وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for the Service to

Modifying a Temporary License for a Mobile Store Outlet

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.
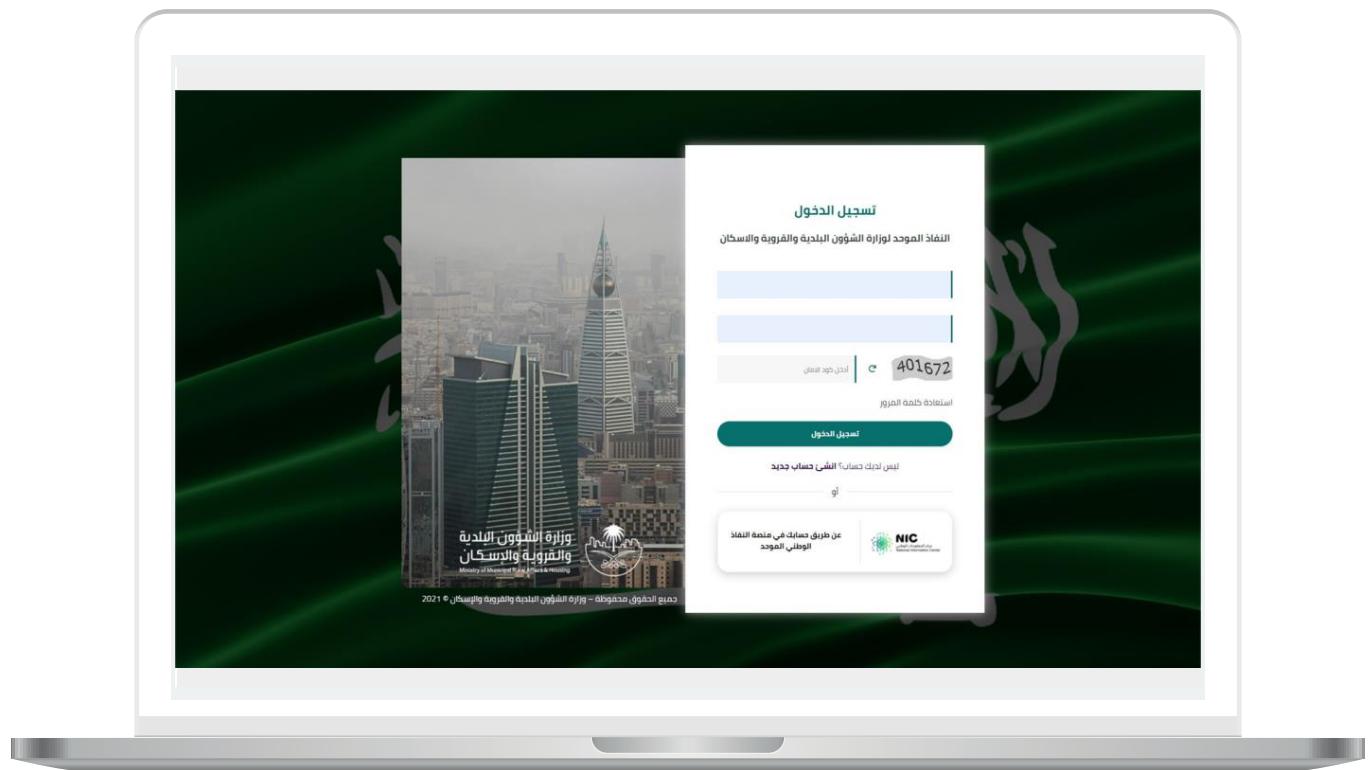
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.
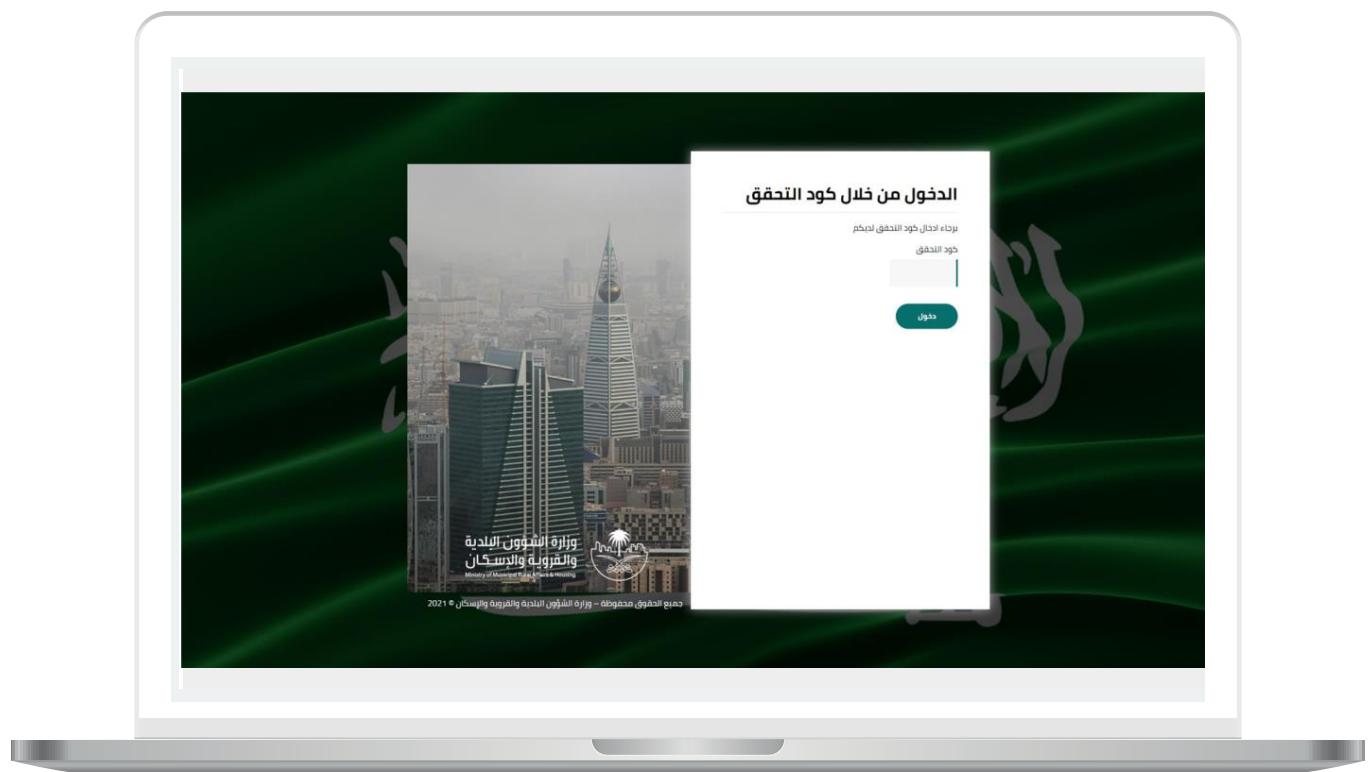
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

