



إمارات تاكس
EMARATAX

Initiate VAT Indirect Refund Claim for Business Visitor - 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	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 and to initiate business visitor refund request.



EmaraTax Login Page

- 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.



User Type Selection

Screenshot of the e-CTS portal showing the 'User Type Selection' screen.

The 'User Type' button is highlighted with a red box and a yellow circle containing the number '1'.

Step	Action
(1)	Click on 'User Type' to select special refunds.

Screenshot of the e-CTS portal showing the 'User Type Selection' screen after step 1.

The 'Special Refunds' tile is highlighted with a red box and a yellow circle containing the number '1'.

Step	Action
(1)	Select the 'Special Refund' tile





الوحدة التنفيذية للضرائب
FEDERAL TAX AUTHORITY



User Type

عربی

-A
A
+A

 user02@yahoo.com

User Profile

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



Taxable Person

A Person who is subject to Tax under the provisions of the relevant Tax Law



Tax Agents

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

Any legal entity which has a trade license to operate as a Tax Agency



Special Refunds

Step	Action
(1)	Click on 'Proceed' to proceed with special refunds



Special Refunds - Logged in User Dashboard

The screenshot shows the 'SPECIAL REFUNDS' module selected in the sidebar. The main area displays several service cards:

- Link TRN to New Email Address**: 0 Total Requests. [View All](#)
- Reconsideration & Waiver Reduction**: [View All](#)
- Excise Goods List**: [View All](#)
- Clearance Certificate**: 0 Total Requests. [View All](#)
- Payments Commercial Property Sale**: 0 Total Requests. [View All](#)
- Tax Agent Infraction**: [View All](#)

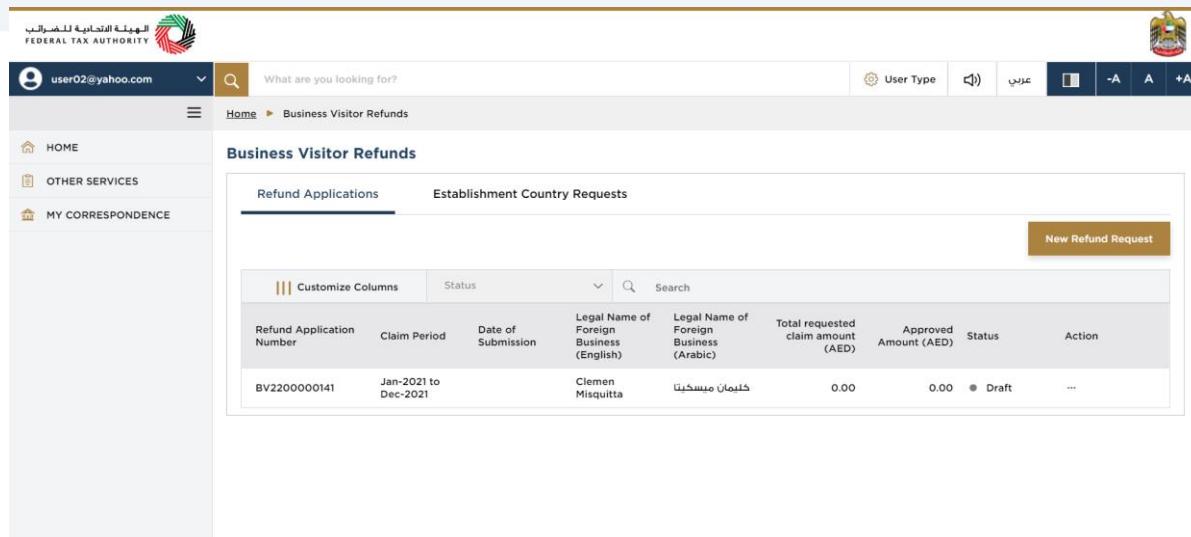
Step	Action
(1)	Click here to access special refunds module

The screenshot shows the 'Special Refunds' module selected in the sidebar. The main area displays:

- Required Actions**: Due Date, Description. No data.
- Most Used Services**: Business Visitor Initial Form, Sign Up Process.
- Overview**: Business Visitor Refunds, New Residence VAT Refunds. Both have 0 Total Requests. [View All](#) button is highlighted with a yellow circle labeled '1'.

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

Business Visitor Refund Dashboard



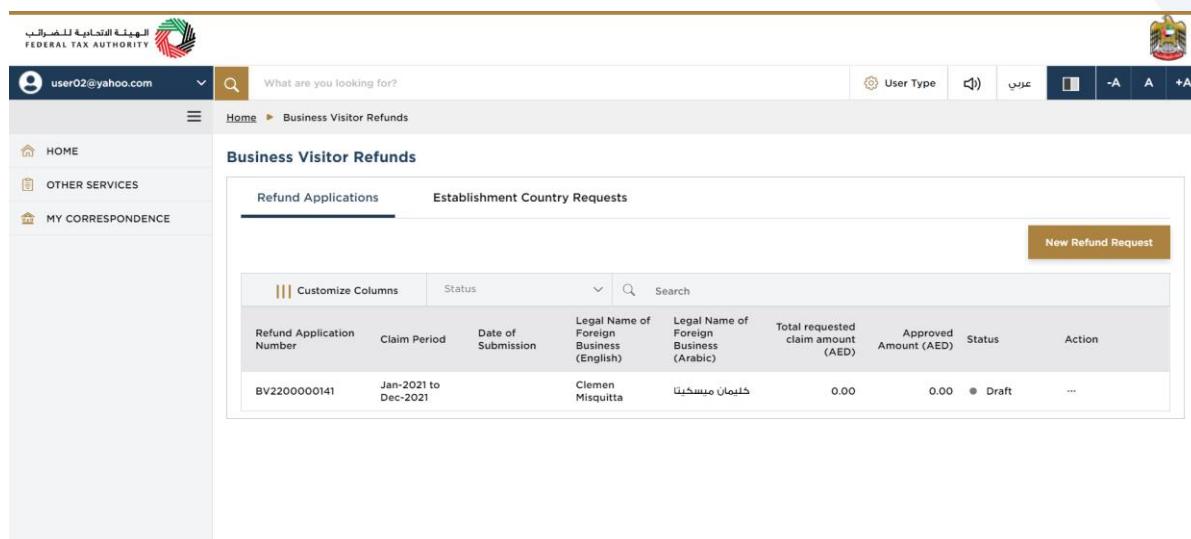
The screenshot shows the Business Visitor Refund Dashboard. At the top, there is a navigation bar with the user's email (user02@yahoo.com), a search bar, and various settings like 'User Type' and 'Arabic'. Below the navigation is a breadcrumb trail: Home > Business Visitor Refunds. The main content area is titled 'Business Visitor Refunds' and contains two tabs: 'Refund Applications' (selected) and 'Establishment Country Requests'. A table lists one 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
BV2200000141	Jan-2021 to Dec-2021		Clemen Misquitta	كلمن ميسكينا	0.00	0.00	Draft	...

