



وزارة البلديات والإسكان

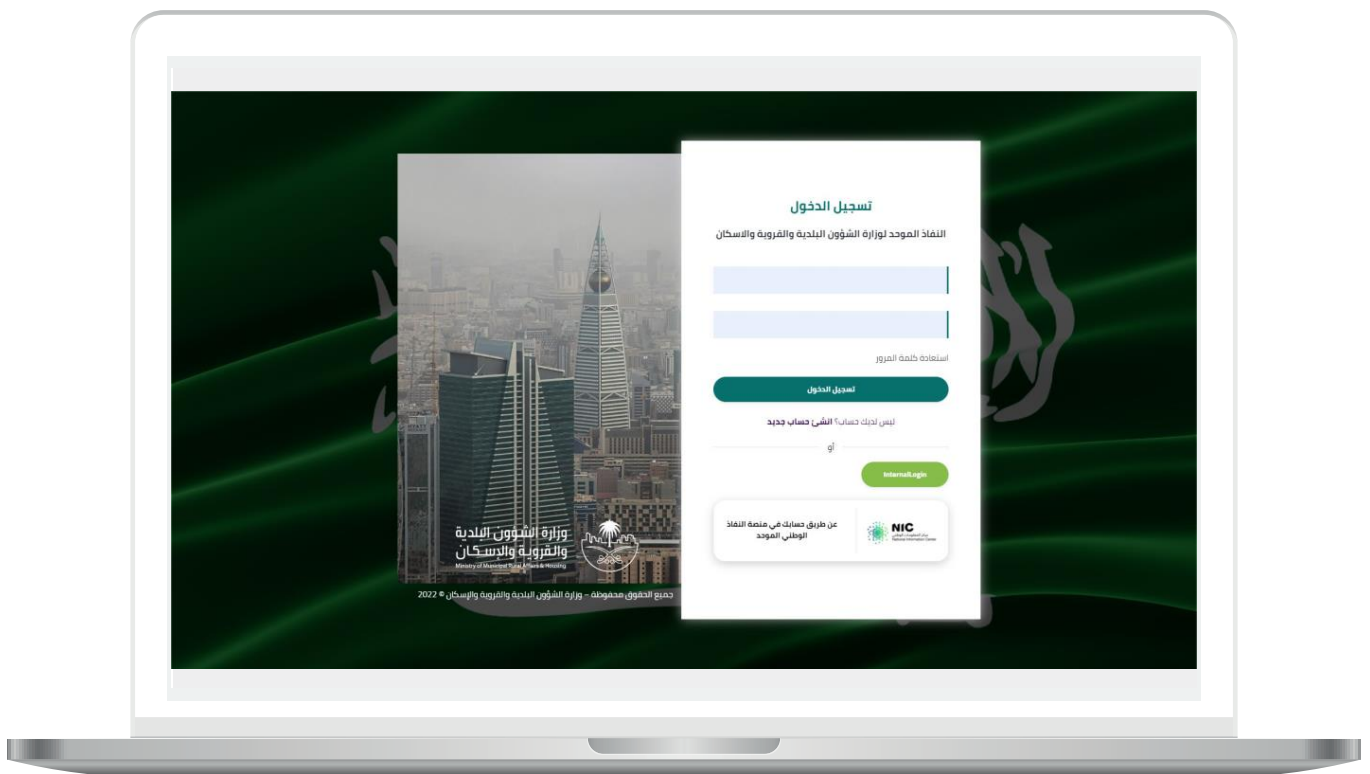
Ministry of Municipalities and Housing

User Guide for the Mobile Cart License Site Reservation Service

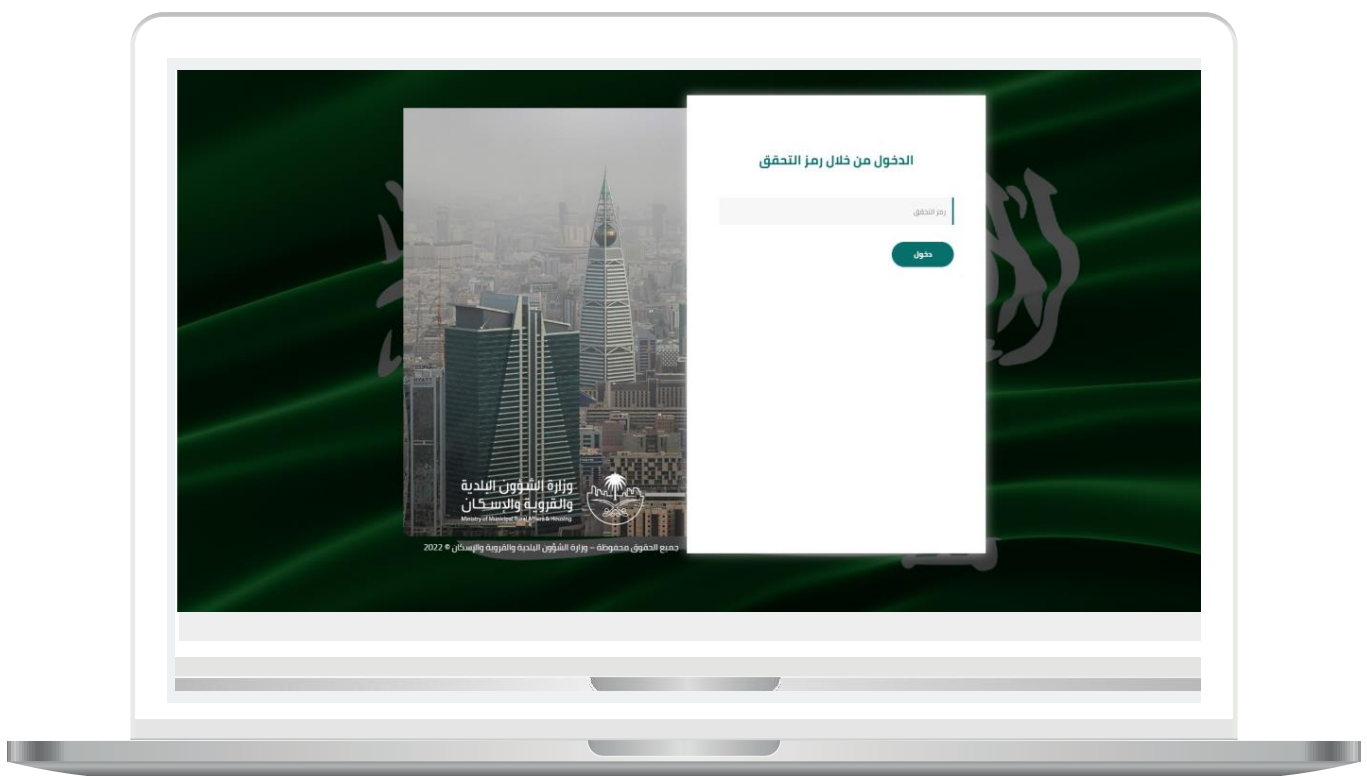
Beneficiary's
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Login to the System

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.

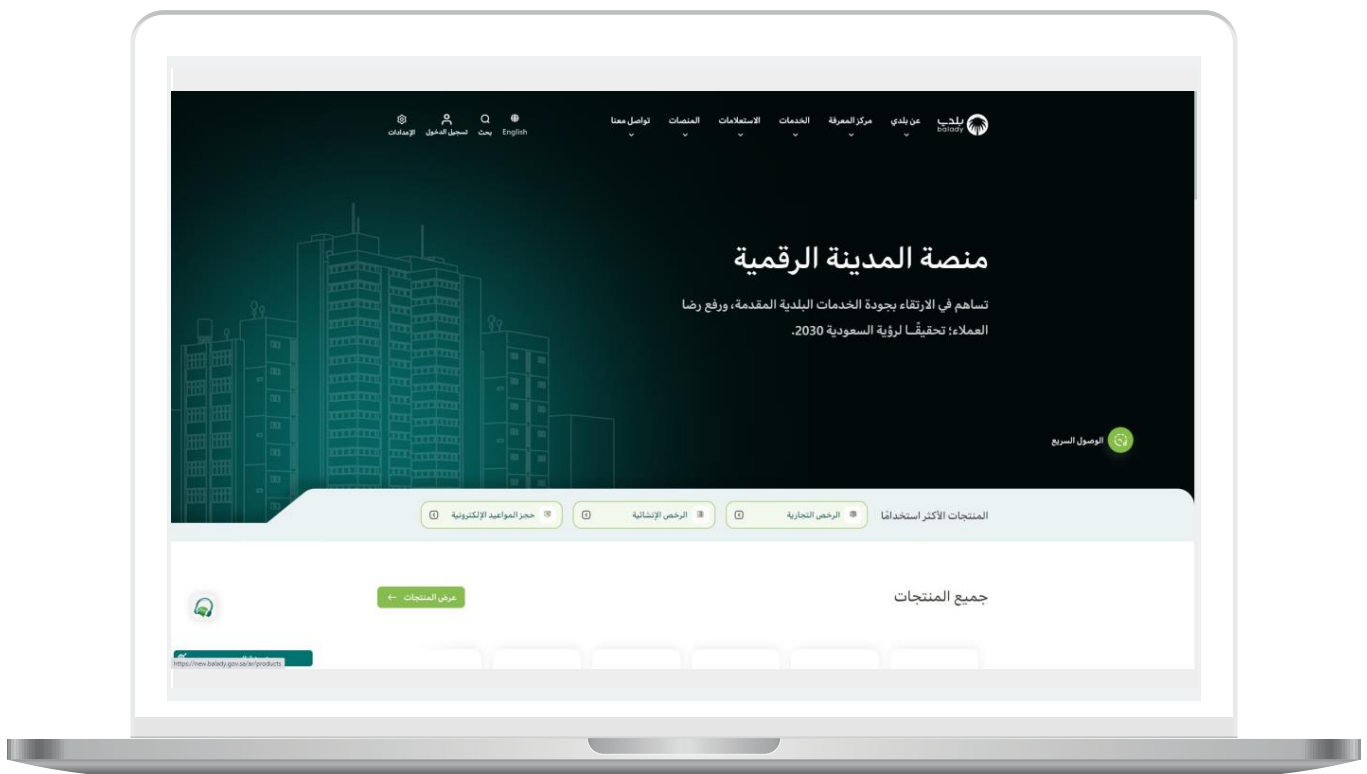


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.

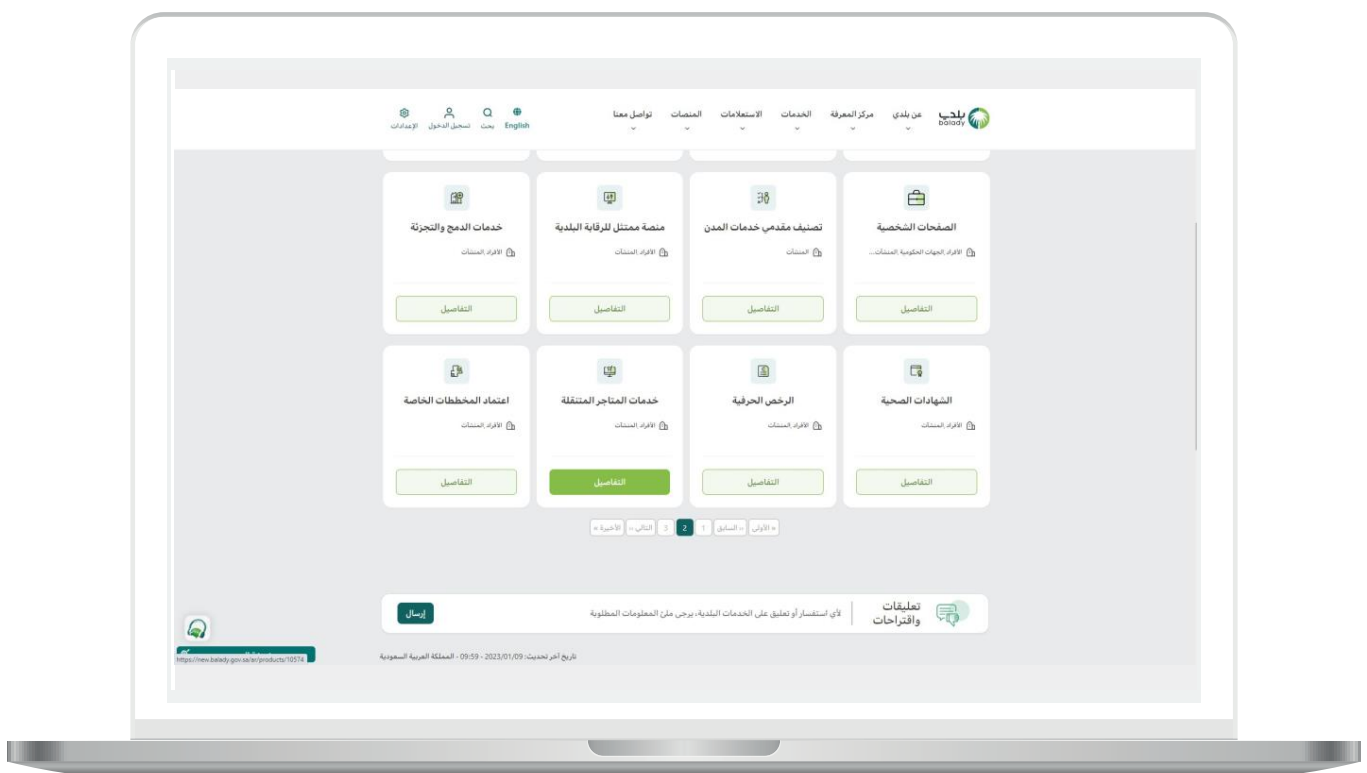


3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

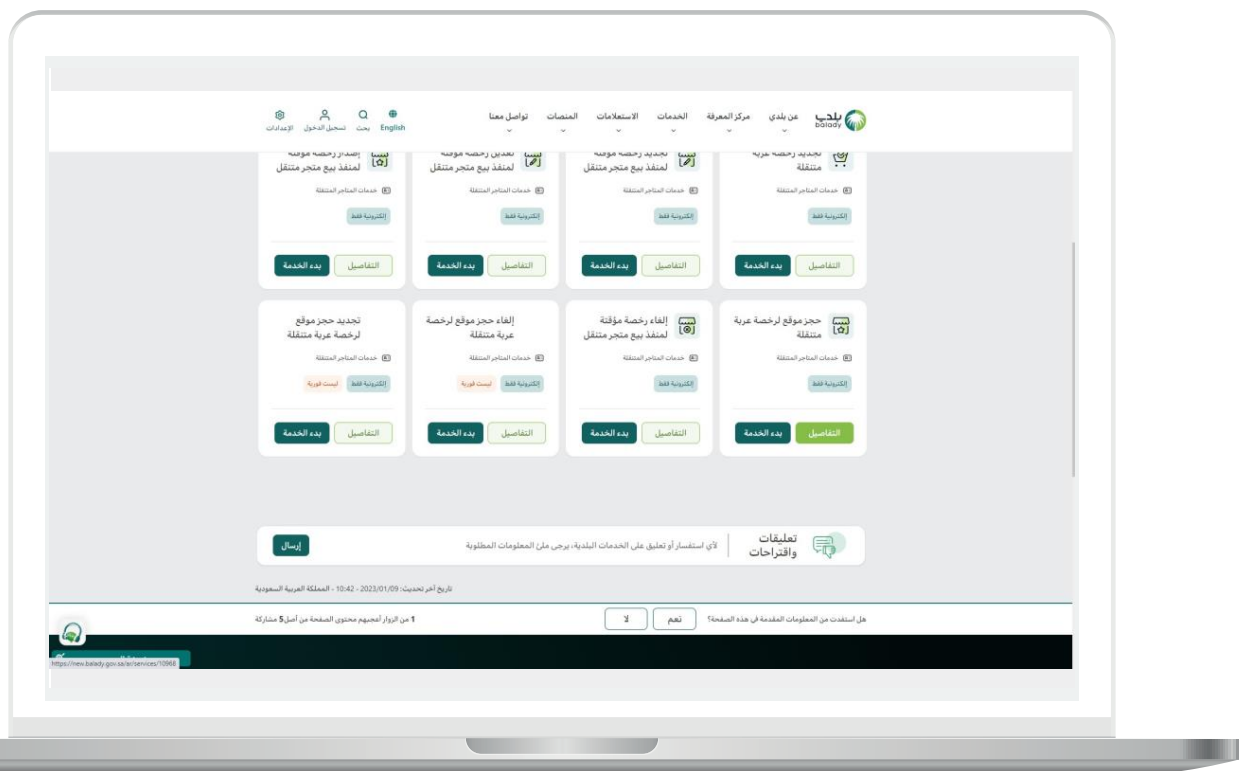
To start the service application, the user must click the **(View Products)** button.



