



إمارات تاكس  
EMARATAX

## Clearance Certificate - User Manual

Date: Oct 2022

Version 1.0.0.0

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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"> <li>Registered for VAT</li> <li>Registered for Excise</li> <li>Non-registered Taxpayer</li> <li>Tax Group</li> <li>Warehouse Keeper</li> <li>Freight Forwarder/VAT Clearing Company (TINCO)</li> <li>Excise Tax Clearing Company (TINCE)</li> </ul>
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
<b>In the Portal</b>	
 <b>User types</b>	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
<b>English</b> عربي	This is used to toggle between the English and Arabic versions of the portal
	This is used to decrease, reset, and increase the screen resolution of the user interface of the portal
 <b>Manage Account</b>	This is used to manage the user profile details such as the Name, Registered Email address, Registered Mobile number, and password
 <b>Log Out</b>	This is used to log off from the portal
<b>In the Business Process application</b>	
<b>Previous Step</b>	This is used to go the Previous section of the Input Form
<b>Next Step</b>	This is used to go the Next section of the Input Form
<b>Save as Draft</b>	This is used to save the application as draft, so that it can be completed later
	This menu on the top gives an overview of the various sections within the. All the sections need to be completed in order to submit the application for review. The Current section is highlighted in Blue and the completed sections are highlighted in green with a check

The Federal Tax Authority offers a range of comprehensive and distinguished electronic services in order to provide the opportunity for taxpayers to benefit from these services in the best and simplest ways. To get more information on these services Click [Here](#)



## Clearance Certificate

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# Introduction




This manual is prepared to help a non-registered or deregistered business to navigate through the Federal Tax Authority EmaraTax portal and request for a clearance certificate from FTA. The below details are required while requesting a clearance certificate:

- Trade license details
- Financial statements
- Turnover details include taxable supplies and taxable expenses.

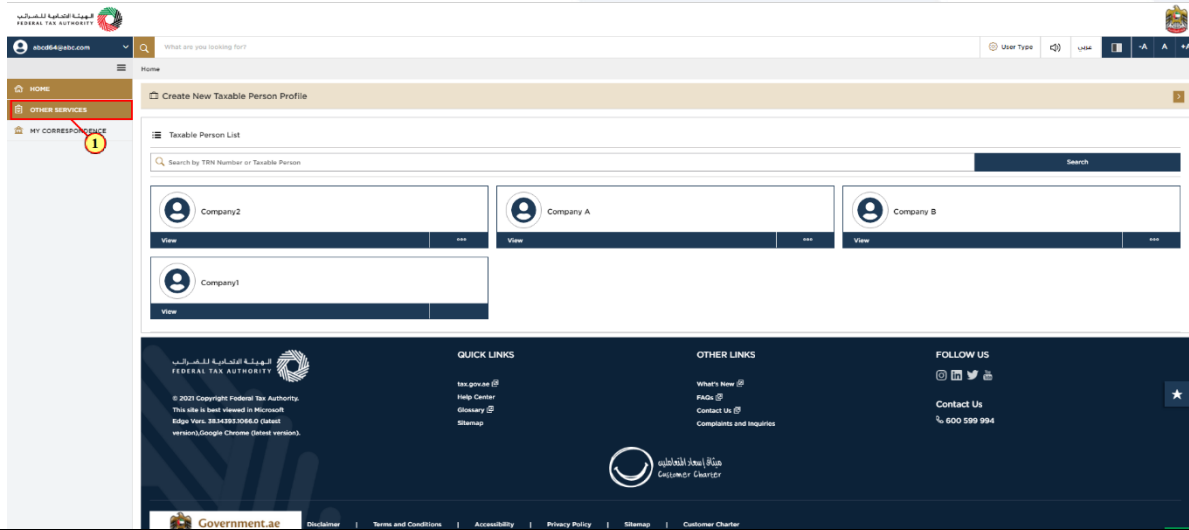


# Login to EmaraTax

- 

- You can login into the EmaraTax account using your login credentials or using UAE Pass. If you do not have an EmaraTax account, you can sign-up for an account by clicking the 'sign up' button. If you have forgotten your password, you can use the "forgot password" feature to reset your password.
  - If you login via your registered email and password, on successful login, the EmaraTax online user dashboard will be displayed. If you had opted for 2 factor authentication, you will be required to enter the OTP received in your registered email and mobile number to successfully login.
  - If you wish to login via UAE Pass, you will be redirected to UAE Pass. On successful UAE Pass login, you will be redirected back to the EmaraTax online user dashboard.

