



جهاز الضرائب
TAX AUTHORITY

Service Provider Registration User Manual V 2.0

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What's New Added:

Number of Activities Added	Names of Activities Added
2	<ol style="list-style-type: none"> 1. 9 List of Accredited Service Providers 2. 10 Submit Test Results

1 Introduction

The Service Provider Registration User Manual serves as a guidance and reference for interested and eligible companies organizations seeking accreditation as eInvoicing Service Providers under the Fawtara program of the Oman Tax Authority (OTA).

The Fawtara program establishes a national framework for the standardized, secure, and compliant exchange of electronic invoices in the Sultanate of Oman. Within this framework, Service Providers play a critical role in enabling taxpayers to generate, validate, transmit, receive, and archive e-invoices in accordance with approved technical, operational, and security requirements. As such, the Service Provider accreditation process is governed by defined eligibility criteria, structured workflows, and regulatory controls to ensure system integrity, data protection, and legal compliance.

This manual provides end-to-end procedural guidance covering the full lifecycle of Service Provider interaction with the Fawtara Portal, from initial access and application submission through post-accreditation activities. It documents how applicants and accredited Service Providers must use the portal to:

- Create, submit, and manage accreditation applications
- Provide mandatory corporate, technical, and security information
- Upload required documentation and evidence
- Submit and manage test results
- Respond to requests for additional information
- Performed controlled actions such as withdrawal, amendment, renewal, and termination
- Monitor application status and accreditation outcomes

The content is structured to reflect the actual system flow and decision points experienced by users. Each section explains what the user is expected to do, how the system responds, and what conditions must be met before proceeding to the next step. Where applicable, validation messages, approval dependencies, and status changes are described to support accurate completion of each action.

This manual is intended to ensure that all Service Provider applications are submitted consistently, reviewed efficiently, and processed in compliance with OTA policies, thereby supporting the reliable operation of the national e-Invoicing ecosystem. It should be used as the primary operational reference by applicants, accredited Service Providers, and relevant stakeholders when engaging with the Fawtara Portal.

1.1 Benefits

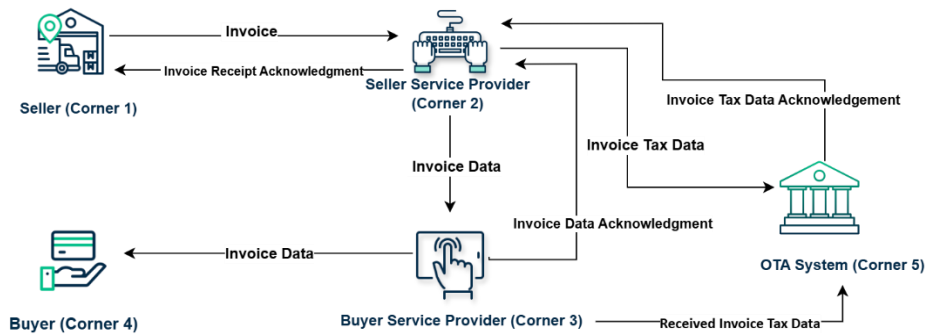
Accreditation as a Fawatra-approved Service Provider offers several key advantages, including:



- 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 Oman.
- Authorized employees of those 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 must understand the processes and portal responses and outcomes as part of them in Oman.

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

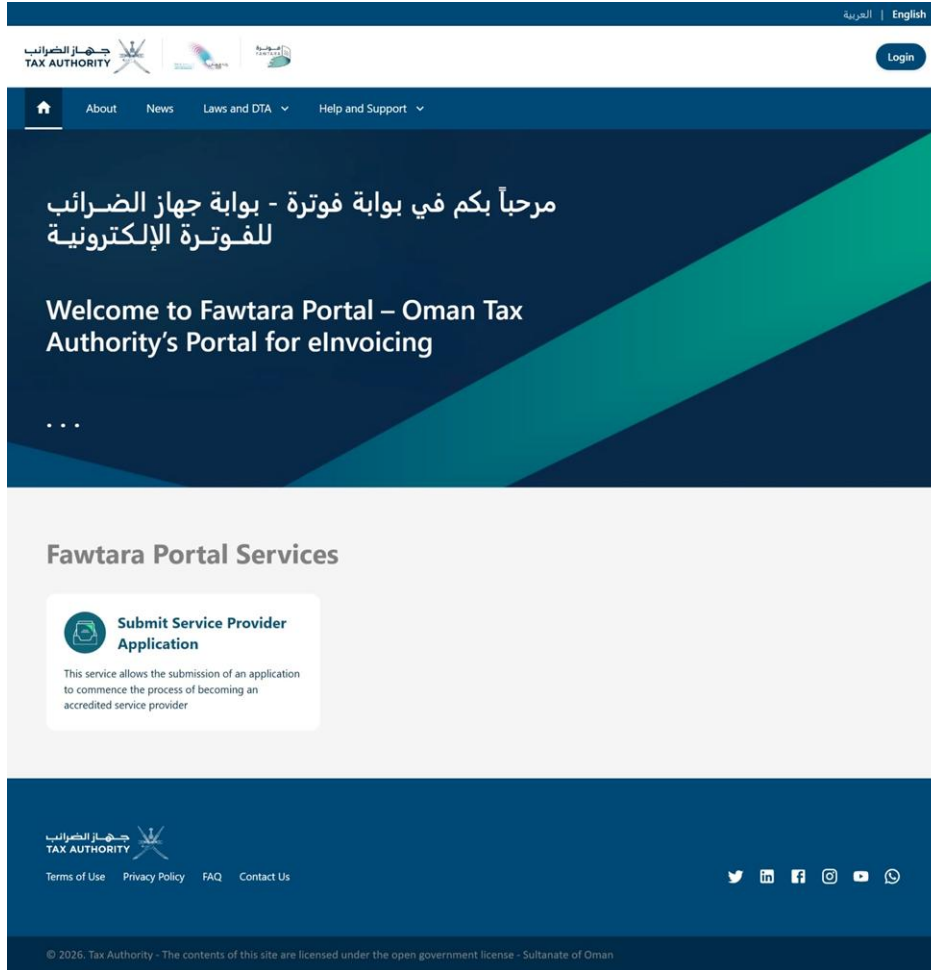
Users can access the Fawtara portal by using their existing TMS credentials. However, only users with an existing and active TIN associated with a Commercial Registration Number will have access to the Service Provider related functionalities.

