

Interactive Guideline

E-Services



Introduction

The Zakat, Tax and Customs Authority has prepared this guideline to guide the taxpayers and business owners about the e-services, and to learn more on how to perform their Zakat, Tax and Customs transactions electronically.

This guideline is based on a full and detailed explanation of the e-services provided by the Authority, how to perform your transactions, and how to benefit from them in the easiest and most effective way, with the goal of making the experience of the taxpayers and beneficiaries easier.

The Authority is keen, through this guideline, to inform the taxpayers of the services steps procedures, to perform their transaction and pay the taxes including the Value Added, Withholding, Excise, Real Estate Transactions, and Corporate Income electronically, without facing difficulties.



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ZAKAT



Value Added Tax



Corporate income Tax



Excise Tax



Withholding Tax



Real Estate Tax Service



Customs



General Services







Zakat Registration

Zakat is subject to any activity intended to earn money or work, so once registered with the Ministry of Commerce, TIN is created for the business. Once established, you will need to log in to the Zakat, Tax, and Customs Authority portal to complete the initial registration at the Zakat services.





















Amend Registration Details

Through this service, you can make data amendments in the portal including shareholder data and financial statements.

Service Steps

Log in to ZATCA portal www.zatca.com

Deregistration" tab

Go to "General Services" then select "Amend/

Select "Display/Amend Details"

Choose which details you wish to amend and attach relevant documents

Submit the request



Requirements Submit a registration amendment request













Register Holding Company

Through this service, you are allowed to register one or multiple holding companies along with their subsidiaries with 100% ownership

Service Steps

- Log in to ZATCA portal
 - www.zatca.com
- Go to "Register/Deregister Holding Company"

Select "Register Holding Company"

Fill in the subsidiary company details and submit it





You will receive a notification upon completion of the request



Holding Company and its subsidiaries

- Establishing contract of the holding company and its subsidiaries
- Commercial records of the holding company and its subsidiaries
- Registration of the holding company and its subsidiaries













Holding Company Deregistration

Through this service, you are allowed to deregister one or multiple holding companies along with its subsidiaries with 100% ownership

Service Steps

- Log in to ZATCA portal www.zatca.com
- 2
- Go to "Register/Deregister
 Holding Company"
- > 3

Select "Register Holding Company"

4

Fill in the holding company and its subsidiary details

- >

You will receive a notification upon completion of the request



Holding Company and its subsidiaries

Requirements

A previously approved application to register a holding company.













Zakat Return

This service allows you to submit Zakat related returns for a specific financial period (including transaction pricing forms). Your declaration will be available for submission on time on the ZATCA portal.

Service Steps











Select the return to be filled







You will receive a submission notification by SMS and e-mail



All registered taxpayers for Zakat

- The registration data
- The validity of the declaration and the financial period
- Financial statements for your company
- Transaction pricing form
- *Requirements may differ according to the declaration type













Request for Zakat Return Amendment

This service allows you to submit a request to amend Zakat returns after submission.

Service Steps







Choose the return you want to amend





Select "Amend Return"



Amend the Return and submit it





You will receive a submission notification by SMS and e-mail



All registered taxpayers for Zakat

- Amendments reasons
- Required files
- Financial statements amendment













Zakat Payment

After you complete your declaration, a SADAD invoice is generated containing the invoice number and the amount due. You can do your payment through either online banking or via an ATM with the SADAD number.



SA

SAR

Receive SADAD invoice





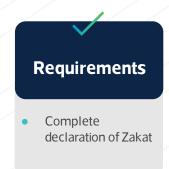
Make the payment through online banking or ATM



SAR

You will receive a payment notification by SMS and e-mail

















Request an Installment Plan

In cases where you have difficulty paying in the all amount due, this service allows you to request payment in installments.

Service Steps



Log in to ZATCA portal www.zatca.com



Select "Zakat and Income Tax" tab





Select "New Request" and choose the installment plan





Click in the Zakat and Income Tax Icon





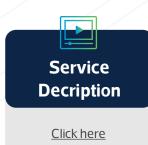
Select "New Request" and then fill in the requested form and pay the down payment





Once approved, a notification of your installment plan will be sent to you









20 business days (after completing the required documents)



Taxpayers registered for Zakat

- Request submission via Zatca portal
- Prepayment of the down installment payment
- Bank statement for the last 3 months
- Justification for the installment request
- Submit all due declarations
- Pay all other due amounts





Immediate Certificate

This service allows you to receive the certificate immediately after submitting the Zakat related returns for a specific financial period and paying its related payments.





