



جهاز الضرائب  
TAX AUTHORITY

# Fawtara - Service Provider Registration User Manual

Version v1.0

@omantax 

[www.taxoman.gov.om](http://www.taxoman.gov.om) 



1	Introduction .....	2
2	How to Read This User Manual .....	4
3	Processes / Functionalities .....	5
4	Log In .....	6
5	Submission.....	12
6	Withdrawal.....	31
7	Amendment .....	36
8	Submit Additional Information.....	50

# 1 Introduction

This user manual provides guidance on how organizations apply for and manage the Service Provider Accreditation process through the Fawtara Portal of the Oman Tax Authority. It explains how authorized users access the portal, interact with the system, and complete the required accreditation procedures.

The manual is intended for companies applying to become accredited service providers in Oman, as well as authorized employees responsible for preparing, submitting, and managing applications. It also supports business and technical teams who need to understand portal processes, system responses, and application outcomes.

Service provider accreditation enables organizations to provide compliant e-invoicing services to taxpayers in Oman in accordance with the regulatory, technical, and security requirements defined by the Oman Tax Authority.

The manual covers the complete lifecycle of the application process, including:

- Log In to the Fawtara portal
- Submission of a new application
- Amendment of submitted applications
- Withdrawal of applications
- Submission of additional requested information

By following the procedures described in this manual, users can navigate the Fawtara Portal and perform accreditation-related actions as required by the Oman Tax Authority.

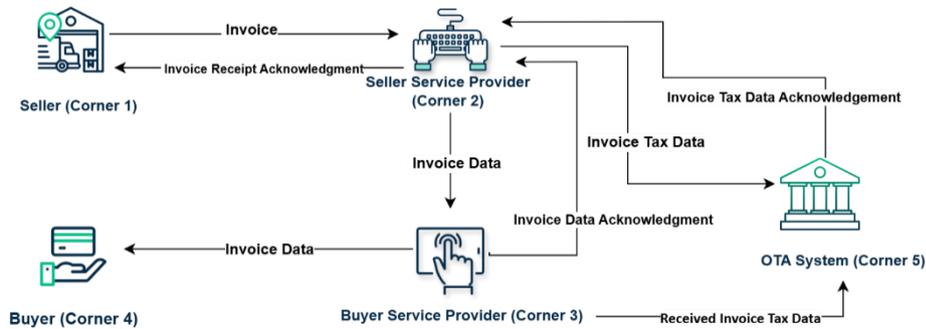
## 1.1 Benefits

Accreditation as a Fawtra-approved Service Provider offers several key advantages, including:

- The ability to provide compliant e-invoicing services to taxpayers in Oman.
- Recognition by the Oman Tax Authority as an Accredited Service Provider.
- Increased trust from taxpayers and other stakeholders who require compliant e-invoicing solutions.
- Clear operational and technical alignment with national e-invoicing regulations, technical specifications and security requirements.

## 1.2 The 5 - Corner Model

The Fawtara e-Invoicing framework follows a Five Corner Model for the exchange of e-invoices:



**Corner 1 – Seller (Taxpayer):** The entity issuing the e-invoice.

**Corner 2 – Seller Service Provider:** The Accredited Service Provider that prepares, validates and sends the invoice on behalf of the seller.

**Corner 3 – Buyer Service Provider:** The Service Provider that receives the validated invoice and delivers it to the buyer.

**Corner 4 – Buyer (Taxpayer):** The entity receiving and processing the e-invoice.

**Corner 5 – Oman Tax Authority (Fawtara platform):** The central platform that validates, monitors and oversees e-invoice exchanges to ensure compliance with tax legislation.

Understanding this model helps Service Providers design their solutions in line with the roles and responsibilities defined in the e-invoicing framework and data exchange specifications.

## 2 How to Read This User Manual

This section explains the expected users for this user manual as well as the pre-requisites that should be taken into account before starting the processes explained in the manual.

### 2.1 Intended Audience

This manual is intended for:

- Companies applying to become Accredited Service Providers in the Sultanate of Oman.
- Authorized employees of applicant companies who are responsible for preparing, submitting, and managing Service Provider applications through the Fawtara Portal.
- Technical and business teams within Service Provider organizations who are required to understand the application process, portal workflows, system responses, and related outcomes.

### 2.2 Pre-requisites

Before using this manual, the reader should ensure that:

- The organization meets the minimum eligibility and accreditation criteria defined by the Oman Tax Authority (please click [here](#) to access Fawtara website for the latest accreditation criteria)
- All necessary supporting documents (commercial registration, financial statements, certificates, technical and security documentation, etc.) are available in electronic format for upload.
- The user has appropriate credentials to access the Fawtara Portal (the existing username and password, mobile number or ID card as applicable that is used to access OTA's TMS Portal will also be applicable to access Fawtara portal).
- The user has familiarity with e-invoicing concepts and the Five Corner Model as well as the role of Service Providers as Corners 2 and 3.

### 3 Processes / Functionalities

Process and functionalities in this user manual are a detailed overview of the core processes and key functionalities of the system. It explains how users can effectively interact with the application to perform essential tasks, complete workflows, and achieve desired outcomes efficiently.

Each process is described in a clear, step-by-step manner to ensure ease of understanding for both new and experienced users. The functionalities outlined in this section highlight the system's main features, operational capabilities, and expected results.

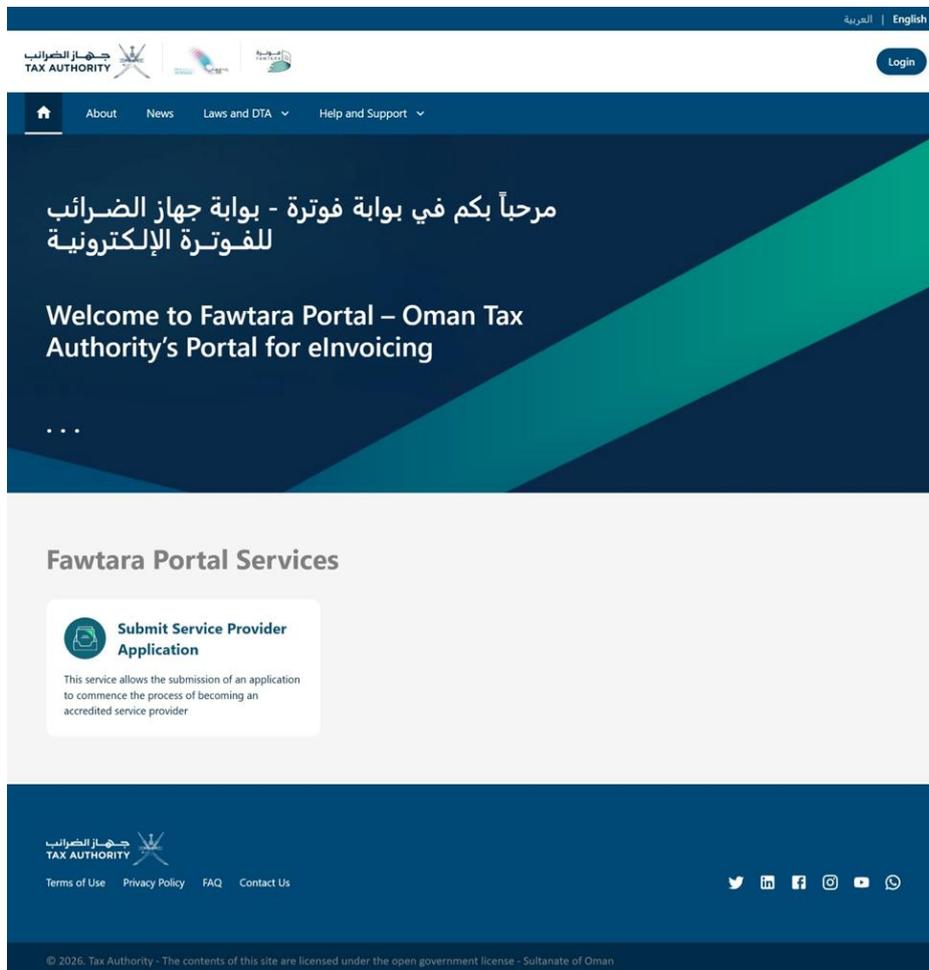
By following the instructions provided, users will be able to navigate the system confidently, utilize its tools effectively, and maximize overall productivity.

## 4 Log In

Users can access the Fawtara portal by using their existing TMS credentials. However only users with an existing and active TIN associated with a Commercial Registration Number will have access to the Service Provider related functionalities.

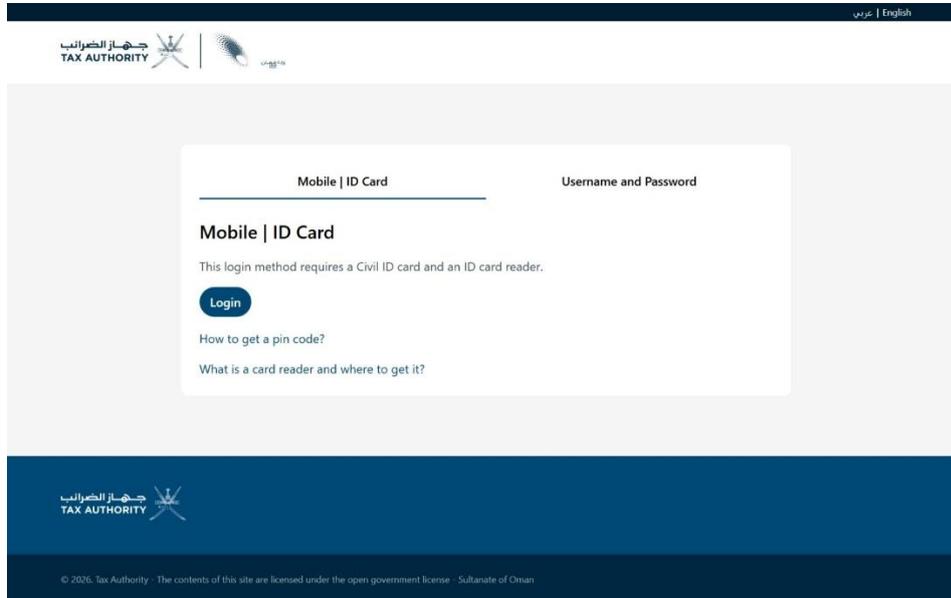


### 4.1 Access Fawtara Portal and Log In



1. The screen displays the Fawtara Portal homepage of the Oman Tax Authority.
2. Select Submit Service Provider Application.
3. The system redirects the user to the authentication page.
4. There are two access options, either to use THEQA authentication or to access by username and password issued by Tax Authority.

## 4.2 Log In using THEQA



1. The user is on the Fawtara Portal login page with the Mobile/ID tab selected.
2. The page explains that this login method requires a Civil card and ID card reader.
3. The user selects Log In to continue.

## 4.3 THEQA Authentication

1. After log In the page will direct to the system displaying the THEQA Authentication web page.
2. Authentication is performed using Civil ID credentials and Mobile ID.

Please download THEQA Application User Guide using the link below for more guidance and information.

<https://mtcit.gov.om/web/content/mtcit.content/1259/attachment?download=True>

## 4.4 Log In Using TMS Credentials (Username and Password)

English | عربي

جهاز الضرائب  
TAX AUTHORITY

Mobile | ID Card
Username and Password

### Username and Password

To use this login method you need username and password issued by Tax Authority.

Username

Password  
 

[Forgot password](#)

**Login**

جهاز الضرائب  
TAX AUTHORITY

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1. The user selects the Username and Password tab.
2. The page explains that a username and password issued by the Tax Authority are required.
3. The user enters the correct Username and Password. (Note: If needed, **click** the eye icon inside the Password field to show or hide the characters you entered and confirm it is correct)
4. The user selects **“Log In”**.
5. The system validates the credentials and logs the user in (Note: If you do not remember your password, select **“Forgot password”** and follow the recovery instructions before continuing)



#### 4.4.1 Log In Using TMS Credentials (Invalid Username or Password)

عربي | English

جهاز الضرائب  
TAX AUTHORITY

Mobile | ID Card
Username and Password

**Data Validation Errors!**  
Invalid username or password.

**Username and Password**

To use this login method you need username and password issued by Tax Authority.

Username

Password

[Forgot password](#)

[Login](#)

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TAX AUTHORITY

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1. After logging in, the system verifies credentials
2. If the user enters incorrect username or password the page will display the relevant error message such as:

*“Data Validation Errors! Invalid username and password”*

4. The user cannot proceed further and if the user is still certain the username and password is correct, it will be advised to contact OTA support and submit the relevant details.



#### 4.4.2 Successful Username and Password Log In

English

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فوترة FAWTARA

Mobile ID Card **Username and Password**

### Username and Password

To use this login method you need username and password issued by Tax Authority.

Username  
ahmedmohammed

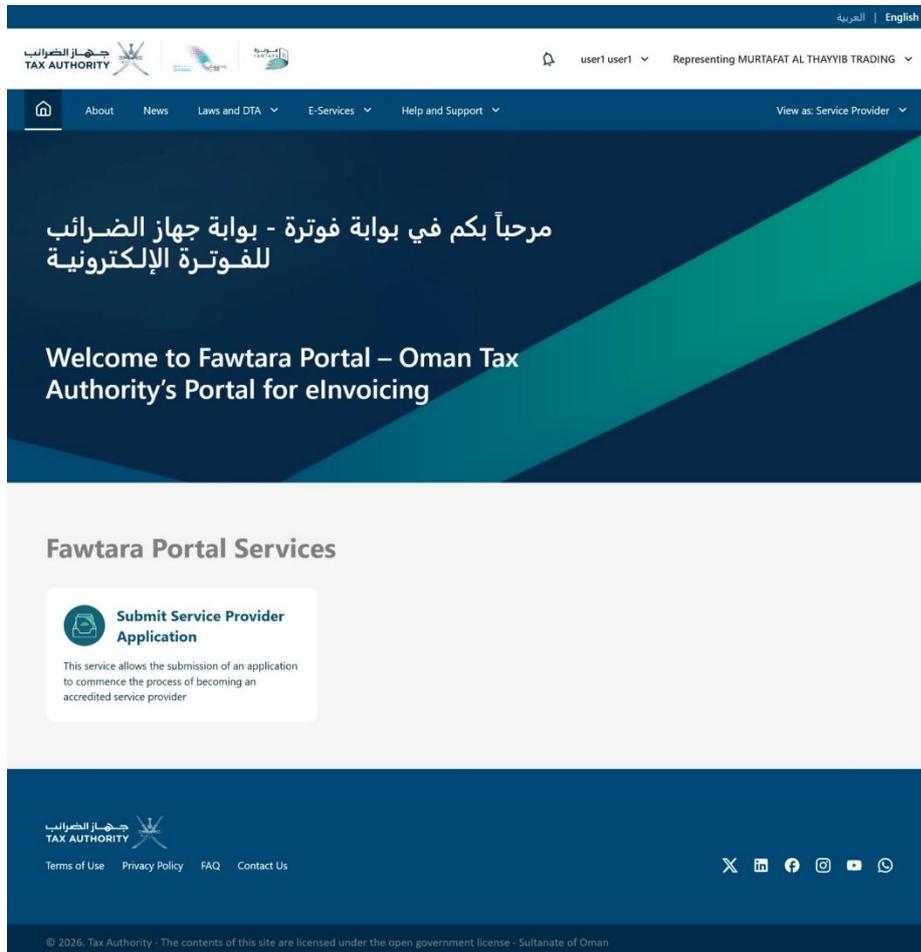
Password  
\*\*\*\*\*

Forgot password

Log In

1. The user enters the correct Username and Password.
2. The user selects “**Log In**”.
3. The system validates the credentials and logs the user in without displaying any error banner.

