وزارة البلديات والإسكان

Ministry of Municipalities and Housing

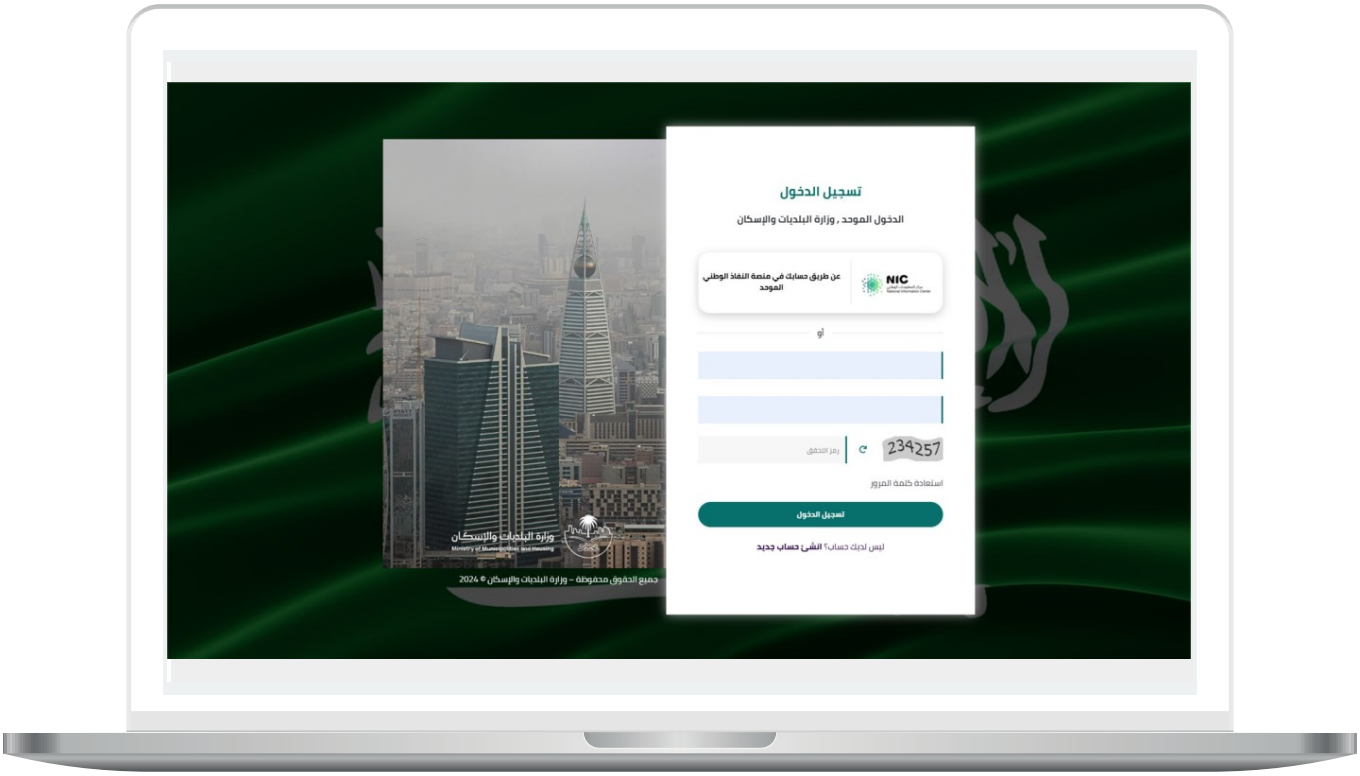
User Guide for the Service of

Canceling a Commercial License

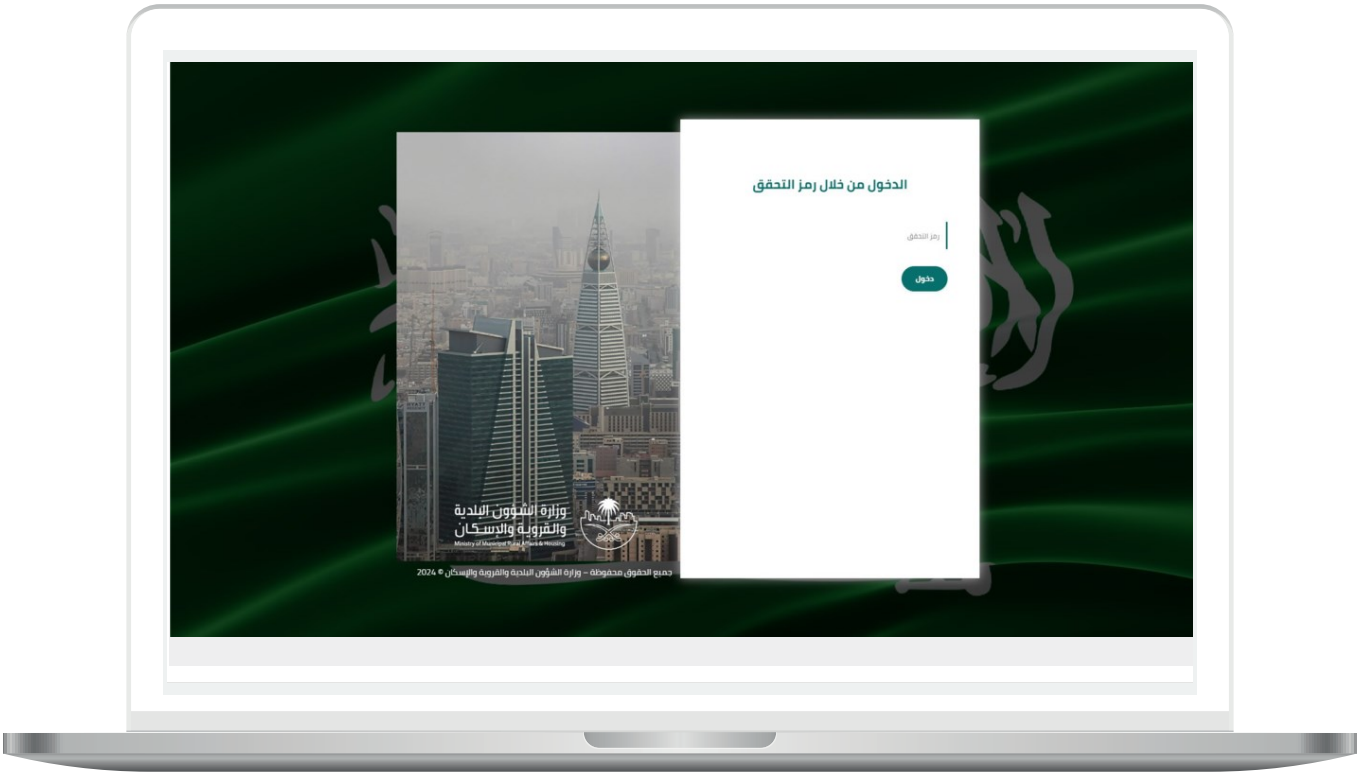
Beneficiary's Copy

Login to the System

1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password, Security Code**) and then clicks the (**Login**) button.

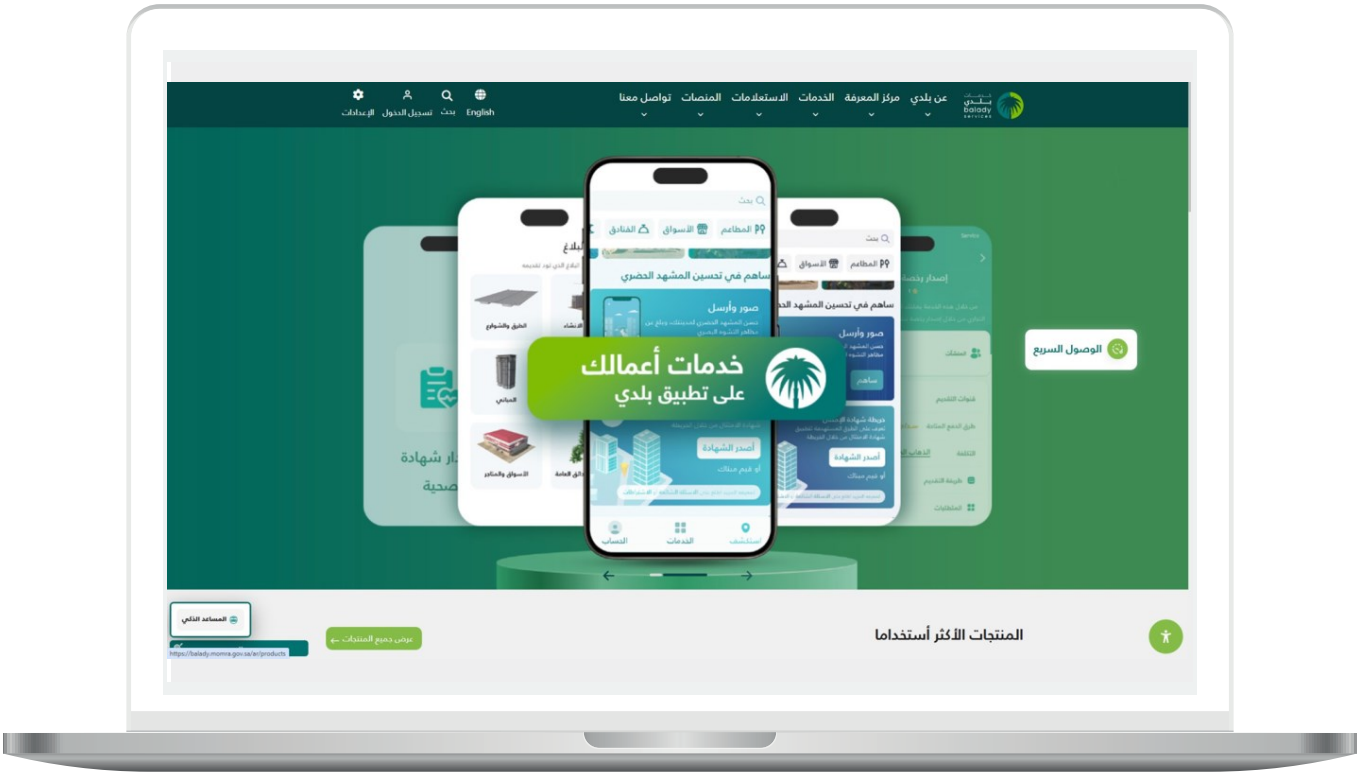


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



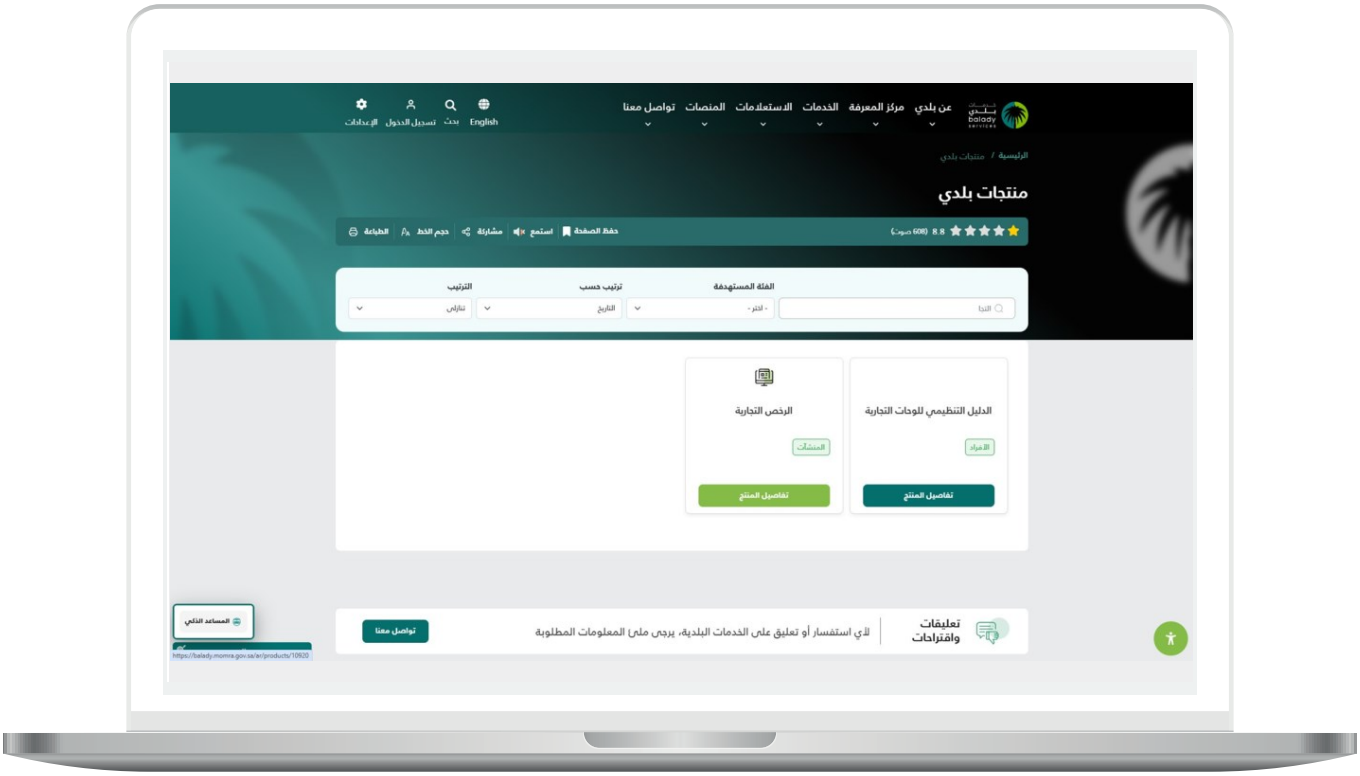
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

The user then clicks the (**View Products**) button.

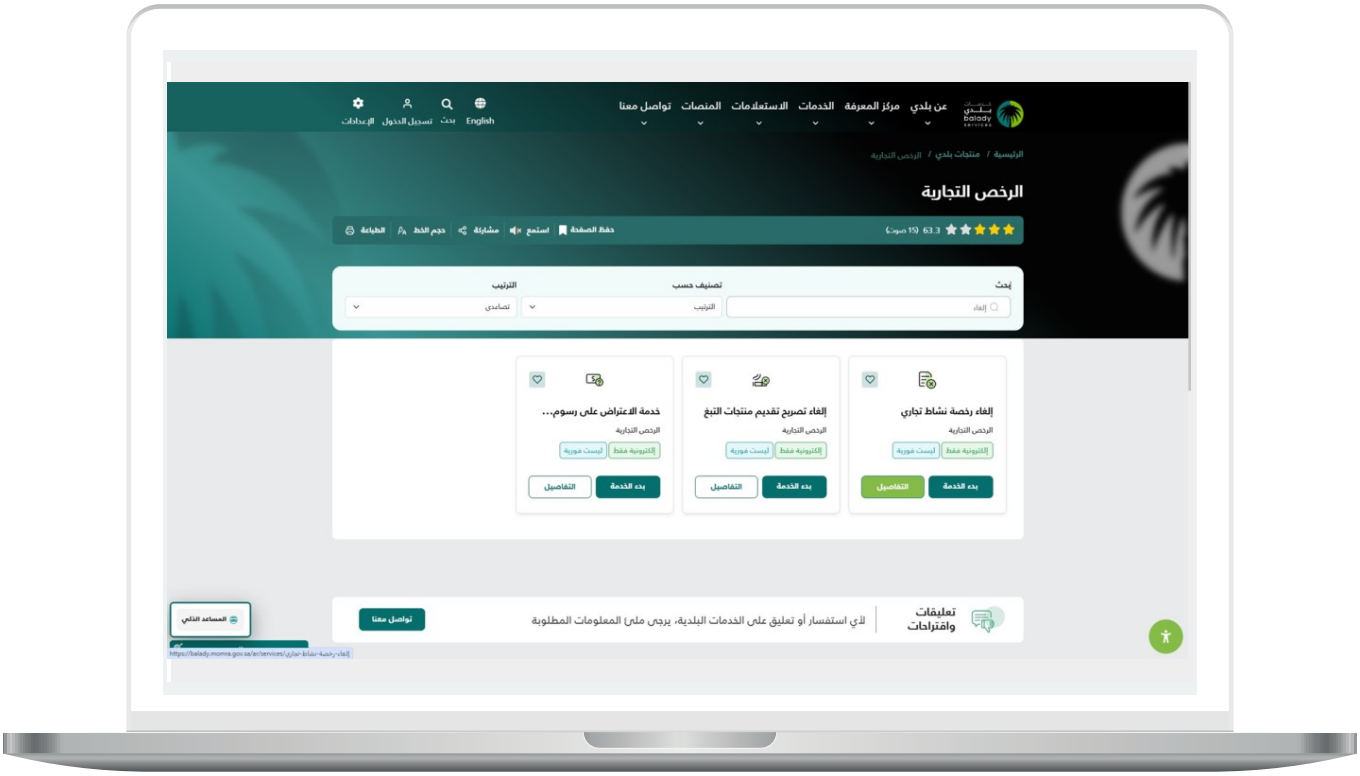


Steps to Request the Service

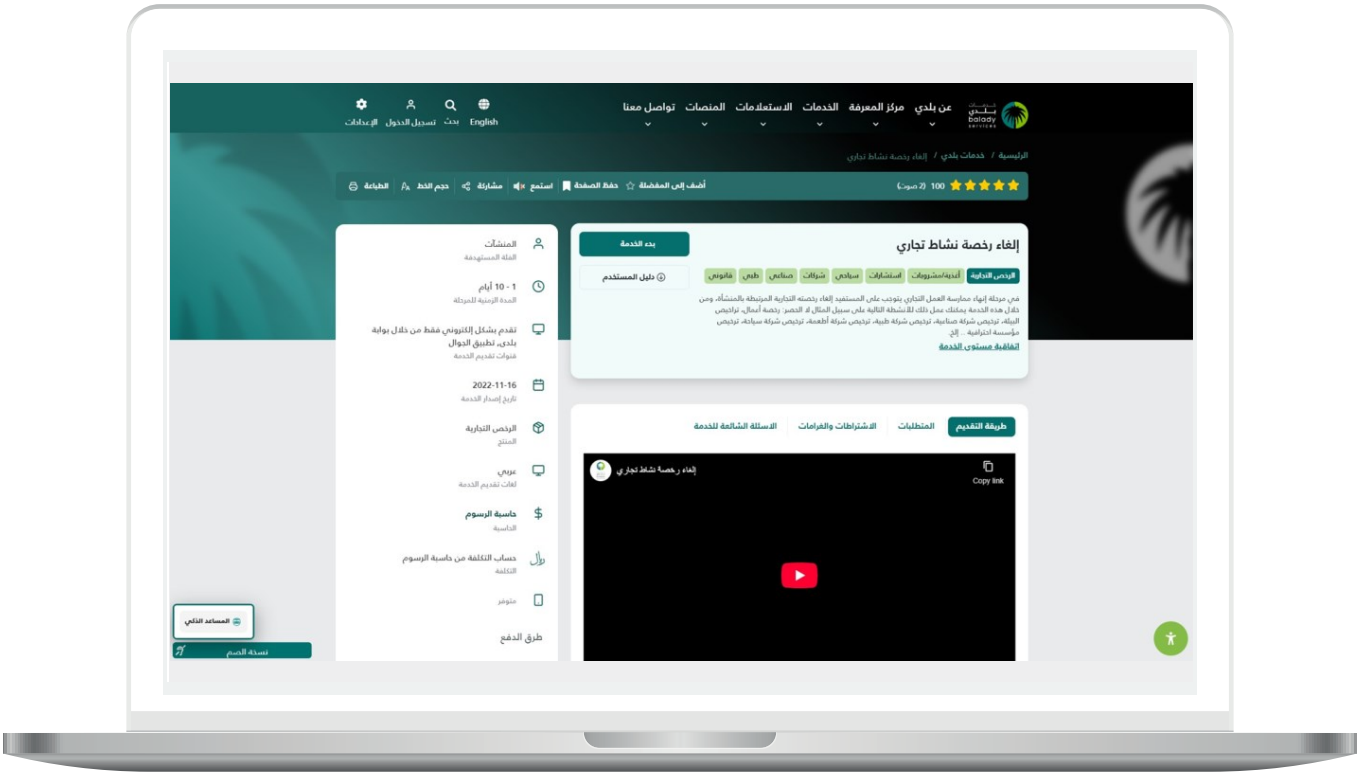
1) To start the service application, the user searches for (**Commercial Licenses**) as shown below.



