وزارة البلديات والإسكان

Ministry of Municipalities and Housing

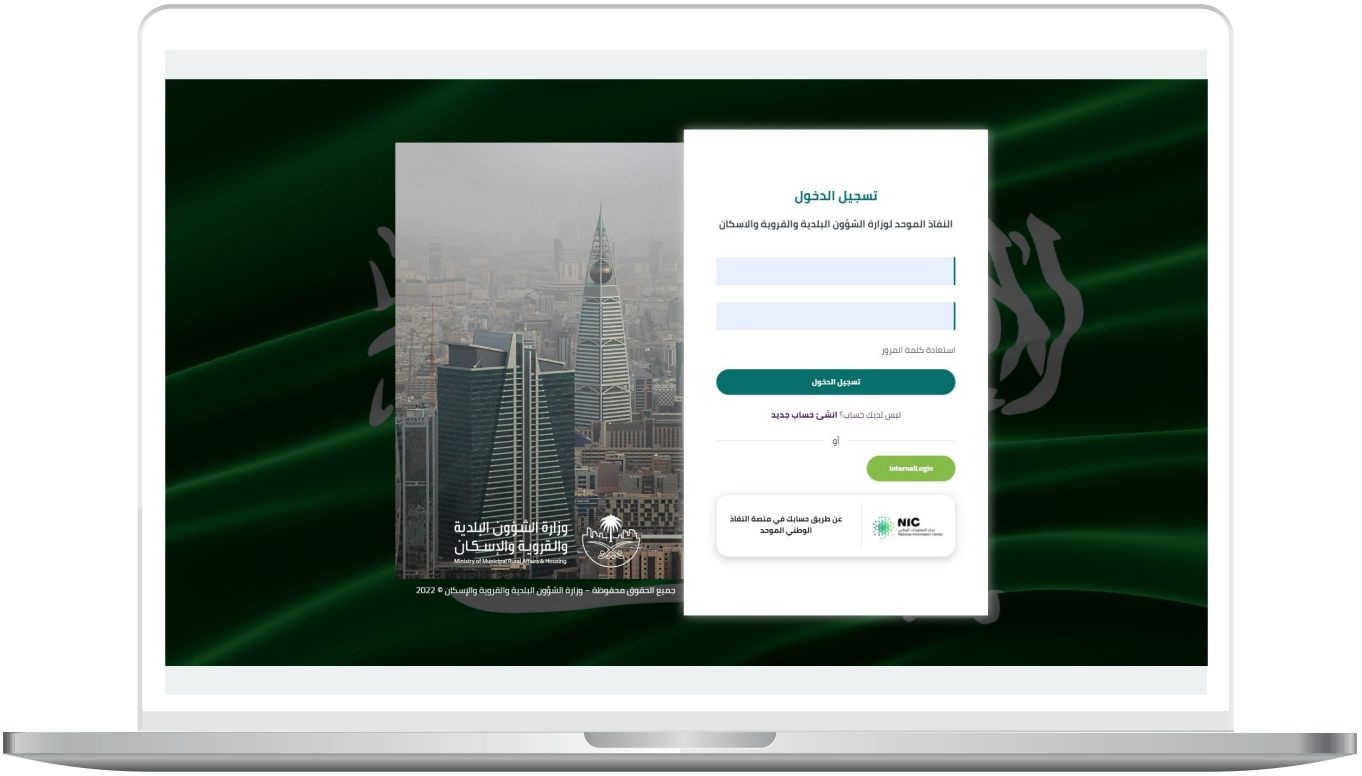
User Guide for the

Hour Commercial Activities Permit Service-24

Beneficiary's Copy

Logging into the System

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



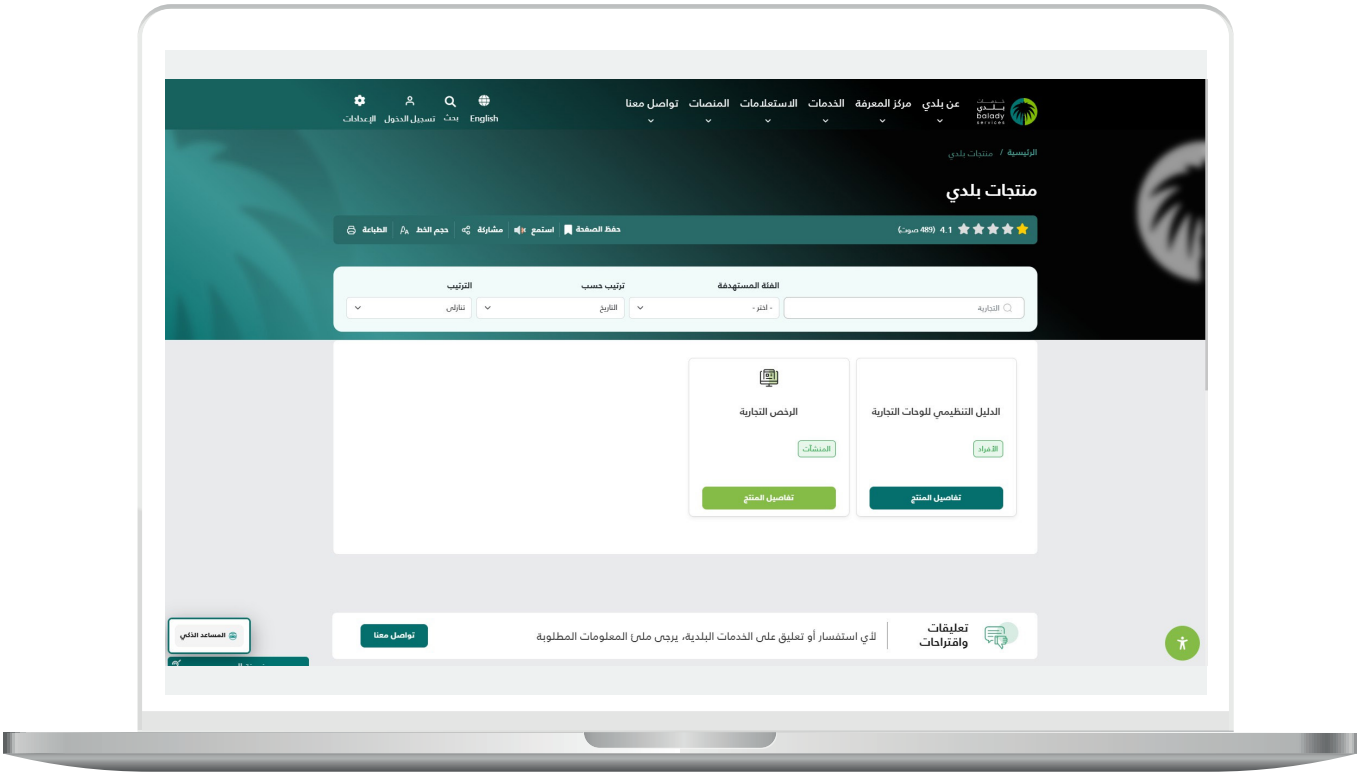
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.

Service Request Steps

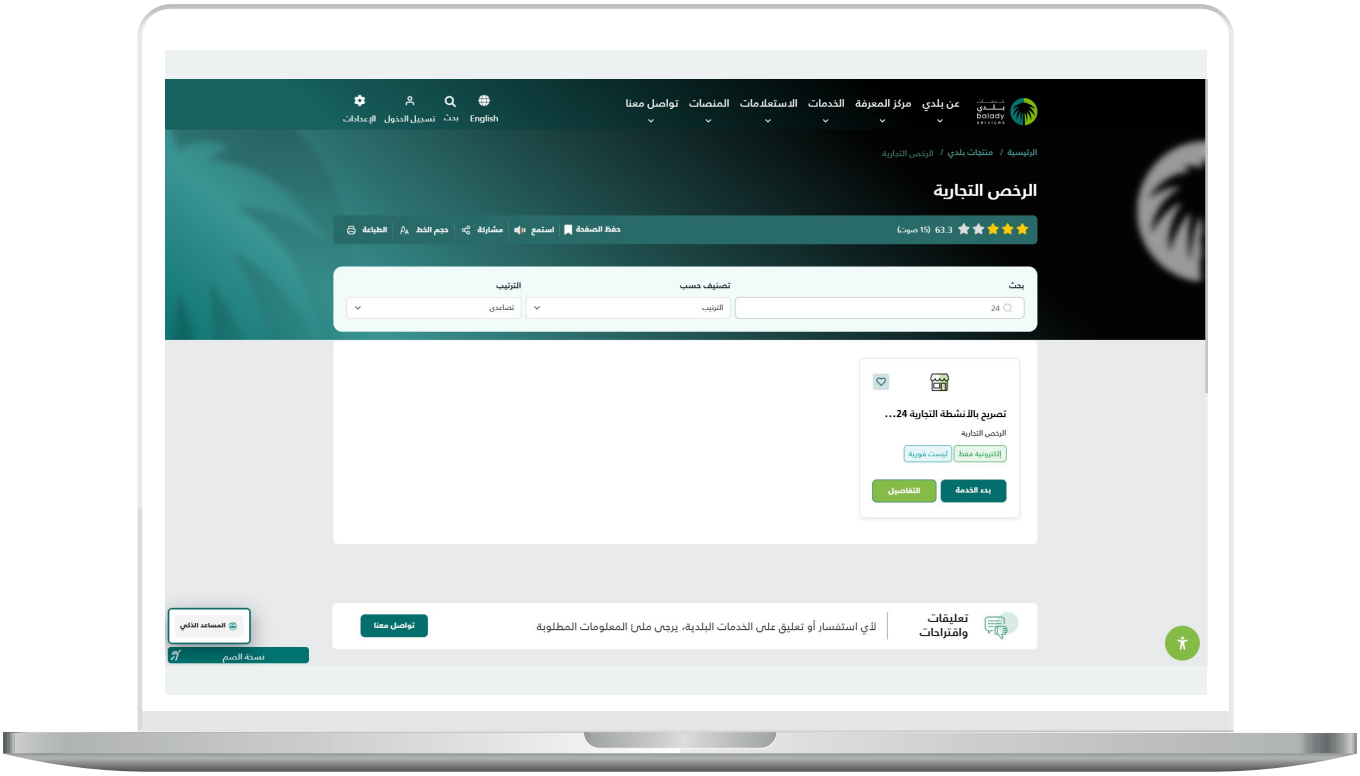
1) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

