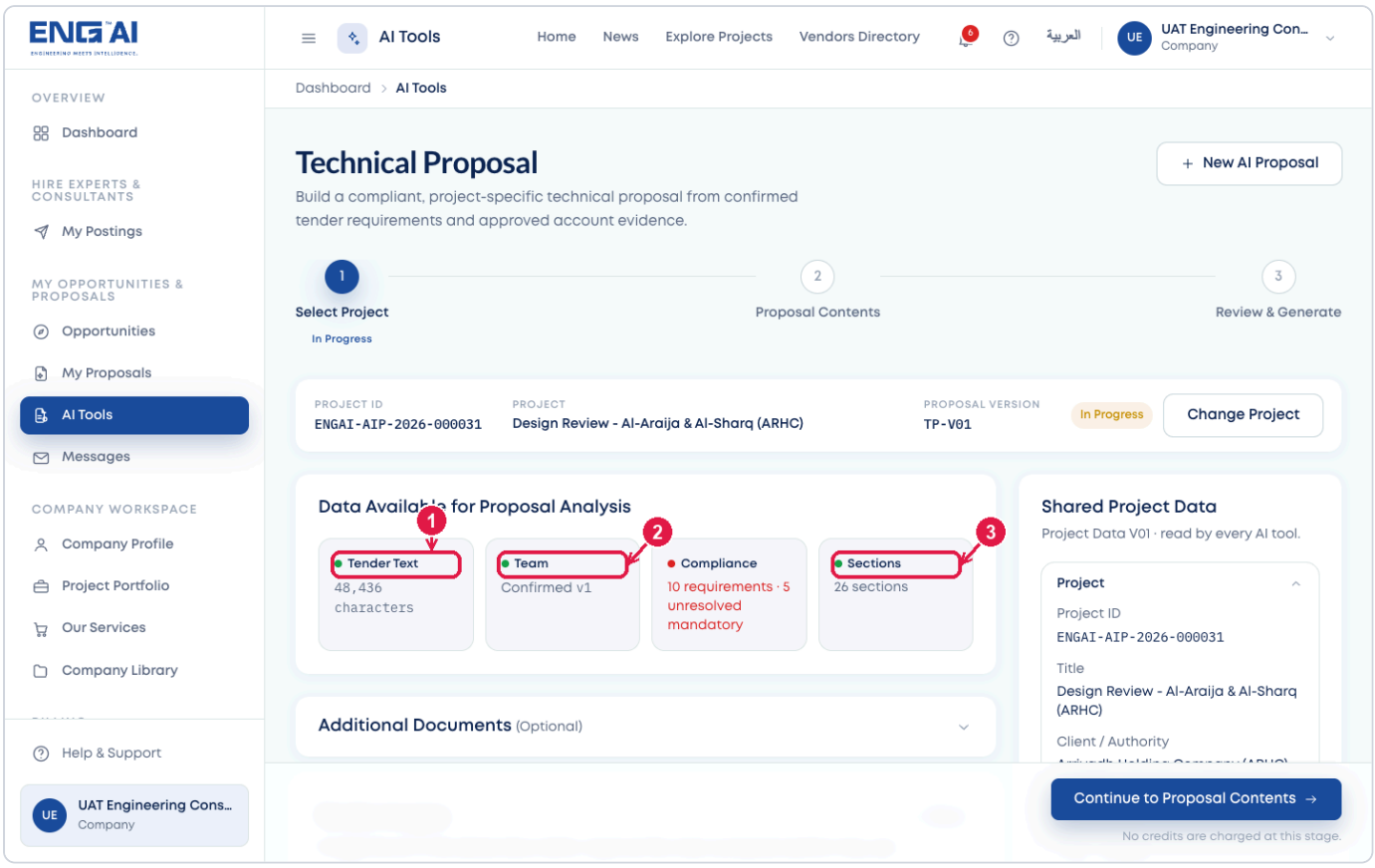
1. Decision summary: the AI recommendation next to your decision, with the conditions still open. "Continue to Technical Proposal" at the bottom opens the next tool on the same project.
2. Decision record: who decided, when, and the written reason. It stays with the project, next to the audit record on the right.



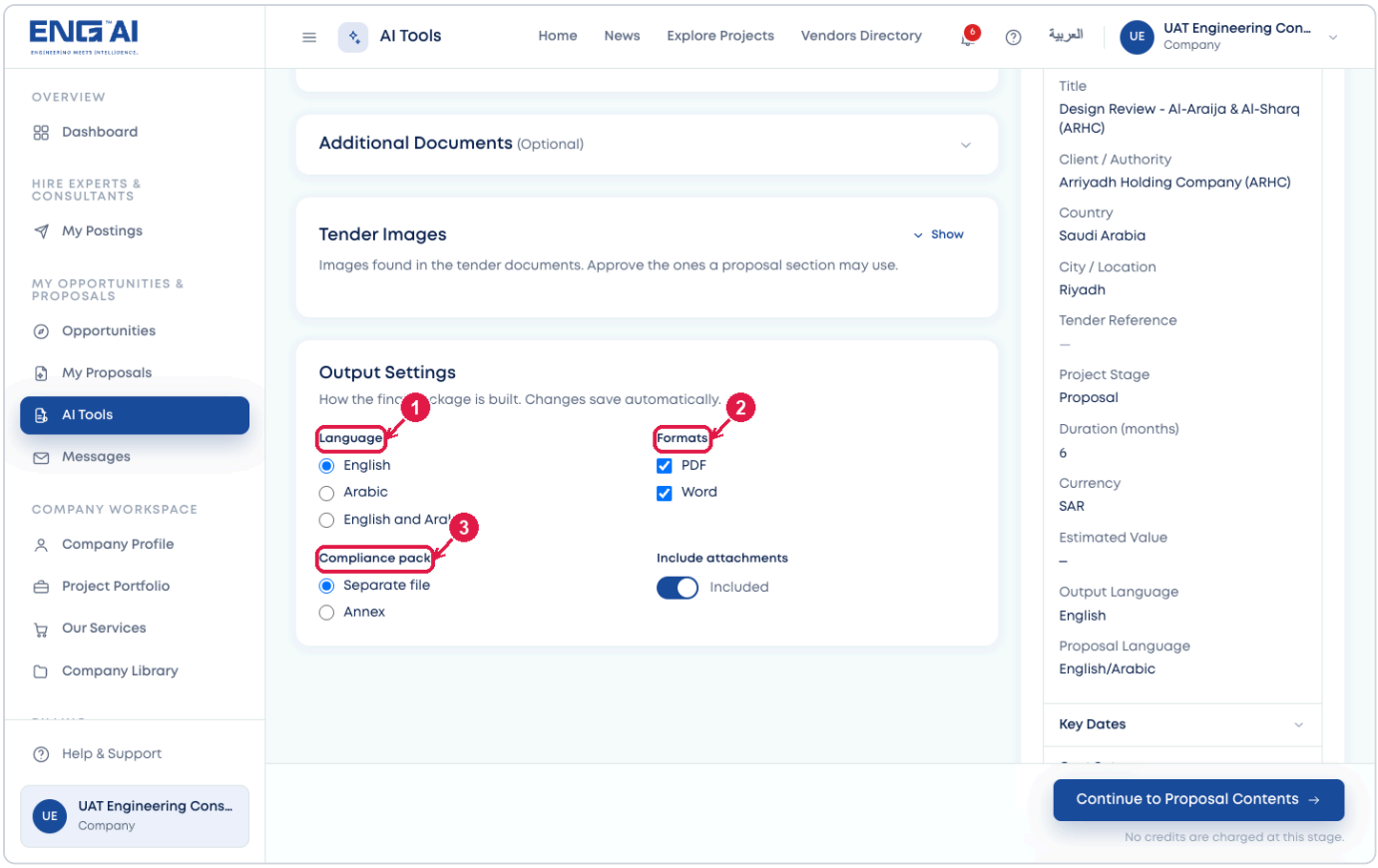
1. Decision & Handover Report: a PDF and Word report of the assessment and the decision.
2. Build Report (no credits).

4. Technical Proposal

4.1 What the proposal is built from



1. Tender text read.
2. The proposed team.
3. The sections planned from the RFP.



1. The language of the proposal (English, Arabic or both).
2. Formats: PDF and Word. Both are produced from the same document, so they are identical.
3. Compliance pack: a separate file or an annex. Settings save automatically and cost nothing.

4.2 The sections

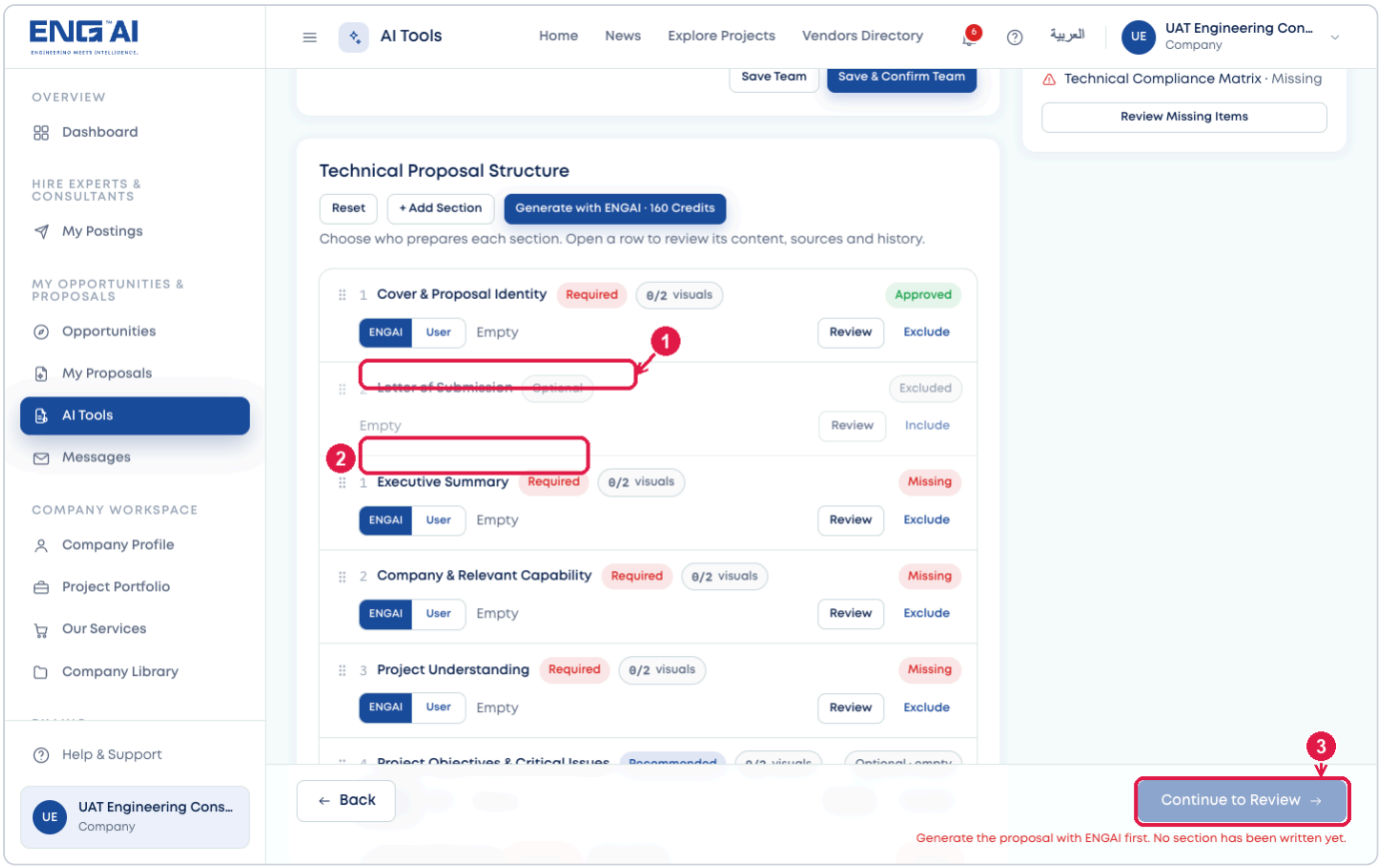
ENGAI plans the proposal from the RFP in the client's order. Each section has an owner (ENGAI writes it, or you provide it) and a status. The sections in this proposal:

#	Section	Written by	In the proposal	Status	Words
1	Cover & Proposal Identity	ENGAI	Yes	Approved	
2	Letter of Submission	ENGAI	Excluded	Excluded	
3	Executive Summary	ENGAI	Yes	Approved	500
4	Company & Relevant Capability	ENGAI	Yes	Approved	448
5	Project Understanding	ENGAI	Yes	Approved	521
6	Project Objectives & Critical Issues	ENGAI	Yes	Approved	481
7	Scope of Services	ENGAI	Yes	Approved	520
8	Technical Approach & Methodology	ENGAI	Yes	Approved	590
9	Project Stages & Deliverables	ENGAI	Yes	Approved	502
10	Project Management Plan	ENGAI	Yes	Approved	510

#	Section	Written by	In the proposal	Status	Words
11	Project Organization Chart	ENGAI	Yes	Approved	430
12	Key Personnel & Staffing Plan	ENGAI	Yes	Approved	564
13	Subconsultants / Specialist Partners	ENGAI	Excluded	Excluded	
14	Project Schedule & Mobilization	ENGAI	Yes	Approved	502
15	Stakeholder / Authority / Utility Coordination	ENGAI	Yes	Approved	452
16	QA/QC Approach	ENGAI	Yes	Approved	486
17	HSE Management	ENGAI	Yes	Approved	445
18	Sustainability Approach	ENGAI	Yes	Approved	457
19	BIM Approach	ENGAI	Excluded	Excluded	
20	Digital Twin	ENGAI	Excluded	Excluded	
21	Risk Management	ENGAI	Yes	Approved	582
22	Codes, Standards & Applicable References	ENGAI	Yes	Approved	389
23	Value Engineering / Added Value / Innovation	ENGAI	Yes	Approved	412
24	Similar Experience	ENGAI	Yes	Approved	425
25	Technical Compliance Matrix	ENGAI	Yes	Approved	157
26	Assumptions / Clarifications / Dependencies	ENGAI	Yes	Approved	185
27	Appendices & Supporting Evidence	ENGAI	Excluded	Excluded	
28	Company Official Documents	Company	Excluded	Excluded	
29	Certificates (ISO, Completion & Similar)	Company	Excluded	Excluded	
30	Tender Forms, Bonds & Guarantees	Company	Excluded	Excluded	

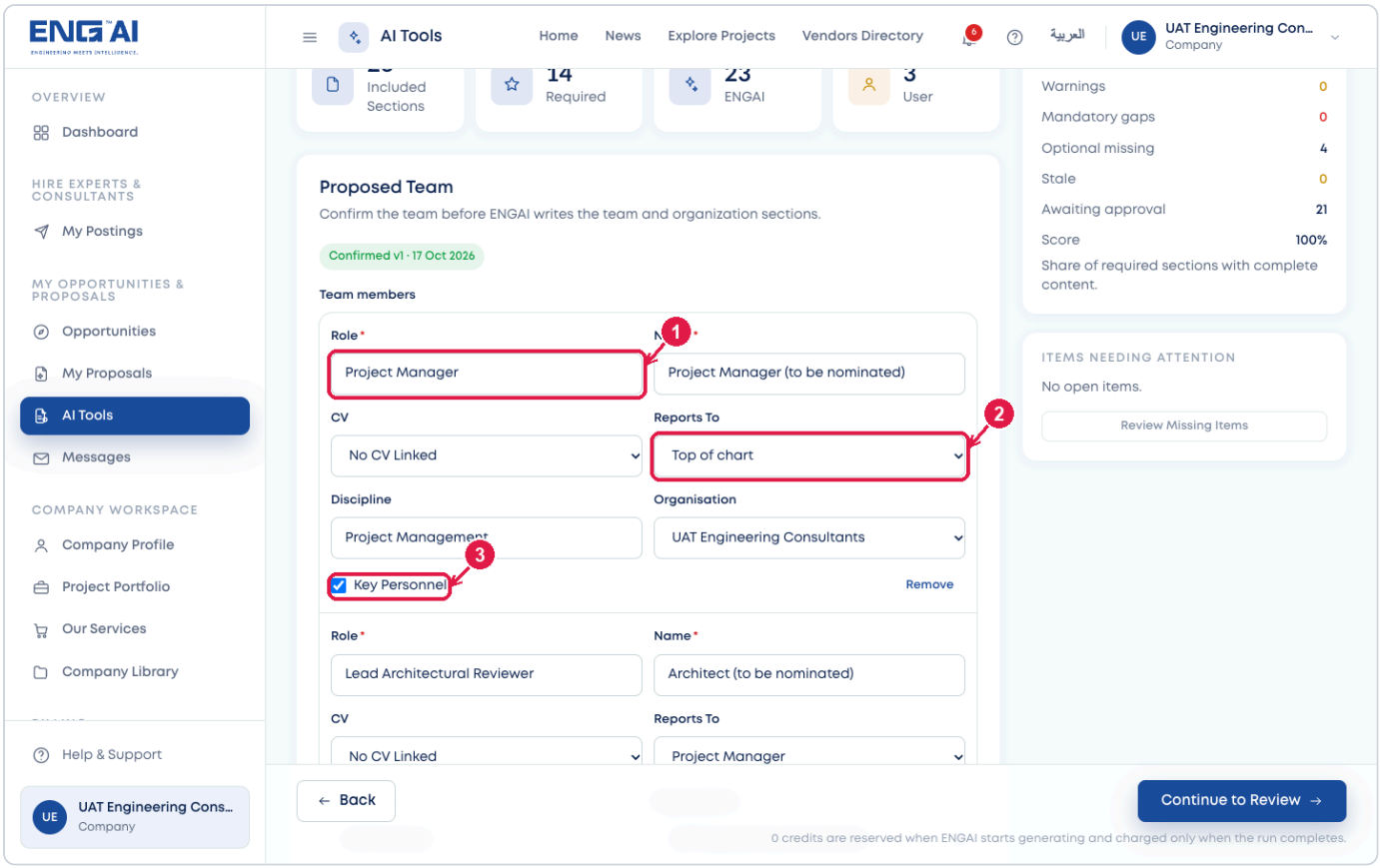
Sections marked "Excluded" are company documents (certificates, official documents, forms and bonds) attached to the submission separately; each exclusion is recorded with its reason.

4.3 Generation is the main step



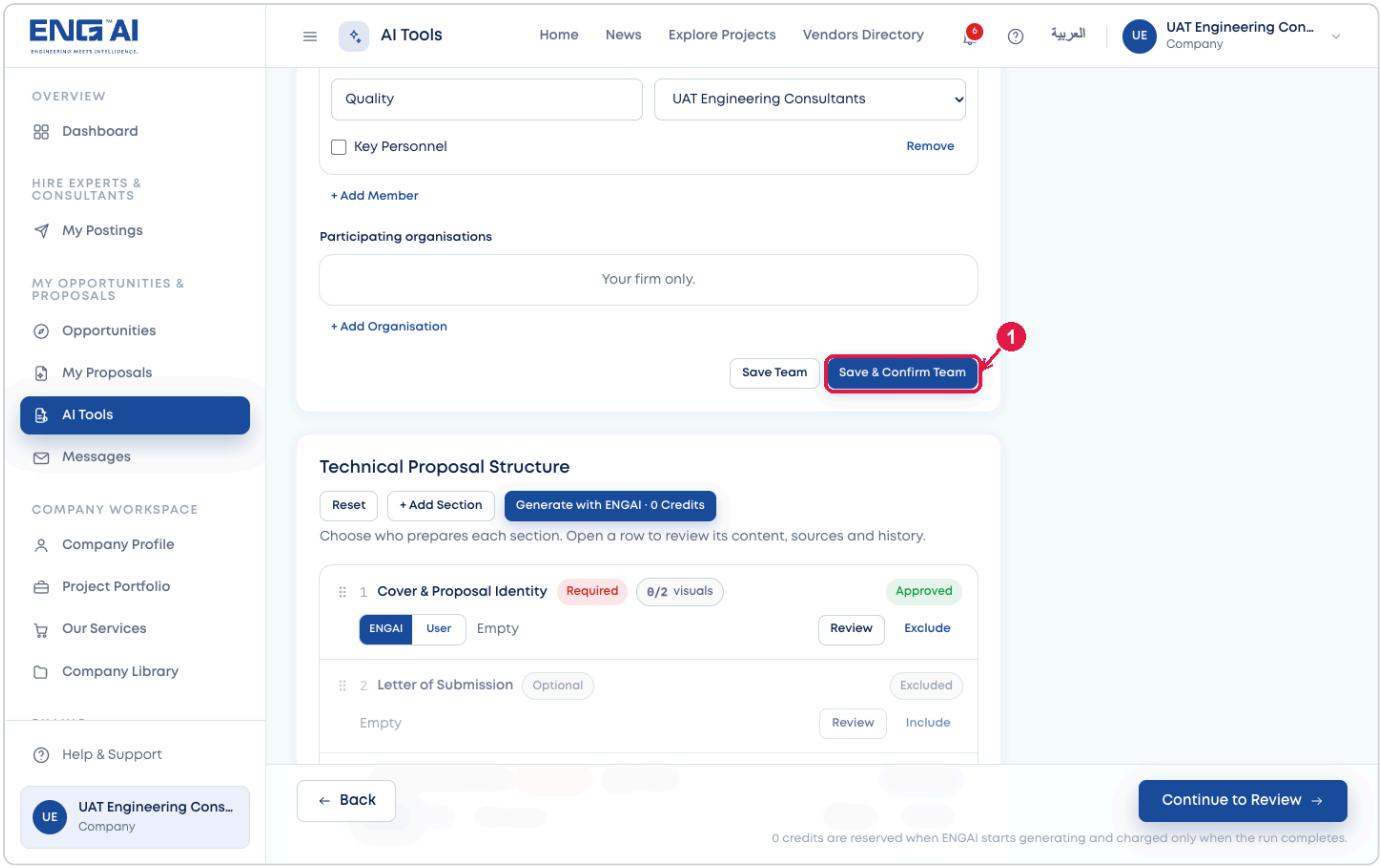
1. How many sections ENGAI has not written yet.
2. Generate with ENGAI: writes all of them in one run, with its price.
3. Continue to Review stays disabled until something has been written, so an empty proposal cannot be packaged.

4.4 Confirm the team



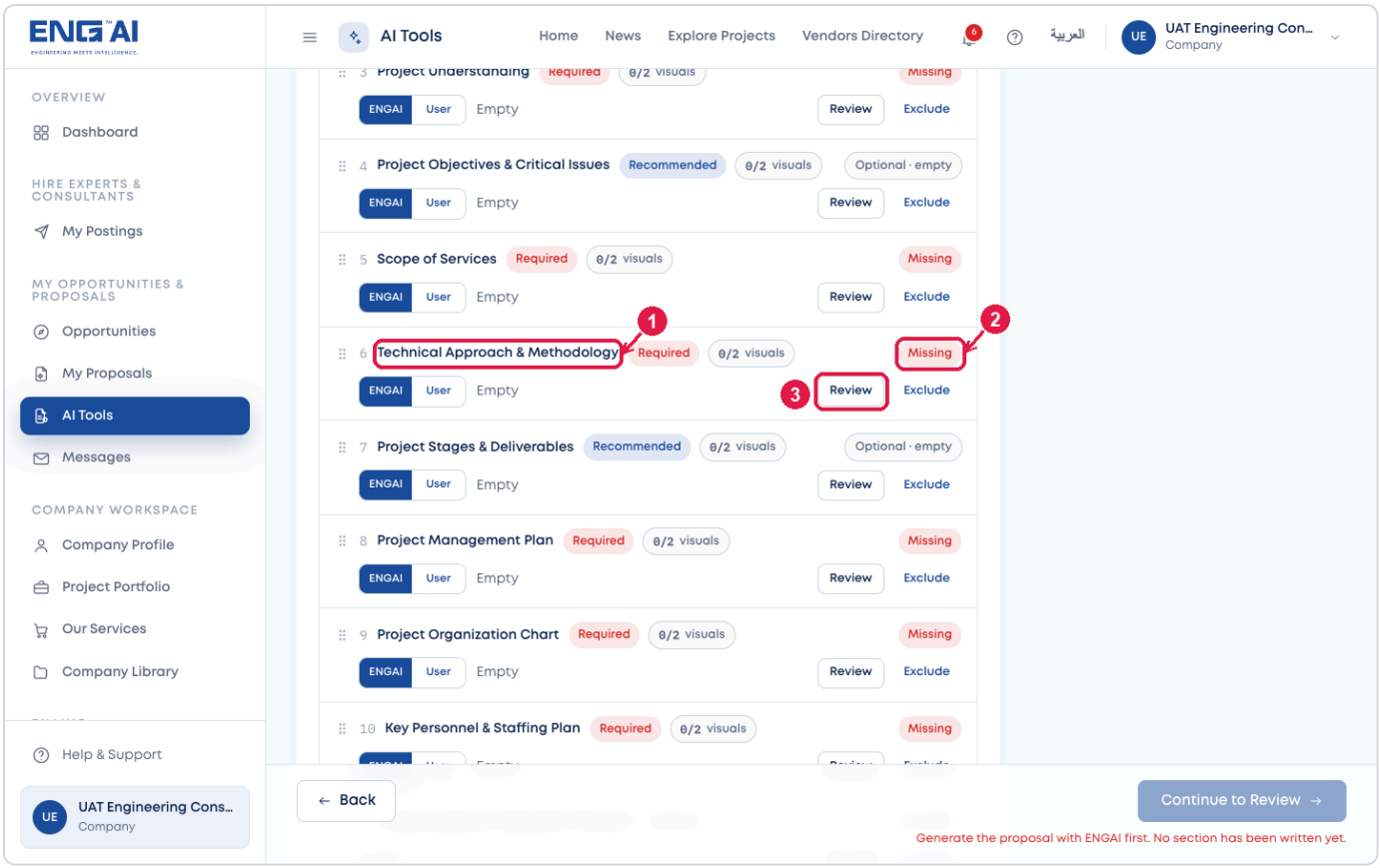
1. Role, taken from the RFP's staffing requirements. Beside it: the person's name (in this test, placeholders the firm replaces with its nominated staff), the CV linked from the Company Library, the discipline and the organisation (your firm or a partner).
2. Reports To: builds the organization chart. The team leader is at the top of the chart; everyone else reports to someone.
3. Key Personnel: tick the roles the tender evaluates by CV.

Every field has its own label, so the row reads without guessing.



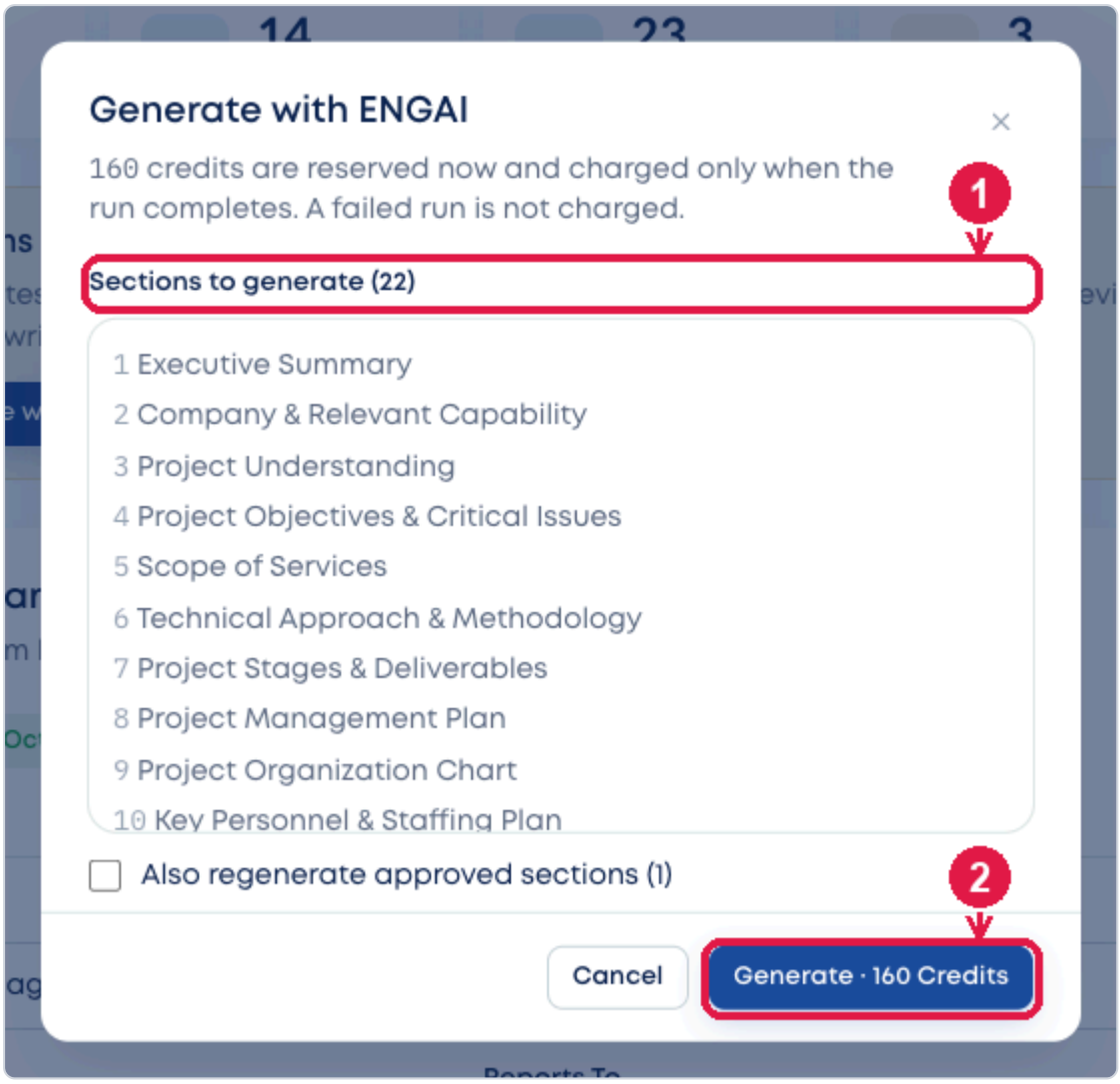
1. Save & Confirm Team: the organization chart and the staffing sections are written from the confirmed team. "Save Team" keeps a draft without confirming.

