



## امارات تاکس **MARATAX**

### EX311 - Initiate Direct Refunds for Excise Tax Registrant - User Manual

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#### **Document Version Control**

Version No.	Date	Prepared/Reviewed by	Comments
1.0	01-Oct-22	Federal Tax Authority	User Manual for EmaraTax Portal



# United Arab Emirates

#### **Annexure Section**

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.





#### **Navigating through EmaraTax**

The Following Tabs and Buttons are available to help you navigate through this process

	e 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	
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	
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 Here





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#### Introduction



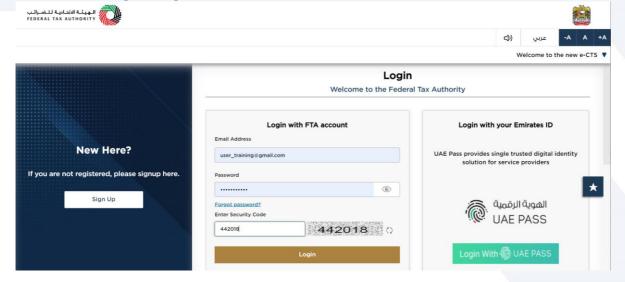


This manual is prepared to help the Excise Taxpayer to navigate through the EmaraTax portal to submit a Excise 311 - Direct Refund.





#### **EmaraTax Login Page**



• 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.

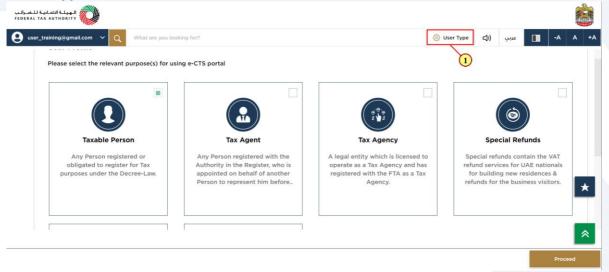


- If you login via your registered email and password, on successful login, the EmaraTax online user dashboard will be displayed. If you had opted for 2 factor authentication, you will be required to enter the OTP received in your registered email and mobile number to successfully login.
- If you wish 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.

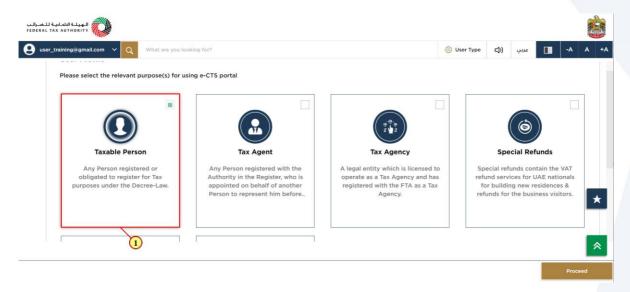




#### **User Type Selection**



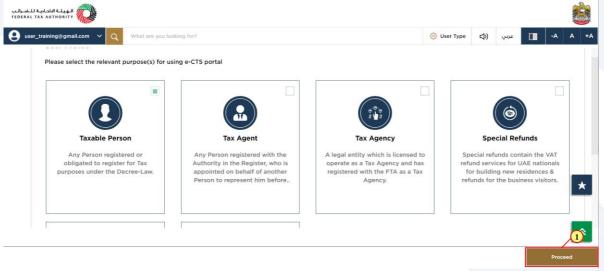
Step	Action
(1)	Click here to select the user type



