



جهاز الضرائب
TAX AUTHORITY

Ticketing User Manual (v1.0.0)

@omantax 

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1 Introduction

The Ticketing component is a core module within the Fawtara system that enables Users (**Taxpayers, ASP's, Potential ASP's**) and OTA internal teams to raise, manage, and resolve **Technical Issues, Business Issues, Access and Account Management, Feedback / Suggestions and Technical Failure Notifications**. It supports the full ticket lifecycle, including submission and creation, assignment and review, and handling of other service-related requests. The component also provides dashboards for monitoring ticket status and SLA compliance, as well as knowledge management features to maintain documented solutions and promote operational efficiency.

1.1 Background

The Ticketing component is a core module within the Fawtara system designed to streamline communication between Users and OTA internal teams. It provides a centralized mechanism for raising and managing technical issues, business issues, service requests, feedback, and suggestions in a structured and traceable manner.

1.2 Goals and Objectives

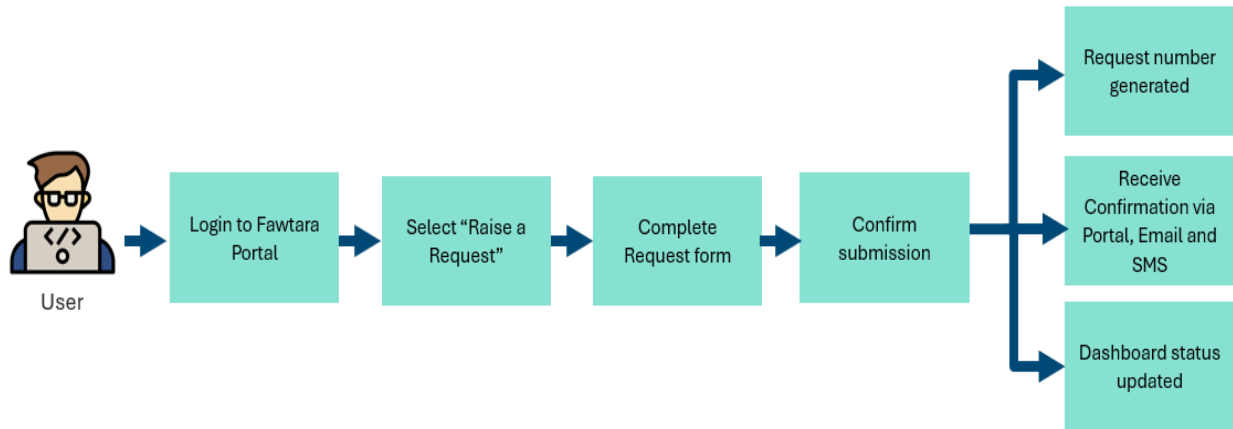
- Enable structured ticket submission and lifecycle management.
- Ensure proper assignment, review, and resolution in line with defined SLAs.
- Provide visibility through dashboards and reporting tools.
- Support knowledge management through documented solutions and knowledge base articles.
- Improved transparency and accountability.
- Enhanced service quality and user satisfaction.
- Better knowledge retention and operational efficiency.

