ROYAL OMAN POLICE
DIRECTORATE
GENERL OF CUSTOMS

Bayan - ESW

User Guide - Common Functionalities

customs.gov.om

omancustoms

80080022
2 4349000

The purpose of this user guide aims at explaining the steps required for BAYAN System Common Functionalities.

Purpose and Audience

Purpose

To help ESW Users to be familiar with the common functionalities.

Audience

- All Users

INTRODUCTION

In the last decades, Customs administrations have been developing automated systems with a view to improving trade facilitation and to pursuing effectively their objectives of revenue collection, social protection, and the provision of data and intelligence to government in support of management and policy decisions. These initiatives have gone hand in hand with programs to modernize Customs and border management, leading to simplification of trade processes and more effective Customs administration overall.

The Omani Customs recognizes that the most important key for the international competitiveness is to shorten the time to release imports into Oman. Thus, drastic change and modernization of the Customs Clearance System is critical for the progress of the Omani economy and for the improvement of the total logistics system of Oman, which can be achieved by having all stakeholders to work under one umbrella known as single window.

Single Window is a platform that is government mandated and allow for the submission of information to fulfil regulatory requirements between economic operators and government authorities. A Single Window is a

single-entry point for data, and data should only be submitted once.

Bayan is a single window system allows parties involved in trade and transport to lodge standardized information and documents with a single-entry point to fulfil all import, export and transit-related regulatory requirements.

Bayan System is an important trade facilitation tool. The WTO Trade Facilitation Agreement encourages all its members to set up a Single Window. (Article 10.4). The International Chamber of Commerce Custom Guidelines 2012 also support the use of a national Single Window and the WCO developed guidelines on how to set up a Single Window.

If implemented effectively, a Single Window project can achieve the following benefits.

- **For the government as a whole**: increase in government revenue, enhanced compliance with rules, improved efficiency in resource allocation, better trade statistics,
- **For economic operators**, such as traders: faster clearance times, a more transparent and predictable process and less bureaucracy,
- **For an administration** such as Customs: improved staff productivity through the upgraded infrastructure, increase in customs revenue, a more structured and

controlled working environment, and enhanced professionalism,
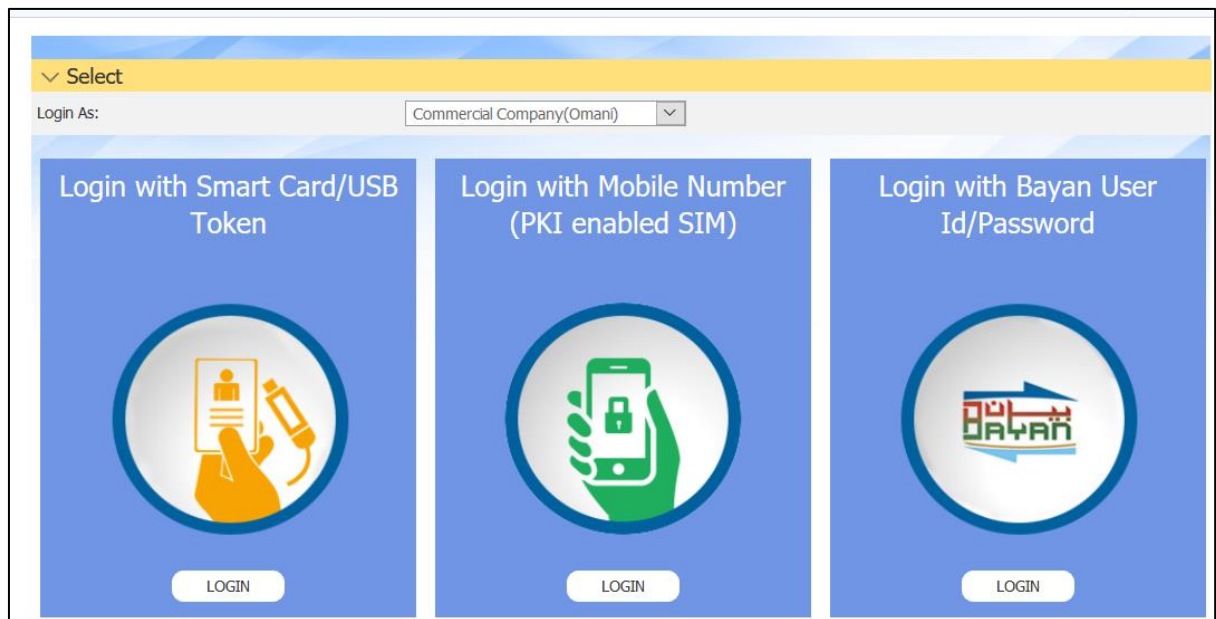
- **For the national economy** as a whole: improved transparency and governance and reduced corruption, due to fewer opportunities for physical interaction.

