



إمارات تاكس
EMARATAX

Delink escalation request to the FTA - User Manual

Date: Oct 2022

Version 1.0.0.0

Private and Confidential

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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

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](#)



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Introduction



This manual is prepared to help a Taxpayer or registered Tax Agent or a Tax Agency (first party) to submit an escalation request to the FTA to have their EmaraTax account delinked from a Tax Agency or a Tax Agent or a Taxpayer (second party) if the first party's delink request was not accepted by the second party.

FTA will review the escalation request and approve or reject or request additional information. If FTA approves the request, the first party's EmaraTax account will be delinked from the second party.

This training manual has separate sections explaining the steps to be followed by a Taxpayer, Tax Agent and Tax Agency to submit a delink escalation request to the FTA.



Submission of Delink escalation request by Tax Agent to the FTA:

This section explains the steps to be followed by a Tax Agent to submit a delink escalation request to the FTA to delink their EmaraTax account from the Tax Agency they are linked to.



Submission of delink escalation request by Tax Agent to the FTA

Login as Tax Agent

The screenshot shows the FTA's e-Services login interface. At the top, there's a question 'Are you an existing e-Services user?' with a link to reset the password. Below it, there are two main login sections:

- Login with your E-mail:** This section includes fields for Email Address (fta_test2@tax.gov.ae), Password, and a CAPTCHA input (73766). It also has links for 'Forgot password?' and 'Enter Security Code'.
- Login with your Emirates ID:** This section is for UAE Pass users, stating 'UAE Pass provides single trusted digital identity solution for service providers'. It features a 'Login With UAE PASS' button and the UAE PASS logo.

At the bottom of the page, there are footer links for 'QUICK LINKS' (tax.gov.ae, Help Center, Glossary) and 'OTHER LINKS' (What's New, FAQs, Contact Us). The 'OUR LOCATION' section provides address details for Abu Dhabi and Dubai, along with contact information (info@tax.gov.ae).

- 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.



Are you an existing e-Services user?

We have made some major enhancements to the way our systems work. If you already have an account with the FTA but are using the new system for the first time
[Please reset your password here](#)

Don't have an Account?

If you do not already have an account with the FTA please [signup here](#)

[Sign Up](#)

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

Login with your E-mail

Email Address:

Password:

[Forgot password?](#)

Enter Security Code:

[Login](#)

Login with your Emirates ID

UAE Pass provides single trusted digital identity solution for service providers

UAE PASS

[Login With UAE PASS](#)

QUICK LINKS

- [tax.gov.ae](#)
- [Help Center](#)
- [Glossary](#)

OTHER LINKS

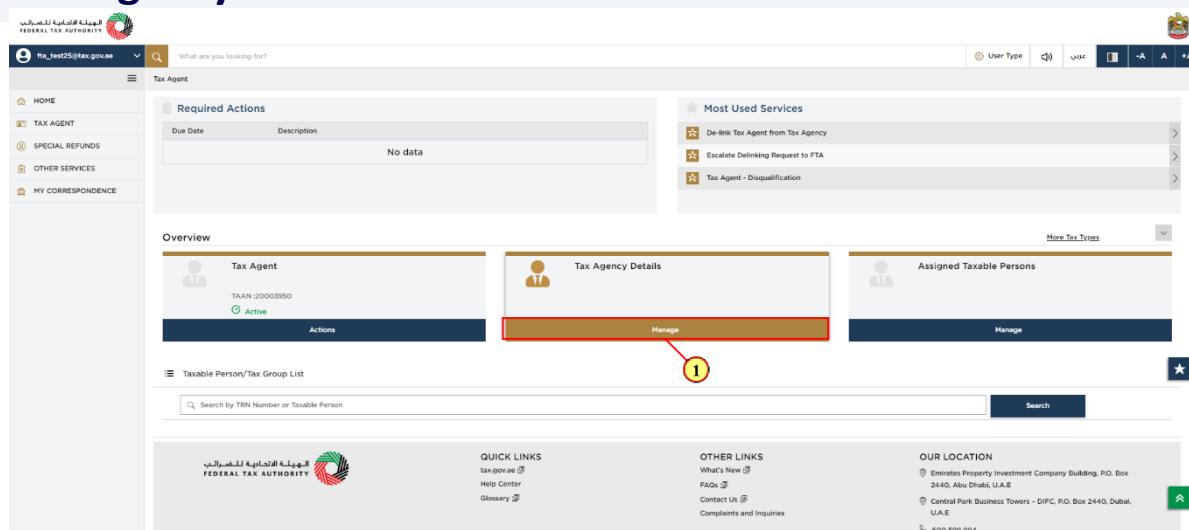
- [What's New](#)
- [FAQs](#)
- [Contact Us](#)

OUR LOCATION

- [Emirates Property Investment Company Building, P.O. Box 2440, Abu Dhabi, U.A.E](#)
- [Central Park Business Towers - DIFC, P.O. Box 2440, Dubai, U.A.E](#)
- [Contact Us](#)
- [info@tax.gov.ae](#)

	<p>Login as a Tax Agent to submit an “escalation request” to FTA with necessary supporting documents.</p>
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Tax Agency Details Tile



