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TAX AUTHORITY

Service Provider and Taxpayer Association Management User Manual Version 1.0

@omantax 

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1. Introduction

The Fawtara Service Provider and Taxpayer Association Management User Manual provides step-by-step guidance for managing the relationship/ association between Taxpayers and Service Providers on the Fawtara Portal as well as the related management of this linkage on Oman's centralized SMP Management. It explains how Taxpayers and Accredited Service Providers interact through the portal to manage Service Provider connections, disconnections and withdrawal.

This manual covers the end-to-end user processes related to connecting with Accredited Service Providers, reviewing and responding to connection requests, managing active connections, and handling disconnection requests. It also describes the related portal navigation steps, system messages, confirmations, and notification outcomes delivered through email, SMS, on-screen messages, and portal alerts.

The document is developed under the Change Management & Communications workstream as part of the “Develop User Manuals” deliverable for Fawtara Centralized SMP Management.

1.1 Background

The Centralized SMP Management functionality in the Fawtara Portal enables structured management of relationships between Taxpayers and Accredited Service Providers recognized by the Oman Tax Authority. The portal provides controlled processes for initiating, reviewing, approving, rejecting, withdrawing, and disconnecting service provider connections.

The manual reflects defined portal workflows for both user types: Taxpayers and Service Providers. Taxpayers can view Accredited Service Providers, submit connection requests, set effective dates, upload required documents, withdraw requests, and request disconnection. Service Providers can review Taxpayer connection requests, accept or reject them, manage connected Taxpayers, and initiate disconnection requests with reasons.

The documented processes include portal navigation through Accredited Service Providers and E-Services menus, management dashboards, engagement stage selection, agreement progress tracking, effective date handling, and system-generated confirmations and notifications for each status outcome such as submitted, accepted, rejected, expired, withdrawn, or disconnected.

1.2 Goals and Objectives

- Provide clear step-by-step procedural guidance for Taxpayers and Service Providers to manage connections and disconnections through the Fawtara Portal, including request initiation, review, approval, rejection, withdrawal, and expiry.
- Document detailed portal navigation for accessing Accredited Service Provider lists and using Manage Taxpayer and Manage Service Provider functions.
- Explain how engagement stages, agreement requirements, document uploads, effective dates, confirmations, and system-triggered notifications (email, SMS, on-screen, and portal alerts) are handled throughout the process.
- Enable Service Providers to manage participants (add, amend, remove) within Oman SMP and access detailed participant information to ensure transparency and operational efficiency.
- Ensure Oman SMP can push updates to SML to maintain synchronized, accurate participant metadata and reduce inconsistencies across the network.
- Strengthen overall data accuracy, structured communication, and network reliability to support smooth, secure, and uninterrupted invoice exchange.

2. 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



Part I: Actions to be taken by Taxpayers on Fawtara Portal

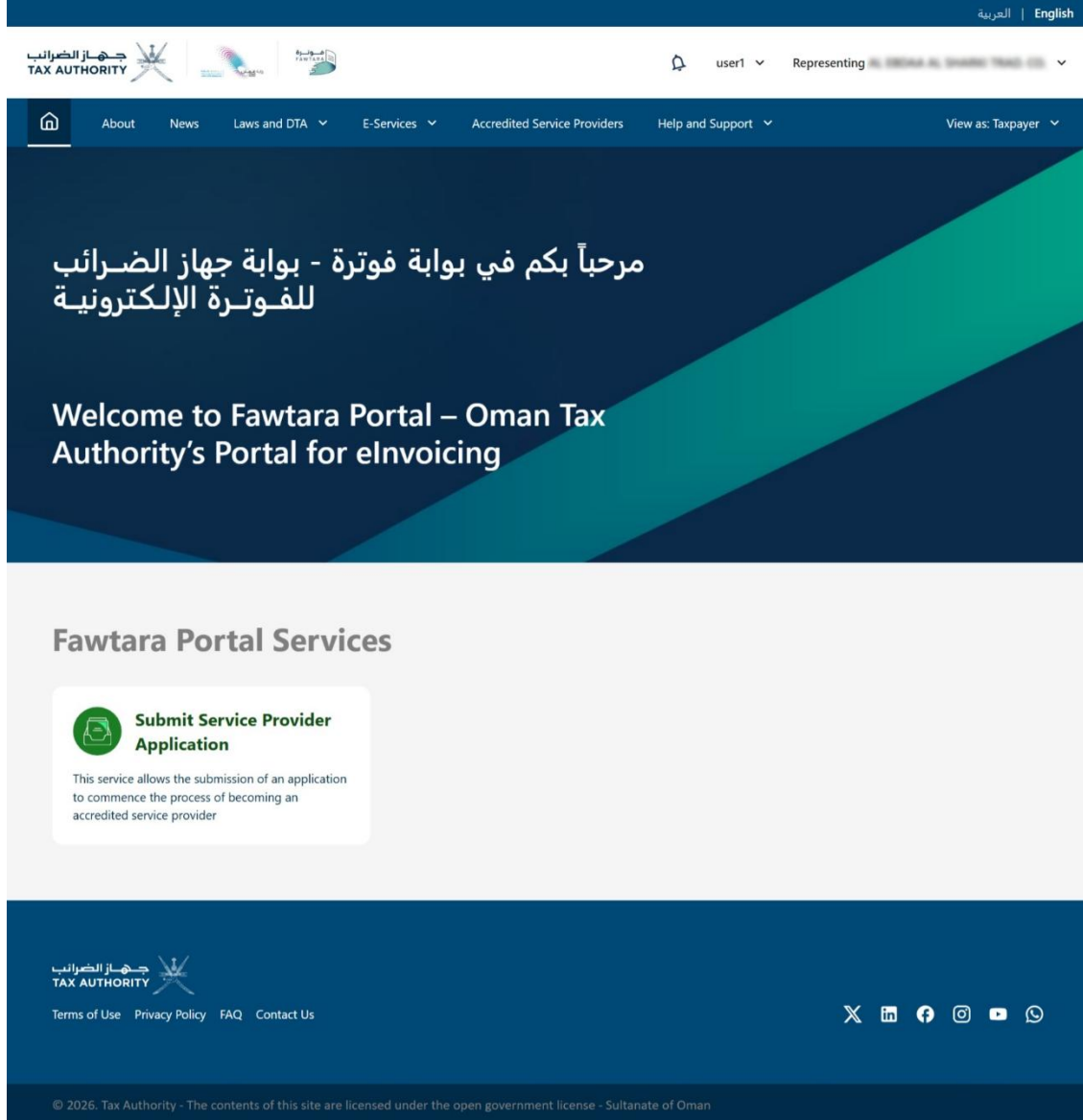
3 Taxpayer Request to Connect with Service Provider

This section explains how users can navigate to Accredited Service Providers and raise a request to connect with a Service Provider, so the service provider can provide their services.

3.1 Processes Diagram - Taxpayer Request to Connect with Service Provider



3.2 Fawtara Homepage



العربية | English

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user1 Representing

About News Laws and DTA E-Services Accredited Service Providers Help and Support View as: Taxpayer

مرحباً بكم في بوابة فوترة - بوابة جهاز الضرائب للإفوترة الإلكترونية

Welcome to Fawtara Portal – Oman Tax Authority's Portal for eInvoicing

Fawtara Portal Services

Submit Service Provider Application

This service allows the submission of an application to commence the process of becoming an accredited service provider

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The screen displays the Fawtara Portal homepage of the Oman Tax Authority:

1. The top menu includes navigation **Accredited Service Providers** button, which will lead the Taxpayer to the list of officially accredited Service Providers recognized by the Oman Tax Authority.
2. After a successful log-in, the Taxpayer can raise a requisition to a service provider by clicking on **Accredited Service Provider** button to find the list of the approved Service Providers by the Oman Tax Authority.

3.3 List of officially approved Service Provider



Fawtara Portal > Accredited Service Providers

Accredited Service Providers

The following list comprises of service providers that have been officially accredited and recognized by the Oman Tax Authority for their compliance with technical and security standards and their capability to deliver invoicing services in Oman. Data residency information is provided by service providers; we do not verify it and accept no liability. Taxpayers must confirm details directly with their provider.

Search by keyword FILTER

| Name ↑ | Solution Name | Data Residency | Contact Person | Contact Email | |
|-------------------------|---------------|----------------|----------------|------------------|---------|
| AL-SHARAH & COMPANY LLC | Invoice 360 | Local | Amr Al-Sayid | amr@alsharah.com | CONNECT |
| AL-SHARAH & COMPANY LLC | Invoice 360 | Local | Amr Al-Sayid | amr@alsharah.com | CONNECT |
| AL-SHARAH & COMPANY LLC | Invoice 360 | Local | Amr Al-Sayid | amr@alsharah.com | CONNECT |
| AL-SHARAH & COMPANY LLC | Invoice 360 | Local | Amr Al-Sayid | amr@alsharah.com | CONNECT |
| AL-SHARAH & COMPANY LLC | Invoice 360 | Local | Amr Al-Sayid | amr@alsharah.com | CONNECT |

Showing 1 - 5 of 10 Rows per page: 5

1. The table above shows the Service Provider name, solution name, data residency and contact details.
2. Taxpayers can choose only **one** Service Provider from the list based on their requirements and press **connect** to proceed with all required agreements.

3.4 Update Oman Tax Authority Taxpayer Stage



Taxpayers can record their current 'stage' of association with the selected service provider (e.g conducting negotiations)

1. If the Taxpayer selects one or more options and clicks on **Save** the following will happen:
 - The Fawtara Portal saves the selection
 - An on-screen confirmation message is displayed to the Taxpayer
 - The 'connect' option next to the Service Provider's name changes to 'Continue'

3.5 Taxpayer Dashboard



العربية | English

جهاز الضرائب TAX AUTHORITY

user1 Representing

Home About News Laws and DTA E-Services **Accredited Service Providers** Help and Support View as: Taxpayer

Fawtara Portal > Accredited Service Providers

Accredited Service Providers

The following list comprises of service providers that have been officially accredited and recognized by the Oman Tax Authority for their compliance with technical and security standards and their capability to deliver invoicing services in Oman. Data residency information is provided by service providers; we do not verify it and accept no liability. Taxpayers must confirm details directly with their provider.

Search by keyword FILTER

| Name↑ | Solution Name | Data Residency | Contact Person | Contact Email | |
|-------|---------------|----------------|----------------|---------------|----------|
| | | | | | CONTINUE |
| | | | | | CONNECT |
| | | | | | CONNECT |
| | | | | | CONNECT |
| | | | | | CONNECT |

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1. The button will change to 'Continue'
2. Taxpayer can **Update** thier stage of communication or continue on connecting with the service provider by clicking on **Continue** button.

3.6 Agreement Requirements



العربية | English

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About News

Fawtara Portal >

Accredited

The following list comp capability to deliver el their provider.

Search by ke

Name ↑

1

العربية | English

View as: Taxpayer

Before you connect with a Service Provider, you must complete all necessary procedures. Please select the stage you are in with your service provider. You must provide updates as you progress and will only be able to proceed once all stages are completed.

| 1- Identified Service Provider | 2- Scope and Commercial Negotiation/Discussion | 3- Scope and Commercials Finalized | 4- Agreement/Contract Signed |
|--|--|-------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> All of the above | | | |

CANCEL SAVE PROCEED

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1. Taxpayers must select the current stage of engagement with the Service Provider (Identify Service Provider, Scope and Commercial Negotiations, Scope and Commercial Finalized, or Agreement/Contract Signed) and provide updates as they progress. Completion of all stages is required to proceed with the connection, as shown.
2. Click on **Proceed**.

