Subject: Urgent: API Validation Error - Charity Onboarding Requirements Mismatch (Merchant ID: 08aa6d87...)

To the Moyasar Technical Support Team,
We are encountering a blocking issue with the onboarding process for a **Charity** merchant. The API validation logic is rejecting our submission because it expects a commercial_registration, even though we have uploaded the correct activity_license as per your documentation for charities.
Merchant ID: 08aa6d87-974d-4b73-81da-7d7b6e0650f7
Below is the technical evidence of the conflict:

1. Merchant Object (API Response)

Note: The merchant type is correctly set to charity, yet required_documents explicitly demands commercial_registration.

JSON


```
{
   "id": "08aa6d87-974d-4b73-81da-7d7b6e0650f7",
   "type": "charity",
   "status": "pending",
   "name": "قدر لرعايه المسنين",
   "documents_complete": false,
   "required_documents": [
      {
         "type": "commercial_registration",
         "info": [ "number" ],
         "requires_upload": true,
         "required_count": 1
      },
      {
         "type": "bank_iban_certificate",
         "requires_upload": true,
         "required_count": 1
      }
   ]
}
```


2. Uploaded Documents List (Current State)

Note: We have successfully uploaded the activity_license (License #1000815300) and the

Board Decision (other), which are the correct documents for a charity.

JSON


```
{
  "documents": [
    {
      "id": "eb92dc24-0d64-44dc-b93c-34b0b9bce1ef",
      "type": "activity_license",
      "info": {
        "number": "1000815300"
      },
      "file_uploaded": true
    },
    {
      "id": "6fa7f070-efe6-4c16-90a3-b31a31e0428f",
      "type": "other",
      "info": {
        "description": "قرار مجلس الاداره"
      },
      "file_uploaded": true
    },
    {
      "id": "8215f550-c996-48b2-acc9-0b72a85d0055",
      "type": "bank_iban_certificate",
      "file_uploaded": true
    },
    {
      "type": "owner_id",
      "file_uploaded": true
    }
  ]
}
```


3. Error Response (On Submit for Review)

Because the API does not recognize activity_license as a valid substitute for commercial_registration, the submission fails:

JSON

```
{
   "type": "incomplete_docs",
   "message": "Review cannot be initiated while some documents are missing.",
   "errors": null
}
```


Request:
Please update the validation rules for this merchant or manually override the status so we can proceed, as the commercial_registration requirement is not applicable to this entity type.
Best regards,
Fayyad Team