



إمارات تاكس
EMARATAX

Request to Print VAT Certificate - 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







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](#)



Print VAT Certificate

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Introduction

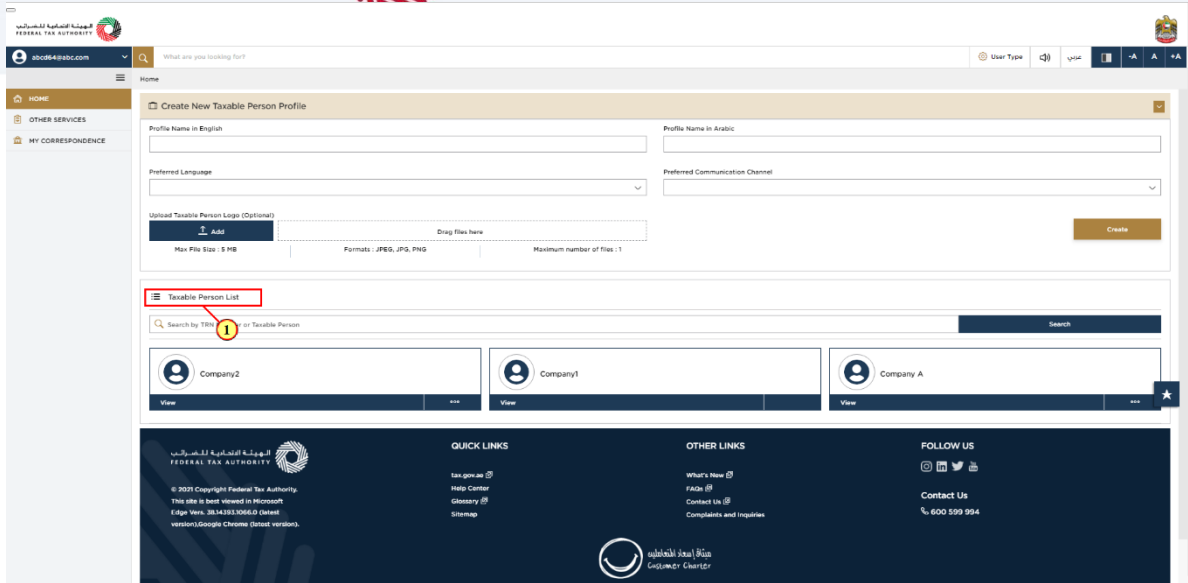


This manual is prepared to help a VAT registered taxpayer to navigate through the Federal Tax Authority Emaratax portal and request FTA for a physical copy of their VAT registration certificate.



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.



Step	Action
(1)	On successful login, the Taxable Person list screen is displayed. It displays the list of the Taxable Person linked to your EmaraTax user profile. If there are no Taxable Person linked to your user profile, this list will be empty and you would need to create a Taxable Person.