## 4.5 Post Log In Homepage



The screenshot shows the Fawtara Portal homepage. At the top, there is a navigation bar with the language selector set to 'English'. Below the navigation bar, the user is logged in as 'user1 user1' and is representing 'MURTAFAFAT AL THAYYIB TRADING'. The main content area features a large banner with the text: 'مرحباً بكم في بوابة فوترة - بوابة جهاز الضرائب للإلكترونية' and 'Welcome to Fawtara Portal – Oman Tax Authority's Portal for eInvoicing'. Below the banner, there is a section titled 'Fawtara Portal Services' with a card for 'Submit Service Provider Application'. The card includes a description: 'This service allows the submission of an application to commence the process of becoming an accredited service provider'. At the bottom of the page, there is a footer with the Oman Tax Authority logo, links for 'Terms of Use', 'Privacy Policy', 'FAQ', and 'Contact Us', and social media icons for X, LinkedIn, Facebook, Instagram, YouTube, and WhatsApp. A copyright notice at the very bottom reads: '© 2026. Tax Authority - The contents of this site are licensed under the open government license - Sultanate of Oman'.

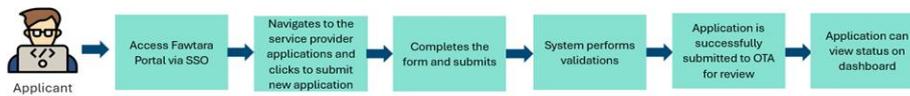
1. After successful log In the user will be directed to the post log In homepage.



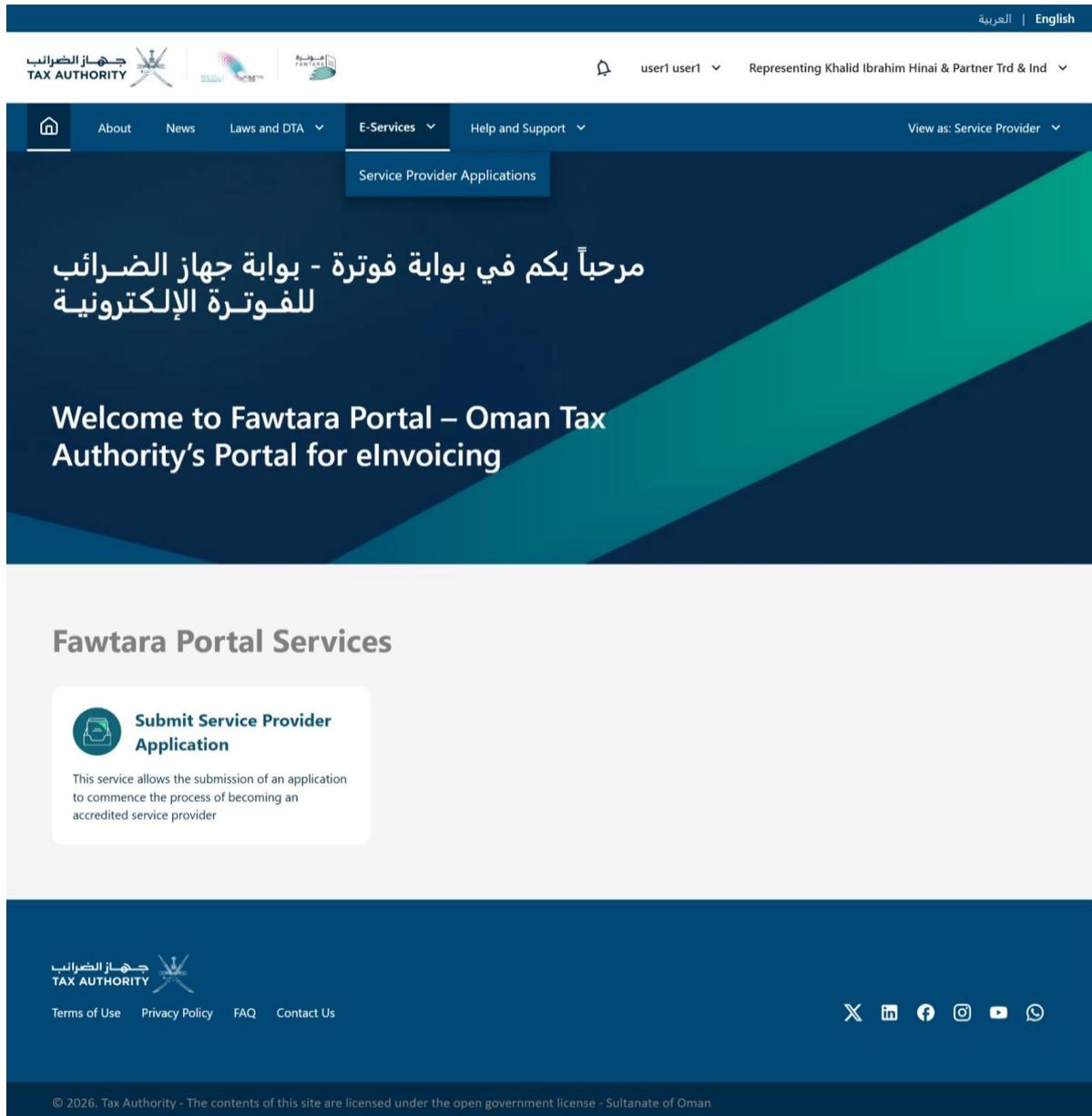
## 5 Submission

Enables an interested applicant to complete and submit the formal application to initiate the accreditation process with OTA. The application requires OTA approval before the service provider can proceed to the next step.

### 5.1 Process Diagram - Submit Service Provider Application



## 5.2 Submit Service Provider Application



The screenshot shows the Fawtara Portal interface. At the top, there are navigation links for 'العربية' and 'English'. Below that, the user is logged in as 'user1 user1' and is representing 'Khalid Ibrahim Hinai & Partner Trd & Ind'. The main navigation bar includes 'About', 'News', 'Laws and DTA', 'E-Services', and 'Help and Support'. The 'E-Services' menu is expanded, showing 'Service Provider Applications'. The main content area features a large banner with the text: 'مرحباً بكم في بوابة فوترة - بوابة جهاز الضرائب للإلكترونية' and 'Welcome to Fawtara Portal – Oman Tax Authority's Portal for eInvoicing'. Below the banner, there is a section titled 'Fawtara Portal Services' with a card for 'Submit Service Provider Application'. This card includes a description: 'This service allows the submission of an application to commence the process of becoming an accredited service provider'. The footer contains the Tax Authority logo, links for 'Terms of Use', 'Privacy Policy', 'FAQ', and 'Contact Us', social media icons, and a copyright notice: '© 2026, Tax Authority - The contents of this site are licensed under the open government license - Sultanate of Oman'.

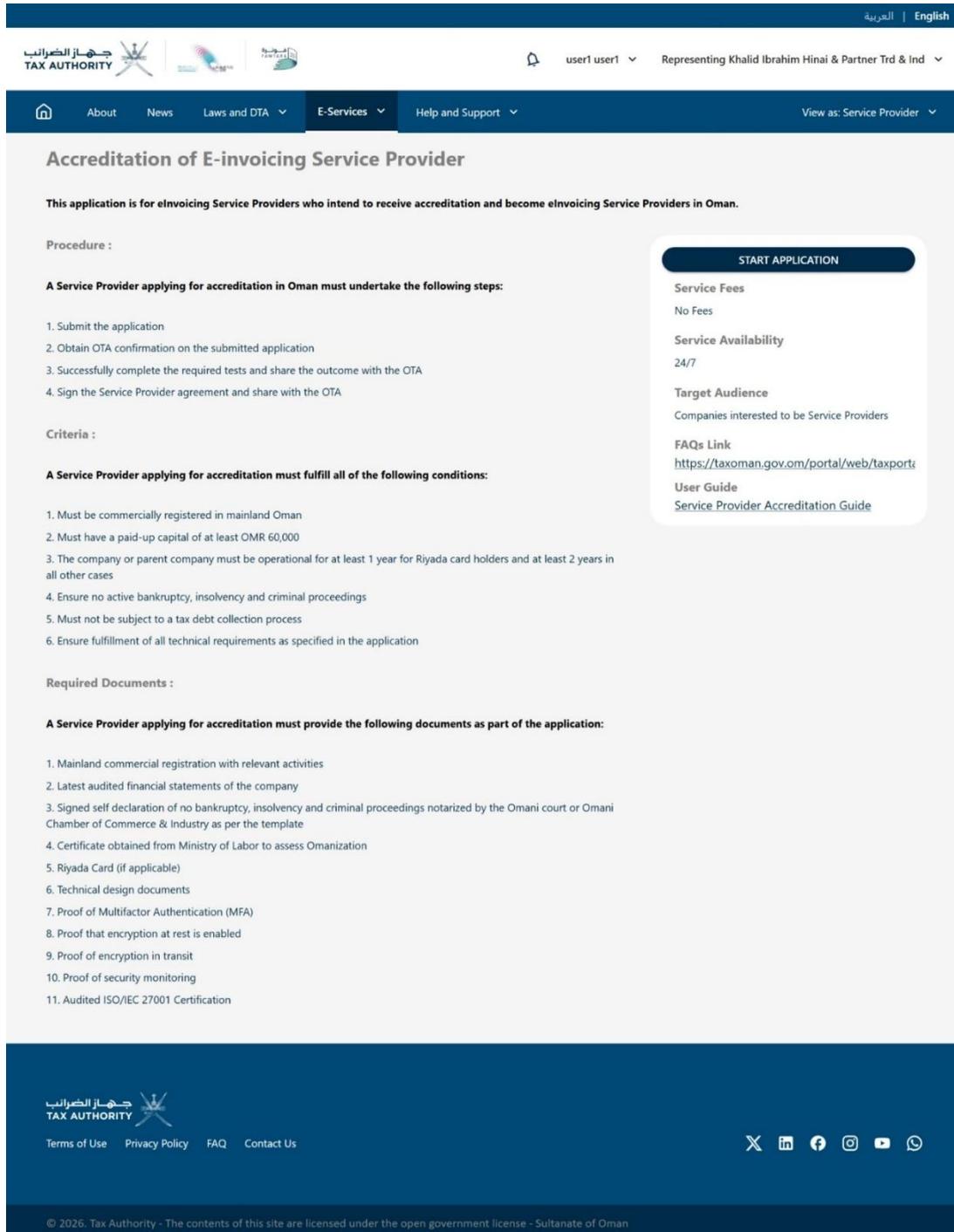
1. On the homepage, click on the “E-services” menu in the top navigation bar.
2. When the dropdown appears, click “Service Provider Applications” from the list of available e-services.
3. The system will redirect you from the homepage to the Service Provider Applications page to manage and create applications.

## 5.3 Open Service Provider Applications

The screenshot shows the 'Service Provider Applications' page on the Tax Authority website. The page includes a search bar with the text 'Search by keyword', a 'Filter' button, and a 'Submit New Application' button. Below these elements is a table with the following columns: Application Number, Application Type, Application Date (with an upward arrow), Decision Date, and Application Status. The table content is empty, displaying 'No applications found'. At the bottom of the table area, it says 'Showing 0 - 0 of 0' and 'Rows per page: 10'. The footer contains the Tax Authority logo, links for Terms of Use, Privacy Policy, FAQ, and Contact Us, and social media icons for X, LinkedIn, Facebook, Instagram, YouTube, and WhatsApp. A copyright notice at the bottom reads: '© 2025, Tax Authority - The contents of this site are licensed under the open government license - Sultanate of Oman'.

1. On the “Service Provider Applications” page, you can view the table showing existing records with columns such as Application Number, Application Type, Application Date, Decision Date, and Application Status.
2. To start a new application, click the “**Submit New Application**” button located on the right side above the table.

## 5.4 Review Accreditation Information



العربية | English

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user1 user1 Representing Khalid Ibrahim Hinai & Partner Trd & Ind

About News Laws and DTA E-Services Help and Support View as: Service Provider

### Accreditation of E-invoicing Service Provider

This application is for invoicing Service Providers who intend to receive accreditation and become invoicing Service Providers in Oman.

