



إمارات تاكس
EMARATAX

VAT 702 - Processing Refund for Non-Registered importers and VAT Clearing Company TINCO - 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 Section

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 عربي	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. 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 [Here](#)



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United Arab Emirates

Introduction



United Arab Emirates

This manual is prepared to help the Non-registered Importers or TINCO's to navigate through the EmaraTax portal and the steps to resubmit the refund application. The user manual covers the steps to correct bank details when there is a payment failure due to incorrect bank details.



EmaraTax Login Page

Welcome to the new e-CTS ▾

Login

Welcome to the Federal Tax Authority

Login with FTA account

Email Address
traininguser04@gmail.com

Password
.....

[Forgot password?](#)

Enter Security Code
687338

Login

Login with your Emirates ID

UAE Pass provides single trusted digital identity solution for service providers

الهوية الرقمية UAE PASS

Login With UAE PASS

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

Sign Up

	<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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User Type Selection

Please select the relevant purpose(s) for using e-CTS portal

Taxable Person	Legal Representative	Tax Agent	Tax Agency
Any Person registered or obligated to register for Tax purposes under the Decree-Law.	The manager of a company or a guardian or custodian of a minor or an incapacitated person, or the bankrupt, or any other Person...	Any Person registered with the Authority in the Register, who is appointed on behalf of another Person to represent him before...	A legal entity which is licensed to operate as a Tax Agency and has registered with the FTA as a Tax Agency.
Read More	Read More	Read More	Read More

Proceed

Step	Action
(1)	Click here to select the user type

Please select the relevant purpose(s) for using e-CTS portal

Taxable Person	Legal Representative	Tax Agent	Tax Agency
Any Person registered or obligated to register for Tax purposes under the Decree-Law.	The manager of a company or a guardian or custodian of a minor or an incapacitated person, or the bankrupt, or any other Person...	Any Person registered with the Authority in the Register, who is appointed on behalf of another Person to represent him before...	A legal entity which is licensed to operate as a Tax Agency and has registered with the FTA as a Tax Agency.
Read More	Read More	Read More	Read More

Proceed

Step	Action
(1)	Select the Taxable Person tile



User Profile

Please select the relevant purpose(s) for using e-CTS portal

Taxable Person

Any Person registered or obligated to register for Tax purposes under the Decree-Law.

Legal Representative

The manager of a company or a guardian or custodian of a minor or an incapacitated person, or the bankruptcy, or any other Person...

[Read More](#)

Tax Agent

Any Person registered with the Authority in the Register, who is appointed on behalf of another Person to represent him before...

[Read More](#)

Tax Agency

A legal entity which is licensed to operate as a Tax Agency and has registered with the FTA as a Tax Agency.

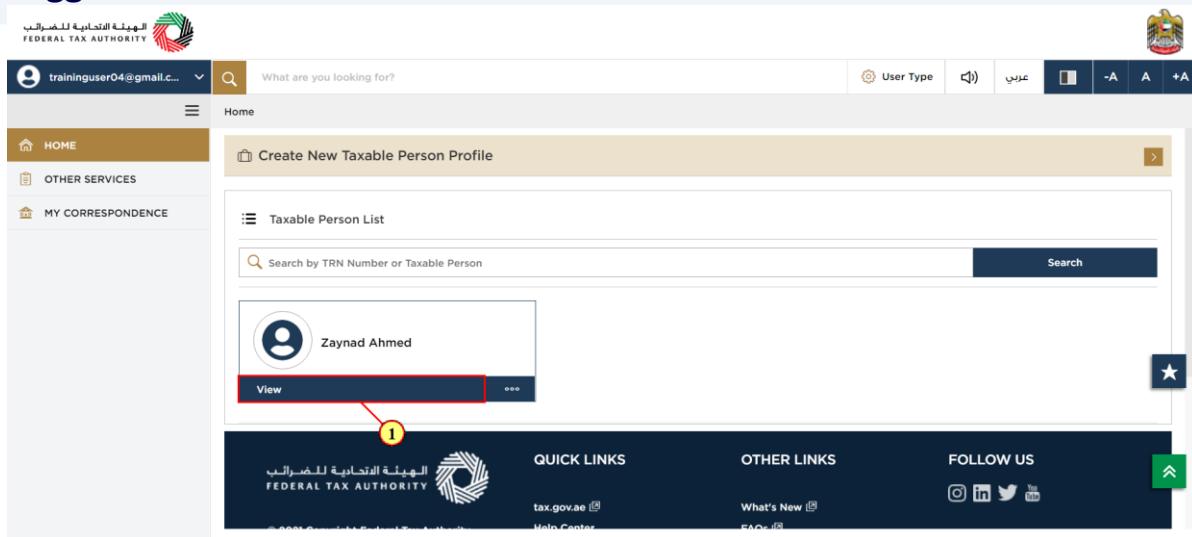
[Read More](#)

