



*ROYAL OMAN POLICE  
DIRECTORATE  
GENERAL OF CUSTOMS*

# **Bayan - ESW**

## **User Guide - User Management**



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



[omancustoms](#)



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# **CHAPTER 1**

## **About this Guide**

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

### **Purpose and Audience**

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#### **Purpose**

Perform the following tasks:

- Creating Clearing Agency Authorization
- Searching Clearing Agency Authorization
- Register
- Search User
- Change Password
- BROKER Transfer
- View the User Details

#### **Audience**

- Company Administrator

## **Chapter 2**

### **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 Users. These processes also include reverse flows of information, from government agencies to businesses.

## CHAPTER 3

### User Management

RIGHT: Company Administrator

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This module allows you to perform the following:

#### 1. Creating Clearing Agency Authorization


Follow these steps:

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



#### CLEARING AGENCY AUTHORIZATION

\*Indicates Mandatory Field

▼ Create Clearing Agency Authorization

Clearing Agency Code: \*  

Trader: C00003033 - TAMER CO

Authorization From: \*   Authorization To: \*  

#### Search Page

2. Enter the details then click on **Save**.

#### CLEARING AGENCY AUTHORIZATION



Clearing Agency authorization details submitted successfully.

\*Indicates Mandatory Field

▼ Edit Clearing Agency Authorization

Clearing Agency Code: C00003395 - Sea Safe Line Trading [View Clearing Agency Details](#)

Trader: C00003033 - TAMER CO

Authorization From: \*   Authorization To: \*  

Status: \*  ▼



## 2. Searching Clearing Agency Authorization


Follow these steps:

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

### CLEARING AGENCY AUTHORIZATION

▼ Search Clearing Agency Authorization

Clearing Agency Code:   Authorization From:  

Authorization To:   Status:  ▼

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

▼ Search Results

< Page 1 of 1 > Go to page

S.No.	<a href="#">Clearing Agency Code</a>	<a href="#">Trader</a>	<a href="#">Authorization From</a>	<a href="#">Authorization To</a>	<a href="#">Status</a>
1	<a href="#">C00003395</a>	C00003033	02/07/2019	03/07/2019	Active
2	<a href="#">C00003613</a>	C00003033	01/07/2019	25/07/2019	Active
3	<a href="#">C00003453</a>	C00003033	12/03/2019	13/03/2019	Active
4	<a href="#">C00003014</a>	C00003033	05/02/2019	29/02/2024	Active
5	<a href="#">C00003014</a>	C00003033	22/01/2018	23/01/2019	Active
6	<a href="#">C00003033</a>	C00003033	25/12/2017	16/12/2026	Active

3. Click on the **Clearing Agency Code** link.

CLEARING AGENCY AUTHORIZATION  
\*Indicates Mandatory Field

▼ Edit Clearing Agency Authorization

Clearing Agency Code: C00003395 - Sea Safe Line Trading [View Clearing Agency Details](#)  
Trader: C00003033 - TAMER CO  
Authorization From: \* 02/07/2019   Authorization To: \* 03/07/2019    
Status: \* Active

UPDATE CANCEL

▼ Authorization History

< Page 1 of 1 > Go to page 1 Go

S.No.	Clearing Agency Code	Trader	Authorization From	Authorization To	Status	Updated Date	Updated By
No Records Found							

## Clearing Agency Authorization



Click on **Update** to update the details.

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



### 3. Register

Follow these steps:

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

#### USER

[Header](#) [Documents](#)

\*Indicates Mandatory Field

Register

**Company Customs Code:** C00003033 **Company Name (English):** TAMER CO

**User Category: \*** Omani Citizen/Resident

**ID Type:** National ID/Resident Card Number **ID Number: \***

**Login ID:** **Country:** OMAN-OM

**Preferred Language: \*** English **Gender: \*** Select

**First Name:**

**Last Name:**

**English Name: \***

**Arabic Name: \***

**Designation: \***

**Communication Mode: \***  Email  SMS **Personal Email Id:**

**Mobile Number:**

**Phone Number:**

**Fax Number:**

**Company/Business Email Id:**

**Receive Notification: \*** Select

**User Role: \***

- Air Carrier
- Bidder
- Carrier
- Company Administrator
- Courier Officer
- Customs Broker

