



إمارات تاكس
EMARATAX

Initiate Refund for Non-Registered Importers and VAT
Clearing Company TINCO - VAT 702 - User Manual

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Document Control Information

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Annexure Section



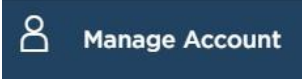


The below are the list of User manuals that you can refer to

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 applicant to navigate through the Emaratax portal and to submit VAT 702 refund for non-registered importers or TINCO.



EmaraTax Login Page

الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

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

Password

[Forgot password?](#)

Enter Security Code

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

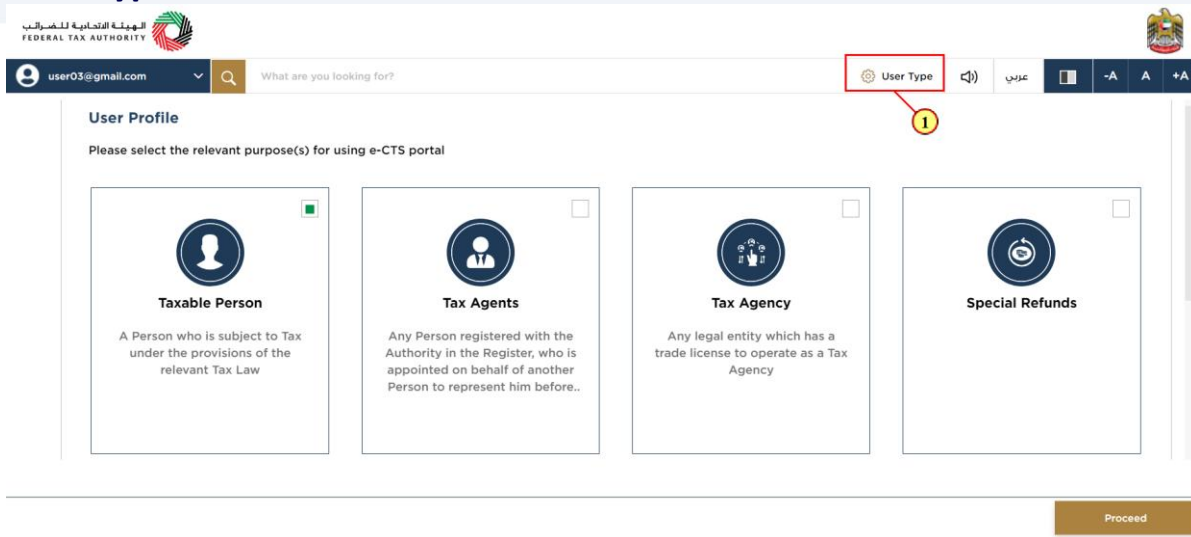
• You can login into the EmaraTax account using your login credentials or using UAE Pass. If you do not have an EmaraTax account, you can sign-up for an account by clicking the 'sign up' button. If you have forgotten your password, you can use the "forgot password" feature to reset your password.



• 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




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..



Tax Agency

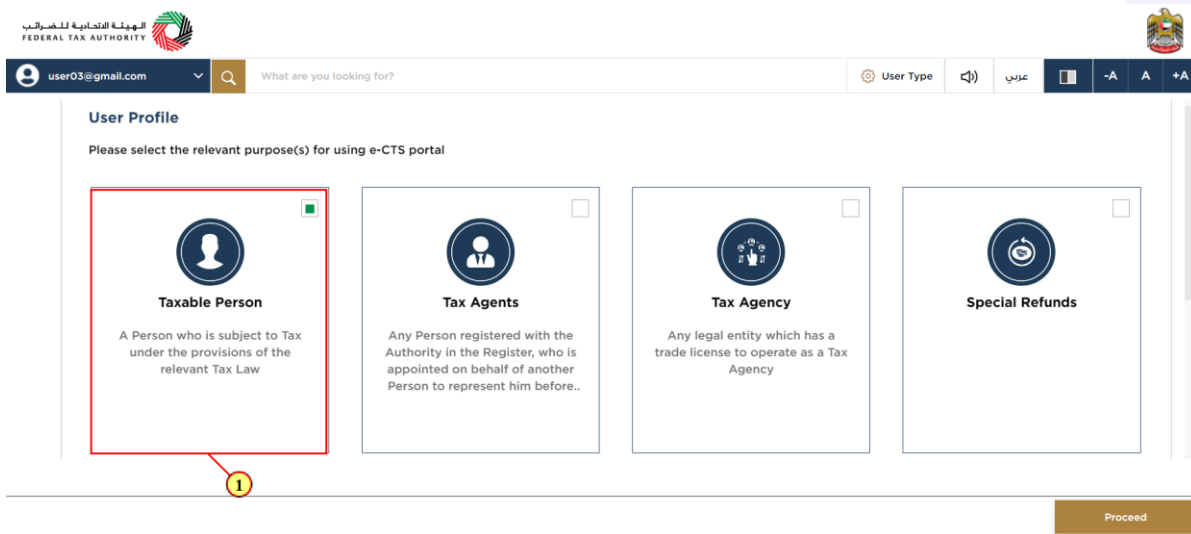
Any legal entity which has a trade license to operate as a Tax Agency



