# EMARATAX
إمــــارات تــاكـــس

# Initiate Indirect Tax Refunds for Accredited Foreign Missions and Diplomats - User Manual

Date: Oct 2022

Version 1.0.0.0

## Document Version Control

| Version No. | Date | Prepared/Reviewed by | Comments |
|---|---|---|---|
| 1.0 | 01-Oct-22 | Federal Tax Authority | User Manual for EmaraTax Portal |
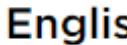
The below are the list of User manuals that you can refer to

| 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:<br>• Registered for VAT<br>• Registered for Excise<br>• Non-registered Taxpayer<br>• Tax Group<br>• Warehouse Keeper<br>• Freight Forwarder/VAT Clearing Company (TINCO)<br>• 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

# Table of contents

This manual is prepared to help the Foreign Mission and Diplomats to navigate through the EmaraTax portal and to submit a VAT refund request.

| | • 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. |

| Step | Action |
|------|--------|
| (1) | Click on 'User Type' to select Foreign Mission & Diplomats |



| Step | Action |
|------|--------|
| (1) | Select the Foreign Mission & Diplomat tile |

| Step | Action |
|------|--------|
| (1) | Click on 'Proceed' to access the Foreign Mission & Diplomats module |

| Step | Action |
|------|--------|
| (1) | Click here to view all VAT refund requests. |



| | This dashboard displays information related to your previous Foreign Mission and Diplomats VAT refund requests. |
|---|---|
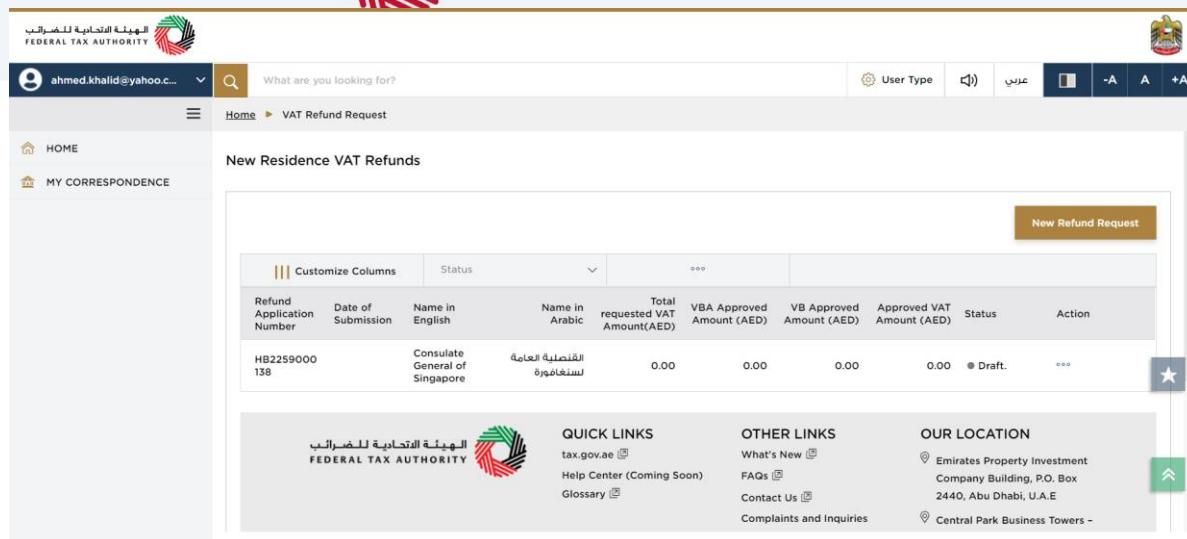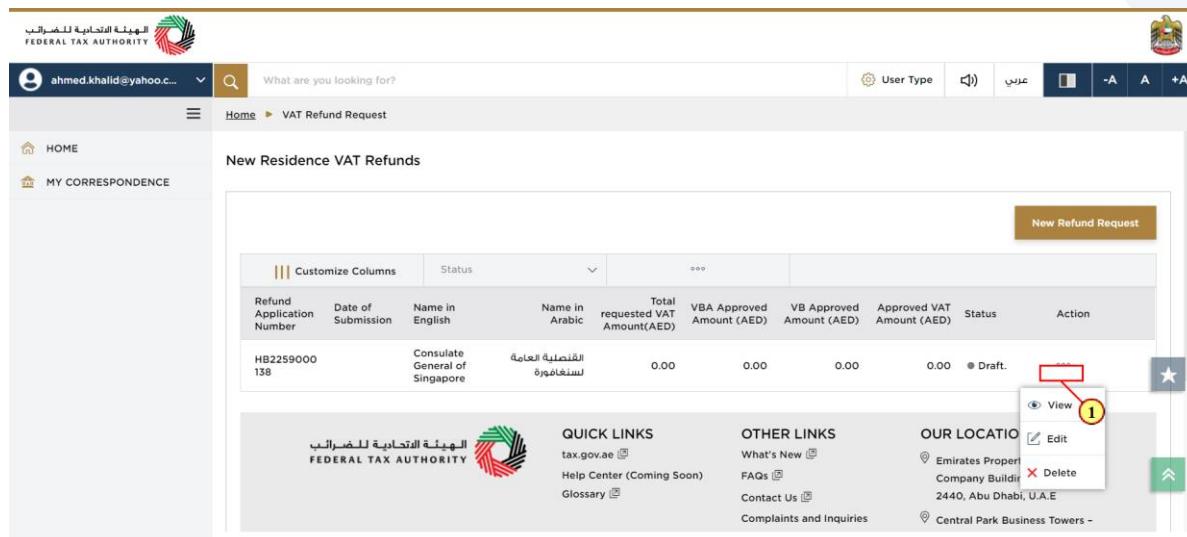
You can add a new column to the table or filter the refund applications by its status. You can also search for an application by the claim reference number



