



إمارات تاكس  
**EMARATAX**

## VAT 311 - Processing Direct Refund Claims - Update Bank Details - 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



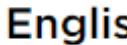
## Annexure Section

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"> <li>• Registered for VAT</li> <li>• Registered for Excise</li> <li>• Non-registered Taxpayer</li> <li>• Tax Group</li> <li>• Warehouse Keeper</li> <li>• Freight Forwarder/VAT Clearing Company (TINCO)</li> <li>• Excise Tax Clearing Company (TINCE)</li> </ul>
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
<b>In the Portal</b>	
 <b>User types</b>	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
 <b>English</b> 	This is used to toggle between the English and Arabic versions of the portal
 <b>-A A +A</b>	This is used to decrease, reset, and increase the screen resolution of the user interface of the portal
 <b>Manage Account</b>	This is used to manage the user profile details such as the Name, Registered Email address, Registered Mobile number, and password
 <b>Log Out</b>	This is used to log off from the portal
<b>In the Business Process application</b>	
<b>Previous Step</b>	This is used to go the Previous section of the Input Form
<b>Next Step</b>	This is used to go the Next section of the Input Form
<b>Save as Draft</b>	This is used to save the application as draft, so that it can be completed later
 <b>1</b>  <b>2</b>	This menu on the top gives an overview of the various sections within the. All the sections need to be completed in order to submit the application for review. The Current section is highlighted in Blue and the completed sections are highlighted in green with a check

The Federal Tax Authority offers a range of comprehensive and distinguished electronic services in order to provide the opportunity for taxpayers to benefit from these services in the best and simplest ways. To get more information on these services Click [Here](#)



## Table of contents

Document Control Information.....	2
Annexure Section.....	3
Navigating through EmaraTax .....	4
Table of contents .....	5
Introduction .....	6
EmaraTax Login Page .....	7
User type Selection.....	8
Taxable Person Home page.....	10
VAT Module.....	11
VAT 311 Refunds Dashboard.....	12
Instructions and Guidelines.....	14
Bank Details.....	16
Additional Details .....	23
Review and Declaration .....	24
VAT Module.....	27
VAT 311 Refunds Dashboard.....	28
Instructions and Guidelines.....	29
Bank Details.....	31
Acknowledgement.....	35
Correspondences.....	37



United Arab Emirates

## Introduction



United Arab Emirates

This manual is prepared to help the VAT Taxpayer to navigate through EmaraTax portal and update the bank details in a VAT 311 refund request.



## EmaraTax Login Page

The screenshot shows the EmaraTax Login Page. On the left, there's a sidebar with a 'New Here?' section and a 'Sign Up' button. The main area has two login options: 'Login with FTA account' (with fields for Email Address, Password, and Security Code) and 'Login with your Emirates ID' (using UAE PASS). Both sections include 'Forgot password?' links and security code entry fields.

- 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.



## User type Selection

What are you looking for?

User Type  عربی -A A +A

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

	<input type="checkbox"/>

Proceed

Step	Action
(1)	Click here to select the user type

What are you looking for?

User Type  عربی -A A +A

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

	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

Proceed

Step	Action
(1)	Select the Taxable Person tile



VAT Returns - VAT311

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

<input checked="" type="checkbox"/> Taxable Person	<input type="checkbox"/> Tax Agents	<input type="checkbox"/> Tax Agencies	<input type="checkbox"/> Special Refunds
<input type="checkbox"/> Proceed			

1

Step	Action
(1)	Click on 'Proceed' to proceed to the Taxable Person



## Taxable Person Home page

The screenshot shows the homepage of the Federal Tax Authority's Taxable Person system. At the top, there is a navigation bar with a user email (vatreturn@gmail.com), a search bar, and various settings. Below the header, a main content area displays a 'Create New Taxable Person Profile' button and a 'Taxable Person List'. A specific profile for 'Noorul Azim' is listed, with a red circle and the number '1' highlighting the 'View' button. At the bottom of the page, there are links for 'QUICK LINKS', 'OTHER LINKS', and 'FOLLOW US'.

Step	Action
(1)	Click here to view the Taxable Person dashboard

The screenshot shows the Taxable Person dashboard for 'Noorul Azim'. The left sidebar shows navigation options like HOME, NOORUL AZIM (selected), EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main content area displays 'Required Actions' (with a red box around the VAT section) and 'Most Used Services' (Value Added Tax Registration, VAT 311 Refunds, VAT Registration - Amend Application). Below this is a 'Registration Overview' section showing Value Added Tax (Active, TRN: 10063212670003), VAT Clearing Company - TINCO (Not registered), and Excise Tax (Not registered).

