إمــــارات تـاكـس
EMARATAX

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

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Document Version Control

Version No.	Date	Prepared/Reviewed by	Comments
1.0	01-Oct-22	Federal Tax Authority	User Manual for EmaraTax Portal
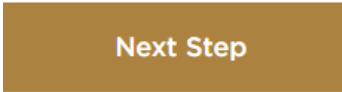
The below are the list of User manuals that you can refer to

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: • 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
(speaker icon)	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
-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

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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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.

	• 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.

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

Business Visitor Refund Dashboard

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

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.

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

Contact Details

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

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

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.

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

Step	Action
(1)	Enter the bank name

Step	Action
(1)	Enter the branch name

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

Step	Action
(1)	Enter the account number

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

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

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

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

ℹ️	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.

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

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 corespondent 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

After submission, business visitor receives the following correspondences:

- Application submission acknowledgment

Thank you