2 Process

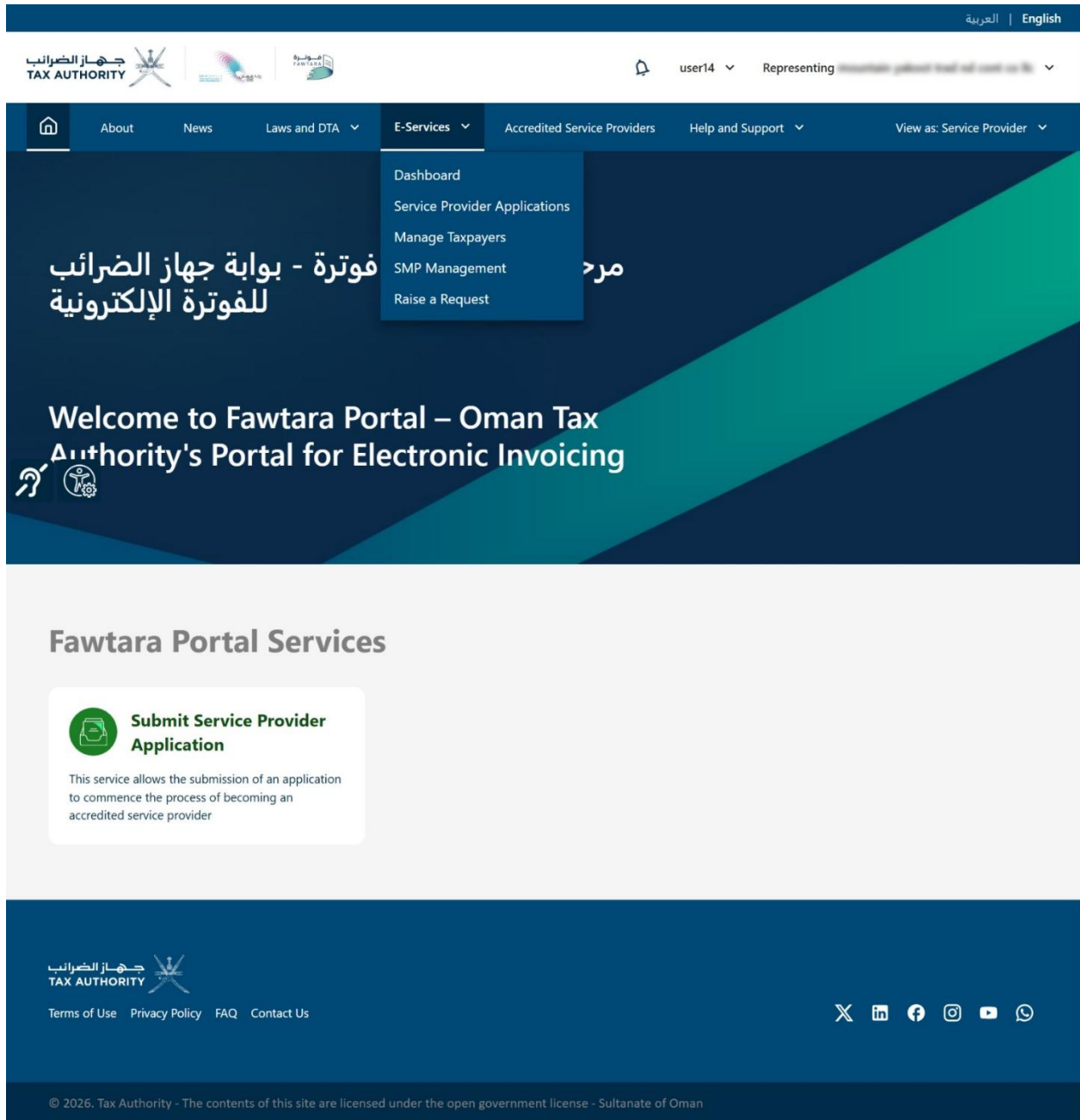
3 User Raise Request /Logged in

This explains how users register to submit requests which are mainly related to "eInvoicing," not general tax-related issues or inquiries, to the OTA through the Fawtara Portal. Users can raise requests related to access and account management, report technical failures, technical or business issues, and submit feedback or suggestions.

3.1 Process Diagram - Raise Request /Logged in



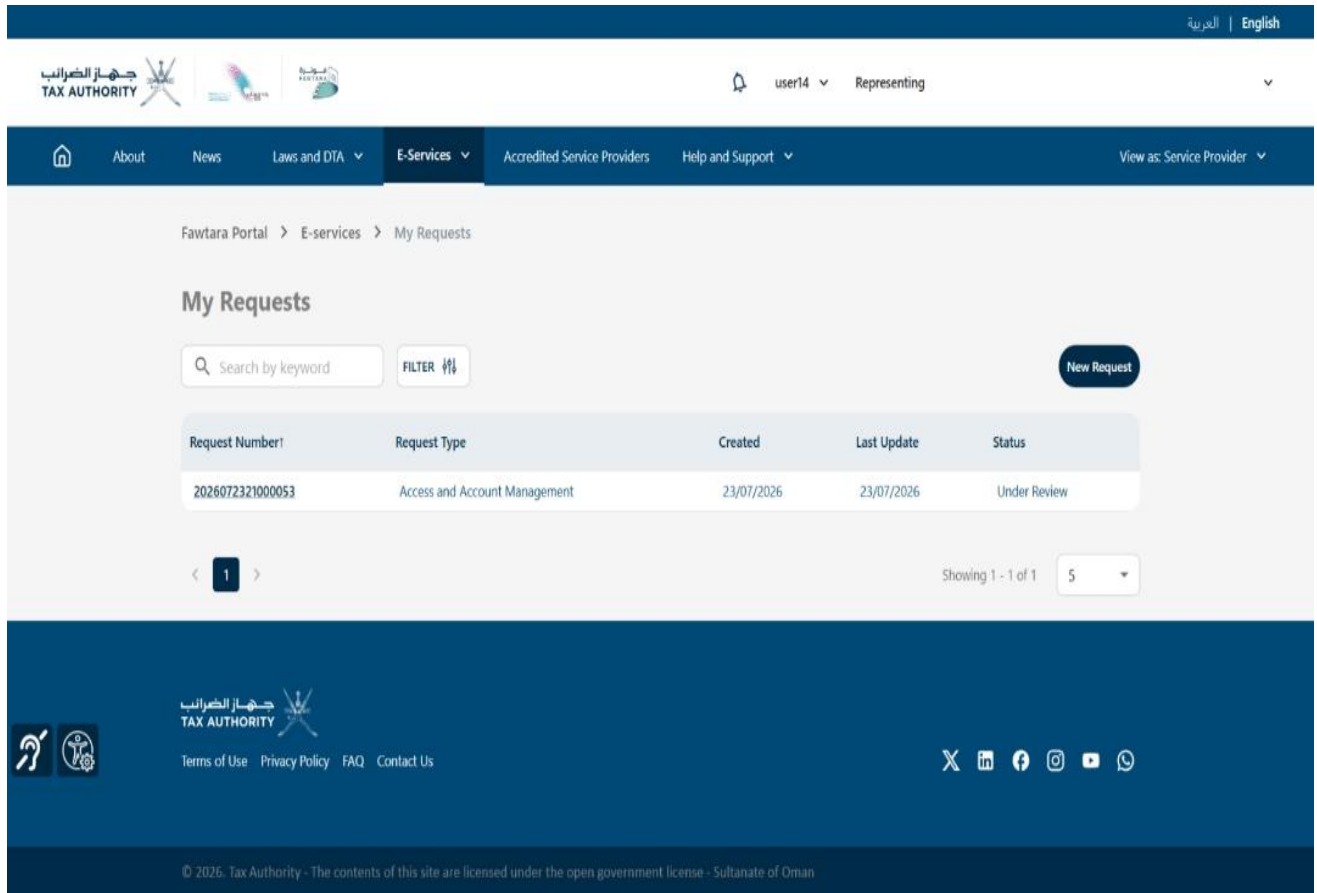
3.2 Fawtara Homepage:



The screenshot shows the Fawtara Portal homepage. At the top, there is a navigation bar with the language selector (Arabic/English) and user information (user14, Representing). Below this is a main navigation menu with options like 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: Dashboard, Service Provider Applications, Manage Taxpayers, SMP Management, and Raise a Request. The main content area features a large banner with the text "فوترة - بوابة جهاز الضرائب للفوترة الإلكترونية" (Fawtara - Tax Authority's Portal for Electronic Invoicing) and "Welcome to Fawtara Portal – Oman Tax Authority's Portal for Electronic Invoicing". Below the banner, there is a section titled "Fawtara Portal Services" with a card for "Submit Service Provider Application". The 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". At the bottom, there is a footer with 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. Users log in to Fawtara portal.
2. User access **Raise Request** from E-services dropdown in the portal to raise a new request.
3. **Important point:** the user categories will be: Taxpayers, ASP's and Potential ASP's.

