



إمارات تاكس
EMARATAX

Clearence Certificate - User Manual

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Document Control Information

Document Version Control

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Annexure

The below are the list of User manuals that you can refer to

S. No	User Manual Name	Description
1	Register as Online User	This manual is prepared to help you navigate through the Federal Tax Authority (FTA) website and create an EmaraTax account with the FTA.
2	Manage online user profile	This manual is prepared to provide you an understanding on Login process, user types, forgot password and modify online user profile functionalities.
3	User Authorisation	This manual is prepared to provide you an understanding on Account Admin, Online User, and Taxable Person account definitions and functionalities.
4	Taxable person dashboard	This manual is prepared to help the following 'Taxable person' users to navigate through their dashboard in the Federal Tax Authority (FTA) EmaraTax Portal: <ul style="list-style-type: none"> • Registered for VAT • Registered for Excise • Non-registered Taxpayer • Tax Group • Warehouse Keeper • Freight Forwarder/VAT Clearing Company (TINCO) • Excise Tax Clearing Company (TINCE)
5	Link TRN to email address	This manual is prepared to help you navigate through the Federal Tax Authority (FTA) website to Link TRN to New Email Address.



Navigating through EmaraTax

The Following Tabs and Buttons are available to help you navigate through this process

Button	Description
In the Portal	
User types	This is used to toggle between various personas within the user profile such as Taxable Person, Tax Agent, Tax Agency, Legal Representative etc
	This is used to enable the Text to Speech feature of the portal
English	This is used to toggle between the English and Arabic versions of the portal
-A A +A	This is used to decrease, reset, and increase the screen resolution of the user interface of the portal
Manage Account	This is used to manage the user profile details such as the Name, Registered Email address, Registered Mobile number, and password
Log Out	This is used to log off from the portal
In the Business Process application	
Previous Step	This is used to go the Previous section of the Input Form
Next Step	This is used to go the Next section of the Input Form
Save as Draft	This is used to save the application as draft, so that it can be completed later
1 2	This menu on the top gives an overview of the various sections within the application. All the sections need to be completed in order to submit the application for review. The Current section is highlighted in Blue and the completed sections are highlighted in green with a checkmark.

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



United Arab Emirates

Clearance Certificate

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Introduction



This manual is prepared to help a non-registered or deregistered business to navigate through the Federal Tax Authority EmaraTax portal and request for a clearance certificate from FTA. The below details are required while requesting a clearance certificate:

- Trade license details
- Financial statements
- Turnover details include taxable supplies and taxable expenses.



Login to EmaraTax

- 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.



Other Services

The screenshot shows the 'Create New Taxable Person Profile' page. On the left, there's a sidebar with 'HOME', 'OTHER SERVICES' (highlighted with a red circle and the number 1), and 'MY CORRESPONDENCE'. The main content area displays a 'Taxable Person List' with three entries: 'Company2', 'Company A', and 'Company B'. Each entry has a 'View' button. Below the list, there's a footer with links like 'tax.gov.ae', 'Help Center', 'Glossary', 'Sitemap', 'OTHER LINKS' (What's New, FAQs, Contact Us, Complaints and Inquiries), 'FOLLOW US' (social media icons), and 'Customer Charter'.

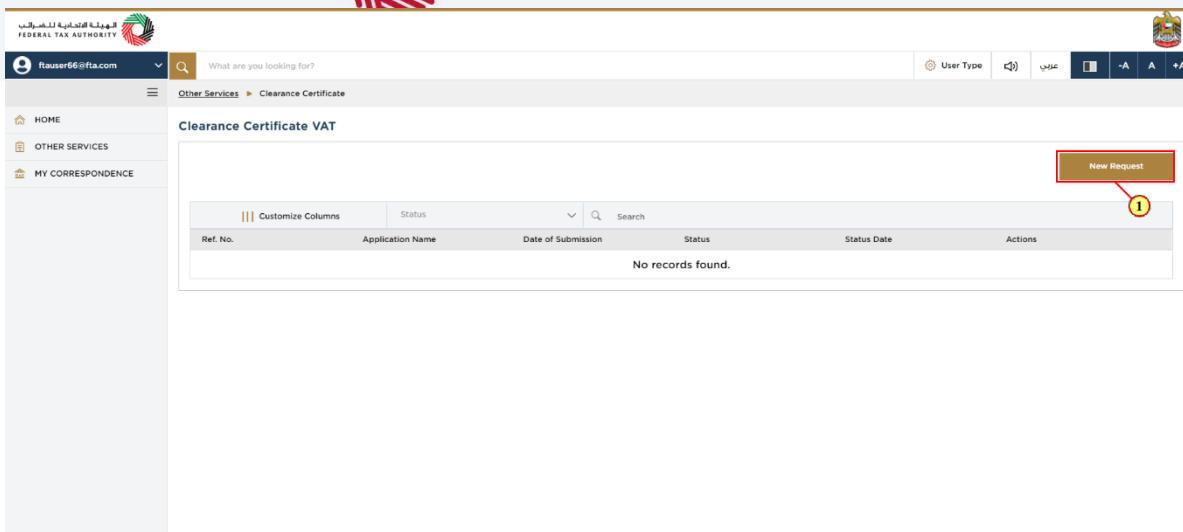
Step	Action
(1)	In order to access the Clearance Certificate service, select 'Other Services' from the left-hand side panel.