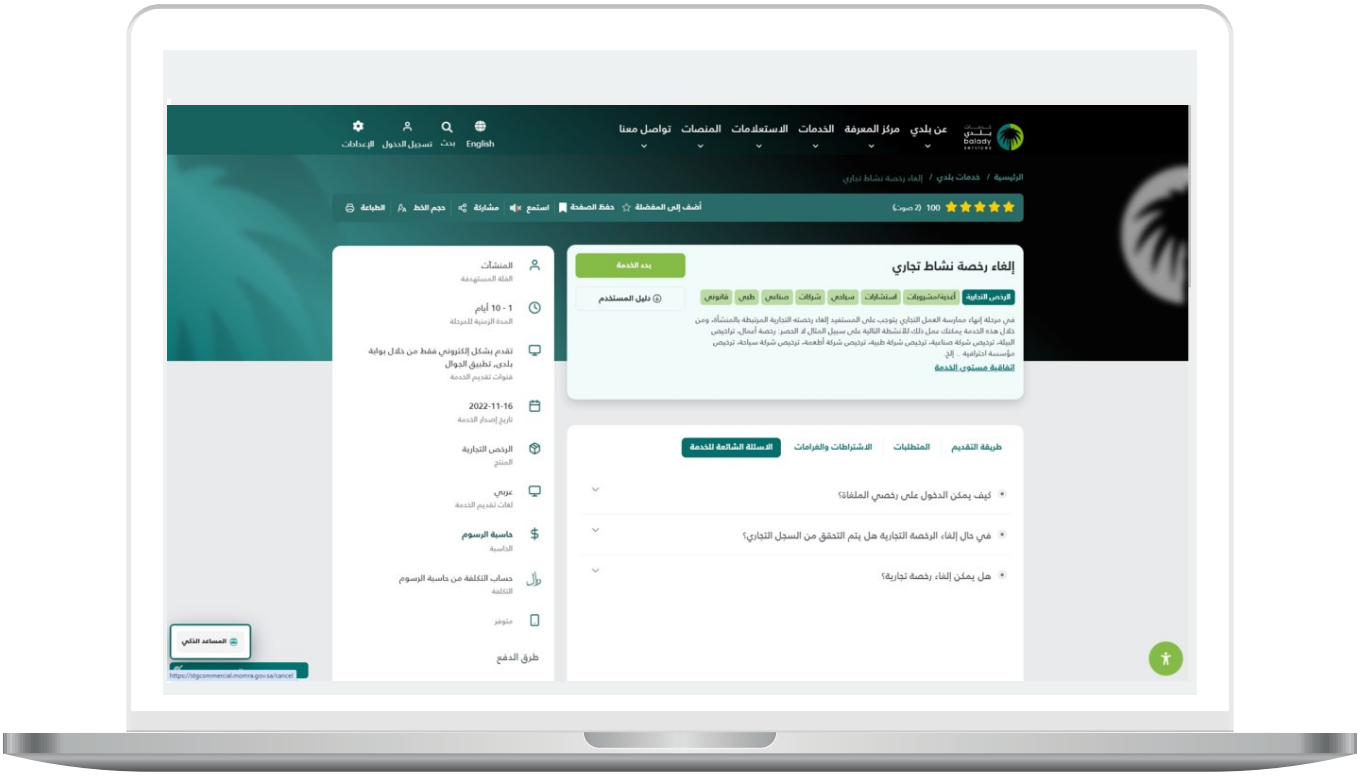
2) Then, the user selects (**Canceling a Commercial Activity License**) as displayed in the following screen.



3) The next screen appears, allowing the user to view (**How to Apply, Requirements, Conditions and Fines, etc.**).

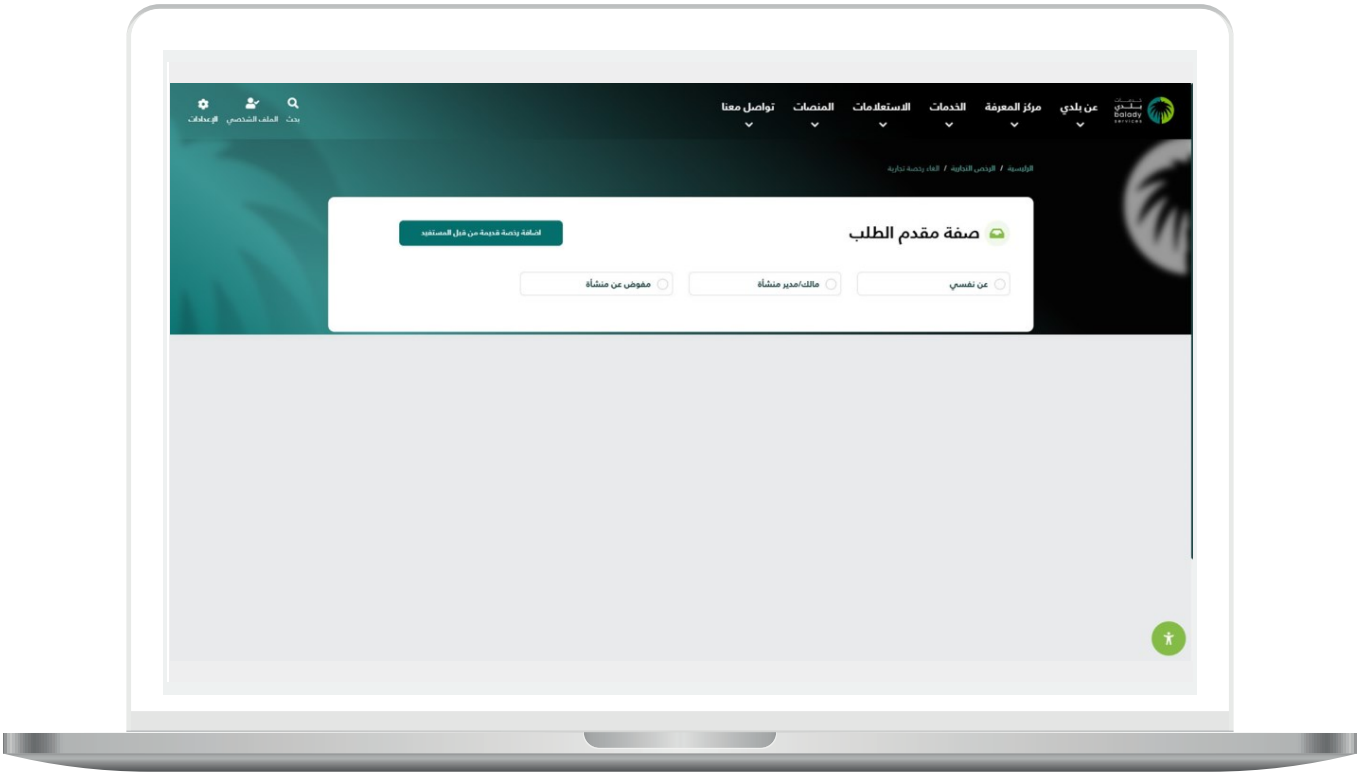


4) To start the application process, the user clicks (**Start Service**).

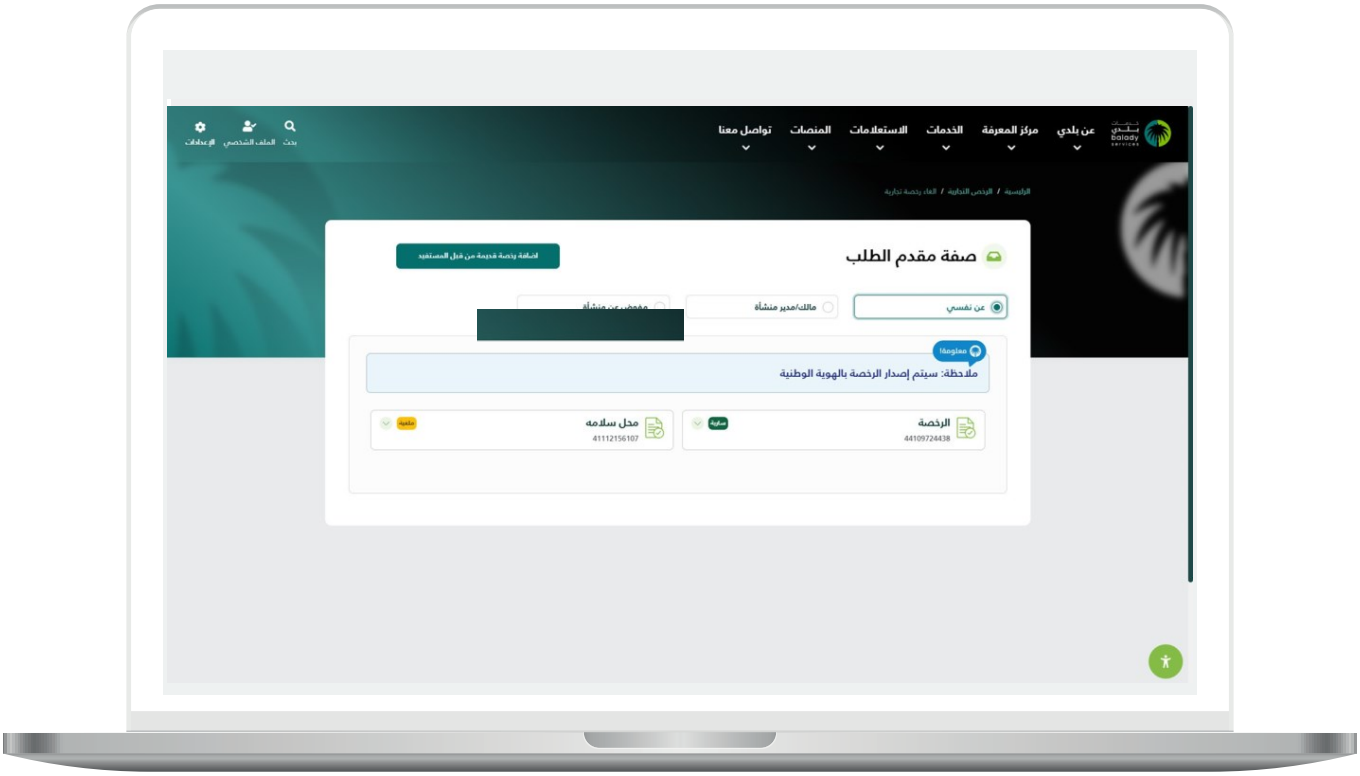


5) The next screen appears, allowing the user to select their role (**For Myself, Business Owner/Manager, Authorized Representative**).

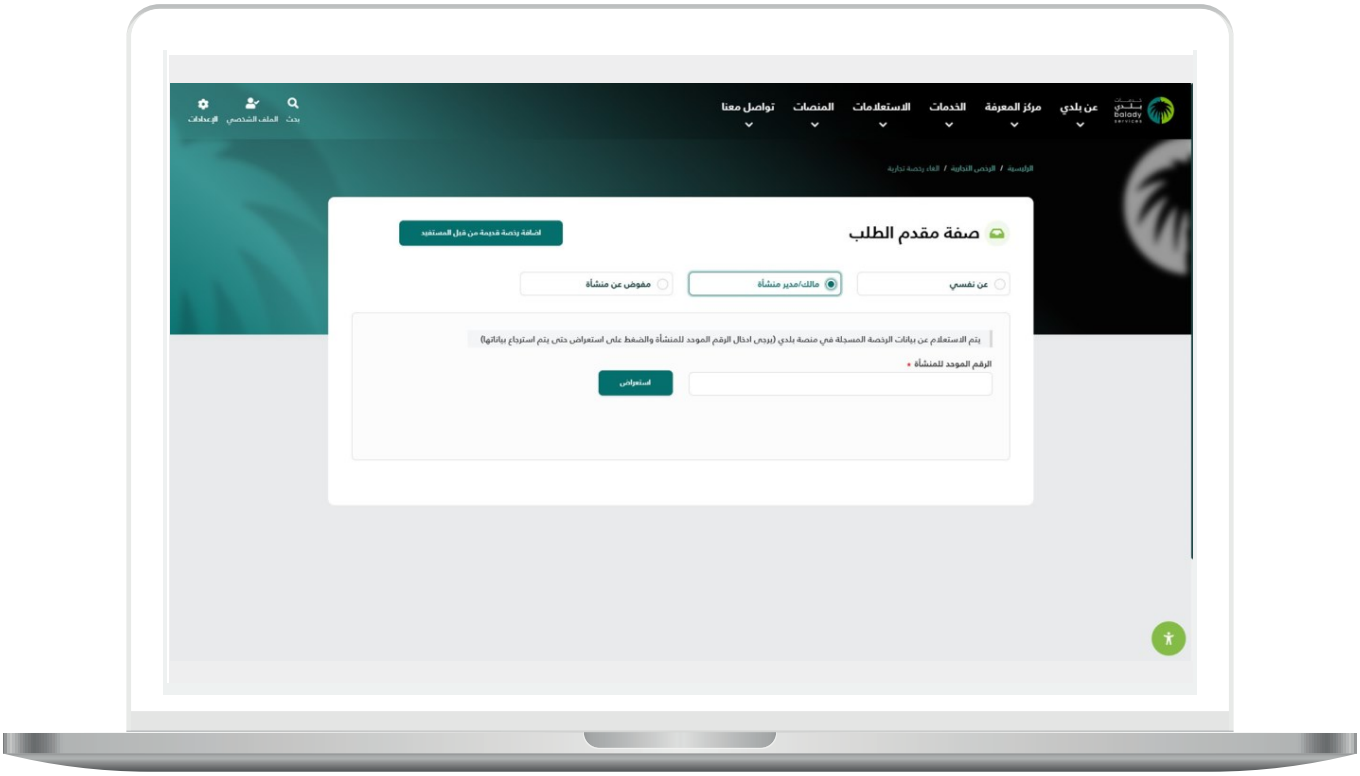
The user can also add an old license by clicking (**Add Old License by User**).



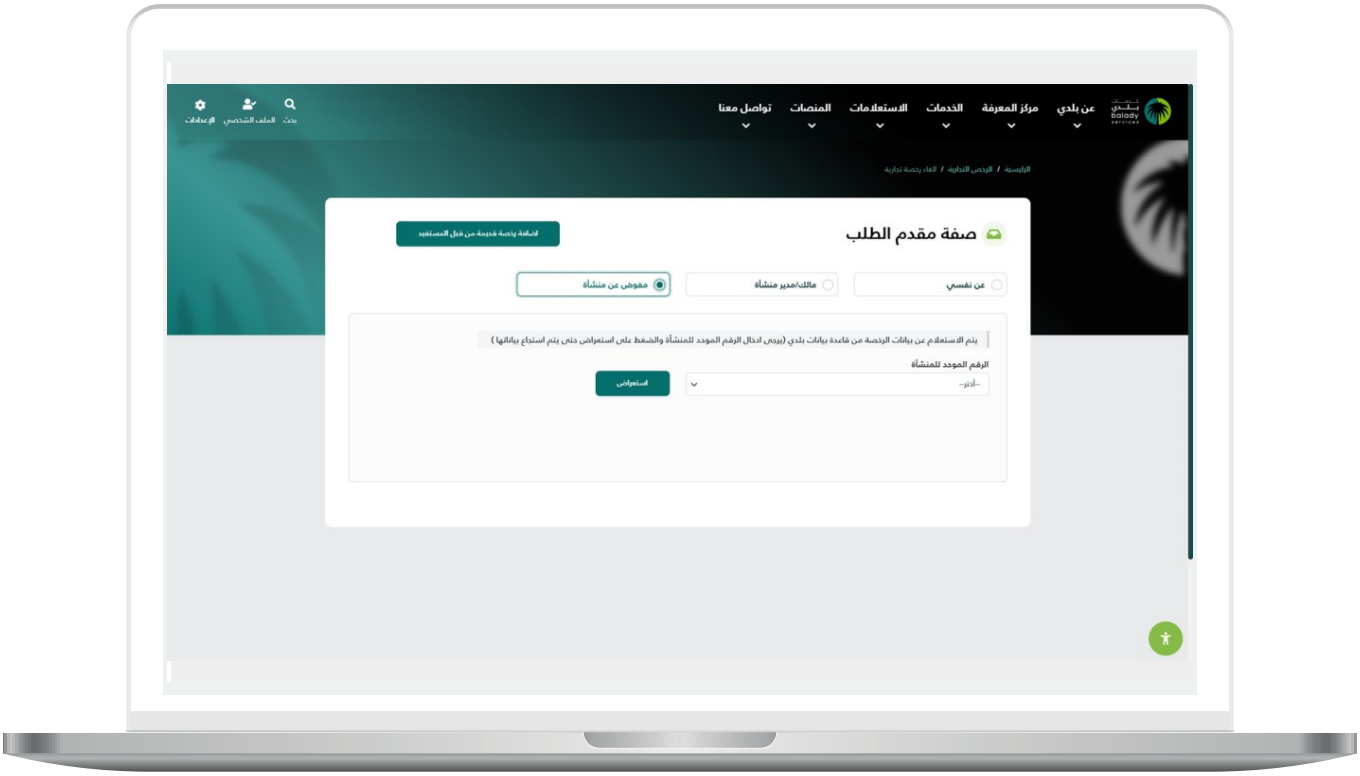
6) If the user selects (**For Myself**), the system displays the licenses registered under the National ID for selection.



7) If the user selects (**Business Owner/Manager**), a new field (**Unified Business Number**) appears, requiring input before clicking (**Browse**).

