وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for the

Mobile Cart License Cancellation Service

Beneficiary's Copy

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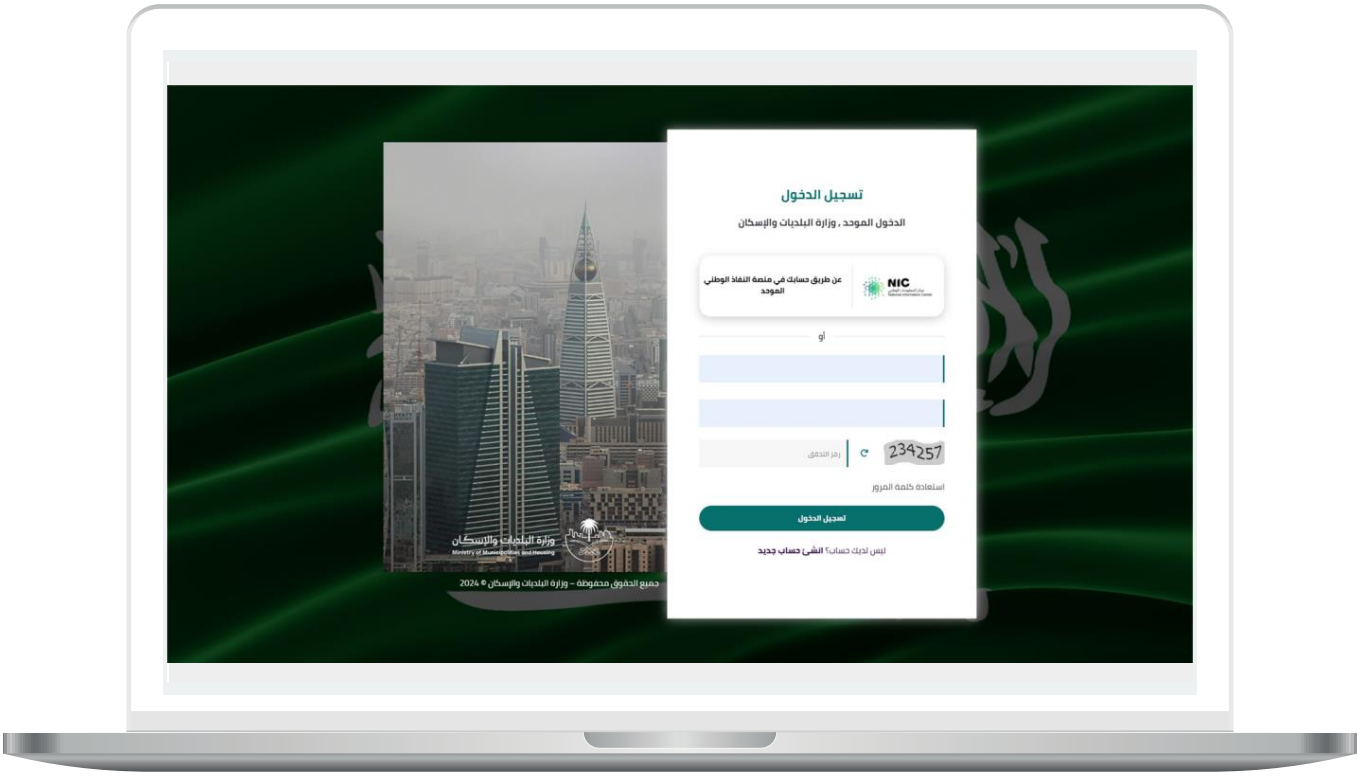
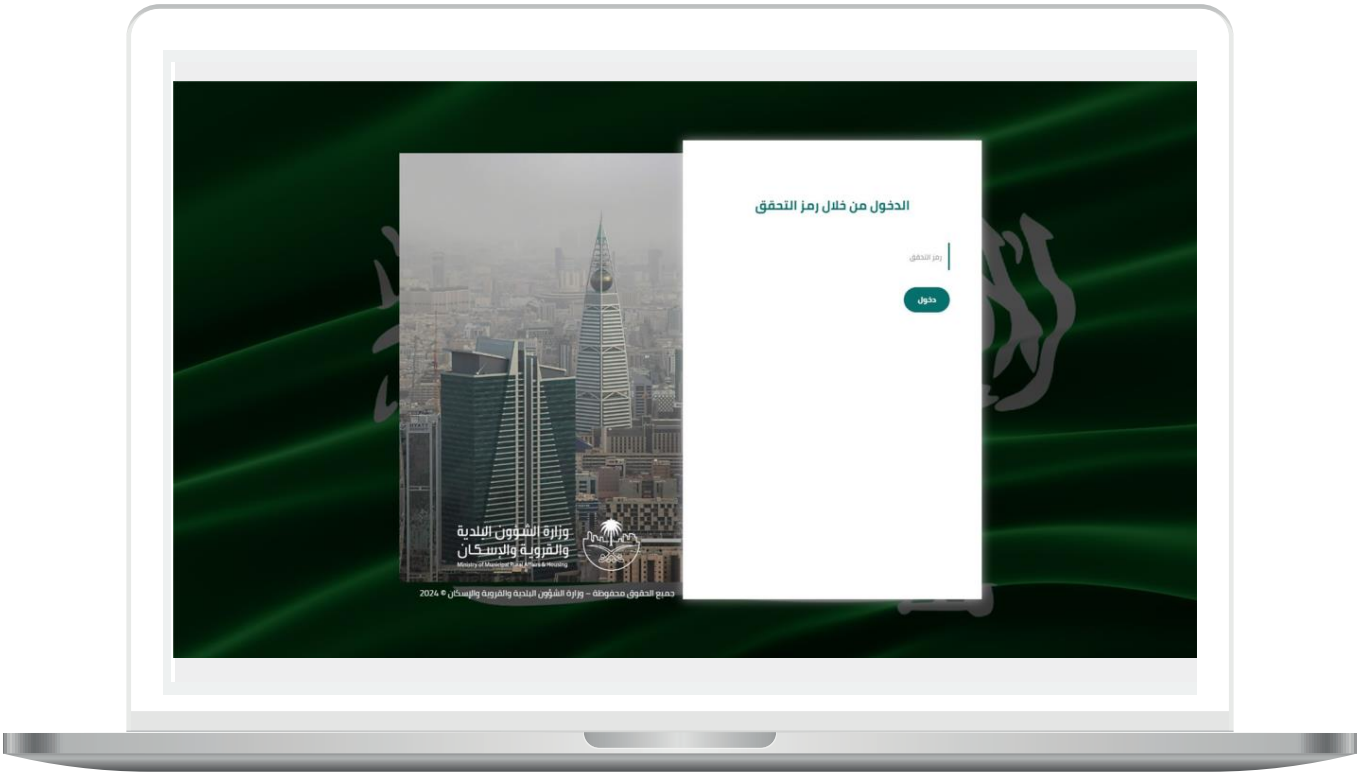
Login to the System

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.