1

Proceed

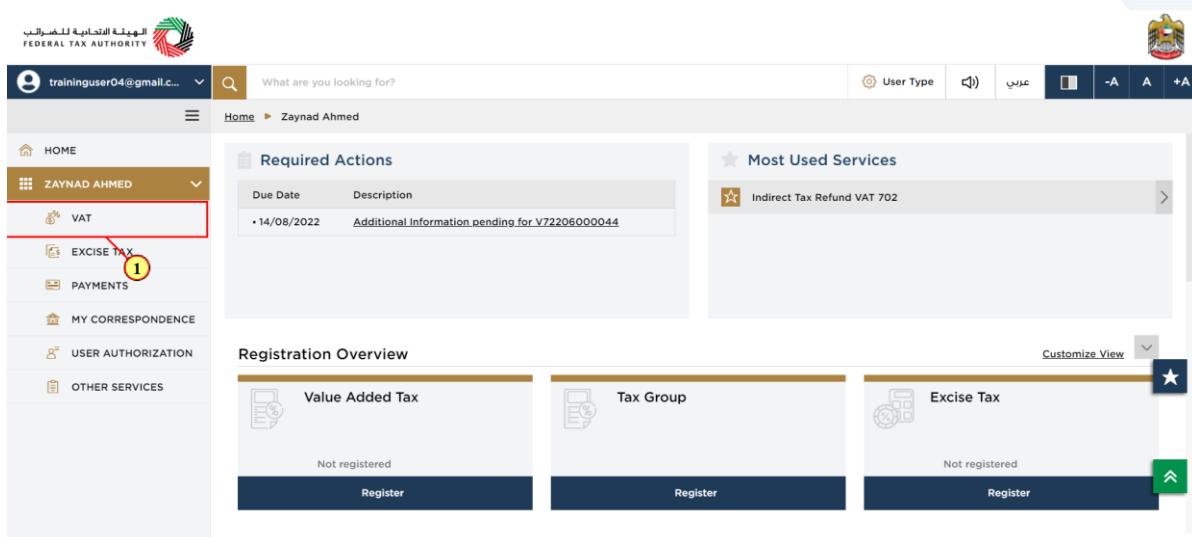
Step	Action
(1)	Click on 'Proceed' to proceed with taxable person.

Logged in User Dashboard



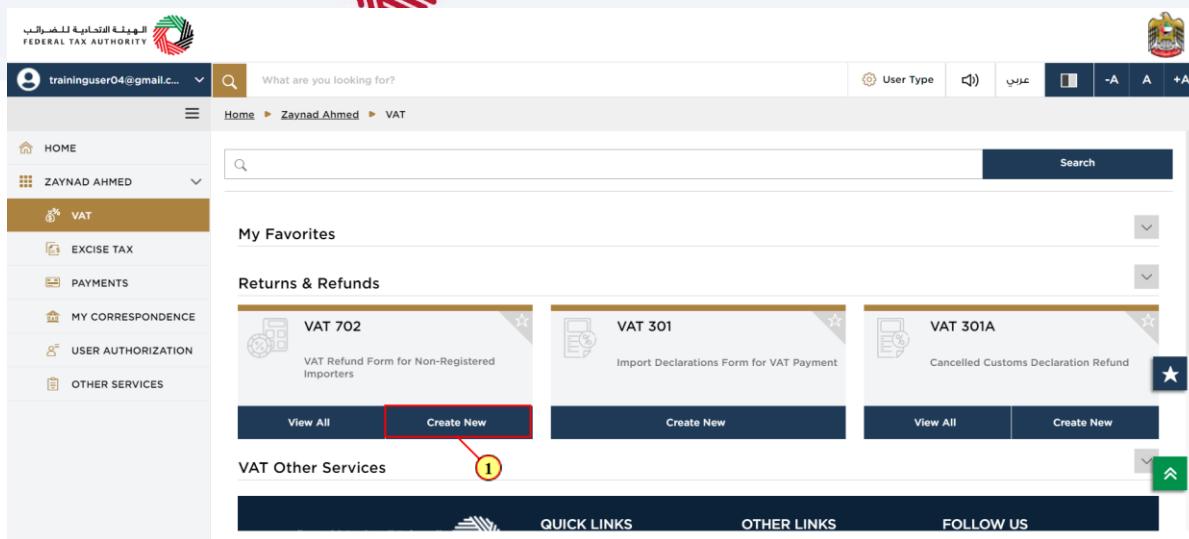
The screenshot shows the user dashboard for 'traininguser04@gmail.com'. The main header includes the FTA logo and the United Arab Emirates coat of arms. The top navigation bar has a search bar, user type selection, and language options (Arabic/English). The left sidebar has links for HOME, OTHER SERVICES, and MY CORRESPONDENCE. The main content area displays a 'Create New Taxable Person Profile' section with a 'Taxable Person List' table. One row in the table is highlighted for 'Zaynad Ahmed'. A red box and a yellow circle with the number '1' point to the 'View' button in this row. The footer contains links for QUICK LINKS (tax.gov.ae, Help Center), OTHER LINKS (What's New, FAQ), and FOLLOW US (social media icons).

