



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

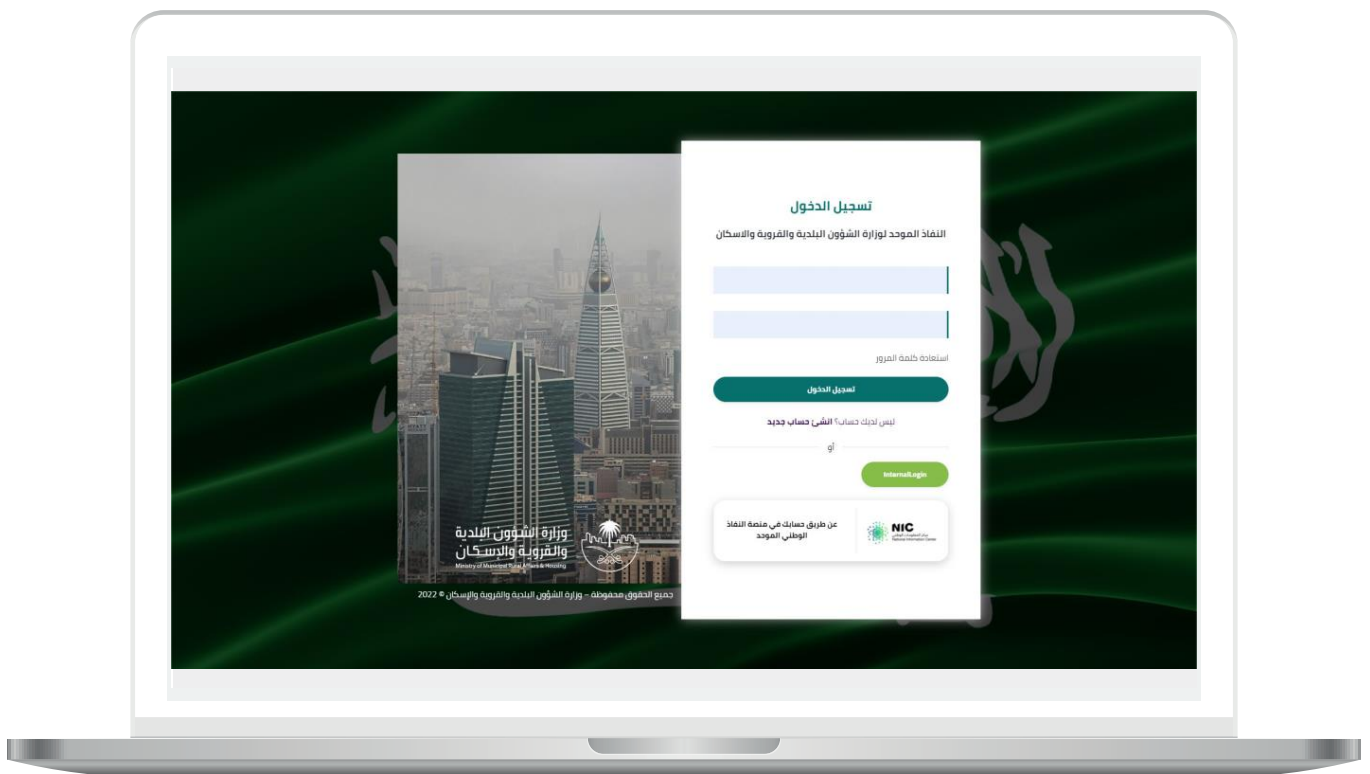
User Guide for the

Mobile Cart License Renewal Service

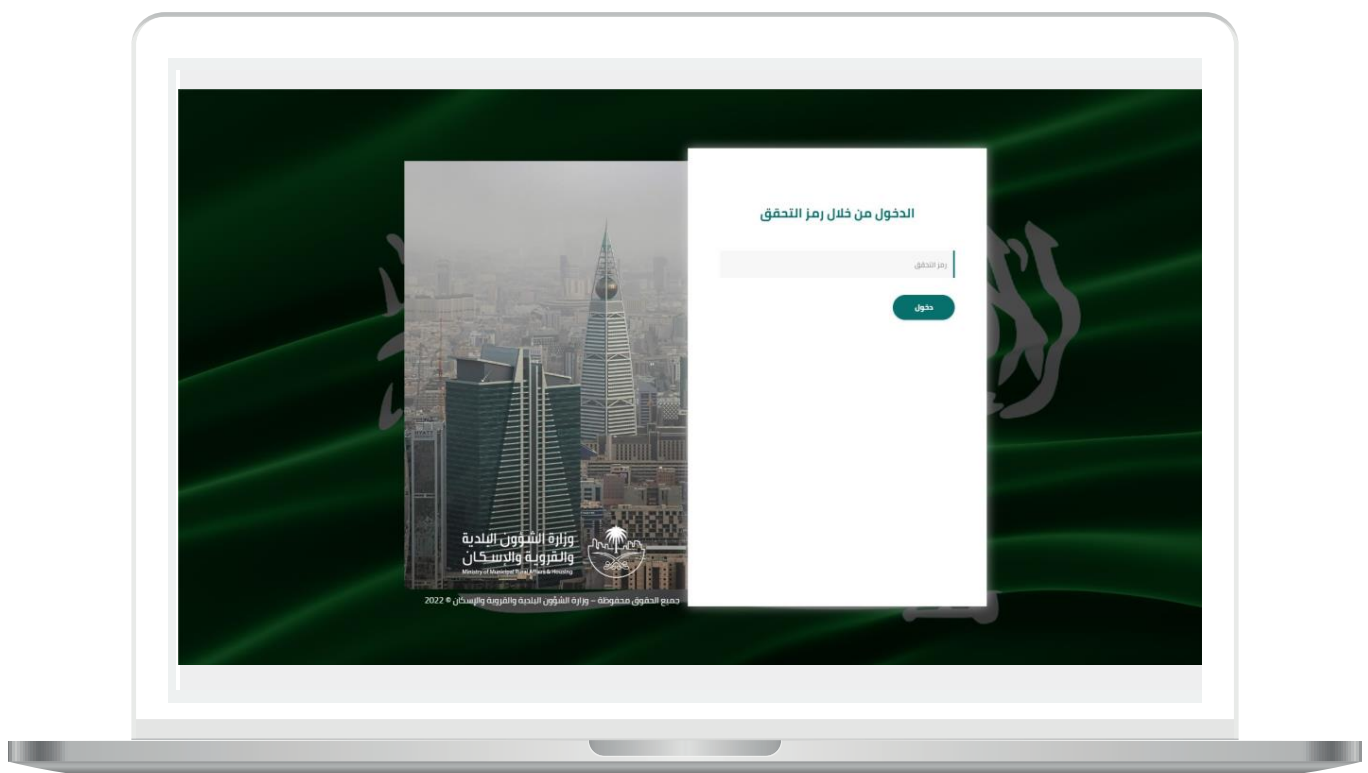
Beneficiary's
Copy

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.

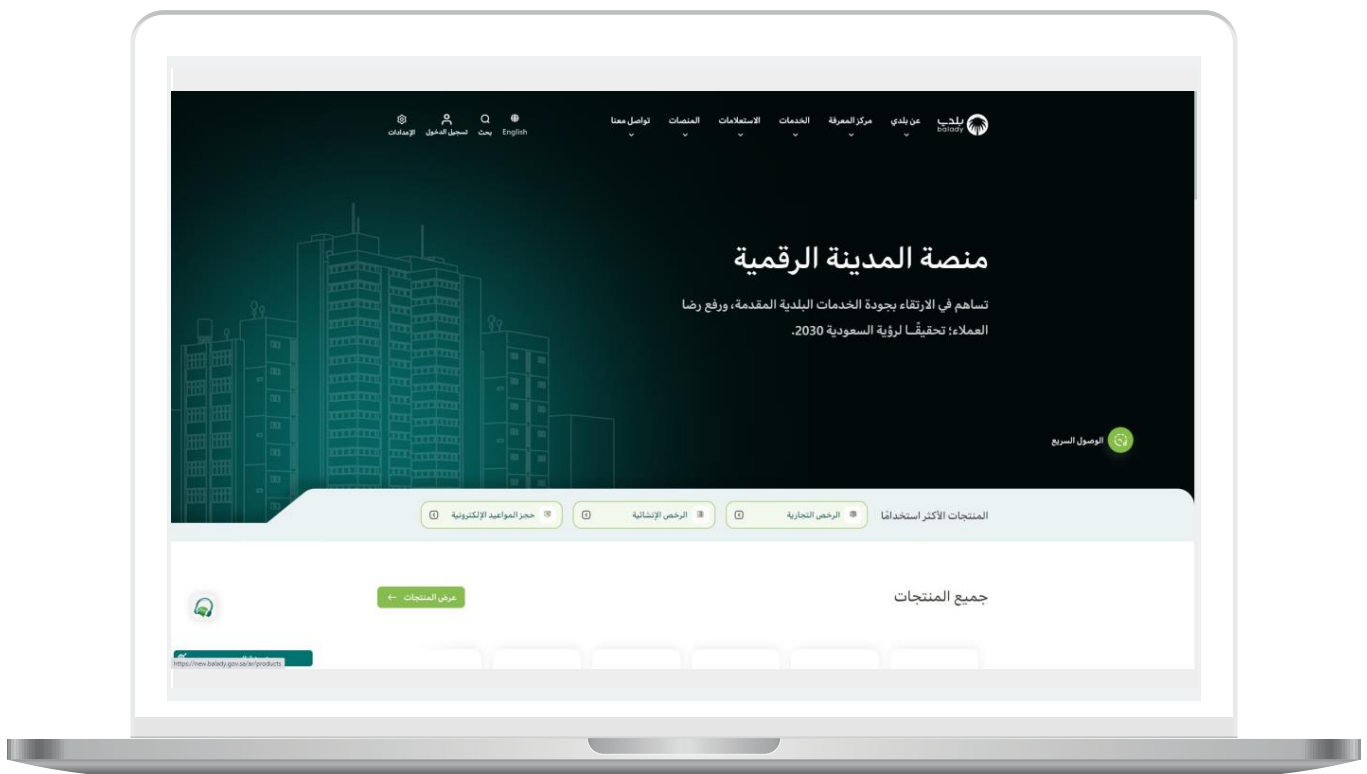


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.

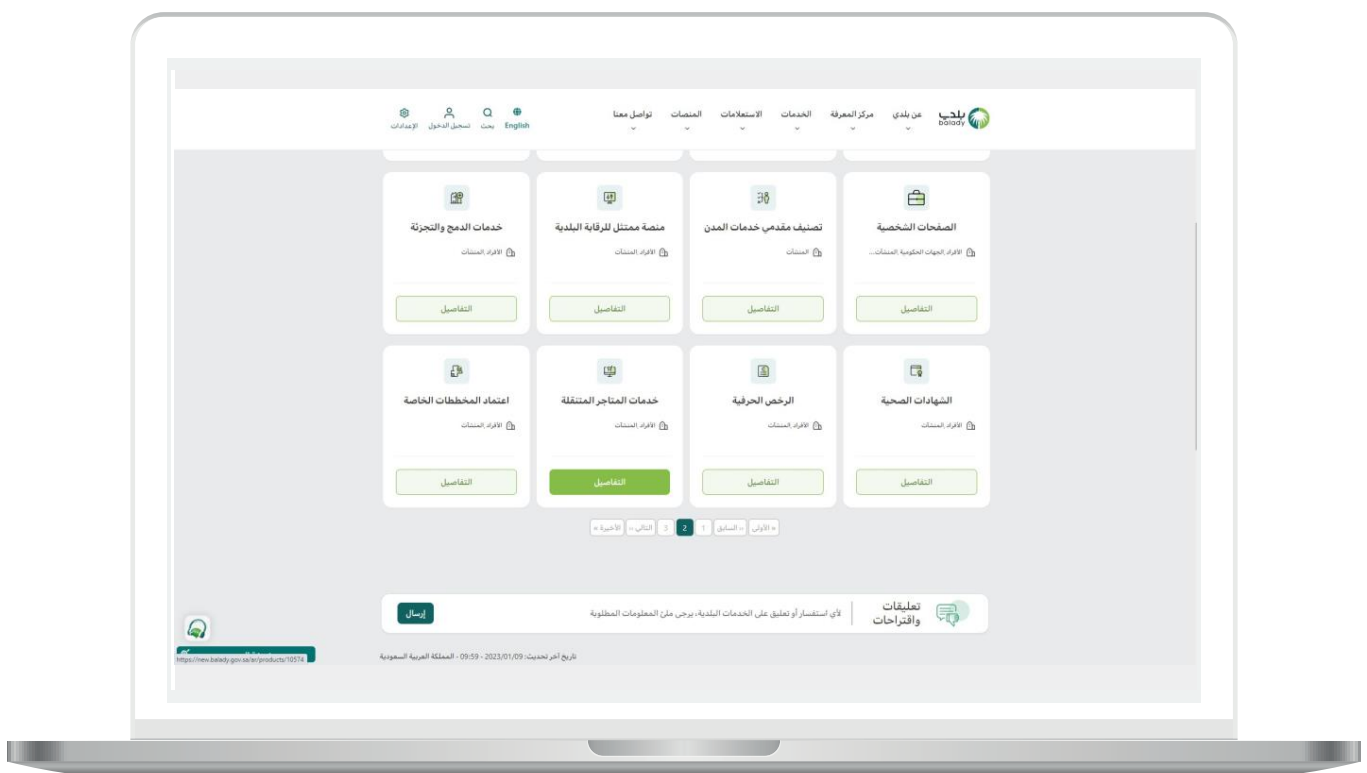


3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

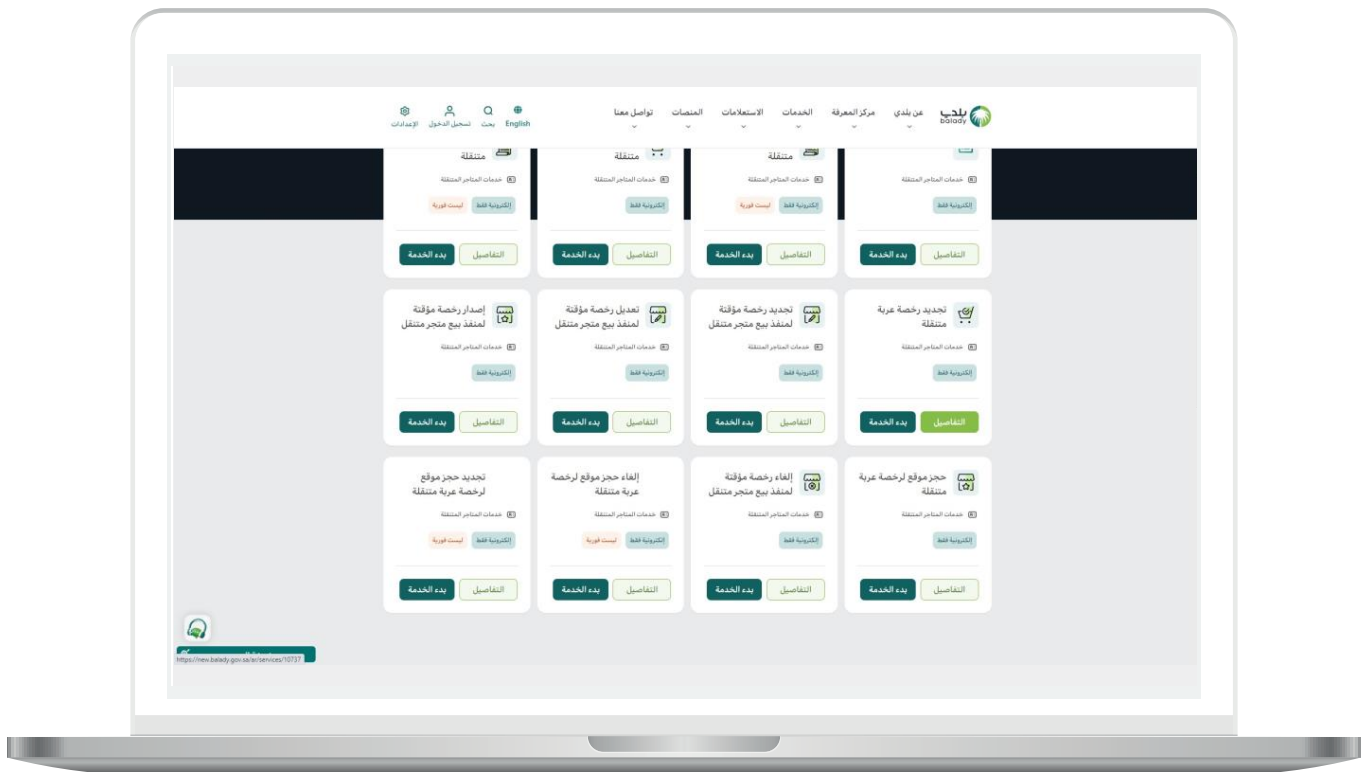
To start the service application, the user must click the **(View All Products)** button.