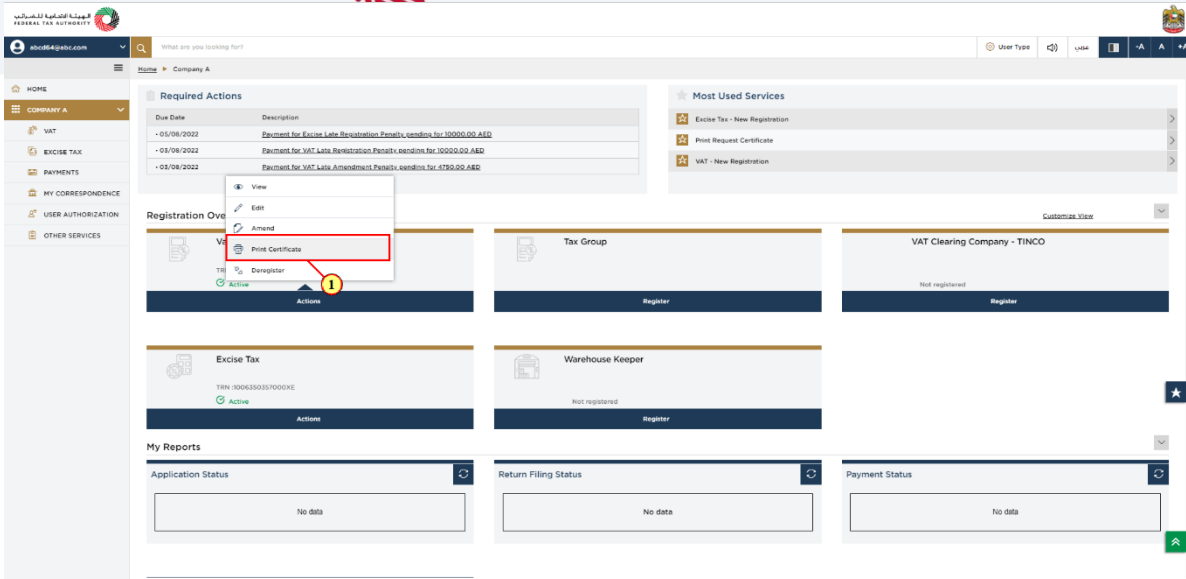


Step	Action
(1)	To create a new Taxable Person, enter the mandatory details and click 'Create'. The new Taxable Person will be displayed in the list.



The screenshot shows the user interface for creating a new taxable person profile. The top section is titled 'Create New Taxable Person Profile' and includes fields for 'Profile Name in English', 'Profile Name in Arabic', 'Preferred Language', and 'Preferred Communication Channel'. Below these is an 'Upload Taxable Person Logo (Optional)' section with an 'Add' button and a 'Drag files here' area. The bottom section is titled 'Taxable Person List' and contains a search bar and a list of three companies: 'Company A', 'Company B', and 'Company C'. Each company entry has a 'View' button. A red box highlights the 'View' button for 'Company A', and a red arrow points to it from a yellow circle containing the number '1'. The footer contains 'QUICK LINKS', 'OTHER LINKS', and 'FOLLOW US' sections.

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

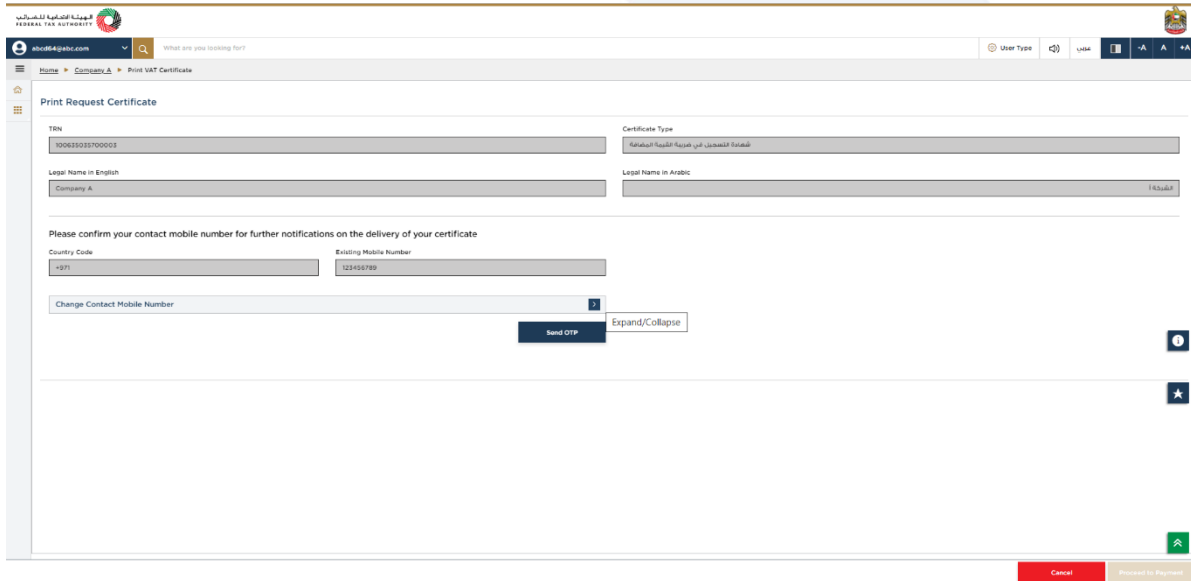


Step	Action
(1)	<ul style="list-style-type: none"> • Within your taxable person dashboard, click 'Actions' on the VAT tile. • Select the 'Print Certificate' option. This will open the application for requesting the printed VAT certificate.



