

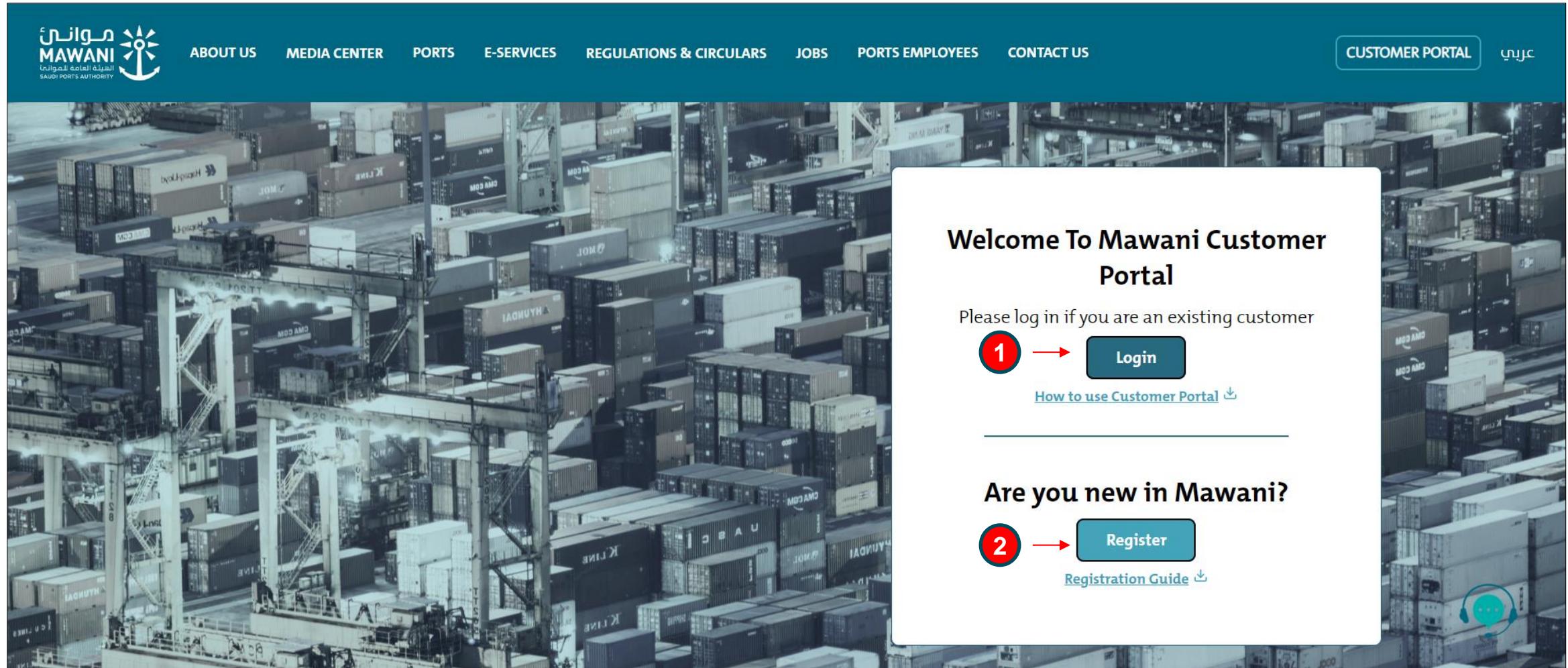


User Guide for Customer Portal

Home Page for the Customer Portal

Access the Customer Portal through the Mawani's Website <https://mawani.gov.sa/customerportal>

1. If you have an account, click on the “Login” button
2. If you don't have an account, click on the “Register” button to create a new account (please refer to the Registration Guide)



The image shows a busy port terminal at night, with numerous shipping containers stacked in rows and illuminated by artificial lights. In the foreground, there are large port cranes. The Mawani logo is visible in the top left corner of the image.

Welcome To Mawani Customer Portal

Please log in if you are an existing customer

1 → [Login](#)

[How to use Customer Portal](#)

Are you new in Mawani?

2 → [Register](#)

[Registration Guide](#)

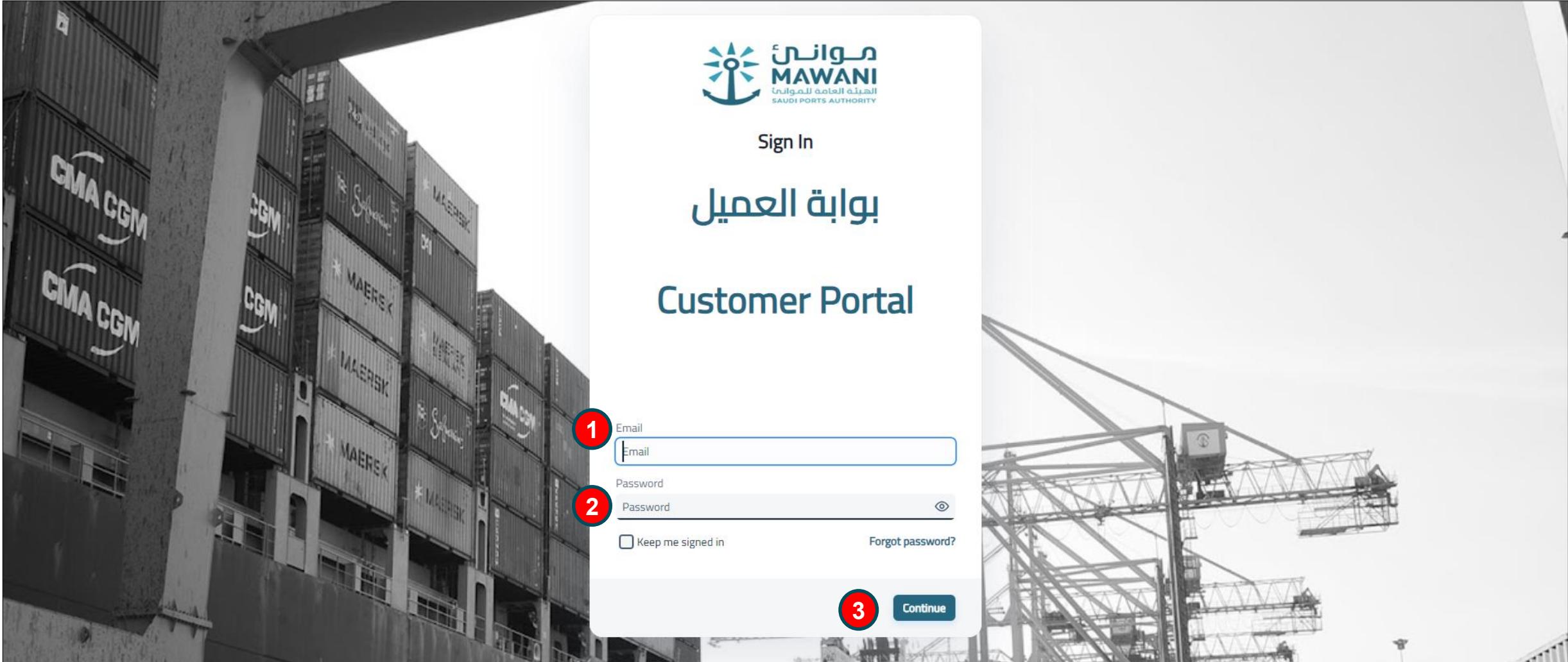


Login Page for the Customer Portal

1. Enter the Email (This is the Username)
2. Enter the Password
3. Click on “Continue” button

IMPORTANT NOTE:

