



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	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](#)



INQUIRIES - v1.0

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United Arab Emirates

Introduction



United Arab Emirates

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



Login to EmaraTax



>Welcome to the new e-CTS ▾

Arabic English -A A +A

New Here?

If you are not registered, please signup here.

[Sign Up](#)

Login with FTA account

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


المؤسسة الرقمية UAE PASS

[Login With UAE PASS](#)

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.

What are you looking for?

User Type

Arabic English -A A +A

Home

Create New Taxable Person Profile

Taxable Person List

Search by TRN Number or Taxable Person

Ahmad Abdullah

[View](#)

i 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

The screenshot shows the FTA website's home page. At the top, there is a navigation bar with a user icon, an email address (training1@abc.com), a search bar, and various user interface icons. Below the navigation is a sidebar with links to 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The main content area features a user profile for 'Ahmad Abdullah' with a 'View' button. At the bottom of the page, there is a footer with links to 'QUICK LINKS' (tax.gov.ae, Help Center, Glossary), 'OTHER LINKS' (What's New, FAQs, Contact Us, Inquiries and Complaints), and 'OUR LOCATION' (Emirates Property Investment Company Building, Central Park Business Towers, contact info). A red box highlights the 'Inquiries and Complaints' link, which is also circled with a red number '1'.

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

The screenshot shows the 'Complaints & Inquiries' page. The left sidebar includes 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The main content area starts with a heading 'The FTA is committed to answering your questions and hearing your comments/concerns'. It then provides instructions for users who may already have their answers in the 'FAQs section on the homepage'. Below this, it says you can find responses in 'My Correspondences'. On the right, there is a graphic of a city skyline with icons for a map, phone, and envelope. Under the heading 'Write To Us!', there is a form asking for the purpose of reaching out. Two radio buttons are shown: 'Complaints' and 'General Inquiry'. The 'General Inquiry' button is selected and highlighted with a red box, which is also circled with a red number '1'.

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

training1@abc.com

What are you looking for?

User Type | Arabic | -A A +A

Complaints & Inquiries

The FTA is committed to answering your questions and hearing your comments/concerns

Since many of your questions may already be answered, we encourage you to access our: [FAQs section on the homepage](#).

You can find the response for your complaints or inquiries from FTA in 'My Correspondences'.

Write To Us!

Please select the purpose for reaching out to FTA

Complaints General Inquiry

Start 

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

training1@abc.com

What are you looking for?

User Type | Arabic | -A A +A

Home ► Complaints & Inquiries

Inquiry Form

Applicant's Name: Ahmad Abdullah

Country Code: +971 (United Arab Emirates) Phone Number: 980654321 Email Address: training1@abc.com

Date: 10/08/2022 Time: 13:15:40

Category of Inquiry: Select

Inquiry Description:

Back  

 This the application form for submitting an Inquiry to FTA.

FEDERAL TAX AUTHORITY

training1@abc.com

What are you looking for?

User Type | Arabic | -A A +A

Home > Complaints & Inquiries

Inquiry Form

Applicant's Name	Ahmad Abdullah	
Country Code	Phone Number	Email Address
+971 (United Arab Emirates)	987654321	training1@abc.com
Date	Time	
10/08/2022	13:15:40	
Category of Inquiry	Select	
Inquiry Description		

Back Save as Draft Submit

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

FEDERAL TAX AUTHORITY

training1@abc.com

What are you looking for?

User Type | Arabic | -A A +A

Home > Complaints & Inquiries

Inquiry Form

Date	Time
10/08/2022	13:15:40
Category of Inquiry	Sub-Category of Inquiry
Registration	VAT Registration
Sub-Category 3	
Amendment	
Inquiry Description	
Status of VAT Amendment	

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?

User Type: Arabic: -A A +A

Complaints & Inquiries

HOME	OTHER SERVICES
MY CORRESPONDENCE	

Date: 10/08/2022 Time: 13:15:40

Category of Inquiry: Registration Sub-Category of Inquiry: VAT Registration

Sub-Category 3: Amendment

Inquiry Description: Status of VAT Amendment

Submit (1)

Step Action

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

What are you looking for?

