وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for

Major Project Coordination Services Interactive Map

Contents

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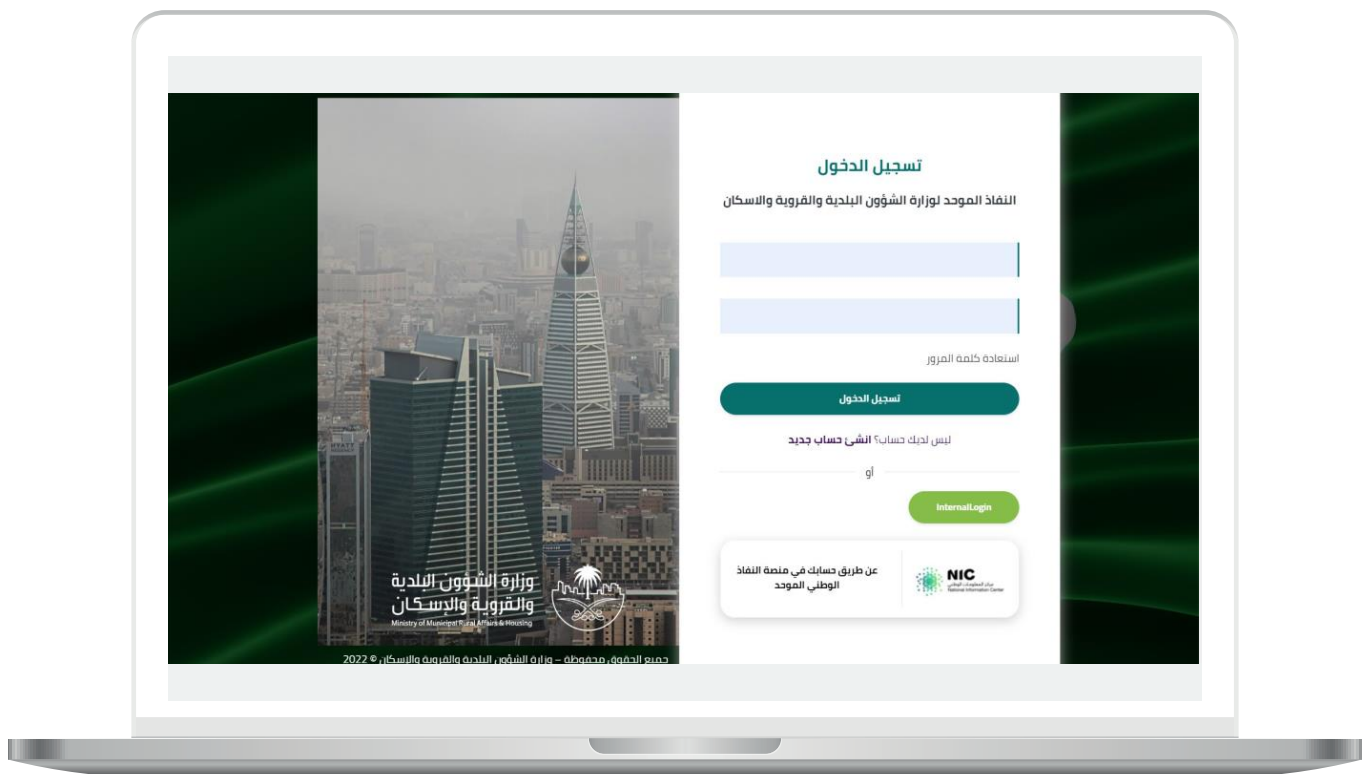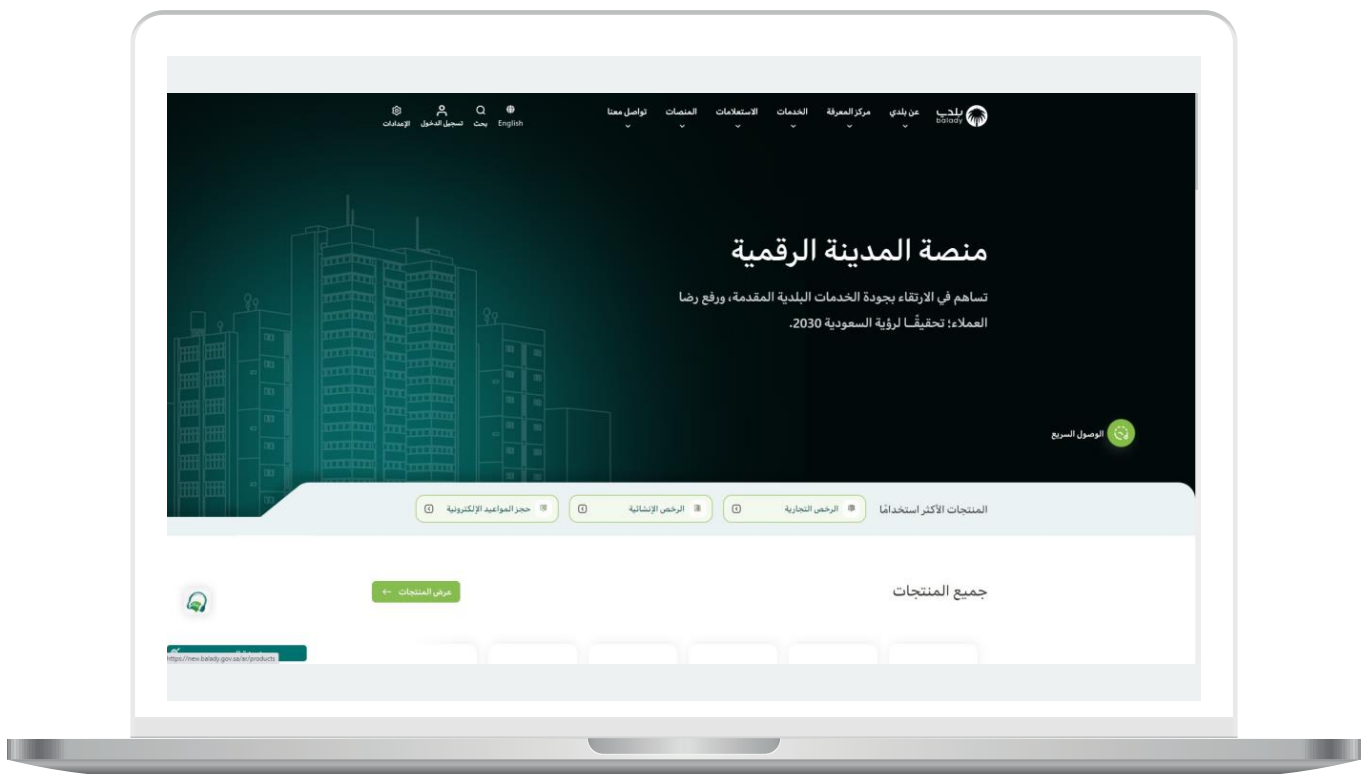
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.
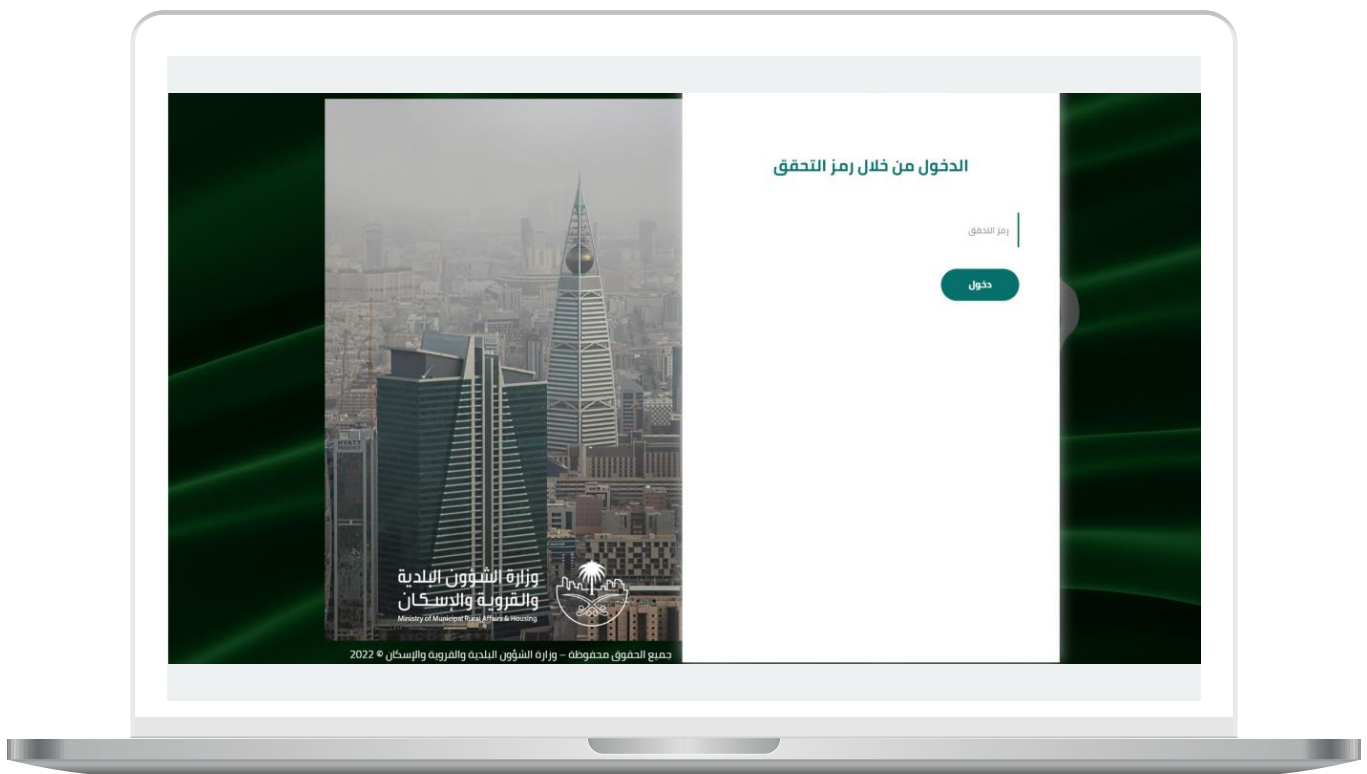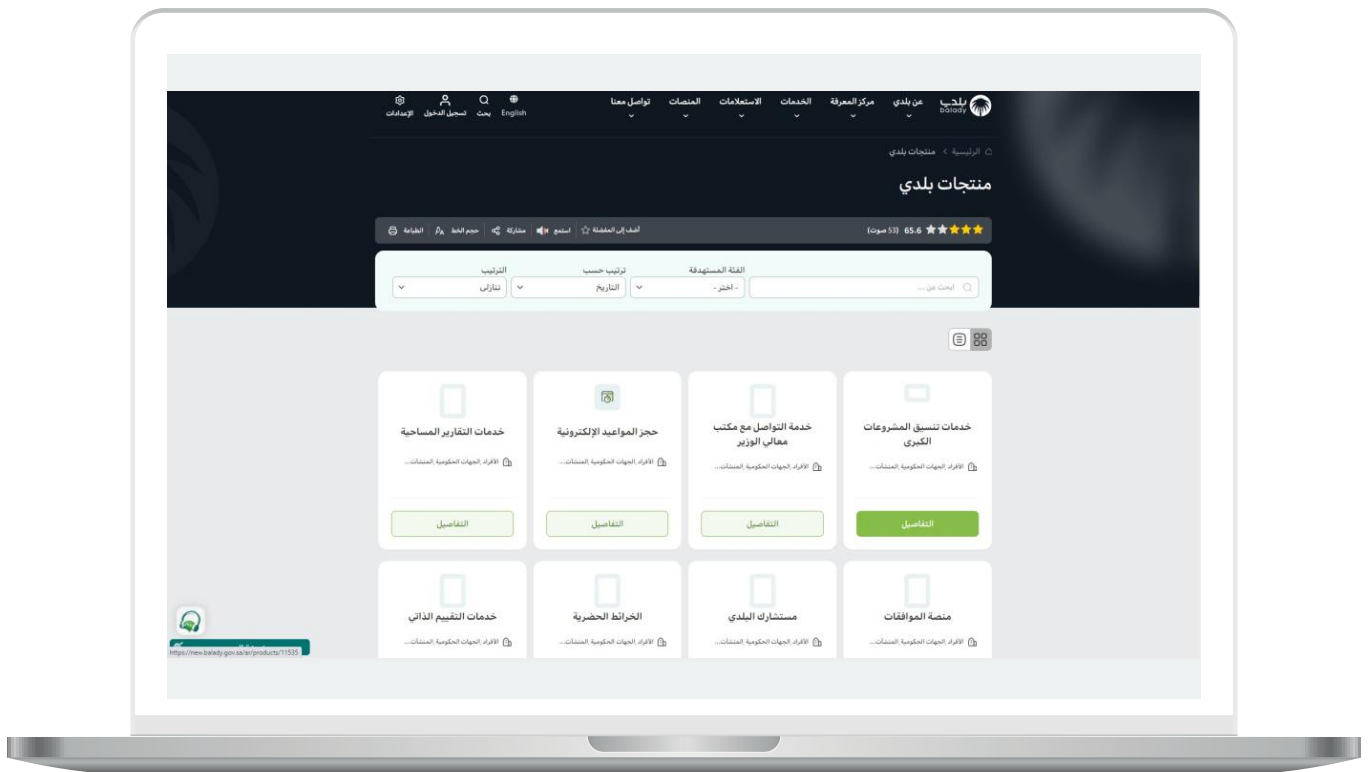
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.
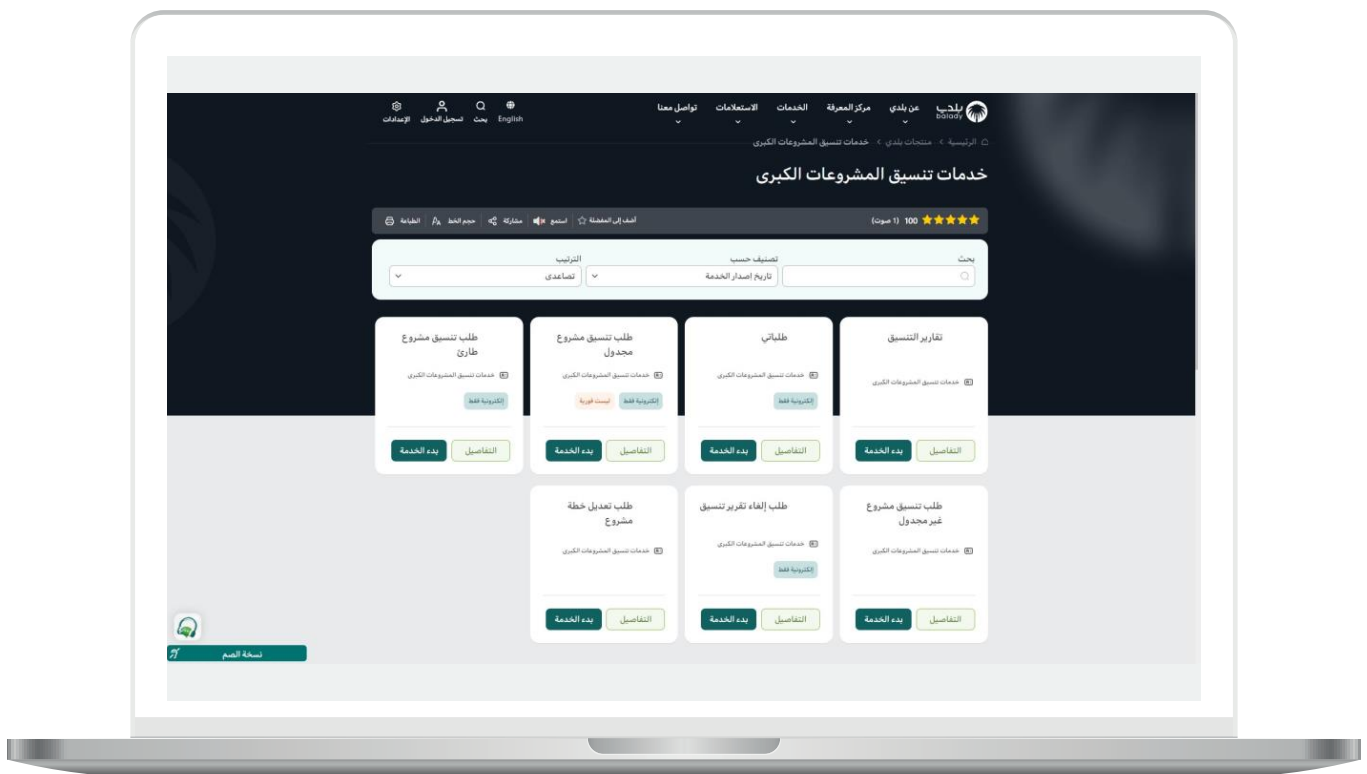
The user then clicks the (**View Products**) button.

4) Then select (**Major Projects Coordination Services**) as shown in the figure below.

5) The following screen appears, which includes major project coordi-
nation services, where details of any service can be viewed through the
(**Details**) button.

Scheduled Project Coordination Request

1) After selecting this service, the following screen appears, where the user can view submission methods, requirements, conditions, and penalties, etc.

2) The following figure represents the (**Requirements**) section.
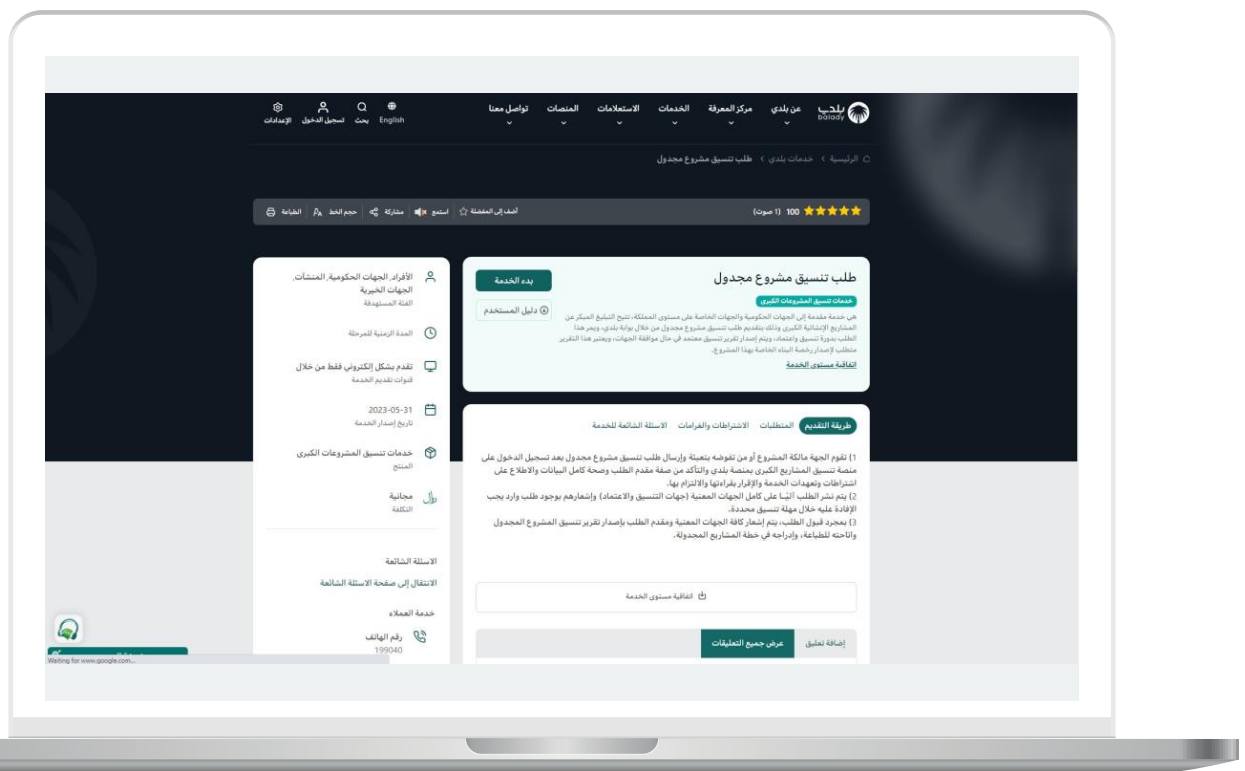
3) The following figure shows the (**Conditions and Penalties**) section, where the service can be started by clicking the (**Start Service**) button.
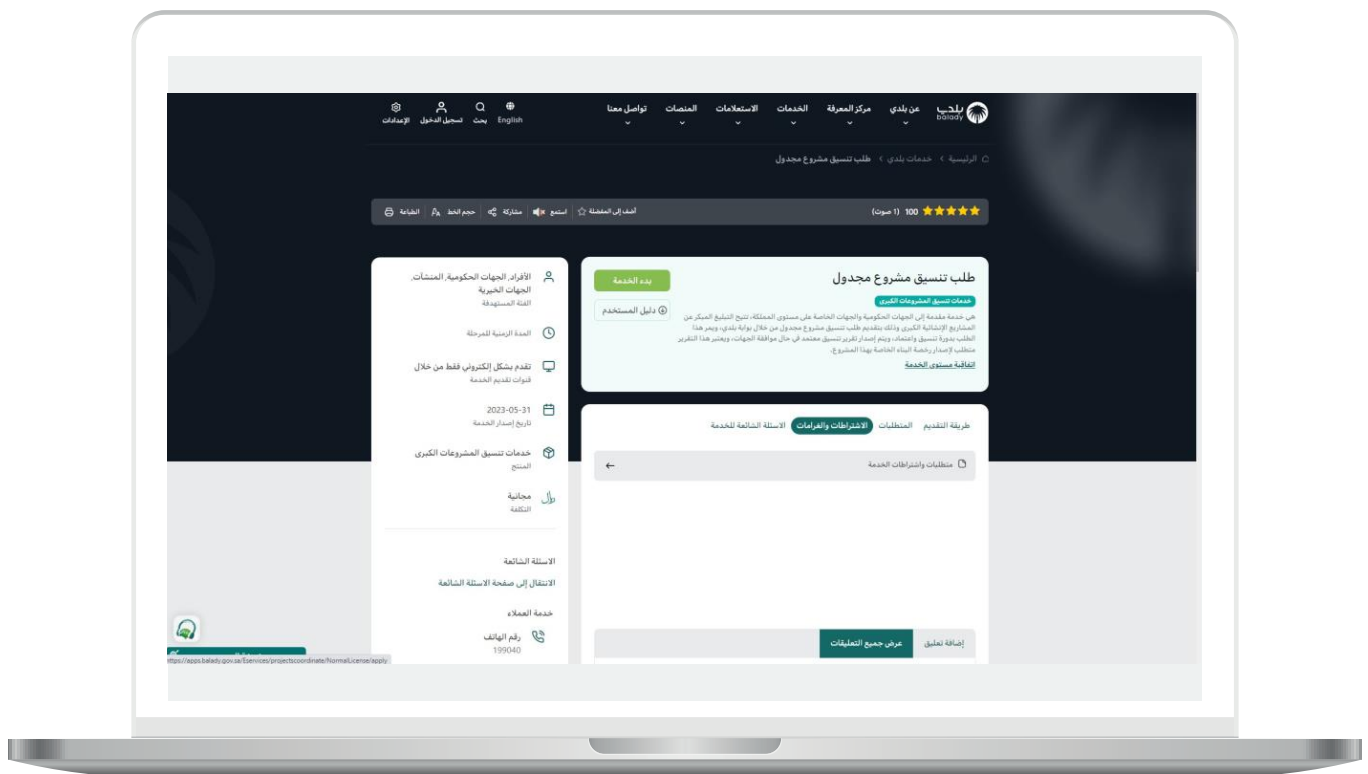
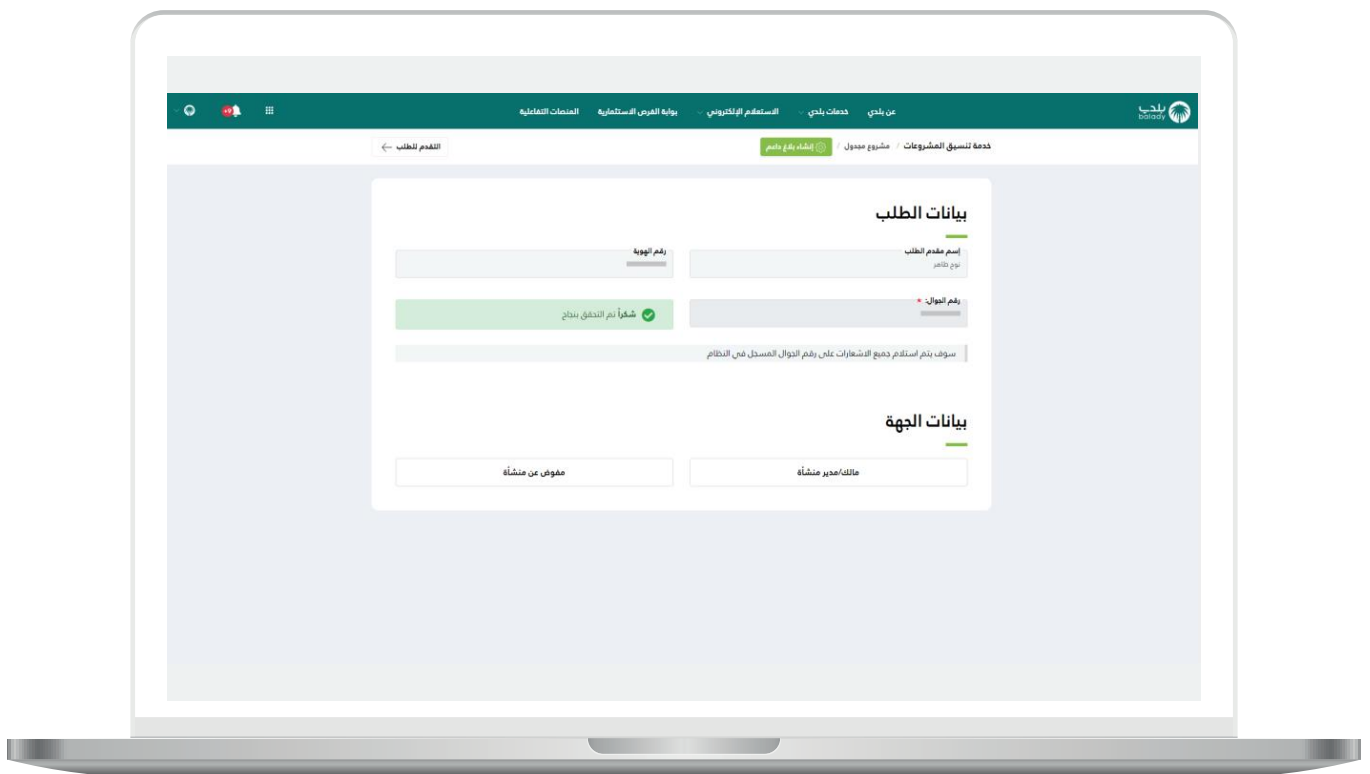**4)** The system verifies the user's mobile number by entering the (**Mobile Number**) field and then clicking the (**Verify**) button, as shown below.

5) The user enters the Verification Code sent via SMS into the (**Verification Code**) field and clicks (**Confirm**).
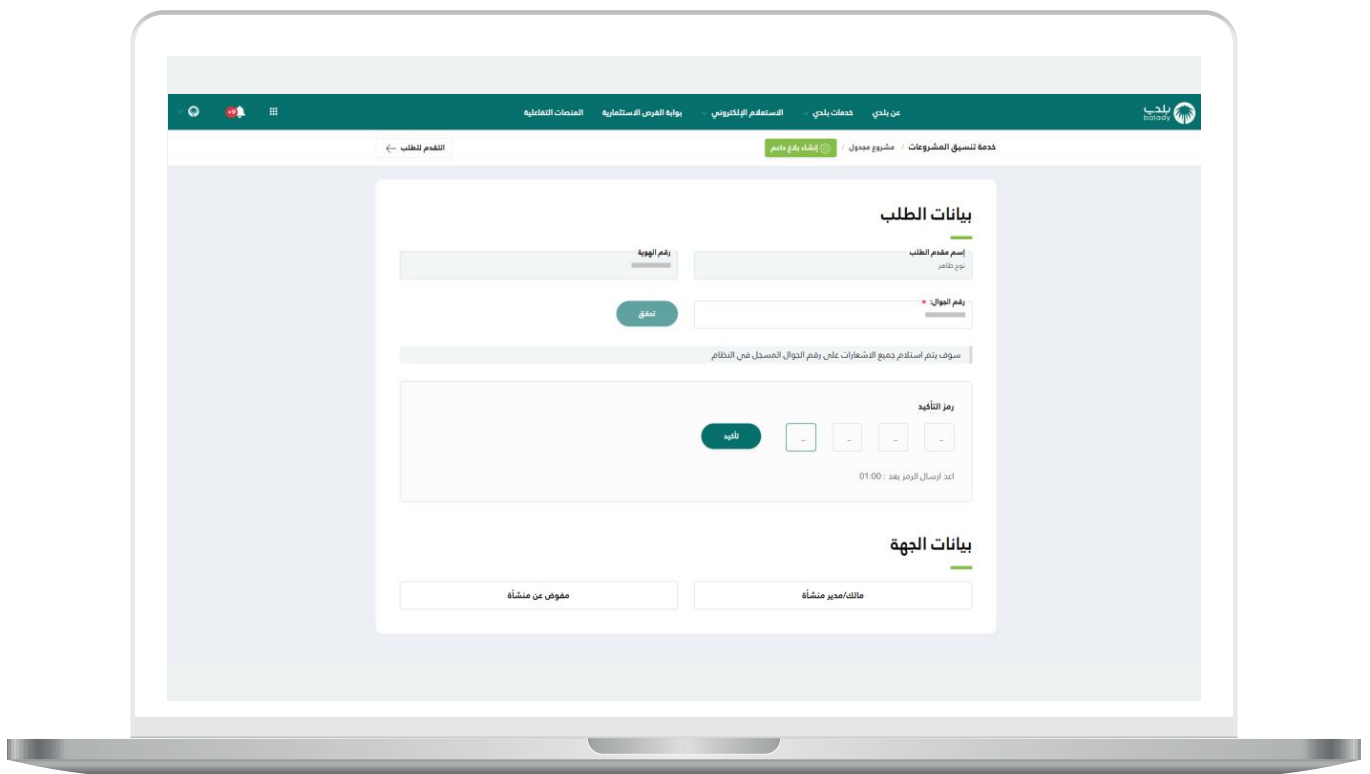
6) Upon successful mobile number verification, a confirmation message appears, as shown in the figure. The user then selects the Entity Type from the following options: (**Owner or Manager of an Establishment**) or (**Authorized Representative**).
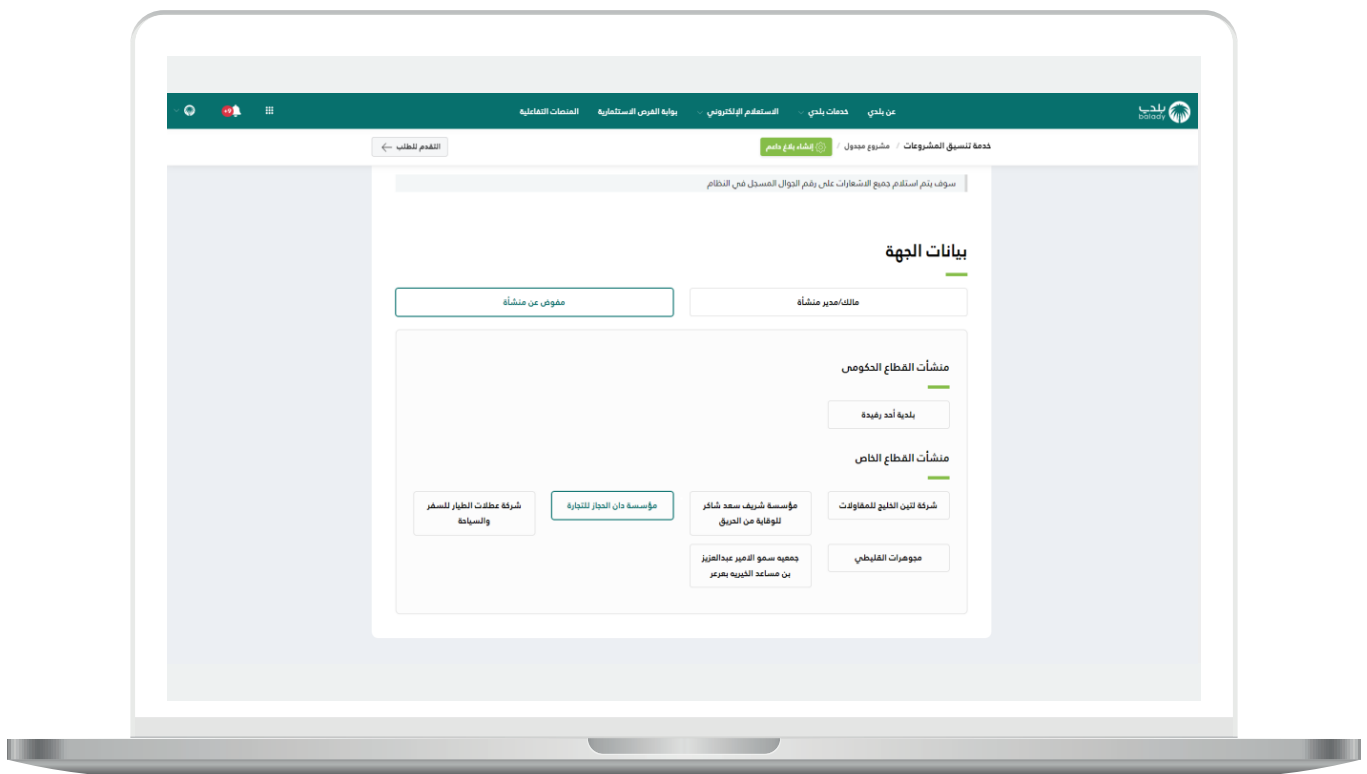
7) If the user selects (**Owner or Manager of an Establishment**), the system prompts for the (**Commercial Register**), which must be entered before clicking (**Browse**).
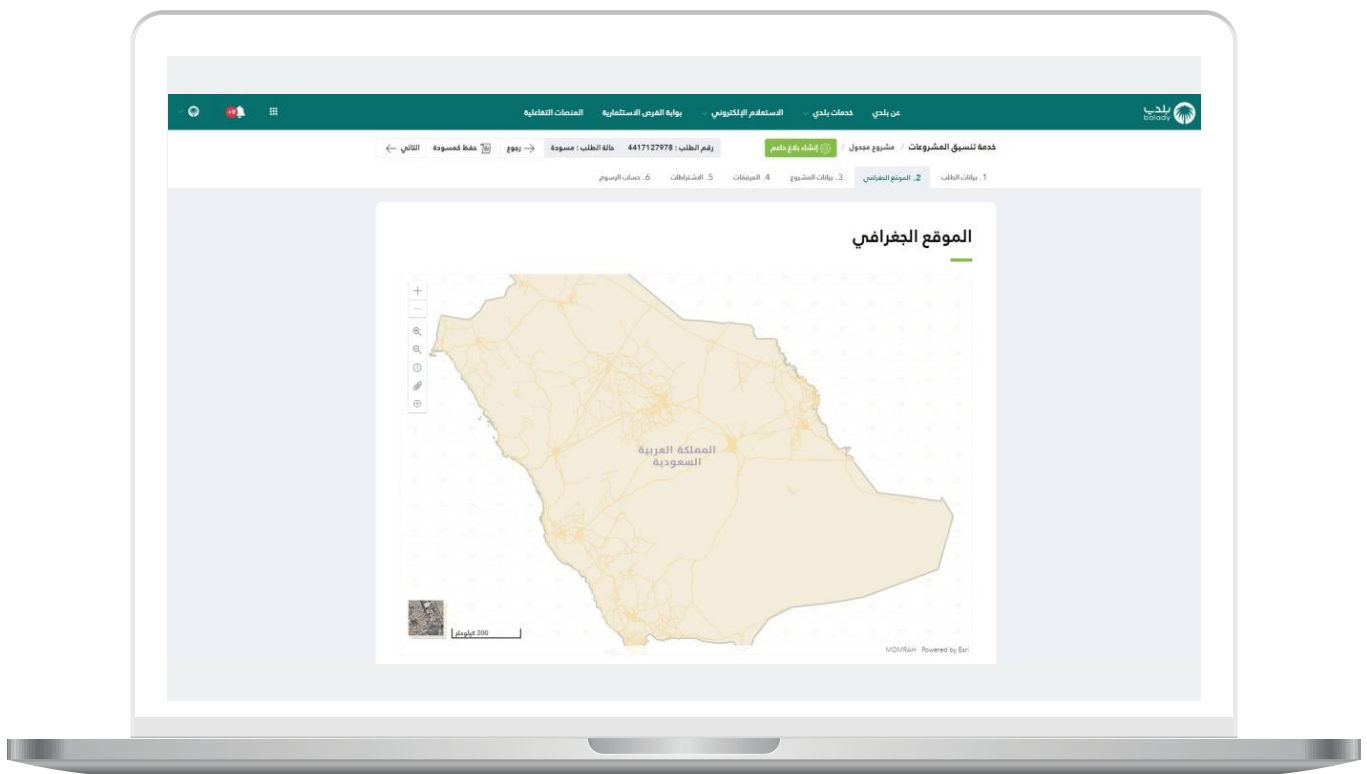
8) If the user selects (**Authorized Representative**), the system displays (**Government Entities**) and (**Private Sector Entities**) for selection.
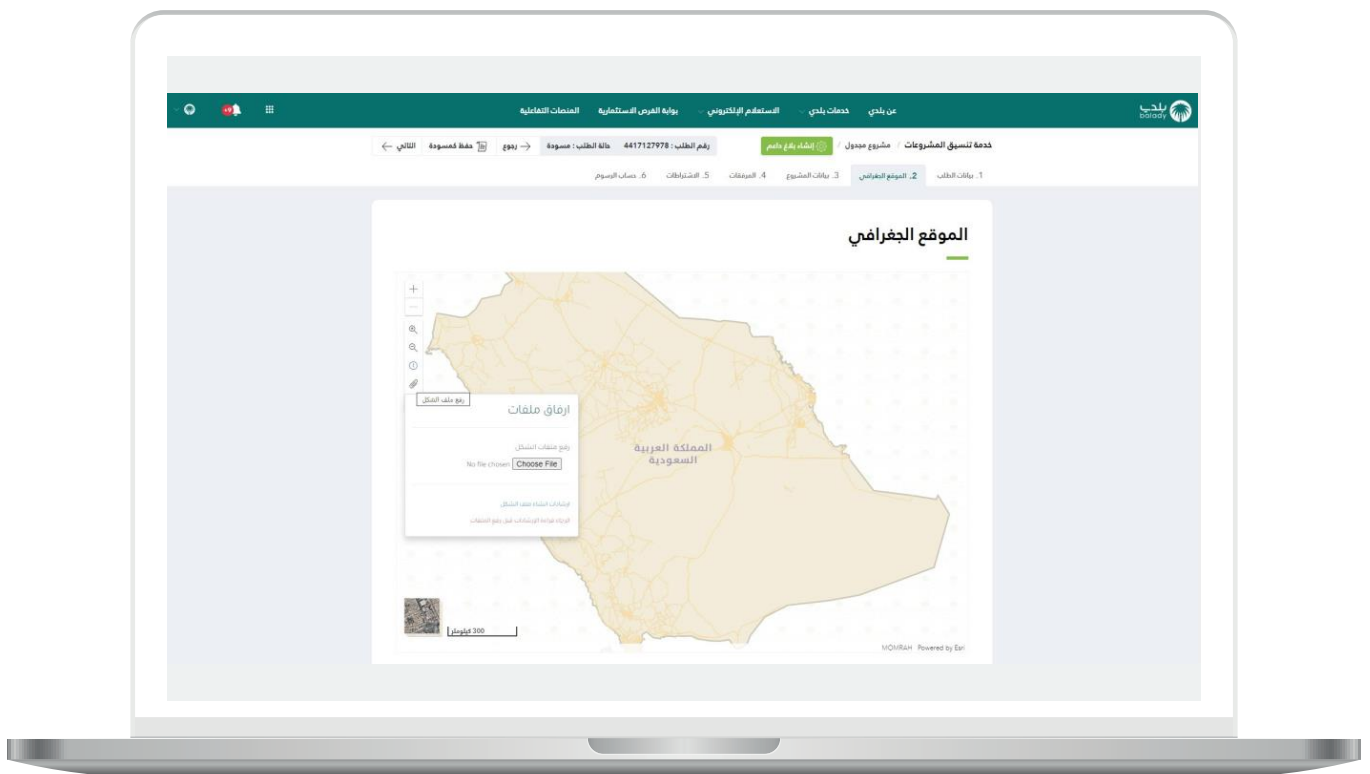
After making a selection, the user clicks (**Proceed with Request**).

9) The user is then redirected to the (**Geographic Location**) stage, where a digital map is displayed for site selection.

10) The user can define the location by clicking (**Upload File)** then selecting the file from their device using the (**Choose File**) button.
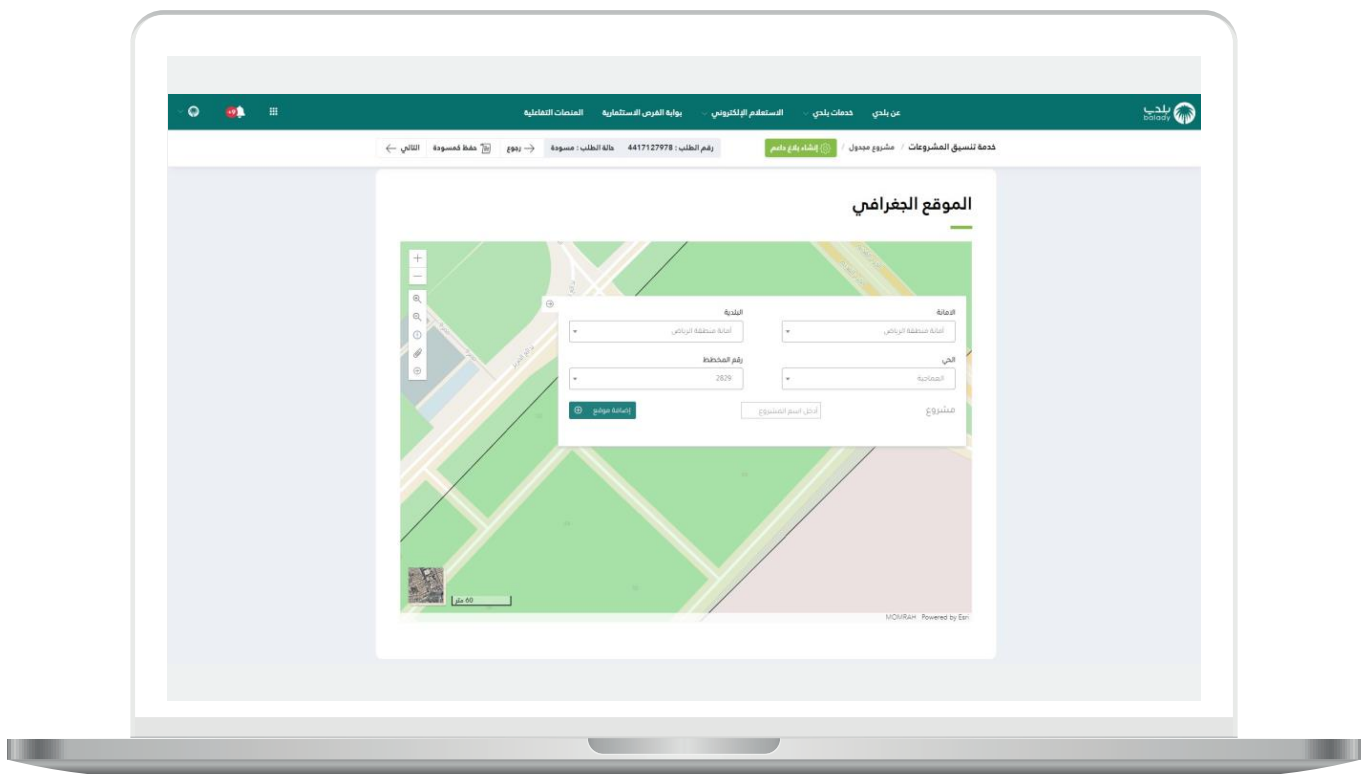
11) Alternatively, the user can manually input the location details by clicking (**Draw Project**) and selecting values from dropdown lists in the following order: (**Municipality, Secretariat, District, Plan Number**).
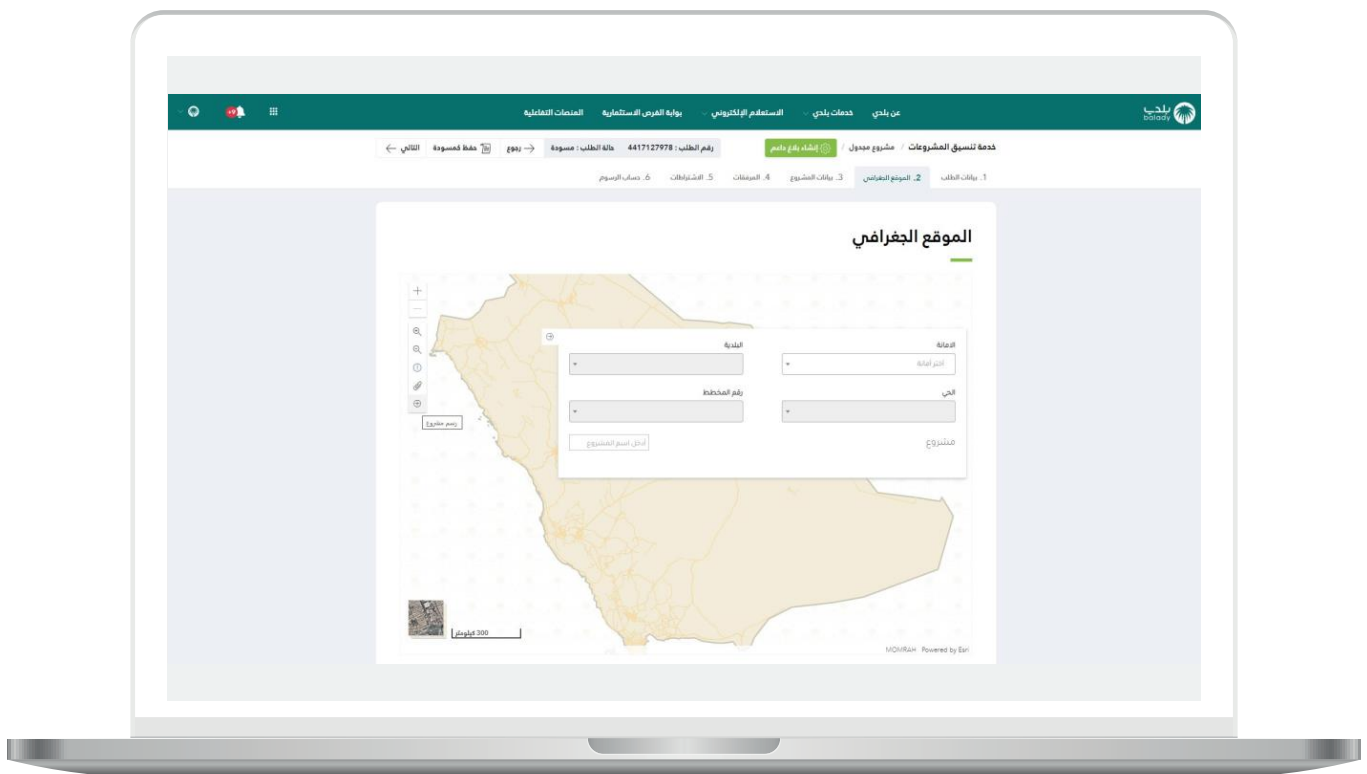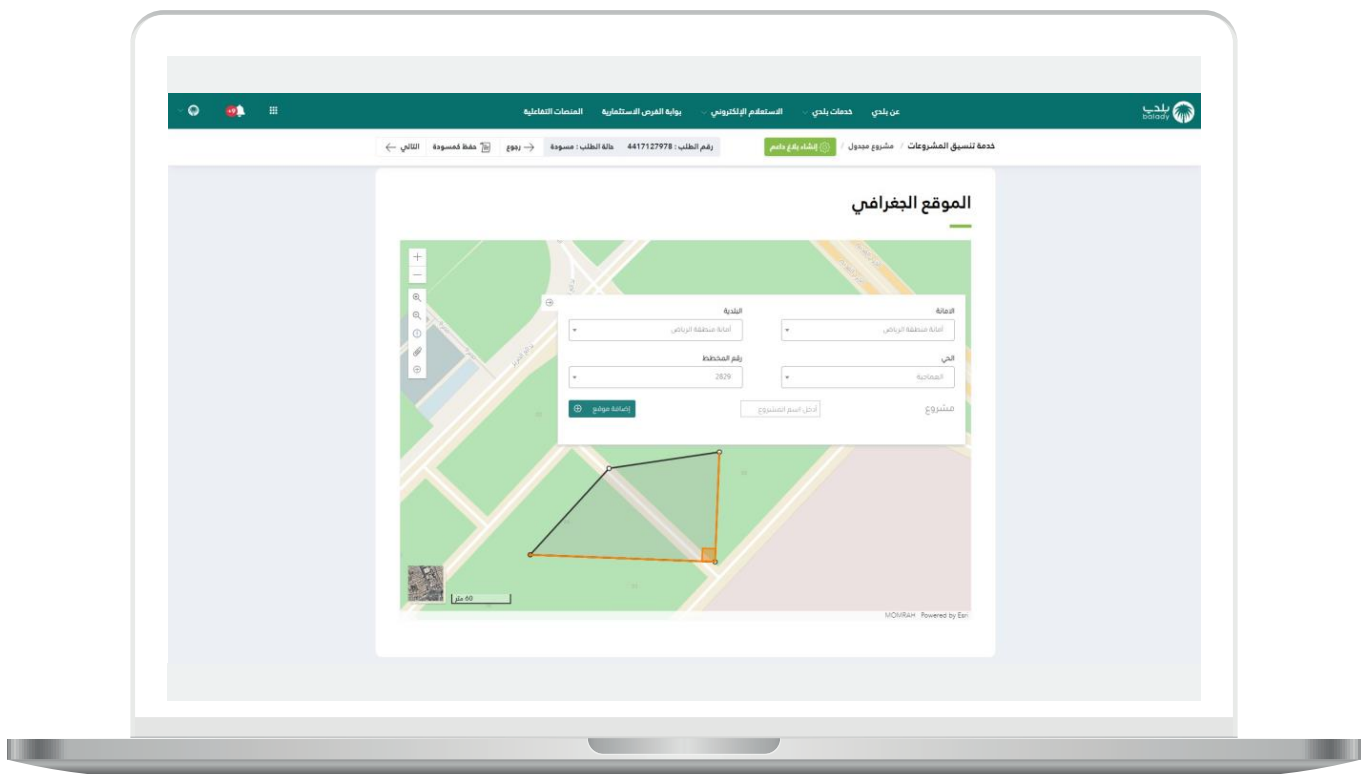
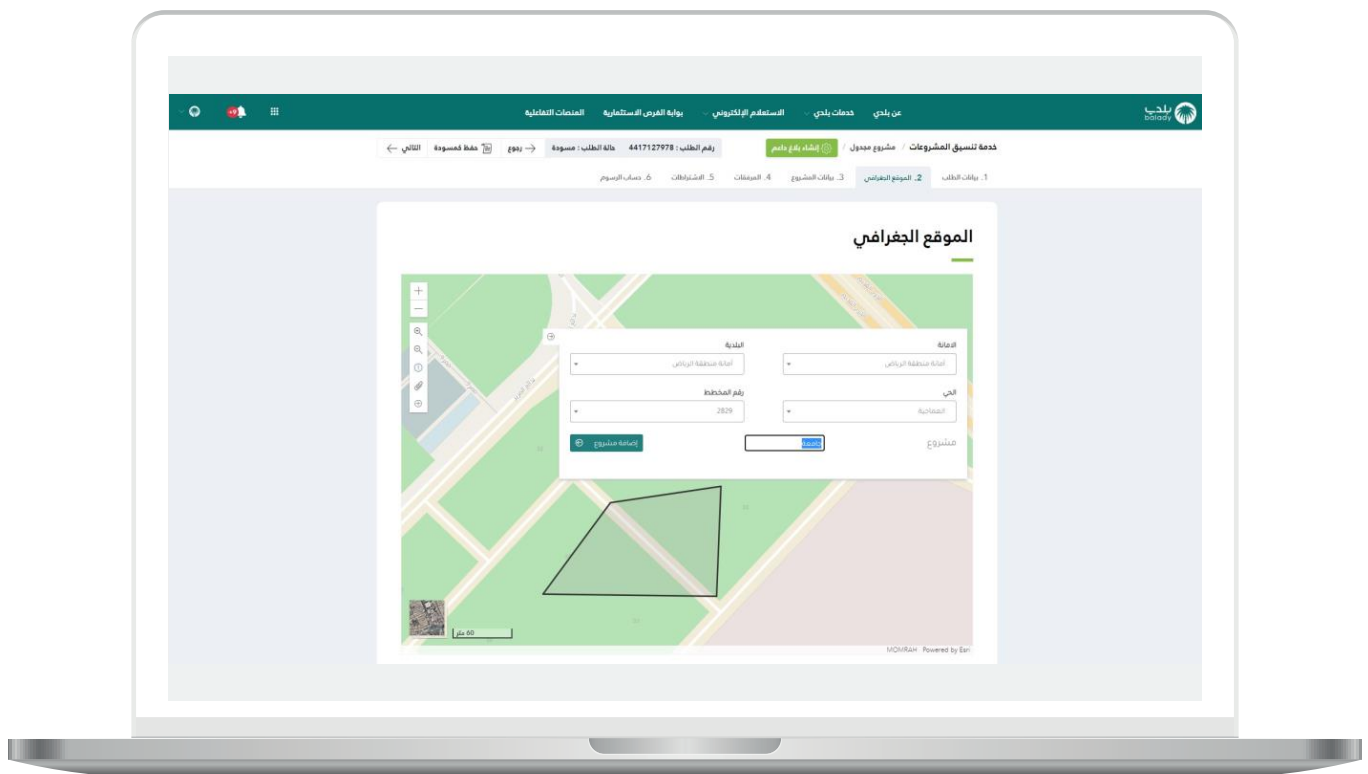12) The map can be zoomed in using the (**+**) button.
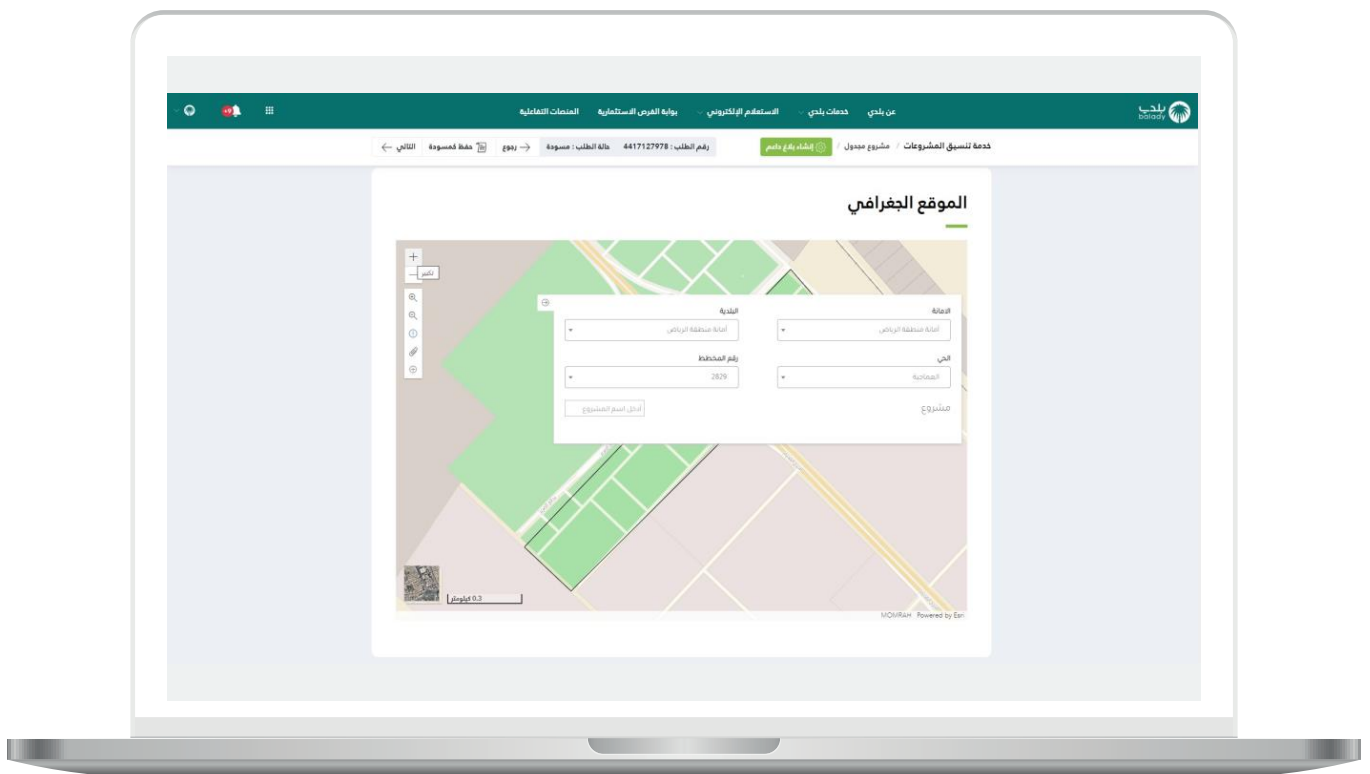
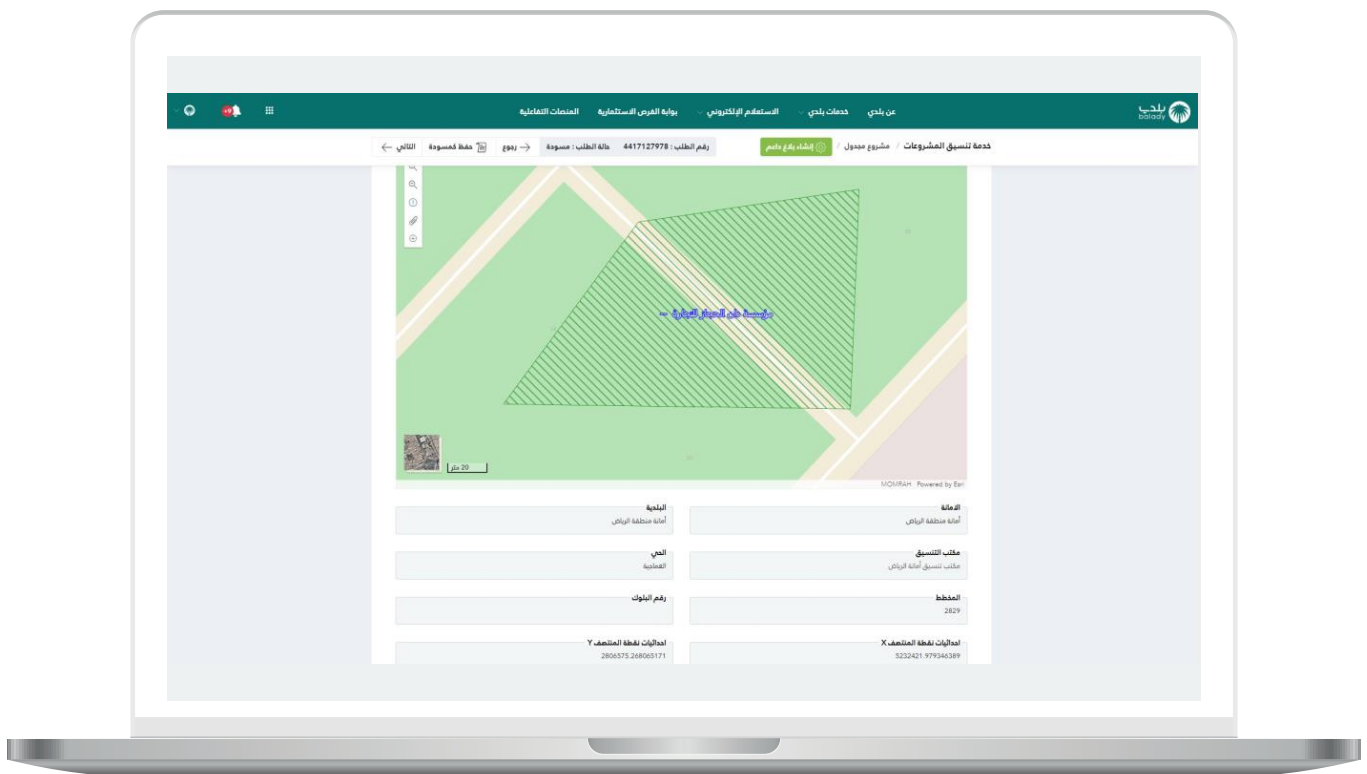13) The user clicks (**Add Location**), and manually draws the site boundaries on the map.

