



إمارات تاكس
EMARATAX

VAT 702 - Processing Refund for Non-Registered importers and VAT Clearing Company TINCO - User Manual

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Document Control Information

Document Version Control

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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
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
	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 Non-registered Importers or TINCO's to navigate through the EmaraTax portal and the steps to resubmit the refund application. The user manual covers the steps to correct bank details when there is a payment failure due to incorrect bank details.



EmaraTax Login Page

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عربي -A A +A

Welcome to the new e-CTS

New Here?

If you are not registered, please signup here.

Sign Up

Login

Welcome to the Federal Tax Authority

Login with FTA account

Email Address
traininguser04@gmail.com

Password
.....

[Forgot password?](#)

Enter Security Code
687338 687338

Login

Login with your Emirates ID

UAE Pass provides single trusted digital identity solution for service providers

الهوية الرقمية
UAE PASS

Login With UAE PASS

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



• If you login via your registered email and password, on successful login, the EmaraTax online user dashboard will be displayed. If you had opted for 2 factor authentication, you will be required to enter the OTP received in your registered email and mobile number to successfully login.

• If you wish to login via UAE Pass, you will be redirected to UAE Pass. On successful UAE Pass login, you will be redirected back to the EmaraTax online user dashboard.



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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traininguser04@gmail.c... What are you looking for? User Type عربي -A A +A

User Profile

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

Taxable Person

Any Person registered or obligated to register for Tax purposes under the Decree-Law.

[Read More](#)

Legal Representative

The manager of a company or a guardian or custodian of a minor or an incapacitated person, or the bankruptcy, or any other Person...

[Read More](#)

Tax Agent

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

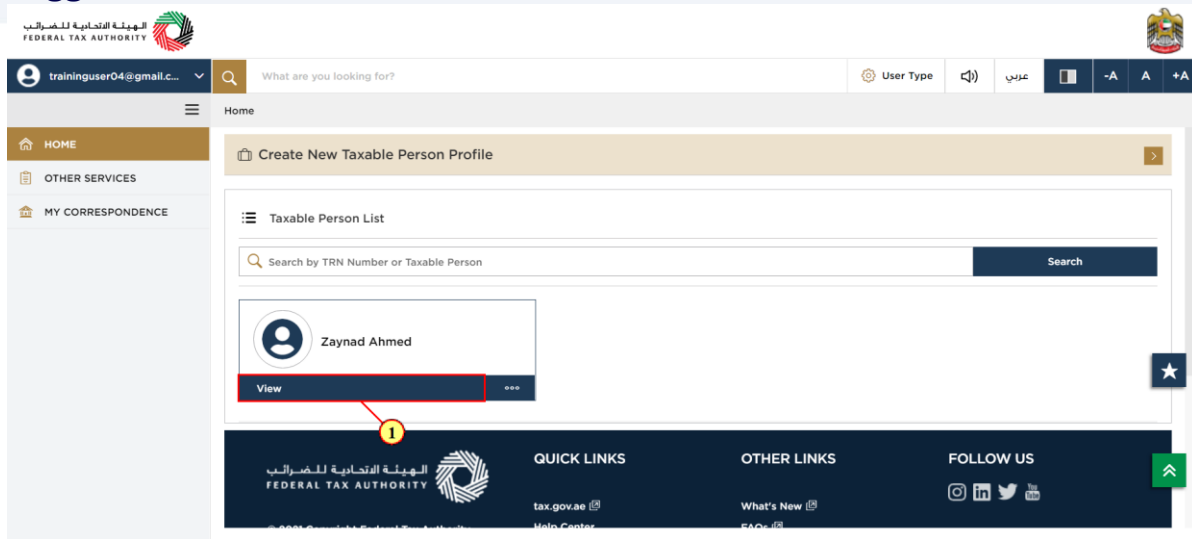
A legal entity which is licensed to operate as a Tax Agency and has registered with the FTA as a Tax Agency.

