



إمارات تاكس
EMARATAX

Initiate Direct Refund Claim by VAT Registrants -
VAT 311 - User Manual

Date: Oct 2022

Version 1.0.0.0

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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 Section

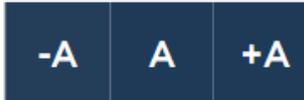
The below are the list of User manuals that you can refer to

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

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Introduction



This manual is prepared to help the VAT Taxpayer to navigate through the Emaratax portal and submit a VAT 311 refund request.



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



الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

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

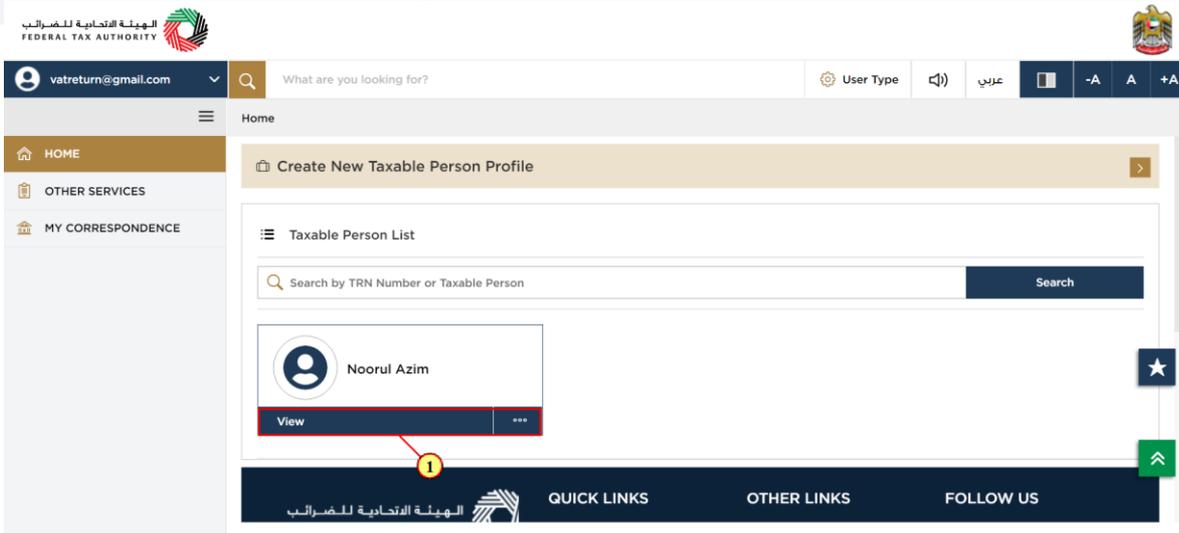
Please select the relevant purpose(s) for using e-CTS portal

 Taxable Person <input checked="" type="checkbox"/>	 Tax Agents <input type="checkbox"/>	 Tax Agencies <input type="checkbox"/>	 Special Refunds <input type="checkbox"/>
---	--	--	---

