



سُيْرَطْلَةُ عُمَانِ السُّلْطَانِيَّةِ
الإدارة العامة للجمارك

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.

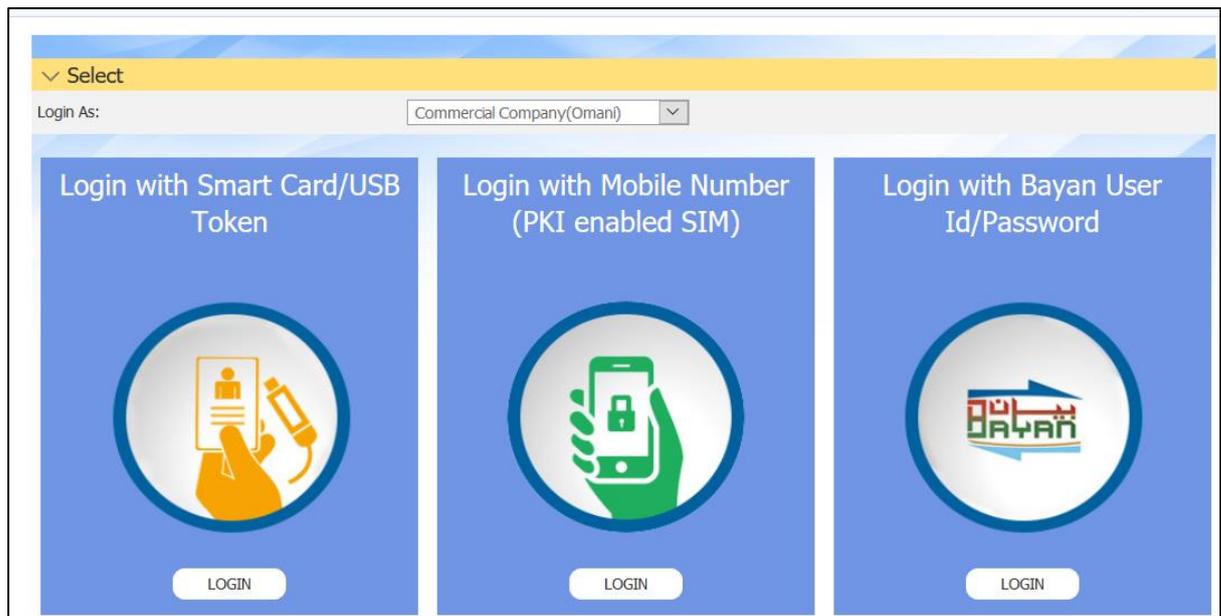
- **For the government as a whole:** increase in government revenue, enhanced compliance with rules, improved efficiency in resource allocation, better trade statistics,
- **For economic operators,** such as traders: faster clearance times, a more transparent and predictable process and less bureaucracy,
- **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:

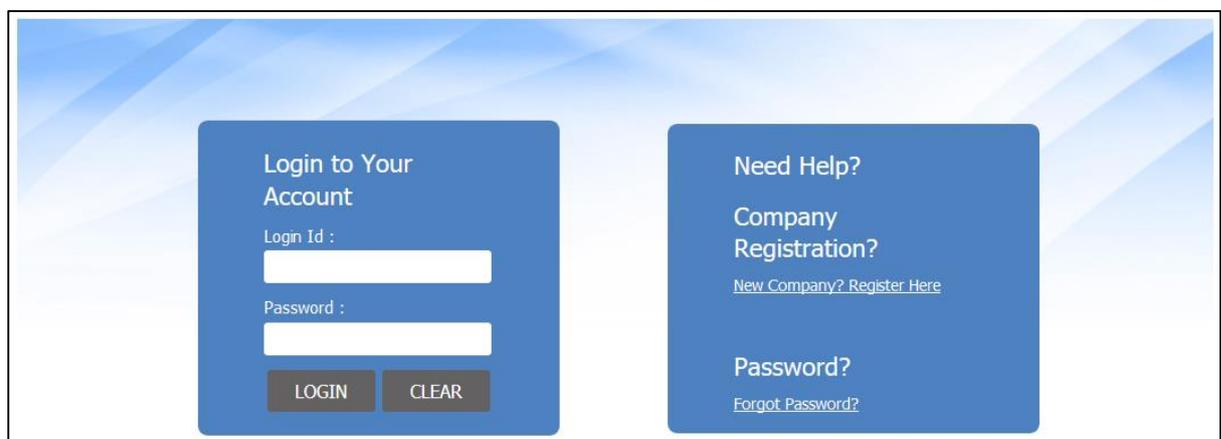
1. Go to **Customs Portal** then proceed to reach this page.