Log in to ZATCA portal www.zatca.com





Go to "Returns" tap then select "Display Returns"





Select the return you need to change and fill it with the financial data of your establishment and submit it



You will receive a submission notification and invoice number by SMS and e-mail





Certificate issuance as soon as the due amount is paid





Complete the Zakat return
Pay the amounts













Request for Certificate

This service allows you to apply for a Zakat / Tax Certificate.

Service Steps



Log in to ZATCA portal www.zatca.com



Go to "Zakat" tab





Select "Request for certificate"



Select "New Request"



Fill in the requested form





You will receive your certificate





- There are no cases of late returns or payments.
- There are no liabilities present.













Contract Release Application

If you cannot get the certification due to ongoing appeal process or another reason, this service allows you to obtain the release of a contract used in specific contracts.





Log in to ZATCA portal www.zatca.com



Go to "Zakat" tab





Click "Contract Release Form Request" tab













Once approved, a notification of Contract Release will be sent to you



All registered taxpayers in Zakat / Income Tax

- Copy of contract or purchase order
- Submit all due declaration
- Pay all other due amounts

 Pay Tay / Taket of the release
- Pay Tax/ Zakat of the released contract













File an Objection on Re-assessment

If you disagree with the re-evaluated tax return, this service allows you to appeal and explain the reasons.











Value Added Tax (VAT)





Registration for VAT

This service enables you to register as a VAT-compliant Company, and upon registration, you will be assigned a VAT number.

Service Steps





Go to the "General Services" tab.



Go to the "Registration for VAT" tab.



Fill out the registration form and submit it



You will receive a notification and VAT certification upon completion of the request.



Enterprise engaged in economic activity subject to VAT.



Annual Earnings hit or exceed the limit of Voluntary/ Mandatory Registration













Individual registration in VAT

This service is for individuals engaged in economic activity in the Kingdom. Upon registration, a VAT account number will be generated.

Service Steps



Login into the ZATCA portal





Select "Individuals Registration"





Fill out the form and upload documents



You will receive a notification and VAT certification upon completion of the request.



Individuals who are engaged in economic activity subject to VAT

- Individuals whose annual revenues exceed SAR 375,000.
- Registration is optional for those whose annual revenues exceed SAR 187,500 and less than SAR 375,000.













Group Registration in VAT

The process by which two or more legal persons residing for VAT registration purposes meet. After ZATCA approves the application for registration of the group, the group is treated as one person for VAT purposes, without prejudice to the joint liability of each group member.

This service also provides facilities to register as a group through the portal of the ZATCA.

Service Steps





Go to the "Indirect Tax- Value Added Tax" tab.







Fill out the form and upload documents



You will receive a notification upon completion of the request.

Beneficiaries of the Service

Two or more legal persons wishing to register as a group for VAT purposes and who satisfy the legal criteria.

Requirements

- From the representative of the group:
- Information about sales or purchases subject to VAT at the Group's overall level.
- The tax group shall be established as of the first day of the following month from the date the Authority approves the application for registration or any later date it determines.
- Other group members:
- Tax registration number, if any.
- Information on sales or purchases to which VAT applies.
- Directory linking with group membership





application)









Amend Registration Details

Through this service, you can amend registration details in VAT, including financial details.

Service Steps



Enter service via the ZATCA website





Go to the "Indirect Tax- Value Added Tax" tab.





Go to Display/Amended of VAT registration details





Select Change of VAT Registration"







Choose which details you wish to amend and attach relevant documents.





Submit the request



Two or more legal persons wishing to register as a group for VAT purposes and who satisfy the legal criteria.

Requirements

Submit a request to amend the registration with the reasons.













Persons eligible for VAT must file their tax returns and disclose all transactions related to sales and taxable purchases.

This service allows you to file VAT declarations.

Service Steps







Go to the "Indirect Tax- Value Added Tax" tab.



Go to the "Returns of VAT" tab.



Select the return to be filed





Submit VAT return form





VAT on Sales



VAT on Purchases





You will receive a submission acknowledgment, a copy of your return and bill.



















Request for Tax Return Amendment

If you need to amend your tax return, you can benefit from this service by modifying the previously provided declaration.

