



وزارة البلديات والإسكان

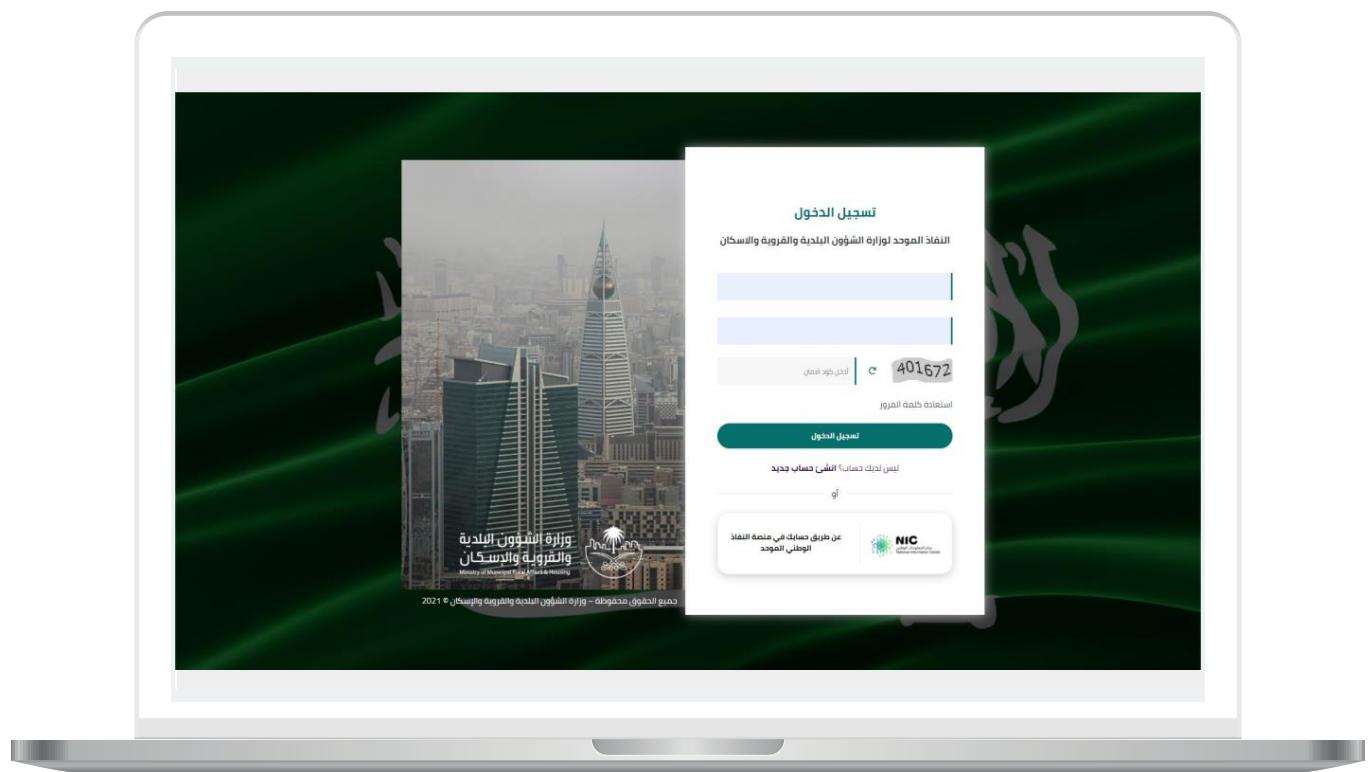
Ministry of Municipalities and Housing

User Guide for the Service to
Renewing a Temporary License
for a Mobile Store Outlet

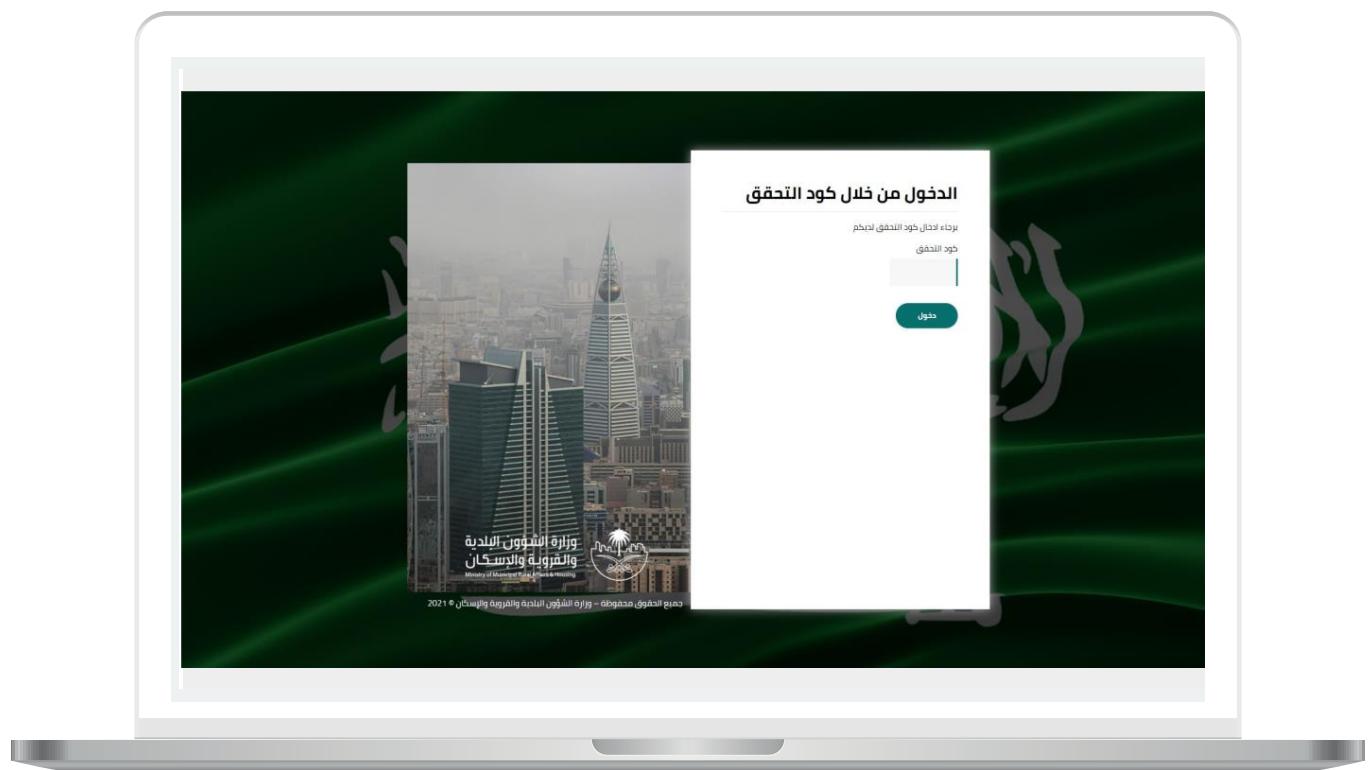
Beneficiary's
Copy

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.

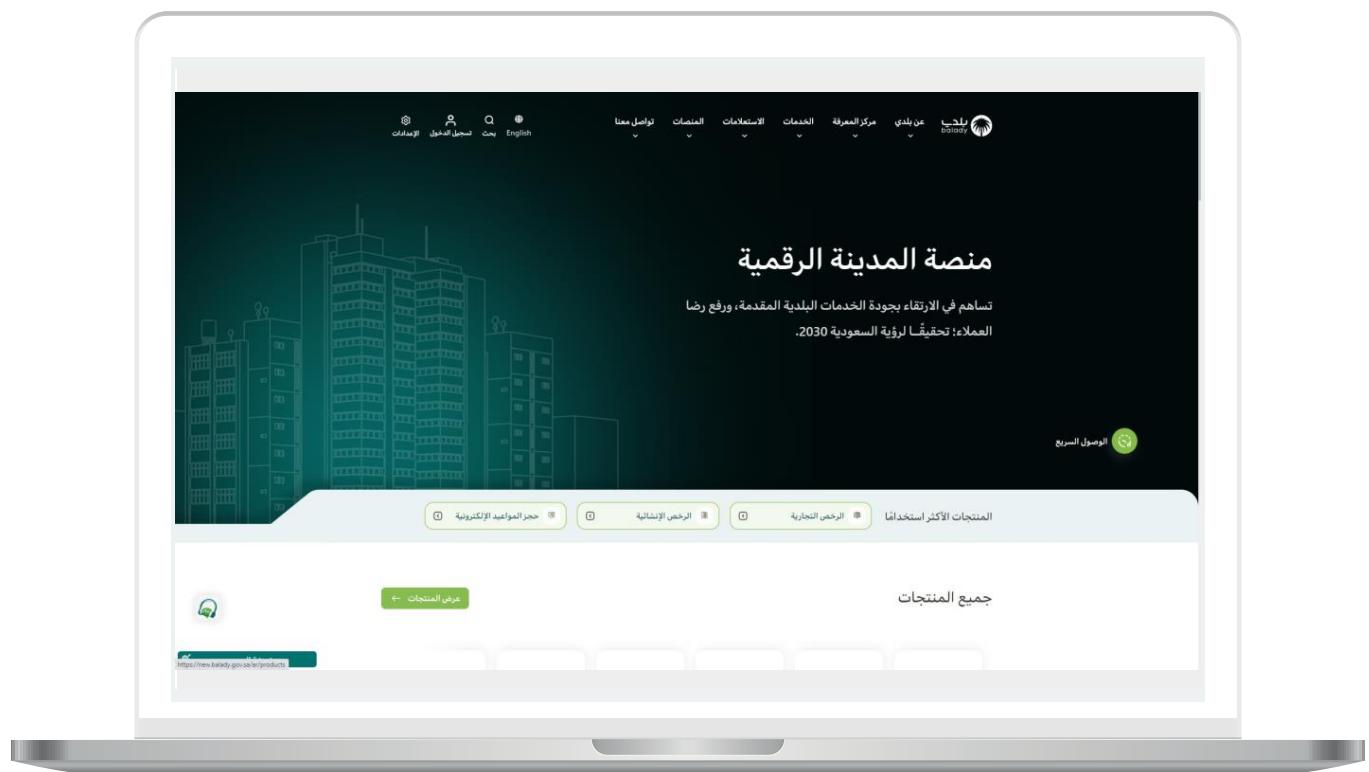


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the **(Verification Code)** field and click the **(Login)** button, as shown in the following screenshot.