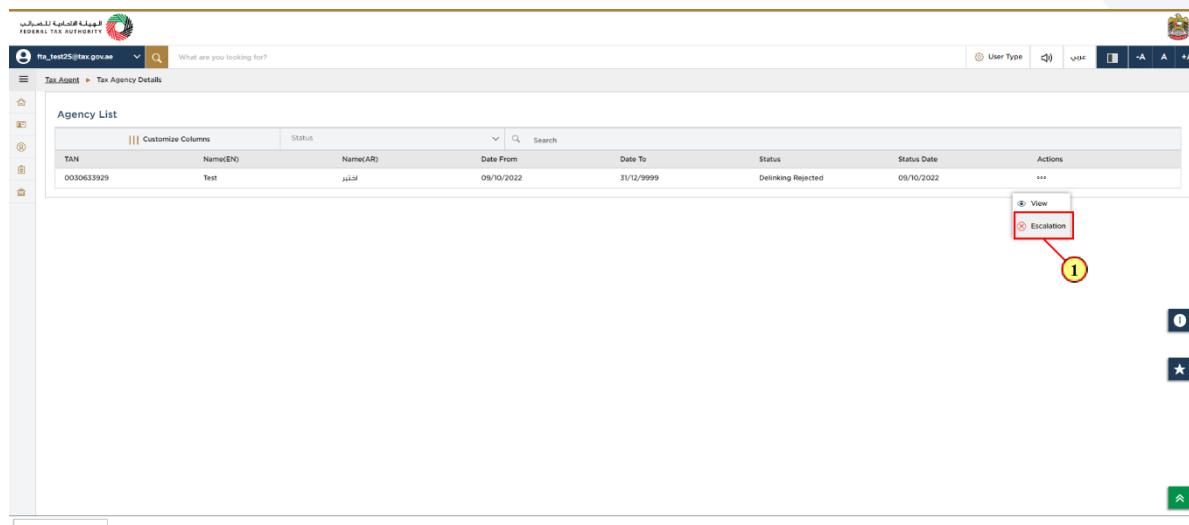
The screenshot shows the Tax Agency Details Tile page. The 'Tax Agency' section displays the following information:

- Tax Agent:** TAAN 200003950, Active
- Actions:** Manage (highlighted with a red circle labeled '1')

Other sections visible include:

- Required Actions:** Due Date: Description: No data
- Most Used Services:**
 - De-link Tax Agent from Tax Agency
 - Escalate Delinking Request to FTA
 - Tax Agent - Disqualification
- Overview:** Taxable Person/Tax Group List (Search by TRN Number or Taxable Person)
- Footer:** FEDERAL TAX AUTHORITY logo, QUICK LINKS (tax.gov.ae, Help Center, Glossary), OTHER LINKS (What's New, FAQs, Contact Us, Complaints and Inquiries), OUR LOCATION (Emirates Property Investment Company Building, P.O. Box 2440, Abu Dhabi, U.A.E), and a phone number 600 599 994.

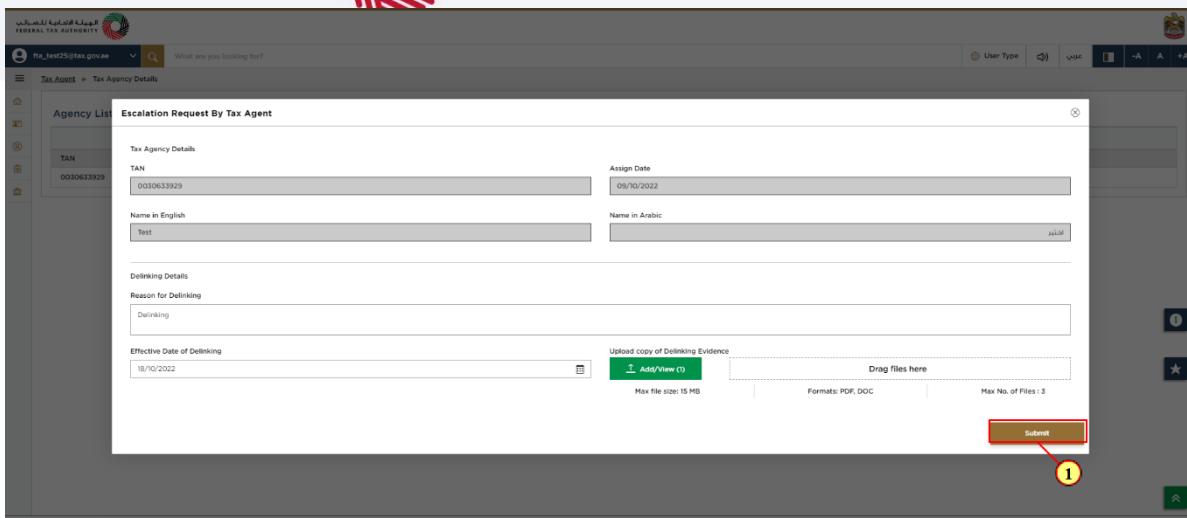
Step	Action
(1)	Click 'Manage' on the Tax Agency Details tile.



