



وزارة البلديات والإسكان

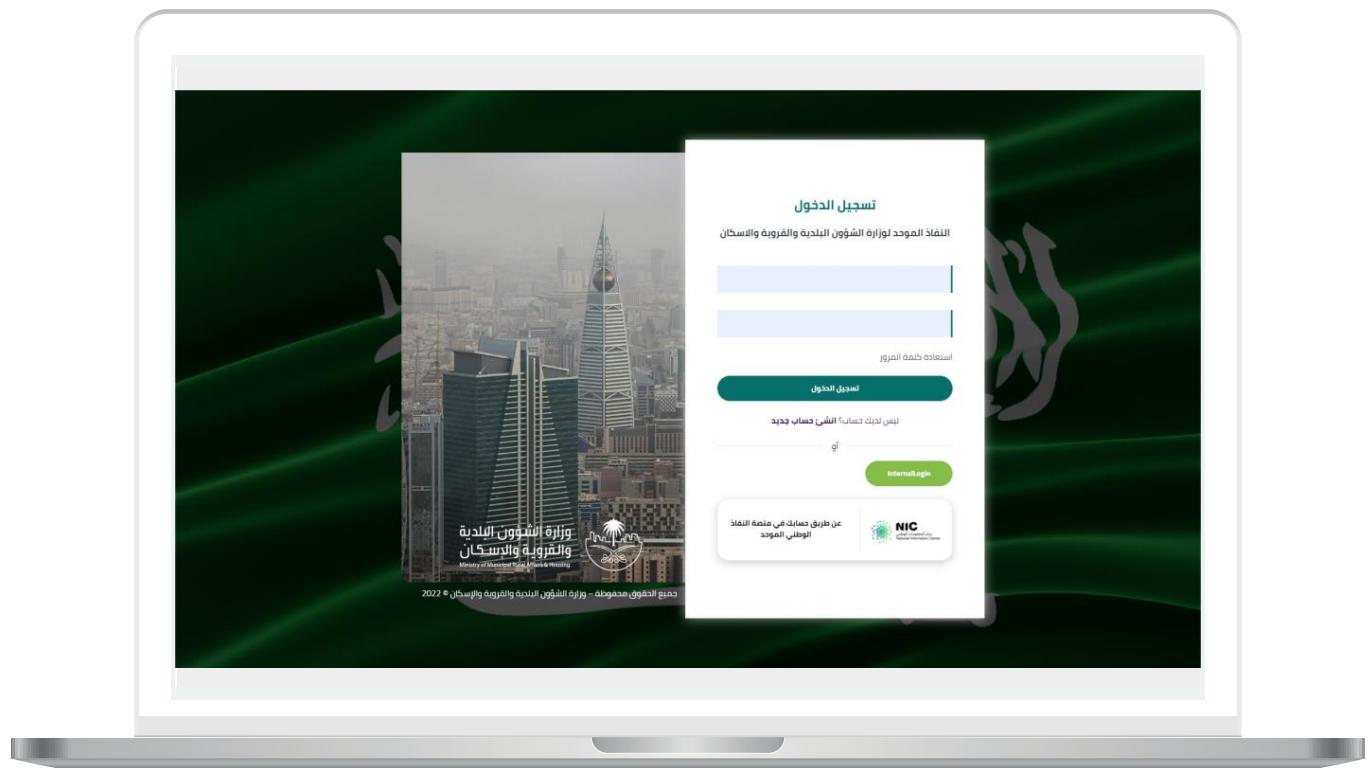
Ministry of Municipalities and Housing

User Guide for the
Mobile Cart License Site Reservation Service

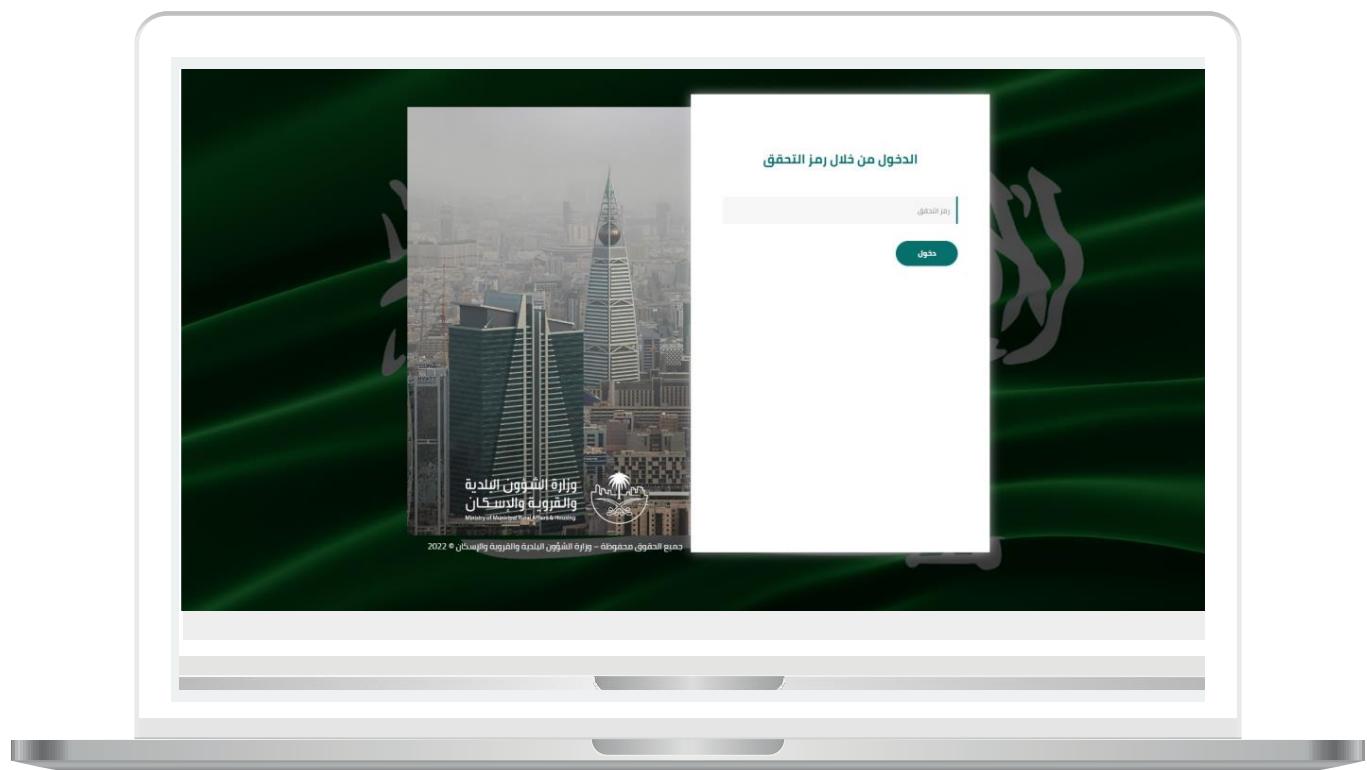
Beneficiary's
Copy

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.

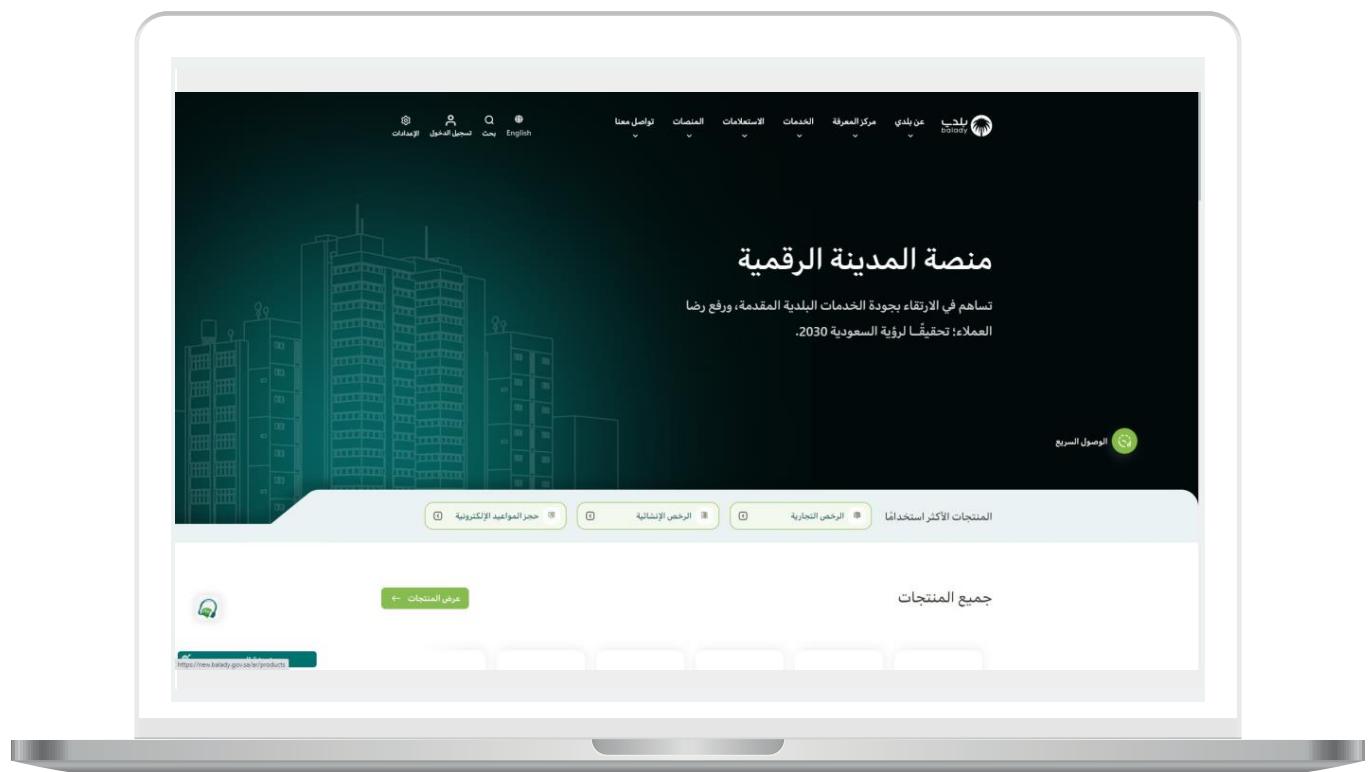


- 2) A verification code will then be sent to the user's mobile phone, which they need to enter in the **(Verification Code)** field and click the **(Login)** button, as shown in the following screenshot.

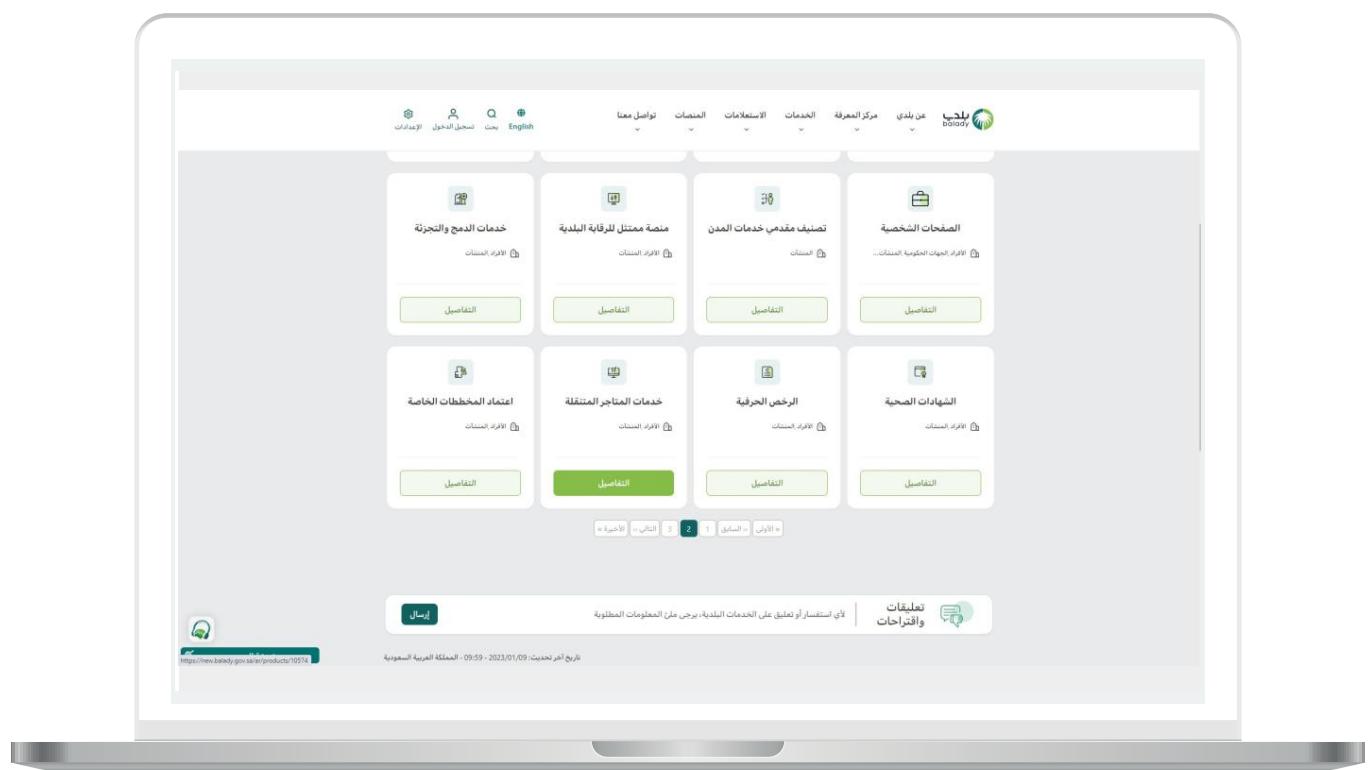


3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

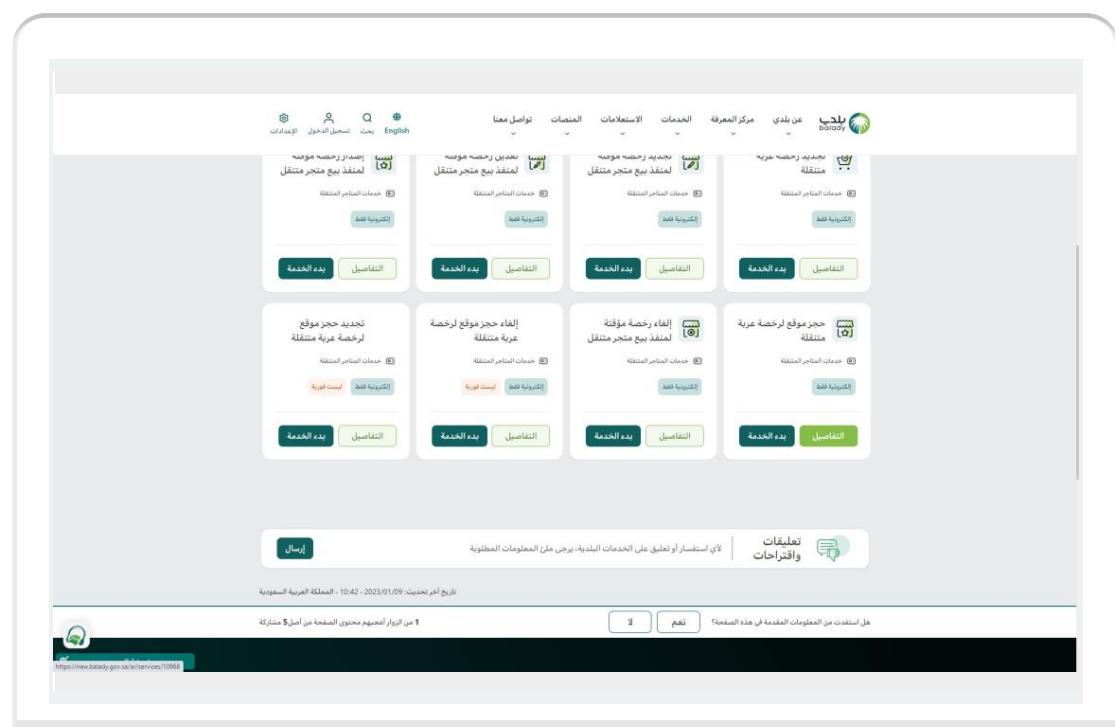
To start the service application, the user must click the **(View Products)** button.



