



Refunds for Special Entities User Manual

Dhareeba Tax Portal



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Purpose of this document



1 Purpose of this document

The main purpose of this document is to guide Taxpayer how to raise Refund Request for Special Entities. Only certain Special entities would be eligible to raise the refund request. Taxpayer can raise refund request for specific half-yearly period.

2

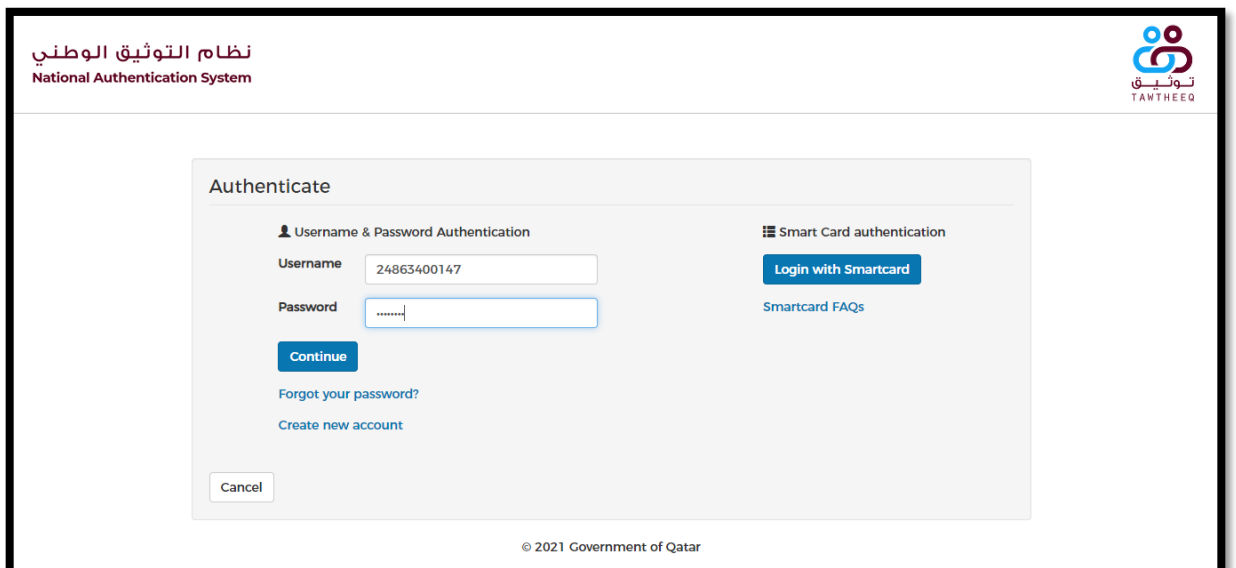
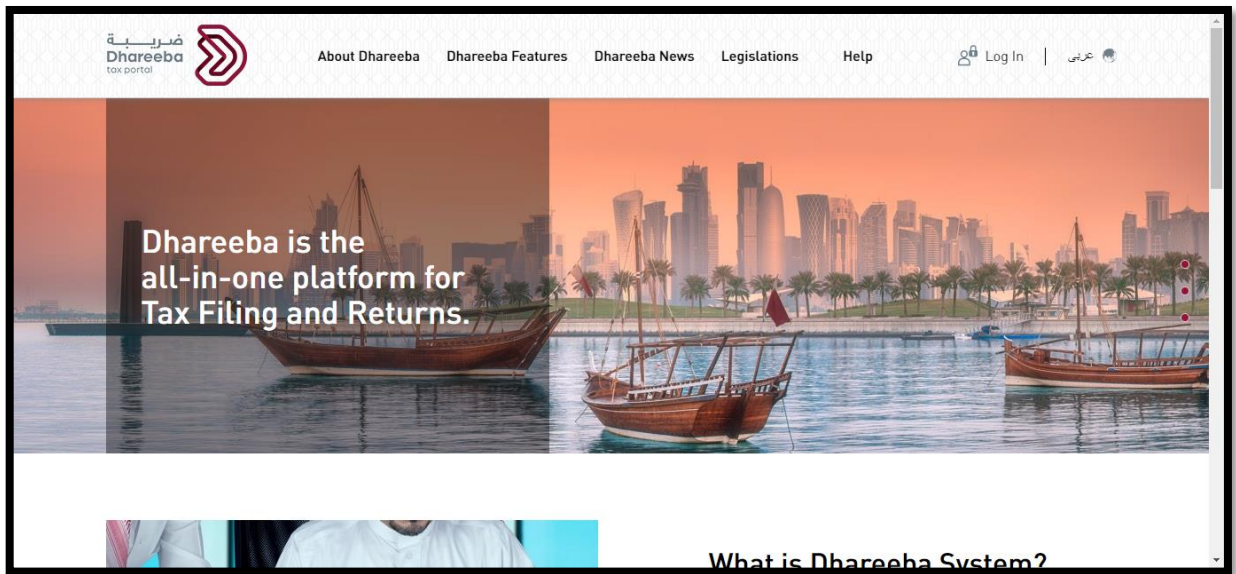
Steps to Submit Refund Request