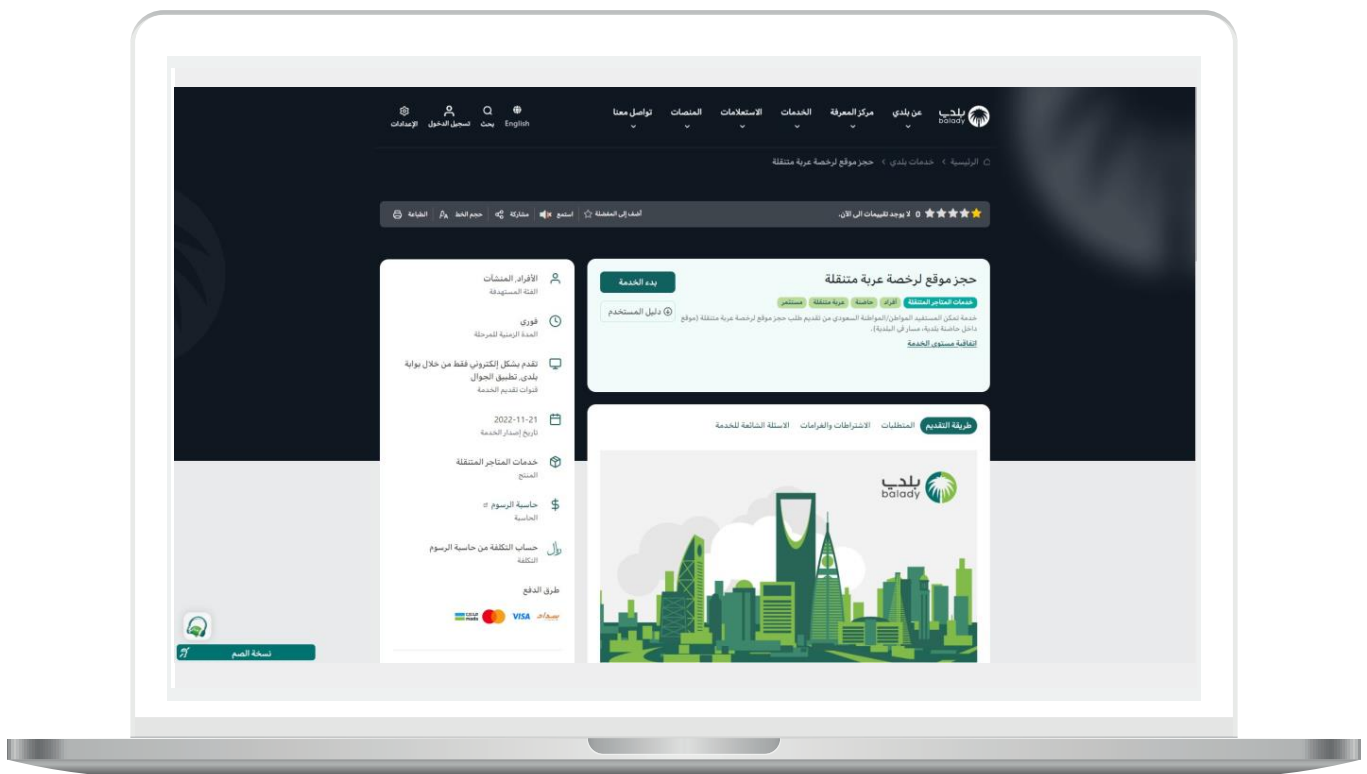
4) The following screen appears, displaying Balady's services, where the user selects **(Mobile Cart Services)**.



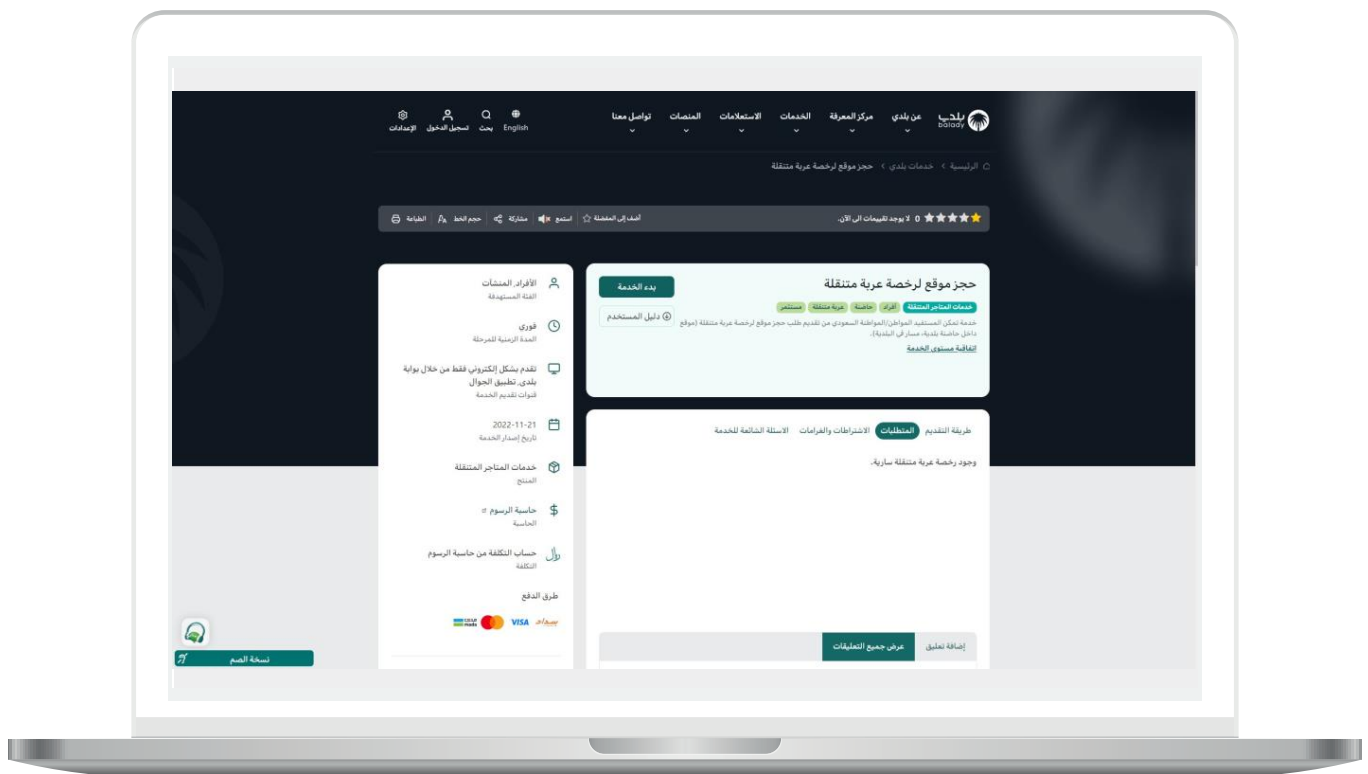
5) To next screen appears, where the option (**Reserve a Site for a Mobile Cart License**) is selected, as shown below.



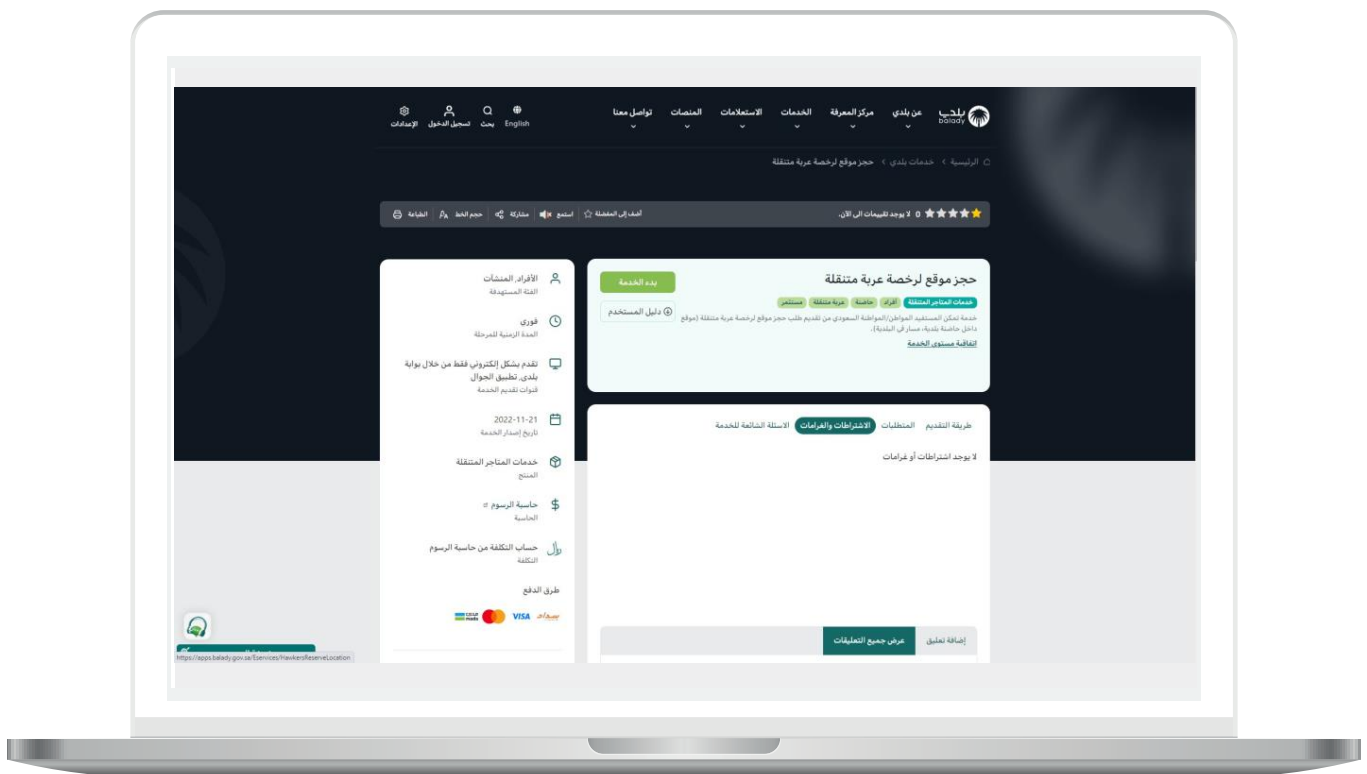
6) The following screen appears, displaying the (Service Card), which includes details such as (How to Apply, Requirements, Conditions and Fines, etc.).



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.

The screenshot shows a web application interface for the Mobile Cart License Site Reservation Service. The interface is displayed on a laptop screen and features a dark green header with navigation links in Arabic: 'عن بلدي' (About My City), 'خدمات بلدي' (My City Services), 'الاستخدام الإلكتروني' (Electronic Usage), 'بوزارة العرض الاستثنائية' (Ministry of Special Offers), and 'الخدمات التطبيقية' (Application Services). The main content area is titled 'صفحة مقدم الطلب' (Requester Page) and contains three sections: 'إستم مقدم الطلب' (Requester Information) with a 'تحقق' (Verify) button, 'بيانات الرخصة' (License Data) with fields for license name, number, and expiration date, and 'نوع الموقع' (Site Type) with radio buttons for 'موقع داخل مسار بلدية' (Municipal Route Site) and 'موقع داخل حائض بلدية' (Municipal Drainage Site). A 'التقدم للطلب' (Apply for License) button is located at the bottom right of the form.

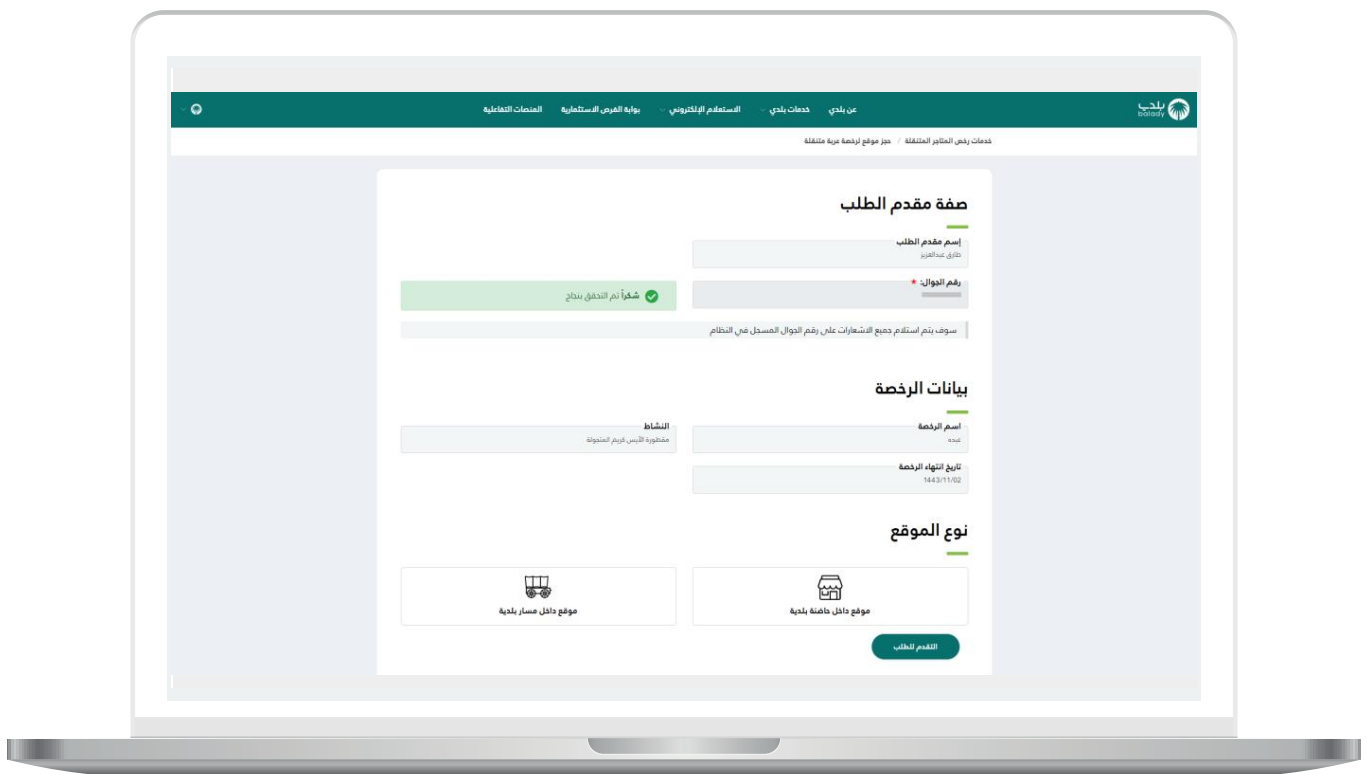
10) A verification code is sent to the user's mobile phone, which must be entered in the (**Confirmation Code**) field, then click (**Confirm**), as shown in the next screen.