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

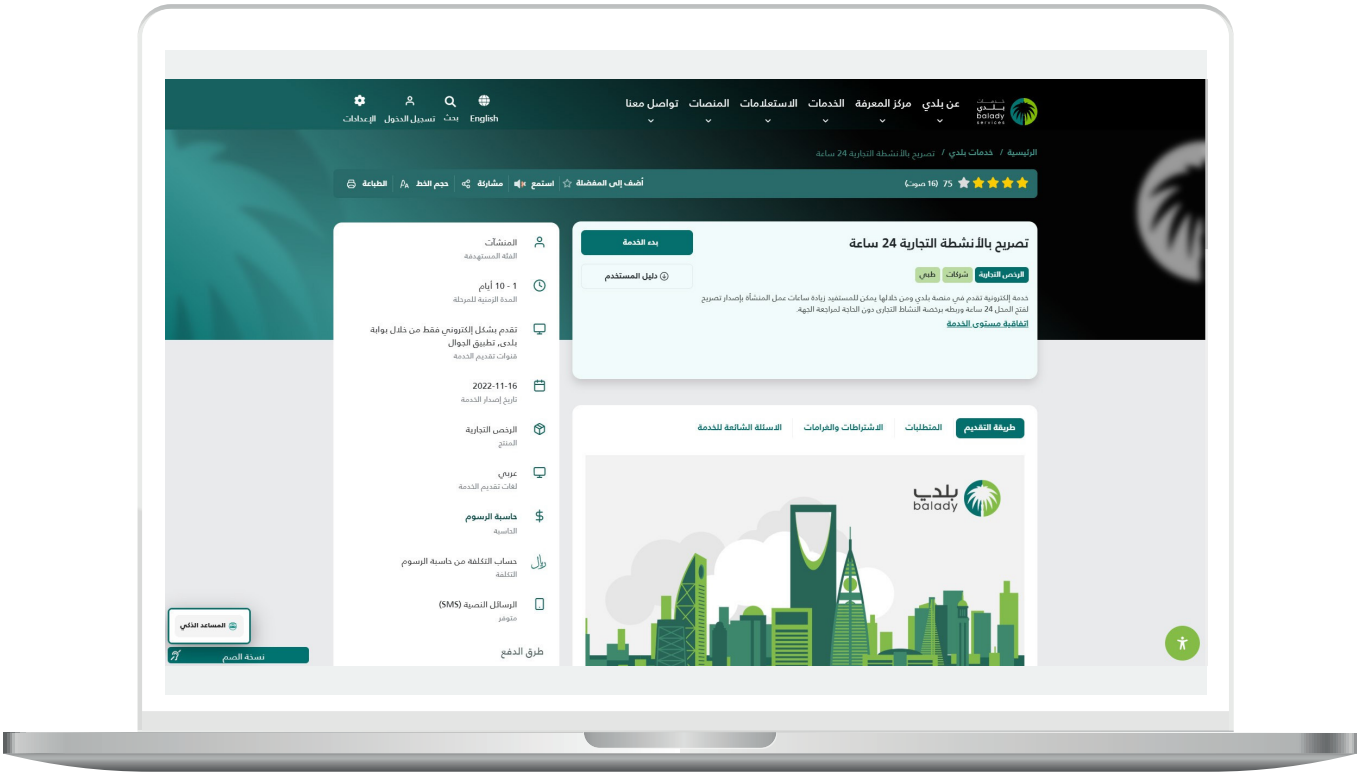
2) The user searches for the product (**Commercial Licenses**) and clicks (**Product Details**) as shown below.



3) The user searches for the service (**24-Hour Commercial Activities Permit**) and clicks on (**Details**) as shown in the image below.

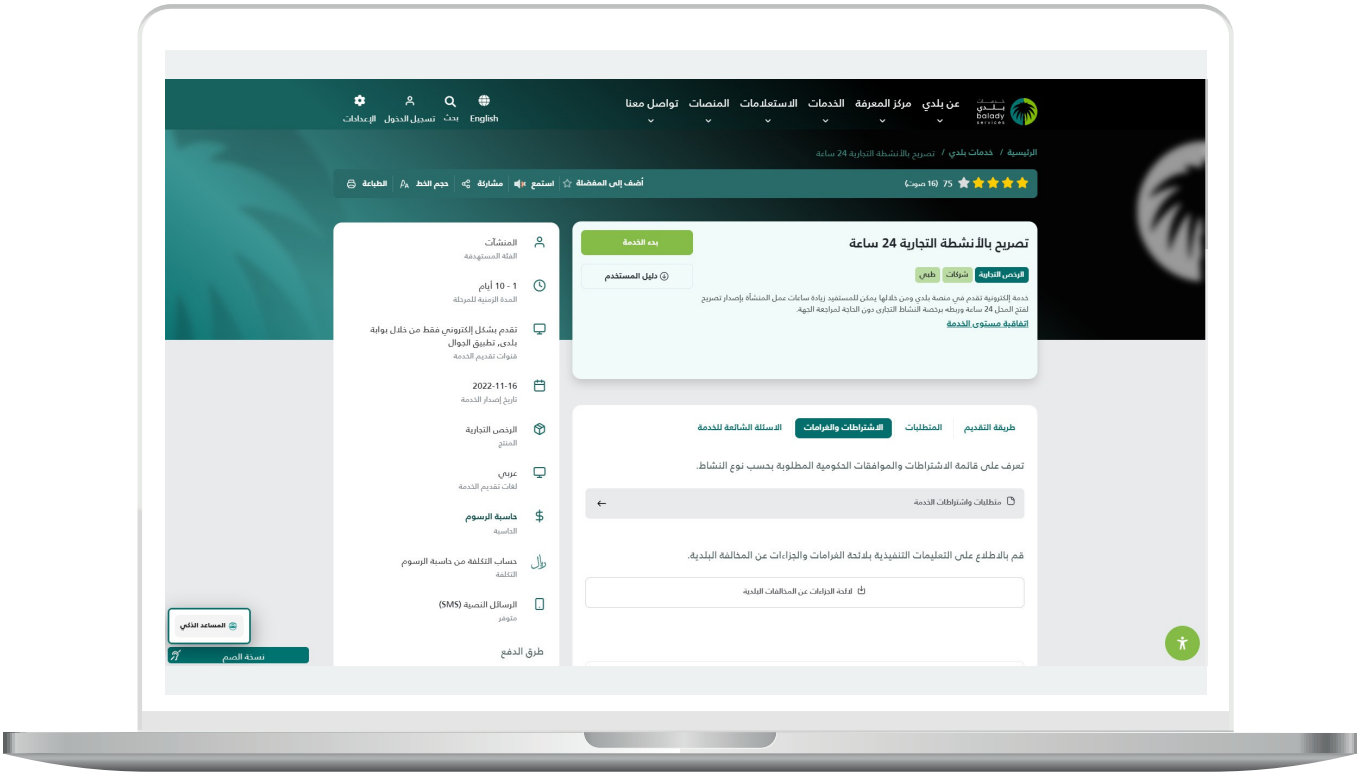


4) The next screen appears, allowing the user to view (**How to Apply, Requirements, Conditions and Fines, etc.**).