3.7 Effective date



The screenshot displays a web interface for connecting to a service provider. A modal window titled "Connect To Service Provider" is centered on the screen. It contains the following elements:

- A blue circular icon with a white link symbol at the top center.
- The title "Connect To Service Provider" in bold black text.
- A "Service Provider Name" field with a text input and a small blue icon to its right.
- An "Effective Date" field with a calendar icon and a "Select Date" dropdown menu.
- A paragraph of text: "If effective date is not provided then your connection takes effect as soon as your service provider accepts the connection request. If you are connecting to a new service provider while being connected to a service provider, you will be disconnected from the service provider either on the effective date if provided or immediately."
- Two buttons at the bottom: "CLOSE" (white with blue border) and "CONNECT" (solid blue).

The background shows the "Accredited Service Providers" page on the Tax Authority portal, with a search bar and a list of providers.

1. After uploading the Taxpayer documents, please include your preferred effective date of onboarding with the service provider. This should be a current or future date.
2. If an effective date is not provided, then your connection will take effect as soon as your service provider accepts the connection request.

3.7.1 Effective Date provided



1. After an **effective date** is added, click on connect to proceed with connection requisition.
2. After you press connect, a pop-up disclaimer will show stating that your information has been sent to the service provider.

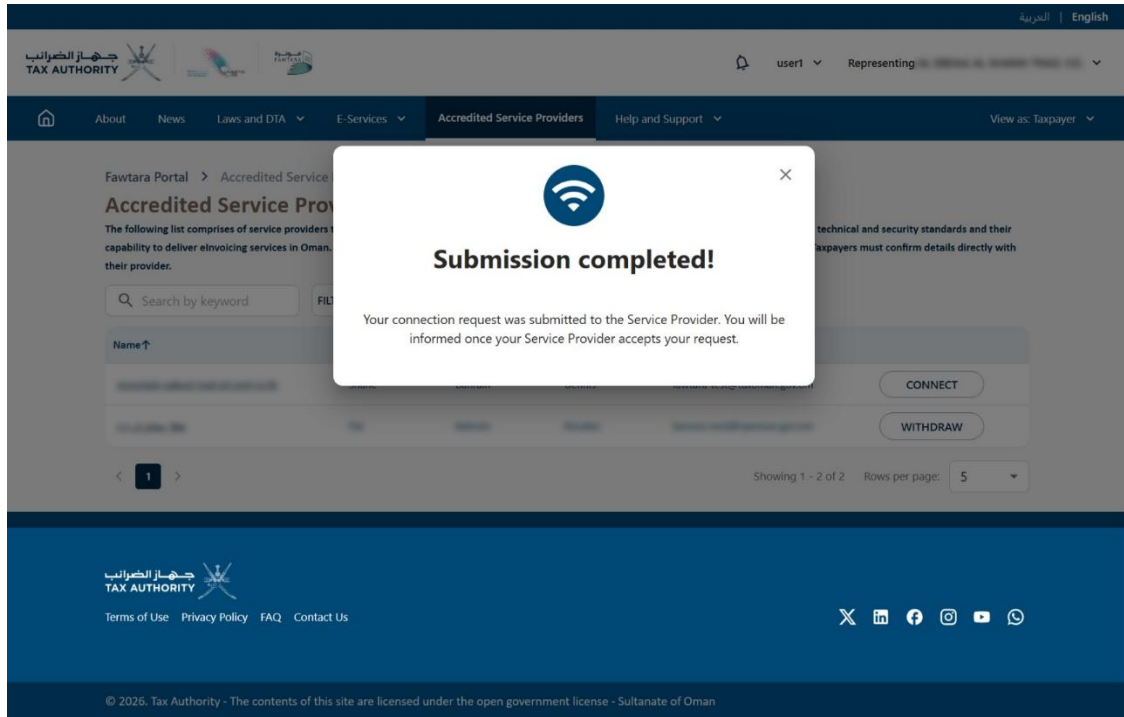
3.8 Confirmation Message



The screenshot shows the Fawtara Portal interface. A pop-up window is centered on the screen, displaying a warning icon and the following text: "Your information will be shared with the Service Provider, and you will be onboarded after your Service Provider accepts your connection request. Do you wish to proceed?". Below the text are two buttons: "CANCEL" and "YES". The background of the portal is dimmed, showing the "Accredited Service Providers" section with a search bar and a table of providers. The footer of the portal includes the Tax Authority logo, navigation links (Terms of Use, Privacy Policy, FAQ, Contact Us), and social media icons.

1. Once the effective date is added, a pop-up disclaimer will appear asking if you wish to proceed. Click on **Yes** to continue applying for connection to a service provider.

3.8.1 Submission Successful



1. Connection requests have been sent **successfully** to the Service Provider.
2. After a successful submission, the following will happen:
 - Notifications sent via email, SMS, on-screen messages, and the portal for both Service Providers and Taxpayers that the **Connection Request is submitted**.
 - Follow up: if the **Connection Request is accepted**, notifications delivered through email and on-screen messages, that connection request is approved for Service Providers and Taxpayers.
 - If the **Connection Request expires**, notifications are sent via email and on-screen messages for both Service Providers and Taxpayers.
 - And if **Connection Request is rejected**, notifications are triggered through email and on-screen messages, for both Service Providers and Taxpayers to inform them of the rejection.

Note: If an active service provider connection exists for the taxpayer, then the following activities occur in parallel:

- The current Service Provider receives SMS notification, email and portal notification that informs them that the Taxpayer has disconnected from them



including the reason and guiding them that they have 1 day to remove the Taxpayer from the SMP.

- The request is added to the New Service Provider's dashboard.

3.9 Connection Withdrawal

Fawtara Portal > Accredited Service Providers

Accredited Service Providers

The following list comprises of service providers that have been officially accredited and recognized by the Oman Tax Authority for their compliance with technical and security standards and their capability to deliver invoicing services in Oman. Data residency information is provided by service providers; we do not verify it and accept no liability. Taxpayers must confirm details directly with their provider.

Search by keyword FILTER

| Name↑ | Solution Name | Data Residency | Contact Person | Contact Email | |
|----------------------|---------------|----------------|----------------|----------------------|----------|
| XXXXXXXXXXXXXXXXXXXX | XXXX | XXXX | XXXX | XXXXXXXXXXXXXXXXXXXX | CONNECT |
| XXXXXXXXXX | XX | XXXX | XXXX | XXXXXXXXXXXXXXXXXXXX | WITHDRAW |

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1. After a successful connection request is sent to the Service Provider, the Taxpayer can **withdraw** the current connection request.
2. If the Taxpayer sends another connection request to another Service Provider, the following will happen:
 - The Taxpayer receives an on-screen and email notification that confirms that the request to the previous Service Provider has been successfully withdrawn.
 - The Taxpayer receives an email notification that informs them that the connection request to the previous Service Provider has been withdrawn
 - The previous Service Provider receives an email notification that informs them that the Taxpayer has withdrawn connection request.



4 Taxpayer Review Service Provider Disconnection Request

This section explains how to view disconnection requests from the Service Provider and decide whether to accept or reject the request.

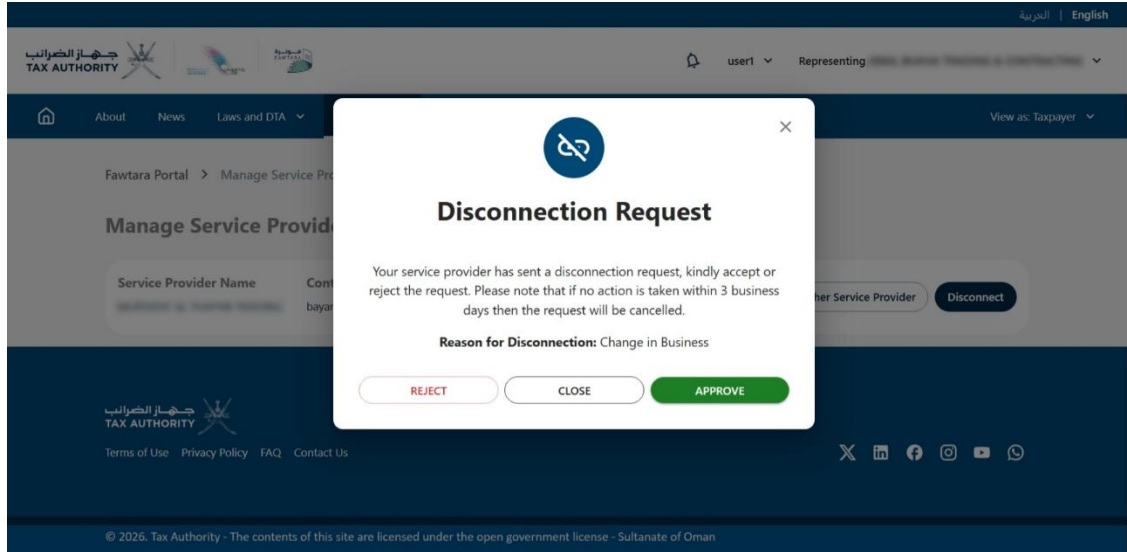
4.1 Process Diagram – Taxpayer Review Service Provider Disconnect Request



4.2 Fawtara Homepage

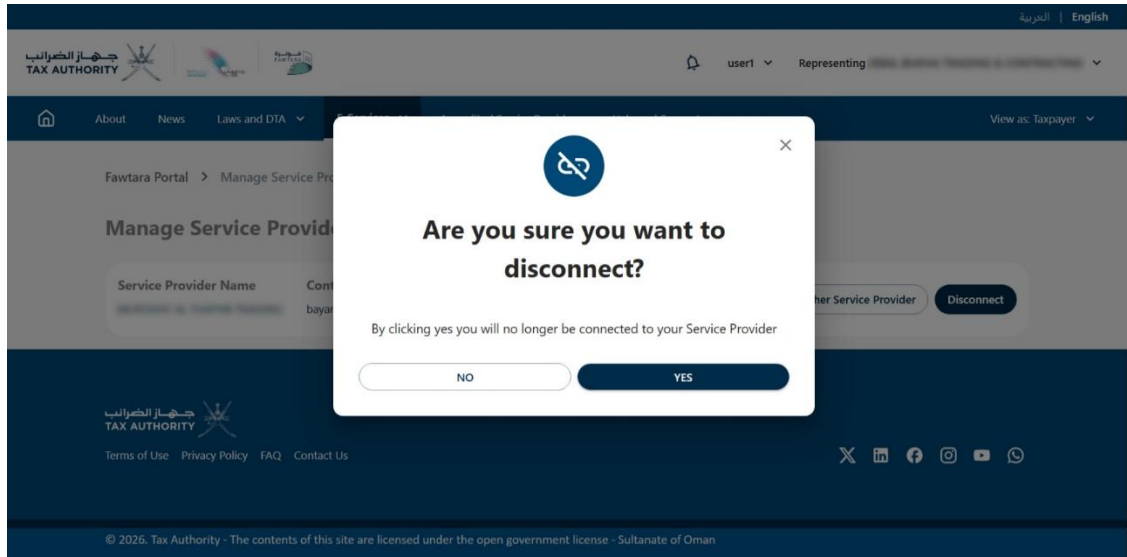
1. After a successful log-in as a Taxpayer into the Fawtara Portal. A notification will appear to notify the disconnection request from the **Service Provider**.
2. From the navigation bar, select **E-Services** dropdown, then choose **Manage Service Provider**.

