

# 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)

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CUSTOMER PORTAL عربي

## Welcome To Mawani Customer Portal

Please log in if you are an existing customer

1 → Login

[How to use Customer Portal](#) ⬇

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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

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Sign In

بوابة العميل

Customer Portal

1 Email

Email

Password

2 Password

☐ Keep me signed in

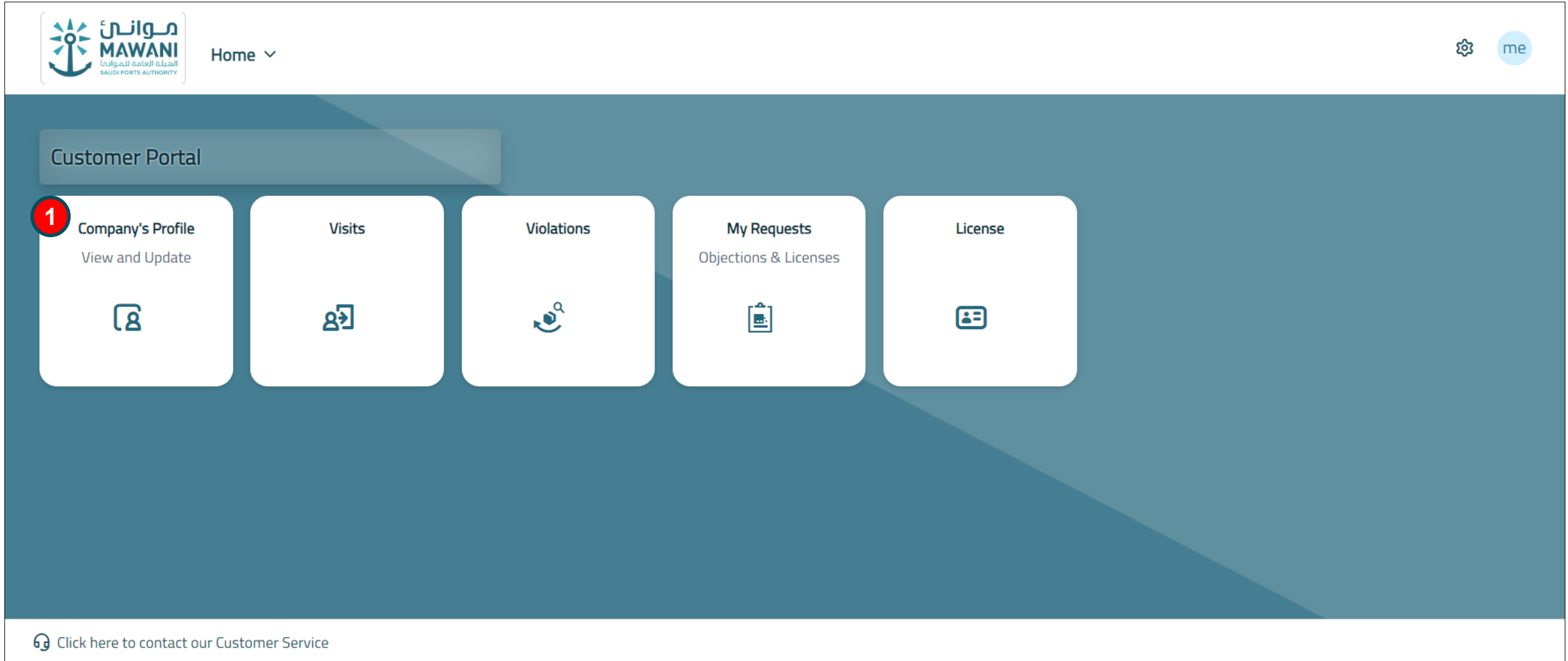
[Forgot password?](#)