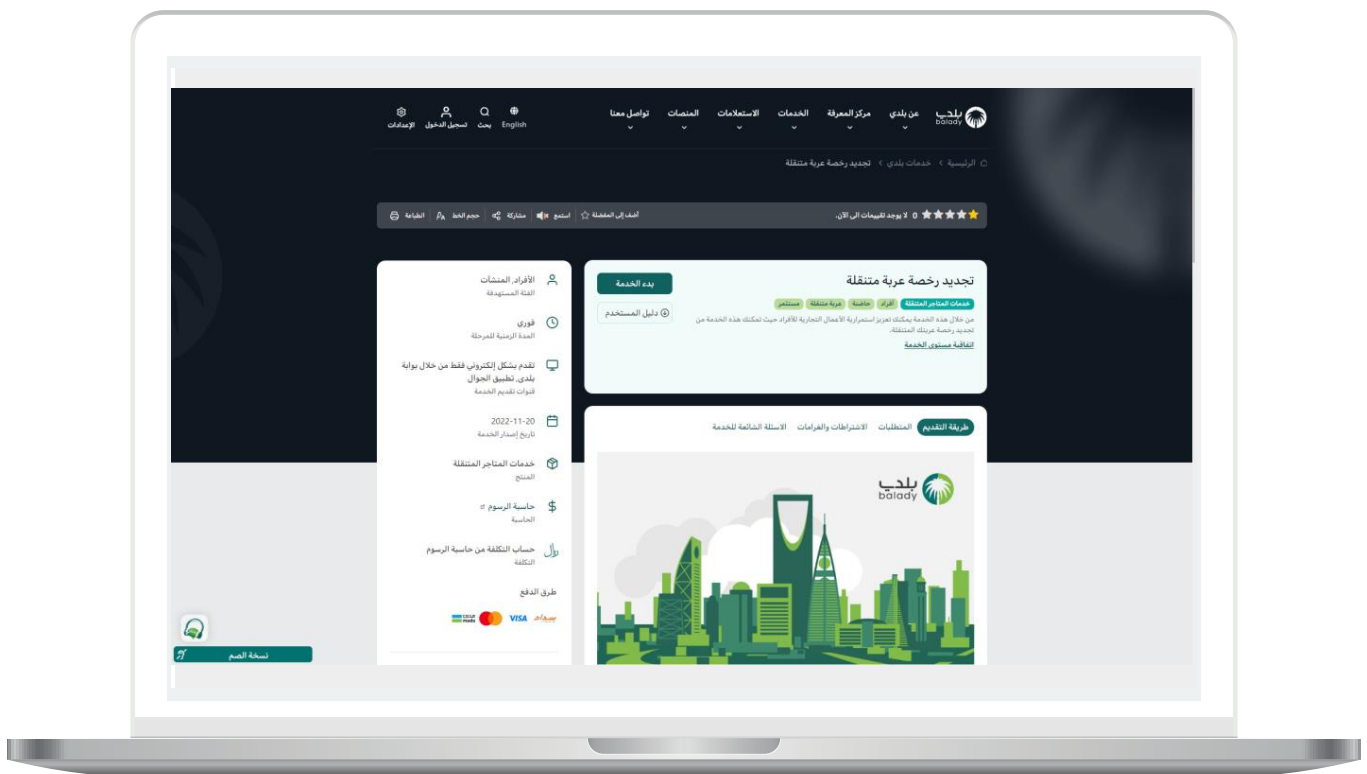
4) The following screen appears, displaying Balady's services, where the user selects **(Mobile Cart Services)**.



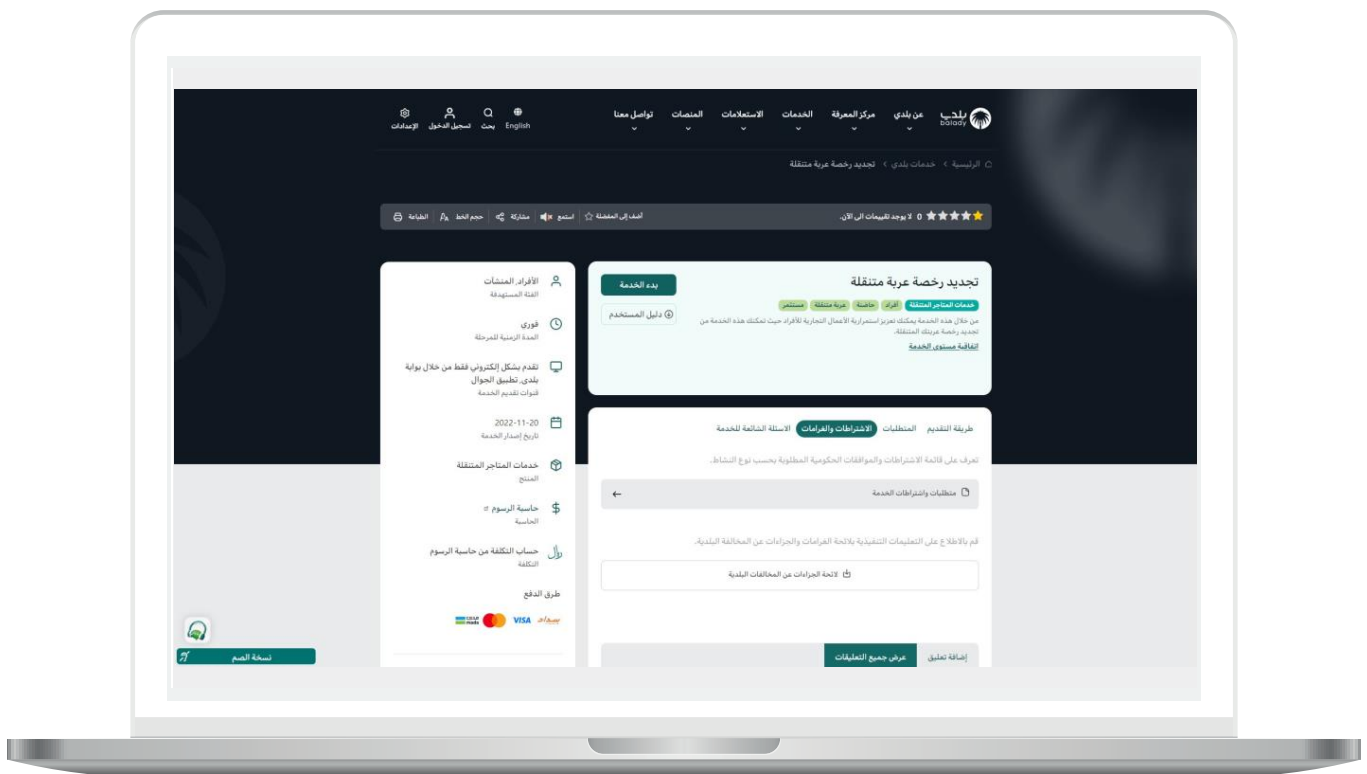
5) The following screen appears, where the user selects **(Renew Mobile Cart License)**.



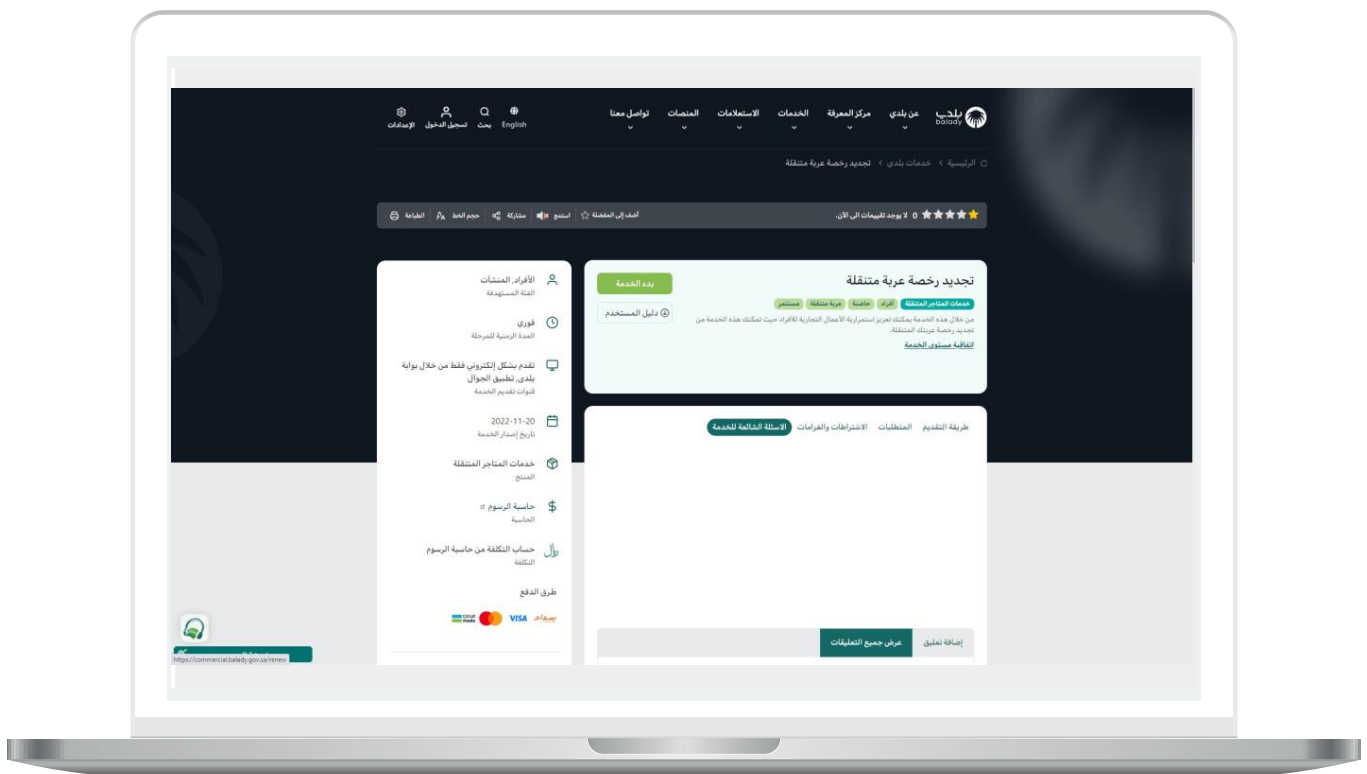
6) From The following screen appears, displaying the (Service Card), which includes details such as (How to Apply, Requirements, Conditions and Fines, etc.).



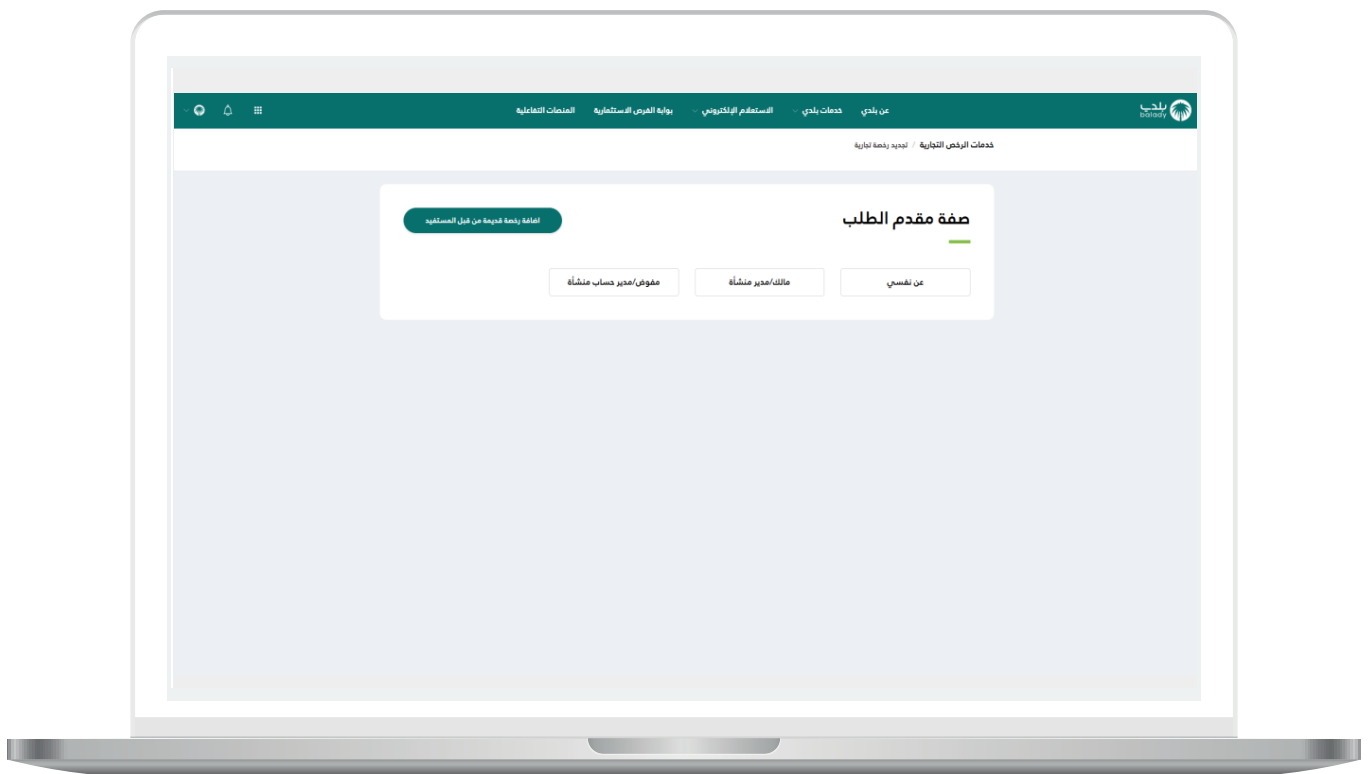
7) The following screen represents the **(Terms and Penalties)** section.