4.3 Disconnection Request notification



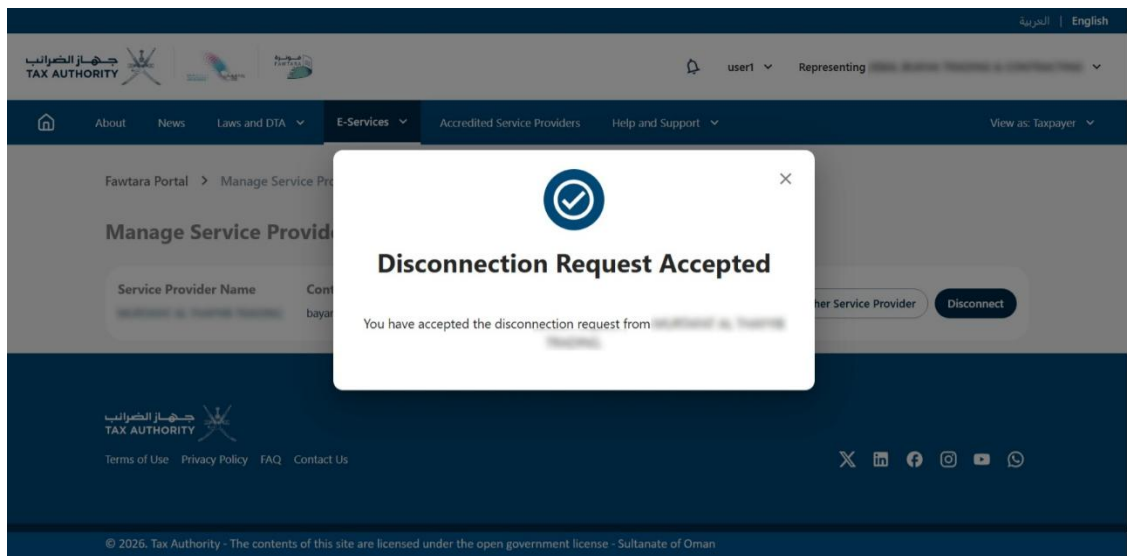
1. The Service Provider you are connected to is requested to **Disconnect**, you can either accept or reject, if no action is taken within 3 days from when the disconnection request is raised, the disconnection request will be cancelled
2. Click **Approve** to proceed with Disconnection.

4.4 Warning Message



1. To proceed with disconnection, click on **Yes**

4.4.1 Disconnection Successful

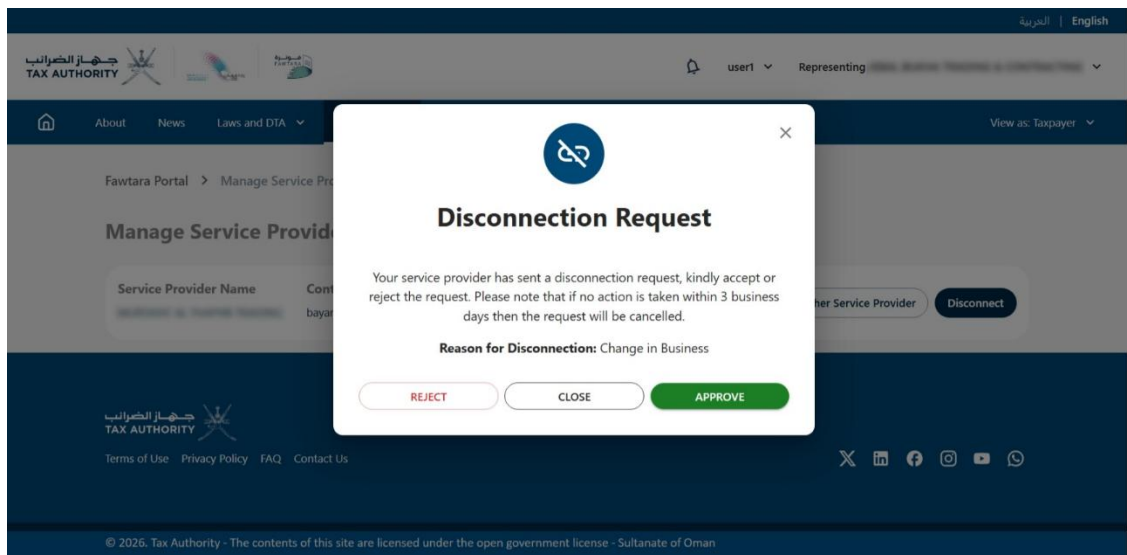


1. The **Disconnection** is successful.
2. When the disconnection request is **accepted**:
 - The Taxpayer is **disconnected** from the Service Provider



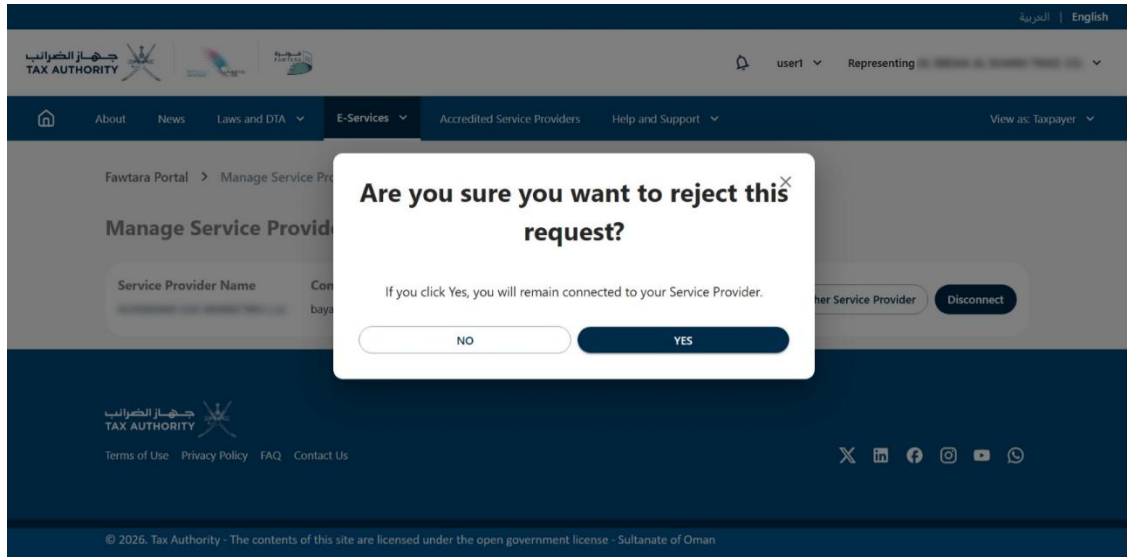
- The **Manage Service Provider** button on the Taxpayer's becomes **Appoint a Service Provider**, and the Taxpayer can connect to another Service Provider to ensure business continuity.
- The Taxpayer is **removed** as taxpayer under **Manage Taxpayers** on the Service Provider dashboard
- The Taxpayer will receive email and On-screen notification confirming the **disconnection**.
- Service Provider receive email, SMS, on-screen and portal notification confirming their rejection of disconnection and guiding them that they have 1 business day to remove Taxpayer from the SMP.

4.5 Taxpayer Rejected disconnection Request



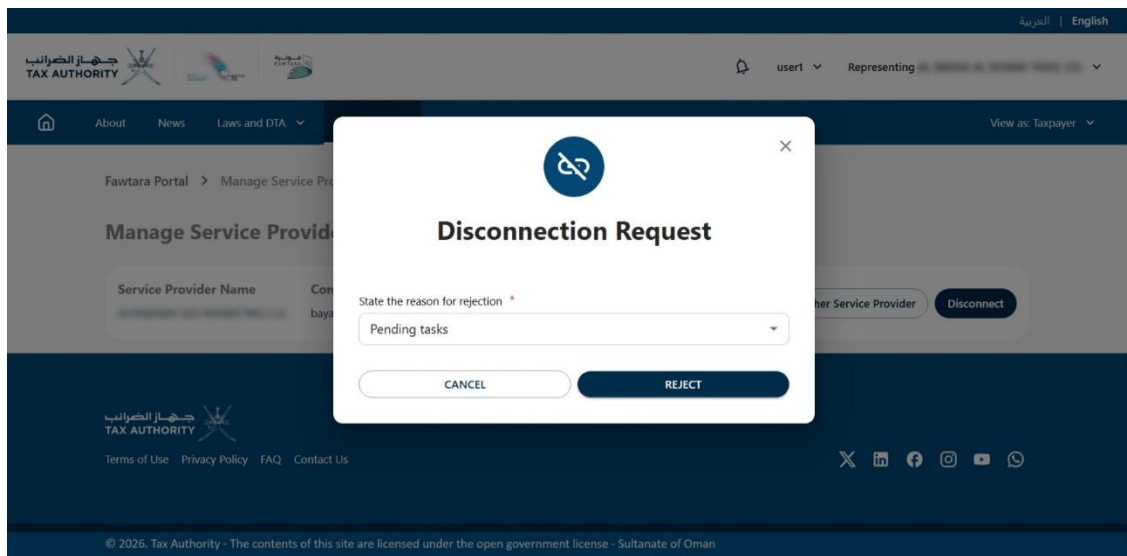
1. The Taxpayer clicks **Reject** to reject the disconnection request.

4.6 Confirmation Rejection Message



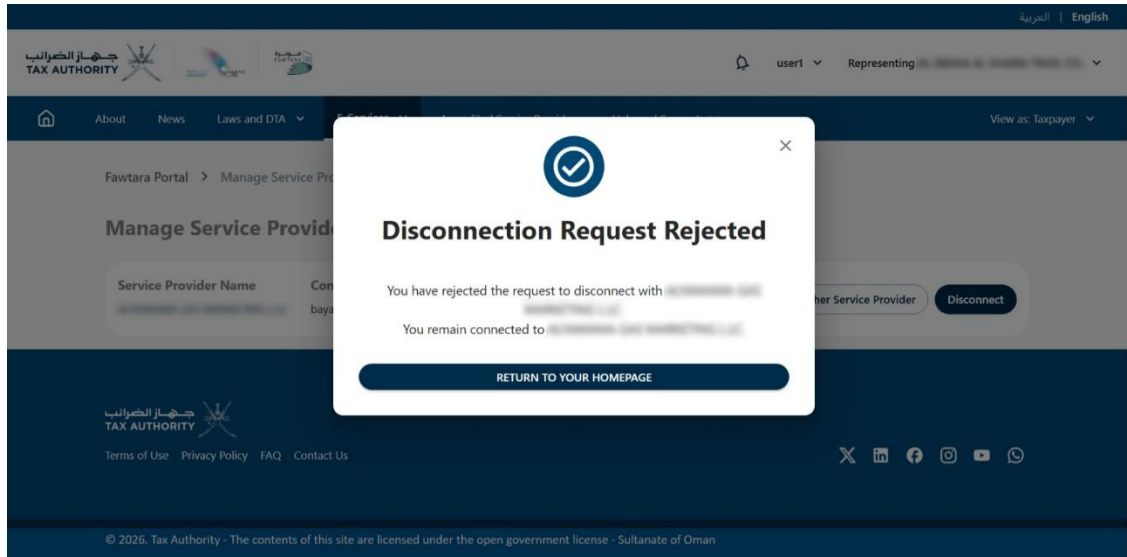
1. Click **Yes** to proceed with the rejection of the disconnection request.