Print Certificate Request

Send OTP



- The mobile number in your VAT registration contact details will not be updated in case you update the mobile number in this application.
- The mobile number provided in the application will be used to contact you at the time of delivery of your printed certificate.



Step	Action
(1)	<ul style="list-style-type: none"> You should verify the mobile number displayed in the application, as it will be used for delivery purposes of your printed certificate. To update a new mobile number, enter the new mobile number, and click send OTP.



Print Request Certificate

TRN: 10063503700003

Certificate Type: الفاتورة الضريبية من شركة التاج المضافة

Legal Name in English: Company A

Legal Name in Arabic: الشركة أ

Please confirm your contact mobile number for further notifications on the delivery of your certificate

Country Code: +971

Existing Mobile Number: 123456789

Change Contact Mobile Number

Country Code: +971

New Mobile Number: [input field]

Please enter the OTP sent to your mobile number for verification

0 5 4 1

OTP expires in 19:09 minutes.

Received OTP

Validate

Cancel Proceed to Payment



A verified mobile number is required to submit the print certificate application.



Validate OTP

The screenshot shows the 'Print Request Certificate' page. It includes fields for TRN (100635035700003), Certificate Type (الشهادة الممنوحة في ضريبة القيمة المضافة), Legal Name in English (Company A), and Legal Name in Arabic (الشركة). Below these, there are sections for confirming contact mobile numbers and entering an OTP. The OTP is shown as '0 5 4 4'. A 'Validate' button is highlighted with a red box and a yellow circle containing the number 1. At the bottom right, there are 'Cancel' and 'Proceed to Payment' buttons.

Step	Action
(1)	Enter the OTP received and click 'Validate' button to verify the OTP.



Print Request Certificate

TRN: 100639033700003

Certificate Type: الفاتورة المضمّنة من طرف الهيئة الاتحادية للضرائب

Legal Name in English: Company A

Legal Name in Arabic: الشركة أ

Please confirm your contact mobile number for further notifications on the delivery of your certificate

