وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for the Service of

the Multiple Renewal Service

Beneficiary's Copy

Contents

Log in to the System 03

Steps to Request the Service 05

Follow-up on the Request 33

SMS Messages to the Beneficiary 35

Contact Us 36

Log in to the System

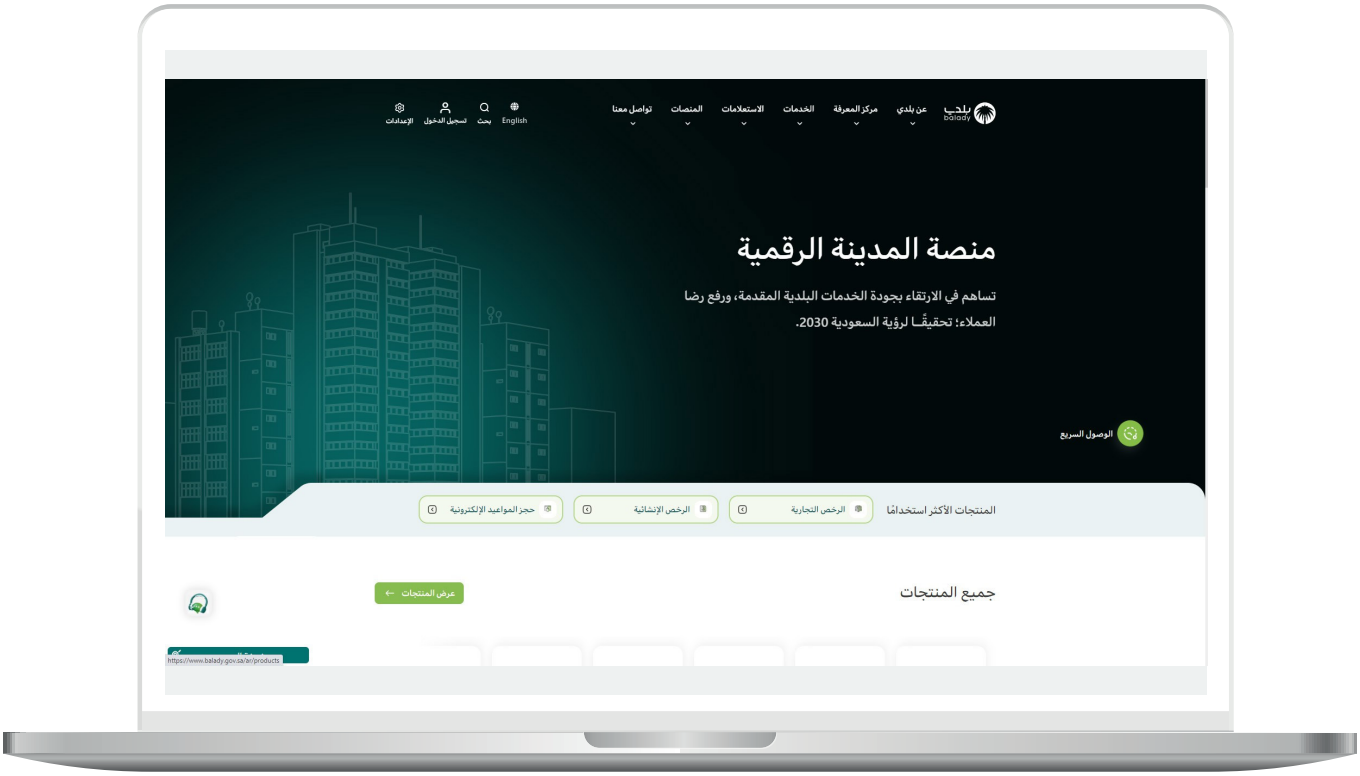
1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password, Security Code**) and then clicks the (**Login**) button. The security code can be changed by clicking the circular arrow icon.

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.

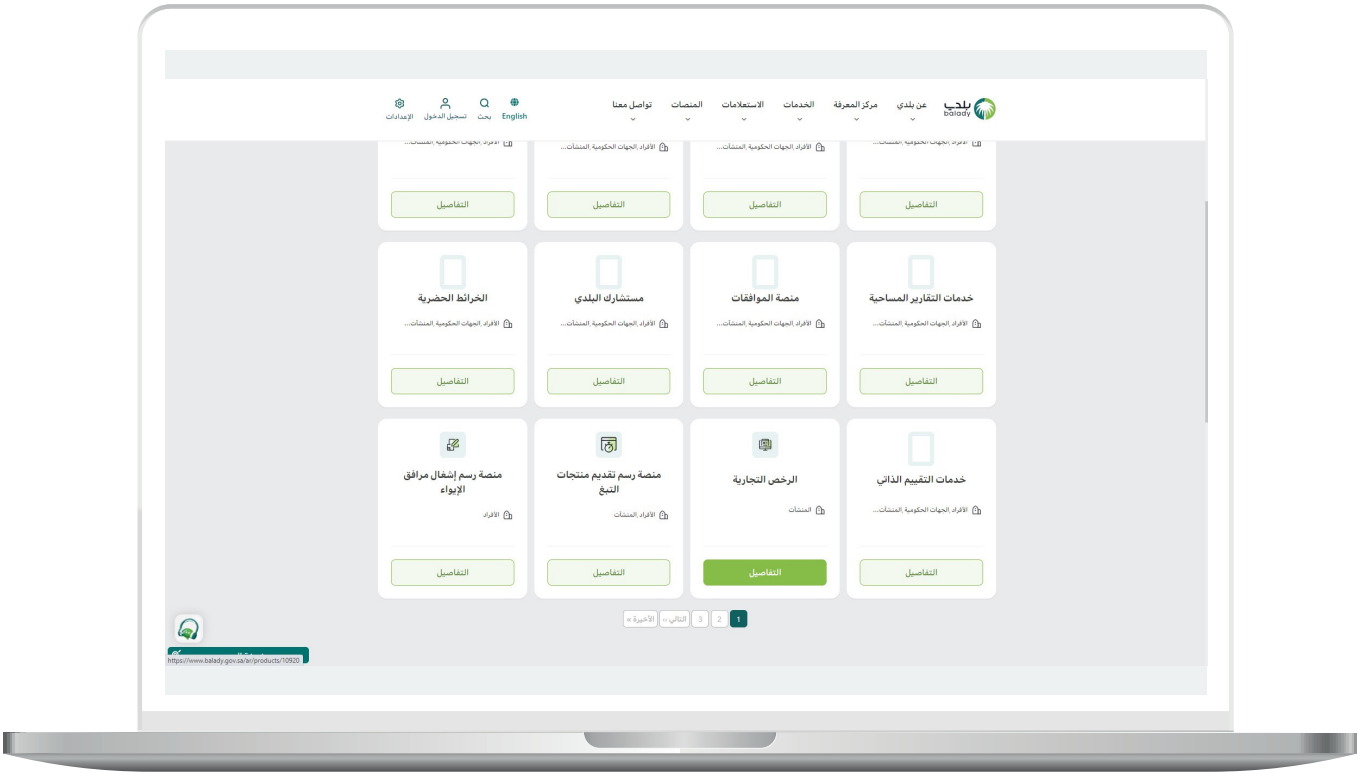
Steps to Request the Service

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

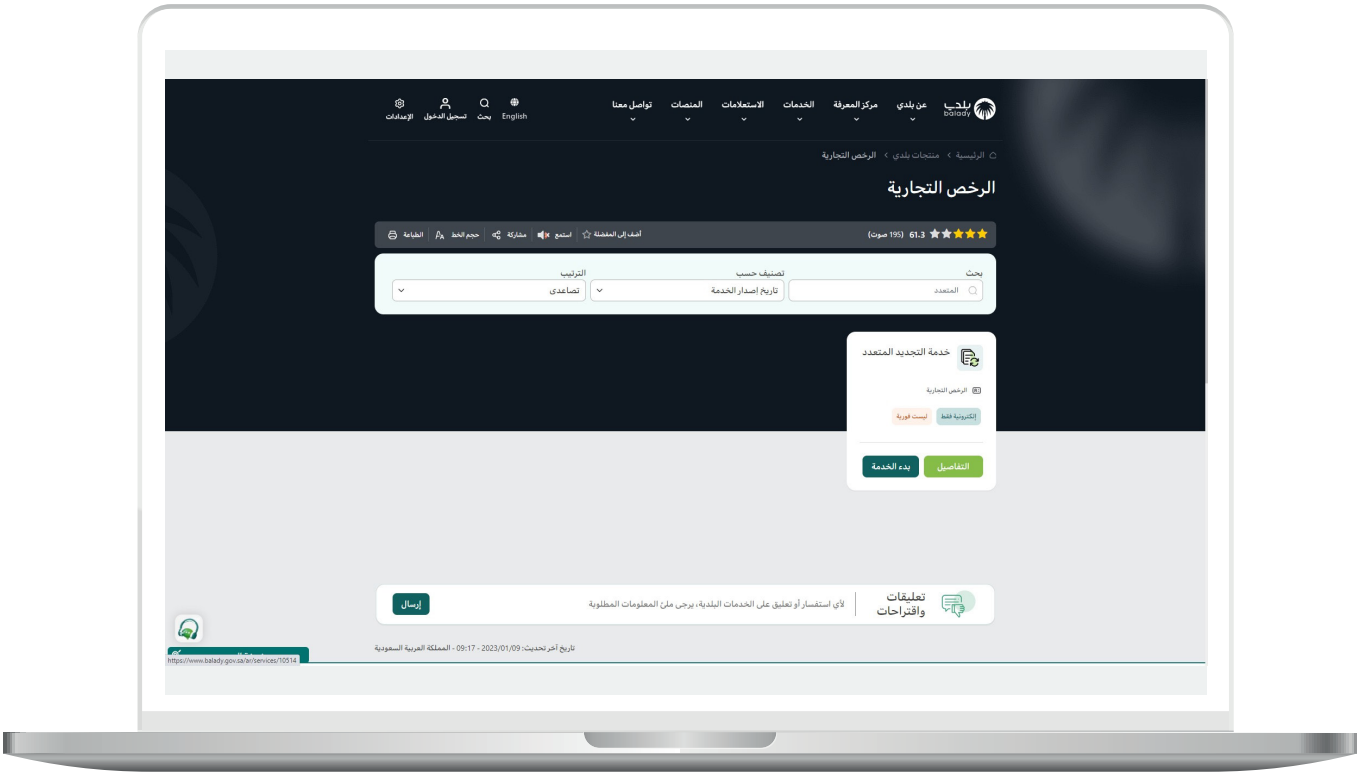
The user then clicks the (**View Products**) button.



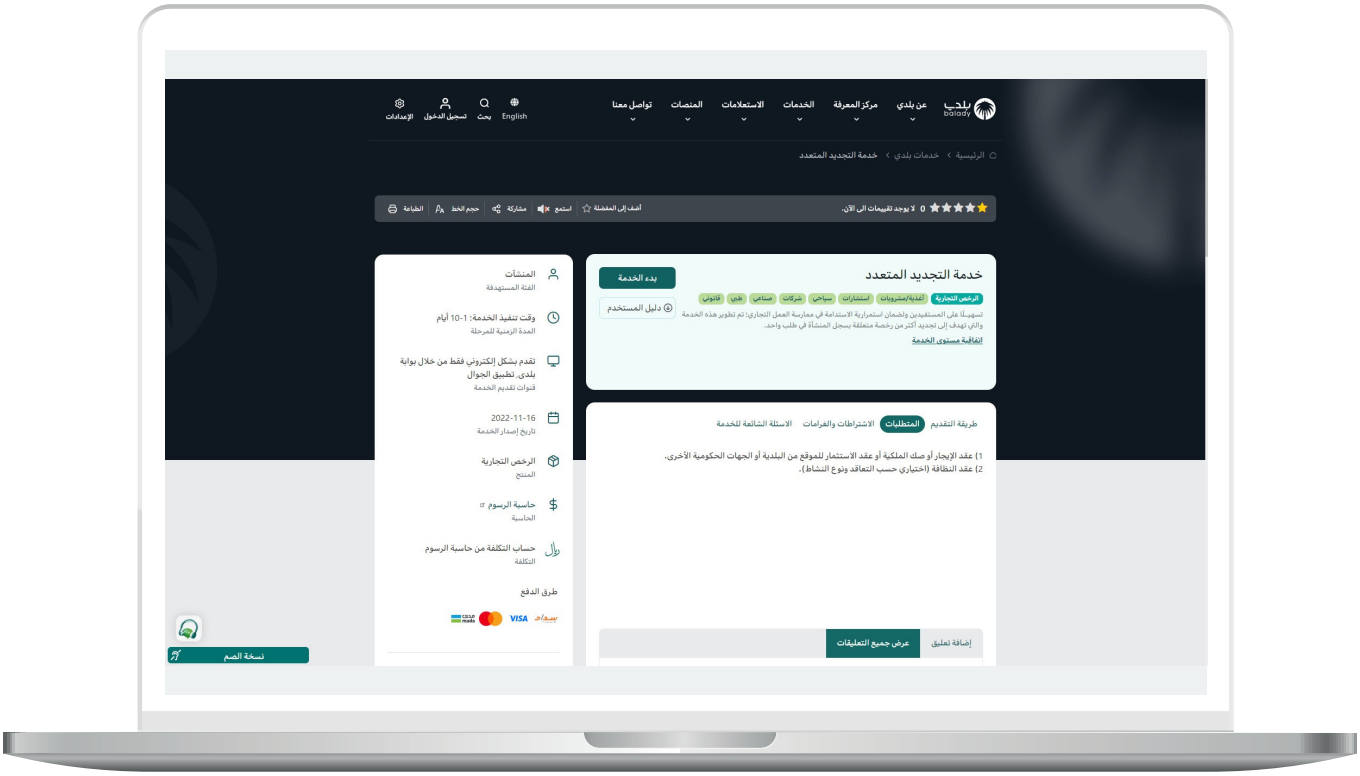
2) To start the application process, the user selects (**Commercial Licenses**) as shown in the image below.



