وزارة البلديات والإسكان
Ministry of Municipalities and Housing

User Guide for the Service of

The Commercial Waste Transporters Qualification

Transporter's Copy

Contents

Contents

The general introduction to the User's Guide

The User Guide aims to introduce users to how to use the system fully and simply for municipal services.

This guide was prepared under the supervision of a group of experts who have worked directly and meticulously with the system, taking into account all possible scenarios for interacting with it. In this guide, we have used all the necessary means to ensure that the information is delivered fully, accurately and smoothly.

We have decided in this guide to provide the most accurate details related to these services, so as to make it easier for users to reach what is required quite easily.

Organization of the Guide

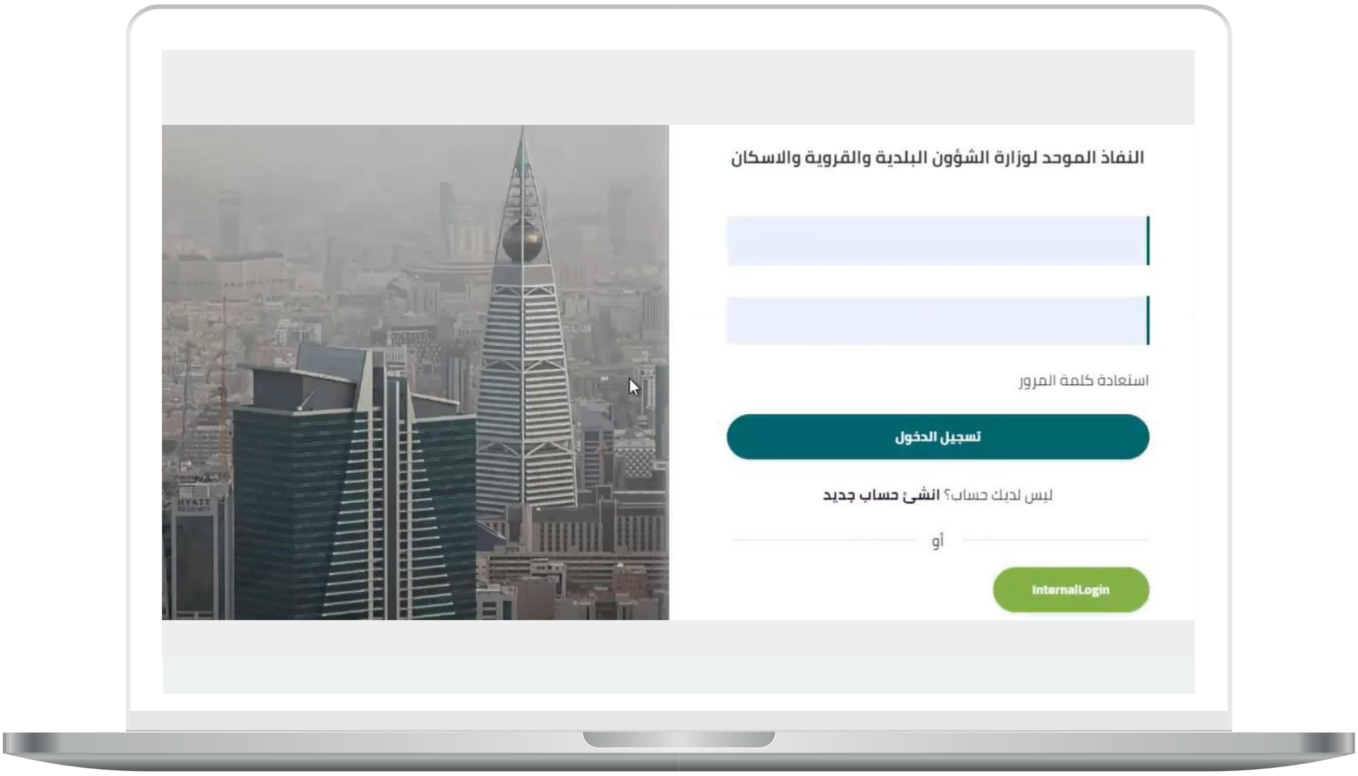
The User Guide is divided into several separate sections, and the Guide displays the exact details of each screen and field in the user interface with detailed demonstration screens.

General Details

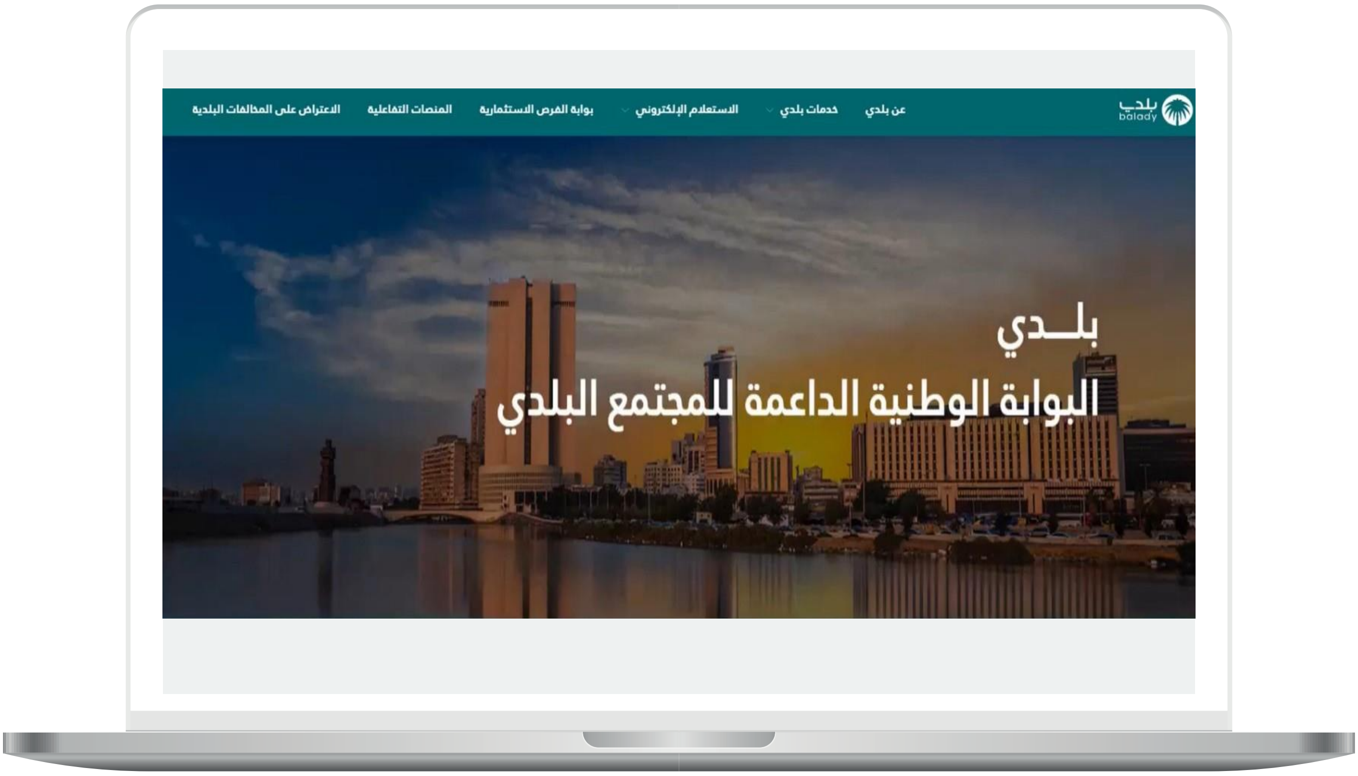
This section explains the functions and general details that users are advised to know before using the system, including the following.

Home Screen Usage Guide

When accessing the homepage of the Smart Waste Management System, the page will appear as follows.



The user can use any of the available links, noting that changes occur after logging in based on the permissions granted to each user. After verifying the code sent to the user, the page will then appear as follows.



Navigation

The user can navigate between different pages and perform various functions, as links to pages and functions are available on the main page and within the system.

Navigation and Functions on the Main Page

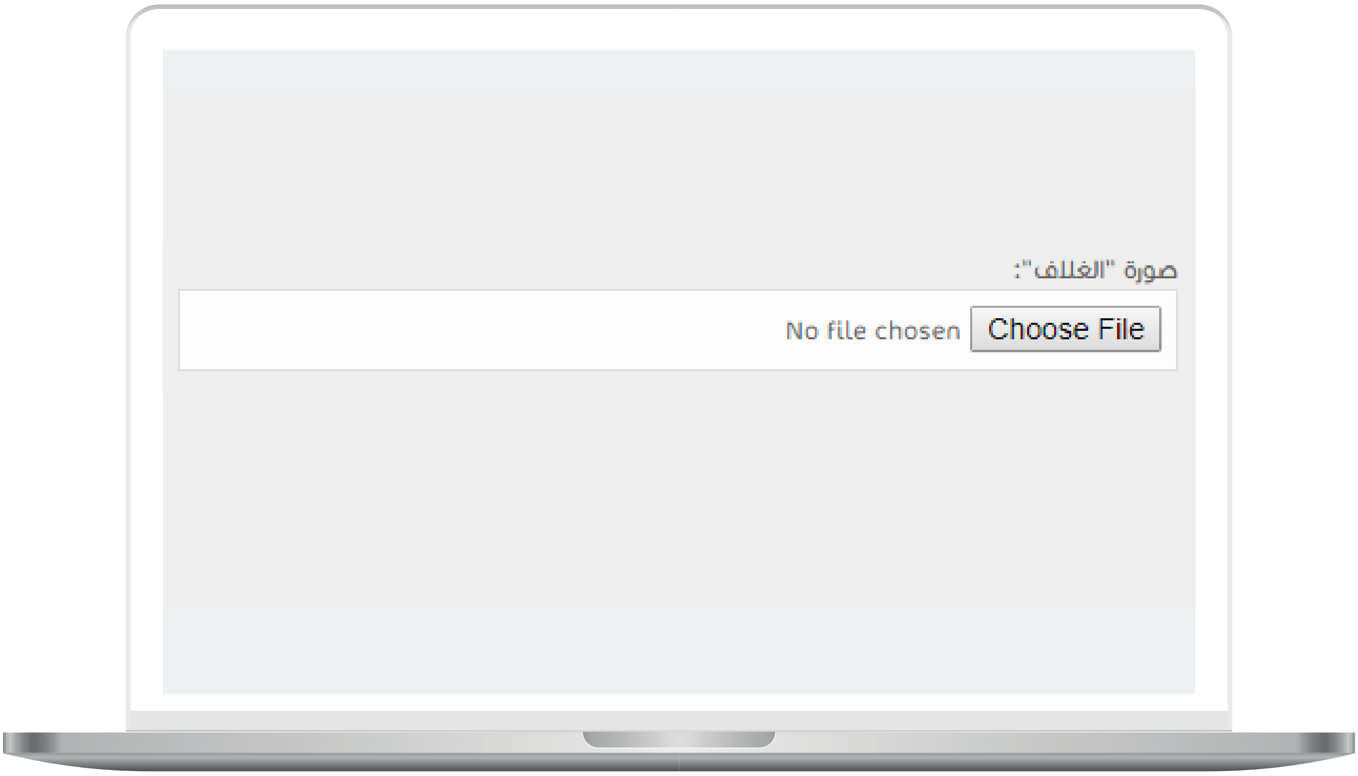
Function	Illustration
Services link	
Link for adding new services for logged-in users	
User-specific links for (Logout, User Profile)	
Links to social media pages	
Links to pages with related content	الرئيسية الإشتراطات الشركات المساعدة الخدمات الإلكترونية

Guide to Adding Attachments

The system provides the ability to upload attachments such as profile images. It is worth noting that the method for uploading attachments is consistent across the system, although the type of allowed attachments may vary.

To upload attachments, follow these steps:

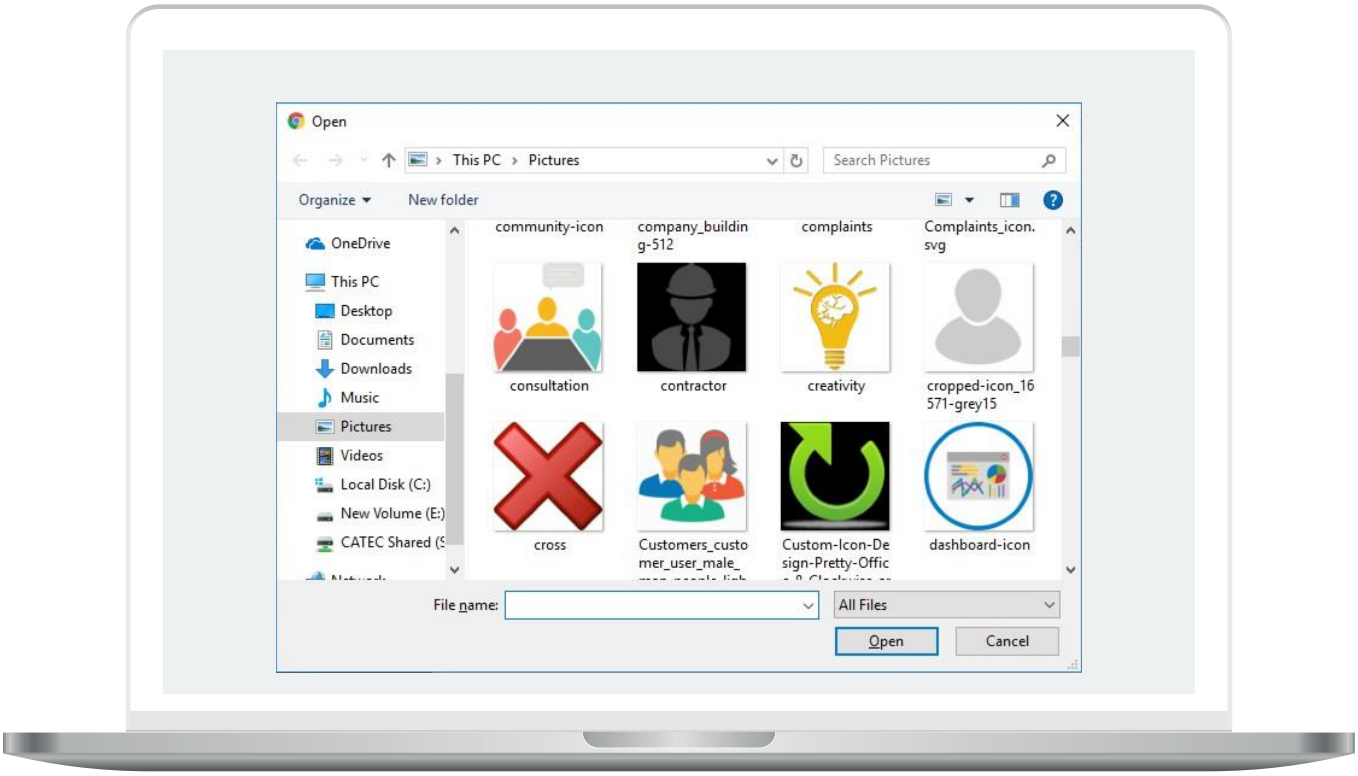
1) Click on the attachments link next to the field as shown in the following example.



2) A dialog box will appear, allowing you to select the desired file.

3) Choose the file you wish to upload and click the (**Open**) button. To exit this screen, click the (**Cancel**) button.

4) To remove an attachment, click the (**x**) icon next to it.