A 'New Refund Request' button is located at the top right of the table area.



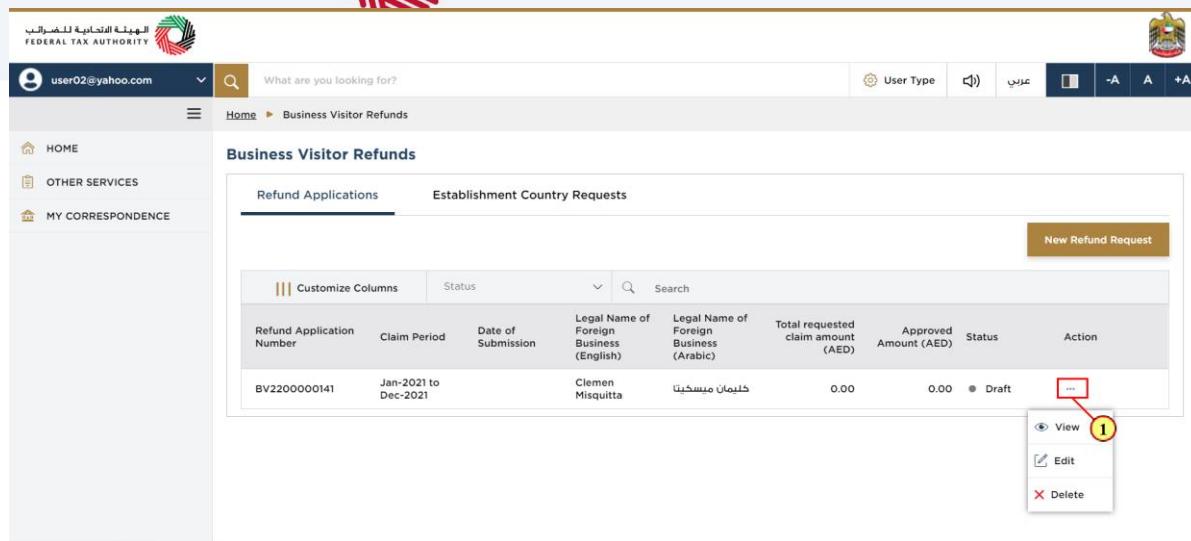
This dashboard displays information related to your previous business visitor refund request.



The screenshot shows the Business Visitor Refund Dashboard, identical to the one above, displaying a single application in the list.



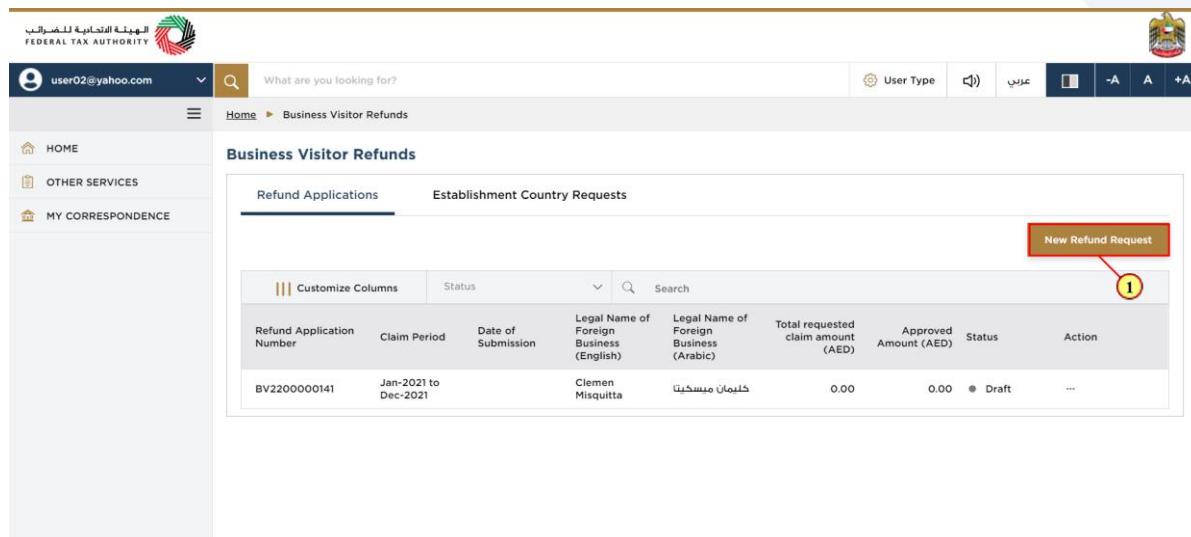
You can add a new column to the table or filter the refund applications by its status. You can also search for an application by the refund application number



Business Visitor Refunds

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
BV2200000141	Jan-2021 to Dec-2021	Clemen Misquitta	كلمن ميسكيتا	0.00	0.00		Draft	... 1 View Edit Delete

Step	Action
(1)	Click on ellipse to view, edit or delete the refund request



Business Visitor Refunds

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
BV2200000141	Jan-2021 to Dec-2021	Clemen Misquitta	كلمن ميسكيتا	0.00	0.00		Draft	... 1 New Refund Request

Step	Action
(1)	Click on 'New Refund Request' to initiate a new refund request



Instructions and Guidelines for Business Visitor Refund

Screenshot of the 'Business Visitor Refunds' service page on the Federal Tax Authority website.

Required Documents:

- Original Tax Compliance Certificate (such as business status certificate, certificate of commercial activities or equivalent) in Arabic or English issued by the relevant competent Tax Administration reflecting your tax registration number ("TRN") atteste
- A declaration in Arabic or English indicating the level (percentage) of input tax you are eligible to recover on expenses if you undertake exempt or non-business activities in your country of establishment, which do not give you the right to fully recover
- Copy of bank account validation letter in case of international bank details .
- Trade agreement document between the business establishment country and UAE in case place of foreign business establishment is not listed in refund form.
- The relevant tax invoices with valid TRN.
- Proof of payment (receipt or stamp of invoice as "paid" with the supplier's details on one stamp).
- Copy of passport of the Authorised Signatory.
- Proof of Authority of the Authorised Signatory.

Accepted file types are PDF, JPG, PNG and JPEG. The individual file size limit is 5 MB.

Buttons:

- Back
- Start

i 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

Screenshot of the 'Business Visitor Refunds' service page on the Federal Tax Authority website, showing the 'Service Details' section.

I confirm that I have read the above instructions and guidelines

Step **Action**

(1) Mark the checkbox to confirm that you have read and understood the instructions and guidelines.



Screenshot of the Federal Tax Authority website showing the 'Business Visitor Refunds' service page.

The page includes a sidebar with links to 'About the Service', 'Eligibility Criteria', 'Your service journey', and 'FAQ'. A checkbox for accepting terms and conditions is present, along with 'Back' and 'Start' buttons.

Step | **Action**

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

Screenshot of the Federal Tax Authority website showing the 'Business Visitor Refunds' service page.