Step	Action
(1)	Select the Taxable Person tile





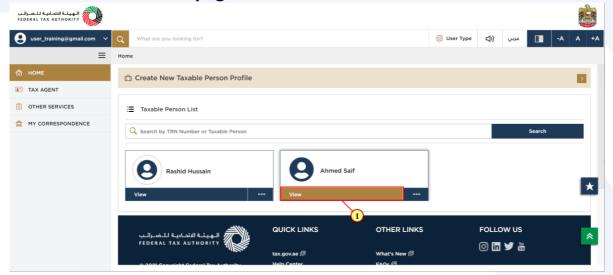


Step	Action
(1)	Click on 'Proceed' to proceed to the Taxable Person

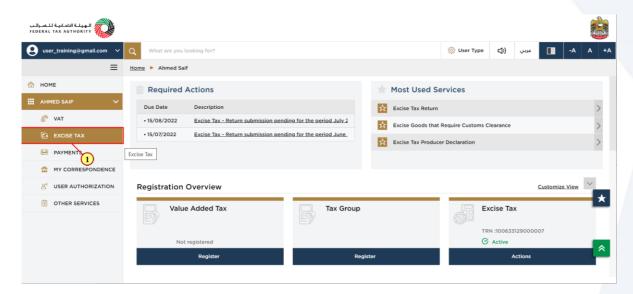




#### **Taxable Person Home page**



Step	Action
(1)	Click here to view the Taxable Person dashboard

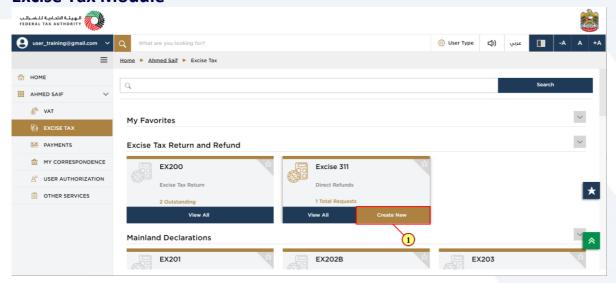


Step	Action
(1)	Click here to access Excise Tax module

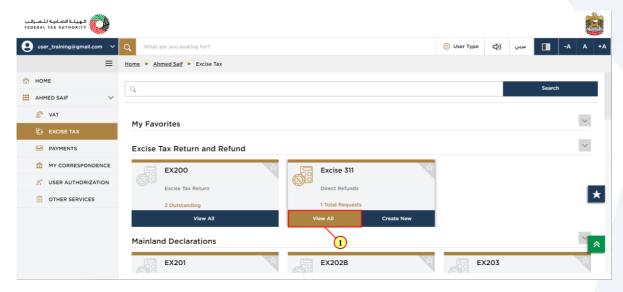




#### **Excise Tax Module**



Step	Action
(1)	Click here to initiate a new refund request

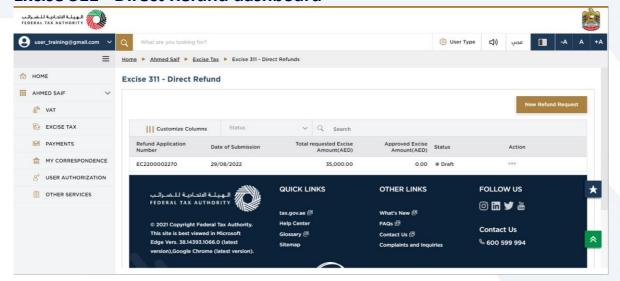


Step	Action
(1)	Click here to view all your previous refund requests



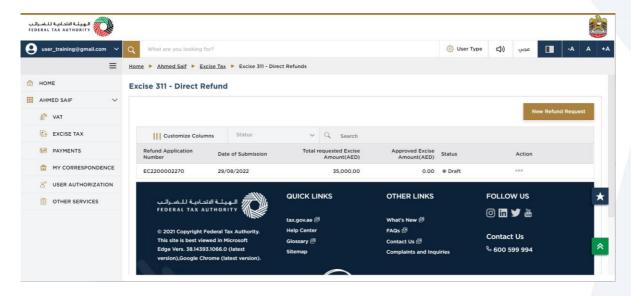


#### **Excise 311 - Direct Refund dashboard**





This dashboard displays information related to your previous EX 311 refund requests

