

# HOW TO RENEW A GENERAL BUSINESS LICENSE

**For Technical and Non-Technical Issues**

Contact **ATL311.com** or **404-546-0311** to create a case.



# HOW TO RENEW A GENERAL BUSINESS LICENSE

1. To log in, click **Login or Register** (if you do not currently have an account) from the center of the home page or top right corner of the page.

2. To apply, click **RENEW My License for EXISTING Business** from the center of the home page or top navigation banner on the page.

The screenshot shows the ATL CORE Business Licensing & Permitting Portal homepage. At the top, there is a navigation bar with links: Home, Before You Get Started, Apply (NEW Business), **Renew**, Pay Invoices, Map, Search, and Calendar. A banner at the top right says "2024 Annual Business License Season is Coming". Below the navigation bar, a blue banner reads "Business/Email information changes? Still Have Questions? Contact ATL311.COM or 404-546-0311." The main heading is "Welcome to the City of Atlanta Self Service". A central blue box contains "BUSINESS LICENSE RENEWALS" information: "2024 GENERAL BUSINESS LICENSE RENEWALS - BEGINNING JANUARY 2, 2024", "FAILURE TO RENEW BY FEBRUARY 15, 2024, WILL RESULT IN A \$500 PENALTY", and "FAILURE TO PAY BY APRIL 1, 2024, WILL RESULT IN A 10% PENALTY & 1.5% INTEREST ASSESSMENT ON UNPAID PRINCIPAL". Below this, it states "Business licenses are valid from January 1 through December 31 of year issued." and "2024 Renewal Requirement: Financial Documents are now required to support annual reported Gross Receipts." A "Helpful Guides" icon is on the left, and a "Before you get started" icon is on the right. The main content area features eight tiles: "Pre-Zoning Check", "Login or Register" (highlighted with a red border), "Pay Invoice with Debit/Credit Card", "Pay Invoice via Lockbox", "Start a NEW Business", "RENEW My License for EXISTING Business" (highlighted with a red border), "APPLY for a NEW Alcohol License", and "APPLY for a NEW Regulatory Permit".

**ATLCORE** BUSINESS LICENSING & PERMITTING PORTAL

**REVIEW** before you RENEW

**2024 Annual Business License Season is Coming**

Home Before You Get Started Apply (NEW Business) **Renew** Pay Invoices Map Search Calendar

Business/Email information changes? Still Have Questions? Contact ATL311.COM or 404-546-0311.

**Welcome to the City of Atlanta Self Service**

**BUSINESS LICENSE RENEWALS**

**DID YOU KNOW?** 2024 GENERAL BUSINESS LICENSE RENEWALS - BEGINNING JANUARY 2, 2024  
FAILURE TO RENEW BY FEBRUARY 15, 2024, WILL RESULT IN A \$500 PENALTY  
FAILURE TO PAY BY APRIL 1, 2024, WILL RESULT IN A 10% PENALTY & 1.5% INTEREST ASSESSMENT ON UNPAID PRINCIPAL

Business licenses are valid from January 1 through December 31 of year issued.

**2024 Renewal Requirement:**  
Financial Documents are now required to support annual reported Gross Receipts.

**Helpful Guides**

**Before you get started**

**Pre-Zoning Check**  
Find out if your business location is within the City of Atlanta.

**Login or Register**  
Login to an existing or create a new account. You can also find help if you forgot your login information.

**Pay Invoice with Debit/Credit Card**  
Use this tool to pay for invoices.

**Pay Invoice via Lockbox**  
Use this tool to pay for individual invoices via the Lockbox.

**Start a NEW Business**  
NEW General Business License, Financial Institution, Insurance, Professional License

**RENEW My License for EXISTING Business**  
This tool can be used to RENEW an EXISTING Business License and Permit ONLY.




**APPLY for a NEW Alcohol License**  
NEW Alcohol License, Change of Agent, Temporary Alcohol License, Special Event Alcohol License


**APPLY for a NEW Regulatory Permit**  
NEW Health Establishment Permit, Massage Permit, Commercial Recreation, Adult Entertainment, Vehicle Immobilization

Login or Register

# HOW TO RENEW A GENERAL BUSINESS LICENSE (cont'd)


3. From **My Work – My Licenses**, locate your license. Click the blue **Renew** button.



Dashboard Home Before You Get Started Apply (NEW Business) Renew **My Work** Pay Invoices Map Search  Calendar **3**

MY INVOICES **MY LICENSES**

Search...

