

# HOW TO SUBMIT CHANGES TO CONTACTS

For Technical and Non-Technical Issues  
Contact [ATL311.com](https://atl311.com) or **404-546-0311** to create a case.

# HOW TO SUBMIT CHANGES TO CONTACTS



**ATLCORE**  
BUSINESS LICENSING & PERMITTING PORTAL



Login or Register

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 **START a NEW BUSINESS OR APPLY (NEW BUSINESS)** from the center of the home page or top navigation banner on the page.

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**  
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

# HOW TO SUBMIT CHANGES TO CONTACTS (cont'd)

The screenshot displays the ATLCORE Application Assistant interface. At the top, a navigation bar includes 'Dashboard', 'Home', 'Apply' (highlighted with a red box), 'My Work', 'Today's Inspections', 'Map', 'Report', 'Pay Invoices', 'Search', and 'Calendar'. Below this, the 'Application Assistant' section features a search bar with 'change of contact' entered and a search icon. A row of category buttons includes 'All', 'Trending', 'My History', 'PROFESSIONAL LICENSES', 'PERMITS', and 'PLANS'. A 'Show Categories' link is on the left, and 'Show My Templates' is on the right. The main content area shows 'Business License Requests - Change of Contact' with a red box around an 'Apply' button. Below this, a progress indicator shows steps 1 (Locations), 2 (Type), and 3 (Contacts). The 'LOCATIONS' section includes a 'Verify/Add mailing address.' link and a card for 'Mertz Retail Trade - T...' with a 'Select' button (highlighted with a red box). To the right, a 'Type: Business Location' card shows address details and a '+ Add Location' button.

3. Type Change of Contact into the Application Assistant Search Bar and click the **Search Icon** or press **Enter** on your keyboard.

4. Select Business License Request – Change of Address.

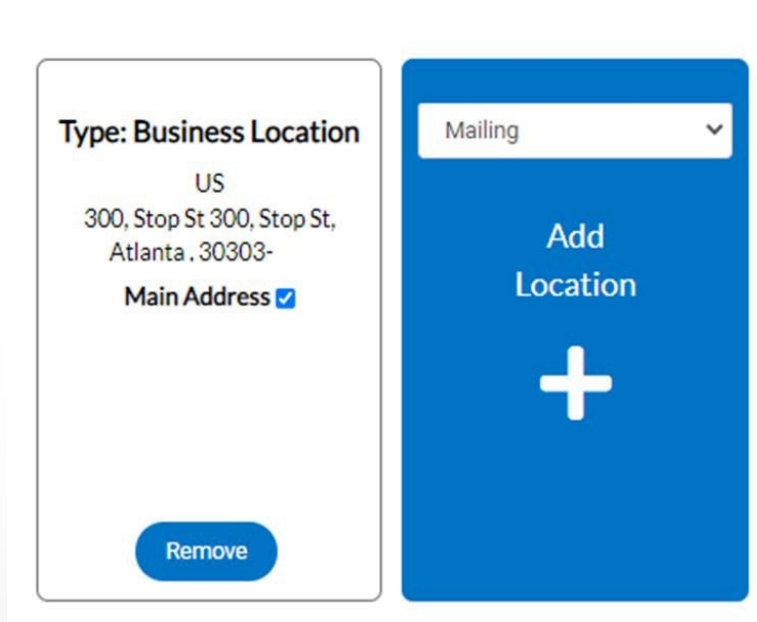
5. Click **Apply** to begin the application process.

6. Select your Company to which the contact information requires change.

# HOW TO SUBMIT CHANGES TO CONTACTS (cont'd)

## LOCATIONS

Verify/Add mailing address.



The screenshot displays two tiles in the 'LOCATIONS' section. The first tile is white with a blue border and contains the following text: 'Type: Business Location', 'US', '300, Stop St 300, Stop St, Atlanta, 30303-', 'Main Address' with a checked checkbox, and a blue 'Remove' button at the bottom. The second tile is solid blue and contains a white dropdown menu with 'Mailing' selected, the text 'Add Location', and a large white plus sign icon.

7. Verify Business Location and/or Add Mailing Address.
8. Select the second tile to add Mailing Address.
  - a. Select the Mailing address from the dropdown menu
  - b. Click the **Blue Icon to Add Location. (Repeat, if a mailing address change is needed too.)** A new window will open for you to enter your address details.
  - c. After saving your address details, click **Next.**  
**\*Mailing addresses are required.**

# HOW TO SUBMIT CHANGES TO CONTACTS (cont'd)

9. There are two different methods for adding an address to your business account:

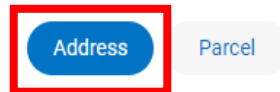
You can **search** our GIS records for an address, or you can **enter the address manually**.

## Searching for an Address

1. Make sure Address is selected and shown in blue, as the image to the right.
2. Enter the address in the search bar and click the search icon or press Enter on your keyboard.
3. Returned results will be displayed below the search bar.

[← Back to Application](#)

Add Location



Add Address As



Address Information

Search  

## Manually Adding an Address

1. Make sure Address is selected and shown in blue, as shown on the image.
2. Click Enter Manually and complete the address fields. Save your address to proceed.

Note: **Enter Address** field is another field used to search for an address. Skip this field when adding an address manually.

# HOW TO SUBMIT CHANGES TO CONTACTS (cont'd)

1 2 3  
Type Contacts More in

**BUSINESS DETAILS**

\* Company Type

\* Company Name

Business Description

DBA

\* Location

**LICENSE DETAILS**

\* License Type

Description

Estimated Receipts

[Create Template](#)

10. Verify for accuracy.

a) **License Type** – Verify for accuracy. Should show Business License Request – Change of Address.

b) **Description** – Enter the description of the license that corresponds with the license type.

c) **Estimated Receipts** – **SKIP (This application is used only for change of address.)**

d) **Next.**

# HOW TO SUBMIT CHANGES TO CONTACTS (cont'd)

Apply for License - Business License Request - Change of Contact



## CONTACTS

To remove the old contact, select **REMOVE**. Click on the **BLUE ICON** to **ADD** the new contact and select the appropriate contact type.

