



إمارات تاكس
EMARATAX

Reconsideration request User Manual

Date: Dec 2022

Version 1.0

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Document Control Information

Document Version Control

Version No.	Date	Prepared/Reviewed by	Comments
1.0	01-Dec-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"> • 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.



Navigating through EmaraTax

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
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
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](#)



Reconsideration request V1.0

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Introduction



This manual is prepared to help the applicant to navigate through the EmaraTax portal to submit a Reconsideration application



Login to EmaraTax

Welcome to Federal Tax Authority EmaraTax

Login

Login with your E-mail

E-mail Address: training3@abc.com

Password:
Forgot password?

Enter Security Code: 276278

Login

Login with UAE Pass

UAE Pass provides single trusted digital identity solution for service providers

UAE PASS

Login with UAE PASS

Don't have an account?
If you do not already have an account with the FTA please signup here

Sign Up

Got any question on the new system?
Read the FAQs

QUICK LINKS: tax.gov.ae

OTHER LINKS: What's New

OUR LOCATION: Emirates Property Investment Company Building, P.O. Box 2440, Abu Dhabi, U.A.E.

	<ul style="list-style-type: none"> 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.
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EmaraTax home page

What are you looking for?

Home

Create New Taxable Person Profile

Taxable Person List

Search by TRN Number or Taxable Person

Afsal Azad | View | ...

Ahmad Abdullah | View | ...

QUICK LINKS: tax.gov.ae, Help Center (Coming Soon), Glossary

OTHER LINKS: What's New, FAQs, Contact Us, Inquiries and Complaints

OUR LOCATION: Emirates Property Investment Company Building, P.O. Box 2440, Abu Dhabi, U.A.E., Central Park Business Towers - DIFC, P.O. Box 2440, Dubai, U.A.E., 800 82923, info@tax.gov.ae

Step	Action
(1)	Select the Taxable Person from the list and click 'View' to open the dashboard.



Taxable Person Dashboard

The screenshot shows the Taxable Person Dashboard. On the left sidebar, under 'OTHER SERVICES', there is a red box and a yellow circle with the number '1' pointing to it. The main content area includes sections for 'Required Actions', 'Registration Overview', and 'Most Used Services'. The 'Required Actions' section lists VAT return submissions pending for various periods. The 'Registration Overview' section shows status for Value Added Tax, Excise Tax, Tax Group, Warehouse Keeper, and Corporate Tax Registration. The 'Most Used Services' section lists 'VAT - New Registration' and 'VAT 201 VAT return'.

Step	Action
(1)	Click on "Other services" from within the Taxable person profile for which you want to raise a reconsideration request

The screenshot shows the 'Other Services' page. Under 'Others', there are tiles for Inquiries, Complaints, Waivers, Penalty Installment Plan, Tax Agent Infraction, and Reconsiderations. A red box and a yellow circle with the number '1' point to the 'View All' button for 'Reconsiderations'.

Step	Action
(1)	Click on "View All" on the Reconsideration tile



Reconsideration Application

This screenshot shows the 'Reconsiderations' dashboard. At the top, there are navigation links for 'Home', 'Afsal Azad', 'Other Services', and 'Reconsiderations'. On the right, there are icons for 'User Type', search, and font size adjustment. A 'New Request' button is located in the top right corner of the main content area. The main content area displays a table with columns: Reference Number, Tax Type, Decision Type, Request Type, Submission Date, Status, and Action. A 'No data' message is centered in the table area.

 This is the dashboard containing all the Reconsideration request raised by you for this particular Taxable Person along with their current Statuses. You can search for a previously submitted Reconsideration requests from here

This screenshot shows the same 'Reconsiderations' dashboard as the previous one. A red box highlights the 'New Request' button in the top right corner. A callout arrow with the number '1' points to this button. The rest of the interface is identical to the first screenshot.

Step	Action
(1)	Click on "New Request" to open the application form for a Reconsideration request



The screenshot shows the 'Reconsiderations' section of the FTA website. A red box highlights the input field for the 'Reference Num' (Decision Reference Number), which contains the value '1'. A yellow circle with the number '1' points to this field.

Step	Action
(1)	Enter the FTA decision reference numbers for which you are seeking Reconsideration

The screenshot shows the same 'Reconsiderations' section. The dropdown menu for 'Please specify the category to which your request relates' is open. The option 'VAT' is highlighted with a red box, and a yellow circle with the number '1' points to it. Other visible options include 'Freight Forwarder & Clearing agent', 'Excise', and 'Warehouse keeper & Designated zone'.

Step	Action
(1)	Select the category to which your request relates from the dropdown



Please enter the form reference number for which you are seeking Reconsideration

Please specify the category to which your request relates

300000028119 VAT

Proceed

Step	Action
(1)	Click Proceed to Open the Application form for a Reconsideration

No. of form Sections
4 Sections

Expected time to complete this application
15 minutes

Expected fees for this service
Free of Charge

Tutorial Materials
Watch Video Tutorial
Download User Manual

Required Templates
NA

Service Details

About the Service
Use this service if you wish to raise a reconsideration request for FTA to reconsider a decision issued by FTA in connection with you.