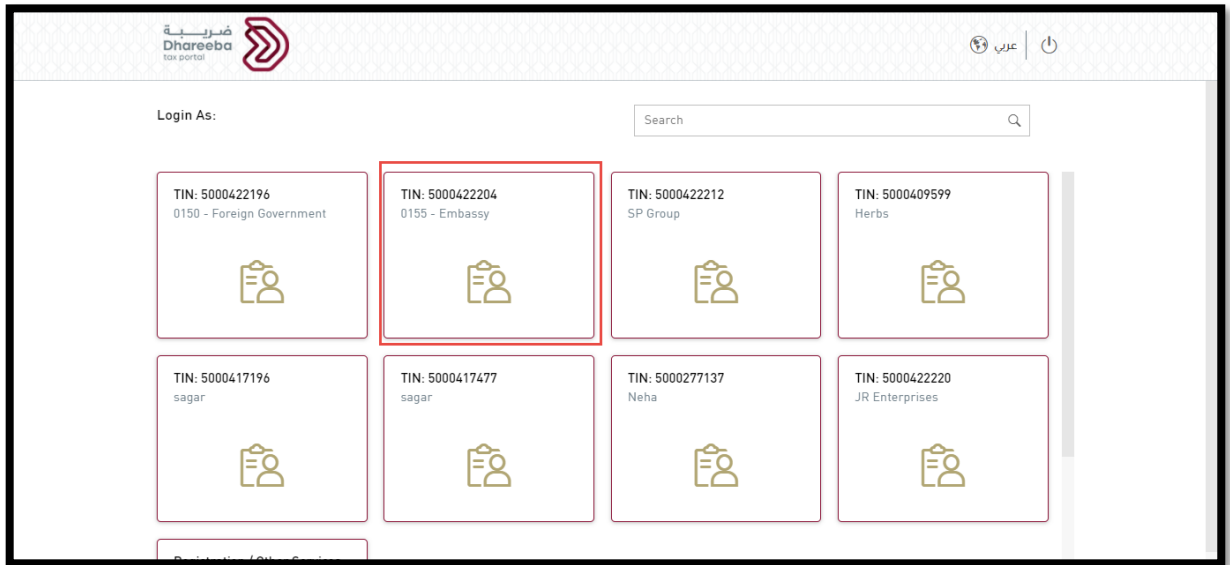


2 Steps to Submit Refund Request

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:

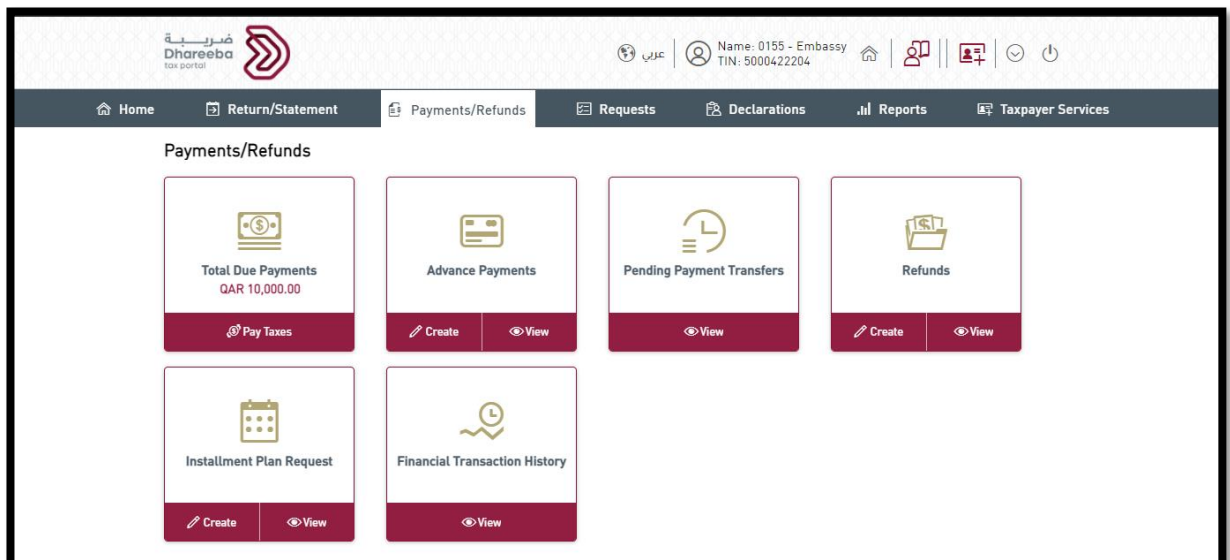




Step 2: Dashboard

After successful login, the Taxpayer will be navigated to the home tab on Dashboard.