The screenshot shows the Tax Agency List page. The table displays the following information:

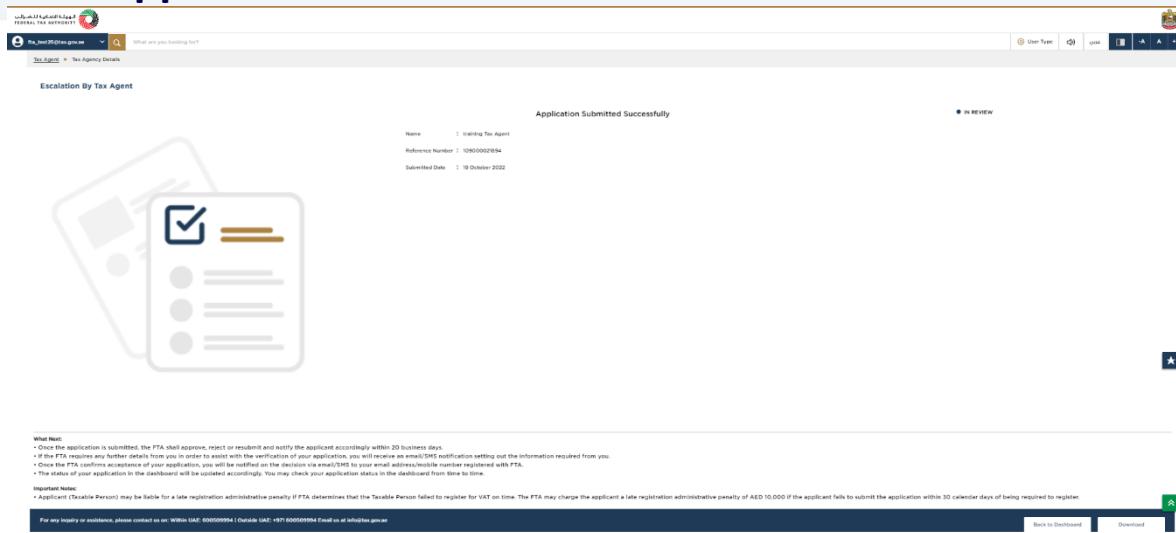
TAN	Name(EN)	Name(AR)	Date From	Date To	Status	Status Date	Actions
0030633929	Test	عبد	09/10/2022	31/12/9999	Delinking Rejected	09/10/2022	View Escalation (highlighted with a red circle labeled '1')

Step	Action
(1)	<ul style="list-style-type: none"> Click 'Actions' against the delink request that is rejected by the Tax Agency. Click 'Escalation' to initiate the escalation application.



Step	Action
(1)	<ul style="list-style-type: none"> Enter the reason for delinking, effective date of delinking and upload the copy of delinking evidence. Click 'Submit' to submit the application to FTA.

Post Application Submission



The screenshot shows a computer interface for the Federal Tax Authority (FTA) website. At the top, there's a navigation bar with the FTA logo and a search bar. Below the header, a main content area displays a success message: "Application Submitted Successfully". It includes fields for Name (Inland Tax Agent), Reference Number (10900002894), and Submitted Date (18 October 2022). To the right, a status indicator says "IN REVIEW". A large graphic of a checklist with a checkmark is overlaid on the left side of the main content. At the bottom, there's a "What Next?" section with bullet points and an "Important Notes" section. A footer at the very bottom contains contact information and links for "Back to Dashboard" and "Download".

-  • After your application is submitted successfully, a Reference Number is generated for your submitted application. Note this reference number for future purposes.
- FTA will review the application and if required request for additional information from the Tax Agent. After completing the review, FTA shall approve or reject the Tax Agent's escalation request. If FTA approves the escalation request, the Tax Agent will be delinked from the Tax Agency. If FTA rejects the escalation request, Tax Agent will not be delinked from the Tax Agency.
- Read the "What Next" and "Important Notes".



The screenshot shows a computer interface for the Federal Tax Authority (FTA) website. The top navigation bar includes links for 'FTA Home', 'Log In', 'Search', and 'What are you looking for?'. The main content area is titled 'Escalation By Tax Agent' and displays a success message: 'Application Submitted Successfully' with a status of 'IN REVIEW'. Below this, it shows application details: Name - Training Tax Agent, Reference Number - 109000001884, and Submitted Date - 18 October 2022. A large graphic icon on the left depicts a checklist and a document. At the bottom, there is a note about late registration penalties and contact information, followed by two buttons: 'Back to Dashboard' and 'Download' (circled with a yellow '1').

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



Tax Agent will receive the following correspondences when they submit the escalation request to FTA:

Escalation request submission acknowledgement.

Escalation request additional information or approval or rejection by FTA.



Submission of Delink escalation request by Tax Agency to the FTA (Delink from Tax Agent):

This section explains the steps to be followed by a Tax Agency to submit a delink escalation request to the FTA to delink their EmaraTax account from the Tax Agent they are linked to.



Submission of Delink escalation request by Tax Agency to the FTA (Delink from Tax Agent): Login as Tax Agency

Are you an existing e-Services user?

