



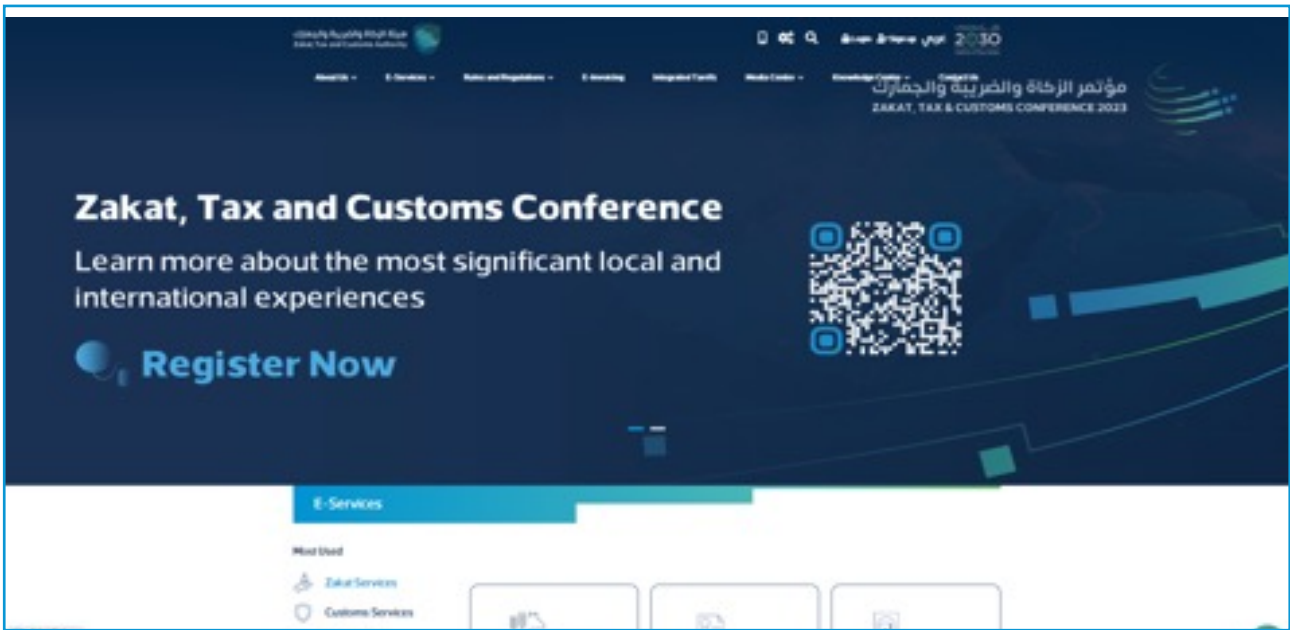
Guideline

Manual of login in to electronic services

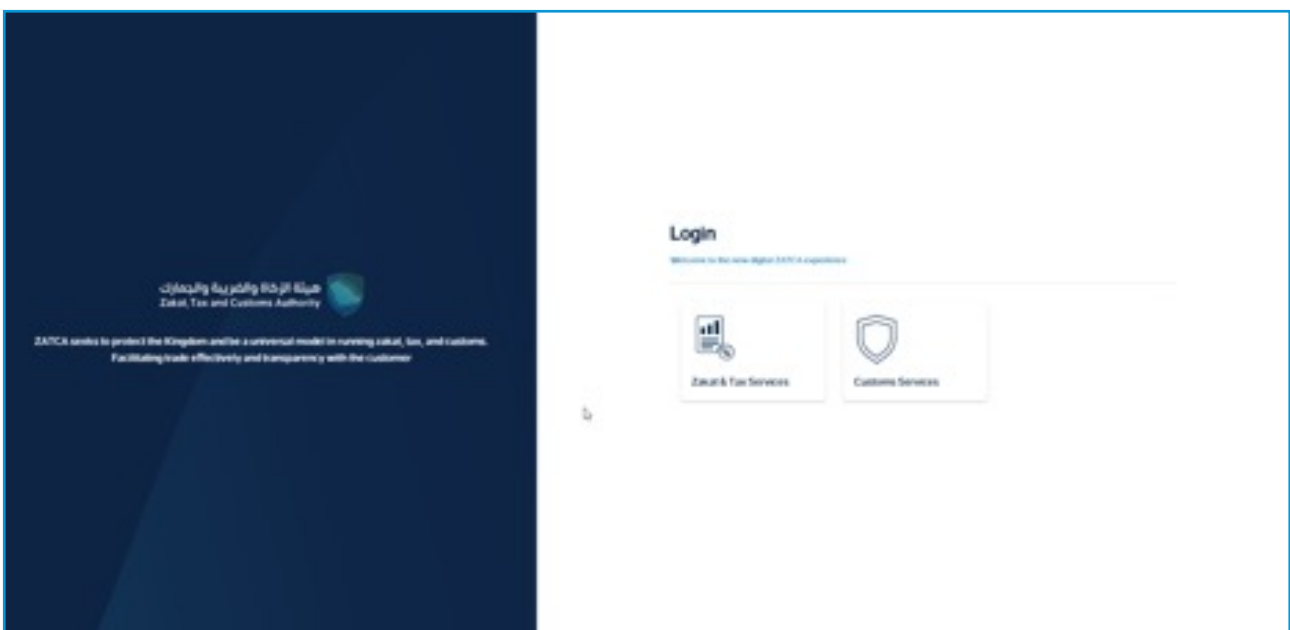


User Page

Through the home page in ZATCA Portal, the user can login to the services for all Tax payers via login icon at the top of the page:

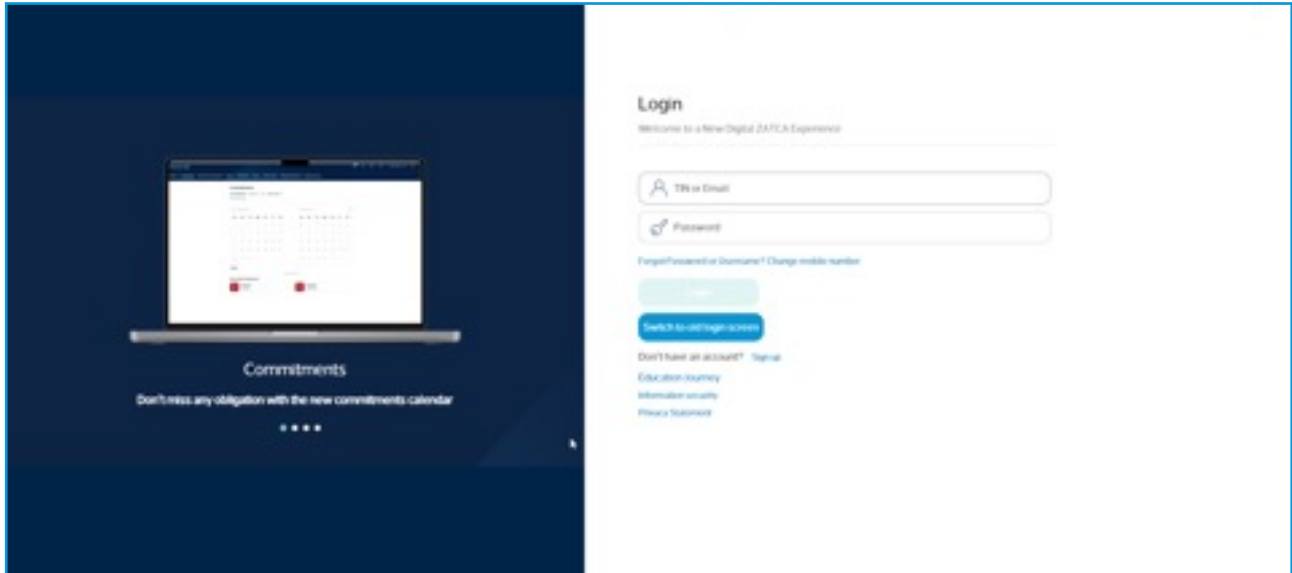


The user can select from the provided service, zakat and tax services or customs services:

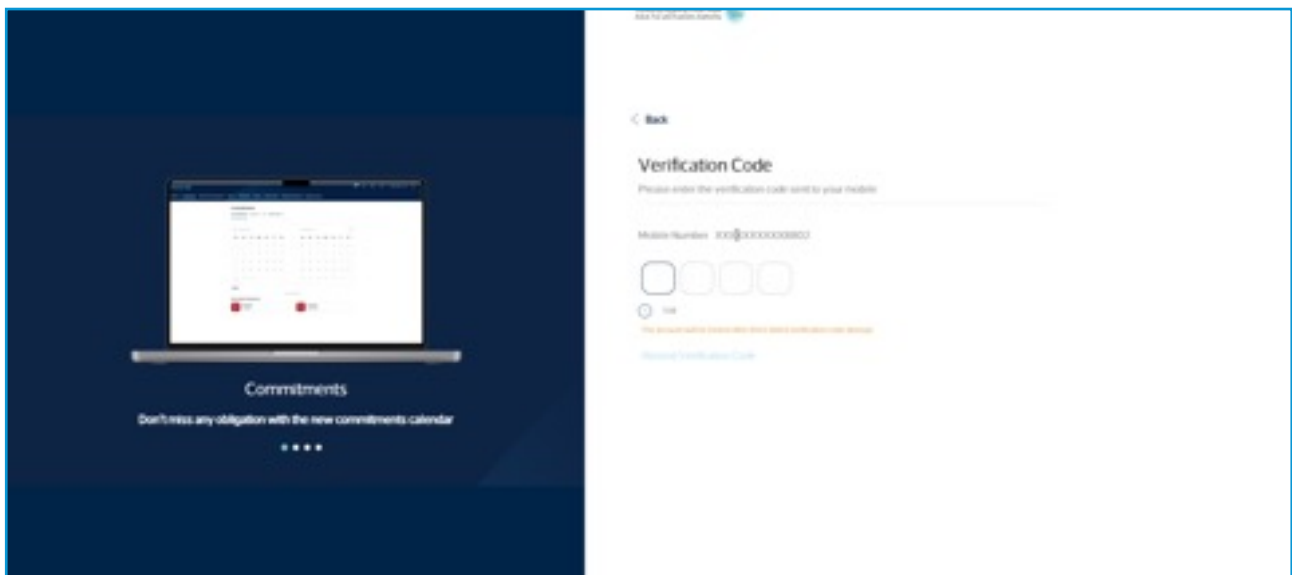




The user will enter (TIN and password), (whether individual or entity) in these fields:

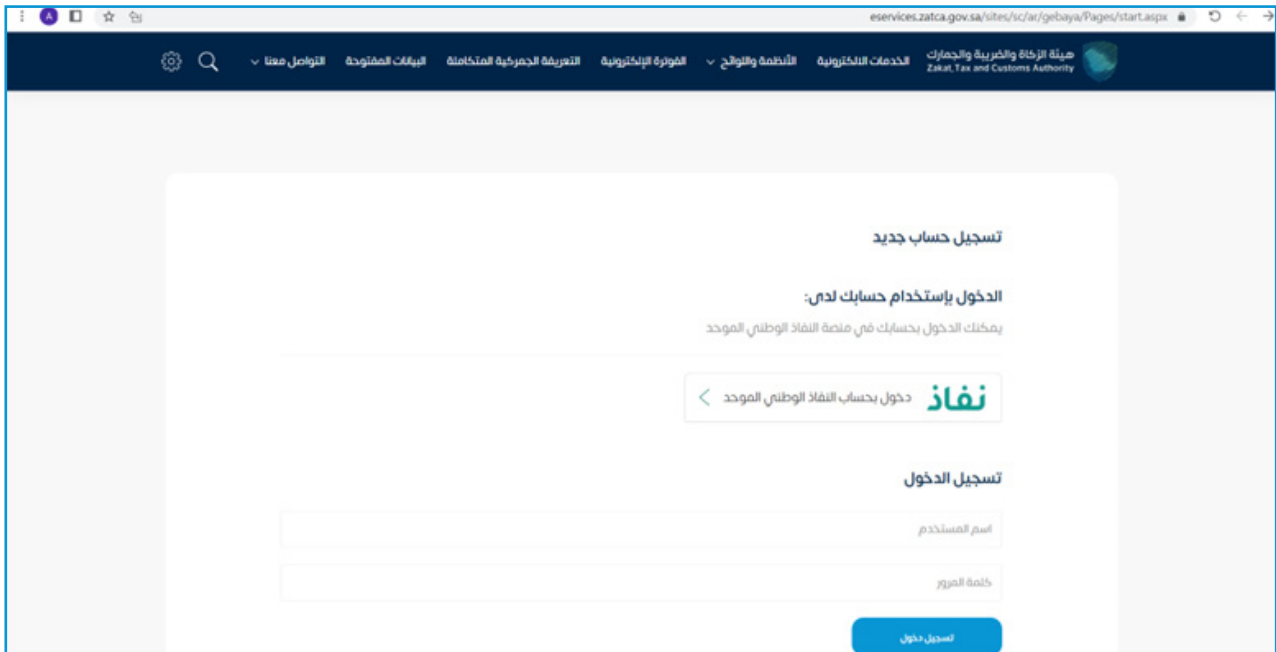


The verification code will be sent to the user's mobile:

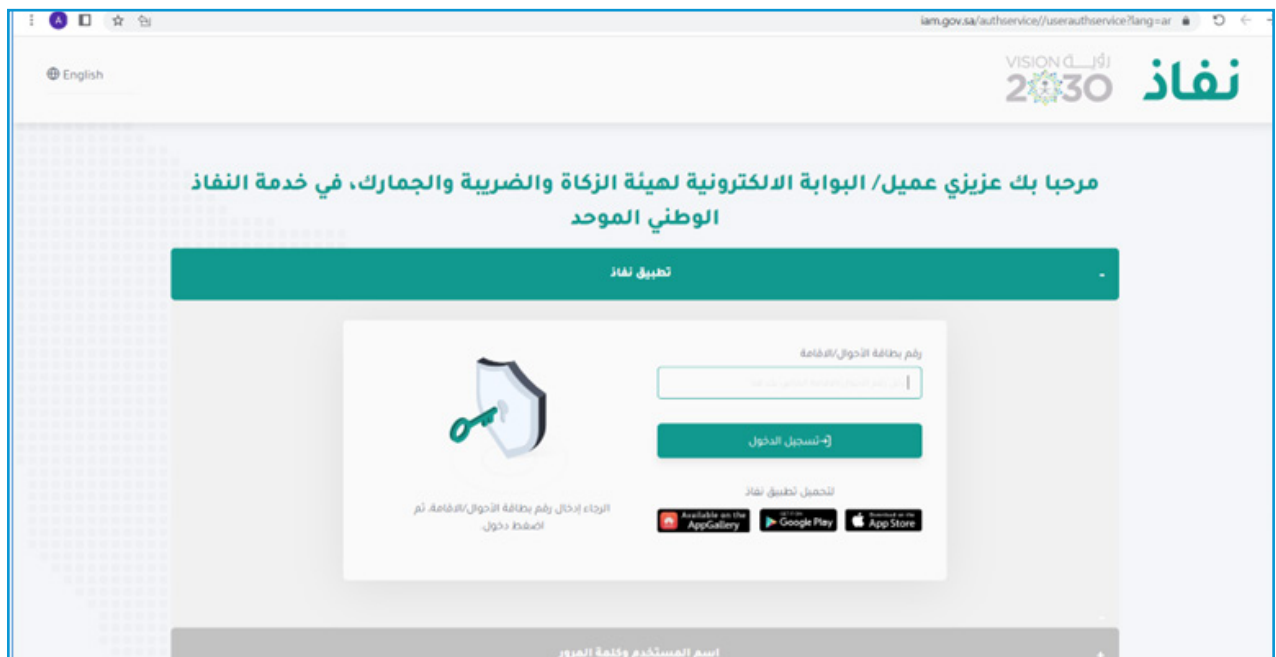




“Nafath”, Unified national access, has been applied in some of ZATCA service; here an example of how to login through “Nafath” by clicking “Login with Nafath: the unified national access”:

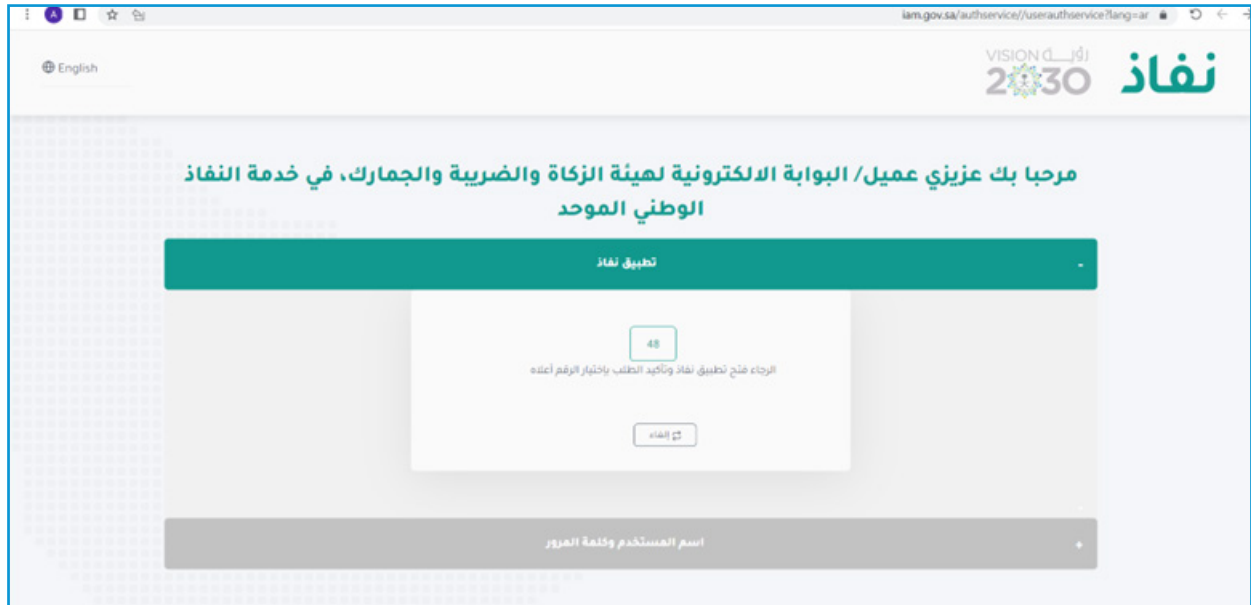


After clicking through “Nafath”, the below screen will appear to enter the national/ Iqama ID to login:





A number from "Nafath" will appear for authentication process:

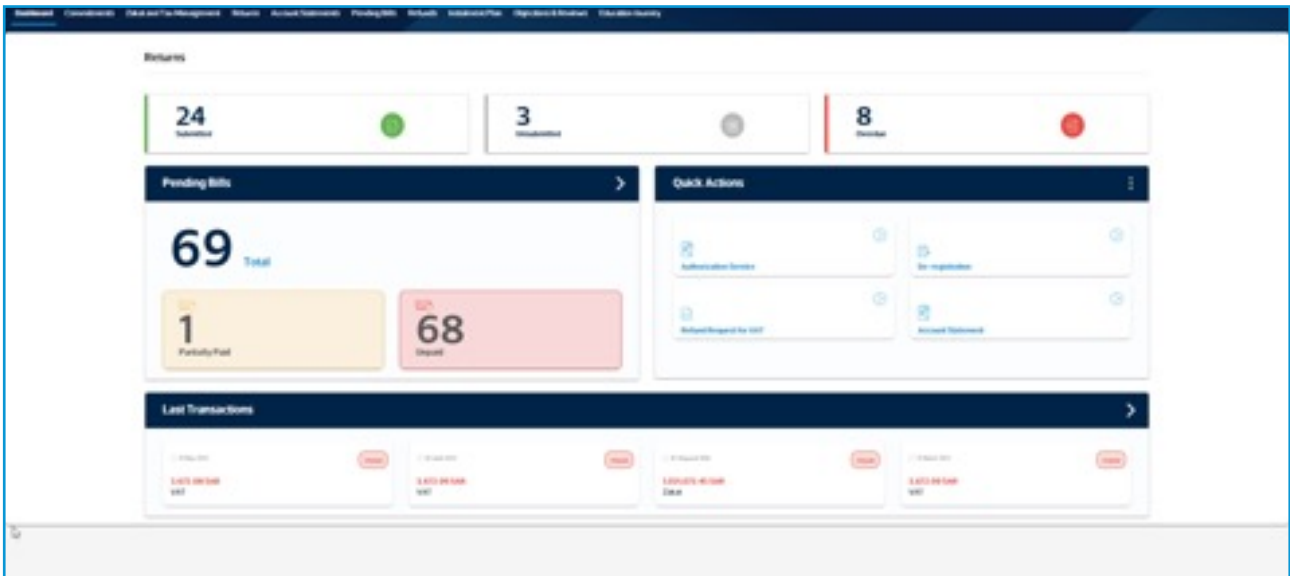


When the user open "Nafath" App via mobile, a request from ZATCA to login and the request number will appear, to click the correct number to authentication process:



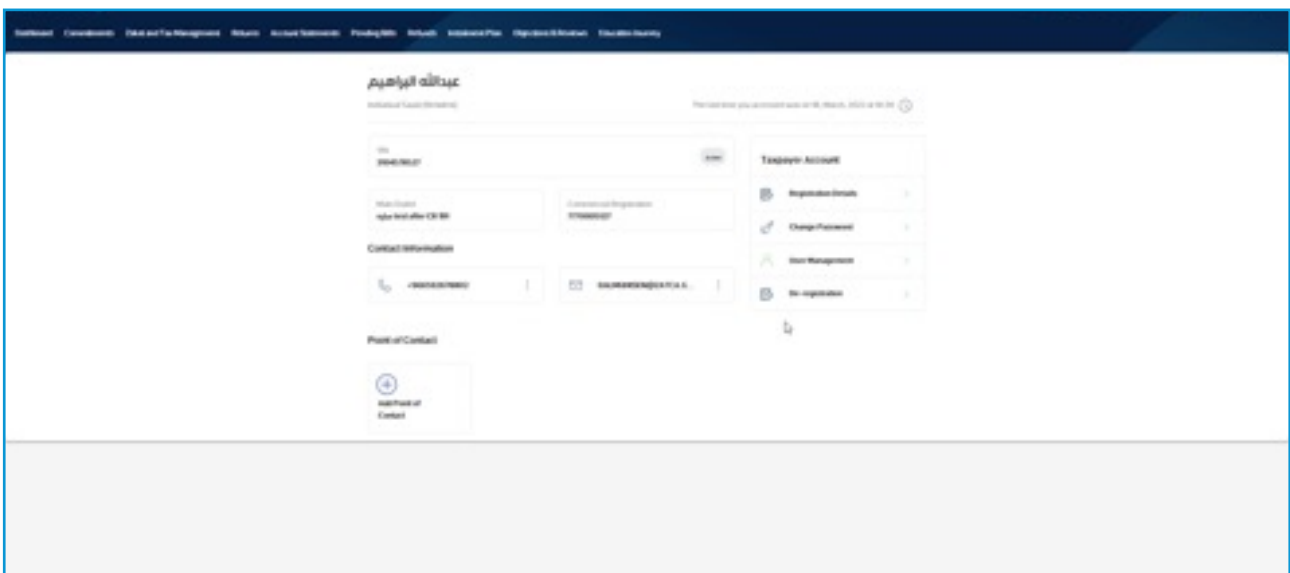


At the beginning, the following dashboard will appear that shows what returns have been submitted and what are overdue, all partially paid and unpaid invoices, and the latest transactions:



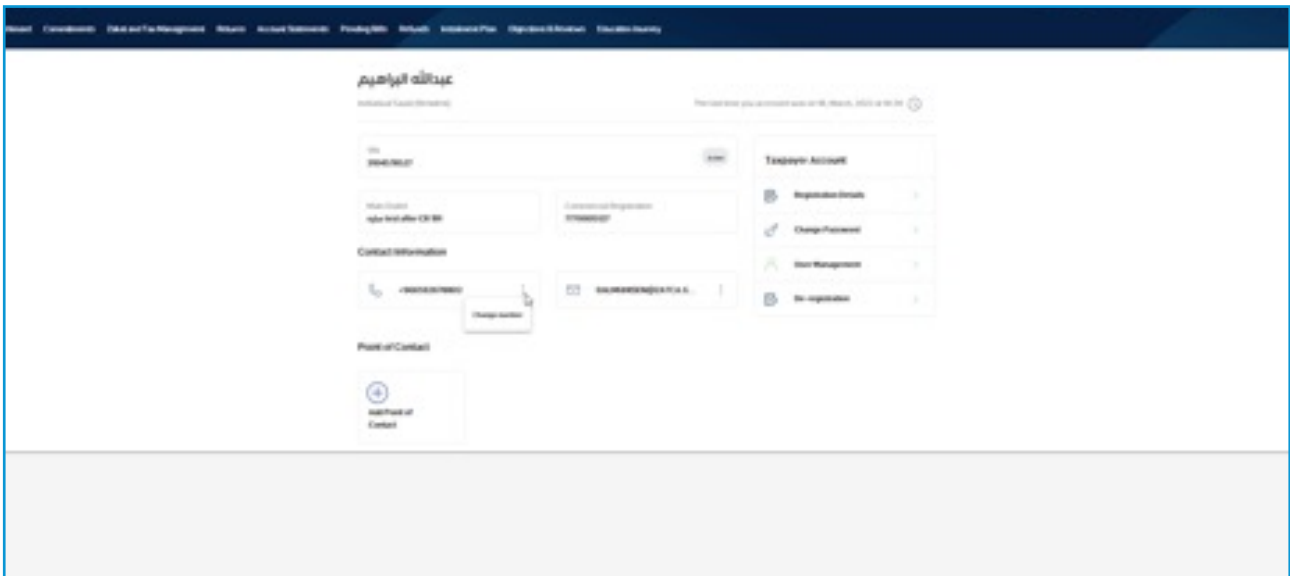
Browse and Edit User Page:

Also, through the same page it is possible to access the user profile (whether individual or entity):