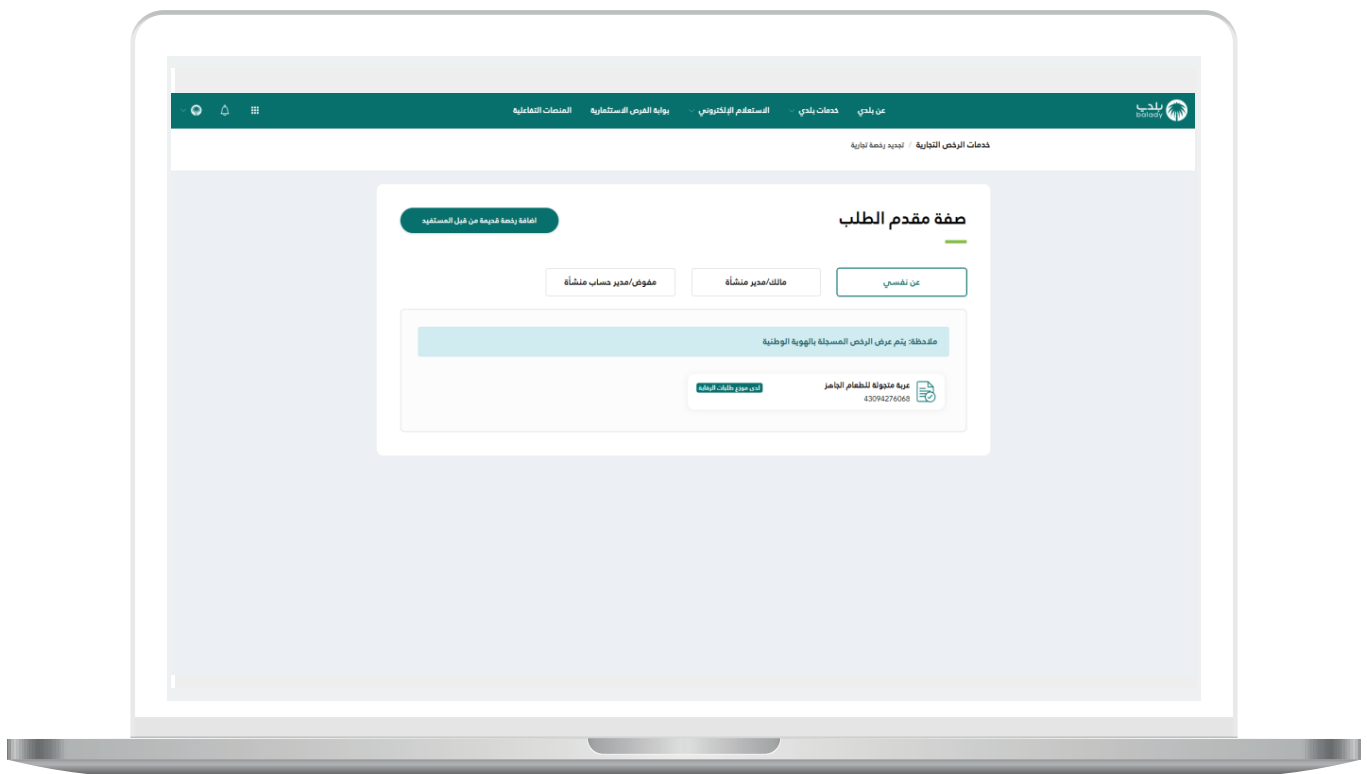
8) To start the application process, the user clicks **(Start Service)**.



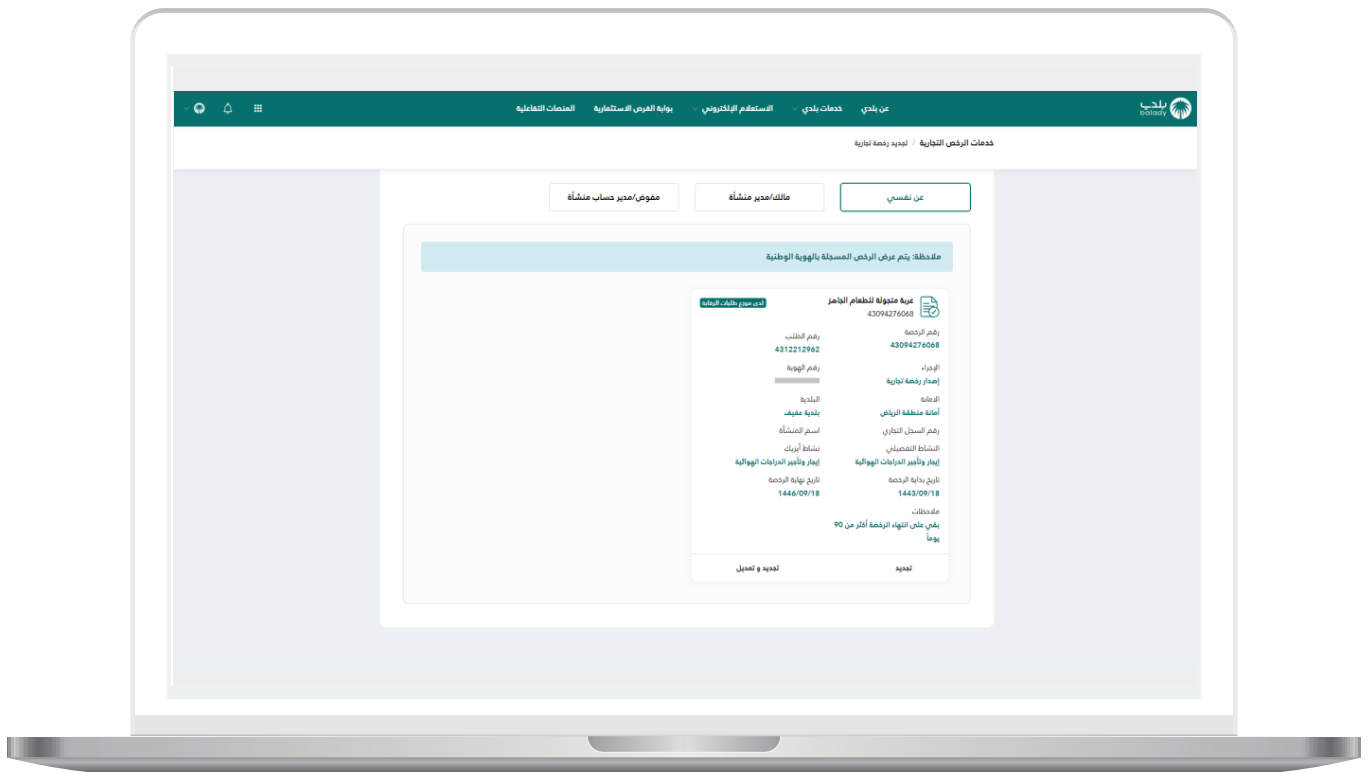
9) The next screen allows the user to select the application type from three options: **(For Myself, Owner or Manager of an Establishment, Authorized Representative or Establishment Account Manager)**.



10) A list of licenses associated with the user's National ID appears, from which the user selects the license to be renewed.



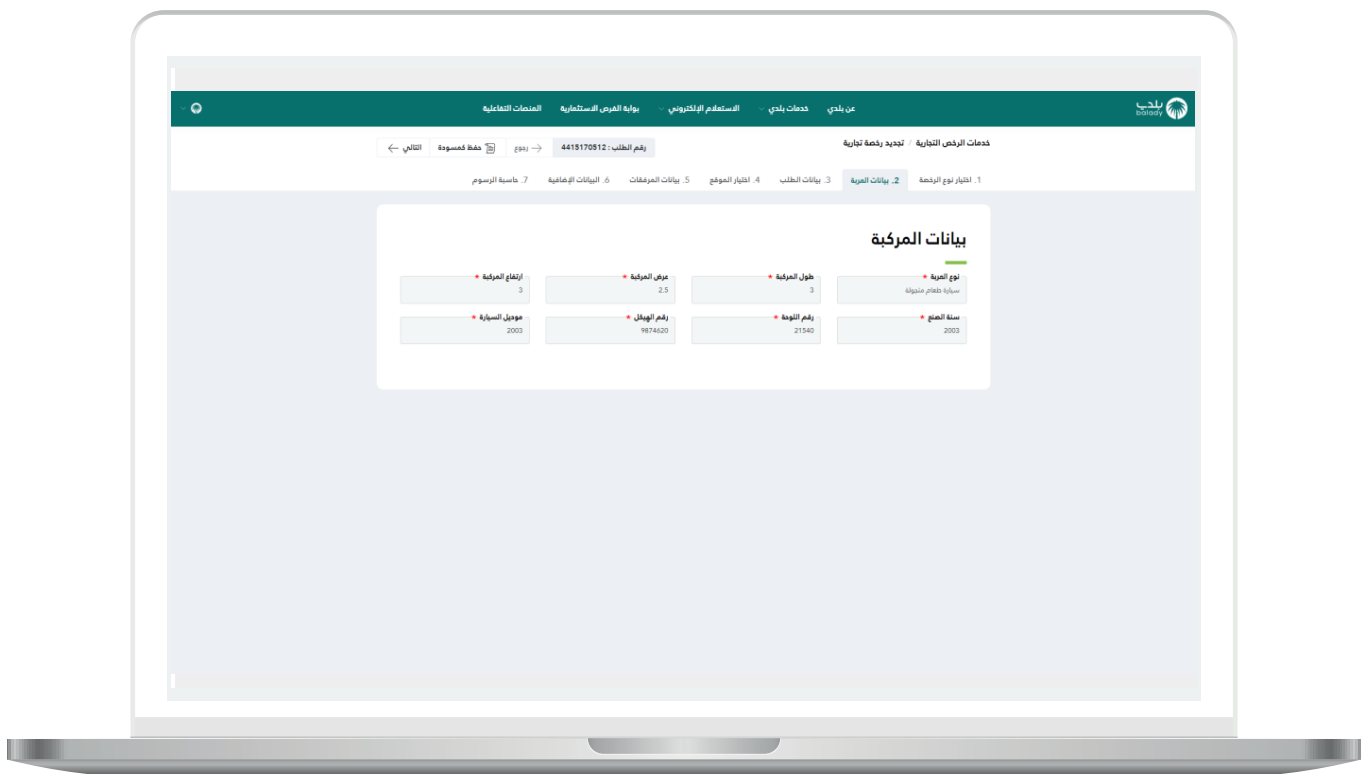
11) After selecting the license, its details are displayed. The system allows the user to take one of the following actions: **(Renew)** or **(Renew and Modify)**, both of which will be explained in detail.



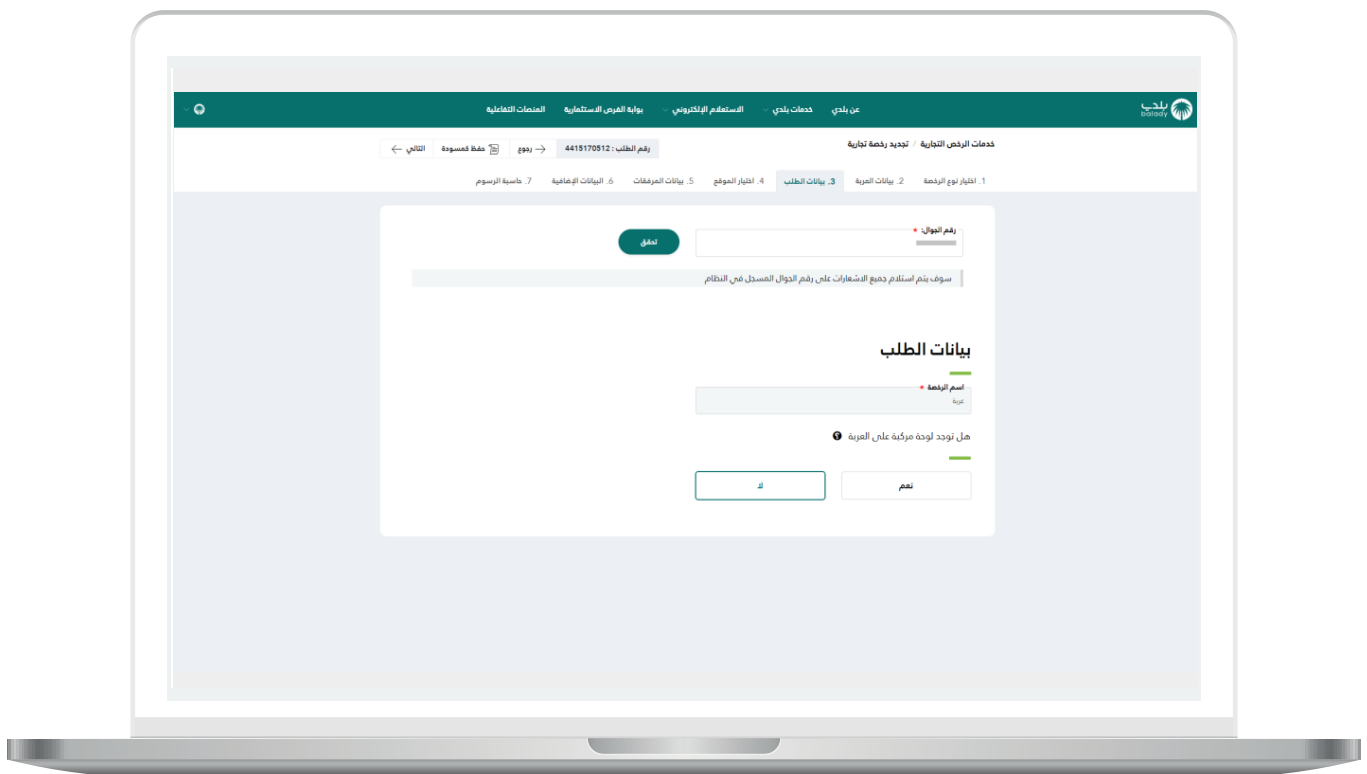
Renew

1) Clicking the **(Renew)** button directs the user to the **(Cart Information)** stage.

The user then clicks the **(Next)** button to proceed to the next stage. The request can also be saved as a draft for later access using the **(Save as Draft)** button.



2) The **(Request Information)** stage appears. The user verifies the mobile number by entering the **(Mobile Number)** field and clicking **(Verify)**.



3) A verification code is sent via SMS. The user enters the code in the **(Verification Code)** field and clicks **(Confirm)**.