To view the Login Page in different language (i.e. Arabic), please change the
Browser language



Company's Profile

Home Page for the Customer Portal application

1. Click on the “Company’s Profile” to update the information of your Personal Details and the Commercial Registrations

Home ▾

me

Customer Portal

1 Company's Profile
View and Update

Visits

Violations

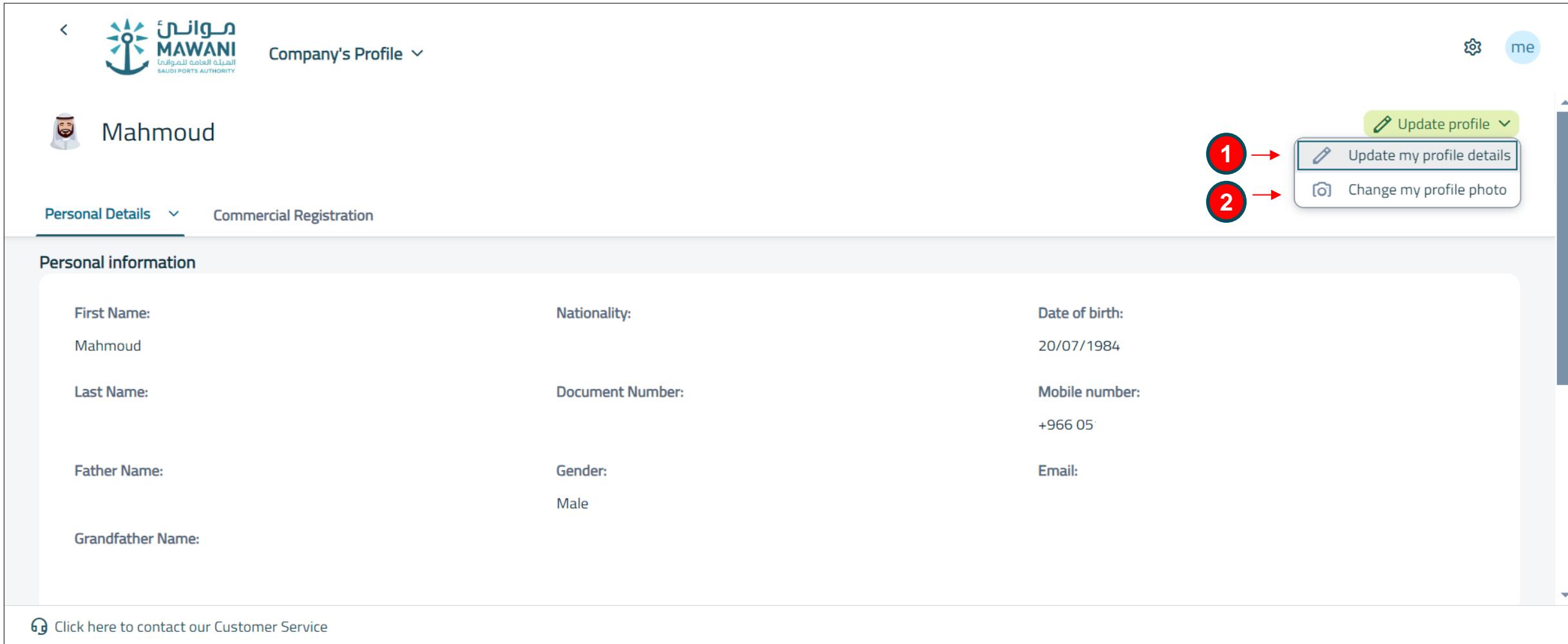
My Requests
Objections & Licenses

License

Click here to contact our Customer Service

Company's Profile page – “Personal Details”

1. Click on “Update profile” button
2. Select “Update my profile details” option



Company's Profile

Mahmoud

Personal Details

Commercial Registration

Personal information

First Name:	Nationality:	Date of birth:
Mahmoud		20/07/1984
Last Name:	Document Number:	Mobile number:
		+966 05
Father Name:	Gender:	Email:
	Male	
Grandfather Name:		

Click here to contact our Customer Service

1 → Update profile

2 → Update my profile details

Change my profile photo

Company's Profile page – “Personal Details”

1. Fill in the Address and Contact Details information (Building No.,

Apartment No., Street, City, Postal Code)

2. Enter the Mobile Number

3. Select the Disclaimer checkbox

4. Click on the “Save” button

Update my profile details

Personal information

Personal information

User Name: * Mahmoud

Document Number: *

Nationality: *

Date of birth: * 20/07/1984

Gender: * Male

Address and Contact Details

Building No.: 148

Apartment No.: 1112

Street: Olaya

City: Al Riyadh

Postal Code: 11322

Email: *

Mobile number: * +966 05

1

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4

I HEREBY CERTIFY that all the data and information provided is complete and correct.

Save Cancel

Personal Details

First Name: Mahmoud

Last Name:

Father Name:

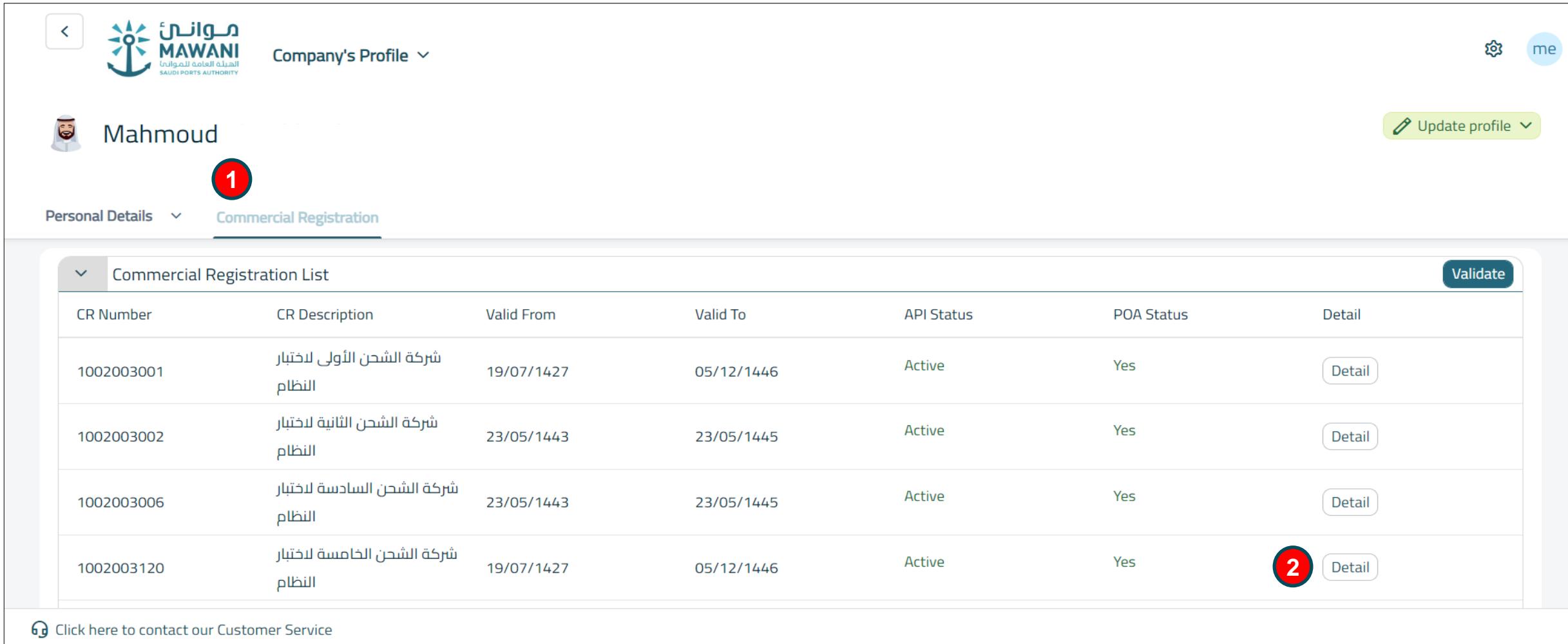
Grandfather Name:

Click here to contact our Customer Service

Company's Profile page – “Commercial Registration”

1. Click on the “Commercial Registration” tab

2. Click on “Details” button



Company's Profile

Mahmoud

1

Personal Details Commercial Registration

Commercial Registration List

CR Number	CR Description	Valid From	Valid To	API Status	POA Status	Detail
1002003001	شركة الشحن الأولى لختبار النظام	19/07/1427	05/12/1446	Active	Yes	Detail
1002003002	شركة الشحن الثانية لختبار النظام	23/05/1443	23/05/1445	Active	Yes	Detail
1002003006	شركة الشحن السادسة لختبار النظام	23/05/1443	23/05/1445	Active	Yes	Detail
1002003120	شركة الشحن الخامسة لختبار النظام	19/07/1427	05/12/1446	Active	Yes	Detail

Click here to contact our Customer Service

Company's Profile page – “Commercial Registration”

1. Fill in the information for the enabled fields (Subject To VAT, VAT No., City Code, Postal Code, District, Street, Building, Secondary Number, Short Address)

2. Click on the “Save” button

CR Information

CR Number: 1002003120	CR Description: شركة الشحن الخامسة لختبار النظام	Type: Main
National Number: 700	Issue Hijri Date: 19/07/1427	Expiry Hijri Date: 05/12/1446
Status: Active	Status Reason: Active	Status Date:
Company Period: 10	Capital: 100000	Legal Type: Limited liability
Fiscal Start Day: 26	Fiscal Start Month: 7	Trans Date: 08/11/2022
Company Share Count: 100000	Nationality: 001	Website:
City: Riyadh	Address: الرياض هي العليا طريق الامير سلطان بن عبدالعزيز	ZipCode:
PO Box:	Phone No:	Contact No:
Subject To VAT: * Yes	VAT No.: * 32222111122223	City Code: * 4 - ام القيوين
Postal Code: * 01837	District: * النفل	Street: * النفل
Building: * 7657	Secondary Number: * 7676	Short Address: * RPSD1289

Owners Details

Doc ID	Name	Nationality	Relation Type	Mobile No	Mail
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Click here to contact our Customer Service

1

2

Save Cancel

Licenses

Home Page for the Customer Portal application

1. Click on the “Licenses” to access the Licenses application to view Licenses and Request registry and to be able to submit requests for New and renew of Licenses

Customer Portal

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License

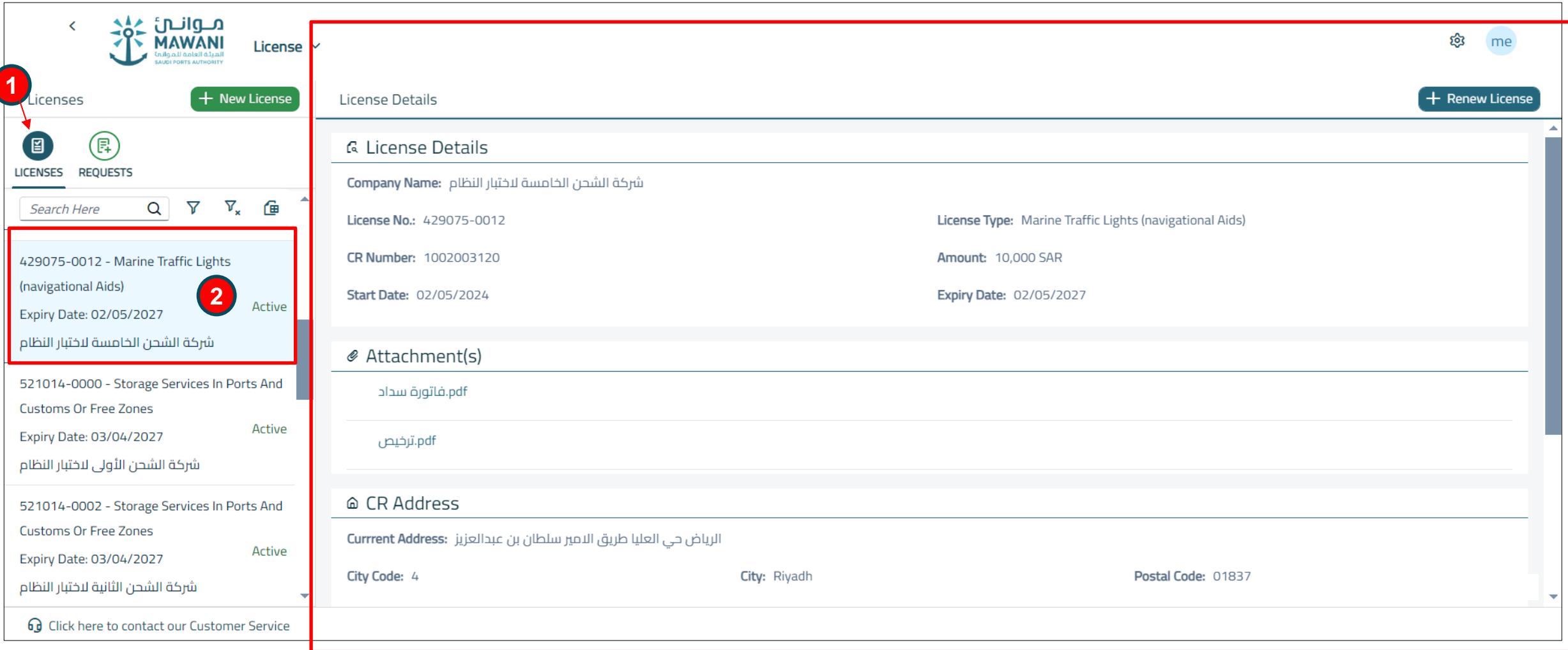
Click here to contact our Customer Service