User Type: Arabic: -A A +A

Inquiry Form

Application Submitted Successfully Submitted

applicant's Name : Ahmad Abdullah
Reference Number : 8000048335
Submitted Date : 10 August 2022

Info

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



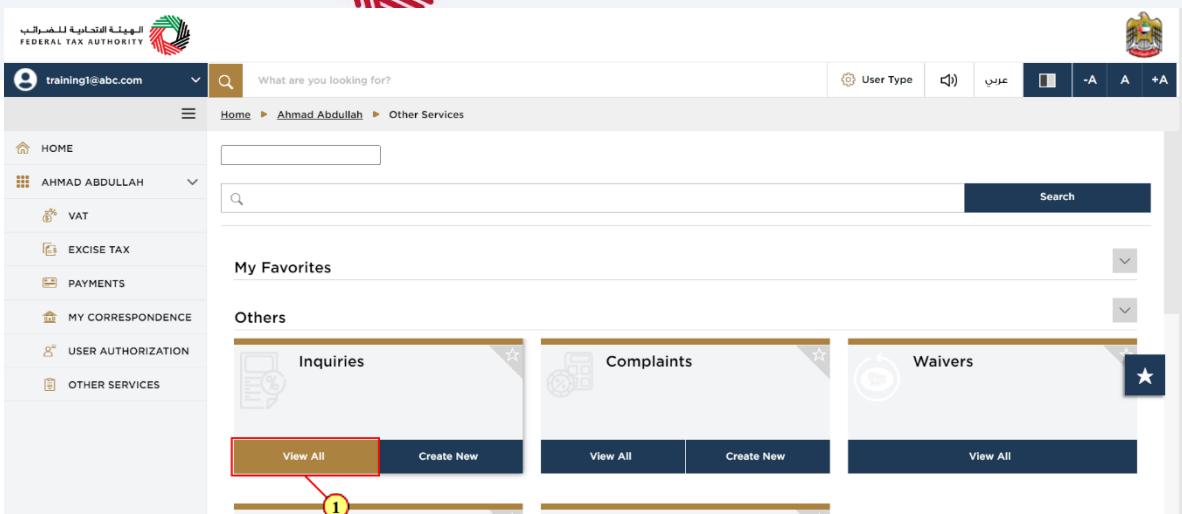
Inquiry - Taxable person profile

The screenshot shows the homepage of the Federal Tax Authority website. The navigation bar includes links for HOME, OTHER SERVICES, and MY CORRESPONDENCE. The main content area displays a 'Taxable Person List' with a search bar. A profile for 'Ahmad Abdullah' is listed, with a red box highlighting the 'View' button. A red circle with the number 1 is overlaid on the 'View' button.

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

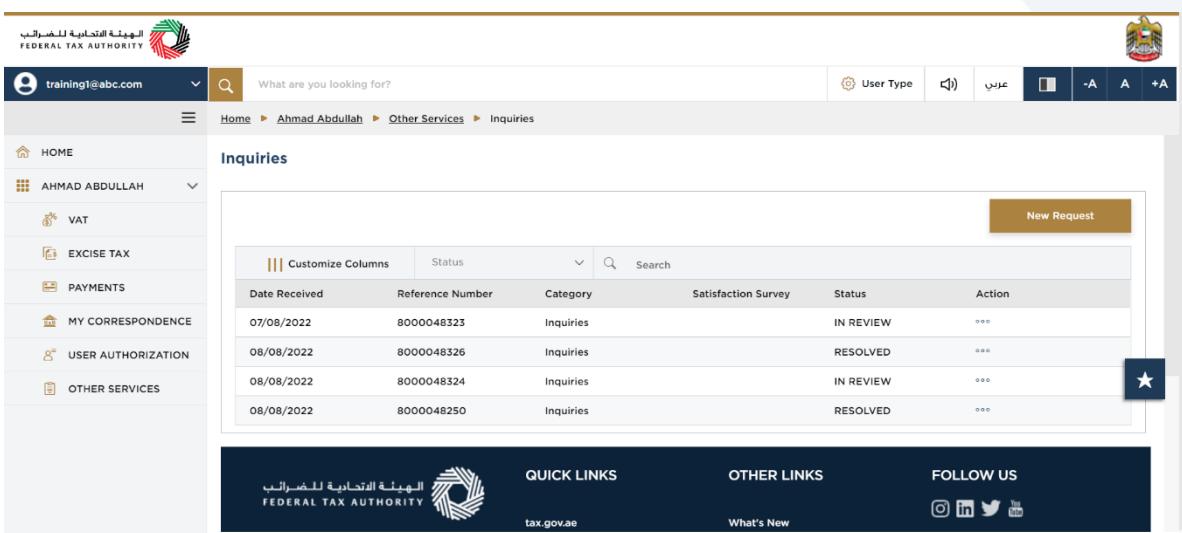
The screenshot shows the profile page for 'AHMAD ABDULLAH'. The sidebar includes links for VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. A red circle with the number 1 is overlaid on the 'OTHER SERVICES' link. The main content area shows 'Required Actions' and 'Most Used Services' sections, along with a 'Registration Overview' section for Value Added Tax, Tax Group, and Excise Tax, all showing 'Not registered' status.