Procedure :

**A Service Provider applying for accreditation in Oman must undertake the following steps:**

1. Submit the application
2. Obtain OTA confirmation on the submitted application
3. Successfully complete the required tests and share the outcome with the OTA
4. Sign the Service Provider agreement and share with the OTA

Criteria :

**A Service Provider applying for accreditation must fulfill all of the following conditions:**

1. Must be commercially registered in mainland Oman
2. Must have a paid-up capital of at least OMR 60,000
3. The company or parent company must be operational for at least 1 year for Riyada card holders and at least 2 years in all other cases
4. Ensure no active bankruptcy, insolvency and criminal proceedings
5. Must not be subject to a tax debt collection process
6. Ensure fulfillment of all technical requirements as specified in the application

Required Documents :

**A Service Provider applying for accreditation must provide the following documents as part of the application:**

1. Mainland commercial registration with relevant activities
2. Latest audited financial statements of the company
3. Signed self declaration of no bankruptcy, insolvency and criminal proceedings notarized by the Omani court or Omani Chamber of Commerce & Industry as per the template
4. Certificate obtained from Ministry of Labor to assess Omanization
5. Riyada Card (if applicable)
6. Technical design documents
7. Proof of Multifactor Authentication (MFA)
8. Proof that encryption at rest is enabled
9. Proof of encryption in transit
10. Proof of security monitoring
11. Audited ISO/IEC 27001 Certification

**START APPLICATION**

Service Fees  
No Fees

Service Availability  
24/7

Target Audience  
Companies interested to be Service Providers

FAQs Link  
<https://taxoman.gov.om/portal/web/taxportals>

User Guide  
[Service Provider Accreditation Guide](#)

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Terms of Use Privacy Policy FAQ Contact Us

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1. After clicking “**Submit New Application**” button the “Accreditation of E-Invoicing Service Provider” information page is displayed.
2. Read through the Procedure, Criteria, and Required Documents sections carefully so you understand what is expected from a service provider applicant.
3. When you are ready to begin filling out the official application form, click the “**Start Application**” button on the right side of the screen.



## 5.5 Company Information

العمانية | English

Home > E-Services > Service Provider Applications > Submit New Application
Exit

### Company Information

This section intends to obtain information on the applicant to ensure the criteria to be eligible to apply to become a service provider is met.

<p><b>Company Name *</b></p> <input type="text" value="Khalid Ibrahim Hinal &amp; Partner Trd &amp; Ind"/>	<p><b>Commercial Registration No. *</b></p> <input type="text" value="8084327"/>
<p><b>Company Address *</b></p> <input type="text" value="P.O. Box 2692, Postal Code 112 Al Buraymi, Sultanate of Oman"/>	<p><b>VAT Identification Number *</b></p> <input type="text" value="OM1100241868"/>
<p><b>Company Website (if available) ⓘ</b></p> <input type="text"/>	<p><b>Is the company registered in a Special Zone in Oman? * ⓘ</b></p> <p><input type="radio"/> Yes <input type="radio"/> No</p>
<p><b>Upload Commercial Registration * ⓘ</b></p> <input type="text" value="Choose file"/>	<p><b>Expiry Date of the Commercial Registration * ⓘ</b></p> <input type="text" value="mm/dd/yyyy"/>
<p><b>Relevant Activities * ⓘ</b></p> <p><b>Activity 1 *</b></p> <input type="text" value="Activity 1 *"/>	<p><b>Activity 2 *</b></p> <input type="text" value="Activity 2 *"/>
<p><a href="#">+ Add more activity</a></p>	
<p><b>Paid up capital (OMR) * ⓘ</b></p> <input type="text"/>	<p><b>Upload the latest audited financial statements * ⓘ</b></p> <input type="text" value="Choose file"/>
<p><b>Is the company a Riyada card holder? * ⓘ</b></p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	<p><b>Number of years of operations of the company in Oman * ⓘ</b></p> <input type="text" value="Select years"/>
<p><b>Number of years of operations of the parent company ⓘ</b></p> <input type="text" value="Select years"/>	<p><b>Upload Commercial Registration of parent company ⓘ</b></p> <input type="text" value="Choose file"/>
<p><b>Upload proof of parent company operations ⓘ</b></p> <input type="text" value="Choose file"/>	<p><b>Upload ISO22301 Business Continuity certificate ⓘ</b></p> <input type="text" value="Choose file"/>
<p><b>Is the company subject to a tax debt collection process? * ⓘ</b></p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	<p><b>Upload the latest Omanization certificate issued by the Ministry of Labour * ⓘ</b></p> <input type="text" value="Choose file"/>
<p><b>Is the company an OpenPeppol member at the time of submitting this application? * ⓘ</b></p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	
<p><b>Is the company applying to be a service provider to yourself or to provide services to others? * ⓘ</b></p> <p><input type="checkbox"/> Myself <input type="checkbox"/> Others</p>	

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1. The system opens the “Submit New Application” form and lands on the “Company Information” step in the progress bar at the top.
2. In the “Company information” section, enter details such as Company Name, Commercial Registration No., Business Address, VAT Identification Number, Company Website (if available), and whether the company is registered in a Special Zone in Oman.
3. Continue filling all visible fields including Commercial Registration upload and expiry date, e-invoicing-related activities, paid-up capital, Riyadh card holder status, number of years of operations, parent company information, relevant certificates, and whether the company applies to provide services to itself or others.



## 5.5.1 Review and Confirm Company Information

[العربية](#) | [English](#)

[Home](#) > [E-Services](#) > [Service Provider Applications](#) > [Submit New Application](#)
Exit

### Submit New Application

#### Company Information

This section intends to obtain information on the applicant to ensure the criteria to be eligible to apply to become a service provider is met.

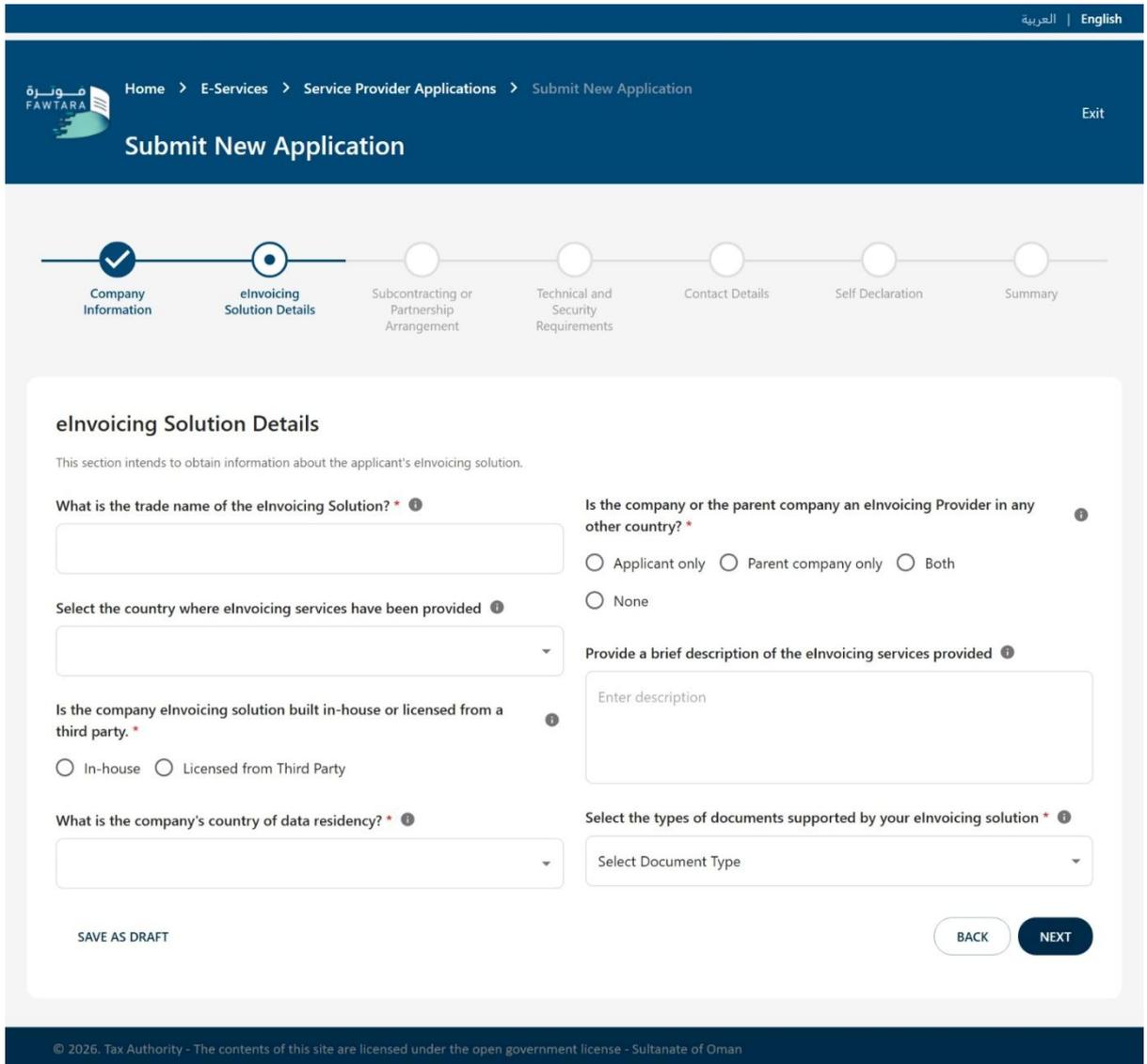
<p><b>Company Name *</b></p> <input type="text" value="Khalid Ibrahim Hinai &amp; Partner Trd &amp; Ind"/>	<p><b>Commercial Registration No. *</b></p> <input type="text" value="8084327"/>
<p><b>Company Address *</b></p> <input type="text" value="P.O. Box 2692, Postal Code 112 Al Buraymi, Sultanate of Oman"/>	<p><b>VAT Identification Number *</b></p> <input type="text" value="OM1100241868"/>
<p><b>Company Website (if available) ⓘ</b></p> <input type="text"/>	<p><b>Is the company registered in a Special Zone in Oman? * ⓘ</b></p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>
<p><b>Upload Commercial Registration * ⓘ</b></p> <input type="text" value="Info.pdf"/>	<p><b>Expiry Date of the Commercial Registration * ⓘ</b></p> <input type="text" value="07/17/2027"/>
<p><b>Relevant Activities * ⓘ</b></p> <p><b>Activity 1 *</b></p> <input type="text" value="103001 - System Analysis"/>	<p><b>Activity 2 *</b></p> <input type="text" value="103002 - System Analysis"/>
<p><b>+ Add more activity</b></p>	<p><b>Upload the latest audited financial statements * ⓘ</b></p> <input type="text" value="Info.pdf"/>
<p><b>Paid up capital (OMR) * ⓘ</b></p> <input type="text" value="3000000"/>	<p><b>Upload Riyada card * ⓘ</b></p> <input type="text" value="Info.pdf"/>
<p><b>Is the company a Riyada card holder? * ⓘ</b></p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	<p><b>Number of years of operations of the parent company ⓘ</b></p> <p>Select years</p> <input type="text" value="7"/>
<p><b>Number of years of operations of the company in Oman * ⓘ</b></p> <p>Select years</p> <input type="text" value="5"/>	<p><b>Upload proof of parent company operations ⓘ</b></p> <input type="text" value="Choose file"/>
<p><b>Upload Commercial Registration of parent company ⓘ</b></p> <input type="text" value="Choose file"/>	<p><b>Is the company subject to a tax debt collection process? * ⓘ</b></p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>
<p><b>Upload ISO22301 Business Continuity certificate ⓘ</b></p> <input type="text" value="Choose file"/>	<p><b>Is the company an OpenPeppol member at the time of submitting this application? * ⓘ</b></p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>
<p><b>Upload the latest Omanization certificate issued by the Ministry of Labour *</b></p> <input type="text" value="Info.pdf"/>	<p><b>Is the company applying to be a service provider to yourself or to provide services to others? * ⓘ</b></p> <p><input checked="" type="checkbox"/> Myself <input type="checkbox"/> Others</p>

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1. fill all the **Company Information** required to ensure all details are accurate, required documents are correctly uploaded, and all selection options reflect the company's actual status.
2. After filling all the information click **Next** to proceed.

## 5.6 E-Invoicing Solution Details – Initial Entries



العربية | English

Home > E-Services > Service Provider Applications > Submit New Application

Exit

**Submit New Application**

Company Information **eInvoicing Solution Details** Subcontracting or Partnership Arrangement Technical and Security Requirements Contact Details Self Declaration Summary

**eInvoicing Solution Details**

This section intends to obtain information about the applicant's eInvoicing solution.

What is the trade name of the eInvoicing Solution? \* ⓘ

Is the company or the parent company an eInvoicing Provider in any other country? \* ⓘ

Applicant only  Parent company only  Both

None

Select the country where eInvoicing services have been provided ⓘ

Provide a brief description of the eInvoicing services provided ⓘ

Enter description

Is the company eInvoicing solution built in-house or licensed from a third party. \* ⓘ

In-house  Licensed from Third Party

What is the company's country of data residency? \* ⓘ

Select the types of documents supported by your eInvoicing solution \* ⓘ

Select Document Type

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1. On the “e-Invoicing Solution Details” step, start by entering the “trade name of the e-invoicing solution” in the first field.
2. Select the appropriate options for whether the company or parent company is an e-invoicing provider in any other country, the country where e-invoicing services have been provided, and the country of data residency using the dropdowns.
3. Provide a brief description of the e-invoicing services and choose whether the solution is “In-house” or “Licensed from Third Party”, then leave the remaining fields ready to be completed.



## 5.6.1 Validation Error Message Display

[العربية](#) | [English](#)

Home > E-Services > Service Provider Applications > Edit Application
Exit

### Edit Application

Company Information

eInvoicing Solution Details

Subcontracting or Partnership Arrangement

Technical and Security Requirements

Contact Details

Self Declaration

Summary

#### eInvoicing Solution Details

This section intends to obtain information about the applicant's eInvoicing solution.

**What is the trade name of the eInvoicing Solution? \*** ⓘ

**Is the company or the parent company an eInvoicing Provider in any other country? \*** ⓘ

Applicant only  
  Parent company only  
  Both

None

**Select the country where eInvoicing services have been provided \*** ⓘ

**Provide a brief description of the eInvoicing services provided \*** ⓘ

**Is the company eInvoicing solution built in-house or licensed from a third party. \*** ⓘ

In-house  
  Licensed from Third Party

**Select the types of documents supported by your eInvoicing solution \*** ⓘ

At least one option must be selected

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1.If an **error** occurs you have to make sure you select the type of document selected by your E-invoicing solutions.

## 5.7 Subcontracting or Partnership Arrangement Details

[العربية](#) | [English](#)

Home > E-Services > Service Provider Applications > Edit Application

Exit

### Edit Application

Company Information

invoicing Solution Details

Subcontracting or Partnership Arrangement

Technical and Security Requirements

Contact Details

Self Declaration

Summary

#### Subcontracting or Partnership Arrangement

This section intends to obtain information on if the application intends to collaborate with other entities through a partnership or subcontracting agreement as part of delivering invoicing services.

