



*ROYAL OMAN POLICE  
DIRECTORATE  
GENERAL OF CUSTOMS*

## **Bayan - ESW User Guide - Refund Management**



[customs.gov.om](http://customs.gov.om)



[omancustoms](https://twitter.com/omancustoms)



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## About this Guide

The purpose of this user guide aims at explaining the steps required for refund management.

### **Purpose and Audience**

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#### **Purpose**

Perform the following tasks:

- Create Refund Request
- Search Refund Requests

#### **Audience**

- Broker
- General User

## 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 fulfill 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.

# Refund Management

Role: Customs Broker / General User

This module allows you to perform the following:

## 1. Create Refund

Follow these steps:

1. Log on the system, then go to **Refund Management** >> خطأ! استخدم علامة التبويب "الصفحة" على النص الذي ترغب في أن Heading 3 الرئيسية" لتطبيق يظهر هنا. the following page will be displayed.

Refund Details Close All

\*Indicates Mandatory Field

\*Please note that if the Declaration Number does not exist in Document Number search, kindly enter the Declaration Number in Document Number field.

**Document Number**

Importer/Exporter Registration Number: \*   Others

Importer/Exporter Name:

Document Number: \*

**Refund Details**

<input type="checkbox"/>	Document Number	Version No	Refund Reason	Invoice/HS Code Reference	Total Refund Amount(OMR)	Refunded Amount(OMR)	Refundable Amount(OMR)	Refund Amount(OMR)
--------------------------	-----------------	------------	---------------	---------------------------	--------------------------	----------------------	------------------------	--------------------

**Refund Information**

Total Refundable Amount(OMR): 0.000      Total Refunded Amount(OMR): 0.000

Max. Refundable Amount(OMR): 0.000      Refund Amount(OMR): 0.000

**Payment Information**

**Payee Details**

Payment Mode: \*

Receiver Name: \*       Mobile Number:

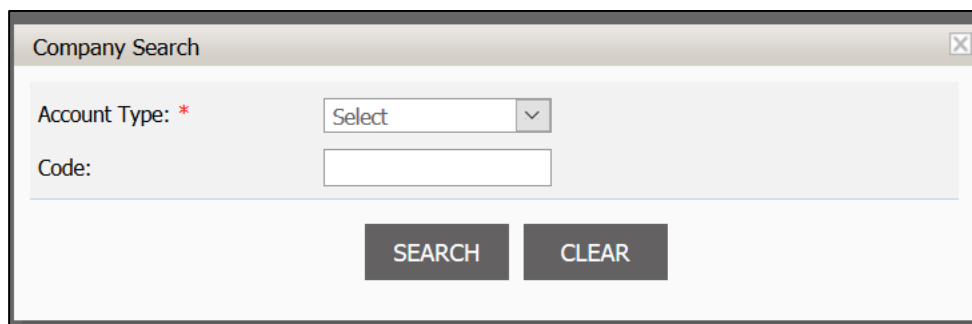
Receiver Address: \*

**Supporting Documents**

S.No.	Document Type	Document Remarks	File Name
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## Create Refund Request

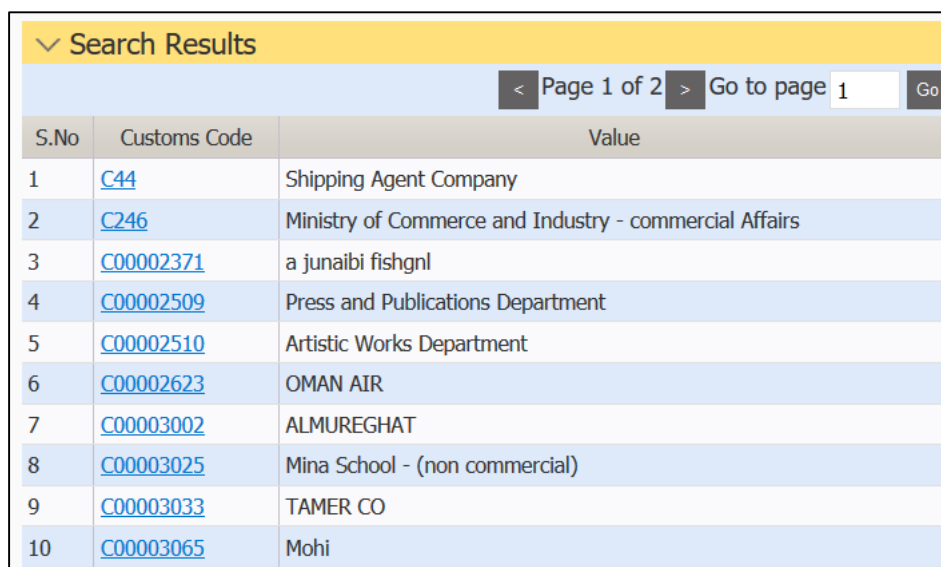
2. Click on this icon  to search for the importer/exporter.