**14)** After finalizing the drawing, the user double-clicks to confirm it.

15) The (**Project**) field is then filled, followed by clicking (**Add Project**).

16) The drawing is finalized, as shown in the figure.

17) The user can scroll down to review additional fields and proceed to the next stage by clicking (**Next**). The request can also be saved as a draft using (**Save as Draft**) or revisited using (**Back**).
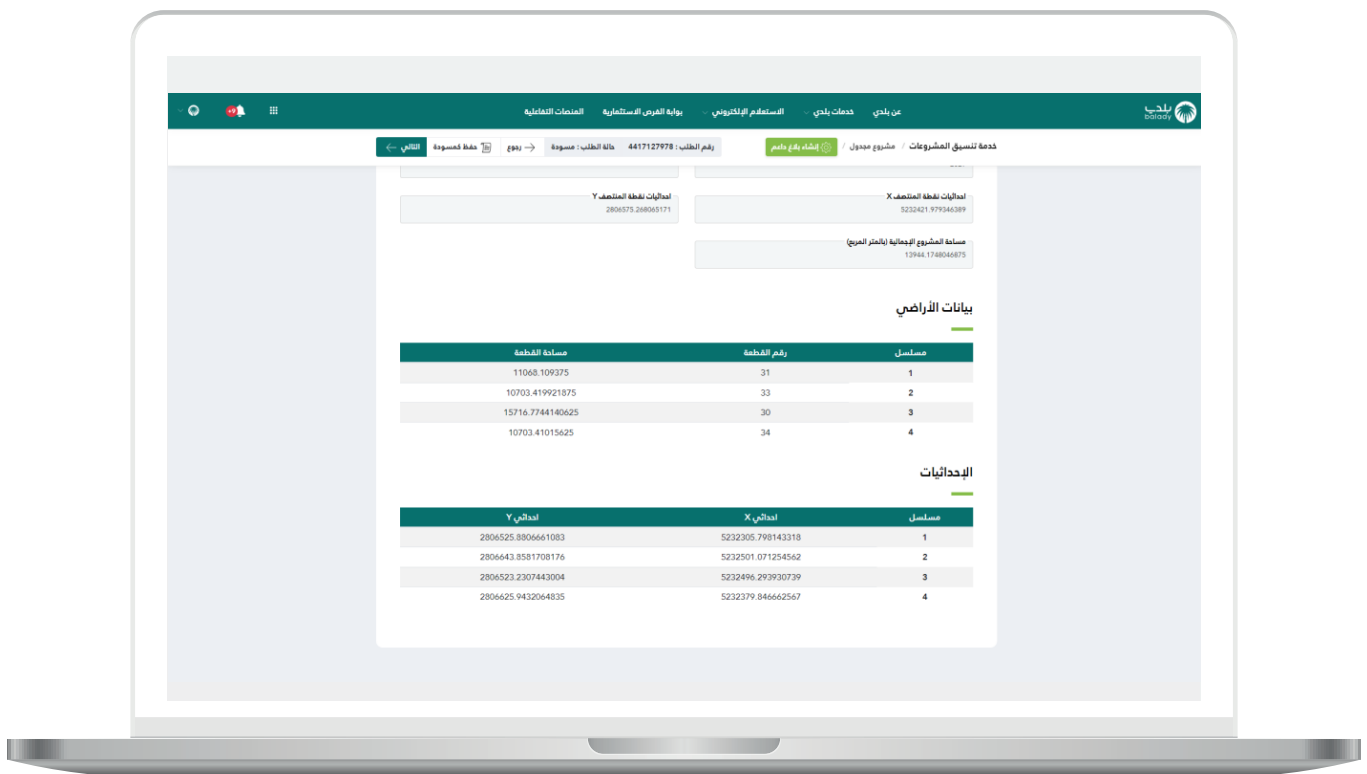
18) The user moves to the (**Project Details**) stage, where they enter values for the following fields: Project Name, Contract Number, Project Budget (**SAR**), Number of Floors, and Project Description.

Dropdown lists are used to select (**Main Project Category**) and (**Sub-project Category**).

Additionally, the (**Project Start Date**) and (**Project End Date**) are selected via the electronic calendar.

19) The user must also fill in the (**Project Phases**) section using the electronic calendar, covering: Site Preparation, Excavation & Foundations, Structural Works, Electrical & Mechanical Works, Insulation Works, Finishing Work & Delivery.

The user then clicks (**Next**) to continue, (**Save as Draft**) to store the request, or (**Back**) to return to the previous stage.
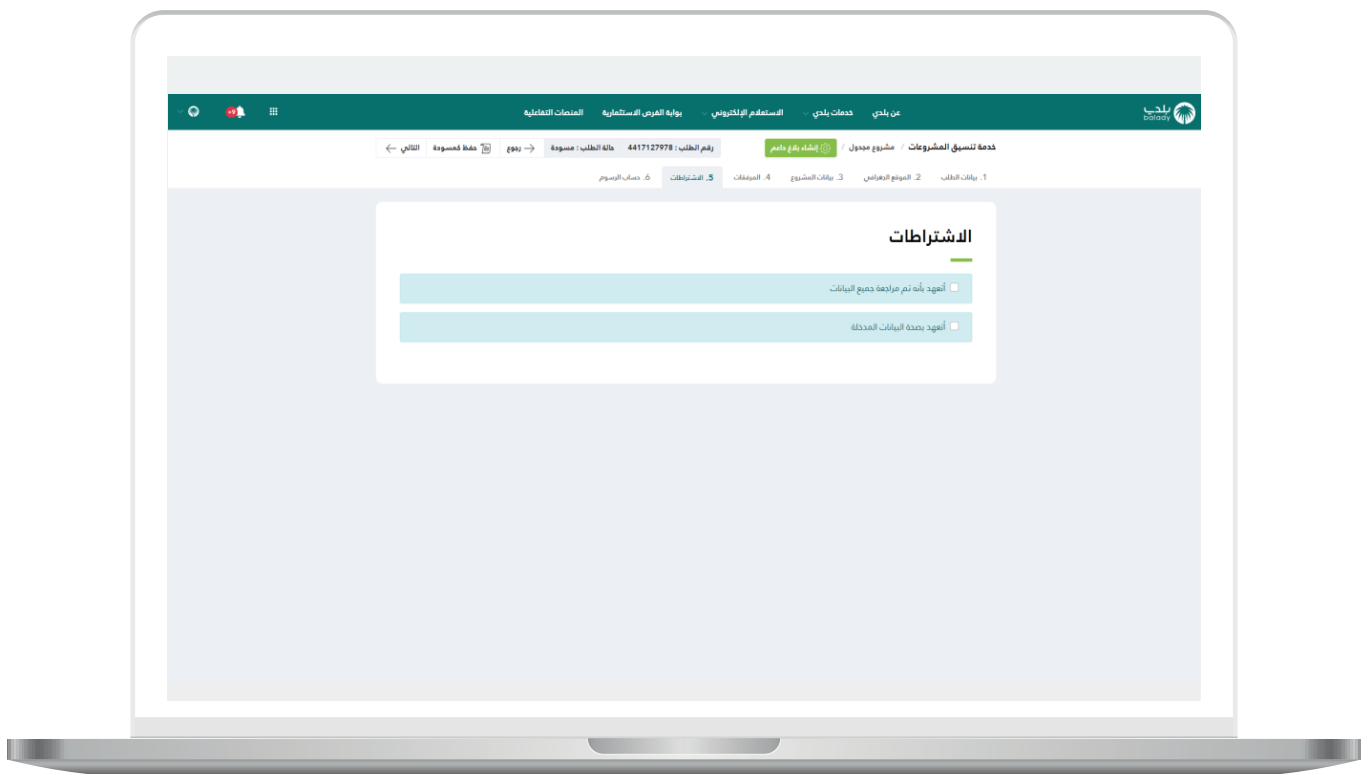
20) The user reaches the (**Attachments**) stage, where they upload the necessary documents by clicking the Attachment Field and selecting the file from their device.

Additional attachments can be added under the (**Additional Attachments**) section by entering a (**Document Name**), selecting the file in the (**Attachment**) field, and clicking (**Upload**).

The user then clicks (**Next**) to continue, (**Save as Draft**) to store the request, or (**Back**) to return to the previous stage.

21) The user proceeds to the (**Conditions**) stage, where they must read and agree to the terms before clicking (**Next**). The request can be saved as a draft or revisited using (**Back**).

22) The user reaches the (**Fee Calculation**) stage, where the total cost of fees is displayed. The user must agree by selecting the acknowledgment checkbox. After that, they click (**Submit Request**), with the option to (**Save as Draft**) for future reference or to return to the previous stage using the (**Back**) button.
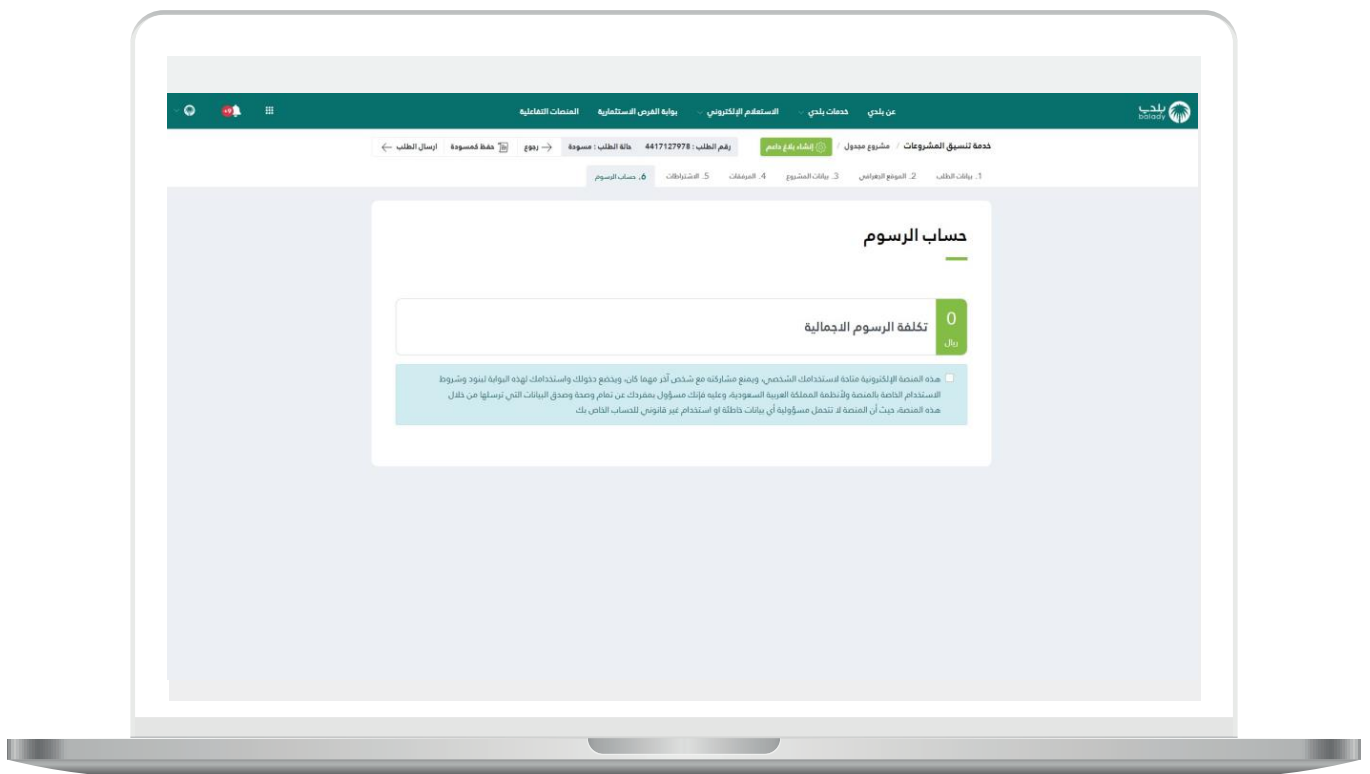
23) A confirmation message appears, prompting the user to click (**Confirm**) to finalize the submission or (**Cancel**) to discard the process.
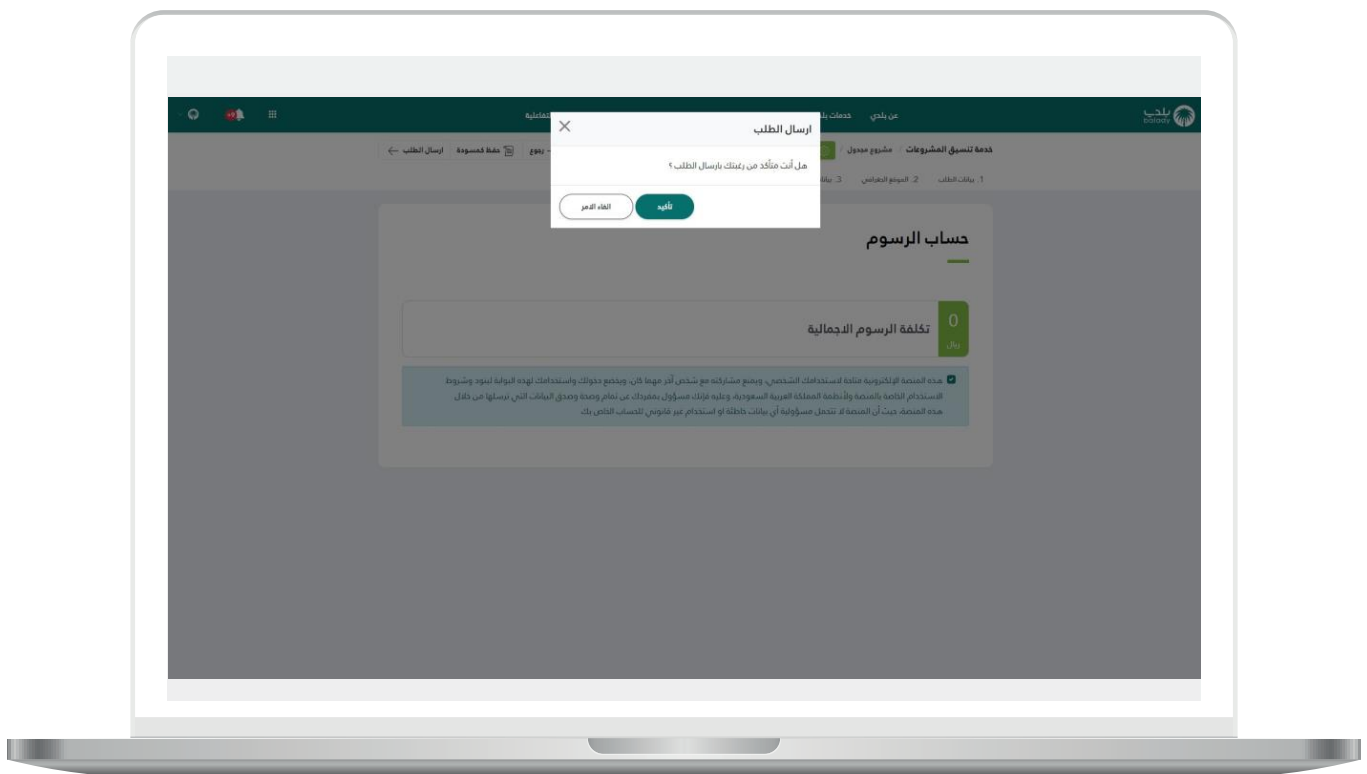
24) The system then allows the user to evaluate the service by selecting the number of stars displayed, entering a value in the (**Comments**) field, and clicking the (**Submit Evaluation**) button.
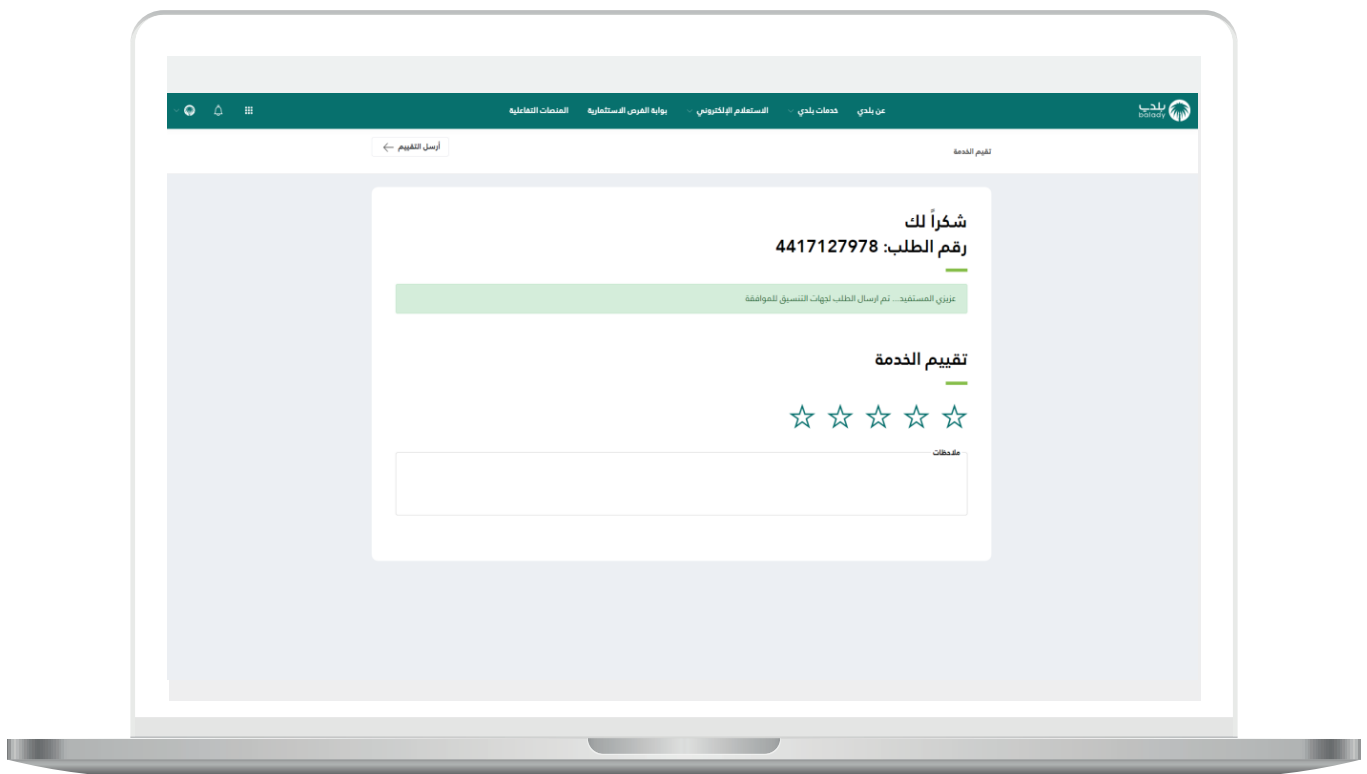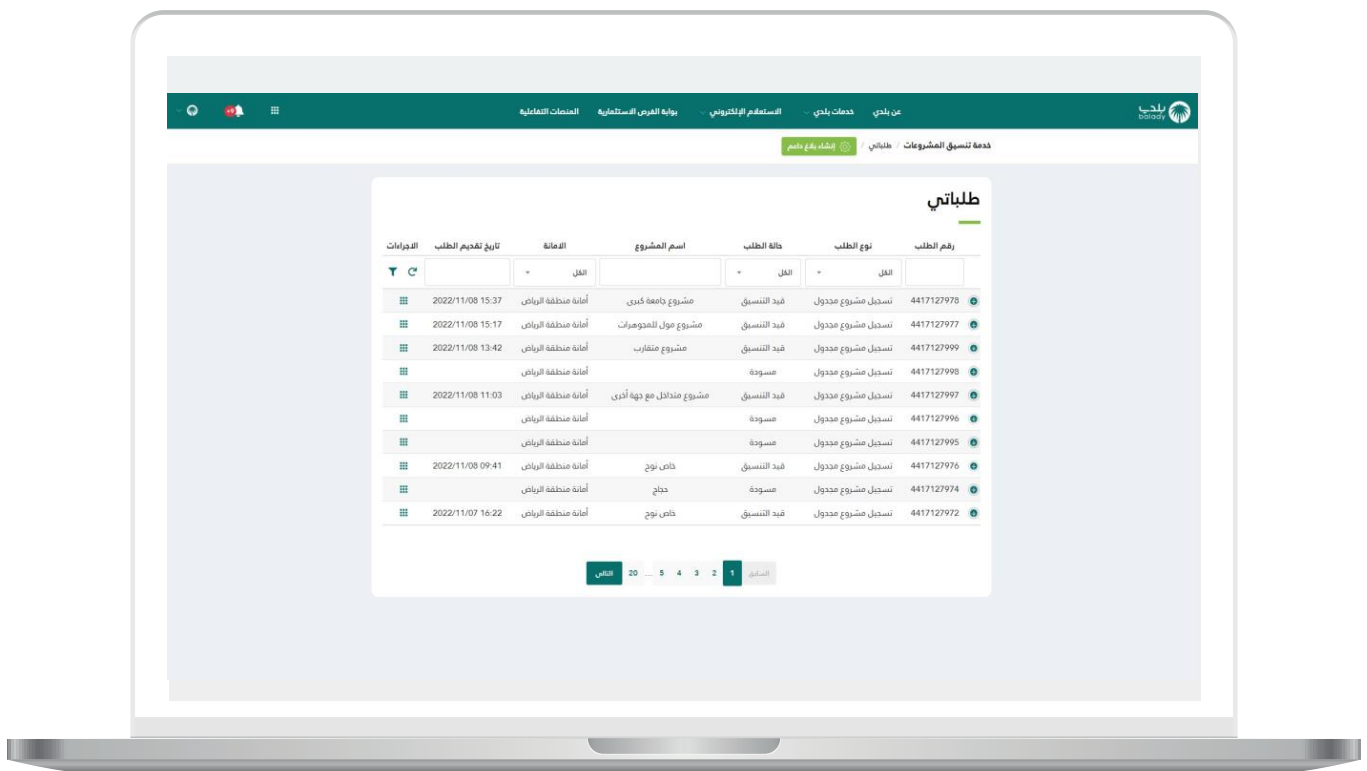
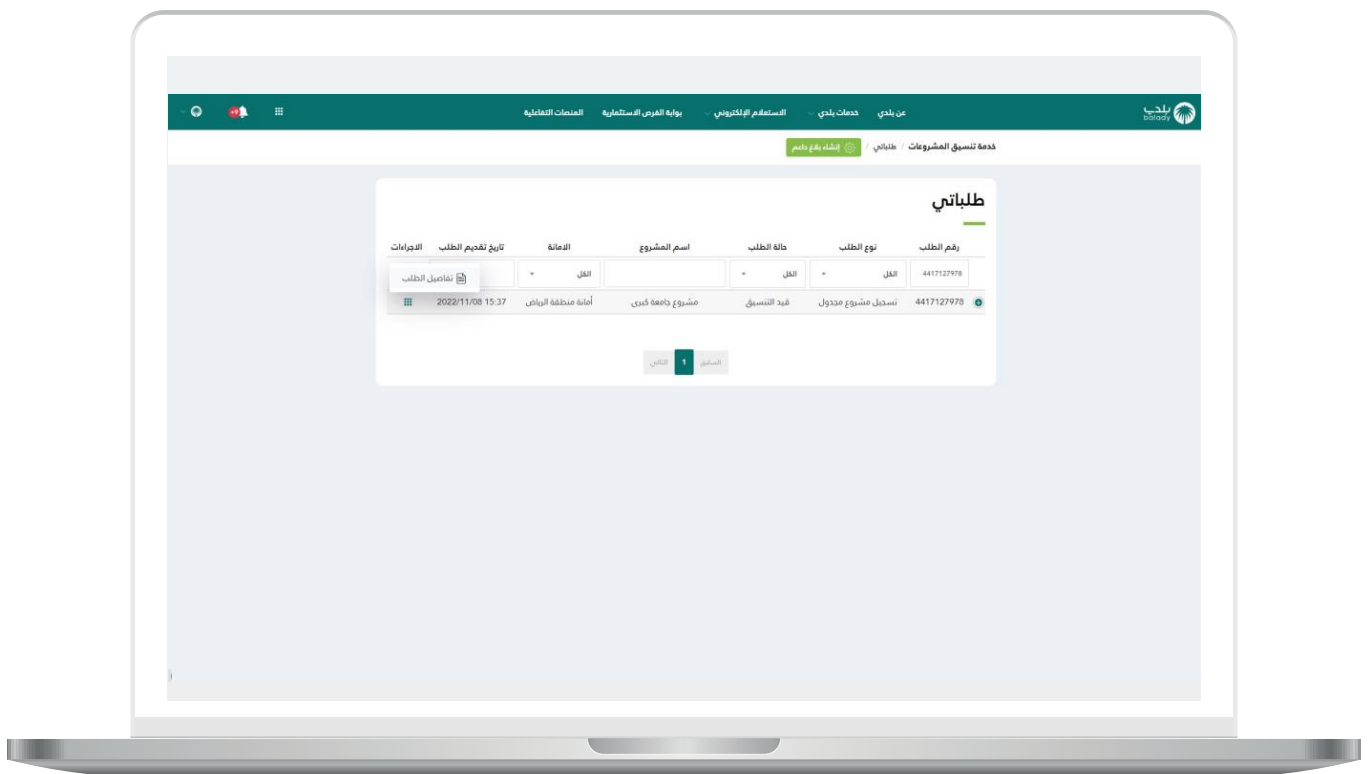25) The system confirms that the Evaluation has been successfully saved.
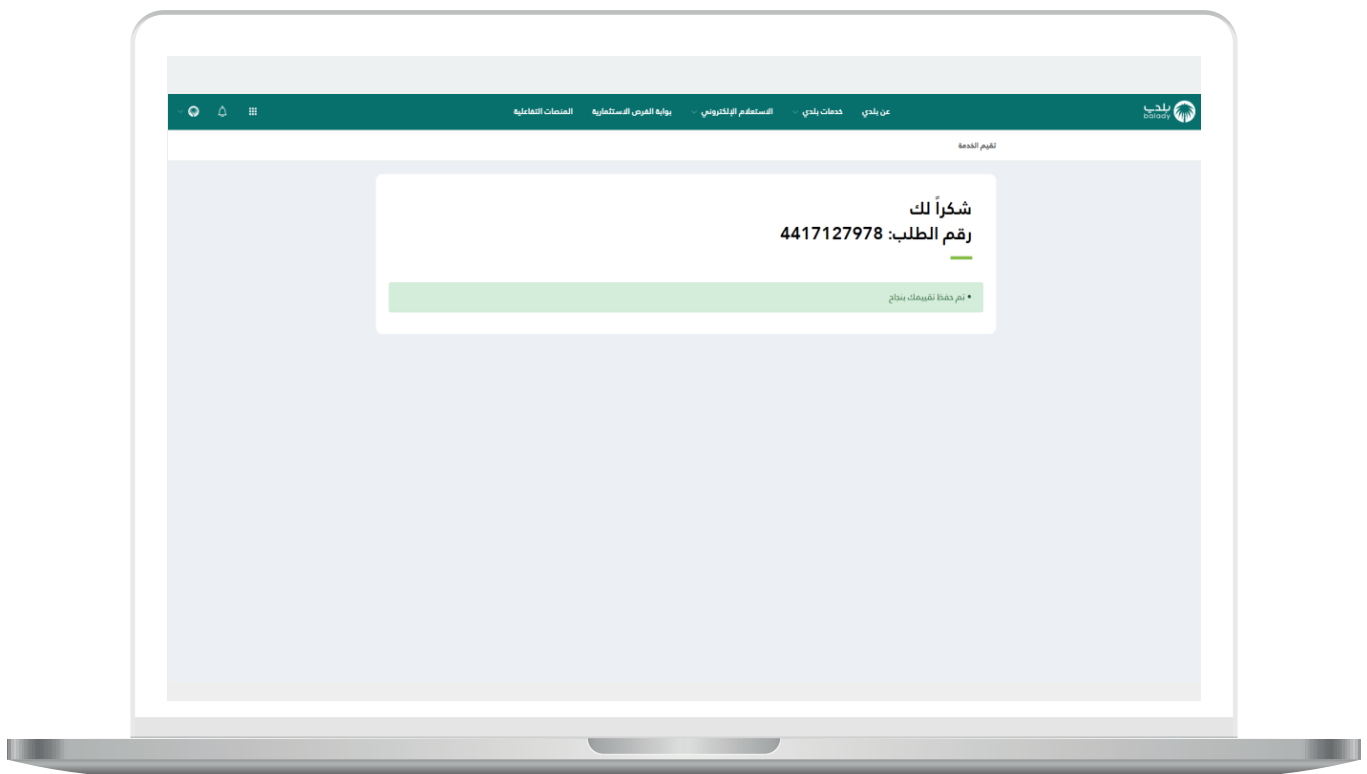
My Requests

1) The user is redirected to the (**My Requests**) screen.

2) After searching for a request using the (**Request Number**) field, its status appears as (**Under Coordination**). The user can view the request details by clicking the green box in the (**Actions**) column and selecting (**Request Details**).
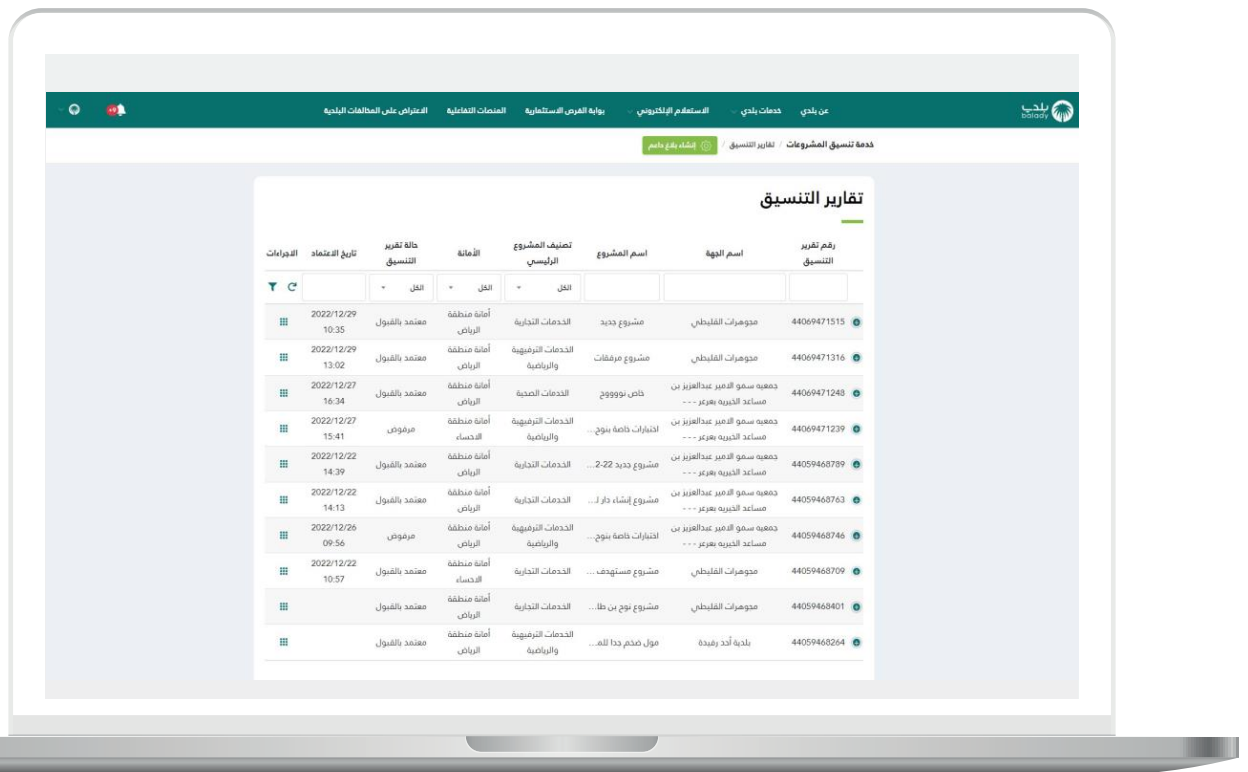
3) Upon clicking (**Request Details**), the request information is displayed, as shown in the figure below.
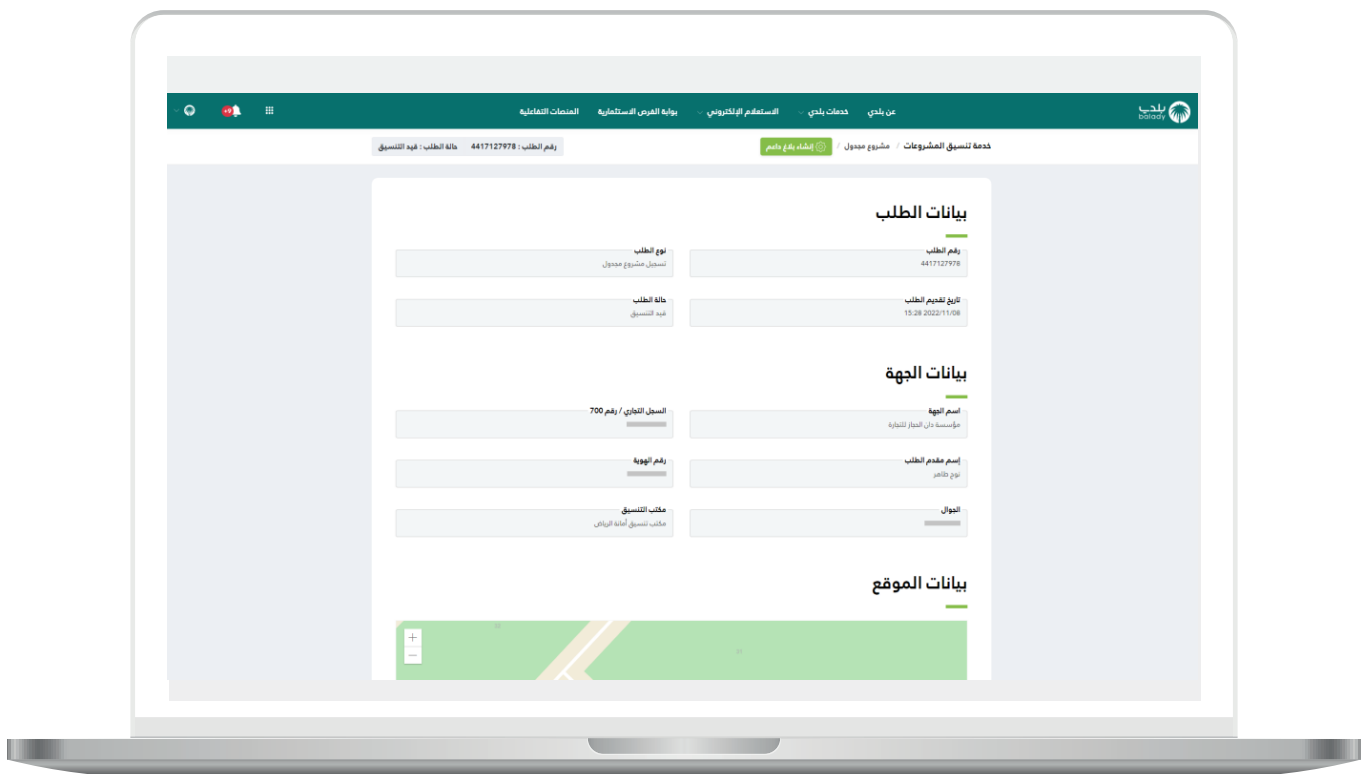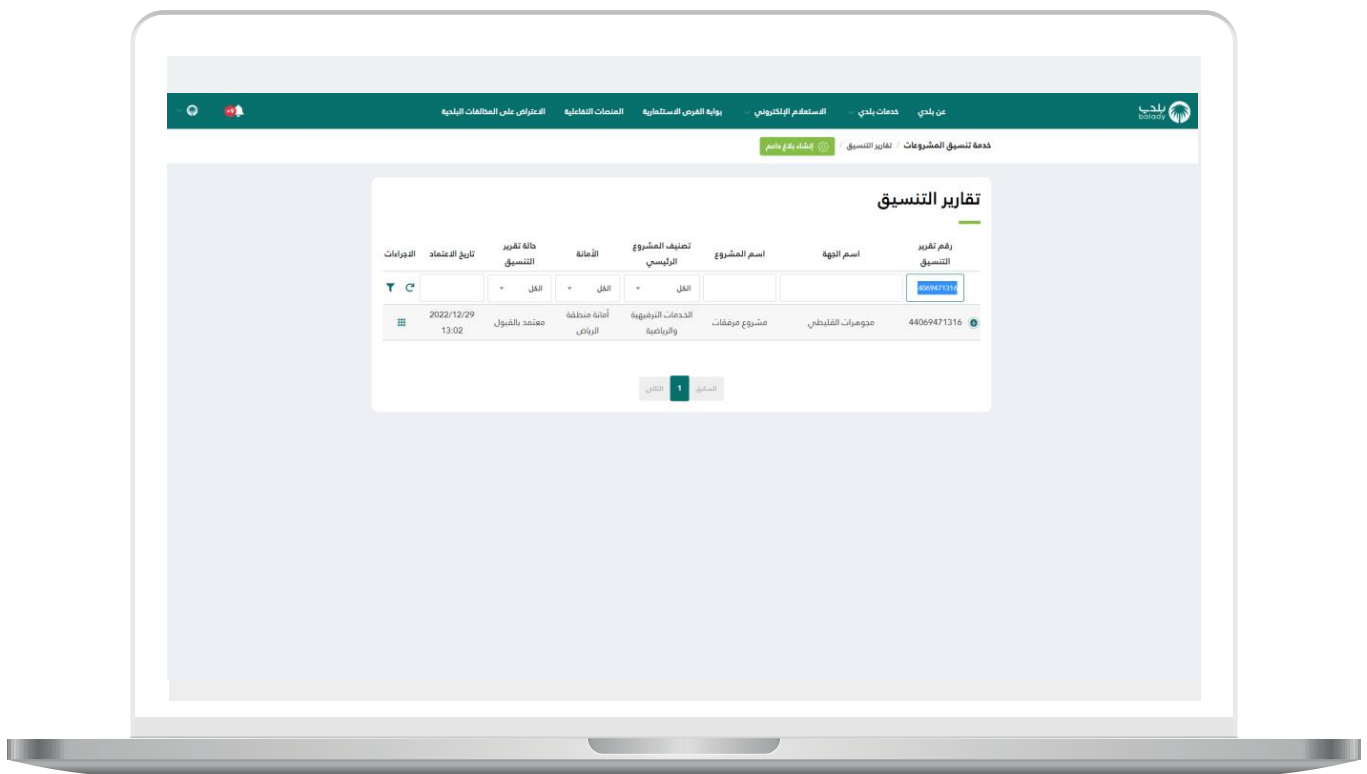
Coordination Reports

1) The following screen appears, allowing the user to search for any Coordination Report using various search filters and perform actions on each report, which will be explained in detail.
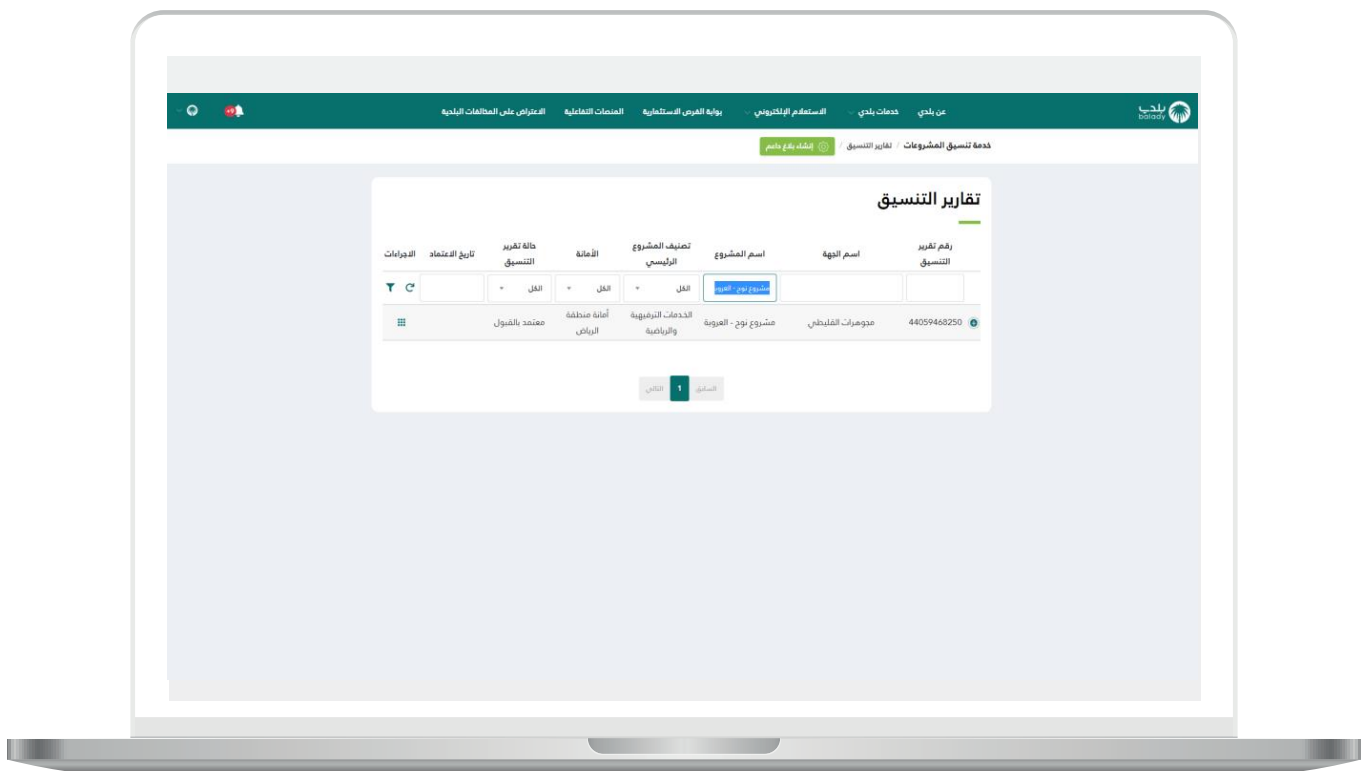
2) The user can search by entering a value in the (**Coordination Report Number**) field and pressing Enter on the keyboard.
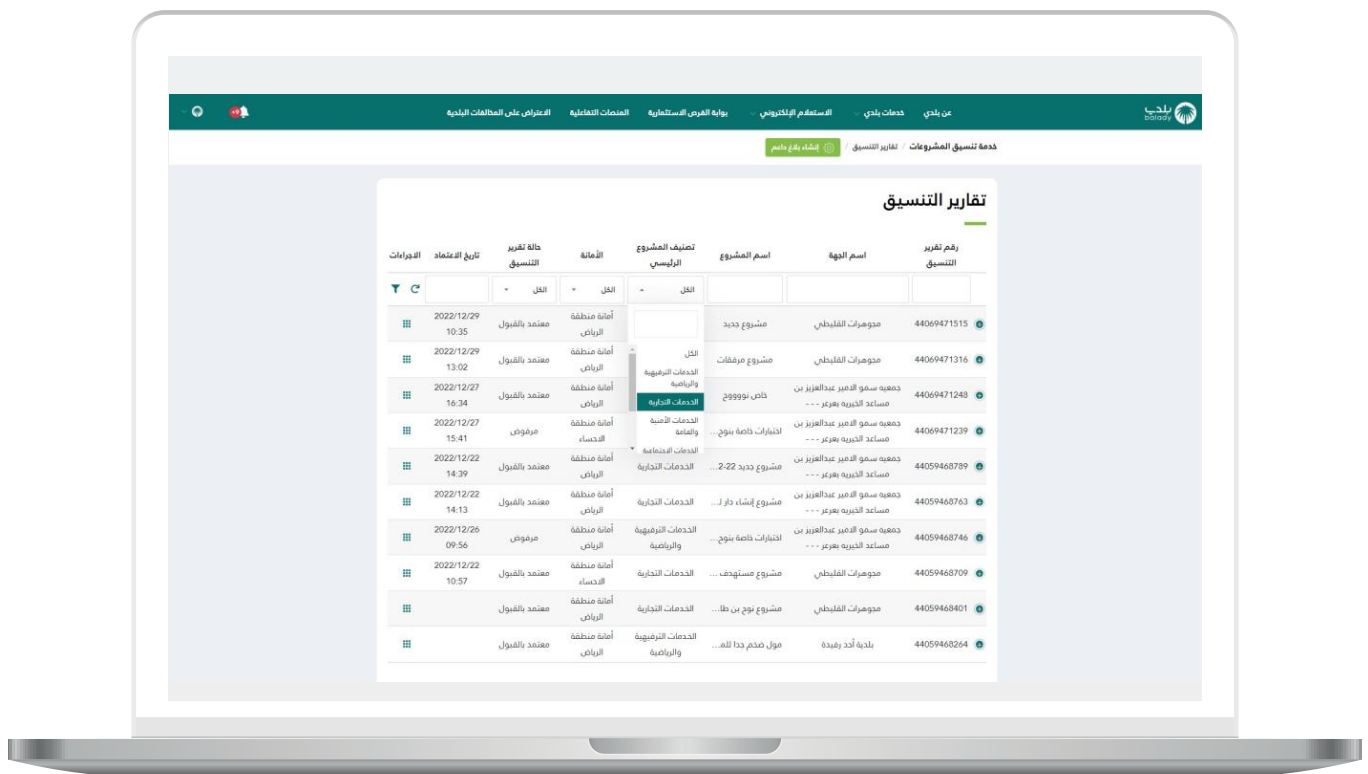
3) The user can search by entering a value in the (**Entity Name**) field and pressing Enter on the keyboard.
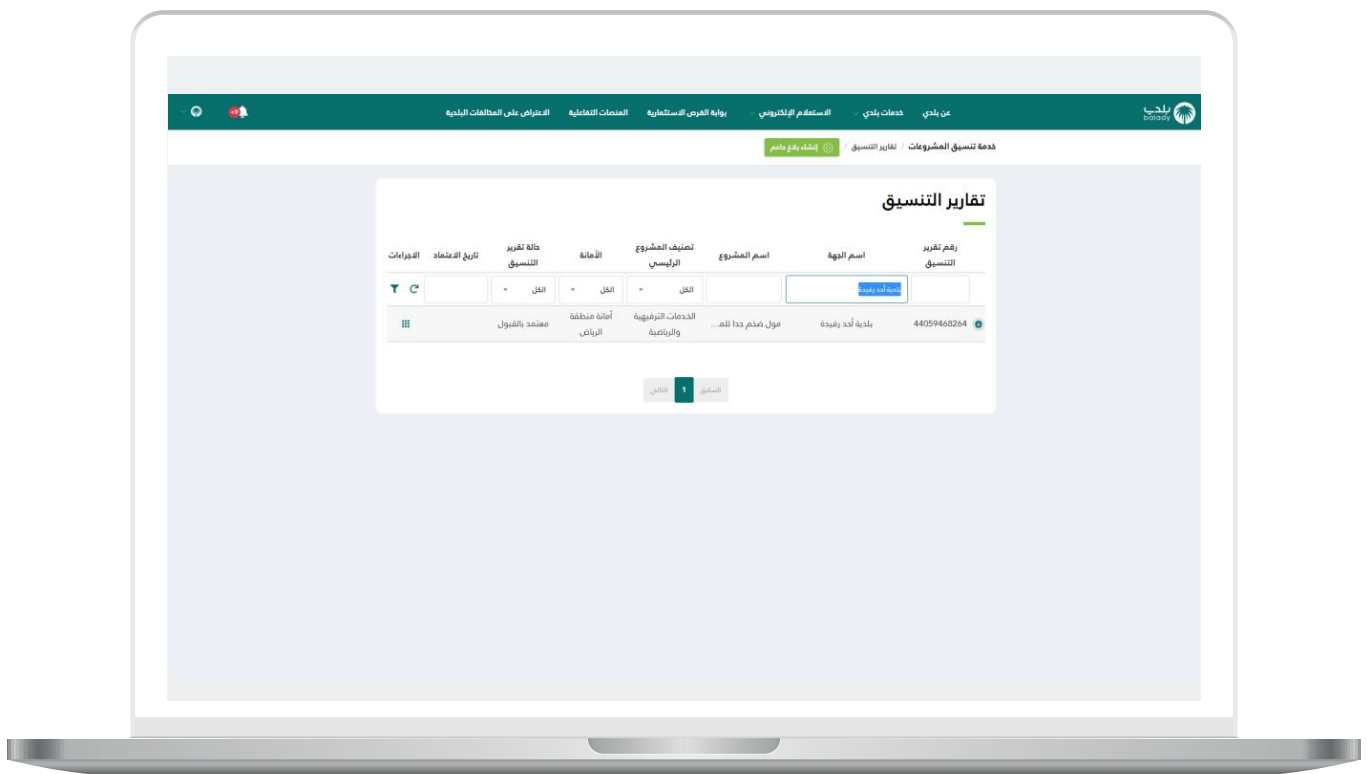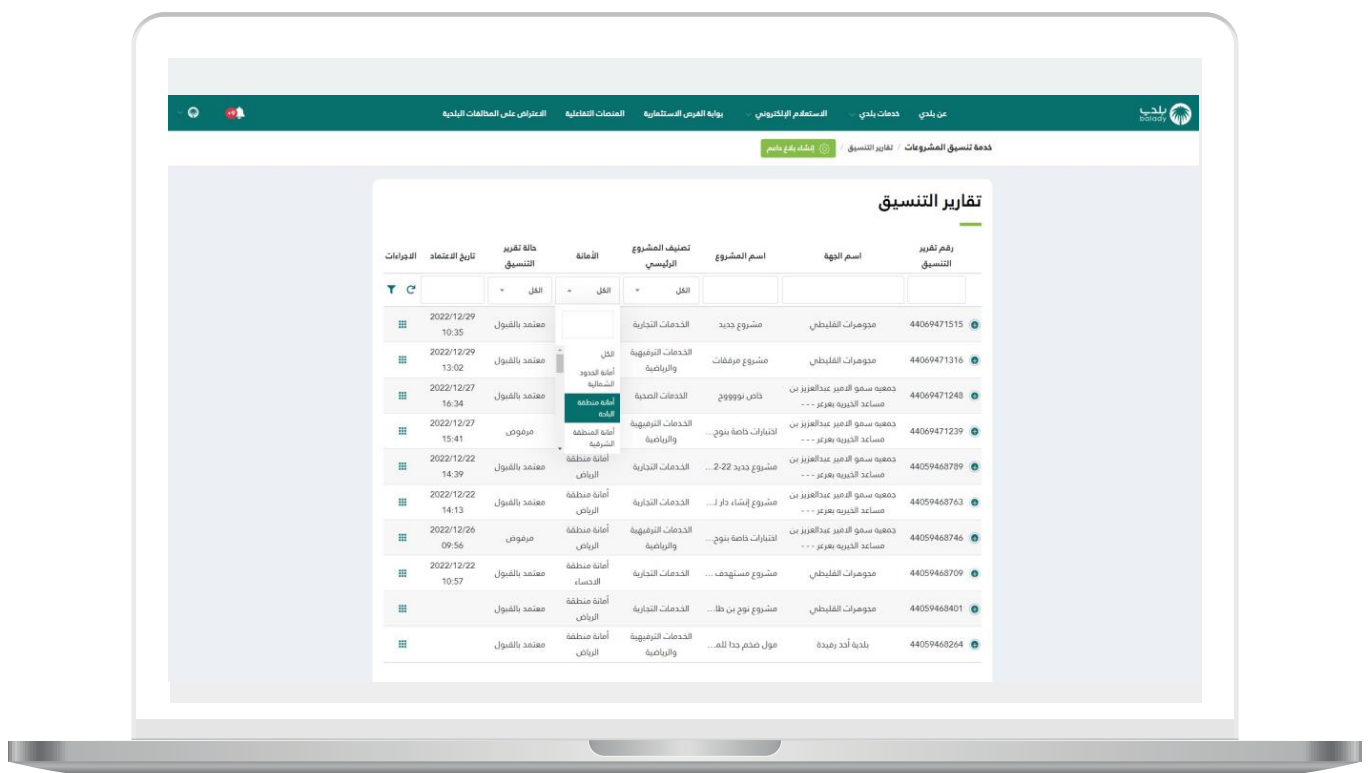
4) The user can search by entering a value in the (**Project Name**) field and pressing Enter.
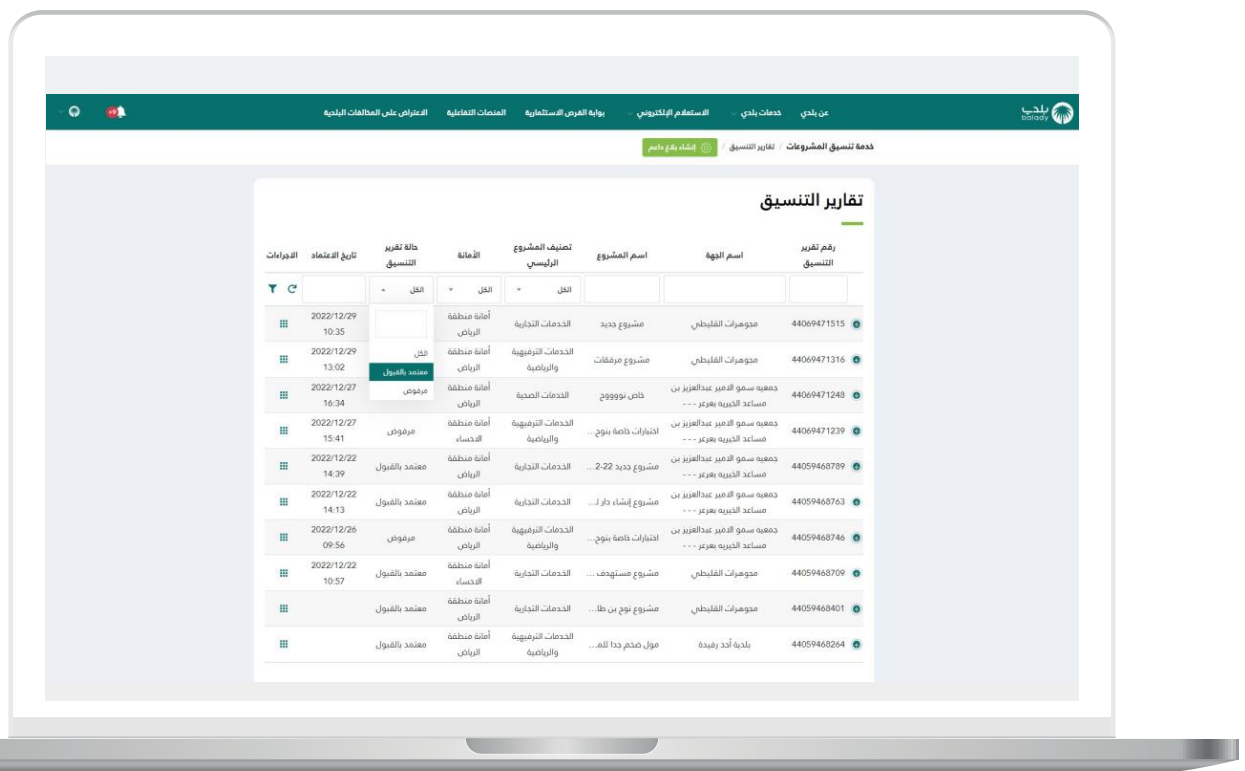
5) The user can search by selecting a value from the dropdown list in the (**Main Project Category**) field, as shown in the figure below.