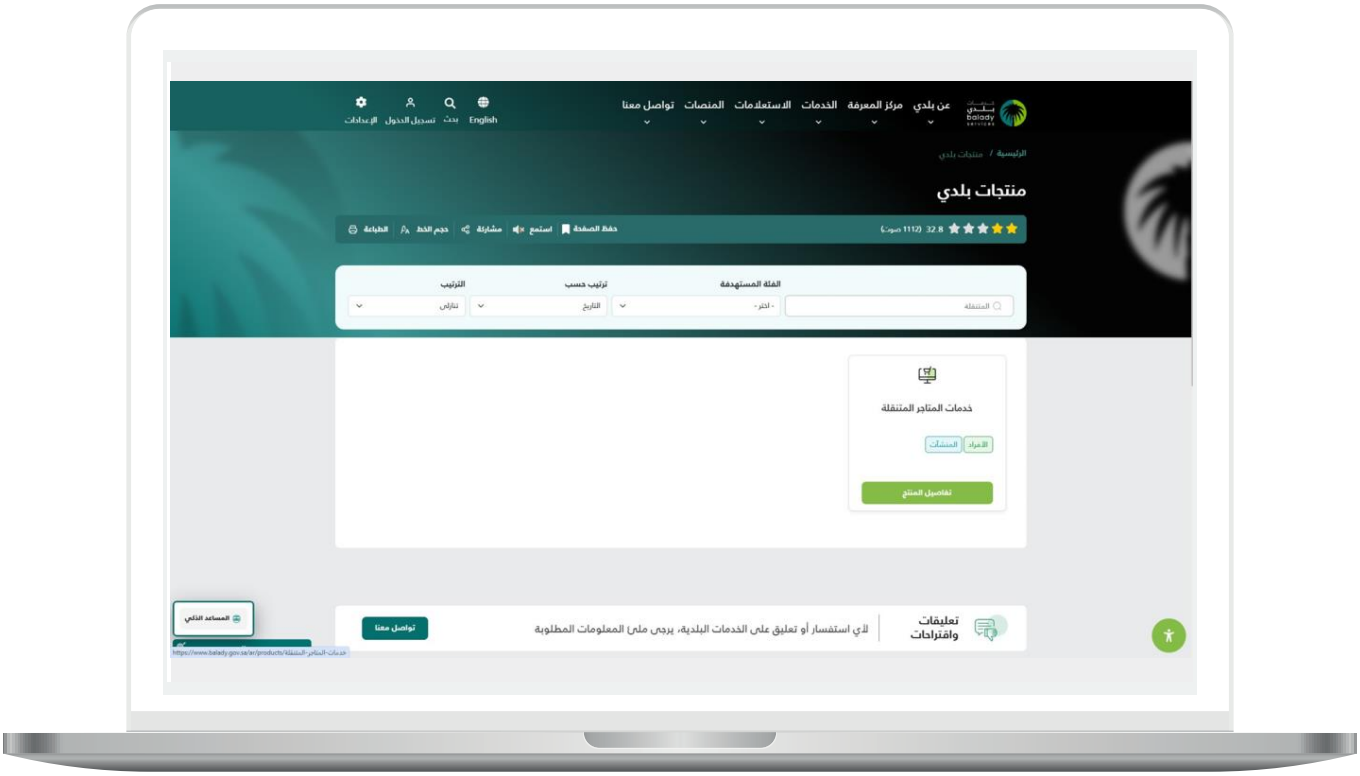


Steps to Request the Service

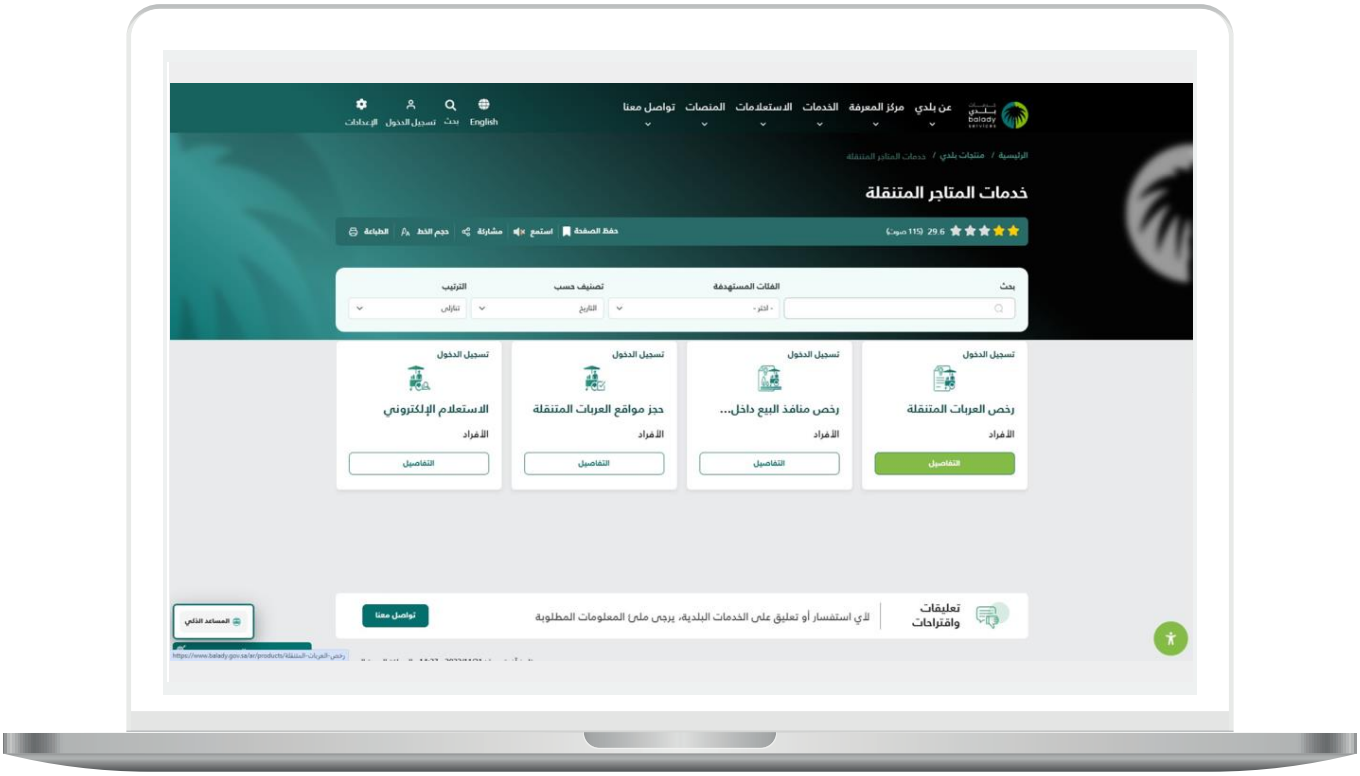
1) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

To start the service application, the user must click the (**View All Products**) button.

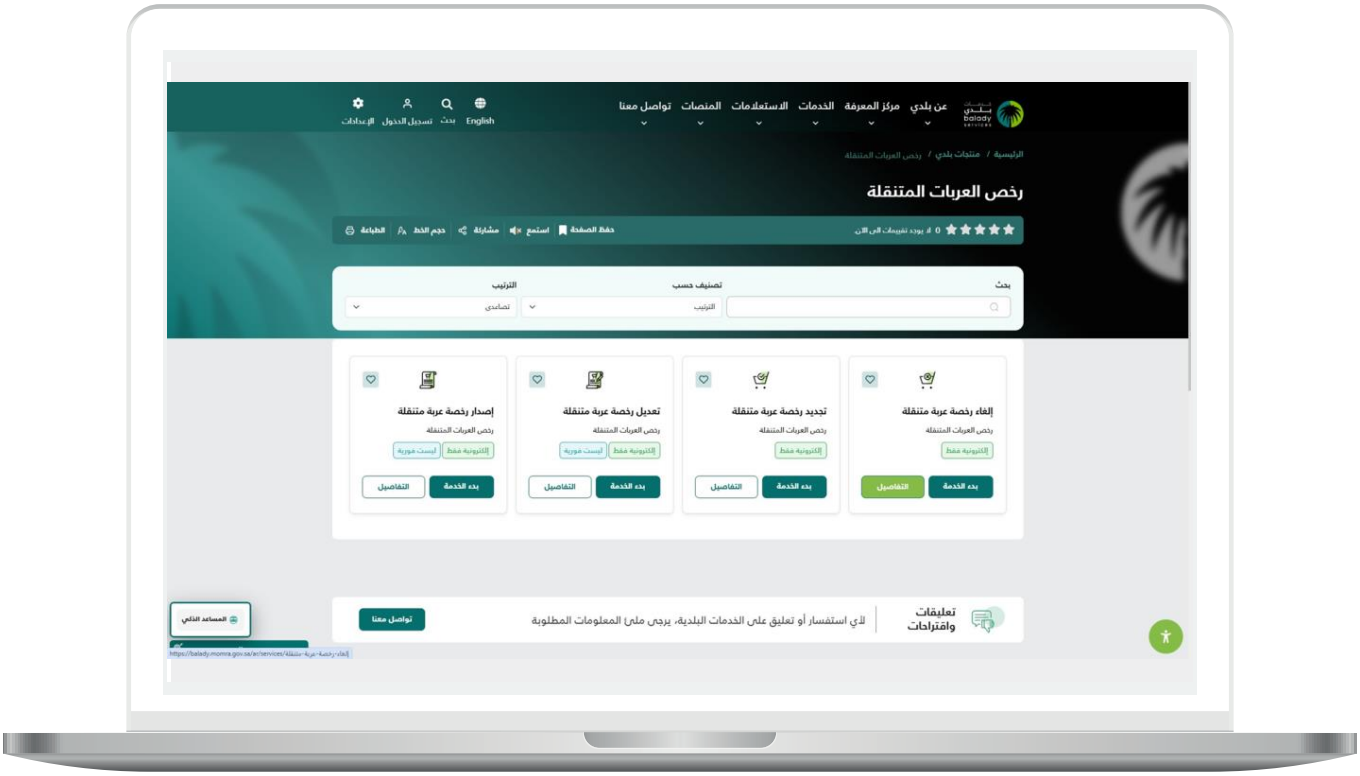
2) The following screen appears, displaying Balady's services, where the user selects (**Mobile Cart Services**).



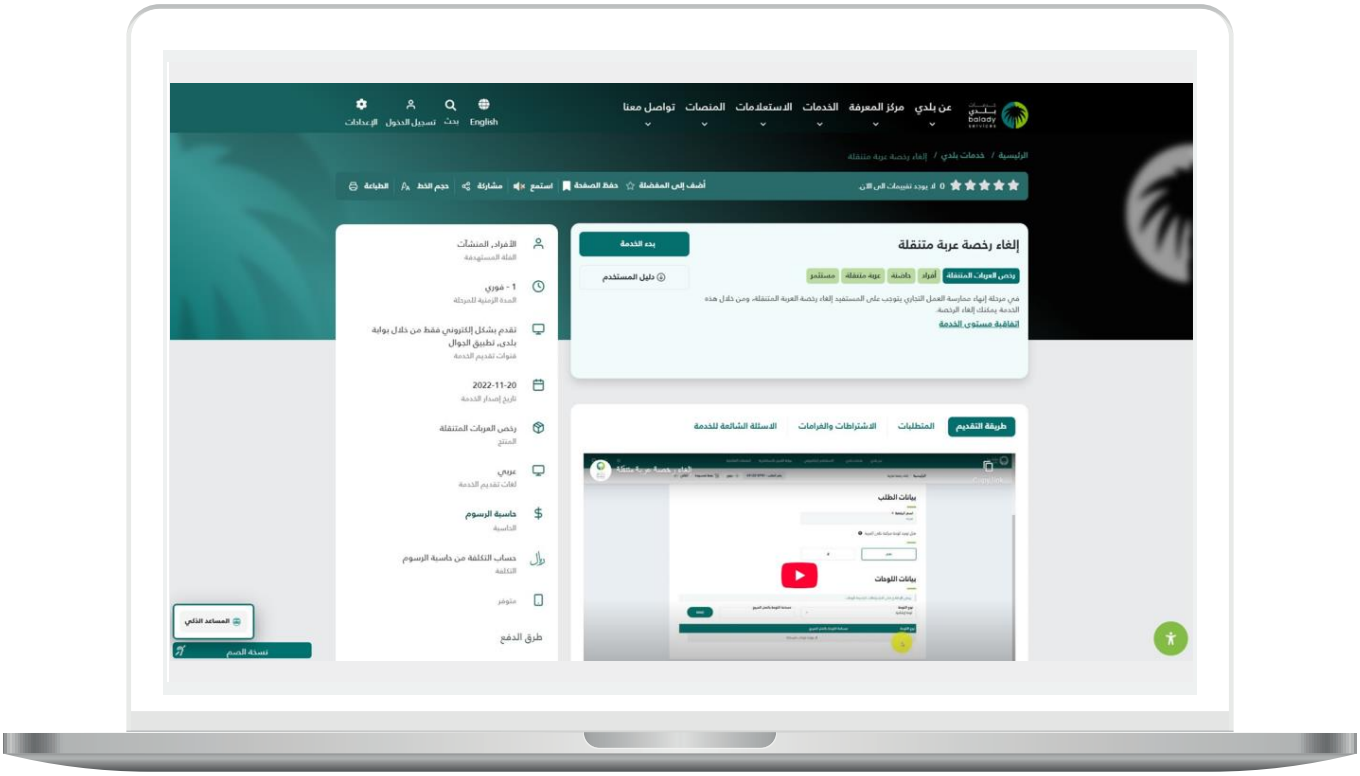
3) The following screen appears, where (**Mobile Cart Licenses**) is selected.