User Registration in the System

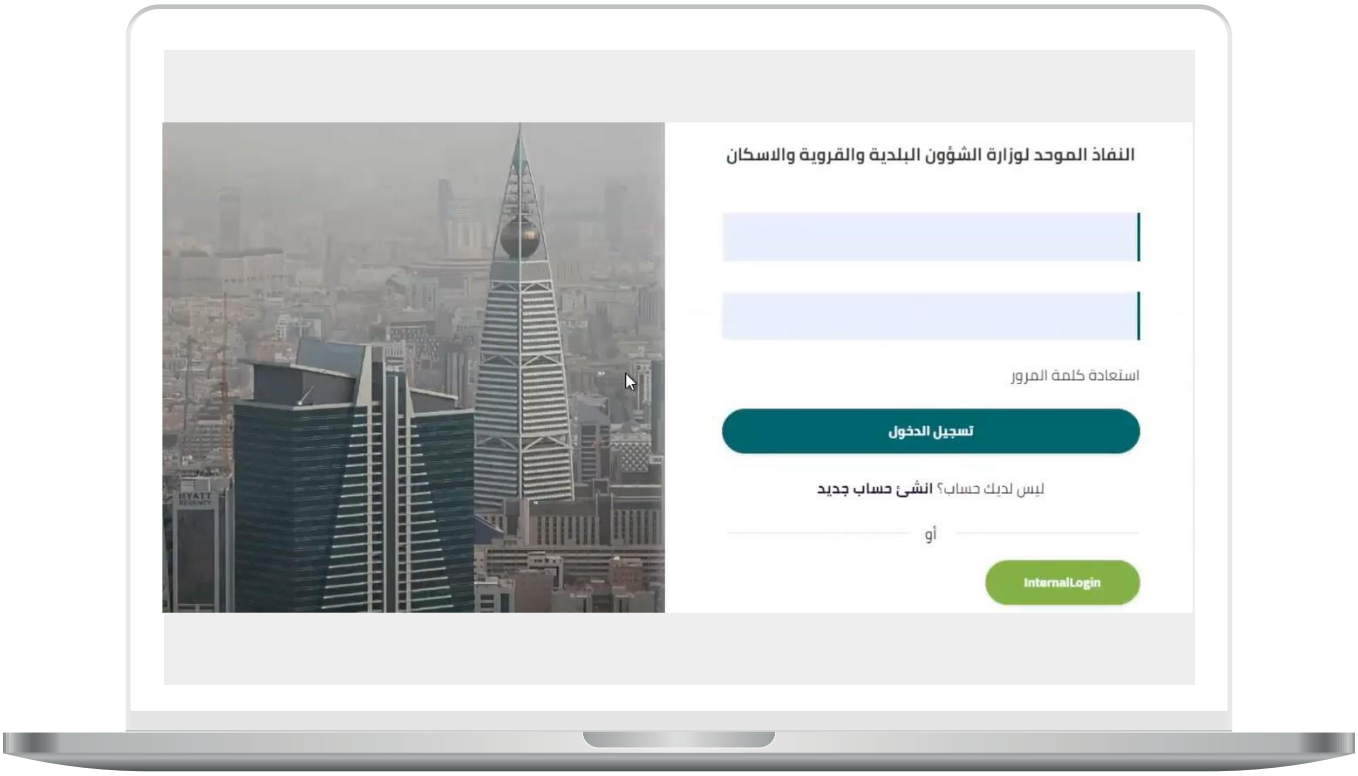
Self-Registration (External User - Supplier)

The user can register a new account by following these steps:

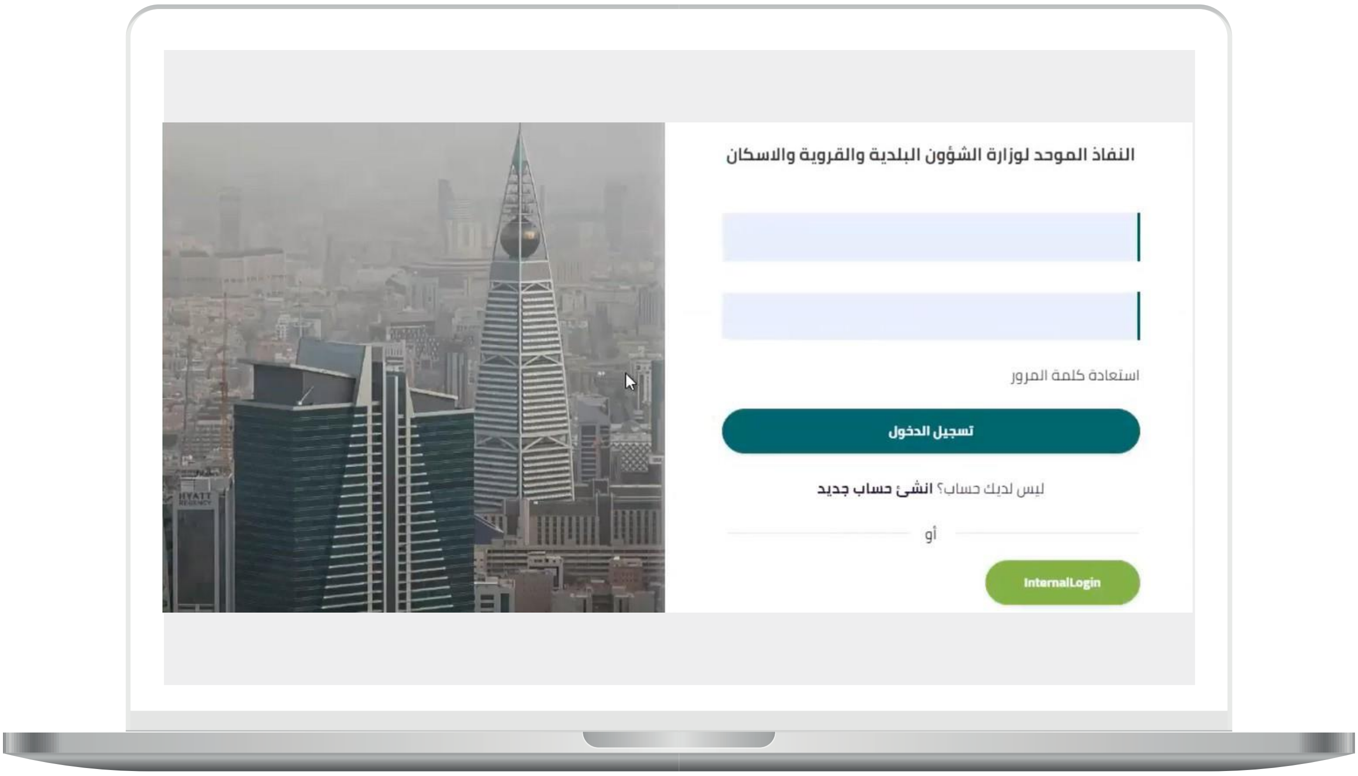
1) The unregistered user opens the (**Register New Account**) link.

2) The system displays the registration form, where the user fills in the required fields and clicks the (**Submit**) button.

3) The system sends a verification code to the registered email. The user enters the verification code to activate the account.



Note: All users will be registered as waste producers. If the user is a transporter or contractor, they can register under their desired category through the services provided to waste producers.

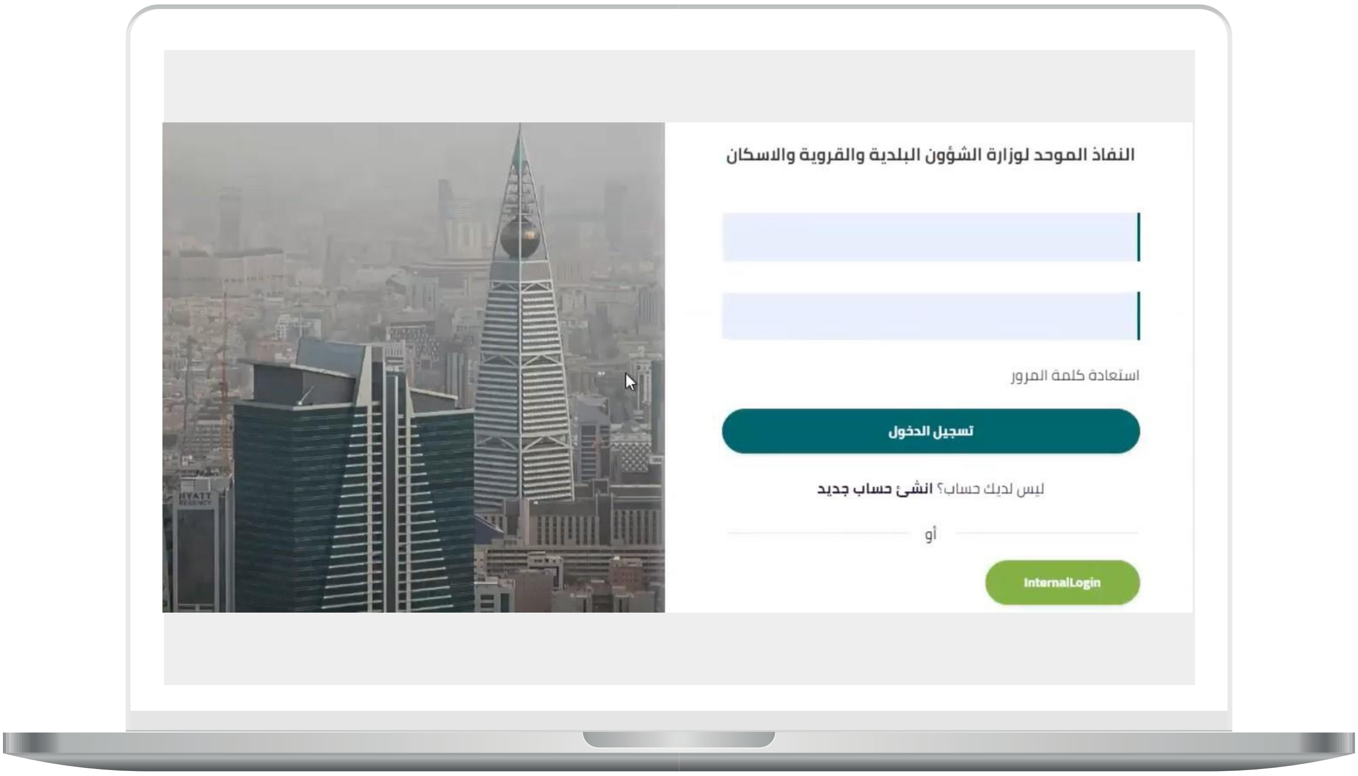


Basic Account Services

This section covers the basic account services available in the system, including (**Login to the system, Forgot Password, Change Password, Dashboard (My Information), Logout from the System**).

Login to the System

The user can log in to the system using the link for the Smart Waste Management System, where the following screen will appear.



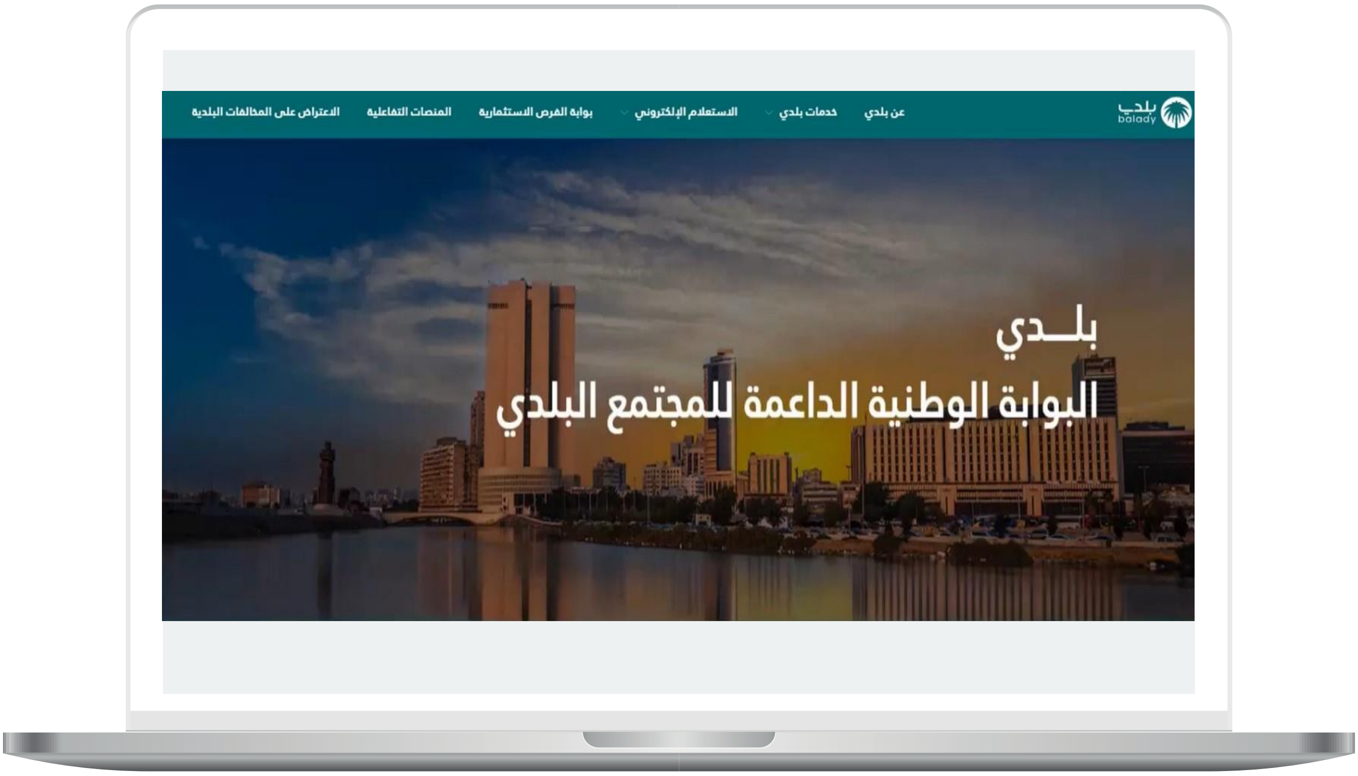
To log into the system, the following steps should be followed:

1) The user enters their username and password (**the password will be hidden unless the (eye) icon is clicked to display it as letters/numbers**).

2) The user clicks the (**Login**) button.

Note: The user will not be able to log in in the following cases:
- If the username and/or password are incorrect, the following message will appear: (**The username or password is incorrect**).
- If the user's account has been suspended or disabled.
- If the verification code is entered incorrectly.

3) After logging in, the system displays the homepage, as shown below, allowing the user to access the system.



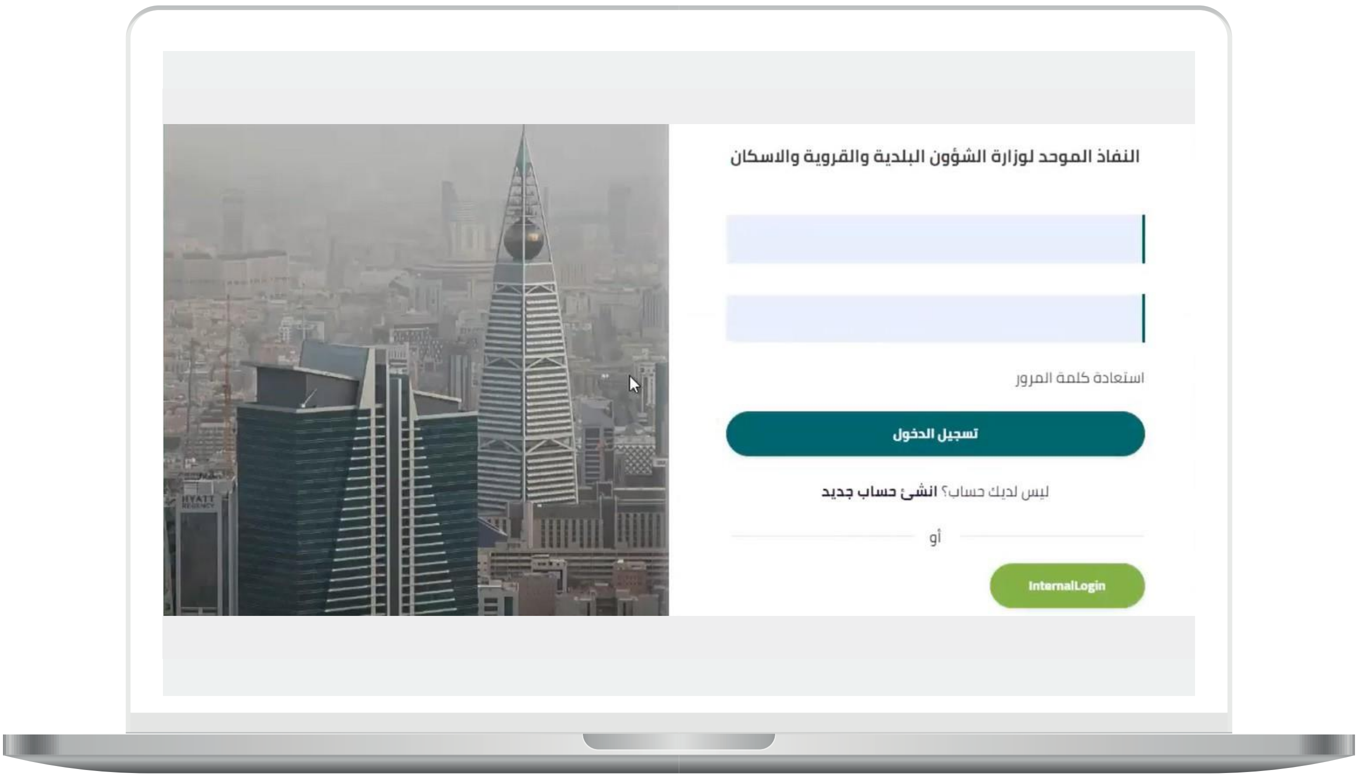
Forgot Password

If the user forgets their password, they can resolve the issue by following these steps:

1) The unregistered user opens the login box link.