6) The user can search by selecting a value from the dropdown list in the (**Municipality**) field, as shown in the figure below.
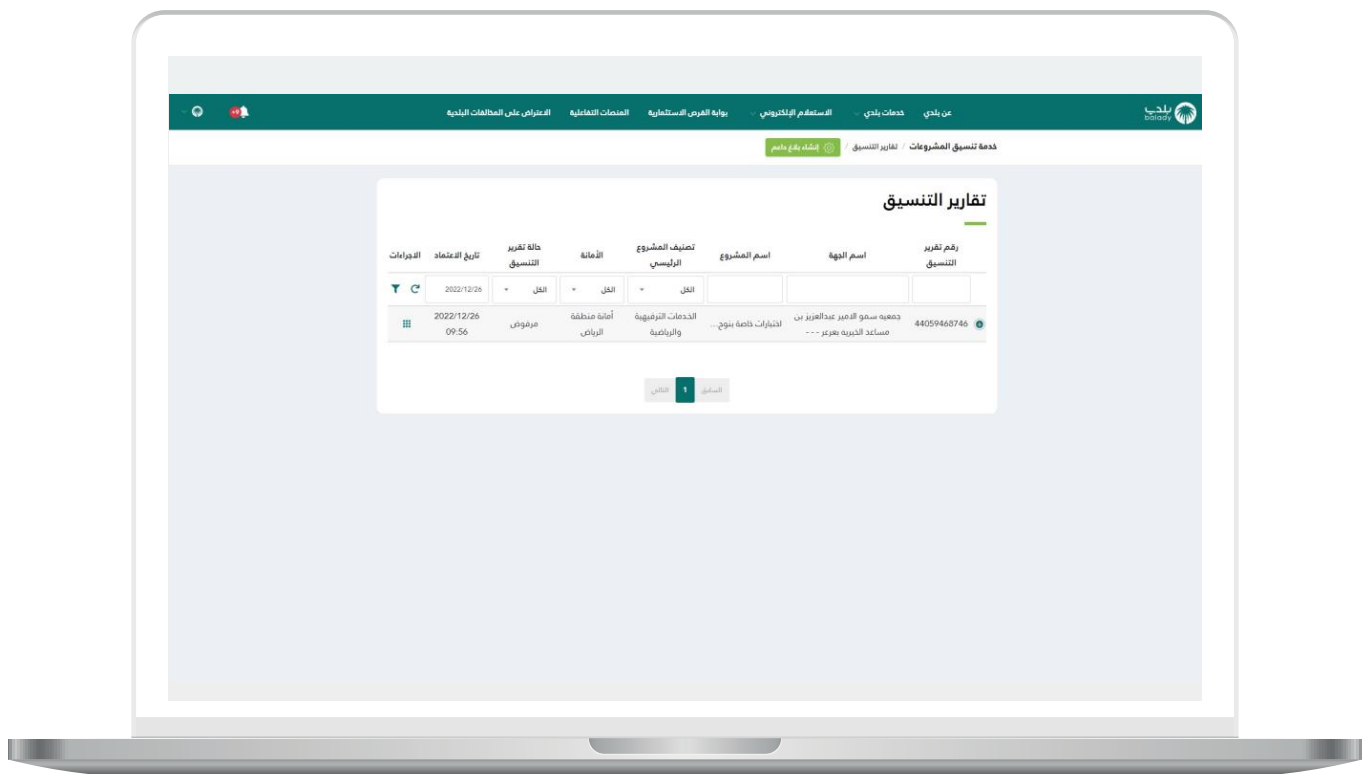
7) The user can search by selecting a value from the dropdown list in the (**Main Project Category**) field, as shown in the figure below.
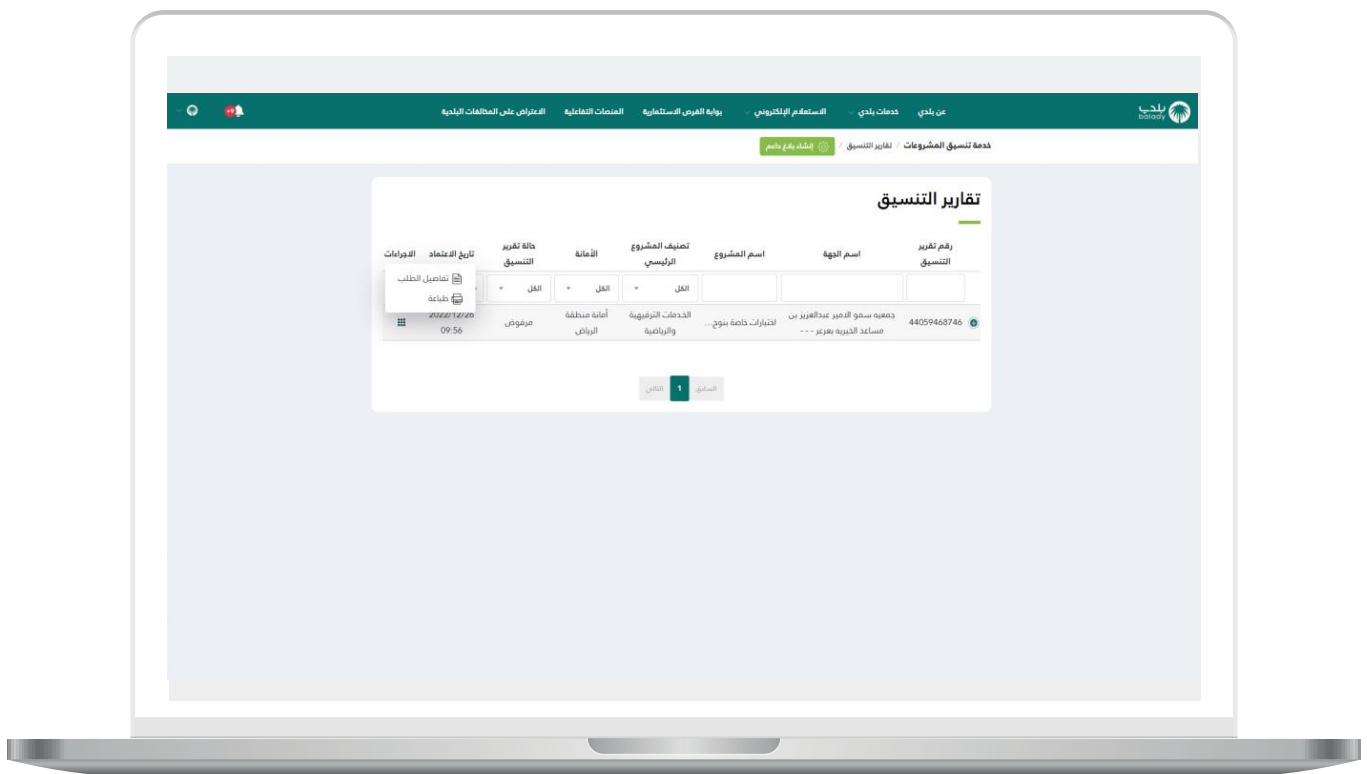
8) The user can also search by selecting a value from the electronic calendar in the (**Approval Date**) field, as shown in the figure below.
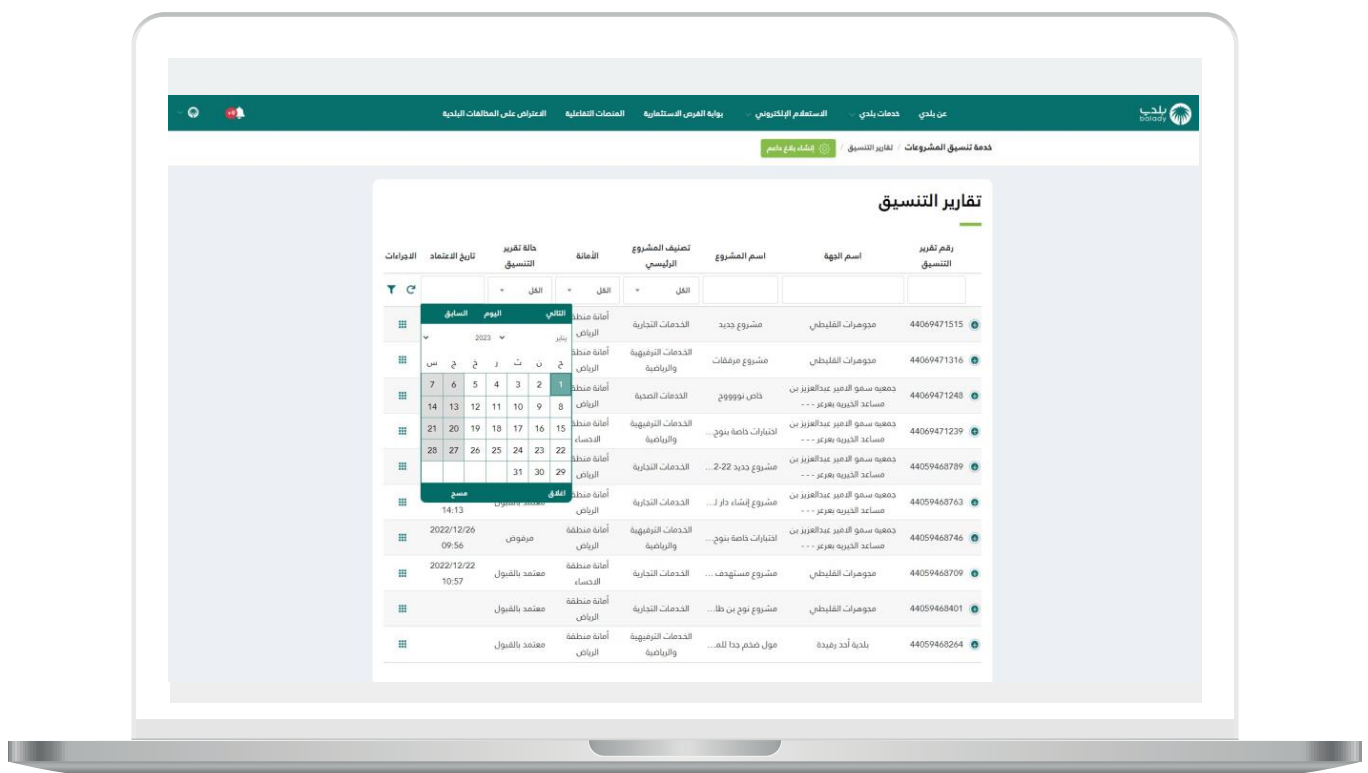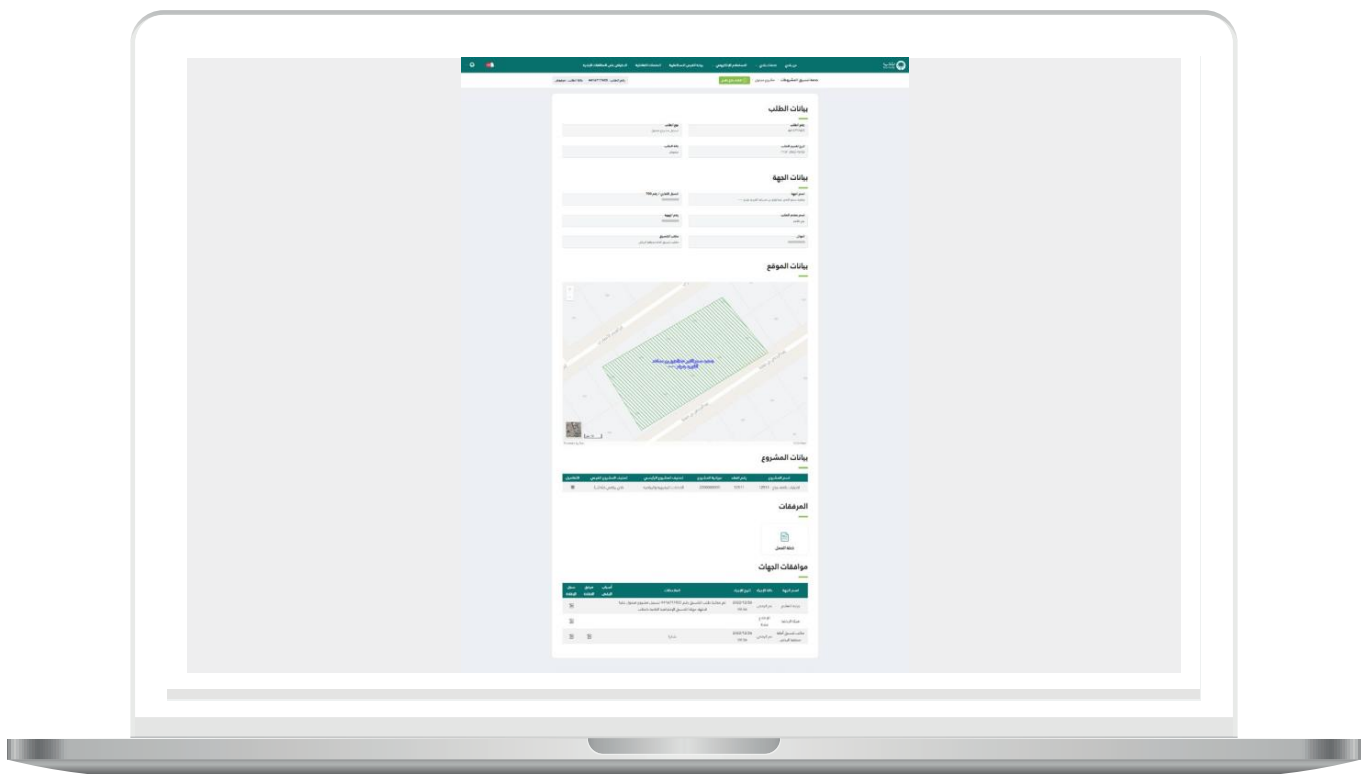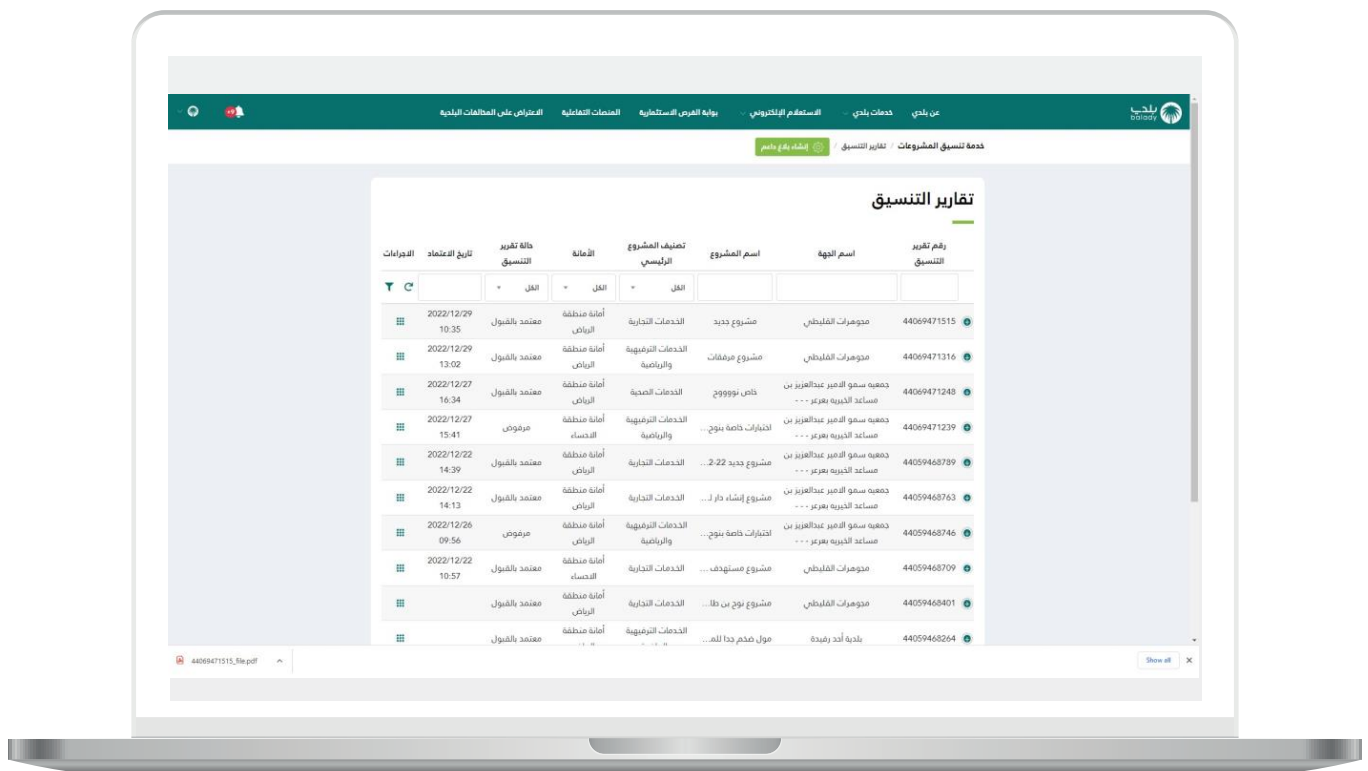
9) The search results then appear.

10) The following actions can be performed on any Coordination Report: View Request Details and Print. These actions can be accessed by clicking the green box in the (**Actions**) column.
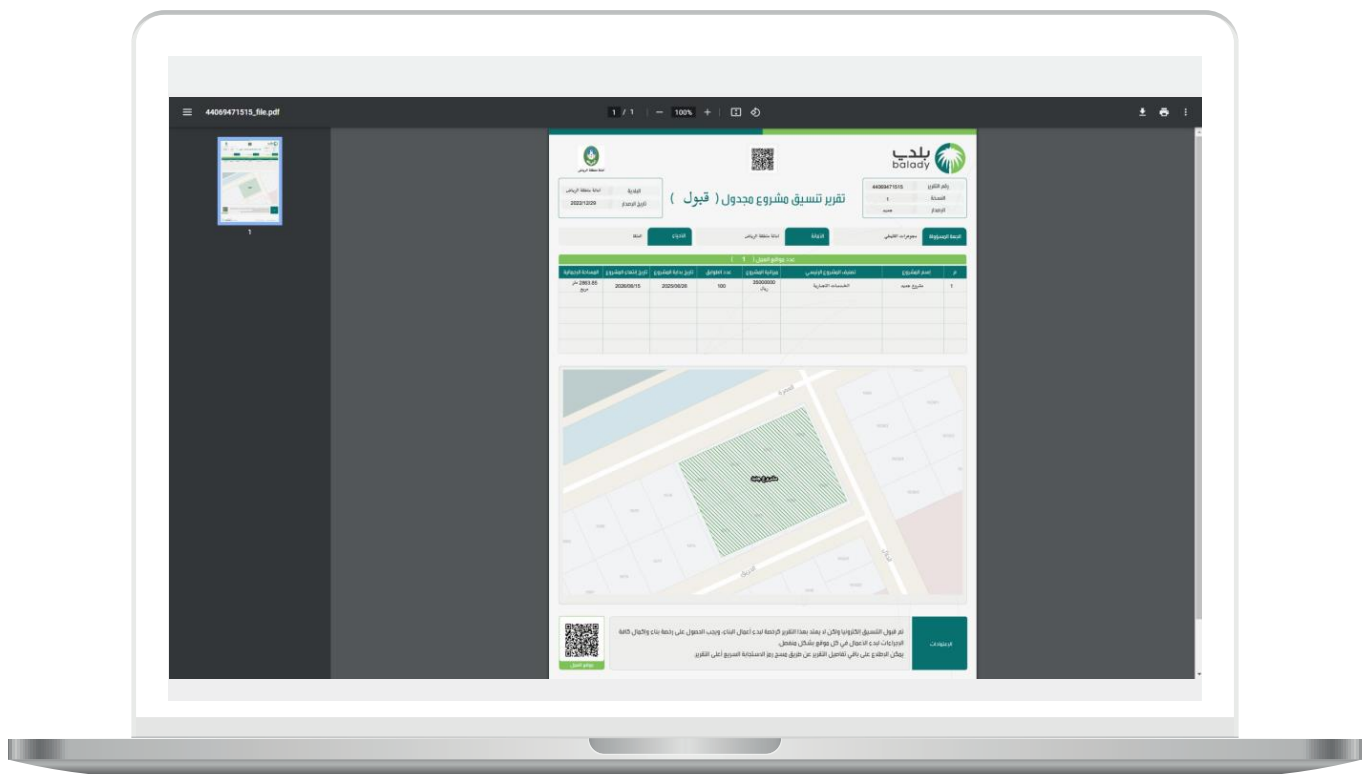
11) Upon clicking (**Request Details**), the following screen appears.

12) Upon clicking (**Print**), the file is downloaded, as shown in the screen below.
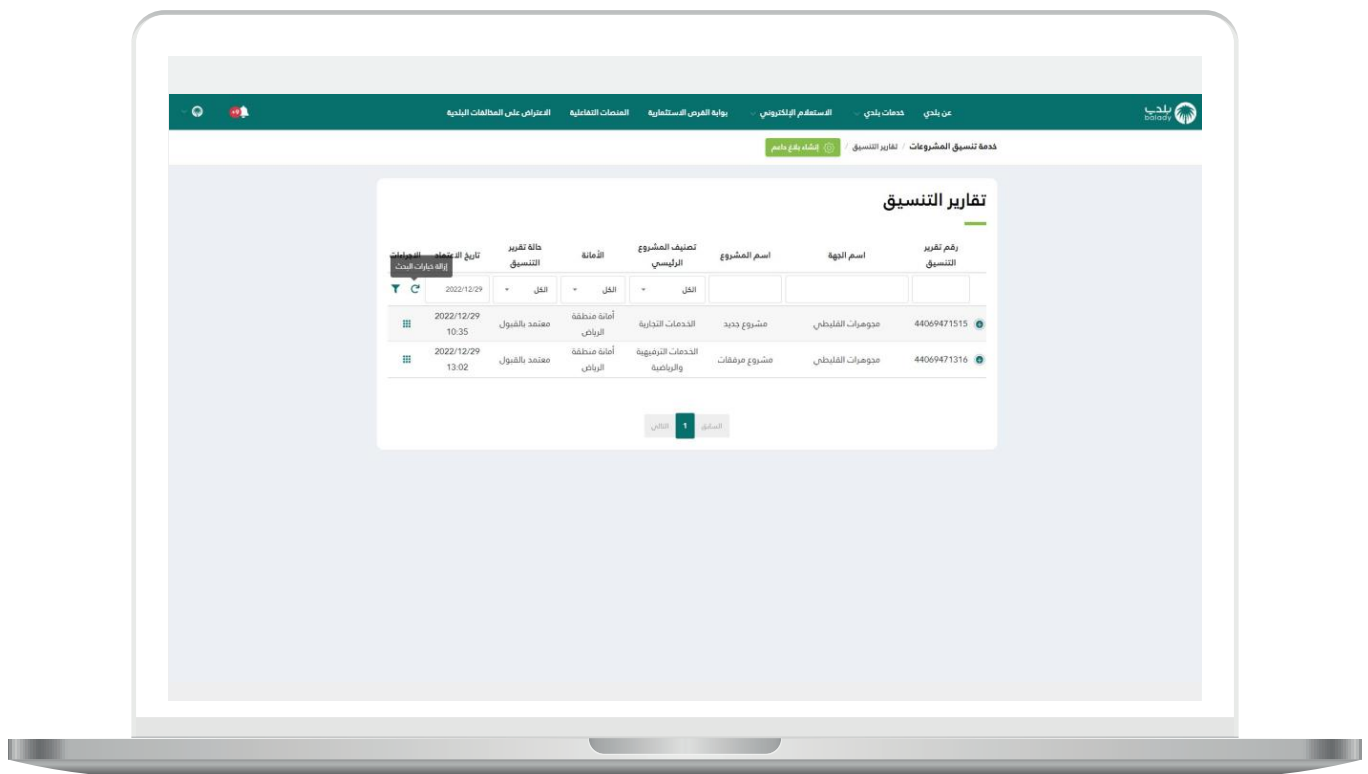
13) Upon opening the downloaded file, the Coordination Report is displayed, as shown in the figure below.
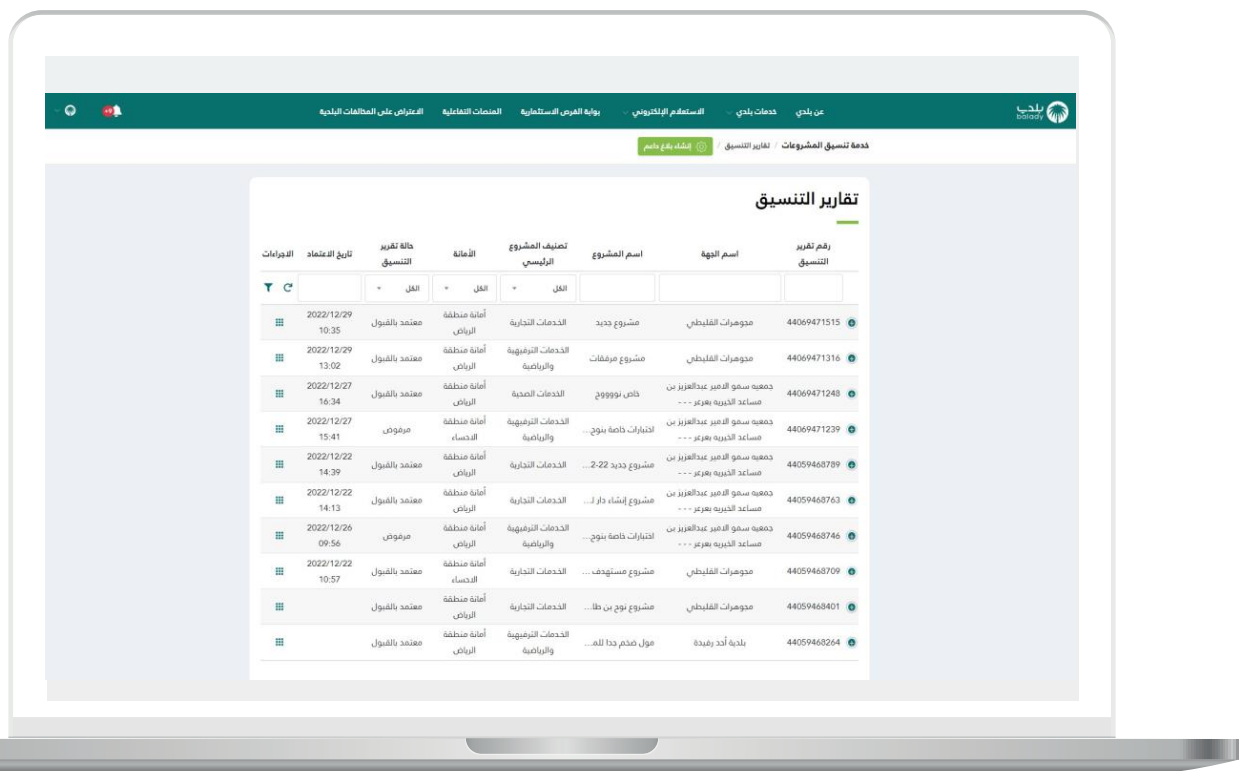
14) The (**+**) icon can be clicked to expand and view additional request details in the table, including (**Sub-project Category, Secretariat, District**).
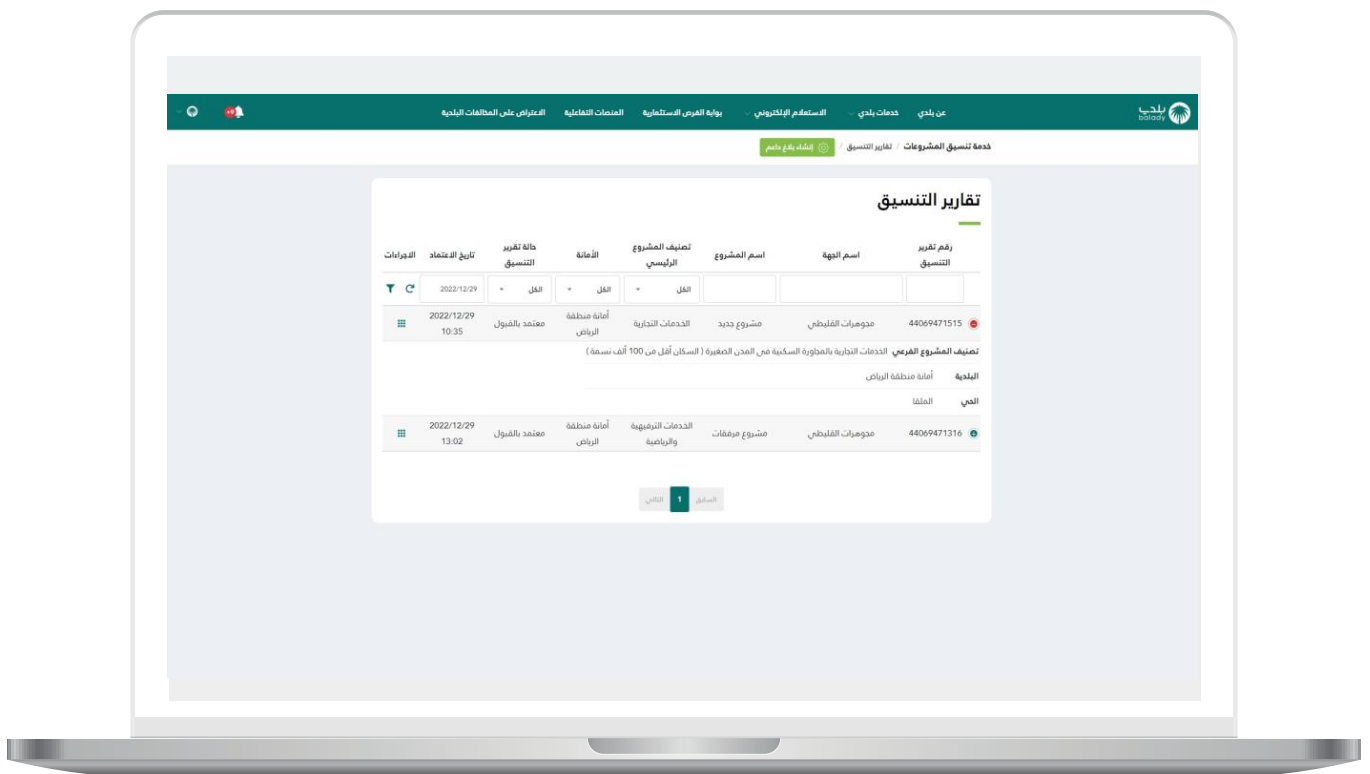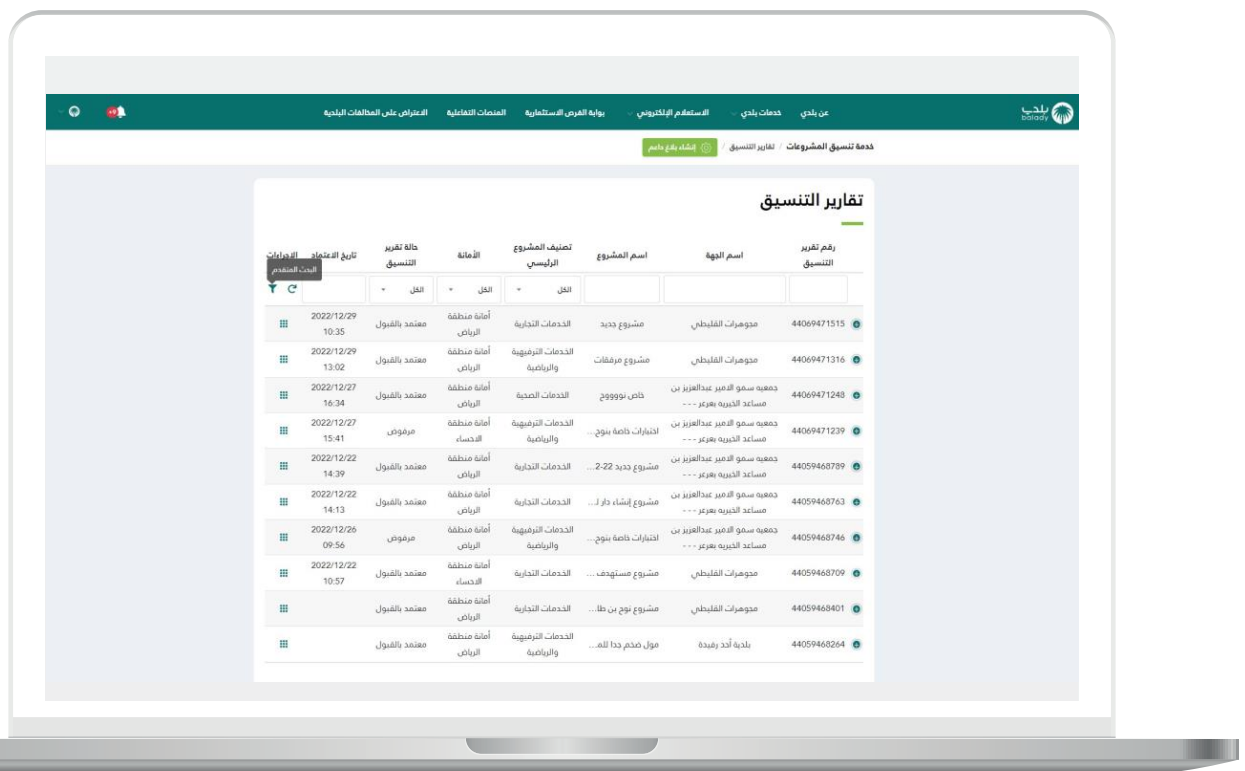
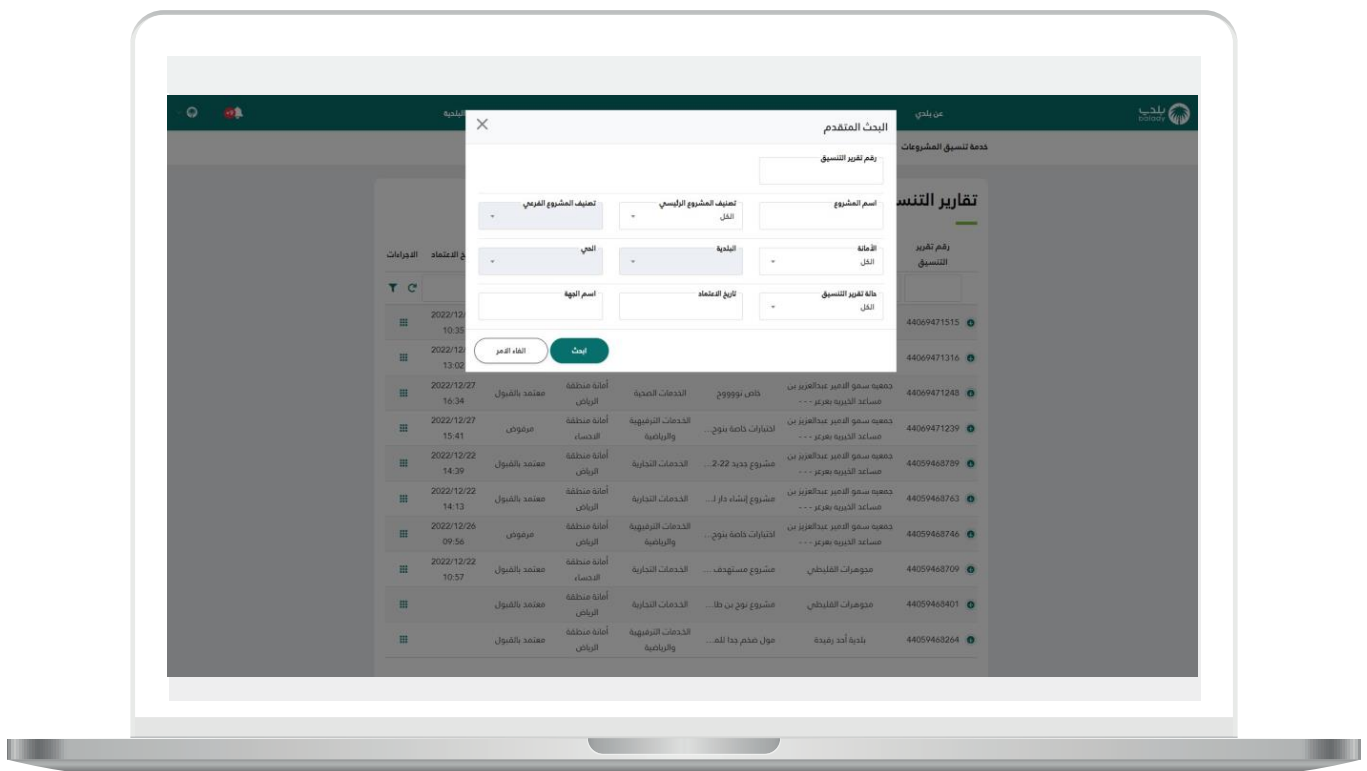**15)** Search filters can be reset by clicking the circular arrow icon.

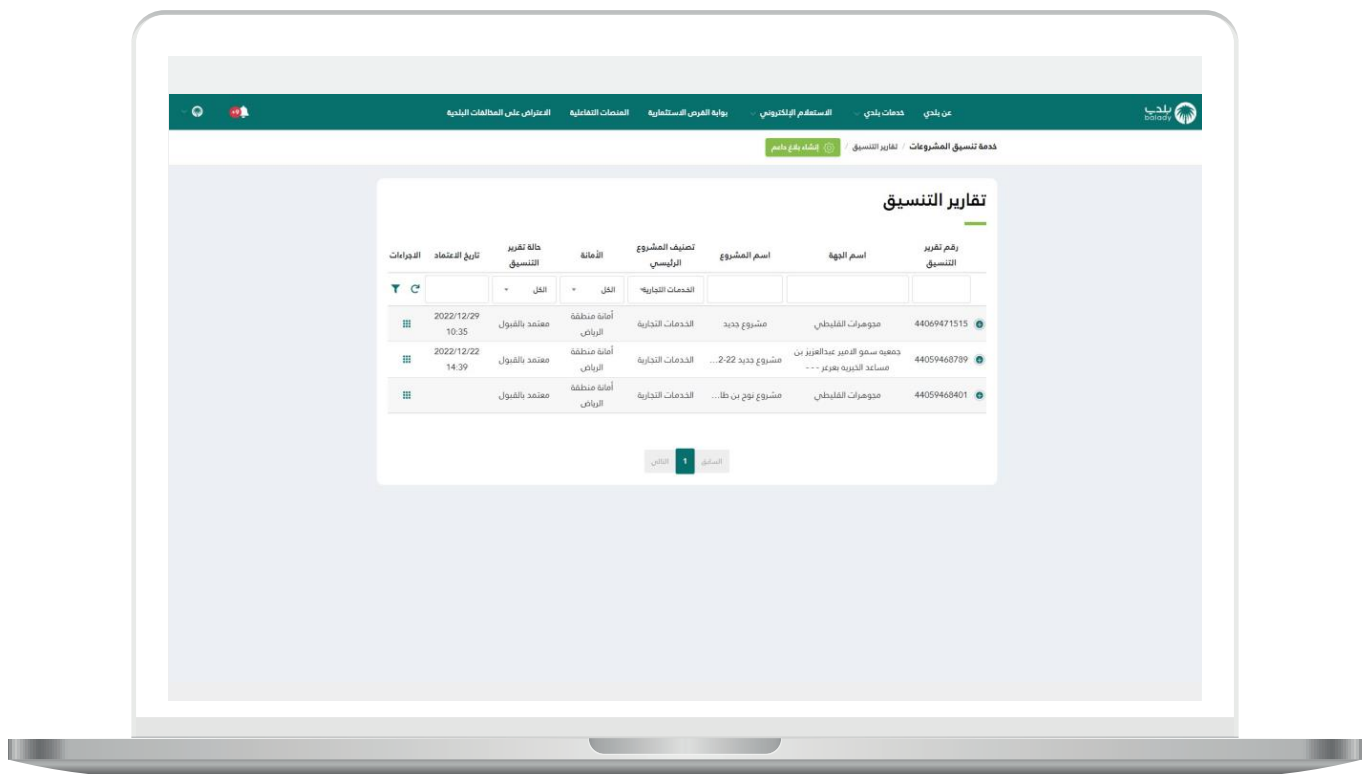16) This clears all search filter values.

17) The Advanced Search options can be displayed by clicking the funnel icon.

18) A small pop-up window appears, allowing the user to enter values in the fields and then click (**Search**).
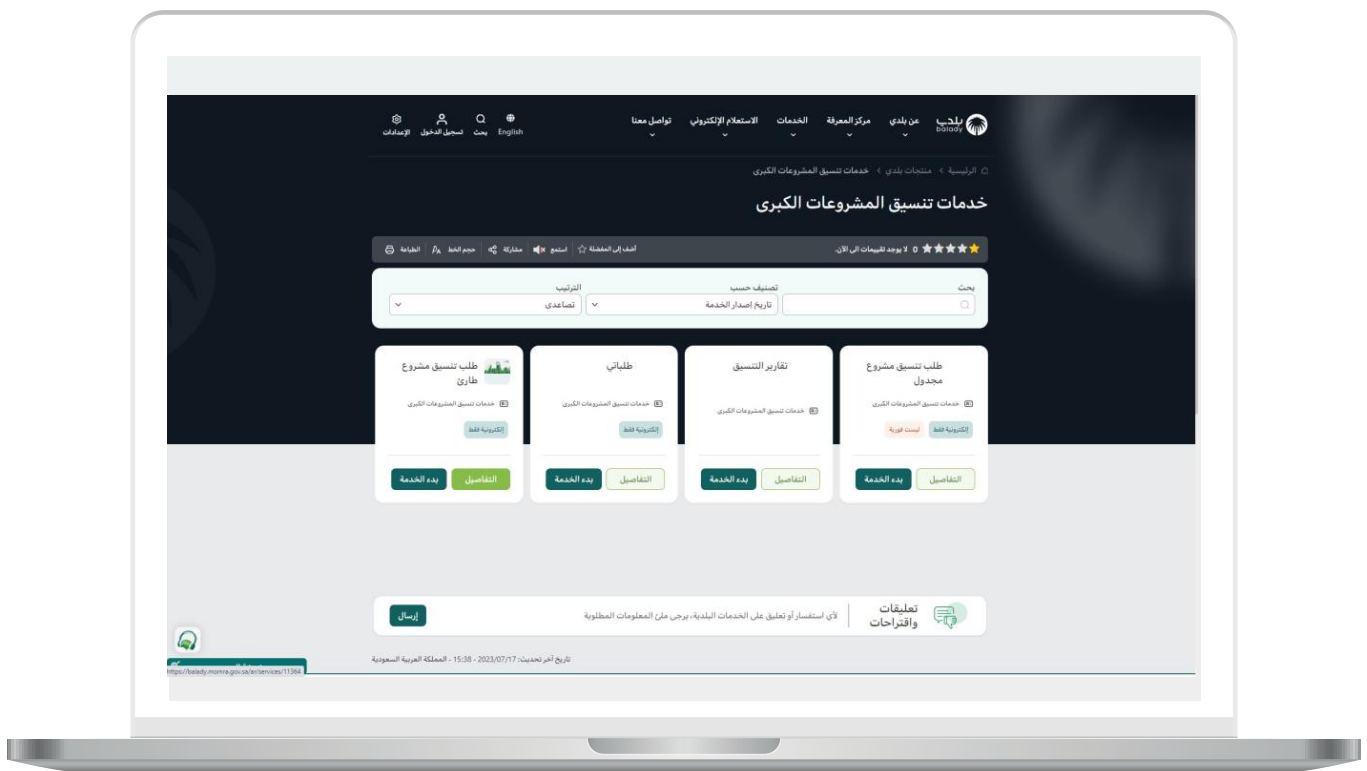
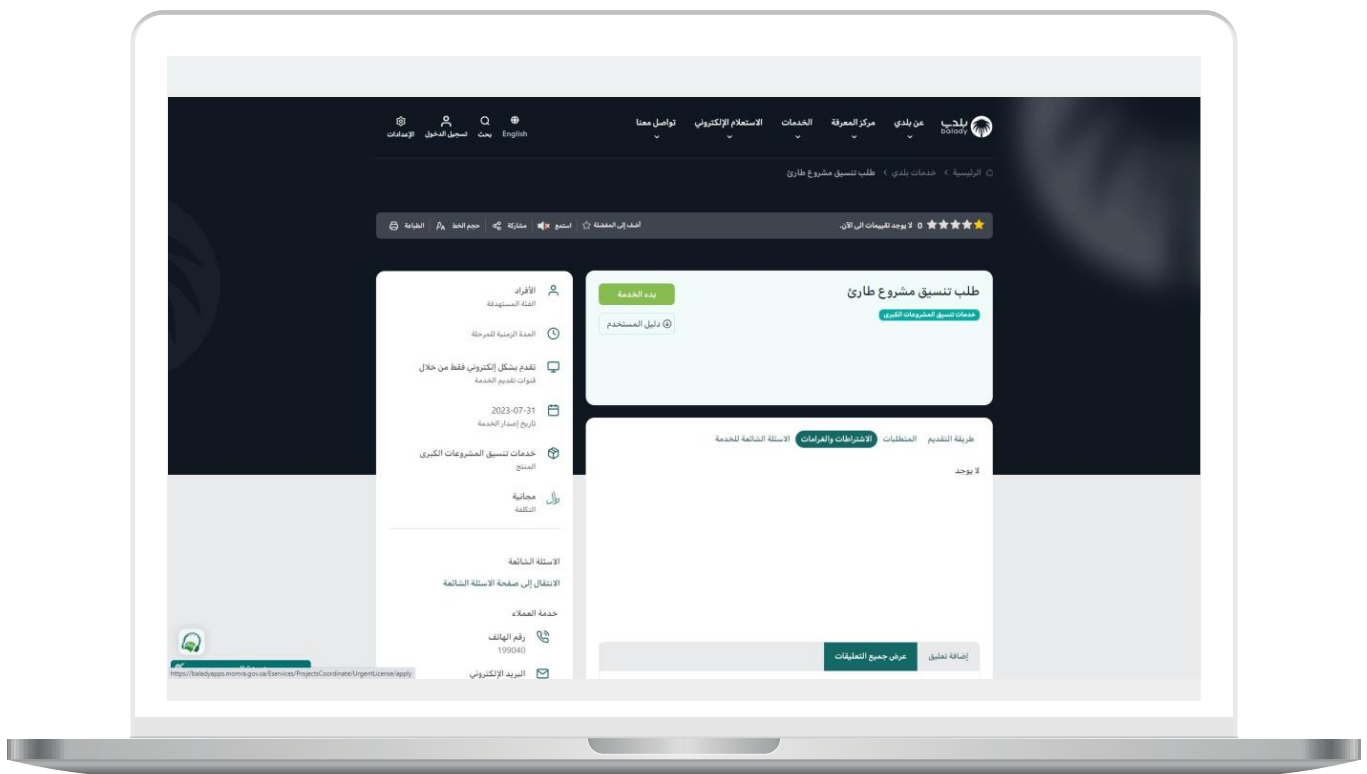19) The search results are then displayed as shown below.