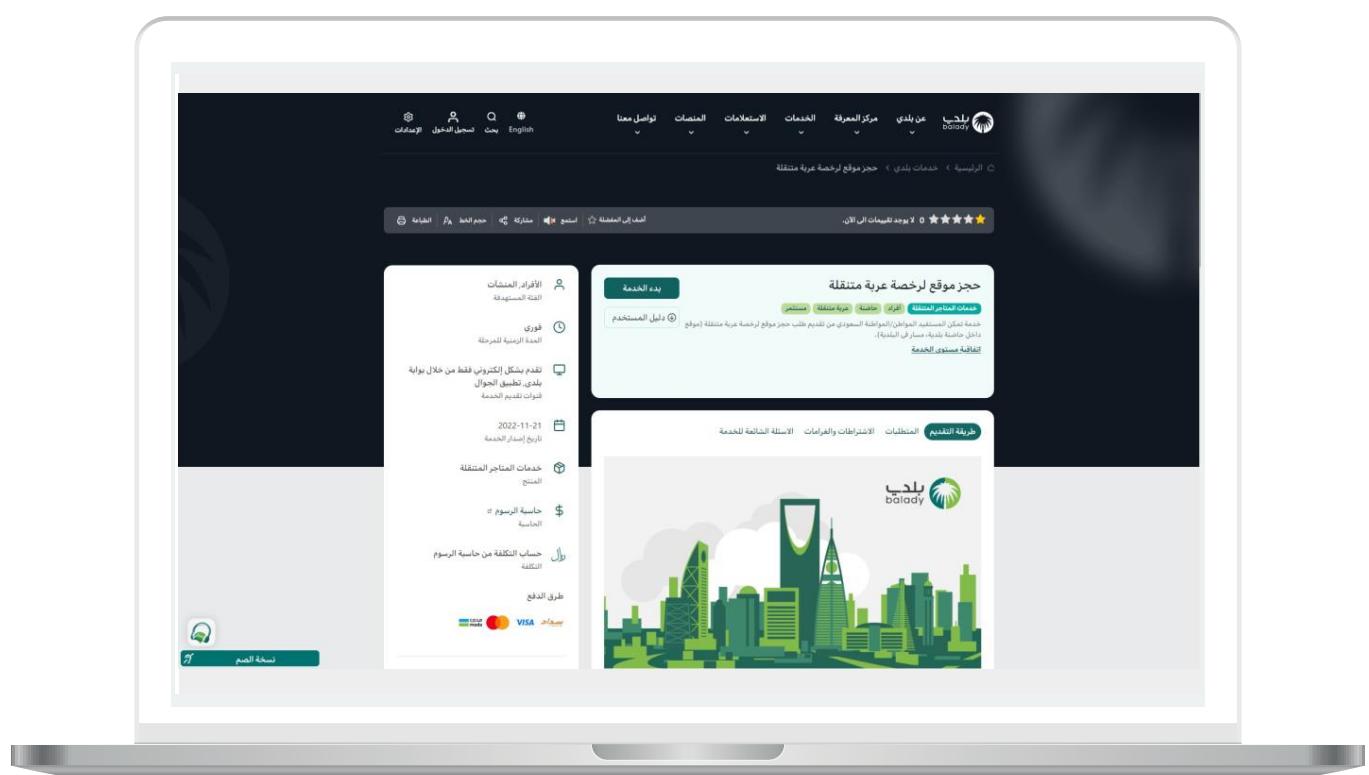
- 4) The following screen appears, displaying Balady's services, where the user selects (Mobile Cart Services).



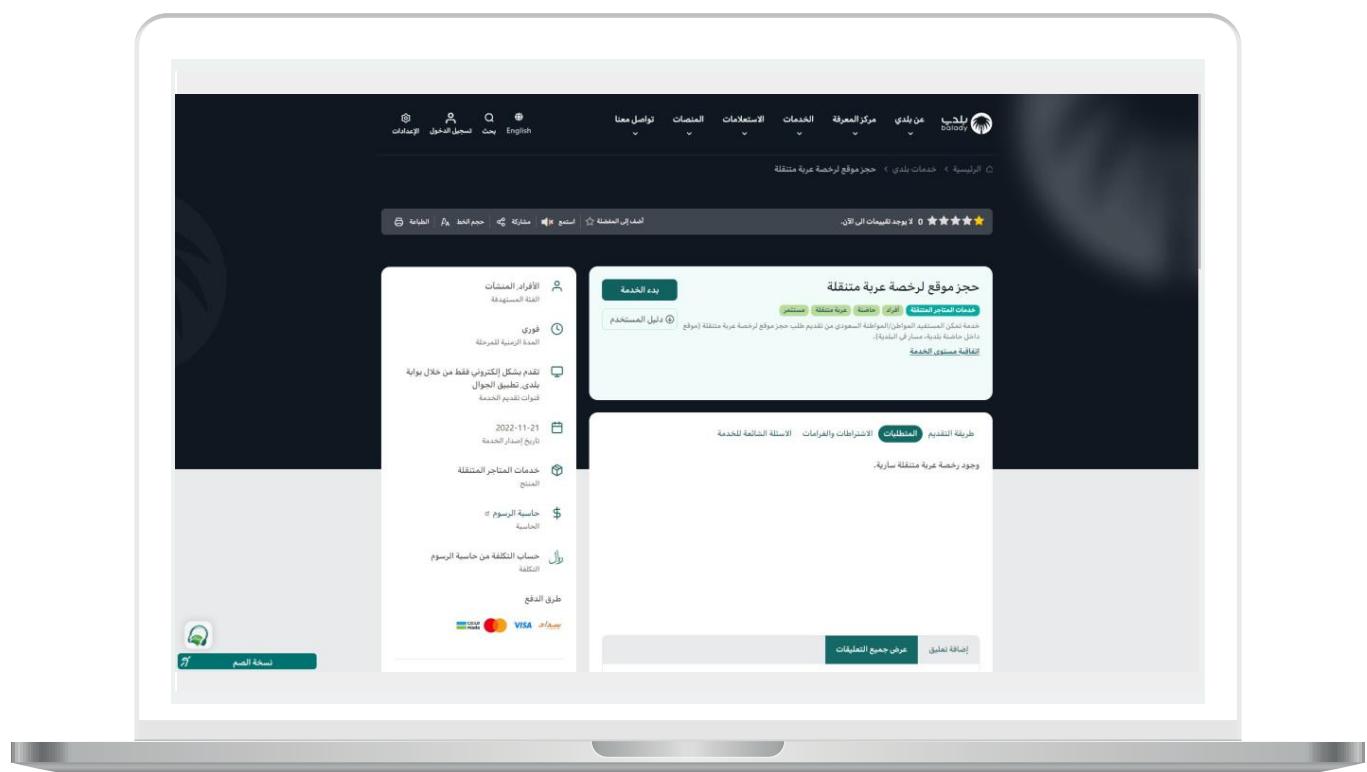
5) To next screen appears, where the option (**Reserve a Site for a Mobile Cart License**) is selected, as shown below.



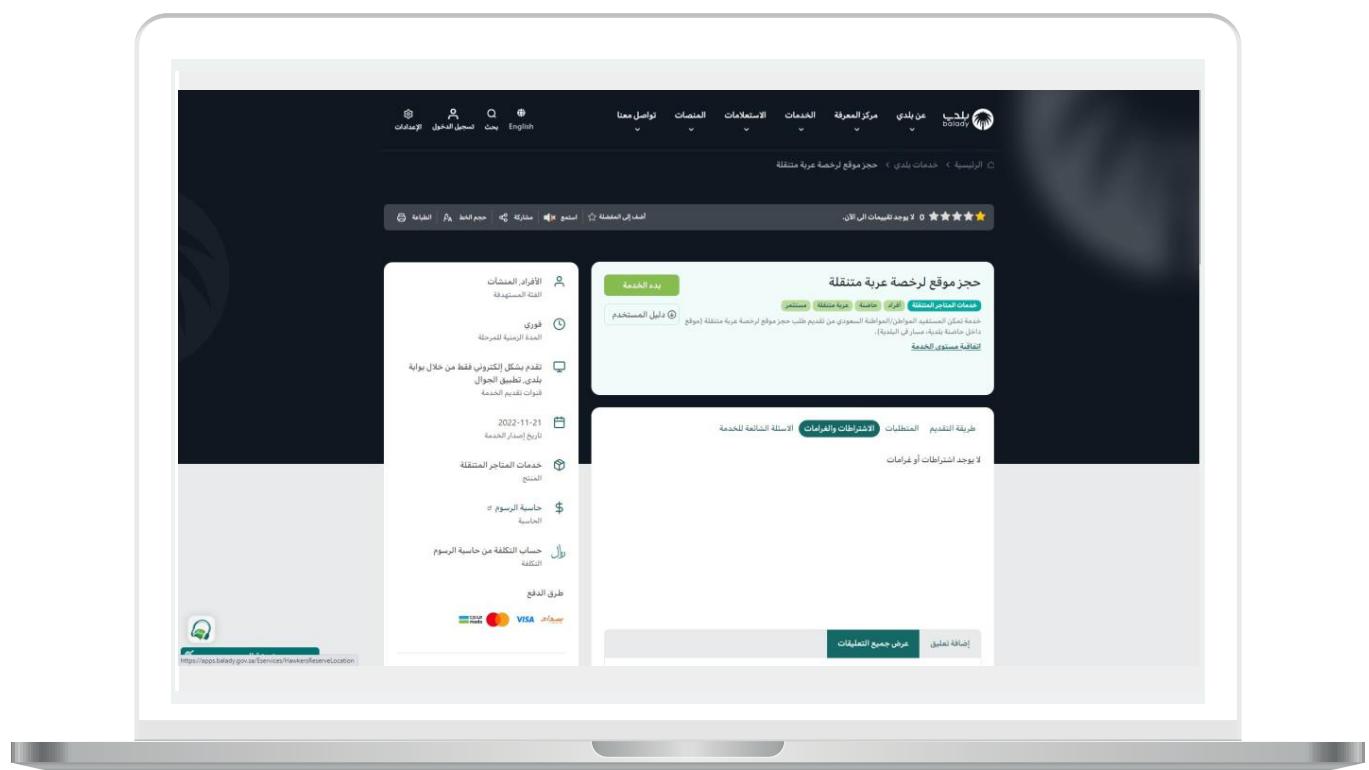
- 6) The following screen appears, displaying the (Service Card), which includes details such as (How to Apply, Requirements, Conditions and Fines, etc.).



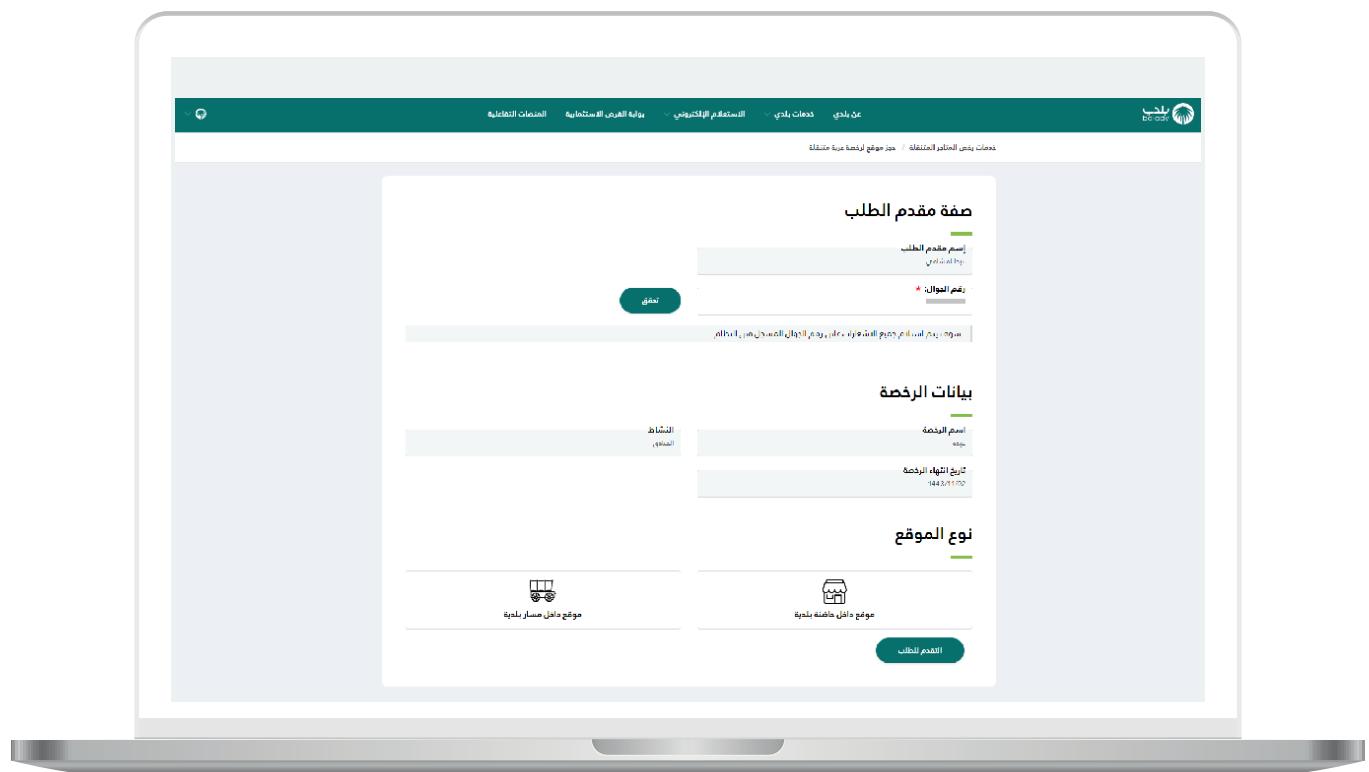
7) The following screen represents the (Requirements) list.



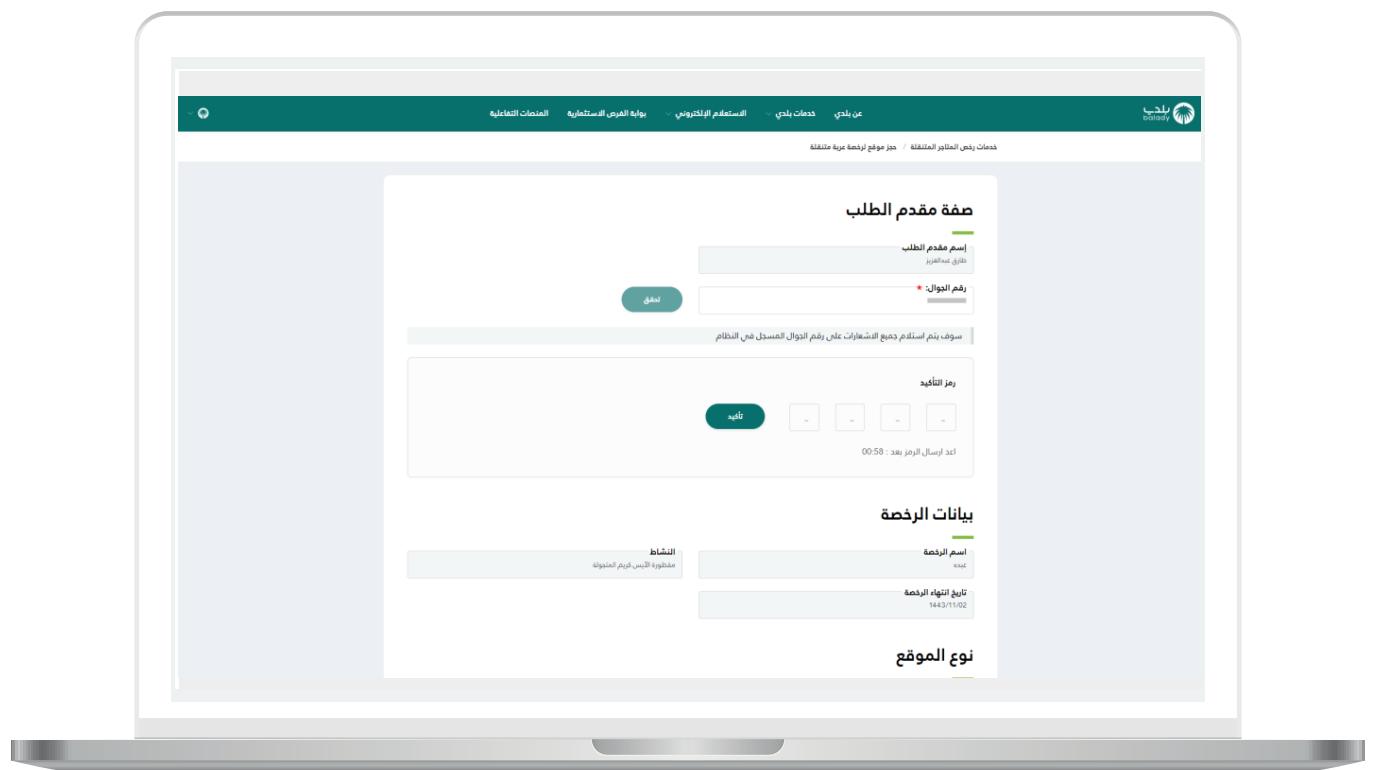
8) A To start the application process, the user clicks (Start Service).