4.7 Reason of Rejection



1. The Taxpayer to confirm their decision and provide a rejection reason from dropdown and click on **Proceed**.

4.8 Rejection Successful

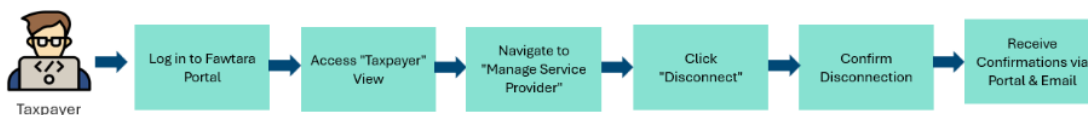


1. Disconnection has been rejected successfully.
2. The Taxpayer receive **email and on-screen** notification confirming their rejection of disconnection.
3. Service Provider receive email and on-screen notification confirming their rejection of disconnection and guiding them that they have 1 business day to remove Taxpayer from the SMP.
4. Service Provider disconnection request is **Expired:**
 - Taxpayer receives email notification informing that since there was no action on the request within the time frame the request has expired.
 - Service Provider receives an email notification confirming the expiry of their connection request and guiding them that they have 1 business day to remove Taxpayer from the SMP.

5 Taxpayer Request to Disconnect from A Service Provider

This section explains how users can navigate to Accredited Service Providers and raise a request to disconnect from a service provider.

5.1 Process Diagram – Disconnect from Service Provider





5.2 Fawtara Homepage

The screenshot shows the Fawtara Portal homepage. At the top, there is a navigation bar with the language selector (Arabic/English) and user information (user1, Representing). Below the navigation bar, there is a main banner with the following text in Arabic: "مرحباً بكم في بوابة فوترة - بوابة جهاز الضرائب للفوترة الإلكترونية" and in English: "Welcome to Fawtara Portal – Oman Tax Authority's Portal for eInvoicing". Below the banner, there is a section titled "Fawtara Portal Services" which contains a card for "Submit Service Provider Application". The card text reads: "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 Tax Authority logo, navigation links (Terms of Use, Privacy Policy, FAQ, Contact Us), and social media icons (Twitter, LinkedIn, Facebook, Instagram, YouTube, WhatsApp). The footer also contains the copyright notice: "© 2026. Tax Authority - The contents of this site are licensed under the open government license - Sultanate of Oman".

1. After a successful login as a **Taxpayer**, click **E-services** dropdown to access the Manage Service Provider page.

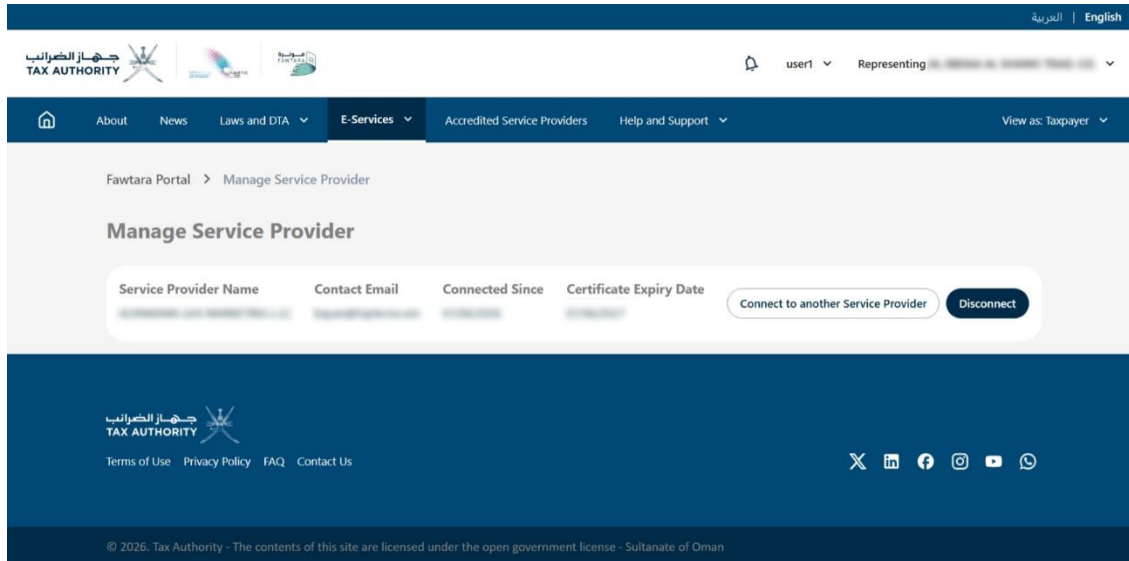
5.2.1 E – Services dropdown



The screenshot displays the Fawtara Portal interface. At the top, there are navigation links for 'العربية' and 'English', a user profile 'user1', and a 'Representing' dropdown. The main navigation bar includes 'Home', 'About', 'News', 'Laws and DTA', 'E-Services', 'Accredited Service Providers', 'Help and Support', and 'View as: Taxpayer'. The 'E-Services' dropdown menu is open, showing 'Manage Service Provider' and 'Raise a Request'. Below the navigation, a large banner reads 'مرحباً بكم في بوابة فوترة - بوابة جهاز الضرائب للإفوترة الإلكترونية' and 'Welcome to Fawtara Portal – Oman Tax Authority's Portal for eInvoicing'. A section titled 'Fawtara Portal Services' features a card for 'Submit Service Provider Application' with 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'.

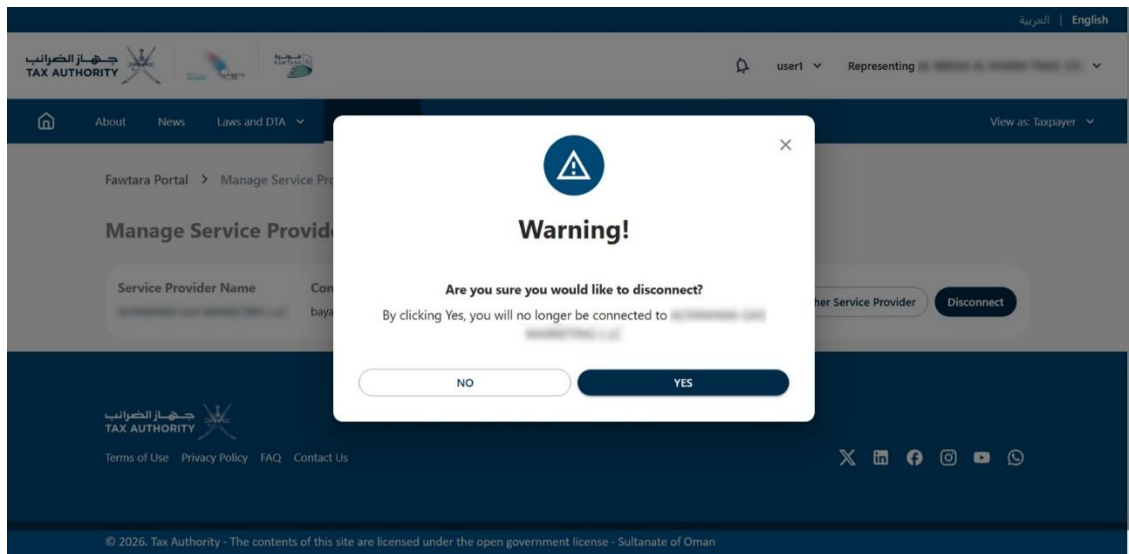
1. In E-Services dropdown, select **Manage Service Provider** to manage and view your Service Provider.

5.3 Manage Service Provider page



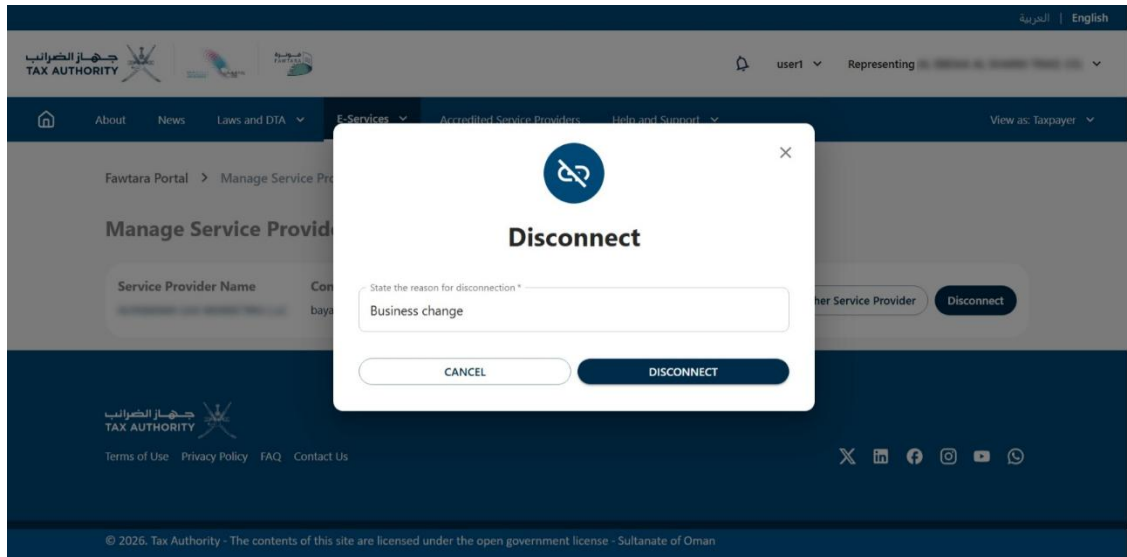
1. After accessing the management page, you can view the Service Provider's details, including the connection and expiry dates.
2. You can also connect to a new Service Provider or disconnect the current connected Service Provider. For disconnecting, click on **Disconnect!**

5.4 Warning Message



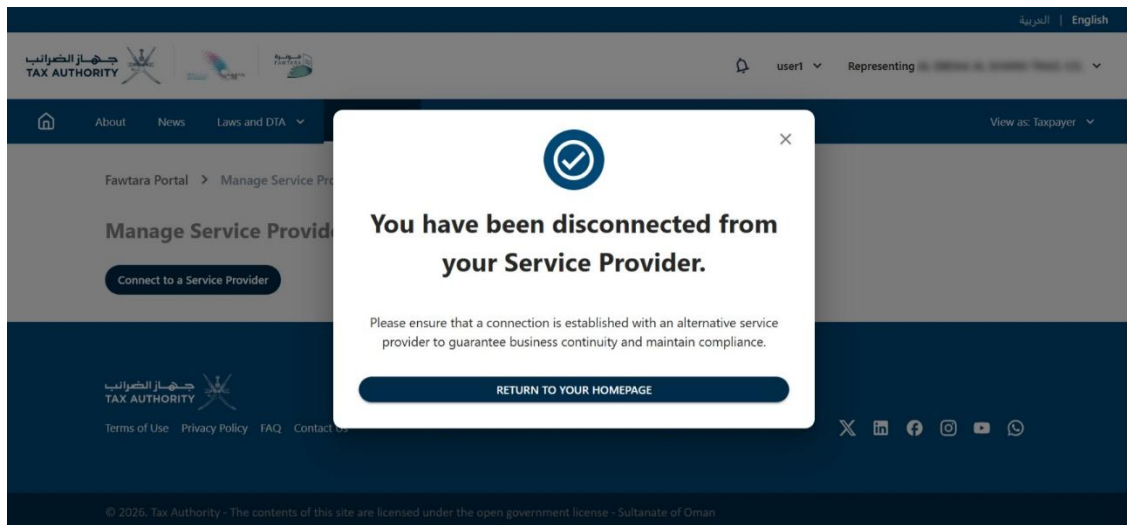
1. If you are sure you want to disconnect the current service provider, click on **Yes** to confirm disconnection.
- 2.

