



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for the Service of
the Electronic Contracting
Service for Commercial Licenses

Producer
Version

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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.

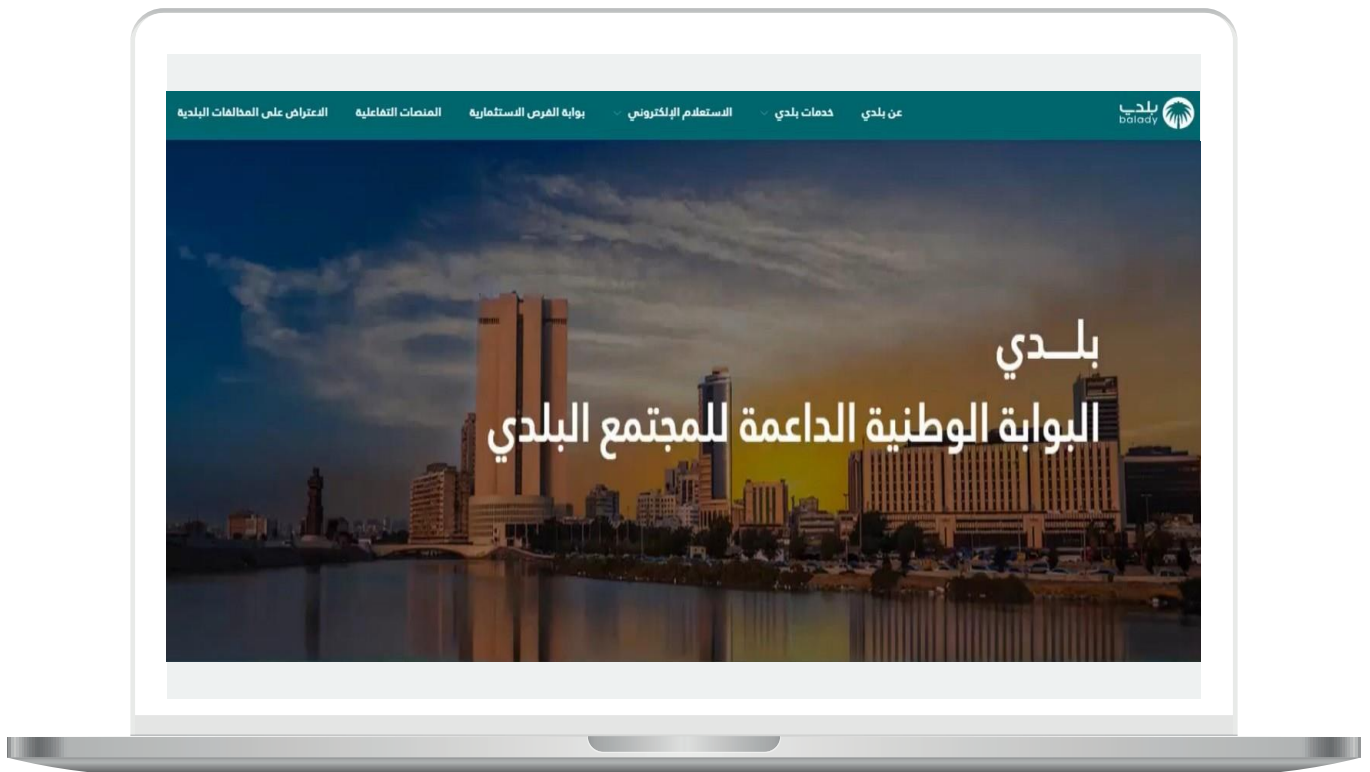


General Details

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




The user can use any of the available links, noting that changes occur after logging in based on the permissions granted to each user.