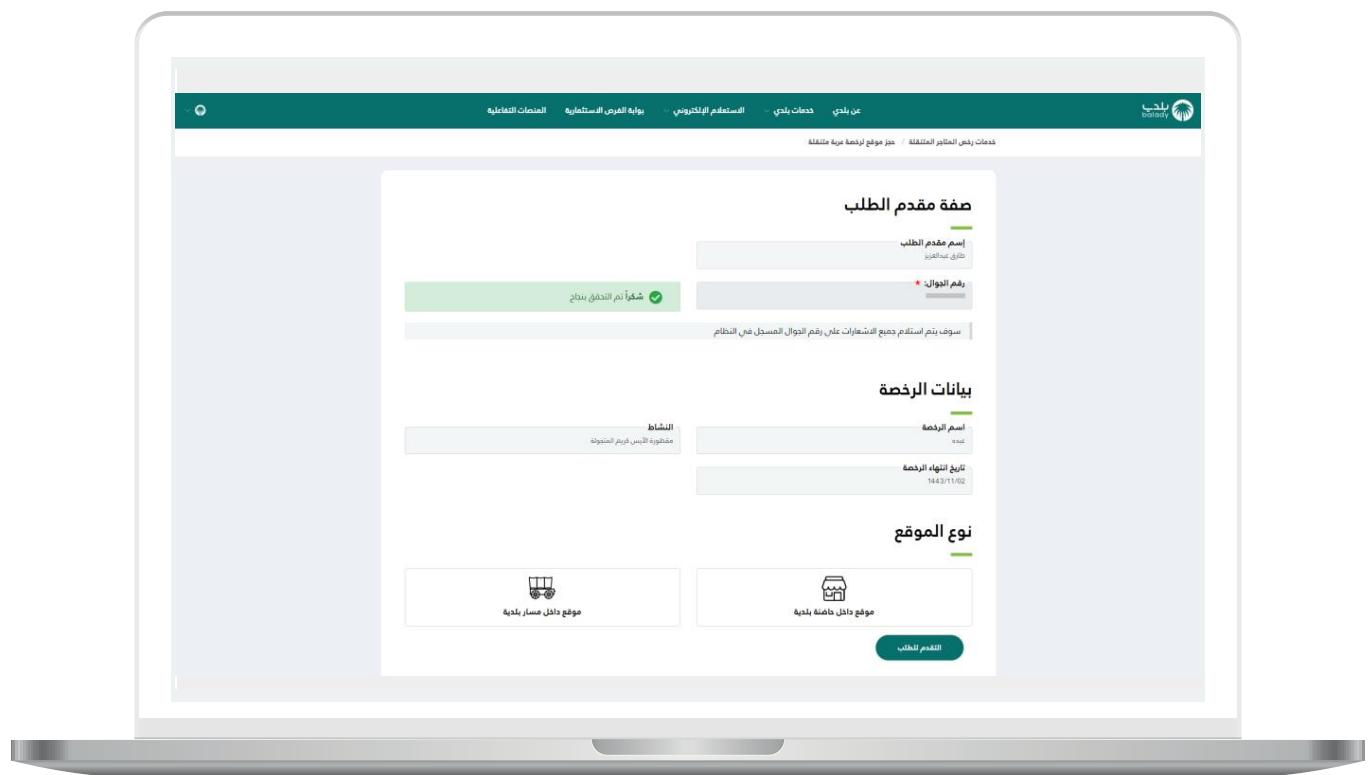
9) The next screen appears, where the user's mobile number is verified by entering the value in the **(Mobile Number)** field and clicking the **(Verify)** button.



- 10) A verification code is sent to the user's mobile phone, which must be entered in the **(Confirmation Code)** field, then click **(Confirm)**, as shown in the next screen.

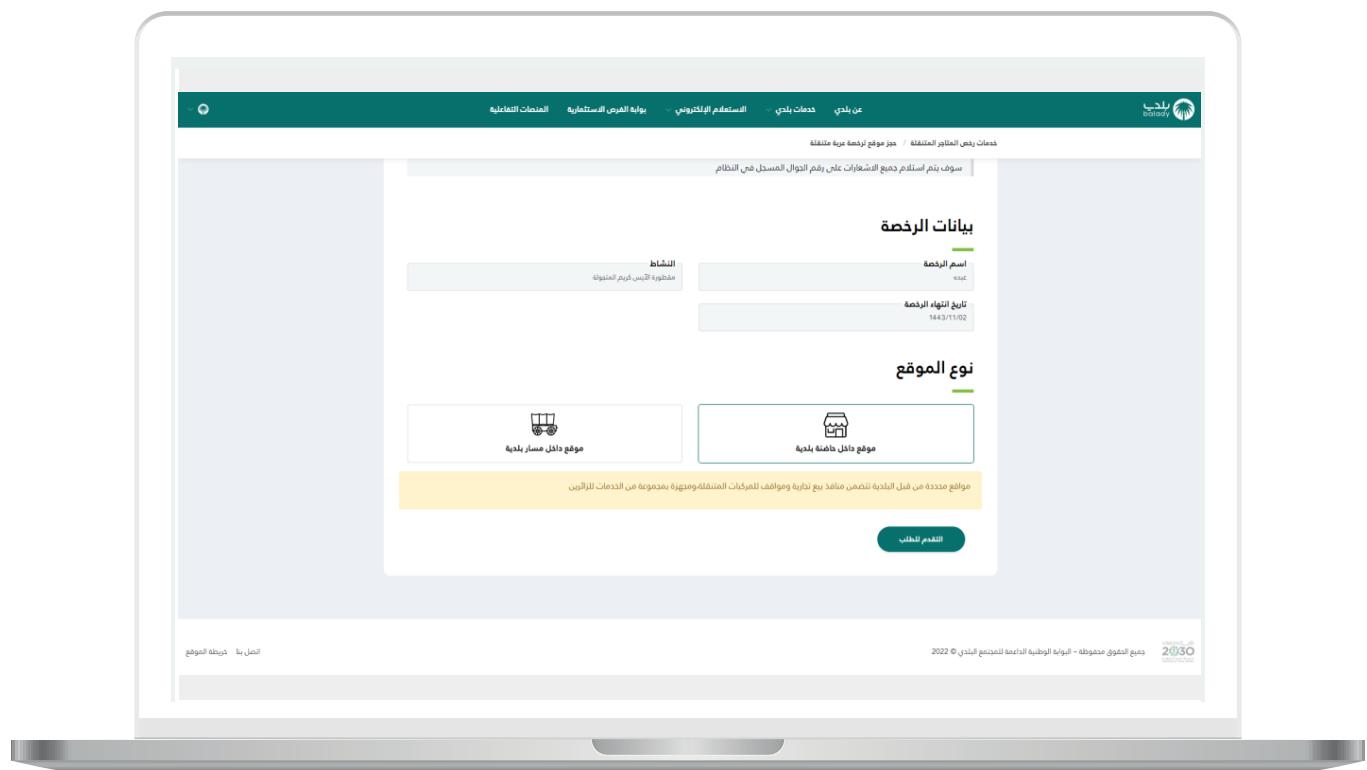


11) A message then appears stating (**Thank you, verification was successful**), as shown in the screen below. The user then selects the site type from the available options.

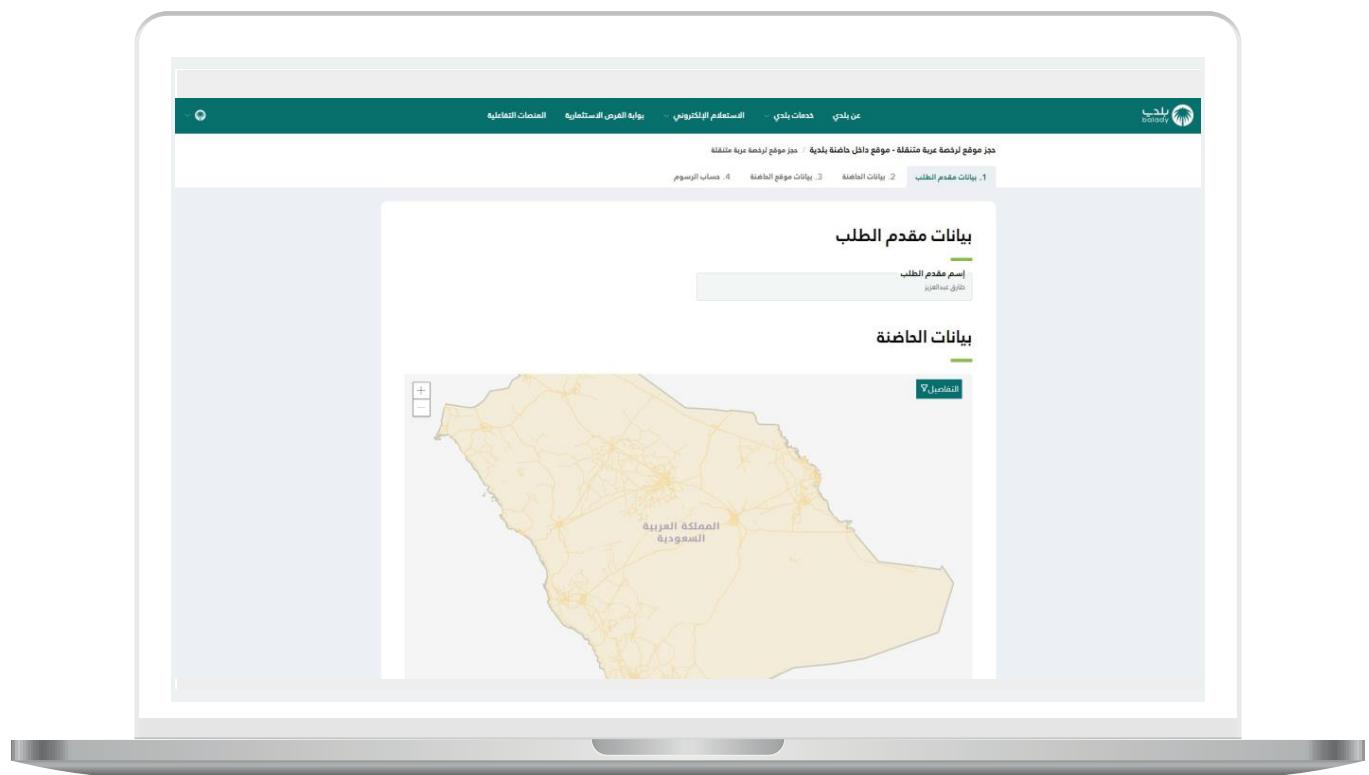


Municipal Incubator Site

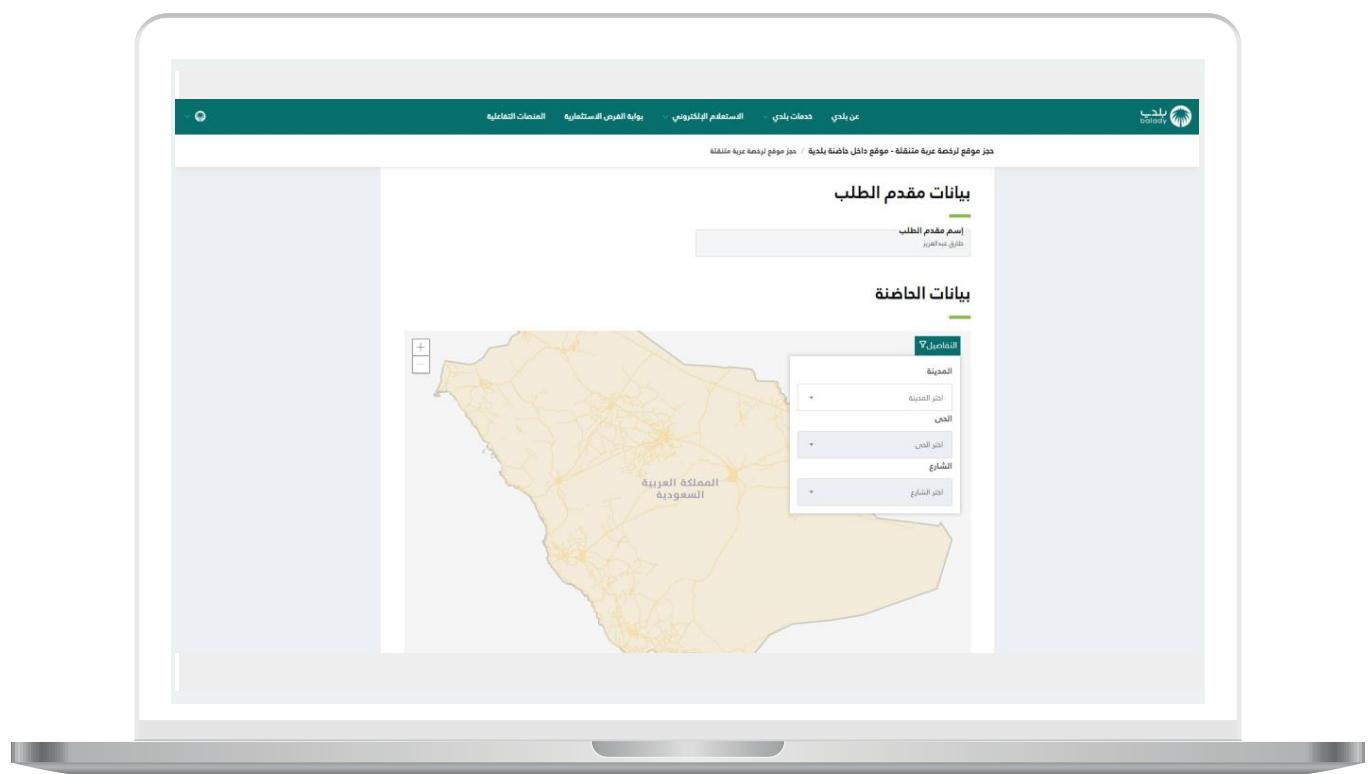
- 1) If the option (Municipal Incubator Site) is selected, the (Proceed with Request) button appears and must be clicked.



