



EX311 - Initiate Direct Refunds for Excise Tax Registrant - 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 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: <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](#)



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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

الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

عربي

-A A +A

Welcome to the new e-CTS

New Here?

If you are not registered, please signup here.

Sign Up

Login

Welcome to the Federal Tax Authority

Login with FTA account

Email Address

user_training@gmail.com

Password

.....

[Forgot password?](#)

Enter Security Code

442018 442018

Login

Login with your Emirates ID

UAE Pass provides single trusted digital identity solution for service providers

الهوية الرقمية
UAE PASS

Login With UAE PASS



- 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

Please select the relevant purpose(s) for using e-CTS portal

Taxable Person

Any Person registered or obligated to register for Tax purposes under the Decree-Law.

Tax Agent

Any Person registered with the Authority in the Register, who is appointed on behalf of another Person to represent him before..

Tax Agency

A legal entity which is licensed to operate as a Tax Agency and has registered with the FTA as a Tax Agency.

Special Refunds

Special refunds contain the VAT refund services for UAE nationals for building new residences & refunds for the business visitors.

Proceed

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

Please select the relevant purpose(s) for using e-CTS portal

Taxable Person

Any Person registered or obligated to register for Tax purposes under the Decree-Law.

Tax Agent

Any Person registered with the Authority in the Register, who is appointed on behalf of another Person to represent him before..

Tax Agency

A legal entity which is licensed to operate as a Tax Agency and has registered with the FTA as a Tax Agency.

Special Refunds

Special refunds contain the VAT refund services for UAE nationals for building new residences & refunds for the business visitors.

Proceed

Step	Action
(1)	Select the Taxable Person tile



الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

user_training@gmail.com What are you looking for? User Type عربي

Please select the relevant purpose(s) for using e-CTS portal

Taxable Person

Any Person registered or obligated to register for Tax purposes under the Decree-Law.

Tax Agent

Any Person registered with the Authority in the Register, who is appointed on behalf of another Person to represent him before..

Tax Agency

A legal entity which is licensed to operate as a Tax Agency and has registered with the FTA as a Tax Agency.

Special Refunds

Special refunds contain the VAT refund services for UAE nationals for building new residences & refunds for the business visitors.

Proceed

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

The screenshot shows the user interface of the Excise Tax Module. The left sidebar contains navigation options: HOME, AHMED SAIF, VAT, EXCISE TAX (highlighted), PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main content area displays 'My Favorites' and 'Excise Tax Return and Refund'. Under 'Excise Tax Return and Refund', there are two cards: 'EX200 Excise Tax Return' with '2 Outstanding' and 'View All' button, and 'Excise 311 Direct Refunds' with '1 Total Requests' and buttons for 'View All' and 'Create New'. A red box highlights the 'Create New' button, and a yellow circle with the number 1 points to it. Below these cards is the 'Mainland Declarations' section with cards for EX201, EX202B, and EX203.

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

This screenshot is identical to the one above, showing the same interface. However, the red box highlights the 'View All' button instead of the 'Create New' button, and the yellow circle with the number 1 points to it.

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

Excise 311 - Direct Refund dashboard

user_training@gmail.com

What are you looking for?

User Type عربي

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

HOME

AHMED SAIF

VAT

EXCISE TAX

PAYMENTS

MY CORRESPONDENCE

USER AUTHORIZATION

OTHER SERVICES

Excise 311 - Direct Refund

New Refund Request

Refund Application Number	Date of Submission	Total requested Excise Amount(AED)	Approved Excise Amount(AED)	Status	Action
EC2200002270	29/08/2022	35,000.00	0.00	Draft	...

QUICK LINKS

tax.gov.ae

Help Center

Glossary

Sitemap

OTHER LINKS

What's New

FAQs

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Complaints and Inquiries

FOLLOW US

Contact Us

600 599 994



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

user_training@gmail.com

What are you looking for?

