



Refunds – Damaged/Lost Excisable Goods (ERDG) User Manual

Dhareeba Tax Portal

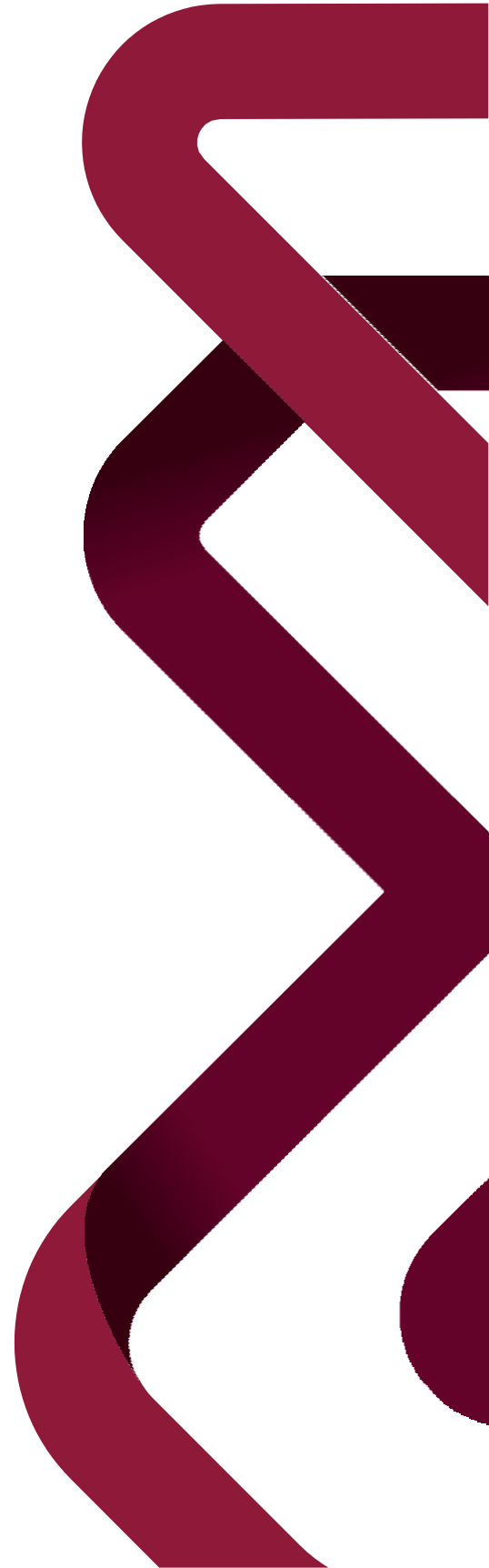


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1

Purpose of this document



1 Purpose of this document

Damaged/ Loss Excisable Goods' Refund Process is for Taxpayers who have input excisable goods as part of their finished products, which are also excise liable, to claim refunds on the excise they have paid on the input excisable goods.

The main purpose of this document is to guide a Taxpayer how to successfully file and submit a Damaged/Loss Excisable Goods' refund request.

The pre-requisite to file for Damaged/Loss Excisable Goods' refund is created base on the following:

- The taxpayer must be registered for Excise Tax
- The taxpayer must have filed and declared the Damaged/Loss Excisable Goods

This document also covers the correspondences which are sent by GTA.



