



إمارات تاكس  
EMARATAX

Initiate VAT Indirect Refund Claim for  
Business Visitor - User Manual

Date: Oct 2022

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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](#)



## Table of Contents

<b>Document Control Information</b> .....	<b>2</b>
Annexure Section.....	3
Navigating through EmaraTax.....	4
Table of Contents .....	5
Introduction .....	6
EmaraTax Login Page .....	7
User Type Selection .....	8
Special Refunds - Logged in User Dashboard .....	10
Business Visitor Refund Dashboard .....	11
Instructions and Guidelines for Business Visitor Refund .....	13
Refund Eligibility .....	15
Applicant Details.....	17
Contact Details .....	20
Business Registration Details .....	21
Expense Details.....	24
Bank Details.....	33
Declaration & Authorized Signatory .....	38
Review Section .....	42
Acknowledgement.....	46
Correspondences.....	48



## Introduction



This manual is prepared to help the applicant to navigate through the Emaratax portal and to initiate business visitor refund request.



## 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

- Taxable Person**  
A Person who is subject to Tax under the provisions of the relevant Tax Law
- Tax Agents**  
Any Person registered with the Authority in the Register, who is appointed on behalf of another Person to represent him before..  
[Read More](#)
- Tax Agency**  
Any legal entity which has a trade license to operate as a Tax Agency
- 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 -A A +A

### User Profile

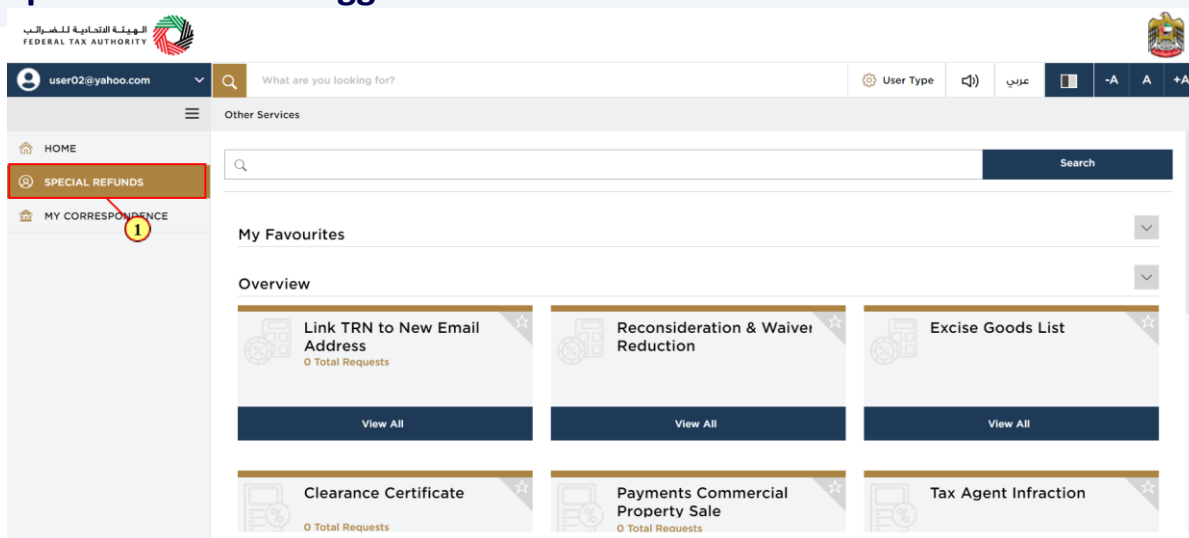
Please select the relevant purpose(s) for using e-CTS portal

 <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> Any Person registered with the Authority in the Register, who is appointed on behalf of another Person to represent him before.. <a href="#">Read More</a>	<input type="checkbox"/>	 <b>Tax Agency</b> Any legal entity which has a trade license to operate as a Tax Agency	<input type="checkbox"/>	 <b>Special Refunds</b>	<input checked="" type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	-------------------------------------