Licenses page – “Licenses”

This page displays the records for the available licenses with their status of each license as well as records of the requests submitted to renew licenses or to request a new license

1. To view the “Licenses” record, click on the “Licenses” tab

2. Choose the license on the left side to display the license details



1. Click on the “Licenses” tab.

2. Click on the license record to view its details.

Licenses Details:

- Company Name:** شركة الشحن الخامسة لاختبار النظام
- License No.:** 429075-0012
- License Type:** Marine Traffic Lights (navigational Aids)
- CR Number:** 1002003120
- Amount:** 10,000 SAR
- Start Date:** 02/05/2024
- Expiry Date:** 02/05/2027

Attachment(s):

- فاتورة سداد.pdf
- ترخيص.pdf

CR Address:

Current Address: الرياض دي العليا طريق الأمير سلطان بن عبدالعزيز

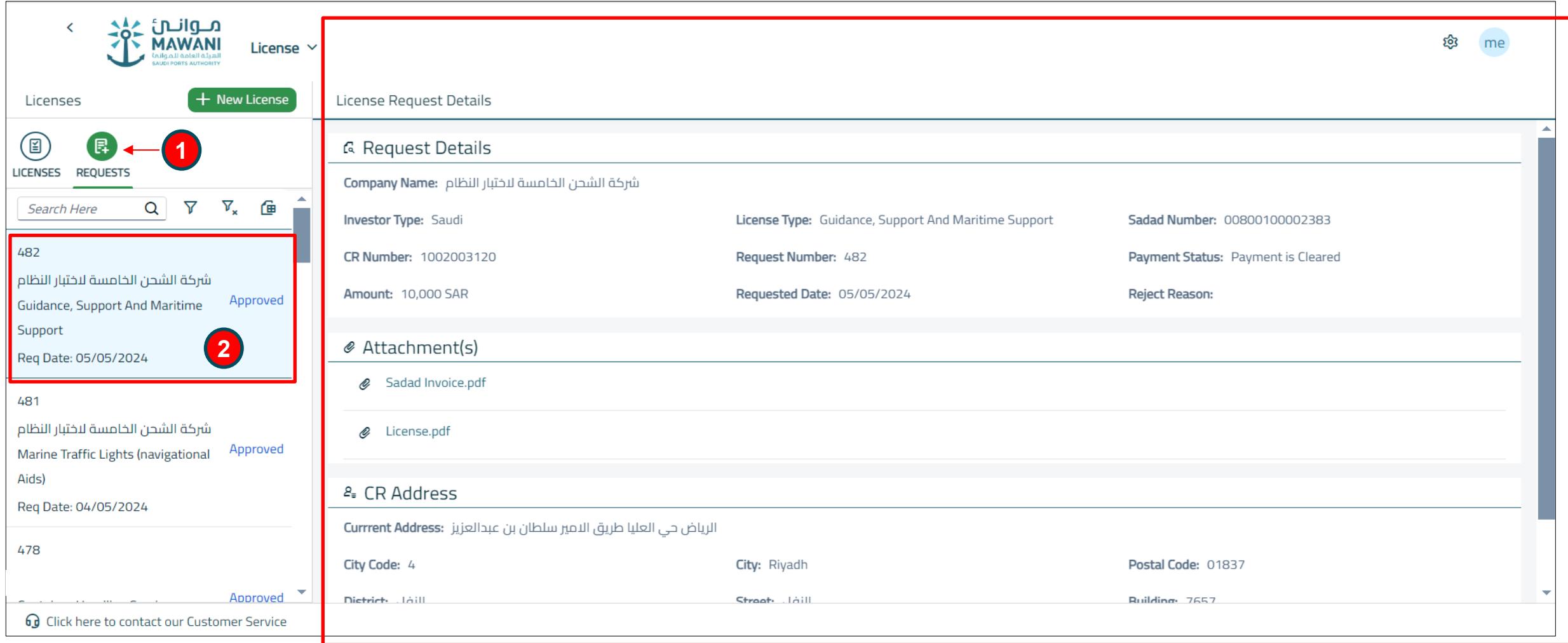
City Code: 4 **City:** Riyadh **Postal Code:** 01837

Licenses page – “Requests”

This page displays the records for the submitted Requests (for New or Renew Licenses) with the status of each request

1. To view the request record, click on the “Requests” tab

2. Choose the request on the left side to display the request details



Licenses page – “Requests”

This page displays the records for the submitted Requests (for New or Renew Licenses) with the status of each request

1. To view the request record, click on the “Requests” tab

2. Choose the request on the left side to display the request details

Licenses

+ New License

LICENSES REQUESTS

Search Here

1

482
شركة الشحن الخامسة لاختبار النظام
Guidance, Support And Maritime Support
Approved
Req Date: 05/05/2024

2

481
شركة الشحن الخامسة لاختبار النظام
Marine Traffic Lights (navigational Aids)
Approved
Req Date: 04/05/2024

478
Approved

Click here to contact our Customer Service

License Request Details

Request Details

Company Name: شركة الشحن الخامسة لاختبار النظام

Investor Type: Saudi

CR Number: 1002003120

Amount: 10,000 SAR

License Type: Guidance, Support And Maritime Support

Request Number: 482

Requested Date: 05/05/2024

Sadad Number: 00800100002383

Payment Status: Payment is Cleared

Reject Reason:

Attachment(s)

Sadad Invoice.pdf

License.pdf

CR Address

Current Address: الرياض هي العليا طريق الامير سلطان بن عبدالعزيز

City Code: 4

District: 14111

City: Riyadh

Street: 14111

Postal Code: 01837

Building: 7657

Request a New License

1. Click on the “+ New License” button
2. Select the CR No. from the CR Name field
3. Select Investor Type
4. Select the License Type (the amount details will be automatically filled)

5. Click on the Attachments icon to attach required supporting documents
6. Click on the “Submit” button
7. A confirmation message with the Request Number will appear that the order has been sent successfully. You can follow up and review the Request status from the “Requests” section.