To start the service application, the user must click the (**View Products**) button.
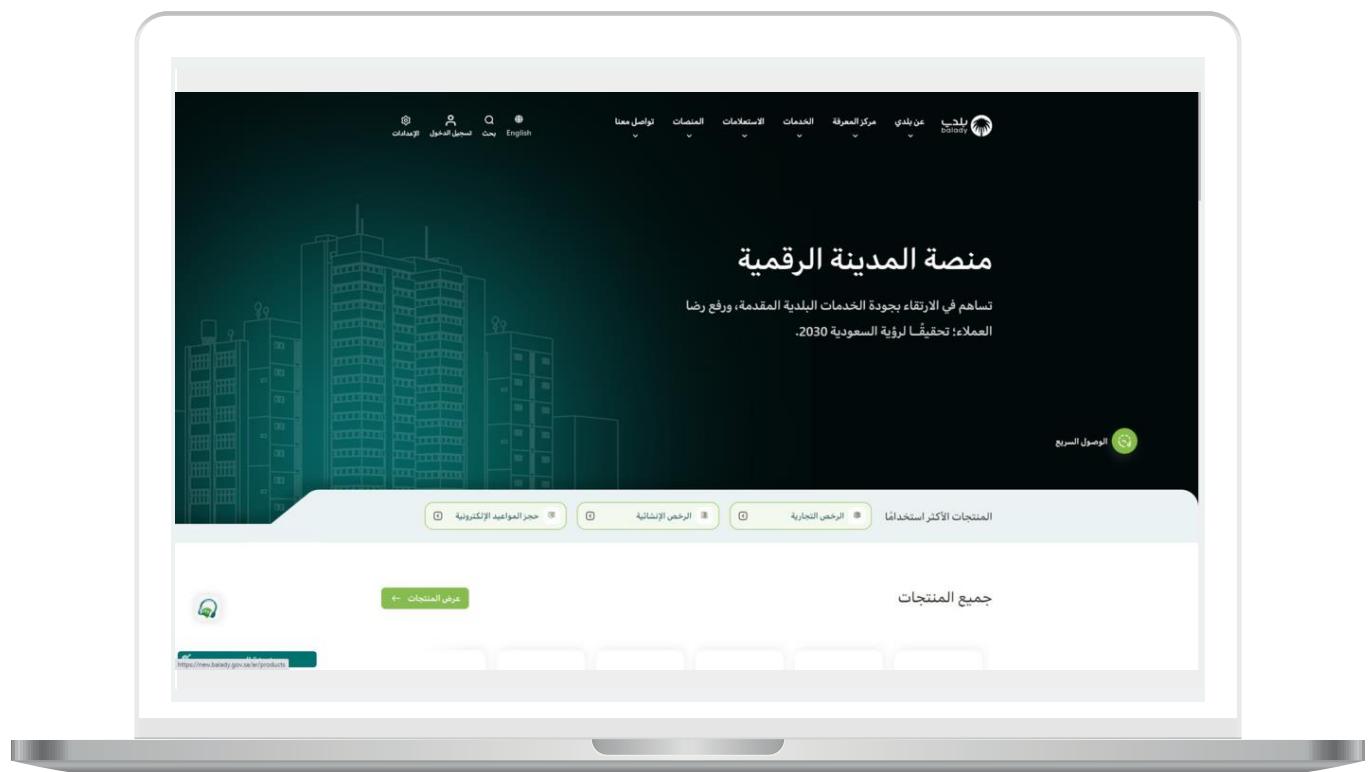
4) The following screen appears, displaying Balady's services, where the user selects (**Mobile Cart Services**).
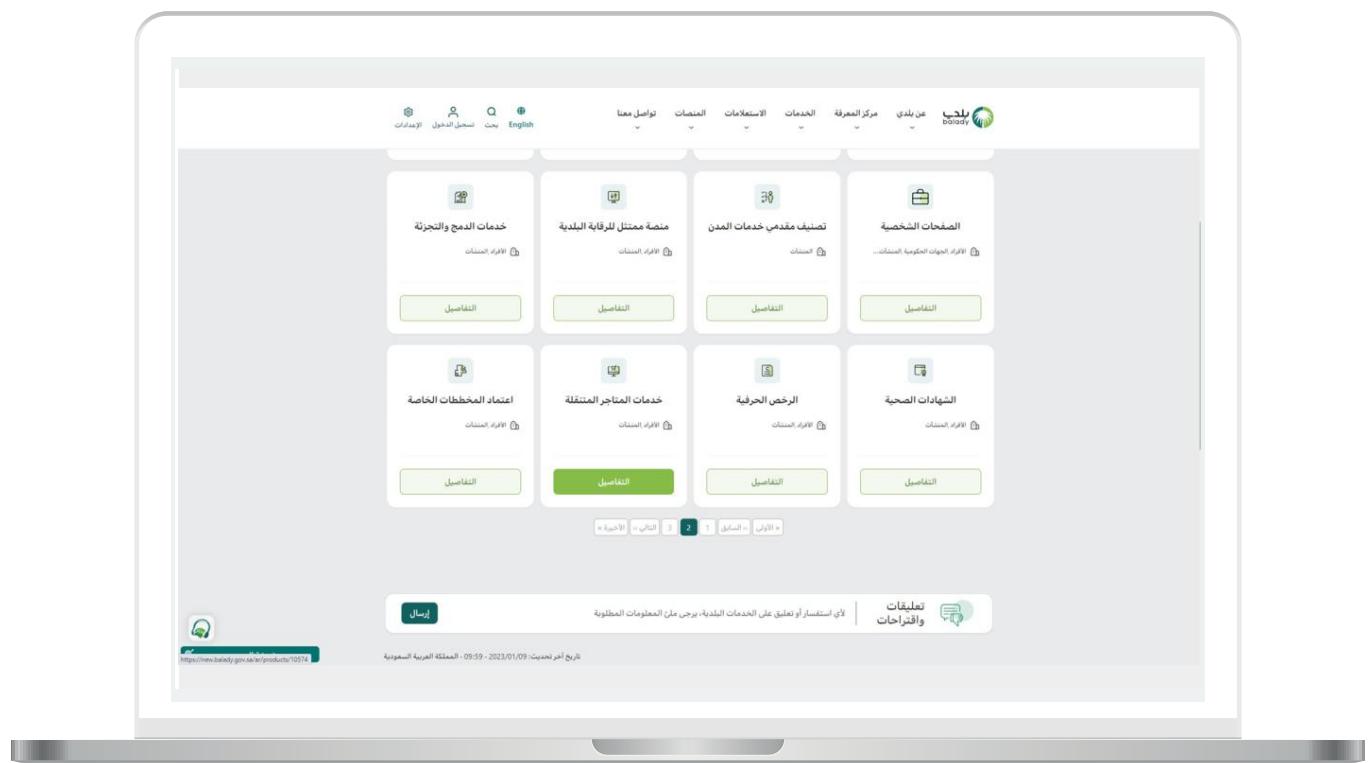
5) The next screen appears, where the user chooses (**Modification of a Temporary License for a Mobile Store Outlet**) as shown below.
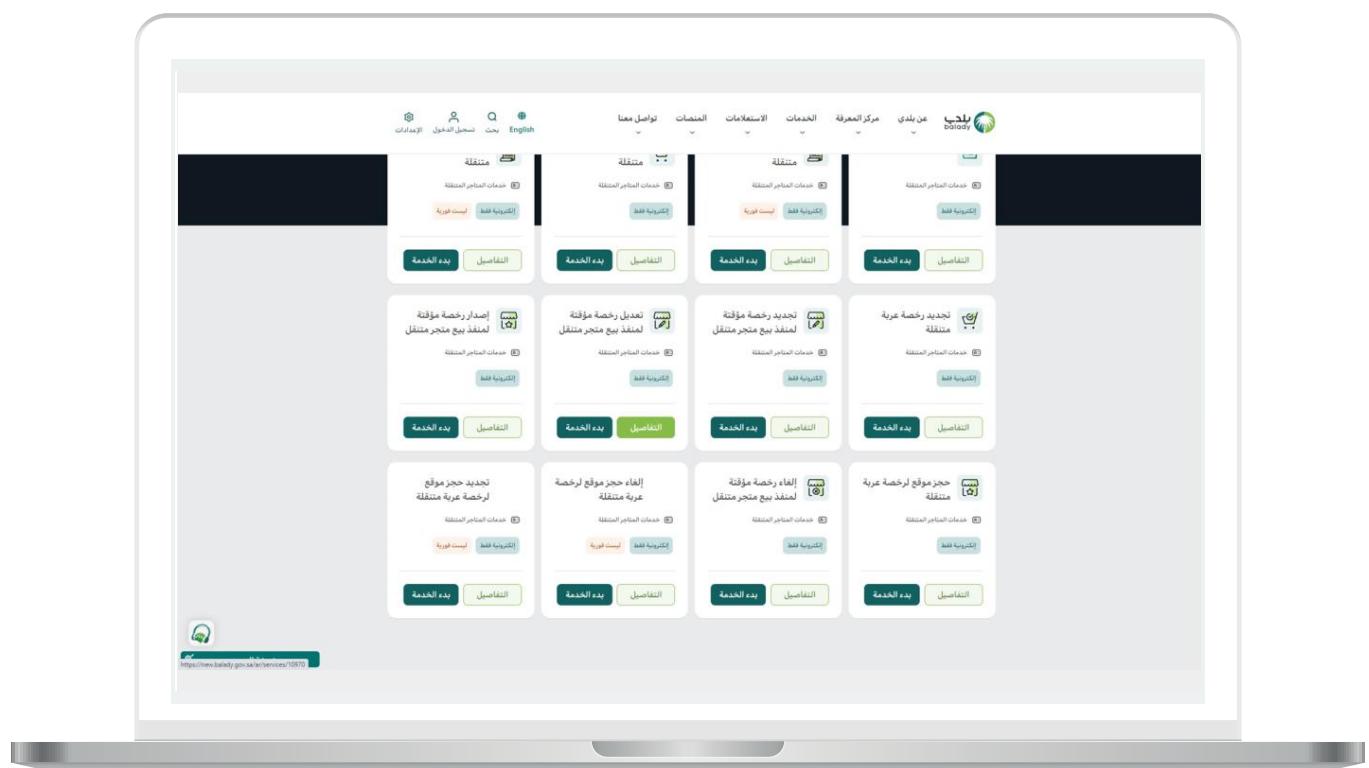
6) The following screen appears, displaying the (**Service Card**), which includes details such as (**How to Apply, Requirements, Conditions and Fines, etc.**).
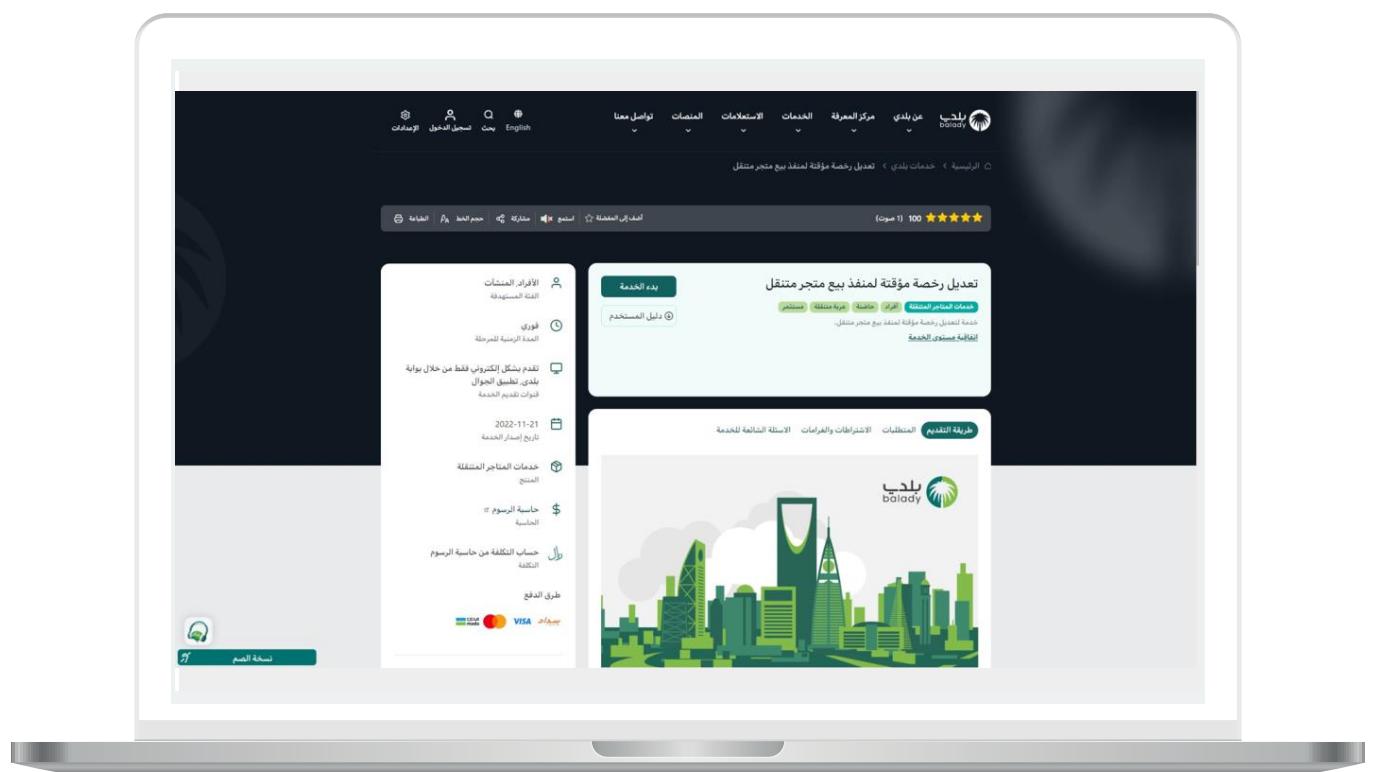
7) The following screen represents the (**Terms and Penalties**) section.
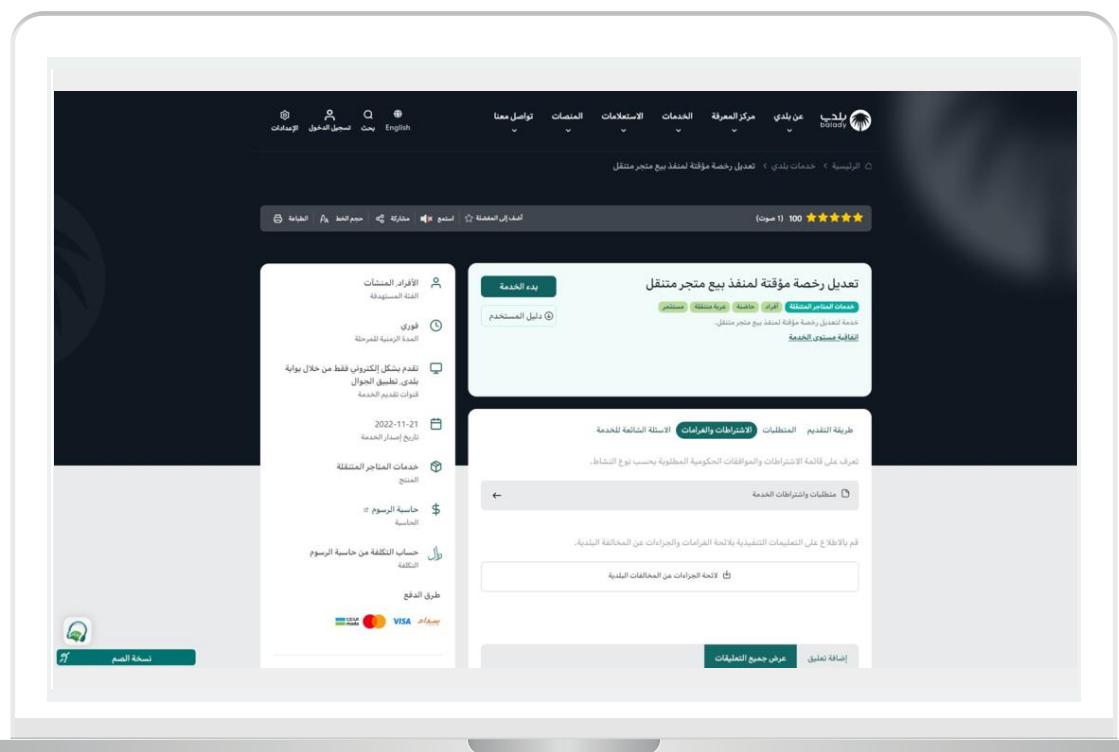
8) To start the application process, the user clicks (**Start Service**).
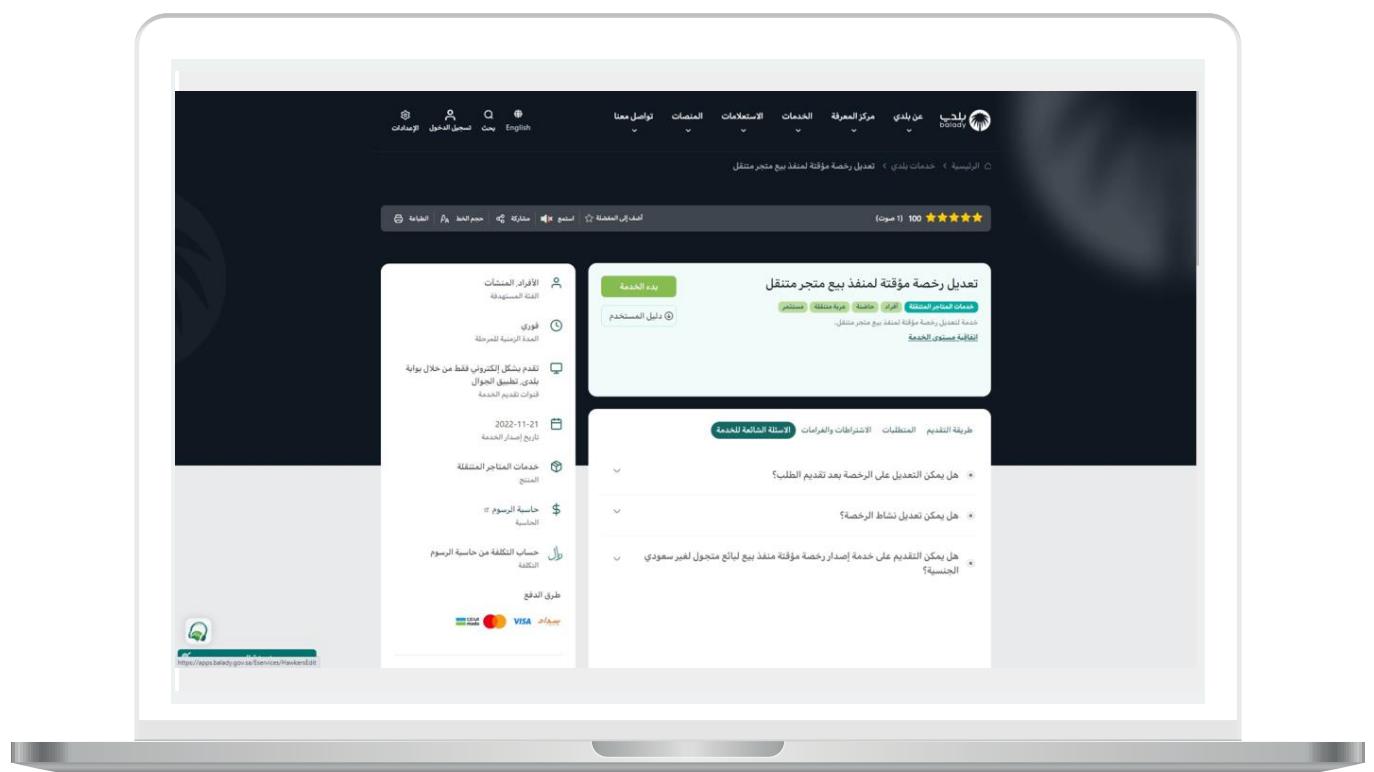
9) The following screen appears, representing the first stage of license issuance, which is (**Applicant Information**), where the user enters the mobile number and clicks on (**Verify**) to confirm the number.
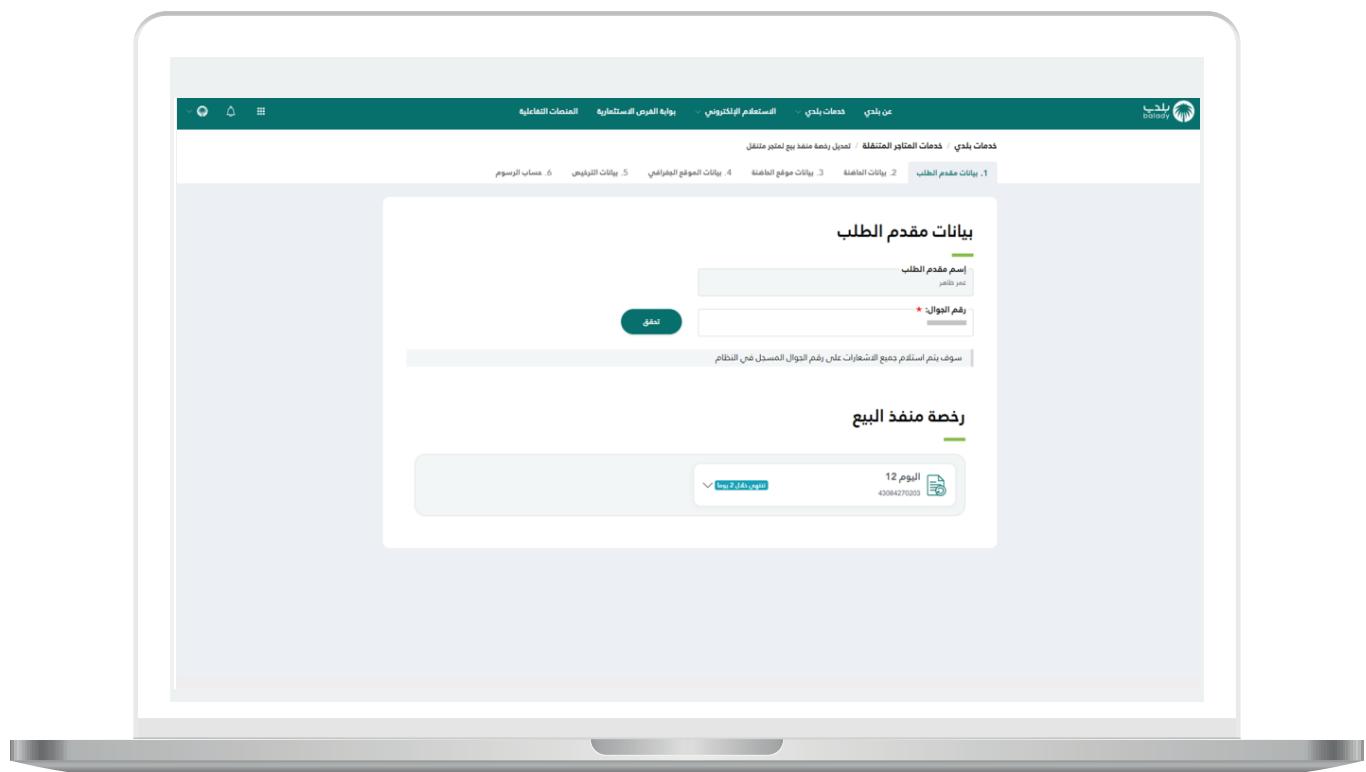
10) A verification code is sent via SMS. The user enters the code in the (**Confirmation Code**) field and clicks (**Confirm**).
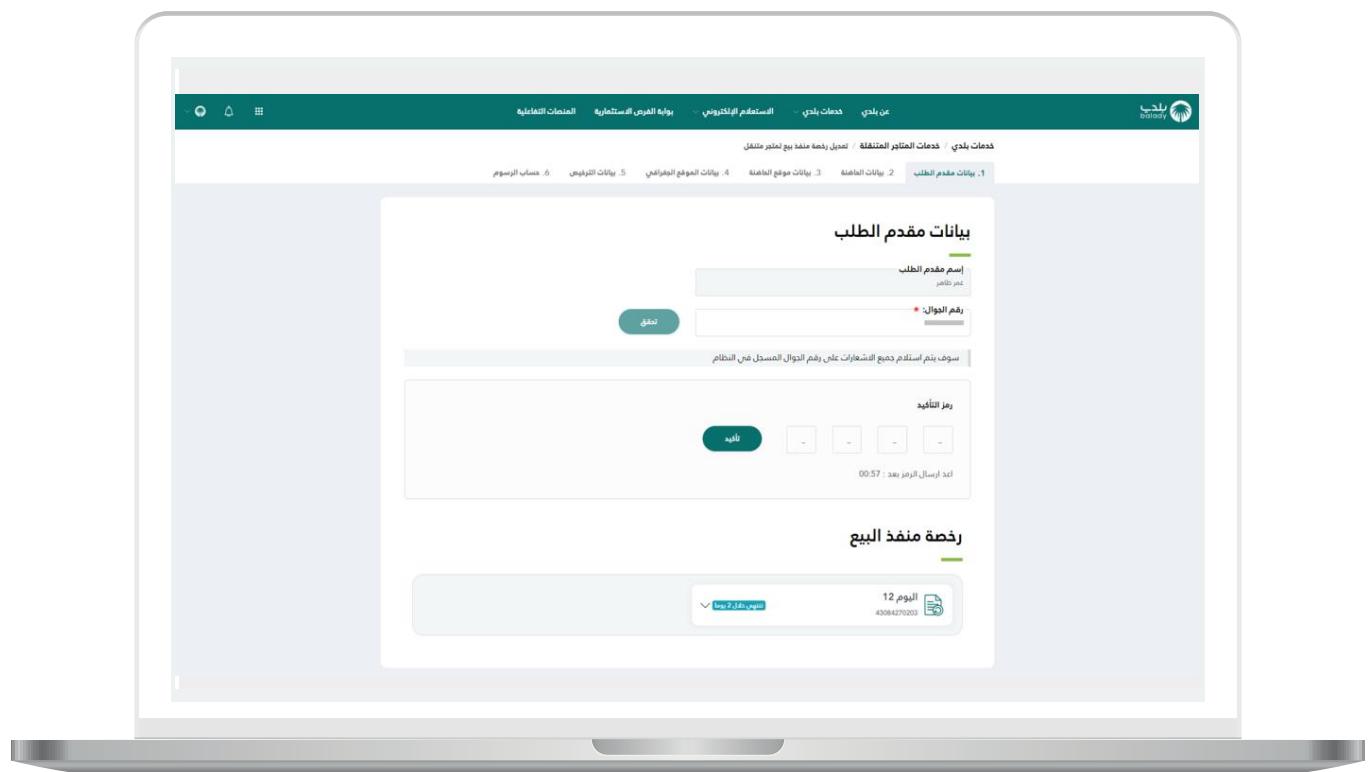
11) A message appears stating (**Thank you, verification was successful**) as shown below.