4 Log-in

4.1 Process Diagram - Log-in

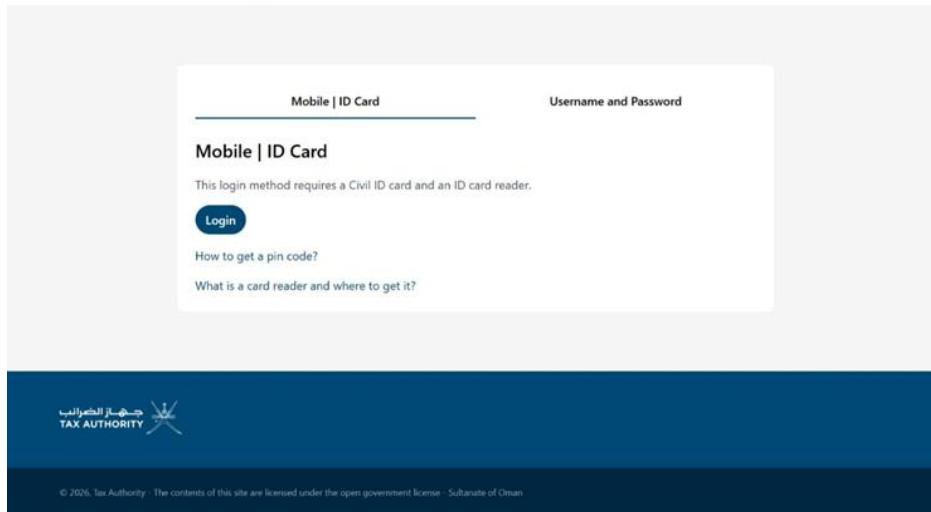


4.2 Access Fawtara Portal and Log-In



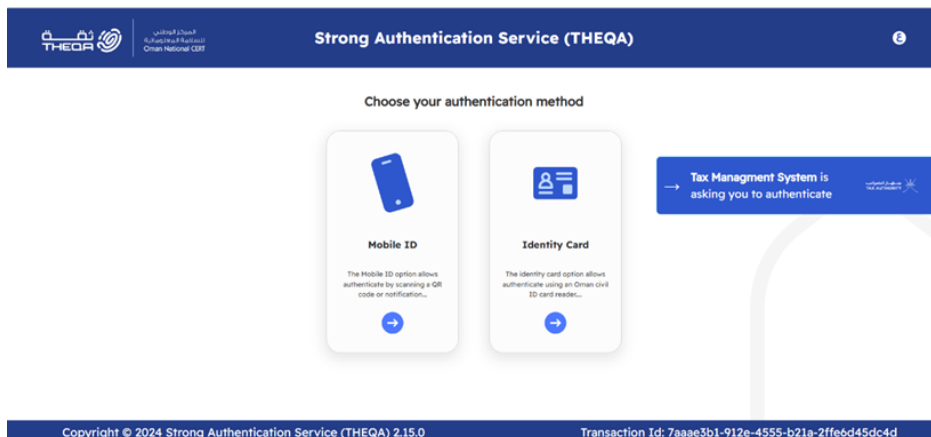
1. The screen displays the Fawtara Portal homepage of the Oman Tax Authority.
2. Select Submit Service Provider Application.
3. The system redirects the user to the authentication page.
4. There are two access options, either to use THEQA authentication or to access by username and password issued by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

4.3 Login Using TMS Credentials (Mobile Login – Phone Number Required)



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

4.3.1 THEQA Authentication



1. After logging 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 Login Using TMS Credentials (Username and Password)

The screenshot shows the login interface for the Tax Authority. At the top, there is a header with the Tax Authority logo and navigation links for Arabic and English. Below the header, there are two tabs: "Mobile | ID Card" and "Username and Password". The "Username and Password" tab is selected. The main content area contains a login form with the following elements:

- Username and Password** section header.
- Instruction: "To use this login method you need username and password issued by Tax Authority."
- Username** field: A text input field containing the text "user1".
- Password** field: A password input field with a masked password "*****" and an eye icon to toggle visibility.
- Forgot password** link: A text link below the password field.
- Login** button: A blue circular button at the bottom of the form.

At the bottom of the page, there is a footer with the Tax Authority logo and the text: "© 2026, Tax Authority - The contents of this site are licensed under the open government license - Sultanate of Oman".

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*)

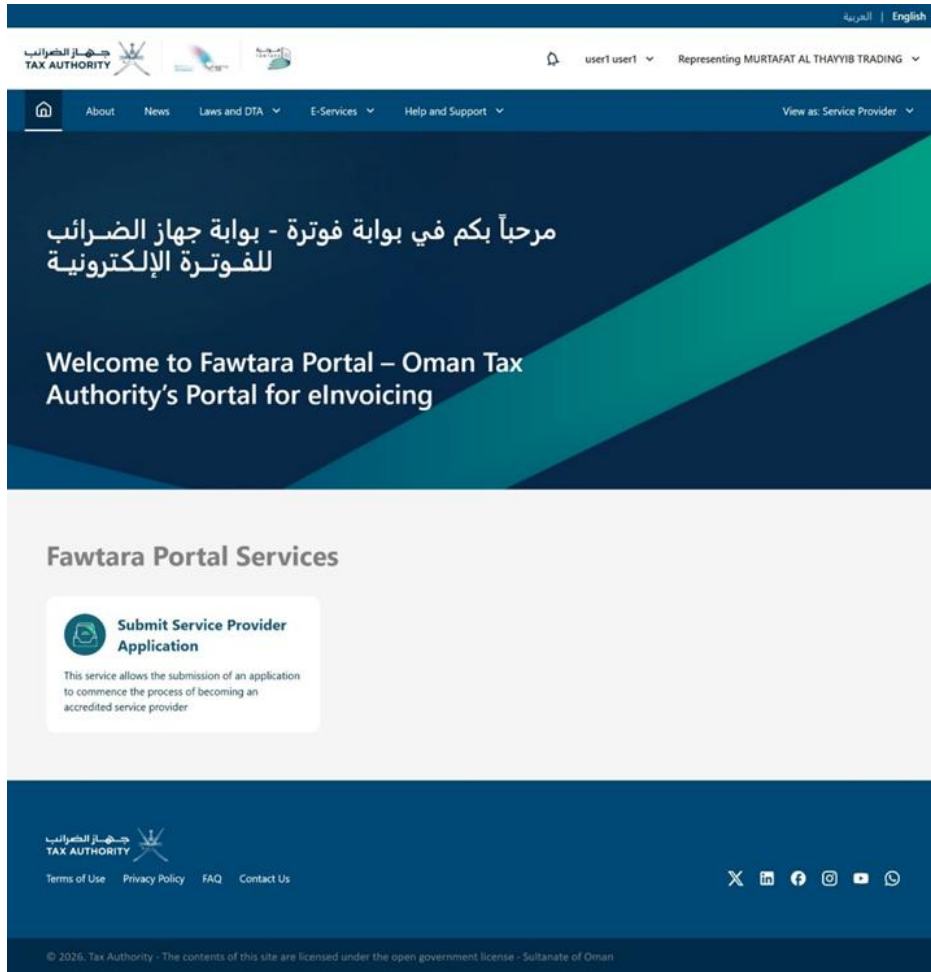
4.4.1 Login Using TMS Credentials (Invalid Username or Password)



The screenshot shows the login interface of the Tax Authority portal. At the top, there are two tabs: 'Mobile | ID Card' and 'Username and Password'. The 'Username and Password' tab is active. A red error message box at the top of the form reads: 'Data Validation Errors! Invalid username or password.' Below this, the 'Username and Password' section contains a sub-header, a brief instruction, and two input fields. The 'Username' field contains the text 'halima'. The 'Password' field is masked with dots and has a visibility toggle icon. Below the password field is a 'Forgot password' link and a blue 'Login' button. The footer of the page includes the Tax Authority logo and a copyright notice: '© 2024, Tax Authority - The contents of this site are licensed under the open government license - Sultanate of Oman'.

- 1.The Log-In page appears showing Username and Password fields.
2. Enter the registered Username.
3. Enter the registered Password
4. The system validates the entered Username and Password.
5. When correct, access is granted.
6. The user is redirected inside the portal to continue the application process.

