الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

United Arab Emirates

إمارات تاكس
EMARATAX

Initiate and processing retention payment claims for UAE Nationals Building New Residences refund - 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

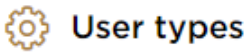
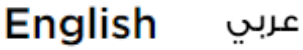
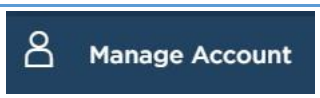
Annexure Section

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: • 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	
	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
	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
	This is used to manage the user profile details such as the Name, Registered Email address, Registered Mobile number, and password
	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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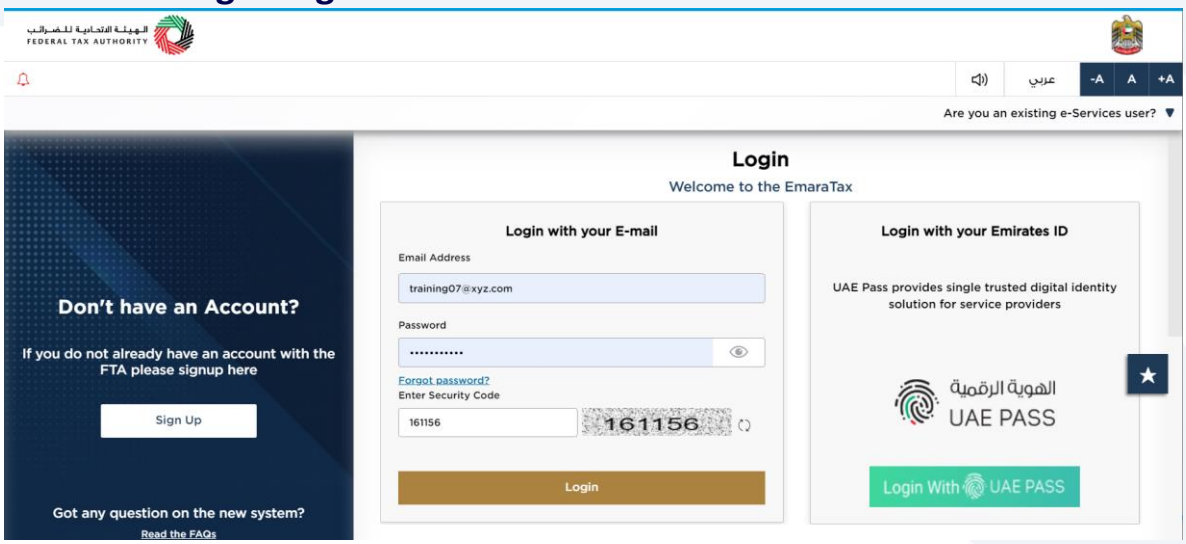
Introduction

الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY
United Arab Emirates

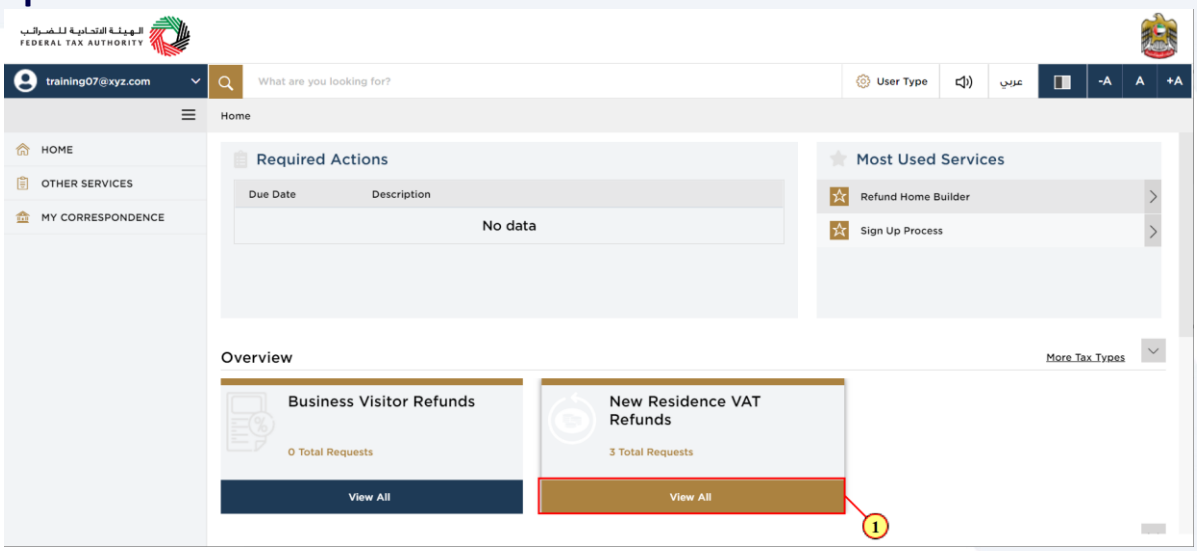
This manual is prepared to help the applicant to navigate through the EmaraTax portal and to guide the applicant in submitting a retention refund request for UAE Nationals Building New Residences.

EmaraTax Login Page



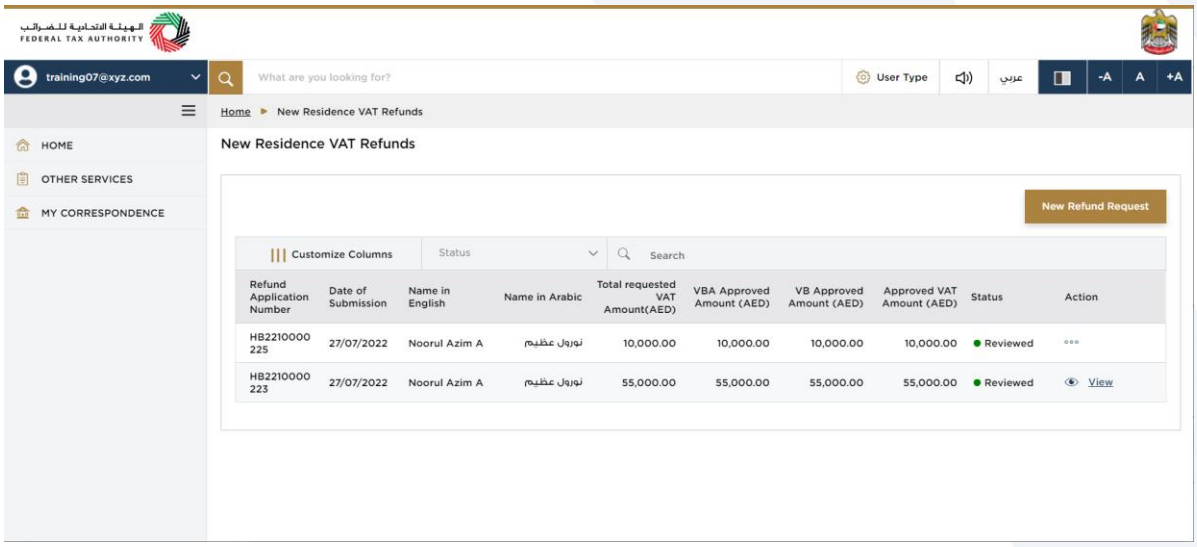
	• You can login into the EmaraTax account using your login credentials or using UAE Pass. If you do not have an EmaraTax account, you can sign-up for an account by clicking the 'sign up' button. If you have forgotten your password, you can use the "forgot password" feature to reset your password. • If 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.

Special Refunds Dashboard

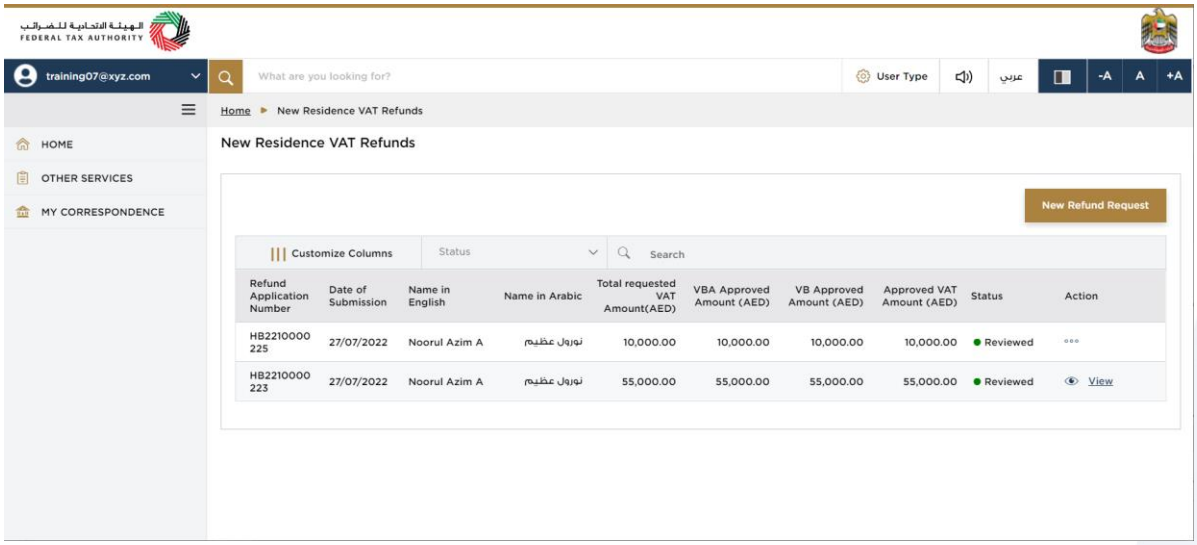


Step	Action
(1)	Click here to view all your previous New Residence VAT Refunds

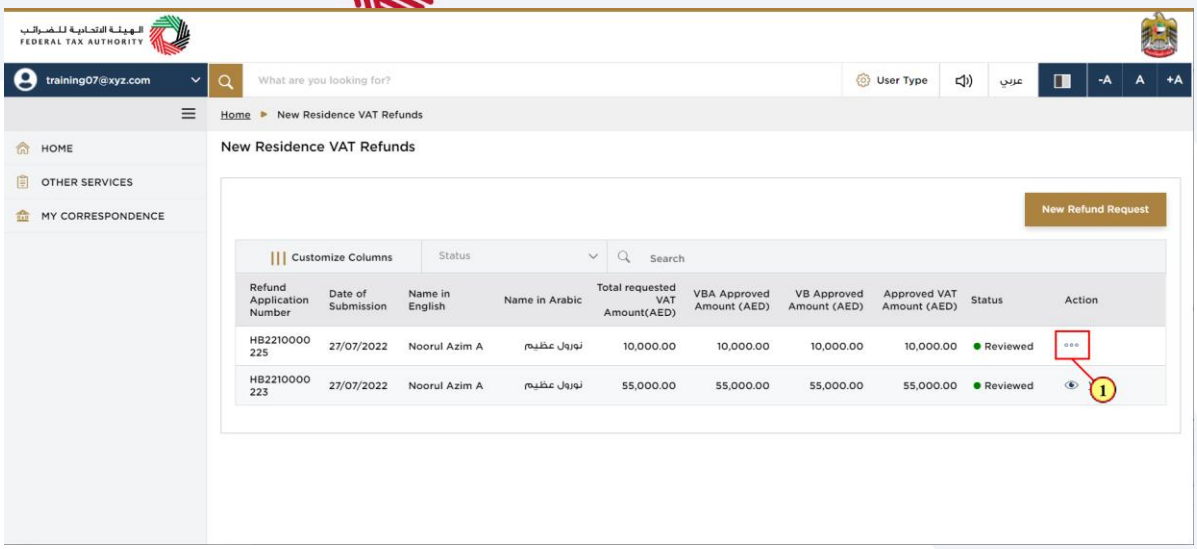
UAE Nationals Building New Residences – Retention Refund Request - Dashboard



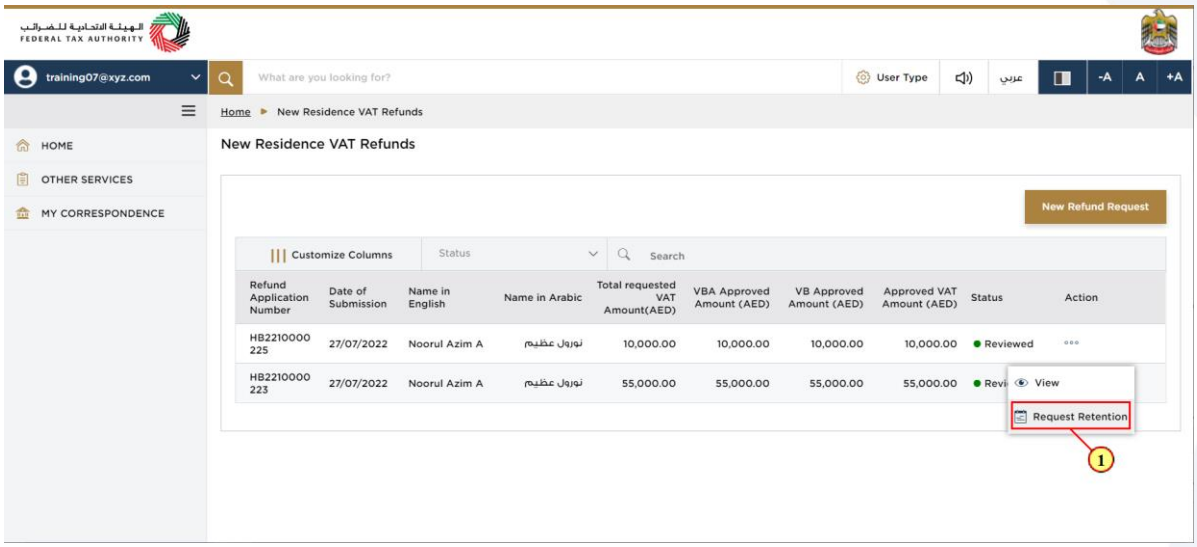
This dashboard displays information related to your previous New Residence VAT refund requests.



