



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for The

# Commercial License Modification Service

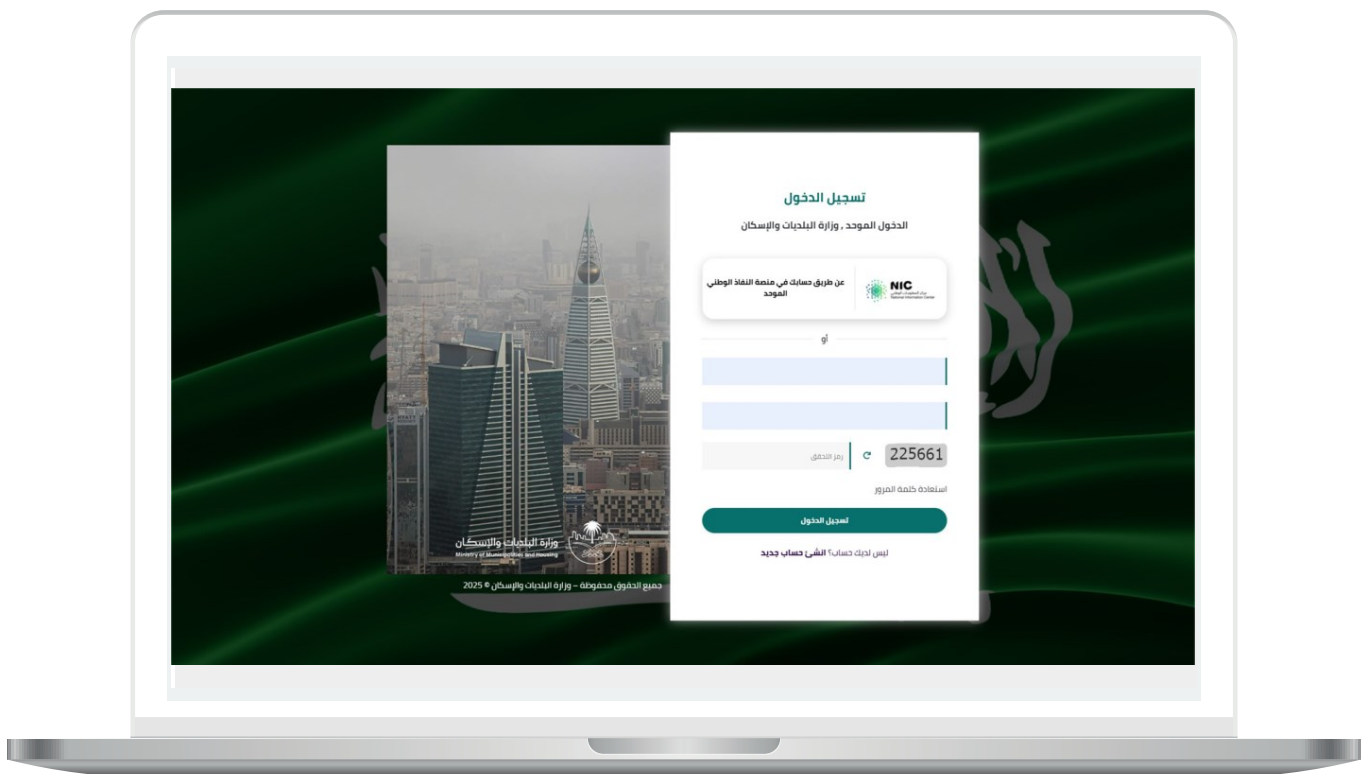
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Beneficiary's  
Copy

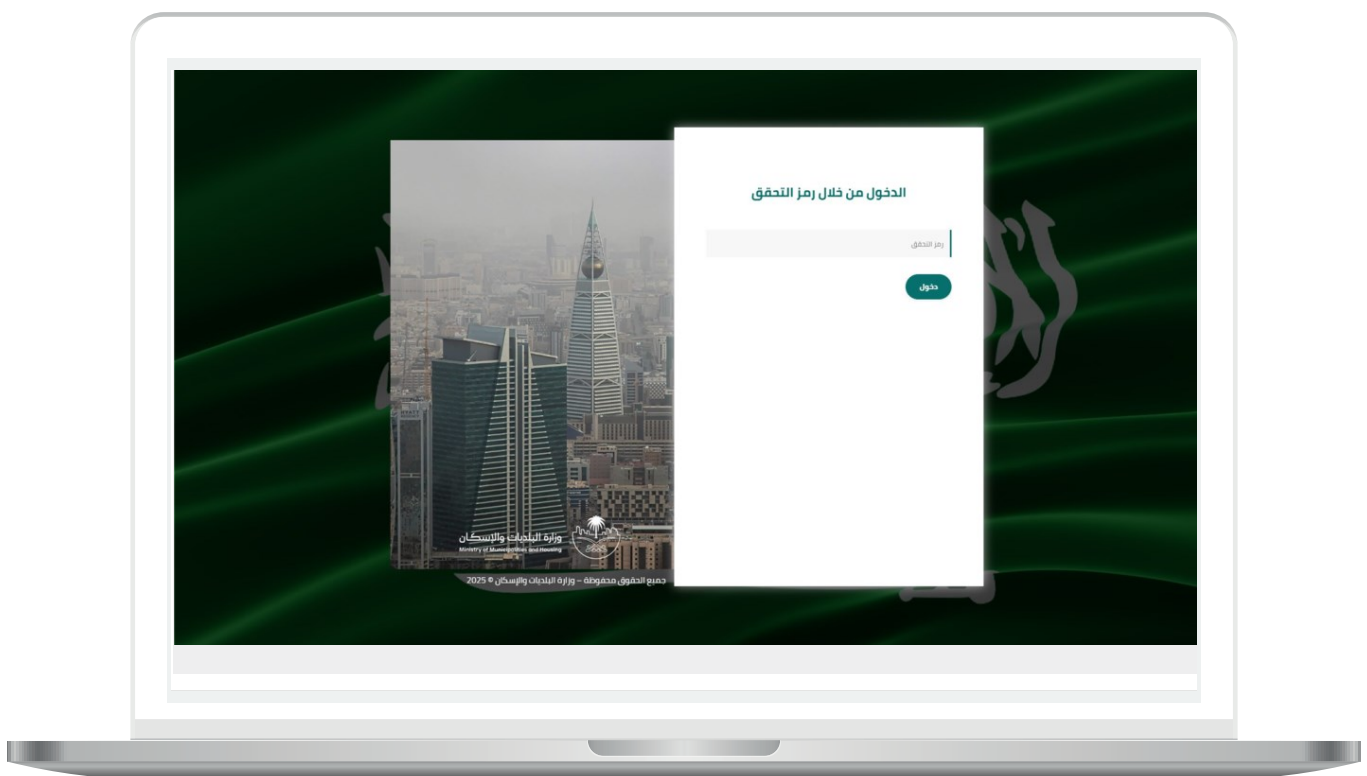
## Login to the System

1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password, Security Code**) and then clicks the (**Login**) button.

The security code can be changed by clicking the circular arrow icon.

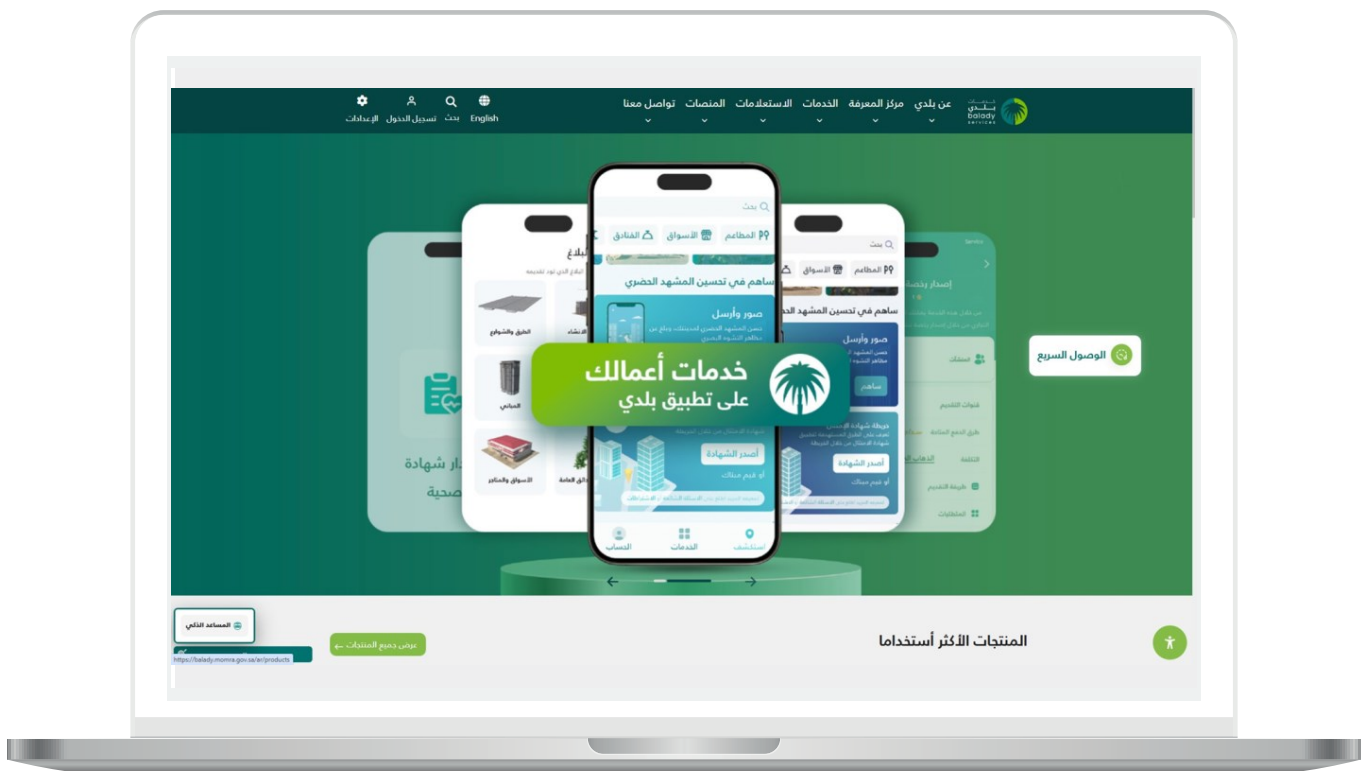


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



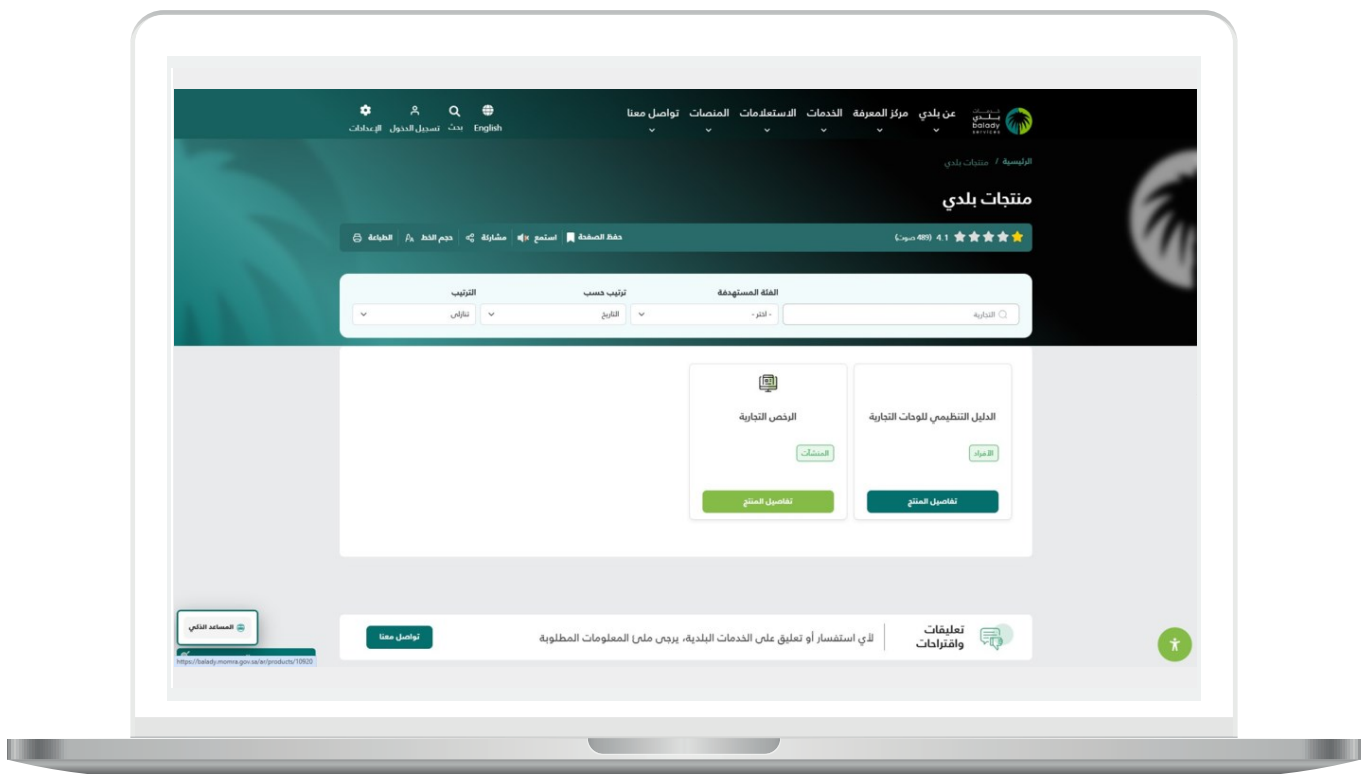
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

The user then clicks the **(View All Products)** button.

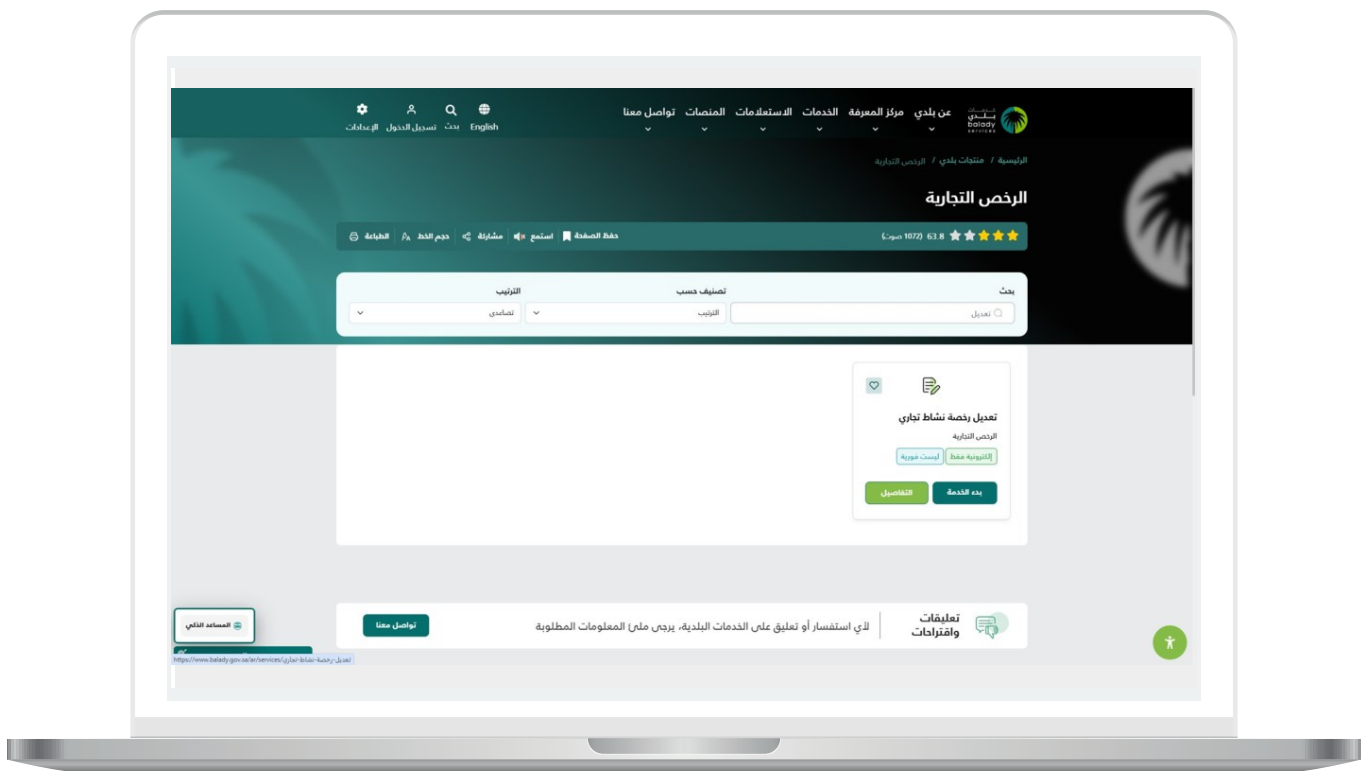


## Steps to Request the Service

- 1) To start the service request, search for the **(Commercial Licenses)** product and click **(Product Details)**.



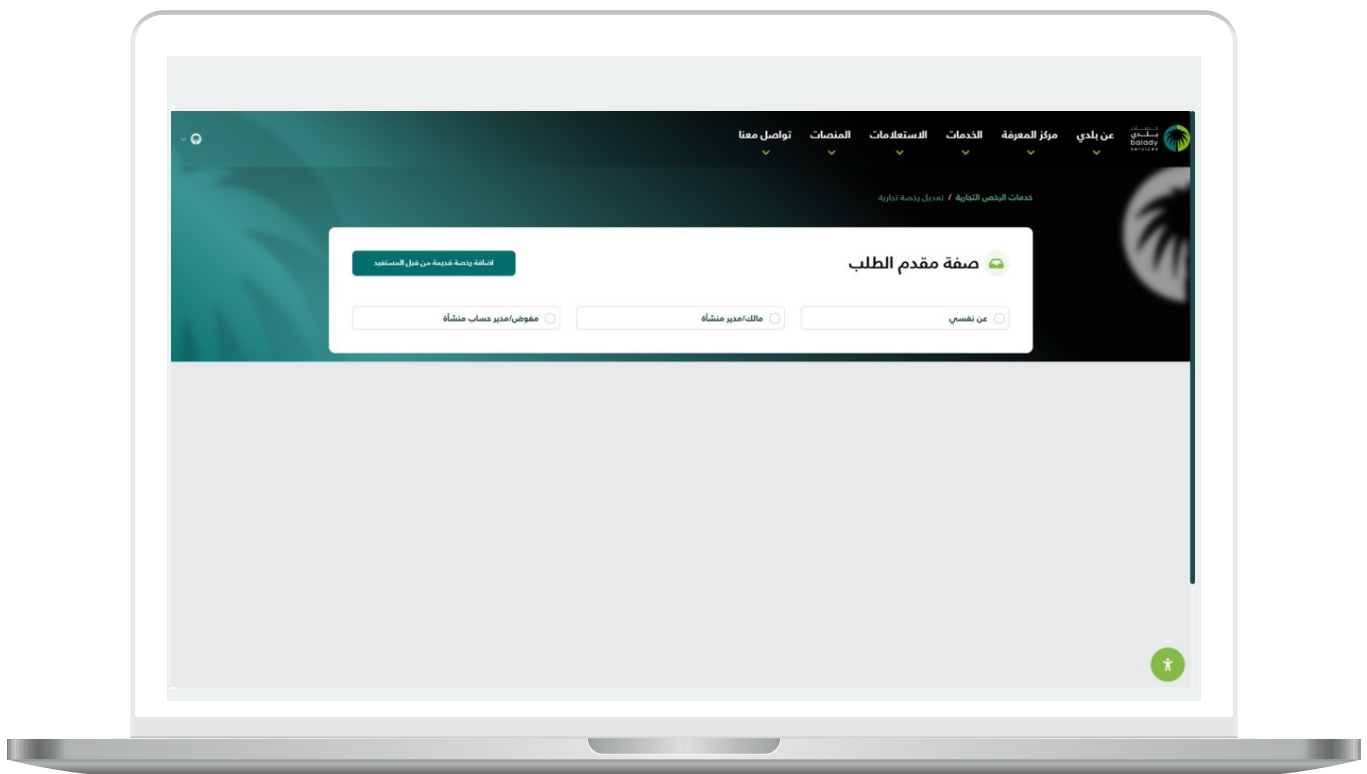
2) Search for the **(Modify Commercial Activity License)** service and click **(Details)**.