2. Enter the details then click on **Save**

**Roles available:**

Sn.	ROLE	Module
1.	Company Administrator	Company Management User Management Refund Management AEO Management Payment Management
2.	GENERAL USER	PCA Appeal Management Declaration Guarantee Management Payment Management Permits/Licenses Management Exemption Management Refund Management Investigation Management Dispute Management Warehouse Management GCA Final Release AUCTION MANAGEMENT
3.	Broker	Declaration

<b>Sn.</b>	<b>ROLE</b>	<b>Module</b>
		Guarantee Management
		House Manifest
		Master Manifest
		Payment Management
		Permits/Licenses Management
		Exemption Management
		Release Management
		Refund Management
		Dispute Management
		ATA Carnet
		Warehouse Management
		GCA Final Release
		AUCTION MANAGEMENT
<b>4.</b>	Carrier	Declaration
		Master Manifest
		Payment Management
		Release Management
<b>5.</b>	Courier Officer	Master Manifest
		Release Management
<b>6.</b>	Shipping Agent	Declaration
		House Manifest
		Payment Management
<b>7.</b>	Ground Handling	Flights Schedule
<b>8.</b>	Import/Export to Duty Free	Duty Free Goods

Sn.	ROLE	Module
9.	Ports Authority Officer	CAR Registration and transfer and PSA
10.	Vehicle Registration	Vehicle Movement
11.	Vessel Agent	PSA, Payment Management, CAR Registration and transfer
12.	Warehouse Operator	Guarantee Management, User Management, Warehouse Management

3. Click on the **Documents** tab and click on **Add Document**.

Header | Documents

\*Indicates Mandatory Field

Documents

ADD DOCUMENT

Document Type: Authorization of MO(

Remarks:

File Name:

SAVE DOCUMENTS CANCEL

PREVIOUS SUBMIT

4. Add the documents then click on **Save Documents** and **Submit**.

## 4. Search User

Follow these steps:

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

**SEARCH USER**

▼ Search

User Category: <input type="text" value="Select"/>	User Type : <input type="text" value="Select"/>
English Name: <input type="text"/>	Login ID: <input type="text"/>
ID Type: <input type="text" value="Select"/>	ID Number: <input type="text"/>
User Status: <input type="text" value="Select"/>	Broker Status: <input type="text" value="Select"/>

## Search Page

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

▼ Search Results											
										< Page 1 of 1 > Go to page 1	
<input type="button" value="Go"/>											
<input type="checkbox"/>	S.No.	<a href="#">Login ID</a>	<a href="#">User Category</a>	<a href="#">Company Customs Code</a>	<a href="#">User Type</a>	<a href="#">English Name</a>	<a href="#">ID Type</a>	<a href="#">ID Number</a>	<a href="#">User Status</a>	<a href="#">Broker Status</a>	<a href="#">Payment Status</a>
<input type="checkbox"/>	1	<a href="#">9773191</a>	Omani Citizen/Resident	C00003033	Commercial	ALWALEED	National ID/Resident Card Number	9773191	Draft		
<input type="checkbox"/>	2	<a href="#">4353454534</a>	Omani Citizen/Resident	C00003033	Commercial	Tamer Mekhimar	National ID/Resident Card Number	4353454534	Draft		
<input type="checkbox"/>	3	<a href="#">43534543535</a>	Omani Citizen/Resident	C00003033	Commercial	sdfsdf	National ID/Resident Card Number	43534543535	Draft		
<input type="checkbox"/>	4	<a href="#">TAMERCO</a>	Omani Citizen/Resident	C00003033	Commercial	Tamer Abdelhamid Mekhimar	National ID/Resident Card Number	TAMERCO	Registered		Paid