Bayan business processes are a collection of related and structured activities designed to achieve the one-time presentation of information by trade and transport actors. These processes also include reverse flows of information, from government agencies to businesses.

Log in

Follow these steps:

1. Go to **Customs Portal** then proceed to reach this page.

Log in Page

2. Select the mode of log in from the drop down menu options.
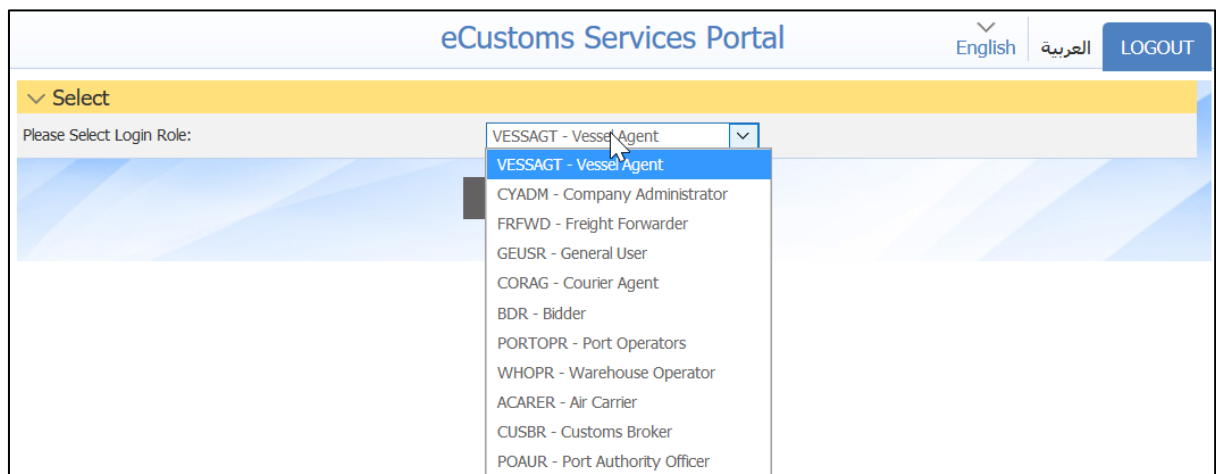
Log in Details

3. Enter the Log in details then click on **Log in**.

Log in Details

4. Click on **Log out** to go back to the log in page else click on Submit to proceed.

Select Role

5. Select the role from the drop down menu options then click on **Submit**.

CCA Page

Password

1. Go to this page

Log in Page

2. Click on **Forgot Password?**

eCustoms Services Portal

Portal header and Forget Password form containing Login ID, Email(masked), Mobile Number(masked) fields with SUBMIT and CANCEL buttons, followed by Note, Password Complexity and Policy, and General tips for creating strong passwords sections.
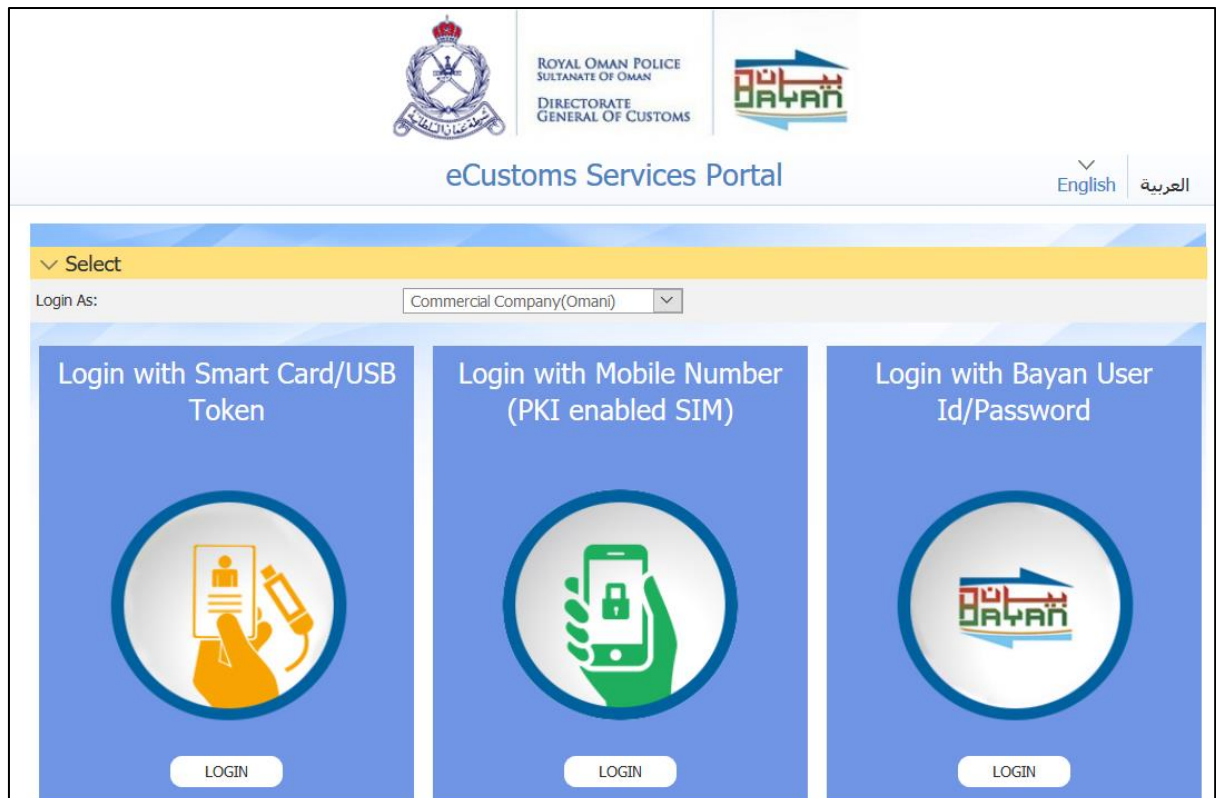
3. Enter the related details then click on Submit. You will receive the new password based on your registered details.

