



إمارات تاكس
EMARATAX

Request to Print VAT Certificate - User Manual

Date: Oct 2022

Version 1.0.0.0

Private and Confidential

This document contains information which is confidential and proprietary to the Federal Tax Authority. Any dissemination, distribution, copying, use of or reliance upon the confidential and proprietary information contained herein is unauthorized and strictly prohibited.



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"> • 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](#)



Print VAT Certificate

Document Control Information.....	2
Annexure 2	
Navigating through EmaraTax	3
Print VAT Certificate	4
Introduction.....	5
Login to EmaraTax.....	6
Print Certificate Request	11
Send OTP 11	
Validate OTP	14
Select a Payment Method	16
Payment 19	
Purchased Services.....	21
Card Information.....	23
Payment Acknowledgment - on successful payment	26
Payment Acknowledgment - on failed payment	28
Correspondences	29



Introduction

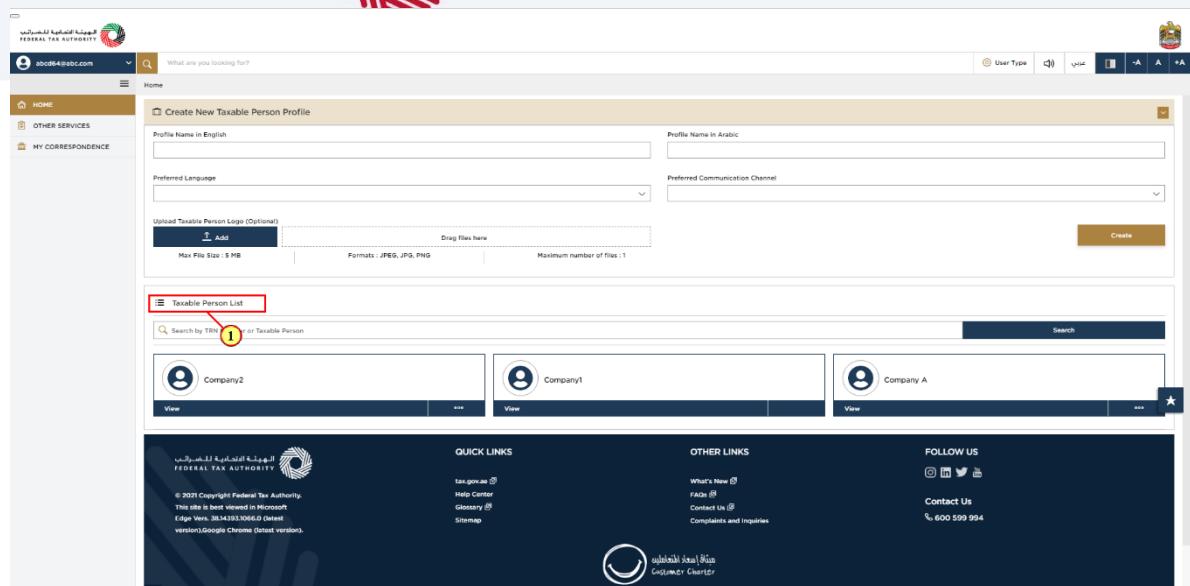


This manual is prepared to help a VAT registered taxpayer to navigate through the Federal Tax Authority EmaraTax portal and request FTA for a physical copy of their VAT registration certificate.



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.



The screenshot shows the EmaraTax portal interface. At the top, there's a navigation bar with links for 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. Below this is a search bar and a user profile icon. The main content area has a title 'Create New Taxable Person Profile' and fields for 'Profile Name in English' and 'Profile Name in Arabic', 'Preferred Language', and 'Preferred Communication Channel'. There's also a section for 'Upload Taxable Person Logo (Optional)' with a file upload button and a preview area. A 'Create' button is at the bottom right. Below this, a section titled 'Taxable Person List' is shown, featuring a search bar with a magnifying glass icon and a placeholder 'Search by TIN or Taxable Person'. Three cards are displayed: 'Company2' (with a 'View' button), 'Company1' (with a 'View' button), and 'Company A' (with a 'View' button). The footer contains the UAE national emblem, the Federal Tax Authority logo, copyright information (© 2021 Copyright Federal Tax Authority. This site is best viewed in Microsoft Edge Ver. 38.44383.3060.0 (Latest version)/Google Chrome (Latest version)), quick links (tax.gov.ae, Help Center, Glossary, Sitemap), other links (What's New, FAQs, Contact Us, Complaints and Inquiries), and social media links (Instagram, LinkedIn, Twitter, YouTube). It also features a 'Customer Charter' logo.

