



إمارات تاكس EMARATAX

Delink Tax Agent From Tax Agency (By Tax Agency) - User Manual

Date: Oct 2022

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Document Control Information

Document Version Control

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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

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Introduction



This manual is prepared to help a registered Tax Agency to navigate through the Federal Tax Authority EmaraTax portal to submit a delink Tax Agent from Tax Agency request to the Tax Agent. On submission of the request, the Tax Agent will be notified about the request. The Tax Agent should login to their account to “Approve” or “Reject” the request.

If the Tax Agent approves the delink request, the Tax Agent gets delinked from the Tax Agency and their status gets changed to “Awaiting Tax Agency linking” and their details are removed from the FTA approved Tax Agents website. If the Tax Agent rejects the delink request, the Tax Agent will not be delinked from the Tax Agency. If the Tax Agency can submit an escalation request to FTA with necessary supporting documents. FTA will review the request and if found valid can delink the Tax Agent from the Tax Agency.

If the Tax Agent does not take any action, reminder notification will be sent to the Tax Agent. If no action is taken by the Tax Agent even after 7 days after receiving the request, the delink request will be automatically cancelled. On approval or rejection or automatic cancellation, both the Tax Agent and Tax Agency will receive email and SMS notifications.



Login to EmaraTax

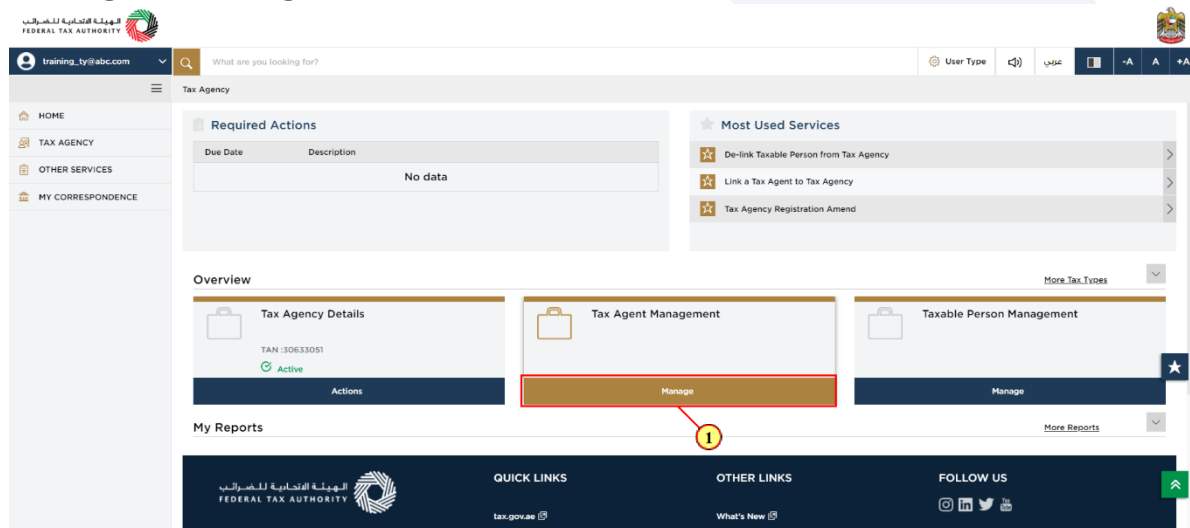


- You can login into the EmaraTax account using your login credentials or using UAE Pass. If you do not have an EmaraTax account, you can sign-up for an account by clicking the 'sign up' button. If you have forgotten your password, you can use the "forgot password" feature to reset your password.
- If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