Step	Action
(1)	Click here to access the VAT module



## VAT Module

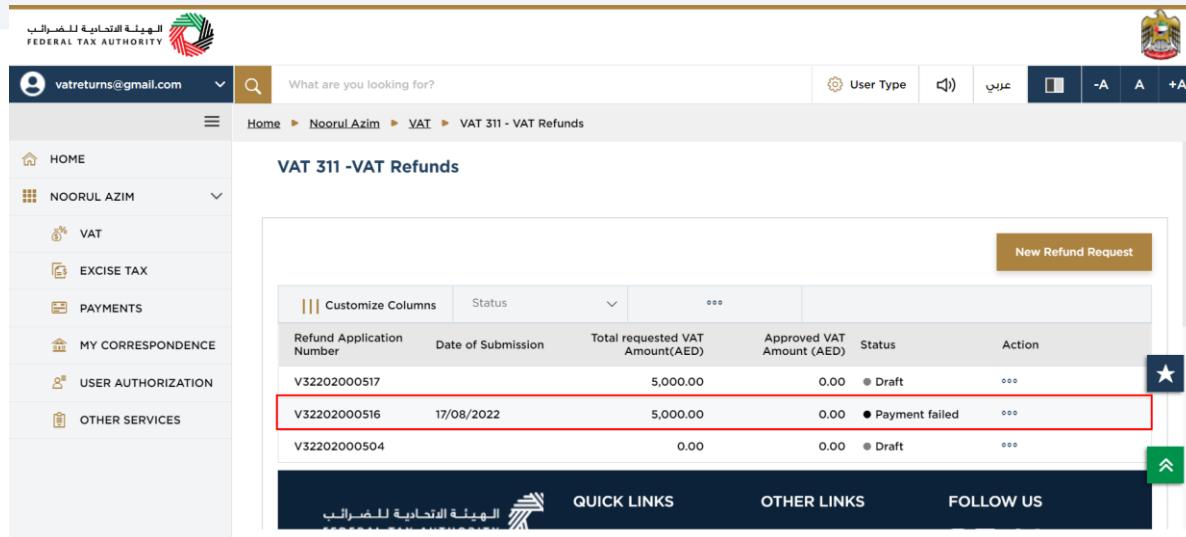
The screenshot shows the VAT Module interface. On the left, there's a sidebar with navigation links: HOME, NOORUL AZIM, VAT (which is selected and highlighted in gold), EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main content area has a search bar at the top. Below it, there are two sections: 'My Favorites' and 'Returns & Refunds'. Under 'Returns & Refunds', there are two cards: 'My Filings' (with 8 Not filed) and 'VAT 311' (with 2 Total Requests). The 'VAT 311' card contains buttons for 'View All' and 'Create New'. The 'Create New' button is highlighted with a red box and circled with a yellow circle containing the number 1.

Step	Action
(1)	Click here to create a new refund request

This screenshot is similar to the one above, showing the VAT Module interface. The sidebar and 'Returns & Refunds' section are identical. However, the 'View All' button under the 'VAT 311' card is highlighted with a red box and circled with a yellow circle containing the number 1.

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

## VAT 311 Refunds Dashboard



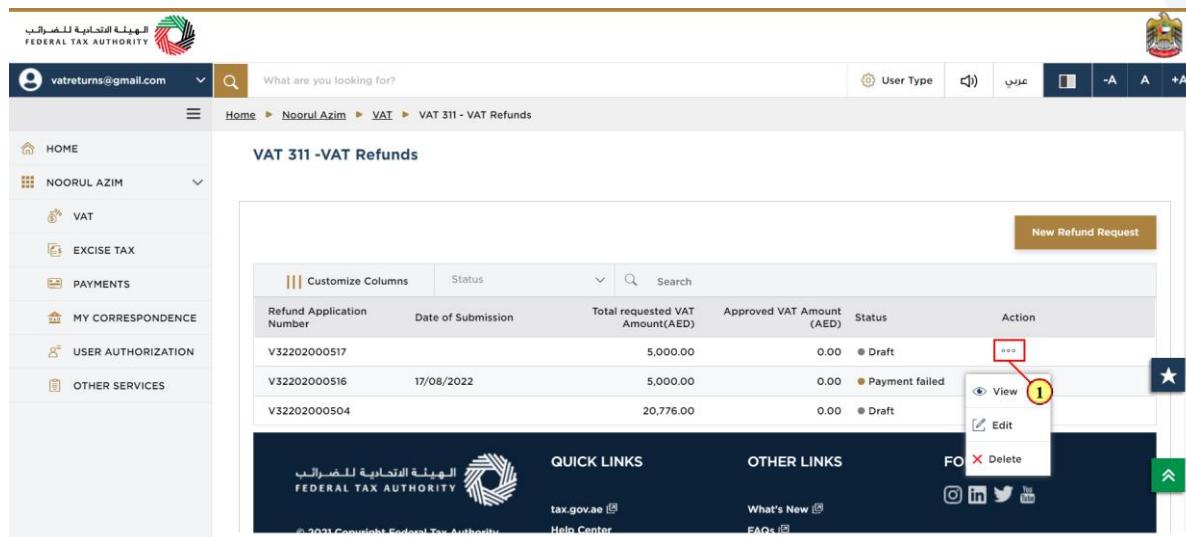
The screenshot shows the VAT 311 Refunds Dashboard. On the left, there's a sidebar with links like HOME, NOORUL AZIM, VAT, PAYMENTS, etc. The main area displays a table of refund requests:

Refund Application Number	Date of Submission	Total requested VAT Amount(AED)	Approved VAT Amount (AED)	Status	Action
V32202000517		5,000.00	0.00	Draft	...
V32202000516	17/08/2022	5,000.00	0.00	Payment failed	...
V32202000504		0.00	0.00	Draft	...