Country Code: +971

Existing Mobile Number: 123456789

Change Contact Mobile Number: 2

Please enter the OTP sent to your mobile number for verification

7 7 1 3

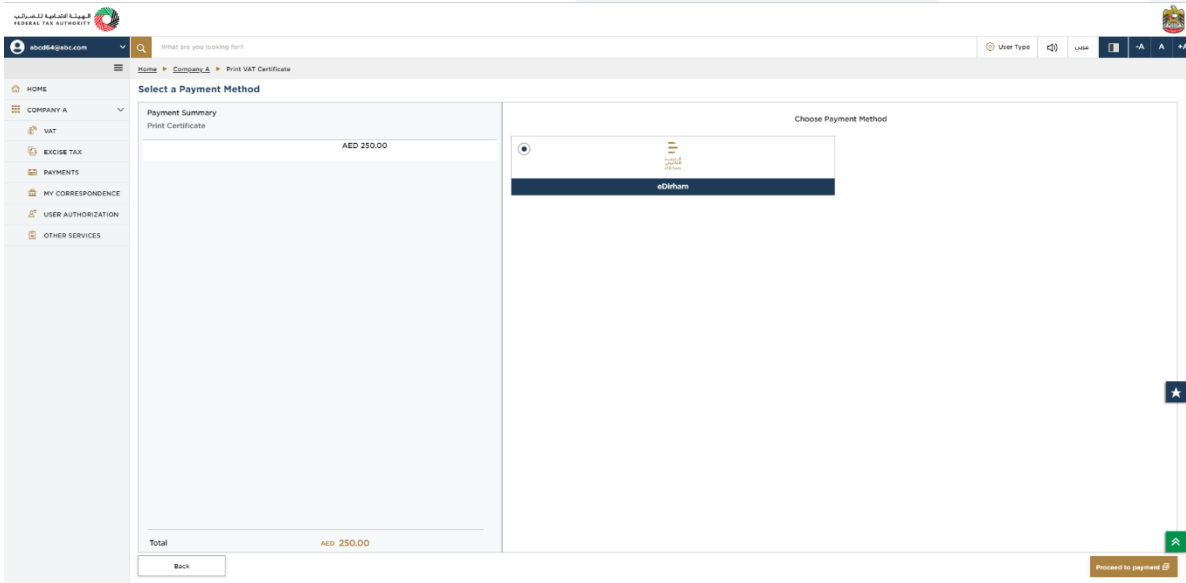
OTP expires in 19:22 minutes. Based OTP

Cancel Proceed to Payment

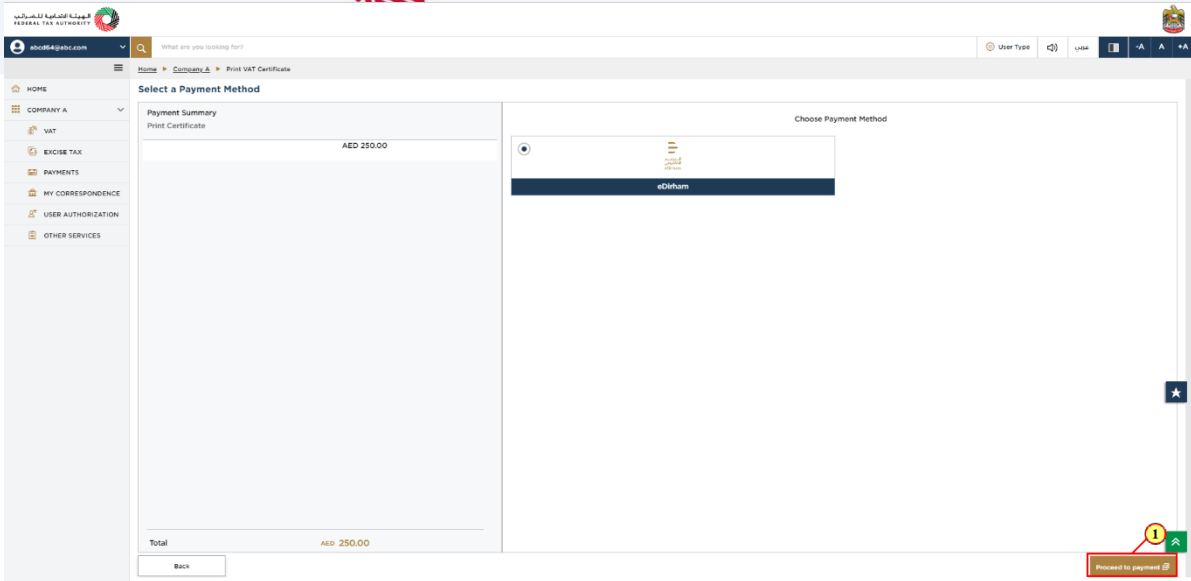
Step	Action
(1)	Once verified, click 'Proceed to Payment'