3 Continue

# 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



# Company's Profile page – “Personal Details”

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

< موانئ MAWANI الهيئة العامة للموانئ SAUDI PORTS AUTHORITY Company's Profile ▾

me

Update profile ▾

1 Update my profile details

2 Change my profile photo

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

# 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


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


Save Cancel

# Company's Profile page – “Commercial Registration”

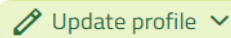
1. Click on the “Commercial Registration” tab
2. Click on “Details” button




Company's Profile 




Mahmoud




Personal Details 

**Commercial Registration**

 Commercial Registration List

Validate

CR Number	CR Description	Valid From	Valid To	API Status	POA Status	Detail
1002003001	شركة الشحن الأولى لاختبار النظام	19/07/1427	05/12/1446	Active	Yes	<div>Detail</div>
1002003002	شركة الشحن الثانية لاختبار النظام	23/05/1443	23/05/1445	Active	Yes	<div>Detail</div>
1002003006	شركة الشحن السادسة لاختبار النظام	23/05/1443	23/05/1445	Active	Yes	<div>Detail</div>
1002003120	شركة الشحن الخامسة لاختبار النظام	19/07/1427	05/12/1446	Active	Yes	<div>2</div> <div>Detail</div>

 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 لاختبار 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 حي العليا طريق الامير سلطان بن عبدالعزيز ZipCode:

PO Box: Phone No: Contact No:

Subject To VAT: \* Yes VAT No.: \* 322221111122223 City Code: \* 4 - عريضة

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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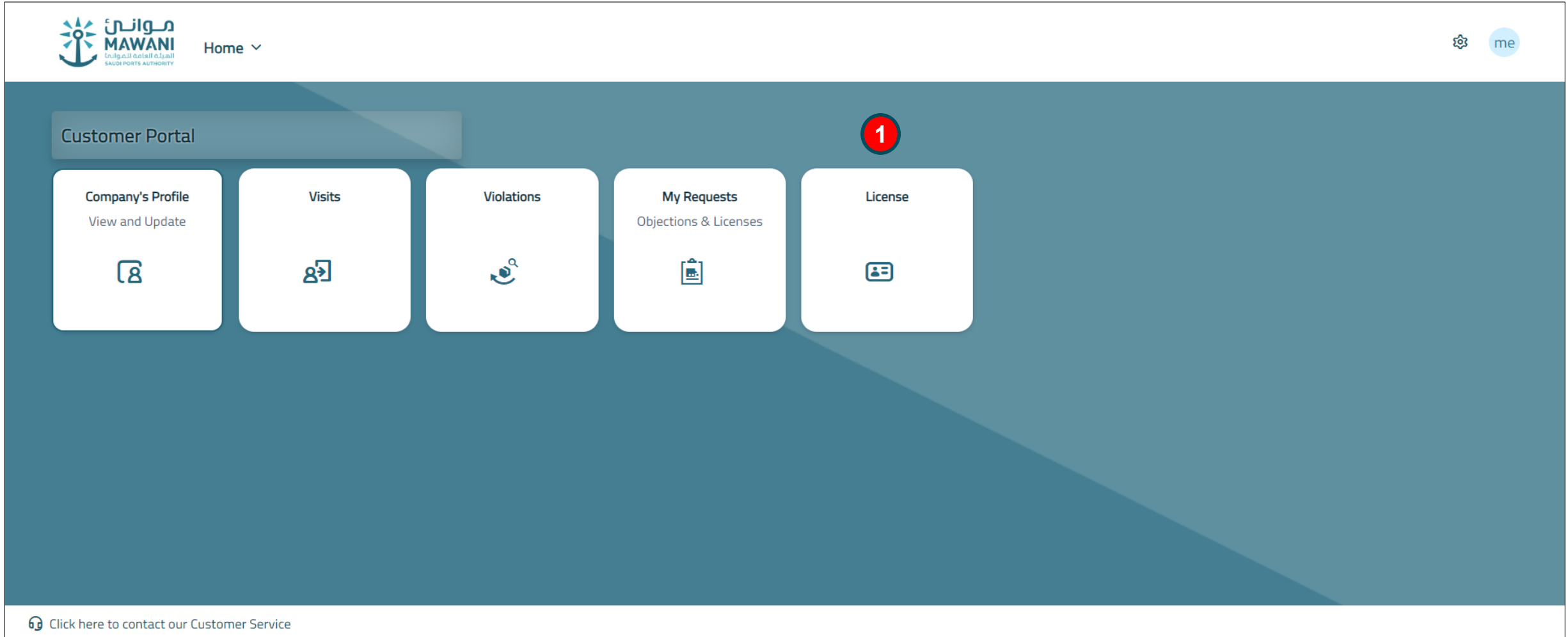
Click here to contact our Customer Service