A screenshot of a 'Company Search' form. It features a title bar with a close button. Below the title bar, there are two input fields: 'Account Type: \*' with a dropdown menu showing 'Select', and 'Code:' with a text input field. At the bottom of the form, there are two buttons: 'SEARCH' and 'CLEAR'.

## Search Company

3. Enter the search criteria then click on **Search**.




A screenshot of a 'Search Results' table. The table has a yellow header bar with a dropdown arrow and the text 'Search Results'. Below the header bar, there is a pagination control showing '< Page 1 of 2 > Go to page 1 Go'. The table itself has three columns: 'S.No', 'Customs Code', and 'Value'. It contains 10 rows of data, each with a serial number, a customs code, and a company name.

S.No	Customs Code	Value
1	<a href="#">C44</a>	Shipping Agent Company
2	<a href="#">C246</a>	Ministry of Commerce and Industry - commercial Affairs
3	<a href="#">C00002371</a>	a junaibi fishgnl
4	<a href="#">C00002509</a>	Press and Publications Department
5	<a href="#">C00002510</a>	Artistic Works Department
6	<a href="#">C00002623</a>	OMAN AIR
7	<a href="#">C00003002</a>	ALMUREGHAT
8	<a href="#">C00003025</a>	Mina School - (non commercial)
9	<a href="#">C00003033</a>	TAMER CO
10	<a href="#">C00003065</a>	Mohi


## Search Results

4. Click on the **Customs Code** link to view its details.

Document Number

Importer/Exporter Registration Number: \*    Others

Importer/Exporter Name:

Document Number: \*  

## Add Importer/Exporter

5. Click on the  **Document No.**

Declaration List

Document Number:

## Declaration List

6. Enter the remarks then click on **Search**.

Search Results

< Page 1 of 5 > Go to page  Go

S.No	Document Number	Version No
1	<a href="#">DECIEC150518020020</a>	1
2	<a href="#">DECIMP250718020629</a>	1
3	<a href="#">GUA220718017783</a>	N/A
4	<a href="#">OTHPY201807310096</a>	N/A
5	<a href="#">GUA100219018790</a>	N/A
6	<a href="#">DECIDS100318019185</a>	1
7	<a href="#">GUA230718017791</a>	N/A
8	<a href="#">GUA200119018637</a>	N/A
9	<a href="#">DECIDS020619022198</a>	1
10	<a href="#">GUA220718017765</a>	N/A

## Search Results

7. Click on the **Declaration No.** link to view its details.

Refund Details								
<input type="checkbox"/>	Document Number	Version No	Refund Reason	Invoice/HS Code Reference	Total Refund Amount(OMR)	Refunded Amount(OMR)	Refundable Amount(OMR)	Refund Amount(OMR)
<input type="checkbox"/>	DECIDS100318019185	1	Duty Free Store Declaration Duties	DECIDS100318019185	150.000	0.000	150.000	150.000

Refund Information			
Total Refundable Amount(OMR):	150.000	Total Refunded Amount(OMR):	0.000
Max. Refundable Amount(OMR):	150.000	Refund Amount(OMR):	0.000

Payment Information						
< Page 1 of 1 > Go to page 1						Go
Payment Ticket Number	Payment Date	Document Reference Number	Document/Transaction Type	Version Number	Payable Type	Amount Paid
PTN100318010001	10/03/2018 18:26	DECIDS100318019185	Declaration	1	Total Amount Payable	1
PTN100318010000	10/03/2018 18:21	DECIDS100318019185	Declaration	1	Total Amount Payable	165

## Add Document No.

@ - You can update the refund amount provided that not exceeding the refundable amount.

## 8. Go to Payee Details.

Payee Details			
Payment Mode: *	Select <input type="button" value="v"/>		
Receiver Name: *	<input type="text"/>	Mobile Number:	<input type="text"/>
Receiver Address: *	<input type="text"/>		
Supporting Documents			
S.No.	Document Type	Document Remarks	File Name
<input type="button" value="ADD"/>			
<input type="button" value="SAVE"/> <input type="button" value="CLEAR"/> <input type="button" value="CANCEL"/>			



## Payee Details

### 9. Enter the **Payee Details**.

@ - Method of Payment: Bank Account or Check.

### 10. Add **Supporting Documents** by clicking on **Add**.

Supporting Document Details

Document Type: \*

Document Remarks:

File Name: \*

+ Add

ADD DOCUMENT CANCEL

SAVE CLEAR CANCEL

## Document Details

### 11. Add the supporting documents then click on **Add Document**.

Supporting Documents

<input type="checkbox"/>	S.No.	Document Type	Document Remarks	File Name
<input type="checkbox"/>	1	Copy of the original import bill of entry		<a href="#">2e2ea1e1417c65bd73cc6306346f5209.jpg</a>

ADD DELETE

SAVE CLEAR CANCEL

## Supporting Documents

12. Go to **Refund Details Section** then check in the box.

Refund Details								
<input type="checkbox"/>	Document Number	Version No	Refund Reason	Invoice/HS Code Reference	Total Refund Amount(OMR)	Refunded Amount(OMR)	Refundable Amount(OMR)	Refund Amount(OMR)
<input type="checkbox"/>	DECIDS100318019185	1	Duty Free Store Declaration Duties	DECIDS100318019185	150.000	0.000	150.000	150.000

**Box checked**

13. Click on Save at the bottom of the page.

Refund Application : REF060719000684 Saved Successfully.