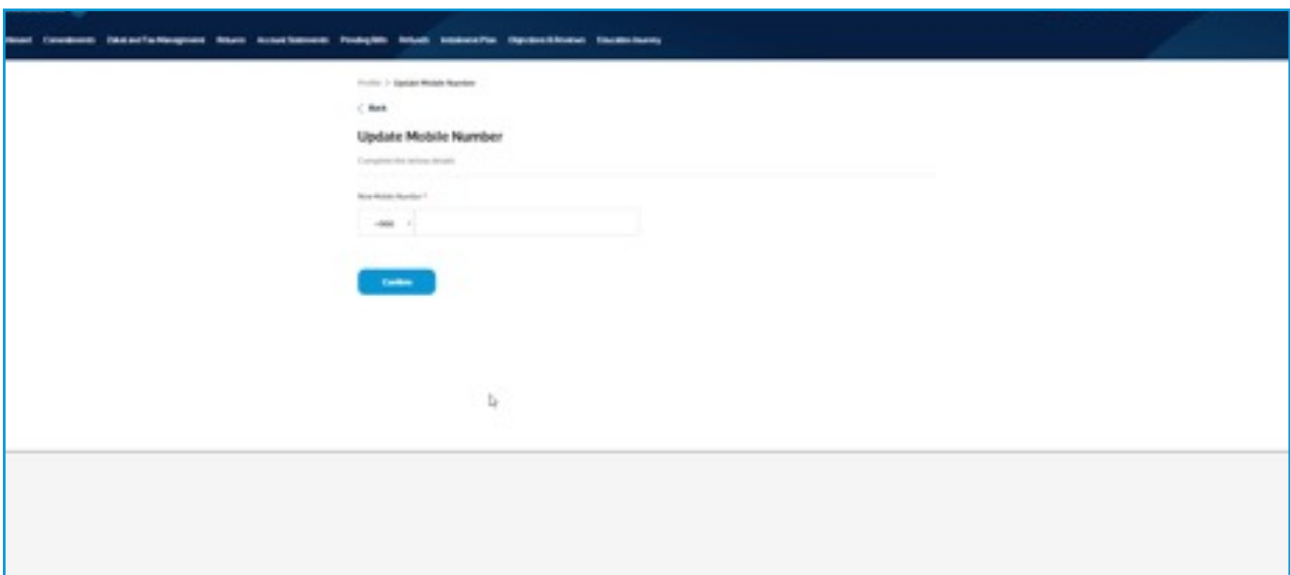




On this page, it is possible to change the user's information (whether individual or entity); here an example of changing the contact information, and we can choose change number:



Here, we can change the mobile number:





After that, a verification code will be sent to change the mobile number:

The screenshot shows a web page with a dark blue header containing navigation links: Home, Contact Us, About Us, Services, Pricing, and More. The main content area is white and features a form titled "Update Mobile Number". Below the title is a "Back" link and a "Complete the verification process" link. The form includes a "New Mobile Number" label and a text input field with a country code dropdown set to "+91". A blue "Continue" button is positioned below the input field.

Here is the confirmation message:

The screenshot shows a confirmation message displayed as a white card on a grey background. At the top of the card is a green checkmark icon. Below the icon is the title "Update Mobile Number" and the subtitle "Your mobile number is updated successfully". The card also displays the "New Number" and "Old Number" fields, with a blue "Continue" button at the bottom.



When you click on Installment Plan, all requests for installment will appear with status:

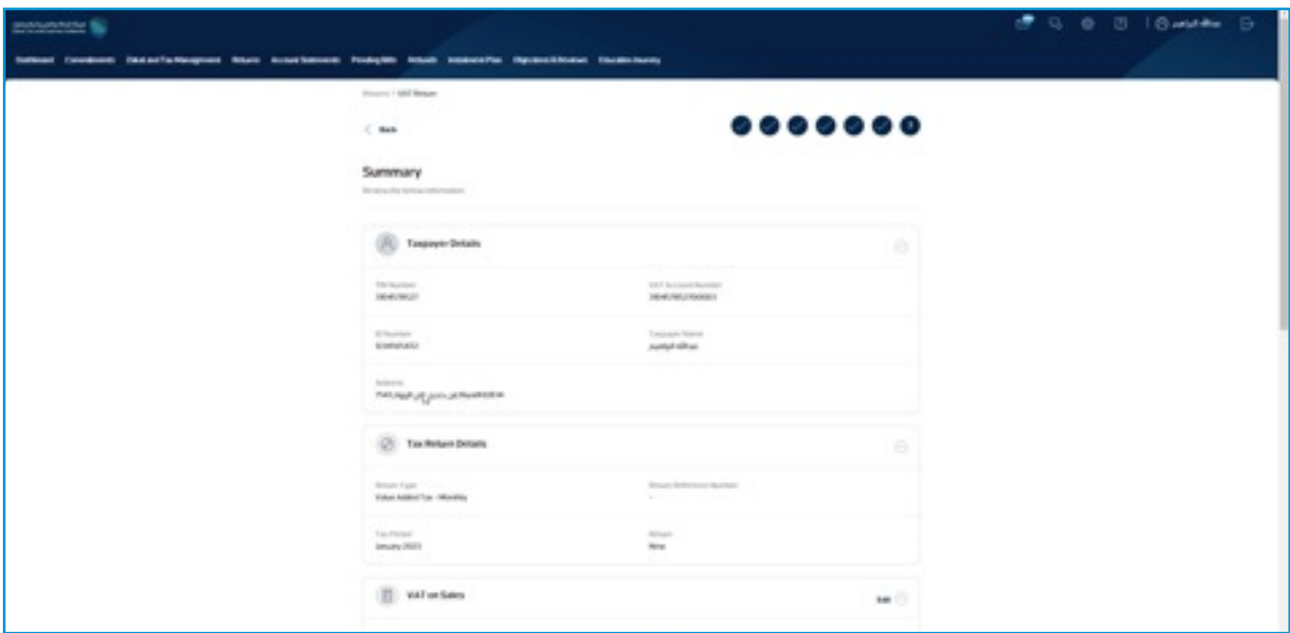
The screenshot shows a web application interface for 'Installment Plans'. At the top, there is a navigation bar with various menu items. Below the navigation bar, the page title 'Installment Plans' is displayed. A search bar is located below the title. The main content area features a table with the following columns: 'ID No', 'Plan Type', 'Reference Number', and 'Status'. The table contains six rows of data. The first two rows have a status of 'Rejected' (indicated by a red button), and the remaining four rows have a status of 'Approved' (indicated by a blue button).

ID No	Plan Type	Reference Number	Status
1	Installment Plan	1000000001	Rejected
2	Installment Plan	1000000002	Rejected
3	Installment Plan	1000000003	Approved
4	Installment Plan	1000000004	Approved
5	Installment Plan	1000000005	Approved
6	Installment Plan	1000000006	Approved