4.5 Post Log-In Homepage

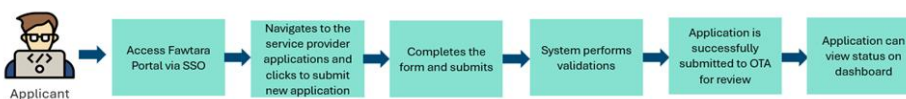


1. After successful login the user will be directed to the post login homepage.

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 displays the Fawtara Portal interface. 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' representing 'Khalid Ibrahim Hinal & Partner Trd & Ind'. The main navigation menu includes 'About', 'News', 'Laws and DTA', 'E-Services', and 'Help and Support'. The 'E-Services' menu is expanded, showing 'Service Provider Applications' as the selected option. The main content area features a large banner 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'. Below the banner, there is a section titled 'Fawtara Portal Services' which includes a card for 'Submit Service Provider Application'. This card contains an 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 of the page includes 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 has a dark blue header with navigation links: Home, About, News, Laws and DTA, E-Services, and Help and Support. Below the header, there is a breadcrumb trail: Home > E-Services > Service Provider Applications. The main content area is titled 'Service Provider Applications' and includes a search bar with the text 'Search by keyword', a 'Filter' button, and a 'Submit New Application' button. Below this is a table with the following columns: Application Number, Application Type, Application Date (with an upward arrow), Decision Date, and Application Status. The table is currently empty, displaying 'No applications found'. At the bottom of the table, there is a pagination control showing 'Showing 0 - 0 of 0' and 'Rows per page: 10'. The footer of the page 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: '© 2026. 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

The screenshot shows the 'Accreditation of E-invoicing Service Provider' page on the Tax Authority website. The page is in English and includes a navigation bar at the top with options like 'About', 'News', 'Laws and DTA', 'E-Services', and 'Help and Support'. The main content area is titled 'Accreditation of E-invoicing Service Provider' and contains the following sections:

- Procedure :** A list of four 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 section titled 'A Service Provider applying for accreditation must fulfill all of the following conditions:' followed by a list of 11 conditions, including being commercially registered, having a minimum capital of OMR 60,000, and meeting technical requirements.
- Required Documents :** A section titled 'A Service Provider applying for accreditation must provide the following documents as part of the application:' followed by a list of 11 documents, such as mainland commercial registration, audited financial statements, and ISO/IEC 27001 Certification.

On the right side of the page, there is a 'START APPLICATION' button and a list of links: 'Service Fees', 'No Fees', 'Service Availability', '24/7', 'Target Audience', 'Companies interested to be Service Providers', 'FAQs Link', 'User Guide', and 'Service Provider Accreditation Guide'.

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

العربية | English

Fawtara Portal > E-services > Service Provider Applications > Submit New Application

Submit New Application

Exit

Company Information e-invoicing Solution Details Subcontracting or Partnership Arrangement Technical and Security Requirements Contact Details Self Declaration Summary

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

Company Name: Commercial Registration No.:

Company Address: VAT Identification Number:

Company Website (if available): Is the company registered in a Special Zone in Oman? * Yes No

Upload Commercial Registration * Expiry Date of the Commercial Registration *

Relevant Activities *
Activity 1 * Activity 2 *

+ Add more activity

Paid up capital (OMR) * Upload the latest audited financial statements *

Is the company a Riyada card holder? * Yes No Upload Riyada card *

Number of years of operations of the company in Oman * Number of years of operations of the parent company *

Upload Commercial Registration of parent company * Upload proof of parent company operations

Upload ISO22301 Business Continuity certificate Is the company subject to a tax debt collection process? * Yes No

Upload the latest Omanization certificate issued by the Ministry of Labour * Is the company an Open/Peppol member at the time of submitting this application? * Yes No

Is the company applying to be a service provider to yourself or to provide services to others? * Myself Others

Save as Draft Back Next

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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

[العمانية](#) | [English](#)

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

Submit New Application

Company Information

invoicing Solution
Details

Subcontracting or
Partnership
Arrangement

Technical and
Security
Requirements

Contact Details

Self Declaration

Summary

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

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BACK
NEXT

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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

Submit New Application

Exit

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 invoicing solution.

What is the trade name of the invoicing Solution? *

Select the country where invoicing services have been provided *

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

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

Is the company or the parent company an invoicing Provider in any other country? *

Provide a brief description of the invoicing services provided *

Select the types of documents supported by your invoicing solution *

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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

فوترة FAWTARA 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** occur 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 eInvoicing 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

Company Information

eInvoicing Solution Details

Subcontracting or Partnership Arrangement

Technical and Security Requirements

Contact Details

Self Declaration

Summary

Technical and Security Requirements

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

<p>Upload the eInvoicing technical design document * ⓘ</p> <input type="text" value="Choose file"/> ⬆️	<p>Upload proof of multifactor authentication * ⓘ</p> <input type="text" value="Choose file"/> ⬆️
<p>Upload proof of encryption at rest * ⓘ</p> <input type="text" value="Choose file"/> ⬆️	<p>Upload proof of encryption in transit * ⓘ</p> <input type="text" value="Choose file"/> ⬆️
<p>Upload proof of security monitoring * ⓘ</p> <input type="text" value="Choose file"/> ⬆️	<p>Upload audited ISO/IEC 27001 certification * ⓘ</p> <input type="text" value="Choose file"/> ⬆️

SAVE AS DRAFT

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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

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

Edit Application

Company Information

eInvoicing Solution Details

Subcontracting or Partnership Arrangement

Technical and Security Requirements

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Summary

Technical and Security Requirements

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

<p>Upload the eInvoicing technical design document * ⓘ</p> <input style="width: 90%;" type="text" value="eInvoicing technical design document.pdf"/> <input type="button" value="Upload"/>	<p>Upload proof of multifactor authentication * ⓘ</p> <input style="width: 90%;" type="text" value="multifactor authentication.pdf"/> <input type="button" value="Upload"/>
<p>Upload proof of encryption at rest * ⓘ</p> <input style="width: 90%;" type="text" value="proof of encryption at rest.pdf"/> <input type="button" value="Upload"/>	<p>Upload proof of encryption in transit * ⓘ</p> <input style="width: 90%;" type="text" value="proof of encryption in transit.pdf"/> <input type="button" value="Upload"/>
<p>Upload proof of security monitoring * ⓘ</p> <input style="width: 90%;" type="text" value="proof of security monitoring.pdf"/> <input type="button" value="Upload"/>	<p>Upload audited ISO/IEC 27001 certification * ⓘ</p> <input style="width: 90%;" type="text" value="audited ISO/IEC 27001 certification.pdf"/> <input type="button" value="Upload"/>

SAVE AS DRAFT
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 Exit

Edit Application

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

Contact Details

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

<p>First and Last Name of the Contact Person * ⓘ</p> <input style="width: 95%; height: 25px;" type="text"/> <p><small>Minimum length is 2 characters</small></p>	<p>Designation of the Contact Person * ⓘ</p> <input style="width: 95%; height: 25px;" type="text"/> <p><small>Minimum length is 2 characters</small></p>
<p>Contact E-mail * ⓘ</p> <input style="width: 95%; height: 25px;" type="text"/> <p><small>Please enter a valid email address in the format example@email.com</small></p>	<p>Contact Number * ⓘ</p> <div style="display: flex; align-items: center;"> +968 <input style="width: 80%; height: 25px;" type="text"/> </div> <p><small>Please enter a valid phone number</small></p>

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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.

7.9.1 Review and Confirm Contact Details

العربية | English

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

Edit Application

Company Information

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Subcontracting or Partnership Arrangement

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Contact Details

Self Declaration

Summary

Contact Details

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

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

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

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 * ⓘ

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 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 *

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

[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.

5.10.2 Summary Page – Final Actions



Edit Application



Summary

Please review all the information before submitting your application.