Taxpayer will click on **Create** Button on **Refunds** Tile on the **Payments/ Refunds** tab to raise request for Refunds.





Step 3: Tax Type Selection

After clicking on “Create” button on "Refunds" tile, Taxpayer will be navigated to the page where the Taxpayer needs to select **Tax Type** and **Refund Type**.

If Taxpayer is registered only for Excise Tax, then Refund type would be defaulted as “Special Refund”, else Taxpayer should select Tax Type as “**Special Entities**” and Refund type as ‘**Special Refund**’.

The screenshot displays the 'Request for Refund' interface. At the top, the Dhareeba tax portal logo and user information (Name: 0155 - Embassy, TIN: 5000422204) are visible. The main content area contains two dropdown menus. The first, 'Select Tax Type*', has 'Special Entities (ET & VAT)' selected. The second, 'Select Refund Type*', has 'Special Refund' selected. At the bottom, there are 'Back' and 'Continue' buttons.



Step 4: Instructions Screen

The Taxpayer will be navigated to “Instructions” screen and must click on “**Start Now**” button, after reading the instructions.

Taxpayer should select the **Refund period**.

If Taxpayer selects the period which is **less than Six months**, then Taxpayer needs to answer the following question “**Are you leaving your Diplomatic mission in State of Qatar?**”?

ضريبة
Dhreeba
tax portal

عربي | Name: 0155 - Embassy
TIN: 5000422204

Instructions for Taxpayers

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

- Ensure to provide correct information
- Ensure that existing details are complete and up to date before filling your refund request
- The information you provide in this request will be kept strictly confidential
- It is an offence to provide false and misleading information to General Tax Authority
- Ensure to provide aporisial document from Qatari Ministry of Foregin Affairs

Refund Period

2021 H1 (01.01.2021-30.06.2021)

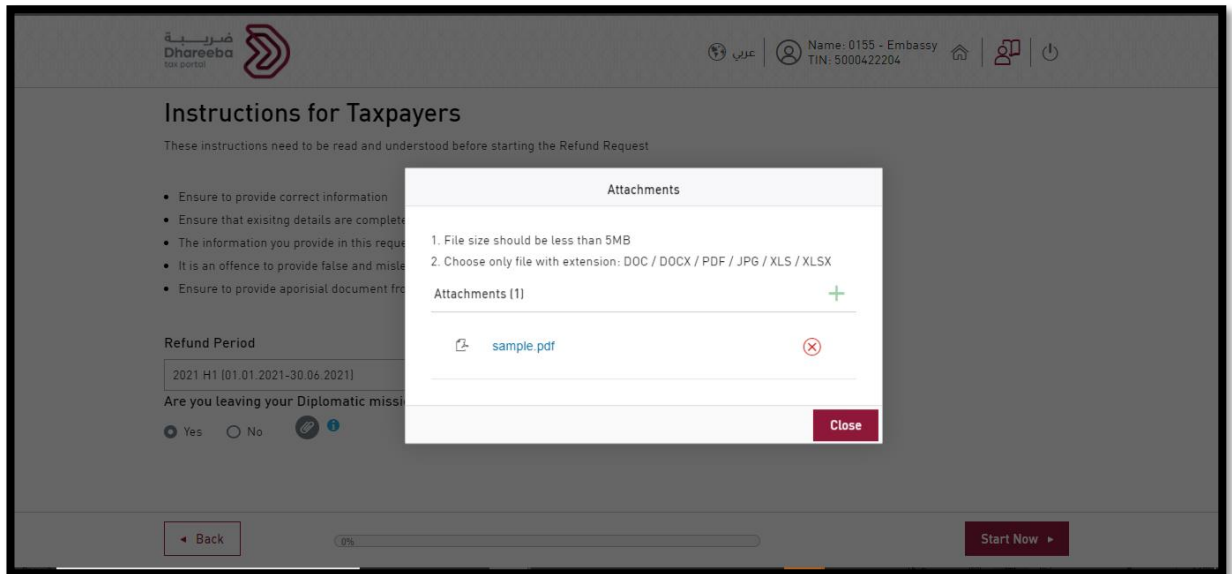
Are you leaving your Diplomatic mission in State of Qatar?*

