



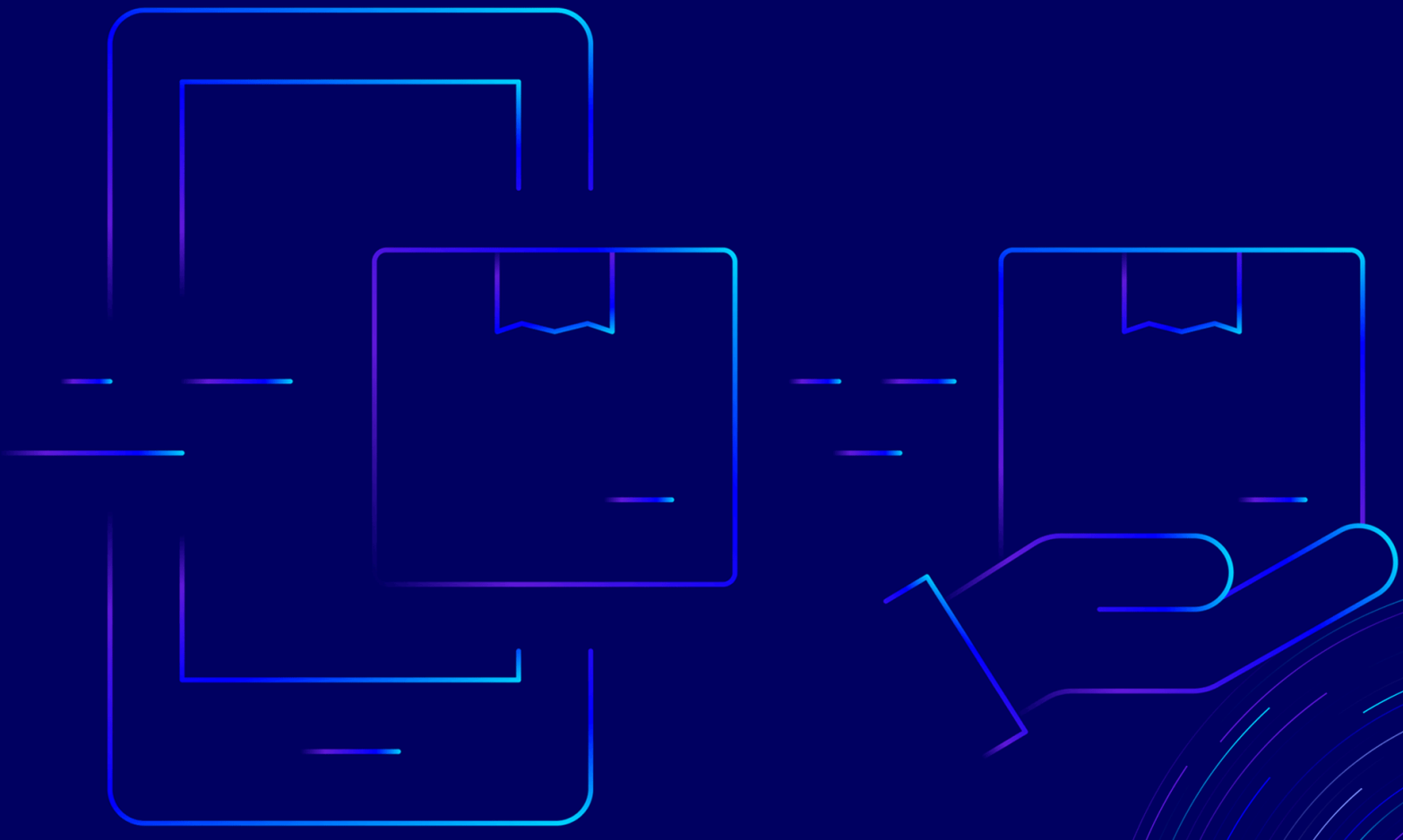
Temporary Requirements for Delivery Service Provision via Online Platforms

As part of COVID-19 Precautions

Shawwal 1441H

June 2020 AD

Version 0.4



Version Control Table

Version Number	Date	Description	Page Number
1	Ramadan 1441H	-	-
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		Amending Paragraph 2 of Article 4, General Provisions	6
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3	Shawwal 1441H	Adding new annex "Annex no. 3"	18
		Adding definition no. 13 "total curfew period"	5
		Adding definition no.16 "partial curfew period"	5
		Adding Item Three and amending Item 4 of Paragraph (6) of Article (4), General Provisions	7
4	Dhul Qa'dah 1441H	Adding new item (condition that all agents should have health certificate) in Paragraph 6 of Article 4, General Provisions.	7
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Introduction

