



إمارات تاكس
EMARATAX

Processing VAT Indirect Refund Claim Business Visitor -
Update Bank Details - User Manual

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Document Control Information

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Annexure Section






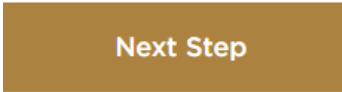


The below are the list of User manuals that you can refer to

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 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
 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
	This is used to go the Next section of the Input Form
	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

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Introduction



This manual is prepared to help the applicant to navigate through the EmaraTax portal and the steps to resubmit the refund application with correct bank details when there is a payment failure due to incorrect bank details during initial refund submission.



EmaraTax Login Page

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عربي -A A +A

Are you an existing e-Services user? ▼

Welcome to the EmaraTax

Don't have an Account?

If you do not already have an account with the FTA please signup here

Sign Up

Login with your E-mail

Email Address
user009@yahoo.com

Password

[Forgot password?](#)

Enter Security Code
274112 274112

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.



Special Refunds- Logged in User Dashboard

The screenshot shows the 'Special Refunds' dashboard. At the top, there's a search bar and user profile information. The main content area is divided into several sections:

- Required Actions:** A table with columns 'Due Date' and 'Description'. One row shows '01/08/2022' and 'Additional Information pending for BV2200000166'.
- Most Used Services:** A list with 'Business Visitor Refund' as the top item.
- Overview:** Two summary cards:
 - Business Visitor Refunds:** Shows '1 Total Requests' and a 'View All' button (highlighted with a red box and a circled '1').
 - New Residence VAT Refunds:** Shows '0 Total Requests' and a 'View All' button.

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



Business Visitor Refund Dashboard

The screenshot shows the 'Business Visitor Refunds' dashboard. A table lists refund applications. The first application, BV2200000166, has a status of 'Payment Failed'. The status column contains an ellipsis '...' which is highlighted with a blue star icon.

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
BV2200000166	Jan-2021 to Dec-2021	29/07/2022	NOORUL AZIM A	نورول عظيم	10,500.00	0.00	Payment Failed	...




The payment processing to your bank account failed due to incorrect bank details provided in the refund request. The status of the respective application will be shown as 'Payment Failed'. In such cases, only bank details section will be editable for the applicant

This screenshot is similar to the previous one but includes a tooltip that appears when hovering over the ellipsis in the 'Action' column. The tooltip contains two options: 'View' and 'Update Bank Details'. A red circle with the number '1' highlights the 'Update Bank Details' option.

Step	Action
(1)	Click on ellipsis to view or update bank details



Applicant Details

 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

Step	Action
(1)	Read the Officer Notes section to get the details of additional information requested by Tax officer



Step	Action
(1)	Click here to share notes to Tax officer

Step	Action
(1)	Click on 'Previous Step', to move back to the previous section.



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user009@yahoo.com What are you looking for? User Type عربي -A A +A

Special Refunds Business Visitor Refunds

Business Visitor Refunds

View/Add notes

Applicant Details

Foreign Business Establishment
Italy

Legal Name of the Foreign Business in English
NOORUL AZIM A

Legal Name of the Foreign Business in Arabic
نورول عظيم ا

Date when the first expense had occurred under the above claim
01/06/2021

Date when the last expense had occurred under the above claim
31/12/2021

Previous Step Next Step

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



Contact Details

user009@yahoo.com What are you looking for? User Type عربي -A A +A

Special Refunds Business Visitor Refunds

Business Visitor Refunds

Contact Details (Home Country)

Country	Address Line 1		
Italy	301 ALYA		
Address Line 2	Address Line 3		
My Street	Lane 1		
Address Line 4	City		
Milan Brescia Road	Milan Lombardy		
Country Code	Permanent Phone Number	Country Code	Landline Number
+39 (Italy)	3426480360	+971 (United Arab Emirates)	342648036

Previous Step Next Step



Contact details section is not editable. The already entered details during the submission of refund request is displayed in the refund request



Business Registration Details

user009@yahoo.com What are you looking for? User Type عربي -A A +A

Special Refunds Business Visitor Refunds

Business Visitor Refunds

Business Registration Details

Name of the competent authority in the country of establishment / incorporation with which the Foreign Business is registered [View a letter or alternative evidence from your Tax Administration if you are undertaking any exempt or non-business activities](#)

ABC Iron Industries

Are you registered for VAT or similar consumption tax in your country of establishment / incorporation?

Yes No

Name of the Tax Authority with which the Foreign Business is registered in the country of establishment / incorporation

XYZ Tax Authority

Tax Registration Number with the above Tax Authority [View Tax Compliance Certificate](#)

1009

Previous Step Next Step



Business Registration details section is not editable. The already entered details during the submission of refund request is displayed in the refund request



Expense Details

user009@yahoo.com What are you looking for? User Type عربي -A A +A

Special Refunds Business Visitor Refunds

Business Visitor Refunds

Expense Details

Describe the reasons for incurring expenses in the UAE

Business visit to Dubai

Please provide the activities undertaken in the UAE [+ Add Activity](#)

Business Activities	Industry	Main Group	Sub Group	Activity Code	Action
Transportation and storage	Water transport	Sea and coastal water transport	Sea and coastal passenger water transport	5011	...