Yes No

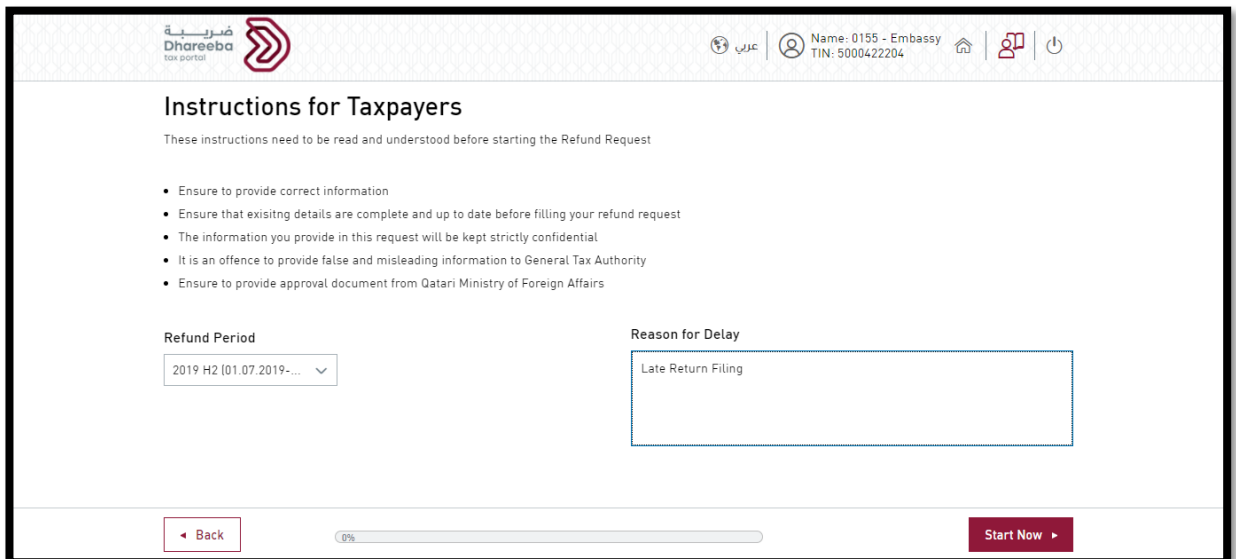
◀ Back 0% Start Now ▶



Taxpayer needs to attach mandatory attachment for the question.



If the Taxpayer is filing the refund later than 60 days from the end of that period, then system will ask Taxpayer 'Reason for delay'.





Step 5: Refund Details

After clicking on "Start Now" button, Taxpayer will be navigated to "Refund Details " screen where Taxpayer can submit the refund details by using any of the below methods:

- by entering the details manually by clicking on **Add More** button, or,
- by **uploading** the details using Excel sheet using the **Upload** and **Download** Buttons

Request Number: Special Refund

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

Refund Details [Download](#) [Upload](#) [Delete All](#)

Invoice #	Date of Invoice	Supplier's TIN	Invoice Amount including Tax(QAR)	Claimed Amoun...	Claimed Amount[ET]	Claimed Amount[VAT]	Proof of Transaction	Upload Status	Actions
No data									
Total								0/0	

[Add More](#)

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



To enter details manually, Taxpayer should enter the Invoice number and related details.

To enter the details related to Excise tax, the Taxpayer must click on “Details” icon which is there on the top of the “Total Excise Tax Paid (QAR)” and “Total VAT Paid (QAR)” fields.

The screenshot shows the Dhareeba Special Refund form. At the top, it displays the Dhareeba logo and user information: Name: 0155 - Embassy, TIN: 5000422204. The form title is "Special Refund" and the request number is blank. Below the title is a progress bar with five steps: 1. Refund Details (active), 2. Additional Information, 3. Bank Details, 4. Summary, and 5. Declaration. The main form fields are: Invoice # (123), Date of Invoice (01/03/2021), Supplier's TIN (500042220), and Supplier's Name (0155 - Embassy). There are also fields for Invoice Amount including Tax (QAR) (50,000), Total Excise Tax Paid (QAR) (with a + Details button), Total VAT Paid (QAR) (with a + Details button), and Total Claimed (QAR). An "Attach Proof of transaction" button is also present. At the bottom, there are "Back" and "Save" buttons and a 20% progress indicator.

Click on + Details button for Total VAT Paid (QAR)

Once clicked on + Details, the below screen will be available. Taxpayer should enter the details. Click on Save.

The screenshot shows the "Total VAT Paid" details form. It features a table with the following structure:

Goods Description	Amount Exclusive of VAT	VAT Paid[QAR]
		No data
Total		

Below the table, there is a green "+" button. At the bottom right of the form, there are "Back" and "Save" buttons. The background is dimmed, and the main form's progress bar and buttons are visible at the bottom.



