



إمارات تاكس
EMARATAX

Resubmit VAT Indirect Refund application for Business Visitor - User Manual

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United Arab Emirates

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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	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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Introduction

This manual is prepared to help the applicant to navigate through the EmaraTax portal to guide business visitor on resubmission of refund application in case the FTA officer has requested additional information



EMARATAX Login Page

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

Sign Up

Login

Welcome to the Federal Tax Authority

Login with FTA account

Email Address: user02@gmail.com

Password: User@54321

Forgot password?

Enter Security Code: 268651

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

- i**
- 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.



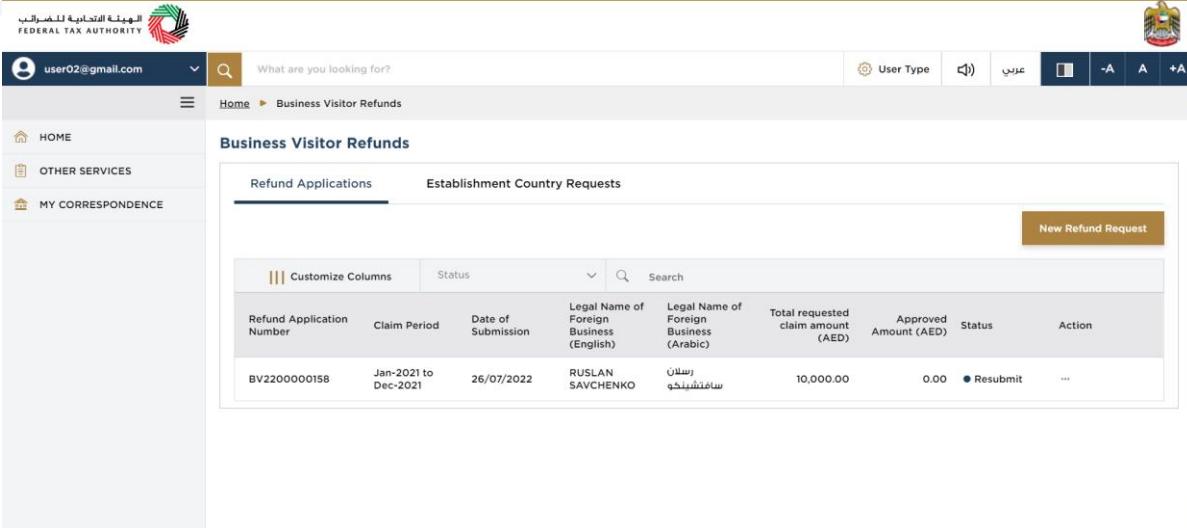
Special Refunds - Logged in User Dashboard

The screenshot shows the user dashboard with the following interface elements:

- Header:** Includes the FTA logo, search bar, user type selection, language switch (Arabic/English), and font size adjustment.
- Sidebar:** Shows navigation links for HOME, OTHER SERVICES, and MY CORRESPONDENCE.
- Required Actions:** A table showing a single item: Due Date 26/07/2022, Description Additional Information pending for BV2200000158.
- Most Used Services:** A list of three services: Business Visitor Initial Form, Business Visitor Refund, and Sign Up Process.
- Overview:** Displays two sections: Business Visitor Refunds (1 Total Requests) and New Residence VAT Refunds (0 Total Requests). The 'View All' button for Business Visitor Refunds is highlighted with a red box and circled with a yellow circle labeled '1'.
- Footer:** Shows 'More Tax Types' and a scroll bar.