Eligibility Criteria

Service Seps

Back Start

 The 'guidelines and instructions' page is designed to help you understand certain important requirements relating to Reconsideration request in the UAE. It also provides guidance on what information you should have in hand when you are completing the Reconsideration application.



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What are you looking for?

Home > Afjal Azad > Other Services > Reconsiderations

Required Documents

The following is designed to help you prepare the set of requirements that you should have to hand while completing the application form accurately:

- Documentary proof to support the factual and legal grounds on which your request is based.
- Tax advise received, which is relevant for the reconsideration request.

Accepted file types are PDF, JPG, PNG and JPEG. The individual file size limit is 5 MB.

Service Details

About the Service

Use this service if you wish to raise a reconsideration request for FTA to reconsider a decision issued by FTA in connection with you.

Eligibility Criteria

Service Specs

FAQ

I confirm that I have read the above instructions and guidelines

1

Back Start

Step	Action
(1)	Click the checkbox to confirm that you have read the instructions and guidelines

EMARATAX

What are you looking for?

Home > Afjal Azad > Other Services > Reconsiderations

Required Documents

The following is designed to help you prepare the set of requirements that you should have to hand while completing the application form accurately:

- Documentary proof to support the factual and legal grounds on which your request is based.
- Tax advise received, which is relevant for the reconsideration request.

Accepted file types are PDF, JPG, PNG and JPEG. The individual file size limit is 5 MB.

Service Details

About the Service

Use this service if you wish to raise a reconsideration request for FTA to reconsider a decision issued by FTA in connection with you.

Eligibility Criteria

Service Specs

FAQ

I confirm that I have read the above instructions and guidelines

1

Back Start

Step	Action
(1)	Click on "Start" to proceed to the Reconsideration application



EMARATAX

What are you looking for?

User Type: عرب

Request For Reconsiderations

1 Applicant Details 2 Request Details 3 Authorized Signatory and Declaration

Applicant Details

TRN(optional)
10063681000003

Applicant First Name in English
Saraf world

Applicant Last Name in English

Applicant First Name in Arabic
سارة عبد العزیز

Applicant Last Name in Arabic

Tax Account number (Optional)

Tax Agent Approval Number (Optional) 1

Save as Draft Next Step

Step	Action
(1)	Verify whether the details are prepopulated from the Taxable person profile correctly

EMARATAX

What are you looking for?

User Type: عرب

Request For Reconsiderations

1 Applicant Details 2 Request Details 3 Authorized Signatory and Declaration

Contact details of the Applicant

Country
United Arab Emirates

Building Name
c22, hilton garden

City
Dubai

Area
port rashid

Country Code
+971 (United Arab Emirates)

Mobile Number
568787654

Landline Number
57898777

Email ID
viswatesting@gmail.com

P.O Box
500601

Save as Draft Next Step

Step	Action
(1)	Verify whether the details are prepopulated from the Taxable person profile correctly



EMARATAX

What are you looking for?

Home > Afjal Azad > Other Services > Reconsiderations

Request For Reconsiderations

1 Applicant Details 2 Request Details 3 Authorized Signatory and Declaration

Contact details of the Applicant			
Country	Building Name		
United Arab Emirates	c22, hilton garden		
City	Area		
Dubai	port rashid		
Country Code	Mobile Number	Country Code	Landline Number
+971 (United Arab Emirates)	568787654	+971 (United Arab Emirates)	57898777
Email ID	P.O.Box		
viswatesting@gmail.com	500601		

Save as Draft **Next Step**

Step	Action
(1)	Select "Save as draft" in case if the form need to be saved for later use

EMARATAX

What are you looking for?

Home > Afjal Azad > Other Services > Reconsiderations

Request For Reconsiderations

1 Applicant Details 2 Request Details 3 Authorized Signatory and Declaration

Contact details of the Applicant			
Country	Building Name		
United Arab Emirates	c22, hilton garden		
City	Area		
Dubai	port rashid		
Country Code	Mobile Number	Country Code	Landline Number
+971 (United Arab Emirates)	568787654	+971 (United Arab Emirates)	57898777
Email ID	P.O.Box		
viswatesting@gmail.com	500601		

Save as Draft **Next Step**

Step	Action
(1)	Click "Next Step" to proceed to Request Details Section



EMARATAX

What are you looking for?

Home > Afjal Azad > Other Services > Reconsiderations

Request For Reconsiderations

1 Applicant Details 2 Request Details 3 Authorized Signatory and Declaration

Request Details

Please specify the category to which your request relates: VAT

To which decision does this request relate to: Penalties

Is this request related to any previous Clarifications,Reconsiderations or Waiver and the Reduction Request created? Yes No

To Which Tax Periods is this request referring: Stagger 3 Period 3 - Oct 2018 to Dec 2018

Specify the nature of the request:

Background and Facts

Please Provide a detailed description of the background,including transactions,steps and the intentions of the matter which is the subject of the Request*

Please waive off the penalty:

Please provide any documentary proof to support the factual and legal grounds on which the request is based (Optional)

Add Drag files here

Max file size: 15 MB Formats: PDF, DOC Max No. of Files: 3

Save as Draft Next Step

Step	Action
(1)	Enter the details of the FTA decision for which this specific reconsideration request is raised

EMARATAX

What are you looking for?