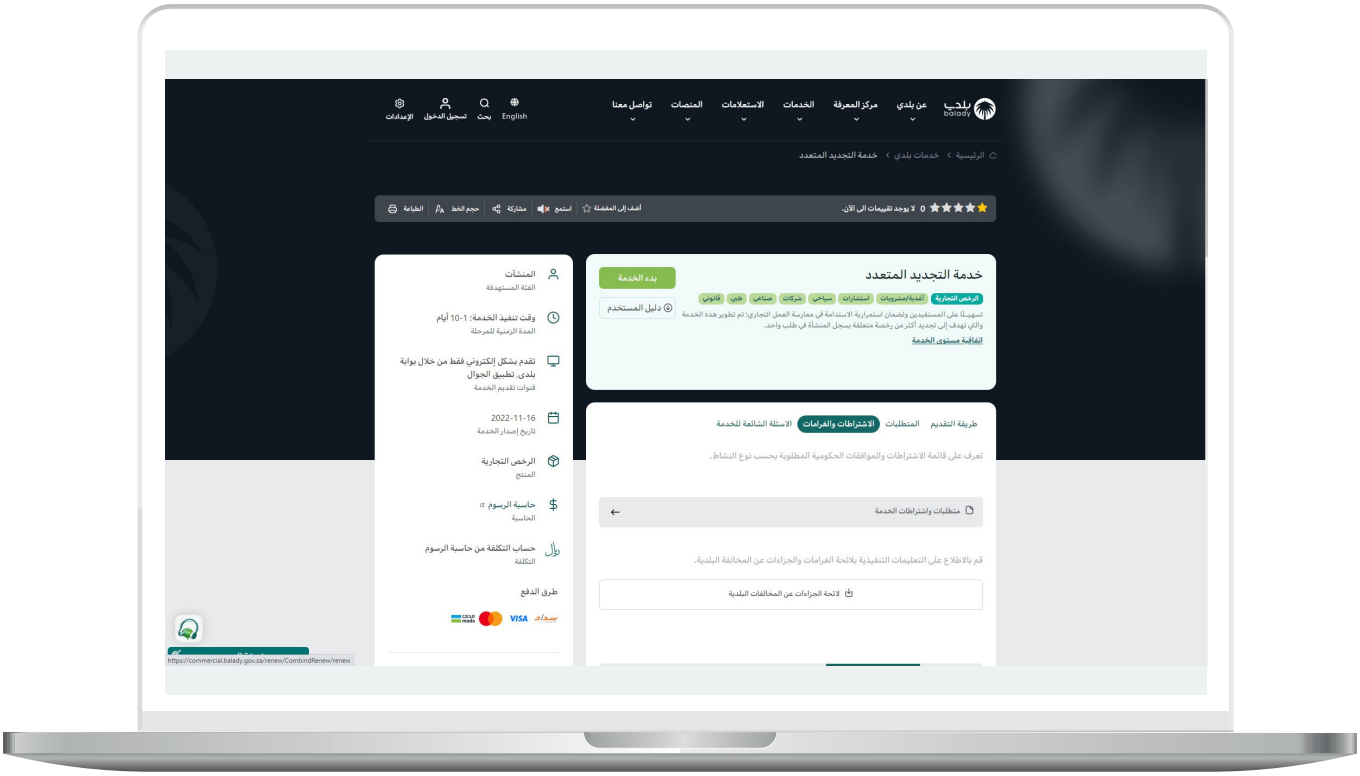
3) The user searches for (**Multiple Renewal Service**) as displayed in the following screen.



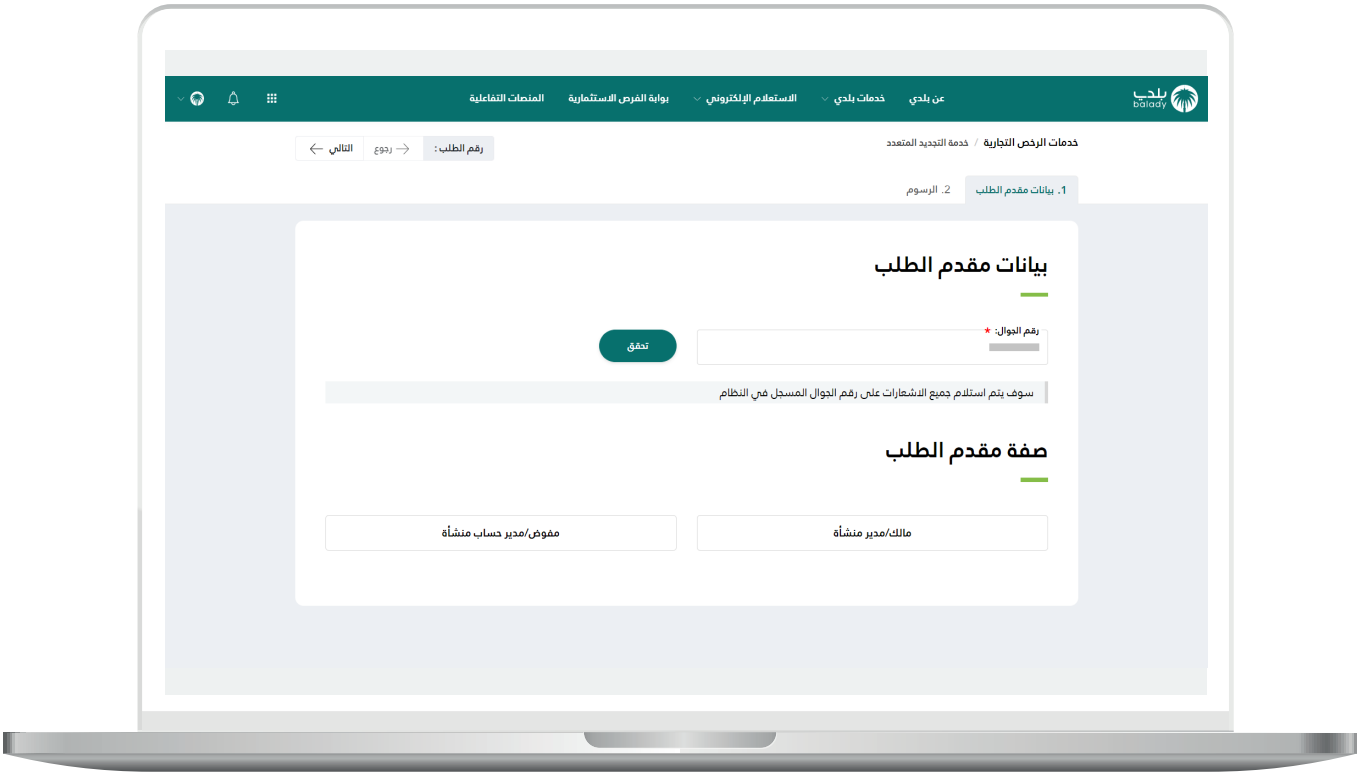
4) The next screen appears, allowing the user to view (**How to Apply, Requirements, Conditions and Fines, etc.**).



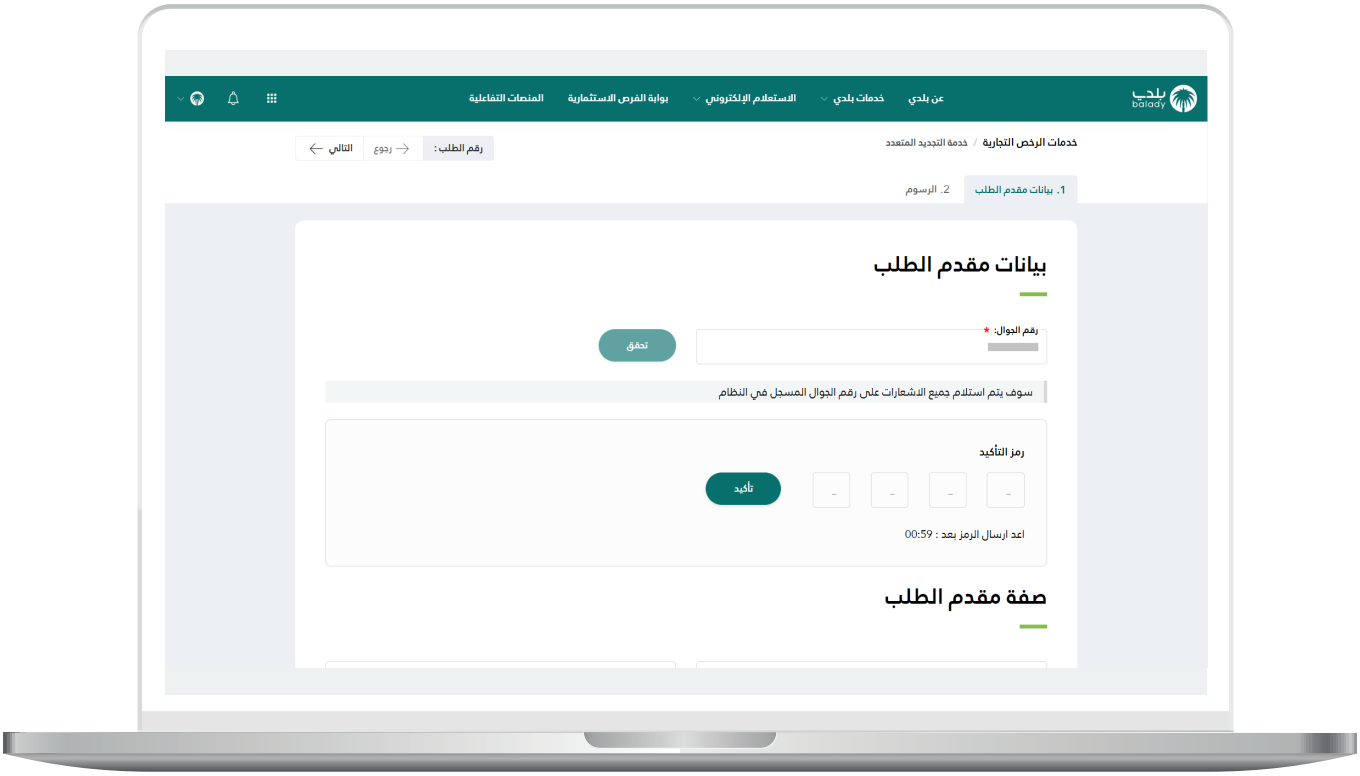
5) The following screen represents the (**Terms and Penalties**) section. To start the application process, the user clicks the (**Start Service**) button.



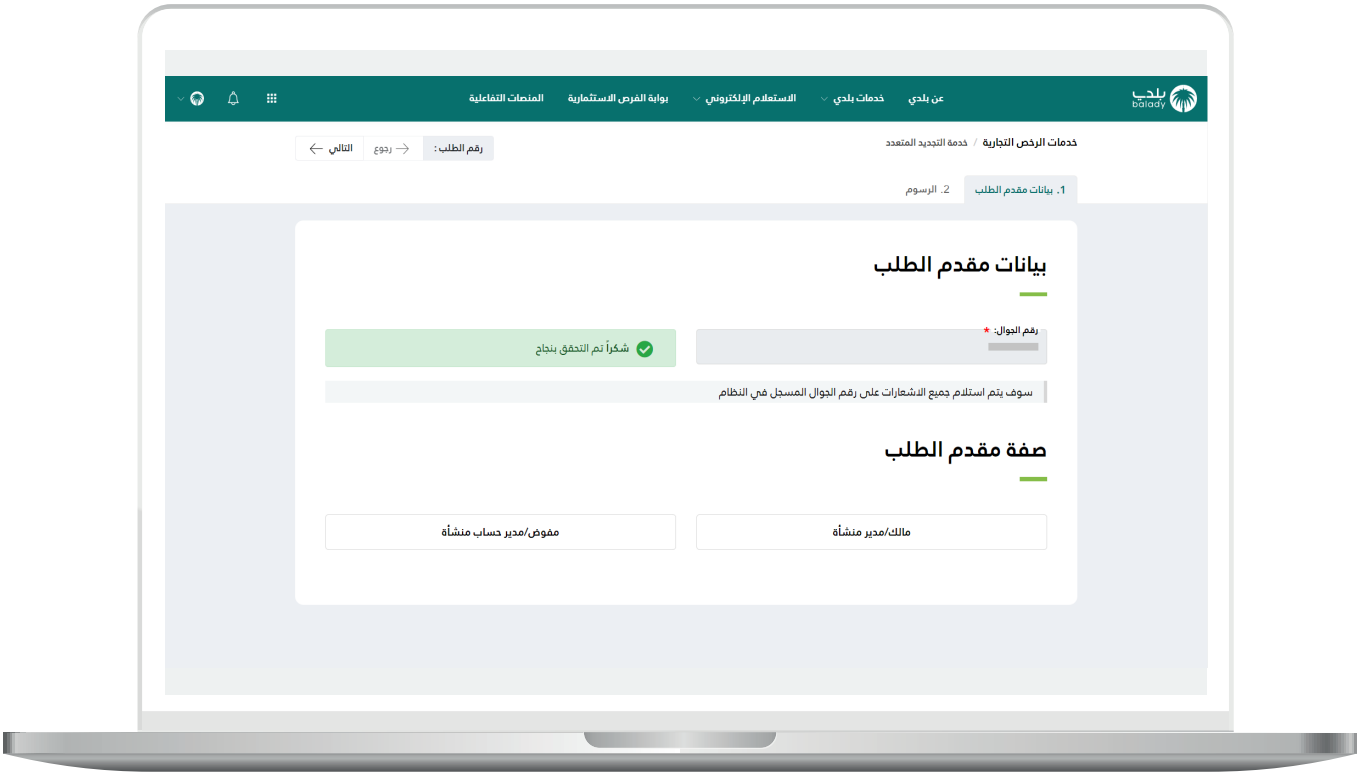
6) The system displays the first stage, (**Applicant Information**). The user enters their (**Mobile Number**) in the (**Mobile Number**) field and clicks (**Verify**) to confirm their mobile number.