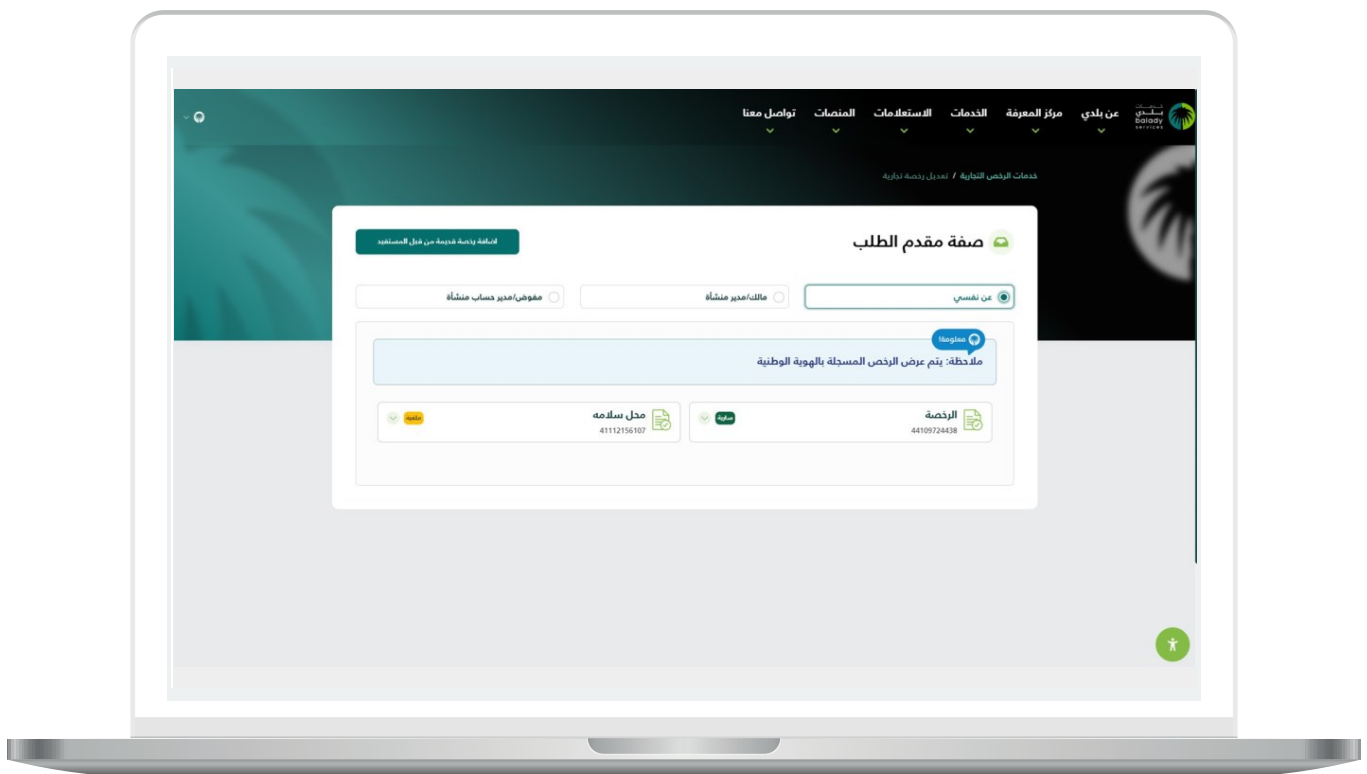
4) The user selects the role from the following options: **(For Myself, Owner/Manager of an Establishment, Authorized Representative/ Account Manager of an Establishment)**.

The user can also add an old license by clicking **(Add Old License by Beneficiary)** and completing the process.

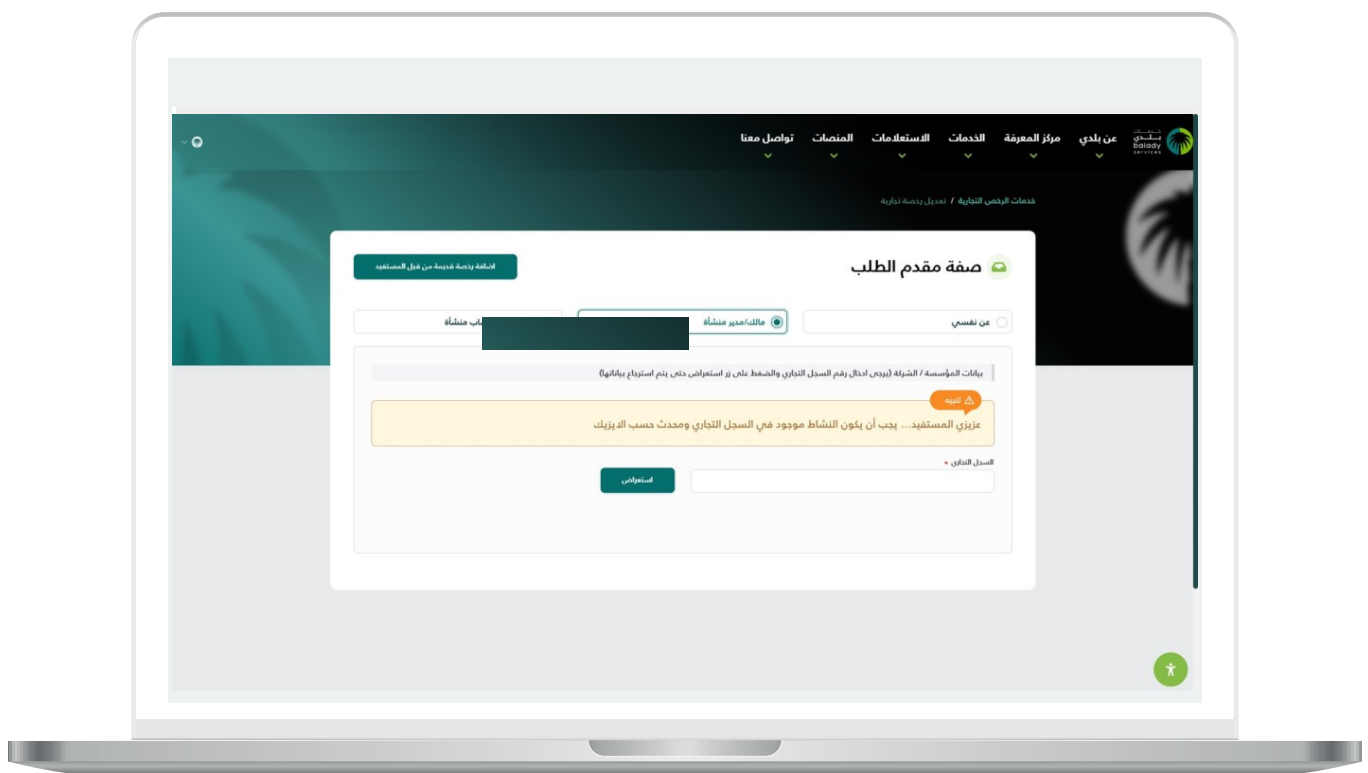




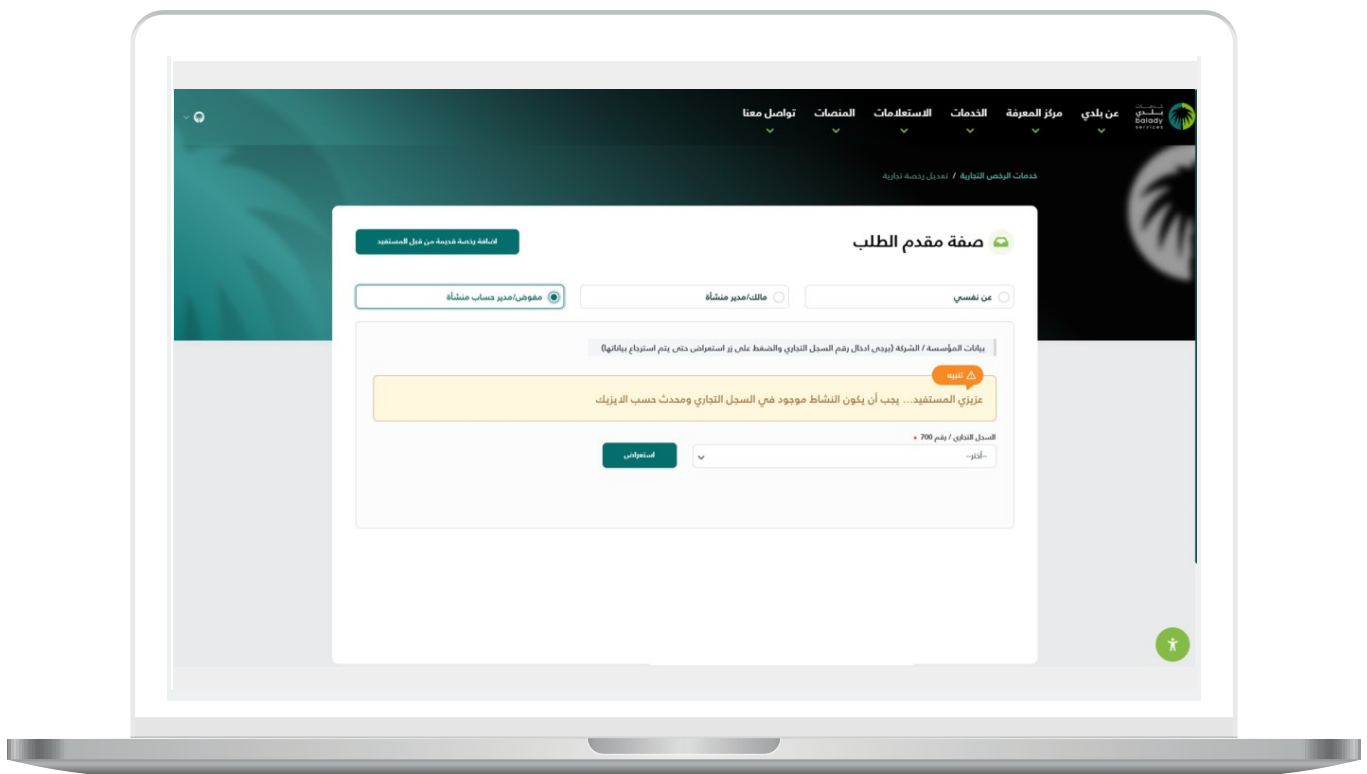
5) If the user selects (**For Myself**), the system displays the licenses registered under the National ID.



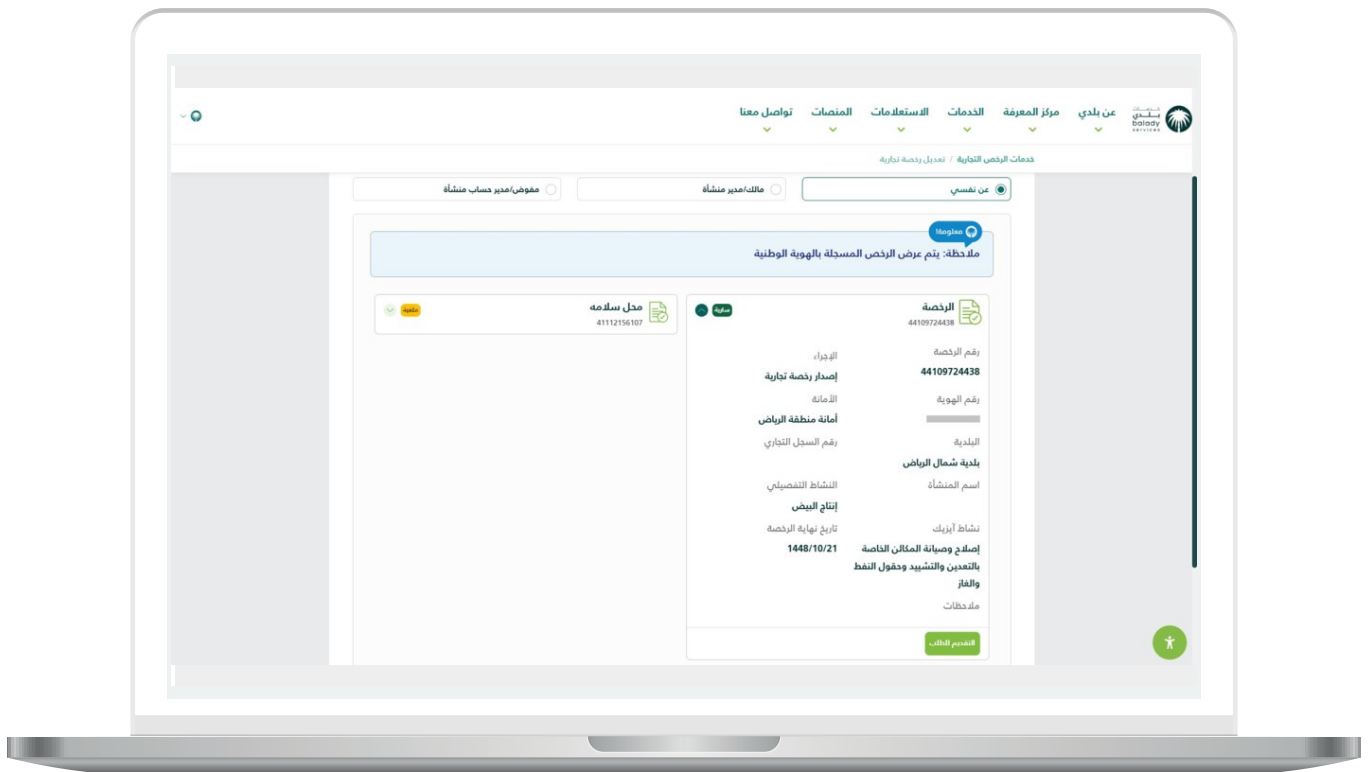
6) If the user selects **(Owner/Manager of an Establishment)**, the system prompts for the Commercial Register Number. The user then enters the number and clicks **(Browse)**.



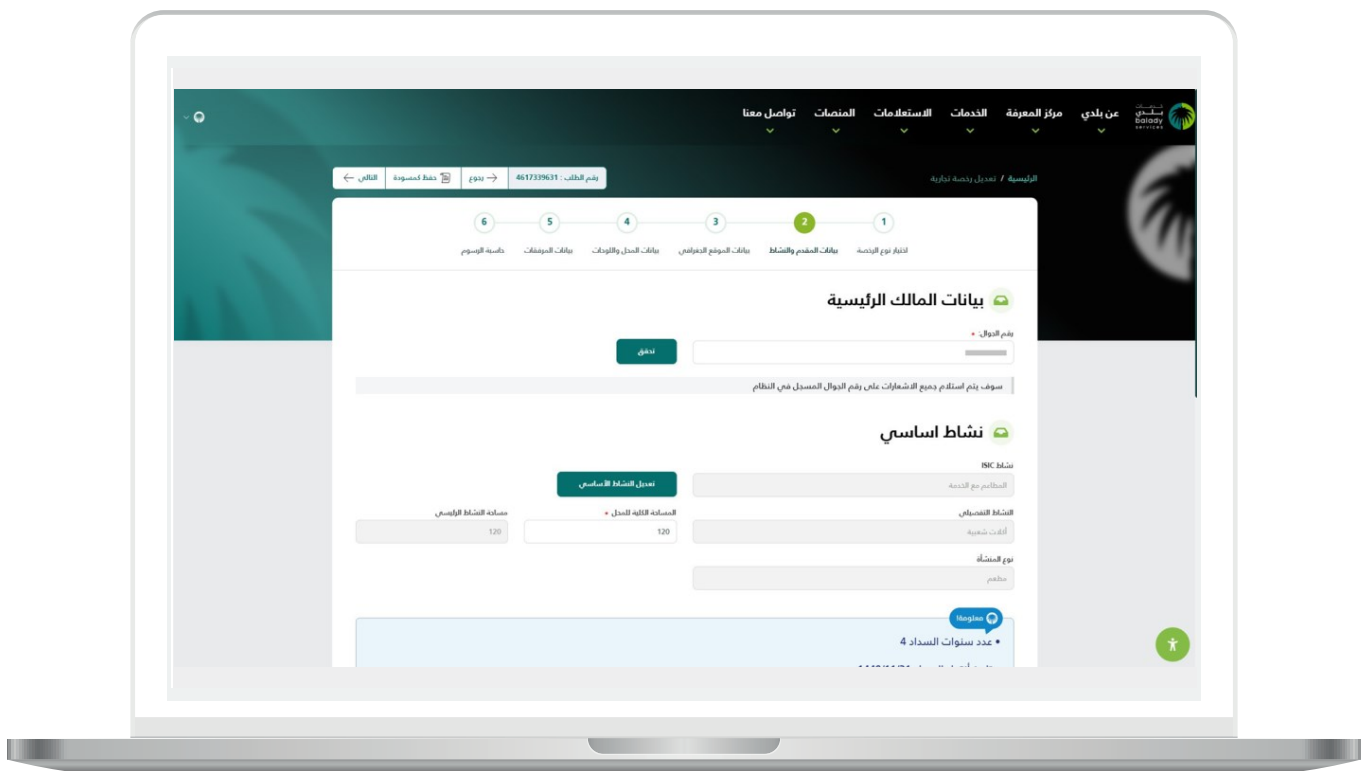
7) If the user selects **(Authorized Representative/Account Manager of an Establishment)**, a dropdown menu appears with **(Commercial Register/Number 700)**. The user selects an option and clicks **(Browse)**.



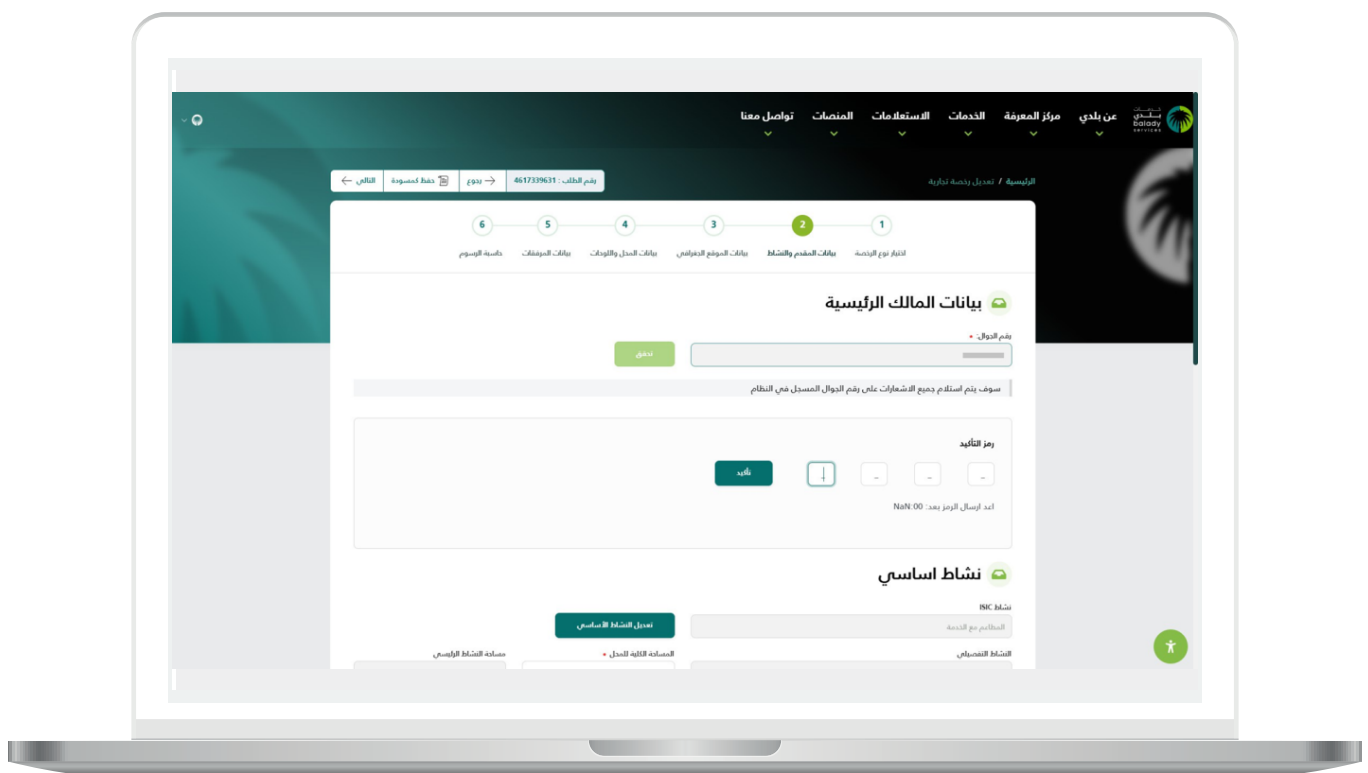
8) In this example, the user selects **(For Myself)**. After choosing the license to be modified, the system displays its details. The user clicks **(Submit Request)** to begin the modification process.