Company Information

Company Name MURIMAT AL THAYYIB TRADING	Relevant Activities Activity 1: 333 Activity 2: 333	Upload proof of parent company operations -
Commercial Registration No. 7059329	Paid up capital (OMR) 3333333	Upload ISO22301 Business Continuity certificate -
Company Address P.O. Box 465, Postal Code 511 Brl, Sultanate of Oman	Upload the latest audited financial statements Screenshot_2026-02-21 at 9:48:20 AM.png	Is the company subject to a tax debt collection process? No
VAT Identification Number OM1100215395	Is the company a Riyada card holder? No	Upload the latest Omanization certificate issued by the Ministry of Labour SIA_06074529-summary.pdf
Company Website (If available) test.com	Upload Riyada card -	Is the company an OpenPeppol member at the time of submitting this application? No
Is the company registered in a Special Zone in Oman? No	Number of years of operations of the company in Oman 11	Is the company applying to be a service provider to yourself or to provide services to others? Others
Upload Commercial Registration Screenshot_2026-02-20 at 6:48:41 PM.png	Number of years of operations of the parent company -	
Expiry Date of the Commercial Registration 2026-02-22	Upload Commercial Registration of parent company -	

Invoicing Solution Details

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

Subcontracting or Partnership Arrangement

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

Technical and Security Requirements

Upload the invoicing technical design document invoicing technical design document.pdf	Upload proof of multifactor authentication multifactor authentication.pdf	Upload proof of security monitoring proof of security monitoring.pdf
Upload proof of encryption in rest proof of encryption in rest.pdf	Upload proof of encryption in transit proof of encryption in transit.pdf	Upload audited ISO/IEC 27001 certification audited ISO/IEC 27001 certification.pdf

Contact Details

First and Last Name of the Contact Person Alienid Mohammed	Designation of the Contact Person manager	Contact E-mail alienidmohammed@xyz.com
		Contact Number +968 92347127

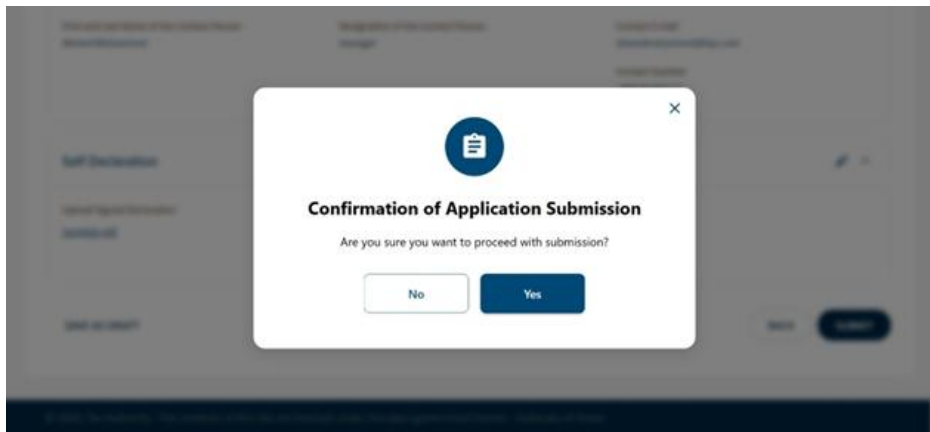
Self Declaration

Upload Signed Declaration Signed.pdf	Upload Proof of Authorization (Memorandum of Association or Power of Attorney or Article of Association) Proof of Authorization.pdf
---	--



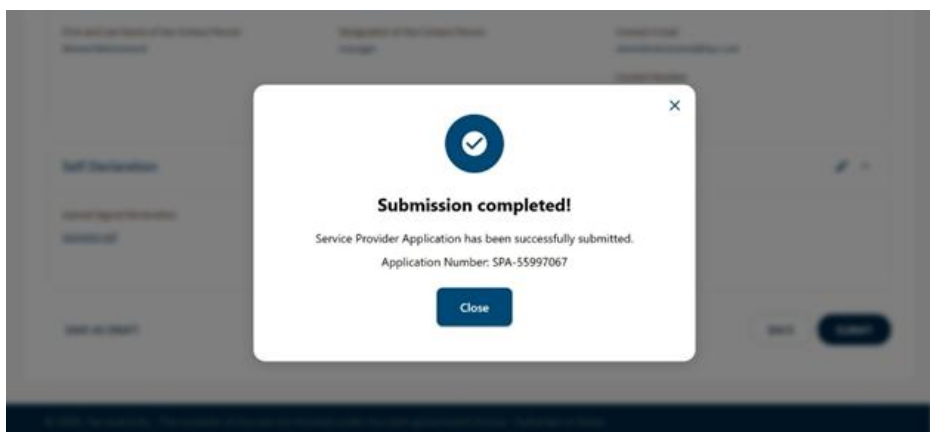
1. The user completes and confirms the Self-Declaration section.
2. The system directs the user to the Summary page.
3. The Summary page displays all application sections for final review.
4. The user views all documents before submitting the application.
5. At the bottom of the page, the Back and Submit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

5.11 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).

5.11.1 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.

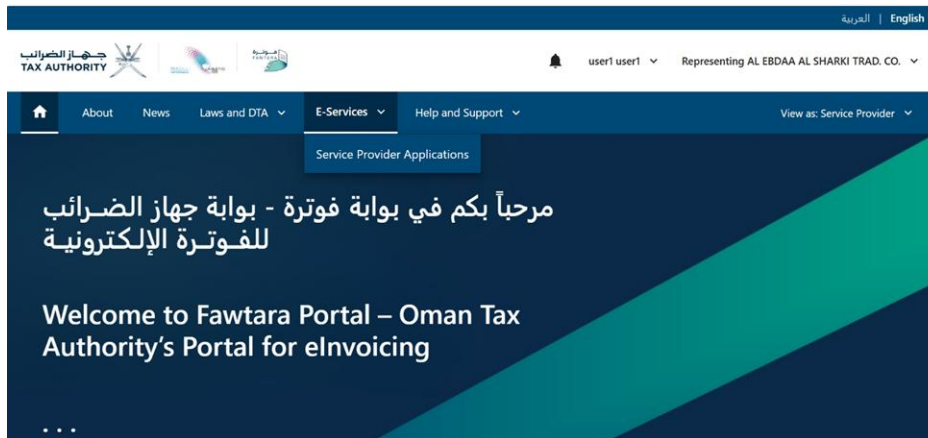
6 Withdrawal

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 Access Home Page - Service Provider Applications Selection



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 features a search bar with the text 'Search by keyword' and a 'Filter' button. A 'Submit New Application' button is located on the right side. Below the search bar is a table with the following data:

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

At the bottom of the table, there is a pagination control showing 'Showing 1 - 1 of 1' and 'Rows per page: 10'. The footer of the page includes the Tax Authority logo, social media icons, and the text '© 2026. Tax Authority - The contents of this site are licensed under the open government license - Sultanate of Oman'.

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.