3.3 Raise new request:



Fawtara Portal > E-services > My Requests

My Requests

Search by keyword FILTER New Request

Request Number1	Request Type	Created	Last Update	Status
2026072321000053	Access and Account Management	23/07/2026	23/07/2026	Under Review

< 1 > Showing 1 - 1 of 1 5

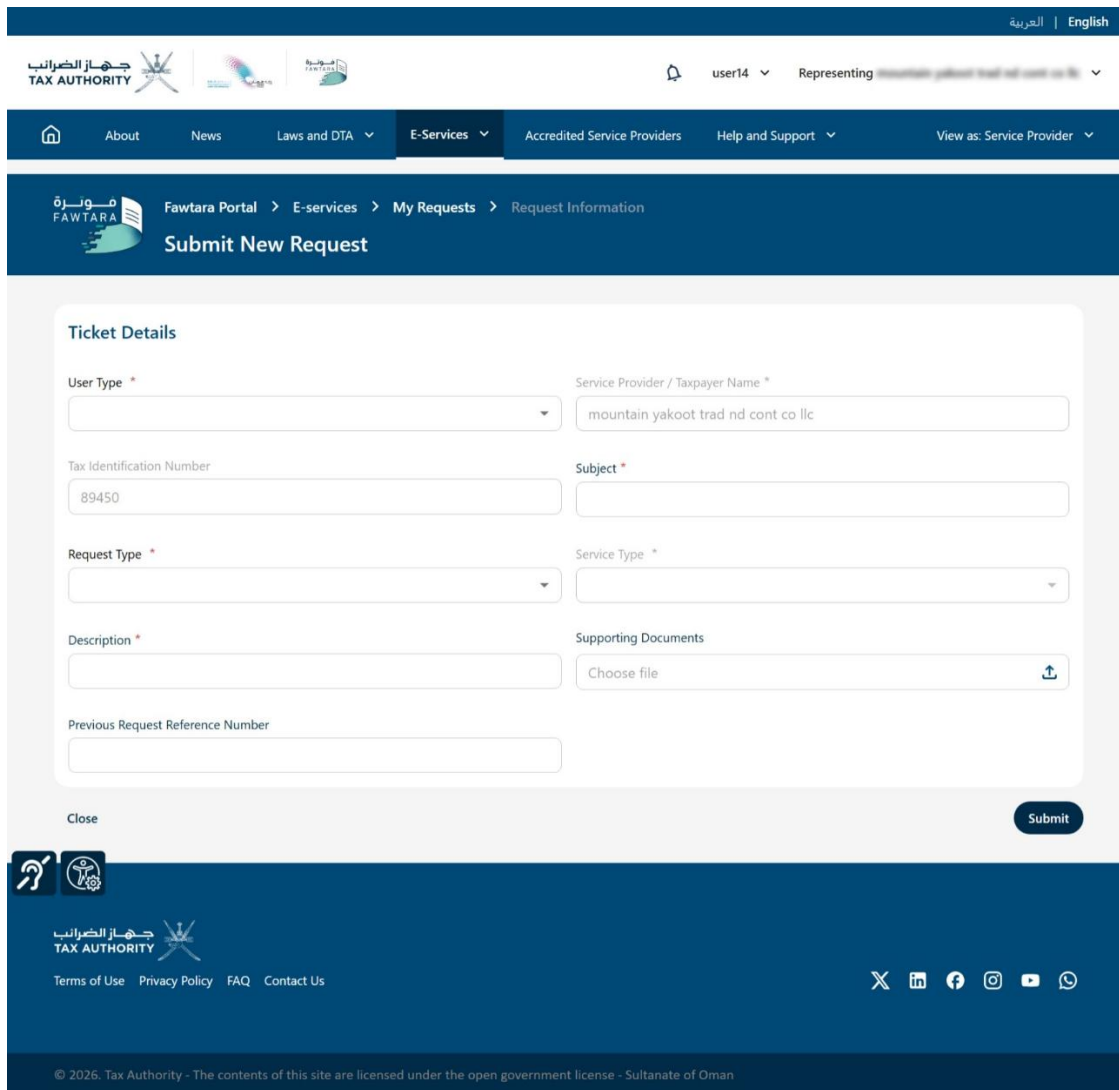
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1. Page shows request number, request type, submission date, last update and status for the previous raised requests.
2. To submit **New Request**, click on new request.