# Other Services



Step	Action
(1)	In order to access the Clearance Certificate service, select 'Other Services' from the left-hand side panel.





# Initiate Clearance certificate

The screenshot shows the user interface of the Federal Tax Authority portal. The user is logged in as 'fauuser66@fta.com'. The main content area is titled 'Other Services' and contains an 'Overview' section with five tiles: 'Link TRN to New Email Address' (6 Total Requests), 'Reconsideration & Waiver Reduction', 'Excise Goods List' (Excise Goods List), 'Payment of VAT on Commercial Property Sale' (0 Total Requests), and 'Clearance Certificate' (0 Total Requests). The 'View All' button for the 'Clearance Certificate' tile is highlighted with a red box and a circled '1'.

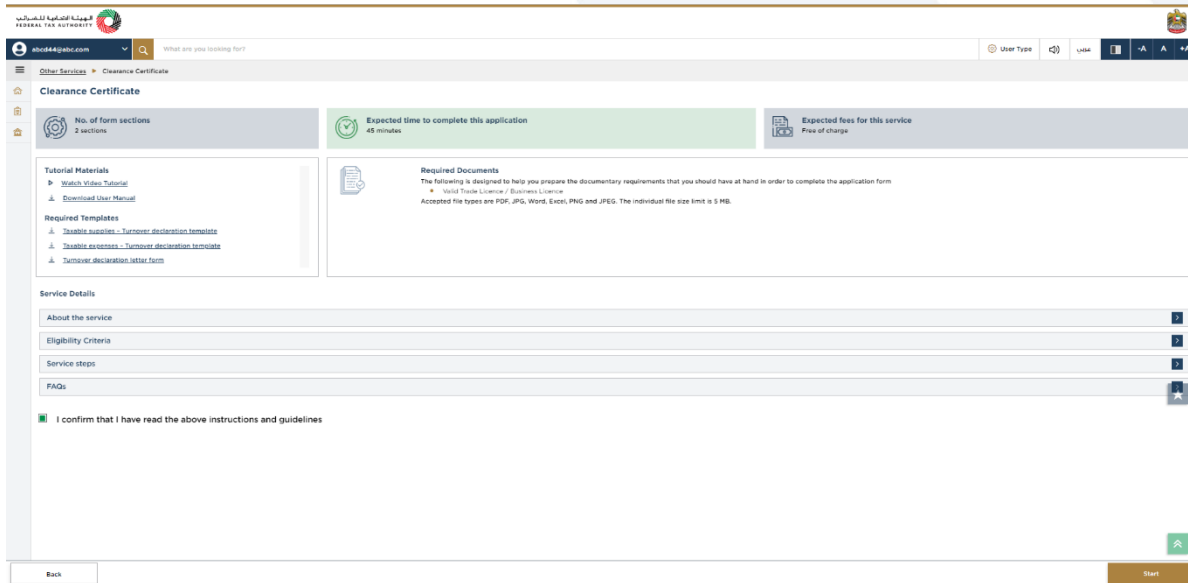
Step	Action
(1)	Go to Clearance certificate tile. Click 'View All' to initiate the clearance certificate application.