If Taxpayer wants to add more details, then he can click on + button. After adding Goods Details, click on Save.

Goods Description	Amount Exclusive of VAT	VAT Paid[QAR]
Energy Drinks	500000	25,000.00
Total		25000.00

Now Click on + Details button for Total Excise Tax Paid(QAR) Once clicked on + Details, the below screen will be available. Taxpayer should enter the details. Click on Save.

Goods Type	Goods Description	Quantity	Unit of Measure	Excise Tax paid(QAR)
No data				

Total Claimed(QAR): 25,000.00



To enter details, the Taxpayer should select one the option as Goods Type or SKU Code.

Request Number: Special Refund

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

Total Excise Details

Declare by Goods Type SKU Code

Attach Proof of transaction

Total Claimed(QAR) 25,000.00

Back Save

Taxpayer should enter the required details and click on Save.

Total Excise Details

Declare by Goods Type SKU Code

Goods Type	TOBACCO AND ITS DERIVATI...	SKU Code	0010031001
HS Code	0031001	Quantity per SKU	200
Brand	BENSON	Unit of Measure	L
Description	GOODS	Excise Tax paid(QAR)	25,000

Back Save



After clicking on Save, the below screen appears.

The screenshot shows a web interface for 'Special Refund' with a 'Total Excise Details' modal window. The modal contains a table with the following data:

Goods Type	Goods Description	Quantity	Unit of Measure	Excise Tax paid(QAR)
TOBACCO AND ITS DERIVATIVES	GOODS	200.00	L	25,000.00

Below the table, there is a '+', a 'Back' button, and a 'Save' button. The background shows a progress bar at 20% and a 'Save' button at the bottom right.

If Taxpayer wants to add more details, then he can click on + button.

After adding Goods Details, the Taxpayer should click on Save button. After clicking on Save button, he will be navigated to the below screen:

The screenshot shows the 'Refund Details' step of a 'Special Refund' process. It includes a progress bar at 20% and a 'Save' button at the bottom right. The form contains the following fields:

- Invoice #**: 123
- Date of Invoice**: 01/03/2021
- Supplier's TIN**: 500042220
- Supplier's Name**: 0155 - Embassy
- Invoice Amount including Tax(QAR)**: 50,000
- Total Excise Tax Paid(QAR)**: 25,000.00 (with a 'Details' link)
- Total VAT Paid(QAR)**: 25,000.00 (with a 'Details' link)
- Attach Proof of transaction**: (with a file upload icon and an 'i' icon)
- Total Claimed(QAR)**: 50,000.00



When the Taxpayer clicks on attachment icon, a popup window will open where Taxpayer can attach the invoice copy and the payment document. Taxpayer should upload and then click on Close button.

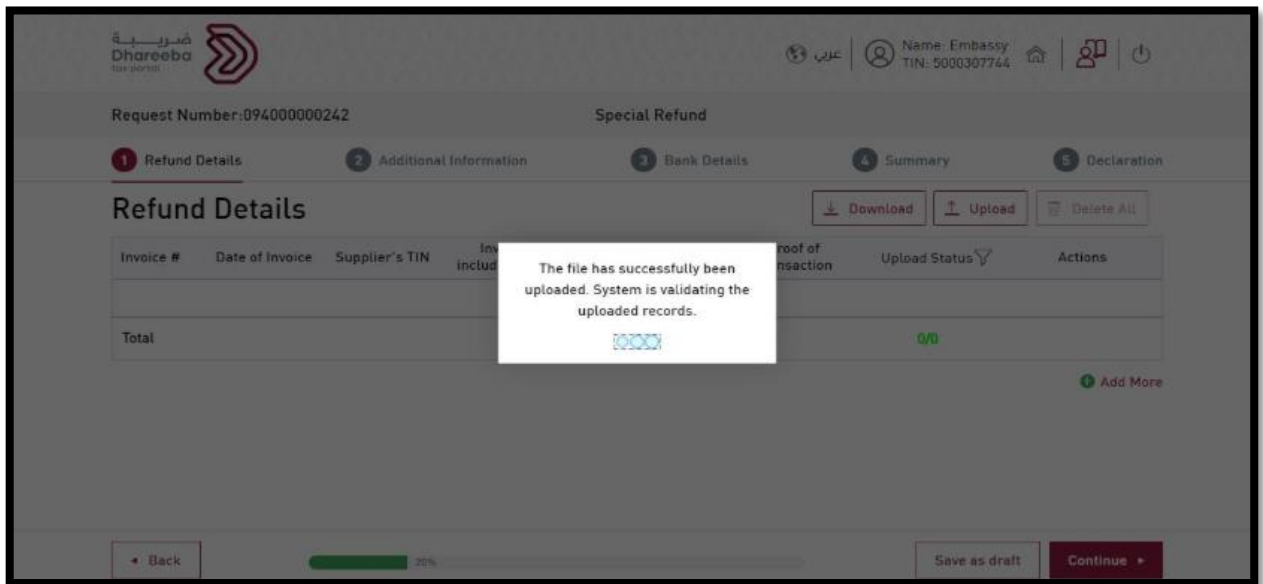
The screenshot shows the Dhareeba portal interface. At the top, there is a header with the Dhareeba logo and user information: "Name: 0155 - Embassy" and "TIN: 5000422204". The main content area is titled "Special Refund" and includes a progress bar with 20% completion. A "Refund Details" form is visible, with fields for "Invoice #", "Date of Invoice", "Invoice Amount including Tax(QAR)", and "Total Claimed(QAR)". A "Attachments" popup window is open, allowing the user to add "Copy of Invoice" and "Payment Document". The popup has a "Close" button at the bottom right.

