



Service Guide

2021

Version No. (6) \ October 2021

9 2 0 0 2 0 4 0 5

www.absher.sa



AbsherBusiness



Index

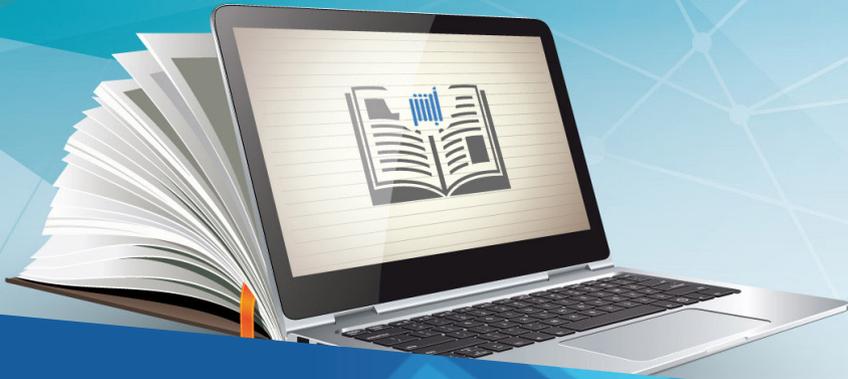
Introduction	3
Absher Business Services	4
• Issuance of resident identity	4
• Renewal of resident identity	5
• Issuance of exit/re-entry visa	6
• Issuance of final exit visa	7
• Issuing Final Exit Visa During Probation Period	8
• Cancellation of exit/re-entry visa	9
• Cancellation of final exit visa	10
• Muqem Print Request	11
• Issuance of Authorization	12
• Accepting/Rejecting Authorization	13
• Viewing and Cancelling Authorization	14
• Services transfer	15
• Occupation change	16
• Resident's passport information	17
• Documents postal delivery	18



| Introduction

Absher Business e-Platform serves the owners of companies and establishments in the kingdom, enabling them to carry out their workers' e-transactions quickly and safely.

- Absher Business Platform was launched in 2017 to include the essential services needed by customers.



Issuance of resident identity (Iqama)



Beneficiaries:

Companies and establishments' owners



Conditions:

- The presence of the worker inside the Kingdom of Saudi Arabia.
- Payment of resident identity issuance fees in addition to «delay penalty» (if any).
- Payment of traffic violations logged against the worker (if any).
- Enrollment of fingerprints and images of the worker and his family members.
- Registration and passing the medical examination of the worker in the accredited medical centers.
- Providing health insurance for the worker and his family members if they are accompanied by him.
- Worker's passport must be valid when using the service.
- The worker must not be registered in the system as «absent from work».
- The worker must have a work permit for some of the required jobs.



Description:

The service enables the establishment owner to issue the resident identity (iqama) for his/her workers online.



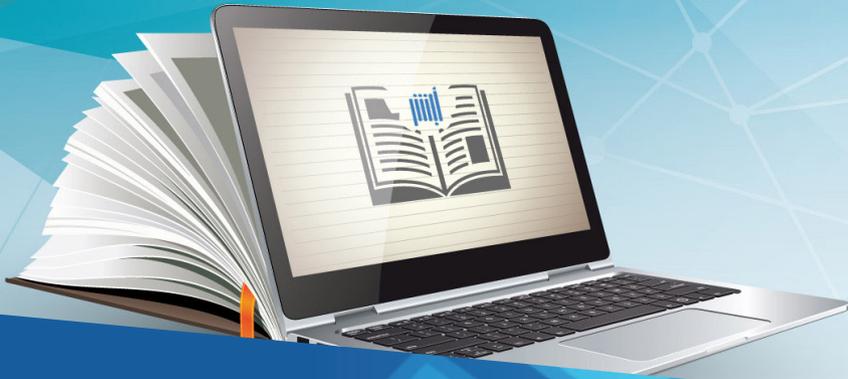
Implementation period of service

Immediately through the Absher Business platform
Delivery of documents by Saudi Post, within 3-5 working days



How to access the service

My Business Services > Iqama Issuance



Renewal of resident identity (Iqama)



Beneficiaries:

Companies and establishments' owners



Conditions:

- Payment for the desired period for Iqama renewal.
- Sponsoree should not have any unpaid traffic violation.
- Sponsoree passport should be valid.
- Sponsoree should not be registered as absent.
- Sponsoree and his family members (if over 6 years old) should have fingerprint and photo registered in Absher.
- Sponsorees must have medical insurance. And for their family member/s (if any).
- Validity of work permit for the worker.
- Sponsoree must not have Male family member/s equal or greater than 18 years.
- Sponsoree must not have any family members included in his Passport. Each family member must have a separate passport.



