



إمارات تاكس
EMARATAX

Request for Print 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](#)



Tax group Print Certificate

Document Control Information.....	2
Annexure 2	
Navigating through EmaraTax	3
Tax group Print Certificate.....	4
Introduction.....	5
Login to EmaraTax.....	6
Print Certificate Request	10
Send OTP 10	
Validate OTP	13
Select a Payment Method	15
Payment 18	
Purchased Services.....	20
Card Information.....	22
Payment Acknowledgment - on successful payment	25
Payment Acknowledgment - on failed payment	27
Correspondences	28



Introduction

This manual is prepared to help a Tax Group representative member to navigate through the Federal Tax Authority EmaraTax portal and submit an application requesting a physical copy of their Tax Group registration certificate.



Login to EmaraTax

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

[Sign Up](#)

Got any question on the new system?
[Read the FAQs](#)

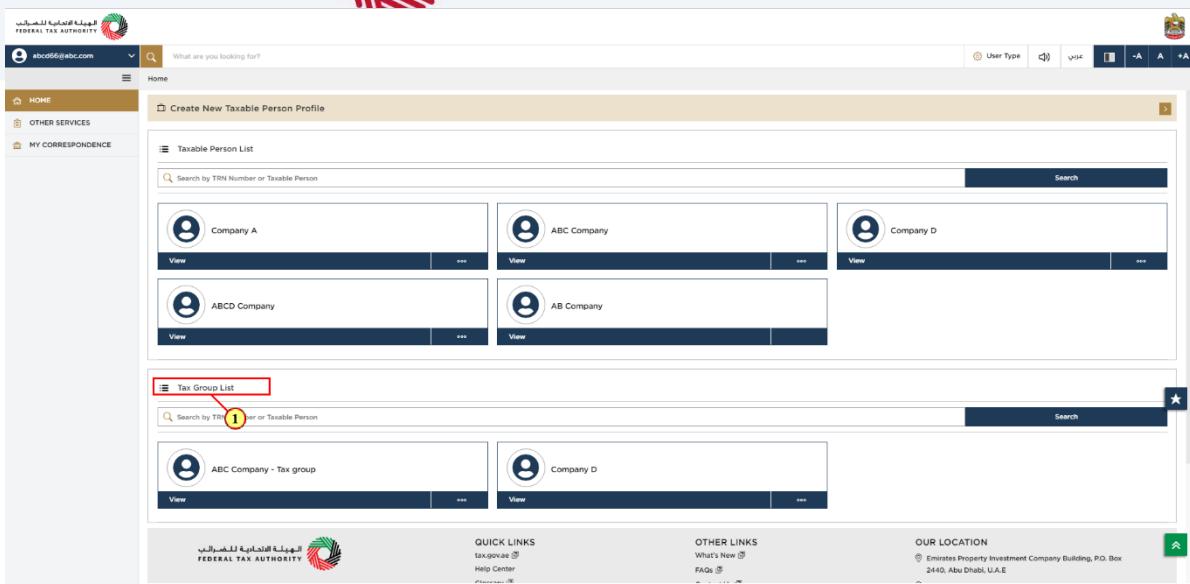
QUICK LINKS
[tax.govae](#) | [Help Center](#) | [Glossary](#)

OTHER LINKS
[What's New](#) | [FAQs](#) | [Contact Us](#)

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](#)
[Contact Us](#)
[info@tax.gov.ae](#)

This site is best viewed in Screen Resolution 1024 x 764
Supports Microsoft Edge, Firefox 92+, Chrome 95+

- 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.