Step	Action
(1)	Click here to view the Taxable Person dashboard



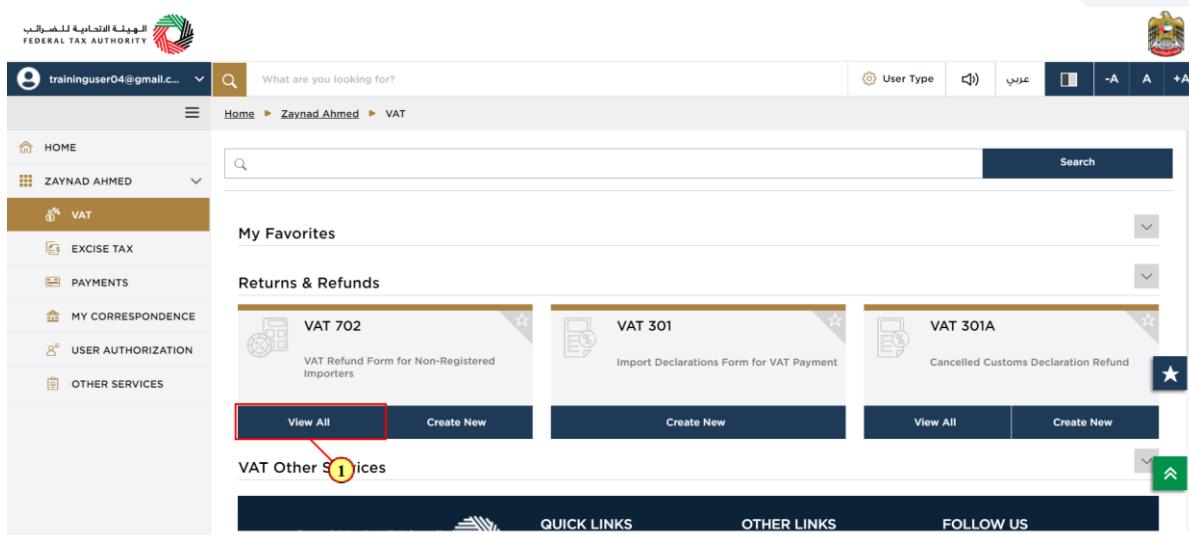
The screenshot shows the Taxable Person dashboard for 'ZAYNAD AHMED'. The left sidebar shows a dropdown menu for 'ZAYNAD AHMED' with 'VAT' selected, indicated by a red box and a yellow circle with the number '1'. Other options in the dropdown include 'EXCISE TAX' and 'PAYMENTS'. The main content area shows 'Required Actions' (Due Date: 14/08/2022, Description: Additional Information pending for V72206000044) and 'Most Used Services' (Indirect Tax Refund VAT 702). Below this is a 'Registration Overview' section with three cards: 'Value Added Tax' (Not registered, Register), 'Tax Group' (Register), and 'Excise Tax' (Not registered, Register). A 'Customize View' button is also present.

Step	Action
(1)	Click here to access VAT module.



The screenshot shows the FTA's digital platform interface. The left sidebar includes links for HOME, ZAYNAD AHMED, VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main content area is titled 'Returns & Refunds' and displays three forms: VAT 702 (VAT Refund Form for Non-Registered Importers), VAT 301 (Import Declarations Form for VAT Payment), and VAT 301A (Cancelled Customs Declaration Refund). Each form has a 'View All' and a 'Create New' button. The 'Create New' button for VAT 702 is highlighted with a red box and circled with a yellow circle containing the number '1'. Below the forms is a footer bar with 'QUICK LINKS', 'OTHER LINKS', and 'FOLLOW US'.