**Proceed**

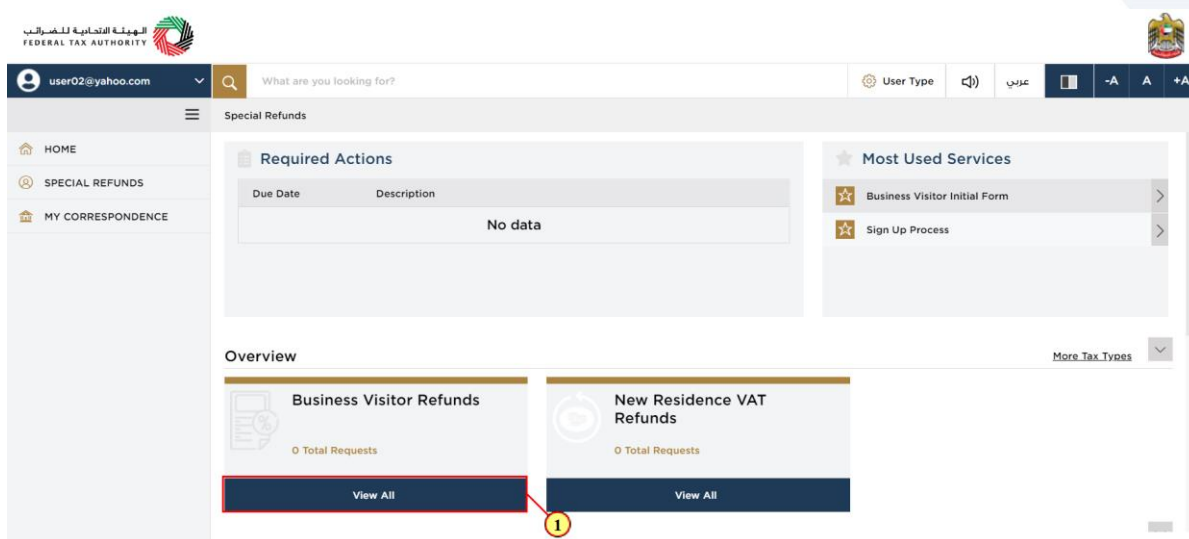
Step	Action
(1)	Click on 'Proceed' to proceed with special refunds

## Special Refunds - Logged in User Dashboard



The screenshot shows the user dashboard for 'user02@yahoo.com'. The left sidebar contains a menu with 'HOME', 'SPECIAL REFUNDS' (highlighted in red with a circled '1'), and 'MY CORRESPONDENCE'. The main content area is titled 'Other Services' and includes a search bar, 'My Favourites', and an 'Overview' section with six service cards: 'Link TRN to New Email Address', 'Reconsideration & Waiver Reduction', 'Excise Goods List', 'Clearance Certificate', 'Payments Commercial Property Sale', and 'Tax Agent Infraction'. Each card shows '0 Total Requests' and a 'View All' button.

Step	Action
(1)	Click here to access special refunds module



The screenshot shows the user dashboard for 'user02@yahoo.com' with 'SPECIAL REFUNDS' selected in the sidebar. The main content area is titled 'Special Refunds' and includes a 'Required Actions' table (empty), 'Most Used Services' (Business Visitor Initial Form, Sign Up Process), and an 'Overview' section. The 'Overview' section has two cards: 'Business Visitor Refunds' and 'New Residence VAT Refunds'. The 'Business Visitor Refunds' card shows '0 Total Requests' and a 'View All' button, which is highlighted in red with a circled '1'.

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 request.



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



Business Visitor Refunds

Refund Applications Establishment Country Requests

New Refund Request

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
BV2200000141	Jan-2021 to Dec-2021		Clemen Misqilta	كليمان ميسقيلتا	0.00	0.00	Draft	...

View 1  
Edit  
Delete

Step	Action
(1)	Click on ellipse to view, edit or delete the refund request

Business Visitor Refunds

Refund Applications Establishment Country Requests


New Refund Request

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
BV2200000141	Jan-2021 to Dec-2021		Clemen Misqilta	كليمان ميسقيلتا	0.00	0.00	Draft	...

