



إمارات تاكس
EMARATAX

Initiate Direct Refund Claim by VAT Registrants - VAT 311 - User Manual

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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 Section

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
-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. 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](#)



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Introduction



This manual is prepared to help the VAT Taxpayer to navigate through the EmaraTax portal and submit a VAT 311 refund request.



EmaraTax Login Page

Welcome to the Federal Tax Authority

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

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 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.



User Type Selection

vatreturns@gmail.com What are you looking for?

User Profile
Please select the relevant purpose(s) for using e-CTS portal

	<input type="checkbox"/>

Step	Action
(1)	Click here to select the user type

vatreturns@gmail.com What are you looking for?

Please select the relevant purpose(s) for using e-CTS portal

	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

Step	Action
(1)	Select the Taxable Person tile



VAT Returns - VAT 311 - Direct Refund Claim by VAT Registrants

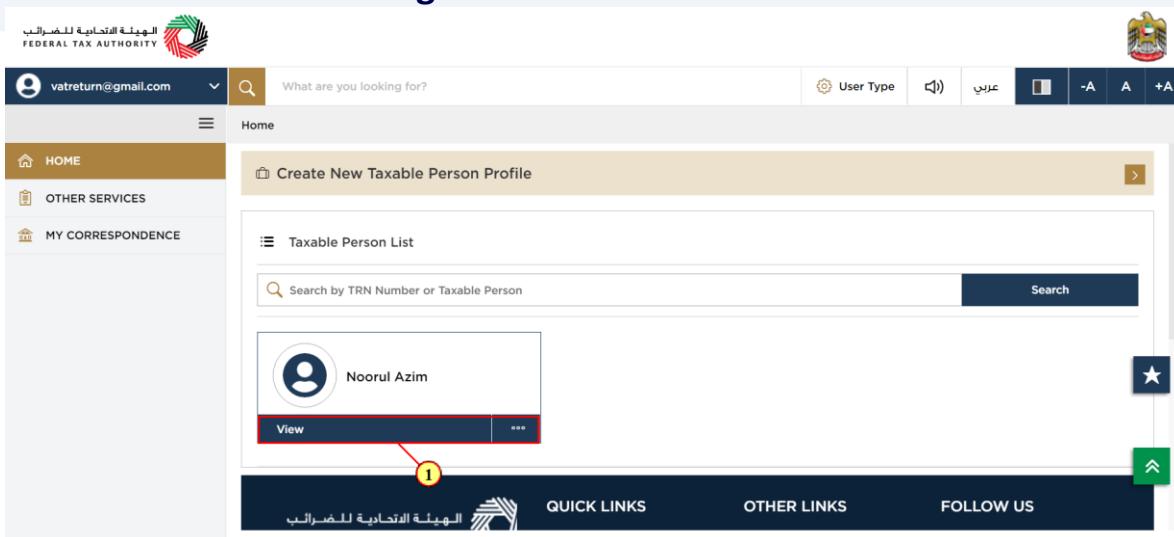
Please select the relevant purpose(s) for using e-CTS portal

<input checked="" type="checkbox"/> Taxable Person	<input type="checkbox"/> Tax Agents	<input type="checkbox"/> Tax Agencies	<input type="checkbox"/> Special Refunds
<input style="background-color: #C8A234; color: white; padding: 5px; width: 100%; height: 40px; margin-top: 10px;" type="button" value="Proceed"/>			

The 'Proceed' button is highlighted with a red circle and a yellow number '1'.

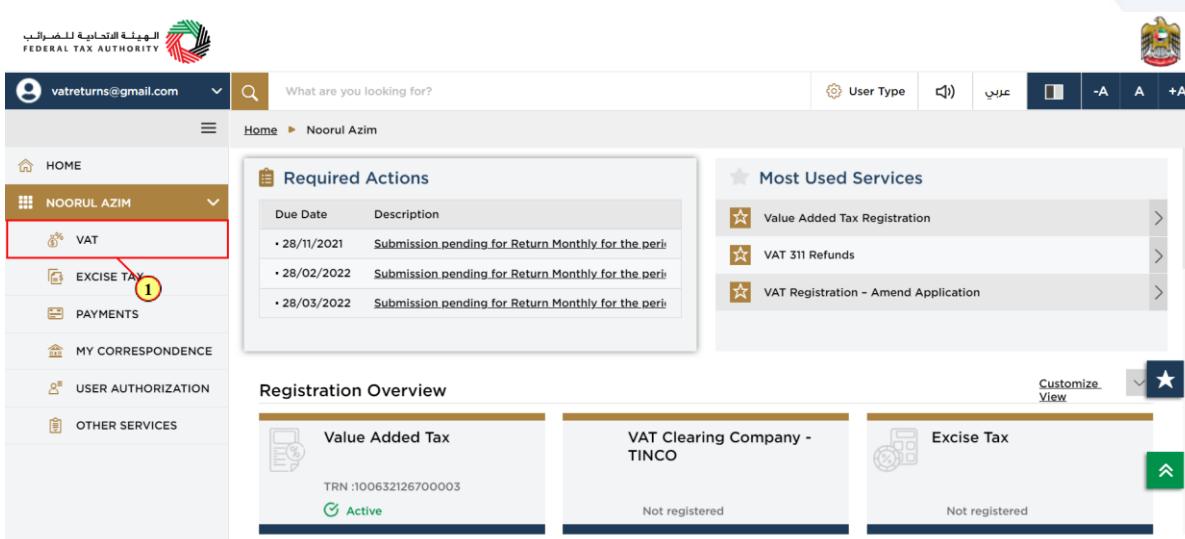
Step	Action
(1)	Click on 'Proceed' to proceed to the Taxable Person

Taxable Person Home Page



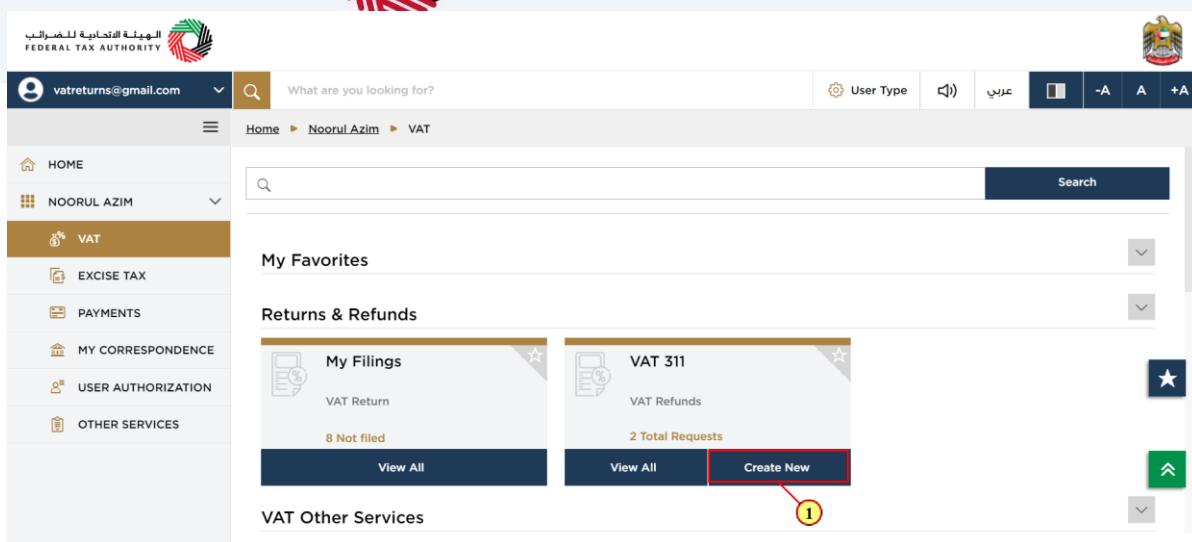
The screenshot shows the homepage of the Federal Tax Authority's Taxable Person system. At the top, there is a search bar and navigation links for 'User Type', 'Arabic', and font size adjustment. The main content area displays a 'Taxable Person List' with a single entry for 'Noorul Azim'. A red circle with the number '1' points to the 'View' button in the profile card. Below the list are 'QUICK LINKS', 'OTHER LINKS', and 'FOLLOW US' sections.