4.5 The section plan

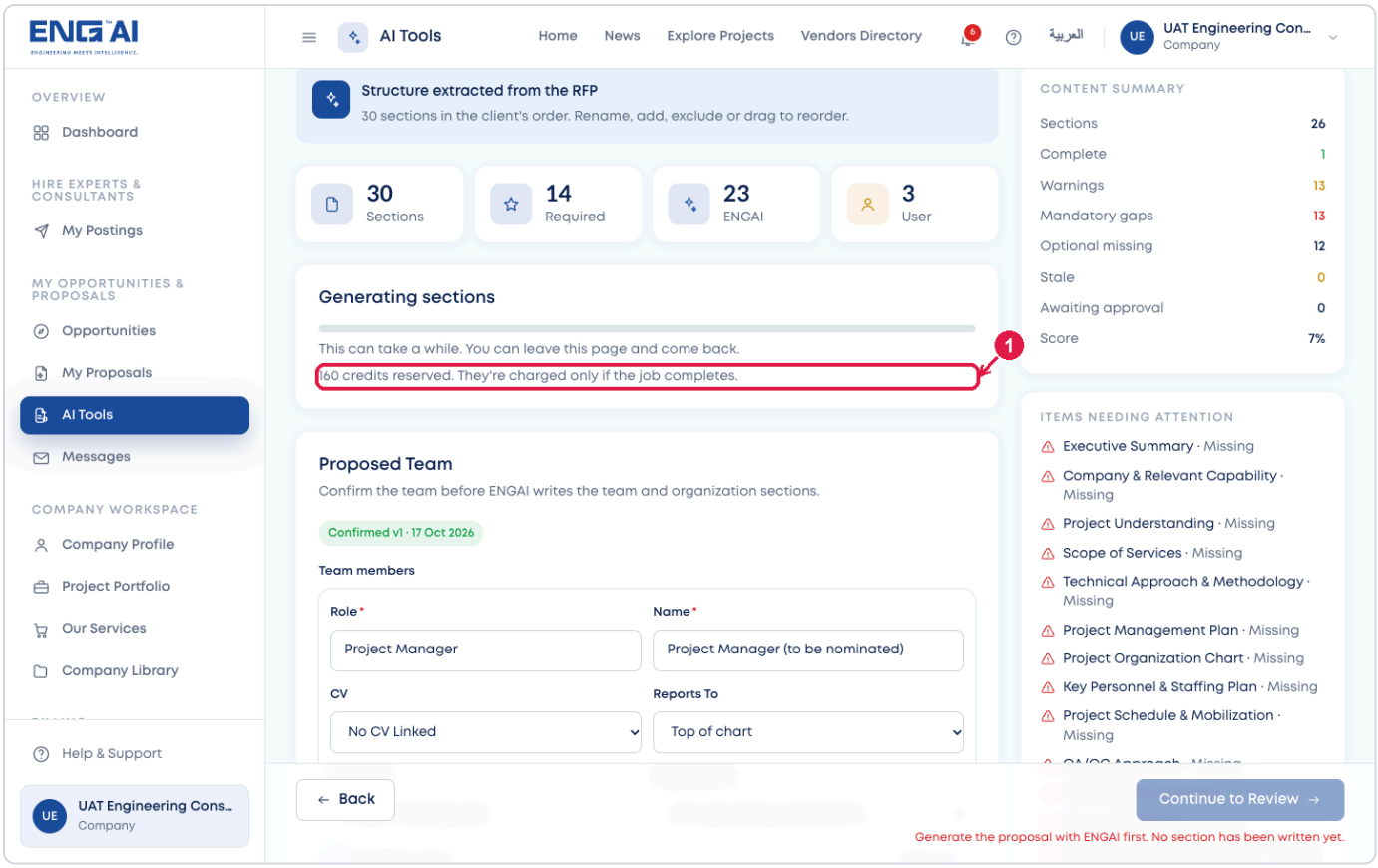


1. The section.
2. Its status before generation.
3. Review opens the section: text, sources, history and visuals.

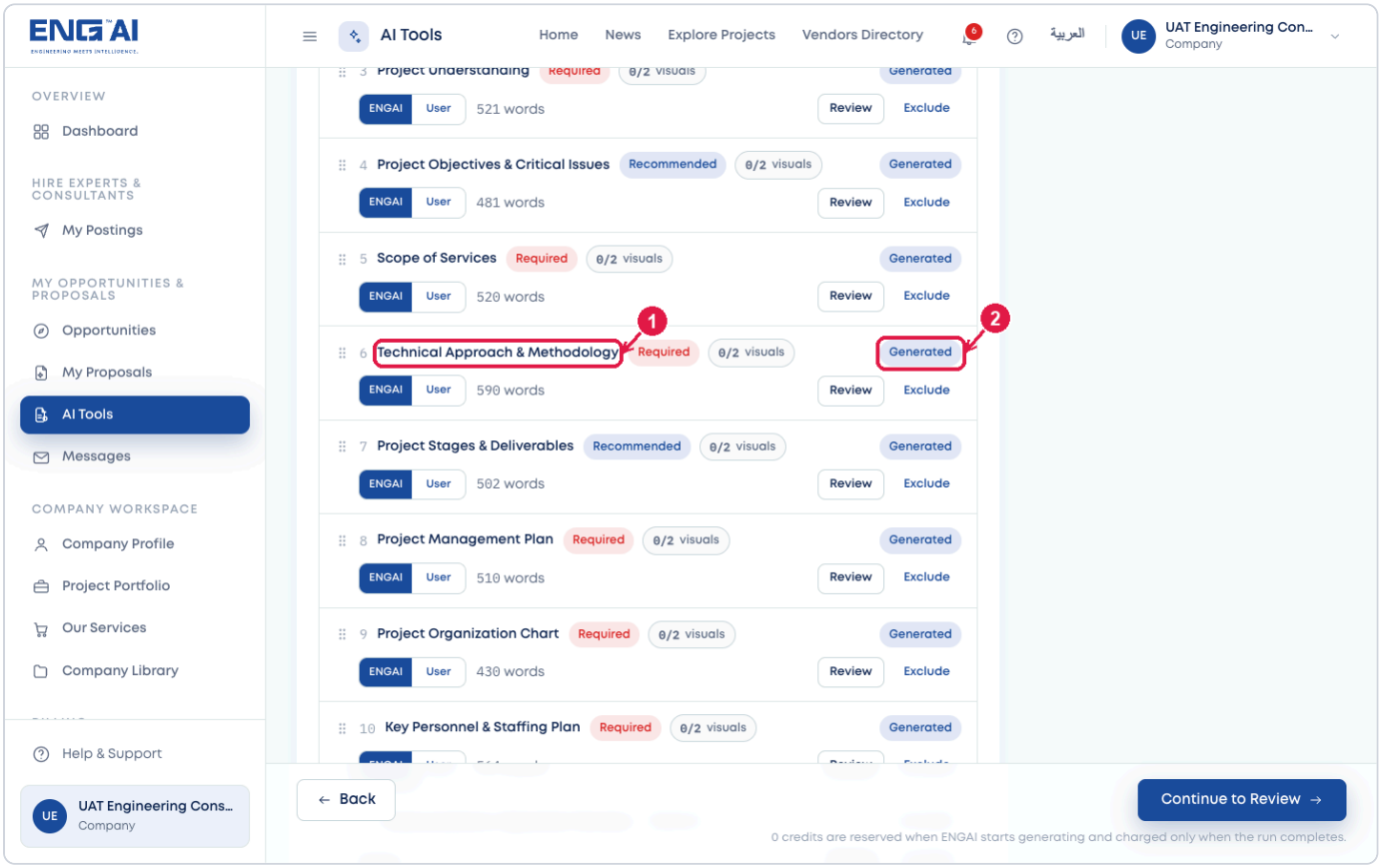
4.6 Generate



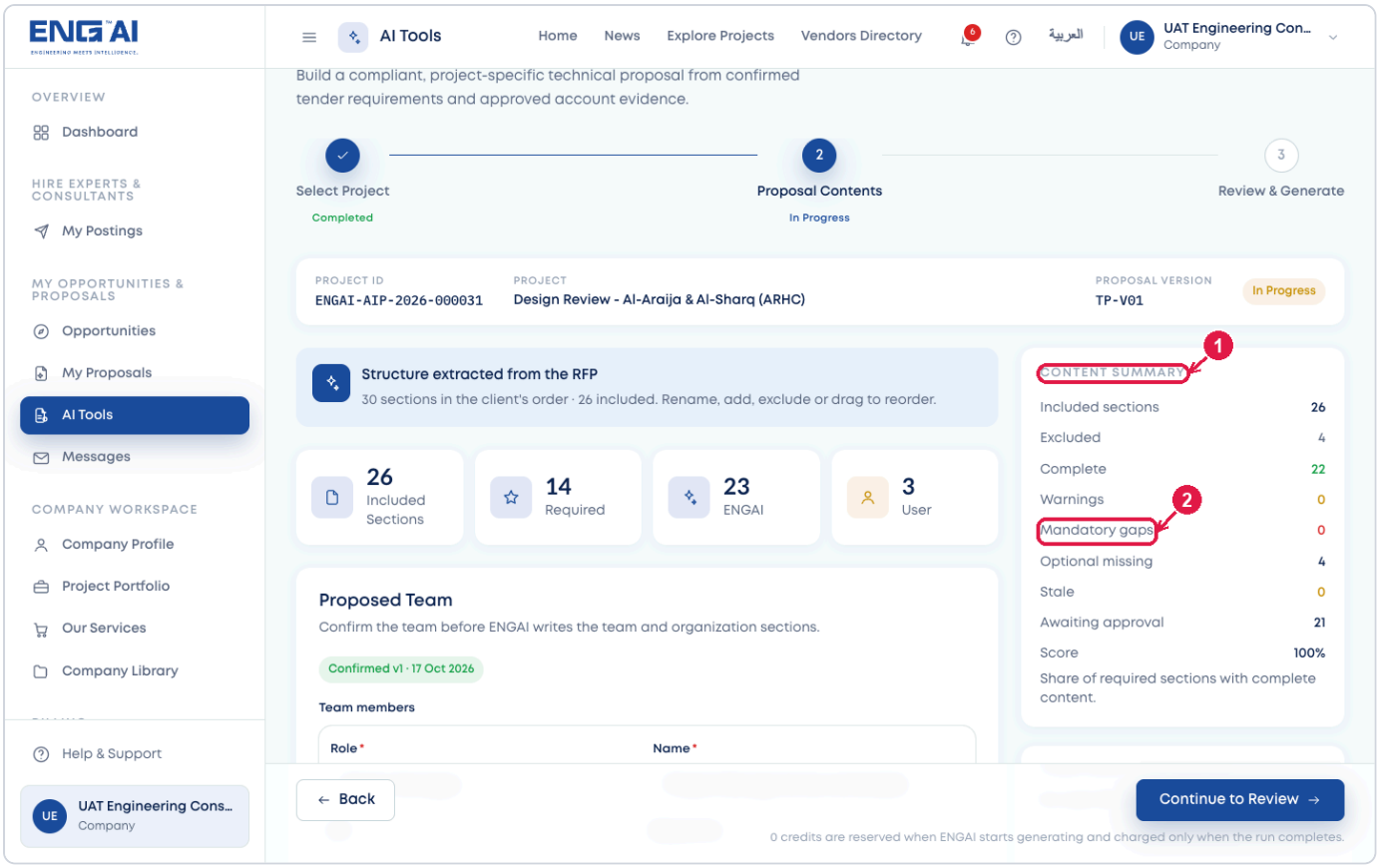
1. Every section ENGAI will write in this run.
2. Generate, with the credits reserved.



1. The run continues in the background; this panel shows its progress.



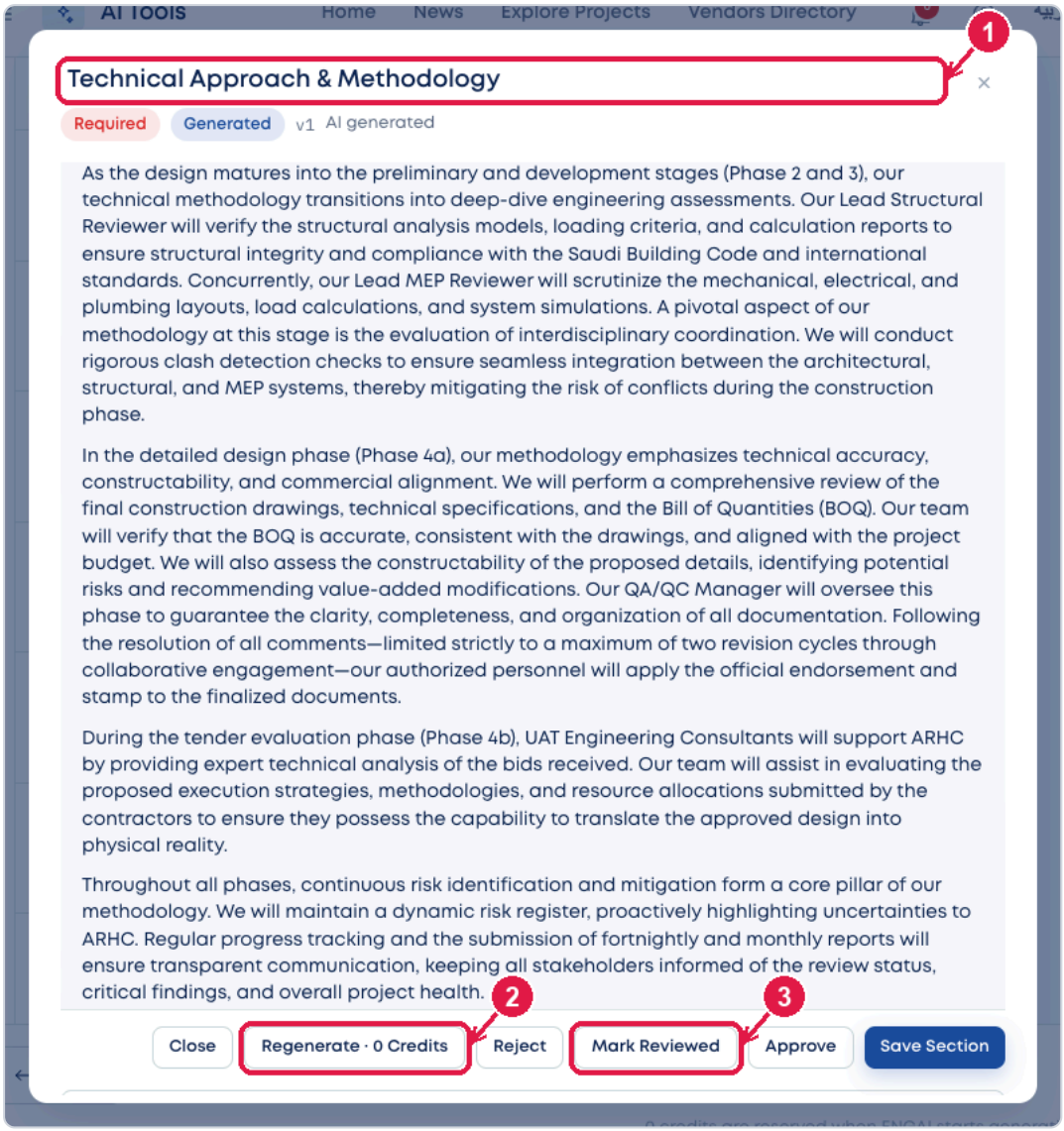
1. The section.
2. Its new status.



1. Content summary: how many sections are included in the proposal and how many are excluded (excluded sections are the company's own documents), and how many are complete.
2. Mandatory gaps: required sections still without content. It must be 0 before the final package can be built. The score below it is the share of required sections with complete content.

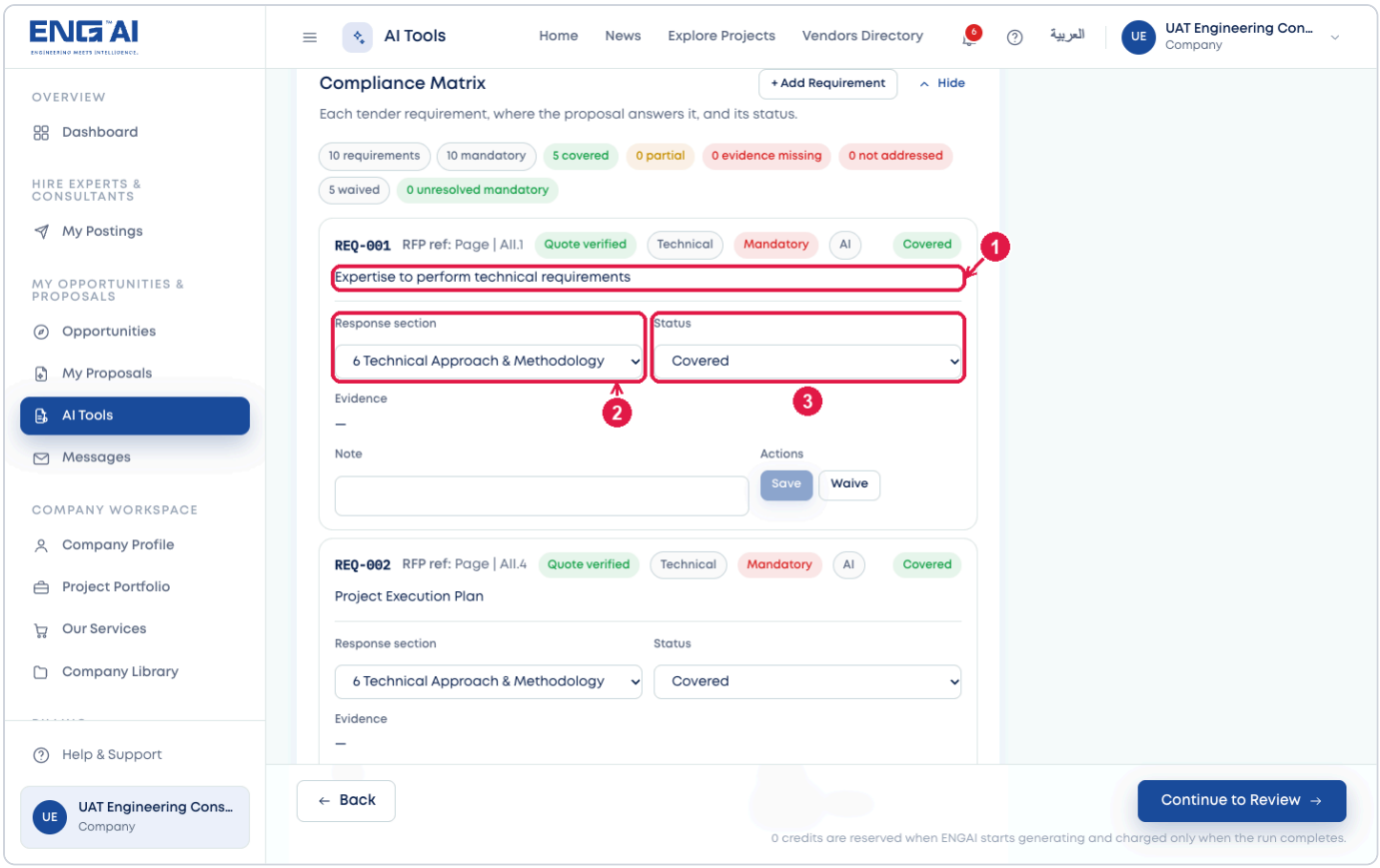
In this example: ENGAI wrote 9,558 words across the included sections; 0 mandatory gaps, readiness 100%.

4.7 Open a section



1. The section and its status.
2. Regenerate this section only.
3. Approve it, or mark it reviewed.

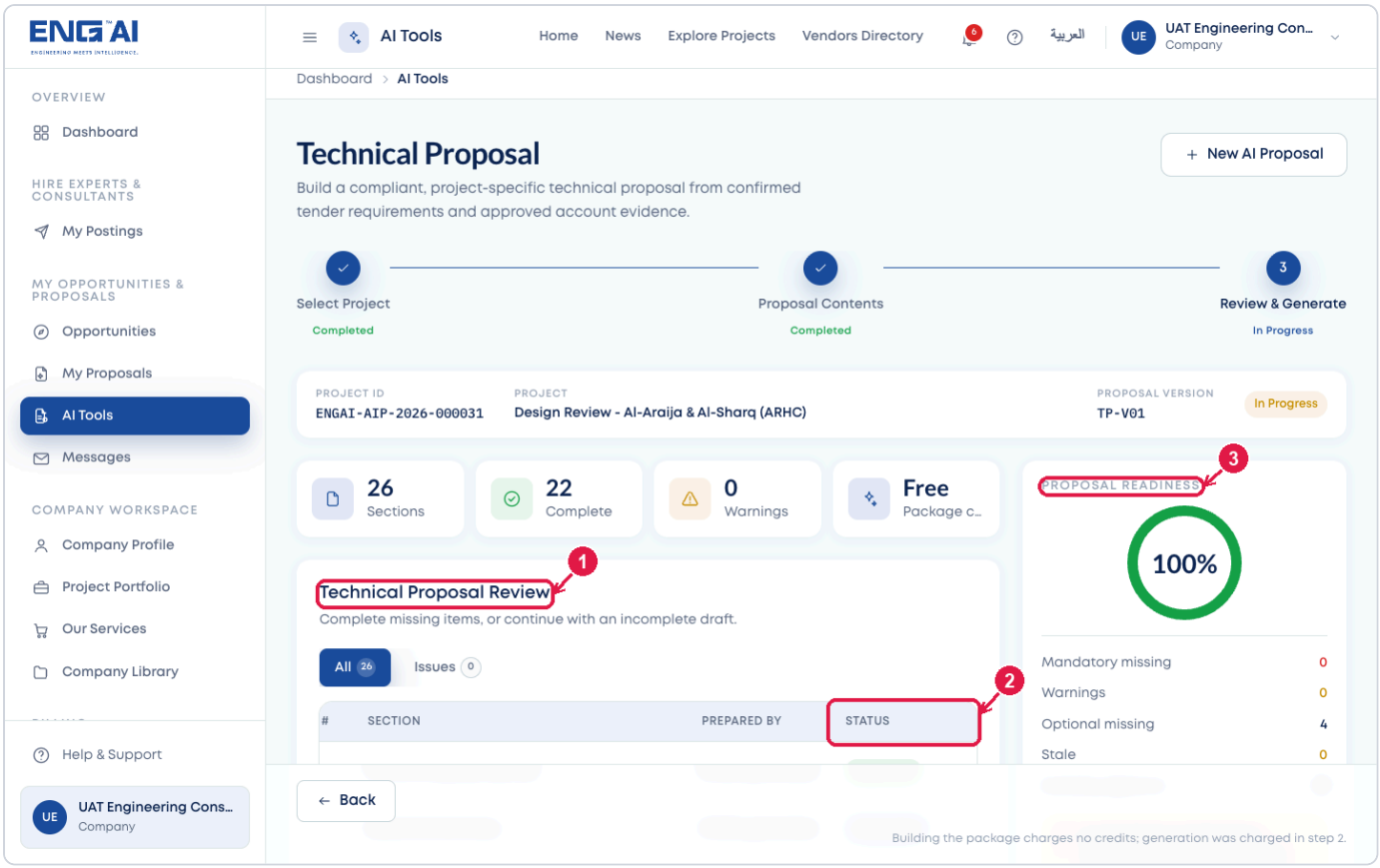
4.8 Compliance matrix



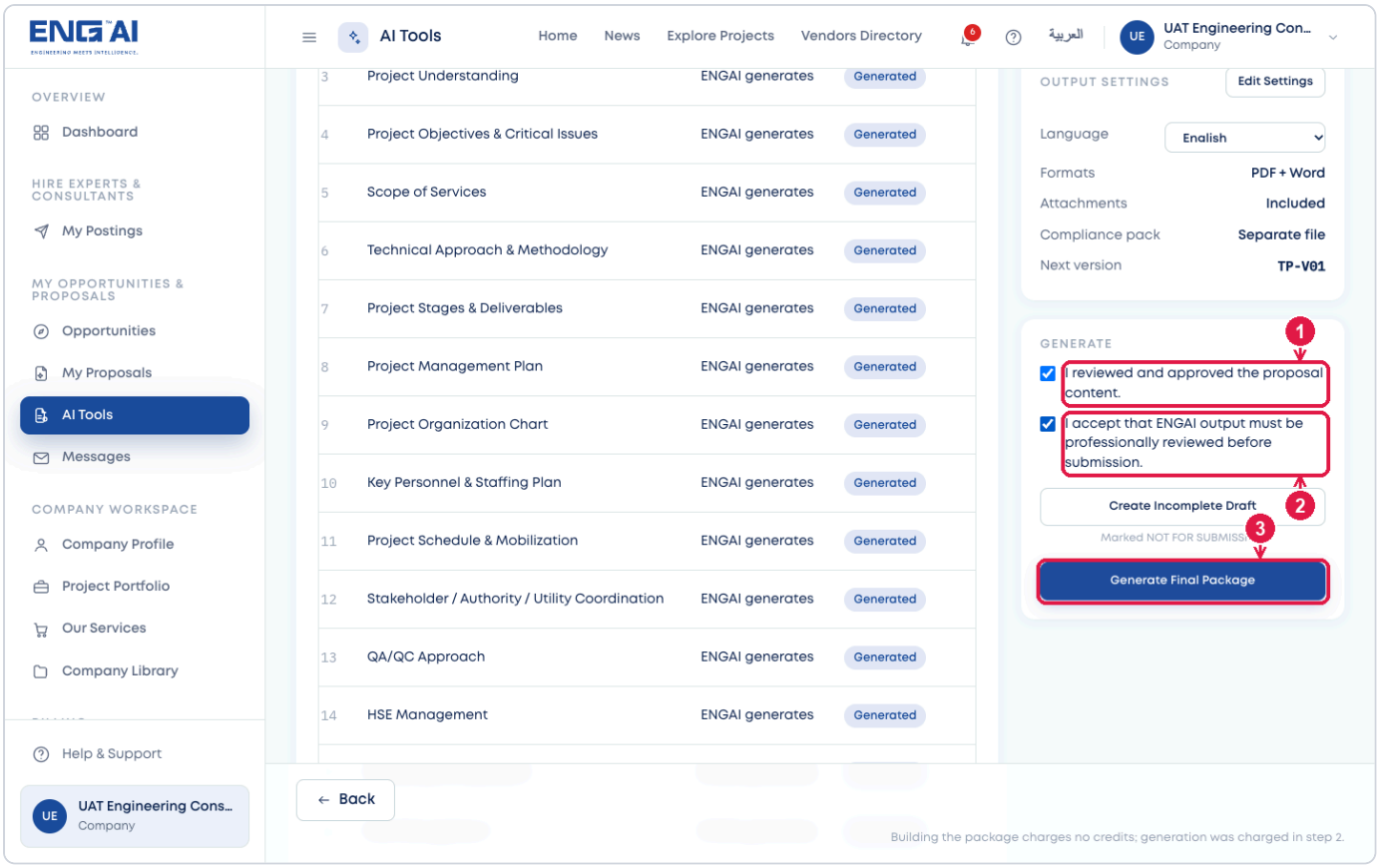
1. A requirement of the tender, quoted from the RFP. The line above it gives the RFP reference, a "Quote verified" pill when the quote was found word for word in the tender, and whether the requirement is mandatory.
2. The proposal section that answers it. You can change it.
3. Its status: covered, partially covered, evidence missing or not addressed.