Service Steps







Go to the "Indirect Tax- Value Added Tax" tab.



Go to the "Returns of VAT" tab.



Select "Request for Tax Return Amendment"





Go to the Submitted return and



You will receive a submission acknowledgment, a copy of your return and bill.





submitted.













Request to Change the Filing Period

This service allows you to request a change in the frequency of submission of declarations to be either quarterly or monthly. To change the date of submitting the VAT declaration, you must obtain the Approval of ZATCA.

Service Steps



Enter service via the ZATCA website





Go to the "Indirect Tax- Value Added Tax" tab.



Select "Create/View Request" Choose "Request to Change Filing Frequency"



Fill out the form and submit the request





You will be informed of the decision of ZATCA













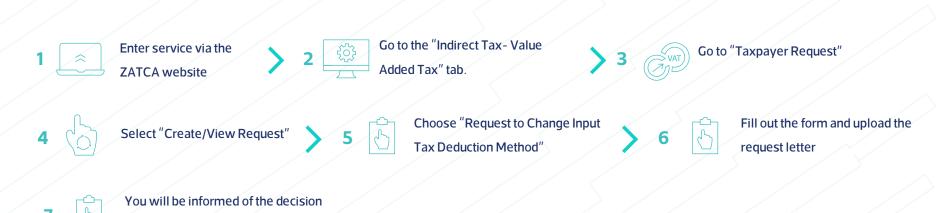


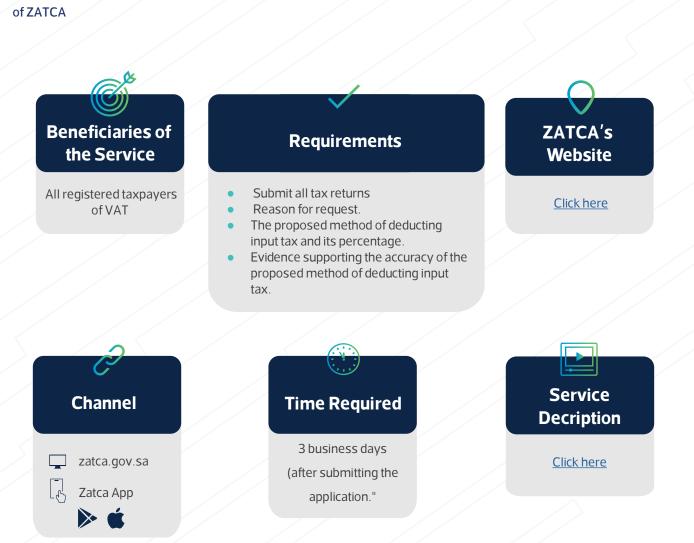


Request to Change Input Tax Deduction Method

The default method is used to calculate the value of input tax attributable to taxable and tax-free supplies to determine the percentage of input tax that can be deducted. In some cases, this method may not be the most accurate, as it may give an inaccurate representation of input tax attributable to supplies subject to VAT. Therefore, using this service to apply for approval to use a method of calculating the relative discount other than the default method.











Request for Installment Plan

In cases where you have difficulty paying the total amount due, this service allows you to request payment in installments.

Service Steps



Enter service via the ZATCA website





Go to the "Indirect Tax- Value Added Tax" tab.







Select "Create New Request" fill in the request form, and complete the steps to submit the request.





Once approved, a notification of your installment plan will be sent to your email



All registered taxpayers of VAT

Requirements

- Justifications of your installments plan request
- Provide a statement of your bank account for the last 3 months
- Submit all declarations due
- Pay all other due amounts
- pay the required installment plan advanced payment



Click here





20 business days after down payment and completing the documentation







VAT Refund Request

This service allows you to request a refund of VAT credits.

Service Steps



Enter service via the **ZATCA** website





Go to the "Indirect Tax- Value Added Tax" tab.





Go to the "Refund Request VAT" tab.



Create "Refund Request"





You will receive an acknowledgment for your request, and then we will inform you after the refund request evaluation.



All registered taxpayers of VAT

Requirements

- Justifications of your installments plan request
- Provide a statement of your bank account for the last 3
- Submit all declarations due
- Pay all other due amounts
- Pay the required installment plan advanced payment







zatca.gov.sa



Zatca App



Time Required

20 business days after down payment

and completing the documentation



Click here





Registration of persons eligible for a refund in VAT

This service provides VAT refunds to selected entities from the Ministry of Finance, such as charities, diplomatic agencies, and international organizations

Service Steps





2

Click the "Electronic Services" tab then select "Value Added Tax".



