



*ROYAL OMAN POLICE
DIRECTORATE
GENERAL OF CUSTOMS*

Bayan - ESW

User Guide - Common Functionalities

About this Guide



customs.gov.om



[omancustoms](#)



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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,

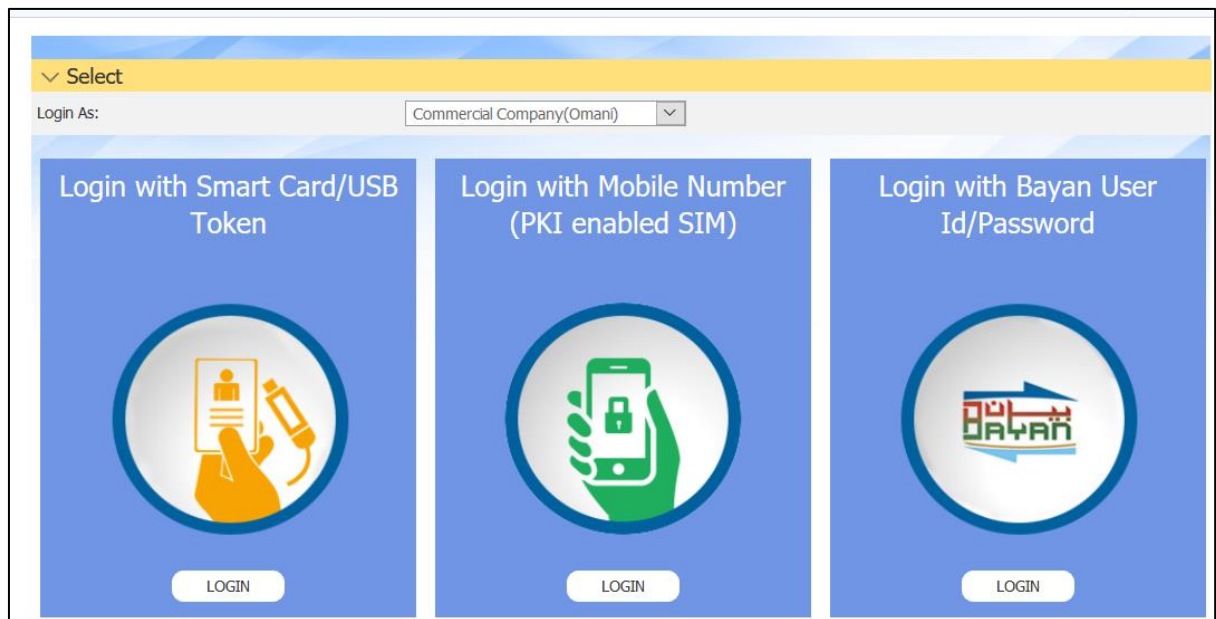
- **For the national economy** as a whole: improved transparency and governance and reduced corruption, due to fewer opportunities for physical interaction.

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.