**Is the company seeking to enter into partnership or subcontracting arrangements for delivering invoicing services? \*** ⓘ

Yes
  No

**Is this a subcontracting or a partnership arrangement? \*** ⓘ

Subcontracting
  Partnership

**Country of registration of partner/sub-contractor \*** ⓘ

**Provide the name of partner/sub-contractor \*** ⓘ

**Provide a detailed overview of the partner/sub-contractor role \*** ⓘ

**Upload additional details** ⓘ

Choose file

↕

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1. Review the “Subcontracting or Partnership Arrangement” step with your chosen answer (Yes or No) clearly selected at the top.
2. If “Yes” is selected, complete all visible fields including partner type, country of registration, partner/sub-contractor name, and detailed overview, and upload any additional details using the upload field provided.
3. Once you have confirmed that all required subcontracting or partnership information is correct and complete, click “Next” to continue to the Technical and Security Requirements step.



## 5.8 Upload Technical and Security Requirements Documents

[العربية](#) | [English](#)

Home > E-Services > Service Provider Applications > Edit Application

Exit

### Edit Application

#### Technical and Security Requirements

This section intends to obtain information on the technical and security aspects of the applicant's eInvoicing solution.

<p><b>Upload the eInvoicing technical design document *</b> ⓘ</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Choose file"/> <span style="float: right; font-size: 12px;">⬆️</span>	<p><b>Upload proof of multifactor authentication *</b> ⓘ</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Choose file"/> <span style="float: right; font-size: 12px;">⬆️</span>
<p><b>Upload proof of encryption at rest *</b> ⓘ</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Choose file"/> <span style="float: right; font-size: 12px;">⬆️</span>	<p><b>Upload proof of encryption in transit *</b> ⓘ</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Choose file"/> <span style="float: right; font-size: 12px;">⬆️</span>
<p><b>Upload proof of security monitoring *</b> ⓘ</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Choose file"/> <span style="float: right; font-size: 12px;">⬆️</span>	<p><b>Upload audited ISO/IEC 27001 certification *</b> ⓘ</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Choose file"/> <span style="float: right; font-size: 12px;">⬆️</span>

SAVE AS DRAFT

BACK
NEXT

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1. The user confirms the Subcontracting or Partnership Arrangement section.
2. The system directs the user to the Technical and Security Requirements page

## 5.8.1 Technical & Security Documents Upload Fields

العربية | English

فوترة FAWTARA
Home > E-Services > Service Provider Applications > Edit Application
Exit

### Edit Application



#### Technical and Security Requirements

This section intends to obtain information on the technical and security aspects of the applicant's eInvoicing solution.

<p><b>Upload the eInvoicing technical design document *</b> ⓘ</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="eInvoicing technical design document.pdf"/> <span style="float: right; font-size: 1.2em;">⤴</span>	<p><b>Upload proof of multifactor authentication *</b> ⓘ</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="multifactor authentication.pdf"/> <span style="float: right; font-size: 1.2em;">⤴</span>
<p><b>Upload proof of encryption at rest *</b> ⓘ</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="proof of encryption at rest.pdf"/> <span style="float: right; font-size: 1.2em;">⤴</span>	<p><b>Upload proof of encryption in transit *</b> ⓘ</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="proof of encryption in transit.pdf"/> <span style="float: right; font-size: 1.2em;">⤴</span>
<p><b>Upload proof of security monitoring *</b> ⓘ</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="proof of security monitoring.pdf"/> <span style="float: right; font-size: 1.2em;">⤴</span>	<p><b>Upload audited ISO/IEC 27001 certification *</b> ⓘ</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="audited ISO/IEC 27001 certification.pdf"/> <span style="float: right; font-size: 1.2em;">⤴</span>

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BACK
NEXT

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1. On the “Technical and Security Requirements” step, you are required to upload several documents demonstrating the security and robustness of your e-invoicing solution.
2. For each row, click the upload icon to attach the relevant document: e-invoicing technical design document, proof of multifactor authentication, proof of encryption at rest, proof of encryption in transit, proof of security monitoring, and audited ISO/IEC 27001 certification.
3. After uploading, verify that each file name appears correctly in the corresponding field. Use “Save as Draft” if you need to pause or click “Next” when all technical and security documents have been successfully uploaded.

## 5.9 Enter Contact Details

[العربية](#) | [English](#)

[Home](#) > [E-Services](#) > [Service Provider Applications](#) > [Edit Application](#)



### Edit Application

[Exit](#)



#### Contact Details

In this section, please provide the contact details of the person that can be contacted by the OTA if required.

<p><b>First and Last Name of the Contact Person *</b> ⓘ</p> <input style="width: 95%; height: 25px;" type="text"/> <p style="font-size: 8px; color: #f00;">Minimum length is 2 characters</p>	<p><b>Designation of the Contact Person *</b> ⓘ</p> <input style="width: 95%; height: 25px;" type="text"/> <p style="font-size: 8px; color: #f00;">Minimum length is 2 characters</p>
<p><b>Contact E-mail *</b> ⓘ</p> <input style="width: 95%; height: 25px;" type="text"/> <p style="font-size: 8px; color: #f00;">Please enter a valid email address in the format example@email.com</p>	<p><b>Contact Number *</b> ⓘ</p> <div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">+968</div> <input style="width: 90%; height: 25px;" type="text" value="Enter phone number"/> </div> <p style="font-size: 8px; color: #f00;">Please enter a valid phone number</p>

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BACK
NEXT

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1. Enter the “First and Last Name, Designation of the contact person, Contact E-mail, and Contact Number” using the correct country code and phone number format.
2. Ensure that the information belongs to someone who can respond to OTA queries about the application, then review before moving on.

### 5.9.1 Review and Confirm Contact Details

[العربية](#) | [English](#)


[Home](#) > [E-Services](#) > [Service Provider Applications](#) > [Edit Application](#)
Exit

## Edit Application



### Contact Details

In this section, please provide the contact details of the person that can be contacted by the OTA if required.

<p><b>First and Last Name of the Contact Person *</b> ⓘ</p> <input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text" value="Ahmed Mohammed"/>	<p><b>Designation of the Contact Person *</b> ⓘ</p> <input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text" value="manager"/>
<p><b>Contact E-mail *</b> ⓘ</p> <input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text" value="ahmedmohammed@xyz.com"/>	<p><b>Contact Number *</b> ⓘ</p> <div style="display: flex; align-items: center;"> <input style="width: 40%; border: 1px solid #ccc; padding: 5px;" type="text" value="+968"/> <input style="width: 60%; border: 1px solid #ccc; padding: 5px; margin-left: 5px;" type="text" value="92347127"/> </div>

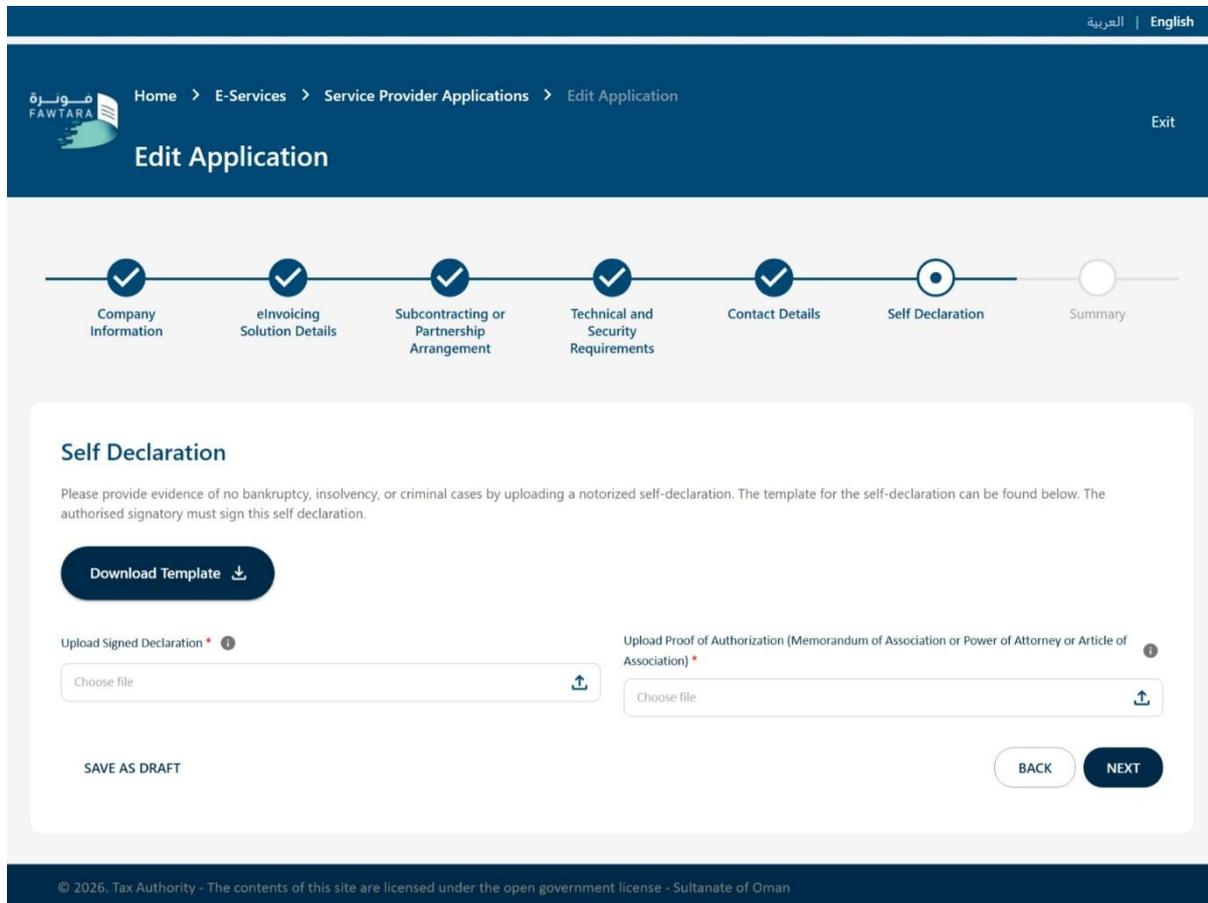
SAVE AS DRAFT

BACK
NEXT

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1. After entering all contact information, review the “Contact Details” page to confirm that the person’s name, job title, email address, and contact number are typed correctly and free from spelling mistakes.
2. Confirm that the phone number includes the correct “+968” country code and a valid local number so that OTA can reach the contact person if needed.
3. Once all details are verified, click “Next” to continue to the Self-Declaration step of the application process.

## 5.10 Self-Declaration – Download Template and Prepare Uploads



العربية | English

فوترة  
FAWTARA

Home > E-Services > Service Provider Applications > Edit Application

Exit

### Edit Application

Company Information   Invoicing Solution Details   Subcontracting or Partnership Arrangement   Technical and Security Requirements   Contact Details   **Self Declaration**   Summary

#### Self Declaration

Please provide evidence of no bankruptcy, insolvency, or criminal cases by uploading a notarized self-declaration. The template for the self-declaration can be found below. The authorised signatory must sign this self declaration.

[Download Template](#) ↓

Upload Signed Declaration \* ⓘ

Choose file

Upload Proof of Authorization (Memorandum of Association or Power of Attorney or Article of Association) \* ⓘ

Choose file

SAVE AS DRAFT   [BACK](#)   [NEXT](#)

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1. On the “Self-Declaration” step, read the instructions explaining that you must provide evidence of no bankruptcy, insolvency, or criminal cases by uploading a notarized self-declaration.
2. Click the “**Download Template**” button to download the official self-declaration form, then have it signed and stamped by the authorized signatory according to the instructions.
3. Prepare both the “signed self-declaration template” and the “Proof of Authorization” (such as Memorandum of Association, Power of Attorney, or Articles of Association) ready for upload in the two available fields.

## 5.10.1 Upload Signed Self-Declaration and Proof of Authorization

[العربية](#) | [English](#)

Home > E-Services > Service Provider Applications > Edit Application
Exit

### Edit Application

Company Information

eInvoicing Solution Details

Subcontracting or Partnership Arrangement

Technical and Security Requirements

Contact Details

Self Declaration

Summary

#### Self Declaration

Please provide evidence of no bankruptcy, insolvency, or criminal cases by uploading a notarized self-declaration. The template for the self-declaration can be found below. The authorised signatory must sign this self declaration.

Download Template

Upload Signed Declaration \*

template.pdf

Upload Proof of Authorization (Memorandum of Association or Power of Attorney or Article of Association) \*

Proof of Authorization.pdf

SAVE AS DRAFT

BACK
NEXT

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1. Once the signed self-declaration and Proof of Authorization documents are ready, return to the “Self-Declaration” step.
2. In the “Upload signed template” field, click the upload icon and select the signed self-declaration file (for example, template.pdf); repeat the process in the “Upload Proof of Authorization” field and select the authorization document file.
3. Confirm that both file names appear in their respective fields, indicating that the uploads are complete, and review the step before submitting the application.
4. After completing all steps and uploading all required documents, click the “Next” button at the bottom right of the Self-Declaration page.

## 5.11 Summary Page – Final Actions



العربية | English

[Home](#) > [E-Services](#) > [Service Provider Applications](#) > [Edit Application](#)
Exit

## Edit Application

Company Information

Invoicing Solution Details

Subcontracting or Partnership Arrangement

Technical and Security Requirements

Contact Details

Self Declaration

Summary

### Summary

Please review all the information before submitting your application.