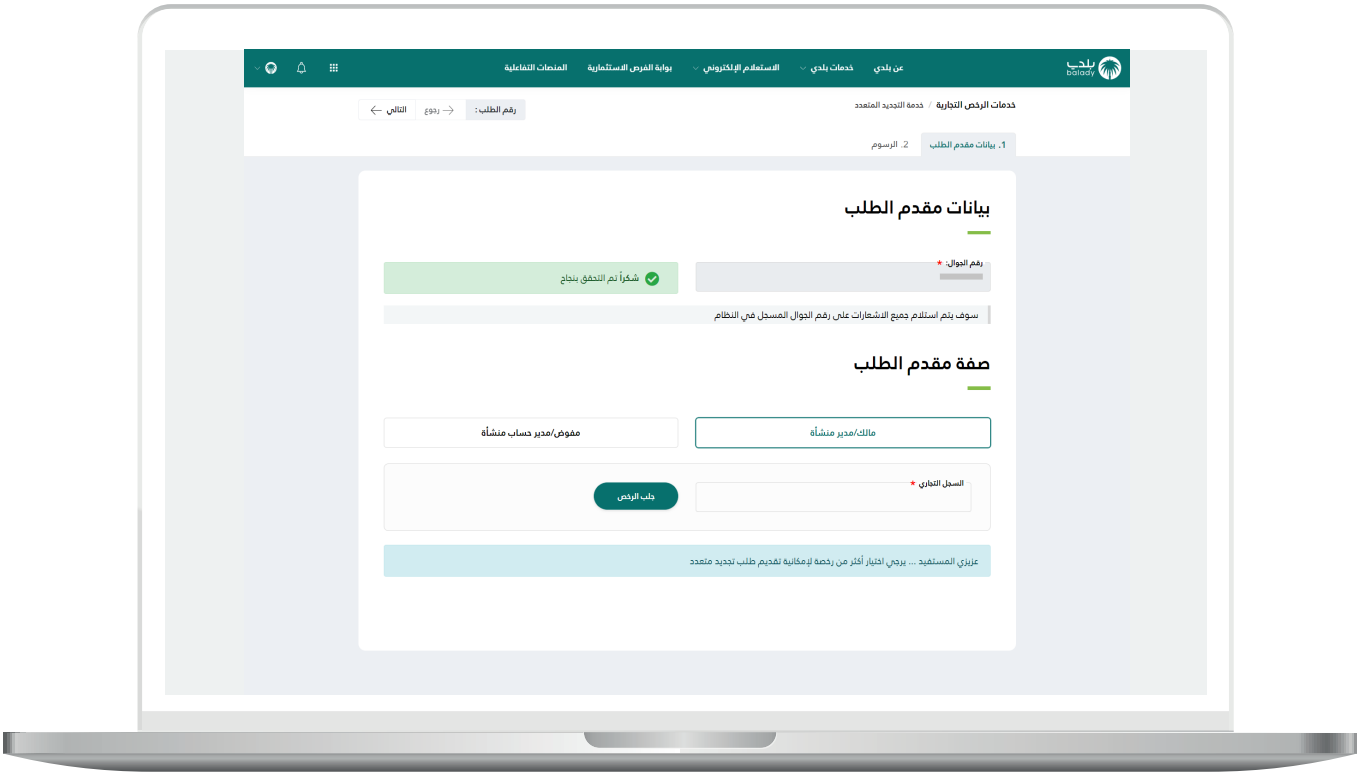
7) The user receives a confirmation code via SMS, enters it in the (**Confirmation Code**) field, and clicks (**Confirm**).



8) A message appears stating (**Thank you, verification was successful**) as shown below. The applicant must then select their Applicant Role from the following options: (**Owner/Business Manager, Authorized Representative/Business Account Manager**).

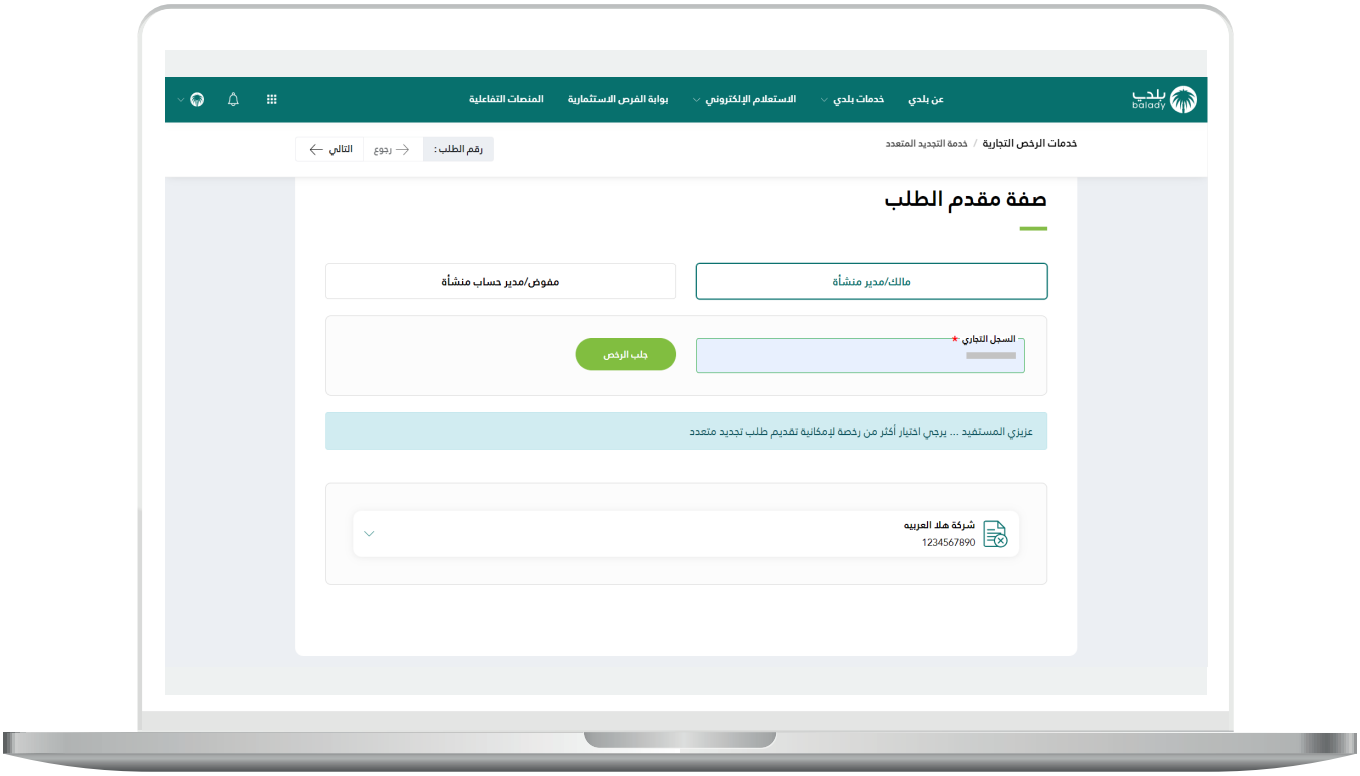


9) In the following example, the user selects (**Owner/Establishment Manager**), which triggers an additional field named (**Commercial Register Number**). The user enters the number and clicks (**Retrieve Licenses**) as shown in the next screen.

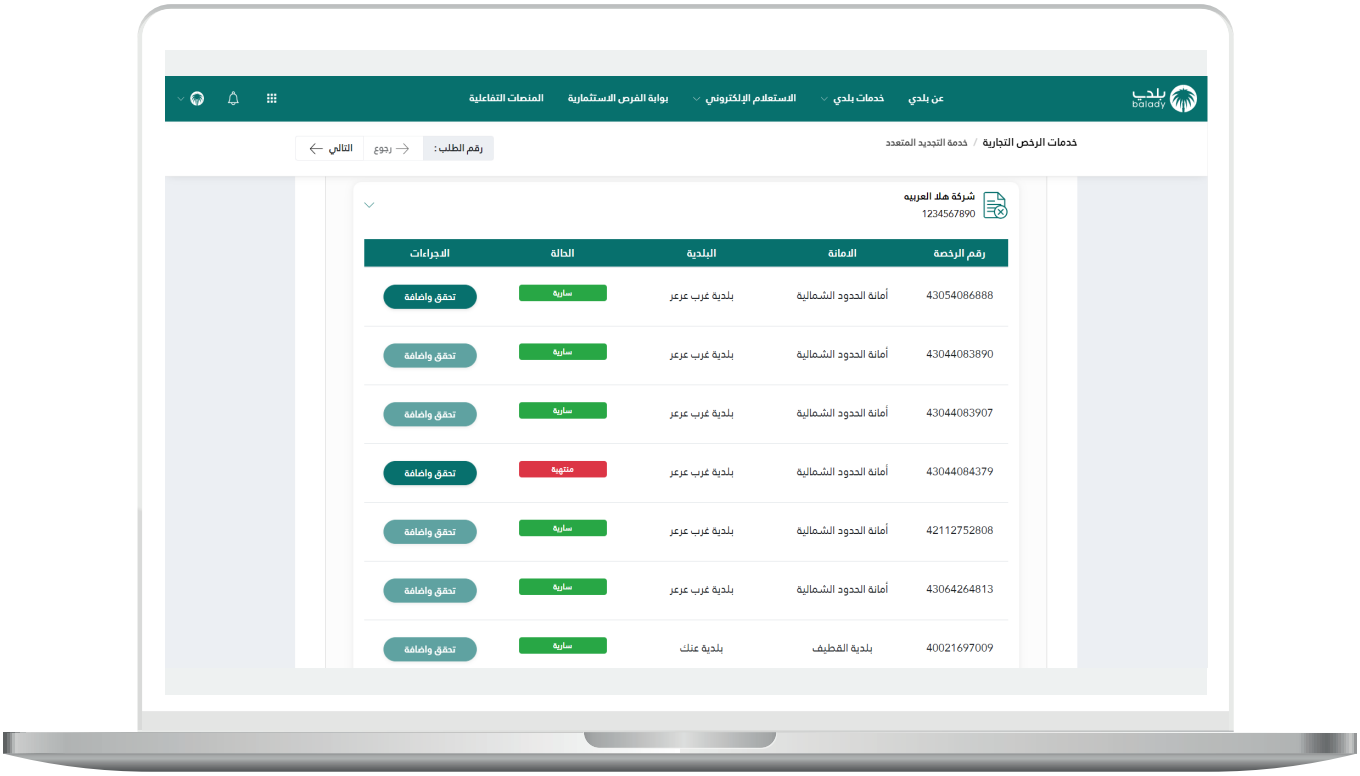


10) If the entered (**Commercial Registration Number**) is valid, the system retrieves and displays the establishment name along with all licenses registered under the provided number.