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.

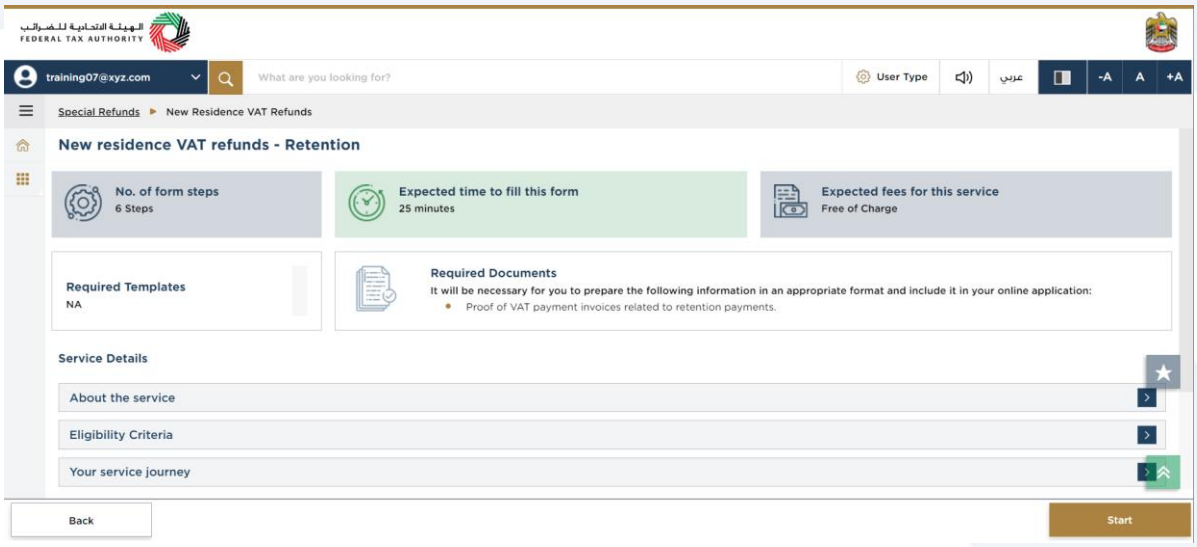


Step	Action
(1)	Click on 'ellipsis' to view or Request Retention

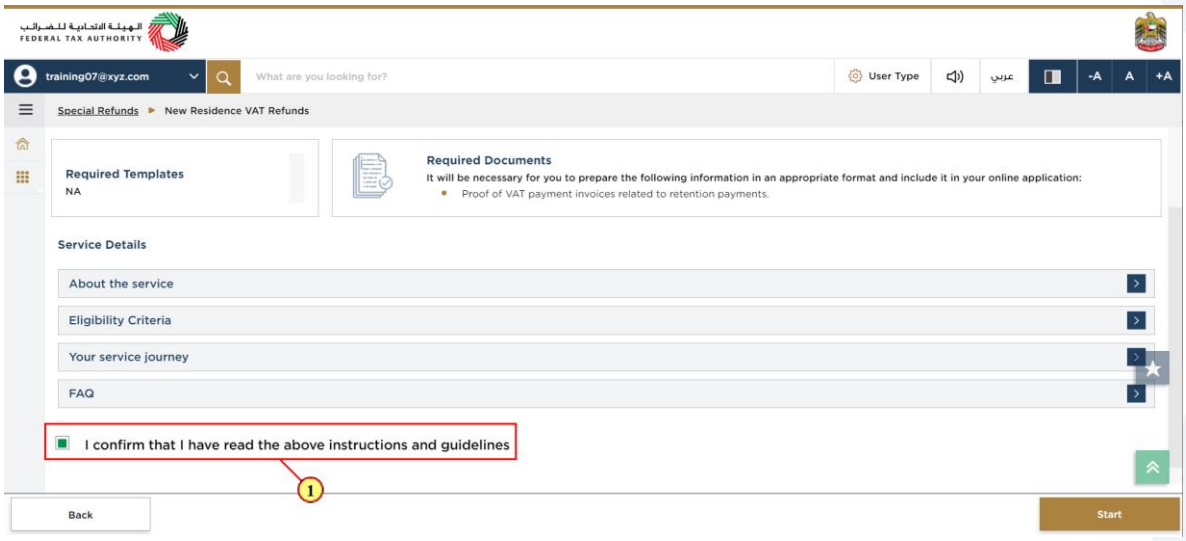


Step	Action
(1)	Click here to initiate a retention payment claim

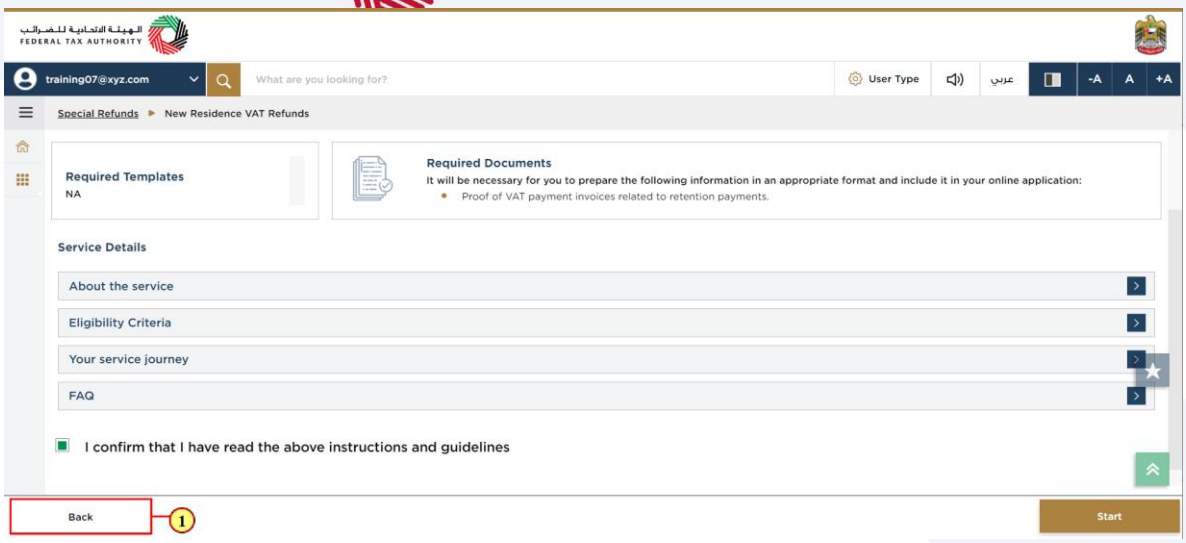
Instructions and Guidelines



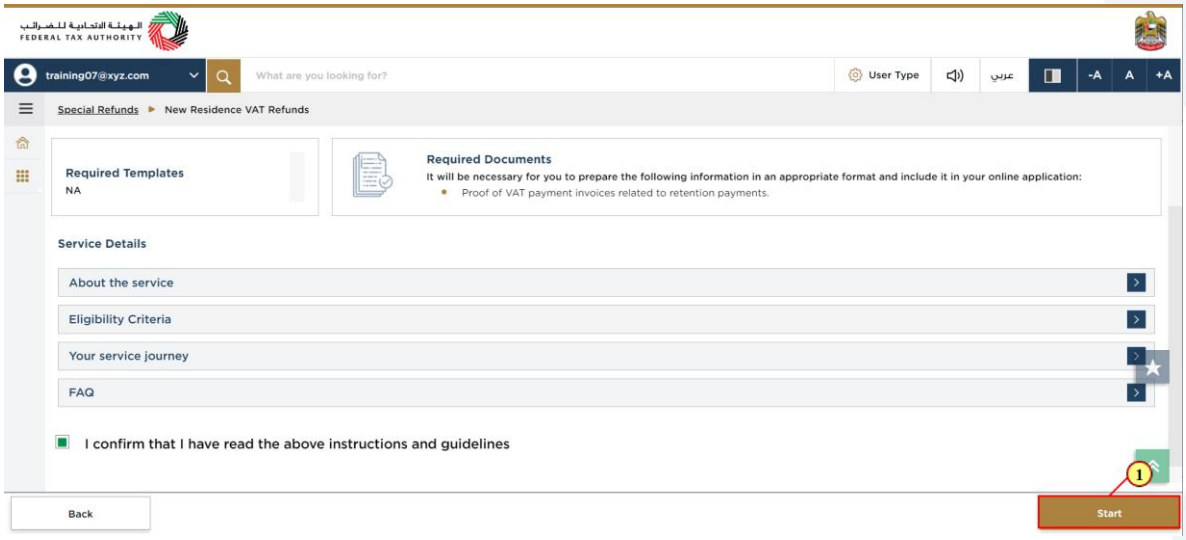
	These are the instructions and guidelines which detail key information such as required templates, supporting documentation, eligibility criteria and the expected time to complete this refund request.