Description:

The service enables the establishment owner to renew the resident identity (iqama) for his/her workers online.



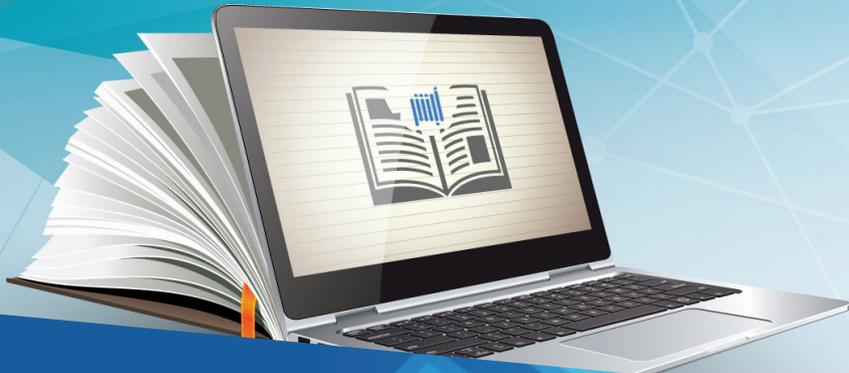
Implementation period of service

Immediately through the Absher Business platform



How to access the service

My Business Services > Iqama Renewal



Issuance of exit/re-entry visa



Beneficiaries:

Companies and establishments' owners



Conditions:

- The employer (sponsor, the worker or his family members – whose visa is to be issued – must not have been registered as one of the following statuses: (dead, runaway or having «Istigdam» violation).
- Payment of visa fees.
- Payment of all traffic violations logged against the worker
- There must be no violation for non-canceling a previously issued unused visa.
- There must be no valid visa already issued for the worker.
- Person to be issued a visa must be present in the kingdom when issuing the visa.
- Worker's passport validity must be 90 days or more.
- Existence of fingerprint of the person to be issued a visa (for males aged 18 years and older).
- The primary visa holder must travel with all family members added to his/her passport.



Description:

The service enables the establishment owner to issue «exit/re-entry visa» for the workers online.



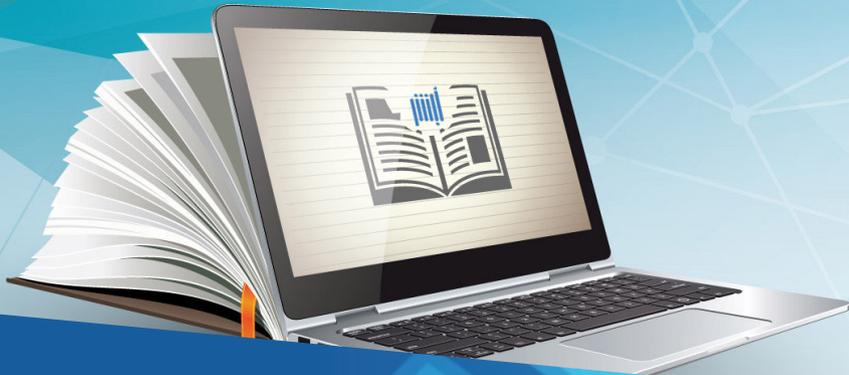
Implementation period of service

Immediately through the Absher Business platform



How to access the service

My Business Services > Issuance of exit/re-entry visa



Issuance of final exit visa



Beneficiaries:

Companies and establishments' owners



Conditions:

- The employer (sponsor, the worker or his family members – whose visa is to be issued – must not have been registered with one of the following statuses: (dead, runaway or having «Istiqdam» violation).
- Payment of all traffic violations logged against the worker.
- There must be no violation of non-canceling a previously issued unused visa.
- There must be no valid visa already issued for the worker.
- A person to be issued a visa must be present inside the kingdom when issuing the visa.
- Worker's passport validity must be 90 days or more.
- Existence of fingerprint of the person to be issued a visa (for males, females aged 16 years and older).
- A person to be issued a visa must not have a vehicle registered in the system.
- Visa must be used within two months from issuance date; otherwise, fines will be implemented according to regulations.
- The primary visa holder must travel with all family members added to his/her passport.
- The employer must destroy the worker's resident permit (iqama), and he/she is fully responsible for that.