The user then selects the license to be modified from the licenses listed under the (**Sales Outlet License**) section.
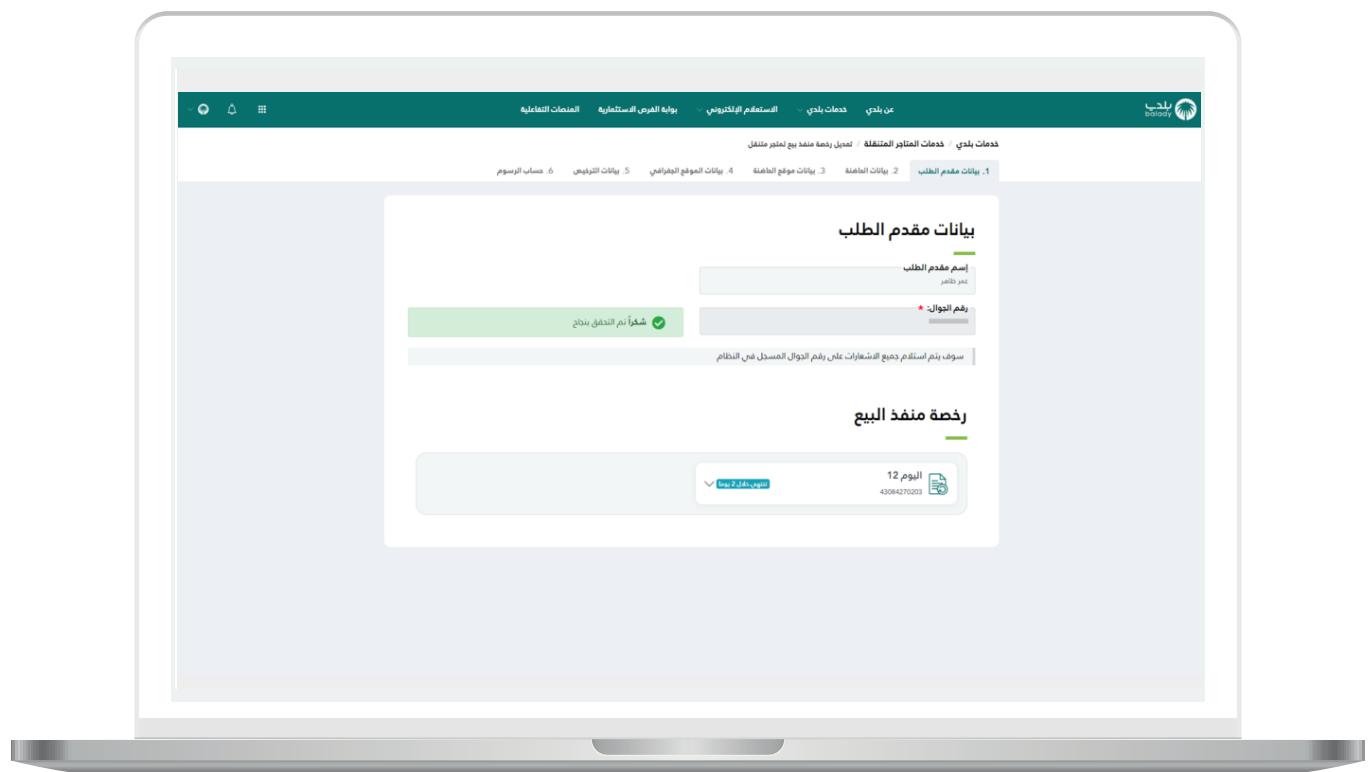
12) After selecting the license, its details are displayed, as shown below. The user clicks the (**View Details**) button.
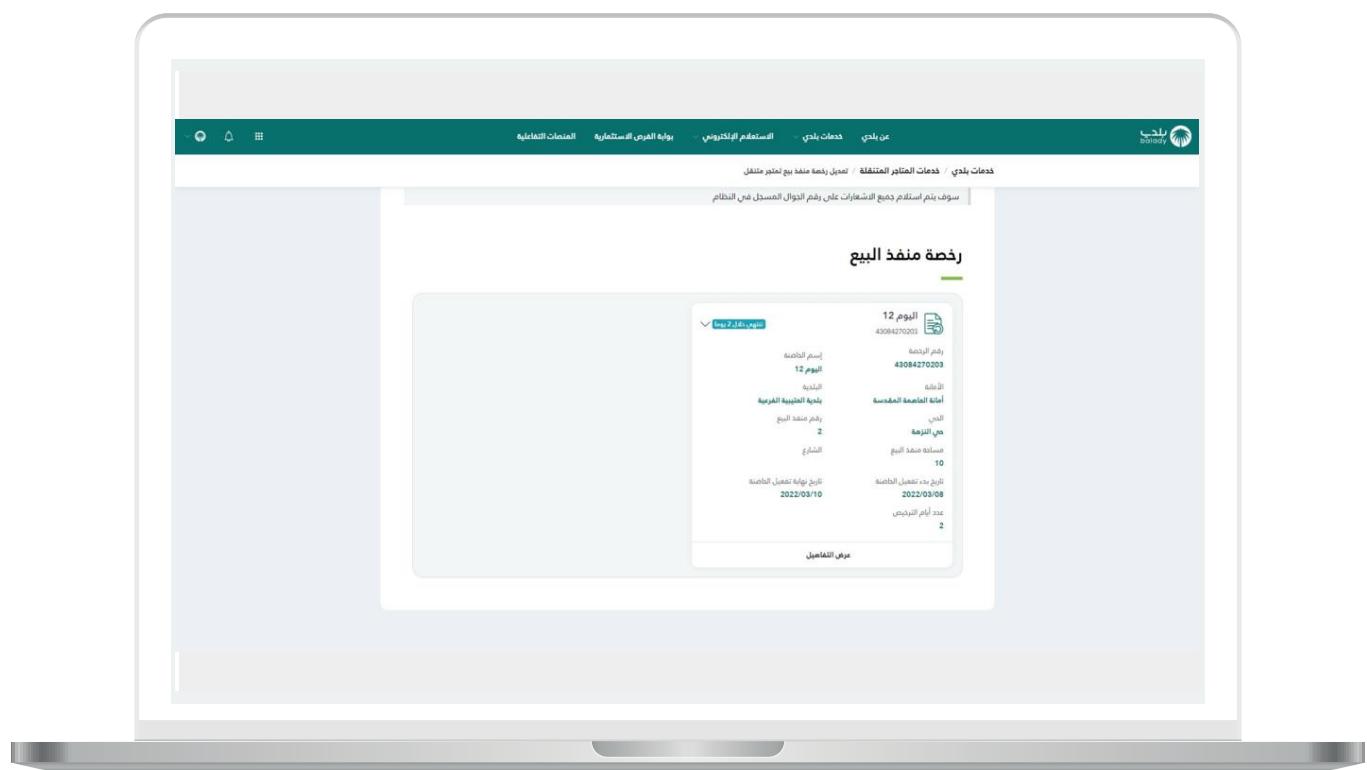
13) The user is then moved to the (**Incubator Information**) stage, as shown below, where the incubator's location appears on the map.