9) The next step (**User and Business Activity Details**) requires verifying the user's mobile number. The user enters the (**Mobile Number**) and clicks (**Verify**).



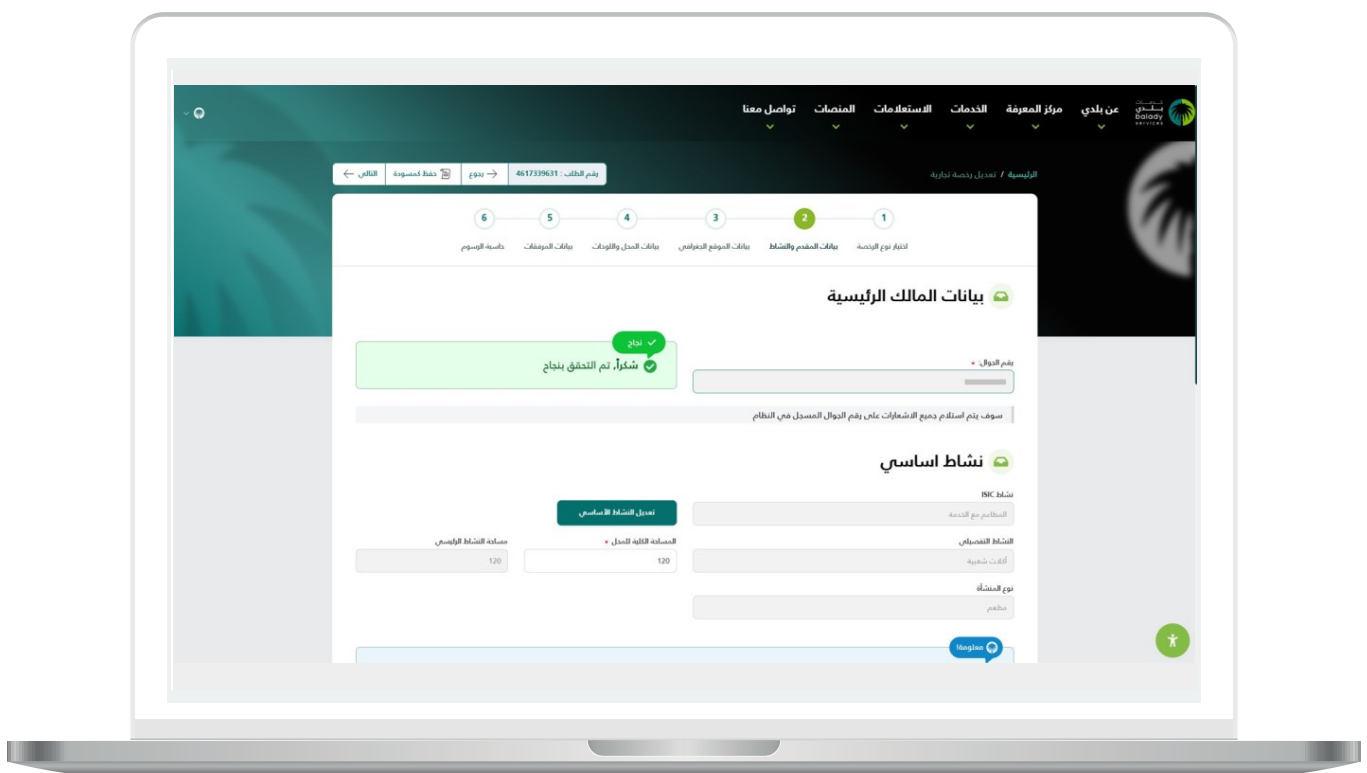
10) A confirmation code is sent via SMS. The user enters the (Verification Code) and clicks (Confirm).



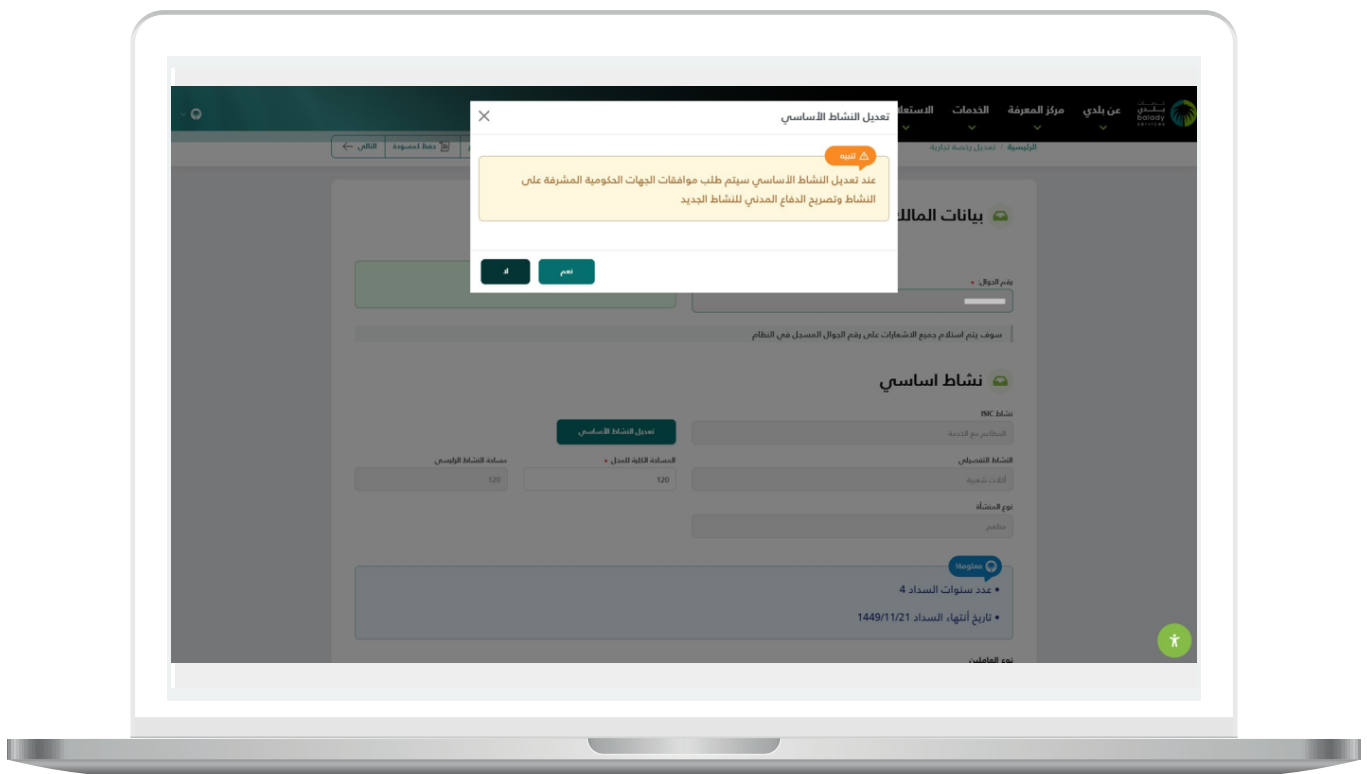
11) A message appears stating (Thank you, verification was successful) as shown below.

The system verifies that the business activity associated with the license is listed under the commercial registration of the beneficiary. If the activity is not included, the following message is displayed:

"Dear Beneficiary, Unfortunately, you cannot modify your license because the activities on the license are not listed in the commercial registration. Please add the activities to the commercial registration through the Ministry of Commerce services and then submit the modification request again."



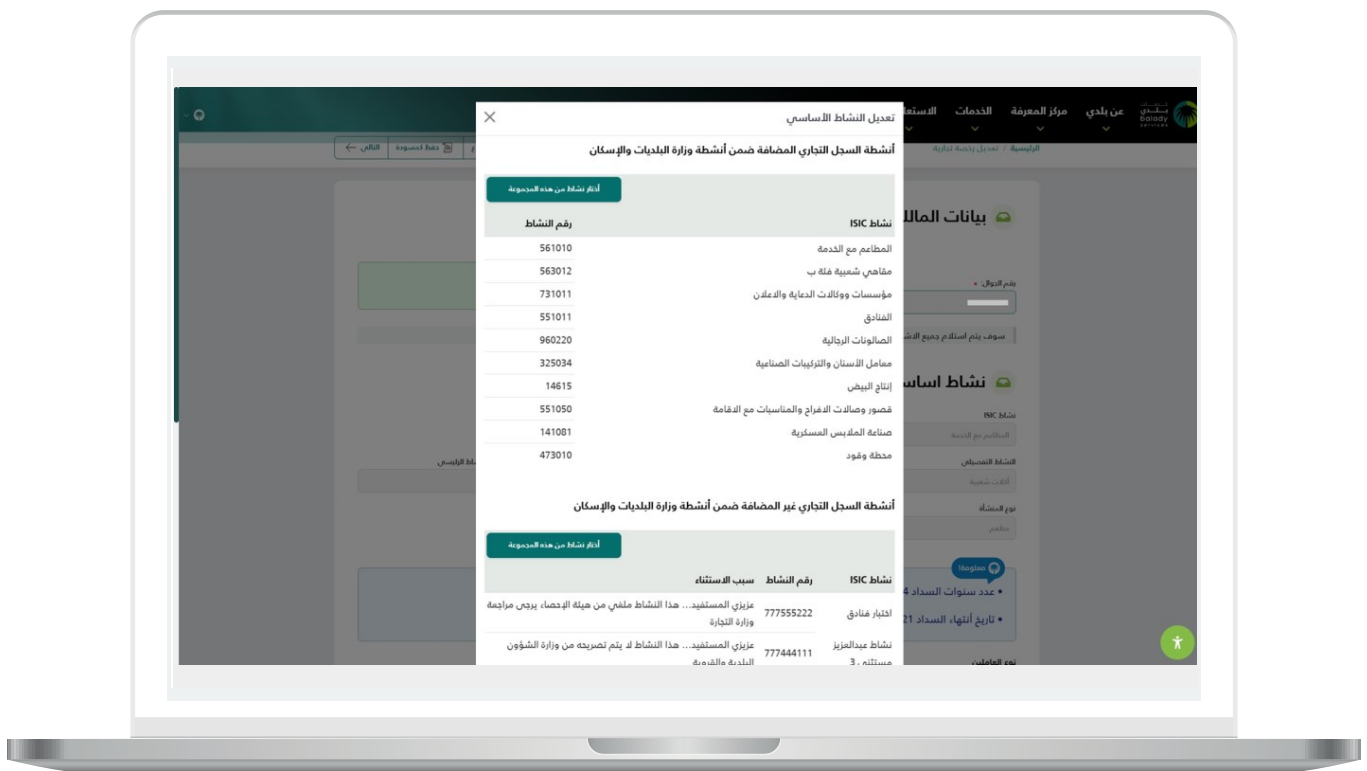
12) In the **(Primary Activity)** section, the user can modify the **(Total Store Area)** field. If the user clicks **(Modify Primary Activity)**, an alert appears. The user reads the message and clicks **(Yes)** to proceed with modifying the primary activity.



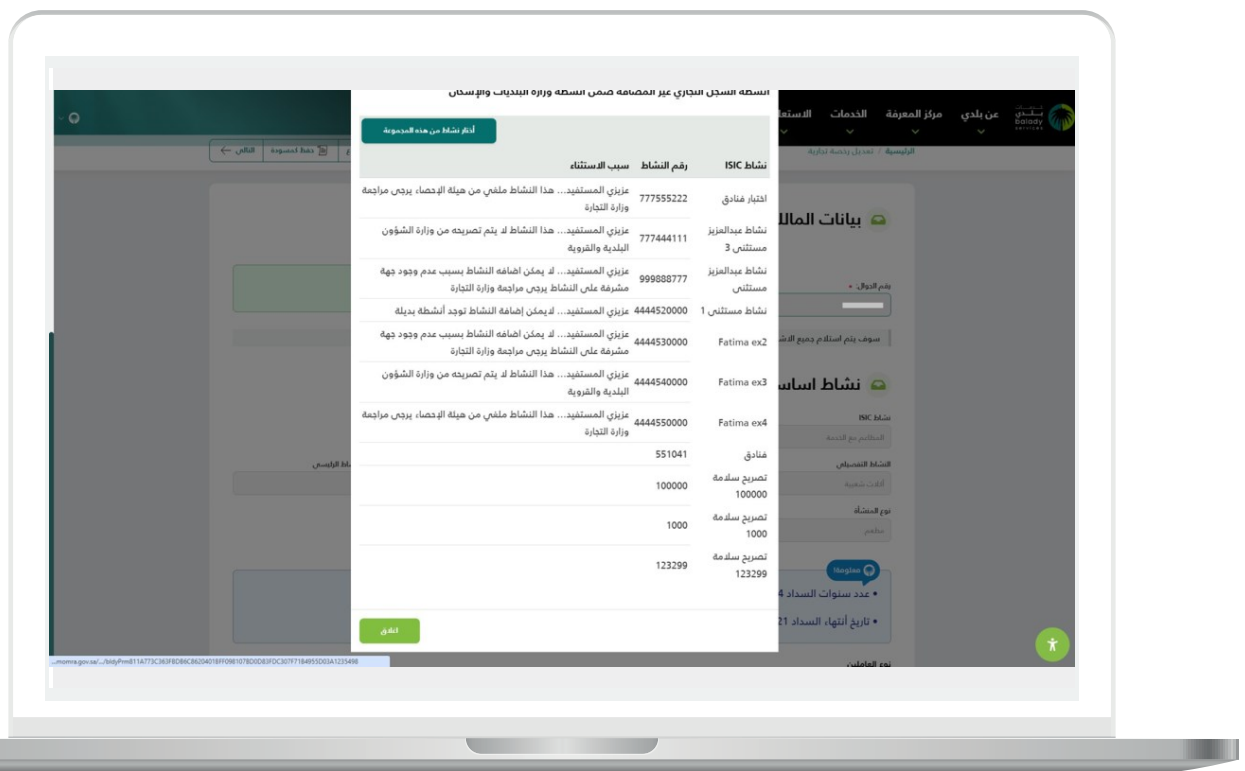


13) After clicking (Yes), the system displays the commercial registration activities listed under the Ministry of Municipalities and Housing. The user reviews the activities and clicks (Choose Activity from This Group).

Additionally, the system displays commercial registration activities that are not listed under the Ministry of Municipalities and Housing. The user can review these activities and click (Choose Activity from This Group).



14) At the bottom, the user can click **(Close)** to cancel modifying the primary activity.



15) If the user clicks **(Choose Activity from This Group)**, they can select values from the dropdown menus **(ISIC Activity, Detailed Activity)** and must enter a value for the **(Reason for Modification)** field.

تعديل رخصة تجارية / تعديل رخصة تجارية

1 2 3 4 5 6

نشاط أساسي

نوع النشاط: مطعم

مستوى النشاط الأساسي: 120

نشاط أساسي: 120

عند تعديل النشاط الأساسي سيتم طلب موافقات الجهات الحكومية المشرفة على النشاط وتصريح الدفاع المدني للنشاط الجديد

نشاط أساسي: - اختر -

نشاط مفصّل: - اختر -

سبب تعديل النشاط: -

عدد سنوات السداد 4

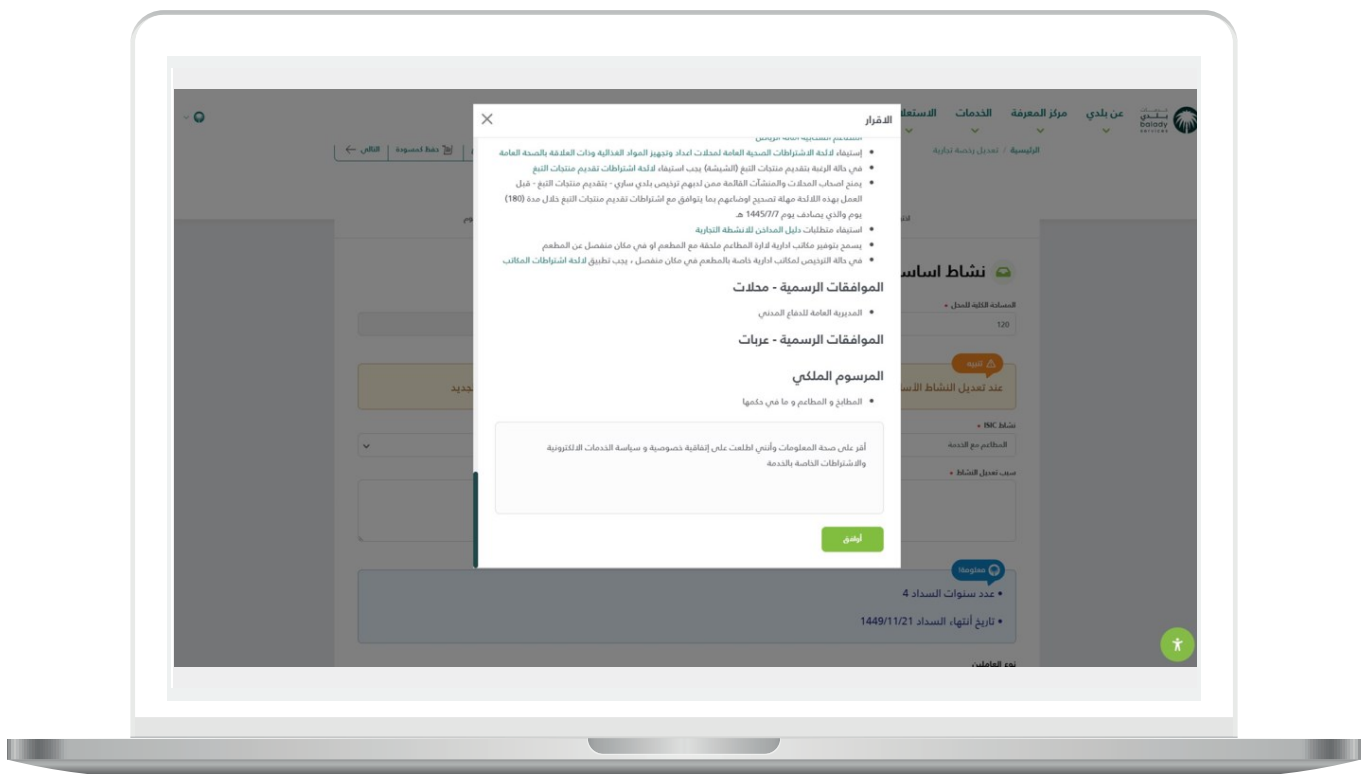
تاريخ انتهاء السداد 1449/11/21

تكمّل

16) After selecting a value from the **(Detailed Activity)** dropdown, an acknowledgment appears.



17) The user clicks (I Agree) at the bottom.



18) The selected values appear in the dropdown menus.