Step	Action
(1)	On successful login, the Taxable Person list screen is displayed. It displays the list of the Taxable Person linked to your EmaraTax user profile. If there are no Taxable Person linked to your user profile, this list will be empty and you would need to create a Taxable Person.



The screenshot shows the 'Create New Taxable Person Profile' page. It includes fields for 'Profile Name in English' and 'Profile Name in Arabic', 'Preferred Language', 'Preferred Communication Channel', and an optional 'Taxable Person Logo'. A red box labeled '1' points to the 'Create' button. Below this, a 'Taxable Person List' is displayed with entries for Company A, Company B, and Company C, each with a 'View' button.

Step	Action
(1)	To create a new Taxable Person, enter the mandatory details and click 'Create'. The new Taxable Person will be displayed in the list.



The screenshot shows the Federal Tax Authority's web interface. At the top, there is a navigation bar with links for 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. A search bar is present with the placeholder 'What are you looking for?'. On the right side of the header, there are icons for 'User Type', 'Logout', and zoom controls.

The main content area has a title 'Create New Taxable Person Profile'. It contains fields for 'Profile Name in English' and 'Profile Name in Arabic', both with placeholder text 'Enter Profile Name'. Below these are dropdown menus for 'Preferred Language' and 'Preferred Communication Channel'. There is also a section for 'Upload Taxable Person Logo (Optional)' with a file upload input and a note about file size (Max File Size : 5 MB, Formats : JPEG, JPG, PNG). A 'Create' button is located at the bottom right of this section.

Below this is a section titled 'Taxable Person List' with a search bar. The results show three entries: 'Company A' (with a red box around the 'View' button), 'Company B', and 'Company C'. Each entry has a 'View' button and a '...' button. The 'Company A' entry also has a small circular icon with a question mark next to it.

The footer of the page includes the Federal Tax Authority logo, copyright information (© 2021 Copyright Federal Tax Authority, This site is best viewed in Microsoft Edge Ver. 25.14393.1096.0 (latest)), quick links (tax.gov.ae, Help Center, Glossary, Sitemap), other links (What's New, FAQs, Contact Us, Complaints and Inquiries), and social media links for Follow Us (Instagram, LinkedIn, Twitter, YouTube).

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



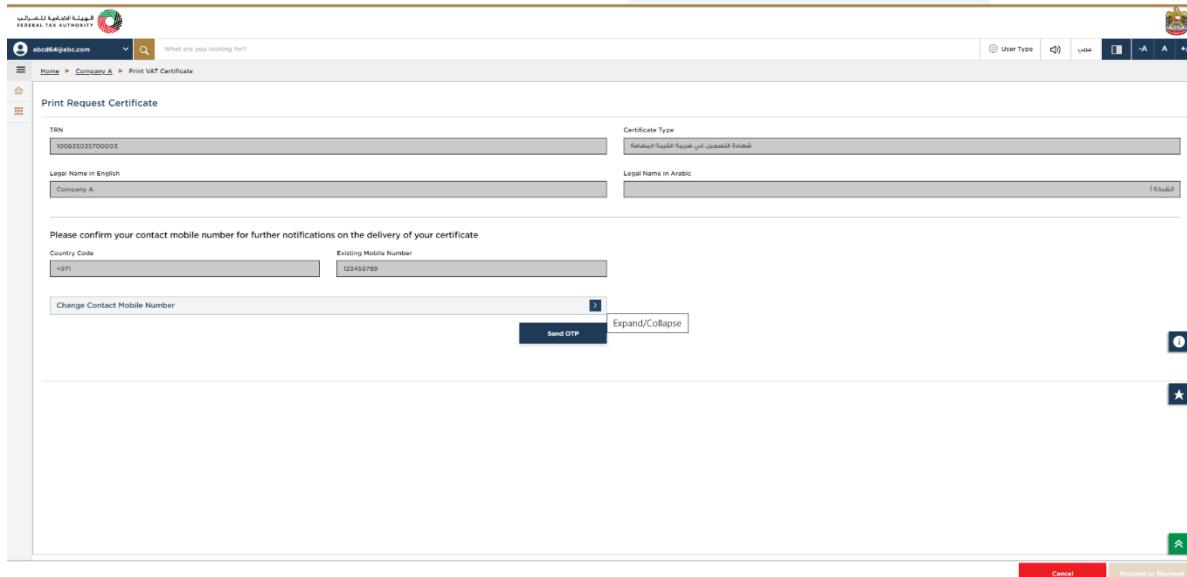
The screenshot shows the FTA Taxable Person Dashboard. On the left, there's a sidebar with navigation links like HOME, COMPANY A (VAT, EXCISE TAX, PAYMENTS), MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main area displays a 'Required Actions' section with three items due on 05/08/2022: 'Payment for Excise Late Registration Penalty', 'Payment for VAT Late Registration Penalty', and 'Payment for VAT Late Amendment Penalty'. Below this is a 'Registration Overview' section for 'Company A' with a VAT tile. The VAT tile has an 'Actions' dropdown menu open, with 'Print Certificate' highlighted by a red box and circled with a yellow '1'. Other options in the menu include View, Edit, Amend, Deregister, and Active. To the right of the VAT tile are sections for 'Tax Group' (Register), 'VAT Clearing Company - TINCO' (Not registered, Register), 'Excise Tax' (TRN: 100633035/POOKE, Active), 'Warehouse Keeper' (Not registered, Register), and 'My Reports' (Application Status, Return Filing Status, Payment Status, all showing 'No data').