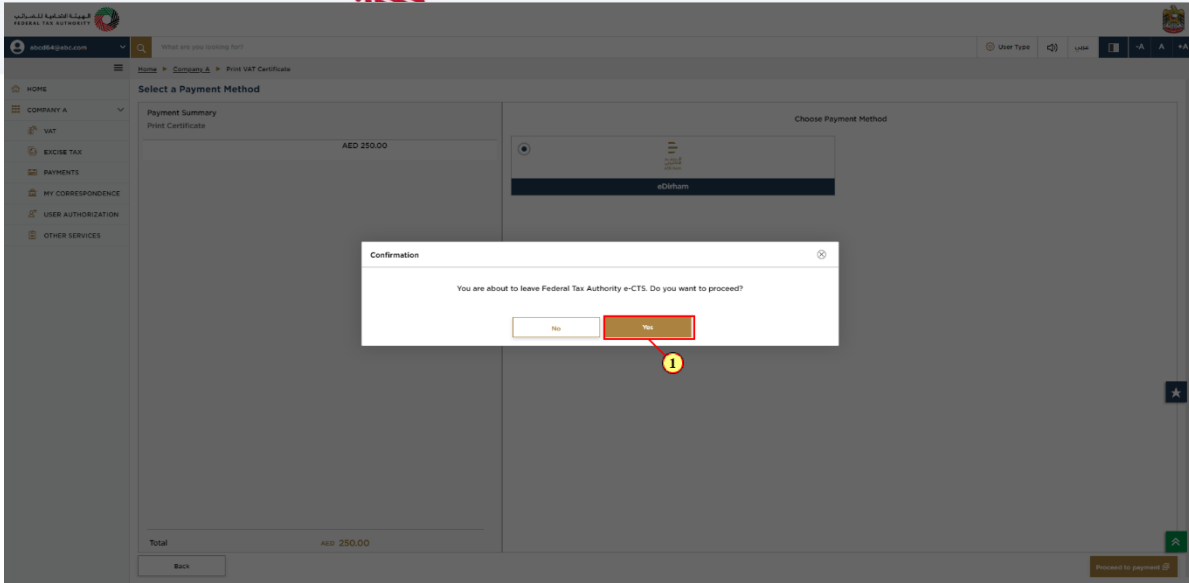
Select a Payment Method



- Before clicking 'proceed to payment', verify the print certificate fees applicable in the 'Payment summary'.
- Click 'Back' button to move back to the print certificate application.
- Once you proceed for the payment, you will be redirected to the payment page, which is outside EmaraTax.



Step	Action
(1)	Select the Payment method available and click 'proceed to payment.'



Step	Action
(1)	<ul style="list-style-type: none"> You are about to leave Federal Tax Authority EmaraTax. Do you want to proceed? Click 'Yes' to continue.



Payment

Payment



Federal Tax Authority

Time remaining to complete the payment 00 h. 06 min. 33 sec.
Central Park - Business Tower, Sheikh. Zayed Street, Dubai, 784

Payment Method

Select payment method

Credit or Debit card Payment (Visa/Master Card) ▾

Confirm & Calculate Prices

Back To Merchant



If you want to cancel the payment at this page, click 'Back to Merchant'. The payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.



Payment



Federal Tax Authority

Time remaining to complete the payment 00 h, 09 min, 53 sec.
Central Park - Business Tower, Sheikh. Zayed Street, Dubai, 784

Payment Method

Select payment method

Credit or Debit card Payment (Visa/Master Card) ▾

Confirm & Calculate Prices

1

Back To Merchant

Step	Action
(1)	<ul style="list-style-type: none">To proceed with the payment, select the payment method from the list.Click 'Confirm and Calculate Prices' to determine the total payment amount.Click 'Back to Merchant' if you want to cancel the payment.



Purchased Services

Credit or Debit card Payment (Visa/Master Card)

Confirm & Calculate Prices

Purchased Services

1 Qty.

Service Name

eCTS-Revenue related to VAT

AED 250.00

Related Fees

Including Fees & Charges AED 8.06

Including Tax AED 0.00

Total Payment AED 258.06

Cancel Process

Back To Merchant

Proceed With Payment



- Before clicking 'proceed with payment', verify the total payment amount including the print certificate fees and the additional payment charges.
- On click of 'Cancel Process' payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.



Credit or Debit card Payment (Visa/Master Card)

Confirm & Calculate Prices

Purchased Services

1 Qty.

Service Name

eCTS-Revenue related to VAT

AED 250.00

Related Fees

Including Fees & Charges

AED 8.06

Including Tax

AED 0.00

Total Payment

AED 258.06

Cancel Process

Back To Merchant

Proceed With Payment

1

Step	Action
(1)	<ul style="list-style-type: none"> Verify and click 'Proceed with Payment'. To cancel the payment, you may click on 'Cancel Process'.



Card Information

Credit or Debit card Payment (Visa/Master Card)

Total Payment AED 258.06

Time remaining to complete the payment 00 h. 05 min. 42 sec.