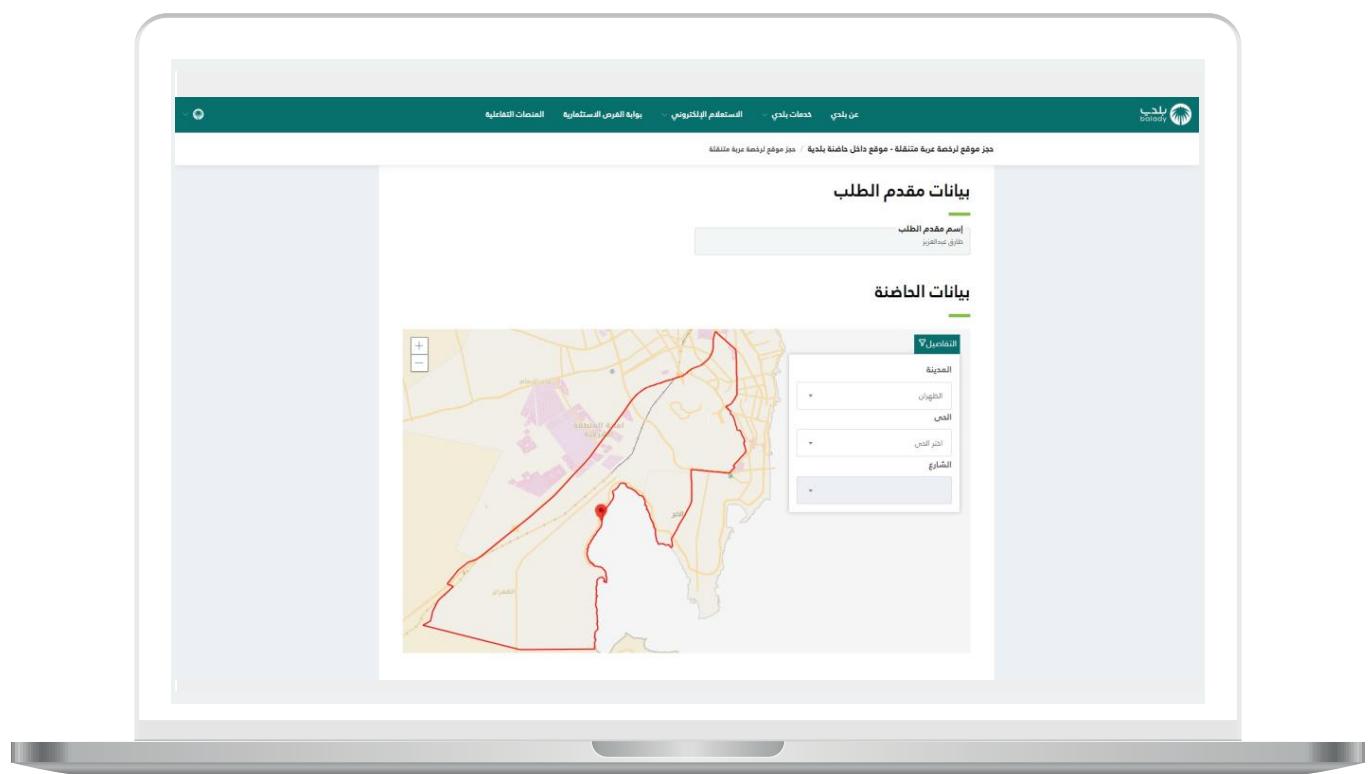
2) The following screen then appears, representing the **(Applicant Information)** stage, where the user selects the geographical location on the map.



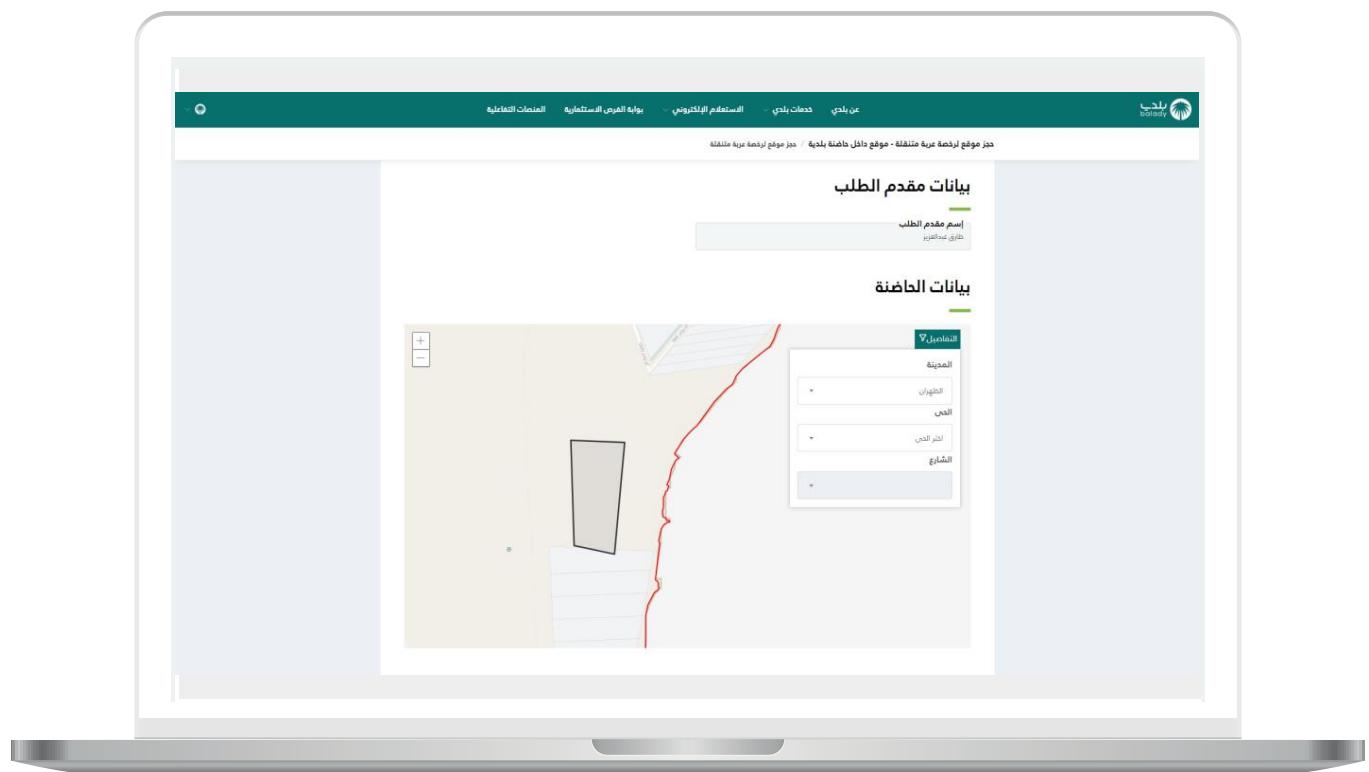
- 3) After clicking the (Details) button, the following fields appear and must be selected in order: (City, District, Street).



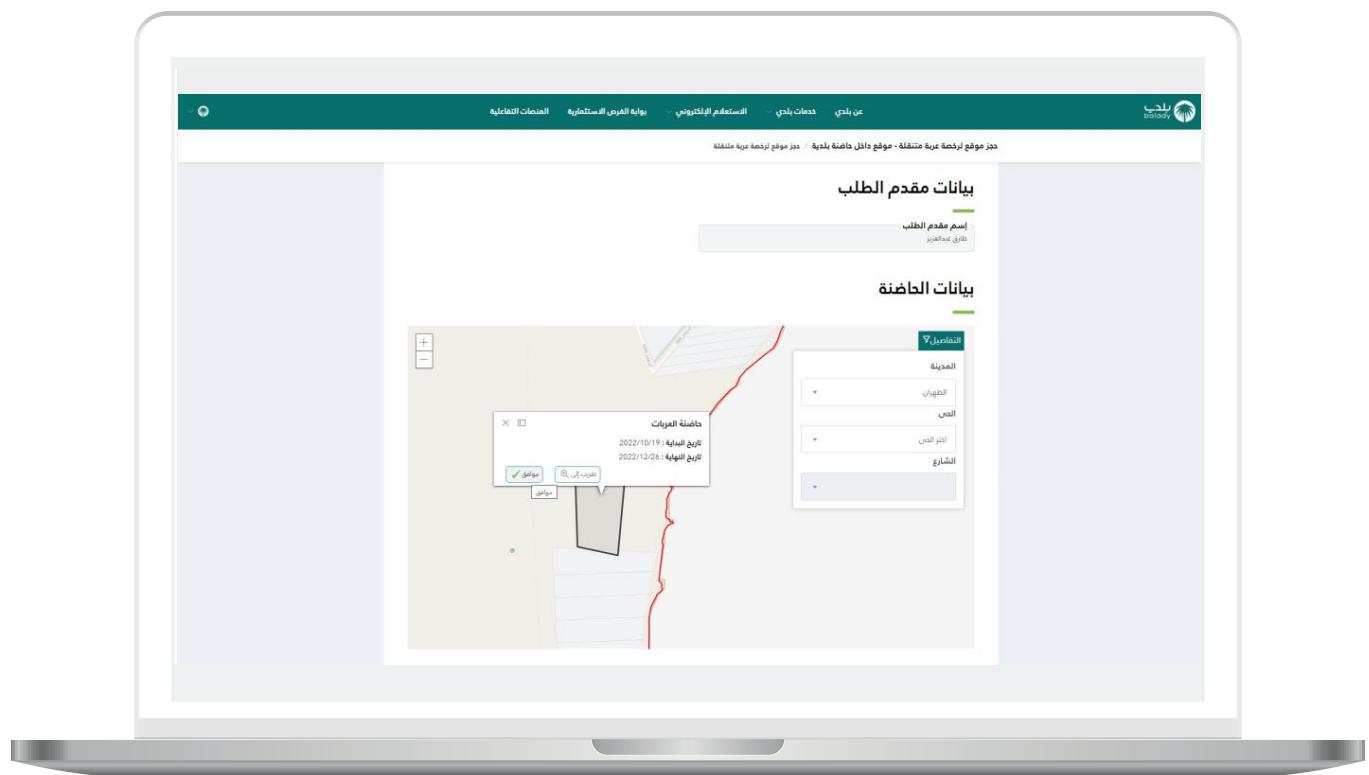
- 4) Once the incubator appears on the map, the image is zoomed in for a closer view.



5) The incubator is then selected.



6) After selecting the incubator on the map, an informational message appears, as shown below, allowing the user to zoom in further using the (Zoom In) button or confirm the location by clicking (Confirm).



7) After clicking the (Confirm) button, the user is taken to the (Incubator Information) stage, as shown in the following screen.

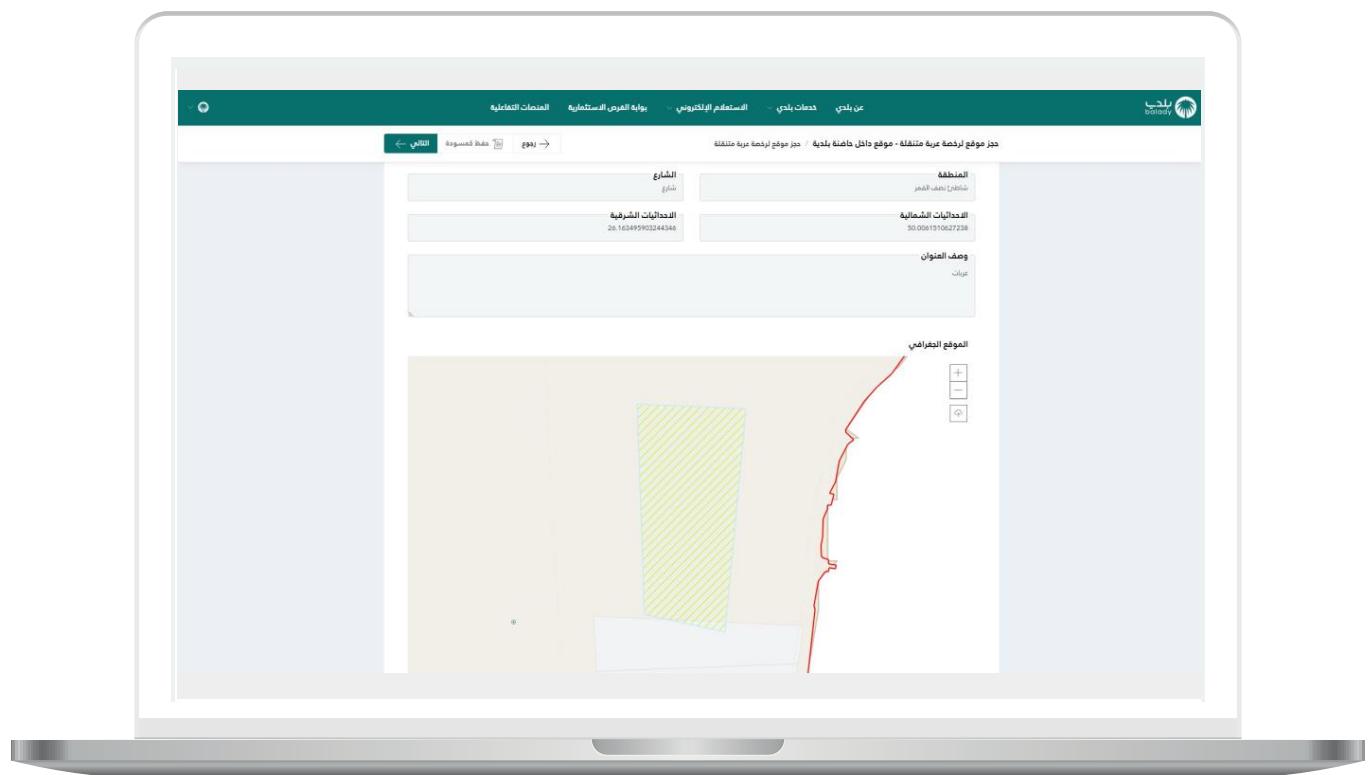
بيانات الحاضنة

مساحة الحاضنة	200	اسم الحاضنة	جامعة القراءات
وهد الحاضنة	جامعة القراءات	تاريخ بدء تفعيل الحاضنة	2022-10-19
حالة تفعيل الحاضنة	فعالة	نوع تفعيل الحاضنة	تأسيس ومتاحل من الريادة
عدد موافق العبريات المترافق	10	عدد منافذ البيع التجاري	10

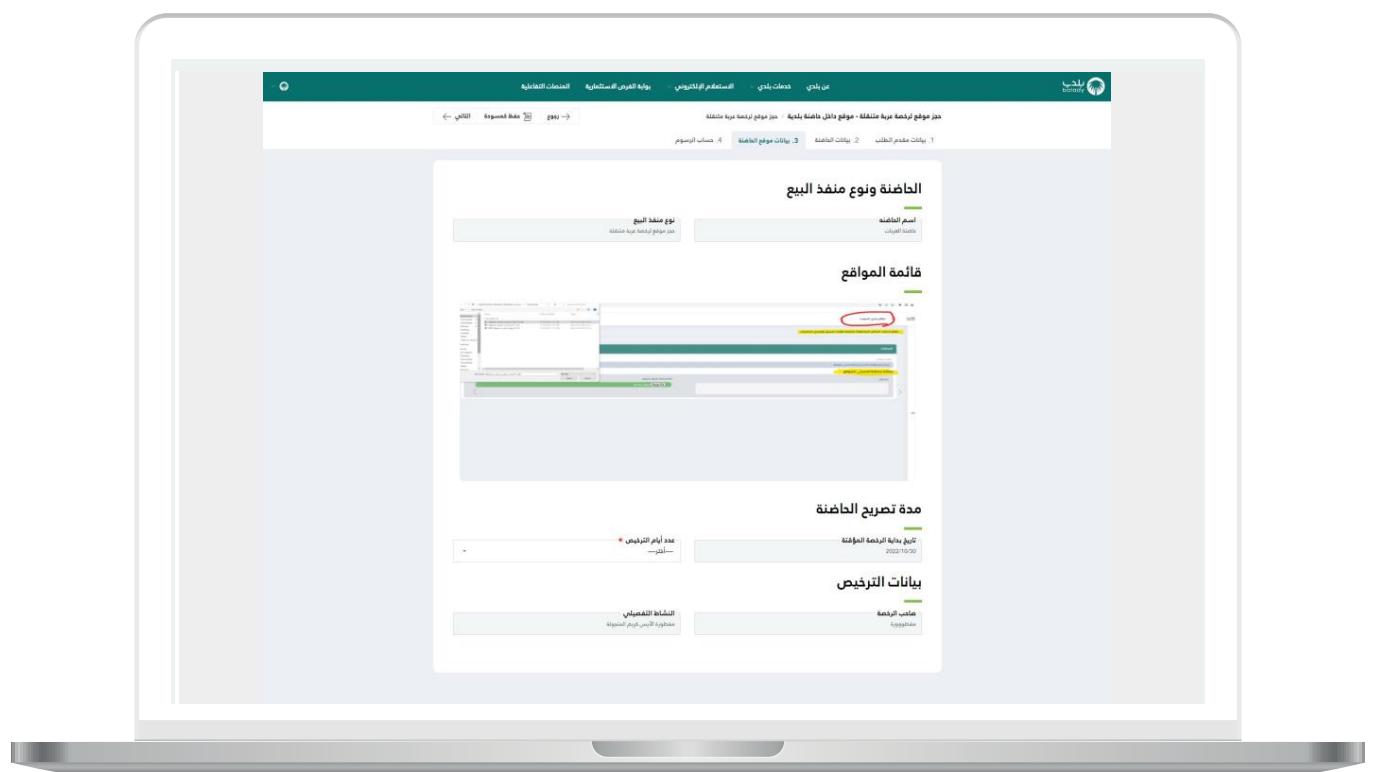
بيانات موقع الحاضنة

البلدية	بلدية المطهران	البلدة	أحياء منطقة الهرم
الشارع	...	المنطقة	...