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

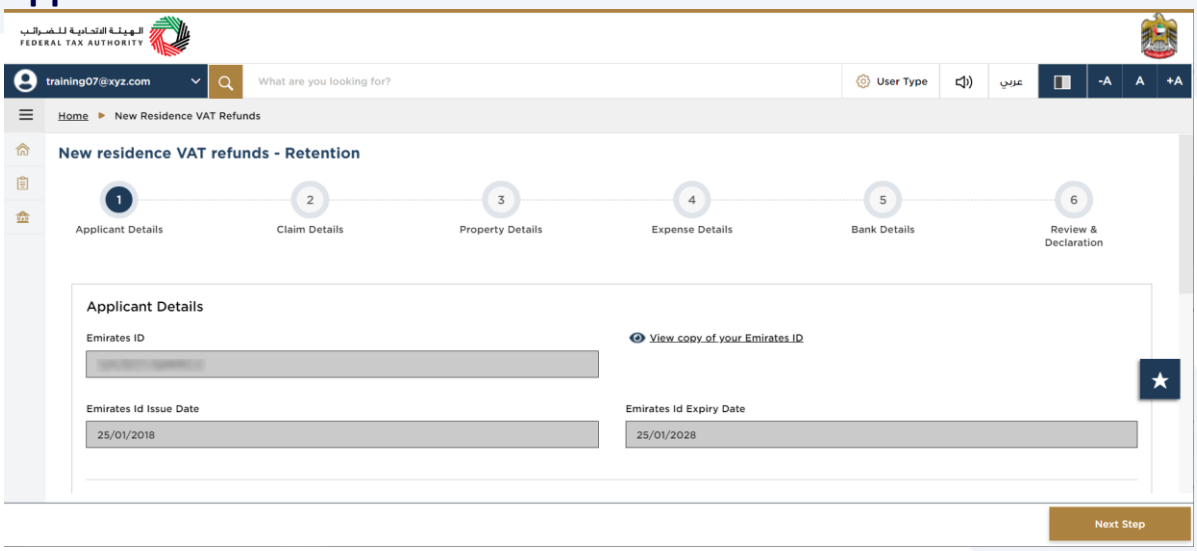


Step	Action
(1)	Click on 'Back' to go back to the previous page

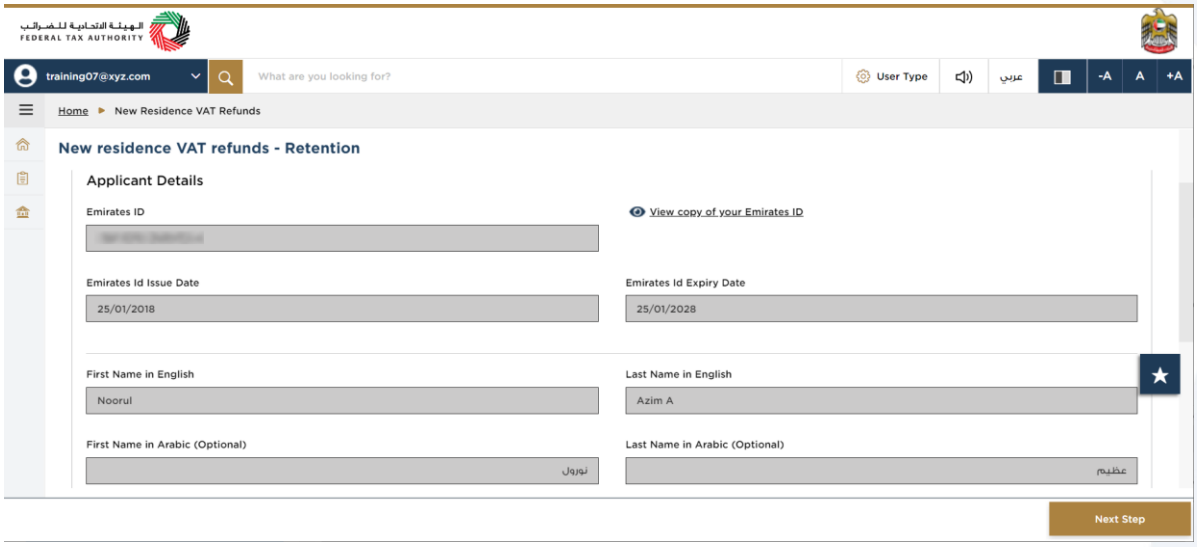


Step	Action
(1)	Click on 'Start' to proceed to the refund request

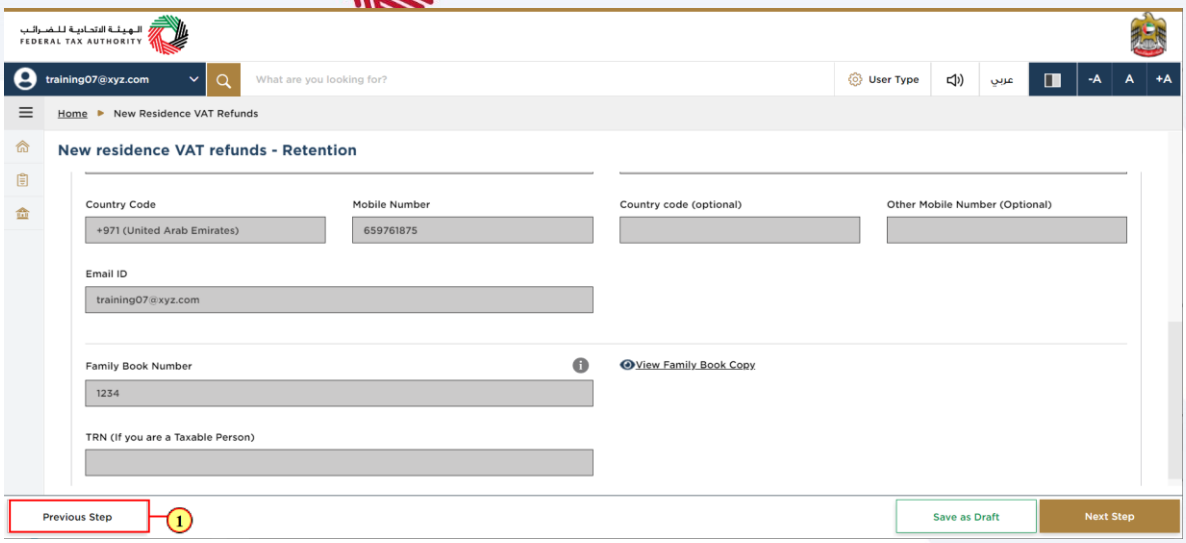
Applicant Details



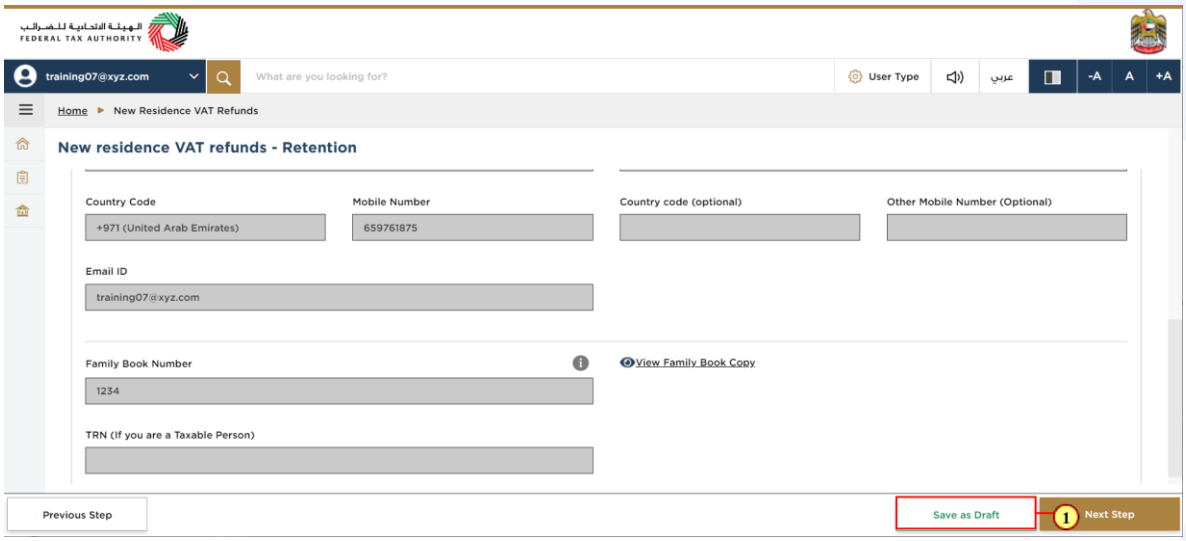
The progress bar displays the number of steps required to complete the refund request. The step you are currently in is highlighted in blue. Once you progress to the next section successfully, the previous step will be highlighted in green.



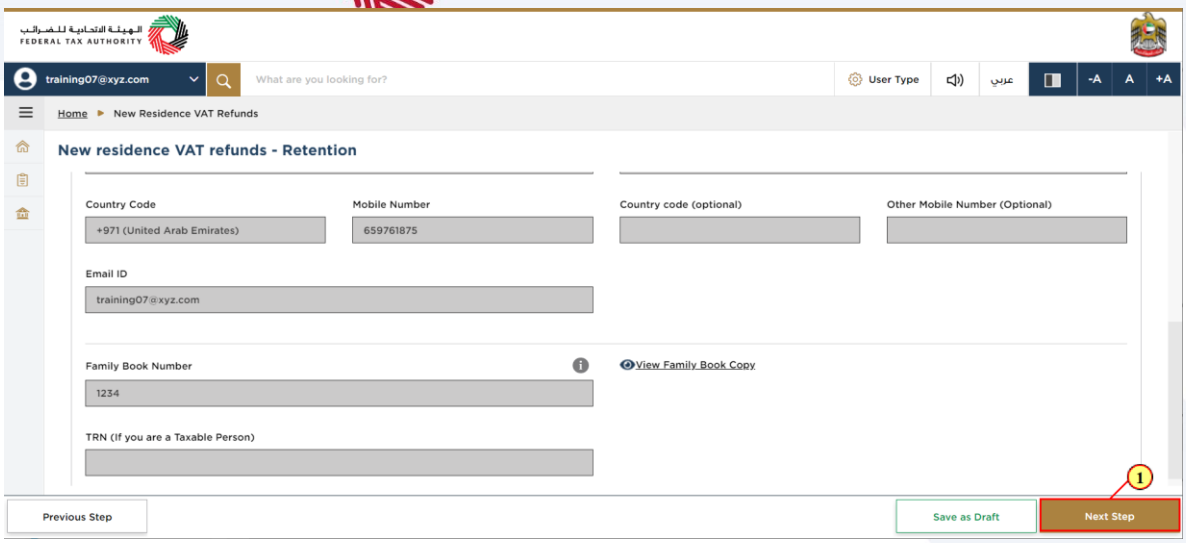
This section is pre-populated from original application.



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

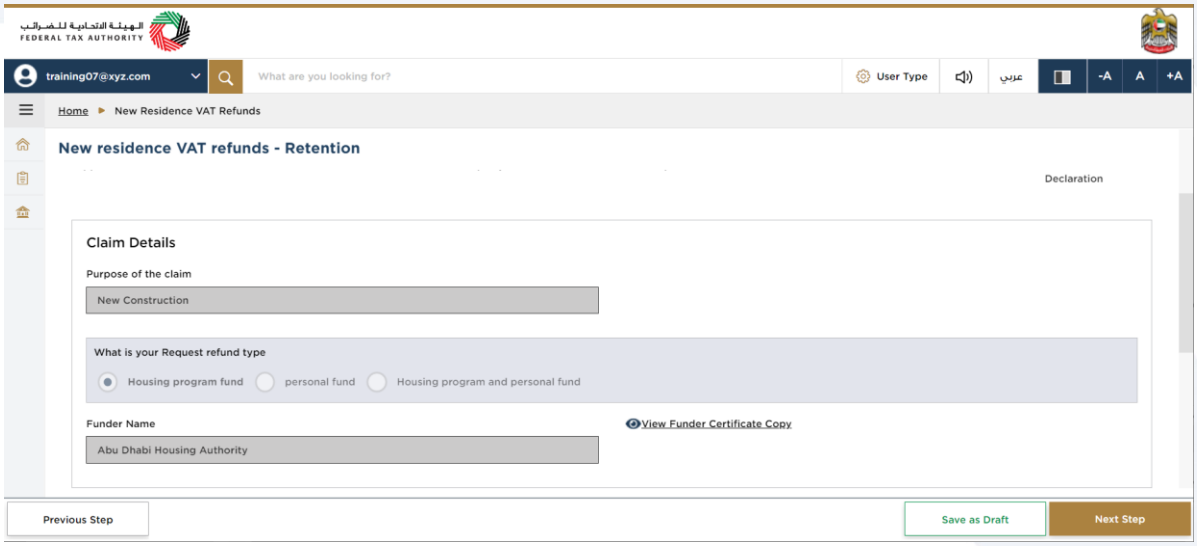


Step	Action
(1)	Click on 'Save as draft' to save the refund request as a draft



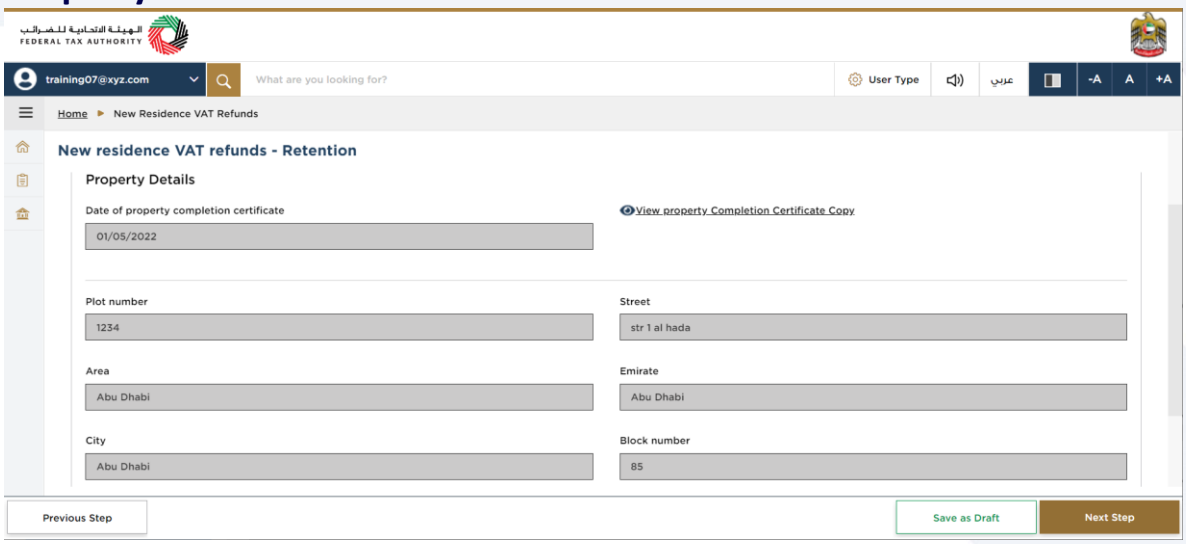
Step	Action
(1)	Click on 'Next Step' to proceed to the next section

Claim Details



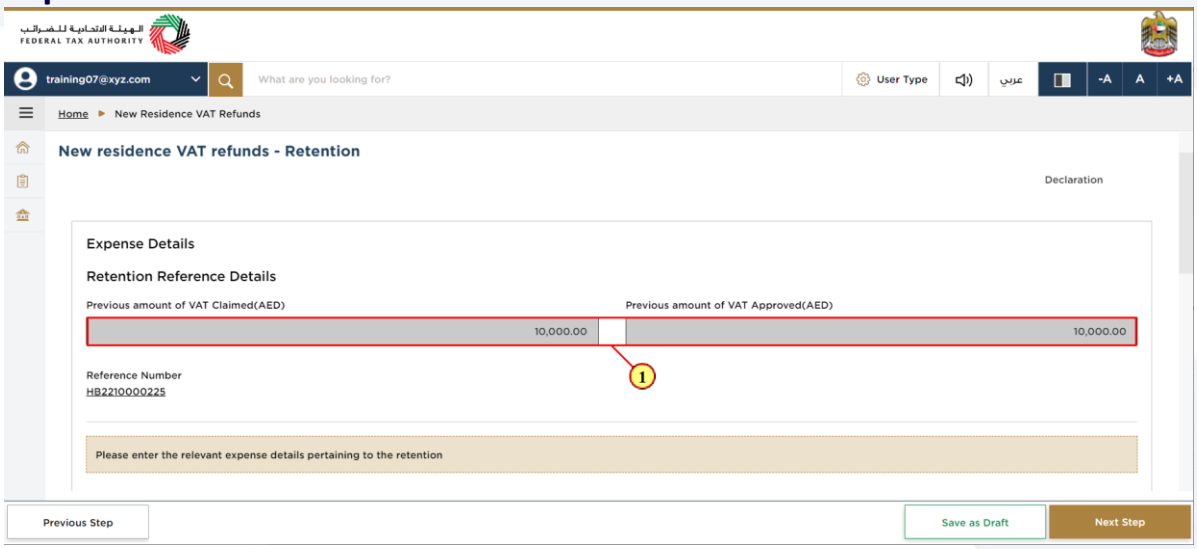
This section is pre-populated from original application.