Step	Action
(1)	Click here to view the Taxable Person home page



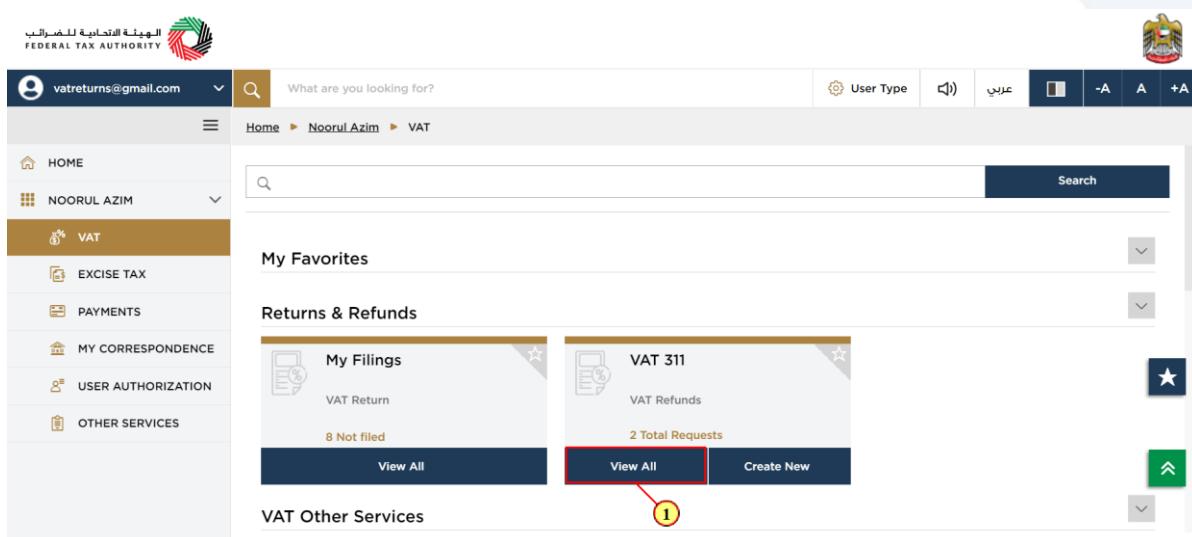
This screenshot shows the user profile for 'Noorul Azim'. The left sidebar highlights the 'VAT' module with a red box and a circled '1'. The main content area shows 'Required Actions' for VAT returns due on specific dates. To the right, there is a 'Most Used Services' section for VAT registration, 311 refunds, and VAT registration amendments. Below this is a 'Registration Overview' section for Value Added Tax, VAT Clearing Company (TINCO), and Excise Tax, all marked as 'Not registered'.

Step	Action
(1)	Click here to access the VAT module



The screenshot shows the FTA website interface. The left sidebar has a 'VAT' section selected. Under 'Returns & Refunds', there are two boxes: 'My Filings' (8 Not filed) and 'VAT 311' (2 Total Requests). The 'VAT 311' box contains 'VAT Return' and 'VAT Refunds'. Below these boxes are 'View All' and 'Create New' buttons, with 'Create New' being highlighted by a red box and a yellow circle containing the number 1.

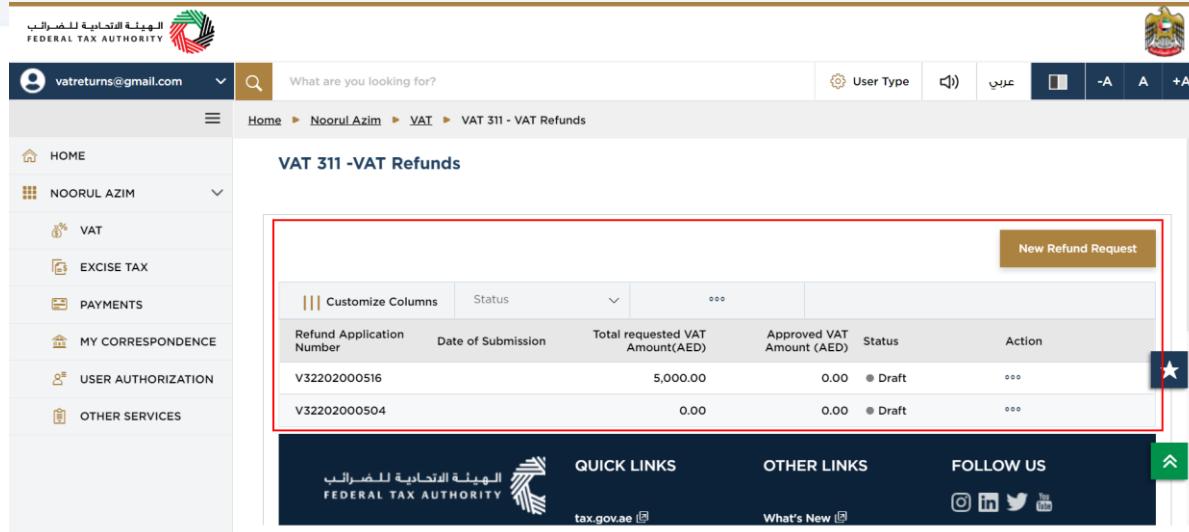
Step	Action
(1)	Click here to create a new refund request.



The screenshot shows the FTA website interface. The left sidebar has a 'VAT' section selected. Under 'Returns & Refunds', there are two boxes: 'My Filings' (8 Not filed) and 'VAT 311' (2 Total Requests). The 'VAT 311' box contains 'VAT Return' and 'VAT Refunds'. Below these boxes are 'View All' and 'Create New' buttons, with 'View All' being highlighted by a red box and a yellow circle containing the number 1.

Step	Action
(1)	Click here to view all your previous refund requests.

VAT 311 Refund Dashboard



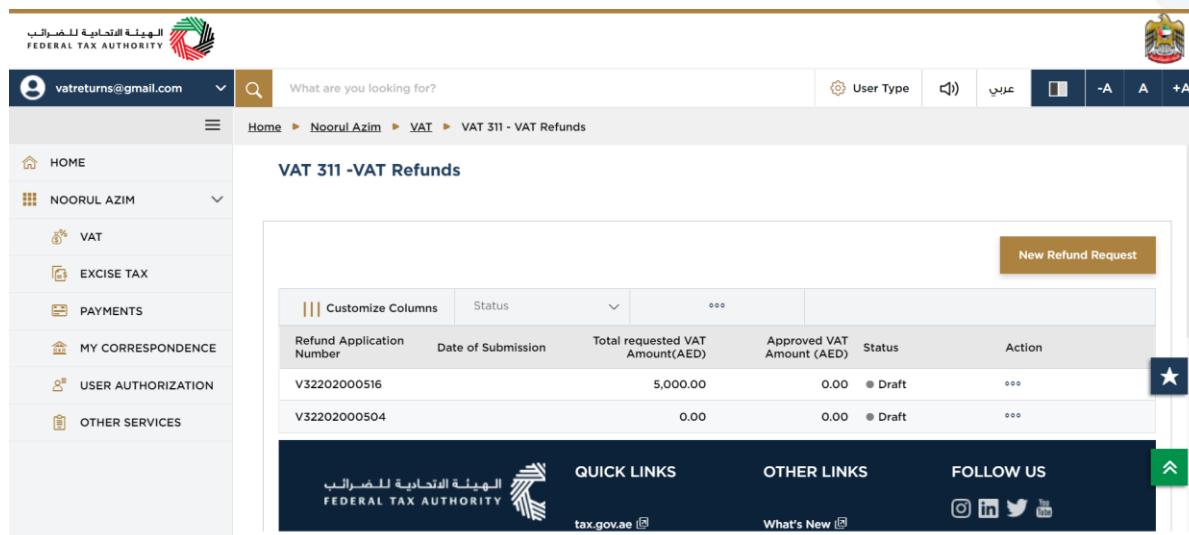
The screenshot shows the VAT 311 Refund Dashboard. On the left, there's a sidebar with links for HOME, NOORUL AZIM, VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main content area is titled "VAT 311 -VAT Refunds". It displays a table with two rows of data:

Refund Application Number	Date of Submission	Total requested VAT Amount(AED)	Approved VAT Amount (AED)	Status	Action
V32202000516		5,000.00	0.00	Draft	...
V32202000504		0.00	0.00	Draft	...