The user can modify the location by clicking on the (**Details**) menu.
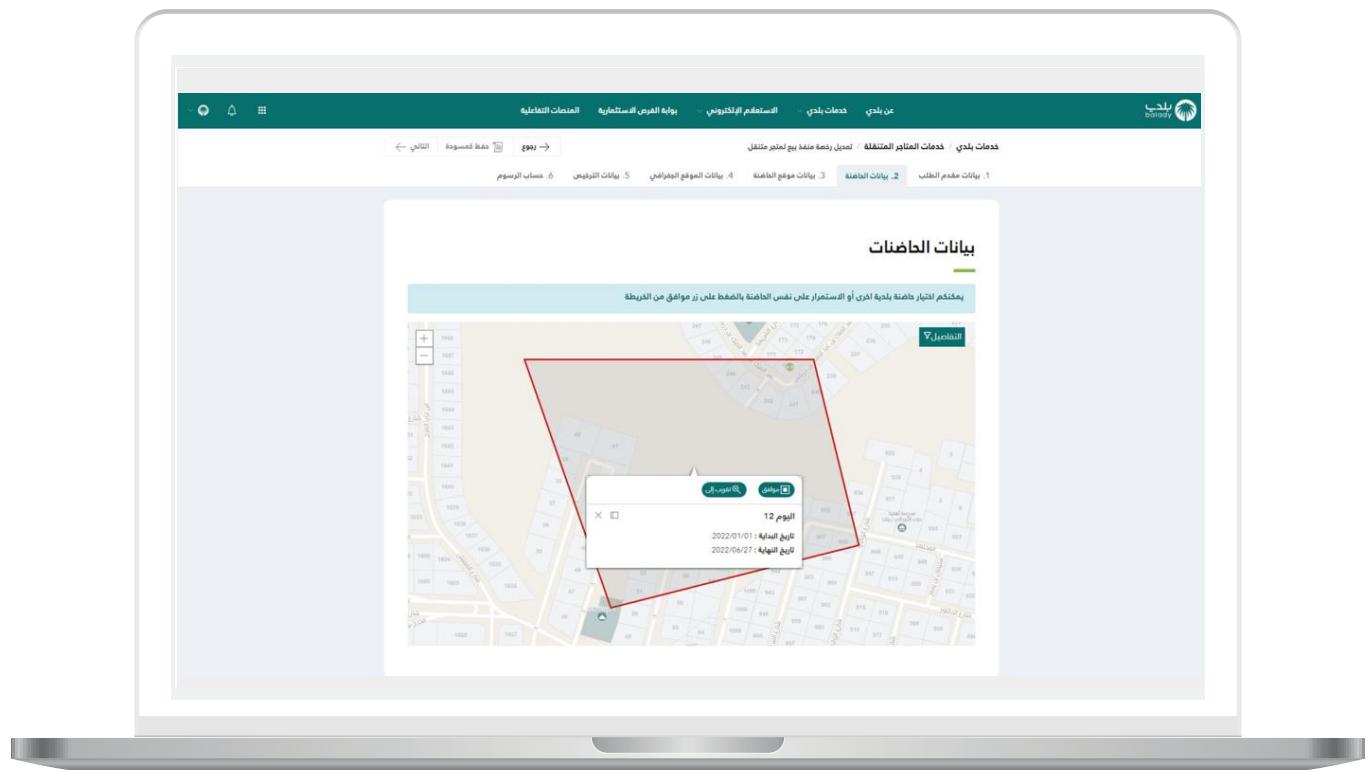
14) Then, a new value is selected from the (**District**) dropdown menu.
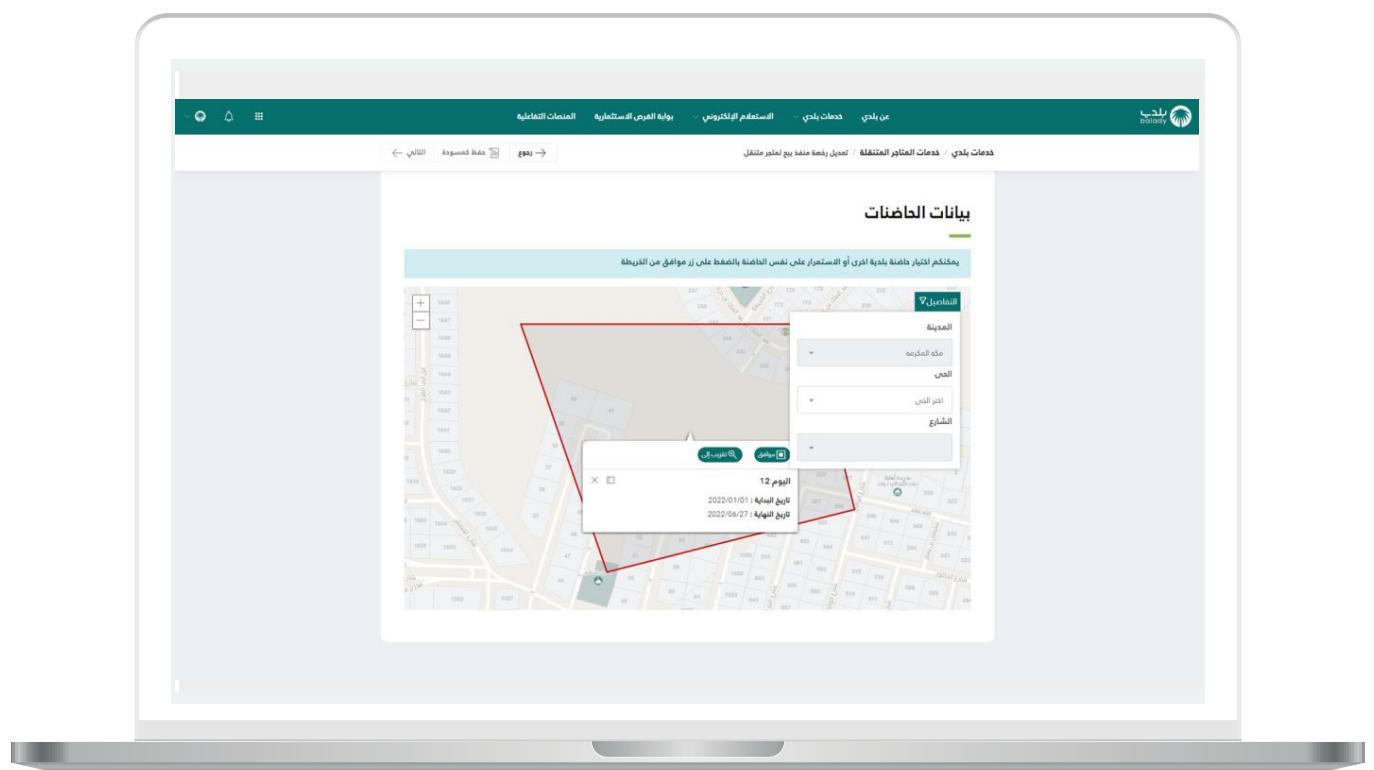
15) After selecting the district from the dropdown menu, it is marked on the map in red, as shown below.