The screenshot shows the MAWANI (Saudi Ports Authority) license request interface. The main window is titled 'New License Request' and contains the following fields:

- CR Number* (dropdown): 1002003120 (circled with red number 2)
- CR Name (dropdown): شركة الشحن الخامسة لختبار النظام (circled with red number 3)
- Investor Type* (dropdown): Saudi (circled with red number 3)
- License Type* (dropdown): Container Handling Services (circled with red number 4)
- Amount (SAR): 15,000
- Attachment(s) - (Please attach a copy of the Commercial Registration) (button with circled red number 5)
- Current Address: الرياض حي العليا طريق الأمير سلطان بن عبدالعزيز
- City Code: * عزيز - 4 (circled with red number 6)
- City: Riyadh
- Postal Code: * 01837 (circled with red number 6)
- District: * النفل

At the bottom right of the modal are 'Cancel' and 'Submit' buttons. The background shows a list of existing licenses, with the 'REQUESTS' tab selected. A success message is visible on the right side of the screen: 'Success' and 'License has been successfully created. ID: 487' (circled with red number 7).

Request for Renew License

1. First select the required License from the left side

2. Click on the “+ Renew License” button

3. Click on the Attachments icon to attach required supporting documents

4. You can fill more details in the Remarks field

5. Click on the “Submit” button

6. A confirmation message with the Request Number will appear that the order has been sent successfully. You can follow up and review the Request status from the “Requests” section.

The screenshot illustrates the process of renewing a license through the MAWANI portal. On the left, a list of existing licenses is shown, with one specific license highlighted and circled in red. The main form on the right is titled 'Renew License' and contains fields for License Number (429075-0012), CR Number (1002003120), Investor Type (Foreigner), License Type (الإشارات الضوئية البحرية), Amount (SAR) (10,000), and an Attachment section. The 'Remarks' field is also highlighted with a red circle. The 'Submit' button is at the bottom right. A success message box is visible on the right, indicating the license has been successfully created with ID 501.

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Success

License has been successfully created. ID: 501

OK

Violations

Home Page for the Customer Portal application

1. Click on the “Violations” to access the Violations/Objections application to view Violations and Request registry and to be able to submit requests for an Objection

Customer Portal

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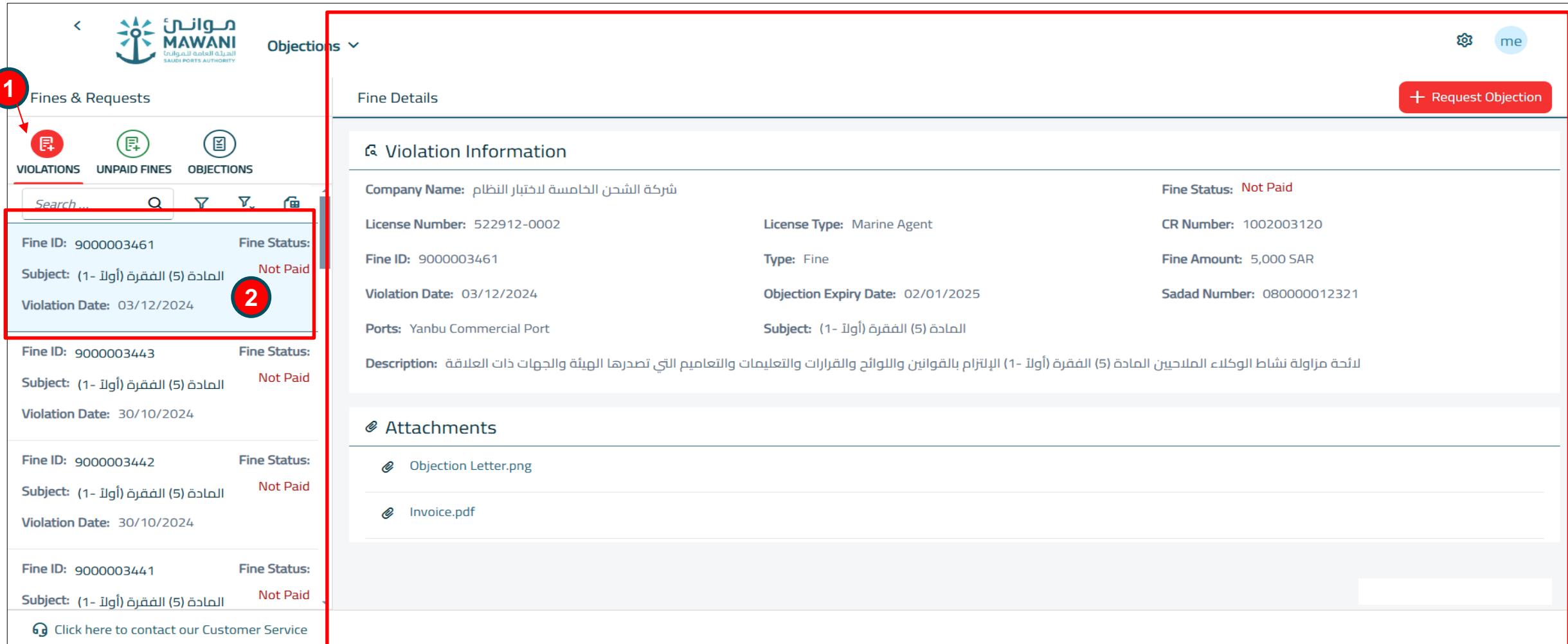
Click here to contact our Customer Service

Violations page – “Violations”

This page displays the records for the available Violations with the status of each Violation as well as records of the Unpaid Violations and the requests submitted for Objections