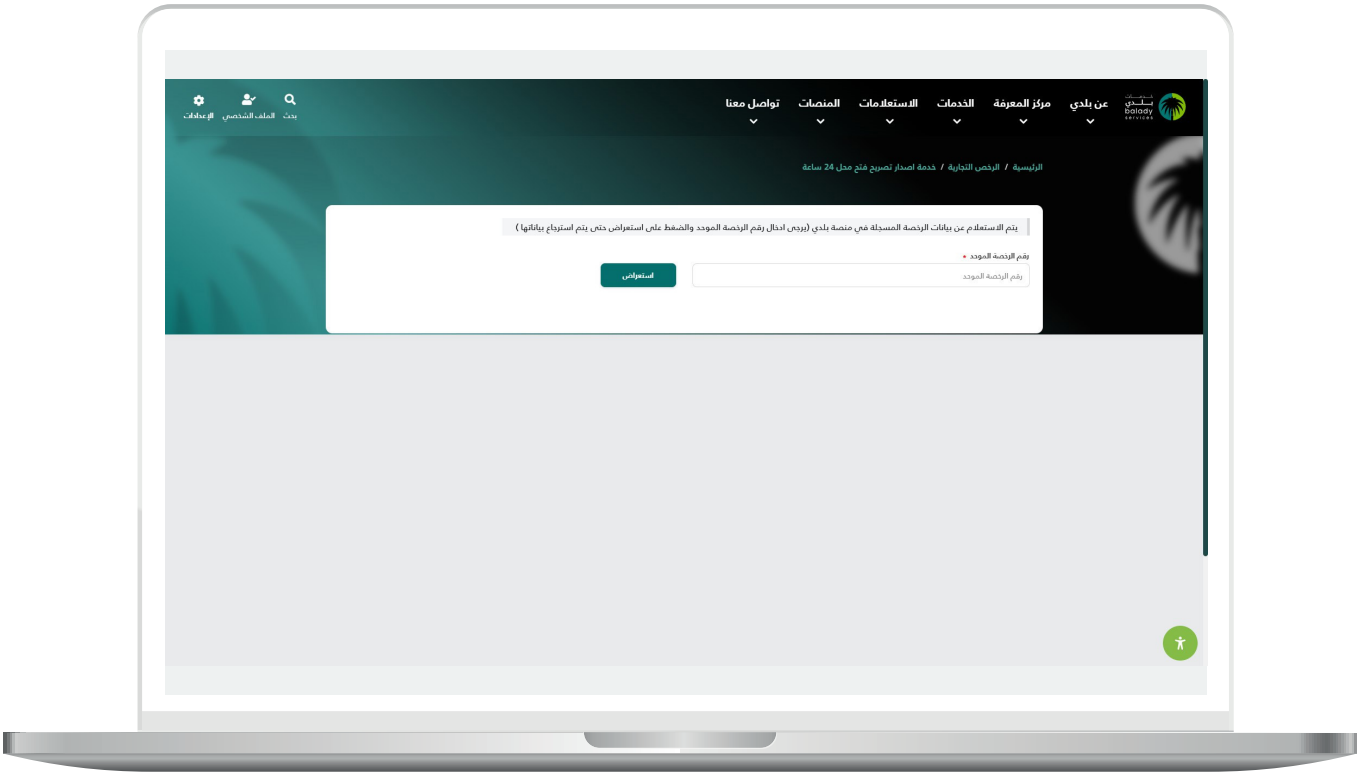


5) The following screen represents the (**Conditions and Fines**) section.

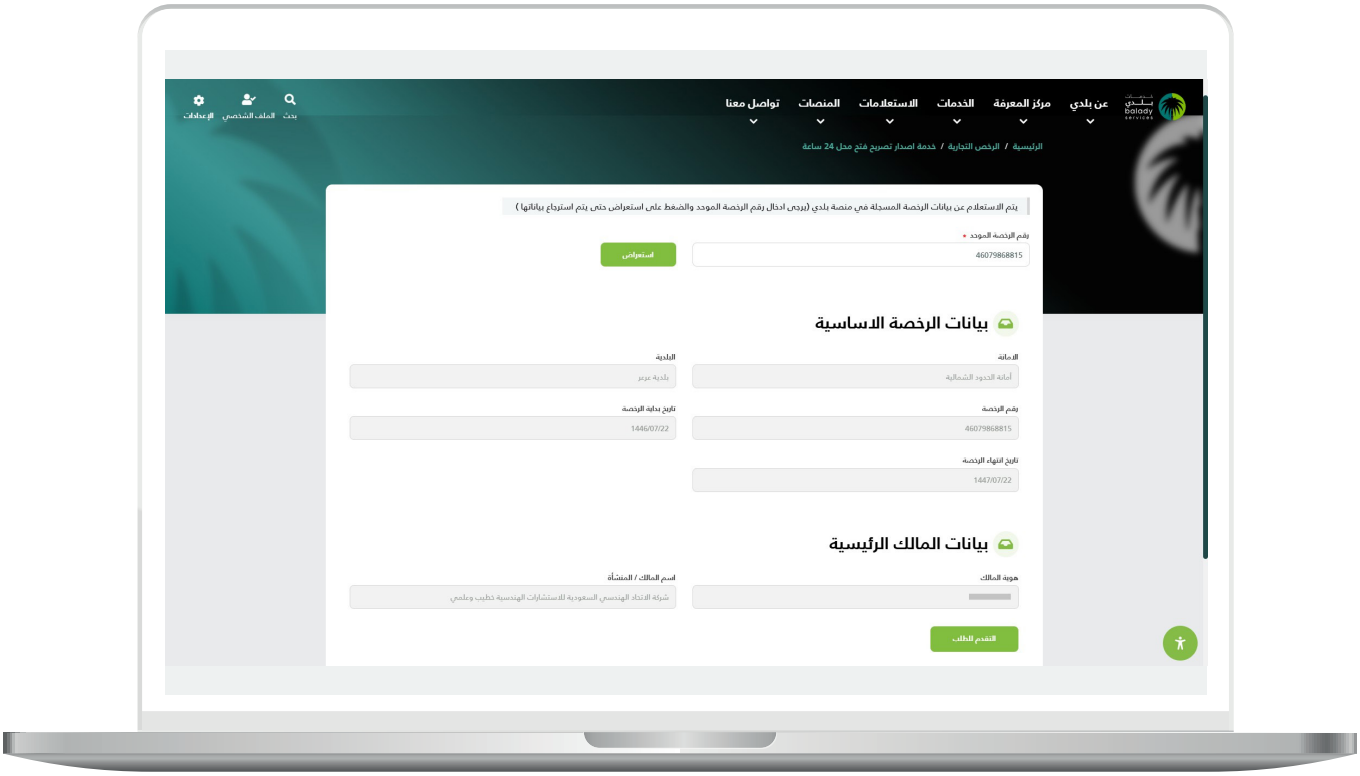
To start the application process, the user clicks the (**Start Service**) button.



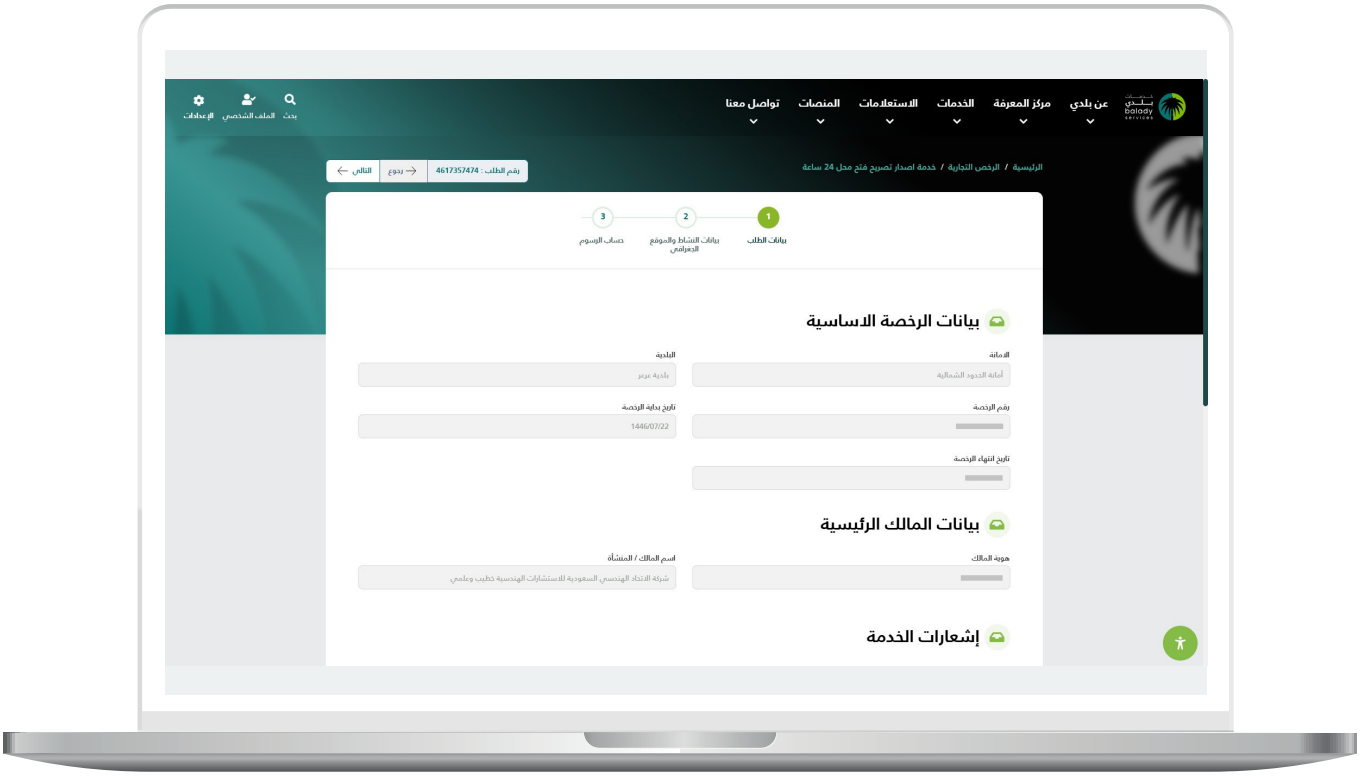
6) The following screen appears, where the (**Unified License Number**) is entered, followed by clicking (**Browse**).