Click the service "Registration of persons eligible for a refund in VAT".



Fill in the request form as eligible for a VAT refund.





nce the request has been submitted, you will be sent a notification by SMS and Email.



Charitable associations, foundations, diplomatic organizations, and international organizations

Requirements

- Must be registered for the Ministry of Human Resources and Social Development (for charities)
- Must be within the approved list accredited by the Ministry of Finance (for diplomatic entities and international organizations)
- Mustn't be practicing any economic/ commercial activities subject to VAT



Click here











Request to Reprint of VAT Certificate

This is a self-service that allows you to reprint your VAT certificate.

Service Steps







Click the "Electronic Services" tab then select "Value Added Tax".



Select "Request to a reprint of VAT Certification".



Click "Reprint of VAT Certification"





Open soft copy of certification and print.

















File an Objection on Re-assessment

If you are dissatisfied with the revaluation of the Excise Return, this service allows you to file an appeal, and you can explain how the assessment should be corrected and provide a rationale.

Service Steps



Enter service via the ZATCA website











Tab "View Request" then establish a new request and select "VAT Review Request" from the dropdown menu.





Fill in the form clarifying the review justifications write down the objection reasons and attach the supporting documents.

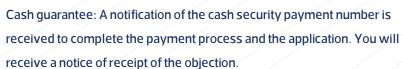




The finical guarantee amount will popup automatically, select Bank or Cash Guarantee then submit the form.



Bank guarantee: The application is made, and the bank guarantee is provided within the period specified in the notice after providing. You will receive a notice of receipt.







You will receive a reference number notification once your request is received.



All registered taxpayers of Excise.

- Full payment of undisputed amounts before objection.
- An objection notes explaining the reasons for the objection













File an Objection on Penalty

If you believe that your penalty liability is incorrect, this service allows you to file an objection.

Service Steps





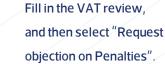


Go to "Taxpayer Request".



Select "Create/view Request.









You will receive an SMS and email response upon evaluation of the objections.









his objection to the
General Secretariat of
Zakat, Tax and Customs
Committees if ZATCA
does not submit any
confirmation within 90
days.



- Reason for objection (The taxpayer is fully responsible for delivering the additional documents required by the Authority within the specified period).
- Bank guarantee of the total amount of new VAT not paid, including fines calculated as a percentage of VAT.
- A Bank guarantee is not required in case of objection to fines stipulated by the system in fixed amounts.
- A bank guarantee for VAT-related fines requires but is not limited to penalties for wrongful declaration.
- If the taxpayer wishes to object to the evaluation and the fines thereof, the taxpayer shall submit an objection to the evaluation at the beginning.
- In case of objection to the fines without objecting to the evaluation, this is an acknowledgment by the taxpayer that the evaluation is correct and is not entitled to object to it.





Deregister for VAT

This service allows you to cancel your VAT registration when you qualify. This may mean that you have stopped conducting an economic activity or your revenue has not exceeded the mandatory registration threshold, lack of legal status of your business, or any other situation depending on the system.

Service Steps













Go to the "Deregister of Value Added Tax" tab.



Fill in the form, agree to conditions attach the support documents.





You will receive a notification when our VAT account is deregistered.



All registered VAT taxpayers that become ineligible for VAT registration.

- Reason for deregistration if not related to a threshold.
- Additional proof documents that support the reason for deregistration.













Report VAT Application Violation

This service is used for reporting tax evasion cases or manipulation by (Companies - Merchant - Service Provider) in the circumstances such as incorrect tax number, tax collection by a person not registered in the tax, or tax miscalculation amounting to less than or greater than 15% VAT.