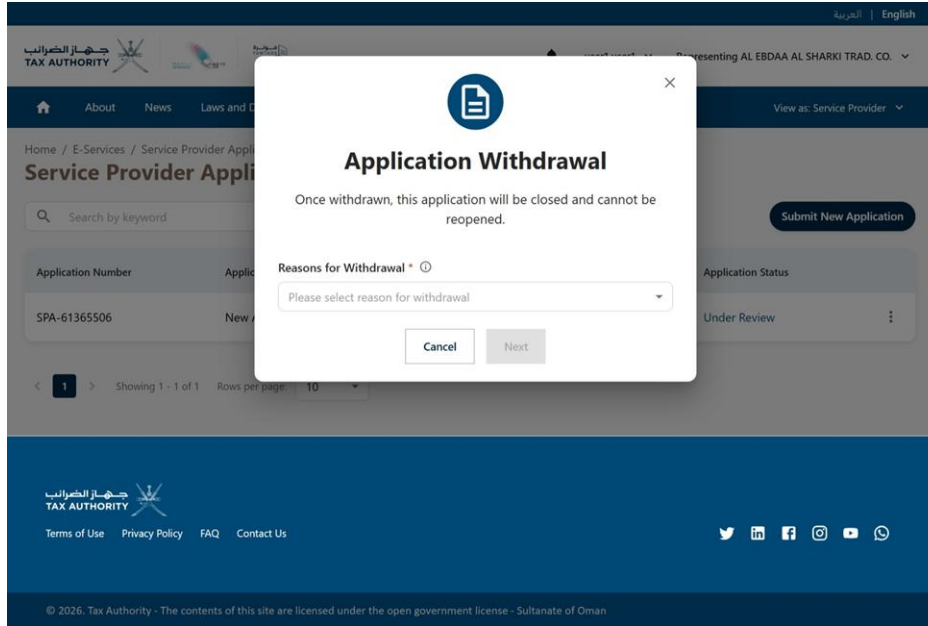
6.3.1 Open the Actions Menu

The screenshot shows the 'Service Provider Applications' page on the Tax Authority website. The page features a navigation menu with options like 'About', 'News', 'Laws and DTA', 'E-Services', and 'Help and Support'. Below the navigation, there is a search bar and a 'Submit New Application' button. A table displays application records with columns for 'Application Number', 'Application Type', 'Application Date', 'Decision Date', and 'Application Status'. The first row shows an application with ID 'SPA-61365506', type 'New Application', date '19/02/2026', and status 'Under Review'. A dropdown menu is open over this row, showing 'Download' and 'Withdraw' options. The footer contains the Tax Authority logo, social media links, and a copyright notice for 2026.

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

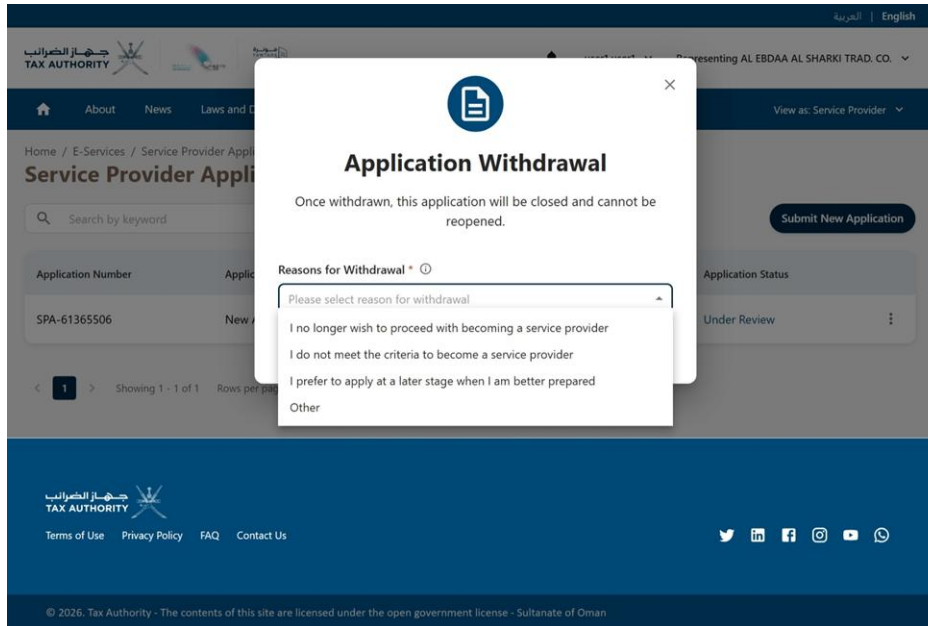
1. Move to the far-right side of the selected application row where the actions controls are displayed.
2. click the three-dot actions icon to display the available actions for that specific application record.
3. Review the list of actions displayed and ensure the withdrawal option is available before selecting it.

6.4 Application Withdrawal Pop-up



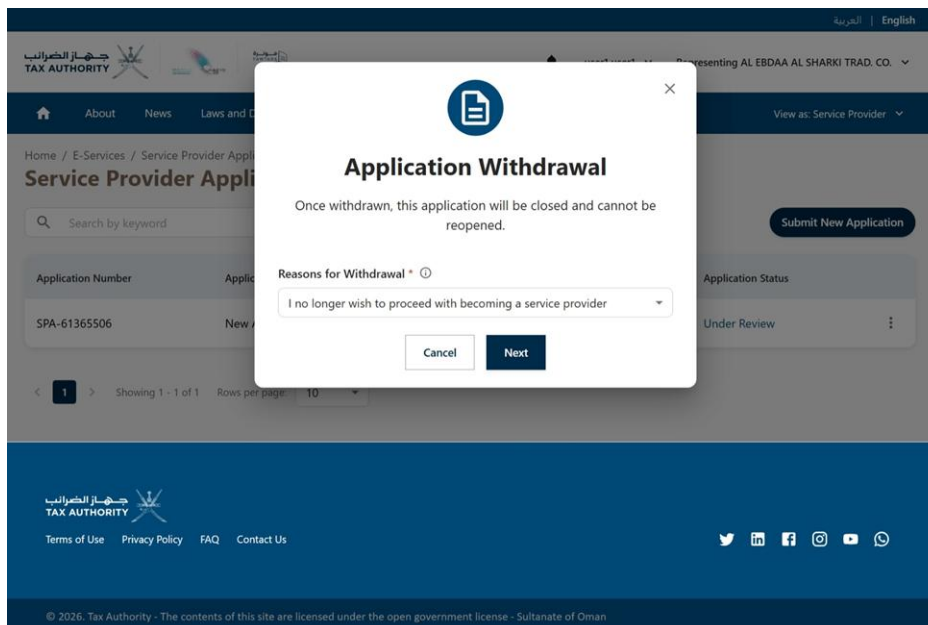
1. When the “Application Withdrawal” pop-up appears, read the note notice under the title (it explains that once withdrawn, the application will be closed and cannot be reopened).
2. In the pop-up, locate the mandatory field labeled “Reason for Withdrawal”.
3. Click the dropdown arrow on the Reason for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

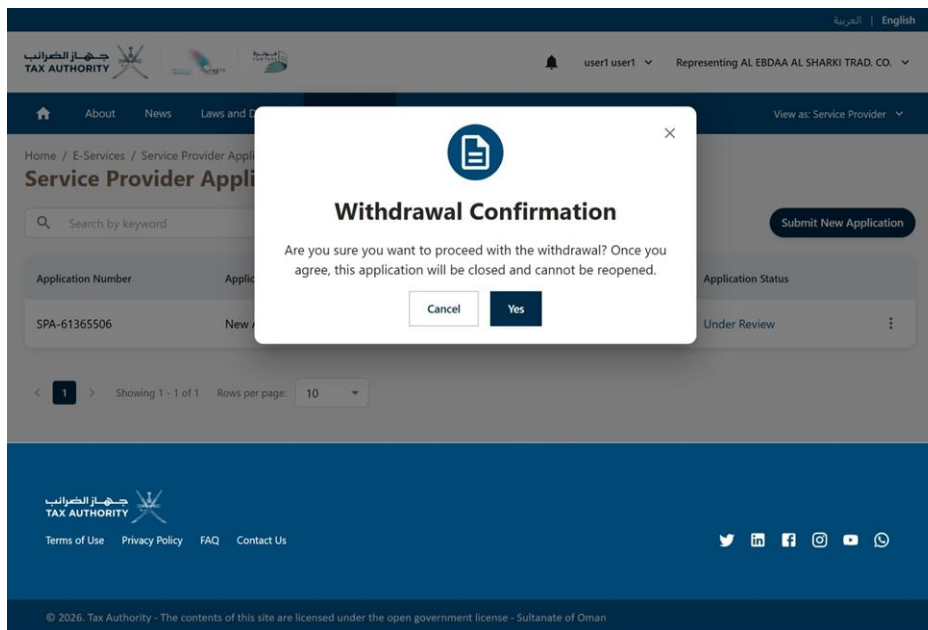
6.4.2 Submit Withdrawal Request





- 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 **“No”** if you need to return and correct anything before submitting.