1. To view the “Violations” record, click on the “Violations” tab

2. Choose the Violation on the left side to display the Violation details

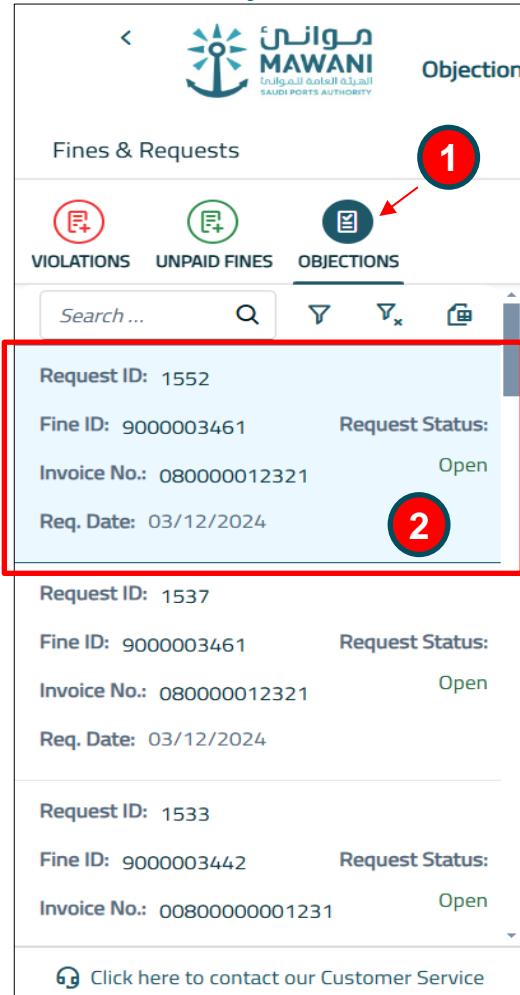


The screenshot shows the MAWANI (Saudi Ports Authority) website interface for managing violations. The top navigation bar includes the MAWANI logo and a search bar. The main content area is titled 'Violations' and displays a list of violation records. Each record includes fields for Fine ID, Subject (in Arabic), Violation Date, and Fine Status (Not Paid). A red box highlights the first record, and a red circle with the number '2' is placed on it, indicating it is the selected item. To the right of the list, a detailed view of the selected violation is shown. This detailed view includes sections for 'Fine Details' and 'Violation Information'. The violation information includes fields for Company Name (in Arabic), License Number, License Type, CR Number, Fine Amount, and Sadad Number. It also shows the subject of the violation (المادة 5 الفقرة (أولاً- 1-), Violation Date (03/12/2024), Objection Expiry Date (02/01/2025), and Ports (Yanbu Commercial Port). A note in Arabic states: 'للحذف مزاولة نشاط الوكلاء العلبيين المادة (5) الفقرة (أولاً- 1-) الإلزام بالقوانين واللوائح والقرارات والتعليمات والتعاميم التي تصدرها الهيئة والجهات ذات العلاقة'. Below this, an 'Attachments' section lists 'Objection Letter.png' and 'Invoice.pdf'.

Violations page – “Objections”

This page displays the records for the Objections requests with the status and details of each submitted request

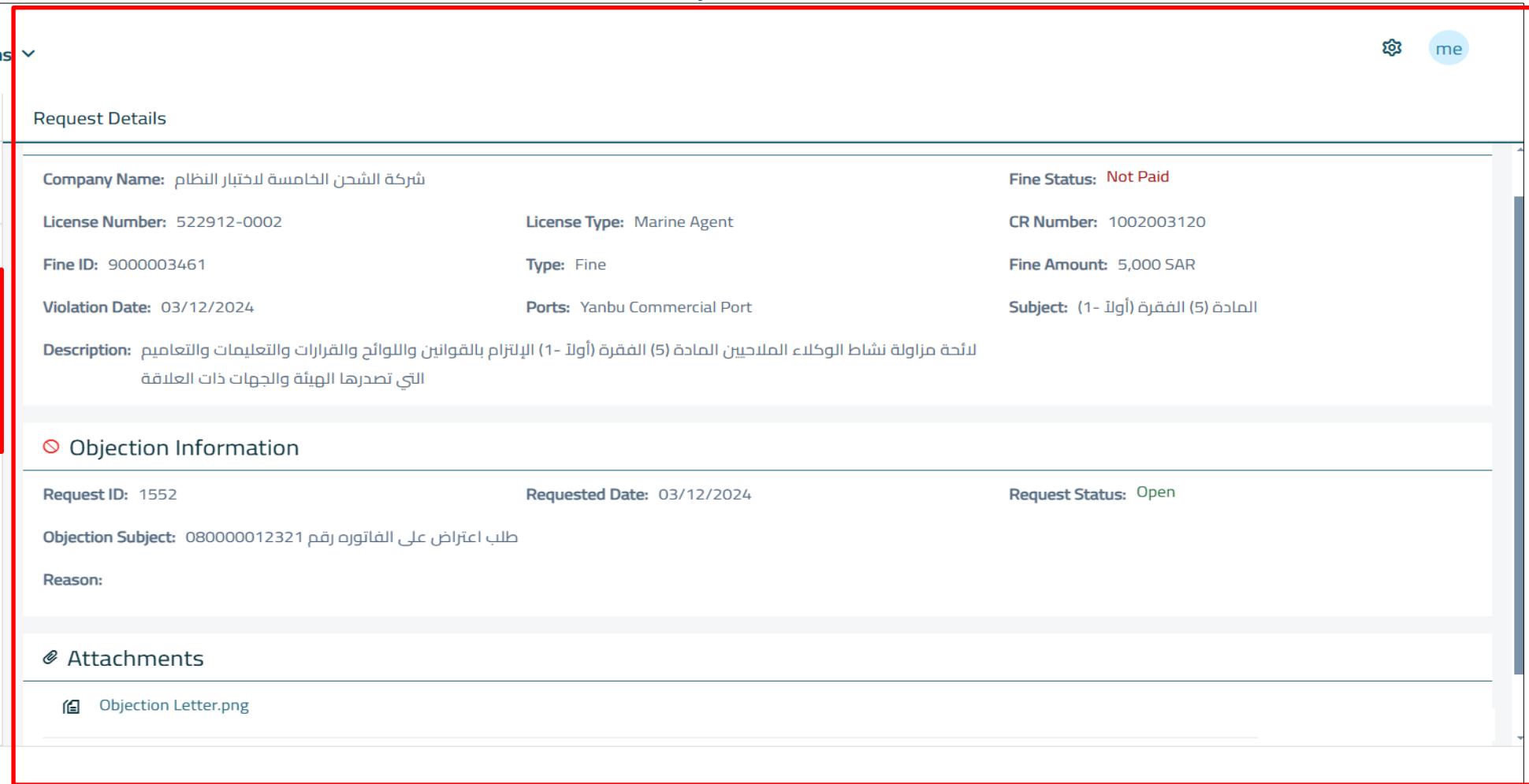
1. To view the “Objections” requests records, click on the “Objections” tab