Emergency Project Coordination Request

**1)** The user selects this ervice by clicking the (**Details**) button.

2) The next screen appears, where the user can view Application Process, Requirements, Conditions, and Penalties, etc. The service can be initiated by clicking (**Start Service**).
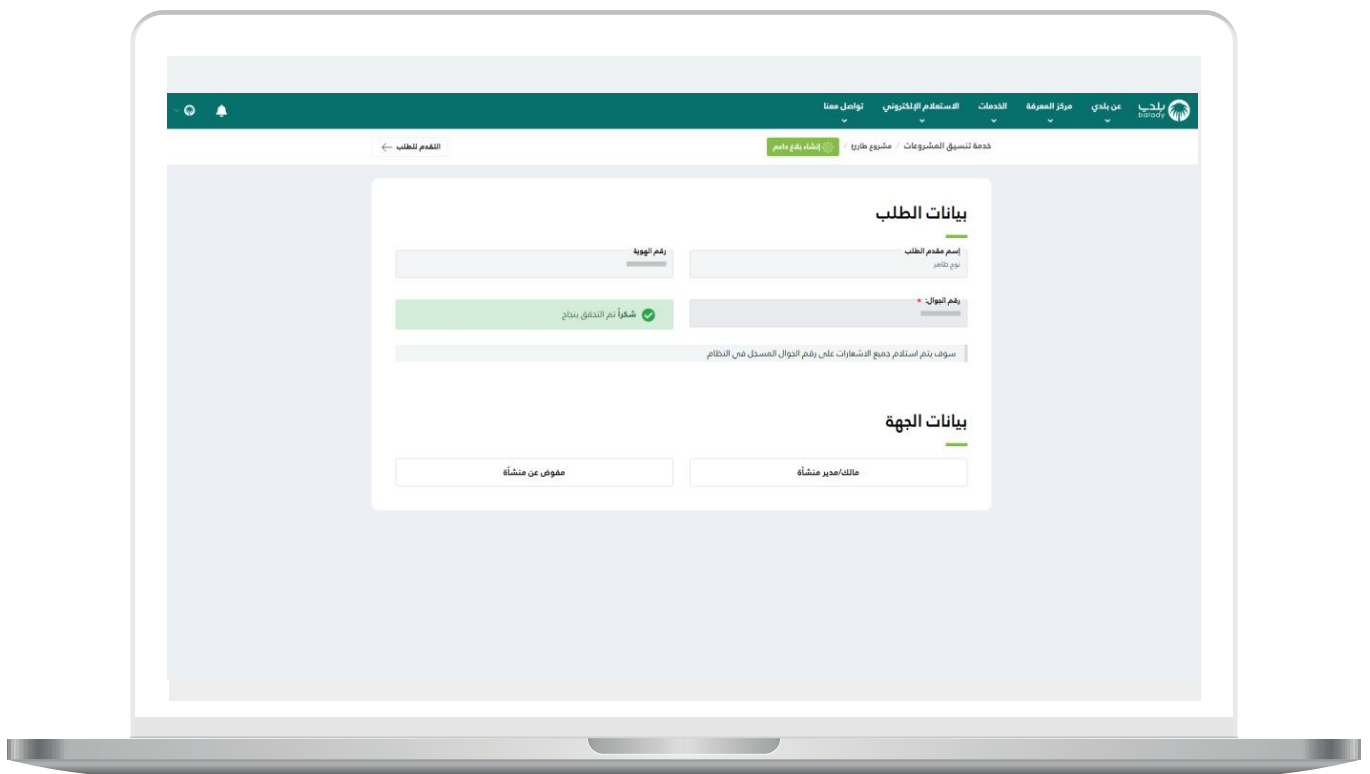
3) The system verifies the user's mobile number by entering the (**Mobile Number**) field and then clicking the (**Verify**) button, as shown below.
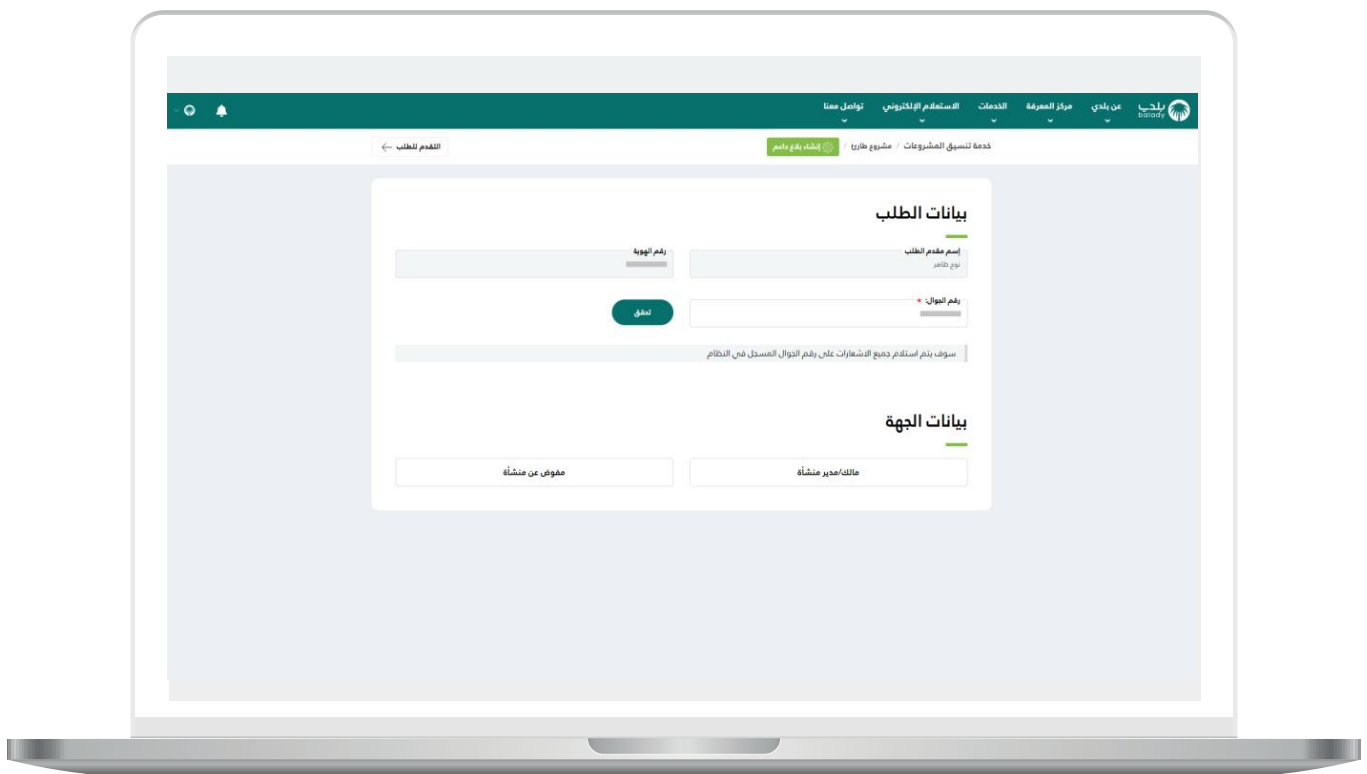
4) The user enters the Verification Code sent via SMS into the (**Verification Code**) field and clicks (**Confirm**).
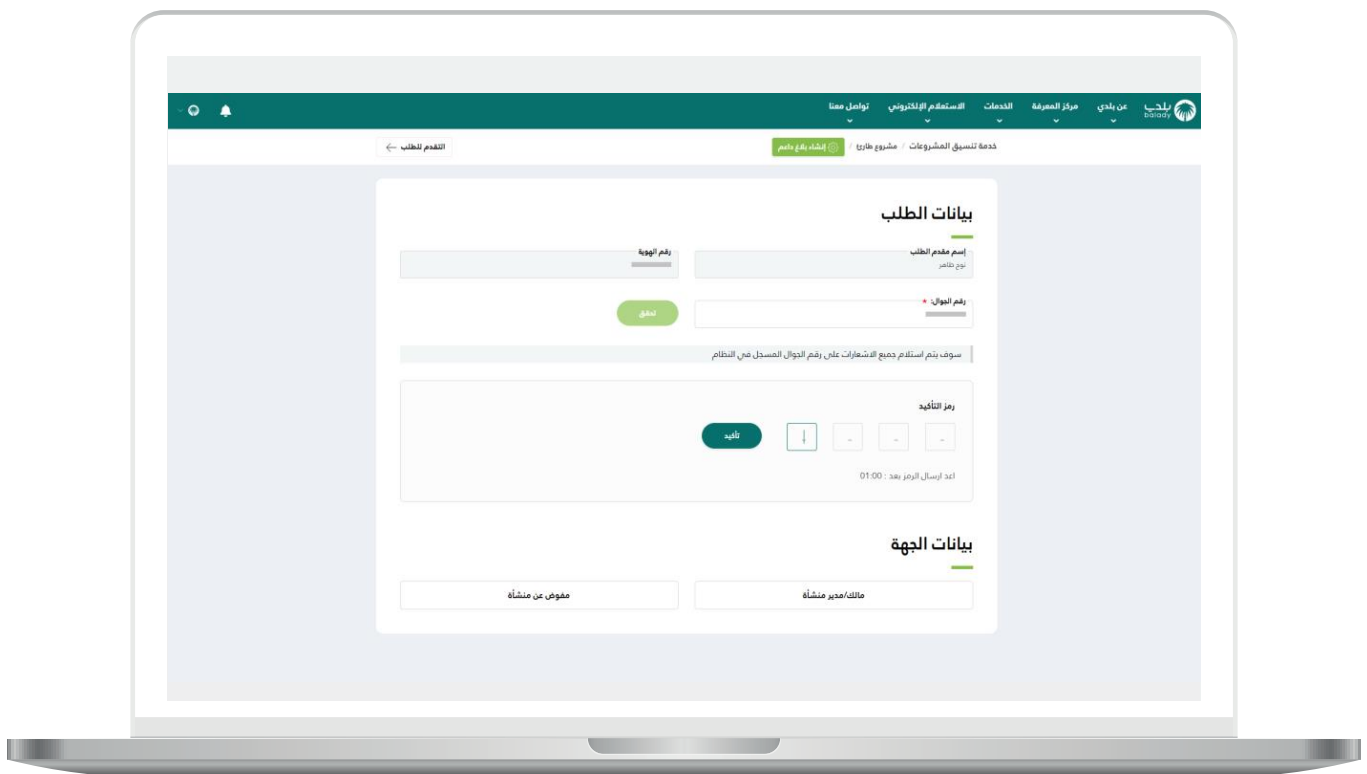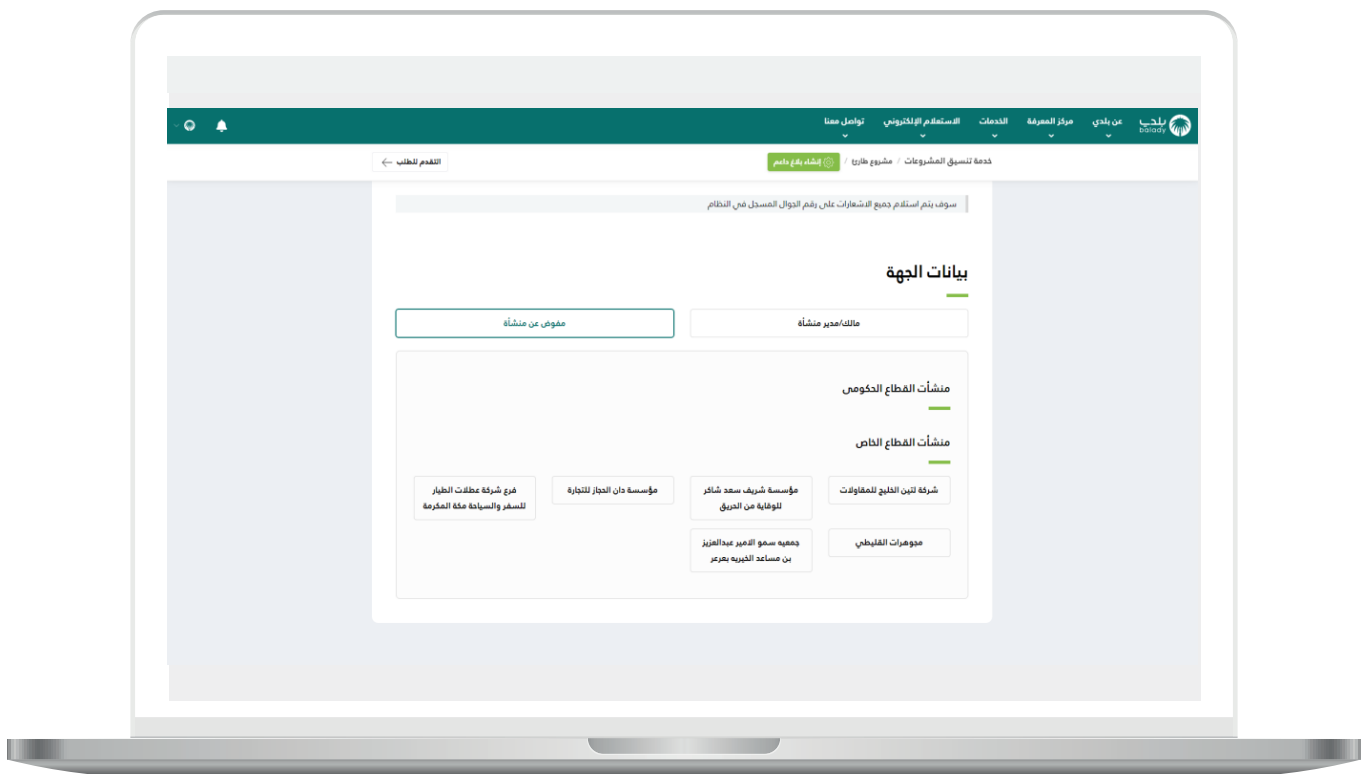
5) Upon successful mobile number verification, a confirmation message appears, as shown in the figure. The user then selects the Entity Type from the following options: (**Owner or Manager of an Establishment**) or (**Authorized Representative**).
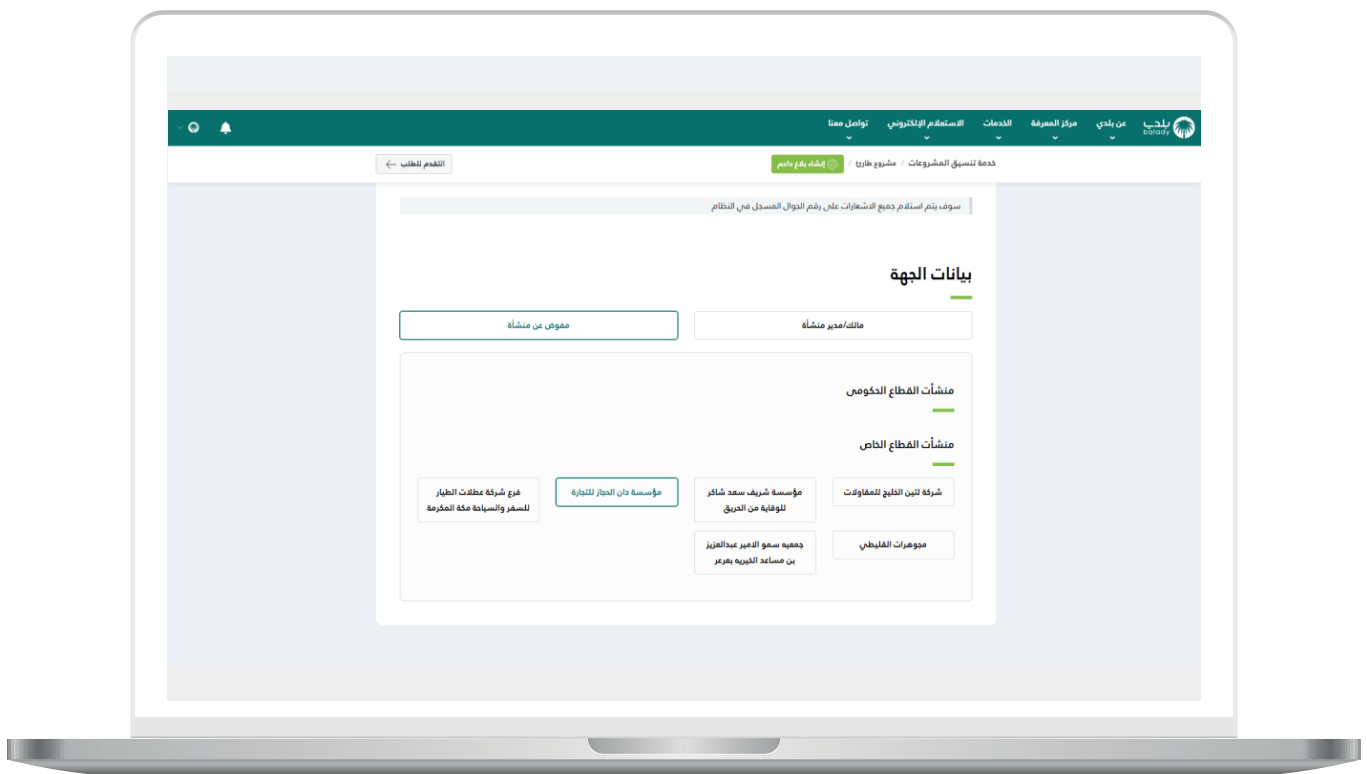
6) If the user selects (**Owner or Manager of an Establishment**), the system prompts for the (**Commercial Register**), which must be entered before clicking (**Browse**).
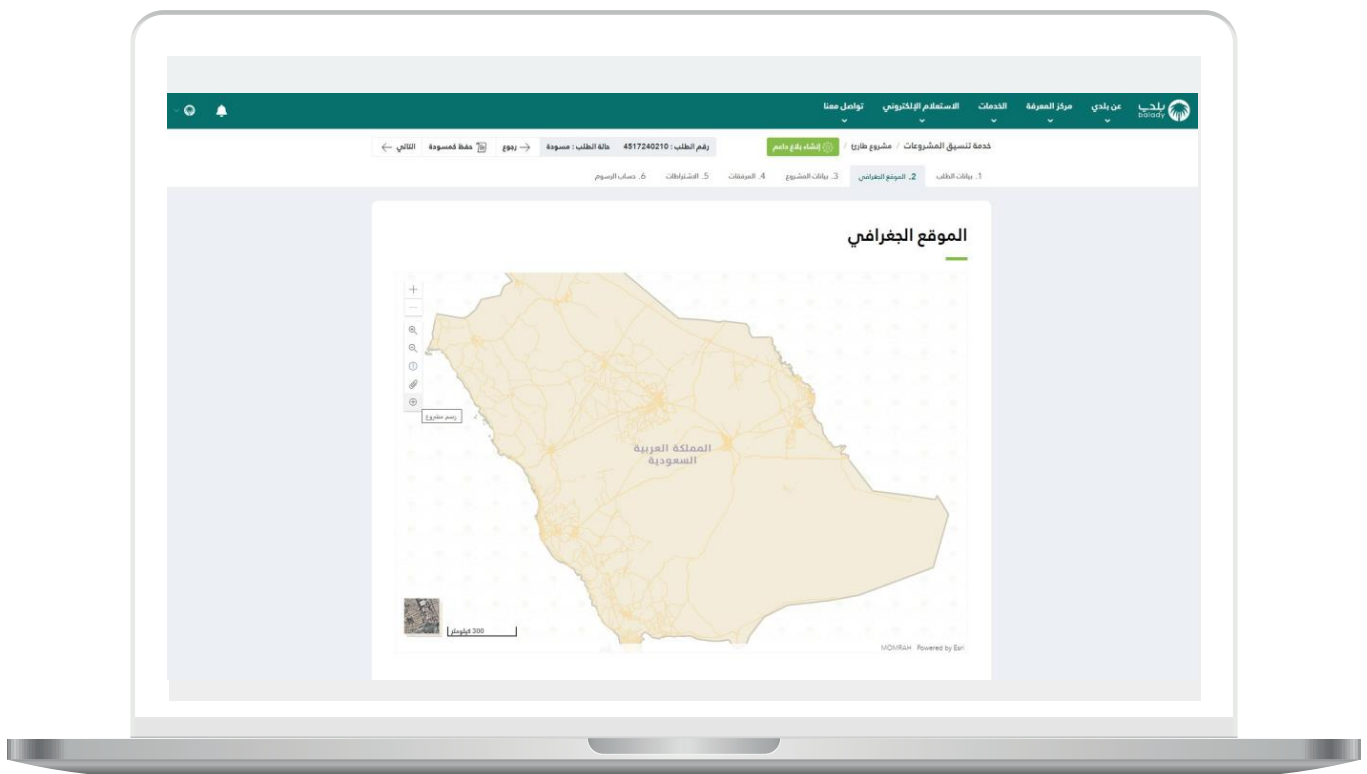
7) If the user selects (**Authorized Representative**), the system displays (**Government Entities**) and (**Private Sector Entities**) for selection.
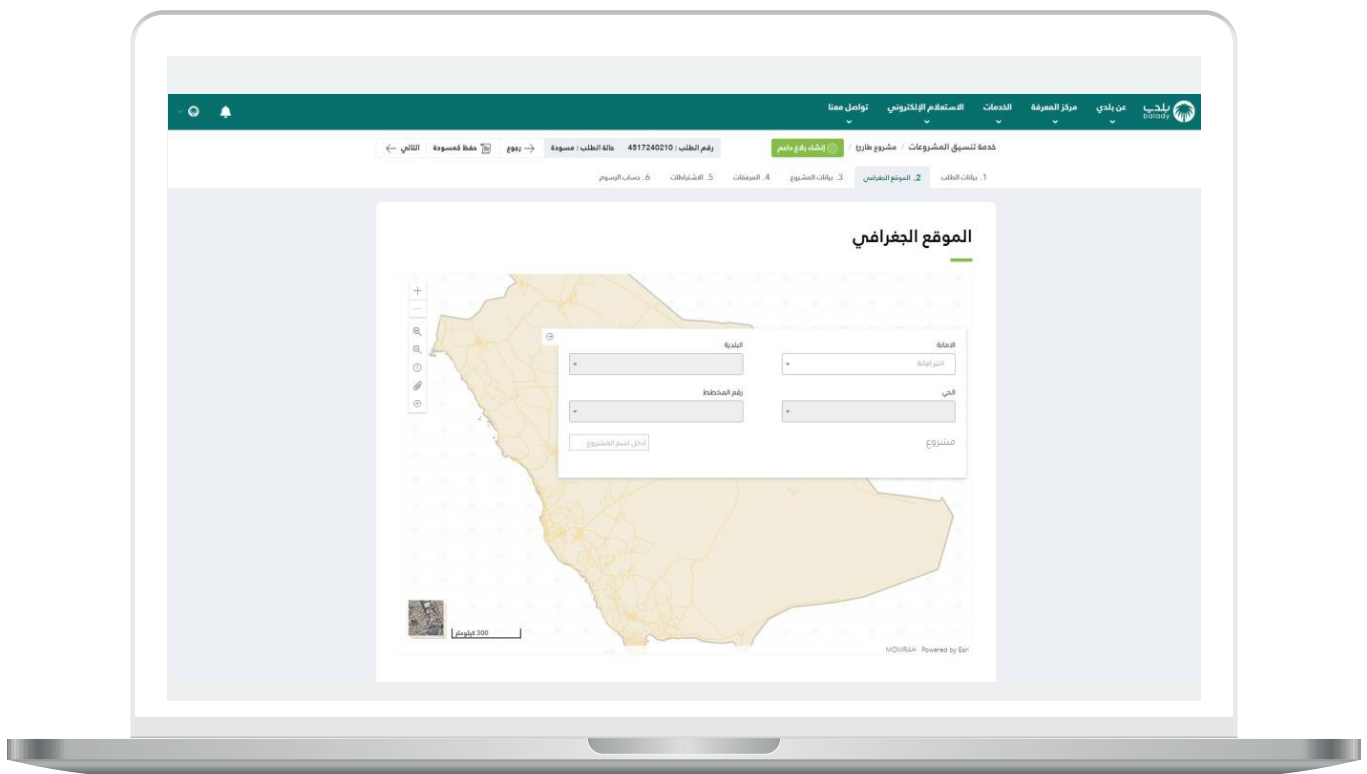
8) After making a selection, the user clicks (**Proceed with Request**).
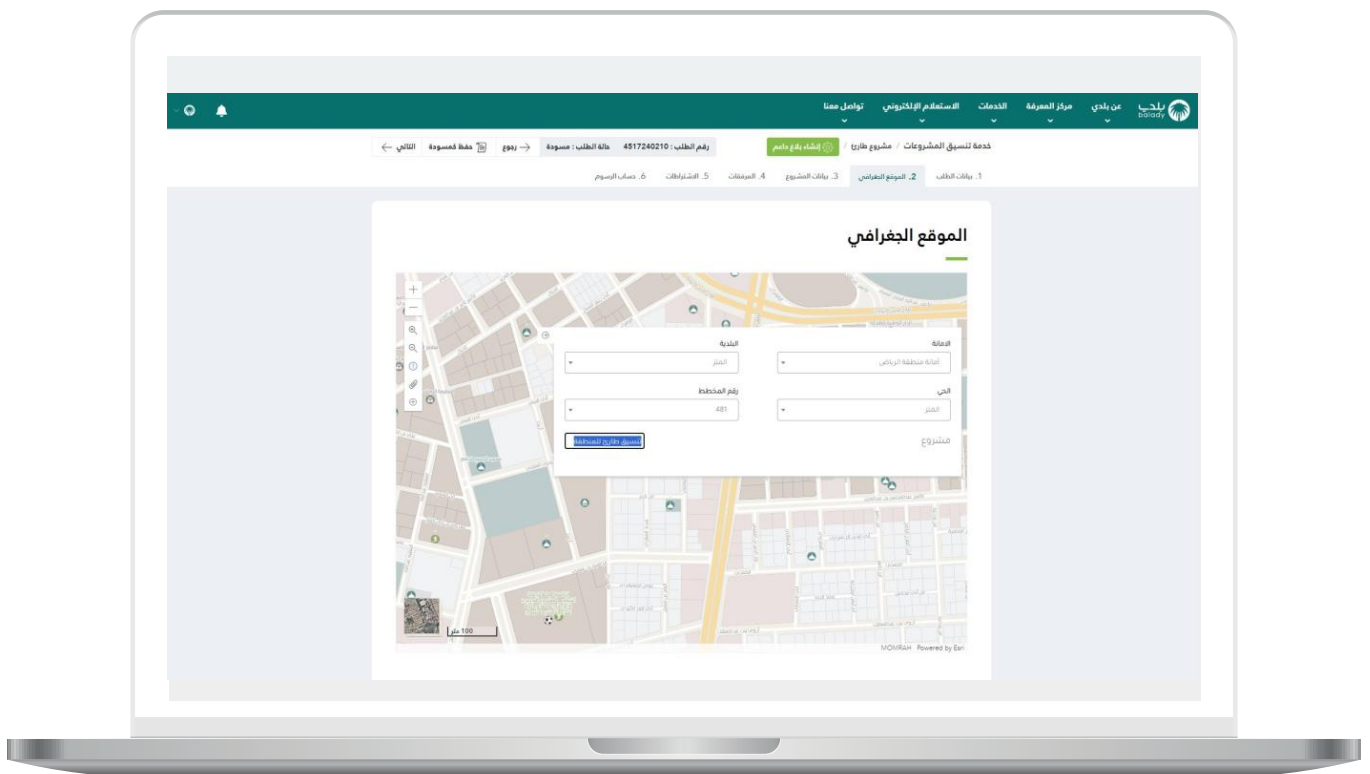
9) The user is redirected to the (**Geographical Location**) stage, where a map appears to mark the project location using the (**Draw Project**) tool.
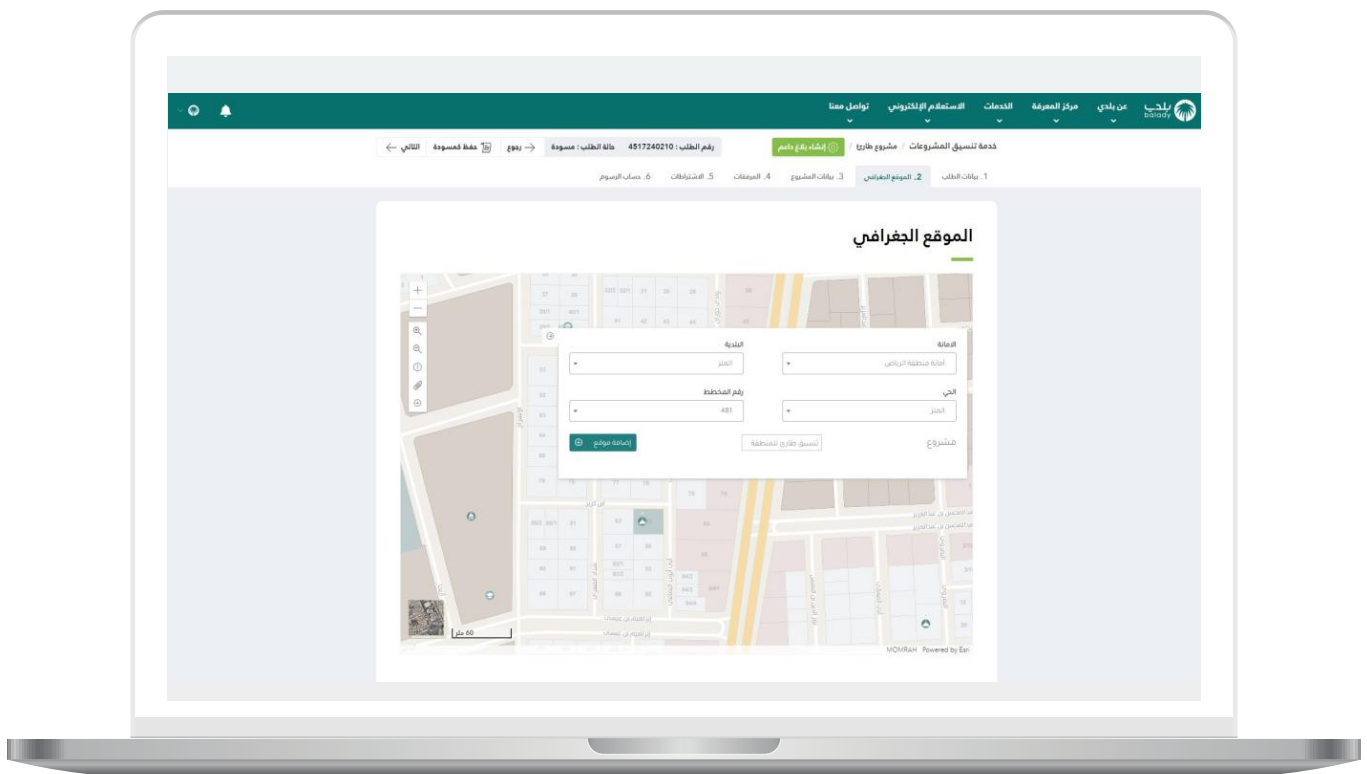
10) The location is set by selecting values from the following dropdown lists in sequence: (**Municipality, Secretariat, District, and Plot Number**).
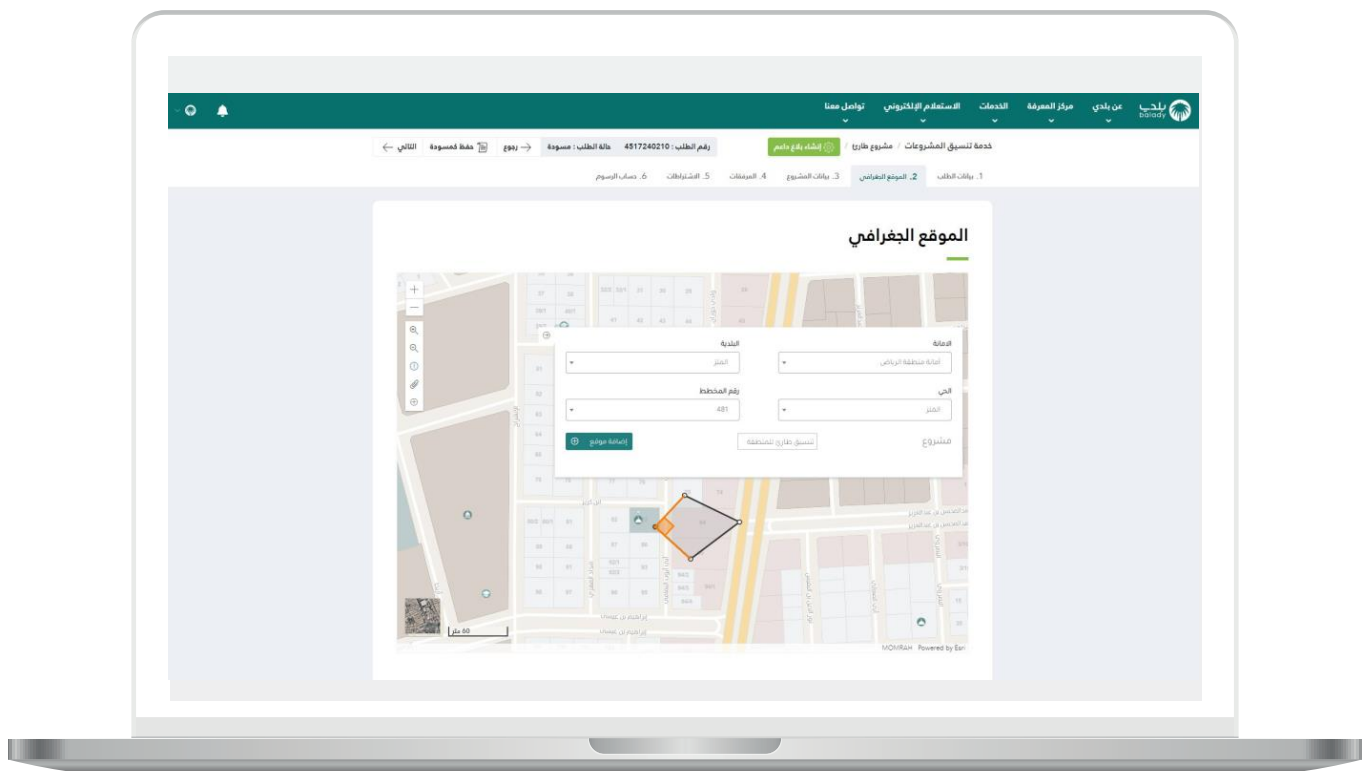
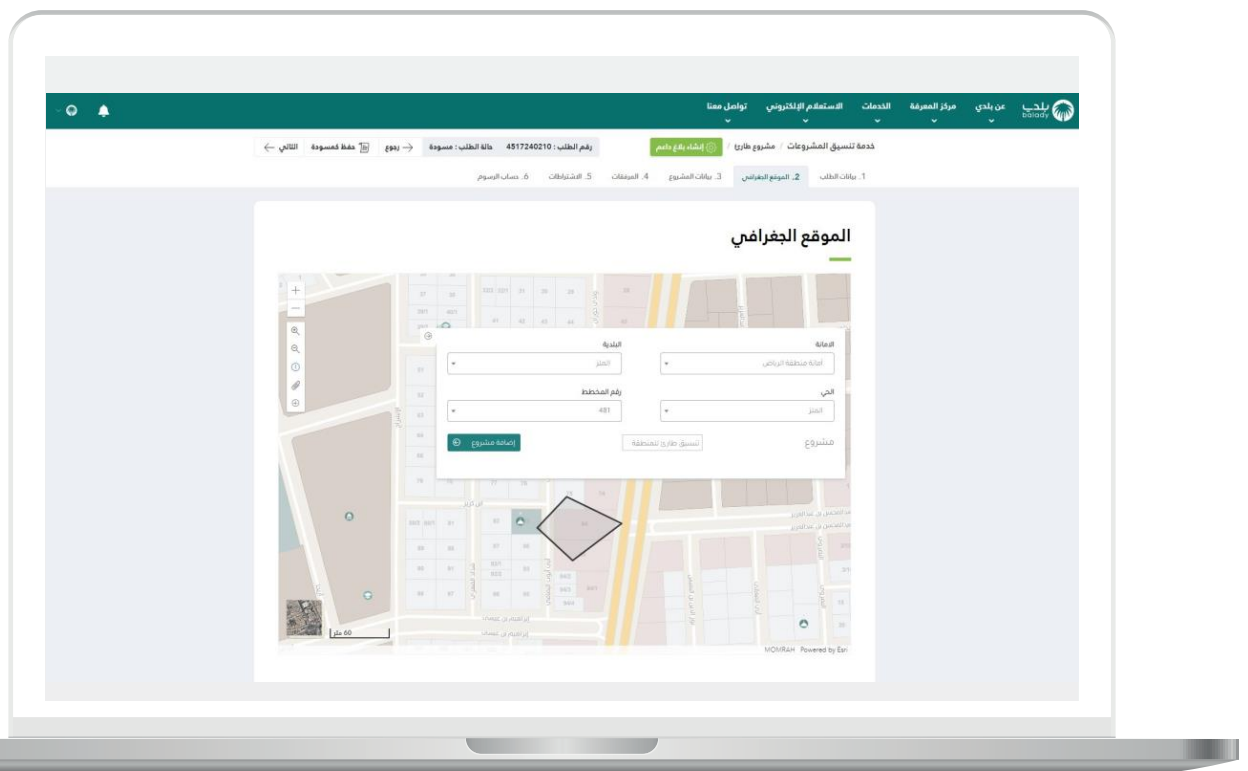11) The (**Project**) field is then completed.

12) After zooming into the map using the (**+**) button, the (**Add Location**) button becomes visible and is clicked.
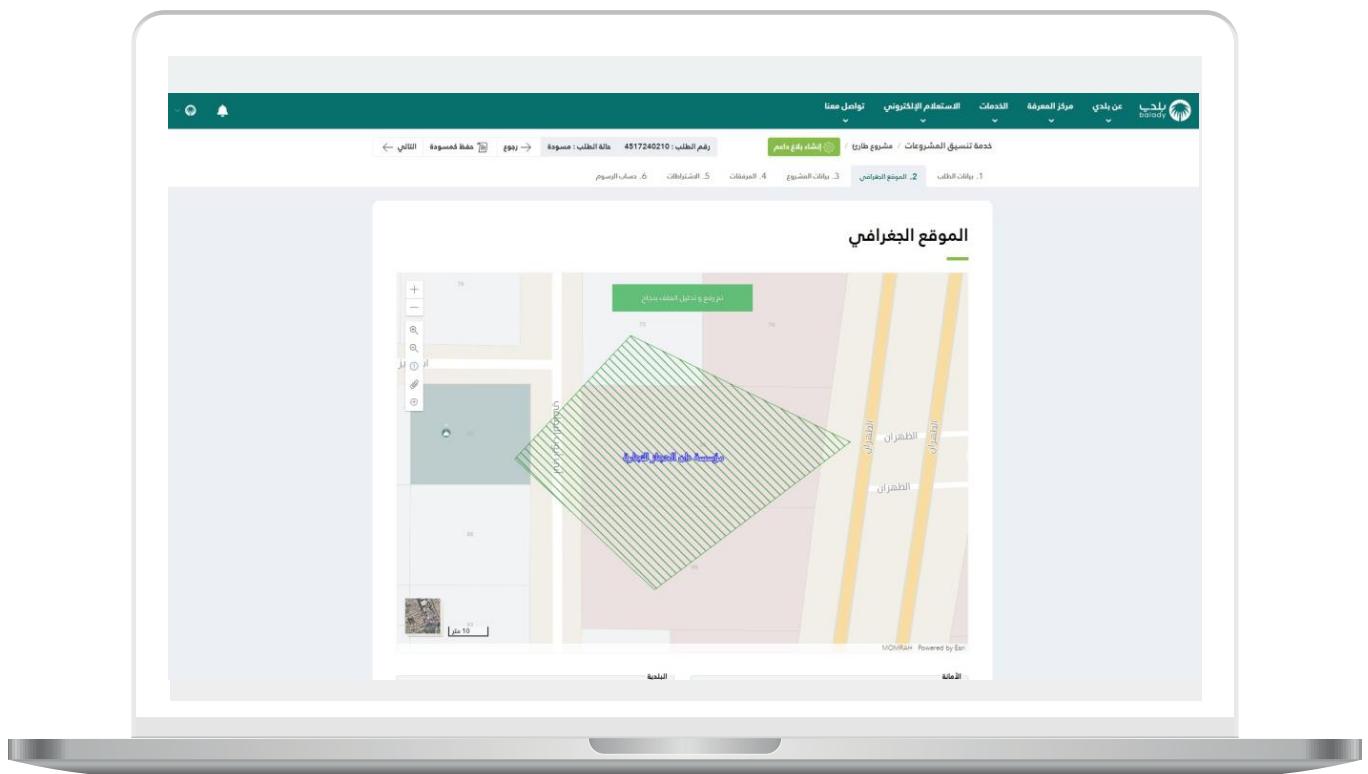
13) The shape is drawn on the map, and once completed, the user double-clicks to approve it.

14) The user then clicks (**Add Project**).

15) The drawing is finalized, as shown in the figure.

16) The user can scroll down to review additional details. 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 step using the (**Back**) button.

17) The user proceeds to the (**Project Information**) stage, where the following fields are completed: (**Project Name, Contract Number, Main Project Category, Sub-Project Category, Project Budget (SAR), Number of Floors, and Project Description**).

Additionally, the (**Project Start Date**) and (**Project End Date**) are selected via the electronic calendar.

18) The user must also fill in the (**Project Phases**) section using the electronic calendar, covering: Site Preparation, Excavation & Foundations, Structural Works, Electrical & Mechanical Works, Insulation Works, Finishing Work & Delivery.

The user then clicks (**Next**) to continue, (**Save as Draft**) to store the request, or (**Back**) to return to the previous stage.

19) The user reaches the (**Attachments**) stage, where they upload the necessary documents by clicking the Attachment Field and selecting the file from their device.

Additional attachments can be added under the (**Additional Attachments**) section by entering a (**Document Name**), selecting the file in the (**Attachment**) field, and clicking (**Upload**).

20) The user clicks (**Next**) to proceed, with the option to (**Save as Draft**) or return to the previous step using (**Back**).

21) The user proceeds to the (**Conditions**) stage, where they read the terms and conditions and agree to the acknowledgments.
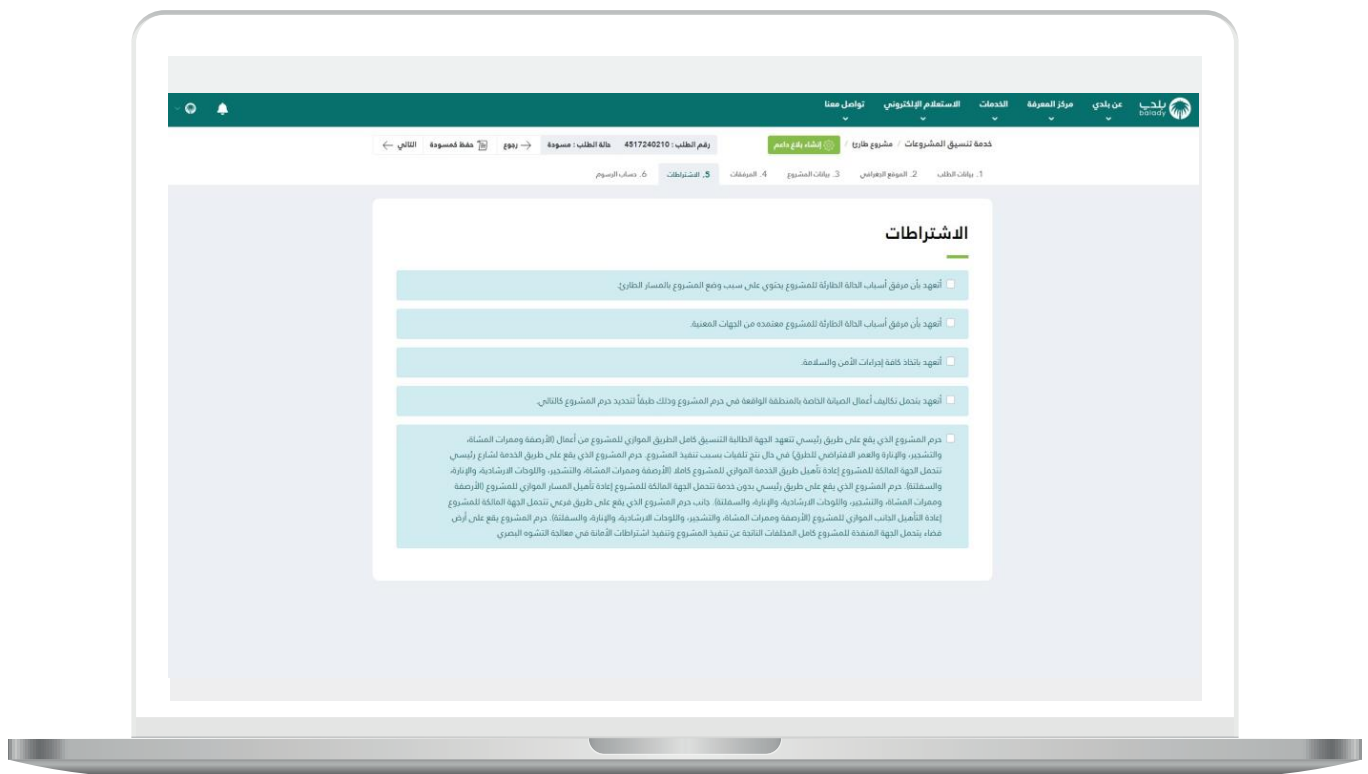
22) The user then clicks (**Next**) to continue, (**Save as Draft**) to store the request, or (**Back**) to return to the previous stage.
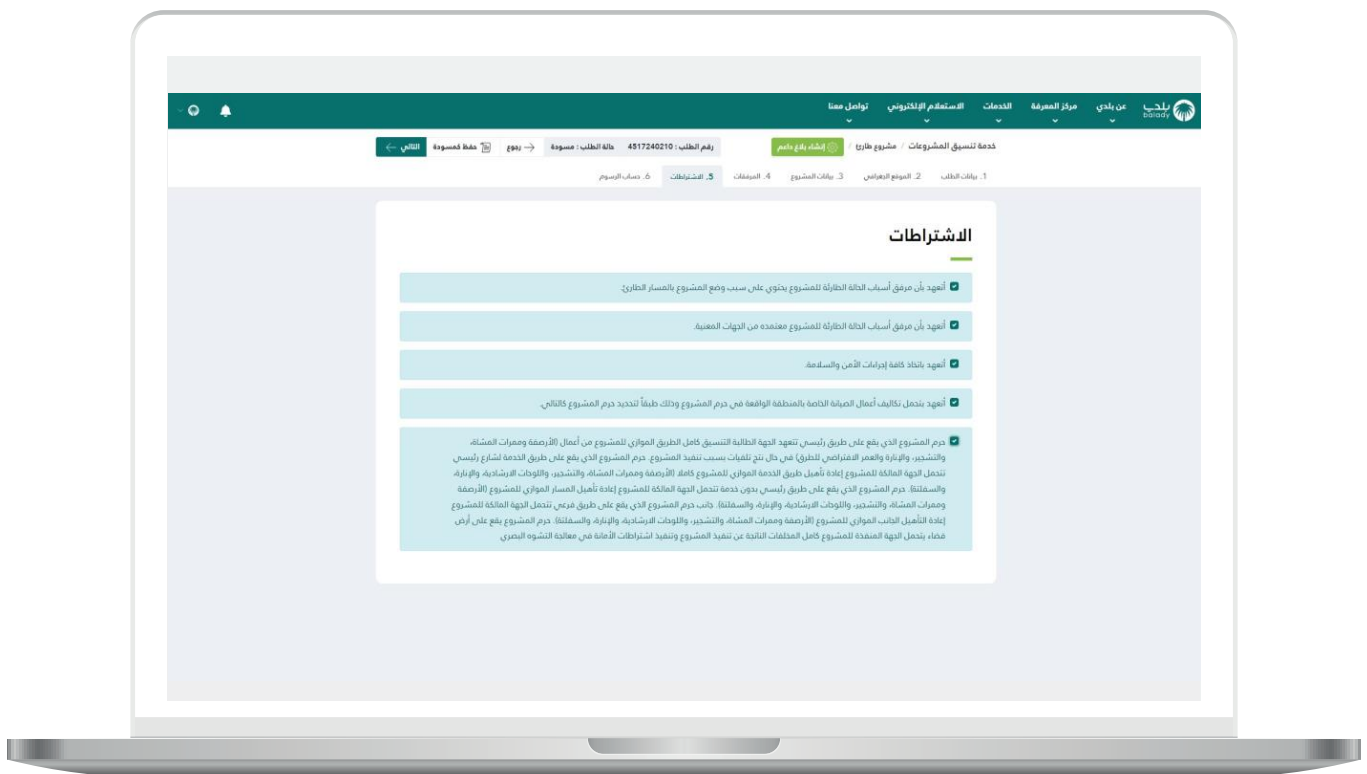
23) The user is then redirected to the (**Fee Calculation**) stage, where the total service fee is displayed. The user must agree by selecting the acknowledgment checkbox.
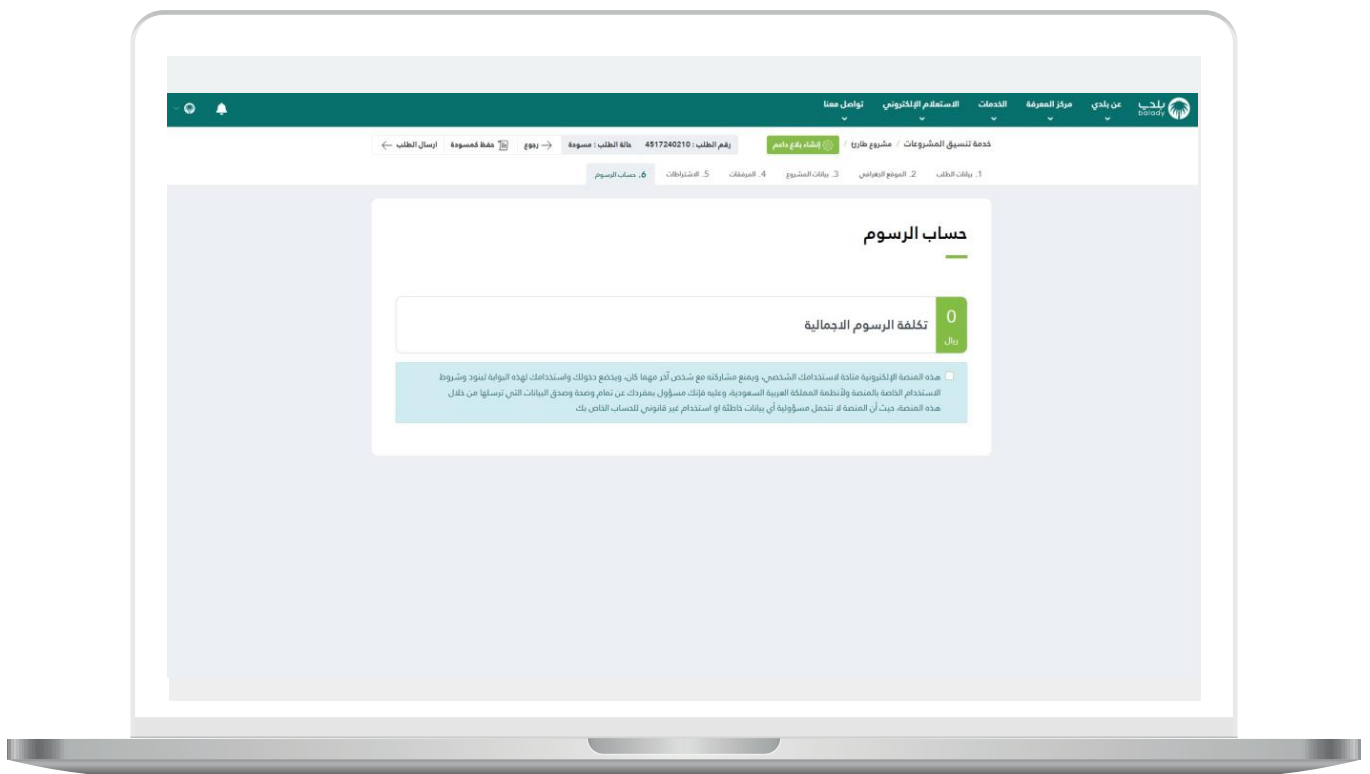
24) After that, they click (**Submit Request**), with the option to (**Save as Draft**) for future reference or to return to the previous stage using the (**Back**) button.
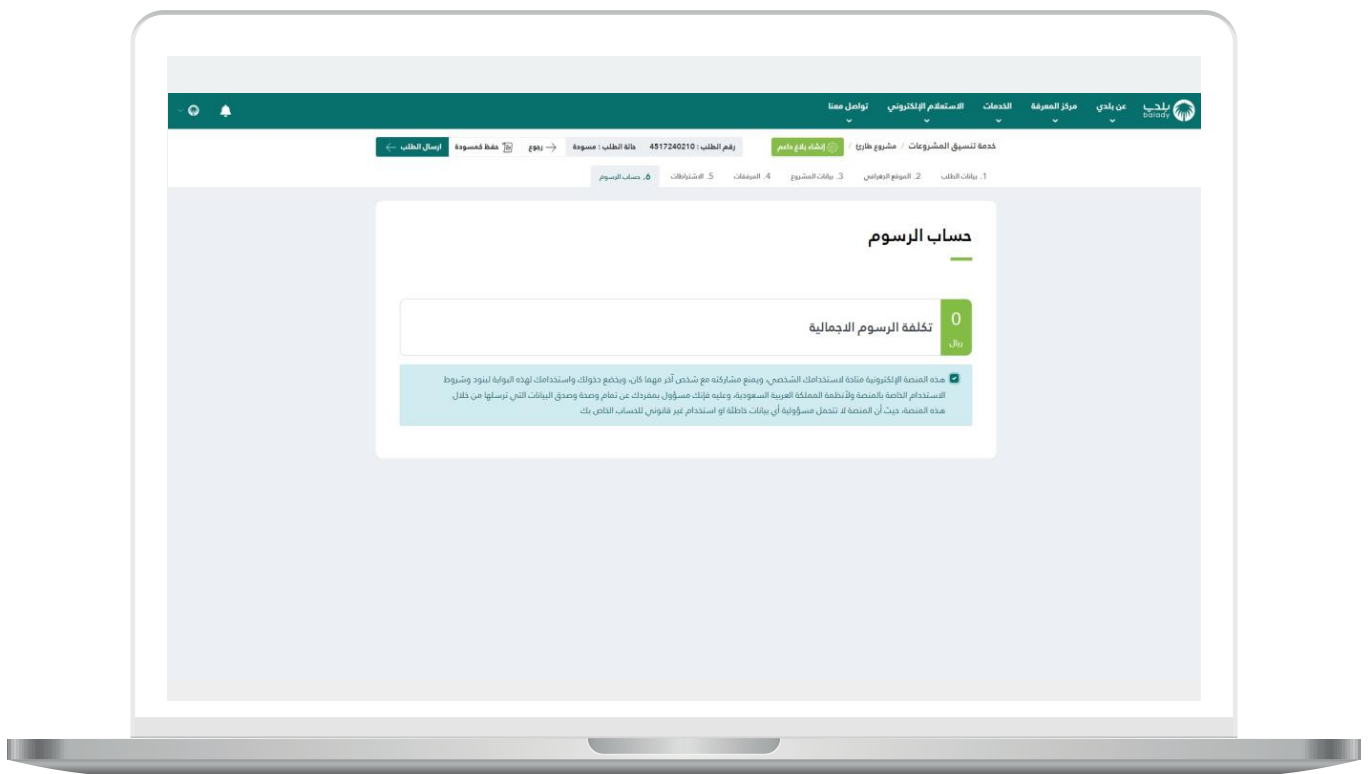
25) A confirmation message appears, prompting the user to click (**Confirm**) to finalize the submission or (**Cancel**) to discard the process.
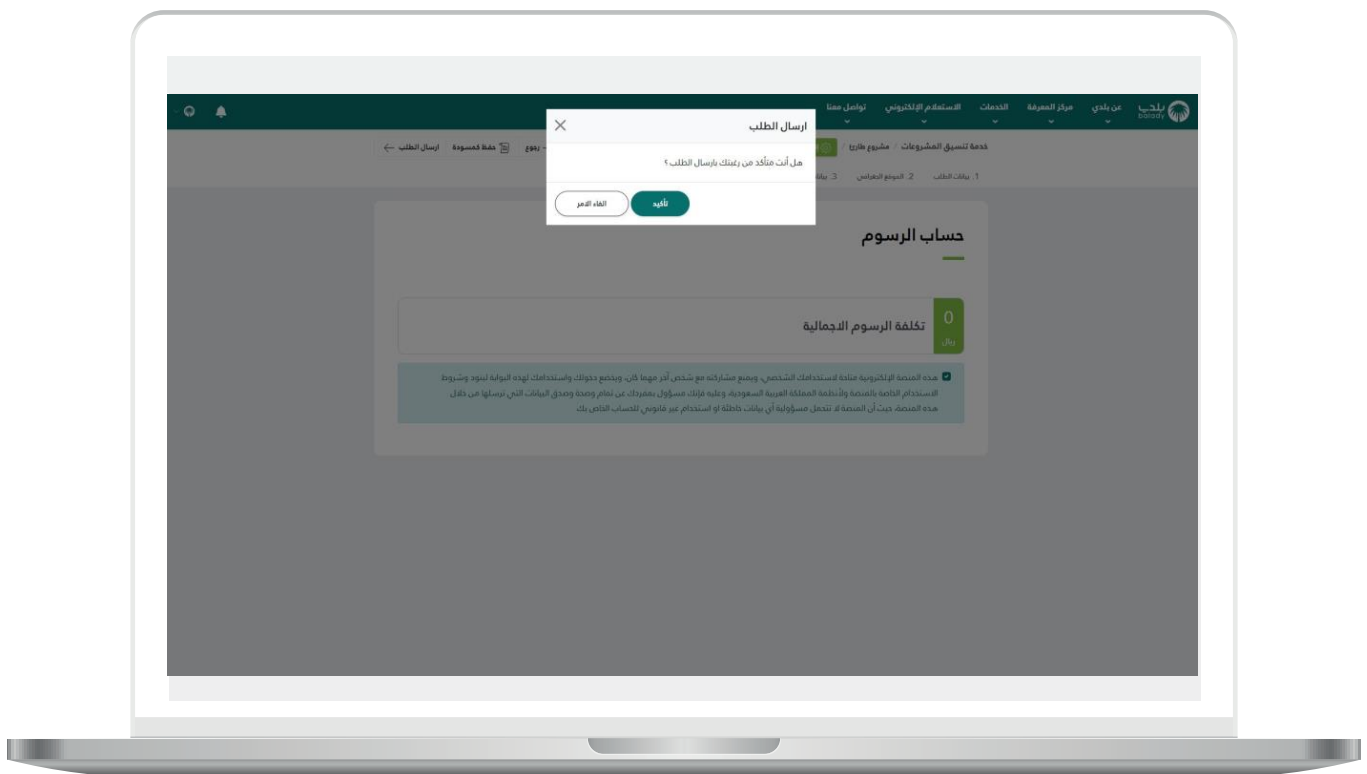
26) The system then allows the user to evaluate the service by selecting the number of stars displayed, entering a value in the (**Comments**) field, and clicking the (**Submit Evaluation**) button.
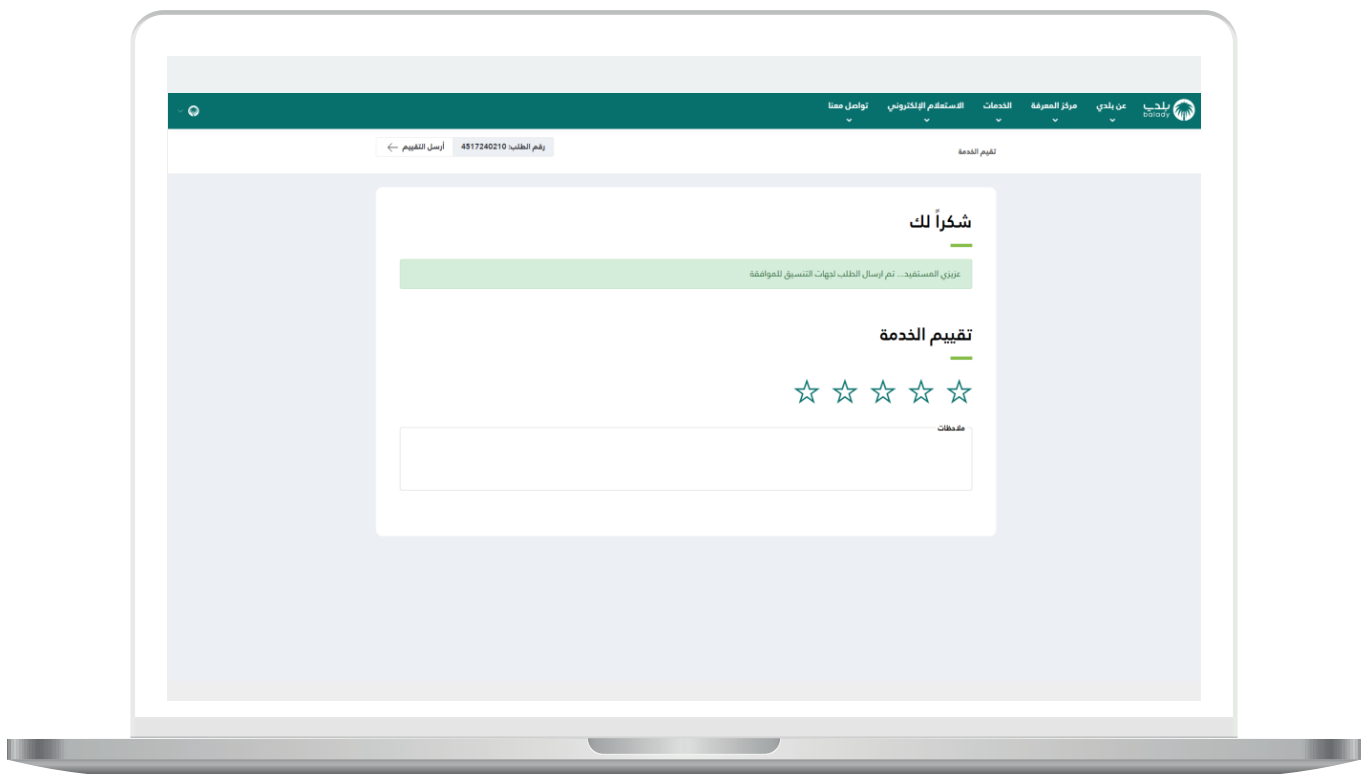
27) The system confirms that the Evaluation has been successfully saved.
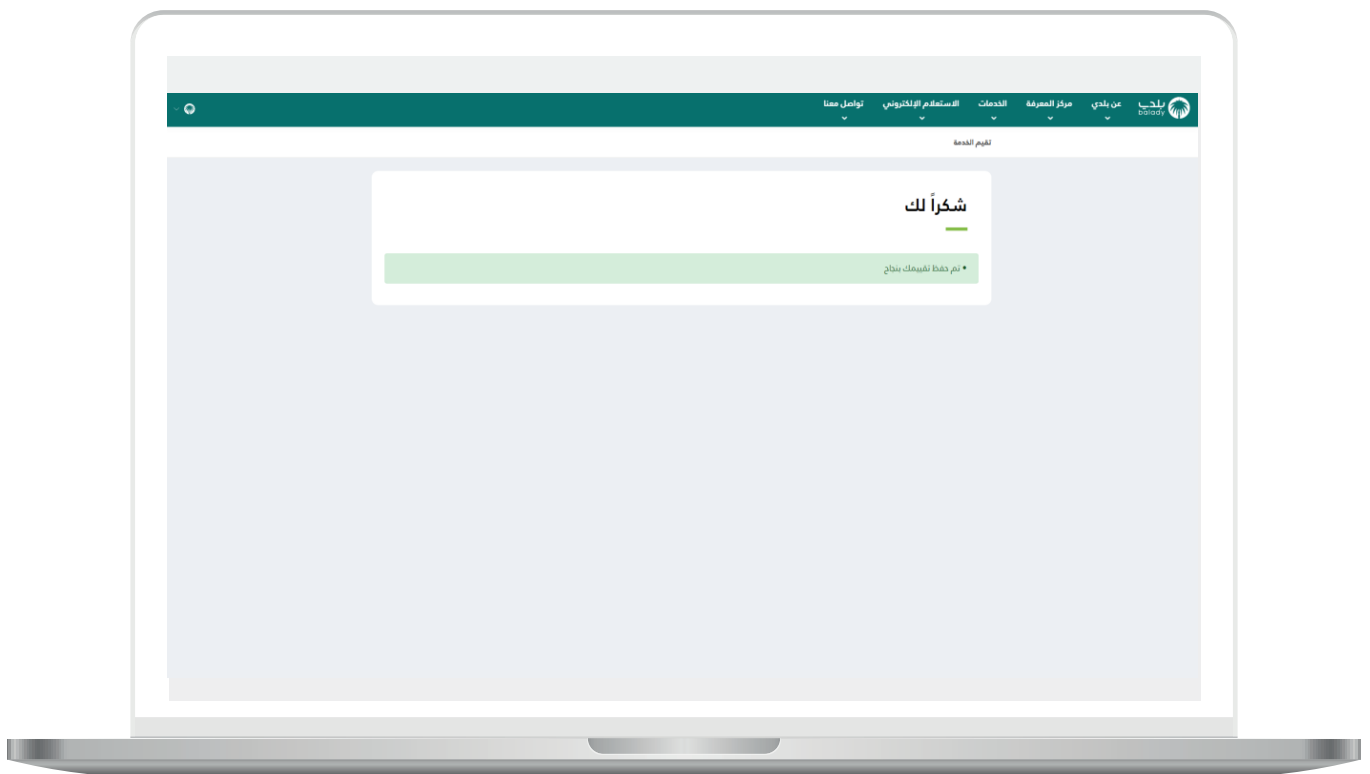
28) The user is redirected to the (**My Requests**) screen.
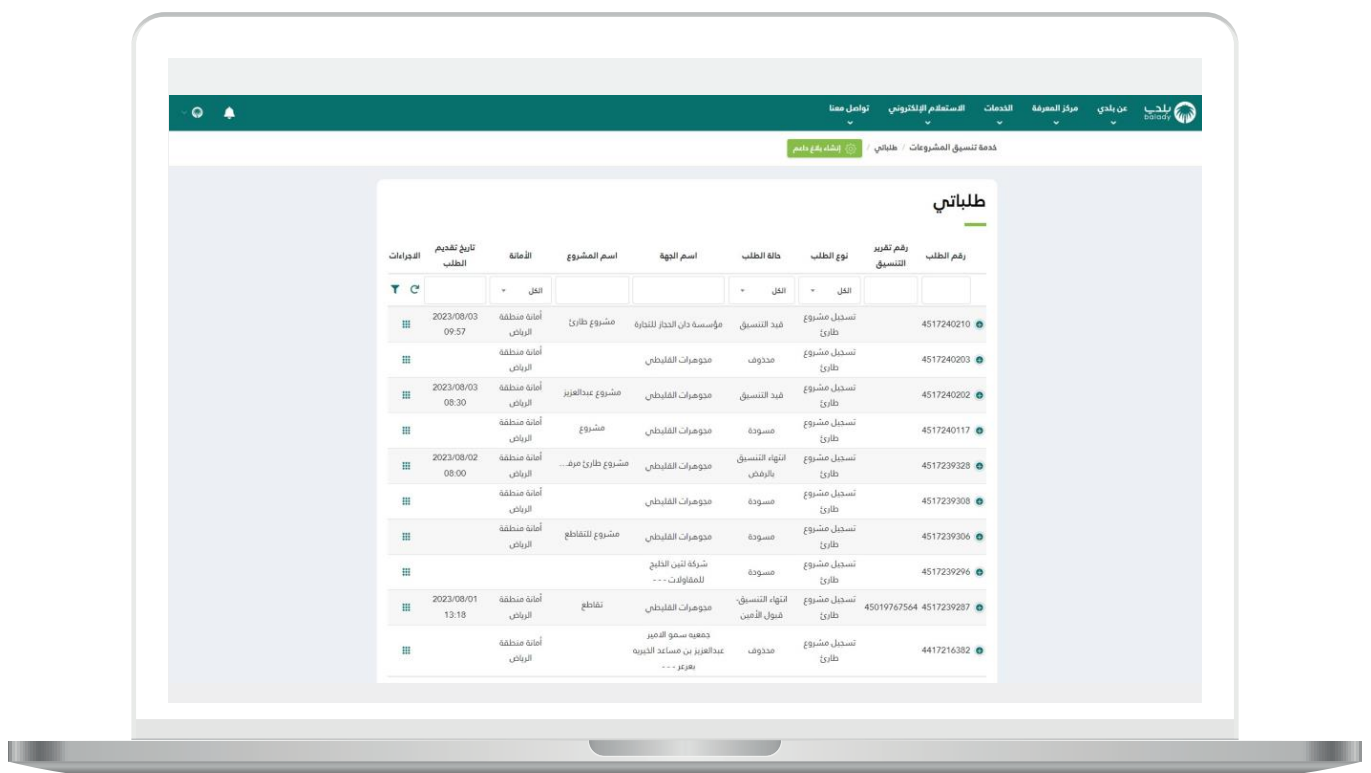
29) After searching for a request using the (**Request Number**) field, its status appears as (**Under Coordination**). The user can view the request details by clicking the green box in the (**Actions**) column and selecting (**Request Details**).
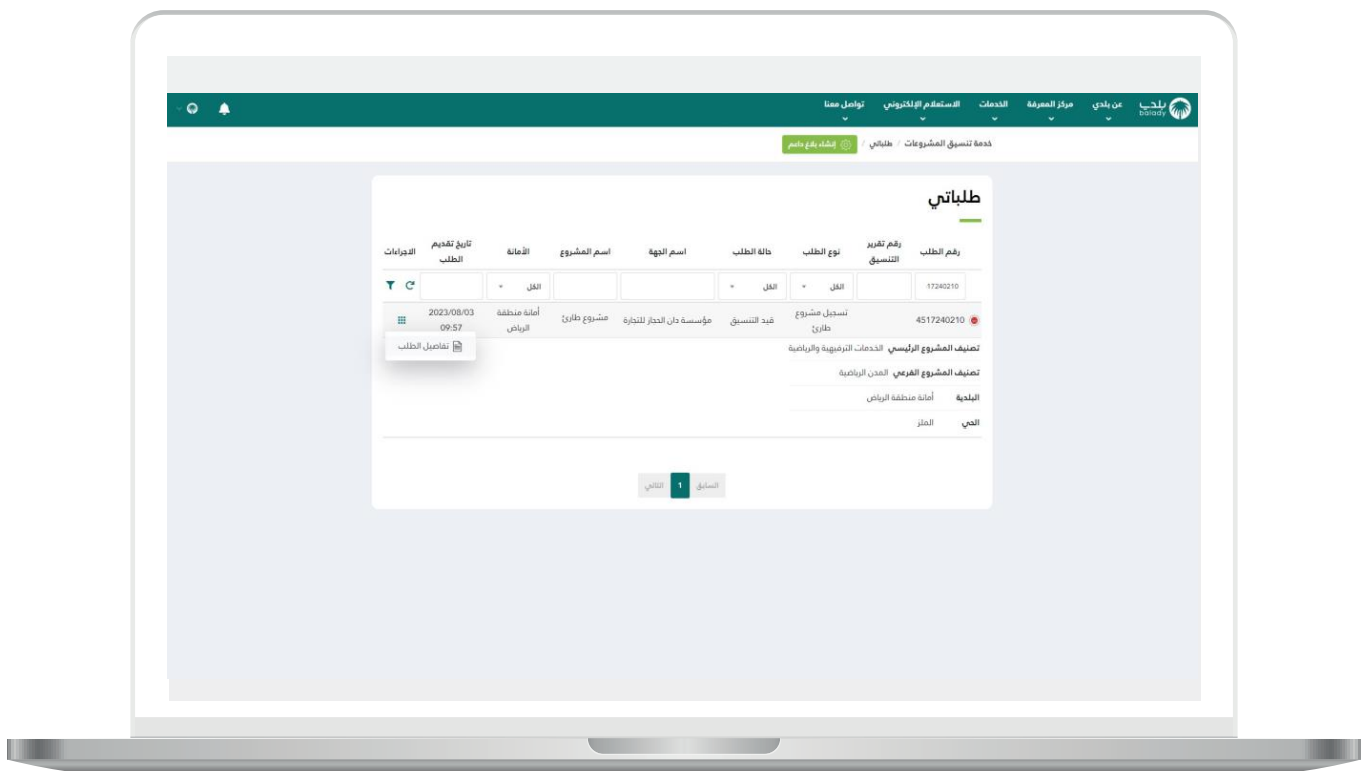
30) Upon clicking (**Request Details**), the request information is displayed, as shown in the figure below.
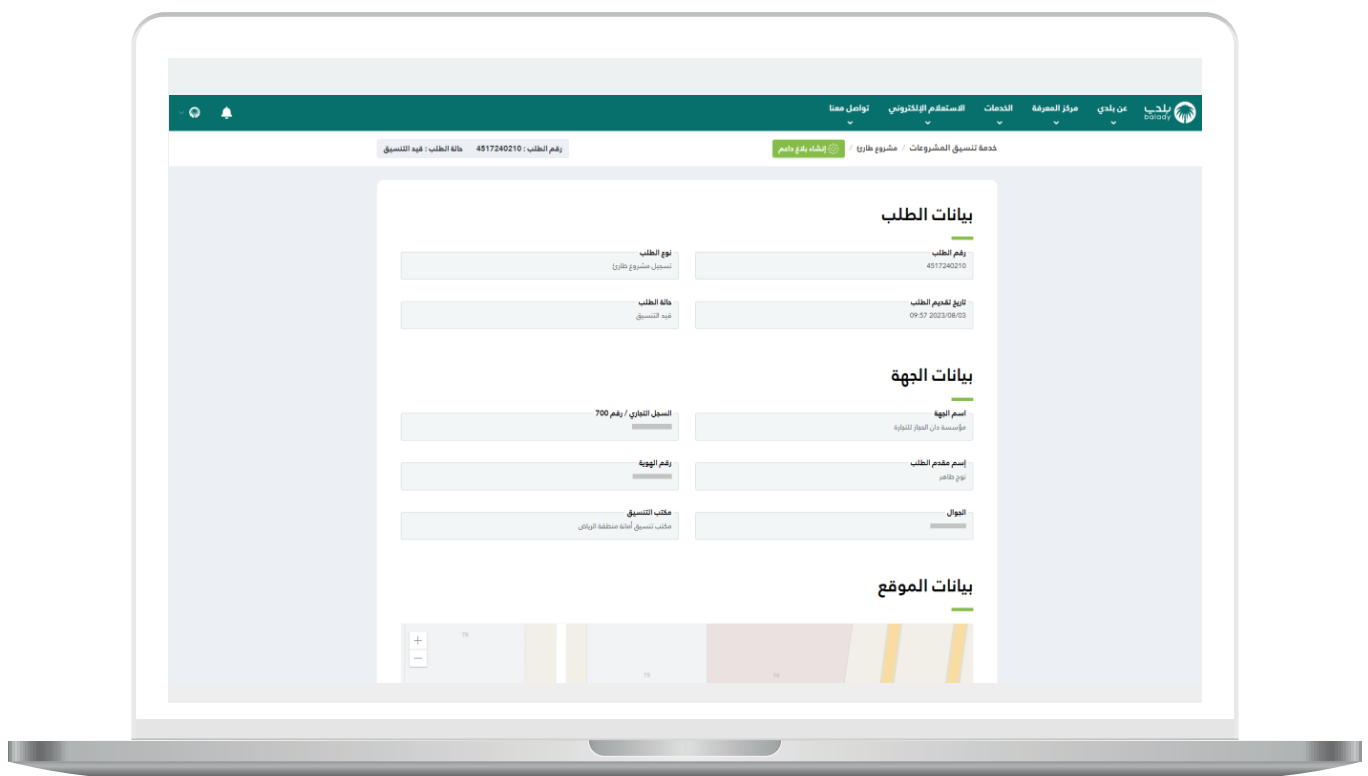
31) The following screen represents the second part of the request details.
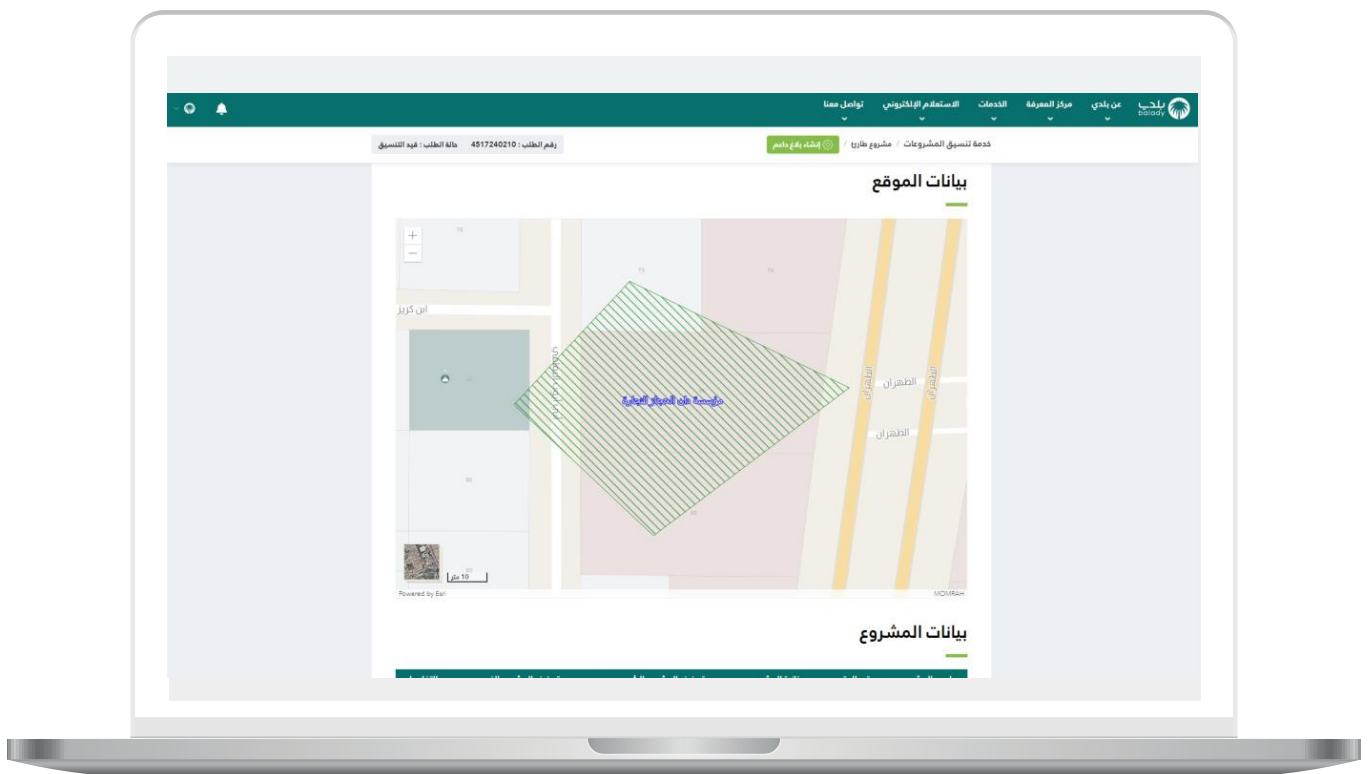
32) The following screen represents the third part of the request details.
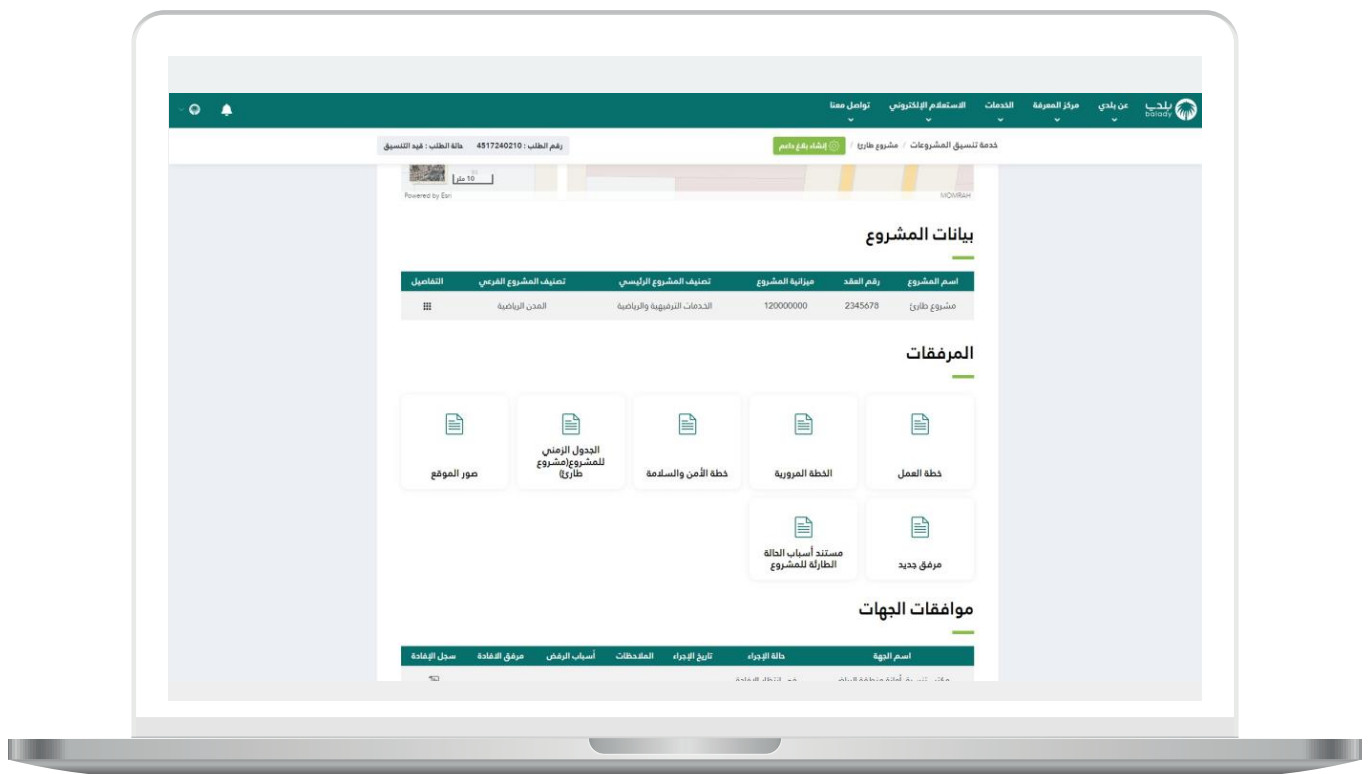
33) The following screen represents the fourth part of the request details, showing entity approvals.