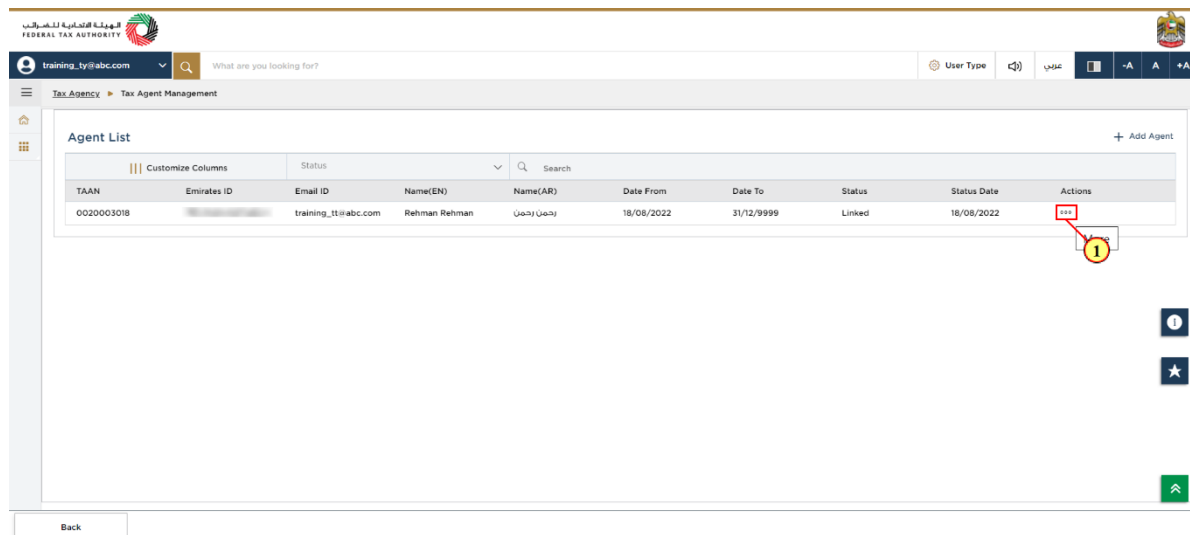
Delink Tax Agent from Tax Agency (By Tax Agency)

Login as Tax Agency

Tax Agent Management Tile



Step	Action
(1)	<ul style="list-style-type: none"> This service is used to delink the tax Agent from tax agency by the tax agency. To access this service, you are requested to login as a tax agency and go to tax agency dashboard. Click 'Manage' on the Tax Agent Management tile.



Step	Action
(1)	<ul style="list-style-type: none"> Once you are inside the Manage User Authorization dashboard, a grid will appear showcasing various options for the authorization along with the list of user types. You are requested to go to specific User to perform action on the delinking request. Click 'Actions' on the Tax Agent to be delinked.



Agent List

TAAID	Emirates ID	Email ID	Name(EN)	Name(AR)	Date From	Date To	Status	Status Date	Actions
0020003018		training_tt@abc.com	Rehman Rehman	رجمن رجمن	18/08/2022	31/12/9999	Linked	18/08/2022	View Delink

Step	Action
(1)	Click 'Delink' on the Tax Agent to be delinked.

Reason for Delinking

Reason for Delinking

Delinking

Upload Evidence of delinking

ADD Drag files here

Max file size: 15 MB | Formats: PDF, DOC | Max No. of Files : 3

Submit

Step	Action
(1)	<ul style="list-style-type: none"> Enter the Reason for Delinking and upload supporting documents. Click 'Submit' to submit the request.

Post Application Submission

De-link Tax Agent from Tax Agency by Tax Agency

Application Submitted Successfully

PENDING APPROVAL

Name : ABC Agency Co
Reference Number : W00000001207
Submitted Date : 25 August 2022

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.

For any inquiry or assistance, please contact us on: Within UAE: 800000064 | Outside UAE: +971 800000064 Email us at info@fta.gov.ae

[Back to Dashboard](#) [Download](#)

- After your application is submitted successfully, a Reference Number is generated for your submitted application. Note this reference number for future purposes.
- The status of your request on the Dashboard will change to “Pending Approval” and you will receive an email from us to confirm receipt of your application.
- Read the “What Next” and “Important Notes”.

De-link Tax Agent from Tax Agency by Tax Agency

Application Submitted Successfully

PENDING APPROVAL

Name : ABC Agency Co
Reference Number : W00000001207
Submitted Date : 25 August 2022

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.

For any inquiry or assistance, please contact us on: Within UAE: 800000064 | Outside UAE: +971 800000064 Email us at info@fta.gov.ae

[Back to Dashboard](#) [Download](#)

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 Tax Agency dashboard.