User Type عربي

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

HOME

AHMED SAIF

VAT

EXCISE TAX

PAYMENTS

MY CORRESPONDENCE

USER AUTHORIZATION

OTHER SERVICES

Excise 311 - Direct Refund

New Refund Request

Refund Application Number	Date of Submission	Total requested Excise Amount(AED)	Approved Excise Amount(AED)	Status	Action
EC2200002270	29/08/2022	35,000.00	0.00	Draft	...

QUICK LINKS

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Help Center

Glossary

Sitemap

OTHER LINKS

What's New

FAQs

Contact Us

Complaints and Inquiries

FOLLOW US

Contact Us

600 599 994



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

Excise 311 - Direct Refund

Refund Application Number	Date of Submission	Total requested Excise Amount(AED)	Approved Excise Amount(AED)	Status	Action
EC2200002270	29/08/2022	35,000.00	0.00	Draft	View

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

Excise 311 - Direct Refund

Refund Application Number	Date of Submission	Total requested Excise Amount(AED)	Approved Excise Amount(AED)	Status	Action
EC2200002270	29/08/2022	35,000.00	0.00	Draft	...

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

Instructions and Guidelines

user_training@gmail.com

What are you looking for?

User Type عربي

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

Excise 311 - Direct Refund

No. of form steps
3 Sections

Expected time to fill this form
25 minutes

Expected fees for this service
Free of Charge

Required Template
NA

Required Documents
It will be necessary for you to prepare the following information in an appropriate format and include it in your online application:

- If your bank is international, a bank account validation letter/ certificate must be provided to the FTA.

This letter must be issued by your bank and includes details about the account holder name (must be the same as the taxpayer's name as registered with the FTA), bank's name, bank's address, SWIFT/ BIC and the IBAN.

In certain cases, you will be asked for the following documents:

- Upload evidence of entitlement to the credit e.g., evidence that goods have left the UAE in the case of export.
- The FTA may request you to provide reasonable evidence to support the event which gave rise to the deductible tax.
- For 'Excess/Advance Payments' you have made, the transfer advice or proof of payment must be mandatorily uploaded to submit the refund application.
- Payment proof should be submitted for the unapplied payment in the form of transfer from one TRN to other TRN and for the balance amount paid by the Taxable Person.

Accepted file types are PDF, JPG, PNG, Excel and JPEG. The individual file size limit is 5 MB.

Back Start



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

user_training@gmail.com

What are you looking for?

User Type عربي

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

Payment proof should be submitted for the unapplied payment in the form of transfer from one TRN to other TRN and for the balance amount paid by the Taxable Person.

Accepted file types are PDF, JPG, PNG, Excel and JPEG. The individual file size limit is 5 MB.

Service Details

About the Service

Eligibility Criteria

Important basics

FAQ

☒ I confirm that I have read the above instructions and guidelines

Back Saving... Start

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

user_training@gmail.com What are you looking for? User Type عربي

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

refund application

- Payment proof should be submitted for the unapplied payment in the form of transfer from one TRN to other TRN and for the balance amount paid by the Taxable Person.

Accepted file types are PDF, JPG, PNG, Excel and JPEG. The individual file size limit is 5 MB.

Service Details

- About the Service
- Eligibility Criteria
- Important basics
- FAQ

☒ I confirm that I have read the above instructions and guidelines

Back All Changes Saved Start

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

user_training@gmail.com What are you looking for? User Type عربي

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

refund application

- Payment proof should be submitted for the unapplied payment in the form of transfer from one TRN to other TRN and for the balance amount paid by the Taxable Person.

Accepted file types are PDF, JPG, PNG, Excel and JPEG. The individual file size limit is 5 MB.

Service Details

- About the Service
- Eligibility Criteria
- Important basics
- FAQ

☒ I confirm that I have read the above instructions and guidelines

Back Start

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



Refund Details

user_training@gmail.com

What are you looking for?

