



إمارات تاكس  
EMARATAX

## Print Certificate – Tax Agency User Manual

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## Document Control Information

### 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: <ul style="list-style-type: none"> <li>• Registered for VAT</li> <li>• Registered for Excise</li> <li>• Non-registered Taxpayer</li> <li>• Tax Group</li> <li>• Warehouse Keeper</li> <li>• Freight Forwarder/VAT Clearing Company (TINCO)</li> <li>• Excise Tax Clearing Company (TINCE)</li> </ul>
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.



## Navigating through EmaraTax

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

Button	Description
<b>In the Portal</b>	
<b>User types</b>	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
<b>English</b>	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
<b>Manage Account</b>	This is used to manage the user profile details such as the Name, Registered Email address, Registered Mobile number, and password
<b>Log Out</b>	This is used to log off from the portal
<b>In the Business Process application</b>	
<b>Previous Step</b>	This is used to go the Previous section of the Input Form
<b>Next Step</b>	This is used to go the Next section of the Input Form
<b>Save as Draft</b>	This is used to save the application as draft, so that it can be completed later
1      2	This menu on the top gives an overview of the various sections within the application. 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 checkmark.

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 [Here](#)



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## Introduction

This manual is prepared to help a registered Tax Agency having a Tax Agency Number to navigate through the Federal Tax Authority EmaraTax portal to submit a request the FTA to print a physical copy of their Tax Agency registration application.



# Login to EmaraTax

New Here?  
If you are not registered, please signup here.

[Sign Up](#)

**Login**  
Welcome to the Federal Tax Authority

**Login with FTA account**

Email Address: training\_tt@abc.com

Password:

[Forgot password?](#)

Enter Security Code: 730346

[Login](#)

**Login with your Emirates ID**

UAE Pass provides single trusted digital identity solution for service providers

UAE PASS

[Login With UAE PASS](#)

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This site is best viewed in Microsoft Edge Vers. 3834.933.0.0 (latest version). Google Chrome (latest version).

- 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 for Tax Agency

The screenshot shows the homepage of the Federal Tax Authority website. On the left, there's a sidebar with links for 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The main content area has a 'Required Actions' section with a 'Due Date' and 'Description' field both set to 'No data'. To the right is a 'Most Used Services' section with three items: 'Link a Tax Agent to Tax Agency', 'Tax Agency Registration Amend', and 'Tax Agency Registration'. Below these are three tiles: 'Overview' (with actions: View, Amend, Deregister, Print Certificate, Active), 'Tax Agent Management' (Manage), and 'Taxable Person Management' (Manage). At the bottom left is a 'My Reports' section with a link to 'More Reports'. The footer contains copyright information, quick links (tax.gov.ae, Help Center, Glossary, Sitemap), other links (What's New, FAQs, Contact Us, Complaints and Inquiries), and social media links (FOLLOW US: Instagram, LinkedIn, Twitter, YouTube). A yellow circle with the number '1' is drawn around the 'Print Certificate' option in the 'Overview' tile.

Step	Action
(1)	<ul style="list-style-type: none"> <li>Click 'Actions' on Tax Agency tile.</li> <li>Click on 'Print Certificate' to start with Print Certificate application.</li> </ul>



The screenshot shows the 'Print Request Certificate' page. It includes fields for TRN (2000301800090), Certificate Type (Provisionnote), Legal Name in English (AbdulRehman), and Legal Name in Arabic (عبد الرحمن). A section for confirming contact mobile number (+971 987654321) is also present. Buttons for 'Send OTP' and 'Proceed to Payment' are visible.

- 
  - The application is prepopulated with your Tax Agency registration details.
  - The mobile number provided in the application shall be used to contact you at the time of delivery of your printed certificate. An OTP will be sent to this mobile number for verification.