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

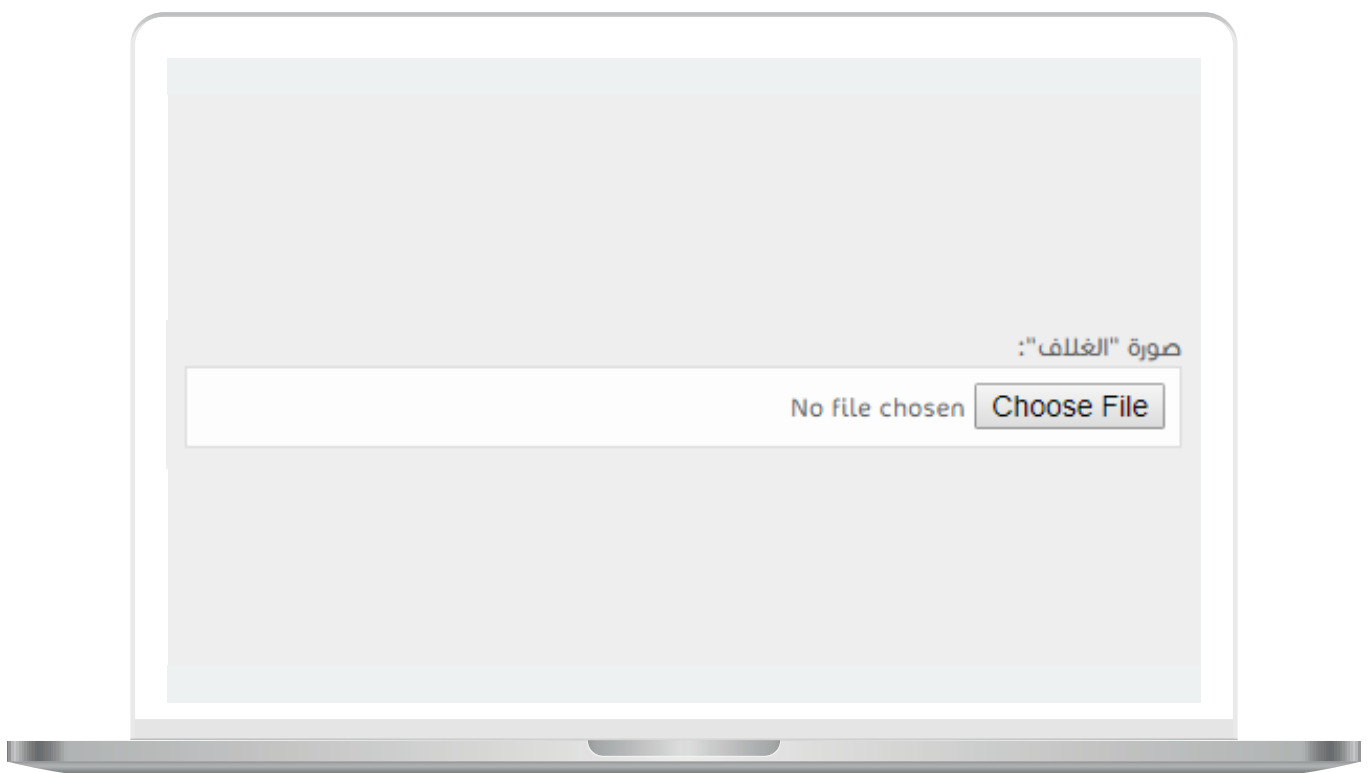
Function	Illustration
Services link	
Link for adding new services for logged-in users	
User-specific links for (Logout, User Profile)	