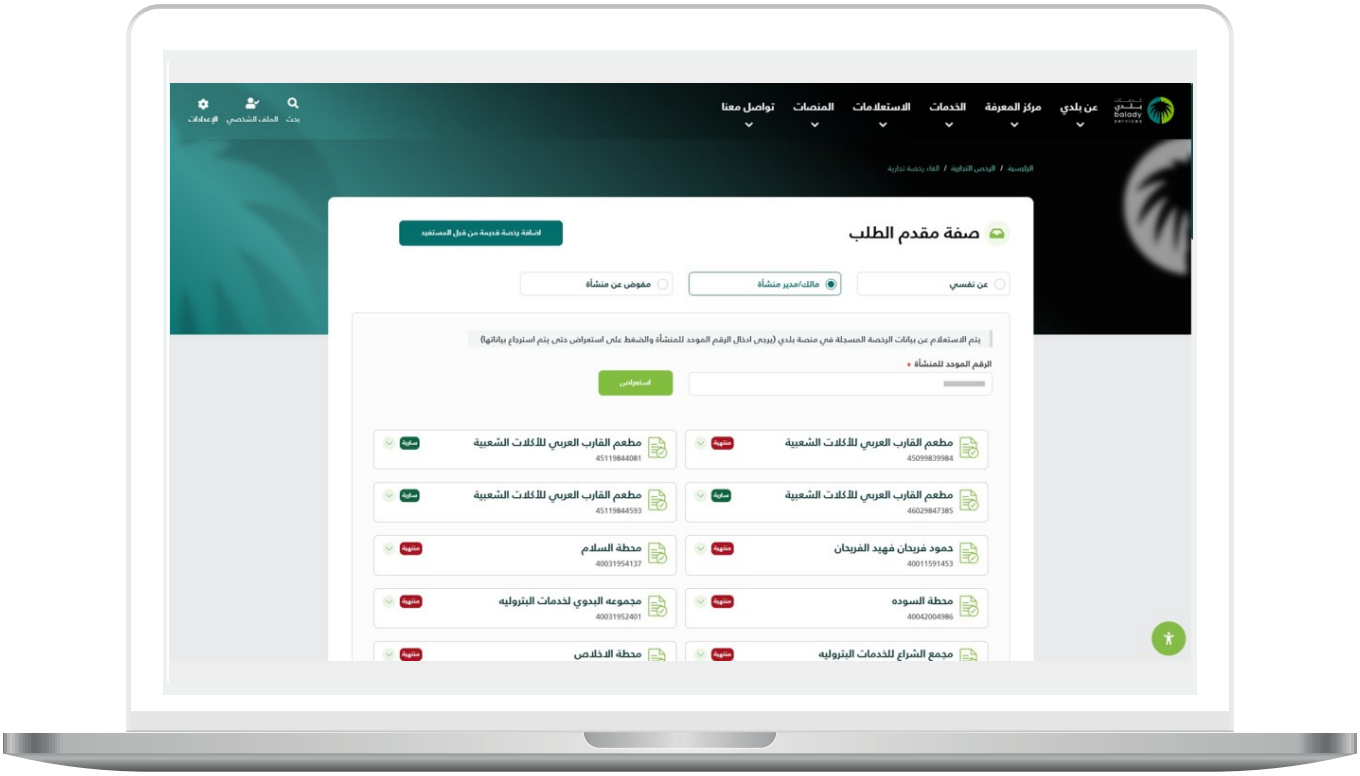


8) If the user selects (**Authorized Representative for a Business**), a new dropdown menu (**Unified Business Number**) appears for selection before clicking (**Browse**).

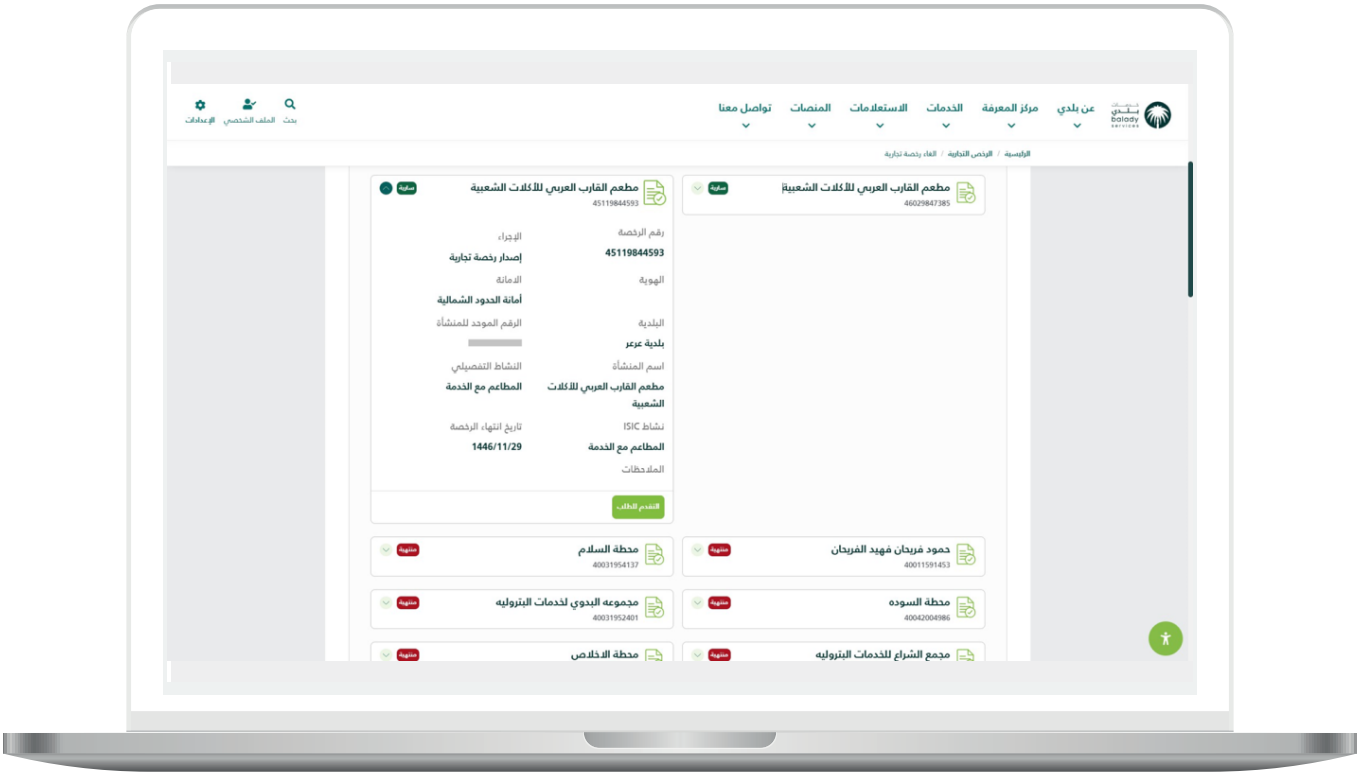


9) In the following example, (**Business Owner/Manager**) is selected, displaying a new field (**Unified Business Number**). The user enters a value and clicks (**Browse**).

The system then displays commercial licenses based on the entered Unified Business Number, as shown below.

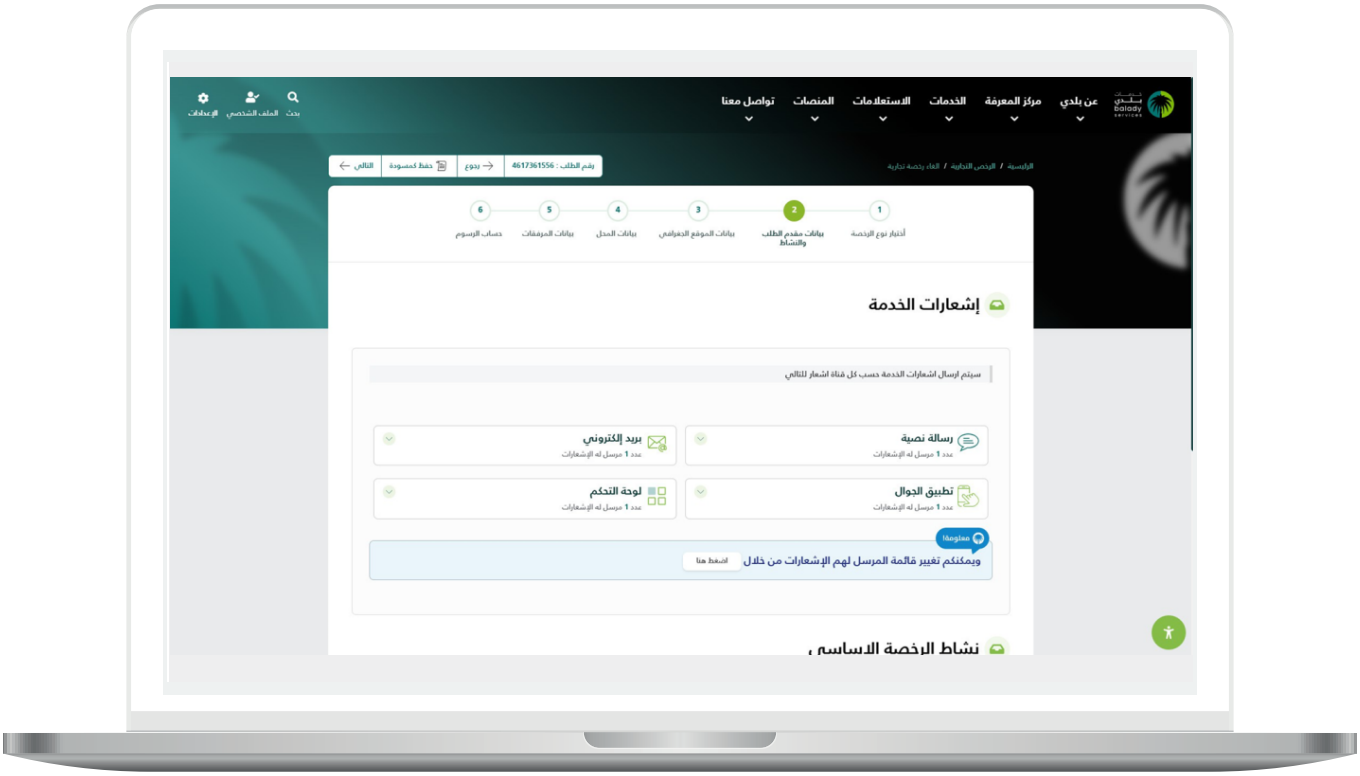


10) After selecting the license to be canceled, the system displays its details. The user clicks (**Submit Request**) to begin the cancellation process.

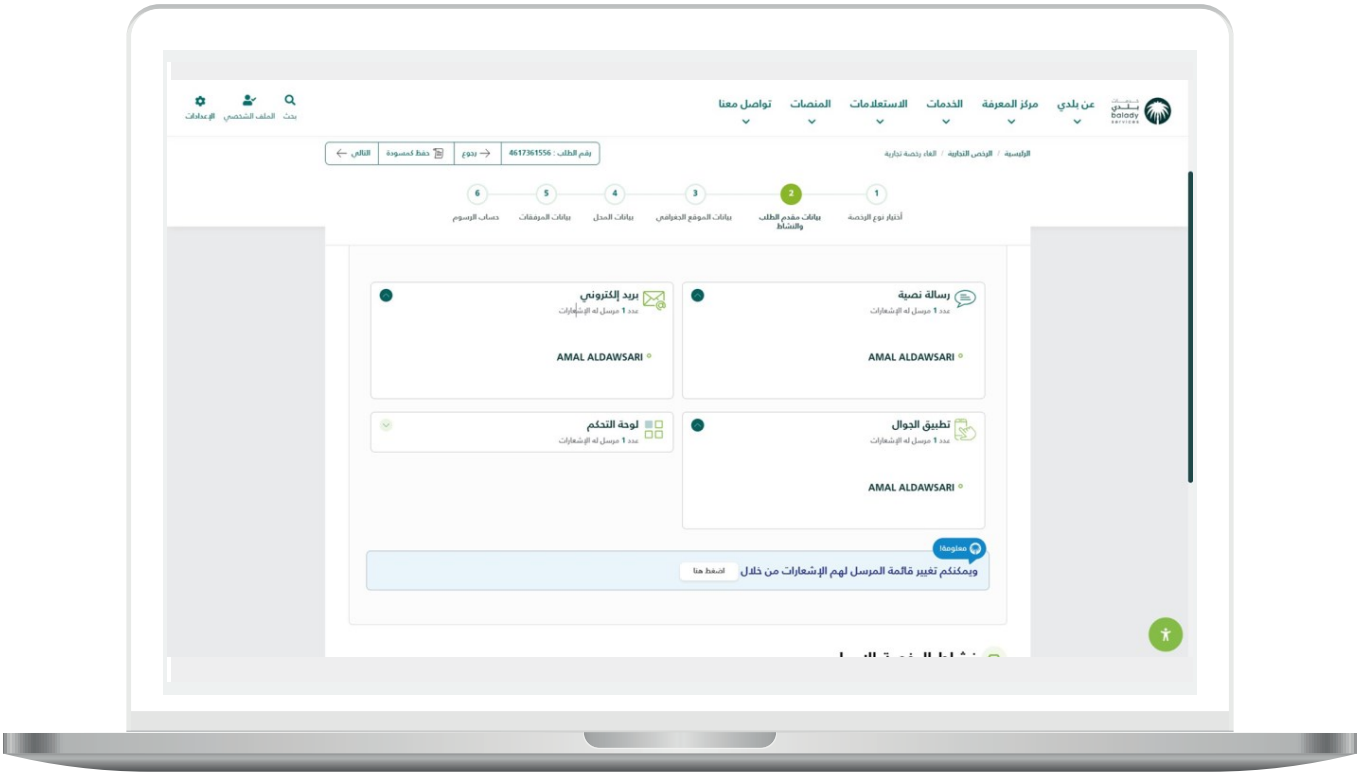


1) Canceling a Commercial License

1) If the license to be canceled is a (**Commercial License**), the system displays the screen below, representing the second stage: (**Applicant and Activity Information**).

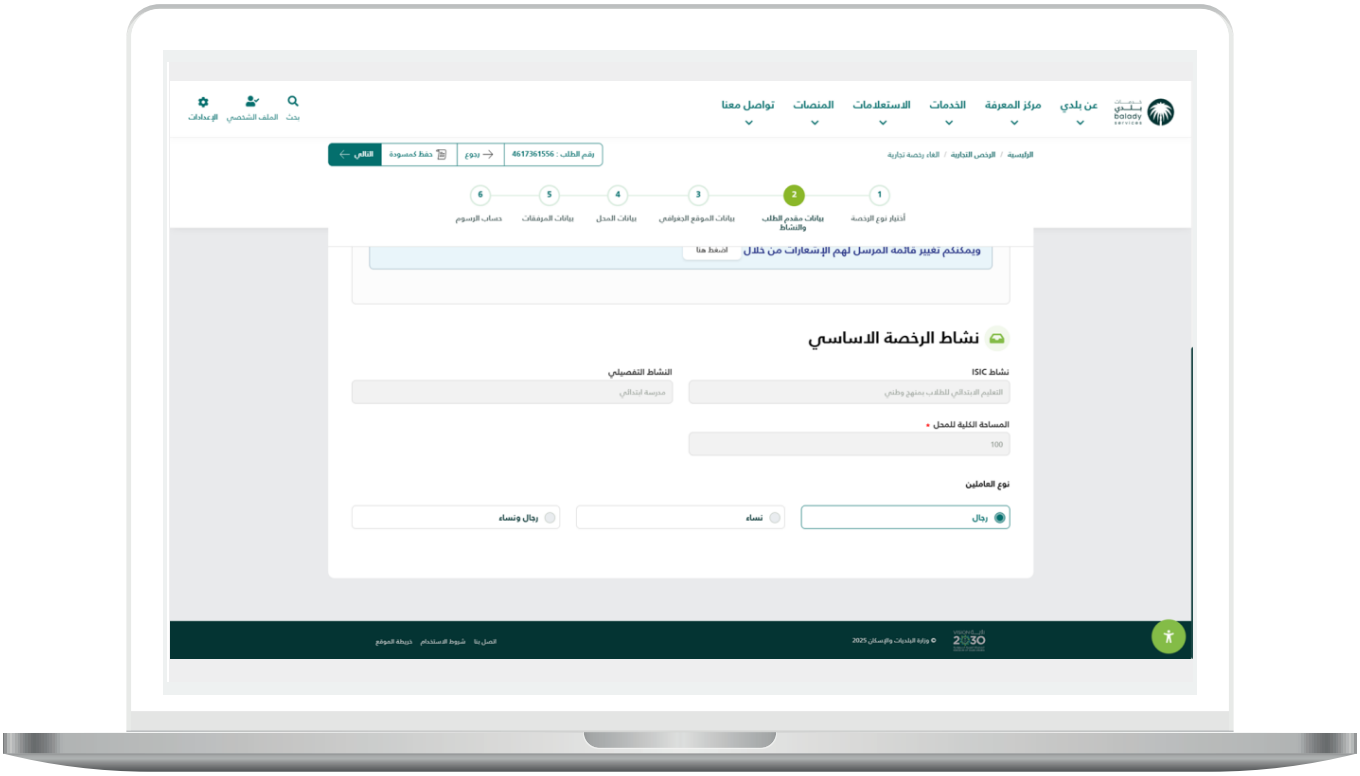


2) Notifications recipients can be modified by clicking (**Click Here**).



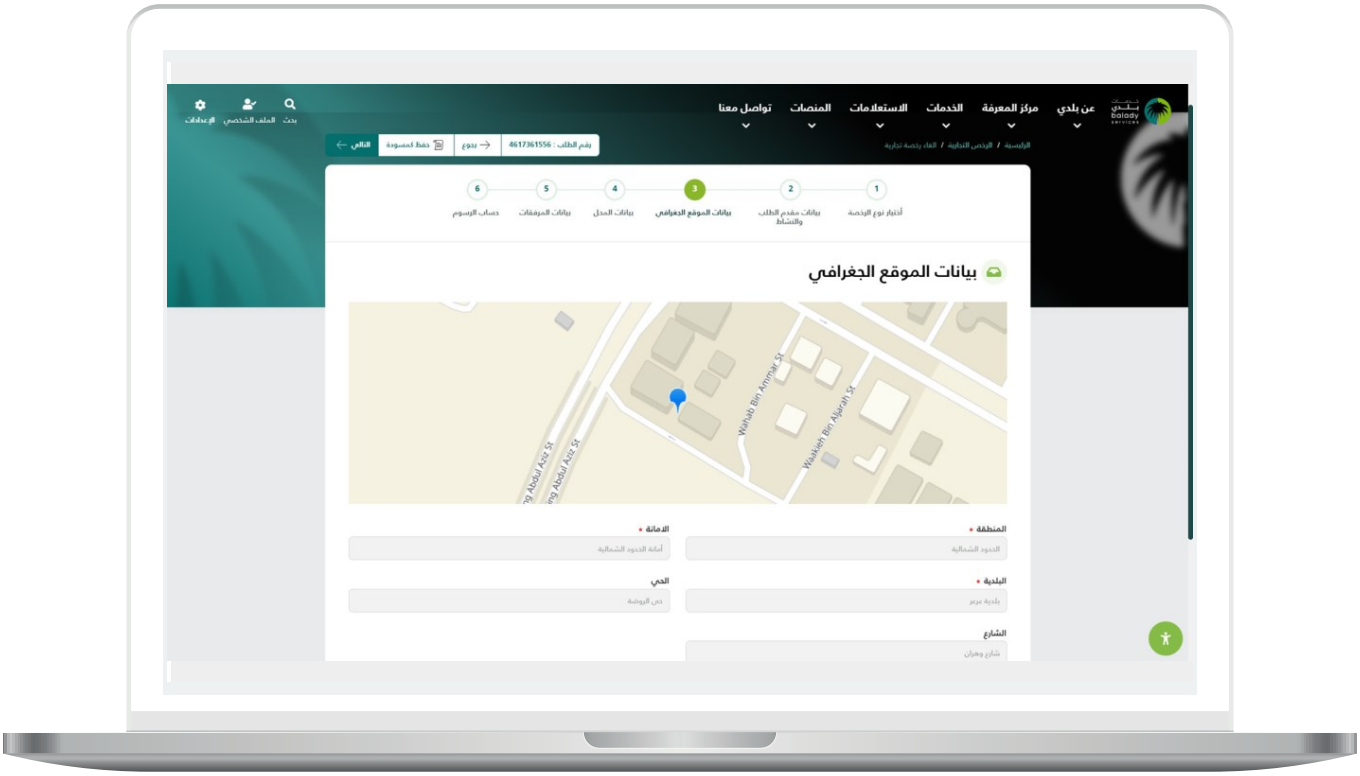
3) The user selects (**Worker Type**) from the three options: (**Men, Women, Men and Women**).