[Read More](#)

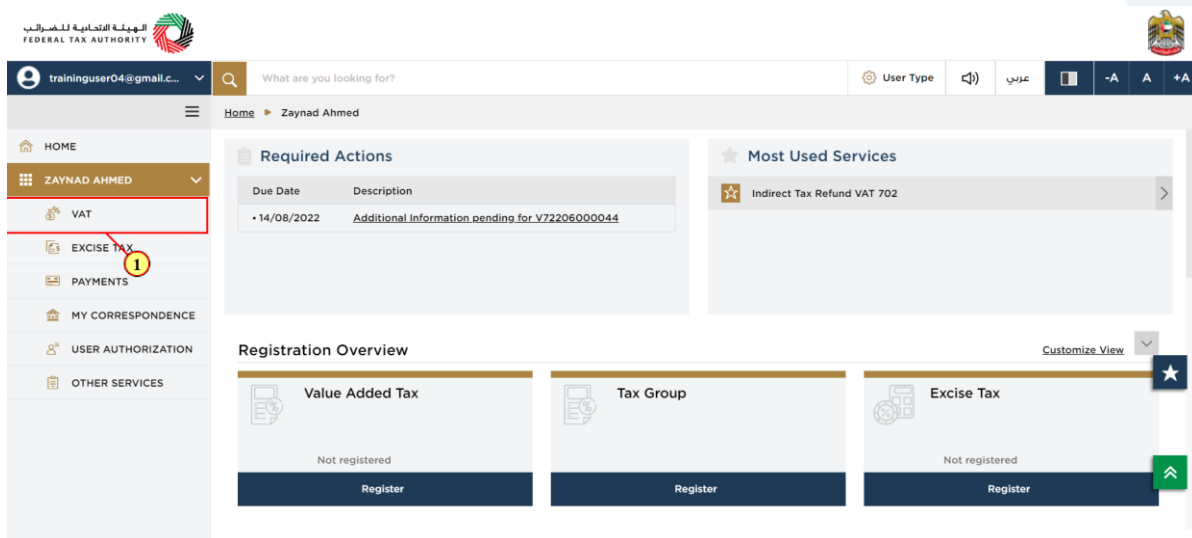
Proceed

Step	Action
(1)	Click on 'Proceed' to proceed with taxable person.

Logged in User Dashboard



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



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



The screenshot shows the user interface of the Federal Tax Authority portal. The user is logged in as 'traininguser04@gmail.c...'. The main navigation menu includes HOME, ZAYNAD AHMED, VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The 'Returns & Refunds' section is active, displaying three cards: VAT 702 (VAT Refund Form for Non-Registered Importers), VAT 301 (Import Declarations Form for VAT Payment), and VAT 301A (Cancelled Customs Declaration Refund). The 'Create New' button for the VAT 702 card is highlighted with a red box and a circled '1'. Below this section is the 'VAT Other Services' area with a green arrow icon.

Step	Action
(1)	Click on 'Create New' to create new refund request.

This screenshot is similar to the previous one, showing the same user interface. In this instance, the 'View All' button for the VAT 702 card is highlighted with a red box and a circled '1'. The 'Create New' button for VAT 702 is no longer highlighted.

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



VAT 702 Refund Form Dashboard

The dashboard shows a table with the following data:

Application Number	Custom Authority	Declaration Date	Declaration Number	Total VAT	Amount to be collected by FTA	Paid through e-Dirham deposit	Amount eligible for refund or cancellation	Total claimed	Status	Action
V72206000044	DXB	12/08/2019	5000600010065	5,163.00	0.00	5,163.00	0.00	0.00	Payment Failed	...

Buttons: New Refund Request, Customize Columns, Status filter, and a star icon.

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

The dashboard shows the same table as above, but with additional controls visible: 'Customize Columns' and a 'Status' dropdown menu. The status is currently set to 'Payment Failed'.

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



VAT 702 Refund form

Application Number	Custom Authority	Declaration Date	Declaration Number	Total VAT	Amount to be collected by FTA	Paid through e-Dirham deposit	Amount eligible for refund or cancellation	Total claimed	Status	Action
V72206000044	DXB	12/08/2019	5000600010065	5,163.00	0.00	5,163.00	0.00	0.00	Payment Failed	View, Edit, Update Bank Details

Step	Action
(1)	Click here to update bank details



CCIS Details

traininguser04@gmail.c... What are you looking for? User Type عربي -A A +A

Home > Zaynad_Ahmed > VAT > VAT 702 - VAT Refund Form for Non-Registered Importers

VAT 702 Refund form

1 CCIS Details 2 Bank Details

CCIS Details

Custom Authority	Declaration Date
DXB	12/08/2019
Declaration Number	Total VAT paid
5000600010065	5,163.00
Amount to be collected by FTA	Paid through e-Dirham deposit