**New Refund Request** button is visible at the top right.



The payment processing to your bank account failed due to incorrect bank details provided in the refund request. The status of the respective application will be shown as 'Payment Failed'.



The screenshot shows the VAT 311 Refunds Dashboard with a context menu open over the row for V32202000516. The menu options are: View, Edit (highlighted with a red box and circled with a yellow number 1), and Delete.

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



vatreturns@gmail.com

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

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

### VAT 311 -VAT Refunds

New Refund Request

Refund Application Number	Date of Submission	Total requested VAT Amount(AED)	Approved VAT Amount (AED)	Status	Action
V32202000517		5,000.00	0.00	Draft	<span style="color: grey;">...</span>
V32202000516	17/08/2022	5,000.00	0.00	● Payment failed	<span style="color: grey;">...</span>
V32202000504		0.00	0.00	Draft	<span style="color: grey;">...</span>

الهيئة الاتحادية للضرائب

QUICK LINKS OTHER LINKS

View Edit Update Bank Details 1

Step	Action
(1)	Click here to update your bank details.



## Instructions and Guidelines

This screenshot shows the 'VAT Registration - Edit' page. At the top, there's a header with the Federal Tax Authority logo, user information (vatreturns@gmail.com), a search bar, and various navigation and settings icons. Below the header, the breadcrumb navigation shows: Home > Noorul Azim > VAT > VAT 311 - VAT Refunds > VAT Registration - Edit. The main content area is titled 'VAT Registration'. It includes sections for 'Required Templates' (NA), 'Service Details' (About the service, Eligibility Criteria), and 'Required documents' (Changes in Bank account details of the business, A bank Letter validating the bank account details for you). It also mentions 'Expected time to complete this application' (10 minutes) and 'Expected fees for this service' (Free of charge). A 'Back' button is at the bottom left, and a 'Start' button is at the bottom right.

 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 registration form

This screenshot shows the same 'VAT Registration - Edit' page as the previous one, but with a different focus. It highlights the 'Service Details' section, which includes 'About the service', 'Eligibility Criteria', 'Service steps', and 'FAQs'. Below these is a checkbox labeled 'I confirm that I have read the above instructions and guidelines'. A red box highlights the 'Back' button at the bottom left, and a yellow circle highlights the number '1' next to it. The 'Start' button is also visible at the bottom right.

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

**VAT Registration - Edit**

A bank Letter validating the bank account details for you.  
Note: The letter must be issued on the bank's letter head and stamped and must include information about your account details.  
Accepted file types are PDF, JPG, PNG and JPEG. The individual file size limit is 5MB.

**Service Details**

- About the service
- Eligibility Criteria
- Service steps
- FAQs

I confirm that I have read the above instructions and guidelines

**Start**

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

**VAT Registration - Edit**

A bank Letter validating the bank account details for you.  
Note: The letter must be issued on the bank's letter head and stamped and must include information about your account details.  
Accepted file types are PDF, JPG, PNG and JPEG. The individual file size limit is 5MB.

**Service Details**

- About the service
- Eligibility Criteria
- Service steps
- FAQs

I confirm that I have read the above instructions and guidelines

**Start**

Step	Action
(1)	Click on 'Start' to proceed to the VAT Registration form



## Bank Details

The screenshot shows the VAT Registration - Edit page. The top navigation bar includes the Federal Tax Authority logo, user information (vatreturns@gmail.com), search bar, user type selection, and language options (Arabic/English). The main content area is titled "VAT Registration - Edit" and shows three steps: 1. Bank Details, 2. Additional Details, and 3. Review and Declaration. Step 1 is currently active. The "Bank Details (Optional)" section contains fields for Country (dropdown) and IBAN (text input). To the right of these fields are "Enable Editing" and "Disable Editing" toggle switches, with "Enable Editing" being selected. A vertical sidebar on the right provides icons for information, star, and up/down arrows. At the bottom are "Previous Step", "Cancel", "Save as Draft", and "Next Step" buttons.

The Registrants should update the bank details in the VAT Registration form

This screenshot shows the same VAT Registration - Edit page as above, but with additional fields for Bank Name, Branch Name, Account Holder's Name, and Account number. The "Enable Editing" toggle switch is highlighted with a red box and a yellow circle containing the number 1. The rest of the interface is identical to the previous screenshot.

Step	Action
(1)	Select “Enable Editing”, to edit the bank details. Upon selection, the fields in the section will become editable.

Screenshot of the VAT Registration - Edit page showing the Bank Details (Optional) section. A red box highlights the 'Country' dropdown field. A yellow circle with the number '1' points to the 'Country' field.

