



Delink escalation request to the FTA - 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

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Introduction



This manual is prepared to help a Taxpayer or registered Tax Agent or a Tax Agency (first party) to submit an escalation request to the FTA to have their EmaraTax account delinked from a Tax Agency or a Tax Agent or a Taxpayer (second party) if the first party's delink request was not accepted by the second party.

FTA will review the escalation request and approve or reject or request additional information. If FTA approves the request, the first party's EmaraTax account will be delinked from the second party.

This training manual has separate sections explaining the steps to be followed by a Taxpayer, Tax Agent and Tax Agency to submit a delink escalation request to the FTA.



Submission of Delink escalation request by Tax Agent to the FTA:

This section explains the steps to be followed by a Tax Agent to submit a delink escalation request to the FTA to delink their EmaraTax account from the Tax Agency they are linked to.

Submission of delink escalation request by Tax Agent to the FTA

Login as Tax Agent

The screenshot shows the FTA login interface. On the left, a dark blue box asks 'Don't have an Account?' and provides a 'Sign Up' button. The main area has two login options: 'Login with your E-mail' and 'Login with your Emirates ID'. The E-mail login form includes fields for Email Address (fta_test25@tax.gov.ae), Password, and a Security Code (737366). The Emirates ID login option features the UAE PASS logo and a 'Login With UAE PASS' button. A footer section contains quick links, other links, and the organization's location.



- 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.



Are you an existing e-Services user?

We have made some major enhancements to the way our systems work. If you already have an account with the FTA but are using the new system for the first time [Please reset your password here](#)

Don't have an Account?

If you do not already have an account with the FTA please signup here

[Sign Up](#)

Got any question on the new system?
[Read the FAQs](#)

Login with your E-mail

Email Address
fta_test25@tax.gov.ae

Password

[Forgot password?](#)

Enter Security Code
737366

[Login](#)

Login with your Emirates ID

UAE Pass provides single trusted digital identity solution for service providers

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Central Park Business Towers - DIFC, P.O. Box 2440, Dubai, U.A.E

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 Login as a Tax Agent to submit an “escalation request” to FTA with necessary supporting documents.

Tax Agency Details Tile

Step	Action
(1)	Click 'Manage' on the Tax Agency Details tile.

Step	Action
(1)	<ul style="list-style-type: none"> Click 'Actions' against the delink request that is rejected by the Tax Agency. Click 'Escalation' to initiate the escalation application.



The screenshot shows the 'Escalation Request By Tax Agent' form. The form is divided into several sections: 'Tax Agency Details' with fields for TAN (0030633929), Assign Date (09/10/2022), Name in English (Test), and Name in Arabic (التست); 'Delinking Details' with a 'Reason for Delinking' field (Delinking) and an 'Effective Date of Delinking' field (18/10/2022); and an 'Upload copy of Delinking Evidence' section with a file upload button, a drag-and-drop area, and a 'Submit' button. The 'Submit' button is highlighted with a red box and a yellow circle containing the number '1'.

Step	Action
(1)	<ul style="list-style-type: none"> Enter the reason for delinking, effective date of delinking and upload the copy of delinking evidence. Click 'Submit' to submit the application to FTA.

Post Application Submission

The screenshot shows the FTA Tax Agent portal interface. At the top, there's a navigation bar with the FTA logo and a search bar. Below the navigation bar, the main content area displays 'Application Submitted Successfully' in a large, bold font. To the left of this message is a large icon of a document with a checkmark. Below the main message, there's a section titled 'What Next:' which contains three bullet points: 'Once the application is submitted, the FTA shall approve, reject or request the applicant accordingly within 30 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.', and '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.' Below this, there's a section titled 'Important Notes:' which contains one bullet point: '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's a footer with contact information: 'For any inquiry or assistance, please contact us on: Within UAE: 800509994 | Outside UAE: +971 800509994. Email us at info@fta.gov.ae'. There are also buttons for 'Back to Dashboard' and 'Download'.

- After your application is submitted successfully, a Reference Number is generated for your submitted application. Note this reference number for future purposes.
- FTA will review the application and if required request for additional information from the Tax Agent. After completing the review, FTA shall approve or reject the Tax Agent's escalation request. If FTA approves the escalation request, the Tax Agent will be delinked from the Tax Agency. If FTA rejects the escalation request, Tax Agent will not be delinked from the Tax Agency.
- Read the "What Next" and "Important Notes".

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 Agent dashboard.



Correspondences



Tax Agent will receive the following correspondences when they submit the escalation request to FTA:

Escalation request submission acknowledgement.

Escalation request additional information or approval or rejection by FTA.



Submission of Delink escalation request by Tax Agency to the FTA (Delink from Tax Agent):

This section explains the steps to be followed by a Tax Agency to submit a delink escalation request to the FTA to delink their EmaraTax account from the Tax Agent they are linked to.

