



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

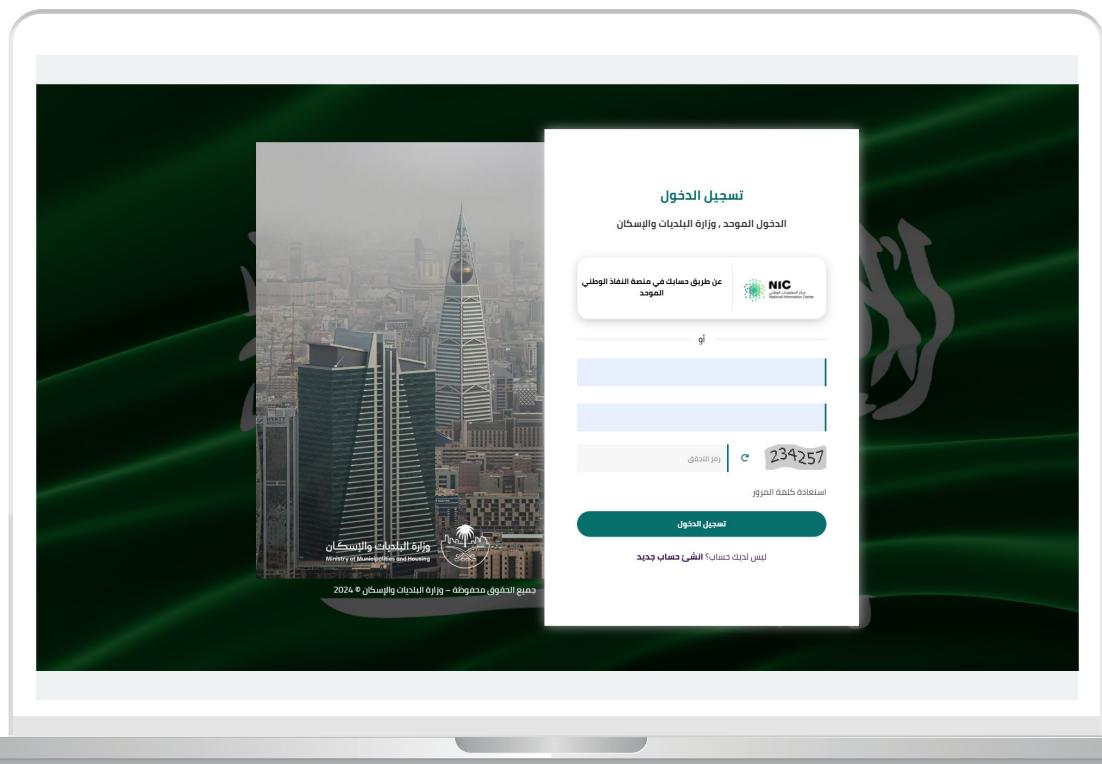
User Guide for the

Non-Food Mobile Cart Permit Service

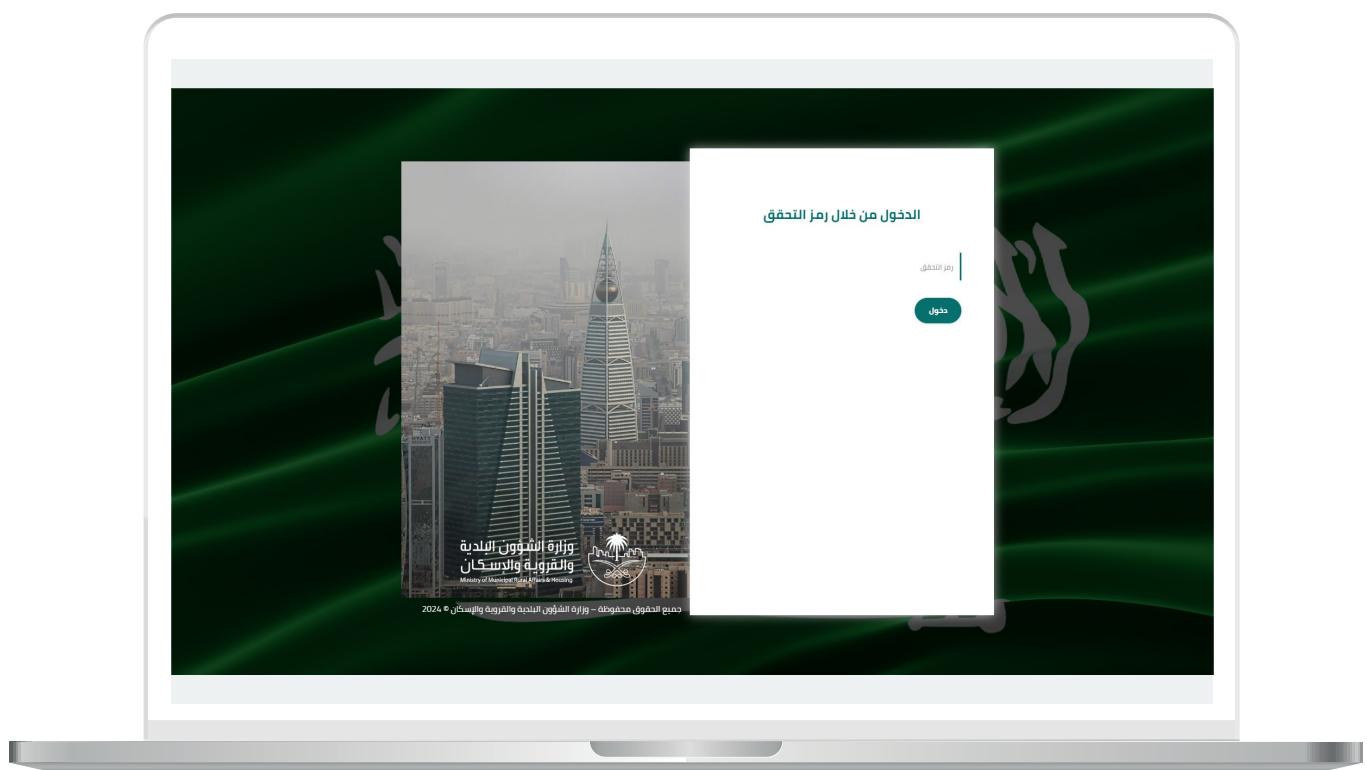
Beneficiary's
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Logging into the System

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.



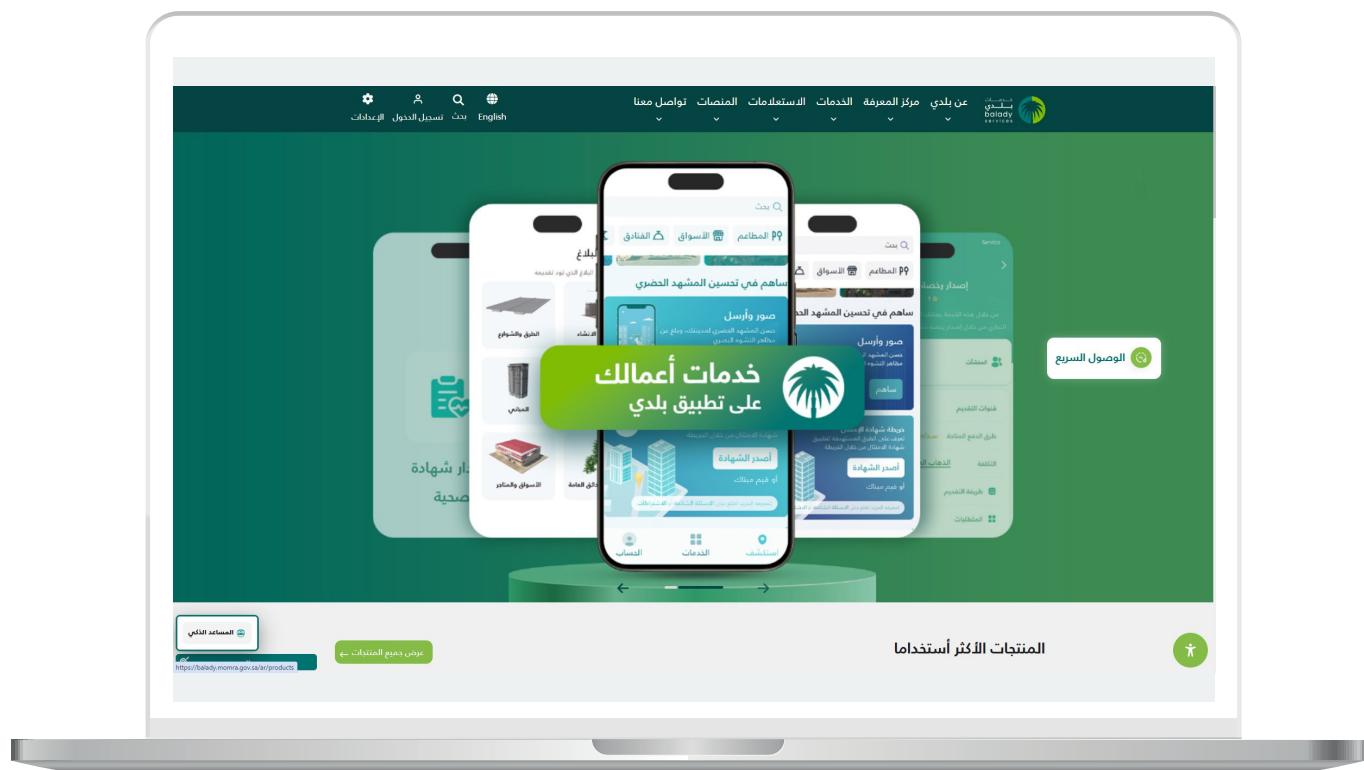
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the **(Verification Code)** field and click the **(Login)** button, as shown in the following screenshot.