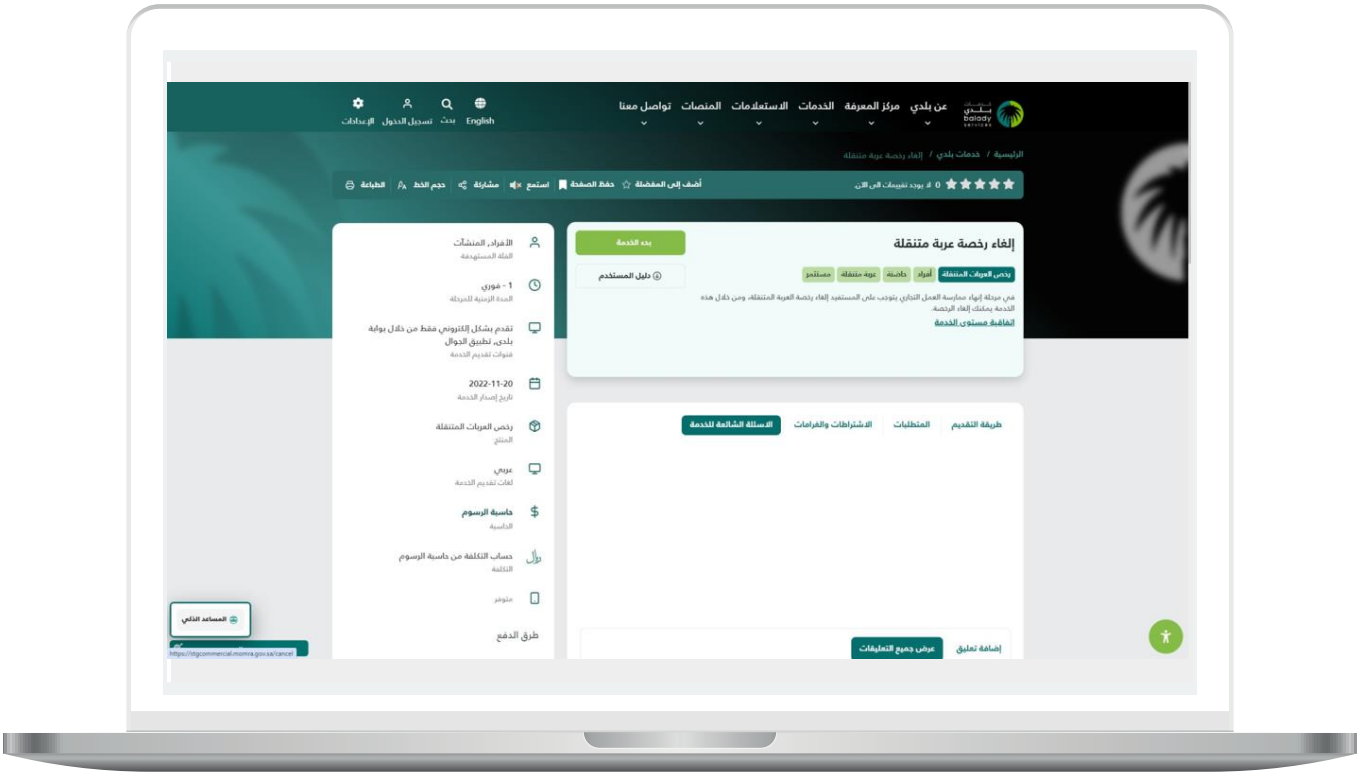
4) From there, (**Cancel Mobile Cart License**) is selected, as shown below.



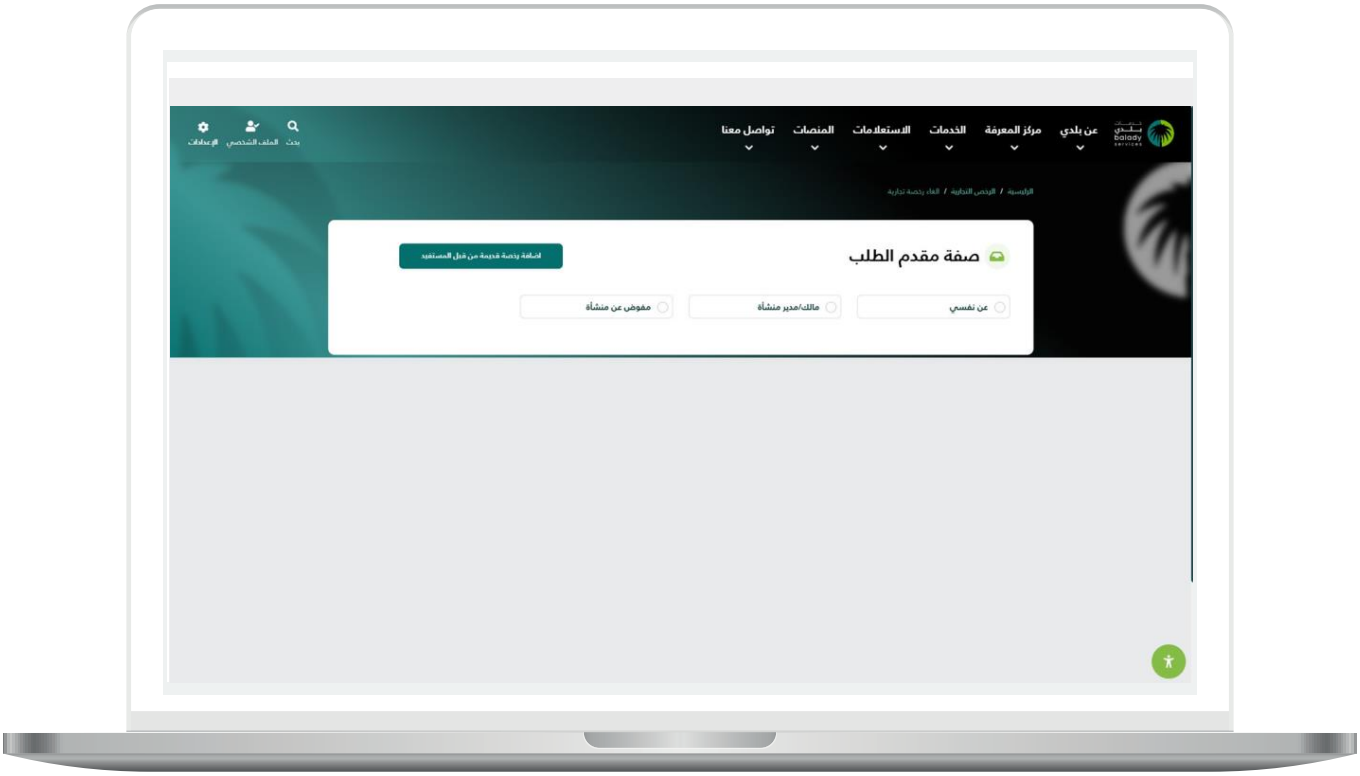
5) The following screen appears, displaying the (**Service Card**), which includes details such as (**How to Apply, Requirements, Conditions and Fines, etc.**).



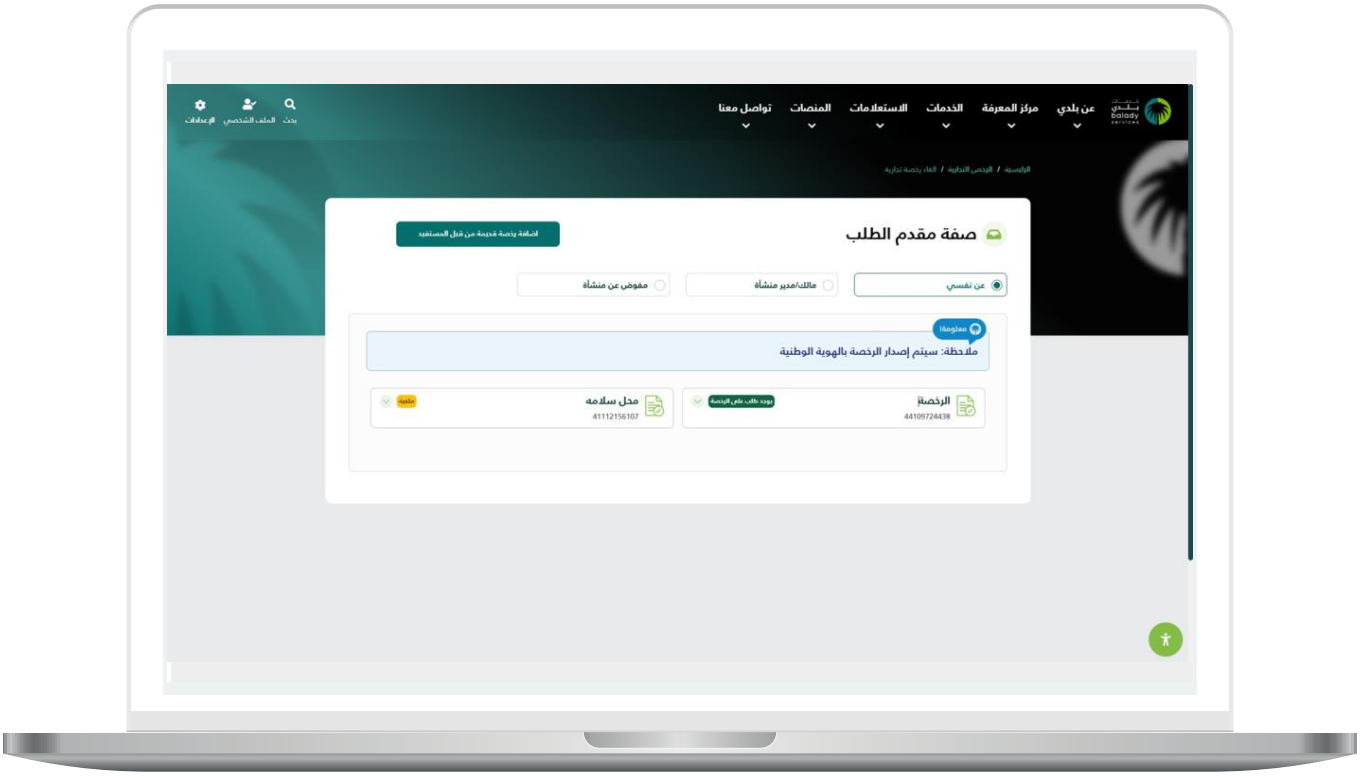
6) To start the application process, the user clicks (**Start Service**).



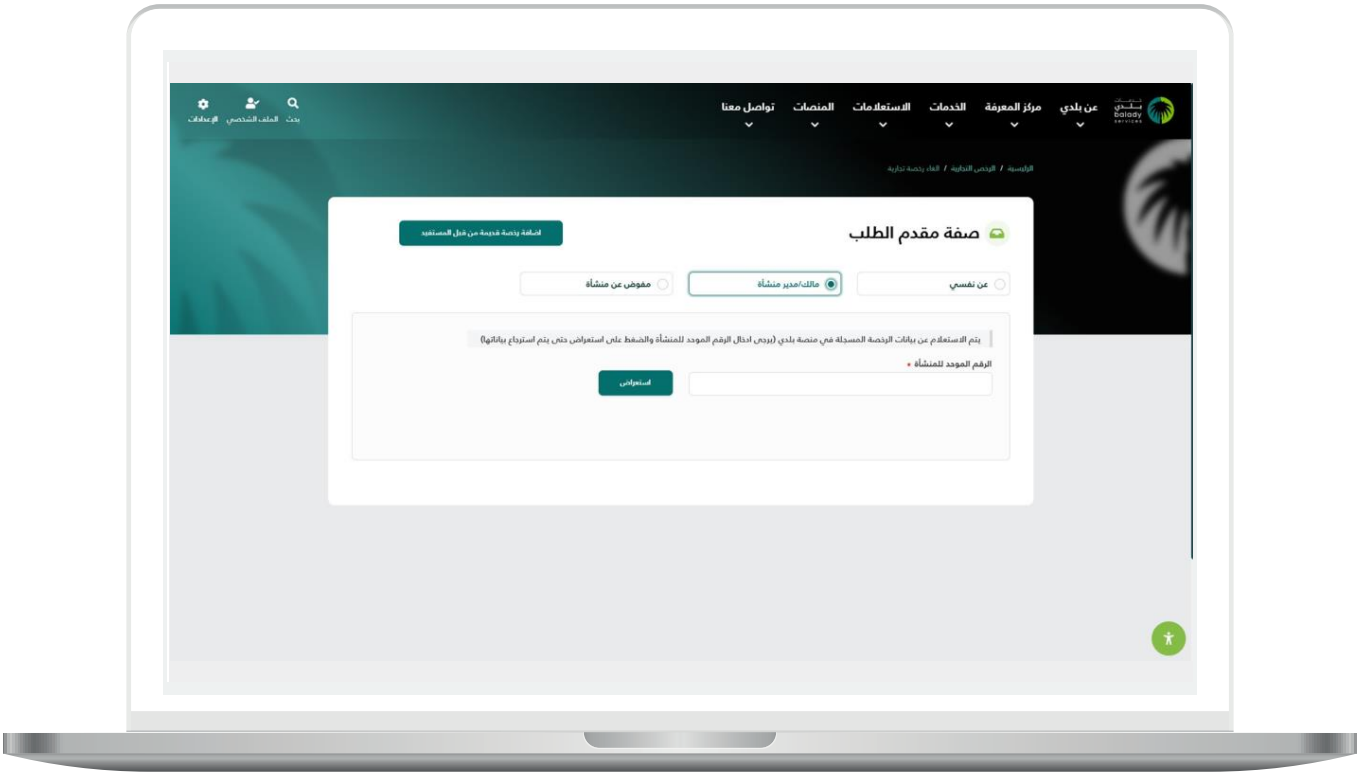
7) The following screen appears, where the user selects the applicant type from the three options: (**For Myself, Owner or Manager of an Establishment, Authorized Representative of an Establishment**).