Does the foreign business have a related party which has a place of establishment in the UAE?

Yes No

Previous Step Next Step



Expense details section is not editable. The already entered details during the submission of refund request is displayed in the refund request



Bank Details

Step	Action
(1)	Read the Officer Notes section to get the details of additional information requested by Tax officer

Step	Action
(1)	Click here to share notes to Tax officer



Step	Action
(1)	Enter the bank details of applicant

Step	Action
(1)	Enter IFSC Code.



The screenshot shows the 'Business Visitor Refunds' form. The 'BIC / SWIFT' field is highlighted with a red box, and a yellow circle with the number '1' points to it. Other fields include Country (India), Sort Code/IFSC/FEDWIRE/BSB, Bank Name, and Branch Name. Navigation buttons for 'Previous Step' and 'Next Step' are visible at the bottom.

Step	Action
(1)	Enter the BIC/SWIFT code.

The screenshot shows the 'Business Visitor Refunds' form. The 'Bank Name' field is highlighted with a red box, and a yellow circle with the number '1' points to it. Other fields include Country (India), Sort Code/IFSC/FEDWIRE/BSB, BIC / SWIFT, and Branch Name. Navigation buttons for 'Previous Step' and 'Next Step' are visible at the bottom.

Step	Action
(1)	Enter the bank name



Business Visitor Refunds

Bank Details

Country: India

Sort Code/IFSC/FEDWIRE/BSB

BIC / SWIFT

Bank Name

Branch Name

Previous Step Next Step

Step	Action
(1)	Enter the branch name

Business Visitor Refunds

Account Holder's Name

Account Number

Eligible Currency for Refund: INR

Upload Copy of Bank Validation Letter

Max file size: 15 MB | Formats: PDF, DOC | Max No. of Files: 3

Previous Step Next Step

Step	Action
(1)	Enter the name of Account holder operating the bank account



The screenshot shows the 'Business Visitor Refunds' form. The 'Account Number' field is highlighted with a red box and a yellow circle containing the number '1'. The form includes fields for 'Account Holder's Name', 'Account Number', 'Eligible Currency for Refund' (set to INR), and an 'Upload Copy of Bank Validation Letter' section with a file upload button and a 'Drag files here' area. Navigation buttons for 'Previous Step' and 'Next Step' are visible at the bottom.

Step	Action
(1)	Enter the account number

The screenshot shows the 'Business Visitor Refunds' form. The 'Eligible Currency for Refund' dropdown menu is highlighted with a red box and a yellow circle containing the number '1'. The form includes fields for 'Account Holder's Name', 'Account Number', 'Eligible Currency for Refund' (set to INR), and an 'Upload Copy of Bank Validation Letter' section with a file upload button and a 'Drag files here' area. Navigation buttons for 'Previous Step' and 'Next Step' are visible at the bottom.

Step	Action
(1)	Select the eligible currency for refund from the available options.



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user009@yahoo.com What are you looking for? User Type عربي -A A +A

Home Business Visitor Refunds

Account Holder's Name Account Number

Eligible Currency for Refund
INR

Upload Copy of Bank Validation Letter

Add/View(1) Drag files here

Max file size: 15 MB Formats: PDF, DOC Max No. of Files: 3

Previous Step Next Step

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



Declaration & Authorized Signatory

user009@yahoo.com What are you looking for? User Type عربي -A A +A

Special Refunds Business Visitor Refunds

Business Visitor Refunds

Declaration & Authorized Signatory

Authorized Signatory list [+ Add Authorized Signatory](#)

Name in English	Name in Arabic	Email ID	Action
Abbas Ahmed	عباس احمد	abbas.Ahmed@gmail.com	...

First Name in English: Training Last Name in English: User

First Name in Arabic: Last Name in Arabic:

[Previous Step](#) [Next Step](#)



Declaration and Authorized signatory section is not editable. The already entered details during the submission of refund request is displayed in the refund request



Review Section

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

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



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user009@yahoo.com

 User Type
 عربي
 -A A +A

Special Refunds > Business Visitor Refunds

Business Visitor Refunds

Review Expand All / Collapse All

- Step 1 -Applicant Details >
- Step 2- Contact details >
- Step 3- Business Registration Details >
- Step 4- Expense Details >
- Step 5- Bank Details >
- Step 6- Declaration & Authorized Signatory >

I read and reviewed all steps Information

Previous Step
Submit

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



Acknowledgement

Special Refunds ▶ Business Visitor Refunds

Business visitor Refunds Form

Application Submitted Successfully ● In-Progress

Applicant's Name : NOORUL AZIM A

Refund Application Number : BV2200000141

Claim Period : Jan-2021 to Dec-2021

Submission Date : 6 November 2022

Requested VAT Claim Amount : AED 25,000.00

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 Business Visitor refunds tile within the Special Refunds module.

Special Refunds ▶ Business Visitor Refunds

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



Special Refunds > Business Visitor Refunds

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 'Download' to download a copy of refund application submission acknowledgement



Correspondences



After submission, business visitor receives the following correspondences:

- Application submission acknowledgment

Thank you