A red box highlights the table area. A "New Refund Request" button is located at the top right of the table area. At the bottom of the dashboard, there are links for "QUICK LINKS" (tax.gov.ae), "OTHER LINKS" (What's New), and "FOLLOW US" (social media icons).



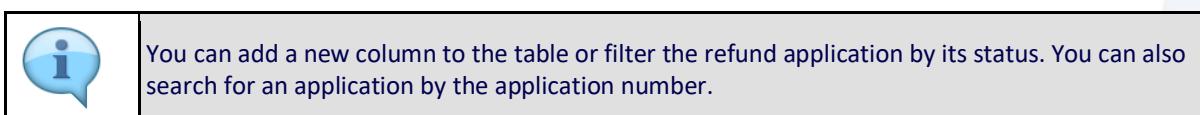
This dashboard displays information related to your previous VAT 311 refund requests.



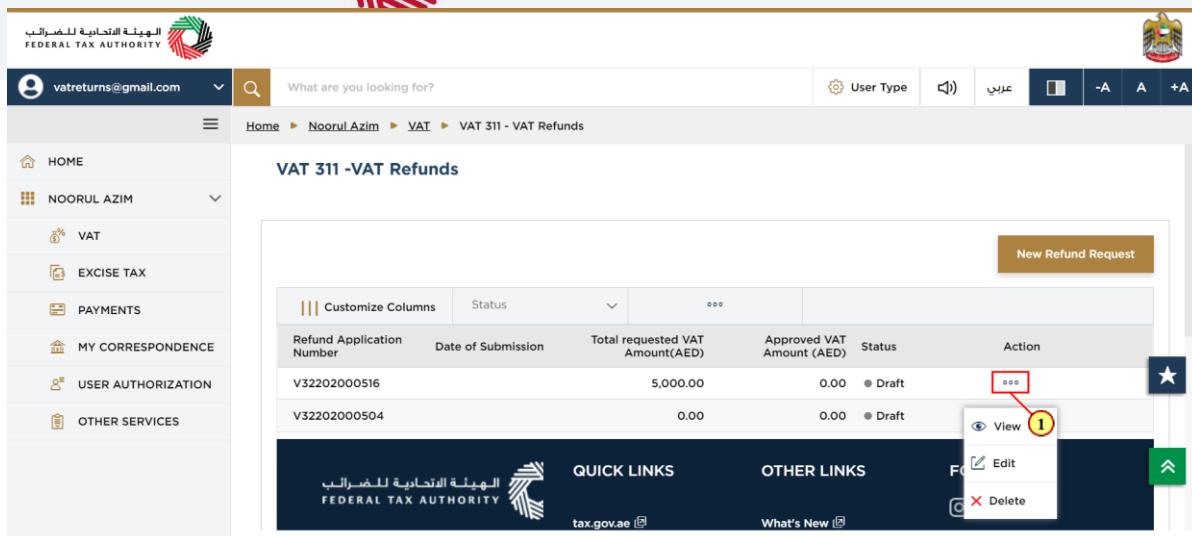
The screenshot shows the VAT 311 Refund Dashboard, identical to the one above. It features the same sidebar, main title, and table of refund requests. The table has two rows:

Refund Application Number	Date of Submission	Total requested VAT Amount(AED)	Approved VAT Amount (AED)	Status	Action
V32202000516		5,000.00	0.00	Draft	...
V32202000504		0.00	0.00	Draft	...

A red box highlights the table area. A "New Refund Request" button is located at the top right of the table area. At the bottom of the dashboard, there are links for "QUICK LINKS" (tax.gov.ae), "OTHER LINKS" (What's New), and "FOLLOW US" (social media icons).



You can add a new column to the table or filter the refund application by its status. You can also search for an application by the application number.

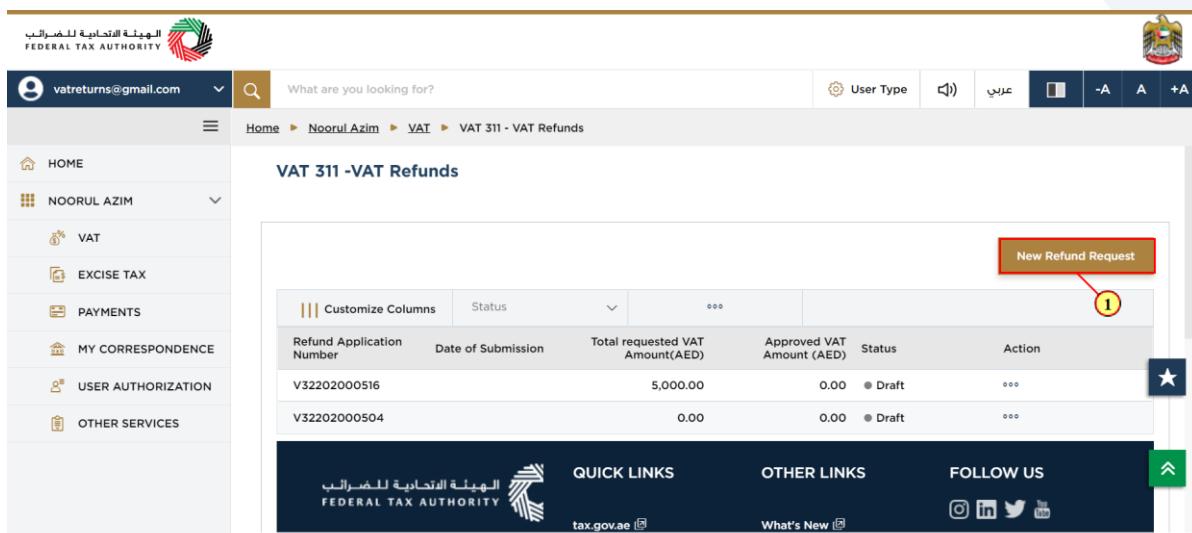


VAT 311 -VAT Refunds

Refund Application Number	Date of Submission	Total requested VAT Amount(AED)	Approved VAT Amount (AED)	Status	Action
V32202000516		5,000.00	0.00	<input checked="" type="radio"/> Draft	...
V32202000504		0.00	0.00	<input checked="" type="radio"/> Draft	...

New Refund Request

Step	Action
(1)	Click on ellipsis to view, edit or delete the refund request



VAT 311 -VAT Refunds

Refund Application Number	Date of Submission	Total requested VAT Amount(AED)	Approved VAT Amount (AED)	Status	Action
V32202000516		5,000.00	0.00	<input checked="" type="radio"/> Draft	...
V32202000504		0.00	0.00	<input checked="" type="radio"/> Draft	...

New Refund Request

Step	Action
(1)	Click on 'New Refund Request' to initiate a new refund request.