عن بلدي

مركز المعرفة

الخدمات

الاستعلامات

المنصات

تواصل معنا

الرئيسية / تعديل صفحة توثيقية

باسم الطالب : 4617239631 > زرود < > حالة المسودة < التالي >

1

2

3

4

5

6

التقرير نوع الخدمة

بيانات المقيم والشغل

بيانات الدخول والتوحيات

بيانات الموقوفات

كيفية التقييم

نشاط INSC •

المطابق مع الخدمة

نشاط التمهيني •

أحدث شعبية

سبب تعديل النشاط •

لم يتم كتابة سبب تعديل النشاط هنا

متوسطة

• عدد سنوات السداد 4

• تاريخ انتهاء السداد 1449/11/21

نوع المعاملين

رجال

نساء

رجال ونساء

نشاط اضافي

نشاط INSC

النشاط التمهيني

مساهمة النشاط الإضافي من إحصائيات المساهمة

الأزور -

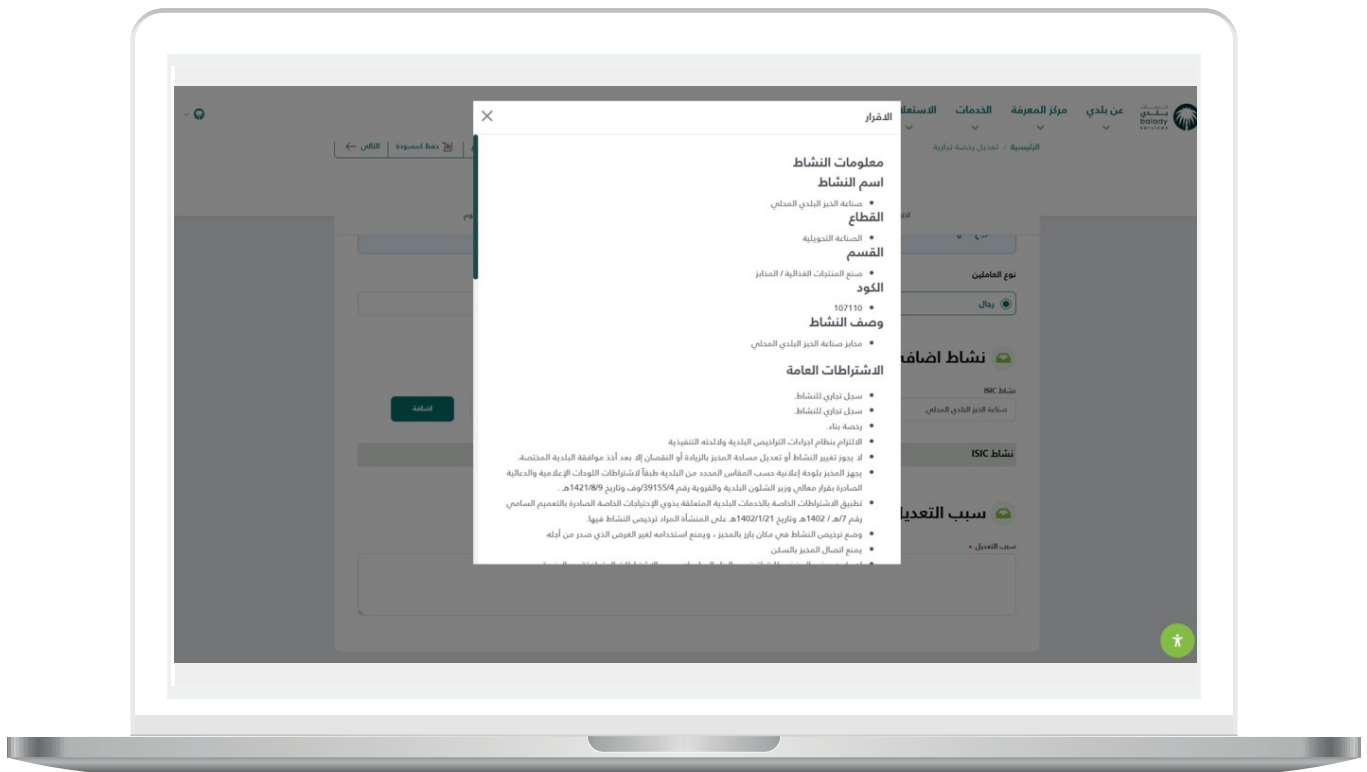
الأزور -

إضافة

19) The user selects the type of workers from the options (**Men, Women, Men & Women**). Additionally, an extra activity can be added under (**Additional Activity**) by selecting values from the (**ISIC Activity, Detailed Activity**) dropdowns, entering the (**Additional Activity Area from Total Area**) field, and clicking (**Add**).

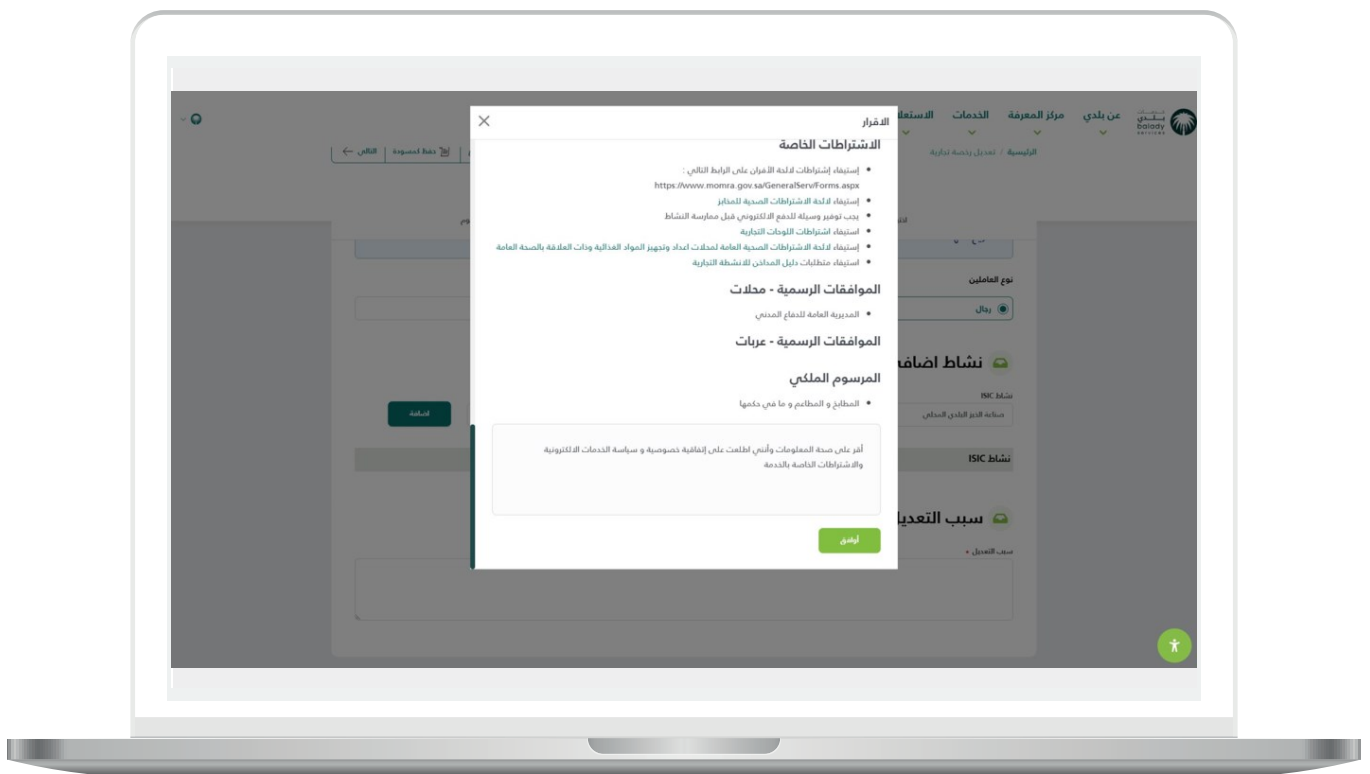
The screenshot displays the 'Additional Activity' section of the Commercial License Modification Service interface. The interface is in Arabic and includes a navigation bar at the top with links for 'عن بلدي' (About My City), 'مركز المعرفة' (Knowledge Center), 'الخدمات' (Services), 'الاستعلامات' (Inquiries), 'المنصات' (Platforms), and 'تواصل معنا' (Contact Us). Below the navigation bar, there is a search bar and a progress indicator with six steps. The current step is 'نوع العاملين' (Type of Workers), which is highlighted in green. The 'نوع العاملين' section has three radio buttons: 'رجال' (Men), 'نساء' (Women), and 'رجال ونساء' (Men and Women). Below this, there is a section for 'نشاط اضافي' (Additional Activity) with a green plus icon. This section includes a dropdown for 'نشاط ISIC' (ISIC Activity), a dropdown for 'نشاط تفصيلي' (Detailed Activity), and a text field for 'مساحة النشاط الإضافي من إجمالي المساحة' (Additional activity area from total area). There is a green 'إضافة' (Add) button. Below this, there is a table with three columns: 'نشاط ISIC', 'النشاط التفصيلي', and 'مساحة النشاط'. At the bottom, there is a section for 'سبب التعديل' (Reason for Modification) with a green plus icon and a text field for 'سبب التعديل' (Reason for Modification).

20) After selecting a value from the **(Detailed Activity)** dropdown, an acknowledgment appears.





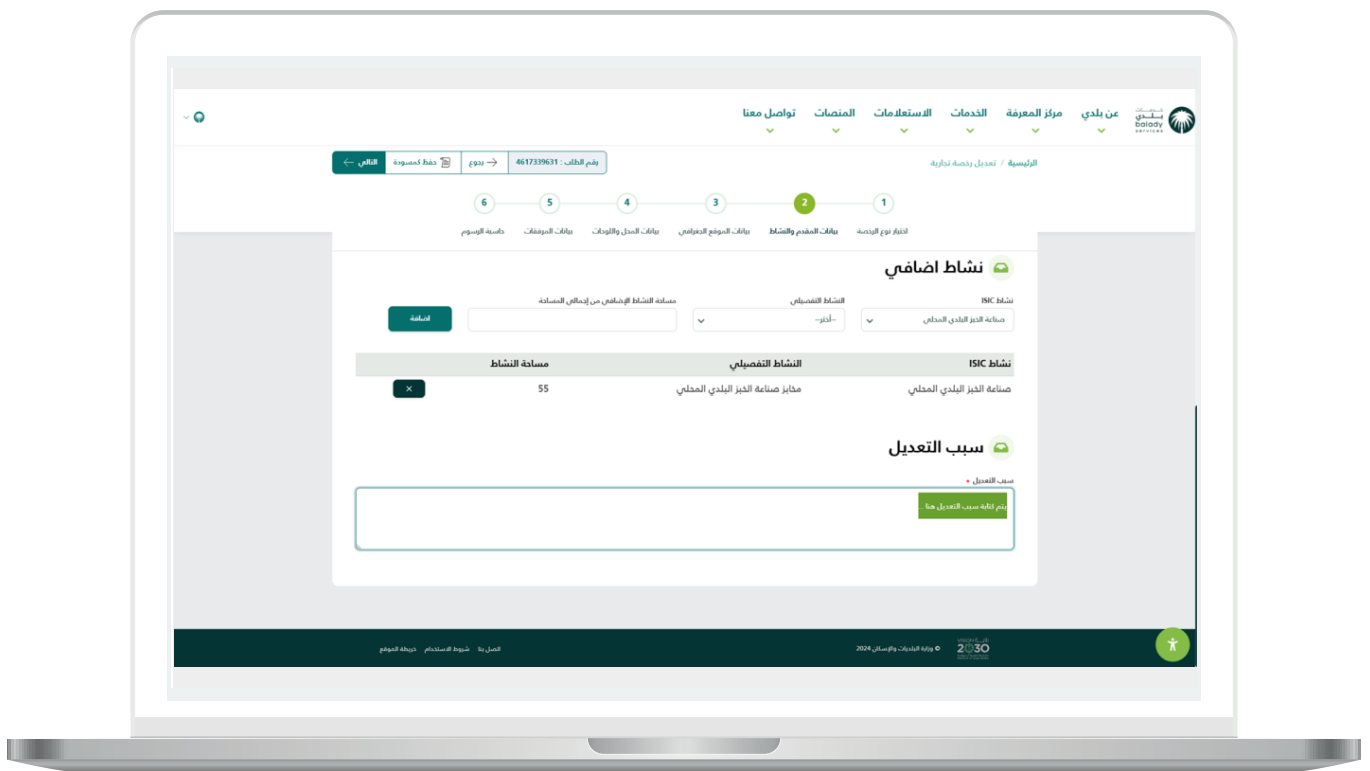
21) The user clicks (I Agree) at the bottom.



22) The following figure shows that the user has entered a value in the (Additional Activity Area from Total Area) field, then clicks (Add).

The screenshot displays the 'Additional Activity' section of the Commercial License Modification Service interface. The interface is in Arabic and shows a progress bar with six steps. The second step, 'Additional Activity', is currently active. The form includes a dropdown for 'Type of Activity' (نوع النشاط) with options 'Retail' (تجزئة), 'Wholesale' (تجارة بالجملة), and 'Other' (أخرى). Below this, there is a section for 'Additional Activity' (نشاط إضافي) with a table for 'Additional Activity Area from Total Area' (مساحة النشاط الإضافي من إجمالي المساحة). The table has columns for 'Activity Code' (رمز النشاط), 'Activity Name' (اسم النشاط), and 'Area' (مساحة). A value of 222 is entered in the 'Area' column. Below the table, there is a section for 'Reason for Modification' (سبب التعديل) with a dropdown menu.

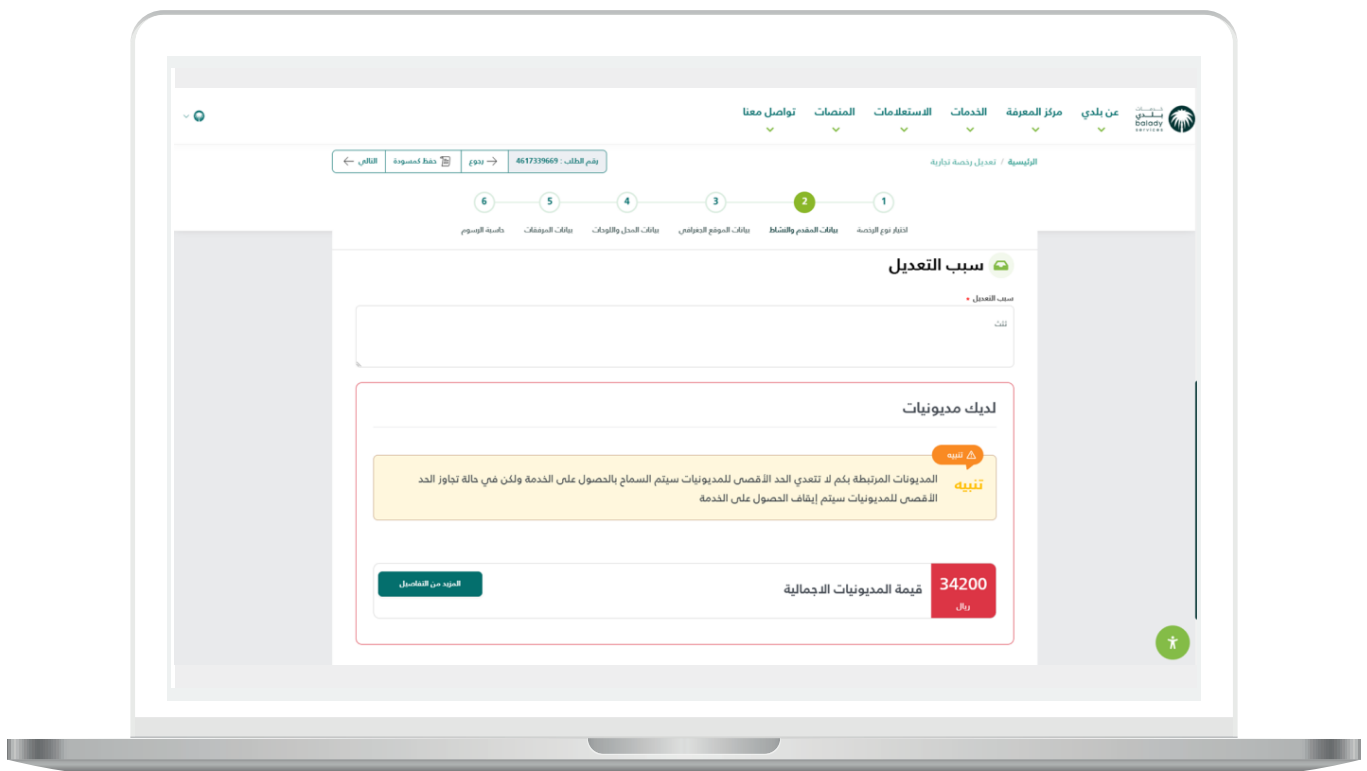
23) The added activity appears in the table, and the user can add more than one activity.



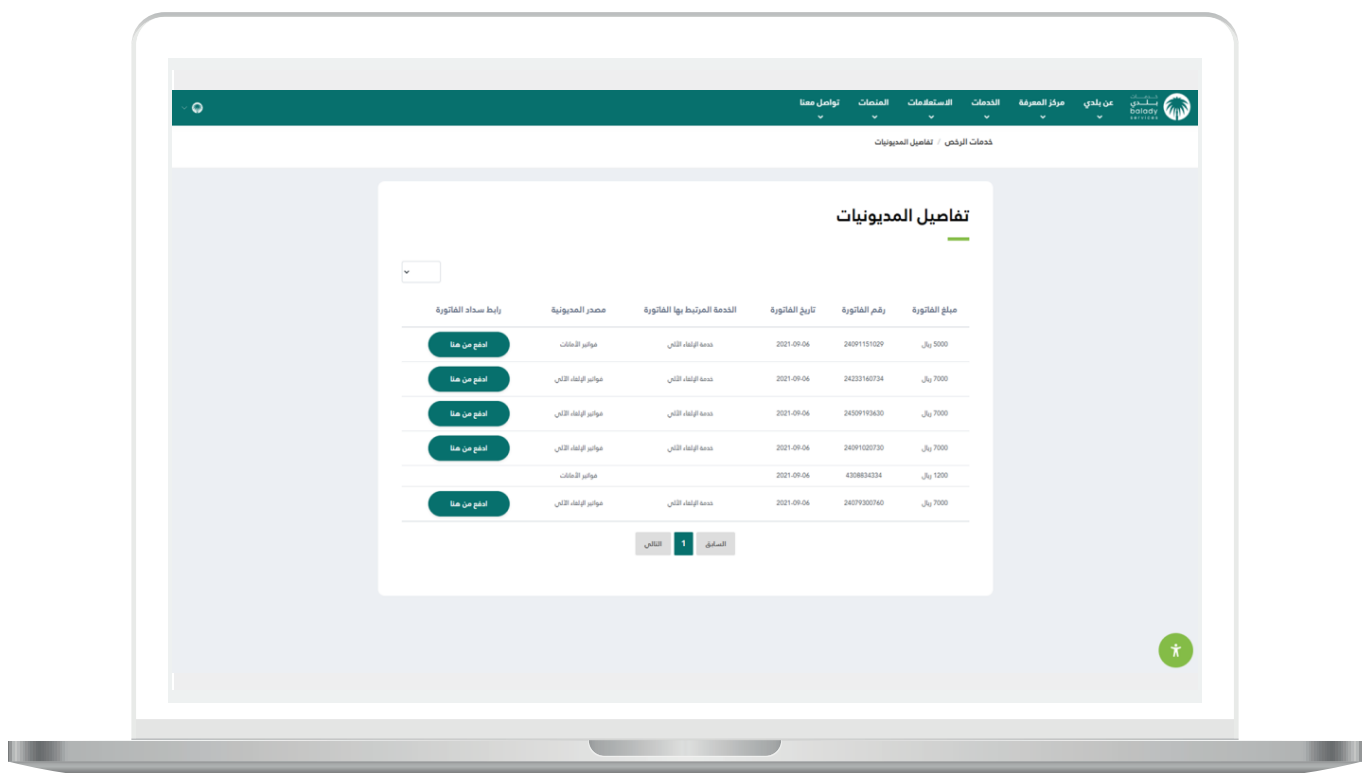
24) If the license owner has outstanding debts, the system displays a new section labeled **(You Have Debts)** as shown below, indicating the **(Total Debt Amount)**.

Note: If the debts exceed the maximum allowable limit, the service request will be halted. However, if the outstanding debts do not exceed the maximum limit, the user will be allowed to proceed with the service.