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.
- 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 '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



Please select your place of foreign business establishment for refund eligibility

Does the foreign business have a place of establishment or fixed establishment in any other GCC implementing states?  
 Yes  No

Are you a foreign tour operator?  
 Yes  No

Are you registered for VAT or similar consumption tax in your country of establishment / incorporation?  
 Yes  No

Will the total requested VAT Claim amount be more than AED 2,000.00?  
 Yes  No

Proceed

Step	Action
(1)	Select 'Yes' or 'No' as appropriate on the questions related to foreign business establishment

Please select your place of foreign business establishment for refund eligibility

Does the foreign business have a place of establishment or fixed establishment in any other GCC implementing states?  
 Yes  No

Are you a foreign tour operator?  
 Yes  No

Are you registered for VAT or similar consumption tax in your country of establishment / incorporation?  
 Yes  No

Will the total requested VAT Claim amount be more than AED 2,000.00?  
 Yes  No

Proceed

Step	Action
(1)	Click 'Proceed' to move to refund form





## 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)	Enter all the mandatory details.



The screenshot shows the 'Applicant Details' section of the 'Business Visitor Refunds' form. The form includes fields for 'Foreign Business Establishment' (Bahrain), 'Legal Name of the Foreign Business in English' (NOORUL AZIM A), 'Legal Name of the Foreign Business in Arabic' (كليمان ميستيكيتا), 'Date when the first expense had occurred under the above claim' (08/01/2021), and 'Date when the last expense had occurred under the above claim' (27/01/2021). At the bottom, the 'Previous Step' button is highlighted with a red box and a circled '1', indicating the next action.

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

The screenshot shows the 'Applicant Details' section of the 'Business Visitor Refunds' form. The form includes fields for 'Foreign Business Establishment' (Bahrain), 'Legal Name of the Foreign Business in English' (NOORUL AZIM A), 'Legal Name of the Foreign Business in Arabic' (كليمان ميستيكيتا), 'Date when the first expense had occurred under the above claim' (08/01/2021), and 'Date when the last expense had occurred under the above claim' (27/01/2021). At the bottom, the 'Save as Draft' button is highlighted with a red box and a circled '1', indicating the next action.

Step	Action
(1)	Click on 'Save as Draft' to save the refund application



Special Refunds

**Business Visitor Refunds**

Applicant Details    Contact Details    Business Registration Details    Expense Details    Bank Details    Declaration & Authorized Signatory    Review

**Applicant Details**

Foreign Business Establishment  
Bahrain

Legal Name of the Foreign Business in English  
NOORUL AZIM A

Legal Name of the Foreign Business in Arabic  
كليمان ميوسكيتا

Date when the first expense had occurred under the above claim  
08/01/2021

Date when the last expense had occurred under the above claim  
27/01/2021

Previous Step    Save as Draft    **Next Step**

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



## Contact Details

user02@yahoo.com

Special Refunds Business Visitor Refunds

### Business Visitor Refunds

#### Contact Details (Home Country)

Country	Bahrain	Address Line 1	Hamed Al Gwais Building
Address Line 2	Road Number 5647	Address Line 3	Block Number 356
Address Line 4	Brashy Building	City	Manama
Country Code	+973 ( Bahrain )	Permanent Phone Number	17728672
Country Code	+971 ( United Arab Emirates )	Landline Number	987656789

Previous Step (1) Save as Draft Next Step

Step	Action
(1)	Enter the registered address of the business in the county for which you are claiming the refund for.



## Business Registration Details

Home > Business Visitor Refunds

Business Registration Details

Name of the competent authority in the country of establishment / incorporation with which the Foreign Business is registered

National Bureau for Revenue

Upload a letter or alternative evidence from your Tax Administration if you are undertaking any exempt or non-business activities

Drag files here

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

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

Previous Step | Save as Draft | Next Step

Step	Action
(1)	Enter the name of the Tax Authority with which the business is registered for VAT or equivalent tax such as Goods and Services Tax

Home > Business Visitor Refunds

Business Registration Details

Name of the competent authority in the country of establishment / incorporation with which the Foreign Business is registered

National Bureau for Revenue

Upload a letter or alternative evidence from your Tax Administration if you are undertaking any exempt or non-business activities

Drag files here

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

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

Previous Step | Save as Draft | Next Step

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



user02@yahoo.com

What are you looking for?