2) The system displays the login box.

3) The user clicks the (**Reset Password**) link.

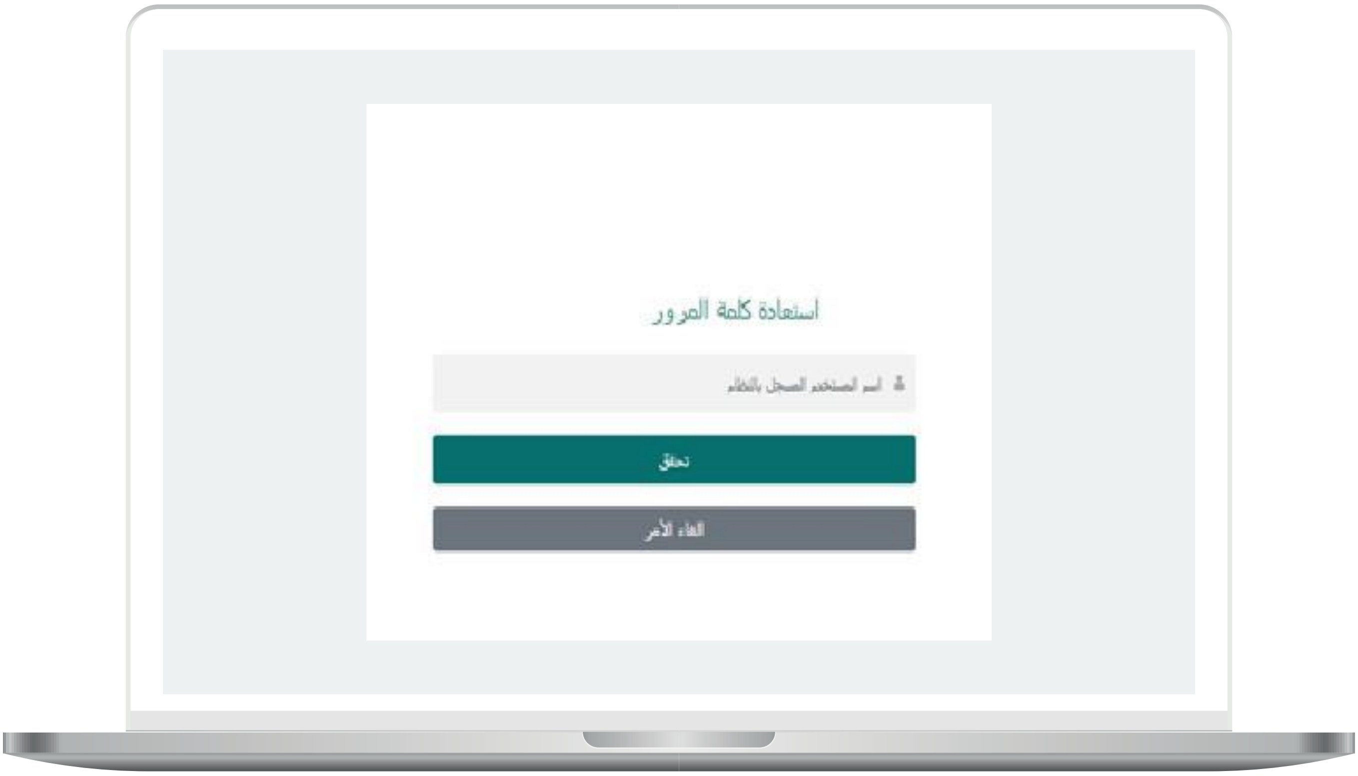


4) The system opens the (**Reset Password**) page.

5) The user enters their registered username and clicks the (**Verify**) button.

6) The system sends a new password to the user if the information is correct.

7) The user logs into the system using the username and new password, and the system prompts them to change the password.



Change Password

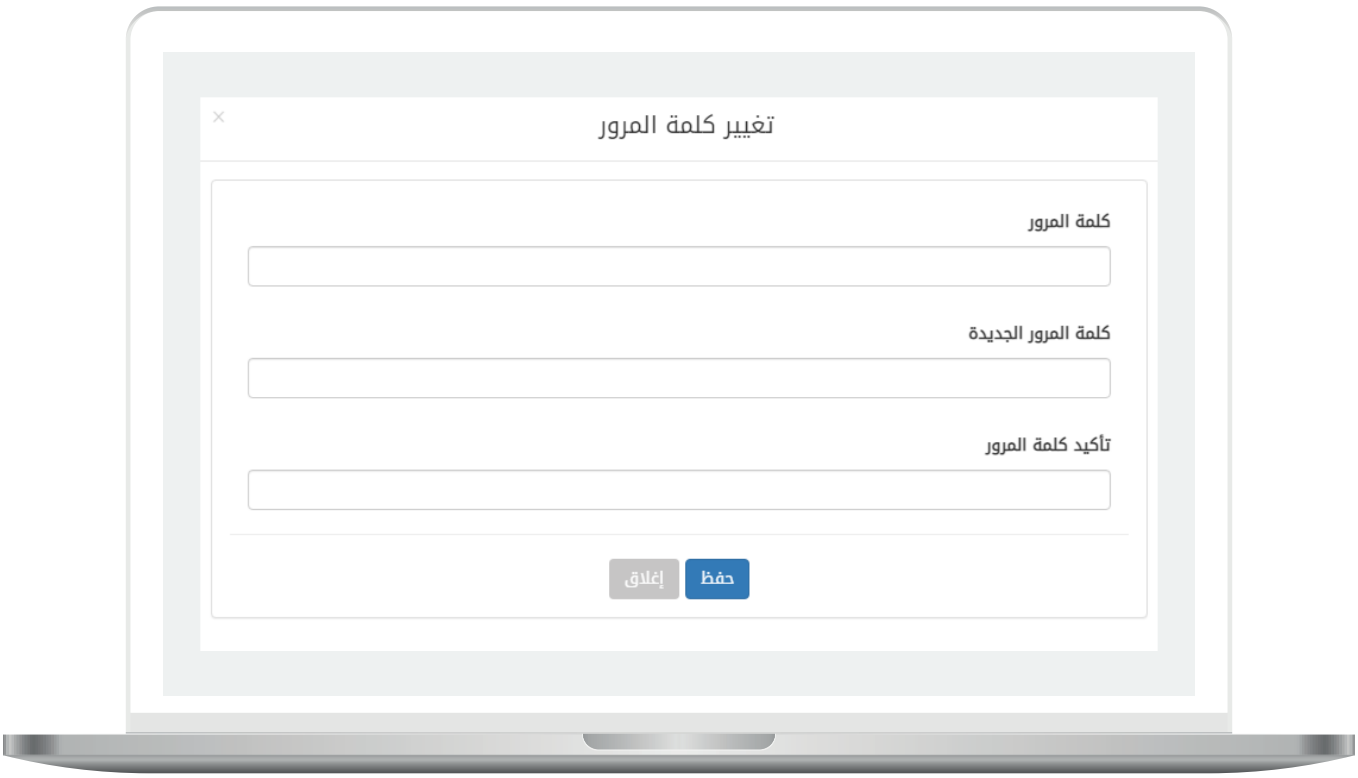
To change the password in the system, follow these steps:

1) The logged-in user opens the (**User Operations**) link.

2) The user selects the (**Change Password**) link.

3) The system displays the (**Change Password**) page.

4) The user enters their current password, the new password, and confirms the new password, then clicks the (**Save**) button.



Dashboard (User Profile)

To access the user dashboard, follow these steps:

1) The logged-in user opens the (**User Services**) link.

2) The user clicks on the (**User Profile**) link.

3) The system displays the dashboard page, allowing the user to edit fields permitted for modification by clicking the (**Edit**) button.

Note: Through the dashboard page, the user can perform the following actions:

- Update the information of the commercial register by clicking the (**Update Commercial Registration Information**) button.

- View/Add/Edit/Delete (**vehicles, containers, workforce**) by following these steps:

• For Adding:

1) Click the (**Vehicles**), (**Containers**), or (**Workforce**) link.

2) Click the (**Add**) button.

3) Fill in the form (**mandatory fields must be completed**) and click (**Save**).

• For Editing:

1) Click the (**Vehicles**), (**Containers**), (**Workforce**), (**Transport Permits**) or (**Collection Points**) link.

2) Click the (Edit) button.

3) Modify the desired fields and click (**Save**).

• For Deleting:

1) Click the (**Vehicles**), (**Containers**), (**Workforce**), (**Transport Permits**) or (**Collection Points**) link.

2) Click the (**Delete**) button.

3) Confirm the deletion by clicking (**Yes**), or cancel by clicking (**No**).

Logging Out of the System

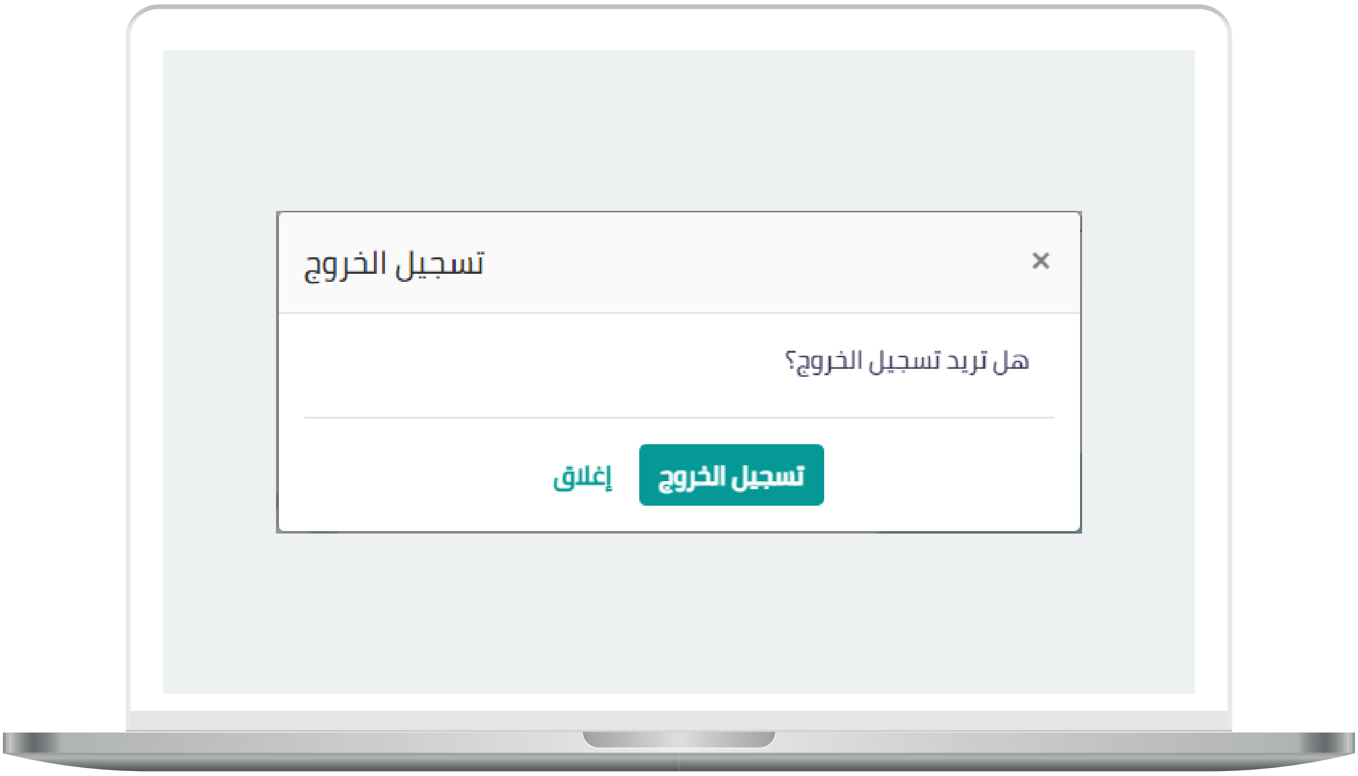
To log out of the system, follow these steps:

1) The logged-in user opens the (**User Operations**) link.

2) The user clicks the (**Log Out**) link.

3) The system displays the (**Log Out Confirmation**) page.

4) The user confirms the log out by clicking the (**Log Out**) button.



Services

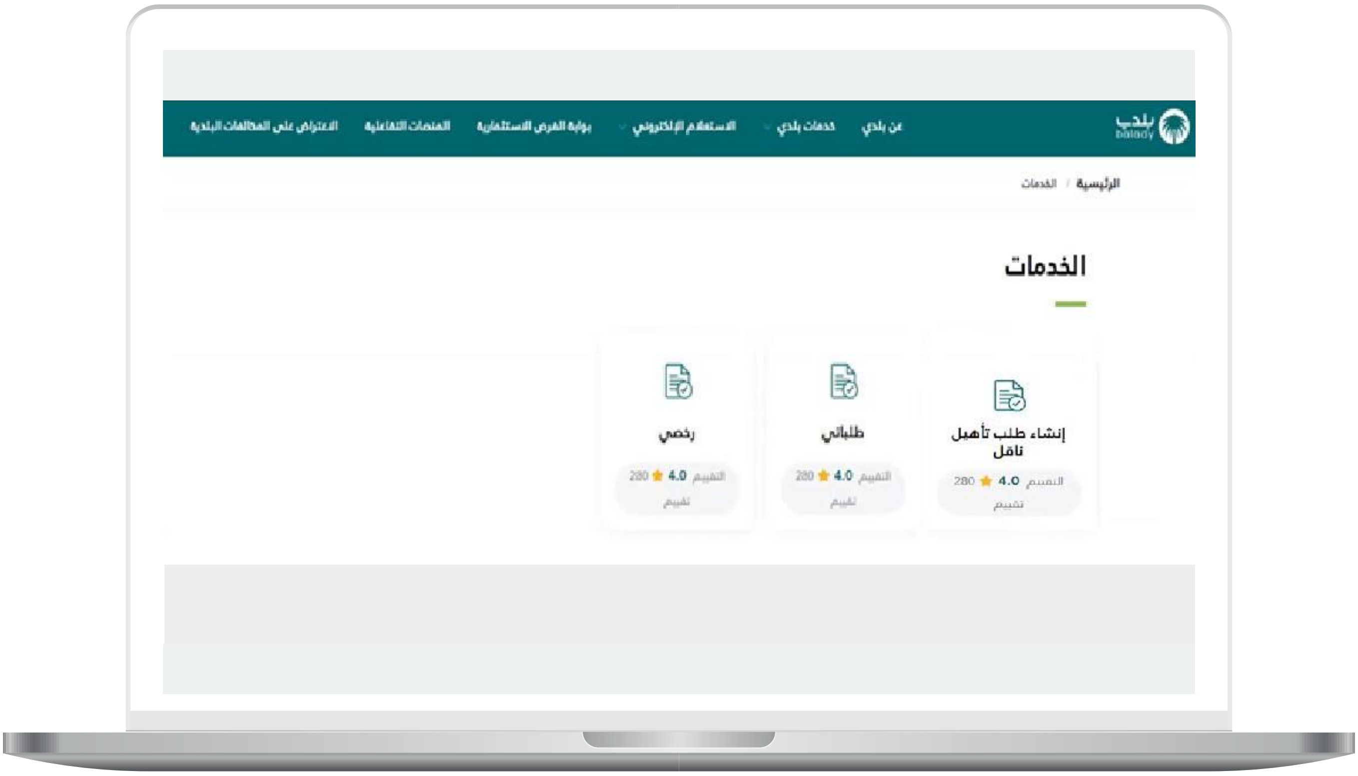
This section includes details about system services, which are (**Creating a Transporter Qualification Request, My Requests, My Licenses**).

