الهيئة الاتحادية للضرائب FEDERAL TAX AUTHORITY



إمــارات تـاكـس **ΞΜΛRΛΤΛΧ**

Excise 311 for Non-Registered Business Refund

User Manual

Date: May 2024

Version 1.0.0.0

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Document Version Control

Version No.	Date	Prepared/Reviewed by	Comments
1.0	28-May-24	Federal Tax Authority	User Manual for EmaraTax Portal

Annexure

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.

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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
عربي English	This is used to toggle between the English and Arabic versions of the portal
-A A +A	This is used to decrease, reset, and increase the screen resolution of the user interface of the portal
A 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
1 2 	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 <u>Here</u>







Non-Registered Business Excise Tax Refund

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Refund Details	
Review and Declaration	

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Non-Registered Business Excise Tax Refund User Manual FTA - UAE

Federal Tax Authority

Excise 311 for Non-Registered Business Refund – Taxpayer - User Manual









This manual is prepared to help the Excise Taxpayer to navigate through the EmaraTax portal to submit a Non Registered Business Excise Tax Refund.

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Don' f you do not a (Got any	t have an account? ready have an account with the FTA please signup here Sign Up question on the new system? Read the EAGs	Login with your E-mail E-mail Address nonregistereduser@gmail.com Password 	ی ۵ 8	OR Description Description A single trusted digital identity for all citizens, residents and visitors.
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Step	Action
(1)	Click on 'Proceed' to proceed to the Taxable Person

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•	
(1)	Click here to view the Taxable Person dashboard



Step	Action
(1)	Click here to access Excise Tax module

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Click here to view the dashboard of Non Registered businesses

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	This site is best viewed in Screen Resolution 1024 x Supports Microsoft Edge, Firefox 92+, Chrome 93+	764 Disclaimer Terms and Con	ditions Accessibility Privacy Policy	UAE Government Charter Of Future Services			
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This dashboard displays information related to your previous EX 311 non registered Business refund requests.

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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

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Step Action (1) Click on 'New Refund Request' to initiate a new refund request.

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

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

Refund Details

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Excise 311 for Non-Registered Busin	ness Refund			
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Refund Details				Review and Declaration
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Type of Exporter				
Natural Person				
Trade Name in English		Trade Name in Arabic		
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The progress bar displays the number of steps required to complete the declaration. 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

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	Banking Details				
	Country				
	IBAN				



This section displays the basic details of the Non-Registered Business based on the data in Business details.

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☆ Excise	311 for Non-Registered Business Refund				
Refun	d Details				Review and Declaration
9 ′	Applicant Details	TRN: 1008058099000NR	Name in English: Ahmad Khalid	Name in Arabic: أخود خالد	
	and Datalla				
Туре	of Exporter				
Na	itural Person				
Trade	e Name in English		Trade Name in Arabic		
AB	IC Hypermarket				يه بي سي هايبز مارکت
Ban	king Details				
Cour	itry				



Bank details are pre-populated from registration data. Please ensure that the bank details are correct prior to the submission of the refund request as incorrect bank details may lead to payment failure

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e nonregi	istereduser@gm V Q What are you	u looking for?				🛞 User Type	() yes	-A A
≡ Home	e > Ahmad Khalid > Excise Tax > Excise	311 for Non-Registered Business Refund Excise 311 for Non-Registered Business Refu	nd					
☆ Exc	tise 311 for Non-Registered Busi	ness Refund						
	Bank Name		Branch Name					
	1							
	Account Holder's Name		Account Number					
	Transaction Type	Reference Number	Refundab	le Amount(AED)	Refund Amount Claimed (AED)	Action		
	EX203H	700000031755		48,500.00	0.00	Ente	r Export Details	
	EX203H	700000031759		2,520,000.00	0.00	Ente	r Export Details	
	Total			2,568,500.00	0.00			



This section displays the relevant transaction types and the excess refundable amount