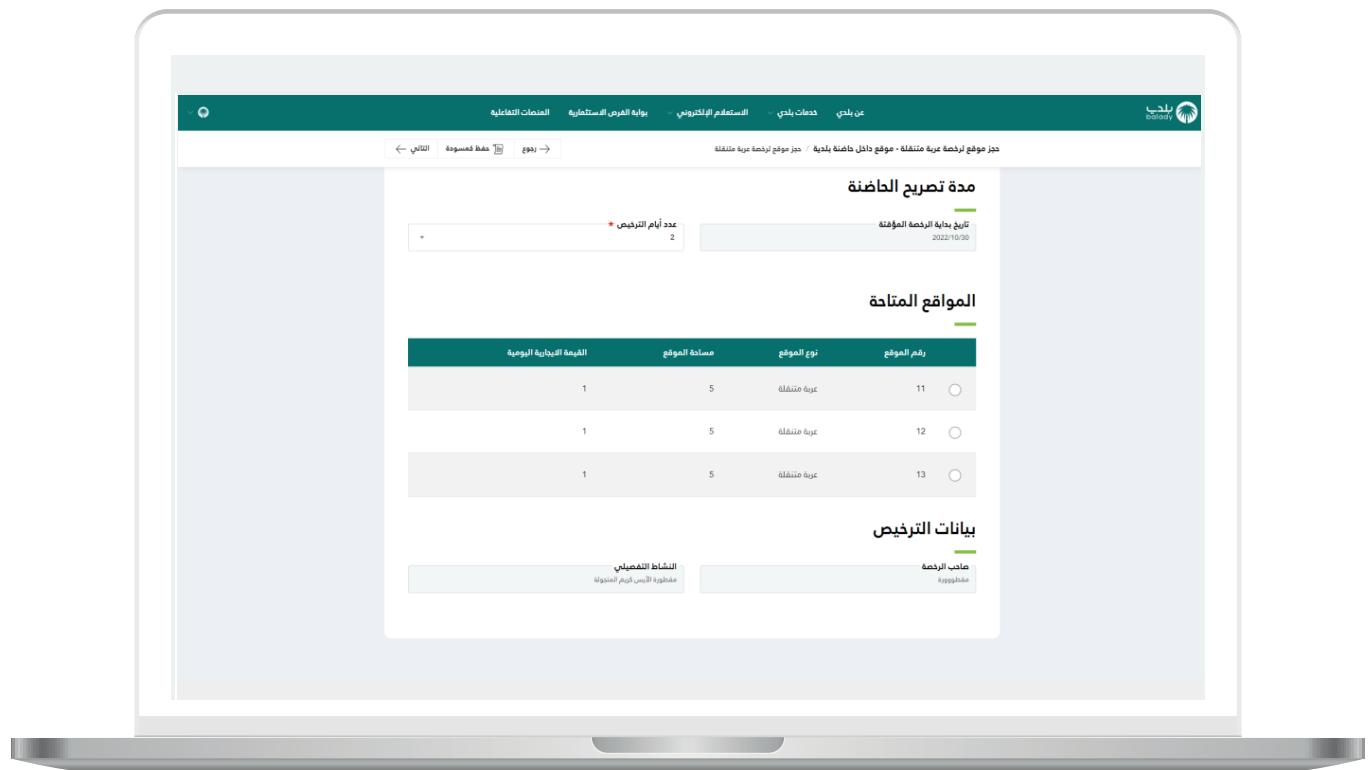
- 8) The user then clicks the (Next) button to proceed to the third stage, with the option to return to the previous stage using the (Back) button.



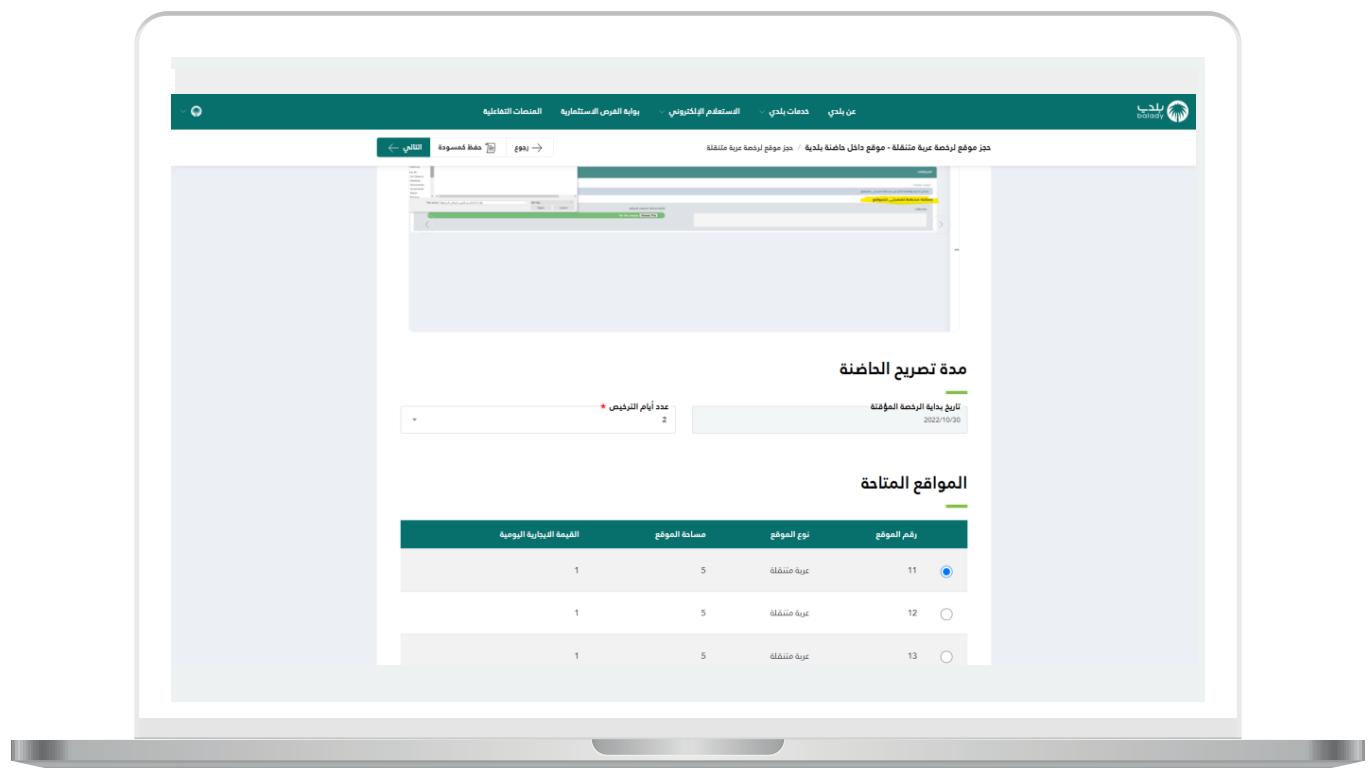
9) The (Incubator Site Information) stage then appears, as shown below, where the user selects a value from the dropdown menu (Number of License Days).



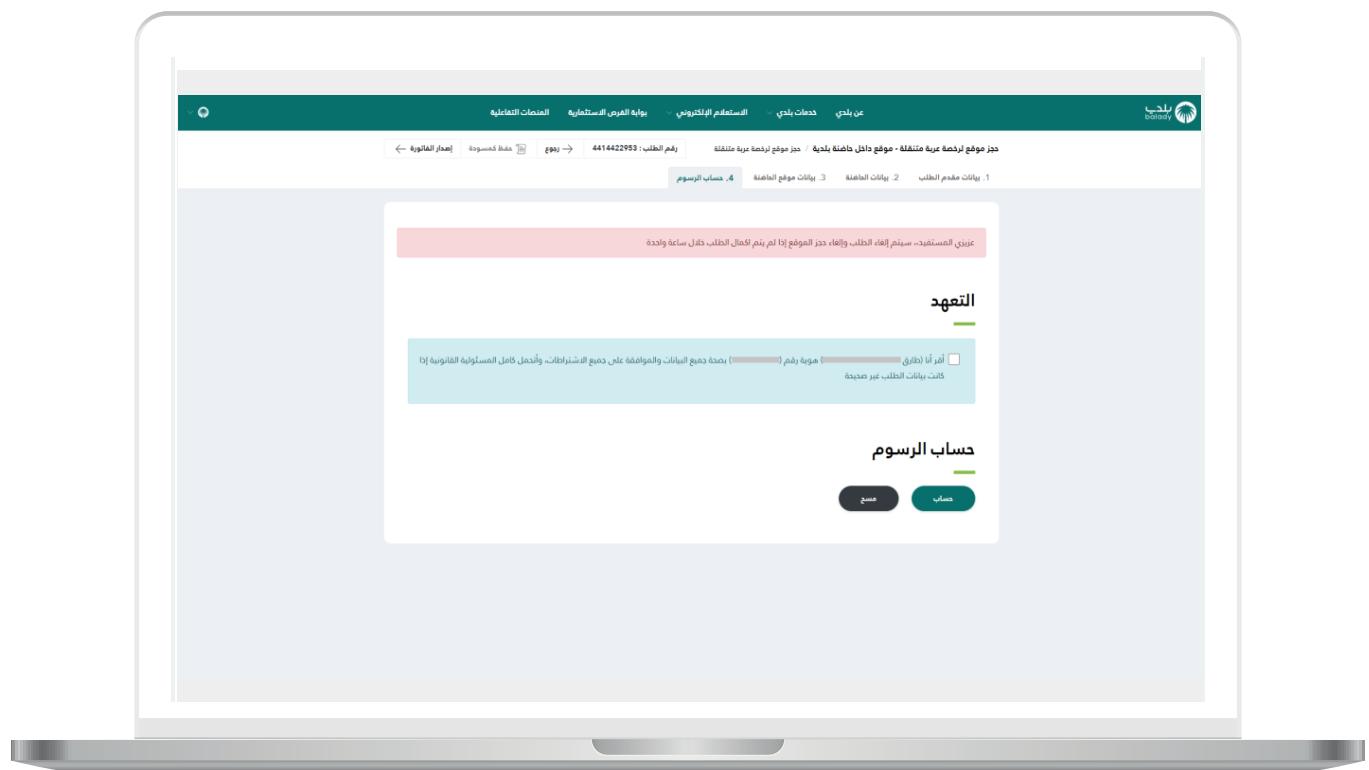
10) After selecting the (Number of License Days) value, the available sites in the incubator appear, displaying each site's area and daily rental cost. The user selects a site from the list.



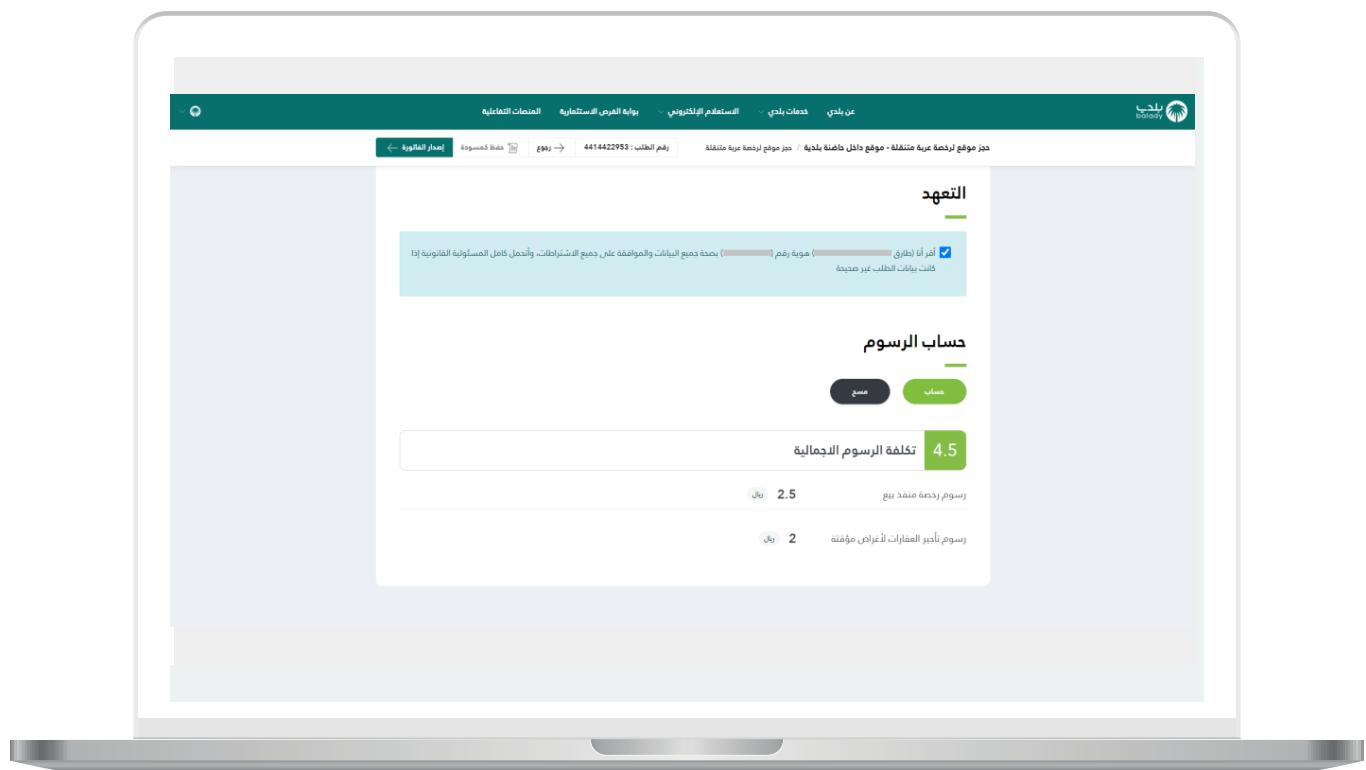
- 11) After selecting a site from the table, the (Next) button is clicked to proceed to the next stage, with the option to save the request as a draft using the (Save as Draft) button or return to the previous stage using the (Back) button.



- 12) The user is then directed to the **(Fee Calculation)** stage, where the declaration is approved, followed by clicking the **(Calculate)** button to compute the total fee.