User Type عربي

Home Business Visitor Refunds

### Business Visitor Refunds

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

National Bureau for Revenue

Tax Registration Number with the above Tax Authority

342325345

Upload Tax Compliance Certificate

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

Please provide address of the above Tax Authority

Previous Step Save as Draft Next Step

Step	Action
(1)	Select 'Yes' if your business is registered for VAT in the country for which you are claiming a refund for

user02@yahoo.com

What are you looking for?

User Type عربي

Home Business Visitor Refunds

### Business Visitor Refunds

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

National Bureau for Revenue

Tax Registration Number with the above Tax Authority

342325345

Upload Tax Compliance Certificate

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

Please provide address of the above Tax Authority

Previous Step Save as Draft Next Step

Step	Action
(1)	Enter the name of the Tax Authority and the Tax registration number for which the business is registered.



user02@yahoo.com

What are you looking for?

User Type عربي

Home Business Visitor Refunds

### Business Visitor Refunds

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

National Bureau for Revenue

Tax Registration Number with the above Tax Authority

342325345

Upload Tax Compliance Certificate

**Add/View()** Drag files here

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

Please provide address of the above Tax Authority

Previous Step Save as Draft Next Step

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

user02@yahoo.com

What are you looking for?

User Type عربي

Home Business Visitor Refunds

### Business Visitor Refunds

Please provide address of the above Tax Authority

Country Bahrain Address Line 1 Al Barsha Building

Address Line 2 Building number 145 Address Line 3 Block number 224

Address Line 4 near Bahrain International Airport City Muharraq

Postal Code 33305 Email ID customer.care@iga.gov.bh

Previous Step Save as Draft Next Step

Step	Action
(1)	Enter address of the Tax Authority with which your business is registered for VAT, or equivalent tax such as Goods and Services Tax



## Expense Details

user02@yahoo.com What are you looking for? User Type عربي -A A +A

Home > Business Visitor Refunds

**Business Visitor Refunds**

1 Applicant Details 2 Contact Details 3 Business Registration Details 4 Expense Details 5 Bank Details 6 Declaration & Authorized Signatory 7 Review

**Expense Details**

Describe the reasons for incurring expenses in the UAE

Max. 200 characters

Please provide the activities undertaken in the UAE + Add Activity

Business Activities	Industry	Main Group	Sub Group	Activity Code	Action
---------------------	----------	------------	-----------	---------------	--------

Previous Step Save as Draft Next Step



For the purposes of this claim, only the VAT from goods and services purchased for business use are eligible for refund

user02@yahoo.com What are you looking for? User Type عربي -A A +A

Home > Business Visitor Refunds

**Business Visitor Refunds**

1 Applicant Details 2 Contact Details 3 Business Registration Details 4 Expense Details 5 Bank Details 6 Declaration & Authorized Signatory 7 Review

**Expense Details**

Describe the reasons for incurring expenses in the UAE

Visited for business purpose

Please provide the activities undertaken in the UAE + Add Activity

Business Activities	Industry	Main Group	Sub Group	Activity Code	Action
---------------------	----------	------------	-----------	---------------	--------

Previous Step Save as Draft Next Step

Step	Action
(1)	Enter the reason for incurring expenses in the UAE





Business Visitor Refunds

1 Applicant Details 2 Contact Details 3 Business Registration Details 4 Expense Details 5 Bank Details 6 Declaration & Authorized Signatory 7 Review

**Expense Details**

Describe the reasons for incurring expenses in the UAE

Visited for business purpose

Please provide the activities undertaken in the UAE

Business Activities	Industry	Main Group	Sub Group	Activity Code	Action
					+ Add Activity

Previous Step Save as Draft Next Step

Step	Action
(1)	Click on 'Add Activity' to add your business activity details.