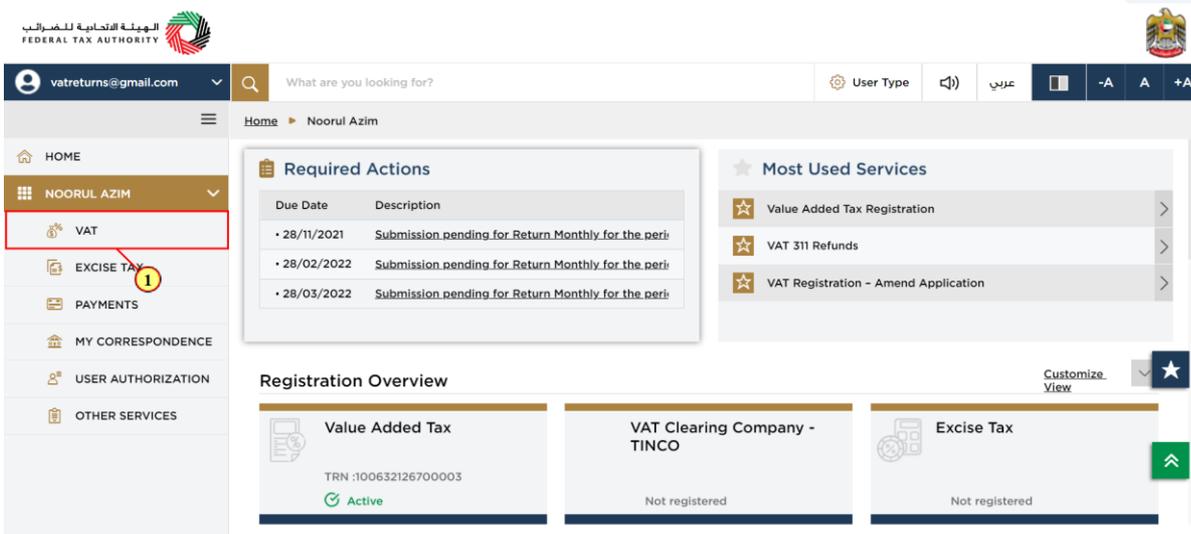
Proceed

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 home page



Step	Action
(1)	Click here to access the VAT module



The screenshot shows the user interface of the VAT returns portal. The user is logged in as 'vatreturns@gmail.com'. The navigation menu on the left includes 'HOME', 'NOORUL AZIM', 'VAT', 'EXCISE TAX', 'PAYMENTS', 'MY CORRESPONDENCE', 'USER AUTHORIZATION', and 'OTHER SERVICES'. The main content area displays 'My Favorites', 'Returns & Refunds', and 'VAT Other Services'. Under 'Returns & Refunds', there are two cards: 'My Filings' (VAT Return, 8 Not filed) and 'VAT 311' (VAT Refunds, 2 Total Requests). The 'Create New' button in the 'VAT 311' card is highlighted with a red box and a yellow circle containing the number '1'.

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

The screenshot shows the same user interface as above. In this step, the 'View All' button in the 'VAT 311' card is highlighted with a red box and a yellow circle containing the number '1'.

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



VAT 311 Refund Dashboard

The screenshot shows the VAT 311 Refund Dashboard. The main content area displays a table titled "VAT 311 -VAT Refunds" with a "New Refund Request" button in the top right corner. The table has columns for Refund Application Number, Date of Submission, Total requested VAT Amount (AED), Approved VAT Amount (AED), Status, and Action. Two rows of data are visible:

Refund Application Number	Date of Submission	Total requested VAT Amount (AED)	Approved VAT Amount (AED)	Status	Action
V32202000516		5,000.00	0.00	Draft	...
V32202000504		0.00	0.00	Draft	...

The dashboard also includes a sidebar with navigation options like HOME, NOORUL AZIM, VAT, EXCISE TAX, PAYMENTS, MY CORRESPONDENCE, USER AUTHORIZATION, and OTHER SERVICES. At the bottom, there are sections for QUICK LINKS, OTHER LINKS, and FOLLOW US.



This dashboard displays information related to your previous VAT 311 refund requests.

This screenshot is identical to the one above, showing the VAT 311 Refund Dashboard. It highlights the table's functionality, including the "Customize Columns" and "Status" filter options. The table data remains the same:

Refund Application Number	Date of Submission	Total requested VAT Amount (AED)	Approved VAT Amount (AED)	Status	Action
V32202000516		5,000.00	0.00	Draft	...
V32202000504		0.00	0.00	Draft	...



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



The screenshot shows the 'VAT 311 - VAT Refunds' page. A table lists two refund applications:

Refund Application Number	Date of Submission	Total requested VAT Amount (AED)	Approved VAT Amount (AED)	Status	Action
V32202000516		5,000.00	0.00	Draft	View, Edit, Delete
V32202000504		0.00	0.00	Draft	View, Edit, Delete

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

The screenshot shows the 'VAT 311 - VAT Refunds' page with a red box highlighting the 'New Refund Request' button in the top right corner of the main content area.

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



Instructions and Guidelines page

 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



The screenshot shows the 'VAT 311 - VAT Refunds' page. Under the 'Service Details' section, the checkbox 'I confirm that I have read the above instructions and guidelines' is highlighted with a red border. A red circle with the number '1' points to this checkbox. The 'Start' button is visible at the bottom right.

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

The screenshot shows the same 'VAT 311 - VAT Refunds' page. The 'Start' button at the bottom right is highlighted with a red border. A red circle with the number '1' points to this button. The checkbox from the previous step is now unchecked.

