



إمارات تاكس  
EMARATAX

Add home country to approved list of countries  
- 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 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"> <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](#)



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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.

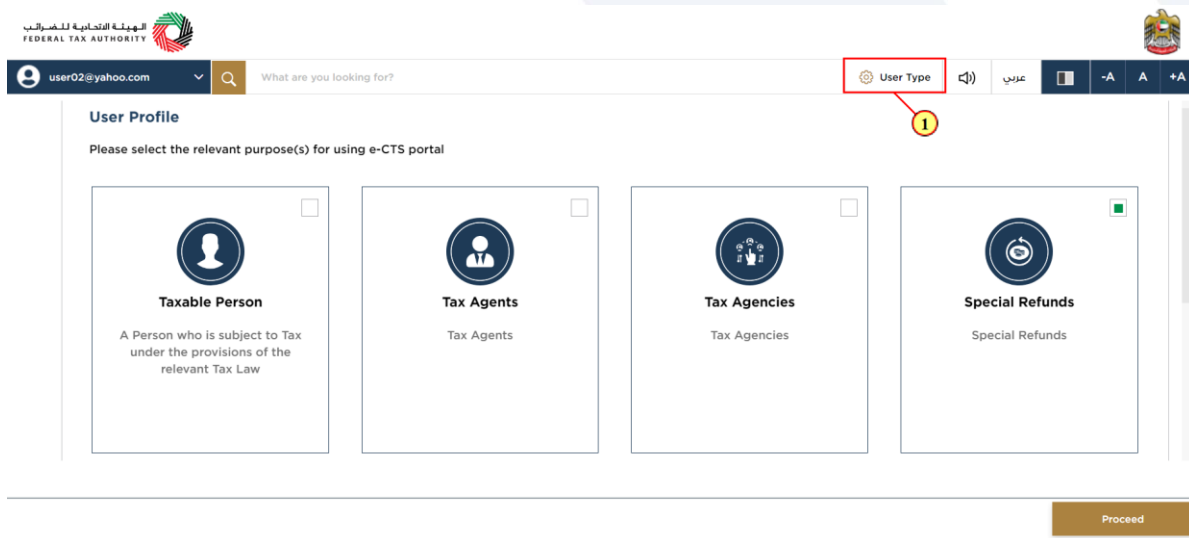


## EmaraTax Login Page



- 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

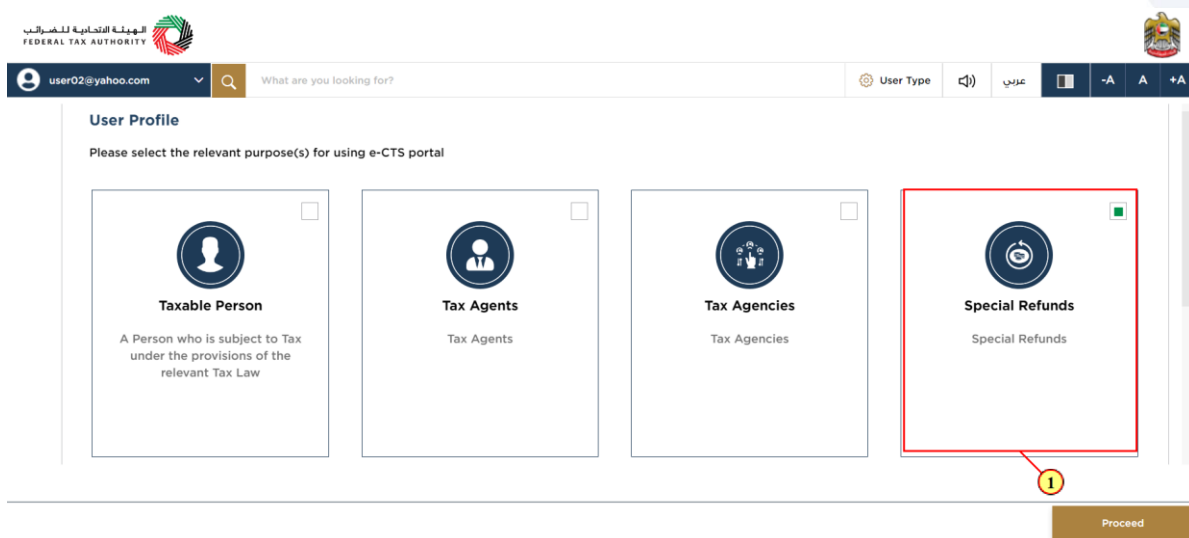


**User Profile**  
Please select the relevant purpose(s) for using e-CTS portal

- 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

Proceed

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



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

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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

Proceed

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





الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY





user02@yahoo.com

What are you looking for?

User Type عربي

### User Profile

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

 <b>Taxable Person</b> A Person who is subject to Tax under the provisions of the relevant Tax Law	<input type="checkbox"/>	 <b>Tax Agents</b> Tax Agents	<input type="checkbox"/>	 <b>Tax Agencies</b> Tax Agencies	<input type="checkbox"/>	 <b>Special Refunds</b> Special Refunds	<input checked="" type="checkbox"/>
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**Proceed**

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



## Logged in User Dashboard

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

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



## Business Visitor Refund Dashboard



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



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 Federal Tax Authority website. At the top, there is a search bar and navigation options. Below the search bar, there is a 'New Refund Request' button highlighted with a red circle and the number 1. The main content area displays a table with 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, and Action. The table is currently empty, and a message below it reads: 'No refund applications. Please click on "New Refund Request" to start a new application'.

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



## Instructions and Guidelines for Business Visitor Refund

 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

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



Special Refunds ▶ Business Visitor Refunds

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.

**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

Special Refunds ▶ Business Visitor Refunds

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.
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Accepted file types are PDF, JPG, PNG 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 'Start' to proceed to the refund request.




## Refund Eligibility



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

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'



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

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






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

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



## Acknowledgement

The screenshot shows the user interface of the EmarTax portal. At the top, there is a navigation bar with the user's email 'user02@yahoo.com' and a search bar. Below the navigation bar, the breadcrumb trail reads 'Special Refunds > Business Visitor Refunds'. The main heading is 'Foreign Business Establishment Form'. A central message states 'Application submitted successfully' with a status indicator 'In-Progress'. Below this, the application details are listed: 'Application Number : BF2200000029' and 'Submitted Date : 14 July 2022'. On the left side, there is a graphic of a document with a checkmark.

 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' and 'Important Notes' sections of the EmarTax portal. The 'What Next' section contains two main points: 1. Processing your application, which includes sub-points (a, b, c) regarding review and notification. 2. The status of your application in the dashboard will be updated accordingly. The 'Important Notes' section contains one point: 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. At the bottom, there is a dark blue footer with contact information and two buttons: 'Back to Dashboard' and 'Download'. A small yellow notification bubble with the number '1' is positioned near the 'Back to Dashboard' button.

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



Special Refunds Business Visitor 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).

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 EmarTax 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 '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