Above the cards, the counts (covered, partial, evidence missing, unresolved mandatory) show at a glance what still needs work. Each requirement is one card, so nothing is hidden off to the side.

4.9 Review and build the package

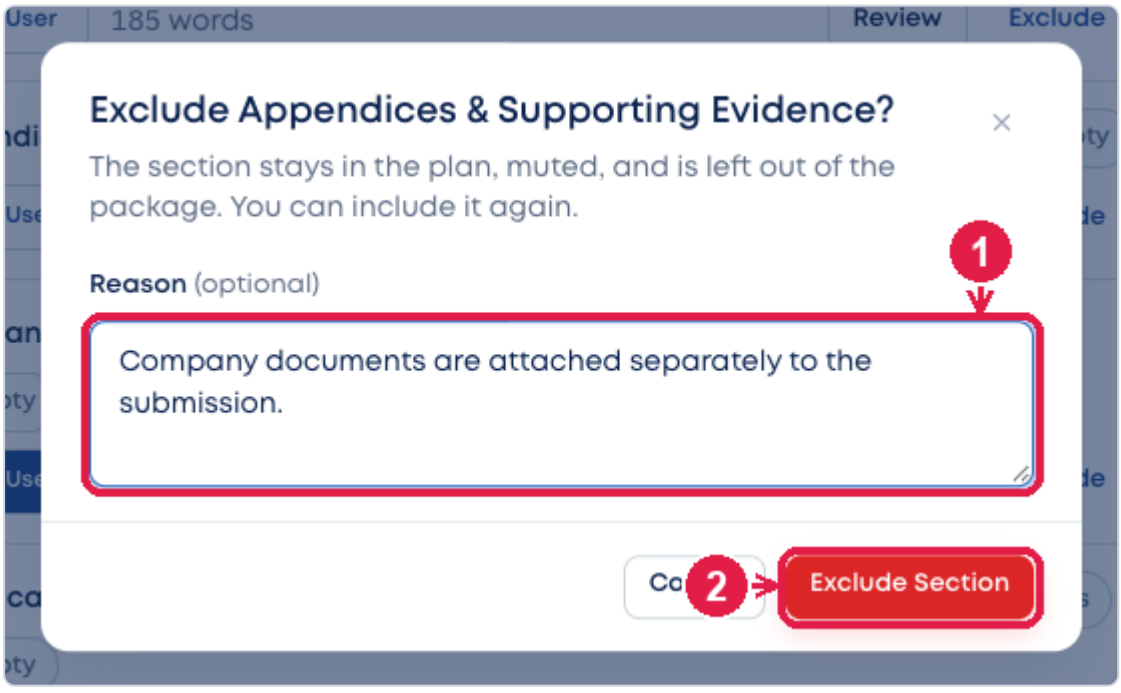


1. The review table of every section.
2. Each section's status.
3. Readiness.



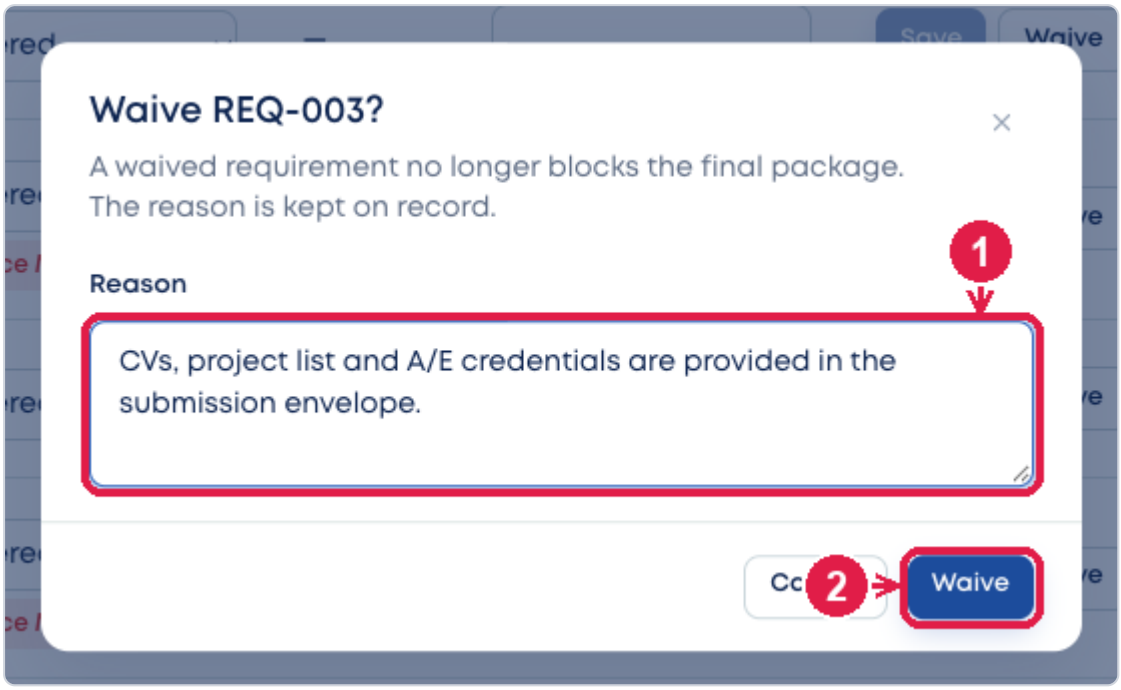
1. Confirm you reviewed and approved the content.
2. Confirm the output will be professionally reviewed before submission.
3. Generate Final Package (no credits).

The build is refused while something mandatory is open, and the screen says what. Here the company's own documents are not written by ENGAI, so they are excluded with a reason:

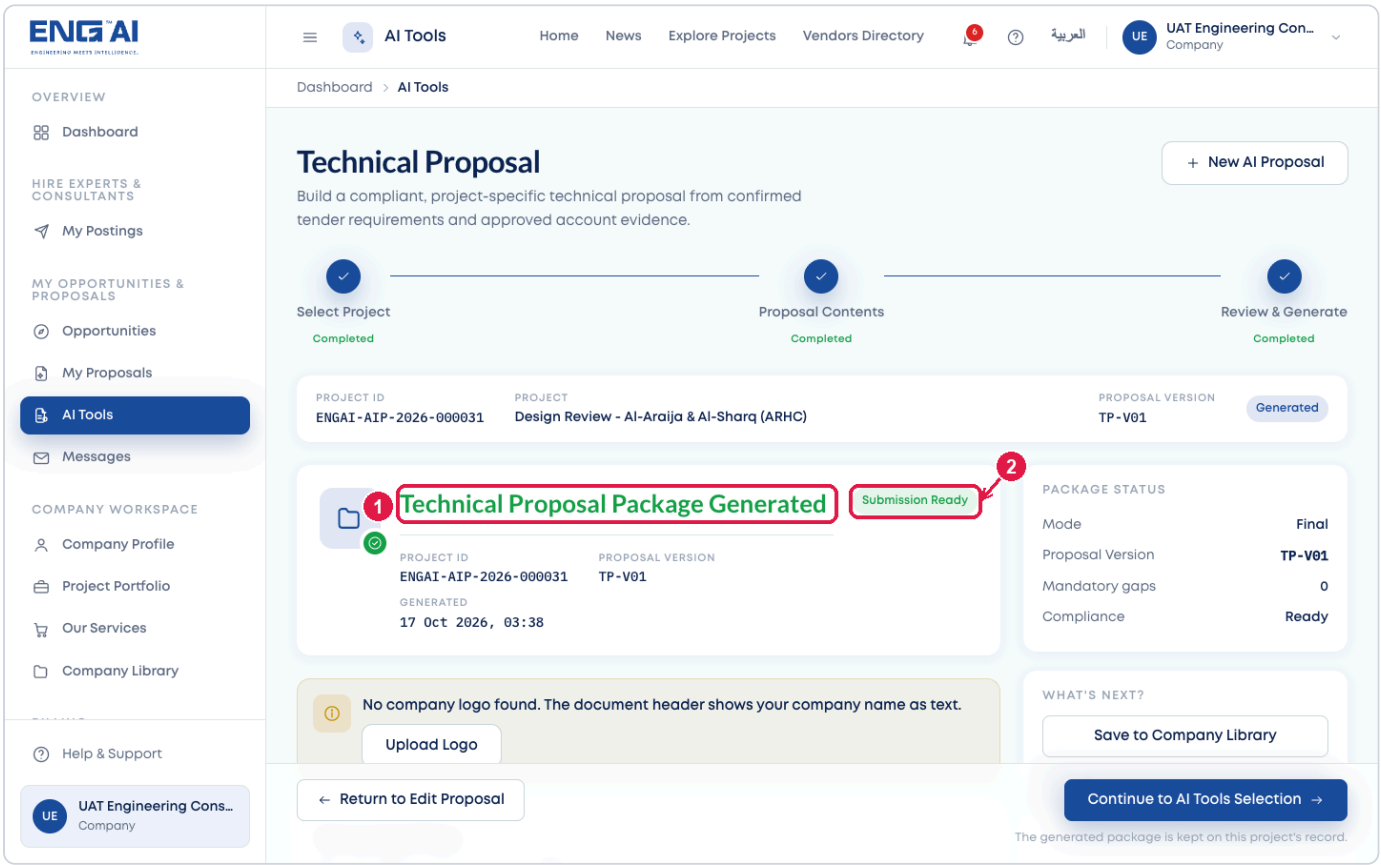


1. The reason, kept with the proposal.
2. Exclude.

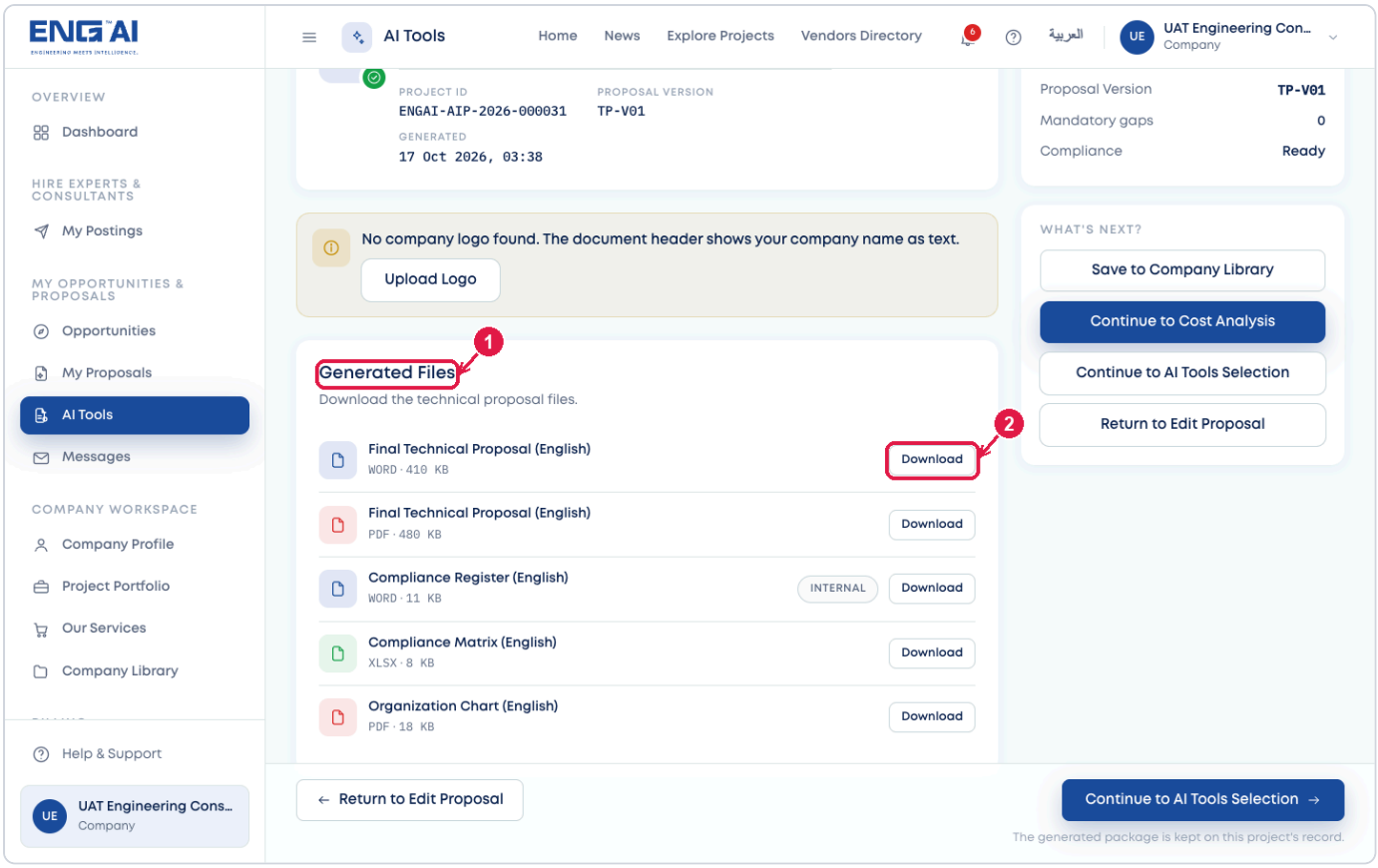
Requirements answered outside the proposal text (CVs, project list, credentials in the envelope) are waived with a reason:



1. The reason, recorded in the compliance register.
2. Waive.



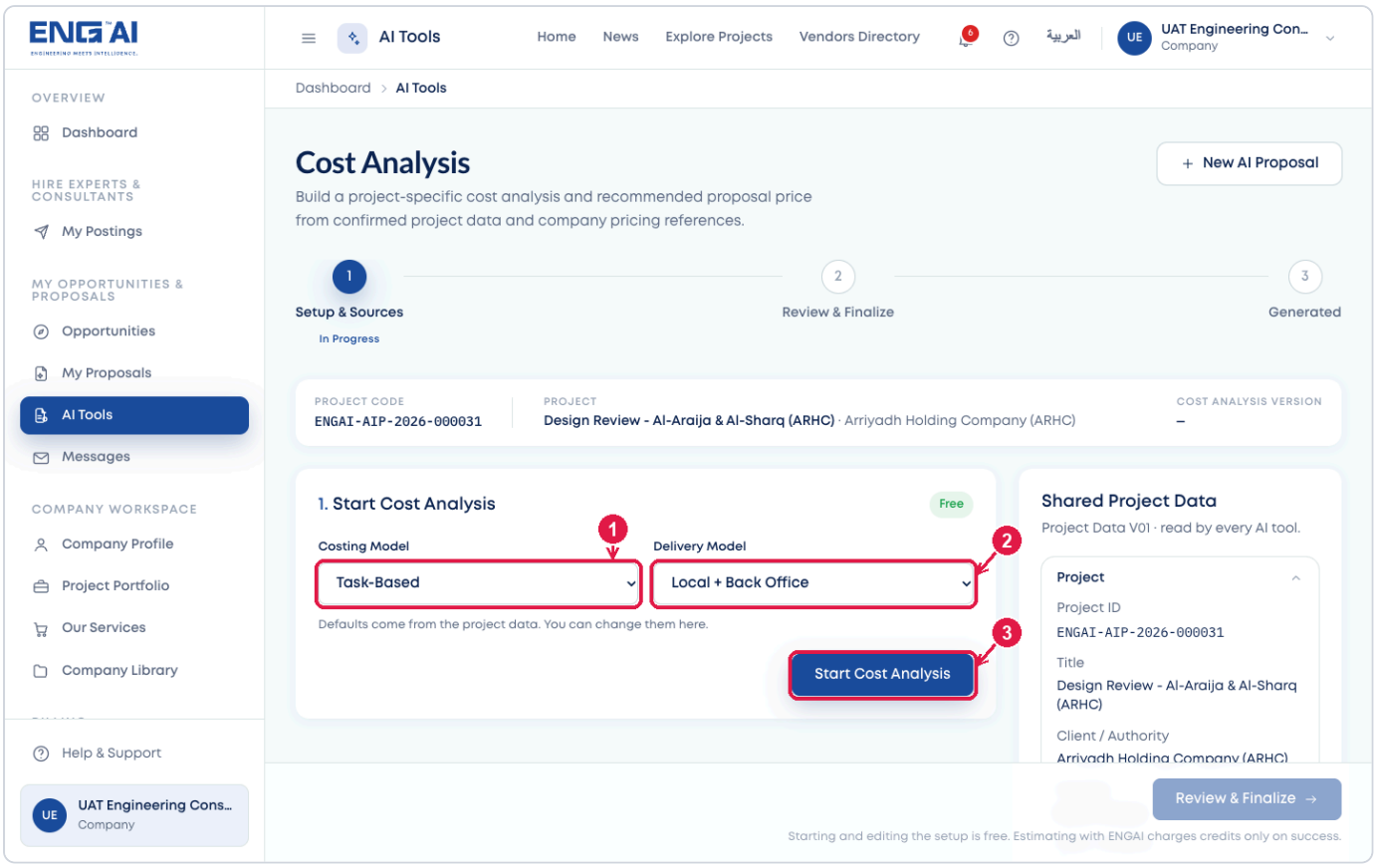
1. The package was generated, with its version (TP-V01) and date.
2. "Submission Ready": no mandatory gaps, compliance ready.



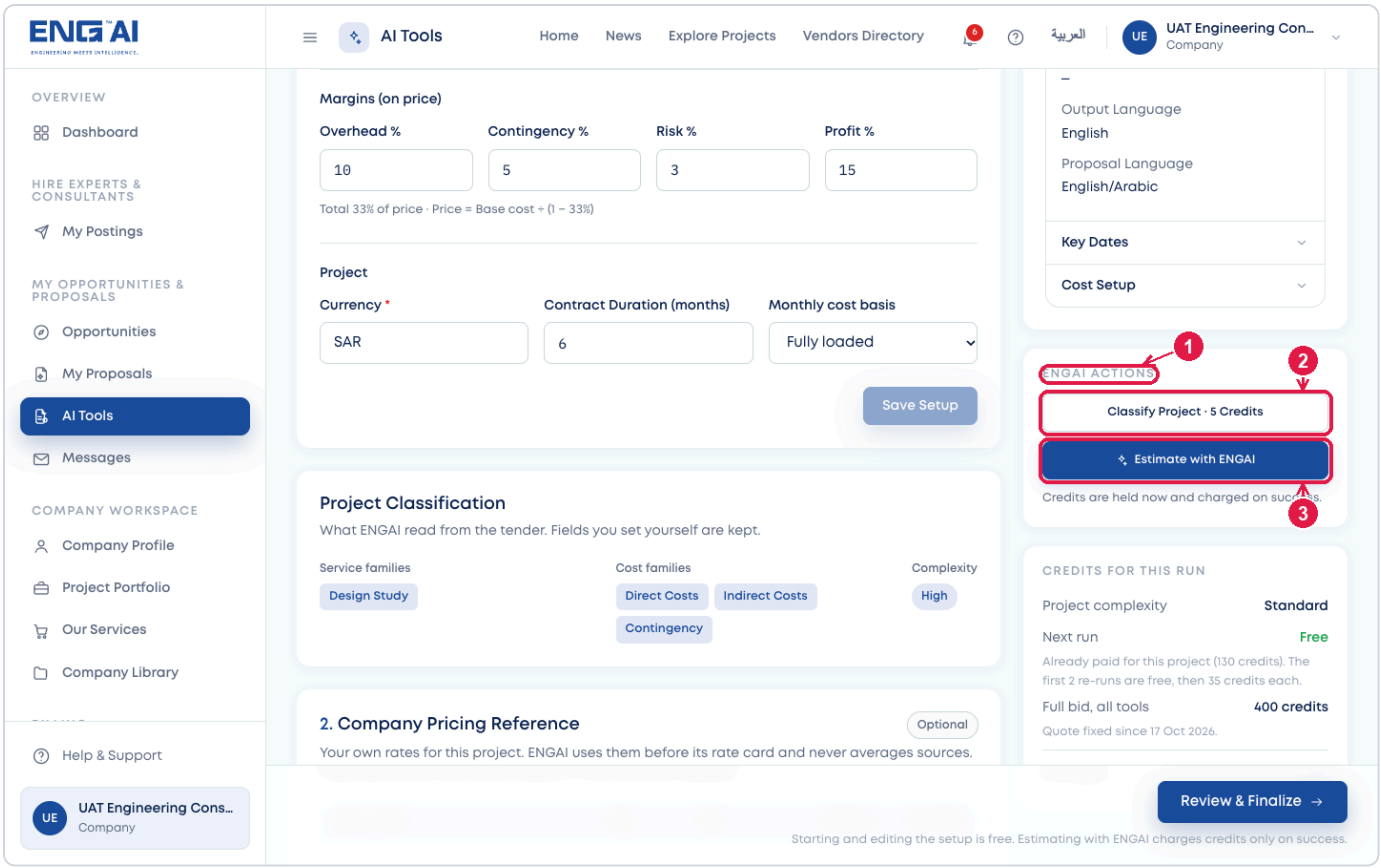
1. The files: the final technical proposal in Word and PDF, the compliance register (marked INTERNAL, for your team), the compliance matrix (Excel) and the organization chart (PDF).
2. Download each file. The package stays on the project's record and can be saved to the Company Library.

5. Cost Analysis

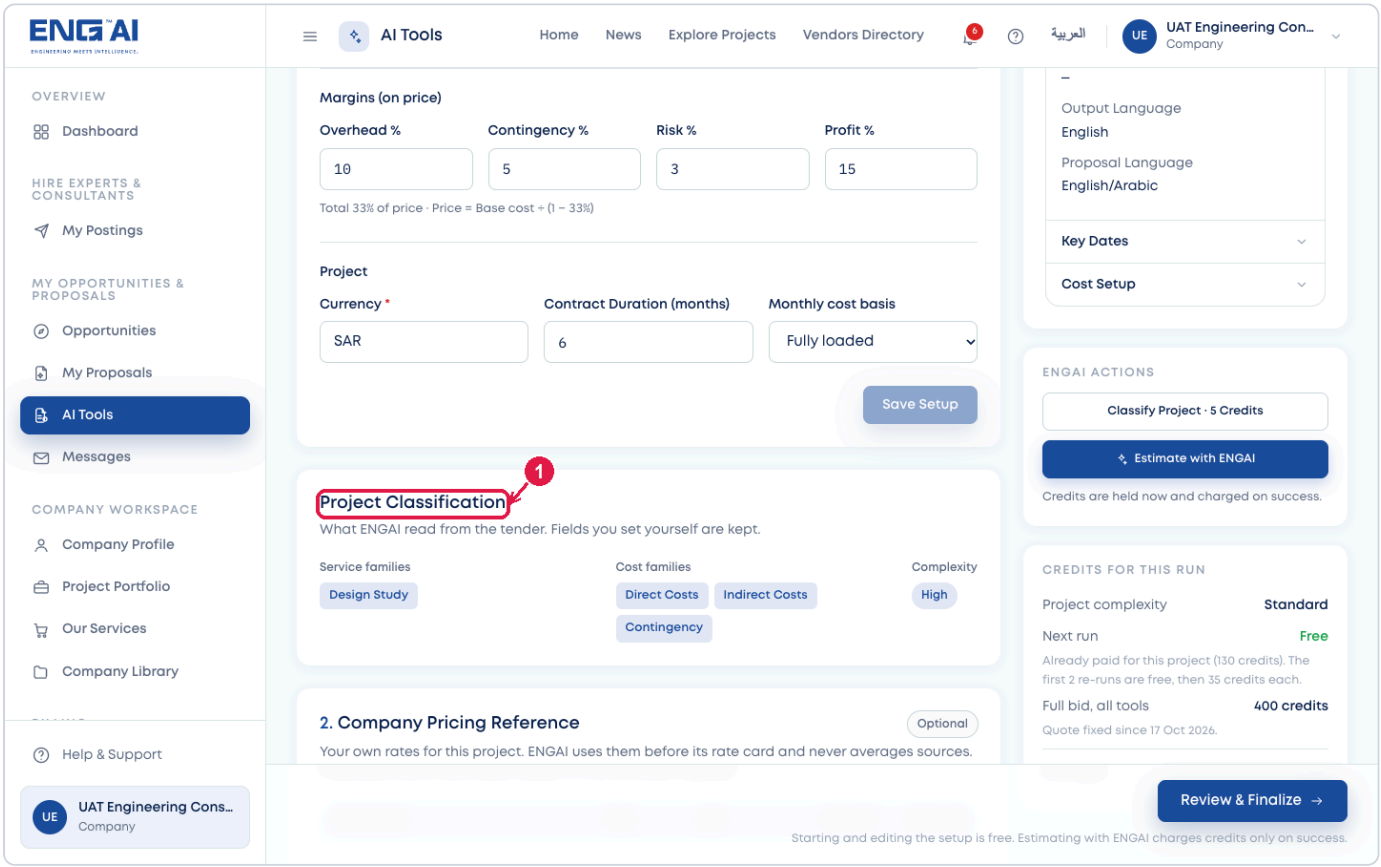
5.1 Start



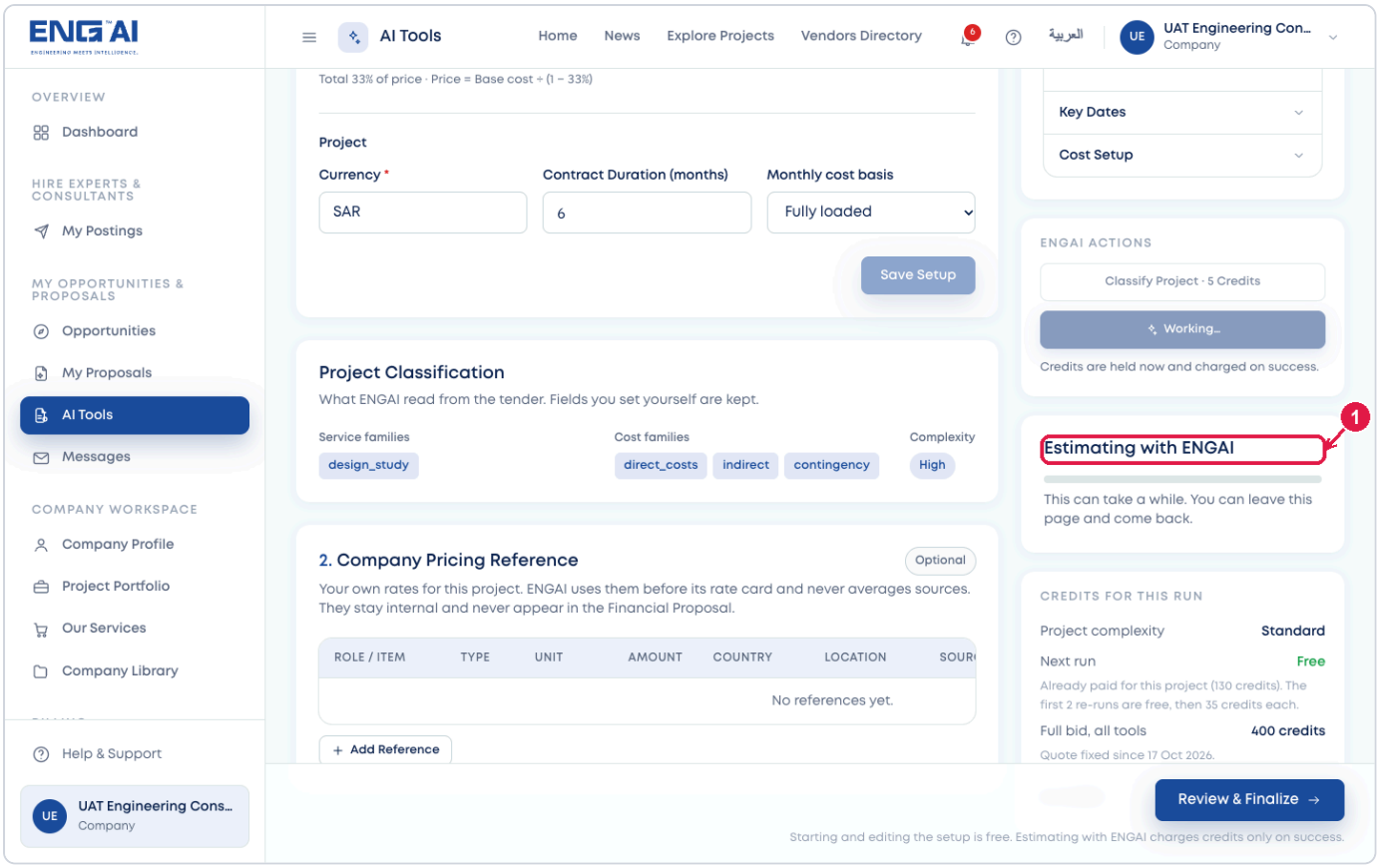
1. Costing model (required): task-based, full-time team, hybrid or framework.
2. Delivery model: local, back office, or both.
3. Start Cost Analysis (free).