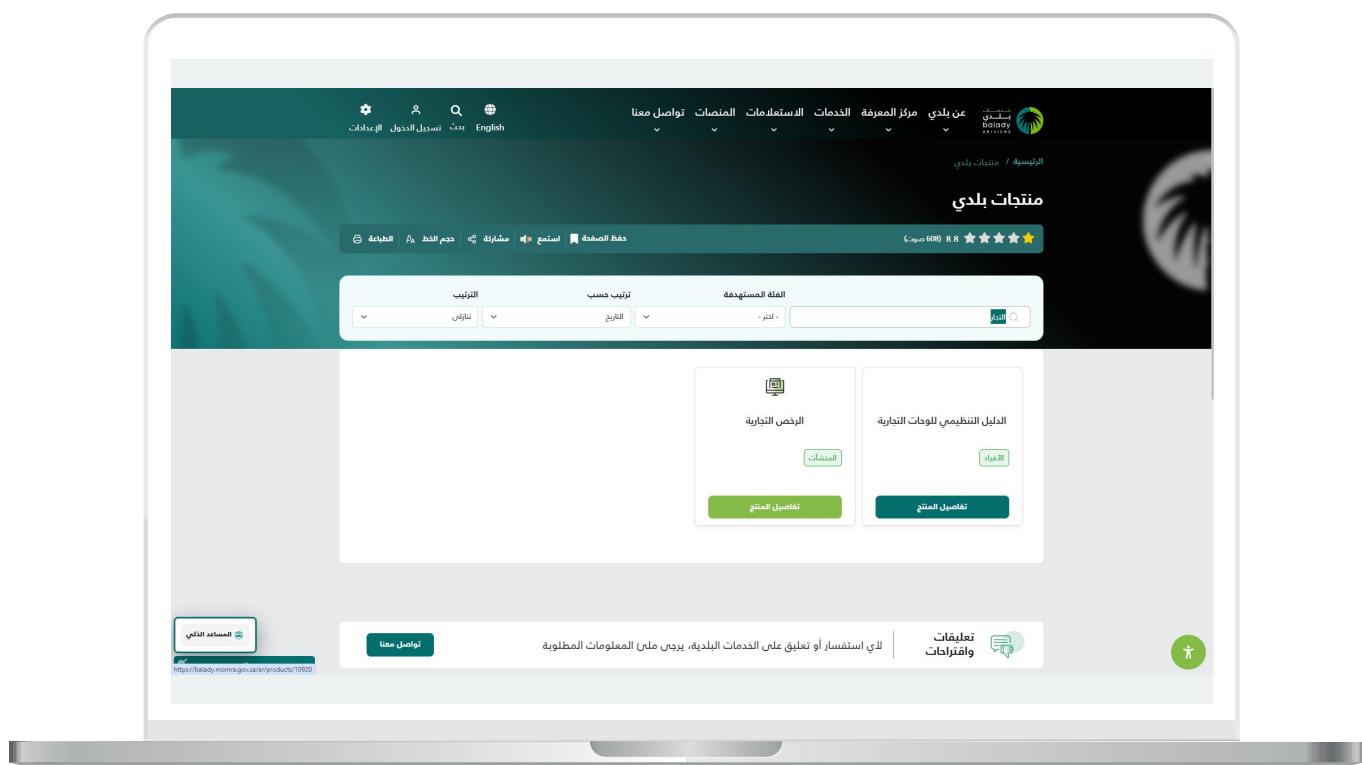
Steps to Request the Service

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

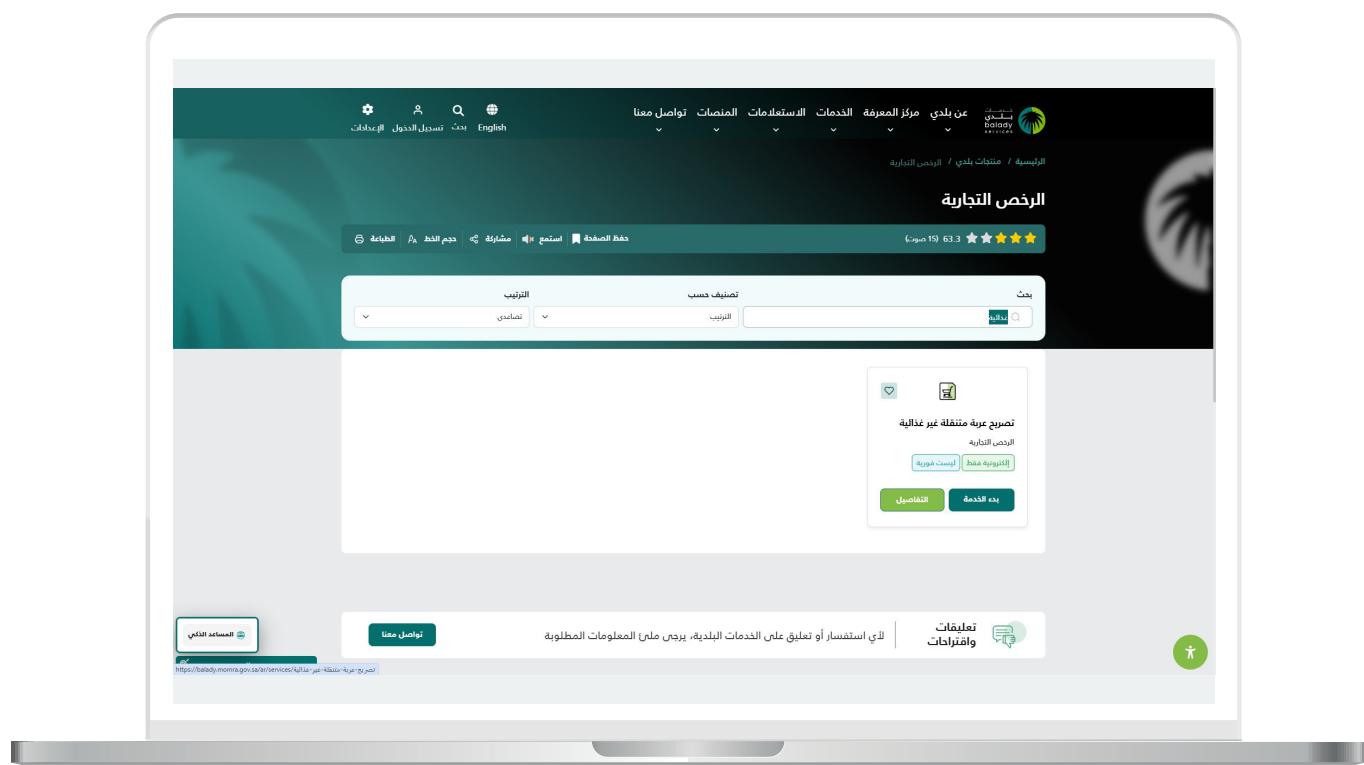
The user then clicks the **(View All Products)** button.



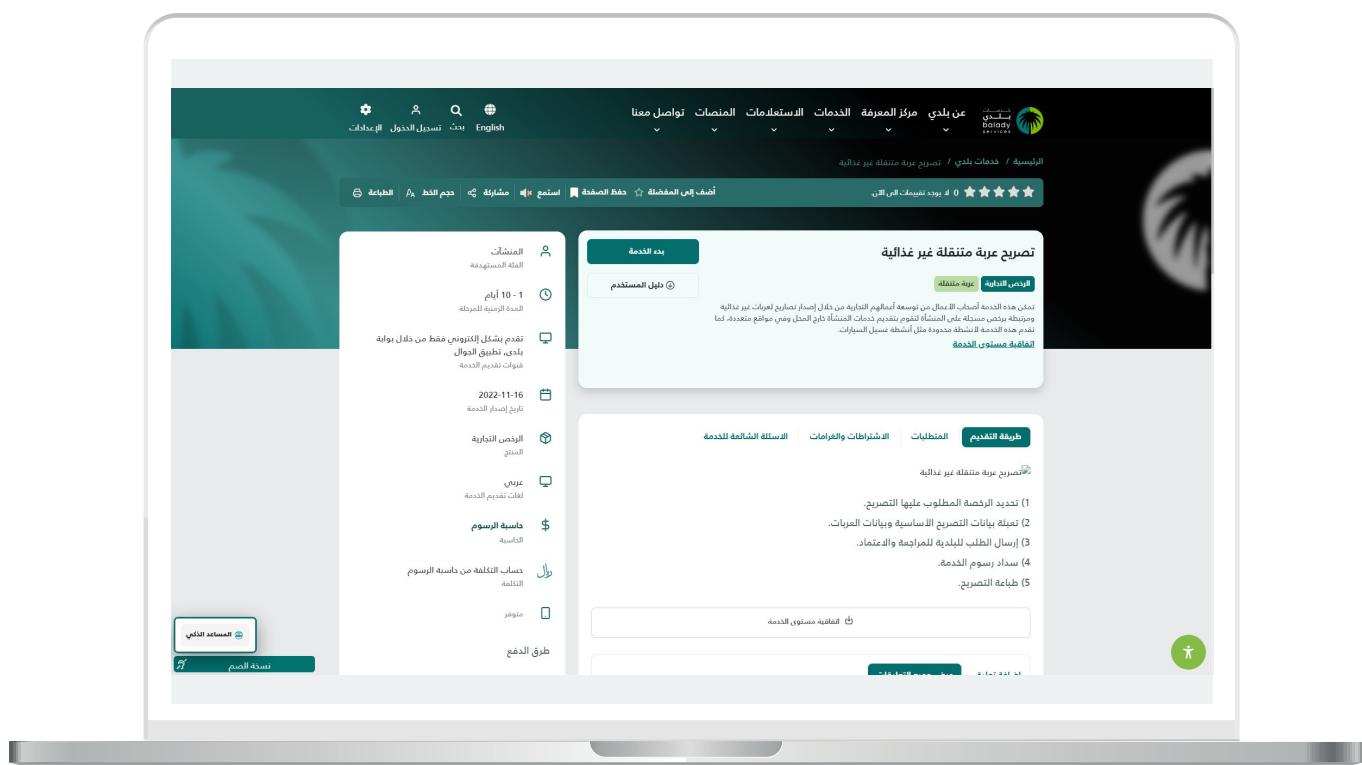
2) To start the service application, the user searches for (Commercial Licenses) as shown below.



3) The user then searches for (**Non-Food Mobile Cart Permit**) as shown on the next screen.

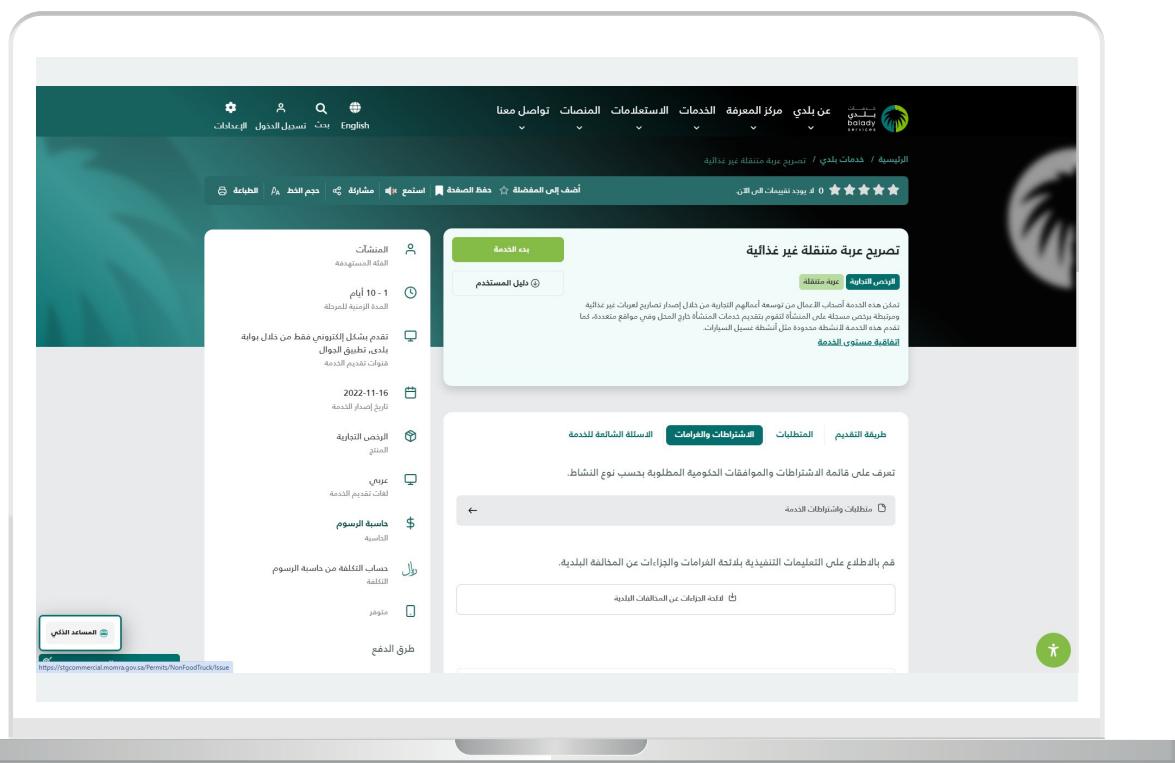


4) The next screen appears, allowing the user to view (How to Apply, Requirements, Conditions and Fines, etc.).