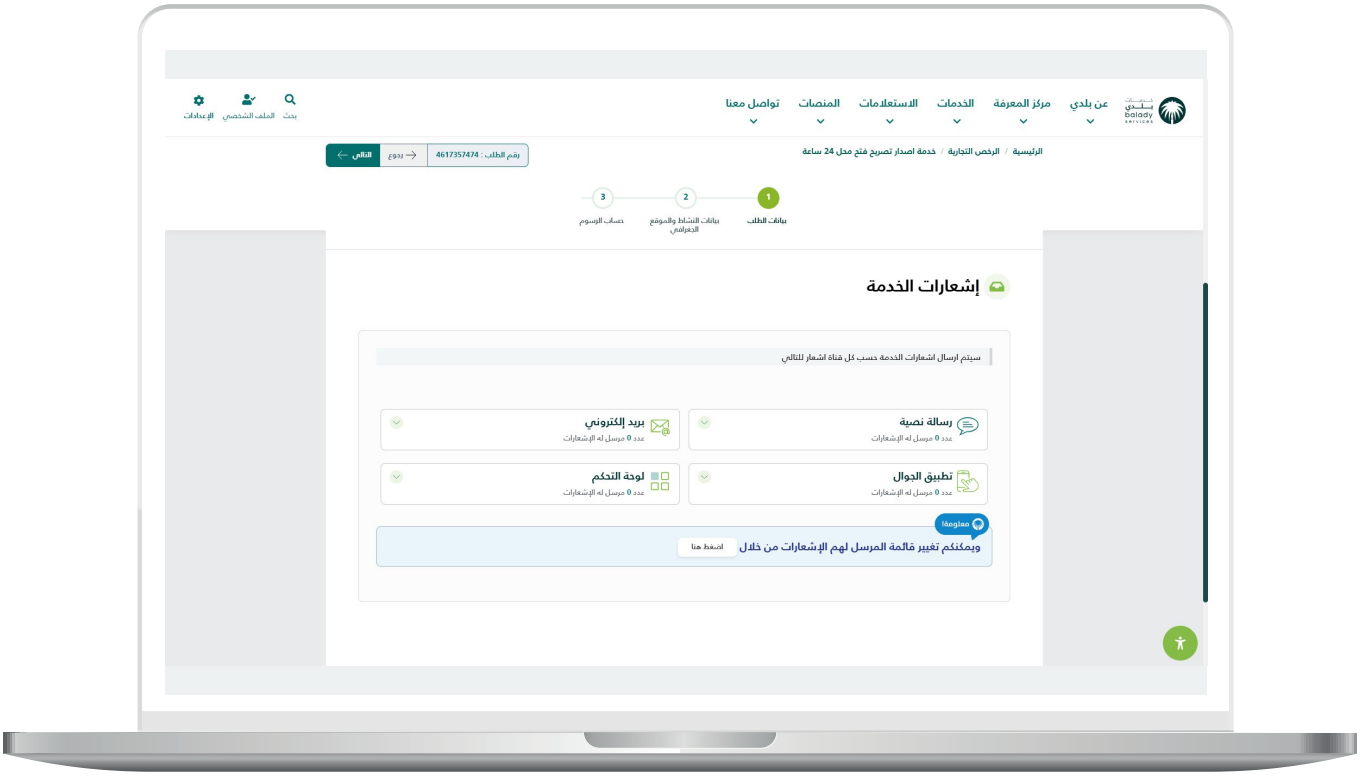
7) If the entered (**Unified License Number**) is correct, the system retrieves the basic license information as shown in the image below, and the (**Proceed with Request**) button appears for the user to click.



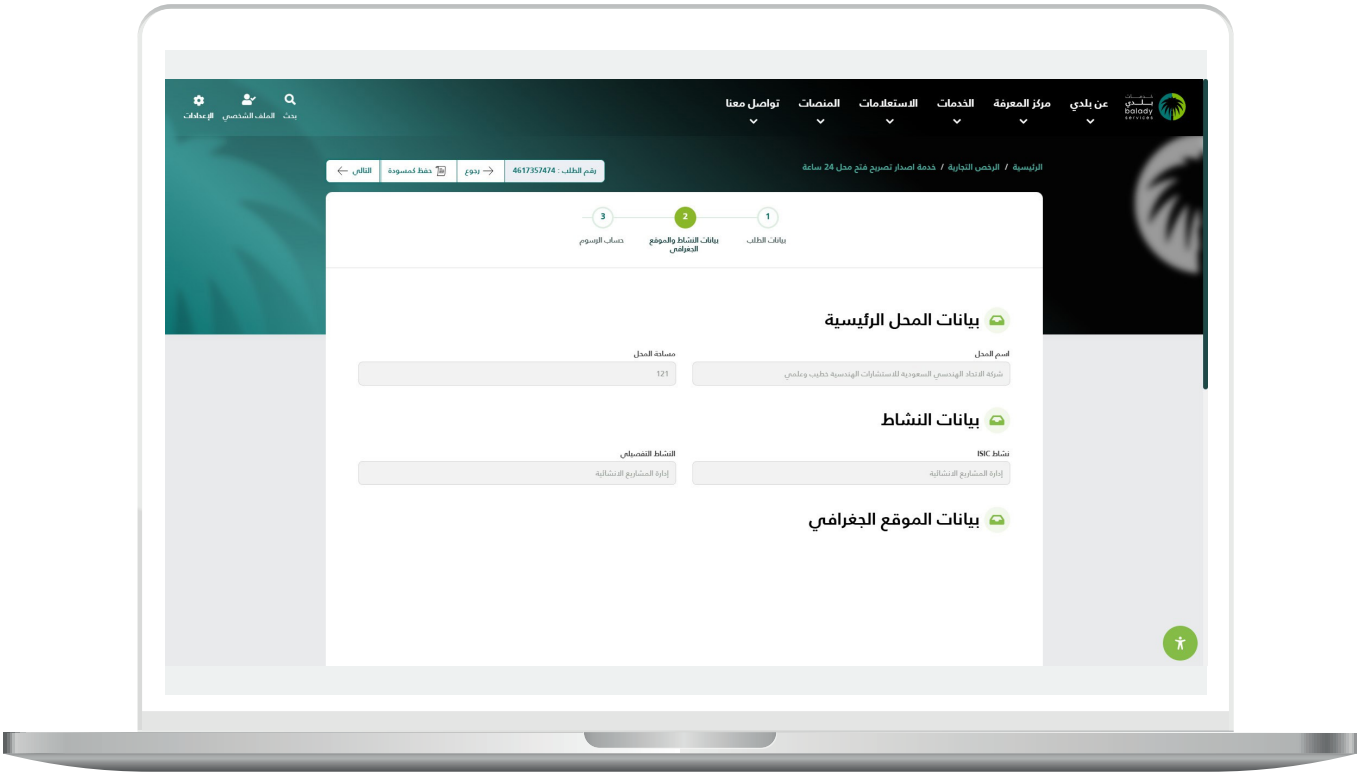
8) The first stage of the request process appears, labeled (**Request Details**).