1. ENGAI actions.
2. Classify Project.
3. Estimate with ENGAI.

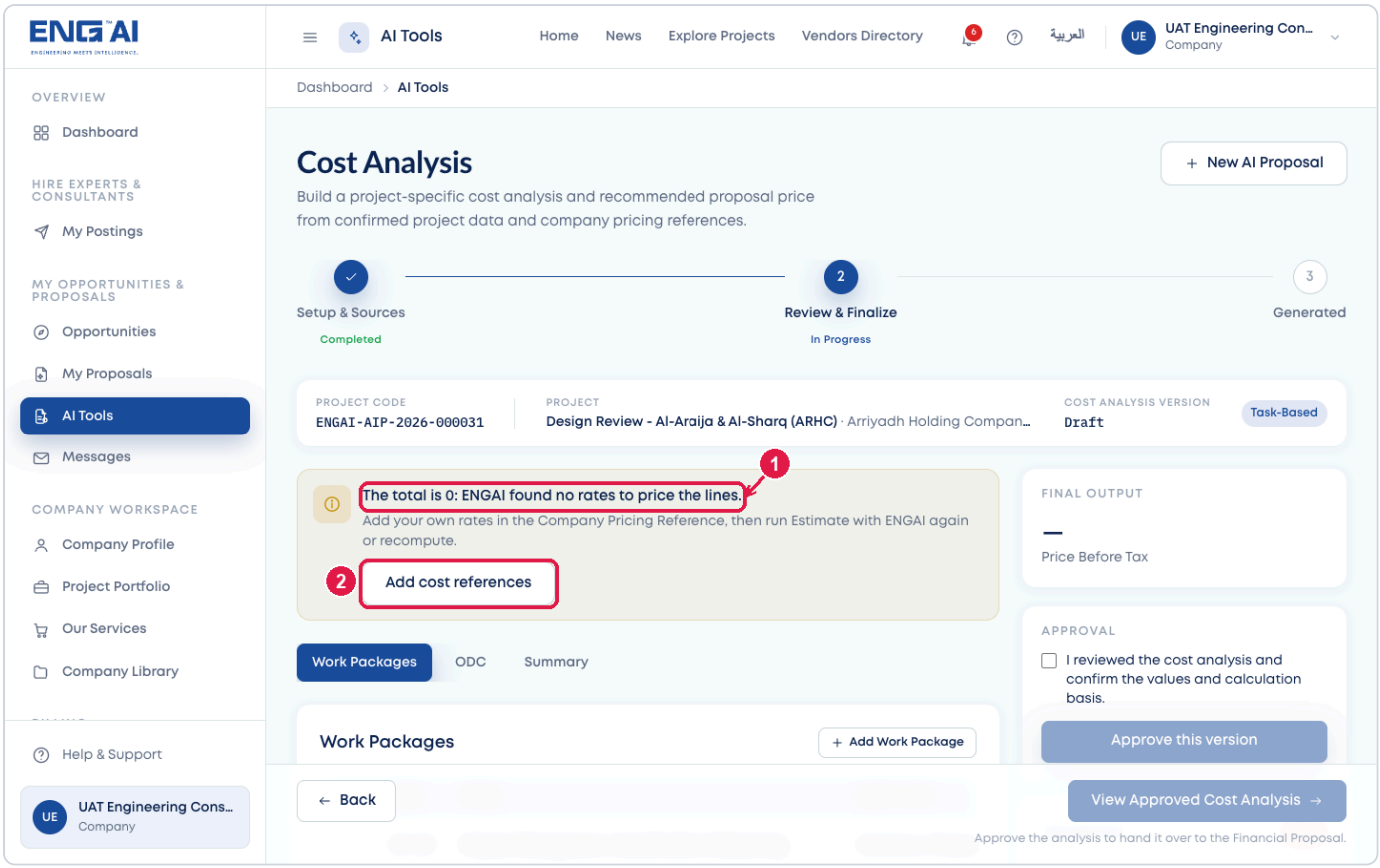


1. What ENGAI read from the tender: service families, cost families, complexity. Values you set yourself are kept.

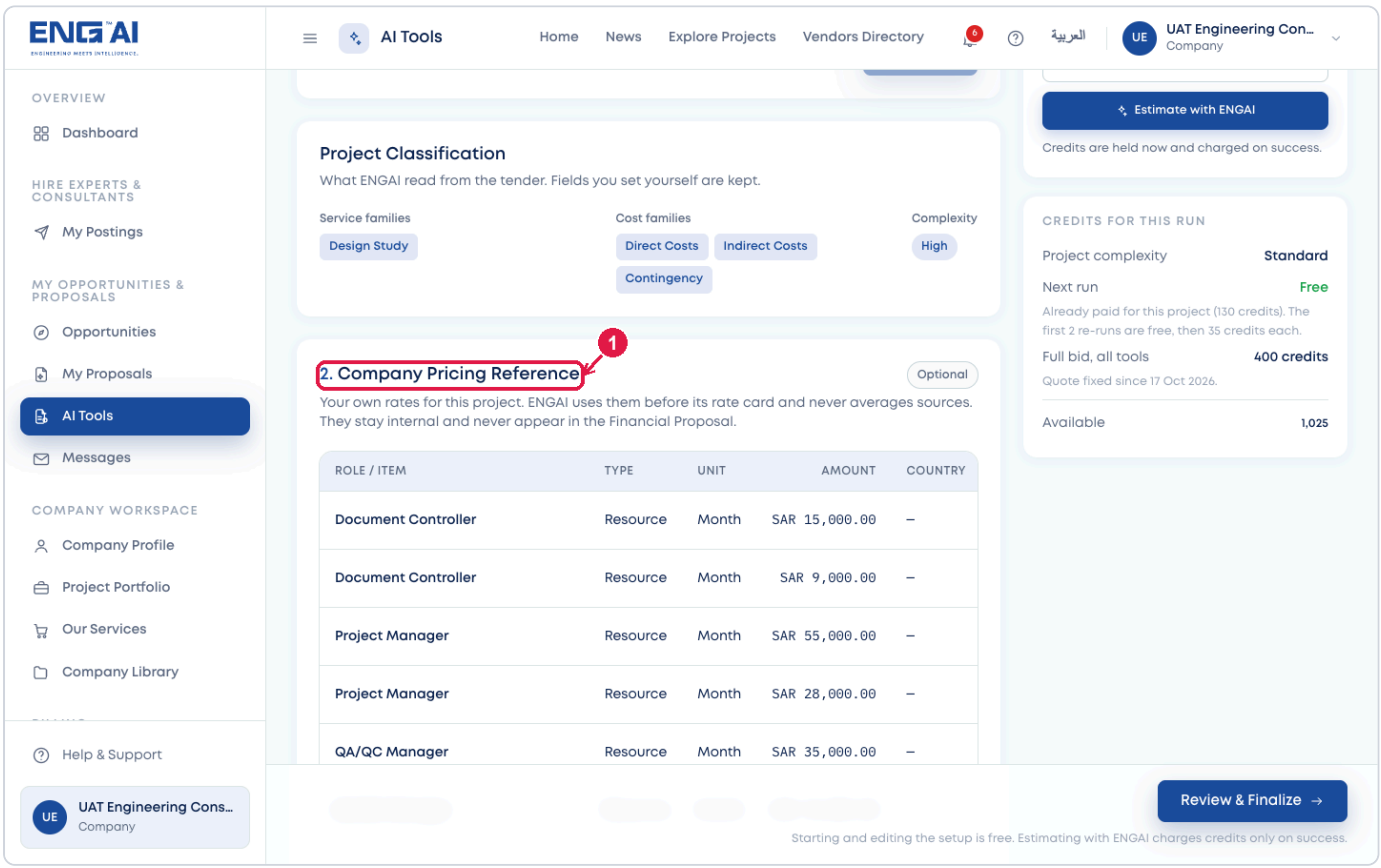


1. The estimate runs in the background; you can leave the page.

5.2 Rates come from the firm



1. The total is 0 because the firm has no rates yet, and the screen says so.
2. Add cost references opens the firm's rate list.

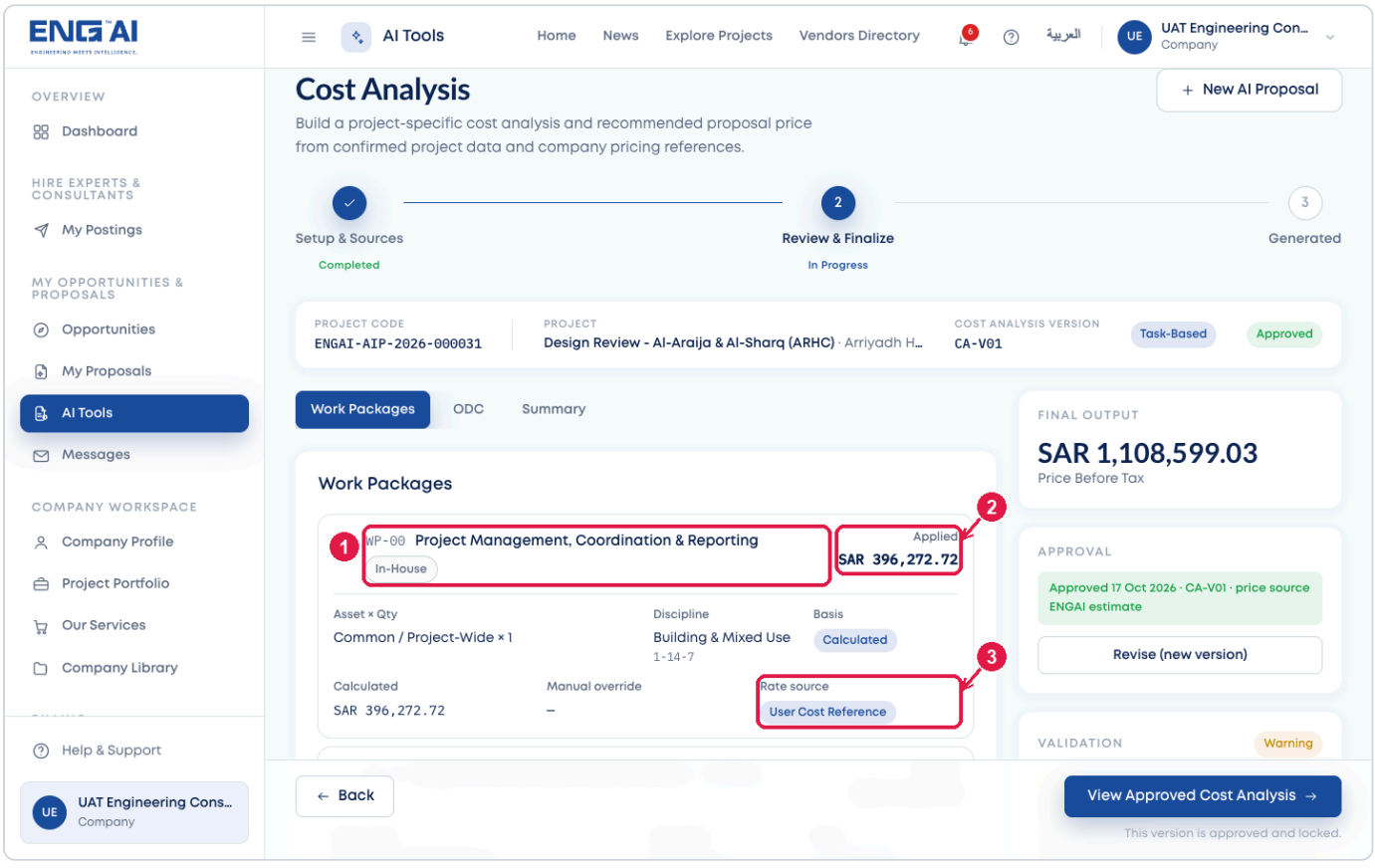


1. The firm's own rates by role and location. ENGAI never invents a rate.

Rates used in this test (assumptions entered as the firm's references, SAR per month, all-in):

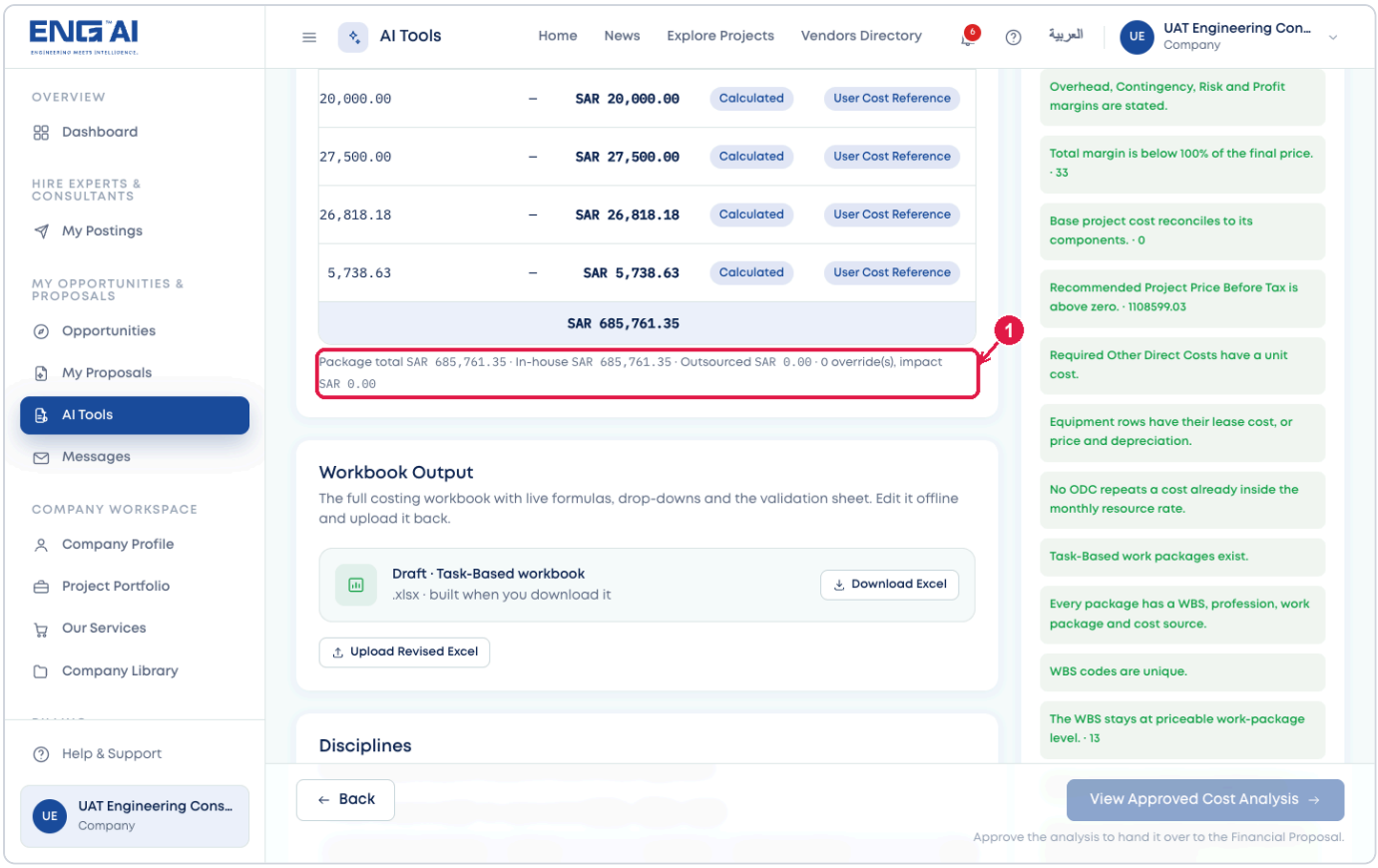
Role	Local (KSA)	Back office (Egypt)
Principal / technical lead	65,000	32,000
Project manager	55,000	28,000
Architect, structural, MEP engineers	45,000	22,000
Civil / infrastructure engineer	40,000	20,000
Quantity surveyor / cost engineer	38,000	19,000
QA/QC	35,000	18,000
Specification writer	30,000	16,000
Document controller / coordinator	15,000	9,000

5.3 The priced estimate

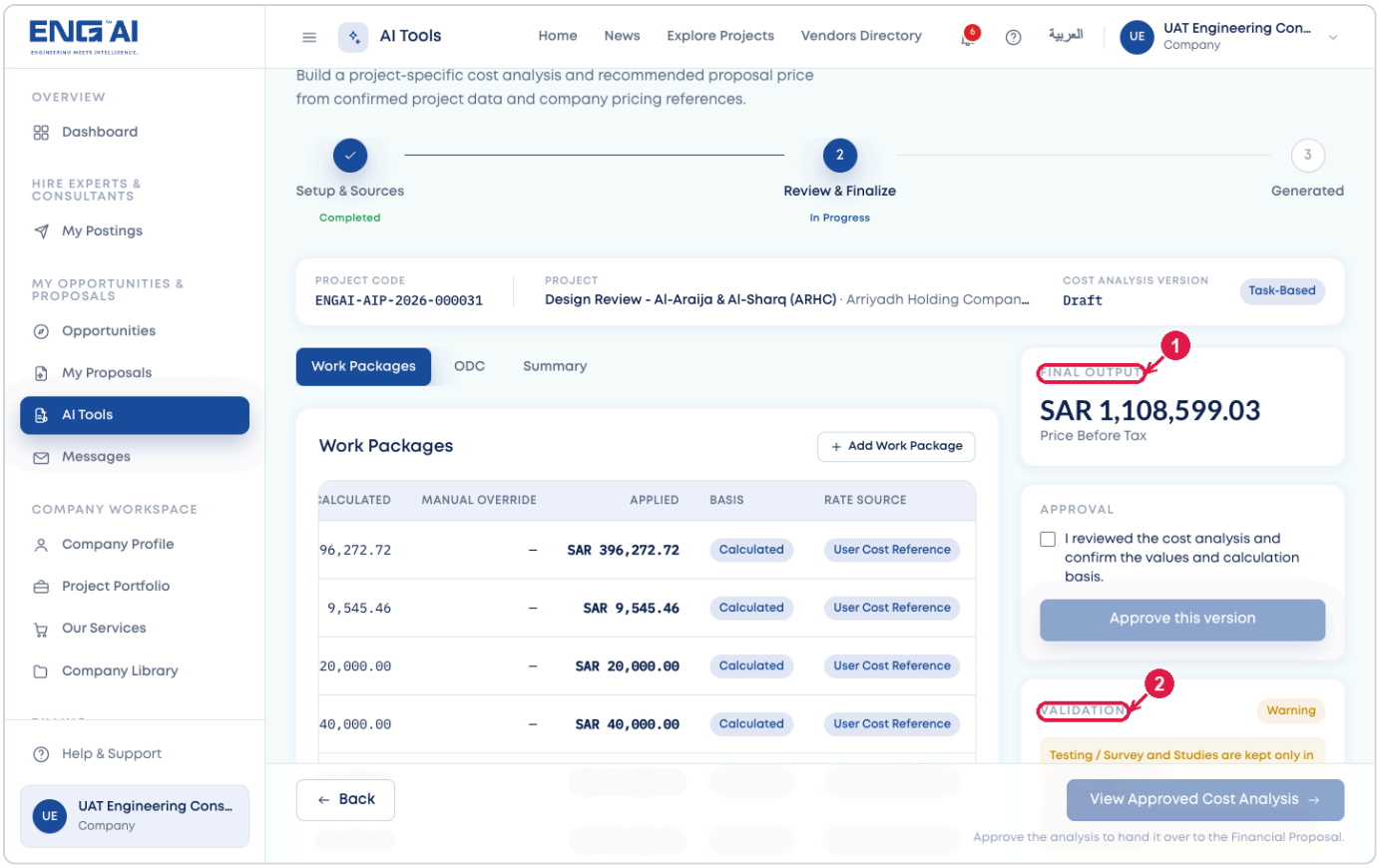


1. The work package: WBS code, name, and whether the firm does it in-house or outsources it.
2. The applied cost of the package.
3. Where the rate came from: here "User Cost Reference", the firm's own rates entered above.

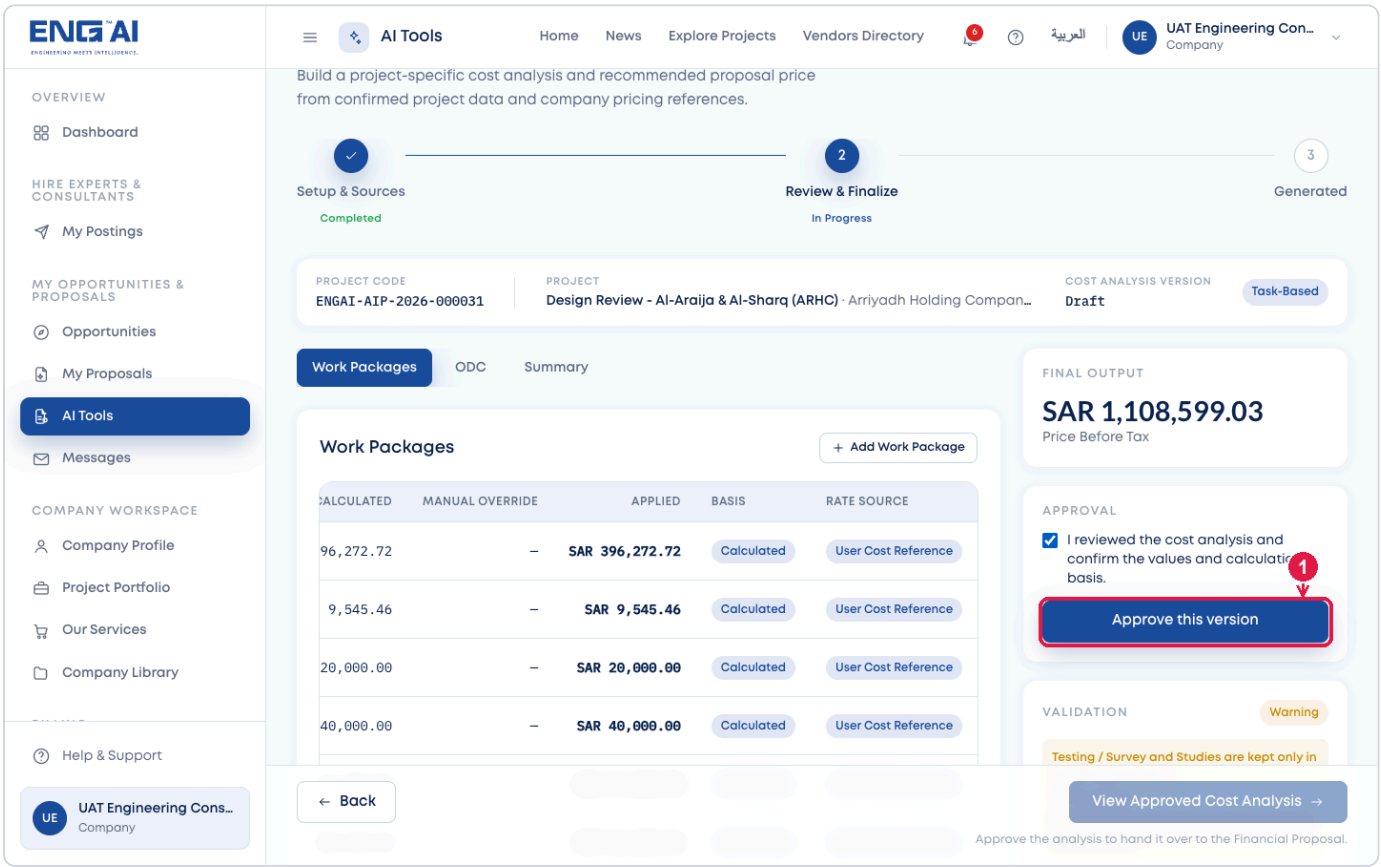
Each package is one card; opening it shows its resource lines (role, location, effort, rate) the same way, so nothing is hidden off to the side.



1. Package totals, in-house and outsourced.



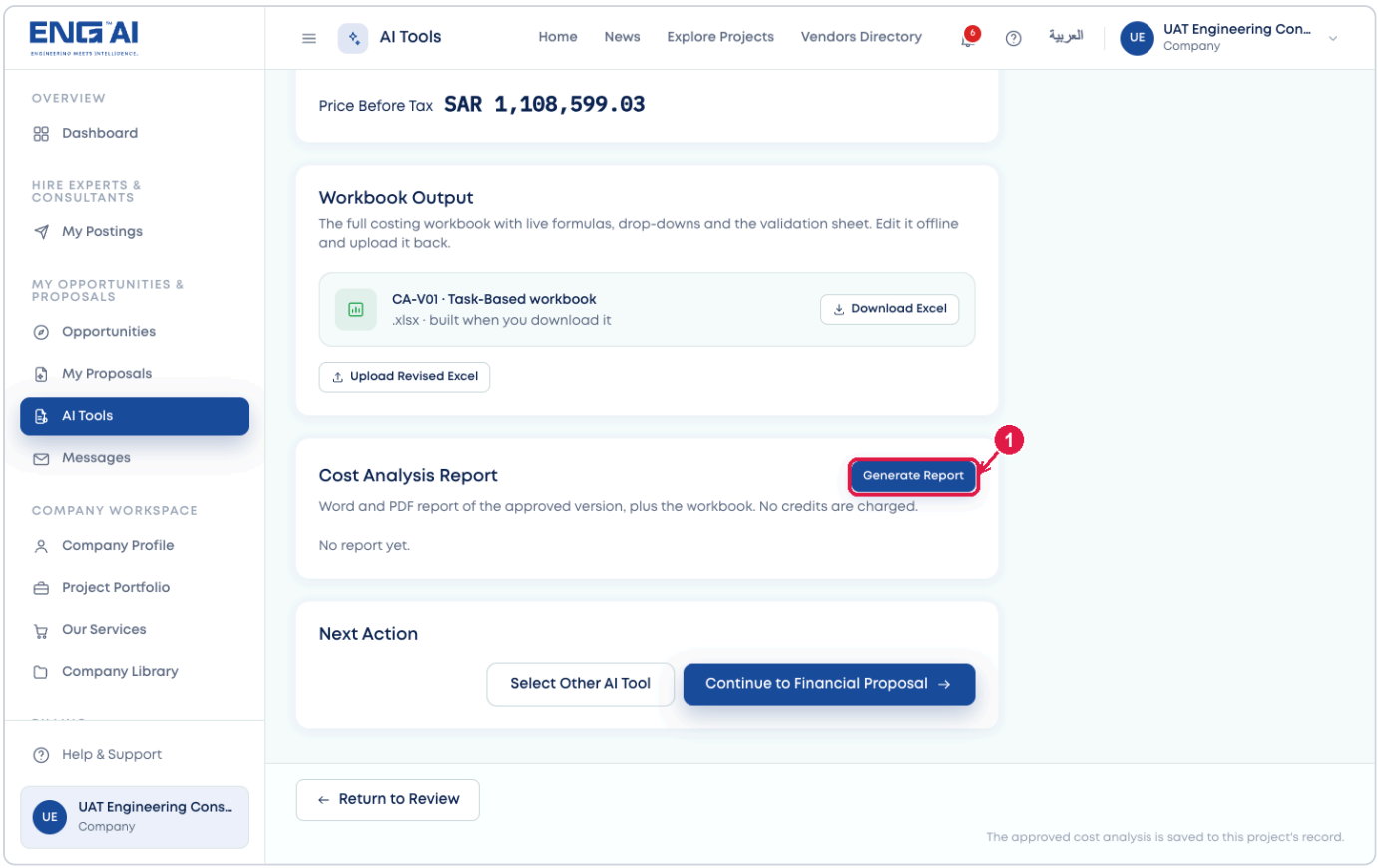
1. The recommended price before tax.
2. Validation: every check must pass before approval.