2

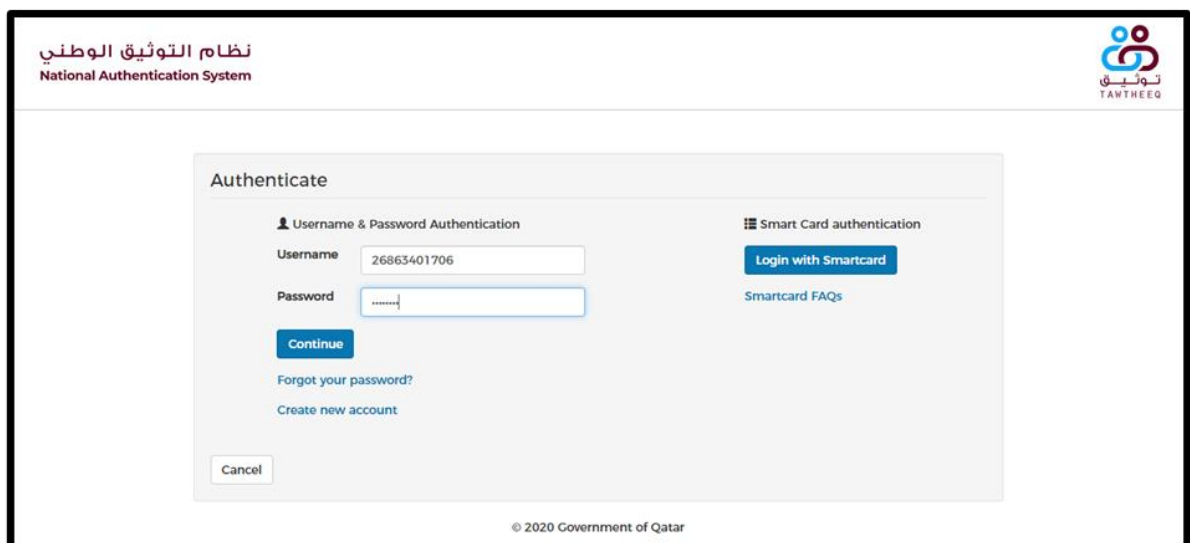
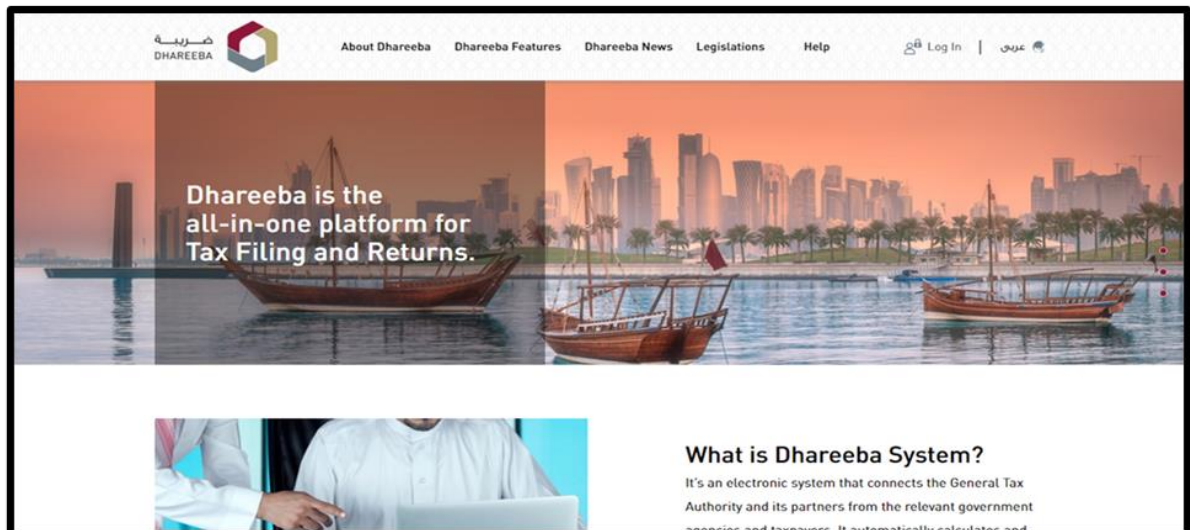
Steps to file a Damaged/Lost Excisable Goods' Refund