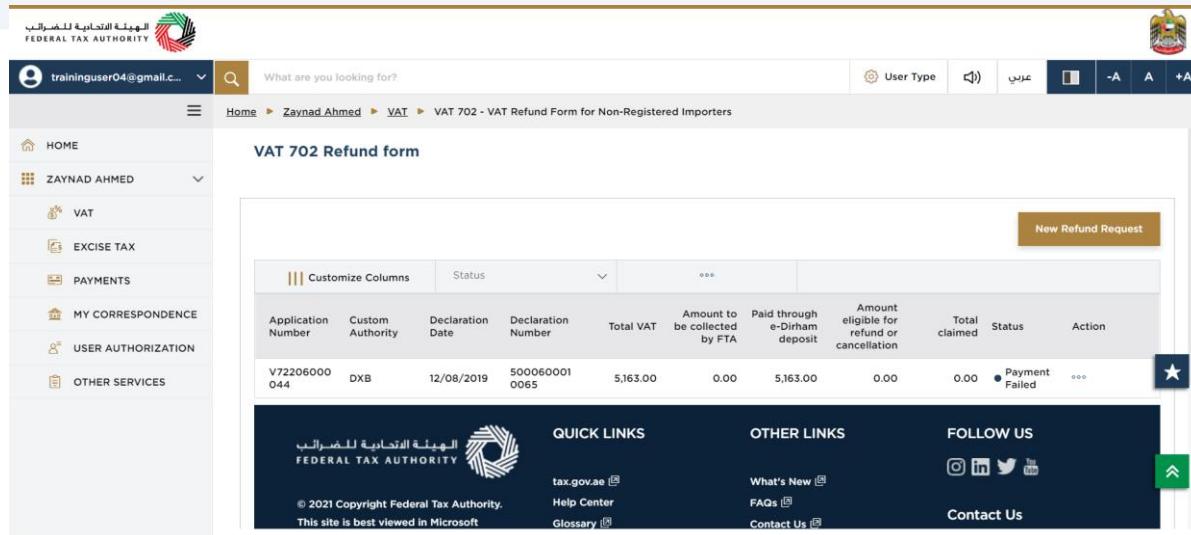
Step	Action
(1)	Click on 'Create New' to create new refund request.



This screenshot is identical to the one above, showing the FTA's digital platform interface. The 'Create New' button for VAT 702 is highlighted with a red box and circled with a yellow circle containing the number '1'.

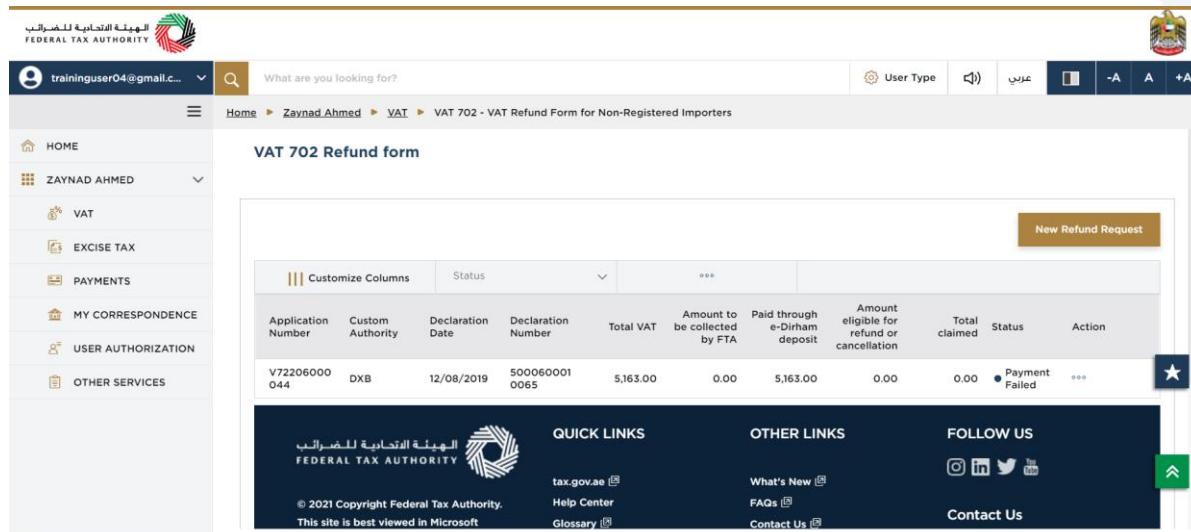
Step	Action
(1)	Click here to view all your previous refund requests.

VAT 702 Refund Form Dashboard



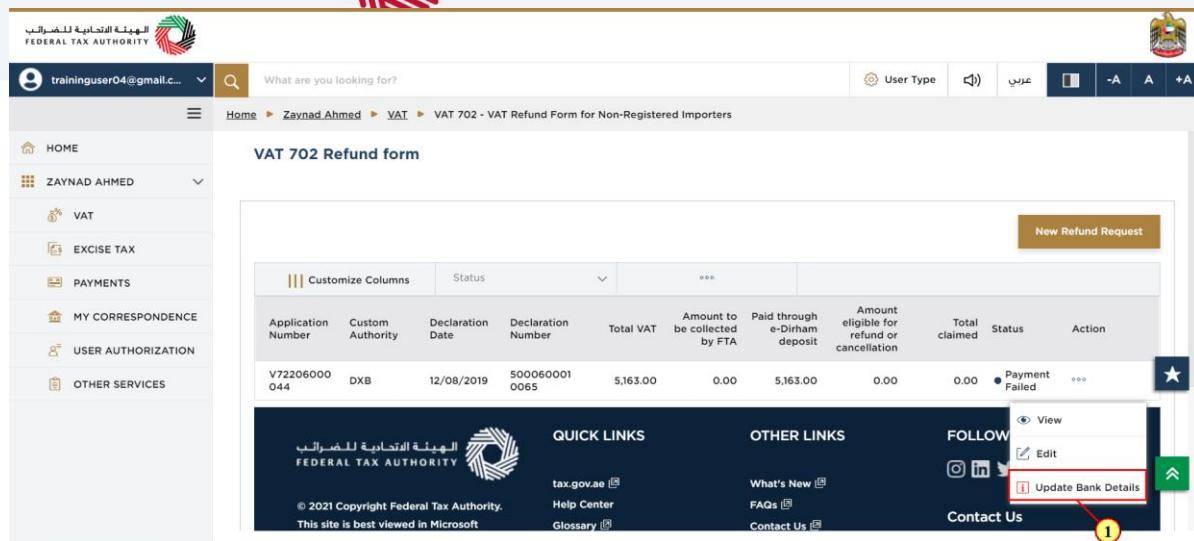
Application Number	Custom Authority	Declaration Date	Declaration Number	Total VAT	Amount to be collected by FTA	Paid through e-Dirham deposit	Amount eligible for refund or cancellation	Total claimed	Status	Action
V72206000044	DXB	12/08/2019	5000600010065	5,163.00	0.00	5,163.00	0.00	0.00	Payment Failed	...