# Print Request Certificate

## Send OTP

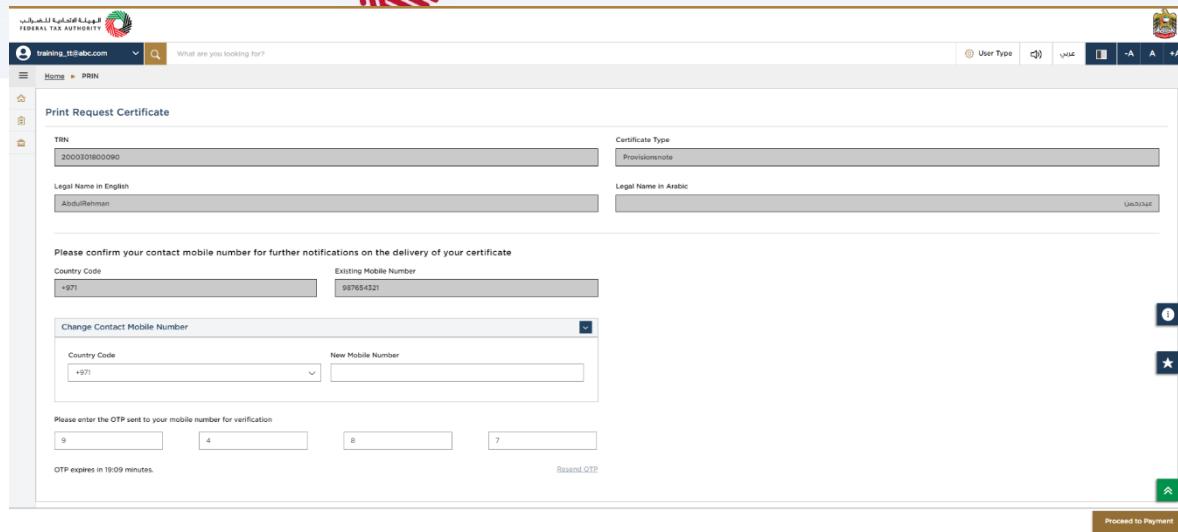
The screenshot shows the 'Print Request Certificate' page. It includes fields for TRN (2000301800090), Certificate Type (Provisionnote), Legal Name in English (AbdullahRehman), and Legal Name in Arabic (عبدالله رحمن). A section for confirming contact mobile number is present, with 'Existing Mobile Number' set to +971 987654321. Below this is a 'Change Contact Mobile Number' section. A red box highlights the 'Send OTP' button, which is circled with a yellow circle containing the number '1'. Other visible buttons include 'Resend OTP', 'Validate', and 'Proceed to Payment'.

Step	Action
(1)	Verify your mobile number. You may be contacted at this number for delivery of the printed certificate.

## Validate OTP

The screenshot shows the 'Print Request Certificate' page. It includes fields for TRN (2000301800090), Certificate Type (Provisionnote), Legal Name in English (AbdullahRehman), and Legal Name in Arabic (عبدالله رحمن). A section for confirming contact mobile number is present, with 'Existing Mobile Number' set to +971 987654321. Below this is a 'Change Contact Mobile Number' section. A section for entering the OTP is shown, with four input boxes containing 9, 4, 8, and 7. A red box highlights the 'Validate' button, which is circled with a yellow circle containing the number '1'. Other visible buttons include 'Resend OTP', 'Validate', and 'Proceed to Payment'.

Step	Action
(1)	Enter the OTP received and click 'Validate' button to verify the OTP.



Print Request Certificate

TRN: 20000301800090

Certificate Type: Provision/Note

Legal Name in English: Abdullah Rehman

Legal Name in Arabic: عبد الله رحمن

Please confirm your contact mobile number for further notifications on the delivery of your certificate

Country Code: +971 Existing Mobile Number: 987654321

Change Contact Mobile Number

Country Code: +971 New Mobile Number:

Please enter the OTP sent to your mobile number for verification

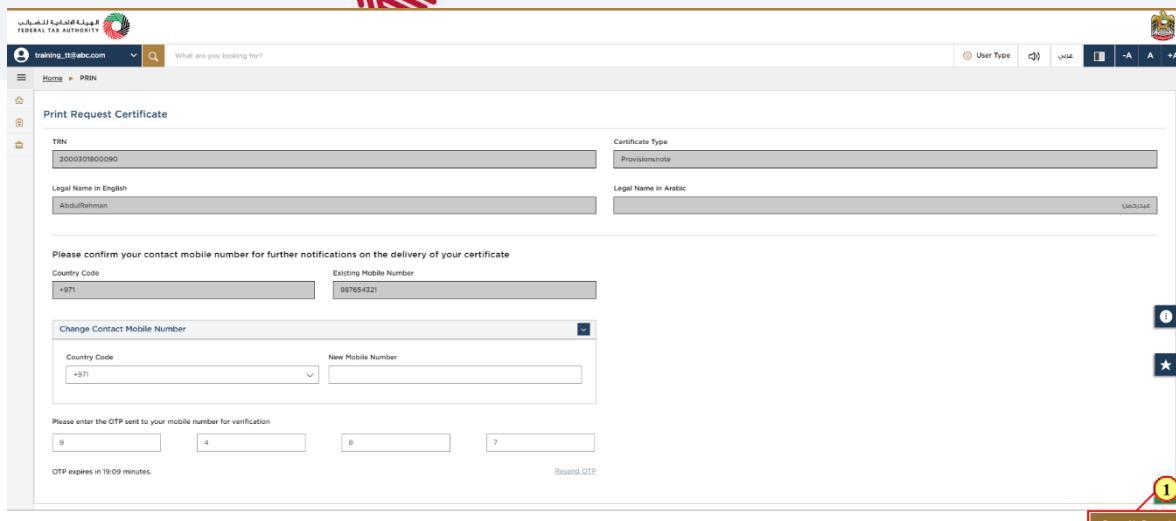
OTP expires in 19:09 minutes.

Resend OTP

Proceed To Payment



You can provide a different contact mobile number in the application if the person collecting the certificate on your behalf has a different mobile number. In such a scenario, the OTP shall be sent to the other contact mobile number you have provided. A verified mobile number is required to submit the print certificate application.



Please confirm your contact mobile number for further notifications on the delivery of your certificate

Country Code: +971 Existing Mobile Number: 987654321

Change Contact Mobile Number

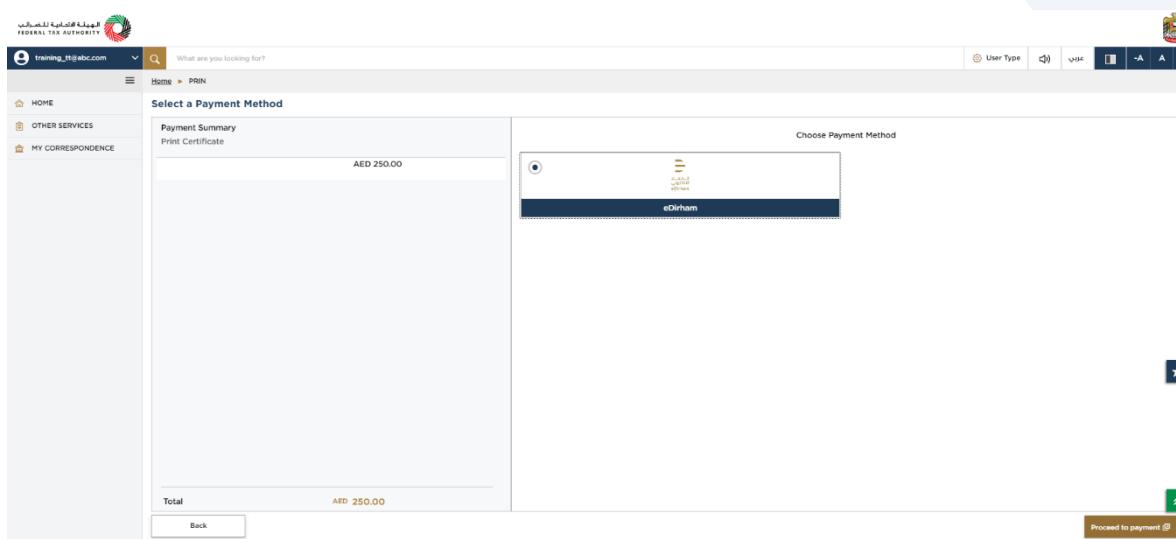
Country Code: +971 New Mobile Number:

Please enter the OTP sent to your mobile number for verification

OTP expires in 19:09 minutes.