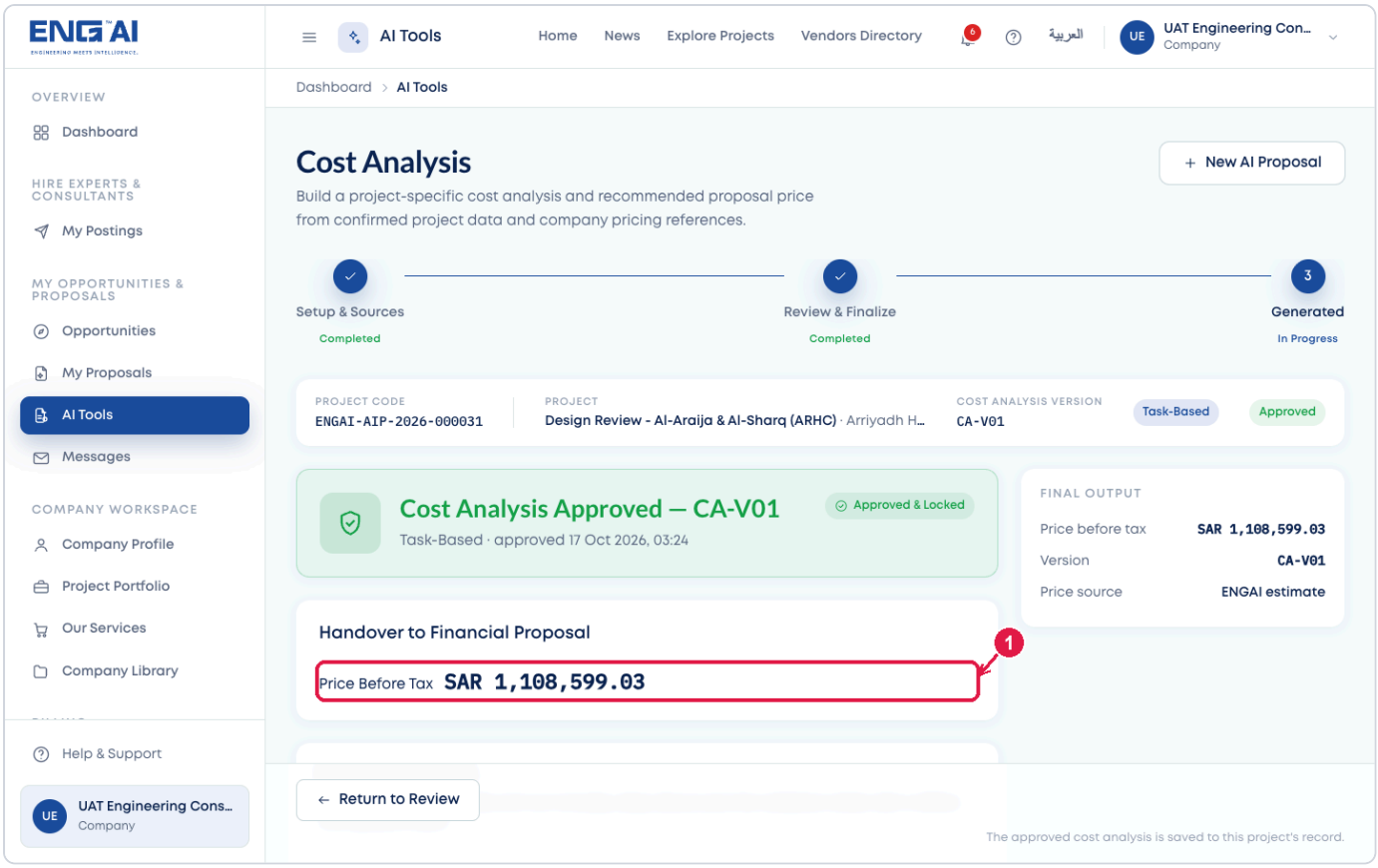
1. Approve this version: it becomes the price source for the Financial Proposal.

In this example: the approved price before tax is SAR 1,108,599.03. No check blocked approval; 1 warning was reviewed (testing, survey and study costs are kept in Other Direct Costs).

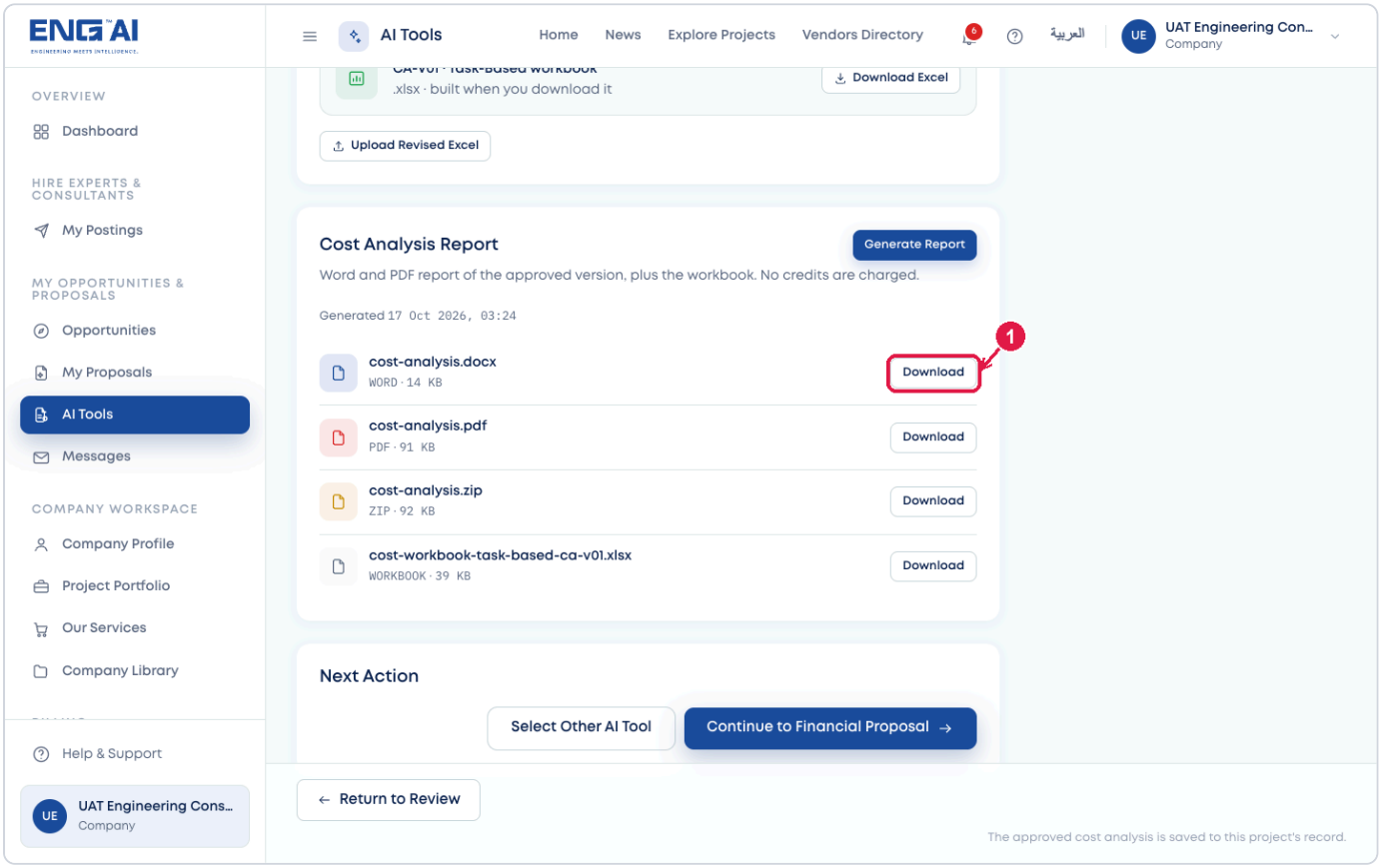
5.4 Outputs



1. Generate the report and workbook (no credits).



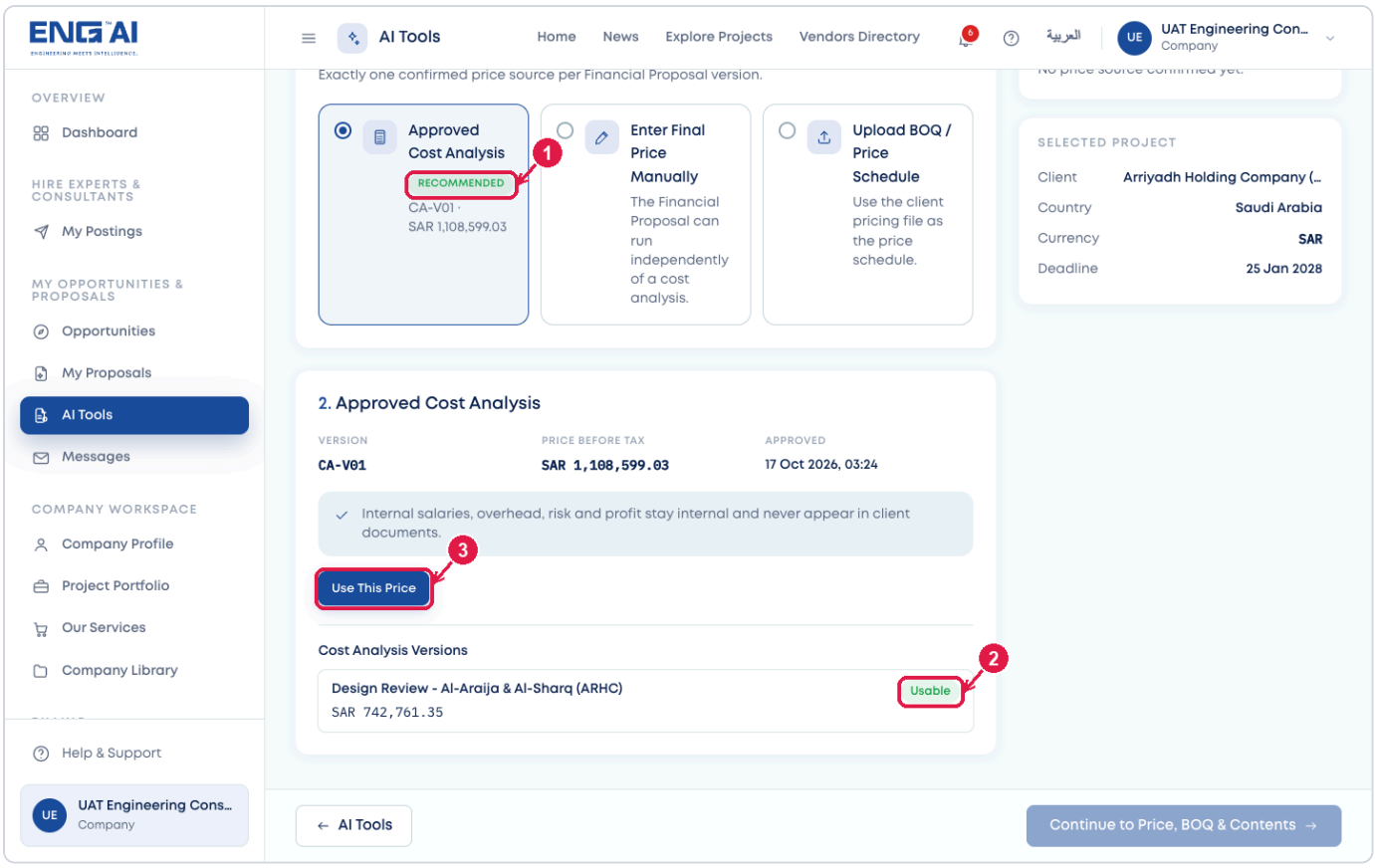
1. The approved price handed to the Financial Proposal.



1. Download the report (Word, PDF) and the costing workbook (Excel, with live formulas).

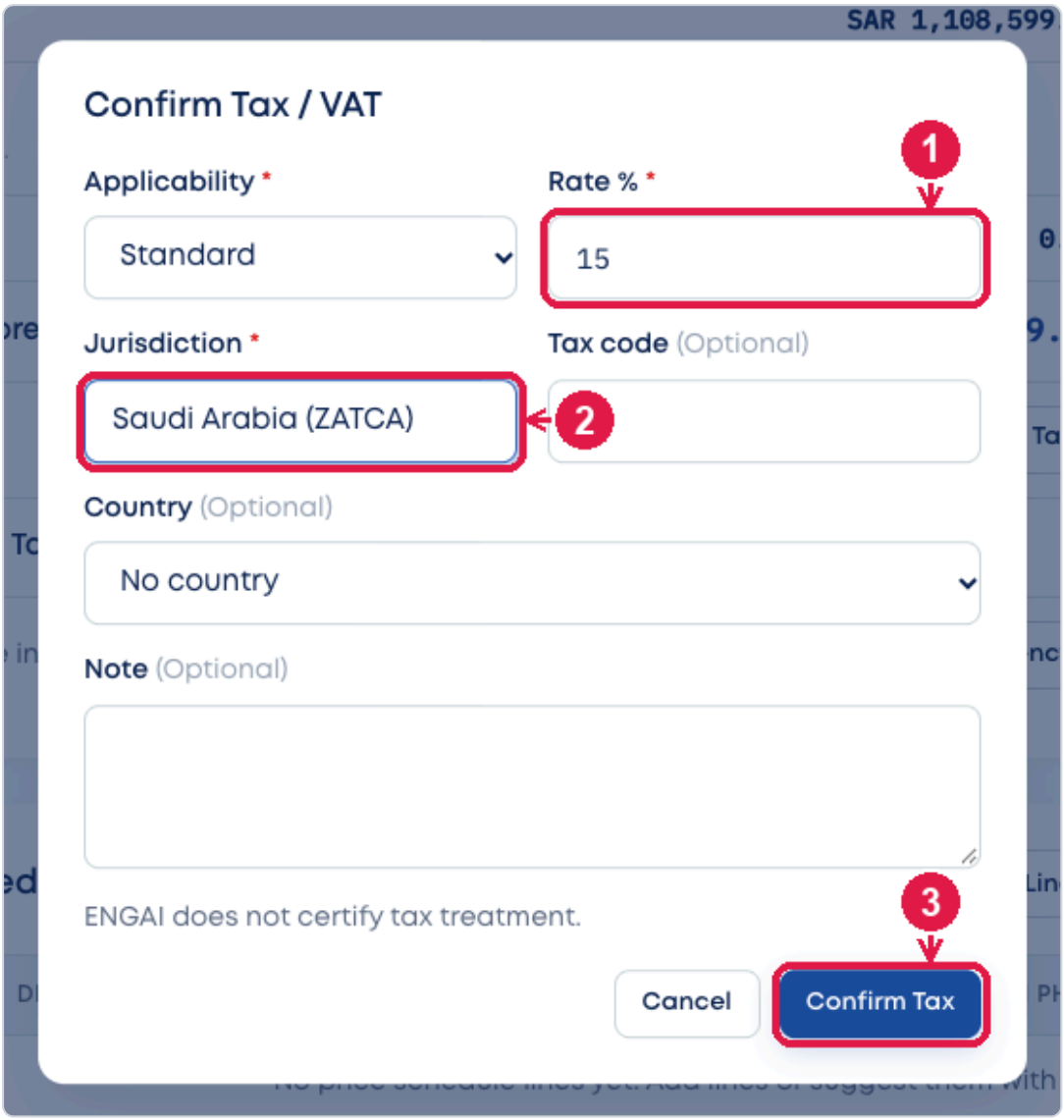
6. Financial Proposal

6.1 Price source



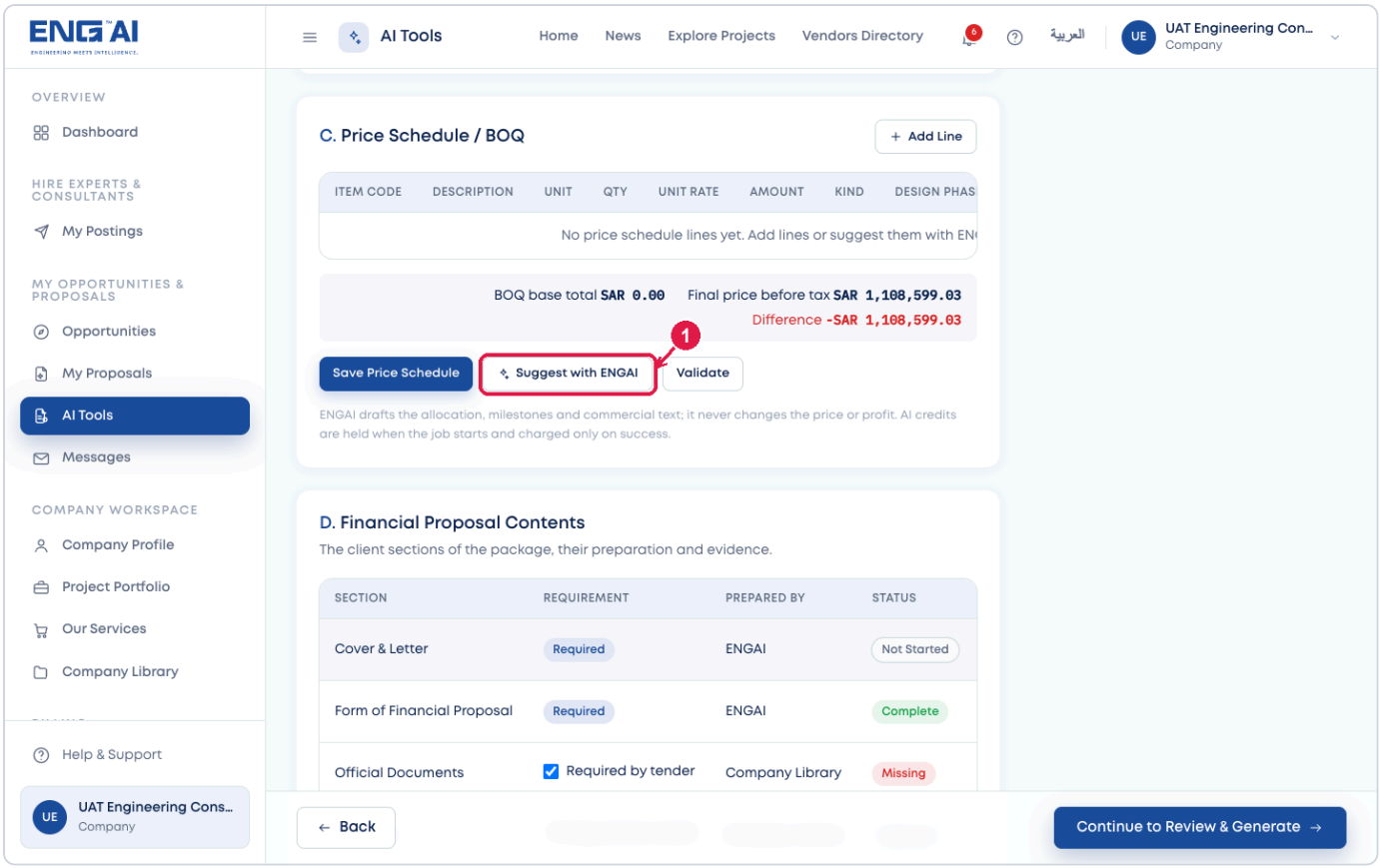
1. The approved cost analysis is recommended.
2. It is usable (approved, no blocking issues).
3. Use This Price.

6.2 Tax

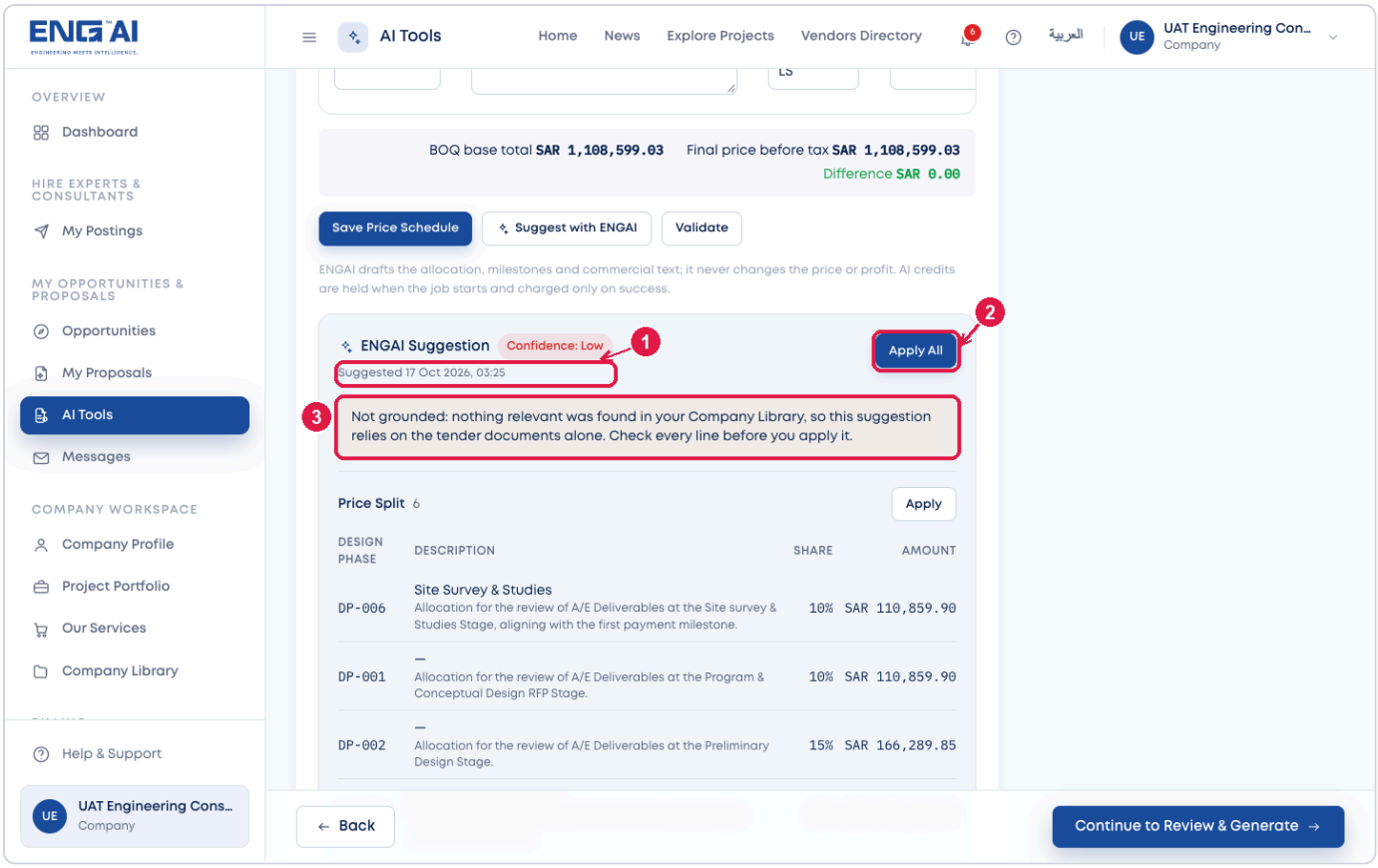


1. Rate.
2. Jurisdiction.
3. Confirm Tax. ENGAI suggests; you confirm.

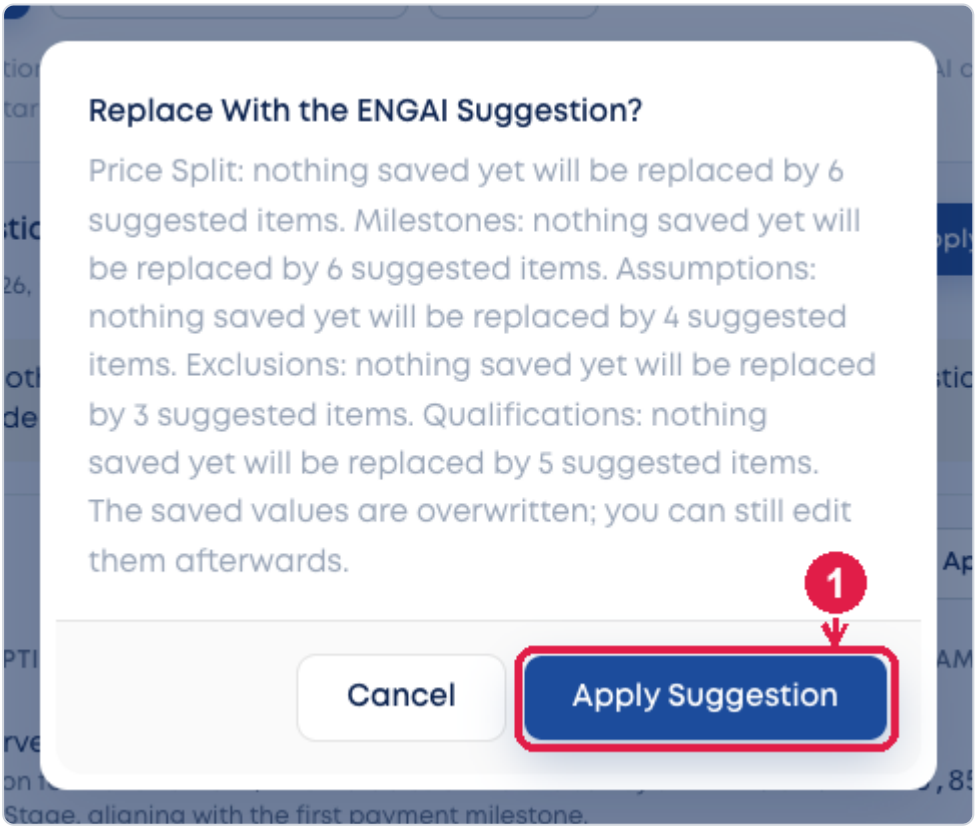
6.3 The ENGAI suggestion



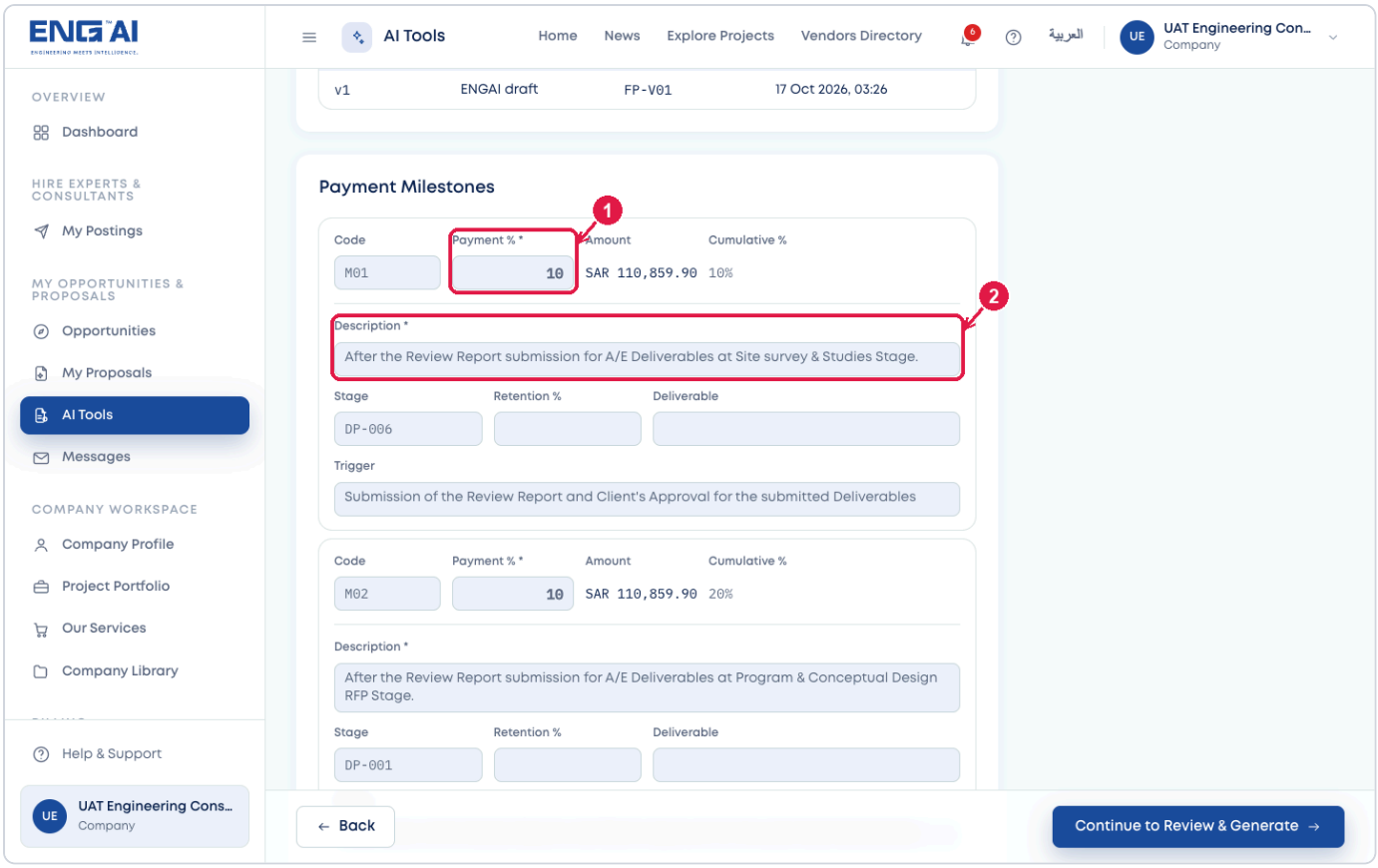
1. Suggest with ENGAI: drafts the price split, milestones and terms. It never changes the price.