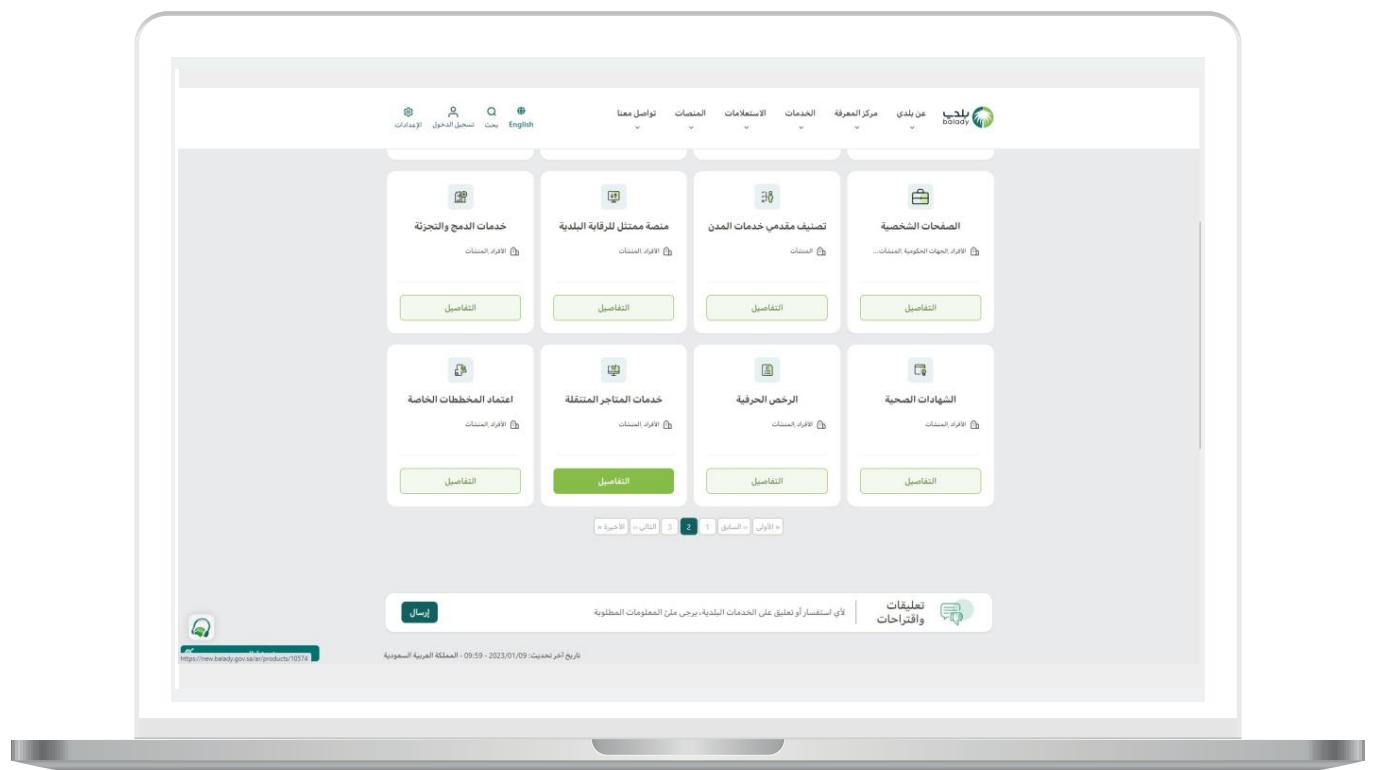


3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

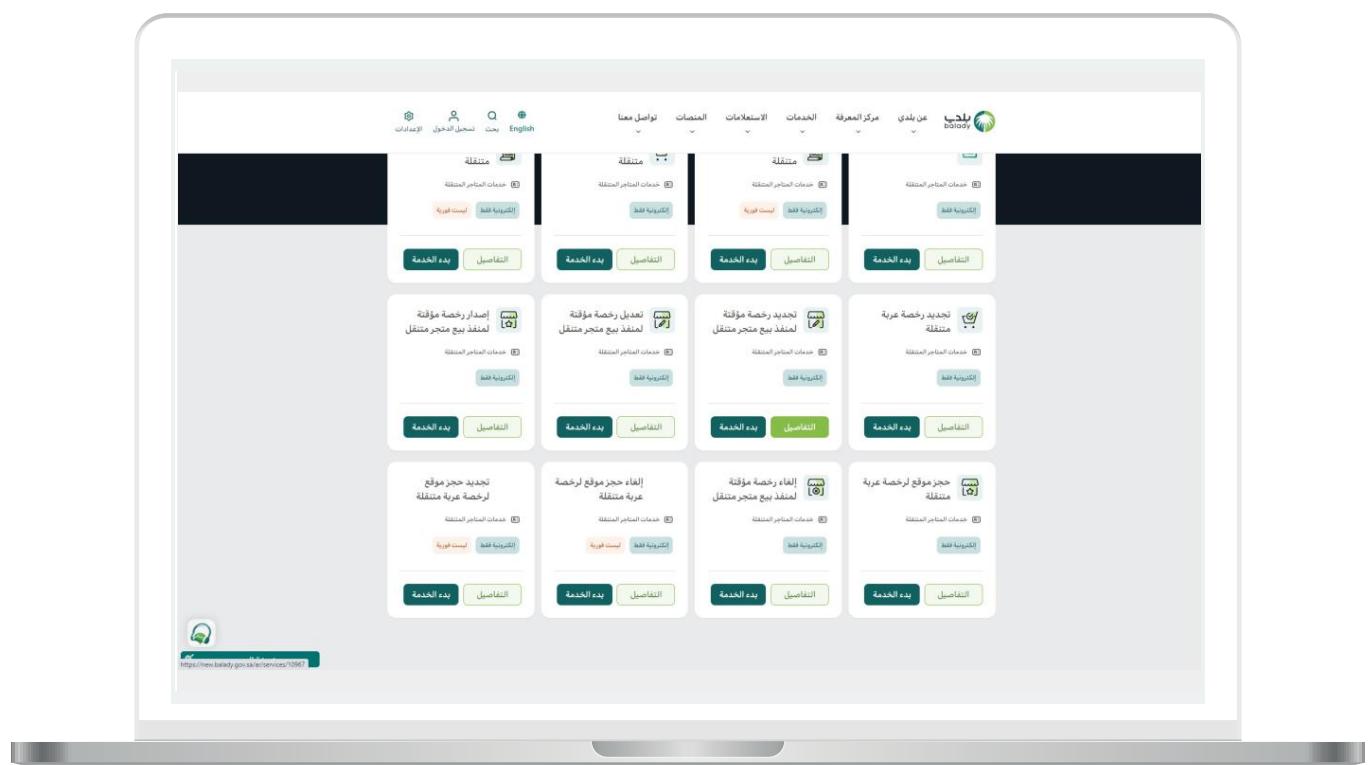
To start the service application, the user must click the **(View Products)** button.



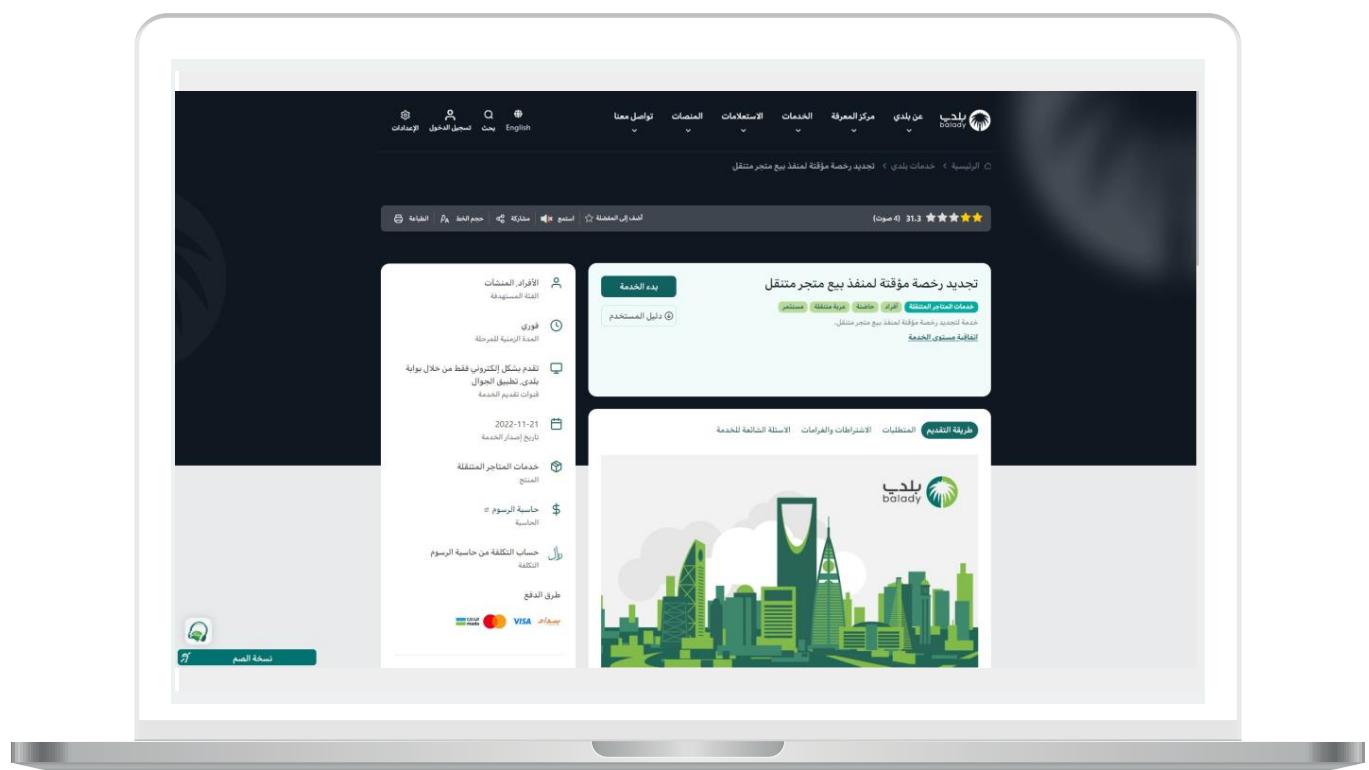
4) The following screen appears, displaying Balady's services, where the user selects **(Mobile Cart Services)**.