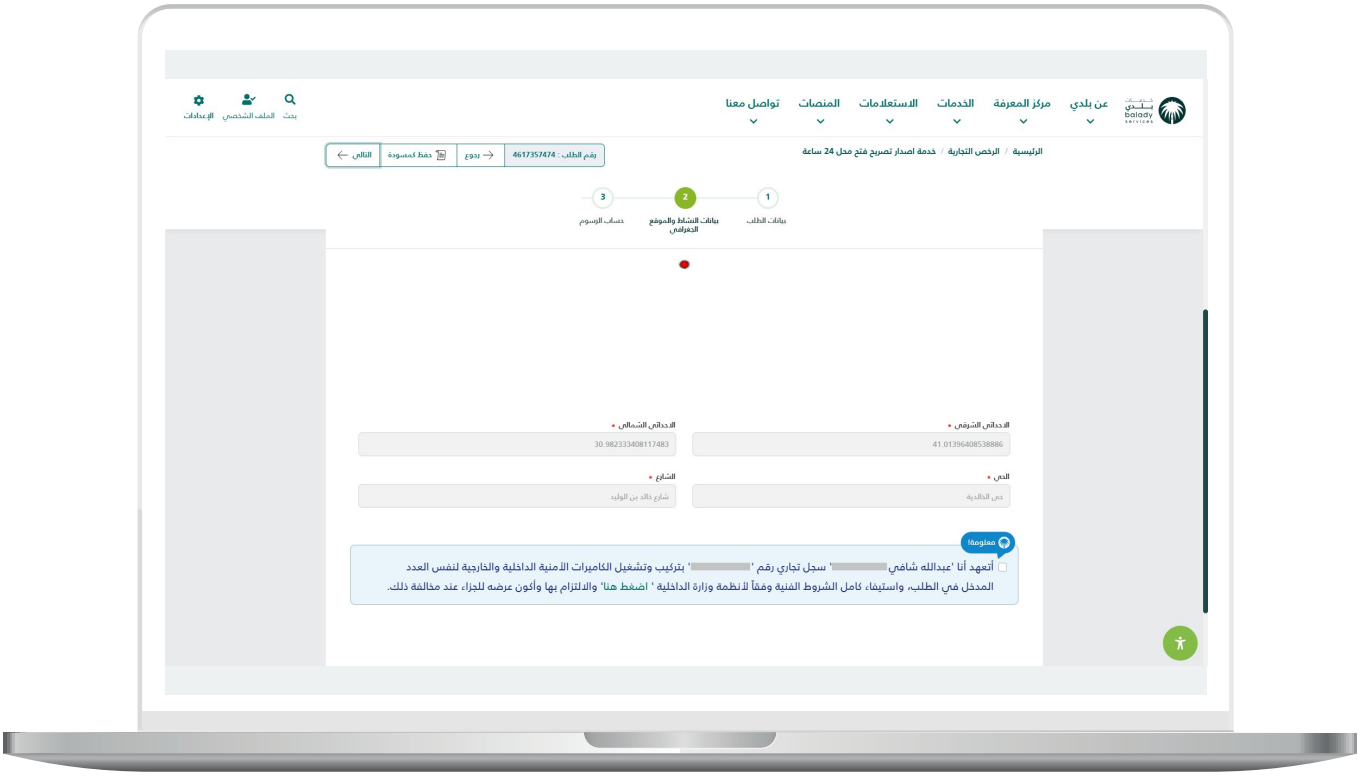
9) The following image represents the second part of the request details, which includes (**Service Notifications**) where the user clicks (**Next**).



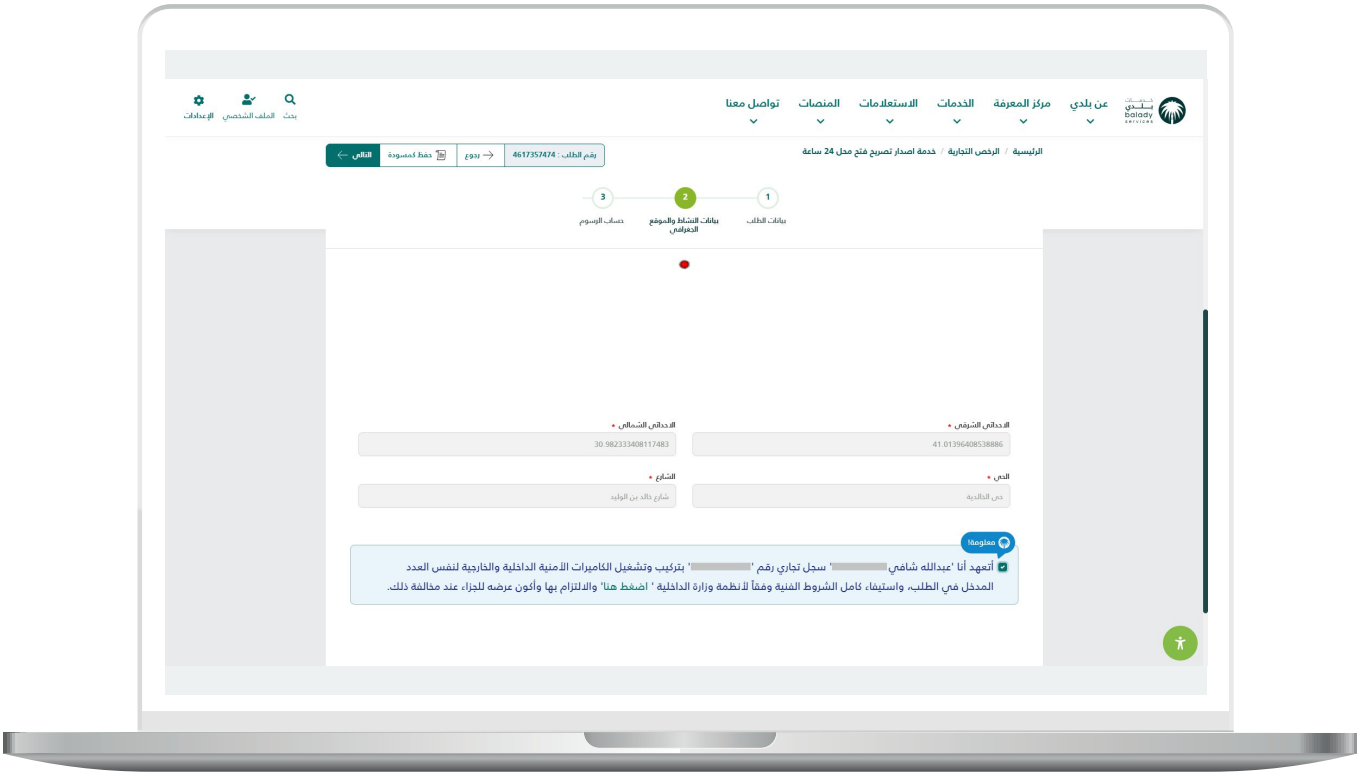
10) The system navigates the user to the next step: (**Activity and Geographic Location Information**) as shown below.



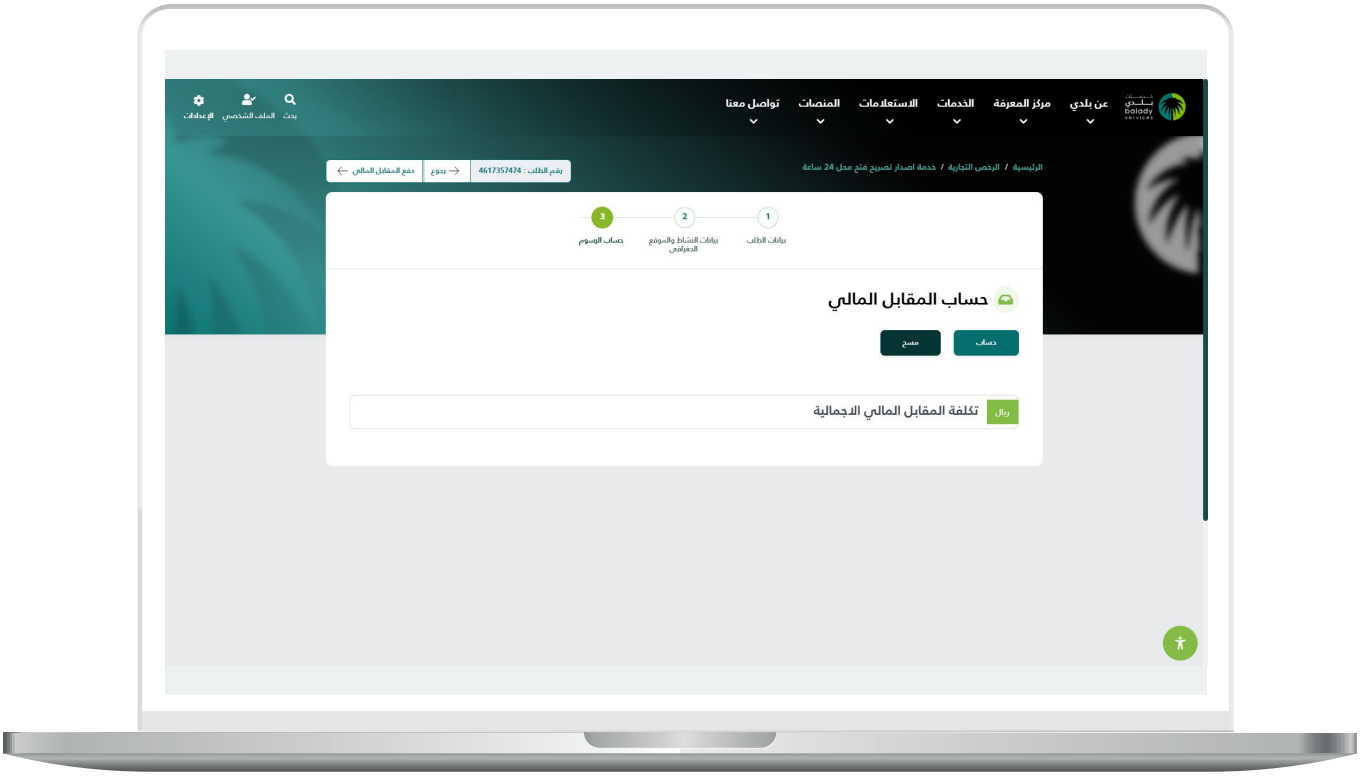
11) In the second part of the screen, the user reads and agrees to the acknowledgment.



