



# إمارات تاكس EMARATAX

## Submission of a request for private clarification

### User Manual

Date: May 2023

Version 1.0.

#### Private and Confidential

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## Document Control Information

### Document Version Control

Version No.	Date	Prepared/Reviewed by	Comments
1.0	01-May-23	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: <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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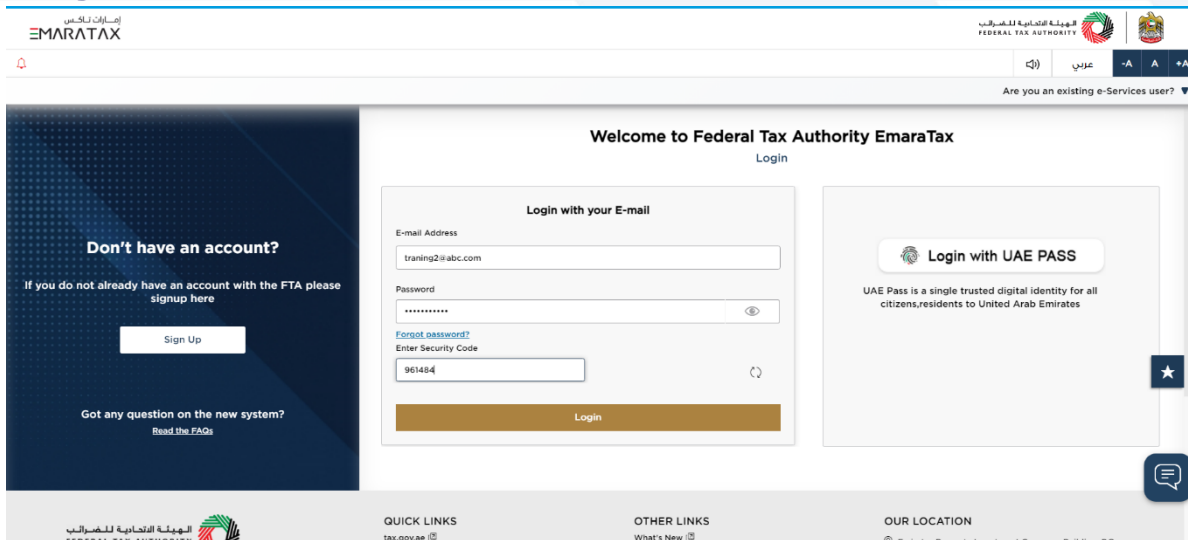
## Introduction



This manual is prepared to help the applicant to navigate through the EmaraTax portal to submit an application for seeking clarification on Tax technical aspects from Federal Tax authority

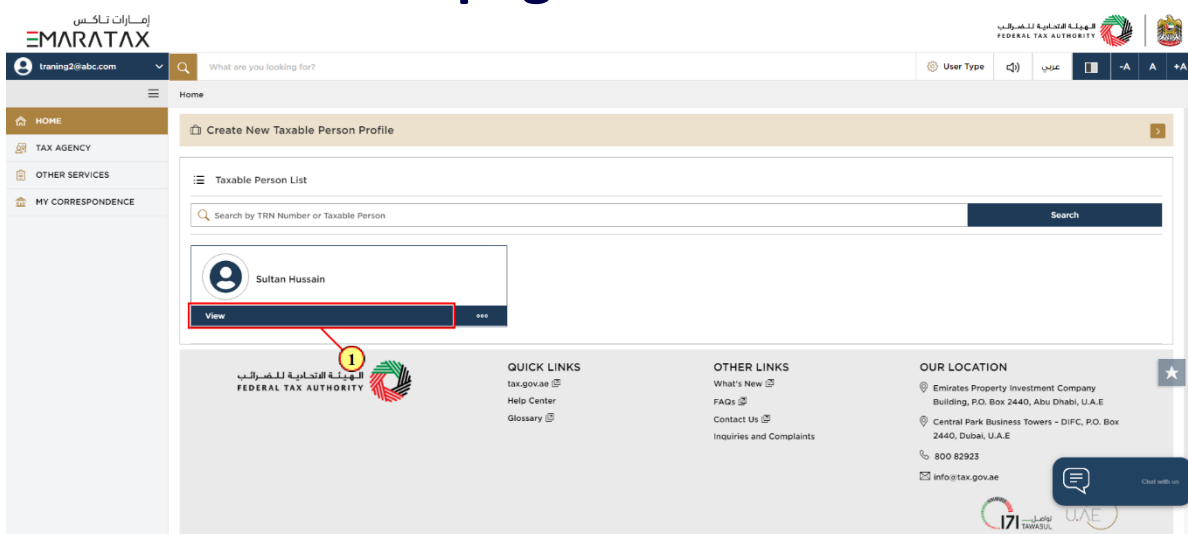


# Login to EmaraTax



- 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.