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e nonregi	istereduser@gm V Q What are you looking for?					⊚ User Type 🖸	-A- 🔳 عربي ((A +/
≡ Homs	e Ahmad Khalid Excise Tax Excise 311 for Non-R	tegistered Business Refund Excise 311 for Non-Registered Business Ref	und					
C Exc	tise 311 for Non-Registered Business Refu	und						
	Bank Name			Branch Name				_
	A CONTRACTOR NO.			1946				
	Account Holder's Name		0	Account Number				_
	All shares and shares			Control Statistics of				
	Refund Transaction Details							
	Please select the transaction for which you want to claim Re	fund						
	Transaction Type	Reference Number		Refundable Amount(AED)	Refund Amount Claimed (AED) Actio	n		
	Ех203н	70000031755		48,500.00	0.00	Enter Ex;	oort Details	11
	EX203H	700000031759		2,520,000.00	0.00	Enter Exp	oort Details	
	Total			2,568,500.00	0.00			*
						Tota	al Amount Claimed: AED (0.00
	Summary of Selected Transactions							

Step	Action
(1)	Click here to select the declaration for which you want to claim Refund

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9 👓	registereduser@gm.	Y Q What are you looking for	47				🛞 User Type	(1) yes
= H	iome 🕨 Ahmad Kh	alid Excise Tax Excise 311 for Nor	n-Registered Business Refund Excise 311 for Non-Registered Business Refu	und				
☆ E	Excise 311 for I	Non-Registered Business Re	fund					
	Bank Name	and a second			Branch Name			
	Account Holder	's Name		0	Account Number			
	Refund Tran	saction Details	Polund					
		Transaction Type	Reference Number		Refundable Amount(AED)	Refund Amount Claimed (AED) Act	ion	
		EX203H	700000031755		48,500.00	0.00	Enter	r Export Details
		EX203H	700000031759		2,520,000.00	0.00	Enter	Export De
		Total			2,568,500.00	0.00		
								Total Amount Claimed: A
	Summary of	Selected Transactions						
	Total Refund Cla	imed Amount (AED)						

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Step	Action
(1)	Click here to enter the export details.

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	egistereduser@gm V	What are you I Excise Tax Excise 3	looking for?	usiness Refund 🕨 Excis	311 for Non-Registered	Business Refund						O User Type	\$	🗛 🔲 عربي	A +
⇔ E	xcise 311 for Non-	Registered Busin	less Refund												
	9 Applicant Details	5		TRN: 100805809900	ONR			Name in English: Ahmad Khalid			Name in Arabic: احمد قائد				
		Customize Columns	Q	Search											
	Date of Purchase	HS Code	Item Code	Quantity	Item Description	Product Description	Brand	Unit of Measurement	Excise Price (AED)	Excise Tax (AED)	Excise Tax Clai (AED)	imed		Action	
	12/05/2024	22021029	0000000114950	1000.00	Sainsbury's Diet No Added Sugar Indian Tonic Water 1.0 L	Carbonated drinks	Sainsbury's	Liter	49.00	24,500.00	0.00			***	
	13/05/2024	21069092	0000000173445	2000.00	Sainsbury's Apple & Alphonso Mango High Juice Fruit Squash 1.0 L	Sweetend Drinks	Sainsbury's	Liter	17.00	17,000.00	0.00			020	
	13/05/2024	22029930	0000000030113	1000.00	Marks & Spencer Pineapple, Golden Berry & Ginger Pressed Juice 250.0 ml	Sweetend Drinks	Marks & Spo	ancer Milliller	14.00	7,000.00	0.00			030	*
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You can add a new column to the table or filter the Excise Goods by its status. You can also search for Excise Goods by item or HS code.







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Hs	ome 🕨 Ahmad Khalid 🕨	Excise Tax Excise 3	511 for Non-Registers	d Business Refu	nd 🕨 Excise 3	\$11 for Non-Registered E	susiness Refund											
E	xcise 311 for Non-	Registered Busin	less Refund															
	Applicant Detai	Is		TF 10	RN: 08058099000	NR			Name in Ahmad K	English: Khalid			Name in Arabic: احمد خاند					
		Customize Columns	c	Search														
	Date of Purchase	HS Code	Item Code	Guantit	у	Item Description	Product Description	Brand		Unit of Measurement	Excise Price (AED)	Excise Tax (AED)	Excise Tax Clai (AED)	med		Ac	tion	
	12/05/2024	22021029	00000001149	50	1000.000	Sainsbury's Diet No Added Sugar Indian Tonic Water 1.0 L	Carbonated drinks	Sainsbury's		Liter	49.00	24,500.00	0.00			014		
	13/05/2024	21069092	00000001734	45	2000.000	Sainsbury's Apple & Alphonso Mango High Juice Fruit Squash 1.0 L	Sweetend Drinks	Sainsbury's	1	Liter	17.00	17,000.00	0.00			014	1	
	13/05/2024	22029930	000000000301	13	1000.000	Marks & Spencer Pineapple, Golden Berry & Ginger Pressed Juice 250.0 ml	Sweetend Drinks	Marks & Sp	encer	Milliller	14.00	7,000.00	0.00					
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re an	KI GO BACK																	

Step	Action
(1)	Click on the ellipsis to edit the item details.