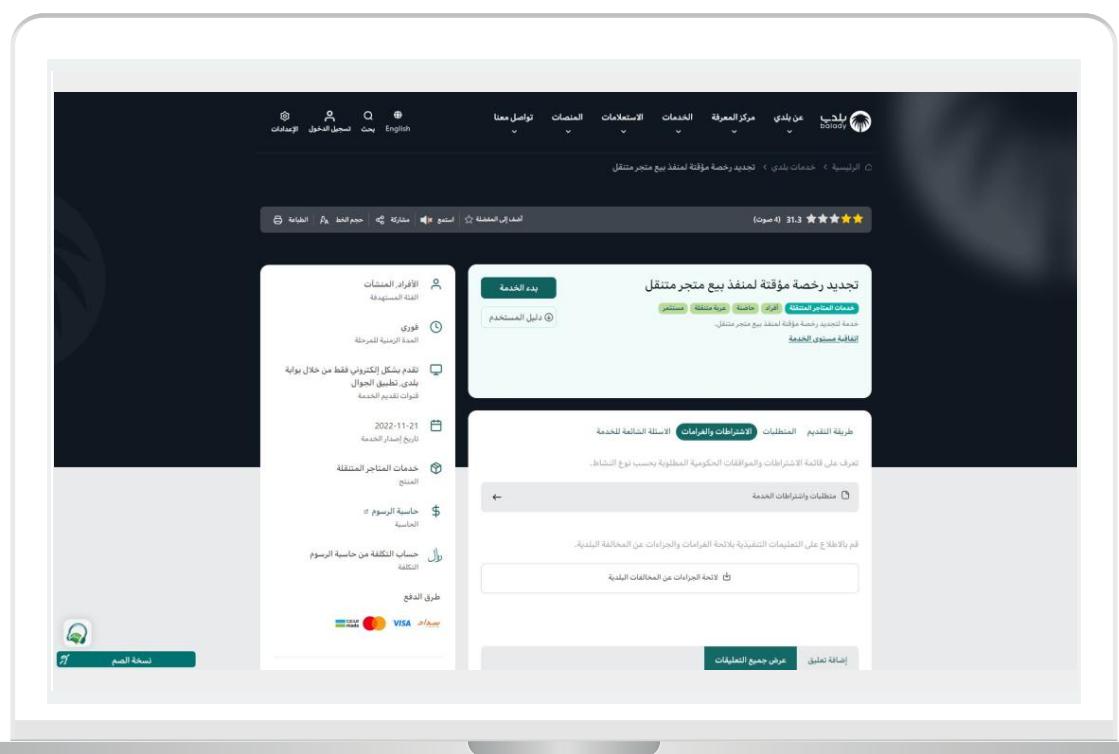
5) The next screen appears, where the user chooses (Renewing of a Temporary License for a Mobile Store Outlet) as shown below.



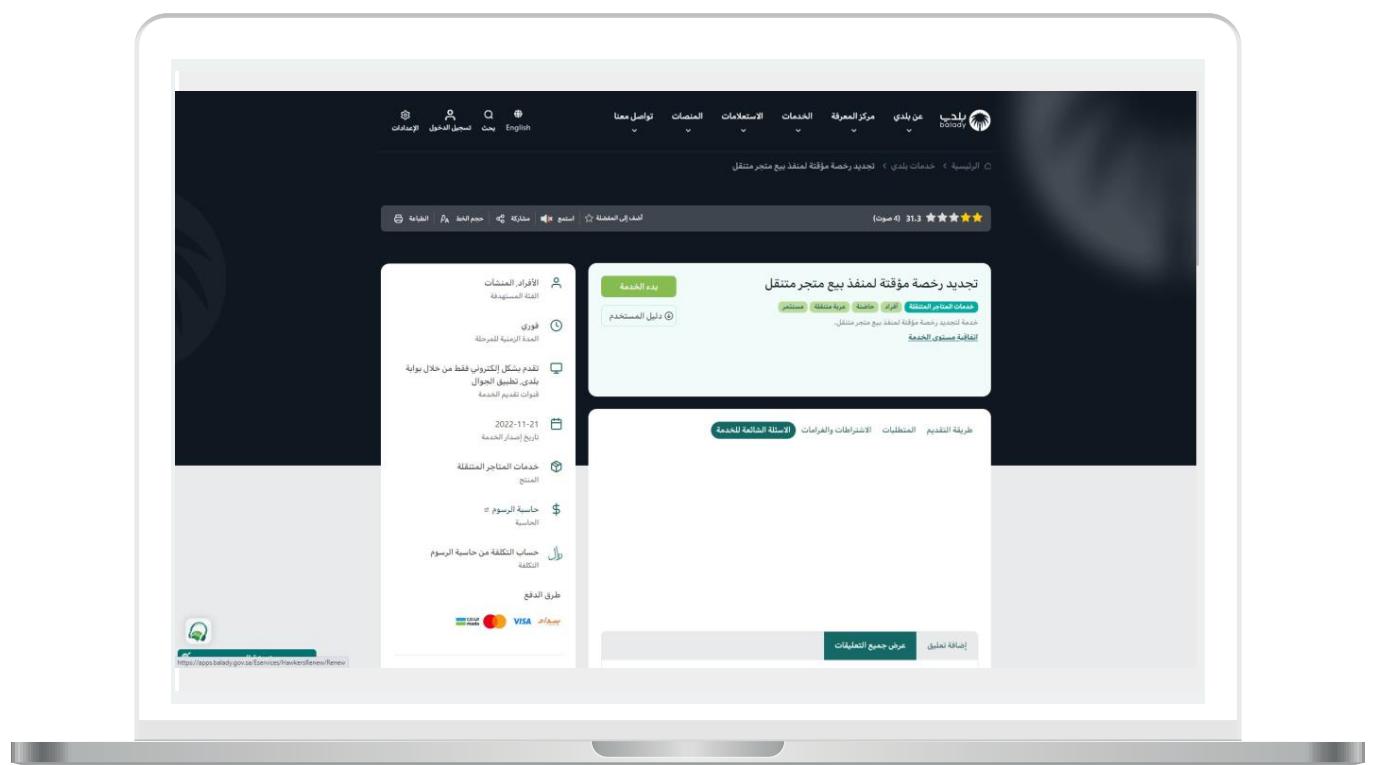
6) The following screen appears, displaying the (Service Card), which includes details such as (How to Apply, Requirements, Conditions and Fines, etc.).



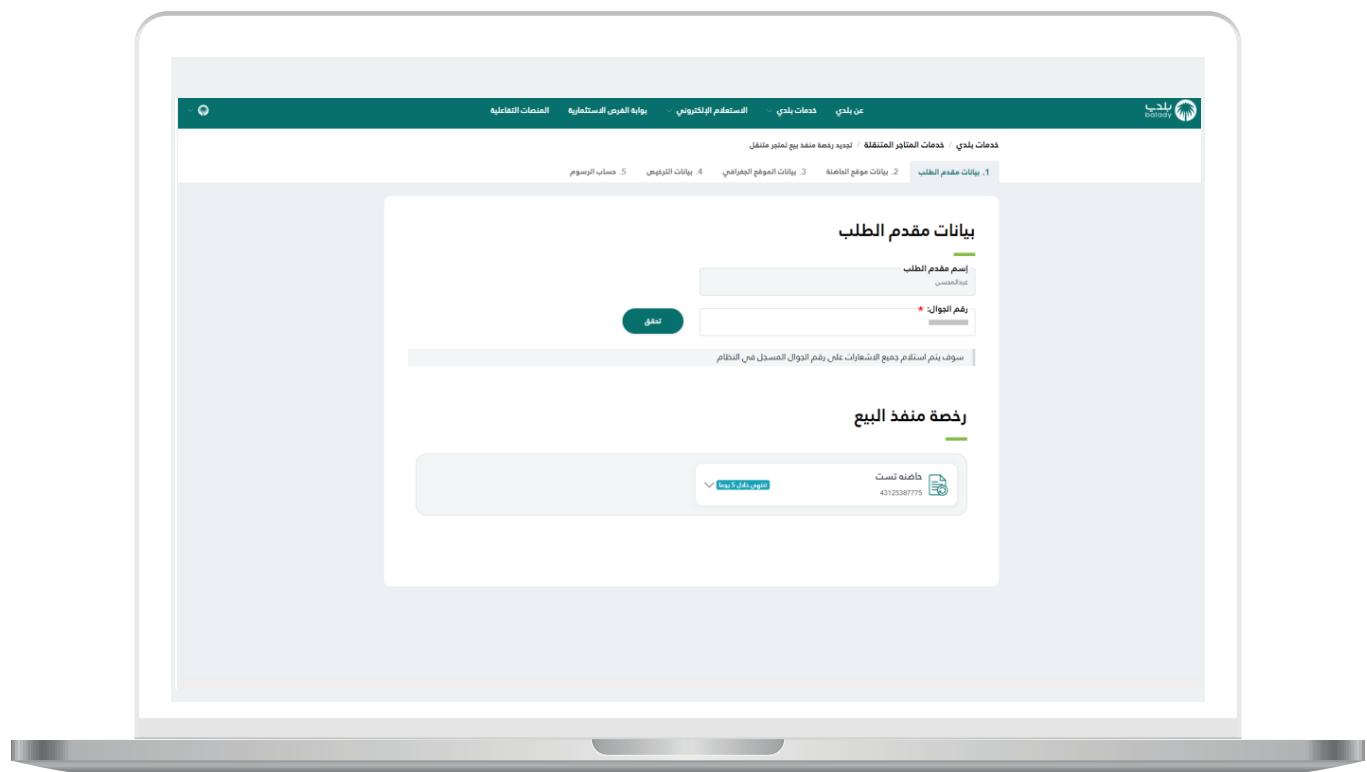
7) The following screen represents the (Terms and Penalties) section.