The user then clicks (**Next**) to proceed to the third stage.

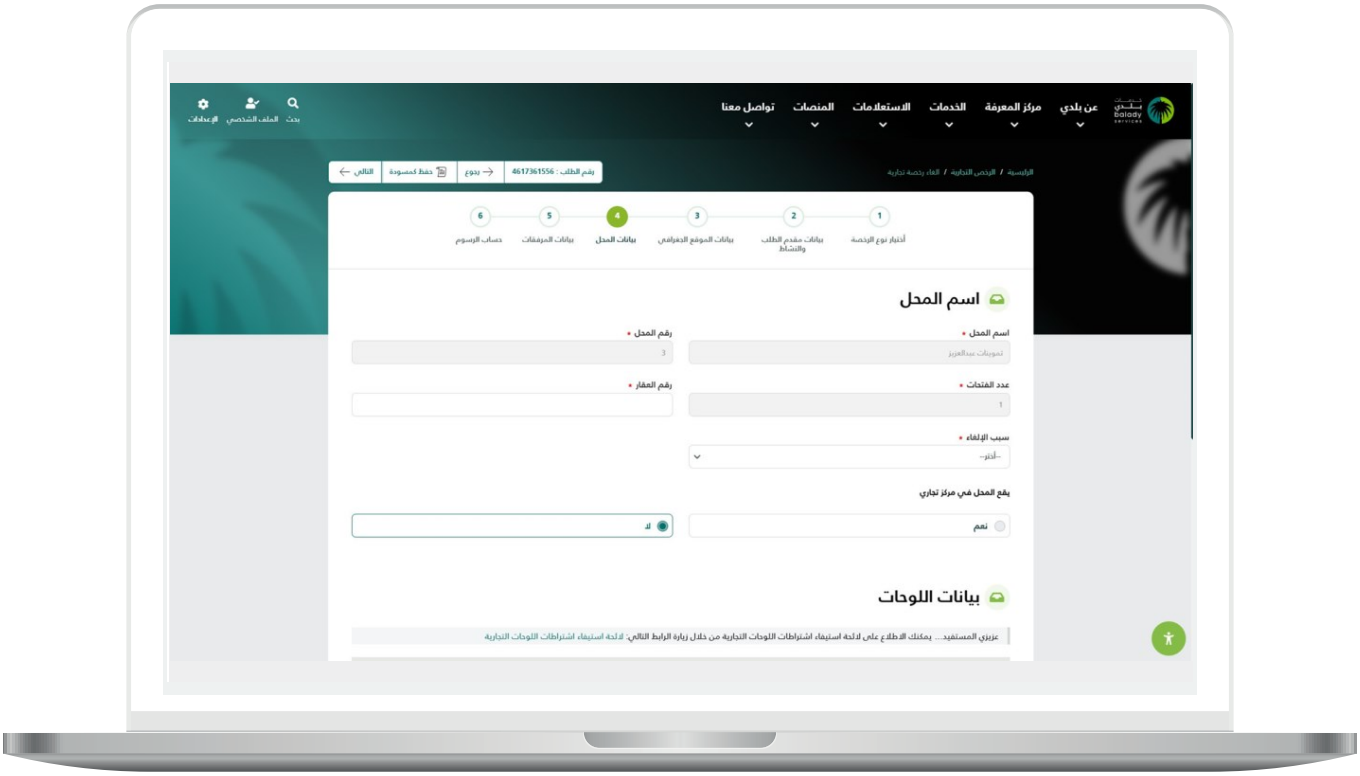


4) The (**Geographic Location Information**) stage then appears.

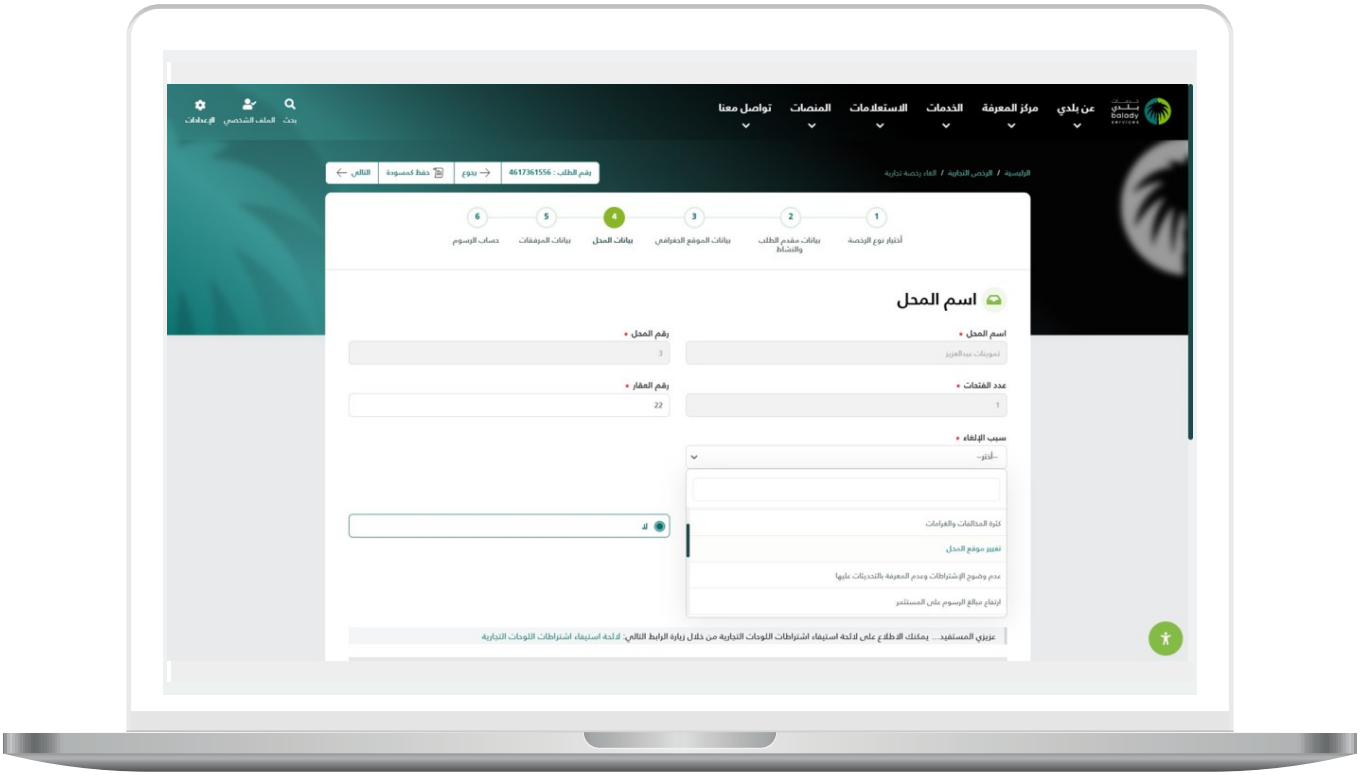
The user clicks (**Next**) to proceed to the fourth stage. The request can also be saved as a draft by clicking (**Save as Draft**) or returned to the previous step by clicking (**Back**).



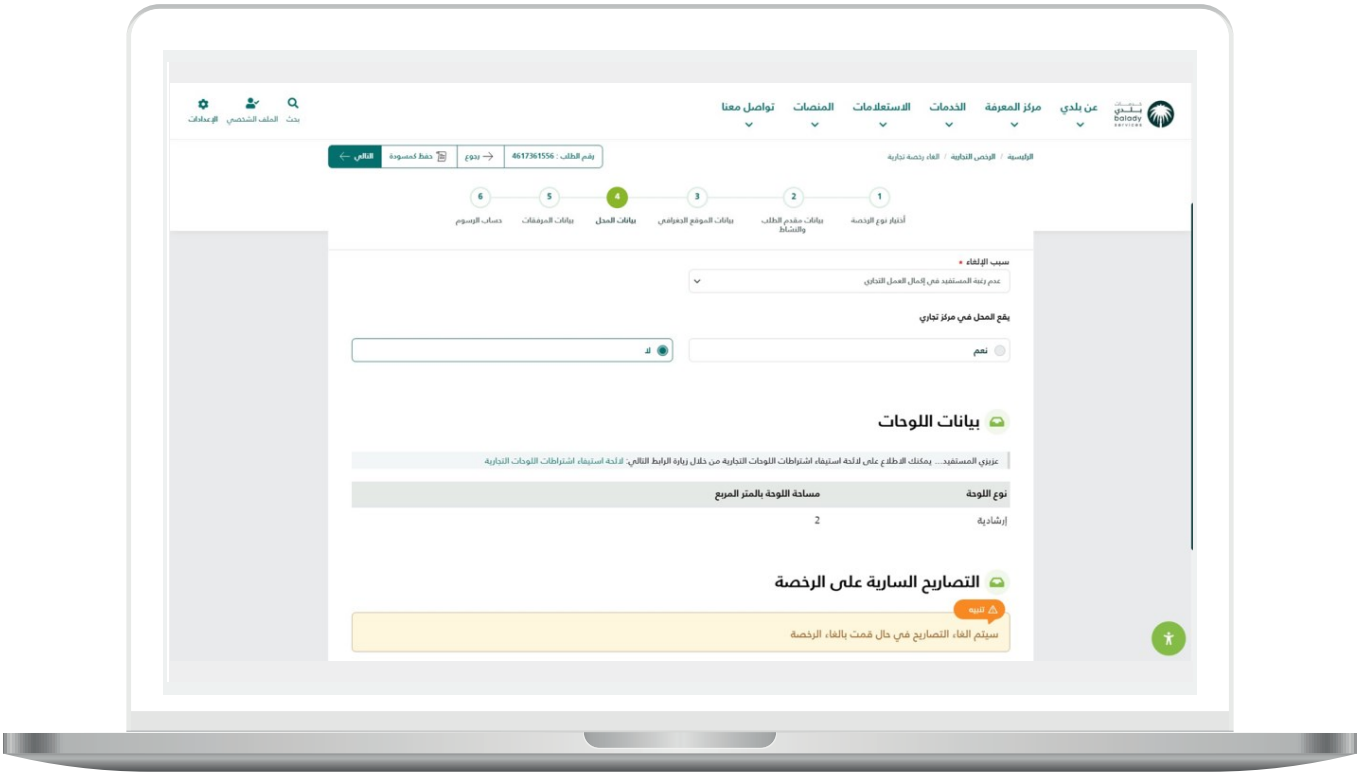
5) The following screen appears, representing the (**Store Information**) stage, where the user selects the (**Reason for Cancellation**) from the dropdown menu and enters the (**Property Number**).



6) The dropdown menu options for (**Reason for Cancellation**) are displayed below.

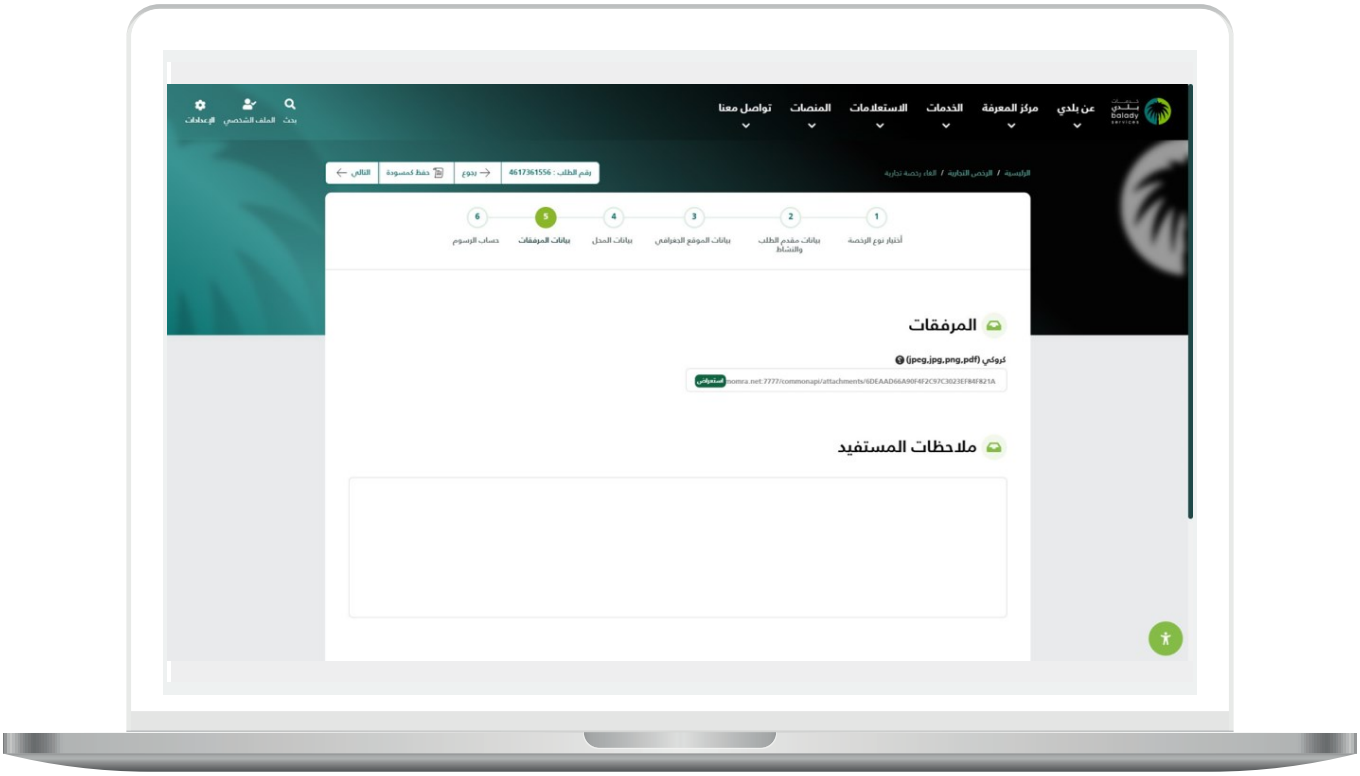


7) The user clicks (**Next**) to move to the next stage.

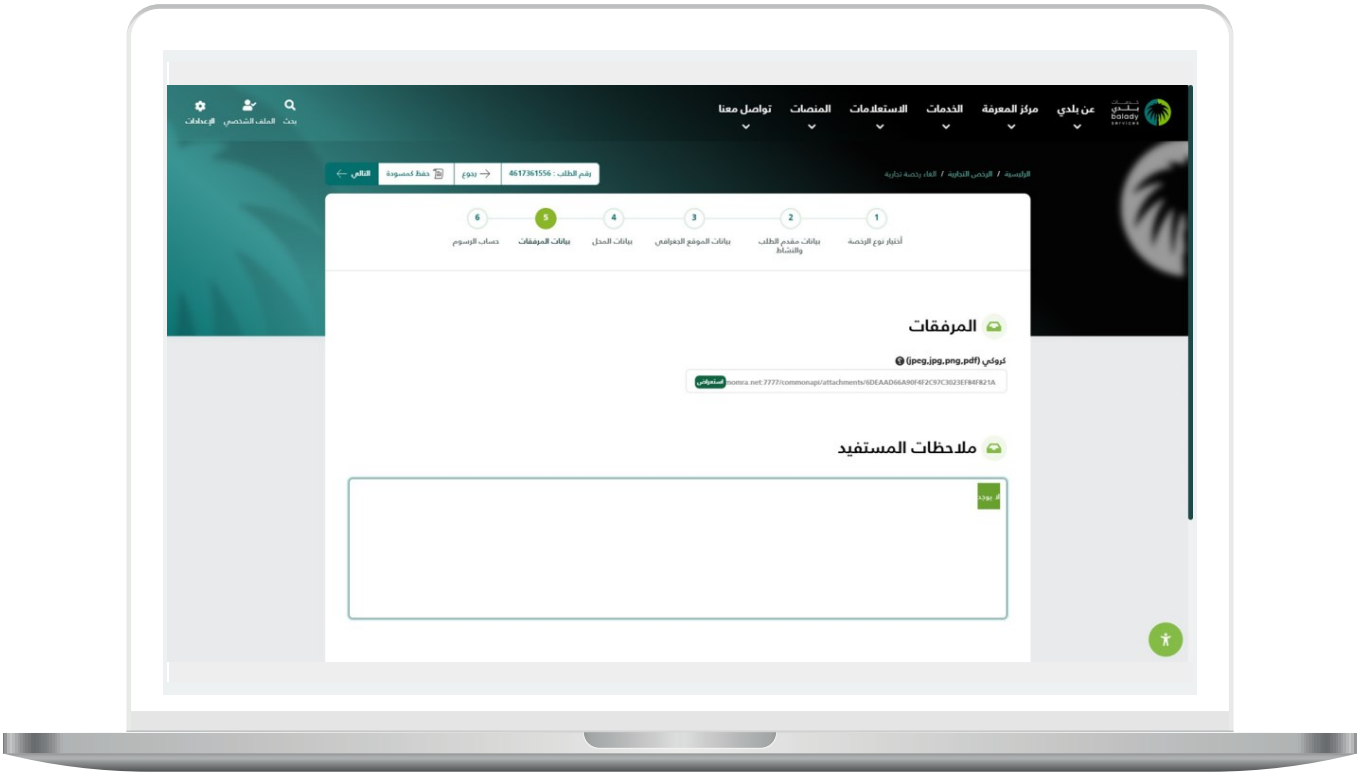


8) The system moves the user to the (**Attachments Information**) stage, where attachments can be modified by clicking on the field and selecting a file from the device.

