

Training Handout

Ta'kad Consumer Application

Preface

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1.0 What is the Ta'kad Application

The Ta'akad app provides consumers and retailers in the Sultanate of Oman with the ability to quickly and easily validate the authenticity of permissible products using the physical or digital marker that has been applied to the relevant excisable products.

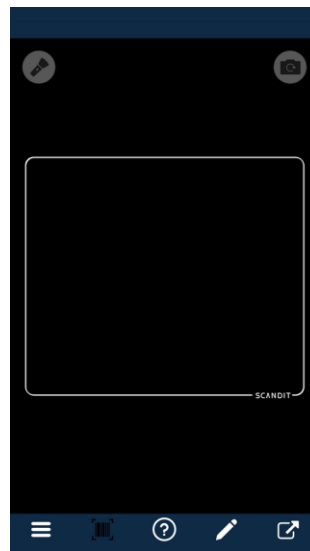
1.1 How to use the Ta'kad Application

1- Open the Ta'kad application (app) by selecting the icon from your phone or app library. This will open with the Logo for the Oman Tax Authority, shown below, whilst the app loads.



Whilst loading the Oman Tax Authority image will show and then directly take you to the option to commence a scan.

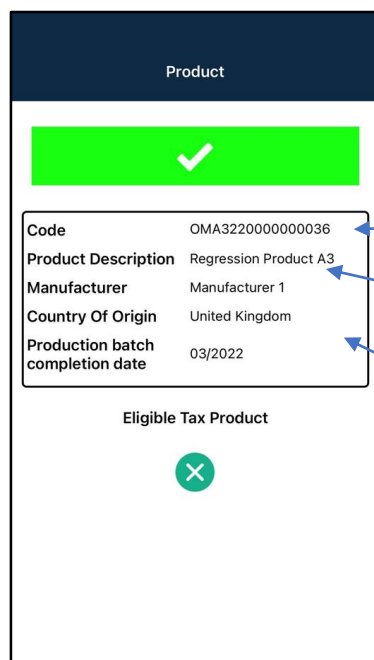
2- If you are using the app for the first time it will initially ask which language you would like to set as default, and request permission to access your camera and location to be used as part of the scan. At any point you can select ? on the lower tool bar to take you to the quick guide on how to scan.



3- Position the QR code of the marker either physical or digital, so that is wholly within the square and the app will automatically scan and start the process to check the validity within the system.



4- Once the check has completed you will be shown either a green tick as shown in the image below or a red cross. The green tick reflects a valid code. You should now check that the details provided such as product description and production batch/date matches the product scanned. If the data matches, then select the green X to leave the scan.



The screenshot shows a mobile application interface for product verification. At the top, a dark blue header contains the word "Product". Below this is a large green rectangle with a white checkmark. Underneath is a table with product details. At the bottom of the table area, it says "Eligible Tax Product" followed by a green circle with a white 'X'.

Code	OMA3220000000036
Product Description	Regression Product A3
Manufacturer	Manufacturer 1
Country Of Origin	United Kingdom
Production batch completion date	03/2022

Eligible Tax Product

This is the alphanumeric code on the item

This is the product the marking was recorded as being affixed to. Check this is the same as your purchase

The remaining information is where and when it was produced

5-If a red cross is returned, then the system does not recognise the code scanned and this could potentially be suspect goods. To complete the process and report an incident select the green tick. This will direct you to the report form, see section 1.3.

Product

X

Code OMT1987653234581


Would you like to report an incident?

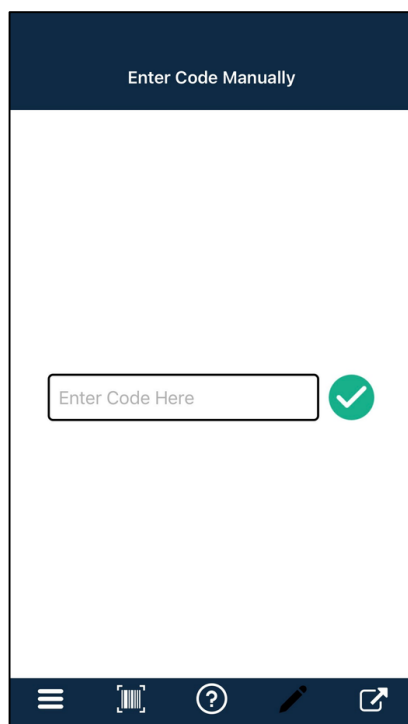
☐ ☒



1.2 Doing a Manual Code Check

If for any reason the QR code will not scan with your camera, you can still check the validity of the product by carrying out a manual entry of the code.

