

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







# CHAPTER 1 About this Guide

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

# **Purpose and Audience**

#### **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

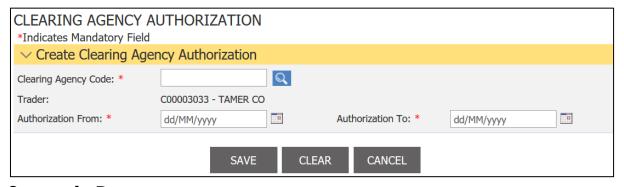
## **RIGHT: Company Administrator**

This module allows you to perform the following:

## 1. Creating Clearing Agency Authorization

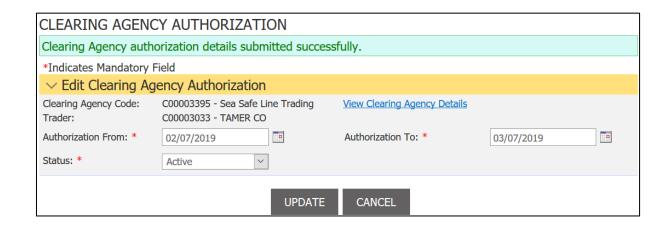
Follow these steps:

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



# Search Page

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



## 2. Searching Clearing Agency Authorization

Follow these steps:

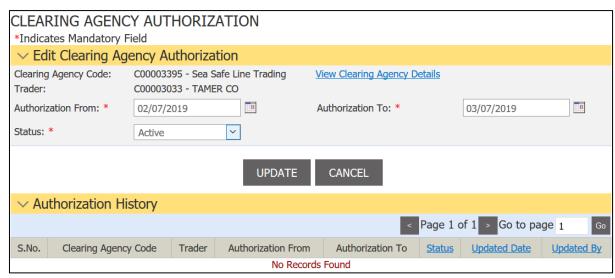
Log on the system, then go to User
 Management, the following page will be displayed.



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



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



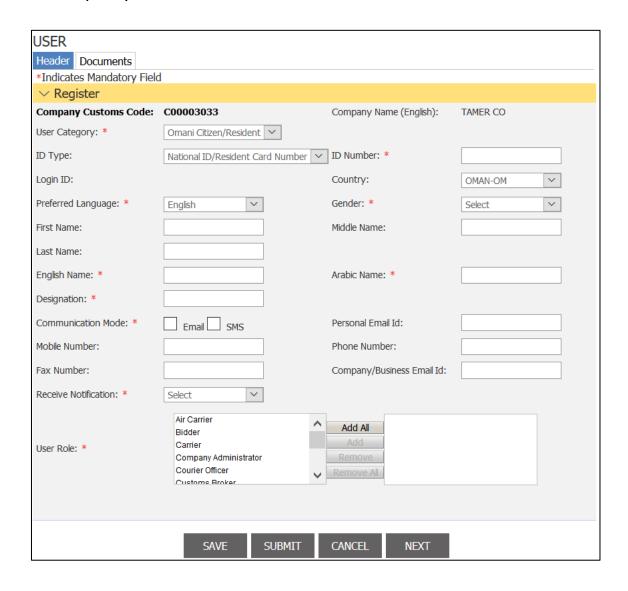
# **Clearing Agency Authorization**

- Click on **Update** to update the details.
- 4. Click on **Cancel** to go back to the Search page.

## 3. Register

Follow these steps:

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



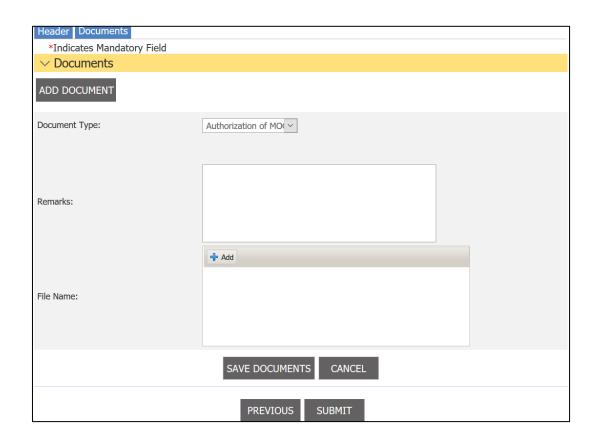
# 2. Enter the details then click on **Save Roles available:**

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

Sn.	ROLE	Module
		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
4	Carrier	Declaration
		Master Manifest
		Payment Management
		Release Management
5	Courier Officer	Master Manifest
		Release Management
6	Shipping Agent	Declaration
		House Manifest
		Payment Management
	Ground Handling	Flights Schedule
8	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
1	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**.