Qualification Requests

To access qualification requests, follow these steps:

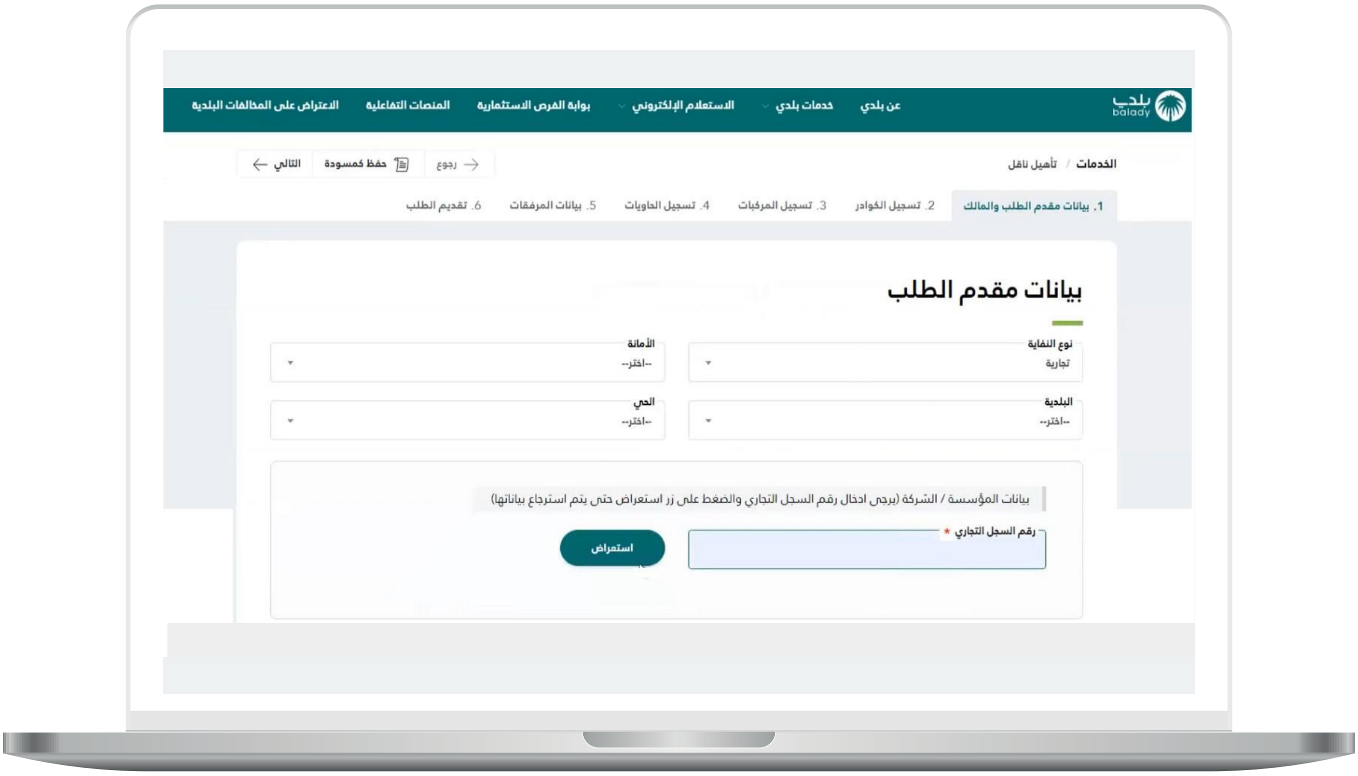
1) The logged-in user opens the (**User Services**) link.

2) The user clicks on (**Create Transporter Qualification Request**).

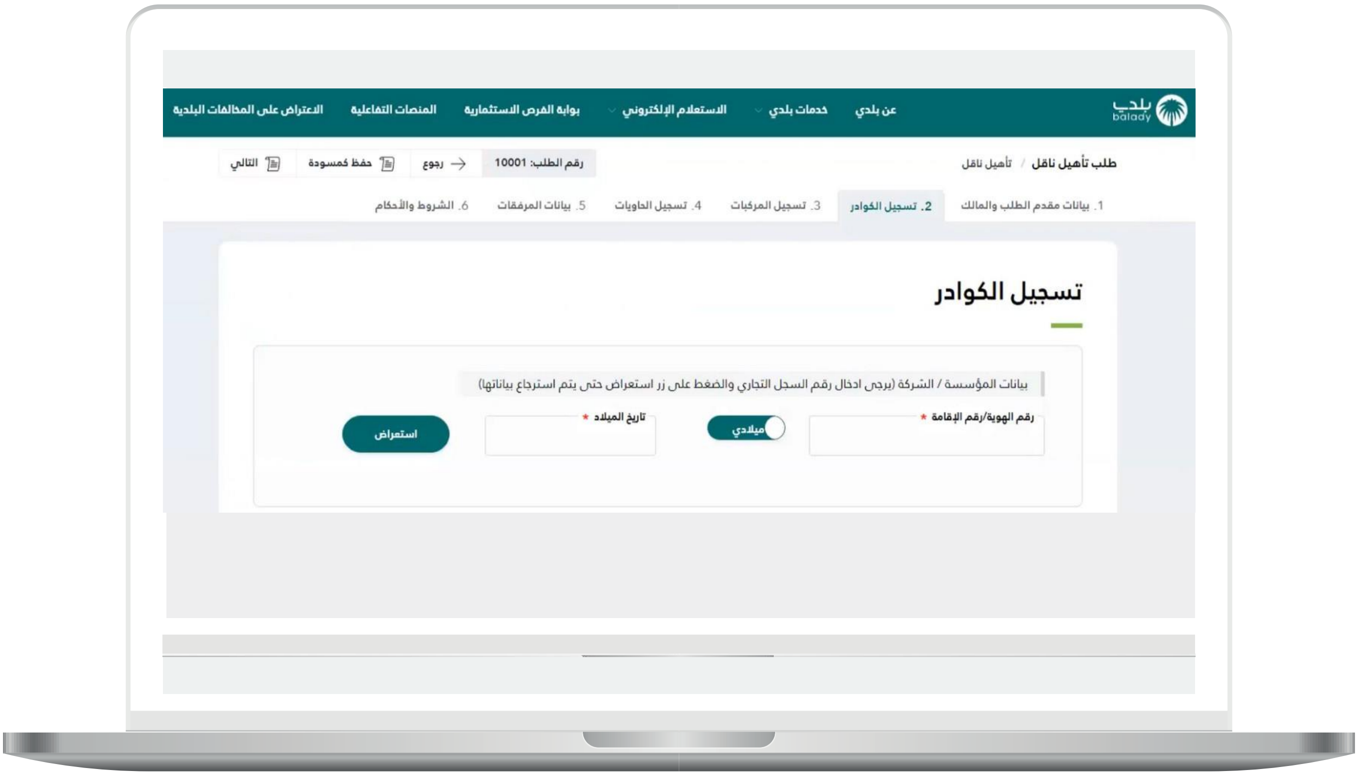


3) The system displays the qualification requests page.

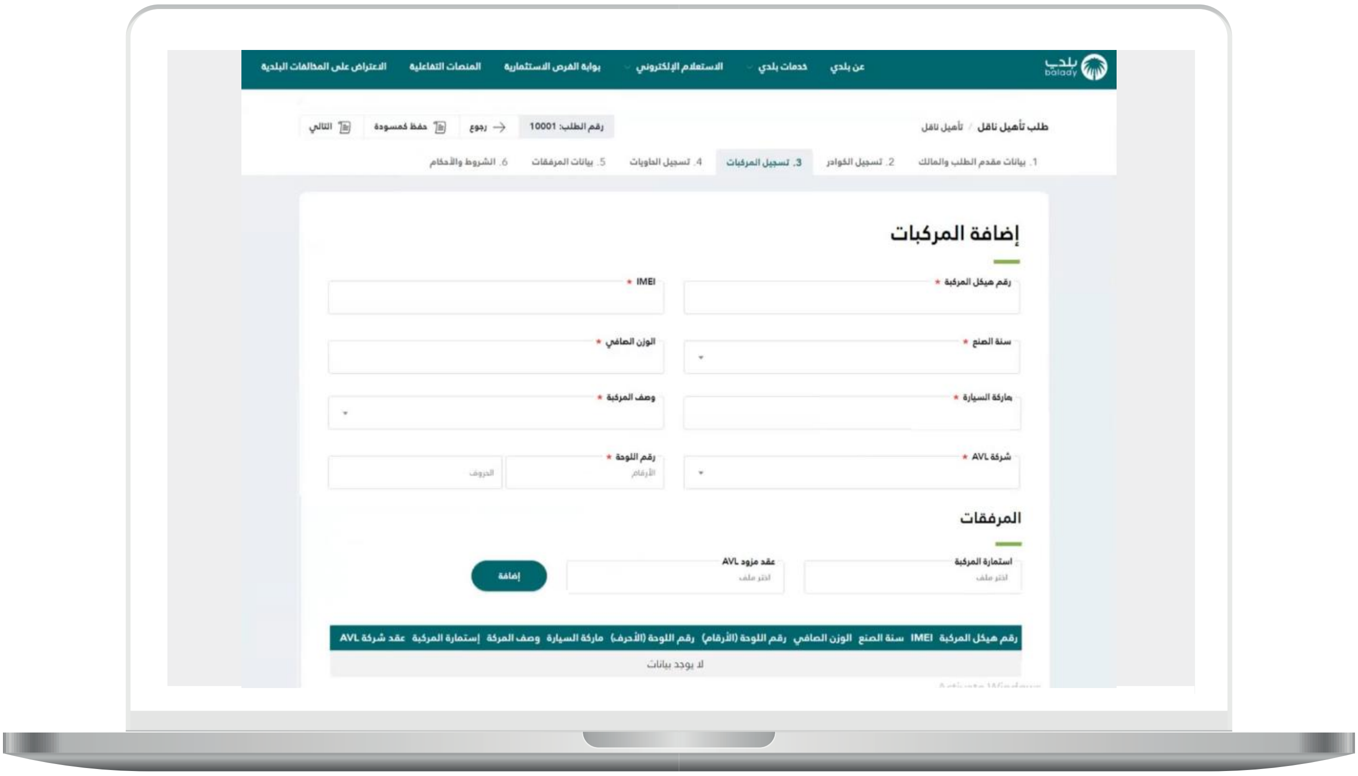
4) The user fills in the mandatory fields related to applicant and owner information, then clicks (**Next**).



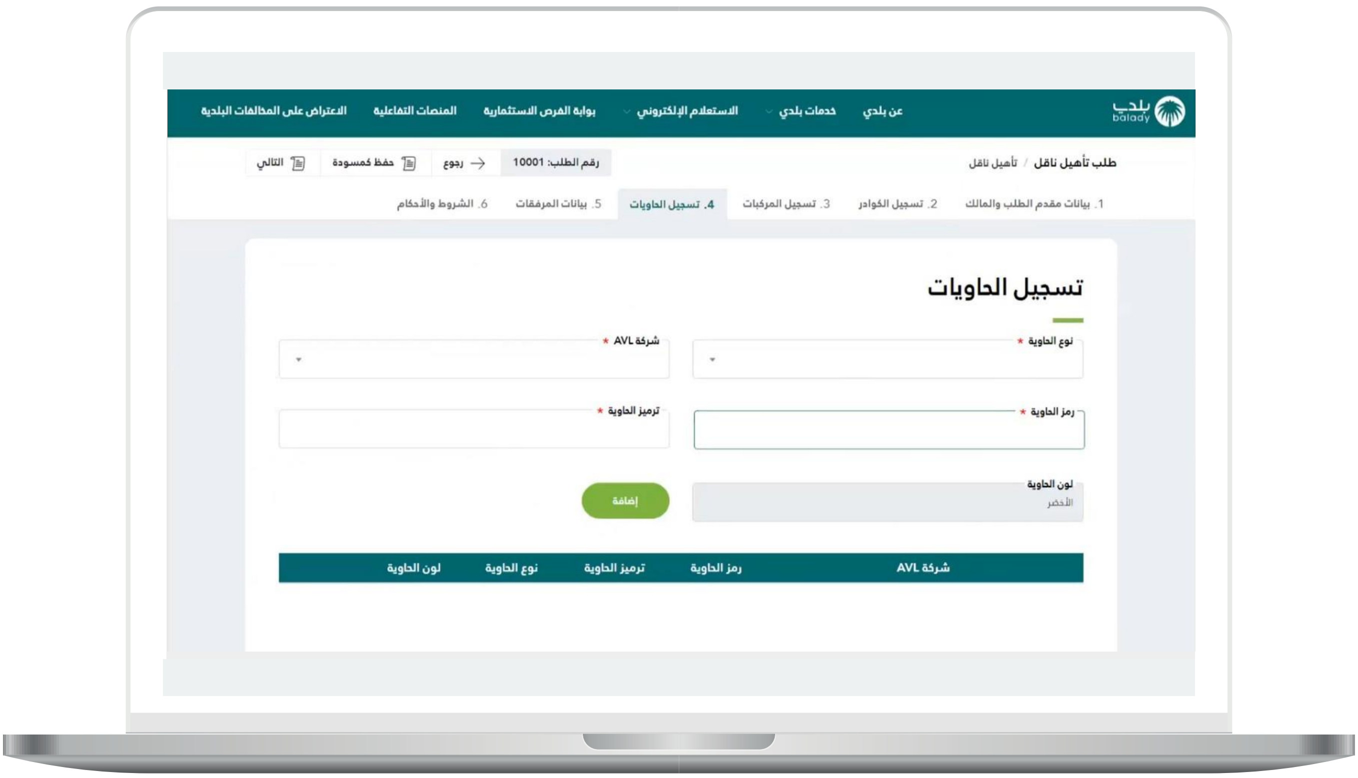
5) The system displays the workforce registration page, where the user fills in the required fields, clicks (**Add**), and repeats the process for multiple entries. Once completed, click (**Next**)



6) The system displays the vehicle registration page, where the user fills in the required fields, clicks (**Add**), and repeats the process for additional vehicles. Once completed, click (**Next**).