The screenshot displays a web application interface on a laptop screen. The interface is in Arabic and features a dark green header with navigation links: "عن بنا", "خدماتنا", "الاستعلام الإلكتروني", "بوابة العرض الاستشارية", and "المنتجات المتاحة". The main content area is titled "صفحة مقدم الطلب" (Request Submission Page). It contains a form with the following fields:

- اسم مقدم الطلب** (Requester Name): A text input field.
- رقم الجوال** (Mobile Number): A text input field with a red asterisk indicating it is required.
- تأكيد** (Confirm): A green button.
- رمز التأكيد** (Confirmation Code): A text input field.
- تأكيد** (Confirm): A green button.
- بيانات الرخصة** (License Data): A section containing:
 - اسم الرخصة** (License Name): A text input field.
 - نوع الموقع** (Site Type): A text input field.
 - تاريخ انتهاء الرخصة** (License Expiry Date): A text input field.

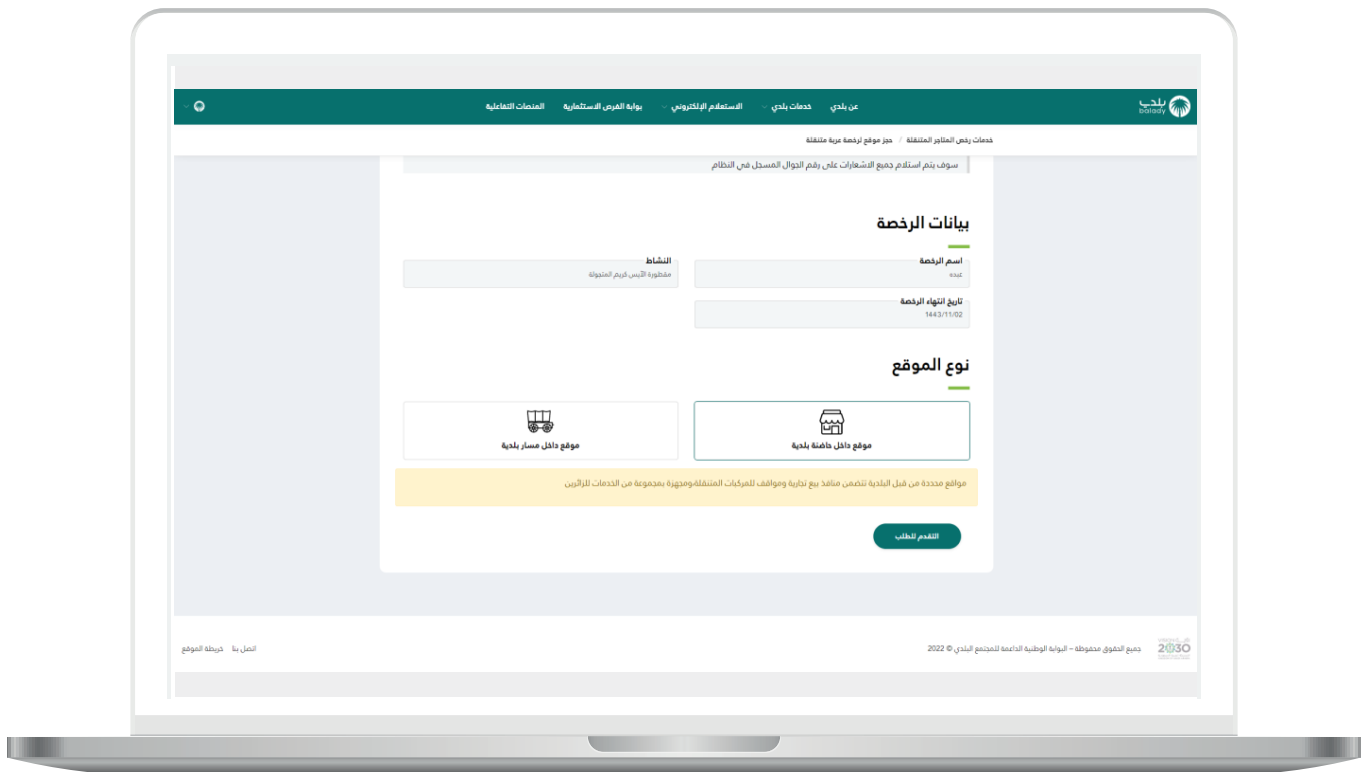
Below the license data section, there is a small text indicating the license is valid for 1443/11/02. The interface is clean and modern, with a light gray background and green accents.

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.

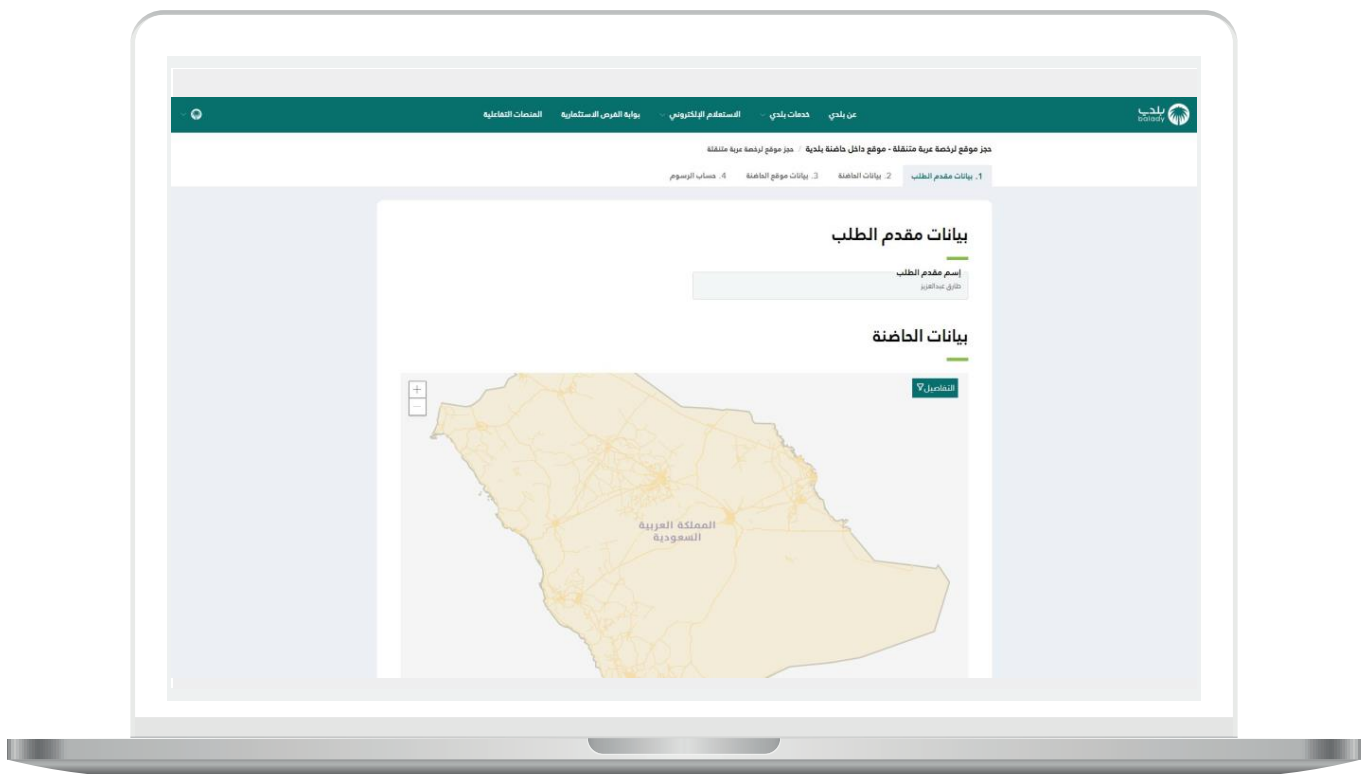


Municipal Incubator Site

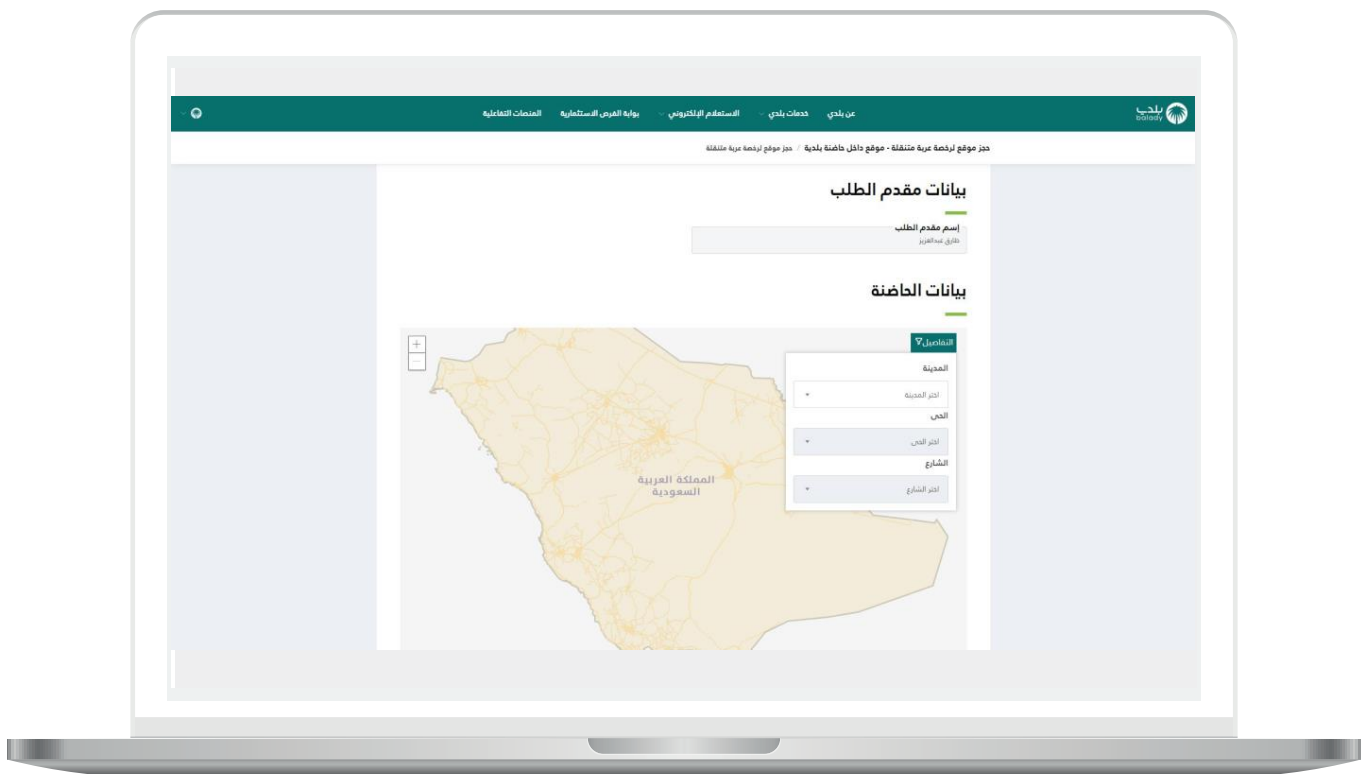
1) If the option (**Municipal Incubator Site**) is selected, the (**Proceed with Request**) button appears and must be clicked.



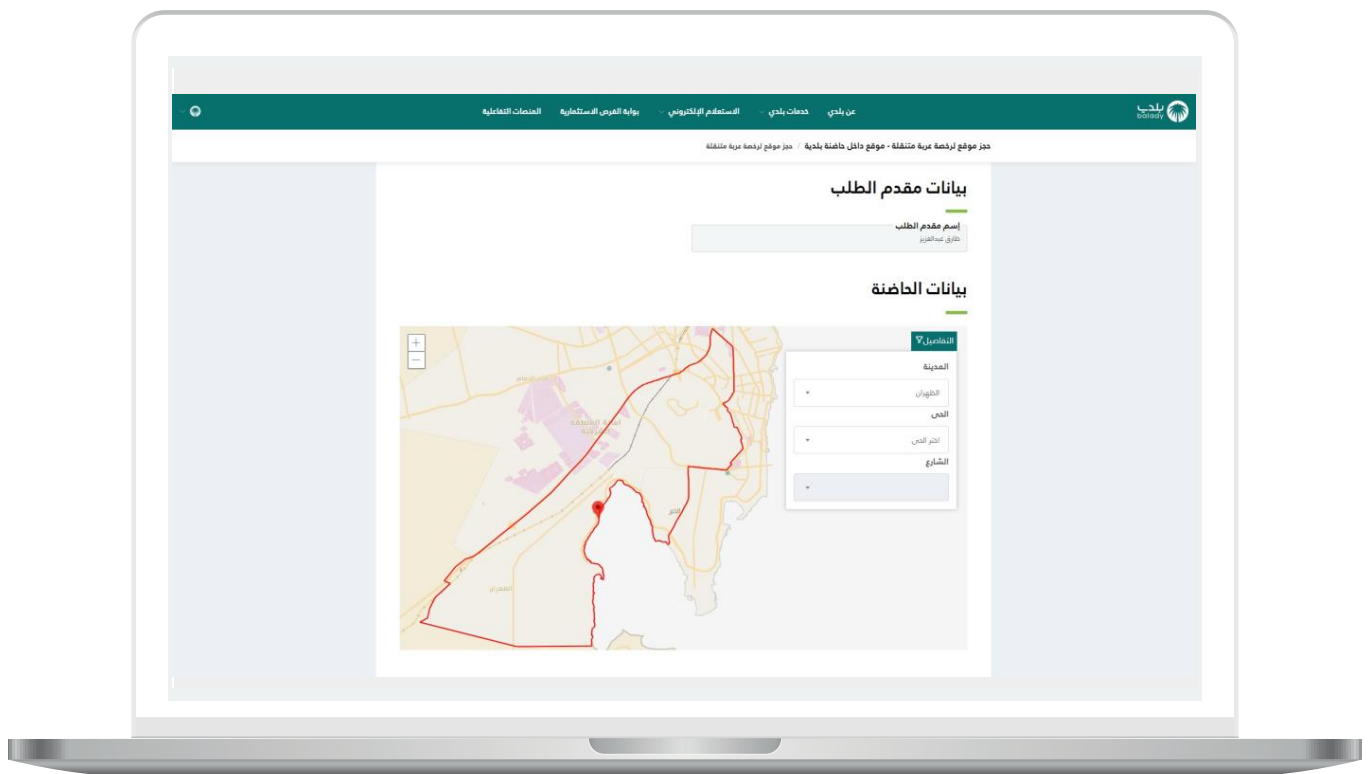
2) The following screen then appears, representing the **(Applicant Information)** stage, where the user selects the geographical location on the map.