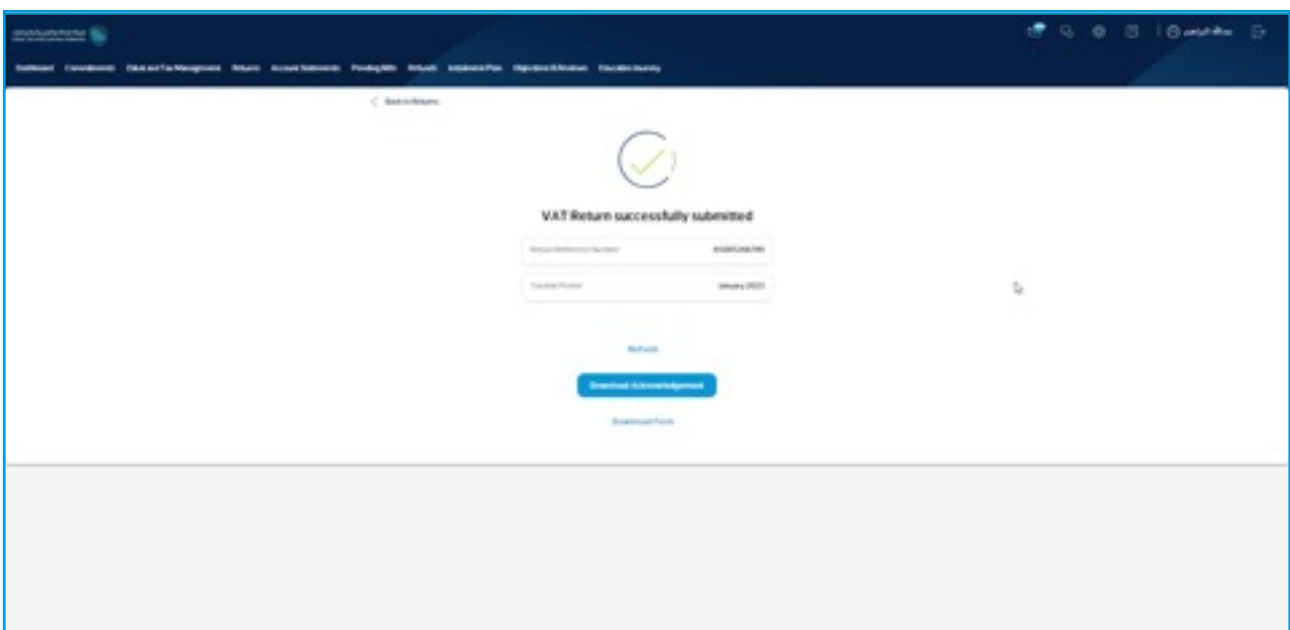


User Transactions:

For every provided service, for example a VAT Return, a summary of the entered information will appear to ensure its correctness, and the user can move from one page to another easily:



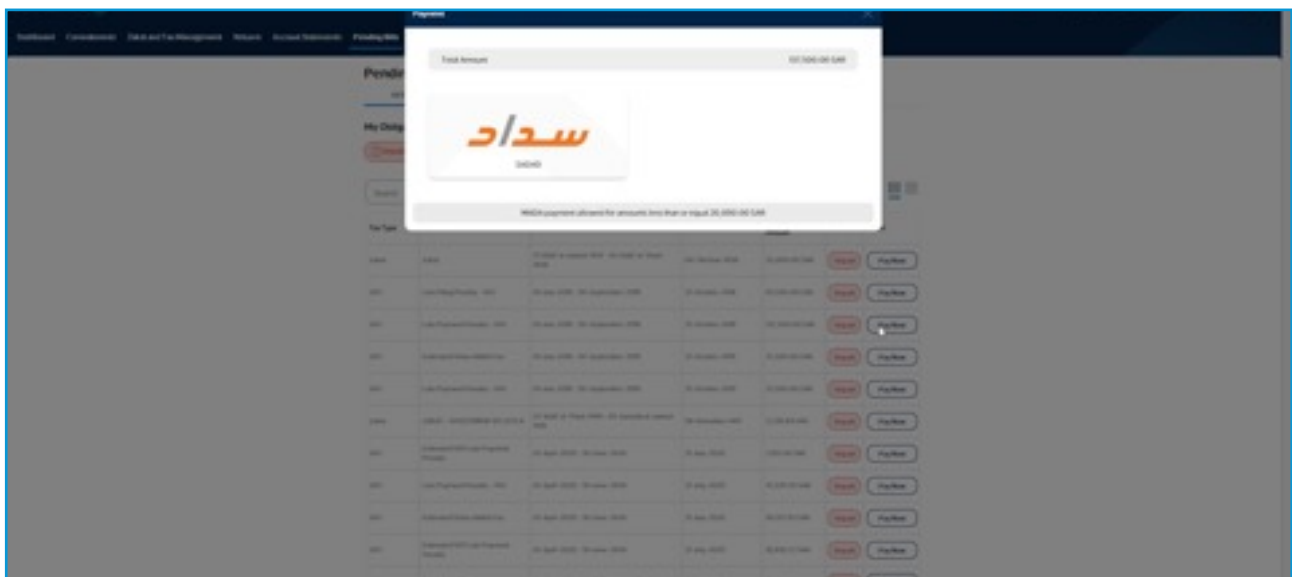
Here is the confirmation message for the transaction:

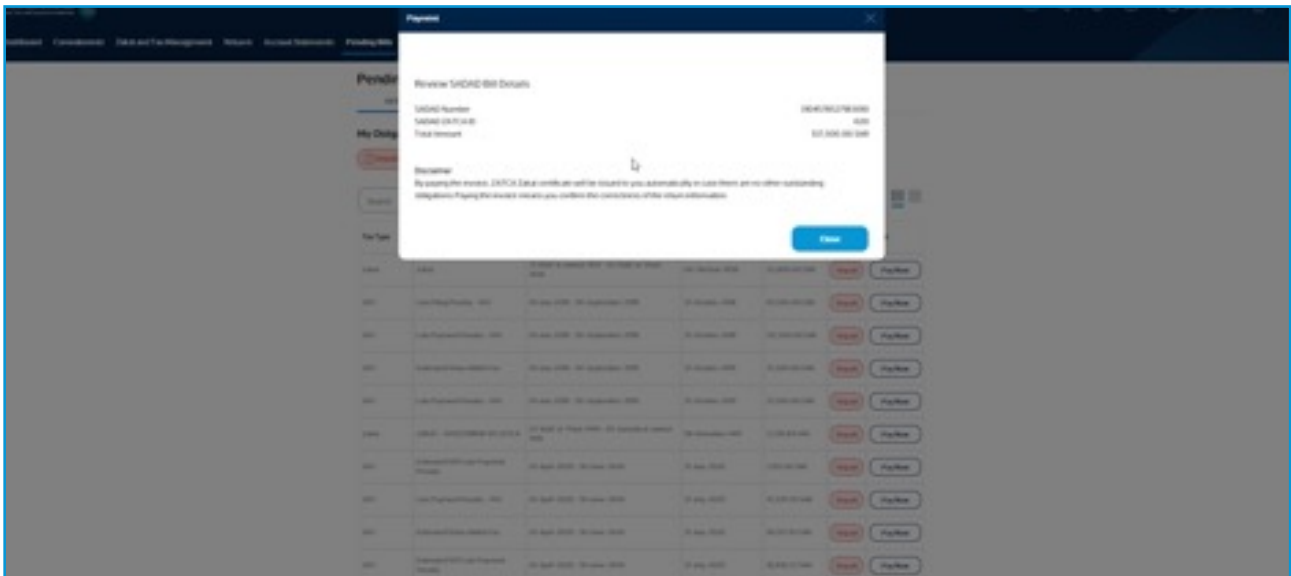




Here is the payment through **SADAD**:

Type	Description	Transaction Period	Due Date	Invoice Due Amount	Status	Action
Other	Other	20-April-2020-30-April-2020	30-April-2020	10,000.00 USD	Pending	Pay Now
Loan Payment	Loan Payment	20-April-2020-30-April-2020	30-April-2020	10,000.00 USD	Pending	Pay Now
Loan Payment	Loan Payment	20-April-2020-30-April-2020	30-April-2020	10,000.00 USD	Pending	Pay Now
Loan Payment	Loan Payment	20-April-2020-30-April-2020	30-April-2020	10,000.00 USD	Pending	Pay Now
Loan Payment	Loan Payment	20-April-2020-30-April-2020	30-April-2020	10,000.00 USD	Pending	Pay Now
Loan Payment	Loan Payment	20-April-2020-30-April-2020	30-April-2020	10,000.00 USD	Pending	Pay Now
Loan Payment	Loan Payment	20-April-2020-30-April-2020	30-April-2020	10,000.00 USD	Pending	Pay Now
Loan Payment	Loan Payment	20-April-2020-30-April-2020	30-April-2020	10,000.00 USD	Pending	Pay Now
Loan Payment	Loan Payment	20-April-2020-30-April-2020	30-April-2020	10,000.00 USD	Pending	Pay Now
Loan Payment	Loan Payment	20-April-2020-30-April-2020	30-April-2020	10,000.00 USD	Pending	Pay Now
Loan Payment	Loan Payment	20-April-2020-30-April-2020	30-April-2020	10,000.00 USD	Pending	Pay Now
Loan Payment	Loan Payment	20-April-2020-30-April-2020	30-April-2020	10,000.00 USD	Pending	Pay Now





Also, the user can save the transaction as "save as draft" to access it later:

VAT on Sales
Complete the following details:

Do you have sales or purchases subject to 0% VAT under the transitional provisions or sales, purchases, imports and adjustments subject to 0% VAT that you would like to declare in this period?

Yes No

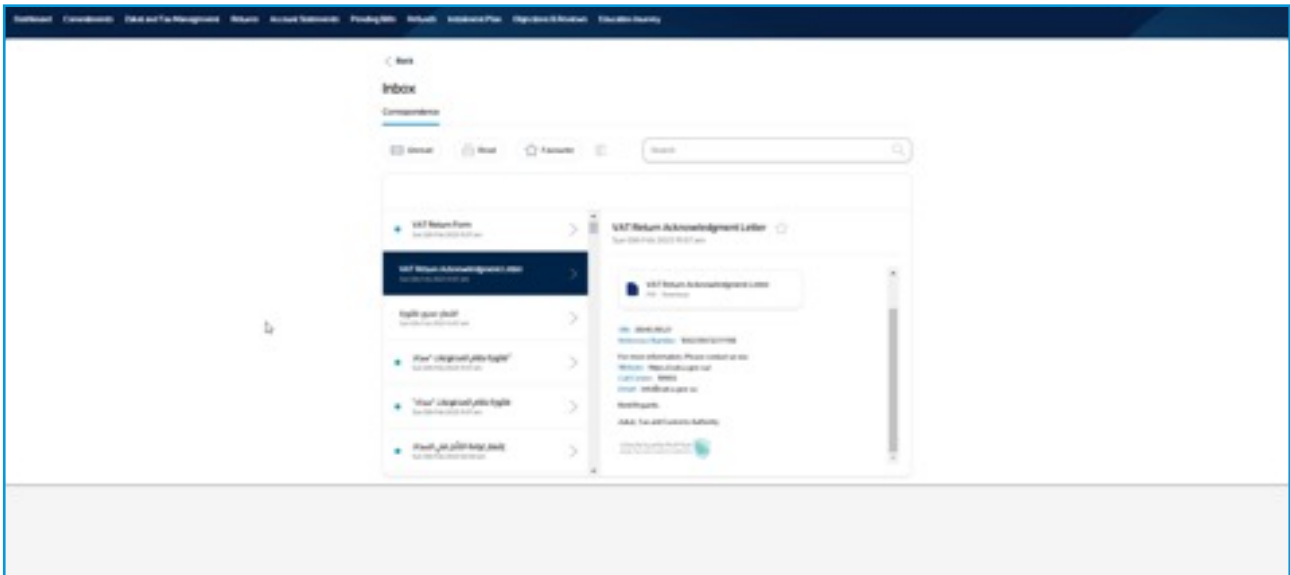
Do you have government supplies that are subject to VAT at basic rate according to the government tender and procurement system?

Yes No

Rate	Amount (EUR)	Adjustments (EUR)	VAT Amount (EUR)
1. Standard Rate Sales (20%)	<input type="text" value="1,000.00"/>	<input type="text" value="0.00"/>	<input type="text" value="200.00"/>
2. Sales or sales of the government under the VAT	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	
3. Zero-Rated/Exempt Sales	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	
4. Imports	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	
5. Exempt Sales	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	
6. Total Sales	1,000.00 EUR	0.00 EUR	200.00 EUR



When any request submitted, a notification will be sent to the inbox with details of the request and communication channels when there is any inquiry:





Notification Messages

When any form filled by the user for all services provided, there are notification messages for the inputs entered by the user in the form fields; here an example, the form will not be sent with incomplete fields or unattached documents:

The screenshot shows a web form with the following sections:

- Supporting Documents:** Includes a text input field for "Type an attachment name" and a button that says "Drag and drop file to upload documentation".
- Late filing an objection:** Features a red heading and a red-bordered text input field. Below the input field is a detailed error message: "The maximum number of attachments is 10. You have attached 11 attachments. Please remove 1 attachment to proceed." The input field contains the number "11".
- Bottom Section:** Contains a "Drag and drop file to upload documentation" button, a text input field with a detailed error message, and "Save as draft" and "Continue" buttons.

This screenshot shows the same web form as the previous one, but with a red bar at the top right corner. The error message in the "Late filing an objection" section is different: "The maximum number of attachments is 10. You have attached 11 attachments. Please remove 1 attachment to proceed." The input field now contains the number "10".



Here, another example of incomplete fields and documents to supposed to be attached:

The screenshot shows a tax form with the following fields and instructions:

- Passport Expiration date ***: A date input field with a calendar icon. Below it, a red error message reads: "Please enter Passport Expiration date. Passport expiration date should be greater than today".
- Attachment: Passport Copy ***: A file upload field with a "Select File" button. Below it, a red error message reads: "Please attach Copy of the Passport".
- Tax Year ***: A dropdown menu with "Select tax year" selected. Below it, a red error message reads: "Please select Tax Year".
- Employment Status ***: Radio buttons for "Employed" and "Not Employed". Below it, a red error message reads: "Please specify the Employment Status".
- Residency Status in Saudi Arabia ***: Radio buttons for "Remained 183 days or more in Kingdom of Saudi Arabia during the selected Tax year" and "Remained less than 183 days and more than 30 days in Kingdom of Saudi Arabia during the selected Tax year". Below it, a red error message reads: "Please Enter the Residency Status in the Kingdom of Saudi Arabia".
- Attachment: Rental Accommodation Contract / Ownership Contract ***: A file upload field with a "Select File" button.