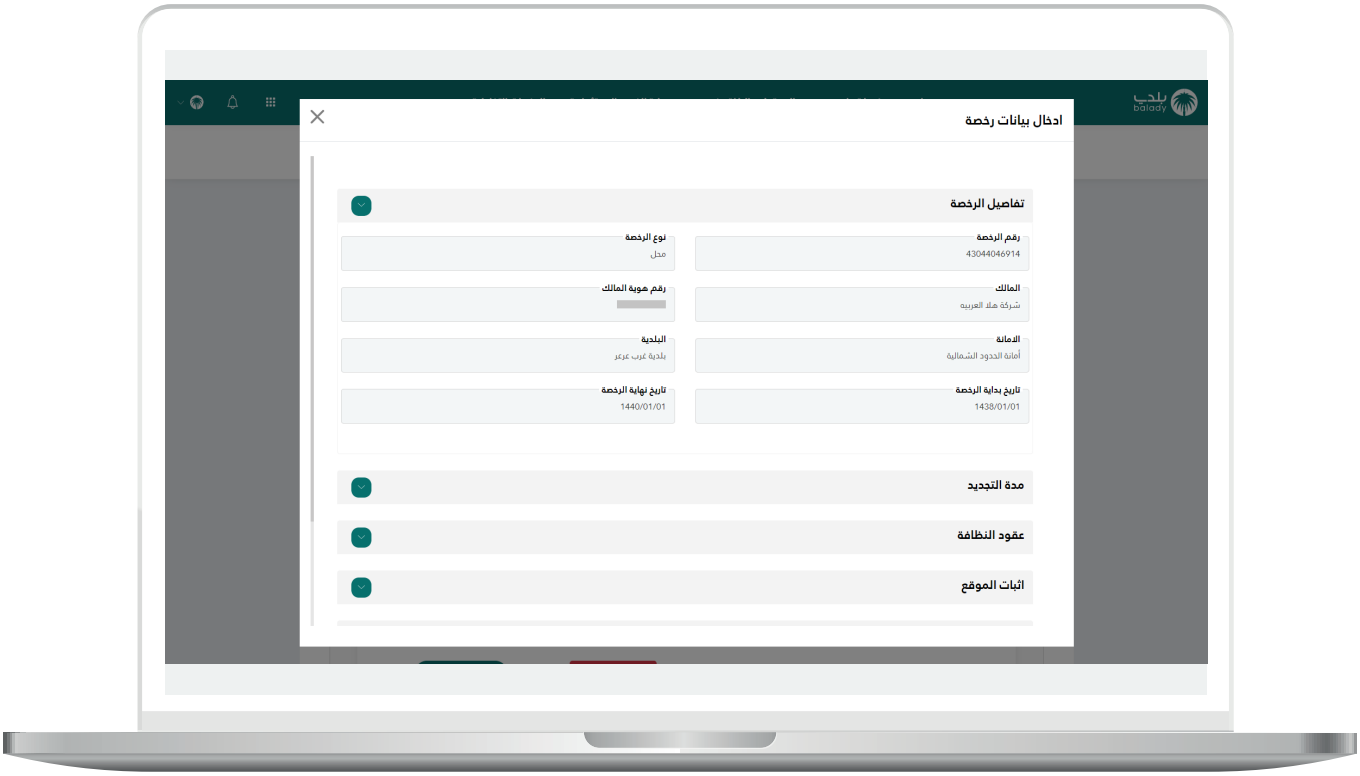
A message appears stating: (**Dear Beneficiary, please select more than one license to proceed with the multiple renewal request**).



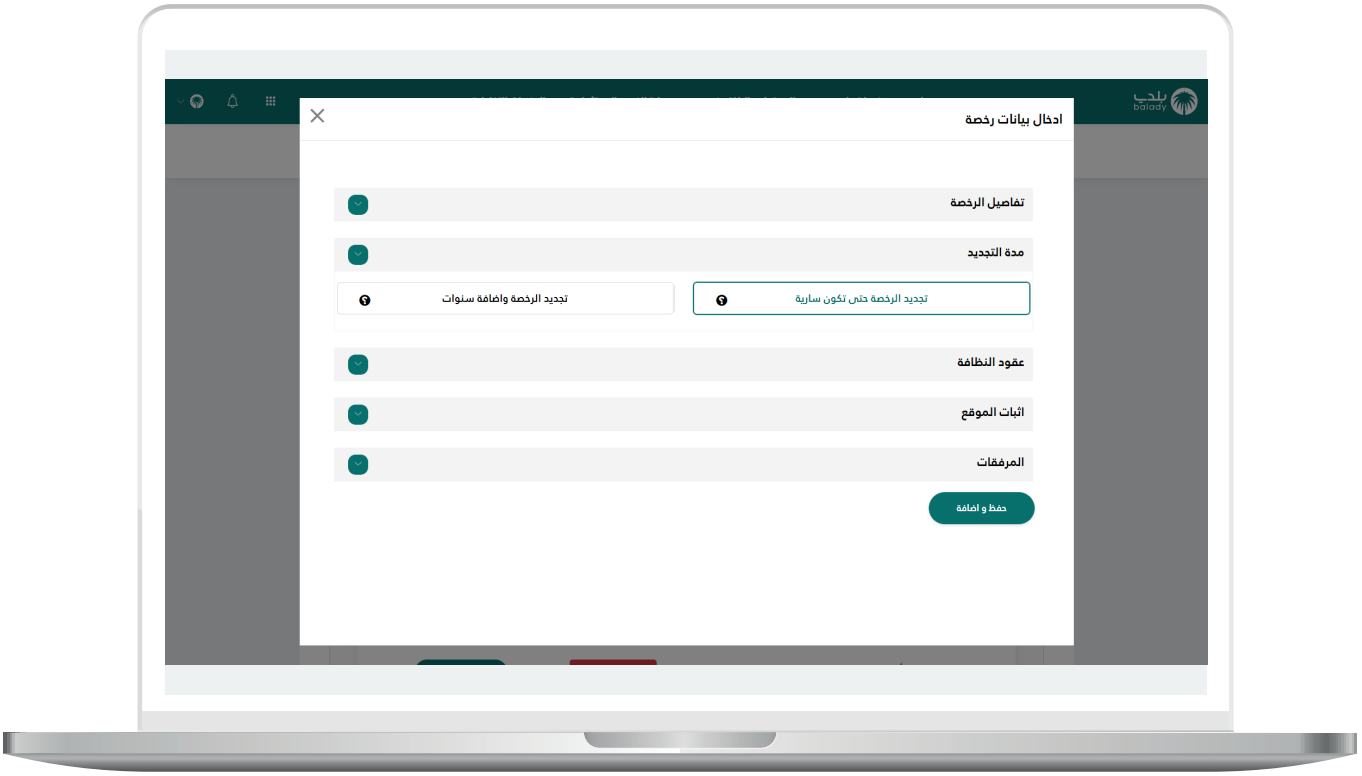
11) After clicking on the establishment name, the system displays a list of all licenses along with their statuses. The user can add any license to the multiple renewal request by clicking (**Verify and Add**).



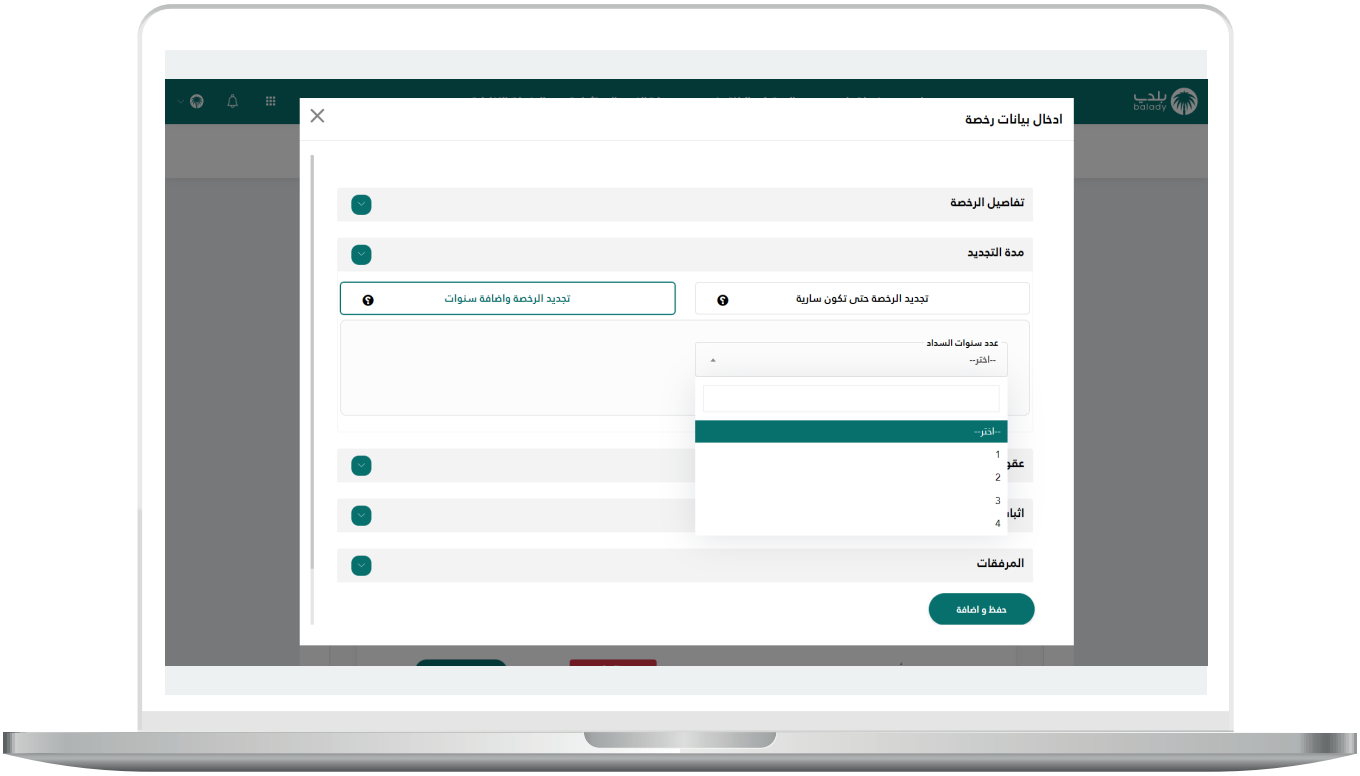
12) After clicking (**Verify and Add**), the system moves to the next screen, where the user can enter the renewal details for the selected license. This stage consists of the following sections: (**License Details, Renewal Duration, Sanitation Contracts, Site Verification, Attachments**).



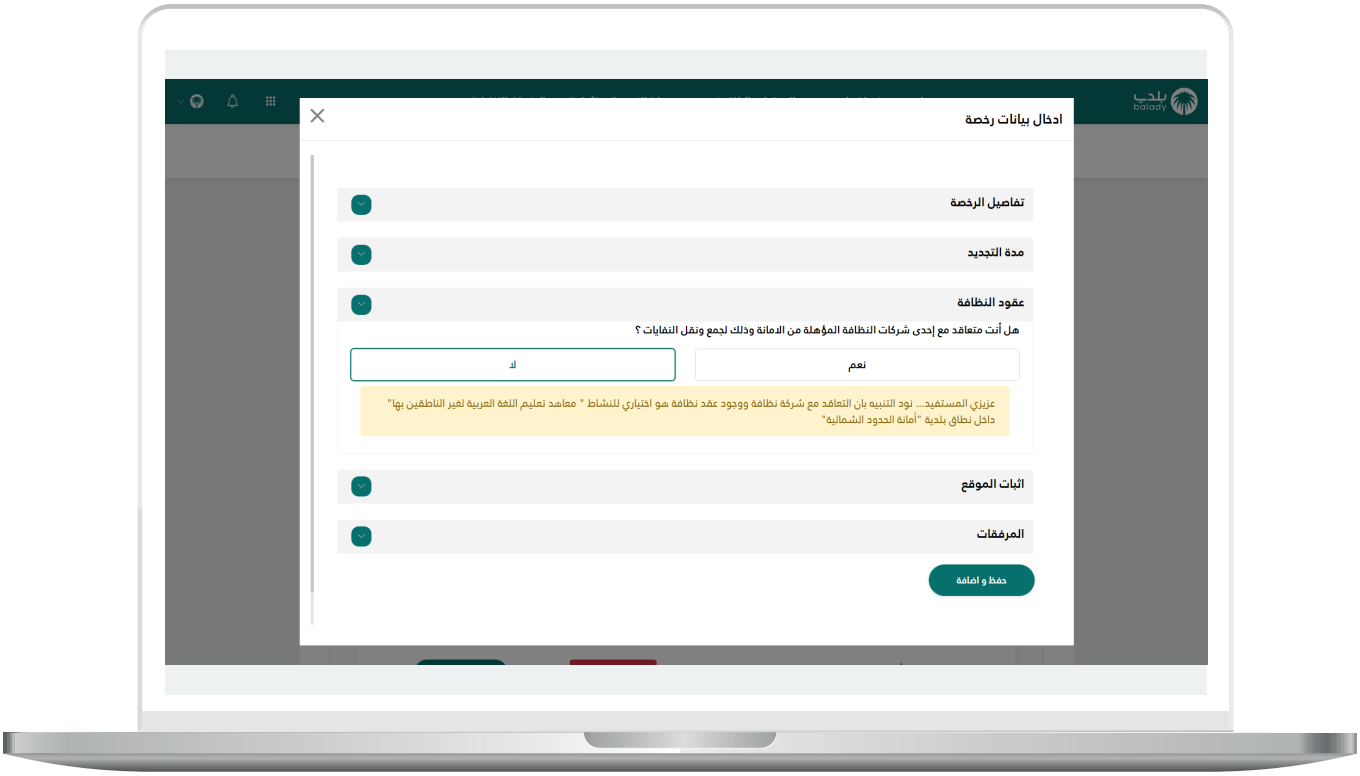
13) In the (**Renewal Duration**) section, the user has two options: (**Renew the license until it remains valid, Renew the license and add additional years**).