Property Details

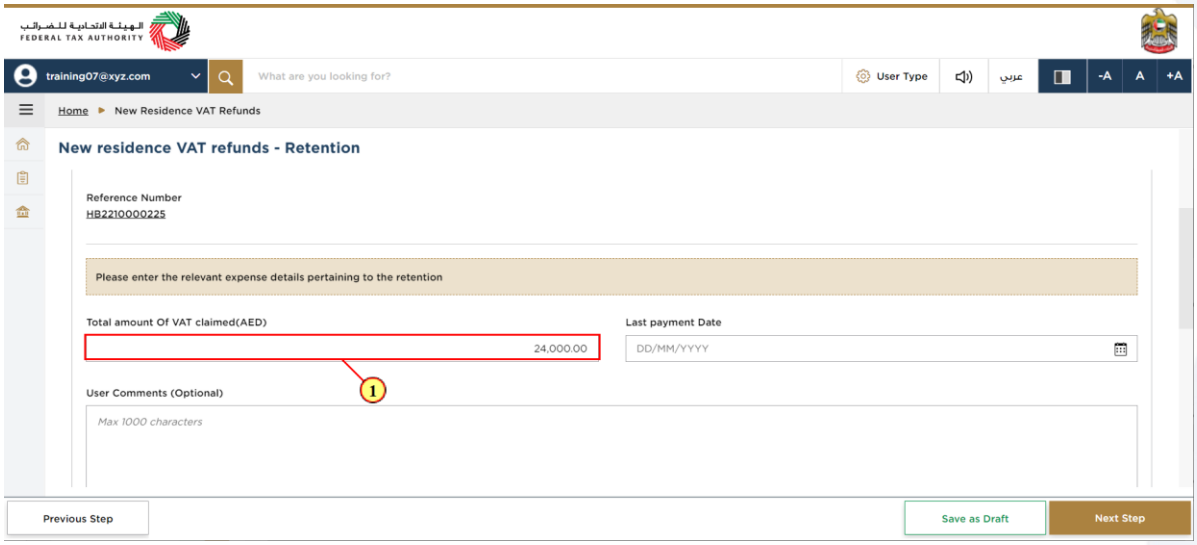


This section is pre-populated from original application.

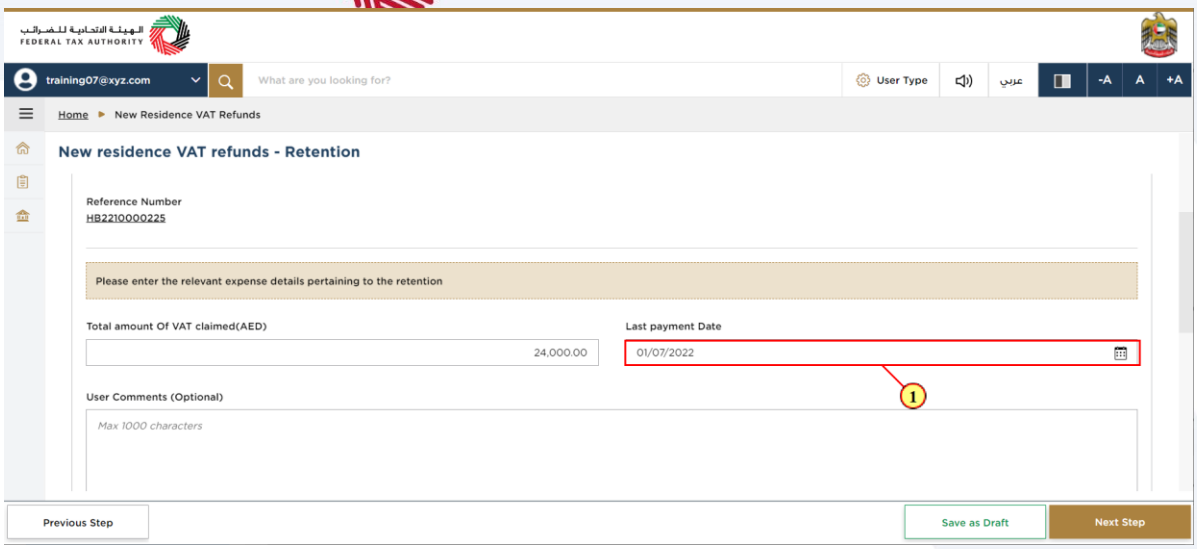
Expense Details



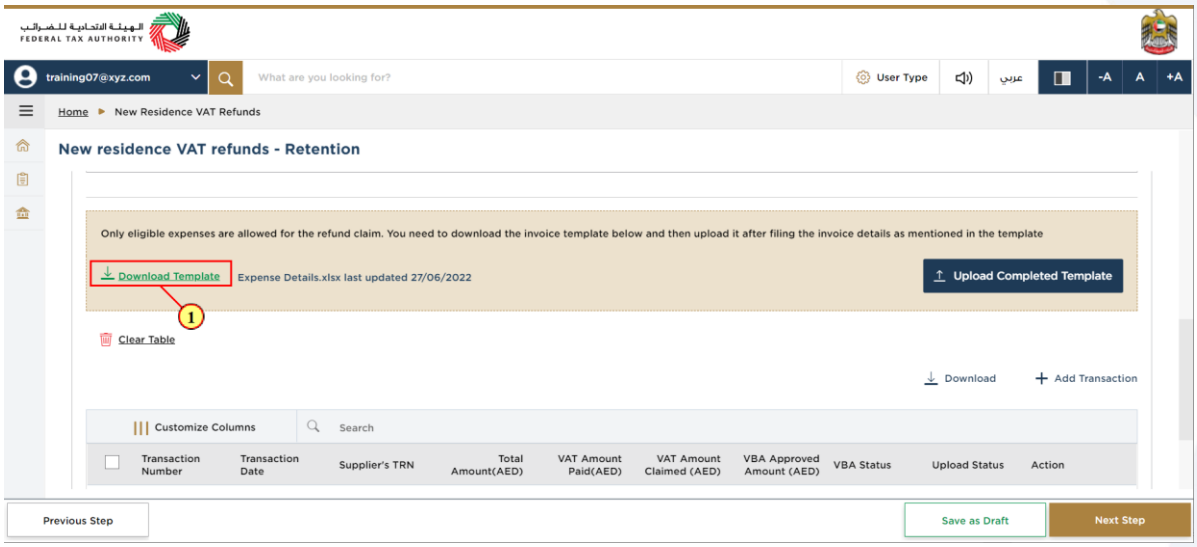
Step	Action
(1)	The retention reference details are pre-populated based on the VAT amount entered in the original application



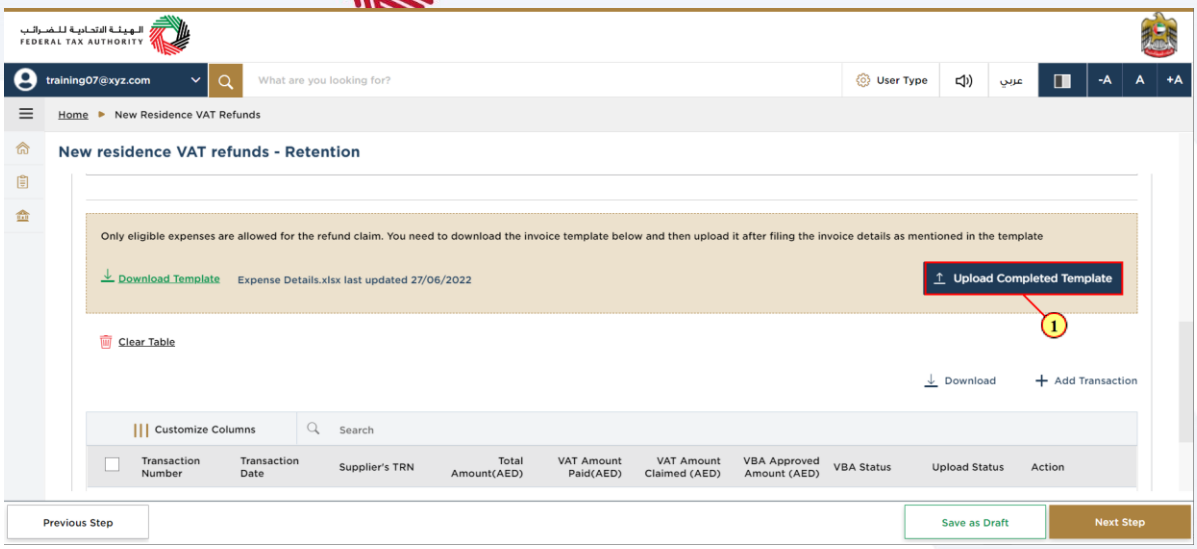
Step	Action
(1)	Enter the total VAT amount paid on the construction of the property. This will be the requested refund amount



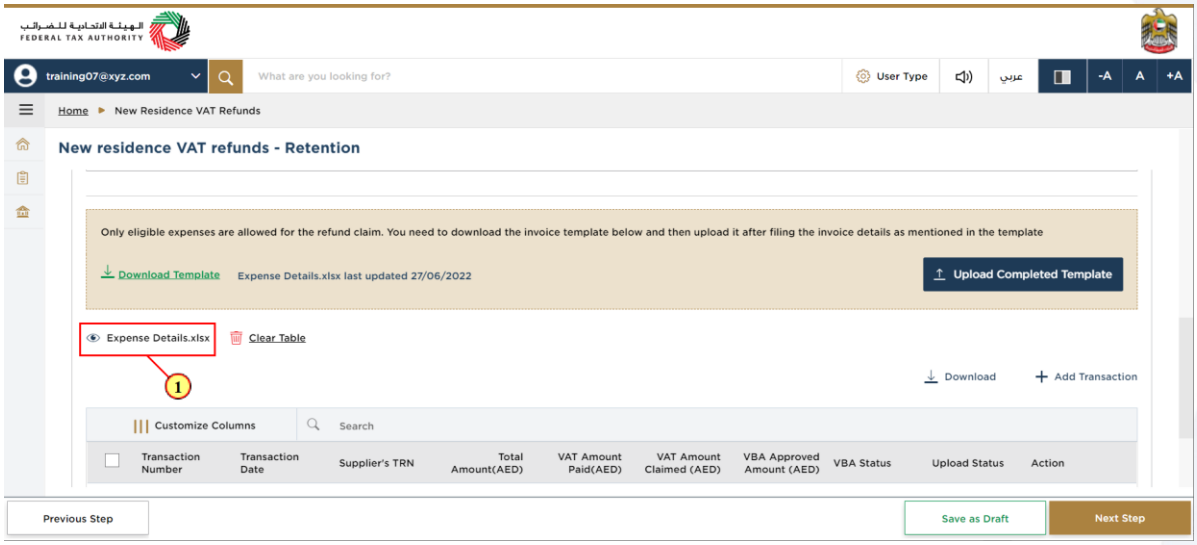
Step	Action
(1)	Enter the Last payment Date