## EmaraTax Home page



Step	Action
(1)	Select the Taxable Person from the list and click 'View' to open the dashboard.



# Taxable Person Dashboard

Step	Action
(1)	Within the taxable person dashboard, you can find "Other services" on the left-hand side panel. Click on "Other services".

# Taxable Person - Other services

Step	Action
(1)	Under "Other services" tab you can find Clarifications tile. Click 'View All' to initiate the application



# Clarifications applications

Step	Action
(1)	System will display the list of all the Clarification applications. In order to create a new application, please click 'New request'.

## Clarifications - Getting started guide

Step	Action
(1)	Read the instructions and guidelines carefully before starting the application and mark the checkbox to confirm





The screenshot shows the 'Clarifications' page in MARATAX. It includes a search bar, navigation menu, and a main content area with sections for 'Tutorial materials', 'Required documents', 'Service Details', and 'Eligibility Criteria'. A 'Start' button is highlighted with a red box and a '1' icon, indicating the first step in the process.

Step	Action
(1)	Click 'Start' to initiate the application for a Clarification.

## Applicant Details

The screenshot shows the 'Application For Clarification' page in MARATAX. It features a progress bar with four steps: 1. Applicant Details, 2. Request Details, 3. Clarification Details, and 4. Review and Declaration. The 'Applicant Details' section is highlighted, showing a dropdown menu for selecting a tax account. The number '100635545500003' is selected and highlighted with a red box and a '1' icon, indicating the first step in the process.

Step	Action
(1)	Select the Tax Registration number from the dropdown for which you want to raise a clarification



Step	Action
(1)	Verify whether the applicant name is prepopulated correctly.

Step	Action
(1)	Verify whether the applicant contact details are prepopulated correctly.



Step	Action
(1)	Click on 'Save as Draft' if you wish to save the application and continue later.

Step	Action
(1)	Click on 'Next step' to navigate to the next section of the application.




# Request Details

The screenshot shows the 'Request Details' step of the 'Application For Clarification' process. The form includes fields for 'Type of clarification' (set to 'Private clarification'), 'Calculated fees amount' (2250.00), and a dropdown menu for 'Which tax does this request relate to?' with 'VAT' and 'Excise Tax' selected. A red box and a yellow circle with the number '1' highlight this dropdown menu.

Step	Action
(1)	Select the Tax types this request is related to from the dropdown

This screenshot is identical to the previous one, but a blue box highlights the 'Calculated fees amount' field, which shows a value of 2250.00.



The service fee is calculated automatically based on the number of Tax types selected from the dropdown



Step	Action
(1)	Select whether the request is related to any of the previous clarifications issued by FTA

Step	Action
(1)	Provide the details of the estimated amount impacted in this clarification.



Application For Clarification

1 Applicant Details 2 Request Details 3 Clarification Details 4 Review and Declaration

Does the Clarification relate to a completed, current or proposed supply chain/transaction ?  
 Current transaction(s)  Completed transaction(s)

Please provide a brief description of the background, including transactions, steps and the intentions of the matter which is the subject of the Clarification  
 Taxes and Penalties on transactions

Please provide any documentary proof to support the factual and legal grounds on which the request is based  
 Drag files here Max file size: 15 MB Formats:PDF,DOC,JPG,XLS Max No. of Files: 3

Please attach a covering letter describing the clarification requested  
 Drag files here Max file size: 15 MB Formats:PDF,DOC,JPG,XLS Max No. of files : 1

Previous Step **1** Cancel Save as Draft Next Step

Step	Action
(1)	Provide the details of the transactions which is the involved with the subject of this clarification request and upload supporting documents.

Application For Clarification

1 Applicant Details 2 Request Details 3 Clarification Details 4 Review and Declaration

Does the Clarification relate to a completed, current or proposed supply chain/transaction ?  
 Current transaction(s)  Completed transaction(s)

Please provide a brief description of the background, including transactions, steps and the intentions of the matter which is the subject of the Clarification  
 Taxes and Penalties on transactions

Please provide any documentary proof to support the factual and legal grounds on which the request is based  
 Drag files here Max file size: 15 MB Formats:PDF,DOC,JPG,XLS Max No. of Files: 3

Please attach a covering letter describing the clarification requested  
 Drag files here Max file size: 15 MB Formats:PDF,DOC,JPG,XLS Max No. of files : 1

Previous Step Cancel Save as Draft **1** Next Step

Step	Action
(1)	Click on 'Next step' to navigate to the next section of the application.