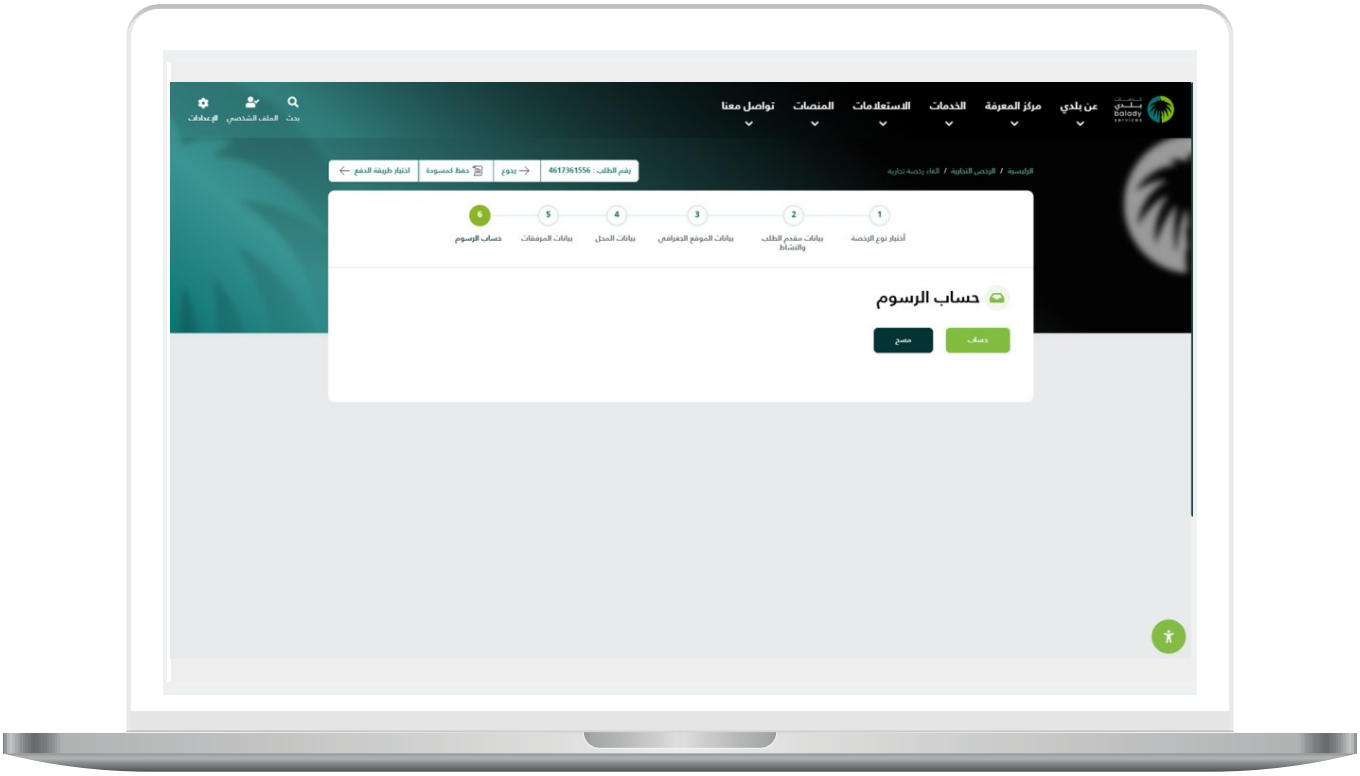
The user can also enter a value in the (**User Notes**) field.



9) The user then clicks the (**Next**) button.

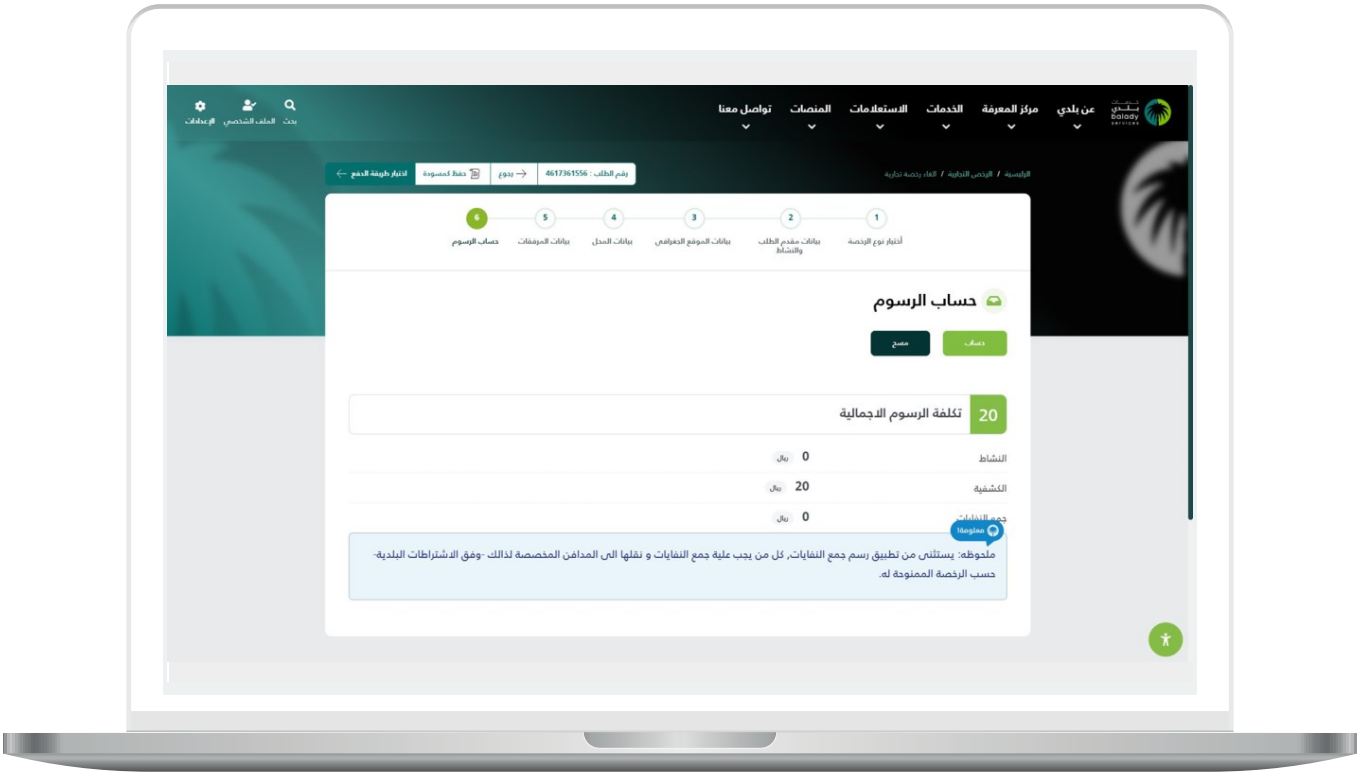


10) The system moves the user to the (**Fee Calculation**) stage. The user clicks (**Calculate**) to allow the system to determine the Total Fees Cost.

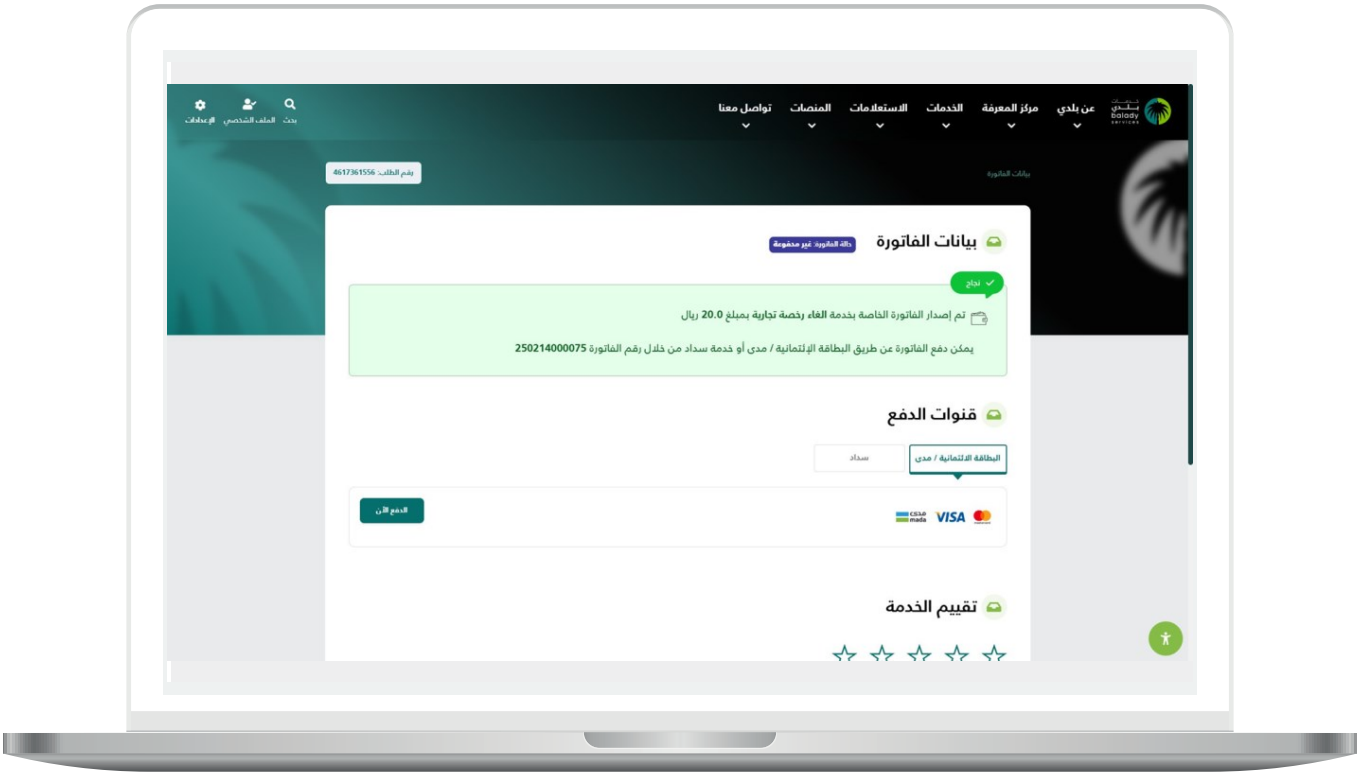


11) The system calculates and displays the Total Fees Cost. The user can clear dropdown contents using the (**Clear**) button.

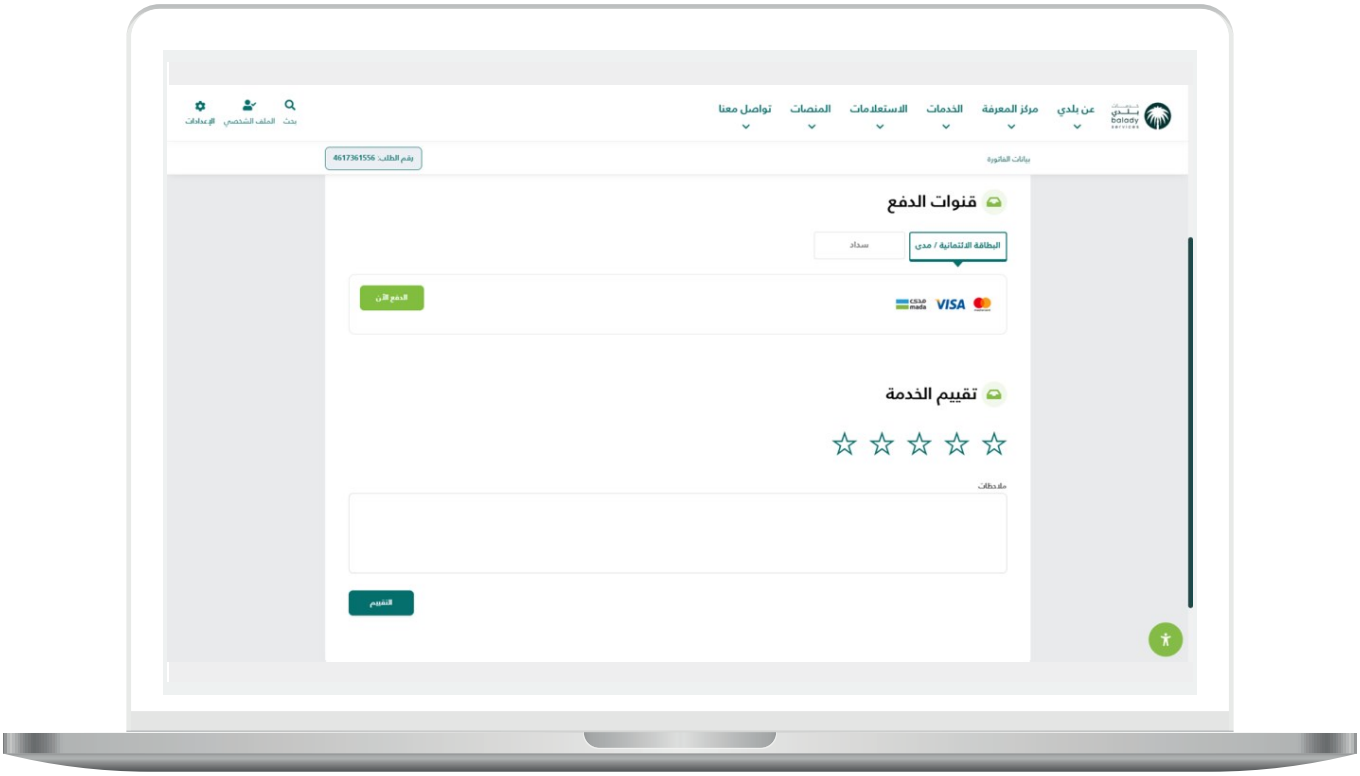
The user then clicks the (**Select Payment Method**) button.



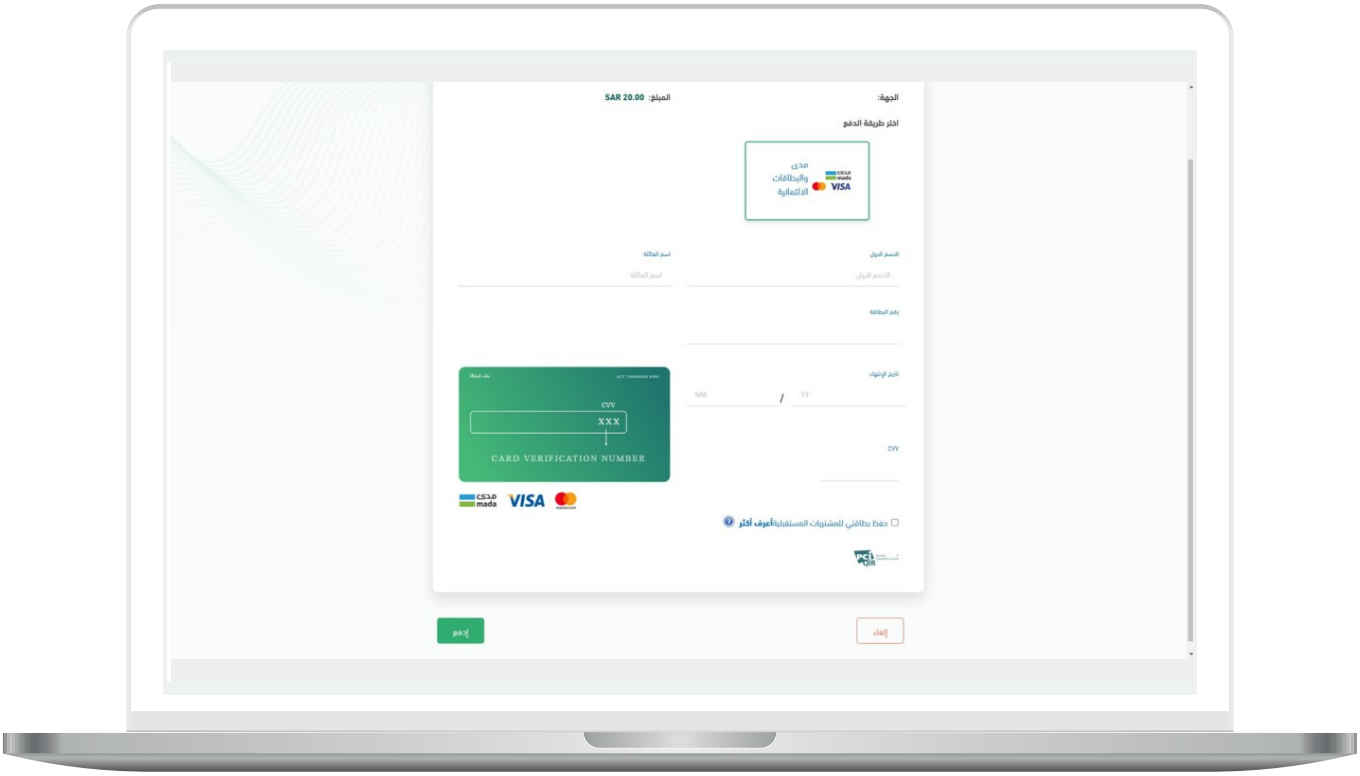
12) A payment invoice is generated, displaying the invoice amount and number, as shown below, for the user to proceed with payment.



13) The system allows the user to choose from available payment channels, including (**Credit Card/Mada, SADAD**).

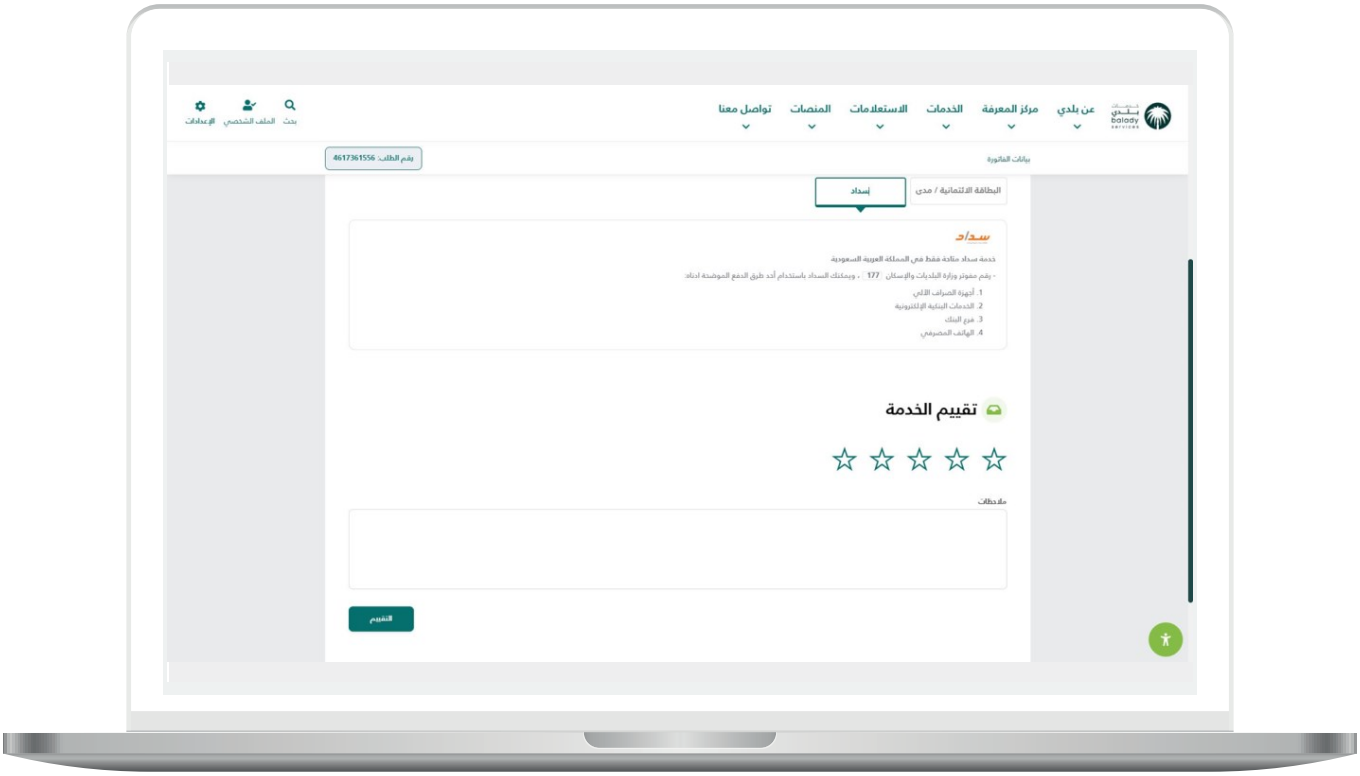


14) If (**Credit Card/Mada**) is selected and (**Pay Now**) is clicked, the following screen appears, prompting the user to enter credit card details and click (**Pay**).