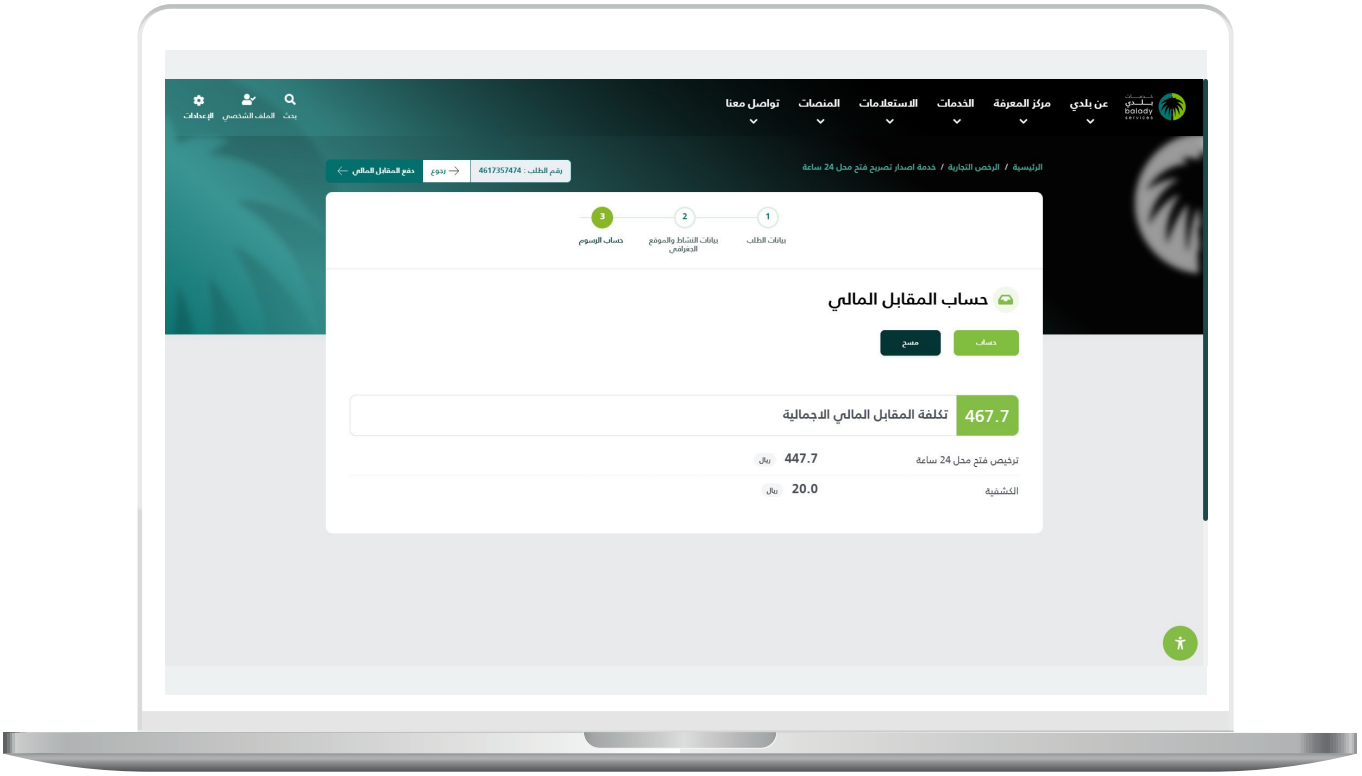
12) The user then clicks (**Next**) to proceed to the third stage, with the option to return to the previous stage using (**Back**) or save the request as a draft using (**Save as Draft**).



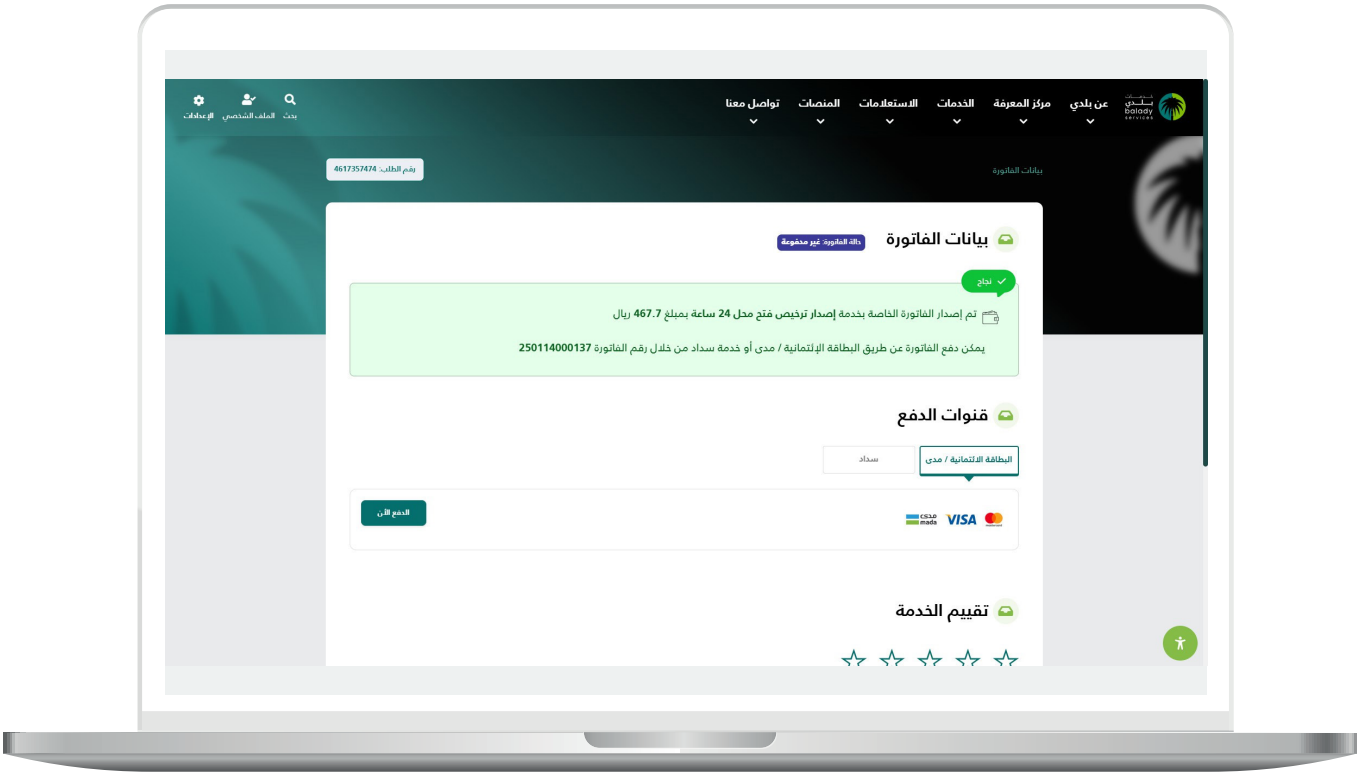
13) The user is then taken to the (**Fee Calculation**) stage, as shown in the image below, where they click (**Calculate**) to allow the system to display the total financial cost.



14) After the total financial cost is displayed, the user clicks (**Pay the Financial Cost**) with the option to return to the previous stage using (**Back**).