Guide to Adding Attachments

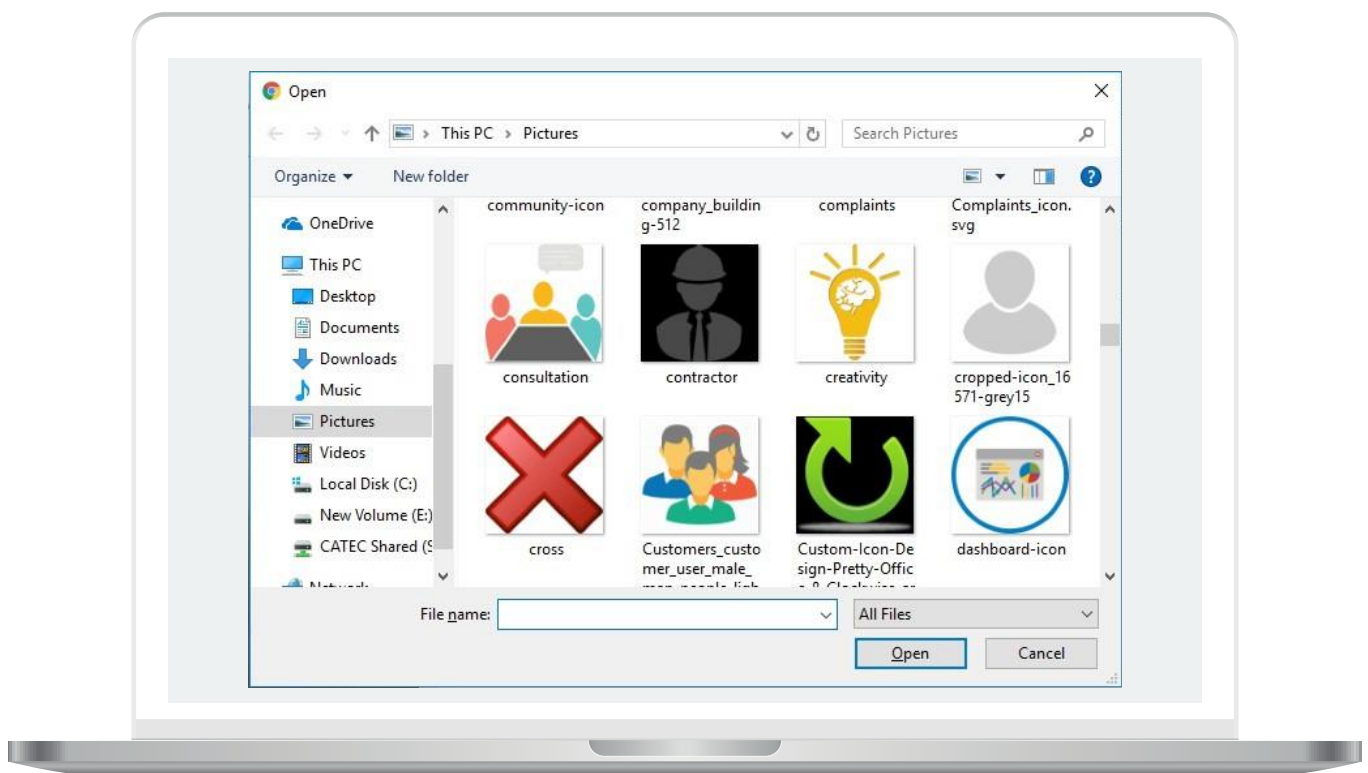
The system provides the ability to upload attachments such as profile images. It is worth noting that the method for uploading attachments is consistent across the system, although the type of allowed attachments may vary.

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.



Basic Account Services

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

Login to the System

Access is provided through integration with the Balady system.

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.

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.



Workflow

When a commercial contract request is submitted by a waste producer in the system, the request is sent to the transporter for approval. The transporter can either: Approve (**The request is accepted, containers are selected, confirmed, and the contract is created**), or Reject (**The producer is notified of the request rejection**).

When an electronic contract request is submitted by a waste producer, they can submit an objection to the calculated container volume. The request is then sent to the expert for review and comments on the objection. It is then forwarded to the responsible employee for a final decision: Approve (**The objection is accepted, and the container size is adjusted**), or Reject: (**The objection is denied, and the container size remains unchanged**).