Submission of Delink escalation request by Tax Agency to the FTA (Delink from Tax Agent): Login as Tax Agency

Are you an existing e-Services user?

We have made some major enhancements to the way our systems work. If you already have an account with the FTA but are using the new system for the first time
[Please reset your password here](#)

Don't have an Account?
If you do not already have an account with the FTA please signup here
[Sign Up](#)
Got any question on the new system?
[Read the FAQs](#)

Login with your E-mail

Email Address
training_taxagency@abc.com

Password

[Forgot password?](#)
Enter Security Code
614187

[Login](#)

Login with your Emirates ID


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 Login as a Tax Agency to submit an “escalation request” to FTA with necessary supporting documents.

Tax Agent Management Tile

Step	Action
(1)	Click 'Manage' on the Tax Agent Management tile.

Step	Action
(1)	<ul style="list-style-type: none"> Click 'Actions' against the delink request that is rejected by the Tax Agent. Click 'Escalation' to initiate the escalation application.



The screenshot shows the 'Escalation Request By Tax Agency' form. The form is divided into several sections: 'Tax Agent Details' with fields for TAAN (0020003990), Assign Date (04/11/2022), Name in English (Training Tax Agent), and Name in Arabic (مدرّب ضريبة); 'Delinking Details' with a field for Reason for Delinking (Delinking) and Effective Date of Delinking (04/11/2022); and an 'Upload copy of Delinking Evidence' section with a file upload button and a drag-and-drop area. A red box highlights the 'Submit' button, which is labeled with a yellow circle containing the number 1.

Step	Action
(1)	<ul style="list-style-type: none"> Enter the reason for delinking, effective date of delinking and upload the copy of delinking evidence. Click 'Submit' to submit the application to FTA.



Post Application Submission

The screenshot shows the 'Tax Agent Management' portal with the status 'Application Submitted Successfully'. The application details are as follows:

Field	Value
Name	ABC Agency Co
Reference Number	10900000289
Submitted Date	4 November 2022

What Next:

- Once the application is submitted, the FTA shall approve, reject or request the applicant accordingly within 30 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: 800000094 | Outside UAE: +973 60000094 Email us at info@fta.gov.ae



- After your application is submitted successfully, a Reference Number is generated for your submitted application. Note this reference number for future purposes.
- FTA will review the application and if required request for additional information from the Tax Agency. After completing the review, FTA shall approve or reject the Tax Agency's escalation request. If FTA approves the escalation request, the Tax Agent will be delinked from the Tax Agency. If FTA rejects the escalation request, Tax Agent will not be delinked from the Tax Agency.
- Read the "What Next" and "Important Notes".

Escalation By Tax Agency

Application Submitted Successfully

Name : ABC Agency Co.
Reference Number : 10000000000
Submitted Date : 4 November 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.

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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.



Correspondences



Tax Agency will receive the following correspondences when they submit the escalation request to FTA:

Escalation request submission acknowledgement.

Escalation request additional information or approval or rejection by FTA.



Submission of Delink escalation request by Tax Agency to the FTA (Delink from Taxable Person):

This section explains the steps to be followed by a Tax Agency to submit a delink escalation request to the FTA to delink their EmaraTax account from the Taxable Person they are linked to.

Submission of Delink escalation request by Tax Agency to the FTA (Delink from Taxable Person):

Login as Tax Agency

Don't have an Account?
If you do not already have an account with the FTA please signup here
[Sign Up](#)
Got any question on the new system?
[Read the FAQs](#)

Are you an existing e-Services user?
We have made some major enhancements to the way our systems work. If you already have an account with the FTA but are using the new system for the first time
[Please reset your password here](#)

Login with your E-mail
Email Address
training_taxagency@abc.com
Password


[Forgot password?](#)
Enter Security Code
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[Login](#)

Login with your Emirates ID
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 Login as a Tax Agency to submit an “escalation request” to FTA with necessary supporting documents.

Taxable Person Management Tile

Step	Action
(1)	Click 'Manage' on the Taxable Person Management tile.

Step	Action
(1)	<ul style="list-style-type: none"> Click 'Actions' against the delink request that is rejected by the Taxable Person. Click 'Escalation' to initiate the escalation application.



Escalation Request By Tax Agency

Taxable Person Details

TRN: 1006359887 Assign Date: 04/11/2022

Name in English: HALA Khan Name in Arabic: هالة خان

Delinking Details

Reason for Delinking: Delinking

Effective Date of Delinking: 04/11/2022

Upload copy of Delinking Evidence

Drag files here

Max file size: 10 MB

Formats: PDF, DOC

Max No. of Files: 3

Submit

Step	Action
(1)	<ul style="list-style-type: none"> Enter the reason for delinking, effective date of delinking and upload the copy of delinking evidence. Click 'Submit' to submit the application to FTA.

Post Application Submission

Escalate Delinking Request to FTA

Application Submitted Successfully

Name : ABC Agency Co
Reference Number : 1280100022389
Submitted Date : 4 November 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 20 calendar days of being required to register.