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



Refund Details

VAT 311 - VAT Refunds

1 Refund details

2 Review & Declaration

Applicant Details

TRN:	100632126700003	Legal name in English	NOORUL AZIM	Legal name in Arabic	نورول عظيم
------	-----------------	-----------------------	-------------	----------------------	------------

Refund details

Banking Details

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

VAT 311 - VAT Refunds

1 Refund details

2 Review & Declaration

Applicant Details

TRN:	100632126700003	Legal name in English	NOORUL AZIM	Legal name in Arabic	نورول عظيم
------	-----------------	-----------------------	-------------	----------------------	------------

Refund details

Banking Details

Previous Step Save as Draft Next Step



This section displays the basic details of the registrant



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

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Refund details

Banking Details

Country:

IBAN:

Bank Name: Branch Name:

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.

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Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Please select the transaction for which you want to claim VAT and you may choose to add supporting details for the selected VAT return Filings

Transaction Type	Period Description	Excess Refundable VAT Amount (AED)	Applied VAT Amount (AED)	Action
<input checked="" type="checkbox"/> VAT Return Filing	November 2021	250,558.86	<input type="text" value="5,000.00"/>	Add Supporting Details
<input type="checkbox"/> VAT Return Filing	December 2021	210,221.56	<input type="text" value="0.00"/>	Add Supporting Details
<input type="checkbox"/> Advance Payment		0.00	0.00	Upload copy of payment proof
Total		460,780.42	5,000.00	

Previous Step | Save as Draft | Next Step

 This section displays the relevant transaction type, details of all liabilities (late registration penalties and administrative penalties) and the excess refundable amount.



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What are you looking for?

User Type عربي

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Please select the transaction for which you want to claim VAT and you may choose to add supporting details for the selected VAT return Filings

Transaction Type	Period Description	Excess Refundable VAT Amount (AED)	Applied VAT Amount (AED)	Action
<input checked="" type="checkbox"/> VAT Return Filing	November 2021	250,558.86	5,000.00	Add Supporting Details
<input type="checkbox"/> VAT Return Filing	December 2021	210,221.56	0.00	Add Supporting Details
<input type="checkbox"/> Advance Payment		0.00	0.00	Upload copy of payment proof
Total		460,780.42	5,000.00	

Previous Step Save as Draft Next Step

Step	Action
(1)	Enter the amount that you intend to claim as refund. Kindly note that this amount must be equal to or less than the "Excess Refundable VAT Amount" for the associated transaction type

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What are you looking for?

User Type عربي

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Please select the transaction for which you want to claim VAT and you may choose to add supporting details for the selected VAT return Filings

Transaction Type	Period Description	Excess Refundable VAT Amount (AED)	Applied VAT Amount (AED)	Action
<input checked="" type="checkbox"/> VAT Return Filing	November 2021	250,558.86	5,000.00	Add Supporting Details
<input type="checkbox"/> VAT Return Filing	December 2021	210,221.56	0.00	Add Supporting Details
<input type="checkbox"/> Advance Payment		0.00	0.00	Upload copy of payment proof
Total		460,780.42	5,000.00	

Previous Step Save as Draft Next Step

Step	Action
(1)	Click here to view the detailed breakup of the corresponding VAT return.



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What are you looking for?

User Type عربي

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

- 5 highest tax invoices from Standard rated purchases (in term of values)
- 5 highest official and commercial documents invoices/ Tax invoices related to Zero rated sales (in term of values) In case you have exports, attach the official and commercial evidences
- 5 highest tax invoices related to Sales and other and outputs (in term of values)

FTA has the right to reject the refund request if you did not comply with the below:

- No response within 5 working days
- Incorrect attachments
- Unmatched summary with the related tax period Text

[Download Template](#) VAT common template.xlsx last updated 10/08/2022

[Upload Completed Template](#)

Save and Back

Step	Action
(1)	Click here to download the template that can be used to directly upload items to the table below

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What are you looking for?