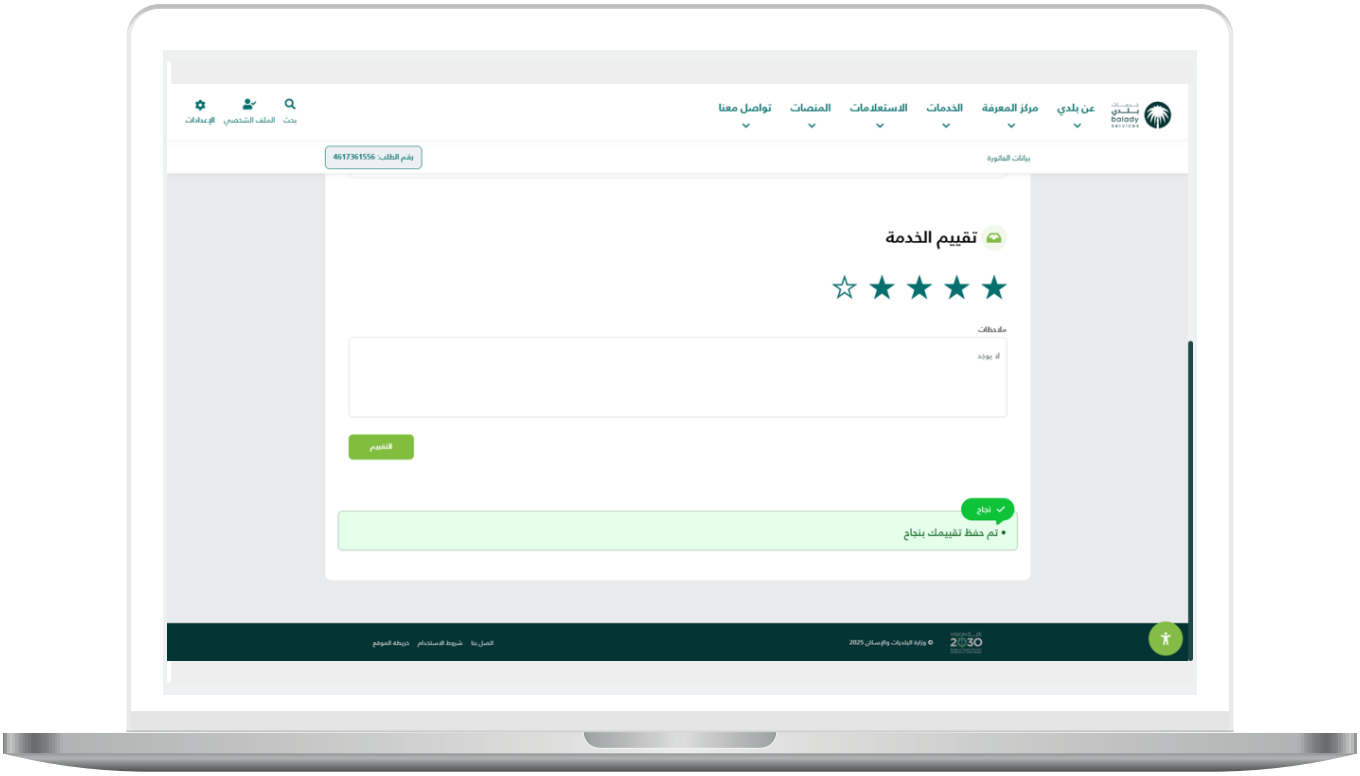


15) If (**SADAD**) is selected, the available SADAD payment methods are displayed, as shown below.

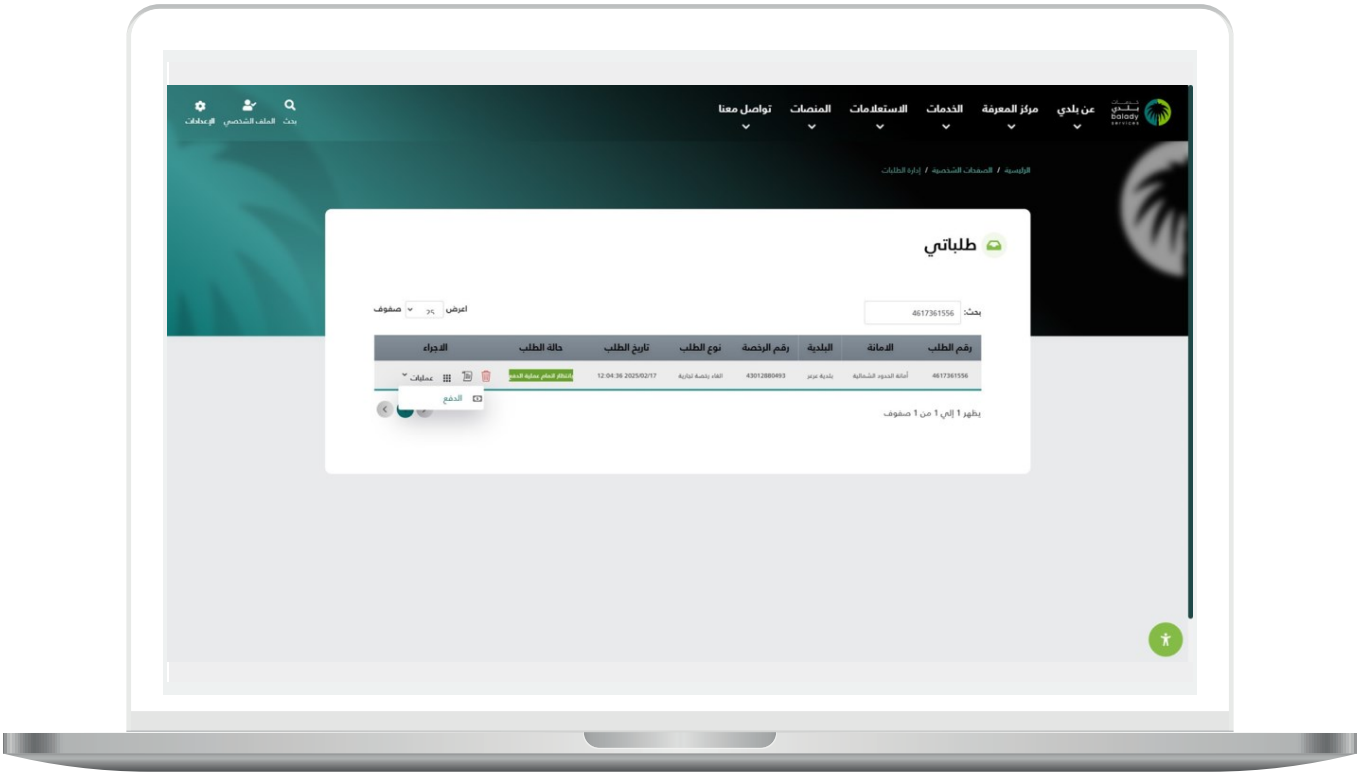
The system also allows the user to evaluate the service by selecting a number of stars and entering comments in the (**Comments**) field. The user then clicks (**Submit Evaluation**).



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



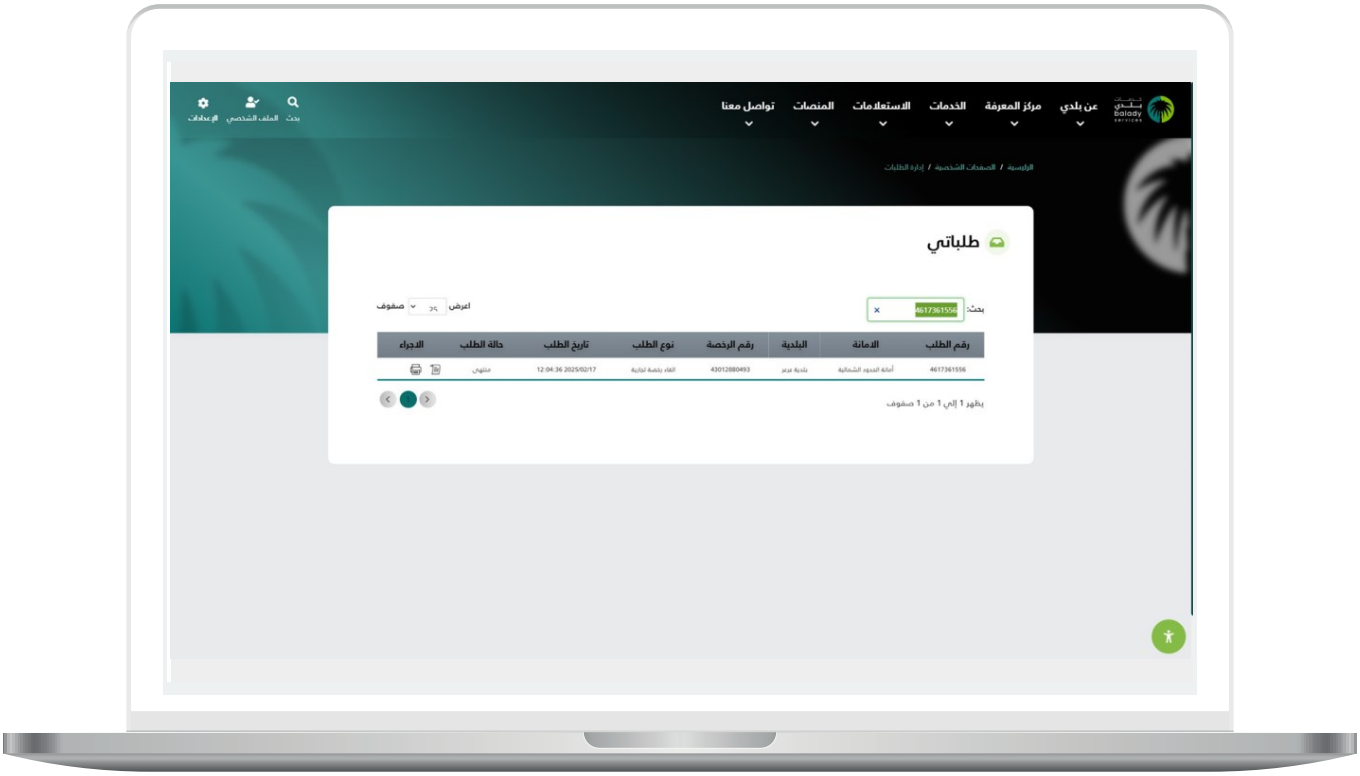
17) The user can track the request status via the (**My Requests**) screen, where the status appears as (**Awaiting Payment Completion**), as shown below.



18) After payment is completed, the request status updates to (**Completed**), as shown below.

Note:

After completing (**Commercial License Cancellation**), any related permits (**such as Tobacco Permit, 24-Hour Operation Permit, etc.**) will be proactively canceled.

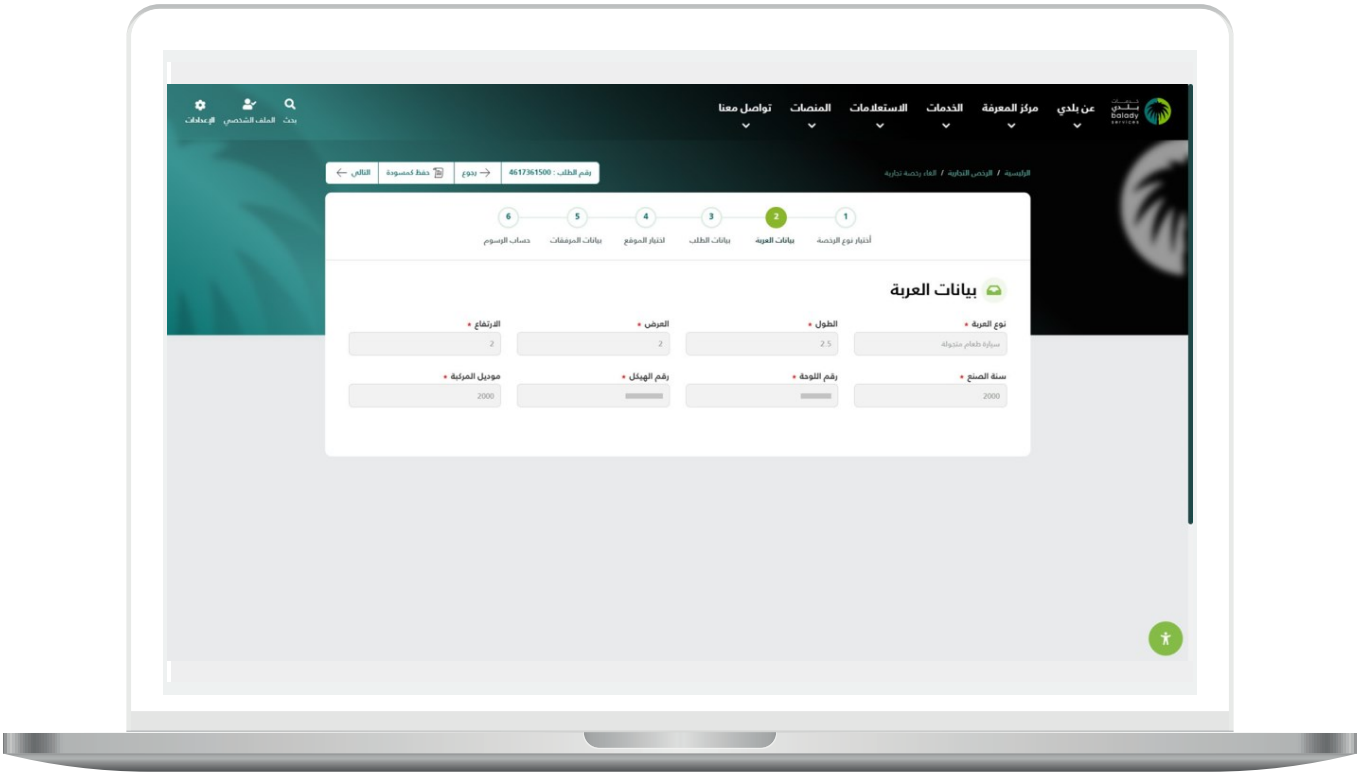


19) Clicking on the (**Printer Icon**) under the (**Action**) column opens the license document in print mode.

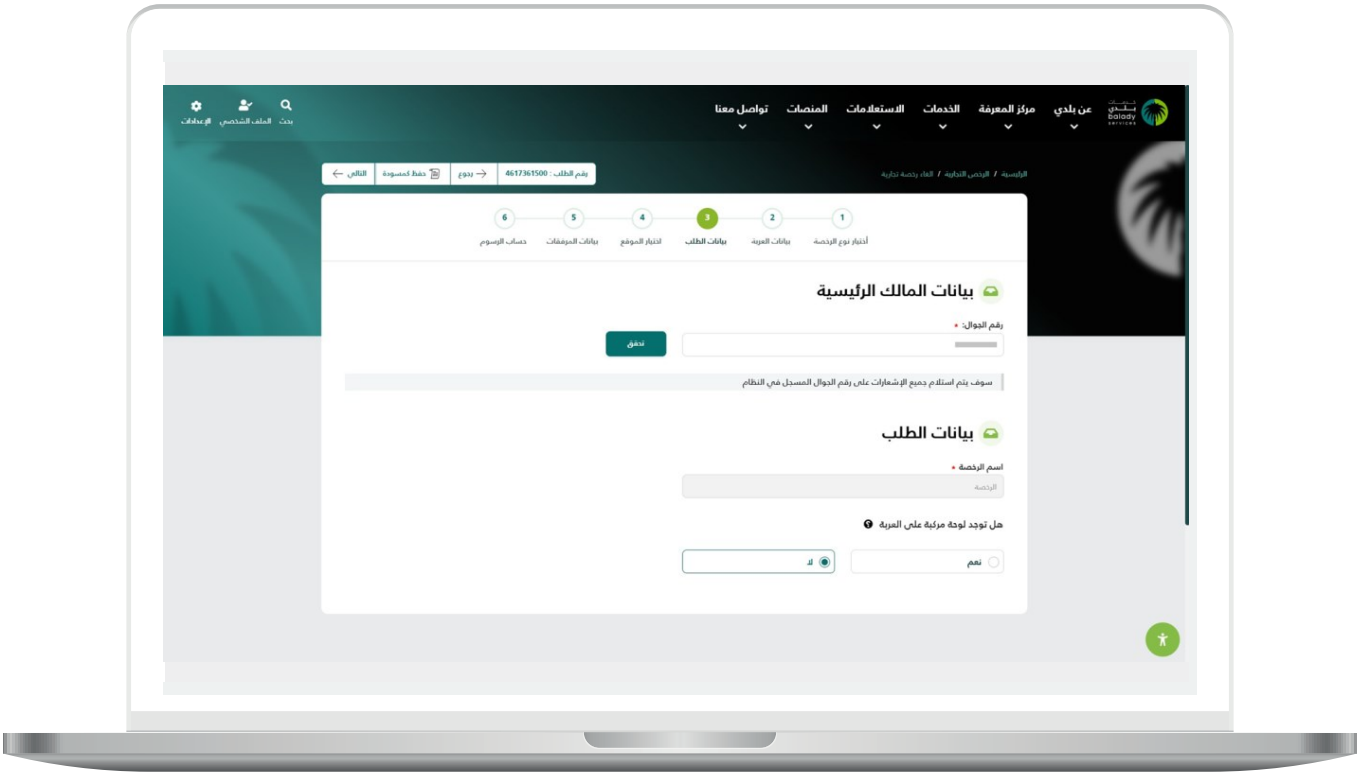
2) Canceling a Mobile Cart License

1) If the license to be canceled is a (**Mobile Cart License**), the system displays the screen below, representing the second stage: (**Cart Information**).