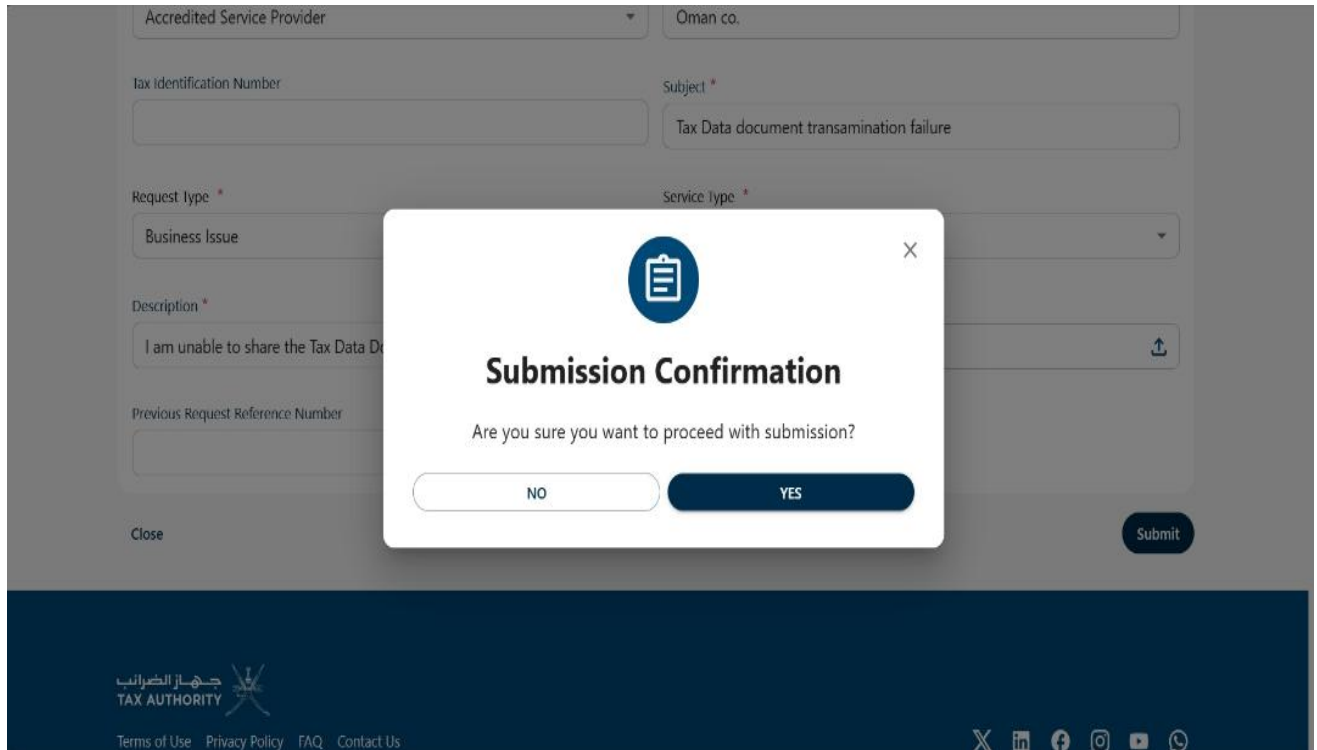
3.4 Request Form:



The screenshot shows the 'Submit New Request' form in the Fawtara Portal. The form is titled 'Ticket Details' and contains several mandatory fields marked with an asterisk (*). The fields are: User Type (dropdown), Service Provider / Taxpayer Name (text input, containing 'mountain yakoot trad nd cont co llc'), Tax Identification Number (text input, containing '89450'), Subject (text input), Request Type (dropdown), Service Type (dropdown), Description (text input), and Supporting Documents (button labeled 'Choose file' with an upload icon). There is also a 'Previous Request Reference Number' text input. The form has a 'Close' button on the left and a 'Submit' button on the right. The header of the portal shows the user is logged in as 'user14' and is representing 'mountain yakoot trad nd cont co llc'. The footer includes the Tax Authority logo, links to Terms of Use, Privacy Policy, FAQ, and Contact Us, and social media icons.

1. The user must fill in all the mandatory fields in the form.
2. The user categories will be (Taxpayers, ASP's and Potential ASP's).
3. If the request is not related to eInvocing the user must use "Tajawob" for complains/technical issues related to TMS.
4. The user can choose the ticket type from the dropdown which includes "business, technical, feedback and Suggestions, technical Failure Notifications or access and account issue" and add a description of the issue the user is facing.
5. After adding all required details, click on **Submit**.

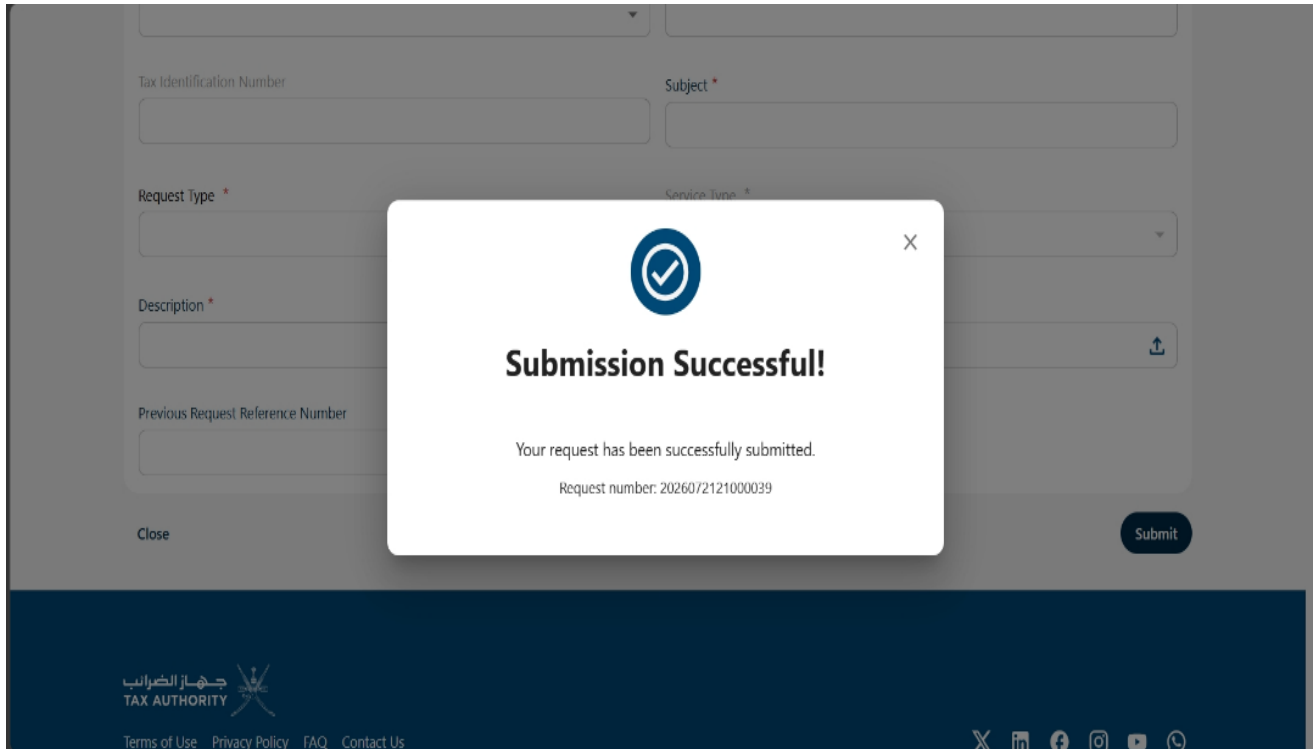
3.5 Confirm submission:



The screenshot shows a web form for submitting a request to the Tax Authority. A modal dialog box titled "Submission Confirmation" is displayed in the center. The dialog contains a clipboard icon, the title "Submission Confirmation", and the question "Are you sure you want to proceed with submission?". Below the question are two buttons: "NO" and "YES". The background form is partially visible, showing fields for "Accredited Service Provider" (Oman co.), "Tax Identification Number", "Subject" (Tax Data document transamination failure), "Request Type" (Business Issue), "Service type", "Description" (I am unable to share the Tax Data D...), and "Previous Request Reference Number". A "Submit" button is visible at the bottom right of the form.