Step	Action
(1)	<ul style="list-style-type: none"> Within your taxable person dashboard, click 'Actions' on the VAT tile. Select the 'Print Certificate' option. This will open the application for requesting the printed VAT certificate.



Print Certificate Request

Send OTP



The screenshot shows the 'Print VAT Certificate' application interface. It includes fields for TRN (100651033700003), Legal Name in English (Company A), and Legal Name in Arabic (شركة A). A section for confirming contact mobile number is present, with a 'Country Code' field containing '+971' and an 'Existing Mobile Number' field containing '123456789'. A 'Send OTP' button is visible. The interface also features a 'Print Request Certificate' header, a 'Print VAT Certificate' breadcrumb, and standard navigation buttons like 'User Type', 'Logout', and 'Print'.

- 
 - The mobile number in your VAT 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.



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

Country Code	Existing Mobile Number
+971	123456789

Change Contact Mobile Number

Send OTP Expand/Collapse

Step	Action
(1)	<ul style="list-style-type: none"> 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.



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

Country Code: +971 Existing Mobile Number: 123456789

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

Validate

Cancel Proceed to Payment



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



Validate OTP

The screenshot shows the 'Print Request Certificate' page. It includes fields for TRN (100633033700003), Certificate Type (Arabic VAT Certificate), Legal Name in English (Company A), and Legal Name in Arabic (شركة A). Below these, there's a section for confirming contact mobile number with fields for Country Code (+971) and Existing Mobile Number (123456789). There's also a 'Change Contact Mobile Number' section with a dropdown for Country Code (+971) and a New Mobile Number field. A message says 'Please enter the OTP sent to your mobile number for verification' with four input boxes containing '0', '5', '4', and '4'. A note says 'OTP expires in 19:09 minutes.' Below the input boxes is a 'Validate' button, which is circled in red. Other buttons include 'Resend OTP', 'Cancel', and 'Proceed to Payment'.

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



The screenshot shows the FTA's digital platform for managing VAT certificates. At the top, there's a navigation bar with the FTA logo, user information (abc123@abc.com), a search bar, and various system icons. The main content area has a header 'Print Request Certificate'. It includes fields for TRN (100455005700003), Legal Name in English (Company A), and Legal Name in Arabic (شركة A). A section for confirming contact details follows, with fields for Country Code (+971) and Existing Mobile Number (123456789). Below this is a 'Change Contact Mobile Number' input field. A verification step is shown with four boxes containing the digits 7, 7, 1, and 3, with a 'Resend OTP' button next to them. A note says 'OTP expires in 19:22 minutes.' On the right side, there are several small icons for account management and reporting.

