



## Print Certificate – Designated Zone User Manual

Date: Oct 2022

Version 1.0.0.0

### Private and Confidential

This document contains information which is confidential and proprietary to the Federal Tax Authority. Any dissemination, distribution, copying, use of or reliance upon the confidential and proprietary information contained herein is unauthorized and strictly prohibited.

## 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"> <li>Registered for VAT</li> <li>Registered for Excise</li> <li>Non-registered Taxpayer</li> <li>Tax Group</li> <li>Warehouse Keeper</li> <li>Freight Forwarder/VAT Clearing Company (TINCO)</li> <li>Excise Tax Clearing Company (TINCE)</li> </ul>
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
<b>In the Portal</b>	
 <b>User types</b>	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
<b>English</b> 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
 <b>Manage Account</b>	This is used to manage the user profile details such as the Name, Registered Email address, Registered Mobile number, and password
 <b>Log Out</b>	This is used to log off from the portal
<b>In the Business Process application</b>	
<b>Previous Step</b>	This is used to go the Previous section of the Input Form
<b>Next Step</b>	This is used to go the Next section of the Input Form
<b>Save as Draft</b>	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](#)



<b>Document Control Information</b> .....	<b>2</b>
Annexure 2	
Navigating through EmaraTax .....	3
<b>Introduction</b> .....	<b>5</b>
<b>Login to EmaraTax</b> .....	<b>6</b>
<b>Taxable person Tile</b> .....	<b>7</b>
<b>Designated Zone Management</b> .....	<b>8</b>
<b>Print Certificate for Warehouse Keeper</b> .....	<b>9</b>
<b>Print Request Certificate</b> .....	<b>10</b>
<b>Print Request Certificate – Generate OTP</b> .....	<b>10</b>
<b>Select a Payment Method</b> .....	<b>12</b>
<b>Payment 14</b>	
<b>Purchased Services</b> .....	<b>15</b>
<b>Card Information</b> .....	<b>15</b>
<b>Payment Acknowledgment - on successful payment</b> .....	<b>17</b>
<b>Payment Acknowledgment - on failed payment</b> .....	<b>18</b>
<b>Correspondences</b> .....	<b>19</b>



# Introduction



This training manual is used to describe the service for application of the Designated Zone with FTA. Once your registration is successful and approved by FTA, you will be issued a certificate to manage the Designated Zone in UAE.

Please note, this is mandatory to have an active Warehouse Keeper and Designated Zone registration and approval to generate the certificates. Please follow the process as highlighted in this training video to generate the certificate for the Designated Zone.

# 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.

# Taxable person Tile

The screenshot shows the Federal Tax Authority website interface. The top navigation bar includes the logo, a search bar, and user information. The main content area is divided into two sections. The first section, 'Create New Taxable Person Profile', contains fields for 'Profile Name in English', 'Profile Name in Arabic', 'Preferred Language', and 'Preferred communication Channel'. Below these fields is an 'Upload Taxable Person Logo (Optional)' section with a file upload area and a 'Create' button. The second section, 'Taxable Person List', features a search bar and a table with one entry for 'Abdul Rehman'. A red box highlights the 'View' button in the table, and a yellow circle with the number 1 is placed next to it.

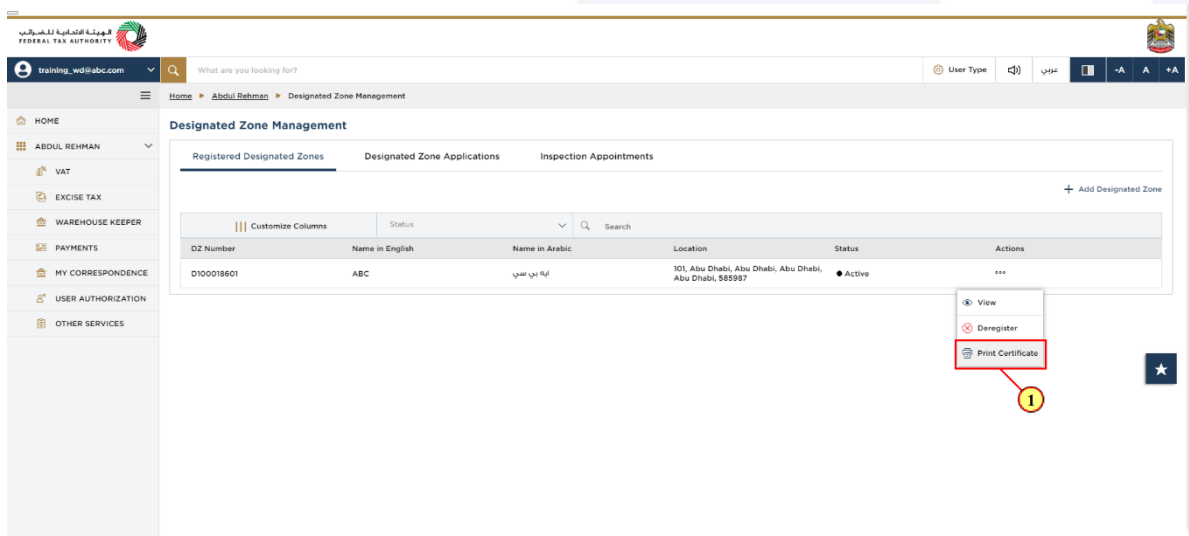
Step	Action
(1)	Click 'View' on the Taxable Person tile to view the Taxable Person dashboard