5.4.1 Reason of Disconnect



1. Provide a disconnection reason.

5.4.2 Disconnection Successful

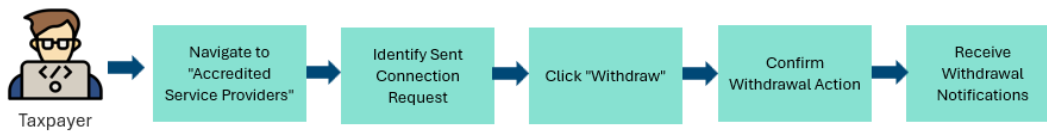


1. **Disconnection** request was sent successfully to Service Provider.
2. The Taxpayer will receive email and On-screen notification confirming that they have been disconnected from the service provider.
3. The Service Provider will receive an email notification, notifying them about the disconnection, and guiding them that they have 1 business day to remove Taxpayer from the SMP.

6 Taxpayer withdrawing a connection request

This explains how a Taxpayer can withdraw a connection request sent to a Service Provider before it is approved.

6.1 Process Diagram - Taxpayer withdrawing a connection request



6.2 Taxpayer Withdraw a Connection Request

Fawtara Portal > Accredited Service Providers

Accredited Service Providers

The following list comprises of service providers that have been officially accredited and recognized by the Oman Tax Authority for their compliance with technical and security standards and their capability to deliver invoicing services in Oman. Data residency information is provided by service providers; we do not verify it and accept no liability. Taxpayers must confirm details directly with their provider.

Search by keyword FILTER

| Name ↑ | Solution Name | Data Residency | Contact Person | Contact Email | Action |
|----------------------|---------------|----------------|----------------|---------------------|----------|
| XXXXXXXXXXXXXXXXXXXX | XXX | XXXXX | XXX | XXXXXXXXXXXX@XXX.OM | CONNECT |
| XXXXXXXXXXXXXXXXXXXX | XXX | XXXXX | XXX | XXXXXXXXXXXX@XXX.OM | WITHDRAW |
| XXXXXXXXXXXXXXXXXXXX | XXX | XXXXX | XXX | XXXXXXXXXXXX@XXX.OM | CONNECT |
| XXXXXXXXXXXXXXXXXXXX | XXX | XXXXX | XXX | XXXXXXXXXXXX@XXX.OM | CONNECT |
| XXXXXXXXXXXX | XXX | XXXXX | XXX | XXXXXXXXXXXX@XXX.OM | CONNECT |

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1. After a successful login to the Fawtara Portal, access the **Taxpayer** view.



2. Under **E-services**, access to the **Manage Taxpayers** section to view and manage connected service provider.
3. If a connection request was made, the connect button changes to **Withdraw**, allowing the taxpayer to withdraw the connection request.

6.3 Confirmation Message

The screenshot displays the 'Accredited Service Providers' page on the Fawtara Portal. A modal dialog box titled 'Confirmation' is centered on the screen, asking: 'Are you sure you want to withdraw the connection request to the Service Provider?'. The dialog has two buttons: 'NO' and 'YES'. The 'YES' button is highlighted in dark blue, indicating it is the intended action. The background shows a table of service providers with columns for Name, Status, and Action, and buttons for 'CONNECT' and 'WITHDRAW'.

1. Click **Yes** to confirm your withdrawal.



6.3.1 Connection Withdrawal Successfully

The screenshot displays the Fawtara Portal interface. A prominent notification box in the center reads: "Your connection request has been successfully withdrawn". The background shows the "Accredited Service Providers" section, which includes a search bar, a table of providers, and "CONNECT" buttons for each provider. The footer contains the Tax Authority logo, navigation links (Terms of Use, Privacy Policy, FAQ, Contact Us), and social media icons.

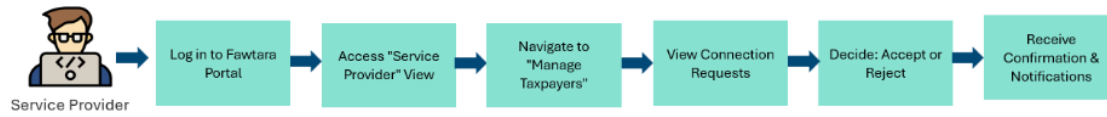
1. The Taxpayer receives email and onscreen notification that confirms that the request has been **successfully withdrawn**.
2. The Taxpayer receives an email notification that informs them that the connection request was **withdraw**.
3. The Service Provider receives an email notification that informs them that the Taxpayer has withdrawn connection.

Part II: Actions to be taken by Service Providers on Fawtara Portal

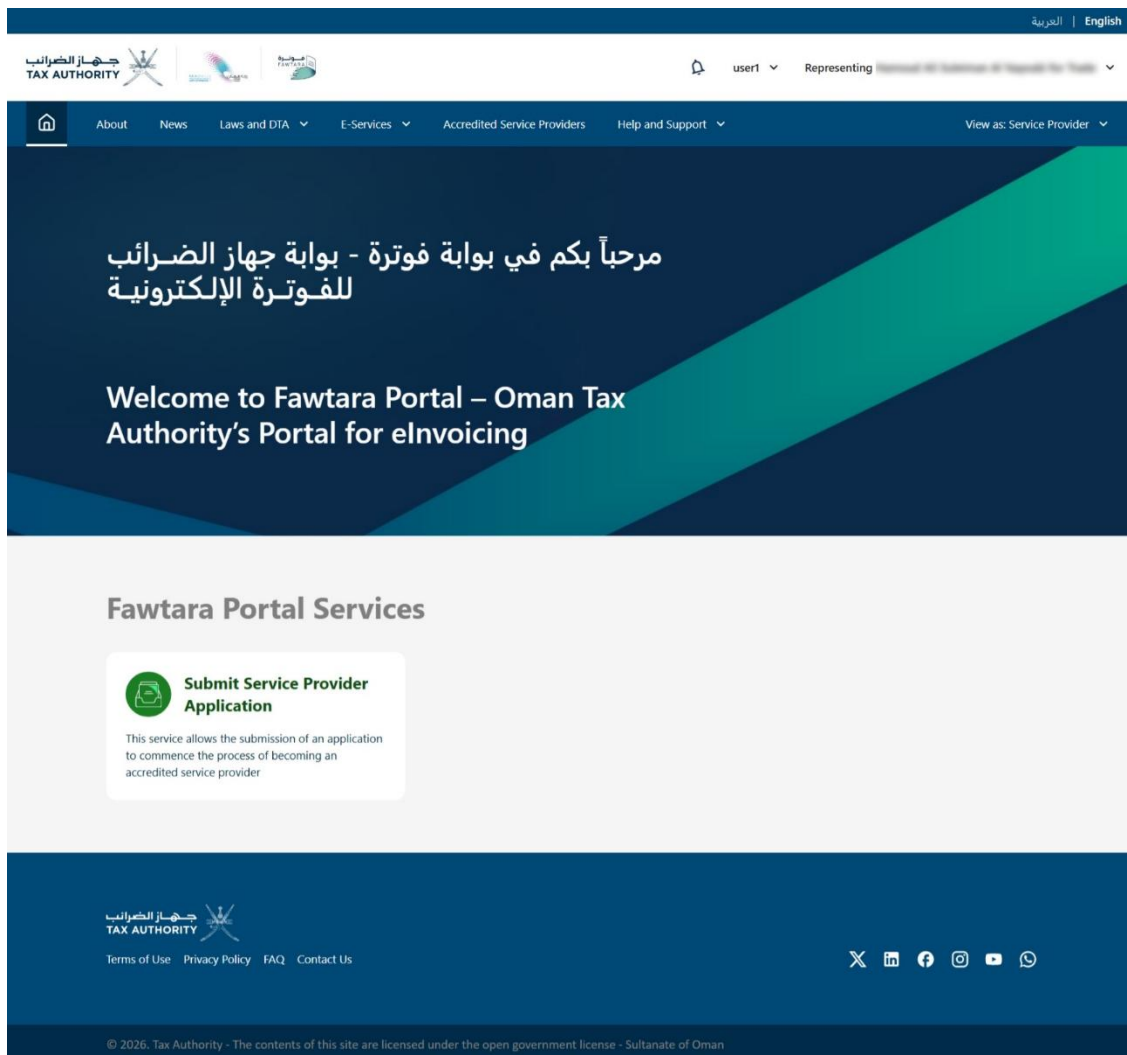
7 Service Provider Review Taxpayer Connection Request

This section explains how users can navigate to E- Services and manage taxpayers by viewing connection and pending requests.

7.1 Process Diagram – Service Provider Review Taxpayer Connection Request



7.2 Fawtara Homepage



The screenshot shows the Fawtara Portal homepage. At the top, there is a navigation bar with language options (العربية | English) and user information (user1, Representing). Below the navigation bar, there is a main header with the text: "مرحباً بكم في بوابة فوترة - بوابة جهاز الضرائب للإفوترة الإلكترونية" and "Welcome to Fawtara Portal – Oman Tax Authority's Portal for eInvoicing". The main content area features a section titled "Fawtara Portal Services" with a prominent card for "Submit Service Provider Application". This card includes a green icon of a document and a brief 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. Log in to Fawtara portal as a **Service Provider**.

7.2.1 E – services dropdown



The screenshot shows the Fawtara Portal interface. At the top right, there are language options for 'العربية' and 'English'. Below this, the user is logged in as 'user1' and is representing a company. The main navigation bar includes 'About', 'News', 'Laws and DTA', 'E-Services', 'Accredited Service Providers', 'Help and Support', and 'View as: Service Provider'. The 'E-Services' dropdown menu is open, showing options: 'Service Provider Applications', 'Manage Taxpayers', 'SMP Management', and 'Raise a Request'. The 'Manage Taxpayers' option is highlighted. The main content area features a large banner with the text 'مرحباً بكم في بوابة جهاز الضرائب للفوترة الإلكترونية' 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 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. Access **E-services** dropdown.
2. Click on **Manage Taxpayers**, to view and manage Taxpayers.

7.3 Connected Taxpayers



العربية | English

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user1 Representing

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

Fawtara Portal > E-Services > Manage Taxpayers

Manage Taxpayers

Connected Taxpayers Pending Requests (1)

Search by keyword Filter

| Taxpayer Name ↑ | Participant ID | Effective Date | Contact Information |
|-----------------|----------------|----------------|---------------------|
| ... | ... | ... | ... |
| ... | ... | ... | ... |
| ... | ... | ... | ... |

Showing 1 - 3 of 3 Rows per page: 5

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1. When viewing the Manage Taxpayer page, you will be able to see **Connected Taxpayers** and **Pending Requests** options.
2. The page shows the **Connected Taxpayers'** details.