User Type

عربي

-A A +A

Home

Ahmed Saif

Excise Tax

Excise 311 - Direct Refunds

Excise 311 - Direct Refund

1

Refund Details

2

Review & Declaration

Applicant Details

TRN: 100633129000007

Legal Name in English: AWOUDA

Legal Name in Arabic: عودة

Refund Details

Banking Details

Country

United Arab Emirates

Previous Step

Save as Draft

Next Step



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

user_training@gmail.com

What are you looking for?

User Type

عربي

-A A +A

Home

Ahmed Saif

Excise Tax

Excise 311 - Direct Refunds

Excise 311 - Direct Refund

1

Refund Details

2

Review & Declaration

Applicant Details

TRN: 100633129000007

Legal Name in English: AWOUDA

Legal Name in Arabic: عودة

Refund Details

Banking Details

Country

United Arab Emirates

Previous Step

Save as Draft

Next Step



This section displays the basic details of the Excise Tax Registrant

user_training@gmail.com What are you looking for?

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

Excise 311 - Direct Refund

Refund Details

Banking Details

Country

IBAN

Bank Name

Branch Name

Account Holder's Name

Account Number

Previous Step Save as Draft Next Step



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

user_training@gmail.com What are you looking for?

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

Excise 311 - Direct Refund

Please select the transactions for which you want to claim refund and you may choose to add supporting details for the selected Excise returns/VDs

Transaction Type	Period Description	Excess Refundable Amount (AED)	Applied Amount(AED)	Action
<input checked="" type="checkbox"/> Excise Tax Return	April 2022	10,000.00	10,000.00	Add/view Declarations
<input checked="" type="checkbox"/> Excise Tax Return	May 2022	10,200.00	8,000.00	Add/view Declarations
<input checked="" type="checkbox"/> Excise Tax Return	June 2022	6,000.00	5,000.00	Add/view Declarations
<input checked="" type="checkbox"/> Excise Advance Payments		50,000.00	40,000.00	Attach Proof of Payment
Total		76,200.00	63,000.00	

Previous Step Save as Draft Next Step



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



user_training@gmail.com What are you looking for? User Type عربي -A A +A

Home ▶ Ahmed Saif ▶ Excise Tax ▶ Excise 311 - Direct Refunds

Excise 311 - Direct Refund

Transaction Type	Period Description	(AED)	Applied Amount (AED)	Amount	
<input checked="" type="checkbox"/> Excise Tax Return	April 2022	10,000.00	10,000.00	Add/view Declarations	
<input checked="" type="checkbox"/> Excise Tax Return	May 2022	10,200.00	8,000.00	Add/view Decl. Items	(1)
<input checked="" type="checkbox"/> Excise Tax Return	June 2022	6,000.00	5,000.00	Add/view Declarations	
<input checked="" type="checkbox"/> Excise Advance Payments		50,000.00	40,000.00	Attach Proof of Payment	
Total		76,200.00	63,000.00		

Total Amount Claimed: AED 63,000.00

Previous Step Save as Draft Next Step

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



Declaration Details

user_training@gmail.com What are you looking for? User Type عربي -A A +A

Home ▶ Ahmed Saif ▶ Excise Tax ▶ Excise 311 - Direct Refunds

Excise 311 - Direct Refund

Declaration details

[+ Add Declaration](#) 1

Customize Columns Search

Transaction Type	Declaration Number	Period Description	Excess Refundable Amount (AED) 1	Applied Amount(AED) 1	Action 1
No data					
Total			0.00	0.00	

Total Amount Claimed (Declaration): AED 0.00

Save and Back

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
(1)	Click here to add the declaration to the list



user_training@gmail.com What are you looking for? User Type عربي

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

Excise 311 - Direct Refund

Declaration details

+ Add Declaration

Transaction Type	Declaration Number	Period Description	Excess Refundable Amount (AED)	Applied Amount(AED)	Action
<input checked="" type="checkbox"/> Declaration	700000004425	July 2022	5,000.00	5,000.00	...
<input checked="" type="checkbox"/> Declaration	700000002163	May 2022	80.00	80.00	...
Total			5,080.00	5,050.00	