Once all entities approve the request, a new entity, (**Municipality Mayor's Office**), appears.
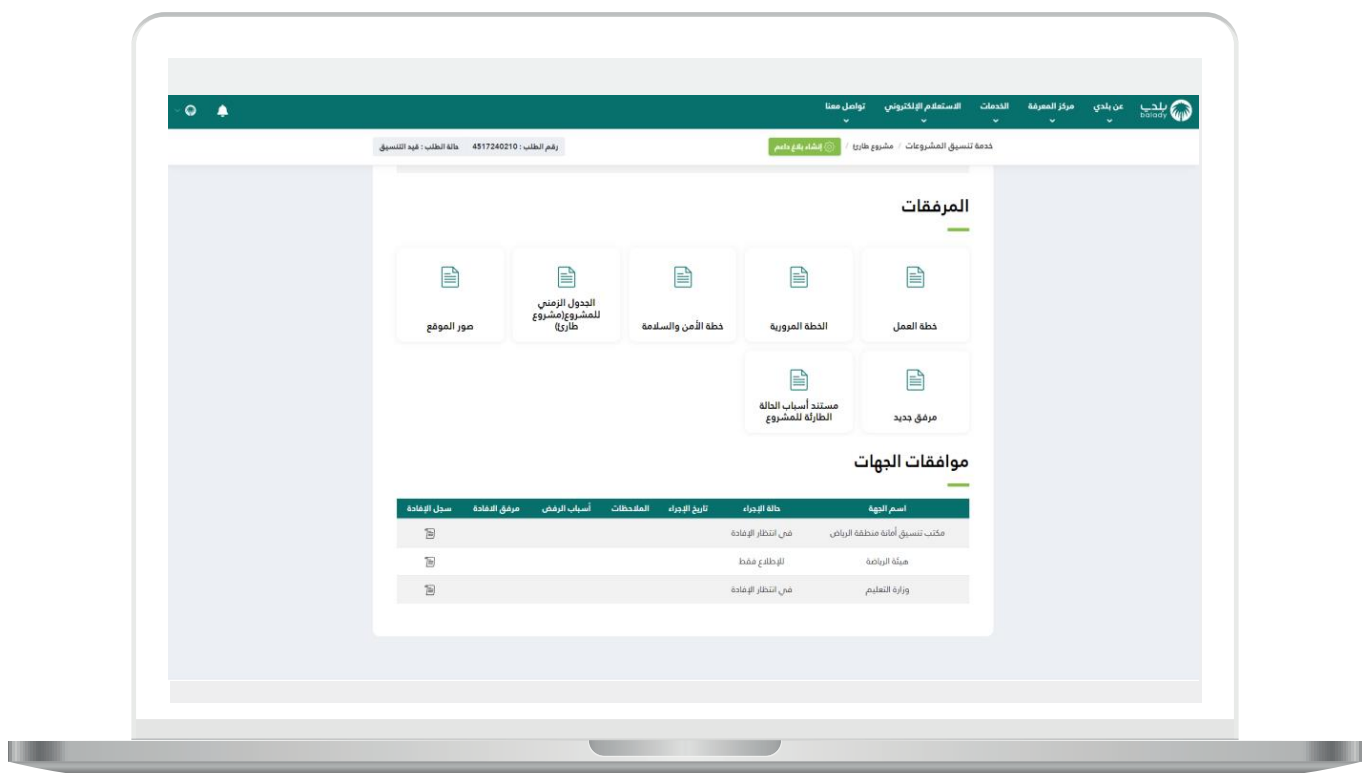
34) The following screen displays the (**Municipality Mayor's Office**) after all entities approve the request.
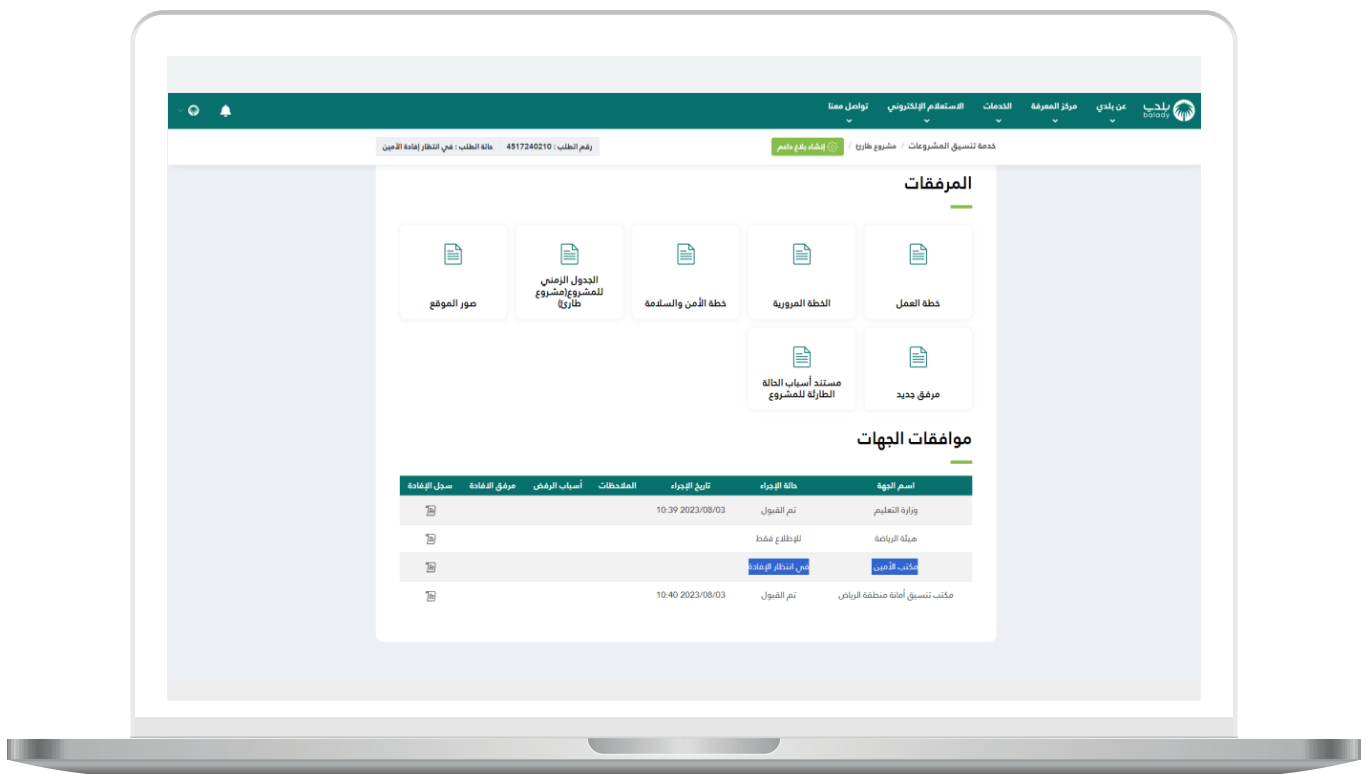
35) Once the request is accepted, the (**Status**) for all entities updates to (**Approved**) Project Plan Modification Request
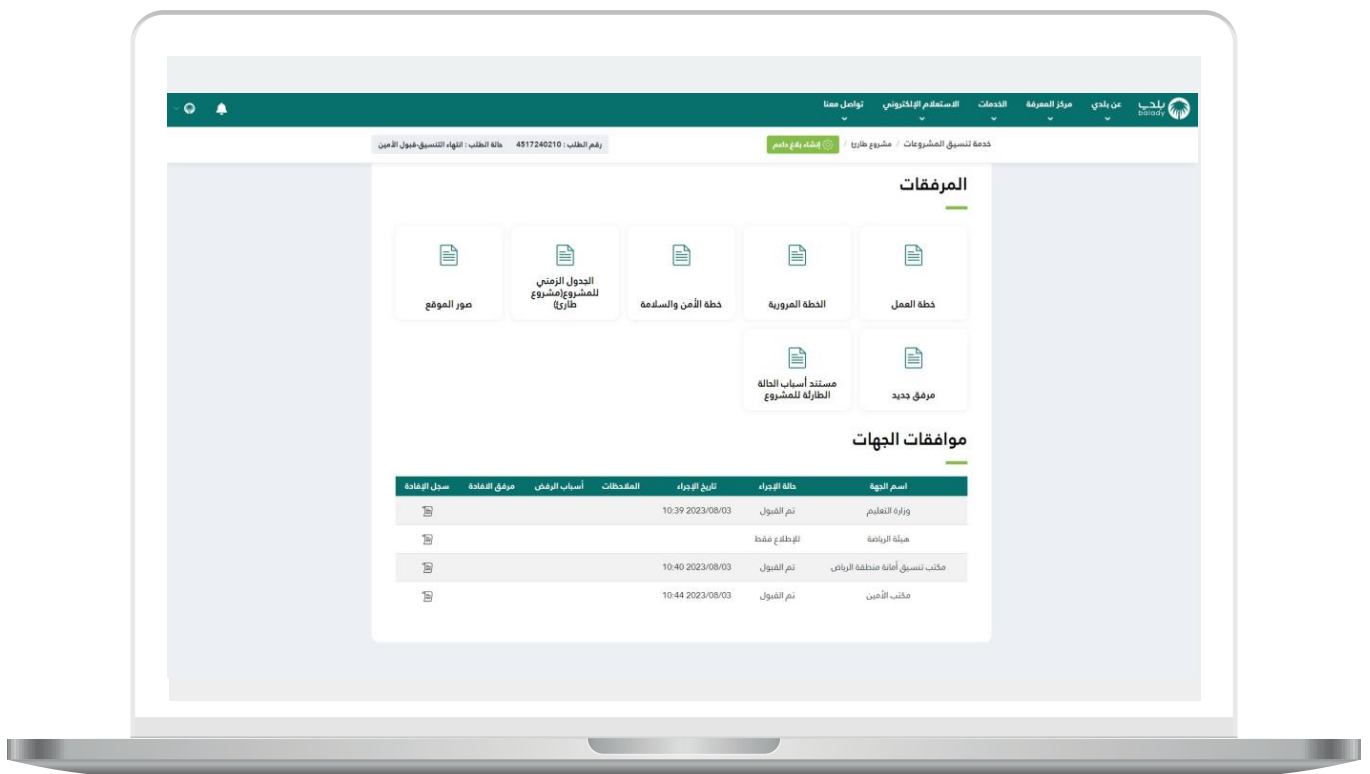
Project Plan Modification Request

1) The user selects this service by clicking the (**Details**) button.
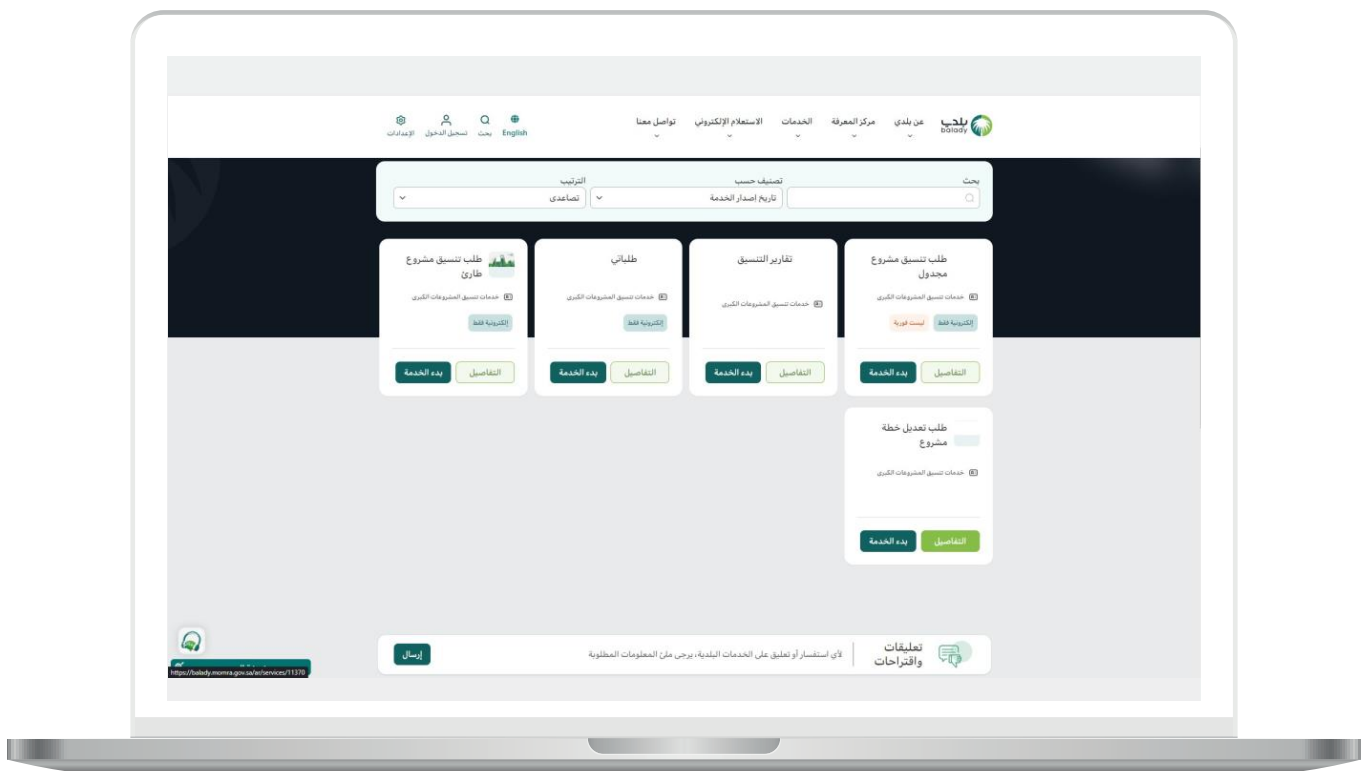
2) The next screen appears, allowing the user to view submission steps, requirements, conditions, and penalties.

The service can be started by clicking (**Start Service**).
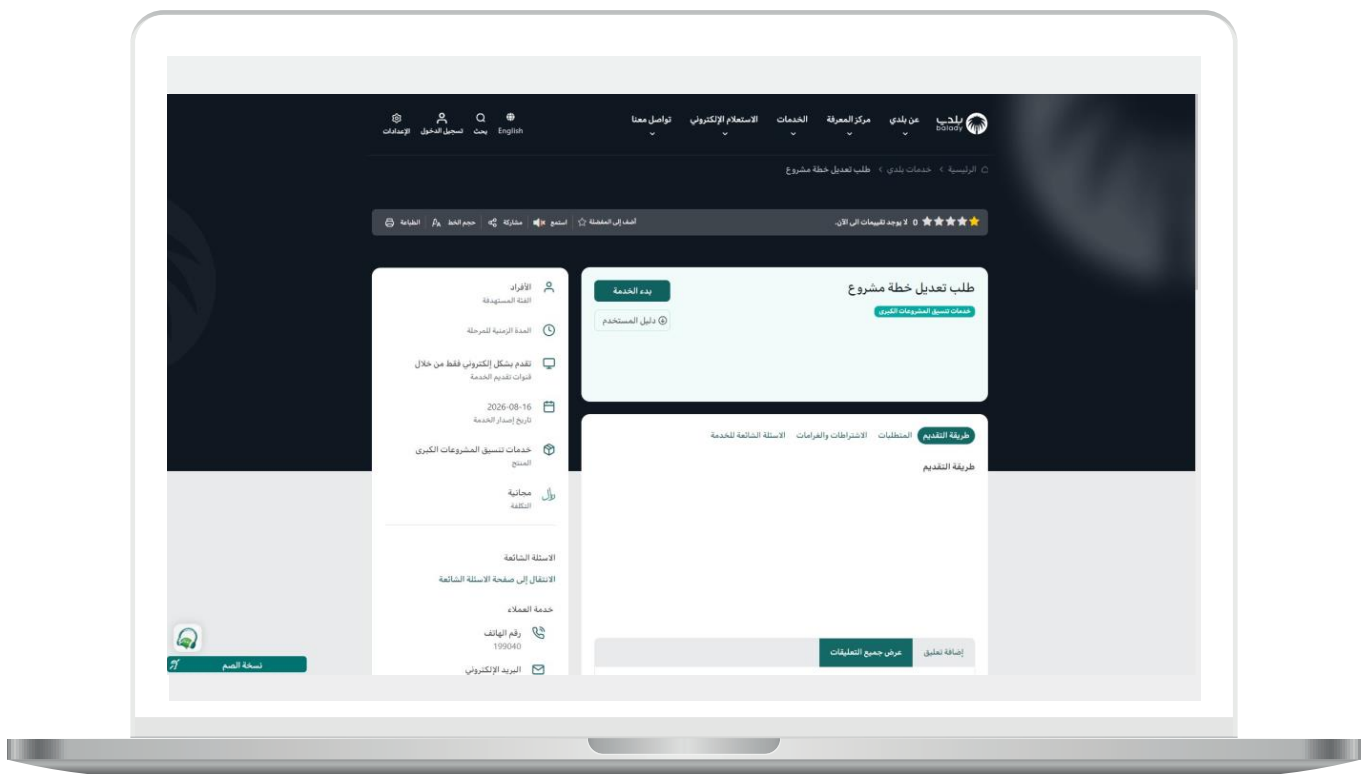
3) The user selects the applicant's role as either (**Owner or Manager of an Establishment**) or (**Authorized Representative of an Establishment**).
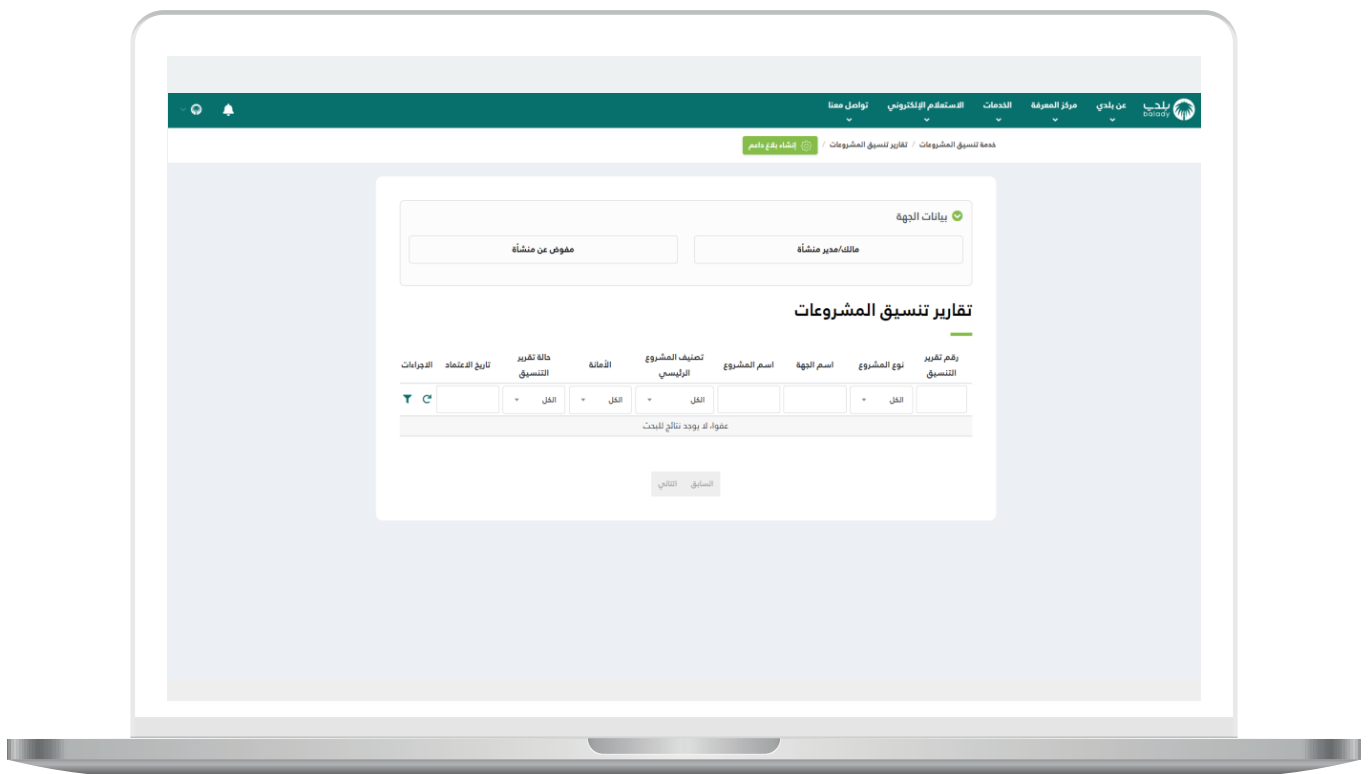
4) If (**Owner or Manager of an Establishment**) is selected, a new field (**Commercial Registration**) appears for completion before clicking (**Browse**).
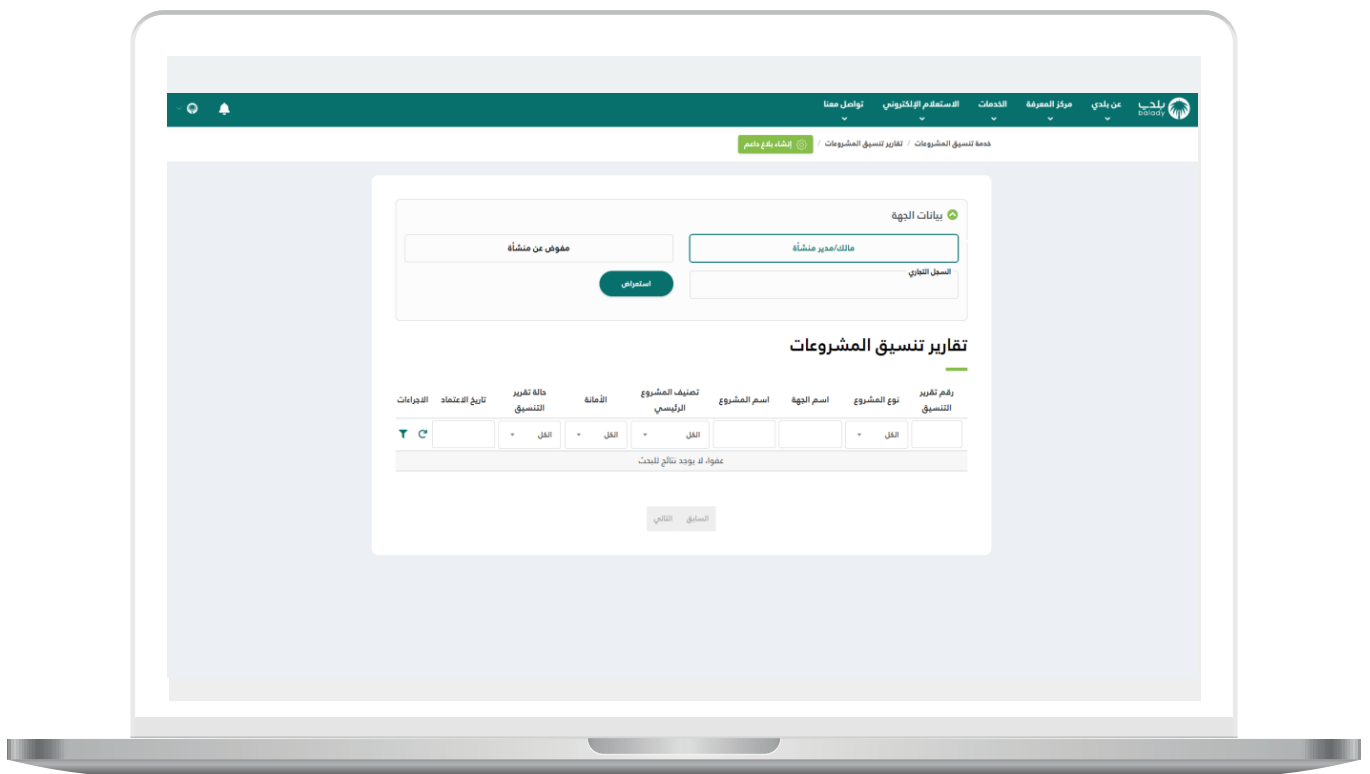
5) The system retrieves the establishment's details.
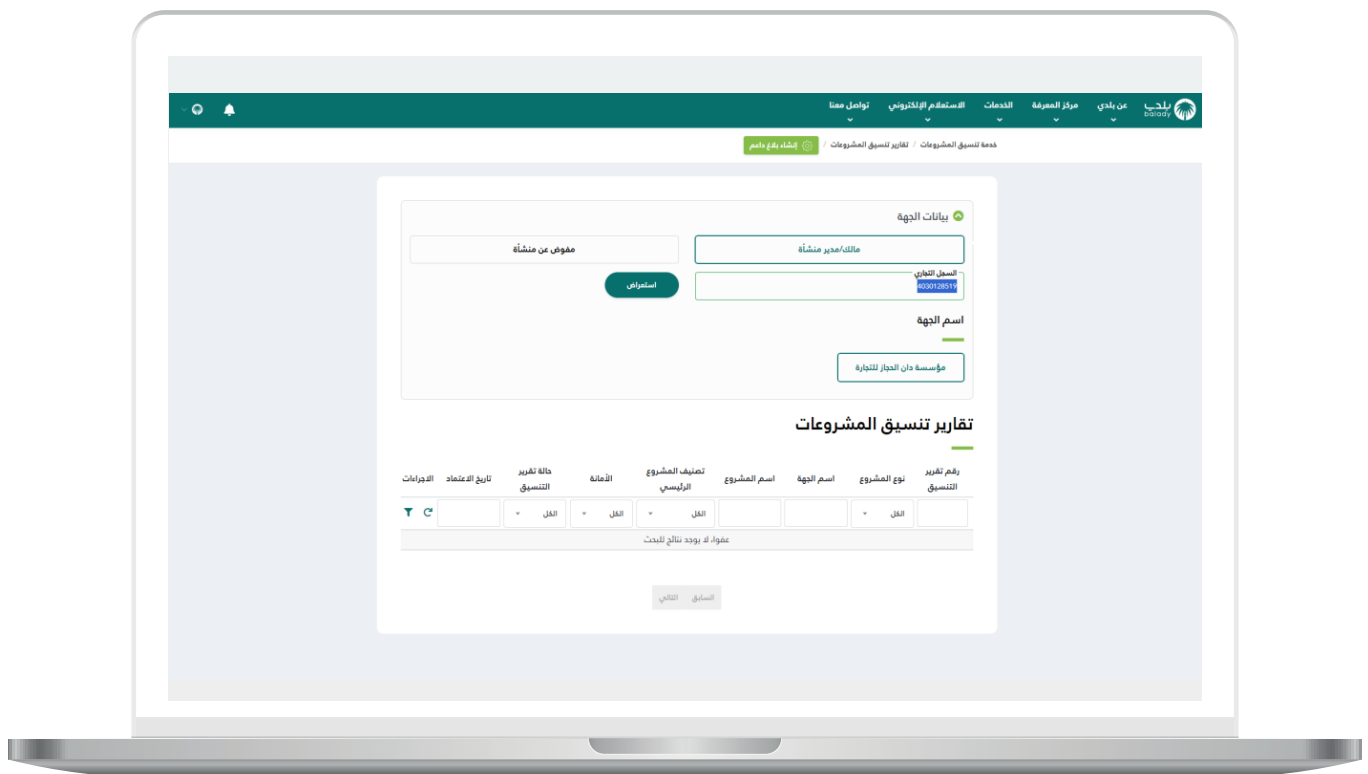
6) If (**Authorized Representative of an Establishment**) is selected, the user must choose between (**Government Sector Establishments**) and (**Private Sector Establishments**).
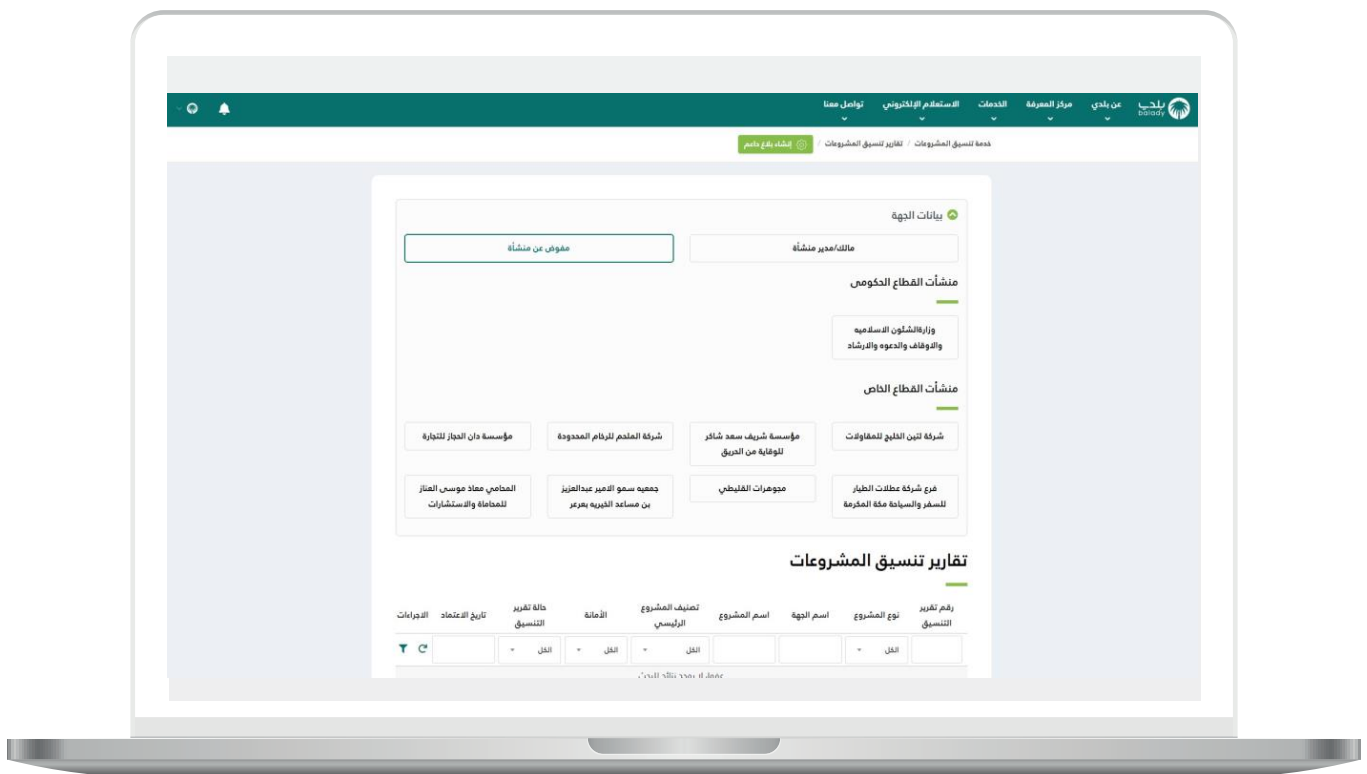
7) After selecting the establishment, a list of project coordination reports related to it is displayed.
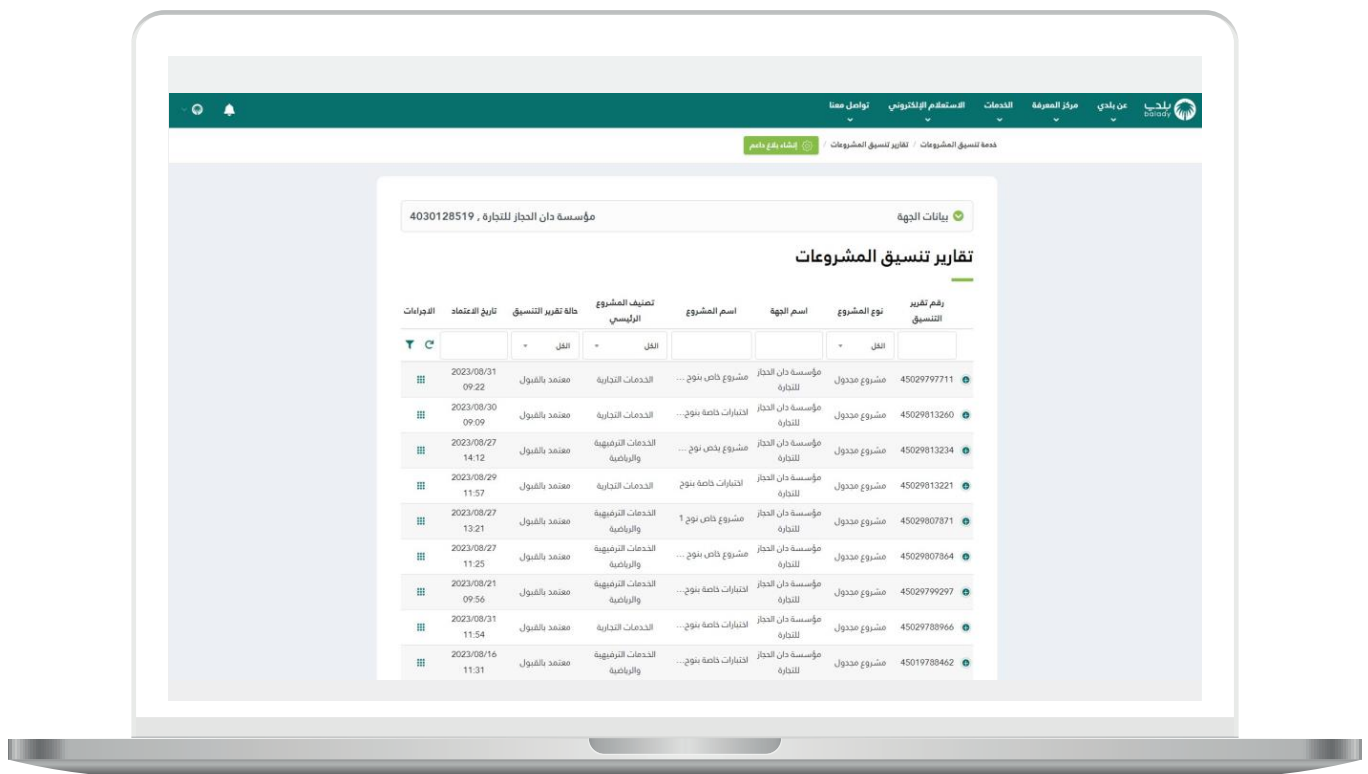
8) Clicking the green plus icon ➕ expands project details, showing fields like (**Sub-Project Classification, Municipality, Secretariat, District**).

The user can perform (**View Request Details, Modify, or Print**) actions via the green action box.

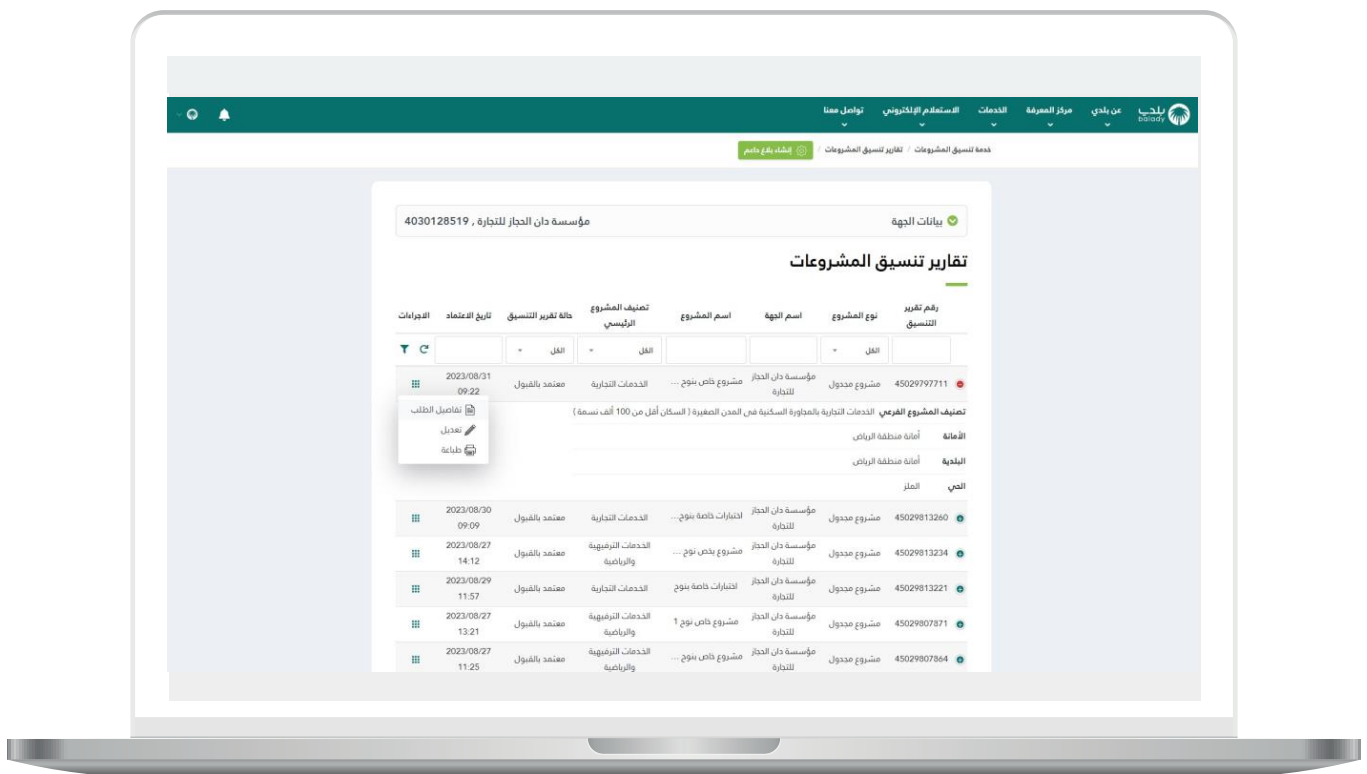9) Clicking (**View Request Details**) displays the request information.

10) Clicking (**Modify**) prompts the system to verify the user's mobile number by entering the Mobile Number field and clicking (**Verify**).
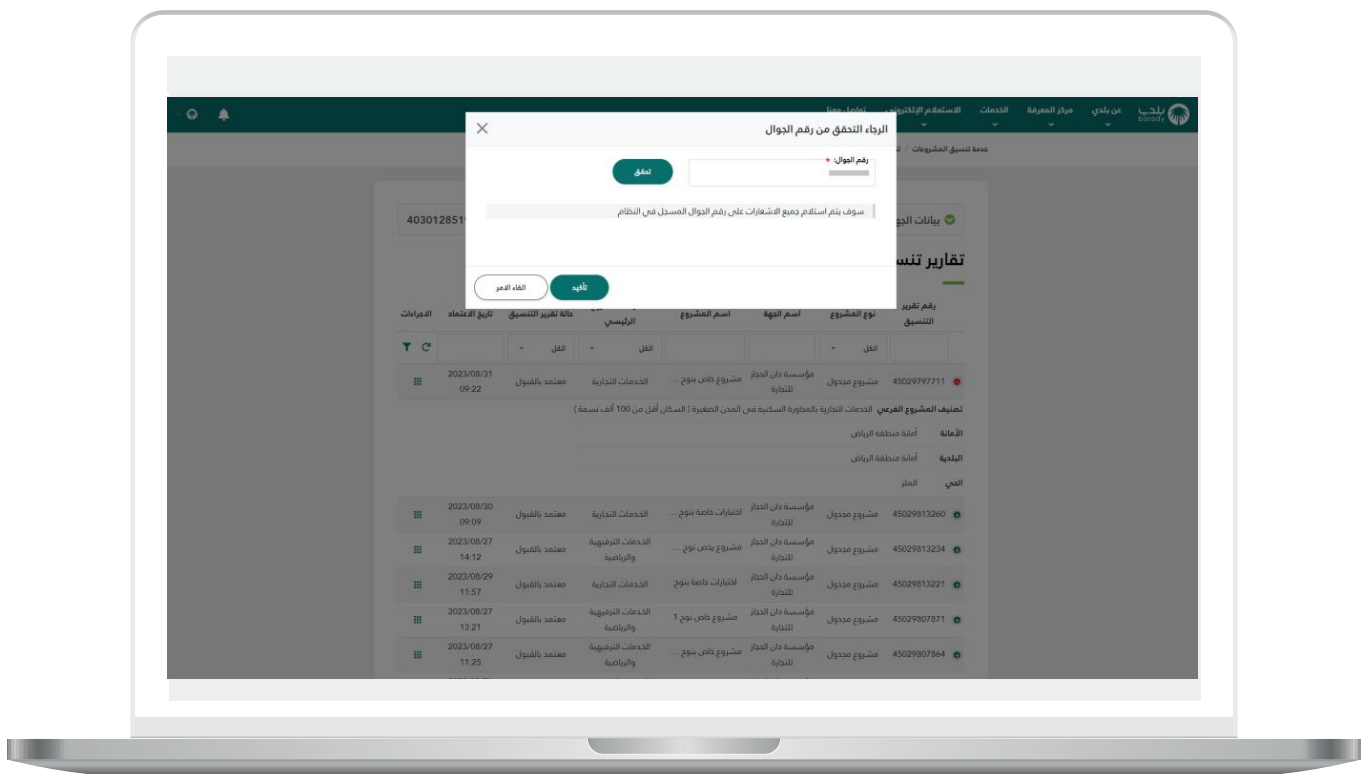
11) The user enters the Verification Code sent via SMS into the (**Verification Code**) field and clicks (**Confirm**).
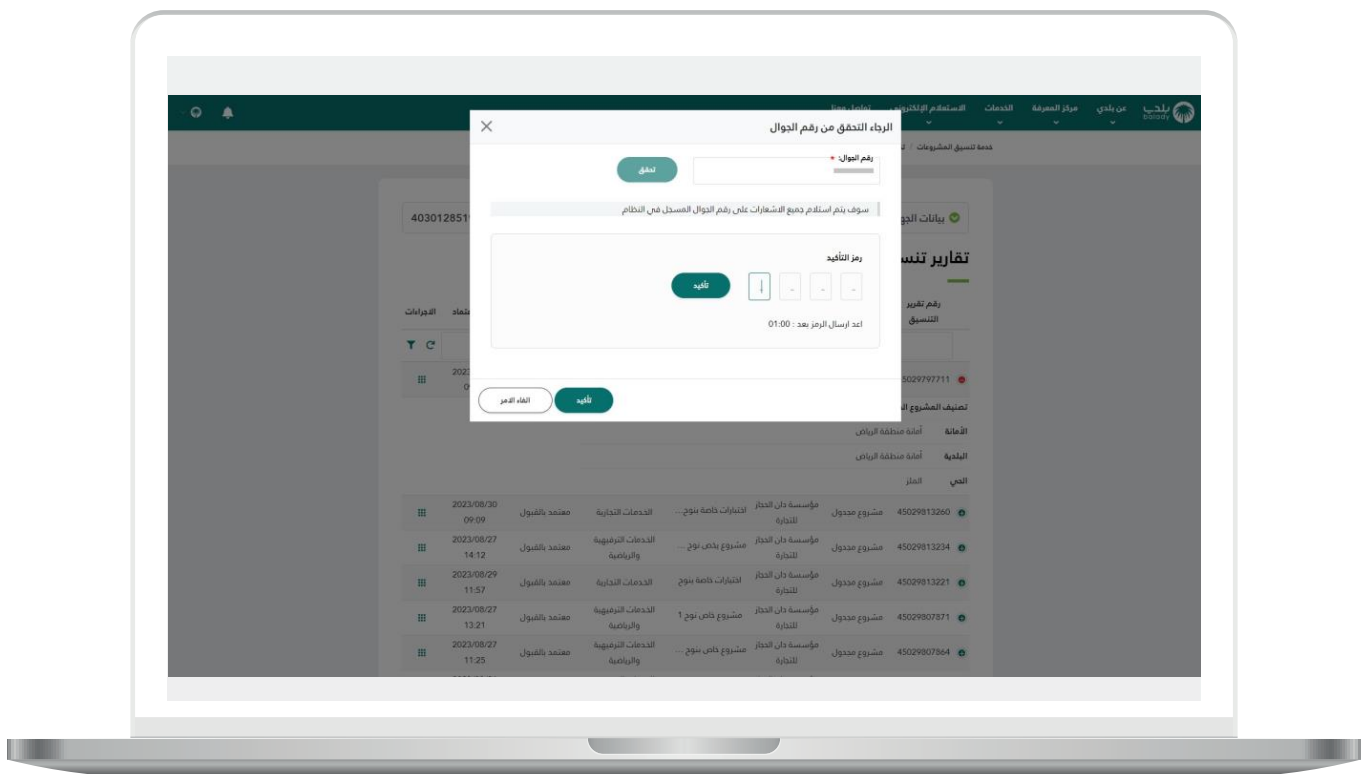
12) A confirmation message appears, after which the user clicks (**Confirm**).

13) The system redirects the user to the (**Report Details**) stage, where they click (**Next**).

14) The user is then redirected to the (**Geographic Location**) stage, where a map appears showing the project's location.
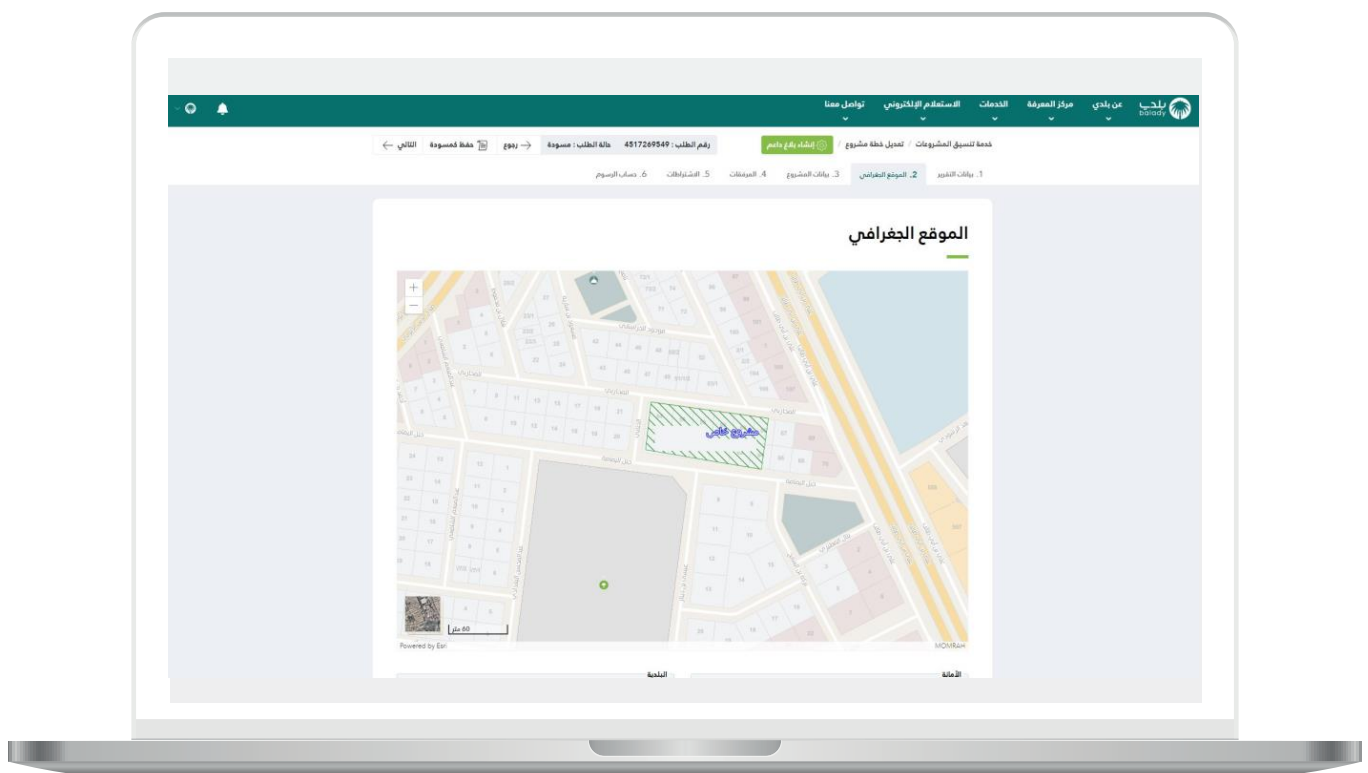
15) Clicking (**Next**) takes the user to the (**Project Information**) stage, where they enter details such as Modification Reasons and Request Description.