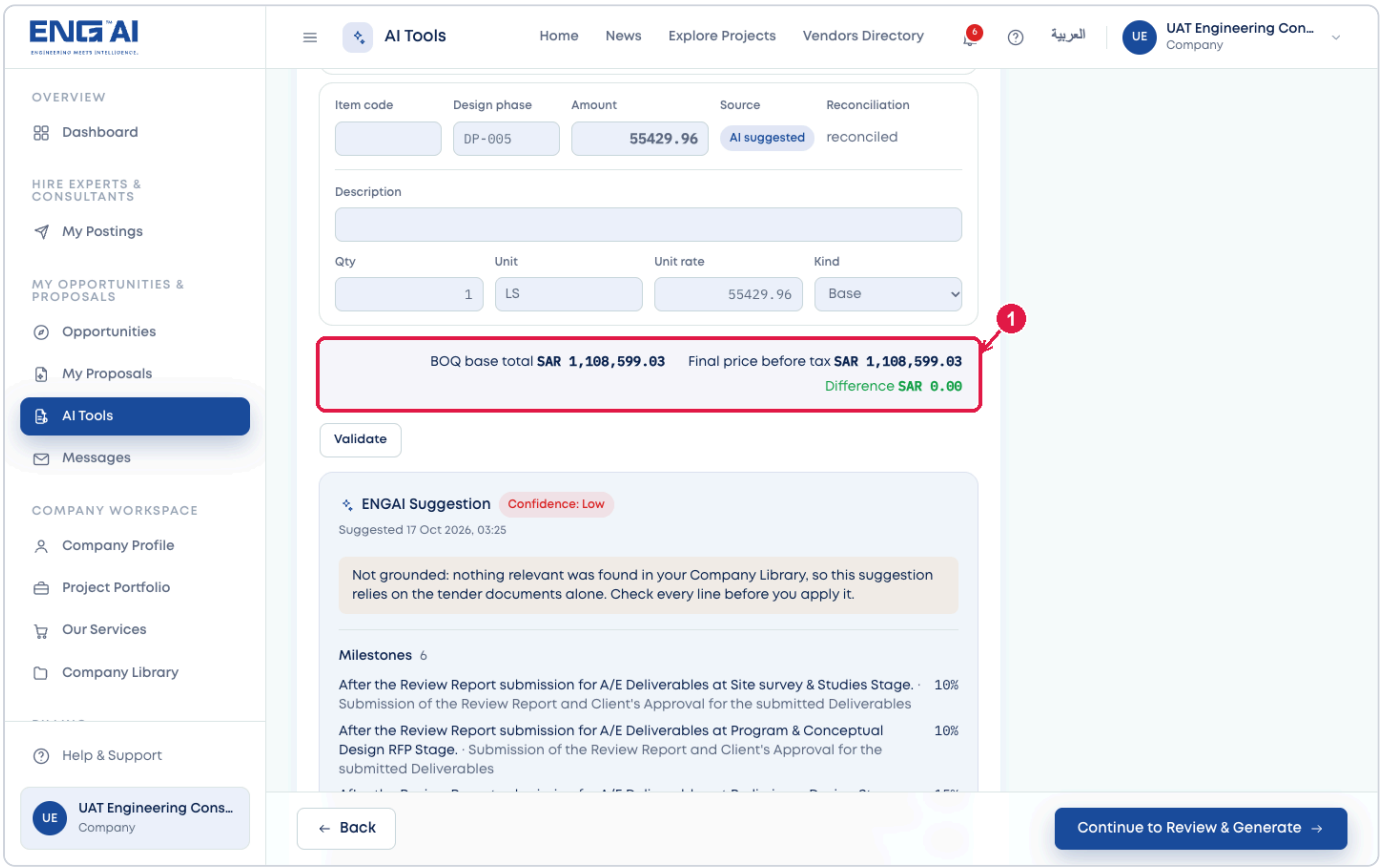
1. The suggestion, kept on the server (it survives a reload).
2. Apply All (or Apply per part).
3. A warning when the suggestion relies on the tender alone.



1. Applying always asks first and says what it replaces.

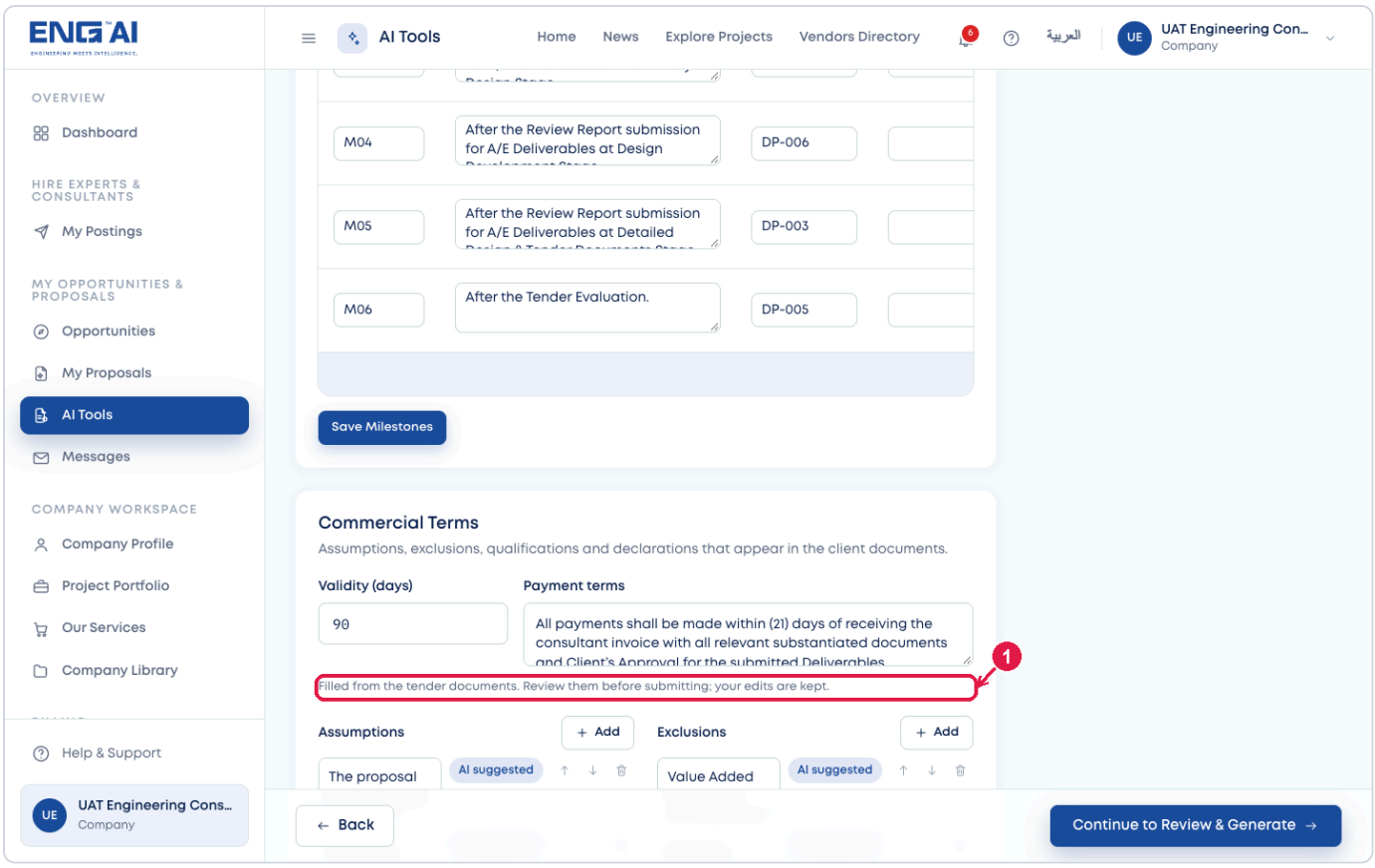


1. The payment share of the milestone, with its amount and the running total beside it.
2. What triggers the payment, taken from the contract's payment schedule. The full text is shown; nothing is cut off.



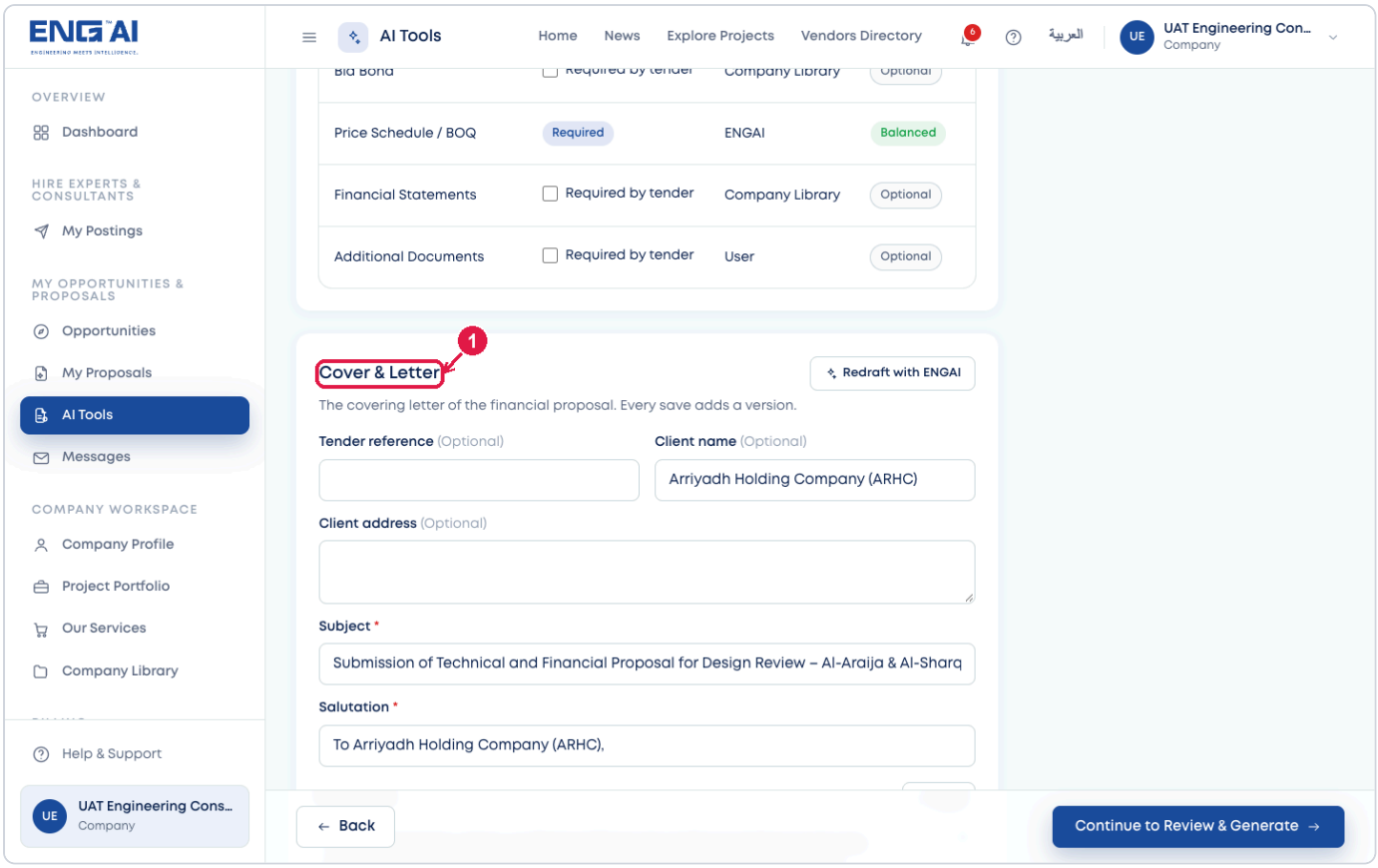
1. The total. It must reach 100% before the proposal can be approved.

In this example the milestones follow the contract: 10% (Site survey & Studies Stage), 10% (Program & Conceptual Design RFP Stage), 15% (Preliminary Design Stage), 25% (Design Development Stage), 35% (Detailed Design & Tender Documents Stage), 5% (After the Tender Evaluation).



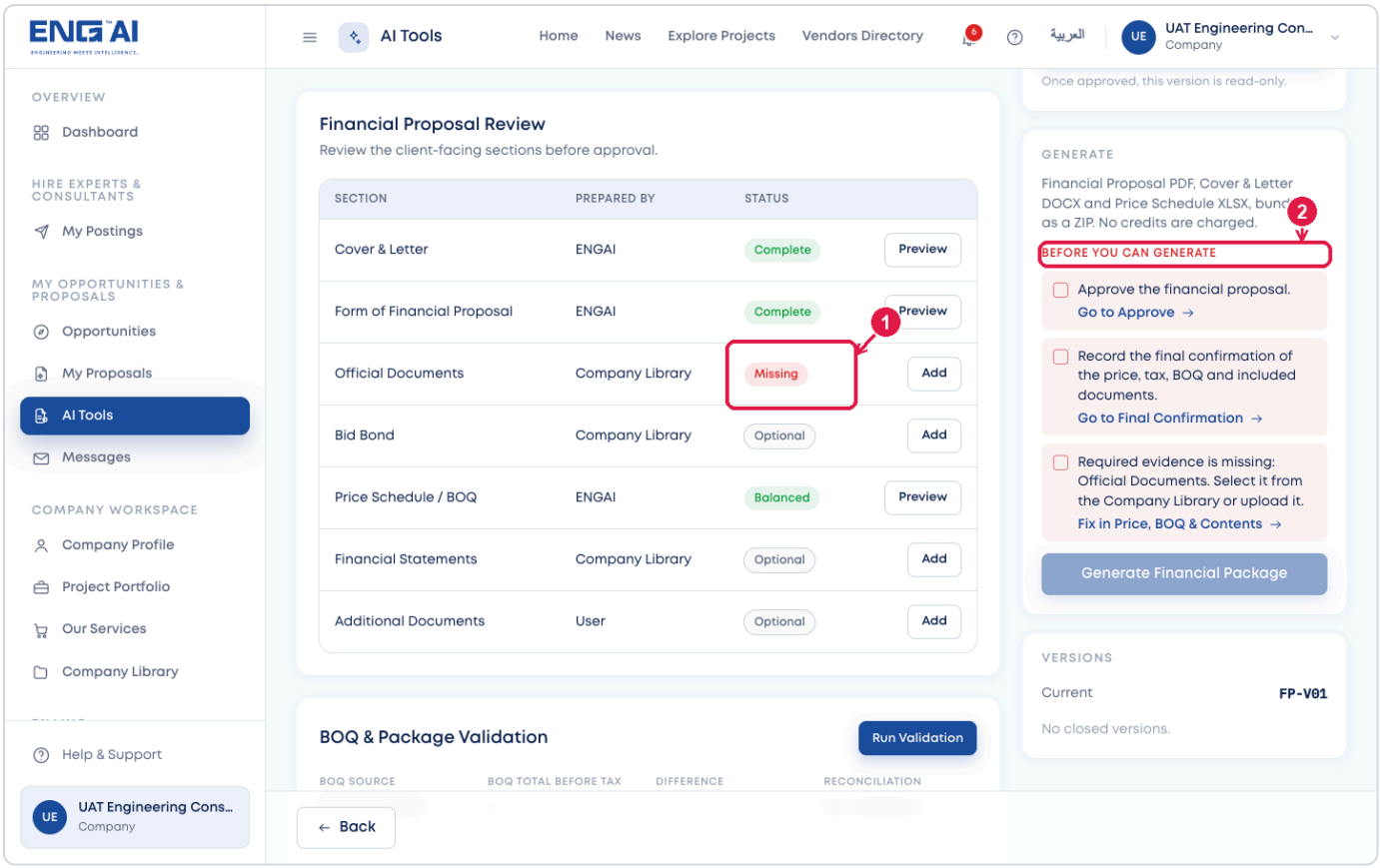
1. Validity and payment terms filled from the tender documents; your edits are kept.

In this example: validity 90 days and the payment terms (payment within 21 days of an approved invoice) were taken from the RFP.

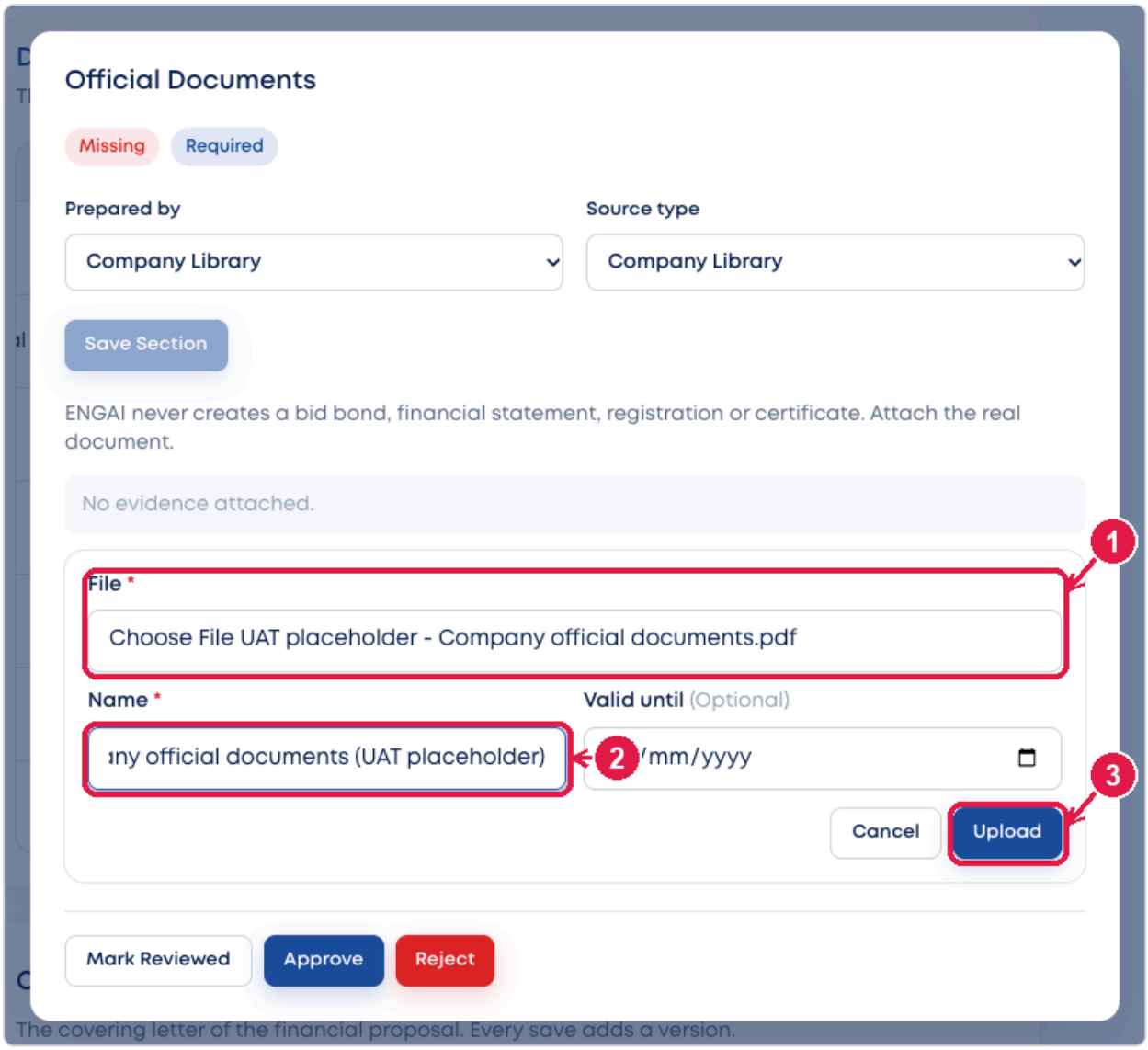


1. The covering letter, drafted by ENGAI and editable.

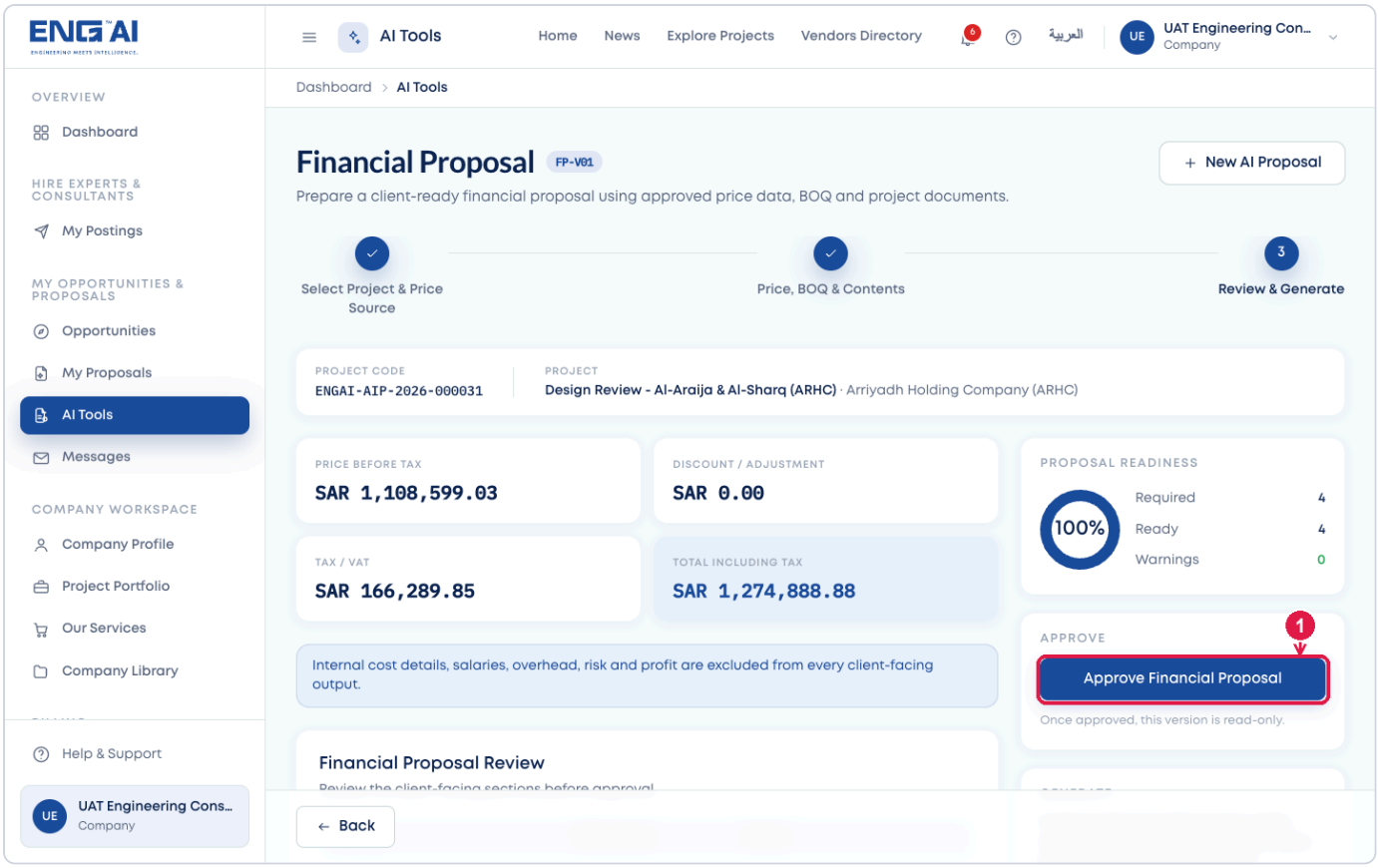
6.4 Review, evidence, approve, generate



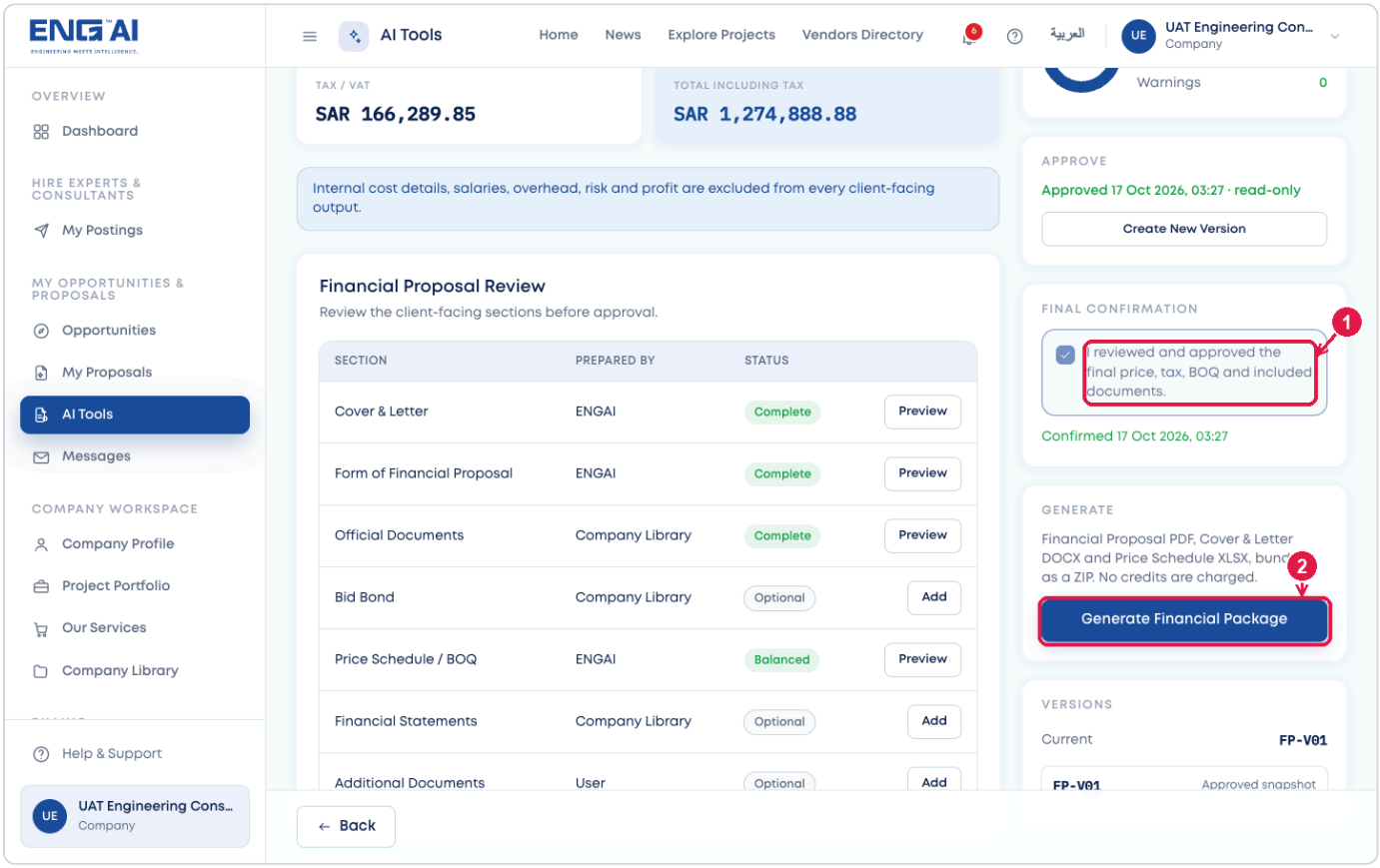
1. Each section's status.
2. What still stands before generating, with a link to fix it.