Description:

The service enables the establishment owner to issue «final exit visa» for the workers online.



Implementation period of service

Immediately through the Absher Business platform



How to access the service

My Business Services > Issuance of final exit visa



Issuing Final Exit Visa During Probation Period



Beneficiaries:

Companies and establishments' owners



Conditions:

- Worker must not be registered as dead, absent from work, or he/she is outside the Kingdom of Saudi Arabia.
- There must be no unpaid traffic violations logged against the worker.
- Worker's passport validity must be 60 days or more.



Description:

The service enables the establishment owner to issue a final exit visa during the probation period (90 days) for those who have not been issued a residency permit.



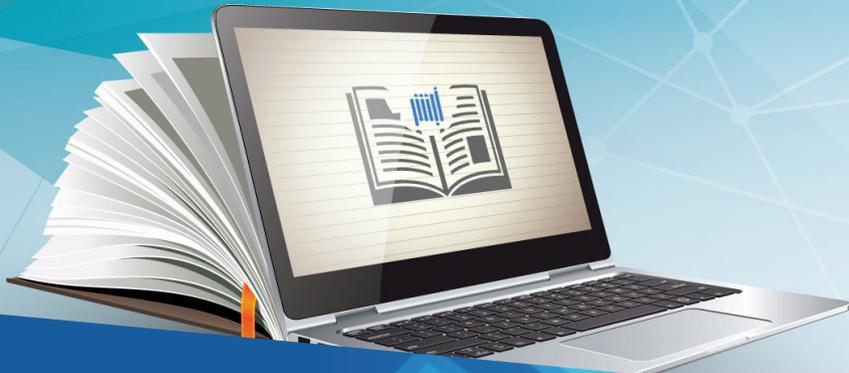
Implementation period of service

Immediately through the Absher Business platform



How to access the service

My Business Services > Issuing of Final Exit Visa for Non-Iqama



Cancellation of exit/re-entry visa



Beneficiaries:

Companies and establishments' owners



Conditions:

- Employer (sponsor) and the worker or family member – whose visa is to be canceled – must not have been registered as one of the following statuses: (dead, runaway or having «Istiqdam» violation).
- There must be no violation for non-canceling a previously issued unused visa.
- Cancellation must take place within 90 days from the visa issuance date or before the return date indicated on the visa (whichever is first).
- In case the visa is not canceled within the specified period, fines will be applied according to the regulations.
- The person whose visa is to be canceled must be in the kingdom when canceling the visa.



Description:

The service enables the establishment owner to cancel «exit/re-entry visa» for the worker online.



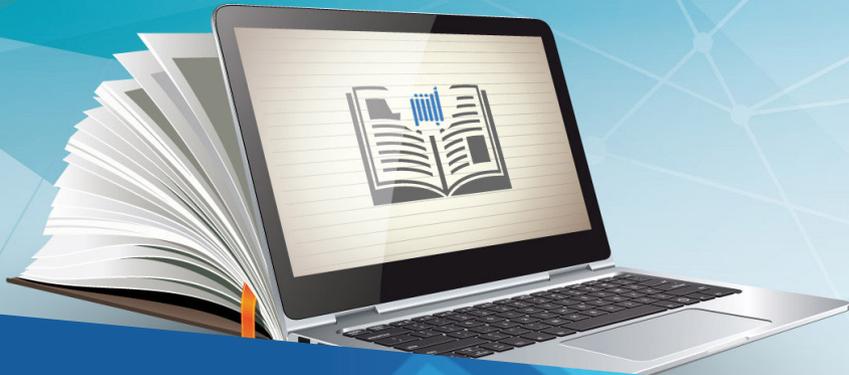
Implementation period of service

Immediately through the Absher Business platform



How to access the service

My Business Services > Cancellation of exit/re-entry visa



Cancellation of final exit visa



Beneficiaries:

Companies and establishments' owners



Conditions:

- Employer (sponsor) and the worker or family member – whose visa is to be canceled – must not have been registered as one of the following statuses: (dead, runaway or having «Istigdam» violation).
- There must be no violation for non-canceling a previously issued unused visa.
- Cancellation must take place within 60 days from the issuance date, and if the visa is not canceled within the specified period, fines will be applied according to the regulations.
- The person whose visa to be canceled must be in the kingdom when canceling the visa.



