



إمارات تاكس
EMARATAX

VAT 311 - Processing Direct Refund Claims - Update
Bank Details - 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






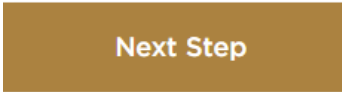


The below are the list of User manuals that you can refer to

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"> • 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

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 VAT Taxpayer to navigate through EmaraTax portal and update the bank details in a VAT 311 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

Step	Action
(1)	Click here to select the user type

Step	Action
(1)	Select the Taxable Person tile



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FEDERAL TAX AUTHORITY

vatreturns@gmail.com

What are you looking for?

User Type

عربي

-A A +A

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

Taxable Person

Tax Agents

Tax Agencies

Special Refunds

Proceed

Step	Action
(1)	Click on 'Proceed' to proceed to the Taxable Person



Taxable Person Home page

Step	Action
(1)	Click here to view the Taxable Person dashboard

Step	Action
(1)	Click here to access the VAT module



VAT Module

The screenshot shows the VAT Module dashboard. The left sidebar contains navigation options: HOME, NOORUL AZIM, VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main content area displays 'My Filings' (8 Not filed) and 'VAT 311' (2 Total Requests). The 'Create New' button under 'VAT 311' is highlighted with a red box and a circled '1'.

Step	Action
(1)	Click here to create a new refund request

The screenshot shows the VAT Module dashboard. The left sidebar contains navigation options: HOME, NOORUL AZIM, VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main content area displays 'My Filings' (8 Not filed) and 'VAT 311' (2 Total Requests). The 'View All' button under 'VAT 311' is highlighted with a red box and a circled '1'.

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



VAT 311 Refunds Dashboard

vatreturns@gmail.com | What are you looking for? | User Type | عربي | -A | A | +A

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 -VAT Refunds

New Refund Request

Refund Application Number	Date of Submission	Total requested VAT Amount(AED)	Approved VAT Amount (AED)	Status	Action
V3220200517		5,000.00	0.00	Draft	...
V3220200516	17/08/2022	5,000.00	0.00	Payment failed	...
V3220200504		0.00	0.00	Draft	...

QUICK LINKS | OTHER LINKS | FOLLOW US

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'.

vatreturns@gmail.com | What are you looking for? | User Type | عربي | -A | A | +A

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 -VAT Refunds

New Refund Request

Refund Application Number	Date of Submission	Total requested VAT Amount(AED)	Approved VAT Amount (AED)	Status	Action
V3220200517		5,000.00	0.00	Draft	...
V3220200516	17/08/2022	5,000.00	0.00	Payment failed	View 1, Edit, Delete
V3220200504		20,776.00	0.00	Draft	...

QUICK LINKS | OTHER LINKS | FO | X Delete

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



vatreturns@gmail.com | What are you looking for? | User Type | عربي | -A | A | +A

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

[New Refund Request](#)


Refund Application Number	Date of Submission	Total requested VAT Amount(AED)	Approved VAT Amount (AED)	Status	Action
V32202000517		5,000.00	0.00	Draft	...
V32202000516	17/08/2022	5,000.00	0.00	Payment failed	...
V32202000504		0.00	0.00	Draft	View Edit Update Bank Details

QUICK LINKS | OTHER LINKS

Step	Action
(1)	Click here to update your bank details.



Instructions and Guidelines

 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 registration form

Step	Action
(1)	Click on 'Back' to go back to the previous page



vatreturns@gmail.com

What are you looking for?

User Type عربي

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds > VAT Registration - Edit

A bank Letter validating the bank account details for you.
Note: The letter must be issued on the bank's letter head and stamped and must include information about your account details.
Accepted file types are PDF, JPG, PNG and JPEG. The individual file size limit is 5MB.

Service Details

- About the service
- Eligibility Criteria
- Service steps
- FAQs

I confirm that I have read the above instructions and guidelines

Back Start

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

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What are you looking for?

User Type عربي

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds > VAT Registration - Edit

A bank Letter validating the bank account details for you.
Note: The letter must be issued on the bank's letter head and stamped and must include information about your account details.
Accepted file types are PDF, JPG, PNG and JPEG. The individual file size limit is 5MB.

Service Details

- About the service
- Eligibility Criteria
- Service steps
- FAQs


I confirm that I have read the above instructions and guidelines

Back Start

Step	Action
(1)	Click on 'Start' to proceed to the VAT Registration form



Bank Details

 The Registrants should update the bank details in the VAT Registration form

Step	Action
(1)	Select "Enable Editing", to edit the bank details. Upon selection, the fields in the section will become editable.