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Home > Ahmad Khalid > Excise Tax > 1	Item Details		8				
Excise 311 for Non-Registered I	Item Code	HS Code					
	0000000114950	22021029	- 8				
	Country of Origin	Brand	- 8				
	United Kingdom	Sainsbury's	- 8				
Customize Colu	Item Description	Unit of Measurement	- 18				
Date of Purchase HS Code	Sainsbury's Diet No Added Sugar Indian Tonic Water 1.0 L	L	- 18		Action		
12/05/2024 22021029	Product Description	Excise Tax Percentage (%)	- 18				
	Carbonated drinks	50.00	- 18				
13/05/2024 21069092	Retail Selling Price as per the FTA's Published List (AED)	Date of Purchase	- 88				
	50.000000000	12/05/2024	- 18				
13/05/2024 22029930	Designated Price (AED)	Available Guantity	- 88				
	49.000000000	1,000	- 18				*
	Quantity Exported	Documentary Proof	- 18				
	500		- 18				
			- 1				
		34VV					
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Save and Go Back							

Step	Action
(1)	Enter the quantity of the excise goods that were exported.

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Θ	nonregiste	reduser@gm •	V Q What are yo					() Us	r Type	عربي (١	-A 4	A +A
=	Heme	Ahmad Khalid	Excise Tax > Excis	Item Details				8				
\$	Excise	e 311 for Non	n-Registered Bus					- 1				
				Item Code		HS Code						
		Applicant Detz	ails	0000000114950		22021029		1 II				
		. .		Country of Origin		Brand		. 8				
				United Kingdom		Sainsbury's						
			Customize Columns	Item Description		Unit of Measurement		- 1				
		Date of Purchase	HS Code	Sainsbury's Diet No Added Sugar Indian Tonic Water 1.0 L		L				Action		
		12/05/2024	22021029	Product Description		Excise Tax Percentage (%)		- 8				
			_	Carbonated drinks		50.00						- 1
		13/05/2024	21069092	Retail Selling Price as per the FTA's Published List (AED)		Date of Purchase		- 1				
					50.000000000	12/05/2024						
		13/05/2024	22029930	Designated Price (AED)	0	Available Guantity						
					49.000000000		1,000					Ĥ
				Quantity Exported		Documentary Proof		. II				
				500		<u>↑</u> Add/View(1)	Drag files here					
							1 Save					
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s	iave and Go I	Back										

Step	Action
(1)	Click on 'Add' button or drag & drop your files to upload supporting documents. On successful upload of document, the 'Add' button will be highlighted in green

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Step	Action
(1)	Click on 'Save'





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θ	nonregistereduser@gm.	Y Q What are you	looking for?											🛞 User Type	<⊅)	عربي		A +A
≡	Home Ahmad Kh	alid 🕨 Excise Tax 🕨 Excise I	311 for Non-Registered Bu	siness Refund	► Excise 3	311 for Non-Registered E	susiness Refund											
۵	Excise 311 for	Non-Registered Busir	ness Refund															
		t Details		TRN: 1008	: 3058099000	NR			Name in Ahmad K	English: Chalid			Name in Arabic: احمد خاند					
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		Customize Columns	٩	Search														
	Date of Purch	tase HS Code	Item Code	Guantity		Item Description	Product Description	Brand		Unit of Measurement	Excise Price (AED)	Excise Tax (AED)	Excise Tax Clair (AED)	med		Acti	on	
	12/05/2024	22021029	0000000114950		1000.000	Sainsbury's Diet No Added Sugar Indian Tonic Water 1.0 L	Carbonated drinks	Sainsbury's		Liter	49.00	24,500.00	0.00			•••		
	13/05/2024	21069092	0000000173445		2000.000	Sainsbury's Apple & Alphonso Mango High Juice Fruit Squash 1.0 L	Sweetend Drinks	Sainsbury's		Liter	17.00	17,000.00	0.00			010		
	13/05/2024	22029930	0000000030113		1000.000	Marks & Spencer Pineapple, Golden Berry & Ginger Pressed Juice 250.0 ml	Sweetend Drinks	Marks & Sp	encer	Milliller	14.00	7,000.00	0.00			***		*
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Sa	we and Go Back																	
_																		