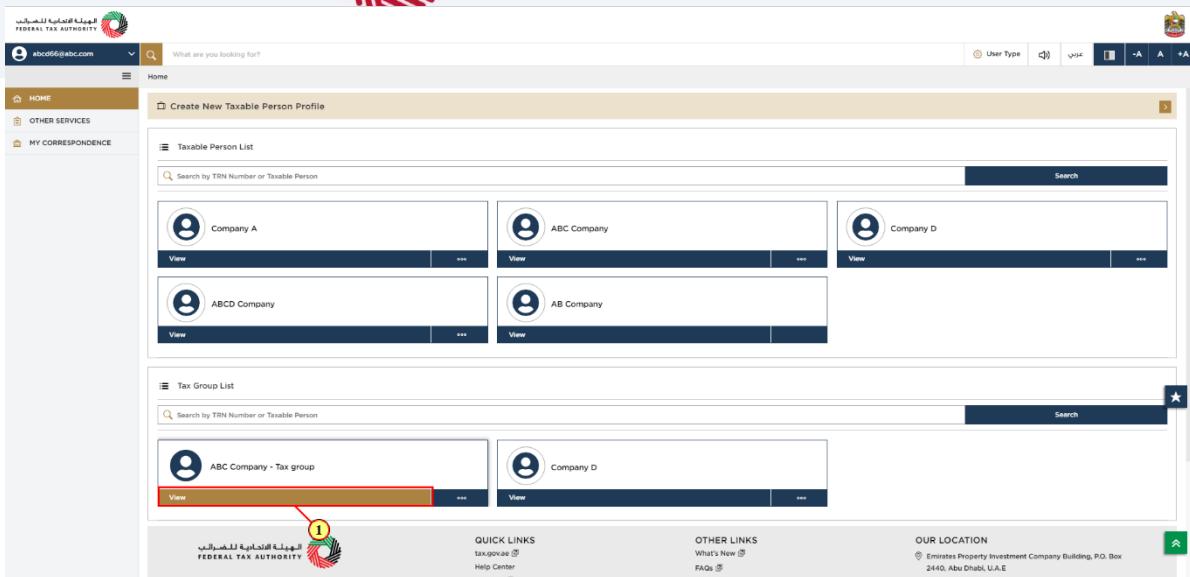


The screenshot shows the 'Create New Taxable Person Profile' page. In the center, there is a grid of six items under 'Taxable Person List' and 'Tax Group List'. The 'Tax Group List' section is highlighted with a red box, and a yellow circle points to the search bar within it. The items listed are:

- Company A
- ABC Company
- Company D
- ABCD Company
- AB Company
- ABC Company - Tax group
- Company D

At the bottom, there are links for 'QUICK LINKS' (tax.gov.ae, Help Center), 'OTHER LINKS' (What's New, FAQs), and 'OUR LOCATION' (Emirates Property Investment Company Building, P.O. Box 2440, Abu Dhabi, U.A.E.).

Step	Action
(1)	On successful login, the Tax Group list screen is displayed. It displays the list of the Tax Groups linked to your EmaraTax user profile.



The screenshot shows the homepage of the Federal Tax Authority website. The main navigation bar includes links for 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The top right features a search bar with placeholder text 'What are you looking for?' and a user profile icon. Below the header, a large callout box titled 'Create New Taxable Person Profile' contains two sections: 'Taxable Person List' and 'Tax Group List'. The 'Taxable Person List' shows entries for Company A, ABC Company, Company D, ABCD Company, and AB Company. The 'Tax Group List' shows entries for 'ABC Company - Tax group' and Company D. A red arrow points to the 'View' button next to 'ABC Company - Tax group'. At the bottom of the page, there is a footer with links for 'QUICK LINKS' (tax.gov.ae, Help Center) and 'OTHER LINKS' (What's New, FAQs), along with the 'OUR LOCATION' information: 'Emirates Property Investment Company Building, P.O. Box 2440, Abu Dhabi, U.A.E.'