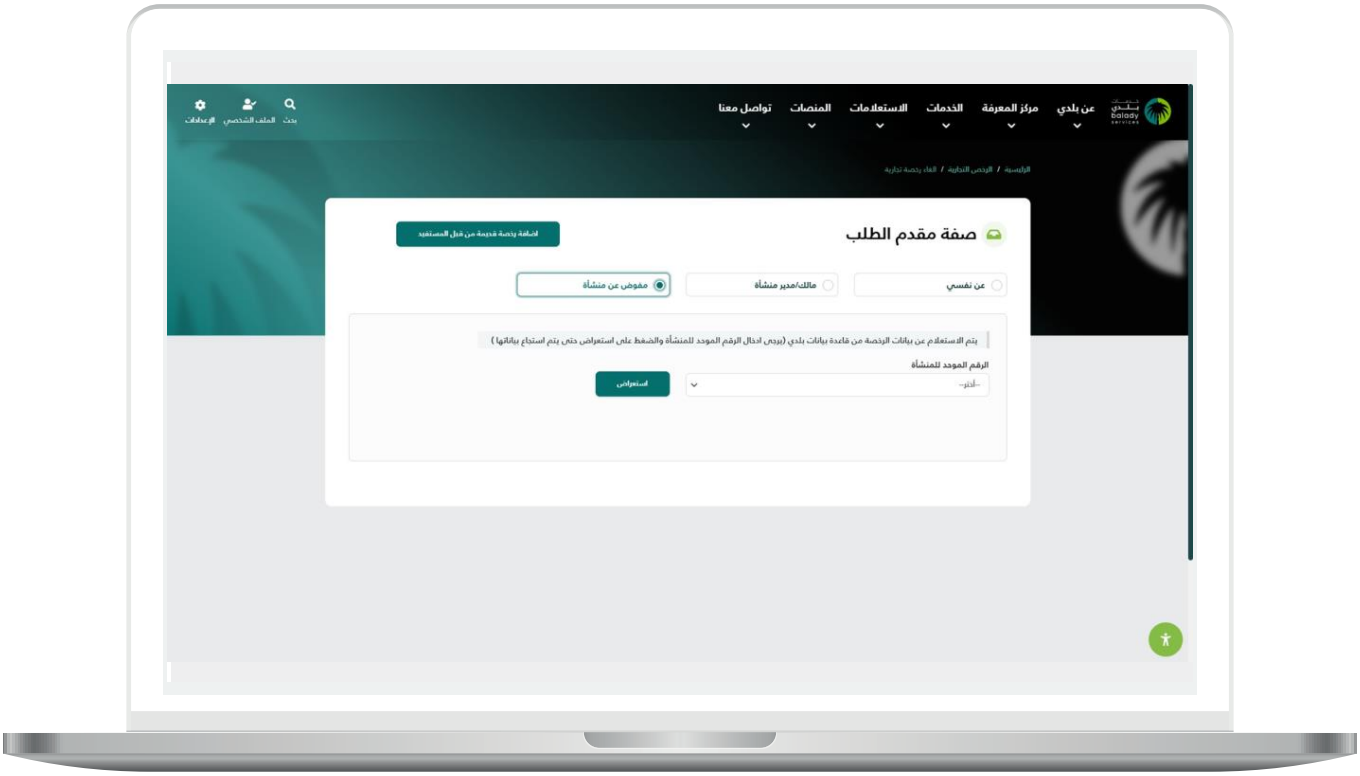
8) If (**For Myself**) is selected, the licenses linked to the national ID are displayed, as shown below, allowing the user to select the license to be canceled.



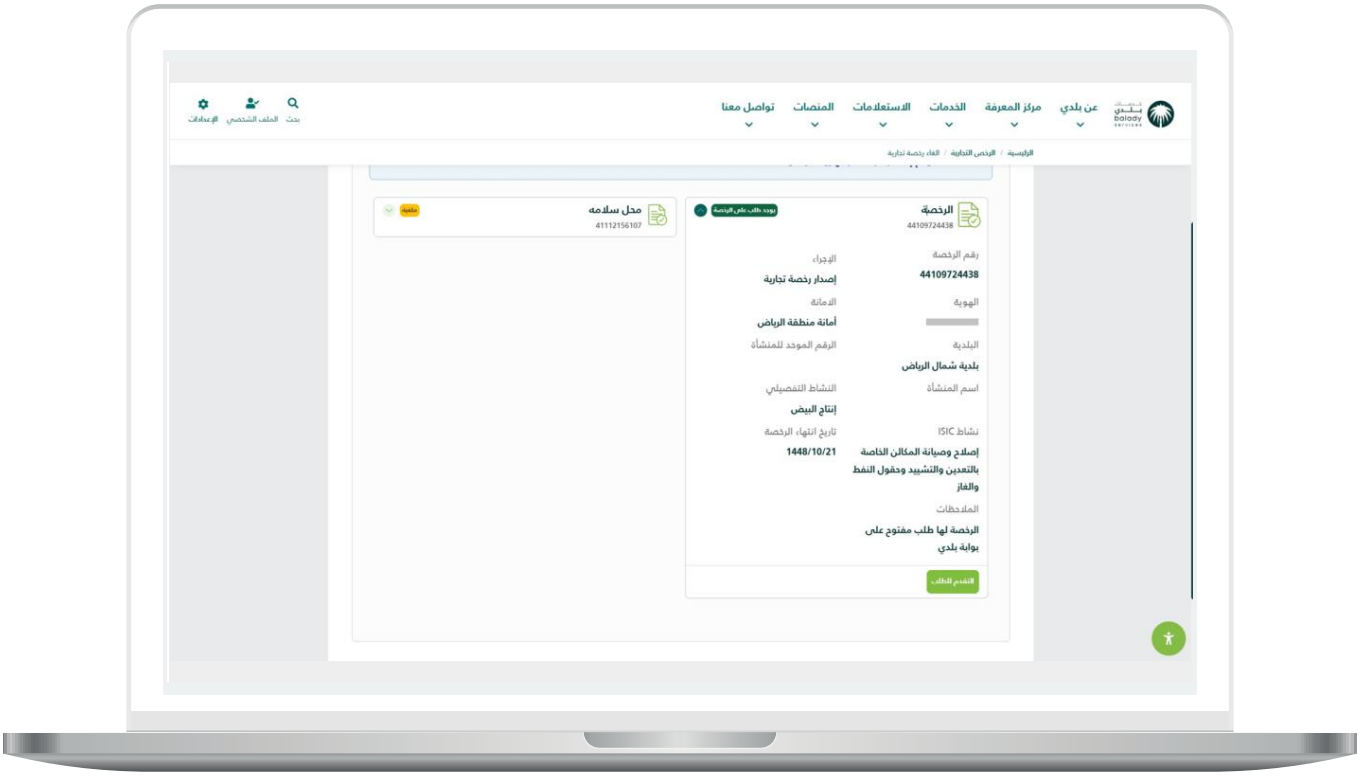
9) If (**Owner or Manager of an Establishment**) is selected, a new field appears titled (**Unified Establishment Number**), which must be filled in before clicking the (**Browse**) button, prompting the system to display the licenses registered on the Balady platform.



10) If (**Authorized Representative of an Establishment**) is selected, a new dropdown list labeled (**Unified Establishment Number**) appears, from which a selection is made before clicking the (**Browse**) button, prompting the system to display the licenses registered on the Balady platform.

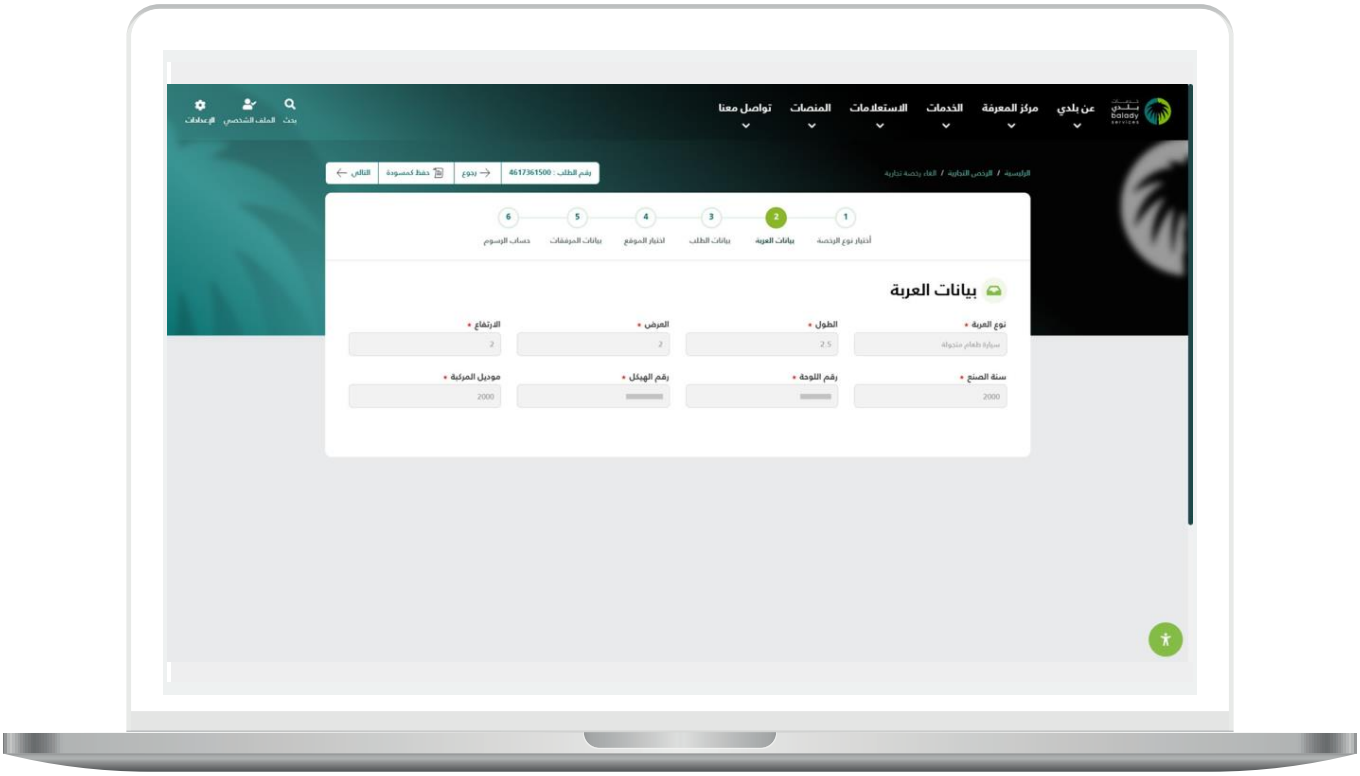


11) After selecting one of the licenses and clicking on it, its details are displayed, as shown below, where the (**Proceed with Request**) button is clicked.