Step	Action
(1)	Click Save and Back to save the progress of the form and return to the previous section





This is the total refund amount requested by you

EMARAT	ΛX					بدی منابعة الشورتين FEDERAL TAX AUTHORITY	
E Home > Ahmar	What are you looking for UKhalid > Excise Tax > Excise 311 for Non-	Penistered Business Refund Excise 311 for Non-Registered Business	Refund		q	() User Type CD) Quiz -A	A
✿ Excise 311 fe	or Non-Registered Business Ref	und					
Bank Name	Participation (Contraction)			Branch Name			
Account Ho	der's Name		0	Account Number			
Refund T Please selec	ransaction Details t the transaction for which you want to claim R	efund					
	Transaction Type	Reference Number		Refundable Amount(AED)	Refund Amount Claimed (AED) Action		
	EX203H	70000031755		48,500.00	0.00	Enter Export Details	
	EX203H	700000031759		2,520,000.00	0.00	Enter Export Details	1.
	Total			2,568,500.00	0.00		F
						Total Amount Claimed: AED 0.	.00
C	of Selected Transactions						

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

≡ Home ► A	mad Khalid Excise Tax Excise 311 for Non-Re	egistered Business Refund 🕨 Excise 311 for Non-Registered Business R	tefund				
	1 for Non-Registered Business Refu	nd					
Bank N	me			Branch Name			
Accourt	Holder's Name		0	Account Number			
Refur	d Transaction Details elect the transaction for which you want to claim Ref	und					
	Transaction Type	Reference Number		Refundable Amount(AED)	Refund Amount Claimed (AED) Action		
	EX203H	700000031755		48,500.00	0.00	Enter Export Details	
	EX203H	700000031759		2,520,000.00	0.00	Enter Export Details	Π.
	Total			2,568,500.00	0.00		
						Total Amount Claimed: AED (0.00

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

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≡ в	ome 🕨 Ahmad Kh	alid Excise Tax Excise 311 for Non	-Registered Business Refund Excise 311 for Non-Registered Business Refur	nd				
☆ E	xcise 311 for I	Non-Registered Business Re	fund					
	Bank Name				Branch Name			
	1							
	Account Holder	s Name		0	Account Number			
		Transaction Type	Reference Number		Refundable Amount(AED)	Refund Amount Claimed (AED) A	ction	
		EX203H	700000031755		48,500.00	0.00	Enter Export Detai	
		EX203H	700000031759		2,520,000.00	0.00	Enter Export Detai	la -
		Total			2,568,500.00	0.00		

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





Review and Declaration

e > Ahmad Khalid > Excise Tax > Excise 311 for Non-Registered Business Refund > Excise 3	511 for Non-Registered Business Refund		
cise 311 for Non-Registered Business Refund			
• •			
0		2	
Refund Details		Review and Declaration	
Review & Declaration		Expand All /	Collapse A
Step 1 : Refund Details			
Refund details		Edit	
Type of Exporter			
Natural Person			
Trade Name in English	Trade Name in Arabic		
ABC Hypermarket	ایه بی سی هایبر مارکت		
Banking Details			
Country			
IBAN			
4			
Bank Name	Branch Name		
Account Holder's Name	Account Number		
s Step			Sub





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



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

	NRATAX						فينة للنضبراتين FEDERAL TAX	AUTHORITY	
	jistereduser@gm v Q What are you looking for?					🛞 User Type	c)) 🖓	44 🔳 -A	A
= Horr	Ahmad Khalid > Excise Tax > Excise 311 for Non-Regis	stered Business Refund Excise 311 for Non-Registered Business Refund							
⇔ Exe	cise 311 for Non-Registered Business Refund	1							
									-
	Name in English	Name in Arabic		Phone Number	Email ID				
	Saeed Mohammad	سقيد محمد		+971609098886	SAEED.MOHAMMAD@	GMAIL.COM			
	Ahmad			Khalid					
	First Name in Arabic			Last Name in Arabic					
			اخمد					د	خال
	Country Code	Mobile Number		Email ID					
	+971 (United Arab Emirates)	090444969		nonregistereduser@gmail.com					
	Submission Date								
	21/05/2024								
	21/05/2024								