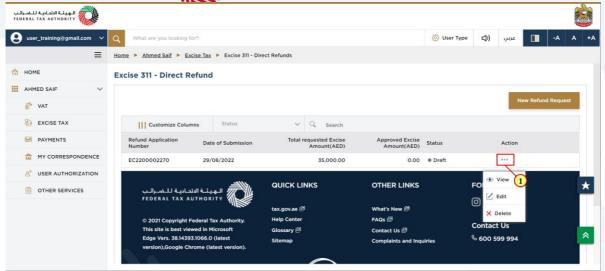




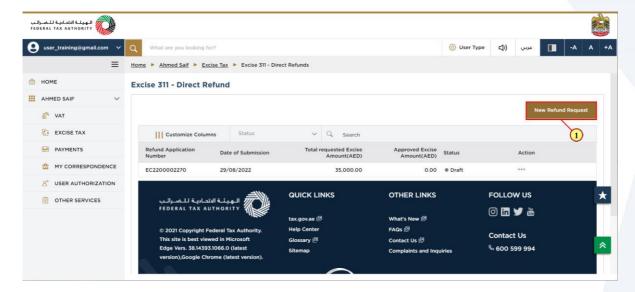
You can add a new column to the table or filter the refund applications by its status. You can also search for an application by the refund application number







Step	Action
(1)	Click on ellipsis to view, edit or delete the application

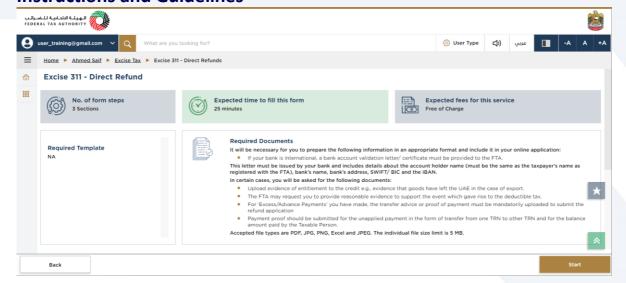


Step	Action
(1)	Click on 'New Refund Request' to initiate a new refund request



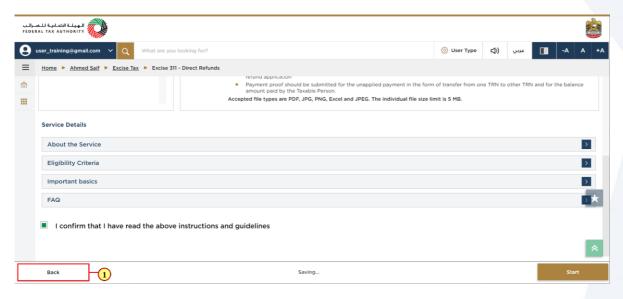


#### **Instructions and Guidelines**





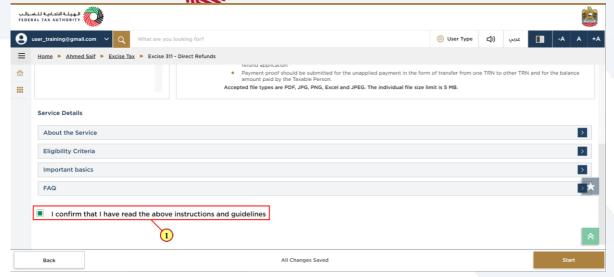
These are the instructions and guidelines which detail key information such as required templates, supporting documentation, eligibility criteria and the expected time to complete this refund request



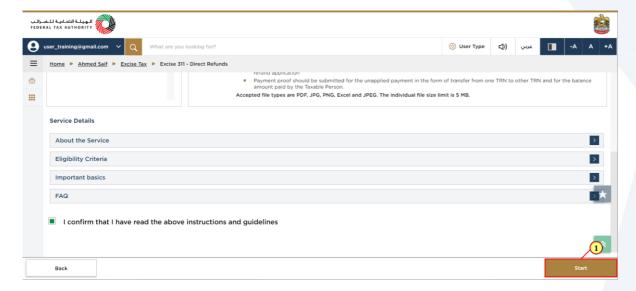
Step	Action
(1)	Click on 'Back' to go back to the previous page







Step	Action
(1)	Mark the checkbox to confirm that you have read and understood the instructions and guidelines

