



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"> • 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](#)



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

New Here?
If you are not registered, please signup here.

[Sign Up](#)

Login
Welcome to the Federal Tax Authority

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

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 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.

What are you looking for?

User Type:

[Arabic](#) [-A](#) [A](#) [+A](#)

Create New Taxable Person Profile

Taxable Person List

Search by TRN Number or Taxable Person

[Search](#)

Ahmad Abdullah

[View](#) [...](#)

QUICK LINKS

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

OTHER LINKS

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

FOLLOW US

-
-
-
-
-

Contact Us [600 599 994](#)

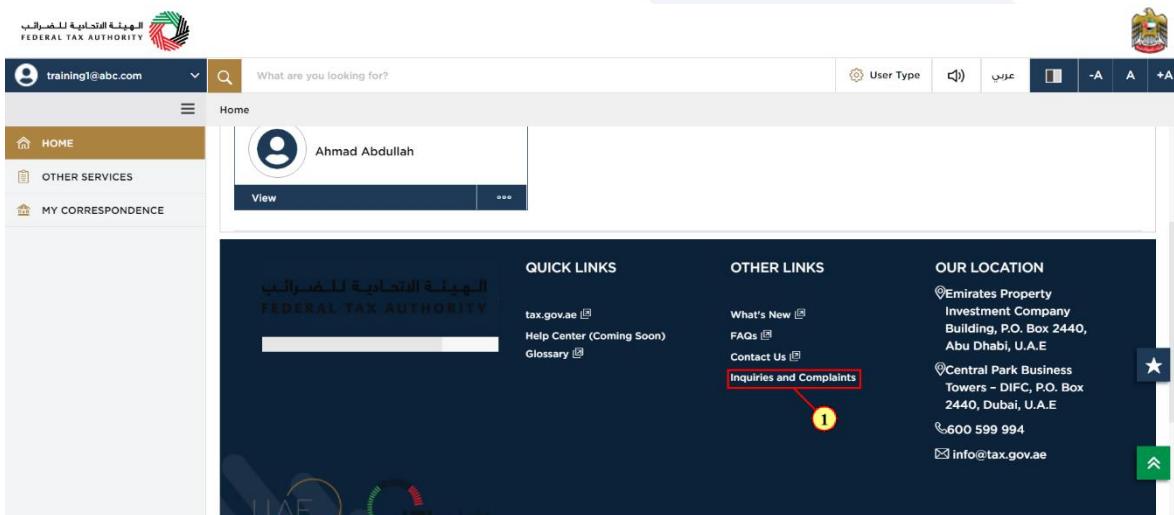
© 2021 Copyright Federal Tax Authority.
This site is best viewed in Microsoft Edge Vers. 38.14393.1066.0 (latest)

i 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.