#### Company Information

<p><b>Company Name</b> MURTAFAT AL THAIRYB TRADING</p> <p><b>Commercial Registration No.</b> 7059329</p> <p><b>Company Address</b> P.O. Box 465, Postal Code 511 Ibra, Sultanate of Oman</p> <p><b>VAT Identification Number</b> OM1100215395</p> <p><b>Company Website (if available)</b> text.com</p> <p><b>Is the company registered in a Special Zone in Oman?</b> No</p> <p><b>Upload Commercial Registration</b> <a href="#">Screenshot 2026-02-20 at 6:44:41 PM.png</a></p> <p><b>Expiry Date of the Commercial Registration</b> 2026-02-22</p>	<p><b>Relevant Activities</b> Activity 1: 333 Activity 2: 333</p> <p><b>Paid up capital (OMR)</b> 3333333</p> <p><b>Upload the latest audited financial statements</b> <a href="#">Screenshot 2026-02-21 at 9:48:20 AM.png</a></p> <p><b>Is the company a Riyada card holder?</b> No</p> <p><b>Upload Riyada card</b> -</p> <p><b>Number of years of operations of the company in Oman</b> 11</p> <p><b>Number of years of operations of the parent company</b> -</p> <p><b>Upload Commercial Registration of parent company</b> -</p>	<p><b>Upload proof of parent company operations</b> -</p> <p><b>Upload ISO22301 Business Continuity certificate</b> -</p> <p><b>Is the company subject to a tax debt collection process?</b> No</p> <p><b>Upload the latest Omanization certificate issued by the Ministry of Labour</b> <a href="#">NH_0606-4529-summary.pdf</a></p> <p><b>Is the company an OpenPeggo! member at the time of submitting this application?</b> No</p> <p><b>Is the company applying to be a service provider to yourself or to provide services to others?</b> Others</p>
--	--	--

#### Invoicing Solution Details

<p><b>What is the trade name of the invoicing Solution?</b> Atayab</p> <p><b>Select the country where invoicing services have been provided</b> EG</p> <p><b>Is the company invoicing solution built in-house or licensed from a third party.</b> In-house</p> <p><b>What is the company's country of data residency?</b> EG</p>	<p><b>Is the company or the parent company an invoicing Provider in any other country?</b> Both</p> <p><b>Provide a brief description of the invoicing services provided</b> we provide invoicing validation services</p> <p><b>Select the types of documents supported by your invoicing solution</b> Invoice</p>	
--	--	--

#### Subcontracting or Partnership Arrangement

**Is the company seeking to enter into partnership or subcontracting arrangements for delivering invoicing services?**  
No

#### Technical and Security Requirements

<p><b>Upload the invoicing technical design document</b> <a href="#">invoicing technical design document.pdf</a></p> <p><b>Upload proof of encryption at rest</b> <a href="#">proof of encryption at rest.pdf</a></p>	<p><b>Upload proof of multifactor authentication</b> <a href="#">multifactor authentication.pdf</a></p> <p><b>Upload proof of encryption in transit</b> <a href="#">proof of encryption in transit.pdf</a></p>	<p><b>Upload proof of security monitoring</b> <a href="#">proof of security monitoring.pdf</a></p> <p><b>Upload audited ISO/IEC 27001 certification</b> <a href="#">audited ISO/IEC 27001 certification.pdf</a></p>
---	--	---

#### Contact Details

<p><b>First and Last Name of the Contact Person</b> Ahmed Mohammed</p>	<p><b>Designation of the Contact Person</b> manager</p>	<p><b>Contact E-mail</b> ahmedmohammed@xyz.com</p> <p><b>Contact Number</b> +968 92347127</p>
--	---	---

#### Self Declaration

<p><b>Upload Signed Declaration</b> <a href="#">tamrife.pdf</a></p>	<p><b>Upload Proof of Authorization (Memorandum of Association or Power of Attorney or Article of Association)</b> <a href="#">Proof of Authorizations.pdf</a></p>
---	--

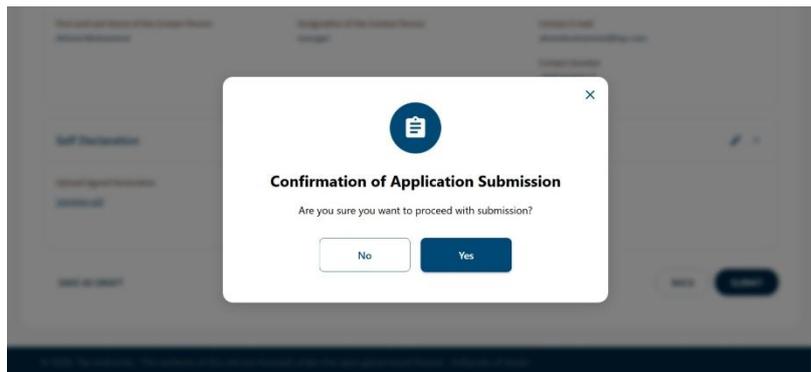
SAVE AS DRAFT
BACK
SUBMIT

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1. The user completes and confirms the Self-Declaration section.

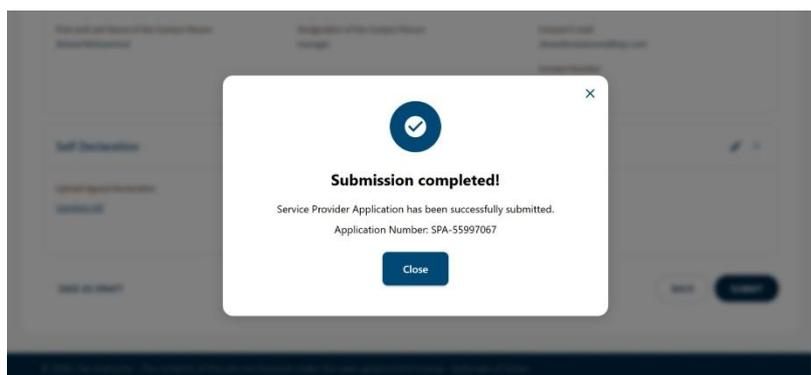
2. The system directs the user to the Summary page.
3. The Summary page displays all application sections for final review.
4. The user views all documents before submitting the application.
5. At the bottom of the page, the Back and Submit buttons are displayed, the user clicks **“Submit”** on the Summary page.

## 5.12 Application Submission Confirmation



1. A **“Submission Confirmation”** pop-up window appears asking, **“Are you sure you want to proceed with submission?”** and displays two buttons: **No** and **Yes**.
2. Review your decision carefully, then click **“Yes”** to confirm and send the application to OTA for review (or **“No”** if you want to go back without submitting).

### 5.12.1 Submission Confirmation Pop-up



1. A confirmation pop-up is displayed with the message **“Submission Successful!”**
2. The message confirms that the application has been successfully submitted and is under review.
3. The Application Number is displayed in the confirmation message.
4. The user closes the confirmation pop-up to return to the Service Provider Applications page.

## 6 Withdrawal

The process of retracting a previously submitted accreditation application by the applicant at any stage prior to the final approval of the application.

### 6.1 Process Diagram – Withdrawal



### 6.2 Withdrawal – Access Service Provider Applications



1. Log In successfully to the Fawtara Portal.
2. The system displays the homepage.
3. Locate the top navigation menu.
4. Select E-Services from the main navigation bar.
5. A dropdown menu appears.
6. Select Service Provider Applications from the dropdown list.
7. The system redirects the user to the Service Provider Applications page to proceed with the withdrawal process.



## 6.3 Access Service Provider Applications

The screenshot shows the 'Service Provider Applications' page on the Tax Authority website. The page includes a search bar, a 'Filter' button, and a 'Submit New Application' button. A table lists the following application:

Application Number	Application Type	Application Date ↑	Decision Date	Application Status
SPA-61365506	New Application	19/02/2026	-	Under Review

Below the table, it shows 'Showing 1 - 1 of 1' and 'Rows per page: 10'. The footer contains the Tax Authority logo, navigation links (Terms of Use, Privacy Policy, FAQ, Contact Us), and social media icons.

1. The system redirects the user to the Service Provider Applications page.
2. The submitted application is displayed in the applications list.
3. The Application Number is shown in the table.
4. The Application Status is displayed as Under Review.

### 6.3.1 Open the Actions Menu

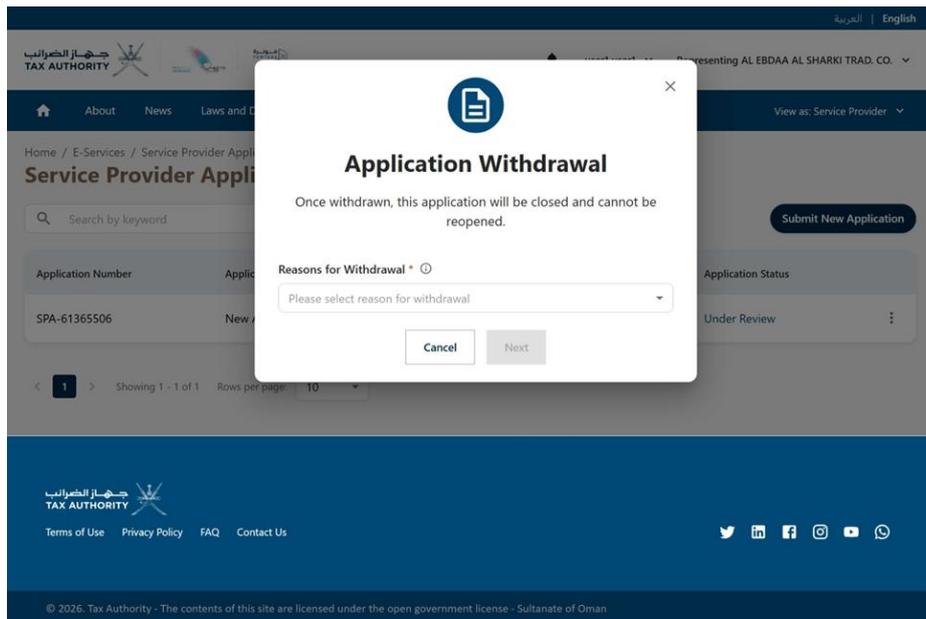
This screenshot is identical to the previous one, but with the actions menu open for the application row. The menu contains two options: 'Download' and 'Withdraw'.

1. Move to the far-right side of the selected application row where the actions controls are displayed.



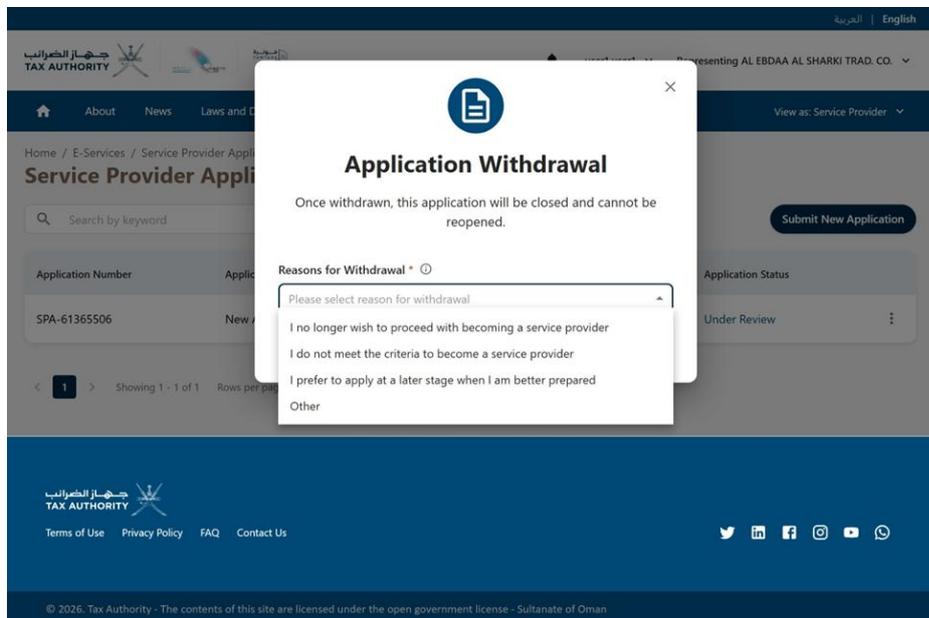
2. click the three-dot actions icon to display the available actions for that specific application record.
3. Review the list of actions displayed and ensure the withdrawal option is available before selecting it.

## 6.4 Application Withdrawal Pop-up



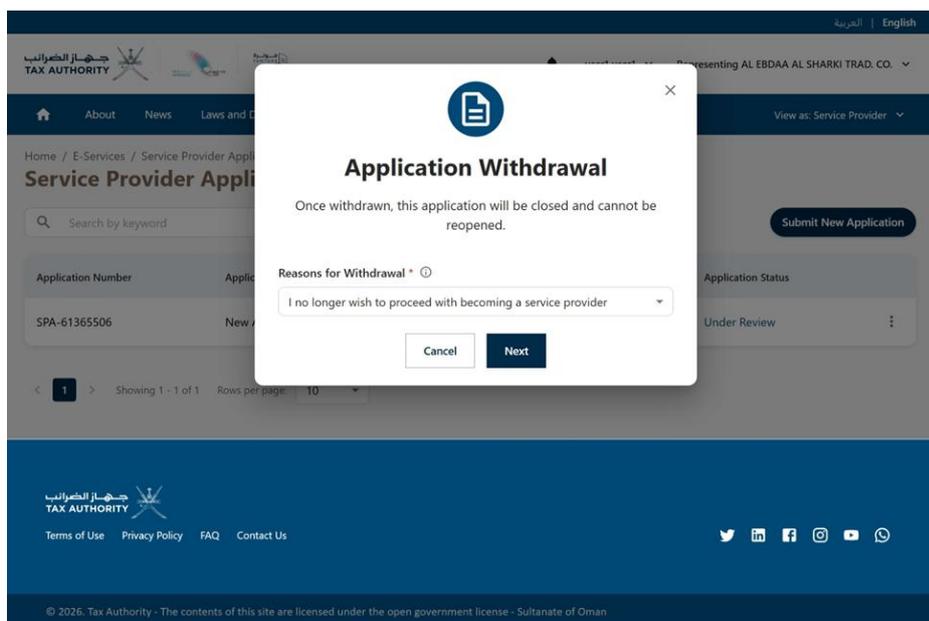
1. When the “Application Withdrawal” pop-up appears, read the note notice under the title (it explains that once withdrawn, the application will be closed and cannot be reopened).
2. In the pop-up, locate the mandatory field labeled “Reason for Withdrawal”.
3. Click the dropdown arrow on the Reason for Withdrawal field.