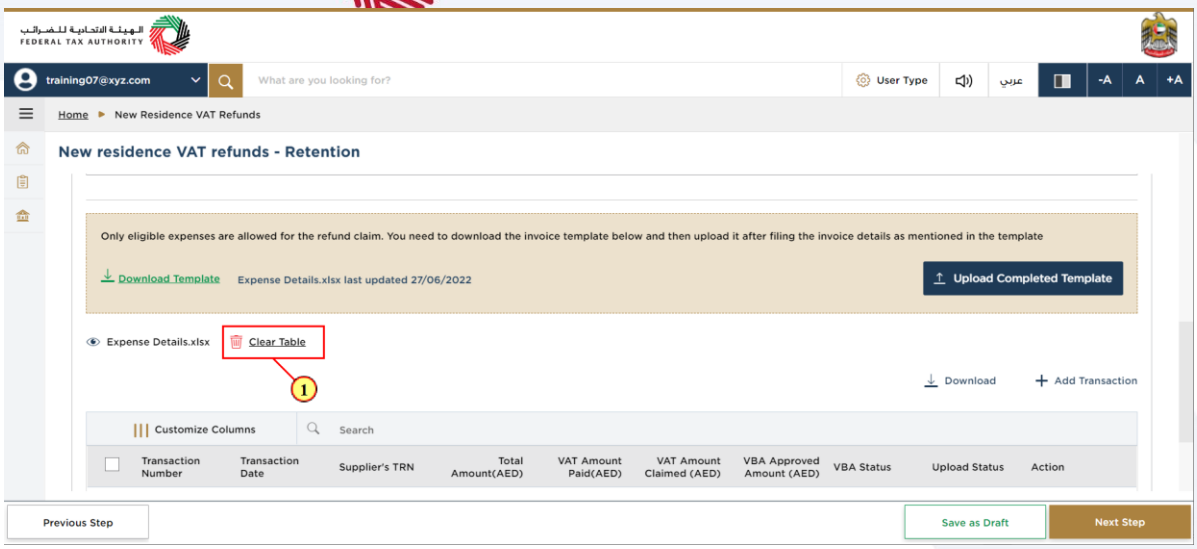
Step	Action
(1)	Click here to download the template that can filled offline to directly upload items to the expense details



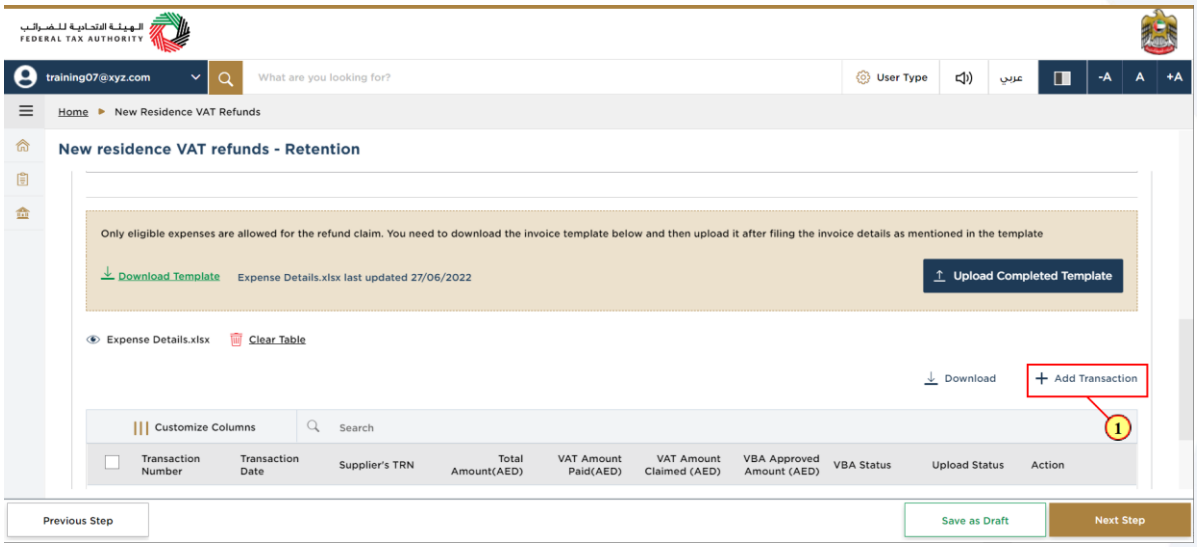
Step	Action
(1)	Click on 'Upload Filled Template' to upload a completed template. Once the template has been uploaded, the items will populate in the expense details table below



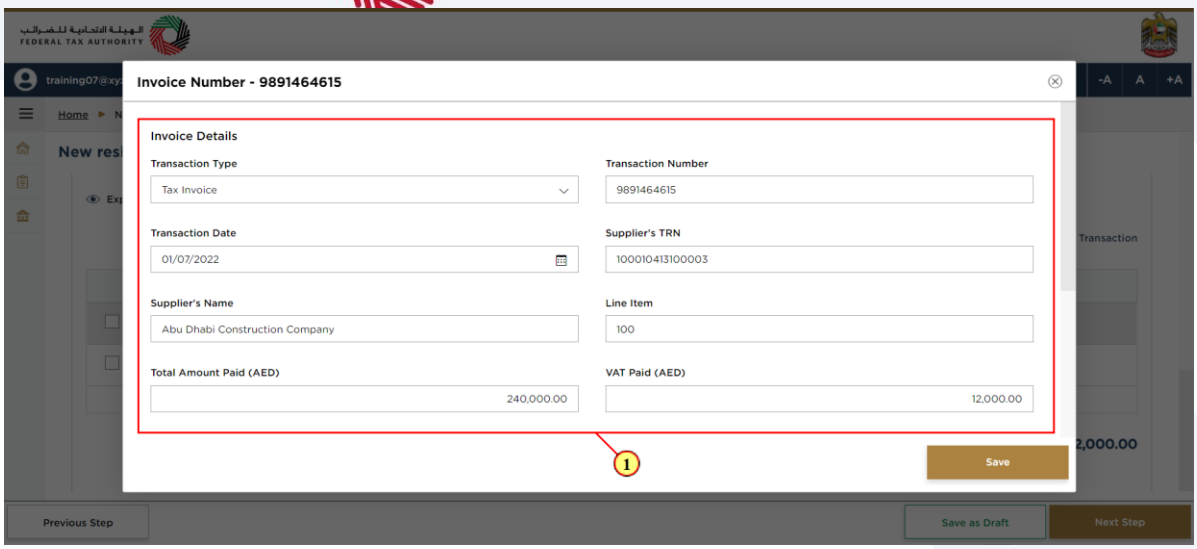
Step	Action
(1)	Click here to download the uploaded template



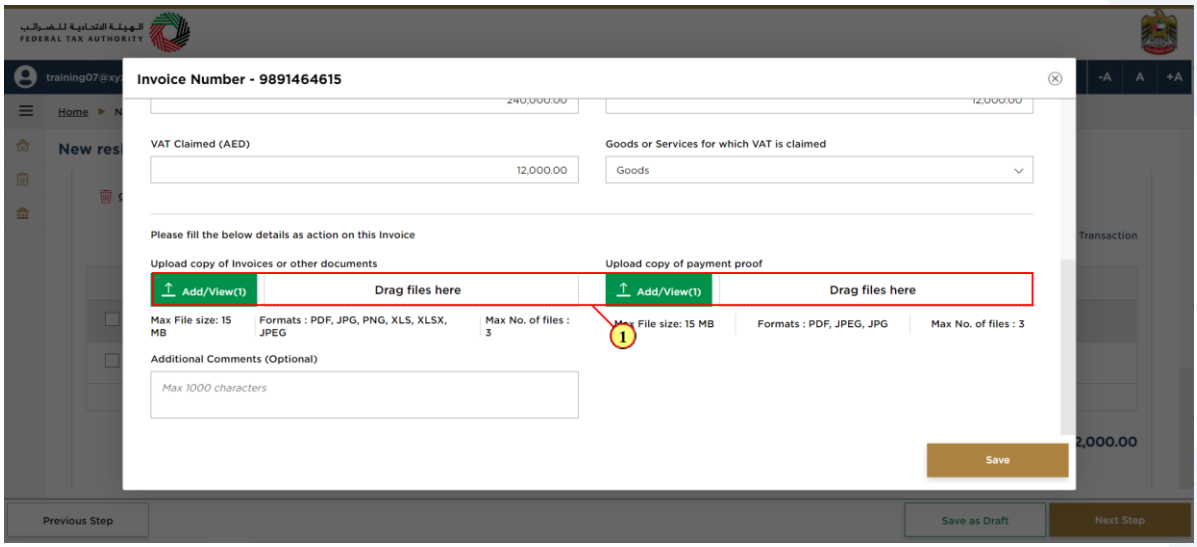
Step	Action
(1)	Click here to clear the expense table



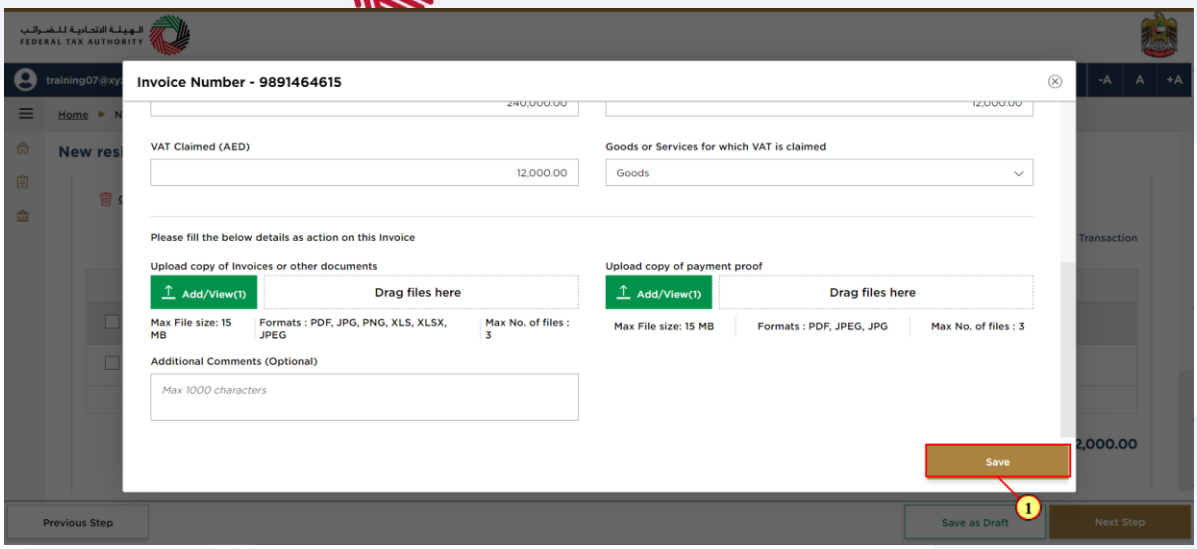
Step	Action
(1)	Click here to add an expense to the expense table



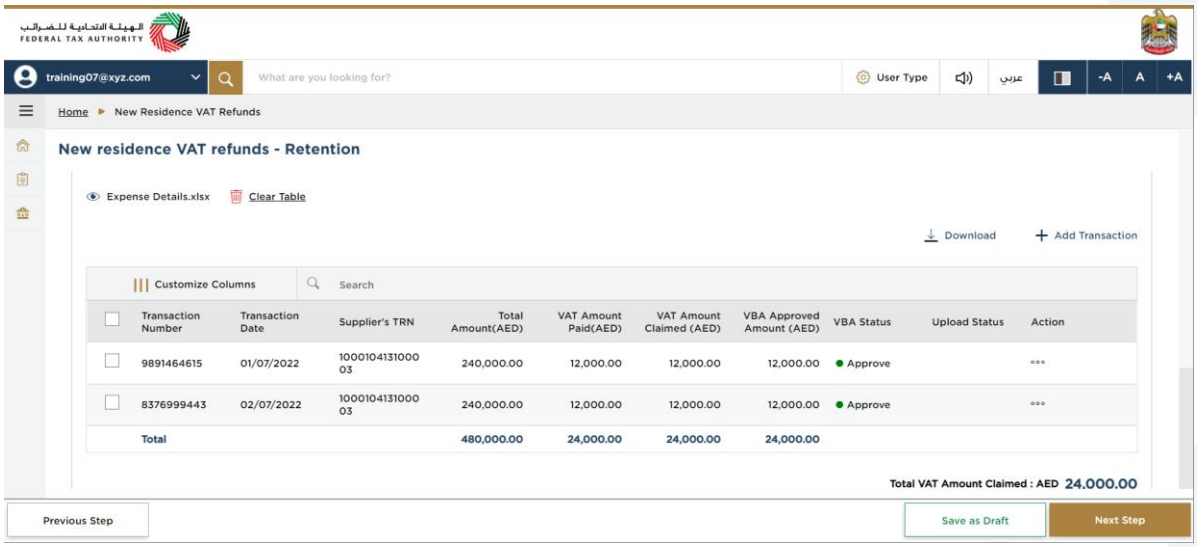
Step	Action
(1)	Enter all the mandatory details. Optional fields will be marked as 'Optional'