 Export to Excel

License Number	Renew	Name	DBA	Address	Status	Type	Applied
GBL-0523-21048	<b>Renew</b>				Expired	General Business License - A...	10/30/2023

# HOW TO RENEW A GENERAL BUSINESS LICENSE (cont'd)

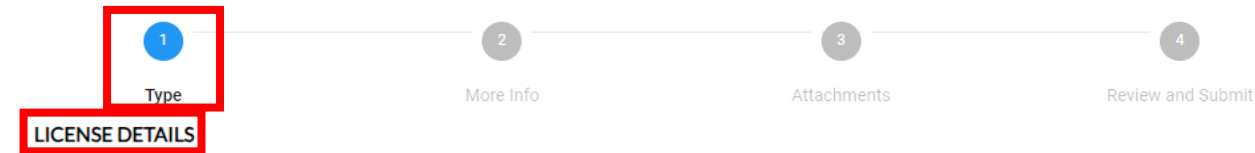
Renew License - General Business License - Accommodation and Food Services

\*REQUIRED

4. The **Type** section, under **LICENSE DETAILS** displays your **License Type** and **Description**.

**Note:** Review for accuracy.  
(You cannot make changes.)

Click **Next**, to proceed.



**NEW REQUIREMENT:** Financial Documents are now required to support all reported annual Gross Receipts.

Please complete your application in its entirety.

- Original estimated receipts will auto-populate.
- Enter your reported receipts for the prior year. This value cannot be zero (0).
- Allowed Deductions should remain zero (0).
- Actual Gross Receipts will auto-populate.
- Estimated Receipts will auto-populate.

**Skipping Reported Receipts or entering zero (0) will result in an error message causing you to lose the ability to SAVE your application.**

License Type: General Business License - Arts, Ente

Description:

RECEIPT DETAILS

Original Estimated Receipts	
Reported Receipts	0
Allowed Deductions	0
Actual Gross Receipts	
Estimated Receipts	

Next

# HOW TO RENEW A GENERAL BUSINESS LICENSE (cont'd)

5. On the **More Info** section, under **More Info**, fields denoted with an asterisk (\*) must be completed.

Renew License - General Business License - Arts, Entertainment, & Recreation \*REQUIRED

1 Type

2 More Info

3 Attachments

4 Review and Submit

**MORE INFO**

**Fields denoted with an Asterisk (\*) are required.**

**IMPORTANT** As of January 1, 2024 Financial Documents will be required to support annual reported Gross Receipts

For Renewals: Enter your actual Gross Receipts for last year. (Zero (0) cannot be entered) For New Businesses: Enter your estimated Gross Receipts.

\*Gross Receipts \$

For Renewals: Enter Prior year actual number of Employees. For New Businesses: Enter estimated number of Employees. (ZERO (0) CANNOT BE ENTERED FOR NUMBER OF EMPLOYEES. IF NO EMPLOYEES, ENTER 1 FOR THE OWNER)

\*Number of Employees



# HOW TO RENEW A GENERAL BUSINESS LICENSE (cont'd)

6. On the **Attachments** section, under **Attachments**, to add a document, select the attachment type, click **+ Add Attachment** and upload the document from your computer.

**You will not be able to proceed without providing the required documents.**

**NOTE:** To successfully upload the required documents, Please do not include special characters (example: @, &, - , /, \) in the naming convention of the file.

Click **Next**, to proceed.

Renew License - General Business License - Accommodation and Food Services \*REQUIRED

Progress: 1. Type (✓) 2. More Info (✓) 3. Attachments (3) 4. Review and Submit (4)

**Attachments**

**NEW REQUIREMENT:** Financial Documents are now required to support all reported annual Gross Receipts. To add a document, select the attachment type, click + Add Attachment and upload the document from your computer.