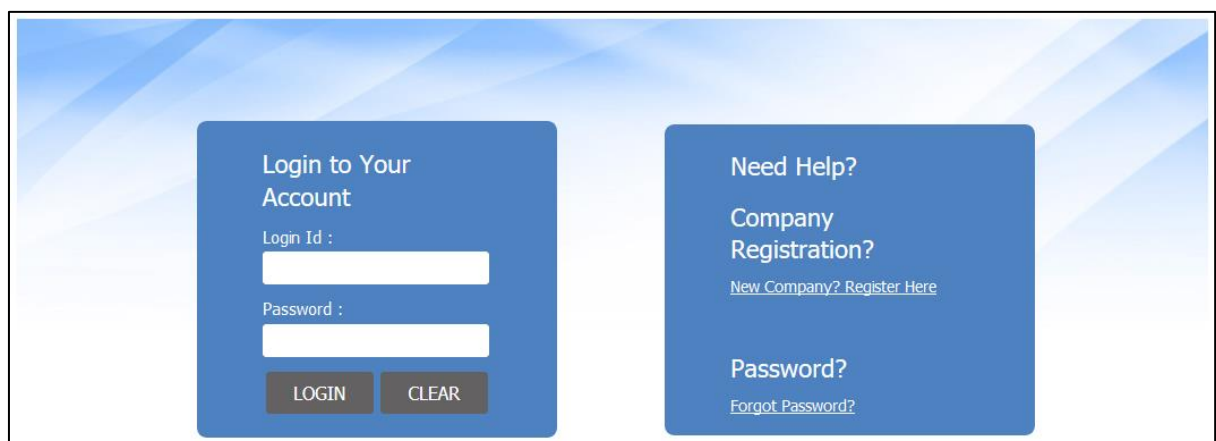


The screenshot shows a login interface with a yellow header bar containing a dropdown menu labeled "Select". Below the header, there is a "Login As:" field with a dropdown menu currently showing "Commercial Company(Omani)". The main content area is divided into three blue panels, each with a circular icon and a "LOGIN" button at the bottom:

- Login with Smart Card/USB Token:** Icon shows a hand holding a smart card and a USB token.
- Login with Mobile Number (PKI enabled SIM):** Icon shows a hand holding a green mobile phone.
- Login with Bayan User Id/Password:** Icon shows the Bayan logo, which includes a stylized building and the word "BAYAN" in Arabic and English.

Log in Page

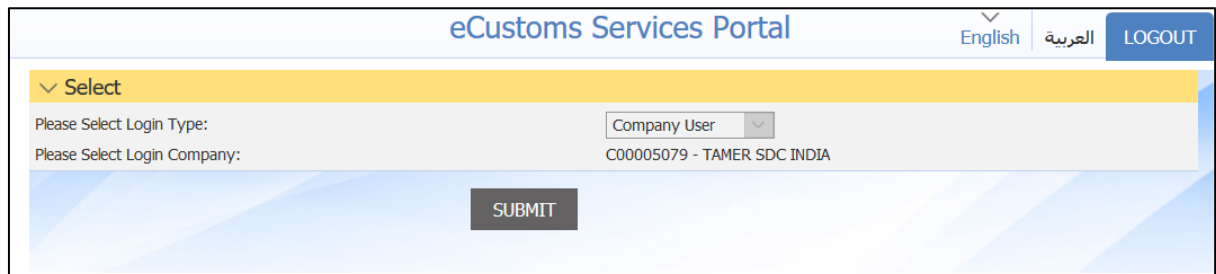
2. Select the mode of log in from the drop down menu options.



The screenshot shows a login page with a blue background. On the left, there is a dark blue box titled "Login to Your Account" containing two input fields: "Login Id :" and "Password :". Below these fields are two buttons: "LOGIN" and "CLEAR". On the right, there is another dark blue box titled "Need Help?" containing the text "Company Registration?" and a link "[New Company? Register Here](#)". Below this is the text "Password?" and a link "[Forgot Password?](#)".

Log in Details

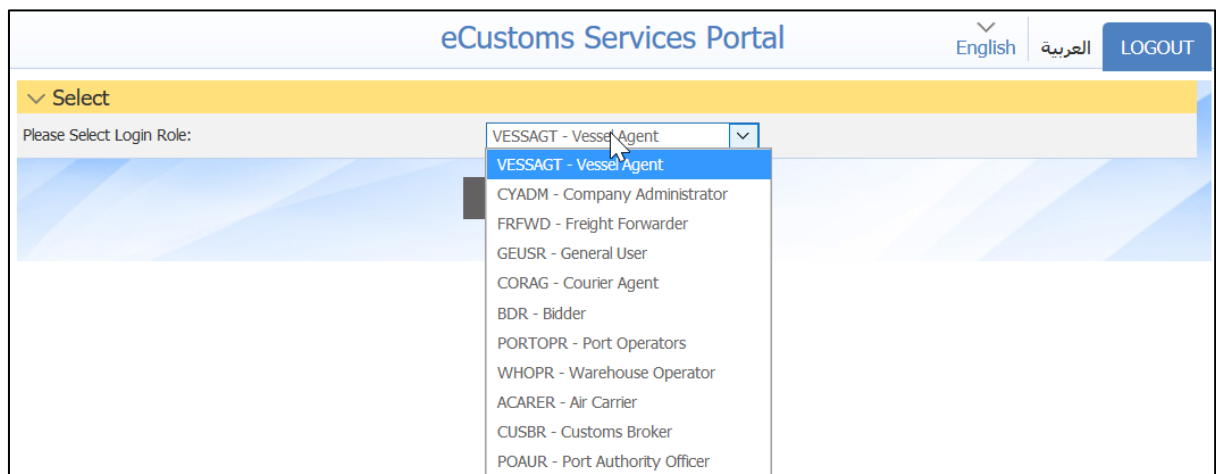
3. Enter the Log in details then click on **Log in**.