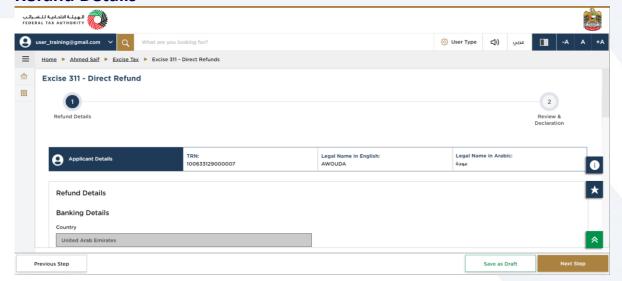


	Step	Action
Ī	(1)	Click on 'Start' to proceed to the refund request



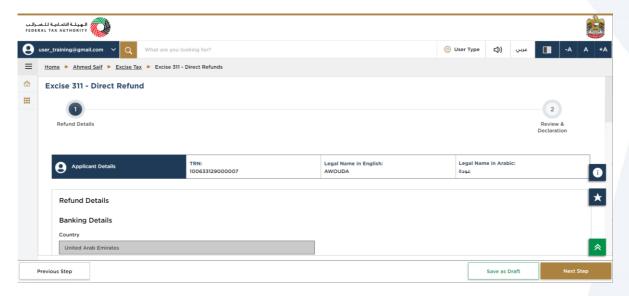


#### **Refund Details**





The progress bar displays the number of steps required to complete the refund request. 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

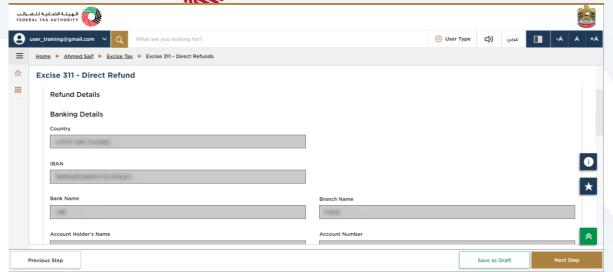




This section displays the basic details of the Excise Tax Registrant

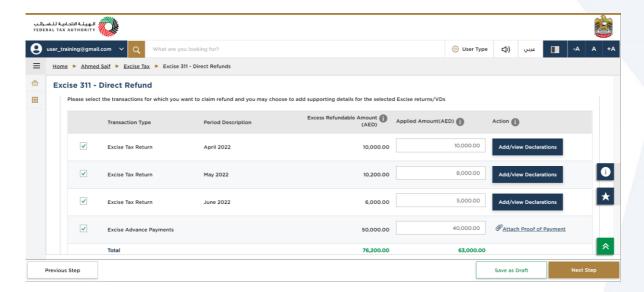








Bank details are pre-populated from registration data. Please ensure that the bank details are correct prior to the submission of the refund request as incorrect bank details may lead to payment failure

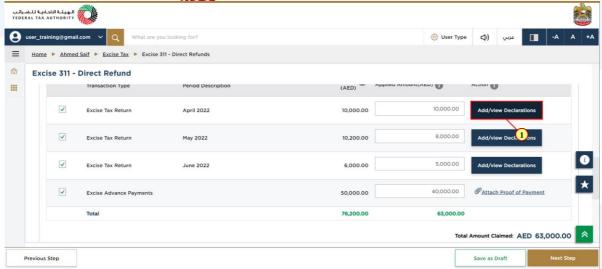




This section displays the relevant transaction types and the excess refundable amount





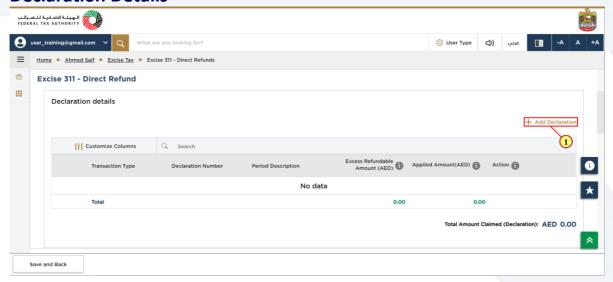


Step	Action
(1)	Click here to add an Excise Tax declaration or to view the details of a previously added declaration