Select the  icon on the lower toolbar and you will be presented with a field to manually enter the alphanumeric code from the marker, then select the green tick to process the request. The returned outcome will mirror those shown within section 1.1, either a green tick or a red cross.

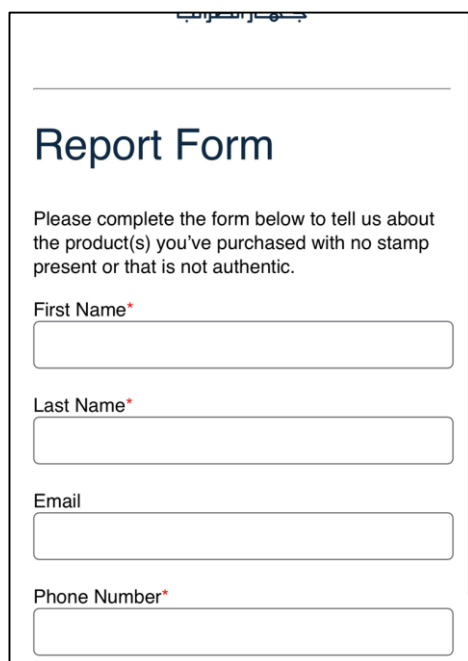


1.3 Submitting a Report Form

When a scan comes back with a red cross you are required to report using the report form. By selecting the Green Tick, you will be directed to the Report Form, shown below.

Another way to get straight to the Report Form is to select the icon from the lower toolbar.

Enter your information in the mandatory fields marked with an * including first name, last name, phone number and store name and any other information that you feel is important as part of this investigation such as product information, or condition of the product.



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Report Form

Please complete the form below to tell us about the product(s) you've purchased with no stamp present or that is not authentic.

First Name*

Last Name*


Email

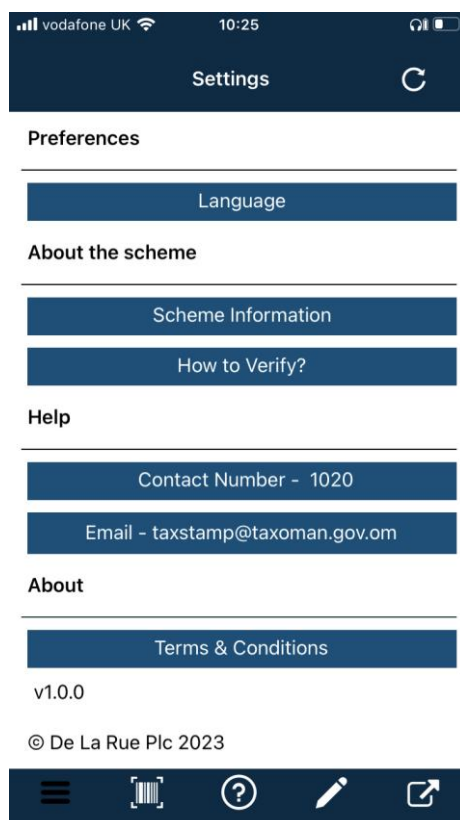
Phone Number*

You can attach an image of the product and location it was purchased by uploading images, found at the bottom of the report form, which is optional, but will help the Oman Tax Authority with their investigation. There is a maximum size for the images provided of 30MB per form.

Once you have completed your details and uploaded any images to be included you must press the green submit button at the bottom of the page. If you do not press submit the details will not be submitted.

1.4 Settings Menu

There is an additional menu that can be accessed by selecting the  icon on the lower toolbar which takes you to the window below, with links to provide information about the tax stamp scheme found on the Oman Tax Authority portal and how to verify using the application



2.0 Contact Information

In the case of questions, comments
or requests for clarification regarding this document, please contact:

- Email:

OTADTSCustomerCare@delarue.com

- Support hours:

Sunday to Thursday 08:00 - 16:00 (Oman Time Zone) excluding public
holidays