Description:

The service enables the employer to cancel the worker*s final exit visa online.



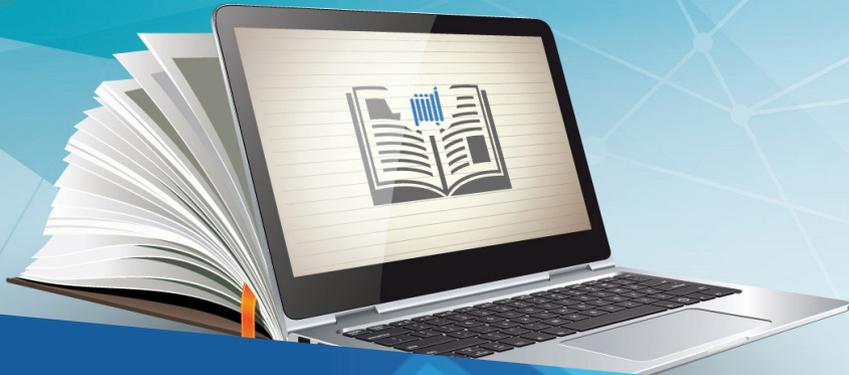
Implementation period of service

Immediately through the Absher Business platform



How to access the service

My Business Services > Cancellation of final exit visa



Muqem Print Request



Beneficiaries:

Companies and establishments' owners



Conditions:

- Reports validity is 30 days from the issuance date, after which it shall be deemed null. Reports validity can be verified through the Absher inquiry service, using the report reference number and the resident identity (Iqama) number.



Description:

The service enables the establishment owner to extract and print the basic information of the workers online.



Implementation period of service

Immediately through the Absher Business platform

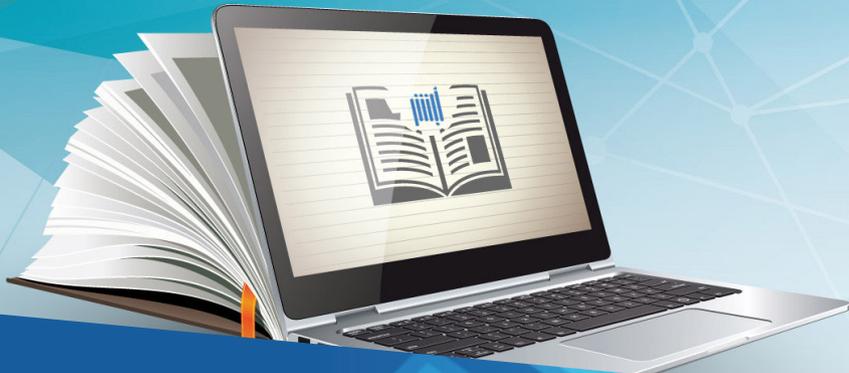


How to access the service

My Business Services > Request Muqem Print

NOTE

«Muqem Print Request» is not an official document proving the resident's status, rather it is a data report used for specific purposes only.



Issuance of Authorization



Beneficiaries:

Companies and establishments' owners



Conditions:

- The authorized person must be a registered and activated user on «Absher» platform.
- In case of the event the authorized person is a «resident», the person must be under the authorizer sponsorship.
- There must be no other authorization (fabricated), pending; that is registered under the authorized person's ID.



Description:

The service enables authorization of another user to perform a specific service for the establishment through his/her account in Absher Business.



Implementation period of service

Immediately through the Absher Business platform



How to access the service

Authorization Services > Issuance of Authorization



Accepting/Rejecting Authorization



Beneficiaries:

Companies and establishments' owners



Conditions:

- Pending authorizations will be awaiting approval for a period of 7 days from the authorization issuing date.
- Authorization will be canceled automatically if it is not accepted within a 7 days period.
- SMS will be sent to the authorizer's mobile phone showing the authorization status if it is (accepted or rejected).



Description:

The service enables delegating another user to execute a specific service for the establishment through his/her account in Absher Business platform.