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

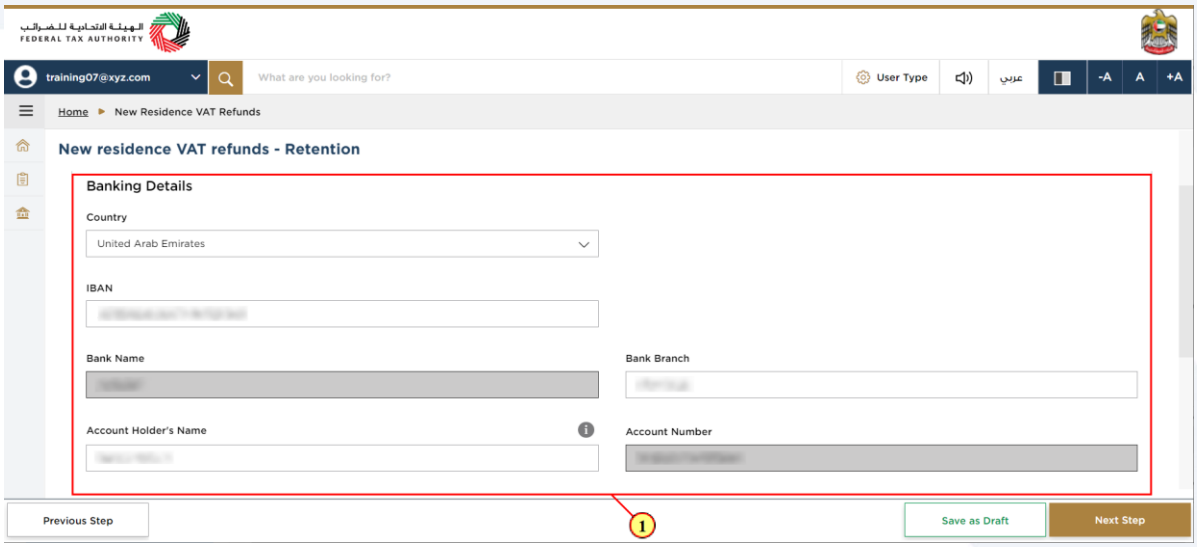


Step	Action
(1)	Click on 'Save'

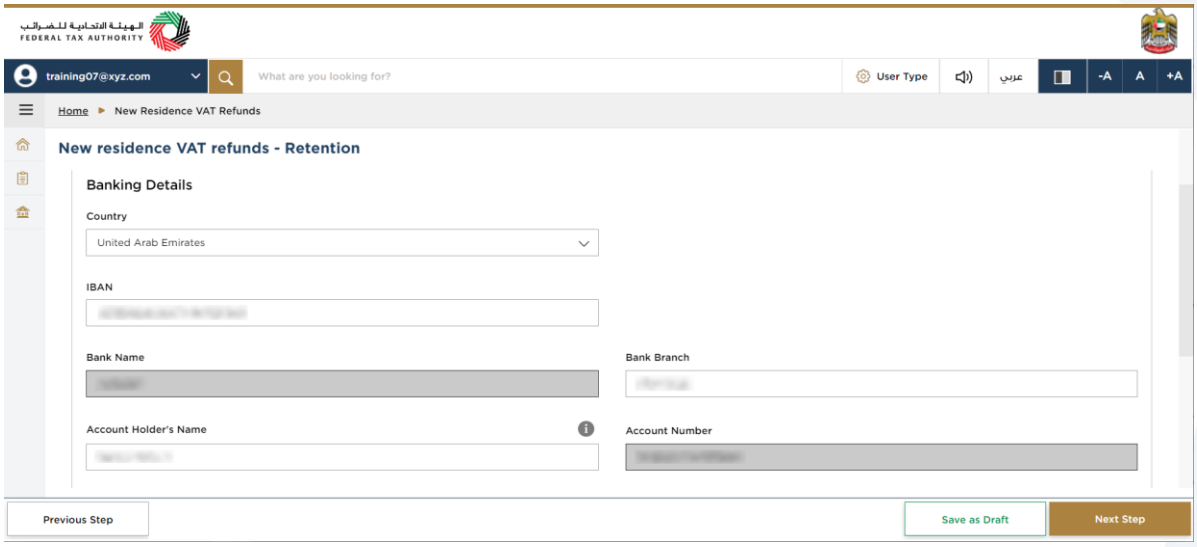


You can add a new column to the table or filter the expense by its status. You can also search for the expense details by the transaction number.

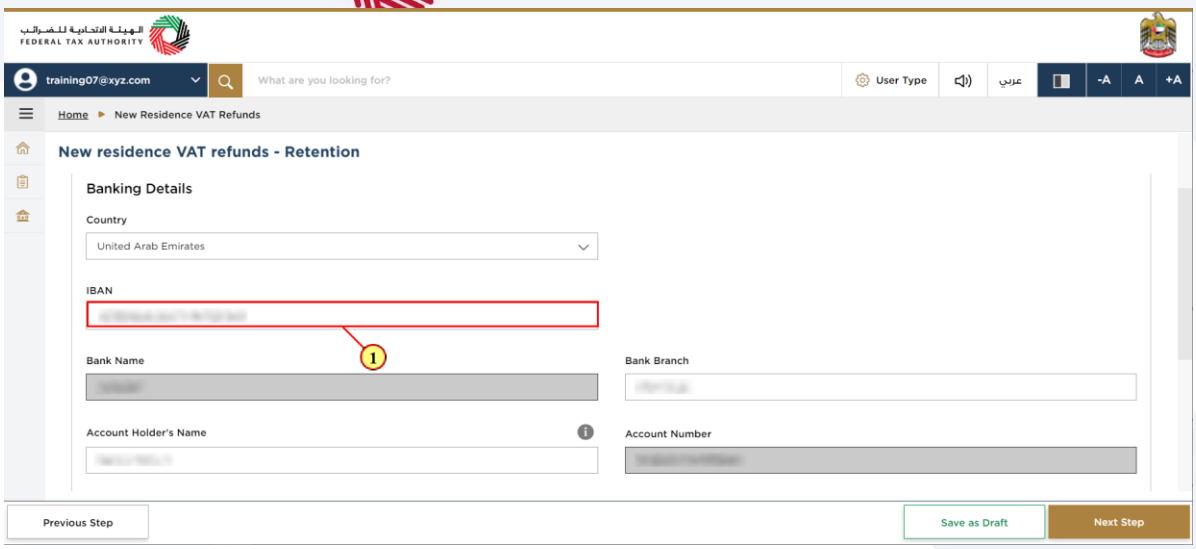
Bank Details



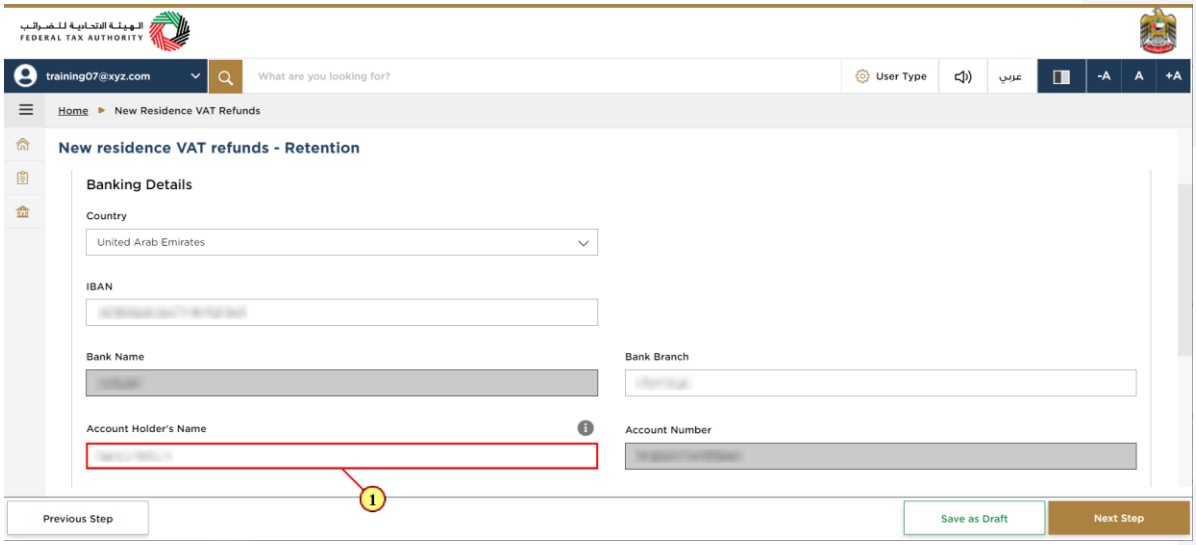
Step	Action
(1)	Enter your bank account details



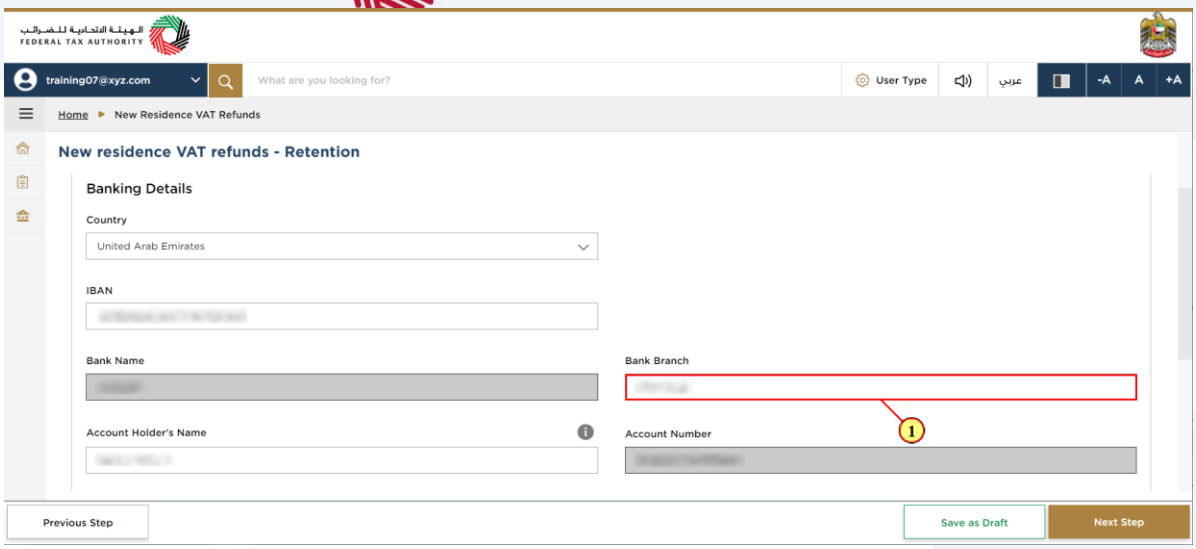
For domestic accounts, the IBAN will be validated by the system. For international accounts, you have to upload a Bank Validation letter. If your bank account is not within United Arab Emirates, you will have the option to select the eligible currency for refund.



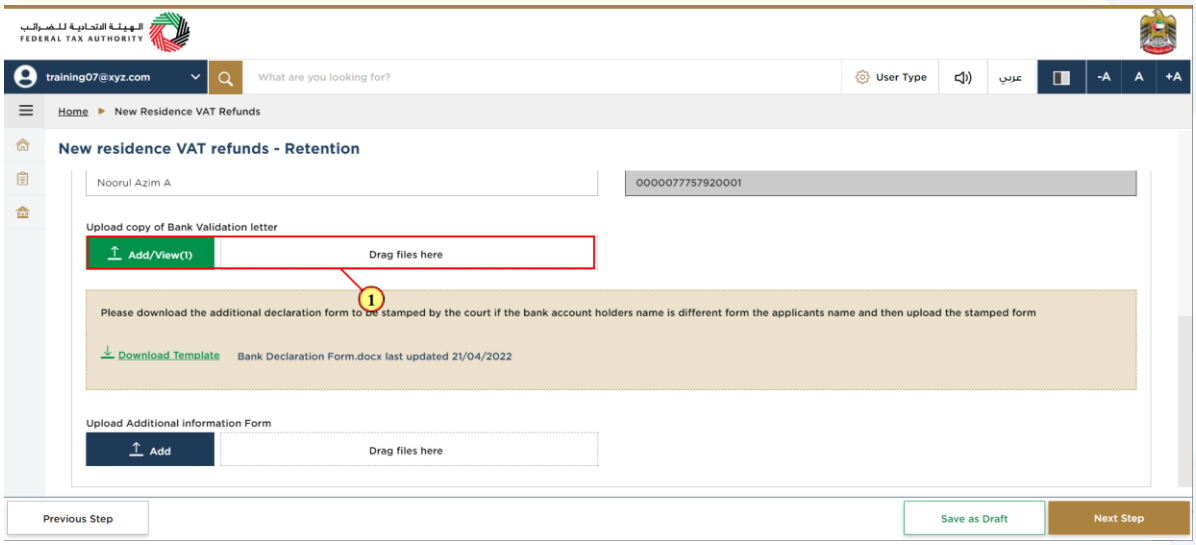
Step	Action
(1)	Enter International Bank Account Number (IBAN in UAE consist of 23 characters)