### 6.4.1 Enter Withdrawal Details



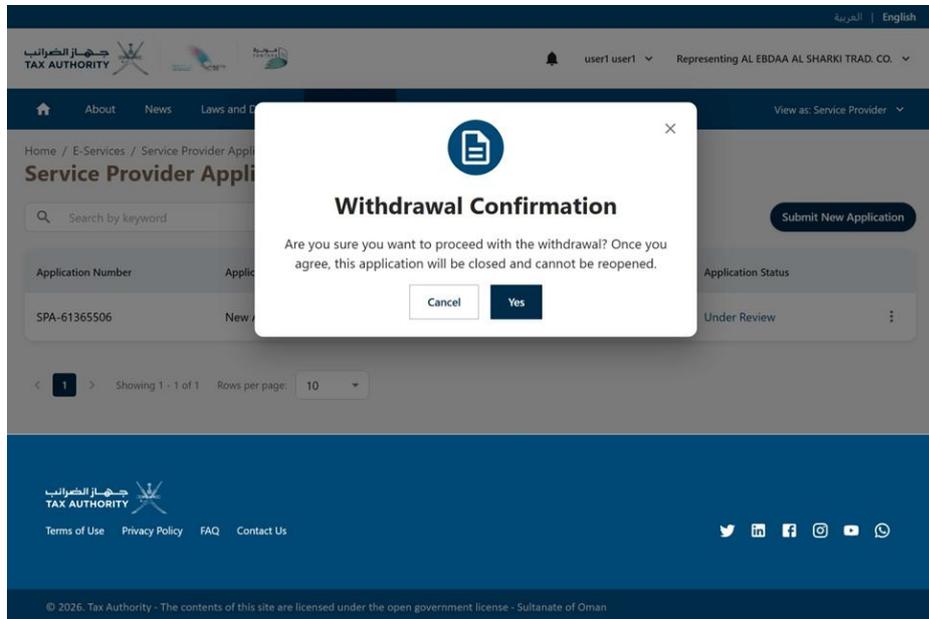
1. Review the withdrawal information displayed on the screen to understand what is required to proceed with the request.
2. Enter the required withdrawal reason in the provided field, using a clear explanation that matches your organization's situation

### 6.4.2 Submit Withdrawal Request



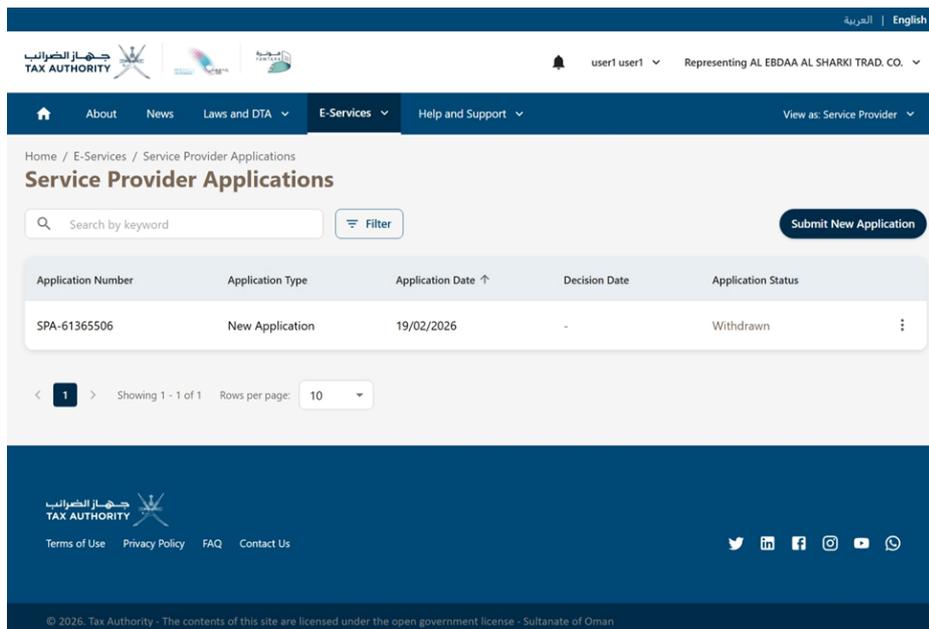
1. Ensure all mandatory fields are completed and any required supporting uploads, if shown on the screen, are attached successfully before moving to submission.
2. click **"Next"** to proceed with the withdrawal request and wait for the system to validate the entered information.

### 6.4.3 Withdrawal Confirmation



1. When the confirmation message appears, review the message carefully to confirm you are submitting the correct request for the correct application.
2. click **“Yes”** to confirm submission or click **“Cancel”** if you need to return and correct anything before submitting.

### 6.5 Service Provider Applications List (Post-Withdrawal)



1. Return to the Service Provider Applications list after submission using the system navigation provided on the screen.
2. The system will display withdrawal confirmation, so you know the request was submitted successfully.

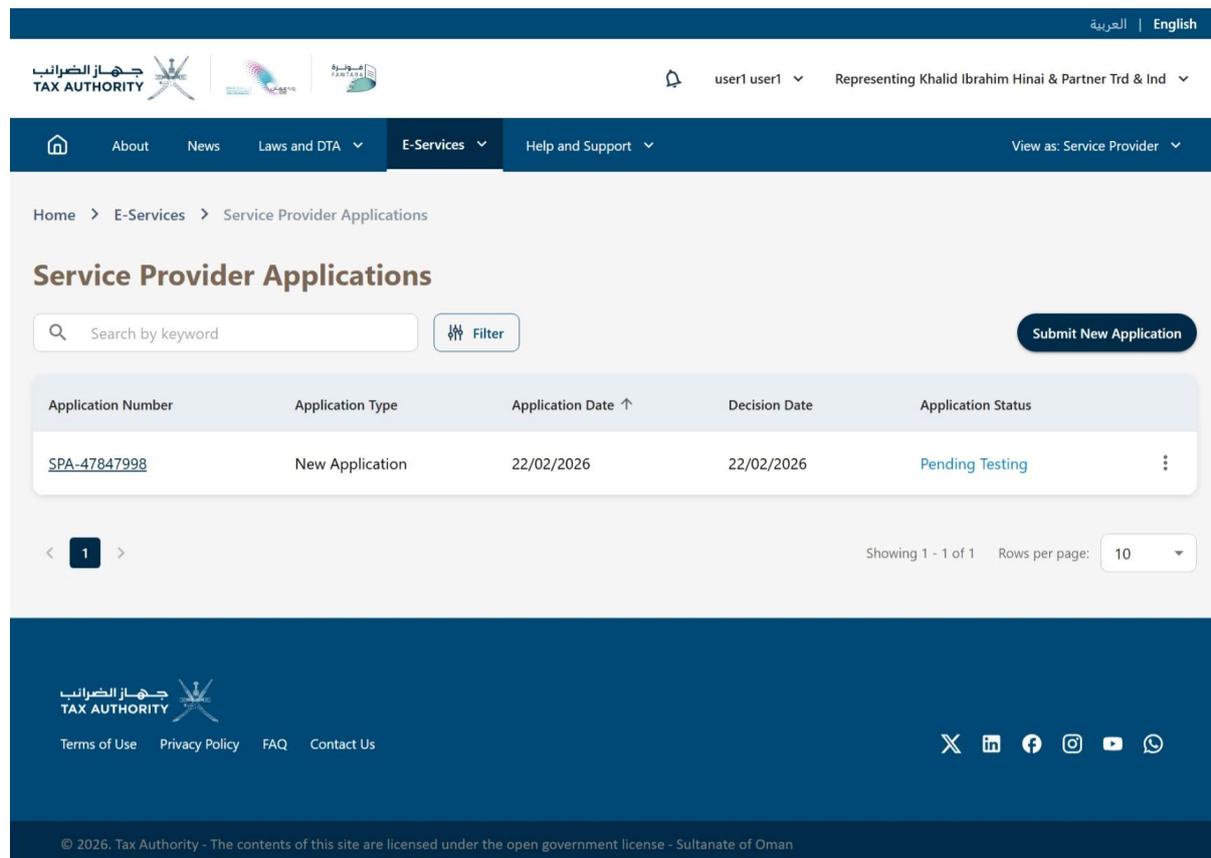
## 7 Amendment

The process of requesting changes or updates to an existing application by the Service Provider. The application may either be auto approved to send to OTA for review based on the amendments made.

### 7.1 Process Diagram - Amendment



### 7.2 Access Service Provider Applications (Amendment)



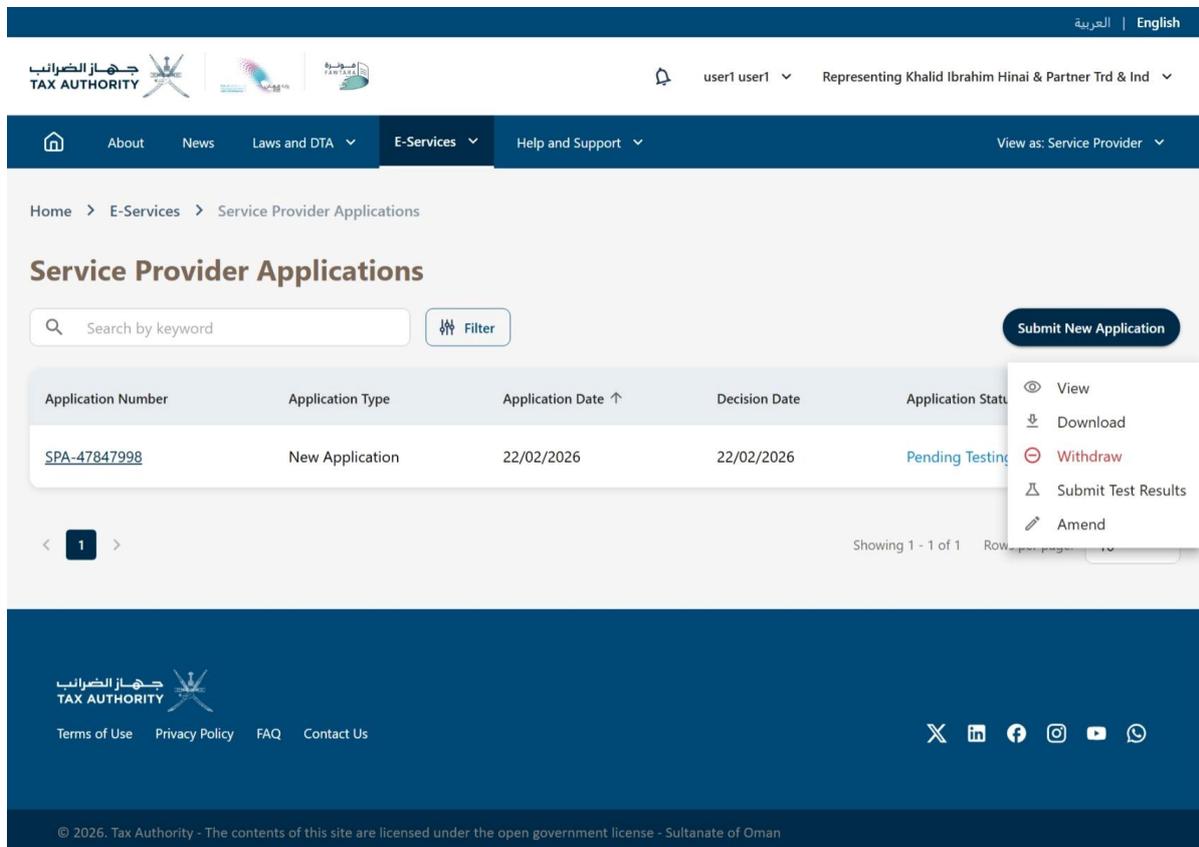
The screenshot shows the 'Service Provider Applications' page on the Fawtara Portal. The page includes a search bar, a 'Filter' button, and a 'Submit New Application' button. A table displays the following application record:

Application Number	Application Type	Application Date ↑	Decision Date	Application Status
<a href="#">SPA-47847998</a>	New Application	22/02/2026	22/02/2026	Pending Testing

The page also shows a pagination control for page 1 of 1 and a 'Rows per page' dropdown set to 10.

1. After logging in to the Fawtara Portal, navigate to E-services from the top navigation bar.
2. Click "**Service Provider Applications**" to open the applications list.
3. View the Service Provider Applications table displaying application records.

## 7.2.1 Amend Option in Actions Menu



The screenshot shows the Tax Authority website interface. At the top, there are navigation menus for 'العربية | English', user information ('user1 user1'), and the user's role ('Representing Khalid Ibrahim Hinai & Partner Trd & Ind'). Below this is a main navigation bar with options like 'Home', 'About', 'News', 'Laws and DTA', 'E-Services', and 'Help and Support'. The 'E-Services' menu is active, leading to 'Service Provider Applications'.

The 'Service Provider Applications' section features a search bar, a 'Filter' button, and a 'Submit New Application' button. A table displays the following application:

Application Number	Application Type	Application Date ↑	Decision Date	Application Status
<a href="#">SPA-47847998</a>	New Application	22/02/2026	22/02/2026	Pending Testing

An actions menu is open for the selected application, showing the following options: View, Download, Withdraw, Submit Test Results, and Amend.

The footer contains the Tax Authority logo, links for 'Terms of Use', 'Privacy Policy', 'FAQ', and 'Contact Us', social media icons, and a copyright notice: '© 2026. Tax Authority - The contents of this site are licensed under the open government license - Sultanate of Oman'.

1. In the Service Provider Applications table, move to the far-right side of the selected application row.
2. Click the Actions (:) icon to open the actions menu.
3. Review the available options displayed in the menu.
4. Click "**Amend**" to initiate the amendment process for the selected application.



## 7.3 Company Information (Application Amendment)

[العربية](#) | [English](#)

[Home](#) > [E-Services](#) > [Service Provider Applications](#) > [Application Amendment](#)
Exit

### Application Amendment

#### Company Information

This section intends to obtain information on the applicant to ensure the criteria to be eligible to apply to become a service provider is met.