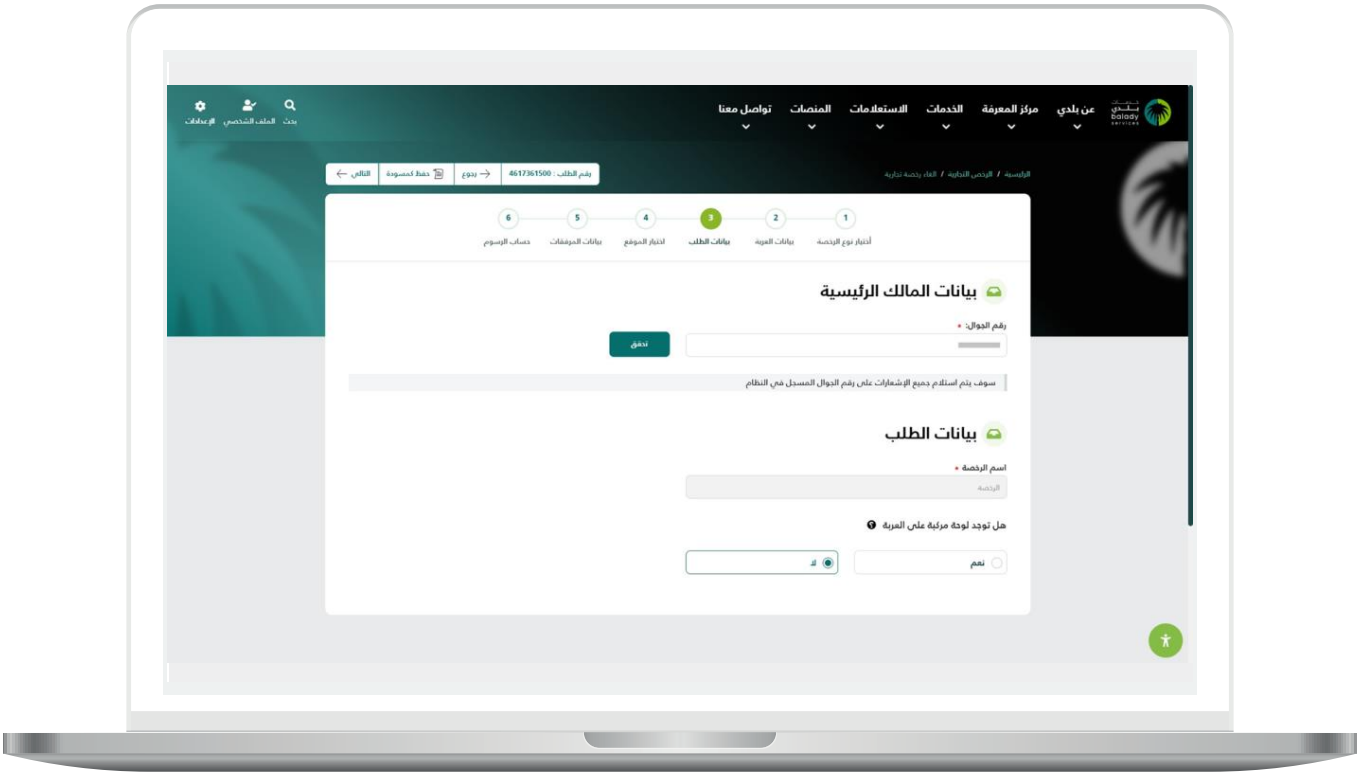


12) The user is then directed to the (**Cart Information**) stage.

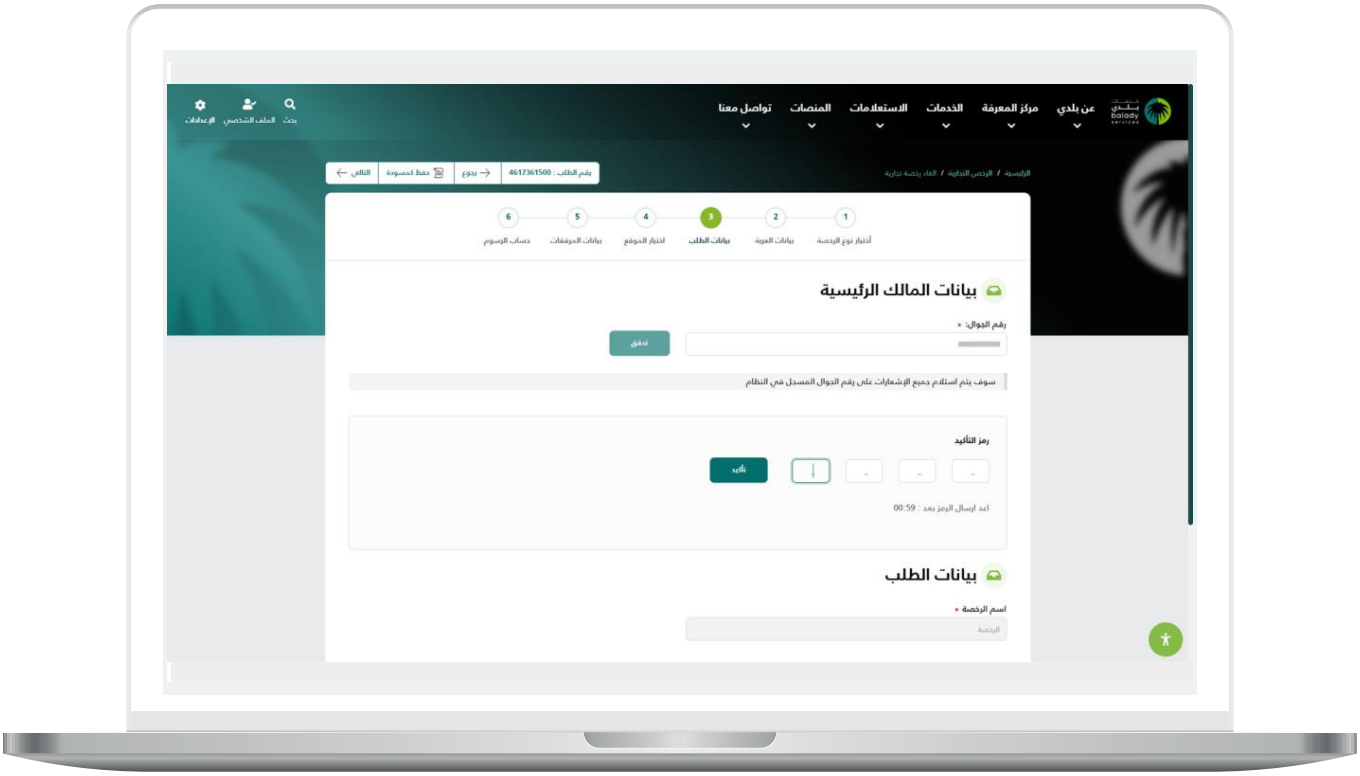
The user clicks (**Next**) to proceed to the next stage.



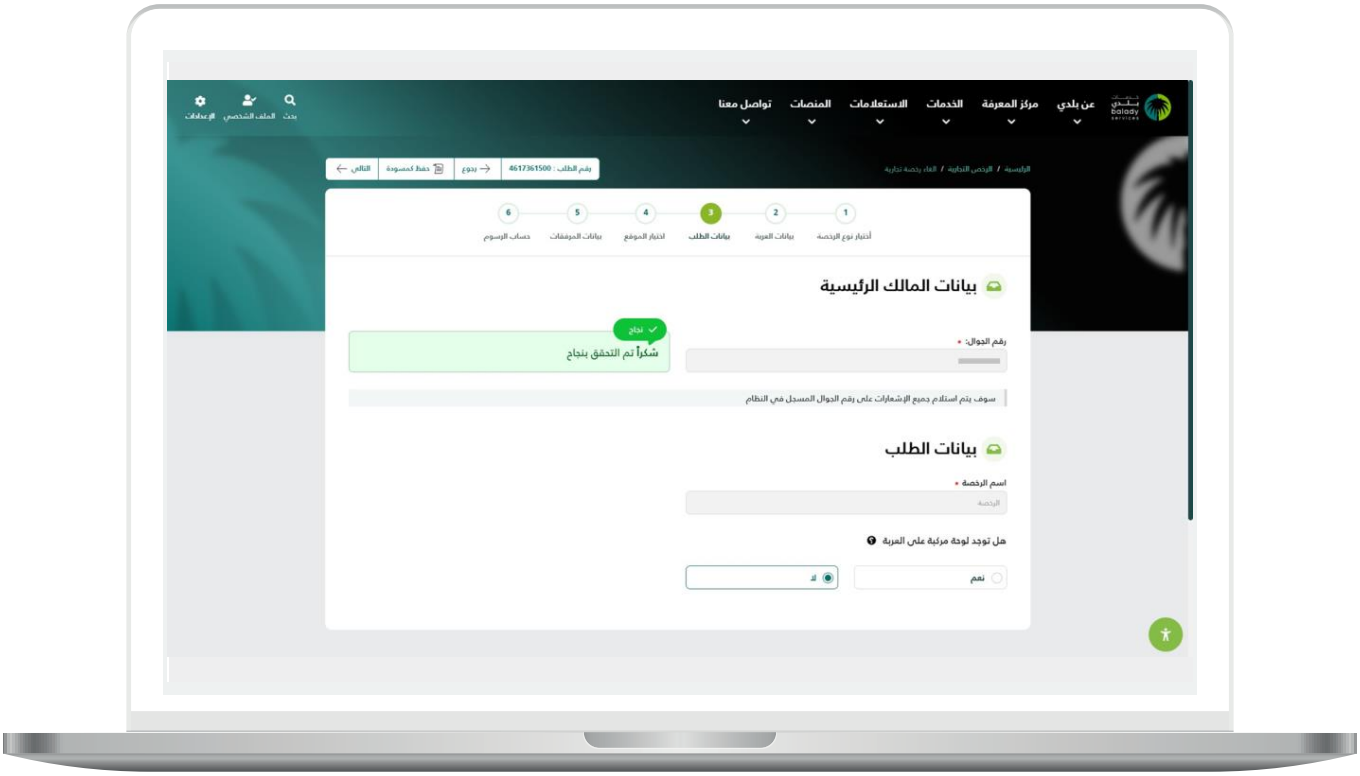
13) The (**Request Information**) stage then appears, where the user verifies the mobile number by entering the value in the (**Mobile Number**) field and clicking (**Verify**).