2 Steps to file a Damaged/Lost Excisable Goods' Refund

Step 1: Login Screen

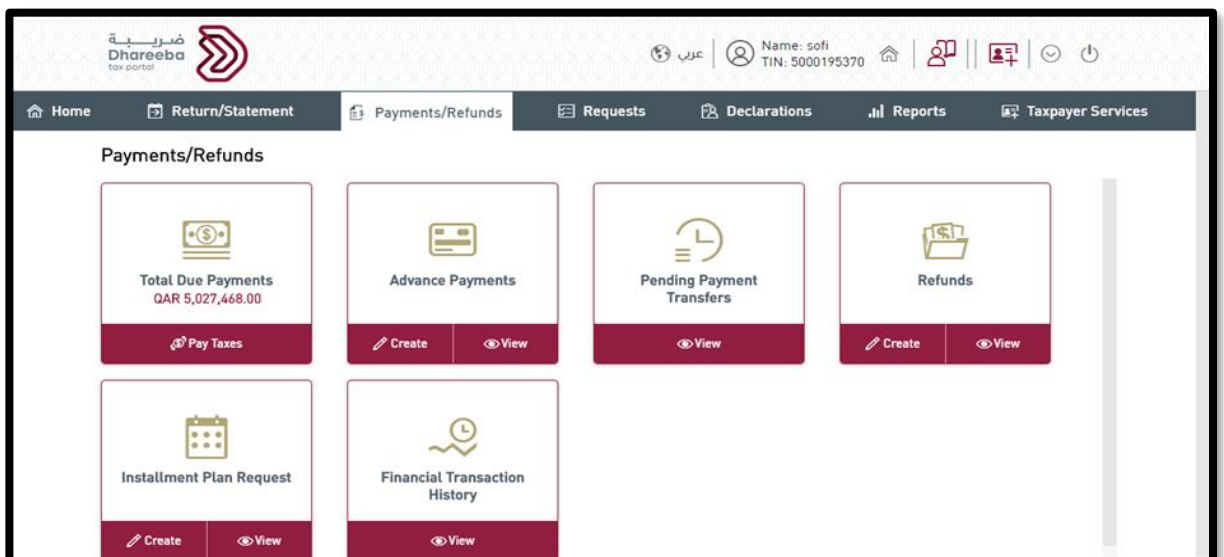
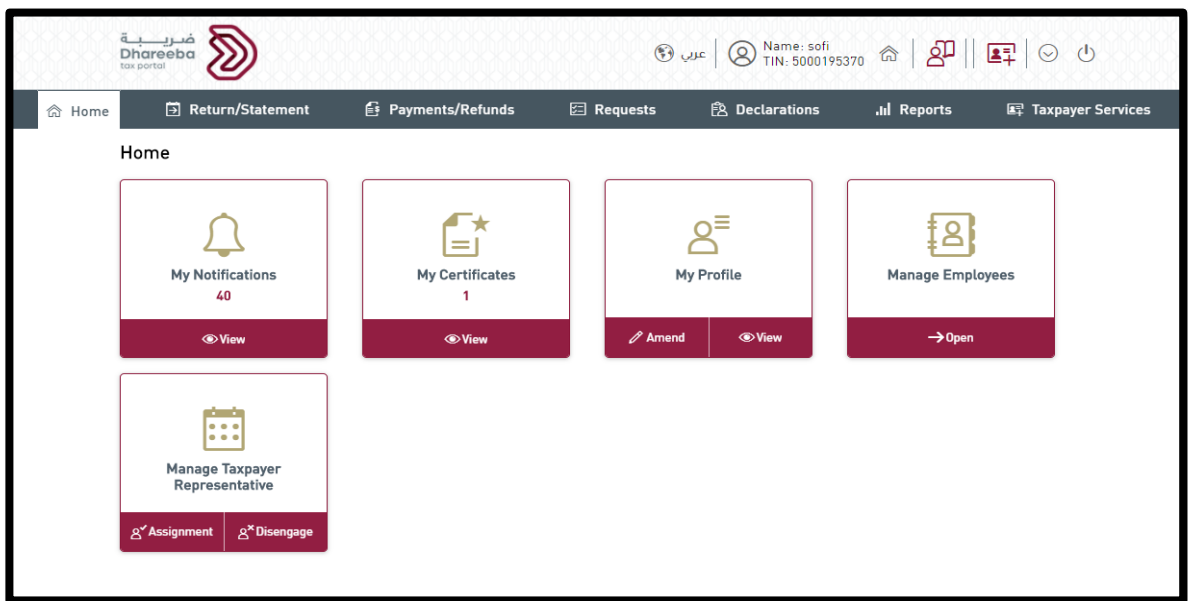
Taxpayer should login on the Dhareeba and is there after directed to the NAS portal where the Taxpayer should login through **QID** or **Email address** and its associated **password**, as shown in the screen below:





Step 2: Dashboard

After successful login, the Taxpayer will be navigated to the below screen. The Taxpayer clicks on the 'Payments/Refunds' tab, then Taxpayer clicks on 'Create' button on 'Refunds' tile.