<div> <div> </div> <div> training_ty@abc.com <div>What are you looking for?</div> </div> <div> <div>User Type</div> <div>عربي</div> <div> <div>-A</div> <div>A</div> <div>+A</div> </div> </div> </div>									
<div> <div>Tax Agency</div> <div>Tax Agent Management</div> </div>									
<div> <div>Agent List</div> <div>+ Add Agent</div> </div>									
<div> <div>Customize Columns</div> <div>Status</div> <div>Search</div> </div>									
TAAN	Emirates ID	Email ID	Name(EN)	Name(AR)	Date From	Date To	Status	Status Date	Actions
0020003018		training_ty@abc.com	Rehman Rehman	رمان رحمان	25/08/2022	31/12/9999	Delinking Pending	25/08/2022	***

After initiation of Delinking process by Tax Agency, the status is as 'Delinking Pending'. Once the Tax Agent approves the request, the status will be changed as 'Delinked'.



The following section of the video explains the steps taken by the Tax Agent to approve or reject the delinking request submitted by the Tax Agency.

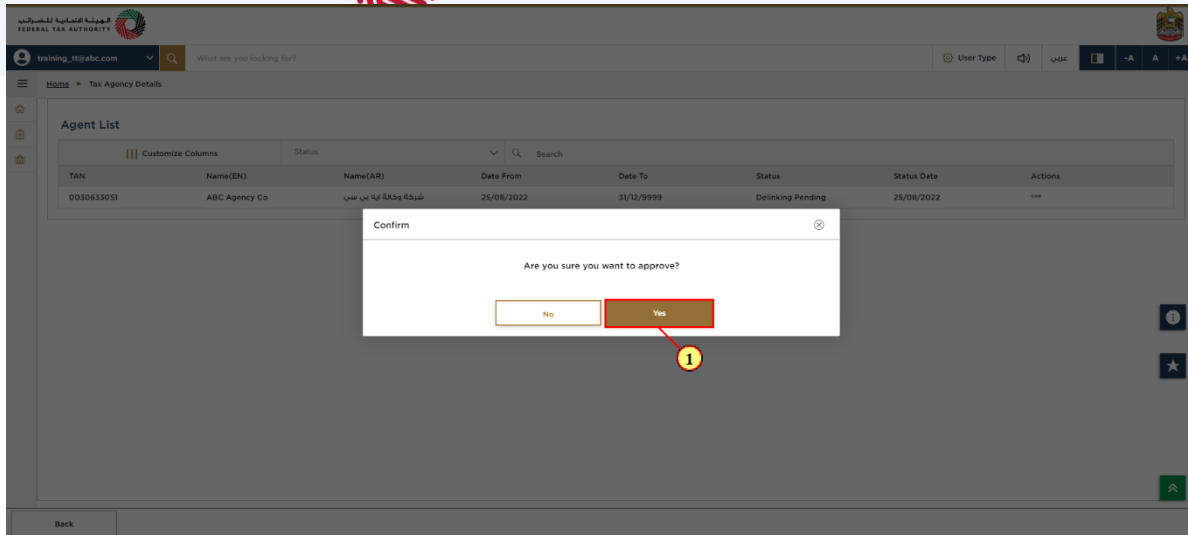
Login as Tax Agent Tax Agency Details Tile

The screenshot shows the Federal Tax Authority portal interface. The 'Tax Agency Details' tile is highlighted with a red box, and a yellow circle with the number 1 points to the 'Manage' button within this tile. The interface includes a navigation menu on the left, a search bar at the top, and various service tiles for 'Required Actions', 'Most Used Services', and 'Overview'.