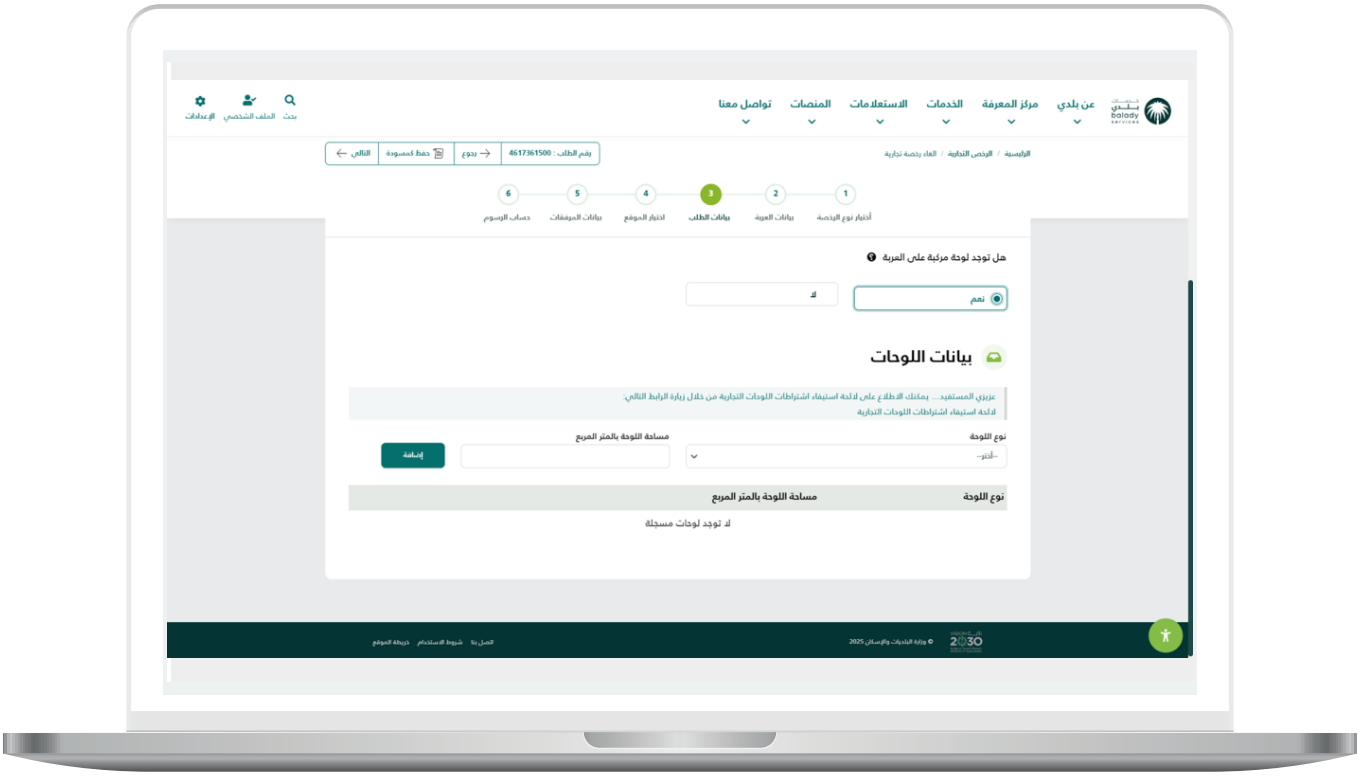
14) The user then enters the (**Confirmation Code**) sent to the registered mobile number in the designated field and clicks (**Confirm**).



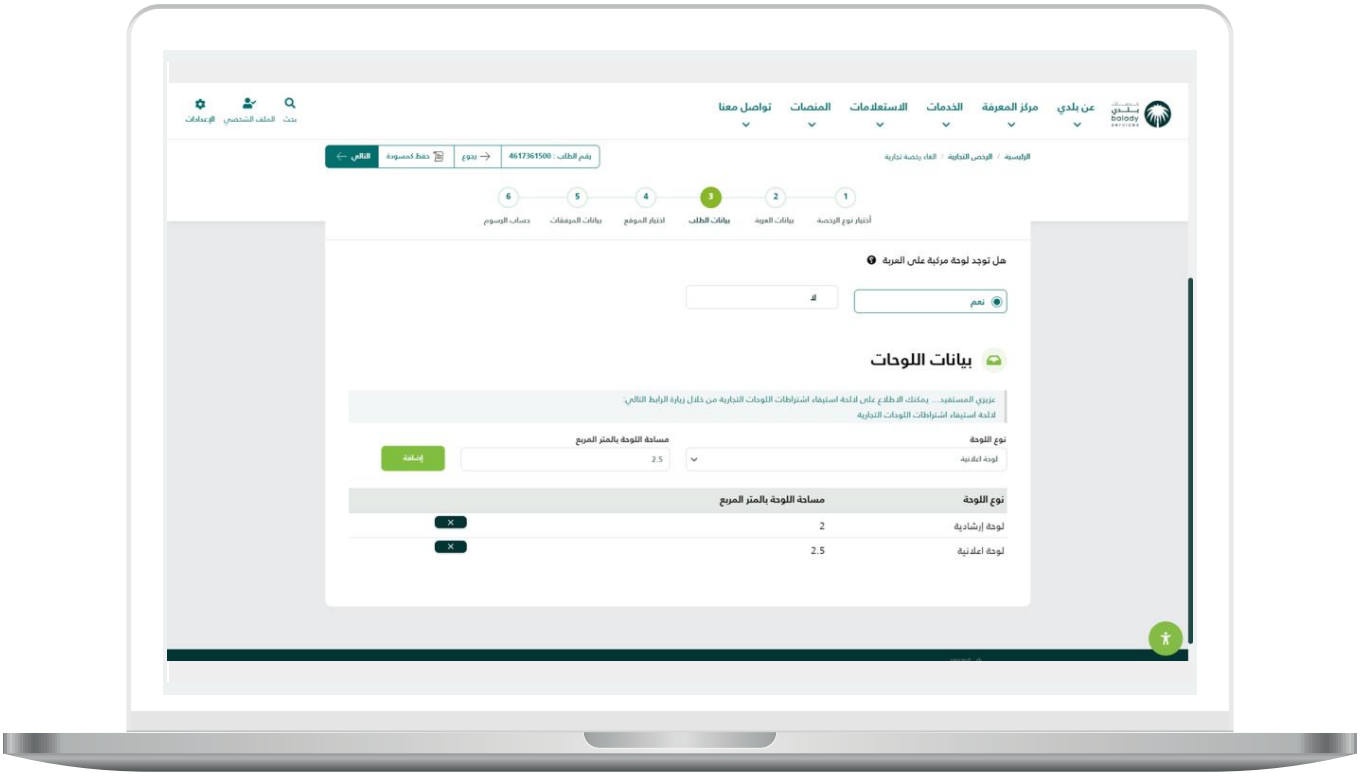
15) Asuccess message appears stating (**Thank you, verification was successful**). The user then selects whether a mounted sign is installed on the cart by choosing (**Yes**) or (**No**).



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

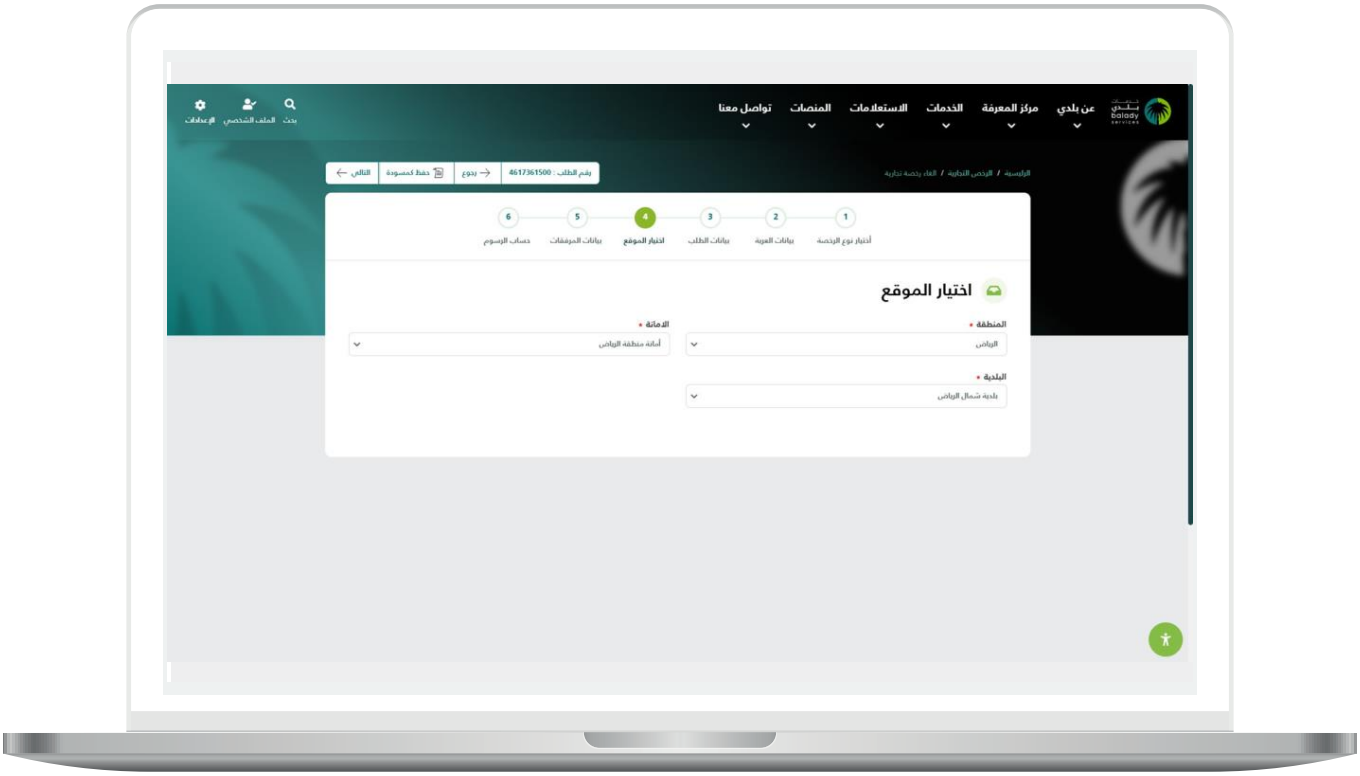


17) The user clicks (**Next**) to proceed to the next stage, with the option to save the request as a draft for later reference using the (**Save as Draft**) button and the ability to return to the previous step using the (**Back**) button.