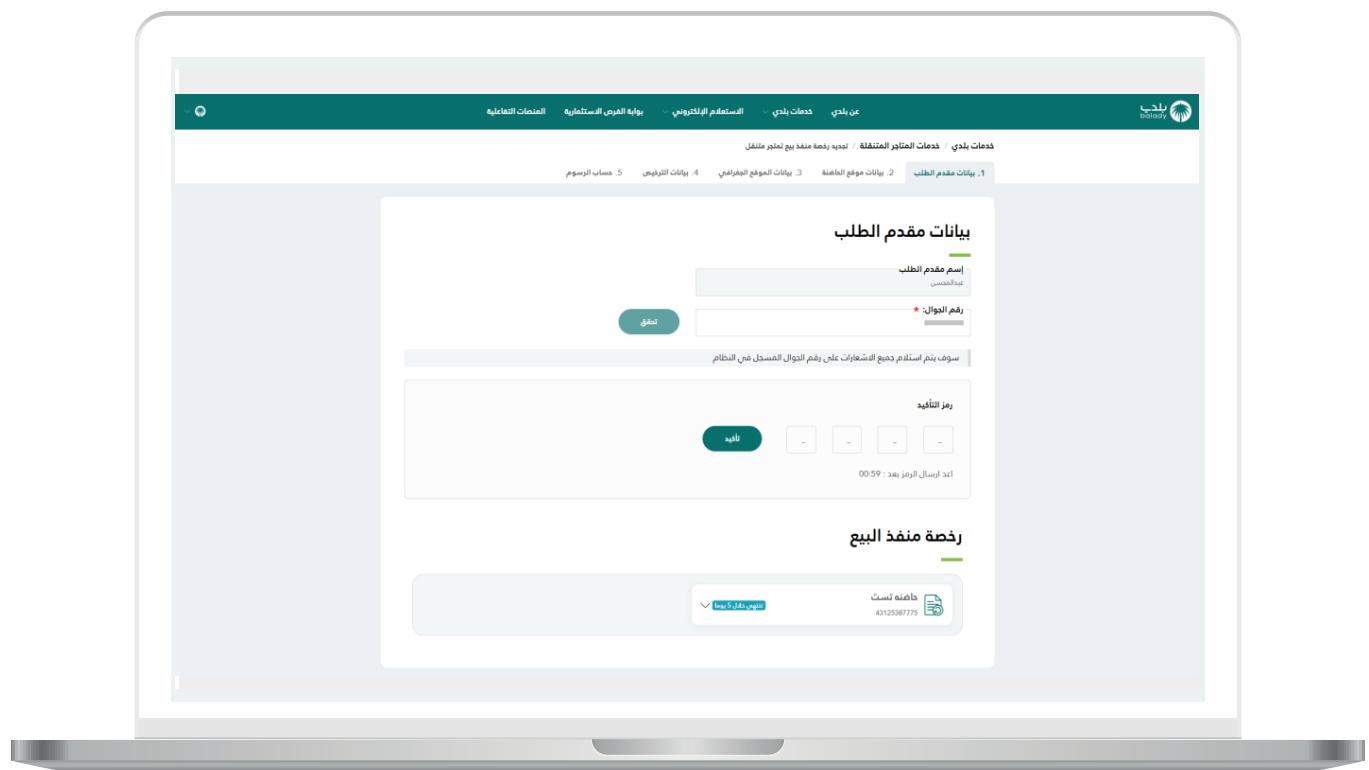
8) To start the application process, the user clicks (Start Service).



9) The following screen appears, representing the first stage of license issuance, which is **(Applicant Information)**, where the user enters the mobile number and clicks on **(Verify)** to confirm the number.

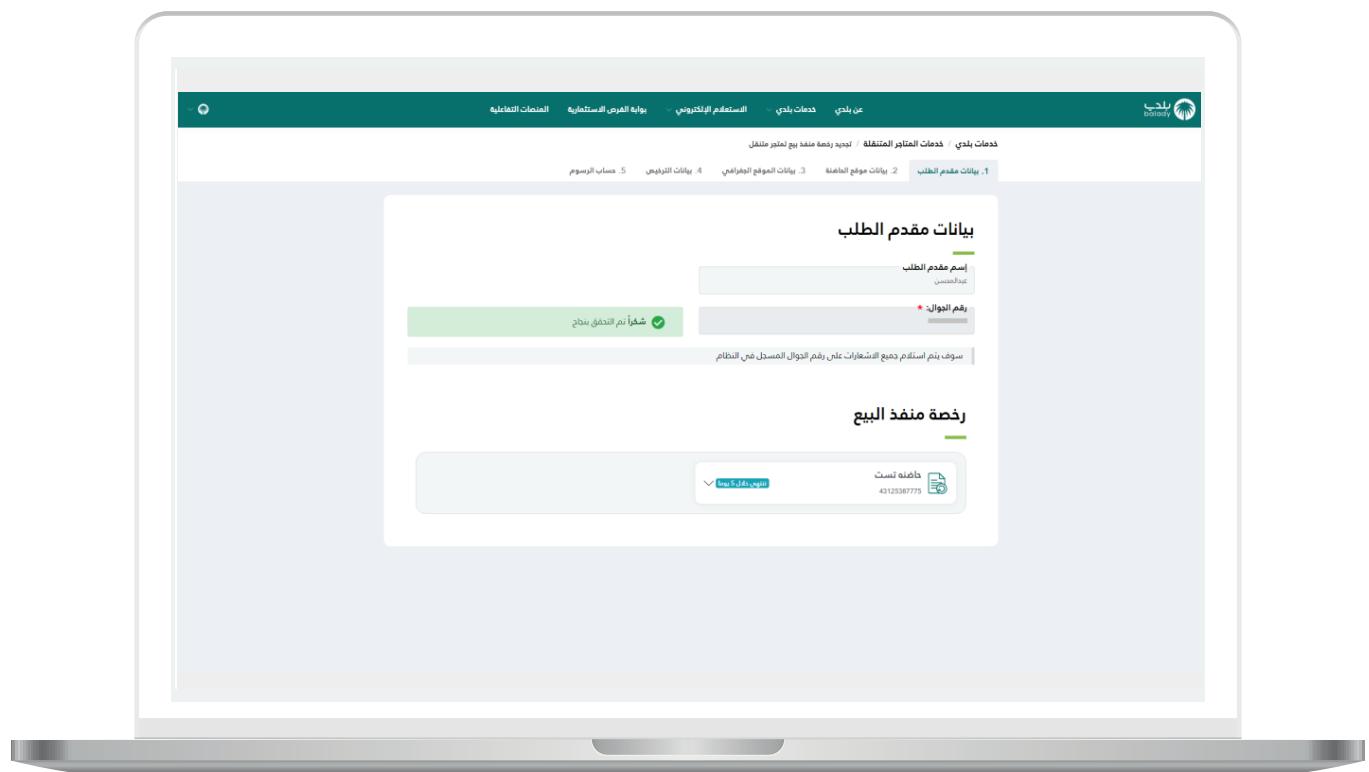


10) The user then enters the **(Confirmation Code)** sent to the registered mobile number in the designated field and clicks **(Confirm)**.

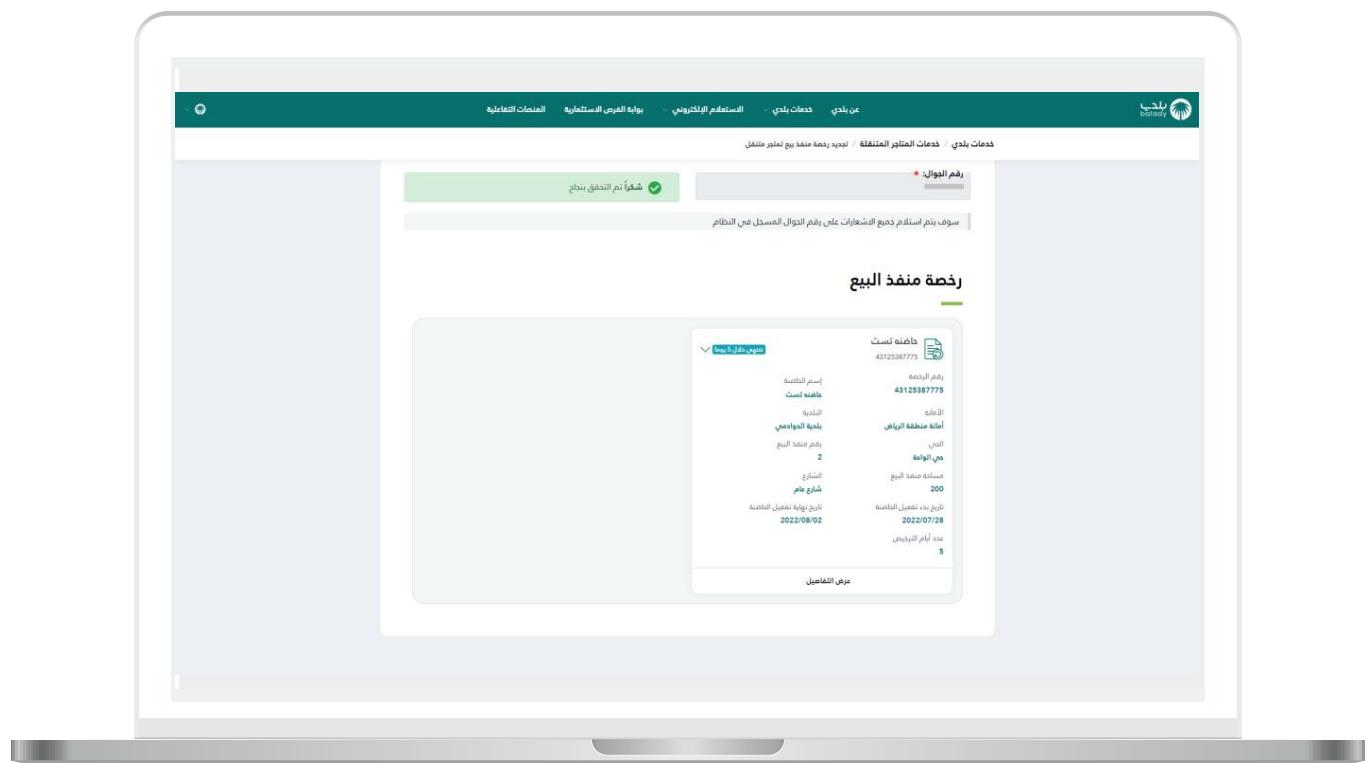


11) A message appears stating (**Thank you, verification was successful**) as shown below.