Instructions and Guidelines page

vatreturns@gmail.com What are you looking for? User Type: عربی -A A +A

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

No. of form steps: 3 Steps | Expected time to fill this form: 25 minutes | Expected fees for this service: Free of Charge

Required Templates:

- VAT Common Template
- Box 1 Template
- Out of Scope Supply Template
- Box 2 Template
- Box 3 Template
- Box 4 Template
- Box 5 Template
- Box 6 Template

Required Documents:

It will be necessary for you to prepare the following information in an appropriate format and include it in your online application:

- If your bank is international, a bank account validation letter/certificate must be provided to the FTA. This letter must be issued by your bank and includes details about the account holder name, bank's name, bank's address, SWIFT/ BIC and the IBAN
- If you are requesting a refund of excess credit that is due to an overpayment or a transfer from another TRN due to an incorrect payment, you will need to attach supporting documentation (e.g., the proof of payment).
- If you are requesting a refund of excess credit that was a result of a tax return, it is advisable to have the following document on hand to support your claim:
 - 5 highest tax invoices from standard rated purchases (in terms of value).
 - 5 highest invoices/ tax invoices related to zero rated sales (in terms of values). In case you have exports, attach the official and commercial evidence.
 - 5 highest tax invoices related to sales and other and outputs (in terms of value).
 - Any other valid supporting documentation.

Accepted file types are PDF, JPG, PNG, Excel and JPEG. The individual file size limit is 5 MB.

Back Start

i These are the instructions and guidelines which detail key information such as required templates, supporting documentation, eligibility criteria and the expected time to complete this refund request

vatreturns@gmail.com What are you looking for? User Type: عربی -A A +A

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

Accepted file types are PDF, JPG, PNG, Excel and JPEG. The individual file size limit is 5 MB.

Service Details:

- About the service
- Eligibility Criteria
- Your service journey
- FAQ

I confirm that I have read the above instructions and guidelines

Back Start

Step	Action
(1)	Click on 'Back' to go back to the previous page

vatreturns@gmail.com What are you looking for? User Type Arabic -A A +A

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

Accepted file types are PDF, JPG, PNG, Excel and JPEG. The individual file size limit is 5 MB.

[Box 6 Template](#)
[Box 7 Template](#)
[Box 9 Template](#)
[Box 10 Template](#)

Service Details

[About the service](#)
[Eligibility Criteria](#)
[Your service journey](#) 
[FAQ](#)

I confirm that I have read the above instructions and guidelines 

Back Start

Step	Action
(1)	Mark the checkbox to confirm that you have read and understood the instructions and guidelines

vatreturns@gmail.com What are you looking for? User Type Arabic -A A +A

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

Accepted file types are PDF, JPG, PNG, Excel and JPEG. The individual file size limit is 5 MB.

[Box 6 Template](#)
[Box 7 Template](#)
[Box 9 Template](#)
[Box 10 Template](#)

Service Details

[About the service](#)
[Eligibility Criteria](#)
[Your service journey](#) 
[FAQ](#)

I confirm that I have read the above instructions and guidelines 

Back Start

Step	Action
(1)	Click on 'Start' to proceed to the refund request



Refund Details

Screenshot of the VAT 311 - VAT Refunds application page. The progress bar shows step 1 (Refund details) is active (blue), and step 2 (Review & Declaration) is pending (grey). The applicant details section shows TRN: 100632126700003, Legal name in English: NOORUL AZIM, and Legal name in Arabic: نورول عظيم.

Applicant Details	TRN: 100632126700003	Legal name in English NOORUL AZIM	Legal name in Arabic نورول عظيم
-------------------	-------------------------	--------------------------------------	------------------------------------

Refund details and Banking Details sections are visible below the applicant details. Buttons for Previous Step, Save as Draft, and Next Step are at the bottom.



The progress bar displays the number of steps required to complete the refund request. The step you are currently in is highlighted in blue. Once you progress to the next section successfully, the previous step will be highlighted in green

Screenshot of the VAT 311 - VAT Refunds application page. The progress bar shows step 1 (Refund details) is active (blue), and step 2 (Review & Declaration) is pending (grey). The applicant details section shows TRN: 100632126700003, Legal name in English: NOORUL AZIM, and Legal name in Arabic: نورول عظيم.

Applicant Details	TRN: 100632126700003	Legal name in English NOORUL AZIM	Legal name in Arabic نورول عظيم
-------------------	-------------------------	--------------------------------------	------------------------------------

Refund details and Banking Details sections are visible below the applicant details. Buttons for Previous Step, Save as Draft, and Next Step are at the bottom.



This section displays the basic details of the registrant



[vatreturns@gmail.com](#) [Search](#) What are you looking for? User Type [Arabic](#) [-A](#) [A](#) [+A](#)

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Refund details

Banking Details

Country: [Redacted]

IBAN: [Redacted]

Bank Name: [Redacted] Branch Name: [Redacted]

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

 Bank details are pre-populated from registration data. Please ensure that the bank details are correct prior to the submission of the refund request as incorrect bank details may lead to payment failure.

[vatreturns@gmail.com](#) [Search](#) What are you looking for? User Type [Arabic](#) [-A](#) [A](#) [+A](#)

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Please select the transaction for which you want to claim VAT and you may choose to add supporting details for the selected VAT return Filling

Transaction Type	Period Description	Excess Refundable VAT Amount (AED)	Applied VAT Amount (AED)	Action
<input checked="" type="checkbox"/> VAT Return Filing	November 2021	250,558.86	5,000.00	Add Supporting Details
<input type="checkbox"/> VAT Return Filing	December 2021	210,221.56	0.00	Add Supporting Details
<input type="checkbox"/> Advance Payment		0.00	0.00	Upload copy of payment proof
Total		460,780.42	5,000.00	

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

 This section displays the relevant transaction type, details of all liabilities (late registration penalties and administrative penalties) and the excess refundable amount.



VAT returns@gmail.com

What are you looking for? User Type: عربى -A A +A

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Please select the transaction for which you want to claim VAT and you may choose to add supporting details for the selected VAT return Fillings

Transaction Type	Period Description	Excess Refundable VAT Amount (AED)	Applied VAT Amount (AED)	Action
<input checked="" type="checkbox"/> VAT Return Filing	November 2021	250,558.86	5,000.00	Add Supporting Details
<input type="checkbox"/> VAT Return Filing	December 2021	210,221.56	0.00	Add Supporting Details
<input type="checkbox"/> Advance Payment		0.00	0.00	Upload copy of payment proof
Total		460,780.42	5,000.00	

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

Step	Action
(1)	Enter the amount that you intend to claim as refund. Kindly note that this amount must be equal to or less than the “Excess Refundable VAT Amount” for the associated transaction type

vatreturns@gmail.com

What are you looking for? User Type: عربى -A A +A

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

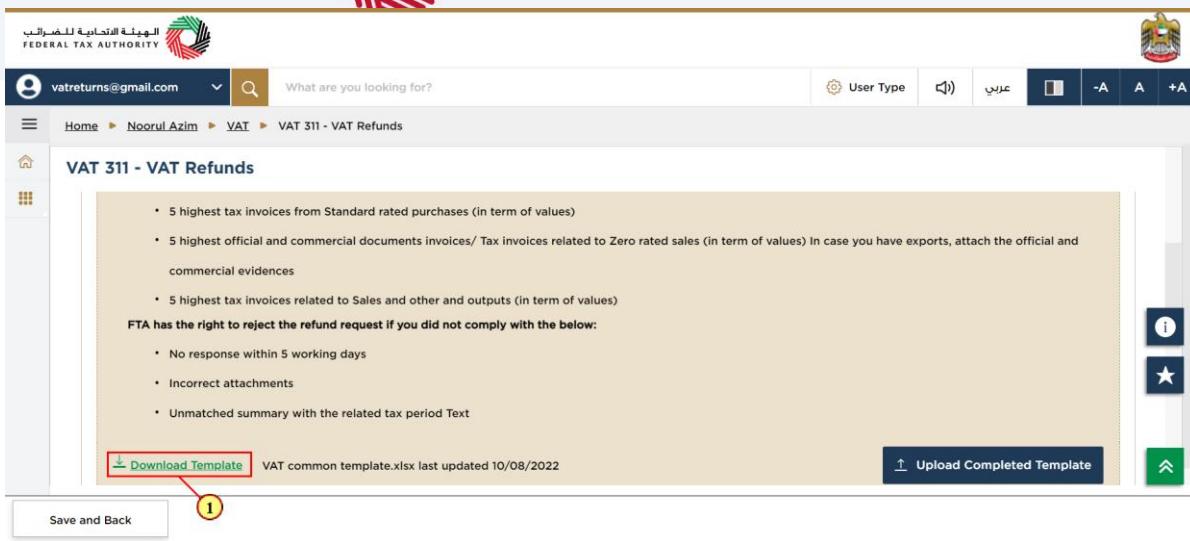
VAT 311 - VAT Refunds

Please select the transaction for which you want to claim VAT and you may choose to add supporting details for the selected VAT return Fillings