User Type عربي

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

- 5 highest tax invoices from Standard rated purchases (in term of values)
- 5 highest official and commercial documents invoices/ Tax invoices related to Zero rated sales (in term of values) In case you have exports, attach the official and commercial evidences
- 5 highest tax invoices related to Sales and other and outputs (in term of values)

FTA has the right to reject the refund request if you did not comply with the below:

- No response within 5 working days
- Incorrect attachments
- Unmatched summary with the related tax period Text

[Download Template](#) VAT common template.xlsx last updated 10/08/2022

[Upload Completed Template](#)

Save and Back

Step	Action
(1)	Click on 'Upload Filled Template' to upload a completed template. Once the template has been uploaded, the values will auto populate in the table below.



Step	Action
(1)	Once the upload is complete, click here to download the uploaded template.

Step	Action
(1)	Click here to clear the table below.



The screenshot shows the 'VAT 311 - VAT Refunds' page. At the top right, there is an 'Edit' button highlighted with a red box and a '1' in a yellow circle. Below it is a 'Download' button. The main content is a table with the following data:

Description	Amount(AED)	VAT Amount(AED)	Error(if any)	Detailed Breakup
Standard rated supplies - Box 1	0.00	0.00		Edit
Out of scope supplies	0.00	0.00		Edit
Tax Refunds provided to Tourists under the Tax Refunds for Tourists Scheme - Box 2	41,541.20	2,077.06	✓	Edit
Supplies subject to the reverse charge provisions - Box 3	0.00	0.00		Edit

At the bottom left, there is a 'Save and Back' button, and at the bottom center, it says 'Saving...'.

Step	Action
(1)	Click Edit to provide further details about your refund request.

The screenshot shows the 'About the refund' section. A red box highlights the input fields for questions 1, 2, and 3. A '1' in a yellow circle is placed below the input fields. The text in the input fields is as follows:

1. Provide a brief summary of the products/services in your business activity and nature of your business
Business activities are activities a business engages in for profit-making purposes, such as operations, investing, and financing activities

2. Total VAT paid for employees medical insurance: (AED) 200.00

3. Total VAT paid for dependents medical insurance: (AED) 500.00

At the bottom left, there is a 'Save and Back' button.

Step	Action
(1)	Answer the questions below to provide further details about your refund request.



Step	Action
(1)	Select 'Yes' if you have any out of scope supplies

Step	Action
(1)	Provide the contact details of the person submitting the refund request



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Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Supporting Documents

Upload 5 highest tax invoices from Standard rated expenses (in terms of values)

Upload 5 highest zero related supplies invoices with their official and commercial evidence in case of exports

Upload 5 highest tax invoices related to Sales and other outputs(in terms of values)

Max File size: 15 MB | Max File size: 15 MB | Max. No. of files : 5

Max File size: 15 MB | Formats : PDF | Max. No. of files : 5

Max File size: 15 MB | Formats : PDF | Max. No. of files : 5

Save and Back

Step	Action
(1)	Click on 'Add' button or drag & drop your files to upload the required document. On successful upload of document, the 'Add' button will highlight in green.

vatreturns@gmail.com

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Edit

Download

Description	Amount(AED)	VAT Amount(AED)	Error(if any)	Detailed Breakup
Standard rated supplies - Box 1	0.00	0.00		Edit
Out of scope supplies	0.00	0.00		Edit
Tax Refunds provided to Tourists under the Tax Refunds for Tourists Scheme - Box 2	41,541.20	2,077.06	✓	Edit
Supplies subject to the reverse charge provisions - Box 3	0.00	0.00		Edit

Save and Back

Saving...

Step	Action
(1)	Click here to download the amount and VAT amount filed in the VAT return for the selected Tax period



Step	Action
(1)	Click here to provide a detailed breakdown for the selected line item in your VAT Return.

Step	Action
(1)	Click here to add transaction details



The screenshot shows the 'Add Transaction' form with the following fields:

- Transaction Type: Tax Invoice
- Taxpayer TRN: 100010413100003
- Company Name / Member Company Name (if applicable): Best Oven
- Tax Invoice/Tax credit note No: 55378
- Tax Invoice/Tax credit note Date: 01/04/2022
- Tax Invoice/Tax credit note Amount AED (before VAT): 5,000.00
- Reporting period from: 11/02/2021
- Reporting period to: 11/02/2021

The 'Add' button is highlighted with a red border and a yellow circle with the number '1' pointing to it.