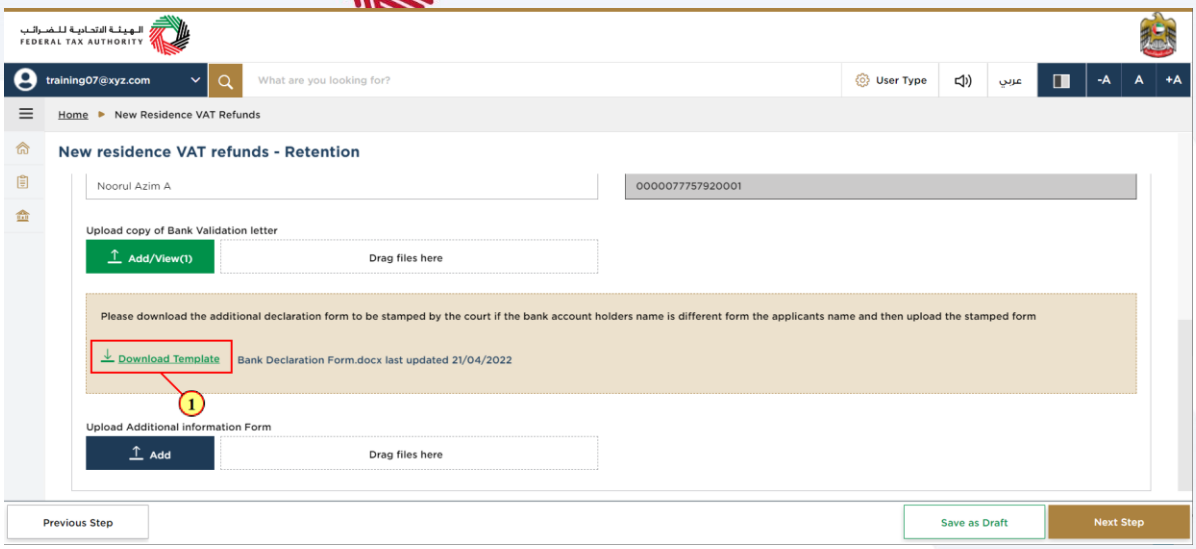
Step	Action
(1)	Enter the name of Account holder operating the bank account



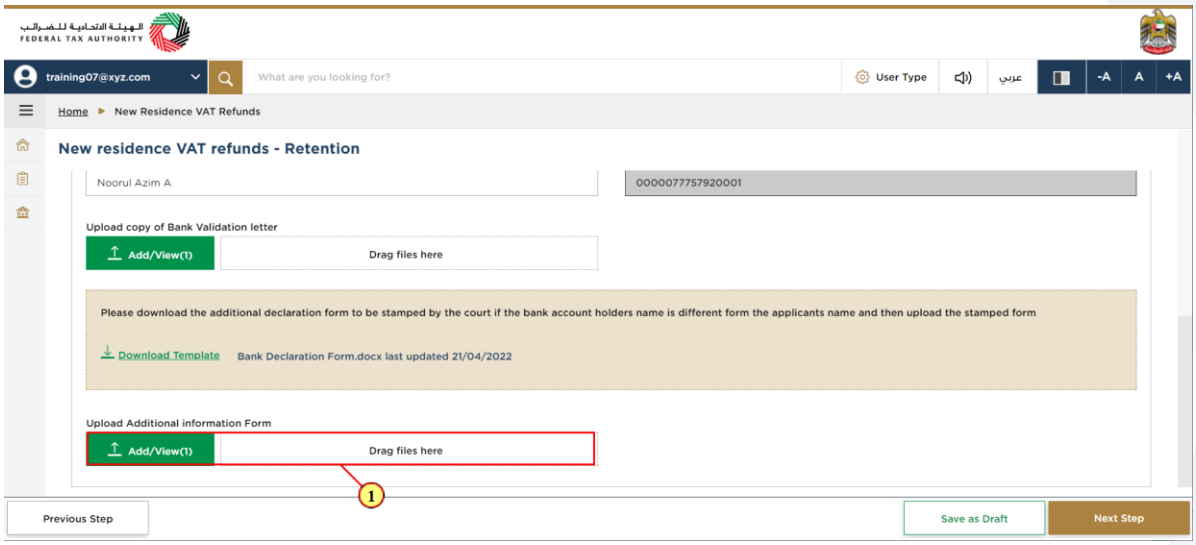
Step	Action
(1)	Enter the branch name



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

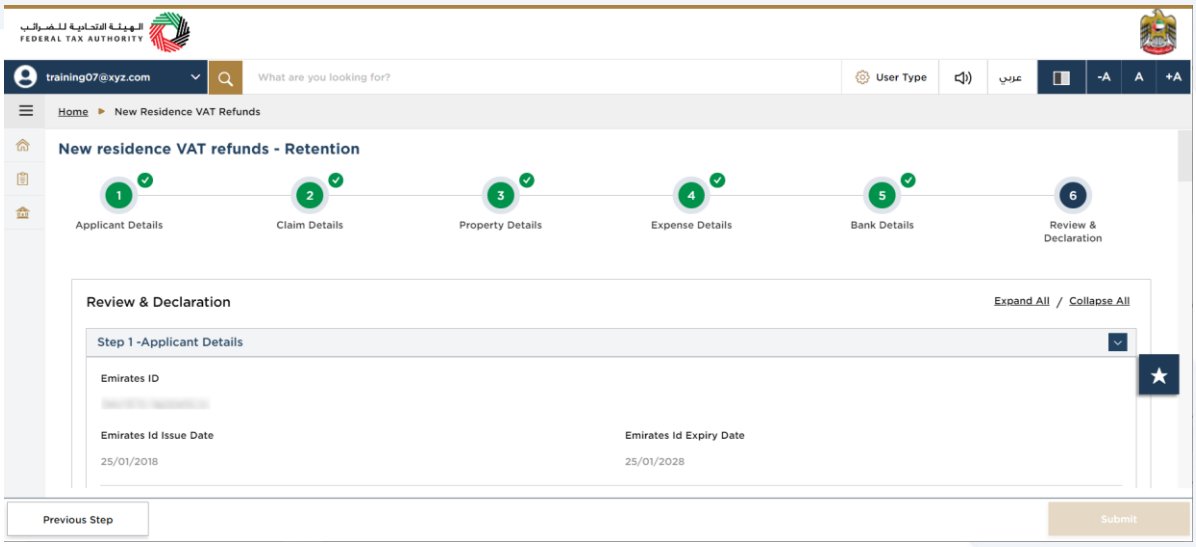


Step	Action
(1)	Click here to download the court declaration form

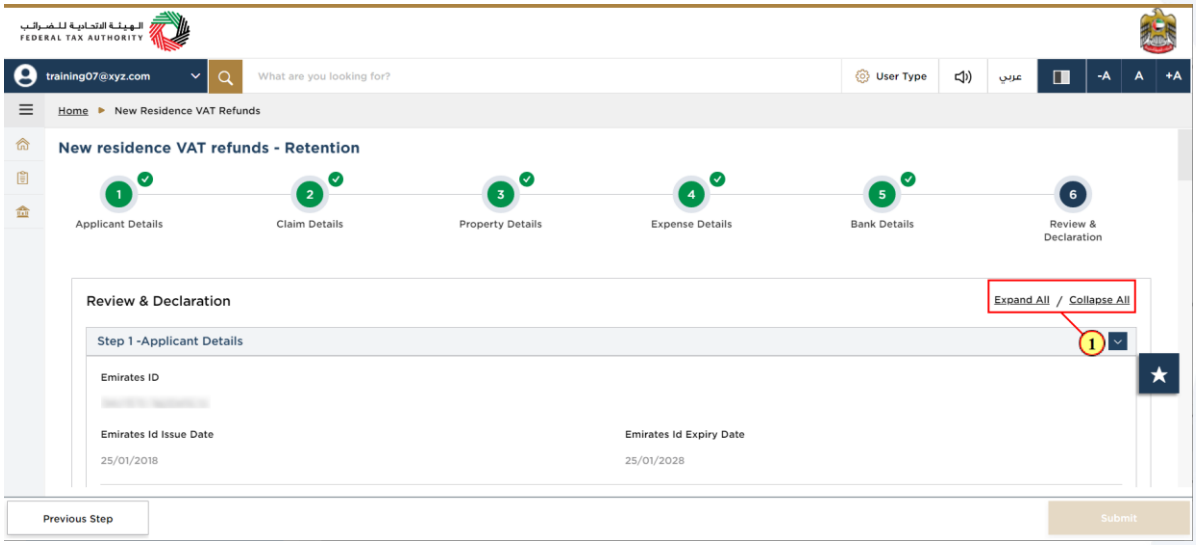


Step	Action
(1)	Click on 'Add' button or drag & drop your files to upload the Additional information Form. On successful upload of document, the 'Add' button will highlight in green

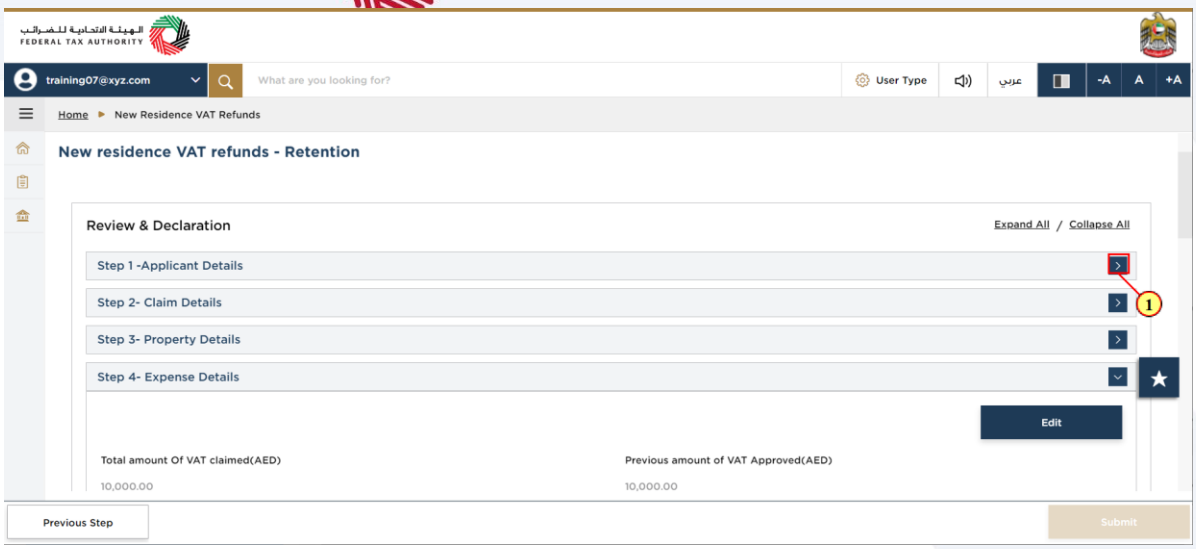
Review & Declaration



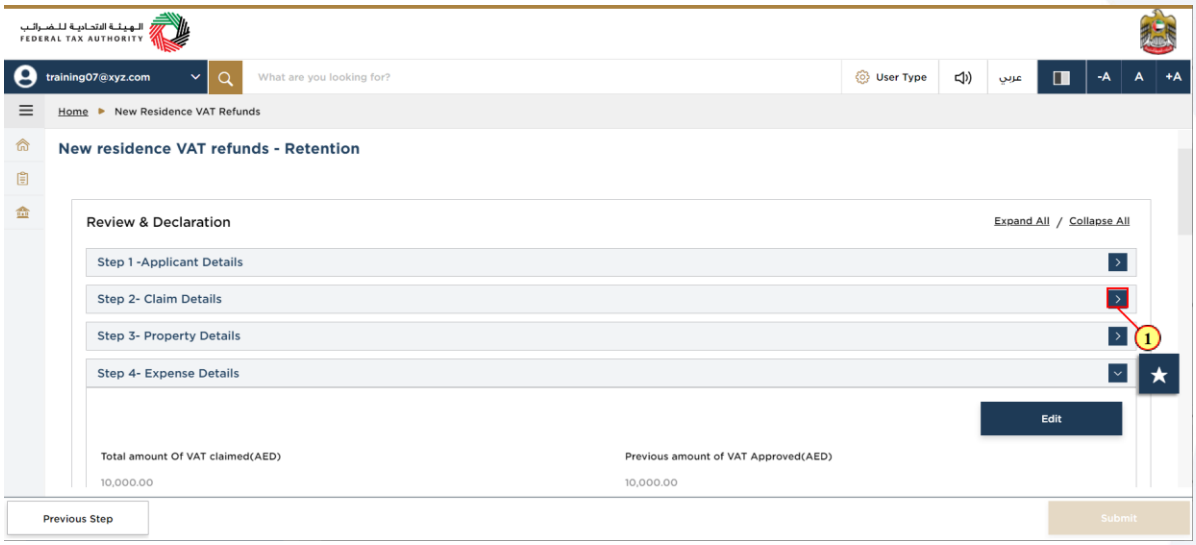
	This section displays your completed refund request and allows you to review it prior to submission.