**If Multi-Year Applicant -** Federal and State tax returns are **REQUIRED** for all prior reported years.

This business type requires the following **Supporting Documents**:

- Federal and State of GA Tax Returns including schedules (**Preferred**), or
- Profit and Loss Statement (P&L), or
- Income Statement

**Supporting Documents**

**Add Attachment**

**+ Add Attachment**

Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf,...

**REQUIRED**

**Add Attachment**

Select Type

**+ Add Attachment**

Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf,...

**Back** **Next**

# HOW TO RENEW A GENERAL BUSINESS LICENSE (cont'd)

7. On the **Review and Submit** section, review all application details prior to clicking **Submit** to submit your application.

Renew License - General Business License - Accommodation and Food Services \*REQUIRED

Progress bar showing four steps: Type, More Info, Attachments, and Review and Submit (highlighted with a red box). The Review and Submit step is marked with a blue circle containing the number 4.

Submit (button highlighted with a red box)

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Locations

Business Location

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Basic Info

Type General Business License - Accommodation and Food Services

# HOW TO RENEW A GENERAL BUSINESS LICENSE (cont'd)

8. Review all renewal application details prior to clicking **Submit** to submit your renewal.

Renew License - General Business License - Retail Trade

\*REQUIRED



Type



More Info



Attachments



Review and Submit

Submit

9. **NOTE:** An error message will occur if you attempt to put **ZERO** or **skip** the **Estimated Gross Receipts** field on the More Info tab. Click the **BACK** button twice to return to the More Info tab to enter the correct **Estimated Gross Receipts** amount.

## Warning

ZERO (0) CANNOT BE ENTERED FOR ESTIMATED GROSS RECEIPTS.

Click the back button twice at the bottom of the screen to return to the More Info section. Enter in the correct amount of Estimated Gross Receipts.

Close

\*Full Name:

x

\*Title

x

\*Estimated Gross Receipts

\$ 0

\*Are you Exempt from Everify?

Yes



# HOW TO RENEW A GENERAL BUSINESS LICENSE (cont'd)

10. Your **License Number** will appear in the top left corner.

**Note message on pink banner** (*messages may vary from the messages shown*)

The **Status** of your application is in the blue shaded section.

License Number: GBL-1223-23516

- License cannot be printed at this time. License has not been issued.

[License Details](#) | [Tab Elements](#) | [Main Menu](#)

## License Details

License Type:	General Business License - Accommodation and Food Services	District:	Applied Date:	12/15/2023
Account Number:		Issued By:	Period Start Date:	
Status:	Submitted - Online		Expiration Date:	
Description:	Hotel			

[Business](#) | [Locations](#) | [Attachments](#) | [Contacts](#) | [Classifications](#) | [More Info](#)

[Business](#) | [Next Tab](#) | [License Details](#) | [Main Menu](#)

## Business

Company Name:	Alpha Hotel	DBA:	Open Date:
Company Type:	Corporation	Status:	Submitted
			Closed Date:

# HOW TO RENEW A GENERAL BUSINESS LICENSE (cont'd)

## Shopping Cart

Invoice: [INV-00006297](#)

Due Date:

Description:

Case Number	Project	Case Address	Amount Due
			\$125.00

Total \$125.00

Check Out

\$125.00

Remove

[Top](#) | [Main Menu](#)

Total \$125.00

11. Once you are ready to enter your payment details, click **Check Out** to proceed to the payment screen.

# HOW TO RENEW A GENERAL BUSINESS LICENSE (cont'd)



Atlanta, GA

Order Number: 92023

Thursday, May 25, 2023

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00128490	GBL-0523-21048	1	\$125.00	\$125.00
			Item Total:	\$125.00
			Order Total:	\$125.00

## Payment Details

\*all fields are required

Cardholder Name	Billing Street	Billing Zip Code
<input type="text"/>	<input type="text"/>	<input type="text"/>
Card Type	Card Number	Expiration Date
<div>Select one... ▼</div>	<input type="text"/>	<div>Month... ▼</div> <div>Year... ▼</div>
CVV Code		
<input type="text"/>		

**Pay Now - \$125.00**

[Cancel](#)

12. Enter your payment information to complete your transaction. Select **Pay Now** to process your payment.

**NOTE:** Once your payment is received, your license application can be processed.

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