The screenshot shows the 'eCustoms Services Portal' login interface. At the top right, there are language options for 'English' and 'العربية', and a 'LOGOUT' button. Below this is a yellow bar with a 'Select' dropdown arrow. The main form area contains two labels: 'Please Select Login Type:' with a dropdown menu currently showing 'Company User', and 'Please Select Login Company:' with the text 'C00005079 - TAMER SDC INDIA'. A 'SUBMIT' button is centered at the bottom of the form.

Log in Details

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



This screenshot shows the same login interface as the previous one, but with the 'Please Select Login Role:' dropdown menu open. The menu lists several roles: 'VESSAGT - Vessel Agent' (which is highlighted in blue), 'CYADM - Company Administrator', 'FRFWD - Freight Forwarder', 'GEUSR - General User', 'CORAG - Courier Agent', 'BDR - Bidder', 'PORTOPR - Port Operators', 'WHOPR - Warehouse Operator', 'ACARER - Air Carrier', 'CUSBR - Customs Broker', and 'POAUR - Port Authority Officer'. The 'LOGOUT' button is visible in the top right corner.

Select Role

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

The screenshot shows the eCustoms Services Portal interface. At the top, there is a navigation bar with 'Home', 'Select Role', 'Manage Profile', 'FAQ', and 'Contact Support'. The user is logged in as Tamer Mekhimar, with a process time ID of 113891563463452361. The main content area is titled 'WORKBENCH DOCUMENTS/ITEMS PENDING FOR YOUR ACTIONS/VIEWS' and includes a section for 'Officer/User Details' with login and company information. There are two 'Refresh' buttons: one for 'Manual' refresh (selected) and one for 'Automatic (System)'. A 'Refresh Request Selection Details' box shows 'Manual Refresh Selected'. Below, there are sections for 'Authorized Role : Customs Broker' with 'System Module/Functionality: Dispute Resolution' and 'Pending Acceptance : 0', and another for 'Authorized Role : Customs Broker' with 'System Module/Functionality: Payment Management' and 'Pending Payment : 14' and 'Partially Paid Tickets : 0'. A left sidebar contains various management options like Declaration, Guarantee Management, House Manifest, etc.

CCA Page

Password

1. Go to this page

The screenshot shows the login page of the eCustoms Services Portal. At the top, there are logos for the Royal Oman Police, Sultanate of Oman, Directorate General of Customs, and Bayan. The page title is 'eCustoms Services Portal' with language options for 'English' and 'العربية'. The main content area has a blue background with two primary sections: 'Login to Your Account' and 'Need Help?'. The 'Login to Your Account' section includes input fields for 'Login Id' and 'Password', and 'LOGIN' and 'CLEAR' buttons. The 'Need Help?' section includes links for 'Company Registration?' (with a 'New Company? Register Here' link) and 'Password?' (with a 'Forgot Password?' link).

Log in Page

2. Click on **Forgot Password?**

eCustoms Services Portal English العربية

▼ **Forgot Password?**

Login ID: *

Email(masked):

Mobile Number(masked):

SUBMIT CANCEL

▼ **Note:**

*Indicates mandatory field
OTP will expire in 5 minutes, please verify OTP before expired.

▼ **Password Complexity and Policy:**

All protection begins with the simple password, a staple of all our accounts. While most of us have a go-to password when we sign up for a new service, there are some ground rules to follow if you want to reduce the chances of someone using your account. It doesn't eliminate the threat entirely, but it will help lessen it considerably.

1. Password length must be minimum 8 and maximum 24 characters and must contain at least an alphabet (A-Z or a-z) and a number.
2. Password cannot be same as user account id/name.
3. Passwords are case sensitive. i.e. upper case and lower cases are strictly checked during verification.
4. Password must be changed upon first login.
5. Password must be changed after reset.
6. User Account will be locked upon maximum 3 attempts of invalid password.
7. Password will expire after certain time. However system will send reminder before password expiry. It is advisable to change the password periodically.
8. The system prevents the re-use of the previous 6 generations of passwords.