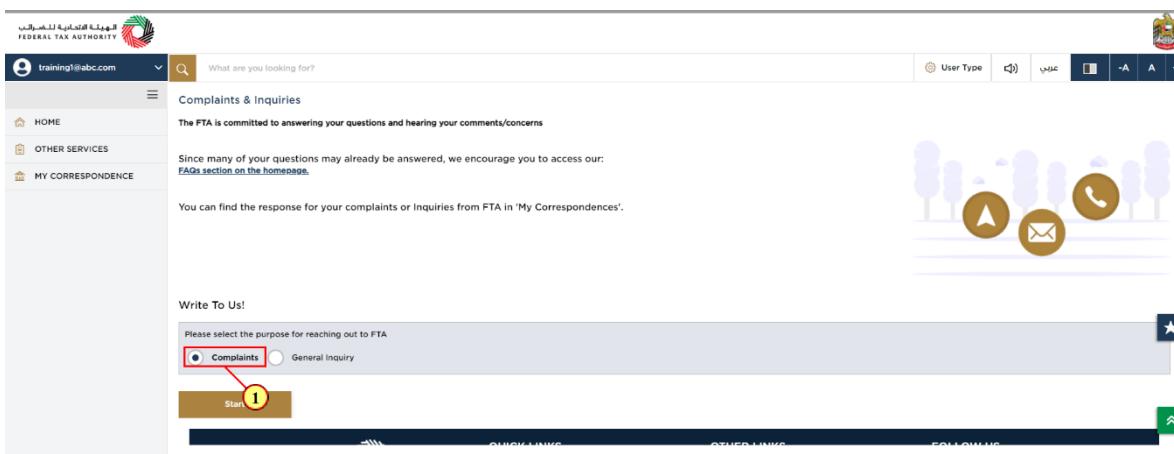


Complaint - Online user profile



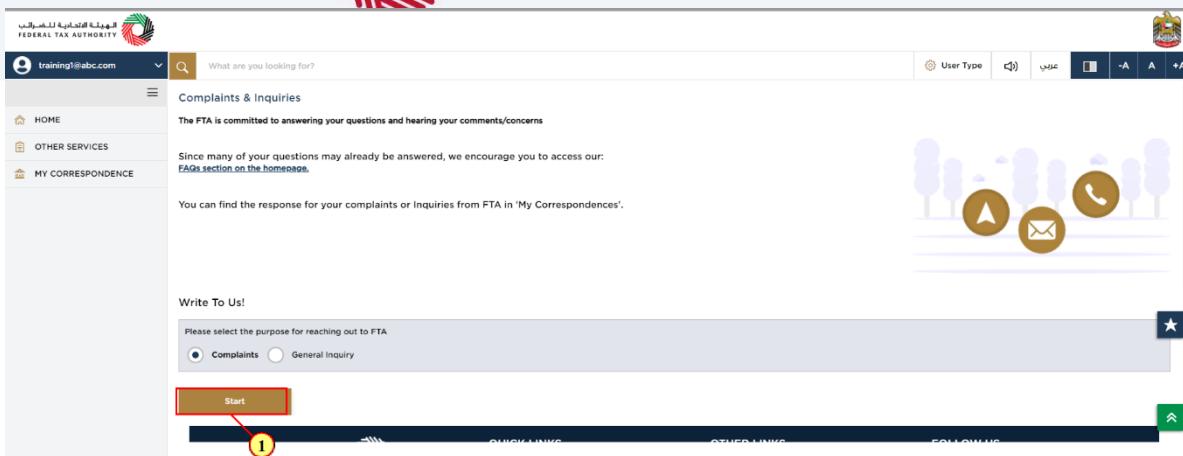
The screenshot shows the FTA Online User Profile interface. At the top, there is a navigation bar with a search bar, user type selection, and font size adjustment. Below this is a header with the FTA logo and a user profile for 'Ahmad Abdullah'. On the left, there is a sidebar with links for 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The main content area features the FTA logo and a 'QUICK LINKS' section with links to 'tax.gov.ae', 'Help Center (Coming Soon)', and 'Glossary'. To the right, there is an 'OTHER LINKS' section with 'What's New', 'FAQs', 'Contact Us', and the 'Inquiries and Complaints' link, which is highlighted with a red box and a circled '1'. Below these are sections for 'OUR LOCATION' and contact information.

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



The screenshot shows the 'Write To Us!' page. It has a header with the FTA logo and a search bar. The main content includes a heading 'Complaints & Inquiries' with a sub-section about FAQs. It also mentions that users can find responses in 'My Correspondences'. Below this is a 'Write To Us!' form with a question about purpose ('Please select the purpose for reaching out to FTA') and two radio buttons: 'Complaints' (which is selected and highlighted with a red box) and 'General Inquiry'. A large blue 'Start' button is at the bottom. The footer contains 'QUICK LINKS', 'OTHER LINKS', and 'FOLLOW US' sections.

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



What are you looking for? User Type: عربى -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!

