



إمارات تاكس
EMARATAX

Add home country to approved list of countries
- User Manual

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Document Control Information

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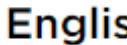
Annexure Section

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 	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

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Introduction



This manual is prepared to help the applicant to navigate through the EmaraTax portal and to notify the FTA if applicant's home country does not appear in approved list of countries.



EmaraTax Login Page

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: user02@yahoo.com

Password:

[Forgot password?](#)

Enter Security Code: 555599

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

	<ul style="list-style-type: none"> • 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.
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User Type Selection

What are you looking for?

User Type

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

Taxable Person A Person who is subject to Tax under the provisions of the relevant Tax Law	Tax Agents	Tax Agencies	Special Refunds
--	-------------------	---------------------	------------------------

Proceed

Step	Action
(1)	Click on 'User Type' to select special refunds.

What are you looking for?

User Type

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

Taxable Person A Person who is subject to Tax under the provisions of the relevant Tax Law	Tax Agents	Tax Agencies	Special Refunds
--	-------------------	---------------------	------------------------

Proceed

Step	Action
(1)	Select the 'Special Refund' tile



 user02@yahoo.com

 User Type













User Profile

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


Taxable Person
 A Person who is subject to Tax under the provisions of the relevant Tax Law


Tax Agents
 Tax Agents


Tax Agencies
 Tax Agencies


Special Refunds
 Special Refunds

1
Proceed

Step	Action
(1)	Click on 'Proceed' to proceed with special refunds



Logged in User Dashboard

The screenshot shows the user dashboard with a sidebar on the left containing links for HOME, SPECIAL REFUNDS (highlighted with a red box), and MY CORRESPONDENCE. A red circle with the number '1' points to the 'SPECIAL REFUNDS' link. The main area displays several service tiles:

- Link TRN to New Email Address**: 0 Total Requests. **View All**
- Reconsideration & Waiver Reduction**: **View All**
- Excise Goods List**: **View All**
- Clearance Certificate**: 0 Total Requests. **View All**
- Payment of VAT on Commercial Property Sale**: 0 Total Requests. **View All**

Step	Action
(1)	Click on 'Special Refund' tile to access the special refunds

The screenshot shows the 'Special Refunds' section of the dashboard. The sidebar still shows the 'SPECIAL REFUNDS' link highlighted with a red box and a red circle with the number '1'. The main area includes:

- Required Actions**: A table showing 'Due Date' and 'Description' with 'No data'.
- Most Used Services**: A list starting with 'Sign Up Process'.
- Overview**: Two tiles: 'New Residence VAT Refunds' (0 Total Requests) and 'Business Visitor Refunds' (0 Total Requests). The 'Business Visitor Refunds' tile has a red box around its 'View All' button, and a red circle with the number '1' points to it.

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



Business Visitor Refund Dashboard

The screenshot shows the 'Refund Applications' section of the dashboard. The table has the following columns:

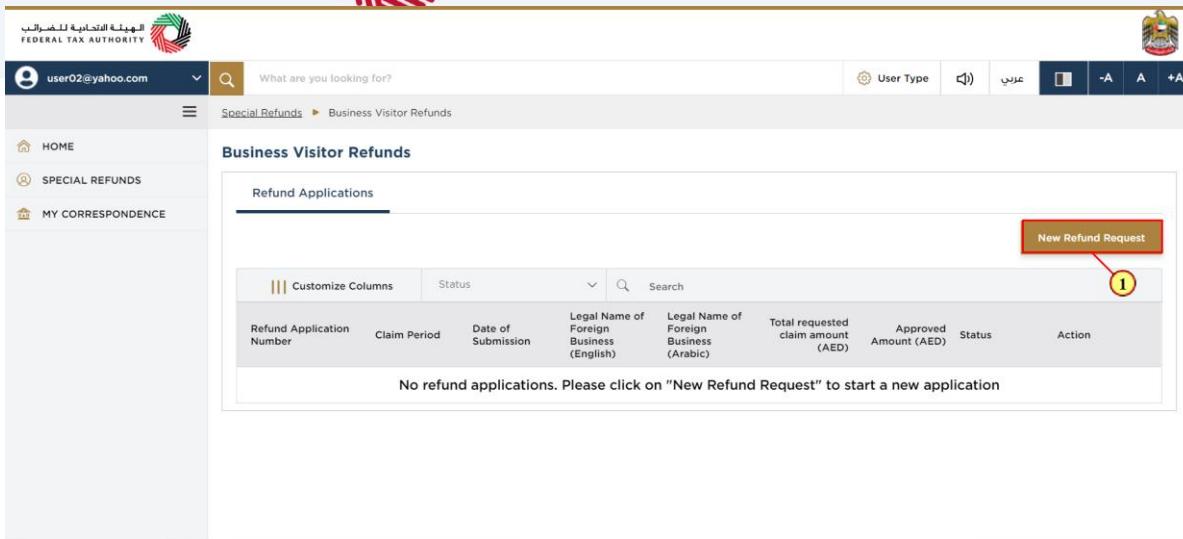
Refund Application Number	Claim Period	Date of Submission	Legal Name of Foreign Business (English)	Legal Name of Foreign Business (Arabic)	Total requested claim amount (AED)	Approved Amount (AED)	Status	Action
No refund applications. Please click on "New Refund Request" to start a new application								