**Save Message**

14. Go to the bottom of the page.

Supporting Documents				
<input type="checkbox"/>	S.No.	Document Type	Document Remarks	File Name
<input type="checkbox"/>	1	Copy of the original import bill of entry		<a href="#">2e2ea1e1417c65bd73cc6306346f5209.jpg</a>

ADD DELETE

SUBMIT SAVE CANCEL

**Submit Button**

15. Click on **Submit**.

Do you want to submit Refund Application?

YES NO

## Confirmation Message

16. Click on **Yes**.

Refund Application : REF060719000684 Submitted Successfully.

## Success message

### 2. Refund Requests Search

Follow these steps:

1. Log on the system, then go to **Refund Management** the following page will be displayed.

SEARCH REFUND			
Search			
Refund Application Number:	<input type="text"/>	Document Number:	<input type="text"/>
Date of Submission From:	<input type="text" value="dd/MM/yyyy HH:mm:ss"/>	Date of Submission To:	<input type="text" value="dd/MM/yyyy HH:mm:ss"/>
Status:	<input type="text" value="Select"/>		
		<input type="button" value="SEARCH"/>	<input type="button" value="CLEAR"/>

## Search Refund

2. Enter the search criteria then click on **Search**.

Search Results						
				< Page 1 of 3 >	Go to page 1	Go
<input type="checkbox"/>	S.No	<a href="#">Refund Application Number</a>	<a href="#">Document Number</a>	Submission Date	Status	
<input type="checkbox"/>	1	<a href="#">REF060719000684</a>	DECIDS100318019185	06/07/2019 19:58	Pending Refund Officer Review	
<input type="checkbox"/>	2	<a href="#">REF060719000683</a>	DECIEC150518020020	06/07/2019 19:15	Pending Refund Officer Review	
<input type="checkbox"/>	3	<a href="#">REF110219000616</a>	GUA220718017783		Draft	
<input type="checkbox"/>	4	<a href="#">REF100219000613</a>	GUA100219018790		Draft	
<input type="checkbox"/>	5	<a href="#">REF100219000612</a>	DECIRE100219021744	11/02/2019 13:19	Pending Finance Supervisor Review	
<input type="checkbox"/>	6	<a href="#">REF100219000611</a>	DECIRE100219021744	10/02/2019 12:18	Approved	
<input type="checkbox"/>	7	<a href="#">REF100219000610</a>	DECIRE100219021744	10/02/2019 12:14	Rejected	
<input type="checkbox"/>	8	<a href="#">REF040219000605</a>	DECIMP040219021733	04/02/2019 11:25	Pending Refund Officer Review	
<input type="checkbox"/>	9	<a href="#">REF230119000586</a>	DECIMP230119021676	23/01/2019 10:39	Pending Finance Supervisor Review	
<input type="checkbox"/>	10	<a href="#">REF230119000585</a>	DECIMP230119021676	23/01/2019 10:33	Rejected	

## Search Results

@

- You can delete a draft request by checking in the box then click on **Delete**.

3. Click on the **Refund Application No.** link to view its details.

REFUND APPLICATION

Refund Details Close All

Document Number

Refund Application Number: REF060719000684  
 Status: Pending Refund Officer Review  
 Importer/Exporter Registration Number: [C00003033](#)  
 Importer/Exporter Name: TAMER CO  
 Document Number: DECIDS100318019185

Refund Details

Document Number	Version No	Refund Reason	Invoice/HS Code Reference	Total Refund Amount(OMR)	Refunded Amount(OMR)	Refundable Amount(OMR)	Refund Amount(OMR)
DECIDS100318019185	1	Duty Free Store Declaration Duties	DECIDS100318019185	150.000	0.000	0.000	150.000

Refund Information

Total Refundable Amount(OMR): 0.000      Total Refunded Amount(OMR): 0.000  
 Refund Amount(OMR): 150.000

Payment Information

Page 1 of 1    Go to page 1    Go

Payment Ticket Number	Payment Date	Document Reference Number	Document/Transaction Type	Version Number	Payable Type	Amount Paid
PTN100318010001	10/03/2018 18:26	DECIDS100318019185	Declaration	1	Total Amount Payable	1
PTN100318010000	10/03/2018 18:21	DECIDS100318019185	Declaration	1	Total Amount Payable	165

Payee Details

Payment Mode: Cheque  
 Receiver Name: Tamer      Mobile Number:  
 Receiver Address: Muscat

Supporting Documents

S.No.	Document Type	Document Remarks	File Name
1	Copy of the original import bill of entry		<a href="#">2e2ea1e1417c65bd73cc6306346f5209.jpg</a>

CLOSE

## Refund Details

4. Click on **Close** to go back to the Search page

