



إمارات تاكس  
EMARATAX

## Initiate Indirect Tax Refunds for Accredited Foreign Missions and Diplomats - 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






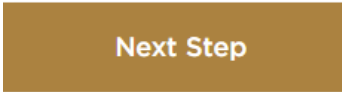


The below are the list of User manuals that you can refer to

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: <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
	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

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## Introduction



This manual is prepared to help the Foreign Mission and Diplomats to navigate through the Emaratax portal and to submit a VAT 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 on 'User Type' to select Foreign Mission & Diplomats

Step	Action
(1)	Select the Foreign Mission & Diplomat tile





ahmed.khalid@yahoo.c... What are you looking for? User Type عربي -A A +A

### User Profile

Please select the relevant purpose(s) for using Emaratax portal

Foreign Mission & Diplomats


Proceed

Step	Action
(1)	Click on 'Proceed' to access the Foreign Mission & Diplomats module




## Foreign Mission and Diplomats-Dashboard

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

 This dashboard displays information related to your previous Foreign Mission and Diplomats VAT refund requests.



The screenshot shows the 'New Residence VAT Refunds' dashboard. At the top right, there is a 'New Refund Request' button. Below it is a table with the following columns: Refund Application Number, Date of Submission, Name in English, Name in Arabic, Total requested VAT Amount (AED), VBA Approved Amount (AED), VB Approved Amount (AED), Approved VAT Amount (AED), Status, and Action. A single row is visible with the following data: Refund Application Number: HB2259000138, Date of Submission: (blank), Name in English: Consulate General of Singapore, Name in Arabic: القنصلية العامة لسنغافورة, Total requested VAT Amount (AED): 0.00, VBA Approved Amount (AED): 0.00, VB Approved Amount (AED): 0.00, Approved VAT Amount (AED): 0.00, Status: Draft, and Action: (three dots menu). Below the table, there are sections for 'QUICK LINKS', 'OTHER LINKS', and 'OUR LOCATION'.

 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 claim reference number

This screenshot is identical to the previous one, but with a context menu open over the 'Action' column of the table. The menu contains three options: 'View', 'Edit', and 'Delete'. A red box highlights the 'View' option, and a yellow circle with the number '1' is placed next to it, indicating the step to be followed.

Step	Action
(1)	You can view the status of your VAT refund request in the dashboard. If you want to continue with a draft application, click on ellipse to edit.



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FEDERAL TAX AUTHORITY

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Home VAT Refund Request

HOME  
MY CORRESPONDENCE

New Residence VAT Refunds

New Refund Request 1

Refund Application Number	Date of Submission	Name in English	Name in Arabic	Total requested VAT Amount(AED)	VBA Approved Amount (AED)	VB Approved Amount (AED)	Approved VAT Amount (AED)	Status	Action
HB2259000138		Consulate General of Singapore	القنصلية العامة لسنغافورة	0.00	0.00	0.00	0.00	Draft	...

**QUICK LINKS**  
[tax.gov.ae](#)  
[Help Center \(Coming Soon\)](#)  
[Glossary](#)

**OTHER LINKS**  
[What's New](#)  
[FAQs](#)  
[Contact Us](#)  
[Complaints and Inquiries](#)

**OUR LOCATION**  
 Emirates Property Investment Company Building, P.O. Box 2440, Abu Dhabi, U.A.E  
 Central Park Business Towers -

Step	Action
(1)	Click on 'Claim New Refund' to initiate new VAT refund request



## Instructions and guidelines for Foreign Mission and Diplomats

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Home VAT Refund Request

### Foreign Missions and Diplomats - VAT Refund Request

No. of form steps: 4 Steps

Expected time to fill this form: 25 minutes

Expected fees for this service: Free of Charge

**Required Documents**

To facilitate your refund claim, the basic details about the accredited foreign mission should already have been provided by MOFAIC to the FTA to reduce the level of information necessary to support your claim.