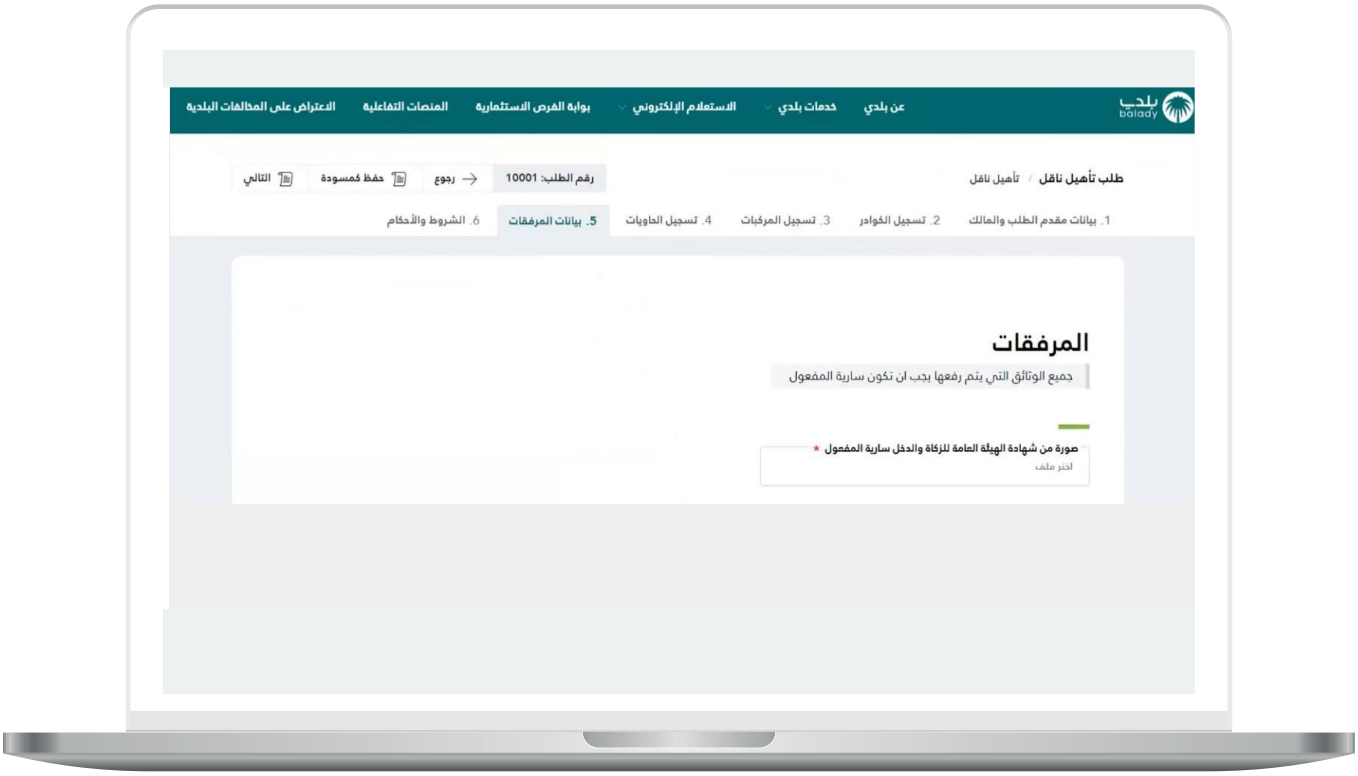


7) The system displays the container registration page, where the user fills in the required fields, clicks (**Add**), and repeats the process for additional containers. Once completed, click (**Next**).



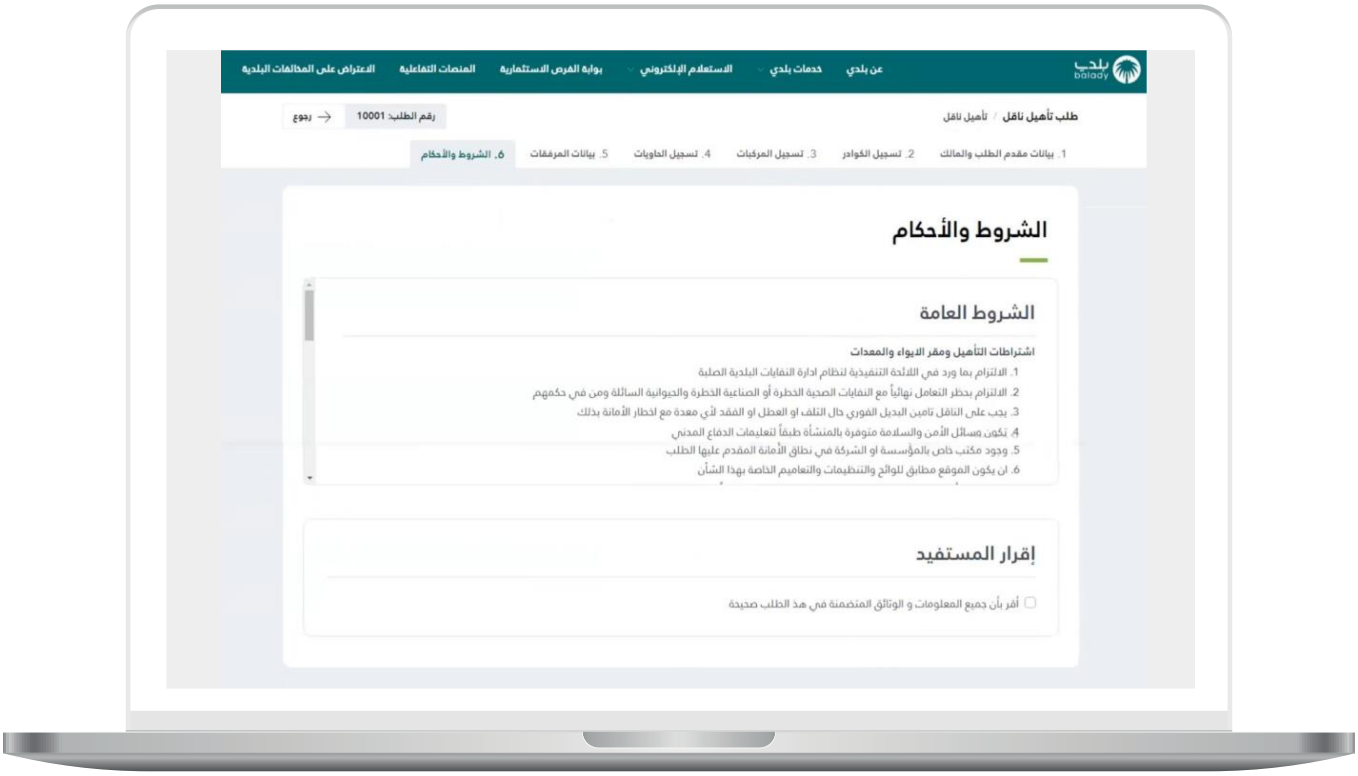
8) The system displays the (**Attachments**) page, where the user uploads the mandatory documents and clicks (**Next**).

Note: Mandatory attachments for each municipality are determined by the (**System Administrator**) based on conditions and regulations.

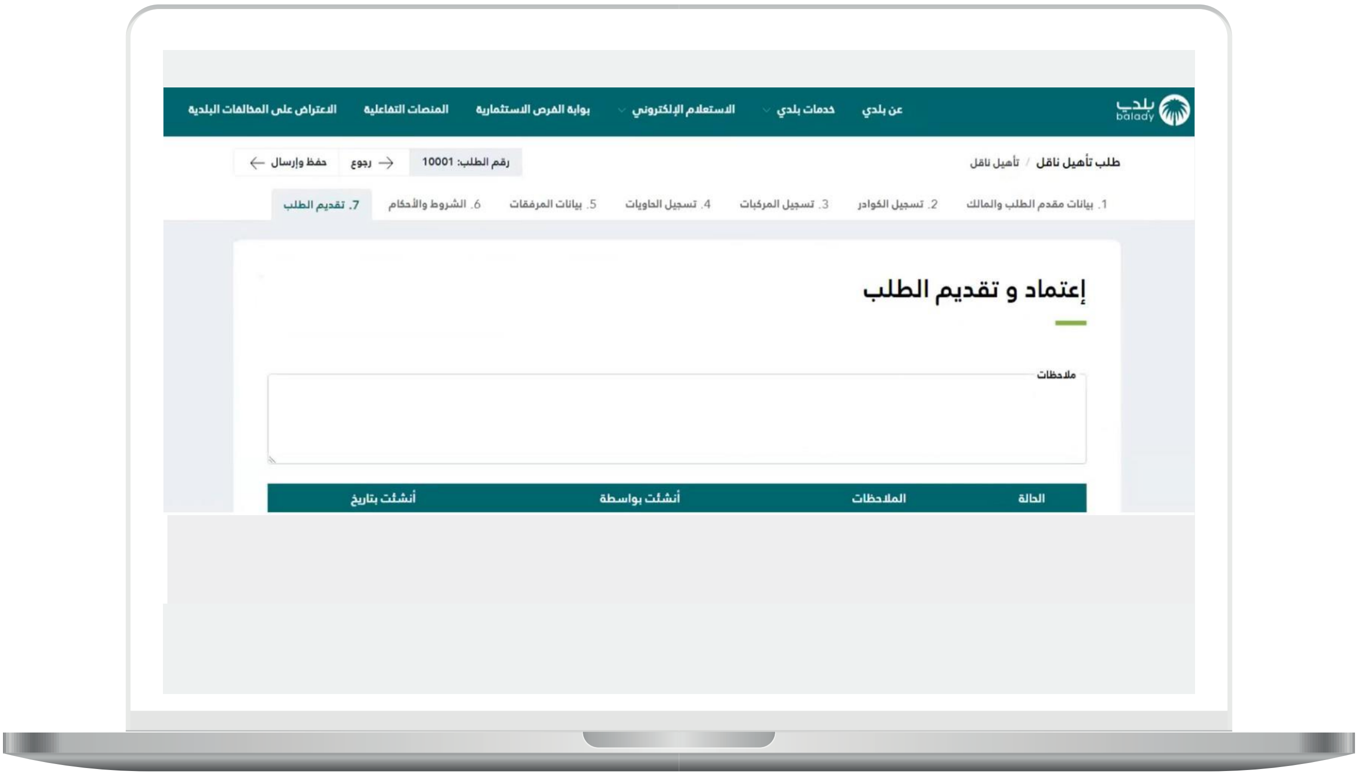


9) The system displays the (**Terms and Conditions**) page. The user reviews the general conditions, clicks (**Acknowledge**), and then clicks (**Submit Request**).

Note: The user can save the request as a draft by clicking the (**Save as Draft**) button and continue completing it later.



10) The system displays the (**Approval and Submission**) page, where the user can add comments if needed, then clicks (**Save and Send**).

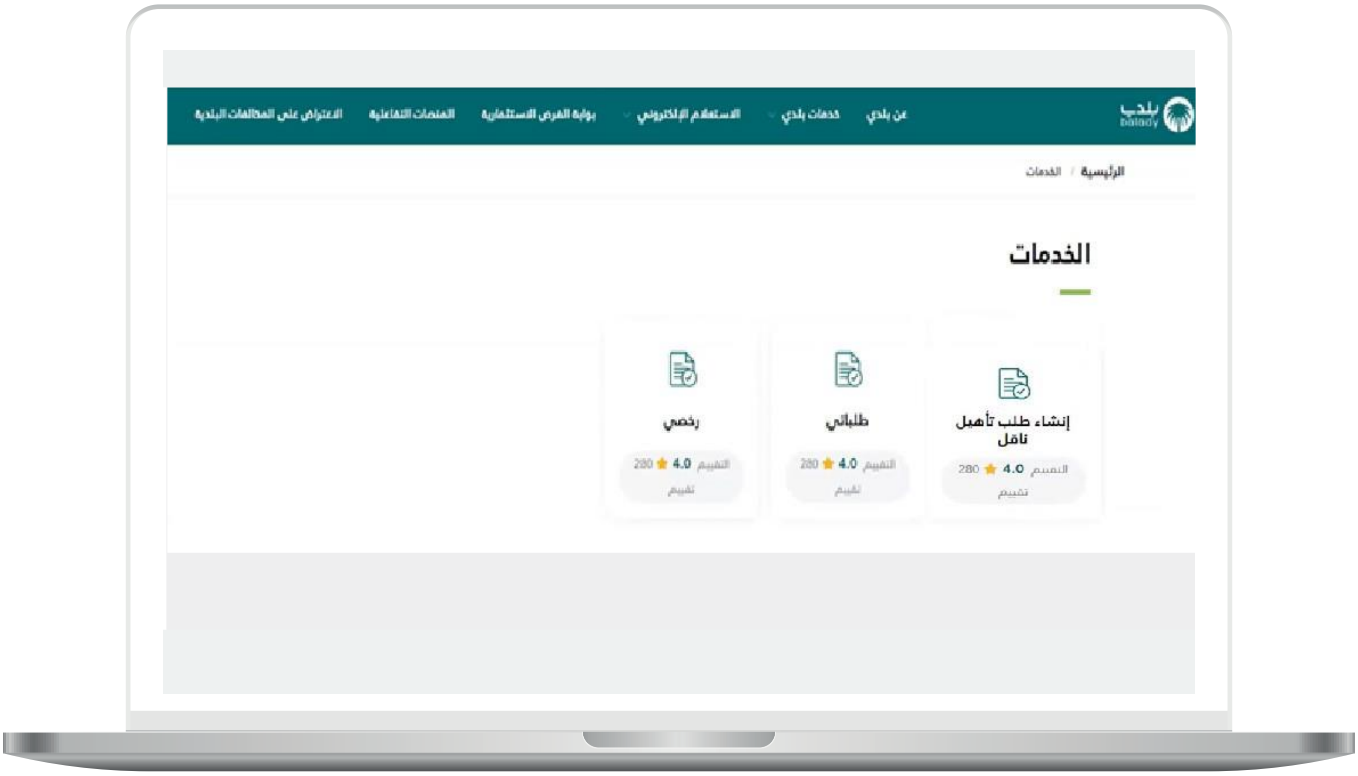


My Requests

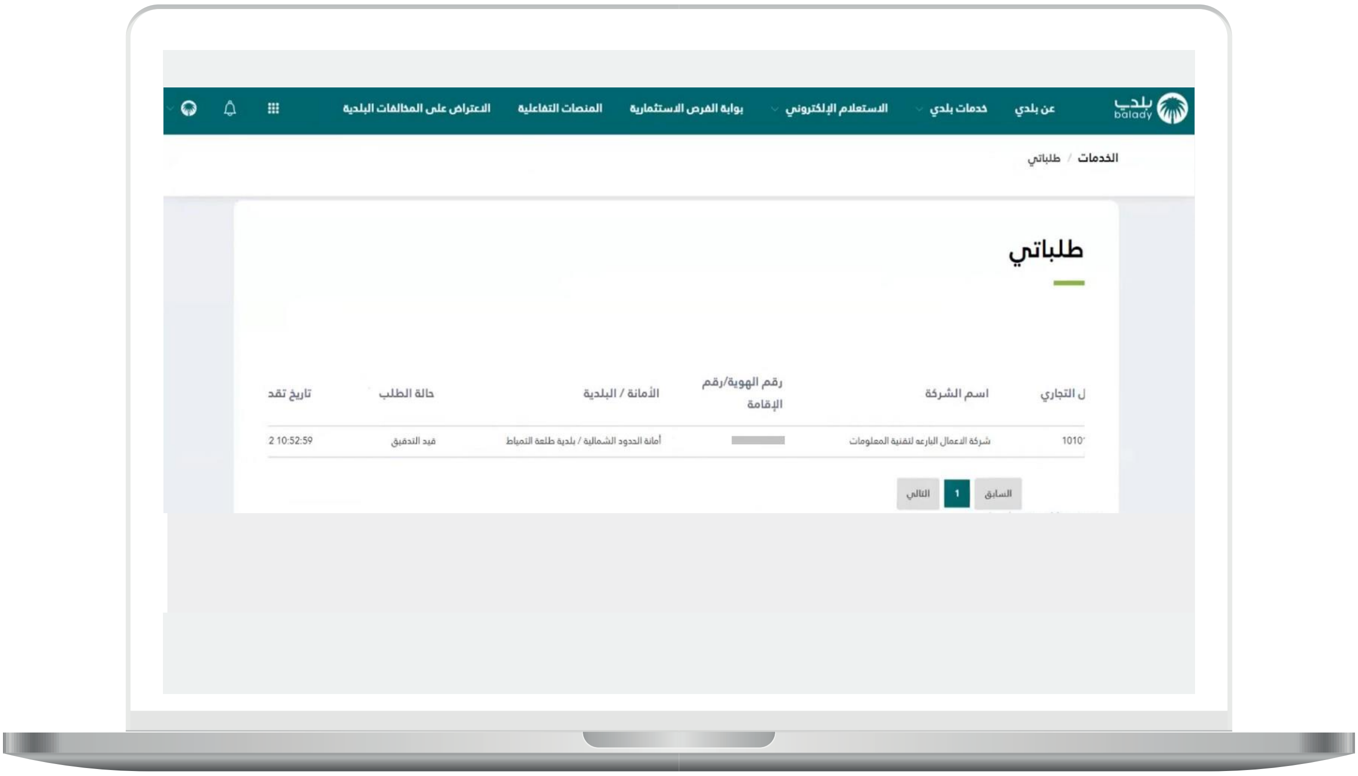
To access submitted qualification requests, follow these steps:

1) The logged-in user opens the (**User Services**) link.