16) The following screen displays the available options in the (**Modification Reasons**) dropdown menu.
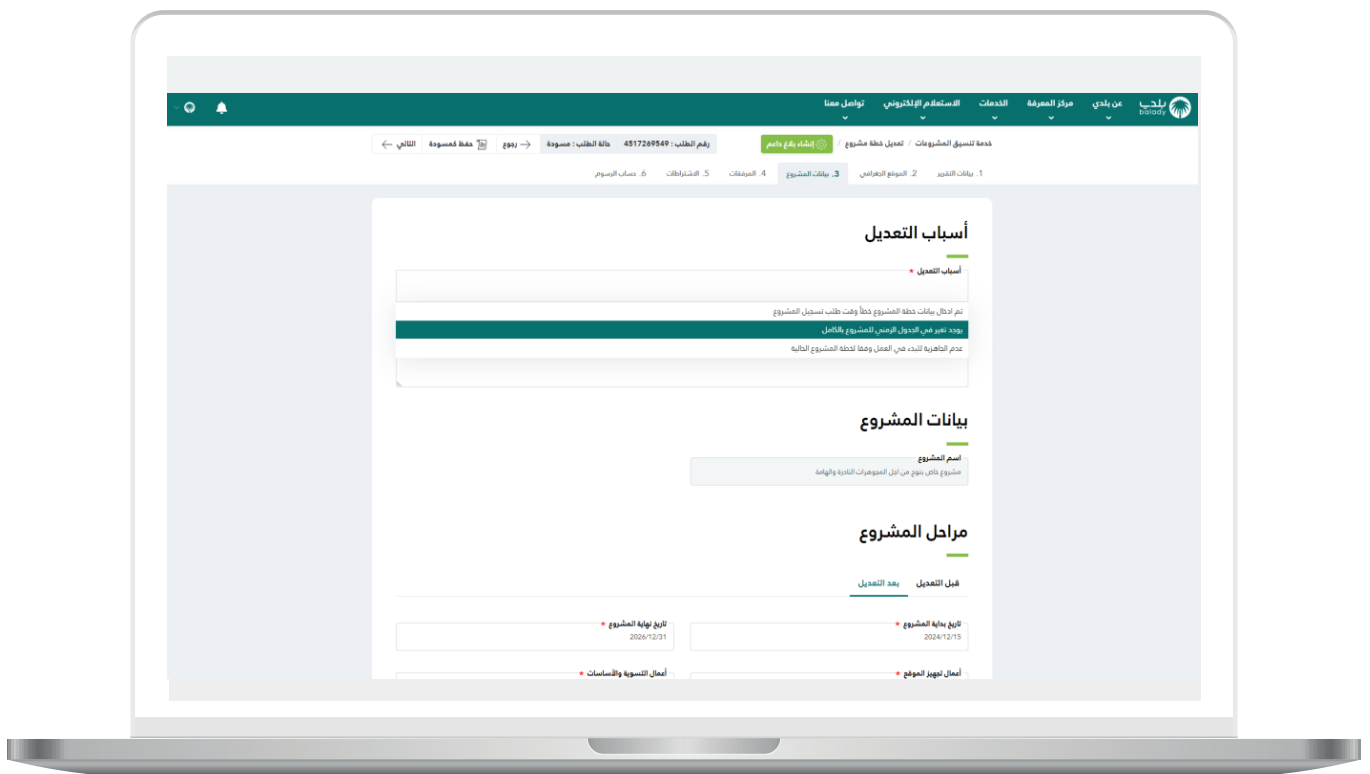
17) The user selects one modification reason with the option to select multiple reasons.
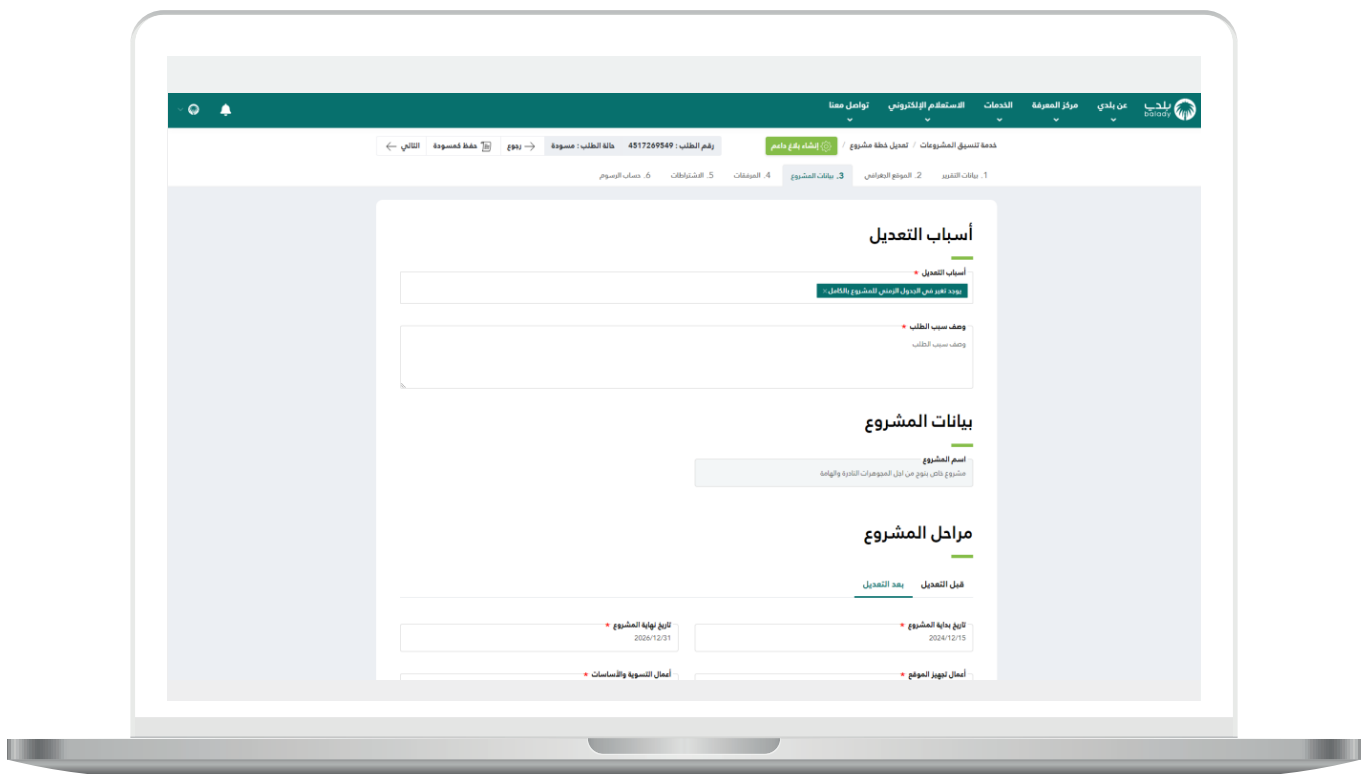
18) The user then modifies the relevant fields in the (**Project Stages**) section under the (**After Modification**) subsection.
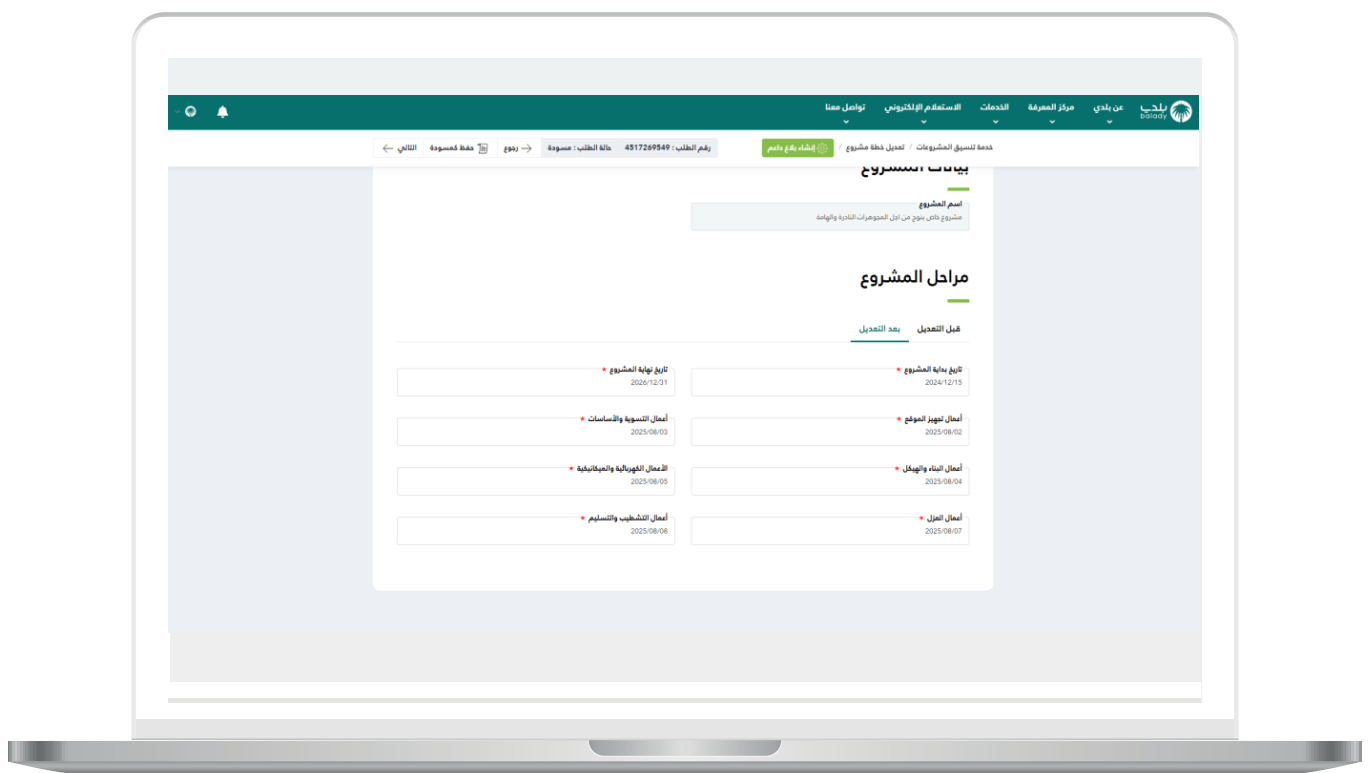
19) The following screen displays the (**Before Modification**) subsection, allowing the user to compare changes.
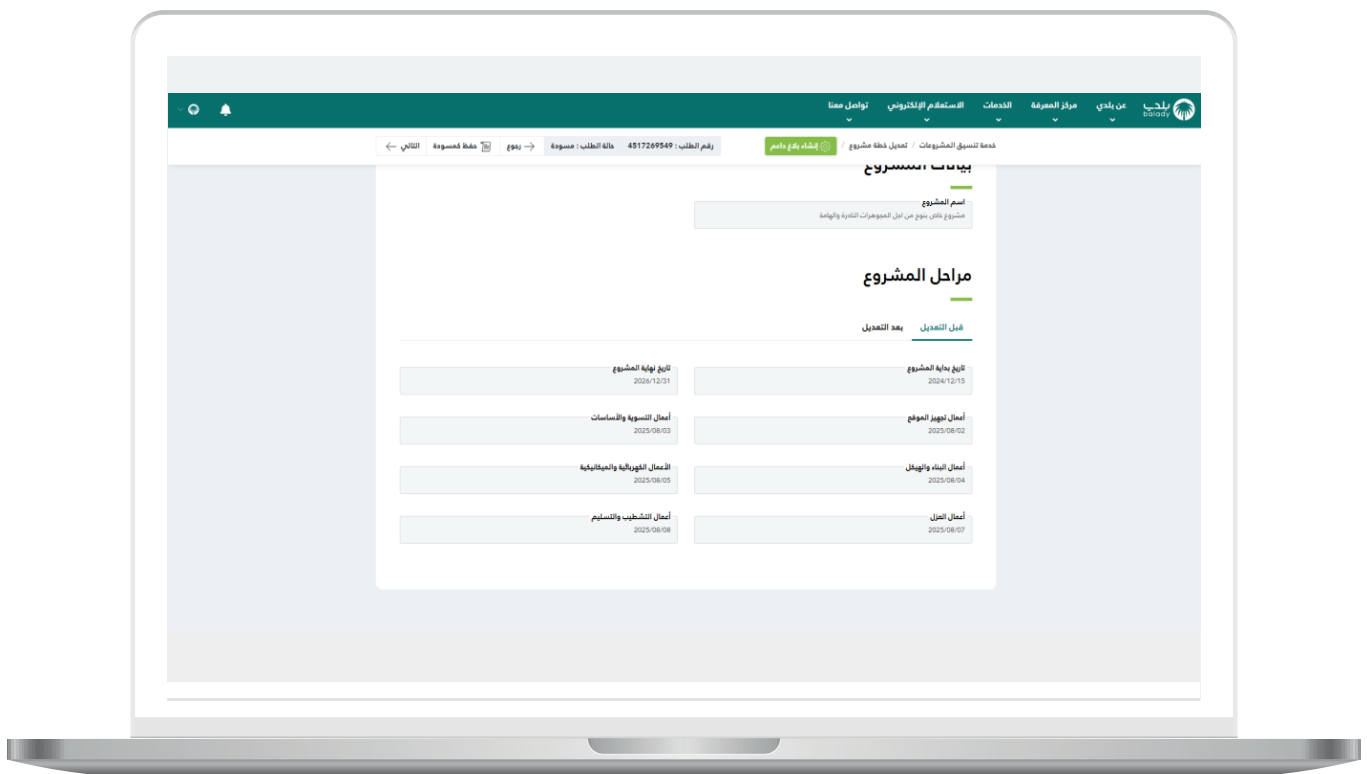
20) The user selects the necessary dates from the electronic calendar and clicks (**Next**) to proceed. The user can (**Save as Draft**) to return later or go (**Back**) to the previous step.
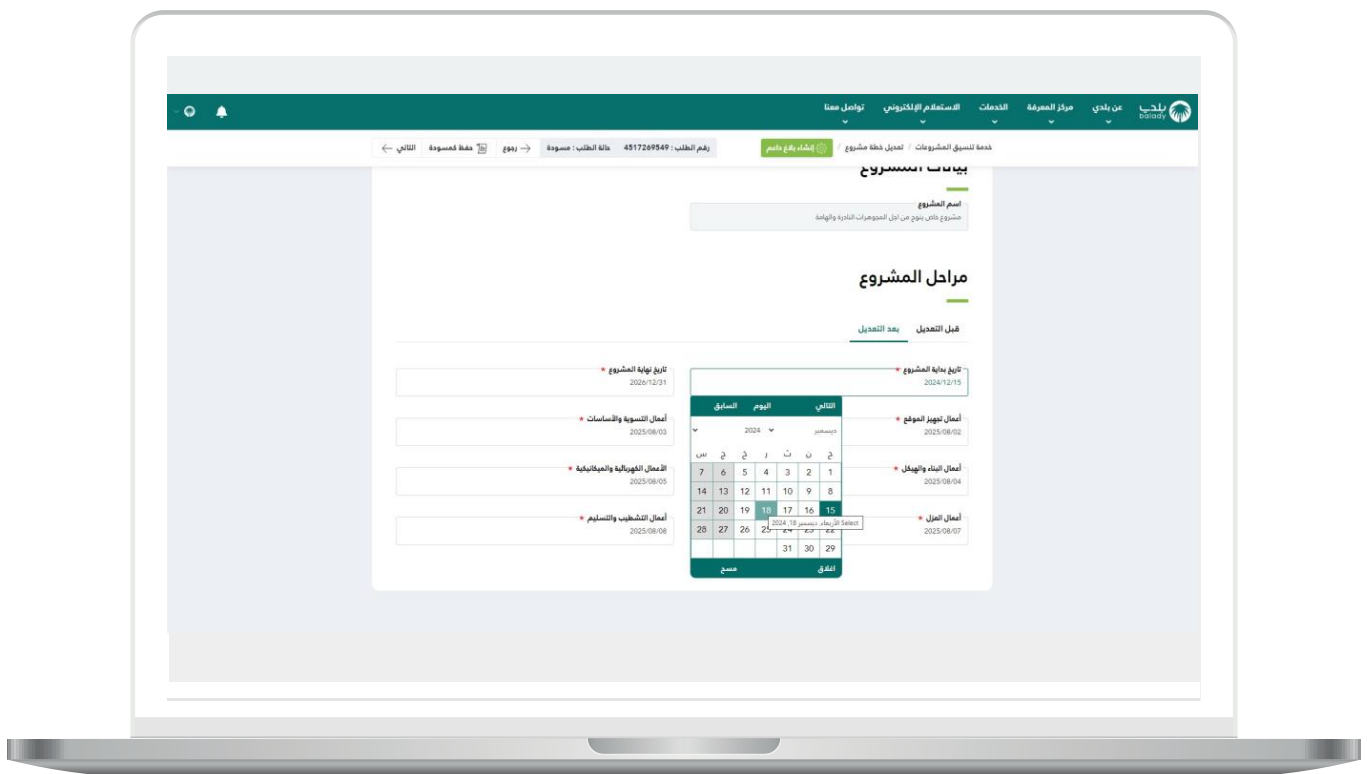
21) The user reaches the (**Attachments**) stage, where they upload the necessary documents by clicking the Attachment Field and selecting the file from their device.

Additional attachments can be added under the (**Additional Attachments**) section by entering a (**Document Name**), selecting the file in the (**Attachment**) field, and clicking (**Upload**).
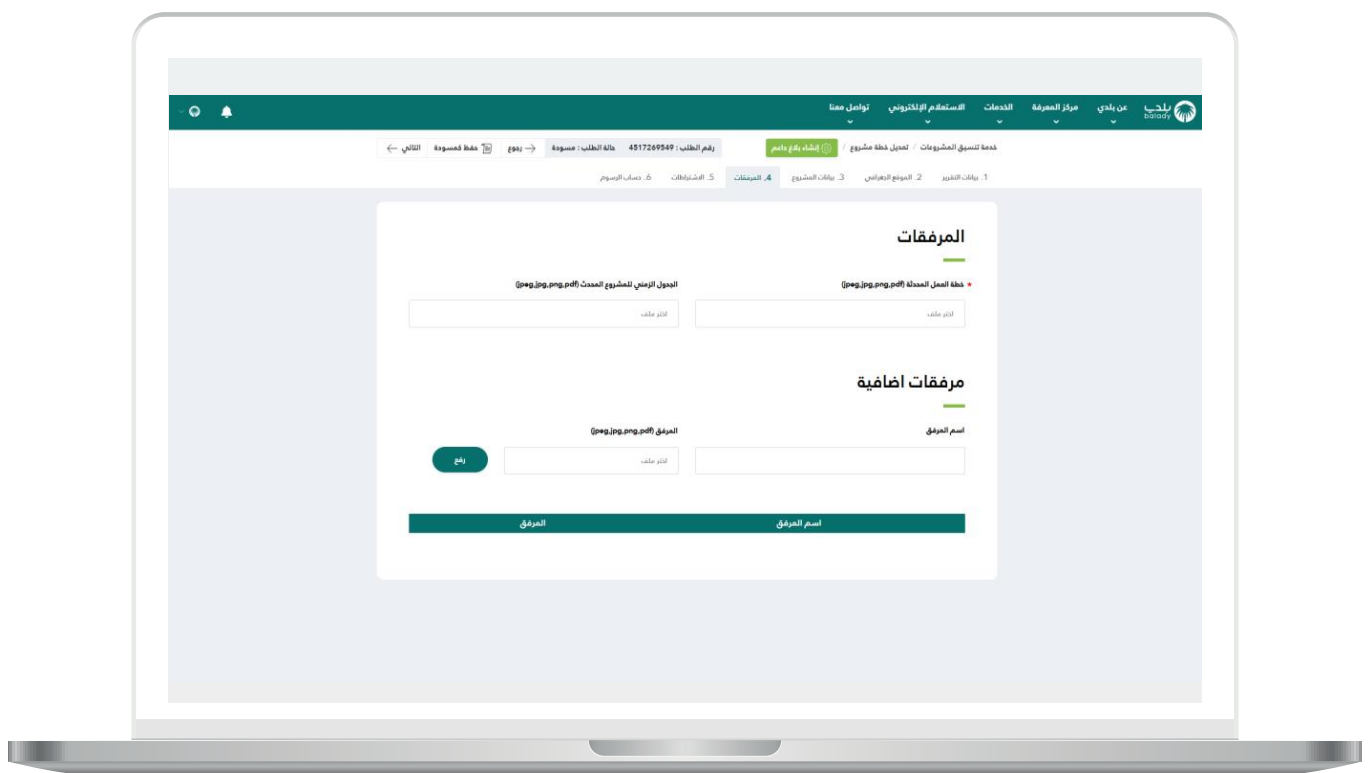
22) The user clicks (**Next**) to proceed, with the option to (**Save as Draft**) or return to the previous step using (**Back**).
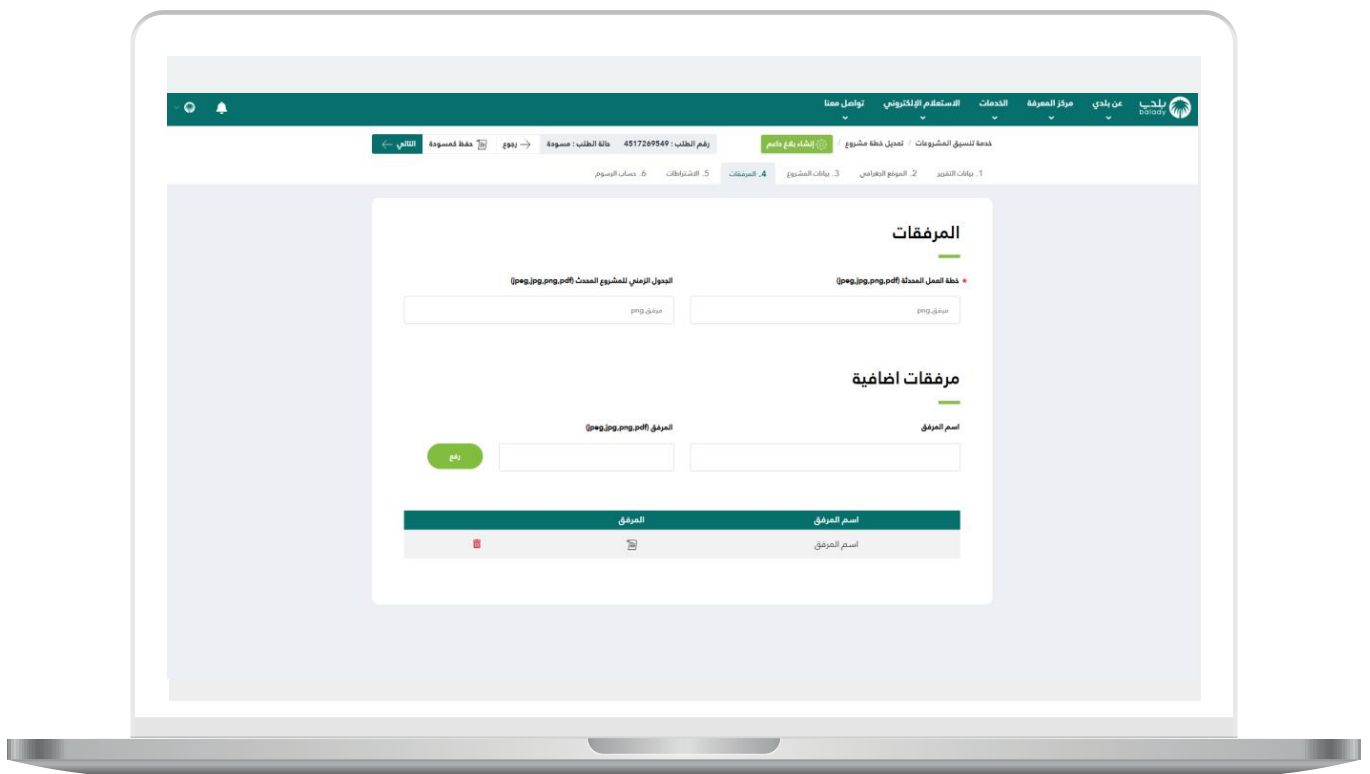
23) The user proceeds to the (**Conditions**) stage, where they read the conditions and agree to the acknowledgments.
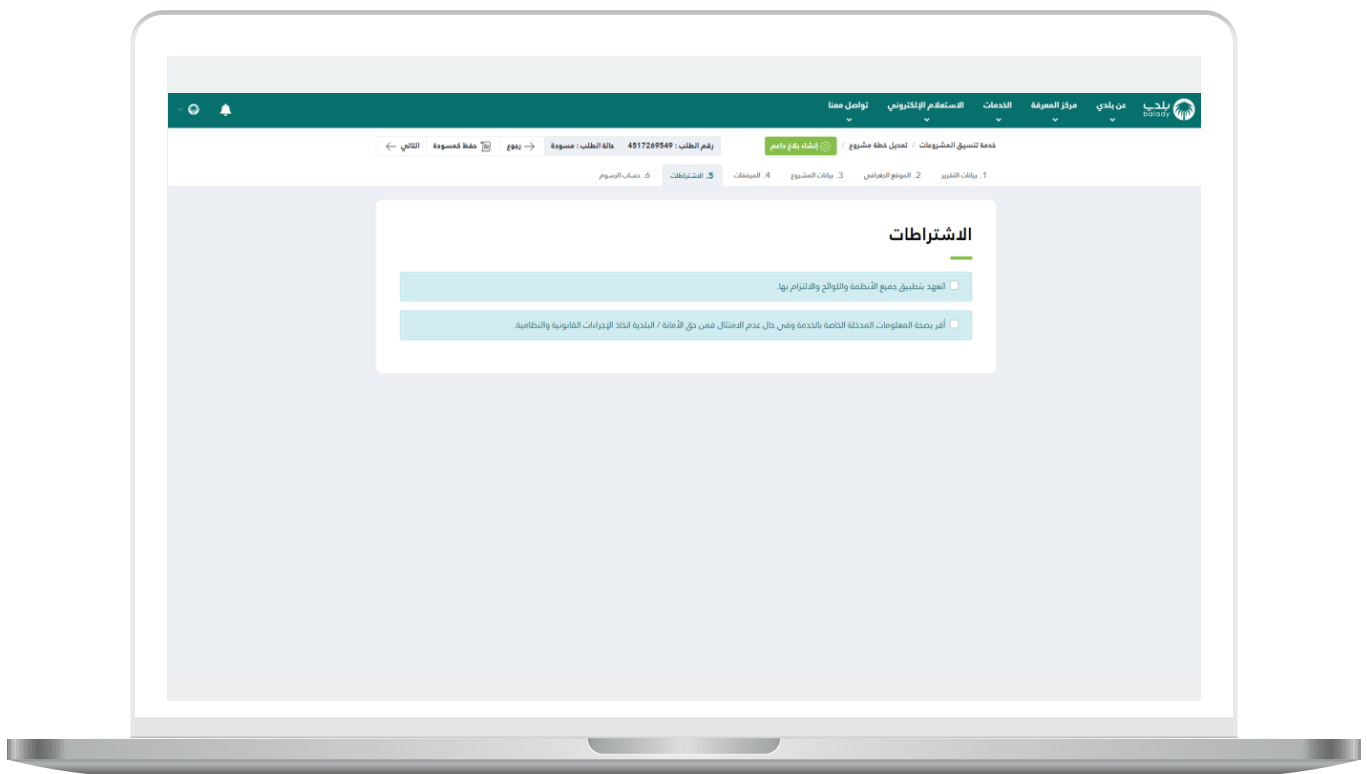
24) The user then clicks (**Next**) to continue, (**Save as Draft**) to store the request, or (**Back**) to return to the previous stage.
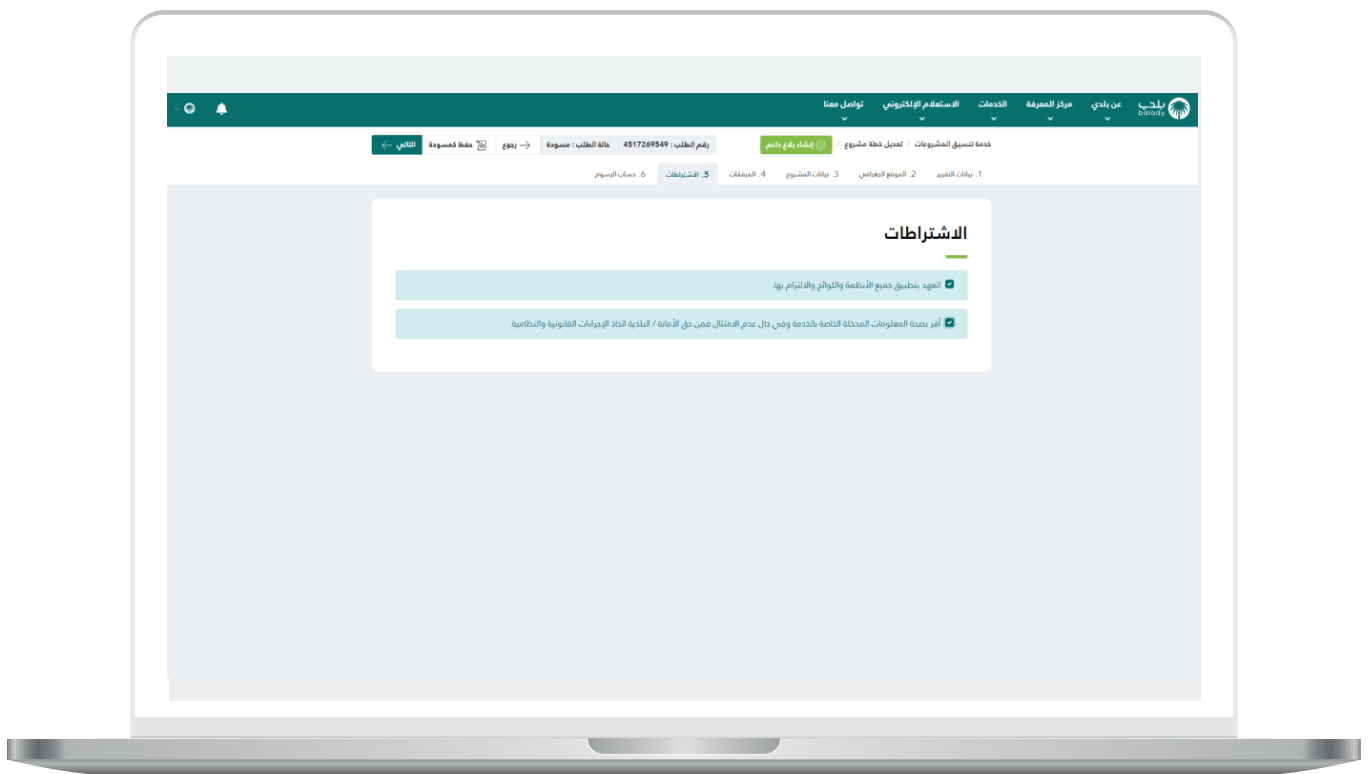
25) The user reaches the (**Fee Calculation**) stage, where the total cost of fees is displayed. The user must agree by selecting the acknowledgment checkbox.
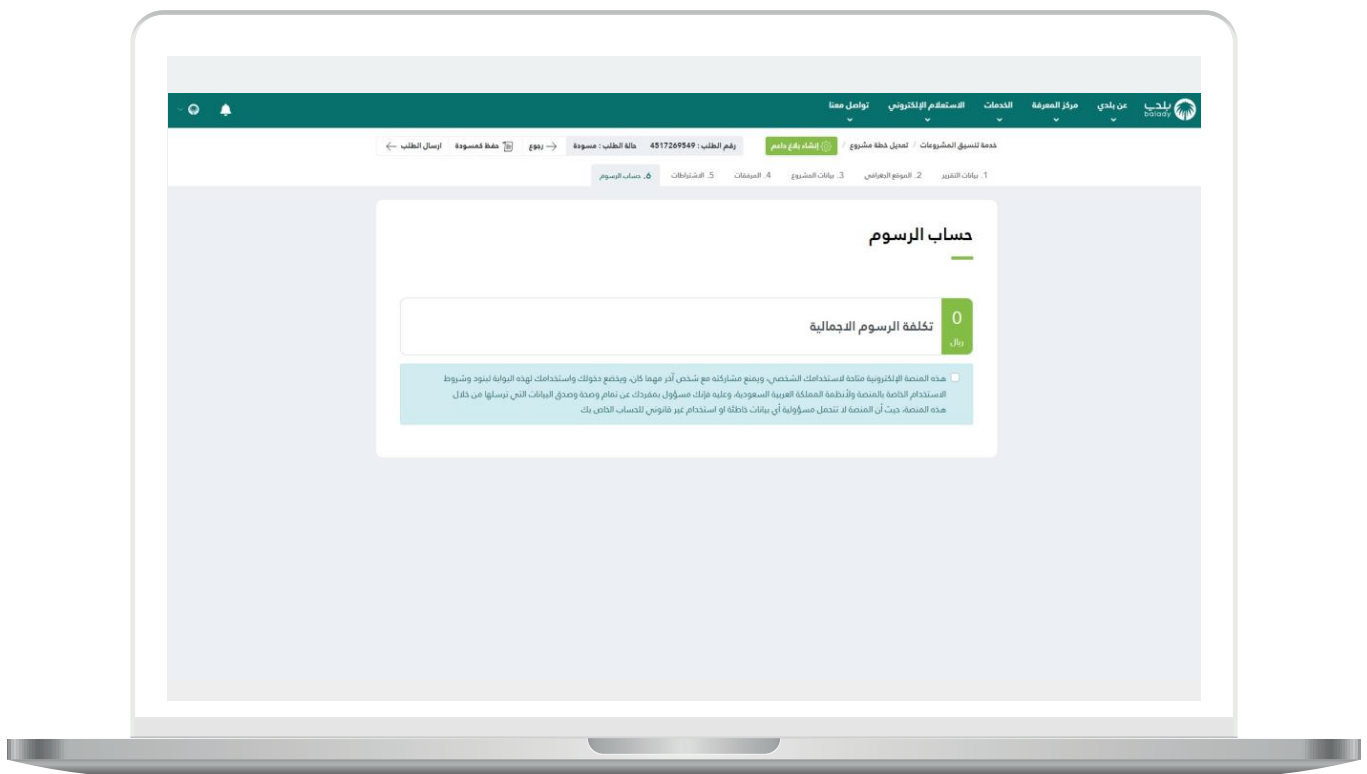
26) After that, they click (**Submit Request**), with the option to (**Save as Draft**) for future reference or to return to the previous stage using the (**Back**) button.
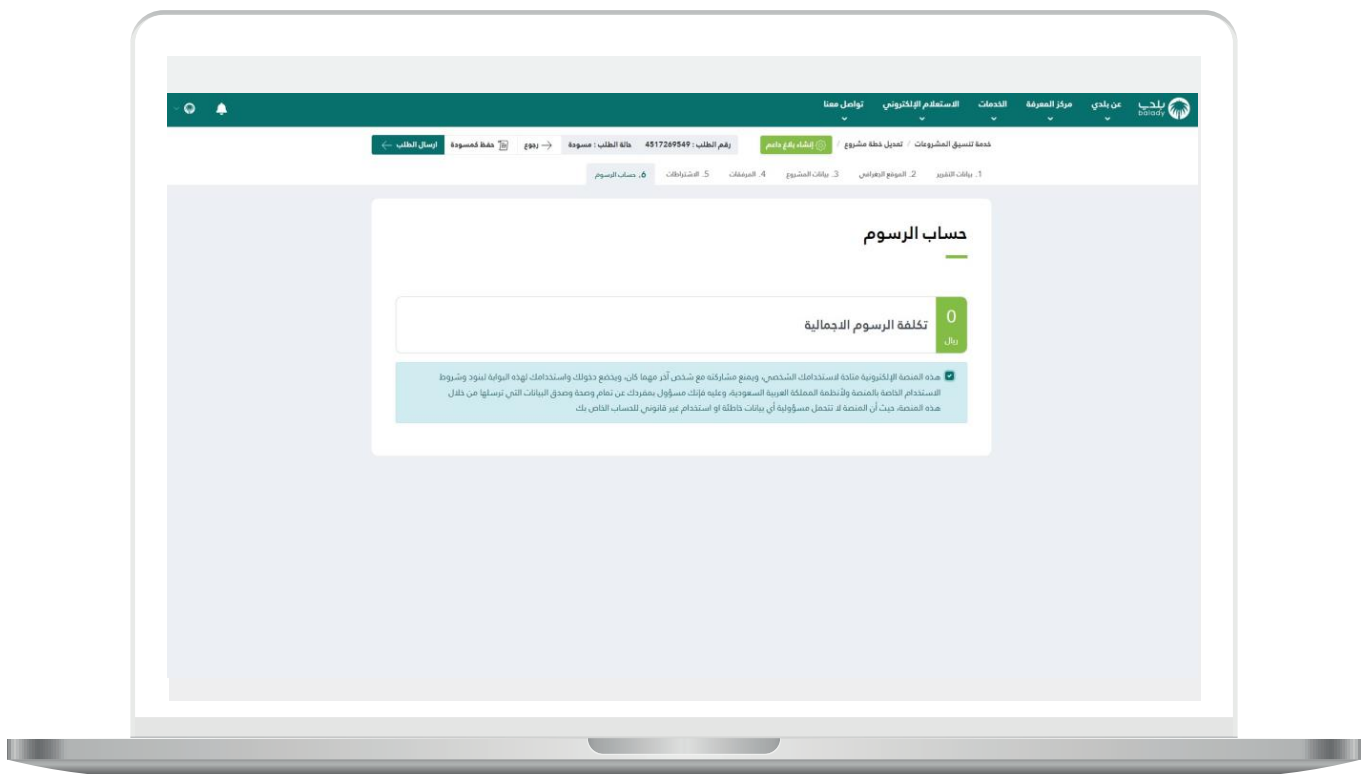
27) A confirmation message appears, prompting the user to click (**Confirm**) to finalize the submission or (**Cancel**) to discard the process.
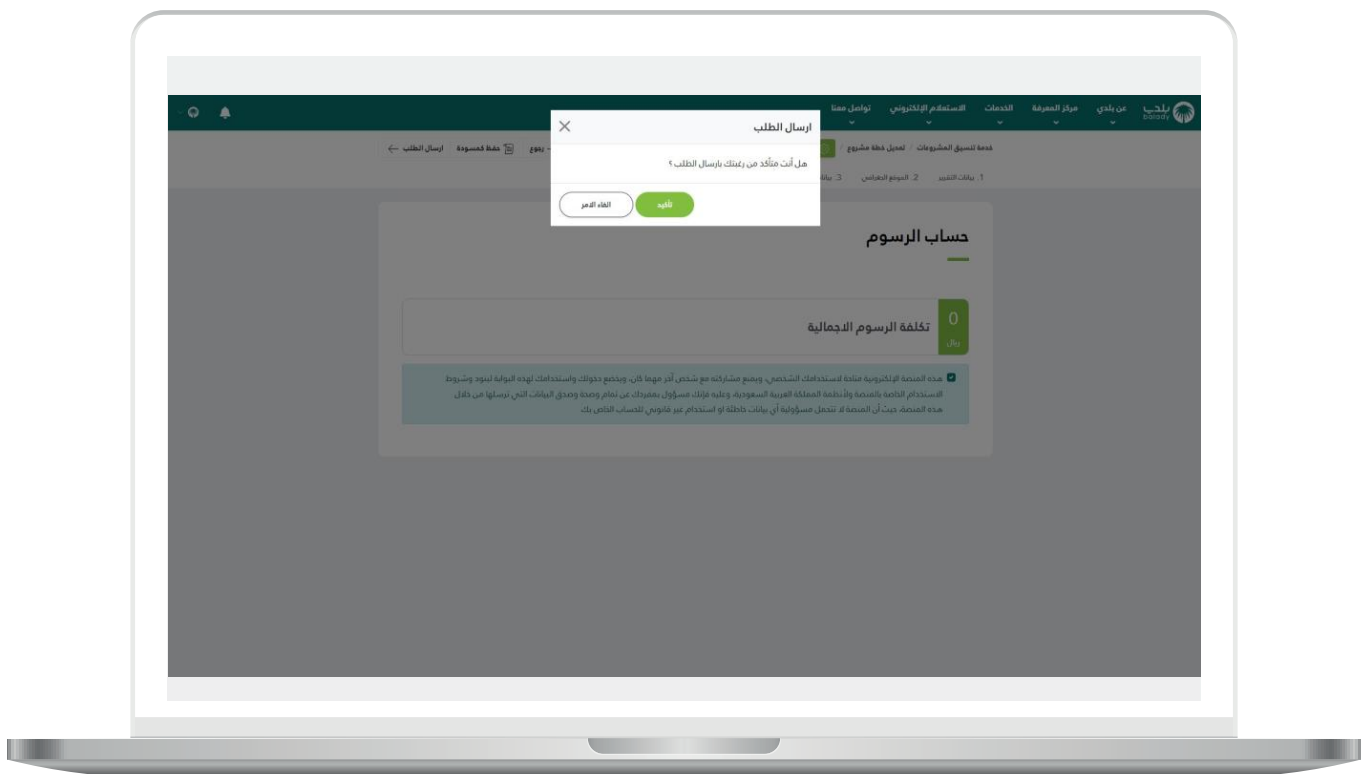
28) The system then allows the user to evaluate the service by selecting the number of stars displayed, entering a value in the (**Comments**) field, and clicking the (**Submit Evaluation**) button.
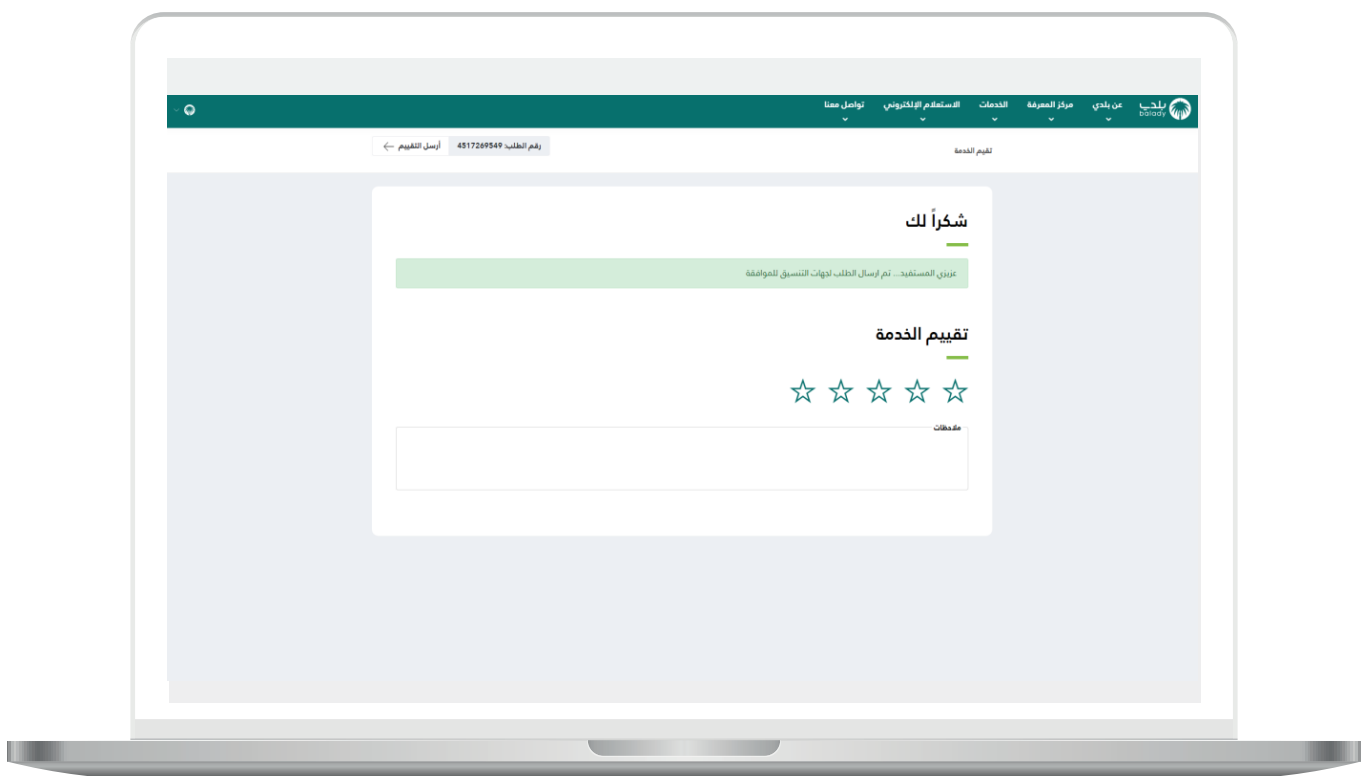
29) The system confirms that the Evaluation has been successfully saved.
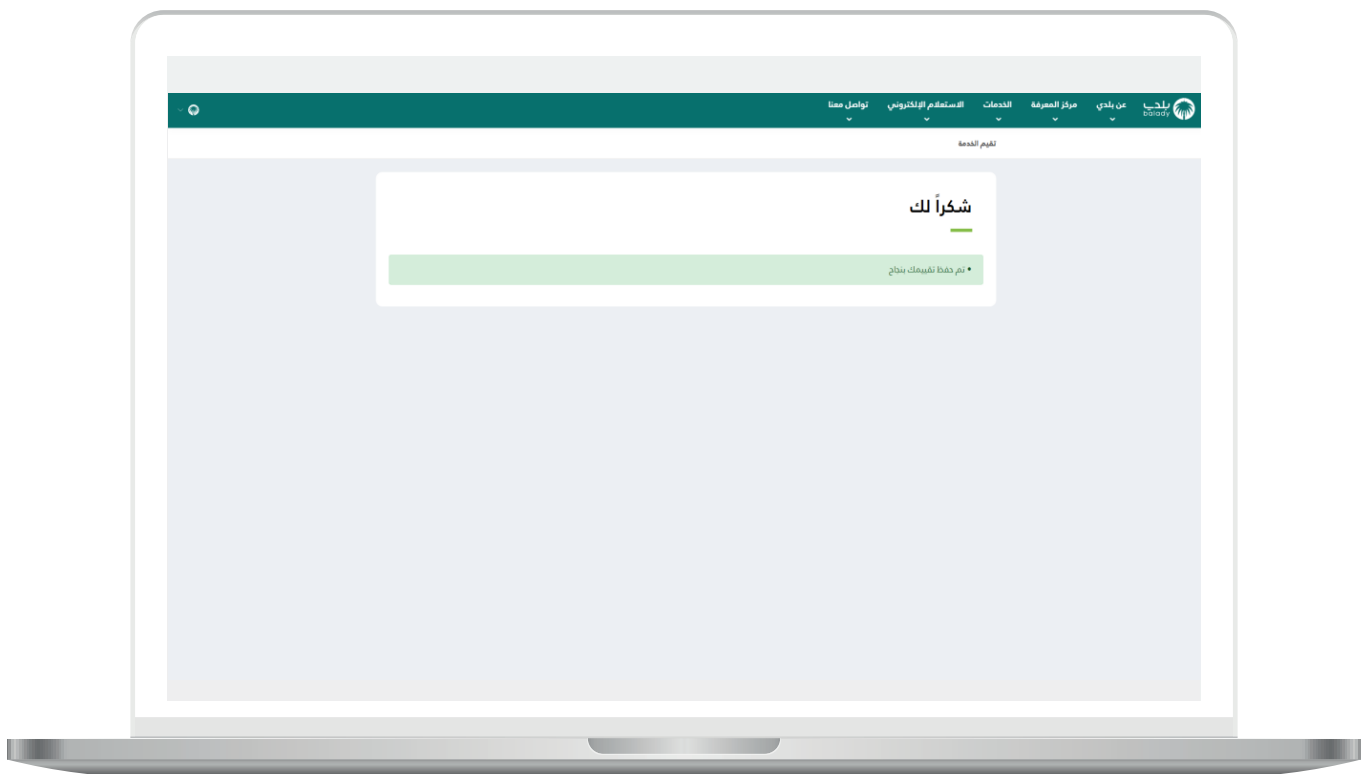
30) The user is redirected to the (**My Requests**)screen.

Searching by Request Number shows the request status as (**Under Coordination**). The user can access request details by clicking the green action box and selecting (**View Request Details**).
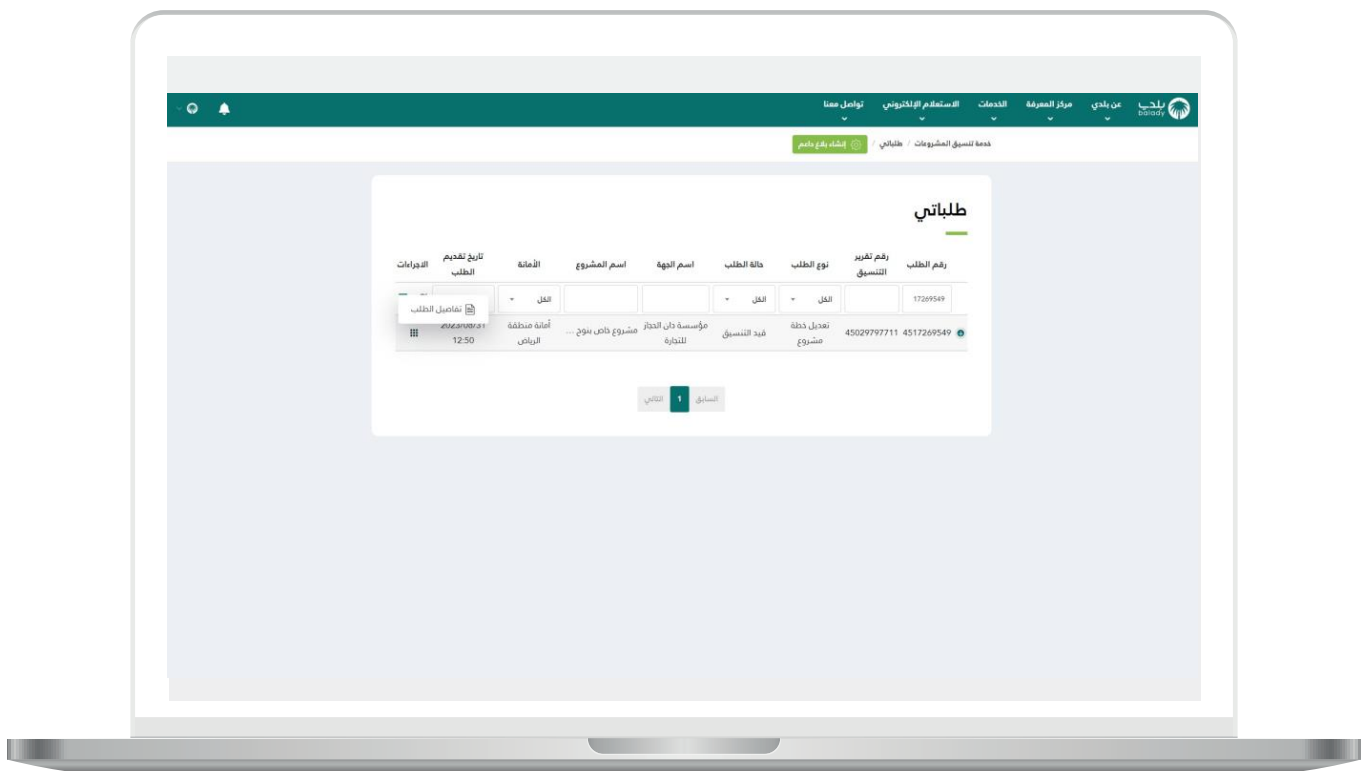
31) If the user clicks (**Print**), the report is generated and printed, as shown in the below screen.
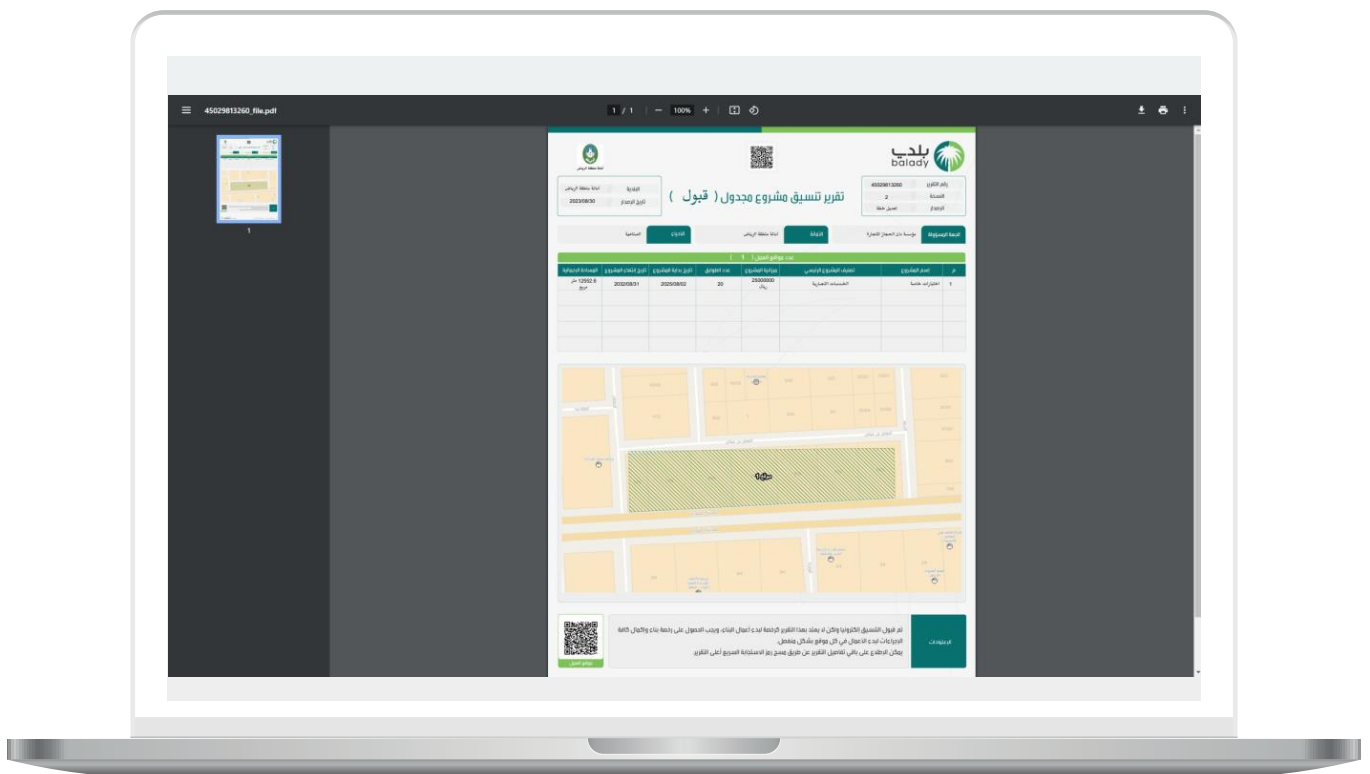
Unscheduled Project Coordination Request

1) After selecting this service, the following screen appears, where the user can view the Application Process, Requirements, Conditions, and Penalties, etc. The service can be started by clicking (**Start Service**).
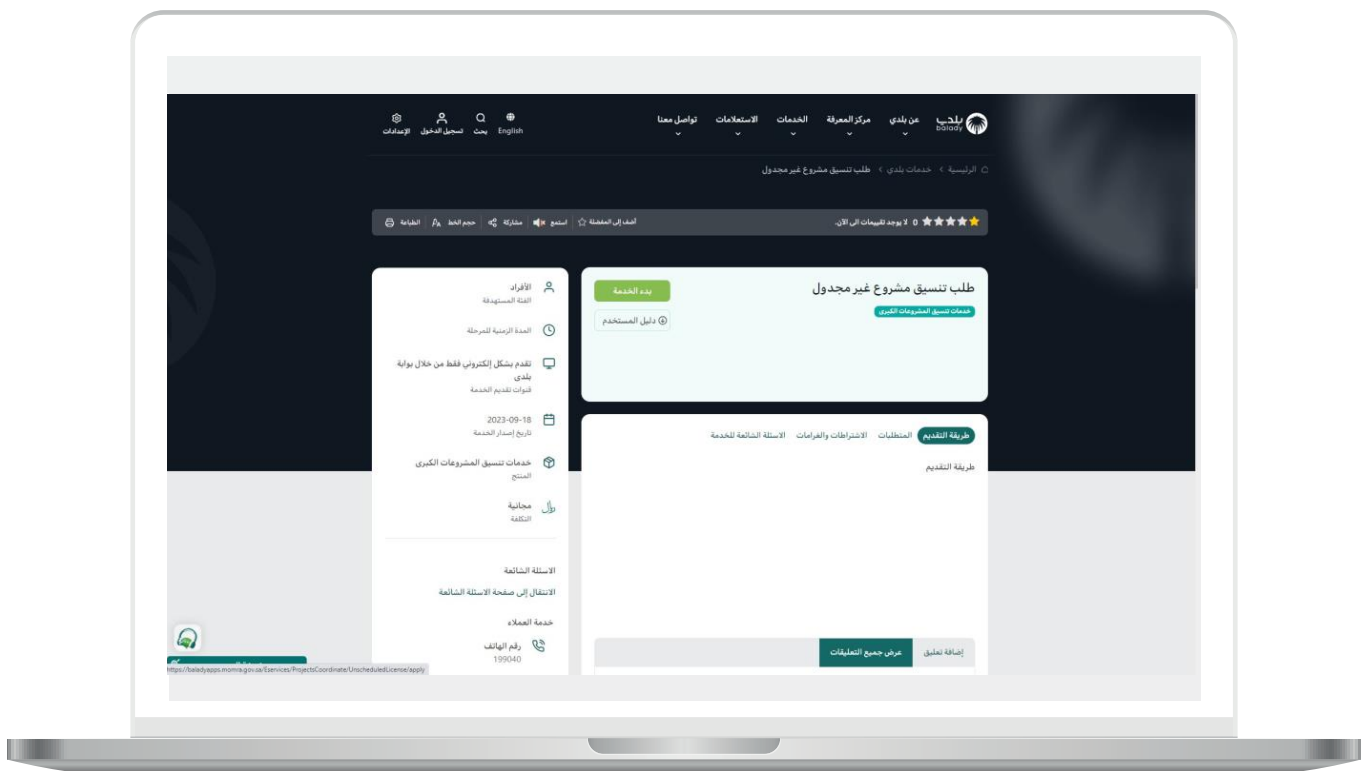
2) The system verifies the user's mobile number by entering the (**Mobile Number**) field and then clicking the (**Verify**) button, as shown below.
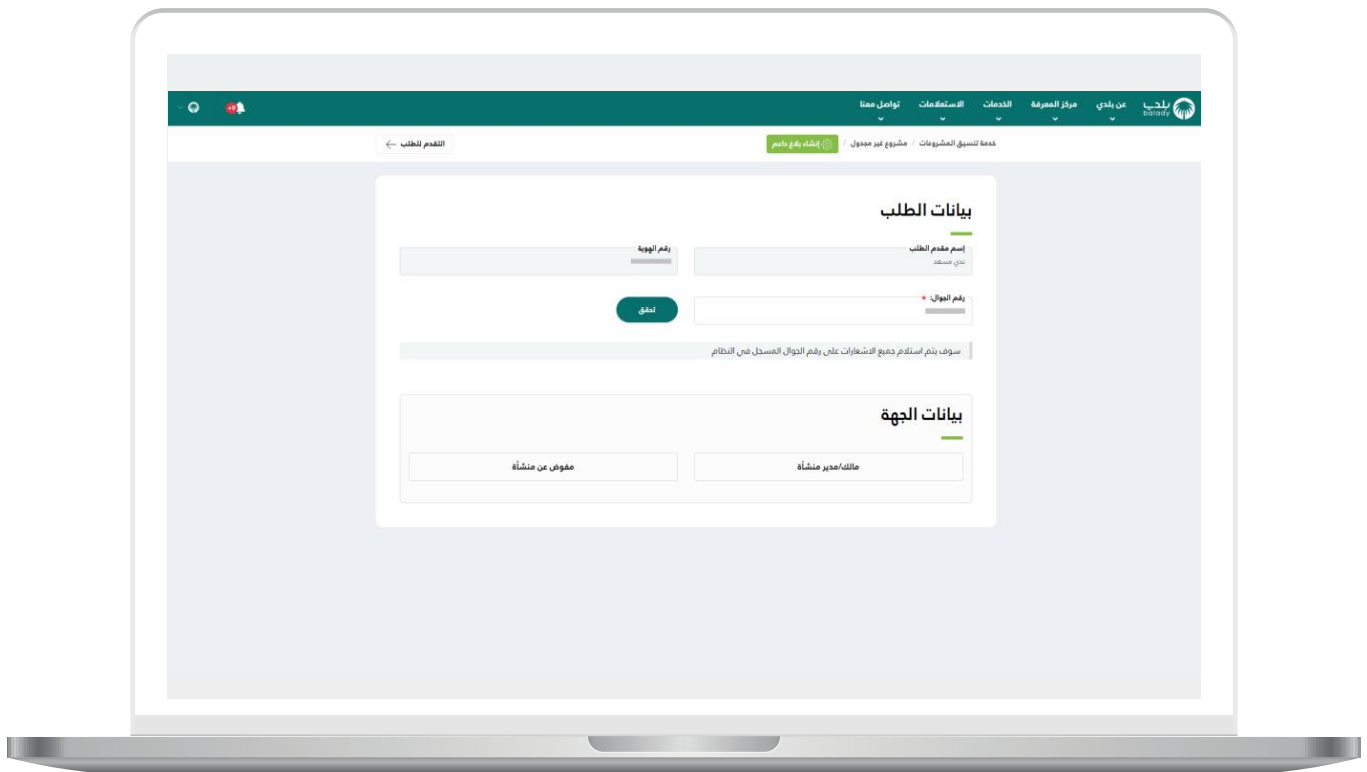
3) The user enters the Verification Code sent via SMS into the (**Verification Code**) field and clicks (**Confirm**).
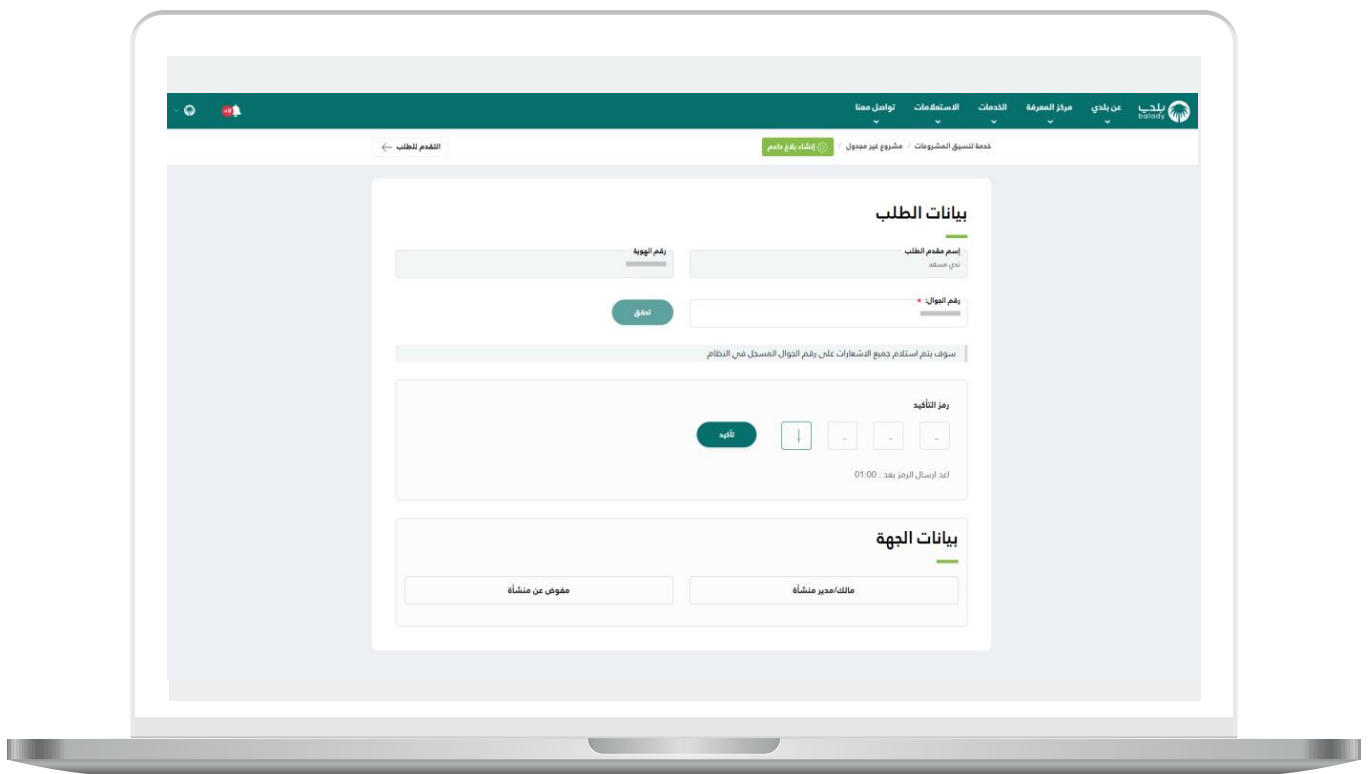
4) Upon successful mobile number verification, a confirmation message appears, as shown in the figure. The user then selects the Entity Type from the following options: (**Owner or Manager of an Establishment**) or (**Authorized Representative**).
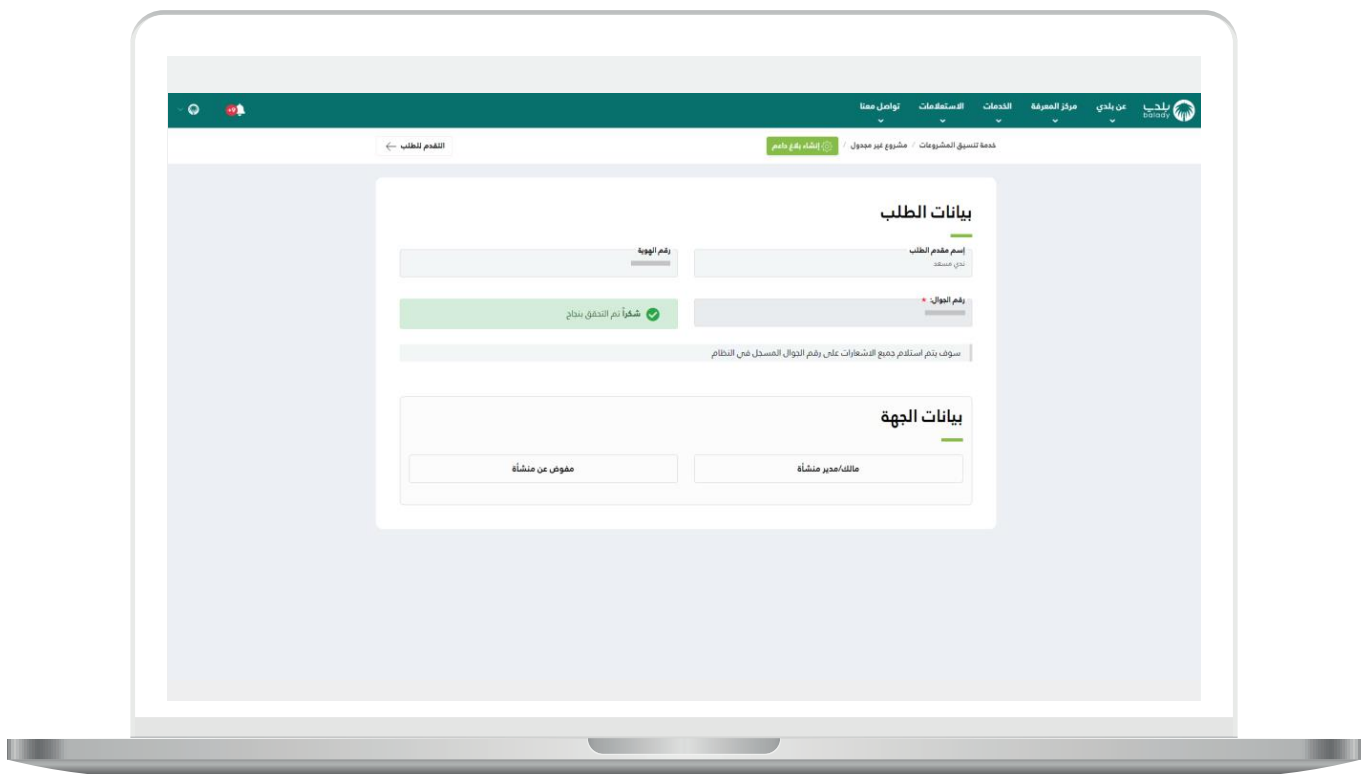
5) If the user selects (**Owner or Manager of an Establishment**), the system prompts for the (**Commercial Register**), which must be entered before clicking (**Browse**).