Home > Afjal Azad > Other Services > Reconsiderations

Request For Reconsiderations

1 Applicant Details 2 Request Details 3 Authorized Signatory and Declaration

Stagger 3 Period 3 - Oct 2018 to Dec 2018 Later return penalty

Background and Facts

Please Provide a detailed description of the background,including transactions,steps and the intentions of the matter which is the subject of the Request*

Please waive off the penalty:

Please provide any documentary proof to support the factual and legal grounds on which the request is based (Optional)

Add Drag files here

Max file size: 15 MB Formats: PDF, DOC Max No. of Files: 3

Save as Draft Next Step

Step	Action
(1)	Provide a detailed description as to why FTA should reconsider the original decision and attach relevant documents (if any)



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What are you looking for?

Home > Afjal Azad > Other Services > Reconsiderations

Request For Reconsiderations

1 Applicant Details 2 Request Details 3 Authorized Signature and Declaration

References

Specify the legal provisions relevant for the reconsiderations request

Specify any guidance by the FTA, which is relevant for the reconsideration request

Please upload any tax advice received, which is relevant for the reconsideration request (Optional)

1 Add Drag files here Max file size: 15 MB Formats: PDF, DOC Max No. of Files: 3

Previous Step Save as Draft Next Step

Step	Action
(1)	Provide references of legal provisions or guidance issued by FTA and attach relevant documents (if any)

EMARATAX

What are you looking for?

Home > Afjal Azad > Other Services > Reconsiderations

Request For Reconsiderations

1 Applicant Details 2 Request Details 3 Authorized Signature and Declaration

References

Specify the legal provisions relevant for the reconsiderations request

Specify any guidance by the FTA, which is relevant for the reconsideration request

Please upload any tax advice received, which is relevant for the reconsideration request (Optional)

1 Add Drag files here Max file size: 15 MB Formats: PDF, DOC Max No. of Files: 3

Previous Step Save as Draft Next Step

Step	Action
(1)	Click "Next Step" to proceed to Review Section



EMARATAX

What are you looking for?

Home > Afsal Azad > Other Services > Reconsiderations

Request For Reconsiderations

1 Applicant Details 2 Request Details 3 Authorized Signatory and Declaration

Review & Declaration

Step 1: Applicant Details

Step 2: Request Details

Authorized Signatory and Declaration

Authorized Signatory list

Name in English	Name in Arabic	Email ID
No data		

Declaration

First Name in English	Last Name in English
-----------------------	----------------------

Previous Step Submit

	This section displays a summary of all the sections. Review the information for correctness.
--	--

EMARATAX

What are you looking for?

Home > Afsal Azad > Other Services > Reconsiderations

Request For Reconsiderations

1 Applicant Details 2 Request Details 3 Authorized Signatory and Declaration

Review & Declaration

Step 1: Applicant Details

Step 2: Request Details

Authorized Signatory and Declaration

Authorized Signatory list

Name in English	Name in Arabic	Email ID
No data		

Declaration

First Name in English	Last Name in English
-----------------------	----------------------

Previous Step Submit

1 Click here to expand or collapse each section



EMARATAX

training3@abc.com What are you looking for?

Home > Afjal Azad > Other Services > Reconsiderations

Request For Reconsiderations

1 Applicant Details **2** Request Details **3** Authorized Signature and Declaration

Declaration First Name in English: Afjal Last Name in English: Azad First Name in Arabic: افضل Last Name in Arabic: ازاد Country Code: +971 (UAE) Phone Number: 504390782 Email ID: training3@abc.com Date of Submission: 06/01/2023 <input type="checkbox"/> I hereby declare that the information provided above is correct	
Previous Step 1 Submit	

Step Action

(1) Mark the checkbox to confirm that you have reviewed the declaration

EMARATAX

training3@abc.com What are you looking for?

Home > Afjal Azad > Other Services > Reconsiderations

Request For Reconsiderations

1 Applicant Details **2** Request Details **3** Authorized Signature and Declaration

Declaration First Name in English: Afjal Last Name in English: Azad First Name in Arabic: افضل Last Name in Arabic: ازاد Country Code: +971 (UAE) Phone Number: 504390782 Email ID: training3@abc.com Date of Submission: 06/01/2023 <input checked="" type="checkbox"/> I hereby declare that the information provided above is correct	
Previous Step 1 Submit	

Step Action

(1) Click Submit to submit the Reconsideration application

Correspondences

Taxpayer receives the following correspondences:

- Application submission acknowledgment.
- Additional information notification (only if FTA requires more information to assist with their review of your application).
- Application approval or rejection notification.



Thank you