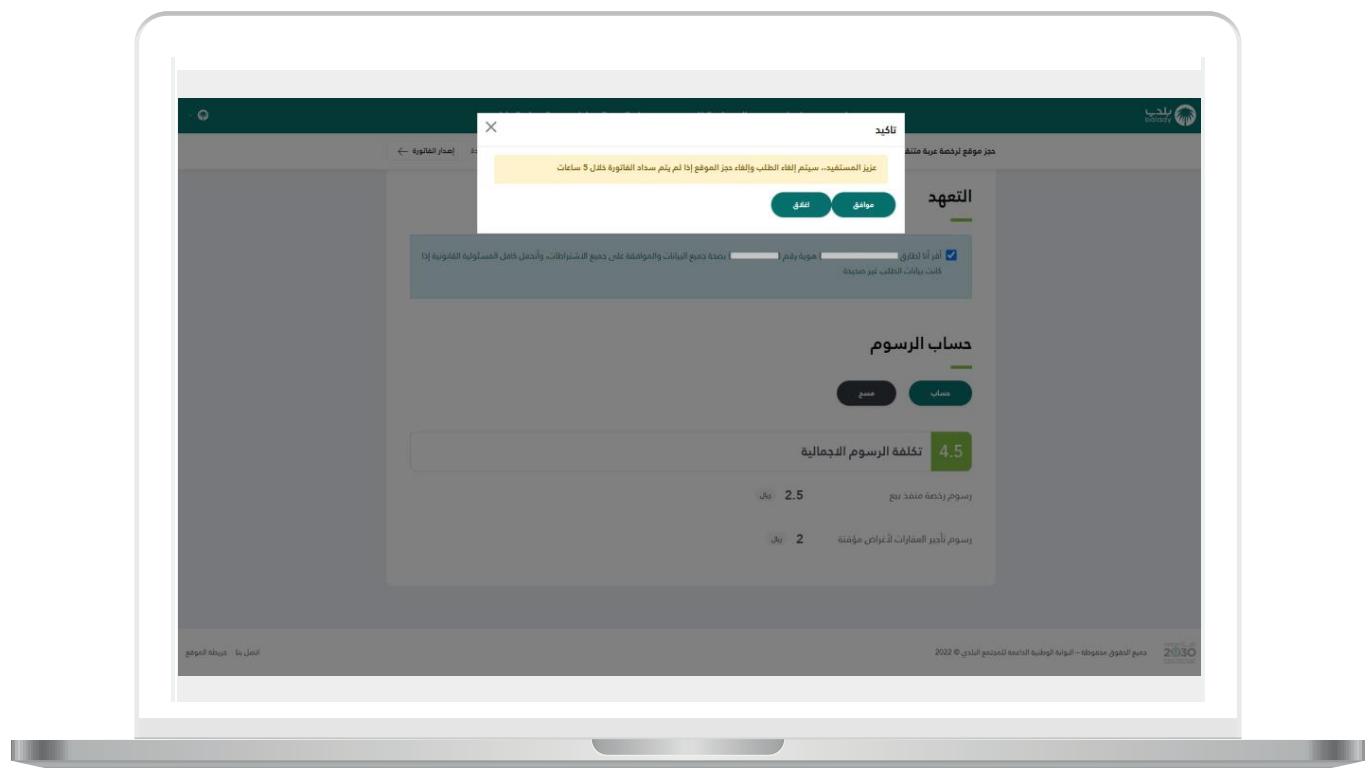


- 13) After calculating the fees and displaying the total cost for the beneficiary, the user clicks (Issue Invoice), with the option to return to the previous stage by clicking (Back).

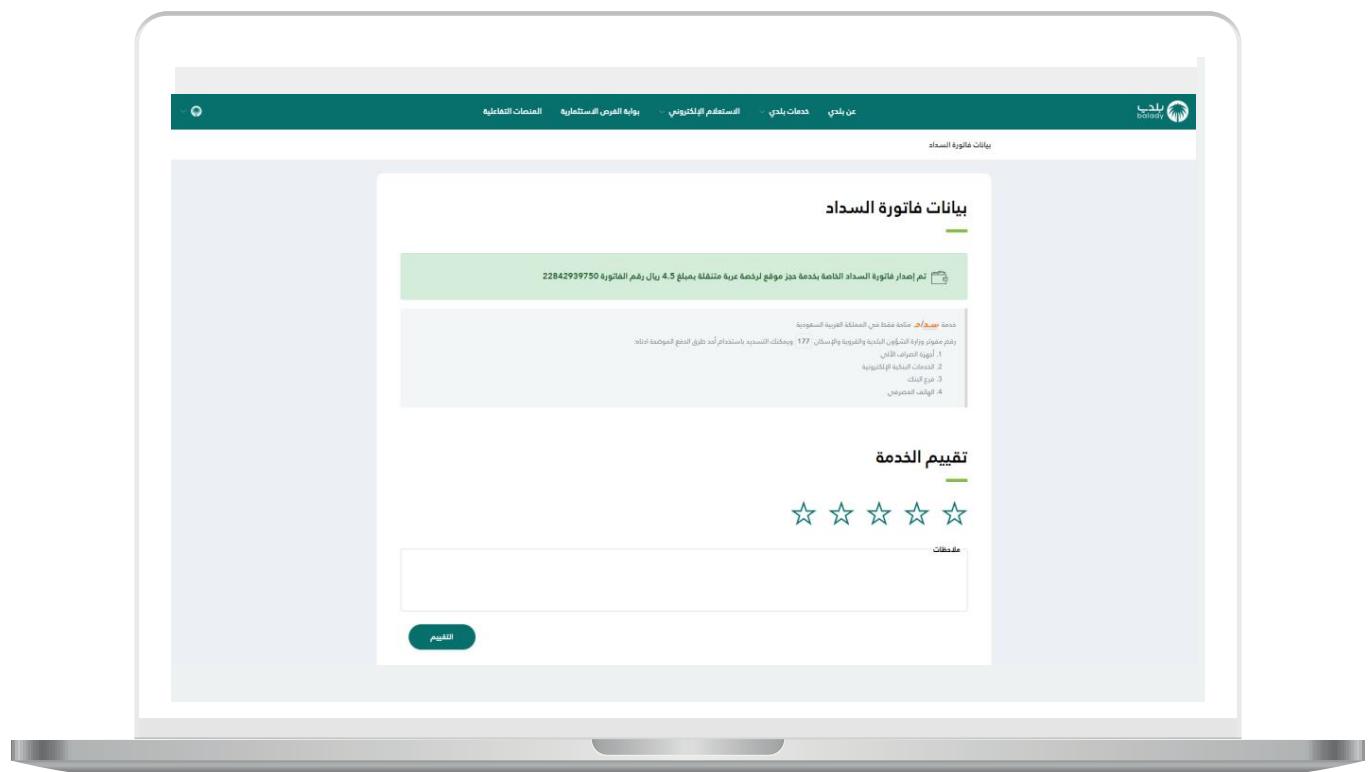


- 14) A notification then appears, informing the user that the request and site reservation will be canceled if the invoice is not paid within 5 hours. The user clicks **(Confirm)** to issue the invoice.

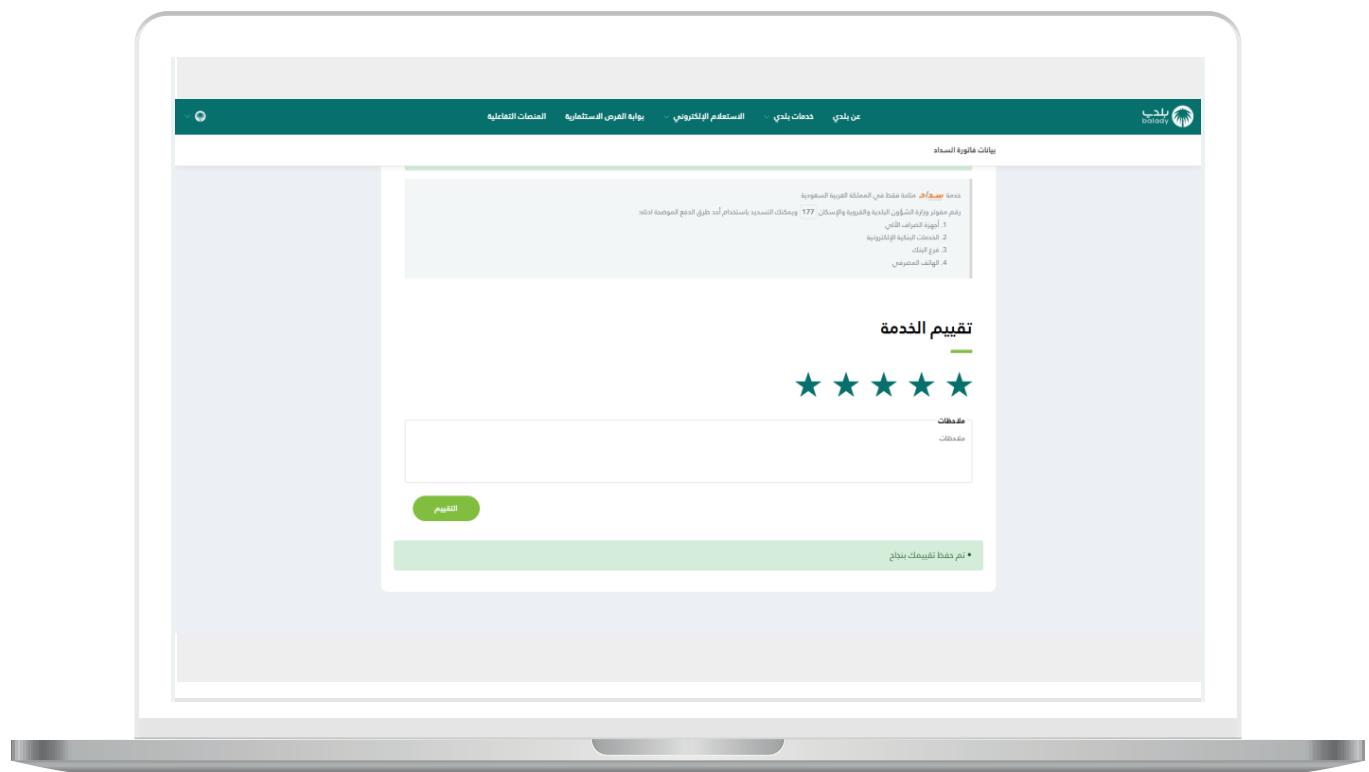
Note: If the request is submitted for an incubator owned by an investor, approval from the investor is required before the invoice is issued.



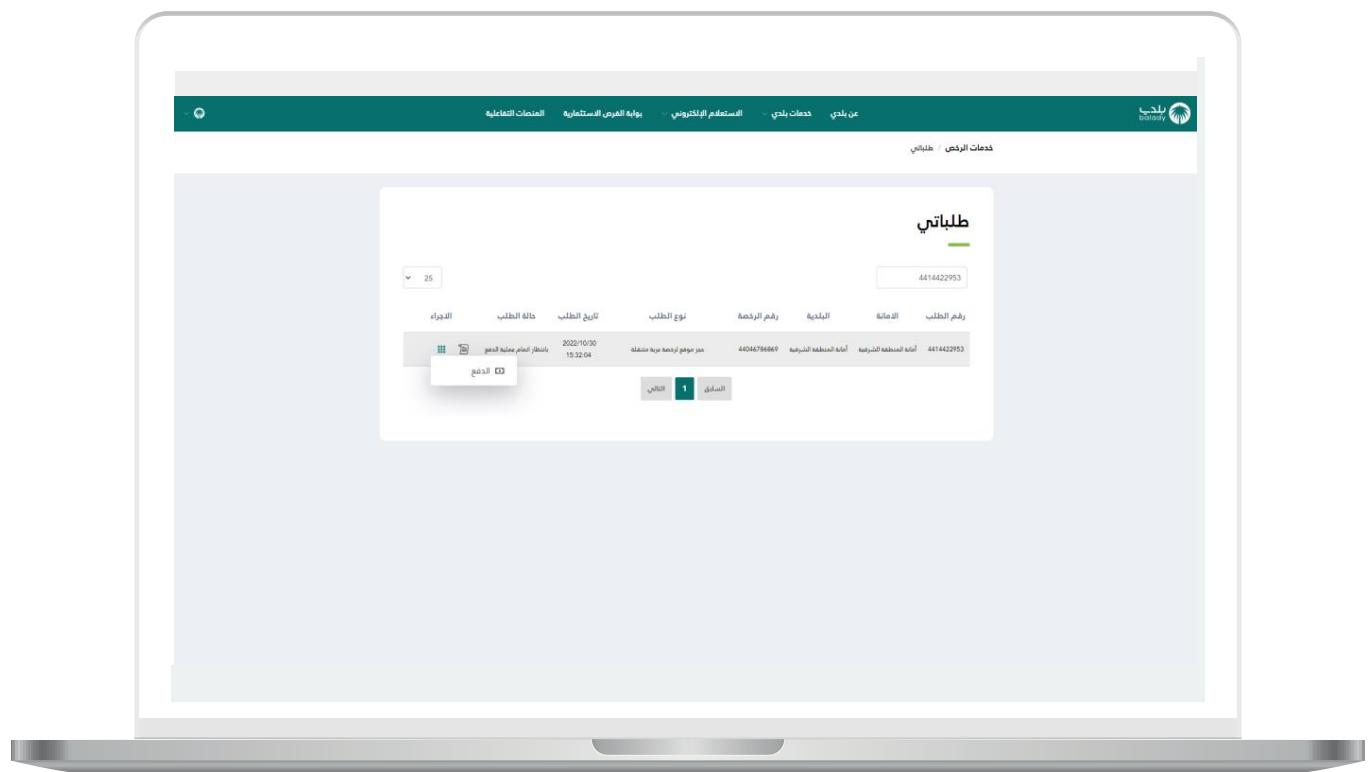
- 15) The invoice is then issued, displaying its number to the user. The user is also given the option to rate the service by selecting the number of stars shown and entering comments in the **(Comments)** field before clicking **(Submit Evolution)**.



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

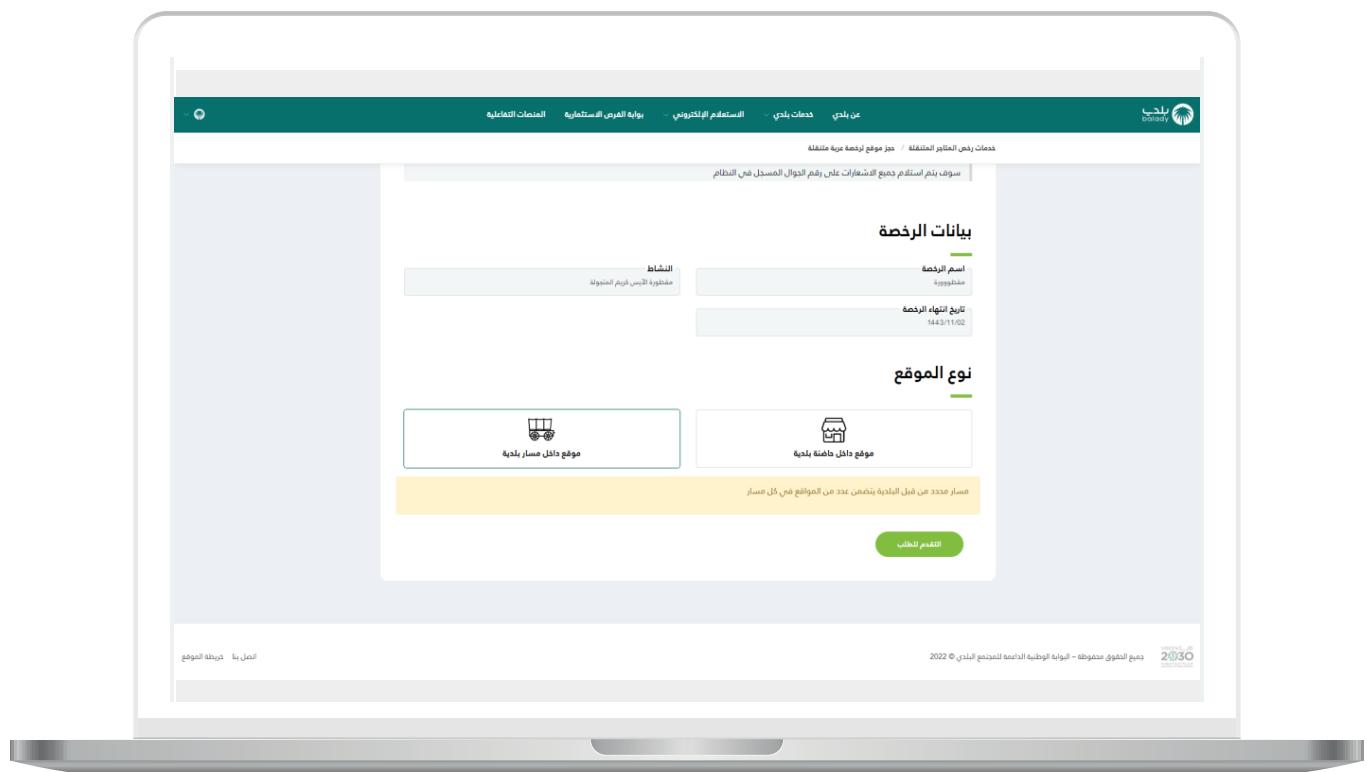


- 17) The user is then directed to the (My Requests) screen, as shown below, where they can track the request, which will have the status (Awaiting Payment Completion).

