



## Request for Excise Tax Print Certificate - User Manual

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## Document Control Information

### Document Version Control

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## 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](#)



## Excise Print Certificate

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## Introduction



This manual is prepared to help a Excise Tax registered taxpayer to navigate through the Federal Tax Authority (FTA) EmaraTax portal and request FTA for a physical copy of their Excise Tax registration certificate.

# 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.



The screenshot shows the Federal Tax Authority website interface. At the top, there is a header with the logo and navigation links. Below the header, there is a sidebar with links to 'HOME', 'OTHER SERVICES', and 'MY CORRESPONDENCE'. The main content area is titled 'Create New Taxable Person Profile' and contains a form with fields for 'Profile Name in English', 'Profile Name in Arabic', 'Preferred Language', and 'Preferred Communication Channel'. There is also a section for 'Upload Taxable Person Logo (Optional)' with a file upload button and a 'Create' button. Below the form, there is a section titled 'Taxable Person List' which is highlighted with a red box and a yellow circle with the number 1. This section contains a search bar and a list of taxable persons, including 'Company A', 'Company B', and 'Company C', each with a 'View' button. The footer of the website contains 'QUICK LINKS', 'OTHER LINKS', and 'FOLLOW US' sections.

Step	Action
(1)	On successful login, the Taxable Person list screen is displayed. It displays the list of the Taxable Person linked to your EmaraTax user profile. If there are no Taxable Person linked to your user profile, this list will be empty and you would need to create a Taxable Person.



Step	Action
(1)	To create a new Taxable Person, enter the mandatory details and click 'Create'. The new Taxable Person will be displayed in the list.





The screenshot shows the Federal Tax Authority website interface. At the top, there is a header with the logo and navigation links. Below the header, there is a section for 'Create New Taxable Person Profile' with fields for 'Profile Name in English', 'Profile Name in Arabic', 'Preferred Language', and 'Preferred Communication Channel'. There is also a section for 'Upload Taxable Person Logo (Optional)' with a file upload button and a 'Create' button. Below this is the 'Taxable Person List' table, which contains a search bar and a list of companies. The table has columns for 'Company A', 'Company B', and 'Company C'. The 'View' button for 'Company B' is highlighted with a red box, and a yellow circle with the number '1' is placed next to it.

Step	Action
(1)	Select the Taxable Person from the list and click 'View' to open the dashboard.



The screenshot shows the FTA portal interface. On the left is a navigation menu with options like HOME, COMPANY B, VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main area displays 'Required Actions' with a table of due dates for Excise Tax returns. Below this is the 'Registration Overview' section, which includes tiles for 'Value Added Tax' (Active), 'Excise Tax' (Active), and 'Warehouse Keeper' (Not registered). The 'Excise Tax' tile has a context menu open with options: View, Edit, Amend, Deregister, and Print Certificate. The 'Print Certificate' option is highlighted with a red rectangle. Below the overview are 'My Reports' sections for Application Status, Return Filing Status, and Payment Status, all showing 'No data'. The footer contains quick links, other links, and follow us information.

Step	Action
(1)	<ul style="list-style-type: none"> <li>Within your taxable person dashboard, click 'Actions' on the Excise tax tile.</li> <li>Select the 'Print Certificate' option. This will open the application for requesting the printed Excise tax certificate.</li> </ul>

# Print Certificate Request

## Send OTP

Print Request Certificate

TRN: 100651033000007

Certificate Type: Excise Tax Registration - Certificate

Legal Name in English: Company B

Legal Name in Arabic: الشركة ب

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: 123456789

Send OTP

Proceed to Payment



- The mobile number in your Excise Tax registration contact details will not be updated in case you update the mobile number in this application.
- The mobile number provided in the application will be used to contact you at the time of delivery of your printed certificate.



Print Request Certificate

TIN: 1006321337000007

Certificate Type: Excise Tax Registration - Certificate

Legal Name in English: Company B

Legal Name in Arabic: الشركة ب

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: 123456789

Send OTP

Proceed to Payment

Step	Action
(1)	<ul style="list-style-type: none"> <li>You should verify the mobile number displayed in the application, as it will be used for delivery purposes of your printed certificate.</li> <li>To update a new mobile number, enter the new mobile number, and click send OTP.</li> </ul>



Print Request Certificate

TIN: 1006321337000007

Certificate Type: Excise Tax Registration - Certificate

Legal Name in English: Company B

Legal Name in Arabic: الشركة ب

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: 123456789

Please enter the OTP sent to your mobile number for verification

1 1 1 1

OTP expires in 19:21 minutes. [Resend OTP](#)

[Validate](#)

[Proceed to Payment](#)



A verified mobile number is required to submit the print certificate application.



## Validate OTP

Print Request Certificate

TRN: 1006331337000007

Certificate Type: Excise Tax Registration - Certificate

Legal Name in English: Company B

Legal Name in Arabic: الشركة ب

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: 123456789

Please enter the OTP sent to your mobile number for verification

OTP expires in 10-21 minutes.