 The payment processing to your bank account failed due to incorrect bank details provided in the refund request. The status of the respective application will be shown as 'Payment Failed'. In such cases, only bank details section will be editable for the applicant



Application Number	Custom Authority	Declaration Date	Declaration Number	Total VAT	Amount to be collected by FTA	Paid through e-Dirham deposit	Amount eligible for refund or cancellation	Total claimed	Status	Action
V72206000044	DXB	12/08/2019	5000600010065	5,163.00	0.00	5,163.00	0.00	0.00	Payment Failed	...

 You can add a new column to the table or filter the refund applications by its status. You can also search for an application by the refund application number



The screenshot shows the FTA's VAT 702 Refund form interface. The main content area displays a table of refund requests. One row is highlighted with a yellow circle containing the number '1'. In the bottom right corner of the page, there is a footer menu with several links. One of these links, 'Update Bank Details', is highlighted with a red box.

Step	Action
(1)	Click here to update bank details



CCIS Details

The screenshot shows the VAT 702 Refund Form for Non-Registered Importers. The top navigation bar includes the FTA logo, user information (traininguser04@gmail.com), search, user type, language (Arabic/English), and zoom controls (-A, A, +A). The main content area is titled 'VAT 702 Refund form' and shows two steps: 'CCIS Details' (highlighted in blue) and 'Bank Details' (highlighted in green). The 'CCIS Details' step contains fields for Custom Authority (DXB), Declaration Date (12/08/2019), Declaration Number (5000600010065), Total VAT paid (5,163.00), Amount to be collected by FTA (0.00), and Paid through e-Dirham deposit (5,163.00). Buttons for 'Previous Step' and 'Next Step' are at the bottom.

 The progress bar displays the number of steps required to complete the refund request. The step you are currently in is highlighted in blue. Once you progress to the next section successfully, the previous step will be highlighted in green

The screenshot shows the VAT 702 Refund Form for Non-Registered Importers. The top navigation bar includes the FTA logo, user information (traininguser04@gmail.com), search, user type, language (Arabic/English), and zoom controls (-A, A, +A). The main content area is titled 'VAT 702 Refund form' and shows two steps: 'CCIS Details' (highlighted in blue) and 'Bank Details' (highlighted in green). The 'CCIS Details' step contains fields for Custom Authority (DXB), Declaration Date (12/08/2019), Declaration Number (5000600010065), Total VAT paid (5,163.00), Amount to be collected by FTA (0.00), Paid through e-Dirham deposit (5,163.00), Settled through Clearing Agent (0.00), and Total paid (5,163.00). Buttons for 'Previous Step' and 'Next Step' are at the bottom.

 All sections will be non-editable except 'Bank details' section



Screenshot of the VAT 702 Refund form page. The page shows various fields for entering refund amounts, with some fields having dropdown arrows indicating they can be expanded. A red box highlights the 'Previous Step' button at the bottom left, and a yellow circle with the number '1' highlights the 'Next Step' button at the bottom right.

Step	Action
(1)	Click on 'Previous Step', to go back to the previous section.

Screenshot of the VAT 702 Refund form page. The page shows various fields for entering refund amounts, with some fields having dropdown arrows indicating they can be expanded. A red box highlights the 'Next Step' button at the bottom right, and a yellow circle with the number '1' highlights the 'Next Step' button at the bottom right.

Step	Action
(1)	Click on 'Next Step' to proceed to the next section.



Bank Details

The screenshot shows the VAT 702 Refund form interface. At the top, there is a navigation bar with user information and search functionality. Below the navigation, the form title 'VAT 702 Refund form' is displayed. The form is divided into two main sections: 'CCIS Details' (Step 1) and 'Bank Details' (Step 2). The 'Officer Notes' section is highlighted with a red box. Step 1 is indicated by a yellow circle with the number '1'. Step 2 is indicated by a blue circle with the number '2'. On the right side of the form, there are several icons for actions like 'View/Add notes', 'Share', and 'Submit'.