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

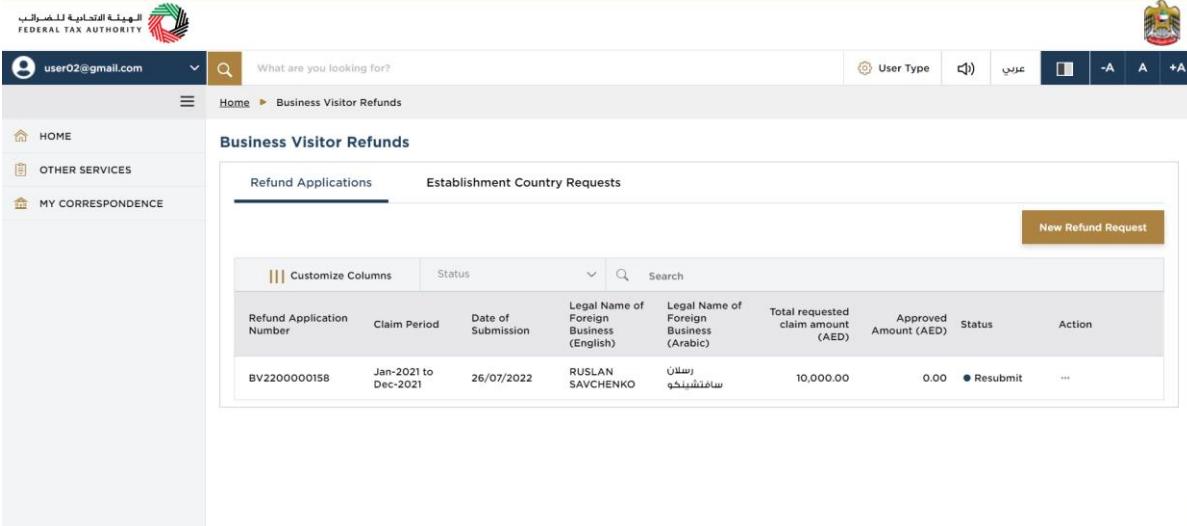
Business Visitor Refund Dashboard



The screenshot shows the Business Visitor Refund Dashboard. At the top, there is a navigation bar with the user's email (user02@gmail.com), a search bar, and various icons for user type, language (Arabic/English), and font size. Below the navigation bar, the page title is "Business Visitor Refunds". Under this title, there are two tabs: "Refund Applications" (which is selected) and "Establishment Country Requests". A "New Refund Request" button is located at the top right of the main content area. The main content area contains a table with the following data:

Refund Application Number	Claim Period	Date of Submission	Legal Name of Foreign Business (English)	Legal Name of Foreign Business (Arabic)	Total requested claim amount (AED)	Approved Amount (AED)	Status	Action
BV2200000158	Jan-2021 to Dec-2021	26/07/2022	RUSLAN SAVCHENKO	رولان سافتشينكو	10,000.00	0.00	● Resubmit	...

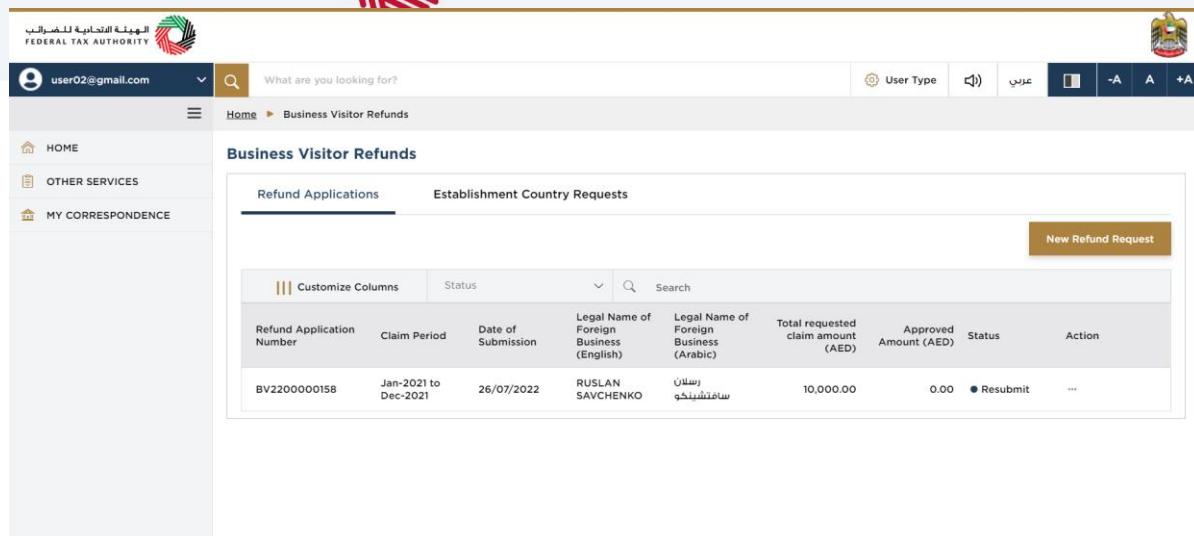
 This dashboard displays information related to your previous Business Visitor refund requests.