The page includes a sidebar with links to 'About the Service', 'Eligibility Criteria', 'Your service journey', and 'FAQ'. A checkbox for accepting terms and conditions is present, along with 'Back' and 'Start' buttons.

Step | **Action**

(1)	Click on 'Start' to proceed to the refund request.
-----	--



Refund Eligibility

Please select your place of foreign business establishment for refund eligibility

Please select your country

Please select your country

OK

 Only the countries with reciprocal arrangements can be found in the countries list. In case, your company has branches in many countries, the refund is only available to the branch(es) which are established in a country that has a reciprocal arrangement with UAE

Please select your place of foreign business establishment for refund eligibility

Please select your country

Saudi Arabia

Does the foreign business have a place of establishment or fixed establishment in the UAE?

1

Yes No

OK

Step	Action
(1)	Click here to choose the country where your business is registered



Please select your place of foreign business establishment for refund eligibility

Does the foreign business have a place of establishment or fixed establishment in any other GCC implementing states?
 Yes No

Are you a foreign tour operator?
 Yes No

Are you registered for VAT or similar consumption tax in your country of establishment / incorporation?
 Yes No

Will the total requested VAT Claim amount be more than AED 2,000.00?
 Yes No

Proceed

Step	Action
(1)	Select 'Yes' or 'No' as appropriate on the questions related to foreign business establishment

Please select your place of foreign business establishment for refund eligibility

Does the foreign business have a place of establishment or fixed establishment in any other GCC implementing states?
 Yes No

Are you a foreign tour operator?
 Yes No

Are you registered for VAT or similar consumption tax in your country of establishment / incorporation?
 Yes No

Will the total requested VAT Claim amount be more than AED 2,000.00?
 Yes No

Proceed

Step	Action
(1)	Click 'Proceed' to move to refund form



Applicant Details

The screenshot shows the 'Business Visitor Refunds' application process. The current step is 'Applicant Details'. The progress bar at the top shows steps 1 through 7. Step 1 is highlighted in blue, indicating the current step. Other steps are shown in grey. The form fields include 'Foreign Business Establishment' (Bahrain), 'Legal Name of the Foreign Business in English' (NOORUL AZIM A), and 'Legal Name of the Foreign Business in Arabic' (نورول ازيم ا). Below the form are buttons for 'Previous Step', 'Save as Draft', and 'Next Step'.

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 'Business Visitor Refunds' application process. The current step is 'Applicant Details'. The progress bar at the top shows steps 1 through 7. Step 1 is highlighted in blue, indicating the current step. Other steps are shown in grey. The form fields include 'Foreign Business Establishment' (Bahrain), 'Legal Name of the Foreign Business in English' (NOORUL AZIM A), and 'Legal Name of the Foreign Business in Arabic' (نورول ازيم ا). Below the form are buttons for 'Previous Step', 'Save as Draft', and 'Next Step'. A red box highlights the 'Foreign Business Establishment' field, and a red circle with the number '1' is placed over the 'Save as Draft' button.

Step	Action
(1)	Enter all the mandatory details.



Screenshot of the Federal Tax Authority website showing the 'Business Visitor Refunds' application page. The page includes fields for Applicant Details, Contact Details, Business Registration Details, Expense Details, Bank Details, Declaration & Authorized Signatory, and Review. A 'Previous Step' button is highlighted with a red box and a yellow circle containing the number 1.

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

Screenshot of the Federal Tax Authority website showing the 'Business Visitor Refunds' application page. The page includes fields for Applicant Details, Contact Details, Business Registration Details, Expense Details, Bank Details, Declaration & Authorized Signatory, and Review. A 'Save as Draft' button is highlighted with a red box and a yellow circle containing the number 1.

Step	Action
(1)	Click on 'Save as Draft' to save the refund application



User Type:

Arabic: English: -A +A

Special Refunds

Business Visitor Refunds

Applicant Details	Contact Details	Business Registration Details	Expense Details	Bank Details	Declaration & Authorized Signatory	Review
Applicant Details <div style="display: flex; justify-content: space-between;"> <div> <p>Foreign Business Establishment</p> <input type="text" value="Bahrain"/> </div> <div> <p>Legal Name of the Foreign Business in English</p> <input type="text" value="NOORUL AZIM A"/> </div> <div> <p>Legal Name of the Foreign Business in Arabic</p> <input type="text" value="نوران عزمي"/> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div> <p>Date when the first expense had occurred under the above claim</p> <input type="text" value="08/01/2021"/> </div> <div> <p>Date when the last expense had occurred under the above claim</p> <input type="text" value="27/01/2021"/> (1) </div> </div>						
<input type="button" value="Previous Step"/>	<input type="button" value="Save as Draft"/>	<input type="button" value="Next Step"/>				

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



Contact Details

The screenshot shows the 'Business Visitor Refunds' page. At the top, there's a navigation bar with user information ('user02@yahoo.com'), a search bar ('What are you looking for?'), and various settings like 'User Type' and font size. Below the header, the path 'Special Refunds > Business Visitor Refunds' is visible. The main content area is titled 'Business Visitor Refunds' and contains a sub-section 'Contact Details (Home Country)'. This section includes fields for 'Country' (Bahrain), 'Address Line 1' (Hamed Al Gwais Building), 'Address Line 2' (Road Number 5647), 'Address Line 3' (Block Number 356), 'Address Line 4' (Brashy Building), 'City' (Manama), 'Country Code' (+973 (Bahrain)), 'Permanent Phone Number' (17728672), 'Country Code' (+971 (United Arab Emirates)), and 'Landline Number' (987656789). At the bottom of this form, there are buttons for 'Previous Step', 'Save as Draft', and 'Next Step' (which is highlighted with a yellow circle and the number '1')).

Step	Action
(1)	Enter the registered address of the business in the county for which you are claiming the refund for.



Business Registration Details

Business Registration Details

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

Are you registered for VAT or similar consumption tax in your country of establishment / incorporation?
 Yes No

Name of the Tax Authority with which the Foreign Business is registered in the country of establishment / incorporation

Save as Draft **Next Step**

Step	Action
(1)	Enter the name of the Tax Authority with which the business is registered for VAT or equivalent tax such as Goods and Services Tax

Business Registration Details

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

Are you registered for VAT or similar consumption tax in your country of establishment / incorporation?
 Yes No

Name of the Tax Authority with which the Foreign Business is registered in the country of establishment / incorporation

Save as Draft **Next Step**

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

user02@yahoo.com

What are you looking for?

User Type | عربی | -A | A | +A

Home > Business Visitor Refunds

Business Visitor Refunds

Are you registered for VAT or similar consumption tax in your country of establishment / incorporation?

Yes No

Name of the Tax Authority with which the Foreign Business is registered in the country of establishment / incorporation 1

National Bureau for Revenue

Tax Registration Number with the above Tax Authority

342325345

Upload Tax Compliance Certificate

Add Drag files here

Max File size: 15 MB | Formats : PDF, JPEG, JPG | Max No. of files : 3

Please provide address of the above Tax Authority

Previous Step | Save as Draft | Next Step

Step	Action
(1)	Select 'Yes' if your business is registered for VAT in the country for which you are claiming a refund for

user02@yahoo.com

What are you looking for?