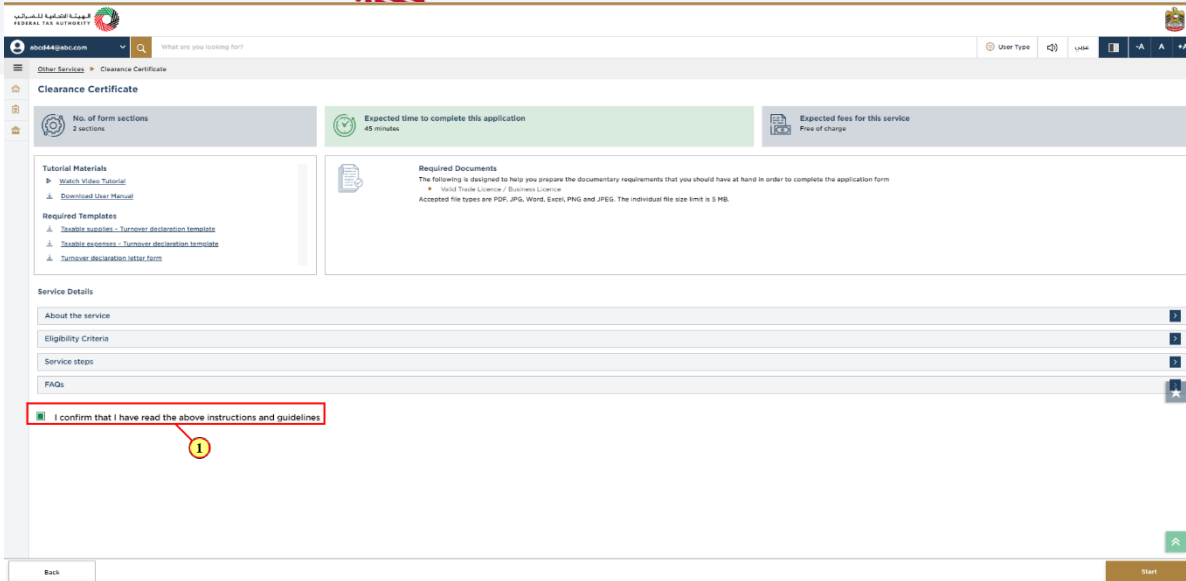
Step	Action
(1)	A new page with the existing list of clearance certificate requests. You are requested to click "New Request" on the top right corner to initiate a new service.



# Guidelines and Instructions



 The 'guidelines and instructions' page is designed to help you understand certain important requirements relating to Clearance Certificate in the UAE. It also provides guidance on what information you should have in hand when you are completing the Clearance Certificate application.



Step	Action
(1)	<ul style="list-style-type: none"> <li>A screen will appear with guidelines and instructions.</li> <li>Read the guidelines and instructions for requesting the clearance certificate and mark the checkbox to confirm.</li> </ul>



Step	Action
(1)	Click 'Start' to initiate the Clearance Certificate application.



# Clearance Certificate Application

Step	Action
(1)	<ul style="list-style-type: none"> <li>Select the trade license from the list. EmaraTax will pre-populate the information associated with Trade License Number selected.</li> <li>If you are unable to find the trade license in the list, you will be required to enter all the details manually. In order to enter details manually, select the option as 'Others'.</li> </ul>



- The trade licenses in your deregistered accounts (VAT, Excise, Warehouse Keeper, Tax Agency) that are linked to your EmaraTax online profile will be displayed in the 'Trade license' drop down list.
- You are requested to ensure that the documents submitted, supports the information entered by you in the application. This would help to avoid any rejection or resubmission of the application later.



## Taxable supplies and Expenses

Step	Action
(1)	<ul style="list-style-type: none"> <li>Download the Excel Template, enter the Taxable Supplies and Expenses details and upload. The details provided in the excel template will get populated on the screen. OR</li> <li>Enter the Taxable Supplies and Expenses directly in the page.</li> <li>The figure must only be reported in UAE Dirhams (AED).</li> </ul>





Clearance Certificate

Please download the template and then upload it after filling taxable expense details as mentioned in the template

[Download Template](#) Taxable Expenses.xlsx last updated 23.01.2021 [Upload Filled Template](#)

Clear Step

Taxable Expenses

Month	Amount (in AED)	Cumulative Amount (in AED)
Jan 2022	<input type="text"/>	0.00
Feb 2022	<input type="text"/>	0.00
Mar 2022	<input type="text"/>	0.00
Apr 2022	<input type="text"/>	0.00
May 2022	<input type="text"/>	0.00

Showing 5 of 242 records per page

Taxable Expenses for last 12 months(AED):  Taxable Expenses for next 30 days(AED):

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

Step	Action
(1)	Click 'Next Step' to save and proceed to the next section.