#### **Declaration Details**

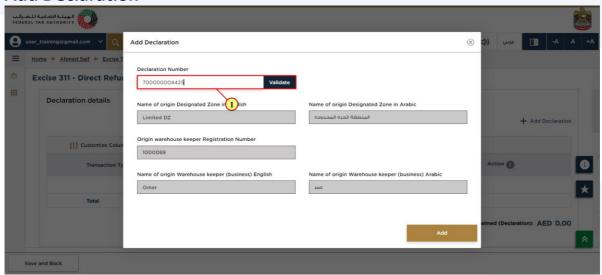


Step	Action
(1)	Click here to add another Excise Tax declaration

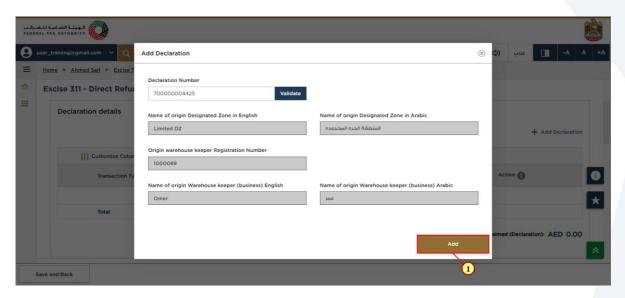




#### **Add Declaration**



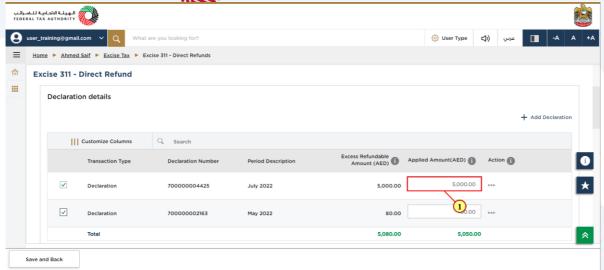
Step	Action
(1)	Enter the Declaration number and click on Validate



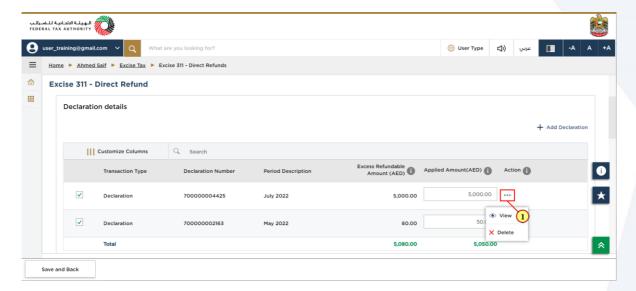
	Step	Action
ĺ	(1)	Click here to add the declaration to the list







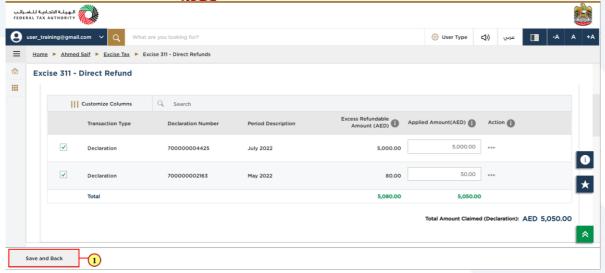
Step	Action
(1)	Enter the amount that you would like to claim from the selected declaration



	Step	Action
Ī	(1)	Click on ellipsis to view or delete a declaration





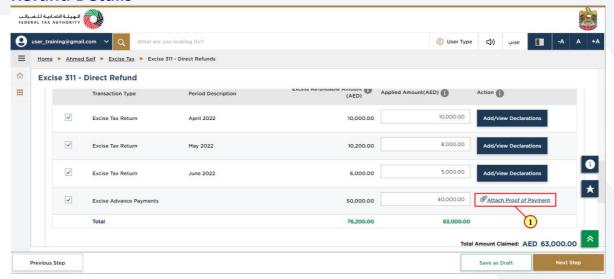


Step	Action
(1)	Click on 'Save and Go Back' to save the application and return to the previous section

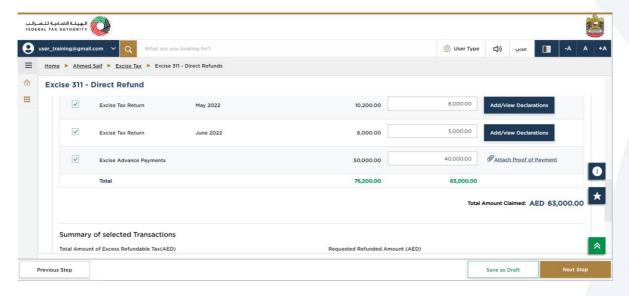




#### **Refund Details**



Step	Action
(1)	Click here to upload the proof for 'Excess or Advance Payments' such as the Transfer Advice or any other payment proof