| Step | Action |
|------|--------|
| (1) | You can view the status of your VAT refund request in the dashboard. If you want to continue with a draft application, click on ellipse to edit. |

| Step | Action |
|------|--------|
| (1) | Click on 'Claim New Refund' to initiate new VAT refund request |

# Instructions and guidelines for Foreign Mission and Diplomats



These are the instructions and guidelines which detail key information such as required templates, supporting documentation, eligibility criteria and the expected time to complete this refund request



| Step | Action |
|---|---|
| (1) | Click on 'Back' to go back to the previous page |

| Step | Action |
|------|--------|
| (1) | Mark the checkbox to confirm that you have read and understood the instructions and guidelines |



| Step | Action |
|------|--------|
| (1) | Click on 'Start' to proceed to the refund request |

# Applicant Details



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



Applicant details are pre-populated from the registration data held by the FTA.

# Bank Details



> For UAE domestic bank accounts, The Bank name and Account number are auto populated based on the IBAN provided. For foreign bank accounts, the details have to be manually entered and a bank validation letter attached as a supporting document.



| Step | Action |
|------|--------|
| (1) | Click on 'Previous' to go back to the previous section |

| Step | Action |
|------|--------|
| (1) | Click on 'Save as draft' to save the refund request as a draft |



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

## Expense Details



| Step | Action |
|------|--------|
| (1) | Enter the total requested claim amount |



| Step | Action |
|------|--------|
| (1) | Select 'Yes' if this refund request is the final claim. Kindly note that you will not be allowed to submit any further claims if you select 'Yes'. |

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



| Step | Action |
|------|--------|
| (1) | Click here to select the date when the first expense occurred for this claim. |

| Step | Action |
|------|--------|
| (1) | Click here to select the date when the last expense occurred for this claim. |



| Step | Action |
|------|--------|
| (1) | Click here to download the template that can filled offline to directly upload items to the expense details. |

| Step | Action |
|------|--------|
| (1) | Click on 'Upload Filled Template' to upload a completed template. Once the template has been uploaded, the items will populate in the Expense details. |



| Step | Action |
|------|--------|
| (1) | Click here to download the uploaded template. |

| Step | Action |
|------|--------|
| (1) | Click here to clear the table below. |



You can add a new column to the table or filter the expense by its status. You can also search for the expense details by the transaction number.

| Step | Action |
|------|--------|
| (1) | Click here to add an expense to the expense table |



| Step | Action |
|------|--------|
| (1) | Enter all the mandatory details. Optional fields will be marked as 'Optional. |

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



| Step | Action |
|------|--------|
| (1) | Click on 'Add Item' |

| Step | Action |
|------|--------|
| (1) | Click on ellipsis to view, edit or delete an expense |

| Step | Action |
|------|--------|
| (1) | Mark the checkbox to confirm that you have agree to the terms and conditions. |



The details of applicant such as name, phone number, email Id and date of submission are prepopulated

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

# Review Section



> This section displays your completed Refund Request and allows you to review it prior to submission.



| Step | Action |
|------|--------|
| (1) | Click here to expand or collapse all steps at once |

| Step | Action |
|---|---|
| (1) | Click on each step to review every section |



| Step | Action |
|---|---|
| (1) | Click on 'Edit' to edit the Applicant Details. |

| Step | Action |
|------|--------|
| (1) | Click on the drop-down arrow to review the details in this step |



| Step | Action |
|------|--------|
| (1) | Mark the checkbox once you have reviewed all the information given in each step |

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

# Acknowledgement



| | |
|---|---|
| ℹ️ | You have successfully submitted the refund request. Make a note of the application number for future reference. You can also access this refund request from the VAT refunds tile within the Foreign Mission and Diplomats module. |



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

**What Next**

1. Processing your application:

a. Your application will now be reviewed by the FTA. If we require more information to assist with our review, we will contact you by email. 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 the EmaraTax 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 |

**EMARATAX**

إمــــارات تـاكـس

## After submission of the VAT refund request, applicant receives the following correspondences:

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

Thank you