We have made some major enhancements to the way our systems work. If you already have an account with the FTA but are using the new system for the first time
[Please reset your password here](#)

Don't have an Account?
If you do not already have an account with the FTA please [signup here](#)

Sign Up

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

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

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

OUR LOCATION
[Emirates Property Investment Company Building, P.O. Box 2440, Abu Dhabi, U.A.E](#)
[Central Park Business Towers - DIFC, P.O. Box 2440, Dubai, U.A.E](#)
[Contact Us](#)
[info@tax.gov.ae](#)

 Login as a Tax Agency to submit an “escalation request” to FTA with necessary supporting documents.



Tax Agent Management Tile

The screenshot shows the homepage of the Federal Tax Authority's digital platform. On the left, there's a sidebar with links for 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The main area has a search bar at the top. Below it, there's a section for 'Required Actions' which says 'No data'. To the right, there's a 'Most Used Services' section with three items: 'Tax Agency - De-Registration', 'De-link Tax Agent from Tax Agency', and 'Link a Tax Agent to Tax Agency'. The central part of the screen is titled 'Overview' and contains three cards: 'Tax Agency Details' (TAN 30633929, Active), 'Tax Agent Management' (highlighted with a red box and a yellow circle labeled '1'), and 'Taxable Person Management'. Below these cards is a 'My Reports' section. At the bottom, there are 'QUICK LINKS' (tax.gov.ae, Help Center, Glossary), 'OTHER LINKS' (What's New, FAQs, Contact Us, Complaints and Inquiries), and 'OUR LOCATION' (Emirates Property Investment Company Building, P.O. Box 2440, Abu Dhabi, U.A.E.). Logos for ITCI and UAE are also present.

Step	Action
(1)	Click 'Manage' on the Tax Agent Management tile.

The screenshot shows the 'Agent List' page. At the top, there's a search bar and a 'Customize Columns' dropdown. The main area displays a table of agents with columns for TAAN, Emirates ID, Email ID, Name(EN), Name(AR), Date From, Date To, Status, Status Date, and Actions. One row in the table is highlighted with a red box and a yellow circle labeled '1'. The 'Actions' column for this row contains two buttons: 'View' and 'Escalation'. The 'Escalation' button is also highlighted with a red box and a yellow circle labeled '1'. At the bottom of the table, there are navigation buttons for 'Back', 'Next', 'First', 'Last', 'Go', and a page size selector.

Step	Action
(1)	<ul style="list-style-type: none"> Click 'Actions' against the delink request that is rejected by the Tax Agent. Click 'Escalation' to initiate the escalation application.



Escalation Request By Tax Agency

Agent List	TAAN	Assign Date
	00200003950	04/11/2022
	00200003504	
	00200003018	
	00200003598	
	00200003018	

Tax Agent Details

TAAN: 00200003950 Assign Date: 04/11/2022

Name in English: training Tax Agent Name in Arabic: تدريب الممثل

Delinking Details

Reason for Delinking: Delinking

Effective Date of Delinking: 04/11/2022

Upload copy of Delinking Evidence: Max file size: 10 MB Formats: PDF, DOC Max No. of Files: 5

Drag files here

Submit

Step	Action
(1)	<ul style="list-style-type: none"> Enter the reason for delinking, effective date of delinking and upload the copy of delinking evidence. Click 'Submit' to submit the application to FTA.



Post Application Submission

Application Submitted Successfully

IN REVIEW

Name : ABC Agency Co
Reference Number : 109000002369
Submitted Date : 4 November 2022

What Next:

- Once the application is submitted, the FTA shall approve, reject or escalate accordingly within 20 business days.
- If the FTA requires any further details from you in order to assist with the verification of your application, you will receive an email/SMS notification setting out the information required from you.
- Once the PTA confirms acceptance of your application, you will be notified on the decision via email/SMS to your email address/mobile number registered with PTA.
- 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.

Important Notes:

- Applicant (Debtive Person) may be liable for a late registration administrative penalty if PTA determines that the Taxable Person failed to register for VAT on time. The PTA 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 inquiry or assistance, please contact us on: Within UAE: +0505099564 | Outside UAE: +971 0505099564 Email us at info@tae.gov.ae

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

- i
 - After your application is submitted successfully, a Reference Number is generated for your submitted application. Note this reference number for future purposes.
 - FTA will review the application and if required request for additional information from the Tax Agency. After completing the review, FTA shall approve or reject the Tax Agency's escalation request. If FTA approves the escalation request, the Tax Agent will be delinked from the Tax Agency. If FTA rejects the escalation request, Tax Agent will not be delinked from the Tax Agency.
 - Read the "What Next" and "Important Notes".



[federaltax.ae](#) what are you looking for?

User Type: [User Management](#)

Tax Agency [Tax Agent Management](#)

Escalation By Tax Agency

Application Submitted Successfully

● IN REVIEW

Name: ABC Agency Co
Reference Number: 109800000369
Submitted Date: 4 November 2022

What Next:

- Once the application is submitted, the PTA shall approve, reject or resubmit and notify the applicant accordingly within 20 business days.
- If the PTA requires any further details from you in order to assist with the verification of your application, you will receive an email/SMS notification setting out the information required from you.
- Once the PTA confirms acceptance of your application, you will be notified on the decision via email/SMS to your email address/mobile number registered with PTA.
- 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.