▼ **General tips for creating strong passwords:**

- The longer the password is the stronger it may be.
- Change your passwords at regular intervals.
- Never write down your password.
- Never share your password with others.
- Never send your password via email.

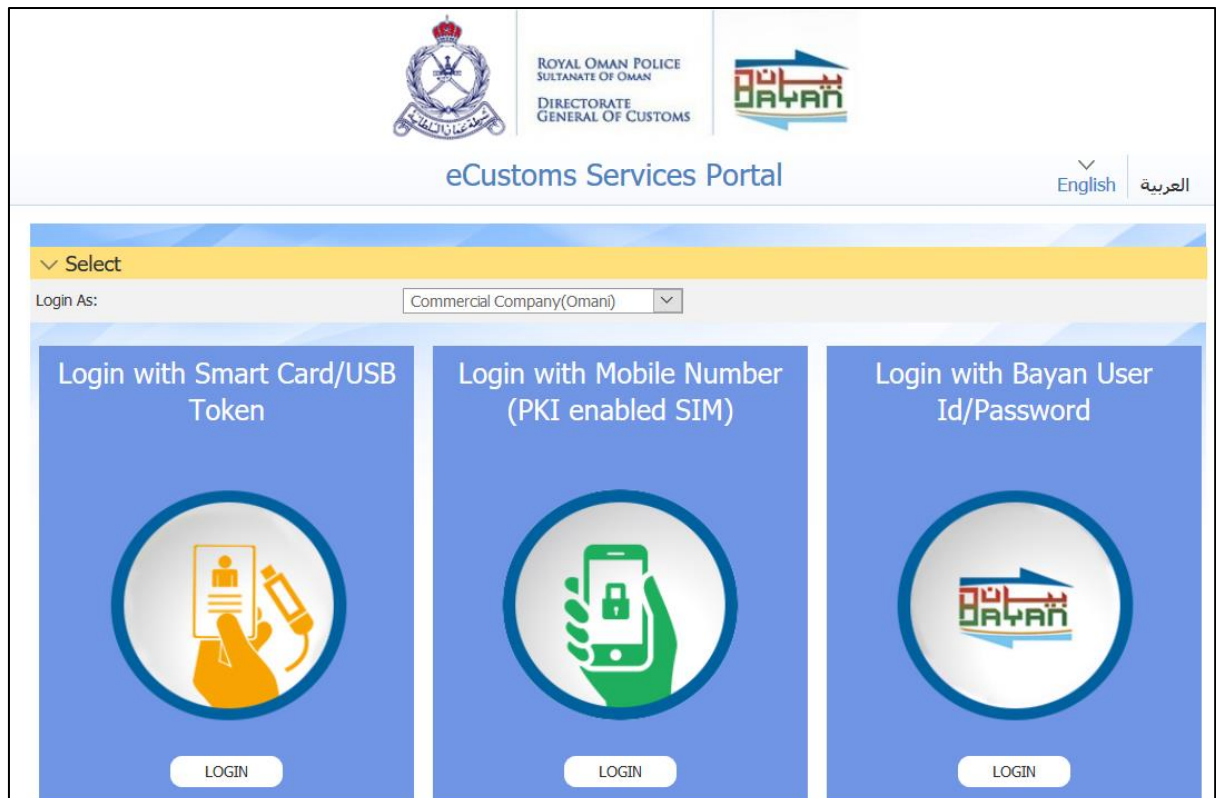
eCustoms Services Portal

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

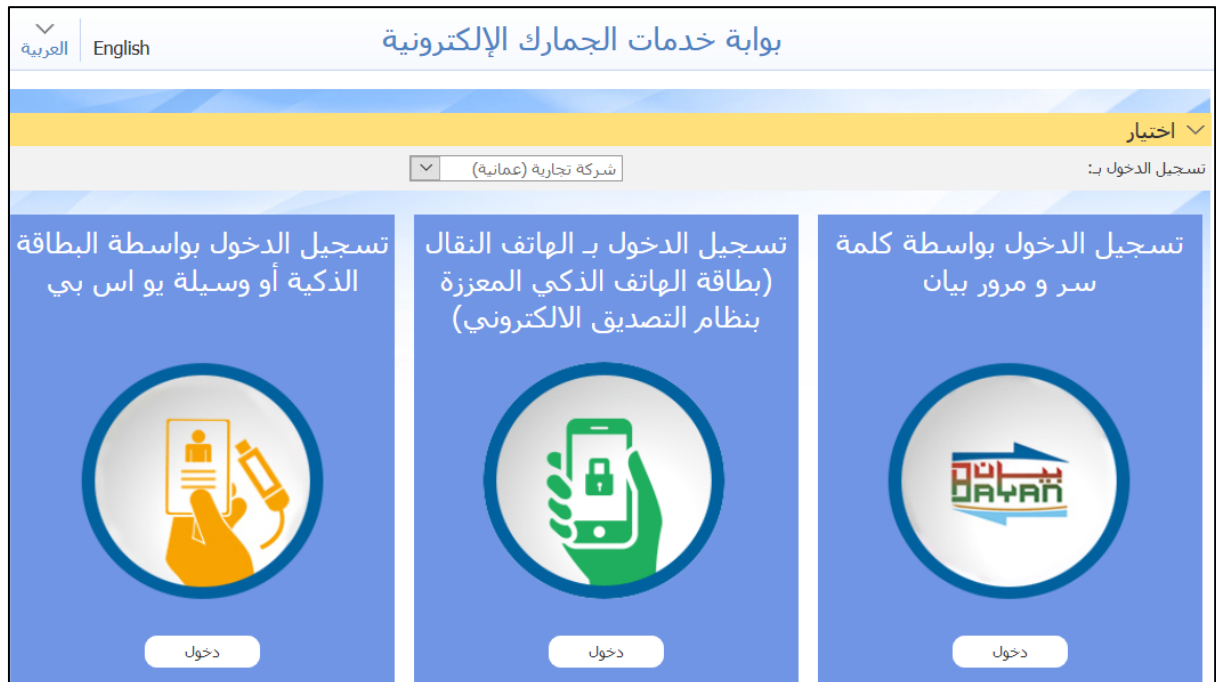


The screenshot displays the eCustoms Services Portal login interface. At the top, it features the logos of the Royal Oman Police, Sultanate of Oman, and the Directorate General of Customs, alongside the Bayan logo. The page