Request ID:	1552	Request Status:
Fine ID:	9000003461	
Invoice No.:	080000012321	Open
Req. Date:	03/12/2024	
Request ID:	1537	
Fine ID:	9000003461	Request Status:
Invoice No.:	080000012321	Open
Req. Date:	03/12/2024	
Request ID:	1533	
Fine ID:	9000003442	Request Status:
Invoice No.:	00800000001231	Open

[Click here to contact our Customer Service](#)

2. Choose the Objection record on the left side to display the Objection request details



Request Details

Company Name:	شركة الشحن الخامسة لختبار النظم	Fine Status:	Not Paid
License Number:	522912-0002	License Type:	Marine Agent
Fine ID:	9000003461	Type:	Fine
Violation Date:	03/12/2024	Ports:	Yanbu Commercial Port
Description:	لائحة مزاولة نشاط الوكلاء الملحقين المادة (5) الفقرة (أولاً- 1) الإلزام بالقوانين واللوائح والقرارات والتعليمات والتعاميم التي تصدرها الهيئة والجهات ذات العلاقة		
Objection Information			
Request ID:	1552	Requested Date:	03/12/2024
Objection Subject:	طلب اعتراض على الفاتورم رقم 080000012321		
Reason:			
Attachments			
	Objection Letter.png		

Submit an Objection request against a violation

1. First select the required Violation from the left side
2. Click on the “+ Request Objection” button
3. Click on the Attachments icon to attach required supporting documents

4. Click on the “Submit” button
5. A confirmation message with the Request Number will appear that the order has been sent successfully. You can follow up and review the Request status from the “Objections” section.

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Success
Request submitted successfully. Objection request reference ID : 1552

Click here to contact our Customer Service

Visits

Home Page for the Customer Portal application

1. Click on the “Visits” to access the Visits application to view Visits registry

Customer Portal

Company's Profile
View and Update

Visits 1

Violations

My Requests
Objections & Licenses

License

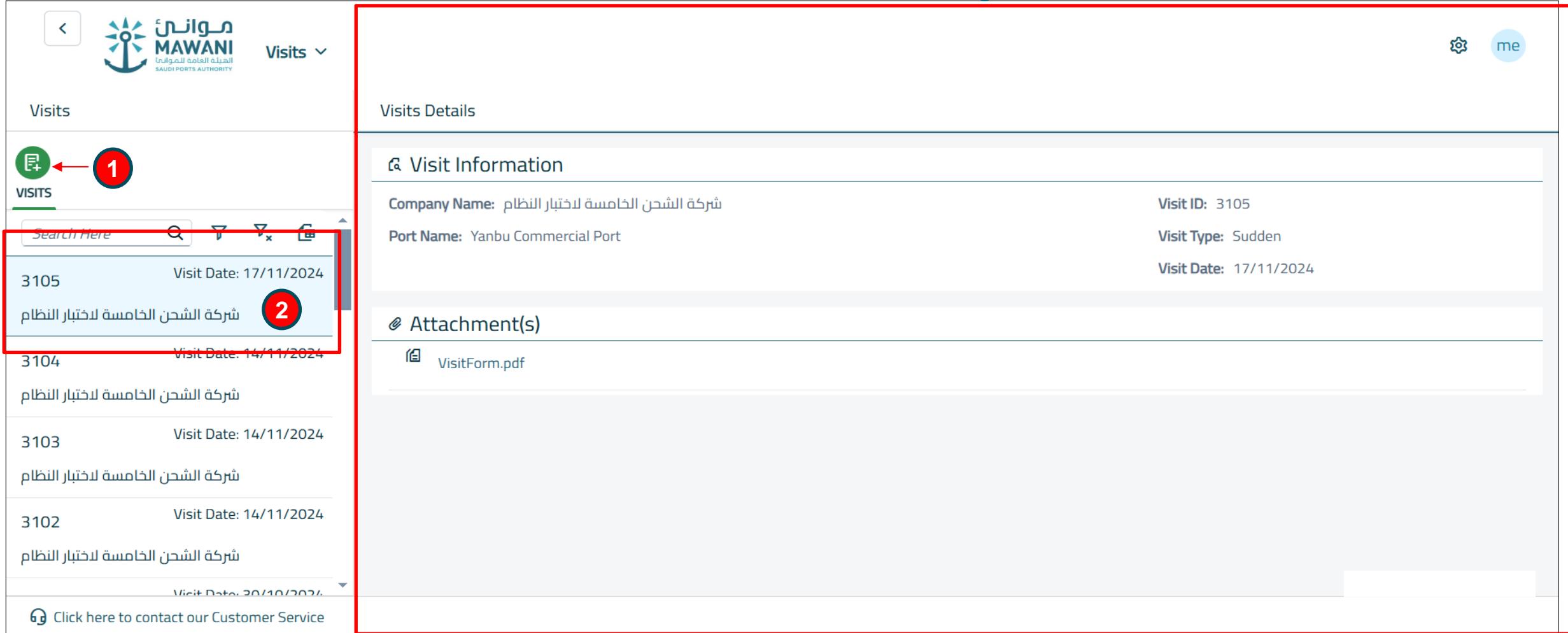
Click here to contact our Customer Service

Visits page

This page displays the records for the completed Visits on the Licensee

1. To view the “Visits” record, click on the “Visits” tab

2. Choose the Visits on the left side to display and review the Visits details on right side with the attachments as well



The screenshot shows the MAWANI Visits page. On the left, a list of visit records is displayed. The first record, Visit ID 3105, is highlighted with a red box and a red circle containing the number 1. The visit details for this record are shown on the right. The visit details include the company name (شركة الشحن الخامسة لاختبار النظام), port name (Yanbu Commercial Port), visit ID (3105), visit type (Sudden), and visit date (17/11/2024). Below the visit details, an attachment named 'VisitForm.pdf' is listed. At the bottom left, a link to contact customer service is provided.

Visit ID	Visit Date	Details
3105	17/11/2024	شركة الشحن الخامسة لاختبار النظام
3104	14/11/2024	شركة الشحن الخامسة لاختبار النظام
3103	14/11/2024	شركة الشحن الخامسة لاختبار النظام
3102	14/11/2024	شركة الشحن الخامسة لاختبار النظام

Visit Date: 20/10/2024

Click here to contact our Customer Service

Search and Reports

Search – using the Search Box

1. Enter the information you want to search for in the Search Box (The result will be displayed automatically when you start typing)

2. To reset the field value, Click on the X icon to empty the field value

The screenshot shows the MAWANI License Management System interface. On the left, there is a list of licenses with three entries highlighted by red boxes. The first entry has 'test' typed into the search bar. The second entry has '1' and '2' circled in red with arrows pointing to the search bar and the 'X' reset icon respectively. The third entry has 'Test CR Name 2' circled in red. The right side of the screen shows the 'License Details' for the first entry, including Company Name: Test CR Name 2, License No.: 521097-0012, CR Number: 1002003001, Start Date: 02/04/2024, License Type: Container Handling Services, Amount: 15,000 SAR, and Expiry Date: 02/04/2027. Below this, there is an 'Attachment(s)' section with a file named ProPicTest.jpg. At the bottom, there is a 'CR Address' section with fields for Current Address, City Code, District, Secondary Number, City, Street, and Postal Code/Building.

