



إمارات تاكس  
EMARATAX

## Amendments of Accredited Foreign Missions and Diplomats master details - User Manual

Date: Oct 2022

Version 1.0.0.0

### Private and Confidential

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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
<b>Next Step</b>	This is used to go the Next section of the Input Form
<b>Save as Draft</b>	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 amend Foreign Missions, Diplomats and Undersecretary details.



## 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 & Diplomats tile.





noorulazima@gmail.com

What are you looking for?

User Type

عربي

-A A +A

### User Profile

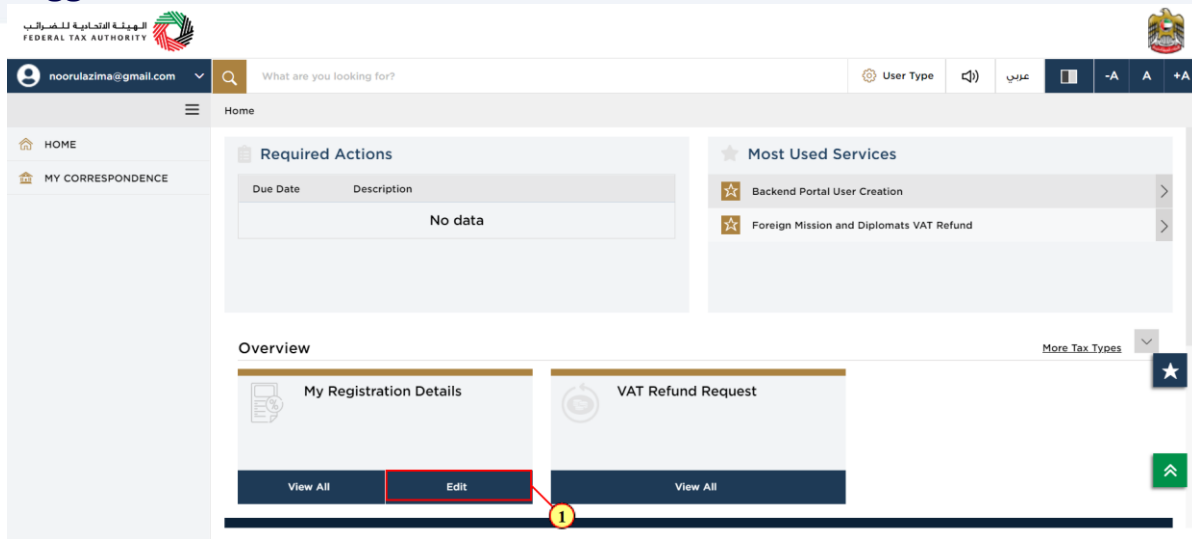
Please select the relevant purpose(s) for using e-CTS portal