1.To proceed on submitting the request, click on **Yes**.

3.5.1 Request Raised Successfully:



The screenshot shows a web form for submitting a request. The form fields include: Tax Identification Number, Subject, Request Type, Service Time, Description, and Previous Request Reference Number. A 'Submit' button is at the bottom right. A modal window is displayed in the center with the following content:



Submission Successful!

Your request has been successfully submitted.

Request number: 20260/2121000039

At the bottom of the page, there is a footer with the Tax Authority logo, links for Terms of Use, Privacy Policy, FAQ, and Contact Us, and social media icons for X, LinkedIn, Facebook, Instagram, YouTube, and WhatsApp.

1. After a successful submission the following will happen:
 - A request number is generated and assigned to the request.
 - The User receives an onscreen notification, email and SMS notification that confirms that the application has been successfully submitted.
 - The User's Request dashboard on Fawtara Portal is updated to include the submitted request, with the status 'Under Review'. However, if request type is Feedback/Suggestion or Technical Failure Notifications then the status will be "N/A".
2. The User can view the submitted request from the dashboard.
3. The duration of request responses for each kind service provided:
 - Technical issue: 2hrs-2 days
 - Access and Account issue: 2-7 days
 - Business issue: 2 days
4. If the form fails one or more field-level validations, the system displays the relevant error messages and allowing the user to correct the errors and resubmit the application.

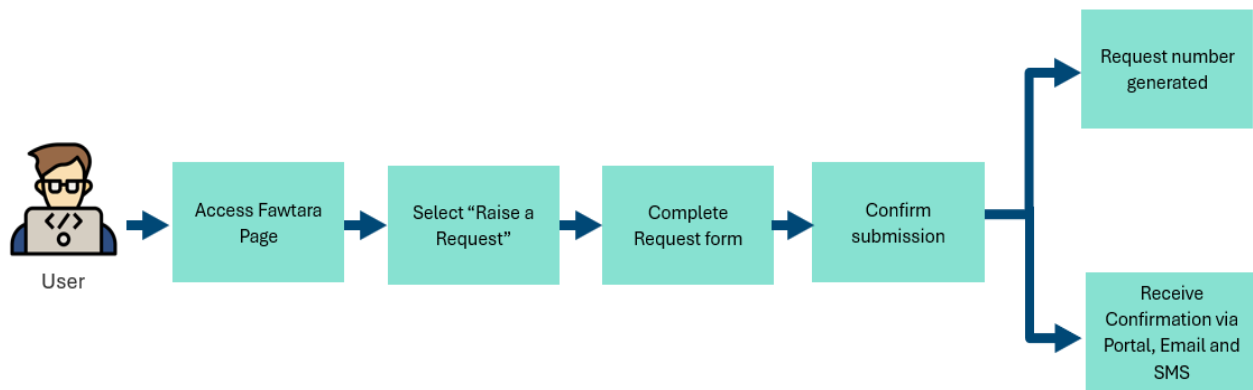
Note that: the Fawtara Portal prevents users from submitting a new request if they already have an open request of the same Request Type if it is still **Open Ticket**. This validation does not

apply to **Feedback** and **Technical Failure** requests. An on-screen error message will be displayed to inform the user that an existing open request of the same type is already available.

