

Frequently Asked Questions (FAQ's)

Bayan System Company Registration



General Information

On successful completion of the Company Registration process followed by Oman Customs approval, the Contact person nominated will be sent a notification through an email or Short Messaging Services (SMS), as selected by you for the preferred communication method which will contain the User id and the password for the person who was registered as the Authorized Signatory under “Contact Person” tab. This person can either act as the Company Administrator or create a Company Administrator by logging in to the Bayan System from www.customs.gov.om and selecting Login at the top of the screen

Refer below for details pertaining to each Tab of the application.

Company Registration Header Tab

Q1 What does ID number mean?

A1 Identification number for the person registering the company.
For Omani Citizen, national id number
For Omani Resident, resident card number

Q2 Is it mandatory to register a head office before registering a branch office OR is it mandatory to register a branch office even if the CR details are all the same for both the Head and Branch offices?

A2 Head office needs to be registered before registering the branch. Separate registration is required for the head office and branch.

Q3 Can I use the same ID number for registering multiple companies or Head office and Branch Office?

A3 Yes, same ID number can be used to register multiple companies, head and branch office as long as the person registering the company is authorized signatory in Ministry of Commerce and Industry.

Q4 Despite entering the correct Captcha number, the system throws an error. What should I do?

A4 Please refresh the captcha by clicking the “Change Captcha” button and try again. If the problem persists, please call for support on 99836440, 93530811, 91402881 or 91407748.

Alternatively, you may visit the registration counters at Customs Headquarters (Seeb), Port Sultan Qaboos Customs Office and Sohar Port Customs Office for support until the 10th June 2015.

Q5 After I enter the CR number and move to the next field, the screen is frozen for a while with a message to wait. What should I do?

A5 System is processing your request. Hence, please wait until the system process is completed and message goes off. If the problem persists, please call for support on 99836440, 93530811, 91402881 or 91407748.



Alternatively, you may visit the registration counters at Customs Headquarters (Seeb), Port Sultan Qaboos Customs Office and Sohar Port Customs Office for support until the 10th June 2015.

Q6 What do the different Legal Status values mean?

A6 This represents the legal status of your company in Ministry of Commerce and Industry. You will find it in the MOCI registration document.

Q7 Is there an easier way to select the date from the calendars or can the date be entered directly without going through the calendar?

A7 Calendar is provided to ensure the correct date format and the easy selection of dates. Users can directly input the dates without using calendar in the format mentioned.

Q8 For the Chamber of Commerce and Industry certificate date, which date is to be entered? Issue or Expiry date?

A8 Please provide the expiry date of the certificate

Q9 My Company has multiple activities. Can I select them all at once?

A9 All activities of the company as per your CR registration can be selected at once.

Q10 Should the English Company name and Arabic Company name be the same as registered in Ministry of Commerce and Industry?

A10 Yes, they should be the same as in Ministry of Commerce and Industry registration

Q11 How do you know that I am entering the correct company details? Are you validating with Ministry of Commerce and/or the Chamber of Commerce and Industry?

A11 System will validate the company registration details with Ministry of Commerce and Chamber of Commerce. Hence it is mandatory to enter the valid company registration information.

Q12 How do I enter Arabic characters in the Company Name field if I don't have an Arabic support in my Computer?

A12 You may use online translation tools like Google translation service which offers online Arabic keyboard. Type the text and copy and paste it in the Arabic Company Name field.

Q13 Can the Contact Phone be a Mobile number, as our company doesn't have a land line?

A13 Yes it can be Mobile number that can be reachable for further verifications and notifications during your transactions.

Q14 Should the contact email id be an official email id or can I enter my personal id?

A14 You may use a personal email id; however an official email id is always preferred for communications from Oman Customs.



Q15 My Company has more than 20 users who deal with Customs. How do I increase the Max number of normal users from 20?

A15 Please call for support on 99836440, 93530811, 91402881 or 91407748 for increasing the number of users in your company.

Alternatively, you may visit the registration counters at Customs Headquarters (Seeb), Port Sultan Qaboos Customs Office and Sohar Port Customs Office for support until the 10th June 2015

Q16 If I don't enter details for non-mandatory fields, will I still receive all communications properly?

A16 System is designed to validate the input of mandatory information required for future communications. Hence you will receive the communications even if you don't enter the non-mandatory fields.

Q17 If I do not complete the registration process, can I continue later or do I have to restart from the beginning?

A17 You can continue later provided you have saved the information. System will verify your details when you try to register with same information and auto-fill the information that is already provided in your last attempt.

Q18 Will a user guide for registering a company be online?

A18 Registration user guide is available in Oman Customs Portal (www.customs.gov.om) for download

Q19 What should I do if I am unable to complete the registration process successfully? Can I get help from Customs?

A19 Please call for support on 99836440, 93530811, 91402881 or 91407748.

Alternatively, you may visit the registration counters at Customs Headquarters (Seeb), Port Sultan Qaboos Customs Office and Sohar Port Customs Office for support until the 10th June 2015

Q20 Can I register or use the Bayan system from a mobile or a Tablet? If so, what are the pre-requisites?