عن بلدي - خدمات بلدي - الاستعلام الإلكتروني - بوابة العرض الاستثمارية - المنتجات التمويلية

خدمات الرخص التجارية / تجديد رخصة تجارية

رقم الطلب: 4419170912 | ربيع | خطة مسودة | التالي < | > |

1. اختيار نوع الرخصة 2. بيانات العمرة 3. بيانات الطلب 4. اختيار الموقع 5. بيانات المرفقات 6. البيانات الإضافية 7. داسة الرسوم

رقم التأكيد:

سوف يتم استلام جميع الإشعارات على رقم الجوال المسجل في النظام

رقم التأكيد:

تأكيد

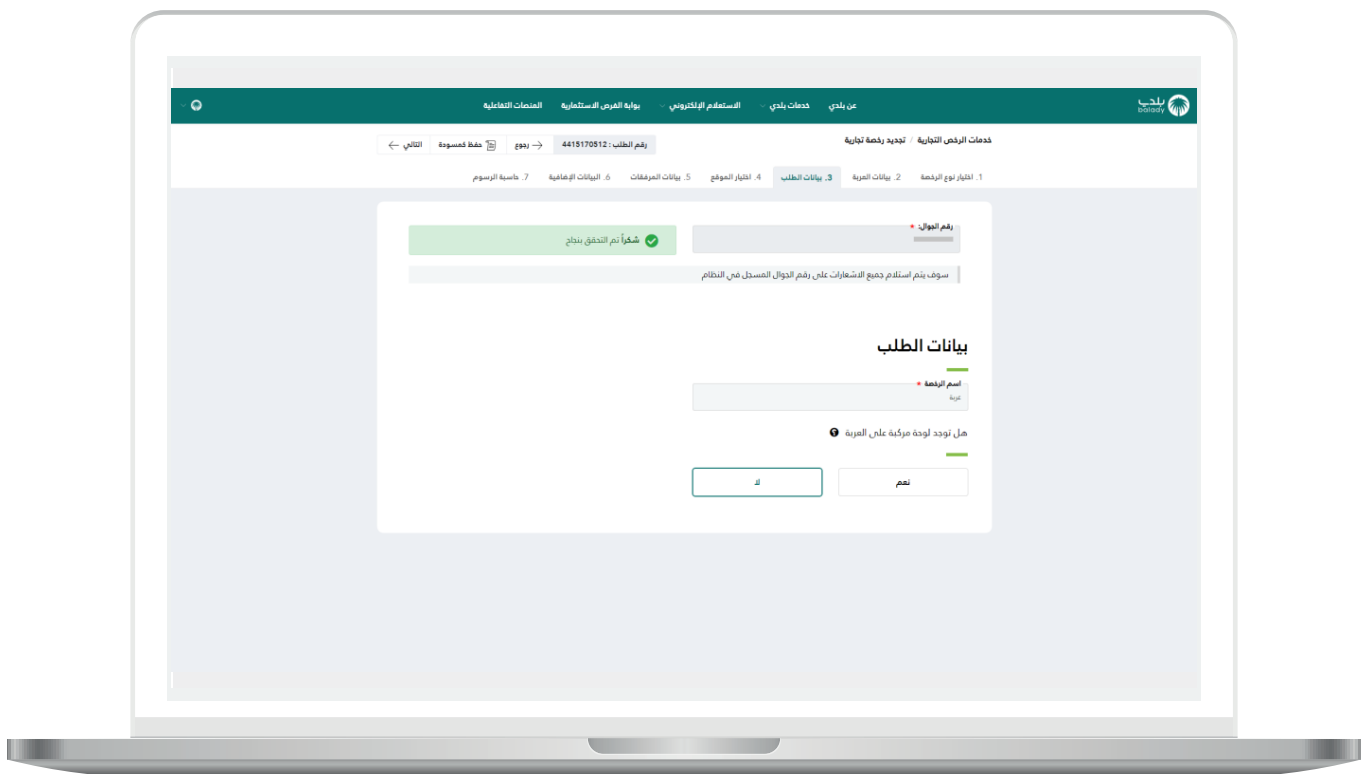
01:00 | أعد إرسال الرمز بعد:

بيانات الطلب

اسم الخدمة:

هل توجد لوحة مركبة على السيارة؟ ☐ نعم ☐ لا

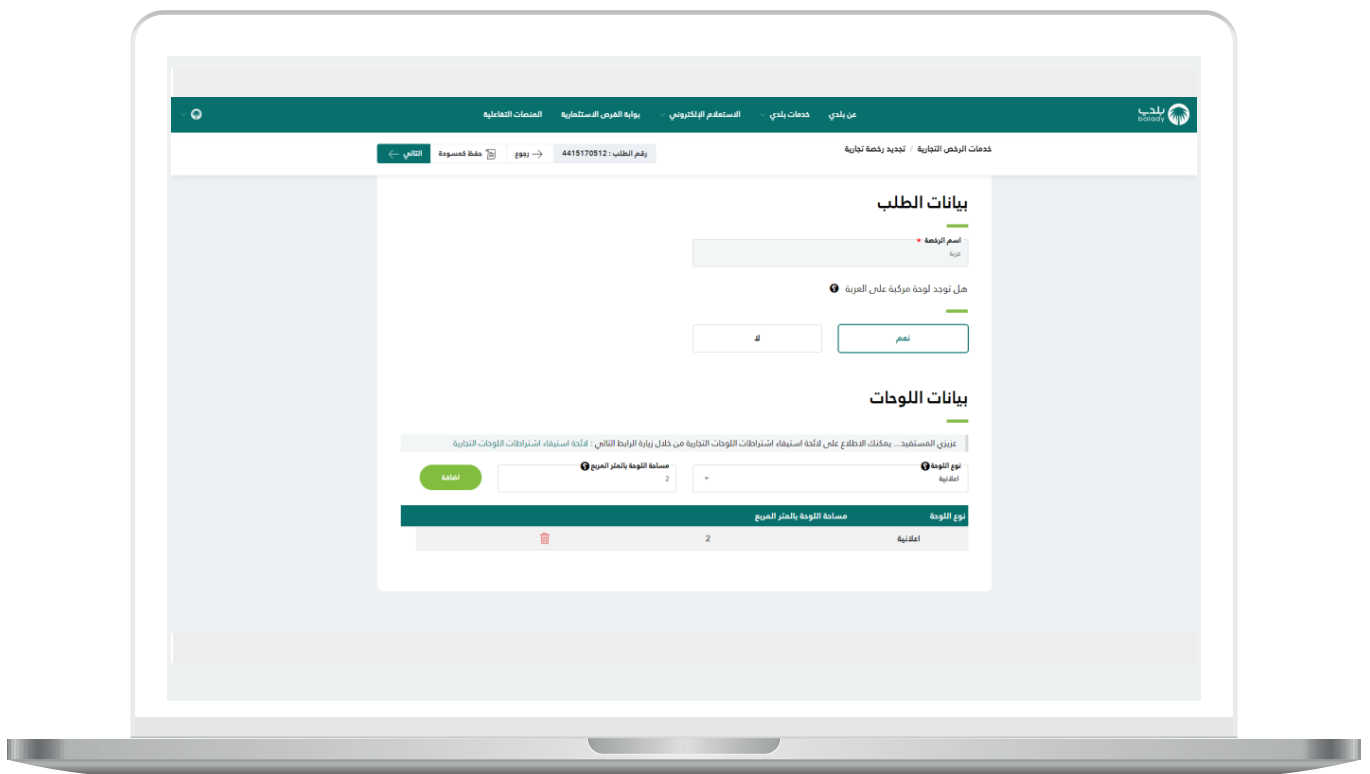
4) A success message appears stating (**Thank you, verification was successful**). The user then selects whether a mounted sign is installed on the cart by choosing (**Yes**) or (**No**).



5) If **(Yes)** is selected, the **(Signs Information)** section appears. The user adds signboards by selecting a value from the **(Sign Type)** dropdown and entering the **(Sign Area in Square Meters)** field, then clicking **(Add)**.

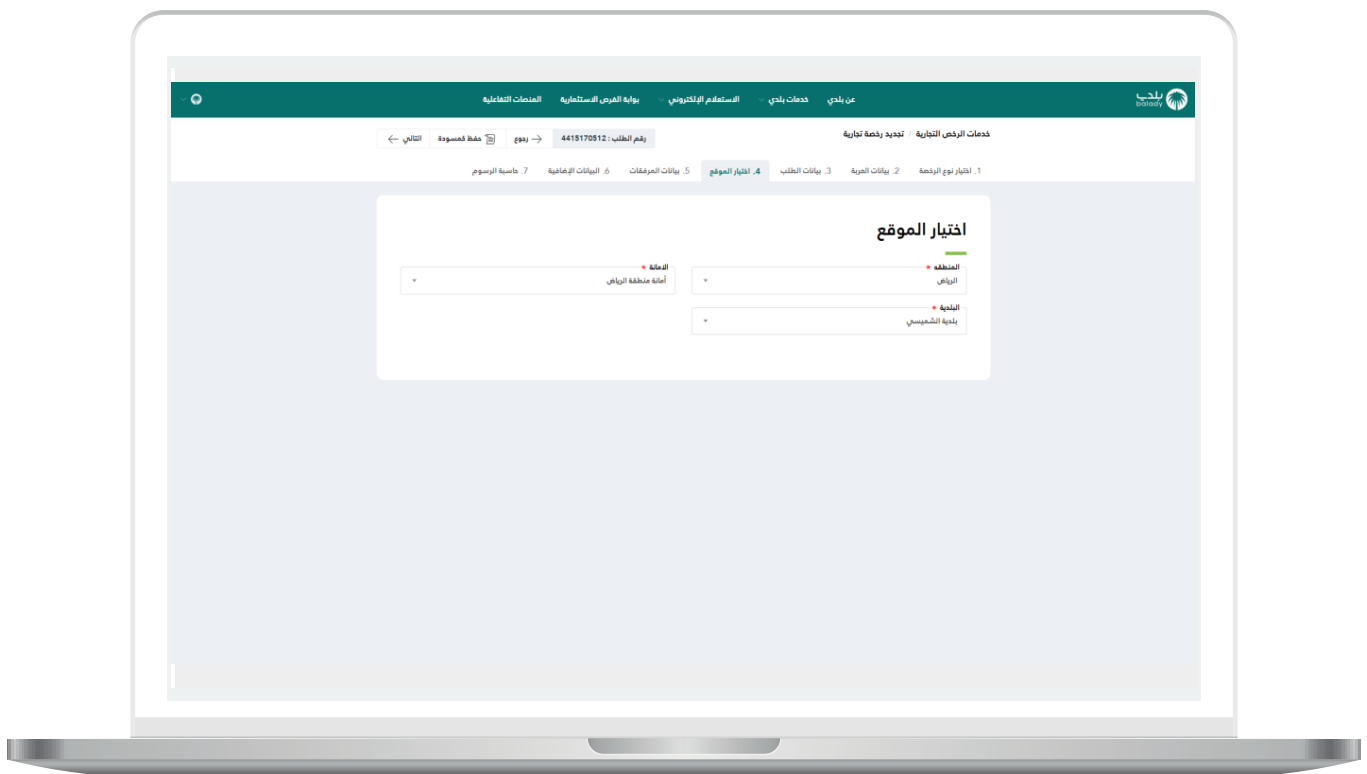
The screenshot displays the 'بيانات الطلب' (Request Data) section of the Mobile Cart License Renewal Service interface. The interface is in Arabic and includes a navigation bar at the top with links for 'عن بلدي' (About My City), 'خدمات بلدي' (My City Services), 'الاستعلام الإلكتروني' (Electronic Inquiry), 'بوابة العرض الاستشارية' (Consultative Display Portal), and 'المنتجات التفاعلية' (Interactive Products). The main content area is titled 'بيانات الطلب' and contains a form for adding signboards. The form includes a dropdown for 'اسم الرخصة' (License Name) with 'عربية' (Arabic) selected, a checkbox for 'هل توجد لوحة مركبة على العربنة' (Is there a composite board on the cart) with 'نعم' (Yes) selected, and a section for 'بيانات اللوحات' (Signboard Data). The 'بيانات اللوحات' section has a table with columns for 'نوع اللوحة' (Signboard Type), 'مساحة اللوحة بالمتر المربع' (Signboard Area in Square Meters), and 'الرموز' (Codes). The table is currently empty, and the 'إضافة' (Add) button is visible.

6) After that, the user clicks **(Next)** to proceed to the next stage. The request can be saved as a draft for later retrieval by clicking **(Save as Draft)**. The user can also go back to the previous step by clicking **(Back)**.



7) The **(Location Selection)** stage appears, where the system displays the geographic location data. The user clicks **(Next)** to proceed, with the option to save as a draft or return to the previous step.

After that, the user clicks **(Next)** to proceed to the next stage. The request can be saved as a draft for later retrieval by clicking **(Save as Draft)**. The user can also go back to the previous step by clicking **(Back)**.

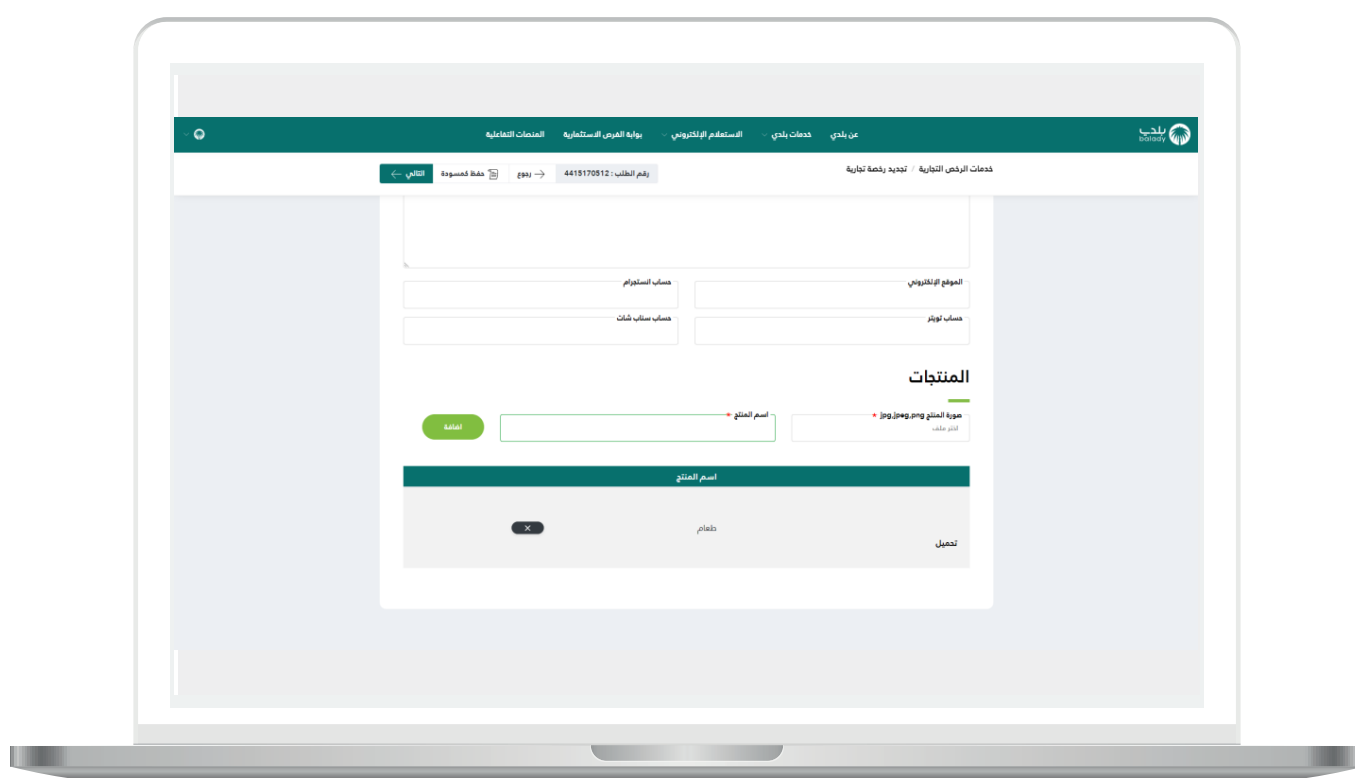


8) In the **(Additional Information)** stage, the user can optionally fill in the following fields: **(Marketing Description, Website, Instagram Account, Twitter Account, Snapchat Account)**.