Important Note:

Applicant (Taxable Person) may be liable for a late registration administrative penalty if PTA determines that the Taxable Person failed to register for VAT on time. The PTA 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 inquiry or assistance, please contact us on: Within UAE: 00000999 | Outside UAE: +971 00000999 Email us at [info@fta.gov.ae](#)

[Back to Dashboard](#) [Download](#) 1

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 Agency dashboard.



Correspondences

Tax Agency will receive the following correspondences when they submit the escalation request to FTA:

Escalation request submission acknowledgement.

Escalation request additional information or approval or rejection by FTA.



Submission of Delink escalation request by Tax Agency to the FTA (Delink from Taxable Person):

This section explains the steps to be followed by a Tax Agency to submit a delink escalation request to the FTA to delink their EmaraTax account from the Taxable Person they are linked to.



Submission of Delink escalation request by Tax Agency to the FTA (Delink from Taxable Person):

Login as Tax Agency

The screenshot shows the FTA login interface. At the top, there's a question 'Are you an existing e-Services user?' with a link to reset the password. Below it, there are two main login sections:

- Login with your E-mail:** This section includes fields for Email Address (containing 'training_taxagency@abc.com'), Password, and a CAPTCHA field with the code '614187'. A 'Login' button is at the bottom.
- Login with your Emirates ID:** This section is for UAE PASS users, stating 'UAE Pass provides single trusted digital identity solution for service providers'. It features a 'Login With UAE PASS' button.

On the left side of the page, there are sections for 'Don't have an Account?' (with a 'Sign Up' button) and 'Got any question on the new system? Read the FAQs'. At the bottom, there are links for 'QUICK LINKS' (tax.govae, Help Center, Glossary), 'OTHER LINKS' (What's New, FAQs, Contact Us), and 'OUR LOCATION' (Emirates Property Investment Company Building, Abu Dhabi, UAE; Central Park Business Towers - DIFC, Dubai, UAE). The FTA logo is also present at the bottom left.

	<p>Login as a Tax Agency to submit an “escalation request” to FTA with necessary supporting documents.</p>
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Taxable Person Management Tile

The screenshot shows the homepage of the Federal Tax Authority's digital platform. On the right side, there is a section titled 'Taxable Person Management' with a 'Manage' button. This button is highlighted with a red rectangular box and a yellow circle containing the number '1', indicating it is the first step.

Step	Action
(1)	Click 'Manage' on the Taxable Person Management tile.

The screenshot shows the 'Taxable Person Management' list page. It displays a table of taxable persons with columns for Email ID, Name (English), Name (Arabic), Assign Date, Status, Delink/Reject Date, and Escalation. One row shows an email ID with a status of 'Delinking Rejected' and an 'Escalation' link. This 'Escalation' link is highlighted with a red rectangular box and a yellow circle containing the number '1', indicating it is the second step.

Step	Action
(1)	<ul style="list-style-type: none"> Click 'Actions' against the delink request that is rejected by the Taxable Person. Click 'Escalation' to initiate the escalation application.



The screenshot shows the 'Escalation Request By Tax Agency' page. It includes fields for Taxable Person Details (TRN: 1006359887, Assign Date: 04/11/2022), Name in English (HALA Khan) and Name in Arabic (هالة خان), and a Reason for Delinking field (Delinking). There is also an Effective Date of Delinking (04/11/2022) and a file upload section for evidence. The 'Submit' button at the bottom right is highlighted.

Step	Action
(1)	<ul style="list-style-type: none"> Enter the reason for delinking, effective date of delinking and upload the copy of delinking evidence. Click 'Submit' to submit the application to FTA.



Post Application Submission

The screenshot shows a web-based application submission interface. At the top, there's a navigation bar with links like 'Investing', 'Taxable Person Management', 'Tax Agency', and 'Escalate Delinking Request to FTA'. Below the navigation is a search bar with placeholder text 'What are you looking for?'. The main content area displays a success message: 'Application Submitted Successfully' with a timestamp '4 November 2022'. It also shows the reference number '109000002280'. A large graphic icon on the left depicts a checklist and a document. At the bottom, there are sections for 'What Next?' and 'Important Notes', both of which are currently empty. There are also 'Back to Dashboard' and 'Download' buttons.

-  • After your application is submitted successfully, a Reference Number is generated for your submitted application. Note this reference number for future purposes.
- FTA will review the application and if required request for additional information from the Tax Agency. After completing the review, FTA shall approve or reject the Tax Agency's escalation request. If FTA approves the escalation request, the Taxable Person will be delinked from the Tax Agency. If FTA rejects the escalation request, Taxable Person will not be delinked from the Tax Agency.
- Read the "What Next" and "Important Notes".



Screenshot of the FTA Tax Agency portal showing the submission of an Escalate Delinking Request.

The application has been submitted successfully and is currently in review.

What Next:

- Once the application is submitted, the FTA will review and notify you accordingly within 20 business days.
- If the FTA requires any further details from you in order to assist with the verification of your application, you will receive an email/SMS notification setting out the information required from you.
- Once the FTA confirms acceptance of your application, you will be notified on the decision via email/SMS to your email address/mobile number registered with FTA.
- 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.