Pursuant to Resolution of the Cabinet of Ministers no. 403, dated 12/7/1440H, giving the Communications and Information Technology Commission (CITC) the regulatory and supervisory authorities over the postal sector, and pursuant to Royal Decree no. 45942 dated on 27/6/1441H approving imposing curfew as part of COVID-19 precautions, and with reference to Royal Decree no. 46302 dated on 1/8/1441H exempting some activities from the curfew, and for the purpose of regulating the process of issuing licenses to delivery agents working for delivery service providers via electronic platforms, CITC, in its capacity as the entity responsible for regulating the affairs of delivery service providers via online platforms, prepared this document for the purpose of enhancing COVID-19 precautions. In addition, CITC developed the procedures and requirements of automatically issuing the license during the curfew period. Service providers shall abide by the mentioned provisions unless CITC decides otherwise.

First: Definitions

The following terms shall have herein the meanings they have in the CITC regulations, including directions, instructions and controls issued by CITC, unless the context requires otherwise. The following terms shall have the meanings designated for each of them:

- 1- The Commission: Communications and Information Technology Commission (CITC).
- 2- Data Authority: Saudi Data & AI Authority (SDAIA)
- 3- Tawakkalna System: The system prepared by the Data Authority, including Tawakkalna app and the related systems.
- 4- Service Provider: The service provider of the delivery service via electronic platforms registered by CITC.
- 5- The electronic platform of the service provider: The website, the application or the electronic systems of the service provider through which it offers its services to the beneficiaries.
- 6- The Commission's Platform for Delivery Applications: The platform approved by the Commission and connected with Tawakkalna System and the service provider.
- 7- The License: The approval issued by the delivery applications platform to carry out the delivery activity by the delivery agent working for the service provider during curfew period.
- 8- License Application: Application for approval submitted by the service provider to the Commission's Platform for Delivery Applications.
- 9- Registered Delivery Agent: The Delivery Agent of the Service Provider whose registration is approved by the Commission's Platform for Delivery Applications, who carries out one or more order within 30 days of registration.
- 10- Active Delivery Agent: The Registered Delivery Agent who accepted or delivered an order within the last hour.
- 11- Inactive Delivery Agent: The Registered Delivery Agent who hasn't accepted or delivered an order within the last hour.
- 12- Beneficiary: Whoever uses the electronic platform to make use of the delivery services thereon.

- 13- The activities exempted during COVID-19 precautions: The activities exempted during combating COVID-19 by virtue of the directions, enabling the delivery services from them via the electronic delivery platform during the times of curfew, as defined in Annex no. 3 hereof.
- 14- The activities exempted during the curfew period: The activities exempted during the curfew, enabling the delivery services from them via the electronic delivery platform during the times of curfew, as defined in Annex no. 3 hereof..
- 15- Total curfew period: The period of total curfew throughout the day (24 hours) defined by the competent and concerned authorities to impose curfew within a specific geographical range, such as city, governorate, and neighborhood.
- 16- Partial curfew period: The period of time defined by the competent concerned authorities to impose partial curfew (specific number of hours in the day) within a specific geographical range, such as city, governorate, and neighborhood.

Second: Document Scope

The provisions mentioned herein apply to the service provider of the delivery service via the electronic platforms registered by CITC, for the purpose of offering delivery services for the activities exempted only during COVID-19 precautions. No other entity unregistered at CITC shall obtain or submit an application to obtain the license. Service providers of the delivery service via the electronic platforms registered by CITC can be found in the following link: www.citc.gov.sa/list

Third: Document Objectives

This document aims at regulating the activity of service providers via electronic platform during the time of combating COVID-19. It also aims at establishing the procedures and requirements of registering delivery agents to automatically issuing licenses for them during the time of curfew, to prevent abuse by the service providers or the agents thereof.