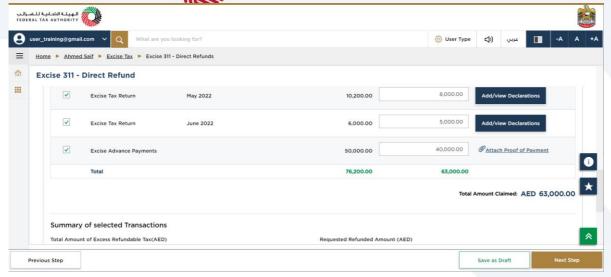




This is the refundable excess credit available for you to claim

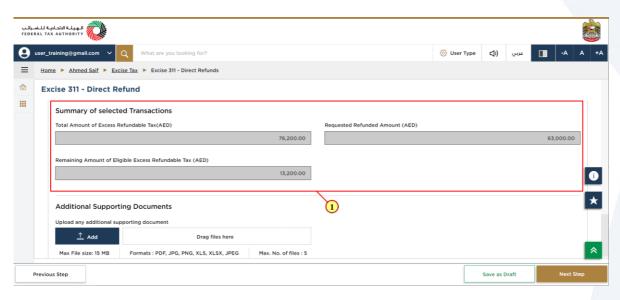








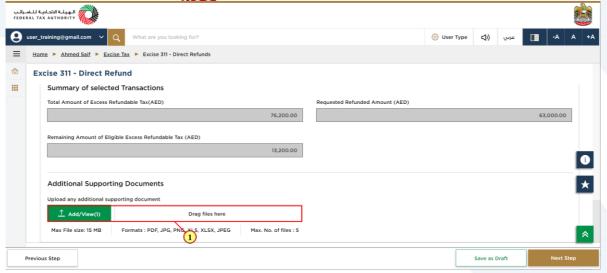
This is the total refund amount requested by you



Step	Action
(1)	Review the summary of selected transactions

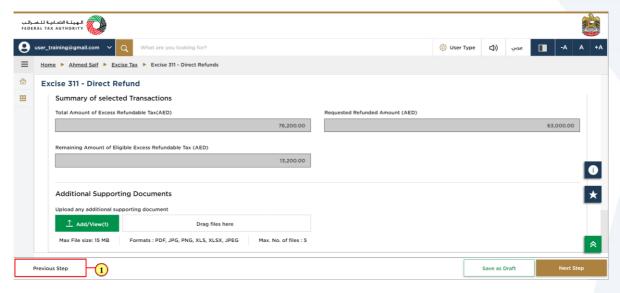






Step Action

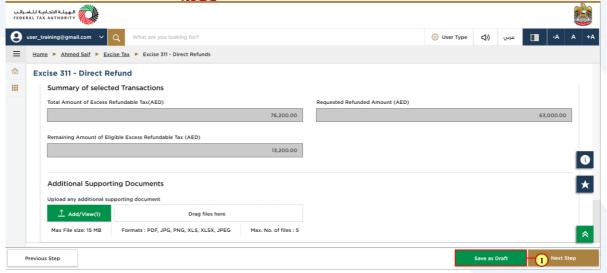
Click on 'Add' button or drag & drop your files to upload supporting documents. On successful upload of document, the 'Add' button will be highlighted in green



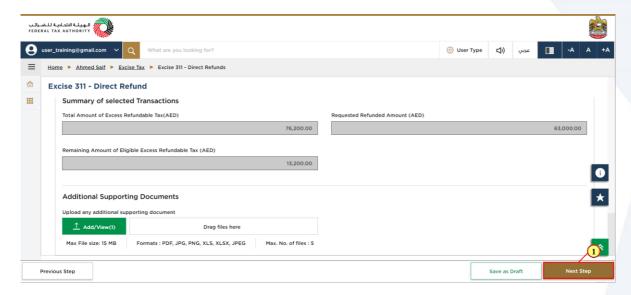
Step	Action
(1)	Click on 'Previous Step' to go back to the previous section.