**Proceed to Payment**

Step	Action
(1)	Once verified, click 'Proceed to Payment'



Payment Summary

Print Certificate

AED 250.00

Total: AED 250.00

Choose Payment Method

eDirham

**Proceed to payment**

	<ul style="list-style-type: none"> <li>The print certificate fees applicable shall be displayed in the 'Payment summary'.</li> <li>Click 'Back' button to move back to the print certificate application.</li> </ul>
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## Select a Payment Method

The screenshot shows the 'Select a Payment Method' interface. On the left, there's a sidebar with links for HOME, OTHER SERVICES, and MY CORRESPONDENCE. The main area displays a payment summary for AED 250.00. To the right, a 'Choose Payment Method' section shows 'eDirham' as the selected option. At the bottom right of the screen, a green button labeled 'Proceed to payment' is highlighted with a red circle containing the number '1'.

Step	Action
(1)	Select the Payment method available and click 'proceed to payment.'

The screenshot shows a 'Confirmation' dialog box centered on the screen, asking if the user wants to leave the Federal Tax Authority e-CTS. Two buttons are visible: 'No' and 'Yes'. The 'Yes' button is highlighted with a red circle containing the number '1'.

Step	Action
(1)	Click 'Yes' to continue.



# Payment

## Payment

eDirham

### Federal Tax Authority

Time remaining to complete the payment 00 h. 09 min. 35 sec.  
Central Park - Business Tower, Sheikh. Zayed Street, Dubai, 784

#### Payment Method

Select payment method

Credit or Debit card Payment (Visa/Master Card)

**Confirm & Calculate Prices**

1

**Back To Merchant**

Step	Action
(1)	Select the payment method and click 'Confirm and Calculate Prices' to determine the total payment amount.

**Confirm & Calculate Prices**

#### Purchased Services

1 Qty.

Service Name

eCTS-Revenue related to VAT

AED 250.00

Related Fees

Including Fees & Charges

Including Tax

AED 8.06

AED 0.00

Total Payment

AED 258.06

**Cancel Process**

**Back To Merchant**

**Proceed With Payment**



- 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'.



## Purchased Services

[Confirm & Calculate Prices](#)

### Purchased Services

1 Qty.

Service Name

eCTS-Revenue related to VAT

AED 250.00

Related Fees

Including Fees & Charges

AED 8.06

Including Tax

AED 0.00

Total Payment

AED 258.06

[Cancel Process](#)

[Back To Merchant](#)

[Proceed With Payment](#)

1

Step	Action
(1)	Verify the applicable charges to print the registration certificate and click 'Proceed with Payment'.

## Card Information

Federal Tax Authority

Central Park - Business Tower, Sheikh. Zayed Street, Dubai, 784

Credit or Debit card Payment (Visa/Master Card)

Total Payment AED 258.06

Time remaining to complete the payment 00 h. 07 min. 08 sec.

### Card Information

Card Holder Full Name

[REDACTED]

Card Number

[REDACTED]

Expiry Date

[REDACTED] / [REDACTED]

CVV2 / CVC2

[Cancel](#)

[Change Payment Method](#)

[Pay Now](#)

1

Step	Action
(1)	<ul style="list-style-type: none"> <li>If you have selected the card payment option, enter the card details, and click 'Pay now'.</li> <li>To change the payment method, click 'Change Payment Method'. You will be redirected back to the 'Payment' Page.</li> </ul>



### ACS Emulator for 3DS V2

Authentication Result: (Y) Authentication/Account Verification Successful  
 (Y) Authentication/Account Verification Successful  
 (N) Not Authenticated / Account NOT verified Transaction denied  
 (I) Authentication Cancelled  
 (U) Authentication not available  
 (R) Authentication rejected  
 (E) Authentication Server Error  
 (A) API Gateway ASM Policy Error

Step	Action
(1)	Select 'Authentication or Account Verification Successful' from the dropdown and click 'Submit'.