Please provide the activities undertaken in the UAE

Business Activities	Industry
Construction	Civil engineering
Main Group	Sub Group
Construction of other civil engineering projects	Construction of other civil engineering projects
Activity Code	
4290	

Save

Step	Action
(1)	Enter all mandatory details



Step	Action
(1)	Click on 'Save'

Step	Action
(1)	Click on ellipsis to view, edit or delete a business activity



Special Refunds

### Business Visitor Refunds

Business Activities	Industry	Main Group	Sub Group	Activity Code	Action
Construction	Civil engineering	Construction of other civil engineering projects	Construction of other civil engineering projects	4290	...

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

Yes  No

Please provide details of the Tax Invoices for goods and services for which you are claiming VAT

What is your mode of invoice submission?

Soft Copies  Hard Copies (Hard copies of invoices needs to be submitted to the designated office)

Previous Step Save as Draft Next Step

Step	Action
(1)	Select 'Yes' if your business has a place of establishment in the UAE.

Home > Business Visitor Refunds

### Business Visitor Refunds

Please provide details of the Tax Invoices for goods and services for which you are claiming VAT

What is your mode of invoice submission?

Soft Copies  Hard Copies (Hard copies of invoices needs to be submitted to the designated office)

Only eligible expenses are allowed for the refund claim. You need to download the tax invoice template below and then upload it after filling the tax invoice details as mentioned in the template. If you're selecting soft copies, please add Attachment against each invoice by clicking on attach icon after uploading the filled invoice Template.

[Download Template](#) Expense Details.xlsx last updated 13/06/2022 [Upload Completed Template](#)

Ⓜ Previewing file 🗑 Clear Table

Previous Step Save as Draft Next Step

Step	Action
(1)	Select your mode of invoice submission



Business Visitor Refunds

Please provide details of the Tax Invoices for goods and services for which you are claiming VAT

What is your mode of invoice submission?

Soft Copies  Hard Copies (Hard copies of invoices needs to be submitted to the designated office)

Only eligible expenses are allowed for the refund claim. You need to download the tax invoice template below and then upload it after filling the tax invoice details as mentioned in the template. If you're selecting soft copies, please add Attachment against each invoice by clicking on attach icon after uploading the filled invoice Template.

[Download Template](#) Expense Details.xlsx last updated 13/06/2022 [Upload Completed Template](#)

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

Step	Action
(1)	Click here to download the template that can filled offline to directly upload items to the expense details.

Business Visitor Refunds

Please provide details of the Tax Invoices for goods and services for which you are claiming VAT

What is your mode of invoice submission?

Soft Copies  Hard Copies (Hard copies of invoices needs to be submitted to the designated office)

Only eligible expenses are allowed for the refund claim. You need to download the tax invoice template below and then upload it after filling the tax invoice details as mentioned in the template. If you're selecting soft copies, please add Attachment against each invoice by clicking on attach icon after uploading the filled invoice Template.

[Download Template](#) Expense Details.xlsx last updated 13/06/2022 [Upload Completed Template](#)

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

Step	Action
(1)	Click on 'Upload Completed Template' to upload a completed template. Once the template has been uploaded, the items will populate in the Expense details table.



user02@yahoo.com

What are you looking for?

User Type عربي

Home > Business Visitor Refunds

### Business Visitor Refunds

What is your mode of invoice submission?

Soft Copies  Hard Copies (Hard copies of invoices needs to be submitted to the designated office)

Only eligible expenses are allowed for the refund claim. You need to download the tax invoice template below and then upload it after filling the tax invoice details as mentioned in the template. If you're selecting soft copies, please add Attachment against each invoice by clicking on attach icon after uploading the filled invoice Template.

[Download Template](#) Expense Details.xlsx last updated 13/06/2022 [Upload Completed Template](#)

[Expense Details.xlsx](#) [Clear Table](#)

+ Add Transaction

Previous Step Save as Draft Next Step

Step	Action
(1)	Click here to download the uploaded template

user02@yahoo.com

What are you looking for?

User Type عربي

Home > Business Visitor Refunds

### Business Visitor Refunds

What is your mode of invoice submission?