The screenshot shows the login interface of the Customs Portal. At the top, there is a yellow bar with a dropdown menu labeled "Select". Below this, a "Login As:" field is set to "Commercial Company(Omani)". The main area features three blue panels, each with a circular icon and a "LOGIN" button:

- 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 mobile phone with a lock symbol.
- Login with Bayan User Id/Password:** Icon shows the Bayan logo.

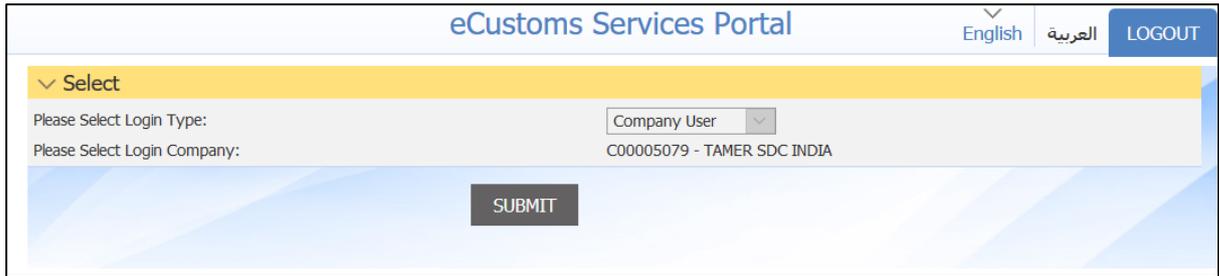
2. Select the mode of log in from the drop down menu options.



The screenshot shows the login form with two main sections:

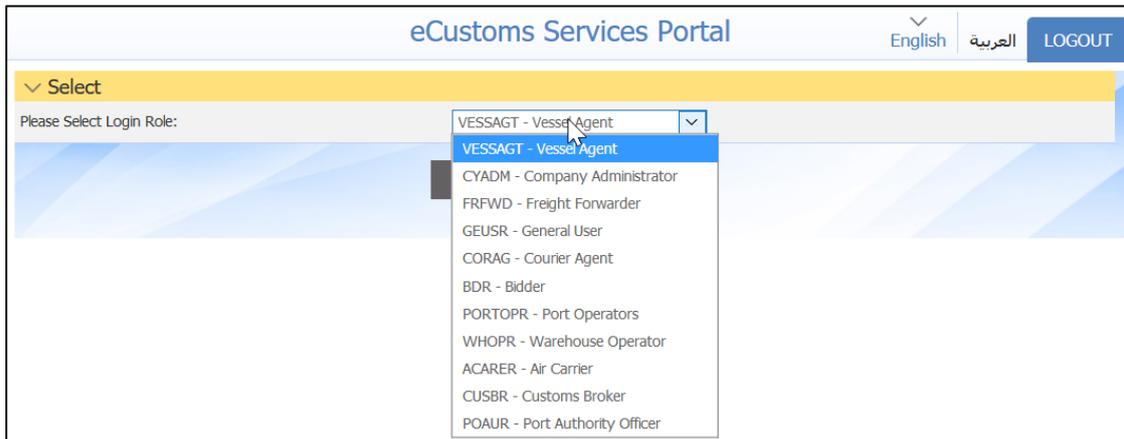
- Login to Your Account:** Contains input fields for "Login Id :" and "Password :", and buttons for "LOGIN" and "CLEAR".
- Need Help? Company Registration?:** Contains a link for "New Company? Register Here" and a link for "Forgot Password?".