Foreign Mission & Diplomats

Proceed

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

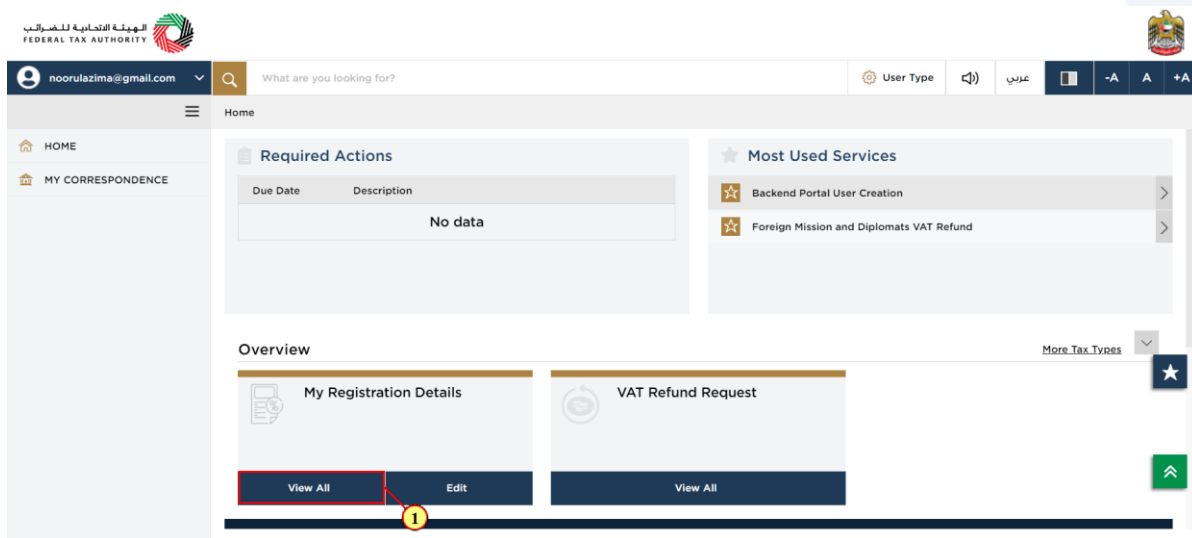
## Logged in User Dashboard



The screenshot shows the user dashboard with the following elements:

- Header:** User profile (noorulazima@gmail.com), search bar, and navigation icons.
- Left Sidebar:** HOME and MY CORRESPONDENCE.
- Main Content:**
  - Required Actions:** A table with columns 'Due Date' and 'Description', showing 'No data'.
  - Most Used Services:** A list of services including 'Backend Portal User Creation' and 'Foreign Mission and Diplomats VAT Refund'.
  - Overview:** Two cards: 'My Registration Details' and 'VAT Refund Request'. The 'My Registration Details' card has buttons for 'View All' and 'Edit'. The 'Edit' button is highlighted with a red box and a yellow circle with the number 1.

Step	Action
(1)	Click here to edit the registration details.



The screenshot shows the user dashboard with the following elements:

- Header:** User profile (noorulazima@gmail.com), search bar, and navigation icons.
- Left Sidebar:** HOME and MY CORRESPONDENCE.
- Main Content:**
  - Required Actions:** A table with columns 'Due Date' and 'Description', showing 'No data'.
  - Most Used Services:** A list of services including 'Backend Portal User Creation' and 'Foreign Mission and Diplomats VAT Refund'.
  - Overview:** Two cards: 'My Registration Details' and 'VAT Refund Request'. The 'My Registration Details' card has buttons for 'View All' and 'Edit'. The 'View All' button is highlighted with a red box and a yellow circle with the number 1.

Step	Action
(1)	Click here to view your registration details.



## Profile Dashboard

The screenshot shows the 'Foreign Mission - Change Profile' page. At the top, there is a search bar and user information. Below the navigation menu, the main content area displays a table with the following data:

Form Reference Number	Application Name	Date of Submission	Status Date
100000003663	Foreign Mission and Diplomats Registration	23/08/2022	

Below the table, there are sections for 'QUICK LINKS', 'OTHER LINKS', and 'FOLLOW US'. The 'QUICK LINKS' section includes links to tax.gov.ae, Help Center, Glossary, and Sitemap. The 'OTHER LINKS' section includes links for What's New, FAQs, Contact Us, and Complaints and Inquiries. The 'FOLLOW US' section includes social media icons for Instagram, LinkedIn, Twitter, and YouTube, along with a 'Contact Us' button and the phone number 600 599 994.




This dashboard displays information related to your Foreign Mission Profile.


This screenshot is identical to the one above, but with a red rectangular box highlighting the 'Form Reference Number' '100000003663' in the table. A red arrow points to this box, and a small yellow circle with the number '1' is placed next to the arrow, indicating the step to click on this number to edit the profile.

Step	Action
(1)	Click here to edit the profile.



## 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

 The logged in user details are displayed in this section.



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

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



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FEDERAL TAX AUTHORITY

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

Home Foreign Mission - Change Profile

Foreign Mission - Change Profile signatory

**Applicant Details**

Entity Type: International Organization Country of Origin: Bahrain

Entity Name in English: Blue Crescent Organization Entity Name in Arabic: منظمة الهلال الأزرق

Upload copy of Entity Identity: Add/View() Drag files here Max File size: 15 MB Formats: PDF, JPEG, JPG Max No. of files: 3 Eligible Tax Type for Refund: VAT

Back Save as Draft Next Step

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



## Contact Details

noorulazima@gmail.com User Type عربي

Home > Foreign Mission - Change Profile

### Foreign Mission - Change Profile

Country: Bahrain | Address Line 1: East Tower  
 Address Line 2: 28th Floor | Address Line 3: Financial Harbour  
 Address Line 4: Near Central Park | City: Manama  
 Country Code: +973 ( Bahrain ) | Mobile Number: 545645625 | Country Code: +973 ( Bahrain ) | Landline Number: 545645628  
 Email ID: | P.O. Box:

Previous Step 1 Save as Draft Next Step

Step	Action
(1)	The contact details entered during registration of the Foreign Mission, Diplomats and Undersecretary are displayed here. Update the contact details as applicable.