Fourth: General Provisions

- 1- Service providers shall abide by CITC regulations as well as the relevant systems and instructions issued by competent authorities.
- 2- The activity of the electronic delivery platform during the time of combating COVID-19 shall be limited to delivering orders of the activities exempted as specified in Annex no. 3 hereof. Service providers shall not deliver orders related to other activities.
- 3- Without prejudice to any other controls governing their activity, service providers shall not accept and/or execute any deliver order of activities that are not exempted as specified in Annex no. 3 hereof.
- 4- Service providers shall issue electronic ID for the delivery agent. Such ID shall be regularly updated and include the following information:
 - Service provider name.
 - Recent photo of the agent.
 - Date of registering the agent at the service provider of the order via the online platforms.
 - Registration status of the delivery agent.
 - Agent status (active/inactive agent).
- 5- Service providers shall abide by the procedures and controls of registering delivery agent as per Annex (1) hereof.
- 6- Service providers for delivery via online platforms registered by CITC shall always abide and oblige their agents to abide by the following health controls and instructions:
 - The delivery agents shall have health certificates, without obliging them to take the PCR test for Covid-19.
 - The delivery agents shall wear and regularly change facemasks and gloves and get rid of them properly while providing the service.
 - The tools used in the delivery process shall be sanitized. Also the hands shall be regularly sanitized before and after delivering the orders.

- All the controls and instructions as regularly updated by the Ministry of Health.
- Regarding the payment options, they are defined as per the following table:

Level	Description	Work status
First	The procedures of this level shall be applied to a specific geographical range, such as area, city, governorate, and neighborhood, etc. in case of total curfew, with the exception of only centers of (a) and (b) categories.	Suspending the option of paying with cash for all delivery services and using electronic payment options only.
Second	The procedures of this level shall be applied to a specific geographical range, such as area, city, governorate, and neighborhood in case of partial or no curfew.	Encouraging using electronic methods whenever possible.

- The agent shall withhold from carrying out delivery works if he shows any COVID symptoms or if he has been in contact with an infected person without showing any symptoms.
 - The contents of the orders shall be sealed properly before receiving or delivering them.
 - Hand shaking shall be avoided and handing over the orders shall be from two-meter distance.
- 7- The service providers' manager(s) registered at the commercial registry or the senior official shall abide by the authorized, approved acknowledgments and pledges.
 - 8- The service shall be connected to the Commission's Platform for Delivery Applications as per the mechanism and specifications defined in the relevant document. The use of the platform shall be deemed an acceptance and commitment to its terms and conditions.
 - 9- The terms mentioned herein are preliminary to measure performance and convenience. CITC will review and amend them as per its own discretion and as necessary to fulfill the purpose hereof.
 - 10- The burden of communicating the provisions herein to the delivery agents shall lie on the service providers who registered them. The service providers shall notify CITC and the competent authorities with any violations and take the necessary procedures to limit them.

- 11- The provisions herein shall apply as of the date of their issuance until further notice. They shall be amended according to CITC discretion after coordinating with the competent authorities.

Fifth: Licensing Mechanism

Licenses for the curfew period shall be issued as per the controls and mechanisms for issuing licenses clarified in Annex no.2. CITC may amend them if such amendment deems appropriate.

Sixth: Commitment

Service providers shall put the provisions herein into force. Failure to comply with the provisions shall be a breach from their part to the CITC registration provisions. The CITC may take the necessary steps against the service providers who fail to comply:

- 1- Suspend the issuance of licenses for orders made by the service provider.
- 2- Taking any other procedures as per Article Six (Commitment) of the Offering Delivery Services via Online Platforms document.
- 3- Referring the case to the competent authorities to apply their relevant regulations against the violating service provider.

Annex no. 1

(Controls and Procedures for Registering Delivery Agents)

First: Controls for registering delivery agents:

- 1- No non-Saudi delivery agent shall be registered, and registration shall be limited to Saudi agents only. Exception from the above is the case when a service provider contracts with private sector companies/enterprises to provide the necessary human resources after the entity supervising the activity submitted the approval for registering non-Saudis.
- 2- Only the person authorized by the service provider shall submit the delivery agent registration application.
- 3- Service providers shall suspend the registration of the delivery agent for one day in case the said agent rejects delivery orders for more than 3 times in the same day.
- 4- Service providers shall suspend the registration of delivery agents for one week in case the said agent carries out less than 15 orders within the last seven (7) days in all Saudi cities and governorates. An exception from the above is centers of (A) and (B) categories.
- 5- Service providers shall cancel the registration of agents who complete 30 calendar days without carrying out at least one order.
- 6- Service providers shall daily update the number of agents registered at CITC system.

Second: Procedures for registering, suspending, and cancelling delivery agents

- 1- Service providers shall submit an application (for registration/suspension/cancellation) for delivery agents via the Commission's Platform for Delivery Applications.
- 2- CITC shall verify the data of the application submitted by the service provider and notify it with the application outcome.