Save and Back

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

user_training@gmail.com What are you looking for? User Type عربي

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

Excise 311 - Direct Refund

Declaration details

+ Add Declaration

Transaction Type	Declaration Number	Period Description	Excess Refundable Amount (AED)	Applied Amount(AED)	Action
<input checked="" type="checkbox"/> Declaration	700000004425	July 2022	5,000.00	5,000.00	...
<input checked="" type="checkbox"/> Declaration	700000002163	May 2022	80.00	80.00	View Delete
Total			5,080.00	5,050.00	

Save and Back

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



user_training@gmail.com What are you looking for? User Type عربي -A A +A

Home ▶ Ahmed Saif ▶ Excise Tax ▶ Excise 311 - Direct Refunds

Excise 311 - Direct Refund

Customize Columns Search

Transaction Type	Declaration Number	Period Description	Excess Refundable Amount (AED)	Applied Amount(AED)	Action
<input checked="" type="checkbox"/> Declaration	700000004425	July 2022	5,000.00	5,000.00	***
<input checked="" type="checkbox"/> Declaration	700000002163	May 2022	80.00	50.00	***
Total			5,080.00	5,050.00	

Total Amount Claimed (Declaration): AED 5,050.00

Save and Back

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



Refund Details

user_training@gmail.com What are you looking for? User Type عربي -A A +A

Home ▶ Ahmed Saif ▶ Excise Tax ▶ Excise 311 - Direct Refunds

Excise 311 - Direct Refund

Transaction Type	Period Description	EXCESS REFUNDABLE AMOUNT (AED)	Applied Amount(AED)	Action
<input checked="" type="checkbox"/> Excise Tax Return	April 2022	10,000.00	10,000.00	Add/view Declarations
<input checked="" type="checkbox"/> Excise Tax Return	May 2022	10,200.00	8,000.00	Add/view Declarations
<input checked="" type="checkbox"/> Excise Tax Return	June 2022	6,000.00	5,000.00	Add/view Declarations
<input checked="" type="checkbox"/> Excise Advance Payments		50,000.00	40,000.00	Attach Proof of Payment
Total		76,200.00	63,000.00	

Total Amount Claimed: AED 63,000.00

Previous Step Save as Draft Next Step

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

user_training@gmail.com What are you looking for? User Type عربي -A A +A

Home ▶ Ahmed Saif ▶ Excise Tax ▶ Excise 311 - Direct Refunds

Excise 311 - Direct Refund

<input checked="" type="checkbox"/> Excise Tax Return	May 2022	10,200.00	8,000.00	Add/view Declarations
<input checked="" type="checkbox"/> Excise Tax Return	June 2022	6,000.00	5,000.00	Add/view Declarations
<input checked="" type="checkbox"/> Excise Advance Payments		50,000.00	40,000.00	Attach Proof of Payment
Total		76,200.00	63,000.00	

Total Amount Claimed: AED 63,000.00

Summary of selected Transactions

Total Amount of Excess Refundable Tax(AED) Requested Refunded Amount (AED)

Previous Step Save as Draft Next Step

	This is the refundable excess credit available for you to claim
--	---

user_training@gmail.com What are you looking for? User Type عربي

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

Excise 311 - Direct Refund


<input checked="" type="checkbox"/>	Excise Tax Return	May 2022	10,200.00	8,000.00	Add/view Declarations
<input checked="" type="checkbox"/>	Excise Tax Return	June 2022	6,000.00	5,000.00	Add/view Declarations
<input checked="" type="checkbox"/>	Excise Advance Payments		50,000.00	40,000.00	Attach Proof of Payment
Total			76,200.00	63,000.00	

Total Amount Claimed: AED 63,000.00

Summary of selected Transactions

Total Amount of Excess Refundable Tax (AED) Requested Refunded Amount (AED)