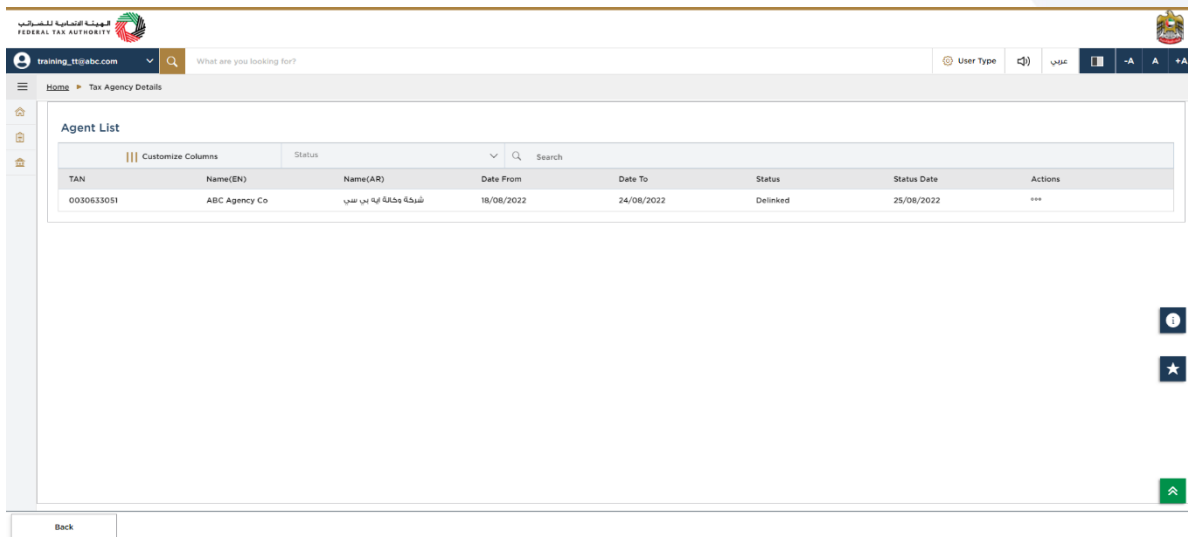
Step	Action
(1)	<ul style="list-style-type: none"> Login as Tax Agent to approve the request initiated by the Tax Agency. Click 'Manage' on the Tax Agency Details tile.

The screenshot shows the 'Agent List' table in the Federal Tax Authority portal. The table has columns for TAN, Name(EN), Name(AR), Date From, Date To, Status, Status Date, and Actions. The 'Approve' button in the Actions column for the first row is highlighted with a red box and a yellow circle with the number 1. The table shows one agent with TAN 0030633051, Name(EN) ABC Agency Co, and Status Delinking Pending.

Step	Action
(1)	Click 'Actions' and 'Approve' on the Tax Agency which is pending delinking.



Step	Action
(1)	Click 'Yes' to confirm the approval.



	Once the delinking request is approved by the Tax Agent, the delinking of Tax Agency and Tax Agent is completed.
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<div> <div> </div> <div> <div>training_ty@abc.com</div> <div>What are you looking for?</div> </div> <div> <div>User Type</div> <div>عربي</div> <div> <div></div> <div>-A</div> <div>A</div> <div>+A</div> </div> </div> </div>									
Tax Agency > Tax Agent Management									
<div> <div>Agent List</div> <div>+ Add Agent</div> </div>									
<div> <div>Customize Columns</div> <div>Status</div> <div>Search</div> </div>									
TAAN	Emirates ID	Email ID	Name(EN)	Name(AR)	Date From	Date To	Status	Status Date	Actions
0020003042		tax_agent_regre@pp.com	Tax Agent Regression	فاتك في تراكب جي	29/08/2022	29/08/2022	Delinked	29/08/2022	***
0020003018		training_ty@abc.com	Rehman Rehman	رهمان رهمان	26/08/2022	01/09/2022	Delinked	02/09/2022	***
0020003018		training_ty@abc.com	Rehman Rehman	رهمان رهمان	18/08/2022	24/08/2022	Delinked	25/08/2022	***

Once the delinking request is approved by the Tax Agent, the status in the Tax Agency profile will be 'Delinked'.



Correspondences



Tax Agency will receive the following correspondences:

- Delinking request submission acknowledgement.
- Delinking request approval or rejection notification.

Tax Agency will receive the following correspondences, if they submit an escalation application to FTA:

- Escalation application submission acknowledgement.
- Escalation application approval by FTA.
- Escalation application rejection by FTA.
- Escalation application additional information requested by FTA.

Tax Agent will receive the following correspondences:

- Delinking request for approval.
- Reminder notification for completing the approval.
- Delinking request approval or rejection notification.



Thank you