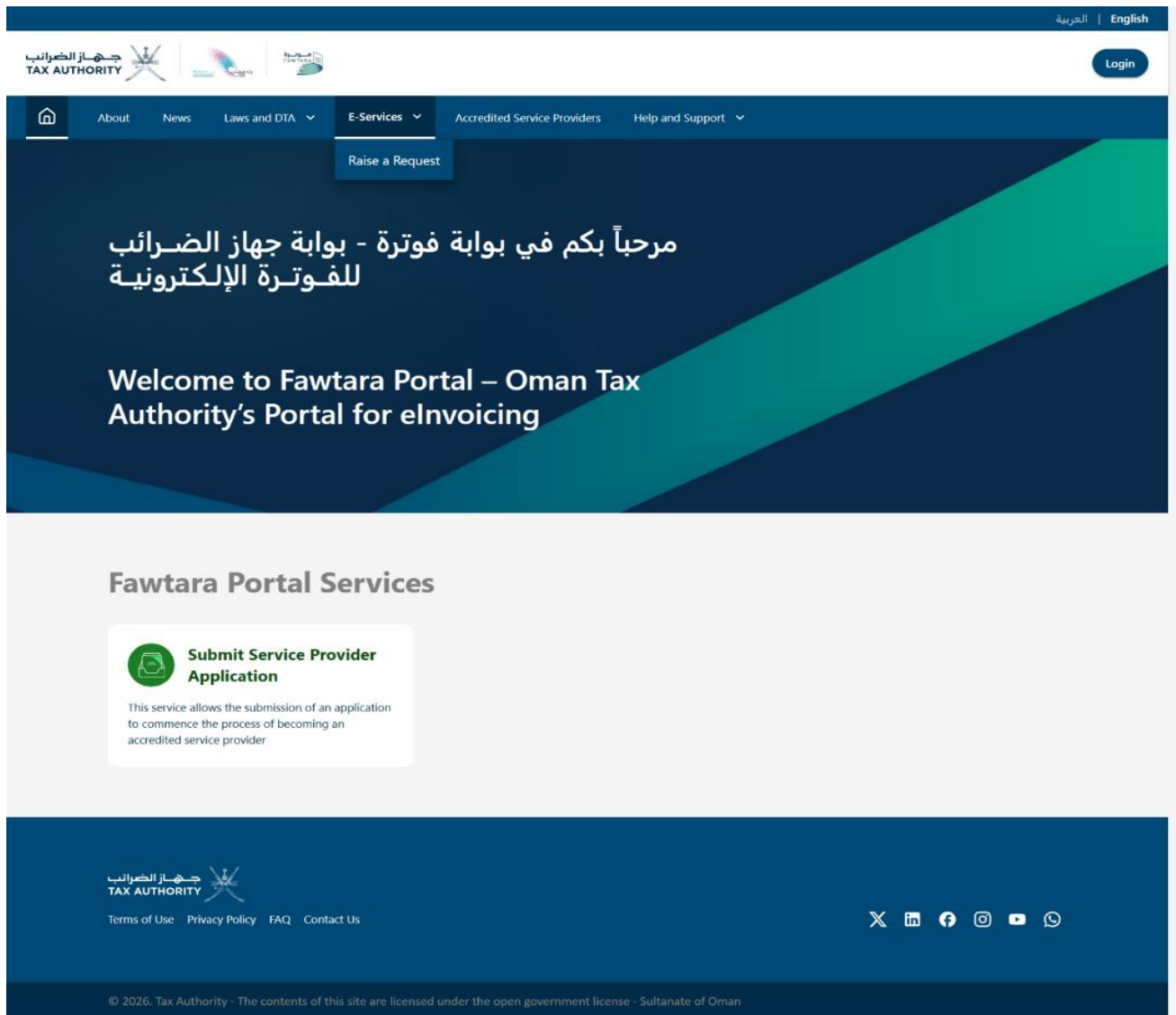
4 User Raise Request /Logged out

This option allows non-registered users to contact the OTA through the public Fawtara page to request access support, report technical or business issues, or share feedback and suggestions.

4.1 Process Diagram - Raise Request /Logged out



4.2 Fawtara Homepage:



1. The user can access the Fawtara portal and click **“Raise a Request”** from the homepage.
2. The ticket issue must be related to **eInvoicing** and categorized as one of the following:
 - Technical issue
 - Business issue
 - Access or account issue
 - Feedback and Suggestions
 - Technical Failure Notifications

4.3 Request Form:

The screenshot shows the 'Submit New Request' form on the Fawtara Portal. The form is titled 'Ticket Details' and contains the following fields:

- User Type ***: Potential Service Provider
- Service Provider / Taxpayer Name ***: Oman co.
- Contact Email ***: Om@gmail.om
- Country Code ***: Oman (+968)
- Contact Number ***: 876524572
- Tax Identification Number**: (empty)
- Subject ***: unable to access the Portal
- Request Type ***: Business Issue
- Service Type ***: Other Business issue
- Description ***: I am unable to access the Fawtara Portal and submit a service provider app
- Supporting Documents**: Choose file
- Previous Request Reference Number**: (empty)

Buttons: Close, Submit

1. The user must fill in all the mandatory fields in the form.
2. The user categories will be (Taxpayers, ASP's and Potential ASP's).
3. If request is not related to elnvocing the user must use "Tajawob" for Complains/Technical issues related to TMS.
4. User must add contact details (contact E-mail, contact number).
5. The user choose the ticket type from the dropdown which includes (business, technical, feedback and Suggestions, technical Failure Notifications or access and account issue) and add description on issue he's facing.
6. After adding all required details click on **submit**.

4.4 Confirm Submission:

The screenshot displays the Fawtara portal interface with a submission confirmation modal. The modal is titled "Submission Confirmation" and contains the text "Are you sure you want to proceed with submission?". It features two buttons: "NO" and "YES". The background shows a form with the following fields:

- Subject ***: unable to access the Portal
- Request Type ***: Business Issue
- Service Type ***: Other Business issue
- Description ***: I am unable to access the Fawtara Portal and submit a service provider app
- Supporting Documents**: Choose file

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1. To proceed on submitting the request click on **Yes**.

4.4.1 Request Raised Successful:



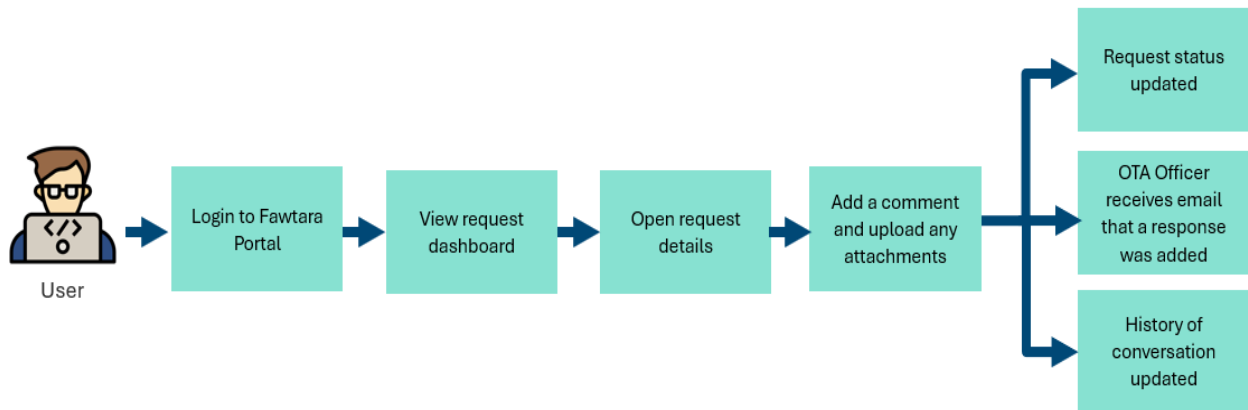
The screenshot displays the Fawtara portal interface. A modal window is centered on the screen, indicating a successful submission. The modal contains a blue checkmark icon, the text "Submission Successful!", and a message stating "Your request has been successfully submitted." followed by the "Request number: 2026072121000048". In the background, the portal form is visible with fields for "Subject" (filled with "unable to access the Portal"), "Request Type" (set to "Business Issue"), "Service Type" (set to "Other Business issue"), and "Description" (filled with "I am unable to access the portal and submit a service provider app"). There is also a "Supporting Documents" section with a "Choose file" button and a "Submit" button at the bottom right of the form area. 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. The request has been sent successfully. Your request number will be displayed on-screen.
2. User will receive notification on-screen, email, and SMS to confirm that the application has been successfully submitted.
3. If the form fails one or more field-level validations, the system displays the relevant error messages and allows the user to correct the errors and resubmit the application.

