



امارات تاکس **MARATAX**

Request for Excise Tax Print Certificate - User Manual

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Document Version Control

| Version No. | Date | Prepared/Reviewed by | Comments |
|-------------|-----------|-----------------------|---------------------------------|
| 1.0 | 01-Oct-22 | Federal Tax Authority | User Manual for EmaraTax Portal |

Annexure

The below are the list of User manuals that you can refer to

| S. No | User Manual Name | Description |
|-------|----------------------------|--|
| 1 | Register as Online User | This manual is prepared to help you navigate through the Federal Tax Authority (FTA) website and create an EmaraTax account with the FTA. |
| 2 | Manage online user profile | This manual is prepared to provide you an understanding on Login process, user types, forgot password and modify online user profile functionalities. |
| 3 | User Authorisation | This manual is prepared to provide you an understanding on Account Admin, Online User, and Taxable Person account definitions and functionalities. |
| 4 | Taxable person dashboard | This manual is prepared to help the following 'Taxable person' users to navigate through their dashboard in the Federal Tax Authority (FTA) EmaraTax Portal: Registered for VAT Registered for Excise Non-registered Taxpayer Tax Group Warehouse Keeper Freight Forwarder/VAT Clearing Company (TINCO) Excise Tax Clearing Company (TINCE) |
| 5 | Link TRN to email address | This manual is prepared to help you navigate through the Federal Tax Authority (FTA) website to Link TRN to New Email Address. |





The Following Tabs and Buttons are available to help you navigate through this process

| Button | Description |
|-------------------------------------|---|
| In the Portal | |
| 💮 User types | This is used to toggle between various personas within the user profile such as Taxable Person, Tax Agent, Tax Agency, Legal Representative etc |
| □') | This is used to enable the Text to Speech feature of the portal |
| عربي English | This is used to toggle between the English and Arabic versions of the portal |
| -A A +A | This is used to decrease, reset, and increase the screen resolution of the user interface of the portal |
| Manage Account | This is used to manage the user profile details such as the Name, Registered Email address, Registered Mobile number, and password |
| (Log Out | This is used to log off from the portal |
| In the Business Process application | |
| Previous Step | This is used to go the Previous section of the Input Form |
| Next Step | This is used to go the Next section of the Input Form |
| Save as Draft | This is used to save the application as draft, so that it can be completed later |
| 2 | This menu on the top gives an overview of the various sections within the. All the sections need to be completed in order to submit the application for review. The Current section is highlighted in Blue and the completed sections are highlighted in green with a check |

The Federal Tax Authority offers a range of comprehensive and distinguished electronic services in order to provide the opportunity for taxpayers to benefit from these services in the best and simplest ways. To get more information on these services Click <u>Here</u>





Excise Print Certificate

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Introduction



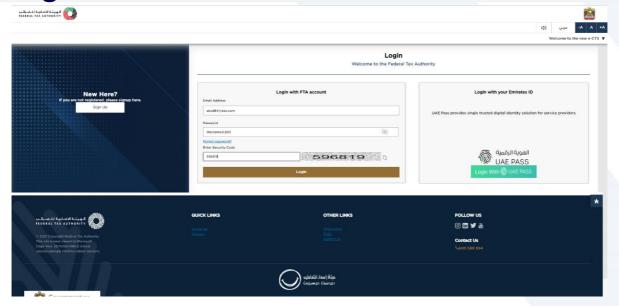


This manual is prepared to help a Excise Tax registered taxpayer to navigate through the Federal Tax Authority (FTA) EmaraTax portal and request FTA for a physical copy of their Excise Tax registration certificate.





