



New functionalities in FTA e-Services portal

Introduction

The Federal Tax Authority (FTA) has recently released an updated User Guide for VAT registration, amendments, and de-registration, in which an important feature allowing multiple-user access to the FTA e-Services portal is mentioned. The functionality enables users to access the e-Services portal, thereby taking into account practical business situations in which one person can manage multiple taxable person's accounts by using a single email address, or where multiple users can access a single taxable person's account.

The salient features of the new functionality are summarized below:

- **Managing multiple taxable persons by using a single email address** – An account owner (defined as a user possessing credentials which were used to create the account of an entity on the FTA's e-Services portal) or a taxable person can manage tax-related functions such as registration, filing returns, tax payments, refunds, etc. of multiple taxable persons by using a single email address that is registered with the FTA. The process can be undertaken in the following manner:
 - a. Login to the FTA e-Services portal;
 - b. Click on the 'My Accounts' tab on the dashboard;
 - c. Click on the 'Add New Taxable Person' option and enter the Legal Name of the taxable person in English and Arabic. Once added, the taxable person will be automatically approved by the FTA.

This feature will enable account owners to access multiple taxable persons' accounts.

- **Assigning online users to a taxable person** – An account owner/taxable person can either assign multiple online users to have access to a single taxable person's account or assign a single online user to have access to multiple taxable persons' accounts. The process can be undertaken in the following manner:



- a. Login to the FTA e-Services portal;
- b. Click on the 'Appoint new Tax Agency/add new user' button;
- c. Insert the Email IDs of the online users; *
- d. Click on the 'Assign' button once the Email ID has been retrieved.

*It should be noted that online users who would like to access a taxable person's account will have to sign-up to the FTA portal separately.

- **Assigning tax agency to a taxable person** – An Account owner/taxable person can also assign a tax agency to a taxable person for the purpose of managing their tax responsibilities, by following the same process as mentioned above. Tax agencies will have to provide their designated online user account to the account owner, so that it can be assigned to a taxable person.
- **Providing online users with read or write access** – An Account owner can determine the type of access rights (read or write) for each individual online user. It may be noted that only one online user can have write access at any given point in time. Further, the right to provide or revoke access is only for the account owner. A summary of the access that has been allotted to online users will be available on the dashboard.
- **De-linking of an online user** – An Account owner can delink online users from a taxable person's dashboard. Further, a particular online user can also delink himself directly from a taxable person's dashboard.
- **Shifting between taxable persons' dashboards** – An account owner/online user with access to multiple taxable persons can shift from one taxable person to another from the taxable person's dashboard. The process can be undertaken in the following manner:
 - a. Login to the FTA e-Services portal;
 - b. Click on 'My Accounts' button;
 - c. The login window will appear, wherein the password needs to be entered;
 - d. After entering the password, the page will be redirected to the online user dashboard, from which the other taxable person account can be accessed.

Comments

Considering the aforesaid functionalities of the FTA portal, taxpayers managing multiple entities (different taxable persons) or who want to grant access to multiple users may evaluate and initiate the process of mapping taxable persons / online users considering their business requirements. This functionality will enable an account owner to take control of all of the entities and to manage their VAT compliances. Additionally, it will enable taxpayers to assign responsibilities within their teams by allocating entities/individual tasks such as making VAT payments, filing returns, filing refunds, making amendments in a registration, etc.



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