Step	Action
(1)	Read the Officer Notes section to get the details of additional information requested by Tax officer

This screenshot is identical to the one above, showing the VAT 702 Refund form. The 'Officer Notes' section is highlighted with a red box. Step 1 is indicated by a yellow circle with the number '1'. The 'View/Add notes' button is highlighted with a red box. Step 2 is indicated by a blue circle with the number '2'. The right side of the form includes standard action icons.

Step	Action
(1)	Click here to share notes to Tax officer



traininguser04@gmail.com

What are you looking for?

Home > Zaynab Ahmed > VAT > VAT 702 - VAT Refund Form for Non-Registered Importers

VAT 702 Refund form

Bank Details

Country	IBAN	Branch Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Bank Name	Account Holder's Name	Account number
<input type="text"/>	<input type="text"/>	<input type="text"/>

For domestic accounts, the IBAN will be validated by the system. For international accounts, you have to upload a Bank Validation letter. If your bank account is not within United Arab Emirates, you will have the option to select the eligible currency for refund.

traininguser04@gmail.com

What are you looking for?

Home > Zaynab Ahmed > VAT > VAT 702 - VAT Refund Form for Non-Registered Importers

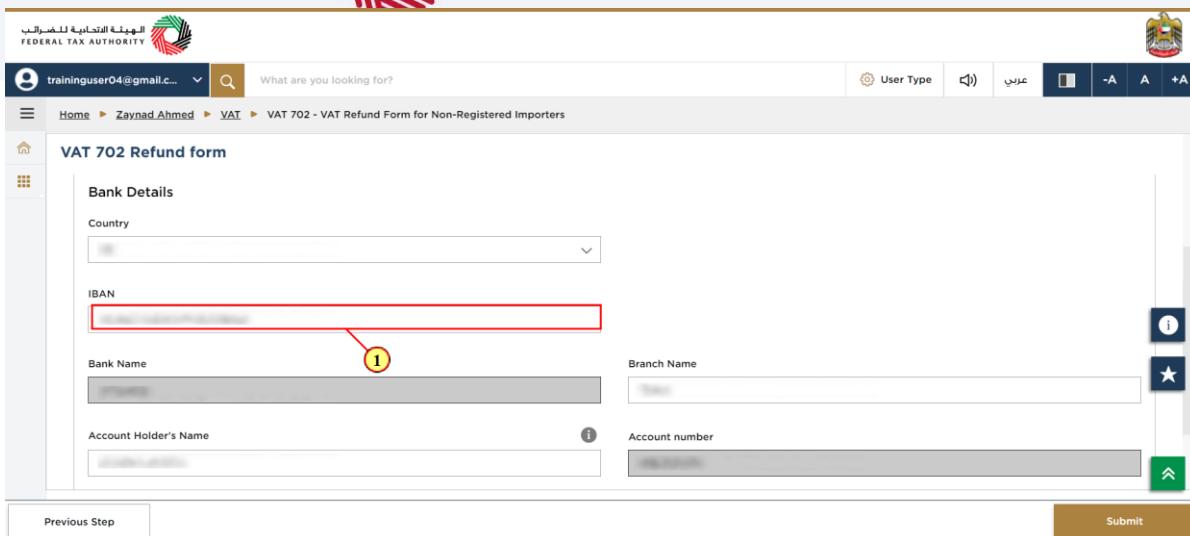
VAT 702 Refund form

Bank Details

Country	IBAN	Branch Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Bank Name	Account Holder's Name	Account number
<input type="text"/>	<input type="text"/>	<input type="text"/>

1

Step	Action
(1)	Enter the bank details of applicant



VAT 702 Refund form

Bank Details

Country: [dropdown]

IBAN: [text input]

Bank Name: [text input] (circled with yellow 1)