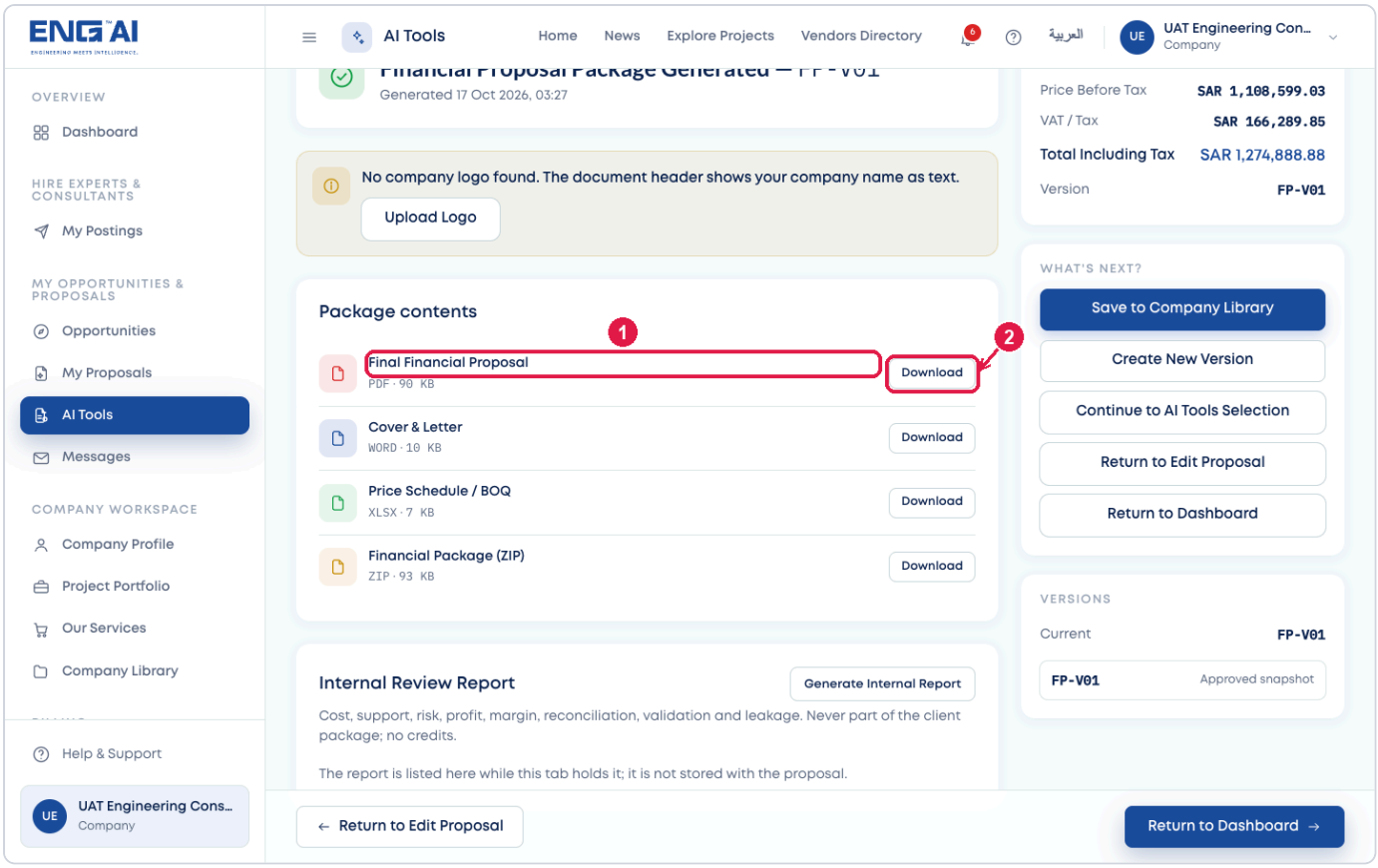
1. The file.
2. Its name.
3. Upload. (In this test the file is a clearly labelled placeholder; a real submission attaches the company's certificates.)



1. Approve Financial Proposal: the version becomes read-only.



1. Final confirmation of price, tax, BOQ and documents.
2. Generate Financial Package (no credits).



1. The package contents: the final financial proposal (PDF), the cover and letter (Word), the price schedule / BOQ (Excel) and the whole package as a zip. An internal review report (cost, risk, margin) can be generated separately and is never part of the client package.
2. Download.

In this example: price before tax SAR 1,108,599.03, VAT 15% SAR 166,289.85, total SAR 1,274,888.88.

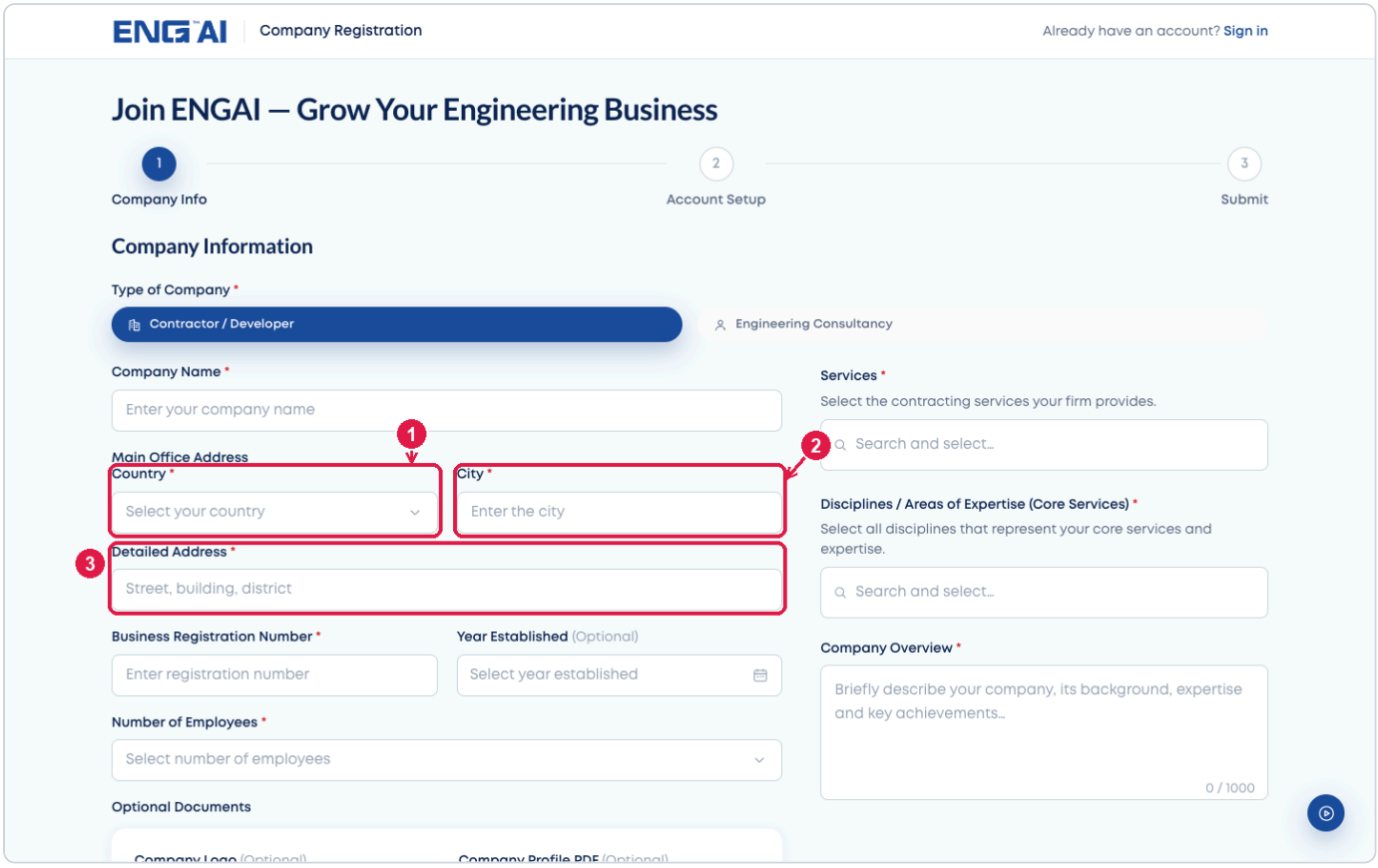
7. Final outputs

These are the files ENGAI produced for this tender. They are shared with this guide.

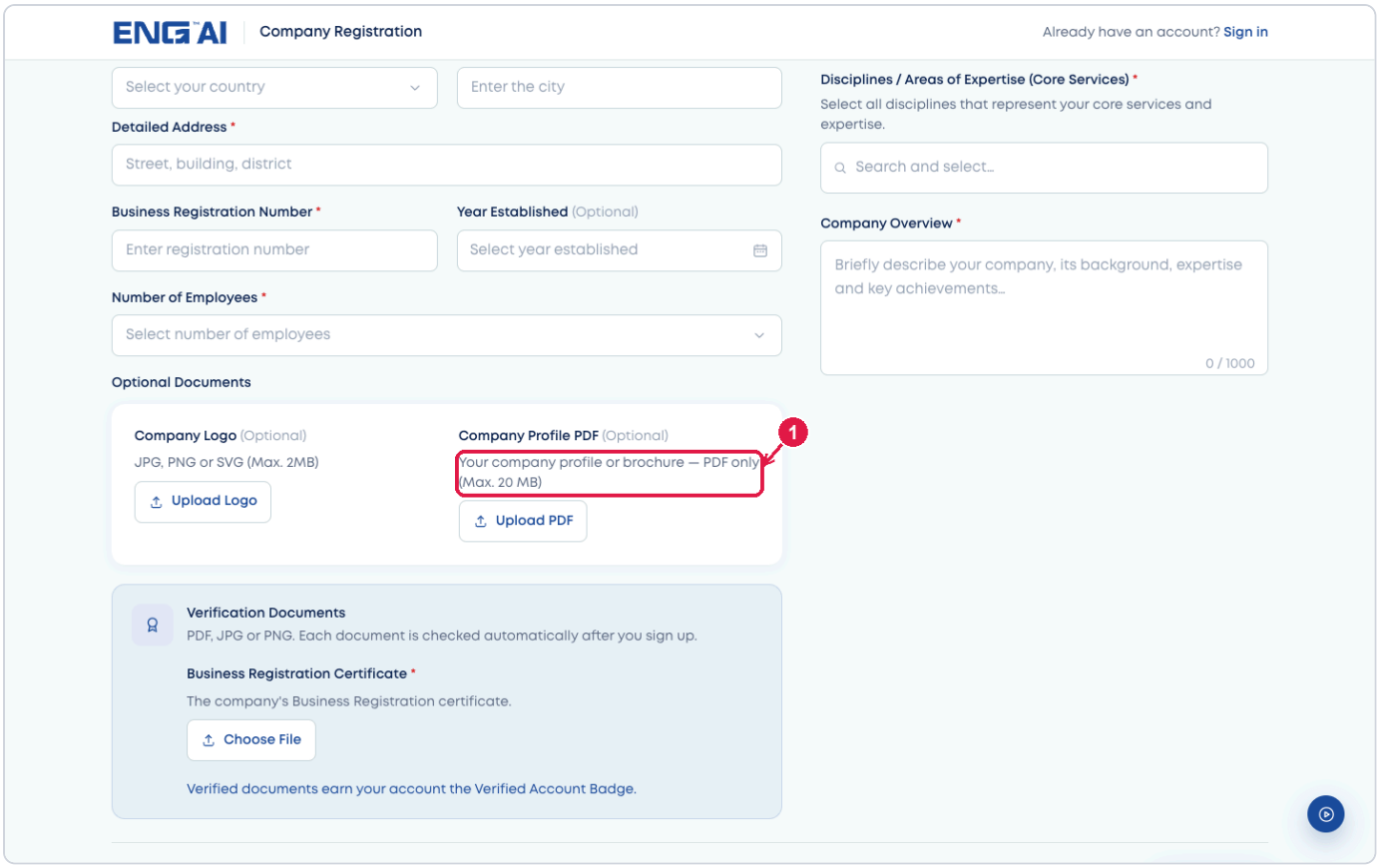
Tool	File	What it is
01 Go-No-Go	go-no-go-report.docx	Editable Word document
01 Go-No-Go	go-no-go-report.pdf	PDF for reading and printing
02 Technical Proposal	compliance-matrix-tp-v01.xlsx	Excel workbook
02 Technical Proposal	compliance-register-tp-v01.docx	Editable Word document
02 Technical Proposal	organization-chart-tp-v01.pdf	PDF for reading and printing
02 Technical Proposal	technical-proposal-tp-v01.docx	Editable Word document
02 Technical Proposal	technical-proposal-tp-v01.pdf	PDF for reading and printing
03 Cost Analysis	cost-analysis.docx	Editable Word document
03 Cost Analysis	cost-analysis.pdf	PDF for reading and printing
03 Cost Analysis	cost-analysis.zip	All files in one archive
03 Cost Analysis	cost-workbook-task-based-ca-v01.xlsx	Excel workbook
04 Financial Proposal	cover-and-letter-FP-V01.docx	Editable Word document
04 Financial Proposal	financial-package-FP-V01.zip	All files in one archive
04 Financial Proposal	financial-proposal-FP-V01.pdf	PDF for reading and printing
04 Financial Proposal	price-schedule-FP-V01.xlsx	Excel workbook

8. Requirements from the 16 October meeting

8.1 Registration: country, city and detailed address

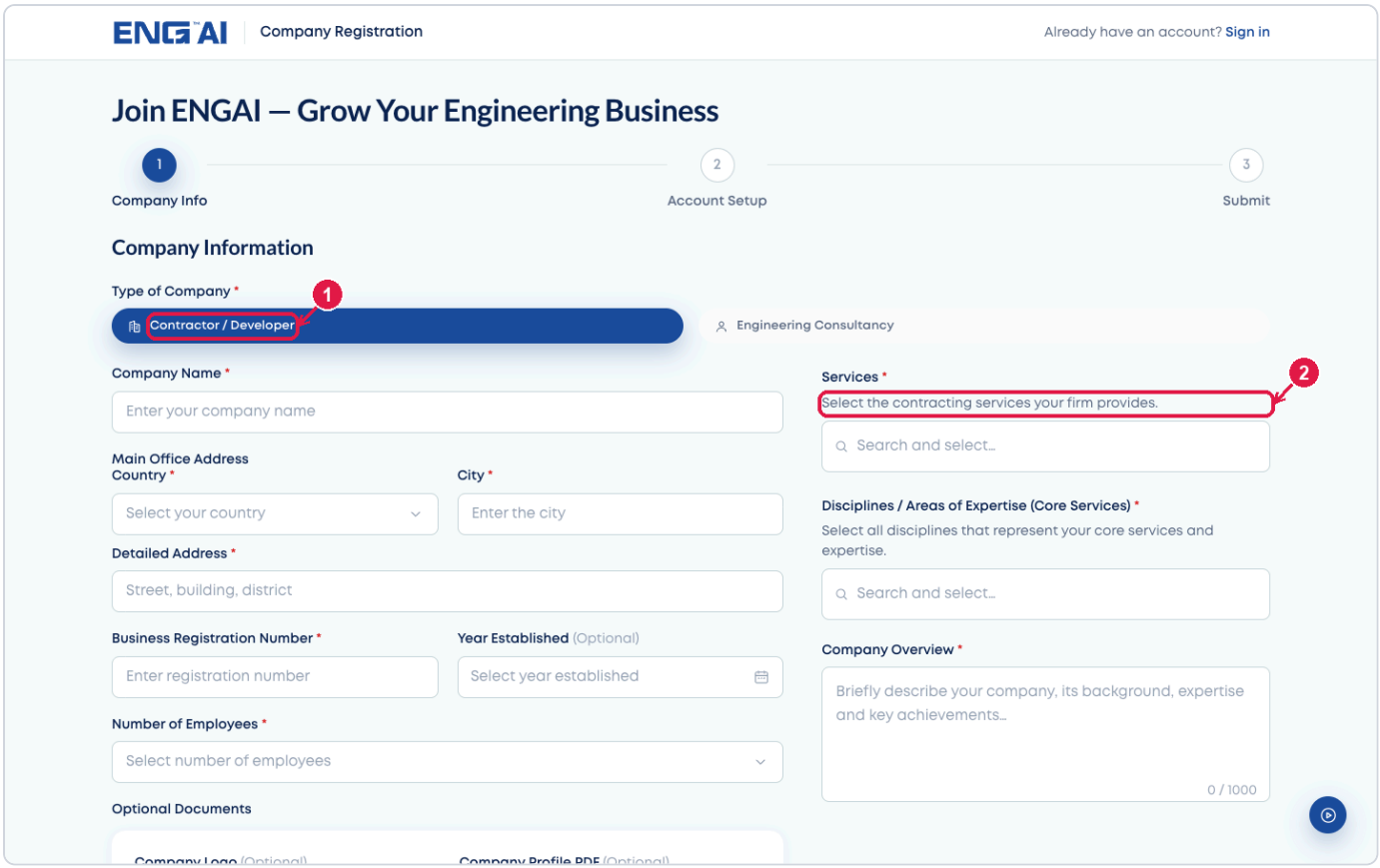


1. Country (list).
2. City.
3. Detailed address.

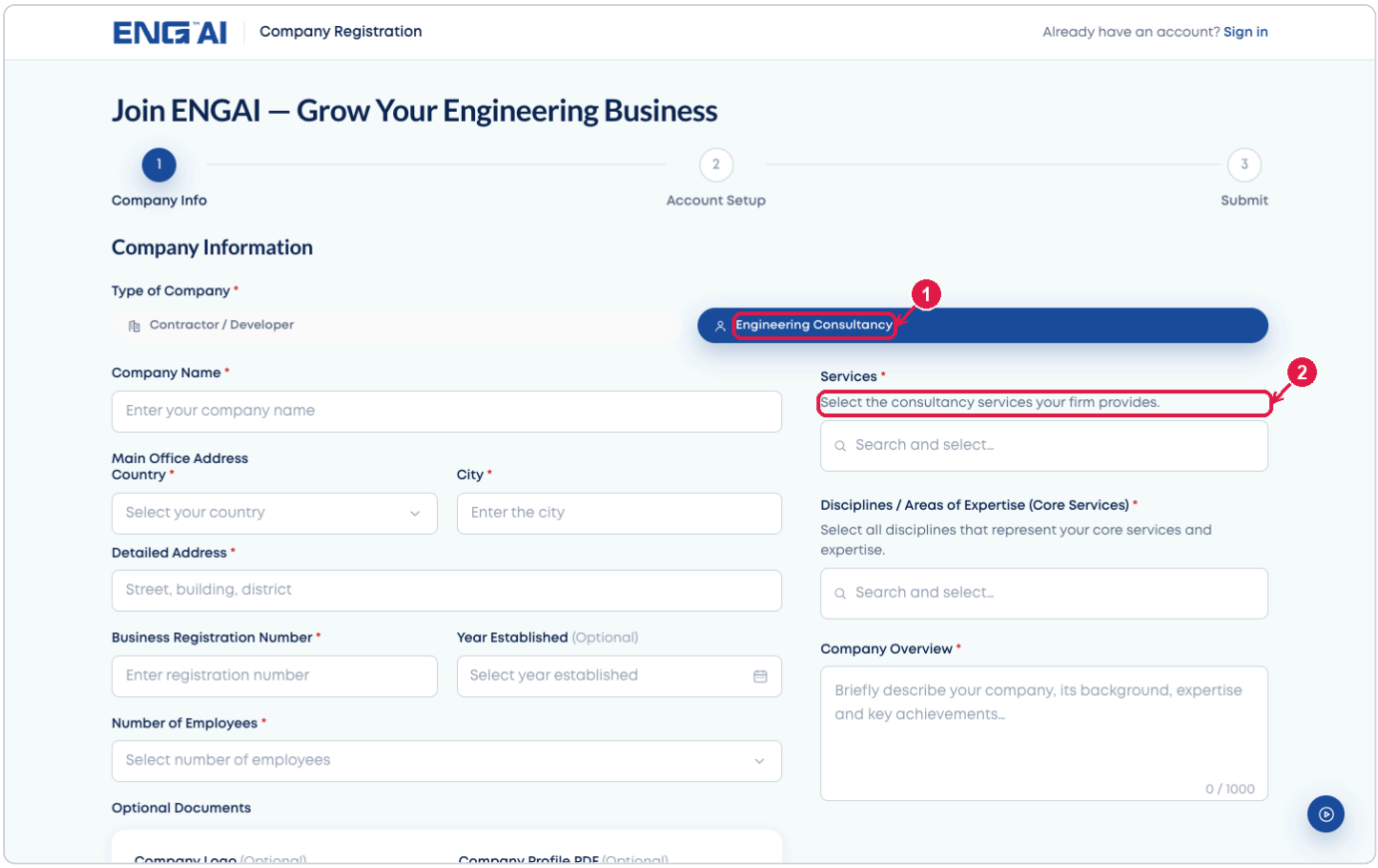


1. Company profile PDF up to 20 MB.

8.2 Services follow the company type



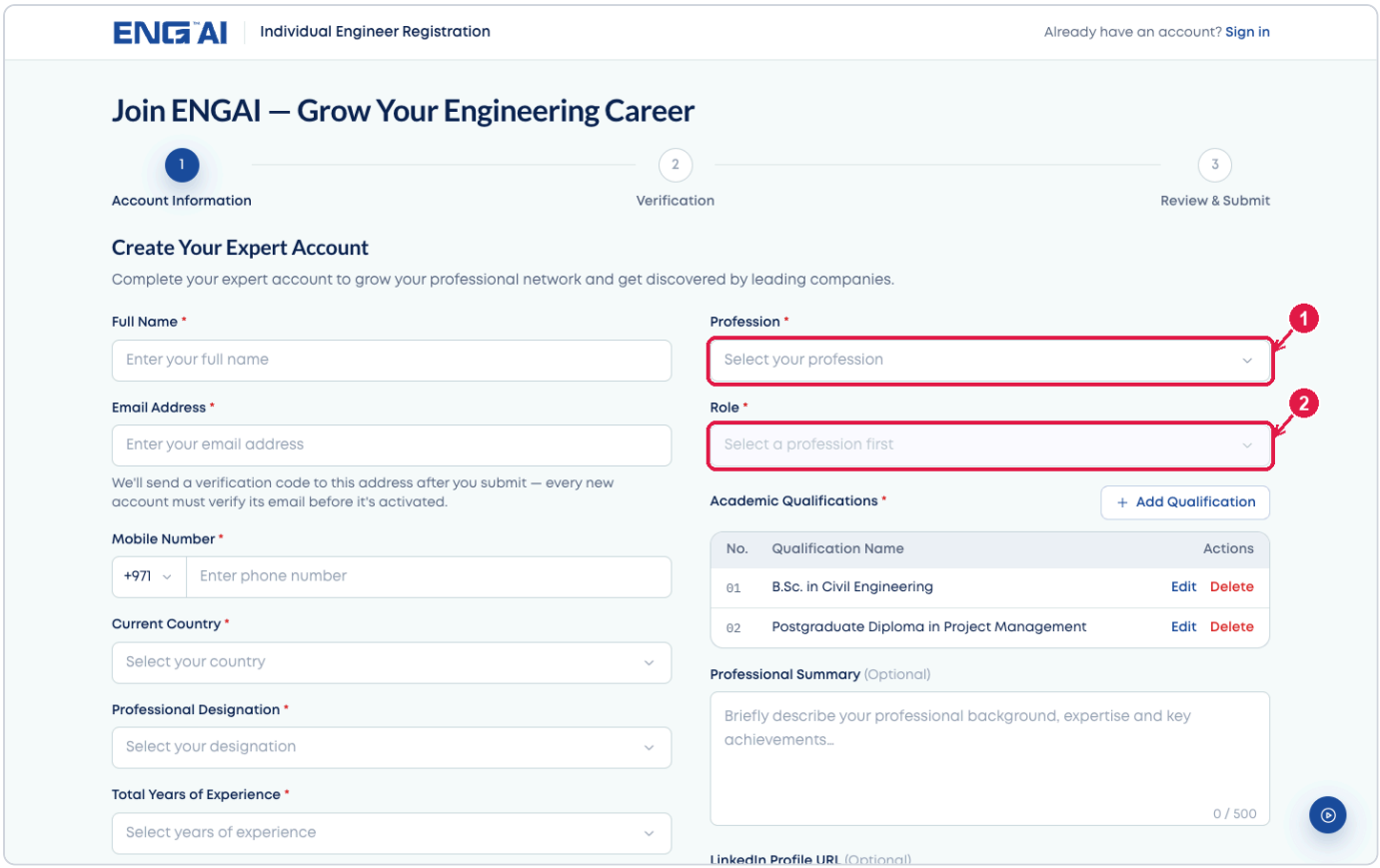
1. Contractor / Developer.
2. The contracting services list.



1. Engineering Consultancy.
2. The consultancy services list.

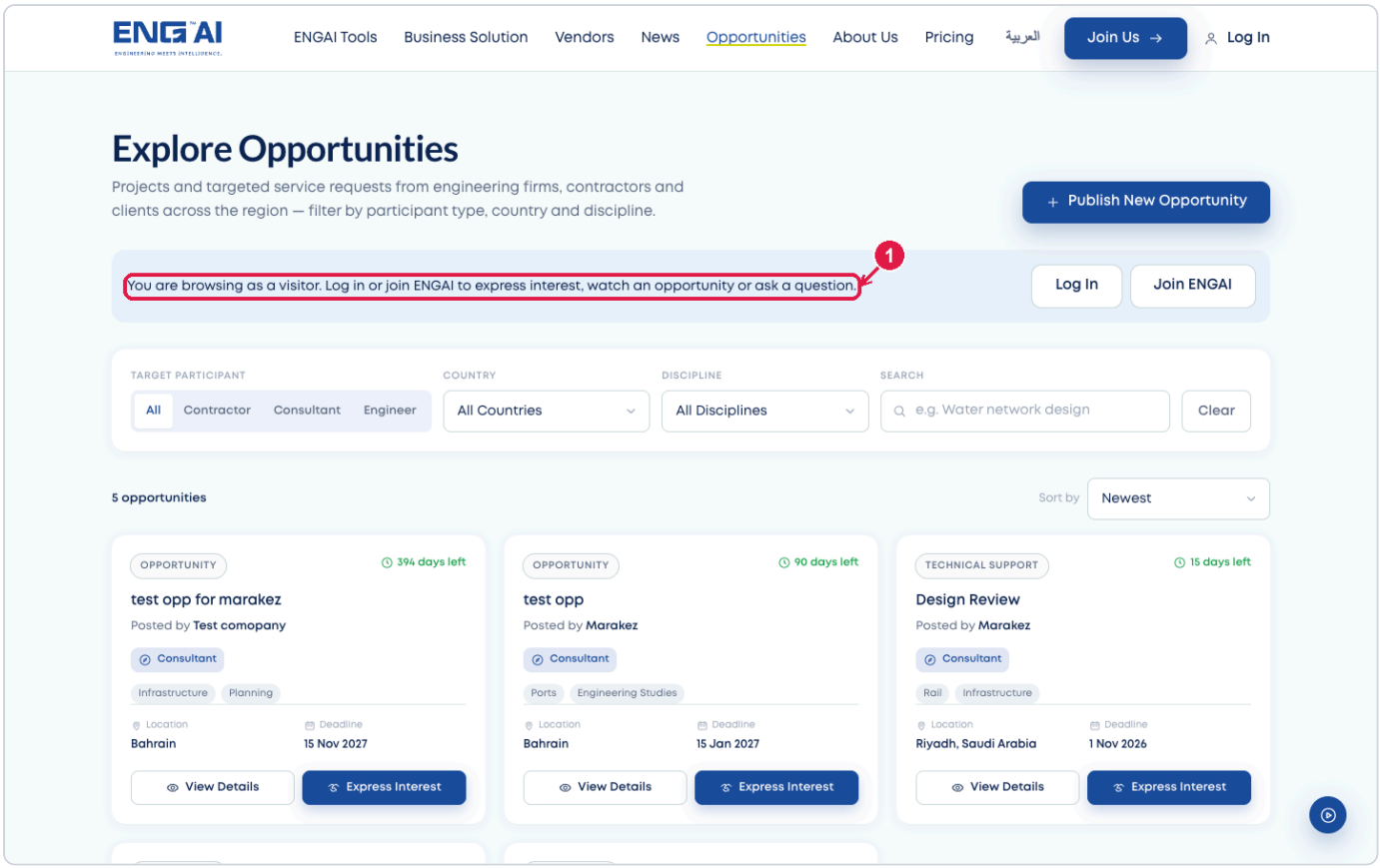
Both lists come from the admin Master Data (no hard-coded lists) and are saved with the registration.