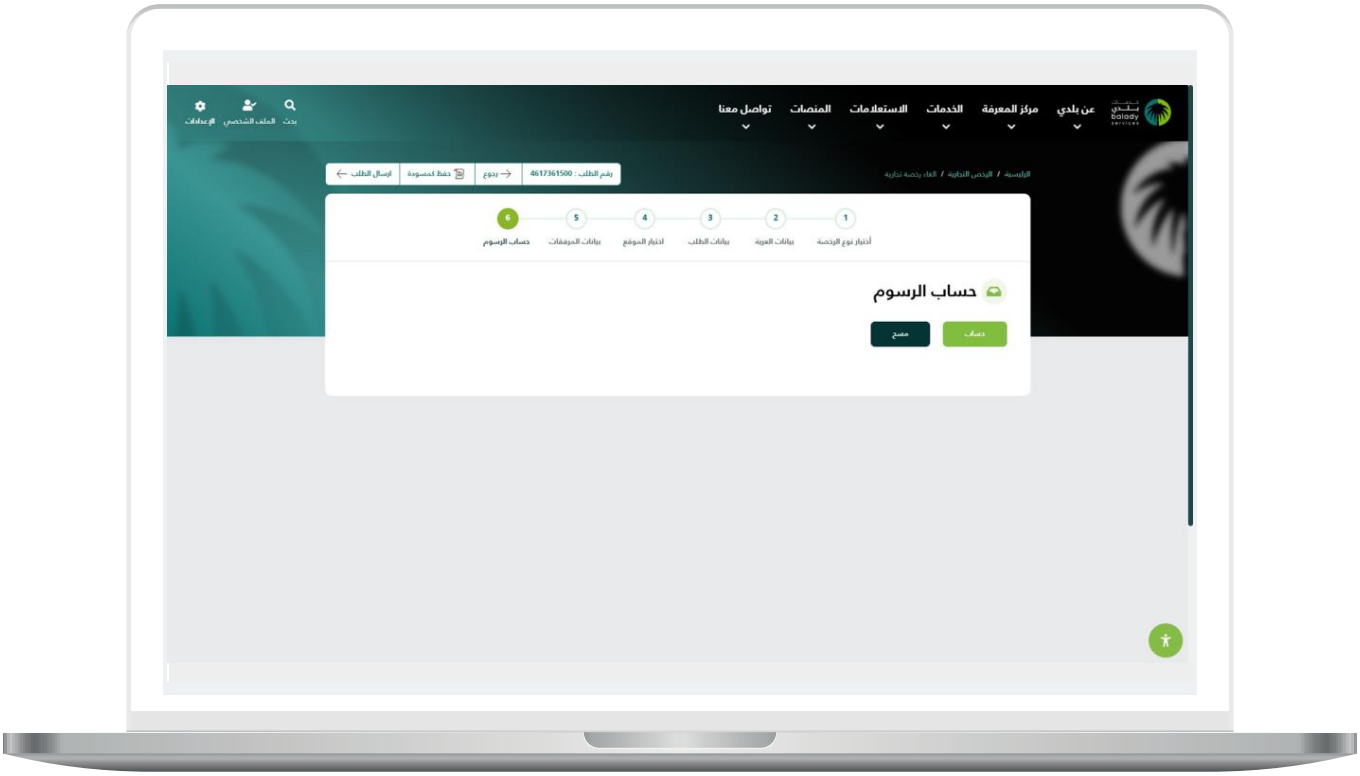


18) The following screen appears, representing the (**Location Selection**) stage, where the system displays geographic location details in the fields, without the ability to modify them.

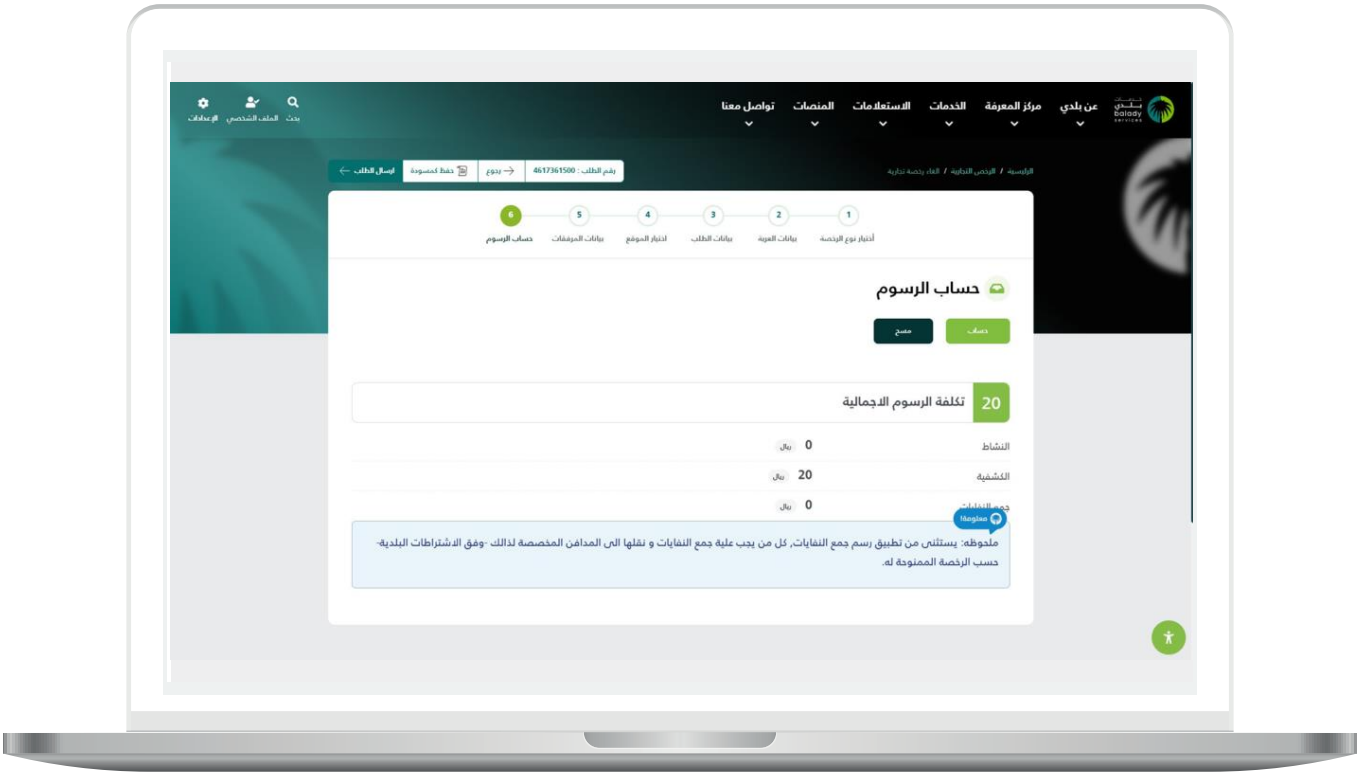
After that, the user clicks (**Next**) to proceed to the next stage. The request can be saved as a draft for later retrieval by clicking (**Save as Draft**). The user can also go back to the previous step by clicking (**Back**).



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

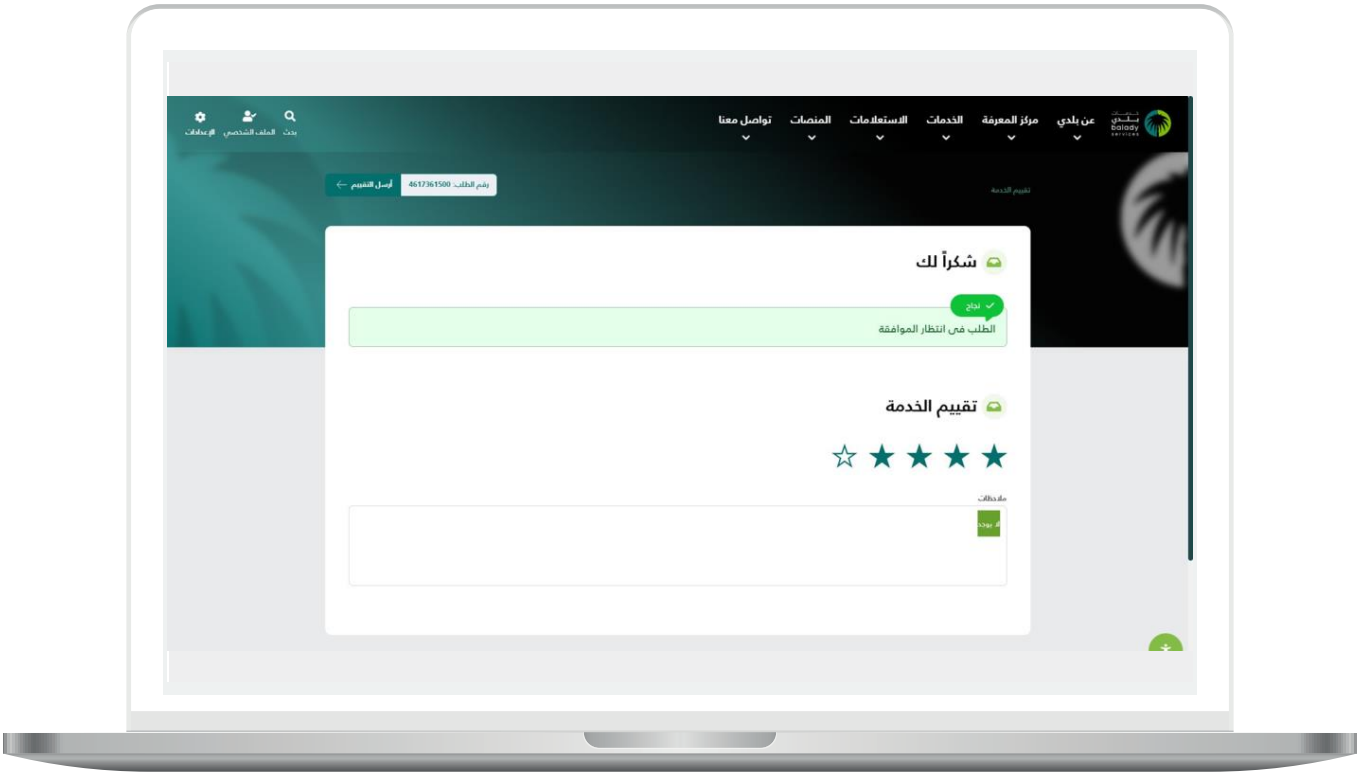


20) The system calculates and displays the total fee cost. The user can clear dropdown contents using the (**Clear**) button.