The screenshot shows the Business Visitor Refund Dashboard, identical to the one above. It features the same navigation bar, tabs, and table structure. The table data is as follows:

Refund Application Number	Claim Period	Date of Submission	Legal Name of Foreign Business (English)	Legal Name of Foreign Business (Arabic)	Total requested claim amount (AED)	Approved Amount (AED)	Status	Action
BV2200000158	Jan-2021 to Dec-2021	26/07/2022	RUSLAN SAVCHENKO	رولان سافتشينكو	10,000.00	0.00	● Resubmit	...

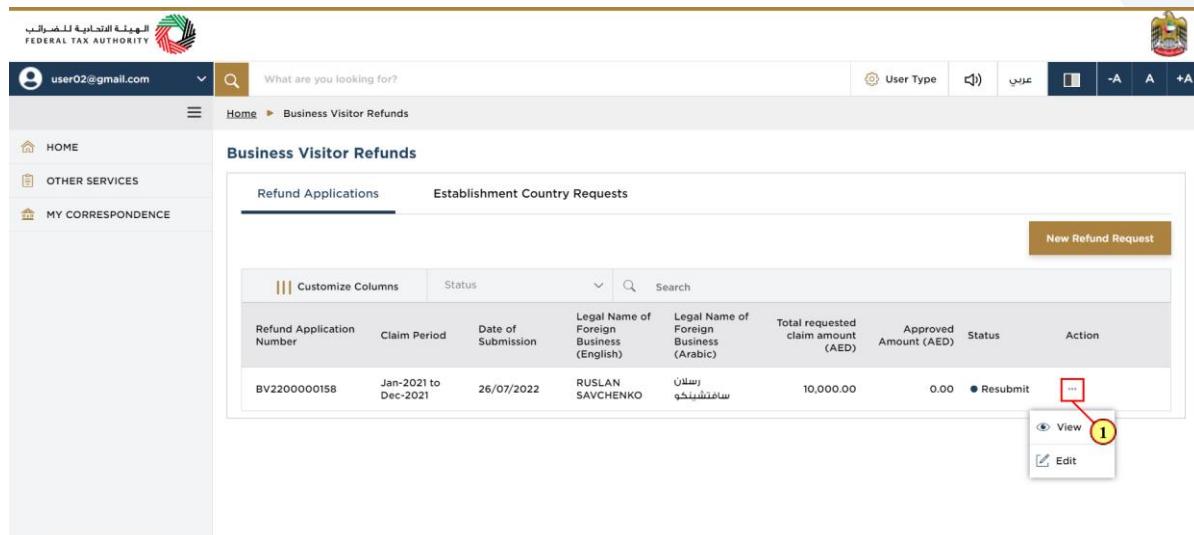
 You can add a new column to the table or filter the refund applications by its status. You can also search for an application by the refund application number



The screenshot shows the 'Business Visitor Refunds' section of the website. A table lists a single refund application:

Refund Application Number	Claim Period	Date of Submission	Legal Name of Foreign Business (English)	Legal Name of Foreign Business (Arabic)	Total requested claim amount (AED)	Approved Amount (AED)	Status	Action
BV2200000158	Jan-2021 to Dec-2021	26/07/2022	RUSLAN SAVCHENKO	رولان سافتشينكو	10,000.00	0.00	<input checked="" type="radio"/> Resubmit	...

 If the Tax officer has requested for additional information for you refund application, the status of refund application will be shown as 'Resubmit'



The screenshot shows the same 'Business Visitor Refunds' section. A callout box highlights the ellipsis button (three dots) next to the application row, which is circled with a red box and labeled '1'. A tooltip for the button says 'View' or 'Edit'.

Step	Action
(1)	Click on ellipsis to view or edit your application.



