Below illustrates the flow of using fawateer

1. Customer logs in to the internet banking or mobile banking of his/her bank or can also visit the nearest branch.

2. Customer should go to fawateer service and choose bahrain customs from the list of billers. if in the bank branch, the customer shall approach the teller and request to pay using fawateer.

3. For payment, the customer should choose the debit account and enter the amount, declaration number, the clearing agency CR & Importer CR/CPR/Passport No.

4. if the amount is not known the customer shall enter the declaration number and the clearing agency CR & Importer CR/CPR/Passport No to enquire.

5. If the transaction is successfully completed the customer will receive a payment confirmation. If the transaction has been declined the customer will receive a notification with the reason of decline.

6. The customer will also receive an SMS or any other communication as agreed with the bank.

Bahrain customs affairs will shortly organize workshops on how to use this new payment channel and will establish a help desk to provide assistance to customers.