It will be necessary for you to prepare the following information in an appropriate format and include it in your online application:

- Proof of VAT tax payment on retail purchases. Copies of these documents should be submitted with the form (Required only for the invoice copies of a value above AED 5,000)
- Proof of your diplomatic identity issued by MOFAIC.
- Copy of passport.
- Bank account validation letter in case of international bank.
- The completed scanned copy of the signed and stamped declaration must be uploaded in the system to proceed with the submission of refund request.

In addition to the above, you will be asked for additional documents if you are applying for Excise refund as follow:

- Upload scanned copies of Customs Declaration.
- Upload and supporting documents.

Back Start

 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

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Home VAT Refund Request

**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



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User Type عربي

Home VAT Refund Request

- The completed scanned copy of the signed and stamped declaration must be uploaded in the system to proceed with the submission of refund request.

In addition to the above, you will be asked for additional documents if you are applying for Excise refund as follow:

- Upload scanned copies of Customs Declaration.
- Upload and supporting documents.

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)	Mark the checkbox to confirm that you have read and understood the instructions and guidelines

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User Type عربي

Home VAT Refund Request

- The completed scanned copy of the signed and stamped declaration must be uploaded in the system to proceed with the submission of refund request.

In addition to the above, you will be asked for additional documents if you are applying for Excise refund as follow:

- Upload scanned copies of Customs Declaration.
- Upload and supporting documents.

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



## 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



Applicant details are pre-populated from the registration data held by the FTA.



## Bank Details

 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' to go back to the previous section





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Home VAT Refund Request

Foreign Missions and Diplomats - VAT Refund Request

Bank Details

Country

IBAN

Bank Name Branch Name

Account Holder's Name Account Number

Previous Step Save as Draft 1 Next Step

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

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Home VAT Refund Request

Foreign Missions and Diplomats - VAT Refund Request

Bank Details

Country

IBAN

Bank Name Branch Name

Account Holder's Name Account Number

Previous Step Save as Draft Next Step

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



## Expense Details

Step	Action
(1)	Enter the total requested claim amount

Step	Action
(1)	Select 'Yes' if this refund request is the final claim. Kindly note that you will not be allowed to submit any further claims if you select 'Yes'.



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 here to select the date when the first expense occurred for this claim.



Step	Action
(1)	Click here to select the date when the last expense occurred for this claim.

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



Additional Comments

Expenses related to goods and services

Upload any Supporting Documents

Drag files here

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

Date when the first expense had occurred under the above claim: 01/10/2022

Date when the last expense had occurred under the above claim: 31/10/2022

Only eligible expenses are allowed for the refund claim. You need to download the invoice template below and then upload it after filing the invoice details as mentioned in the template

Download Template Expense detail .xlsx last updated 12/07/2022

Upload Completed Template

Clear Table

Previous Step | Save as Draft | Next Step

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.

Only eligible expenses are allowed for the refund claim. You need to download the invoice template below and then upload it after filing the invoice details as mentioned in the template

Download Template Expense detail .xlsx last updated 12/07/2022

Upload Completed Template

Expense detail .xlsx | Clear Table

Customize Columns | Status... | Search

Transaction Type	Transaction Number	Transaction Date	Supplier's TRN	Total Amount Paid (AED)	VAT Paid (AED)	VAT Claim Amount (AED)	Upload Status	Action

Previous Step | Save as Draft | Next Step

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



Step	Action
(1)	Click here to clear the table below.

	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.
--	---



Expense detail .xlsx Clear Table

+ Add Transaction 1

Transaction Type	Transaction Number	Transaction Date	Supplier's TRN	Total Amount Paid (AED)	VAT Paid (AED)	VAT Claim Amount (AED)	Upload Status	Action
Tax Invoice	1090	23/10/2022	100632141600003	240,000.00	12,000.00	12,000.00	✓	***
<b>Total</b>				<b>240,000.00</b>	<b>12,000.00</b>	<b>12,000.00</b>		

Previous Step Save as Draft Next Step

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

Add Transaction

Transaction Type: Tax Invoice  
Transaction Number: 1091  
Transaction Date: 18/10/2022  
Total Amount Paid (AED): 50,000.00  
VAT Paid (AED): 2,500.00  
VAT Claim Amount (AED): 2,500.00  
Supplier's TRN: 100677023200003  
Goods or services for VAT Refund: Goods  
Supplier's Name: KJ Industries  
Description (Optional):  
Add Item