The incubators in the selected geographical location appear, and the user selects the incubator where they want to modify the license.
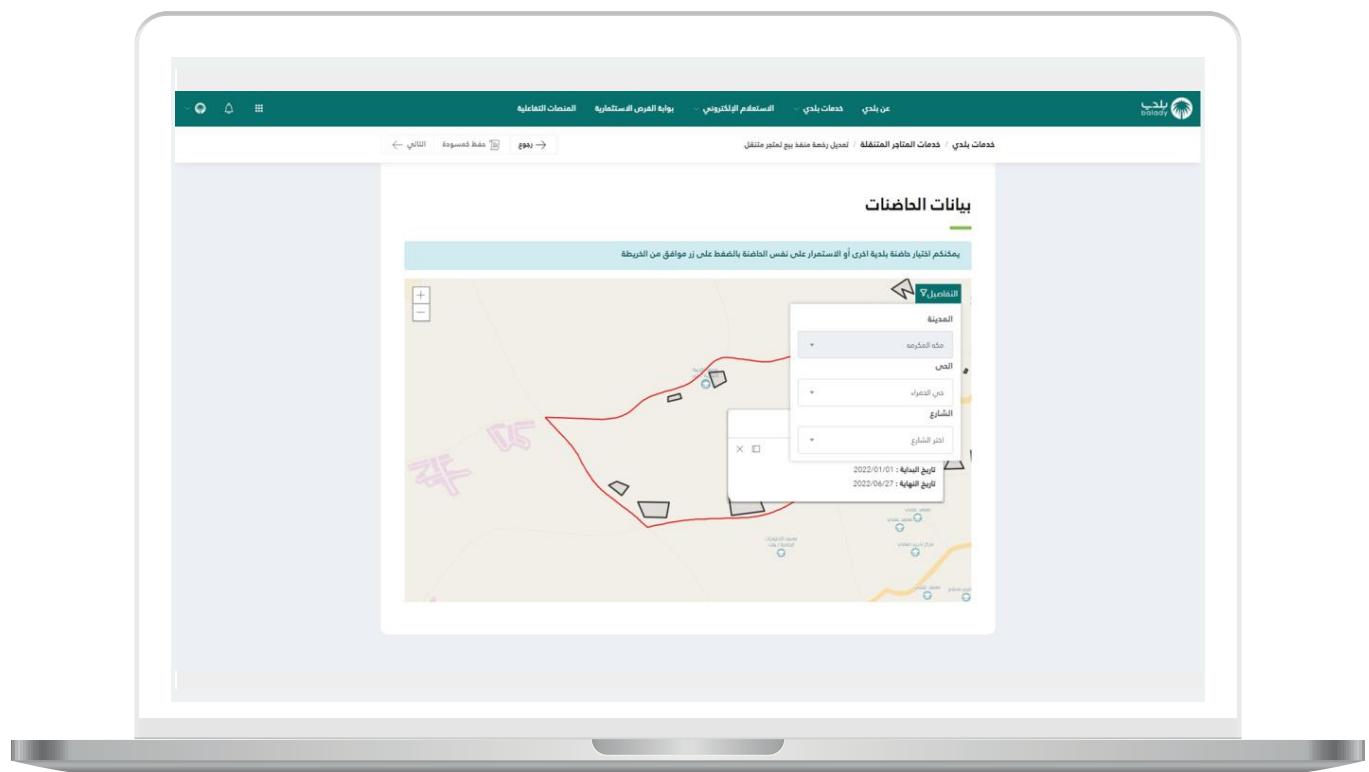
16) After selecting the incubator on the map, an explanatory message appears, as shown below. The user can zoom in on the location by clicking (**Zoom In**) or confirm the location by clicking (**Confirm**).
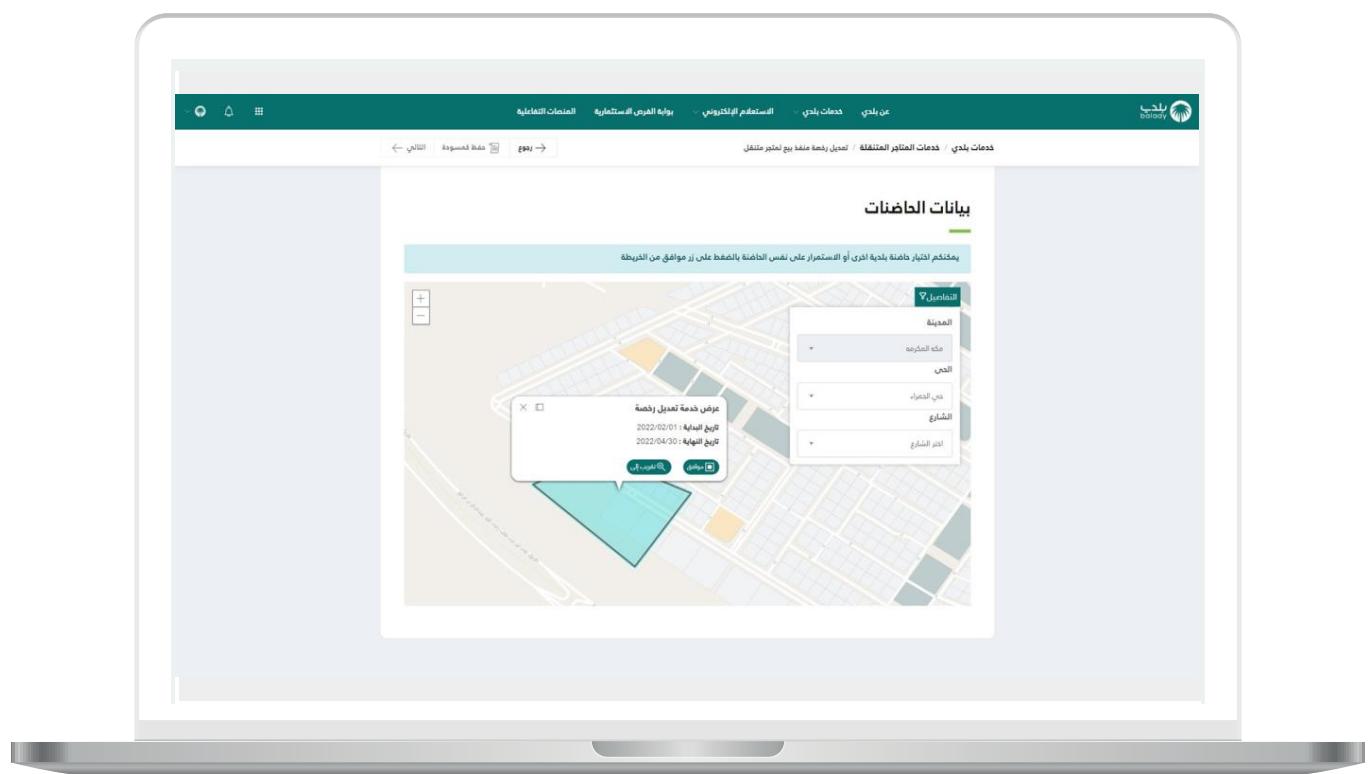
17) After clicking the (**Confirm**) button, the user is moved to the (**Incubator Site Information**) stage, as shown below, which includes (**Incubator Information, Investor Information**).

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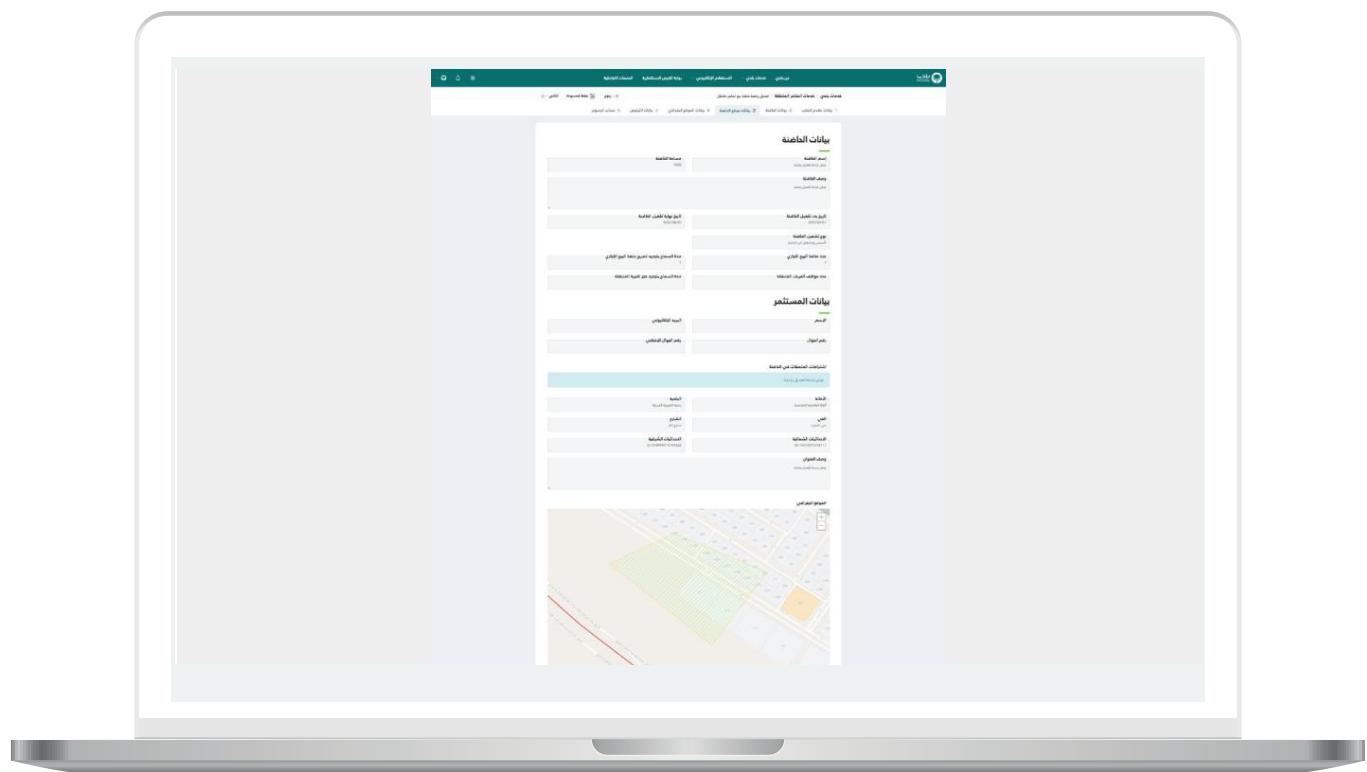
18) Next, the (**Geographical Location Information**) stage appears, as shown below.