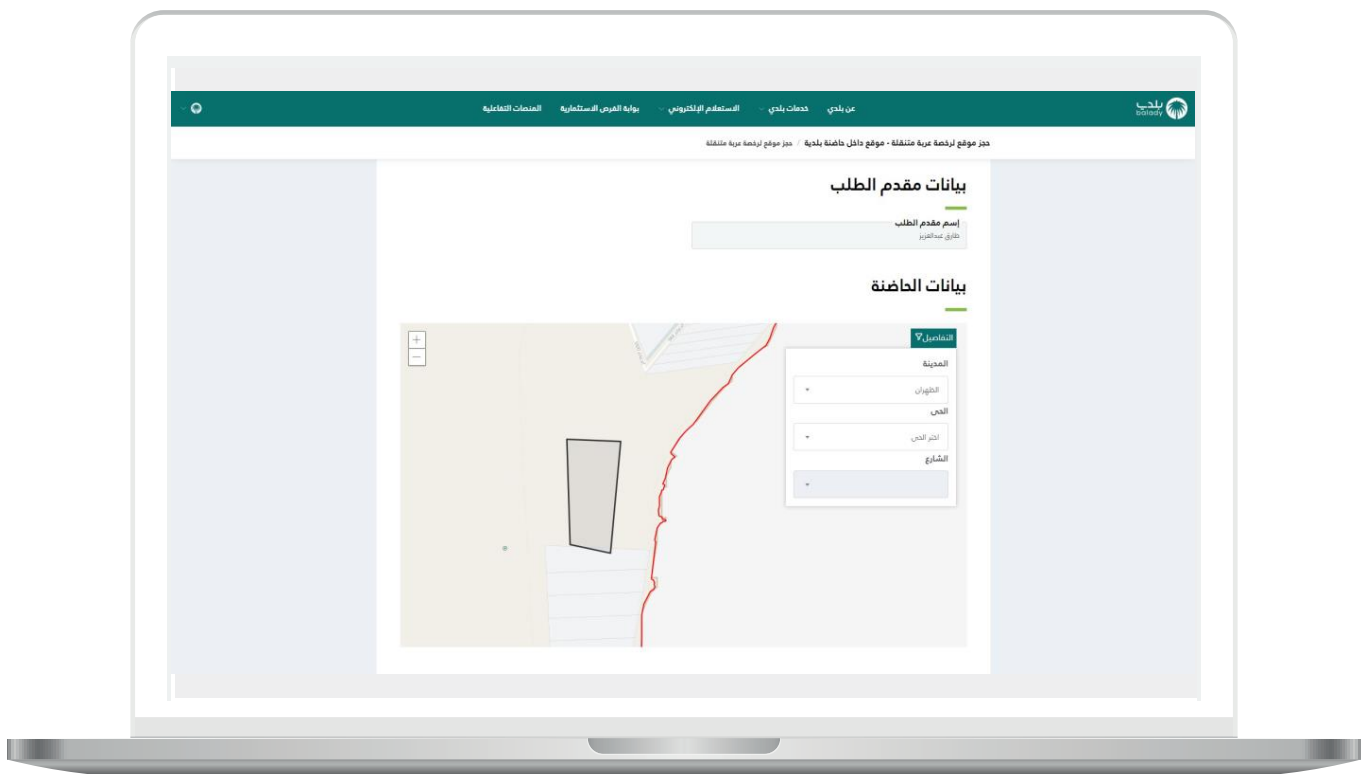
3) After clicking the **(Details)** button, the following fields appear and must be selected in order: **(City, District, Street)**.



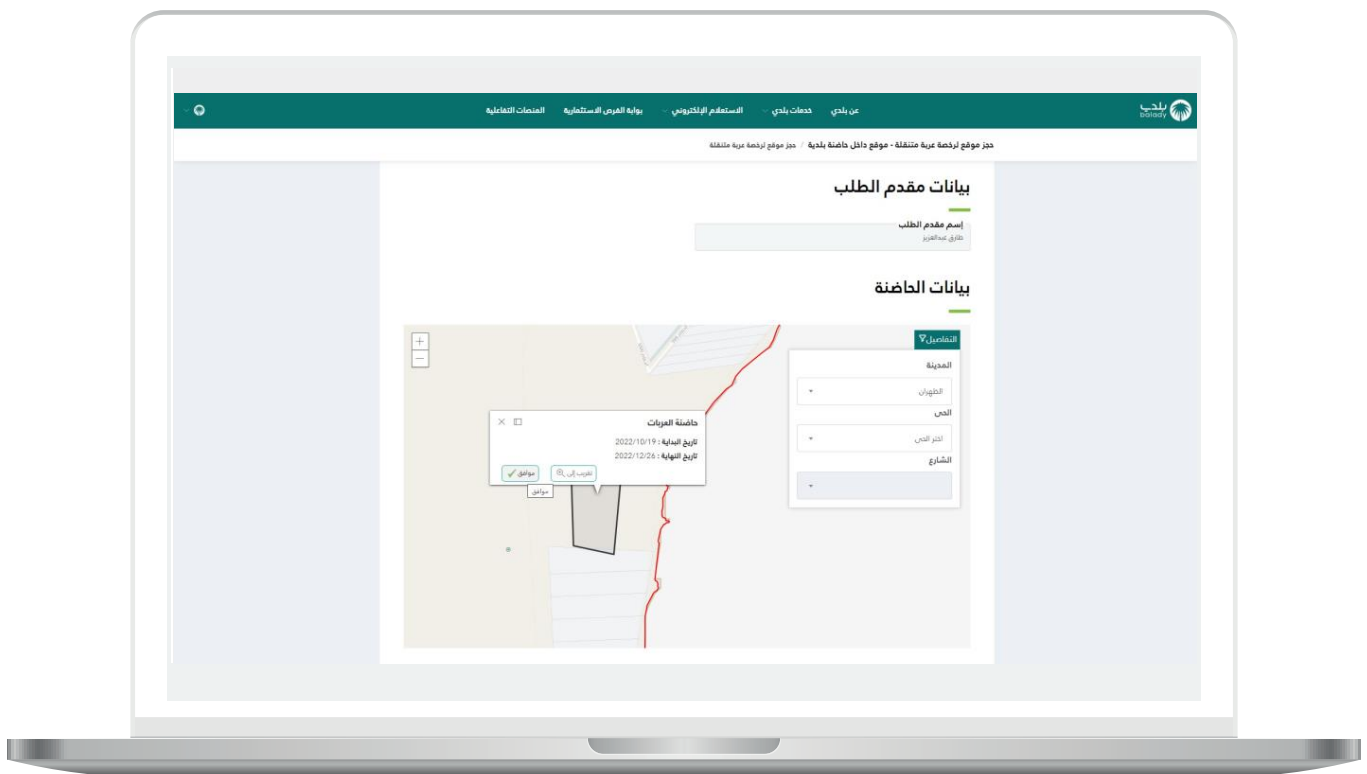
4) Once the incubator appears on the map, the image is zoomed in for a closer view.



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.

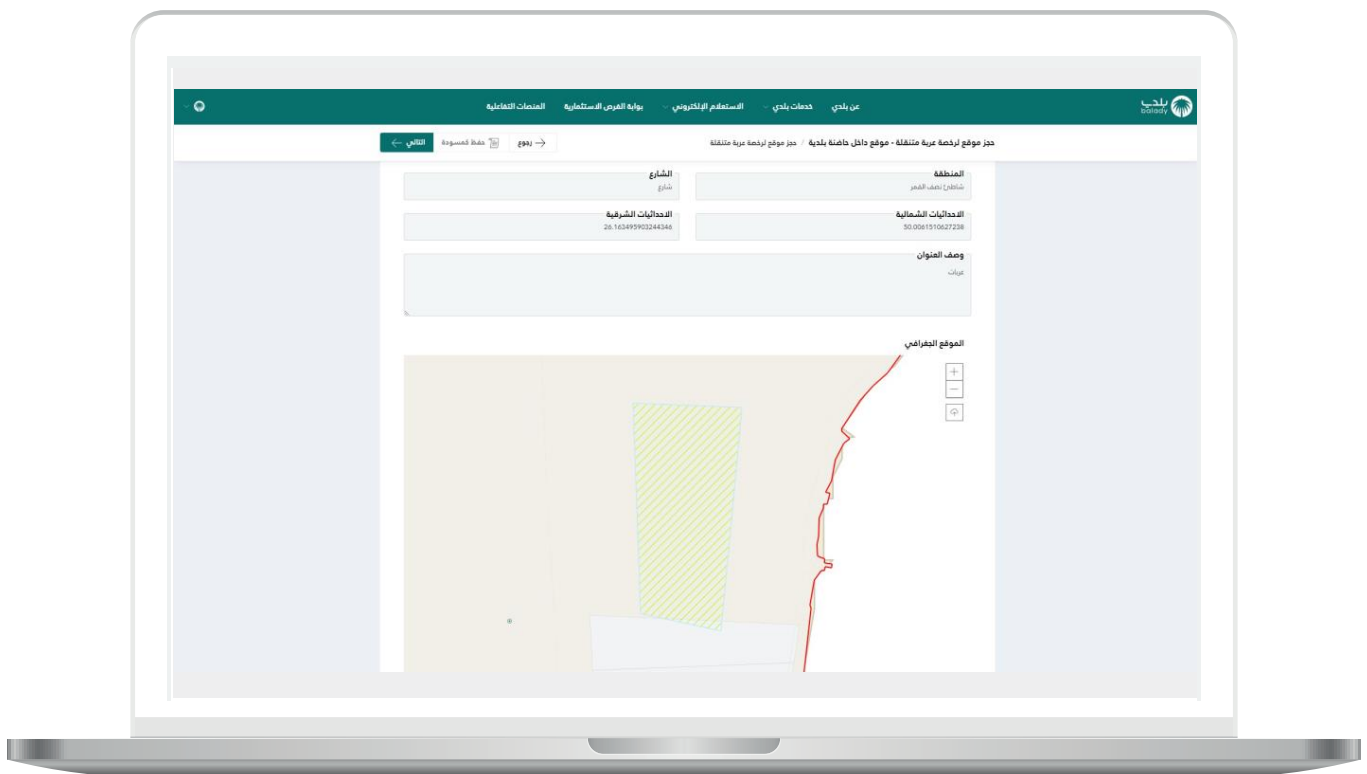
The screenshot shows a web application interface for entering incubator information. The page has a dark green header with navigation links: 'عن بلدي', 'خدمات بلدي', 'الاستخدام الإلكتروني', 'رؤية العرض الاستثمارية', and 'المنتجات التفاعلية'. Below the header is a breadcrumb trail: 'حجز موقع لرخصة عربية متنتقلة > موقع داخل حاضنة بلدية > حجز موقع لرخصة عربية متنتقلة'. The main content area is titled 'بيانات الحاضنة' and contains several input fields:

- اسم الحاضنة** (Incubator Name): Text input field.
- مساحة الحاضنة** (Incubator Area): Text input field with the value '200'.
- وصف الحاضنة** (Incubator Description): Text area with the value 'مزارع'.
- تاريخ بدء تشغيل الحاضنة** (Incubator Start Date): Text input field with the value '2022/10/19'.
- تاريخ نهاية تشغيل الحاضنة** (Incubator End Date): Text input field with the value '2022/12/28'.
- نوع تشغيل الحاضنة** (Incubator Type): Text input field with the value 'تأسيس وتشغيل من البلدية'.
- حالة تشغيل الحاضنة** (Incubator Status): Text input field with the value 'مفتحة'.
- عدد منافذ البيع التجاري** (Commercial Sales Points): Text input field with the value '10'.
- عدد مواقف العربات المتنتقلة** (Mobile Carts Parking): Text input field with the value '10'.
- اشتراطات المصنوعات في الحاضنة** (Incubator Product Requirements): Text area with the value 'عزف'.

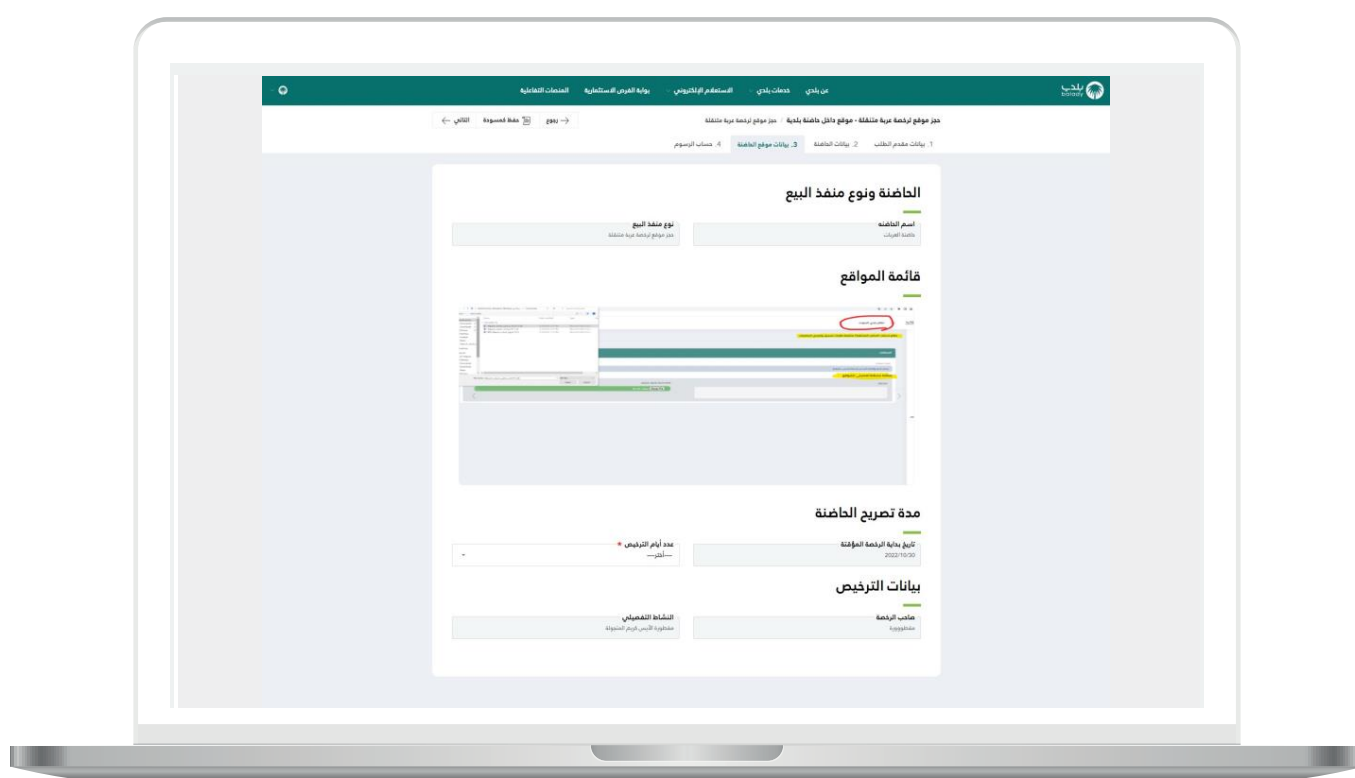
Below the first section is a second section titled 'بيانات موقع الحاضنة' (Incubator Location Information) with the following fields:

- البلدية** (Municipality): Text input field with the value 'بلدية الطوارق'.
- المنطقة** (District): Text input field with the value 'منطقة الطوارق'.
- الشارع** (Street): Text input field with the value 'شارع الطوارق'.