Service Steps





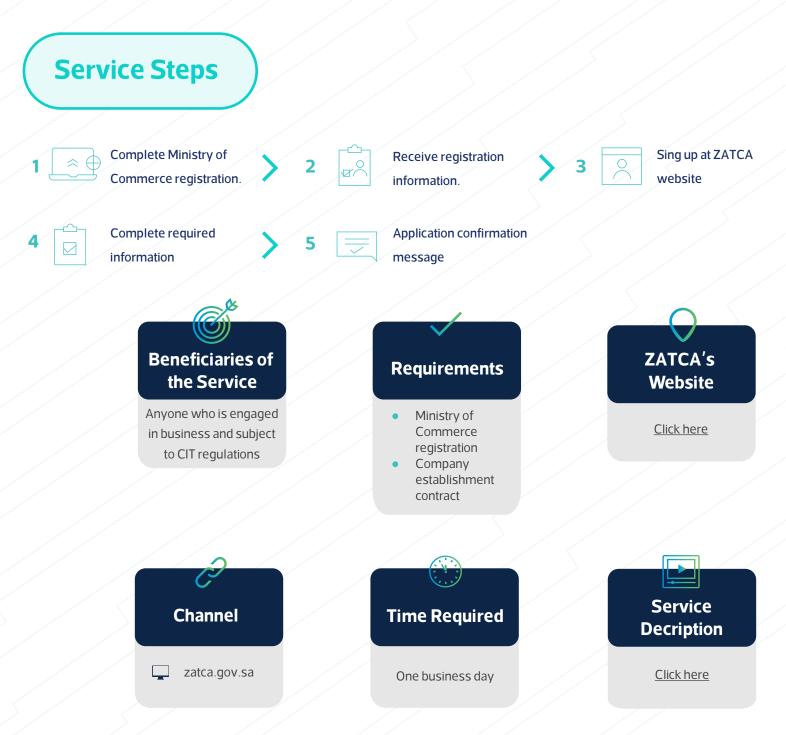
Corporate Income Tax





Corporate Income Tax (CIT) Registration

Income tax applies to every natural or legal person who engages in an activity in the Kingdom, a non-resident who earns income from a source in the Kingdom, finance companies based on the shares of non-Saudi partners, and persons working in oil and hydrocarbon production. Therefore, once the establishment is registered at the Ministry of Commerce, a TIN is created for the establishment, and once created; Taxpayers should have access to the electronic portal of the Authority and complete the registration. After the process is over, the registration will be automatic on CIT.







Corporate Income Tax (CIT) Return

This service allows you to submit CIT declarations for a specified financial period, including Transfer pricing forms. Your declaration will be available for timely submission on the Authority's website.

Service Steps



Enter the service via the ZATCA website.





Go to Return



Choose your return



Fill in and submit your return of financial statements for your establishment.





You will receive a notification of the invoice amount by SMS and email.

















Corporate Income Tax (CIT) Payment

After submitting or amending the return, and in the event of fines or penalty, SADAD invoice will be created containing the invoice number and the amount due, and the taxpayer can pay through electronic banking or MADA.

Service Steps

1 SAR Receive SADAD invoice





Pay



Payment notification

















Request for Tax Return Amendment

This service allows you to apply for an amendment to income tax declarations after the submission.



- Enter the service via
 - the ZATCA website.

- Go to Returns
- **Choose Return**

- Fill in the amendment request

You will receive a notification of the invoice amount by SMS and email.



Taxpayers Registered in CIT

Requirements

- Amendment causes
- Attach documents Financial information

Amendment













Request an Installment Plan

In cases where you have difficulty paying all amount due, this service allows you to request payment in installments.

Service Steps



Enter the service via the ZATCA website.









Select "New request."



Fill in the request, then pay the prerequisite advance payment





Once approved, a notification of the installment plan will be sent to your email.





20 business days after down payment and completing the documentation



Requirements

- Prepayment of the installment request.
- Bank statement for the last 3 months.
- Justification for the installment request.
- Submit all due declaration
- Pay all other due amounts









Request for Down Payment Reduction

This service allows you to apply for a reduction in the value of the second and third payments commensurate with lower revenues if the Authority is provided with evidence that income in the tax year is at least 30% lower than the previous year's income.

Service Steps



Enter the service via the ZATCA website.



2 500

Click the "Request for Down
Payment Reduction" tab



Fill in the request



You will receive a notification by SMS and email.



Taxpayers Registered in CIT

Requirements

Provide evidence that income in the tax year is at least 30% lower than the previous year's income.













File an Objection on Re-assessment

If you disagree with the re-evaluated tax return, this service allows you to appeal and explain the reasons.

Service Steps



Enter the service via the ZATCA website.





Click the "Objections" tab



Select "Request Objections









You will receive a notification by SMS and email.