The available incubator locations are displayed, along with the site area and the daily rental value for each location, allowing the user to select one.
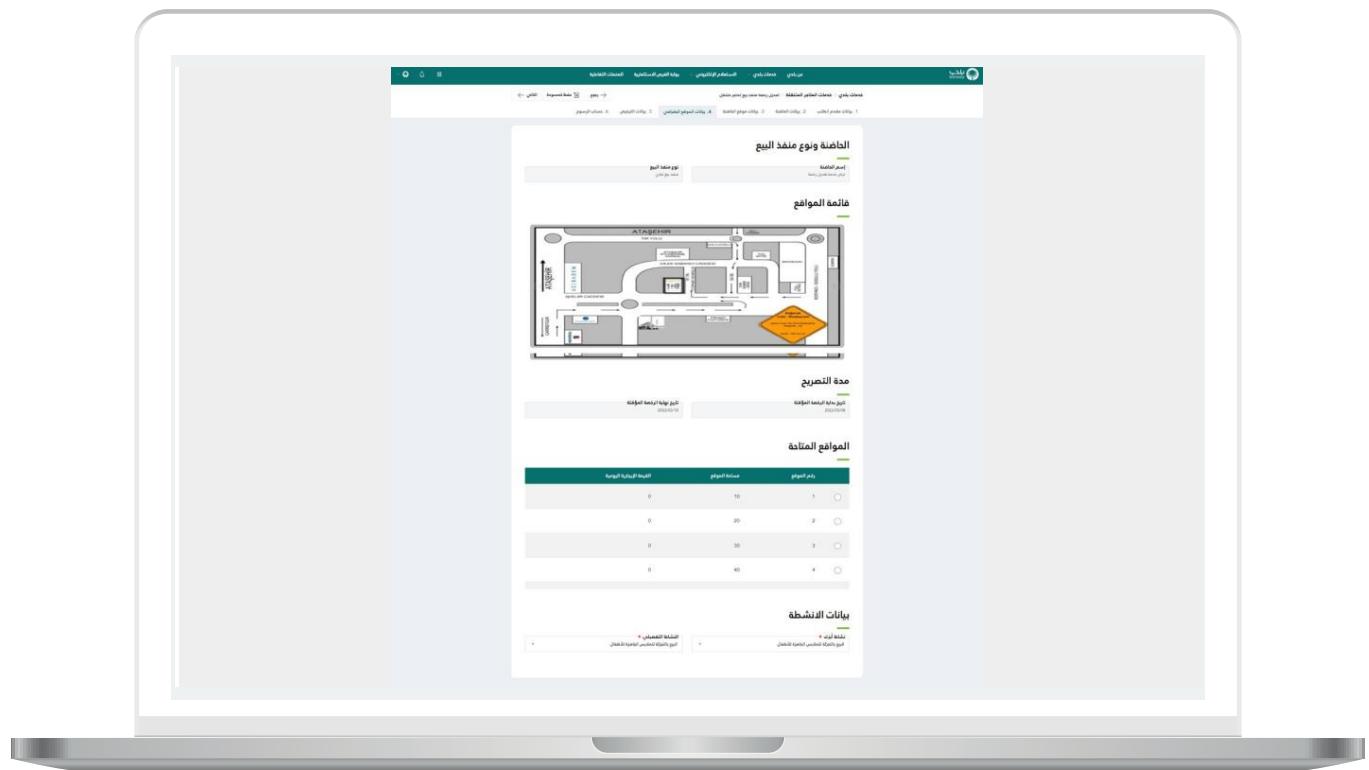
19) Then, the user selects the location from the table, as shown below.
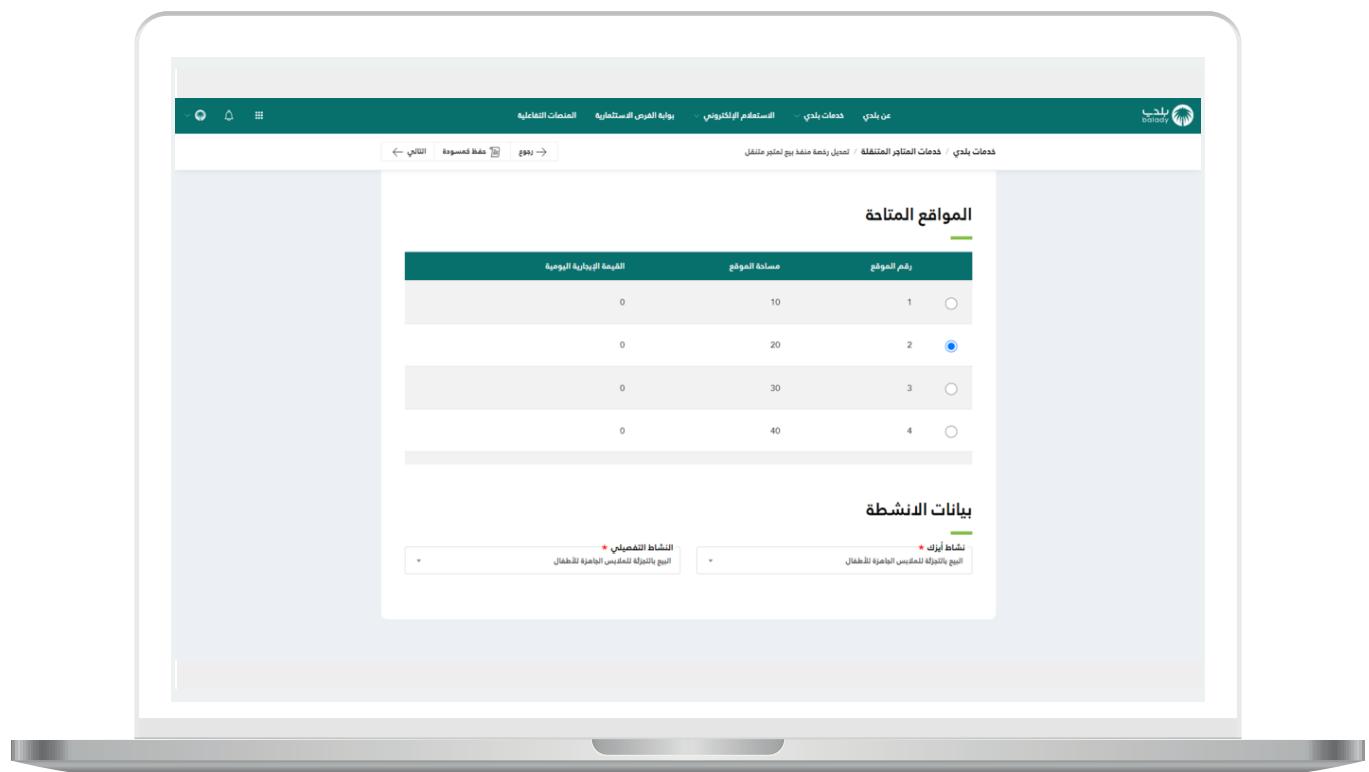
20) Next, the user chooses the activity details from the dropdown lists (**ISIC Activity, Detailed Activity**) and then clicks the (**Next**) button to proceed to the next stage, with the option to save the request as a draft for later reference using the (Save as Draft) button and the ability to return to the previous stage using the (**Back**) button.

21) At the (**License Information**) stage, as shown below, the user fills in the following optional fields: (**Marketing Summary, Website, Instagram Account, Twitter Account, Snapchat Account**).
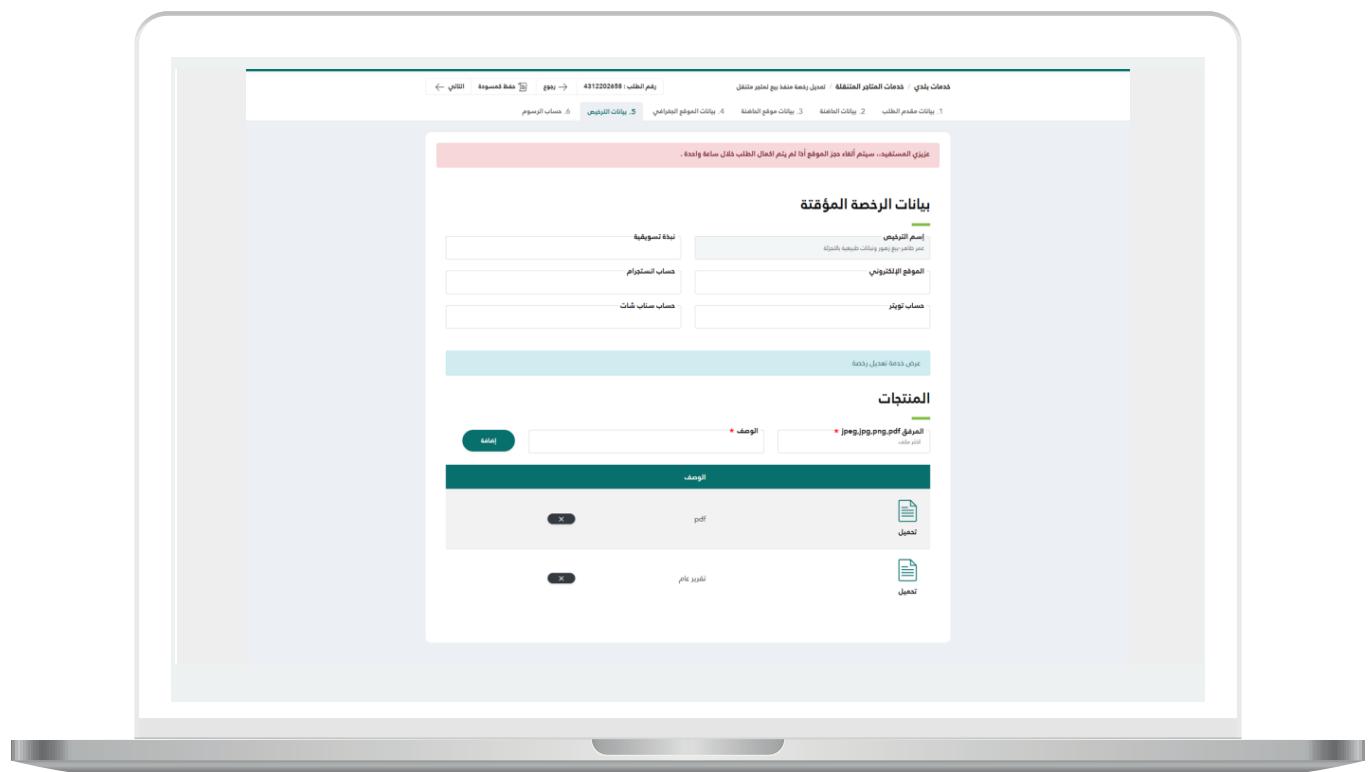
22) After adding products, the user clicks (**Next**) to proceed to the next stage, with the option to save the request as a draft for later review by clicking (**Save as Draft**) and to return to the previous stage by clicking (**Back**).
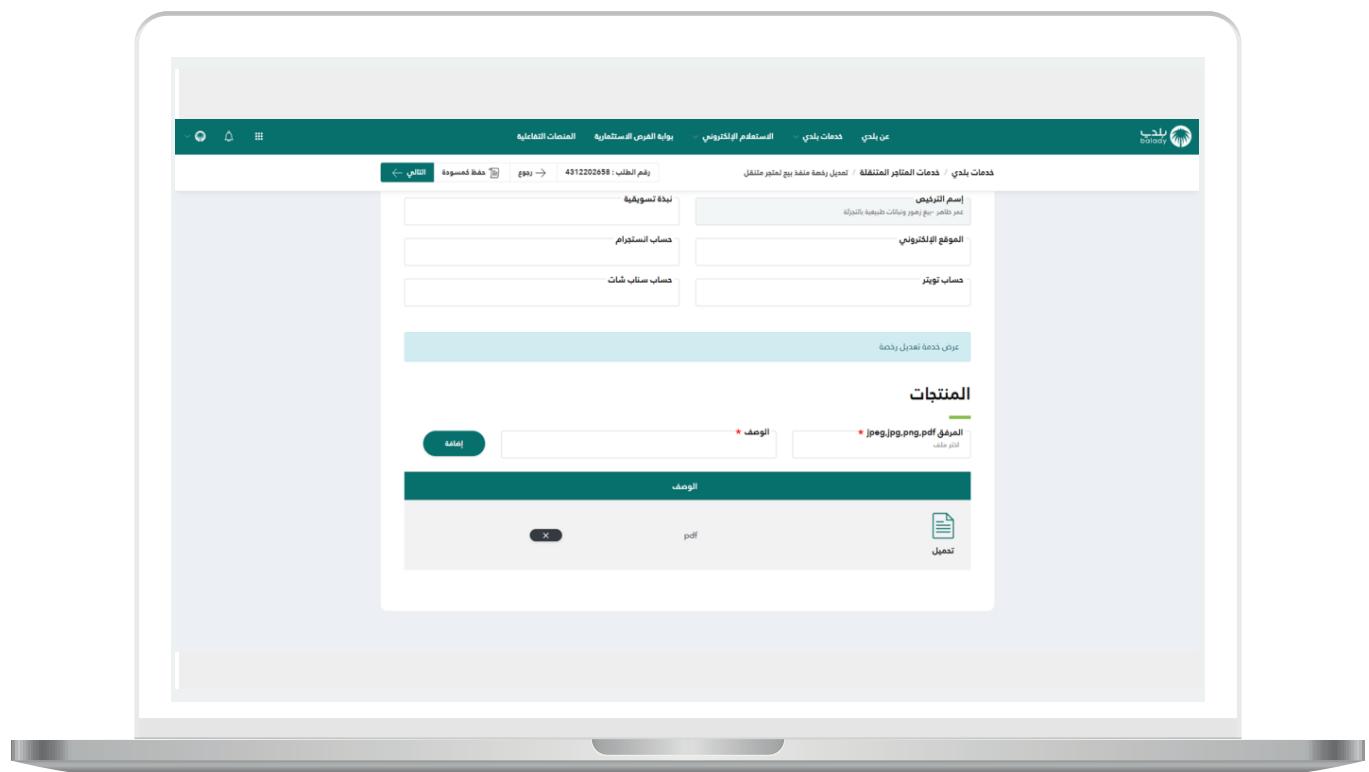
23) Important Note:

If the activity requires a health certificate and the municipality has activated the health certificates system, the system will verify the existence of a valid health certificate for the beneficiary through integration with the health certificates system on the Balady platform using the beneficiary's ID.