Soft Copies  Hard Copies (Hard copies of invoices needs to be submitted to the designated office)

Only eligible expenses are allowed for the refund claim. You need to download the tax invoice template below and then upload it after filling the tax invoice details as mentioned in the template. If you're selecting soft copies, please add Attachment against each invoice by clicking on attach icon after uploading the filled invoice Template.

[Download Template](#) Expense Details.xlsx last updated 13/06/2022 [Upload Completed Template](#)

[Expense Details.xlsx](#) [Clear Table](#)

+ Add Transaction

Previous Step Save as Draft Next Step

Step	Action
(1)	Click here to clear the expense table



Step	Action
(1)	Click here to add an expense to the expenses table.

Step	Action
(1)	Fill all the mandatory details. Optional fields will be marked as 'optional.'



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

Step	Action
(1)	Click on 'Save'




Special Refunds > Business Visitor Refunds

### Business Visitor Refunds

Expense Details.xlsx Clear Table + Add Transaction

Transaction Type	Transaction Number	Transaction Date	Supplier's TRN	Supplier's Name	Total Amount Paid (AED)	VAT Paid (AED)	VAT Claim Amount (AED)	Upload Status	Action
Tax Invoice	56789009876543	12/01/2021	100001170800003	Zubair Khan	500,000.00	25,000.00	25,000.00		...
<b>Total</b>					<b>500,000.00</b>	<b>25,000.00</b>	<b>25,000.00</b>		

Previous Step Save as Draft Next Step

 You can add a new column to the table or filter the expense by its status. You can also search for the expense details by the transaction number

Special Refunds > Business Visitor Refunds

### Business Visitor Refunds

Expense Details.xlsx Clear Table + Add Transaction

Transaction Type	Transaction Number	Transaction Date	Supplier's TRN	Supplier's Name	Total Amount Paid (AED)	VAT Paid (AED)	VAT Claim Amount (AED)	Upload Status	Action
Tax Invoice	56789009876543	12/01/2021	100001170800003	Zubair Khan	500,000.00	25,000.00	25,000.00		...
<b>Total</b>					<b>500,000.00</b>	<b>25,000.00</b>	<b>25,000.00</b>		

Previous Step Save as Draft Next Step

**1** View Edit Delete

Step	Action
(1)	Click on ellipsis to view, edit or delete the application





## Bank Details

Business Visitor Refunds

**Bank Details**

Country: Albania

BIC / SWIFT: [Field]

Bank Name: [Field] Branch Name: [Field]

Account Holder's Name: [Field] Account Number: [Field]

Previous Step Saving... 1 Save as Draft Next Step

Step	Action
(1)	Enter the bank details of applicant

Business Visitor Refunds

**Bank Details**


Country: Albania

BIC / SWIFT: [Field]

Bank Name: [Field] Branch Name: [Field]

Account Holder's Name: [Field] Account Number: [Field]

Previous Step Saving... Save as Draft Next Step

 In case of international bank accounts, you have to upload a Bank Validation letter and you will also have the option to select the eligible currency for refund.



The screenshot shows the 'Business Visitor Refunds' form. The 'BIC / SWIFT' field is highlighted with a red box and a circled '1' next to it, indicating the current step in the process. The form includes fields for Country (Albania), Bank Name, Branch Name, Account Holder's Name, and Account Number. Navigation buttons include 'Previous Step', 'Saving...', 'Save as Draft', and 'Next Step'.

Step	Action
(1)	Enter BIC or SWIFT code of the international bank account

The screenshot shows the 'Business Visitor Refunds' form. The 'Bank Name' field is highlighted with a red box and a circled '1' next to it, indicating the current step in the process. The form includes fields for Country (Albania), BIC / SWIFT, Branch Name, Account Holder's Name, and Account Number. Navigation buttons include 'Previous Step', 'Saving...', 'Save as Draft', and 'Next Step'.

Step	Action
(1)	Enter the bank name



The screenshot shows the 'Business Visitor Refunds' form. The 'Bank Details' section includes fields for Country (Albania), BIC / SWIFT, Bank Name, Branch Name, Account Holder's Name, and Account Number. A red box highlights the 'Branch Name' field, and a circled '1' indicates the step number.