6) If the user selects (**Authorized Representative**), the system displays (**Government Entities**) and (**Private Sector Entities**) for selection.
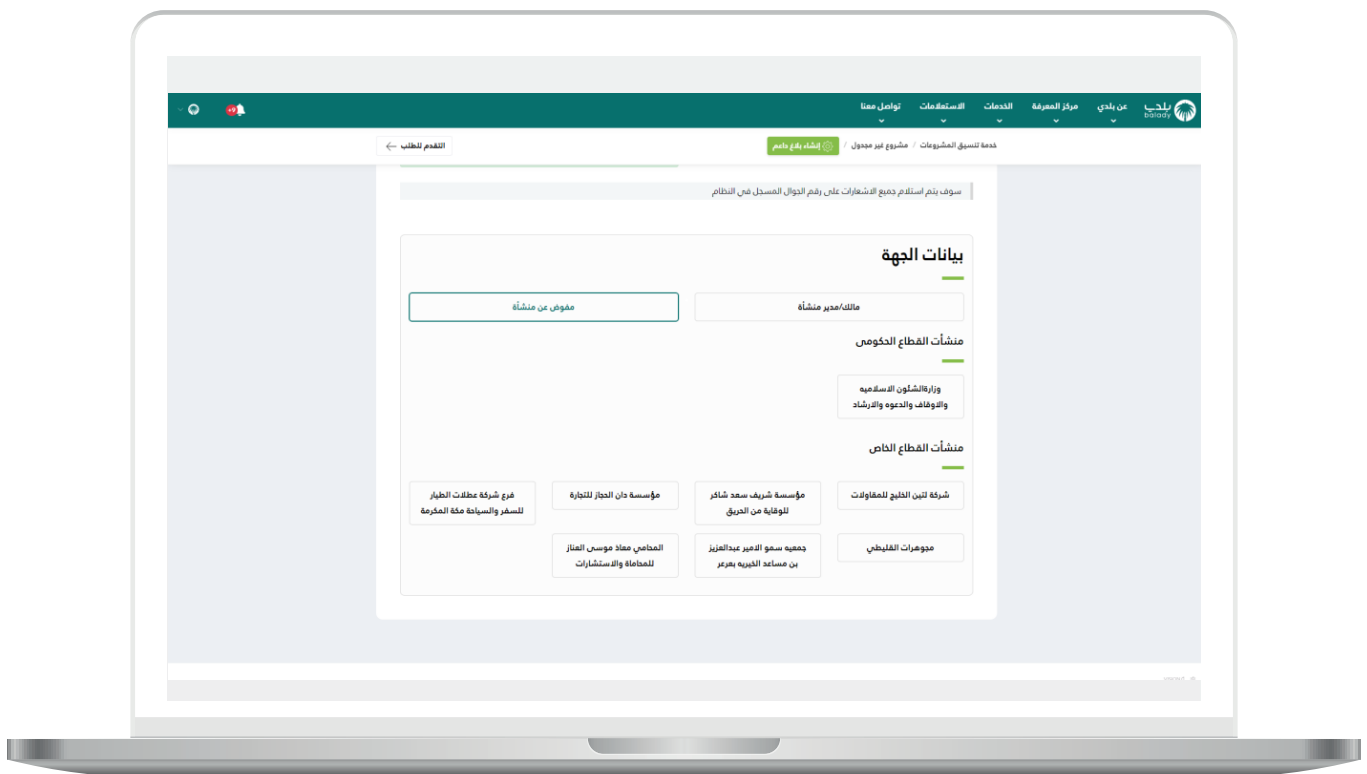
7) After making a selection, the user clicks (**Proceed with Request**).
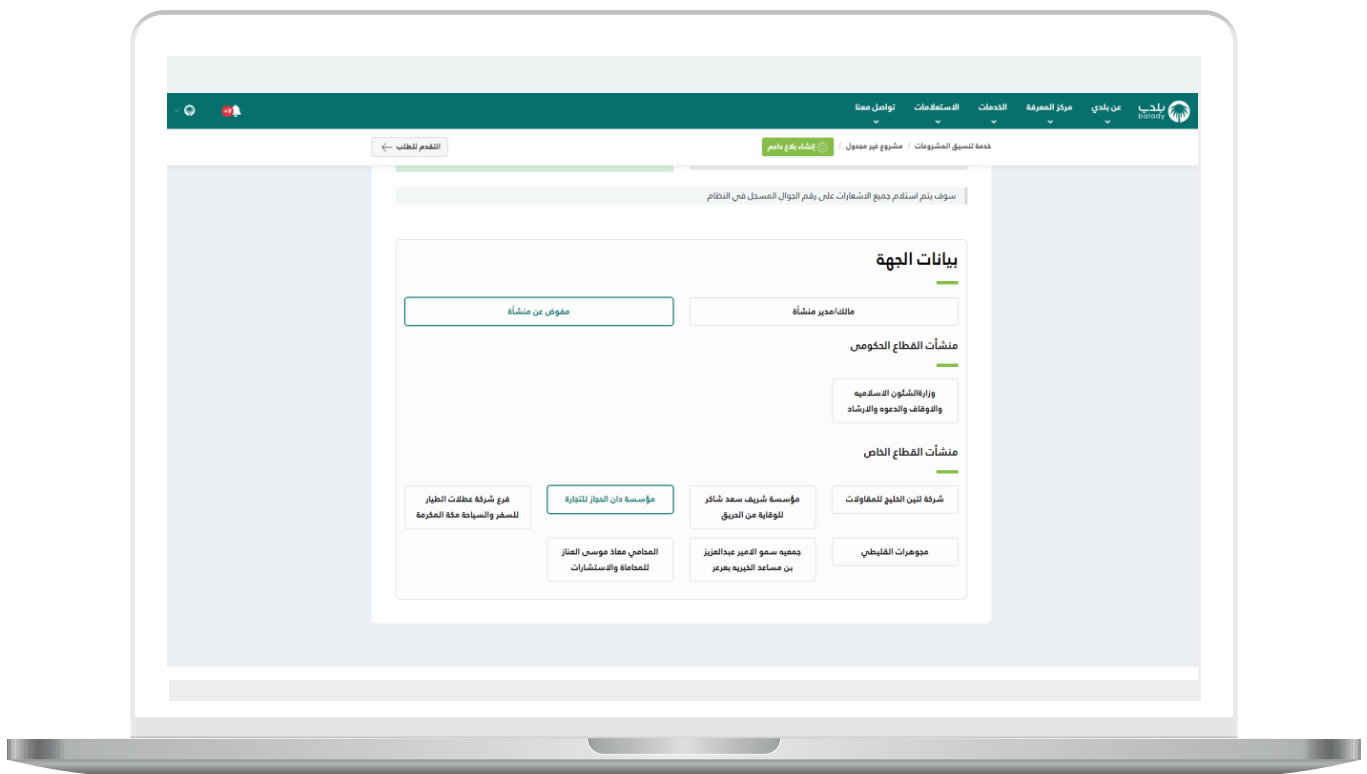
8) The user is then redirected to the (**Geographic Location**) stage, where a digital map is displayed for site selection.
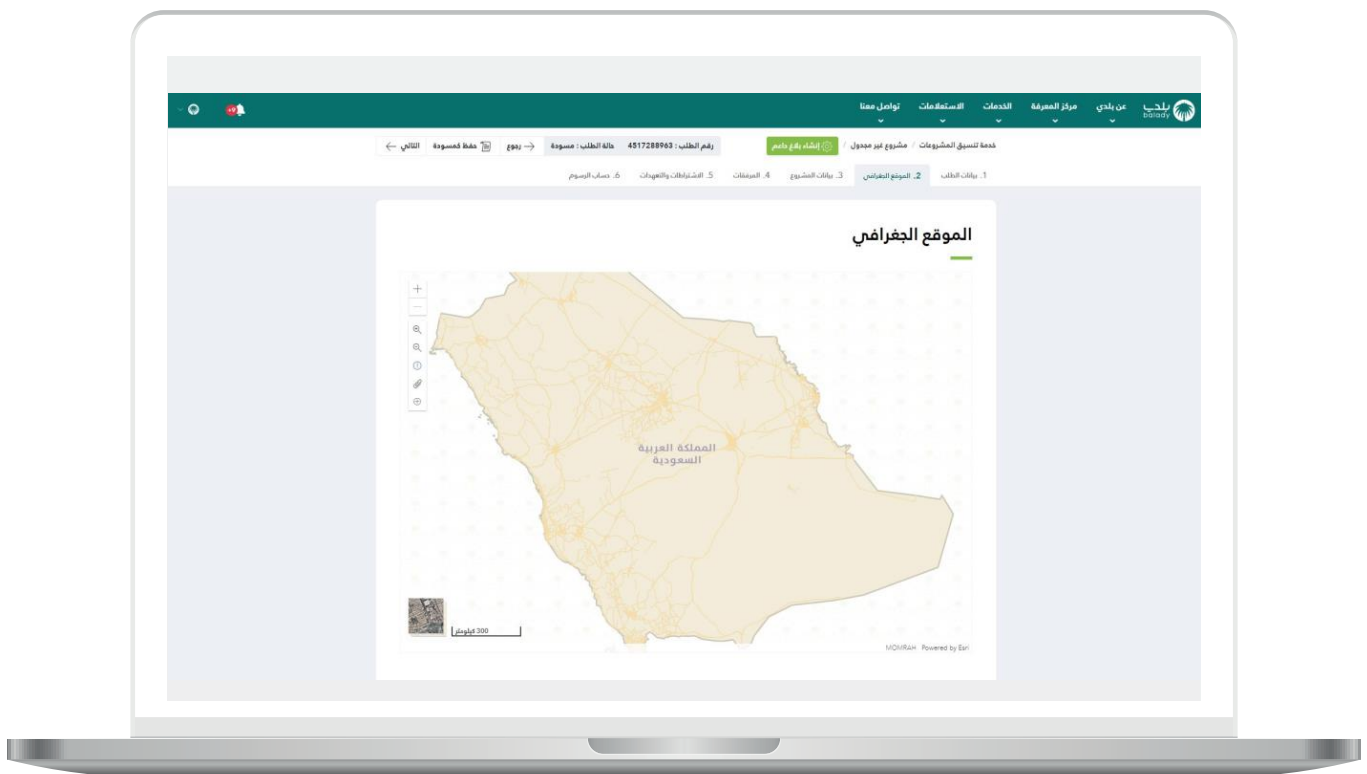
9) The user can select the location by clicking (**Upload Shape File**), then clicking (**Choose File**) and selecting the coordinates file from their device.
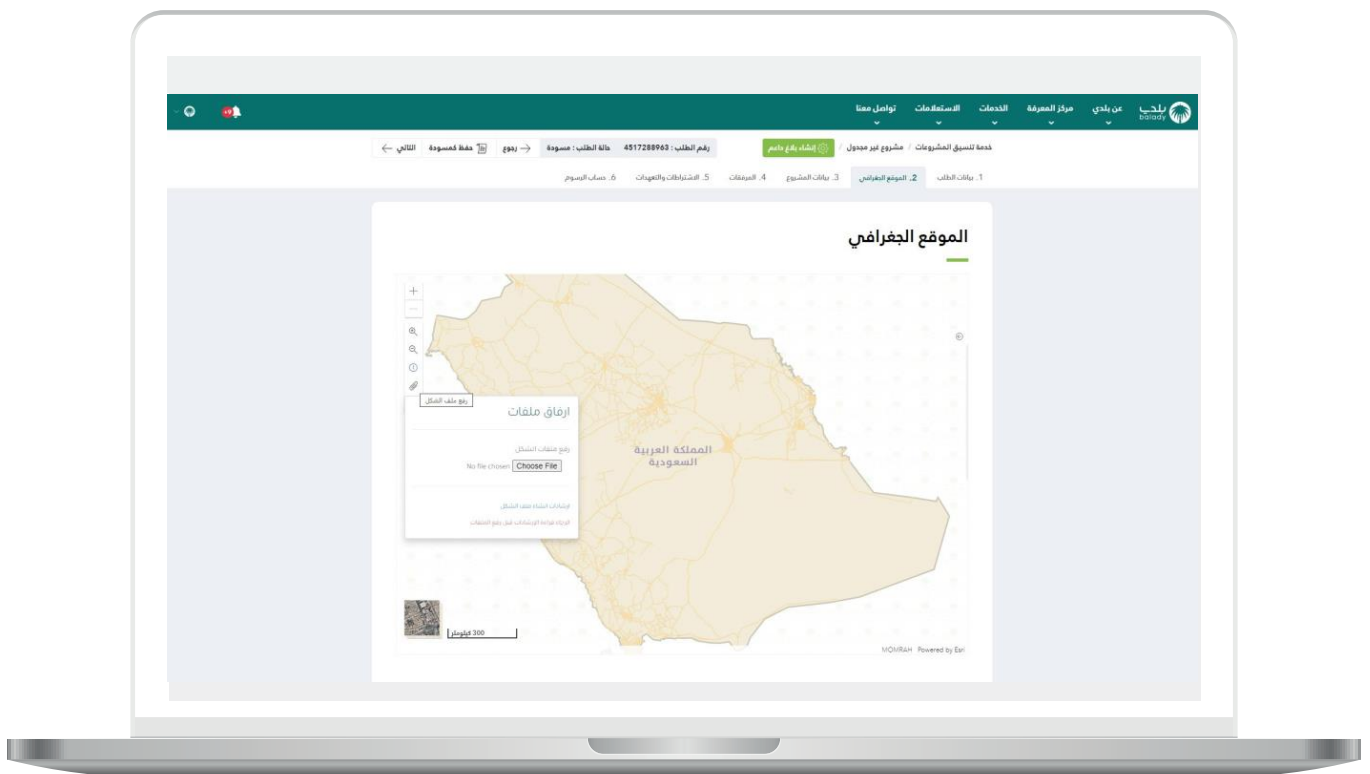
10) Alternatively, the user can manually input the location details by clicking (**Draw Project**) and selecting values from dropdown lists in the following order: (**Municipality, Secretariat, District, Plan Number**).
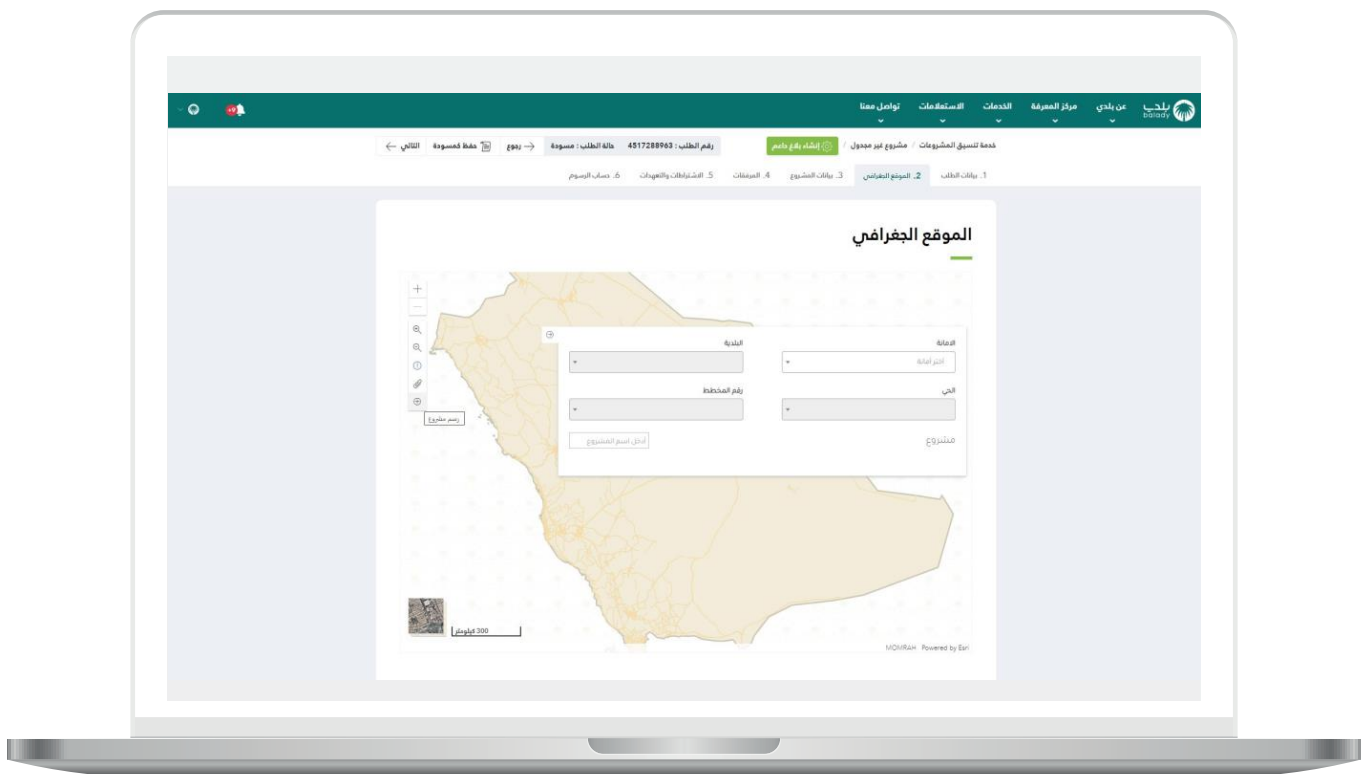
11) The map can be zoomed in using the (**+**) button.
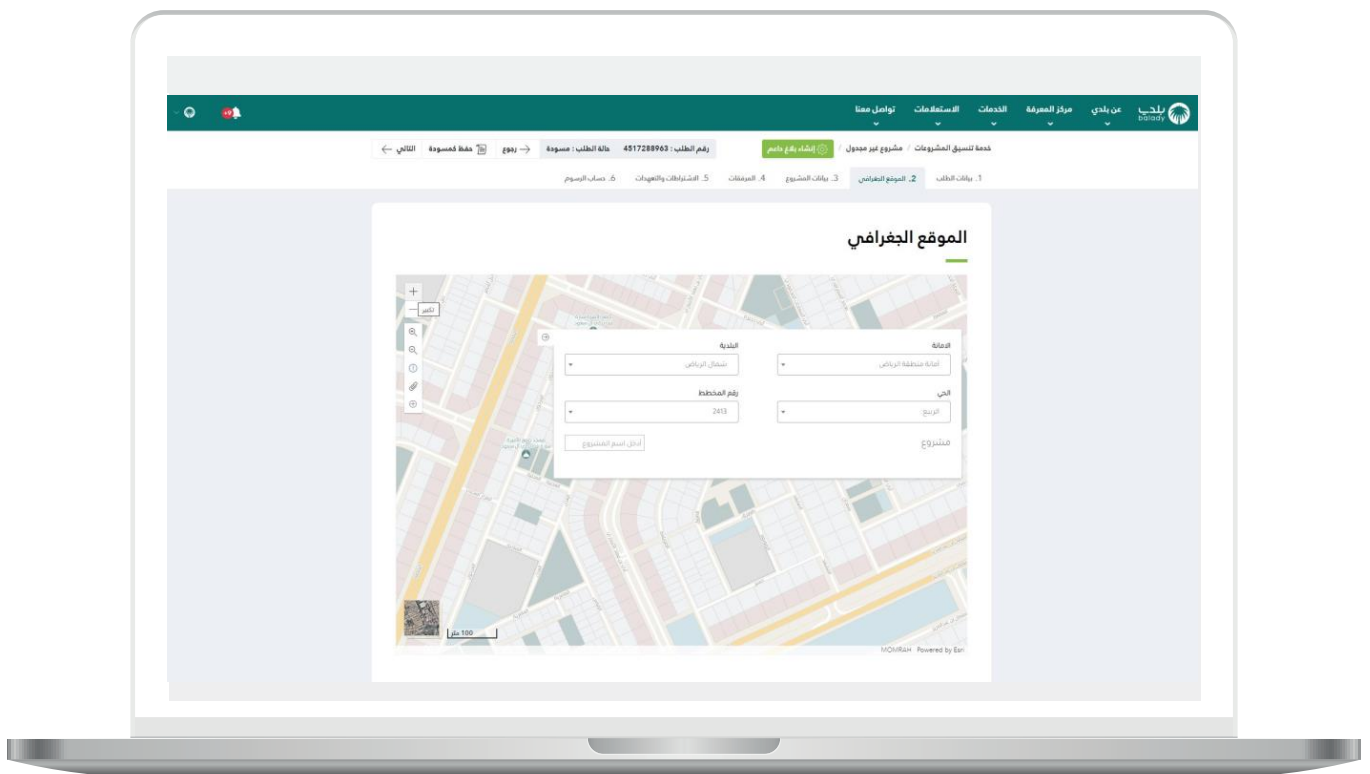
12) The user clicks (**Add Location**) and manually draws the site boundaries on the map.
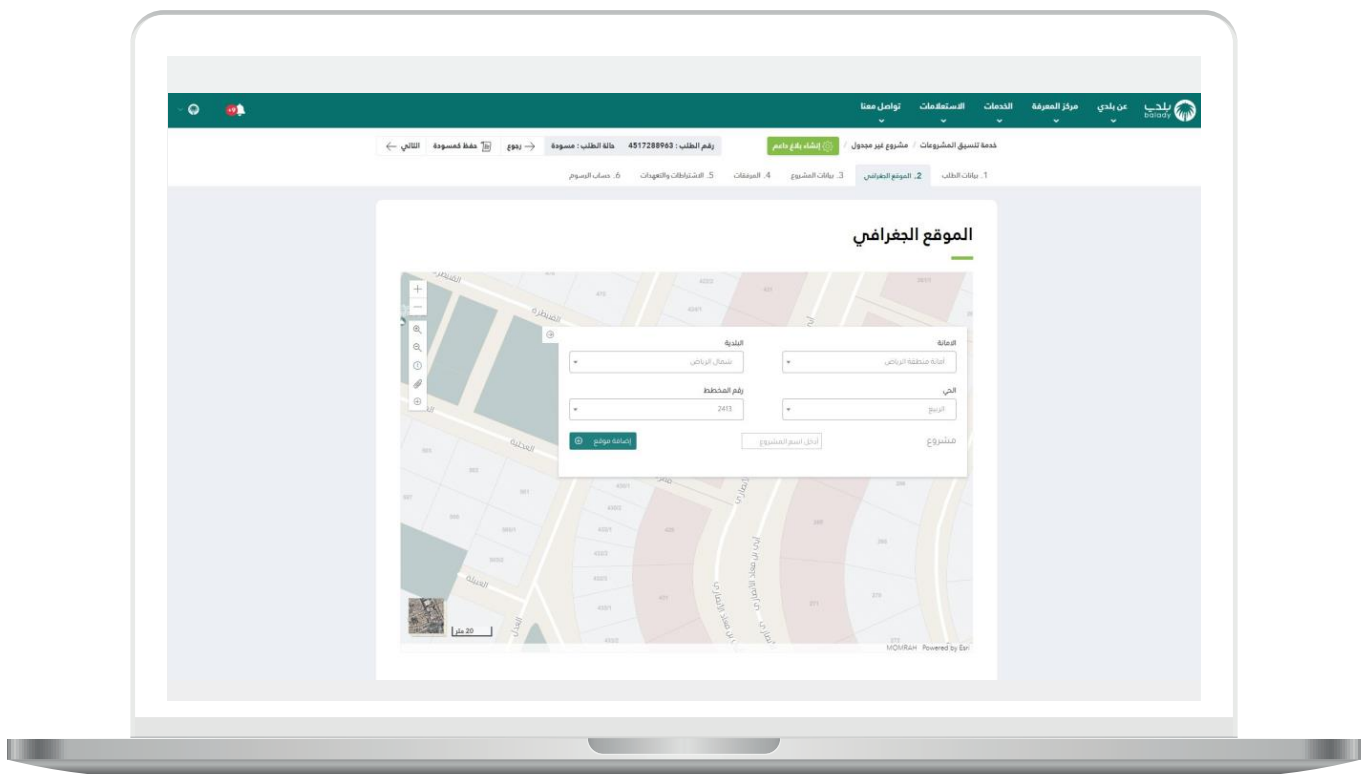
13) After finalizing the drawing, the user double-clicks to confirm it.

14) The (**Project**) field is then filled, followed by clicking (**Add Project**).

15) After confirming the drawing, the user can scroll down to view additional data and then click (**Next**) to proceed.

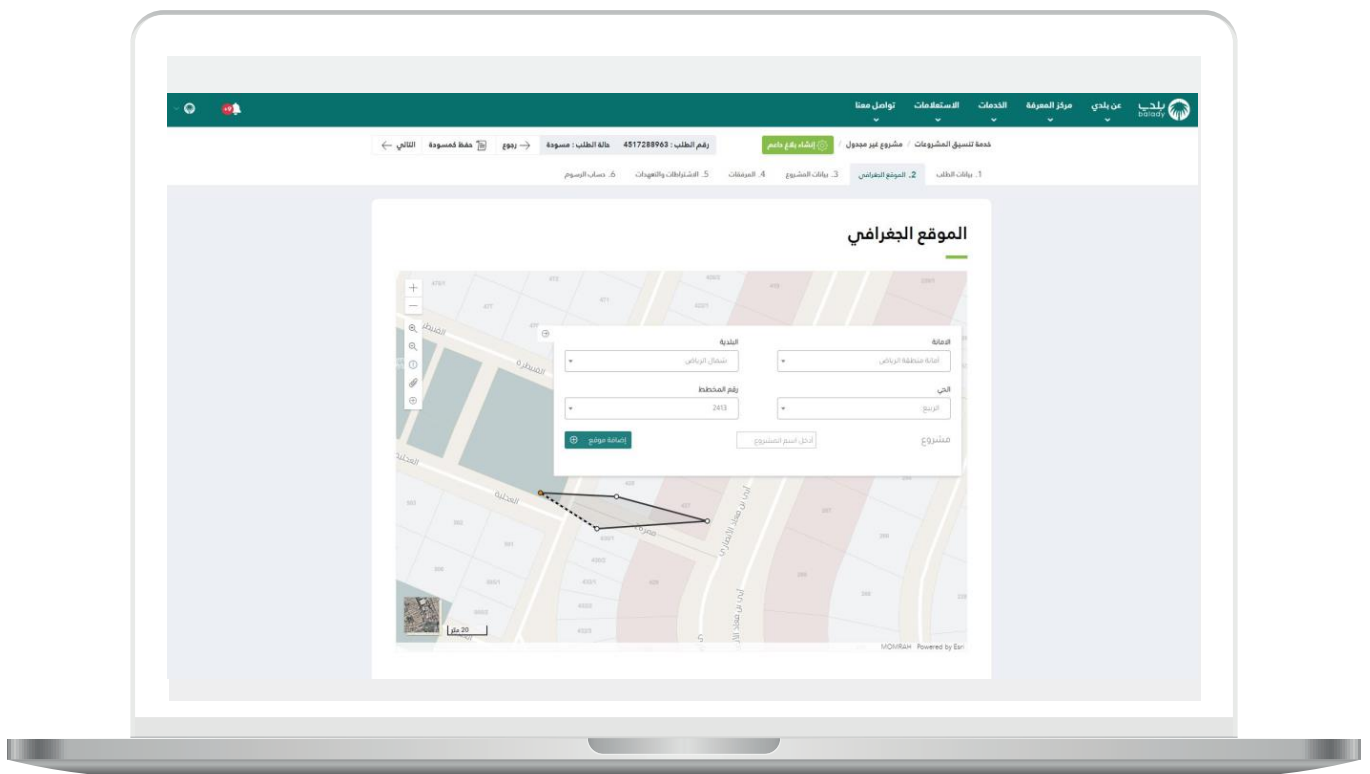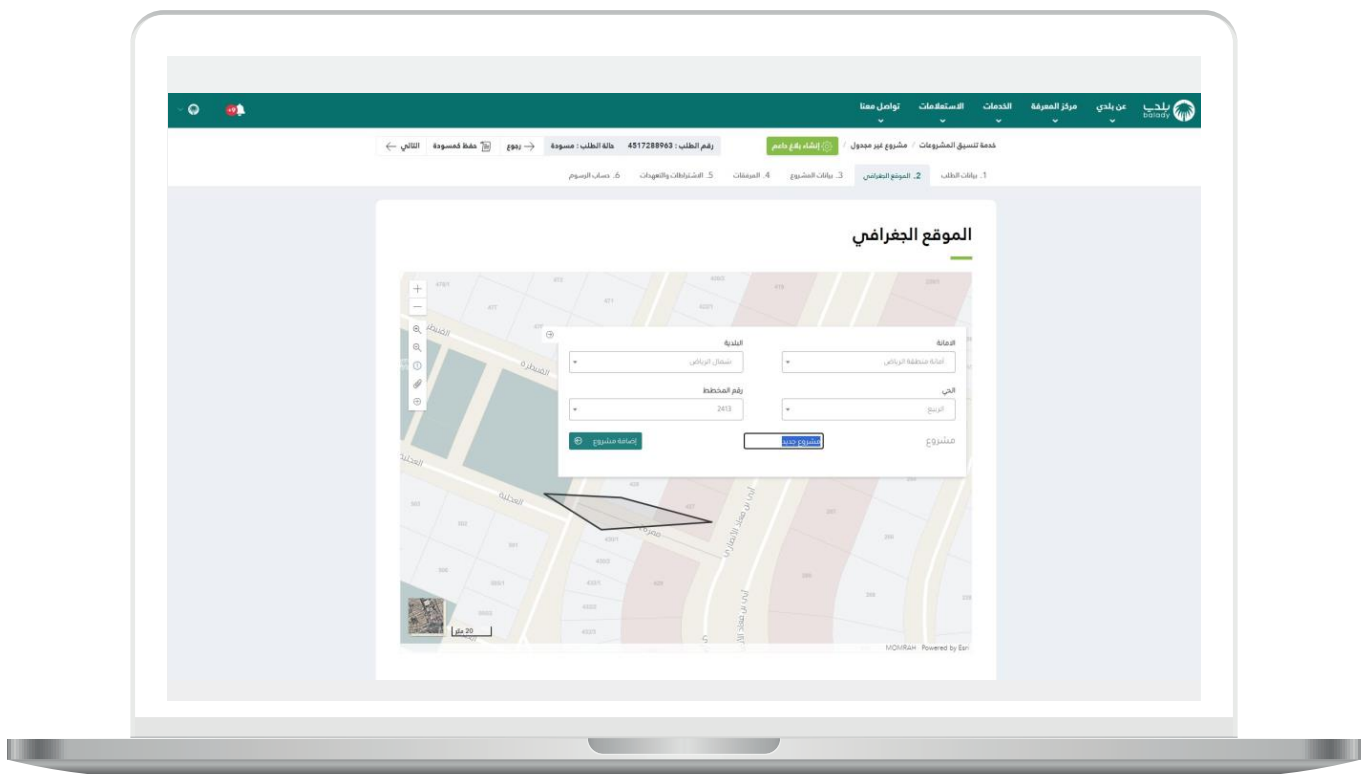16) The user moves to the (**Project Details**) stage, where they enter values for the following fields: Project Name, Contract Number, Project Budget (**SAR**), Number of Floors, and Project Description.

Dropdown lists are used to select (**Main Project Category**) and (**Sub-project Category**).

17) The user must also fill in the (**Project Phases**) section using the electronic calendar, covering: Project Start Date, Project End Date, Site Preparation, Excavation & Foundations, Structural Works, Electrical & Mechanical Works, Insulation Works, Finishing Work & Delivery.

The user then clicks (**Next**) to continue, (**Save as Draft**) to store the request, or (**Back**) to return to the previous stage.

18) The user reaches the (**Attachments**) stage, where they upload the necessary documents by clicking the Attachment Field and selecting the file from their device.

Additional attachments can be added under the (**Additional Attachments**) section by entering a (**Document Name**), selecting the file in the (**Attachment**) field, and clicking (**Upload**).

The user then clicks (**Next**) to continue, (**Save as Draft**) to store the request, or (**Back**) to return to the previous stage.

19) The user proceeds to the (**Conditions and Acknowledgments**) stage, where they read the conditions and agree to the acknowledgments.

After that, they click (**Next**), with the option to (**Save as Draft**) for future reference or to return to the previous stage using the (**Back**) button.

20) The user reaches the (**Fee Calculation**) stage, where the total cost of fees is displayed. The user must agree by selecting the acknowledgment checkbox.

After that, they click (**Submit Request**), with the option to (**Save as Draft**) for future reference or to return to the previous stage using the (**Back**) button.

21) A confirmation message appears, prompting the user to click (**Confirm**) to finalize the submission or (**Cancel**) to discard the process.

22) The system then allows the user to evaluate the service by selecting the number of stars displayed, entering a value in the (**Comments**) field, and clicking the (**Submit Evaluation**) button.

23) The system confirms that the Evaluation has been successfully saved.

Coordination Report Cancellation Request

A project's coordination report may be canceled in the following cases:

- By the owning entity of the report, providing a reason for cancellation and attaching the mandatory document, after which the request undergoes a coordination and approval process.

- By the Coordination Office, with the option to specify a reason for cancellation (**attachment is not mandatory**).
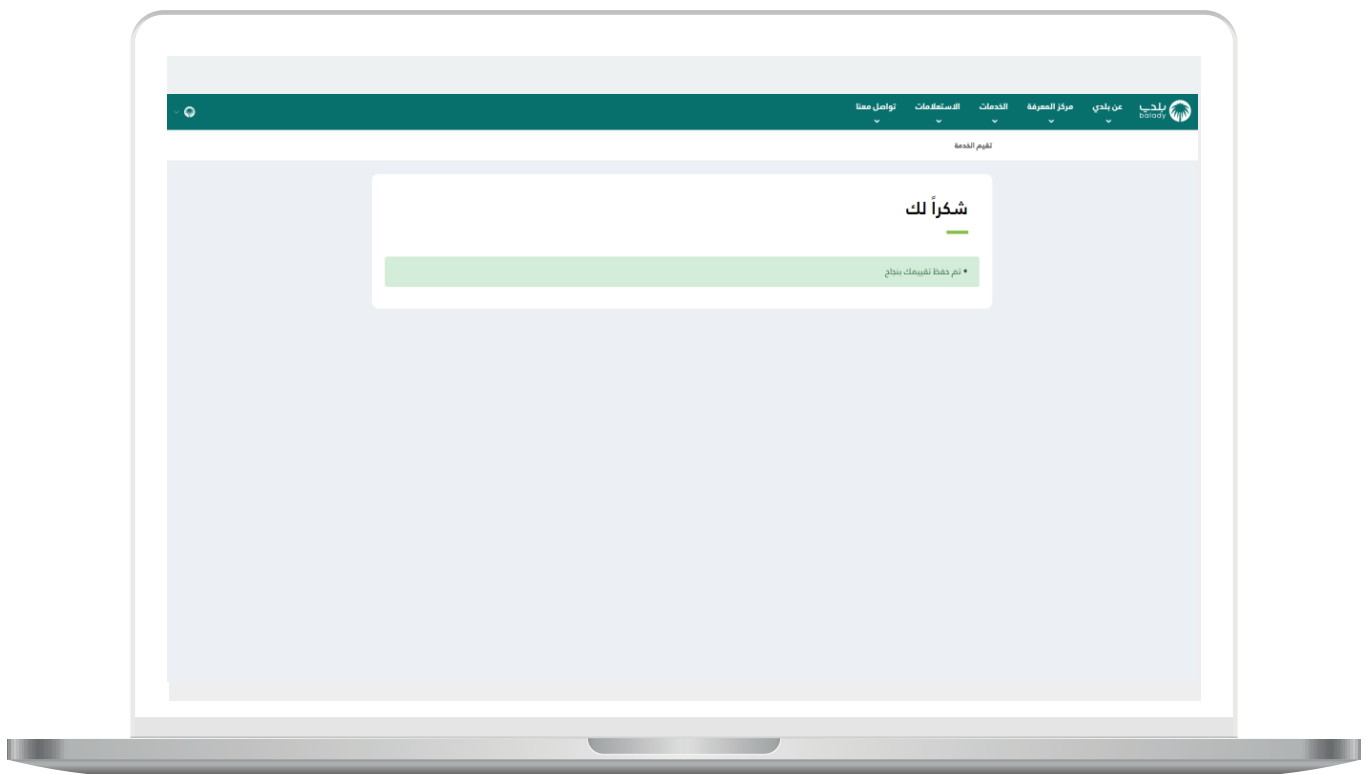
- By the system, if the project's start date is reached and no building permit has been issued, in which case the system states the reason.