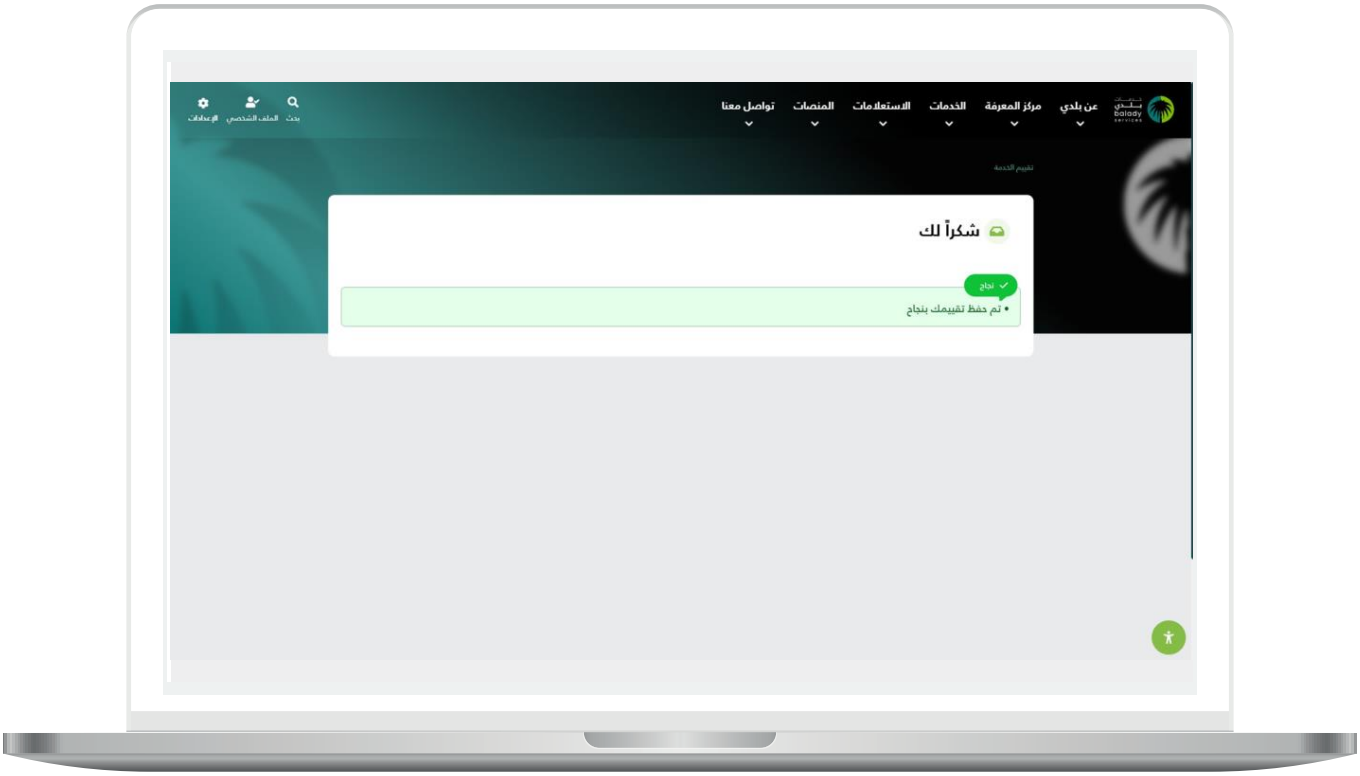


21) The request is successfully submitted, and a confirmation message appears.

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**).

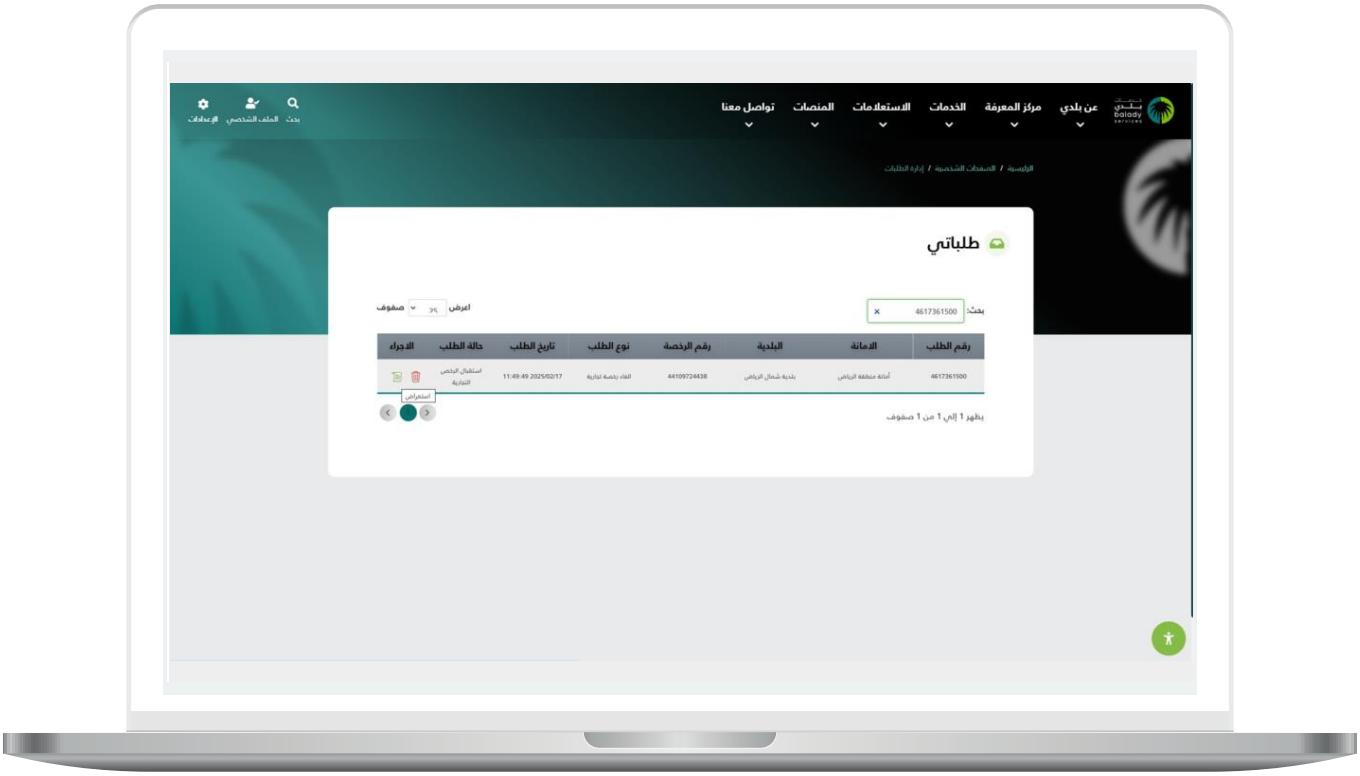


22) The review is successfully saved, and a confirmation message is displayed.

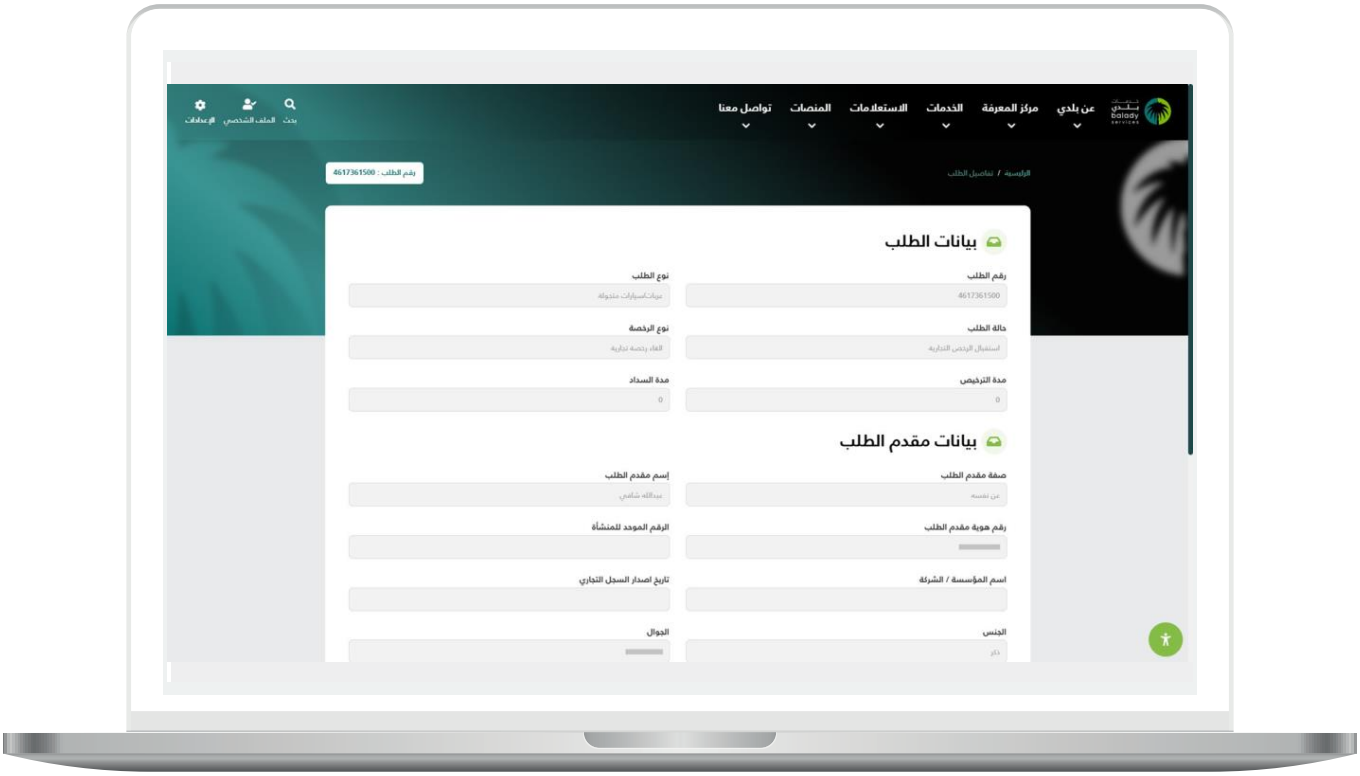


23) The user can track the request through the (**My Requests**) page, where the request status is displayed as (**Receiving Commercial Licenses**).

Note: If the service request for (**Canceling the Issuance of a Mobile Cart License**) is submitted, the (**Freelance Work Certificate**) is automatically canceled in advance.



24) After clicking the document icon in the (**Action**) column, the request details are displayed.



199040 Direct Contact Number

@Balady_CS Customer Service