Requirements

- Full payment of undisputed amount before objection.
- Objection note explaining reasons for the objection.







the GSTC committee







Request for Ruling

This service can be used to submit Ruling requests to request an opinion from the Authority on the tax regulations applied in the Kingdom (VAT, CIT, and Withholding Tax) and the mechanism for applying them to transactions related to the applicant's activity in accordance with the conditions set out in the guideline for ruling request.









Excise Tax Registration

This service allows you to register for excise tax purposes. Excise tax is levied -at various rates -on goods that harm public health or the environment, including soft drinks, energy drinks, sweetened beverages, electronic smoking devices, and the like. And liquids used in electronic and similar smoking appliances, tobacco, and tobacco derivatives.





Enter service via the **ZATCA** website





Go to the "Excise Tax registration" tab



Submit the request



You will receive a notification upon completion of the request via your e-mail



All the registered taxpayers who produce, possess, or import goods subject to Excise Tax from outside the customs suspension or who dispose of them for consumption

zatca.gov.sa





Click here



Registration of the

with the Ministry of

establishments

Commerce

ZATCA

Registration in







Amend Registrations Details

Through this service, you can amend the information, including shareholders and financial statements, via the e-portal.

Service Steps

Enter service via the ZATCA website





Go to the "amend/ view of Excise

Tax registration details" tab



Select amendment of Excise

Tax registration

4







Submit the request





You will receive a notification upon completion of the request via your e-mail





 Submitting a request to amend the registration and mentioning the reasons













Tax Warehouse Licensing

A Tax Warehouse is a specific physical space in which the licensee is permitted to produce, store, receive, possess, receive or send taxable goods in a tax suspension in the course of his business. This service allows you to obtain A Tax Warehouse License.



Enter service via the ZATCA website

2

Go to the "Excise Tax" tab

Select "New Warehouse License."

4 Fill in the form and submit it

5

Provide the original bank guarantee to one of ZATCA's branches

6

You will receive a notification upon completion of the request via your e-mail

Beneficiaries of the Service

Manufacturing, transferring, storage, or receipt establishments of Excise Goods under suspended tax or production and/or storage establishments of Excise Goods.



Three days



Service Decription

Click here

Channel

zatca.gov.sa

Requirements

- Registration in the Excise Tax service
- Determine whether the Tax Warehouse to be licensed will be used to produce and/or store excise goods.
- The type of Excise Goods to be received or preserved under the Tax Warehouse License.
- Information regarding the location of the warehouse to be licensed.





File an Excise Tax Return

This service allows you to file Excise Tax Returns.

Service Steps

Enter service via the **ZATCA** website





2 Go to the "Excise Tax" tab





So to the "Returns" tab









You will receive a notification with the amount of the invoice via e-mail and SMS.



All taxpayers who have a Tax Warehouse license

Requirements

- Disclosure of Excise Goods that have been put up for consumption.
- Obtain a Tax Warehouse License.



Click here











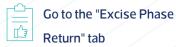
Excise Phase Return

It is a service that enables the possessors of Excise Goods to submit a return of the goods subject to Excise Tax when the Excise Tax legislation is in force, or when it is amended, or in case of issue any other regulations or amended them, or in case of issue any decisions that lead to the expansion of the Excise Tax implementation.

Service Steps

Enter service via the ZATCA website









Fill in the return and submit it





The possessor of the Excise Goods on the date of which the Excise Tax implementation was extended

Requirements

The excise goods shall not be under customs duties suspension or an Excise Tax suspension. A government entity shall not own it and be designated for commercial purposes.



<u>Click here</u>











File An Objection on Re-assessment

If you are dissatisfied with the revaluation of the Excise Tax Return, this service allows you to file an appeal, and you can explain how the assessment should be corrected and provide a rationale.

Service Steps







Go to the "Returns" tab



Select "Request objection on return "





Fill in the form





You will receive an SMS and e-mail response upon evaluation of the objection



All registered taxpayers of Excise Tax

Requirements

- Full payment of undisputed amounts before objection.
- An objection note explaining the reasons for the objection.







If ZATCA did not provide resolutions within 90 days, you could object to the GSTC committee.







Canceling Tax Warehouse

A Tax Warehouse is a designated physical space in which a licensed person is authorized to produce, process, possess, store or receive excise goods under tax suspension while carrying out its business. This service allows you to receive a tax warehouse license.