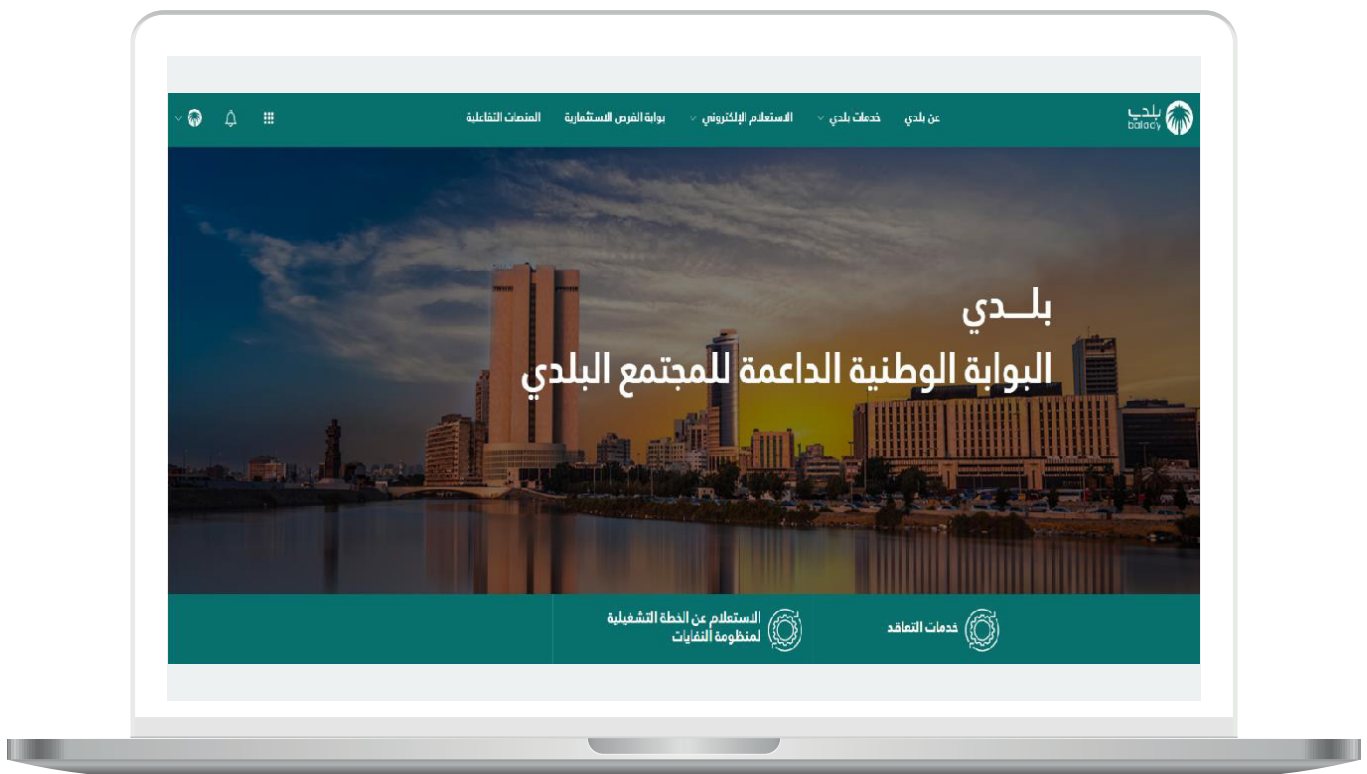
My tasks

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.