7.4 Pending Request



العربية | English

جهاز الضرائب TAX AUTHORITY

user1 Representing

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

Fawtara Portal > E-Services > Manage Taxpayers

Manage Taxpayers

Connected Taxpayers Pending Requests (1)

Search by keyword Filter

| Name | Participant ID | Request Date | Request Expiry Date |
|------|----------------|--------------|---------------------|
| | | | |

View

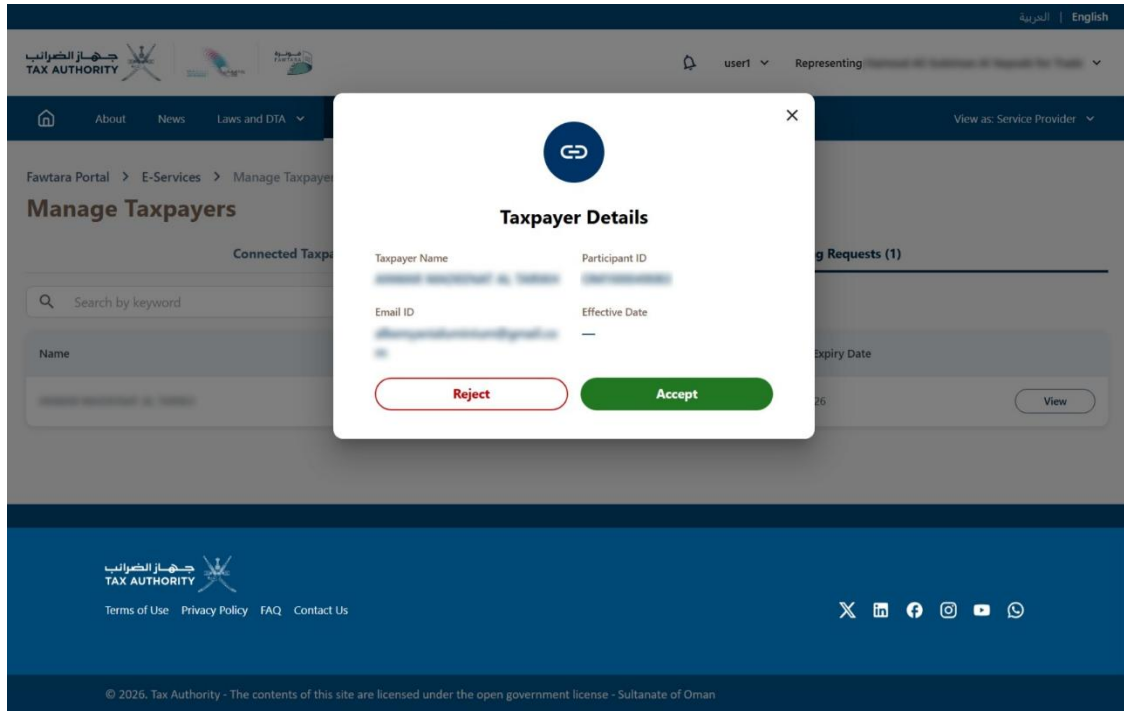
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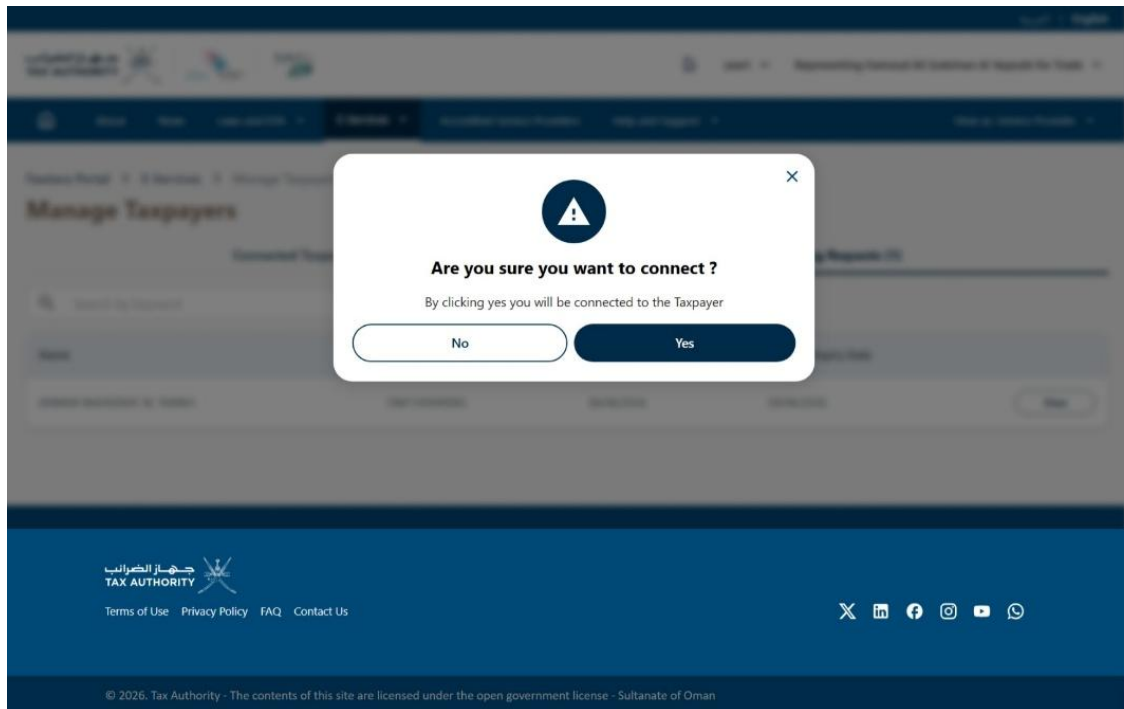
1. The page shows the **Pending Request** need to be managed by the Service Provider.
2. By clicking on the eye icon on the right hand, you will be able to view the request details and to **Accept** or **Reject** Taxpayer.

7.4.1 Taxpayer Details



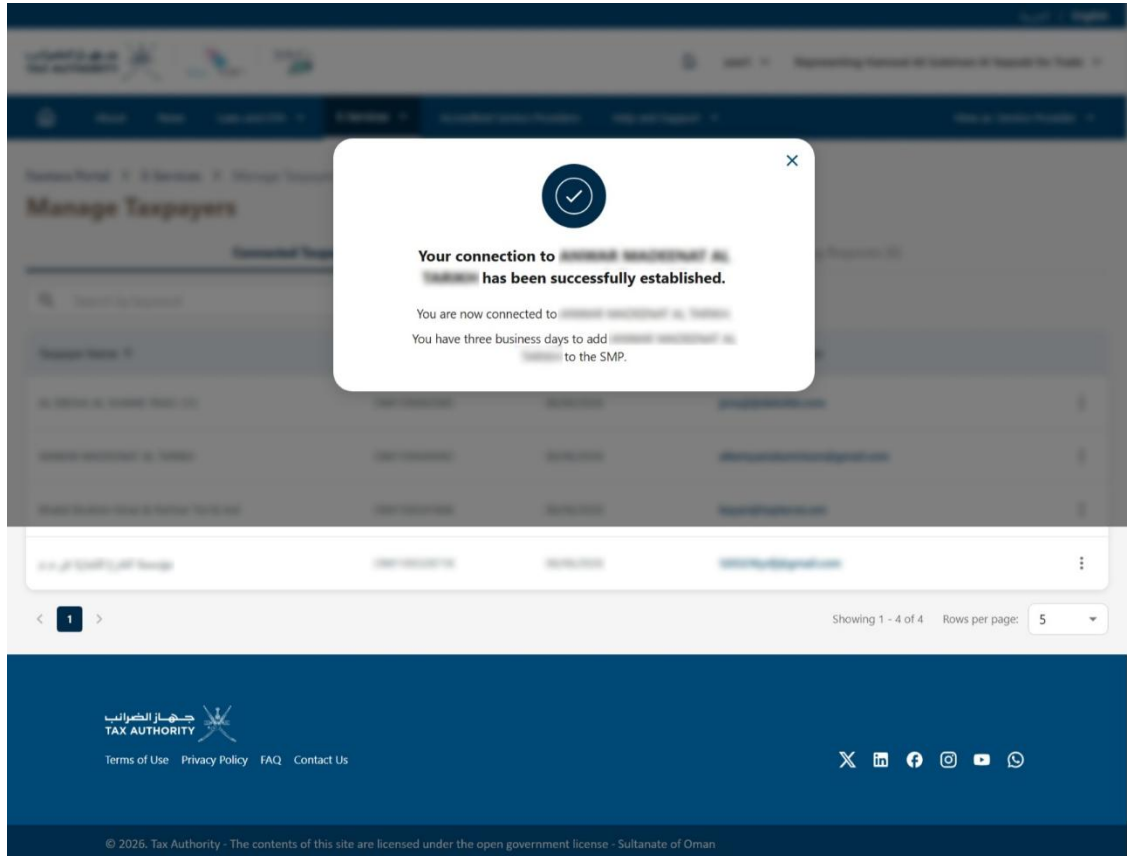
1. If you wish to accept taxpayer connection, click on **Accept**.

7.5 Confirmation Message



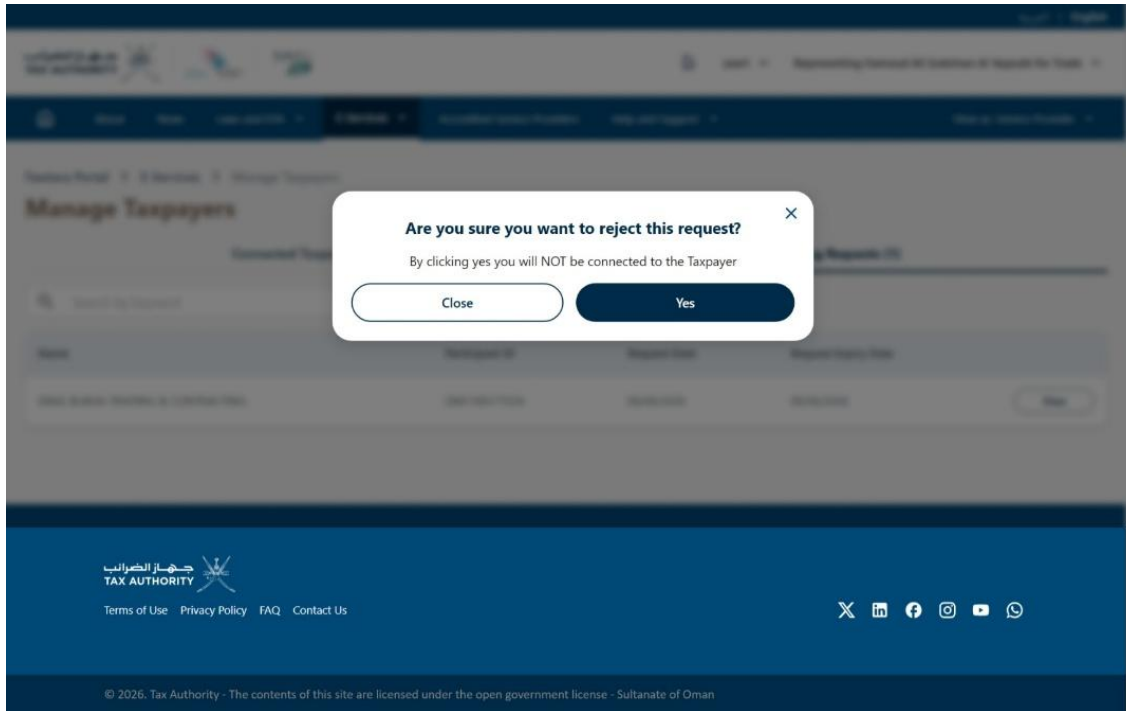
1. Click **Yes**, if you accept the connection to the Taxpayer request.