Previous Step Save as Draft Next Step

 This is the total refund amount requested by you

user_training@gmail.com What are you looking for? User Type عربي

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

Excise 311 - Direct Refund

Summary of selected Transactions

Total Amount of Excess Refundable Tax (AED) 76,200.00 Requested Refunded Amount (AED) 63,000.00

Remaining Amount of Eligible Excess Refundable Tax (AED) 13,200.00

Additional Supporting Documents

Upload any additional supporting document

Drag files here

Max File size: 15 MB Formats: PDF, JPG, PNG, XLS, XLSX, JPEG Max. No. of files: 5

Previous Step Save as Draft Next Step

Step	Action
(1)	Review the summary of selected transactions



user_training@gmail.com What are you looking for? User Type عربي -A A +A

Home ▶ Ahmed Saif ▶ Excise Tax ▶ Excise 311 - Direct Refunds

Excise 311 - Direct Refund

Summary of selected Transactions

Total Amount of Excess Refundable Tax (AED)	76,200.00	Requested Refunded Amount (AED)	63,000.00
Remaining Amount of Eligible Excess Refundable Tax (AED)	13,200.00		

Additional Supporting Documents

Upload any additional supporting document

[Add/View\(1\)](#) Drag files here

Max File size: 15 MB Formats : PDF, JPG, PNG, XLS, XLSX, JPEG Max. No. of files : 5

Previous Step Save as Draft Next Step

Step	Action
(1)	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

user_training@gmail.com What are you looking for? User Type عربي -A A +A

Home ▶ Ahmed Saif ▶ Excise Tax ▶ Excise 311 - Direct Refunds

Excise 311 - Direct Refund

Summary of selected Transactions

Total Amount of Excess Refundable Tax (AED)	76,200.00	Requested Refunded Amount (AED)	63,000.00
Remaining Amount of Eligible Excess Refundable Tax (AED)	13,200.00		

Additional Supporting Documents

Upload any additional supporting document

[Add/View\(1\)](#) Drag files here

Max File size: 15 MB Formats : PDF, JPG, PNG, XLS, XLSX, JPEG Max. No. of files : 5

Previous Step Save as Draft Next Step

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

user_training@gmail.com What are you looking for? User Type عربي

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

Excise 311 - Direct Refund

Summary of selected Transactions

Total Amount of Excess Refundable Tax(AED)	76,200.00	Requested Refunded Amount (AED)	63,000.00
Remaining Amount of Eligible Excess Refundable Tax (AED)	13,200.00		

Additional Supporting Documents

Upload any additional supporting document

[Add/View\(1\)](#) Drag files here

Max File size: 15 MB Formats : PDF, JPG, PNG, XLS, XLSX, JPEG Max. No. of files : 5

Previous Step **Save as Draft** **Next Step**

Step	Action
(1)	Click on 'Save as draft' to save the refund request as a draft

user_training@gmail.com What are you looking for? User Type عربي

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

Excise 311 - Direct Refund

Summary of selected Transactions

Total Amount of Excess Refundable Tax(AED)	76,200.00	Requested Refunded Amount (AED)	63,000.00
Remaining Amount of Eligible Excess Refundable Tax (AED)	13,200.00		

Additional Supporting Documents

Upload any additional supporting document

[Add/View\(1\)](#) Drag files here

Max File size: 15 MB Formats : PDF, JPG, PNG, XLS, XLSX, JPEG Max. No. of files : 5