User Type | عربی | -A | A | +A

Home > Business Visitor Refunds

Business Visitor Refunds

Are you registered for VAT or similar consumption tax in your country of establishment / incorporation?

Yes No

Name of the Tax Authority with which the Foreign Business is registered in the country of establishment / incorporation 1

National Bureau for Revenue

Tax Registration Number with the above Tax Authority 1

342325345

Upload Tax Compliance Certificate

Add Drag files here

Max File size: 15 MB | Formats : PDF, JPEG, JPG | Max No. of files : 3

Please provide address of the above Tax Authority

Previous Step | Save as Draft | Next Step

Step	Action
(1)	Enter the name of the Tax Authority and the Tax registration number for which the business is registered.



user02@yahoo.com

What are you looking for?

User Type | عربى | -A | A | +A

Home > Business Visitor Refunds

Business Visitor Refunds

Are you registered for VAT or similar consumption tax in your country of establishment / incorporation?

Yes No

Name of the Tax Authority with which the Foreign Business is registered in the country of establishment / incorporation

National Bureau for Revenue

Tax Registration Number with the above Tax Authority

342325345

Upload Tax Compliance Certificate

Add/View(1) Drag files here

Max File size: 15 MB | Formats: PDF, JPEG, JPG | Max No. of files: 3

Please provide address of the above Tax Authority

Previous Step | Save as Draft | Next Step

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.

user02@yahoo.com

What are you looking for?

User Type | عربى | -A | A | +A

Home > Business Visitor Refunds

Business Visitor Refunds

Please provide address of the above Tax Authority

Country	Address Line 1
Bahrain	Al Barsha Building
Address Line 2	Address Line 3
Building number 145	Block number 224
Address Line 4	City
near Bahrain International Airport	Muharraq
Postal Code	Email ID
33305	customer.care@iga.gov.bh

Previous Step | Save as Draft | Next Step

Step	Action
(1)	Enter address of the Tax Authority with which your business is registered for VAT, or equivalent tax such as Goods and Services Tax



Expense Details

FEDERAL TAX AUTHORITY

user02@yahoo.com

What are you looking for?

User Type: عربى -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

Expense Details

Describe the reasons for incurring expenses in the UAE

Max. 200 characters

Please provide the activities undertaken in the UAE

+ Add Activity

Business Activities	Industry	Main Group	Sub Group	Activity Code	Action
---------------------	----------	------------	-----------	---------------	--------

Previous Step Save as Draft Next Step

For the purposes of this claim, only the VAT from goods and services purchased for business use are eligible for refund

FEDERAL TAX AUTHORITY

user02@yahoo.com

What are you looking for?

User Type: عربى -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

Expense Details

Describe the reasons for incurring expenses in the UAE

Visited for business purpose

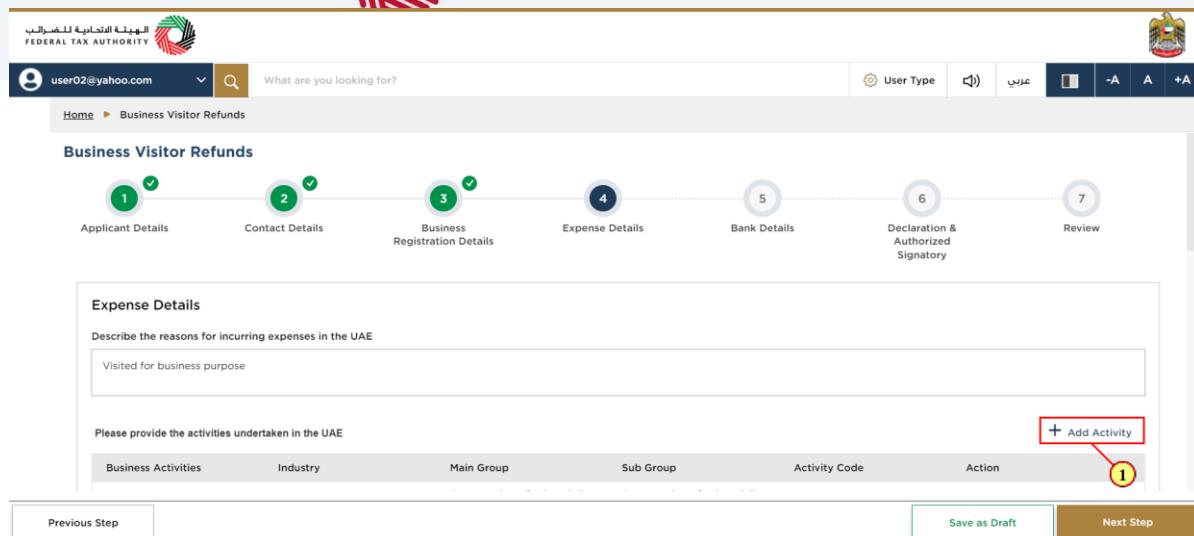
Please provide the activities undertaken in the UAE

+ Add Activity

Business Activities	Industry	Main Group	Sub Group	Activity Code	Action
---------------------	----------	------------	-----------	---------------	--------

Previous Step Save as Draft Next Step

Step	Action
(1)	Enter the reason for incurring expenses in the UAE



Business Visitor Refunds

Expense Details

Describe the reasons for incurring expenses in the UAE

Visited for business purpose

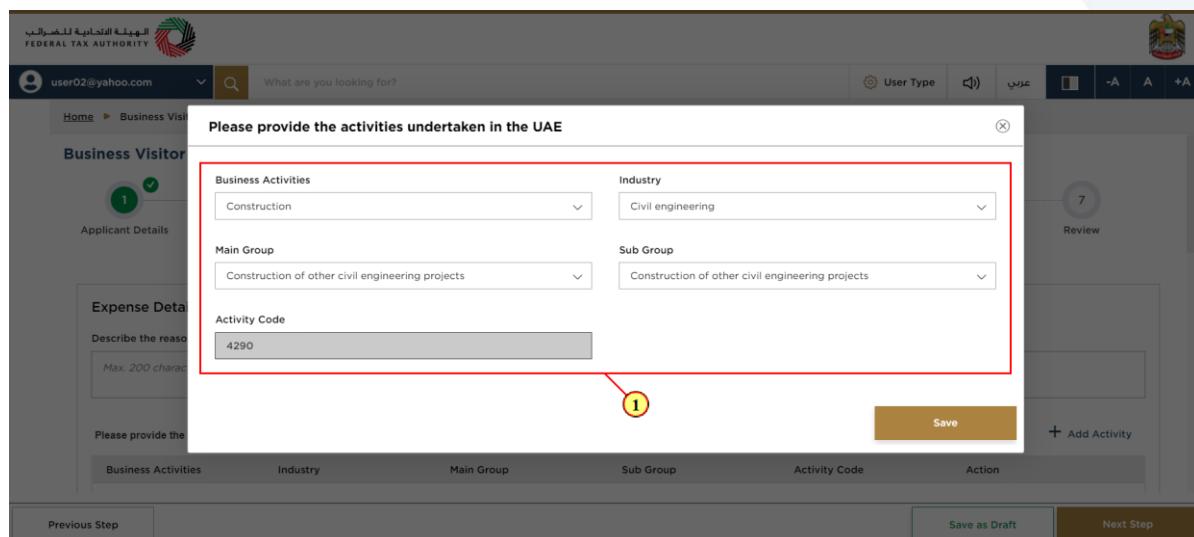
Please provide the activities undertaken in the UAE