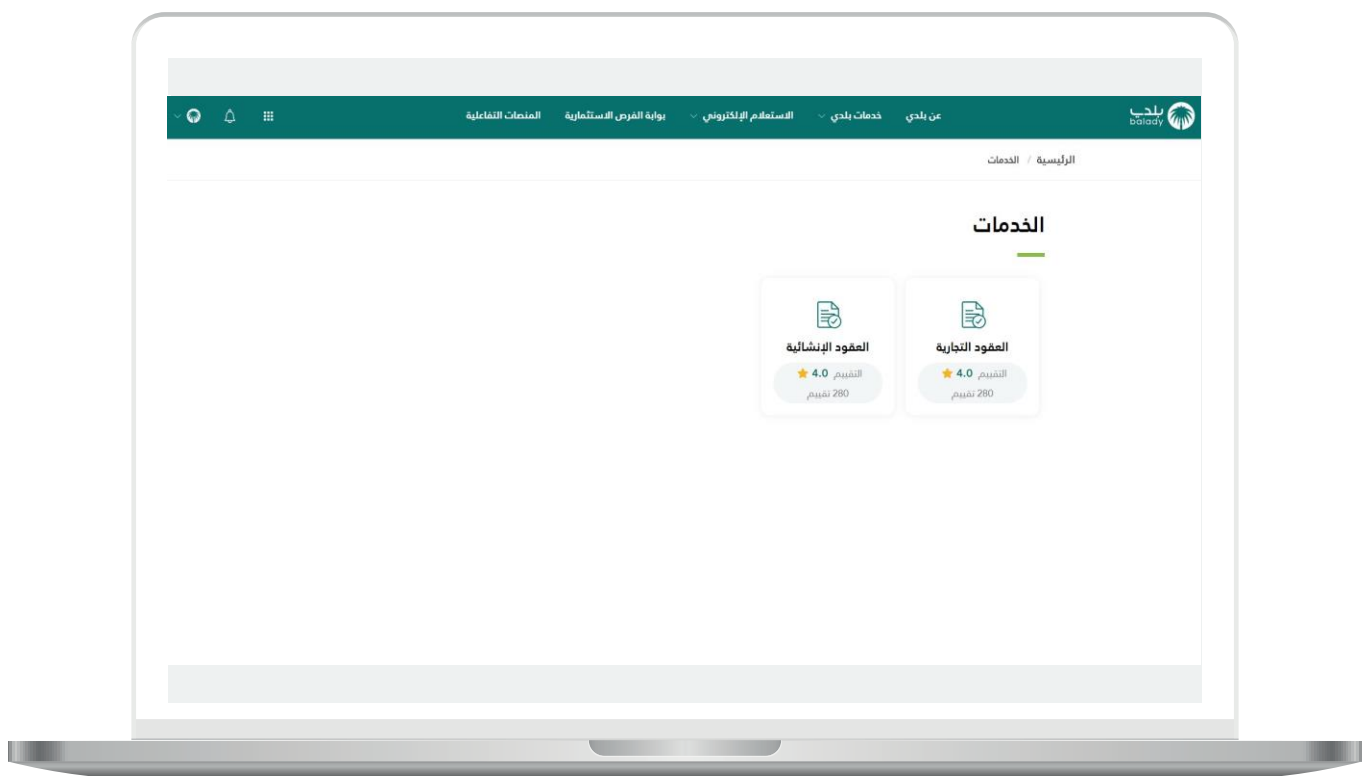


Submitting a Request Task

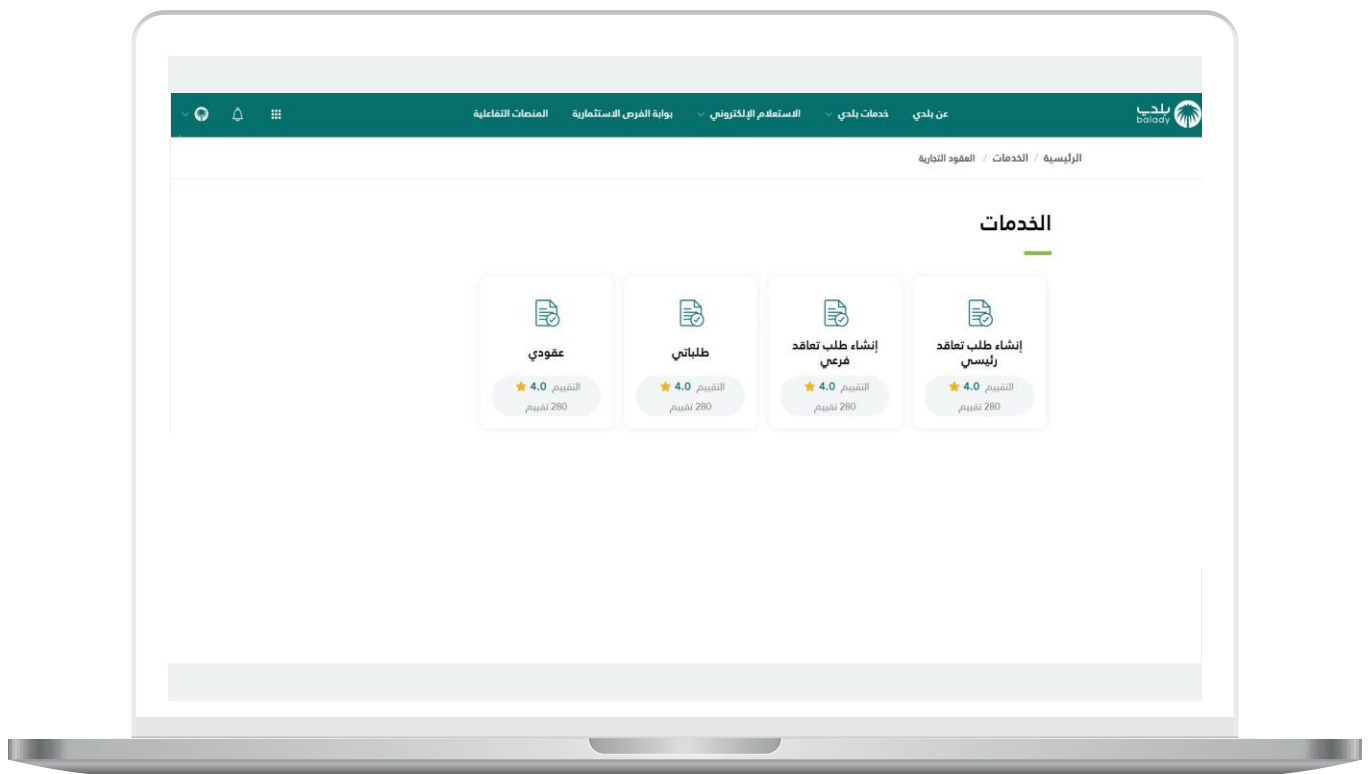
1) The logged-in user opens the (Contracting Service) link.