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



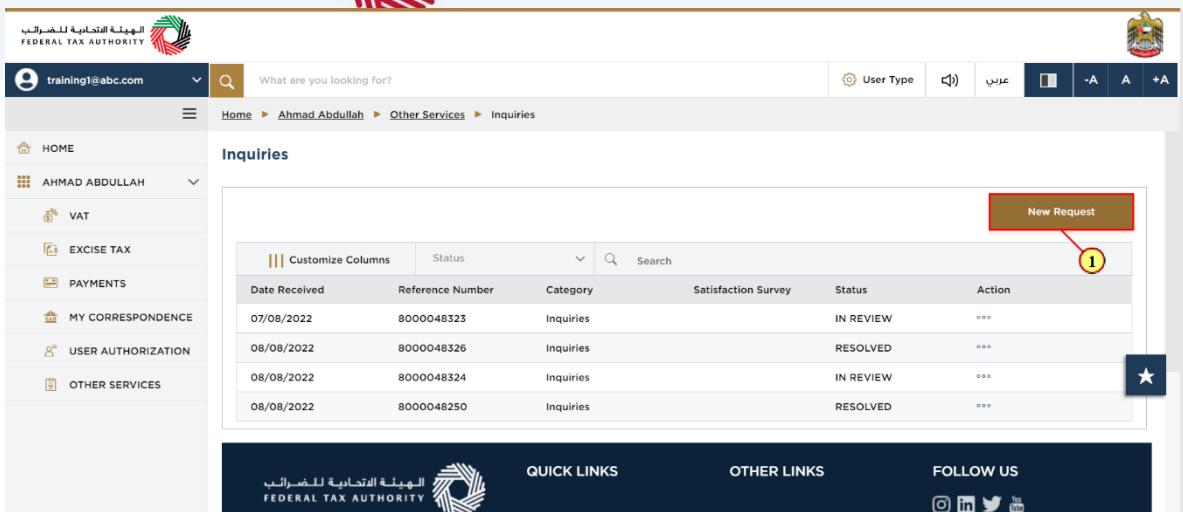
The screenshot shows the homepage of the Federal Tax Authority. The left sidebar includes links for HOME, AHMAD ABDULLAH, VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main content area shows a search bar and a navigation path: Home > Ahmad Abdullah > Other Services. Below this are sections for 'My Favorites' and 'Others'. The 'Inquiries' tile is highlighted with a red box and a yellow circle containing the number 1.