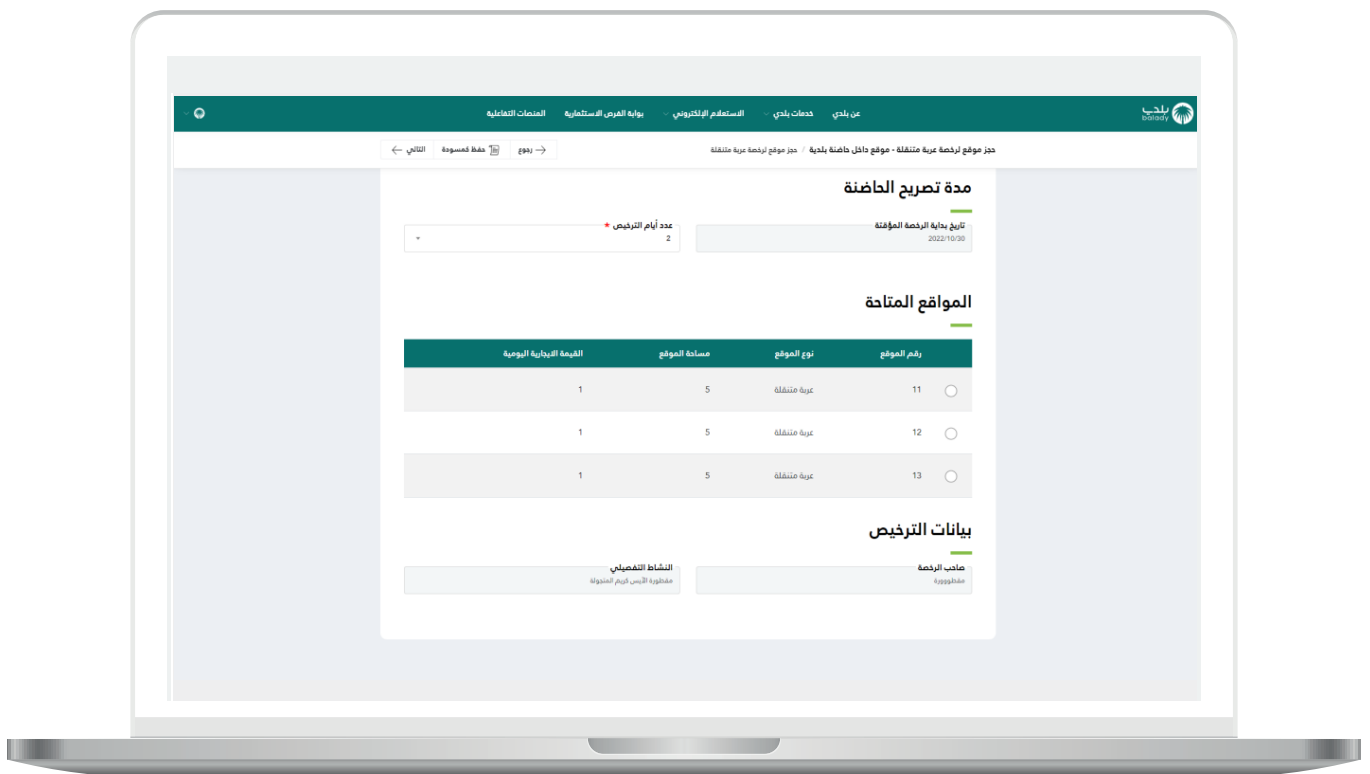
8) The user then clicks the **(Next)** button to proceed to the third stage, with the option to return to the previous stage using the **(Back)** button.



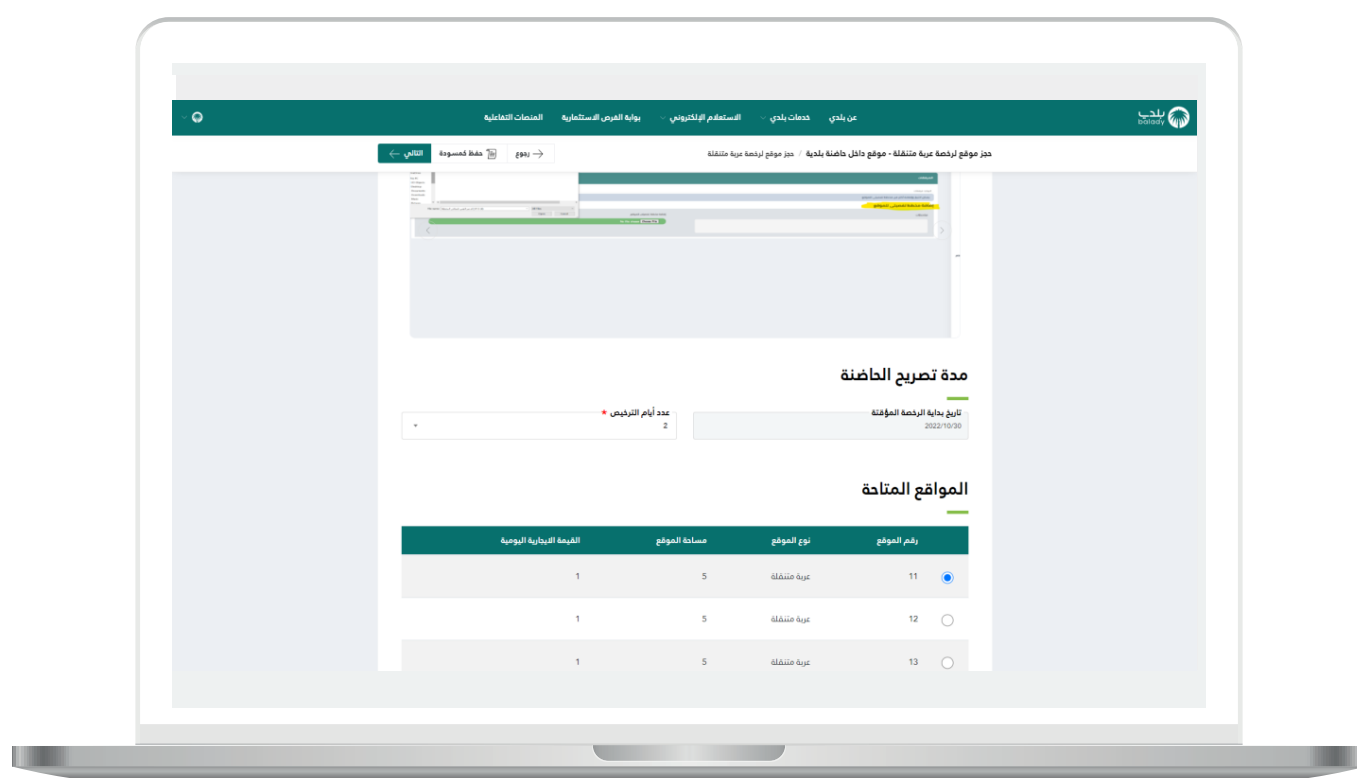
9) The **(Incubator Site Information)** stage then appears, as shown below, where the user selects a value from the dropdown menu **(Number of License Days)**.



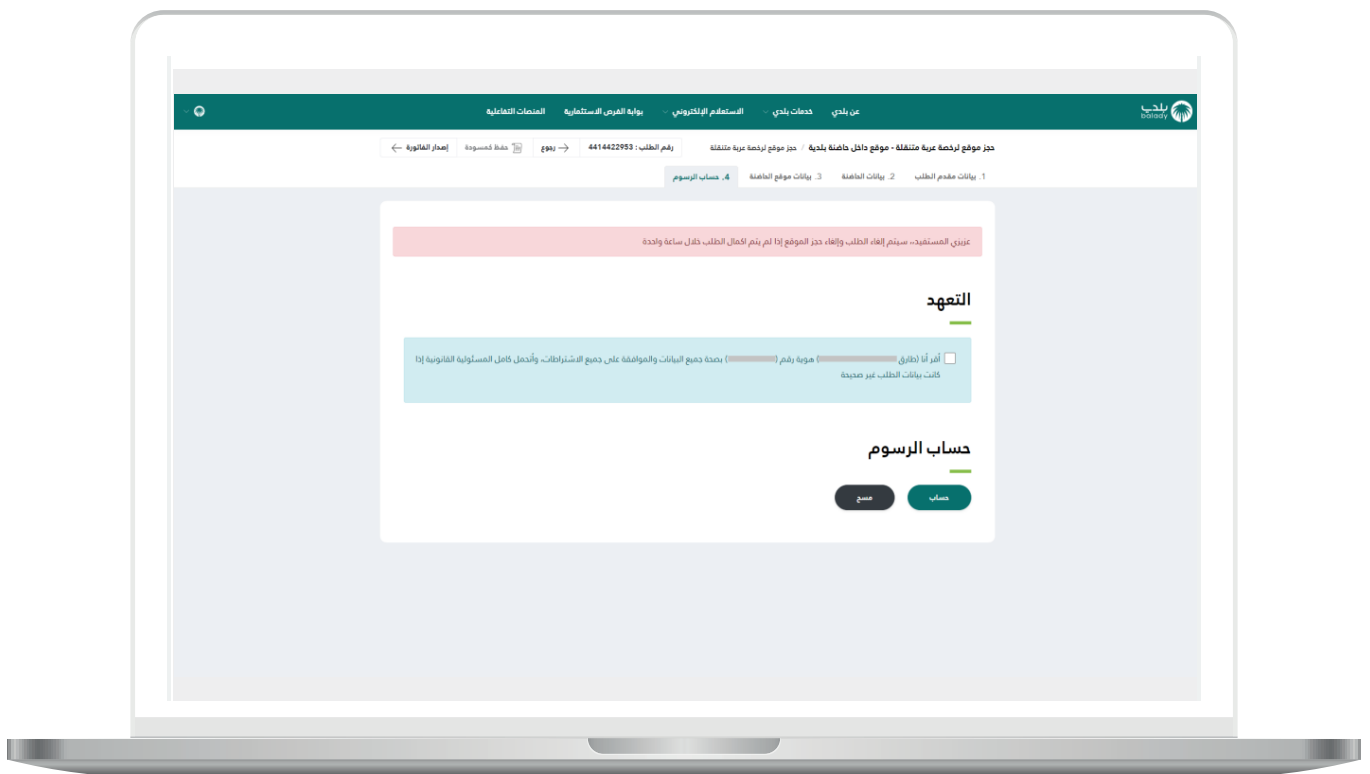
10) After selecting the **(Number of License Days)** value, the available sites in the incubator appear, displaying each site's area and daily rental cost. The user selects a site from the list.



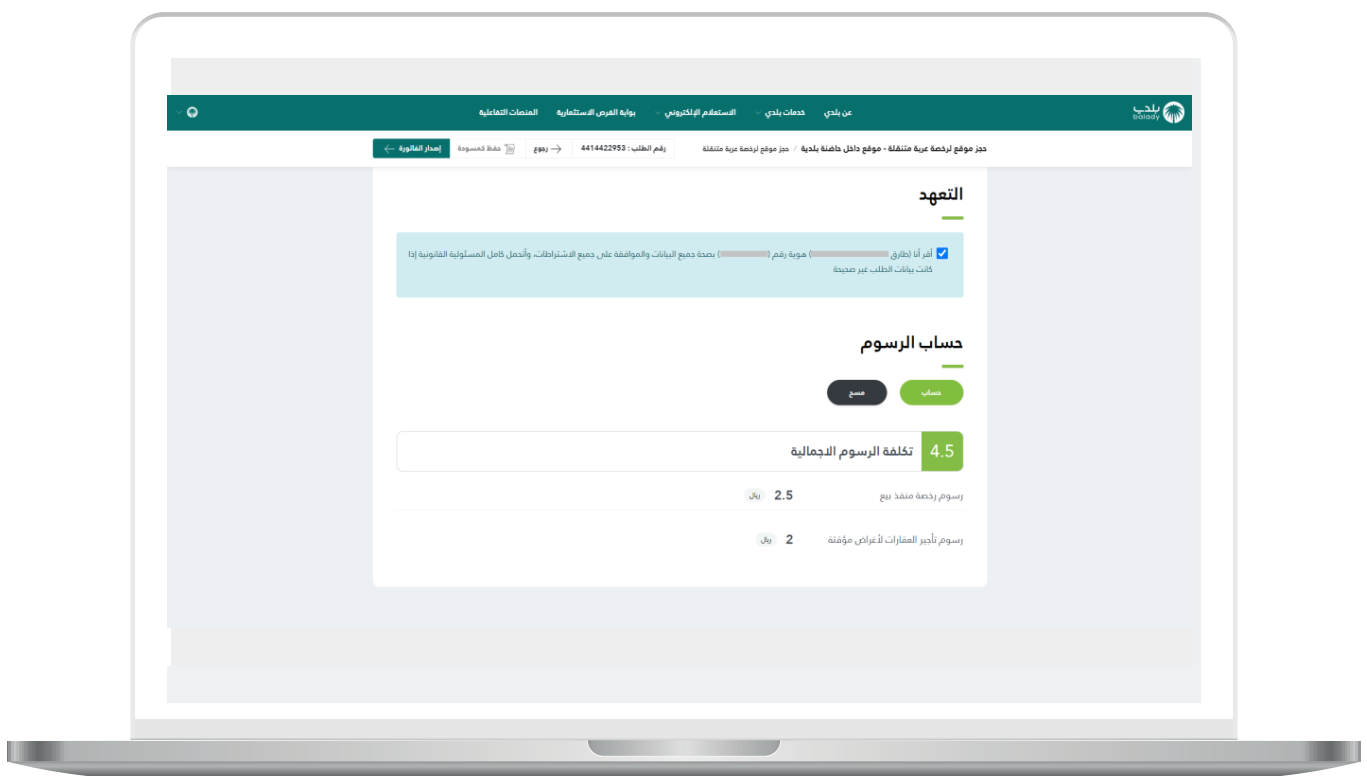
11) After selecting a site from the table, the **(Next)** button is clicked to proceed to the next stage, with the option to save the request as a draft using the **(Save as Draft)** button or return to the previous stage using the **(Back)** button.



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.

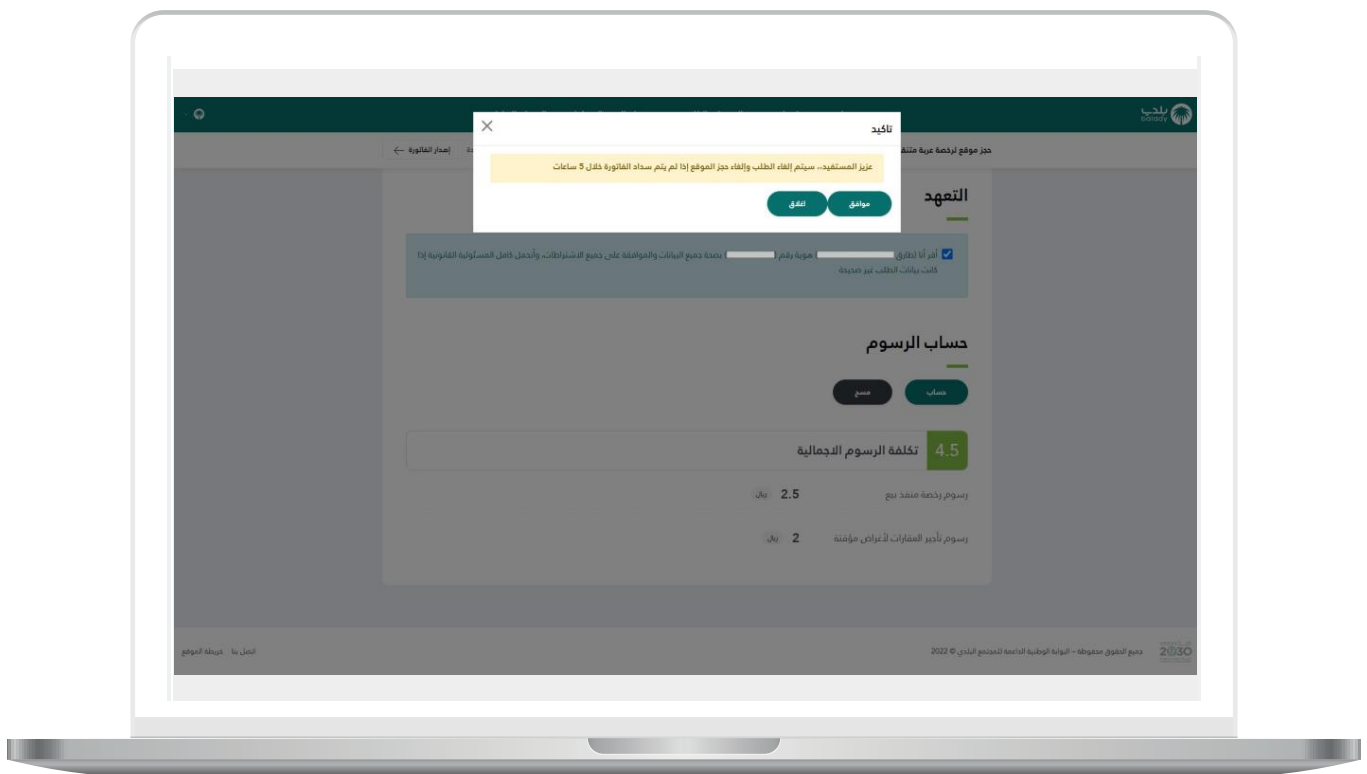


13) After calculating the fees and displaying the total cost for the beneficiary, the user clicks (**Issue Invoice**), with the option to return to the previous stage by clicking (**Back**).