Special Refunds


[Proceed](#)

Step	Action
(1)	Click on 'User type 'to select taxable person




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..



Tax Agency

Any legal entity which has a trade license to operate as a Tax Agency



Special Refunds

[Proceed](#)

Step	Action
(1)	Click the taxable person tile



الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

user03@gmail.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




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..



Tax Agency

Any legal entity which has a trade license to operate as a Tax Agency

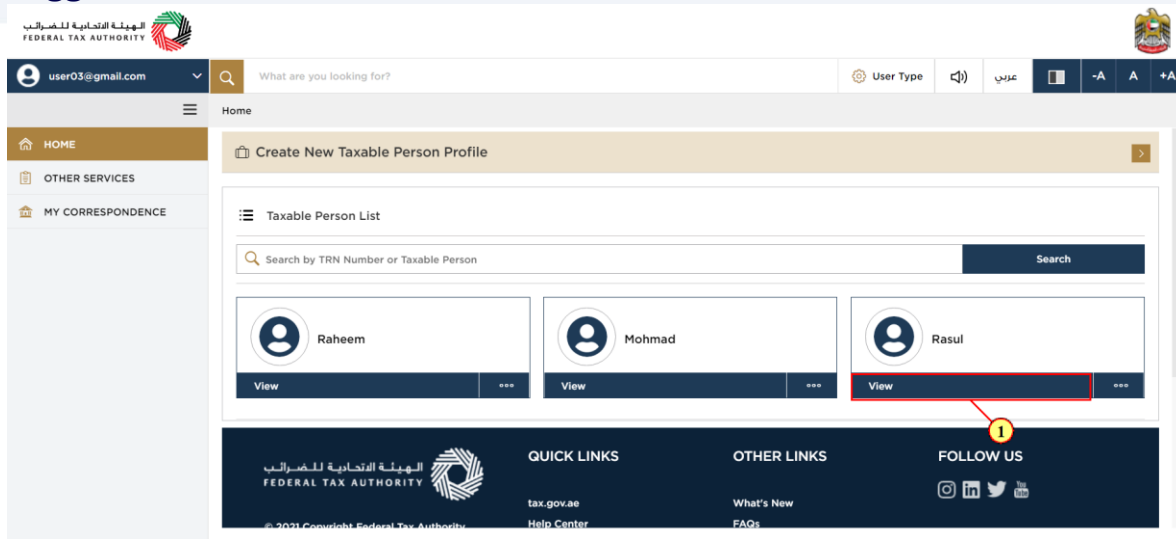


Special Refunds

Proceed

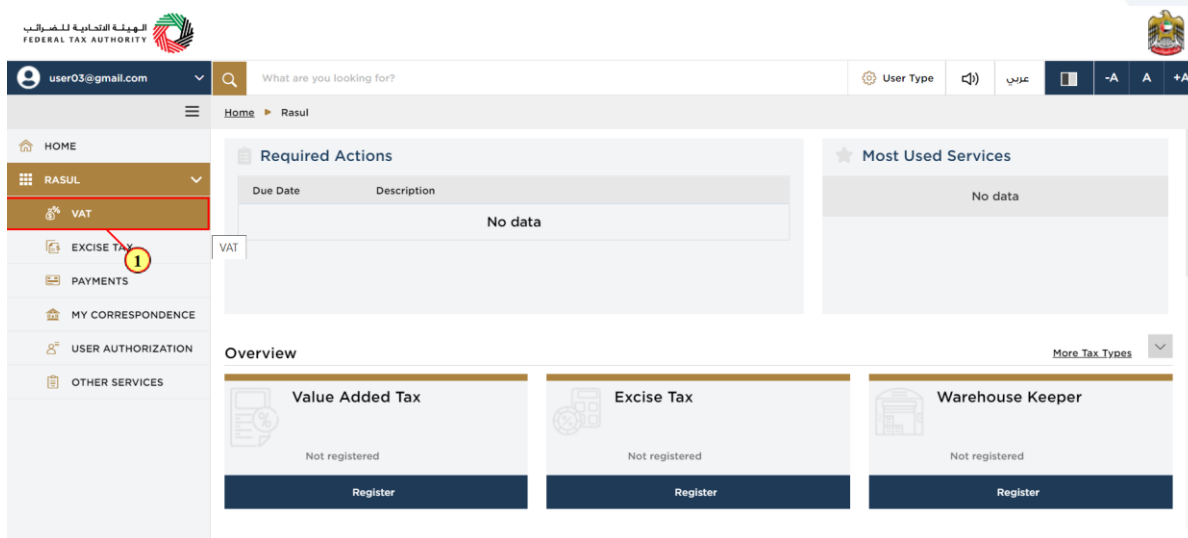
Step	Action
(1)	Click on 'Proceed' to proceed with taxable person.

Logged in User Dashboard