Step 3: Refunds Type Screen

The Taxpayer will be navigated to 'Refunds Type' screen where the Taxpayer has to select the "Tax Type" which in this process is "Excise Tax", select the "Refund Type" which is "Damaged/Loss of Excisable Goods" and select the related declaration reference number for which the Taxpayer wants to file a refund.

The Taxpayer then clicks on 'Continue'.

The screenshot displays the 'Refunds Type' screen on the Dhareeba tax portal. The header includes the portal logo, the name 'sofi', and the TIN '5000195370'. The main content area contains three dropdown menus: 'Select Tax Type' (Excise Tax), 'Select Refund Type' (Damaged/Loss of Excisable Goods), and 'Declaration Reference Number' (062000000078). At the bottom, there are 'Back' and 'Continue' buttons.



Step 4: Instructions Screen

The Taxpayer will be navigated to “Instructions” screen where he/she has to read all the instructions before clicking on “**Start Now**” button.

Dhareeba tax portal

عربي | Name: sofi
TIN: 5000195370

Instructions for Taxpayers

These instructions need to be read and understood before starting the Refund Request

- Ensure to provide accurate information
- The information you provide in this request will be kept strictly confidential
- It is an offence to provide false and misleading information General Tax Authority

Back Start Now

Step 5: Refund Details

The Taxpayer will be navigated to a summarized “Refund Details” screen where the Taxpayer selects the **checkbox for the goods** for which the Taxpayer wants to file a refund.

Dhareeba tax portal

عربي | Name: sofi
TIN: 5000195370

Request Number: DAMAGED/LOST EXCISABLE GOODS REFUND

1 Refund Details 2 Additional Information 3 Bank Details 4 Summary 5 Declaration

Refund Details

	Goods Type	Description of Goods	SKU Code	Quantity Damaged/Lost	Claimed Amount (GAR)	Actions
<input type="checkbox"/>	CARBONATED DRINKS	ESPADAFOR CASTILLO SALOBRENA WHITE 1L	220210900020279001	0	0.00	
<input type="checkbox"/>	TOBACCO AND ITS DERIVATIVES	MAC BAREN ROLLING TOBACCO CHERRY 40GR	240319100010262004	0	0.00	

Back 20% Save as draft Continue



The Taxpayer will then be able to take actions to edit, cancel or view the selected goods as shown below. The Taxpayer clicks on 'Edit' icon.

Request Number: DAMAGED/LOST EXCISABLE GOODS REFUND

1 Refund Details 2 Additional Information 3 Bank Details 4 Summary 5 Declaration

Refund Details

	Goods Type	Description of Goods	SKU Code	Quantity Damaged/Lost	Claimed Amount (QAR)	Actions
<input checked="" type="checkbox"/>	CARBONATED DRINKS	ESPADAFOR CASTILLO SALOBRENA WHITE 1L	220210900020279001	0	0.00	
<input checked="" type="checkbox"/>	TOBACCO AND ITS DERIVATIVES	MAC BAREN ROLLING TOB CHERRY 40GR	240319100010262004	0	0.00	

[Back](#) 20% [Save as draft](#) [Continue](#)

The Taxpayer will be navigated to the below screen where the Taxpayer selects/enters the necessary details. The Taxpayer can click on the “+” button to add more details. The Taxpayer then clicks on 'Save' button.

Request Number: DAMAGED/LOST EXCISABLE GOODS REFUND

1 Refund Details 2 Additional Information 3 Bank Details 4 Summary 5 Declaration

Refund Details

Imported[Custom Ref] / Produced[Return Ref]	Return/Custom Reference#	Period	Submitted Date	Quantity	Claimed Amount [QAR]	Actions
Imported	9110000069		01/10/2020	25	25,000.00	
Produced	9110000069	الفترة الأولى 2020	02/10/2020	5	5,000.00	
+						

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The Taxpayer will be navigated to the summarized details page where he/she can either take actions on the goods selected or click on 'Continue' button.