The user then selects the license to be renewed from the licenses listed under the (**Sales Outlet License**) section.



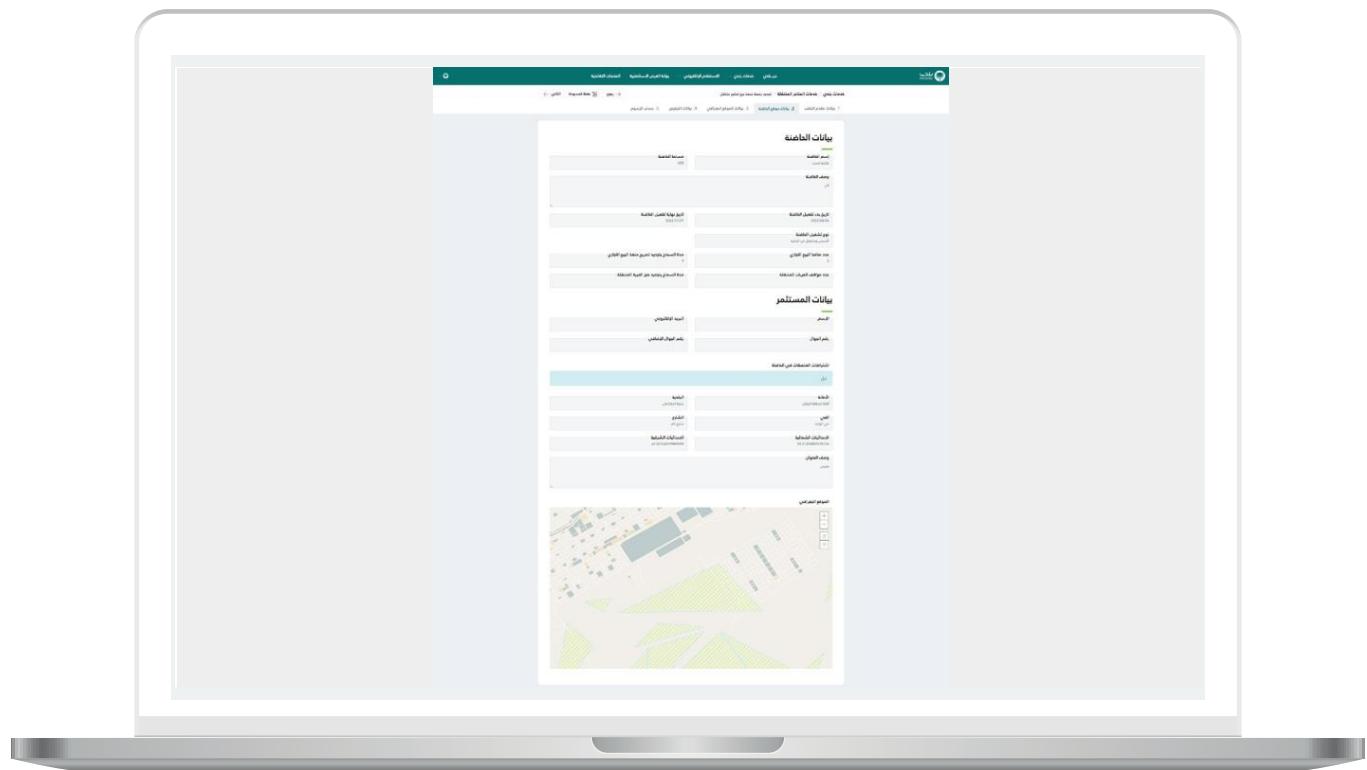
12) After selecting the license, its details are displayed, as shown below. The user clicks the **(View Details)** button.



13) The user is directed to the **(Incubator Location Information)** stage, as shown below, where the incubator and investor details appear.

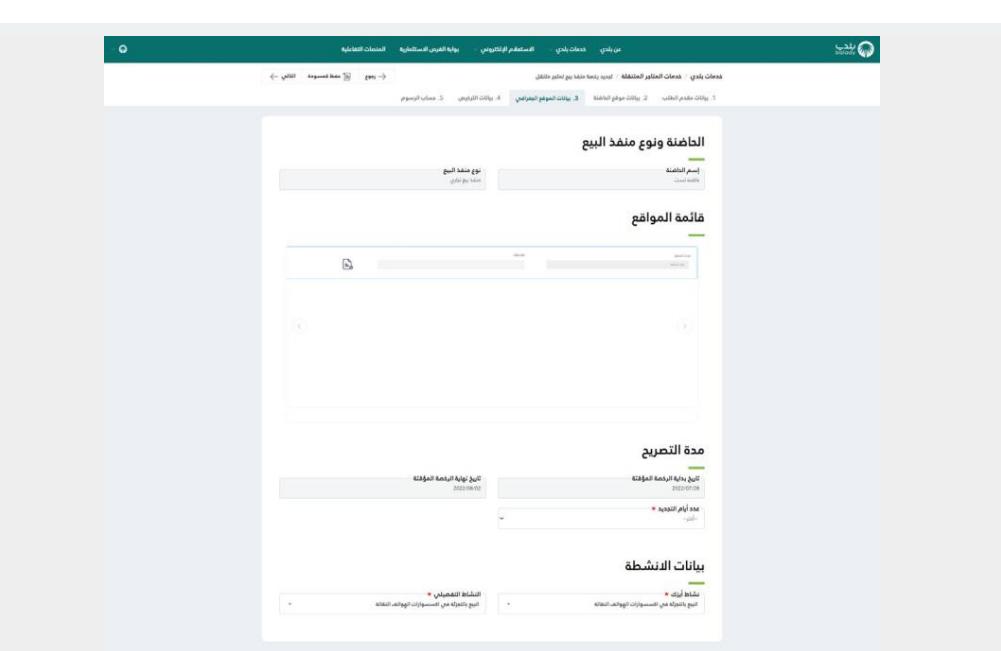
The incubator's geographic location is also displayed on the map.

Then, the user clicks the **(Next)** button to proceed to the next stage, with the option to save the request as a draft for later reference using the **(Save as Draft)** button and the ability to return to the previous stage using the **(Back)** button.



14) Next, the (Geographical Location Information) stage appears, as shown below.

The user selects the (Renewal Duration) from the dropdown list and chooses the activity details from the dropdown lists (ISIC Activity, Detailed Activity).