6.5 Service Provider Applications List (Post-Withdrawal)

The screenshot shows the 'Service Provider Applications' page on the Tax Authority website. At the top, there are navigation menus for 'About', 'News', 'Laws and DTA', 'E-Services', and 'Help and Support'. Below the navigation is a search bar with the text 'Search by keyword' and a 'Filter' button. A 'Submit New Application' button is located on the right. The main content area features a table with the following data:

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

Below the table, there is a pagination control showing 'Showing 1 - 1 of 1' and 'Rows per page: 10'. At the bottom of the page, there are social media icons and a footer with the text '© 2026. Tax Authority - The contents of this site are licensed under the open government license - Sultanate of Oman'.

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 Fawtara Portal interface. At the top, there is a navigation bar with 'English' and 'العربية' options. Below this, the user is logged in as 'user1 user1' representing 'Khalid Ibrahim Hinal & Partner Trd & Ind'. The main navigation menu includes 'About', 'News', 'Laws and DTA', 'E-Services', and 'Help and Support'. The 'E-Services' menu is expanded, showing 'Service Provider Applications'. The page title is 'Service Provider Applications'. There is a search bar with 'Search by keyword' and a 'Filter' button. A 'Submit New Application' button is also present. Below the search bar is a table with the following data:

Application Number	Application Type	Application Date ↑	Decision Date	Application Status
SPA-47847998	New Application	22/02/2026	22/02/2026	Pending Testing

At the bottom of the table, it shows 'Showing 1 - 1 of 1' and 'Rows per page: 10'. The footer contains the Tax Authority logo, 'Terms of Use', 'Privacy Policy', 'FAQ', '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 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 'Service Provider Applications' page on the Tax Authority website. The table contains one row with the following data:

Application Number	Application Type	Application Date ↑	Decision Date	Application Status
SPA-47847998	New Application	22/02/2026	22/02/2026	Pending Testing

The dropdown menu for the 'Pending Testing' status includes the following actions:

- View
- Download
- Withdraw
- Submit Test Results
- Amend

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

Invoicing Solution Details

Subcontracting or Partnership Arrangement

Technical and Security Requirements

Contact Details

Self Declaration

Confirmation

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

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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

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

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. 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 Invoicing 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 invoicing solution.

<p>Upload the invoicing technical design document * ⓘ</p> <p>Proof of Authorization.pdf ⬆</p>	<p>Upload proof of multifactor authentication * ⓘ</p> <p>Proof of Authorization.pdf ⬆</p>
<p>Upload proof of encryption at rest * ⓘ</p> <p>Proof of Authorization.pdf ⬆</p>	<p>Upload proof of encryption in transit * ⓘ</p> <p>Proof of Authorization.pdf ⬆</p>
<p>Upload proof of security monitoring * ⓘ</p> <p>Proof of Authorization.pdf ⬆</p>	<p>Upload audited ISO/IEC 27001 certification * ⓘ</p> <p>Proof of Authorization.pdf ⬆</p>

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 Invoicing 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>First and Last Name of the Contact Person *</p> <input type="text" value="Ahmed Mohammed"/>	<p>Designation of the Contact Person *</p> <input type="text" value="manager"/>
<p>Contact E-mail *</p> <input type="text" value="ahmedmohammed@xyz.com"/>	<p>Contact Number *</p> <input type="text" value="+968 92347127"/>

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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 eInvoicing 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

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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 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

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

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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

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

Upload the updated self declaration? *

self declaration.pdf

Describe changes mentioned in the Self Declaration form *

no changes were made

Other comments

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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

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



العربية | English

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

Exit

Application Amendment

Company Information

Accounting 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

Submission completed!

Service Provider Application has been successfully submitted.

Application Number: SPA-47847998

Close

×

- 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

Home > E-Services > Service Provider Applications

Service Provider Applications

Search by keyword

Application Number	Application Type	Application Date ↑	Decision Date	Application Status
SPA-47847998	New Application	22/02/2026	22/02/2026	Under Review

Showing 1 - 1 of 1 Rows per page: 10

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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

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

Showing 1 - 2 of 2 Rows per page: 10

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

The screenshot shows the 'Service Provider Applications' page on the Tax Authority website. The page features a navigation menu at the top with options like 'Home', 'About', 'News', 'Laws and DTA', 'E-Services', and 'Help and Support'. Below the navigation, there is a search bar and a 'Submit New Application' button. The main content area displays a table of applications with columns for 'Application Number', 'Application Type', 'Application Date', 'Decision Date', and 'Application Status'. Two applications are listed: SPA-61365506 (Withdrawn) and SPA-11702766 (Additional Information Required). A context menu is open over the second application, showing options: 'Edit', 'Download', 'Withdraw', and 'Amend'. The footer contains links for 'Terms of Use', 'Privacy Policy', 'FAQ', and 'Contact Us', along with social media icons and a copyright notice for 2026.

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

- 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 eInvoicing 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 Exit

Submit Additional Information Required

✓ 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



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'. The 'Additional Information Required' step is currently active. A modal window titled 'Confirmation of Application Submission' is overlaid on the page, asking 'Are you sure you want to proceed with submission?' and providing 'No' and 'Yes' buttons.

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 shows a progress bar with seven steps: Company Information, Invoicing Solution Details, Subcontracting or Partnership Arrangement, Technical and Security Requirements, Contact Details, Self Declaration, and Additional Information Required. The final step is active. A modal window displays a checkmark icon and the text: "Submission completed! An update to your application has been submitted successfully. Close".

1. A confirmation message is displayed indicating successful submission.

8.6 View Submitted and Draft Applications

The screenshot shows the 'Service Provider Applications' page with a search bar, a 'Filter' button, and a 'Submit New Application' button. Below is a table of applications:

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

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



- 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.

9 List of Accredited Service Providers

Browse or view the list of all accredited Service Providers along with details such as contact details, data residency etc. (before and/or after login) who have successfully completed accreditation and have been approved by OTA to provide service provider services in Oman. Upon login, taxpayers can also send a request to 'connect' with the Service Provide