Transaction Type	Period Description	Excess Refundable VAT Amount (AED)	Applied VAT Amount (AED)	Action
<input checked="" type="checkbox"/> VAT Return Filing	November 2021	250,558.86	5,000.00	Add Supporting Details
<input type="checkbox"/> VAT Return Filing	December 2021	210,221.56	0.00	Add Supporting Details
<input type="checkbox"/> Advance Payment		0.00	0.00	Upload copy of payment proof
Total		460,780.42	5,000.00	

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

Step	Action
(1)	Click here to view the detailed breakup of the corresponding VAT return.



VAT 311 - VAT Refunds

- 5 highest tax invoices from Standard rated purchases (in term of values)
- 5 highest official and commercial documents invoices/ Tax invoices related to Zero rated sales (in term of values) In case you have exports, attach the official and commercial evidences
- 5 highest tax invoices related to Sales and other and outputs (in term of values)

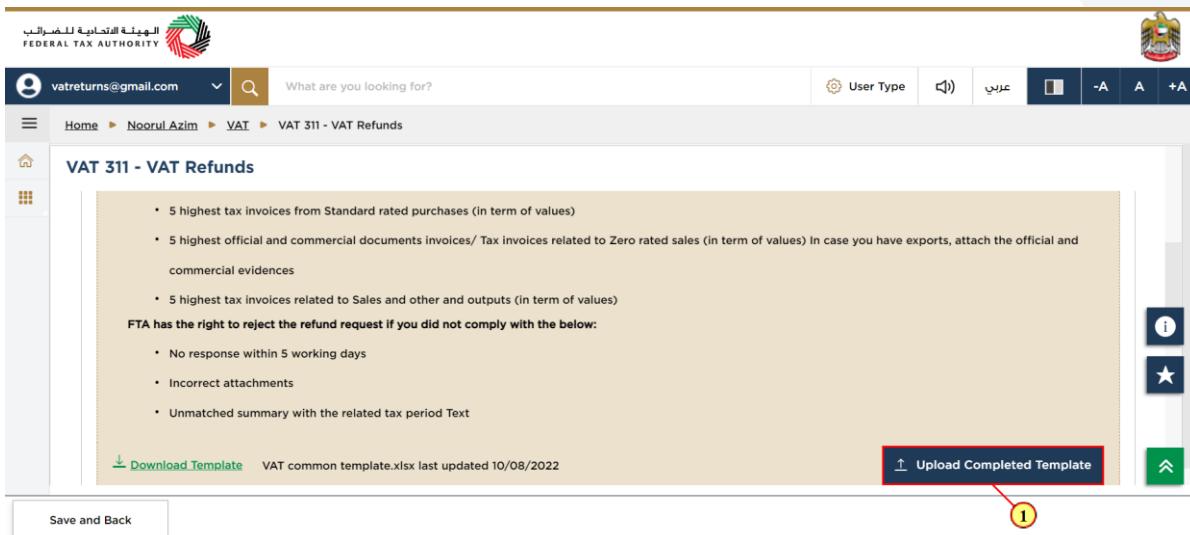
FTA has the right to reject the refund request if you did not comply with the below:

- No response within 5 working days
- Incorrect attachments
- Unmatched summary with the related tax period Text

[Download Template](#) VAT common template.xlsx last updated 10/08/2022 [Upload Completed Template](#)

Save and Back 1

Step	Action
(1)	Click here to download the template that can be used to directly upload items to the table below



VAT 311 - VAT Refunds

- 5 highest tax invoices from Standard rated purchases (in term of values)
- 5 highest official and commercial documents invoices/ Tax invoices related to Zero rated sales (in term of values) In case you have exports, attach the official and commercial evidences
- 5 highest tax invoices related to Sales and other and outputs (in term of values)

FTA has the right to reject the refund request if you did not comply with the below:

- No response within 5 working days
- Incorrect attachments
- Unmatched summary with the related tax period Text

[Download Template](#) VAT common template.xlsx last updated 10/08/2022 [Upload Completed Template](#)

Save and Back 1

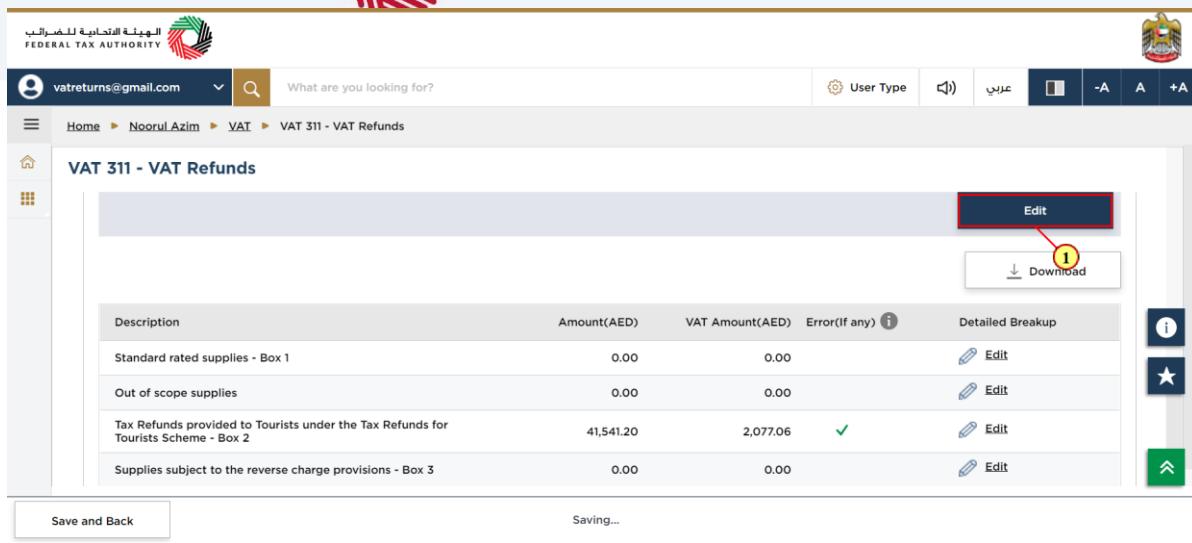
Step	Action
(1)	Click on 'Upload Filled Template' to upload a completed template. Once the template has been uploaded, the values will auto populate in the table below.

Screenshot of the Federal Tax Authority (FTA) website showing the VAT 311 - VAT Refunds page. The page includes a sidebar with navigation links like Home, Noorul Azim, VAT, VAT 311 - VAT Refunds, and VAT Returns. The main content area displays a list of errors: 'No response within 5 working days', 'Incorrect attachments', and 'Unmatched summary with the related tax period Text'. Below this is a download link for 'VAT common template.xlsx' (last updated 10/08/2022) and an upload button for 'Completed Template'. A red box highlights the download link, and a yellow circle with the number '1' points to the 'Clear Table' button below it.

Step	Action
(1)	Once the upload is complete, click here to download the uploaded template.