+ Add Activity

Business Activities	Industry	Main Group	Sub Group	Activity Code	Action
Business Activities	Industry	Main Group	Sub Group	Activity Code	Action

Previous Step Save as Draft Next Step

Step	Action
(1)	Click on 'Add Activity' to add your business activity details.



Please provide the activities undertaken in the UAE

Business Activities

Industry

Main Group

Sub Group

Activity Code

Save

+ Add Activity

Step	Action
(1)	Enter all mandatory details



Please provide the activities undertaken in the UAE

Business Activities	Industry
Construction	Civil engineering
Main Group	Sub Group
Construction of other civil engineering projects	Construction of other civil engineering projects
Activity Code	
4290	

Save (1)

+ Add Activity

Business Activities Industry Main Group Sub Group Activity Code

Previous Step Save as Draft Next Step

Step	Action
(1)	Click on 'Save'

Please provide the reasons for incurring expenses in the UAE

Visited for business purpose

Please provide the activities undertaken in the UAE

Business Activities	Industry	Main Group	Sub Group	Activity Code	Action
Construction	Civil engineering	Construction of other civil engineering projects	Construction of other civil engineering projects	4290	...

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

Yes No

View (1) **Edit** **Delete**

+ Add Activity

Previous Step Save as Draft Next Step

Step	Action
(1)	Click on ellipsis to view, edit or delete a business activity

user02@yahoo.com

What are you looking for?

User Type | عربى | -A | A | +A

Special Refunds

Business Visitor Refunds

Business Activities	Industry	Main Group	Sub Group	Activity Code	Action
Construction	Civil engineering	Construction of other civil engineering projects	Construction of other civil engineering projects	4290	...

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

Yes No

Please provide details of the Tax Invoices for goods and services for which you are claiming VAT

What is your mode of invoice submission?

Soft Copies Hard Copies (Hard copies of invoices need to be submitted to the designated office)

Previous Step | Save as Draft | Next Step

Step	Action
(1)	Select 'Yes' if your business has a place of establishment in the UAE.

user02@yahoo.com

What are you looking for?

User Type | عربى | -A | A | +A

Home > Business Visitor Refunds

Business Visitor Refunds

Please provide details of the Tax Invoices for goods and services for which you are claiming VAT

What is your mode of invoice submission?

Soft Copies Hard Copies (Hard copies of invoices need to be submitted to the designated office)

Only eligible expenses are allowed for the refund claim. You need to download the tax invoice template below and then upload it after filling the tax invoice details as mentioned in the template. If you're selecting soft copies, please add Attachment against each invoice by clicking on attach icon after uploading the filled invoice Template.

[Download Template](#) Expense Details.xlsx last updated 13/06/2022 | [Upload Completed Template](#)

Previous Step | Save as Draft | Next Step

Step	Action
(1)	Select your mode of invoice submission

user02@yahoo.com

What are you looking for?

User Type | عربى | -A | A | +A

Home ▶ Business Visitor Refunds

Business Visitor Refunds

Please provide details of the Tax Invoices for goods and services for which you are claiming VAT

What is your mode of invoice submission?

Soft Copies Hard Copies (Hard copies of invoices needs to be submitted to the designated office)

Only eligible expenses are allowed for the refund claim. You need to download the tax invoice template below and then upload it after filling the tax invoice details as mentioned in the template. If you're selecting soft copies, please add Attachment against each invoice by clicking on attach icon after uploading the filled invoice Template.

[Download Template](#) Expense Details.xlsx last updated 13/06/2022

[Upload Completed Template](#)

1

Previewing file Clear Table

Previous Step Save as Draft Next Step

https://taxpayer-uat.tax.gov.ae/sap/bc/ui5_u5/sap/zmcf_fmca/index.html?sap-client=200&sap-language=EN

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

user02@yahoo.com

What are you looking for?

User Type | عربى | -A | A | +A

Home ▶ Business Visitor Refunds

Business Visitor Refunds

Please provide details of the Tax Invoices for goods and services for which you are claiming VAT

What is your mode of invoice submission?

Soft Copies Hard Copies (Hard copies of invoices needs to be submitted to the designated office)

Only eligible expenses are allowed for the refund claim. You need to download the tax invoice template below and then upload it after filling the tax invoice details as mentioned in the template. If you're selecting soft copies, please add Attachment against each invoice by clicking on attach icon after uploading the filled invoice Template.

[Download Template](#) Expense Details.xlsx last updated 13/06/2022

[Upload Completed Template](#)

1

Previewing file Clear Table

Previous Step Save as Draft Next Step

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

user02@yahoo.com

What are you looking for?

User Type | عربى | -A | A | +A

Home > Business Visitor Refunds

Business Visitor Refunds

What is your mode of invoice submission?

Soft Copies Hard Copies (Hard copies of invoices needs to be submitted to the designated office)

Only eligible expenses are allowed for the refund claim. You need to download the tax invoice template below and then upload it after filling the tax invoice details as mentioned in the template. If you're selecting soft copies, please add Attachment against each invoice by clicking on attach icon after uploading the filled invoice Template.

[Download Template](#) Expense Details.xlsx last updated 13/06/2022 [Upload Completed Template](#)

[Expense Details.xlsx](#) [Clear.Table](#)

1

+ Add Transaction

Previous Step Save as Draft Next Step

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

user02@yahoo.com

What are you looking for?

User Type | عربى | -A | A | +A

Home > Business Visitor Refunds

Business Visitor Refunds

What is your mode of invoice submission?

Soft Copies Hard Copies (Hard copies of invoices needs to be submitted to the designated office)

Only eligible expenses are allowed for the refund claim. You need to download the tax invoice template below and then upload it after filling the tax invoice details as mentioned in the template. If you're selecting soft copies, please add Attachment against each invoice by clicking on attach icon after uploading the filled invoice Template.

[Download Template](#) Expense Details.xlsx last updated 13/06/2022 [Upload Completed Template](#)

[Expense Details.xlsx](#) [Clear.Table](#)

1

+ Add Transaction

Previous Step Save as Draft Next Step

Step	Action
(1)	Click here to clear the expense table

What are you looking for?