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

Screenshot of the VAT Registration - Edit page showing the Bank Details (Optional) section. A red box highlights the 'Country' dropdown field. A yellow circle with the number '1' points to the 'IBAN' input field.

Step	Action
(1)	Select the country from the available options in the drop-down

Screenshot of the VAT Registration - Edit page showing the Bank Details (Optional) section. The IBAN field is highlighted with a red border and has a yellow circle with an 'i' icon above it, indicating it is a required field.

Step	Action
(1)	Enter International Bank Account Number (IBAN in UAE consist of 23 characters)

Screenshot of the VAT Registration - Edit page showing the Bank Details (Optional) section. The IBAN field is empty. Below it, there is a section for "Upload Copy of Bank Validation Letter" with a "Add" button and a "Drag files here" placeholder.

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

Screenshot of the VAT Registration - Edit page. The 'Branch Name' field is highlighted with a red box and circled with a yellow number '1'. The 'Account Holder's Name' field is also highlighted with a red box and circled with a yellow number '1'. The page includes fields for IBAN, Bank Name, Account number, and a file upload section for a Bank Validation Letter.

Step	Action
(1)	Enter the branch name

Screenshot of the VAT Registration - Edit page. The 'Account Holder's Name' field is highlighted with a red box and circled with a yellow number '1'. The 'Branch Name' field is also highlighted with a red box and circled with a yellow number '1'. The page includes fields for IBAN, Bank Name, Account number, and a file upload section for a Bank Validation Letter.

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

VAT Registration Application History > VAT Registration - Edit Application

### VAT Registration - Edit

IBAN: [REDACTED]

Bank Name: [REDACTED] Branch Name: [REDACTED]

Account Holder's Name: [REDACTED] Account number: [REDACTED]

Upload Copy of Bank Validation Letter

Add/View(1) Drag files here

Max file size: 15 MB Formats: PDF, DOC Max No. of Files: 3

**1**

Previous Step Cancel Save as Draft Next Step

Step	Action
(1)	Click on 'Add' button or drag & drop your files to upload a copy of Bank Validation Letter. On successful upload of document, the 'Add' button will be highlighted in green

VAT Registration - Edit

### VAT Registration - Edit

Bank Details (Optional)

Enable Editing  Disable Editing

Country: [REDACTED]

IBAN: [REDACTED]

Bank Name: [REDACTED] Branch Name: [REDACTED]

Account Holder's Name: [REDACTED] Account number: [REDACTED]

**1**

Previous Step Cancel Save as Draft Next Step

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

Screenshot of the VAT Registration - Edit page. The page shows optional bank details fields: Country (dropdown), IBAN (text input), Bank Name (text input), Branch Name (text input), Account Holder's Name (text input), and Account number (text input). There is an 'Enable Editing' toggle switch. Below the form are 'Previous Step', 'Cancel', 'Save as Draft' (highlighted with a yellow circle), and 'Next Step' buttons.

Step	Action
(1)	Click on 'Cancel' to cancel editing the VAT Registration form

Screenshot of the VAT Registration - Edit page. The page shows optional bank details fields: Country (dropdown), IBAN (text input), Bank Name (text input), Branch Name (text input), Account Holder's Name (text input), and Account number (text input). There is an 'Enable Editing' toggle switch. Below the form are 'Previous Step', 'Cancel', 'Save as Draft' (highlighted with a red border), and 'Next Step' buttons.

Step	Action
(1)	Click on 'Save as draft' to save the VAT Registration form as a draft



VAT Registration - Edit

Bank Details (Optional)

Country: [dropdown menu]  
IBAN: [text input]  
Bank Name: [text input]  
Branch Name: [text input]  
Account Holder's Name: [text input]  
Account number: [text input]

Enable Editing  Disable Editing

[Info](#) [Star](#) [Warning](#)

Previous Step [Cancel](#) [Save as Draft](#) [Next Step](#)

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



## Additional Details

VAT Registration - Edit

Bank Details      Additional Details      Review and Declaration

**Additional Details**

Do you intend to import goods or services?

Yes  No

Do you intend to export goods or services?