The screenshot shows the 'VAT Registration - Edit' page. The 'Bank Details (Optional)' section is highlighted with a red border. It includes fields for Country, IBAN, Bank Name, Branch Name, Account Holder's Name, and Account number. A yellow circle with the number '1' is positioned at the bottom center of the form, pointing to the 'Previous Step' button.


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

The screenshot shows the 'VAT Registration - Edit' page. The 'Country' dropdown menu in the 'Bank Details (Optional)' section is highlighted with a red box. A yellow circle with the number '1' is placed next to the dropdown menu.

Step	Action
(1)	Select the country from the available options in the drop-down



Step	Action
(1)	Enter International Bank Account Number (IBAN in UAE consist of 23 characters)

 For UAE domestic bank accounts, The Bank name and Account number are auto populated based on the IBAN provided. For foreign bank accounts, the details have to be manually entered and a bank validation letter attached as a supporting document.



The screenshot shows the 'VAT Registration - Edit' form. The 'Branch Name' field is highlighted with a red box and a yellow circle containing the number '1'. Other fields include IBAN, Bank Name, Account Holder's Name, and Account number. There is also an upload section for a Bank Validation Letter.

Step	Action
(1)	Enter the branch name

The screenshot shows the 'VAT Registration - Edit' form. The 'Account Holder's Name' field is highlighted with a red box and a yellow circle containing the number '1'. Other fields include IBAN, Bank Name, Branch Name, and Account number. There is also an upload section for a Bank Validation Letter.

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



Step	Action
(1)	Click on 'Add' button or drag & drop your files to upload a copy of Bank Validation Letter. On successful upload of document, the 'Add' button will be highlighted in green

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



Step	Action
(1)	Click on 'Cancel' to cancel editing the VAT Registration form

Step	Action
(1)	Click on 'Save as draft' to save the VAT Registration form as a draft



The screenshot shows the 'VAT Registration - Edit' page. At the top, there is a navigation bar with the user's email 'vatreturns@gmail.com' and a search bar. Below the navigation bar, the page title is 'VAT Registration - Edit'. The main content area is titled 'Bank Details (Optional)' and contains several input fields: 'Country' (a dropdown menu), 'IBAN', 'Bank Name', 'Branch Name', 'Account Holder's Name', and 'Account number'. To the right of the 'Bank Details' section, there is a toggle switch for 'Enable Editing' (which is currently turned on) and a 'Disable Editing' option. At the bottom of the form, there are three buttons: 'Previous Step', 'Cancel', and 'Next Step'. The 'Next Step' button is highlighted with a red circle and a yellow box containing the number '1', indicating the action to be taken.

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



Additional Details

vatreturns@gmail.com

What are you looking for?

User Type عربي -A A +A

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds > VAT Registration - Edit

VAT Registration - Edit

1 Bank Details

2 Additional Details

3 Review and Declaration

Additional Details

Enable Editing Disable Editing

Do you intend to import goods or services?

Yes No


Do you intend to export goods or services?

Previous Step **1** Cancel Save as Draft Next Step

Step	Action
(1)	You can skip this section and click on 'Next step' to proceed to next section



Review and Declaration

 This section displays a summary of all the sections. A view is provided to compare the previous bank details with the updated bank details.

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



VAT Registration - Edit

1 Bank Details 2 Additional Details 3 Review and Declaration

Review and Declaration

Expand All / Collapse All

Step 1 : Bank Details

Country IBAN

Bank Name Bank Branch

Previous Step Cancel Save as Draft Submit

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

VAT Registration - Edit

Declaration

First Name in English: Noorul

First Name in Arabic: نورول

Last Name in English: Azim

Last Name in Arabic: عاصم

Country Code: +971 (United Arab Emirates)

Mobile Number: 987234567

Email: VATRETURNS@GMAIL.COM

Submission Date: 21/08/2022

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

Previous Step Cancel Save as Draft Submit

Step	Action
(1)	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.



Step	Action
(1)	Click on 'Submit' to submit the updated bank details

- After your application is submitted successfully, a Reference Number is generated for your submitted application. Note this reference number for future purposes.
- The edit application is automatically approved; the updated changes can be viewed in your registration.
- You can now return to the VAT 311 tile and select the refund application in which the bank details need to be updated.