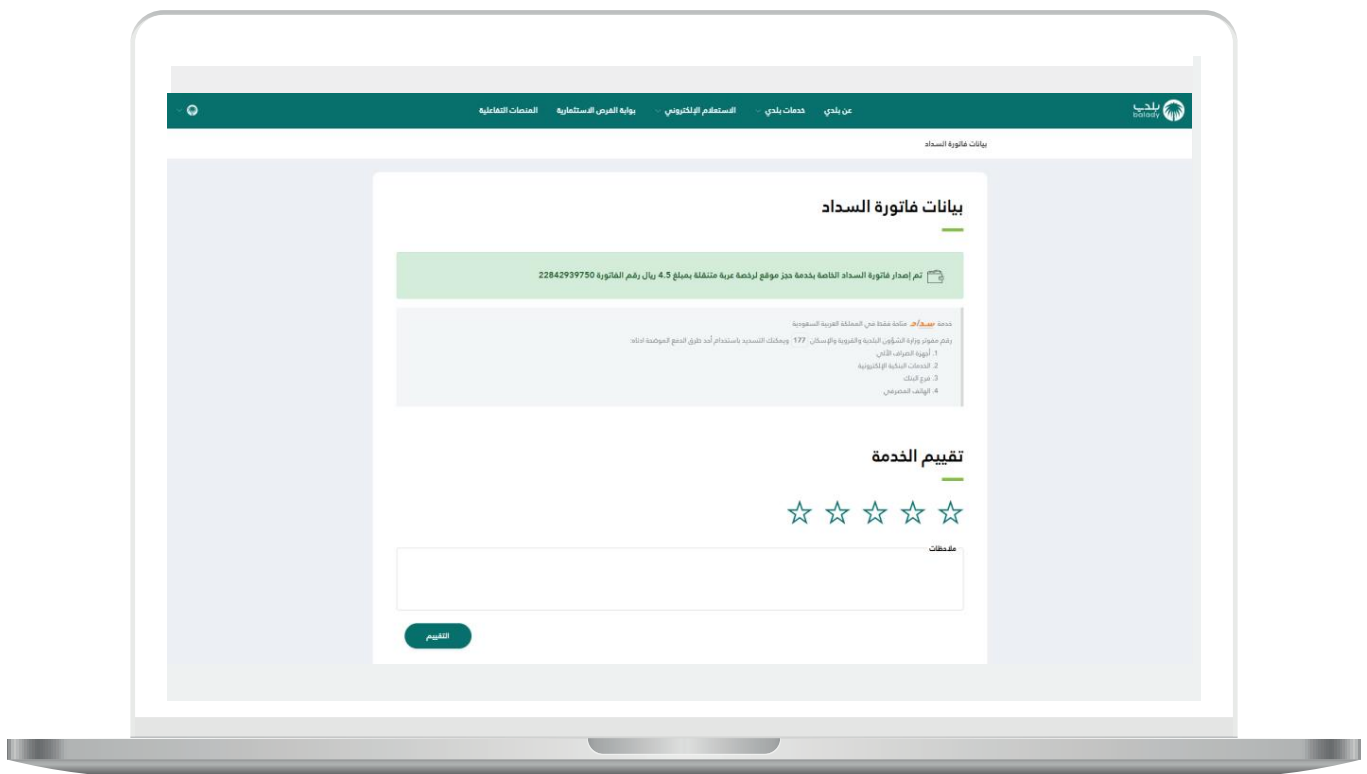


14) A notification then appears, informing the user that the request and site reservation will be canceled if the invoice is not paid within 5 hours. The user clicks (**Confirm**) to issue the invoice.

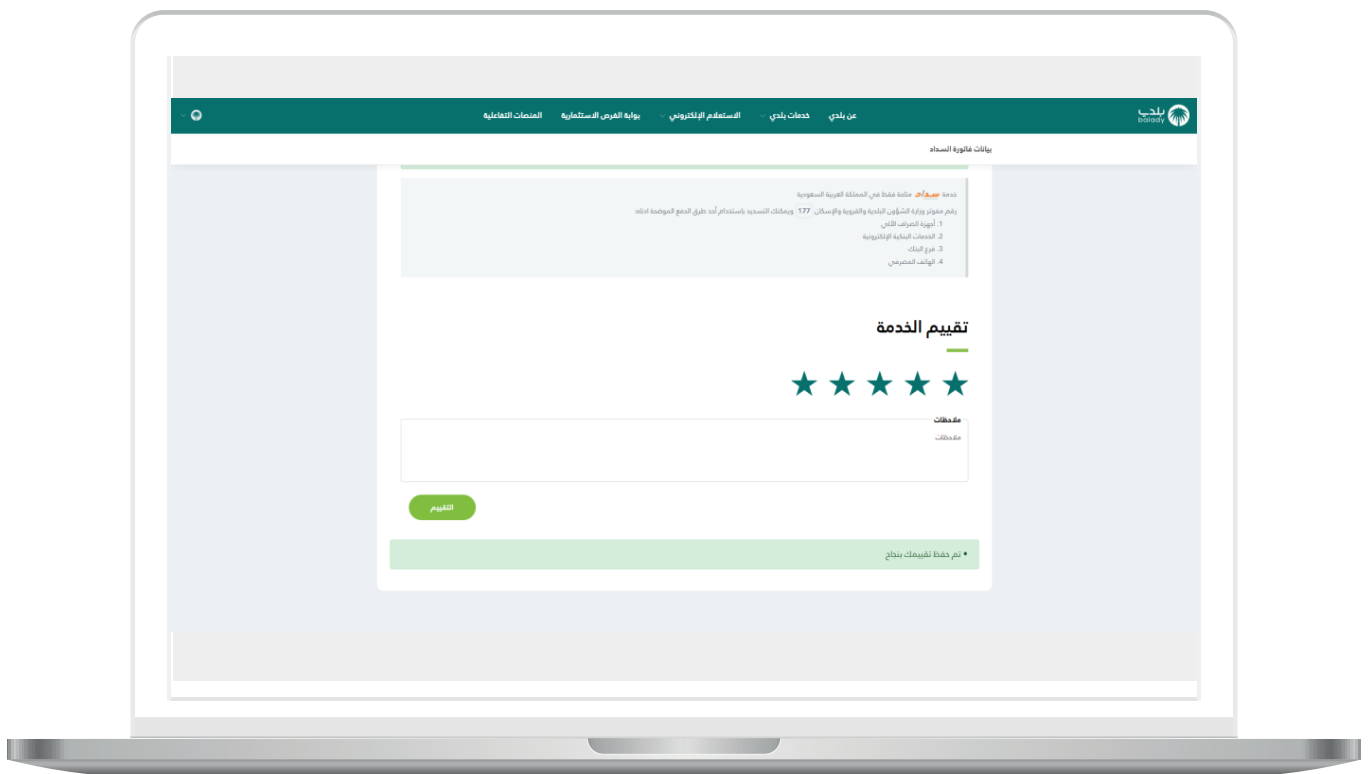
Note: If the request is submitted for an incubator owned by an investor, approval from the investor is required before the invoice is issued.



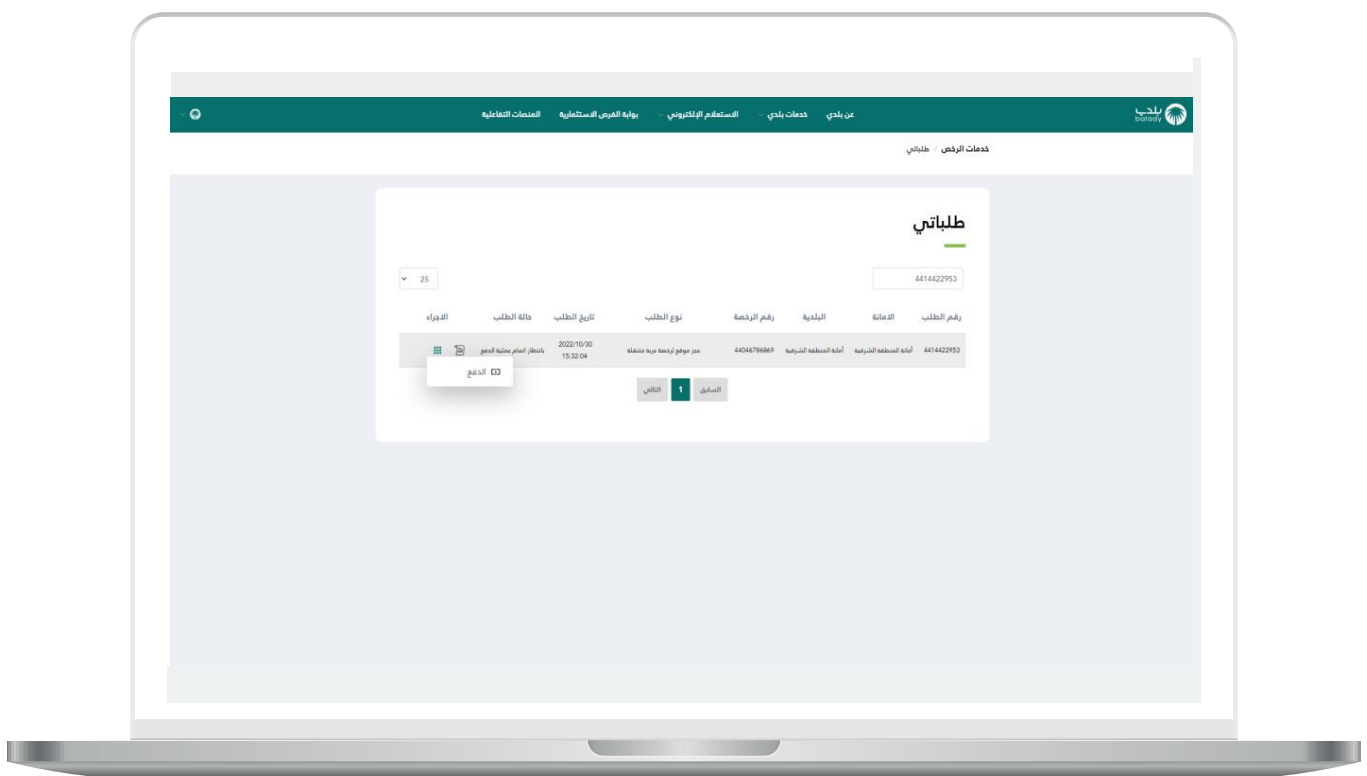
15) The invoice is then issued, displaying its number to the user. The user is also given the option to rate the service by selecting the number of stars shown and entering comments in the **(Comments)** field before clicking **(Submit Evolution)**.



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

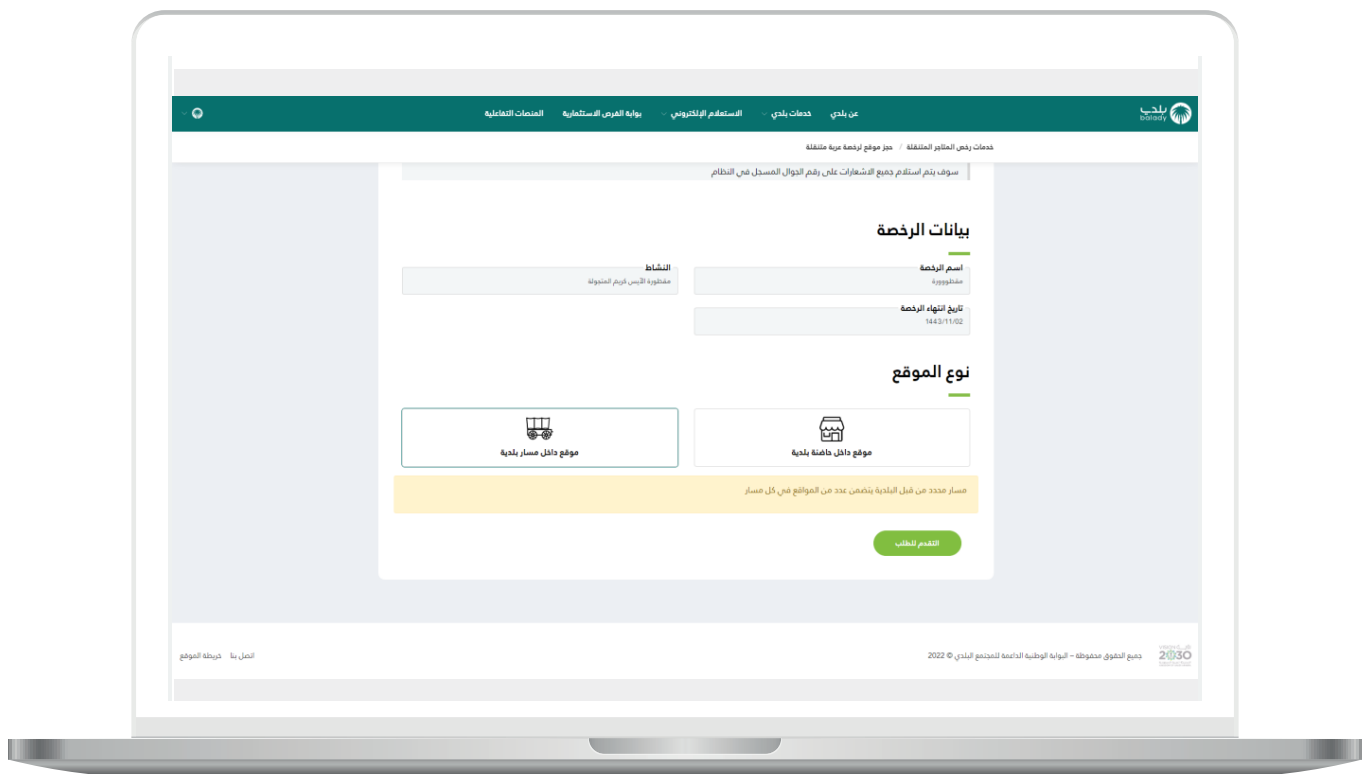


17) The user is then directed to the **(My Requests)** screen, as shown below, where they can track the request, which will have the status **(Awaiting Payment Completion)**.