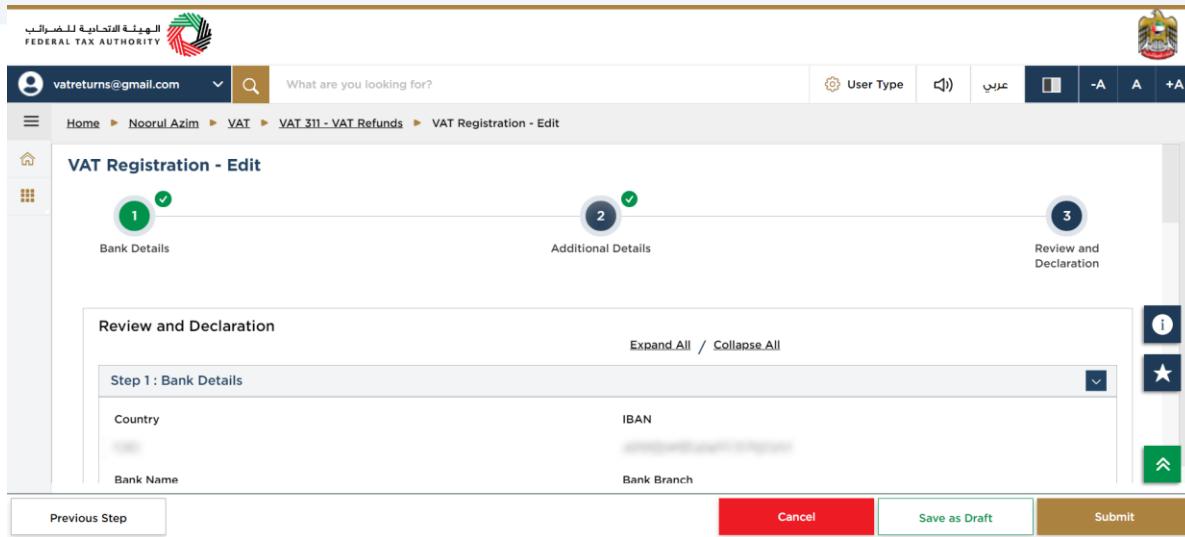
Enable Editing  Disable Editing

1      2      3

Previous Step      Next Step

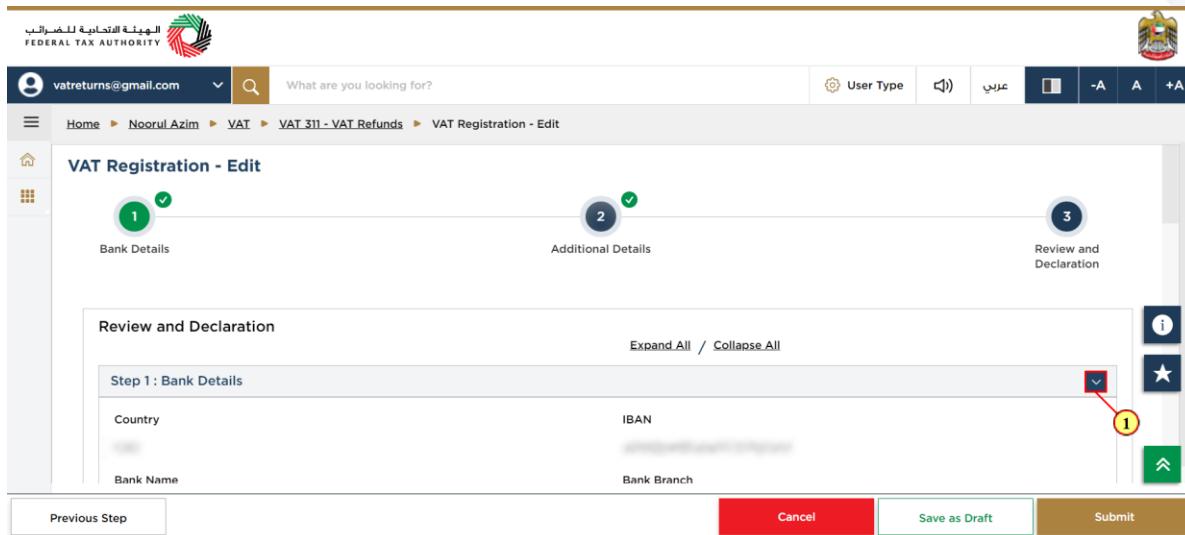
Step	Action
(1)	You can skip this section and click on 'Next step' to proceed to next section

## Review and Declaration



The screenshot shows the VAT Registration - Edit page. At the top, there are three circular progress indicators labeled 1, 2, and 3, each with a checkmark. Step 1 is 'Bank Details', Step 2 is 'Additional Details', and Step 3 is 'Review and Declaration'. Below these steps is a section titled 'Review and Declaration' with a sub-section 'Step 1: Bank Details'. This section contains fields for 'Country' (IBAN), 'Bank Name', and 'Bank Branch'. On the right side of the screen, there are several icons: a blue speech bubble with an 'i', a star, a green arrow pointing up, and a red drop-down arrow. At the bottom, there are buttons for 'Previous Step', 'Cancel', 'Save as Draft', and 'Submit'.

 This section displays a summary of all the sections. A view is provided to compare the previous bank details with the updated bank details.



This screenshot is identical to the one above, showing the VAT Registration - Edit page with three steps. The 'Review and Declaration' section is highlighted with a red circle around its red drop-down arrow icon. The other interface elements, including the blue speech bubble with an 'i', the star, the green arrow, and the bottom buttons, are also present.

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



Screenshot of the VAT Registration - Edit page showing the Review and Declaration step.

The page displays three steps: Bank Details (Step 1), Additional Details (Step 2), and Review and Declaration (Step 3). Step 1 and Step 2 are completed, indicated by green checkmarks. Step 3 is currently being reviewed.