# Clarification Details

Step	Action
(1)	Provide further details regarding the subject for this clarification

Step	Action
(1)	Upload Tax advice you have received for which you are seeking the clarification



Step	Action
(1)	Provide the details regarding the technical assessment of the matter for this clarification.

Step	Action
(1)	Describe the queries for which you are seeking clarification from the Federal Tax Authority along with a formal letter on these queries.





Step	Action
(1)	Click on 'Next step' to navigate to the next section of the application.

## Review and Declaration

	This section will help you to make sure that you have completed the application correctly and included the documents we have asked you to submit.
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Step	Action
(1)	After carefully reviewing all of the information entered on the application, mark the checkbox to declare the correctness of the information provided in the application

Step	Action
(1)	Click 'Submit' to submit the application.




Application Submitted Successfully

Name : Sultan Hussain  
Reference Number : 60800000648  
Submitted Date : 29 May 2023  
Fee Due : AED 2250.00

AWAITING PAYMENT

Pay

 The request has been submitted in the system. However, you will have pay the service fee for the clarification calculated by the system based on the number of Tax types affected by this clarification request.

## Payment of Fees dues

Application Submitted Successfully

Name : Sultan Hussain  
Reference Number : 60800000648  
Submitted Date : 29 May 2023  
Fee Due : AED 2250.00