## Bank Details

The screenshot shows the 'Foreign Mission - Change Profile' page. The 'Bank Details' section is highlighted with a red box. The form contains the following fields: Country (dropdown), IBAN (text), Bank Name (text), Branch Name (text), Account Holder's Name (text), and Account number (text). At the bottom, there are buttons for 'Previous Step', 'Save as Draft', and 'Next Step'. A yellow circle with the number '1' is positioned over the 'Next Step' button.

Step	Action
(1)	The bank details entered during registration of the Foreign Mission, Diplomats and Undersecretary are displayed here. Update the bank details as applicable.

The screenshot shows the 'Foreign Mission - Change Profile' page. The 'Bank Details' section is highlighted with a red box. The form contains the following fields: Country (dropdown), IBAN (text), Bank Name (text), Branch Name (text), Account Holder's Name (text), and Account number (text). At the bottom, there are buttons for 'Previous Step', 'Save as Draft', and 'Next Step'. A blue information icon is visible on the right side of the form.

	For domestic accounts, the IBAN will be validated by the system. For international accounts, you have to upload a Bank Validation letter
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The screenshot shows the 'Foreign Mission - Change Profile' page. The 'Country' field is a dropdown menu with a red box around it and a yellow circle with '1' pointing to it. Other fields include IBAN, Bank Name, Branch Name, Account Holder's Name, and Account number. Navigation buttons 'Previous Step', 'Save as Draft', and 'Next Step' are visible at the bottom.

Step	Action
(1)	Select country from drop-down.

The screenshot shows the 'Foreign Mission - Change Profile' page. The 'IBAN' field is a text input with a red box around it and a yellow circle with '1' pointing to it. Other fields include Country, Bank Name, Branch Name, Account Holder's Name, and Account number. Navigation buttons 'Previous Step', 'Save as Draft', and 'Next Step' are visible at the bottom.

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



The screenshot shows the 'Foreign Mission - Change Profile' form. The 'Branch Name' field is highlighted with a red box and a yellow callout bubble containing the number '1'. Other fields include Country, IBAN, Bank Name, Account Holder's Name, and Account number. The form has a 'Previous Step' button on the left and 'Save as Draft' and 'Next Step' buttons on the right.

Step	Action
(1)	Enter the branch name

The screenshot shows the 'Foreign Mission - Change Profile' form. The 'Account Holder's Name' field is highlighted with a red box and a yellow callout bubble containing the number '1'. Other fields include Country, IBAN, Bank Name, Branch Name, and Account number. The form has a 'Previous Step' button on the left and 'Save as Draft' and 'Next Step' buttons on the right.

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



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noorulazima@gmail.com

What are you looking for?

User Type عربي

Home Foreign Mission - Change Profile

### Foreign Mission - Change Profile

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 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.




## Authorized Signatory

The screenshot shows the 'Foreign Mission - Change Profile' page. Under the 'Authorized Signatory' section, there is a table titled 'Authorized Signatory list' with the following data:

Name in English	Name in Arabic	Email	Actions
Noorul Azim A	نورول نورول	noorulazima@gmail.com	***

Buttons at the bottom include 'Previous Step', 'Save as Draft', and 'Next Step'.

 The Authorized Signatory details entered during registration of the Foreign Mission and Diplomat are displayed here. Update 'Authorized Signatory' details as applicable.

This screenshot is identical to the previous one, but a red rectangular box highlights the '+ Add Authorized Signatory' button in the top right corner of the table area. A yellow circle with the number '1' is placed next to the button, indicating the step to be followed.

Step	Action
(1)	Click here to add new Authorised Signatory details.



Step	Action
(1)	Enter all mandatory details.

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' to add Authorised Signatory details to registration form.

Step	Action
(1)	Click on ellipsis to edit or delete the authorized signatory.



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

Home Foreign Mission - Change Profile

Foreign Mission - Change Profile

Authorized Signatory

Authorized Signatory list + Add Authorized Signatory

Name in English	Name in Arabic	Email	Actions
Noorul Azim A	نورول نورول	noorulazima@gmail.com	***

Previous Step Save as Draft Next Step

Step	Action
(1)	The newly added Authorized Signatory details are updated in the table.