Applicant Details

The screenshot shows the 'Business Visitor Refunds' application process. The current step is 'Applicant Details', which is highlighted in blue. The progress bar at the top shows steps 1 through 7. Step 1 is highlighted in blue, while the others are grey. The 'Officer Notes' section contains the message 'Incomplete information'. The 'Foreign Business Establishment' dropdown is set to 'Saudi Arabia'. Navigation buttons 'Previous Step' and 'Next Step' are visible.

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 same application process. A red box highlights the 'Officer Notes' section, which contains the message 'Incomplete information'. A yellow circle with the number '1' points to this section. The 'Foreign Business Establishment' dropdown is set to 'Saudi Arabia'. Navigation buttons 'Previous Step' and 'Next Step' are visible.

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



What are you looking for? User Type: عربی -A A

Home > Business Visitor Refunds

Business Visitor Refunds

1 Applicant Details 2 Contact Details 3 Business Registration Details 4 Expense Details 5 Bank Details 6 Declaration & Authorized Signatory 7 Review

Officer Notes
Incomplete information [View/Add notes](#)

Applicant Details

Foreign Business Establishment
Saudi Arabia

[Previous Step](#) [Next Step](#)

 Update the application with the information requested by the FTA officer – For example, upload additional supporting documents, correct any incorrect details in the application.

What are you looking for? User Type: عربی -A A

Home > Business Visitor Refunds

Business Visitor Refunds

1 Applicant Details 2 Contact Details 3 Business Registration Details 4 Expense Details 5 Bank Details 6 Declaration & Authorized Signatory 7 Review

Officer Notes
Incomplete information [View/Add notes](#) 1

Applicant Details

Foreign Business Establishment
Saudi Arabia

[Previous Step](#) [Next Step](#)

Step	Action
(1)	Click on 'View/Add notes' to add notes back to Tax officer.



View/Add notes

REF_ANA_06:
Incomplete information
26/07/2022

User Two: Updated the complete information
27/07/2022

Please share your notes with the officer
Update the complete information

Share Note

Step	Action
(1)	Enter notes that need to be shared with FTA officer

View/Add notes

REF_ANA_06:
Incomplete information
26/07/2022

User Two: Updated the complete information
27/07/2022

Please share your notes with the officer

Share Note

Step	Action
(1)	The notes added by applicant will be added here

View/Add notes

REF_ANA_06:
Incomplete information
26/07/2022

User Two:  Updated the complete information
27/07/2022

Please share your notes with the officer

Share Note 

Step	Action
(1)	Click on 'Share Note'.

View/Add notes

REF_ANA_06:
Incomplete information
26/07/2022

User Two:  Updated the complete information
27/07/2022

Please share your notes with the officer

Share Note 



Step	Action
(1)	Close the Notes Pop-up.

Saudi Arabia

RUSLAN SAVCHENKO

05/01/2021 21/01/2021

1

Step	Action
(1)	Update the applicant details with required information if Tax officer has requested additional information in this section

Saudi Arabia

RUSLAN SAVCHENKO PVT LTD

05/01/2021 21/01/2021

1

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

Saudi Arabia

RUSLAN SAVCHENKO PVT LTD

05/01/2021

21/01/2021

1

Incomplete information

View/Add notes

Previous Step

Next Step

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



Contact Details

Screenshot of the Federal Tax Authority website showing the 'Business Visitor Refunds' section. A red box highlights the 'Contact Details (Home Country)' section, which includes fields for Country, Address Lines 1-4, Permanent Phone Number, and Landline Number. A yellow circle with the number '1' points to the 'Next Step' button at the bottom right.

Step	Action
(1)	Update the contact details with required information if Tax officer has requested additional information in this section



Business Registration Details

Screenshot of the Business Registration Details page on the Federal Tax Authority website.