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



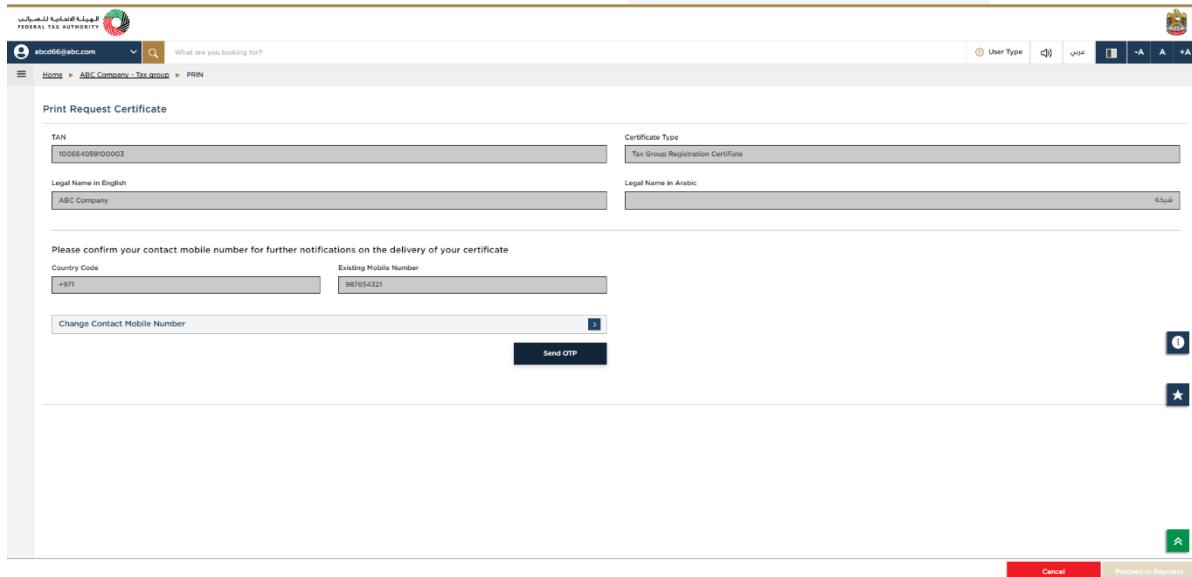
The screenshot shows the 'ABC Company - Tax group' dashboard. On the left sidebar, there are links for HOME, ABC COMPANY - TAX GROUP (VAT, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION), and LOGOUT. The main content area has a 'Required Actions' section with three items: 'VAT Return Late Payment Penalty - Payment pending for 20.00 AED' (due date 29/06/2022), 'VAT Returns - Payment pending for 250.00 AED' (due date 28/12/2020), and 'VAT Return Late Payment Penalty - Payment pending for 40.00 AED' (due date 28/09/2022). To the right is a 'Most Used Services' section with three items: 'Link Taxable Person to Tax Agency', 'Tax Group - Change Representative', and 'Tax Group - Amend Registration'. Below these are sections for 'Registration O' (with options to View, Amend, or Deregister, and a 'Print Certificate' button highlighted with a red box and circled '1'), 'Tax Group Members' (listing 6 Member(s) and a 'View Members' link), and 'QUICK LINKS' (tax.gov.ae, Help Center, Glossary). At the bottom, there's a footer with links for What's New, FAQs, Contact Us, Complaints and Inquiries, and a 'OUR LOCATION' section with address details. The footer also includes the I71 logo and UAE flag.

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



Print Certificate Request

Send OTP



- The mobile number in your Tax Group registration contact details will not be updated in case you provide a different 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.



Screenshot of the Federal Tax Authority website showing the 'Print Request Certificate' page. The page includes fields for TAN (10066405910003), Certificate Type (Tax Group Registration Certificate), Legal Name in English (ABC Company), and Legal Name in Arabic (ABC Company). A red box highlights the mobile number verification section, which asks for a contact mobile number and displays the existing number 987654321. A yellow circle with the letter 'I' points to the 'Send OTP' button.

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.