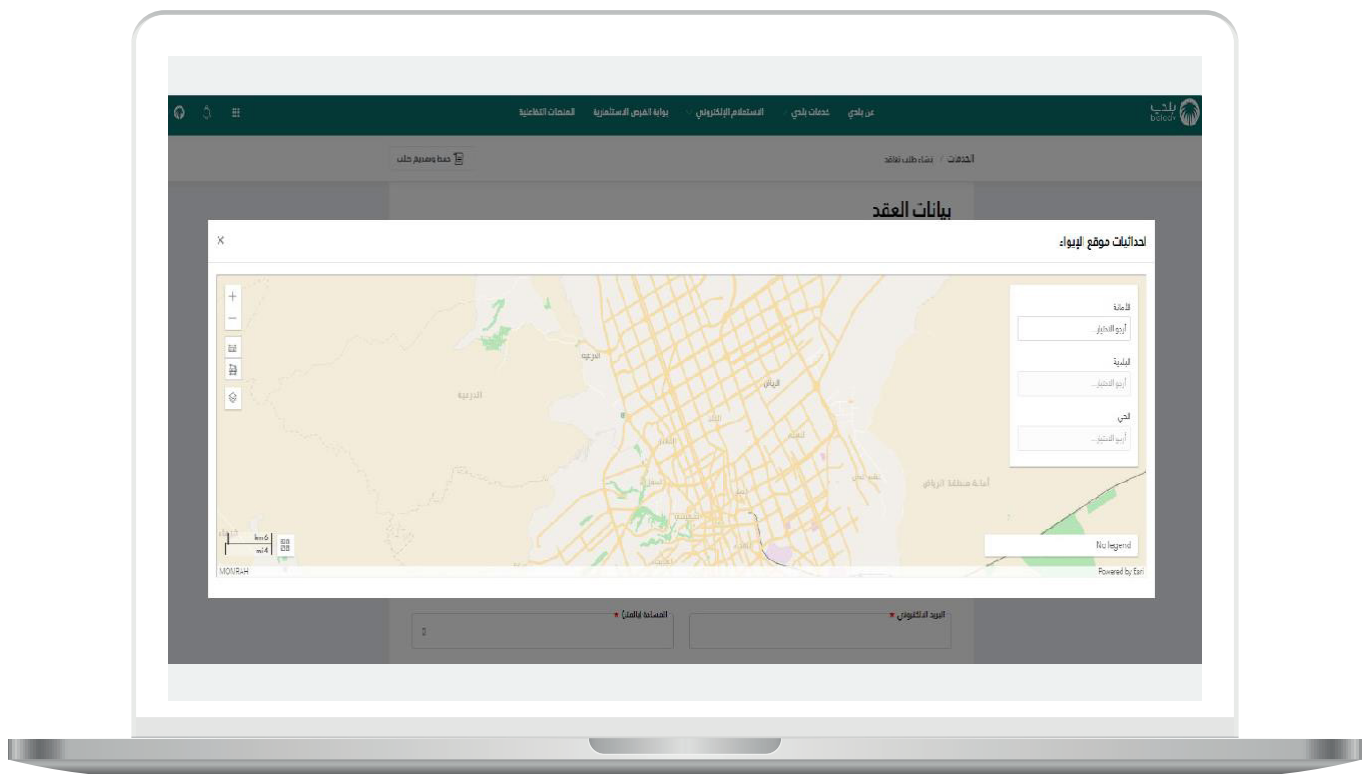
2) Follow the previous step.



3) Open the (Create Main Contract Request) link.