If the Taxpayer chooses to use the Upload and Download Buttons, Taxpayer can download the Excel sheet by clicking **Download** button.

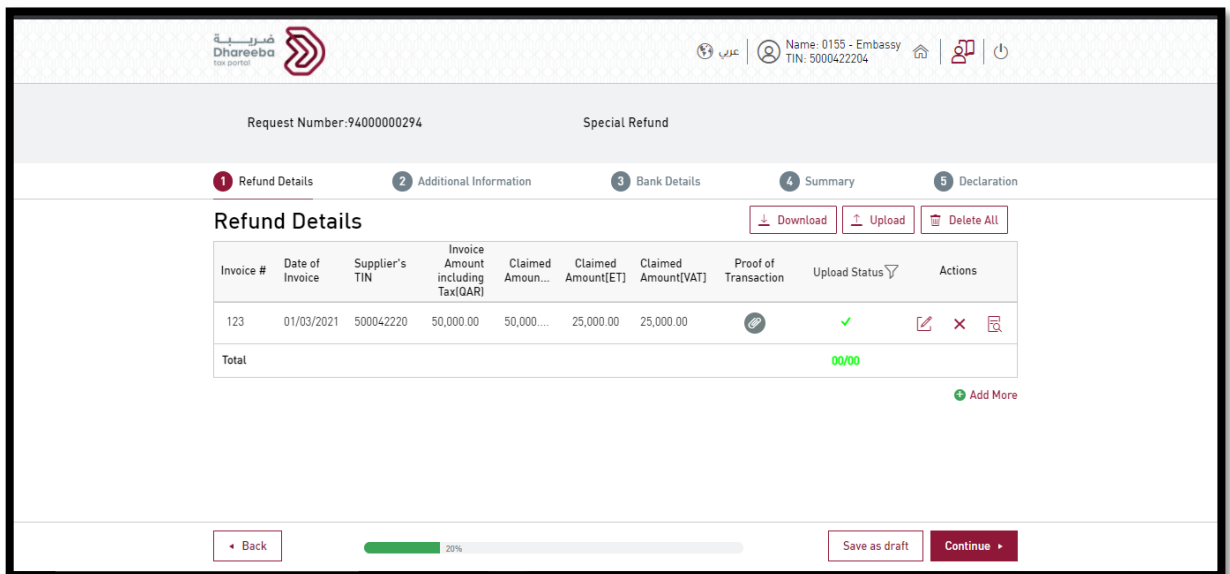
The screenshot shows the Dhareeba portal interface. At the top, there is a header with the Dhareeba logo and user information: "Name: 0155 - Embassy" and "TIN: 5000422204". The main content area is titled "Special Refund" and includes a progress bar with 20% completion. A "Refund Details" table is displayed, with columns for "Invoice #", "Date of Invoice", "Supplier's TIN", "Invoice Amount including Tax(QAR)", "Claimed Amount", "Claimed Amount[ET]", "Claimed Amount[VAT]", "Proof of Transaction", "Upload Status", and "Actions". The table shows "No data" for the main rows and "Total" with "0/0" for the Upload Status. A "Download" button is highlighted in red, and an "Add More" button is visible at the bottom right. The "Back" button is also visible at the bottom left.



During the upload process of the Excel, below screen will appear.



Details uploaded by Taxpayer are available on Refund Details page. Taxpayer clicks on Continue button to proceed ahead.





Step 6: Additional Information

This will be an optional section to enable the Taxpayer to add some notes or attachments that will support this application. However, this is mandatory in case additional information is requested by GTA.