Annex no. 2

(Controls and Procedures for Licensing)

First: Controls for issuing licenses from the Commission's Platform for Delivery Applications

- 1- Service providers shall enter the store category as per the CITC instructions in this regard.
- 2- Service providers shall directly and officially inform CITC of any violating practices by agents for the purpose of obtaining CITC license, such as delivering to a specific place several times by the same agent.
- 3- No delivery orders shall be accepted, and no license shall be created for a delivery agent at the Commission's Platform for Delivery Applications if the submission of the order is late for more than 15 minutes.
- 4- When changing the delivery agent for a delivery order that has been accepted in the Commission's system, the following shall be done:
 - A. Cancelling the license granted to the previous agent and creating another license for them to go home within the period specified in Table 1.
 - B. Creating a new license for the new agent as per the period specified in Table 1.
- 5- After delivering the order to the beneficiary within the period of the license for delivery, another license shall be created to the delivery agent to return home within the period specified in Table 1.
- 6- When cancelling an accepted order for any reason whatsoever during the period of the license issued to deliver the order, the license issued for the delivery agent shall be cancelled and a new one shall be created for him to return home within the period specified in Table 1.

Second: Procedures for issuing licenses from the Commission's Platform for Delivery Applications

CITC shall regulate the mechanism for issuing licenses for delivery agents, according to the following:

A) License for a successful order

When creating a new delivery order, the procedure will be automatically completed as per the following steps:

- 1- The delivery platform of the service provider: The delivery platform shall send a request to the Commission's delivery applications' platform that includes order information.
- 2- The Commission's Platform for Delivery Applications: The order will be accepted and the CITC platform will notify the service provider with the successful registration of the order.
- 3- The delivery platform of the service provider: It will change the order status to "accepted" for CITC platform including the order acceptance information.
- 4- The Commission's Platform for Delivery Applications: The order update will be accepted and the CITC platform will notify the service provider with the successful update of the order.
- 5- The delivery platform of the service provider: It will assign a delivery agent for the order and send the data of the registered delivery agent (ID) and other information to CITC platform.
- 6- The Commission's Platform for Delivery Applications: It will accept the delivery agent assignment and notify the service provider's delivery platform with the successful process.
- 7- The Commission's Platform for Delivery Applications: The platform will issue a license for the registered delivery agent's ID through Tawakkalna platform for the purpose of delivery within period specified in Table (1).
- 8- The delivery platform of the service provider: It will update the order status to "delivered" and send the delivery data to CITC platform for delivery applications.
- 9- The Commission's Platform for Delivery Applications: It will accept the order update and reply to the service provider's delivery platform that the order has been successfully updated.
- 10- The Commission's Platform for Delivery Applications: The platform will cancel the license issued for the ID of the assigned delivery agent of the order through Tawakkalna platform.
- 11- The Commission's Platform for Delivery Applications: The platform will issue the license for the ID of the delivery agent assigned to the order through Tawakkalna platform for the purpose of returning home within the period specified in Table 1.

B) License for a canceled order

- 1- Steps from 1 to 7 of Paragraph A - (License for a successful order) should be followed.
- 2- The delivery platform of the service provider: It will change the order status to “canceled” and send the cancellation data to CITC platform for delivery applications.
- 3- The Commission’s Platform for Delivery Applications: The order cancellation will be accepted and the CITC platform will notify the service provider platform that the order has been successfully cancelled.
- 4- The Commission’s Platform for Delivery Applications: It will cancel the license for the ID of the delivery agent assigned to the order through Tawakkalna platform and issue a new license to him for the purpose of returning home within the period specified in Table 1.