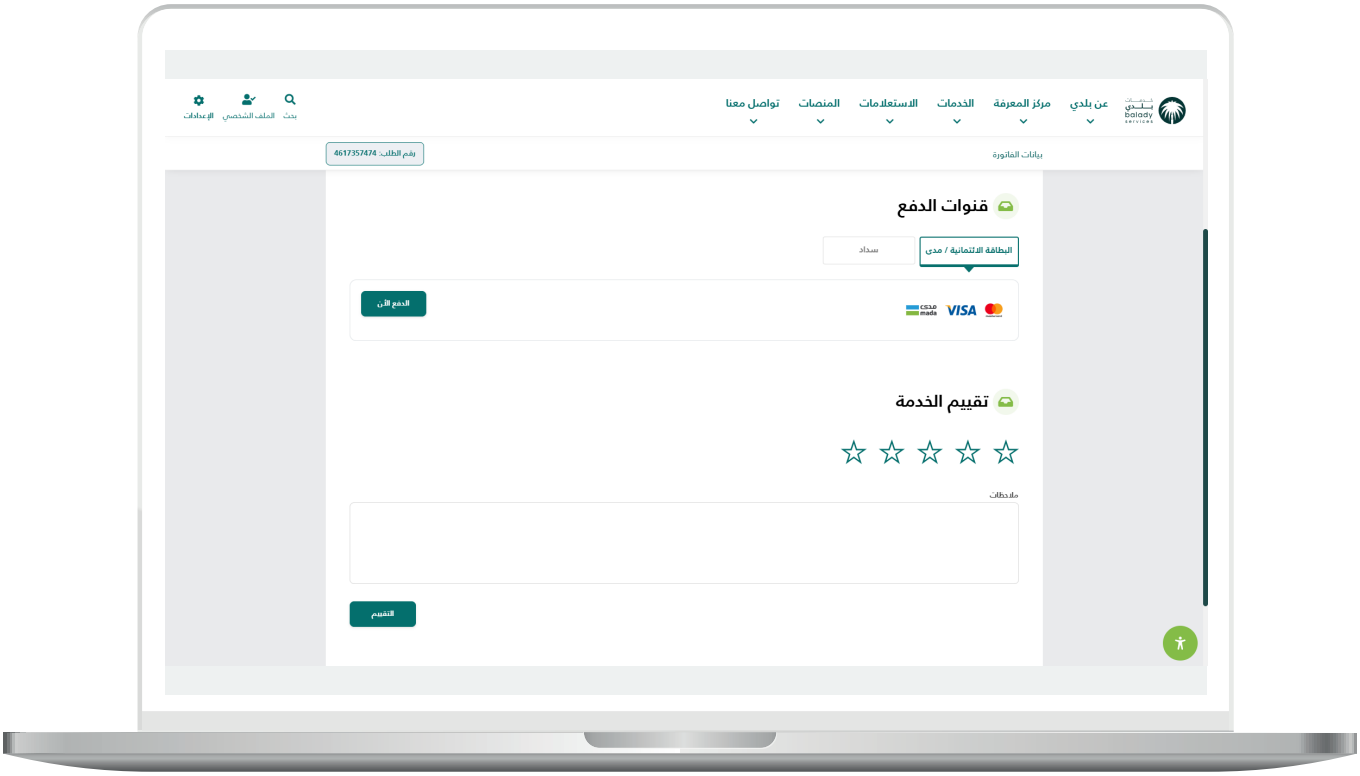


15) The invoice is then successfully generated, as shown in the image below, with the invoice number displayed.

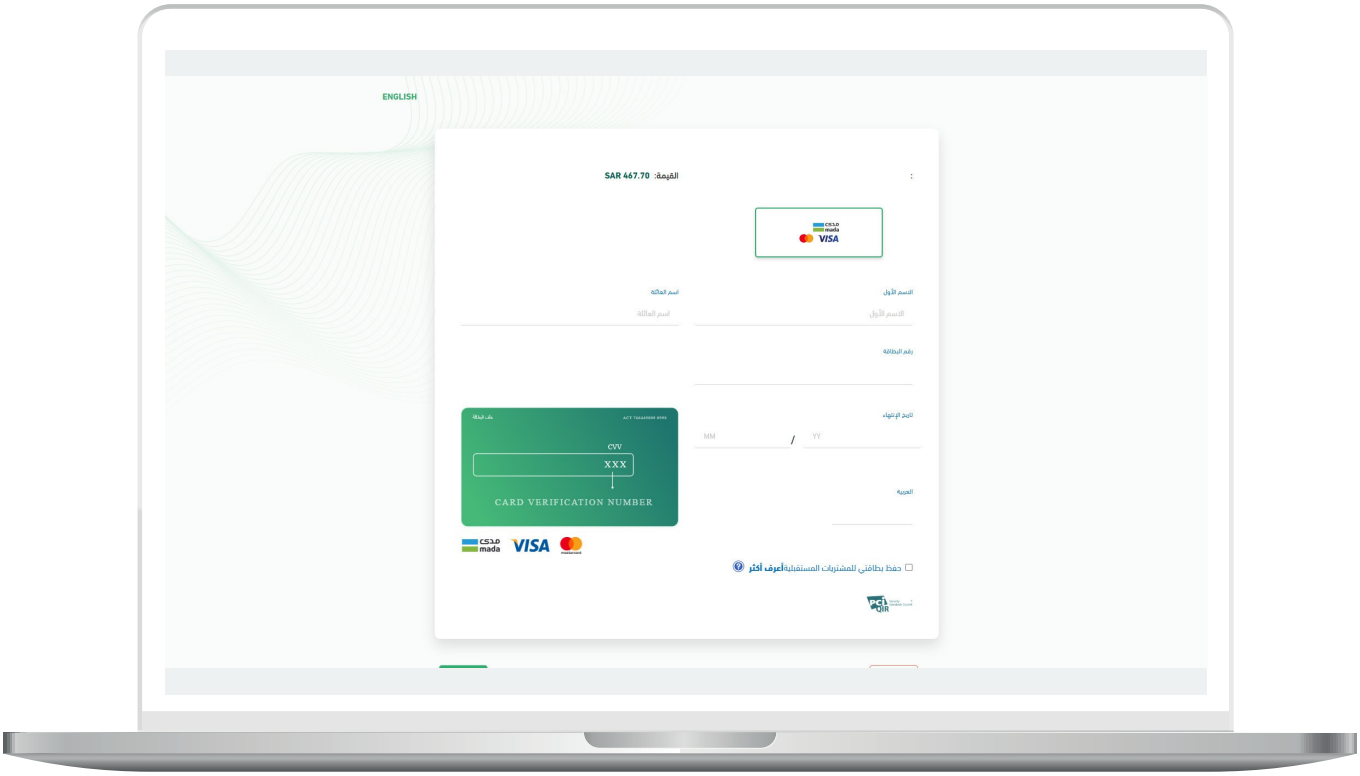


16) The system then allows the user to choose a payment method, as shown in the image below, selecting either (**Credit Card/Mada**) or (**SA-DAD**).

If (**Credit Card/Mada**) is selected, the user clicks (**Pay Now**).