Important Notes:

- Applicants (Taxable Person) may be liable for a late registration administrative penalty if FTA determines that the Taxable Person failed to register for VAT on time. The FTA may charge the applicant a late registration administrative penalty of AED 10,000 if the applicant fails to submit the application within 20 calendar days of being required to register.

For any query or assistance, please contact us on: Within UAE +971 600009994 | Outside UAE +971 600009994 Email us at info@fta.gov.ae

Actions:

- (1) Click 'Download' to download a pdf copy of the acknowledgement screen.
- Click 'Back to Dashboard' to navigate back to the Tax Agency dashboard.



Correspondences



Tax Agency will receive the following correspondences when they submit the escalation request to FTA:

Escalation request submission acknowledgement.

Escalation request additional information or approval or rejection by FTA.

Submission of Delink escalation request by Taxable Person to the FTA (Delink from Tax Agency):

This section explains the steps to be followed by a Taxable person to submit a delink escalation request to the FTA to delink their EmaraTax account from the Tax Agency they are linked to.



Submission of Delink escalation request by Taxable Person to the FTA (Delink from Tax Agency):

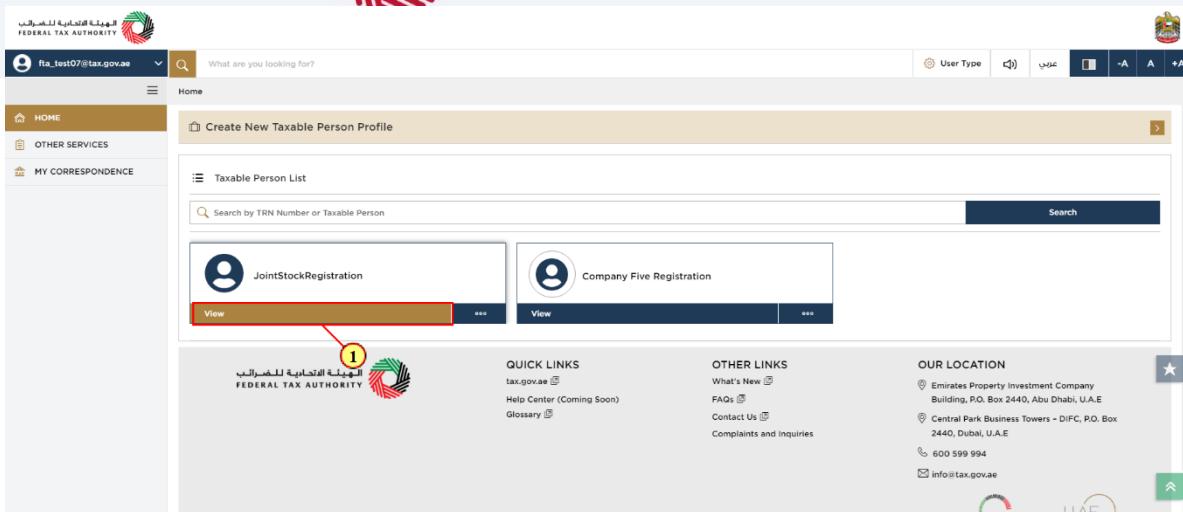
Login as Taxable Person

The screenshot shows the FTA login interface. At the top, there's a question 'Are you an existing e-Services user?' with a checked checkbox. Below it, a message says 'We have made some major enhancements to the way our systems work. If you already have an account with the FTA but are using the new system for the first time'. A link 'Please reset your password here' is provided. The main area has two login sections:

- Login with your E-mail:** Fields for Email Address (with placeholder 'training_taxagency@abc.com') and Password (with placeholder '*****'). Below these is a 'Forgot password?' section with a 'Enter Security Code' field containing '014187' and a 'Get Code' button.
- Login with your Emirates ID:** A section titled 'UAE Pass provides single trusted digital identity solution for service providers'. It features the UAE PASS logo and a 'Login With UAE PASS' button.

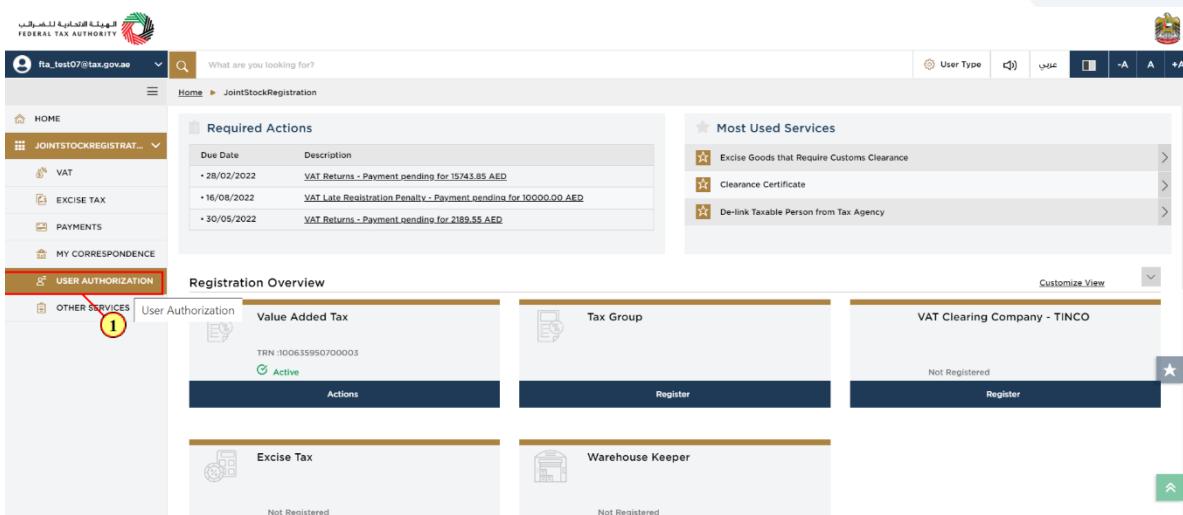
At the bottom of the page, there are links for 'Don't have an Account?', 'Sign Up', 'Got any question on the new system? Read the FAQs', and the FTA logo.