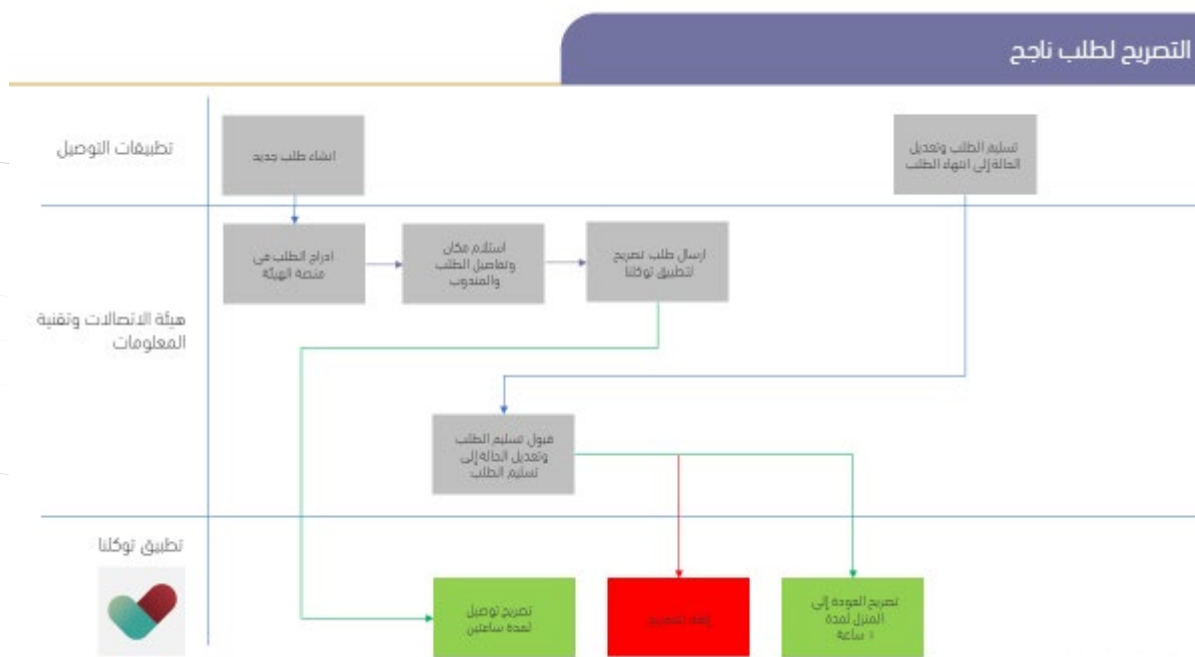
C) License for an order with amendment to delivery agent

- 1- Steps from 1 to 7 of Paragraph A -(License for a successful order) should be followed.
- 2- The delivery platform of the service provider: It will update the order status with the change of the delivery agent and send the data of the new agent to CITC platform for delivery applications.
- 3- The Commission’s Platform for Delivery Applications: The change of the delivery agent will be accepted and the service provider’s platform will be notified that the delivery agent has been successfully changed.
- 4- The Commission’s Platform for Delivery Applications: It shall do the following:
 - A. Cancelling the license issued for the ID of the previous delivery agent through Tawakkalna platform.
 - B. Issuing a license for the ID of the previous delivery agent through Tawakkalna platform for the purpose of returning home within the period specified in Table 1.
 - C. Issuing a license for the ID of the new delivery agent through Tawakkalna platform for the purpose of delivery within the period specified in Table 1.

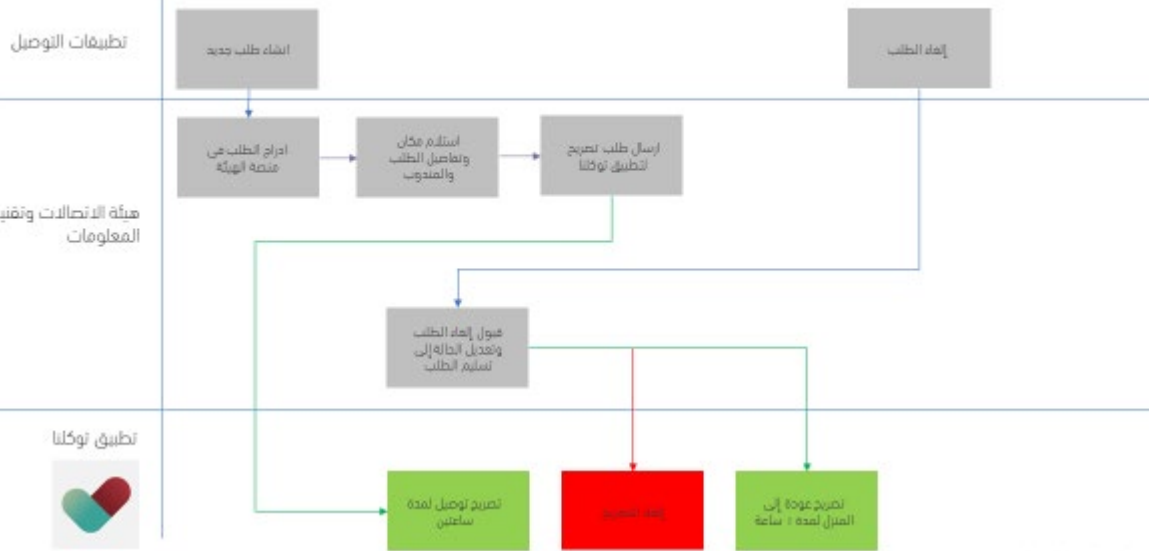
Table no. (1): Periods specified for agents' licenses