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



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

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


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# 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




License ▾

Licenses

+ New License





LICENSES



REQUESTS

Search Here



482

شركة الشحن الخامسة لاختبار النظام

Guidance, Support And Maritime Support

Approved

Req Date: 05/05/2024

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 حي العليا طريق الأمير سلطان بن عبدالعزيز

City Code: 4

District: النفا

City: Riyadh

Street: النفا

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 displays the 'New License Request' form within the Mawani app. The interface includes a sidebar with 'Licenses' and 'REQUESTS' tabs, and a main form area. The form contains the following fields and steps:

- Step 1:** A green button labeled '+ New License' in the top left corner.
- Step 2:** A dropdown menu for 'CR Number' with the value '1002003120' selected.
- Step 3:** A dropdown menu for 'Investor Type' with the value 'Saudi' selected.
- Step 4:** A dropdown menu for 'License Type' with the value 'Container Handling Services' selected.
- Step 5:** An attachment icon (a square with a plus sign) next to the 'Attachment(s)' label.
- Step 6:** A green button labeled 'Submit' at the bottom right of the form.
- Step 7:** A confirmation message box on the right side of the screen that reads: 'Success', 'License has been successfully created. ID: 487', and an 'OK' button.

Other visible details include a warning message at the top: 'The system will show only the Valid CRs and assigned PoA'. The form also includes fields for 'CR Name' (شركة الشحن الخامسة لاختبار النظام), 'Company Name (English)', 'Amount (SAR)' (15,000), 'Current Address' (الرياض حي العليا طريق الامير سلطان بن عبدالعزيز), 'City Code' (4 - عيزة), 'City' (Riyadh), 'Postal Code' (01837), and 'District' (النفل).