VAT Module

Step	Action
(1)	Click here to view your refund request.



VAT 311 Refunds Dashboard

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What are you looking for?

User Type عربي

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

New Refund Request

Refund Application Number	Date of Submission	Total requested VAT Amount(AED)	Approved VAT Amount (AED)	Status	Action
V32202000517		5,000.00	0.00	Draft	...
V32202000516	17/08/2022	5,000.00	0.00	Payment failed	...
V32202000504		0.00	0.00	Draft	...


QUICK LINKS: tax.gov.ae, Help Center

OTHER LINKS: What's New, FAQ

Step	Action
(1)	Click on ellipsis to edit the refund request.



Instructions and Guidelines

 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)	Click on 'Back' to go back to the previous page



The screenshot shows the 'VAT 311 - VAT Refunds' page. Under the 'Service Details' section, the checkbox 'I confirm that I have read the above instructions and guidelines' is checked and highlighted with a red box. A red circle with the number '1' points to this checkbox. Below the checkbox are 'Back' and 'Start' buttons.

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


The screenshot shows the same 'VAT 311 - VAT Refunds' page. The 'Start' button at the bottom right is highlighted with a red box. A red circle with the number '1' points to this button.

Step	Action
(1)	Click on 'Start' to proceed to the refund request.



Bank Details

The screenshot shows the 'VAT 311 - VAT Refunds' page. At the top, there is a navigation bar with the user's email 'vatreturns@gmail.com' and a search bar. Below the navigation, the page title is 'VAT 311 - VAT Refunds'. The main content area is divided into sections: 'Applicant Details' (TRN: 100632126700003, Legal name in English: NOORUL AZIM, Legal name in Arabic: نورول عظيم), 'Officer Notes' (with a 'View/Add notes' link), 'Refund details', and 'Banking Details' (with a 'Refresh Bank Details' button). At the bottom, there are buttons for 'Previous Step', 'Save and Back', and 'Next Step'.

 This section displays the basic details of the registrant

The screenshot shows the 'VAT 311 - VAT Refunds' page with the 'Banking Details' section expanded. It includes input fields for 'Country', 'IBAN', 'Bank Name', and 'Branch Name'. A red box highlights the 'Refresh Bank Details' button, with a yellow circle containing the number '1' next to it. The page also features the same navigation and footer elements as the previous screenshot.

Step	Action
(1)	Click 'Refresh Bank Details' to update the refund request with latest bank details available in VAT registration.



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What are you looking for?

User Type عربي

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Refund details

Banking Details [Refresh Bank Details](#)

Country

IBAN

Bank Name Branch Name

Previous Step Save and Back Next Step



You must ensure that your bank account details are reflected correctly from the VAT registration profile.

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FEDERAL TAX AUTHORITY

vatreturns@gmail.com

What are you looking for?

User Type عربي

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Country

IBAN

Bank Name Branch Name

Account Holder's Name Account Number

Previous Step Save and Back Next Step



For UAE domestic bank accounts, The Bank name and Account number are auto populated based on the IBAN provided. For foreign bank accounts, the details have to be manually entered and a bank validation letter attached as a supporting document.



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

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



vatreturns@gmail.com

What are you looking for?

User Type عربي -A A +A

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Country Code: +971 (United Arab Emirates)

Phone Number: 987234567

Email ID: vatreturns@gmail.com

Date of Submission: 17/08/2022

I hereby declare the below:

I agree to submit additional documentary proof support the VAT refund claim if requested by the FTA
 I agree to pay back my amount wrongfully obtained
 I declare that all information provided by me is true, accurate and as per best of my knowledge

Previous Step Save as Draft Submit

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



Acknowledgement

VAT 311 - VAT Refunds


Application Submitted Successfully Submitted

Applicant's Name : NOORUL AZIM

Refund Application Number : V3220200517

Submitted Date : 7 November 2022

Requested VAT Claim Amount : AED 5,000.00

 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 VAT 311 tile within the VAT tax module.

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 EmaratTax 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.



vatreturns@gmail.com

What are you looking for?

User Type عربي -A A +A

Home > Noorul Azim > VAT > VAT 311 - VAT 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 EmaratTax portal.

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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 of the VAT refund request, applicant receives the following correspondences:

- Application submission acknowledgment
- Application rejection notification, if the applicant does not submit the bank details within 15 days

Thank you