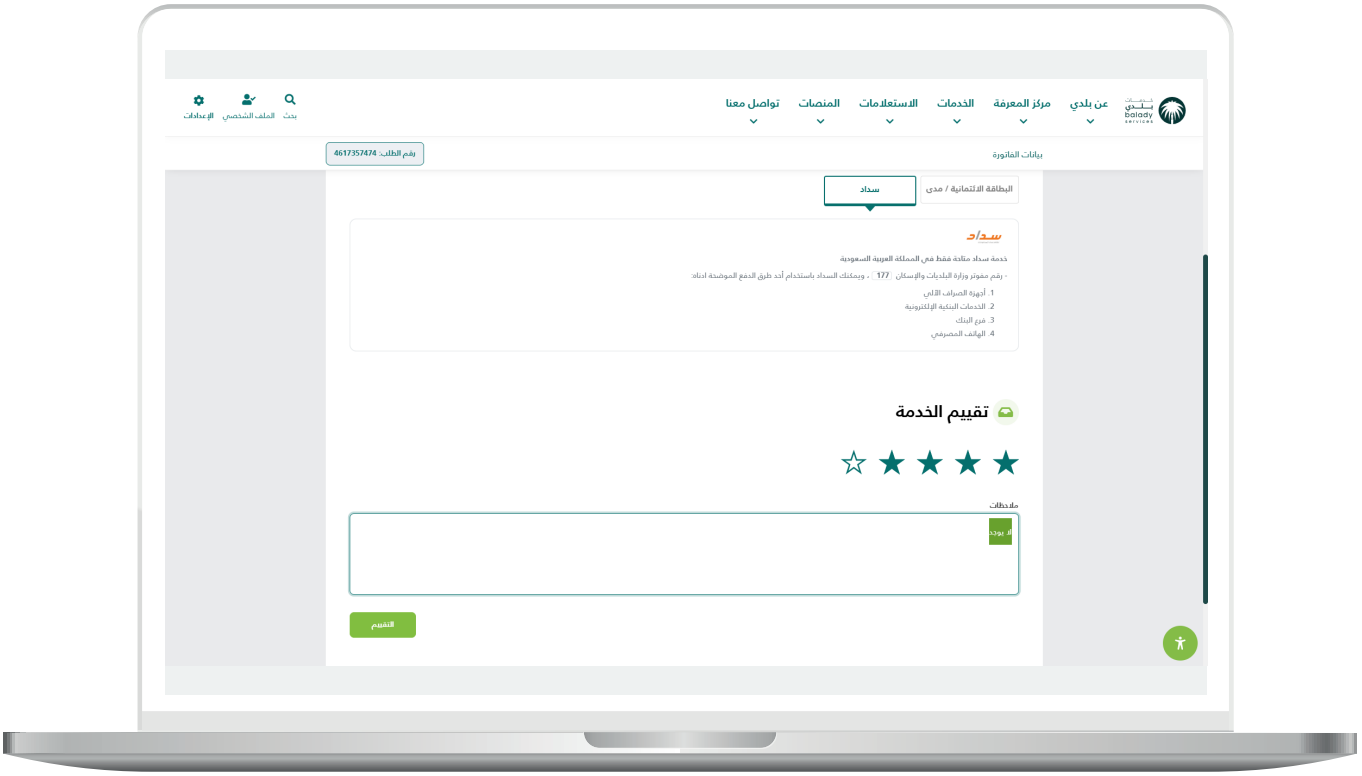


17) The user is then taken to the screen below to enter credit card details and complete the payment process.

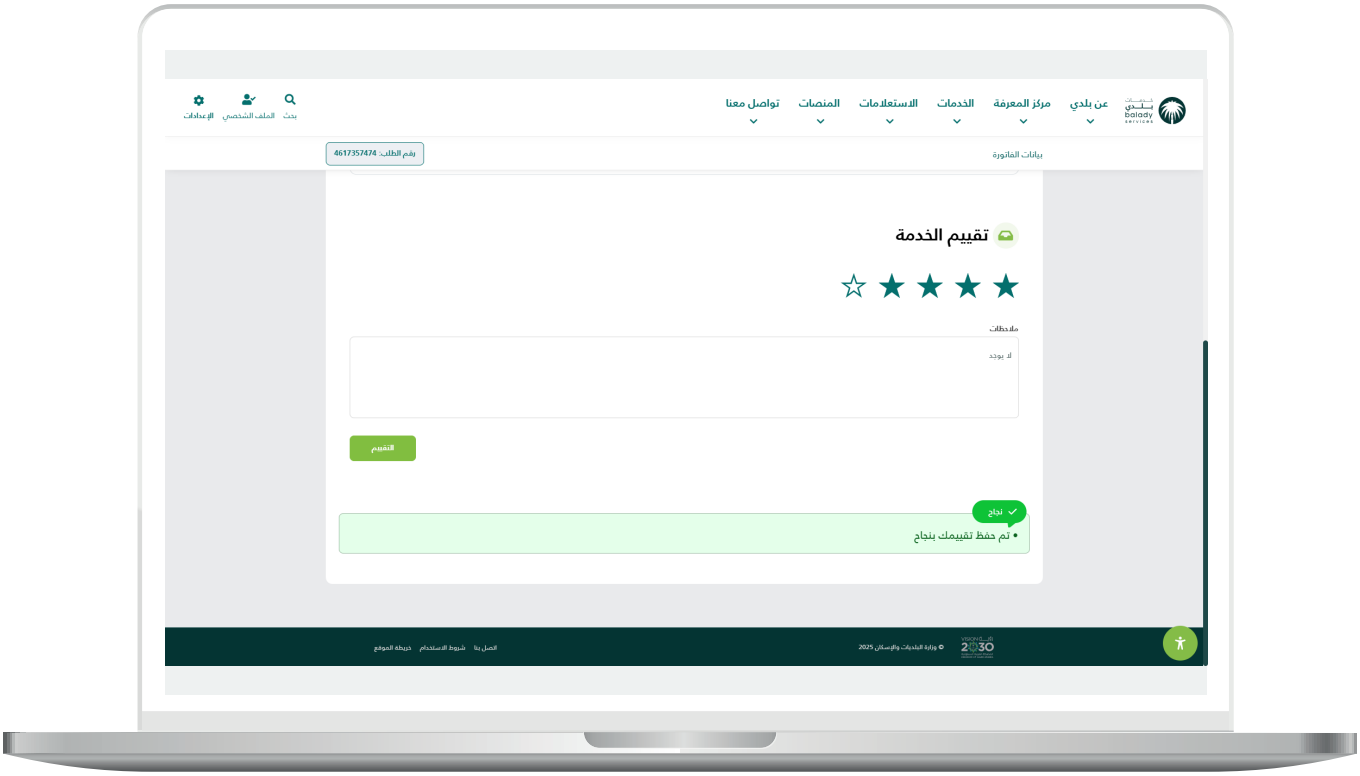


18) If (**SADAD**) is selected, the available payment methods appear.

The system allows the user to evaluate the service by selecting a number of stars, as shown in the following screen, entering a value in (**Comments**), and clicking (**Evaluate**).



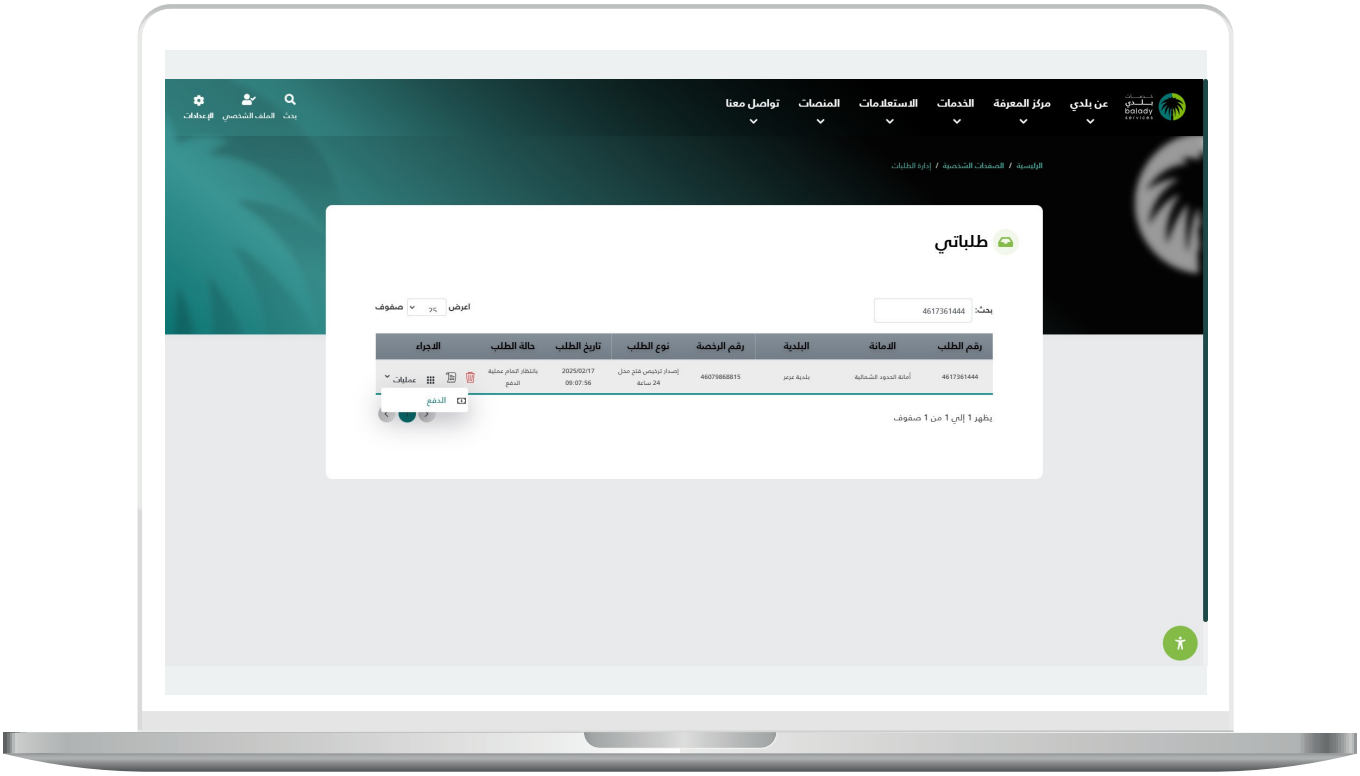
19) After clicking (**Evaluate**), the evaluation is successfully saved, as shown in the image below.



20) The user can track the request status from the (**My Requests**).

Note:

If a (**Commercial License Cancellation Request**) is approved, the (**24-Hour Commercial Activities Permit**) will be automatically canceled.



199040 Direct Contact Number

@Balady_CS Customer Service