A20 Mobile and Tablet support is not provided at the moment. However, you may use the application on a Tablet if it supports the common browsers like Google Chrome and Mozilla Firefox.

Q21 The system generates a Customs Code after approval. Can I use this code for all activities that I have registered or will I get separate code for each activity?

A21 The Bayan system will generate only one code which can be used for all activities. Should you register additional activity in the future, the same code will be active for those also.



Q22 [How do I add or amend Company information?](#)

A21 The Bayan system allows the Company Administrator to add additional information, including Activities, Contact Persons and change any detail. Note: If the communication detail is changed Bayan System will stop sending notifications to the previous communication detail.

Contact Person Tab

Q1 [Who can be the contact person for a company?](#)

A1 Any company employee can be a contact person. However, company registration can only be done by one of the authorized signatories of the company.

Q2 [Who should be the contact person for a company?](#)

A2 Oman Customs recommends one of the authorized signatories to be the contact person for the company.

Q3 [How many people can be recorded as contact people for a company?](#)

A3 The system does not have any limitation for the maximum number of contact persons.

Q4 [What ID numbers can I use to register a Contact Person?](#)

A4 A Contact Person can be registered using

- Oman Citizen National ID Number
- Oman Resident Card Number
- Others Passport Number or
- Driving License Number

Q5 [If I am registering multiple companies against my ID, will I get a different Login ID for each company?](#)

A5 No, the same Login ID can be used for all companies a single user is registered against.

Q6 [If I am registered against multiple companies, how do I choose the company I am going to access?](#)

A6 During the login process you will be prompted to select the company you want to log into.

Q7 [Can a foreign national be the contact person for an Oman registered company?](#)

A7 Yes, it's possible.

Q8 [Can a foreign national be the contact person for a Customs broker company?](#)

A8 Yes.

Q9 [Why are both an English name and an Arabic name required?](#)

A9 Documentation requirements from Oman Customs require both English and Arabic company name. Hence it's mandatory to enter the company name in both English and Arabic.



Q10 What are the allowable designations for the contact person?

A10 System doesn't mandate any designations for the contact person.

Q11 Does the contact person email address have to be the same as the email contact address for the company?

A11 System does not mandate use of the same email address for the contact person and the company contact address.

Q12 The system accepted my registration as a contact person, but gave me the message "Contact Person Details saved successfully with ID Number "Not Generated"". What does this mean? And how will I get my ID number?

A12 Documents for any contact persons other than an Omani National or resident need to be verified before giving access to the system. Hence system will hold the generation of the Login ID until approval of the company, by a Customs officer.

Q13 I made a mistake entering the contact details, can I change them?

A13 Yes, you can change details as long as you have not submitted the registration.

Q14 The wrong person has been entered as the contact, can we change to another person?

A14 Yes, you can change details as long as you have not submitted the registration.

Q15 What do we do when the contact person leaves the company?

A15 Your company administrator can update the company profile in the Bayan system to reflect the new contact person. In addition, the old contact person should be removed from the system by inactivating his user account.

Q16 What should the Company do if the Authorized Signatory is not available for registering with Bayan System?

A16 Oman Customs will facilitate, for a certain period, the registration process for Companies. The Authorized person could nominate a company employee to act on his behalf with an Authorization letter in the Company letter head which, along with all documents (see below), can be produced at Customs Offices at Head Quarters, Sultan Qaboos Port and Sohar Port for registering the Company.

Documents Tab

Q1 What are the documents that have to be attached to the company registration?

A1 The following documents are mandatory and must be attached to the company registration request

- Commercial Registration document from the Ministry of Commerce and Industry
- Oman Chamber of Commerce and Industry Registration
- Copy of ID cards for the contact persons



Q2 Do I have to provide all pages of the Company Registration form?

A2 No, you only have to provide the pages reflecting the certificate, company information, and activities and authorized signatory, as this is required for verification purposes.

Q3 What formats can the documents be uploaded in?

A3 Bayan system accepts the following document formats

- PDF
- JPG
- JPEG
- PNG
- GIF

Q4 What is the maximum size of a document that can be uploaded?

A4 The maximum size allowed for a single document is 2 MB

Q5 What do I do if the required documents cannot be located?

A5 You need to contact the relevant authorities and get the required documents.

Q6 I don't know how to scan a document. What do I do?

A6 Please visit any scanning center near your office. Alternatively, you take your original documents to one of the registration counters located at Customs Headquarters (Seeb), Port Sultan Qaboos Customs Office and Sohar Port Customs Office.

Q7 I don't have access to a scanner to create the file in an acceptable format. What do I do?

A7 Please visit any scanning center near your office. Alternatively, you take your original documents to one of the registration counters located at Customs Headquarters (Seeb), Port Sultan Qaboos Customs Office and Sohar Port Customs Office.

Q8 The Document Type List includes "Others". What are the "Other" documents Customs expects me to report?

A8 Other documents include ID card copies of the authorized signatories and contact persons, an authorization letter from the company if the person registering the company is not an authorized signatory.

Support Contact Number

- **+968-24349000**

Support Email Address

- **support@customs.gov.om**