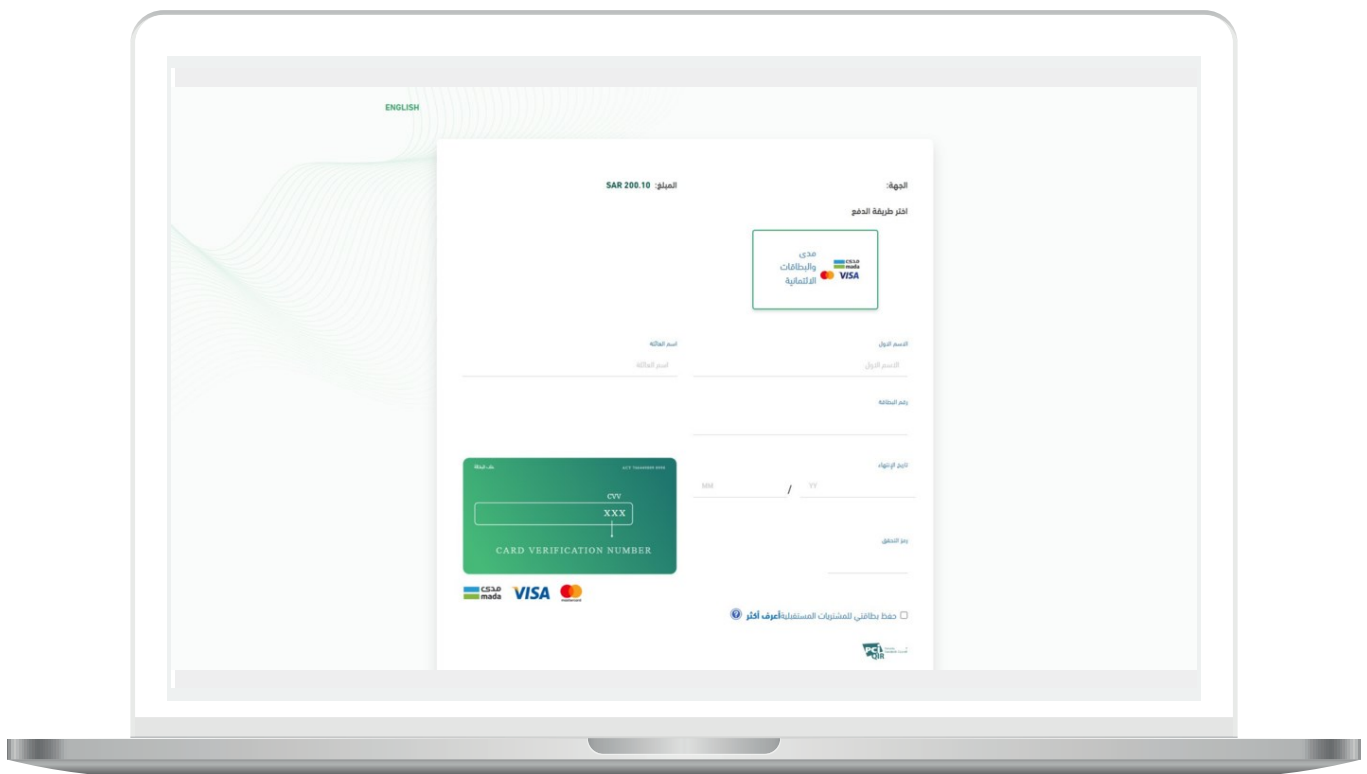
The user can view debt details by clicking **(More Details)**.



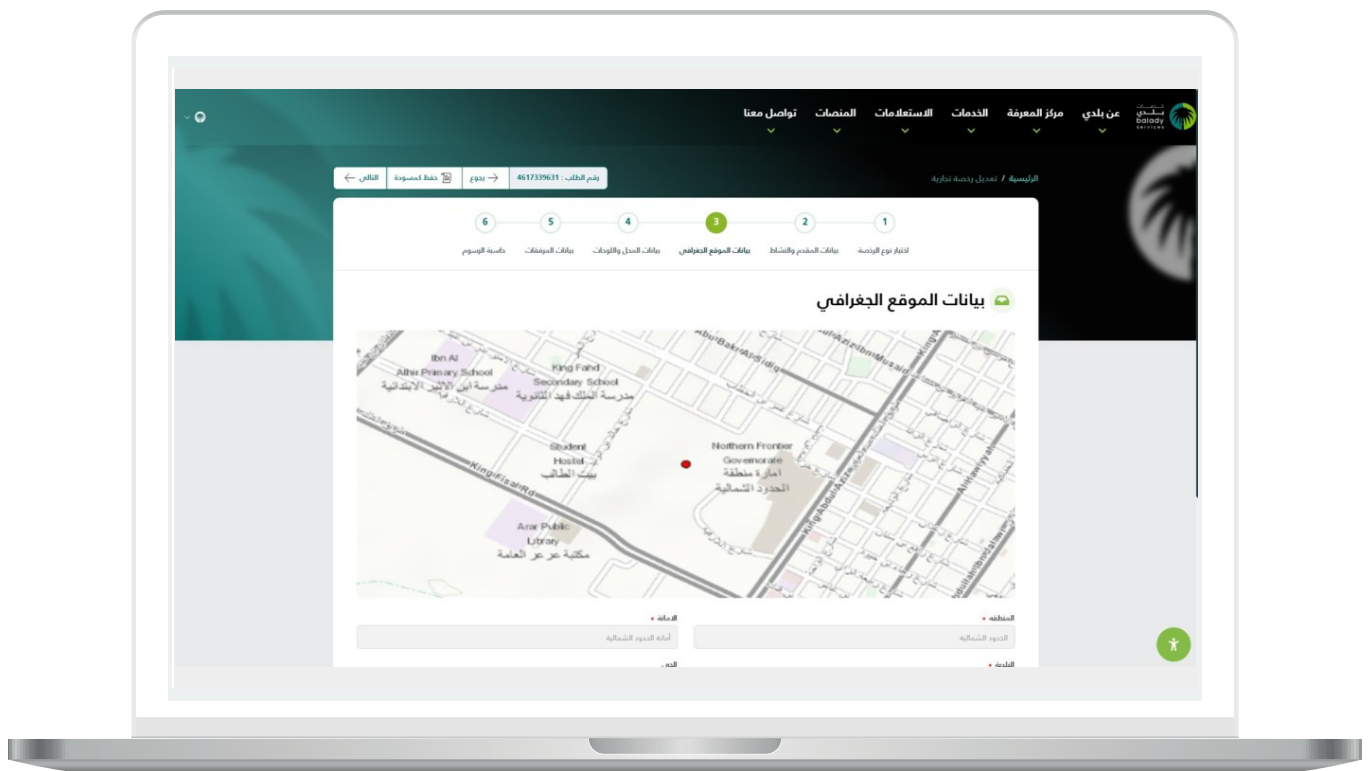
25) After clicking **(More Details)**, the **(Debt Details)** screen appears, as shown below. The user can pay any invoice by clicking **(Pay Here)**.



26) After clicking (**Pay Here**), the user is redirected to the payment screen, where they enter their credit card details and complete the payment process.

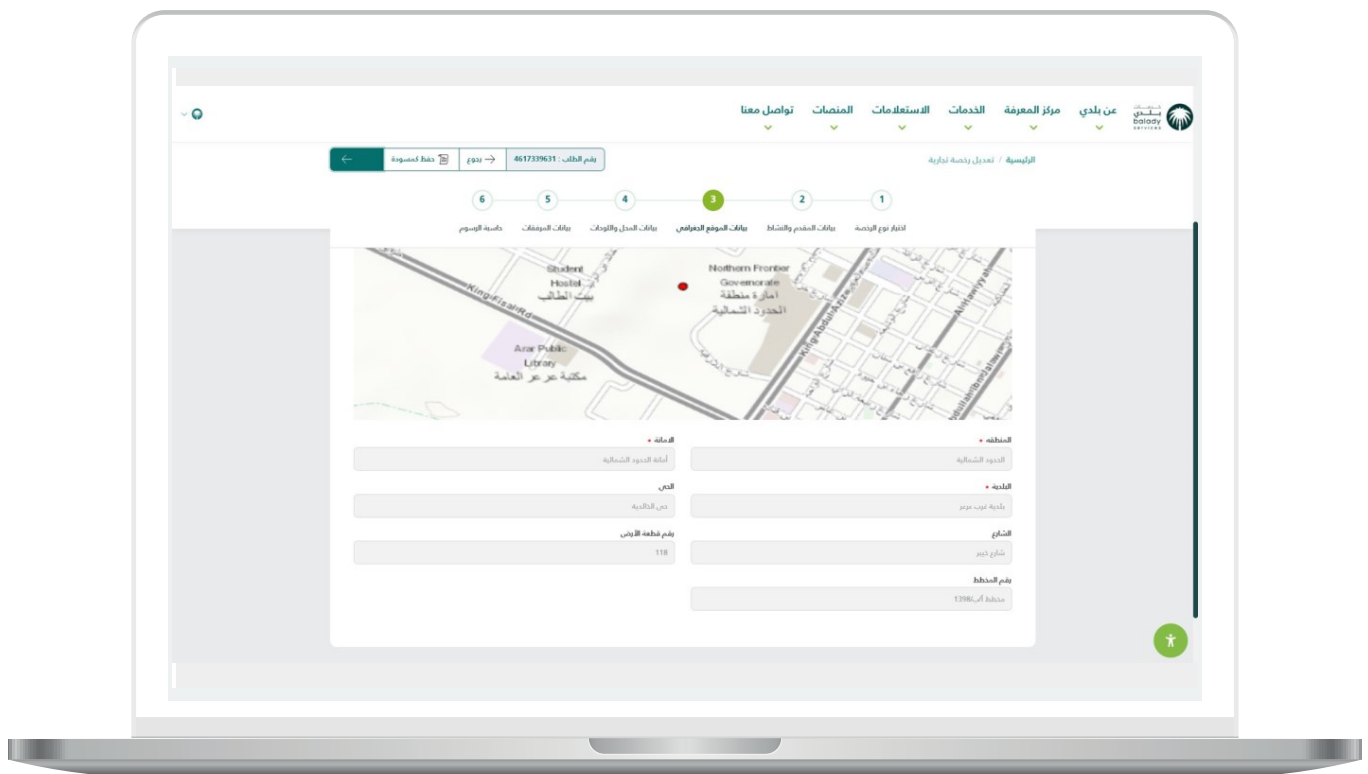


27) The following screen represents the **(Geographic Location Data)** stage, where the system displays the geographic data on the map and in the fields below.



28) At the bottom of this page, if the fields (**Plan Number**, **Plot Number**) contain the value (-1) or (**No Value**), the user is allowed to modify them, and entry becomes mandatory.

After completing the required information, the user clicks (**Next**) to proceed to the next stage. The user can also save the request as a draft by clicking (**Save as Draft**) or return to the previous step by clicking (**Back**).





29) The **(Store and Signage Data)** stage appears, where the user fills in the required fields and agrees to the acknowledgment.

30) As shown below, if the user selects (Yes) for the question (Do you have a registered trademark?), the system displays the message (Registered Trademark).

The user can modify the following fields: (Store Name, Store Number, Property Number, Number of Openings) and answer the questions (Is the store located inside a gas station? Is the store located in a shopping center?).

Additionally, users can enter or modify the store name in Arabic or English.

The screenshot shows the 'بيانات المحل' (Store Data) form in the Commercial License Modification Service. The form is displayed on a laptop screen. The interface includes a top navigation bar with links like 'عن بلدي', 'مركز المعرفة', 'الخدمات', 'الاستعلامات', 'المنصات', and 'تواصل معنا'. Below the navigation bar is a progress indicator with 6 steps, where step 4 is currently active. The form itself is titled 'بيانات المحل' and contains several input fields and checkboxes. The first section asks 'هل يوجد لديك علامة تجارية؟' (Do you have a trademark?) with a 'نعم' (Yes) button selected. The second section asks 'هل المحل داخل محطة وقود؟' (Is the store inside a gas station?) with a 'نعم' (Yes) button selected. Below these are fields for 'اسم المحل' (Store Name) in Arabic and English, 'رقم المحل' (Store Number), and 'عدد الفتحات' (Number of openings). A blue button labeled 'معلومات' (Information) is visible. At the bottom, there is a checkbox for 'أتعهد أنا / (عبدالله شافي)' (I guarantee / (Abdullah Shafi)) and a note about the system's role in monitoring and enforcing license conditions.

31) If the user selects (Yes) for the question (Is the store located in a shopping center?), a new dropdown menu (Shopping Center) appears, allowing the user to select a value and enter the (Floor) field.

The screenshot displays the 'تسجيل محل تجاري' (Register Commercial Location) form. The form is divided into several sections with a progress indicator at the top showing steps 1 through 6. The current step is 4, 'بيانات المحل والتجهيزات' (Store Data and Equipment).

Fields visible in the form include:

- اسم المحل:** (Store Name) - Text input field.
- الشركة المالكة:** (Owner Company) - Text input field.
- رقم المحل:** (Store Number) - Text input field, value: 2254.
- عدد الفئات:** (Number of Categories) - Text input field, value: 2.
- علامة تجارية مسجلة:** (Registered Trademark) - Text input field, value: 222.
- هل يقع المحل في مركز تجاري؟** (Is the store located in a shopping center?) - Radio button, value: نعم (Yes).
- المركز التجاري:** (Shopping Center) - Dropdown menu, value: القنطرة.
- الطابق:** (Floor) - Text input field.

At the bottom right, there is a green circular button with a person icon, likely for user profile management.

32) If the user selects (Yes) for the question (Are you contracted with a municipality-approved cleaning company for waste collection and transportation?), the system displays the electronic cleaning contract details that must match the license data.

الرئيسية / تعديل رخصة تجارية

تعديل رخصة تجارية

4617239661 رقم الهاتف : 4617239661

← الخرج : حفظ التغييرات : التالي →

1 اختيار نوع الرخصة 2 بيانات المحل والتجهيزات 3 بيانات الموقع الإلكتروني 4 بيانات المحل والتجهيزات 5 بيانات الترخيصات 6 كراسة اليوم

هل يقع المحل في مركز تجاري؟

نعم ☐ لا ☒

هل أنت متعاقد مع إحدى شركات النظافة المؤهلة من الأمانة وذلك لجمع ونقل النفايات؟

نعم ☒ لا ☐

عزيري المستخدم... نود التنبيه بان التعاقد مع شركة نظافة ووجود عقد نظافة هو اختياري للنشاط المطاعم مع الخدمة داخل نطاق بلدية اسم الأمانة.

عند إبرام عقد النظافة الإلكتروني يجب مطابقة بيانات العقد التالية مع بيانات الرخصة:

- نطاق البلدية الفرعية
- رقم السجل التجاري
- النشاط التجاري
- مساحة المحل
- نوع الترخيص

وفي حال عدم مطابقة البيانات يرجى تعديل بيانات الرخصة أو تعديل بيانات عقد النظافة ليظهر عقد النظافة الإلكتروني في منصة بلدي

33) If the user selects (Yes) for the question (Do you have a valid safety permit?), the (Safety Permit Number) field appears, where the user enters the number and clicks (Verify).

The screenshot displays the 'Do you have a valid safety permit?' step in the license modification process. The interface includes a header with navigation links (Home, About, Services, etc.) and a progress bar indicating the current step. The form contains the following elements:

- Question:** هل يقع المحل في مركز تجاري؟ (Is the location in a commercial center?)
- Answer Options:** نعم (Yes) and لا (No).
- Next Question:** هل أنت متعاقد مع إحدى شركات النظافة المؤهلة من الأمانة وذلك لجمع ونقل النفايات؟ (Are you contracted with one of the qualified waste management companies from the Municipality for collection and disposal of waste?)
- Answer Options:** نعم (Yes) and لا (No).
- Notification:** عززي المستفيد... نود التنبيه بان التعاقد مع شركة نظافة ووجود عقد نظافة هو اختياري للنشاط المطاعم مع الخدمة داخل نطاق بلدية اسم الأمانة. (Beneficiary... We want to warn you that contracting with a cleaning company and having a cleaning contract is optional for restaurant activities with the service within the Municipality's jurisdiction.)
- Next Question:** هل لديك تصريح سلامة ساري؟ (Do you have a valid safety permit?)
- Answer Options:** نعم (Yes) and لا (No).
- Field:** رقم الترخيص من سلامة (Safety Permit Number)
- Button:** Verify

34) If the user selects (No), an alert message appears: "Due to the license not being previously linked to a safety permit, the request will be sent to the Civil Defense platform for approval if a valid safety permit is not available."

The screenshot displays the Civil Defense platform interface for license modification. The top navigation bar includes links for 'الرئيسية' (Home), 'تسجيل رخصة تجارية' (Register Commercial License), 'عن بلدي' (About My City), 'مركز المعرفة' (Knowledge Center), 'الخدمات' (Services), 'الاستعلامات' (Inquiries), 'المنصات' (Platforms), and 'تواصل معنا' (Contact Us). The main content area shows a progress bar with 6 steps, with step 4 (linking the license to a safety permit) currently active. Below the progress bar, there is a form with a 'Yes/No' selection for linking the license to a safety permit. A confirmation message states: 'نود التنبيه بان التعاقد مع شركة نظافة ووجود عقد نظافة هو اختياري للنشاط المطاعم مع الخدمة داخل نطاق بلدية اسم الأمانة. عزيزي المستخدم...'. At the bottom, there is a section for 'اثبات موقع المحل' (Proof of Location) and a 'ماهي صفة مقدم الطلب؟' (What is the applicant's position?) field.

35) The store location is verified by selecting the user's role as (**Owner, Tenant**). If (**Owner**) is selected, the user is given the following options: (**Attach Ownership Contract**) or (**Use Electronic Title Deed Contract Number**).

If (**Attach Ownership Contract**) is selected, the user must fill in the (**Ownership Contract Number, Ownership Contract Date**) fields.

The screenshot displays a web application interface on a laptop. At the top, there's a navigation bar with links: 'عن بلدي' (About My City), 'مركز المعرفة' (Knowledge Center), 'الخدمات' (Services), 'الاستعلامات' (Inquiries), 'المنصات' (Platforms), and 'تواصل معنا' (Contact Us). Below this is a header with the user's role 'رئيس الطلب: 4617339633' and a 'دعوة' (Call) button. A progress bar indicates the current step is 4, 'إثبات موقع المحل' (Proof of Location), out of 6 steps. The main form area is titled 'إثبات موقع المحل' and contains several input fields and checkboxes. The first section asks 'ماهي صفة مقدم الطلب؟' (What is the applicant's status?) with options 'مستأجر' (Tenant) and 'مالك' (Owner). The second section asks 'أرفاق عقد التملك؟' (Attach Ownership Contract?) with options 'استخدام رقم عقد التملك الإلكتروني' (Use Electronic Title Deed Contract Number) and 'إرفاق عقد التملك' (Attach Ownership Contract). The third section contains two input fields: 'تاريخ عقد التملك' (Ownership Contract Date) with the value '1445/07/01' and 'رقم عقد التملك' (Ownership Contract Number) with the value '8502610'. Below this, there's a section titled 'بيانات اللوحات' (Panel Data) with options 'إضافة عقد لودني' (Add Lodi Contract) and 'إضافة بيانات اللوحات' (Add Panel Data). A green circular icon with a person symbol is located at the bottom right of the form area.

36) If (Use Electronic Title Deed Contract Number) is selected, the following options appear: (Title Deed issued under the Commercial Registration Number, Title Deed issued under the 700 Number in the Commercial Registration, Title Deed issued under the Owner's ID).

The user then enters the (Title Deed Contract Number) and clicks (Verify).

The screenshot displays the E-Registry system interface on a laptop screen. The interface is in Arabic and shows a multi-step process for verifying a title deed contract number. The steps are numbered 1 through 6, with step 4 (Verify) currently active and highlighted in green. The steps are: 1. Enter the title deed contract number, 2. Verify the title deed contract number, 3. Verify the title deed contract number, 4. Verify the title deed contract number, 5. Verify the title deed contract number, and 6. Verify the title deed contract number. The interface includes a header with the E-Registry logo and navigation links. A progress bar at the top shows the current step. The main content area is titled 'اثبات موقع المحل' (Verify Location) and contains a form with several input fields and radio buttons. The form includes fields for 'ماهي صفة مقدم الطلب؟' (What is the applicant's status?), 'مالك' (Owner), 'مستأجر' (Tenant), 'أرفاق عقد التملك' (Joint ownership deed), 'استخدام رقم عقد الصك الإلكتروني' (Use electronic deed number), 'الصك صادر برقم السجل التجاري' (Deed issued by commercial registration number), 'الصك صادر برقم 700 في السجل التجاري' (Deed issued by 700 number in commercial registration), and 'الصك صادر برقم السجل التجاري' (Deed issued by commercial registration number). There is a 'تحقق' (Verify) button at the bottom right of the form. The interface also shows a sidebar with a search icon and a user profile icon.