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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.
- FTA will review the application and if required request for additional information from the Tax Agency. After completing the review, FTA shall approve or reject the Tax Agency's escalation request. If FTA approves the escalation request, the Taxable Person will be delinked from the Tax Agency. If FTA rejects the escalation request, Taxable Person will not be delinked from the Tax Agency.
- Read the "What Next" and "Important Notes".

Escalate Delinking Request to FTA

Application Submitted Successfully

IN REVIEW

Name: ABC Agency Co
Reference Number: 10000000000000000000
Submitted Date: 4 November 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/line 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 Note:

* 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 20 calendar days of being required to register.

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[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.



Correspondences



Tax Agency will receive the following correspondences when they submit the escalation request to FTA:

Escalation request submission acknowledgement.

Escalation request additional information or approval or rejection by FTA.



Submission of Delink escalation request by Taxable Person to the FTA (Delink from Tax Agency):

This section explains the steps to be followed by a Taxable person to submit a delink escalation request to the FTA to delink their EmaraTax account from the Tax Agency they are linked to.

Submission of Delink escalation request by Taxable Person to the FTA (Delink from Tax Agency):

Login as Taxable Parson

Are you an existing e-Services user?

We have made some major enhancements to the way our systems work. If you already have an account with the FTA but are using the new system for the first time [Please reset your password here](#)

Don't have an Account?
If you do not already have an account with the FTA please signup here
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Got any question on the new system?
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Login as a Taxable Person to submit an “escalation request” to FTA with necessary supporting documents.

Step	Action
(1)	Click 'View' to open the Taxable Person tile.

Step	Action
(1)	Click 'USER AUTHORIZATION'.



Manage User Authorization

User Type	Name(EN)	Email ID	Start	End	Status	Authorizations	Actions
Portal User	VAT REG REG VAT	fta_test07@tax.gov.ae	16/06/2022	31/12/9999	Active	Admin	
Portal User	Shalu Kumari	invenio55@pp.com	12/08/2022	31/12/9999	Active	Write Access	
Portal User	SONU Sonu	fta_test37@tax.gov.ae	12/08/2022	31/12/9999	Active	Write Access	
Tax Agency	ABC Agency Co	training_ty@abc.com	04/11/2022	01/03/2023	Delinking Rejected		Escalation

Step	Action
(1)	<ul style="list-style-type: none"> Click 'Actions' against the delink request that is rejected by the Tax Agency. Click 'Escalation' to initiate the escalation application.

Escalation Request By Taxable Person

Tax Agency Details

TAN: 0030633051 Assign Date: 04/11/2022

Name in English: ABC Agency Co Name in Arabic: شركة وكالة ابو بي تسي

Delinking Details

Reason for Delinking: Delinking

Effective Date of Delinking: 04/11/2022

Upload copy of Delinking Evidence

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, effective date of delinking and upload the copy of delinking evidence. Click 'Submit' to submit the application to FTA.

Post Application Submission

The screenshot shows the FTA portal interface. At the top, there's a navigation bar with the FTA logo and 'FEDERAL TAX AUTHORITY'. Below it, a breadcrumb trail reads 'Escalate Delinking Request to FTA'. The main content area displays 'Application Submitted Successfully' with a 'IN REVIEW' status. It lists the following details:

- Name: N/A
- Reference Number: 126000002271
- Submitted Date: 4 November 2022

Below this information is a 'What Next' section with the following instructions:

- 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.

An 'Important Notes' section follows, stating that an 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 20 calendar days of being required to register.

At the bottom, there's a footer with contact information: 'For any inquiry or assistance, please contact us via WhatsApp: 0507000954 / Dubai UAE: +971-5555000954 Email us at info@fta.gov.ae'. There are also buttons for 'Back to Dashboard' and 'Download'.

- After your application is submitted successfully, a Reference Number is generated for your submitted application. Note this reference number for future purposes.
 - FTA will review the application and if required request for additional information from the Taxable Person. After completing the review, FTA shall approve or reject the Taxable Person's escalation request. If FTA approves the escalation request, the Taxable Person will be delinked from the Tax Agency. If FTA rejects the escalation request, Taxable Person will not be delinked from the Tax Agency.
 - Read the "What Next" and "Important Notes".

Escalate Delinking Request to FTA

Application Submitted Successfully

IN REVIEW

Name: T. Noman

Reference Number: 10605802227

Submitted Date: 4 November 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/line 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 Note:

* 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 20 calendar days of being required to register.

For any inquiry or assistance, please contact us on: Within UAE: 800050964 | Outside UAE: +971 800050964 Email: 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 Taxable person dashboard.



Correspondences



Taxable Person will receive the following correspondences when they submit the escalation request to FTA:

Escalation request submission acknowledgement.

Escalation request additional information or approval or rejection by FTA.



Thank you