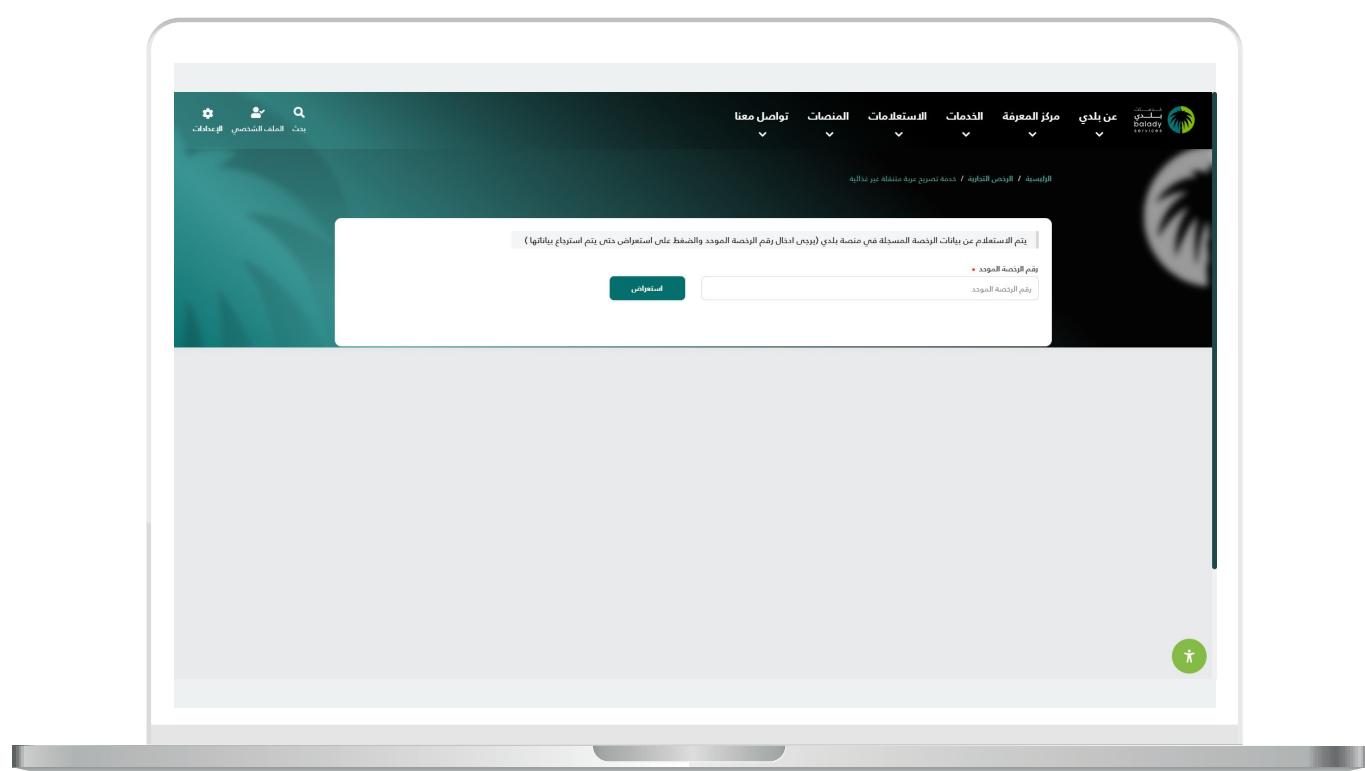


5) The following screen represents the **(Conditions and Fines)** section.

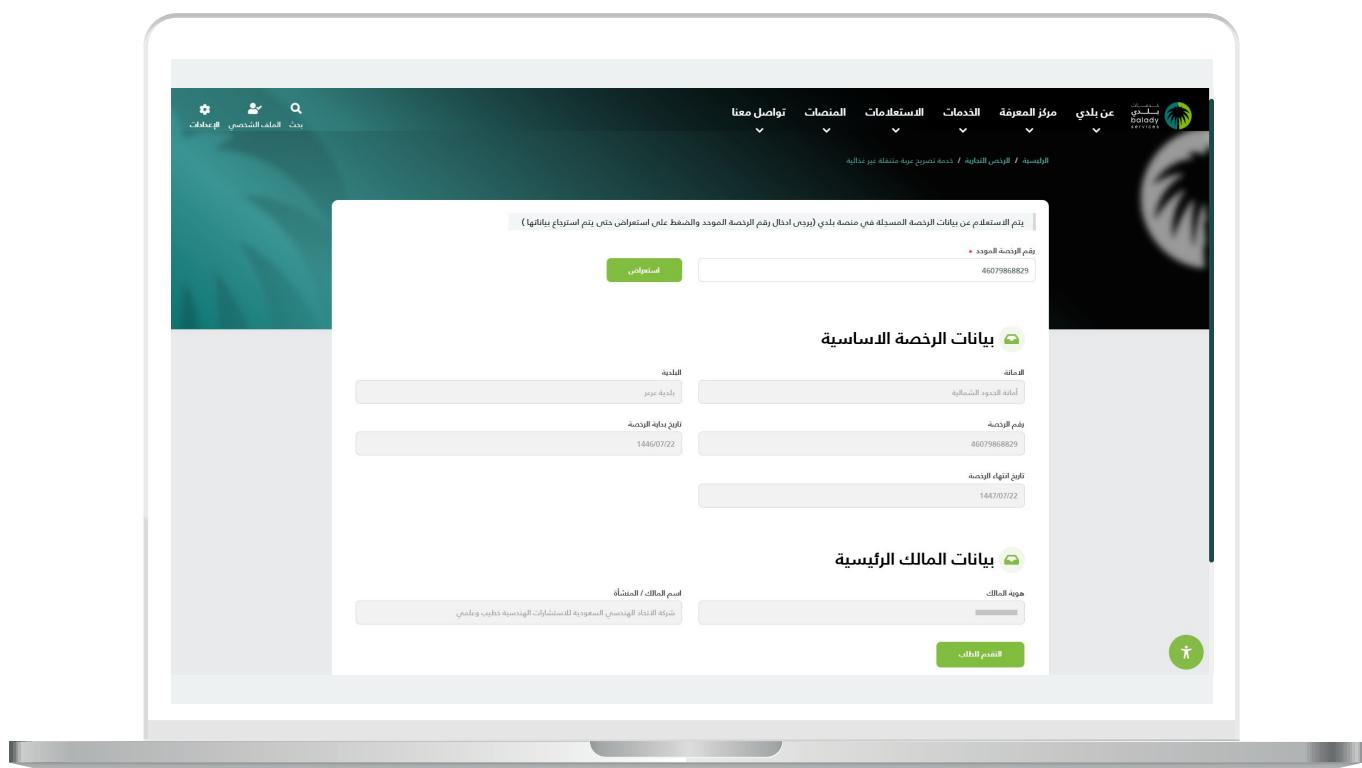
To start the application process, the user clicks the **(Start Service)** button.



6) The following screen appears, where the **(Unified License Number)** is entered, followed by clicking **(Browse)**.



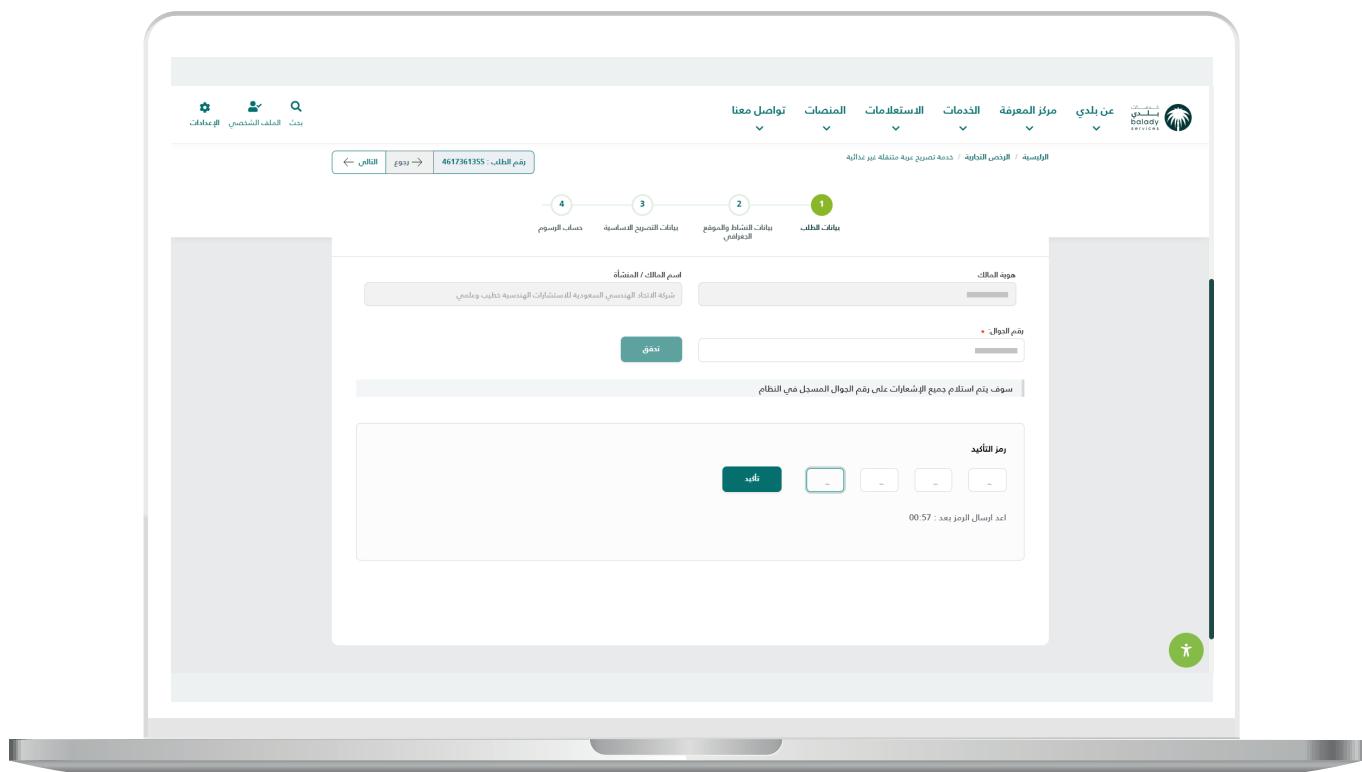
7) If the entered (Unified License Number) is correct, the system retrieves the basic license information as shown below. The user clicks (Proceed with Request).