37) If (Tenant) is selected, the user is presented with the options (Lease Contract, Investment Contract).

If (Lease Contract) is selected, the user is given the following choices: (Attach Lease Contract, Use Electronic Lease Contract Number).

If (Attach Lease Contract) is selected, the user fills in the (Lease Contract Number, Lease Expiry Date) fields.

The screenshot displays a web application interface for the 'Lease Contract' form. At the top, there is a navigation bar with links: 'عن بلدي' (About My City), 'مركز المعرفة' (Knowledge Center), 'الخدمات' (Services), 'الاستعلامات' (Inquiries), 'المنتجات' (Products), and 'تواصل معنا' (Contact Us). Below the navigation bar, a breadcrumb trail shows the steps: 1. اختيار نوع الخدمة (Select Service Type), 2. بيانات المستخدم والشخص (User and Personal Data), 3. بيانات المكون العقاري (Real Estate Component Data), 4. بيانات العقد والإيجار (Contract and Rent Data), 5. بيانات المرفقات (Attachments Data), and 6. دالة الرسوم (Fees Data). The current step is 4, 'بيانات العقد والإيجار'.

The form contains several input fields and options:

- مالك** (Owner): A dropdown menu with 'مستأجر' (Tenant) selected.
- عقد إيجار** (Lease Contract): A text input field.
- عقد استثمار** (Investment Contract): A radio button option.
- عقد إيجار إلكتروني** (Electronic Lease Contract): A radio button option.
- استخدام رقم عقد الإيجار الإلكتروني** (Use Electronic Lease Contract Number): A radio button option.
- أرفاق عقد الإيجار** (Lease Contract Attachments): A text input field.
- تاريخ انتهاء عقد الإيجار** (Lease Contract Expiry Date): A date input field with the format 'dd-mm-yyyy'.

There are also two informational messages in blue boxes:

- Message 1: 'عزيزي المستخدم... يمكنك معرفة الوساطة العقارية المعتمدين في شبكة إيجار من خلال الرابط' (Dear user... you can know the real estate brokerage authorized in the rental network through the link). It includes a button 'استخدم هنا' (Use here) and links for 'Android' and 'IOS'.
- Message 2: 'عزيزي المستخدم يمكنك إضافة عقد إيجار إلكتروني أو أرفاق عقد إيجار' (Dear user you can add an electronic lease contract or lease contract attachments).

The form is displayed on a laptop screen, and the bottom of the screen shows a decorative pattern of blue circles.

38) If (Use Electronic Lease Contract Number) is selected, the user fills in the following fields: (Contract Number, Version Number, Tenant Representative ID), then clicks (Verify).

The screenshot displays the ELSA system interface for a beneficiary. At the top, there is a navigation bar with the ELSA logo and several menu items: 'عن بلدي' (About My City), 'مركز المعرفة' (Knowledge Center), 'الخدمات' (Services), 'الاستعلامات' (Inquiries), 'المنصات' (Platforms), and 'تواصل معنا' (Contact Us). Below the navigation bar, a breadcrumb trail shows the user's path: 'الرئيسية / تعديل رخصة تجارئة'. A progress indicator shows six steps, with step 4, 'إرفاق عقد الإيجار' (Attach Lease Contract), currently selected and highlighted in green. The main content area contains a blue box with a 'معلومات' (Information) icon, stating: 'عزيزي المستخدم، يمكنك معرفة الوسطاء العقاريون المعتمدين في شبكة إيجار من خلال الرابط' (Dear user, you can find the authorized real estate intermediaries in the rental network through the link). Below this, there are buttons for 'Android' and 'IOS'. Another blue box with a 'معلومات' (Information) icon states: 'عزيزي المستخدم يمكنك إضافة عقد إيجار إلكتروني أو إرفاق عقد إيجار' (Dear user, you can add an electronic lease contract or attach a lease contract). Below this, there are two radio buttons: 'إرفاق عقد الإيجار' (Attach Lease Contract) and 'استخدام رقم عقد الإيجار الإلكتروني' (Use Electronic Lease Contract Number). The 'استخدام رقم عقد الإيجار الإلكتروني' option is selected. Below the radio buttons, there are three input fields: 'رقم العقد' (Contract Number), 'رقم الإصدار' (Version Number), and 'رقم هوية ممثل المستأجر' (Tenant Representative ID). A green 'تحقق' (Verify) button is located at the bottom right of the form.

39) If (Investment Contract) is selected, the user is given the options (Attach Investment Contract, Use Electronic Investment Contract Number).

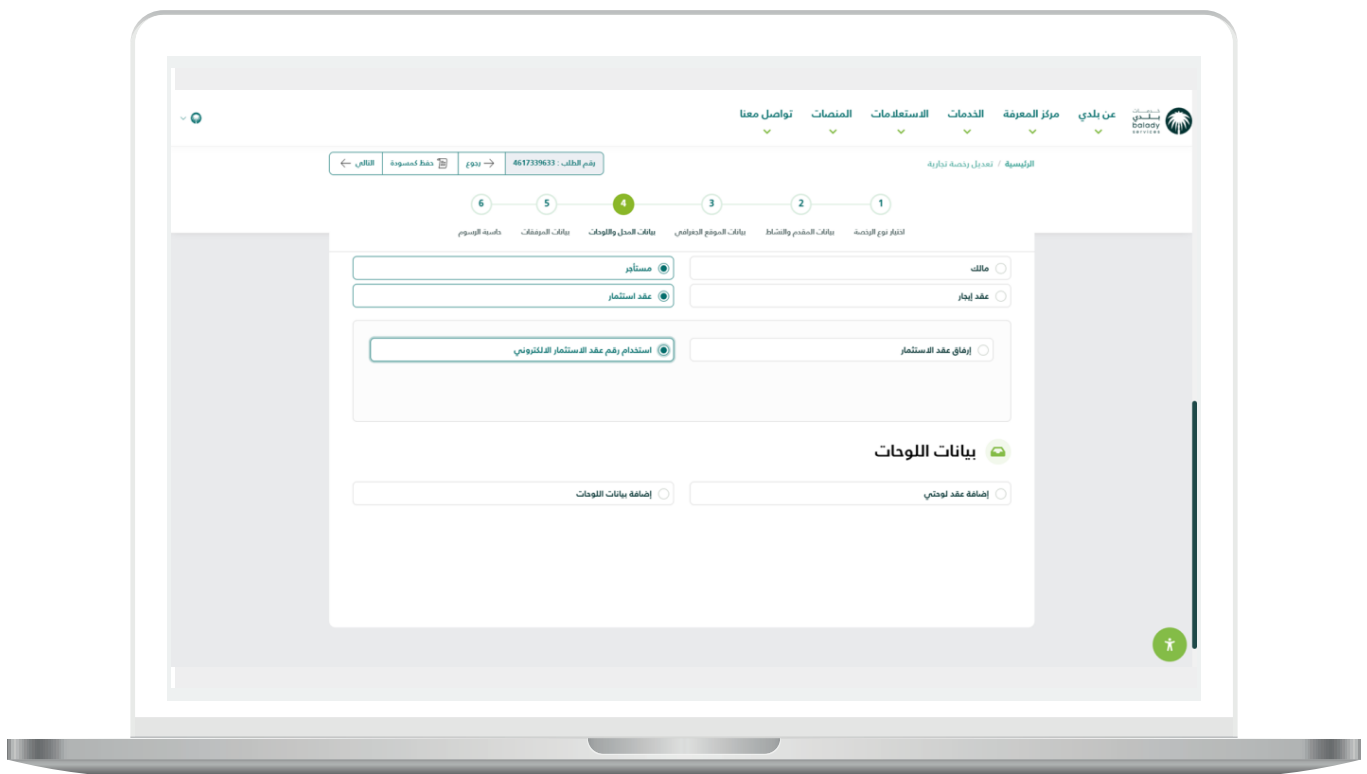
The user can select (Attach Investment Contract) and proceed with the request.

The screenshot displays the Baloody system interface for the 'ثبت موقع المحل' (Register Location) step. The interface includes a header with navigation links: 'عن بلدي' (About My City), 'مركز المعرفة' (Knowledge Center), 'الخدمات' (Services), 'الاستعلامات' (Inquiries), 'المنصات' (Platforms), and 'تواصل معنا' (Contact Us). A progress bar at the top shows six steps, with step 4 (ثبت موقع المحل) highlighted in green. The main form area contains the following elements:

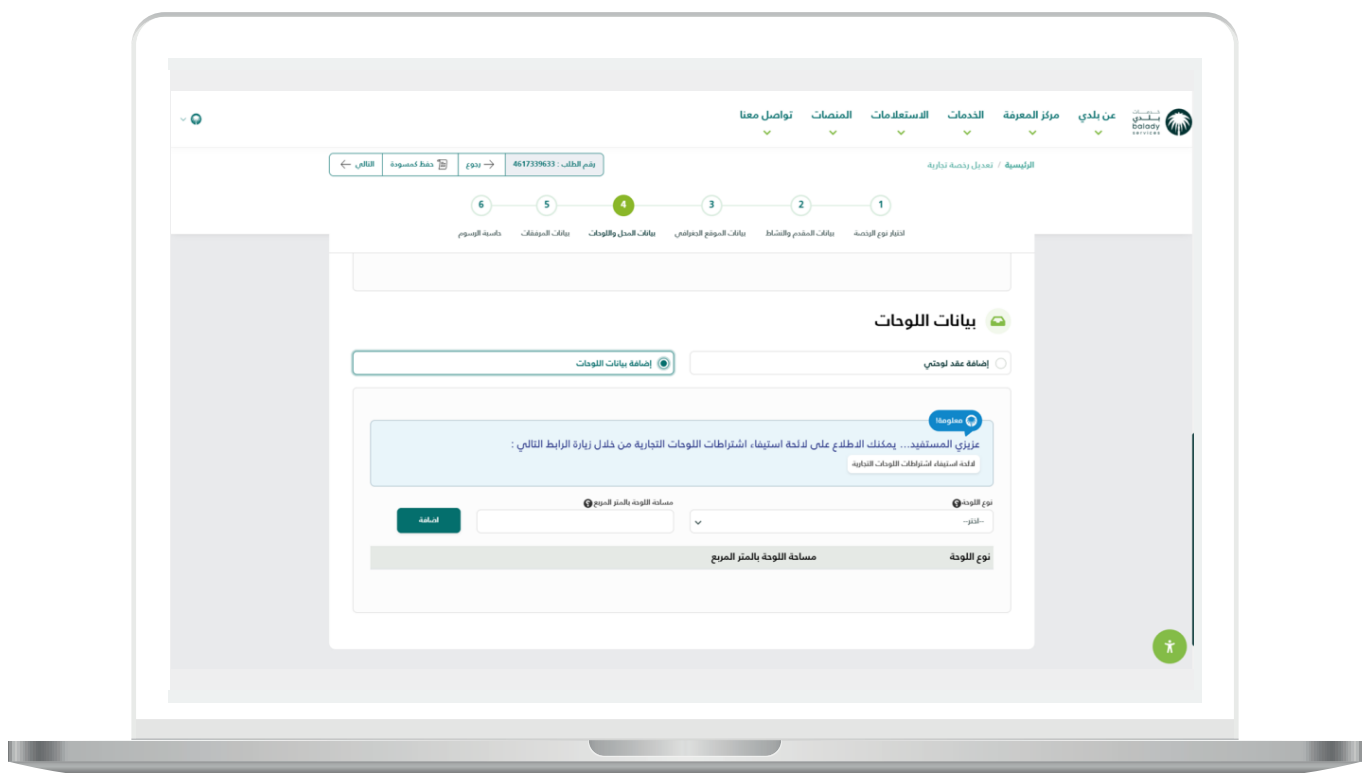
- أثبت موقع المحل** (Confirm Location): A section with a sub-header 'ماهي صفة مقدم الطلب؟' (What is the applicant's status?). It includes two radio buttons: 'مستأجر' (Tenant) and 'عقد استثمار' (Investment Contract). Below these are two input fields: 'رقم عقد الاستثمار الإلكتروني' (Electronic Investment Contract Number) and 'إرفاق عقد الاستثمار' (Attach Investment Contract).
- بيانات اللوحات** (Panel Data): A section with two radio buttons: 'إضافة بيانات اللوحات' (Add Panel Data) and 'إضافة عقد لوني' (Add Color Contract).

The interface also features a sidebar on the right with a green star icon at the bottom.

40) Alternatively, the user can select **(Use Electronic Investment Contract Number)**, which displays a table of available electronic investment contracts—if any exist—for selection.

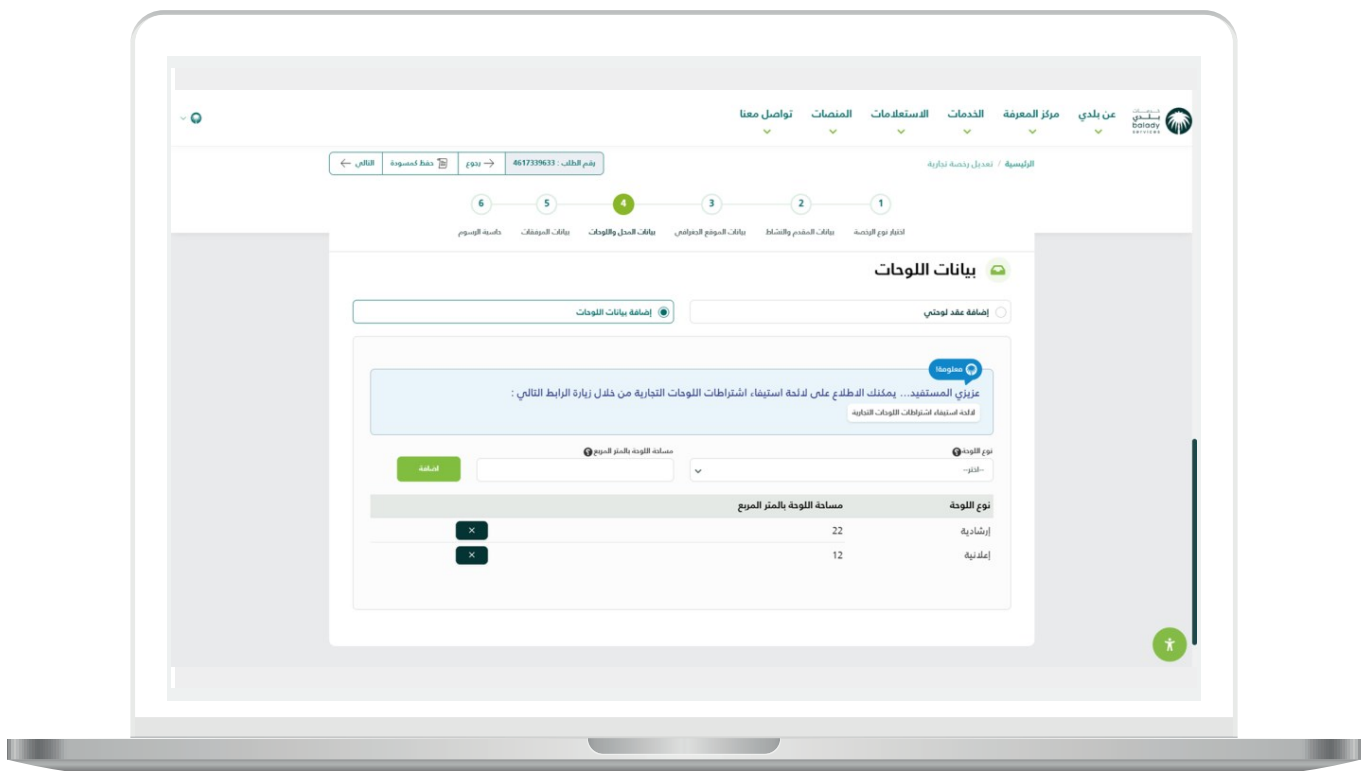


41) Regarding the **(Signage Data)** section, if the selected area has an active **(Lawhati Contract)** setting enabled, the **(Add Lawhati Contract)** option appears next to **(Add Signage Data)**.

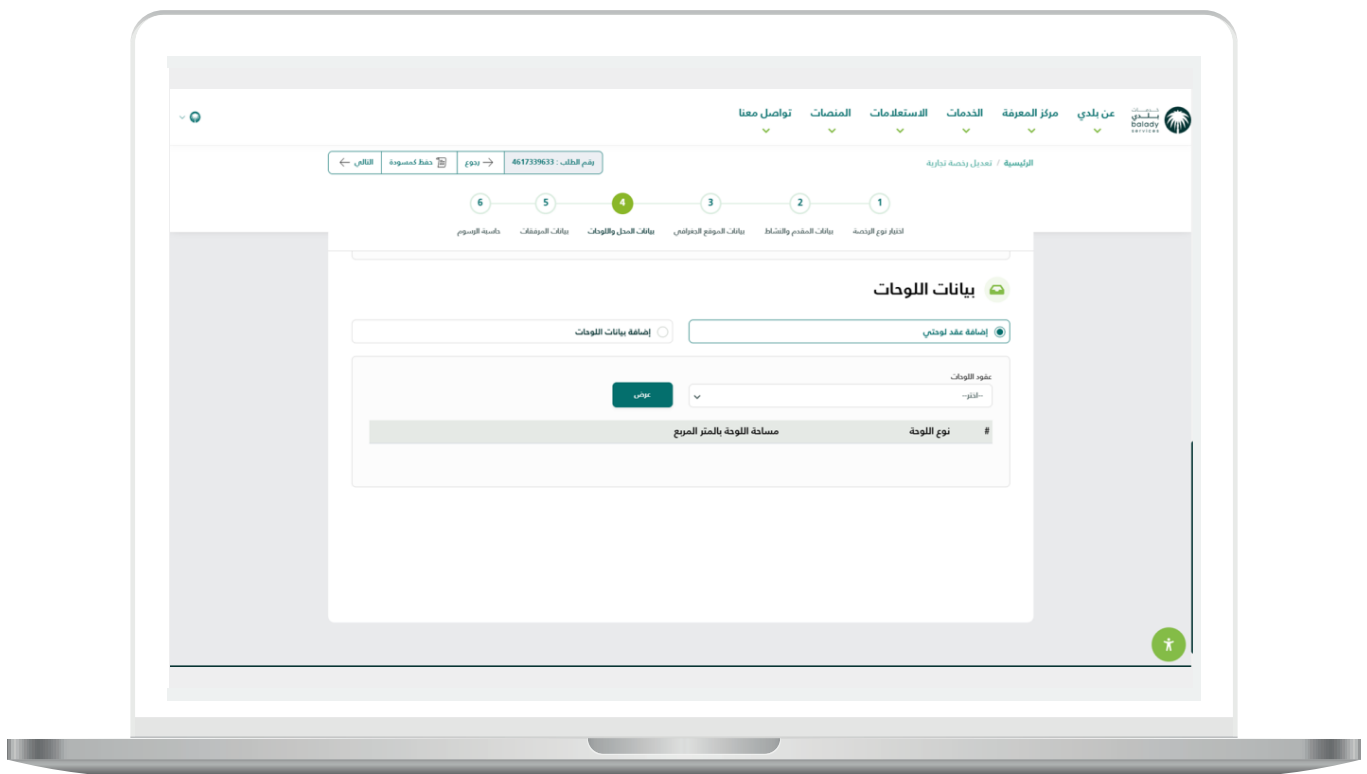


42) If **(Add Signage Data)** is selected, the system allows the user to add signage by choosing the type from the dropdown (**Guidance, Advertisement**) and entering the (**Signage Area in Square Meters**), then clicking **(Add)**. The user can delete an added sign from the table by clicking the **(X)** icon.

After completing the data entry, the user clicks **(Next)**.