#	Procedure	Period of license
1	Order delivery	Two hours
2	Going home	One hour

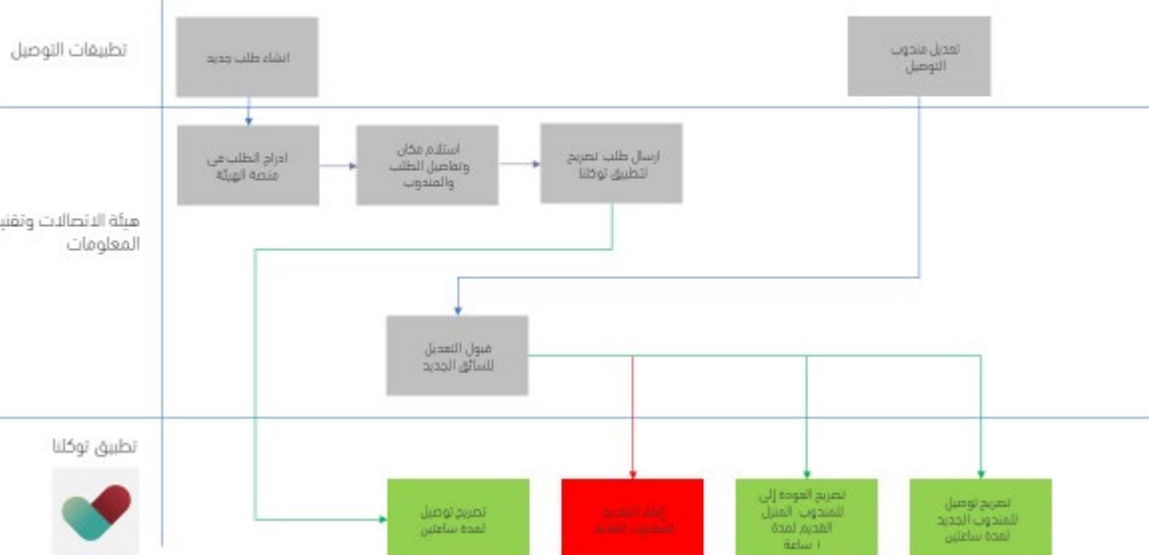
Illustrations for the mechanisms of issuing licenses from delivery applications' platform



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Annex no. 3

The activities and services allowed for service providers during COVID-19 precautions as per the curfew periods Table

#	Activity/Service	Description	Within the curfew*	Outside the curfew*	No curfew
1	Supply centers (B2C)	Include grocery stores, supermarkets, vegetable stores, butcher shops, bakeries, and dessert stores	✓	✓	✓
2	Pharmacies (B2C)	Include the centers to sell drugs and health supplies.	✓	✓	✓
3	Restaurants (B2C)	Include different types of restaurants and cafes, including Fast food restaurants and stores selling beverages.	✓	✓	✓
4	Other exempted activities (B2C)	Include other activities exempted by the concerned authorities, such as, but not limited to: Retail gas stations, mobile SIM cards retail stores, and electric appliances spare parts stores.	X	✓	✓
5	Personal delivery (C2C)	Includes: Delivery among real and presumed individuals or services that are not part of any of the exempted activities mentioned above, including, for example: Private delivery from a person to another.	X	X	✓

*Remark: Curfew period: It is the period of time defined by the competent concerned authorities to impose partial curfew within a specific geographical range, such as city, governorate, and neighborhood.

Example (for the curfew period):

The Resolution issued on Sunday 3/9/1441H corresponding to 26/4/2020G on lifting the partial curfew all over Saudi Arabia from 6 a.m. to 5 p.m., and keeping the total curfew (for 24 hours/day) imposed on both Makkah al-Mukarramah and the neighborhoods previously announced as quarantined.

From the above mentioned resolution the following shall be applied:

- In Makkah al-Mukarramah and the neighborhoods announced as being under curfew for 24 hours/day, the procedures mentioned in the above table in the column of “within the curfew” period shall be applied throughout the day.
- At the rest of the cities, the procedures mentioned in the above Table in the column of “outside the curfew” shall be applied from 9 a.m. To 5 p.m., and the procedures mentioned in the column “within the curfew” shall be applied during the remaining hours of the day (curfew hours from 5 p.m. To 9 a.m.).