# Review and Declaration

الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY

ftauser66@fta.com

What are you looking for?

User Type عربي -A A +A

Other Services ► Clearance Certificate

### Clearance Certificate

**Declaration**

First Name in English	fta	Last Name in English	user
First Name in Arabic	اتفاقية التجارة الحرة	Last Name in Arabic	اتفاقية التجارة الحرة
Country Code	+971 ( United Arab Emirates )	Permanent Phone Number	987654321
Date of Submission	12/07/2022	Email ID	ftauser66@fta.com

I declare that all information is true, accurate and complete to the best of my knowledge and belief

Previous Step Save as Draft Submit



This section will help to make sure that you have completed the Clearance Certificate application correctly and ensured that all the necessary documents to support your application are uploaded". You are requested to review and submit the application formally.



ftauser66@fta.com What are you looking for? User Type عربي -A A +A

Other Services > Clearance Certificate

### Clearance Certificate

**Declaration**

First Name in English: fta Last Name in English: user

First Name in Arabic: اتفاقية التجارة الحرة Last Name in Arabic: اتفاقية التجارة الحرة

Country Code: +971 ( United Arab Emirates ) Permanent Phone Number: 987654321 Email ID: ftauser66@fta.com

Date of Submission: 12/07/2022

I declare that all information is true, accurate and complete to the best of my knowledge and belief

Previous Step Save as Draft Submit

Step	Action
(1)	<ul style="list-style-type: none"><li>After carefully reviewing all of the information entered on the application, mark the checkbox to declare the correctness of the information provided in the application</li><li>Click 'Submit' to submit the application to FTA</li></ul>



# Post Application Submission

Clearance Certificate

Application submitted successfully

IN REVIEW

Name : Tax user  
Reference Number : 20200000910  
Submitted Date : 12 July 2022

**What's Next:**

- Once the application is submitted, the FTA shall approve, reject or resubmit and notify the applicant accordingly within 30 business days.
- If the FTA requires any further details from you in order to assist with the verification of your application, you will receive an email/SMS notification setting out the information required from you.
- Once the FTA confirms acceptance of your application, you will be notified on the decision via email/SMS to your email address/mobile number registered with FTA.
- The status of your application in the dashboard will be updated accordingly. You may check your application status in the dashboard from time to time.

**Important Notes:**

- Applicant (Taxable Person) may be liable for a late registration administrative penalty if FTA determines that the Taxable Person failed to register for VAT on time. The FTA may charge the applicant a late registration administrative penalty of AED 10,000 if the applicant fails to submit the application within 30 calendar days of being required to register.

For any queries please contact us on [www.fta.gov.ae](http://www.fta.gov.ae) or contact us directly at our call center number 020707000 or email [info@fta.gov.ae](mailto:info@fta.gov.ae)

Back to Dashboard Download

After your application is submitted successfully, a Reference Number is generated for your submitted application. Note this reference number for future communication with FTA.

## What's next?

- Once the application is submitted, the FTA shall approve, reject or resubmit and notify the Taxable Person accordingly.
- If the FTA requires any further details from you in order to assist with the verification of your application, you will receive an email notification setting out the information required from you.
- Once the FTA confirms acceptance of your application, you will be notified on the decision and provided with the clearance certificate.
- The status of your application in the dashboard will be updated accordingly. You may check your application status in the dashboard from time to time.
- Read the “What Next” and “Important Notes”.



Clearance Certificate

Application submitted successfully

Name : Tax Agent  
Reference Number : 202000009193  
Submitted Date : 12 July 2022

**Download**

For any queries please contact us on [www.fta.gov.ae](http://www.fta.gov.ae) or contact us directly at our call center number 155557600 or email [fta@fta.gov.ae](mailto:fta@fta.gov.ae)

Step	Action
(1)	<ul style="list-style-type: none"> <li>Click 'Download' to download a pdf copy of the acknowledgement screen.</li> <li>Click 'Back to Dashboard' to navigate back to the Tax Agent dashboard.</li> </ul>



# Correspondences



## Taxpayer receives the following correspondences:

- Application submission acknowledgment.
- Application approval or rejection notification.



Thank you