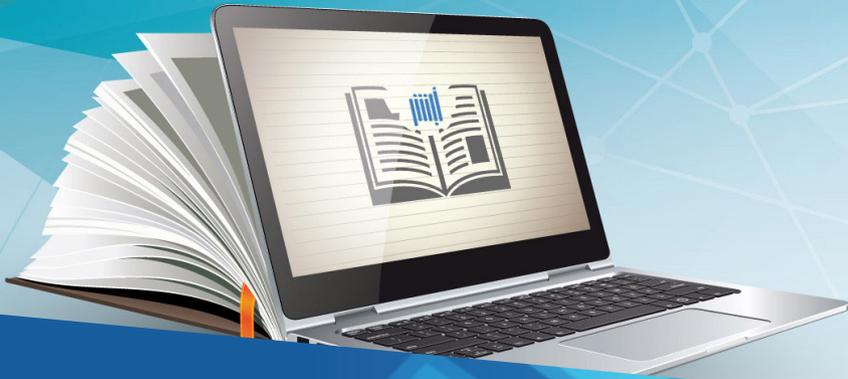
Implementation period of service

Immediately through the Absher Business platform



How to access the service

Authorization Services > Accepting/Rejecting Authorization



Viewing and Cancelling Authorization



Beneficiaries:

Companies and establishments' owners



Conditions:

- Authorized person must be registered and activated in Absher platform.
- If a resident is delegated, the resident must be under the sponsorship of the authorizer.
- There must not be any other authorization (active - suspended) registered under the identity of the authorized person.



Description:

The service enables you to view or cancel authorizations for Absher Business services.



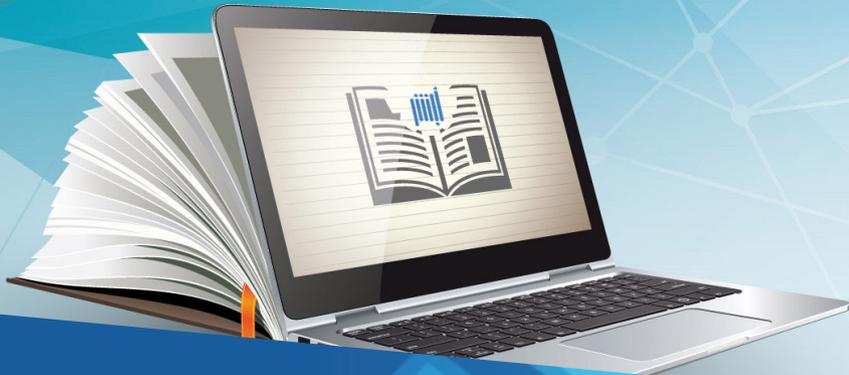
Implementation period of service

Immediately through the Absher Business platform



How to access the service

My Business Services > Viewing and Cancelling Authorization



Services Transfer



Beneficiaries:

Companies and establishments' owners



Conditions:

- No unpaid traffic violations against the worker and the new employer.
- The validity of the worker's passport
- Approval of the MOL to transfer services to the new employer.
- A worker must not be registered in the system as «absent from work».
- Payment of service fees; no exit/re-entry or final exit has been issued for the worker.
- Existence of a photograph and fingerprint of the worker in the system.



Description:

The service enables the establishment owner to transfer the services of his/her work to another employer online.



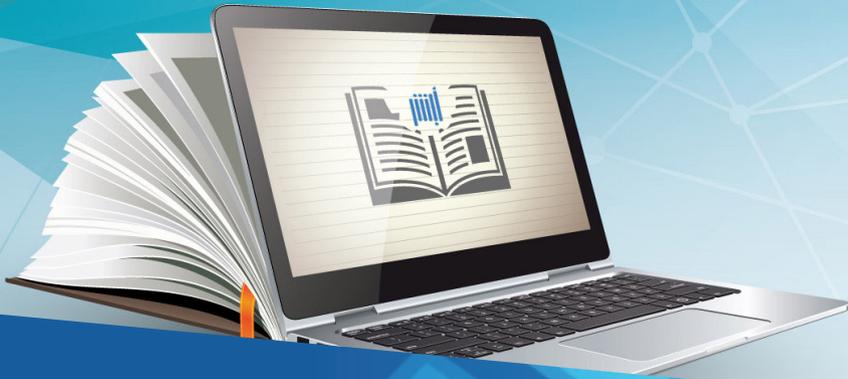
Implementation period of service

Immediately through the Absher Business platform



How to access the service

My Business Services > Sponsorship Transfer



Occupation Change



Beneficiaries:

Companies and establishments' owners



Conditions:

- Customer must visit one of the passport offices to hand-over the old document and receive the renewed one.
- No unpaid traffic violations against the worker and the establishment owner.
- Resident identity (workers iqama) must be valid. Approval of the MOL to change the worker's occupation.
- The worker must not be registered in the system as «absent from work».
- Payment of service fees.
- The worker must be in the kingdom during service processing.