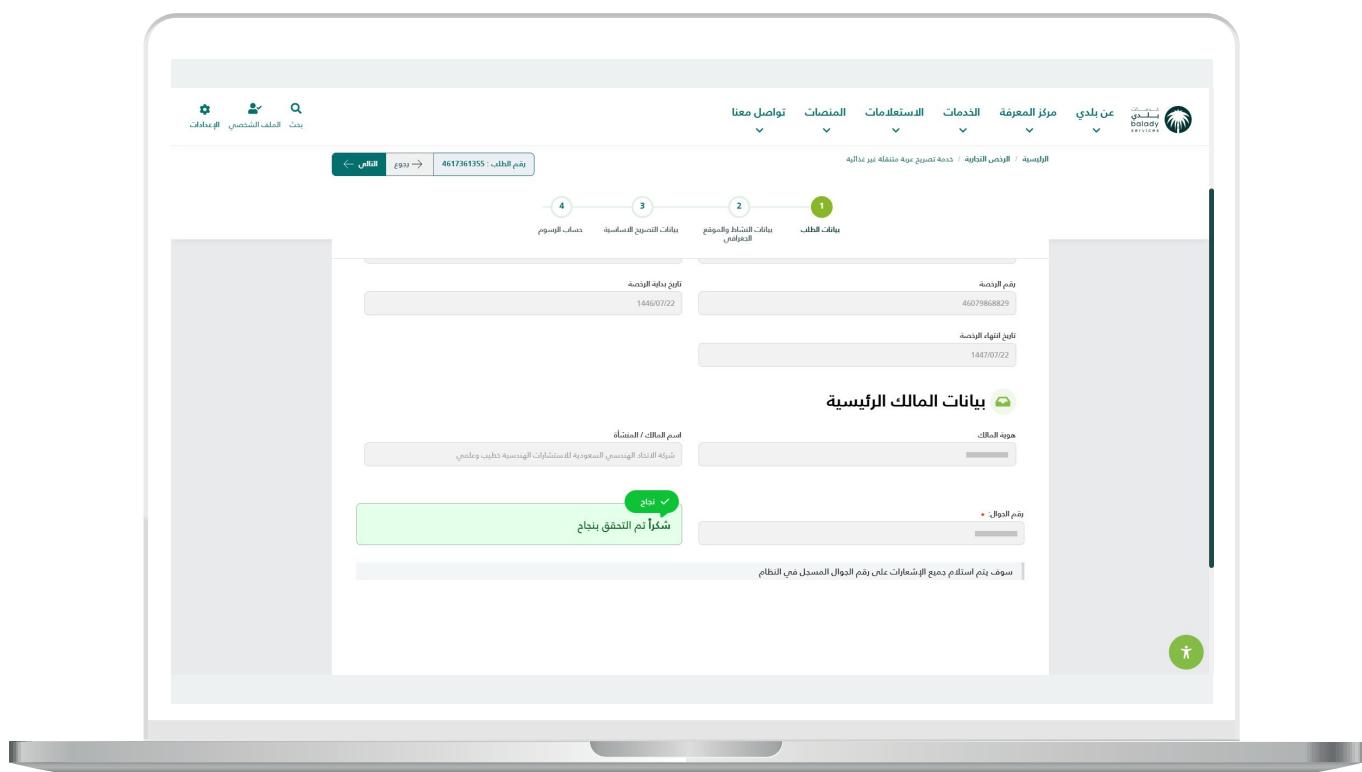
8) The following screen will then appear, representing the first stage of the application process, which is **(Application Data)**. Here, the applicant's details are verified by entering the value in the **(Mobile Number)** field and clicking the **(Verify)** button.

The screenshot shows a mobile application interface for a non-food mobile cart permit service. The top navigation bar includes links for 'تواصل معنا' (Contact Us), 'الخدمات' (Services), 'الاستعلامات' (Information), 'مركز المعرفة' (Knowledge Center), 'عن بلدي' (About My City), and a search function. The main content area is titled 'بيانات الرخصة الأساسية' (Basic License Data) and 'بيانات المالك الرئيسية' (Main Owner Data). The 'Basic License Data' section contains fields for 'الرخصة' (License), 'الإسم' (Name), 'رقم الرخصة' (License Number), 'نوع رخصة العمل' (Business License Type), and 'نوع انتهاء الرخصة' (License Expiry Type). The 'Main Owner Data' section contains fields for 'اسم المالك / العائلة' (Owner Name / Family), 'هوية المالك' (Owner ID), and 'رقم الدوّار' (Dwelling Number). A 'تحقق' (Verify) button is located at the bottom of the main data entry area. The bottom of the screen features a footer with a circular icon containing a person icon and the text 'سوف يتم إرسال جميع الإشعارات على رقم الجوال المسجل في النظام' (All notifications will be sent to the registered mobile number in the system).

9) A code will then be sent to the user's mobile, which they must enter in the **(Verification Code)** field and click the **(Confirm)** button, as shown in the following screenshot.



10) A message appears stating (**Thank you, verification was successful**) as shown below. The user then clicks the (**Next**) button to proceed to the second stage.



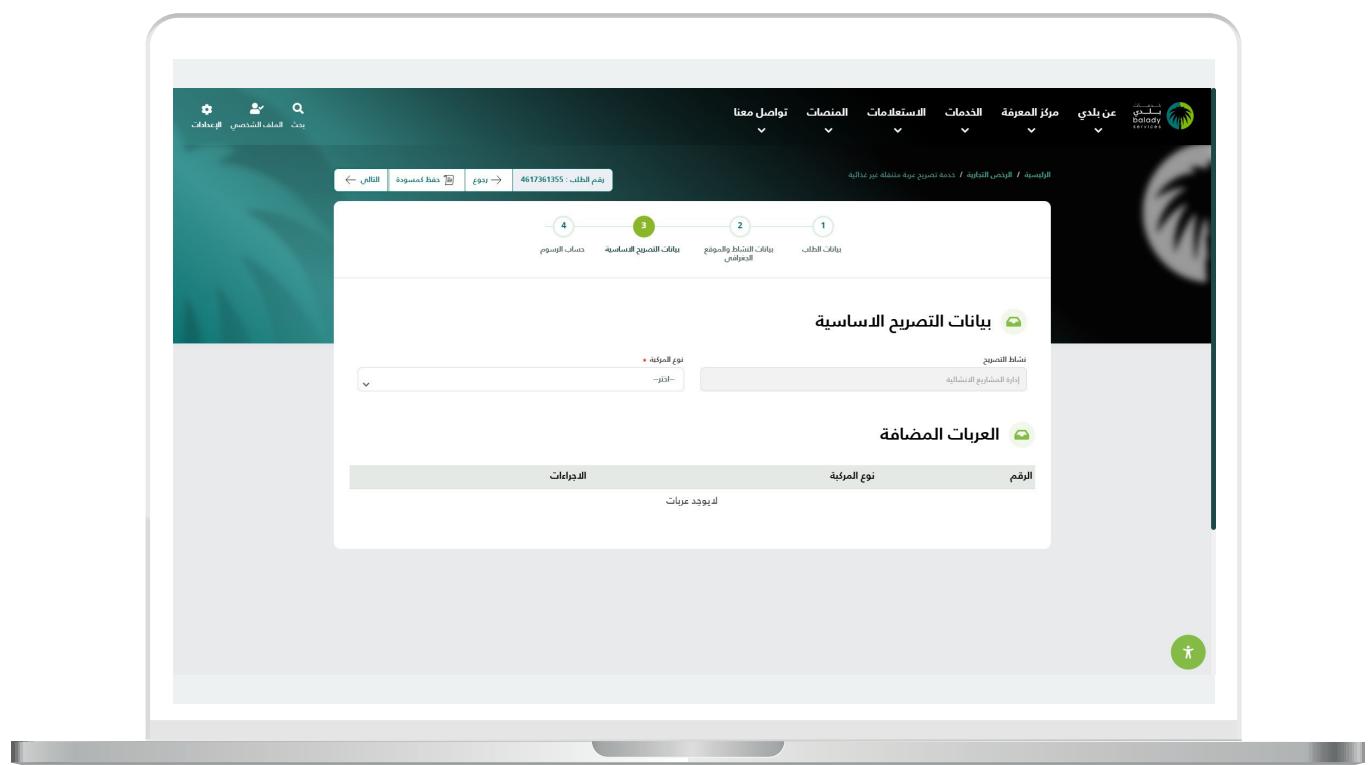
11) The system navigates the user to the next step: **(Business Activity and Geographic Location Information)** as shown below. The system displays the main store details and geographic location data on the map.

The user clicks **(Next)** to continue, with options to save the request as a draft by clicking **(Save as Draft)** or go back by clicking **(Back)**.

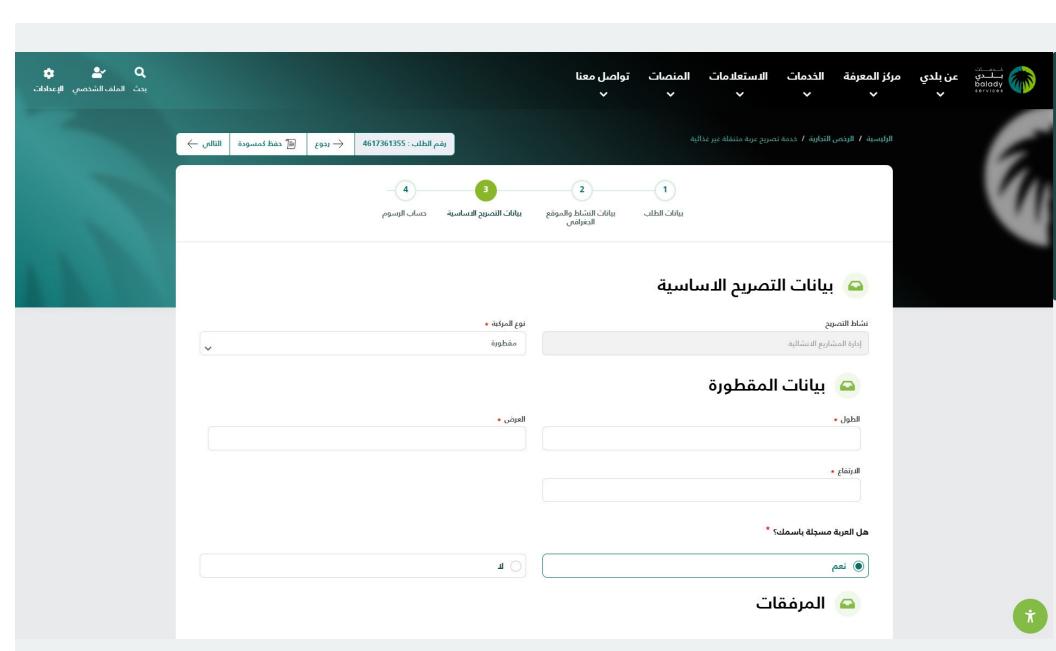
The screenshot shows a mobile application interface for a Non-Food Mobile Cart Permit Service. The top navigation bar includes links for 'تواصل معنا', 'الخدمات', 'الاستعلامات', 'مركز المعرفة', 'عن بلدي', and the 'بلدي Today Services' logo. The main content area displays a progress bar with four steps: 1. بيانات المطلب (Request Details), 2. بيانات المنشأة والموقع (Business Activity and Geographic Location Information), 3. بيانات التصريح الصادرة (Issued License Details), and 4. تفاصيل المقيم (Resident Details). The current step, step 2, is highlighted with a green circle. The sub-section 'بيانات المنشأة' (Business Activity) is visible, showing fields for 'اسم المنشأة' (Business Name) and 'نوعية المنشأة' (Business Type). The sub-section 'بيانات الموقع الجغرافي' (Geographic Location Data) is also visible, showing fields for 'العنوان الشامل' (Full Address), 'الشارع' (Street), and 'نوع المنشآة' (Type of Establishment). A map icon is located in the bottom right corner of the main content area.