Step	Action
(1)	Enter the transaction details

The screenshot shows the 'Add Transaction' form with the following fields:

- Transaction Type: Tax Invoice
- Taxpayer TRN: 100010413100003
- Company Name / Member Company Name (if applicable): Best Oven
- Tax Invoice/Tax credit note No: 55378
- Tax Invoice/Tax credit note Date: 01/04/2022
- Tax Invoice/Tax credit note Amount AED (before VAT): 5,000.00
- Reporting period from: 11/02/2021
- Reporting period to: 11/02/2021

The 'Add' button is highlighted with a red border and a yellow circle with the number '1' pointing to it.

Step	Action
(1)	Click on 'Add' to add the transaction details



The screenshot shows the 'VAT 311 - VAT Refunds' page. At the top, there is a search bar and navigation tabs. Below, a table lists transaction details. The 'Action' column for the first row contains three dots, which has been highlighted with a red box. A dropdown menu is open, showing 'Edit' and 'Delete' options. The 'Edit' option is marked with a yellow circle containing the number '1'.

Tax Invoice/Tax credit note Date	Transaction Type	Taxpayer TRN	Company Name / Member Company Name (If applicable)	Tax Invoice/Tax credit note No	Reporting period from	Reporting period to	Upload Status	Action
01/04/2022	Tax Invoice	100010413100003	Best Oven	55378	11/02/2021	11/02/2021		...
Total								

Step	Action
(1)	Click here to edit or delete the transaction details.

The screenshot shows the same 'VAT 311 - VAT Refunds' page. The 'Action' column for the first row now contains three dots. The 'Save and Back' button at the bottom left of the form is highlighted with a red box. A yellow circle containing the number '1' is placed next to the button.

Step	Action
(1)	Click Save and Back to save the progress of the form and return to the previous section



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What are you looking for?

User Type عربي

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Edit

Download

Description	Amount(AED)	VAT Amount(AED)	Error(if any)	Detailed Breakup
Standard rated supplies - Box 1	0.00	0.00		Edit
Out of scope supplies	0.00	0.00		Edit
Tax Refunds provided to Tourists under the Tax Refunds for Tourists Scheme - Box 2	41,541.20	2,077.06	✓	Edit
Supplies subject to the reverse charge provisions - Box 3	0.00	0.00		Edit

Save and Back 1 Saving...

Step	Action
(1)	Click Save and Back to save the progress of the form and return to the previous section

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What are you looking for?

User Type عربي

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Please select the transaction for which you want to claim VAT and you may choose to add supporting details for the selected VAT return Fillings

Transaction Type	Period Description	Excess Refundable VAT Amount (AED)	Applied VAT Amount (AED)	Action
<input checked="" type="checkbox"/> VAT Return Filling	November 2021	250,558.86	5,000.00	Add Supporting Details
<input type="checkbox"/> VAT Return Filling	December 2021	210,221.56	0.00	Add Supporting Details
<input type="checkbox"/> Advance Payment		0.00	0.00	Upload copy of payment proof
Total		460,780.42	5,000.00	

Previous Step Save as Draft Next Step

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



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

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Please select the transaction for which you want to claim VAT and you may choose to add supporting details for the selected VAT return Filings

Transaction Type	Period Description	Excess Refundable VAT Amount (AED)	Applied VAT Amount (AED)	Action
<input checked="" type="checkbox"/> VAT Return Filing	November 2021	250,558.86	5,000.00	Add Supporting Details
<input type="checkbox"/> VAT Return Filing	December 2021	210,221.56	0.00	Add Supporting Details
<input type="checkbox"/> Advance Payment		0.00	0.00	Upload copy of payment proof
Total		460,780.42	5,000.00	

Previous Step | Save as Draft | Next Step

 This is the refund amount requested by you.

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Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

460,780.42 | 5,000.00

Remaining Amount of Eligible Excess Refundable VAT (AED)

455,780.42

Additional Supporting Documents

Upload any additional supporting document

Add/View(C) | Drag files here

Max File size: 1 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 the required document. On successful upload of document, the 'Add' button will highlight in green.