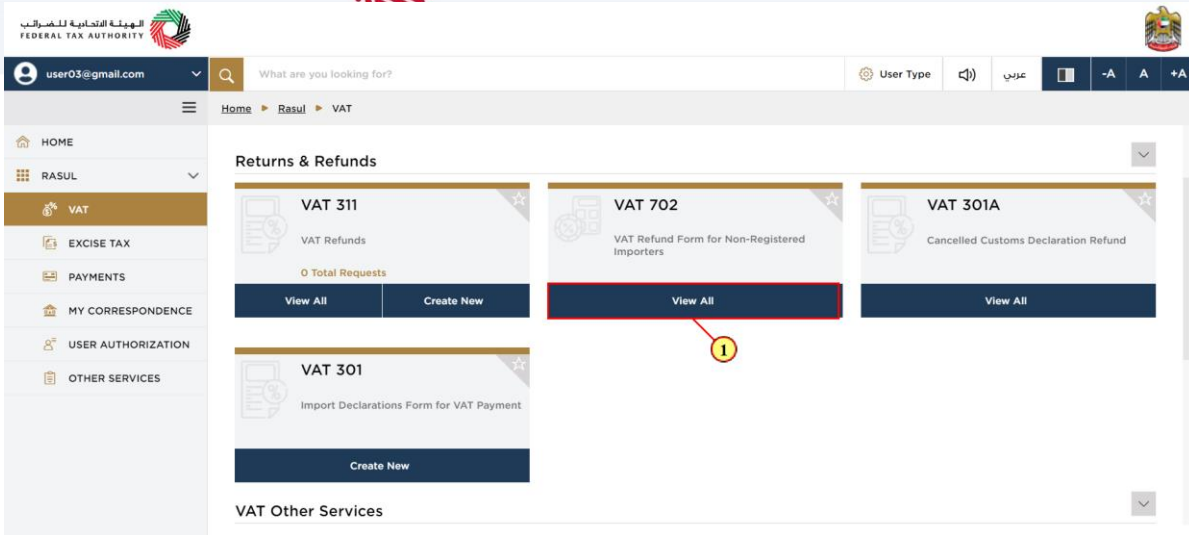
The screenshot shows the user dashboard for 'user03@gmail.com'. The main content area displays a 'Taxable Person List' with three entries: Raheem, Mohmad, and Rasul. The 'View' button for Rasul is highlighted with a red box, and a circled '1' points to it. The dashboard also includes a search bar, navigation menu, and footer with quick links and social media icons.

Step	Action
(1)	Click on taxable person



The screenshot shows the user dashboard for 'Rasul'. The left sidebar is expanded, and the 'VAT' option is highlighted with a red box and a circled '1'. The main content area shows 'Required Actions' (No data), 'Most Used Services' (No data), and an 'Overview' section with three cards: 'Value Added Tax', 'Excise Tax', and 'Warehouse Keeper', each with a 'Register' button.