	<p>Login as a Taxable Person to submit an “escalation request” to FTA with necessary supporting documents.</p>
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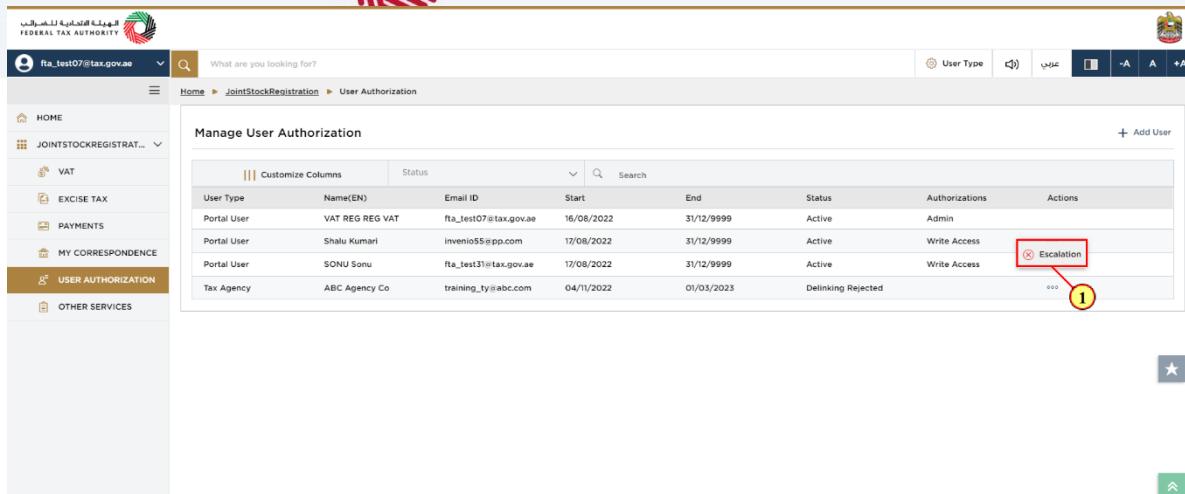
The screenshot shows the 'Create New Taxable Person Profile' page. In the center, there is a 'Taxable Person List' section with two tiles: 'JointStockRegistration' and 'Company Five Registration'. The 'JointStockRegistration' tile is highlighted with a red box and has a yellow circle with the number '1' above it. Below the tiles, there is a footer with links to 'QUICK LINKS' (tax.gov.ae, Help Center, Glossary), 'OTHER LINKS' (What's New, FAQs, Contact Us, Complaints and inquiries), and 'OUR LOCATION' (Emirates Property Investment Company Building, Central Park Business Towers - DIFC). Logos for TAWASUL and UAE are also present.

Step	Action
(1)	Click 'View' to open the Taxable Person tile.



The screenshot shows the 'JointStockRegistration' profile page. On the left, there is a sidebar with 'JOINTSTOCKREGISTRAT...' expanded, showing 'VAT', 'EXCISE TAX', 'PAYMENTS', and 'MY CORRESPONDENCE'. Below this, there is a 'USER AUTHORIZATION' tab with a yellow circle containing the number '1'. The main content area includes sections for 'Required Actions' (listing VAT returns and late registration penalties), 'Registration Overview' (Value Added Tax, Tax Group, VAT Clearing Company - TINCO, Excise Tax, Warehouse Keeper), and 'Most Used Services' (Excise Goods that Require Customs Clearance, Clearance Certificate, De-link Taxable Person from Tax Agency). A 'Customize View' button is located at the bottom right.