Card Information

Card Holder Full Name

MASTER CARD

Card Number

XXXXXXXXXXXX 1234 5678 9010

Expiry Date

MM/YY

CVV2 / CVC2

1234 5678 9010

Cancel

Change Payment Method

Pay Now

1

Step	Action
(1)	<ul style="list-style-type: none">If you have selected the card payment option, enter the card details, and click 'Pay now'.To change the payment method, click 'Change Payment Method'. You will be redirected back to the 'Payment' Page.



Credit or Debit card Payment (Visa/Master Card)

Total Payment AED 258.06

Time remaining to complete the payment 00 h. 05 min. 42 sec.

Card Information

Card Holder Full Name

MASTER CARD

Card Number

XXXXXXXXXXXXXXXXXXXX8

Expiry Date

MM/YY

MM/YY

CVV2 / CVC2

1234

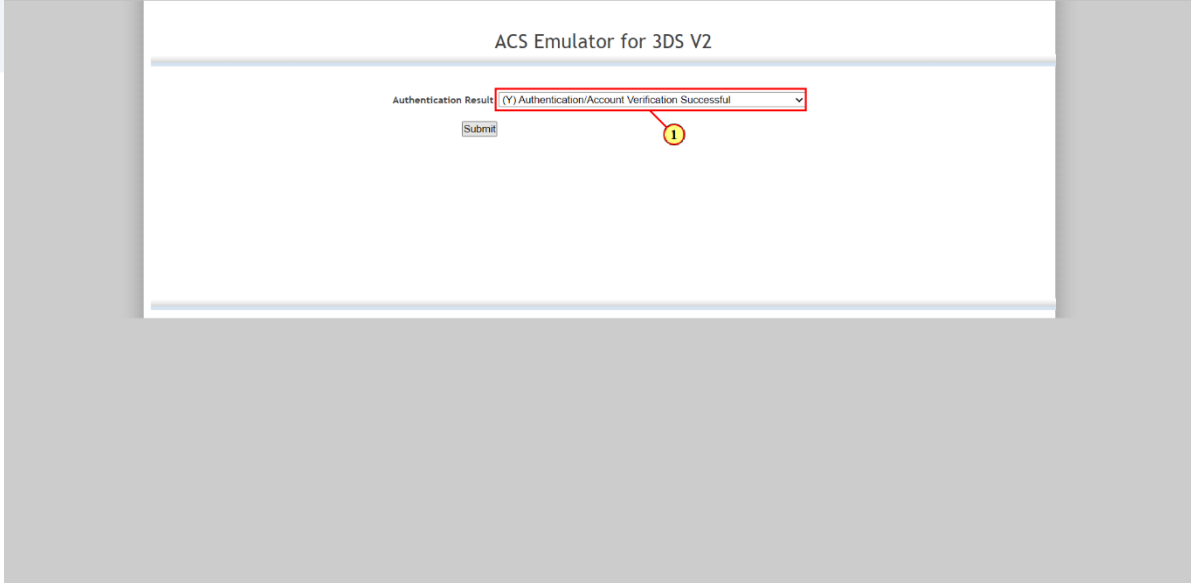
Cancel

Change Payment Method

Pay Now



On click of 'Cancel' payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.



Step	Action
(1)	Select 'Authentication/Account Verification Successful' from the dropdown and click 'Submit'.



Payment Acknowledgment - on successful payment

Payment Acknowledgment

Payment Successful

• Paid

Payment Reference Number : 22454229502219304

Submission Date : 02/09/2022

Time : 13:30:40

Legal Name : Company B

Amount paid to FTA : AED 250.00

What Next:

- 1) Your account will be updated with the payment received
- 2) You will receive a notification via your preferred means of correspondence confirming this payment
- 3) The FTA shall print physical copy of the requested certificate and mail it to the registered company address of the taxpayer.
- 4) You can view this payment in your Transaction History
- 5) You can download a copy of this receipt using the Download button below of in the future from "My Correspondence"

For any queries please contact us on www.fta.gov.ae or contact us directly at our call center number 1234567890 or email fta@fta.gov.ae

Download Back to Dashboard



- After your payment is completed successfully, a Payment Reference Number is generated for your payment acknowledgment. Note this reference number for future purposes.
- The status of your request on the Dashboard will change to "In Review" and you will receive an email from us to confirm receipt of your application.
- Read the "What Next" and "Important Notes".