# Designated Zone Management

Step	Action
(1)	Click 'view' on Designated Zone Management tile to proceed.



# Print Certificate for Warehouse Keeper



Step	Action
(1)	<ul style="list-style-type: none"> <li>To print a certificate for the Designated Zone Management, you are requested to use this option.</li> <li>Click 'Actions' on Designated Zone Management tile, Click on Print Certificate to start with Print certificate application.</li> </ul>



# Print Request Certificate

Step	Action
(1)	<ul style="list-style-type: none"> <li>You may be contacted at this number for delivery of the printed certificate.</li> <li>If you want to provide a different mobile number, change the mobile number, and click Send OTP.</li> </ul>

# Print Request Certificate – Generate OTP

	<ul style="list-style-type: none"> <li>The mobile number in your Designated Zone Management registration contact details will not be updated in case you update the mobile number in this application.</li> <li>The mobile number provided in the application will be used to contact you at the time of delivery of your printed certificate only.</li> </ul>
--	--



Print Request Certificate

Name of the Warehouse Keeper in English  
ABC Trading co

Name of the Warehouse Keeper in Arabic  
شركة ABC للتجارة

Name of the Designated Zone in English

Name of the Designated Zone in Arabic

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

Country Code  
+971

Existing Mobile Number  
987654321

Change Contact Mobile Number

Country Code  
+971

New Mobile Number

Please enter the OTP sent to your mobile number for verification

5 5 2 1

OTP expires in 01:06 minutes.

Validate

Proceed to Payment

Step	Action
(1)	Once OTP generates, fill the required fields, and click 'validate'.

Print Request Certificate

Name of the Warehouse Keeper in English  
ABC Trading co

Name of the Warehouse Keeper in Arabic  
شركة ABC للتجارة

Name of the Designated Zone in English

Name of the Designated Zone in Arabic

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

Country Code  
+971

Existing Mobile Number  
987654321

Change Contact Mobile Number

Country Code  
+971

New Mobile Number

Please enter the OTP sent to your mobile number for verification

5 5 2 5

OTP expires in 01:05 minutes.

Proceed to Payment

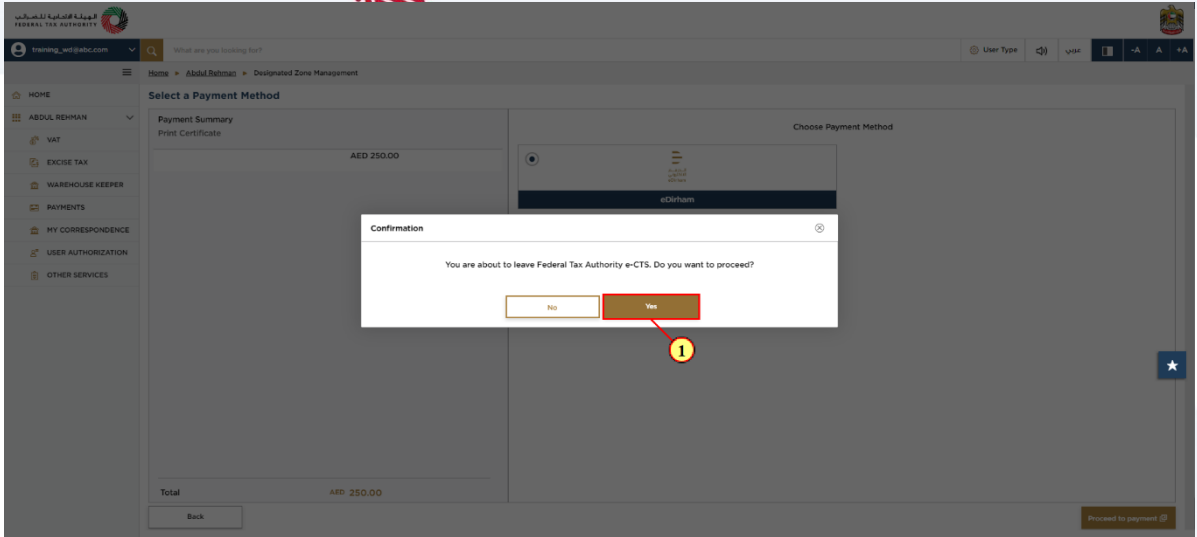
Step	Action
(1)	Click on proceed to payment.