7.5.1 Connection Successful



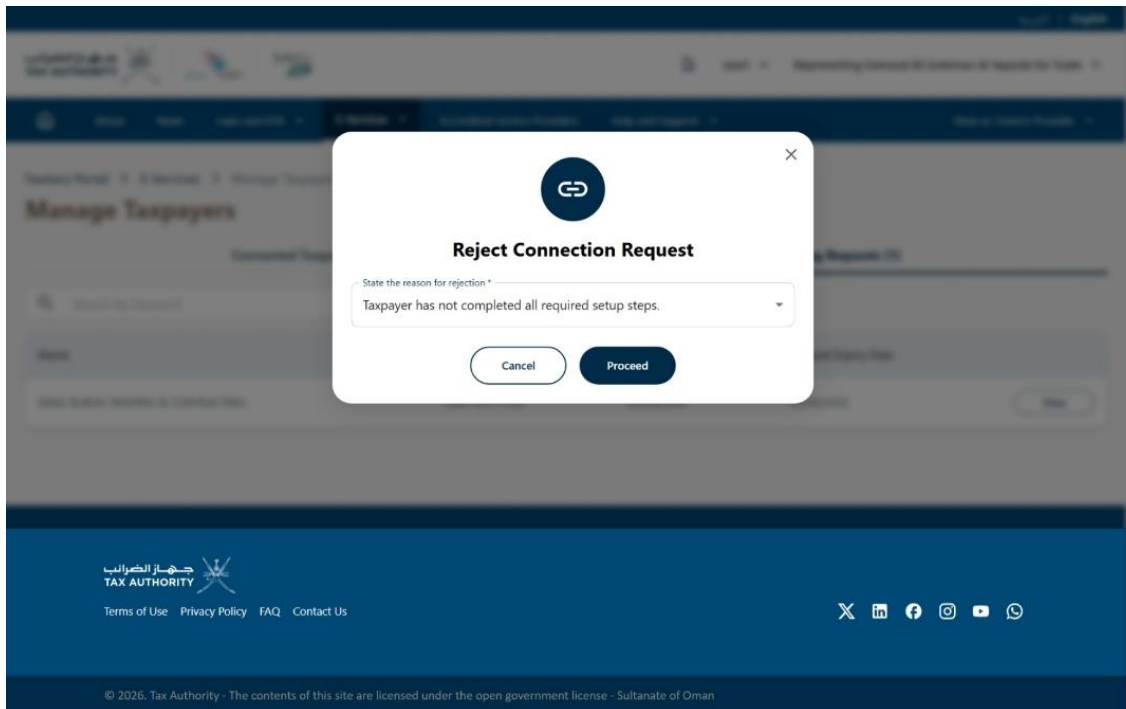
1. The connection to taxpayer has been established.
2. When the Connection Request is **accepted**:
 - email and on-screen notifications are issued confirming Service Providers of the acceptance and guiding them to add the Taxpayer in 3 business days on SMP.
 - The Taxpayer will receive email and on-screen notifications are issued to confirming of the acceptance.

7.6 Connection Rejected



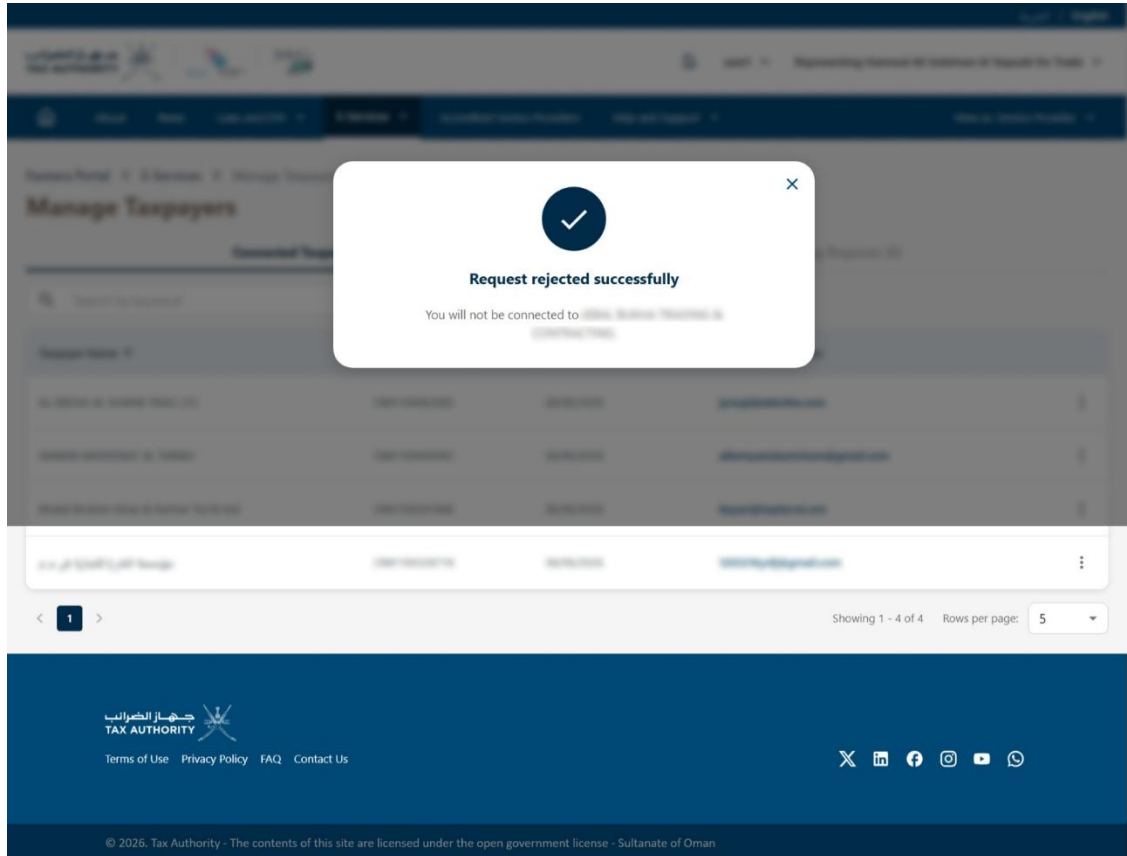
1. Click **Yes** to proceed on rejection

7.7 Rejection Reason



1. The Service provider to confirm their decision and provide a rejection reason from dropdown and click on **Proceed**.

7.8 Connection Request Rejected Successfully

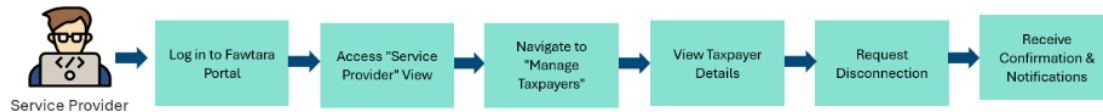


1. When connection request **Rejected**
 - An on-screen notification will appear for the Service Provider to confirm their decision and provide a rejection reason.
 - An on-screen pop-up will appear confirming their **Reject** decision.
 - The Service Provider receives an email confirming their decision.
 - The Taxpayer receives an email confirming the rejection of their connection request.
2. If **Connection Request Expired**, notifications are sent via email and on-screen messages for both Service Providers and Taxpayers to inform them of the expiration.

8 Service provider Request to Disconnect with Taxpayer

This section explains how users can navigate to E-services and manage Taxpayers by viewing connection and pending requests and manage disconnection with a Taxpayer.

8.1 Process Diagram - Service Provider Disconnect Taxpayer



8.2 E – services dropdown

The screenshot shows the Fawtara Portal interface. At the top, there are navigation links for 'About', 'News', 'Laws and DTA', 'E-Services', 'Accredited Service Providers', and 'Help and Support'. The 'E-Services' dropdown menu is open, displaying the following options: 'Service Provider Applications', 'Manage Taxpayers', 'SMP Management', and 'Raise a Request'. Below the navigation, the main heading reads 'Welcome to Fawtara Portal – Oman Tax Authority's Portal for eInvoicing'. A section titled 'Fawtara Portal Services' features a card for 'Submit Service Provider Application' with a brief 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, 'Terms of Use', 'Privacy Policy', 'FAQ', 'Contact Us', and social media icons.



1. After successfully logging in as a Service Provider, navigate to the E-Services dropdown in the menu bar and select Manage Taxpayer to access the management page.

8.3 Manage Taxpayer page

The screenshot displays the 'Manage Taxpayers' page. At the top, there is a navigation bar with 'E-Services' selected. Below the navigation bar, the breadcrumb trail reads 'Fawtara Portal > E-Services > Manage Taxpayers'. The main heading is 'Manage Taxpayers'. There are two tabs: 'Connected Taxpayers' (active) and 'Pending Requests (0)'. A search bar and a 'Filter' button are present. The table below has the following data:

| Taxpayer Name ↑ | Participant ID | Effective Date | Contact Information |
|-----------------|----------------|----------------|---------------------|
| ... | ... | ... | ... Disconnect |
| ... | ... | ... | ... |
| ... | ... | ... | ... |
| ... | ... | ... | ... |

At the bottom of the table, it says 'Showing 1 - 4 of 4' and 'Rows per page: 5'. The footer contains the Tax Authority logo, 'Terms of Use', 'Privacy Policy', 'FAQ', 'Contact Us', and social media icons. 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. This page shows the **connected Taxpayer's** details.
2. Service Providers here can **Manage Taxpayer connections**.
3. To disconnect taxpayer, click on the three dots and select **Disconnect** option to continue on disconnecting processes.

8.4 Disconnection Reason



The screenshot shows a web interface for 'Manage Taxpayers'. A modal dialog titled 'Disconnect' is open, asking the user to 'State the reason for disconnection'. A dropdown menu is open, showing 'Accreditation Termination' as the selected option. Below the dropdown are two buttons: 'Cancel' and 'Disconnect'. The background shows a table of taxpayers with columns for 'Taxpayer Name', 'Taxpayer ID', 'Status', and 'Action'.

1. Service Provider, upon disconnecting, should provide a reason to disconnect a Taxpayer.
2. Once Service Providers state a reason, continue by clicking on **Disconnect**.

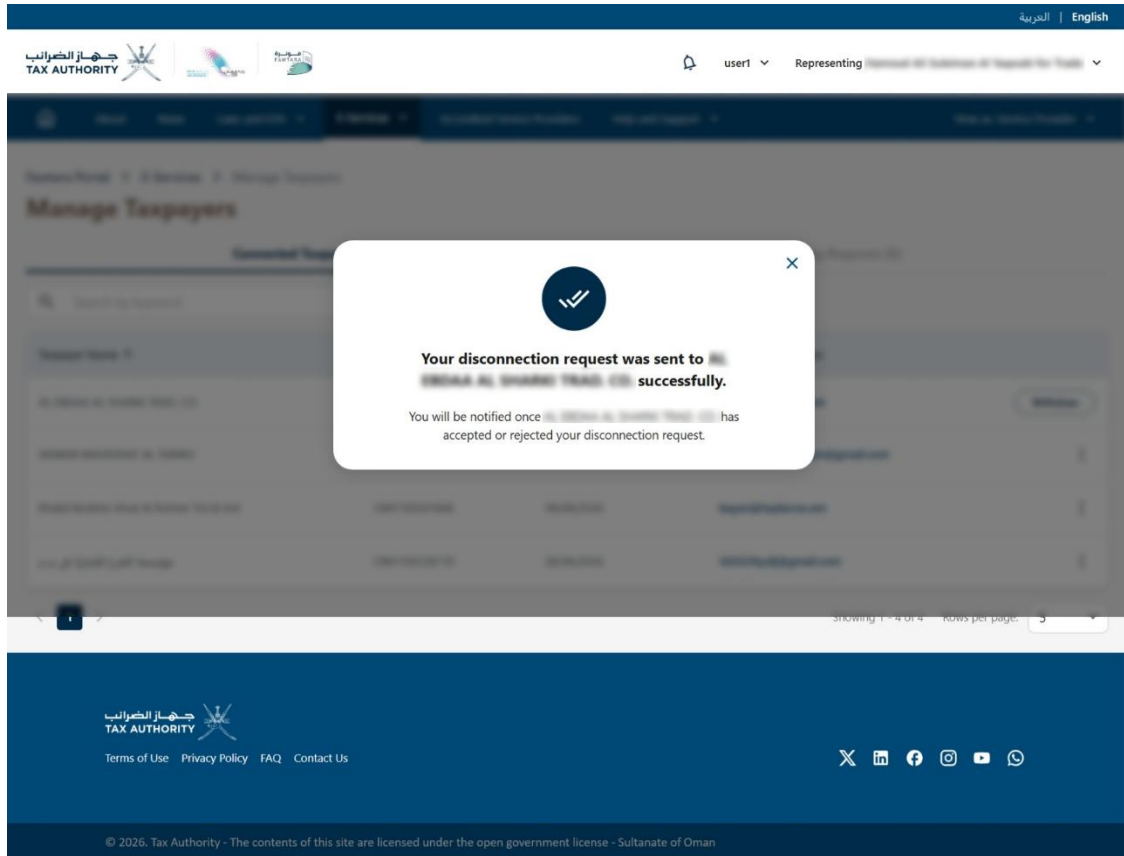
8.5 Warning Message



The screenshot displays a web interface for managing taxpayers. A modal dialog box is centered on the screen, containing a warning icon and the text: "Warning! Are you sure you want to proceed with the disconnection? By clicking yes, a disconnection request will be sent to [Taxpayer Name].". Below the text are two buttons: "No" and "Yes". The background is a blurred view of a "Manage Taxpayers" table with columns for Name, ID, and Status. The footer of the page includes 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. Click **Yes** if you wish to proceed with Disconnection.