# 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

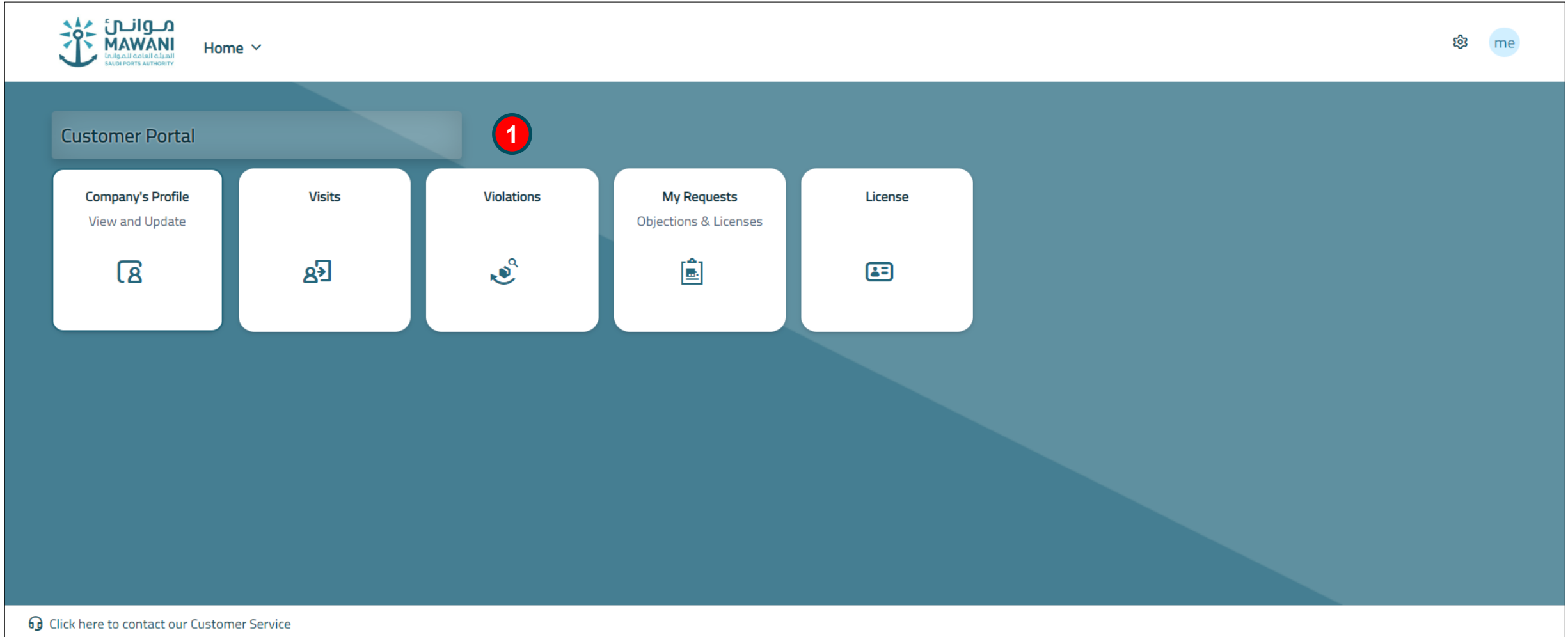
4. You can fill more details in the Remarks field
5. Click on the “Submit” button
6. A confirmation message with the Request Number will appear that the order has been sent successfully. You can follow up and review the Request status from the “Requests” section.

The screenshot displays the Mawani portal interface for renewing a license. On the left sidebar, under the 'Licenses' section, a list of licenses is shown. The first license, '429075-0012 - Marine Traffic Lights (navigational Aids)', is highlighted with a red box and a red circle with the number 1. The main area shows the 'Renew License' form. At the top right of the form, there is a red circle with the number 2 next to the '+ Renew License' button. Below this, the form fields are populated: License (429075-0012), CR Number (1002003120), Investor Type (Foreigner), License Type (الإشارات الضوئية البحرية), Amount (SAR) (10,000), and Remarks (No data). A red circle with the number 3 is next to the attachment icon. A red circle with the number 4 is next to the Remarks field. A red circle with the number 5 is next to the Submit button. A red circle with the number 6 is next to the success message: 'Success. License has been successfully created. ID: 501'.

# 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



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

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

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# 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

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

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Objections

Fines & Requests

Search ...

Request ID: 1552

Fine ID: 9000003461

Request Status: Open

Invoice No.: 080000012321

Req. Date: 03/12/2024

Request ID: 1537

Fine ID: 9000003461

Request Status: Open

Invoice No.: 080000012321

Req. Date: 03/12/2024

Request ID: 1533

Fine ID: 9000003442

Request Status: Open

Invoice No.: 00800000001231

Click here to contact our Customer Service

Request Details

Company Name: شركة الشحن الخامسة لاختبار النظام

Fine Status: Not Paid

License Number: 522912-0002

License Type: Marine Agent

Fine ID: 9000003461

Type: Fine

CR Number: 1002003120

Fine Amount: 5,000 SAR

Violation Date: 03/12/2024

Ports: Yanbu Commercial Port

Description: لائحة مزاولة نشاط الوكلاء الملاحيين المادة (5) الفقرة (أولاً - 1) الإلتزام بالقوانين واللوائح والقرارات والتعليمات والتعاميم التي تصدرها الهيئة والجهات ذات العلاقة