Login to EmaraTax

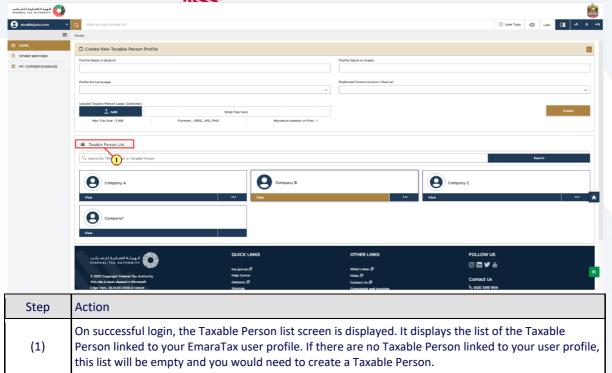




- You can login into the EmaraTax account using your login credentials or using UAE Pass. If you
 do not have an EmaraTax account, you can sign-up for an account by clicking the 'sign up'
 button. If you have forgotten your password, you can use the "forgot password" feature to
 reset your password.
- If you login via your registered email and password, on successful login, the EmaraTax online user dashboard will be displayed. If you had opted for 2 factor authentication, you will be required to enter the OTP received in your registered email and mobile number to successfully login.
- If you wish to login via UAE Pass, you will be redirected to UAE Pass. On successful UAE Pass login, you will be redirected back to the EmaraTax online user dashboard.