Description:

To enable the citizen or his/her guardian to issue his / her passport or to his / her family member.



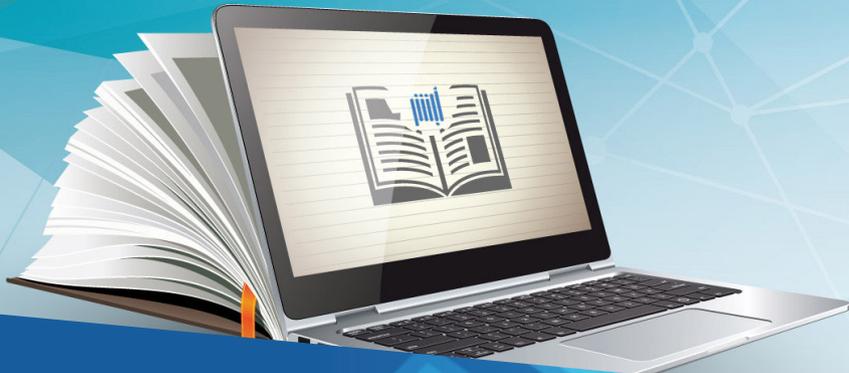
Implementation period of service

Immediately through the Absher Business platform



How to access the service

My Business Services > Change Occupation



Update passport information



Beneficiaries:

Companies and establishments' owners



Conditions:

- Worker's passport is updated by the employer or his/her delegate only in case of authorization.
- The worker cannot update his/her passport information.
- Passport information can be updated through Absher only once every five years.
- Passport information cannot be updated if the remaining validity period of the current passport is more than one Gregorian year.
- Resident must be in the kingdom during service processing.
- The resident is not registered in the system as «absent from work».
- The service is implemented from the employer's account for one of his/her workers.
- No traffic violations on the Iqama record where the new passport shall be registered.



Description:

The service enables the employer to update the worker's passport information online after completing passport renewal.



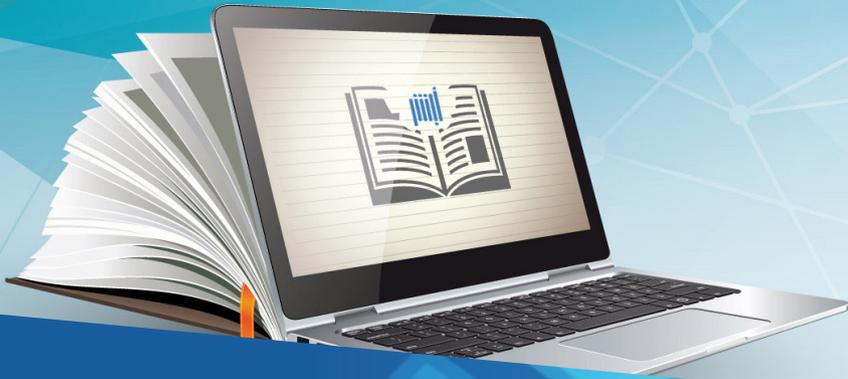
Implementation period of service

Immediately through the Absher Business platform



How to access the service

My Business Services > Update Resident Passport Information



Documents Postal Delivery



Beneficiaries:

Companies and establishments' owners



Conditions:

- Delivery execution date must be within 90 days for «iqama».
- Delivery execution date must be within 20 days for «vehicle registration document».



To communicate with Saudi Post:

- Contact Number: 19992
- Twitter: @saudipost_care



Description:

The service allows for requesting delivery of some documents on which operations were implemented through Absher platform.



Implementation period of service

Immediately through the Absher Business platform
Delivery of documents by Saudi Post, within 3-5 working days



How to access the service

My Business Services > Documents postal delivery



If you do not request a document delivery within the specified days, the document will not be available for delivery, and it will be hand-delivered through the sector.