2) The user clicks on (**My Requests**).



3) The system displays the requests page.



4) The user can perform the following actions:

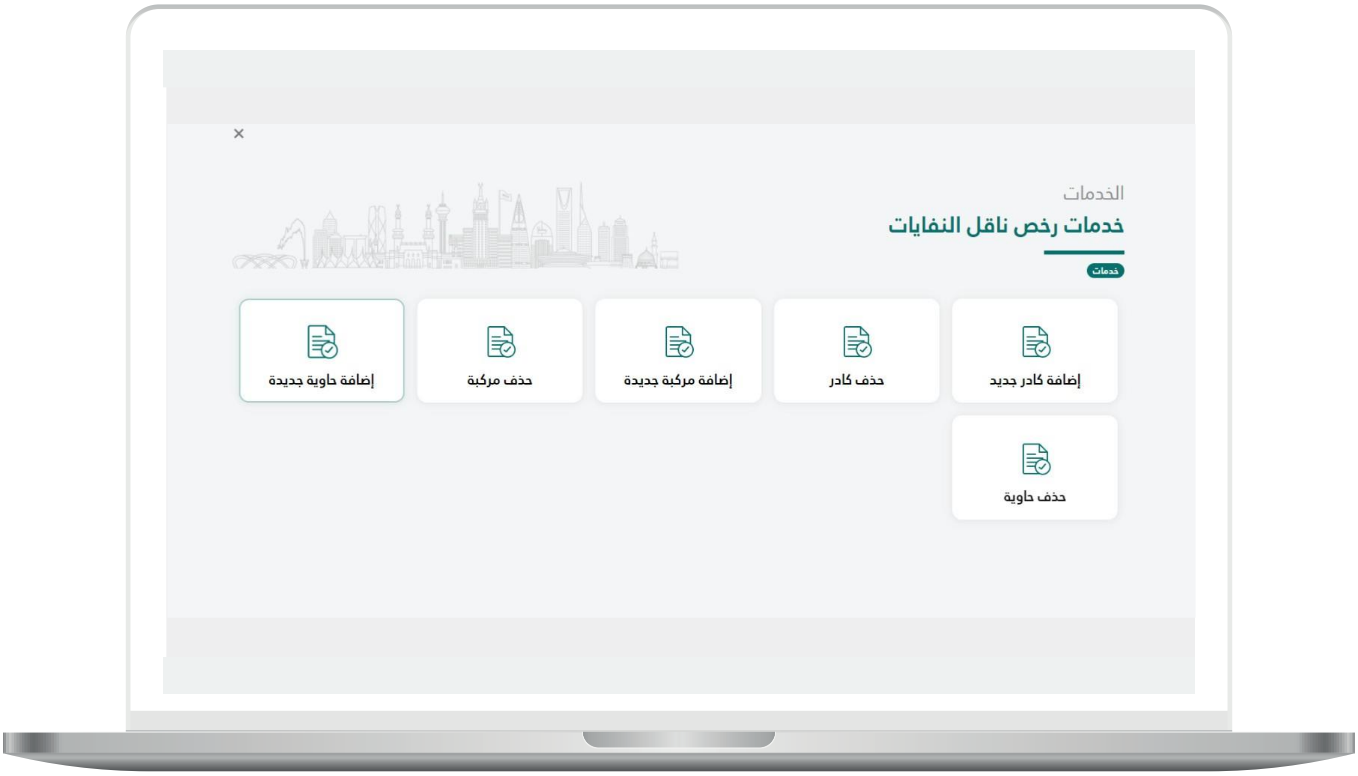
- View all submitted qualification requests.

- Print requests by clicking the (**Print**) button.

- View request details by clicking the (**More**) link and selecting (**Request Details**).

- Add services to the request by clicking the (**More**) link and selecting (**More Services**), provided the request is eligible.

Through (**More Services**), the user can perform the following actions:

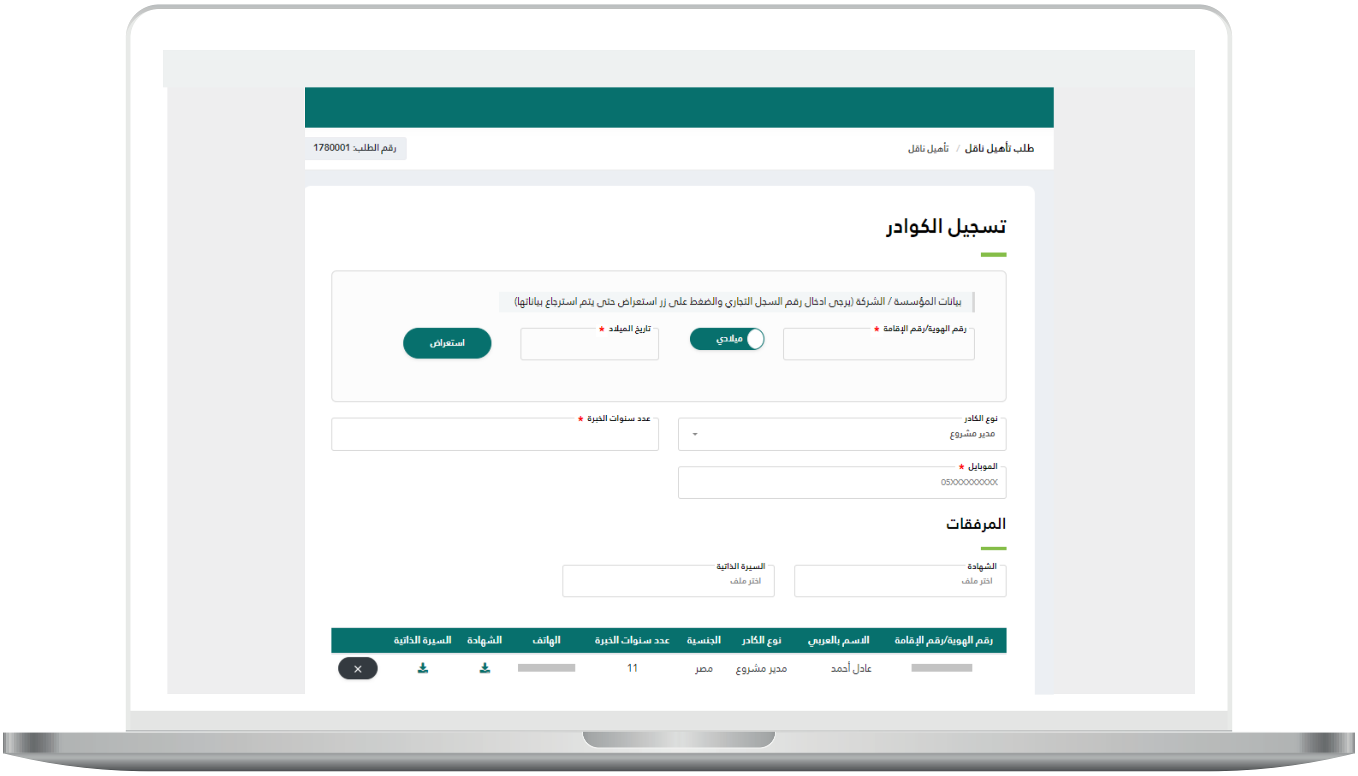


1) Adding a New Workforce:

- Click (**Add New Workforce**).

- Fill in the mandatory workforce details.

- Click (**Add**).



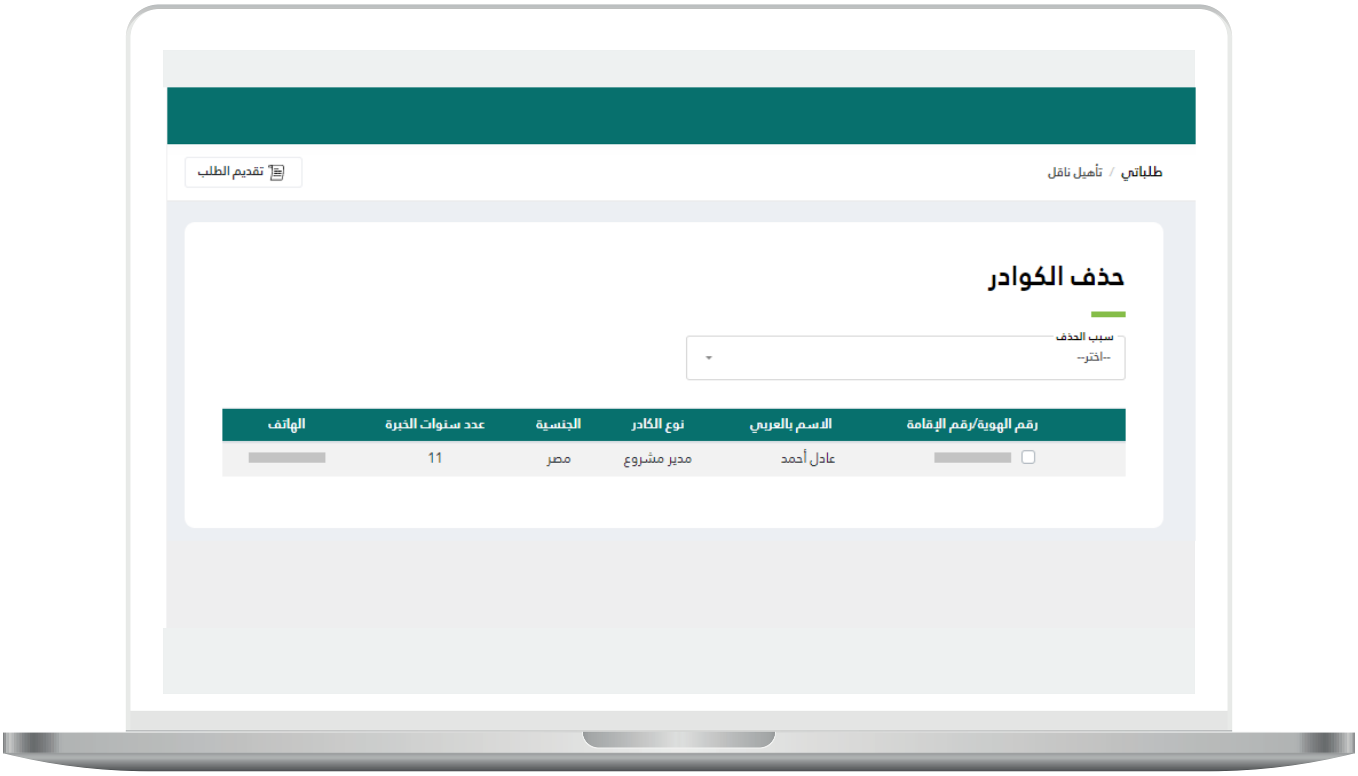
2) Delete Workforce:

- Click (**Delete Workforce**)

- Select the reason for deletion.

- Choose the workforce to be deleted.

- Click (**Submit Request**).

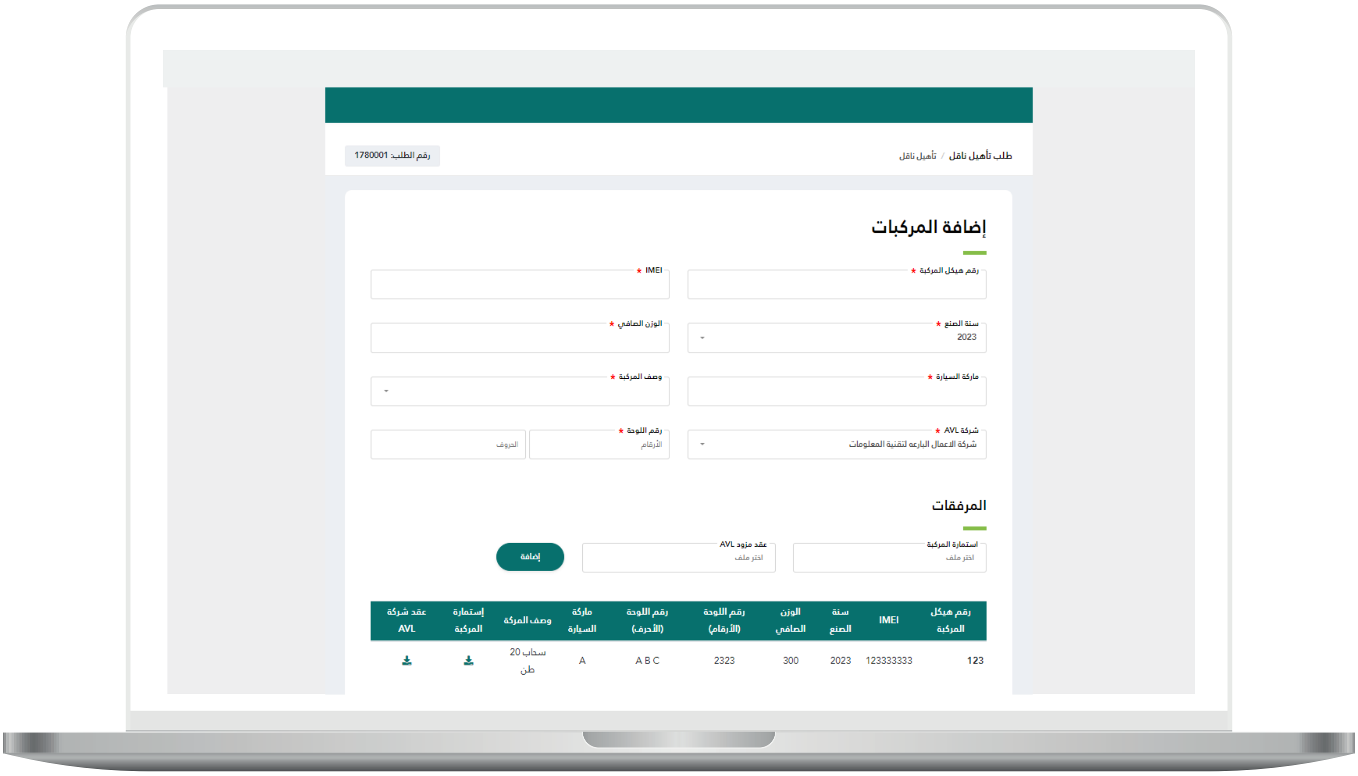


3) Adding a New Vehicle:

- Click (**Add New Vehicle**).

- Fill in the mandatory vehicle details.

- Click (**Add**).