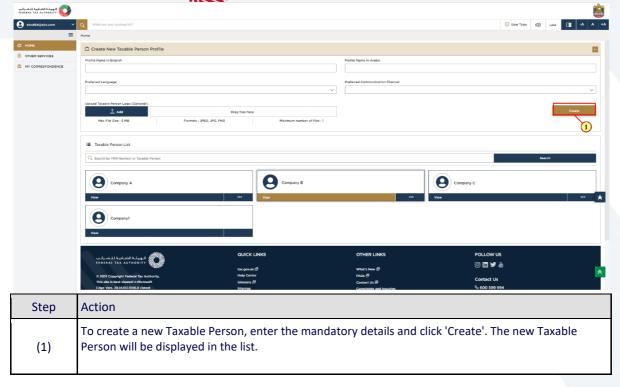






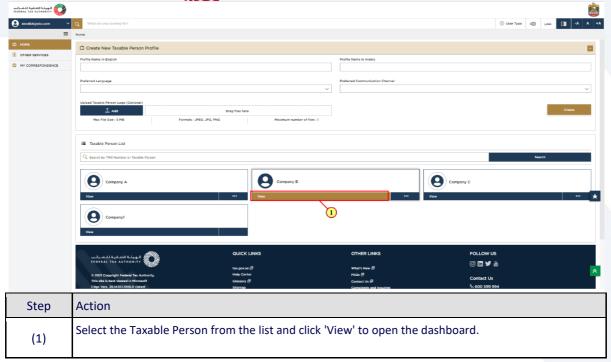






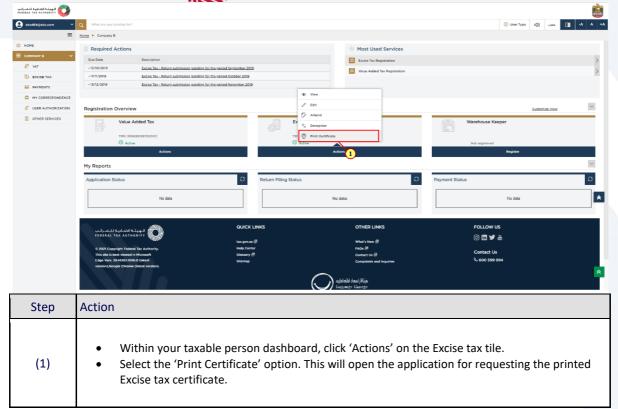










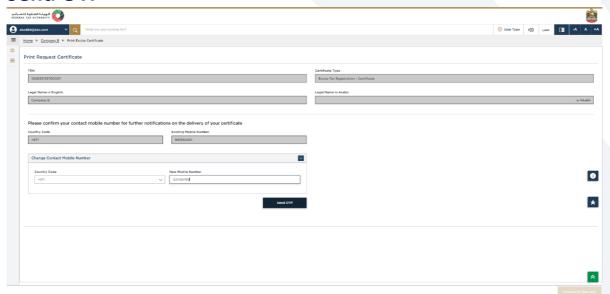






Print Certificate Request

Send OTP

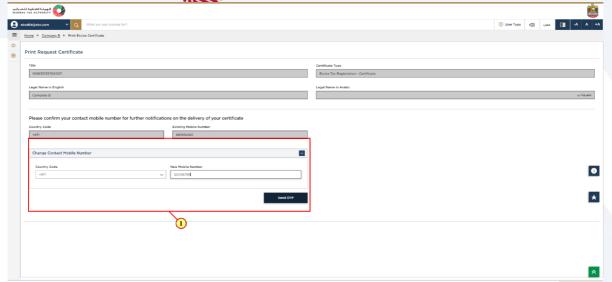




- The mobile number in your Excise Tax registration contact details will not be updated in case you update the mobile number in this application.
- The mobile number provided in the application will be used to contact you at the time of delivery of your printed certificate.



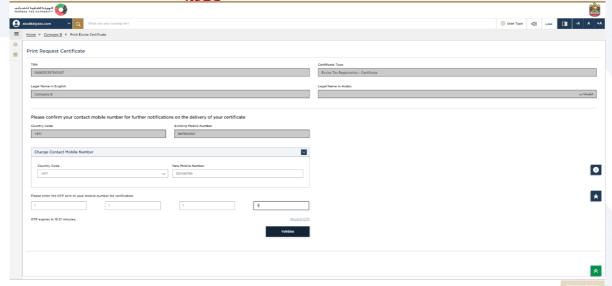




| Step | Action |
|------|--|
| (1) | You should verify the mobile number displayed in the application, as it will be used for delivery purposes of your printed certificate. To update a new mobile number, enter the new mobile number, and click send OTP. |







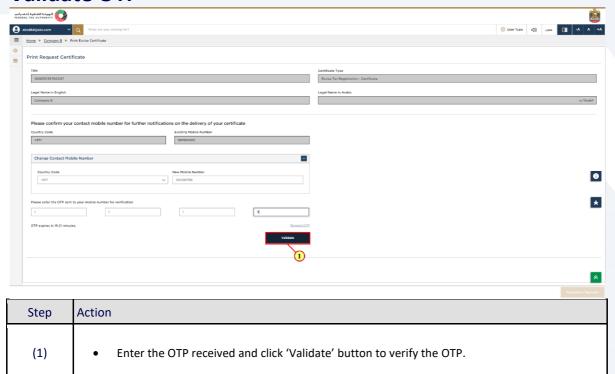


A verified mobile number is required to submit the print certificate application.