- The print certificate fees applicable shall be displayed in the 'Payment summary'.
- Click 'Back' button to move back to the print certificate application.

## Select a Payment Method

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



Step	Action
(1)	Click 'Yes' to continue.



# Payment

## Payment



### Federal Tax Authority

Time remaining to complete the payment 00 h. 09 min. 35 sec.  
Central Park - Business Tower, Sheikh. Zayed Street, Dubai, 784

### Payment Method

Select payment method

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

Confirm & Calculate Prices

1

Back To Merchant

Step	Action
(1)	Select the payment method and click 'Confirm and Calculate Prices' to determine the total payment amount.

Confirm & Calculate Prices

Purchased Services

1 Qty.

Service Name	eCTS-Revenue related to VAT	AED 250.00
Related Fees		
	Including Fees & Charges	AED 8.06
	Including Tax	AED 0.00
	<b>Total Payment</b>	<b>AED 258.06</b>

Cancel Process    Back To Merchant    Proceed With Payment



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

## Purchased Services

Confirm & Calculate Prices

Purchased Services

1 Qty.

Service Name  
eCTS-Revenue related to VAT AED 250.00

Related Fees

Including Fees & Charges AED 8.06  
Including Tax AED 0.00  
Total Payment AED 258.06

Cancel Process Back To Merchant Proceed With Payment

1

Step	Action
(1)	Verify the applicable charges to print the registration certificate and click 'Proceed with Payment'.

## Card Information

Federal Tax Authority  
Central Park - Business Tower, Sheikh Zayed Street, Dubai, 784

Credit or Debit card Payment (Visa/Master Card) Total Payment AED 258.06

Time remaining to complete the payment 00 h, 07 min, 08 sec.

Card Information

Card Holder Full Name

Card Number

Expiry Date CVC2 / CVC2

Cancel Change Payment Method Pay Now

1

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



### ACS Emulator for 3DS V2

Authentication Result: (Y) Authentication/Account Verification Successful  
 Submit (Y) Authentication/Account Verification Successful  
 (N) Not Authenticated /Account Not Verified Transaction denied  
 (N) Authentication Cancelled  
 (U) Authentication not available  
 (R) Authentication rejected  
 (E) Authentication Server Error  
 (AI) API Gateway ASM Policy Error

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

### Payment



Federal Tax Authority  
Central Park - Business Tower, Sheikh Zayed Street, Dubai, 784

✓ Payment of AED 258.06 has been completed  
Successful transaction

You will be redirected back to the merchant page 1 s

Back to Merchant Page

PRINT

SAVE



- Payment has been completed.
- You will be redirected back to the merchant page automatically. If not, click 'Back to Merchant page'.





# Payment Acknowledgment - on successful payment

**Payment Acknowledgment**

**Payment Successful**

Payment Reference Number : 22322847817923093113  
Submission Date : 20/06/2022  
Time : 12:14:30  
Legal Name : Abdul Rehman  
Amount paid to FTA : AED 250.00

**What Next:**

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

For any queries please contact us on [www.eta.gov.ae](http://www.eta.gov.ae) or contact us directly at our call center number 1234567890 or email [etaxyn@gmail.com](mailto:etaxyn@gmail.com)

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

- After your payment is completed successfully, a Payment Reference Number is generated for your payment acknowledgment. Note this reference number for future purposes.
- The status of your request on the Dashboard will change to "In Review" and you will receive an email from us to confirm receipt of your application.
- Printed certificate will be delivered once your application is processed by the FTA.