Step	Action
(1)	Enter the branch name

The screenshot shows the 'Business Visitor Refunds' form. The 'Bank Details' section includes fields for Country (Albania), BIC / SWIFT, Bank Name, Branch Name, Account Holder's Name, and Account Number. A red box highlights the 'Account Holder's Name' field, and a circled '1' indicates the step number.

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



الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY

user02@yahoo.com What are you looking for? User Type عربي -A A +A

Special Refunds Business Visitor Refunds

### Business Visitor Refunds

Bank Name

Branch Name

Account Holder's Name

Account Number

Eligible Currency for Refund  
USD

Upload Copy of Bank Validation Letter

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

Previous Step

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



## Declaration & Authorized Signatory

Step	Action
(1)	Click here to add new authorized signatory

Step	Action
(1)	Enter all mandatory details



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

Step	Action
(1)	Click on 'Add'



Special Refunds

### Business Visitor Refunds

Declaration & Authorized Signatory

Authorized Signatory list + Add Authorized Signatory

Name in English	Name in Arabic	Email ID	Action
NOORUL AZIM	في سن ميكره عظيم	nooral@yahoo.com	...

View **1**

Edit

Delete

First Name in English: Clemem  
Last Name in English: Misquitta  
First Name in Arabic:   
Last Name in Arabic:

Previous Step Save as Draft Next Step

Step	Action
(1)	Click on ellipsis to view or edit or delete an Authorized Signatory from the list

Special Refunds

### Business Visitor Refunds

First Name in English: Clemem  
Last Name in English: Misquitta  
First Name in Arabic:   
Last Name in Arabic:   
Country Code: +971 (UAE) Mobile Number: 987678909 Email ID: user02@yahoo.com  
Date of Submission: 25/07/2022

Previous Step Save as Draft Next Step

The applicant details are pre-populated in declaration section





Special Refunds

### Business Visitor Refunds

Country Code: +971 (UAE)    Mobile Number: 987678909    Email ID: user02@yahoo.com

Date of Submission: 25/07/2022

I hereby declare the below:


- I have provided copies of all relevant invoices.
- I confirm that I did not engage in supply of goods and services in the UAE during the period covered by this application unless the recipient of my supplies was required to account for the VAT on those supplies.
- The applicant will repay the refund to the FTA if any conditions for the refund are not met.
- I declare that all information provided by me is true, accurate and as per best of my knowledge.

Previous Step    Save as Draft    Next Step

Step	Action
(1)	Mark the checkbox to confirm that you have agree to the terms and conditions on this refund screen



## Review Section

 This section displays your completed refund request and allows you to review it prior to submission

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 'Edit' to edit the details in this section



Step	Action
(1)	Click on each step to review every section

Step	Action
(1)	Mark the checkbox once you have reviewed all the information given in each step



Special 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

1

Previous Step Save as Draft Submit

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




## Acknowledgement

The screenshot displays the 'Business visitor Refunds Form' page. At the top, it shows the user's profile (user02@yahoo.com) and a search bar. The main heading is 'Business visitor Refunds Form'. Below this, a large green checkmark icon is accompanied by the text 'Application Submitted Successfully' and a 'Submitted' status indicator. The application details are as follows:

- Applicant's Name : NOORUL AZIM A
- Refund Application Number : BV220000141
- Claim Period : Jan-2021 to Dec-2021
- Submission Date : 5 November 2022
- Requested VAT Claim Amount : AED 25,000.00

Navigation icons for home, star, and back are visible on the right side of the form.

 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.

The screenshot shows the 'What Next' and 'Important Notes' sections of the refund application process. The 'What Next' section includes:

- 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).
- 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 EmaratTax portal.

The 'Important Notes' section states:

- 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 contact information for inquiries and assistance, and two buttons: 'Back to Dashboard' and 'Download'. A red box highlights the 'Back to Dashboard' button, with a yellow circle containing the number '1' next to it.

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 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
- Application approval or rejection notification
- Additional information notification (only if FTA requires more information to assist with their review of your application)

Thank you