**Review and Declaration**

**Step 1: Bank Details**

Country	IBAN	<input checked="" type="checkbox"/> <span style="color: red;">1</span>
Bank Name	Bank Branch	<span style="color: green;">▲</span>

**Buttons:** Previous Step, Cancel, Save as Draft, Submit

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

Screenshot of the VAT Registration - Edit page showing the Declaration step.

The page displays various declaration fields and a checkbox for declaration.

**Declaration**

First Name in English	First Name in Arabic	
Noorul	نورول	
Last Name in English	Last Name in Arabic	
Azim	عاصم	
Country Code	Mobile Number	Email
+971 ( United Arab Emirates )	987234567	VATRETURNS@GMAIL.COM
Submission Date	21/08/2022	
<input checked="" type="checkbox"/> I declare that all information provided is true , accurate and complete to the best of my knowledge and belief		

**Buttons:** Previous Step, 1, Cancel, Save as Draft, Submit

Step	Action
(1)	After carefully reviewing all of the information entered on the application, mark the checkbox to declare the correctness of the information provided in the application.

vatreturns@gmail.com

What are you looking for?

Home > Noorul Azim > VAT > VAT\_311 - VAT Refunds > VAT Registration - Edit

### VAT Registration - Edit

**Declaration**

First Name in English	Noorul	First Name in Arabic	نورول
Last Name in English	Azim	Last Name in Arabic	عاصم
Country Code	+971 ( United Arab Emirates )	Mobile Number	987234567
Email	VAT RETURNS@GMAIL.COM		
Submission Date	21/08/2022		

I declare that all information provided is true , accurate and complete to the best of my knowledge and belief 

Step	Action
(1)	Click on 'Submit' to submit the updated bank details

vatreturns@gmail.com

What are you looking for?

Home > Noorul Azim > VAT > VAT\_311 - VAT Refunds > VAT Registration - Edit

### VAT Registration - Edit

**Declaration**

First Name in English	Noorul	First Name in Arabic	نورول
Last Name in English	Azim	Last Name in Arabic	عاصم
Country Code	+971 ( United Arab Emirates )	Mobile Number	987234567
Email	VAT RETURNS@GMAIL.COM		
Submission Date	21/08/2022		

I declare that all information provided is true , accurate and complete to the best of my knowledge and belief 

	<ul style="list-style-type: none"> <li>After your application is submitted successfully, a Reference Number is generated for your submitted application. Note this reference number for future purposes.</li> <li>The edit application is automatically approved; the updated changes can be viewed in your registration.</li> <li>You can now return to the VAT 311 tile and select the refund application in which the bank details need to be updated.</li> </ul>
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## VAT Module

The screenshot shows the VAT Module interface. On the left, there's a sidebar with navigation links: HOME, NOOR AZIM, VAT (which is selected and highlighted in gold), EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main content area has a search bar at the top. Below it, there are sections for 'My Favorites' and 'Returns & Refunds'. Under 'Returns & Refunds', there are two main categories: 'My Filings' and 'VAT 311'. 'My Filings' shows 8 Not filed VAT Returns. 'VAT 311' shows 3 Total Requests. The 'View All' button under 'VAT 311' is highlighted with a red box and circled with a yellow circle containing the number 1.

Step	Action
(1)	Click here to view your refund request.



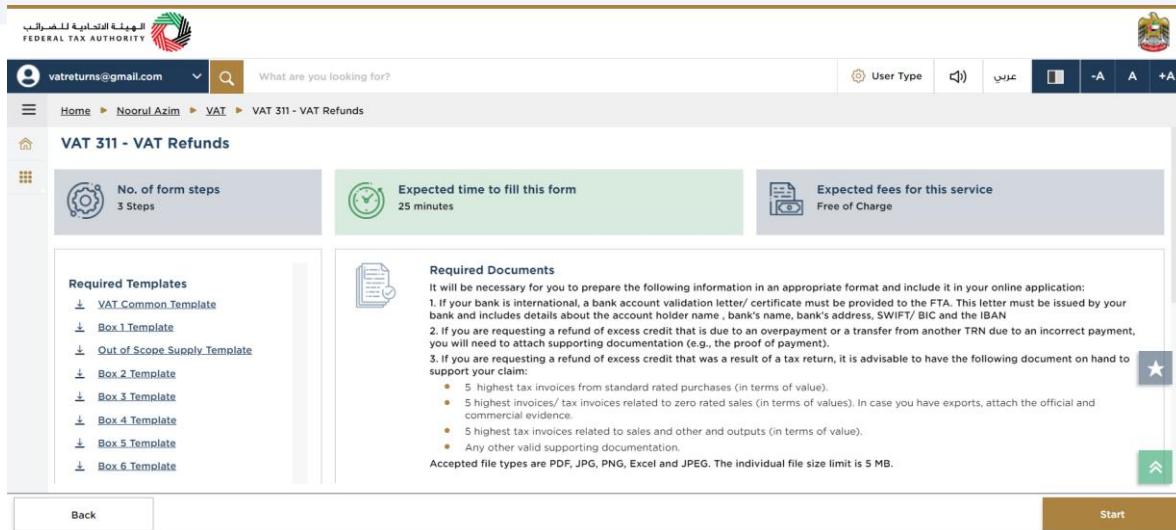
## VAT 311 Refunds Dashboard

Refund Application Number	Date of Submission	Total requested VAT Amount(AED)	Approved VAT Amount (AED)	Status	Action
V32202000517		5,000.00	0.00	Draft	...
V32202000516	17/08/2022	5,000.00	0.00	Payment failed	...
V32202000504		0.00	0.00	Draft	...