Change Language

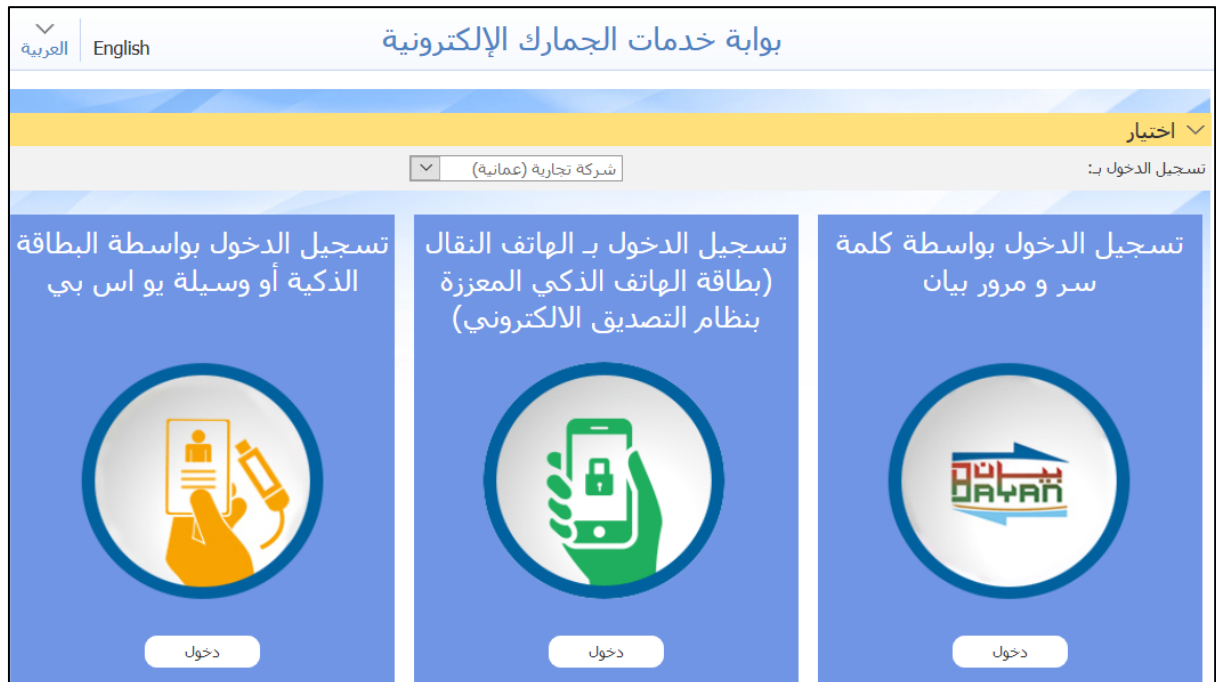Follow these steps:

1. Go to the log in page

Log in Page

2. Click on the Language name (العربية).

Page in Arabic
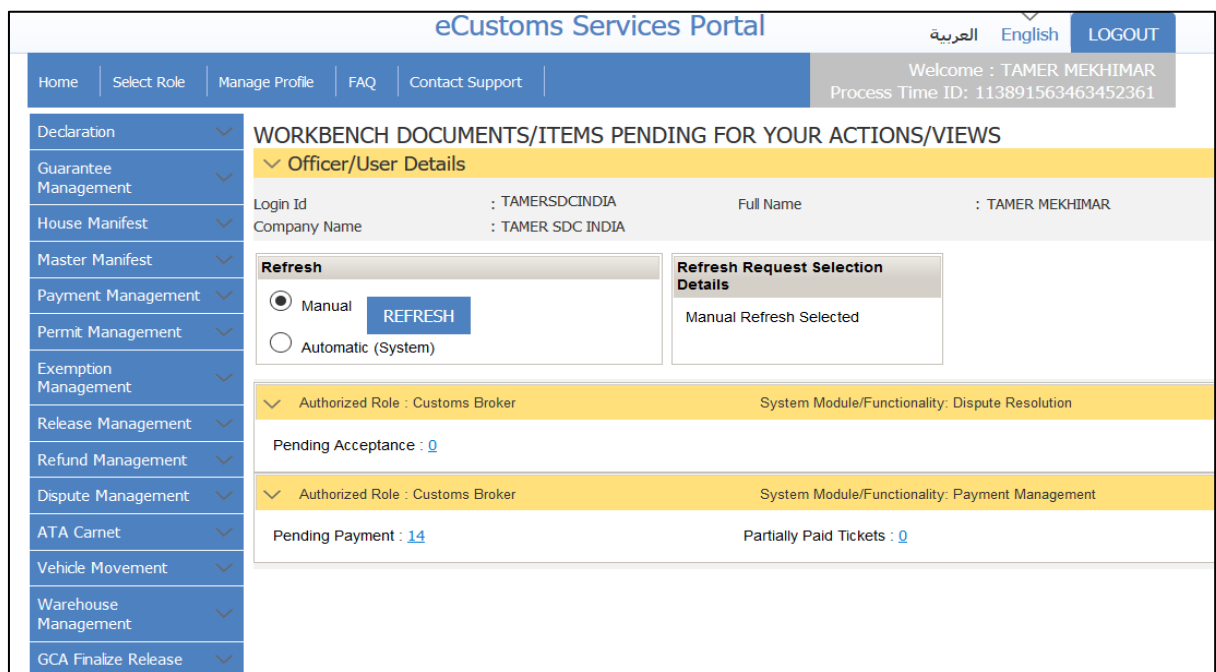
CCA Page

Dashboard

Follow these steps:

1. After you logged in, the following page will be displayed.

CCA Page

2. Click on the related transaction link.

System Elements

1. Side-menu

@	- Click on this Arrow to expand the menu. - Click on this Arrow to un-expand.

2. Side-menu Links

@	- Click on the link to go the related page.

3. Select Role
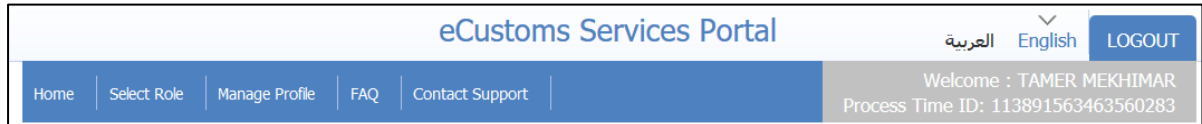
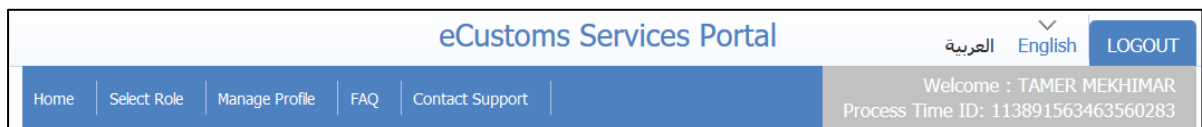**Select Role**

@	- Click on Select Role to change the role. - This functionality works only if you have more than one role.

4. FAQs

Select Role

@	- Click on FAQs to display the details.

Type some keywords (e.g. Give your keywords to search FAQ)

1	How do I register a new company?
2	How do I add the company's activities to my account in Bayan system?
3	How do I update the Commercial Registration / Membership Certificate?

5. Contact Support

Contact Support

- Click on Contact Support.

∨ Contact Us

Name: TAMER MEKHIMAR

Email ID: *

Mobile Number:

Message: *

SUBMIT   CANCEL

∨ Support Details

Call Center No:+968 - 24349000
Email ID:support@customs.gov.om