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

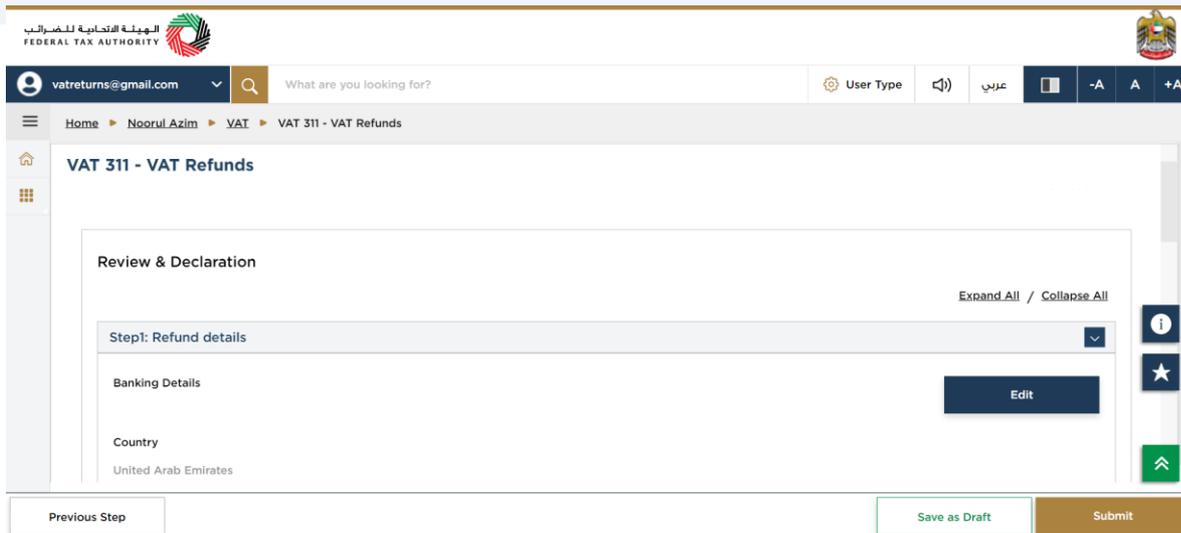
Step	Action
(1)	Click on 'Save as draft' to save the refund request as a draft



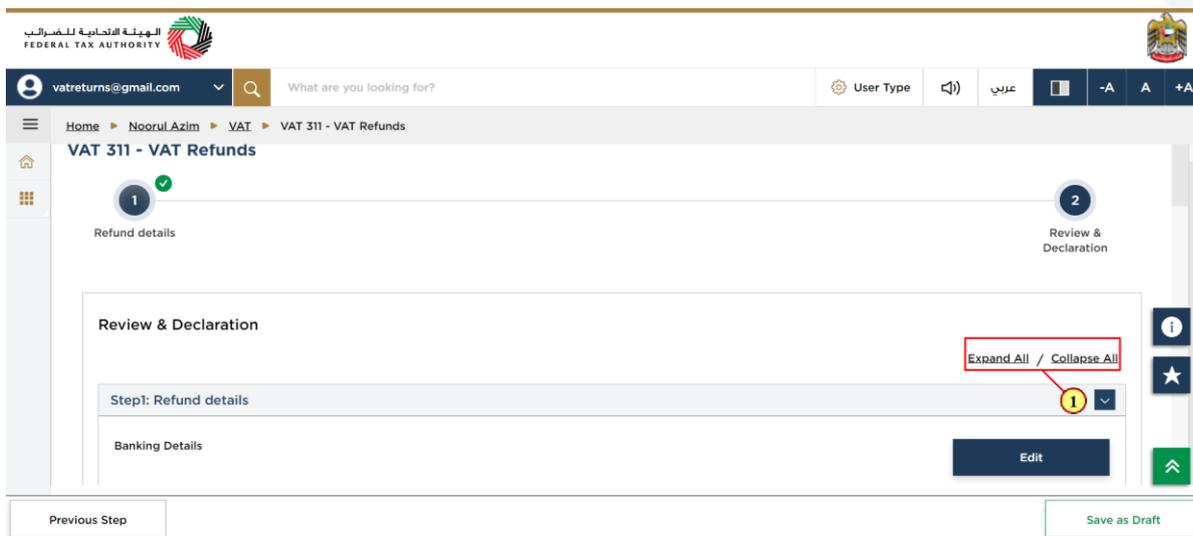
The screenshot displays the 'VAT 311 - VAT Refunds' page. At the top, there is a search bar and user information. The main content area shows two input fields: the first contains '460,780.42' and the second contains '5,000.00'. Below these is a label 'Remaining Amount of Eligible Excess Refundable VAT (AED)' followed by a field containing '455,780.42'. The 'Additional Supporting Documents' section includes an 'Add/View(1)' button and a 'Drag files here' area. At the bottom, there are three buttons: 'Previous Step', 'Save as Draft', and 'Next Step'. A red circle with a '1' highlights the 'Next Step' button.