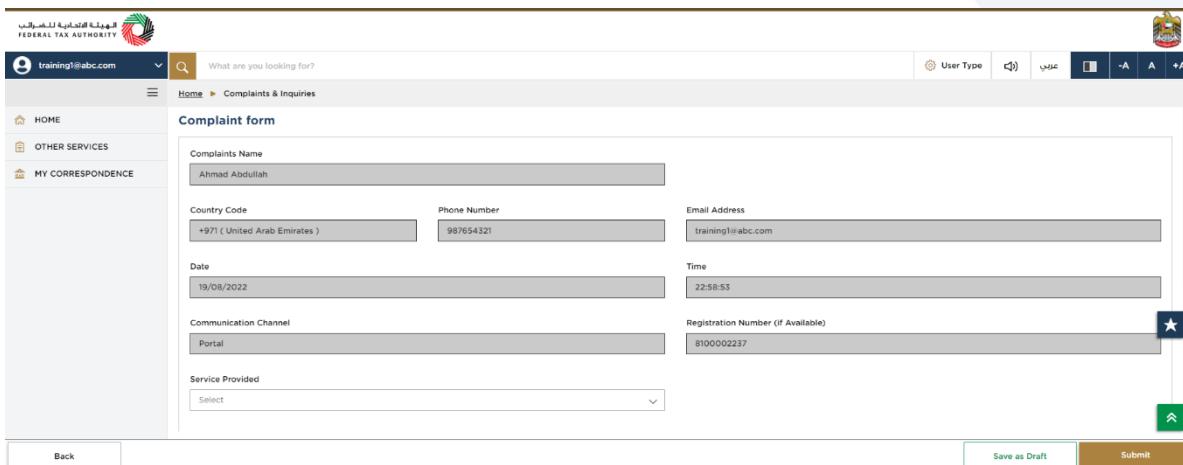
Please select the purpose for reaching out to FTA

Complaints General Inquiry

Start

QUICK LINKS OTHER LINKS FOLLOW US

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



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

Home > Complaints & Inquiries

Complaint form

Complaints Name: Ahmad Abdullah

Country Code: +971 (United Arab Emirates) Phone Number: 987654321 Email Address: training@abc.com

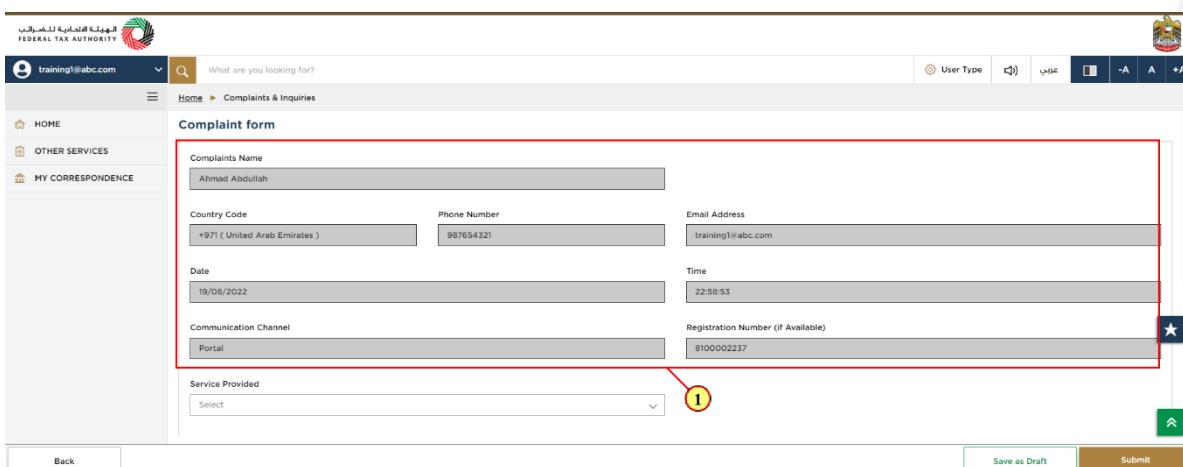
Date: 19/08/2022 Time: 22:58:53

Communication Channel: Portal Registration Number (if Available): 8100002237

Service Provided: Select

Back Save as Draft Submit

	This is the application form for submitting a Complaint to FTA.
---	---



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

Home > Complaints & Inquiries

Complaint form

Complaints Name: Ahmad Abdullah

Country Code: +971 (United Arab Emirates) Phone Number: 987654321 Email Address: training@abc.com

Date: 19/08/2022 Time: 22:58:53

Communication Channel: Portal Registration Number (if Available): 8100002237

Service Provided: Select

Back Save as Draft Submit

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



What are you looking for?