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 'user03@gmail.com'. The main navigation menu includes HOME, RASUL, VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The 'Returns & Refunds' section is active, displaying three cards: VAT 311 (VAT Refunds), VAT 702 (VAT Refund Form for Non-Registered Importers), and VAT 301A (Cancelled Customs Declaration Refund). The 'VAT 702' card has a red box around its 'View All' button, which is highlighted with a yellow circle containing the number '1'. Below these cards is the 'VAT 301' card (Import Declarations Form for VAT Payment) and a section for 'VAT Other Services'.

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



VAT 702 Refund Dashboard



This dashboard displays information related to your previous VAT 702 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 'New Refund Request' to initiate a new refund request.




Instructions and Guidelines

The screenshot shows the 'VAT 702 Refund form' page. At the top, there is a search bar and user information. The main content area includes:

- No. of form steps:** 3 Steps
- Expected time to fill this form:** 25 minutes
- Expected fees for this service:** Free of Charge
- Tutorial Materials:** Required Templates (NA)
- Required Documents:** It will be necessary for you to prepare the following information in an appropriate format and include it in your online application:
 - A bank account validation letter/ certificate must be provided to the FTA. This letter must be issued by your bank and includes details about the account holder name (must be the same as the taxable person's name as registered with the FTA), bank's name, bank's address, SWIFT/ BIC and the IBAN. Accepted file types are PDF, JPG, PNG, Excel and JPEG. The individual file size limit is 5 MB.
- Service Details:** About the Service, Eligibility Criteria

Buttons for 'Back' and 'Start' are visible at the bottom.

 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.

This screenshot shows the same page as above, but with the 'I confirm that I have read the above instructions and guidelines' checkbox checked. A red box highlights the checkbox, and a yellow circle with the number '1' points to it, indicating the next step in the process.

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



user03@gmail.com What are you looking for? User Type عربي -A A +A

Home Rasul VAT VAT Refund Form for Non-Registered Importers

Required Templates NA

It will be necessary for you to prepare the following information in an appropriate format and include it in your online application:
 • A bank account validation letter/ certificate must be provided to the FTA.
 This letter must be issued by your bank and includes details about the account holder name (must be the same as the taxable person's name as registered with the FTA), bank's name, bank's address, SWIFT/ BIC and the IBAN.
 Accepted file types are PDF, JPG, PNG, Excel and JPEG. The individual file size limit is 5 MB.

Service Details

About the Service >

Eligibility Criteria >

Important basics >

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

user03@gmail.com What are you looking for? User Type عربي -A A +A

Home Rasul VAT VAT Refund Form for Non-Registered Importers

Required Templates NA

It will be necessary for you to prepare the following information in an appropriate format and include it in your online application:
 • A bank account validation letter/ certificate must be provided to the FTA.
 This letter must be issued by your bank and includes details about the account holder name (must be the same as the taxable person's name as registered with the FTA), bank's name, bank's address, SWIFT/ BIC and the IBAN.
 Accepted file types are PDF, JPG, PNG, Excel and JPEG. The individual file size limit is 5 MB.

Service Details

About the Service >

Eligibility Criteria >

Important basics >

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.

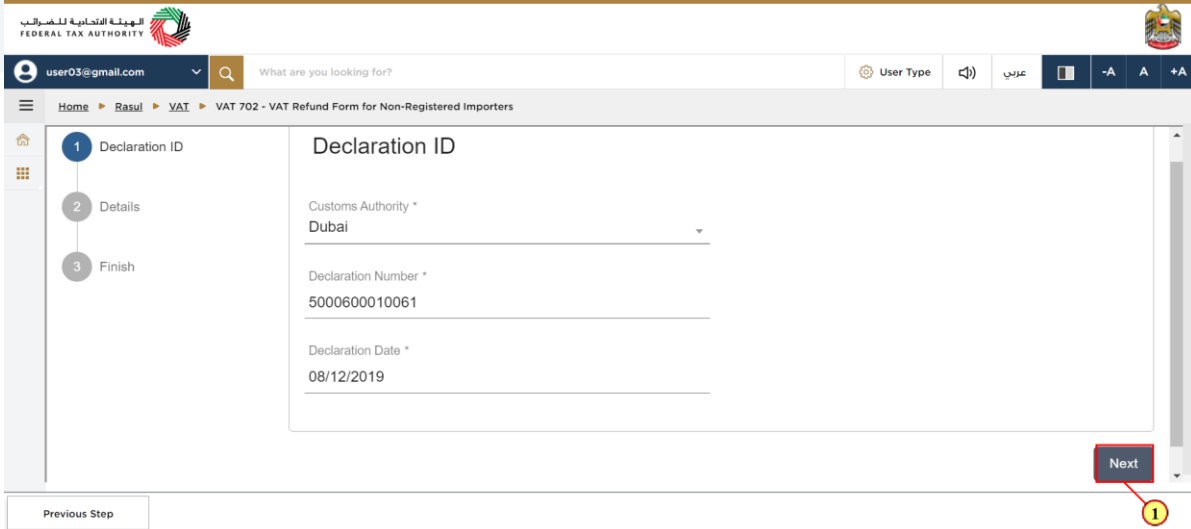


Declaration ID Section



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 grey.