9.1 Process Diagram - View list of accredited Service Providers



9.2 Access Accredited Service Providers Section

العربية | English

جهاز الضرائب
TAX AUTHORITY

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

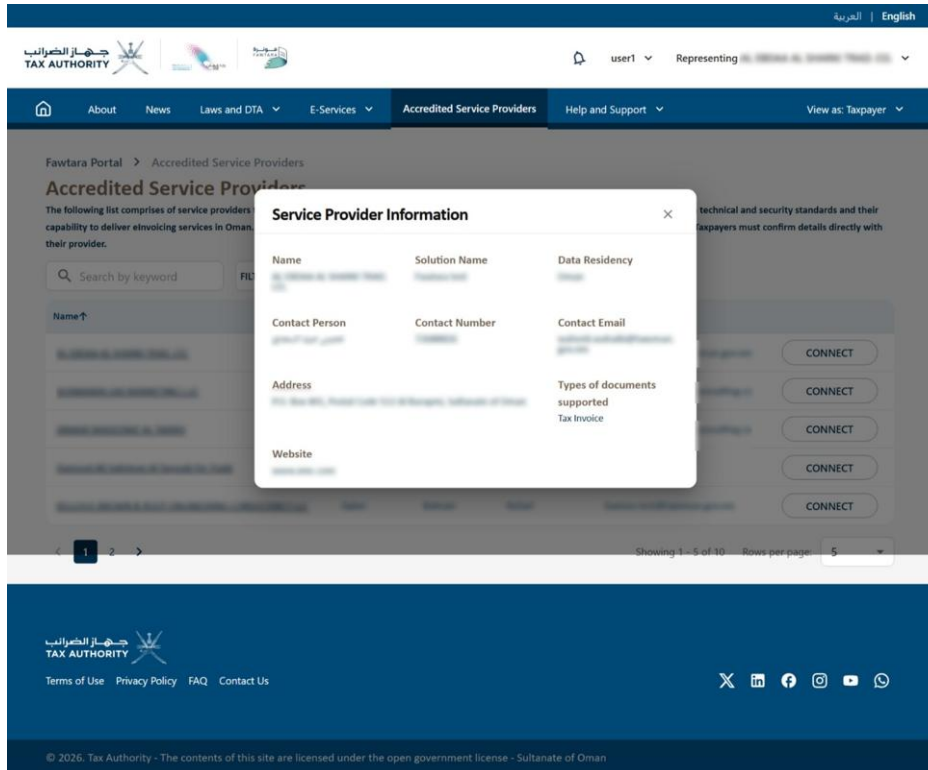
جهاز الضرائب
TAX AUTHORITY

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- 1.The system displays the Tax Authority Electronic Portal home page.
- 2.The user navigates to the top navigation bar.
- 3.The user clicks "**Accredited Service Providers**" from the menu.

9.3 View Accredited Service Providers List

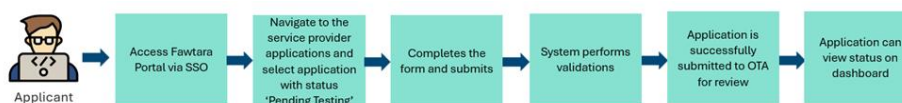


1. The system displays a Service Provider Information pop-up window showing the provider's details.

10 Submit Test Results

This section describes the process for submitting Test Results and supporting documents following the successful completion of OpenPeppol testbed testing. It outlines the requirements for uploading evidence of compliance, the OTA review and approval process, and the subsequent steps required to obtain a Production PKI certificate from OpenPeppol.

10.1 Process Diagram – Submit Test Result



10.2 Access Service Provider Applications

The screenshot shows the 'Service Provider Applications' page on the Tax Authority website. The page features a navigation menu with options like 'Home', 'E-Services', 'Service Provider Applications', 'Accredited Service Providers', and 'Help and Support'. Below the navigation, there is a search bar and a 'Filter' button. A table displays the application details:

Application Number	Application Type	Application Date ↑	Decision Date	Application Status
SPA-48256029	New Application	17/05/2026	18/05/2026	Pending Testing

At the bottom of the table, there is a pagination control showing 'Showing 1 - 1 of 1' and 'Rows per page: 10'. The footer includes the Tax Authority logo, contact information, and social media links.

1. The user is on the Service Provider Applications page.
2. The submitted application is displayed in the applications list.
3. The Application Number remains visible in the table.
4. The Application Type is shown as Accreditation Application.
5. The Application Status is updated to Pending Testing.
6. The updated status confirms the application has moved to the testing stage.

10.2.1 Submit Test Results - Action Menu

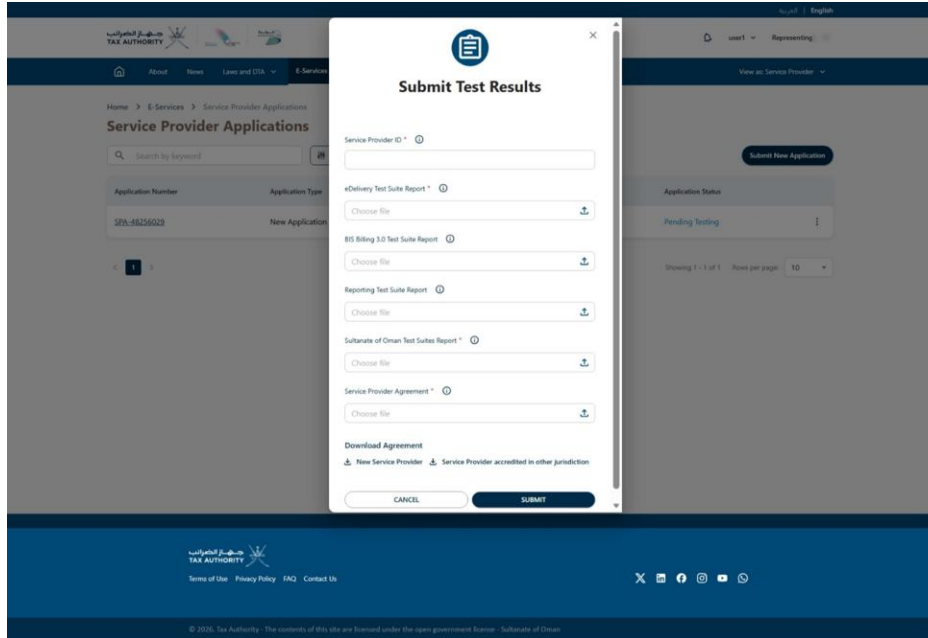
The screenshot shows the 'Service Provider Applications' page on the Tax Authority website. The page has a dark blue header with navigation links: Home, About, News, Laws and DTA, E-Services, Accredited Service Providers, Help and Support, and View as: Service Provider. Below the header, there is a breadcrumb trail: Home > E-Services > Service Provider Applications. The main content area is titled 'Service Provider Applications' and includes a search bar, a filter icon, and a 'Submit New Application' button. A table lists applications with the following data:

Application Number	Application Type	Application Date ↑	Decision Date	Application Status
SPA-48256029	New Application	17/05/2026	18/05/2026	Pending Testing

A dropdown menu is open over the first row, showing the following actions: View, Download, Withdraw, Submit Test Results, and Amend. 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. The copyright notice at the bottom reads: © 2026. Tax Authority - The contents of this site are licensed under the open government license - Sultanate of Oman.

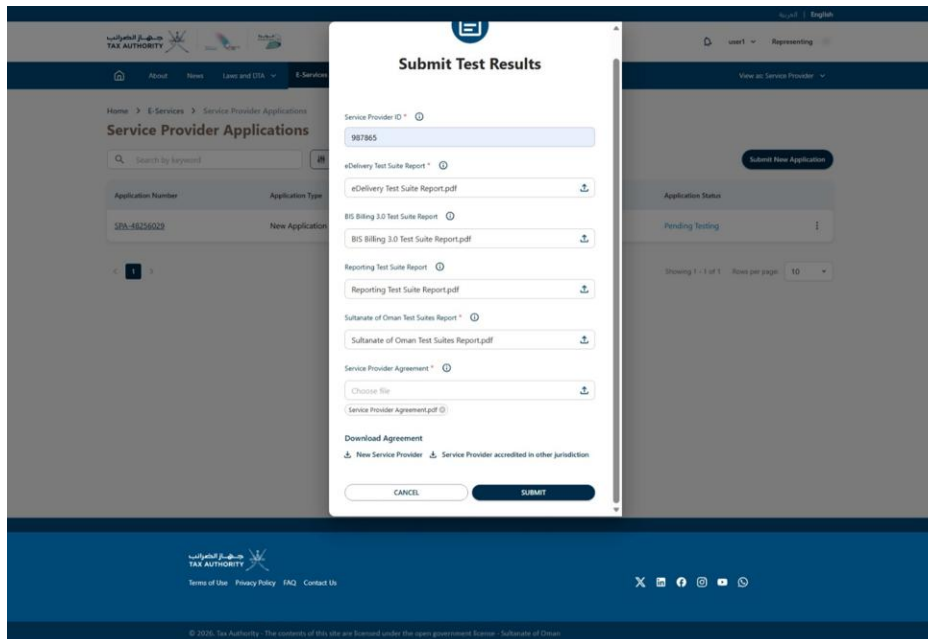
1. Move to the far-right side of the application row you will update with test results.
2. Click the three-dot actions icon to open the actions list specific to that application.
3. From the actions list, click “Submit Test Results” to open the test results submission screen.
4. Wait for the test results submission screen to load and confirm the application identifier details are shown.