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

Review and 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 the drop-down arrow to review the details in this step

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



Step	Action
(1)	Click here to edit the details in this section

Step	Action
(1)	Click on ellipsis to edit or delete and Authorized Signatory from the list.



vatreturns@gmail.com

What are you looking for?

User Type عربي

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Noorul Azim

First Name in Arabic: نورول
Last Name in Arabic: عاصم

Country Code: +971 (United Arab Emirates)
Phone Number: 987234567

Email ID: vatreturns@gmail.com

Date of Submission: 18/08/2022

Buttons: Previous Step, Save as Draft, Submit

The declaration details are taken from your registration data held by the FTA.

vatreturns@gmail.com

What are you looking for?

User Type عربي

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Noorul Azim

Country Code: +971 (United Arab Emirates)
Phone Number: 987234567

Email ID: vatreturns@gmail.com

Date of Submission: 17/08/2022

I hereby declare the below:

I agree to submit additional documentary proof support the VAT refund claim if requested by the FTA
I agree to pay ⁽¹⁾ my amount wrongfully obtained
I declare that all information provided by me is true, accurate and as per best of my knowledge

Buttons: Previous Step, 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



vatreturns@gmail.com

What are you looking for?

User Type عربي

Home > Noorul Azim > VAT > VAT 311 - VAT Refunds

VAT 311 - VAT Refunds

Country Code: +971 (United Arab Emirates)

Phone Number: 987234567

Email ID: vatreturns@gmail.com

Date of Submission: 17/08/2022

I hereby declare the below:

I agree to submit additional documentary proof support the VAT refund claim if requested by the FTA
 I agree to pay back my amount wrongfully obtained
 I declare that all information provided by me is true, accurate and as per best of my knowledge

Previous Step Save as Draft Submit

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



Acknowledgement

The screenshot shows the 'VAT 311 - VAT Refunds' page. The main heading is 'Application Submitted Successfully' with a 'Submitted' status indicator. The application details are as follows:

- Applicant's Name : NOORUL AZIM
- Refund Application Number : V32202000517
- Submitted Date : 7 November 2022
- Requested VAT Claim Amount : AED 5,000.00

There is a star icon on the right side of the application details.

 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 VAT 311 tile within the VAT tax module.

The screenshot shows the 'What Next' section of the VAT 311 - VAT Refunds page. It contains the following information:

What Next

- Processing your application:
 - Your application will now be reviewed by the FTA. If we require more information to assist with our review, we will contact you by email. You will need to provide the information requested for us to continue processing your application.
 - 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.
 - 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).
- 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 the EmaraTax portal.

Important Notes

- 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.

At the bottom, there is a 'Back to Dashboard' button highlighted with a red box and a 'Download' button. A yellow circle with the number '1' is placed over the 'Back to Dashboard' button.

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



The screenshot shows the VAT Refunds portal interface. At the top, there is a navigation bar with the user's email 'vatreturns@gmail.com' and a search bar. Below the navigation bar, the breadcrumb trail reads 'Home > Nootul Azim > VAT > VAT 311 - VAT Refunds'. The main content area is titled 'What Next' and contains the following text:

What Next

1. Processing your application:

a. Your application will now be reviewed by the FTA. If we require more information to assist with our review, we will contact you by email. 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 the Emaratax 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.

At the bottom of the page, there is a dark blue footer bar with contact information: 'For any inquiry or assistance, please contact us on: Within UAE: 600509994 | Outside UAE: +971 600509994 Email us at info@tax.gov.ae'. On the right side of this bar, there are two buttons: 'Back to Dashboard' and 'Download'. The 'Download' button is highlighted with a red box, and a yellow callout bubble with the number '1' points to it.

Step	Action
(1)	Click on 'Download' to download a copy of refund application submission acknowledgement



Correspondences



After submission of the VAT refund request, applicant receives the following correspondences:

- Application submission acknowledgment
- Application approval or rejection notification
- Additional information notification (only if FTA requires more information to assist with their review of your application)

Thank you