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

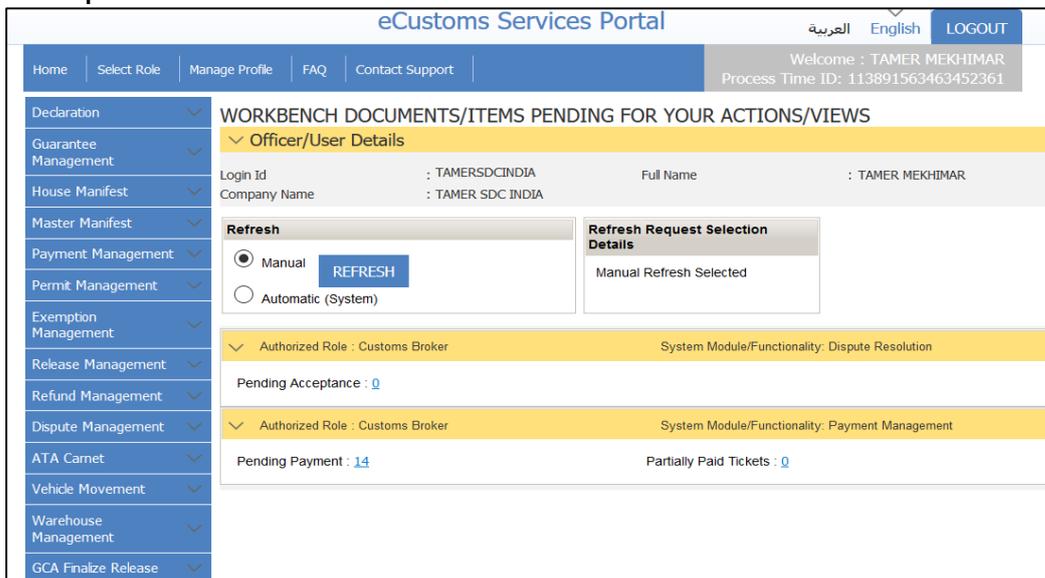


Log in Details

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

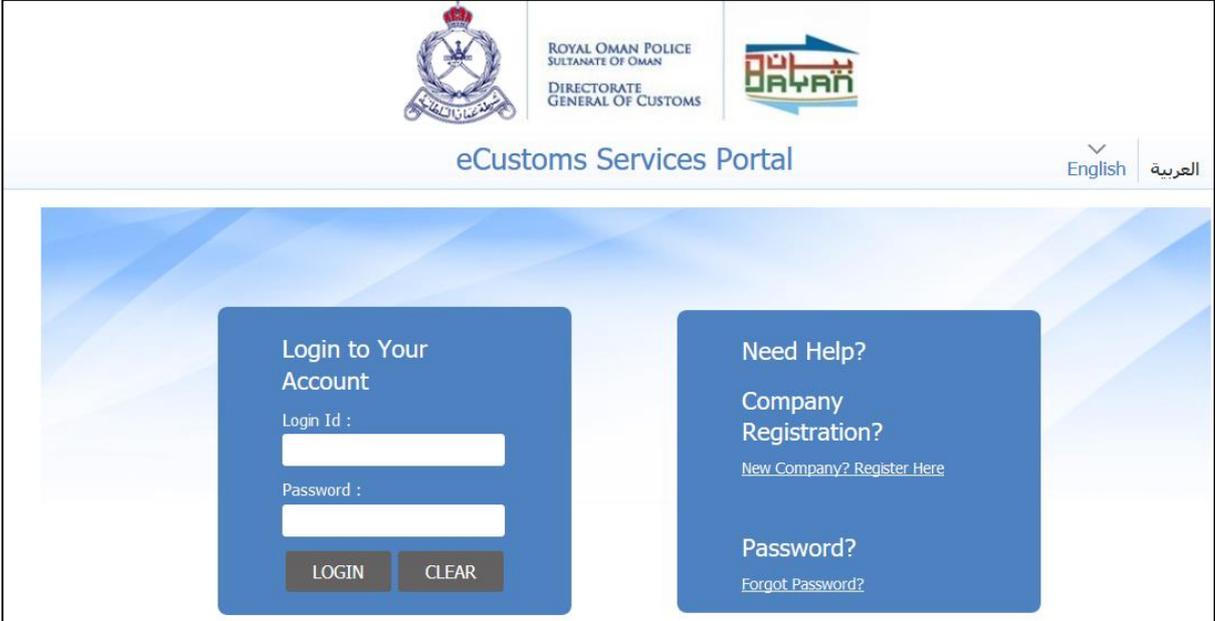


5. Select the role from the drop down menu options then click on **Submit**.



Password

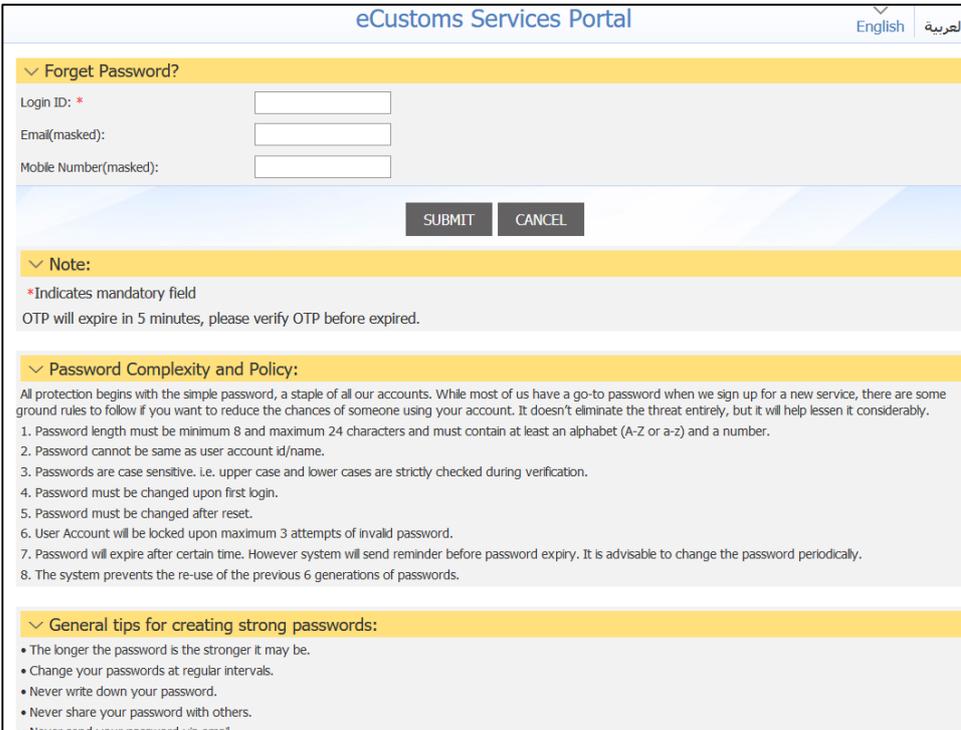
1. Go to this page



The screenshot shows the eCustoms Services Portal. At the top, there are logos for the Royal Oman Police and the Directorate General of Customs, along with the 'Dayan' logo. The page title is 'eCustoms Services Portal' with language options for English and العربية. The main content area features a 'Login to Your Account' box with fields for 'Login Id' and 'Password', and 'LOGIN' and 'CLEAR' buttons. To the right, there is a 'Need Help?' section with links for 'Company Registration?' (including 'New Company? Register Here') and 'Password?' (including 'Forgot Password?').