Initiate Clearance certificate

Screenshot of the Federal Tax Authority (FTA) website interface showing the 'Other Services' section. The 'Clearance Certificate' tile is highlighted with a red box and a circled '1'.

Step	Action
(1)	Go to Clearance certificate tile. Click 'View All' to initiate the clearance certificate application.



The screenshot shows the FTA's digital platform. In the top left, there's a user profile icon and the email address ftauser66@fta.com. The top navigation bar includes a search bar with placeholder text "What are you looking for?", a "User Type" dropdown, and language selection buttons for English and Arabic. Below the header, a sidebar on the left lists "HOME", "OTHER SERVICES", and "MY CORRESPONDENCE". The main content area is titled "Clearance Certificate VAT". At the top of this section, there are buttons for "Customize Columns", "Status", and a search bar. The main table has columns for "Ref. No.", "Application Name", "Date of Submission", "Status", "Status Date", and "Actions". A message at the bottom of the table says "No records found." A prominent red box highlights the "New Request" button in the top right corner of the table area.

Step	Action
(1)	A new page with the existing list of clearance certificate requests. You are requested to click "New Request" on the top right corner to initiate a new service.



Guidelines and Instructions

The screenshot shows the 'Clearance Certificate' guidelines page on the UAE Federal Tax Authority website. Key sections include:

- Tutorial Materials:** Includes links to a 'Video Tutorial' and a 'Download User Manual'.
- Required Templates:** Includes links to 'Taxable supplies - Turnover declaration template', 'Taxable expenses - Turnover declaration template', and 'Turnover declaration letter form'.
- Service Details:** Includes links to 'About the service', 'Eligibility Criteria', 'Service steps', and 'FAQs'.
- Required Documents:** A list of required documents: 'Valid Trade Licence / Business Licence'. Accepted file types are PDF, JPG, Word, Excel, PNG and JPEG. The individual file size limit is 5 MB.
- Checklist:** A list of requirements: 'I confirm that I have read the above instructions and guidelines'.

	<p>The 'guidelines and instructions' page is designed to help you understand certain important requirements relating to Clearance Certificate in the UAE. It also provides guidance on what information you should have in hand when you are completing the Clearance Certificate application.</p>
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Screenshot of the Federal Tax Authority website showing the Clearance Certificate application process.

The page displays:

- Header:** Federal Tax Authority logo, search bar, and user interface options.
- Breadcrumbs:** Other Services > Clearance Certificate.
- Section Headers:** Clearance Certificate, No. of form sections (2 sections), Expected time to complete this application (45 minutes), and Expected fees for this service (Free of charge).
- Tutorial Materials:** Watch Video Tutorial and Download User Manual.
- Required Templates:** Taxable supplies - Turnover declaration template, Taxable expenses - Turnover declaration template, and Turnover declaration letter form.
- Required Documents:** Valid Trade Licence / Business Licence.
- Service Details:** About the service, Eligibility Criteria, Service steps, and FAQs.
- Instruction Box:** A red box highlights the checkbox "I confirm that I have read the above instructions and guidelines". A circled '1' points to this box.
- Action Buttons:** Back, Start, and a Print icon.

Step	Action
(1)	<ul style="list-style-type: none"> A screen will appear with guidelines and instructions. Read the guidelines and instructions for requesting the clearance certificate and mark the checkbox to confirm.



Screenshot of the Federal Tax Authority website showing the 'Clearance Certificate' service page.