User Type: عربى -A A +A

Home > Business Visitor Refunds

Business Visitor Refunds

What is your mode of invoice submission?

Soft Copies Hard Copies (Hard copies of invoices needs to be submitted to the designated office)

Only eligible expenses are allowed for the refund claim. You need to download the tax invoice template below and then upload it after filling the tax invoice details as mentioned in the template. If you're selecting soft copies, please add Attachment against each invoice by clicking on attach icon after uploading the filled invoice Template.

[Download Template](#) Expense Details.xlsx last updated 13/06/2022 [Upload Completed Template](#)

[Expense Details.xlsx](#) [Clear Table](#)

[+ Add Transaction](#)

Previous Step [Save as Draft](#) [Next Step](#) **1**

Step	Action
(1)	Click here to add an expense to the expenses table.

Add Transaction

Transaction Type: Tax Invoice	Transaction Number: 56789009876543
Transaction Date: 12/01/2021	Number of items: 80
Total Amount Paid (AED): 500,000.00	VAT Paid (AED): 25,000.00
VAT Claimed (AED): 25,000.00	Supplier's TRN: 100001170800003
Goods or services for VAT Refund: Goods	Supplier's Name: Zubair Khan
Description (Optional): Max. 200 characters	1 Save

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

Step	Action
(1)	Fill all the mandatory details. Optional fields will be marked as 'optional.'

Add Transaction

Total Amount Paid (AED)	VAT Paid (AED)
500.000,00	25.000,00
VAT Claimed (AED)	Supplier's TRN
25.000,00	100001170800003
Goods or services for VAT Refund	Supplier's Name
Goods	Zubair Khan
Description (Optional) Max. 200 characters	
Upload copy of your invoice or other document copy <input type="button" value="↑ Add/View(1)"/> <input type="text" value="Drag files here"/> <input type="button" value="↑ Add/View(1)"/> <input type="text" value="Drag files here"/>	
Max File size: 15 MB Formats : PDF, JPEG, JPG Max No. of files : 3 File size: 15 MB Formats : PDF, JPEG, JPG Max No. of files : 3	
<input type="button" value="Save"/> <input type="button" value="Next Step"/>	

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.

Add Transaction

Total Amount Paid (AED)	VAT Paid (AED)
500.000,00	25.000,00
VAT Claimed (AED)	Supplier's TRN
25.000,00	100001170800003
Goods or services for VAT Refund	Supplier's Name
Goods	Zubair Khan
Description (Optional) Max. 200 characters	
Upload copy of your invoice or other document copy <input type="button" value="↑ Add/View(1)"/> <input type="text" value="Drag files here"/> <input type="button" value="↑ Add/View(1)"/> <input type="text" value="Drag files here"/>	
Max File size: 15 MB Formats : PDF, JPEG, JPG Max No. of files : 3 File size: 15 MB Formats : PDF, JPEG, JPG Max No. of files : 3	
<input type="button" value="Save"/> <input type="button" value="Next Step"/>	

Step	Action
(1)	Click on 'Save'

userQ2@yahoo.com

What are you looking for?

User Type: عربى -A A +A

Special Refunds > Business Visitor Refunds

Business Visitor Refunds

Expense Details.xlsx										
Customize Columns		Status	...							
<input type="checkbox"/>	Transaction Type	Transaction Number	Transaction Date	Supplier's TRN	Supplier's Name	Total Amount Paid (AED)	VAT Paid (AED)	VAT Claim Amount (AED)	Upload Status	Action
<input type="checkbox"/>	Tax Invoice	56789009876543	12/01/2021	100001170800003	Zubair Khan	500,000.00	25,000.00	25,000.00	...	
Total										500,000.00 25,000.00 25,000.00

Previous Step Next Step

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

userQ2@yahoo.com

What are you looking for?

User Type: عربى -A A +A

Special Refunds > Business Visitor Refunds

Business Visitor Refunds

Expense Details.xlsx										
Customize Columns		Status	...							
<input type="checkbox"/>	Transaction Type	Transaction Number	Transaction Date	Supplier's TRN	Supplier's Name	Total Amount Paid (AED)	VAT Paid (AED)	VAT Claim Amount (AED)	Upload Status	Action
<input type="checkbox"/>	Tax Invoice	56789009876543	12/01/2021	100001170800003	Zubair Khan	500,000.00	25,000.00	25,000.00	...	
Total										500,000.00 25,000.00 25,000.00

Previous Step Next Step

A context menu is open over the last row of the table, showing options: View (with a circled '1'), Edit, and Delete.

Step	Action
(1)	Click on ellipsis to view, edit or delete the application



Bank Details

The screenshot shows the 'Bank Details' section of the 'Business Visitor Refunds' application. It includes fields for Country (Albania), BIC / SWIFT, Bank Name, Branch Name, Account Holder's Name, and Account Number. Buttons for 'Previous Step', 'Save as Draft', and 'Next Step' are at the bottom.

Step	Action
(1)	Enter the bank details of applicant

This screenshot shows the same 'Bank Details' section as the previous one, but without the red box highlighting the form area. A yellow circle with the number '1' is placed over the 'Saving...' button.

 In case of international bank accounts, you have to upload a Bank Validation letter and you will also have the option to select the eligible currency for refund.

Screenshot of the Federal Tax Authority (FTA) website showing the 'Business Visitor Refunds' application page. The user is on the 'Bank Details' step.

Bank Details

- Country: Albania
- BIC / SWIFT: [Redacted]
- Bank Name: [Redacted] (marked with a yellow circle containing '1')
- Branch Name: [Redacted]
- Account Holder's Name: [Redacted]
- Account Number: [Redacted]

Buttons at the bottom: Previous Step, Saving..., Save as Draft, Next Step.

Step	Action
(1)	Enter BIC or SWIFT code of the international bank account

Screenshot of the Federal Tax Authority (FTA) website showing the 'Business Visitor Refunds' application page. The user is on the 'Bank Details' step.

Bank Details

- Country: Albania
- BIC / SWIFT: [Redacted]
- Bank Name: [Redacted] (marked with a yellow circle containing '1')
- Branch Name: [Redacted]
- Account Holder's Name: [Redacted]
- Account Number: [Redacted]

Buttons at the bottom: Previous Step, Saving..., Save as Draft, Next Step.

Step	Action
(1)	Enter the bank name



Screenshot of the Federal Tax Authority website showing the 'Business Visitor Refunds' form. The 'Bank Details' section is displayed, with the 'Branch Name' field highlighted by a red rectangle and circled with a yellow number '1'. The 'Account Holder's Name' field is also highlighted with a red rectangle and circled with a yellow number '1'.

Step	Action
(1)	Enter the branch name

Screenshot of the Federal Tax Authority website showing the 'Business Visitor Refunds' form. The 'Bank Details' section is displayed, with the 'Account Holder's Name' field highlighted by a red rectangle and circled with a yellow number '1'. The 'Branch Name' field is also highlighted with a red rectangle and circled with a yellow number '1'.