12) The user proceeds to the **(Basic Permit Information)** step, where the basic permit details must be entered. The user selects a value from the **(Vehicle Type)** dropdown and fills in the additional fields based on the selected vehicle type.

There are three vehicle types: **(Trailer, Semi-Trailer, Vehicle)**.



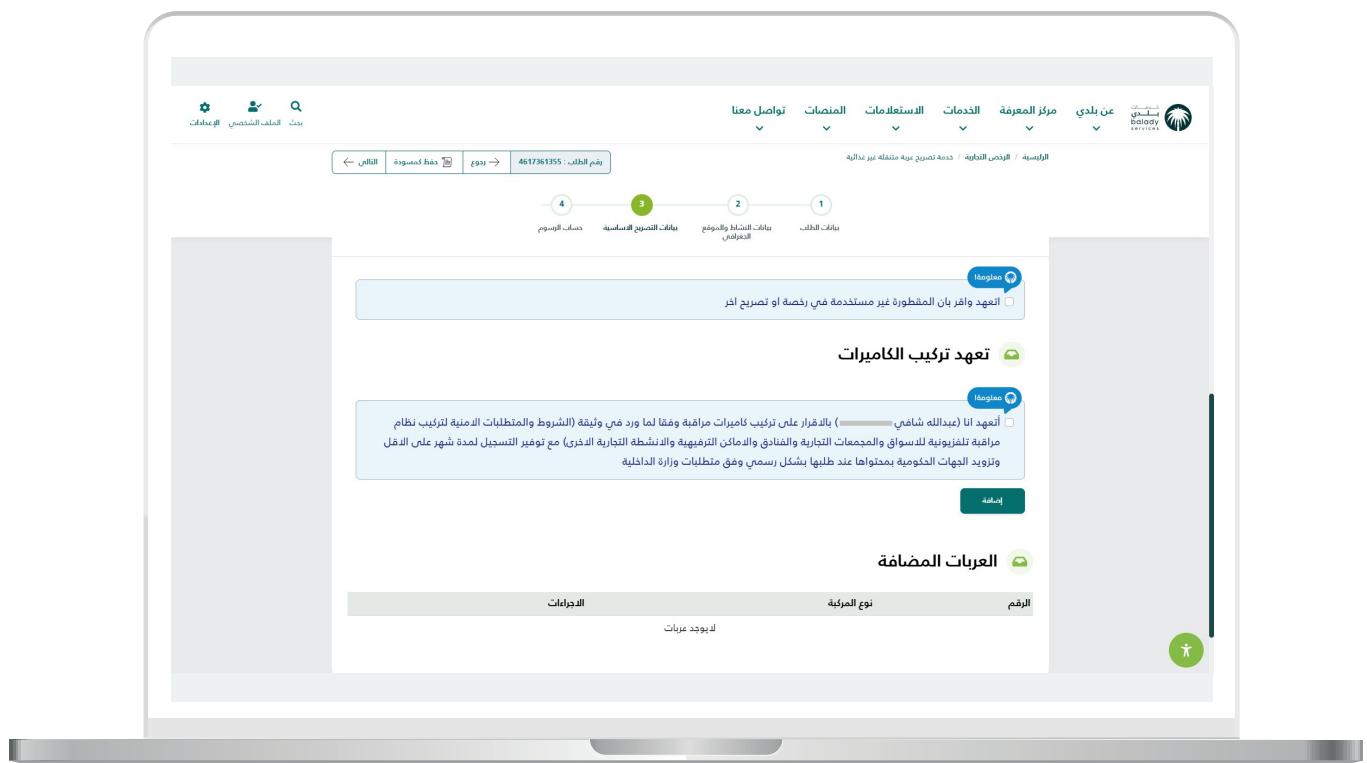
13) If (Trailer) is selected, the (Trailer Information) section appears, where the following fields must be entered: (Length, Width, Height). The user then selects whether the cart is registered under their name by choosing (Yes, No).



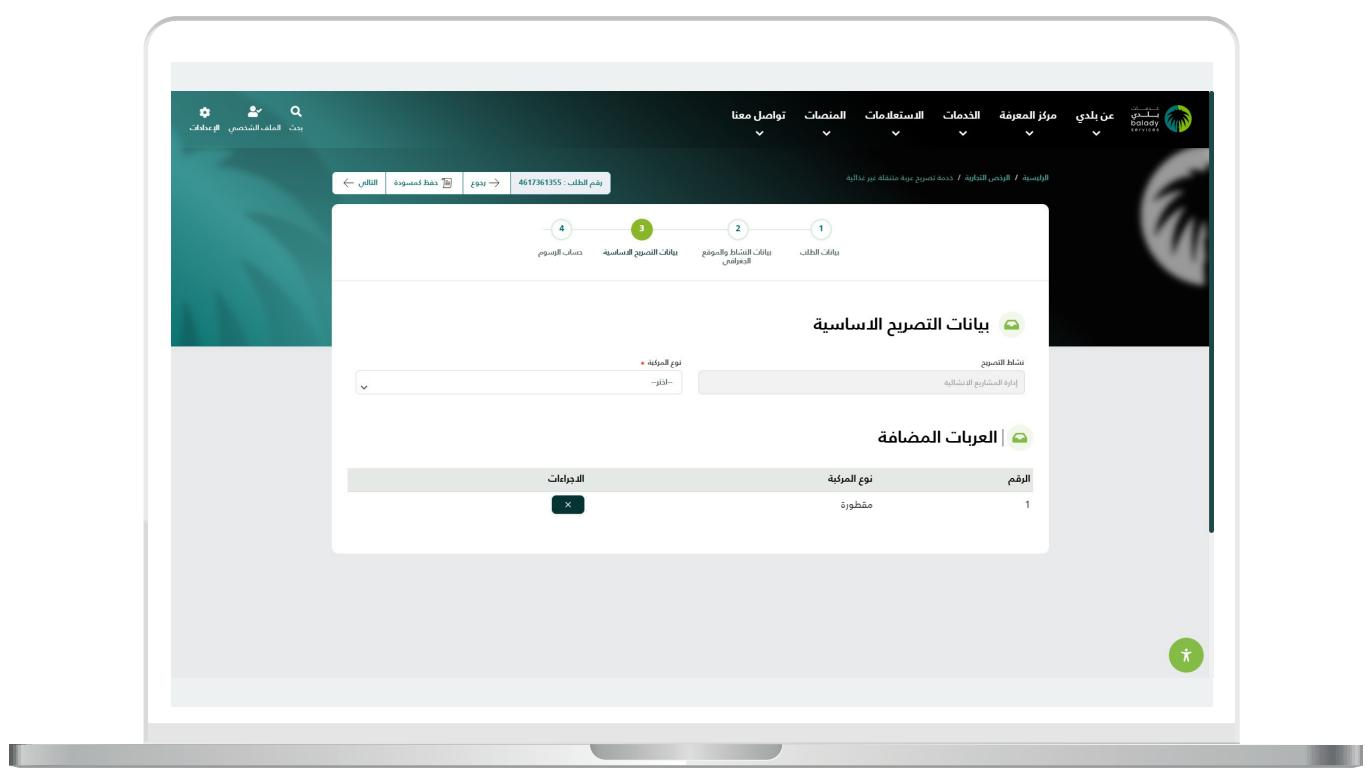
The screenshot shows a mobile application interface for a non-food mobile cart permit service. The top navigation bar includes links for 'تواصل معنا', 'الخدمات', 'الاستعلامات', 'مركز المعرفة', 'عن نادي', and the 'Al-Khalidiyah Services' logo. The main content area displays a progress bar with four steps: 1. بيانات الطلب (Order Information), 2. بيانات الشكل ولونه (Shape and Color Information), 3. بيانات التصريح الأساسية (Basic Permit Information), and 4. تفاصيل المركبة (Trailer Details). Step 3 is highlighted in green. The 'بيانات التصريح الأساسية' (Basic Permit Information) section contains fields for 'نوع المركبة' (Vehicle Type) and 'نقطة التصريح' (Permit Point), both marked with red asterisks as required fields. The 'بيانات المقطورة' (Trailer Information) section contains fields for 'العنوان' (Address), 'الارتفاع' (Height), and 'العرض' (Width), also marked with red asterisks. A question 'هل العربة مسجلة باسمك؟' (Is the vehicle registered in your name?) with 'نعم' (Yes) and 'لا' (No) radio buttons is present. A 'المرفقات' (Attachments) section is at the bottom right. The overall interface is in Arabic.

14) If (Yes) is selected, only one attachment is required: (External Image of the Vehicle). If (No) is selected, two attachments are required: (Lease Agreement and External Image of the Vehicle).

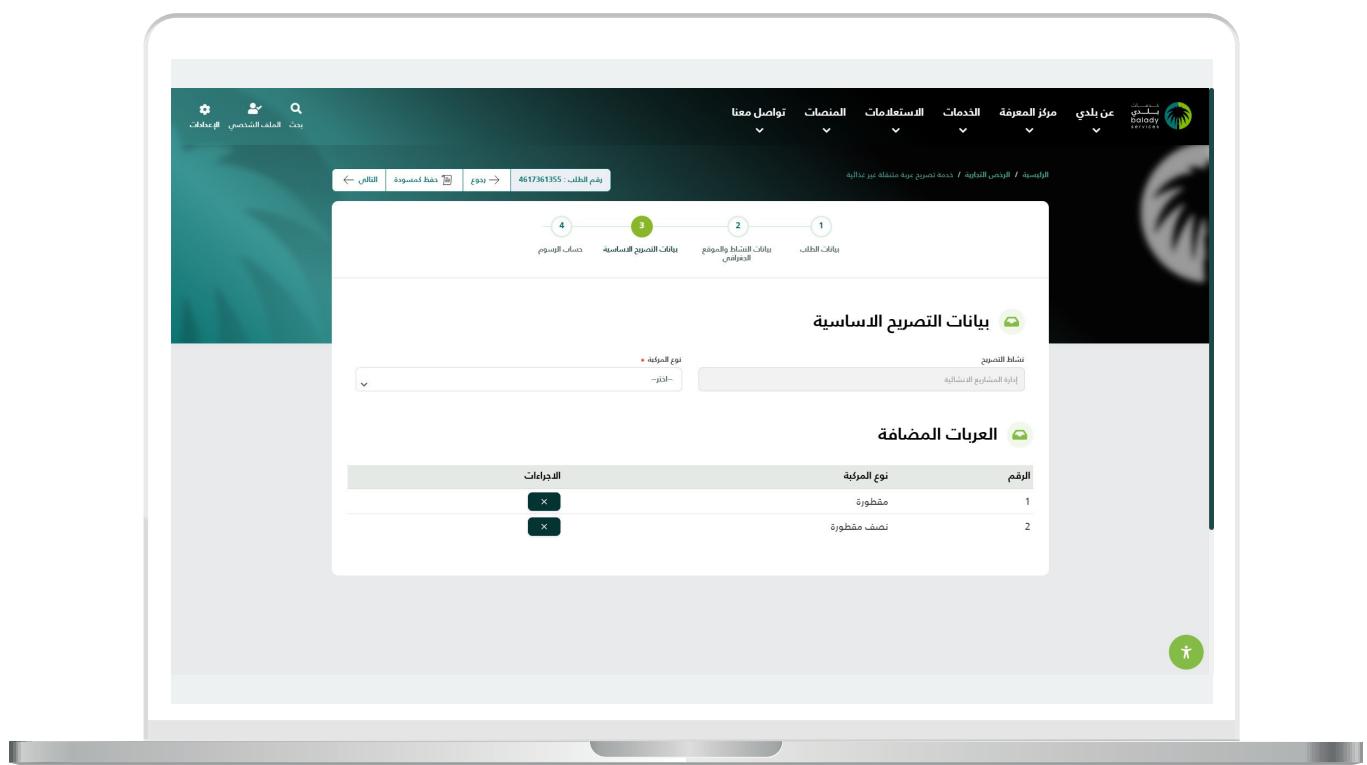
15) The user agrees to the required acknowledgments and clicks (Add) to register the cart.