**Step 1:** Click on ellipsis to edit the refund request.

Step	Action
(1)	Click on ellipsis to edit the refund request.

## Instructions and Guidelines



**VAT 311 - VAT Refunds**

No. of form steps: 3 Steps

Expected time to fill this form: 25 minutes

Expected fees for this service: Free of Charge

**Required Templates:**

- VAT Common Template
- Box 1 Template
- Out of Scope Supply Template
- Box 2 Template
- Box 3 Template
- Box 4 Template
- Box 5 Template
- Box 6 Template

**Required Documents:**

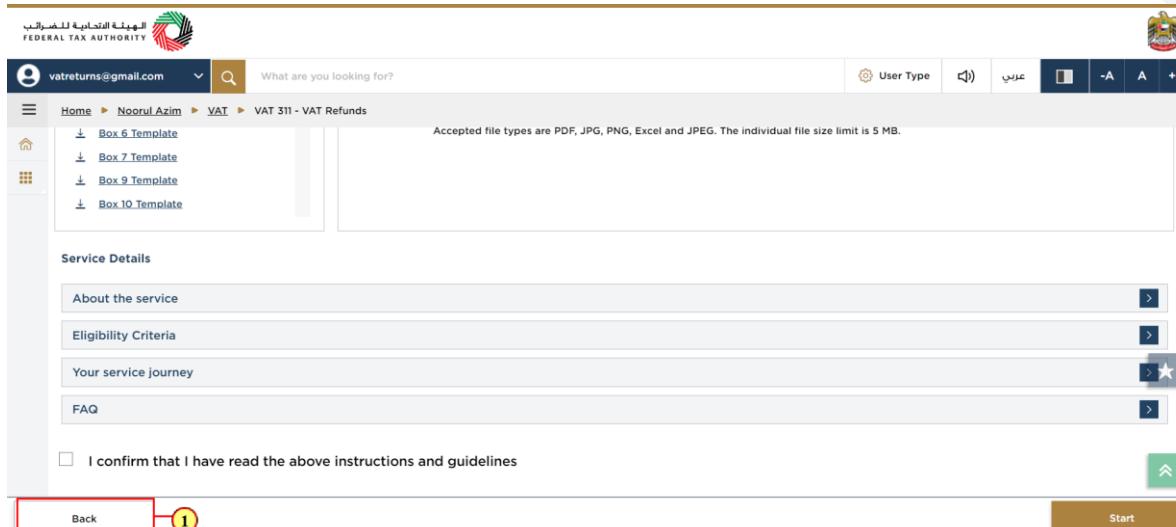
It will be necessary for you to prepare the following information in an appropriate format and include it in your online application:

- If your bank is international, a bank account validation letter/certificate must be provided to the FTA. This letter must be issued by your bank and includes details about the account holder name, bank's name, bank's address, SWIFT/ BIC and the IBAN
- If you are requesting a refund of excess credit that is due to an overpayment or a transfer from another TRN due to an incorrect payment, you will need to attach supporting documentation (e.g., the proof of payment).
- If you are requesting a refund of excess credit that was a result of a tax return, it is advisable to have the following document on hand to support your claim:
  - 5 highest tax invoices from standard rated purchases (in terms of value).
  - 5 highest invoices/ tax invoices related to zero rated sales (in terms of values). In case you have exports, attach the official and commercial evidence.
  - 5 highest tax invoices related to sales and other and outputs (in terms of value).
  - Any other valid supporting documentation.

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

**Back** **Start**

 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



**Service Details**

About the service

Eligibility Criteria

Your service journey

FAQ

I confirm that I have read the above instructions and guidelines

**Back** **Start**

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



vatreturns@gmail.com

What are you looking for?

User Type | Arabic | -A A +A

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

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

Box 6 Template  
Box 7 Template  
Box 9 Template  
Box 10 Template

**Service Details**

About the service  
Eligibility Criteria  
Your service journey  
FAQ

I confirm that I have read the above instructions and guidelines

Back Start

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

vatreturns@gmail.com

What are you looking for?