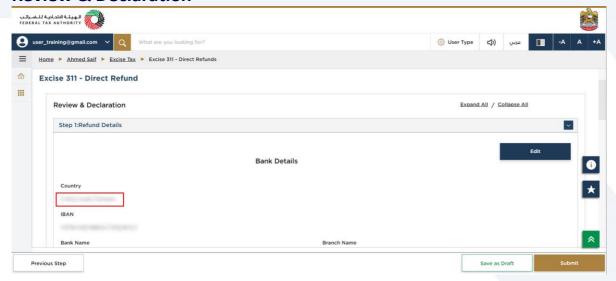


Step	Action
(1)	Click on 'Next Step' to proceed to the next section



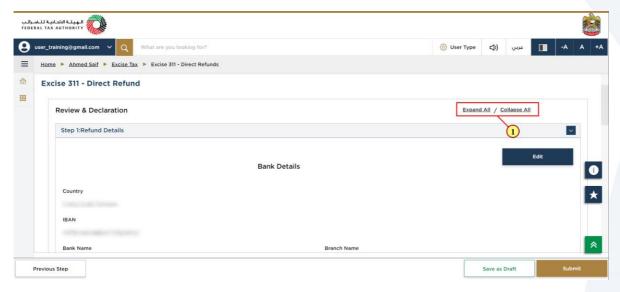


#### **Review & Declaration**





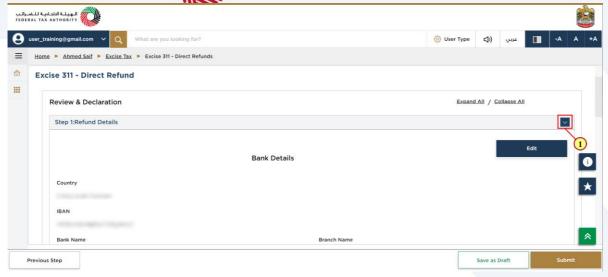
This section displays your completed refund request and allows you to review it prior to submission



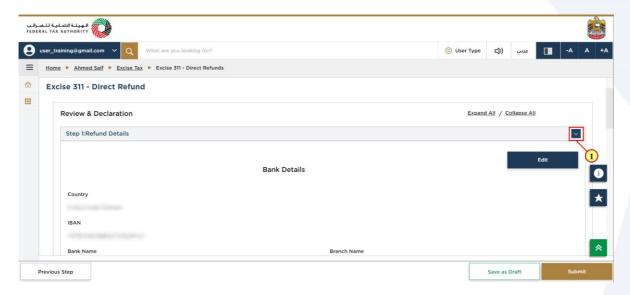
Step	Action
(1)	Click here to expand or collapse all steps at once







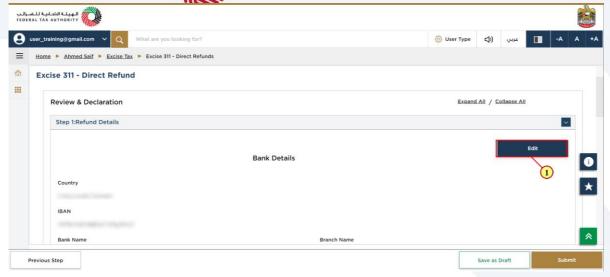




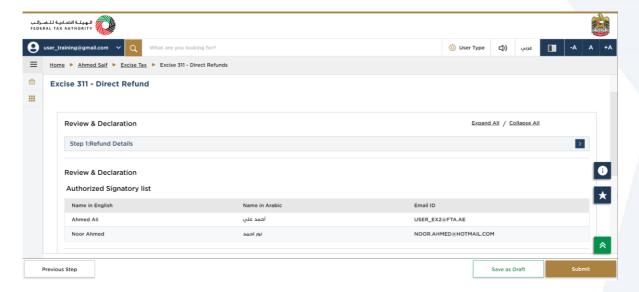
Step	Action
(1)	Click on each step to review every section