## Search Results

3. Click on the **Log\_ID** link to view its details.

**USER**

Header Documents

\*Indicates Mandatory Field

View

<b>Company Customs Code:</b>	<b>C00003033</b>	<b>Company Name (English):</b>	TAMER CO
<b>User Category:</b>	Omani Citizen/Resident	<b>ID Number:</b>	TAMERCO
<b>ID Type:</b>	National ID/Resident Card Number	<b>Country:</b>	OMAN-OM
<b>Login ID:</b>	TAMERCO	<b>Preferred Language:</b>	English
<b>User Type :</b>	Commercial	<b>First Name:</b>	تامر عبدالحميد مكيماير
<b>Gender:</b>	Male	<b>Last Name:</b>	تامر عبدالحميد مكيماير
<b>Middle Name:</b>		<b>Arabic Name:</b>	تامر عبدالحميد مكيماير
<b>English Name:</b>	Tamer Abdelhamid Mekhimar	<b>Personal Email Id:</b>	TAMERAEM@CRIMSONLOGIC.COM
<b>Designation:</b>	TAMER	<b>Phone Number:</b>	
<b>Communication Mode:</b>	<input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS	<b>Company/Business Email Id:</b>	
<b>Mobile Number:</b>	00000000000000	<b>Payment Status:</b>	Paid
<b>Fax Number:</b>			
<b>Receive Notification:</b>	Yes		
<b>User Status:</b>	Registered		
<b>User Role:</b>	<div style="border: 1px solid gray; padding: 2px;">Bidder Ground Handler Importing/Exporting Duty Free Store</div>	<div style="border: 1px solid gray; padding: 2px;">Warehouse Operator Vessel Agent Port Authority Officer Vehicle Registration H2H System User Freight Forwarder</div>	
<b>Port Location:</b>	Sohar Port-OMSOH		
<b>Approved Port:</b>	<div style="border: 1px solid gray; padding: 2px;">InternalWarehouse ORPIC DUTY FREE PrivateTamerWarehouse Salalah Port TAMER DUTY FREE</div>	<div style="border: 1px solid gray; padding: 2px;">AI Buraymi Land Border AI Duqum AI Duqum Free Zone AI Fahal Port AI Madina Logistic AI Madina Free Zone</div>	
<b>Date of Birth:</b>	04/12/1995	<b>Broker License Number:</b>	
<b>Broker Review Date:</b>		<b>License Expiry Date:</b>	
<b>CID Certificate No:</b>		<b>Name as per Certificate:</b>	
<b>CID Certificate Issue Date:</b>		<b>Certificate Issued Place:</b>	
<b>Purpose of Certificate:</b>			

UPDATE SUSPEND DE-REGISTER CANCEL NEXT

- Click on **UPDATE** to update the details. You can't revoke once submitted.
- **You may be responsible for paying any related fees.**
- Click on **SUSPEND** to temporarily suspend the user account.
- To **re-instate**, follow the search steps given above then click on Re-instate.
- Click on **DE-REGISTER** in order to enable the user to transfer to another company.

@

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

## 5. Change Password

Follow these steps to change your password:

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

USER

▼ Change Password

Current Password: \*

New Password: \*

Confirm New Password: \*

▼ 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.

## Change Password

2. Enter the details then click on **Submit**.



- The password must be in compliance with the **Password Complexity Policy**.

## 6. BROKER Transfer

Follow these steps:

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

BROKER TRANSFER

\*Indicates Mandatory Field

∨ Broker Transfer

Login ID: \*

Broker License: \*

SUBMIT CANCEL

### Broker Transfer

2. Enter the details then click on **Submit**.



## 7. View the User Details

Follow these steps:

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

The screenshot displays a user management interface with a 'Header' tab and a 'Documents' sub-tab. A yellow banner indicates 'View' details. The user information is as follows:

<b>Company Customs Code:</b>	<b>C00003033</b>	Company Name (English):	TAMER CO
User Category:	Omani Citizen/Resident	ID Number:	
ID Type:		Preferred Language:	English
Login ID:	TAMERCO1	First Name:	
User Type :	Commercial	Last Name:	
Gender:	Male	Arabic Name:	تامر
Middle Name:		Personal Email Id:	tameraem@crimsonlogic.com
English Name:	TAMER	Fixed Phone Number:	
Designation:	TAMER	Company/Business Email Id:	
Communication Mode:	<input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS	Payment Status:	
Mobile Number:			
Fax Number:			
Receive Notification:	Yes		
User Status:	Registered		
User Role:	<div style="display: flex; align-items: center;"><div style="border: 1px solid gray; width: 200px; height: 60px; margin-right: 5px;"></div><div style="border: 1px solid gray; padding: 2px;"><input type="button" value="Add All"/> <input type="button" value="Add"/> <input type="button" value="Remove"/> <input type="button" value="Remove All"/></div><div style="border: 1px solid gray; padding: 2px; width: 150px;"><ul style="list-style-type: none"><li>Courier Officer</li><li>Warehouse Operator</li><li>Company Administrator</li><li>Customs Broker</li><li>Air Carrier</li><li>Bidder</li></ul></div></div>		

At the bottom of the form, there are three buttons: **BLOCK**, **CANCEL**, and **NEXT**.

### Header Tab

2. Click on **BLOCK** to block the user from accessing the system else click on **Cancel** to go back to the search page.