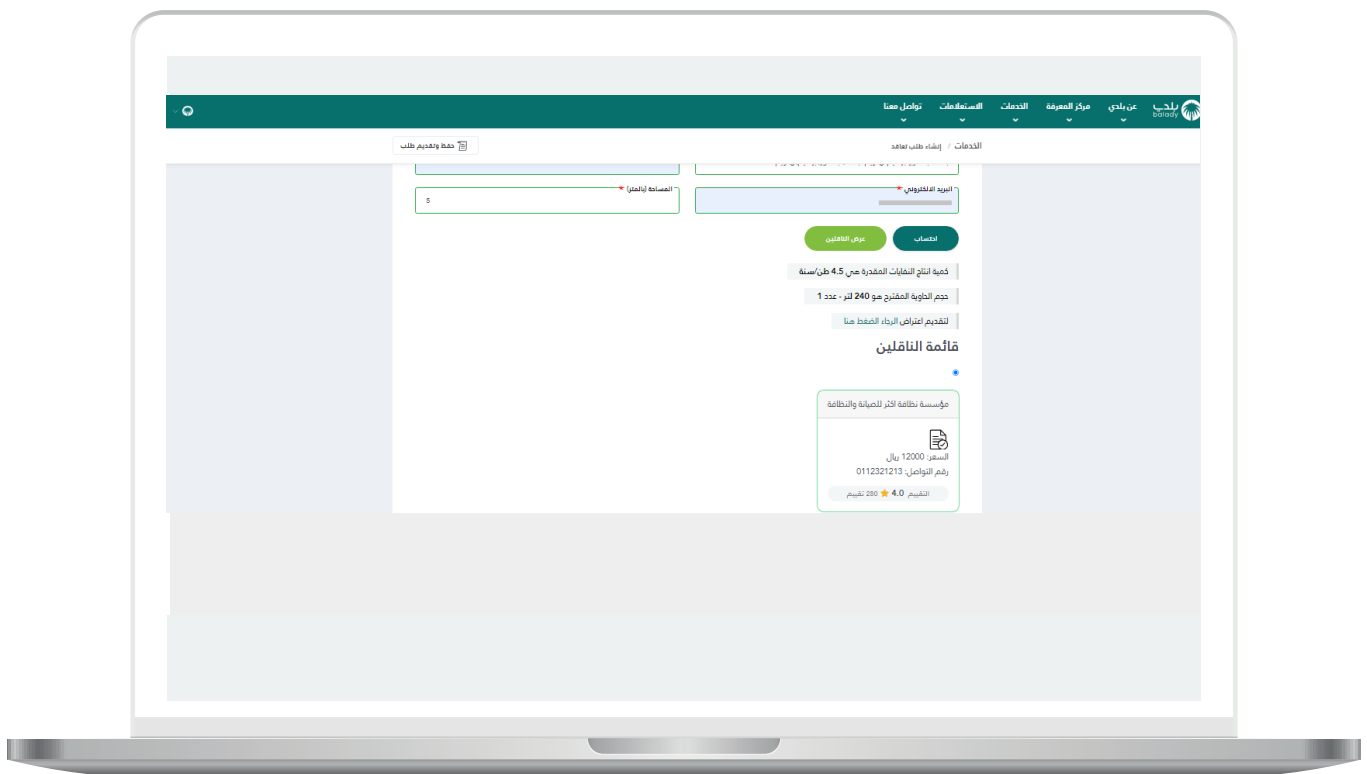
5) The producer selects (**Shelter Locations**) by choosing the (**Municipality, District, and Land Plot**), then click on (**Submits the Data**).



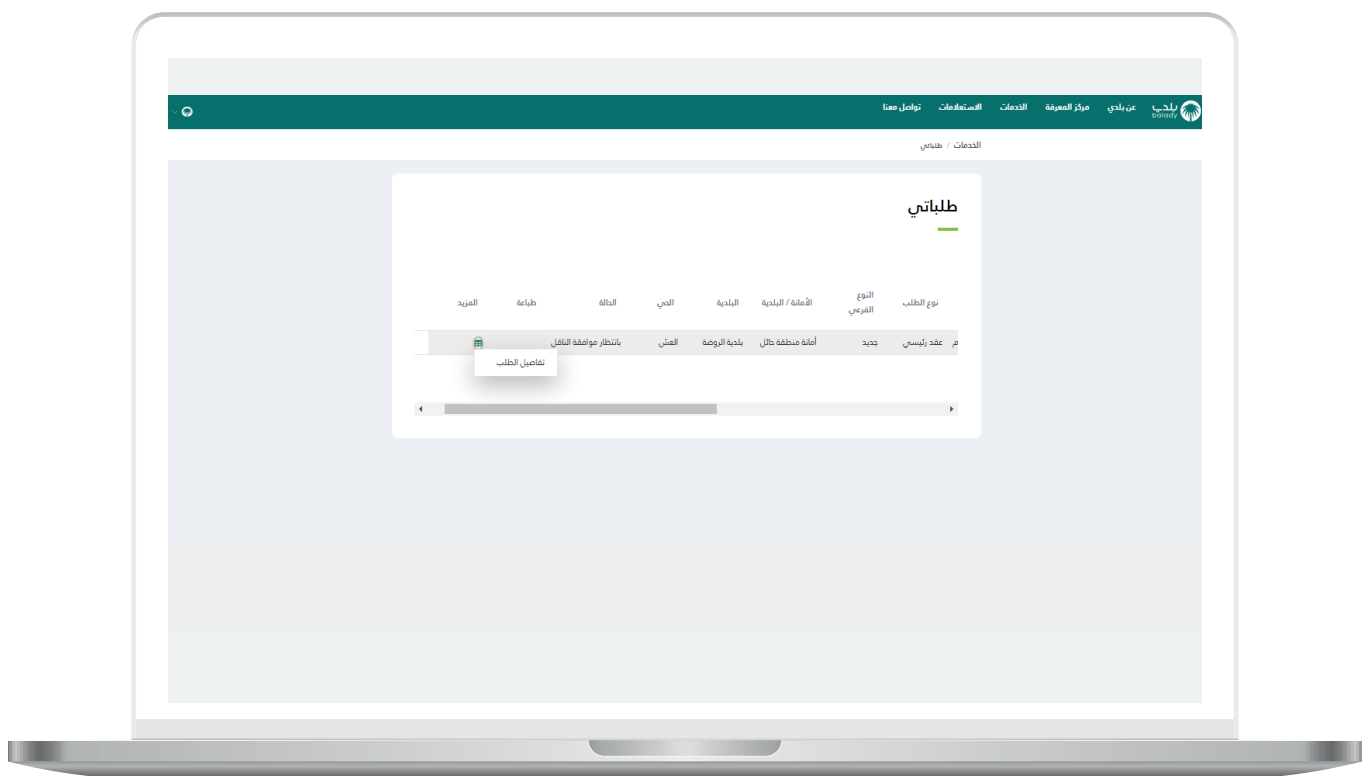
7) After clicking (**Calculate**), the system will calculate the Annual waste quantity (**in tons**), as well as the Required container size and quantity based on the entered area.