Step	Action
(1)	Click here to edit the refund details

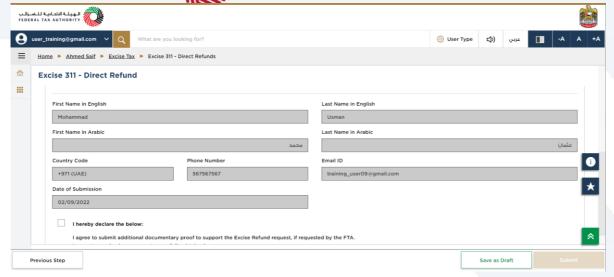




The Authorized Signatory details are taken from your Excise Tax registration currently held by the FTA

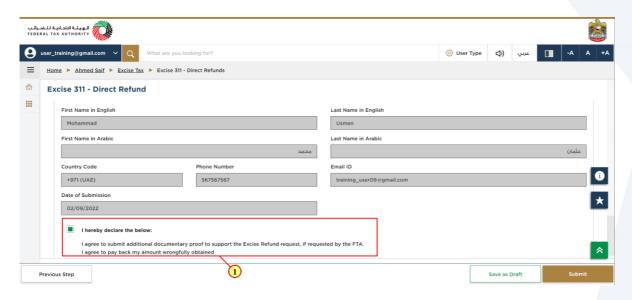








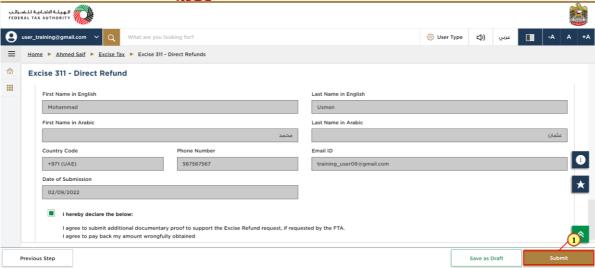
The Declaration details are taken from your Excise Tax registration currently held by the FTA



Step	Action
(1)	Mark the checkbox to confirm that you have agree to the terms and conditions on this refund screen





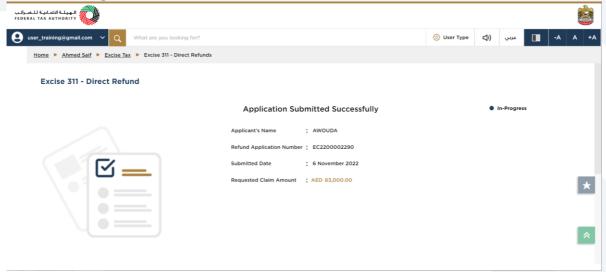


Step	Action
(1)	Click on 'Submit' to submit the refund request





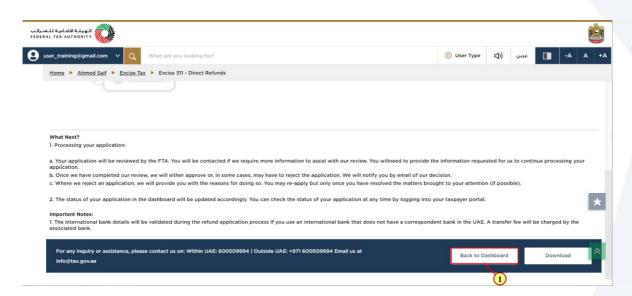
#### **Acknowledgement**





You have successfully submitted the refund request.

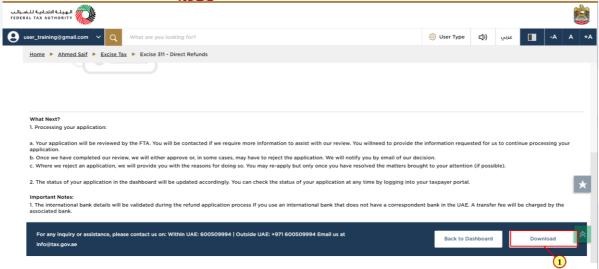
Make a note of the application number for future reference. You can also access this refund request from the Excise 311 - Direct refunds tile within the Excise Tax module.



Step	Action
(1)	Click on 'Back to Dashboard' to go back to dashboard.







Step	Action
(1)	Click on 'Download' to download a copy of submitted Excise 311 refund application acknowledgement.



# United Arab Emirates

#### Correspondences





## After submission of refund request, Excise Taxpayer 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)