5 Submit Information

This section explains how user can communicate with direct OTA Officer and the User where both the Officer and the User can share comments and attachments with each other.

5.1 Process Diagram - Submit Information



5.2 My Request Page:

العربية | English

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user14 Representing

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

Fawtara Portal > E-services > My Requests

My Requests

Search by keyword FILTER New Request

Request Number1	Request Type	Created	Last Update	Status
2026072321000053	Access and Account Management	23/07/2026	23/07/2026	Under Review

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1. After a successful login, user accesses the requests dashboard and views the request which is already submitted with status **Under Review** or which has a status **Pending Information**.

5.3 Requests Information:

Request Information

Request Number	Status	Request Type	Service Type	Priority	SLA	Submission Date	Last Updated
2026072121000182	N/A	Feedback and Suggestions	General Feedback	N/a	N/A	21/07/2026	21/07/2026

Subject test

Type a message



Send



OTA UAT Support Portal

21/07/2026 11:56 AM

[Ticket#2026072121000182] Request Created

Dear test,

Thank you for contacting our support team. Your request has been successfully received, and a request has been created with the following details:

Request Number: 2026072121000182

Subject: test

Created On: 07/21/2026 11:56 (Asia/Dubai)

Status: New Ticket

Our team will review your request and respond to you as soon as possible.

Best regards,

Technical Support Team – Fawtara
Oman Tax Authority

test : الفاضل/ة

نشكركم على تواصلكم مع فريق الدعم. لقد تم استلام طلبكم بنجاح، وتم إنشاء تذكرة بالتفاصيل التالية

رقم التذكرة: 2026072121000182

test: الموضوع

11:56 07/21/2026 (Asia/Dubai) تاريخ الإنشاء

الحالة: New Ticket

سيقوم فريقنا بمراجعة طلبكم والرد عليكم في أقرب وقت ممكن.

مع خالص التحية
فريق الدعم الفني - قوته
جهاز الضرائب

Powered by OTOBO 11

fawtara-test@taxoman.gov.om

21/07/2026 11:56 AM

test

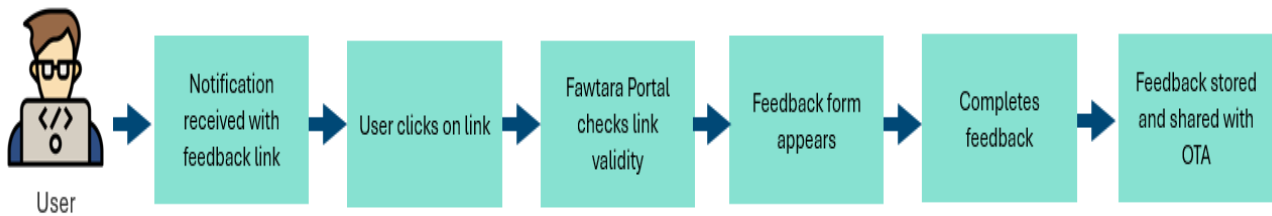
1. User can view the request and see the comment provided by the OTA Officer (if applicable)
2. User adds a comment or responds back to the comment provided by the OTA Officer and uploads any attachments (if applicable).
3. Clicks on **Submit**, then the Fawtara Portal performs field-level validations as per the specifications in the Data Dictionary.

4. After the response is provided **successfully**, the following will happen:
 - The status of the request goes back to **Under Review**.
 - The assigned OTA Officer receives an email notification that a response has been provided on the request along with the response.
 - The User can view the history of the conversation between the OTA Officer and the User.
5. When an **unsuccessful** Response provided the following will happen:
 - The form fails one or more field-level validations.
 - Relevant on-screen errors are displayed to the user, and the User can correct the errors and resubmit the response.

6 User Submit Feedback of Their Request Process

This explains how user can submit feedback on their experience with the request process, once the request has been closed.