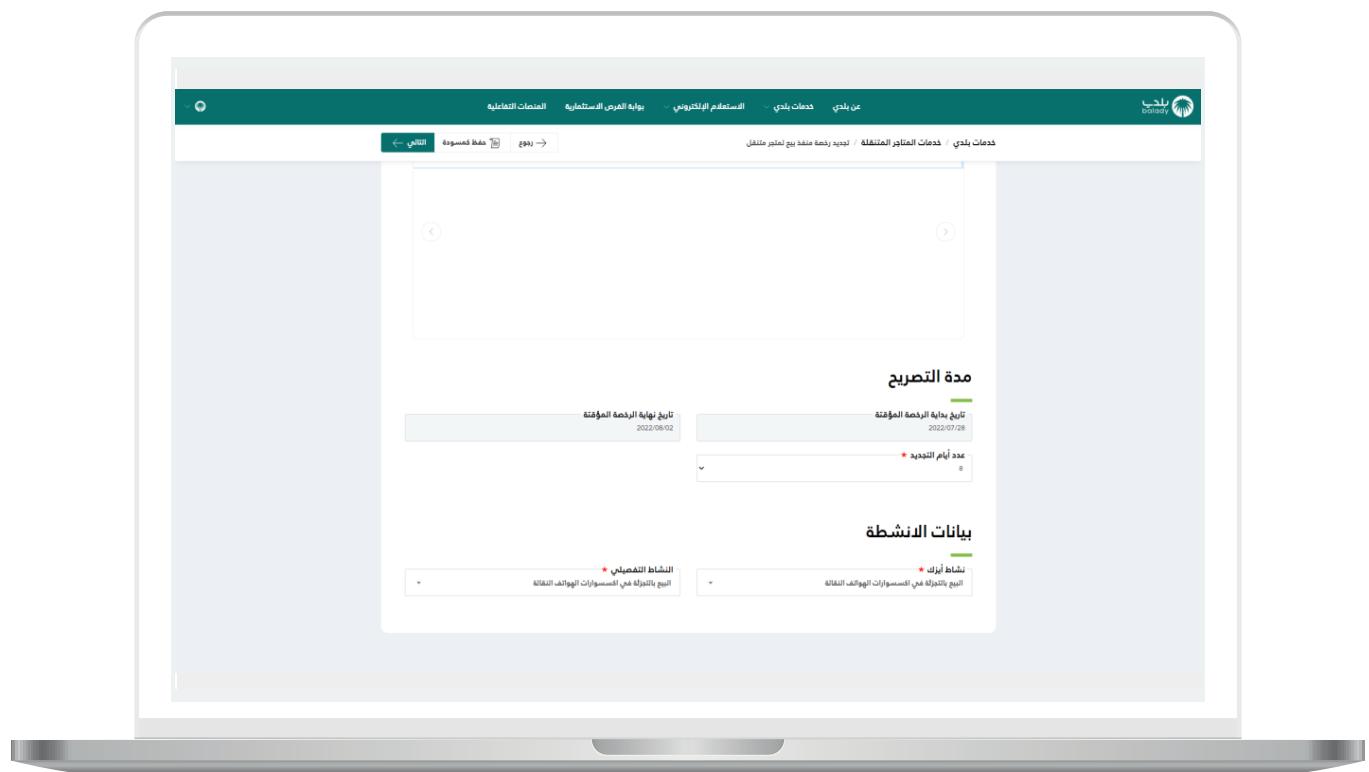
الخطابة ونوع منفذ البيع

القائمة المواقع

مدة التجديد

بيانات النشطة

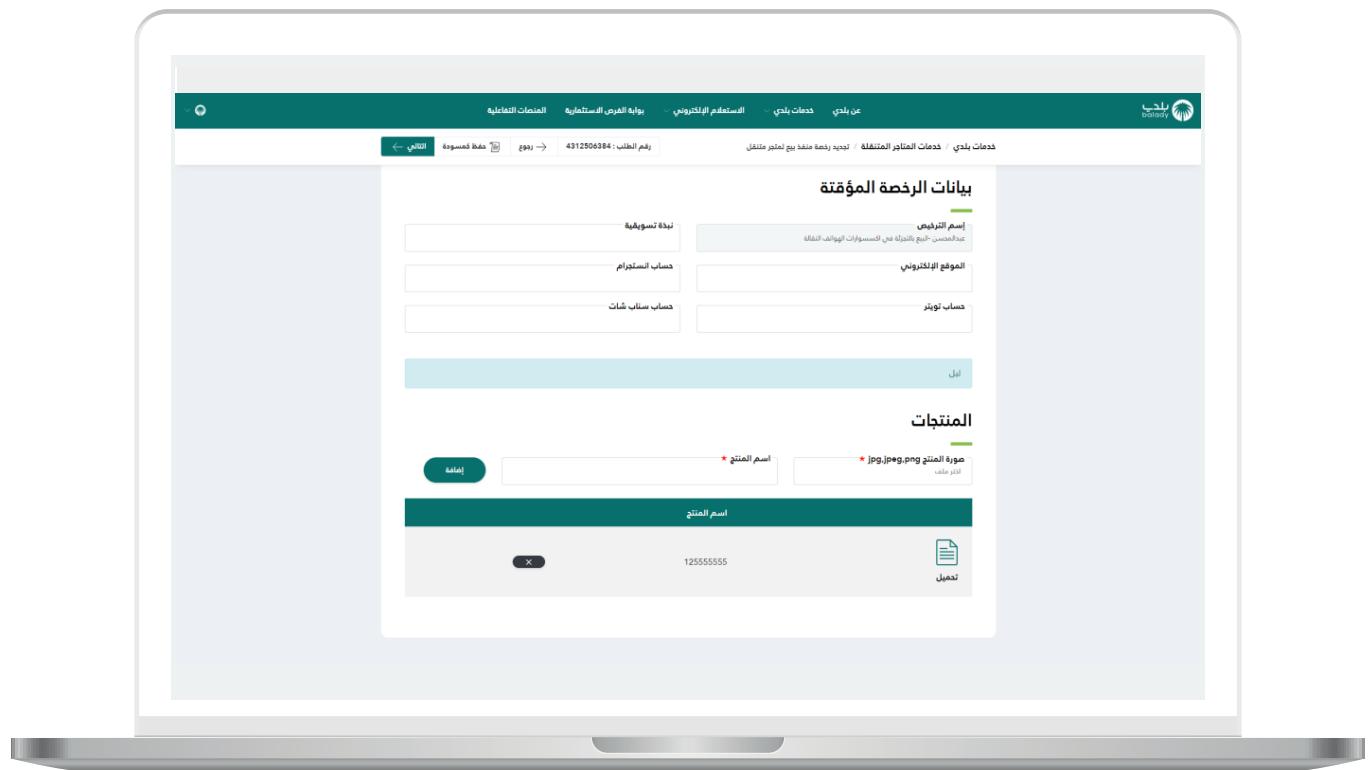
15) The user clicks the (Next) button to proceed to the next stage, with the option to save the request as a draft using the (Save as Draft) button or return to the previous step using the (Back) button.



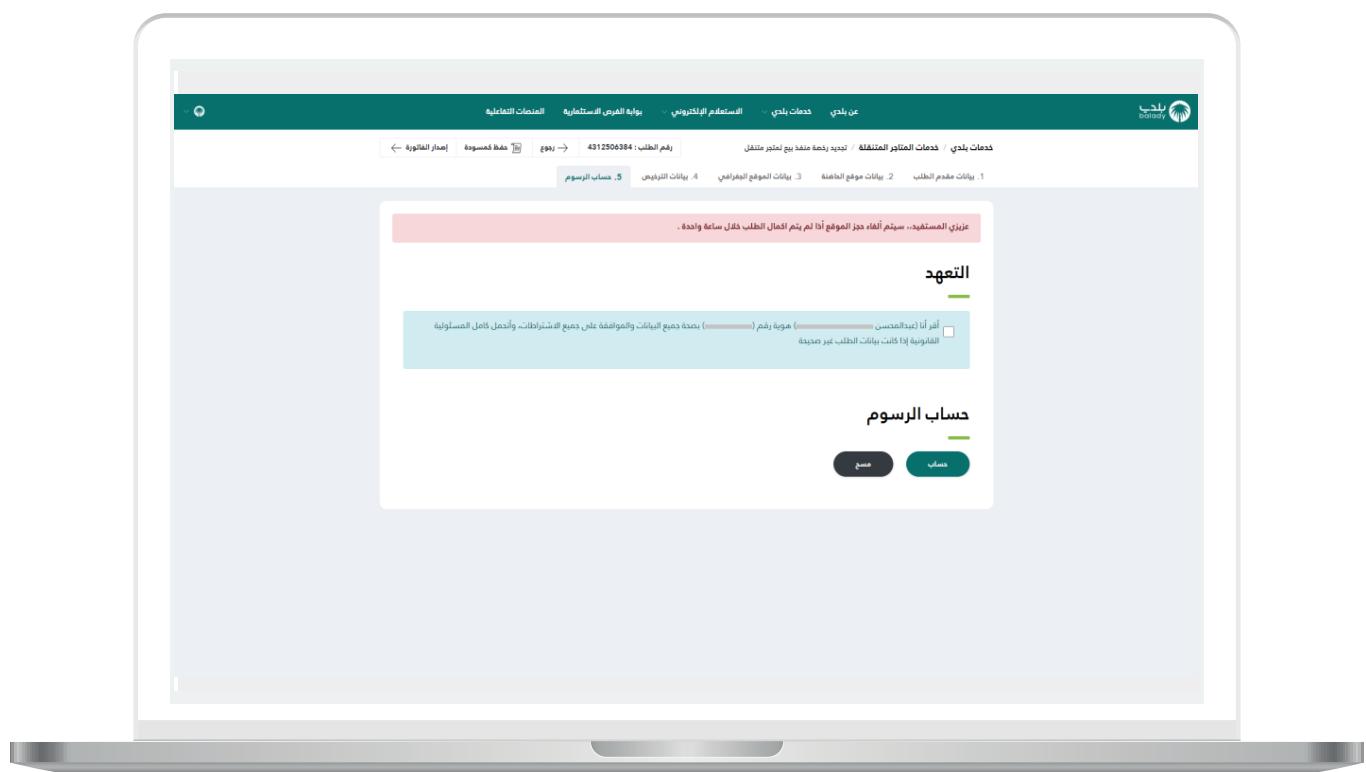
16) The user proceeds to the (License Information) stage, as shown below, where the following fields can be filled optionally: (Marketing Brief, Website, Instagram Account, Twitter Account, Snapchat Account).

The user can also add products by clicking the **(Product Image)** field, selecting the file from the device, entering the **(Product Name)** field, and clicking the **(Add)** button.

17) The user clicks the (Next) button to proceed to the next stage, with the option to save the request as a draft using the (Save as Draft) button or return to the previous step using the (Back) button.