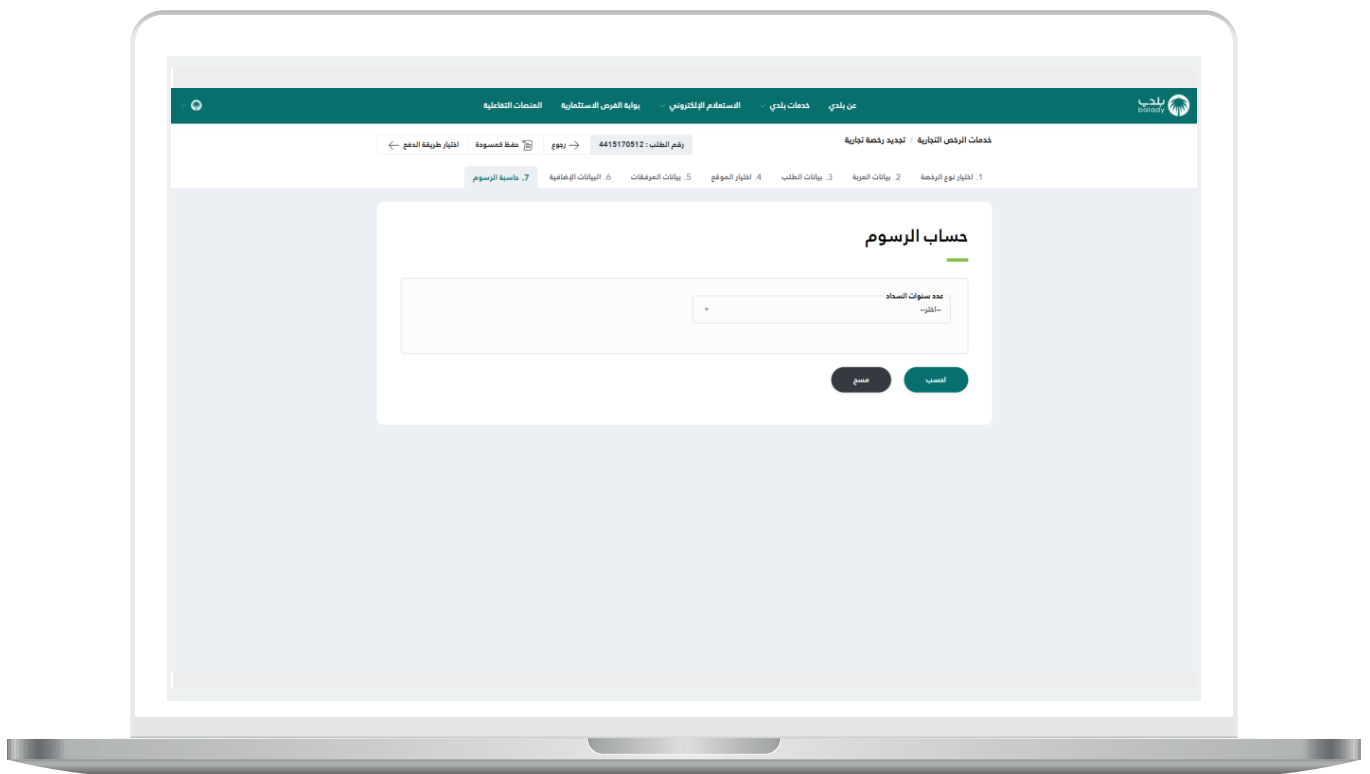
The use can also add products by entering the **(Product Name)**, selecting a **(Product Image)** from their device, and clicking **(Add)**.

The screenshot shows a web application interface for the 'Additional Information' stage. The header is dark green with the logo on the right and navigation links: 'عن بلدي', 'خدمات بلدي', 'الاستعلام الإلكتروني', 'بوابة العرض الاستشارية', and 'المنتجات التفاعلية'. Below the header, there's a breadcrumb trail: 'خدمات العرض التجارية / تجديد رخصة تجارية'. The main content area is titled 'البيانات الإضافية' (Additional Information) and contains several input fields: 'رقم الطلب: 4415170512', 'رقم الهوية', 'البيانات الإضافية', 'بيانات المرفقات', 'بيانات الموقع', 'بيانات الطلب', 'بيانات المربة', 'بيانات الرخصة', and 'بيانات نوع الرخصة'. There are also fields for 'حساب الاستثمار', 'حساب سناب شات', 'الموقع الإلكتروني', and 'حساب تويتر'. At the bottom, there's a section titled 'المنتجات' (Products) with fields for 'اسم المنتج' (Product Name), 'صورة المنتج (مطلوب)', and 'اسم المنتج' (Product Name). A green 'إضافة' (Add) button is visible.

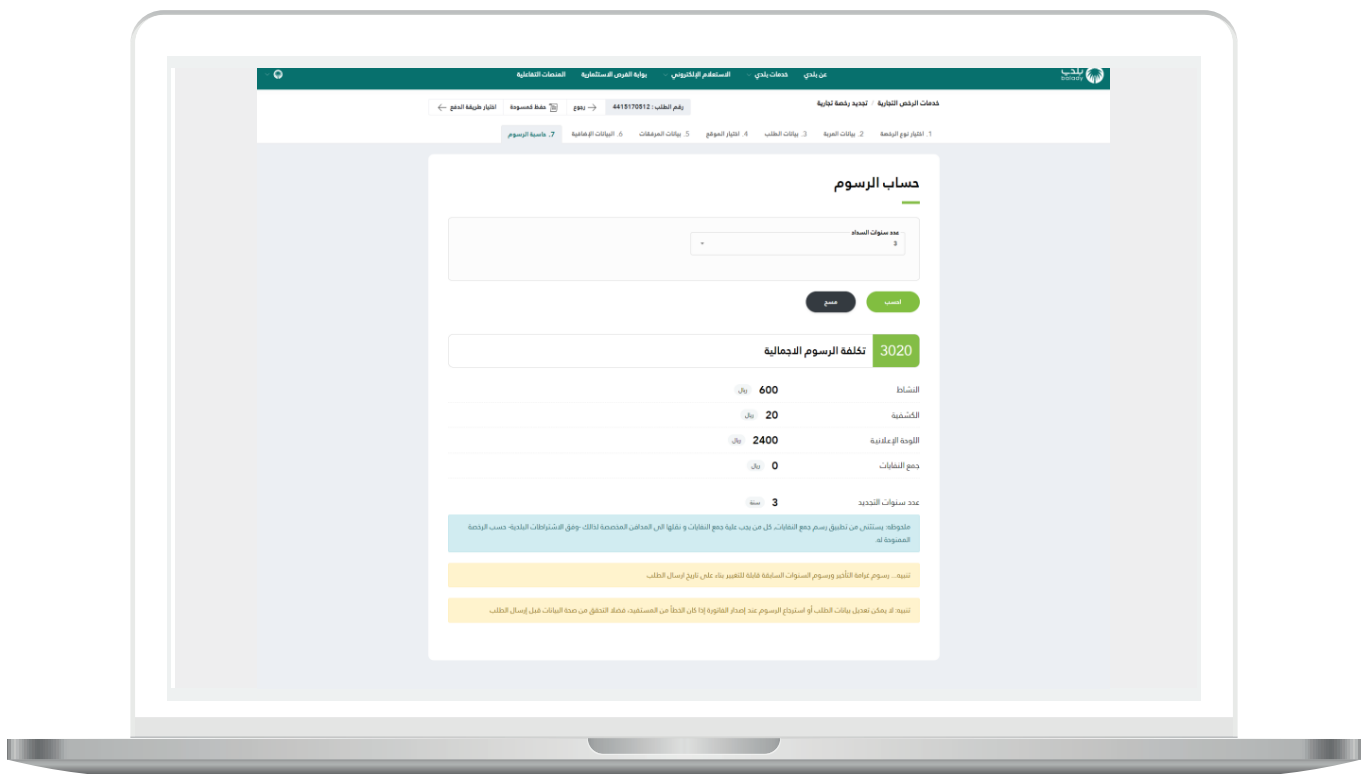
9) The user then clicks **(Next)** to proceed to the next stage, with the option to save the application as a draft by clicking **(Save as Draft)** or return to the previous stage by clicking **(Back)**.



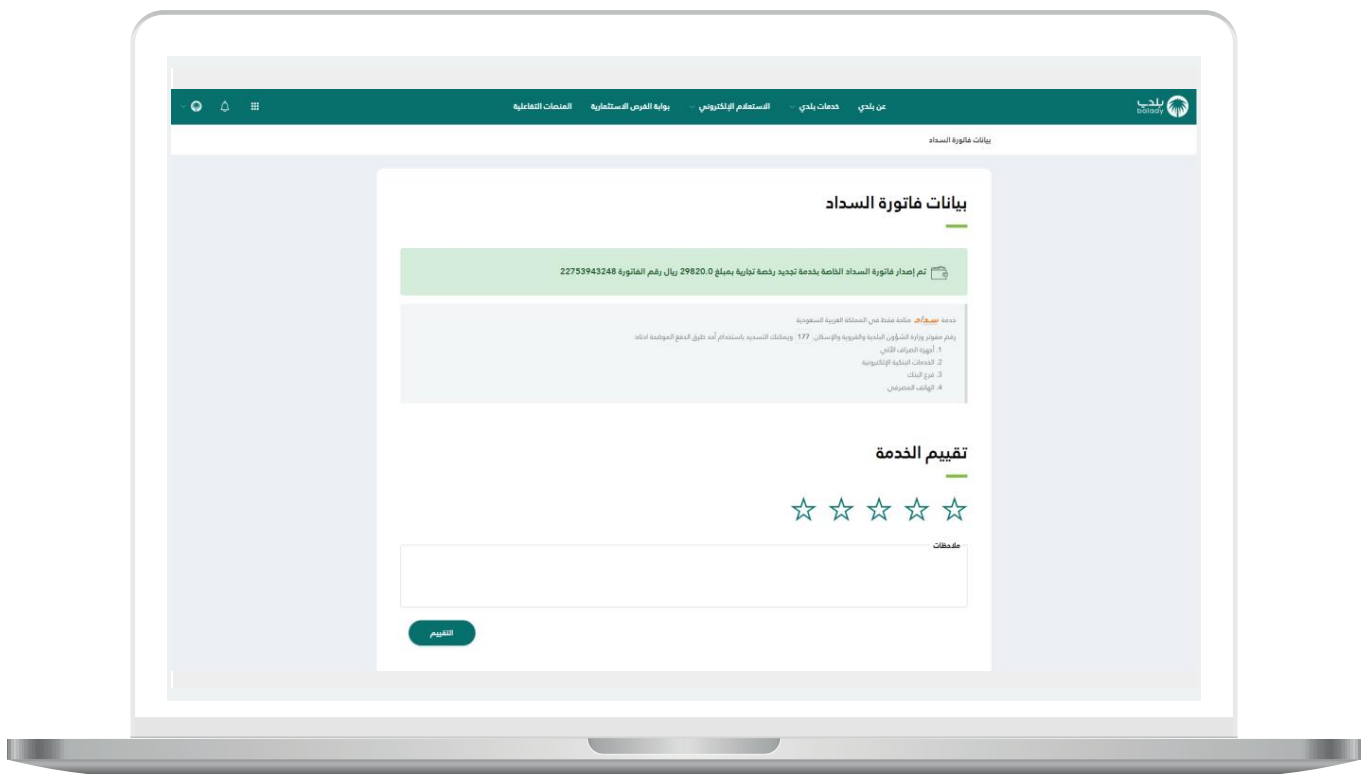
10) The user is then directed to the **(Fee Calculator)** stage, where they select the **(Number of Payment Years)** from a dropdown menu and click **(Calculate)**. The system then computes and displays the total fee at the bottom of the screen.



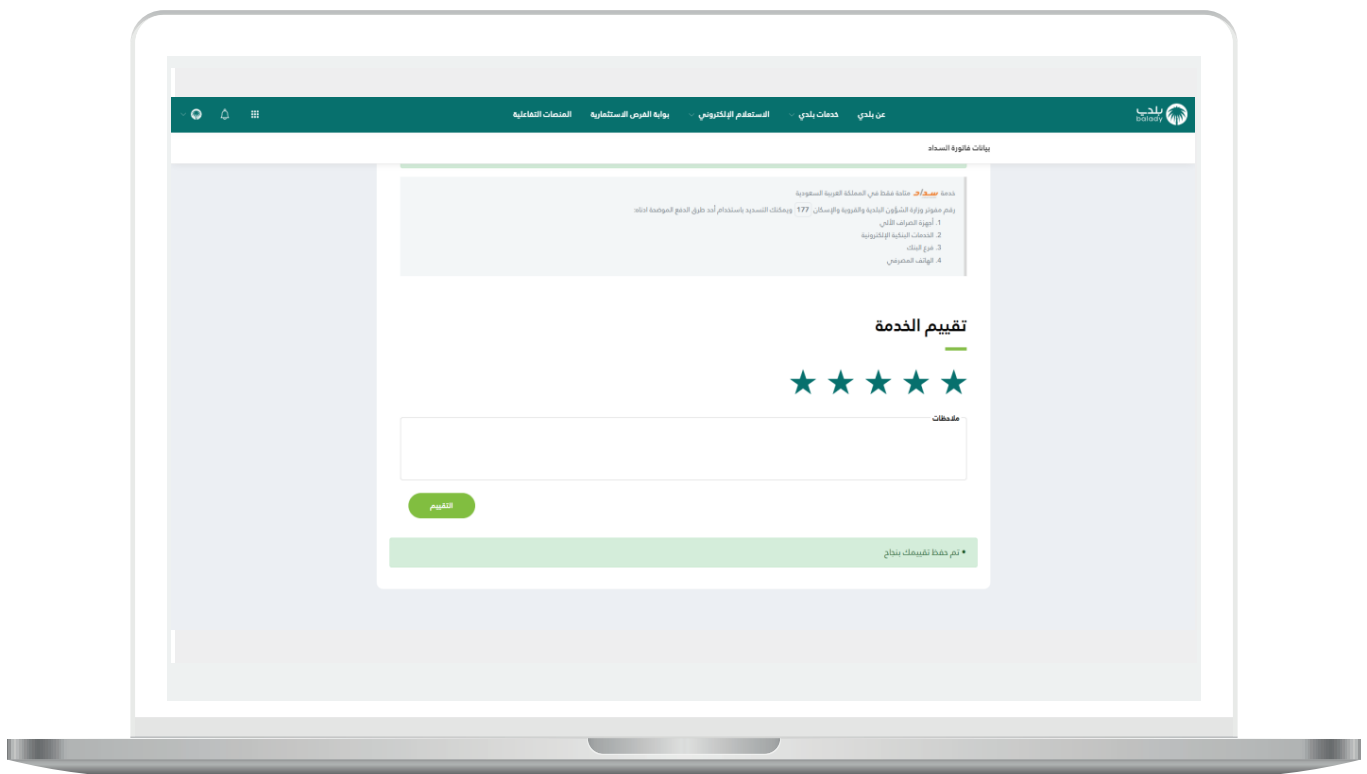
11) Once the total cost is displayed, the user clicks (**Select Payment Method**) with the option to return to the previous stage by clicking (**Back**).



12) A payment invoice is then issued, and a confirmation message appears. The system also allows the user to evaluate the service by selecting a star rating and entering comments in the **(Comments)** field before clicking **(Submit Evaluation)**.