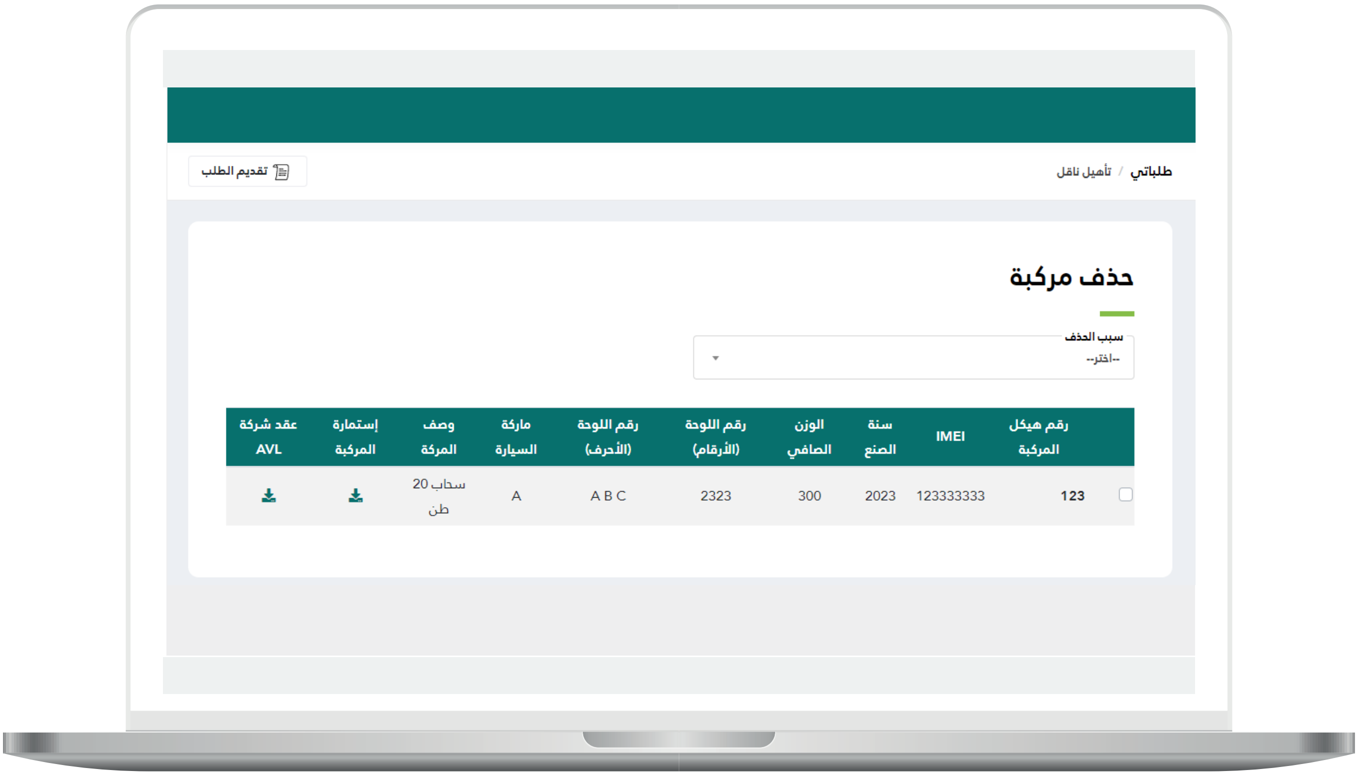
4) Deleting a Vehicle:

- Click (**Delete Vehicle**).

- Select the reason for deletion.

- Select the reason for deletion.

- Click (**Submit Request**).

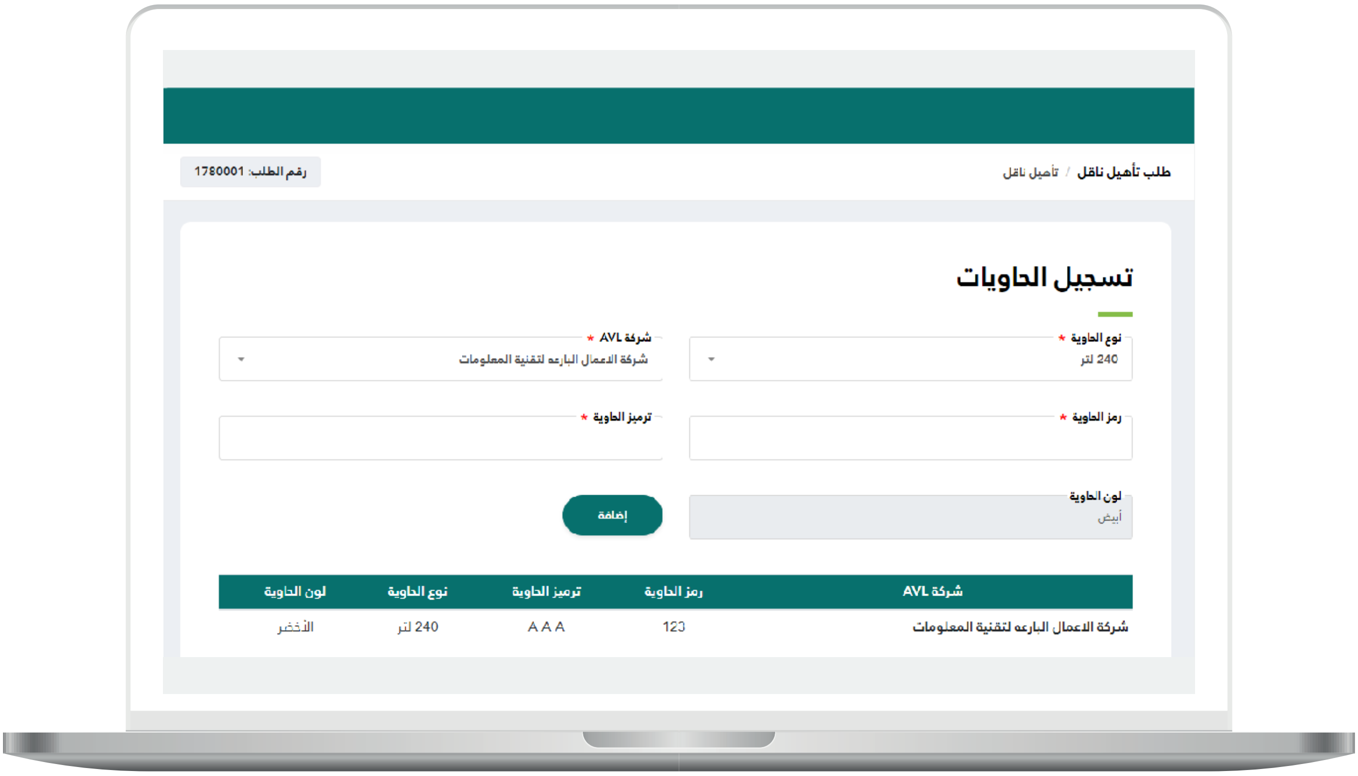


5) Adding a New Container:

- Click (**Add New Container**).

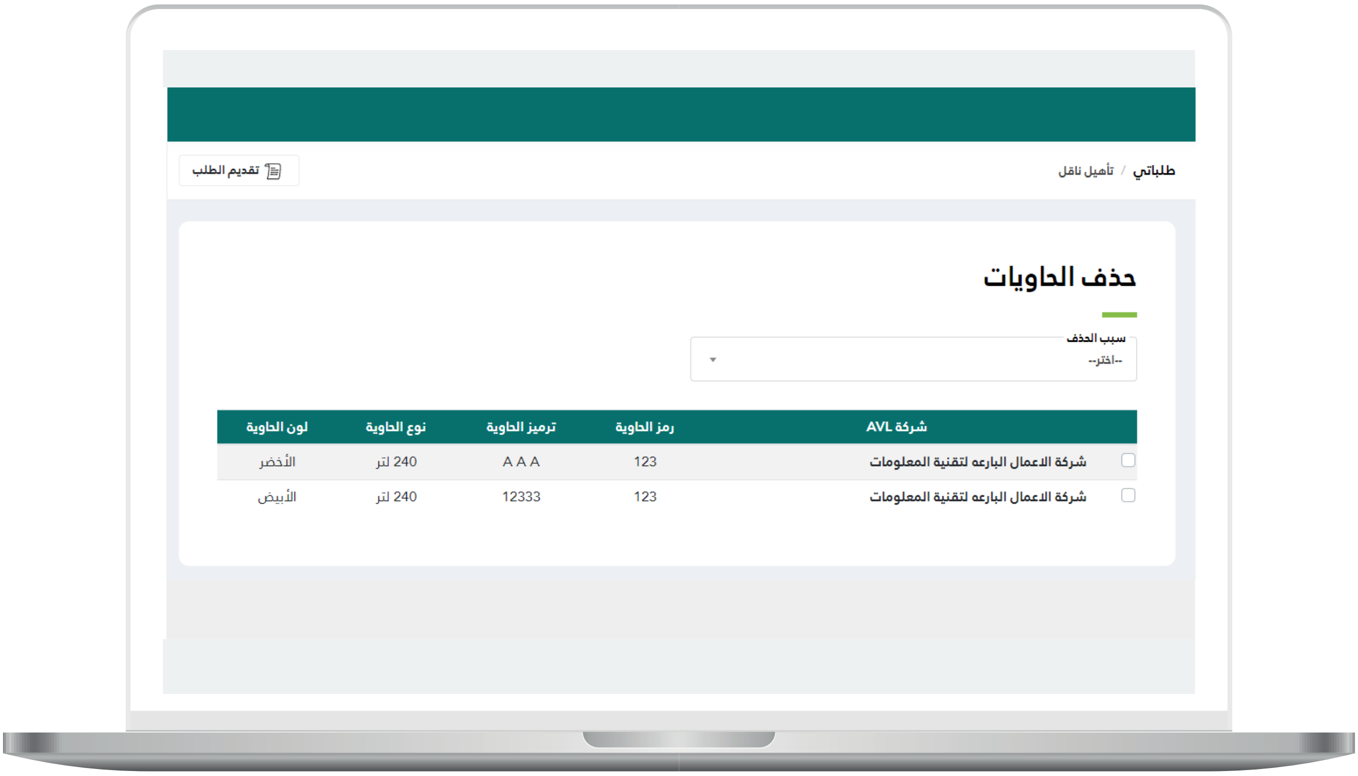
- Fill in the mandatory container details.

- Click (**Add**).



6) Deleting Container:

- Click (**Delete Container**).
- Select the reason for deletion.
- Choose the container to be deleted.
- Click (**Submit Request**).

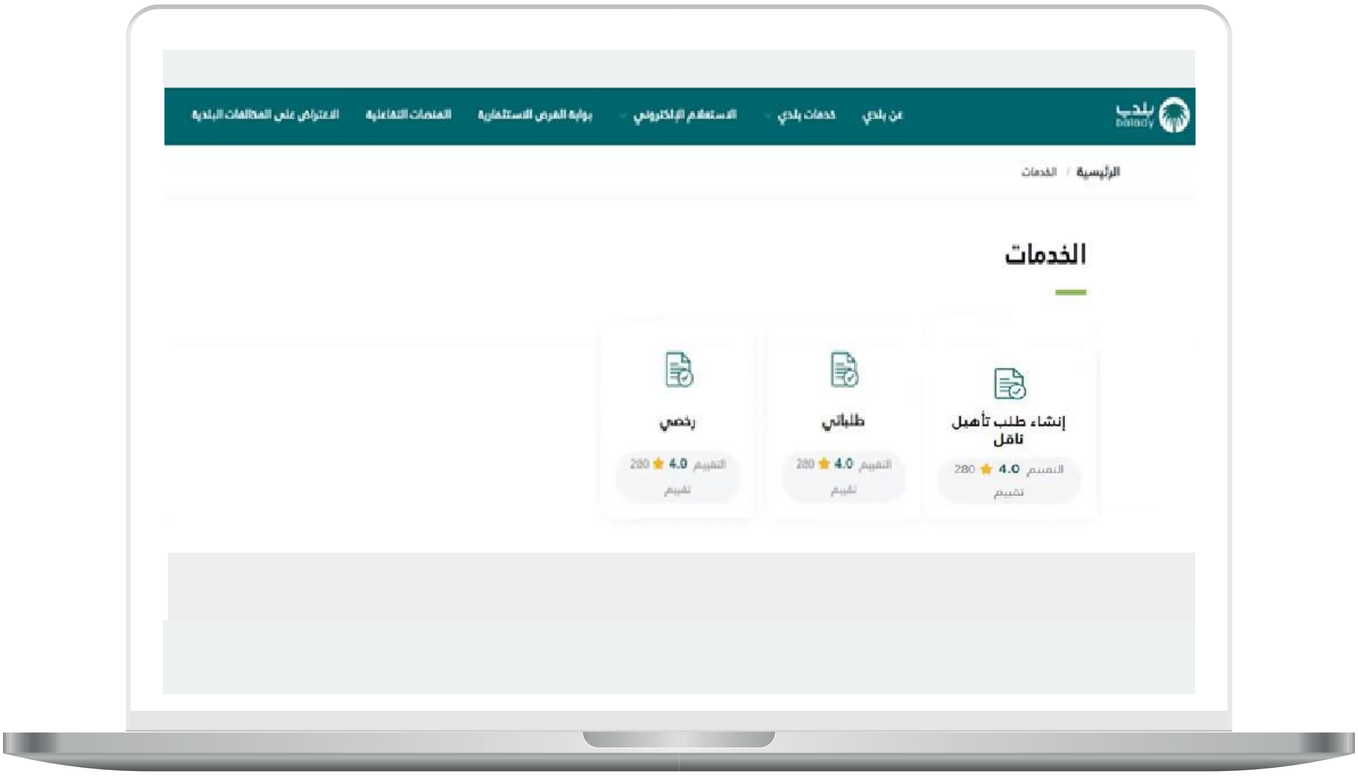


My Licenses

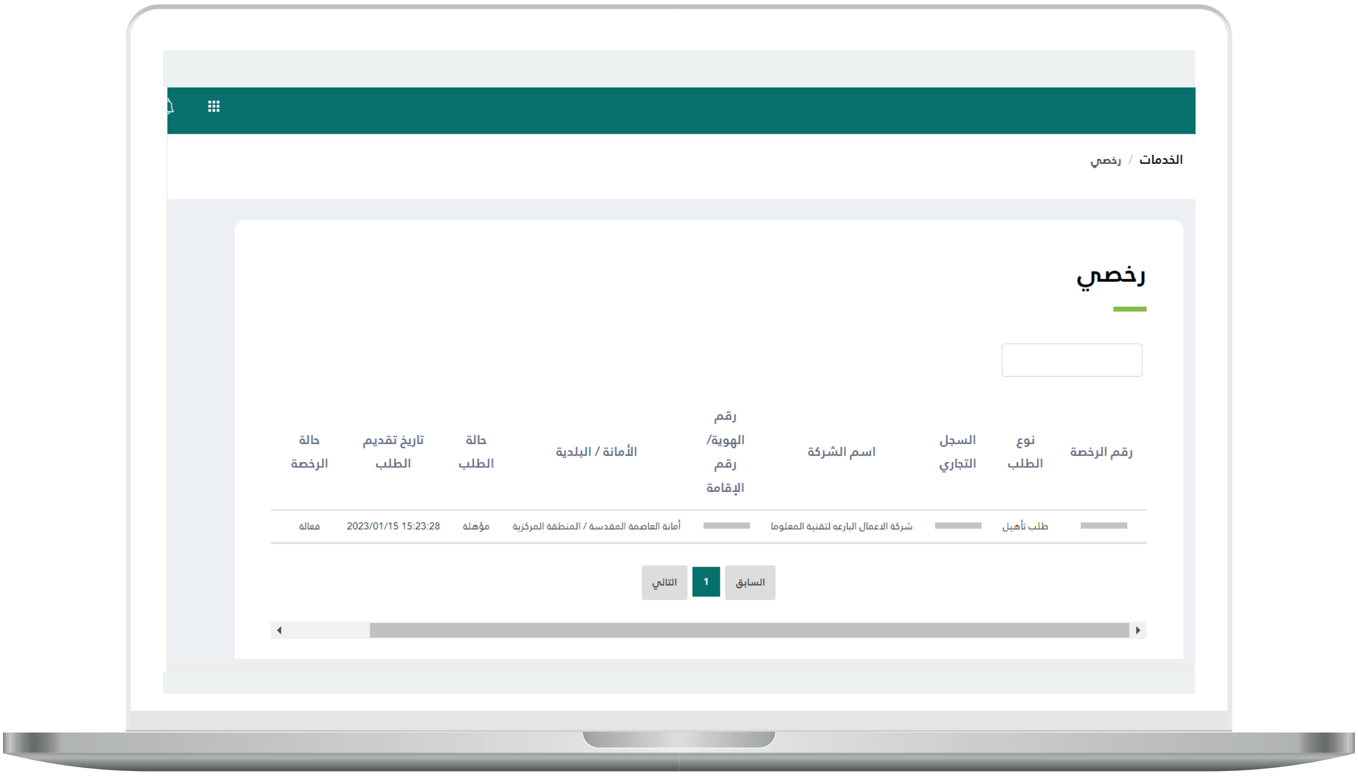
To access licenses, follow these steps:

1) The logged-in user opens the (**User Services**) link.