The Authorized Signatory details are taken from the Business details of the Non-Registered Businesses currently held by the FTA.

duertigm. V Q What are you looking for? Ahmed Khald > Excise Ta: > Excise Tit for Non-Regist 311 for Non-Registered Business Refund	ared Basiness Refund + Excise 311 for Non-Registered Basiness Refund			③ User Type 디)	yuz 🔳 🚽	A A
Ahmad Khalid > Excise Tax > Excise 311 for Non-Regist 311 for Non-Registered Business Refund	ared Business Refund Excise 311 for Non-Registered Business Refund					
311 for Non-Registered Business Refund						
······						
						-
Name in English	Name in Arabic	Phone Number	Email ID			
Saeed Mohammad	سيتد فحفد	+971609098886	SAEED.MOHAMMAD@GM	IAIL.COM		
hmad		Khalid				
Name in Arabic		Last Name in Arabic				_
		لفهد				خالف
ntry Code	Mobile Number	Email ID				
971 (United Arab Emirates)	090444969	nonregistereduser@gmail.com				
mission Date						
cl : 1 : 1	Seed Hohanmad aration aration sed see in Explain sed ing Code () (Clead Arab Emerster;)	Seed Mohammad Adda Ayakar aration tame in Sogith nad Same in Aubic System Mobile Humber Ty Code Mobile Humber (Disked Area Emintes) Disked Area Emintes (Disked Area Emintes)	Seed Mohammad Lake Julie 40750000886	Seed bylam 478000886 SEED MORKMAND FOR aration	Seed Mohemmed Auto Autor 478000088 SEED MOHAMMAD (CMUL CM aration	Seed Mohemmed Juite 4726000000 SEED MOHAMMADD GMAILCOM aration



The Declaration details are taken from the Business details of the Non-Registered Businesses currently held by the FTA.

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=	Home Ahmad Khalid Excise Tax Excise 311 for Non-	-Registered Business Refund Excise 311 for Non-Registered Busin	ess Refund		
۵	Excise 311 for Non-Registered Business Re	fund			
					-
	Name in English	Name in Arabic	Phone Number	Email ID	
	Saeed Mohammad	سفيد محمد	+971609098886	SAEED.MOHAMMAD@GMAIL.COM	
	First Name in English Ahmad		Last Name in English Khalid		
	First Name in Arabic		Last Name in Arabic		
			اشهد		خالد
	Country Code	Mobile Number	Email ID		
	+971 (United Arab Emirates)	090444969	nonregistereduser@gmail.com		
	Submission Date				
	21/05/2024				

Step	Action
(1)	Mark the checkbox to confirm that information provided is true, accurate and complete on this declaration screen.

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	8	M/	إمارات تاكس RATAX istereduser@gm ۷ Q What are j	you looking for?					
	=	Hon	e Ahmad Khalid Excise Tax Exc	ise 311 for Non-Registered Business Refi	and Excise 311 for Non-Register	ed Business Refund			
	0	Ex	rise 311 for Non-Registered Bu	siness Pefund	_				
			Name in English		Name in Arabic		P	hone Number	Email IC
			Saeed Mohammad		سفتد محمد			971609098886	SAEED.
			Declaration						
			First Name in English					Last Name in English	
			Ahmad					Khalid	
			First Name in Arabic					Last Name in Arabic	

nd as per best of m

Click on 'Submit' to submit the declaration.

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Step

(1)

Action

Excise 311 for Non-Registered Business Refund – Taxpayer - User Manual

xcise 311 for Non-Registered Business Refund	🛞 User Type ရာ) များ 🚺 🚽
Application Submitted Successfully	In-Progress
Applicant's Name : Ahmad Khalid	
Refund Application Number : 80300000283	
Date of Submission ; 21 May 2024	
Requested Claim Amount : AED 12,250.00	
	Application Submitted Successfully Application Submitted Successfully Application Number : 0.000000023 Application Number : 0.000000023 Def of Submitted Successfully Def of Submitte

Buisness Refunds tile within the Excise Tax module.

future reference. You can also access this refund request from the Excise 311 for Non-registered

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After submission of the refund request, the 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)

الهيئة الاتحادية للضرائب FEDERAL TAX AUTHORITY





Thank you

Federal Tax Authority

Excise 311 for Non-Registered Business Refund – Taxpayer - User Manual

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