<p><b>Company Name *</b></p> <input type="text" value="Khalid Ibrahim Hinai &amp; Partner Trd &amp; Ind"/>	<p><b>Commercial Registration No. *</b></p> <input type="text" value="8084327"/>
<p><b>Company Address *</b></p> <input type="text" value="P.O. Box 2692, Postal Code 112 Al Buraymi, Sultanate of Oman"/>	<p><b>VAT Identification Number *</b></p> <input type="text" value="OM1100241868"/>
<p><b>Company Website (if available) ⓘ</b></p> <input type="text"/>	<p><b>Is the company registered in a Special Zone in Oman? * ⓘ</b></p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>
<p><b>Upload Commercial Registration * ⓘ</b></p> <input type="text" value="Proof of Authorization.pdf"/>	<p><b>Expiry Date of the Commercial Registration * ⓘ</b></p> <input type="text" value="02/22/2026"/>
<p><b>Relevant Activities * ⓘ</b></p> <p><b>Activity 1 *</b></p> <input type="text" value="103001 - System Analysis"/>	<p><b>Activity 2 *</b></p> <input type="text" value="103002 - System Analysis"/>
<p>+ Add more activity</p>	
<p><b>Paid up capital (OMR) * ⓘ</b></p> <input type="text" value="3000000"/>	<p><b>Upload the latest audited financial statements * ⓘ</b></p> <input type="text" value="Proof of Authorization.pdf"/>
<p><b>Is the company a Riyada card holder? * ⓘ</b></p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>	<p><b>Number of years of operations of the company in Oman * ⓘ</b></p> <p>Select years</p> <input type="text" value="5"/>
<p><b>Number of years of operations of the parent company ⓘ</b></p> <p>Select years</p> <input type="text" value="7"/>	<p><b>Upload Commercial Registration of parent company ⓘ</b></p> <input type="text" value="Choose file"/>
<p><b>Upload proof of parent company operations ⓘ</b></p> <input type="text" value="Choose file"/>	<p><b>Upload ISO22301 Business Continuity certificate ⓘ</b></p> <input type="text" value="Choose file"/>
<p><b>Is the company subject to a tax debt collection process? * ⓘ</b></p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>	<p><b>Upload the latest Omanization certificate issued by the Ministry of Labour * ⓘ</b></p> <input type="text" value="Proof of Authorization.pdf"/>
<p><b>Is the company an OpenPeppol member at the time of submitting this application? * ⓘ</b></p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>	
<p><b>Is the company applying to be a service provider to yourself or to provide services to others? * ⓘ</b></p> <p><input type="checkbox"/> Myself <input checked="" type="checkbox"/> Others</p>	

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1. Review the company identification details displayed on the screen.
2. Verify the registered address and registration-related information.
3. Review the company website field, if available.
4. Select Yes or No to indicate whether the company operates in a special zone in Oman.
5. Review the commercial registration validity information.
6. Select the applicable commercial activities related to the service.
7. Review the paid-up capital information displayed.
8. Indicate whether the company is a legal audit holder by selecting Yes or No.
9. Review the years of operation inside and outside Oman.
10. Upload the required supporting files using the available upload fields.
11. Click "**Next**" at the bottom-right corner to proceed.

## 7.4 e-Invoicing Solution Details

[العربية](#) | [English](#)

Home > E-Services > Service Provider Applications > Application Amendment
Exit

### Application Amendment

Company Information

eInvoicing Solution Details

Subcontracting or Partnership Arrangement

Technical and Security Requirements

Contact Details

Self Declaration

Confirmation

### eInvoicing Solution Details

This section intends to obtain information about the applicant's eInvoicing solution.

**What is the trade name of the eInvoicing Solution? \*** ⓘ

**Is the company or the parent company an eInvoicing Provider in any other country? \*** ⓘ

Applicant only
  Parent company only
  Both

None

**Select the country where eInvoicing services have been provided \*** ⓘ

**Provide a brief description of the eInvoicing services provided \*** ⓘ

**Is the company eInvoicing solution built in-house or licensed from a third party. \*** ⓘ

In-house
  Licensed from Third Party

**Select the types of documents supported by your eInvoicing solution \*** ⓘ

**What is the company's country of data residency? \*** ⓘ

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1. Enter or review the trade name of the solution.
2. Select the applicable ownership or relationship option for the solution.
3. Select the country where the service has been provided.
4. Enter a brief description of the services provided.
5. Select whether the solution is developed internally or sourced externally.
6. Select the applicable document types supported by the solution.
7. Select the country of data residency from the dropdown list.
8. Click "**Next**" to continue.

## 7.5 Subcontracting or Partnership Arrangement

العربية | English

فوترة  
FAWTARA
Exit

Home > E-Services > Service Provider Applications > Application Amendment

### Application Amendment

#### Subcontracting or Partnership Arrangement

This section intends to obtain information on if the application intends to collaborate with other entities through a partnership or subcontracting agreement as part of delivering invoicing services.

**Is the company seeking to enter into partnership or subcontracting arrangements for delivering eInvoicing services? \*** ⓘ

Yes  No

**Is this a subcontracting or a partnership arrangement? \*** ⓘ

Subcontracting  Partnership

**Country of registration of partner/sub-contractor \*** ⓘ

**Provide the name of partner/sub-contractor \*** ⓘ

**Provide a detailed overview of the partner/sub-contractor role \*** ⓘ

Upload additional details ⓘ

Choose file
📎

BACK
NEXT

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1. The user views the Subcontracting or Partnership Arrangement section as part of the renewal amendment.
2. Partnership or subcontracting details are displayed for review or update.
3. Click "**Next**" to continue.

## 7.6 Technical and Security Requirements

العربية | English

Home > E-Services > Service Provider Applications > Application Amendment

Exit

Application Amendment

Company Information   elnvoicing Solution Details   Subcontracting or Partnership Arrangement   **Technical and Security Requirements**   Contact Details   Self Declaration   Confirmation

### Technical and Security Requirements

This section intends to obtain information on the technical and security aspects of the applicant's elnvoicing solution.

Upload the elnvoicing technical design document \* ⓘ

Proof of Authorization.pdf

Upload proof of multifactor authentication \* ⓘ

Proof of Authorization.pdf

Upload proof of encryption at rest \* ⓘ

Proof of Authorization.pdf

Upload proof of encryption in transit \* ⓘ

Proof of Authorization.pdf

Upload proof of security monitoring \* ⓘ

Proof of Authorization.pdf

Upload audited ISO/IEC 27001 certification \* ⓘ

Proof of Authorization.pdf

BACK   **NEXT**

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1. The user views the Technical and Security Requirements section as part of the renewal amendment.
2. The section displays required technical and security document upload fields.
3. Options to Save as Draft, Next, or Close are available at the bottom.
4. Click "**Next**" to continue.

## 7.7 Contact Details

[العربية](#) | [English](#)


Home > E-Services > Service Provider Applications > Application Amendment
Exit

### Application Amendment

Company Information

eInvoicing Solution Details

Subcontracting or Partnership Arrangement

Technical and Security Requirements

Contact Details

Self Declaration

Confirmation

#### Contact Details

In this section, please provide the contact details of the person that can be contacted by the OTA if required.

<p><b>First and Last Name of the Contact Person *</b> ⓘ</p> <input style="width: 95%;" type="text" value="Ahmed Mohammed"/>	<p><b>Designation of the Contact Person *</b> ⓘ</p> <input style="width: 95%;" type="text" value="manager"/>
<p><b>Contact E-mail *</b> ⓘ</p> <input style="width: 95%;" type="text" value="ahmedmohammed@xyz.com"/>	<p><b>Contact Number *</b> ⓘ</p> <div style="display: flex; align-items: center;"> <input style="width: 40%; text-align: center;" type="text" value="+968"/> <input style="width: 60%; text-align: center;" type="text" value="92347127"/> </div>

BACK
NEXT

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1. Review the full name of the designated contact person.
2. Review the designation or role of the contact person.
3. Verify the contact email address.
4. Verify the contact mobile number, including the country code.
5. Click "Next" to continue.

## 7.8 Self-Declaration

[العربية](#) | [English](#)


Home > E-Services > Service Provider Applications > Application Amendment

Exit

### Application Amendment

✓  
Company Information

✓  
Invoicing Solution Details

✓  
Subcontracting or Partnership Arrangement

✓  
Technical and Security Requirements

✓  
Contact Details

○  
Self Declaration

○  
Confirmation

#### Self Declaration

Please provide evidence of no bankruptcy, insolvency, or criminal cases by uploading a notarized self-declaration. The template for the self-declaration can be found below. The authorised signatory must sign this self declaration.

Download Template 

Upload Signed Declaration \* 

Proof of Authorization.pdf 

Upload Proof of Authorization (Memorandum of Association or Power of Attorney or Article of Association) \* 

Proof of Authorization.pdf 

BACK

NEXT

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1. Click Download Template to download the required declaration form.
2. Upload the signed declaration using the available upload field.
3. Upload the required authorization-related file using the second upload field.
4. Ensure both uploads are completed successfully.
5. Click "Next" to proceed.



## 7.9 Confirmation (No Changes Selected)

العربية | English

Home > E-Services > Service Provider Applications > Application Amendment

Exit

### Application Amendment

Company Information   eInvoicing Solution Details   Subcontracting or Partnership Arrangement   Technical and Security Requirements   Contact Details   Self Declaration   **Confirmation**

**Confirmation**

Are there any changes to any of the points mentioned in the Self Declaration form? \*

Yes    No

Other comments

BACK   SUBMIT

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1. Confirm that Confirmation is highlighted as the active step.
2. Review the confirmation question displayed on the screen.



## 7.9.1 Confirmation (Changes Declared)

[العربية](#) | [English](#)

Home > E-Services > Service Provider Applications > Application Amendment
Exit

Application Amendment

Company Information

Invoicing Solution Details

Subcontracting or Partnership Arrangement

Technical and Security Requirements

Contact Details

Self Declaration

Confirmation

**Confirmation**

Are there any changes to any of the points mentioned in the Self Declaration form? \*

Yes  No

Upload the updated self declaration? \*

Choose file ↑

Describe changes mentioned in the Self Declaration form \*

Other comments

BACK
SUBMIT

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1. Confirm that Confirmation remains the active step.
2. Select "Yes" to indicate that changes were made.



## 7.9.2 Confirmation (Upload Documents and Comments)

[العربية](#) | [English](#)

Home > E-Services > Service Provider Applications > Application Amendment
Exit

Application Amendment

Company Information

Invoicing Solution Details

Subcontracting or Partnership Arrangement

Technical and Security Requirements

Contact Details

Self Declaration

Confirmation

**Confirmation**

Are there any changes to any of the points mentioned in the Self Declaration form? \*

Yes  No

Upload the updated self declaration? \*

self declaration.pdf
↕

Describe changes mentioned in the Self Declaration form \*

no changes were made

Other comments

BACK
SUBMIT

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1. Upload the updated file using the available upload field.
2. Enter details in the field provided to describe the changes.
3. Enter any additional information in the comments field, if applicable.
4. Click "**Submit**" to proceed.

## 7.10 Submission Confirmation

العربية | English

Home > E-Services > Service Provider Applications > Application Amendment

FAWTARA

Exit

Application Amendment

Company Information Invoicing Solution Details Subcontracting or Partnership Arrangement Technical and Security Requirements Contact Details Self Declaration Confirmation

Confirmation

Are there any changes to any of the points mentioned in the Self Declaration form? \*

Yes  No

Confirmation of Application Submission

Are you sure you want to proceed with submission?

No Yes

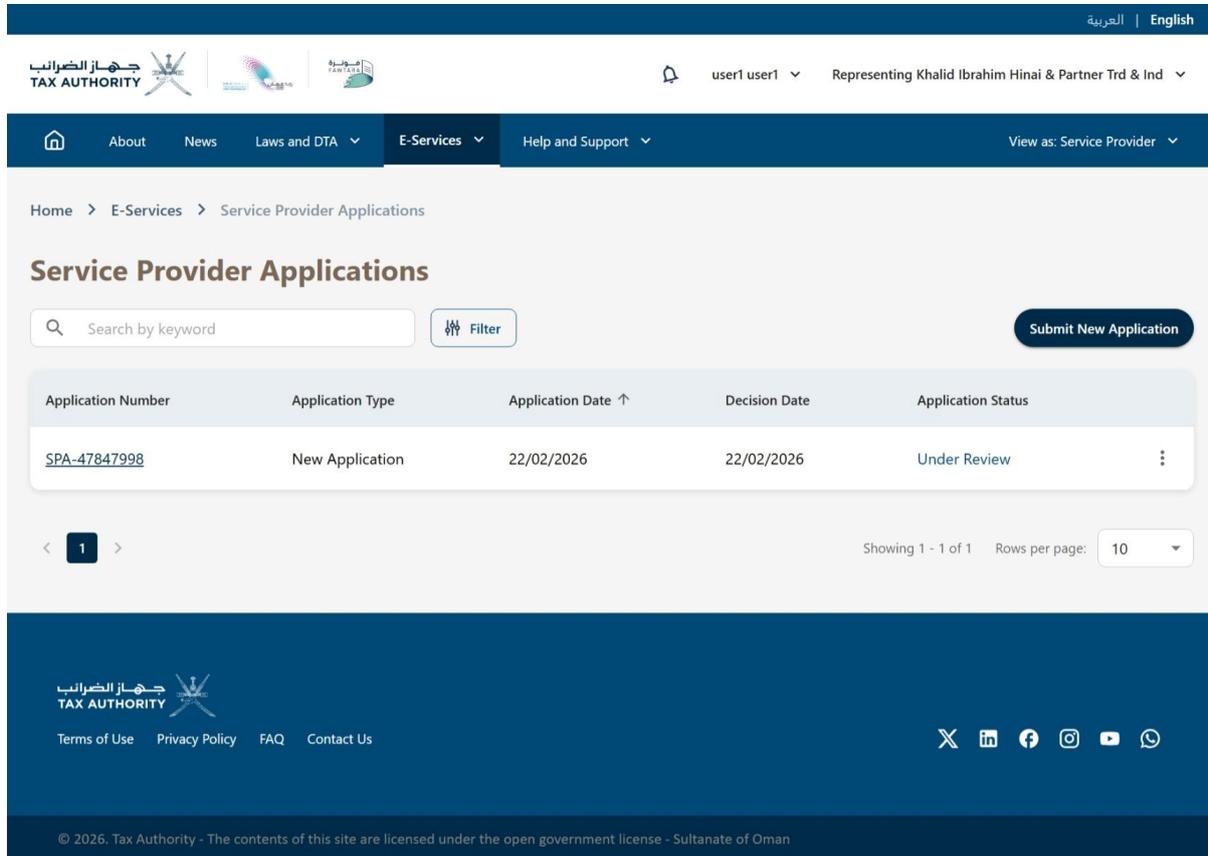
1. Review the Submission Confirmation pop-up displayed on the screen.
2. Read the confirmation message carefully.
3. Click "No" to return to the application for further review.
4. Click "Yes" to confirm and proceed with submission.