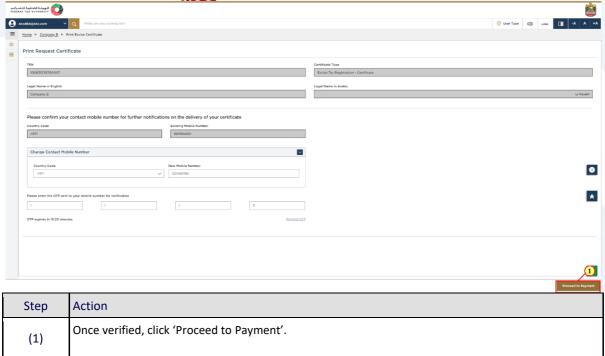


Validate OTP





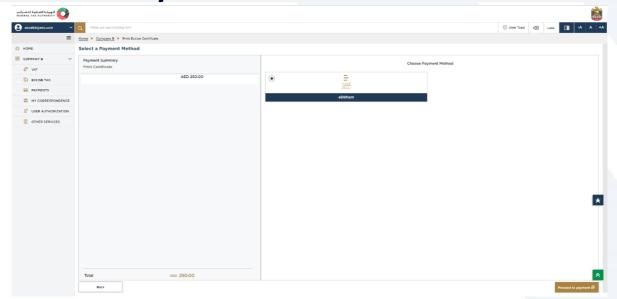








Select a Payment Method

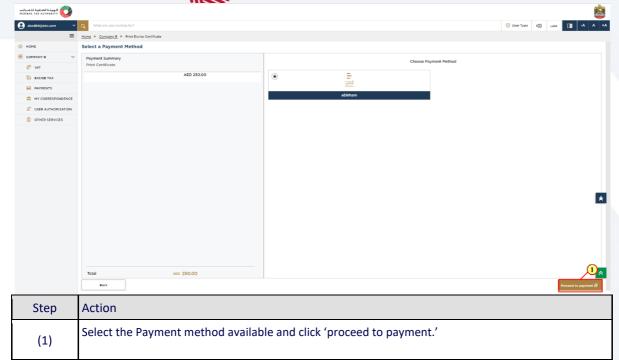




- Before clicking 'proceed to payment', verify the print certificate fees applicable in the 'Payment summary'.
- Click 'Back' button to move back to the print certificate application.
- Once you proceed for the payment, you will be redirected to the payment page, which is outside e-CTS.

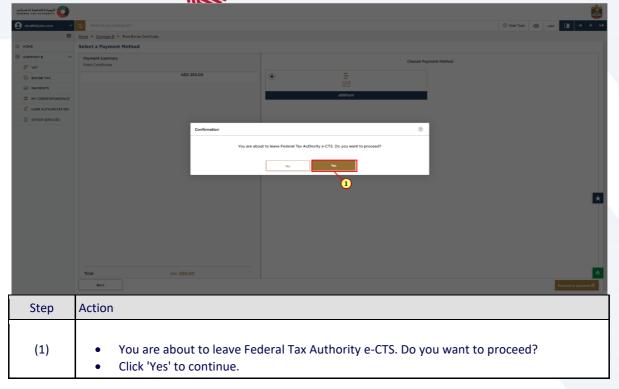








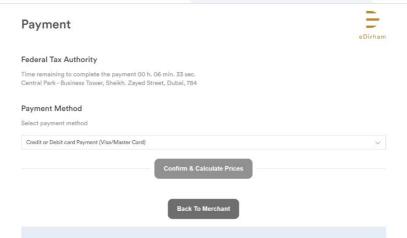








Payment

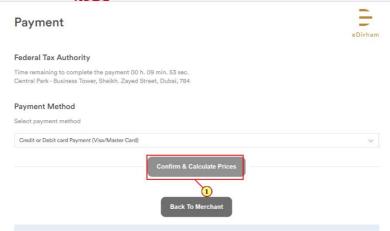




On click of 'Back to Merchant' payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.





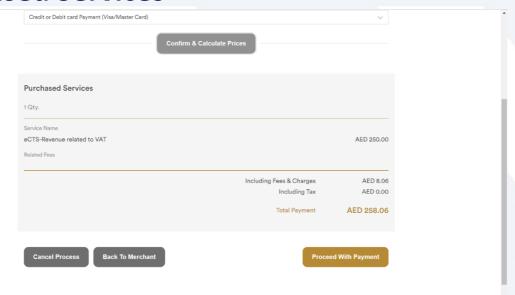


| Step | Action |
|------|--|
| (1) | Select payment method from the list. Click 'Confirm and Calculate Prices' to determine the total payment amount. Click 'Back to Merchant' If you want to cancel the payment. |





Purchased Services

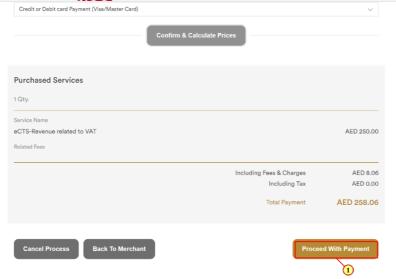




- Before clicking 'proceed with payment', verify the total payment amount including the print certificate fees and the additional payment charges.
- On click of 'Cancel Process' payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.