Also, in case of incorrect entry for a field, the correct entry for the field will be indicated:

The screenshot shows a tax form with the following sections:

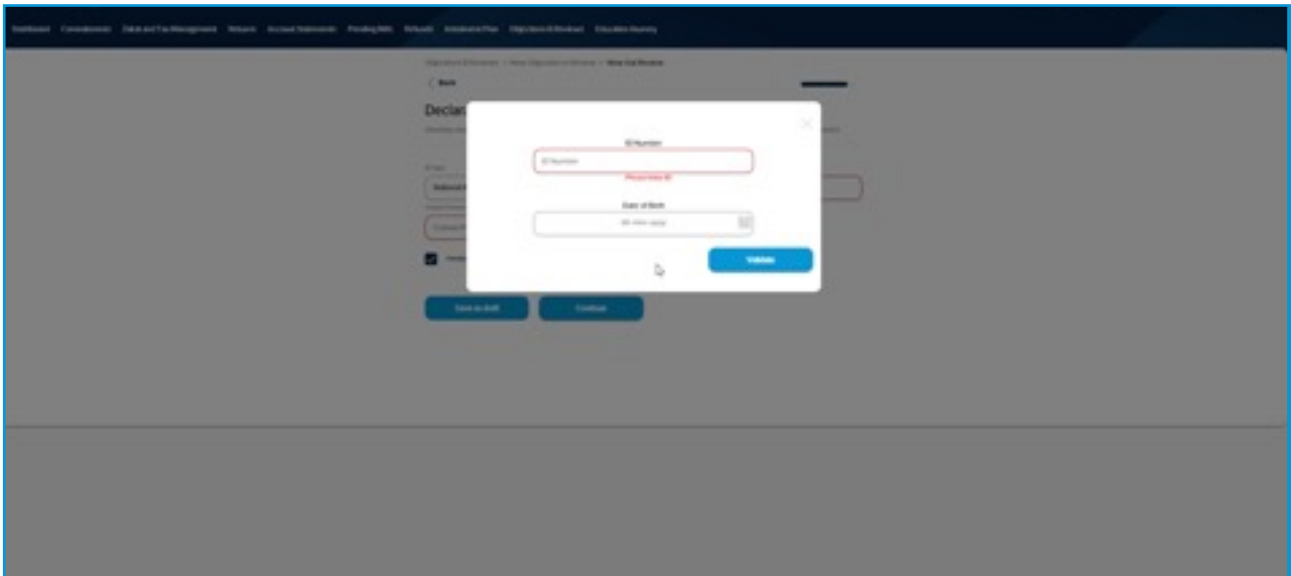
- SALES DECLARATION**: A section with two questions, each with a "Yes" button that is highlighted in blue.
- Tax Table**: A table with columns for "Sales", "Amount (SAR)", "Adjustment (SAR)", and "TAX AMOUNT(SAR)".

Sales	Amount (SAR)	Adjustment (SAR)	TAX AMOUNT(SAR)
1 Standard Retail Sales (7%)	1,000.00	0.00	70.00
2 Sales on which the government levies the VAT	95,000,000,000.00	0.00	0.00
3 Zero-Rated Domestic Sales	0.00	0.00	0.00
4 Exempt	0.00	0.00	0.00
5 Exempt Sales	0.00	0.00	0.00
6 Total Sales	96,000,000,000.00	0.00	70.00

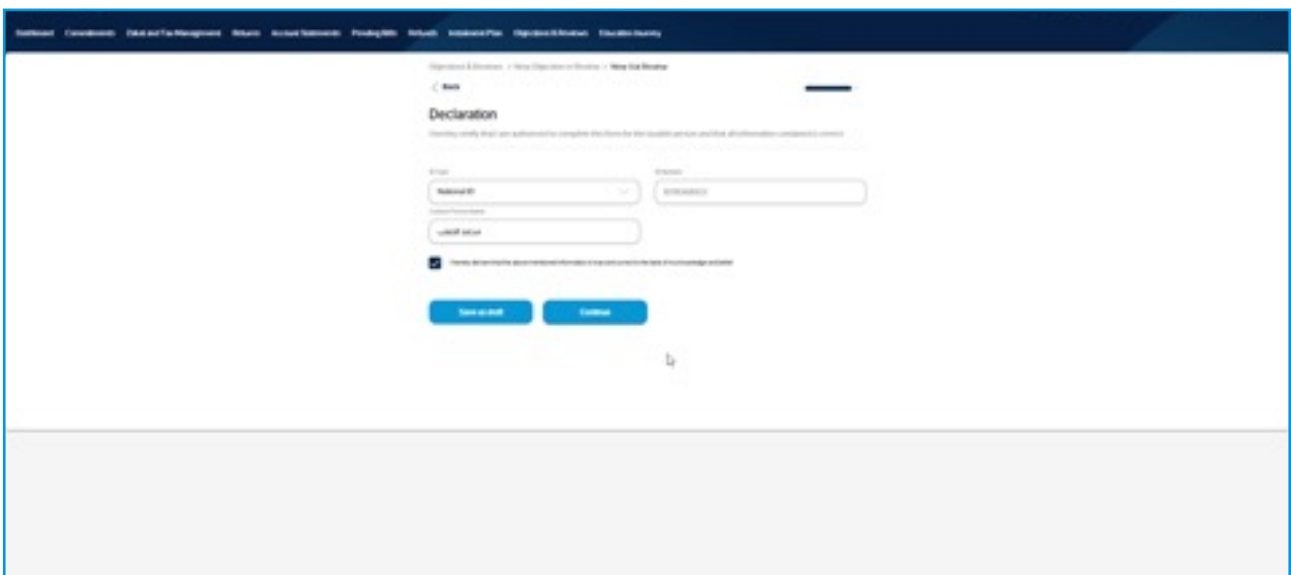
A red error message is displayed next to the "Sales on which the government levies the VAT" row, indicating an incorrect entry: "The amount should be less than or equal to 100,000,000,000.00".



Here, an example for ID number entry:



Also, when the user enters the ID number, the name associated with the entered ID number will appear directly:





Also, if the entry is required to be in English, the following notification will appear (and the same if the entry is in Arabic):

Select your nationality:

Date of birth:

Sex: Mr. Ms.

First Name in English: Second Name in English: Last Name in English:

Please enter first name in English letters only. Only alphabets from a-z and A-Z are allowed.

Please type the above details as in the passport.

Would you like an additional copy of the Test Residency Certificate in Arabic? Yes No

Passport ID:

Please type the above details as in the passport.

Would you like an additional copy of the Test Residency Certificate in Arabic? Yes No

First name in Arabic: Second name in Arabic: Last name in Arabic:

Please enter first name in Arabic letters only. Only alphabets from a-z and A-Z are allowed.

Passport ID:

Passport Expiration Date:

Work Permit Copy:

Test Year:

Please specify your working Status and Residency in Saudi Arabia Information according to the specified for year.



Scan this code to view the last
version and all published documents
Or visit the [website zatca.gov.sa](http://www.zatca.gov.sa)