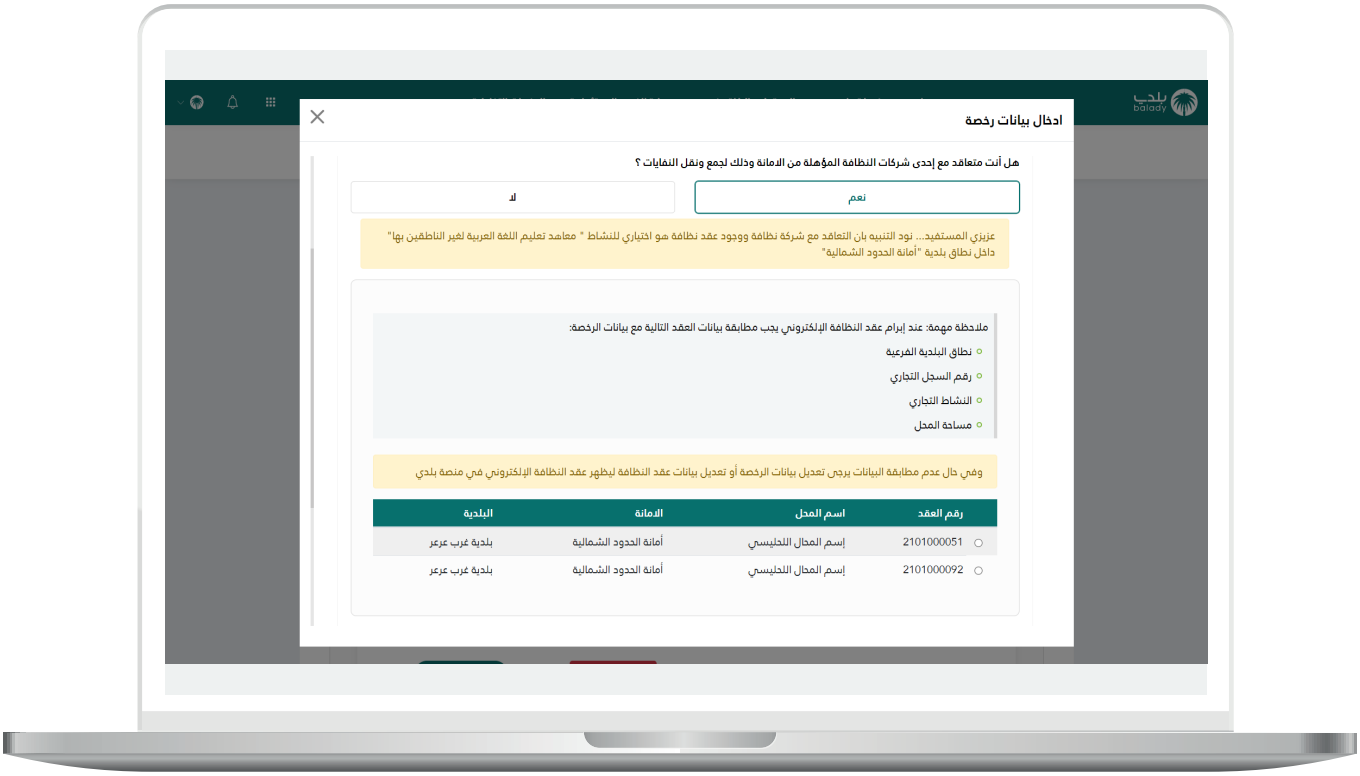
14) If the user selects (**Renew the license and add additional years**), a drop-down menu labeled (**Number of Payment Years**) appears, allowing the user to choose the desired duration.



15) In the (**Sanitation Contracts**) section, the user must choose between two options (**Yes or No**) in response to the question: (**Are you contracted with a municipality-approved sanitation company for waste collection and disposal?**).



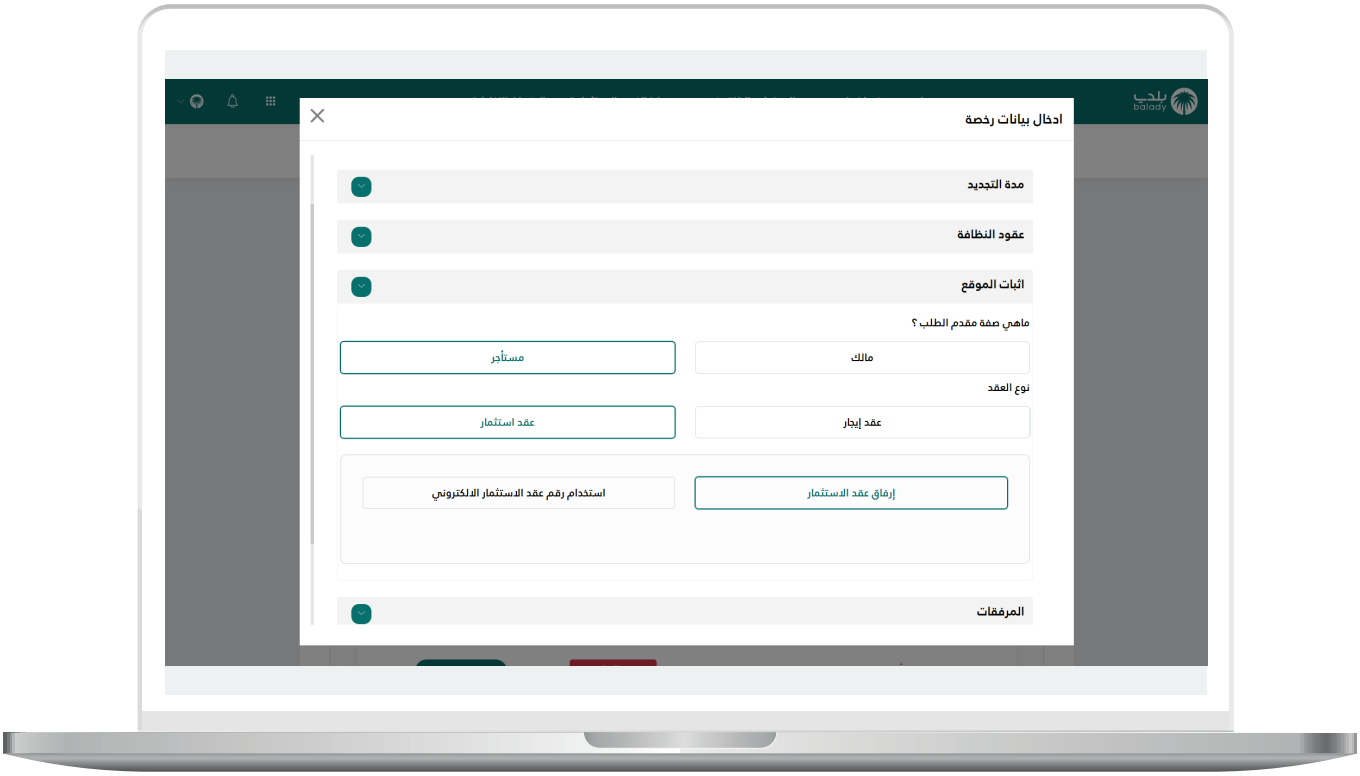
16) If the user selects (**Yes**), the system displays a list of electronic sanitation contracts for the user to choose from.



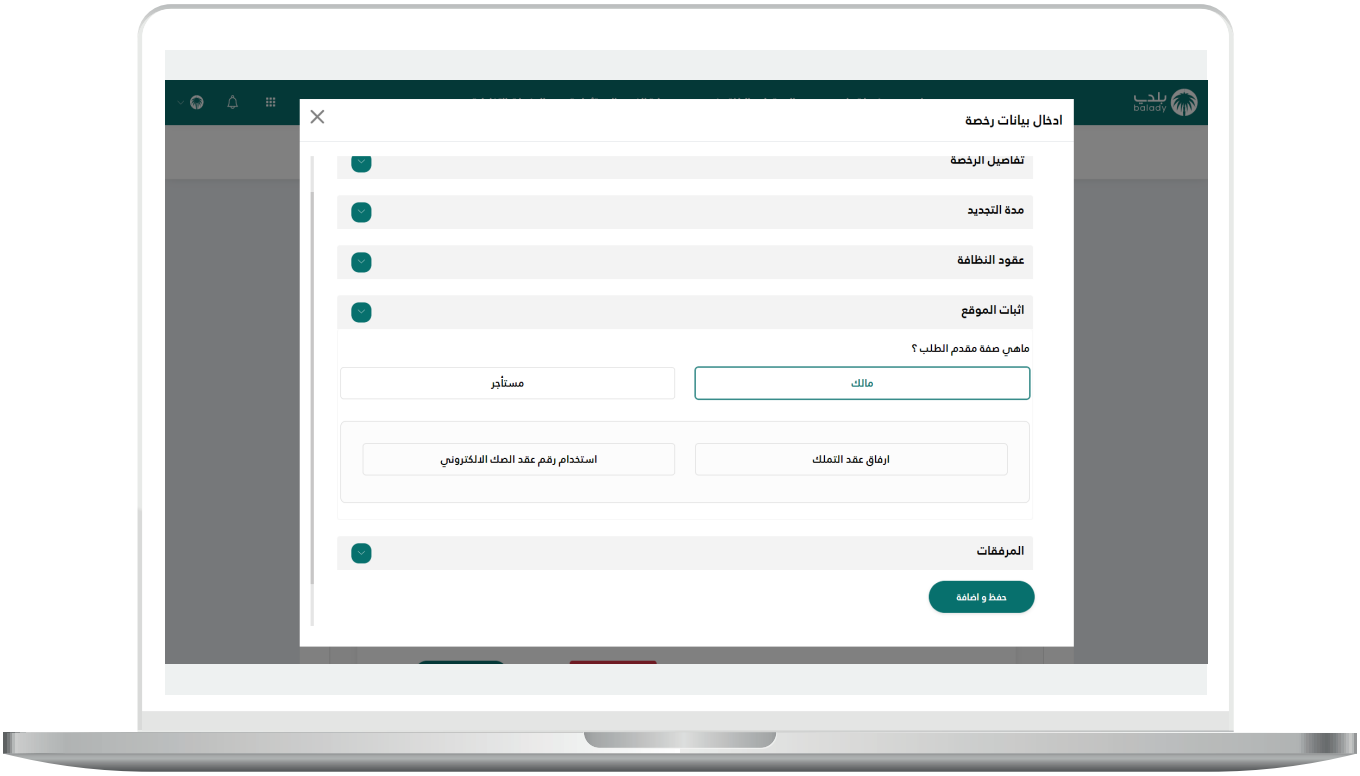
17) In the (**Site Verification**) section, the user must select one of two options (**Owner or Tenant**) in response to the question: (**What is the applicant's status?**).

If the user selects (**Tenant**), additional options appear under (**Contract Type**), which include: (**Lease Contract, Investment Contract**).

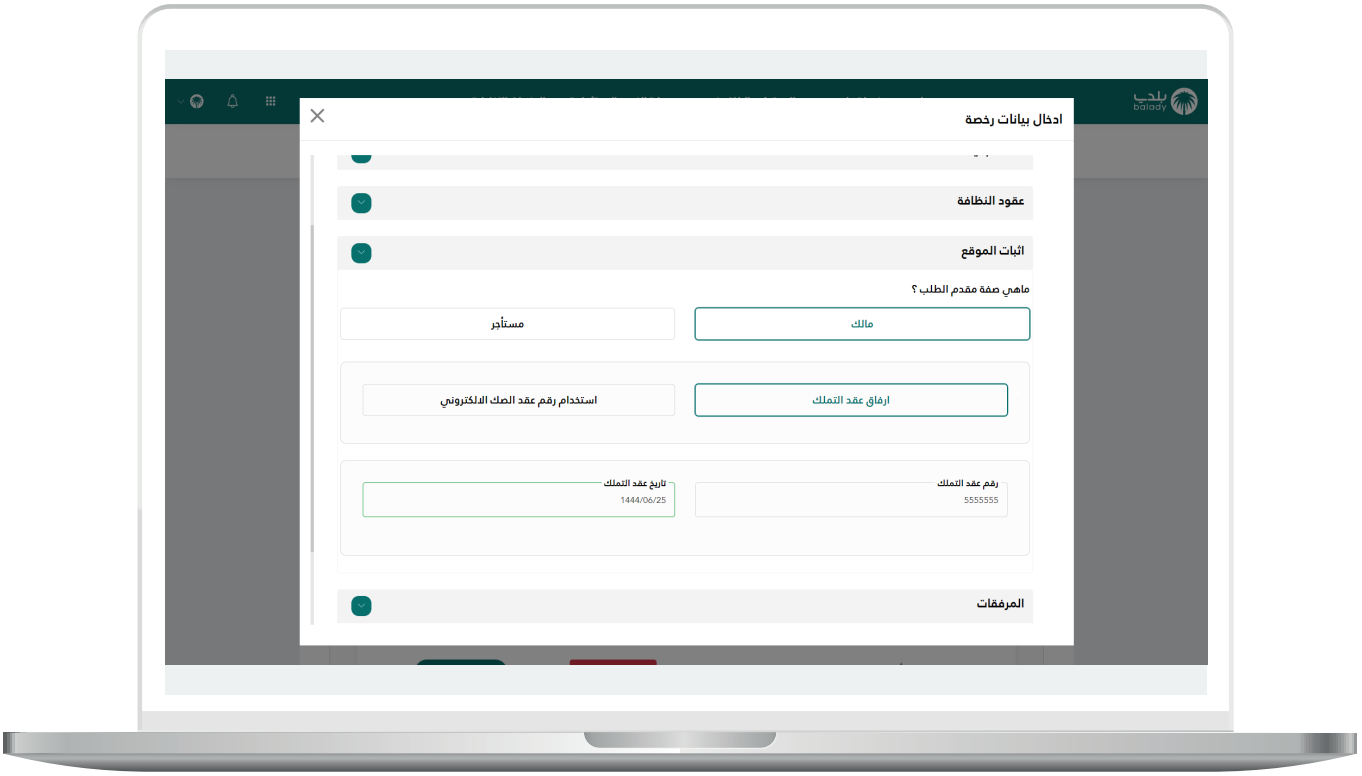
If the user selects (**Investment Contract**), two options appear: (**Attach the Investment Contract, Use the Electronic Investment Contract Number**).



