



Print Certificate – Tax Agency 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"> 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](#)



| | |
|---|-----------|
| Document Control Information | 2 |
| Annexure 2 | |
| Navigating through EmaraTax | 3 |
| Introduction | 5 |
| Login to EmaraTax | 6 |
| Print Certificate for Tax Agency | 7 |
| Print Request Certificate | 9 |
| Send OTP | 9 |
| Validate OTP | 9 |
| Select a Payment Method | 12 |
| Payment | 13 |
| Purchased Services | 14 |
| Card Information | 14 |
| Payment Acknowledgment - on successful payment | 16 |
| Payment Acknowledgment - on failed payment | 17 |
| Correspondences | 18 |



Introduction



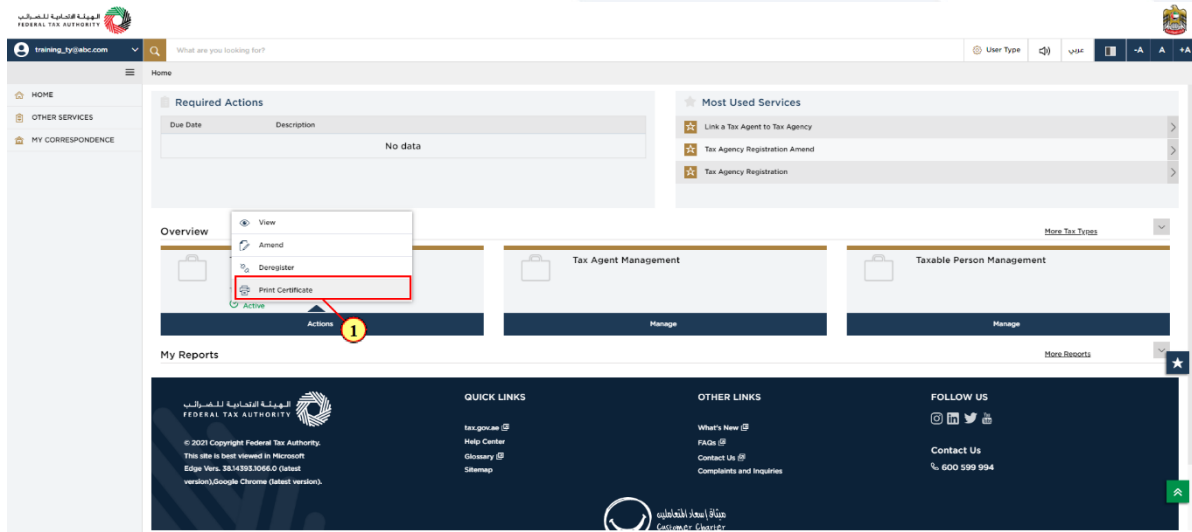
This manual is prepared to help a registered Tax Agency having a Tax Agency Number to navigate through the Federal Tax Authority EmaraTax portal to submit a request the FTA to print a physical copy of their Tax Agency registration application.

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.

Print Certificate for Tax Agency



| Step | Action |
|------|--|
| (1) | <ul style="list-style-type: none"> Click 'Actions' on Tax Agency tile. Click on 'Print Certificate' to start with Print Certificate application. |



training_1t@abc.com What are you looking for? User Type عربي

Home > PRIN

Print Request Certificate

TRN: 2000301800090 Certificate Type: Provisionsnote

Legal Name in English: Abdulrahman Legal Name in Arabic: عبد الرحمن

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:

Send OTP

Proceed to Payment



- The application is prepopulated with your Tax Agency registration details.
- The mobile number provided in the application shall be used to contact you at the time of delivery of your printed certificate. An OTP will be send to this mobile number fo verification.

Print Request Certificate

Send OTP

The screenshot shows the 'Print Request Certificate' form. The 'Send OTP' button is highlighted with a red box and a yellow circle with the number 1. The form includes fields for TRN, Certificate Type, Legal Name in English, Legal Name in Arabic, Country Code, Existing Mobile Number, and a section to change the contact mobile number. A 'Proceed to Payment' button is visible at the bottom right.

| Step | Action |
|------|---|
| (1) | Verify your mobile number. You may be contacted at this number for delivery of the printed certificate. |

Validate OTP

The screenshot shows the 'Print Request Certificate' form with the 'Validate' button highlighted by a red box and a yellow circle with the number 1. The form now includes a section for entering the OTP received, with four input fields for the digits and a 'Resend OTP' link. The 'Proceed to Payment' button remains at the bottom right.

| Step | Action |
|------|---|
| (1) | Enter the OTP received and click 'Validate' button to verify the OTP. |



training_123456.com What are you looking for? User Type العربية

Home > PRIN

Print Request Certificate

| | |
|--------------------------------------|--------------------------------------|
| TRN 200030800090 | Certificate Type Provisionalnote |
| Legal Name in English Abdulrahman | Legal Name in Arabic أحمد بن محمد |

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

| | | | |
|---|---|---|---|
| 9 | 4 | 8 | 7 |
|---|---|---|---|

OTP expires in 10:09 minutes. [Resend OTP](#)

[Proceed to Payment](#)



You can provide a different contact mobile number in the application if the person collecting the certificate on your behalf has a different mobile number. In such a scenario, the OTP shall be sent to the other contact mobile number you have provided.
A verified mobile number is required to submit the print certificate application.



| Step | Action |
|------|---|
| (1) | Once verified, click 'Proceed to Payment' |

| | |
|--|--|
| | <ul style="list-style-type: none"> 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 |
| | Total Payment | AED 258.06 |

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"> If you have selected the card payment option, enter the card details, and click 'Pay now'. To change the payment method, click 'Change Payment Method'. You will be redirected back to the 'Payment' Page. |



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 ● Paid

Payment Reference Number : 22322847817823093113
 Submission Date : 20/08/2022
 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.fta.gov.ae or contact us directly at our call center number 1234567890 or email info@fta.gov.ae

[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.
- Read the "What Next" and "Important Notes".