2) The user clicks on (**My Licenses**).



3) The system displays the (**My Licenses**) page, allowing the user to view all owned licenses.



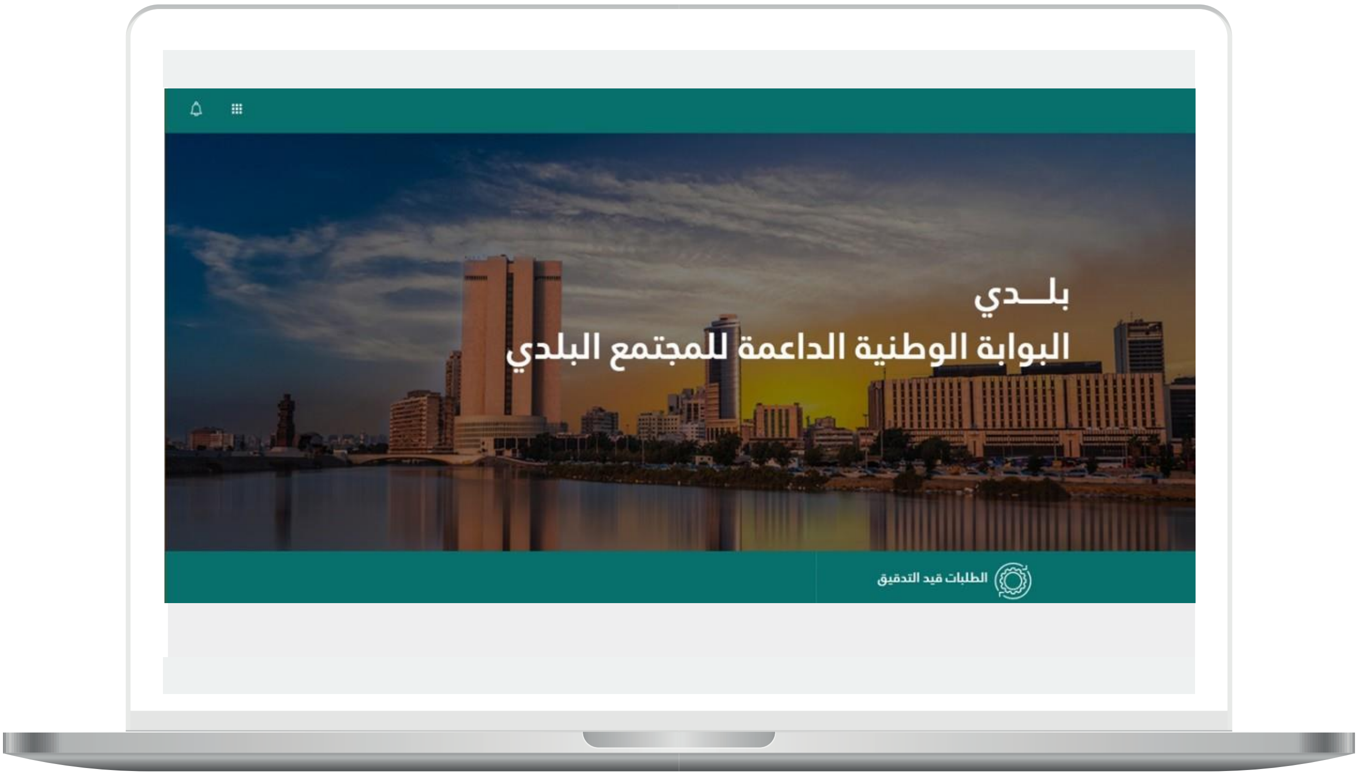
Workflow

When the user submits a transporter qualification request, the system sends the request to the municipality officer for approval. The officer decides whether the request requires modification (**returned to the user**), approval (**sent to the municipality officer for certification***), or rejection (**the user is notified of the rejection**).

* If the request is approved, the municipality officer reviews it for certification and decides to either approve (**issue a transporter qualification certificate**), reject (**return the request to the user**), or (**request modifications (return the request to the user for adjustments**).

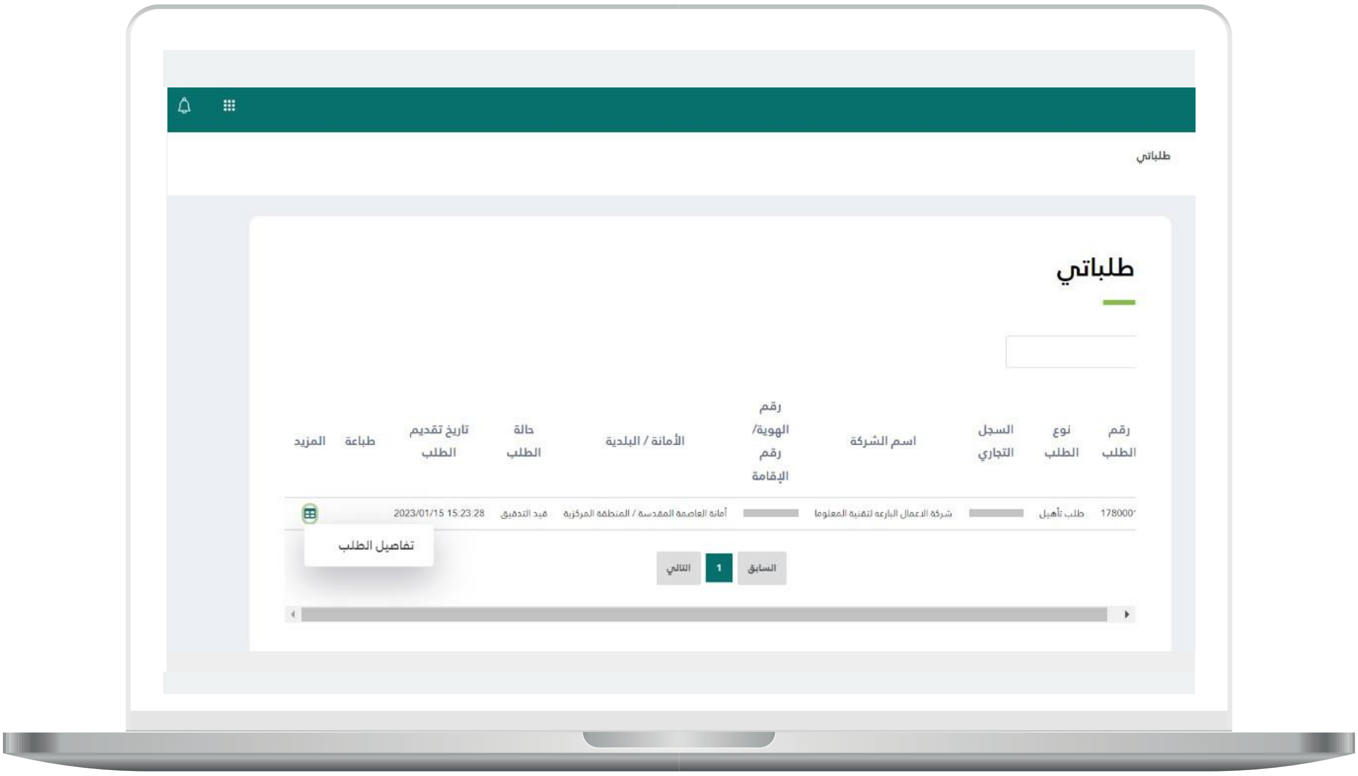
My tasks

The steps described include workflows that manage request processing and the roles involved in each step. Tasks are assigned to relevant users through the system. The system provides a (**My Tasks**) page, which contains a table of tasks assigned to the user based on their role. The user can view and execute their tasks by clicking on the task link.

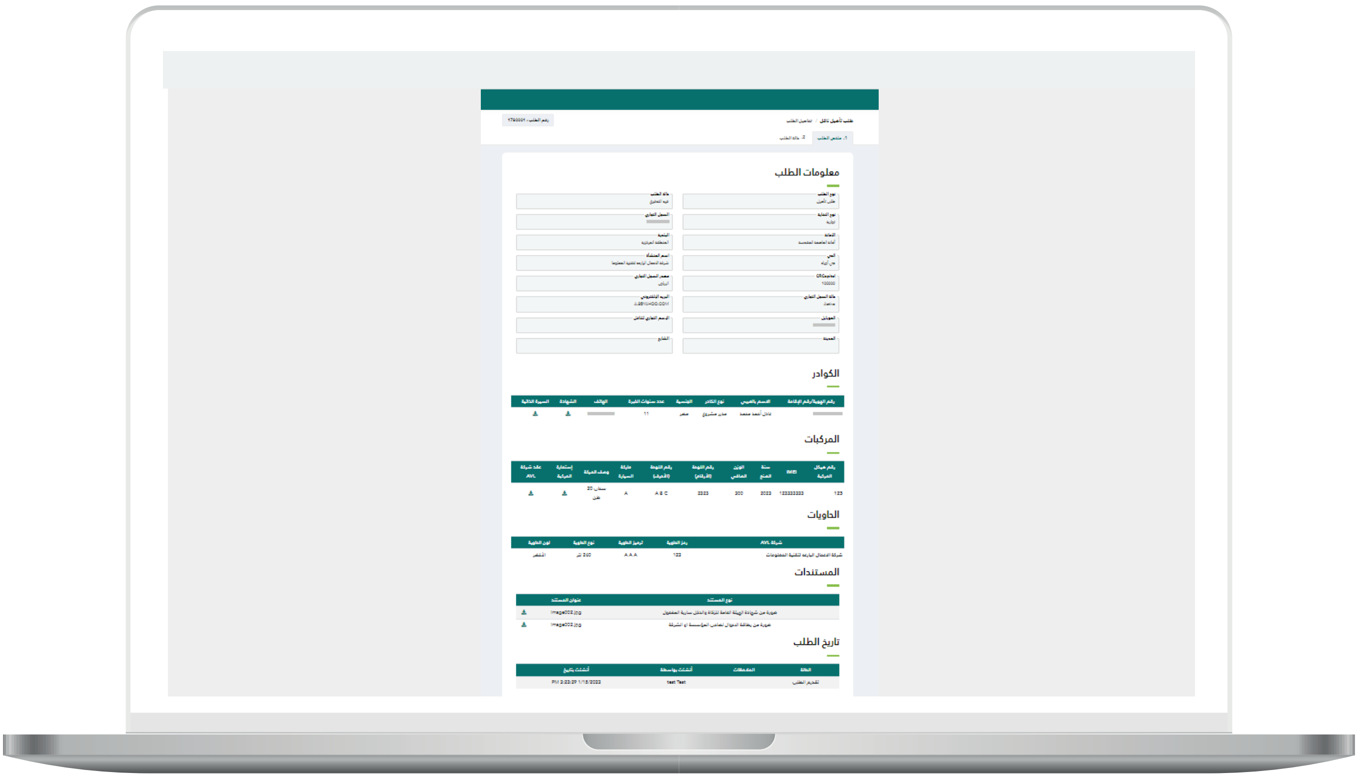


1) The logged-in user opens the (**Pending Requests**) link.

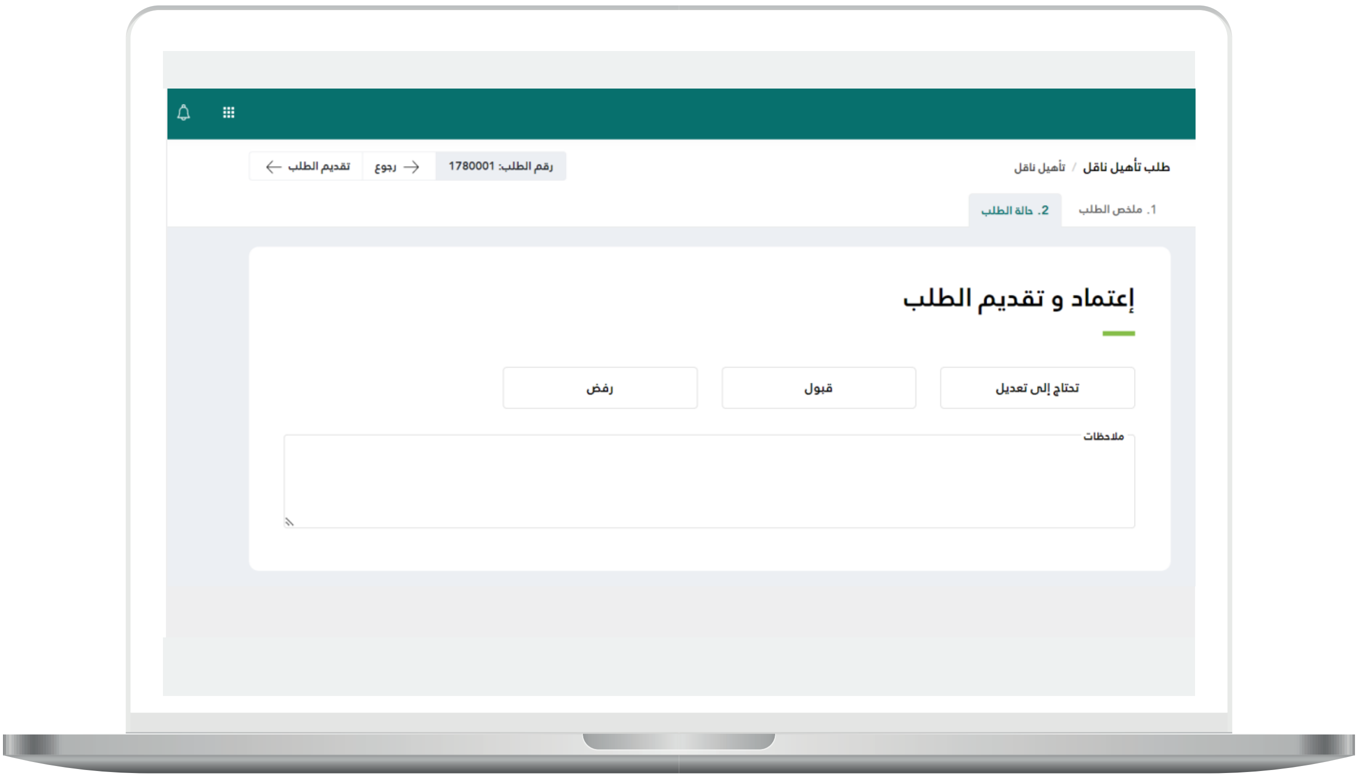
2) Click on the (**More**) link for the task to be executed and select (**Request Details**).



3) The system displays the request. The responsible employee reviews it and clicks on the (**Request Status**) tab to take the appropriate action:



4) By clicking the (**Needs Modification**) button if the request is incomplete to return it to the user, or by clicking the (**Approve**) button for approval, or by clicking the (**Reject**) button, the system will display a (**Rejection Reasons**) field for the user to fill out.



199040 Direct Contact Number
@Balady_CS Customer Service