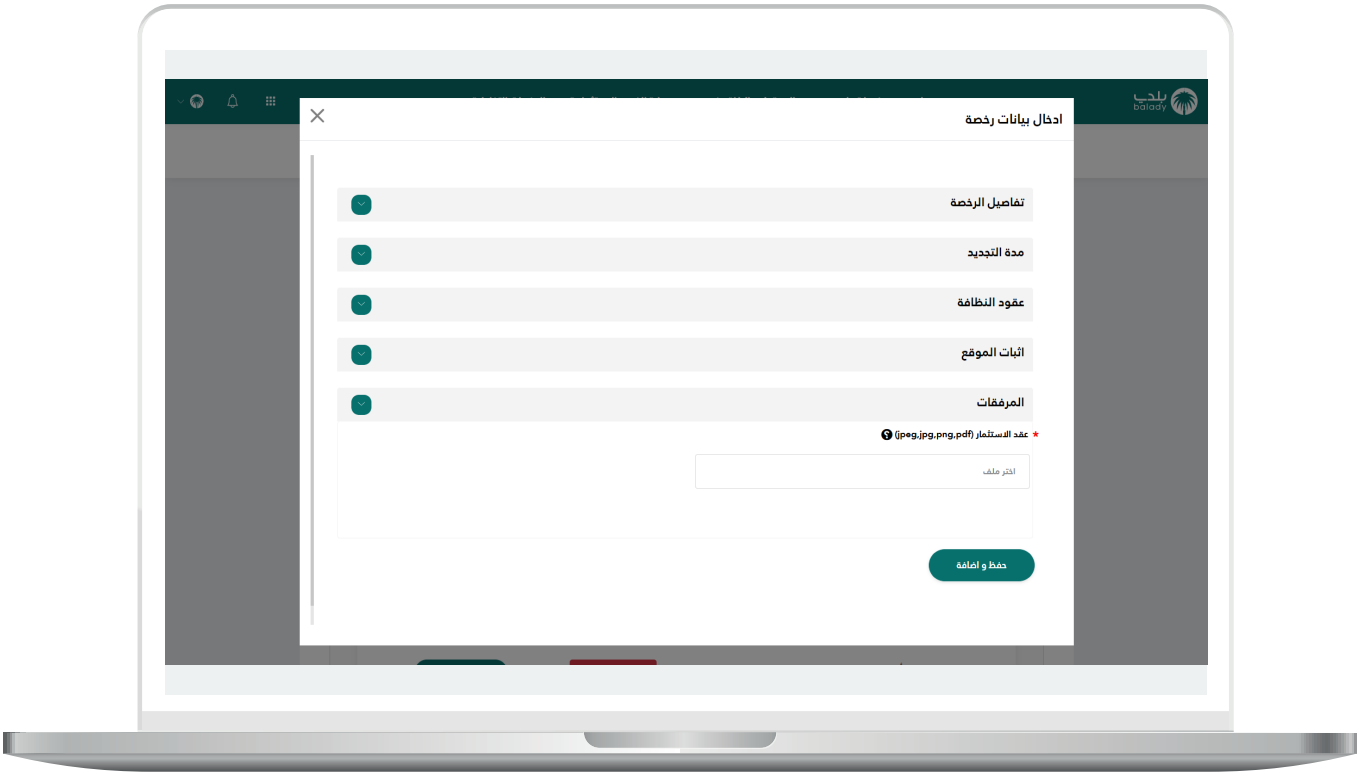
18) If the user selects (**Owner**), the following options appear: (**Attach the Ownership Contract, Use the Electronic Title Deed Contract Number**).



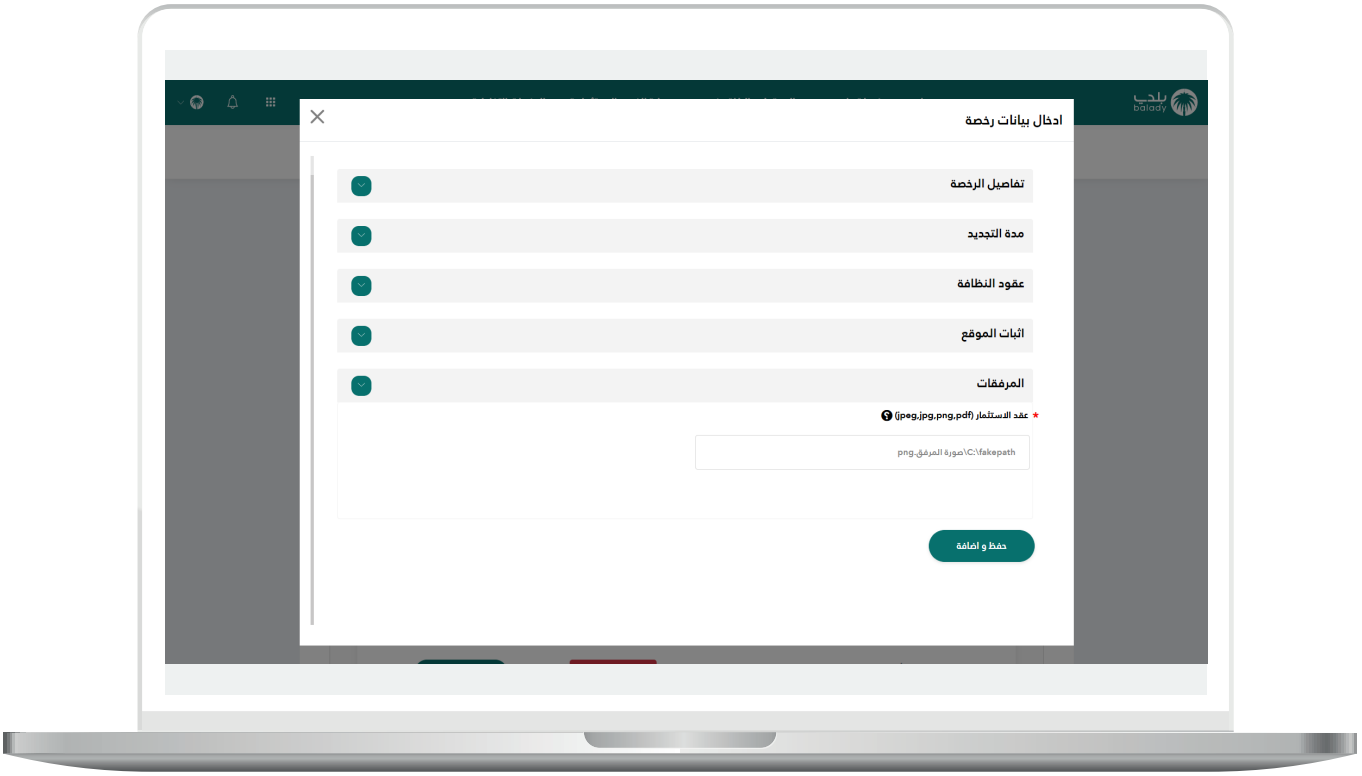
19) If the user selects (**Attach the Ownership Contract**), the following fields appear: (**Ownership Contract Number, Ownership Contract Date**).



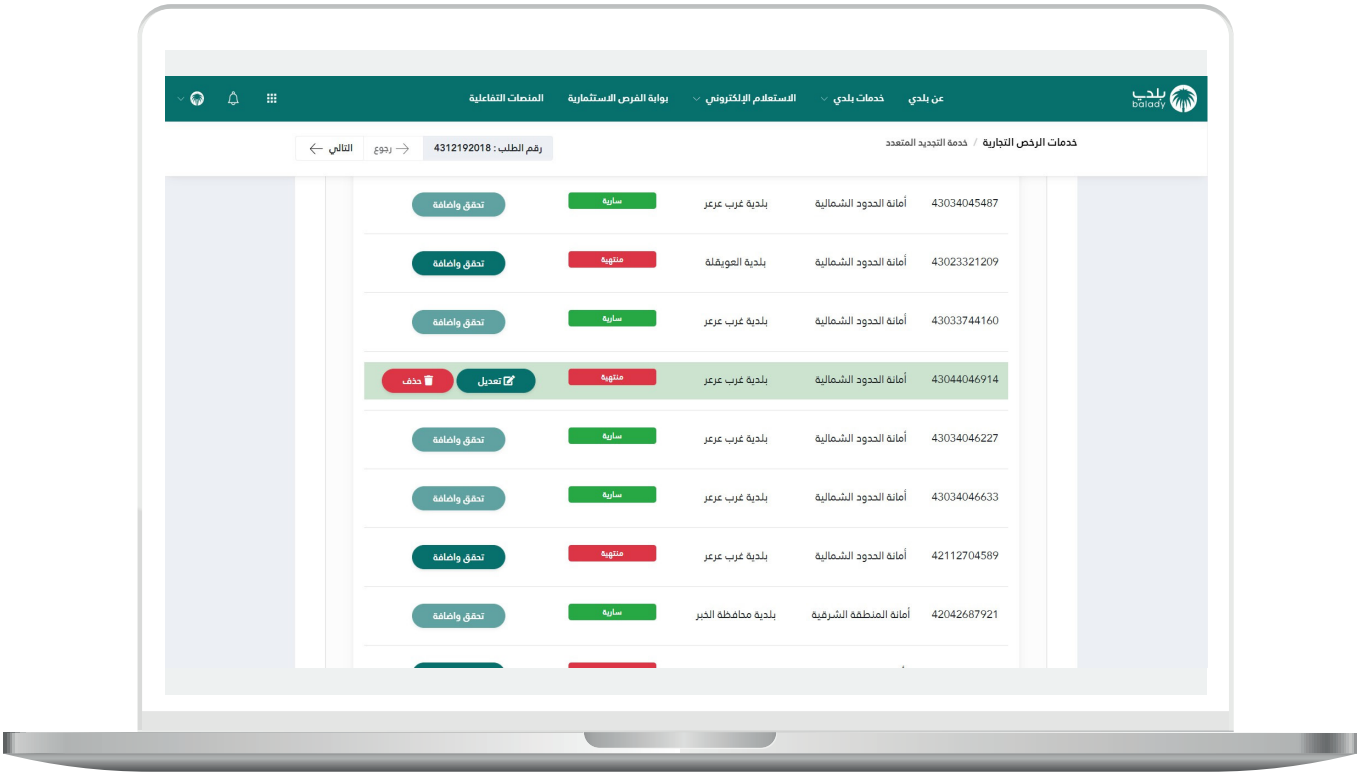
20) In the (**Attachments**) section, the system displays the required documents to be uploaded. As shown in the next screen, the required attachment is (**Investment Contract**).



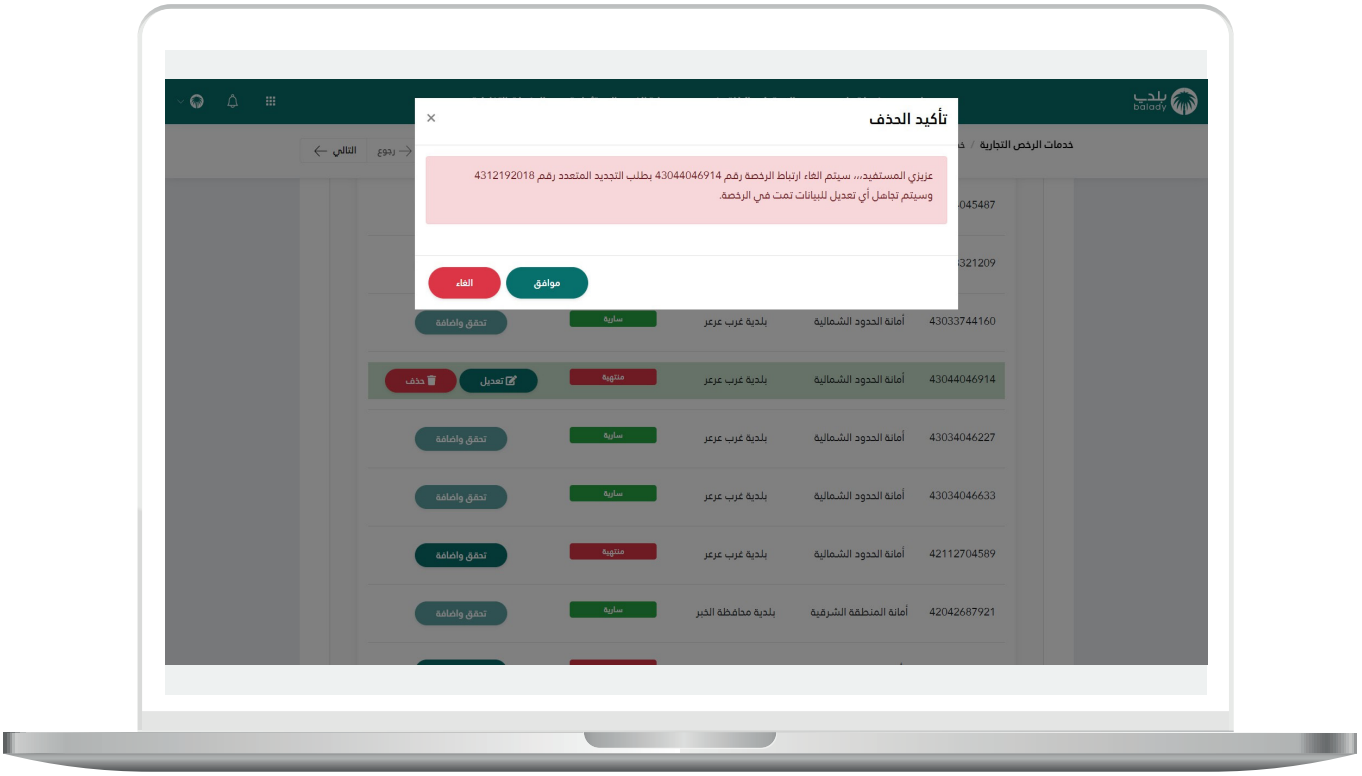
21) After uploading the attachment, the user clicks (**Save and Add**) as shown in the next screen.