16) After clicking (Add), the cart is added to the (Added Carts Table) as shown below.



17) The same process applies when adding a (Semi-Trailer).



18) If (Vehicle) is selected, the (Vehicle Information) section appears, where the user must enter the following details:(Length, Width, Height, Model, Year of Manufacture, Plate Number, and Chassis Number). The user selects whether the cart is registered under their name by choosing (Yes. No).

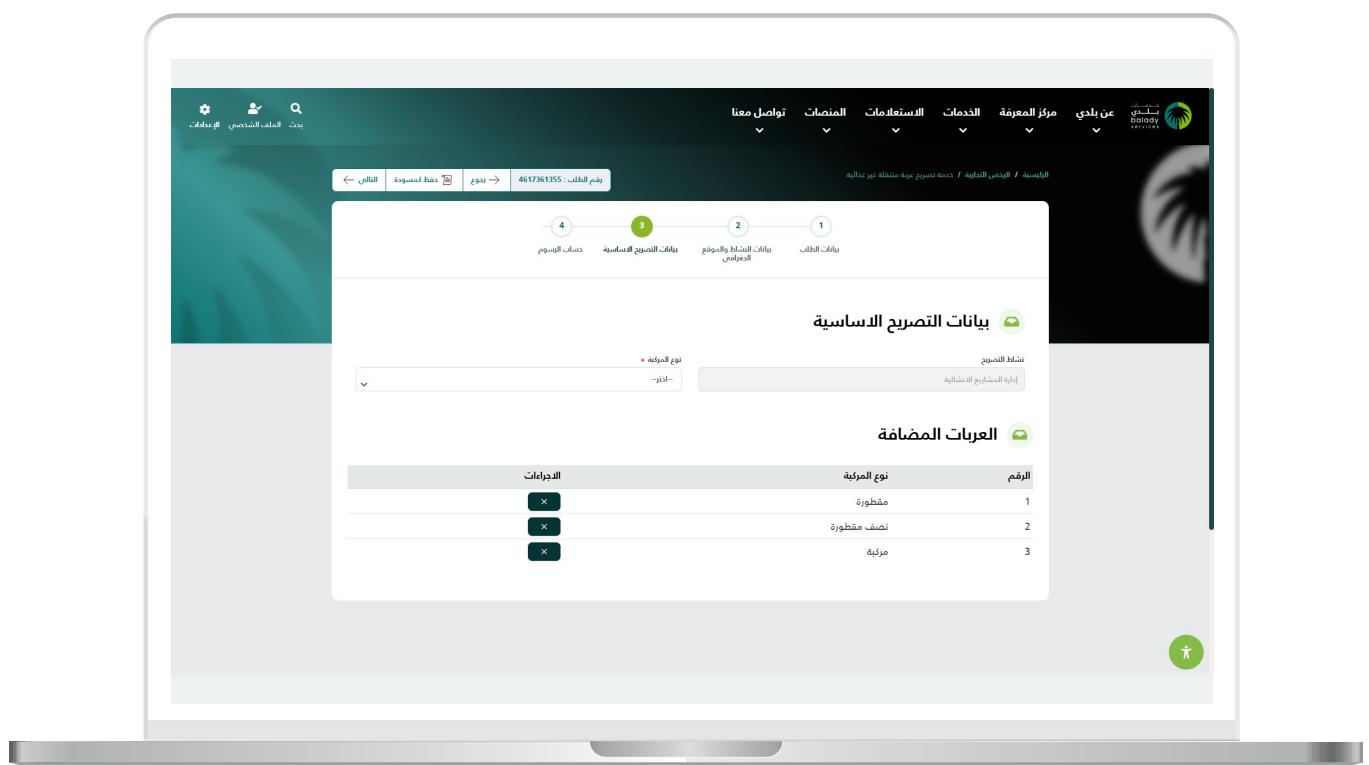
19) If (Yes) is selected, four attachments are required: (External Image of the Vehicle, Vehicle Registration, Periodic Inspection, and Insurance Document).

20) If (No) is selected, five attachments are required: (Lease Agreement, External Image of the Vehicle, Vehicle Registration, Periodic Inspection, and Insurance Document).

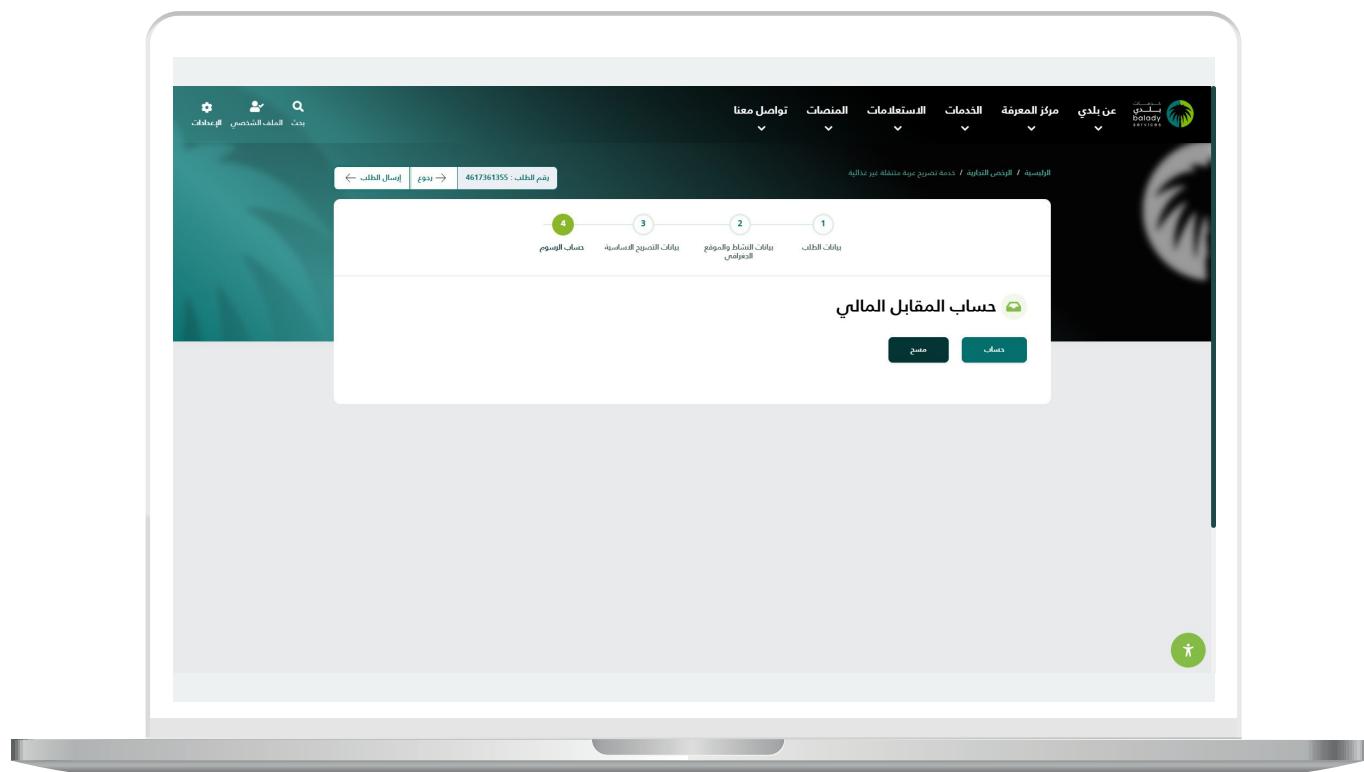
21) The user must acknowledge the (Camera Installation Commitment) before clicking (Add) to register the vehicle.

22) After clicking (Add), the cart is added to the (Added Carts Table) as shown below.

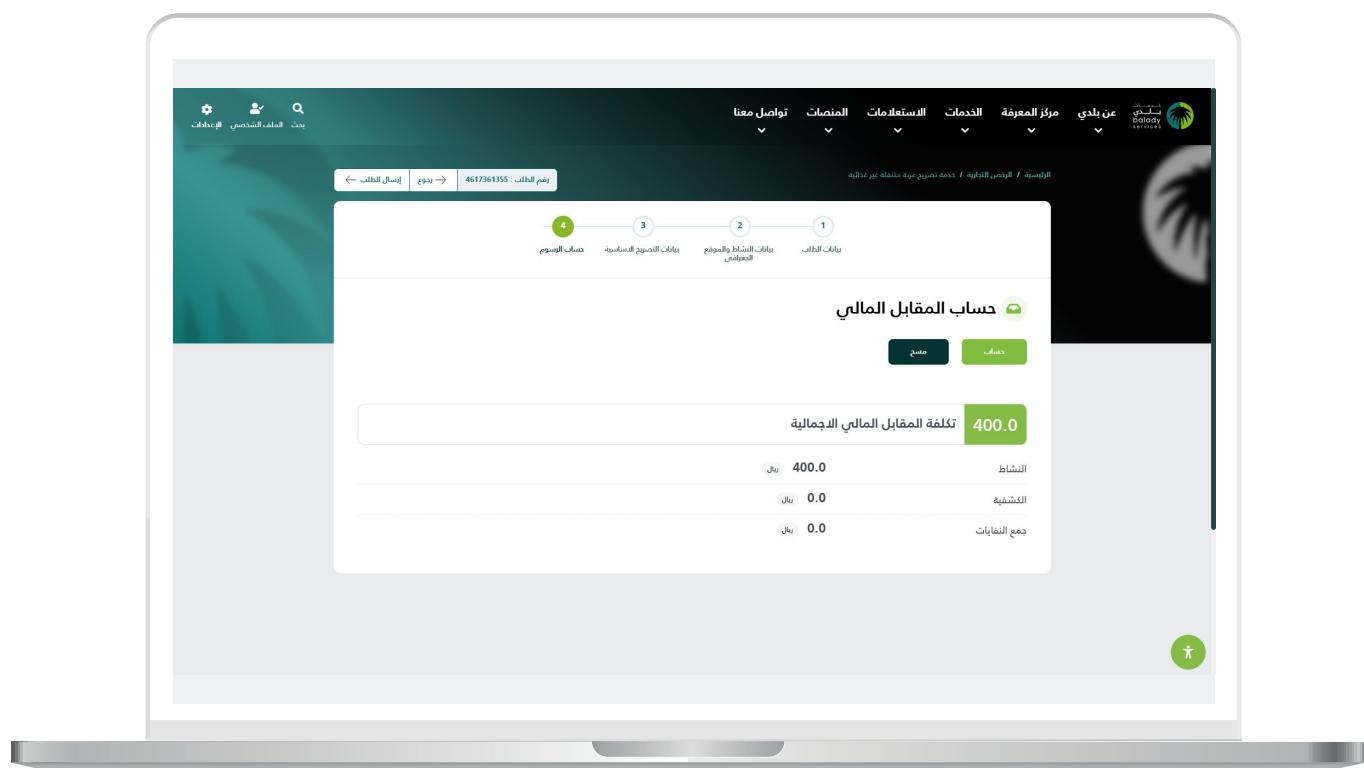
The user clicks (Next) to continue, with options to save the request as a draft by clicking (Save as Draft) or go back by clicking (Back).