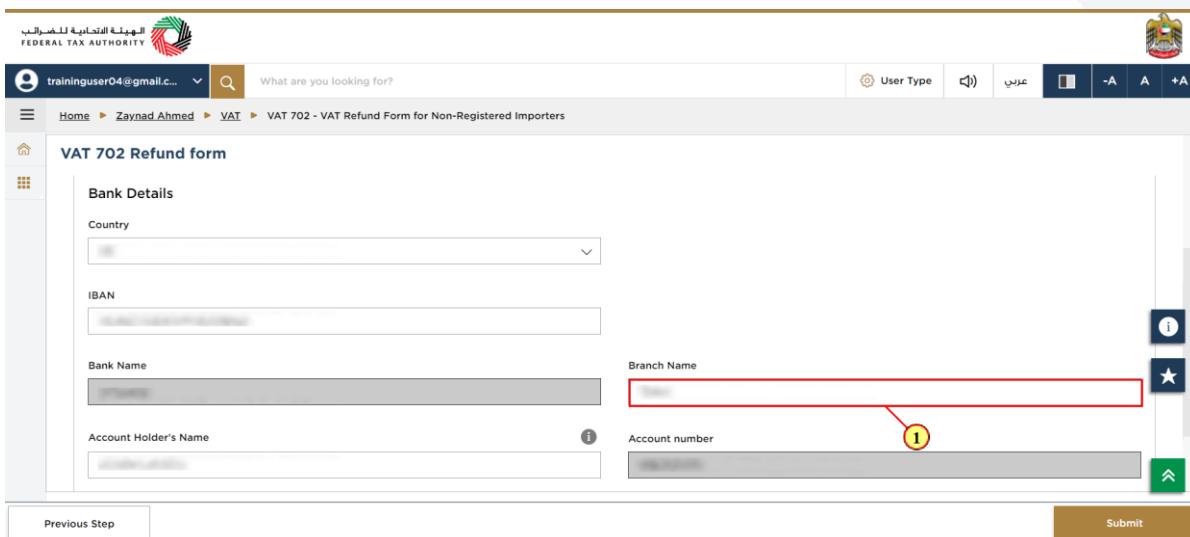
Branch Name: [text input]

Account Holder's Name: [text input]

Account number: [text input]

Previous Step **Submit**

Step	Action
(1)	Enter International Bank Account Number (IBAN in UAE consist of 23 characters)



VAT 702 Refund form

Bank Details

Country: [dropdown]

IBAN: [text input]

Bank Name: [text input]

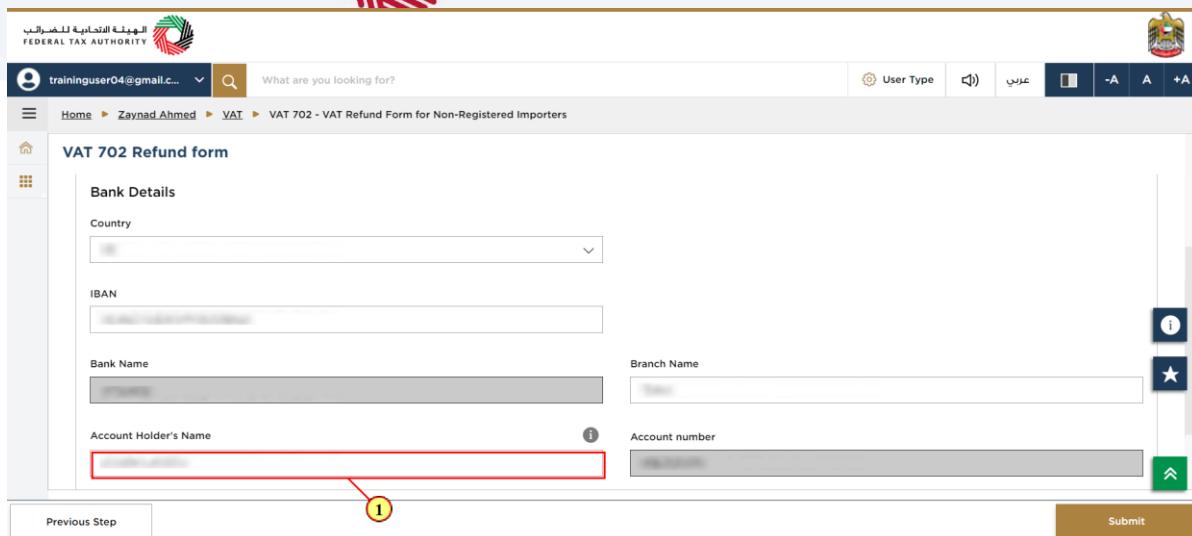
Branch Name: [text input] (circled with yellow 1)

Account Holder's Name: [text input]

Account number: [text input]

Previous Step **Submit**

Step	Action
(1)	Enter the branch name



VAT 702 Refund form

Bank Details

Country:

IBAN:

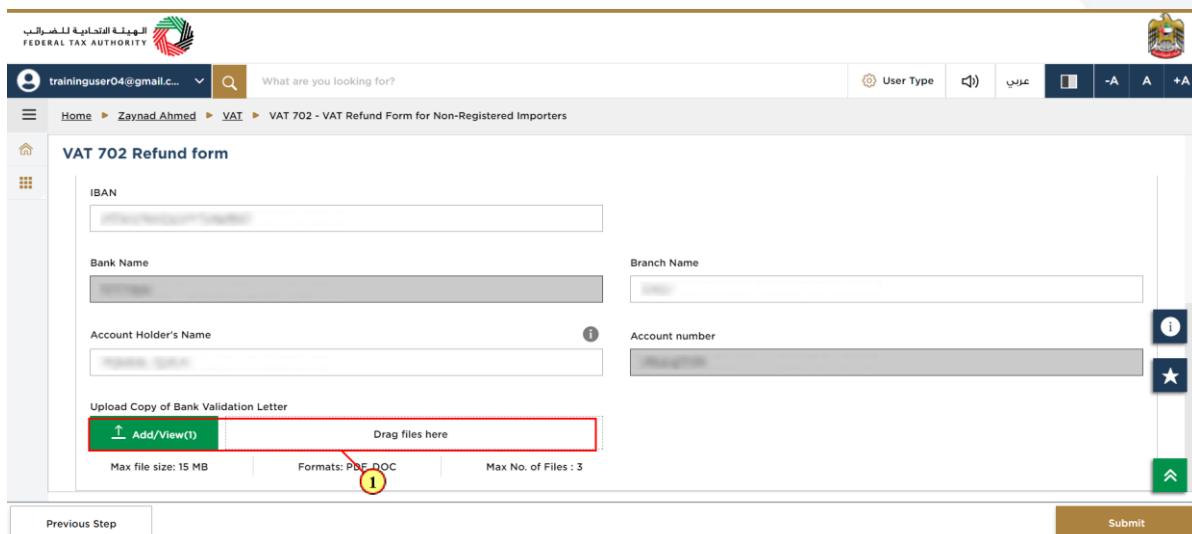
Bank Name: Branch Name:

Account Holder's Name: (1)

Account number:

[Previous Step](#) [Submit](#)

Step	Action
(1)	Enter the name of Account holder operating the bank account



VAT 702 Refund form

IBAN:

Bank Name: Branch Name:

Account Holder's Name: (1)

Account number:

Upload Copy of Bank Validation Letter

Add/View(1) Drag files here (1)

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

[Previous Step](#) [Submit](#)

Step	Action
(1)	Click on 'Add' button or drag & drop your files to upload the bank account validation letter. On successful upload of document, the 'Add' button will highlight in green.

FEDERAL TAX AUTHORITY

traininguser04@gmail.com

What are you looking for?

User Type: عربی -A A +A

Home > Zaynab Ahmed > VAT > VAT 702 - VAT Refund Form for Non-Registered Importers

VAT 702 Refund form

IBAN: [REDACTED]

Bank Name: [REDACTED] Branch Name: [REDACTED]

Account Holder's Name: [REDACTED] Account number: [REDACTED]

Upload Copy of Bank Validation Letter: Add/View(1) Drag files here

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

[Previous Step](#) [1](#) [Submit](#)

Step	Action
(1)	Click on 'Submit' to submit the refund request.



Acknowledgement

The screenshot shows the VAT 702 - VAT Refund Form for Non-Registered Importers application page. At the top, there's a header with the FTA logo, user information (traininguser04@gmail.com), search bar, and navigation links. Below the header, the breadcrumb navigation shows Home > Zaynad Ahmed > VAT > VAT 702 - VAT Refund Form for Non-Registered Importers. The main content area displays a success message: "Application Submitted Successfully" with a checkmark icon. It also lists the applicant's name (Zaynad Ahmed), reference number (V72256000080), and submitted date (9 November 2022). There are also icons for a star and a green arrow.

 You have successfully submitted the refund request.
Make a note of the application number for future references. You can also access this refund request from the VAT 702 tile within the Taxable Person module.

The screenshot shows the same VAT 702 application page. In the 'What Next' section, it lists steps for processing the application, including contact information and a note about international bank validation. At the bottom, there's a footer with contact info and two buttons: 'Back to Dashboard' and 'Download'. A red box highlights the 'Back to Dashboard' button, which is circled with a yellow circle.

Step	Action
(1)	Click on 'Back to Dashboard' to go back to dashboard.



FEDERAL TAX AUTHORITY

traininguser04@gmail.c...

What are you looking for?

Home > Zaynab Ahmed > VAT > VAT 702 - VAT Refund Form for Non-Registered Importers

What Next

1. Processing your application:
 - a. Your application will be reviewed by the FTA. You will be contacted if we require more information to assist with our review. You will need to provide the information requested for us to continue processing your application.
 - b. Once we have completed our review, we will either approve or, in some cases, may have to reject the application. We will notify you by email of our decision.
 - c. Where we reject an application, we will provide you with the reasons for doing so. You may re-apply but only once you have resolved the matters brought to your attention (if possible).
2. The status of your application in the dashboard will be updated accordingly. You can check the status of your application at any time by logging into your taxpayer portal.

Important Notes

1. The international bank details will be validated during the refund application process if you use an international bank that does not have a correspondent bank in the UAE. A transfer fee will be charged by the associated bank.

For any inquiry or assistance, please contact us on: Within UAE: 600509994 | Outside UAE: +971 600509994 Email us at info@tax.gov.ae

Step	Action
(1)	Click on 'Download' to download a copy of refund application submission acknowledgement



Correspondences



After submission, Non-Registered Importers receives the following correspondences:

- Application submission acknowledgment

Thank you