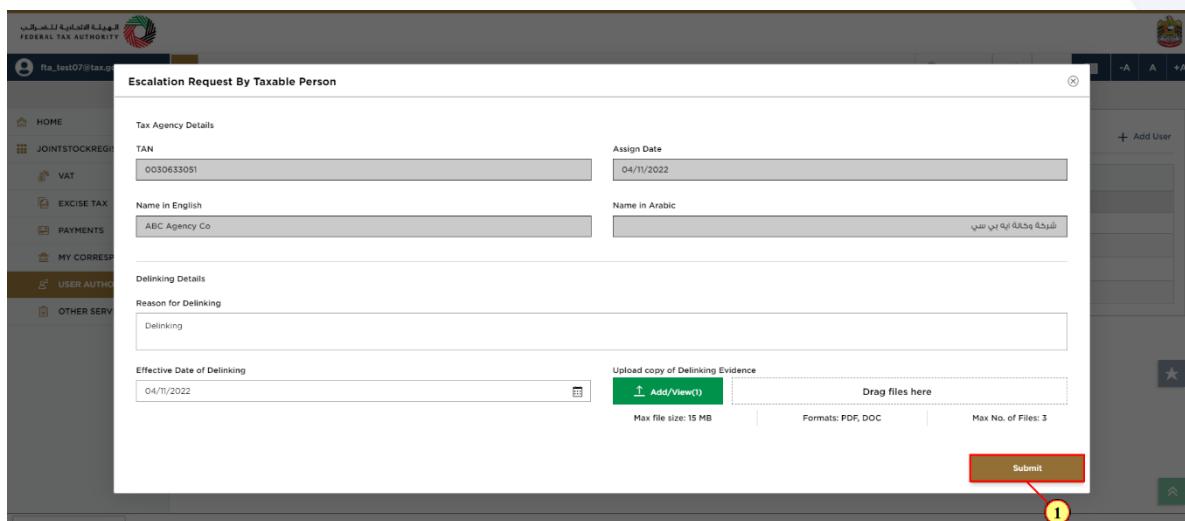
Step	Action
(1)	Click 'USER AUTHORIZATION'.



Manage User Authorization

User Type	Name(EN)	Email ID	Start	End	Status	Authorizations	Actions
Portal User	VAT REG REG VAT	fta_test07@tax.gov.ae	16/08/2022	31/12/9999	Active	Admin	
Portal User	Shalu Kumari	invenio55@pp.com	17/08/2022	31/12/9999	Active	Write Access	
Portal User	SONU Sonu	fta_test13@tax.gov.ae	17/08/2022	31/12/9999	Active	Write Access	
Tax Agency	ABC Agency Co	training_ty@abc.com	04/11/2022	01/05/2023	Delinking Rejected		 Escalation

Step	Action
(1)	<ul style="list-style-type: none"> Click 'Actions' against the delink request that is rejected by the Tax Agency. Click 'Escalation' to initiate the escalation application.



Escalation Request By Taxable Person

TAX Agency Details

TAN	0030633051	Assign Date	04/11/2022
Name In English	ABC Agency Co	Name in Arabic	شركة ABC لخدمات الضريبة

Delinking Details

Reason for Delinking: Delinking

Effective Date of Delinking: 04/11/2022

Upload copy of Delinking Evidence:

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

Submit

Step	Action
(1)	<ul style="list-style-type: none"> Enter the reason for delinking, effective date of delinking and upload the copy of delinking evidence. Click 'Submit' to submit the application to FTA.



Post Application Submission

The screenshot shows a web-based application submission interface. At the top, there's a navigation bar with links like 'Home', 'Log In', 'Help', and 'Contact Us'. Below the navigation is a search bar with placeholder text 'What are you looking for?'. The main content area displays a success message: 'Application Submitted Successfully' with a timestamp '4 November 2022'. It also shows the reference number '1090000022371'. A large graphic icon on the left depicts a checklist and a document. At the bottom, there's a section titled 'What Next?' with bullet points about application status and what to expect from FTA. There are also 'Important Notes' and contact information.

-  • After your application is submitted successfully, a Reference Number is generated for your submitted application. Note this reference number for future purposes.
- FTA will review the application and if required request for additional information from the Taxable Person. After completing the review, FTA shall approve or reject the Taxable Person's escalation request. If FTA approves the escalation request, the Taxable Person will be delinked from the Tax Agency. If FTA rejects the escalation request, Taxable Person will not be delinked from the Tax Agency.
- Read the "What Next" and "Important Notes".



Screenshot of the FTA website showing the submission of an escalation request. The page displays a success message: "Application Submitted Successfully". It includes fields for Name (I. Mousa), Reference Number (1090000002297), and Submitted Date (4 November 2022). A status indicator shows "IN REVIEW". Below the message, there is a section titled "What Next?" with instructions:

- Once the application is submitted, the FTA will review and notify the applicant accordingly within 20 business days.
- If the FTA requires any further details from you in order to assist with the verification of your application, you will receive an email/SMS notification setting out the information required from you.
- Once the FTA confirms acceptance of your application, you will be notified on the decision via email/SMS to your email address/mobile number registered with FTA.
- 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.

Important Notes:

- Applicants (Taxable Person) may be liable for a late registration administrative penalty if FTA determines that the Taxable Person failed to register for VAT on time. The FTA may charge the applicant a late registration administrative penalty of AED 10,000 if the applicant fails to submit the application within 20 calendar days of being required to register.

At the bottom right of the screen, there are two buttons: "Back to Dashboard" and "Download". The "Download" button is circled with a yellow circle containing the number "1".

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



Correspondences



Taxable Person will receive the following correspondences when they submit the escalation request to FTA:

Escalation request submission acknowledgement.

Escalation request additional information or approval or rejection by FTA.



Thank you