Subject: المادة (5) الفقرة (أولاً - 1)

Objection Information

Request ID: 1552

Requested Date: 03/12/2024

Request Status: Open

Objection Subject: طلب اعتراض على الفاتوره رقم 080000012321

Reason:

Attachments

Objection Letter.png

# Submit an Objection request against a violation

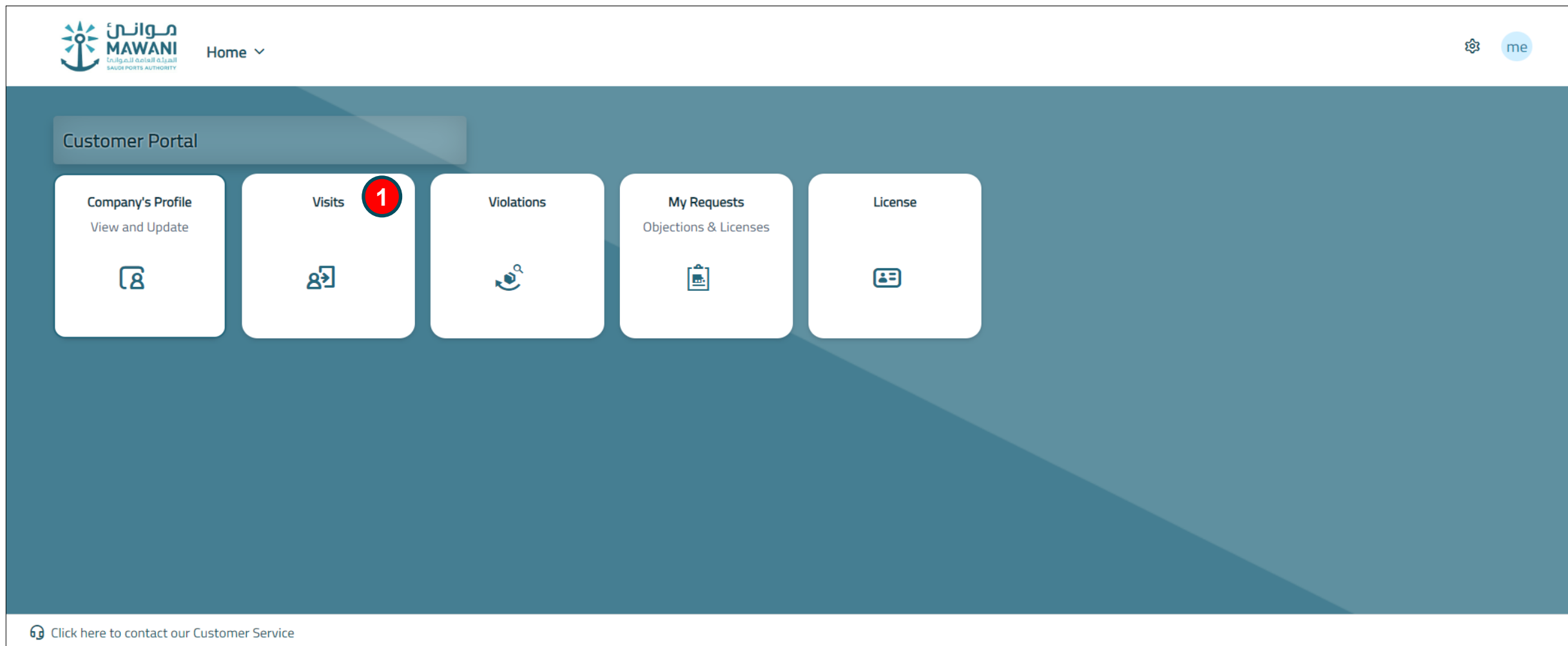
1. First select the required Violation from the left side
2. Click on the “+ Request Objection” button
3. Click on the Attachments icon to attach required supporting documents
4. Click on the “Submit” button
5. A confirmation message with the Request Number will appear that the order has been sent successfully. You can follow up and review the Request status from the “Objections” section.