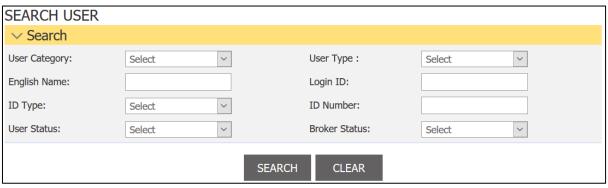


4. Add the documents then click on **Save Documents** and **Submit**.

#### 4. Search User

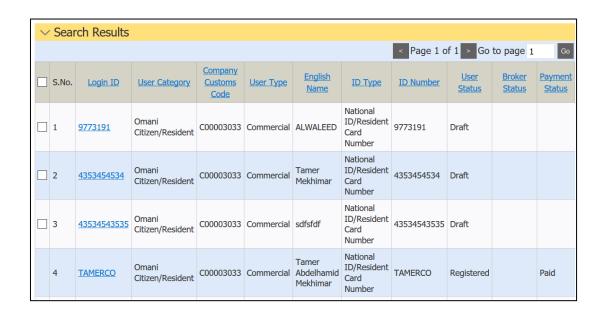
Follow these steps:

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



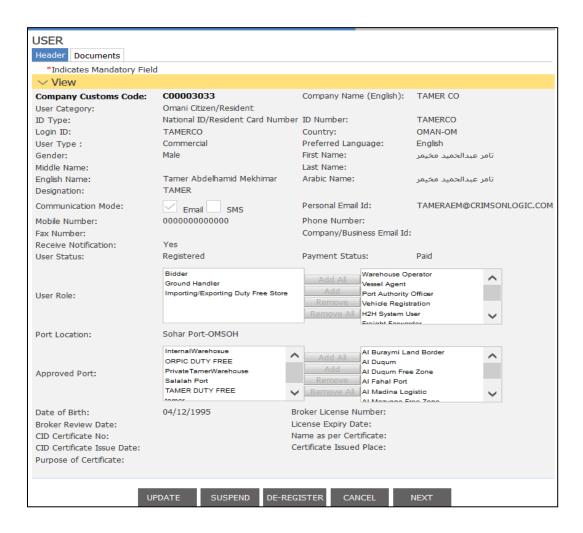
## Search Page

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



#### Search Results

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



- 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.

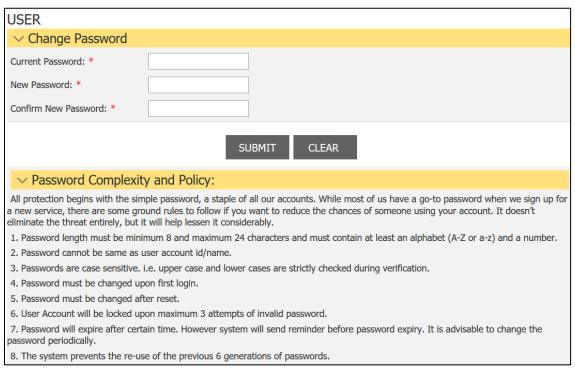
@

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

#### 5. Change Password

Follow these steps to change your password:

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



#### **Change Password**

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

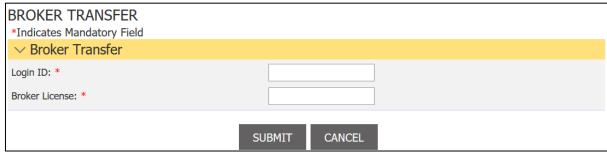


 The password must be in compliance with the Password Complexity Policy.

#### 6. BROKER Transfer

Follow these steps:

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



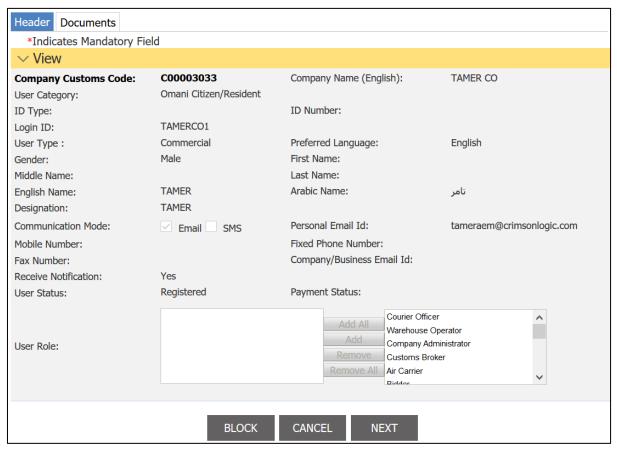
#### **Broker Transfer**

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

#### 7. View the User Details

## Follow these steps:

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



#### **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.