**Payment Acknowledgment**

**Payment Successful**

Payment Reference Number : 22322847817923093113  
Submission Date : 20/06/2022  
Time : 12:14:30  
Legal Name : Abdul Rehman  
Amount paid to FTA : AED 250.00

**What Next:**

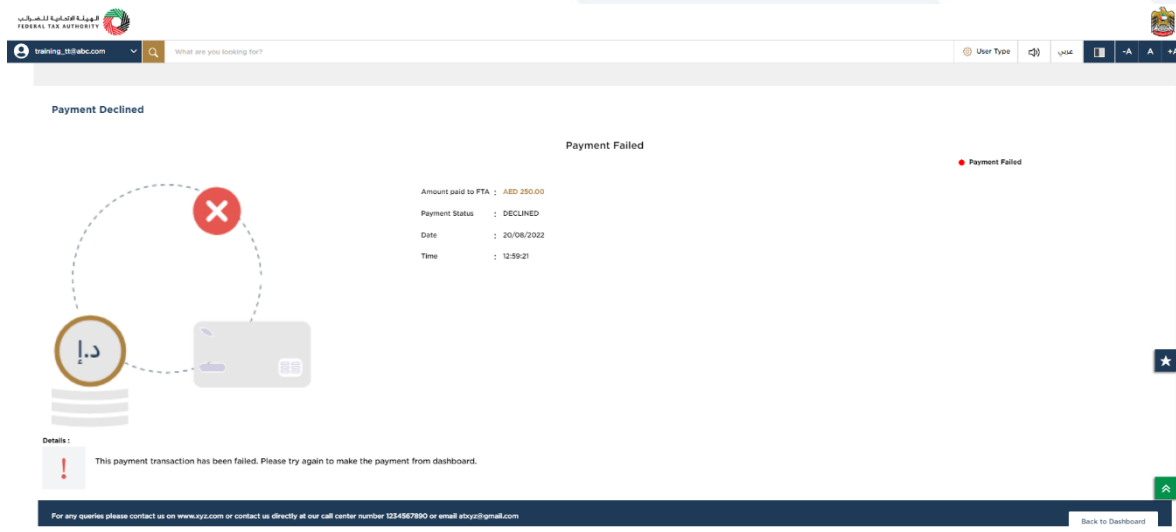
- 1) Your account will be updated with the payment received
- 2) You will receive a notification via your preferred means of correspondence confirming this payment.
- 3) The FTA shall print physical copy of the requested certificate and mail it to the registered company address of the taxpayer.
- 4)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

For any queries please contact us on [www.eta.gov.ae](http://www.eta.gov.ae) or contact us directly at our call center number 1234567890 or email [etaxyn@gmail.com](mailto:etaxyn@gmail.com)

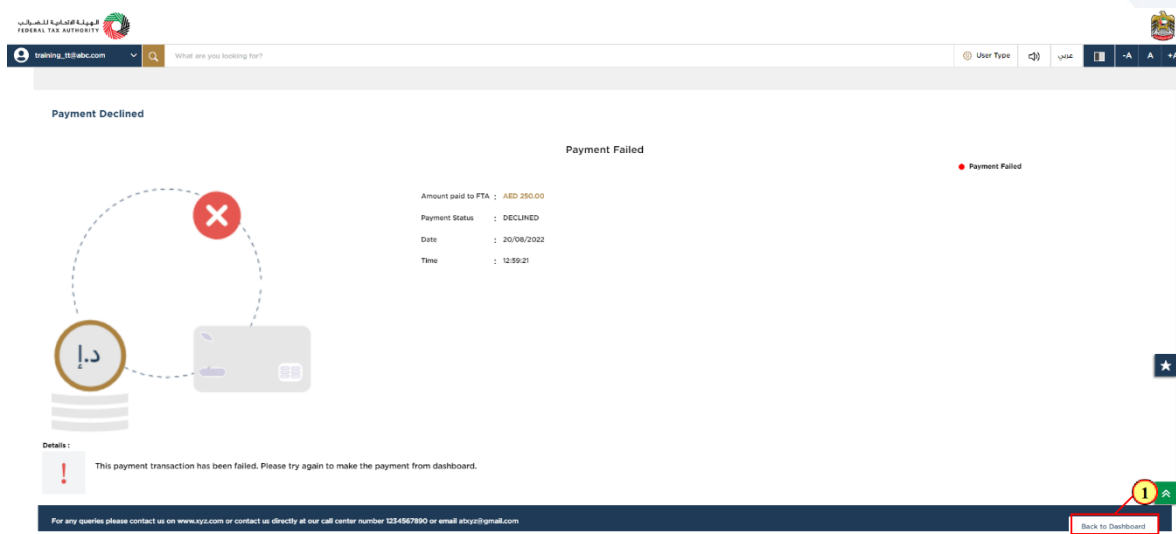
[Download](#) [Back to Dashboard](#)

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

# Payment Acknowledgment - on failed payment



If your payment status is 'Declined' and you receive the page as 'Payment failed', you must try the payment again from the dashboard.



Step	Action
(1)	Click 'Back to Dashboard' to navigate back to the Taxable Person dashboard.



# Correspondences



## Taxpayer receives the following correspondences:

- OTP sent to the mobile number mentioned in the application for verification.
- Application submission acknowledgment.



**Thank you**