هيئة الزكاة والضريبة والجمارك Zakat,Tax and Customs Authority

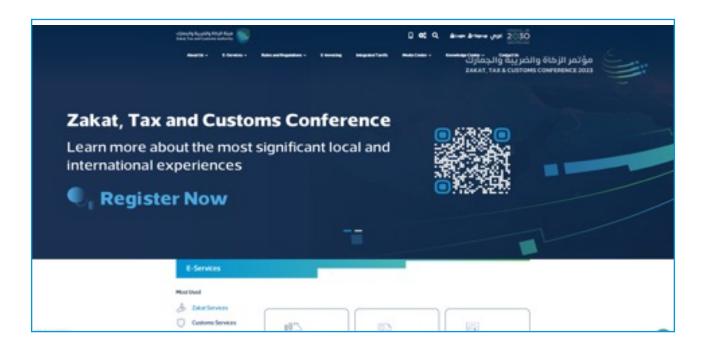


# Guideline Manual of login in to electronic services

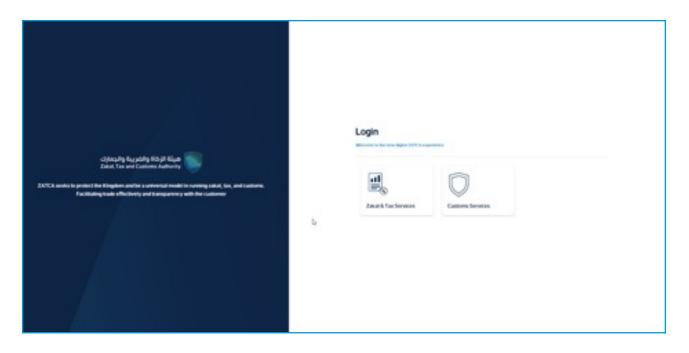


## **User Page**

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:





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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:

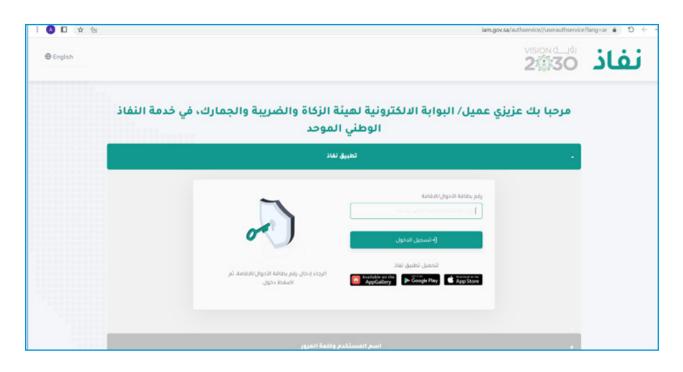
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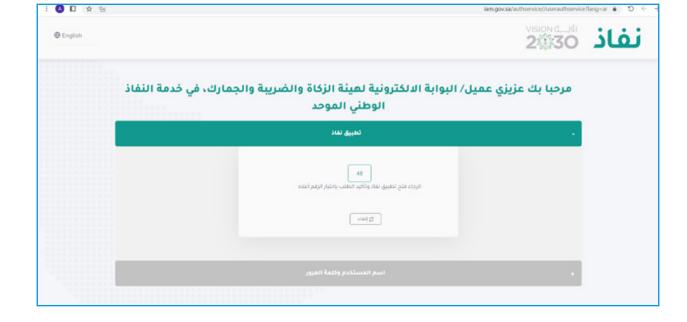
"Nafath", Unified national access, has been applied in some of ZATCA service; here an example of how to login through "Nafath" by clicking "Login with Nafath: the unified national access":

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







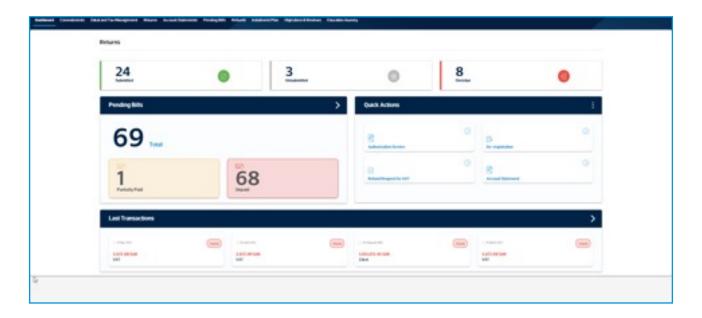
A number from "Nafath" will appear for authentication process:

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:

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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):

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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:

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Here, we can change the mobile number:

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Here is the confirmation message:

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#### User's Previous Records & Transactions:

When clicking on Returns Page, all records of Returns will appear with status:

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Also, when you click on Refunds, all requests for all refunds will appear with status:

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



### **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:

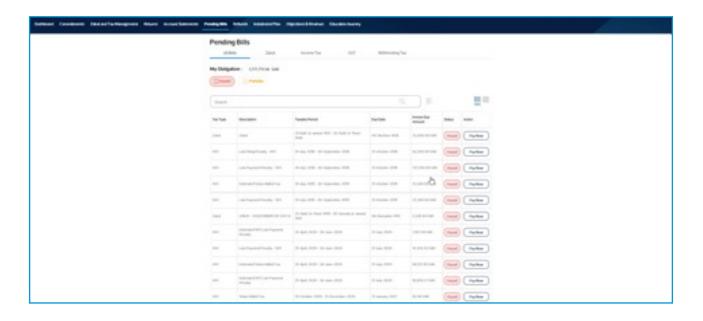
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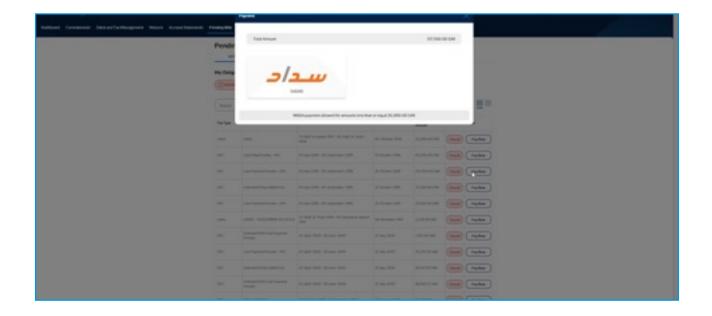
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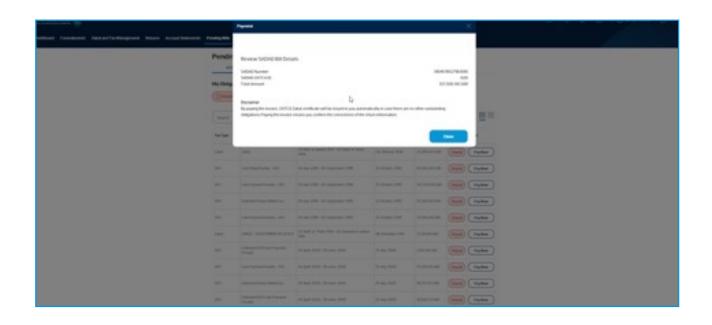


Here is the payment through SADAD:









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

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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:

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## **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:

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

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

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

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

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