Step	Action
(1)	Fill in the Customs Authority, Declaration Number and Declaration Date



user03@gmail.com

What are you looking for?

User Type عربي -A A +A

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

1 Declaration ID

2 Details

3 Finish

Declaration ID

Customs Authority *
Dubai

Declaration Number *
5000600010061

Declaration Date *
08/12/2019

Next

Previous Step

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



Details Section

The screenshot shows the 'Details' section of the VAT 702 form. A red box highlights the following data:

Total VAT Paid	1,031,280
Amount To Be Collected Or Liquidated By FTA	0
Amount Eligible For Refund Or Cancellation	1,031,280
Paid Using Electronic Guarantee	0
Paid Through EDirham Deposit	0

A red circle with the number '1' is placed over the 'Next Step' button at the bottom right of the form.

Step	Action
(1)	Review the claim details pre-populated based on your customs declaration.

The screenshot shows the 'Next Step' section of the VAT 702 form. A red box highlights the following data:

Paid With PGA	Paid With FAB	1,031,280
Settled Through Clearing Agent		0
Total Paid	Total Claimed	1,031,280

A red box with the text 'Next' and a red circle with the number '1' is placed over the 'Next Step' button at the bottom right of the form.

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



Finish Section



This section is pre-populated with the details of the deposit that was paid at the time of the initial declaration.

Step	Action
(1)	Enter your bank account details.



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

Step	Action
(1)	Enter the bank identification code



user03@gmail.com

What are you looking for?

User Type عربي

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

Is Your Bank Located In The UAE? No

IBAN

BIC

Bank Name

Branch Name/ Location Of The Bank

Account Holder's Name

Upload Documentary Proof

The following file types are allowed: .pdf, .png, .jpeg, .jpg. Please upload files that are less than 5MB.

Choose File Bank details.pdf X

Previous Step

Step	Action
(1)	Enter the bank name

user03@gmail.com

What are you looking for?

User Type عربي

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

Is Your Bank Located In The UAE? No

IBAN

BIC

Bank Name

Branch Name/ Location Of The Bank

Account Holder's Name

Upload Documentary Proof

The following file types are allowed: .pdf, .png, .jpeg, .jpg. Please upload files that are less than 5MB.

Choose File Bank details.pdf X

Previous Step

Step	Action
(1)	Enter the branch name



user03@gmail.com

What are you looking for?

User Type عربي

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

Is Your Bank Located In The UAE? No

IBAN

BIC

Bank Name

Branch Name/ Location Of The Bank

Account Holder's Name

Upload Documentary Proof

The following file types are allowed: .pdf, .png, .jpeg, .jpg. Please upload files that are less than 5MB.

Choose File Bank details.pdf X

Previous Step

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

user03@gmail.com

What are you looking for?

User Type عربي

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

Is Your Bank Located In The UAE? No

IBAN

BIC

Bank Name

Branch Name/ Location Of The Bank

Account Holder's Name

Upload Documentary Proof

The following file types are allowed: .pdf, .png, .jpeg, .jpg. Please upload files that are less than 5MB.

Choose File Bank details.pdf X

Previous Step

Step	Action
(1)	Click on 'Choose File' to upload the documentary proof.



user03@gmail.com

What are you looking for?

User Type عربي -A A +A

Home ▶ Rasul ▶ VAT ▶ VAT 702 - VAT Refund Form for Non-Registered Importers

Branch Name/ Location Of The Bank
Account Holder's Name

Upload Documentary Proof

The following file types are allowed: .pdf, .png, .jpeg, .jpg. Please upload files that are less than 5MB.

Choose File Bank details.pdf X

Finish

Previous Step

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



Correspondences



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

- Application submission acknowledgment
- Application approval or rejection notification

Thank you