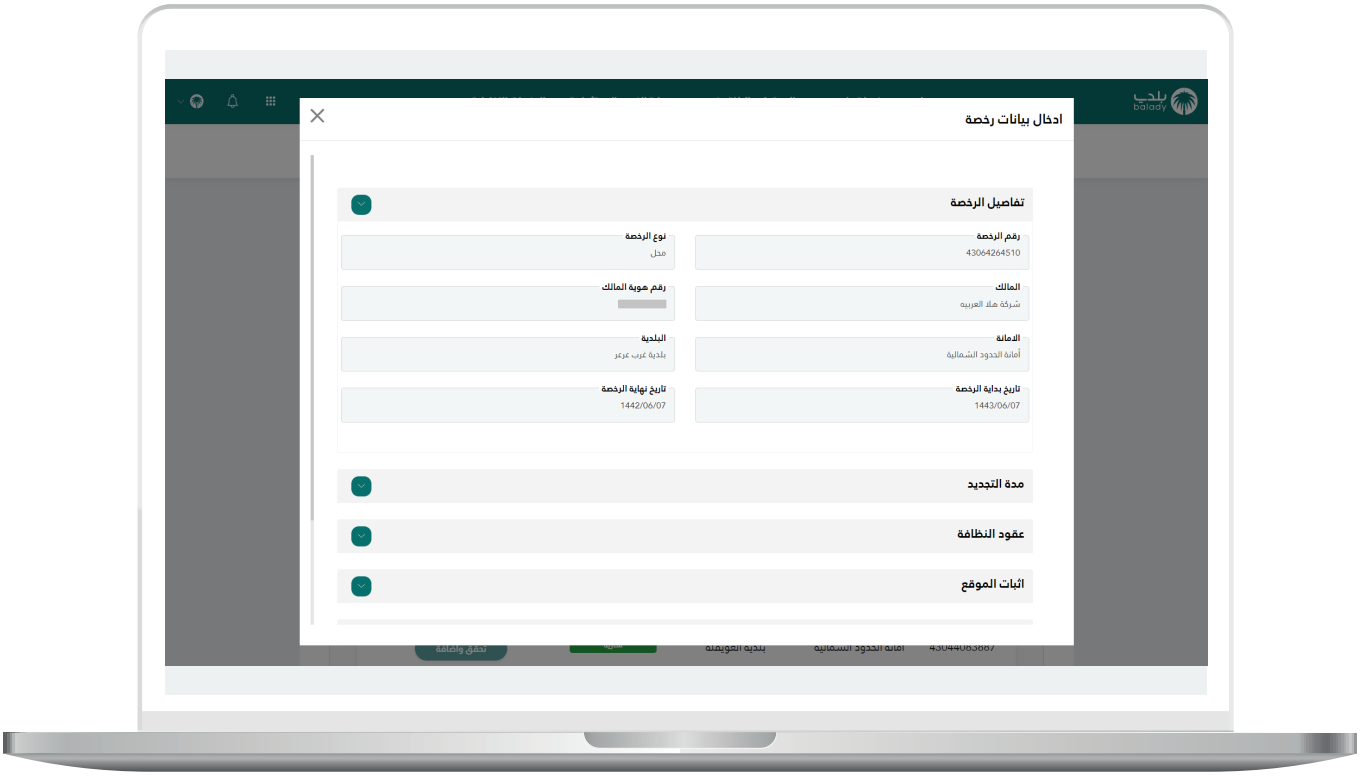
22) The user can edit the renewal details of a selected license by clicking (**Renew**) or remove it by clicking (**Delete**).



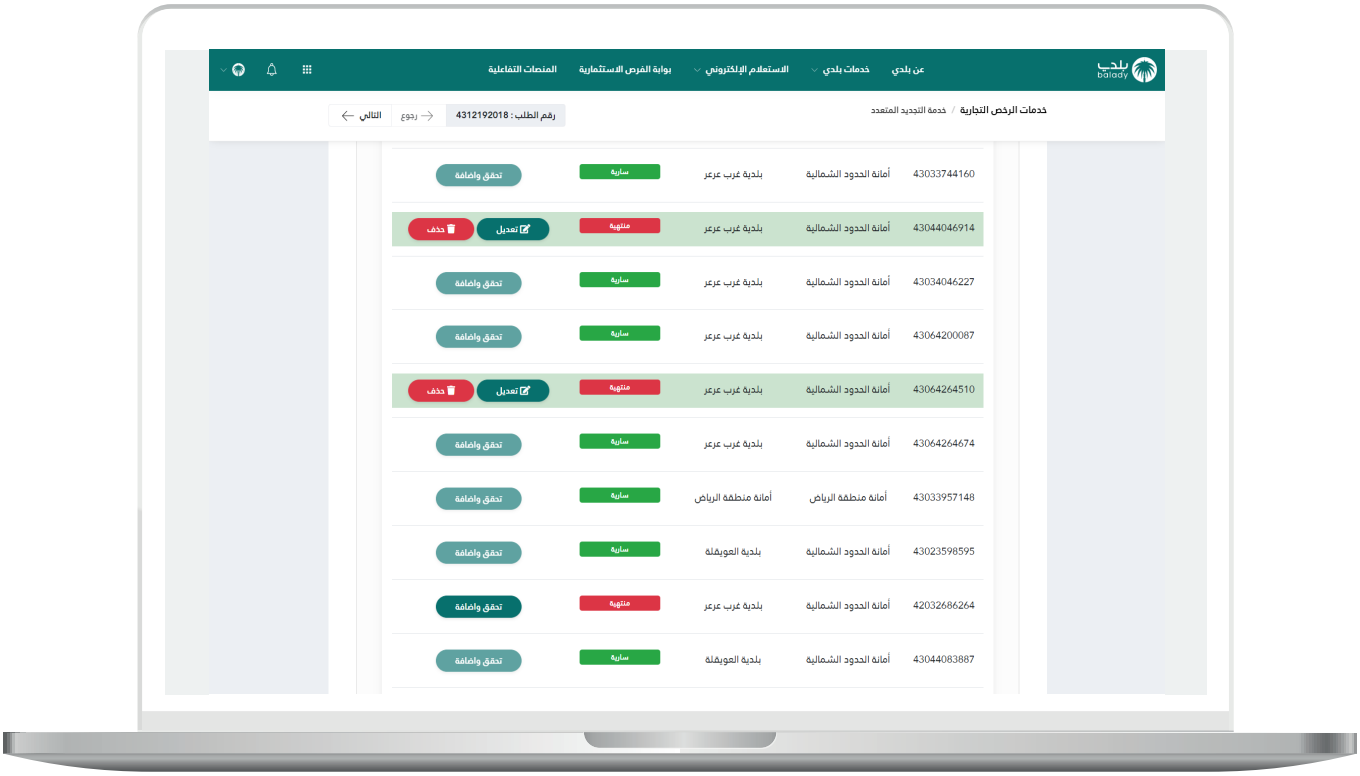
23) If the user clicks (**Delete**), a confirmation message appears. To proceed with deletion, the user clicks (**Confirm**). The user can also cancel the action by clicking (**Cancel**).



24) The user can add another license to the Multiple Renewal Request by clicking (**Verify and Add**). A new screen appears, allowing the user to enter the details of the additional license, following the same steps as the first license.

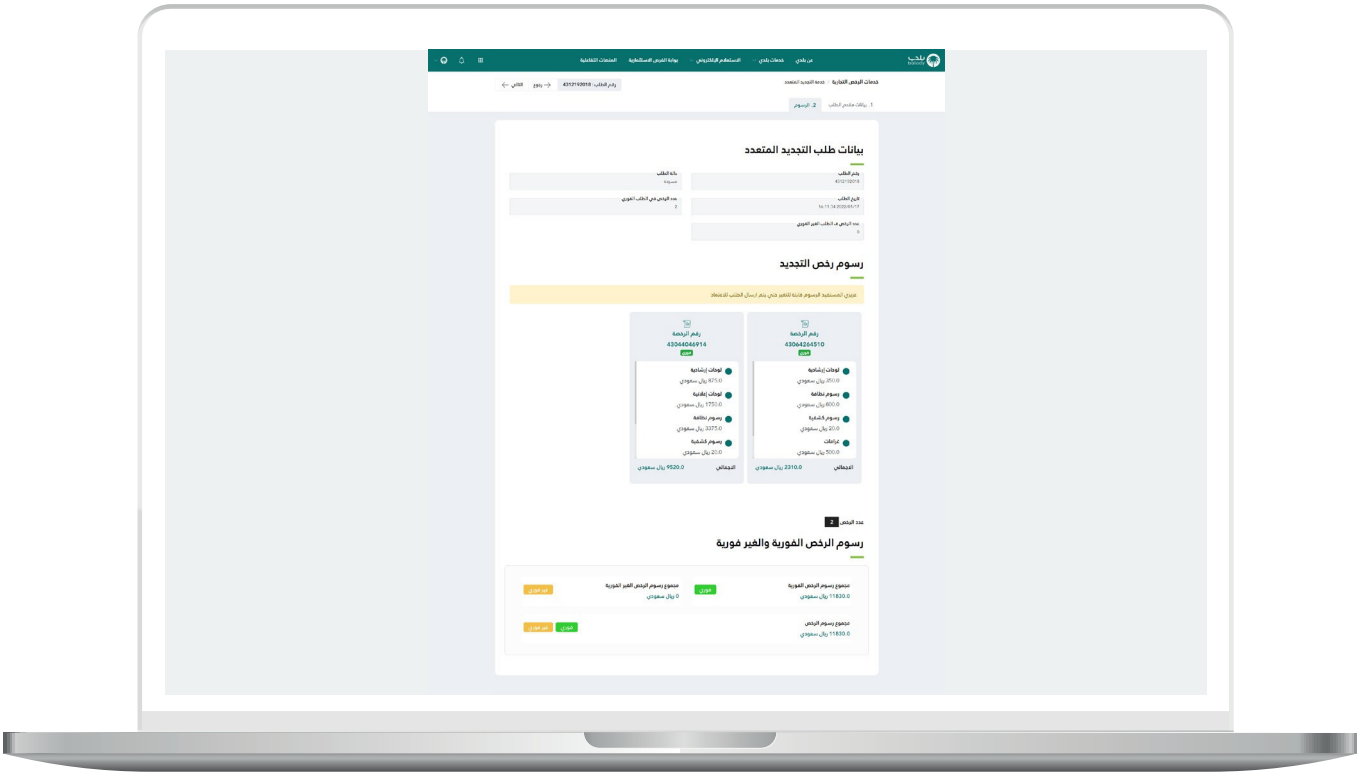


25) Once the details of the second license are completed, the system displays a screen confirming that two licenses have been added to the request. The user then clicks (**Next**).