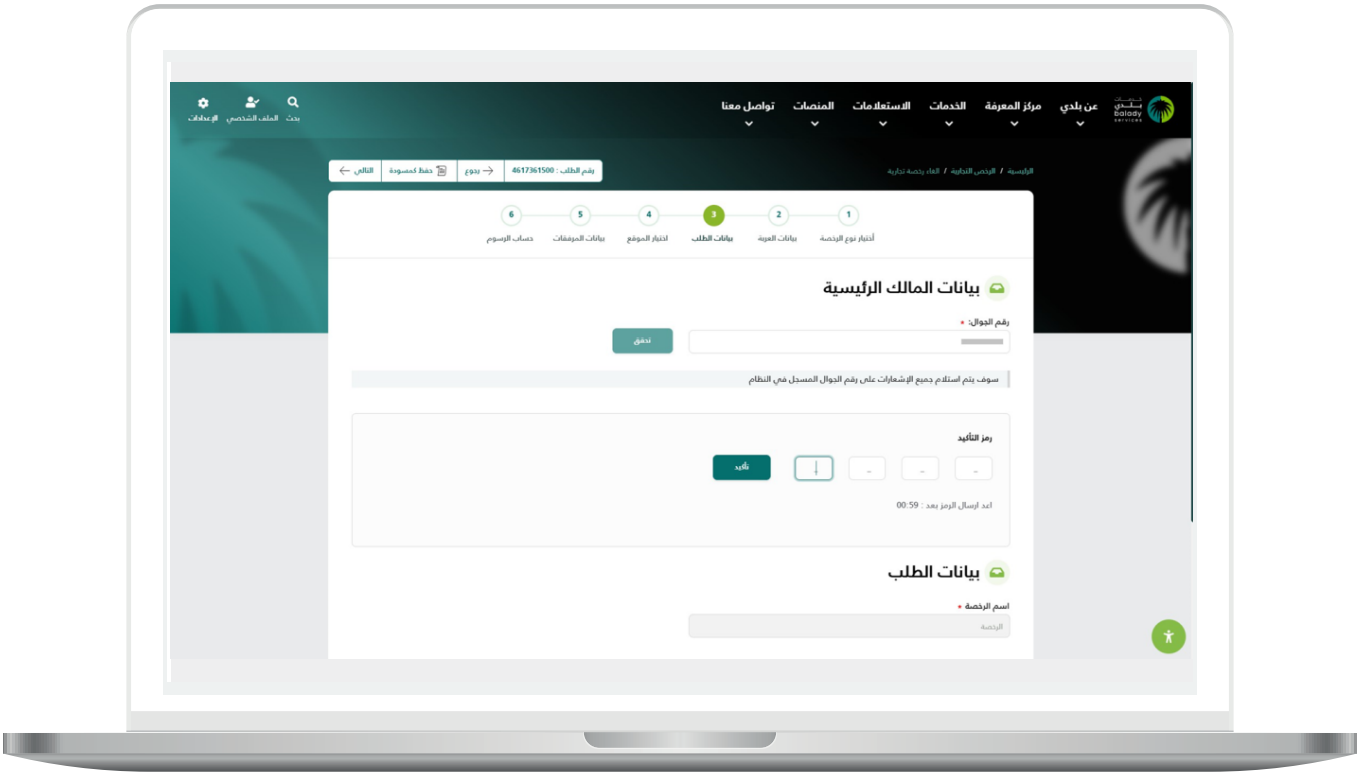
The user clicks (**Next**) to proceed to the next stage. The request can be saved as a draft by clicking (**Save as Draft**) or returned to the previous step by clicking (**Back**).



2) The (**Request Information**) stage appears. The user verifies the mobile number by entering the (Mobile Number) field and clicking (**Verify**).

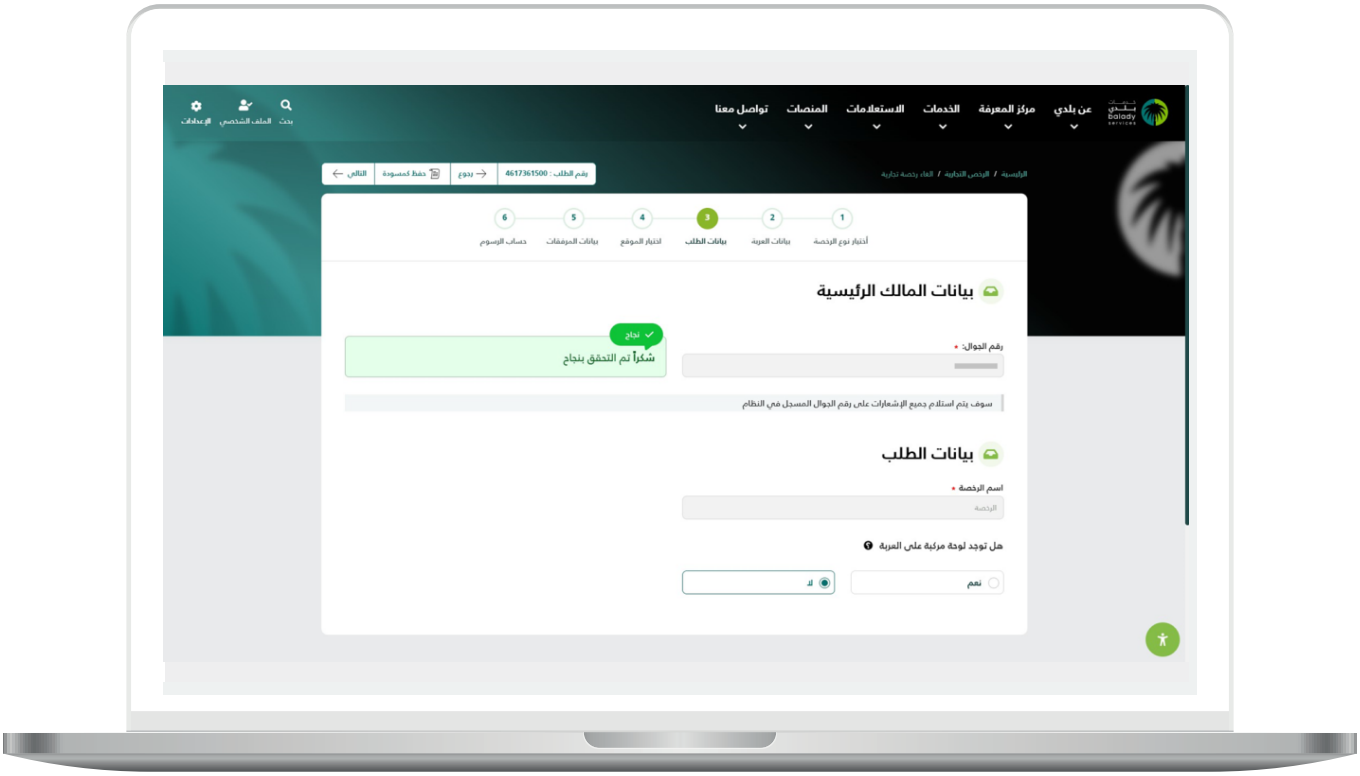


3) A verification code is sent via SMS. The user enters the code in the (**Verification Code**) field and clicks (**Confirm**).

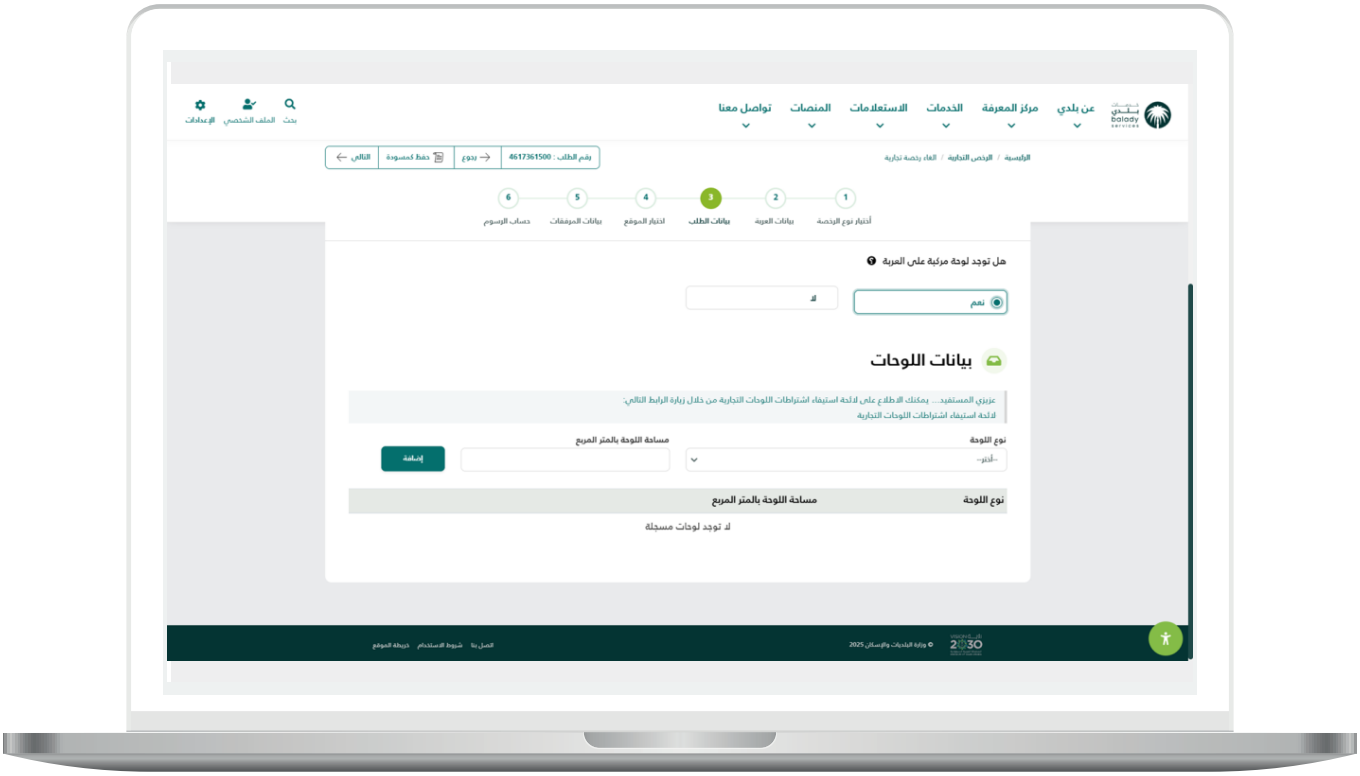


4) A confirmation message appears stating (**Thank you, verification was successful**) as shown below.

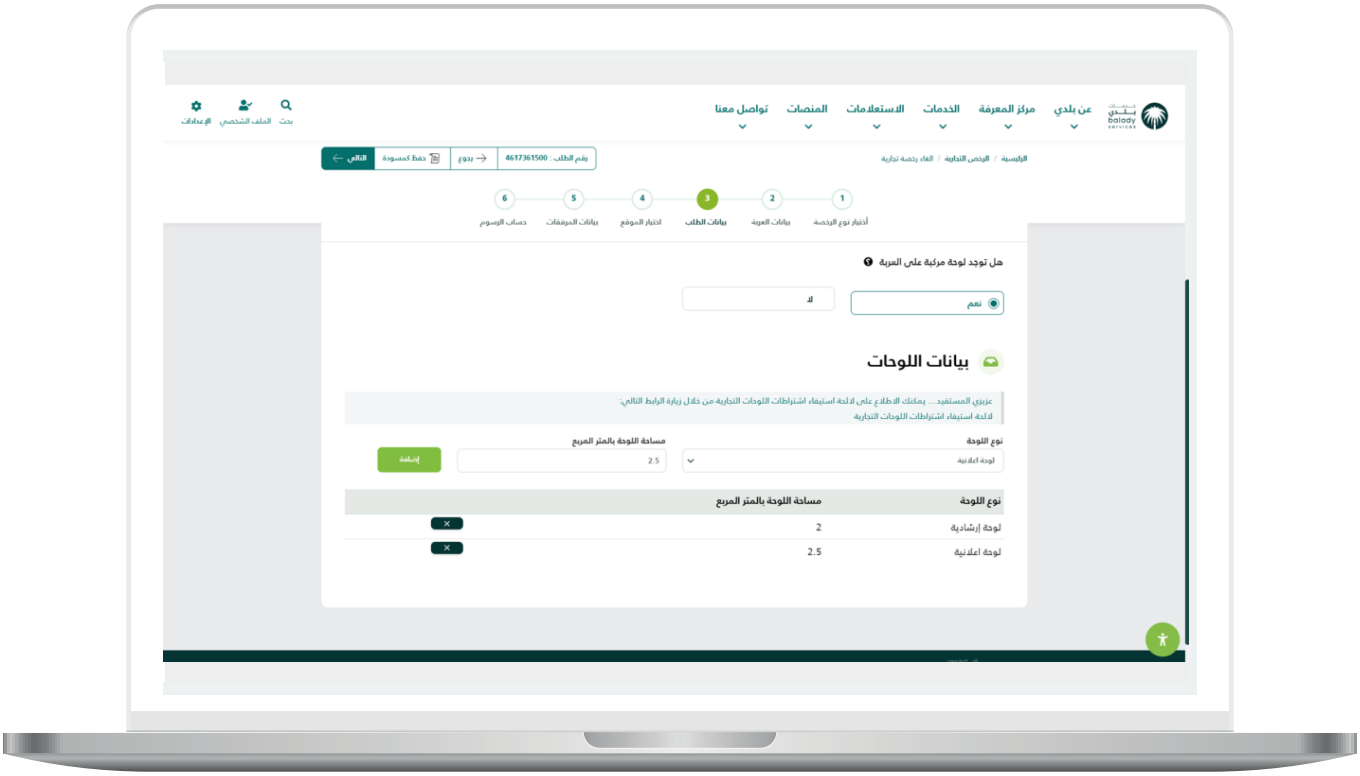
The user then selects whether the cart has a mounted signboard by choosing either (**Yes or No**).



5) If (**Yes**) is selected, the (**Signboard Information**) section appears. The user adds signboards by selecting a value from the (**Signboard Type**) dropdown and entering the (**Signboard Area in Square Meters**) field, then clicking (**Add**).

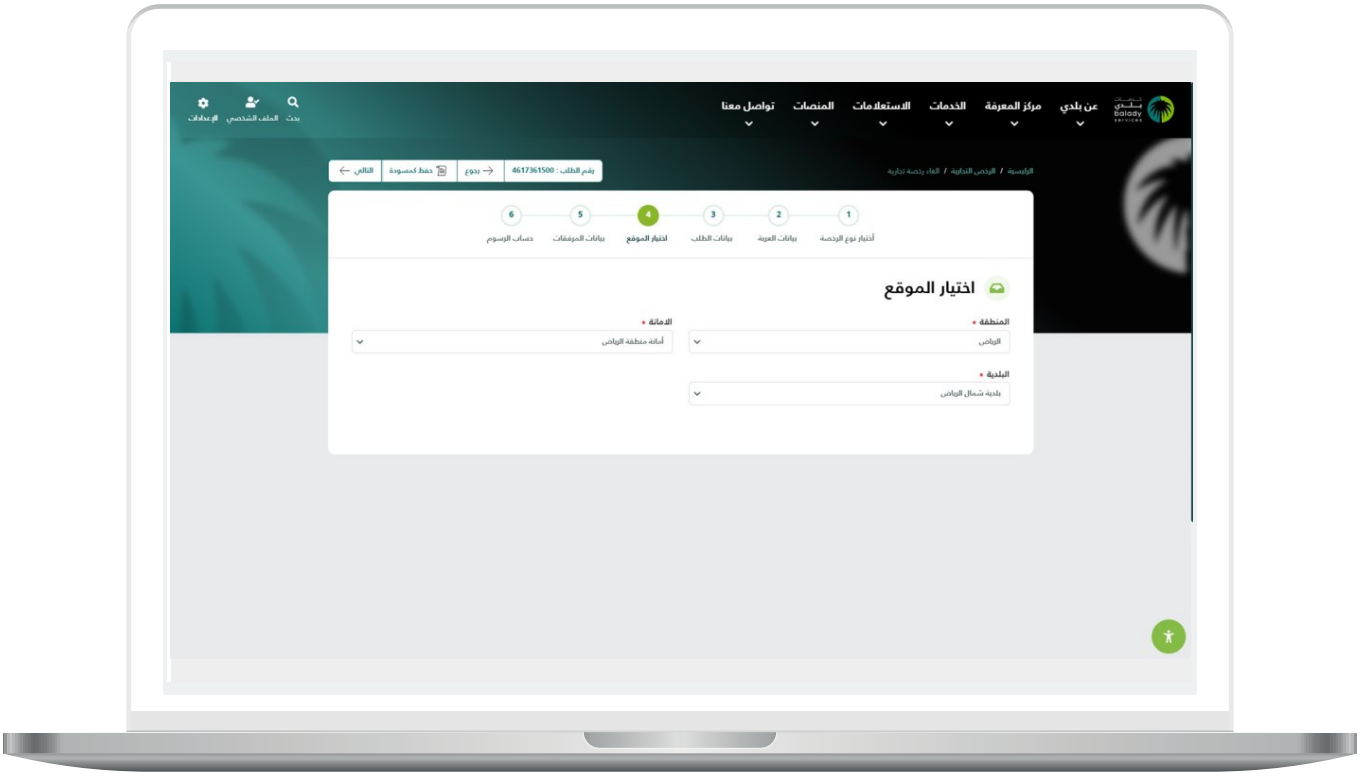


6) The user clicks (**Next**) to proceed to the fourth stage.

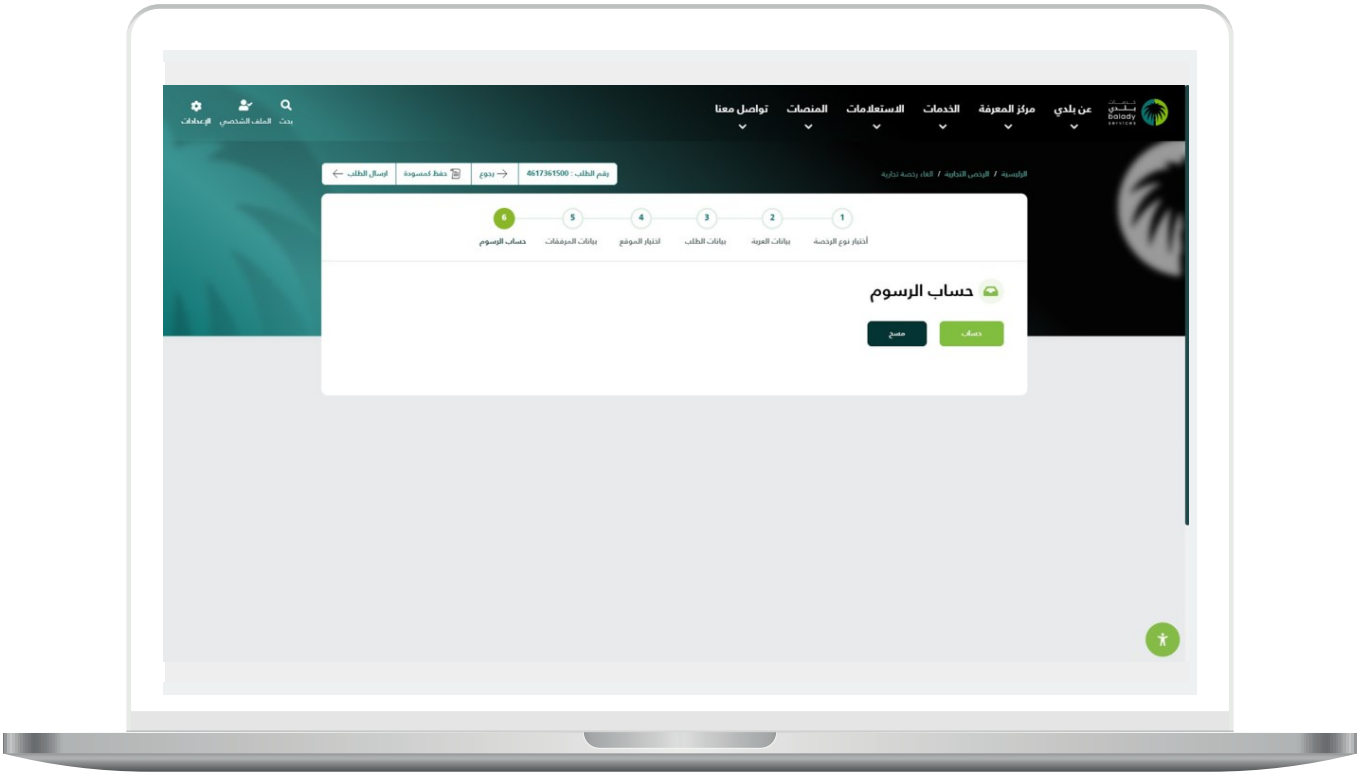


7) The (**Location Selection**) stage appears, displaying geographic location details in dropdown lists.