User Type | Arabic | -A A +A

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

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

Box 6 Template  
Box 7 Template  
Box 9 Template  
Box 10 Template

**Service Details**

About the service  
Eligibility Criteria  
Your service journey  
FAQ

I confirm that I have read the above instructions and guidelines

Back Start

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



## Bank Details

The screenshot shows the 'Applicant Details' section of the VAT 311 - VAT Refunds application. It includes fields for TRN (10063212670003), Legal name in English (NOORUL AZIM), and Legal name in Arabic (نور عظيم). A red box highlights the 'Officer Notes' section, which contains a link to 'View/Add.notes'. Below this are sections for 'Refund details', 'Banking Details', and 'Country'. At the bottom are buttons for 'Previous Step', 'Save and Back', and 'Next Step'.

This section displays the basic details of the registrant

The screenshot shows the 'Banking Details' section of the VAT 311 - VAT Refunds application. It includes fields for 'Country' (United Arab Emirates), 'IBAN' (redacted), 'Bank Name' (redacted), and 'Branch Name' (redacted). A red box highlights the 'Refresh Bank Details' button, which is circled with a yellow number '1'. Below this are buttons for 'Previous Step', 'Save and Back', and 'Next Step'.

Step	Action
(1)	Click 'Refresh Bank Details' to update the refund request with latest bank details available in VAT registration.



Screenshot of the VAT 311 - VAT Refunds form. The page shows fields for Refund details and Banking Details. The Banking Details section includes fields for Country, IBAN, Bank Name, and Branch Name. A sidebar on the right provides refresh, info, star, and up/down navigation buttons. Navigation links at the top include Home, Noorul Azim, VAT, VAT 311 - VAT Refunds.

**VAT 311 - VAT Refunds**

Refund details

Banking Details

Country: [redacted]

IBAN: [redacted]

Bank Name: [redacted] Branch Name: [redacted]

Refresh Bank Details

i ★ ⌂

Previous Step Save and Back Next Step

**Info:** You must ensure that your bank account details are reflected correctly from the VAT registration profile.

Screenshot of the VAT 311 - VAT Refunds form. The page shows fields for Refund details and Banking Details. The Banking Details section includes fields for Country, IBAN, Bank Name, Branch Name, Account Holder's Name, and Account Number. A sidebar on the right provides refresh, info, star, and up/down navigation buttons. Navigation links at the top include Home, Noorul Azim, VAT, VAT 311 - VAT Refunds.

**VAT 311 - VAT Refunds**

Country: [redacted]

IBAN: [redacted]

Bank Name: [redacted] Branch Name: [redacted]

Account Holder's Name: [redacted] Account Number: [redacted]

Previous Step Save and Back Next Step

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

Screenshot of the Federal Tax Authority VAT Refund application interface:

**Summary of selected Transactions**

Total Amount of Excess Refundable Tax (AED)	460,780.42	The VAT amount you wish to have refunded(AED)	5,000.00
Remaining Amount of Eligible Excess Refundable VAT (AED)	455,780.42	<span style="color: blue;">i</span> <span style="color: blue;">★</span> <span style="color: green;">▲</span>	

**Additional Supporting Documents**

Upload any additional supporting document [View Additional Supporting Document](#)

Buttons at the bottom: Previous Step, **1 Save and Back**, Next Step

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

Screenshot of the Federal Tax Authority VAT Refund application interface (same as above, but with a red circle around the 'Next Step' button):

**Summary of selected Transactions**

Total Amount of Excess Refundable Tax (AED)	460,780.42	The VAT amount you wish to have refunded(AED)	5,000.00
Remaining Amount of Eligible Excess Refundable VAT (AED)	455,780.42	<span style="color: blue;">i</span> <span style="color: blue;">★</span> <span style="color: green;">▲</span>	

**Additional Supporting Documents**

Upload any additional supporting document [View Additional Supporting Document](#)

Buttons at the bottom: Previous Step, **1 Cancel**, **Next Step**

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



vatreturns@gmail.com

What are you looking for?
User Type
Arabic

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

### VAT 311 - VAT Refunds

Country Code

Phone Number

Email ID

Date of Submission

1

I hereby declare the below:

I agree to submit additional documentary proof support the VAT refund claim if requested by the FTA  
 I agree to pay back my amount wrongfully obtained  
 I declare that all information provided by me is true, accurate and as per best of my knowledge

Previous Step
Save as Draft
Submit

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



## Acknowledgement

The screenshot shows a successful VAT refund application submission. The page title is "VAT 311 - VAT Refunds". The message "Application Submitted Successfully" is displayed. The applicant's name is NOORUL AZIM, and the refund application number is V32202000517. The submitted date is 7 November 2022, and the requested VAT claim amount is AED 5,000.00.

 You have successfully submitted the refund request.  
Make a note of the application number for future reference. You can also access this refund request from the VAT 311 tile within the VAT tax 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.
- 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

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

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



FEDERAL TAX AUTHORITY

What are you looking for?

User Type | Arabic | -A | A | +A

vatreturns@gmail.com | VAT 311 - VAT Refunds

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

**What Next**

1. 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).

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



إمارات تاكس  
EMARATAX

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

- Application submission acknowledgment
- Application rejection notification, if the applicant does not submit the bank details within 15 days

Thank you