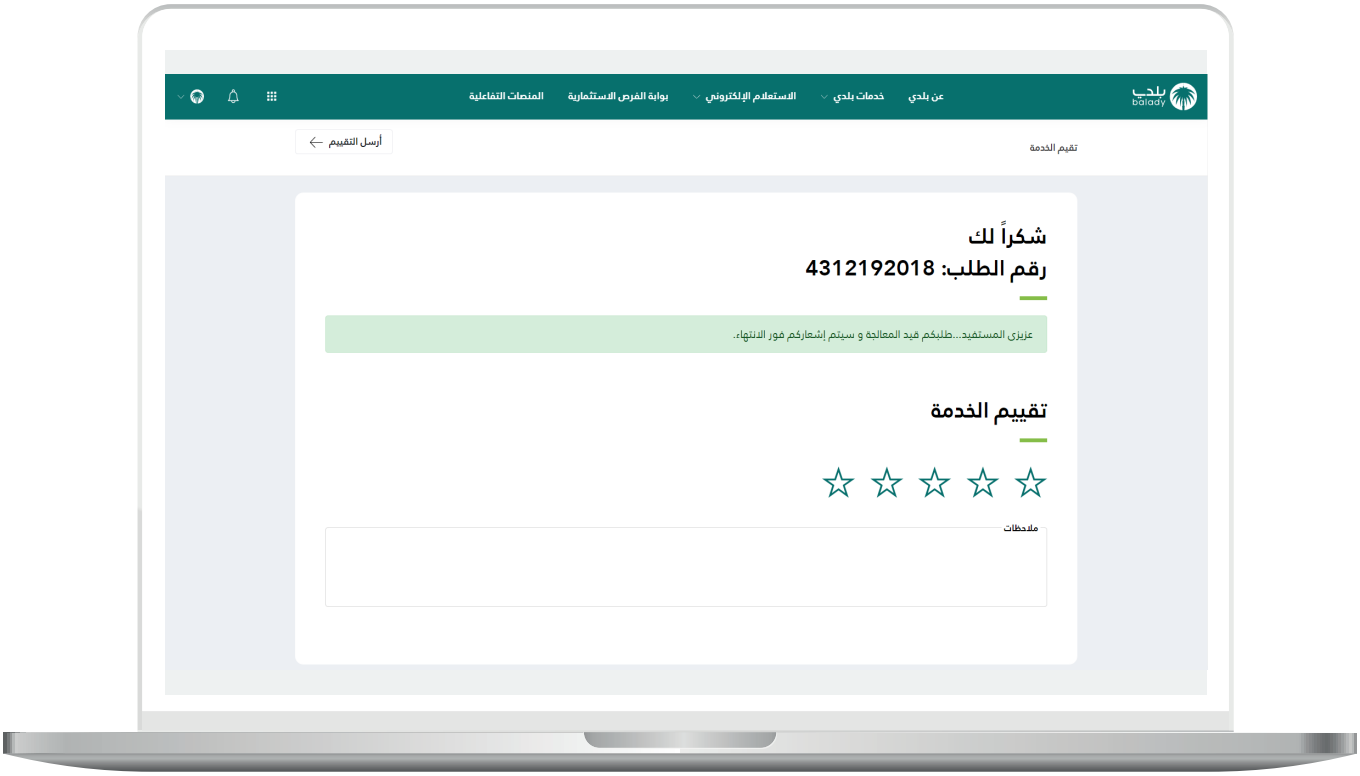
26) After clicking (**Next**), the system moves to the second stage, (**Fees**), where it displays the renewal fees for both licenses.

The user clicks (**Next**) to submit the request, with the option to return to the previous stage by clicking (**Back**).

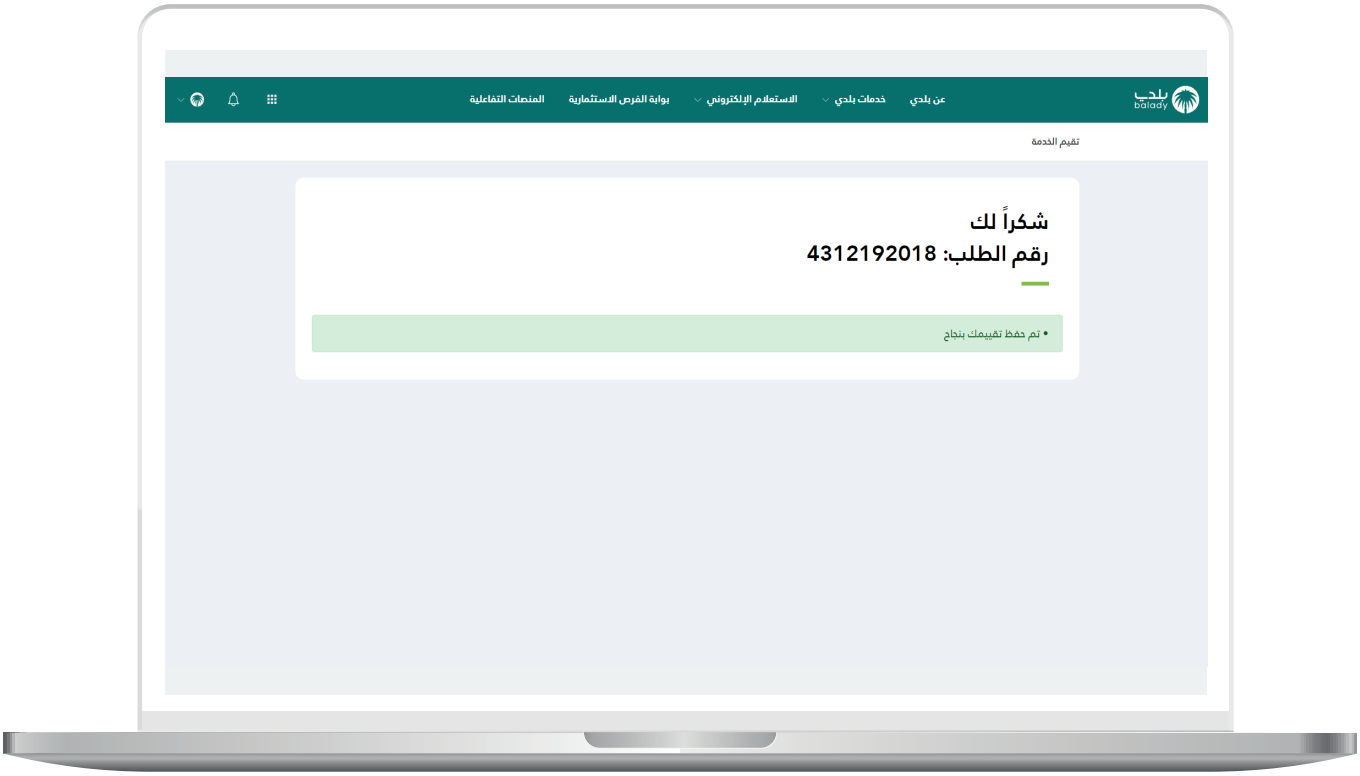


27) After clicking (**Next**), the system submits the request for processing and displays a confirmation message.

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**).

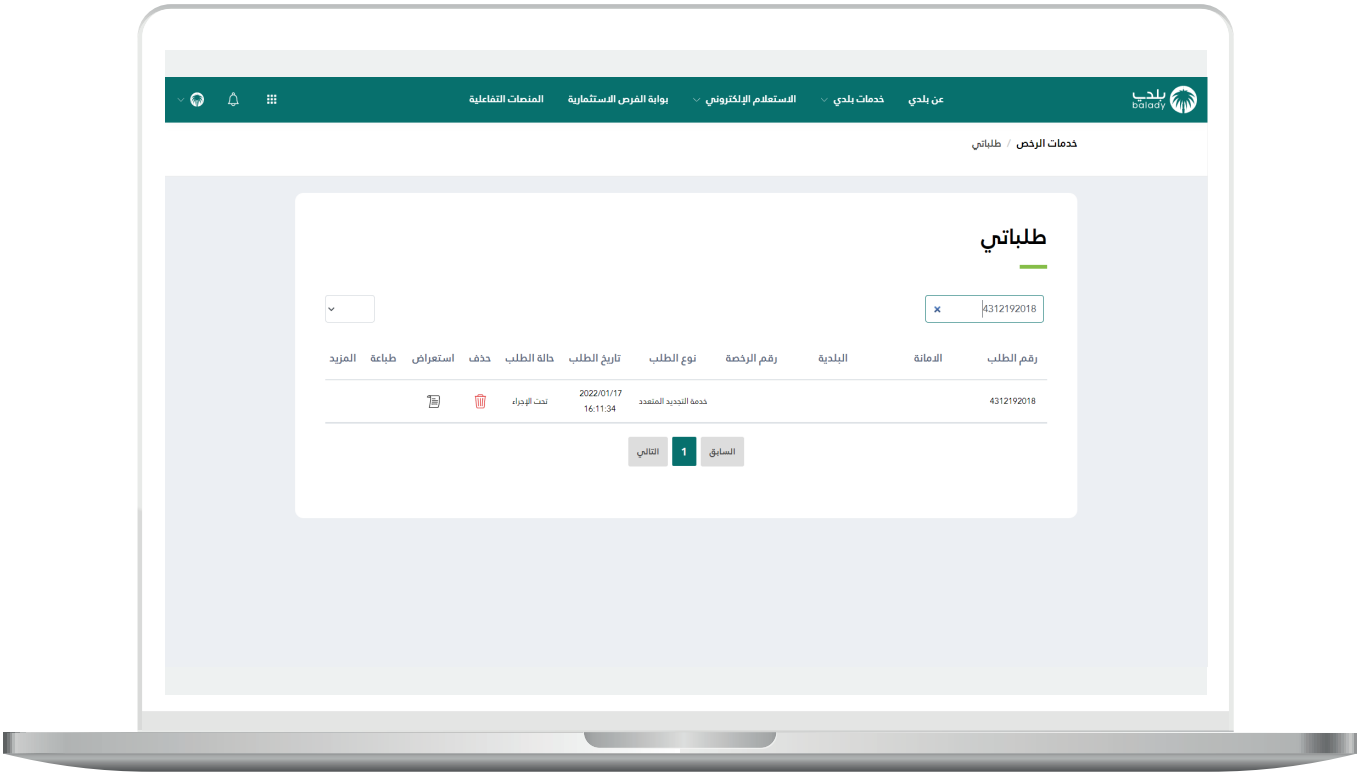


28) The evaluation is successfully saved, and a confirmation message is displayed.

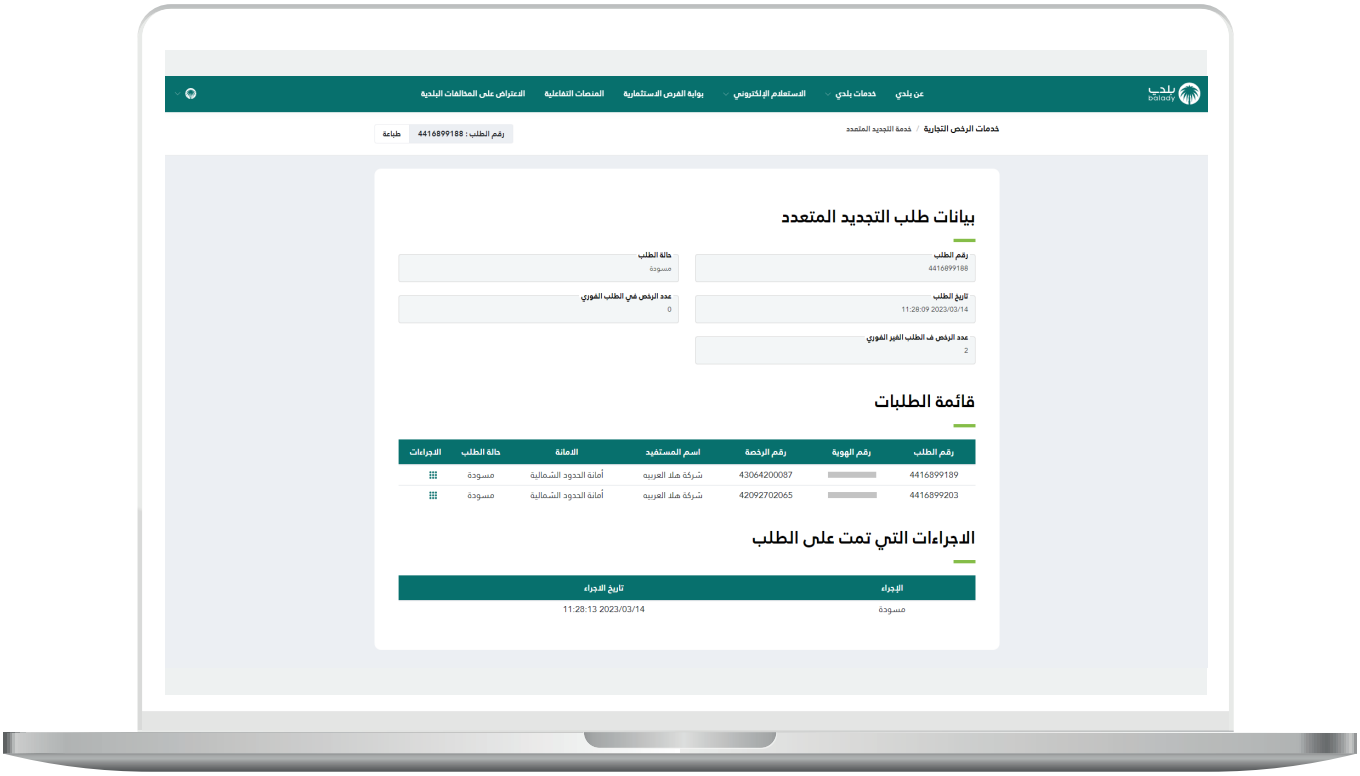


Follow-up on the Request

1) The system redirects the user to the (**My Requests**) screen, as shown in the following image, where they can track the status of their request.



2) By clicking on the paper icon in the (**Browse**) column, the user can see the details of the request.



SMS Messages to the Beneficiary

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

Dear Beneficiary, Ibrahim, a renewal request has been created with request number (4448137144), and its status is Draft, linked to the multiple renewal request number (3448137144). You can view the request at: (https://balady.gov.sa/Eservices/Inquiries/Request)

- Dear Beneficiary, Ibrahim, a multiple renewal request has been created with request number 3448137144.

- Dear Beneficiary, Ibrahim, a renewal request has been created with request number (5448137144), and its status is Draft, linked to the multiple renewal request number (3448137144). You can view the request at: (https://balady.gov.sa/Eservices/Inquiries/Request).

- Dear Beneficiary, the license renewal has been completed for license number (88122151134). You can view it at: http://10.80.140.100:9003/commonapi/clp/b6670a6aa2ea43b38b2128775a6a0818

The site will be visited within 72 hours.

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