The user then clicks (**Next**).

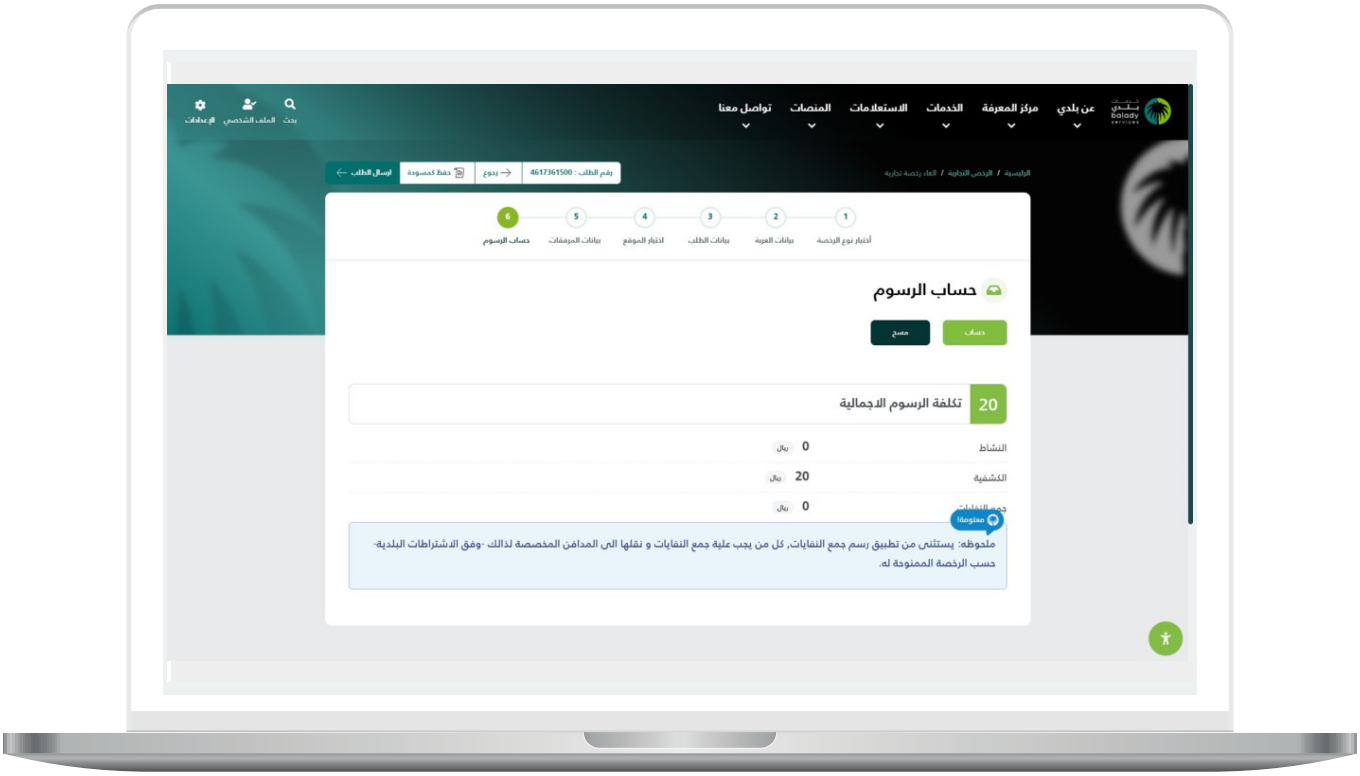


8) The system moves the user to the (**Fee Calculation**) stage. The user clicks (**Calculate**) to allow the system to determine the Total Fees Cost.



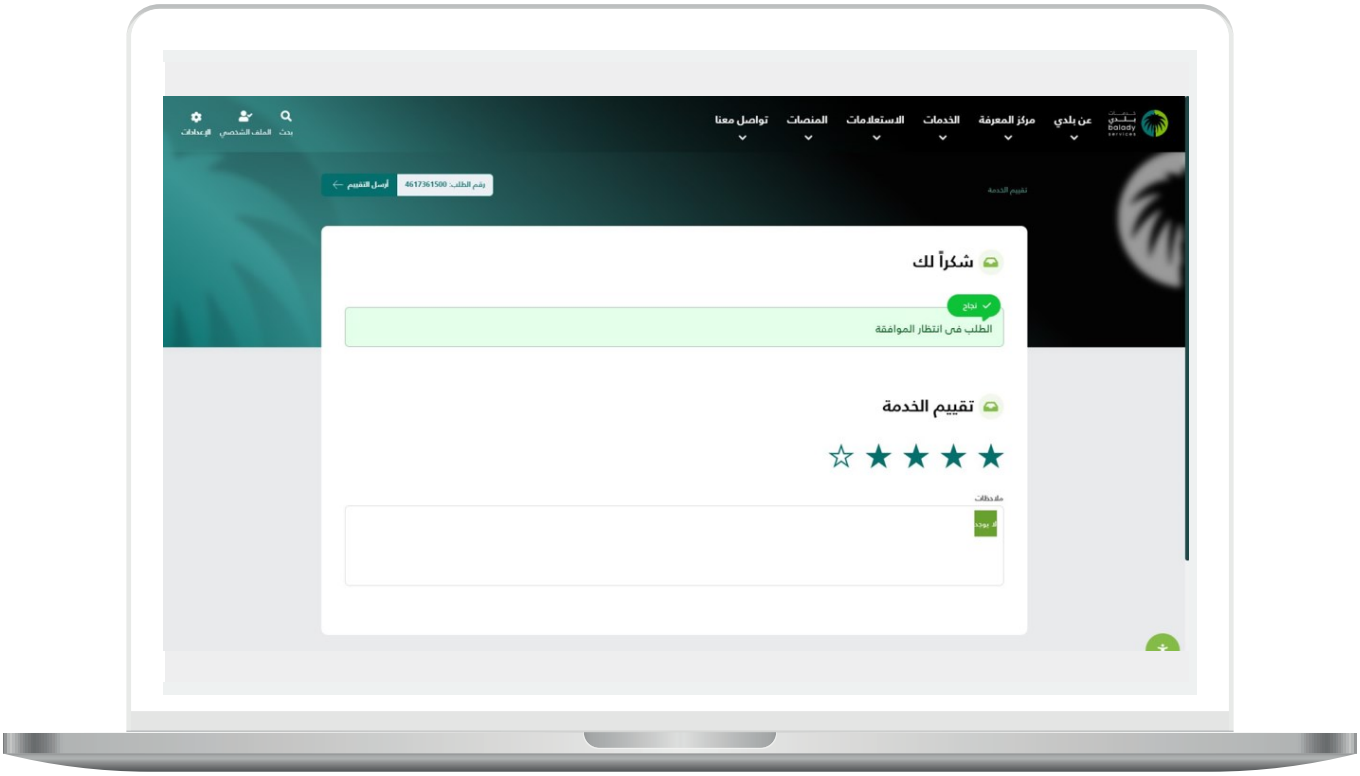
9) The system calculates the total fees and displays them below. The user can clear dropdown selections using the (**Clear**) button.

Then, the user clicks the (**Submit Request**) button.

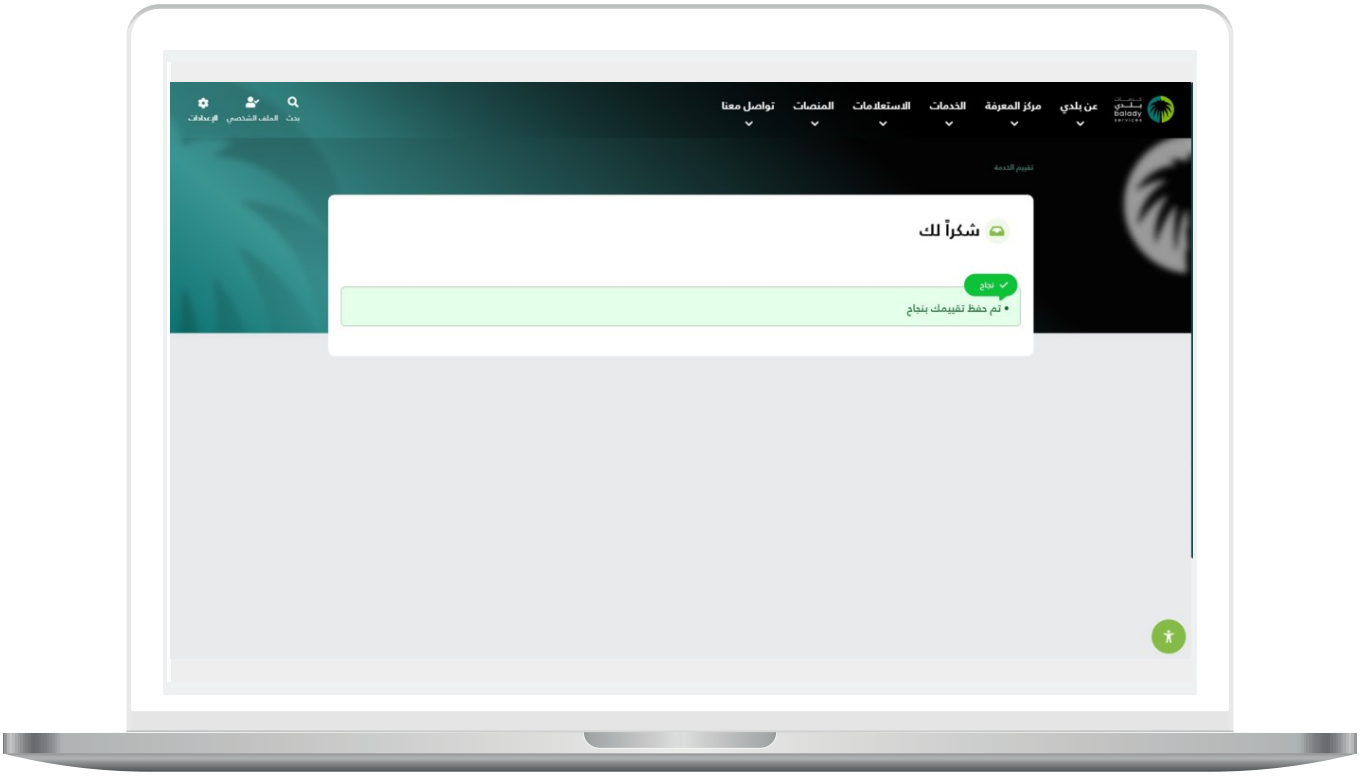


10) The request is successfully submitted, and a confirmation message appears.

The system also allows the user to evaluate the service by selecting a number of stars and entering comments in the (**Comments**) field. The user then clicks (**Submit Evaluation**).



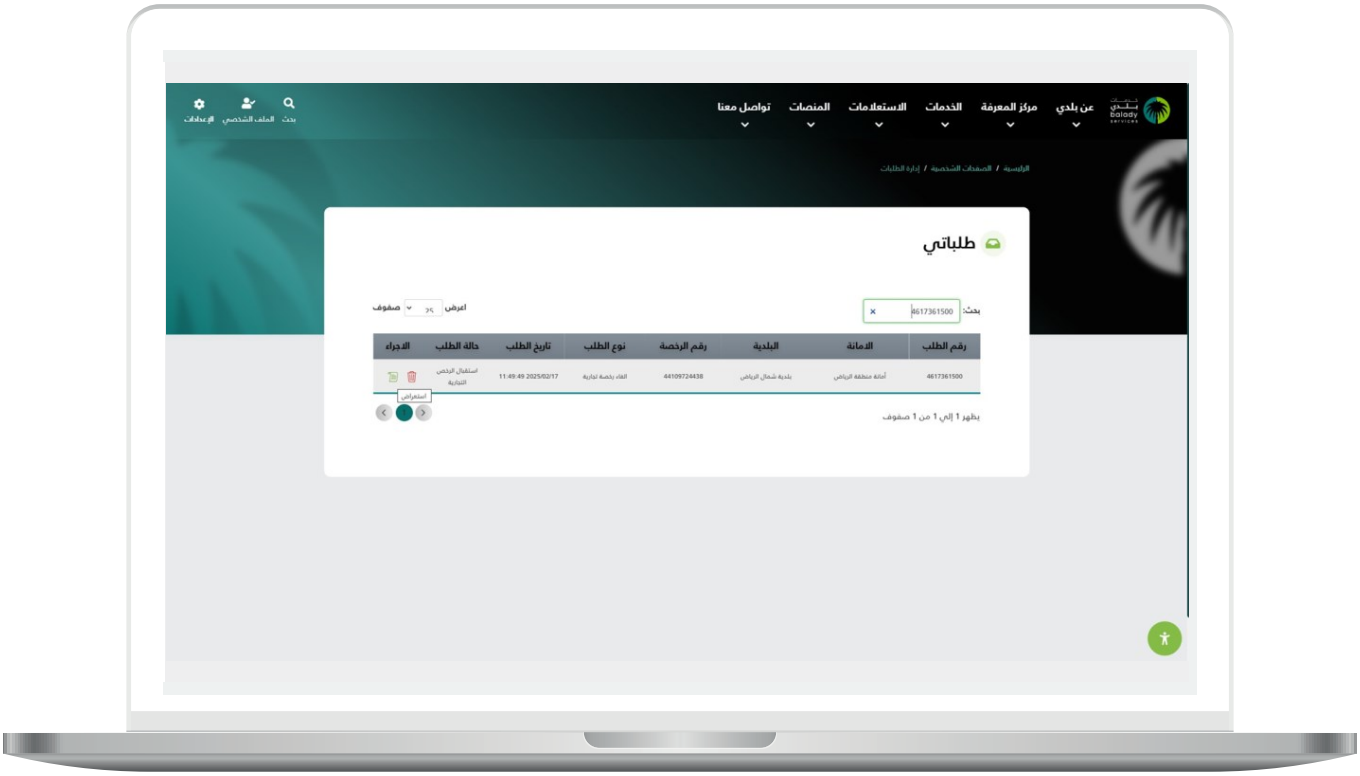
11) The evaluation is successfully saved, and a confirmation message appears.



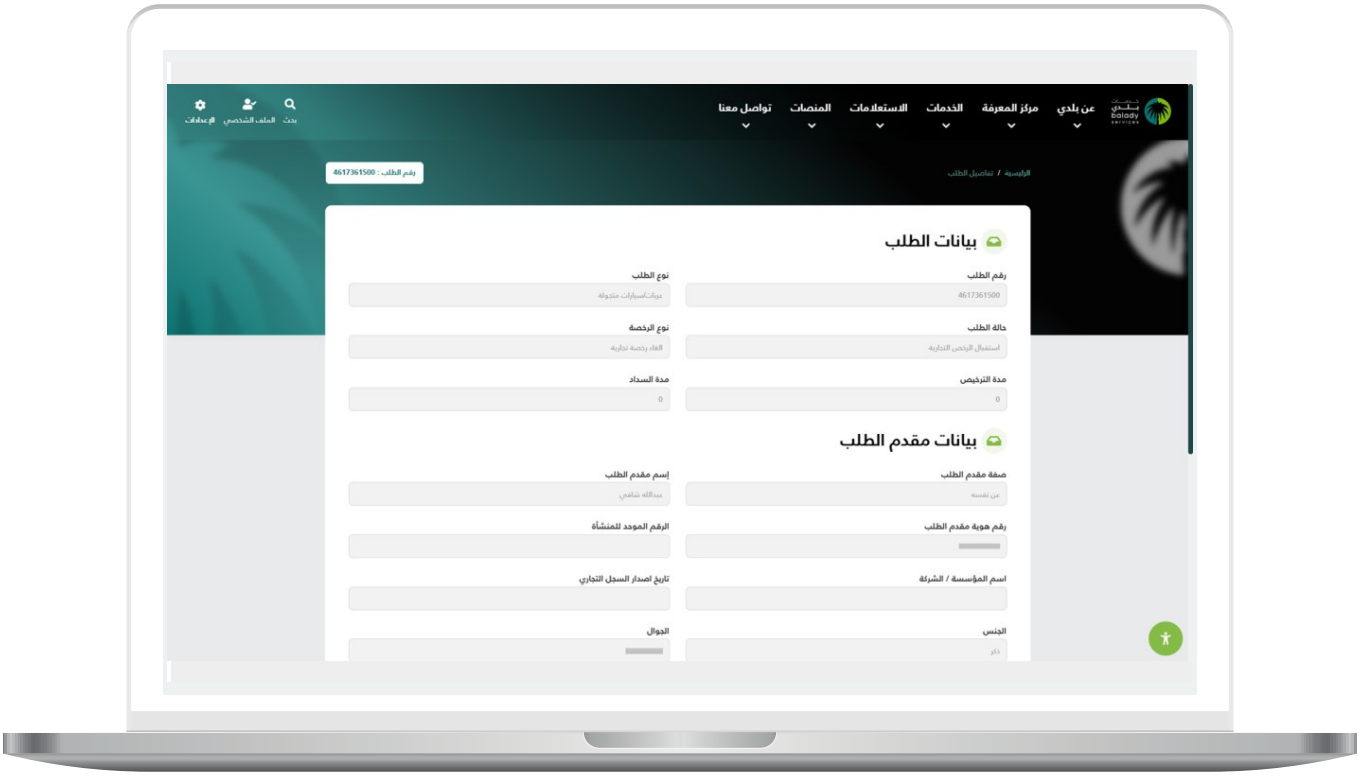
12) The user can track the request status from the (**My Requests**) screen as shown below.

Note:

After completing (**Commercial License Cancellation**), any related permits (**such as Tobacco Permit, 24-Hour Operation Permit, etc.**) will be proactively canceled.



13) After clicking the document icon in the (**Action**) column, the request details are displayed as shown below.



SMS Messages to the Beneficiary

Below are the messages sent to the beneficiary after submitting the application:

- Dear Beneficiary, Ibrahim, A payment invoice has been issued with invoice number (**23570652049**) for the cancellation of a commercial license for request number (**4248137144**) with an amount of 20.0 SAR.

The billing reference number for the Ministry of Municipalities and Housing is 177. You can evaluate the service through the following link: (**http://qcapps.momra.gov.sa/eservices/survey#/survey/CC56CF3760424AE0A9C8ED13876A633F**)

- Dear Beneficiary, the license number (**440610261297**) has been successfully canceled. You can check it at the following link: http://10.80.140.100:9003/commonapi/clp/5c0183ba0a3c42808daaf9e114ed6

Contact Us

You can contact the (**Balady**) portal through the following communication channels:

Phone: 199040

X Account: @Balady_CS

Daily Work hours (8:00 - 22:00)

199040 Direct Contact Number

@Balady_CS Customer Service