The page includes the following sections:

- Header:** Shows the logo, navigation bar with 'Other Services' and 'Clearance Certificate', and user settings.
- Section Headers:** 'Clearance Certificate', 'No. of form sections (2 sections)', 'Expected time to complete this application (45 minutes)', and 'Expected fees for this service (Free of charge)'.
- Tutorial Materials:** Includes links to 'Watch Video Tutorial' and 'Download User Manual'.
- Required Templates:** Includes links to 'Taxable supplies - Turnover declaration template', 'Taxable expenses - Turnover declaration template', and 'Turnover declaration letter form'.
- Required Documents:** States that a 'Valid Trade Licence / Business Licence' is required, accepted file types are PDF, JPEG, Word, Excel, PNG and JPEG, and the individual file size limit is 5 MB.
- Service Details:** Includes links to 'About the service', 'Eligibility Criteria', 'Service steps', and 'FAQs'.
- Confirmation:** A checkbox for 'I confirm that I have read the above instructions and guidelines'.
- Action Buttons:** 'Back' and 'Start' (highlighted with a red circle).

Step	Action
(1)	Click 'Start' to initiate the Clearance Certificate application.



Clearance Certificate Application

The screenshot shows the 'Clearance Certificate' application page. At the top left is the Federal Tax Authority logo. To the right is the UAE coat of arms and the text 'United Arab Emirates'. The main title 'Clearance Certificate Application' is centered at the top. Below it is a sub-header 'Clearance Certificate'. The form contains several input fields: 'Trade License Number' (highlighted with a red box and circled '1'), 'License Issuing Authority' (dropdown), 'License Issue Date' (text input), 'Legal Name in English' (text input), 'Trade Name in English' (text input), 'Upload copy of trade license' (file upload field), 'Expiry Date' (text input), 'Legal Name in Arabic' (text input), 'Trade Name in Arabic' (text input), 'Upload scanned copy of financial statement from the issue date till today' (file upload field), 'Reason for Clearance Certificate' (text input), 'Additional Comments' (text input), and two more file upload fields for declaration letters. At the bottom are 'Previous Step', 'Save as Draft' (green button), and 'Next Step' (brown button).

Step	Action
(1)	<ul style="list-style-type: none"> Select the trade license from the list. EmaraTax will pre-populate the information associated with Trade License Number selected. If you are unable to find the trade license in the list, you will be required to enter all the details manually. In order to enter details manually, select the option as 'Others'.



FederalTax.com

What are you looking for?

Other Services ▾ Clearance Certificate

Clearance Certificate

1

2 Review & Declaration

Clearance Certificate

Trade License Number: Other

License Issuing Authority:

License Issue Date: DD/MM/YYYY

Legal Name in English:

Trade Name in English:

Upload copy of Trade License: Max file size: 10 MB | Add | Drag files here | Formats: PDF, DOC | Max No. of files: 3

Trade License Number:

Expiry Date: DD/MM/YYYY

Legal Name in Arabic:

Trade Name in Arabic:

Upload scanned copy of financial statement from the issue date till today: Max file size: 10 MB | Add | Drag files here | Formats: PDF, DOC | Max No. of files: 3

Reason for Clearance Certificate:

Additional Comments: Max 10000 characters

Please download the template and then upload it after filling taxable supplies details as mentioned in the template

Previous Step | Save as Draft | Next Step

	<ul style="list-style-type: none"> The trade licenses in your deregistered accounts (VAT, Excise, Warehouse Keeper, Tax Agency) that are linked to your EmaraTax online profile will be displayed in the 'Trade license' drop down list. You are requested to ensure that the documents submitted, supports the information entered by you in the application. This would help to avoid any rejection or resubmission of the application later.
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Taxable supplies and Expenses

Please download the template and then upload it after filling taxable supplies details as mentioned in the template

[Download Template](#) Taxable Supplies.xlsx (last updated 23.01.2021)

[Clear Table](#)

Taxable Supplies - Last 12 months (as per e-CTS system)

Month	Amount(AED)	Cumulative(AED)
Jan 2022	0.00	0.00
Feb 2022	0.00	0.00
Mar 2022	0.00	0.00
Apr 2022	0.00	0.00
May 2022	0.00	0.00

Total taxable supplies from trade license issue date

Taxable Supplies for the next 30 days

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

Step	Action
(1)	<ul style="list-style-type: none"> Download the Excel Template, enter the Taxable Supplies and Expenses details and upload. The details provided in the excel template will get populated on the screen. OR Enter the Taxable Supplies and Expenses directly in the page. The figure must only be reported in UAE Dirhams (AED).