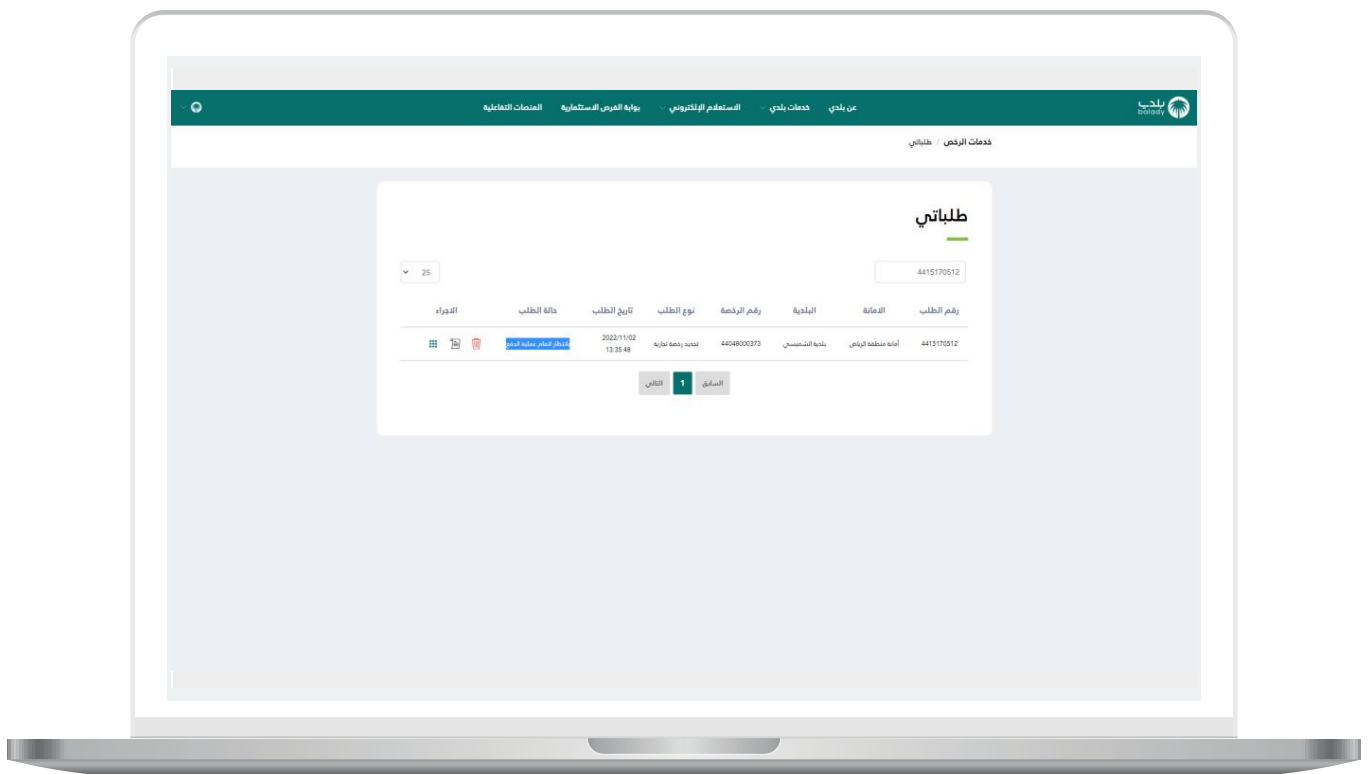


13) The system saves the evaluation successfully and displays a confirmation message.



14) The user is then redirected to the **(My Requests)** screen, where they can track the status of their request. The application status will be **(Awaiting Payment Completion)**.

Note: Upon completing the **(Renewal of a Mobile Cart License)**, the **(Freelance Work Certificate)** will also be automatically renewed.



Renewal and Modification

1) After clicking the **(Renew and Modify)** button, the user is directed to the **(Cart Information)** stage, as shown below, where modifications can be made to the relevant fields.

The screenshot shows a web application interface for vehicle information. The header is green with the logo of the Ministry of Transport and the text 'وزارة النقل'. The breadcrumb trail is: 'الرئيسية > الخدمات التجارية > تجديد رخصة تجارية > بيانات المركبة'. The form is titled 'بيانات المركبة' and contains the following fields:

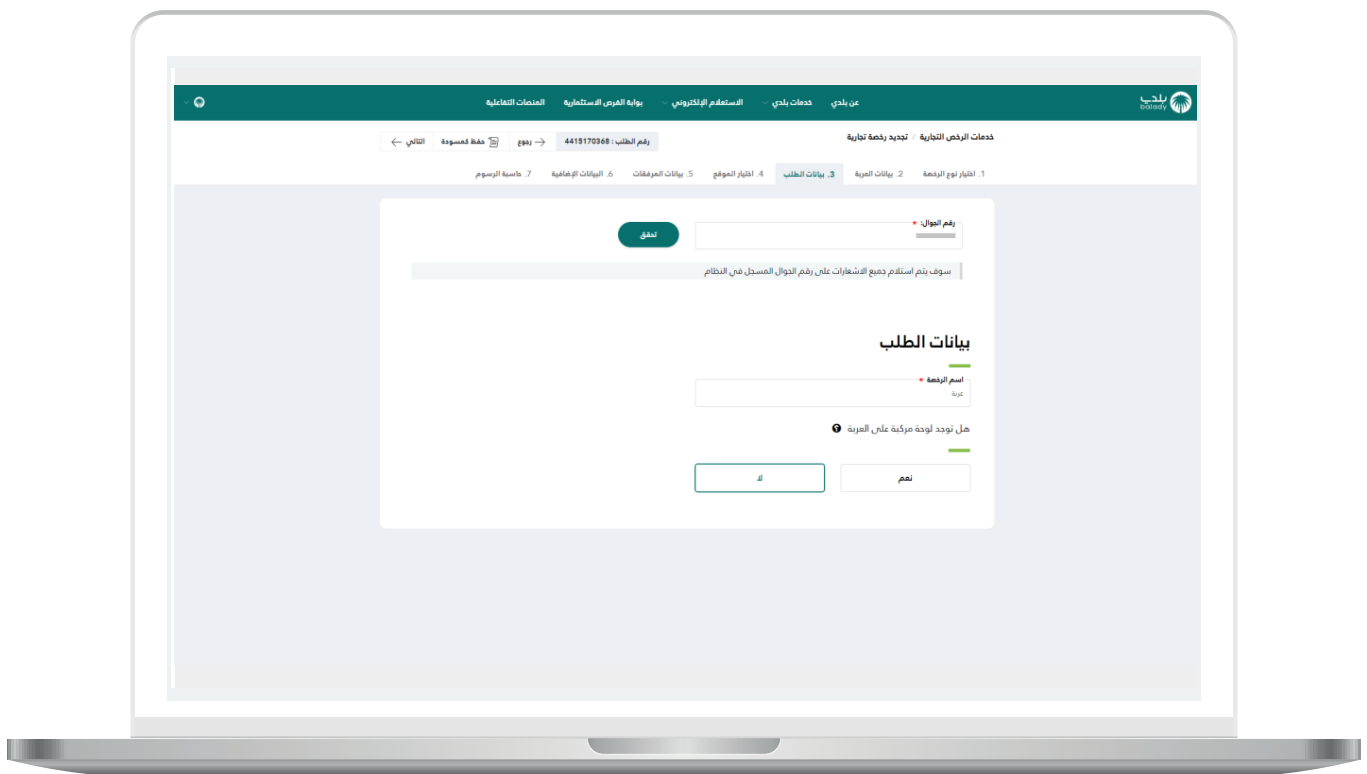
Field Name	Value
نوع المركبة	3
طول المركبة	2.5
عرض المركبة	3
ارتفاع المركبة	2003
سنة الصنع	2003
رقم الترخيص	9874620
رقم الهيكل	2003
هوية السيارة	2003

2) Once modifications are complete, the user clicks **(Next)** to proceed, with the option to save the request as a draft using **(Save as Draft)** for later access.

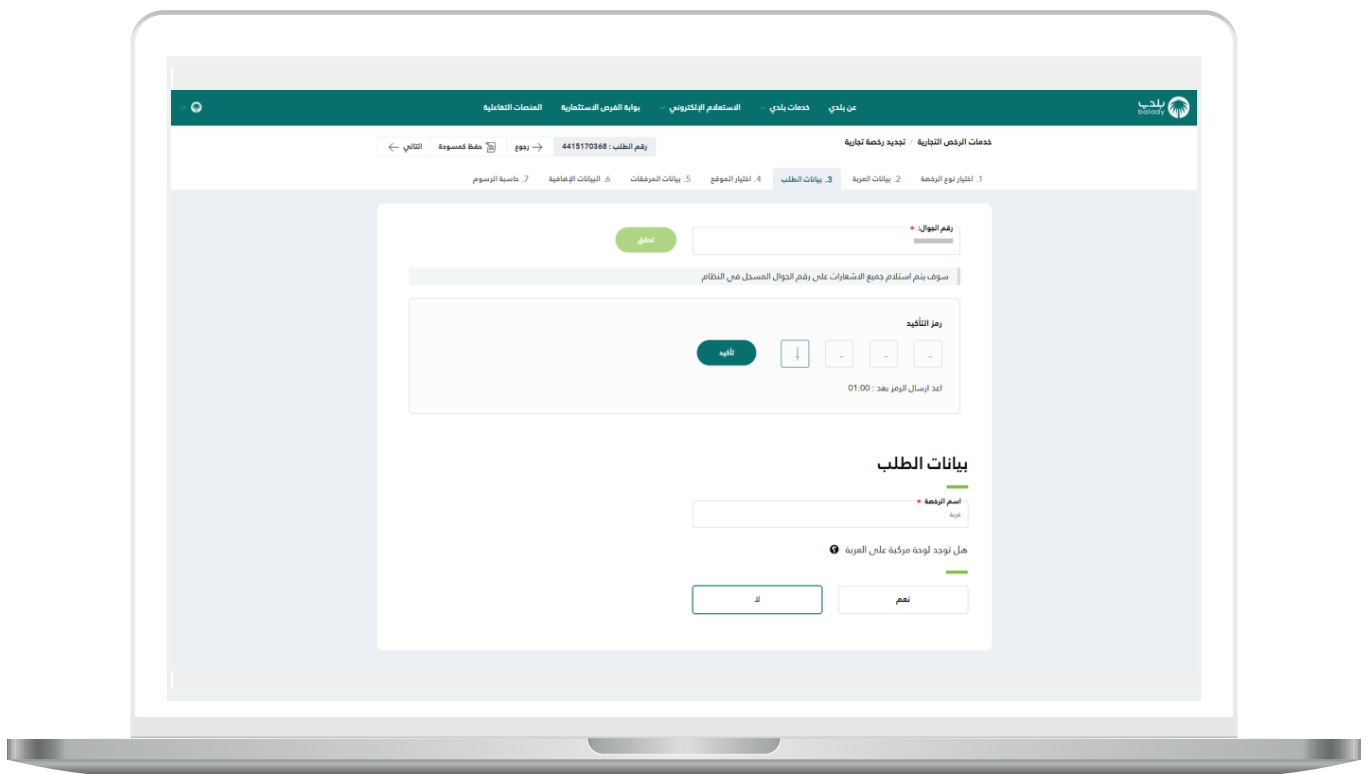
The screenshot displays the 'بيانات المركبة' (Vehicle Data) form within the Mobile Cart License Renewal Service interface. The form is titled 'بيانات المركبة' and includes a 'تجديد رخصة تجارية' (Renew Commercial License) button. The form fields are:

- نوع الرخصة (License Type): Dropdown menu with 'سجلية نظام المرور' (Traffic System Record) selected.
- رقم الرخصة (License Number): Text input field containing '4415170388'.
- طول المركبة (Vehicle Length): Text input field containing '2.35'.
- عرض المركبة (Vehicle Width): Text input field containing '2.3'.
- ارتفاع المركبة (Vehicle Height): Text input field containing '3'.
- سنة الصنع (Year of Manufacture): Text input field containing '2010'.
- رقم الهوية (ID Number): Text input field containing '5614515115'.
- موعد التجديد (Renewal Date): Text input field containing '2020'.

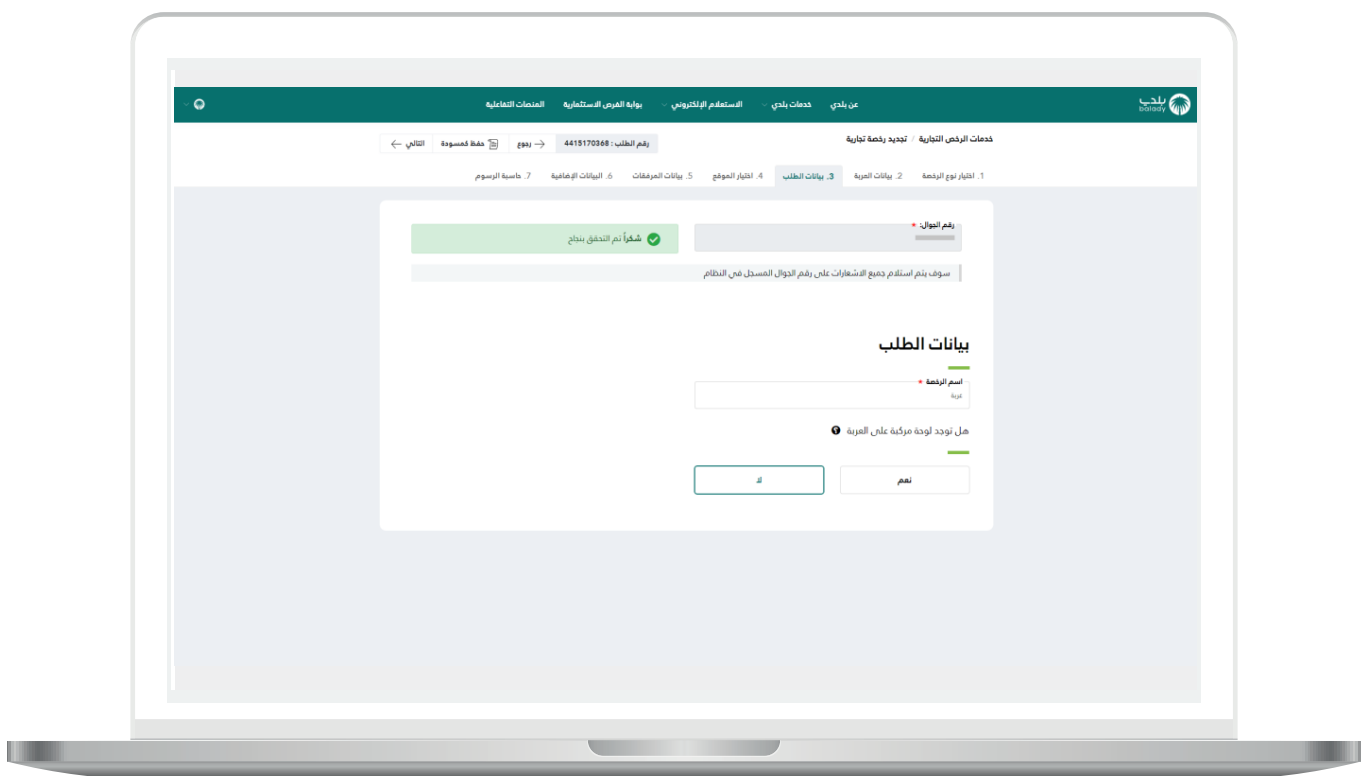
3) The **(Request Information)** stage appears. The user verifies the mobile number by entering the **(Mobile Number)** field and clicking **(Verify)**.