User Type: عربي -A A +A

training1@abc.com

Home > Complaints & Inquiries

Portal

HOME

OTHER SERVICES

MY CORRESPONDENCE

Service Provided

Service Submission channel

Complaint Description

Delay in processing the VAT refund

Complaint Category

I

Save as Draft **Submit**

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

الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

User Type: عرب

training@abc.com

What are you looking for?

Home > Complaints & Inquiries

HOME OTHER SERVICES MY CORRESPONDENCE

Complaint Category: Vat Refunds

Proposed Solution By The Complainant:

Kindly process the Refund at the earliest!

1

Step Action

(1) Update the proposed solution.

الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

training1@abc.com

What are you looking for?

User Type: عربى

Home > Complaints & Inquiries

HOME OTHER SERVICES MY CORRESPONDENCE

Complaint Category: Vat Refunds

Proposed Solution By The Complainant:

Kindly process the Refund at the earliest!

Back

Save as Draft

Submit

1

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



The screenshot shows a web interface for the Federal Tax Authority's Complaints & Inquiries system. At the top, there is a header with the authority's name in Arabic and English, along with a search bar and user navigation options. Below the header, a breadcrumb navigation shows 'Home > Complaints & Inquiries'. The main content area is titled 'Complaint Form' and displays a success message: 'Application Submitted Successfully'. It includes details such as the applicant's name (Ahmed Abdullah), reference number (8000048425), and submission date (19 August 2022). To the left of the main content, there is a graphic of a document with a checkmark and a list. On the right side, there are several small icons: a blue star, a green square with an upward arrow, and a green square with a downward arrow.

	<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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Complaint - Taxable person profile