The screenshot shows the Dhareeba tax portal interface for a 'Special Refund' application. The top header includes the Dhareeba logo, the name 'Name: 0155 - Embassy', and the TIN '5000422204'. The request number is '9400000294'. The progress bar indicates five steps: 1. Refund Details, 2. Additional Information (current step), 3. Bank Details, 4. Summary, and 5. Declaration. The 'Additional Information' section contains a radio button for 'Yes' (unchecked) and 'No' (checked), a checkbox for 'Attach any other supporting documents (if any)' (checked), and a text area for 'Additional Notes'. At the bottom, there are 'Back' and 'Continue' buttons, a 'Save as draft' button, and a progress indicator showing 20% completion.



Step 7: Bank Details

Taxpayer will either enter **IBAN number** and validate the IBAN number or will select the checkbox for **“Use your previous bank account details”** to get the previous account details.

Request Number:09400000294 Special Refund

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

Bank Details

Use your previous Bank Account Details

IBAN ⓘ QA37QNBA7877655845545434333 Validate

Beneficiary Name in English 0155 - Embassy

Beneficiary Name in Arabic 0155 - Embassy

Bank Name Qatar National Bank

SWIFT/BIC Code QNBAQAQA

Proof of Bank Account ⓘ

◀ Back 40% Save as draft Continue ▶

Taxpayer should attach mandatory Proof of Bank Account details.

Request Number:09400000294 Special Refund

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

Bank Details

Use your previous Bank Account Details

IBAN ⓘ QA37QNBA7877655845545434333

Bank Name Qatar National Bank

Beneficiary Name in English 0155 - Embassy

Beneficiary Name in Arabic 0155 - Embassy

Proof of Bank Account ⓘ

Attachments

1. File size should be less than 5MB
2. Choose only file with extension: DOC / DOCX / PDF / JPG / XLS / XLSX

Attachments (1) +

SampleJPGImage_50kbmb.jpg X

Close

◀ Back 40% Save as draft Continue ▶



Step 8: Summary

After clicking on "Continue" button, the Taxpayer will be navigated to "Summary" screen where Taxpayer will be able to view details for each section. The Taxpayer should check all the details and click on **Edit** button if any details require to be updated.

After verifying details, Taxpayer should click on the 'Continue' button.

Tax Type	Amount (QAR)
Excise tax	25000.00
VAT	25000.00

Tax Type	Amount (QAR)
Excise tax	25000.00
VAT	25000.00
Total	50000.00



Step 9: Declaration

After clicking on "Continue" button, Taxpayer will be navigated to "Declaration" screen.

Taxpayer needs to select the **checkbox** to submit his application.

The screenshot shows the Dhareeba tax portal interface for a Special Refund application. The header includes the Dhareeba logo, the text "ضريبة Dhareeba tax portal", and user information: "عربي", "Name: 0155 - Embassy", and "TIN: 5000422204". The main content area displays "Request Number: 094000000294" and "Special Refund". A progress bar at the top indicates five steps: 1 Refund Details, 2 Additional Information, 3 Bank Details, 4 Summary, and 5 Declaration (the current step). The Declaration form contains the following fields:

Field	Value
First Name	Sparsh
Last Name	Tyagi
Designation	Member of the Board
Date	17/03/2021
Email Address	sparsh@gmail.com
Phone Number	+ 974 55646913

Below the form, there is a checkbox that is checked, with the text "I declare that the information provided in this form is true and correct." At the bottom of the screen, there is a "Back" button, a progress bar showing 80% completion, a "Save as draft" button, and a "Submit" button.



Step 10: Acknowledgement

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

ضريبة
Dhareeba
tax portal

عربي | Name: 0155 - Embassy
TIN: 5000422204

Request for Special Refund complete
Your Request Reference Number is
09400000294 Submitted on : 17/03/2021
Your request is under review.

Kindly use the Request reference number to track your Request's status when contacting us.
This confirms our receipt of your Request and it is not a notice of approval or rejection.
The General Tax Authority reserves the right to request any additional documents, clarifications, or information.