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



Screenshot of the Federal Tax Authority website showing the 'Business Visitor Refunds' application page.

The page includes a header with the logo, user information (user02@yahoo.com), search bar, and navigation links. The main content area shows fields for Bank Details: Country (Albania), BIC / SWIFT, Bank Name, Branch Name, Account Holder's Name, and Account Number. The 'Account Number' field is highlighted with a red border and circled with a yellow number '1'. Buttons at the bottom include 'Previous Step', 'Saving...', 'Save as Draft' (highlighted with a green border and circled with a yellow number '1'), and 'Next Step'.

Step	Action
(1)	Enter the account number

Screenshot of the Federal Tax Authority website showing the 'Business Visitor Refunds' application page.

The page includes a header with the logo, user information (user02@yahoo.com), search bar, and navigation links. The main content area shows fields for Bank Details: Country (Albania), BIC / SWIFT, Bank Name, Branch Name, Account Holder's Name, and Account Number. Below these, there is a dropdown menu for 'Eligible Currency for Refund' which is set to 'USD'. This dropdown is highlighted with a red border and circled with a yellow number '1'. Buttons at the bottom include 'Previous Step', 'Save as Draft' (highlighted with a green border and circled with a yellow number '1'), and 'Next Step'.

Step	Action
(1)	Select the eligible currency for refund from the available options

Screenshot of the Federal Tax Authority (FTA) website showing the 'Business Visitor Refunds' application page.

The page includes the following elements:

- User Information:** user02@yahoo.com, Search bar, User Type dropdown, Arabic/English language switch, and font size controls (-A, A, +A).
- Breadcrumbs:** Special Refunds > Business Visitor Refunds.
- Section Header:** Business Visitor Refunds.
- Form Fields:**
 - Bank Name: [Input Field]
 - Branch Name: [Input Field]
 - Account Holder's Name: [Input Field]
 - Account Number: [Input Field]
 - Eligible Currency for Refund: USD [Dropdown]
- File Upload Area:**
 - Label: Upload Copy of Bank Validation Letter
 - Buttons: Add/View(1) (highlighted with a red circle), Drag files here
 - Text: Max file size: 15 MB, Formats: PDF, DOC, Max No. of Files : 3
- Navigation Buttons:** Previous Step, Save as Draft, Next Step.

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.



Declaration & Authorized Signatory

The screenshot shows the 'Declaration & Authorized Signatory' section of the application. It displays a progress bar with 7 steps: 1. Applicant Details, 2. Contact Details, 3. Business Registration Details, 4. Expense Details, 5. Bank Details, 6. Declaration & Authorized Signatory (which is currently selected), and 7. Review. Step 6 contains a table titled 'Authorized Signatory list' with columns: Name in English, Name in Arabic, Email ID, and Action. A red box highlights the 'Action' column, and a yellow circle labeled '1' points to the 'Add Authorized Signatory' button.

Name in English	Name in Arabic	Email ID	Action
No data			

Previous Step **Save as Draft** **Next Step**

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

The screenshot shows the 'Authorized Signatory' form. It includes fields for First Name in English (NOORUL), Last Name in English (AZIM), First Name in Arabic (فُي سن مبدرة), Last Name in Arabic (عَذْنَة), Email ID (nooral@yahoo.com), Nationality (Indian), Are you a Resident of UAE? (Yes), Passport Issuing Country (India), Passport Number (3456789056789), Passport Expiry Date (20220726), and Language Preference (English). A red box highlights the entire form area, and a yellow circle labeled '1' points to the 'Add' button.

Step	Action
(1)	Enter all mandatory details



Authorized Signatory

Email ID	Nationality
nooral@yahoo.com	Indian
Are you a Resident of UAE?	Passport Issuing Country
<input type="radio"/> Yes <input checked="" type="radio"/> No	India
Passport Number	Passport Expiry Date
3456789056789	20220726
Language Preference	
English	
Upload Power of Attorney	
<input type="button" value="↑ Add/View(1)"/>	Drag files here
Max File size: 15 MB	Formats : PDF, JPEG, JPG
Max No. of files : 3	
Upload copy of your passport	
<input type="button" value="↑ Add/View(1)"/>	Drag files here
Max File size: 15 MB	Formats : PDF
Max No. of files : 3	
<input type="button" value="Add"/>	

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.

Authorized Signatory

Email ID	Nationality
nooral@yahoo.com	Indian
Are you a Resident of UAE?	Passport Issuing Country
<input type="radio"/> Yes <input checked="" type="radio"/> No	India
Passport Number	Passport Expiry Date
3456789056789	20220726
Language Preference	
English	
Upload Power of Attorney	
<input type="button" value="↑ Add/View(1)"/>	Drag files here
Max File size: 15 MB	Formats : PDF, JPEG, JPG
Max No. of files : 3	
Upload copy of your passport	
<input type="button" value="↑ Add/View(1)"/>	Drag files here
Max File size: 15 MB	Formats : PDF
Max No. of files : 3	
<input type="button" value="Add"/>	

Step	Action
(1)	Click on 'Add'



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

Special Refunds Business Visitor Refunds

Declaration & Authorized Signatory

Authorized Signatory list

Name in English	Name in Arabic	Email ID	Action
NOORUL AZIM	فري سن مذكرة عظيم	nooral@yahoo.com	...

First Name in English: Clemens Last Name in English: Misquitta

First Name in Arabic: المستعمل Last Name in Arabic: بيانات

Country Code: +971 (UAE) Mobile Number: 987678909 Email ID: user02@yahoo.com

Date of Submission: 25/07/2022

Previous Step Save as Draft Next Step

Step	Action
(1)	Click on ellipsis to view or edit or delete an Authorized Signatory from the list

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

Special Refunds Business Visitor Refunds

First Name in English: Clemens Last Name in English: Misquitta

First Name in Arabic: المستعمل Last Name in Arabic: بيانات

Country Code: +971 (UAE) Mobile Number: 987678909 Email ID: user02@yahoo.com

Date of Submission: 25/07/2022

Previous Step Save as Draft Next Step

	The applicant details are pre-populated in declaration section
--	--



User Type
Arabic
-A
A
+A

Special Refunds

Business Visitor Refunds

Date of Submission

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.

Previous Step
Save as Draft
Next Step

Step	Action
(1)	Mark the checkbox to confirm that you have agree to the terms and conditions on this refund screen



Review Section

The screenshot shows a user interface for a 'Business Visitor Refunds' application. At the top, there's a navigation bar with a user icon, search bar, and various settings. Below it, a progress bar indicates the user has completed 7 steps: 'Applicant Details', 'Contact Details', 'Business Registration Details', 'Expense Details', 'Bank Details', 'Declaration & Authorized Signatory', and 'Review'. Each step is represented by a green circle with a checkmark. The 'Review' section contains four collapsed steps: 'Step 1 - Applicant Details', 'Step 2 - Contact ddetails', 'Step 3- Business Registartion Details', and 'Step 4- Expense Details'. At the bottom are buttons for 'Previous Step', 'Save as Draft', and 'Submit'.