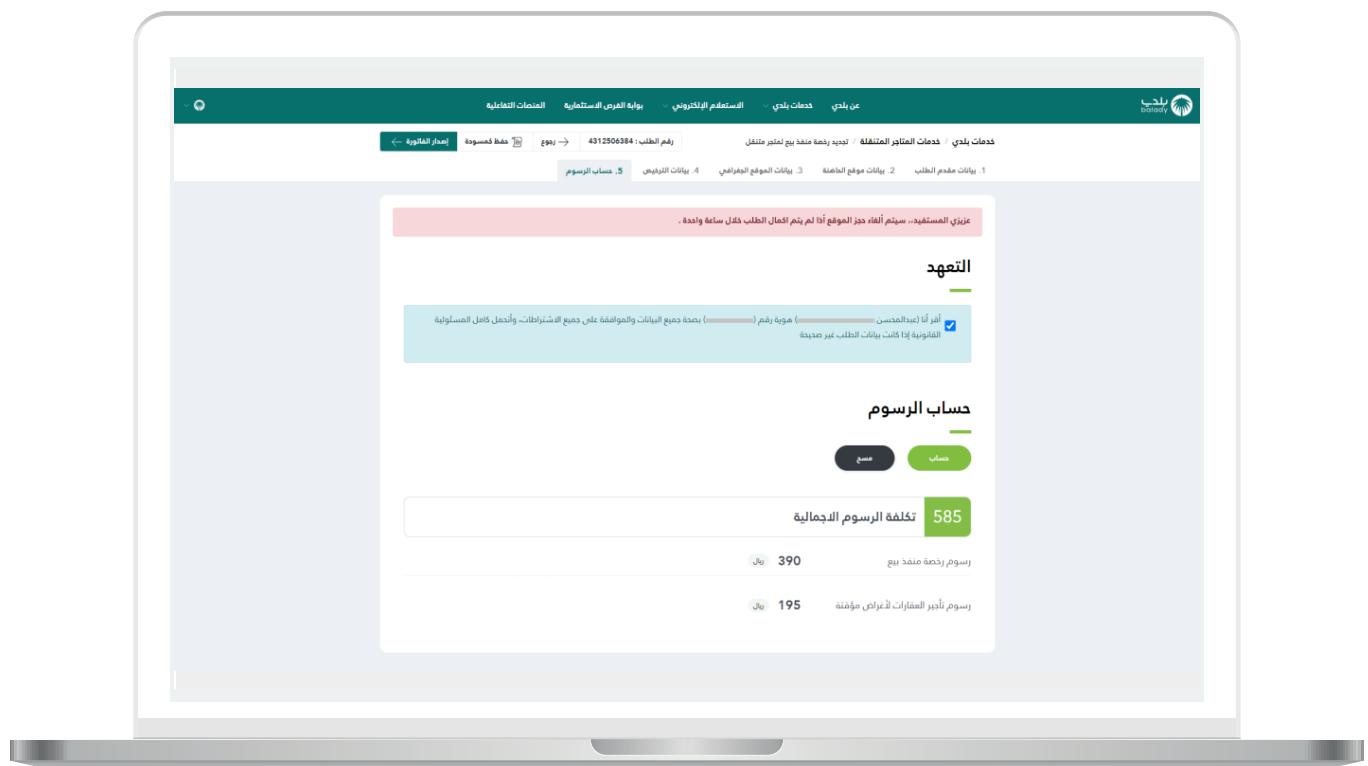


18) The user proceeds to the (Fee Calculation) stage, where the declaration is approved, then clicks the (Calculate) button to compute the total fee.



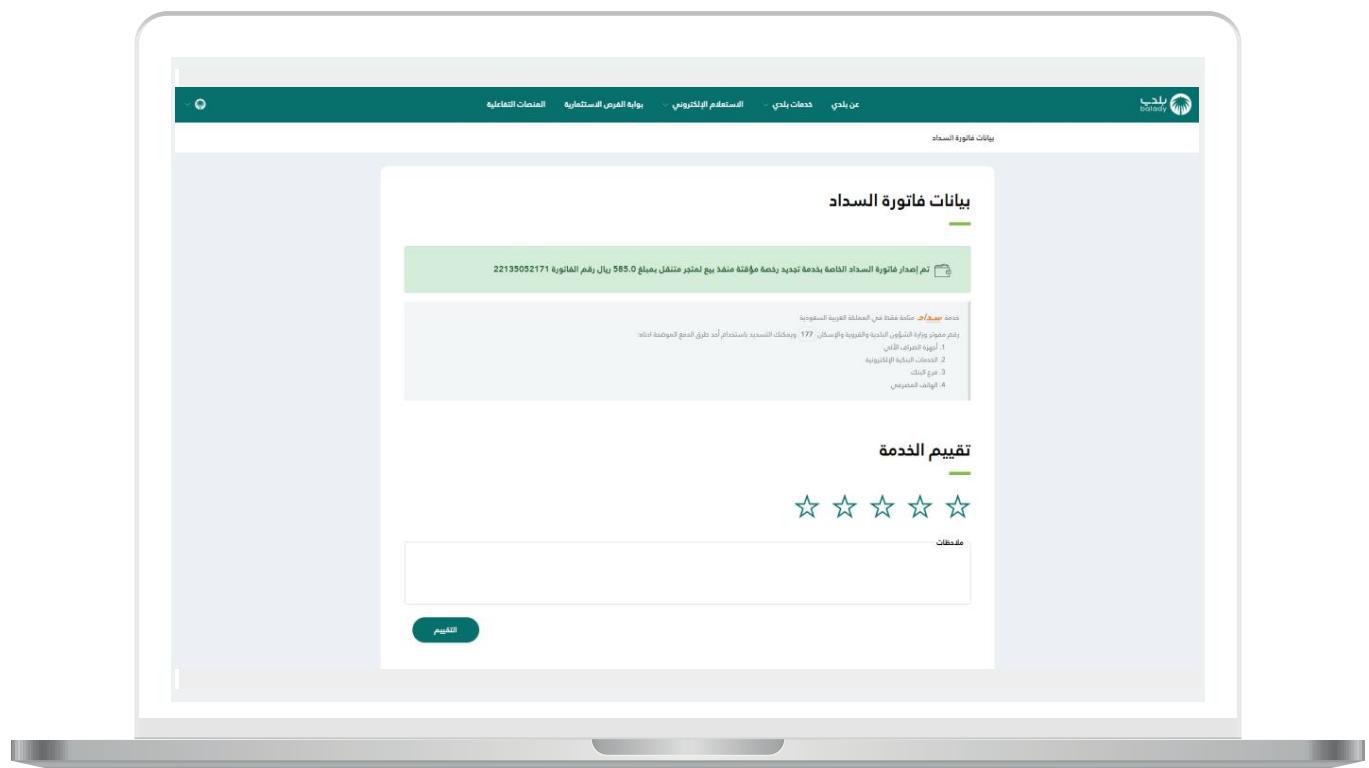
19) After calculating the fee and displaying the total amount, the user clicks the **(Issue Invoice)** button, with the option to save the request as a draft using the **(Save as Draft)** button or return to the previous step using the **(Back)** button.

Note: If the application is submitted for an incubator owned by an investor, approval from the investor must be obtained before the invoice is issued.

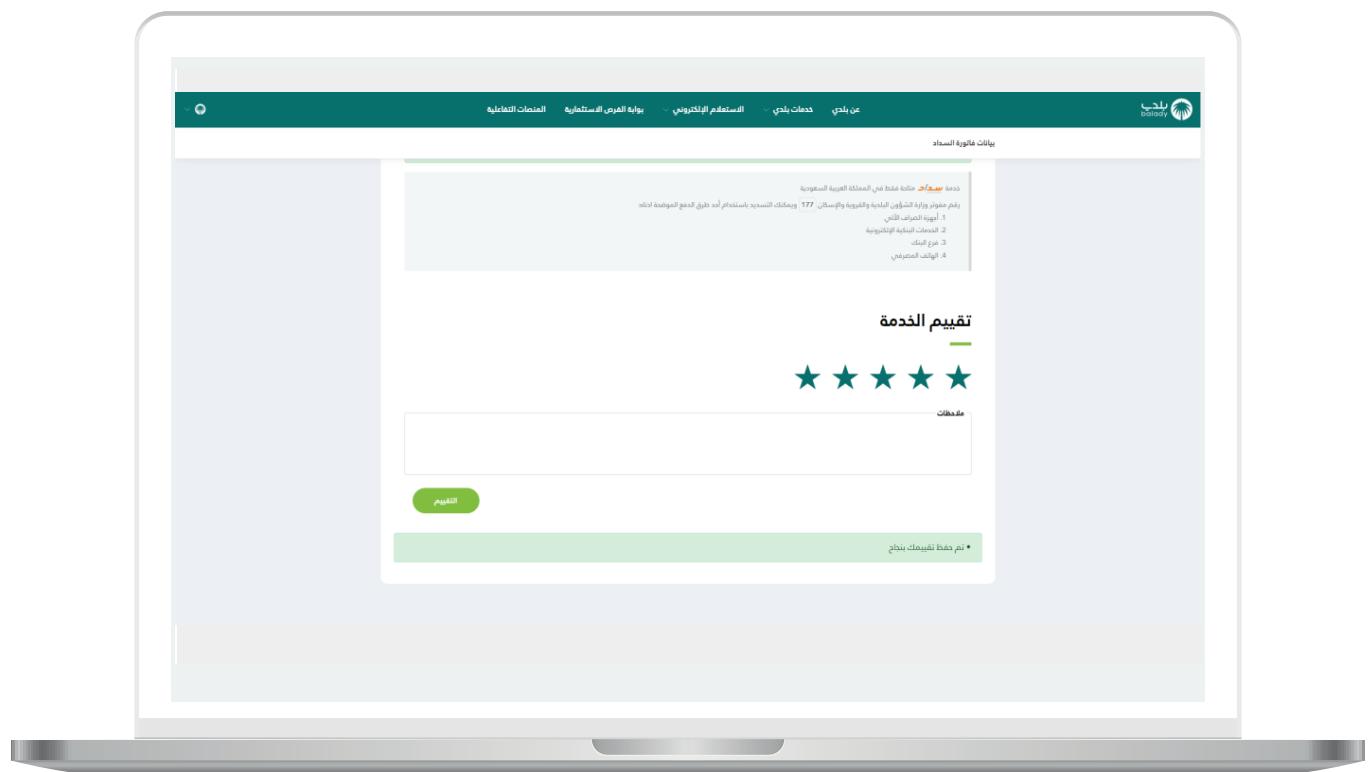


20) The system then generates the renewal service payment invoice, displaying its number, as shown below.