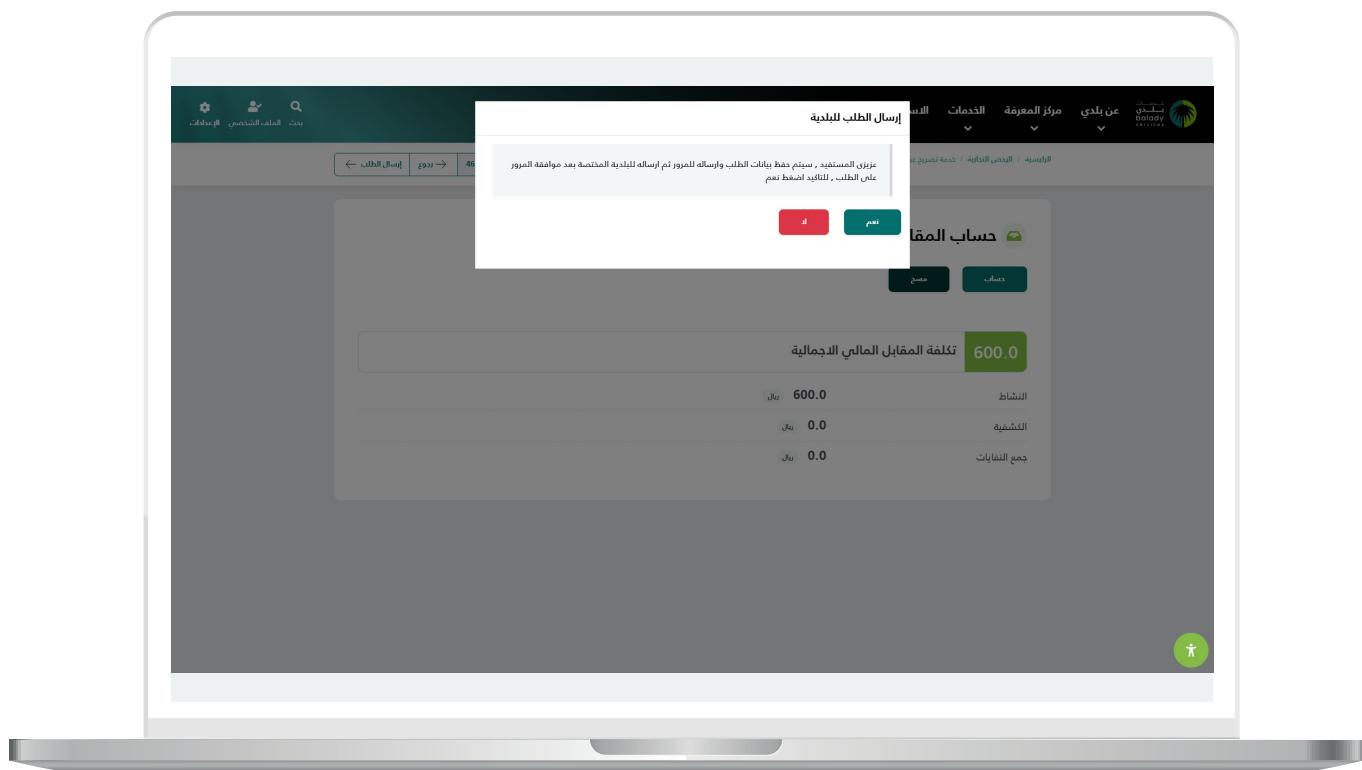
23) The final step, (Fee Calculation), appears, where the user clicks (Calculate) to determine the total service fee.



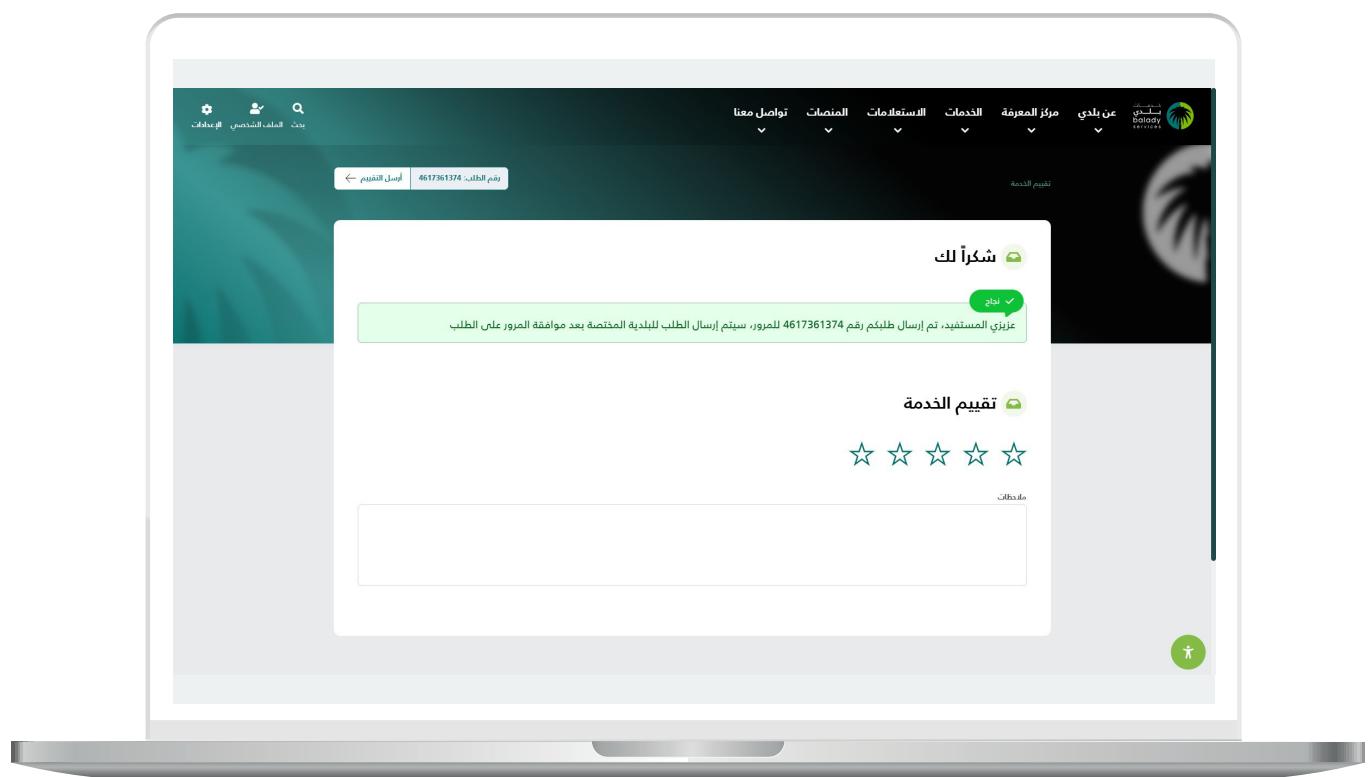
24) The total service fee is displayed, as shown below. The user clicks **(Submit Request)** with the option to return to the previous step by clicking **(Back)**.



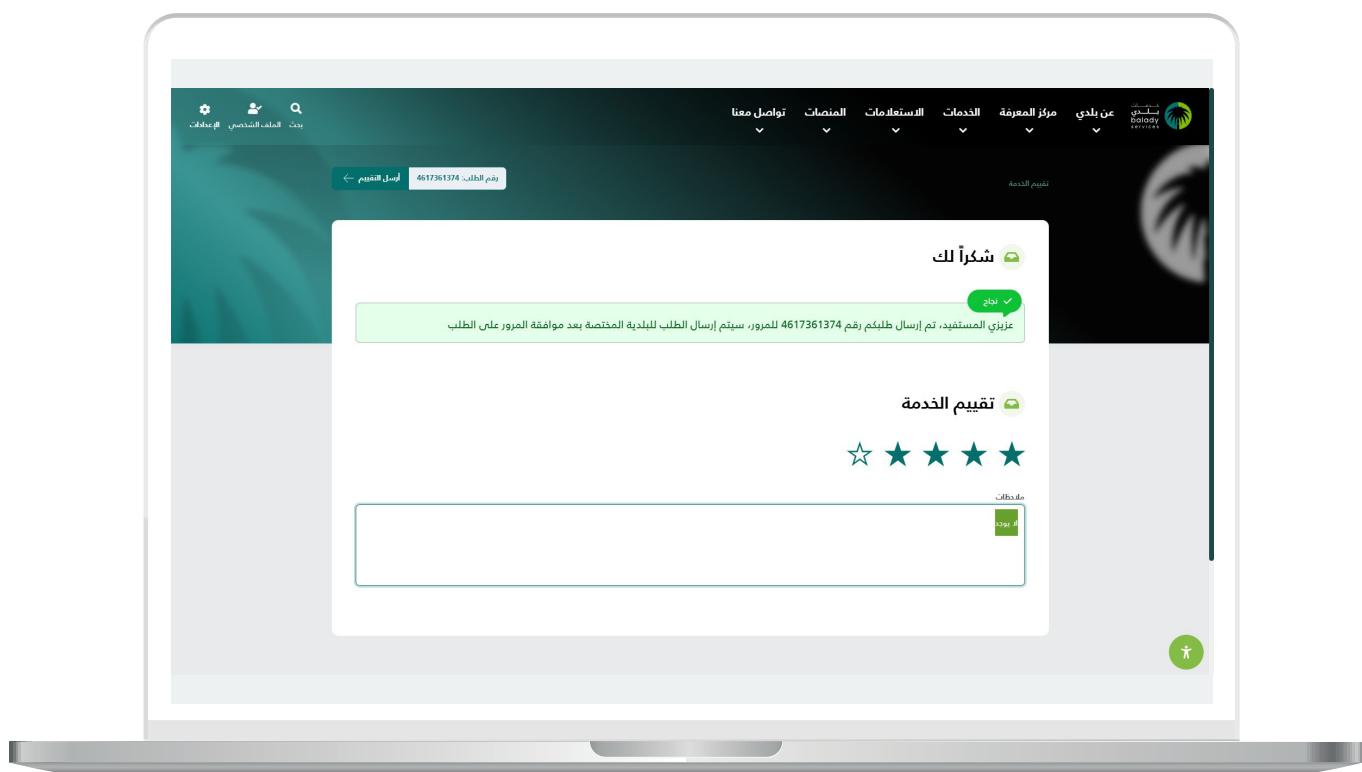
25) A confirmation message appears, prompting the user to click (Yes) to submit the request or (No) to cancel the operation.