Payment Acknowledgment

Payment Successful Paid

Payment Reference Number : 2249432995022193104

Submission Date : 02/09/2022

Time : 13:36:40

Legal Name : Company B

Amount paid to FTA : AED 250.00

What Next:

- 1) Your account will be updated with this payment received
- 2) You will receive a notification via your preferred means of correspondence confirming this payment
- 3) The FTA shall print physical copy of the requested certificate and mail it to the registered company address of the taxpayer.
- 4) You can view this payment in your Transaction History.
- 5) You can download a copy of this receipt using the Download button below of in the future from "My Correspondence"

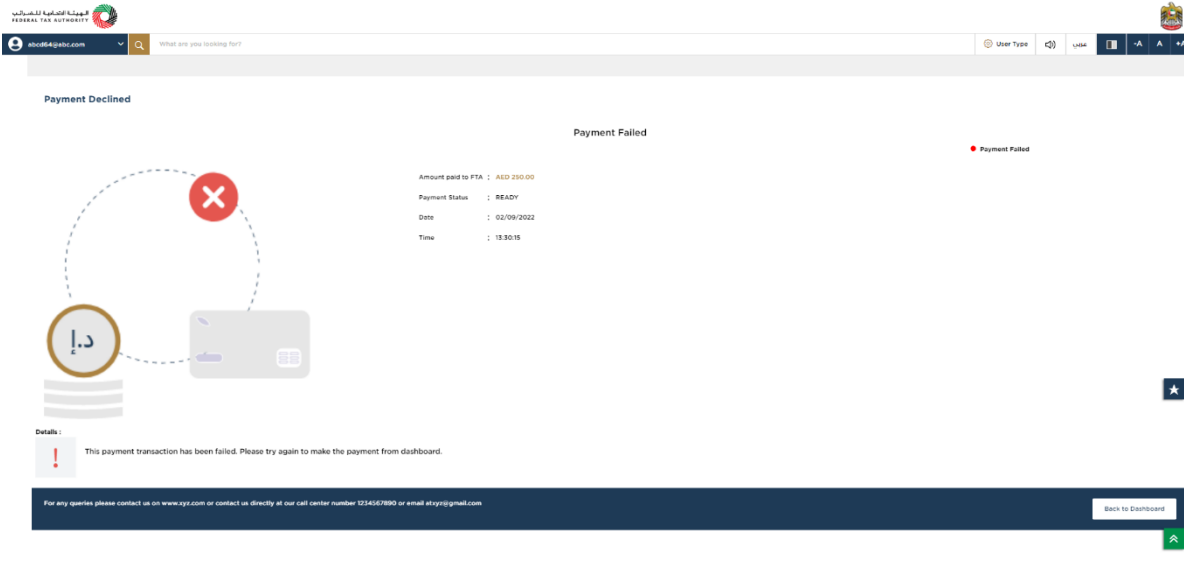
For any queries please contact us on www.fta.gov.ae or contact us directly at our call center number 1254567890 or email ftax@fta.gov.ae

Download Back to Dashboard

Step	Action
(1)	<ul style="list-style-type: none"> • Click 'Download' to download a pdf copy of the acknowledgement screen. • Click 'Back to Dashboard' to navigate back to the Taxable Person dashboard.



Payment Acknowledgment - on failed payment



Payment Declined

Payment Failed


Payment Failed

Amount paid to STA : AED 200.00
Payment Status : READY
Date : 02/09/2022
Time : 13:30:15

Details :
! This payment transaction has been failed. Please try again to make the payment from dashboard.

For any queries please contact us on www.fta.gov.ae or contact us directly at our call center number 024567890 or email itf@fta.gov.ae

[Back to Dashboard](#)

 If the payment is failed, you have to try the payment again from the dashboard.



Correspondences



After submission, Taxpayer receives the following correspondences:

- Application submission acknowledgment.



Thank you