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 'Add Item'





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Home VAT Refund Request

### Foreign Missions and Diplomats - VAT Refund Request

+ Add Transaction

Transaction Type	Transaction Number	Transaction Date	Supplier's TRN	Total Amount Paid (AED)	VAT Paid (AED)	VAT Claim Amount (AED)	Upload Status	Action
Tax Invoice	1090	23/10/2022	100632141600003	240,000.00	12,000.00	12,000.00	✓	...
Tax Invoice	1091	18/10/2022	100677023200003	50,000.00	2,500.00	2,500.00		...
<b>Total</b>				<b>290,000.00</b>	<b>14,500.00</b>	<b>14,500.00</b>		

Previous Step Save as Draft Next Step

Step	Action
(1)	Click on ellipsis to view, edit or delete an expense



## Declaration Details

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Home VAT Refund Request

### Foreign Missions and Diplomats - VAT Refund Request

**Declaration**

I hereby agree to the below conditions:

- I have provided <sup>1</sup> copies of all relevant invoices (invoices AED 5,000 and above).
- I confirm that the goods and services, which are the subject of the claim, were required for the official use of the Accredited Foreign mission.
- I confirm that the refund is not for expenses incurred by a UAE national or a UAE resident under the sponsorship of an entity other than the Accredited Foreign Mission and I do not carry out any business in the UAE.
- I acknowledge that the FTA may request a repayment of the refund if later it is established that the conditions were not met.
- I have provided all invoice detail requested.
- I declare all invoices claimed are for value of AED 200 and above.
- I am ready to provide any further invoices or details.

First Name in English Last Name in English

Previous Step Save as Draft Next Step

Step	Action
(1)	Mark the checkbox to confirm that you have agree to the terms and conditions.

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Home VAT Refund Request

### Foreign Missions and Diplomats - VAT Refund Request

- I declare all invoices claimed are for value of AED 200 and above.
- I am ready to provide any further invoices or details.

First Name in English: Consulate General of Singapore

Last Name in English:

First Name in Arabic: القنصلية العامة لسنغافورة

Last Name in Arabic:

Country Code: UAE Phone Number: 709000092 Email ID: ahmed.khalid@yahoo.com

Date of Submission: 05/11/2022

Scan copy of Declaration: Add/View(1)

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

Previous Step Save as Draft Next Step

	The details of applicant such as name, phone number, email Id and date of submission are prepopulated
--	---



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Home VAT Refund Request

### Foreign Missions and Diplomats - VAT Refund Request

- I declare all invoices claimed are for value of AED 200 and above.
- I am ready to provide any further invoices or details.

First Name in English: Consulate General of Singapore

Last Name in English: [Empty]

First Name in Arabic: القنصلية العامة لسنغافورة

Last Name in Arabic: [Empty]

Country Code: UAE Phone Number: 709000092

Email ID: ahmed.khalid@yahoo.com

Date of Submission: 05/11/2022

Scan copy of Declaration: Add/View(1) Drag files here

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

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.



## 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 each step to review every section

Step	Action
(1)	Click on 'Edit' to edit the Applicant Details.



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

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



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FEDERAL TAX AUTHORITY

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User Type عربي -A A +A

Home VAT Refund Request

### Foreign Missions and Diplomats - VAT Refund Request

Country Code: +971 ( United Arab Emirates ) Phone Number: 709000092

Email ID: ahmed.khalid@yahoo.com

Date of Submission: 05/11/2022 [View scan copy of Declaration](#)


I read and reviewed all steps Information

Previous Step Save as Draft Submit

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 reference. You can also access this refund request from the VAT refunds tile within the Foreign Mission and Diplomats module.

**What Next**

- 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 Emaratax portal.

**Important Notes**

- 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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Home > Diplomat VAT Refund

**What Next**

- 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.

**Important Notes**

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

Thank you