AWAITING PAYMENT

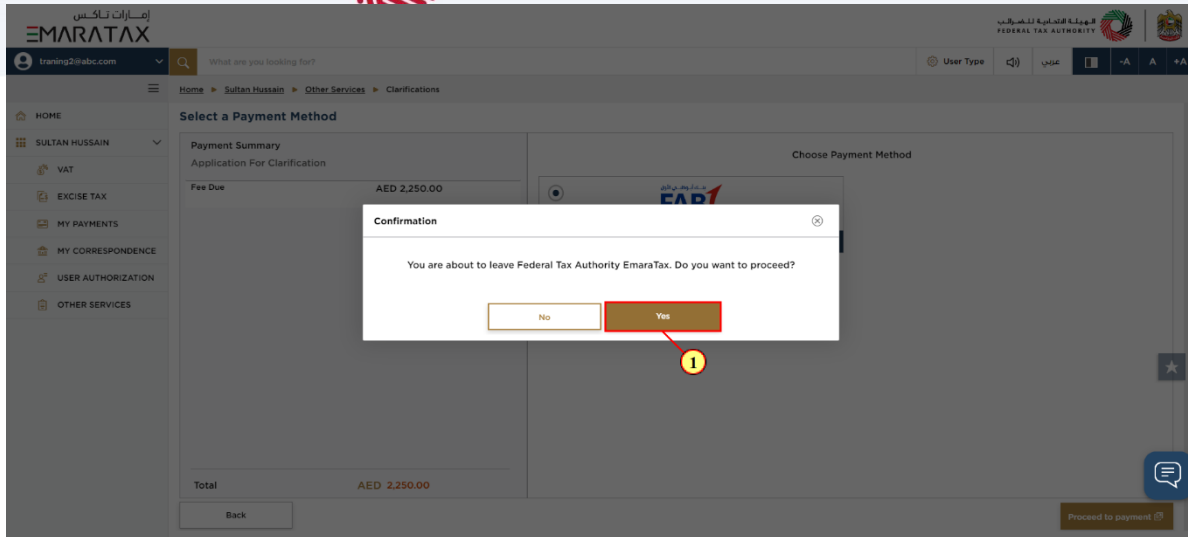
Pay

Step	Action
(1)	Click on Pay

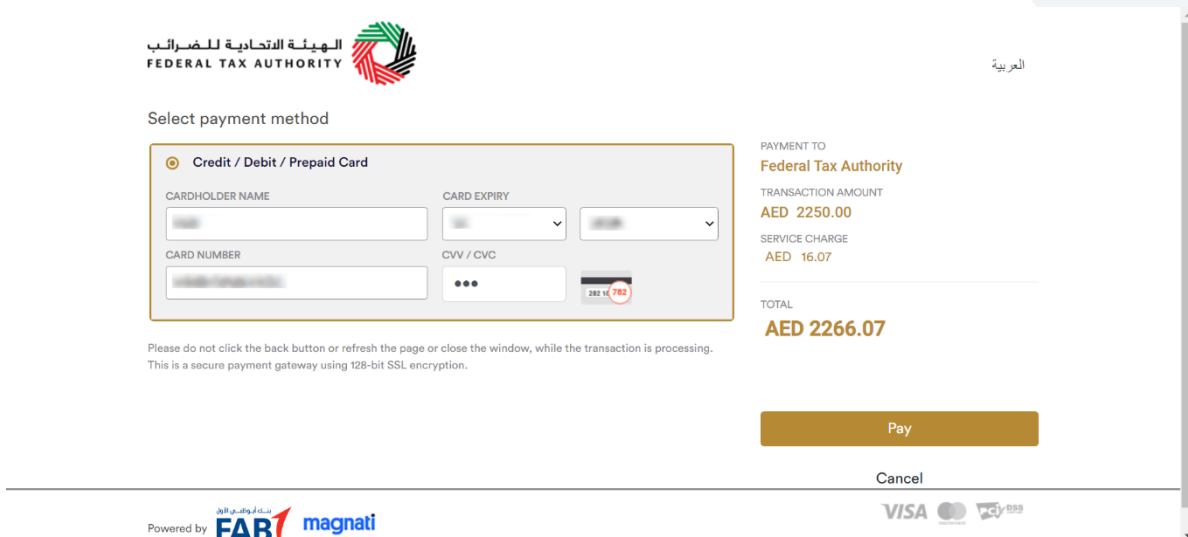


Step	Action
(1)	Select the Payment method using which you wish to make the payment

Step	Action
(1)	Click on 'Proceed to Payment'.



Step	Action
(1)	Select Yes. You will be redirected to the FAB Mangati Payment gateway



	There will be a service charge applied by the payment gateway additionally to the fees charged by the Federal Tax Authority.
--	--



Select payment method


Credit / Debit / Prepaid Card

CARDHOLDER NAME

CARD EXPIRY

CARD NUMBER

CVV / CVC



PAYMENT TO  
**Federal Tax Authority**

TRANSACTION AMOUNT  
**AED 2250.00**

SERVICE CHARGE  
**AED 16.07**

TOTAL  
**AED 2266.07**

Please do not click the back button or refresh the page or close the window, while the transaction is processing.  
This is a secure payment gateway using 128-bit SSL encryption.

Pay

Cancel

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Payments and Technology



Step	Action
(1)	Enter the credit / debit / prepaid card details for the payment

Select payment method


Credit / Debit / Prepaid Card

CARDHOLDER NAME

CARD EXPIRY

CARD NUMBER

CVV / CVC



PAYMENT TO  
**Federal Tax Authority**

TRANSACTION AMOUNT  
**AED 2250.00**

SERVICE CHARGE  
**AED 16.07**

TOTAL  
**AED 2266.07**

Please do not click the back button or refresh the page or close the window, while the transaction is processing.  
This is a secure payment gateway using 128-bit SSL encryption.

Pay

Cancel

Powered by **FAB1 magnati**  
Payments and Technology



Step	Action
(1)	Click on Pay



# Submission of clarification application.

إمارات تاكس  
EMARATAX

training2@abc.com

What are you looking for?

User Type

عربي

Payment Acknowledgment

Payment Successful

● Paid

Submission Date : 29/05/2023

Time : 15:30:29

Legal Name : Sultan Hussain

Amount paid to FTA : AED 2,250.00

What Next :

1) Your account will be updated with the payment received. This amount will be automatically allocated to future outstanding liabilities, or your next tax return filing based on the selection you made before making the payment

2) You will receive a notification via your preferred means of correspondence confirming this payment

3) You can view this payment in your Transaction History



After your application is submitted successfully, a Reference Number is generated for your submitted application. Note this reference number for future communication with FTA.

- Once the application is submitted, the FTA shall issue a decision, reject the application or request to resubmit the application and notify the applicant accordingly.
- If the FTA requires any further details from you in order to assist with the verification of your application, you will receive an email notification setting out the information required from you.
- When the FTA has issued the clarification, you will be notified.

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



# Correspondences



## After submission, Applicant receives the following correspondences:

- Application submission acknowledgment.
- Applicant received request for additional information if any
- Application resolution notification.





Thank you