Screenshot of the Federal Tax Authority website showing the 'Clearance Certificate' section. The page includes a search bar, user settings, and a 'Clearance Certificate' form. The form contains fields for 'Taxable Expenses' from Jan 2022 to May 2022, with a total of 0.00 AED. Buttons for 'Save as Draft' and 'Next Step' are visible at the bottom right.

Step	Action
(1)	Click 'Next Step' to save and proceed to the next section. .



Review and Declaration

FEDERAL TAX AUTHORITY

What are you looking for?

User Type | -A A +A

[Other Services](#) ▶ Clearance Certificate

Clearance Certificate

Declaration

First Name in English	fta	Last Name in English	user
First Name in Arabic	انشائية التجارة الحرة	Last Name in Arabic	انشائية التجارة الحرة
Country Code	+971 (United Arab Emirates)	Permanent Phone Number	987654321
Date of Submission	12/07/2022	Email ID	ftauser66@fta.com

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

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



This section will help to make sure that you have completed the Clearance Certificate application correctly and ensured that all the necessary documents to support your application are uploaded". You are requested to review and submit the application formally.



FEDERAL TAX AUTHORITY

What are you looking for?

User Type: عربی

Other Services > Clearance Certificate

Clearance Certificate

Declaration

First Name in English	Last Name in English
fta	user
First Name in Arabic	Last Name in Arabic
انشغالة التجاررة الحرة	انشغالة التجاررة الحرة
Country Code	Permanent Phone Number
+971 (United Arab Emirates)	987654321
Email ID	Date of Submission
ftauser66@fta.com	12/07/2022

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

Previous Step Save as Draft Submit

1 (1)

Step	Action
(1)	<ul style="list-style-type: none"> 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 Click 'Submit' to submit the application to FTA



Post Application Submission

The screenshot shows a user interface for submitting a clearance certificate application. At the top, there's a navigation bar with links for 'Home', 'User Access', and 'Clearance Certificate'. Below that is a search bar with placeholder text 'What are you looking for?'. The main area is titled 'Clearance Certificate' and displays a message 'Application submitted successfully'. It includes a table with three rows of data: 'Name' (Re: test), 'Reference Number' (200000000015), and 'Submitted Date' (12 July 2022). To the left of the message, there's a graphic of two overlapping documents with a checkmark icon. At the bottom, there's a section titled 'Important Notes' with a list of bullet points about application status and penalties. Buttons for 'Back to Dashboard' and 'Download' are at the very bottom.

After your application is submitted successfully, a Reference Number is generated for your submitted application. Note this reference number for future communication with FTA.

What's next?

- Once the application is submitted, the FTA shall approve, reject or resubmit and notify the Taxable Person accordingly.
- If the FTA requires any further details from you in order to assist with the verification of your application, you will receive an email notification setting out the information required from you.
- Once the FTA confirms acceptance of your application, you will be notified on the decision and provided with the clearance certificate.
- The status of your application in the dashboard will be updated accordingly. You may check your application status in the dashboard from time to time.
- Read the "What Next" and "Important Notes".



Application submitted successfully

On Review

Name : Hala Alvi
Reference Number : 200000000193
Submitted Date : 12 July 2022

What Next:

- Once your application is submitted, the PTS shall assess, reject or request the applicant accordingly within 30 business days.
- If the PTS requires any further details from you in order to pass with the verification of your application, you will receive an SMS/Email notification setting out the information required from you.
- Once the PTS confirms acceptance of your application, you will be notified on the details via email/SMS to your email address/mobile number registered with PTS.
- The status of your application in the dashboard will be updated accordingly. You may check your application status in the dashboard three to four times.

Important Note:

* Applicant (Taxable Person) may be liable for late registration administrative penalty if PTS determines that the Taxable Person failed to register for VAT on time. The PTS may charge the applicant a late registration administrative penalty of AED 10,000 if the applicant fails to submit the application within 30 calendar days of being required to register.

For any queries please contact us on [www.vat.ae](#) or contact us directly at our call center number 123456789 or email [vat@ptss.ae](#)

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

Step	Action
(1)	<ul style="list-style-type: none">Click 'Download' to download a pdf copy of the acknowledgement screen.Click 'Back to Dashboard' to navigate back to the Tax Agent dashboard.



Correspondences

Taxpayer receives the following correspondences:

- Application submission acknowledgment.
- Application approval or rejection notification.



Thank you