Received OTP: 1

Validate

Proceed to Payment

Step	Action
(1)	<ul style="list-style-type: none"> <li>Enter the OTP received and click 'Validate' button to verify the OTP.</li> </ul>



Print Request Certificate

TIN: 1006321337000007

Certificate Type: Excise Tax Registration - Certificate

Legal Name in English: Company B

Legal Name in Arabic: الشركة ب

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: 123456789

Please enter the OTP sent to your mobile number for verification

1 1 1 1

OTP expires in 10:20 minutes. [Resend OTP](#)

[Proceed to Payment](#)

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

## Select a Payment Method

The screenshot displays the 'Select a Payment Method' interface. On the left, a sidebar contains navigation links: HOME, COMPANY, VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main content area is titled 'Select a Payment Method' and includes a search bar. Below the title, there are two panels. The left panel, 'Payment Summary', shows 'Print Certificate' for AED 250.00. The right panel, 'Choose Payment Method', features a radio button selected for 'eDirham'. At the bottom, a 'Total' of AED 250.00 is displayed, along with a 'Back' button and a 'Proceed to payment' button.



- Before clicking 'proceed to payment', verify the print certificate fees applicable in the 'Payment summary'.
- Click 'Back' button to move back to the print certificate application.
- Once you proceed for the payment, you will be redirected to the payment page, which is outside e-CTS.





The screenshot shows the 'Select a Payment Method' interface. On the left, there's a sidebar with navigation links: HOME, COMPANY'S, VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. The main content area is divided into two panels. The left panel, titled 'Payment Summary', shows 'Print Certificate' and 'AED 250.00'. The right panel, titled 'Choose Payment Method', has a radio button selected for 'eDirham'. At the bottom left, there's a 'Total' of 'AED 250.00' and a 'Back' button. At the bottom right, there's a red box highlighting the 'Proceed to payment' button, which is accompanied by an information icon and a green checkmark icon.

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



The screenshot shows the 'Print Excise Certificate' page. A confirmation dialog box is displayed in the center, asking 'You are about to leave Federal Tax Authority e-CTS. Do you want to proceed?'. The 'Yes' button is highlighted with a red box, and a yellow circle with the number '1' points to it. The background shows a payment summary for AED 250.00 and a 'Proceed to payment' button at the bottom right.

Step	Action
(1)	<ul style="list-style-type: none"> <li>You are about to leave Federal Tax Authority e-CTS. Do you want to proceed?</li> <li>Click 'Yes' to continue.</li> </ul>



# Payment

## Payment



### Federal Tax Authority

Time remaining to complete the payment 00 h. 06 min. 33 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

Back To Merchant



On click of 'Back to Merchant' payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.



## Payment



### Federal Tax Authority

Time remaining to complete the payment 00 h. 09 min. 53 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)	<ul style="list-style-type: none"> <li>Select payment method from the list.</li> <li>Click 'Confirm and Calculate Prices' to determine the total payment amount.</li> <li>Click 'Back to Merchant' If you want to cancel the payment.</li> </ul>

## Purchased Services

Credit or Debit card Payment (Visa/Master Card)

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'.



Credit or Debit card Payment (Visa/Master Card)

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)	<ul style="list-style-type: none"> <li>Verify and click 'Proceed with Payment'.</li> <li>To cancel the payment, you may click on 'Cancel Process'.</li> </ul>

## Card Information

Credit or Debit card Payment (Visa/Master Card)

Total Payment AED 258.06

Time remaining to complete the payment 00 h, 05 min, 42 sec.

### Card Information

Card Holder Full Name

MASTER CARD

Card Number

XXXXXXXXXXXX 98

Expiry Date

MM/YY

CVV2 / CVC2

123

Cancel

Change Payment Method

Pay Now

1

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



Credit or Debit card Payment (Visa/Master Card)

Total Payment AED 258.06

Time remaining to complete the payment 00 h. 05 min. 42 sec.

Card Information

Card Holder Full Name

MASTER CARD

Card Number

XXXXXXXXXXXX 8

Expiry Date

MM/YY

CVV2 / CVC2

1234

Cancel

Change Payment Method

Pay Now



On click of 'Cancel' payment will be cancelled, and you will be redirected to the Payment acknowledgment page with the status 'Payment failed'.





ACS Emulator for 3DS V2

Authentication Result: (Y) Authentication/Account Verification Successful

Submit

1

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

# Payment Acknowledgment - on successful payment

Payment Acknowledgment

Payment Successful

Payment Reference Number : 2245432985022182104

Submission Date : 02/06/2022

Time : 13:36:40

Legal Name : Company B

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](http://www.fta.gov.ae) or contact us directly at our call center number 122-4567890 or email [itxyz@gmail.com](mailto:itxyz@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.
- Read the "What Next" and "Important Notes".



Payment Acknowledgment

Payment Successful

Payment Reference Number : 2245432950922193104

Submission Date : 02/09/2022

Time : 13:36:40

Legal Name : Company B

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](http://www.fta.gov.ae) or contact us directly at our call center number 1254567890 or email [fta@fta.gov.ae](mailto:fta@fta.gov.ae)

Download Back to Dashboard

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

# Payment Acknowledgment - on failed payment

Payment Declined

Payment Failed

Payment Failed

Amount paid to STA : AED 250.00

Payment Status : READY

Date : 02/09/2022

Time : 13:30:15

Details :

This payment transaction has been failed. Please try again to make the payment from dashboard.

For any queries please contact us on [www.fta.gov.ae](http://www.fta.gov.ae) or contact us directly at our call center number 024567890 or email [itc@fta.gov.ae](mailto:itc@fta.gov.ae)

[Back to Dashboard](#)

If the payment is failed, you have to try the payment again from the dashboard.



# Correspondences



**After submission, Taxpayer receives the following correspondences:**

- Application submission acknowledgment.



Thank you