The screenshot displays a web application interface for calculating waste management requirements. The interface is in Arabic and includes a header with navigation links: "الرئيسية" (Home), "عن بلدي" (About My City), "مركز المعرفة" (Knowledge Center), "الخدمات" (Services), "الاستعلامات" (Inquiries), "تواصل معنا" (Contact Us), and "بلدي" (My City). The main content area is titled "الخدمات / إنشاء طلب تعهد" (Services / Create Commitment Request). It features a form with several input fields and buttons. The form includes fields for "البلدية" (Municipality), "المنطقة" (Area), "رقم الترخيص" (License Number), "المساحة (بالمتر)" (Area in meters), "الكمية" (Quantity), "اسم العميل" (Client Name), "البريد الإلكتروني" (Email), and "الرقم القومي" (National ID). There are also buttons for "حفظ" (Save) and "حساب" (Calculate). Below the form, there is a summary section showing the calculated results: "كمية إنتاج النفايات المتوقعة هي 4.5 طن/سنة" (Expected waste production is 4.5 tons/year), "حجم الحاوية المقترح هو 240 لتر - عدد 1" (Proposed container volume is 240 liters - quantity 1), and "لتقديم اعتراض الرضا، الضغط هنا" (To submit an objection to the consent, click here).

8) The producer can view available transporters that meet the required conditions based on the entered data and select one.



9) The producer saves and submits the request. Submitted requests can be viewed under (**My Requests**), along with details for each request.



Objection Task

After entering the data and calculating the waste volume, the waste producer can submit an objection and send the request to the municipality expert for review and comments. The request is then forwarded to the responsible officer for a final decision:

Approve: (The container size and quantity are adjusted), or

Reject: (No changes are made to the container size and quantity).

The screenshot shows a web application interface for submitting an objection. The interface is in Arabic and includes the following elements:

- Title Bar:** The title is "الاعتراض على حجم الحاوية:" (Objection on container volume:).
- Form Fields:**
 - سبب الاعتراض:** (Reason for objection) with a text area and a label "أذكر في رأيك حجم الحاوية" (Mention in your opinion the container volume).
 - تفاصيل الحاويات المطلوبة:** (Required container details) with two input fields: "العدد" (Quantity) and "نوع الحاوية" (Container type).
- Table:** A table with 3 columns: "نوع الحاوية" (Container type), "العدد" (Quantity), and "المبلغ" (Amount). The table has 2 rows of data.

نوع الحاوية	العدد	المبلغ
240 لتر	1	x
710 لتر	1	x
- Buttons:**
 - إضافة:** (Add) - A green button.
 - تقديم الاعتراض:** (Submit objection) - A green button.
 - إلغاء:** (Cancel) - A green button.

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