## 7.11 Submission Successful

The screenshot displays the 'Application Amendment' page on the Fawtara portal. At the top right, there are language options for 'العربية' and 'English'. The breadcrumb navigation shows: Home > E-Services > Service Provider Applications > Application Amendment. The main heading is 'Application Amendment'. Below this is a progress bar with seven steps: Company Information, Invoicing Solution Details, Subcontracting or Partnership Arrangement, Technical and Security Requirements, Contact Details, Self Declaration, and Confirmation. The 'Confirmation' step is currently active. The 'Confirmation' section asks: 'Are there any changes to any of the points mentioned in the Self Declaration form? \*' with radio buttons for 'Yes' (selected) and 'No'. A modal dialog box is overlaid on the page, displaying a large checkmark icon and the text: 'Submission completed! Service Provider Application has been successfully submitted. Application Number: SPA-47847998'. A 'Close' button is located at the bottom of the modal.

1. View the Submission Successful message displayed on the screen.
2. Confirm that the message indicates the request has been successfully submitted.
3. Note the application reference number shown for future tracking.
4. Close the message to return to the applications list.

## 7.12 View Amended Application Status



The screenshot shows the Tax Authority E-Services portal. The user is logged in as 'user1 user1' and is representing 'Khalid Ibrahim Hinai & Partner Trd & Ind'. The page is titled 'Service Provider Applications' and features a search bar, a filter button, and a 'Submit New Application' button. A table lists the applications with the following data:

Application Number	Application Type	Application Date ↑	Decision Date	Application Status
<a href="#">SPA-47847998</a>	New Application	22/02/2026	22/02/2026	Under Review

The page also includes a pagination control showing '1' of 1 items and a 'Rows per page' dropdown set to 10. The footer contains the Tax Authority logo, navigation links (Terms of Use, Privacy Policy, FAQ, Contact Us), social media icons, and a copyright notice: © 2026, Tax Authority - The contents of this site are licensed under the open government license - Sultanate of Oman.

1. After submitting the amendment, the system displays the Service Provider Applications page.
2. The applications list shows both the Amendment Request and the related Accreditation Application.
3. Locate the amended application using the Application Number column.
4. Review the Application Type to confirm it is an Amendment Request.
5. Check the Application Status column to confirm the status is Under Review.
6. Use the list view to monitor the progress of the amendment until a decision is issued.

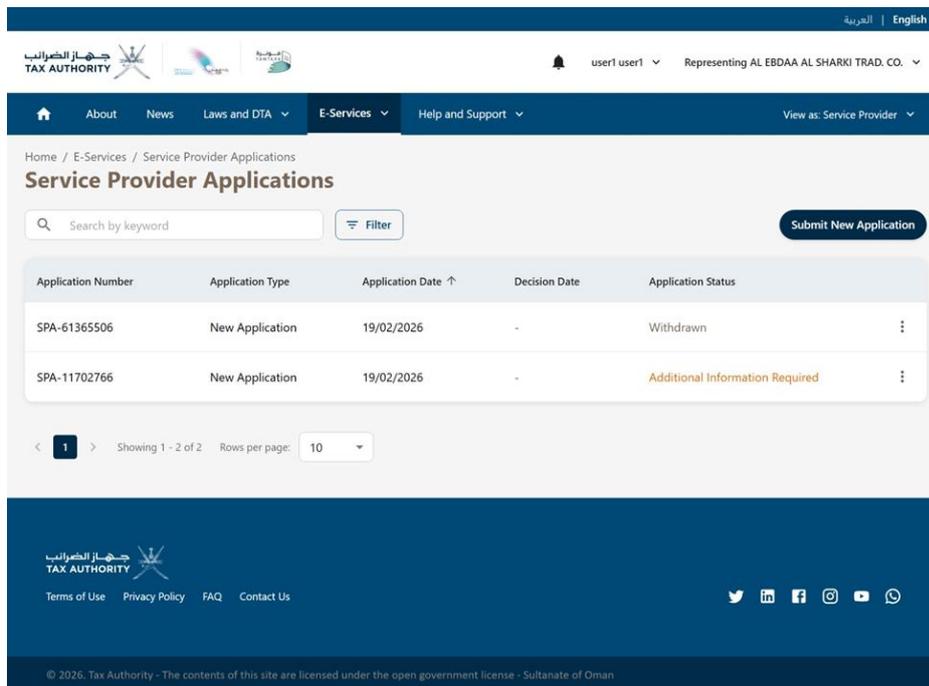
## 8 Submit Additional Information

This process enables the applicant/service provider to submit additional information when requested by OTA during review.

### 8.1 Process Diagram – Submit Additional Information



### 8.2 Access Service Provider Applications



The screenshot shows the 'Service Provider Applications' page. At the top, there is a search bar with the text 'Search by keyword' and a 'Filter' button. To the right of the search bar is a 'Submit New Application' button. Below the search bar is a table with the following columns: Application Number, Application Type, Application Date, Decision Date, and Application Status. The table contains two rows of data:

Application Number	Application Type	Application Date	Decision Date	Application Status
SPA-61365506	New Application	19/02/2026	-	Withdrawn
SPA-11702766	New Application	19/02/2026	-	Additional Information Required

Below the table, there is a pagination control showing 'Showing 1 - 2 of 2' and 'Rows per page: 10'. At the bottom of the page, there is a footer with the Tax Authority logo, links for 'Terms of Use', 'Privacy Policy', 'FAQ', and 'Contact Us', and social media icons for Twitter, LinkedIn, Facebook, Instagram, YouTube, and WhatsApp. The footer also includes the copyright notice: '© 2026. Tax Authority - The contents of this site are licensed under the open government license - Sultanate of Oman'.

- 1.The user is on the Service Provider Applications page.
2. An application is displayed in the list.
3. The table shows the Application Number, Application Type, Application Date, Decision Date, and Application Status.
- 4 .The application status indicates that additional information is required for the application.



## 8.2.1 Edit Service Provider Application

Home / E-Services / Service Provider Applications

### Service Provider Applications

Search by keyword  [Filter](#) [Submit New Application](#)

Application Number	Application Type	Application Date ↑	Decision Date	Application Status	
SPA-61365506	New Application	19/02/2026	-	Withdrawn	
SPA-11702766	New Application	19/02/2026	-	Additional Information Required	<ul style="list-style-type: none"> <li>Edit</li> <li>Download</li> <li>Withdraw</li> <li>Amend</li> </ul>

Showing 1 - 2 of 2 Rows per page: 10

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- 1.The system displays the Service Provider Applications page.
- 2.The user locates the relevant application in the applications table.
- 3.The user moves to the Actions column at the far right of the application row.
- 4.The user clicks the three-dot (:) actions menu.
- 5.The user selects "**Edit**" from the list of available actions.
- 6.The system opens the selected application in edit mode to allow the user to update the required information.



### 8.3 Open Submit Additional Information Page

العربية | English

[Home](#) > [E-Services](#) > [Service Provider Applications](#) > [Submit Additional Information Required](#)
Exit

## Submit Additional Information Required

### Additional Information Required

Please include a response to the additional information requested by OTA below.

**OTA Response**

- Please provide further information on the security monitoring
- Please provide more information on your invoicing solution

**Comments \*** ⓘ

Please find attached information as requested

0/5000 characters

**Attachments** ⓘ

Choose file

Close
Submit

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1. Review the Application Status column in the applications table.
2. Identify the application with Additional Information Required.
3. Select the relevant application to proceed.



### 8.3.1 Enter Required Details

العربية | English

Home > E-Services > Service Provider Applications > Submit Additional Information Required

Submit Additional Information Required Exit

✓ Company Information
✓ eInvoicing Solution Details
✓ Subcontracting or Partnership Arrangement
✓ Technical and Security Requirements
✓ Contact Details
✓ Self Declaration
○ Additional Information Required

**Additional Information Required**

Please include a response to the additional information requested by OTA below.

**OTA Response**

- Please provide further information on the security monitoring
- Please provide more information on your eInvoicing solution

**Comments \***

Please find attached information as requested

46/5000 characters

**Attachments**

Info.pdf

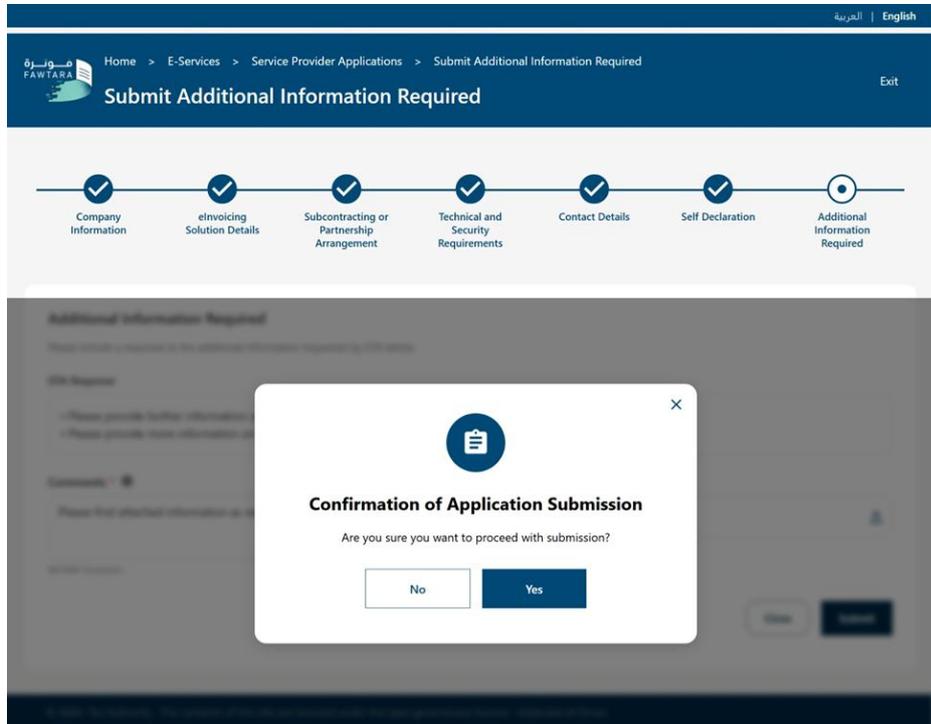
Close Submit

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1. Enter the requested details in the Comments field.
2. Upload the required information using the Attachments section.
3. Verify that all entered information is complete before submission.
4. Locate the Submit button at the bottom-right of the page.
5. Click "**Submit**" to proceed.
6. Wait for the system to process the submission



## 8.4 Confirm Submission



1. A Submission Confirmation pop-up is displayed.
2. Review the confirmation message.
3. Click "Yes" to confirm submission.

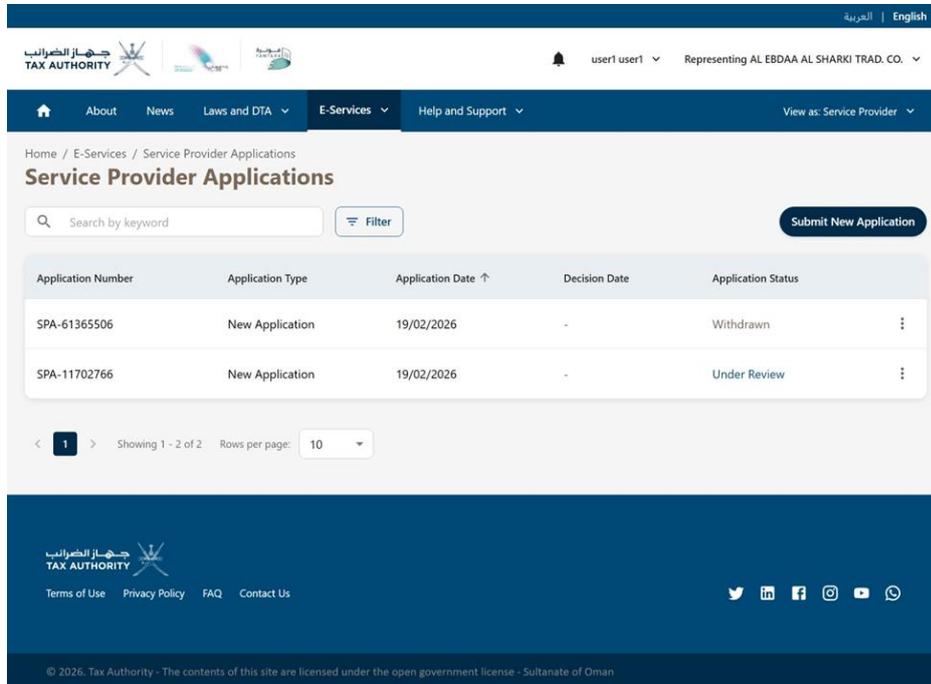


## 8.5 Submission Completion

The screenshot displays the 'Submit Additional Information Required' page in the FAWTARA system. At the top, there is a navigation bar with the FAWTARA logo and the text 'Home > E-Services > Service Provider Applications > Submit Additional Information Required'. Below this is a progress bar with seven steps: 'Company Information', 'eInvoicing Solution Details', 'Subcontracting or Partnership Arrangement', 'Technical and Security Requirements', 'Contact Details', 'Self Declaration', and 'Additional Information Required'. A confirmation modal is overlaid on the page, showing a checkmark icon and the text 'Submission completed!' followed by 'An update to your application has been submitted successfully.' and a 'Close' button.

A confirmation message is displayed indicating successful submission.

## 8.6 View Submitted and Draft Applications



Home / E-Services / Service Provider Applications

### Service Provider Applications

Search by keyword

Application Number	Application Type	Application Date ↑	Decision Date	Application Status
SPA-61365506	New Application	19/02/2026	-	Withdrawn
SPA-11702766	New Application	19/02/2026	-	Under Review

< 1 > Showing 1 - 2 of 2 Rows per page: 10

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- 1.The system displays the Service Provider Applications page.
- 2.The user reviews the list of applications displayed in the table.
- 3.The table shows multiple applications with different Application Status values.
- 4.The user identifies applications marked as Withdrawn and Under Review.
- 5.The user uses this page to track the progress and status of submitted and saved applications.