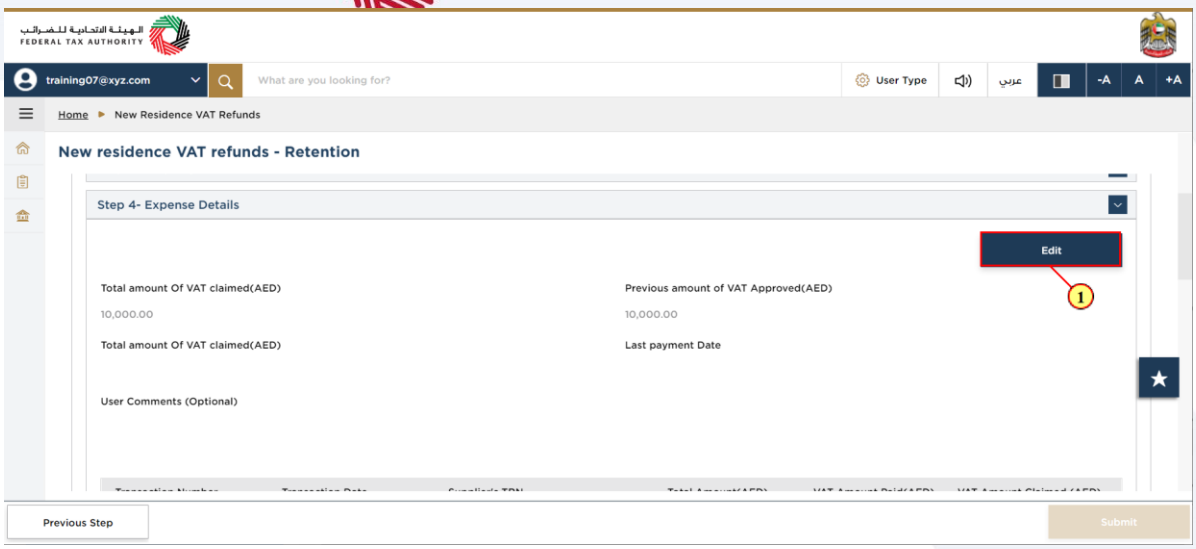
Step	Action
(1)	Click here to expand or collapse all steps at once



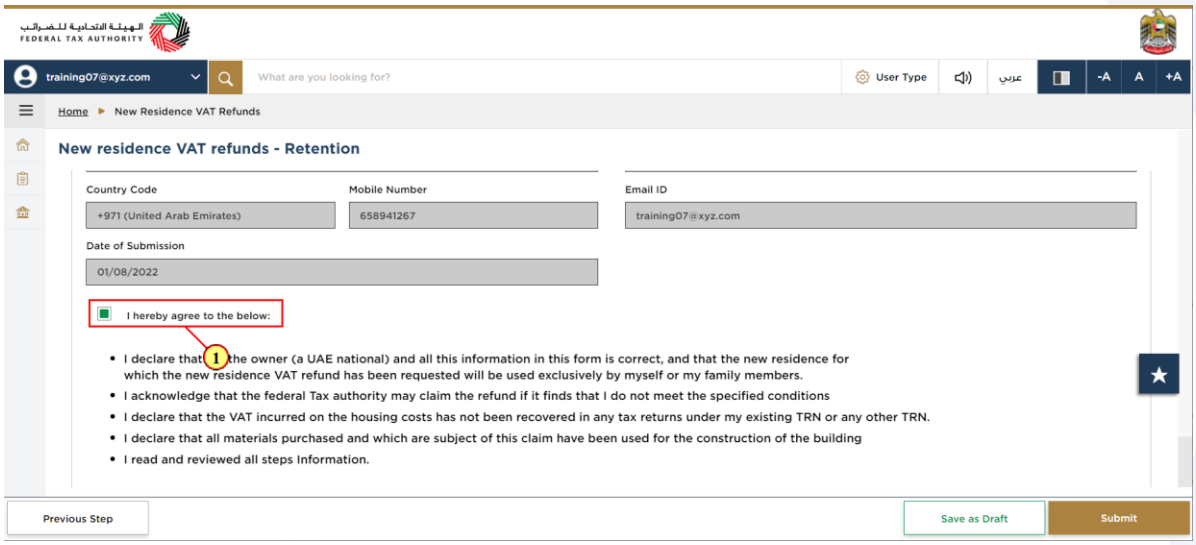
Step	Action
(1)	Click on the drop-down arrow to review the details in this step



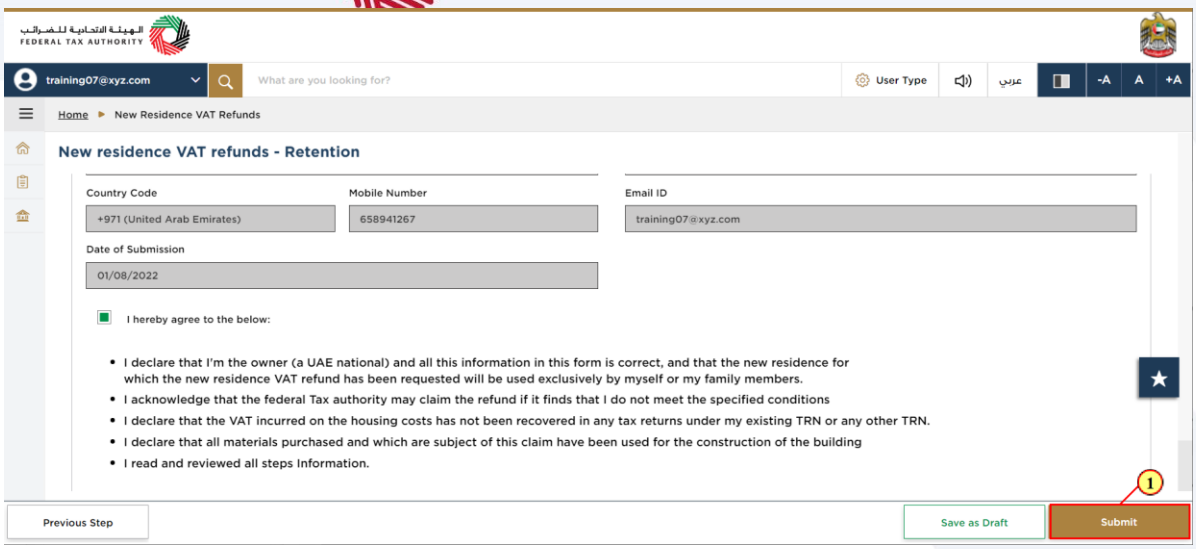
Step	Action
(1)	Click on each step to review every section



Step	Action
(1)	Click here to edit the details in this section

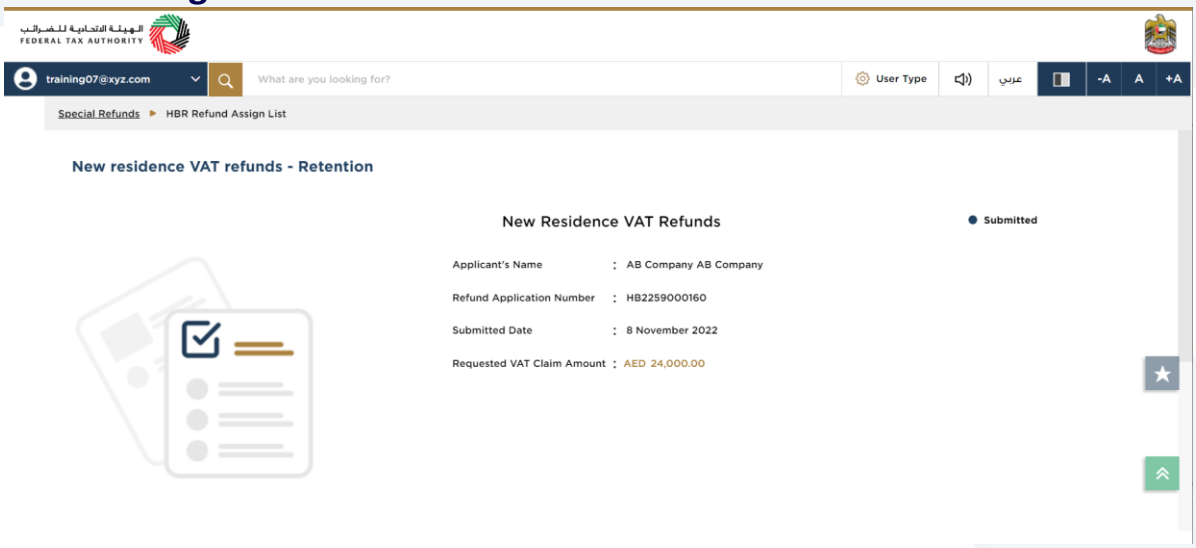


Step	Action
(1)	Mark the checkbox once you have reviewed all the information given in each step

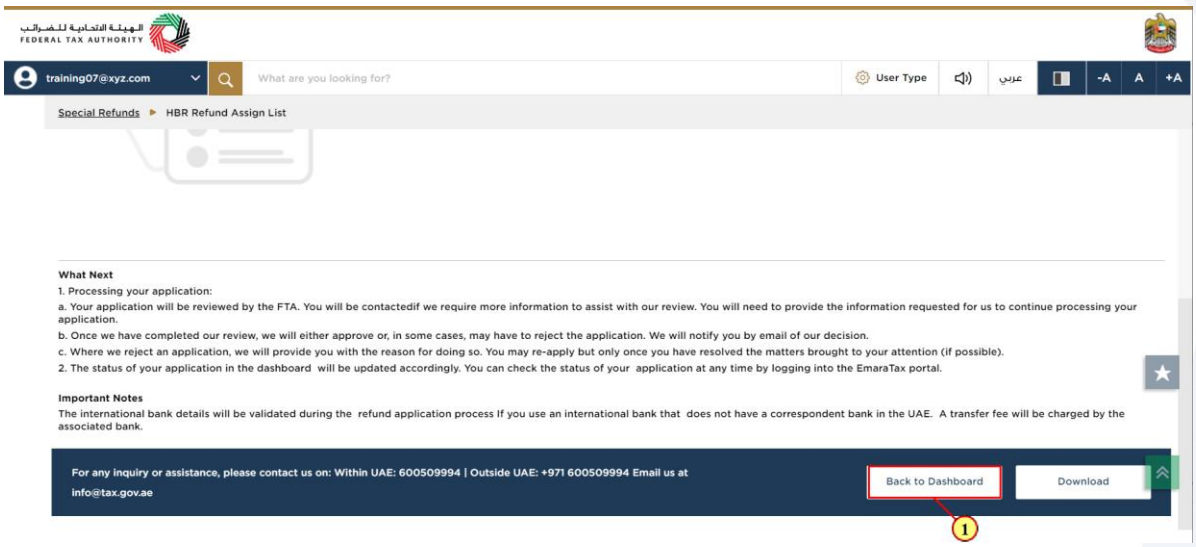


Step	Action
(1)	Click on 'Submit' to submit the refund request.

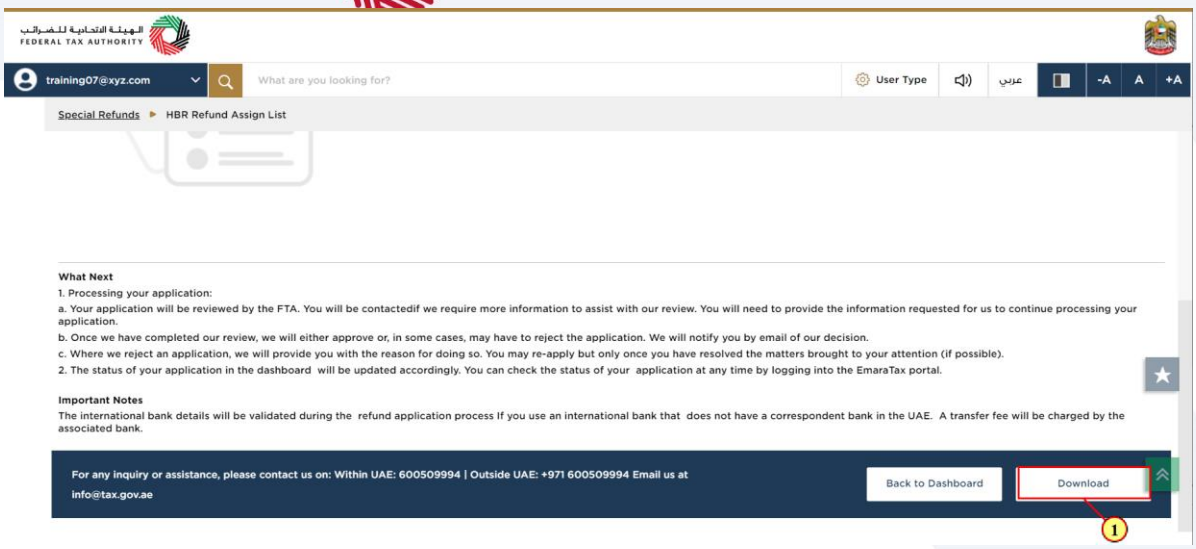
Acknowledgement



	You have successfully submitted the refund request. Make a note of the application number for future references. You can also access this refund request from the New Residence VAT Refunds tile within the Special Refunds module.



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



Step	Action
(1)	Click on 'Download' to download a copy of refund application submission acknowledgement

Correspondences

الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

إمارات تاكس
EMARATAX

After submission, applicant 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