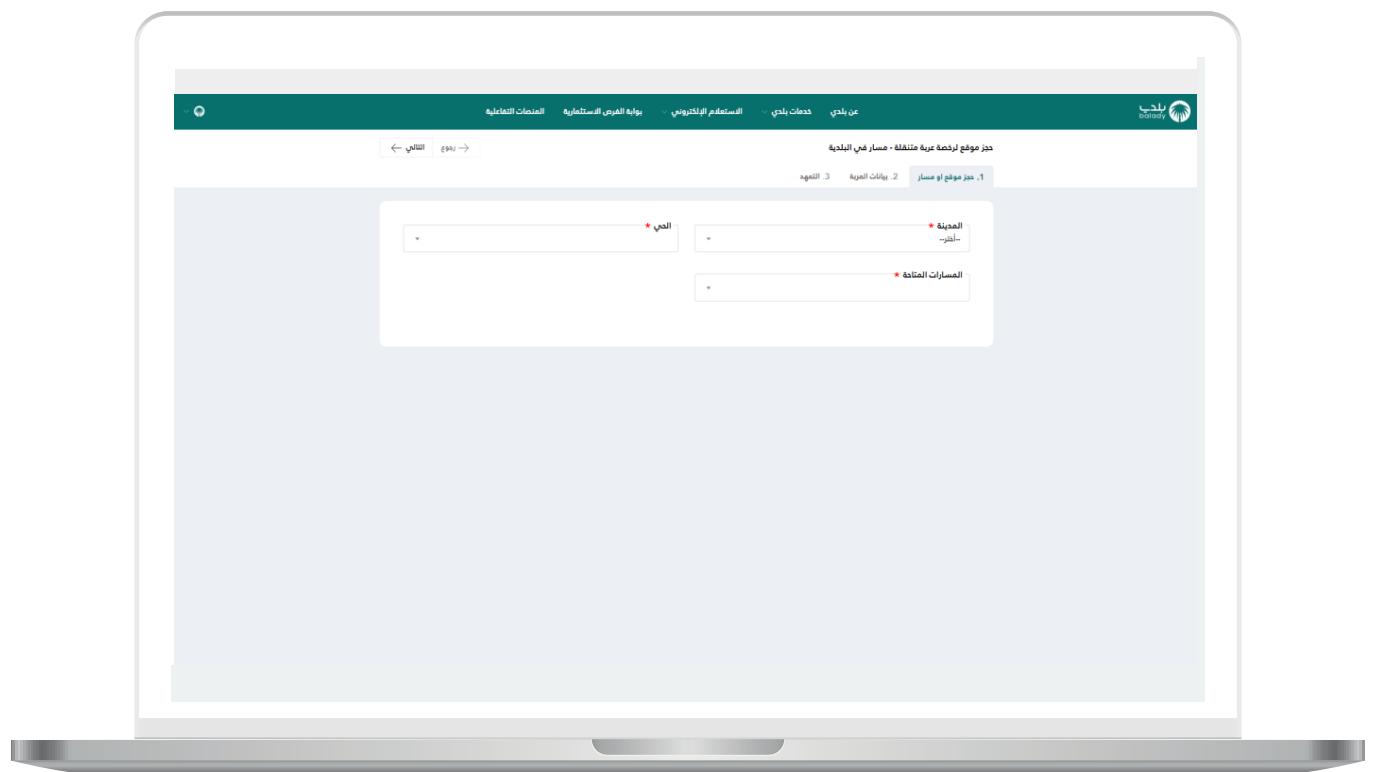


Municipal Route Site

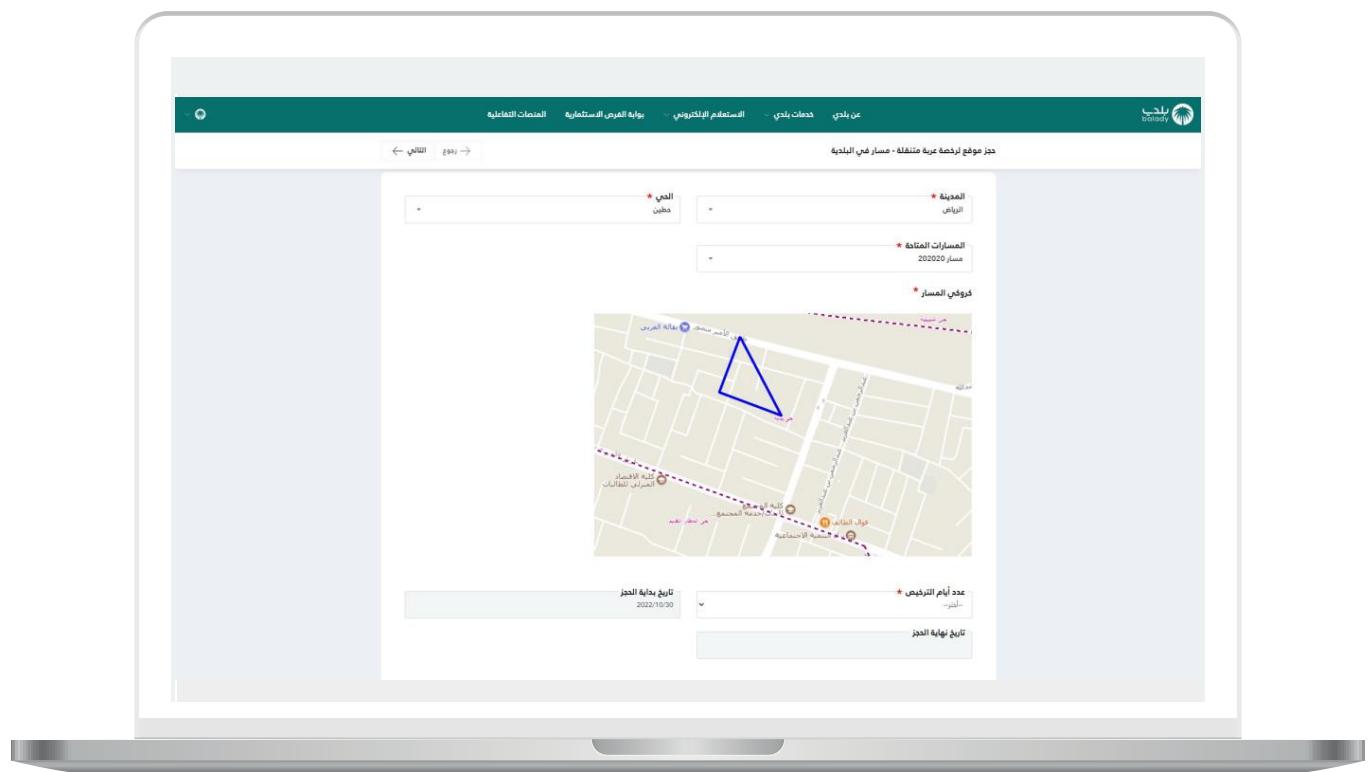
- 1) If the option (Municipal Route Site) is selected, the (Proceed with Request) button appears and must be clicked.



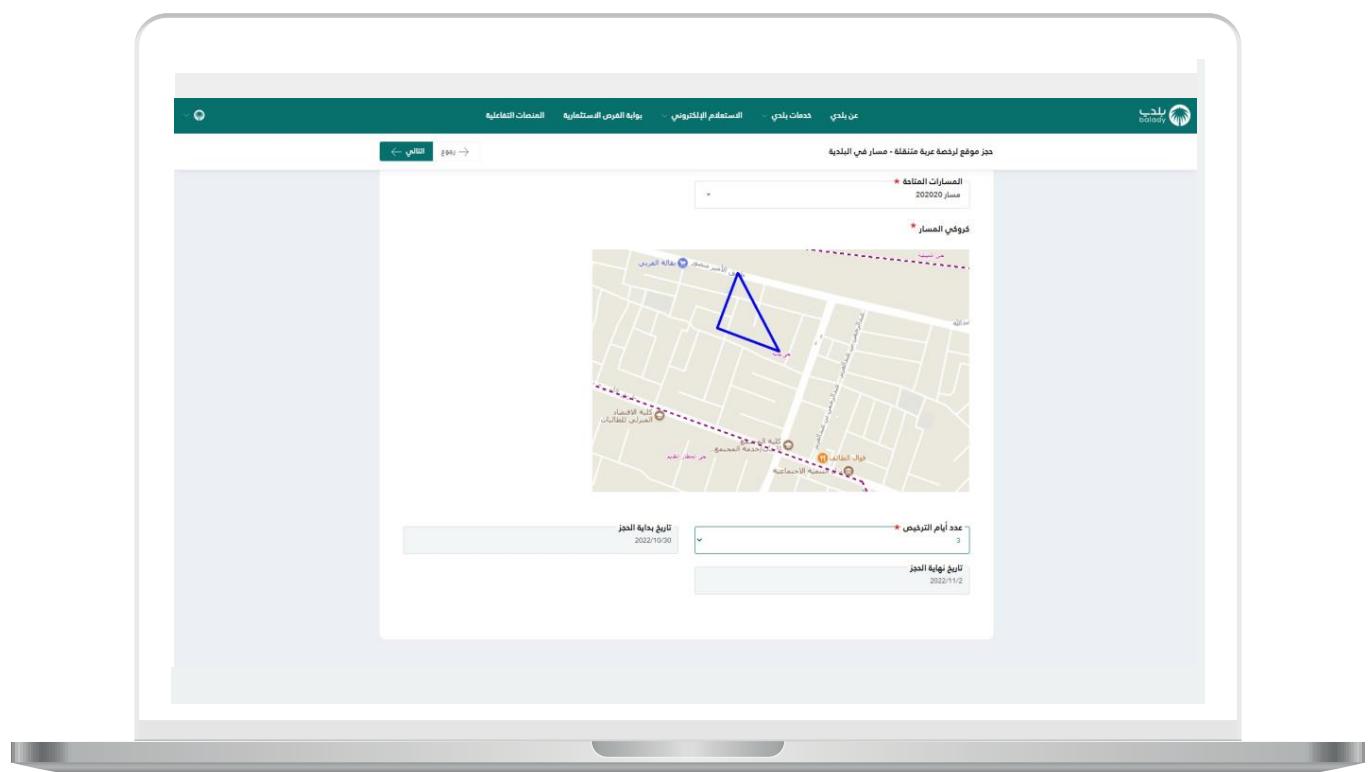
2) The following screen then appears, representing the (**Site or Route Reservation**) stage, where the user selects the geographical location by choosing values from the following dropdown menus in sequence: (**City, District, Available Routes**).



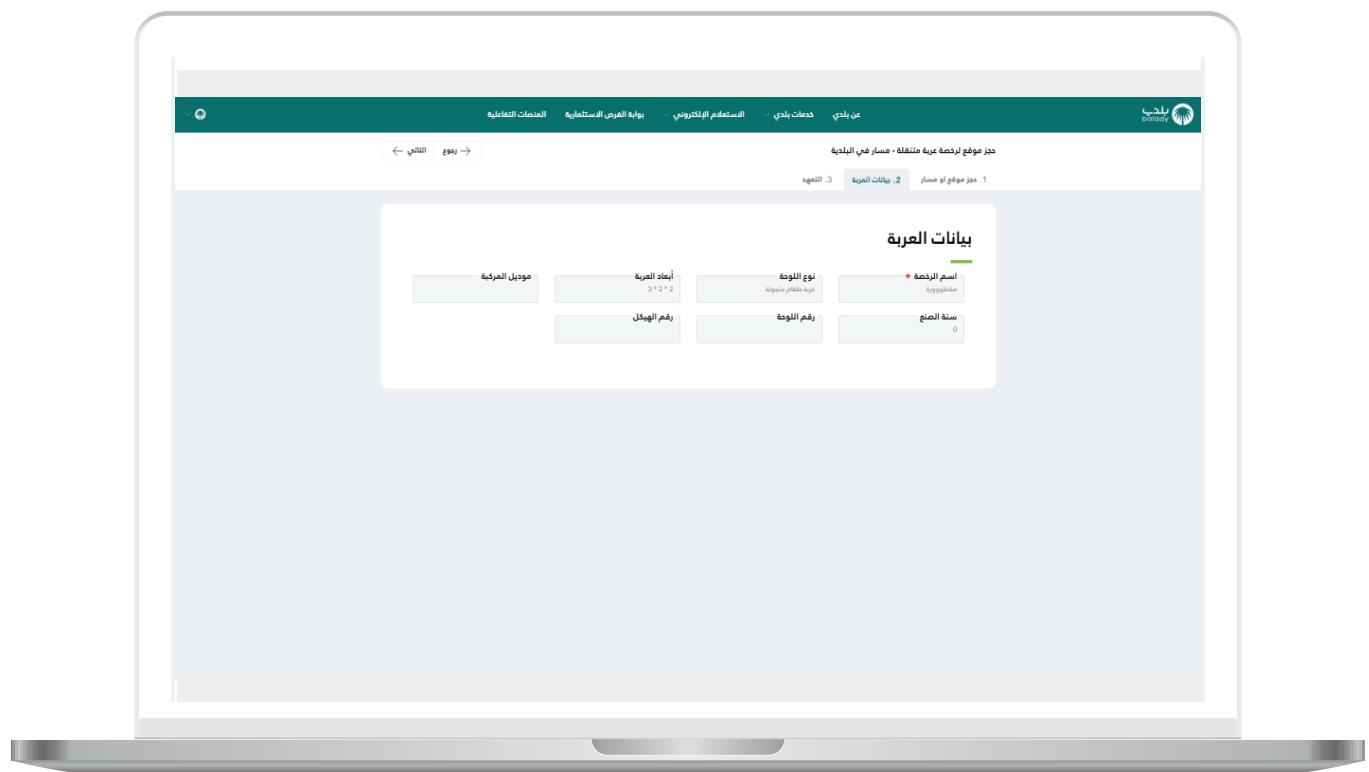
3) The route layout is then displayed on the map, as shown in the screen below. The user selects a value from the dropdown menu (**Number of License Days**).