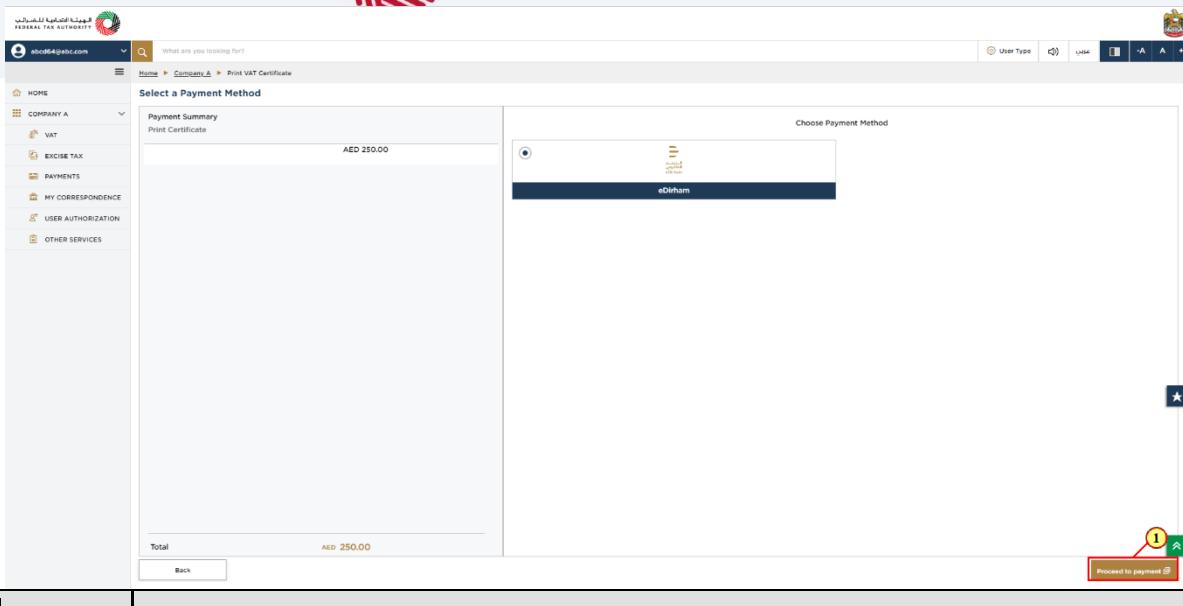
Step	Action
(1)	Once verified, click 'Proceed to Payment'



Select a Payment Method

The screenshot shows the EmaraTax interface. On the left, there's a sidebar with navigation links like HOME, COMPANY A, VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main content area has a 'Payment Summary' section showing 'Print Certificate' and a total of 'AED 250.00'. Below this is a 'Choose Payment Method' section with a radio button next to 'eDisham', which is highlighted with a dark blue background. At the bottom right of the main content area is a brown button labeled 'Proceed to payment'.

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



The screenshot shows the 'Print VAT Certificate' page. On the left, there's a sidebar with navigation links: HOME, COMPANY A (VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, OTHER SERVICES), and COMPANY B (VAT). The main content area shows a 'Payment Summary' for 'Print Certificate' with a total of 'AED 250.00'. To the right, a 'Choose Payment Method' section is displayed, featuring a radio button next to 'eDirham' (with 'QR code' and 'Bank Transfer' options also available). At the bottom right of this section, a red box highlights the 'Proceed to payment' button, which has a red circle with the number '1' above it.

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



The screenshot shows the Federal Tax Authority e-CT5 interface. On the left, there's a sidebar with navigation links: HOME, COMPANY A (selected), VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main area displays a payment summary for Company A, showing a total amount of AED 250.00. To the right, a modal window titled 'Choose Payment Method' is open, showing options like 'eDisham' and 'Other'. A confirmation dialog box is overlaid on the main screen, asking 'You are about to leave Federal Tax Authority e-CT5. Do you want to proceed?'. The 'Yes' button is highlighted with a red circle and the number '1'.

Step	Action
(1)	<ul style="list-style-type: none"> You are about to leave Federal Tax Authority EmaraTax. Do you want to proceed? Click 'Yes' to continue.



Payment

Payment



eDirham

Federal Tax Authority

Time remaining to complete the payment 00 h. 06 min. 33 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](#)

[Back To Merchant](#)



If you want to cancel the payment at this page, click 'Back to Merchant'. The payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.



Payment

eDirham

Federal Tax Authority

Time remaining to complete the payment 00 h, 09 min, 53 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)	<ul style="list-style-type: none">To proceed with the payment, select the 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

Credit or Debit card Payment (Visa/Master Card)

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



- 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'.



Credit or Debit card Payment (Visa/Master Card)

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)	<ul style="list-style-type: none"> Verify and click 'Proceed with Payment'. To cancel the payment, you may click on 'Cancel Process'.



Card Information

Credit or Debit card Payment (Visa/Master Card)

Total Payment AED 258.06

Time remaining to complete the payment 00 h. 05 min. 42 sec.

Card Information

Card Holder Full Name

MASTER CARD

Card Number

18

Expiry Date

18

CVV2 / CVC2

18

[Cancel](#)

[Change Payment Method](#)

[Pay Now](#)

1

Step	Action
(1)	<ul style="list-style-type: none"> 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.



Credit or Debit card Payment (Visa/Master Card)

Total Payment AED 258.06

Time remaining to complete the payment 00 h. 05 min. 42 sec.