1) After selecting this service, the following screen appears, where the user can view the Application Process, Requirements, Conditions, and Penalties, etc. The service can be started by clicking (**Start Service**).
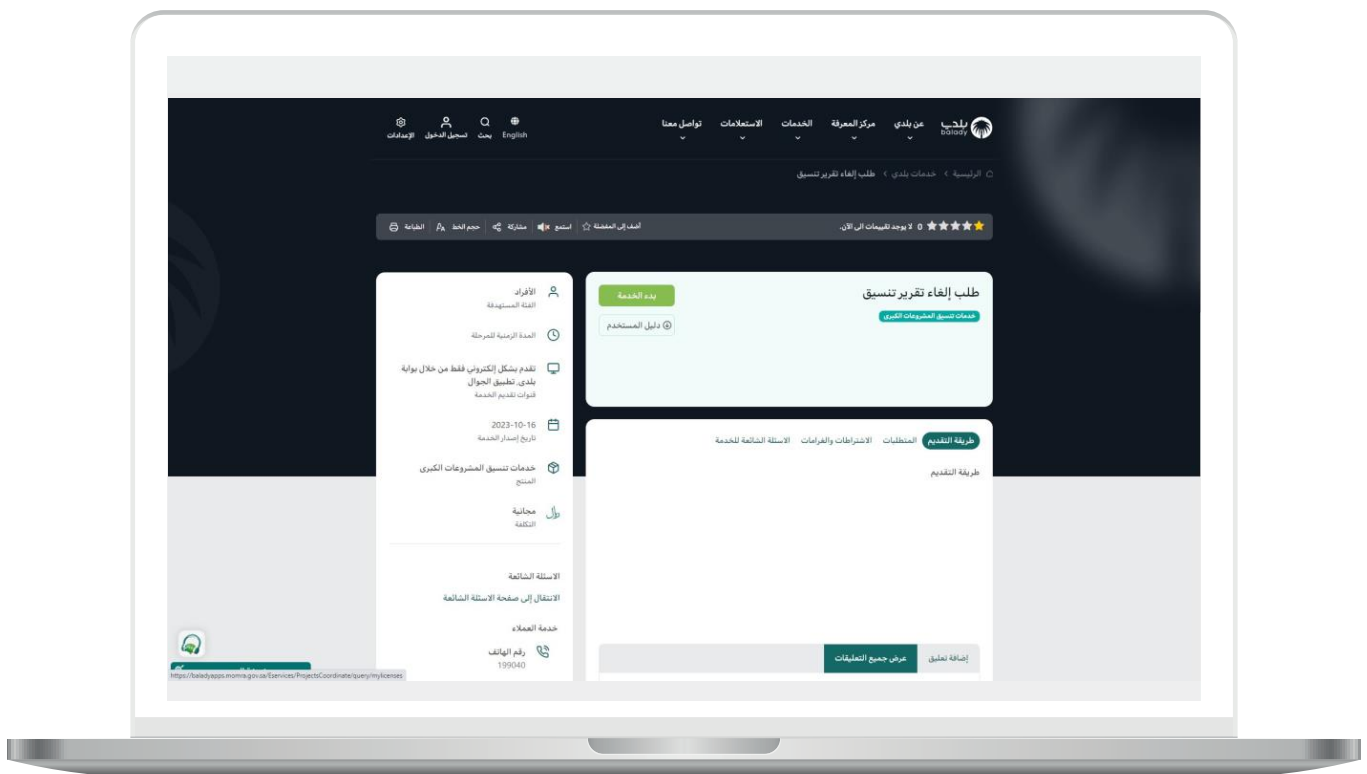
2) The user selects the entity type from the following options: (**Owner or Manager of an Establishment**) or (**Authorized Representative**).
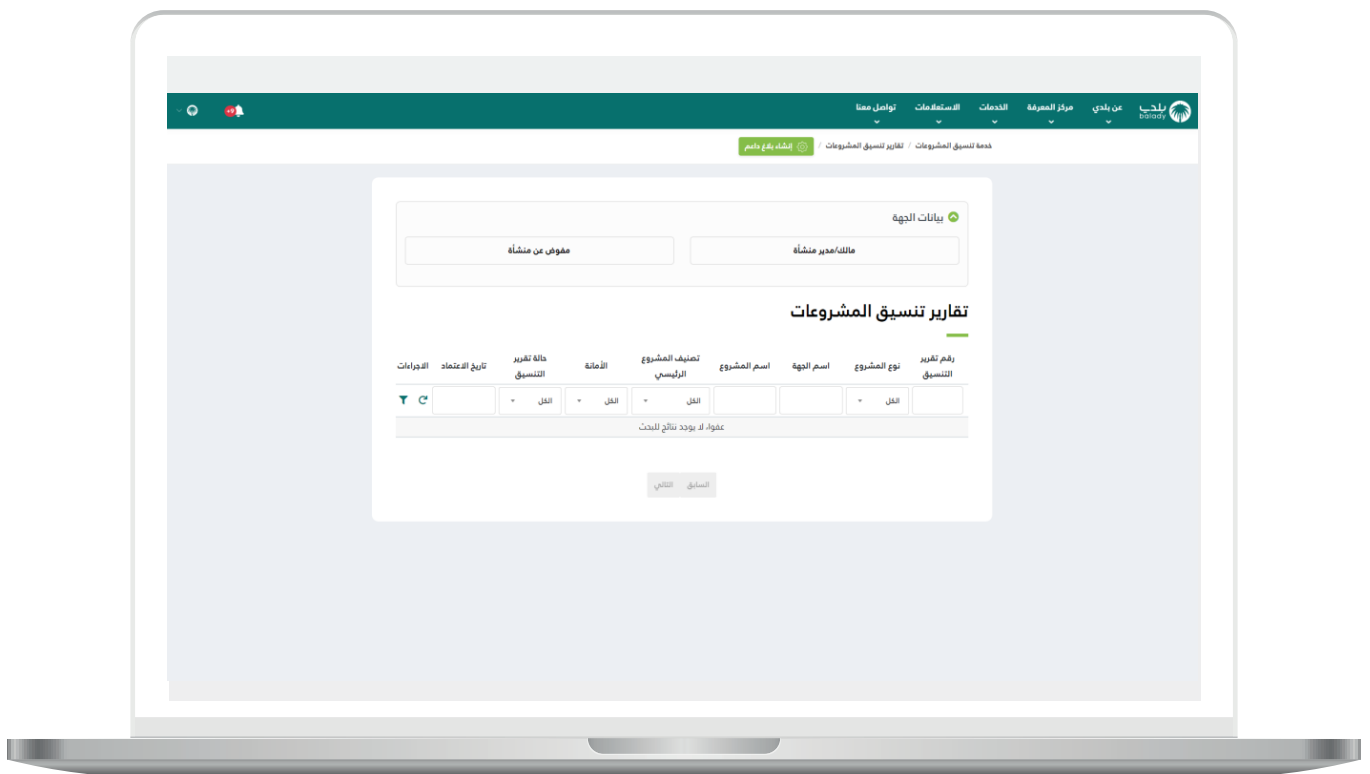
3) If the user selects (**Owner or Manager of an Establishment**), a new field labeled (**Commercial Registration Number**) appears. The user must fill this field and click (**Browse**).
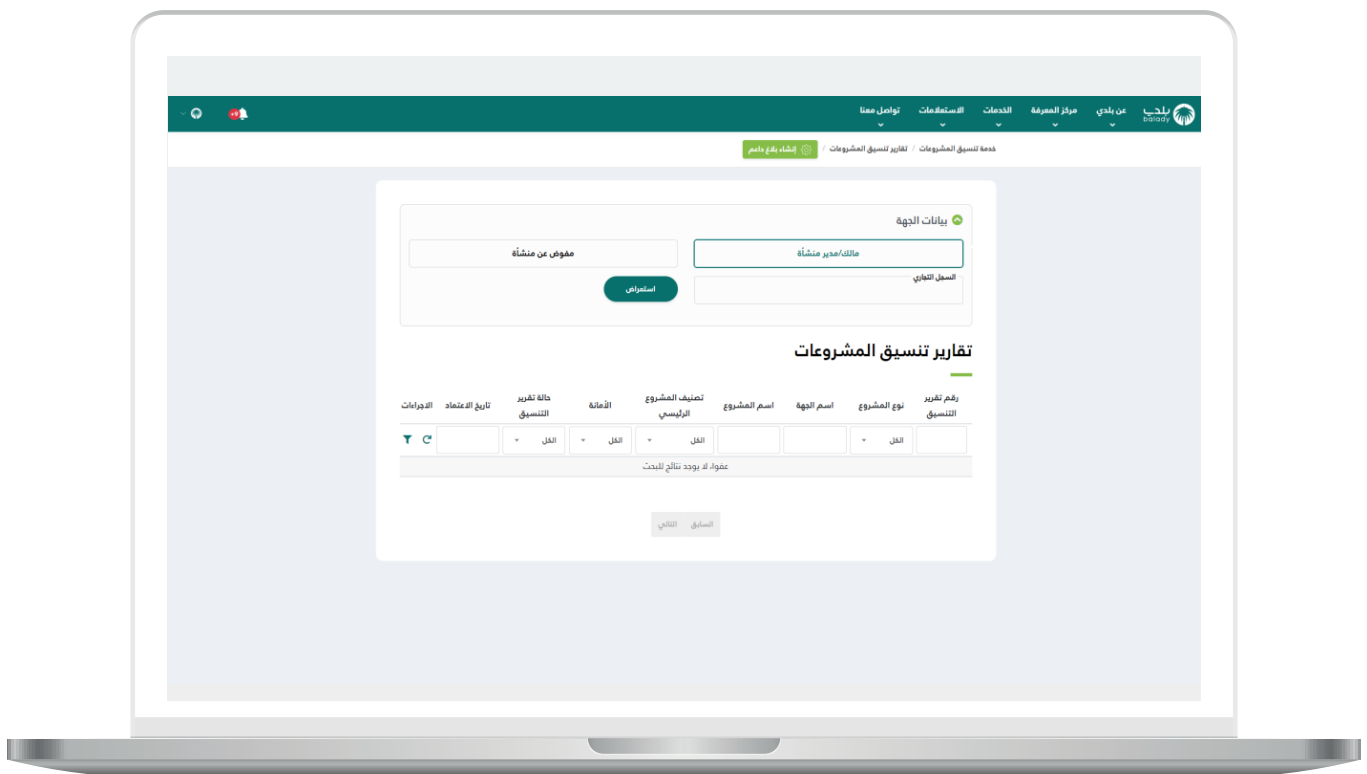
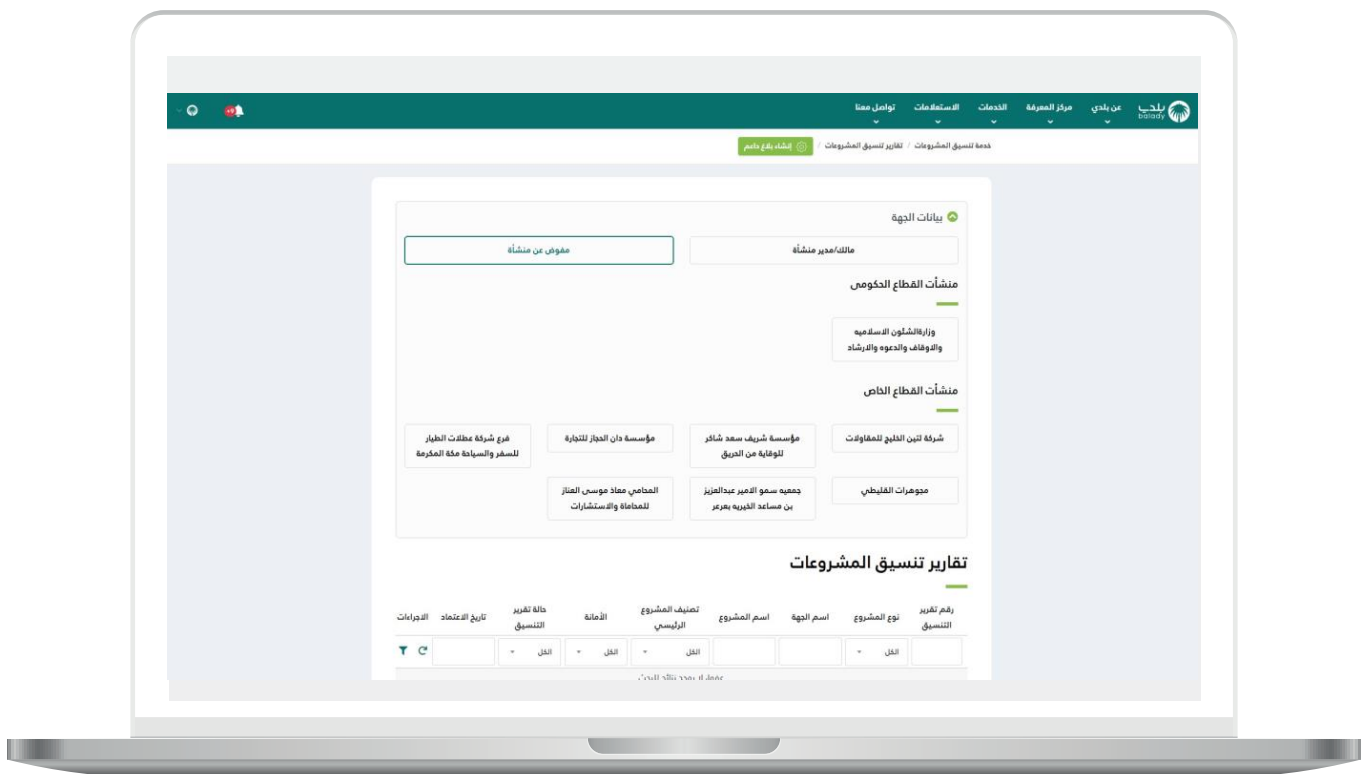4) If the user selects (**Authorized Representative**), the system displays two options: (**Public Sector Entities**) and (**Private Sector Entities**), from which the user must select.
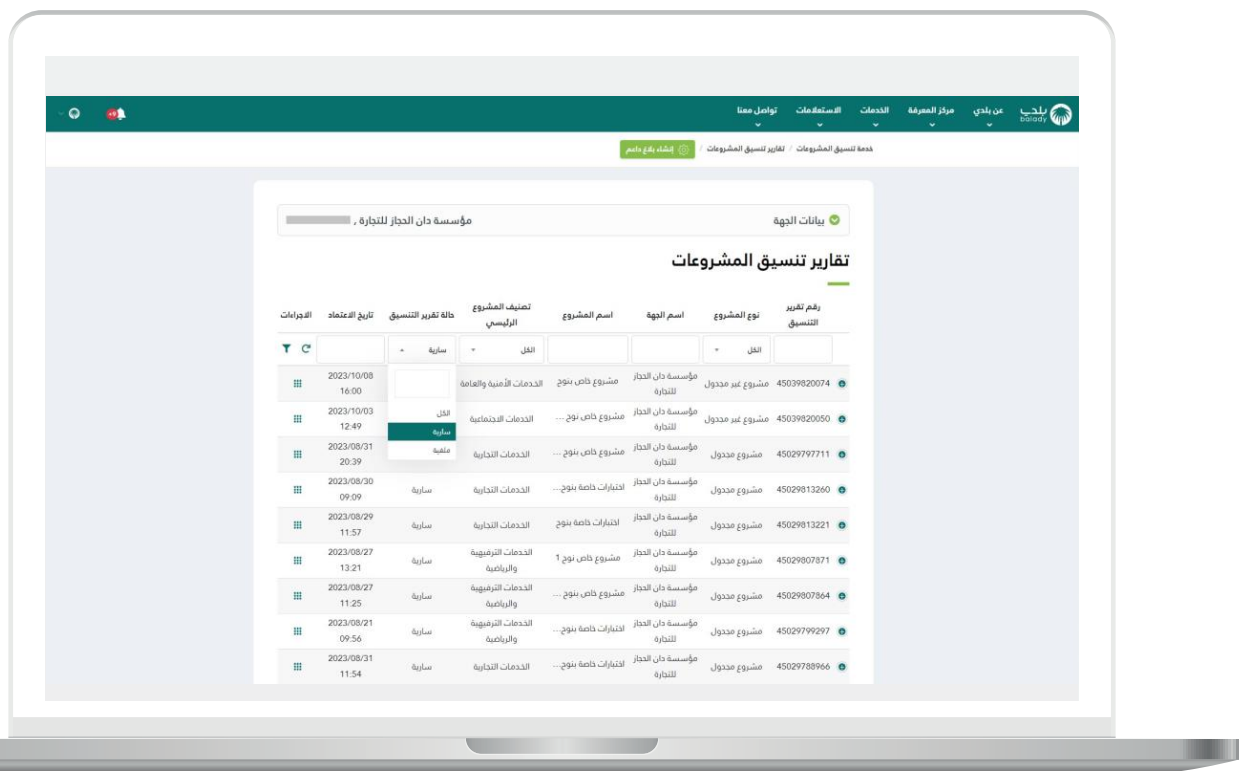
5) After selection, the user proceeds to the next screen.
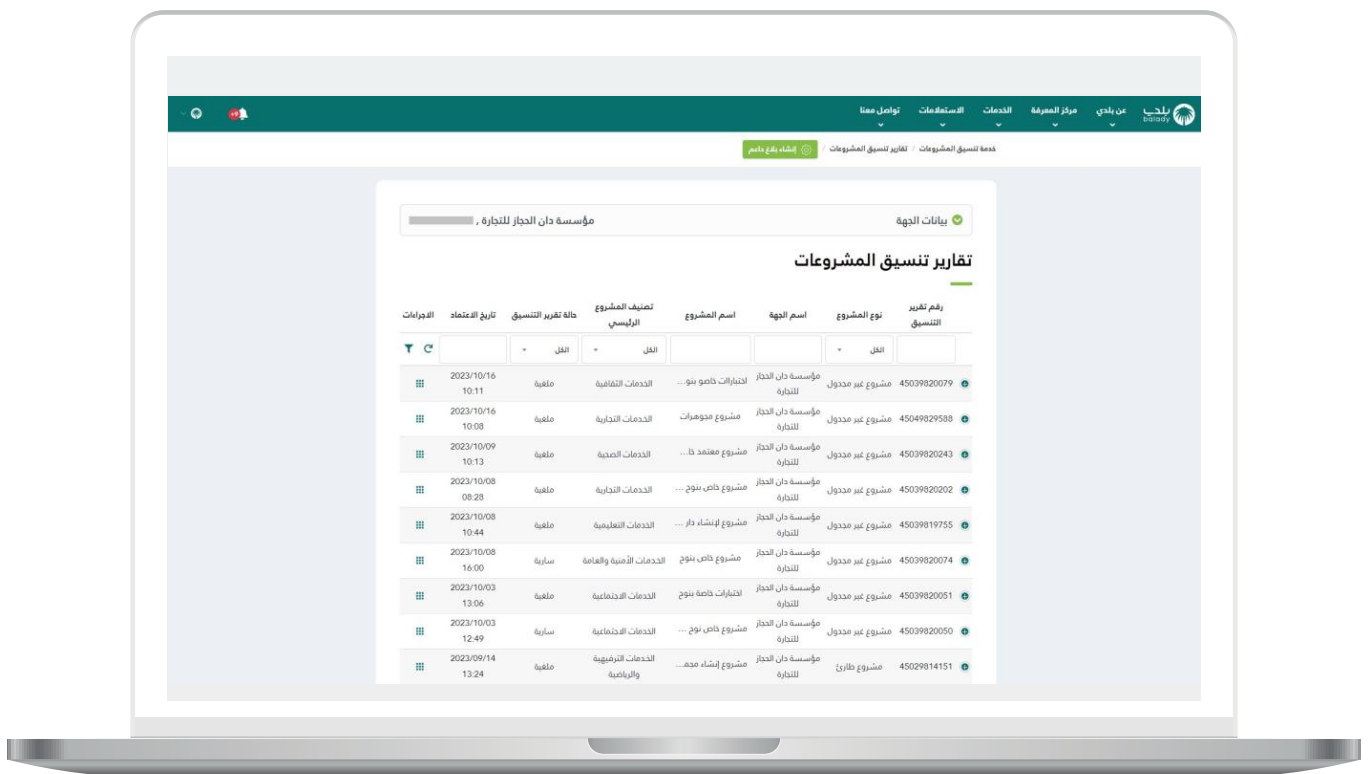
6) The user can view request details by clicking the green box in the (**Actions**) column and selecting (**Request Details**) if the report status is (**Canceled**).
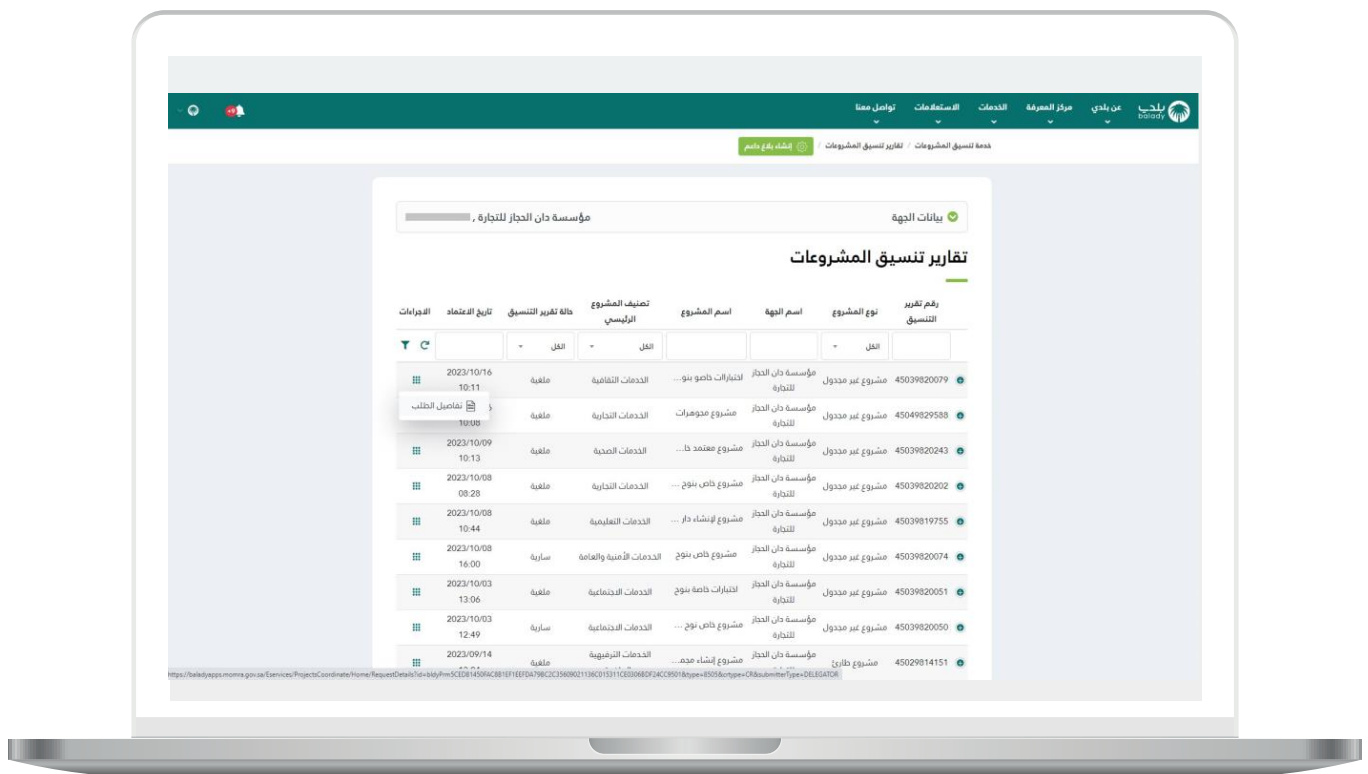
7) The user may also select (**Active**) from the (**Coordination Report Status**) dropdown menu to display active reports that can be canceled.
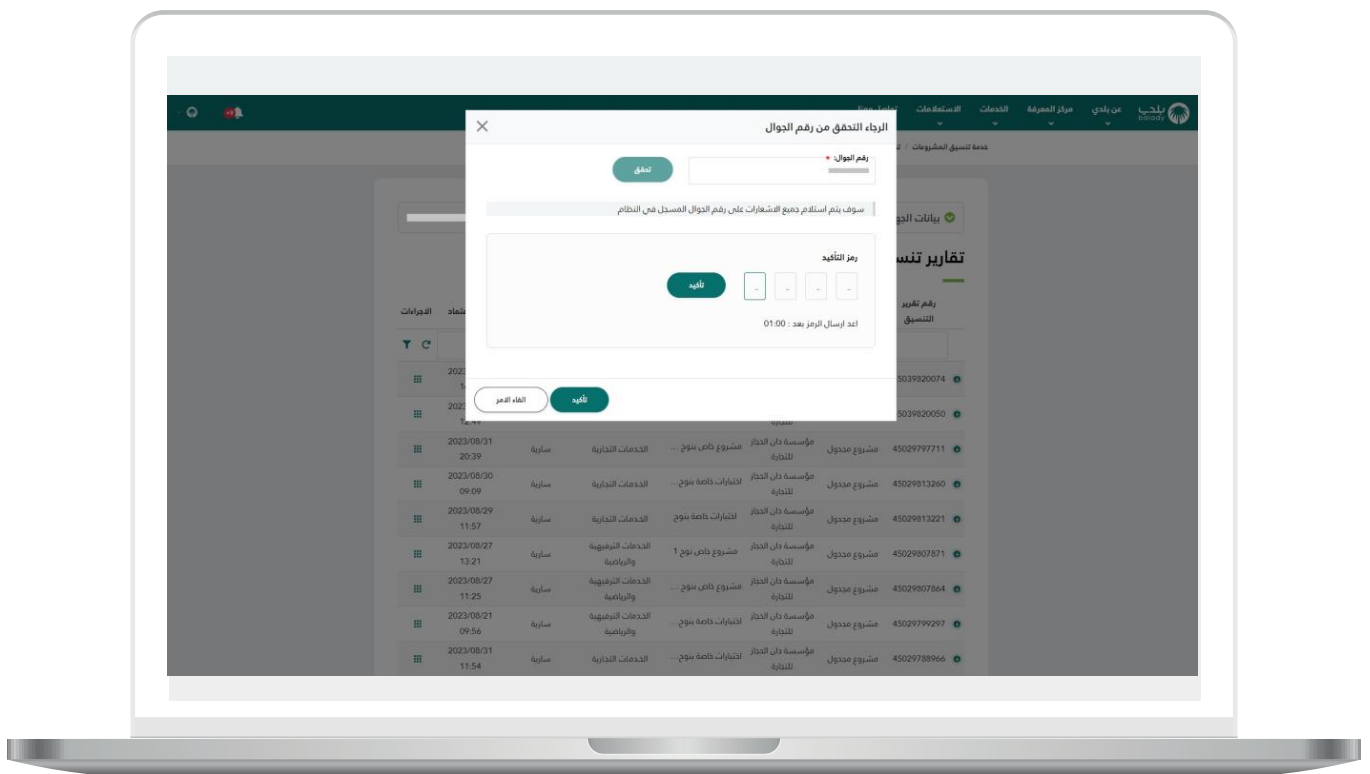
8) Once the active reports are listed, the user clicks the green box in the (**Actions**) column and selects (**Cancel Project**).
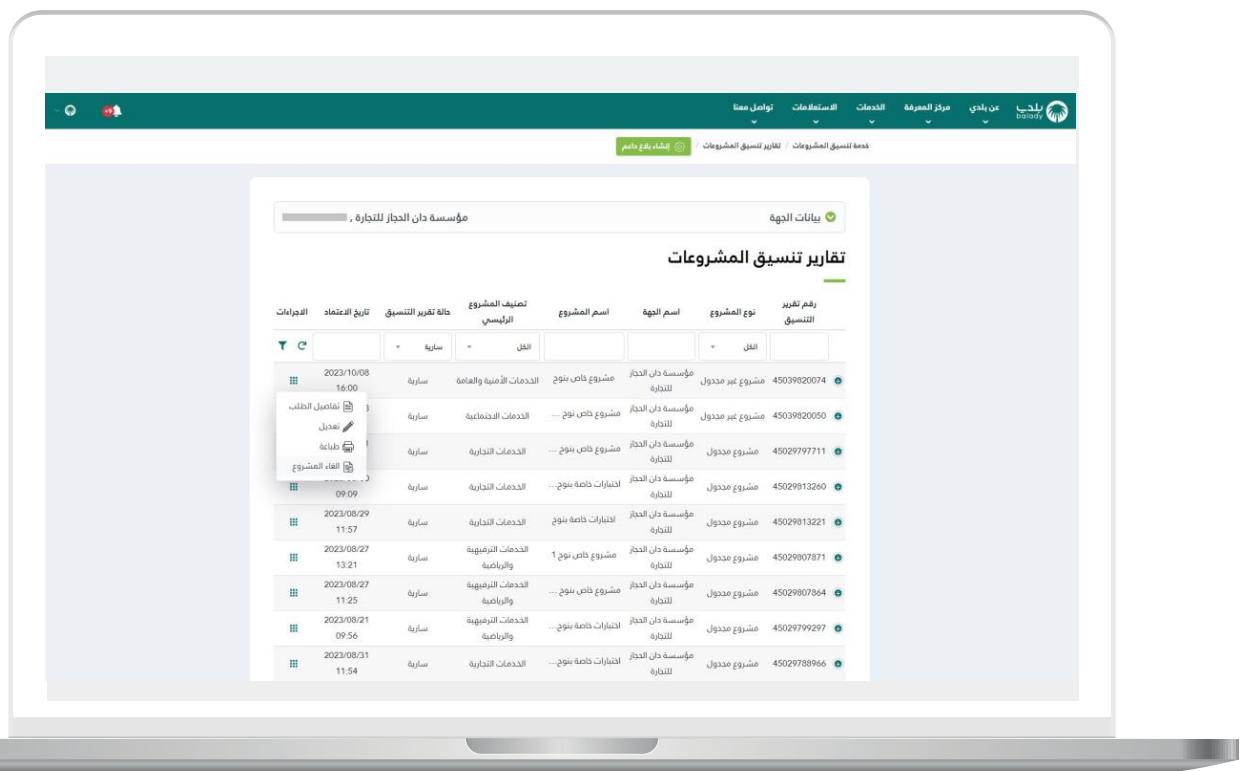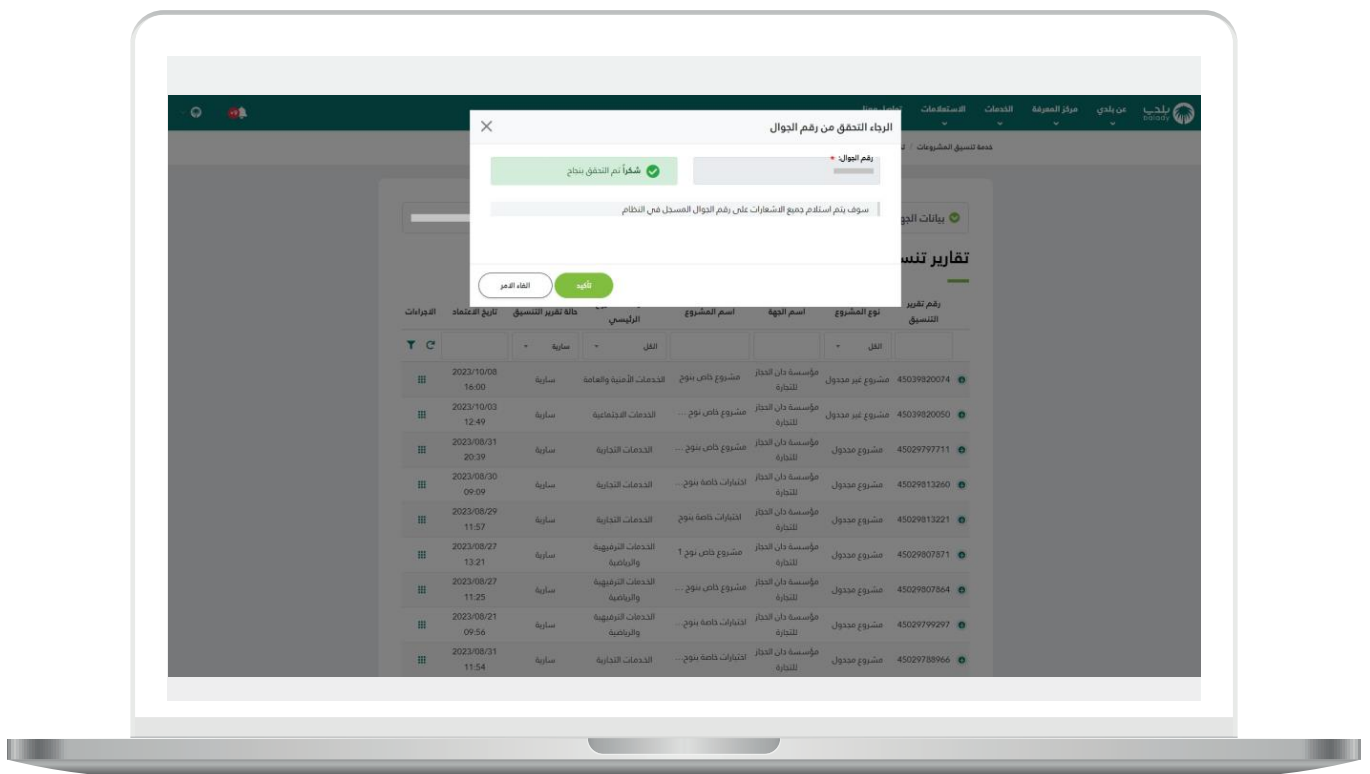
9) The system verifies the user's mobile number by entering the (**Mobile Number**) field and then clicking the (**Verify**) button, as shown below.
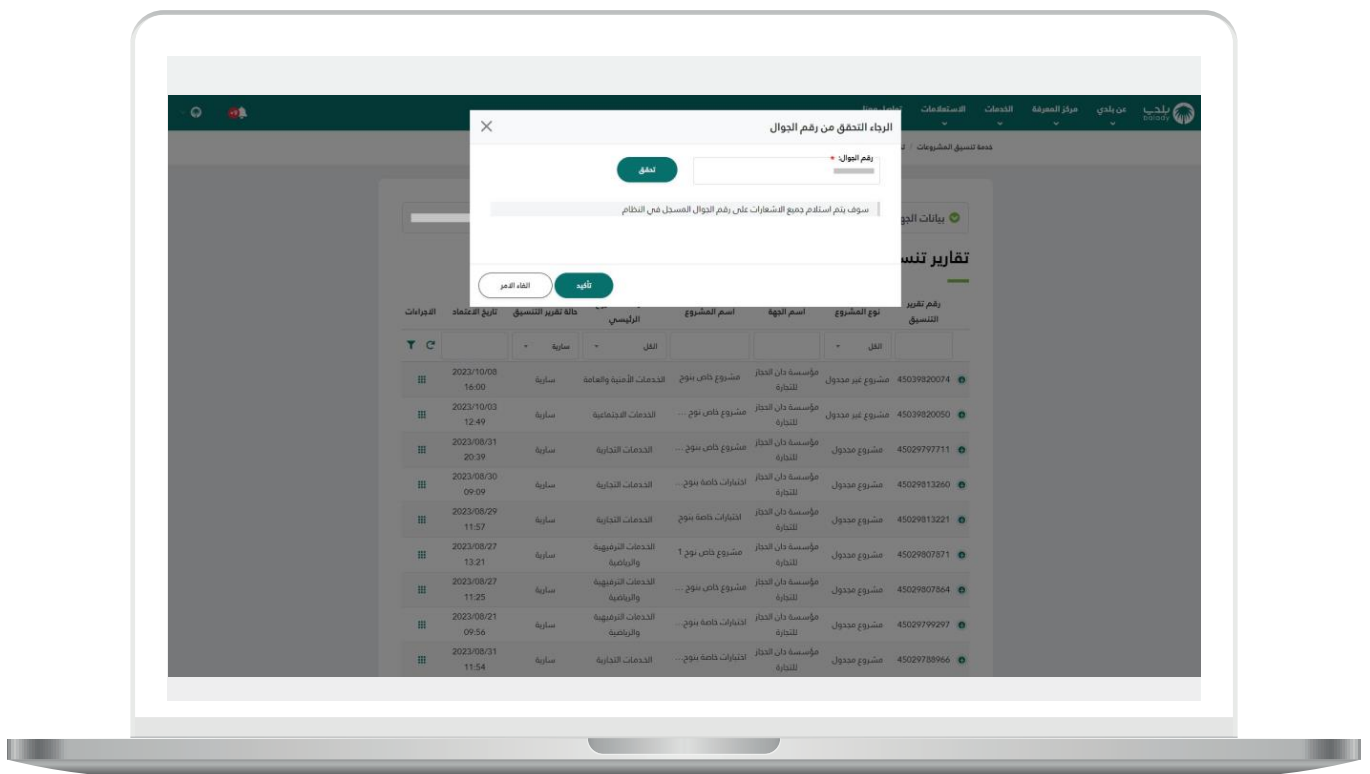
10) The user enters the Verification Code sent via SMS into the (**Verification Code**) field and clicks (**Confirm**).

11) A confirmation message appears, after which the user clicks (**Confirm**).

12) The system redirects the user to the (**Report Details**) stage, where they click (**Next**).
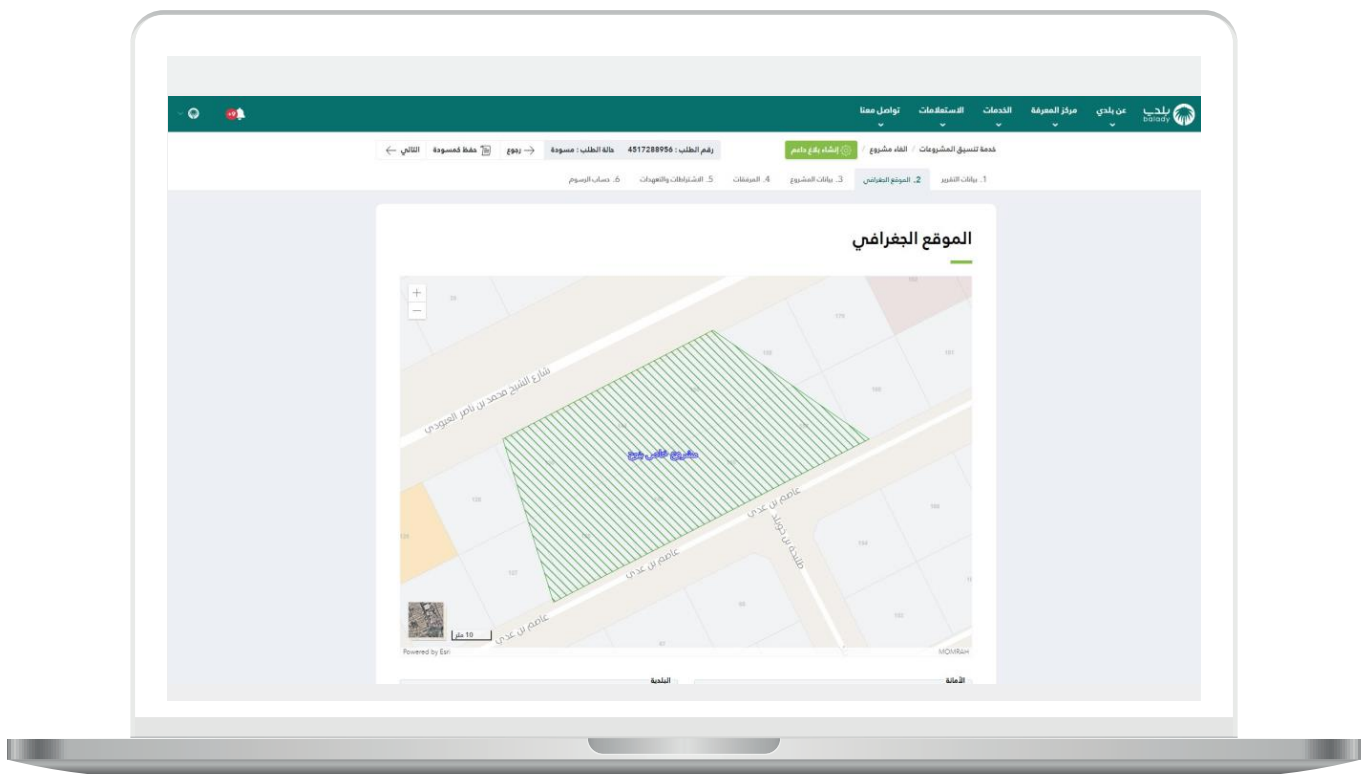
13) The system then directs the user to the Geographical Location stage, displaying the project's location on a map.

14) The user scrolls down to review additional data and clicks (**Next**).
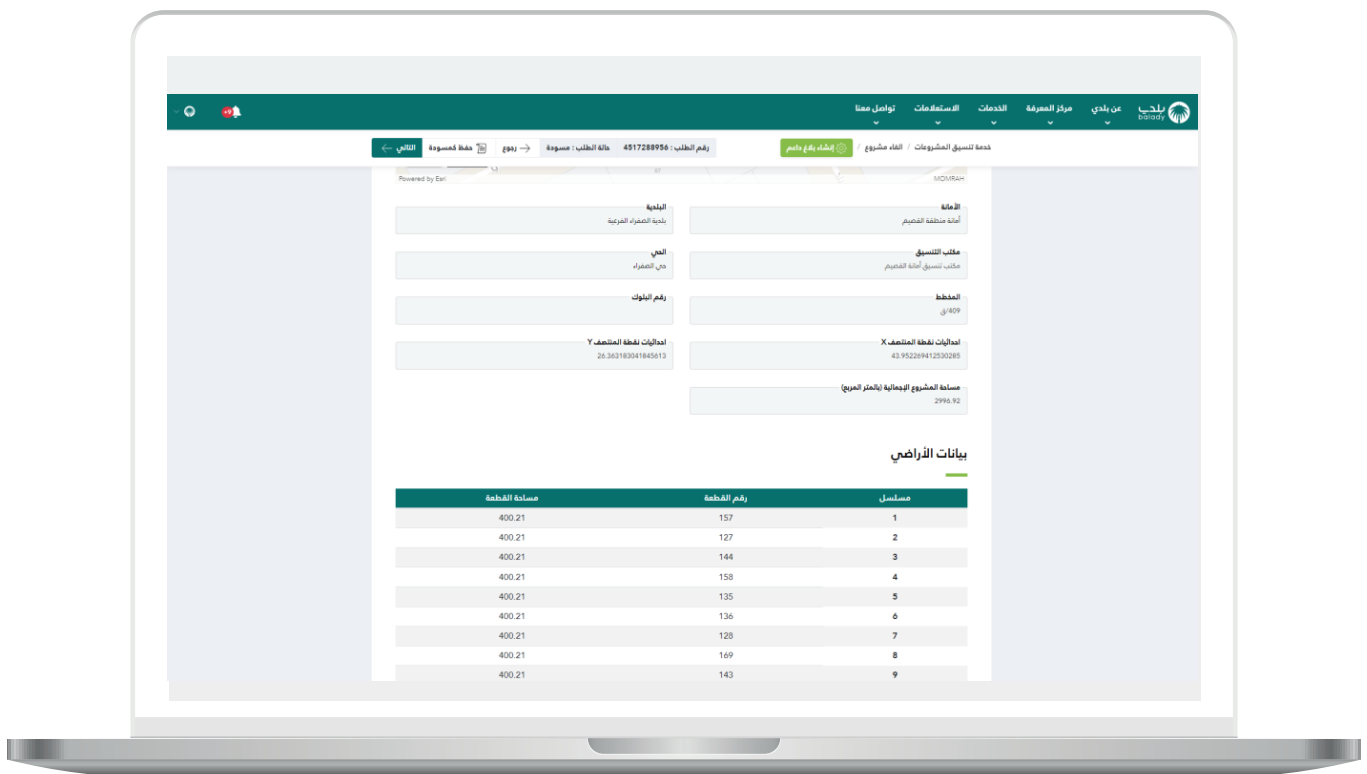
15) The user selects a value from the (**Cancellation Reason**) dropdown menu.
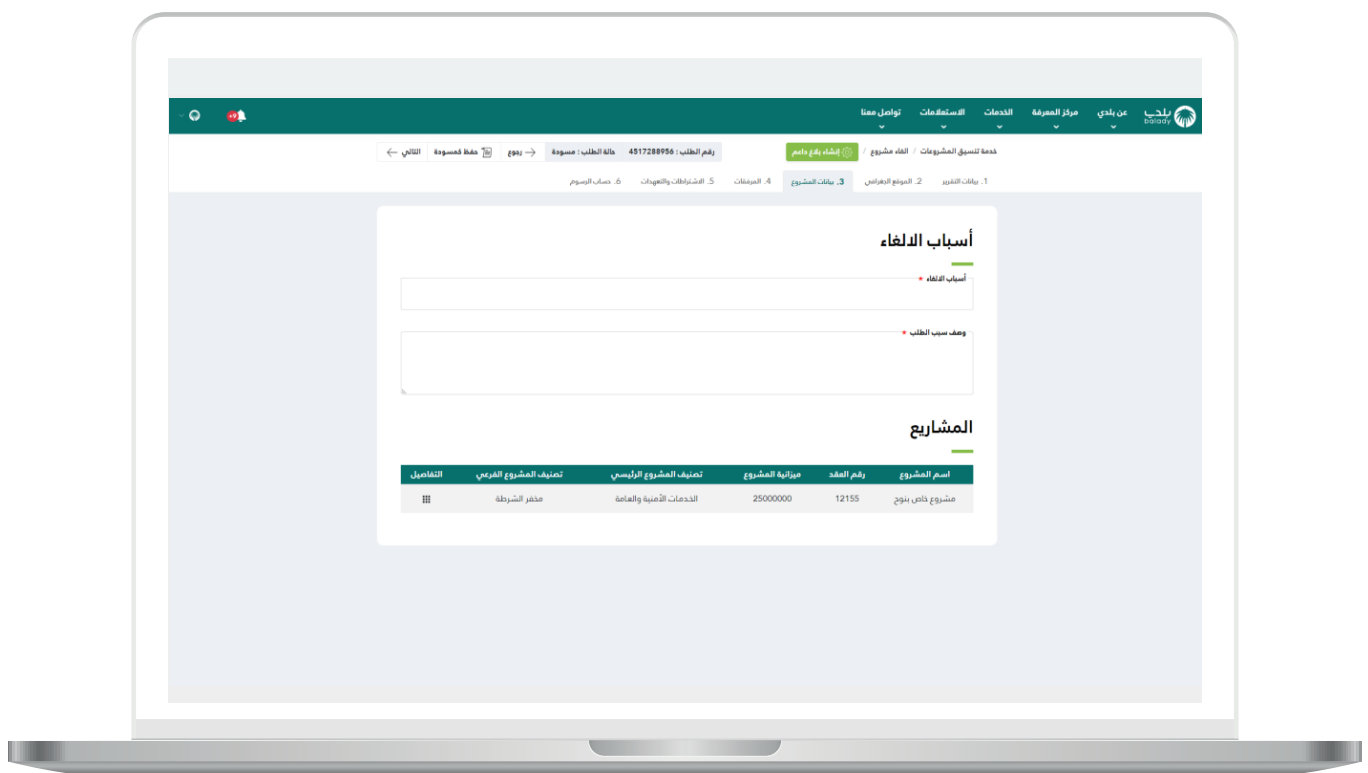
16) The system displays a list of Cancellation Reasons in a dropdown menu.

17) The user enters the Reason Description in the designated field and clicks (**Next**) to proceed. The request can be (**Saved as Draft**) or the user can go (**Back**).

18) The user reaches the (**Attachments**) stage, where they upload the necessary documents by clicking the Attachment Field and selecting the file from their device.
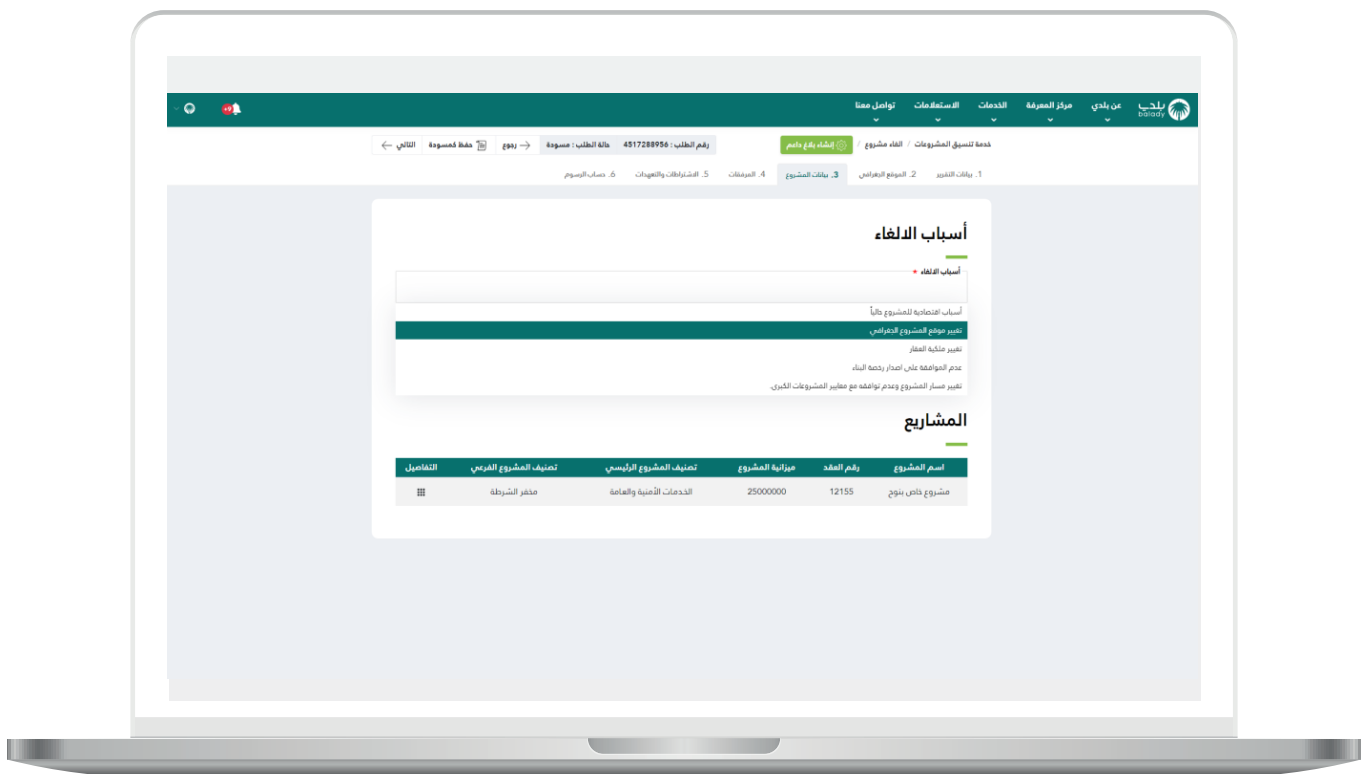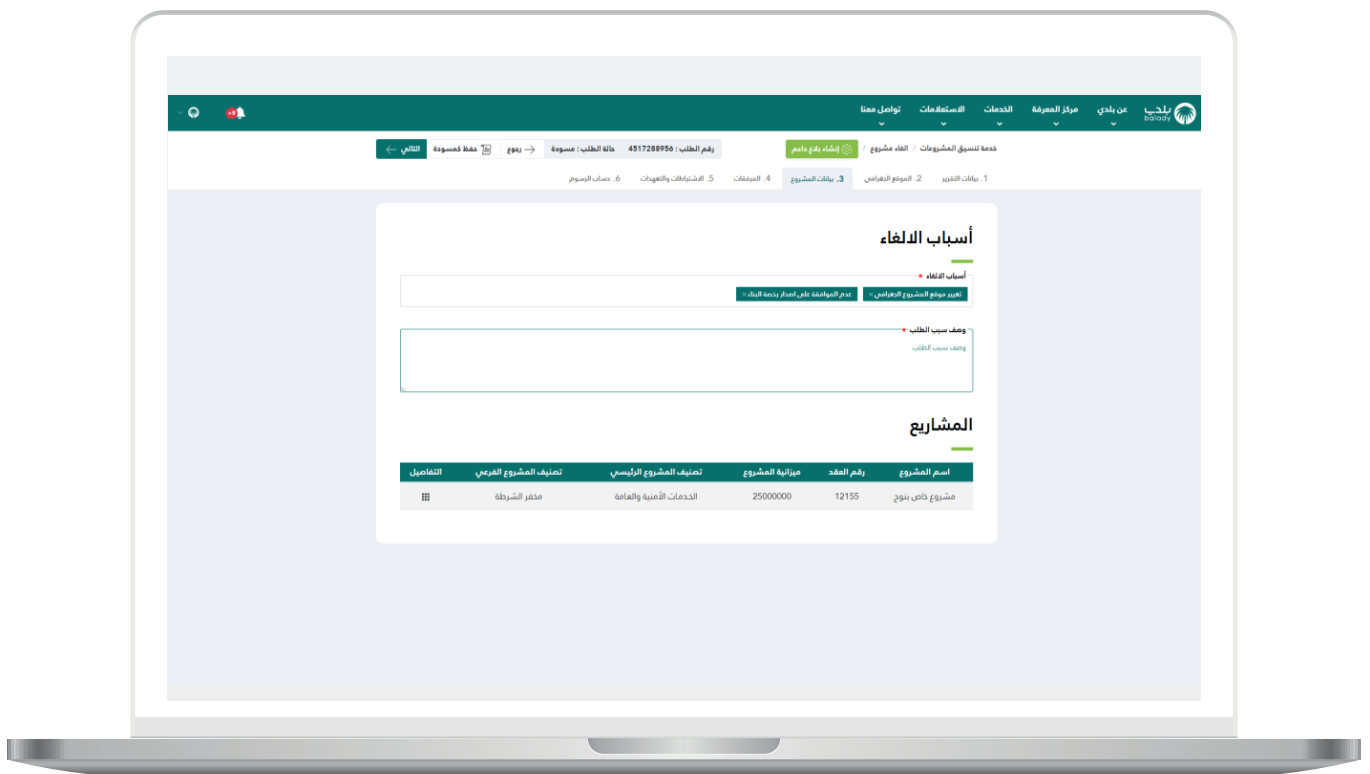
Additional attachments can be added under the (**Additional Attachments**) section by entering a (**Document Name**), selecting the file in the (**Attachment**) field, and clicking (**Upload**).

The user then clicks (**Next**) to continue, (**Save as Draft**) to store the request, or (**Back**) to return to the previous stage.

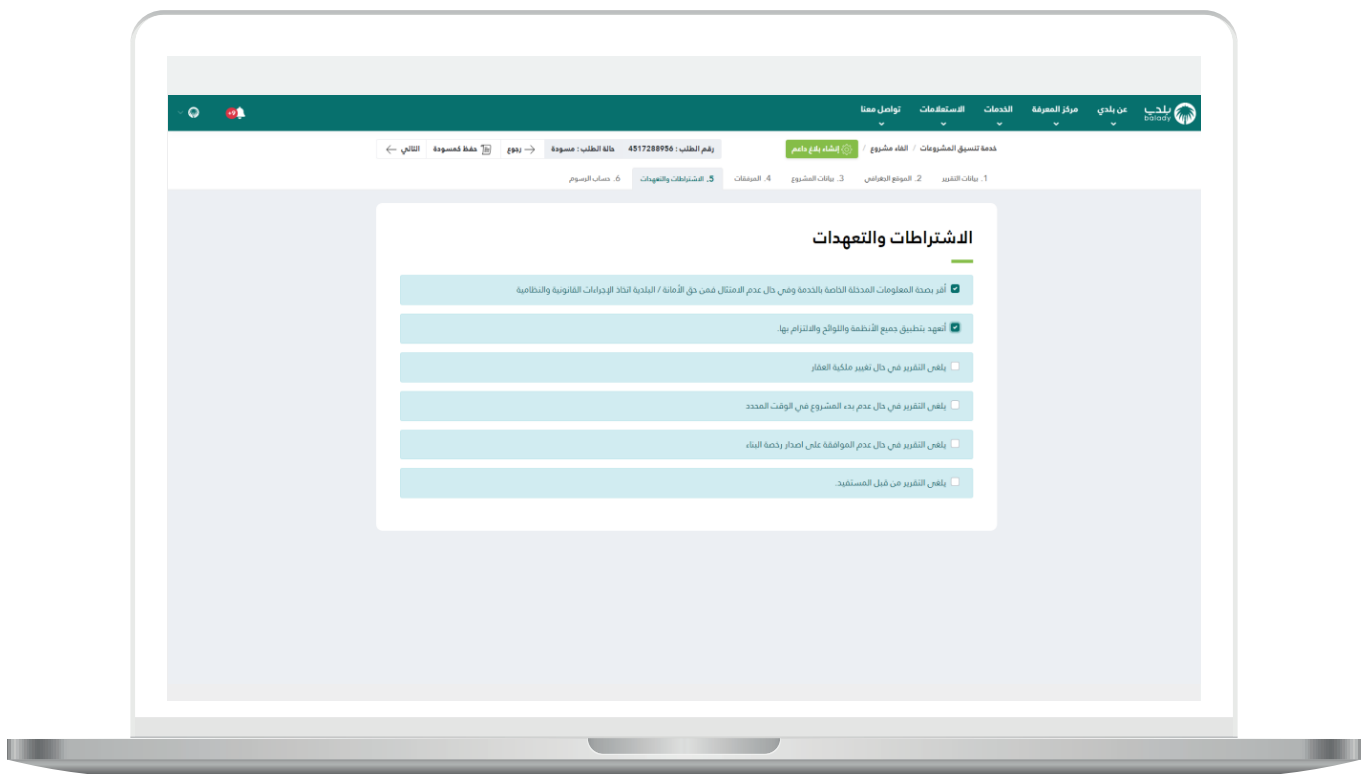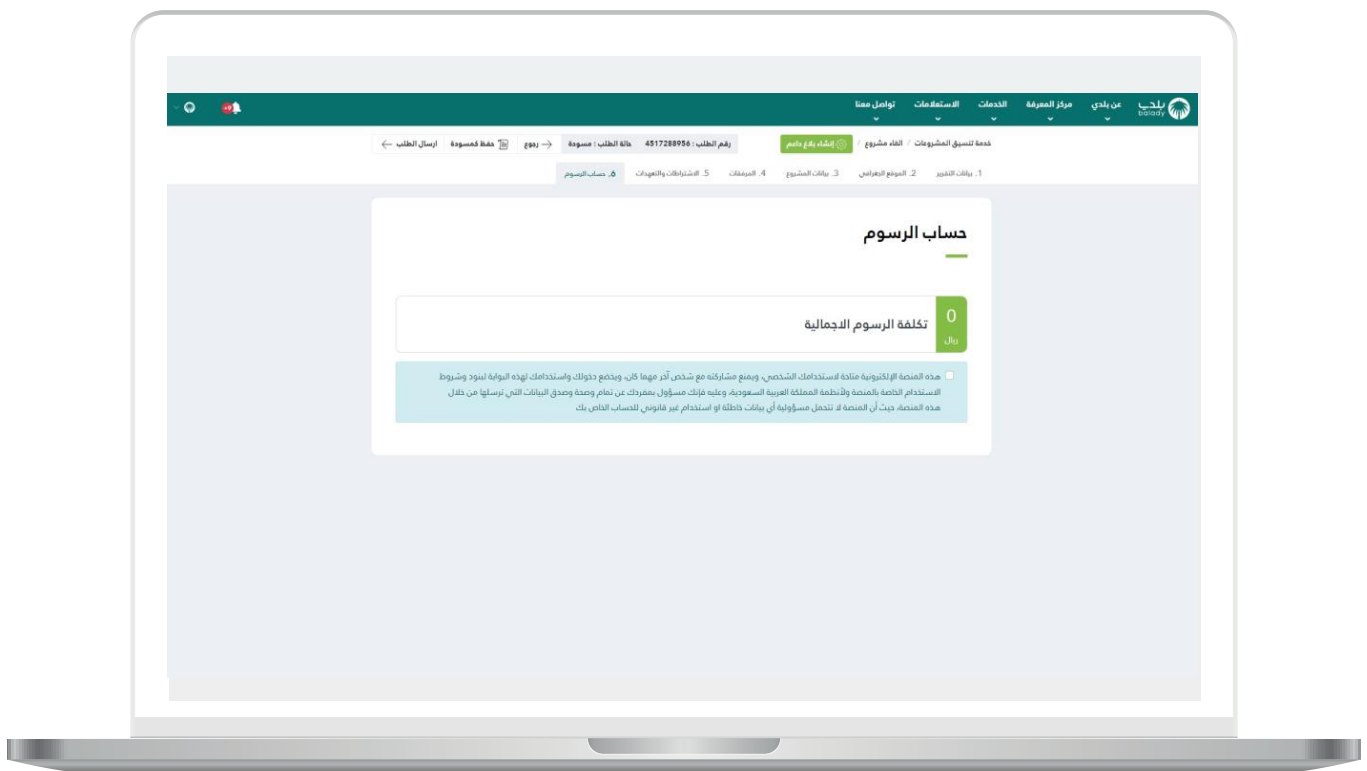19) The user proceeds to the (**Conditions and Acknowledgments**) stage, where they read the conditions and agree to the acknowledgments.

After that, they click (**Next**), with the option to (**Save as Draft**) for future reference or to return to the previous stage using the (**Back**) button.
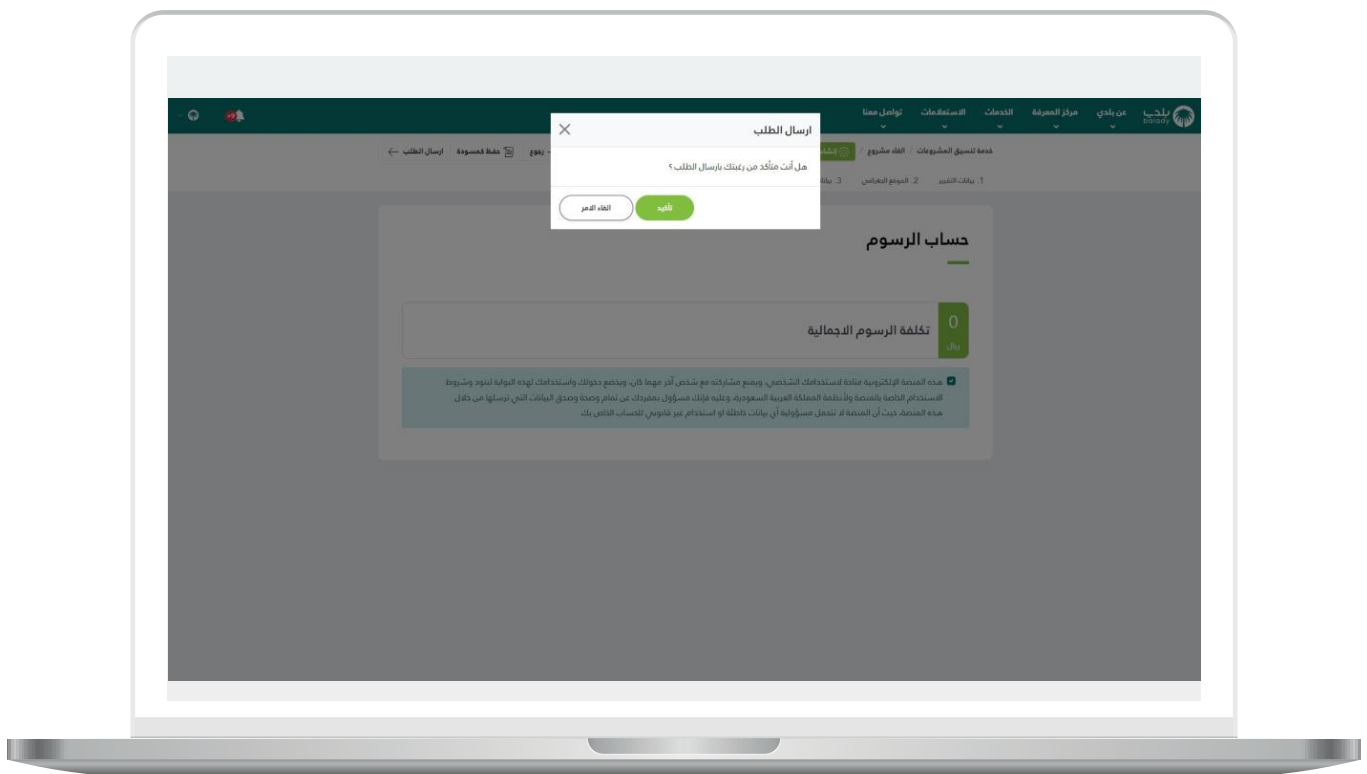
20) The user reaches the (**Fee Calculation**) stage, where the total cost of fees is displayed. The user must agree by selecting the acknowledgment checkbox.
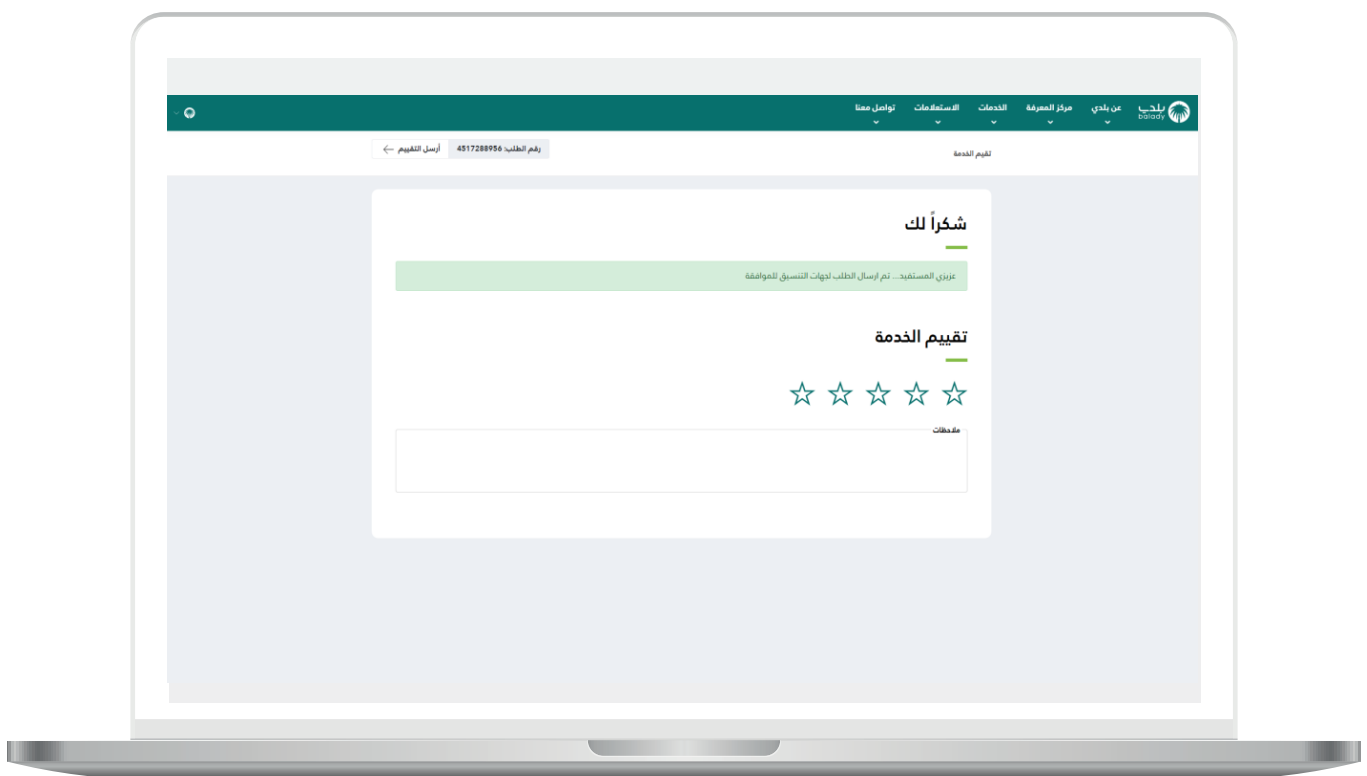
After that, they click (**Submit Request**), with the option to (**Save as Draft**) for future reference or to return to the previous stage using the (**Back**) button.
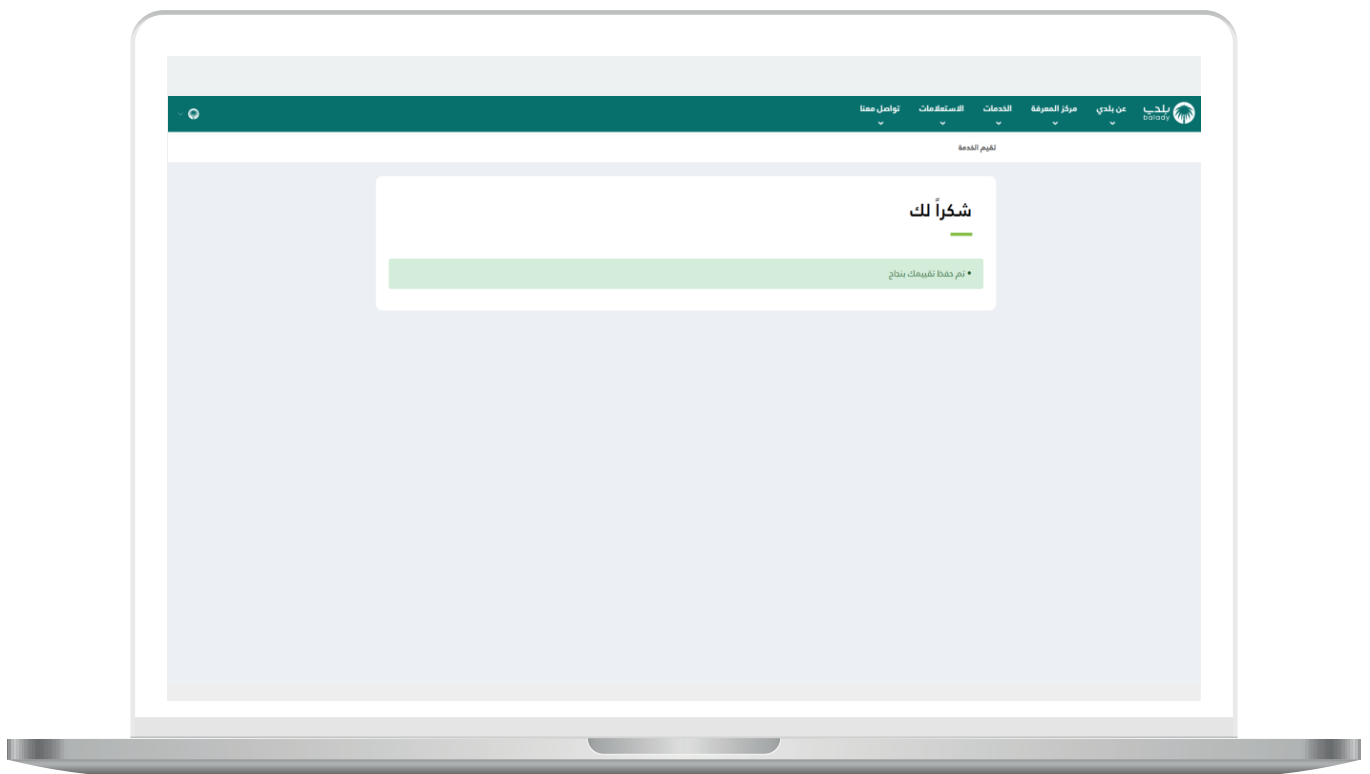
21) A confirmation message appears, prompting the user to click (**Confirm**) to finalize the submission or (**Cancel**) to discard the process.
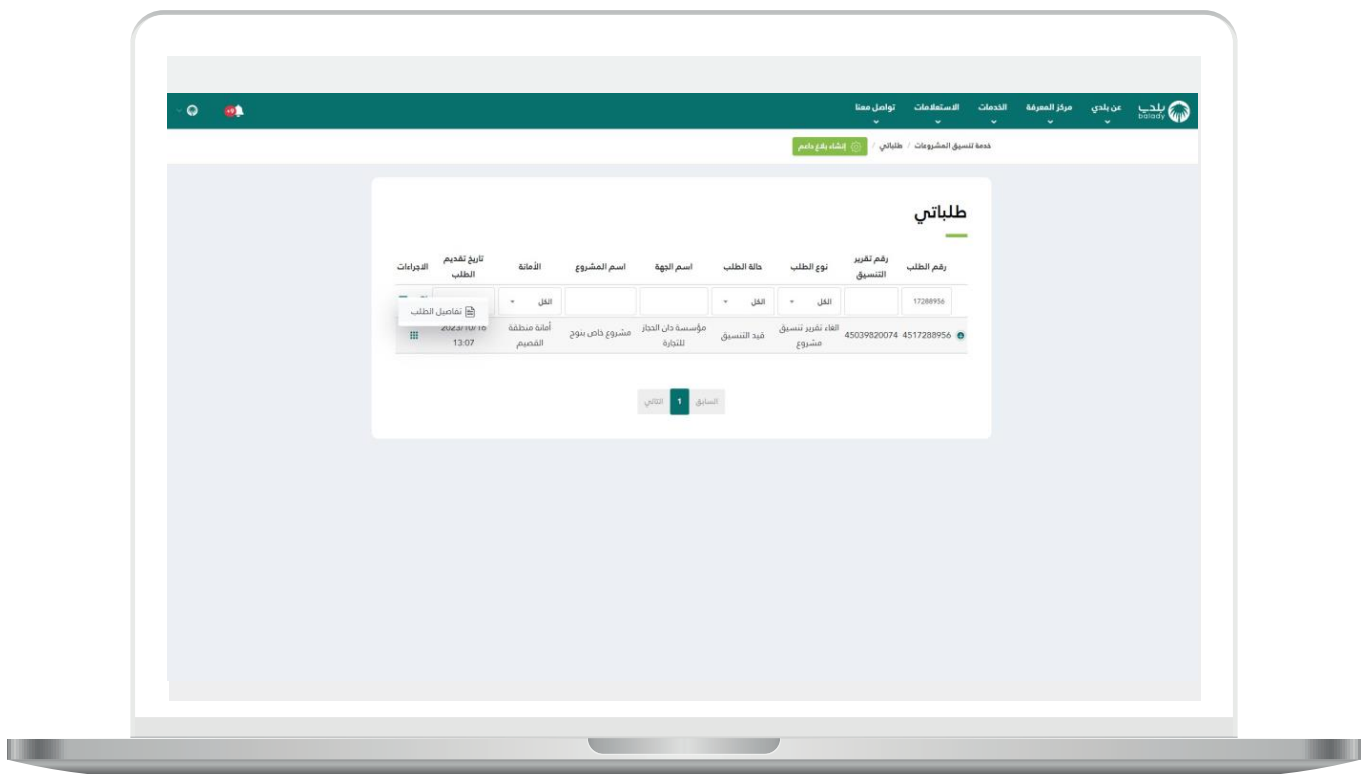
22) The system then allows the user to evaluate the service by selecting the number of stars displayed, entering a value in the (**Comments**) field, and clicking the (**Submit Evaluation**) button.

23) The system confirms that the Evaluation has been successfully saved.

24) The user is redirected to the (**My Requests**) screen. After searching for the request using the (**Request Number**) field, the request status appears as (**Under Coordination**). The user can view details by clicking the green box in the (**Actions**) column and selecting (**Request Details**).