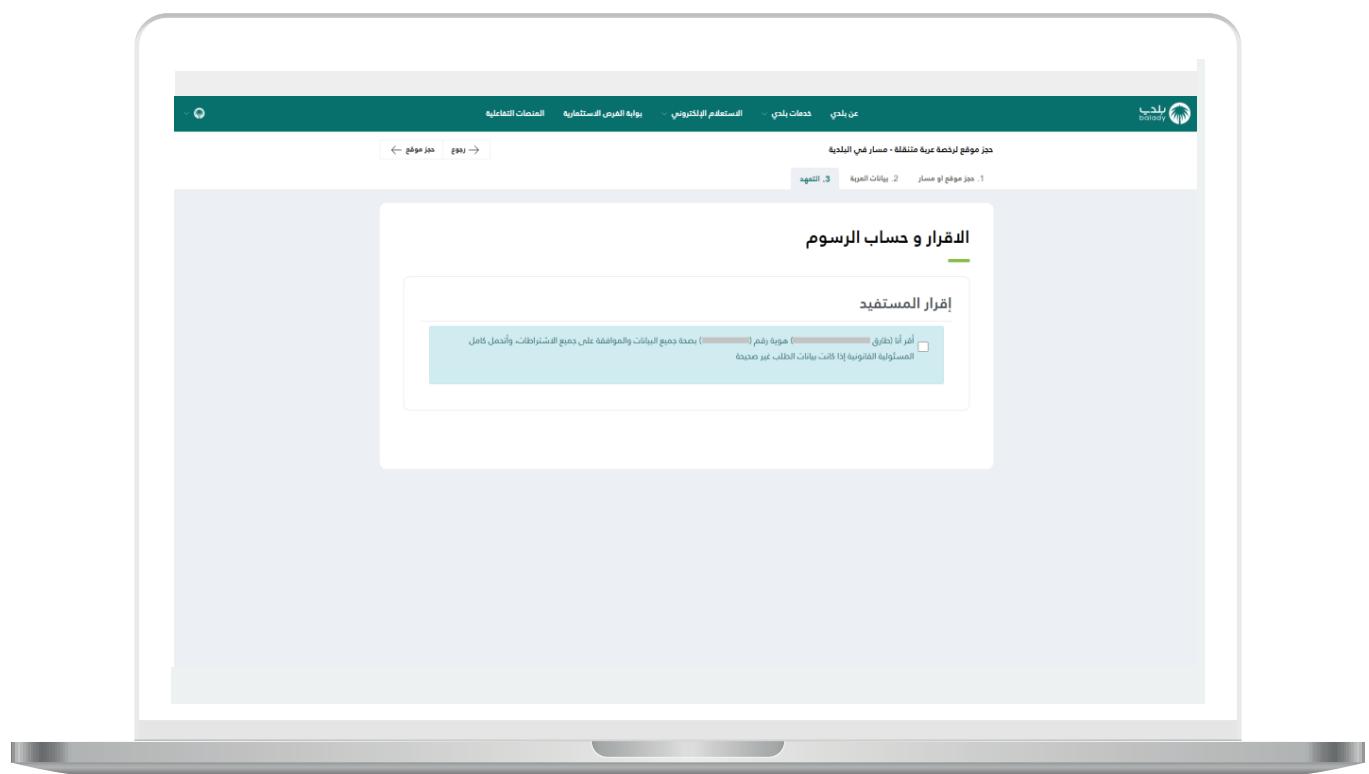
4) The (Next) button is then clicked to proceed to the next stage.



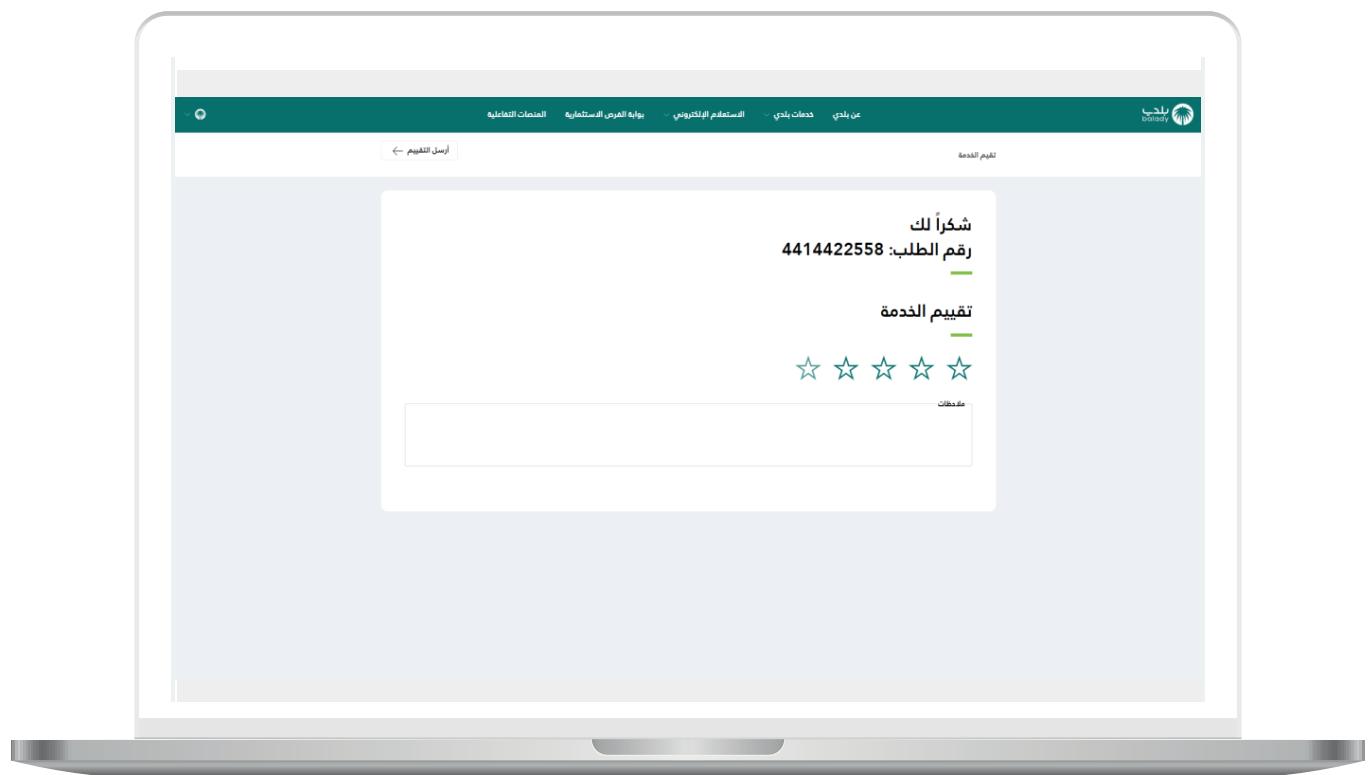
- 5) The user is then taken to the **(Vehicle Information)** stage, where the **(Next)** button is clicked to proceed, with the option to return to the previous stage using the **(Back)** button.



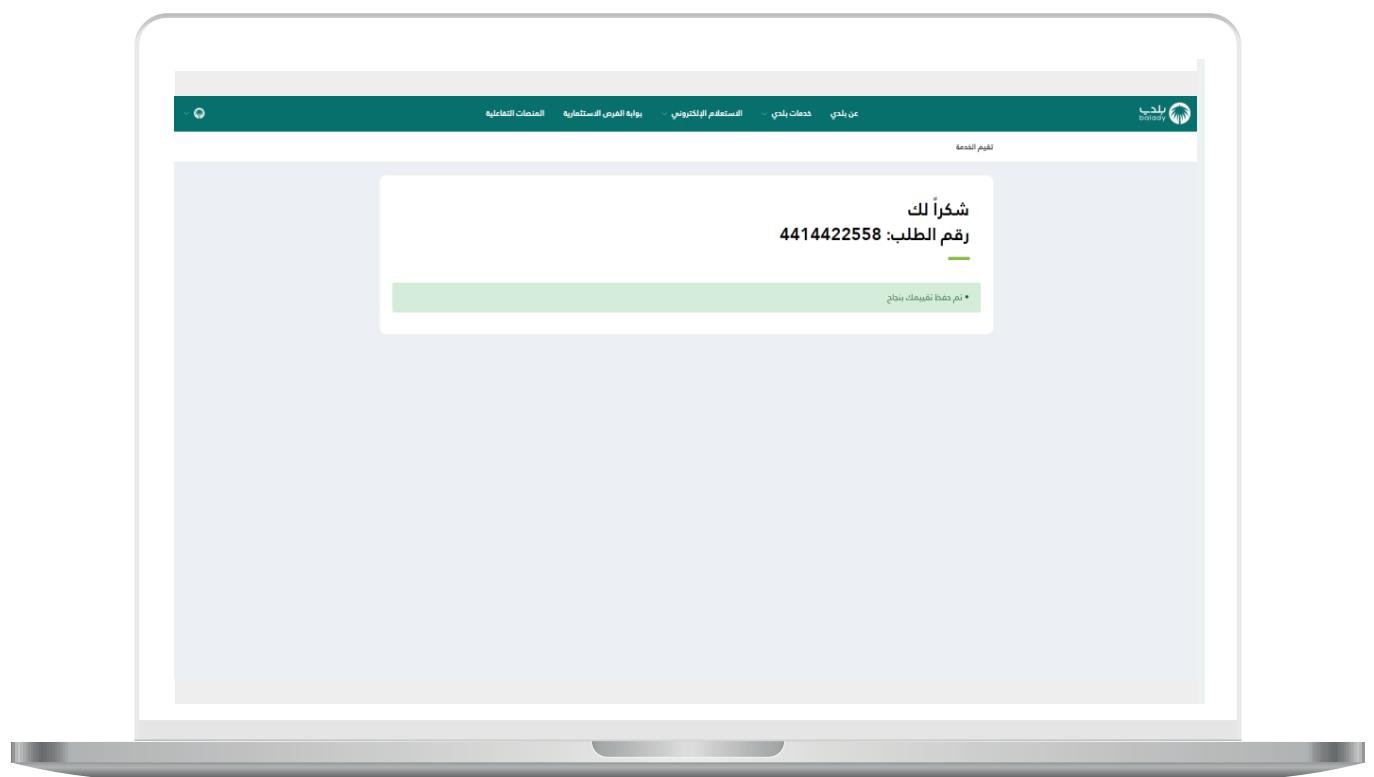
- 6) The user is then taken to the **(Undertaking)** stage, where approval of the beneficiary's declaration is required before clicking the **(Reserve Site)** button, with the option to return to the previous stage using the **(Back)** button.



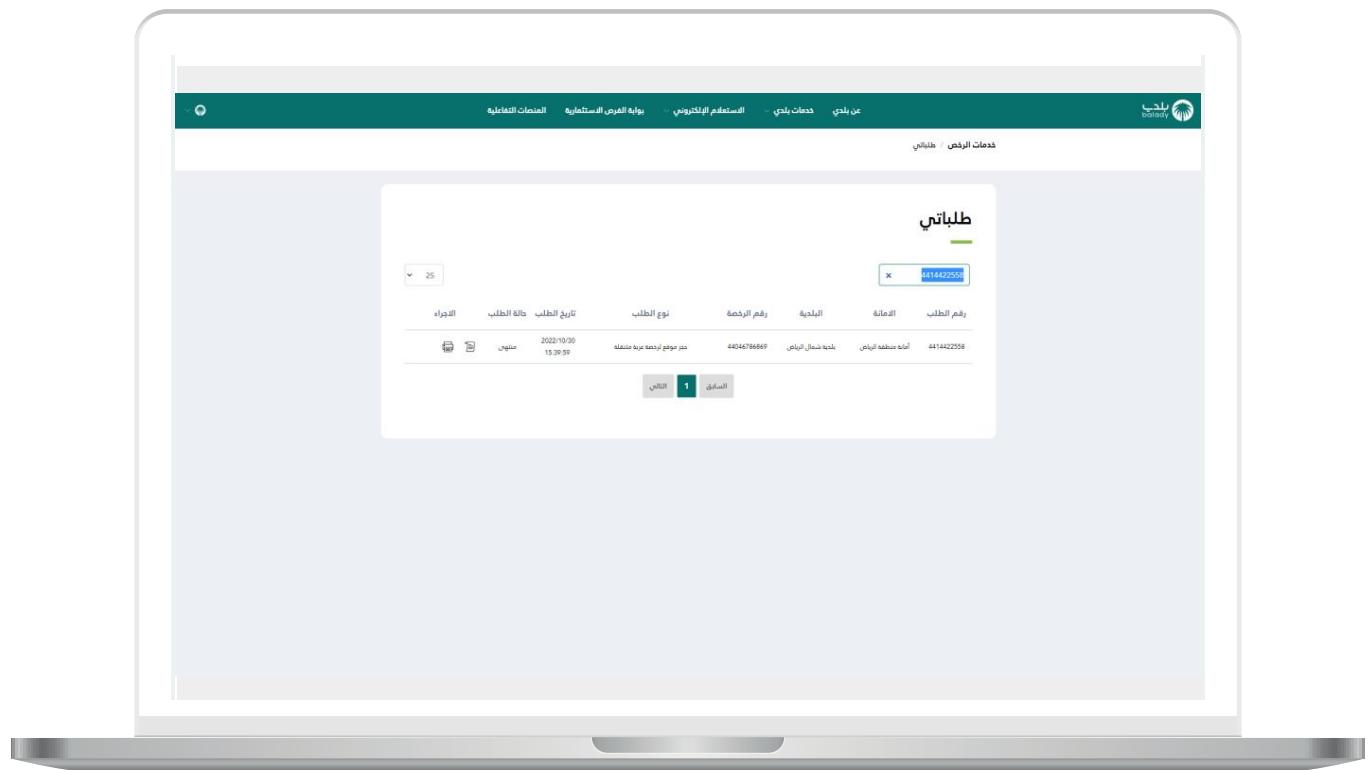
- 7) The user is then allowed to rate the service by selecting the number of stars shown and entering comments in the **(Comments)** field before clicking the **(Submit Evaluation)** button..



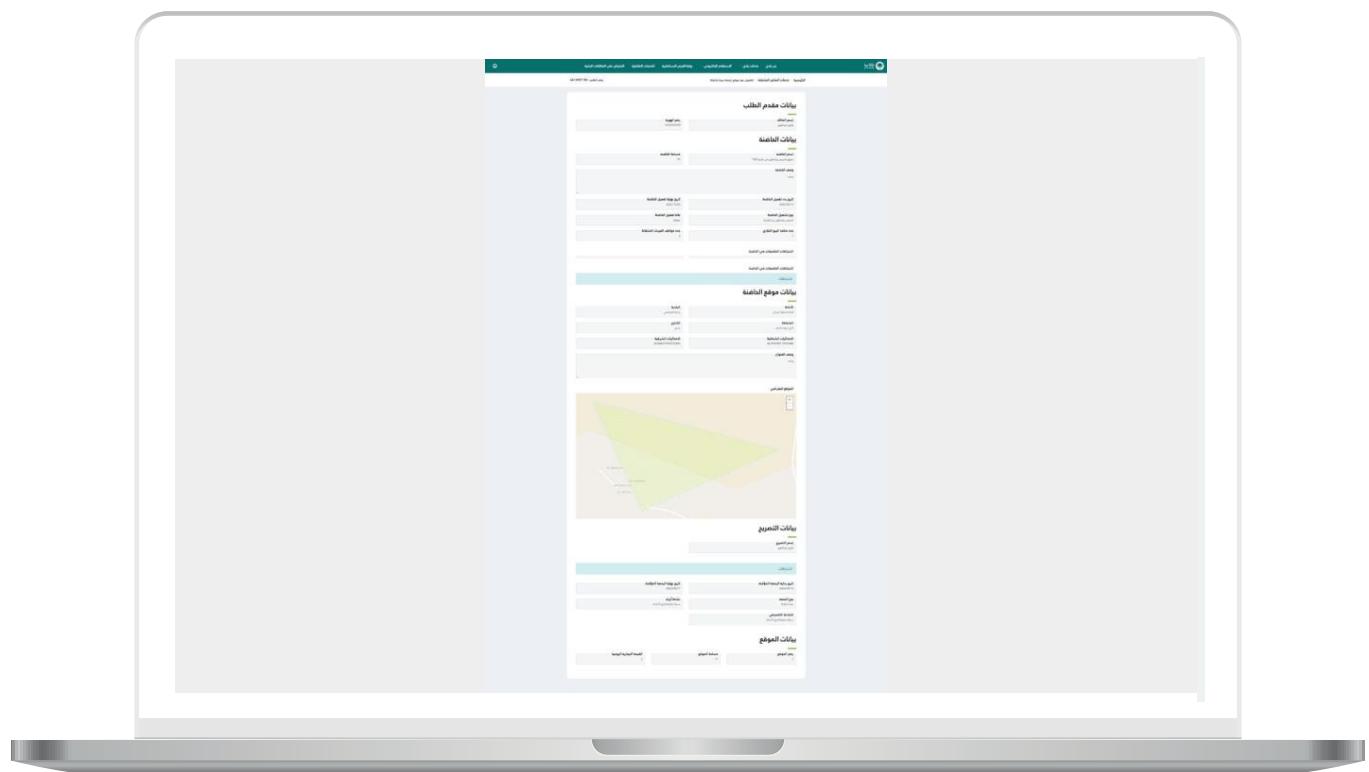
- 8) The evaluation is successfully saved, and a confirmation message is displayed.



9) The user is then directed to the **(My Requests)** screen, as shown below, where they can track the request, which will have the status **(Completed)**.



- 10) 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