Screenshot of the Federal Tax Authority (FTA) website showing the VAT 311 - VAT Refunds page. The page includes a sidebar with navigation links like Home, Noorul Azim, VAT, VAT 311 - VAT Refunds, and VAT Returns. The main content area displays a list of errors: 'No response within 5 working days', 'Incorrect attachments', and 'Unmatched summary with the related tax period Text'. Below this is a download link for 'VAT common template.xlsx' (last updated 10/08/2022) and an upload button for 'Completed Template'. A red box highlights the download link, and a yellow circle with the number '1' points to the 'Clear Table' button below it.

Step	Action
(1)	Click here to clear the table below.



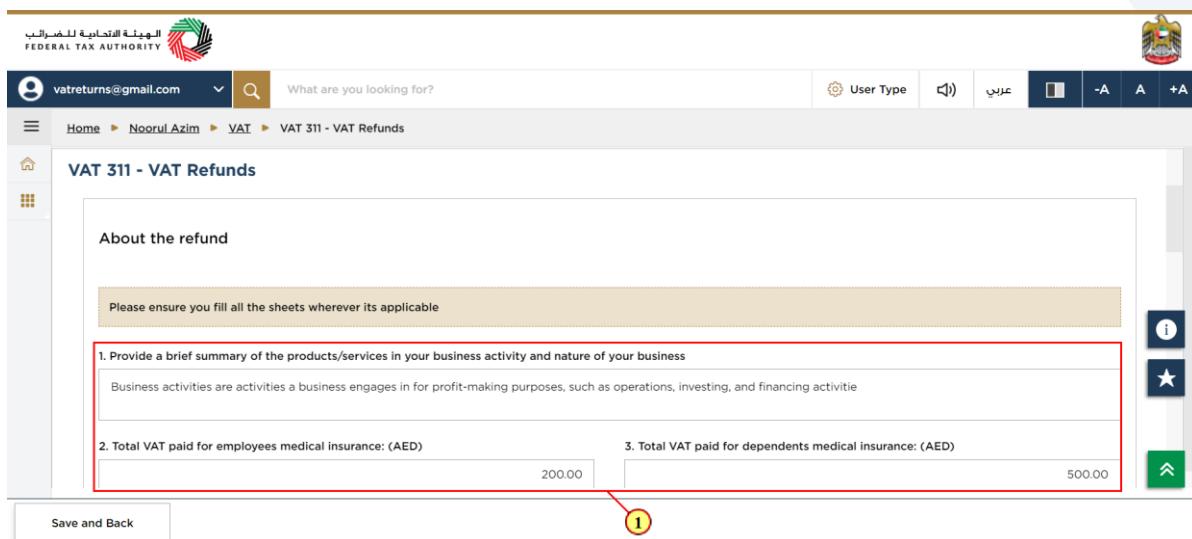
VAT 311 - VAT Refunds

Description	Amount(AED)	VAT Amount(AED)	Error(if any)	Detailed Breakup
Standard rated supplies - Box 1	0.00	0.00		
Out of scope supplies	0.00	0.00		
Tax Refunds provided to Tourists under the Tax Refunds for Tourists Scheme - Box 2	41,541.20	2,077.06	✓	
Supplies subject to the reverse charge provisions - Box 3	0.00	0.00		

Edit 1

Save and Back Saving...

Step	Action
(1)	Click Edit to provide further details about your refund request.



VAT 311 - VAT Refunds

About the refund

Please ensure you fill all the sheets wherever its applicable

1. Provide a brief summary of the products/services in your business activity and nature of your business

Business activities are activities a business engages in for profit-making purposes, such as operations, investing, and financing activities

2. Total VAT paid for employees medical insurance: (AED) 200.00

3. Total VAT paid for dependents medical insurance: (AED) 500.00

Save and Back 1

Step	Action
(1)	Answer the questions below to provide further details about your refund request.



The screenshot shows the VAT 311 - VAT Refunds form. Step 1 involves selecting 'Yes' if there are out-of-scope supplies. A red circle labeled '1' points to the 'Yes' radio button. Step 2 involves providing contact details, which is currently being saved.

Step	Action
(1)	Select 'Yes' if you have any out of scope supplies

The screenshot shows the VAT 311 - VAT Refunds form. Step 2 involves providing contact details. A red box highlights the 'Direct Contact Name' field containing 'Noorul Azim A'. A red circle labeled '1' points to this field. Step 3 involves providing supporting documents, which is currently being saved.

Step	Action
(1)	Provide the contact details of the person submitting the refund request



VAT 311 - VAT Refunds

Supporting Documents

Upload 5 highest tax invoices from Standard rated expenses (in terms of values)

Add/View(1) Drag files here

Max File size: 15 MB Max File size: 15 MB Max. No. of files : 5

Upload 5 highest zero related supplies invoices with their official and commercial evidence in case of exports

Add/View(1) Drag files here

Max File size: 15 MB Formats : PDF Max. No. of files : 5

Upload 5 highest tax invoices related to Sales and other outputs(in terms of values)

Add/View(1) Drag files here

Max File size: 15 MB Formats : PDF Max. No. of files : 5

Save and Back

Step	Action
(1)	Click on 'Add' button or drag & drop your files to upload the required document. On successful upload of document, the 'Add' button will highlight in green.

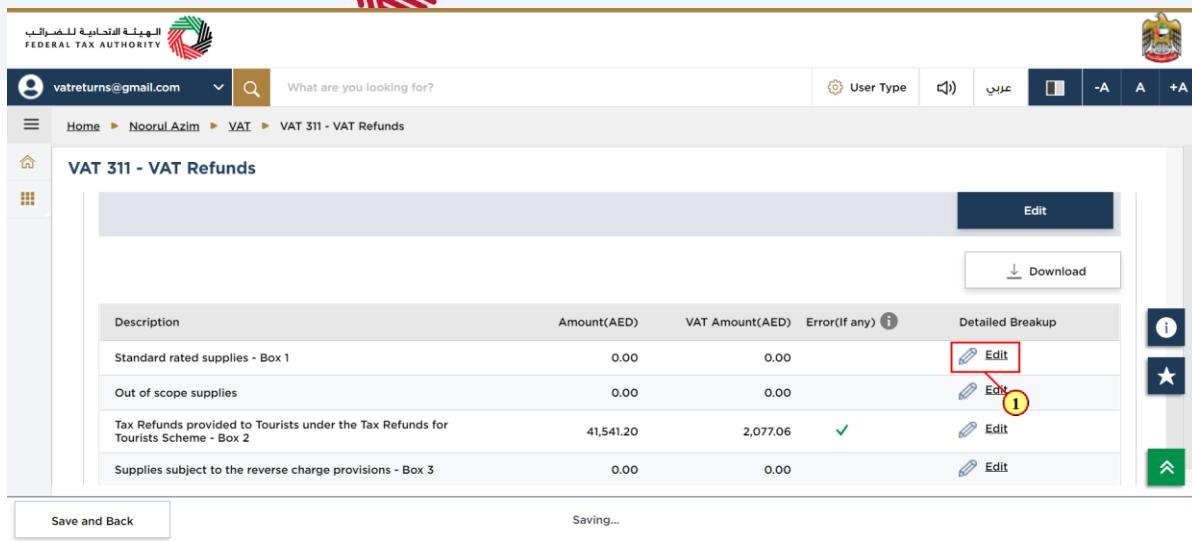
VAT 311 - VAT Refunds

Description	Amount(AED)	VAT Amount(AED)	Error(if any)	Detailed Breakup
Standard rated supplies - Box 1	0.00	0.00		Edit
Out of scope supplies	0.00	0.00		Edit
Tax Refunds provided to Tourists under the Tax Refunds for Tourists Scheme - Box 2	41,541.20	2,077.06	✓	Edit
Supplies subject to the reverse charge provisions - Box 3	0.00	0.00		Edit

Save and Back

Saving...