This dashboard displays information related to your previous Business Visitor refund requests.

The screenshot shows the 'Refund Applications' section of the dashboard. The table has the following columns:

Refund Application Number	Claim Period	Date of Submission	Legal Name of Foreign Business (English)	Legal Name of Foreign Business (Arabic)	Total requested claim amount (AED)	Approved Amount (AED)	Status	Action
No refund applications. Please click on "New Refund Request" to start a new application								

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



The screenshot shows the 'Business Visitor Refunds' section of the website. At the top right, there is a red button labeled 'New Refund Request'. A red circle with the number '1' is drawn around this button, indicating the first step in the process.

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



Instructions and Guidelines for Business Visitor Refund

This screenshot shows the 'Business Visitor Refunds' service page. At the top, there's a header with the FTA logo, user information ('user02@yahoo.com'), a search bar, and navigation links. Below the header, it says 'Special Refunds > Business Visitor Refunds'. The main content area includes sections for 'No. of form steps' (8 Steps), 'Expected time to fill this form' (15 minutes), and 'Expected fees for this service' (Free of Charge). A large section titled 'Required Documents' lists the following items:

- Original Tax Compliance Certificate (such as business status certificate, certificate of commercial activities or equivalent) in Arabic or English issued by the relevant competent Tax Administration reflecting your tax registration number ("TRN") atteste.
- A declaration in Arabic or English indicating the level (percentage) of input tax you are eligible to recover on expenses if you undertake exempt or non-business activities in your country of establishment, which do not give you the right to fully recover.
- Copy of bank account validation letter in case of international bank details.
- Trade agreement document between the business establishment country and UAE in case place of foreign business establishment is not listed in refund form.
- The relevant tax invoices with valid TRN.
- Proof of payment (receipt or stamp of invoice as "paid" with the supplier's details on one stamp).
- Copy of passport of the Authorised Signatory.
- Proof of Authority of the Authorised Signatory.

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

At the bottom, there are 'Back' and 'Start' buttons.

 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

This screenshot shows the same 'Business Visitor Refunds' service page as above, but with a red box highlighting the checkbox labeled 'I confirm that I have read the above instructions and guidelines'. A red arrow points from this box to a circled '1' at the bottom center of the page, indicating the first step in a process.

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



Screenshot of the Federal Tax Authority website showing the Business Visitor Refunds page. The page includes a sidebar with navigation links like 'About the Service', 'Eligibility Criteria', 'Your service journey', and 'FAQ'. A checkbox labeled 'I confirm that I have read the above instructions and guidelines' is present. The 'Start' button at the bottom right is highlighted with a red circle and the number '1'.

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

Screenshot of the Federal Tax Authority website showing the Business Visitor Refunds page. The page includes a sidebar with navigation links like 'About the Service', 'Eligibility Criteria', 'Your service journey', and 'FAQ'. A checkbox labeled 'I confirm that I have read the above instructions and guidelines' is present. The 'Start' button at the bottom right is highlighted with a red circle and the number '1'.