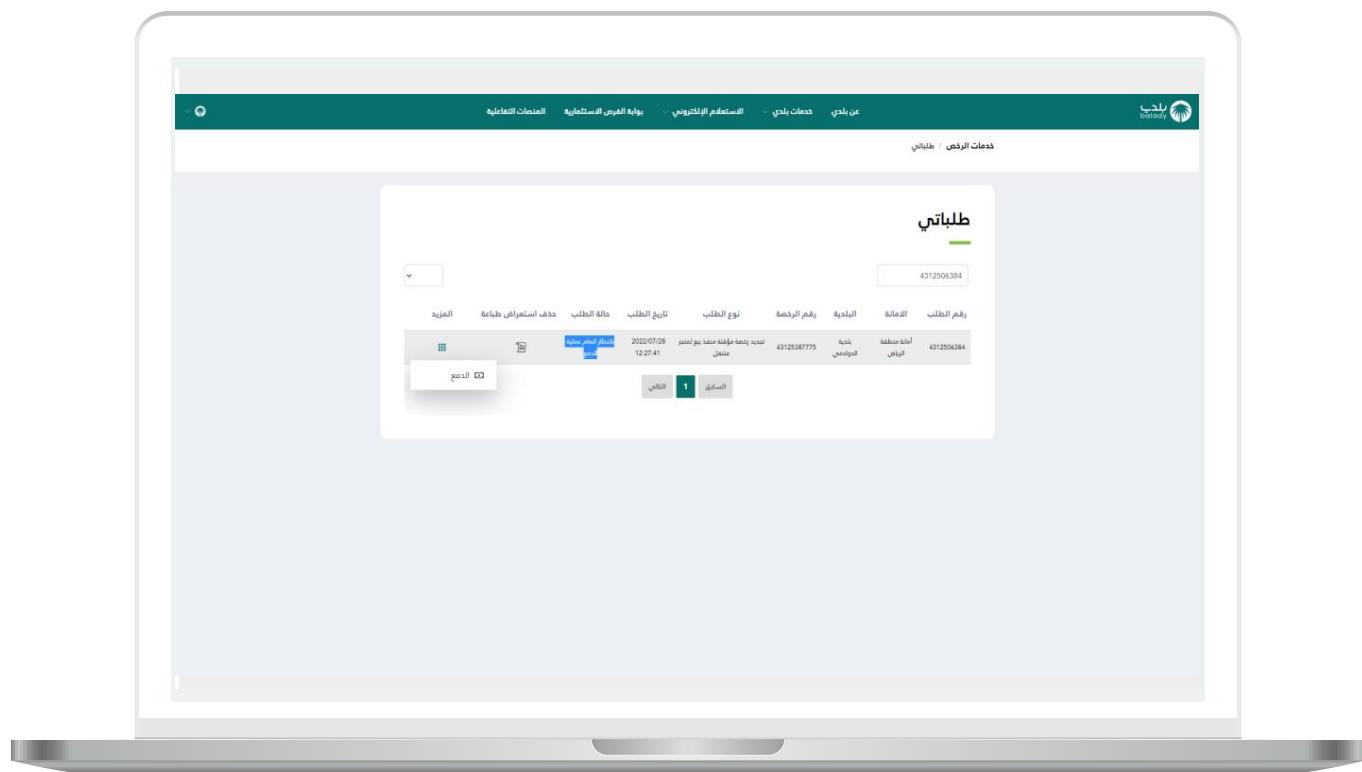
The system also allows the user to evaluate the service by selecting the number of stars displayed and entering their comments in the (Comments) field before clicking (Submit Evaluation).



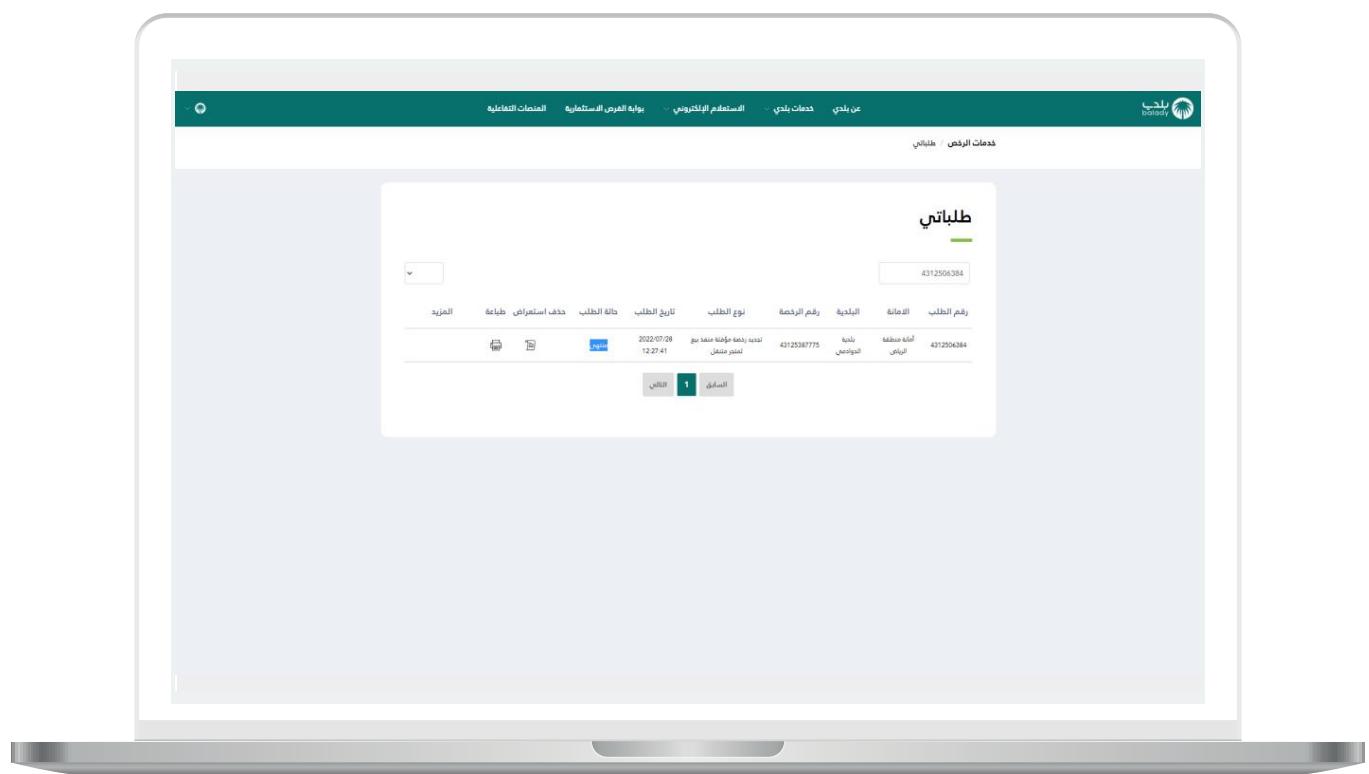
21) The evaluation is successfully saved, and a confirmation message is displayed.



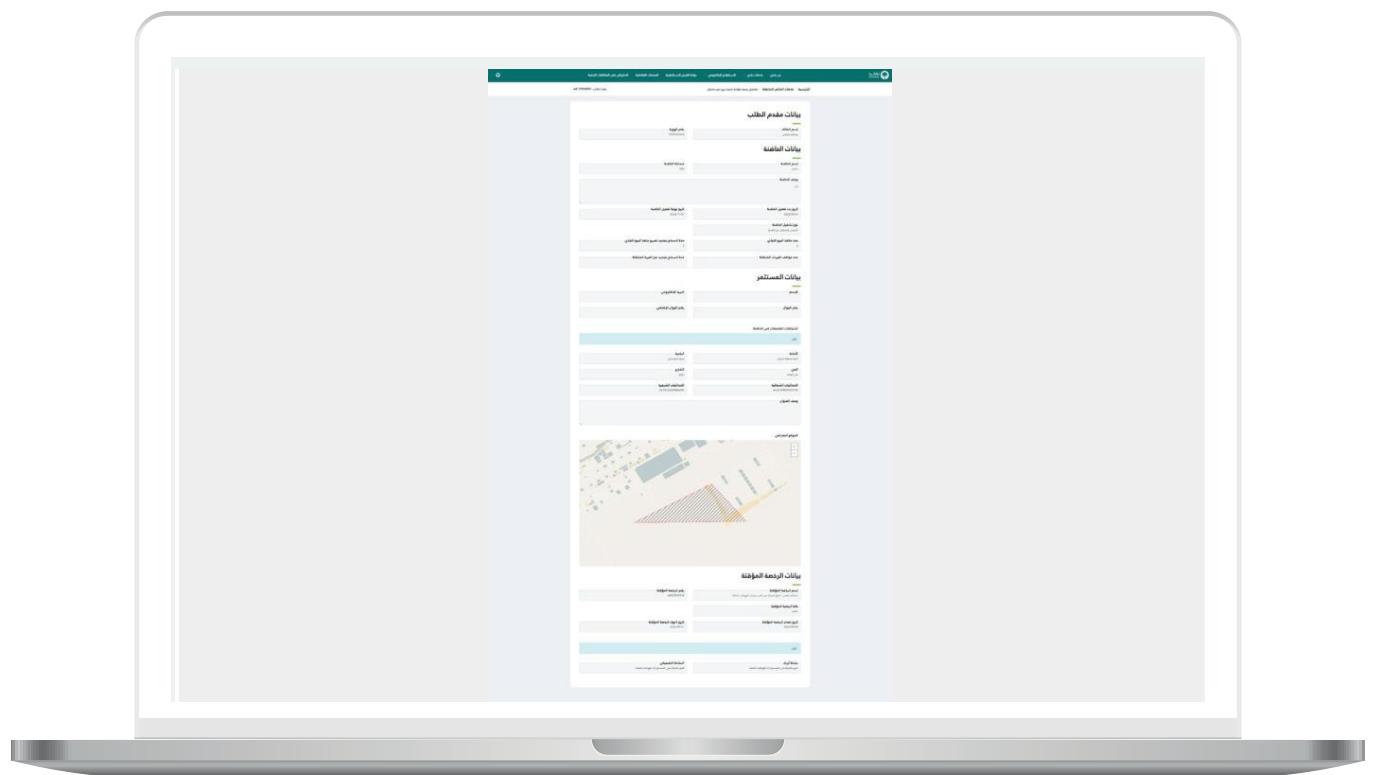
22) The user is then directed to the (My Requests) screen, as shown below, where they can track the request, which will have the status (Awaiting Payment Completion).



23) Once the payment is completed, the request status changes to (Completed).



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



📞|199040 Direct Contact Number
🐦|@Balady_CS Customer Service