Payment Acknowledgment

Payment Successful ● Paid

Payment Reference Number : 22322847817823093113
 Submission Date : 20/08/2022
 Time : 12:14:30
 Legal Name : Abdul Rehman
 Amount paid to FTA : AED 250.00

What Next:

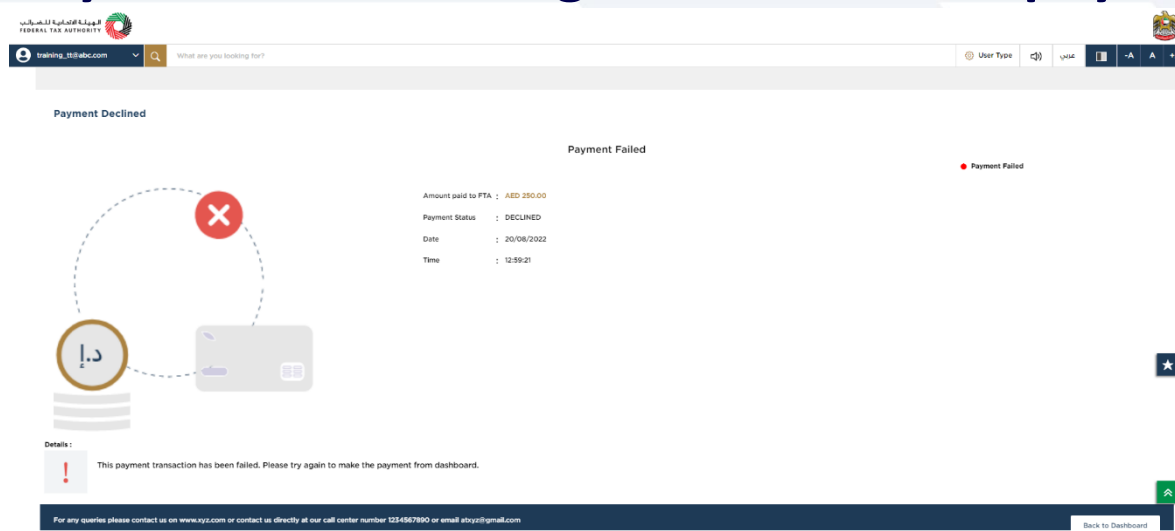
- 1) Your account will be updated with the payment received
- 2) You will receive a notification via your preferred means of correspondence confirming this payment
- 3) The FTA shall print physical copy of the requested certificate and mail it to the registered company address of the taxpayer.
- 4) You 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.fta.gov.ae or contact us directly at our call center number 1234567890 or email info@fta.gov.ae

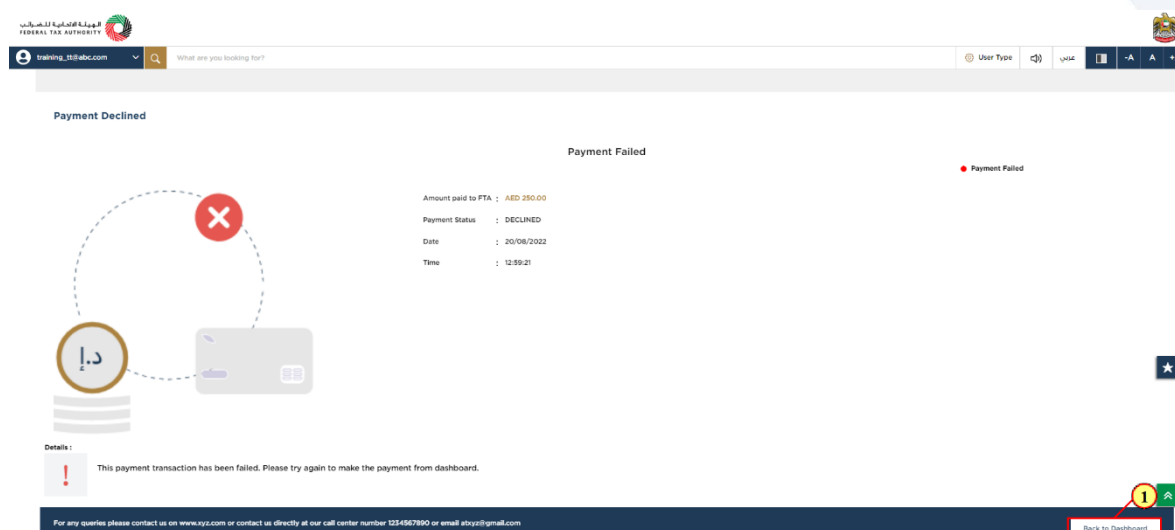
[Download](#) [Back to Dashboard](#)

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

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 Tax Agency dashboard. |



Correspondences



Tax Agency receives the following correspondences:

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



Thank you