Request Number: DAMAGED/LOST EXCISABLE GOODS REFUND

1 Refund Details 2 Additional Information 3 Bank Details 4 Summary 5 Declaration

Refund Details

	Goods Type	Description of Goods	SKU Code	Quantity Damaged/Lost	Claimed Amount (QAR)	Actions
<input checked="" type="checkbox"/>	CARBONATED DRINKS	ESPADAFOR CASTILLO SALOBRENA WHITE 1L	220210900020279001	50	121,860.00	
<input checked="" type="checkbox"/>	TOBACCO AND ITS DERIVATIVES	MAC BAREN ROLLING TOB CHERRY 40GR	240319100010262004	30	30,000.00	

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Step 6: Additional Information

The Taxpayer will be navigated to 'Additional Information' screen where the Taxpayer can fill the optional field and attach any document(s). The Taxpayer then clicks "Continue" button.

Request Number: 083000000020 DAMAGED/LOST EXCISABLE GOODS REFUND

1 Refund Details 2 Additional Information 3 Bank Details 4 Summary 5 Declaration

Additional Information

Additional Notes

Additional Notes

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Step 7: Bank Details

After clicking on "Continue" button, the Taxpayer will be navigated to "Bank Details" screen where the Taxpayer has to select 'Yes' or 'No' for the below question. If the Taxpayer selects 'Yes', then the Taxpayer can proceed by clicking on 'Continue' button.

Request Number: DAMAGED/LOST EXCISABLE GOODS REFUND

1 Refund Details 2 Additional Information 3 Bank Details 4 Summary 5 Declaration

Bank Details

Do you want to keep the refund amount with the General Tax Authority, to use it against future tax liabilities?

Yes No

◀ Back 60% Save as draft Continue ▶

If the Taxpayer selects 'No', then the additional fields will appear as shown below. The Taxpayer then either selects the **checkbox** where all details will then be prepopulated or **fills** in all the details in the fields. The Taxpayer then clicks on 'Continue' button.

Request Number: DAMAGED/LOST EXCISABLE GOODS REFUND

1 Refund Details 2 Additional Information 3 Bank Details 4 Summary 5 Declaration

Bank Details

Do you want to keep the refund amount with the General Tax Authority, to use it against future tax liabilities?

Yes No

Use your previous Bank Account Details

IBAN

Beneficiary Name in English

Beneficiary Name in Arabic

Bank Name

SWIFT/BIC Code

Proof of Bank Account

◀ Back 60% Save as draft Continue ▶



Step 8: Summary

After clicking on "Continue" button, the Taxpayer will be navigated to "Summary" screen where the Taxpayer will be able to view the 'Damaged/Loss Excisable Goods' refund details for each section.

The Taxpayer then clicks on "Continue" button.

Goods Type	Excise Tax Paid (QAR)	Claimed Amount (QAR)
TOBACCO AND ITS DERIVATIVES	1100.00	1100.00
CARBONATED DRINKS	7986.00	7986.00
Total	9,086.00	9,086.00

Do you want to keep the refund amount with the General Tax Authority, to use it against future tax liabilities?

No

IBAN	QA89CITI354165841618454865444	Bank Name	CITIBANK N.A.
Beneficiary Name in English	Cece	SWIFT/BIC Code	CITIQAQA
Beneficiary Name in Arabic	Cece	Proof of Bank Account	



Step 8: Declaration

After clicking on "Continue" button, the Taxpayer will be navigated to "Declaration" screen where the details in all the fields will be pre-populated from NAS Sign-up.

Click on the 'Terms and Conditions' hyperlink.

Click on "I Agree" button.



Tick the **declaration checkbox**. 'Submit' button will be displayed. Click on the **'Submit'** button.