title is "eCustoms Services Portal" with language options for "English" and "العربية". Below the header, there is a "Select" dropdown menu and a "Login As:" field with a dropdown menu currently set to "Commercial Company(Omani)". The main content area contains three login options, each with an icon and a "LOGIN" button:

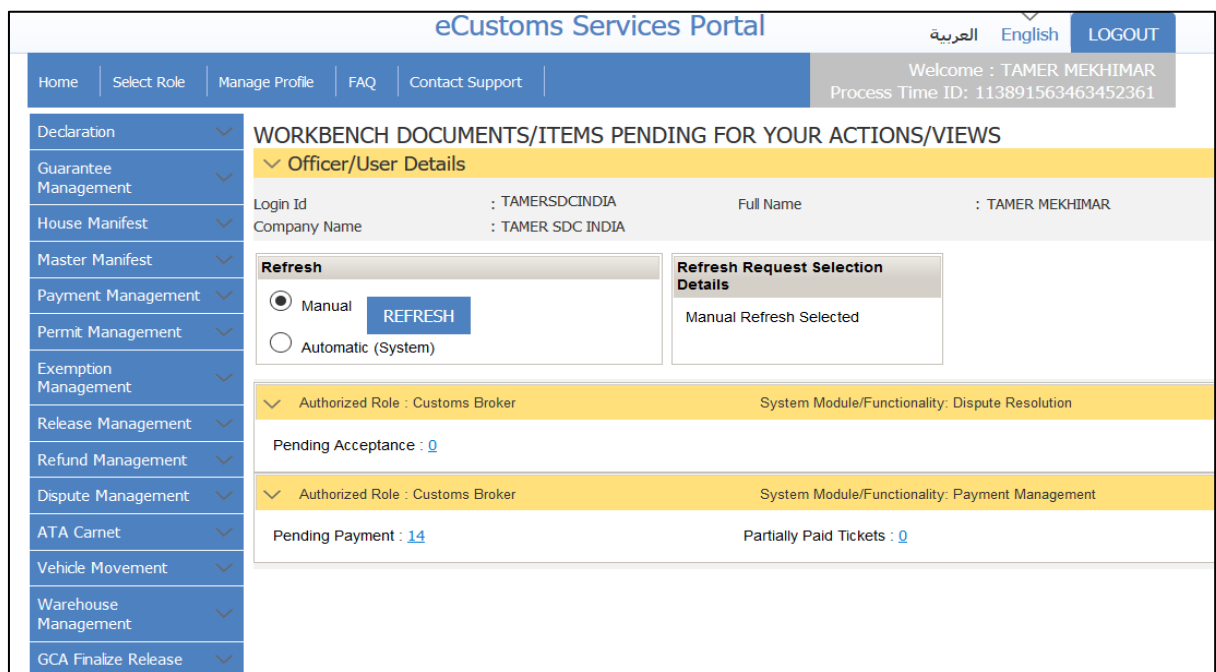
- Login with Smart Card/USB Token**: Represented by an icon of a hand holding a smart card and a USB token.
- Login with Mobile Number (PKI enabled SIM)**: Represented by an icon of a hand holding a mobile phone.
- Login with Bayan User Id/Password**: Represented by the Bayan logo icon.