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



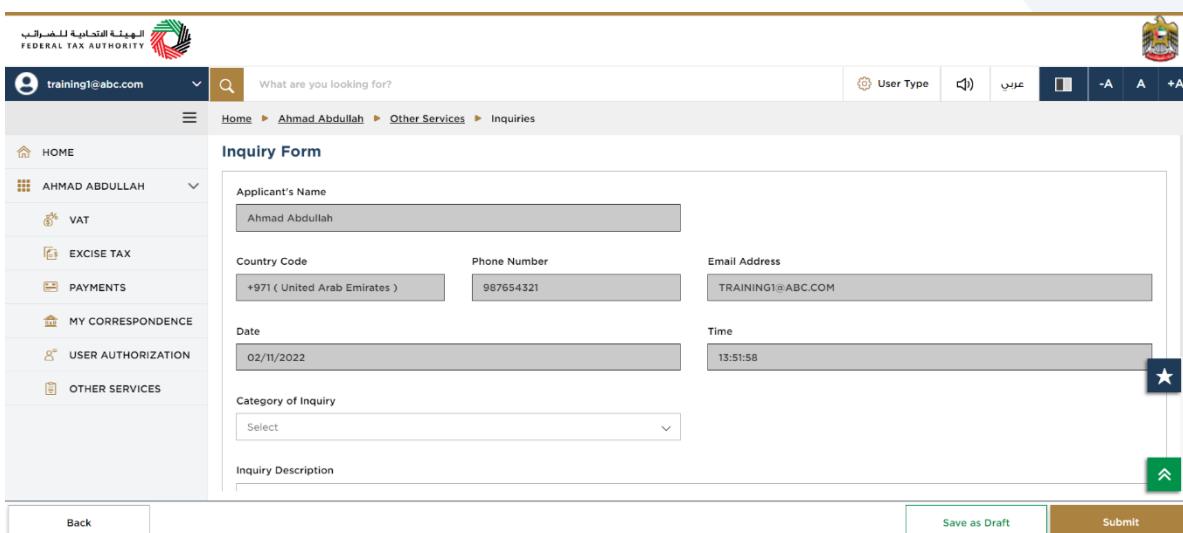
The screenshot shows the 'Inquiries' dashboard. The left sidebar is identical to the homepage. The main content area shows a breadcrumb path: Home > Ahmad Abdullah > Other Services > Inquiries. Below this is a table titled 'Inquiries' with columns for Date Received, Reference Number, Category, Satisfaction Survey, Status, and Action. The table lists four entries with statuses such as 'IN REVIEW' and 'RESOLVED'. At the bottom, there are links for 'QUICK LINKS' (tax.gov.ae) and 'OTHER LINKS' (What's New), along with social media icons for FOLLOW US.

	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.
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The screenshot shows the FTA Inquiries page. On the left, there's a sidebar with links like HOME, AHMAD ABDULLAH, VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main area displays a table of inquiries with columns for Date Received, Reference Number, Category, Satisfaction Survey, Status, and Action. A red box highlights the 'New Request' button at the top right of the table. Below the table, there's a footer with links to QUICK LINKS (tax.gov.ae), OTHER LINKS (What's New), and FOLLOW US (social media icons).

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



The screenshot shows the Inquiries Form page. It has fields for 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), and Inquiry Description. At the bottom, there are 'Back', 'Save as Draft', and 'Submit' buttons. A red star icon is located near the time field.

	This is the application form for submitting an Inquiry to FTA.
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What are you looking for? User Type Arabic -A A +A

Home > Ahmad Abdullah > Other Services > Inquiries

Inquiry Form

Applicant's Name	Ahmad Abdullah	
Country Code	Phone Number	Email Address
+971 (United Arab Emirates)	987654321	TRAINING1@ABC.COM
Date	Time	
02/11/2022	13:51:58	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.

What are you looking for? User Type Arabic -A A +A

Home > Ahmad Abdullah > Other Services > Inquiries > Inquiries

Inquiry Form

Date	Time
10/08/2022	13:17:30
Category of Inquiry	Sub-Category of Inquiry
Registration	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.

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What are you looking for?

User Type: User Type Arabic -A A +A

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

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

training1@abc.com

What are you looking for?

User Type: User Type Arabic -A A +A

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

	<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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Correspondences

After submission, Taxpayer receives the following correspondences:

- Application submission acknowledgment.
- Application resolution notification.

Thank you