#### Payment



Federal Tax Authority  
Central Park - Business Tower, Sheikh Zayed Street, Dubai, 784

Payment of AED 258.06 has been completed  
Successful transaction

You will be redirected back to the merchant page in 1s

[Back to Merchant Page](#)

PRINT

SAVE



- Payment has been completed.
- You will be redirected back to the merchant page automatically. If not, click 'Back to Merchant page'.



# Payment Acknowledgment - on successful payment

**Payment Acknowledgment**

**Payment Successful**

Paid

Payment Reference Number : 2232384781782309313

Submission Date : 20/08/2022

Time : 12:14:30

Legal Name : Abdul Rehman

Amount paid to FTA : AED 250.00

What Next:

- Your account will be updated with the payment received.
- You will receive a notification via your preferred means of correspondence confirming this payment.
- The FTA shall print physical copy of the requested certificate and mail it to the registered company address of the taxpayer.
- You can view this payment in your Transaction History.
- You can download a copy of this receipt using the Download button below or in the future from "My Correspondence".

For any queries please contact us on www.zyr.com or contact us directly at our call center number 1234567890 or email stry@gmail.com

Download Back to Dashboard

	<ul style="list-style-type: none"> <li>After your payment is completed successfully, a Payment Reference Number is generated for your payment acknowledgment. Note this reference number for future purposes.</li> <li>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.</li> <li>Printed certificate will be delivered once your application is processed by the FTA.</li> <li>Read the “What Next” and “Important Notes”.</li> </ul>
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**Payment Acknowledgment**

**Payment Successful**

Paid

Payment Reference Number : 2232384781782309313

Submission Date : 20/08/2022

Time : 12:14:30

Legal Name : Abdul Rehman

Amount paid to FTA : AED 250.00

What Next:

- Your account will be updated with the payment received.
- You will receive a notification via your preferred means of correspondence confirming this payment.
- The FTA shall print physical copy of the requested certificate and mail it to the registered company address of the taxpayer.
- You can view this payment in your Transaction History.
- You can download a copy of this receipt using the Download button below or in the future from "My Correspondence".

For any queries please contact us on www.zyr.com or contact us directly at our call center number 1234567890 or email stry@gmail.com

Download Back to Dashboard

Step	Action
(1)	<ul style="list-style-type: none"> <li>Click 'Download' to download a pdf copy of the acknowledgement screen.</li> <li>Click 'Back to Dashboard' to navigate back to the Tax Agency dashboard.</li> </ul>



# Payment Acknowledgment - on failed payment

Payment Declined

Payment Failed

Amount paid to FTA : AED 250.00

Payment Status : DECLINED

Date : 20/08/2022

Time : 12:59:21

● Payment Failed

Details :

This payment transaction has been failed. Please try again to make the payment from dashboard.

For any queries please contact us on www.ayz.com or contact us directly at our call center number 1234567890 or email xyz@gmail.com

Back to Dashboard

	If your payment status is 'Declined' and you receive the page as 'Payment failed', you must try the payment again from the dashboard.
--	---

Payment Declined

Payment Failed

Amount paid to FTA : AED 250.00

Payment Status : DECLINED

Date : 20/08/2022

Time : 12:59:21

● Payment Failed

Details :

This payment transaction has been failed. Please try again to make the payment from dashboard.

For any queries please contact us on www.ayz.com or contact us directly at our call center number 1234567890 or email xyz@gmail.com

Back to Dashboard

Step	Action
(1)	Click 'Back to Dashboard' to navigate back to the Tax Agency dashboard.



## Correspondences

**Tax Agency receives the following correspondences:**

- OTP sent to the mobile number mentioned in the application for verification.
- Application submission acknowledgment.



# Thank you