Step	Action
(1)	Click here to download the amount and VAT amount filed in the VAT return for the selected Tax period

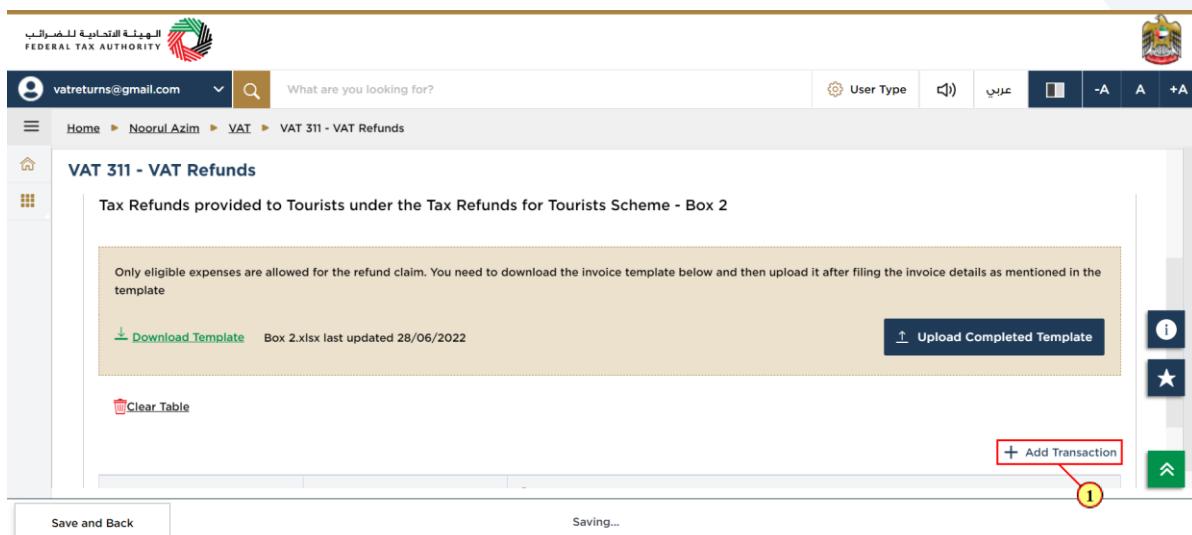


VAT 311 - VAT Refunds

Description	Amount(AED)	VAT Amount(AED)	Error(if any)	Detailed Breakup
Standard rated supplies - Box 1	0.00	0.00		Edit
Out of scope supplies	0.00	0.00		Edit
Tax Refunds provided to Tourists under the Tax Refunds for Tourists Scheme - Box 2	41,541.20	2,077.06	✓	Edit
Supplies subject to the reverse charge provisions - Box 3	0.00	0.00		Edit

[Save and Back](#) Saving...

Step	Action
(1)	Click here to provide a detailed breakdown for the selected line item in your VAT Return.



VAT 311 - VAT Refunds

Tax Refunds provided to Tourists under the Tax Refunds for Tourists Scheme - Box 2

Only eligible expenses are allowed for the refund claim. You need to download the invoice template below and then upload it after filing the invoice details as mentioned in the template

[Download Template](#) Box 2.xlsx last updated 28/06/2022 [Upload Completed Template](#)

[Clear Table](#) [+ Add Transaction](#)

[Save and Back](#) Saving...

Step	Action
(1)	Click here to add transaction details



Add Transaction

Transaction Type	Taxpayer TRN
Tax Invoice	100010413100003
Company Name / Member Company Name (if applicable)	Tax Invoice/Tax credit note No
Best Oven	55378
Tax Invoice/Tax credit note Date	Tax Invoice/Tax credit note Amount AED (before VAT)
01/04/2022	5,000.00
Reporting period from	Reporting period to
11/02/2021	11/02/2021

1

Add

Step	Action
(1)	Enter the transaction details

Add Transaction

Transaction Type	Taxpayer TRN
Tax Invoice	100010413100003
Company Name / Member Company Name (if applicable)	Tax Invoice/Tax credit note No
Best Oven	55378
Tax Invoice/Tax credit note Date	Tax Invoice/Tax credit note Amount AED (before VAT)
01/04/2022	5,000.00
Reporting period from	Reporting period to
11/02/2021	11/02/2021

1

Add

Step	Action
(1)	Click on 'Add' to add the transaction details

Screenshot of the VAT 311 - VAT Refunds page. The table shows one transaction:

Tax Invoice/Tax credit note Date	Transaction Type	Taxpayer TRN	Company Name / Member Company Name (if applicable)	Tax Invoice/Tax credit note No	Reporting period from	Reporting period to	Upload Status	Action
01/04/2022	Tax Invoice	1000104131000 03	Best Oven	55378	11/02/2021	11/02/2021	ooo	 
Total								

Buttons at the bottom left: Save and Back.

Step	Action
(1)	Click here to edit or delete the transaction details.

Screenshot of the VAT 311 - VAT Refunds page. The table shows one transaction. A red box highlights the "Save and Back" button at the bottom left, and a yellow circle with the number 1 points to it.

Tax Invoice/Tax credit note Date	Transaction Type	Taxpayer TRN	Company Name / Member Company Name (if applicable)	Tax Invoice/Tax credit note No	Reporting period from	Reporting period to	Upload Status	Action
01/04/2022	Tax Invoice	1000104131000 03	Best Oven	55378	11/02/2021	11/02/2021	ooo	 
Total								

Buttons at the bottom left: Save and Back 

Step	Action
(1)	Click Save and Back to save the progress of the form and return to the previous section



Screenshot of the VAT 311 - VAT Refunds page. The table shows the breakdown of VAT refunds:

Description	Amount(AED)	VAT Amount(AED)	Error(if any)	Detailed Breakup
Standard rated supplies - Box 1	0.00	0.00		Edit
Out of scope supplies	0.00	0.00		Edit
Tax Refunds provided to Tourists under the Tax Refunds for Tourists Scheme - Box 2	41,541.20	2,077.06	✓	Edit
Supplies subject to the reverse charge provisions - Box 3	0.00	0.00		Edit

Buttons at the bottom: [Save and Back](#) (highlighted with a red box and circled '1'), [Save](#), [Download](#).

Step	Action
(1)	Click Save and Back to save the progress of the form and return to the previous section

Screenshot of the VAT 311 - VAT Refunds page showing transaction selection. The table lists transactions:

Transaction Type	Period Description	Excess Refundable VAT Amount (AED)	Applied VAT Amount (AED)	Action
<input checked="" type="checkbox"/> VAT Return Filing	November 2021	250,558.86	5,000.00	Add Supporting Details
<input type="checkbox"/> VAT Return Filing	December 2021	210,221.56	0.00	Add Supporting Details
<input type="checkbox"/> Advance Payment		0.00	0.00	Upload copy of payment proof
Total		460,780.42	5,000.00	

Buttons at the bottom: [Previous Step](#), [Save as Draft](#), [Next Step](#).

 This is the refundable excess credit available for you to claim.



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Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Please select the transaction for which you want to claim VAT and you may choose to add supporting details for the selected VAT return Filings

Transaction Type	Period Description	Excess Refundable VAT Amount (AED)	Applied VAT Amount (AED)	Action
<input checked="" type="checkbox"/> VAT Return Filing	November 2021	250,558.86	5,000.00	<input type="button" value="Add Supporting Details"/>
<input type="checkbox"/> VAT Return Filing	December 2021	210,221.56	0.00	<input type="button" value="Add Supporting Details"/>
<input type="checkbox"/> Advance Payment		0.00	0.00	<input type="button" value="Upload copy of payment proof"/>
Total		460,780.42	5,000.00	

This is the refund amount requested by you.