What are you looking for? User Type: عرب Search A +A

HOME OTHER SERVICES MY CORRESPONDENCE

Create New Taxable Person Profile

Taxable Person List

Search by TRN Number or Taxable Person

Ahmed Abdullah

View

1

FEDERAL TAX AUTHORITY

QUICK LINKS tax.gov.ae Help Center Glossary Sitemap

OTHER LINKS What's New FAQs Contact Us Complaints and Inquiries

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Contact Us 600 599 994

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

What are you looking for? User Type: عرب Search A +A

HOME AHMED ABDULLAH VAT EXCISE TAX PAYMENTS MY CORRESPONDENCE USER AUTHORIZATION OTHER SERVICES

training@abc.com

Home > Ahmed Abdullah

Required Actions

Due Date Description

No data

Most Used Services

No data

Registration Overview

Value Added Tax Tax Group Excise Tax

Not registered Register Not registered Register

Warehouse Keeper

Customize View

1

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

What are you looking for? User Type: عرب Search A +A

HOME AHMED ABDULLAH VAT EXCISE TAX PAYMENTS MY CORRESPONDENCE USER AUTHORIZATION OTHER SERVICES

training@abc.com

Home > Ahmed Abdullah > Other Services

My Favorites

Others

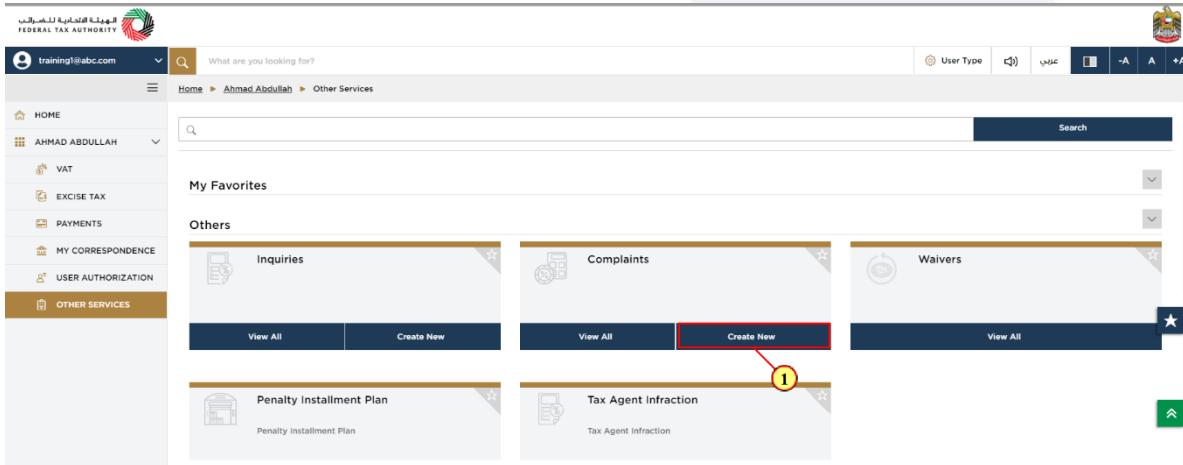
Inquiries Complaints Waivers

View All Create New View All Create New View All

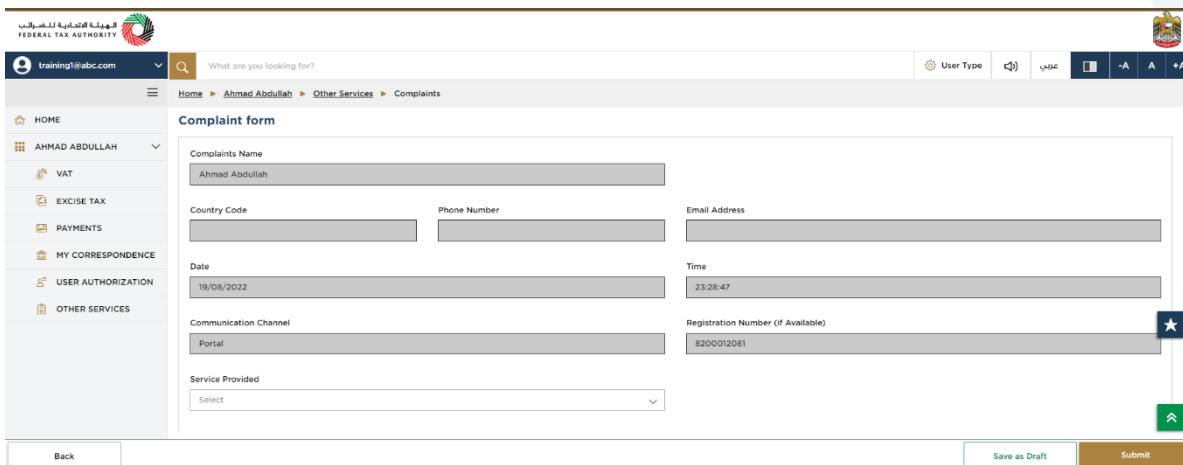
Penalty Installment Plan Tax Agent Infraction

1

Step	Action
(1)	<p>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.</p> <p>You can search for a previously submitted Complaint from here.</p>



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



	This is the application form for submitting a Complaint to FTA.
---	---

Complaint form

Complaints Name	Ahmad Abdullah	
Country Code	Phone Number	Email Address
Date	Time	
Communication Channel	Registration Number (if Available)	
Service Provided	Select	

1

Save as Draft Submit

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

Complaints

Service Provided	Service Submission channel
Refund	Vat Refunds
Complaint Description	Delay in processing of VAT refund
Complaint Category	Vat Refunds

1

Save as Draft Submit

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

Complaints

Complaint Category	Vat Refunds
Proposed Solution By The Complainant	Kindly process my VAT refund at the earliest

1

Save as Draft Submit

Step	Action
(1)	Update the proposed solution.



training1@abc.com

What are you looking for?

User Type: عرب

Complaint Category: Vat Refunds

Proposed Solution By The Complainant: Kindly process my VAT refund at the earliest.

Submit

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

training1@abc.com

What are you looking for?

User Type: عرب

Application Submitted Successfully

applicant's Name : Ahmad Abdullah

Reference Number : 8000048433

Submitted Date : 19 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 - 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



إمارات تاكس

EMARATAX

After submission, Taxpayer receives the following correspondences:

- Application submission acknowledgment.
- Application resolution notification.

Thank you