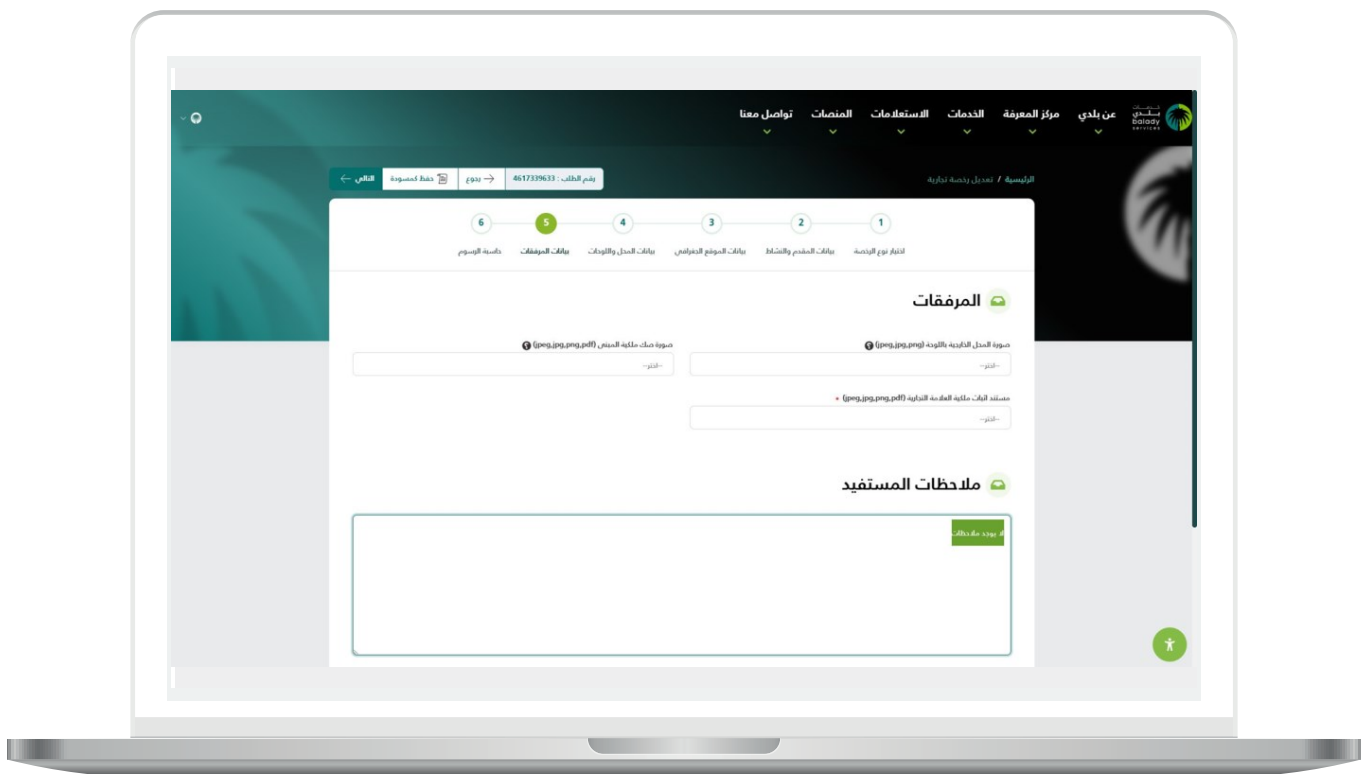
43) If **(Add Lawhati Contract)** is selected, the user can choose a contract from the **(Signage Contracts)** dropdown. The signs linked to the selected contract will then appear, allowing the user to proceed with the process.



44) After clicking **(Next)**, the user is taken to the **(Attachments Data)** stage, where attachments can be uploaded by clicking the field and selecting the file from the device.

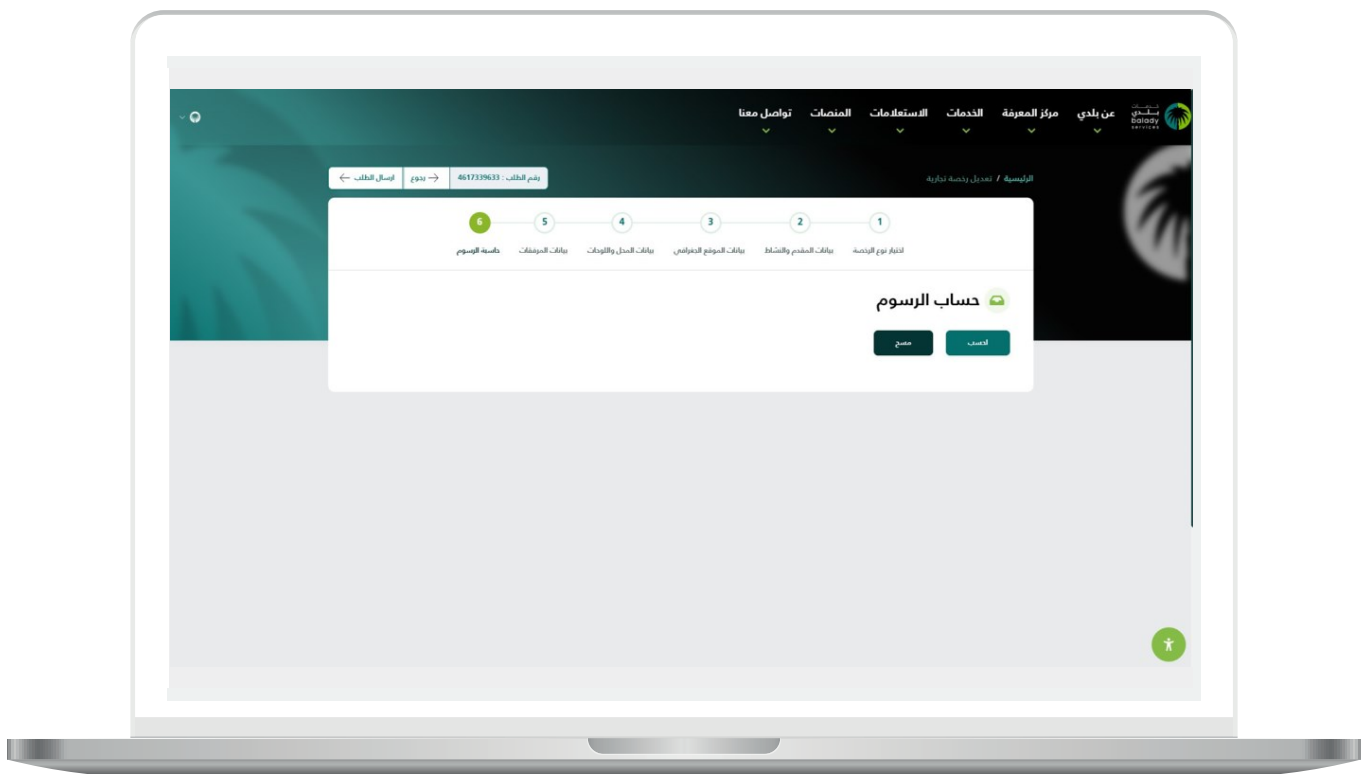
The user may also enter a value in the **(User Notes)** field if applicable.

After completing the attachments, the user clicks **(Next)** to proceed to the next stage.

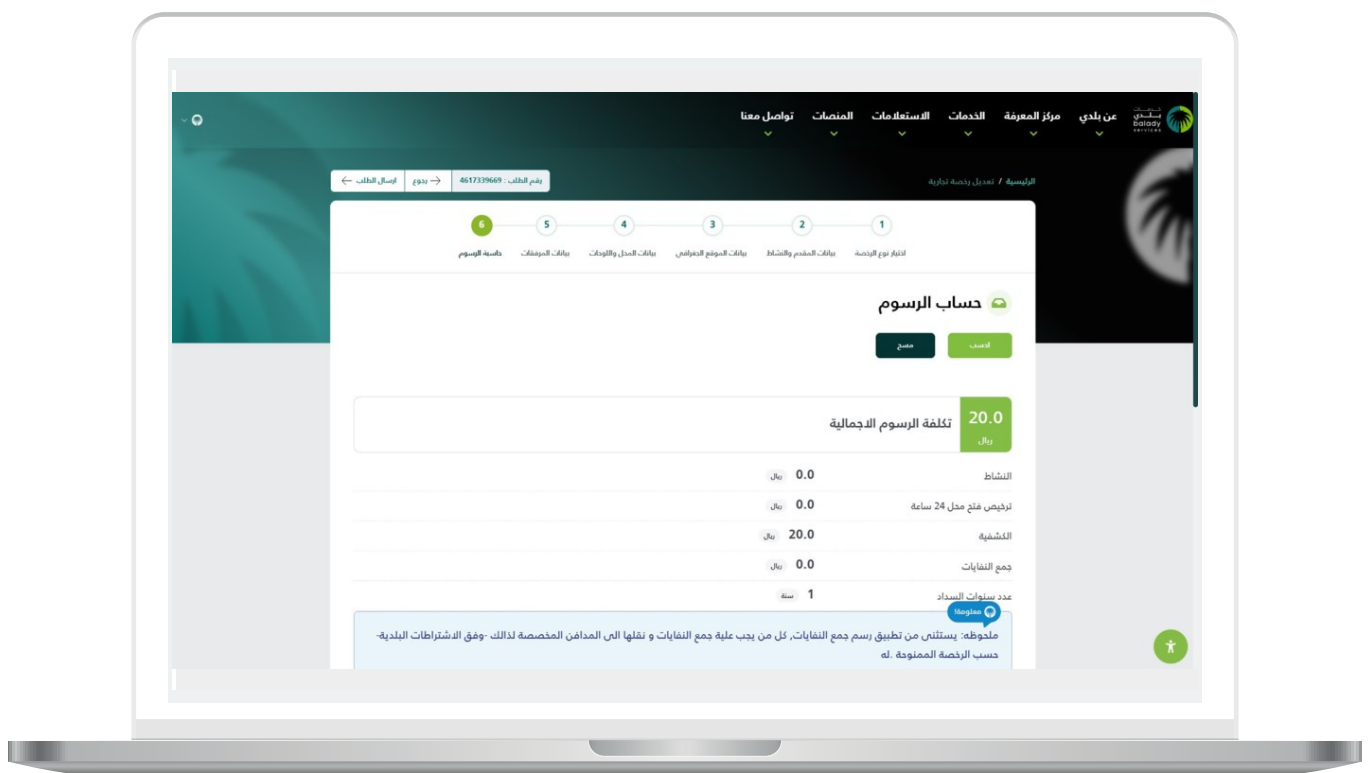




45) The next stage is **(Fee Calculator)**, where the user clicks **(Calculate)** to have the system compute and display the total fees.

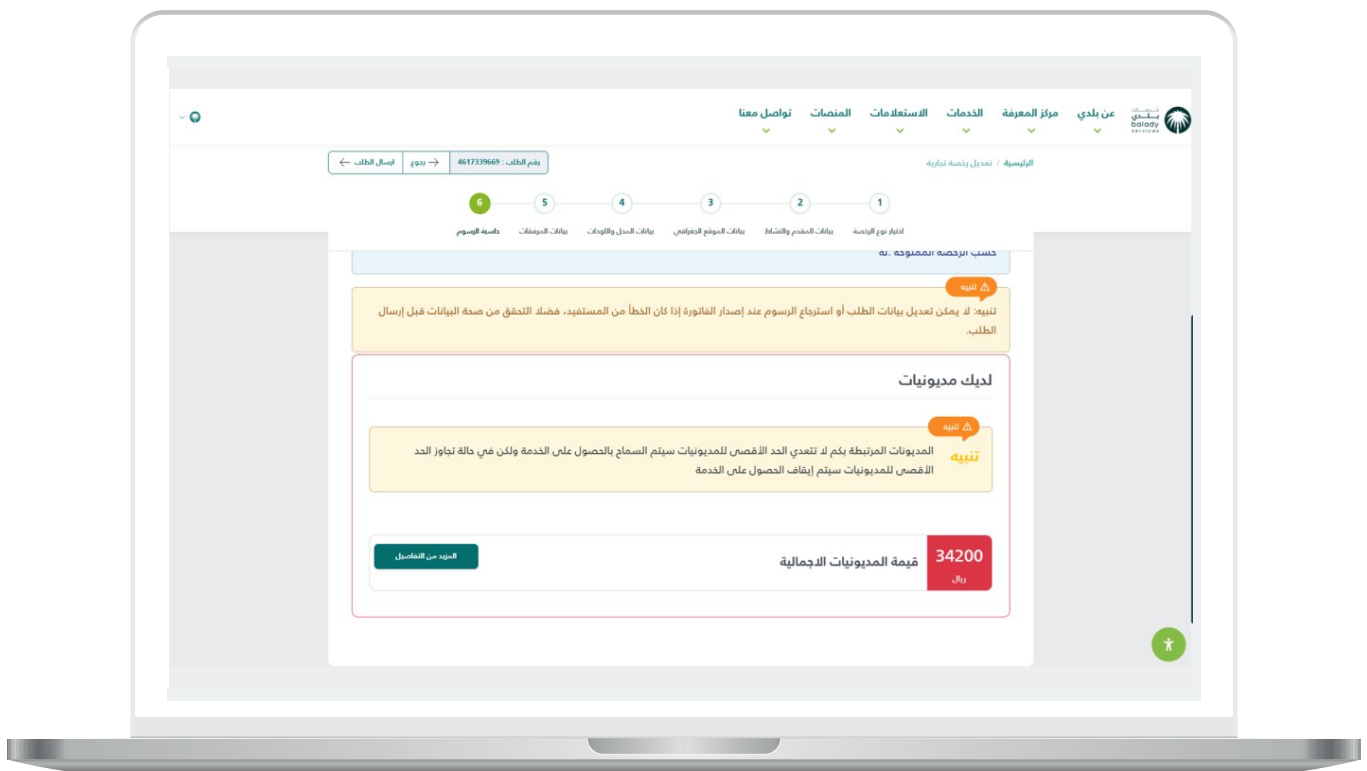


46) The total fees appear as shown in the next screen, with an option to clear the contents using the **(Clear)** button.

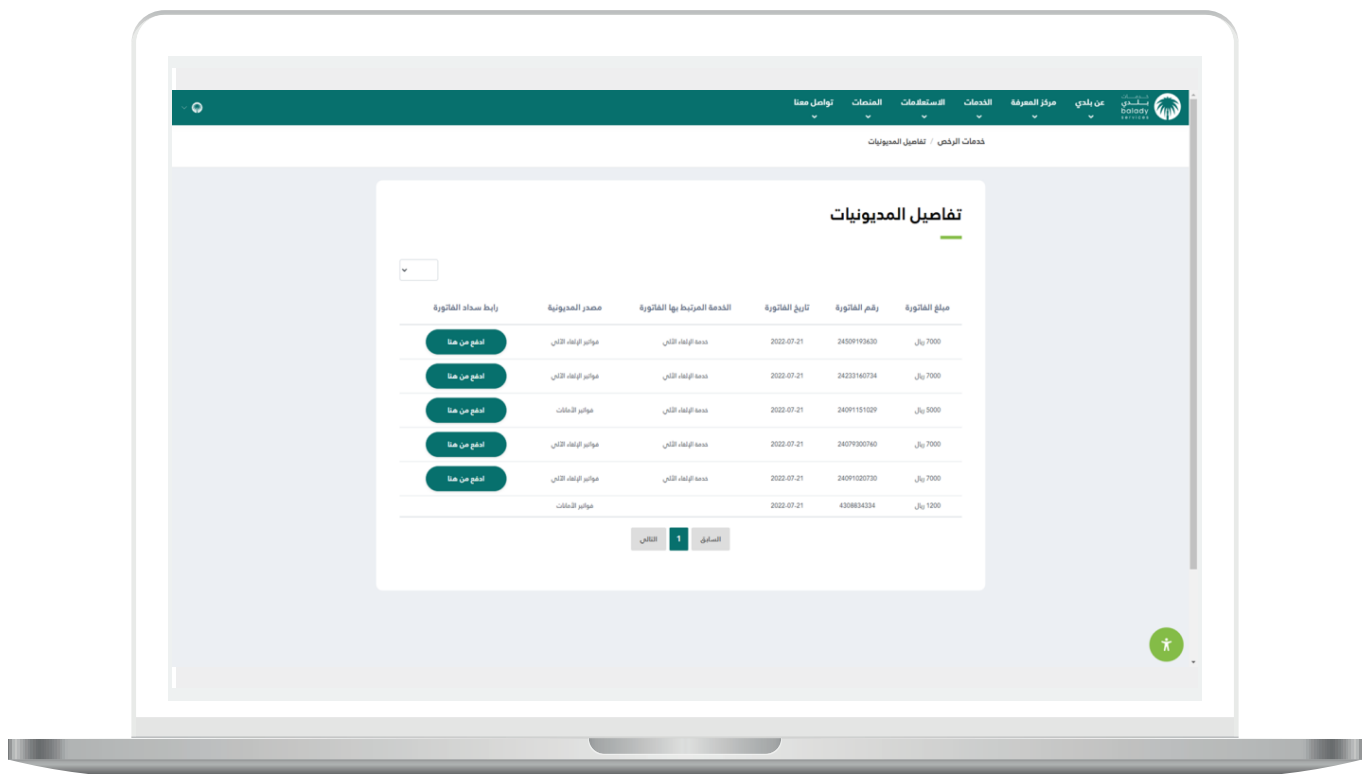


47) If the license owner has outstanding debts, the system displays a new section labeled **(You Have Debts)** showing the **(Total Debt Amount)**.

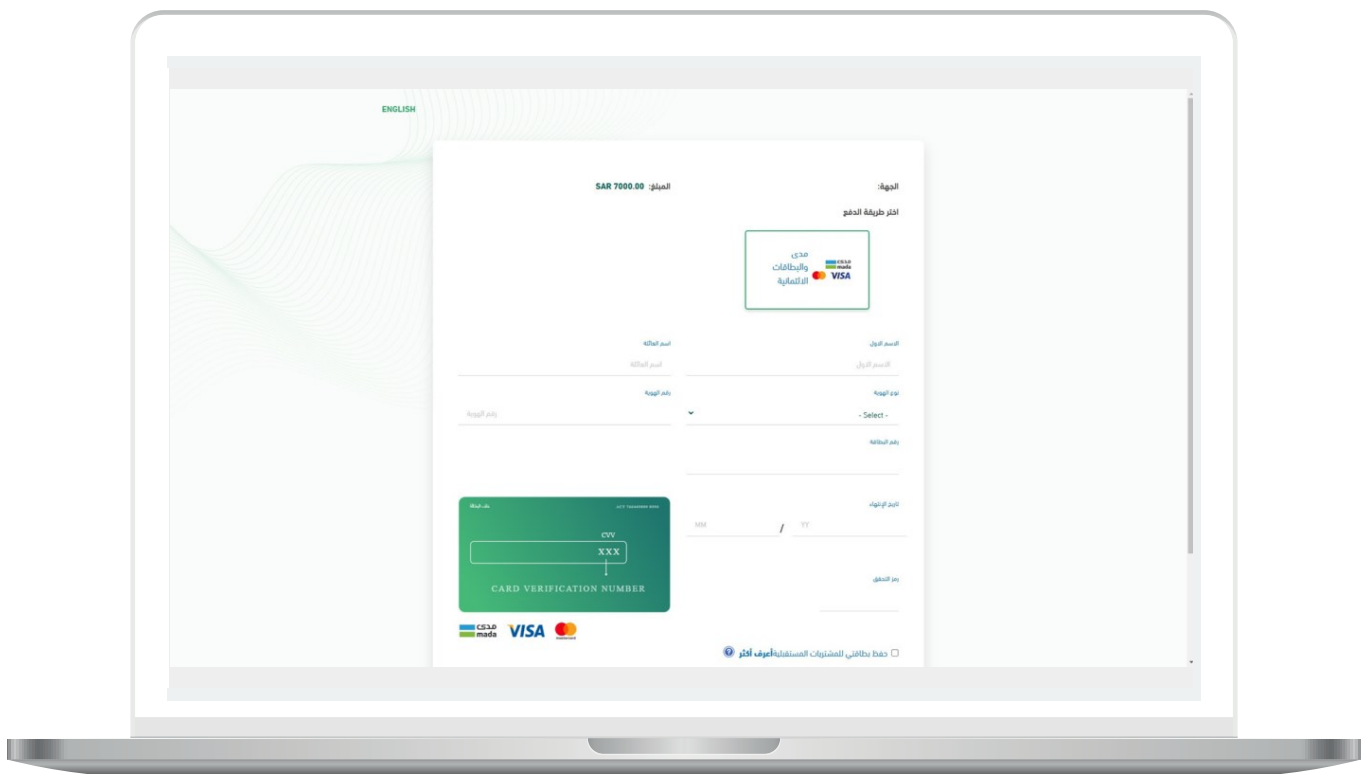
The user can view debt details by clicking **(More Details)**.