Log in Page

2. Click on **Forgot Password?**



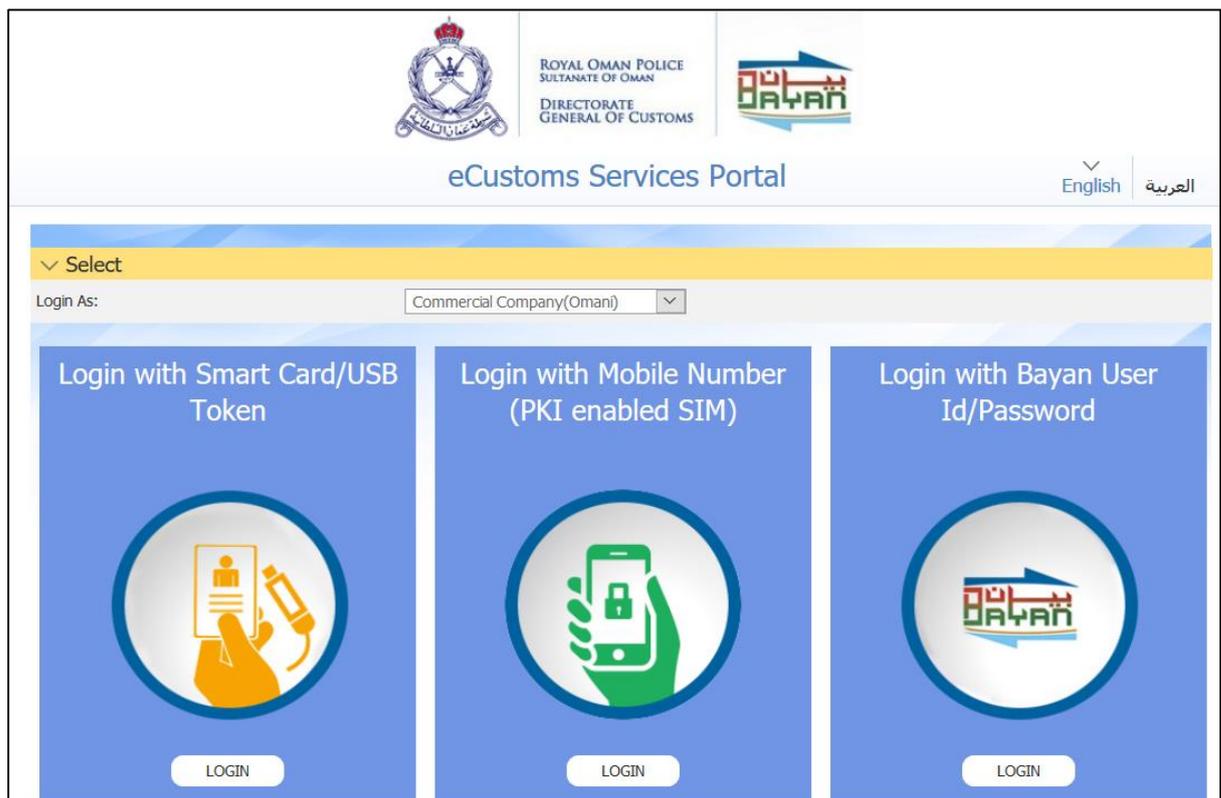
The screenshot shows the 'Forgot Password?' page. It has a yellow header with the title 'Forgot Password?'. Below the header, there are three input fields for 'Login ID: *', 'Email(masked):', and 'Mobile Number(masked):'. There are 'SUBMIT' and 'CANCEL' buttons. A 'Note' section states: '*Indicates mandatory field' and 'OTP will expire in 5 minutes, please verify OTP before expired.' A 'Password Complexity and Policy:' section lists eight rules: 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. A 'General tips for creating strong passwords:' section lists four tips: • 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.

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:

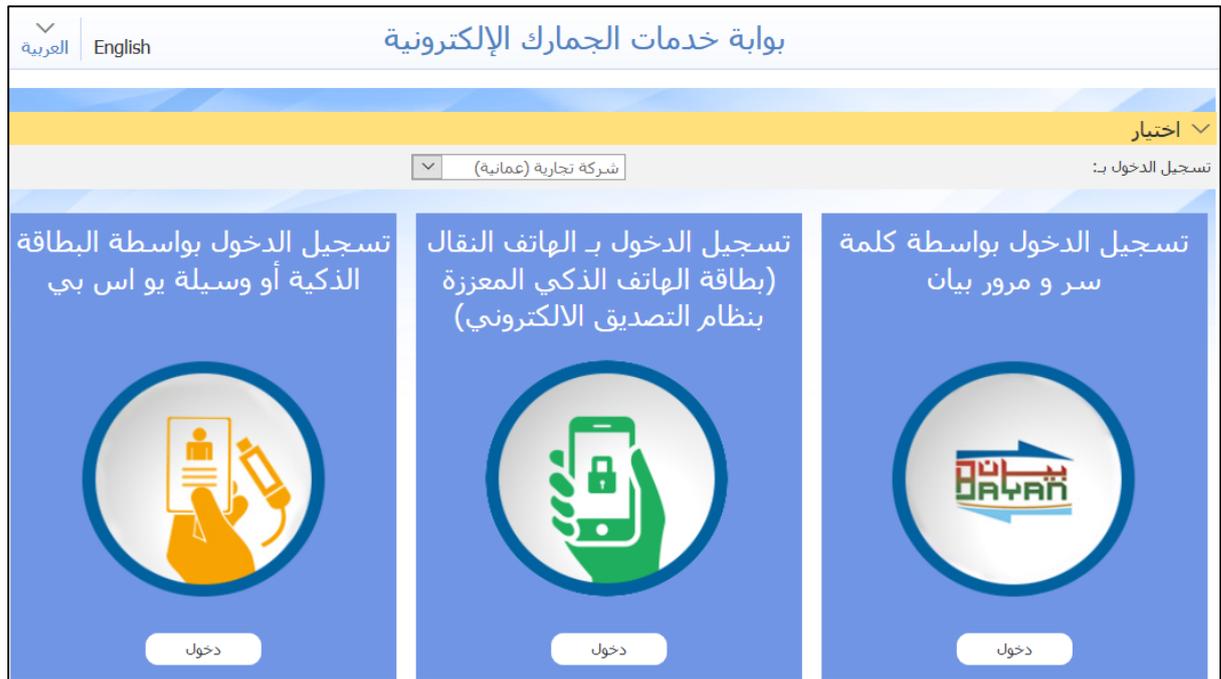
1. Go to the log in page



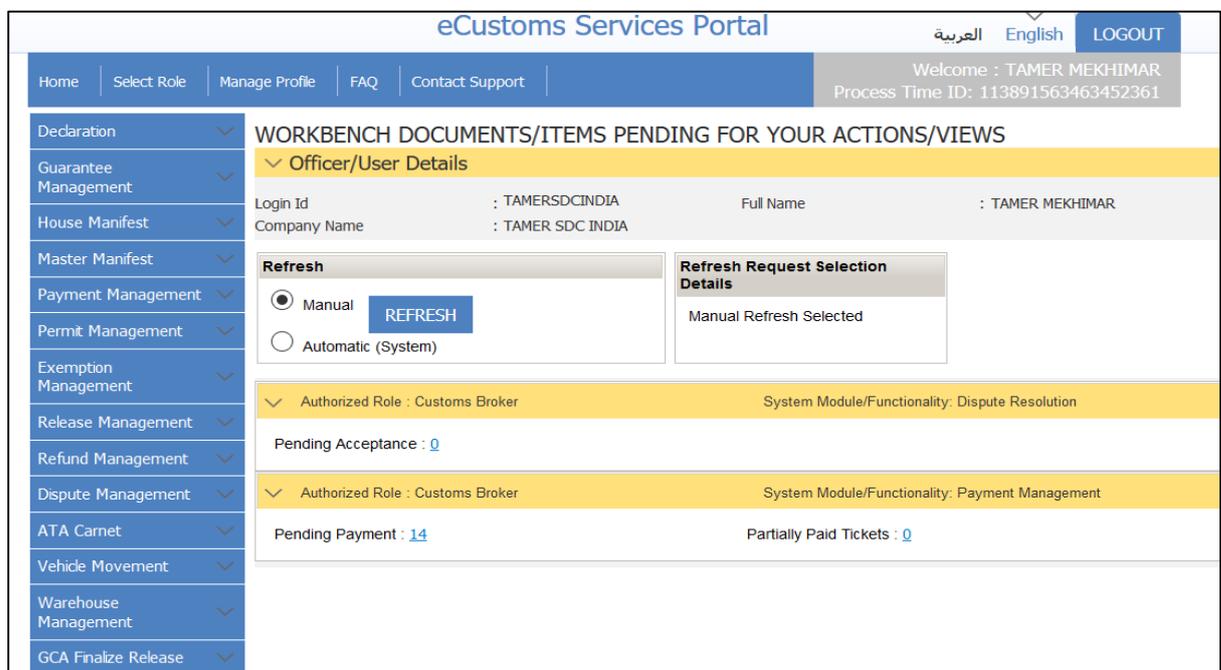
The screenshot displays the login interface of the eCustoms Services Portal. At the top, the Royal Oman Police logo and the Directorate General of Customs are visible, along with the Bayan logo. The page title is "eCustoms Services Portal" and the language is set to "English" (العربية). A dropdown menu labeled "Select" is present. Below it, the "Login As:" field is set to "Commercial Company(Omani)". Three login options are available: "Login with Smart Card/USB Token", "Login with Mobile Number (PKI enabled SIM)", and "Login with Bayan User Id/Password". Each option includes an icon and a "LOGIN" button.

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



Side Menu

@

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

2. Side-menu Links



@

- 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:	<input type="text" value="TAMER MEKHIMAR"/>
Email ID: *	<input type="text"/>
Mobile Number:	<input type="text"/>
Message: *	<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>

∨ Support Details

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

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