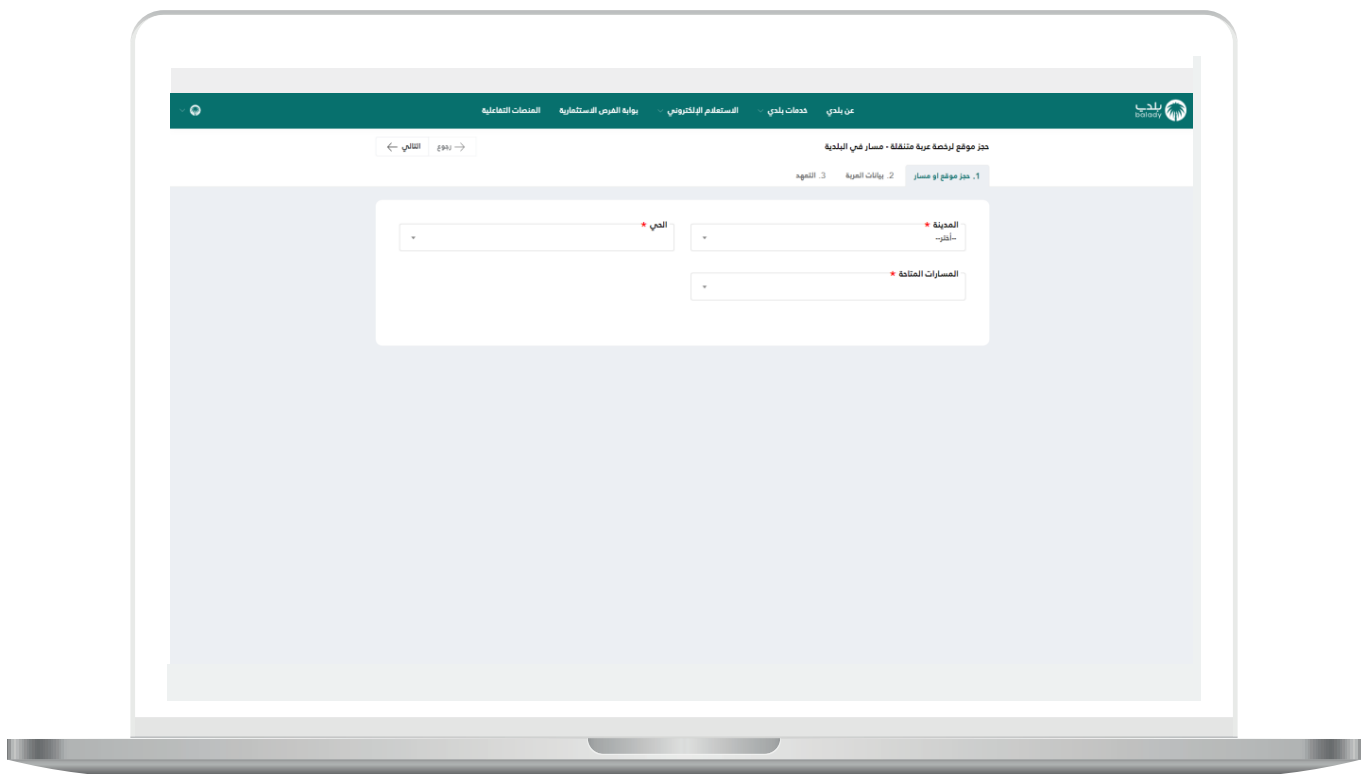


Municipal Route Site

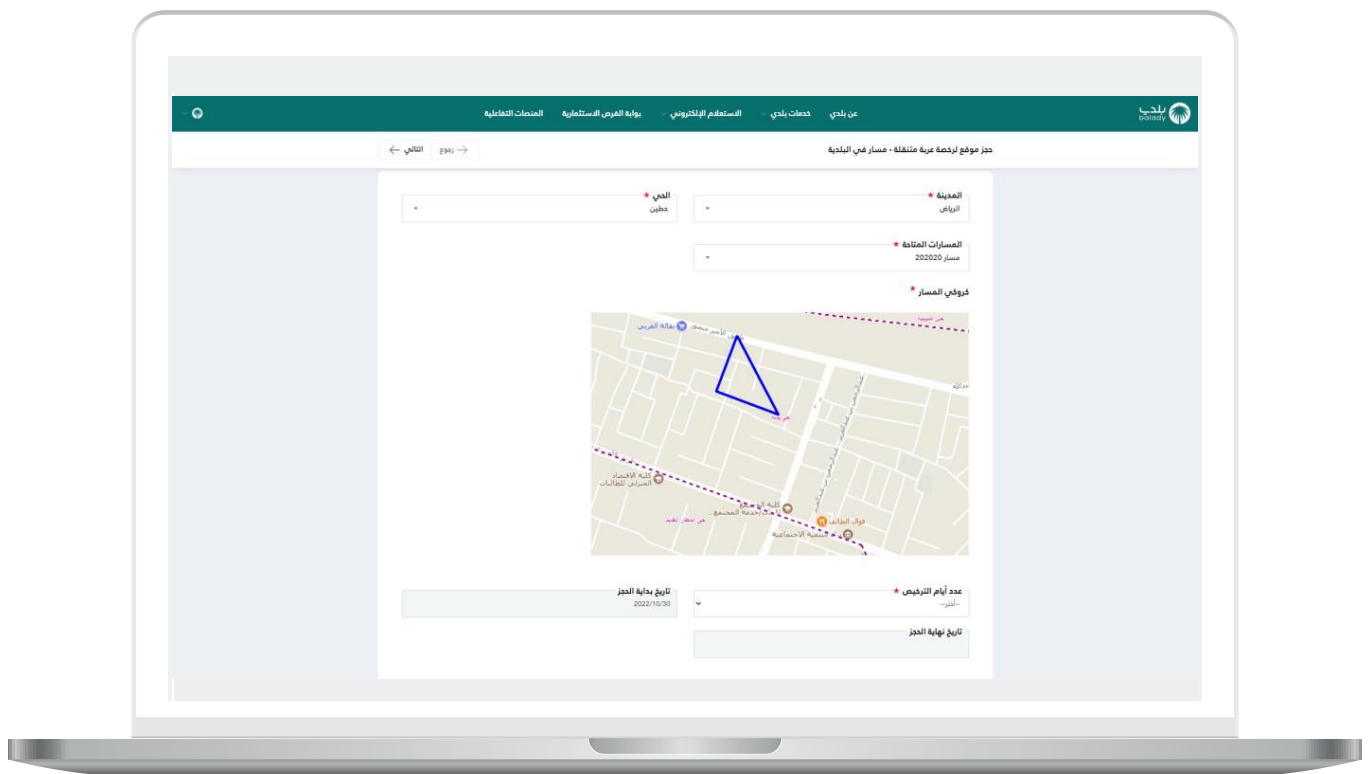
1) If the option (**Municipal Route Site**) is selected, the (**Proceed with Request**) button appears and must be clicked.



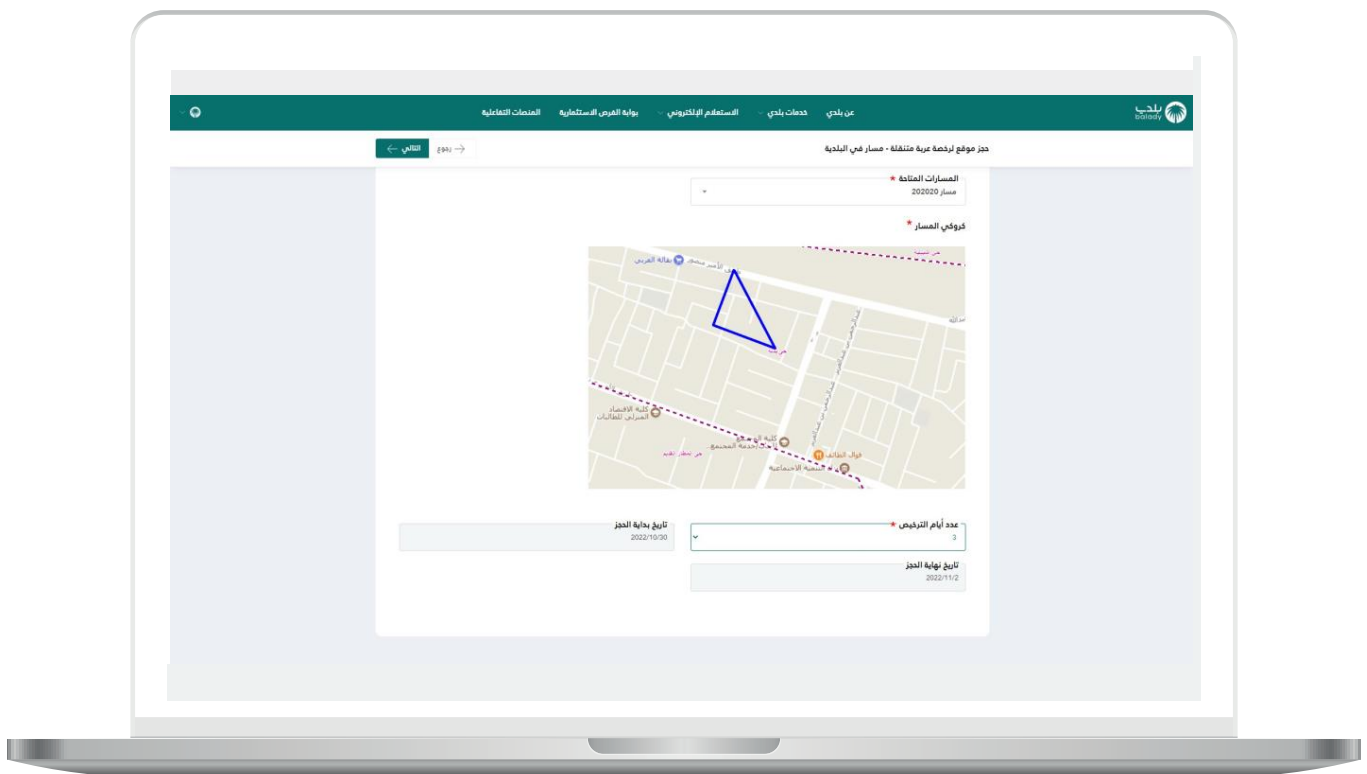
2) The following screen then appears, representing the **(Site or Route Reservation)** stage, where the user selects the geographical location by choosing values from the following dropdown menus in sequence: **(City, District, Available Routes)**.



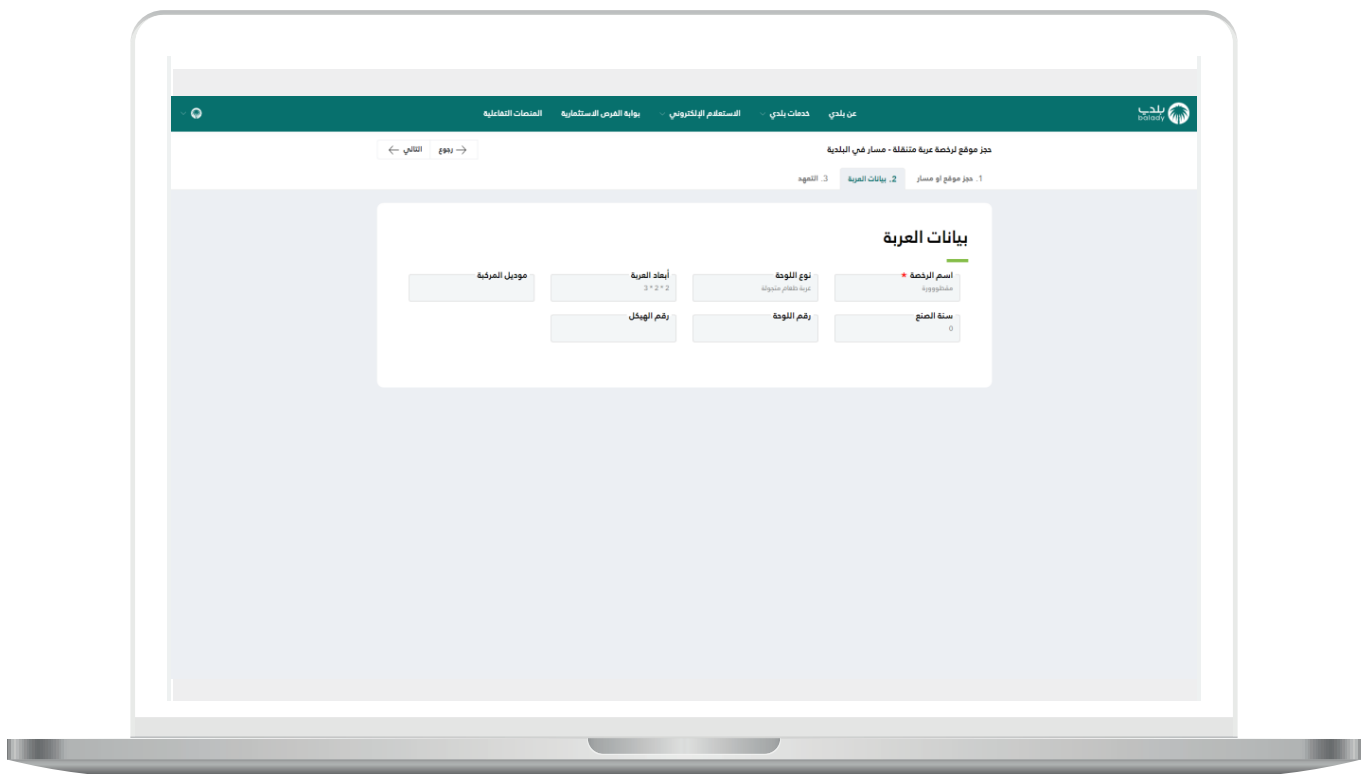
3) The route layout is then displayed on the map, as shown in the screen below. The user selects a value from the dropdown menu (**Number of License Days**).



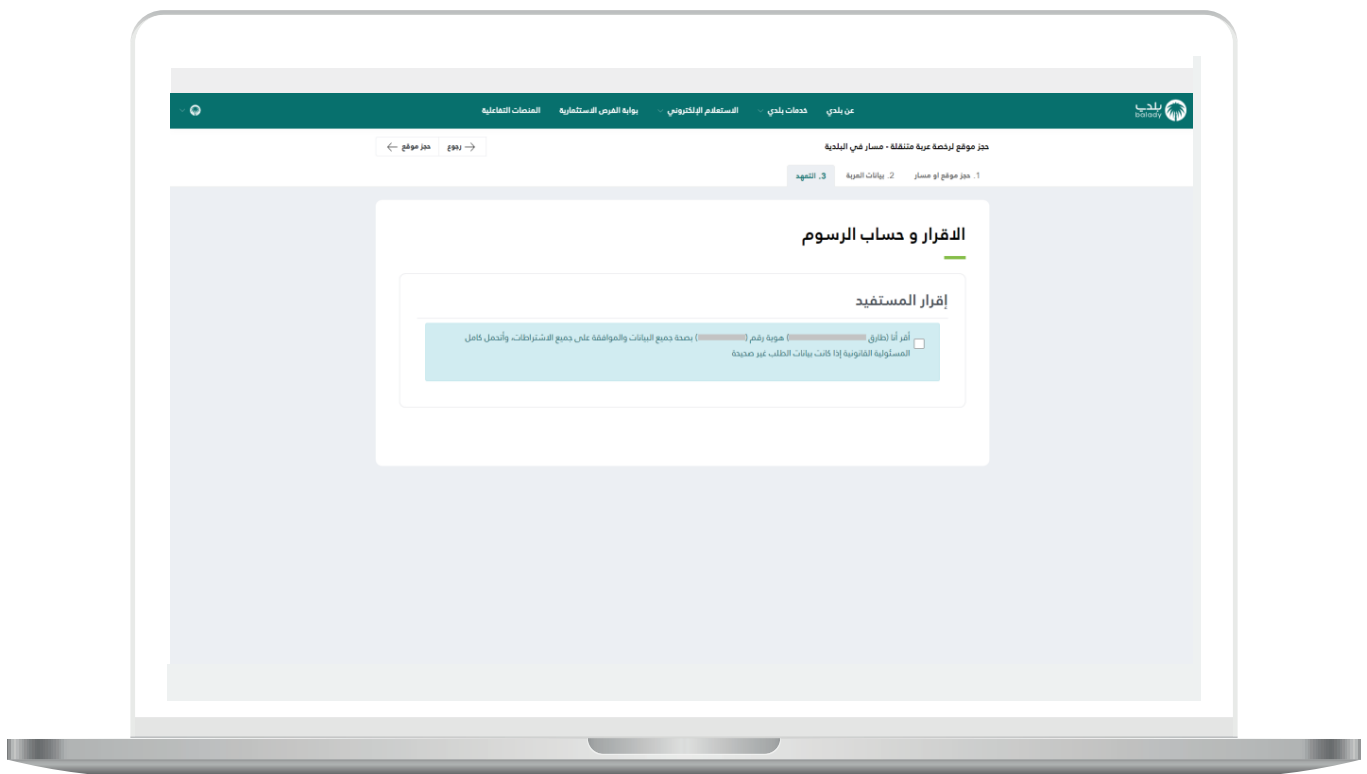
4) The **(Next)** button is then clicked to proceed to the next stage.