Representative of the Business  
Freddie Mertz - TEST(You)  
X  
111 Start, Atlanta, GA, 3030...  
Remove

Licensee  
Freddie Mertz - TEST(You)  
X  
111 Start, Atlanta, GA, 3030...  
Remove

Select Type  
Add Contact  
+

Agent  
Agent  
Applicant  
Attorney  
Authorized Officer  
Business Owner  
Company  
Contractor  
Corporate  
Hotel/Motel Entity  
Law Firm  
Licensee  
Manager  
Manager's Spouse  
New Owner  
Owner  
Partner  
Payroll Holding Company  
Previous Agent  
Principal Officer  
Representative of the Business

## 11. Update Contacts

- Select Remove to delete the old contact record.
- Select the contact type from the dropdown menu, then click the **white plus sign “+”** to **Add Contact for new contact.**

***\*Applicant contact record must include address.***

# HOW TO SUBMIT CHANGES TO CONTACTS (cont'd)

- c. Verify the Add Contact as contact type is correct.
  - i. Search for a registered contact that is already in the system.
  - ii. Enter Contact Manually.
  - iii. Add a selection from My Favorites list.
- 12. More Info
  - a. Enter Effective Date of Change.
  - b. Next.

[← Back to Application](#)

Add Contact

Add Contact As

Search

MORE INFO

**\*Effective Date of Change**

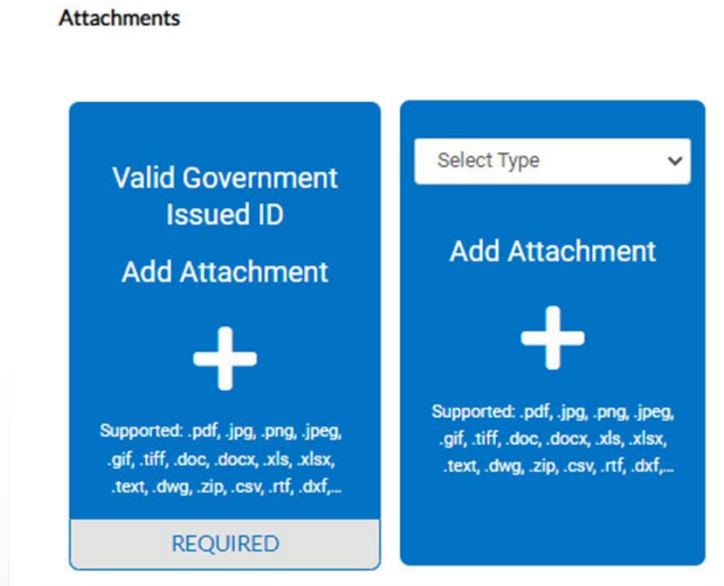
Effective Date of Change is required.

[Top | Main Menu](#)



# HOW TO SUBMIT CHANGES TO CONTACTS (cont'd)

13. Upload/Drag and Drop the **Attachments** (if applies). Next.



*To return to application, locate draft or template. Click on username in top right corner. Select Saved Work. Select My Templates or My Drafts tab.*

**NOTE:** You can click **Save as Draft** to save your application until you have the required documents.

# HOW TO SUBMIT CHANGES TO CONTACTS (cont'd)

## 14. Signature

- Type your name to provide consent.
- Slide blue tab to enable Type Signature.
- Type applicant's name.
- Next.

SIGNATURE

\* Please type your name as consent to electronically sign this application.

Freddie Mertz

Enable Type Signature  Freddie Mertz

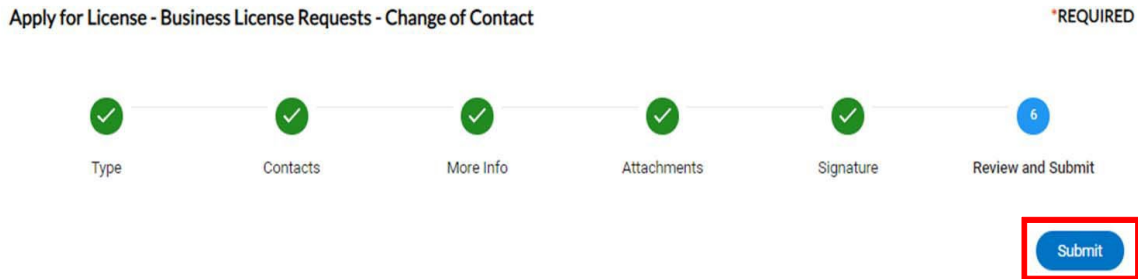
Freddie Mertz  
October, 05 2021

X *Freddie Mertz*

Back Create Template

# HOW TO SUBMIT CHANGES TO CONTACTS (cont'd)

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



16. A confirmation message will appear. Continue to license.

✔ Your application was successfully submitted!

Thank you! You have successfully submitted your application for review.

[Continue to license](#)

License Number: GBL-1021-06791

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

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

### License Details

License Type: Business License Requests - Change of Contact

District:

Applied Date: 10/18/2021

Account Number:

Issued By: Administrator, System

Period Start Date:

Status: Submitted - Online

Expiration Date:

Description:

For Technical and Non-Technical Issues

Contact [ATL311.com](https://atl311.com) or [404-546-0311](tel:4045460311) to create a case.