Screenshot of the Federal Tax Authority website showing the 'Print Request Certificate' page. The page includes fields for TAN (10066405910003), Certificate Type (Tax Group Registration Certificate), Legal Name in English (ABC Company), and Legal Name in Arabic (ABC Company). A note asks to confirm contact mobile number (+971 987654321). Buttons for 'Send OTP' and 'Proceed to Payment' are visible.

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



Validate OTP

The screenshot shows the 'Print Request Certificate' page. At the top, there are fields for 'TAN' (10006405910003), 'Certificate Type' (Tax Group Registration Certificate), 'Legal Name in English' (ABC Company), and 'Legal Name in Arabic' (ABC Company). Below these, a section asks to confirm a contact mobile number with fields for 'Country Code' (+971) and 'Existing Mobile Number' (987654321). There is a field to 'Change Contact Mobile Number'. Below this, a section for OTP verification shows four input boxes (1, 7, 1, 4) and a 'Resend OTP' link. A red arrow points to the 'Validate' button. At the bottom right, there are 'Cancel' and 'Proceed to Payment' buttons.

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



Screenshot of the Federal Tax Authority website showing the 'Print Request Certificate' page.

The page includes fields for TAN (10066405910003), Certificate Type (Tax Group Registration Certificate), Legal Name in English (ABC Company), and Legal Name in Arabic (ABC Company). It also shows a mobile number verification section where a user has entered +971 and 987654321, and a placeholder for a contact mobile number. A message indicates the OTP expires in 10:57 minutes. A 'Proceed to Payment' button is highlighted with a red circle and a green exclamation mark.

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



Select a Payment Method

The screenshot shows a user interface for selecting a payment method. On the left, there's a sidebar with a user icon, email (abc06@abc.com), a search bar, and navigation links like Home, ABC Company - Tax group, and PRIN. The main content area has a title 'Select a Payment Method'. It shows a 'Payment Summary' with 'AED 250.00' and a 'Print Certificate' button. Below this is a 'Choose Payment Method' section with two options: 'eDirham' (selected) and 'Magneti Pay'. At the bottom right is a 'Proceed to payment' button.

	<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.
--	--



Screenshot of the Federal Tax Authority website showing the payment method selection step.

The page title is "Select a Payment Method".

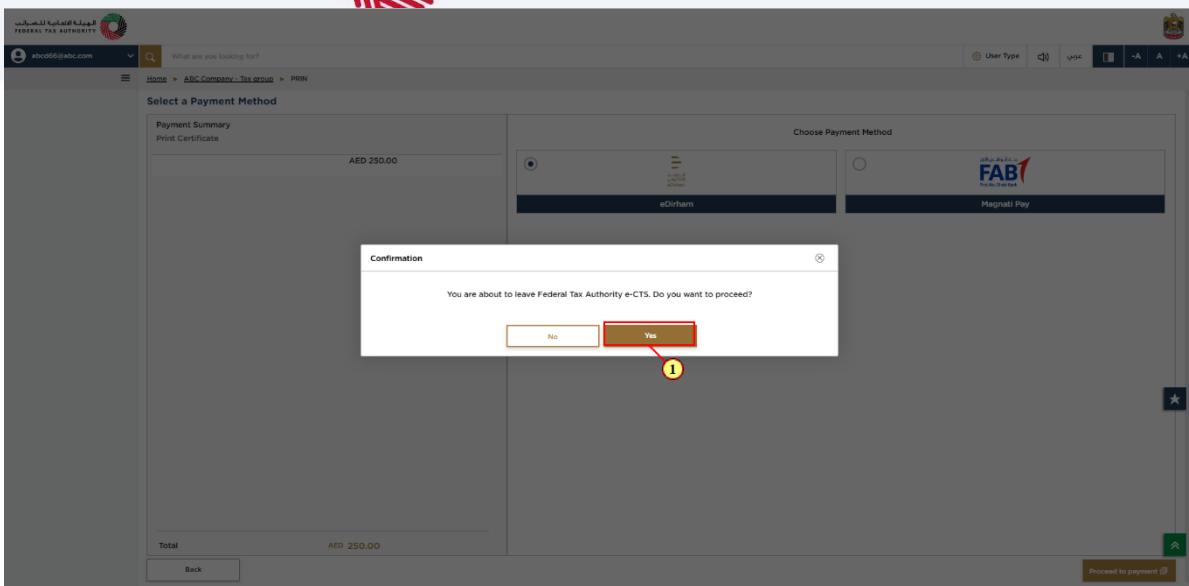
On the left, there is a "Payment Summary" section showing "AED 250.00" and a "Print Certificate" button.