Card Information

Card Holder Full Name

MASTER CARD

Card Number

[REDACTED] 18

Expiry Date

[REDACTED]

CVV2 / CVC2

[REDACTED]

[Cancel](#)

[Change Payment Method](#)

[Pay Now](#)



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



ACS Emulator for 3DS V2

Authentication Result: (Y) Authentication/Account Verification Successful

Submit

1

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



Payment Acknowledgment - on successful payment

Payment Reference Number : 22454329950922192104
 Submission Date : 02/09/2022
 Time : 13:36:40
 Legal Name : Company B
 Amount paid to FTA : AED 250.00

Paid

Payment Successful

What Next :

- 1) Your account will be updated with the payment received
- 2) You will receive a notification via your preferred means of correspondence confirming this payment
- 3) The FTA shall print physical copy of the receipt certificate and mail it to the registered company address of the taxpayer
- 4) You can download a copy of this receipt using the Download button below or in the future from "My Correspondence"
- 5) 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.xys.com or contact us directly at our call center number 1234567890 or email atxys@gmail.com

[Download](#) [Back to Dashboard](#)

	<ul style="list-style-type: none"> 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

Payment Successful

Paid

Payment Reference Number : 2245432985092219204

Submission Date : 02/09/2022

Time : 13:36:40

Legal Name : Company B

Amount paid to FTA : AED 250.00

What Next:

- 1) Your account will be updated with the payment received
- 2) You will receive a notification via your preferred means of correspondence confirming this payment
- 3) The payment receipt will be generated and you can print it or generate and mail it to the registered company address of the taxpayer.
- 4) You can view this payment in your Transaction History
- 5) You can download a copy of this receipt using the Download button below or in the future from "My Correspondence"

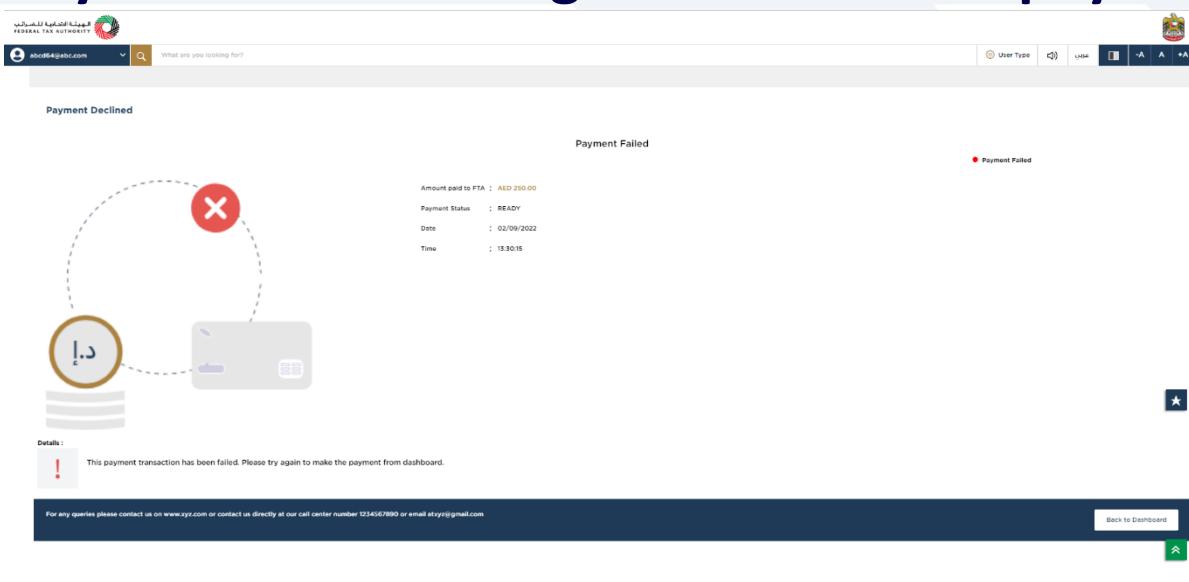
For any queries please contact us on www.xys.com or contact us directly at our call center number 1234567890 or email atxys@gmail.com

[Download](#) [Back to Dashboard](#)

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



Payment Acknowledgment - on failed payment



Payment Declined

Payment Failed

Amount paid to FTA : AED 200.00

Payment Status : READY

Date : 02/09/2022

Time : 13:30:15

● 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.xyz.com or contact us directly at our call center number 1234567890 or email at xyz@gmail.com

Back to Dashboard

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



Correspondences

After submission, Taxpayer receives the following correspondences:

- Application submission acknowledgment.



Thank you