8.3 Engineers: profession, then role

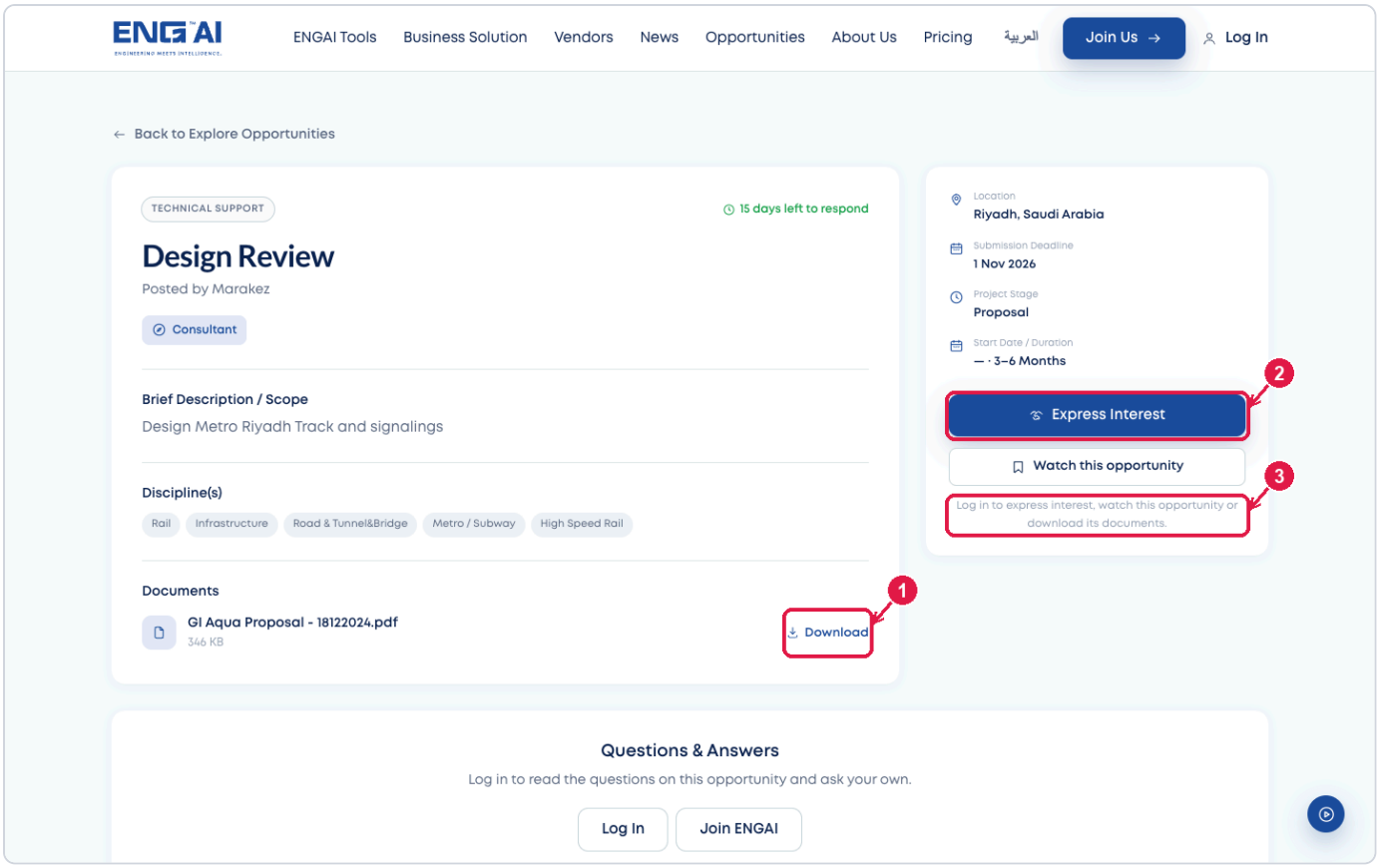


1. Profession.
2. Role, filtered by the profession.

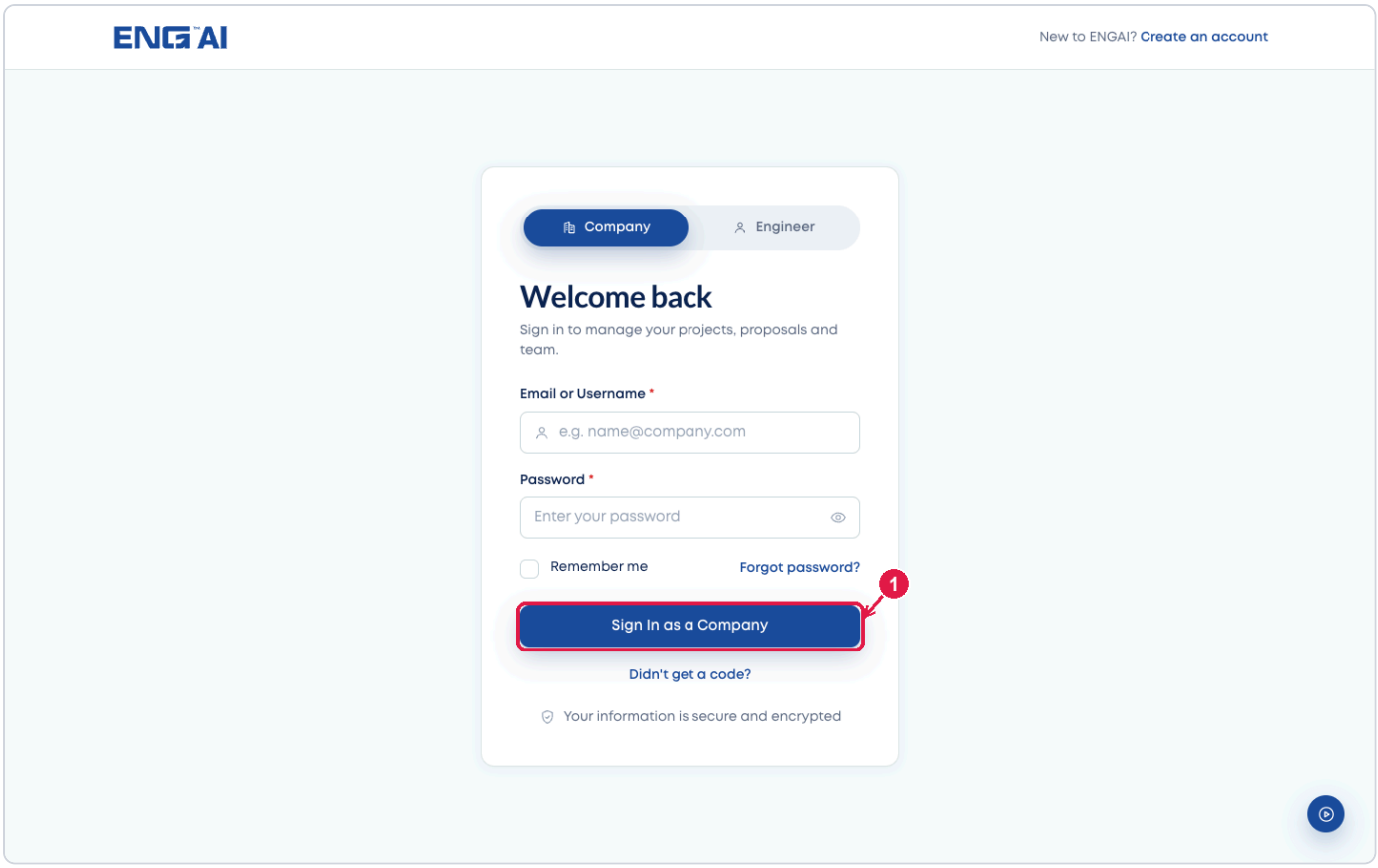
8.4 Opportunities are open to visitors



1. Visitors browse every opportunity without signing in; the banner says so. "View Details" on any card opens the full opportunity.

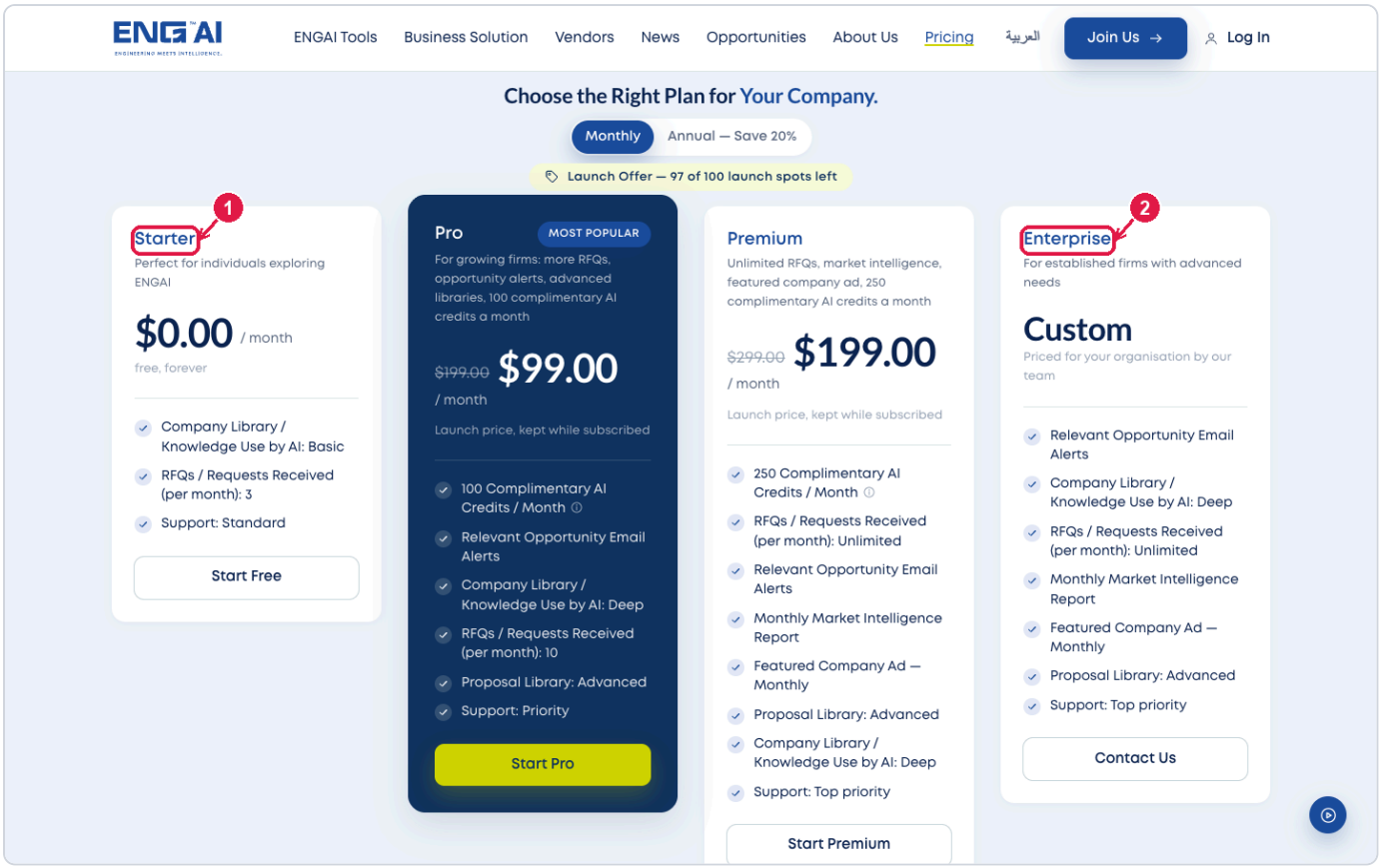


1. Download link (pointer cursor and hover).
2. Express Interest.
3. Any action asks the visitor to sign in.



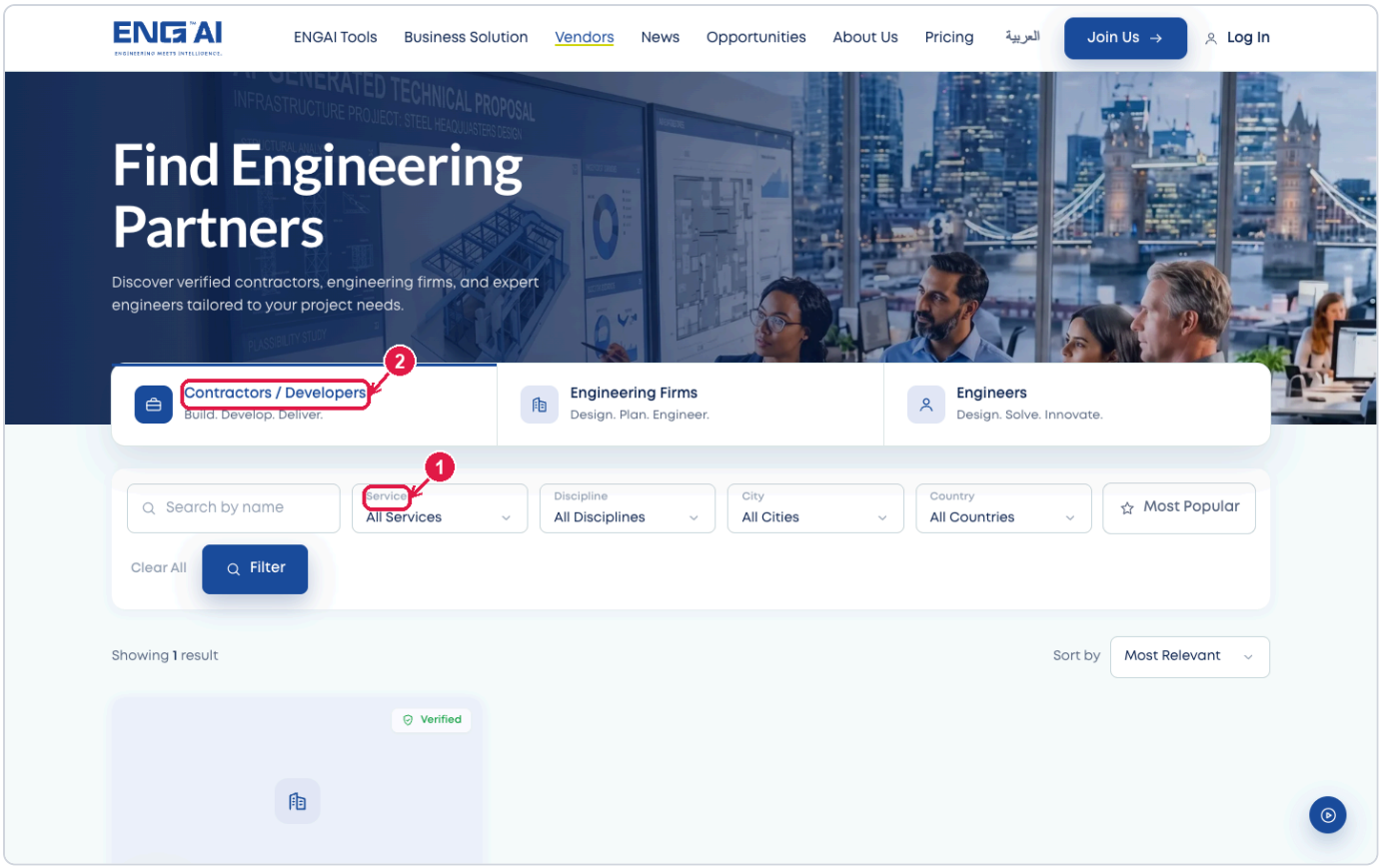
1. Sign in; the visitor returns to the same opportunity afterwards.

8.5 Pricing shows the admin's plans in USD



1. Starter.
2. Enterprise ("Custom", Contact us).

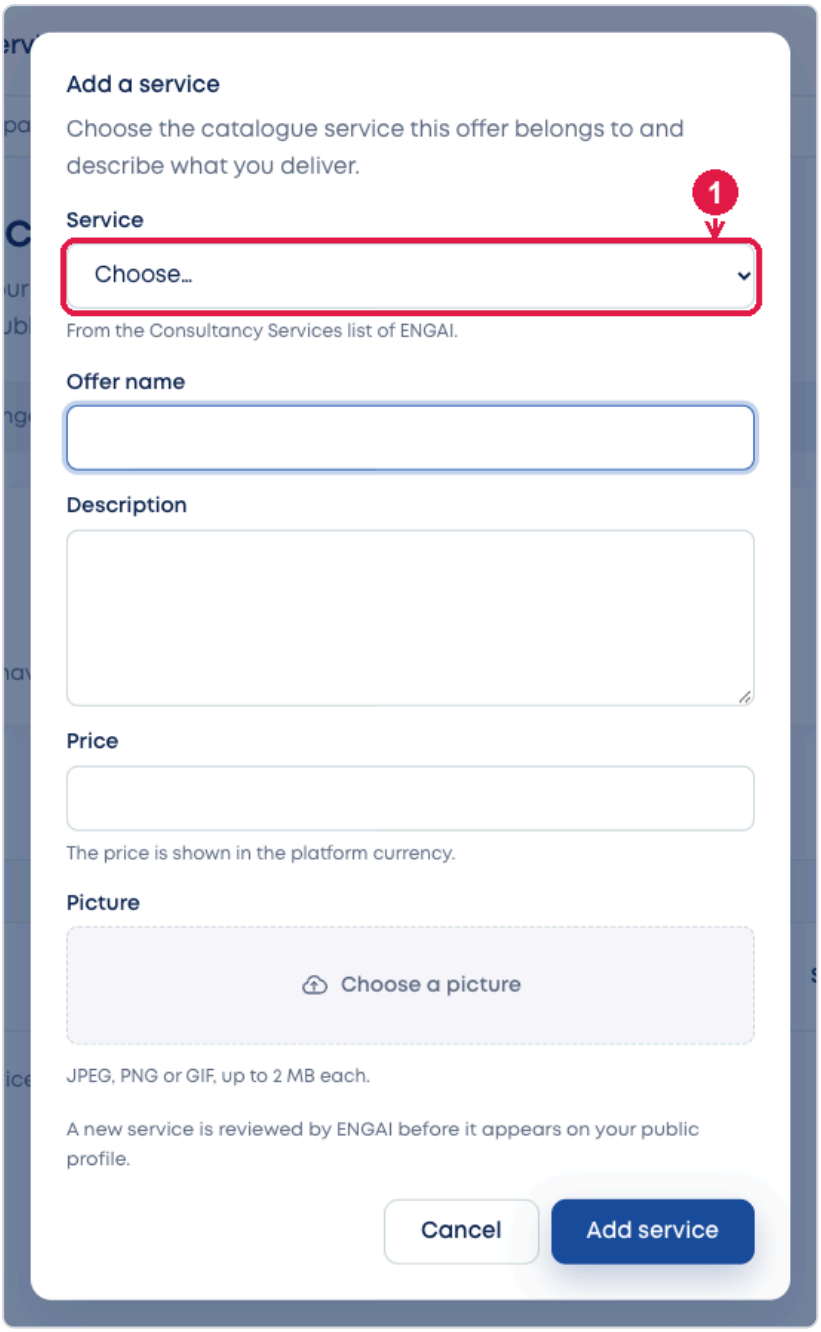
8.6 Vendors and services



1. Filter by service.
2. Contractors / Developers.

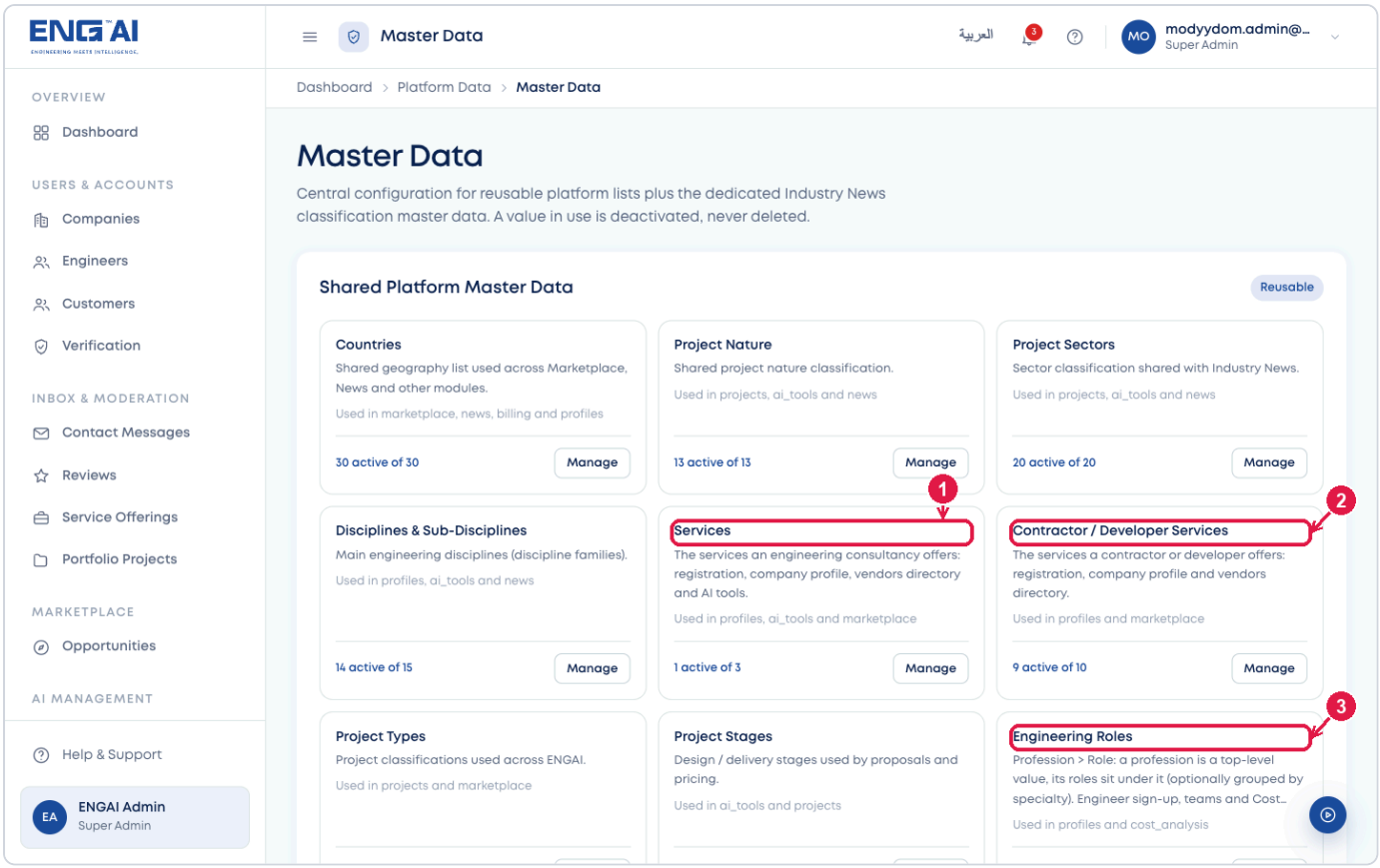
The old standalone services page now redirects to the vendors page.

8.7 Company panel: services by company type

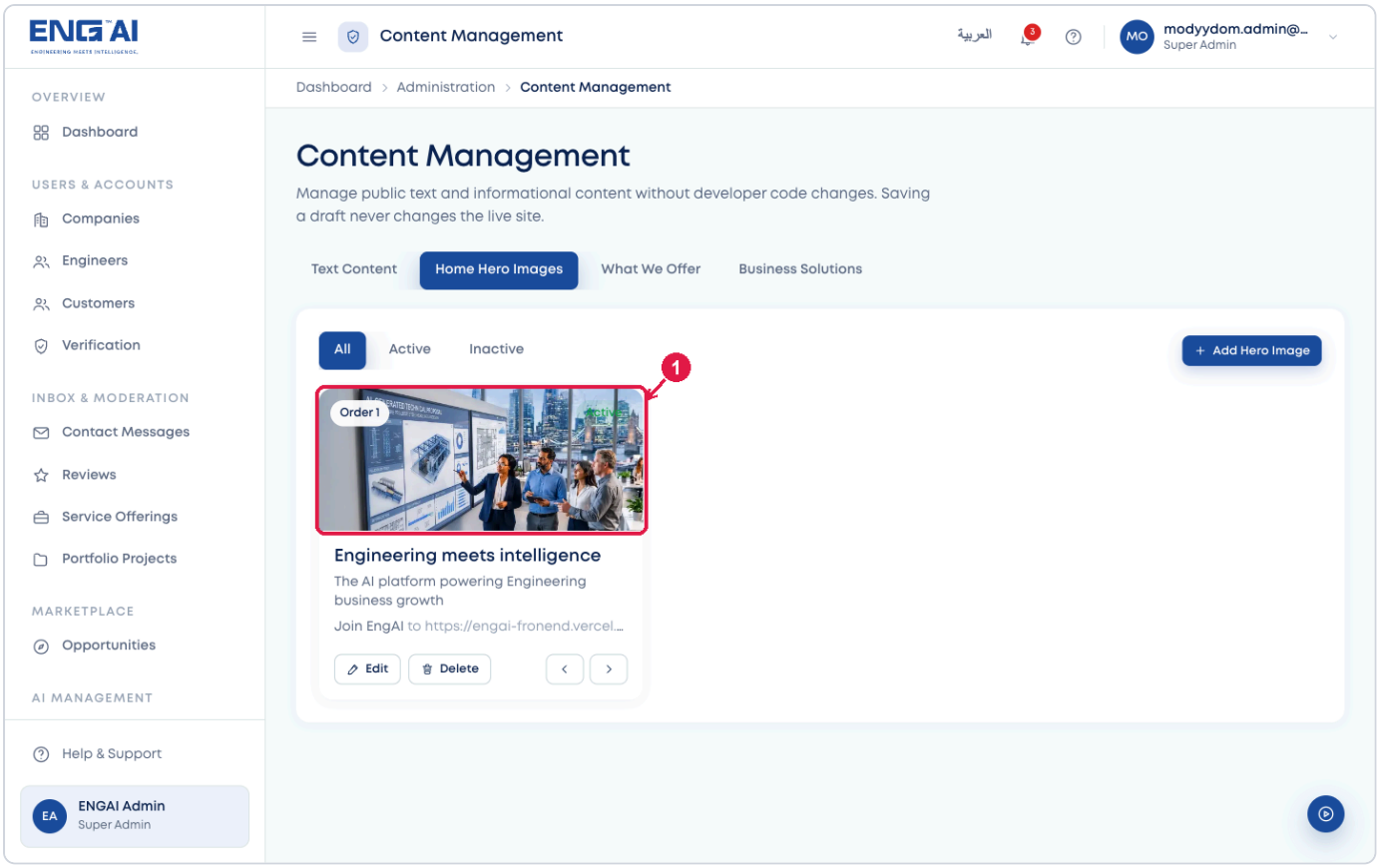


1. One list, filtered by the company type.

8.8 Admin: master data and content



1. Services for consultancies.
2. Services for contractors.
3. Professions and their roles.



1. Uploaded images display again.

9. Reliability improvements

Situation	What happens now
You start an AI job and close the browser or sign out	The job continues on the server; credits are reserved, charged only on success, released on failure
You come back, on the same or another device	Every tool shows the running job's progress and then its result
Someone presses Start again while a job runs	The second start is refused without charge; the screen follows the running job
A job is stuck for more than 60 minutes	It no longer blocks a new run; its credits are released
An unexpected error on a screen	The screen shows a small error card with Reload and Back instead of a blank page
A scanned file has no readable text	It is marked failed with a clear message instead of being treated as read