The screenshot displays the Mawani portal interface for submitting an objection request. The sidebar on the left shows the 'Violations' tab selected, with a list of violations. The first violation is highlighted with a red box and a red circle with the number 1. The main area shows the 'Request Objection' modal, which contains fields for Fine ID, Type, Company Name, and Subject. A red circle with the number 2 points to the '+ Request Objection' button in the top right. A red circle with the number 3 points to the Attachments icon in the modal. A red circle with the number 4 points to the Submit button at the bottom of the modal. A red circle with the number 5 points to a success message in the background: 'Success Request submitted successfully. Objection request reference ID : 1552'.

# Visits

# Home Page for the Customer Portal application

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





# 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



Visits ▾

Visits



1

VISITS

Search Here


3105 Visit Date: 17/11/2024  
شركة الشحن الخامسة لاختبار النظام 2

3104 Visit Date: 14/11/2024  
شركة الشحن الخامسة لاختبار النظام

3103 Visit Date: 14/11/2024  
شركة الشحن الخامسة لاختبار النظام

3102 Visit Date: 14/11/2024  
شركة الشحن الخامسة لاختبار النظام

Visit Date: 20/10/2024

 Click here to contact our Customer Service

Visits Details

Visit Information

Company Name: شركة الشحن الخامسة لاختبار النظام


Port Name: Yanbu Commercial Port

Visit ID: 3105

Visit Type: Sudden

Visit Date: 17/11/2024

Attachment(s)

 VisitForm.pdf



# Search and Reports

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

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# 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 displays the Mawani License Management System interface. On the left, a list of licenses is shown, including '429075-0012 - Marine Traffic Lights (navigational Aids)' and '521014-0000 - Storage Services In Ports And Customs Or Free Zones'. A red circle with the number '1' highlights the 'Filter' icon (a funnel) in the top left of the license list. A red circle with the number '2' highlights the 'Attachment(s)' section in the 'License Details' panel, which lists 'فاتورة سداد.pdf' and 'ترخيص.pdf'. A red circle with the number '3' highlights the 'Submit' button in the 'License Filter' pop-up window. A red circle with the number '4' highlights the 'Clear Filter' icon (a funnel with an 'x') in the top left of the license list. The 'License Filter' pop-up window contains fields for 'From Date' and 'To Date' (both with date pickers), 'License Status' (a dropdown menu), and 'License Type' (a dropdown menu). The background shows the 'License Details' for license 429075-0012, including company name, license number, CR number, start date, and CR address.

# Reports – Export Functionality

1. Click on the Export icon
2. The file will be downloaded successfully in an Excel format

The screenshot displays the Mawani License Management System interface. On the left sidebar, under the 'Licenses' section, there is a red circle with the number '1' pointing to the 'Export' icon. The main area shows 'License Details' for a specific license. A red circle with the number '2' points to the 'Export Document' dialog box, which is open and shows a progress bar at 17/17 with a green checkmark, indicating the file has been successfully generated. The dialog box also includes a 'Cancel' button.

**License Details:**

- Company Name: شركة الشحن الخامسة لاختبار النظام
- License No.: 429075-0012
- CR Number: 1002003120
- Start Date: 02/05/2024
- License Type: Marine Traffic Lights (navigational Aids)

**Attachment(s):**

- فاتورة سداد.pdf
- ترخيص.pdf

**CR Address:**

- Current Address: الرياض حي العليا طريق الامير سلطان بن عبدالعزيز
- City Code: 4
- City: Riyadh
- Postal Code: 01837

Click here to contact our Customer Service



Thank you