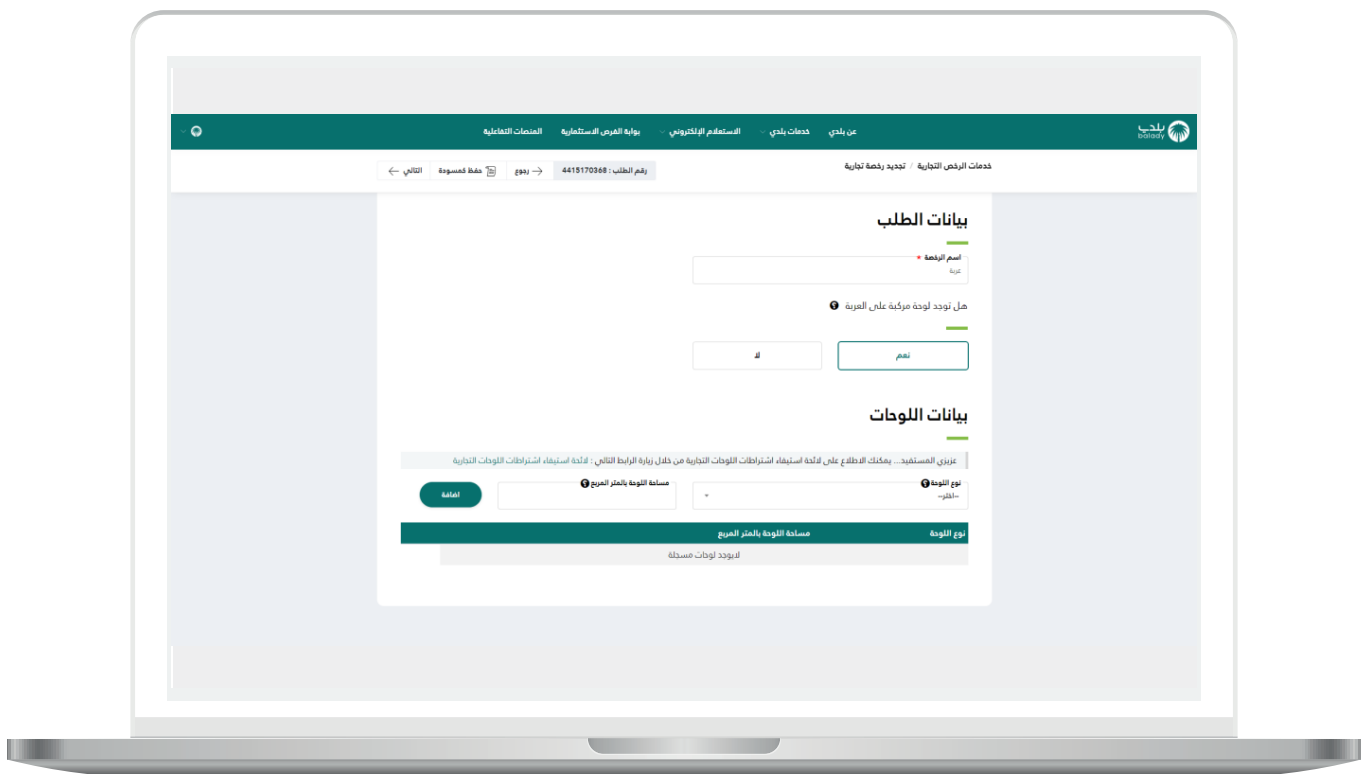
- 4) A verification code is sent via SMS. The user enters the code in the **(Verification Code)** field and clicks **(Confirm)**.



5) A success message appears stating (**Thank you, verification was successful**). The user then selects whether a mounted sign is installed on the cart by choosing (**Yes**) or (**No**).



6) If (Yes) is selected, the **(Signs Information)** section appears. The user adds signboards by selecting a value from the **(Sign Type)** dropdown and entering the **(Sign Area in Square Meters)** field, then clicking **(Add)**.



7) After that, the user clicks (**Next**) to proceed to the next stage. The request can be saved as a draft for later retrieval by clicking (**Save as Draft**). The user can also go back to the previous step by clicking (**Back**).

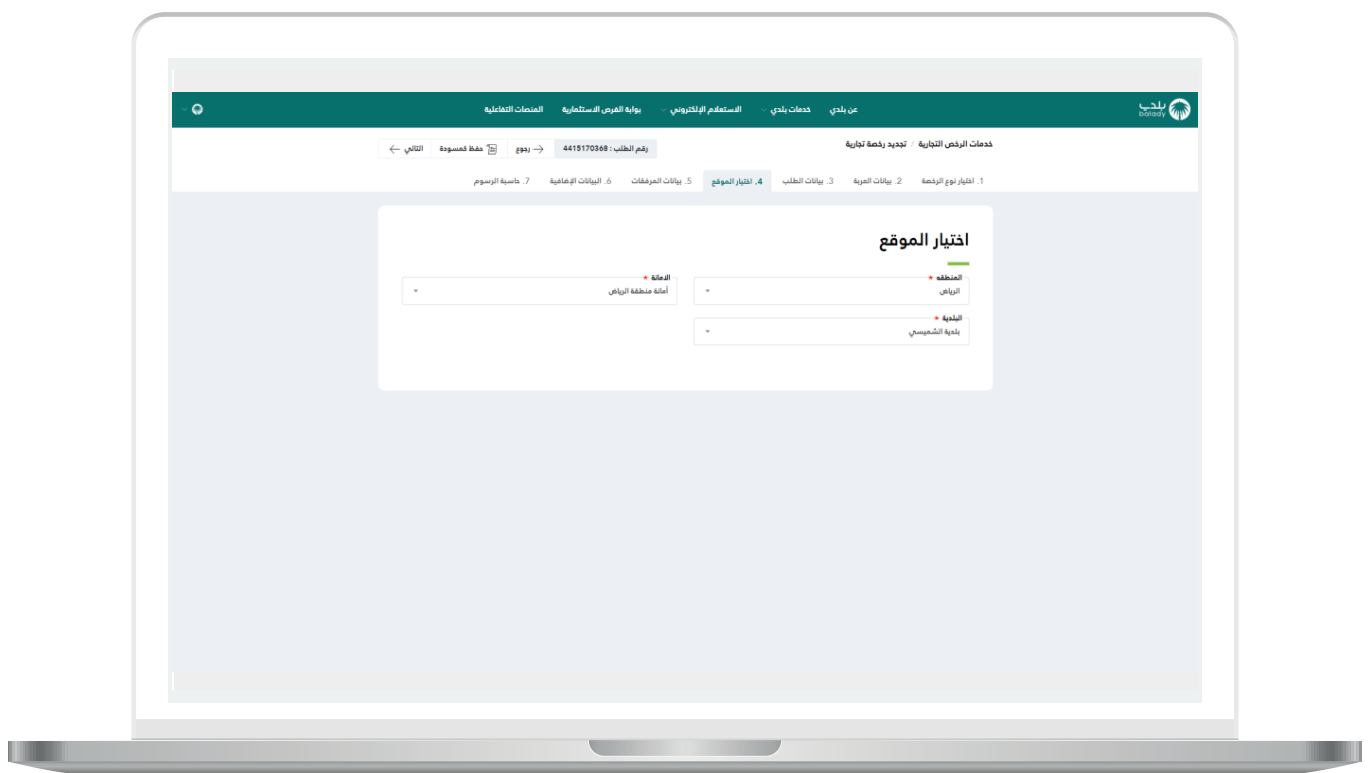
The screenshot displays the 'بيانات الطلب' (Request Data) section of the application. The top navigation bar includes links for 'عن بلدي' (About My City), 'خدمات بلدي' (My City Services), 'المستخدم الإلكتروني' (Electronic User), 'بوابة العرض الاستشارية' (Consultative Display Portal), and 'الخدمات التفاعلية' (Interactive Services). The main header indicates the user is logged in as 'رقم الطلب: 4415170368' and provides navigation options for 'رجوع' (Back) and 'حفظ كمسودة' (Save as Draft).

The 'بيانات الطلب' section contains a form for 'اسم الرخصة' (License Name) with a dropdown menu and a 'تأكيد' (Confirm) button. Below this, a question asks 'هل توجد لوحة مركبة على العربة؟' (Is there a license plate on the cart?). The user can select 'نعم' (Yes) or 'لا' (No).

The 'بيانات اللوحات' (License Plate Data) section includes a table with columns for 'نوع اللوحة' (License Plate Type), 'مساءلة اللوحة بالمتر المربع' (License Plate Fee per square meter), and 'أرشادية' (Guidance). The table shows a single entry with a fee of 25 and a type of 'أرشادية'.

8) The **(Location Selection)** stage appears, where the system displays the geographic location data. The user clicks **(Next)** to proceed, with the option to save as a draft or return to the previous step.

After that, the user clicks **(Next)** to proceed to the next stage. The request can be saved as a draft for later retrieval by clicking **(Save as Draft)**. The user can also go back to the previous step by clicking **(Back)**.



9) In the **(Additional Information)** stage, the user can optionally fill in the following fields: **(Marketing Description, Website, Instagram Account, Twitter Account, Snapchat Account)**.

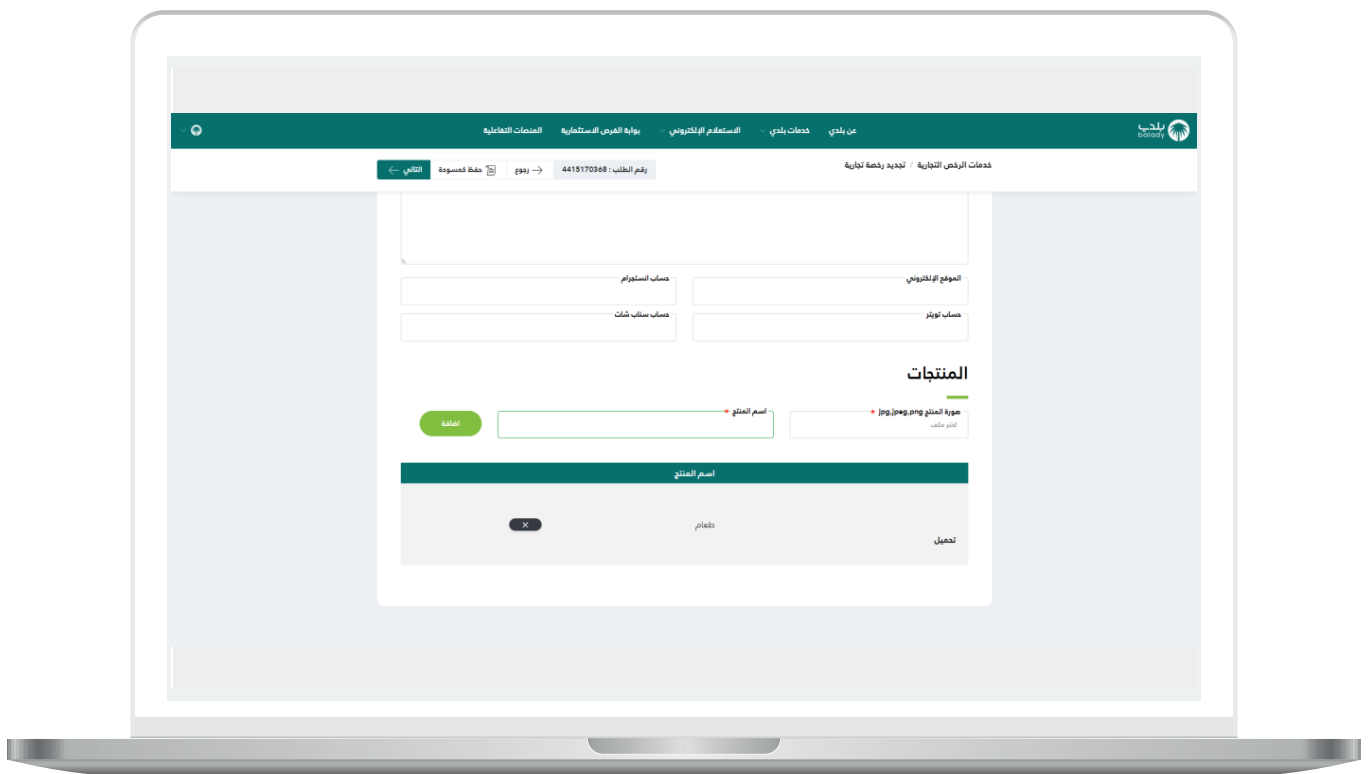
The use can also add products by entering the **(Product Name)**, selecting a **(Product Image)** from their device, and clicking **(Add)**.

The screenshot displays the 'البيانات الإضافية' (Additional Information) stage of the service. The form includes the following sections:

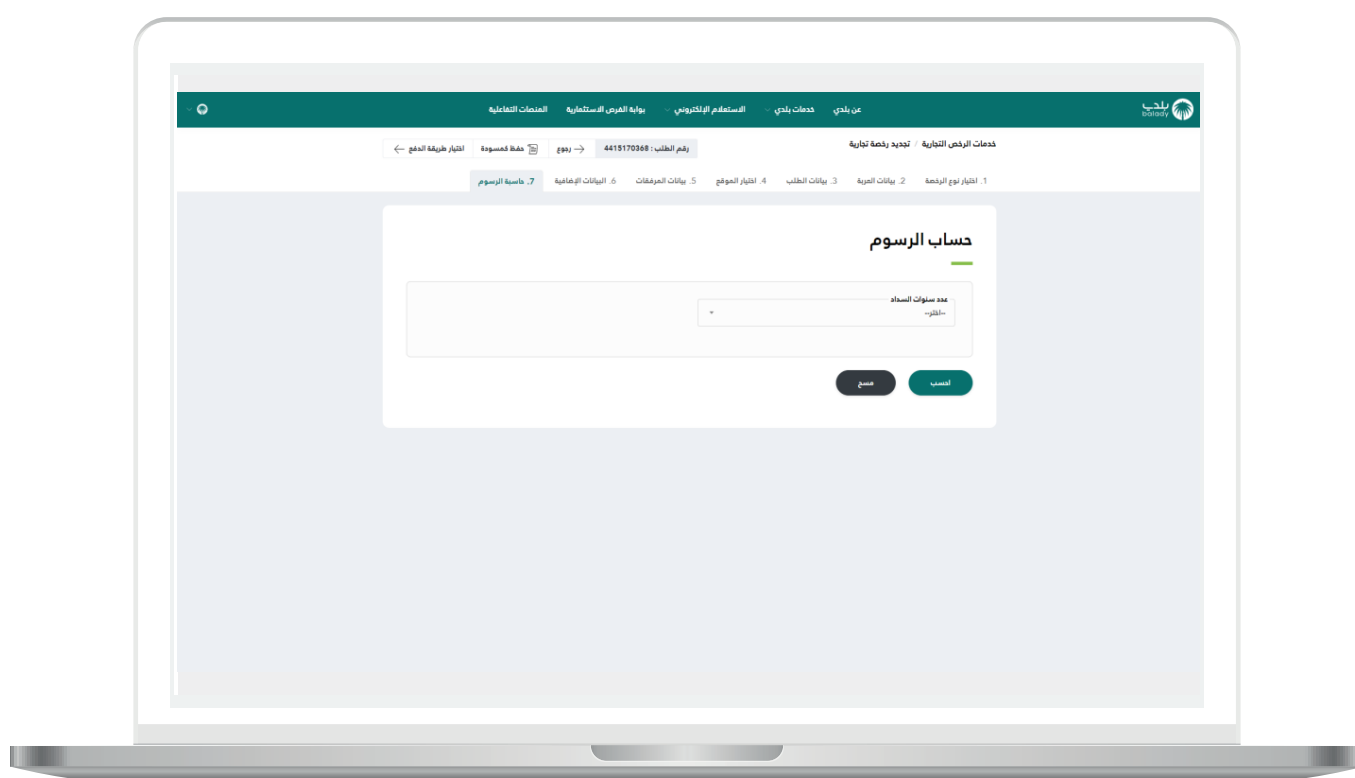
- البيانات الإضافية** (Additional Information): A large text area for 'ملاحظة إضافية' (Additional Note).
- المنتجات** (Products): A section for adding products, including fields for 'اسم المنتج' (Product Name), 'صورة المنتج' (Product Image), and 'اسم المنتج' (Product Name) at the bottom.
- الحسابات** (Accounts): Fields for 'حساب إنستغرام' (Instagram), 'حساب تويتر' (Twitter), 'حساب سناب شات' (Snapchat), and 'حساب الموقع الإلكتروني' (Website).

The interface is in Arabic and features a green header with navigation links. The form is titled 'البيانات الإضافية' (Additional Information) and includes a section for 'المنتجات' (Products) at the bottom.