10.3 Select Submit Test Results



1. When the Submit Test Results pop-up window opens, review the list of required documents.

10.3.1 Upload Test Results Documents

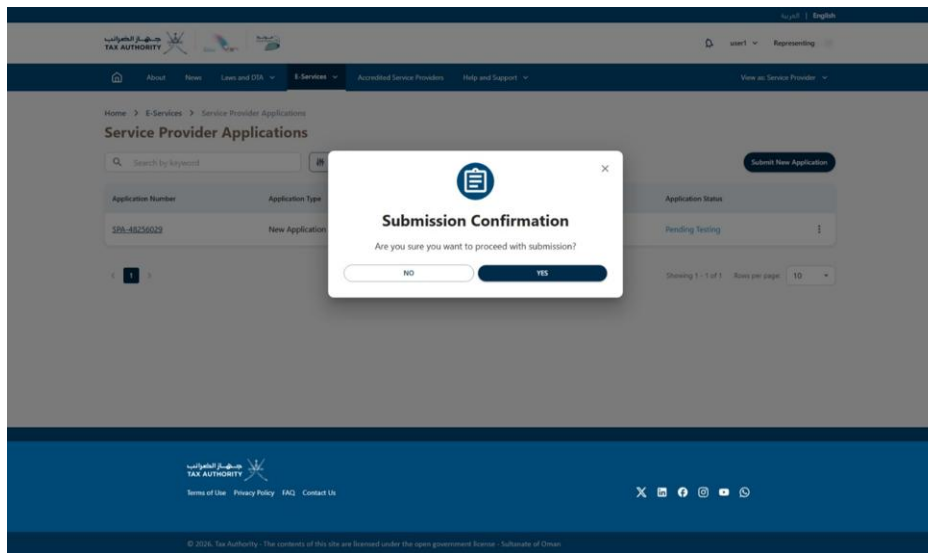


1. Review the test result requirements displayed on the screen so you understand which documents must be uploaded and where.



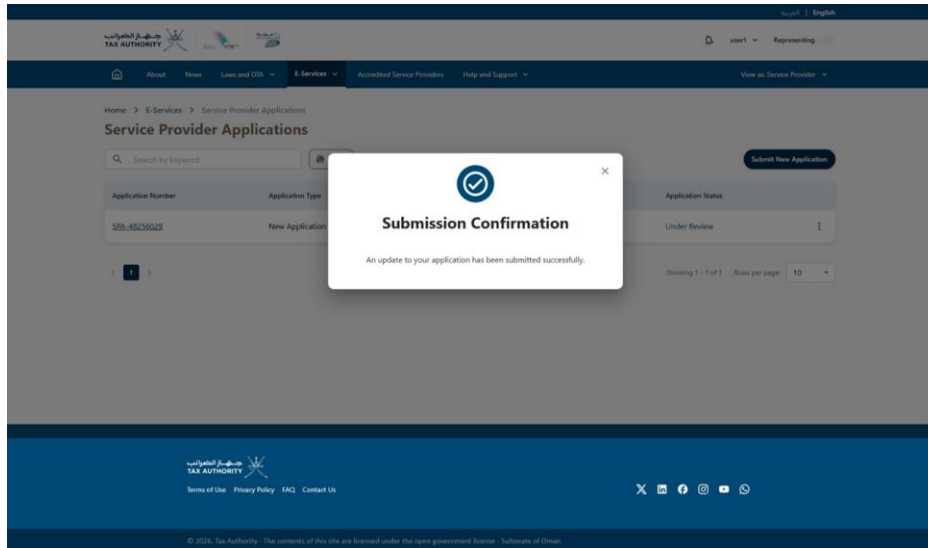
2. Upload the required test result documents in the respective upload fields shown on the screen, ensuring each file is attached to the correct field.
3. Confirm that the uploaded files appear correctly after uploading, including file name visibility or upload indicators shown by the system.
4. Click “Submit” to submit the test results and wait for the system to validate the uploads and required fields.

10.3.2 Submit Test Results



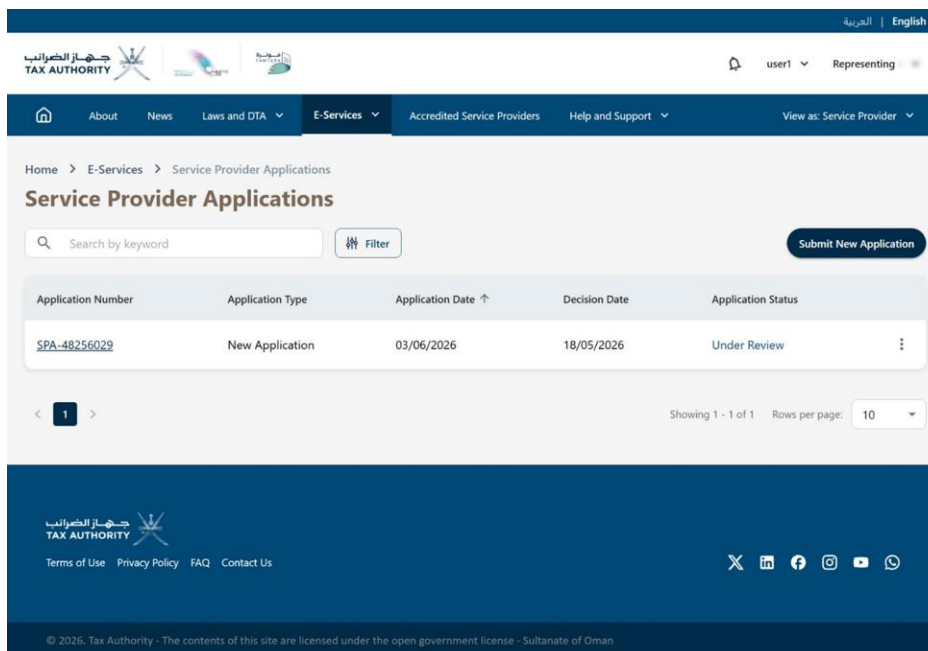
1. Review the confirmation message displayed to ensure the submission relates to the correct application and action.
2. click “Yes” to confirm submission or click “No” if you need to return and correct the information before submitting.
3. Wait for the system to display the submission confirmation indicating the test results were submitted successfully.

10.3.3 Submission Confirmation



1. After submitting, a pop-up message appears showing “Submission Successful”.
2. Read the message to confirm that your application update was submitted successfully.

10.4 Submission Under Review



1. After submitting the test result, the system returns to the Service Provider Applications page.



2. The status displayed for the application (in this screenshot it shows “Under Review”).
3. If you need to take action on the application, go to the far-right side of the same row and click the actions icon.