If the activity requires a health certificate but the municipality has not activated the health certificates system, the user must attach a copy of the health certificate as a mandatory requirement in image format or PDF.
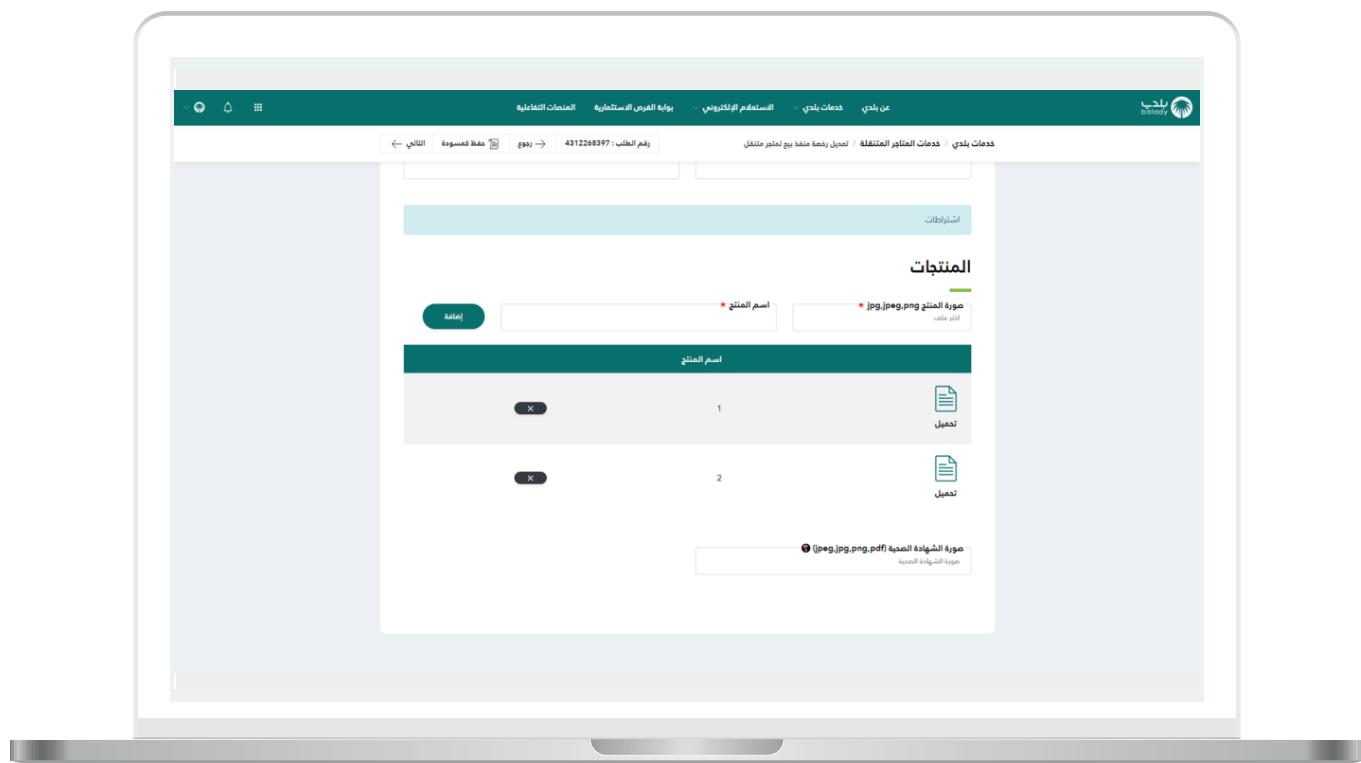
24) The user then proceeds to the (**Fee Calculation**) stage, where they agree to the declaration and click (**Calculate**) to determine the total fee cost.

If the operator is the (**Municipality**), the declaration appears as follows: "I, (**Name**), ID Number (**ID Number**), confirm the accuracy of all data, agree to all requirements, and take full legal responsibility if the request data is incorrect."

If the operator is an (**Investor**), the declaration appears as follows: "I, (**Name**), ID Number (**ID Number**), confirm the accuracy of all data, agree to all requirements, and commit to completing the contracting procedures with the investor or municipality to reserve the location. I take full legal responsibility if the request data is incorrect or if the contracting procedures are not completed."
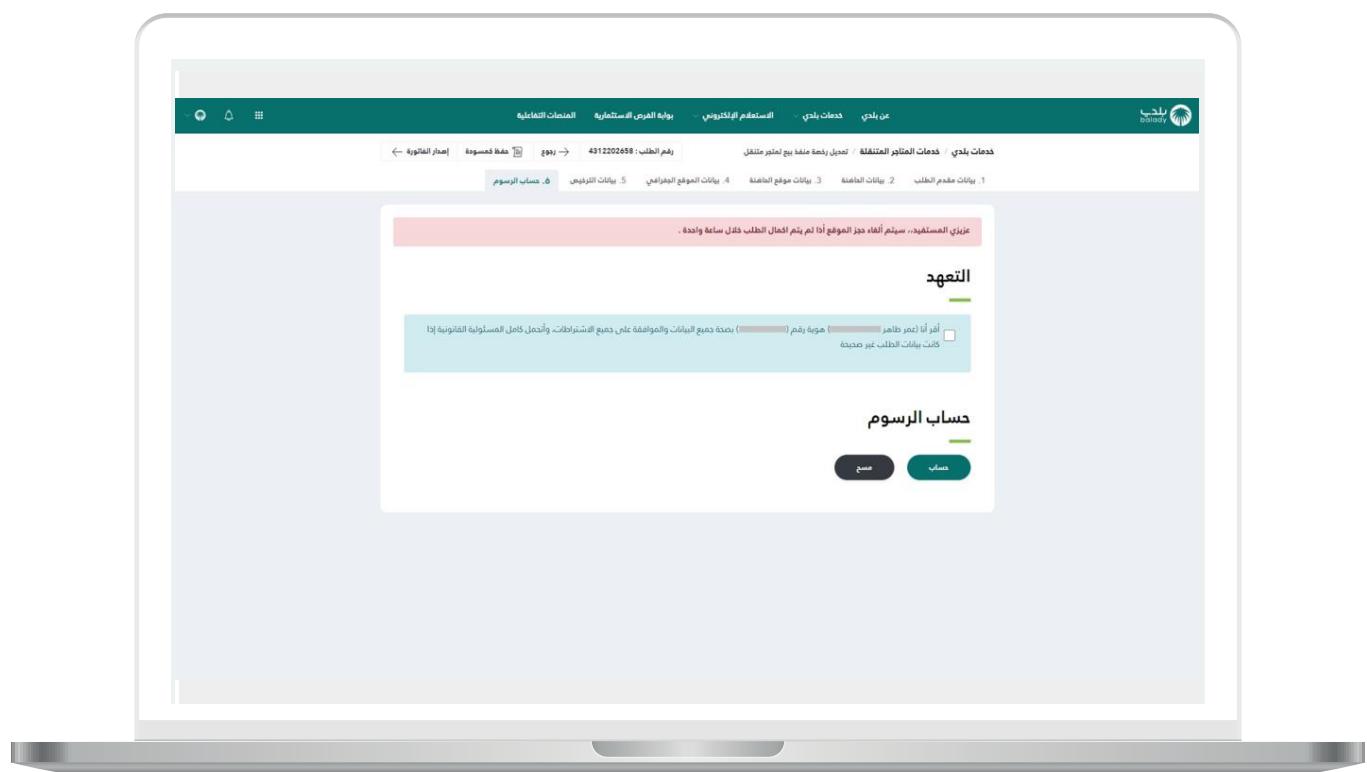
25) The user then clicks the (**Issue Invoice**) button, with the option to save the request as a draft for later reference using the (**Save as Draft**) button and the ability to return to the previous stage using the (**Back**) button.

Note: If the request is submitted for an incubator operated by an investor, the user must wait for the investor's approval before the invoice is issued.

Fee Calculation Method for License Modification:

- If the operator is the Municipality, and the rental value is greater than zero, the fees are calculated based on both the rental value and the activity fees for the remaining days. If the rental value is zero, the fees are calculated only based on the activity fees for the remaining days.

- If the operator is an Investor, whether the rental value is zero or greater than zero, the activity fees are calculated based on the number of remaining days.
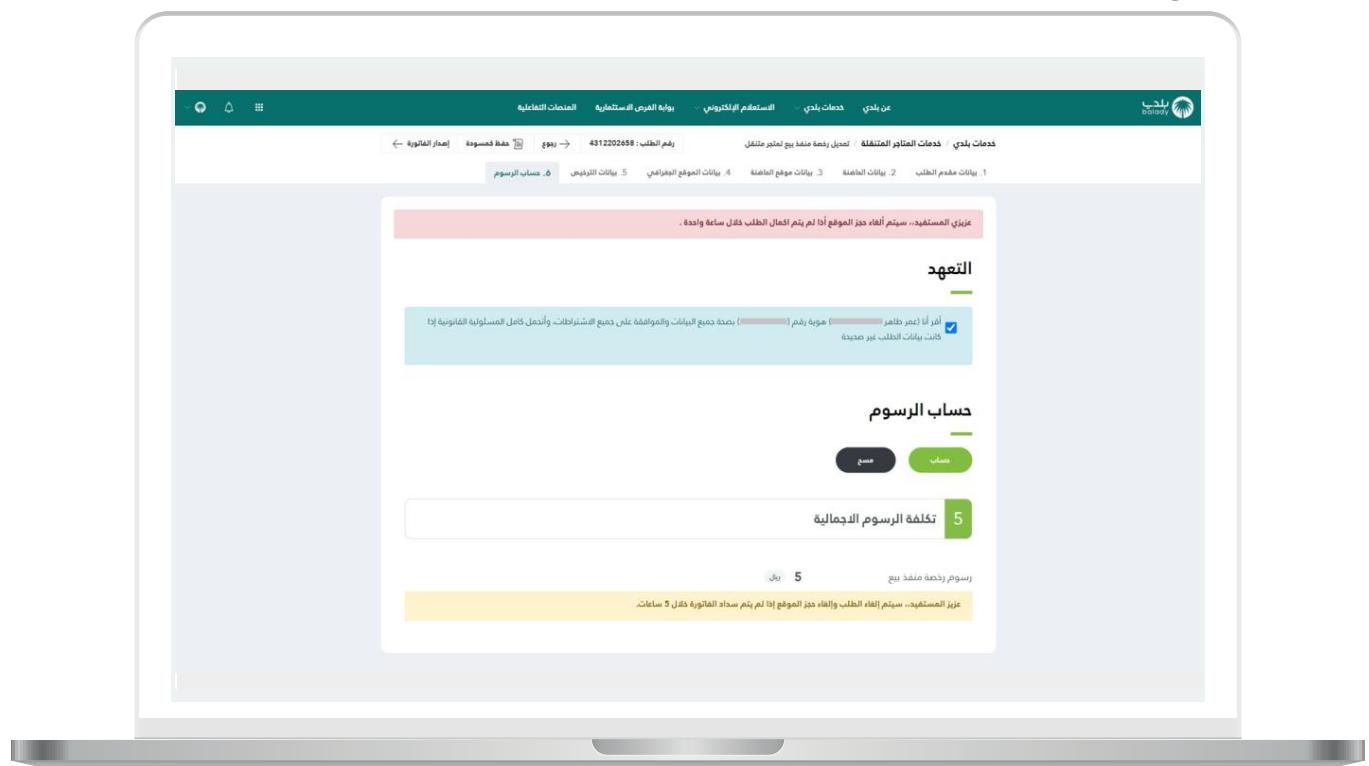
26) Then, the system generates the payment invoice for the modification service, displaying its number as shown in the following illustration.