The screenshot shows the Dhareeba tax portal interface. At the top, the logo and name 'Dhareeba tax portal' are visible. The user's name 'sofi' and TIN '5000195370' are displayed. The request number is '083000000020' and the title is 'DAMAGED/LOST EXCISABLE GOODS REFUND'. The progress bar shows five steps: 1. Refund Details, 2. Additional Information, 3. Bank Details, 4. Summary, and 5. Declaration (current step). The Declaration form includes fields for First Name (Ahmed), Last Name (Younus), Designation (Member of the Board), Date (01/10/2020), Email Address (gta_uat88@gmail.com), and Phone Number (+974 55646913). There are two checkboxes: 'I agree with the Terms and Conditions' and 'I declare that the information provided in this form is true and correct.' Both are checked. At the bottom, there are buttons for 'Back', 'Save as draft', and 'Submit'. A green progress bar at the bottom indicates 100% completion.

Step 10: Acknowledgement

After clicking on "Submit" button, Taxpayer will be navigated to "Acknowledgement" screen where the application reference number is displayed.

The screenshot shows the Dhareeba tax portal interface displaying the Acknowledgement screen. A large green checkmark icon is at the top center. The main heading is 'Refund Request for Damaged/Lost Excisable Goods complete'. Below it, the text reads: 'Your request reference number is 083000000020 submitted on : 01/10/2020'. It then says: 'Kindly use your reference number to track your request's status in the system and when contacting us.' Below that, it states: 'This Notification confirms that we have received and your request, however this is not an approval nor a rejection of your request. Kindly note that the General Tax Authority reserves the right to request additional documents and details concerning your request.' At the bottom, it provides contact information: 'For any inquiry or assistance, please contact us on: Within Qatar: 16565, Outside Qatar: +974 4406 9941. Write to us at Tax.support@gta.gov.qa or to learn more, visit Dhareeba.gov.qa'. A 'Close' button is at the bottom center.



3

Annexure – Correspondence received by Taxpayer



3 Annexure – Correspondence received by Taxpayer

3.1 Steps how Taxpayer can open and view notifications on the portal

Taxpayer should log in to Taxpayer Portal and select 'My Notifications' tab from the Home screen to view the notifications.

Date	TIN	Request Type	Description	Tax Type	Status	Action
06/10/2020	83000000020	Excisable Goods Refund Request	Excisable Goods Refund Request	Excise Tax	Informative	↓
06/10/2020	83000000037	Damaged/Lost Excisable Goods Refund Request	Acknowledgment - Damaged/Lost Excisable Goods Refund Request	Excise Tax	Informative	↓
06/10/2020	83000000037	Damaged/Lost Excisable Goods Refund Request	Rejection - Damaged/Lost Excisable Goods Refund Request	Excise Tax	Informative	↓
06/10/2020	83000000023	Damaged/Lost Excisable Goods Refund Request	Approval of - Damaged/Lost Excisable Goods Refund Request	Excise Tax	Informative	↓
07/10/2020	83000000038	Damaged/Lost Excisable Goods Refund Request	Acknowledgment - Damaged/Lost Excisable Goods Refund Request	Excise Tax	Informative	↓

◀ Back



3.2 SMS on Mobile Number and Email Notifications on Email ID

After submitting the form, Taxpayer will receive Email on the E-mail Address which Taxpayer has provided, SMS on the Mobile Number Taxpayer has provided & Notifications on Portal.

Taxpayer will receive SMS, Email and PDF on Submission

Taxpayer will receive SMS, Email and PDF for Additional Information required

Taxpayer will receive SMS, Email and PDF for Additional Information received

Taxpayer will receive SMS, Email and PDF after Approval

Taxpayer will receive SMS, Email and PDF for Rejection



Status of Damaged or Loss Excisable Goods Refund form

Taxpayer needs to click on the View button of 'Excise Goods Exemption Request' tile.

The Taxpayer will be navigated to below screen.

Reference #	Tax Type	Tax Period	Refund Type	Status	Actions
083000000024	Excise tax		Damaged/Loss of Excisable Goods	Approved	
083000000031	Excise tax		Damaged/Loss of Excisable Goods	Under Review	
083000000035	Excise tax		Damaged/Loss of Excisable Goods	Under Review	
083000000037	Excise tax		Damaged/Loss of Excisable Goods	Rejected	
083000000038	Excise tax		Damaged/Loss of Excisable Goods	Approved	

- End of Document -