 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 review section of the application. However, the 'Expand All / Collapse All' button at the top right of the review area is highlighted with a red box and a yellow circle containing the number '1', indicating it is the next step to be performed.

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



The screenshot shows the 'Business Visitor Refunds' application. At the top, there is a navigation bar with user information ('user02@yahoo.com'), a search bar ('What are you looking for?'), and various system icons. Below the navigation bar, a horizontal progress bar shows 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). Each step has a green circular icon with a checkmark. Step 7 is currently selected. In the 'Review' section, there is a list of four items: 'Step 1 - Applicant Details', 'Step 2 - Contact ddetails', 'Step 3 - Business Registartion Details', and 'Step 4- Expense Details'. Each item has a right-pointing arrow. The first arrow is highlighted with a red box and a yellow circle containing the number '1'. At the bottom of the screen are buttons for 'Previous Step', 'Save as Draft', and 'Submit'.

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

The screenshot shows the 'Business Visitor Refunds' application. The interface is similar to the previous one, with a navigation bar and a progress bar showing steps 1 through 7. The 'Review' section is expanded, showing the 'Step 1 - Applicant Details' section. This section contains fields for 'Foreign Business Establishment' (Bahrain), 'Legal Name of the Foreign Business in English' (NOORUL AZIM A), 'Legal Name of the Foreign Business in Arabic' (نور العزم)، 'Date when the first expense had occurred under the above claim' (08/01/2021), and 'Date when the last expense had occurred under the above claim' (27/01/2021). An 'Edit' button is located in the top right corner of this section. It is highlighted with a red box and a yellow circle containing the number '1'. At the bottom of the screen are buttons for 'Previous Step', 'Save as Draft', and 'Submit'.

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



Screenshot of the Federal Tax Authority website showing the Business Visitor Refunds application process.

The page title is "Business Visitor Refunds". The left sidebar shows navigation links for "Special Refunds" and "Business Visitor Refunds". The main content area is titled "Review" and lists six steps: Step 1 - Applicant Details, Step 2 - Contact ddetails, Step 3 - Business Registration Details, Step 4 - Expense Details, Step 5 - Bank Details, and Step 6 - Declaration & Authorized Signatory. Each step has a right-pointing arrow icon. Step 2 has a red box around it, and Step 6 has a yellow circle with the number 1. Below the steps is a checkbox labeled "I read and reviewed all steps Information". At the bottom are buttons for "Previous Step", "Save as Draft", and "Submit".

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

Screenshot of the Federal Tax Authority website showing the Business Visitor Refunds application process.

The page title is "Business Visitor Refunds". The left sidebar shows navigation links for "Special Refunds" and "Business Visitor Refunds". The main content area is titled "Review" and lists six steps: Step 1 - Applicant Details, Step 2 - Contact ddetails, Step 3 - Business Registration Details, Step 4 - Expense Details, Step 5 - Bank Details, and Step 6 - Declaration & Authorized Signatory. Each step has a right-pointing arrow icon. Step 6 has a red box around it. Below the steps is a checkbox labeled "I read and reviewed all steps Information". A red circle with the number 1 is placed at the bottom center of the page. At the bottom are buttons for "Previous Step", "Save as Draft", and "Submit".

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



User Type: عربی English

Special Refunds

Business Visitor Refunds

Review

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](#) [Save as Draft](#) Submit

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



Acknowledgement

The screenshot shows the EmaraTax portal interface. At the top, there is a header with the Federal Tax Authority logo, user information (user02@yahoo.com), search bar, and various navigation and settings icons. Below the header, the page title is "Business visitor Refunds". A message "Application Submitted Successfully" is displayed, along with a summary of the submitted application details:

- Applicant's Name : NOORUL AZIM A
- Refund Application Number : BV2200000141
- Claim Period : Jan-2021 to Dec-2021
- Submission Date : 5 November 2022
- Requested VAT Claim Amount : AED 25,000.00

On the right side of the application summary, there are three small icons: a star, a green arrow pointing up, and a green arrow pointing down.

 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 Business Visitor refunds tile within the Special Refunds module.

The screenshot shows the EmaraTax portal interface. At the top, there is a header with the Federal Tax Authority logo, user information (user02@yahoo.com), search bar, and various navigation and settings icons. Below the header, the page title is "Business visitor Refunds". A message "What Next" is displayed, followed by a list of steps:

- Processing your application:
 - 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.
 - 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.
 - 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).
- 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.

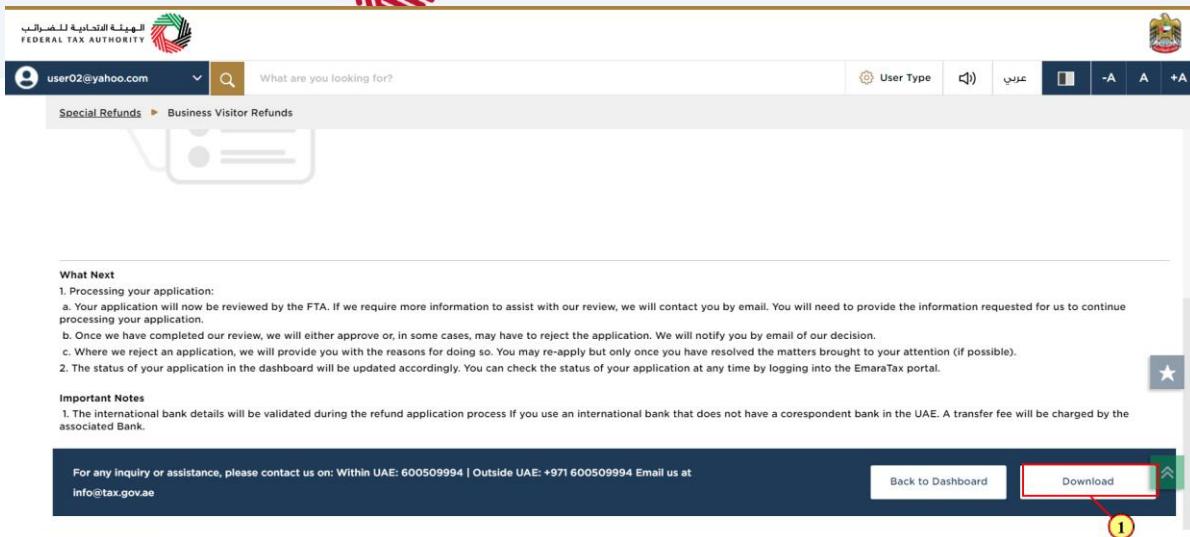
Important Notes

- 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

At the bottom right, there are two buttons: "Back to Dashboard" and "Download", with a red box highlighting the "Back to Dashboard" button. A small orange circle with the number "1" is positioned next to the "Back to Dashboard" button.

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, Business Visitor 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