



إمارات تاكس  
EMARATAX

## Complaints User Manual

Date: Oct 2022

Version 1.0

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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"> <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> عربي	This is used to toggle between the English and Arabic versions of the portal
	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
	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](#)



## COMPLAINTS v1.0

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## Introduction



This manual is prepared to help a registered or a non-registered person to navigate through the EmaraTax portal to express their regret or annoyance on any of the existing FTA business functionalities or specific functionality in the form of a complaint.

Log In

# Login to EmaraTax

الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY

Welcome to the new e-CTS

**Login**  
Welcome to the Federal Tax Authority

**New Here?**  
If you are not registered, please signup here.  
[Sign Up](#)

**Login with FTA account**

Email Address  
training1@abc.com

Password  
\*\*\*\*\*

[Forgot password?](#)

Enter Security Code  
416642

[Login](#)

**Login with your Emirates ID**

UAE Pass provides single trusted digital identity solution for service providers

الهوية الرقمية  
UAE PASS

[Login With UAE PASS](#)

You can login into the EmaraTax account using your login credentials or using UAE Pass. If you do not have a 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 e-mail 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 e-mail and mobile number to successfully login.

If you wish to login via UAE Pass, you will be re-directed to UAE Pass.

On successful UAE Pass login, you will be re-directed back to the EmaraTax online user dashboard.

الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY

training1@abc.com

What are you looking for?

User Type عربي

HOME

OTHER SERVICES

MY CORRESPONDENCE

Create New Taxable Person Profile

Taxable Person List

Search by TRN Number or Taxable Person

Ahmad Abdullah

View

QUICK LINKS

tax.gov.ae

Help Center

Glossary

Site Map

OTHER LINKS

What's New

FAQs

Contact Us

Complaints and Inquiries

FOLLOW US

Contact Us

600 599 994

The Complaint can be specific to a taxable person associated to the online profile or generic in nature about the services and procedures of the FTA.

This process can also be used to provide feedback related to any of the FTA's services or procedures.

## Complaint - Online user profile

Step	Action
(1)	Click on "Inquiries and Complaints" link on the footer to raise a generic complaint regarding services and procedures of the FTA.

Step	Action
(1)	Select the 'Complaints' radio button.



Step	Action
(1)	Click 'start' to open the application form for a Complaint.

	This is the application form for submitting a Complaint to FTA.
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Step	Action
(1)	Verify whether the details are pre-populated from the online user profile correctly.



Step	Action
(1)	Select the 'Service Provided', 'Service Submission channel' and provide a brief description.

Step	Action
(1)	Update the proposed solution.

Step	Action
(1)	Click on 'Submit' to submit the complaints form.



الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY

training1@abc.com What are you looking for? User Type عربي -A A +A

Home > Complaints & Inquiries

Complaint Form

Application Submitted Successfully

applicant's Name : Ahmad Abdullah  
Reference Number : 8000048425  
Submitted Date : 19 August 2022

You have successfully submitted the application.  
You will receive a notification via e-mail and SMS acknowledging the request.  
Make a note of the reference number for future references.  
You can also access this application from the dashboard.



The status life cycle for the application is as below:  
DRAFT - Complaint application form is drafted, but not yet submitted.  
SUBMITTED - Complaint application form submitted.  
CANCELLED - Complaint saved as draft is cancelled without submission.  
IN PROGRESS - FTA is reviewing the Complaint.  
RESOLVED - Complaint is resolved

# Complaint - Taxable person profile

Step	Action
(1)	Select the taxable person if your Complaint is regarding a particular taxable person associated to your profile.

Step	Action
(1)	Click on 'other services' from within the taxable person profile for which you want to raise a Complaint.



Step	Action
(1)	Click on 'view all' within the 'Complaints' tile to view all the Complaints raised by you for this particular taxable person along with their current statuses.  You can search for a previously submitted Complaint from here.

The screenshot shows the user interface of the Federal Tax Authority portal. The user is logged in as 'training@abc.com'. The navigation menu on the left includes 'HOME', 'AHMAD ABDULLAH', 'VAT', 'EXCISE TAX', 'PAYMENTS', 'MY CORRESPONDENCE', 'USER AUTHORIZATION', and 'OTHER SERVICES'. The main content area displays 'My Favorites' and 'Others' sections. Under 'Others', there are tiles for 'Inquiries', 'Complaints', and 'Waivers'. The 'Complaints' tile has a 'View All' button and a 'Create New' button, which is highlighted with a red box and a yellow circle with the number 1. Below the 'Complaints' tile, there are tiles for 'Penalty Installment Plan' and 'Tax Agent Infraction'.

Step	Action
(1)	Click on 'create new' to open the application form for a Complaint.

The screenshot shows the 'Complaint form' in the Federal Tax Authority portal. The form contains the following fields:

- Complaints Name: Ahmad Abdullah
- Country Code: [Empty]
- Phone Number: [Empty]
- Email Address: [Empty]
- Date: 19/08/2022
- Time: 23:28:47
- Communication Channel: Portal
- Registration Number (If Available): 8200012081
- Service Provided: Select

At the bottom of the form, there are buttons for 'Back', 'Save as Draft', and 'Submit'.

	This the application form for submitting a Complaint to FTA.
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Step	Action
(1)	Verify whether the details are pre-populated from the taxable person profile correctly.

Step	Action
(1)	Select the 'Service Provided', 'Service Submission channel' and provide a brief description.

Step	Action
(1)	Update the proposed solution.



Step	Action
(1)	Click on 'submit' to submit the Complaints form.

	<p>You have successfully submitted the application. You will receive a notification via e-mail and SMS acknowledging the request. Make a note of the reference number for future references. You can also access this application from the dashboard.</p> <p>The status life cycle for the application is as below: DRAFT - Complaint application form is drafted, but not yet submitted. SUBMITTED - Complaint application form submitted. CANCELLED - Complaint saved as draft is cancelled without submission. IN PROGRESS - FTA is reviewing the Complaint. RESOLVED - Complaint is resolved</p>
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# Correspondences



**After submission, Taxpayer receives the following correspondences:**

- Application submission acknowledgment.
- Application resolution notification.

Thank you