For any inquiry or assistance, please contact us on:
Within Qatar: 16565
Outside Qatar: +974 4406 9941
Write to us at support@dhareeba.qa or to learn more, visit Dhareeba.gov.qa

Close



3

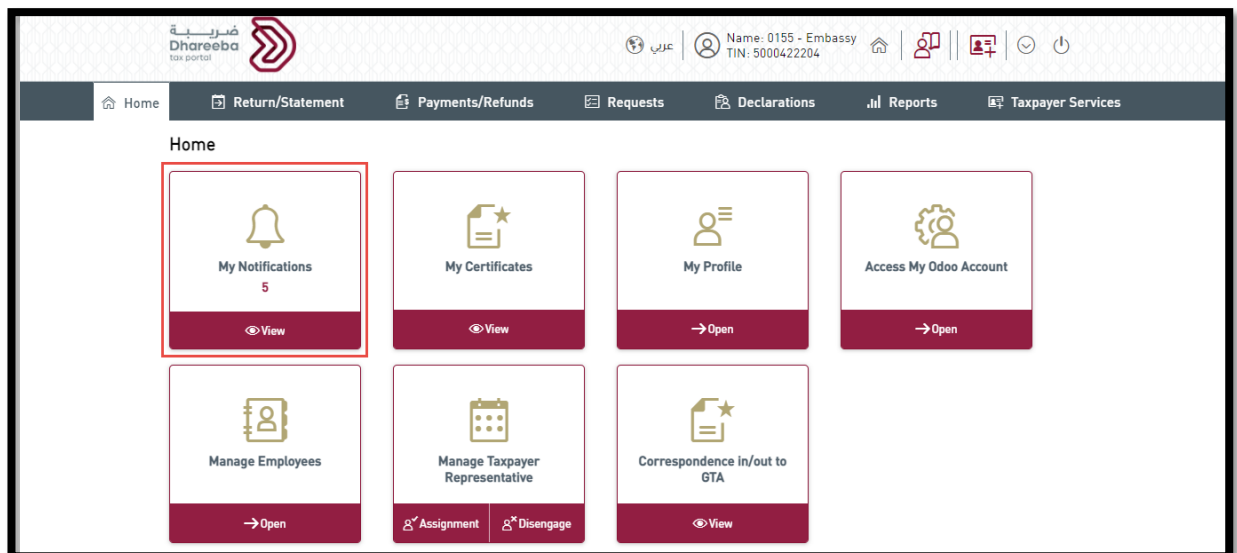
Annexure- Correspondence received by Taxpayer.



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 needs to click on **“View”** button on **“My Notifications”** tile under the **“Home”** tab.





The Taxpayer can check and download the Notifications by clicking on the Download button.

▽ Date of the issue	▽ Reference Number	▽ Application Type	▽ Subject	▽ Tax Type	▽ Classification	
24/03/2021	94000000335	Specific Entities Refunds	Acknowledgment - Special Refunds Request	Specific Entities (ET & VAT)	Informative	
22/03/2021	94000000294	Payments	Refund Notification	General	Informative	
22/03/2021	94000000294	Payments	Refund Notification	General	Informative	
17/03/2021	94000000294	Specific Entities Refunds	Acknowledgment - Special Refunds Request	Specific Entities (ET & VAT)	Informative	
17/03/2021	94000000294	Specific Entities Refunds	Approval of - Special Refunds Request	Specific Entities (ET & VAT)	Informative	

[◀ Back](#)

3.2 Taxpayer receives SMS, Email, PDF on Mobile, Email ID, Dashboard

The Taxpayer will receive the following notifications:

1. Taxpayer will receive SMS, Email and PDF on Submission
2. Taxpayer will receive SMS, Email and PDF for Approval
3. Taxpayer will receive SMS, Email and PDF for Additional Information required
4. Taxpayer will receive SMS, Email and PDF for Additional Information received.
5. Taxpayer will receive SMS, Email and PDF for Rejection



Status of Refunds for Special Entities form.

Taxpayer needs to navigate to the Payments/Refunds tab on the Taxpayer Dashboard and click on the **View** button of Refunds tile.

The screenshot shows the Dhareeba Tax Portal dashboard. The user is logged in as 'Name: 0155 - Embassy' with TIN: 5000422204. The 'Payments/Refunds' tab is selected in the navigation menu. The dashboard displays several tiles for financial management:

- Total Due Payments:** QAR 0.00, with a 'Pay Taxes' button.
- Advance Payments:** with 'Create' and 'View' buttons.
- Pending Payment Transfers:** with a 'View' button.
- Refunds:** with 'Create' and 'View' buttons.
- Installment Plan Request:** with 'Create' and 'View' buttons.
- Financial Transaction History:** with a 'View' button.

The Taxpayer will be navigated to below screen.

The screenshot shows the 'Refund Request(s)' screen in the Dhareeba Tax Portal. It displays a table with the following data:

Reference #	Tax Type	Refund Type	Status	Date of Submission	Actions
094000000294	Special Entities (ET & VAT)	Special Refunds	Approved	17/03/2021	Edit Delete Refresh
094000000335	Special Entities (ET & VAT)	Special Refunds	Under Review	24/03/2021	Edit Delete Refresh

At the bottom of the screen, there are 'Back' and 'Create' buttons.

- End of Document -