



إمارات تاكس EMARATAX

Inquiries 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"> 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 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
 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
	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](#)



INQUIRIES - v1.0

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Introduction



This manual is prepared to help the applicant to navigate through the EmaraTax portal to submit an Inquiry

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.



The Inquiry 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.

Inquiry - Online user profile

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

Step	Action
(1)	Select the "General Inquiry" radio button.



Step	Action
(1)	Click 'Start' to open the application form for a General Inquiry.

	This the application form for submitting an Inquiry 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 'Category of Inquiry' and provide a brief description along with supporting documents if any.



Step	Action
(1)	Click on 'Submit' to submit the Inquiry 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 - Inquiry form drafted but not yet submitted SUBMITTED - Inquiry form submitted CANCELLED - Inquiry saved as draft is cancelled without submission IN REVIEW - FTA is reviewing your Inquiry RESOLVED - FTA has provided a response to your Inquiry</p>
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Inquiry - Taxable person profile

The screenshot shows the user interface of the Federal Tax Authority website. The user is logged in as 'training1@abc.com'. The main navigation menu includes 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The 'Taxable Person List' section is active, displaying a search bar and a list of taxable persons. The profile of 'Ahmad Abdullah' is highlighted, and the 'View' button is circled in red with a red circle containing the number 1.

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

The screenshot shows the user interface of the Federal Tax Authority website. The user is logged in as 'training1@abc.com'. The main navigation menu includes 'HOME', 'AHMAD ABDULLAH', 'VAT', 'EXCISE TAX', 'PAYMENTS', 'MY CORRESPONDENCE', 'USER AUTHORIZATION', and 'OTHER SERVICES'. The 'Other Services' link is highlighted in red in the left sidebar, and a red circle with the number 1 is placed over it.


Step	Action
(1)	Click on 'Other Services' from within the taxable person profile for which you want to raise an Inquiry.

The screenshot shows the user interface of the Federal Tax Authority portal. The user is logged in as 'training1@abc.com'. The navigation menu on the left includes options like HOME, AHMAD ABDULLAH, VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main content area displays 'My Favorites' and 'Others' sections. The 'Inquiries' tile is highlighted with a red box, and a yellow circle with the number 1 points to it. Other tiles for 'Complaints' and 'Waivers' are also visible.

Step	Action
(1)	Select the 'Inquiries' tile to proceed to the Inquiries dashboard.

The screenshot shows the 'Inquiries' dashboard. It features a table with columns: Date Received, Reference Number, Category, Satisfaction Survey, Status, and Action. The table contains four rows of inquiry data. A 'New Request' button is located at the top right of the table. The bottom of the dashboard includes a footer with 'QUICK LINKS', 'OTHER LINKS', and 'FOLLOW US' sections.

Date Received	Reference Number	Category	Satisfaction Survey	Status	Action
07/08/2022	8000048323	Inquiries		IN REVIEW	...
08/08/2022	8000048326	Inquiries		RESOLVED	...
08/08/2022	8000048324	Inquiries		IN REVIEW	...
08/08/2022	8000048250	Inquiries		RESOLVED	...

 This is the dashboard containing all the Inquiries raised by you for this particular taxable person along with their current statuses. You can search for a previously submitted Inquiry from here.

What are you looking for?

User Type عربي -A A +A

Home ▶ Ahmad Abdullah ▶ Other Services ▶ Inquiries

HOME

AHMAD ABDULLAH

VAT

EXCISE TAX

PAYMENTS

MY CORRESPONDENCE

USER AUTHORIZATION

OTHER SERVICES

Inquiries

Customize Columns Status Search

Date Received	Reference Number	Category	Satisfaction Survey	Status	Action
07/08/2022	8000048323	Inquiries		IN REVIEW	...
08/08/2022	8000048326	Inquiries		RESOLVED	...
08/08/2022	8000048324	Inquiries		IN REVIEW	...
08/08/2022	8000048250	Inquiries		RESOLVED	...

QUICK LINKS OTHER LINKS FOLLOW US

tax.gov.ae What's New

Step	Action
(1)	Click on 'New Request' to open the application form for an Inquiry.

What are you looking for?

User Type عربي -A A +A

Home ▶ Ahmad Abdullah ▶ Other Services ▶ Inquiries

HOME

AHMAD ABDULLAH

VAT

EXCISE TAX

PAYMENTS

MY CORRESPONDENCE

USER AUTHORIZATION

OTHER SERVICES

Inquiry Form

Applicant's Name

Ahmad Abdullah

Country Code

+971 (United Arab Emirates)

Phone Number

987654321

Email Address

TRAINING1@ABC.COM

Date

02/11/2022

Time


13:51:58

Category of Inquiry

Select

Inquiry Description

Back Save as Draft Submit

 This the application form for submitting an Inquiry to FTA.



training1@abc.com

What are you looking for?

User Type عربي

Home ▶ Ahmad Abdullah ▶ Other Services ▶ Inquiries

HOME

AHMAD ABDULLAH

VAT

EXCISE TAX

PAYMENTS

MY CORRESPONDENCE

USER AUTHORIZATION

OTHER SERVICES

Inquiry Form

Applicant's Name
Ahmad Abdullah

Country Code
+971 (United Arab Emirates)

Phone Number
987654321

Email Address
TRAINING1@ABC.COM

Date
02/11/2022

Time
13:51:58

Category of Inquiry
Select

Inquiry Description

Back Save as Draft Submit

Step	Action
(1)	Verify whether the details are pre-populated from the taxable person profile correctly.

training1@abc.com

What are you looking for?

User Type عربي

Home ▶ Ahmad Abdullah ▶ Other Services ▶ Inquiries ▶ Inquiries

HOME

AHMAD ABDULLAH

VAT

EXCISE TAX

PAYMENTS

MY CORRESPONDENCE

USER AUTHORIZATION

OTHER SERVICES

Date
10/08/2022

Time
13:17:30

Category of Inquiry
Registration

Sub-Category of Inquiry
VAT Registration

Sub-Category 3
Amendment

Inquiry Description
Max. 1000 characters

Back Save as Draft Submit

Step	Action
(1)	Select the 'Category of Inquiry' and provide a brief description along with supporting documents if any.



What are you looking for?

Home ▶ Ahmad Abdullah ▶ Other Services ▶ Inquiries ▶ Inquiries

Registration: VAT Registration

Sub-Category 3: Amendment

Inquiry Description: Inquiry on VAT Registration

Upload Supporting Documents(Optional)

Max file size : 15 MB | Formats : PDF,DOC | Max No. of files : 10

Back | Save as Draft | **Submit**

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

Home ▶ Ahmad Abdullah ▶ Other Services ▶ Inquiries ▶ Inquiries

Inquiry Form

Application Submitted Successfully

● Submitted

applicant's Name : Ahmad Abdullah

Reference Number : 8000048345

Submitted Date : 10 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 - Inquiry form drafted but not yet submitted
SUBMITTED - Inquiry form submitted
CANCELLED - Inquiry saved as draft is cancelled without submission
IN REVIEW - FTA is reviewing your Inquiry
RESOLVED - FTA has provided a response to your Inquiry



Correspondences



After submission, Taxpayer receives the following correspondences:

- Application submission acknowledgment.
- Application resolution notification.

Thank you