The page shows the following fields:

- Name of the competent authority in the country of establishment / incorporation with which the Foreign Business is registered: National Bureau for Revenue
- Upload a letter or alternative evidence from your Tax Administration if you are undertaking any exempt or non-business activities: (button to Add/View) and a file upload area (Drag files here) with Max File size: 15 MB, Formats: PDF, JPEG, JPG, Max No. of files: 3
- Are you registered for VAT or similar consumption tax in your country of establishment / incorporation? (radio buttons: Yes, No)
- Name of the Tax Authority with which the Foreign Business is registered in the country of establishment / incorporation: National Bureau for Revenue

Buttons at the bottom: Previous Step, Next Step (highlighted with a red circle).

Step	Action
(1)	Update the business registration details with required information if Tax officer has requested additional information in this section



Expense Details

Expense Details

Describe the reasons for incurring expenses in the UAE

Visited for business visitor

Please provide the activities undertaken in the UAE

Business Activities	Industry	Main Group	Sub Group	Activity Code	Action
Accommodation and food service activities	Food and beverage service activities	Event catering and other food service activities	Other food service activities	5629	...

Does the foreign business have a related party which has a place of establishment in the UAE?

Yes No

Previous Step 1 Save as Draft Next Step

Step	Action
(1)	Update the expense details with required information if Tax officer has requested additional information in this section

Expense Details

Describe the reasons for incurring expenses in the UAE

Visited for business visitor

Please provide the activities undertaken in the UAE

Business Activities	Industry	Main Group	Sub Group	Activity Code	Action
Accommodation and food service activities	Food and beverage service activities	Event catering and other food service activities	Other food service activities	5629	...

Does the foreign business have a related party which has a place of establishment in the UAE?

Yes No

Previous Step 1 Save as Draft Next Step

Step	Action
(1)	Click on ellipsis to view, edit or delete the activities undertaken in the UAE



Bank Details

The screenshot shows the 'Business Visitor Refunds' page. In the 'Bank Details' section, fields include: Country (Saudi Arabia), BIC / SWIFT, IBAN, Bank Name, Branch Name, Account Holder's Name, and Account Number. There are also informational icons (i, star, green arrow) and a 'Next Step' button.

Step	Action
(1)	Update the bank details with required information if Tax officer has requested additional information in this section



Declaration & Authorized Signatory

Name in English	Name in Arabic	Email ID	Action
RUSLAN SAVCHENKO	رسلاں ساٹنینکو	rusal@yahoo.com	...

Step	Action
(1)	Click here to add new authorized signatory

Step	Action
(1)	Click on ellipsis to view, edit or delete an Authorized Signatory.



Authorized Signatory

First Name in English RUSLAN	Last Name in English SAVCHENKO
First Name in Arabic رولان	Last Name in Arabic ساڤچنکو
Email ID rusal@yahoo.com	Nationality Afghan
Are you a Resident of UAE? <input type="radio"/> Yes <input checked="" type="radio"/> No	Passport Issuing Country Afghanistan
Passport Number 4567890	Passport Expiry Date 20220728
Language Preference English	

Add **Next Step**

Step	Action
(1)	Enter Authorised Signatory details with required information if Tax officer has requested additional information in this section

Authorized Signatory

RUSLAN	SAVCHENKO
First Name in Arabic رولان	Last Name in Arabic ساڤچنکو
Email ID rusal@yahoo.com	Nationality Afghan
Are you a Resident of UAE? <input type="radio"/> Yes <input checked="" type="radio"/> No	Passport Issuing Country Afghanistan
Passport Number 4567890	Passport Expiry Date 20220728
Language Preference English	

Add **Next Step**

Step	Action
(1)	Click on 'Add'



User Type: User Type: عربی -A A +A

What are you looking for?

userQ2@gmail.com

Business Visitor Refunds

Date of Submission: 26/07/2022

I hereby declare the below:

I have provided copies of all relevant invoices.

- I confirm that I did not engage in supply of goods and services in the UAE during the period covered by this application unless the recipient of my supplies was required to account for the VAT on those supplies.
- The applicant will repay the refund to the FTA if any conditions for the refund are not met.
- I declare that all information provided by me is true, accurate and as per best of my knowledge.