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



Refund Eligibility

Please select your place of foreign business establishment for refund eligibility

Please select your country

OK

Back Start

 Only the countries with reciprocal arrangements can be found in the countries list. In case, your company has branches in many countries, the refund is only available to the branch(es) which are established in a country that has a reciprocal arrangement with UAE

Please select your place of foreign business establishment for refund eligibility

Please select your country

Other

please fill the below details if your country is not listed above

1

Please select your country(not listed above)

Comments(Optional)

Max. 200 characters

Upload a scanned copy of the approved trade agreement document between the countries(i.e.home country of the business visitor and UAE)

Add Drag files here

Max File size: 15 MB Formats : PDF, JPEG, JPG Max No. of files : 3

Submit

Back Start

Step	Action
(1)	Click here to choose the country where your business is registered. If your country is not on the listed, then select 'Other'



Please select your place of foreign business establishment for refund eligibility

Please select your country

Other

please fill the below details if your country is not listed above

Please select your country(not listed above)

Argentina

Comments(Optional)

Max. 200 characters

Upload a scanned copy of the approved trade agreement document between the countries(i.e.home country of the business visitor and UAE)

Add Drag files here

Max File size: 15 MB Formats : PDF, JPEG, JPG Max No. of files : 3

Submit



If your country is not on the listed, then you can request the FTA to include your country by completing the below section

Please select your place of foreign business establishment for refund eligibility

Please select your country

Other

please fill the below details if your country is not listed above

Please select your country(not listed above)

Argentina

Comments(Optional)

Max. 200 characters

Upload a scanned copy of the approved trade agreement document between the countries(i.e.home country of the business visitor and UAE)

Add Drag files here

Max File size: 15 MB Formats : PDF, JPEG, JPG Max No. of files : 3

Submit

Step	Action
(1)	Click here to select the country where your business is registered

Please select your place of foreign business establishment for refund eligibility

Please select your country

Other

please fill the below details if your country is not listed above

Please select your country(not listed above)

Argentina

Comments(Optional)

Add/View(1) Drag files here

Max File size: 15 MB Formats : PDF, JPEG, JPG Max No. of files : 3

Submit

Step	Action
(1)	Click on 'Add' to upload the approved trade agreement document between the selected country and the UAE.

Please select your place of foreign business establishment for refund eligibility

Please select your country

Other

please fill the below details if your country is not listed above

Please select your country(not listed above)

Argentina

Comments(Optional)

Add/View(1) Drag files here

Max File size: 15 MB Formats : PDF, JPEG, JPG Max No. of files : 3

Submit

Step	Action
(1)	Click on 'Submit' to submit your request to the FTA for review.



Acknowledgement

The screenshot shows a user interface for the Federal Tax Authority's portal. At the top, there is a header with the FTA logo and the UAE emblem. Below the header, a search bar contains the email 'user02@yahoo.com' and a placeholder 'What are you looking for?'. To the right of the search bar are icons for 'User Type', a magnifying glass, language selection ('Arabic'), and font size adjustment ('-A', 'A', '+A'). Below the search bar, a breadcrumb navigation shows 'Special Refunds > Business Visitor Refunds'. The main content area displays a success message: 'Application submitted successfully' with an application number 'BF2200000029' and a date 'Submitted Date : 14 July 2022'. There is also a status indicator 'In Progress' with a blue dot. On the left side of the main content, there is a graphic of two overlapping documents.

 You have successfully submitted the application to add the country where your business establishment is registered. Make a note of the application number for future references. You can also access this application from the Business Visitor refunds dashboard.

The screenshot shows the 'What Next' section of the portal. It includes a list of steps for processing the application, a note about important bank details, and contact information. At the bottom, there are buttons for 'Back to Dashboard' and 'Download' with a file icon. A red box highlights the 'Back to Dashboard' button, and a yellow circle with the number '1' is positioned next to it.

What Next

1. 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

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](#)

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



Screenshot of the FTA website showing the Business Visitor Refunds page. The page includes a search bar, user profile, and navigation links. A sidebar on the left provides 'What Next' information and 'Important Notes'. At the bottom right, a 'Download' button is highlighted with a red box and a yellow circle containing the number '1', indicating the step to download the acknowledgement.

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



Correspondences



After submission, Business Visitor 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