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.

WORKBENCH DOCUMENTS/ITEMS PENDING FOR YOUR ACTIONS/VIEWS

▼ Officer/User Details

Login Id	: TAMERSDCINDIA	Full Name	: TAMER MEKHIMAR
Company Name	: TAMER SDC INDIA		

Refresh

Manual [REFRESH](#)

Automatic (System)

Refresh Request Selection Details

Manual Refresh Selected

▼ Authorized Role : Customs Broker System Module/Functionality: Dispute Resolution

Pending Acceptance : [0](#)

▼ Authorized Role : Customs Broker System Module/Functionality: Payment Management

Pending Payment : [14](#) Partially Paid Tickets : [0](#)

CCA Page



2. Click on the related transaction link.

System Elements

1. Side-menu

Declaration	▼
Guarantee Management	▼
House Manifest	▼
Master Manifest	▼
Payment Management	▼
Permit Management	▼
Exemption Management	▼

@

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

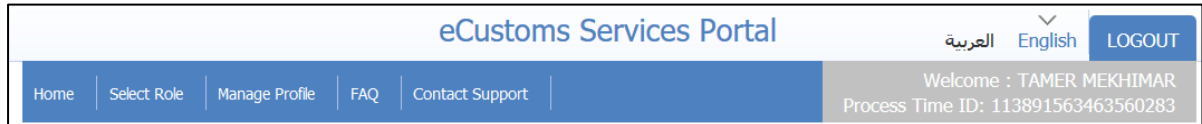
2. Side-menu Links

Declaration	▲
› GCA Adhoc Approval	
› Search Free Declaration Request	
› Create Free Declaration Request	
› Create	
› Search	
› Create Amendment Request	
› Search Amendment Request	
› Amendment	
› Create Temporary Import Export Request	
› Search Temporary Import Export Request	

@

- Click on the link to go the related page.

3. Select Role

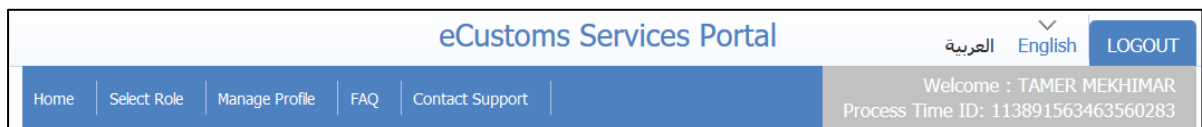


Select Role

@

- 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

eCustoms Services Portal

العربية English LOGOUT

Home | Select Role | Manage Profile | FAQ | Contact Support

Welcome : TAMER MEKHIMAR
Process Time ID: 113891563463560283

Contact Support

- Click on Contact Support.

▼ Contact Us

Name:

Email ID: *

Mobile Number:

Message: *

SUBMIT CANCEL

▼ Support Details

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