## Review Section

 This section displays your completed profile details 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 'Edit' to edit the details in this section



Step 1 - Applicant Details

Step 2 : Contact Details

Step 3 - Banking Details

Step 4 - Authorized Signatory

Declaration

First Name in English: Blue Crescent Organization

Last Name in English:

First Name in Arabic: منظمة الهلال الأزرق

Last Name in Arabic:

Previous Step | Save as Draft

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

Blue Crescent Organization

First Name in Arabic: منظمة الهلال الأزرق

Last Name in Arabic:

Country Code: +973 (Bahrain)

Mobile Number: 545645625

Email: noorulazima@gmail.com

Submission Date: 17/08/2022

I read and reviewed all steps Information

Previous Step | Save as Draft | Submit

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



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FEDERAL TAX AUTHORITY

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

Home Foreign Mission - Change Profile

### Foreign Mission - Change Profile

Blue Crescent Organization

First Name in Arabic: منظمة الهلال الأزرق

Last Name in Arabic

Country Code: +973 (Bahrain)

Mobile Number: 545645625

Email: noorulazima@gmail.com

Submission Date: 17/08/2022

I read and reviewed all steps Information

Previous Step Save as Draft Submit

Step	Action
(1)	Click on 'Submit' to re-submit the Accredited Foreign Mission, Diplomats and Undersecretary profile update.




## Acknowledgement

The screenshot shows the 'Foreign Mission - Change Profile' page. The main heading is 'Application Submitted Successfully' with a status indicator 'In-Progress'. Below this, the following details are listed:

- Applicant's Name : Consulate General of Singapore
- Reference Number : 10510000075
- Submitted Date : 6 November 2022

There is an illustration of a document with a checkmark and a list of items on the left side of the page.

 You have successfully submitted the registration details amendment request. Make a note of the application number for future reference. You can also access this refund request from the 'My Registration Details' tile within the Foreign Mission and Diplomats module.

The screenshot shows the 'What Next' and 'Important Notes' sections of the 'Foreign Mission - Change Profile' page.

**What Next:**

- Once the application is submitted, the FTA shall approve, reject or resubmit and notify the applicant accordingly within 20 business days.
- If the FTA requires any further details from you in order to assist with the verification of your application, you will receive an email/SMS notification setting out the information required from you.
- Once the FTA confirms acceptance of your application, you will be notified on the decision via email/SMS to your email address/mobile number registered with FTA.
- The status of your application in the dashboard will be updated accordingly. You may check your application status in the dashboard from time to time.

**Important Notes:**

- Applicant (Taxable Person) may be liable for a late registration administrative penalty if FTA determines that the Taxable Person failed to register for VAT on time. The FTA may charge the applicant a late registration administrative penalty of AED 10,000 if the applicant fails to submit the application within 30 calendar days of being required to register.

At the bottom of the page, there is a dark blue bar with the following text: "For any inquiry or assistance, please contact us on: Within UAE: 600509994 | Outside UAE: +971 600509994 Email us at info@tax.gov.ae". To the right of this bar are two buttons: "Back to Dashboard" (highlighted with a red box and a yellow callout bubble) and "Download".

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



ahmed.khalid@yahoo.c... What are you looking for?

User Type عربي -A A +A

Home > Foreign Mission - Change Profile

**What Next:**

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- If the FTA requires any further details from you in order to assist with the verification of your application, you will receive an email/SMS notification setting out the information required from you.
- Once the FTA confirms acceptance of your application, you will be notified on the decision via email/SMS to your email address/mobile number registered with FTA.
- The status of your application in the dashboard will be updated accordingly. You may check your application status in the dashboard from time to time.

**Important Notes:**

- Applicant (Taxable Person) may be liable for a late registration administrative penalty if FTA determines that the Taxable Person failed to register for VAT on time. The FTA may charge the applicant a late registration administrative penalty of AED 10,000 if the applicant fails to submit the application within 30 calendar days of being required to register.

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 application submission acknowledgement



## Correspondences



**After submitting the amended registration details, the Foreign Mission, Diplomats and Undersecretary receives the following correspondences:**

- Successful amendment of registration details.
- Approval or rejection of amended registration details.
- Additional information notification (only if FTA requires more information to assist with their review of amended registration data)

Thank you