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**).
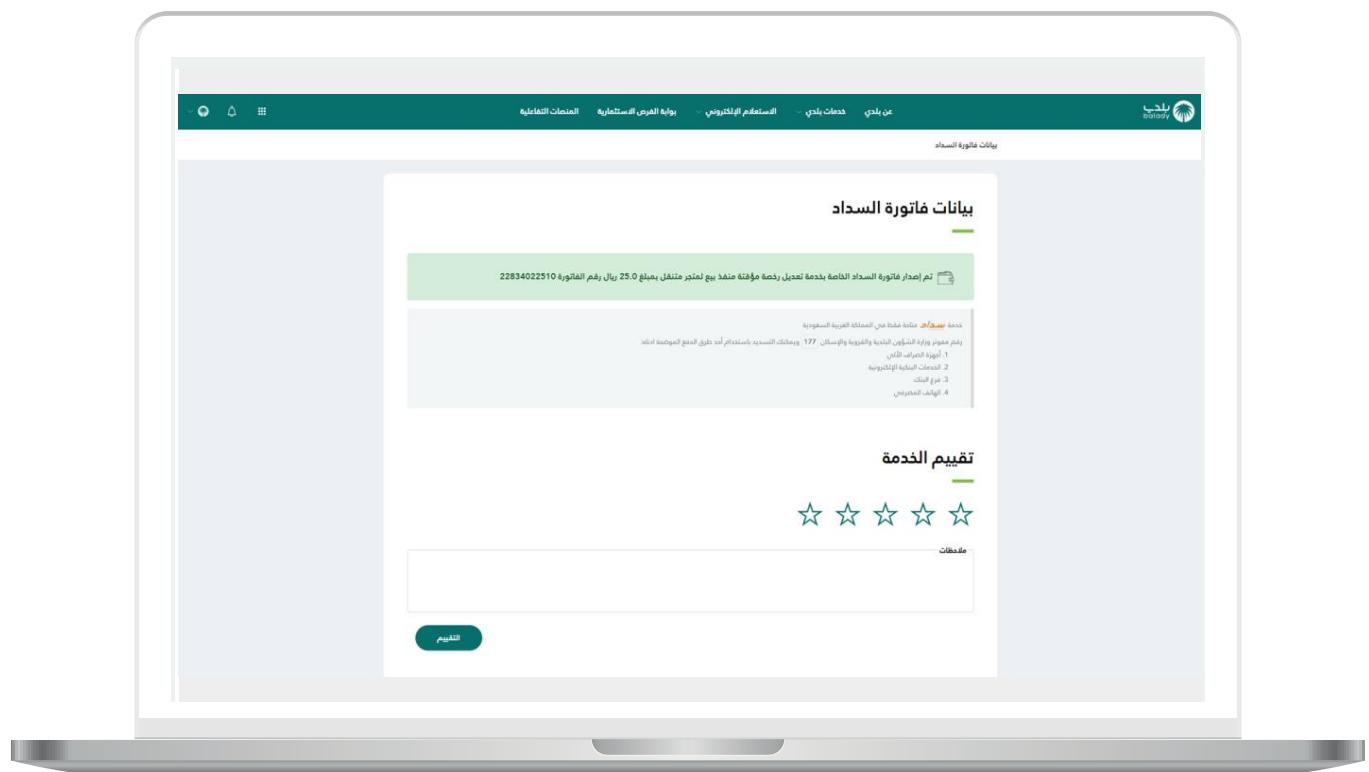
27) The evaluation is successfully saved, and a confirmation message is displayed.
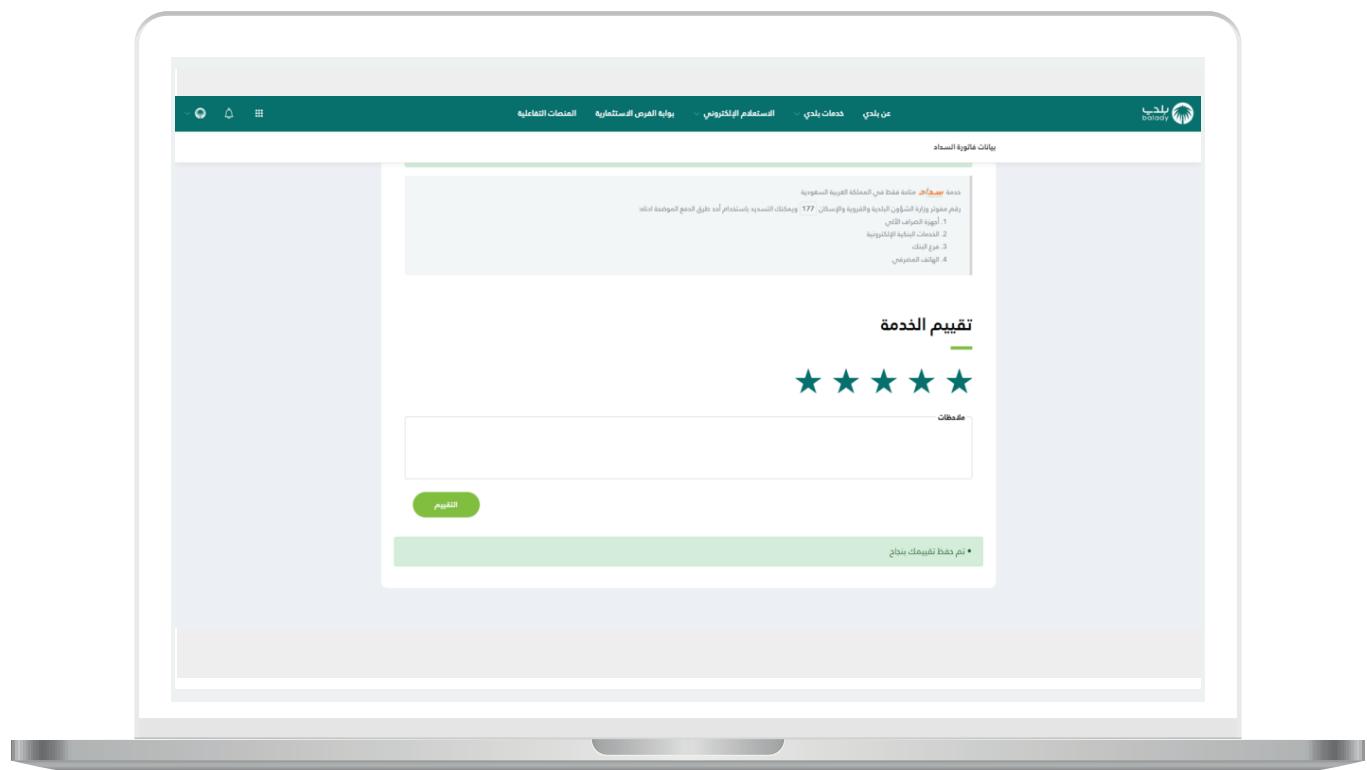
28) The user is then directed to the (**My Requests**) screen, as shown below, where they can track the request, which will have the status (**Awaiting Payment Completion**).
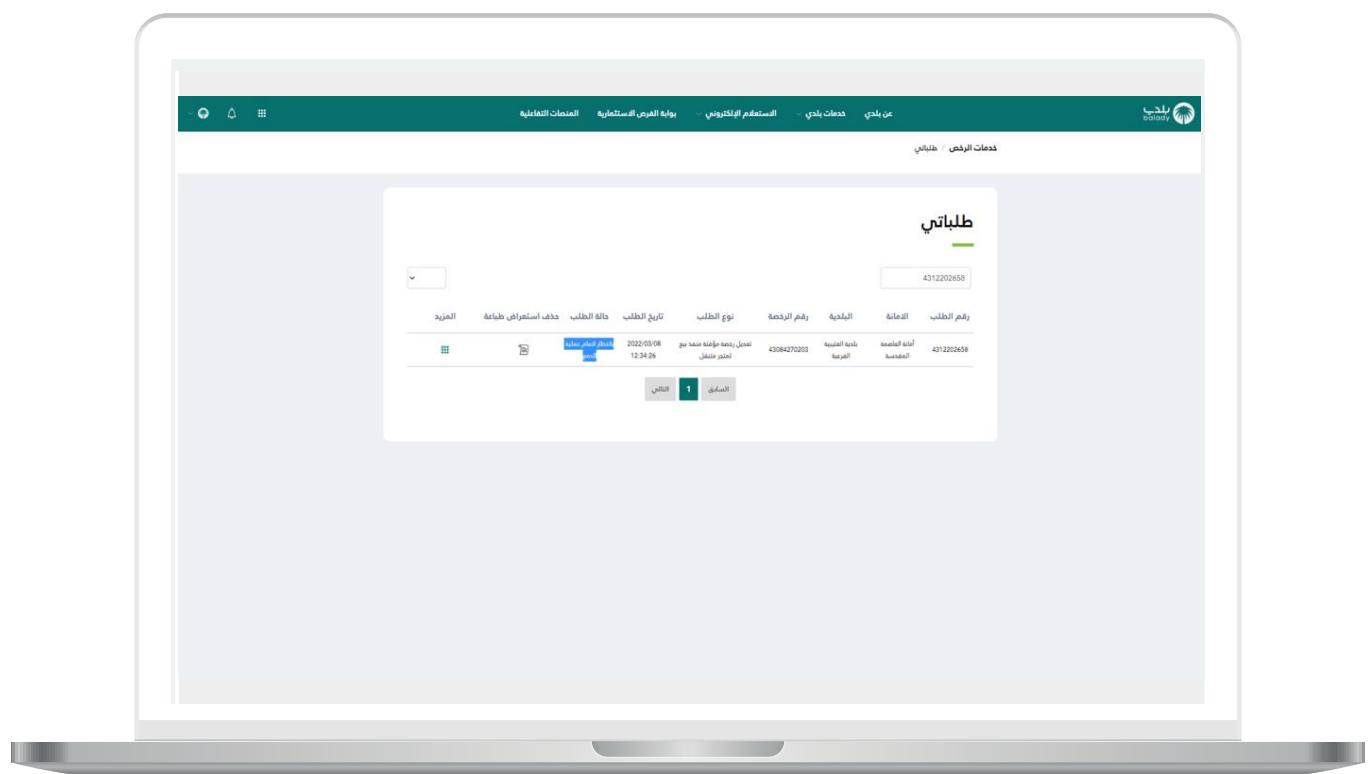
29) After clicking the document icon, the application details will be displayed, as shown in the following screenshot.
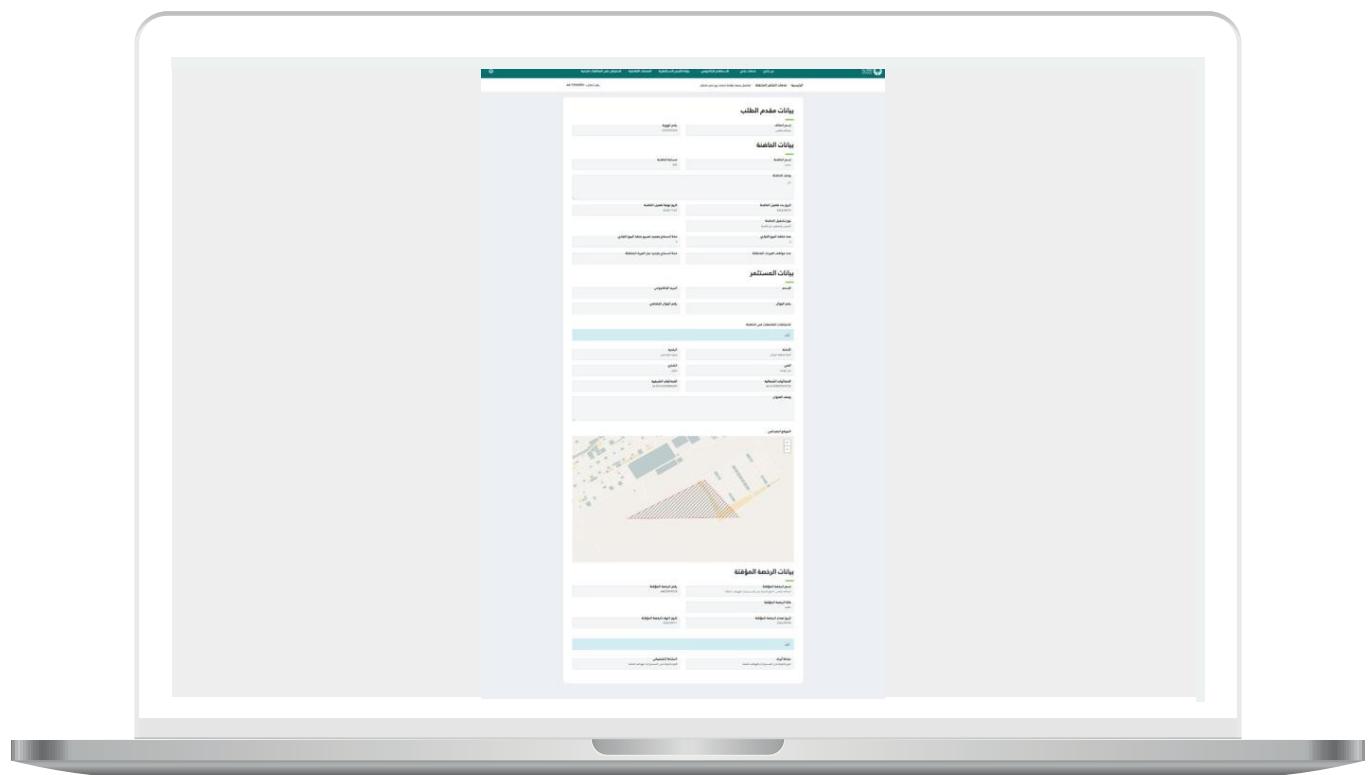
☎ |199040 Direct Contact Number
🐦 |@Balady_CS Customer Service