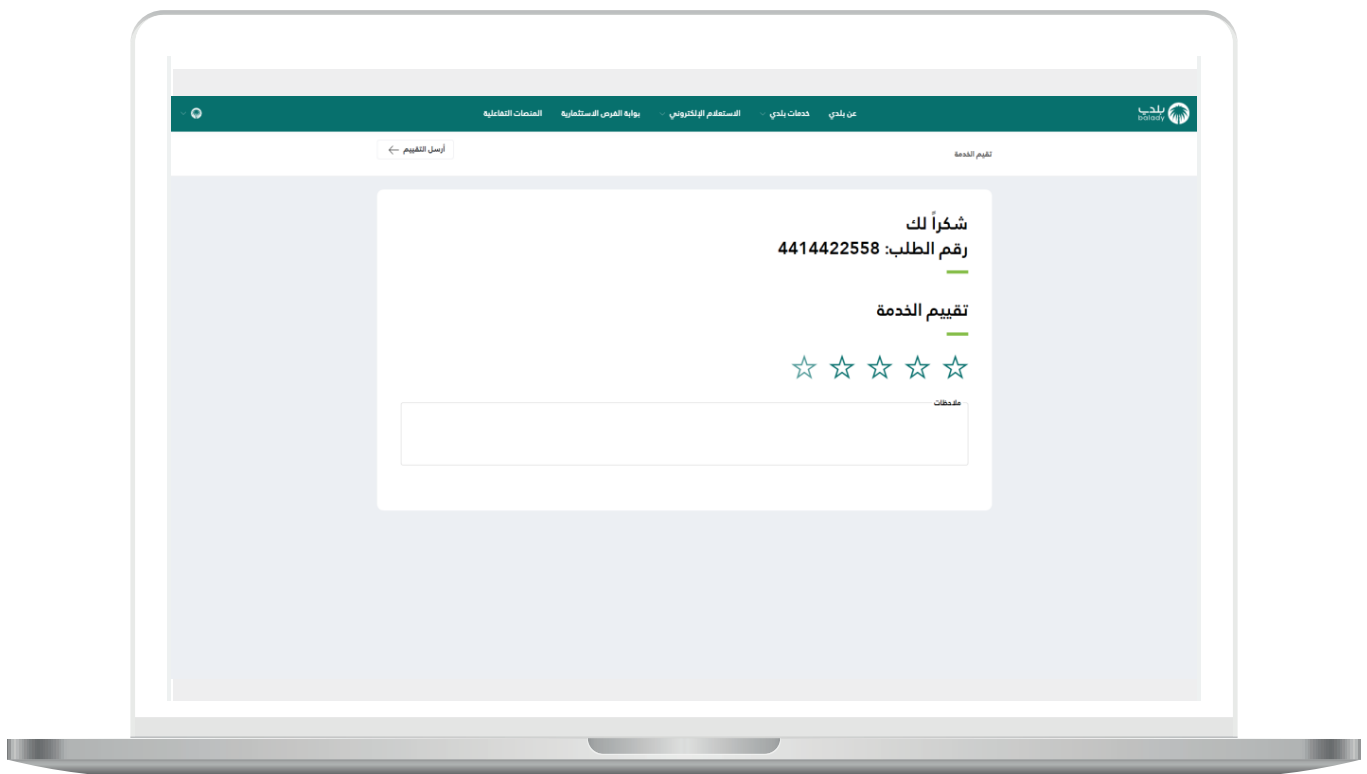
5) The user is then taken to the **(Vehicle Information)** stage, where the **(Next)** button is clicked to proceed, with the option to return to the previous stage using the **(Back)** button.



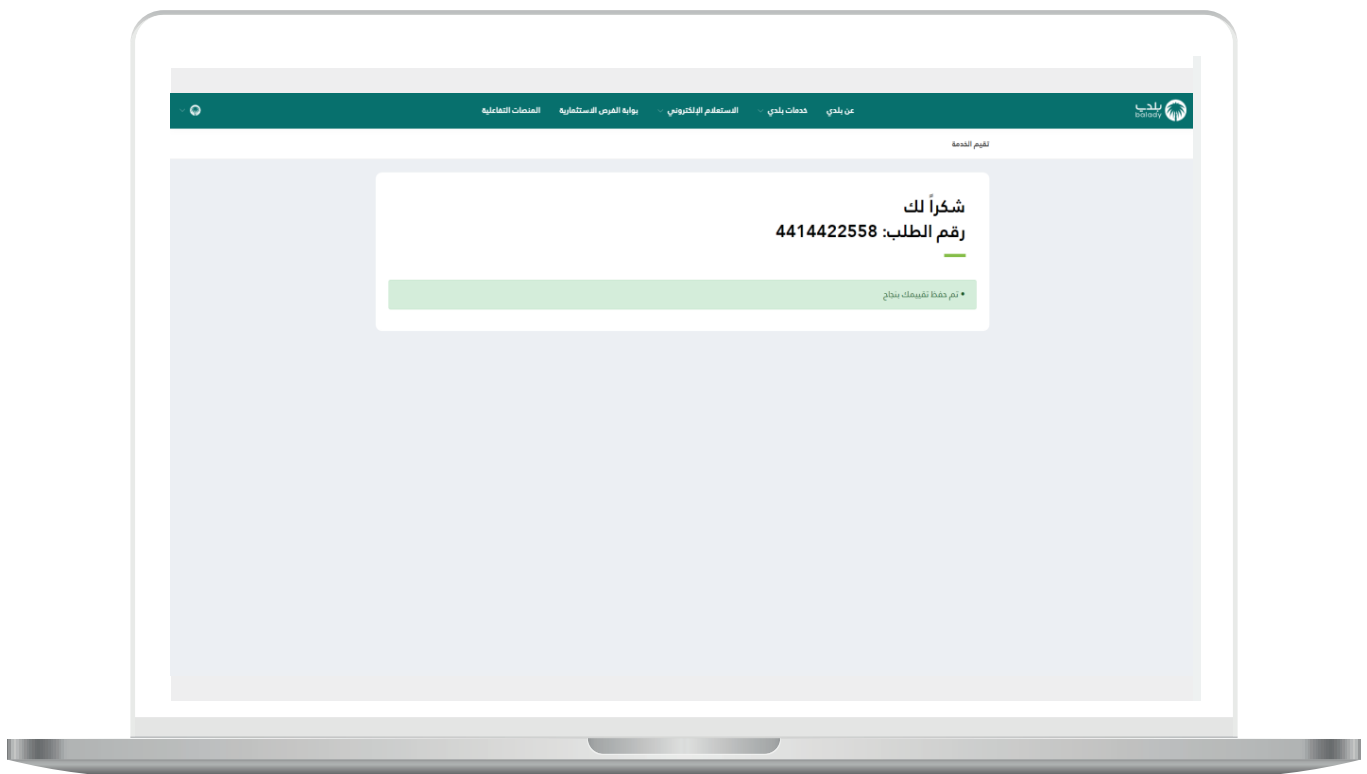
6) The user is then taken to the **(Undertaking)** stage, where approval of the beneficiary's declaration is required before clicking the **(Reserve Site)** button, with the option to return to the previous stage using the **(Back)** button.



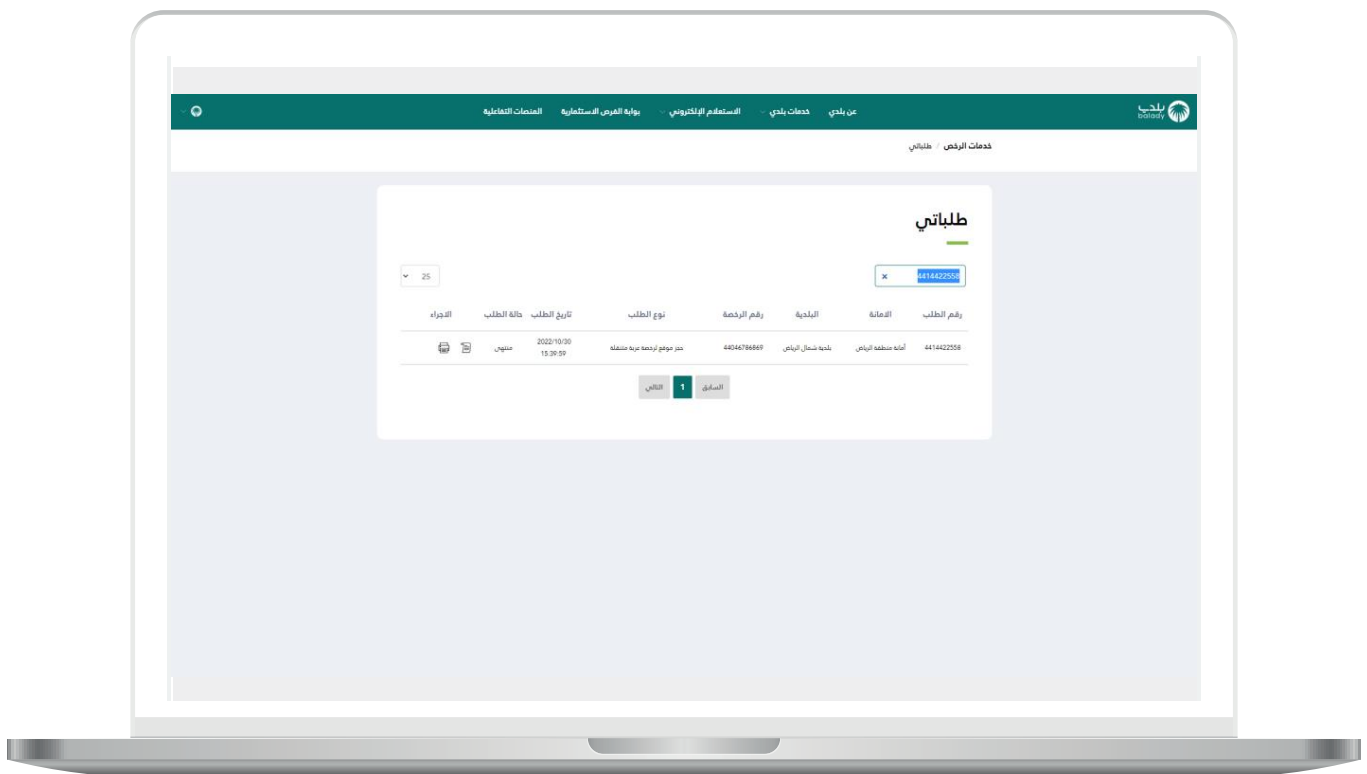
7) The user is then allowed to rate the service by selecting the number of stars shown and entering comments in the **(Comments)** field before clicking the **(Submit Evaluation)** button..



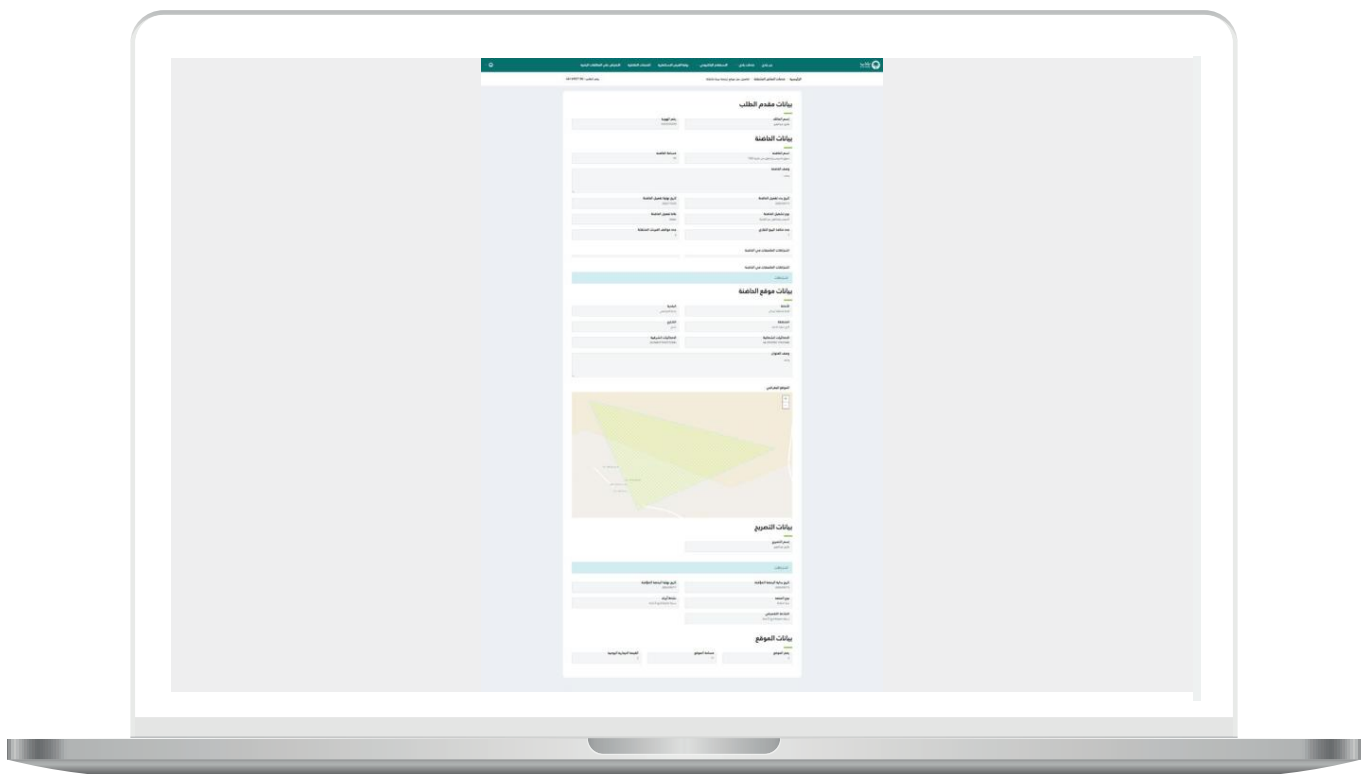
8) The evaluation is successfully saved, and a confirmation message is displayed.



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