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VAT 311 - VAT Refunds

460,780.42	5,000.00
------------	----------

Remaining Amount of Eligible Excess Refundable VAT (AED)

455,780.42

Additional Supporting Documents

Upload any additional supporting document

Max File size: 1 B | Formats : PDF, JPG, PNG, XLS, XLSX, JPEG | Max. No. of files : 5

Step	Action
(1)	Click on 'Add' button or drag & drop your files to upload the required document. On successful upload of document, the 'Add' button will highlight in green.



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VAT 311 - VAT Refunds

460,780.42	5,000.00
Remaining Amount of Eligible Excess Refundable VAT (AED)	
455,780.42	

Additional Supporting Documents

Upload any additional supporting document

Max File size: 15 MB | Formats : PDF, JPG, PNG, XLS, XLSX, JPEG | Max. No. of files : 5

Step	Action
(1)	Click on 'Previous' to go back to the previous section

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What are you looking for?

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

460,780.42	5,000.00
Remaining Amount of Eligible Excess Refundable VAT (AED)	
455,780.42	

Additional Supporting Documents

Upload any additional supporting document

Max File size: 15 MB | Formats : PDF, JPG, PNG, XLS, XLSX, JPEG | Max. No. of files : 5

Step	Action
(1)	Click on 'Save as draft' to save the refund request as a draft



Screenshot of the Federal Tax Authority VAT Returns portal showing the VAT 311 - VAT Refunds page.

The page displays the following information:

- Remaining Amount of Eligible Excess Refundable VAT (AED): 460,780.42
- Refund Amount Requested: 5,000.00
- Remaining Amount of Eligible Excess Refundable VAT (AED): 455,780.42

Additional Supporting Documents section:

- Upload any additional supporting document
- Add/View(1)
- Drag files here
- Max File size: 15 MB | Formats : PDF, JPG, PNG, XLS, XLSX, JPEG | Max. No. of files : 5

Action buttons at the bottom right:

- Save as Draft
- Next Step (highlighted with a red circle)

Step	Action
(1)	Click on 'Next Step' to proceed to the next section



Review and Declaration

Review & Declaration

Step 1: Refund details

Banking Details

Country
United Arab Emirates

Edit

Save as Draft **Submit**

i This section displays your completed Refund Request and allows you to review it prior to submission.

Refund details

Review & Declaration

Step 1: Refund details

Banking Details

Edit

Save as Draft

Expand All / Collapse All

Review & Declaration

Step	Action
(1)	Click here to expand or collapse all steps at once



VAT 311 - VAT Refunds

Refund details Review & Declaration

Step1: Refund details

Banking Details

1 Edit **2** Save as Draft

Step	Action
(1)	Click on the drop-down arrow to review the details in this step

VAT 311 - VAT Refunds

Refund details Review & Declaration

Step1: Refund details

Banking Details

1 Edit **2** Save as Draft

Step	Action
(1)	Click on each step to review every section



VAT 311 - VAT Refunds

Refund details

Review & Declaration

Step1: Refund details

Banking Details

Edit

1 Save as Draft

Step	Action
(1)	Click here to edit the details in this section

VAT 311 - VAT Refunds

Declaration and Authorized Signatory

Authorized Signatory list

Name in English	Name in Arabic	Email ID
Ahmad Khalid	احمد خالد احمد خالد	TRAININGUSER04@GMAIL.COM

First Name in English: Noorul

First Name in Arabic:

Last Name in English: Azim

Last Name in Arabic:

Country Code:

Phone Number:

Email ID:

Step	Action
(1)	Click on ellipsis to edit or delete and Authorized Signatory from the list.



VAT 311 - VAT Refunds

Noorul	Azim
First Name in Arabic	Last Name in Arabic
نورول	عاصم
Country Code	Phone Number
+971 (United Arab Emirates)	987234567
Email ID	
vatreturns@gmail.com	
Date of Submission	
18/08/2022	

Information: The declaration details are taken from your registration data held by the FTA.

Save as Draft **Submit**

Information: The declaration details are taken from your registration data held by the FTA.

VAT 311 - VAT Refunds

Country Code	Phone Number
+971 (United Arab Emirates)	987234567
Email ID	
vatreturns@gmail.com	
Date of Submission	
17/08/2022	

I hereby declare the below:

I agree to submit additional documentary proof support the VAT refund claim if requested by the FTA
 I agree to pay **1** my amount wrongfully obtained
 I declare that all information provided by me is true, accurate and as per best of my knowledge

Save as Draft **Submit**

Step	Action
(1)	Mark the checkbox to confirm that you have agree to the terms and conditions on this refund screen



الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

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Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Country Code	Phone Number
+971 (United Arab Emirates)	987234567
Email ID	vatreturns@gmail.com
Date of Submission	17/08/2022
<input checked="" type="checkbox"/> I hereby declare the below: I agree to submit additional documentary proof support the VAT refund claim if requested by the FTA I agree to pay back my amount wrongfully obtained I declare that all information provided by me is true, accurate and as per best of my knowledge	
<input type="button" value="Previous Step"/> <input type="button" value="Save as Draft"/> <input style="background-color: #c0392b; color: white; border: 2px solid #c0392b; padding: 2px 10px; border-radius: 5px; font-weight: bold; margin-left: 10px;" type="button" value="Submit"/>	

Step	Action
(1)	Click on 'Submit' to submit the refund request.



Acknowledgement

The screenshot shows a successful application submission for VAT 311 - VAT Refunds. The application was submitted by Noorul Azim on November 7, 2022, with a requested VAT claim amount of AED 5,000.00. The status is marked as 'Submitted'.

You have successfully submitted the refund request.
Make a note of the application number for future reference. You can also access this refund request from the VAT 311 tile within the VAT tax module.

What Next

- Processing your application:
a. Your application will now be reviewed by the FTA. If we require more information to assist with our review, we will contact you by email. You will need to provide the information requested for us to continue processing your application.
b. Once we have completed our review, we will either approve or, in some cases, may have to reject the application. We will notify you by email of our decision.
c. Where we reject an application, we will provide you with the reasons for doing so. You may re-apply but only once you have resolved the matters brought to your attention (if possible).
2. The status of your application in the dashboard will be updated accordingly. You can check the status of your application at any time by logging into the EmaraTax portal.

Important Notes

- The international bank details will be validated during the refund application process if you use an international bank that does not have a correspondent bank in the UAE. A transfer fee will be charged by the associated bank.

For any inquiry or assistance, please contact us on: Within UAE: 600509994 | Outside UAE: +971 600509994 Email us at info@tax.gov.ae

Step	Action
(1)	Click on 'Back to Dashboard' to go back to dashboard.



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FEDERAL TAX AUTHORITY | VAT REFUNDS

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What are you looking for?

User Type | Arabic | -A | A | +A

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

What Next

1. Processing your application:

- Your application will now be reviewed by the FTA. If we require more information to assist with our review, we will contact you by email. You will need to provide the information requested for us to continue processing your application.
- Once we have completed our review, we will either approve or, in some cases, may have to reject the application. We will notify you by email of our decision.
- Where we reject an application, we will provide you with the reasons for doing so. You may re-apply but only once you have resolved the matters brought to your attention (if possible).
- The status of your application in the dashboard will be updated accordingly. You can check the status of your application at any time by logging into the EmaraTax portal.

Important Notes

1. The international bank details will be validated during the refund application process if you use an international bank that does not have a correspondent bank in the UAE. A transfer fee will be charged by the associated bank.

For any inquiry or assistance, please contact us on: Within UAE: 600509994 | Outside UAE: +971 600509994 Email us at info@tax.gov.ae

Back to Dashboard | Download

1

Step	Action
(1)	Click on 'Download' to download a copy of refund application submission acknowledgement



Correspondences

After submission of the VAT refund request, applicant receives the following correspondences:

- Application submission acknowledgment
- Application approval or rejection notification
- Additional information notification (only if FTA requires more information to assist with their review of your application)

Thank you