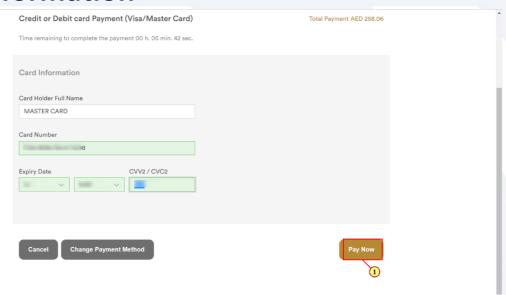


| Step | Action |
|------|---|
| (1) | Verify and click 'Proceed with Payment'. To cancel the payment, you may click on 'Cancel Process'. |





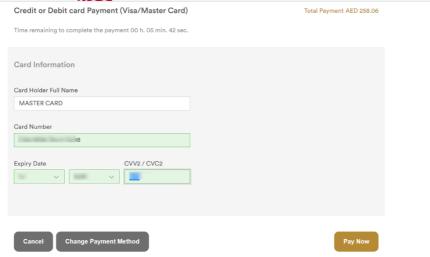
Card Information



| Step | Action |
|------|---|
| (1) | If you have selected the card payment option, enter the card details, and click 'Pay now'. To change the payment method, click 'Change Payment Method'. You will be redirected back to the 'Payment' Page. |





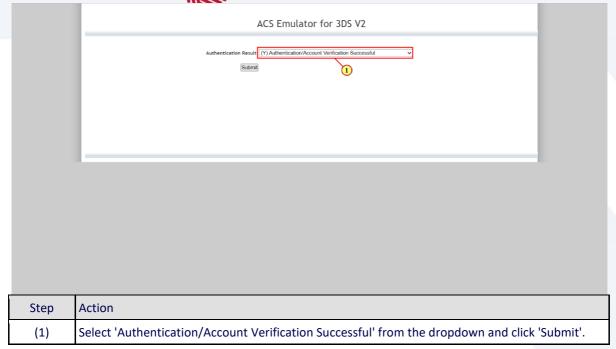




On click of 'Cancel' payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.



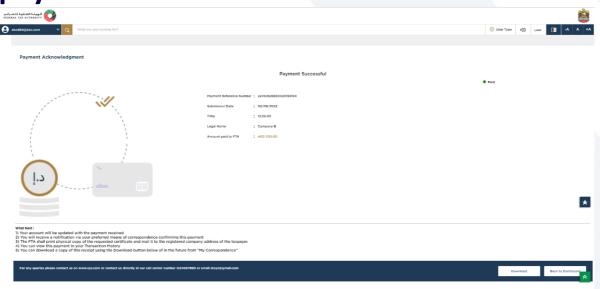








Payment Acknowledgment - on successful payment

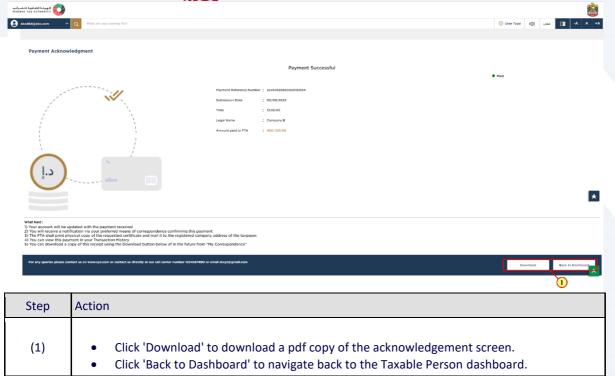




- After your payment is completed successfully, a Payment Reference Number is generated for your payment acknowledgment. Note this reference number for future purposes.
- The status of your request on the Dashboard will change to "In Review" and you will receive an email from us to confirm receipt of your application.
- Read the "What Next" and "Important Notes".

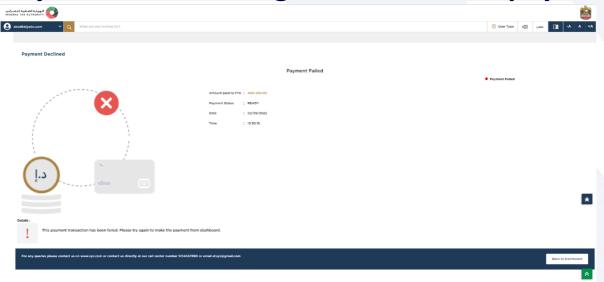








Payment Acknowledgment - on failed payment





If the payment is failed, you have to try the payment again from the dashboard.









After submission, Taxpayer receives the following correspondences:

· Application submission acknowledgment.





Thank you