Previous Step Next Step



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

traininguser04@gmail.c... What are you looking for? User Type عربي -A A +A

Home > Zaynad_Ahmed > VAT > VAT 702 - VAT Refund Form for Non-Registered Importers

VAT 702 Refund form

CCIS Details

Custom Authority	Declaration Date
DXB	12/08/2019
Declaration Number	Total VAT paid
5000600010065	5,163.00
Amount to be collected by FTA	Paid through e-Dirham deposit
0.00	5,163.00
Settled through Clearing Agent	Total paid
0.00	5,163.00

Previous Step Next Step



All sections will be non-editable except 'Bank details' section



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.



Bank Details


The screenshot shows the 'VAT 702 Refund form' interface. At the top, there is a navigation bar with the user's email 'traininguser04@gmail.c...' and a search bar. Below the navigation bar, the breadcrumb trail reads 'Home > Zaynad_Ahmed > VAT > VAT 702 - VAT Refund Form for Non-Registered Importers'. The main content area is titled 'VAT 702 Refund form' and features a progress indicator with two steps: '1' (CCIS Details) and '2' (Bank Details). The 'Bank Details' step is currently active and highlighted with a yellow circle '1'. Below the progress indicator, there is a large text area for 'Officer Notes', which is currently empty and highlighted with a red box. To the right of this area is a 'View/Add notes' link. Below the notes area, there is a 'Bank Details' section with a 'Country' dropdown menu set to 'AE'. At the bottom of the form, there are 'Previous Step' and 'Submit' buttons.

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

This screenshot is identical to the previous one, but with a red box highlighting the 'View/Add notes' link in the 'Officer Notes' section. A yellow circle '1' is placed next to this link, indicating the action to be taken.

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



 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 the bank details of applicant



The screenshot shows the 'VAT 702 Refund form' interface. Under the 'Bank Details' section, the 'IBAN' field is highlighted with a red box and a yellow circle with the number '1'. Other fields include Country, Bank Name, Branch Name, Account Holder's Name, and Account number. A 'Submit' button is visible at the bottom right.

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

The screenshot shows the 'VAT 702 Refund form' interface. Under the 'Bank Details' section, the 'Branch Name' field is highlighted with a red box and a yellow circle with the number '1'. Other fields include Country, IBAN, Bank Name, Account Holder's Name, and Account number. A 'Submit' button is visible at the bottom right.

Step	Action
(1)	Enter the branch name



The screenshot shows the 'VAT 702 Refund form' interface. The 'Account Holder's Name' field is highlighted with a red box and a yellow circle containing the number 1, indicating the current step. Other fields include Country, IBAN, Bank Name, Branch Name, and Account number.

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

The screenshot shows the 'VAT 702 Refund form' interface. The 'Add/View()' button in the 'Upload Copy of Bank Validation Letter' section is highlighted with a red box and a yellow circle containing the number 1, indicating the current step. Other fields include IBAN, Bank Name, Branch Name, Account Holder's Name, and Account number.

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.



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traininguser04@gmail.c... What are you looking for? User Type عربي -A A +A

Home > Zaynad_Ahmed > VAT > VAT 702 - VAT Refund Form for Non-Registered Importers

VAT 702 Refund form

IBAN

Bank Name Branch Name

Account Holder's Name Account number

Upload Copy of Bank Validation Letter

Add/View(1) Drag files here

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

Previous Step Submit

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




Acknowledgement

Refund for Non-Registered Importers VAT 702

Application Submitted Successfully Submitted

Applicant's Name : Zaynad Ahmed
Reference Number : V7225600080
Submitted Date : 9 November 2022

 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 VAT 702 tile within the Taxable Person module.

What Next

1. Processing your application:

- Your application will be reviewed by the FTA. You will be contacted if we require more information to assist with our review. 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 your taxpayer 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.



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traininguser04@gmail.c... What are you looking for?

User Type عربي -A A +A

Home > Zaynad_Ahmed > VAT > VAT 702 - VAT Refund Form for Non-Registered Importers

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For any inquiry or assistance, please contact us on: Within UAE: 600509994 | Outside UAE: +971 600509994 Email us at info@tax.govae

Back to Dashboard Download

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



Correspondences



After submission, Non-Registered Importers receives the following correspondences:

- Application submission acknowledgment

Thank you