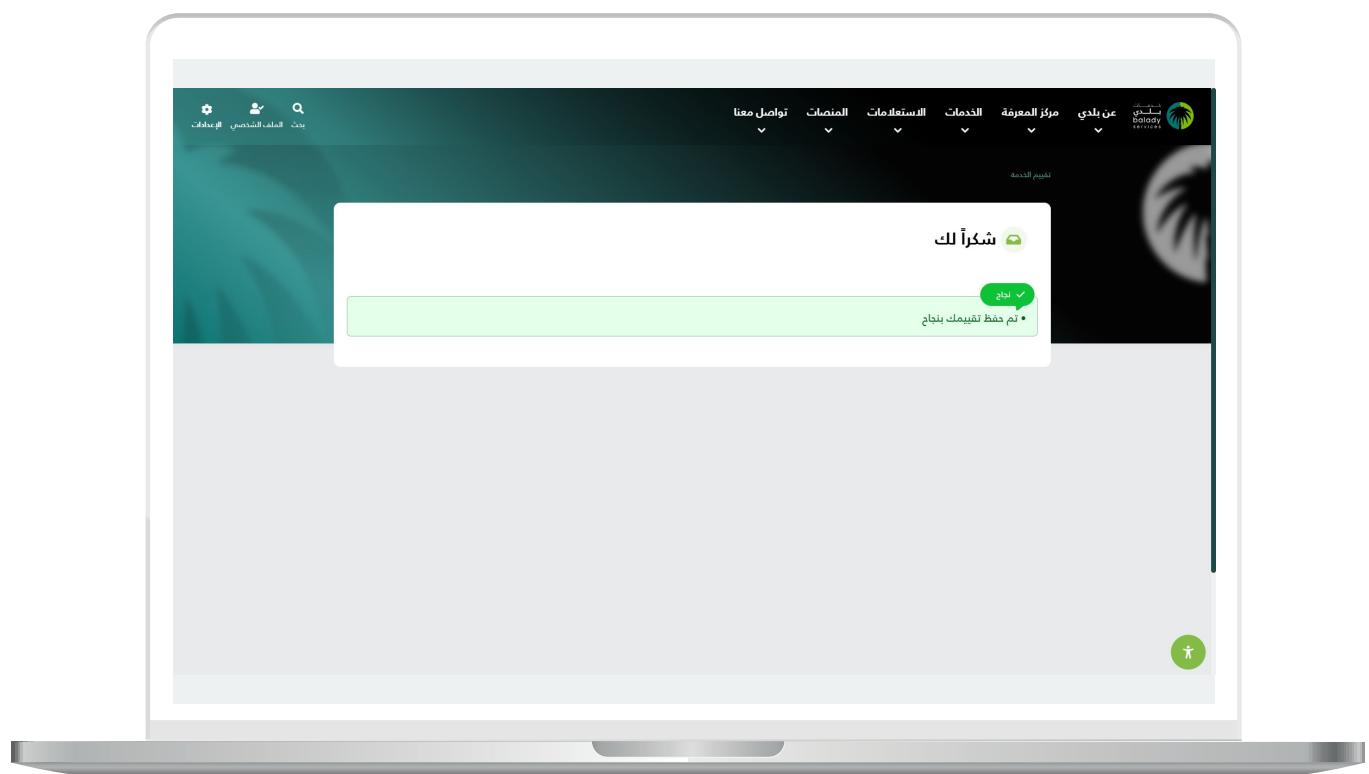
26) The system submits the request and displays a confirmation message, as shown below.



27) The system allows the user to evaluate the service by selecting a star rating and entering comments in the (Comments) field, then clicking (Submit Evaluation).



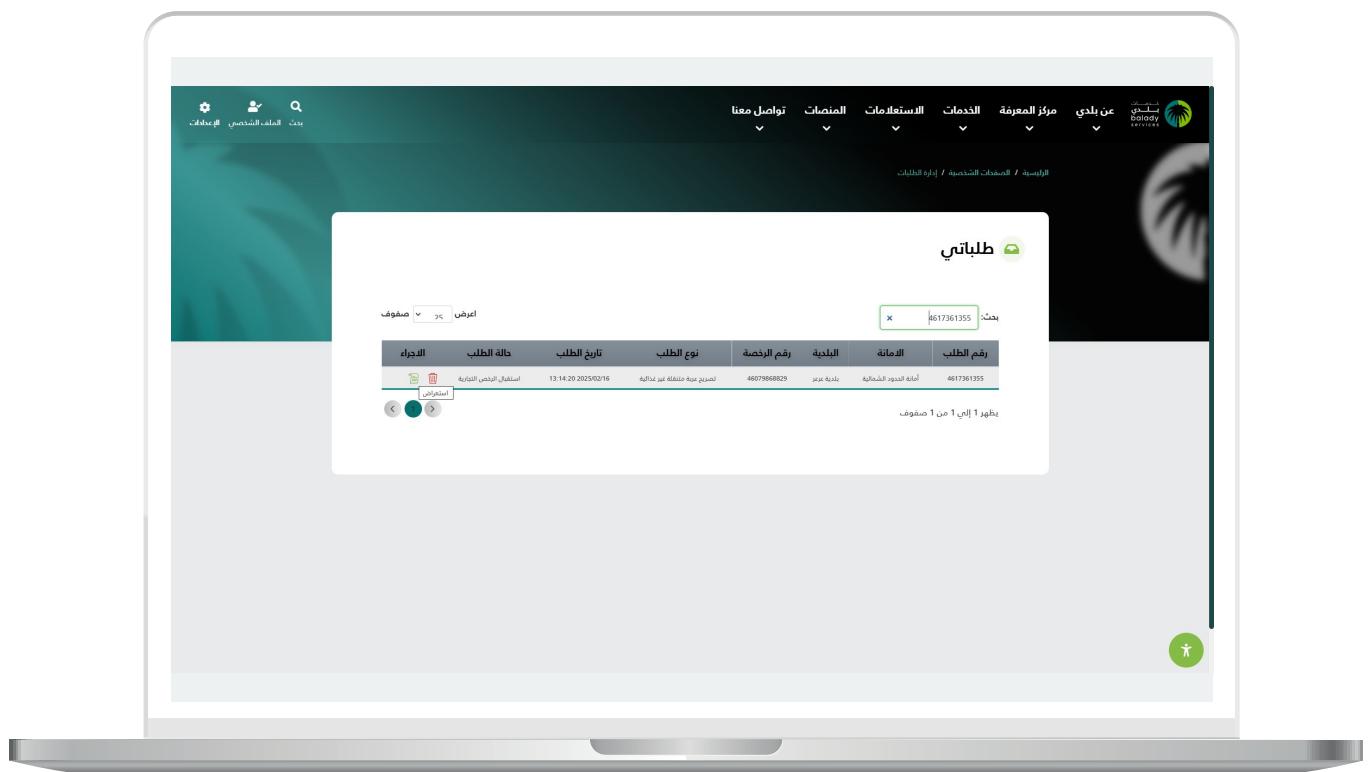
28) The evaluation is successfully saved, and a confirmation message is displayed.



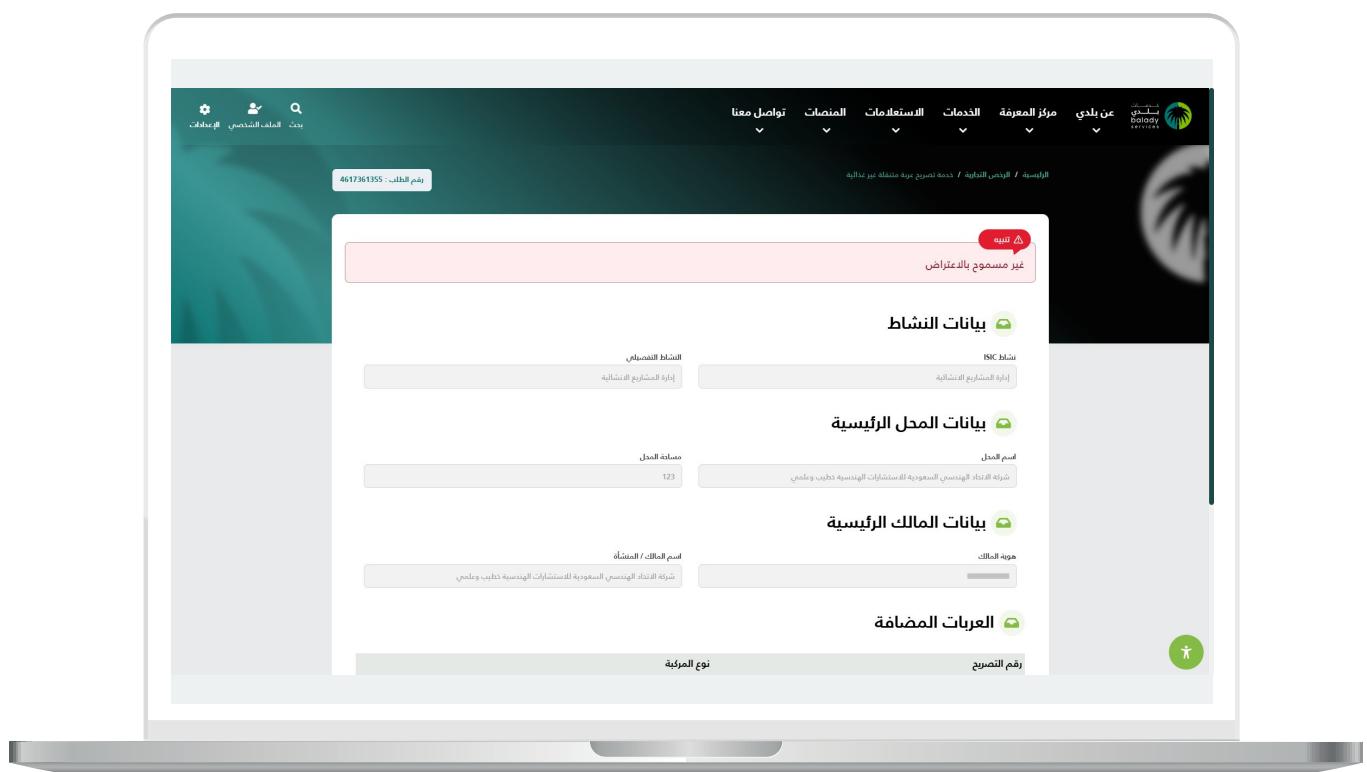
29) The system redirects the user to the (My Requests) screen.

Note:

If a (Commercial License Cancellation Request) is approved, the (Non-Food Mobile Cart Permit) will be canceled automatically.



30) By clicking the (Browse) icon in the (Action) column, the request details are displayed, as shown below.



📞|199040 Direct Contact Number
🐦|@Balady_CS Customer Service