8.5.1 Disconnection Successful

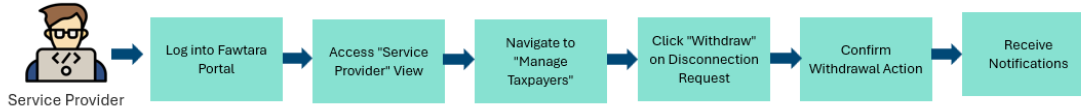


1. **Disconnection** request was sent successfully to Taxpayer.
2. Service Provider will receive an email an on-screen notification confirming their **Disconnection Request**.
3. Taxpayer will receive email and on- screen notification notifying them about **Disconnection Request**.
4. Service provider will be notified once the Taxpayer accept or reject the disconnection.

9 Service Provider withdrawing a disconnection request

This explains how a Service Provider can withdraw a disconnection request for a Taxpayer.

9.1 Process Diagram - Service Provider Withdraw Disconnection



9.2 Service Provider Withdraw Disconnection

Fawtara Portal > E-Services > Manage Taxpayers

Manage Taxpayers

Connected Taxpayers Pending Requests (0)

Search by keyword Filter

| Taxpayer Name ↑ | Participant ID | Effective Date | Contact Information | |
|-----------------|----------------|----------------|---------------------|------------|
| ... | ... | ... | ... | Withdraw |
| ... | ... | ... | ... | Disconnect |
| ... | ... | ... | ... | ... |
| ... | ... | ... | ... | ... |

Showing 1 - 4 of 4 Rows per page: 5

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1. After a successful login to the Fawtara Portal, access the **Service Provider** view.
2. Under **E-services**, go to the **Manage Taxpayers** section to view and manage connected taxpayers.
3. If a disconnection request was made, the Disconnect button changes to **Withdraw**, allowing the Service Provider to withdraw the disconnection request.

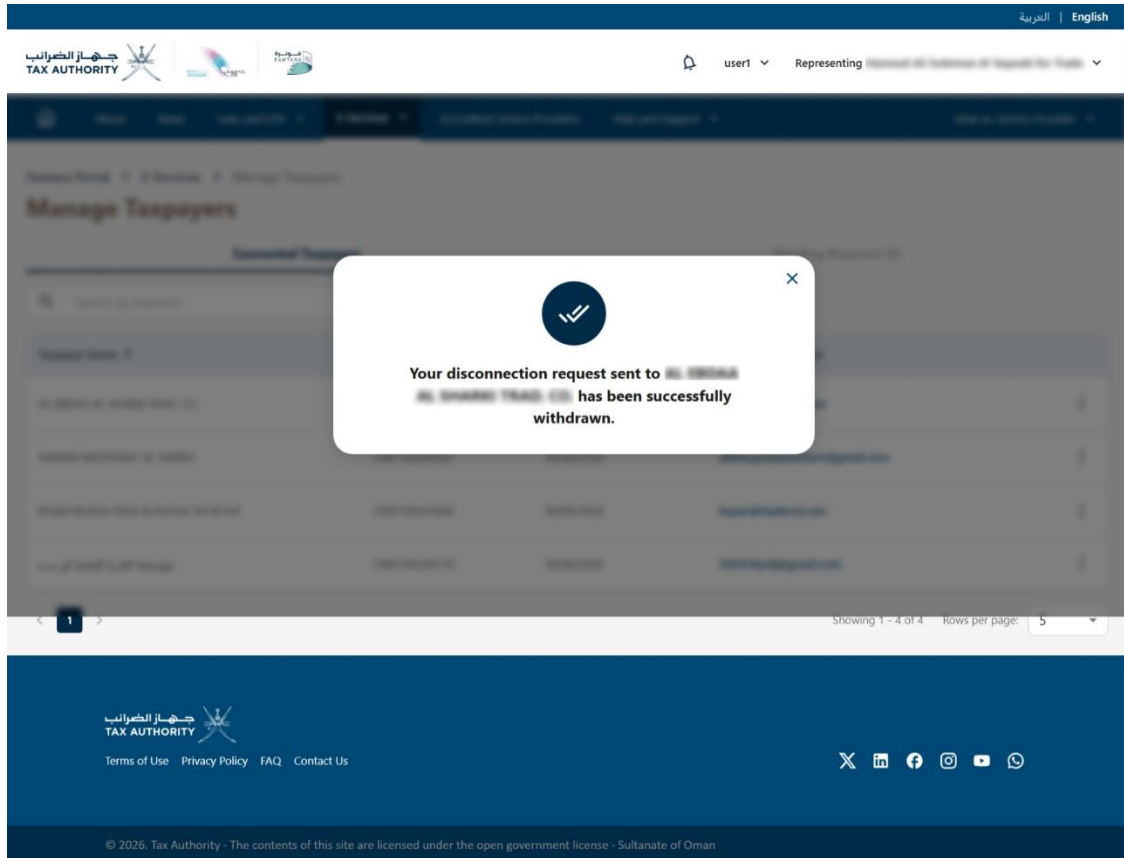
9.3 Confirmation message



The screenshot displays the Tax Authority's web interface. At the top, there are navigation links for 'العربية' and 'English', and user information for 'user1' representing a 'Representing' entity. The main content area is titled 'Manage Taxpayers' and contains a table with columns for 'Taxpayer Name', 'Taxpayer ID', 'Taxpayer Type', 'Status', and 'Actions'. A modal dialog box is overlaid on the table, titled 'Withdraw Request'. The dialog box contains a warning icon and the text: 'Withdraw Request' and 'Are you sure you want to withdraw the disconnection request?'. Below the text are two buttons: 'No' and 'Yes'. The footer of the page includes 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: '© 2026. Tax Authority - The contents of this site are licensed under the open government license - Sultanate of Oman'.

1. Click **Yes** to confirm your withdrawing.

9.3.1 Disconnection withdrawn Successfully



1. After a successful withdrawal, The Service Provider receives email and on-screen notifications confirming **withdrawal**.
2. The **Taxpayer** receives email indicating that the disconnection request has been **withdrawn**.

10 Service Provider view list of participants details

This section explains how the Service Provider can view the list of participant details.

10.1 process Diagram - Service Provider view list of participants details



10.2 Log-in to Fawtara Homepage



The screenshot shows the Fawtara Portal interface. At the top, there are navigation links for 'العربية' and 'English', a user profile 'user1', and a 'Representing' dropdown. The main navigation bar includes 'Home', 'About', 'News', 'Laws and DTA', 'E-Services', 'Accredited Service Providers', 'Help and Support', and 'View as: Service Provider'. The 'E-Services' dropdown menu is open, showing options: 'Service Provider Applications', 'Manage Taxpayers', 'SMP Management', and 'Raise a Request'. The 'SMP Management' option is highlighted. Below the navigation, a large banner reads 'مرحباً بكم في بوابة جهاز الضرائب للفوترة الإلكترونية' and 'Welcome to Fawtara Portal – Oman Tax Authority's Portal for eInvoicing'. A section titled 'Fawtara Portal Services' features a card for 'Submit Service Provider Application' with 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, 'Terms of Use', 'Privacy Policy', 'FAQ', 'Contact Us', and social media icons. A copyright notice at the bottom states: '© 2026. Tax Authority - The contents of this site are licensed under the open government license - Sultanate of Oman'.

1. log-in to Fawtara portal and view as a **service provider**.
2. Access E-services dropdown, select **SMP management**.

10.3 List of Participants



العربية | English

جهاز الضرائب TAX AUTHORITY

user1 Representing

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

Fawtara Portal > E-Services > SMP Management

SMP Management

Participants List

Search by keyword Filter

| Name ↑ | Date Registered | Participant Identifier |
|--------|-----------------|------------------------|
| ... | ... | ... |
| ... | ... | ... |
| ... | ... | ... |
| ... | ... | ... |

Showing 1 - 4 of 4 Rows per page: 5

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1. This page displays names and details of participants connected to the service provider.

10.4 Selected Participants Details



العربية | English

جهاز الضرائب TAX AUTHORITY

user1 Representing

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

Fawtara Portal > E-Services > SMP Management > Participant Details

Participant Details

Participant Identifier

OM

Name

Country Code

OM

Geographical Information

Websites

Contact Details

Additional Identifiers

Selected Documents

| Common Name | Type |
|-----------------------------------|---------|
| Peppol BIS Billing UBL Invoice V3 | Invoice |

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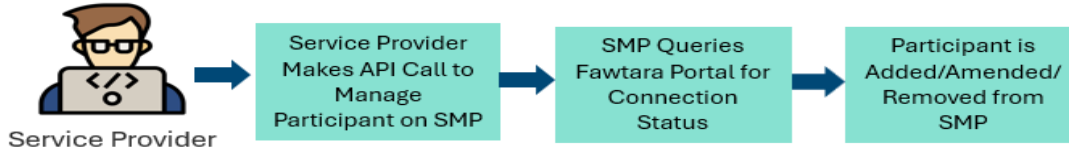
1. This page displays the selected participant's **details**.

Part III: Actions to be taken by Service Providers on SMP

11 Oman SMP Allow Service Provider to Manage (add/amend/remove) Participants on Oman SMP to exchange Invoices Through Network

This explains how Service Provider manage participants through API calls to the SMP. The SMP allows the actions based on a query to Fawtara Portal.

11.1 Process Diagram - Oman SMP Allow Service Provider to Manage (add/amend/remove) Participants on Oman SMP to exchange Invoices Through Network



11.2 Oman SMP API Validation and Response Scenarios

1. The Service Provider initiates the process by sending an API request to Oman SMP to **Add, Amend, or Remove** a Taxpayer (Participant).
2. Upon receiving the request, Oman SMP queries the Fawtara Portal to verify whether a valid connection between the Service Provider and the Taxpayer has been established.
3. If the connection is successfully verified, the action status is returned as **Approve**.
4. Following the approval status, the Participant is successfully **Added, Amended, or Removed** from Oman SMP.
5. If the connection is not established, the action status is returned as **Reject**.
6. In this case, no changes are made to the Participant record in Oman SMP, and the process ends without any update.