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



Review Section

The screenshot shows the 'Business Visitor Refunds' review section. At the top, there is a navigation bar with user information ('user02@gmail.com'), a search bar ('What are you looking for?'), and various settings. Below the navigation is a breadcrumb trail ('Home > Business Visitor Refunds'). The main area is titled 'Business Visitor Refunds' and shows a progress bar with seven steps: 'Applicant Details' (step 1), 'Contact Details' (step 2), 'Business Registration Details' (step 3), 'Expense Details' (step 4), 'Bank Details' (step 5), 'Declaration & Authorized Signatory' (step 6), and 'Review' (step 7). Step 7 is marked with a green circle and a checkmark. Below the progress bar is a 'Review' section containing four collapsed sections: 'Step 1 - Applicant Details', 'Step 2 - Contact ddetails', 'Step 3- Business Registartion Details', and 'Step 4- Expense Details'. At the bottom are 'Previous Step' and 'Submit' buttons.

 This section displays your completed refund request and allows you to review it prior to submission

This screenshot is identical to the one above, showing the 'Business Visitor Refunds' review section. It highlights the 'Expand All / Collapse All' button located at the top right of the review area, which is enclosed in a red box. A yellow circle with the number '1' is placed over the first expand/collapse arrow next to 'Step 1 - Applicant Details'.

Step	Action
(1)	Click here to expand/collapse all sections at once.



What are you looking for? User Type عربی -A A +A

Home > Business Visitor Refunds

Business Visitor Refunds

1 ✓ 2 ✓ 3 ✓ 4 ✓ 5 ✓ 6 ✓ 7

Applicant Details Contact Details Business Registration Details Expense Details Bank Details Declaration & Authorized Signatory Review

Review

Expand All / Collapse All

Step 1 -Applicant Details Step 2- Contact ddetails Step 3- Business Registartion Details Step 4- Expense Details

Previous Step Submit

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

What are you looking for? User Type عربی -A A +A

Home > Business Visitor Refunds

Business Visitor Refunds

Review

Expand All / Collapse All

Step 1 -Applicant Details

Foreign Business Establishment Saudi Arabia

Legal Name of the Foreign Business in English RUSLAN SAVCHENKO

Legal Name of the Foreign Business in Arabic رسلان سافشنko

Date when the first expense had occurred under the above claim 05/01/2021

Date when the last expense had occurred under the above claim 21/01/2021

Previous Step Submit

Step	Action
(1)	Click on 'Edit' to edit the details in this section



What are you looking for? User Type عربي -A A +A

Business Visitor Refunds

Review

Step 1 -Applicant Details

Step 2- Contact ddetails

Step 3- Business Registration Details

Step 4- Expense Details

Step 5- Bank Details

Step 6- Declaration & Authorized Signatory

I read and reviewed all steps Information

Expand All / Collapse All

Previous Step Submit

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

What are you looking for? User Type عربي -A A +A

Business Visitor Refunds

Review

Step 1 -Applicant Details

Step 2- Contact ddetails

Step 3- Business Registration Details

Step 4- Expense Details

Step 5- Bank Details

Step 6- Declaration & Authorized Signatory

I read and reviewed all steps Information

Expand All / Collapse All

Previous Step Submit

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



Searched by: user02@gmail.com

What are you looking for?

User Type: عربى -A A +A

Business Visitor Refunds

Business Visitor Refunds

Review

Expand All / Collapse All

Step 1 -Applicant Details >

Step 2- Contact ddetails >

Step 3- Business Registartion Details >

Step 4- Expense Details >

Step 5- Bank Details >

Step 6- Declaration & Authorized Signatory >

I read and reviewed all steps Information

1

Previous Step

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



Acknowledgement

The screenshot shows a successful application submission for a Business Visitor Refund. The application details are listed:

- Applicant's Name : RUSLAN SAVCHENKO
- Refund Application Number : BV2255000053
- Claim Period : Jan-2021 to Dec-2021
- Submission Date : 5 November 2022
- Requested VAT Claim Amount : AED 50,000.00

The status is marked as "Submitted".

 You have successfully re-submitted the refund request. Make a note of the application number for future reference. You can also access this refund request from the Business Visitor refunds tile within the Special Refunds module.

What Next

- 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

- 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

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

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

Back to Dashboard Download (1)

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



Correspondences

After submission, applicant receives the following correspondences:

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

Thank you