Licenses + New License

License Details

+ Renew License

LICENSES REQUESTS

test X Q Y Yx E

521097-0012 - Container Handling Services
Expiry Date: 02/04/2027 Active
Test CR Name 2

522201-0003 - Port Activities
Expiry Date: 04/05/2025 Active
Test CR Name 2

749063-0000 - Marine Consulting Activities
Expiry Date: 03/04/2027 Active
Test CR Name 3

Click here to contact our Customer Service

License Details

Company Name: Test CR Name 2

License No.: 521097-0012

CR Number: 1002003001

Start Date: 02/04/2024

License Type: Container Handling Services

Amount: 15,000 SAR

Expiry Date: 02/04/2027

Attachment(s)

ProPicTest.jpg

CR Address

Current Address: الرياض هي العليا طريق الأمير سلطان بن عبدالعزيز

City Code: 13

District: النفل

Secondary Number: 6890

City: Riyadh

Street: النفل النفل

Short Address: RISD1234

Postal Code: 21234

Building: 2233

Search – using the Filter functionality

1. Click on the Filter icon, the Filter pop screen will appear

2. Choose the data that you want to search for

3. Click on “Submit” button, the related records will be successfully displayed

4. Click on the Clear Filter icon to reset the data

The screenshot shows the MAWANI License Management System interface. On the left, there is a sidebar with 'LICENSING' and 'REQUESTS' tabs, a search bar, and a list of licenses. The main area shows 'License Details' for a specific license, including company name, license number, CR number, start date, and attachments. A 'License Filter' pop-up is overlaid on the screen, containing fields for 'From Date', 'To Date', 'License Status', and 'License Type'. The 'Submit' button is highlighted with a red circle and an arrow. The 'Cancel' button is also visible. The license details on the right show 'Marine Traffic Lights (navigational Aids)' as the license type, an amount of 10,000 SAR, and an expiry date of 02/05/2027.

1. Click on the Filter icon, the Filter pop screen will appear

2. Choose the data that you want to search for

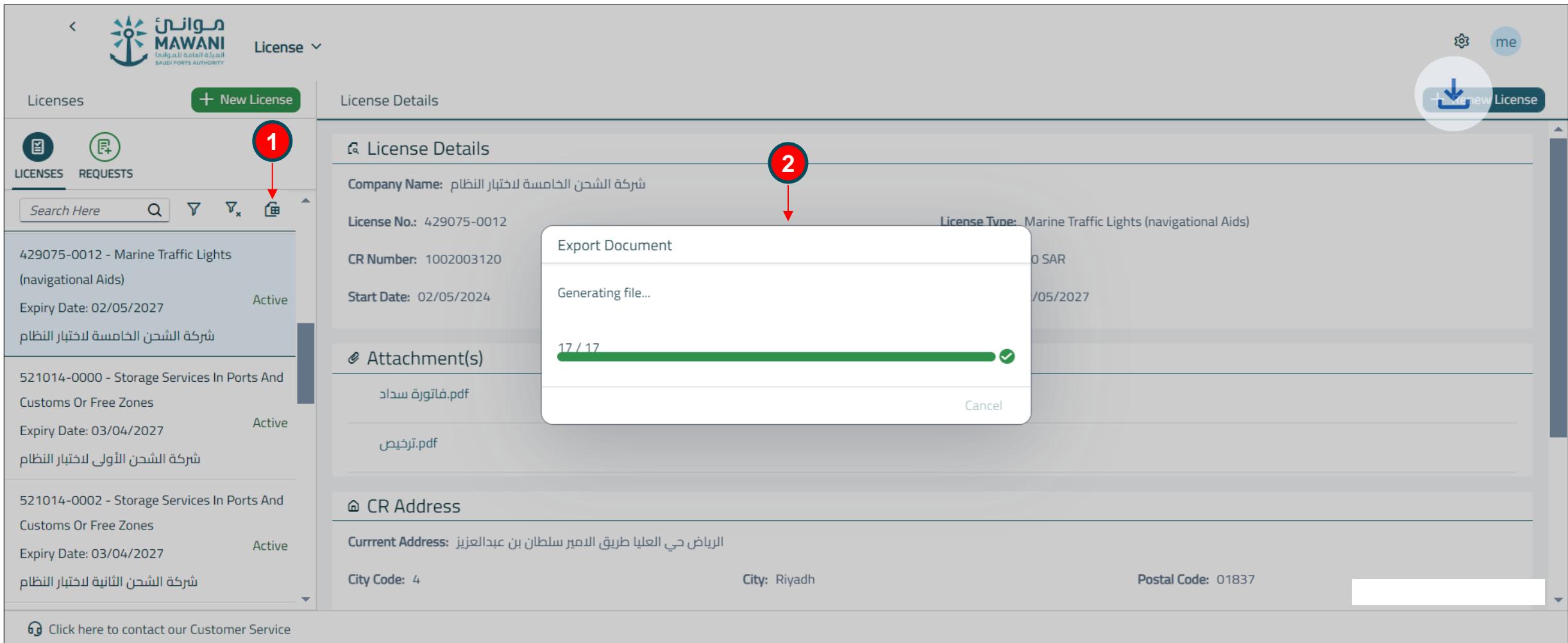
3. Click on “Submit” button, the related records will be successfully displayed

4. Click on the Clear Filter icon to reset the data

Reports – Export Functionality

1. Click on the Export icon

2. The file will be downloaded successfully in an Excel format



The screenshot shows the MAWANI License Management System interface. On the left, a sidebar lists various licenses, with the first one highlighted: "429075-0012 - Marine Traffic Lights (navigational Aids)" with an expiry date of "02/05/2027". A red circle with the number "1" is placed over the "Export" icon (a file icon) in the sidebar. The main content area shows "License Details" for this license. A red circle with the number "2" is placed over a modal window titled "Export Document" that says "Generating file...". The modal also shows "17 / 17" attachments, with one attachment listed as "فاتورة سداد.pdf". The "License Type" is listed as "Marine Traffic Lights (navigational Aids)". At the bottom, the "CR Address" is listed as "الرياض حي العليا طريق الأمير سلطان بن عبدالعزيز".



Thank you