6.1 Process Diagram - User Submit Feedback of Their Request Process



6.2 Feedback Submission:

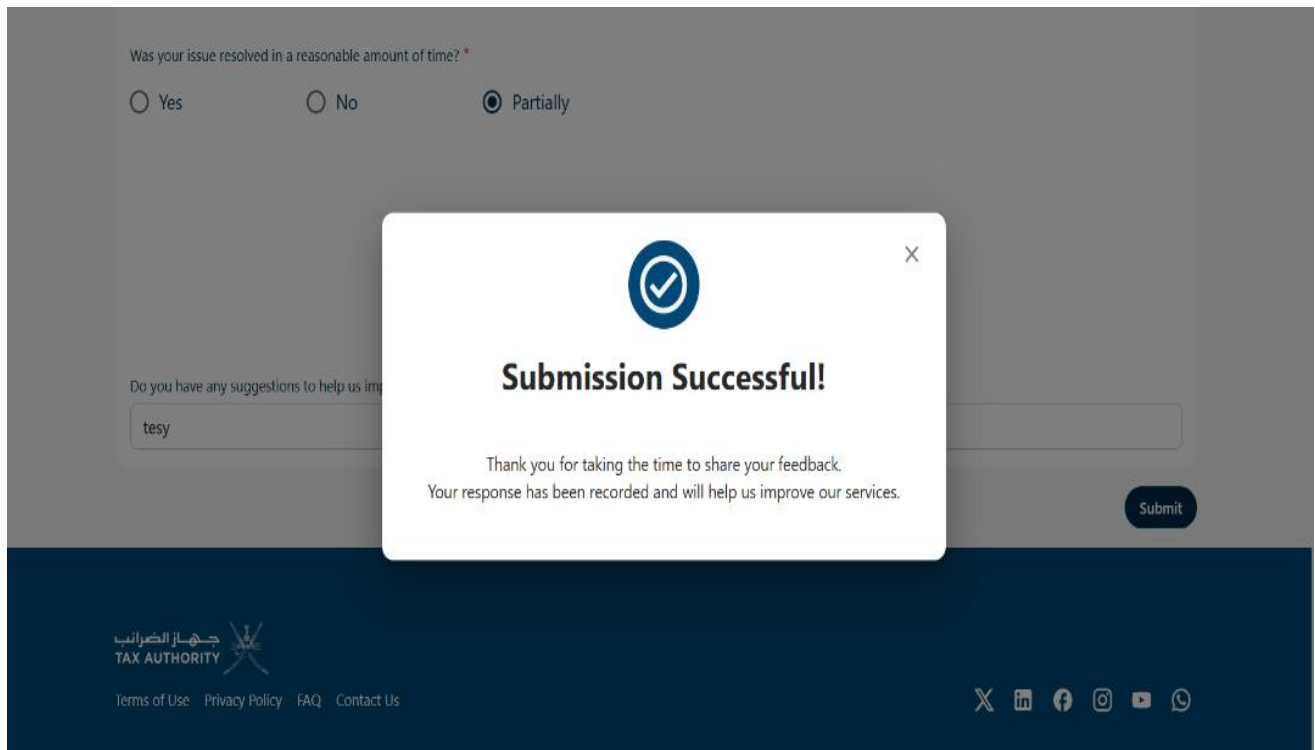
The screenshot shows the 'Feedback Submission' page on the Tax Authority website. The page has a dark blue header with the Tax Authority logo and navigation links. The main content area is white and contains a 'Feedback Details' section with three questions and a text input field for suggestions. The questions are:

- How satisfied are you with the resolution of your request? *
☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Very Unsatisfied
- How would you rate the professionalism and knowledge of the matter of the support agent? *
☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor
- Was your issue resolved in a reasonable amount of time? *
☐ Yes ☐ No ☐ Partially

Below the questions is a text input field for suggestions: 'Do you have any suggestions to help us improve our support service?'. A 'Submit' button is located at the bottom right of the form.

1. After the request is closed, user will receive an email containing feedback survey link.
2. Once a User has clicked the feedback survey link, the Fawtara Portal will check the following:
 - The request has been closed in 5 working days or less
 - The User has not already submitted feedback on this specific request
3. If the link is expired, user will receive on-screen notification informing him that the link has expired.
4. If link is not expired the user will be able to fill in the required fields and clicks **Submit Feedback**.

6.3 Submission Successful:



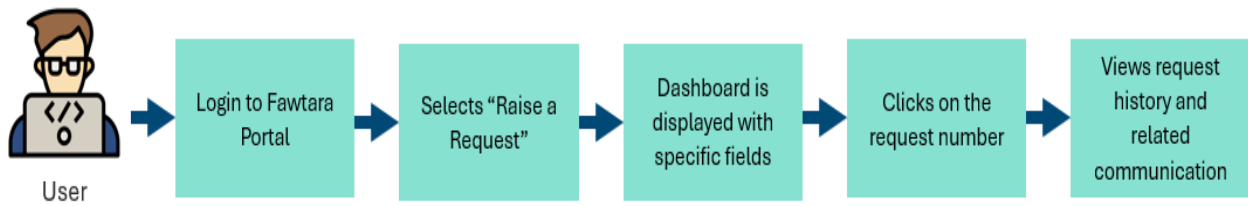
The screenshot displays a feedback form interface. At the top, a question asks, "Was your issue resolved in a reasonable amount of time? *". Below this, there are three radio button options: "Yes", "No", and "Partially", with "Partially" being selected. Below the radio buttons, there is a text input field with the placeholder text "Do you have any suggestions to help us improve our services?". The input field contains the text "tesy". To the right of the input field is a "Submit" button. A white modal box is centered on the screen, featuring a blue checkmark icon in a circle. The modal text reads: "Submission Successful! Thank you for taking the time to share your feedback. Your response has been recorded and will help us improve our services." The footer of the page includes the Tax Authority logo, the text "جهاز الضرائب TAX AUTHORITY", and links for "Terms of Use", "Privacy Policy", "FAQ", and "Contact Us". Social media icons for X, LinkedIn, Facebook, Instagram, YouTube, and WhatsApp are also present.

1. If the feedback form fails one or more field-level validations relevant on-screen errors are displayed to the user.
2. The User corrects the errors and re-submits the feedback form.
3. After a successful submission, the portal displays an on-screen notification confirming successful submission of the feedback.
4. Once it successfully submitted the User's feedback is shared with the OTA and stored as per the archiving period.

7 User View Request Dashboard

This explains how user can access their dashboard to view the request raised status.

7.1 Process Diagram - User View Request Dashboard



7.2 User View Dashboard:

Fawtara Portal > E-services > My Requests

My Requests

Search by keyword FILTER New Request

Request Number	Request Type	Created	Last Update	Status
2026072321000053	Access and Account Management	23/07/2026	23/07/2026	Under Review
2026072321000071	Feedback and Suggestions	23/07/2026	23/07/2026	N/A

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1. After a successful login to Fawtara portal, user navigates to raise a request to view the dashboard containing the status of raised requests.
2. The dashboard is displayed with the details of the requests (for the past 1 year).
3. The User clicks on the request number to view the request history and related communication is displayed for the user.

Note: For any technical or operational issues should be reported through the official support channel, which is: ticketing@taxoman.gov.om or call 1020.

Access to [Fawtara Portal](#)