48) After clicking (**More Details**), the (**Debt Details**) screen appears, as shown below. The user can pay any invoice by clicking (**Pay Here**).

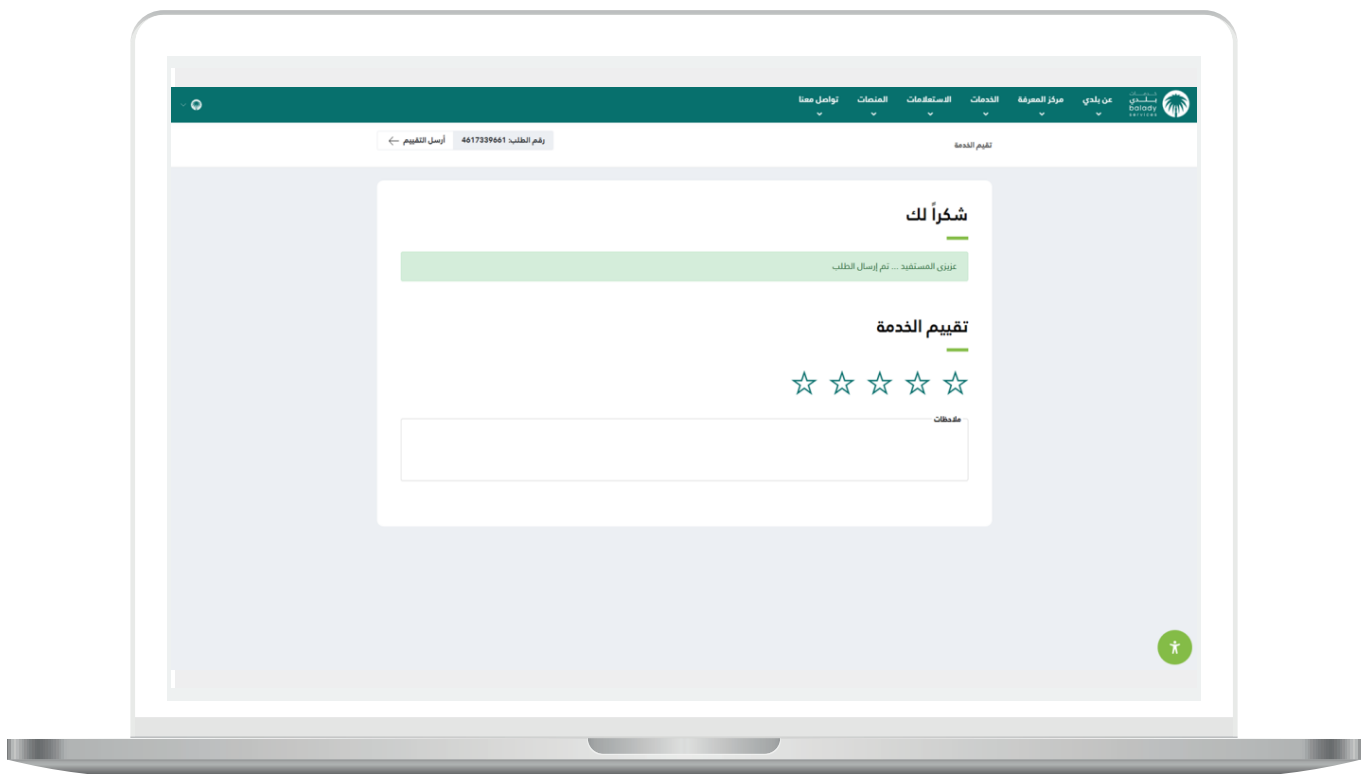


49) After clicking (**Pay Here**), the user is redirected to the payment screen, where they enter their credit card details and complete the payment process.



50) After clicking **(Submit Request)**, the request is successfully submitted, and a confirmation message appears.

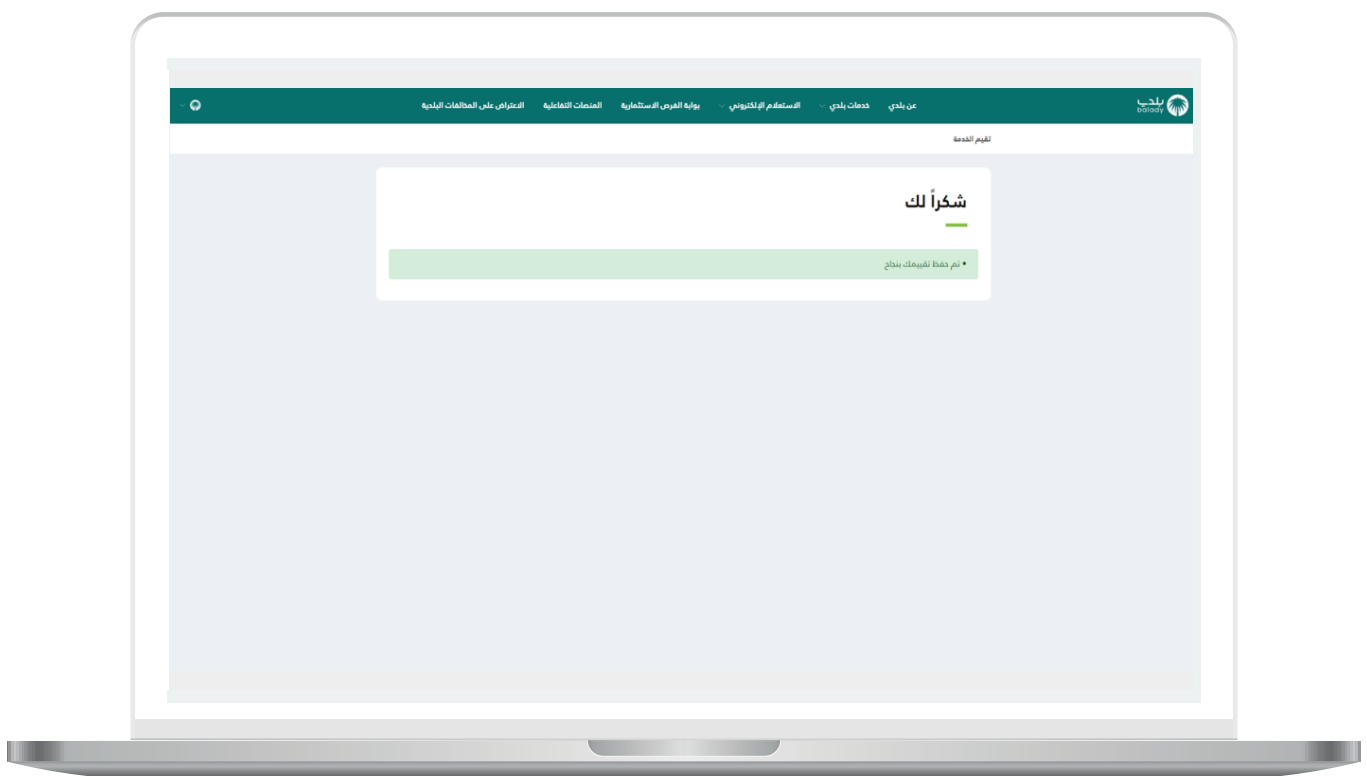
The system also allows the user to evaluate the service by selecting a number of stars and entering comments in the **(Comments)** field. The user then clicks **(Submit Evaluation)**.



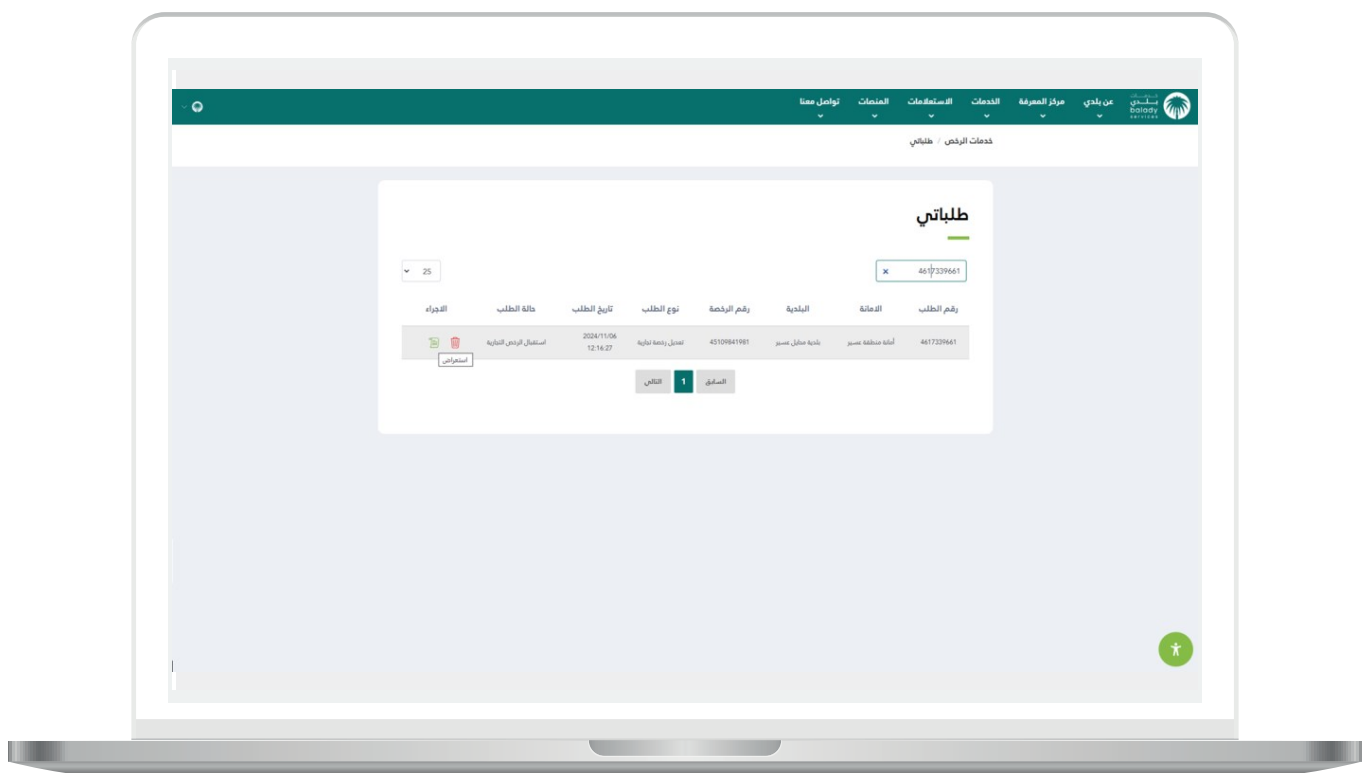
51) The evaluation is successfully saved, and a confirmation message appears.

Note:

Once the **(Modify Commercial License)** request is completed, any permits incompatible with the new activity will be automatically canceled.



52) The user can track the request via the (My Requests) screen. By clicking the **(View)** icon under the (Action) column, they can view request details.





53) The request details are then displayed, with the following screen representing the first section of the request details.

The screenshot shows a web application interface for 'بيانات الطلب' (Request Details). The interface is displayed on a laptop screen. The top navigation bar includes links for 'الرئيسية' (Home), 'تفاصيل الطلب' (Request Details), 'الخدمات' (Services), 'المنتجات' (Products), 'الخدمات' (Services), 'مركز المساعدة' (Help Center), 'عن يدي' (About Us), and 'البنك' (Bank). The main content area is divided into three sections:

- بيانات الطلب (Request Data):**
  - رقم الطلب (Request Number): 4617239661
  - نوع الطلب (Request Type): تعديل
  - حالة الطلب (Request Status): استكمال العرض التجارية
  - نوع الخدمة (Service Type): تعديل خدمة تجارية
  - مدة الترخيص (License Duration): 0
  - مدة السداد (Payment Duration): 1
- بيانات مقدم الطلب والمالك (Requester and Owner Data):**
  - إسم مقدم الطلب (Requester Name): عبدالله شامي
  - رقم السجل التجاري / رقم 700 (Commercial Register Number / 700 Number): 700
  - رقم هوية مقدم الطلب (Requester ID Number): 4617239661
  - تاريخ إصدار السجل التجاري (Commercial Register Issuance Date): 1442/04/04
  - الجنس (Gender): ذكر
  - رقم الجوال (Mobile Number): 9999999999
- بيانات النشاط (Activity Data):**
  - نشاط ISIC (ISIC Activity): 5210
  - النشاط التفصيلي (Detailed Activity): تجارة التجزئة
  - نوع العاملين (Employee Type): رجل
  - المساحة الكلية للمحل (Total Area of the Premises): 50

54) The following screen represents the second part of the request details.

رقم الطلب : 4617339061 الرئيسية / تفاصيل الطلب

### بيانات النشاط

نشاط ISIC :

النشاط التفصيلي :

نوع النشاط :

المساحة الكلية للمحل :

### بيانات الأنشطة الاضافية

| نشاط ISIC                                  | النشاط التفصيلي | مساحة النشاط |
|--|-----------------|--------------|
| صناعة الخبز ومنتجاته بواسطة المخابز الآلية | مخبز آلي        | 20           |

### بيانات المحل

هل يوجد تحرك علاقة تجارية ؟ :

رقم المحل :

رقم العقار :

عدد الفتحات :

عدد الأدوار في المحل :

عدد الكاميرات في المحل :

### بيانات اللوحات

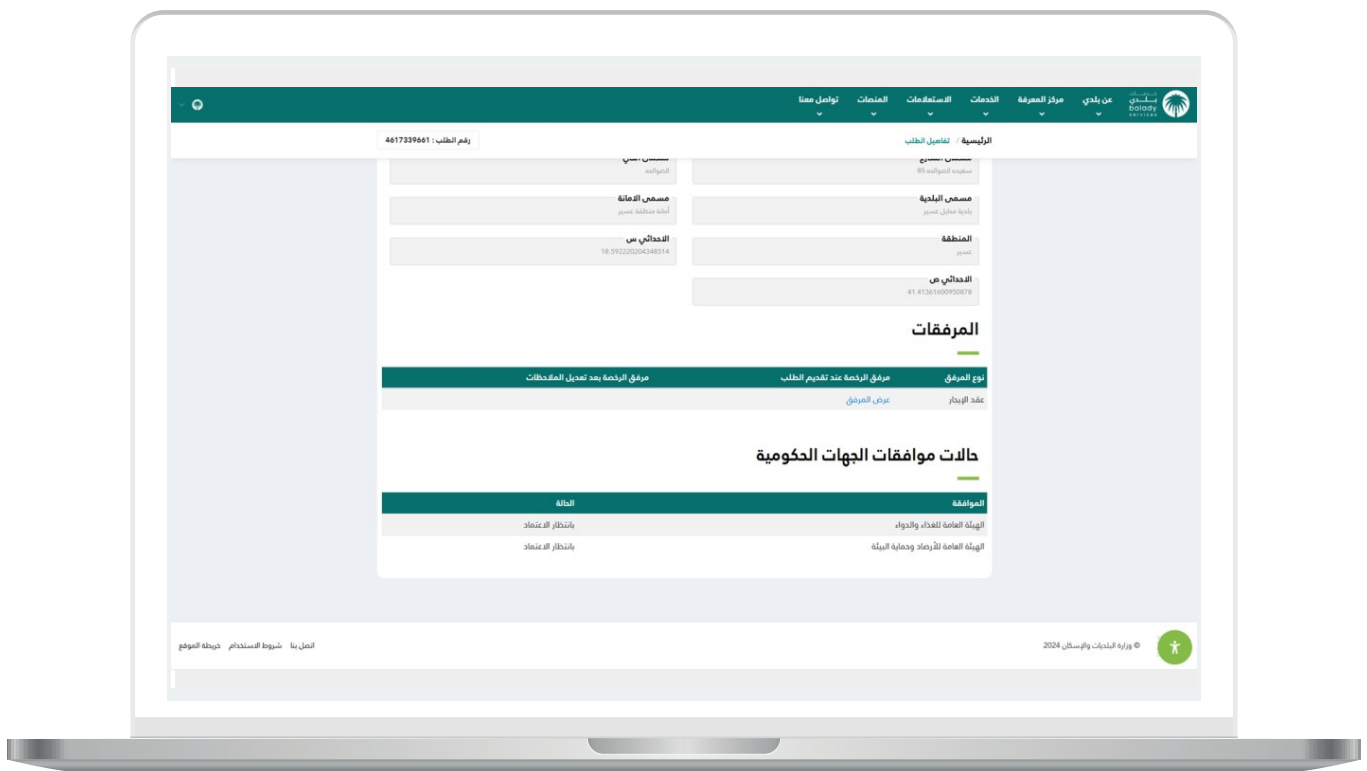
نوع اللوحة :

مساحة اللوحة بالمتر المربع :

إلكترونية :



56) The following screen represents the fourth part of the request details.



## Civil Defense Data Request Cases (when a Safety Permit is linked to the license)

- Modifying the license activity.
- Modifying store area.
- Adding an additional activity.
- Modifying the area of an additional activity.

Below is an example of (**Modifying License Activity**) where the displayed message in case of a non-immediate safety process (**Sending the request to Civil Defense**) states: "Due to the modification of the license activity, the modification request will be sent to the Civil Defense platform for approval."

The screenshot shows a web application interface for modifying a license. At the top, there's a navigation bar with links like 'عن بلدي', 'مركز المعرفة', 'الخدمات', 'الاستعلامات', 'المنصات', and 'تواصل معنا'. Below this is a header with the title 'الرخصة / تعديل رخصة تجارية' and a progress bar with 6 steps. Step 4 is highlighted. The main form area contains several sections: a question 'هل لديك تصريح سلامة ساري?' with a 'نعم' (Yes) button, a yellow message box stating 'بسبب تعديل نشاط الرخصة سيتم إرسال طلب التعديل إلى منصة الدفاع المدني للموافقة', a section titled 'أثبات موقع المحل' with a 'ماهي صفة مقدم الطلب?' question, and fields for 'رقم عقد التملك' and 'تاريخ عقد التملك'. The bottom of the form shows a green checkmark icon.

The following table illustrates all cases:

| Non-Immediate Safety Process Message (Sent to Civil Defense)   | Immediate Safety Process Message  | Modification                                |
|--|---|---|
| Due to the modification of the license activity, the modification request will be sent to the Civil Defense platform for approval.       | Due to the modification of the license activity, please add Civil Defense data.       | The license activity has been modified.     |
| Due to the modification of the store area, the modification request will be sent to the Civil Defense platform for approval.             | Due to the modification of the store area, please add Civil Defense data.             | The store area has been modified.           |
| Due to adding the activity (specific activity name), the modification request will be sent to the Civil Defense platform for approval.   | Due to adding the activity (specific activity name), please add Civil Defense data.   | Additional activity has been added.         |
| Due to modifying the area of (specific activity name), the modification request will be sent to the Civil Defense platform for approval. | Due to modifying the area of (specific activity name), please add Civil Defense data. | The area of any activity has been modified. |

Below is an example of (Modifying License Activity) where the message displayed in case of an immediate safety process is shown.

الرخصة / تعديل رخصة تجارية

الرقم: 4617239633 / نوع: تجاري / حالة: قيد المراجعة / التالي

1 اختيار نوع الرخصة 2 بيانات المستخدم والنشاط 3 بيانات الموقع الإلكتروني 4 **إضافة بيانات الموقع والنشاط** 5 بيانات المحل والقنوات 6 كتابة الوصف

هل لديك تصريح سلامة ساري؟

نعم ☒ لا ☐

رقم التصريح من منصة:

تأكيد

ملاحظة: بسبب تعديل نشاط الرخصة سيتم إرسال طلب التعديل إلى منصة الدفاع المدني للموافقة

اثبات موقع المحل

ما هي صفة مقدم الطلب؟

مستأجر ☐ مالك ☒

اسم:

رقم الهاتف:

## SMS Messages to the Beneficiary

Below are the messages sent to the beneficiary after submitting the application:

- Dear Beneficiary, your business license #792162016044 has been modified. You can check it at the following link:

<http://10.80.140.100:9003/commonapi/clp/5c0183ba0a3c42808daaf9e114ed62>

The site will be visited within 72 hours.



## Contact Us

You can contact the (**Balady**) portal through the following communication channels:

Phone: 199040

X Account: @Balady\_CS

Daily Work hours (8:00 - 22:00)





 | 199040 Direct Contact Number

 | @Balady\_CS Customer Service