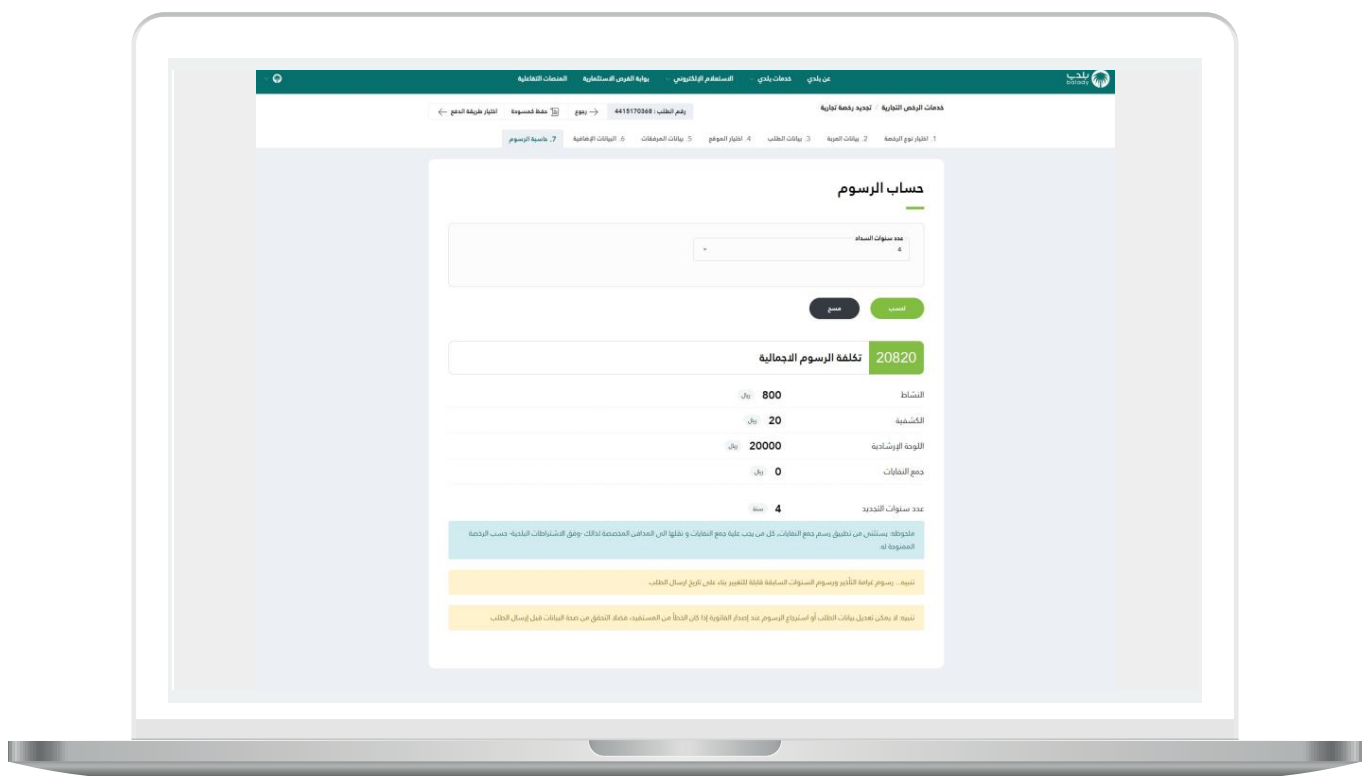
10) The user then clicks (**Next**) to proceed to the next stage, with the option to save the application as a draft by clicking (**Save as Draft**) or return to the previous stage by clicking (**Back**).



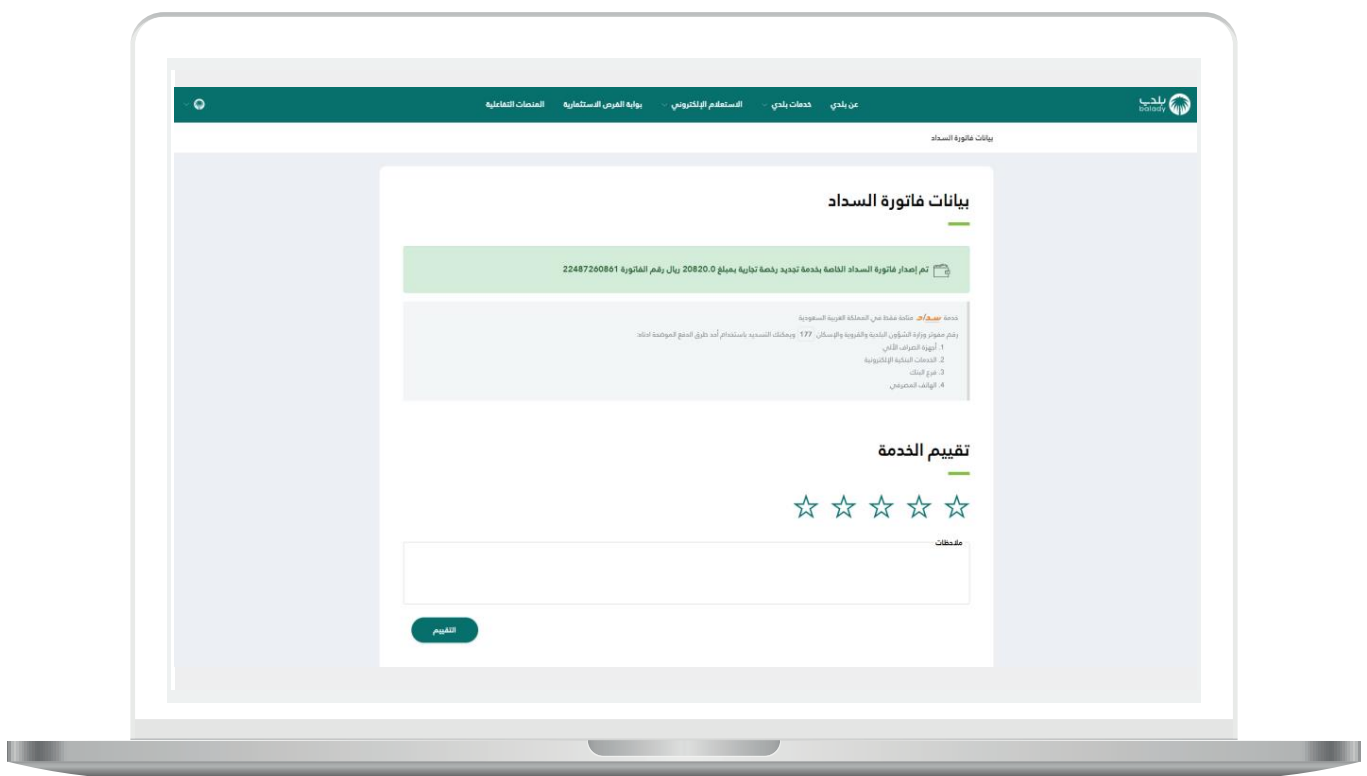
11) The user is then directed to the **(Fee Calculator)** stage, where they select the **(Number of Payment Years)** from a dropdown menu and click **(Calculate)**. The system then computes and displays the total fee at the bottom of the screen.



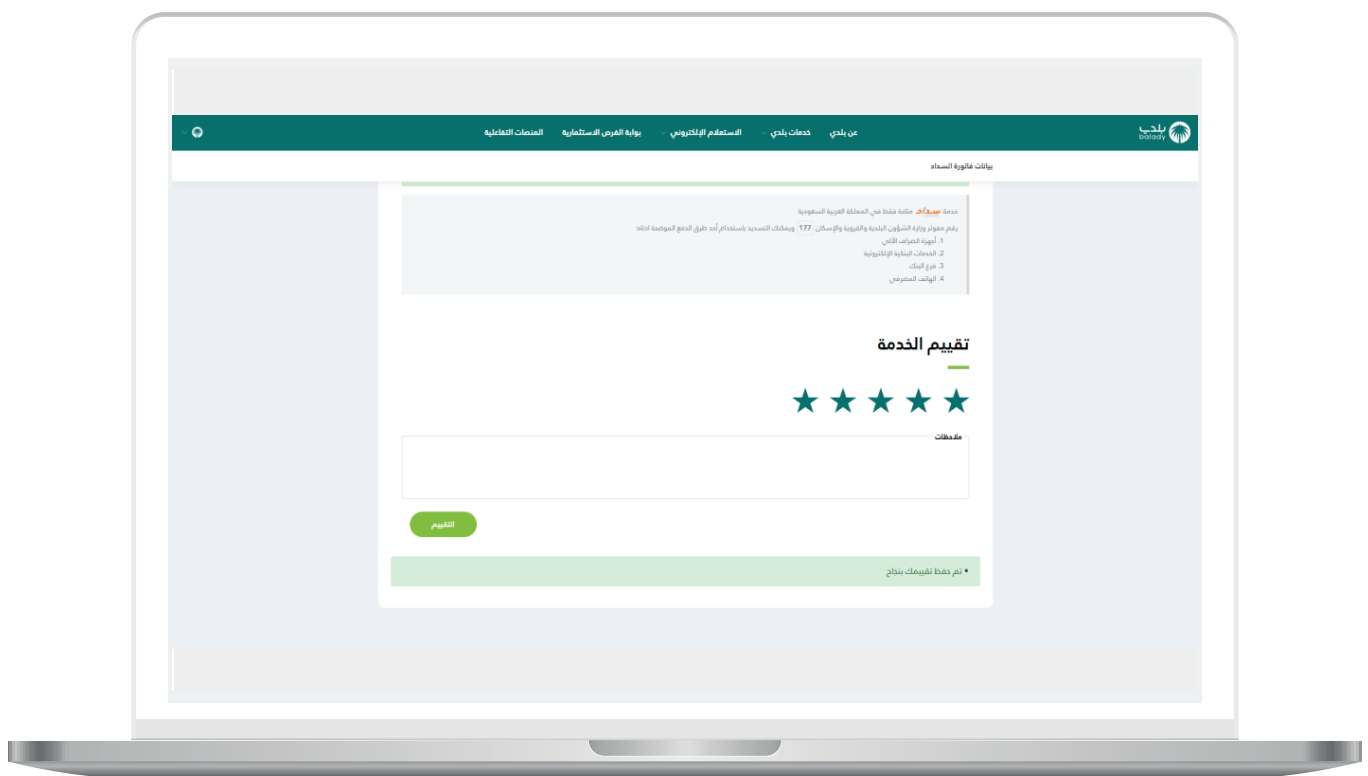
12) Once the total cost is displayed, the user clicks (**Select Payment Method**) with the option to return to the previous stage by clicking (**Back**).



13) A payment invoice is then issued, and a confirmation message appears. The system also allows the user to evaluate the service by selecting a star rating and entering comments in the **(Comments)** field before clicking **(Submit Evaluation)**.

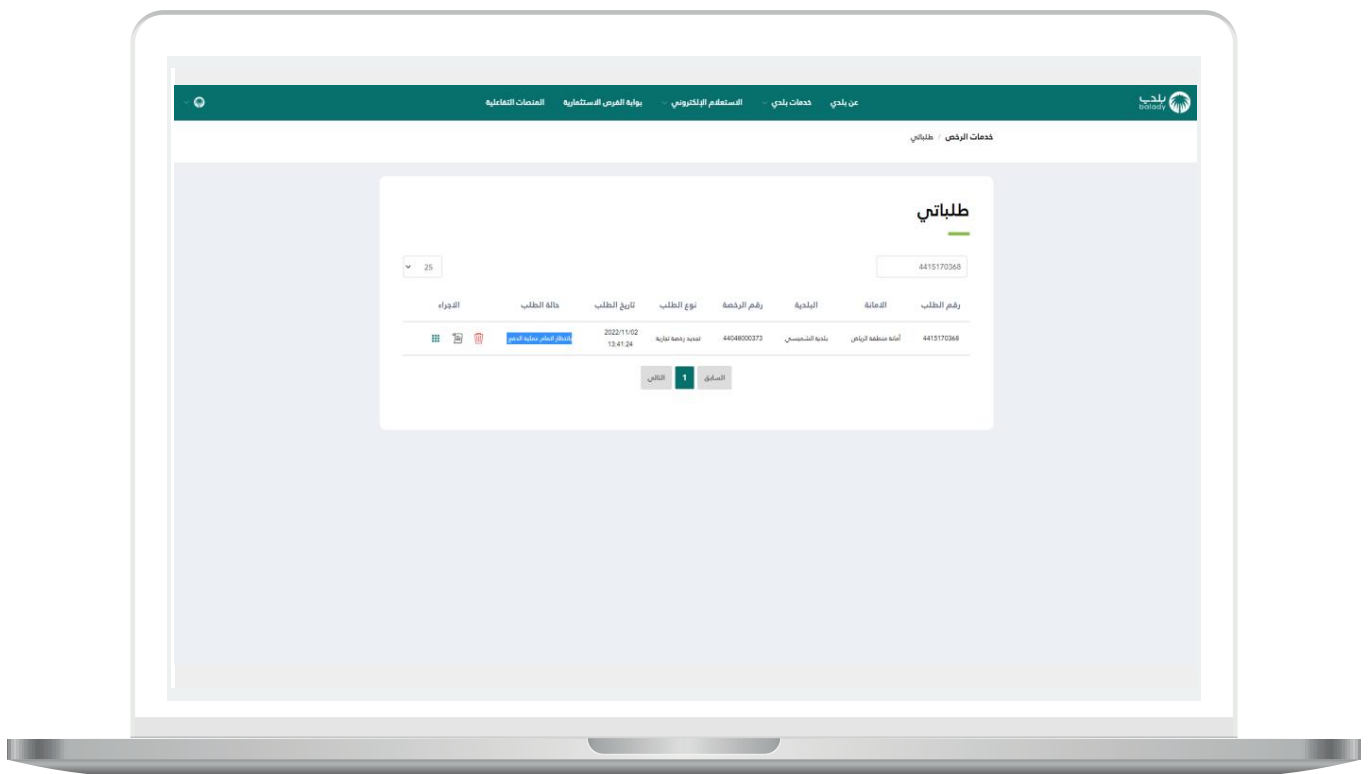


14) The system saves the evaluation successfully and displays a confirmation message.



15) The user is then redirected to the **(My Requests)** screen, where they can track the status of their request. The application status will be **(Awaiting Payment Completion)**.

Note: If a user applies for the **(Renewal of a Mobile Cart License)**, the system automatically renews the **(Freelance Work Certificate)** in advance.



16) After clicking the document icon, the application details will be displayed, as shown in the following screenshot.

The screenshot shows a web application interface for license renewal. The page is titled 'بيانات الطلب' (Request Data) and is divided into several sections:

- بيانات الطلب (Request Data):**
 - رقم الطلب (Request Number): 4312194777
 - نوع الطلب (Request Type): كروت سيارات متوقفة (Stopped Vehicle Cards)
 - تاريخ الطلب (Request Date): 1397/06/14
 - مدة الترخيص (License Duration): 3
- بيانات مقدم الطلب (Requester Data):**
 - اسم مقدم الطلب (Requester Name): محمد علي محمد
 - رقم هوية مقدم الطلب (Requester ID Number): 700
 - اسم المؤسسة / الشركة (Company/Institution Name): شركة مكة التجارية
 - الجنس (Gender): ذكر (Male)
 - اسم النشاط (Activity Name): التجارة مع التجار (Trade with Merchants)
- بيانات الموقع الجغرافي (Geographic Location Data):**
 - البلدية (Municipality): مكة المكرمة (Makkah)
 - المنطقة (Region): مكة المكرمة (Makkah)
 - المنطقة (District): مكة المكرمة (Makkah)

 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