On the right, there is a "Choose Payment Method" section with two options:

- eDirham**: Selected (radio button checked).
- Magneti Pay**

At the bottom right of the page, there is a red button labeled "Proceed to payment" with a circled number "1" above it.

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



The screenshot shows a web interface for selecting a payment method. On the left, there's a 'Payment Summary' section showing a total of AED 250.00. On the right, there are three payment method options: 'eDirham' (selected), 'FAB' (Al Rajhi Bank), and 'Magneti Pay'. A 'Choose Payment Method' button is at the top of this list. In the center, a 'Confirmation' dialog box is displayed with the message: 'You are about to leave Federal Tax Authority e-CTS. Do you want to proceed?'. Two buttons are visible: 'No' and 'Yes'. The 'Yes' button is highlighted with a red box and a circled 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



Federal Tax Authority

Time remaining to complete the payment 00 h. 09 min. 54 sec.
Central Park - Business Tower, Sheikh Zayed Street, Dubai, 784

Payment Method

Select payment method

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, 42 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

Confirm & Calculate Prices

Purchased Services

1 Qty.

Service Name

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'.



[Confirm & Calculate Prices](#)

Purchased Services

1 Qty.

Service Name

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. 07 min. 46 sec.

Card Information

Card Holder Full Name

MASTER CARD

Card Number

[REDACTED]

Expiry Date

[REDACTED]

CVV2 / CVC2

[REDACTED]

[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. 07 min. 46 sec.

Card Information

Card Holder Full Name

MASTER CARD

Card Number

XXXXXXXXXXXXXX

Expiry Date

01

2024

CVV2 / CVC2

123

[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

The screenshot shows a web interface for a payment acknowledgment. At the top, there's a navigation bar with a search bar containing "What are you looking for?", user type selection, and zoom controls. Below the header, the main content area has a title "Payment Acknowledgment" and a sub-section "Payment Successful". A green circular icon with a checkmark and the word "Paid" is displayed. To the left, there's a graphic of a hand holding a card with a circular seal containing "د.إ". Below the graphic, a section titled "What Next:" lists five steps: 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 requested certificate 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". At the bottom, there are "Download" and "Back to Dashboard" buttons.

	<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 : 22925270071623063169

Submission Date : 19/10/2022

Time : 16:10:51

Legal Name : ABC Company

Amount paid to FTA : AED 250.00

What Next:

- 1) Your account will be updated with the payment received.
- 2) You will receive a confirmation via your preferred means of correspondence confirming this payment.
- 3) The FTA shall print physical copy of the requested certificate 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.abc.com or contact us directly at our call center number 1234567890 or email abc006@abc.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

The screenshot shows a payment interface. At the top, there's a search bar with 'What are you looking for?' and a user type dropdown. Below the search bar, it says 'Payment Declined' and 'Payment Failed'. A large graphic shows a hand holding a card with a red 'X' over it. To the right, detailed payment information is shown:

Amount paid to FTA :	AED 200.00
Payment Status :	READY
Date :	02/09/2022
Time :	13:30:15

Below this, a 'Details' section states: 'This payment transaction has been failed. Please try again to make the payment from dashboard.' A blue button at the bottom right says '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