Previous Step **Save as Draft** **Next Step**

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

Review & Declaration

Review & Declaration

Expand All / Collapse All

Step 1: Refund Details

Bank Details

Country

IBAN

Bank Name

Branch Name

Edit

Previous Step

Save as Draft

Submit



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

Review & Declaration

Expand All / Collapse All

Step 1: Refund Details

Bank Details

Country

IBAN

Bank Name

Branch Name

Edit

Previous Step

Save as Draft

Submit

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



Step	Action
(1)	Click on the drop-down arrow to review the details in this step

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

Excise 311 - Direct Refund

Review & Declaration

Step 1: Refund Details

Bank Details

Country

IBAN

Bank Name

Branch Name

Edit

Previous Step

Save as Draft

Submit

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

Excise 311 - Direct Refund

Review & Declaration

Step 1: Refund Details

Review & Declaration

Authorized Signatory list

Name in English	Name in Arabic	Email ID
Ahmed Ali	أحمد علي	USER_EX2@FTA.AE
Noor Ahmed	نور احمد	NOOR.AHMED@HOTMAIL.COM

Previous Step

Save as Draft

Submit

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



user_training@gmail.com What are you looking for?

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

Excise 311 - Direct Refund

First Name in English: Mohammad

Last Name in English: Usman

First Name in Arabic: محمد

Last Name in Arabic: عثمان

Country Code: +971 (UAE) Phone Number: 567567567 Email ID: training_user09@gmail.com

Date of Submission: 02/09/2022

☐ I hereby declare the below:
I agree to submit additional documentary proof to support the Excise Refund request, if requested by the FTA.

Previous Step Save as Draft Submit



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

user_training@gmail.com What are you looking for?

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

Excise 311 - Direct Refund

First Name in English: Mohammad

Last Name in English: Usman

First Name in Arabic: محمد

Last Name in Arabic: عثمان

Country Code: +971 (UAE) Phone Number: 567567567 Email ID: training_user09@gmail.com

Date of Submission: 02/09/2022

☒ I hereby declare the below:
I agree to submit additional documentary proof to support the Excise Refund request, if requested by the FTA.
I agree to pay back my amount wrongfully obtained

Previous Step 1 Save as Draft Submit

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

user_training@gmail.com What are you looking for? User Type عربي -A A +A

Home ▶ Ahmed Saif ▶ Excise Tax ▶ Excise 311 - Direct Refunds

Excise 311 - Direct Refund

First Name in English: Mohammad Last Name in English: Usman

First Name in Arabic: محمد Last Name in Arabic: عثمان

Country Code: +971 (UAE) Phone Number: 567567567 Email ID: training_user09@gmail.com

Date of Submission: 02/09/2022

☒ I hereby declare the below:
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I agree to pay back my amount wrongfully obtained

Previous Step Save as Draft Submit

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



Acknowledgement

user_training@gmail.com What are you looking for? User Type عربي -A A +A

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

Excise 311 - Direct Refund

Application Submitted Successfully In-Progress

Applicant's Name : AWOUDA

Refund Application Number : EC2200002290

Submitted Date : 6 November 2022

Requested Claim Amount : AED 63,000.00



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.

user_training@gmail.com What are you looking for? User Type عربي -A A +A

Home > Ahmed Saif > Excise Tax > Excise 311 - Direct Refunds

What Next?

1. Processing your application:

a. Your application will be reviewed by the FTA. You will be contacted if we require more information to assist with our review. You will need to provide the information requested for us to continue processing your application.

b. Once we have completed our review, we will either approve or, in some cases, may have to reject the application. We will notify you by email of our decision.

c. Where we reject an application, we will provide you with the reasons for doing so. You may re-apply but only once you have resolved the matters brought to your attention (if possible).

2. The status of your application in the dashboard will be updated accordingly. You can check the status of your application at any time by logging into your taxpayer portal.

Important Notes:

1. The international bank details will be validated during the refund application process if you use an international bank that does not have a correspondent bank in the UAE. A transfer fee will be charged by the associated bank.

For any inquiry or assistance, please contact us on: Within UAE: 600509994 | Outside UAE: +971 600509994 Email us at info@tax.gov.ae

Back to Dashboard Download

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

What Next?

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For any inquiry or assistance, please contact us on: Within UAE: 600509994 | Outside UAE: +971 600509994 Email us at info@tax.gov.ae

Back to Dashboard Download

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



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)

Thank you