Service Steps

Enter service via the ZATCA website

2 SAF

Go to the "Indirect taxes Excise Tax" tab

> 3

Select "cancel warehouse license."

4 Se yo

Select the warehouse you want to cancel

5

M

Fill in the forms required and submit the request

> 5

5

You will receive a notification upon completion of the request via your e-mail



Manufacturing, transferring, storage, or receipt establishments of Excise Goods under suspended tax or production and/or storage establishments of Excise Goods.



No payment dueChanging the Tax Warehouse













Deregister Excise Tax

If your establishment no longer participates in the production or distribution of excise taxable goods, this service allows you to deregister in the Excise Tax.

Service Steps

Enter service via the ZATCA website

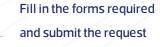


Go to the "Indirect taxes
Excise Tax" tab



Select "cancel Excise tax registration '"

4 🇷





You will receive the request again to confirm the cancelation



All taxpayers who have stopped practicing any taxable activity on Excise Goods

Requirements

- Documentations that prove you have ceased participating in the production or distribution of taxable goods.
- Cancellation of the warehouse license.















Withholding Tax Return

If you are a resident who makes payments to someone who is not a resident of Saudi Arabia, you must levy Withholding Tax on the amounts paid to the non-resident according to the applicable rates. This service allows you to make statements about deductions.

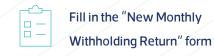
Service Steps

















You will receive a submission acknowledgement, a return copy and an invoice



All residents those are eligible to pay Withholding Tax















Withholding Tax Payment

After submitting or amending the declaration and in case of fines or penalties, a SADAD invoice is generated containing the invoice number and the amount due. You can do your payment through either online banking or via an ATM with the SADAD number.



After receiving your SADAD invoice





Make the payment through online banking or ATM





You will receive an acknowledgement upon your payment by SMS and e-mail



All residents those are eligible to pay Withholding Tax



Payment of amounts due on SADAD invoice number.









Real Estate Transactions Tax





Property Registration Request

Through this service, you can register your property for Real Estate Transactions Tax for before completing the process of property transfer or contract documentation. The service provides information about the tax amount to be imposed on the property you intend to sell, along with issuing a payment bill with the amount that covers the tax due

Service Steps



Fill out your personal data, instrument number, and agree to terms and conditions



Enter the verification code sent to your mobile





Confirm sellers' information



Determine the type of property and its category from the drop-down list







When the property is subject to payment, a payment invoice will be issued



Individuals Establishments and companies Governmental entities Diplomatic missions and international organizations

Requirements

- Seller's details, deed or contract information
- Specifying the real estate transaction
- Agreeing to the tax terms and conditions
- Identifying the property's type (selling, gift, etc.)













RETT Request Update

It is an e-service available for all properties registration for Real Estate Transactions Tax (RETT), as it allows amendments on your property registration before ownership transfer or property documentation.

Service Steps



Login to RETT service on ZATCA's website





Update RETT request by entering the request number then click "submit"



3

Enter the "verification code" sent to the main seller's registered mobile number. If you didn't get the verification code, please click "Resend Verification Code"



Amend the data (property value -property status whether exempted or subject to tax).





Click on the acknowledgment "I accept terms and conditions" and then click "Amend Data".







Requirements

- Property Registration request number for ERTT.
- Request can't be amended after completing ownership transfer at Ministry of Justice unless there is a mistake related to exemption (changing the property status from "exempted from RETT" to "subject to RETT").
- After paying tax, it is allowed to amend property value for less than the paid amount, but only once.



Click here







Checking Real Estate Registration Request

Through this service, you can check the status of the registration request in Real Estate Transactions Tax, knowing applicability of tax on the property, and payment status.

Service Steps

1 =



Enter the request number sent to your mobile





Enter the verification code sent to the main seller's mobile





Check out the request status



Individuals
Establishments and
companies
Governmental entities
Diplomatic missions and
international organizations



Requirements

 The request number sent to the mobile phone
 The verification code sent to the main seller's phone











Property Registration Cancellation

Upon cancelling the selling transaction or providing wrong information before real estate transfer or contract documentation, through this service you can cancel the real estate registration request in real estate transaction tax service and redeem the tax amount if previously paid.

Service Steps

Enter the request number sent to your mobile



Enter the verification code sent to the main seller's mobile





List your reason(s) for

4 Cancel the request



Individuals
Establishments and
companies
Governmental entities
Diplomatic missions and
international organizations



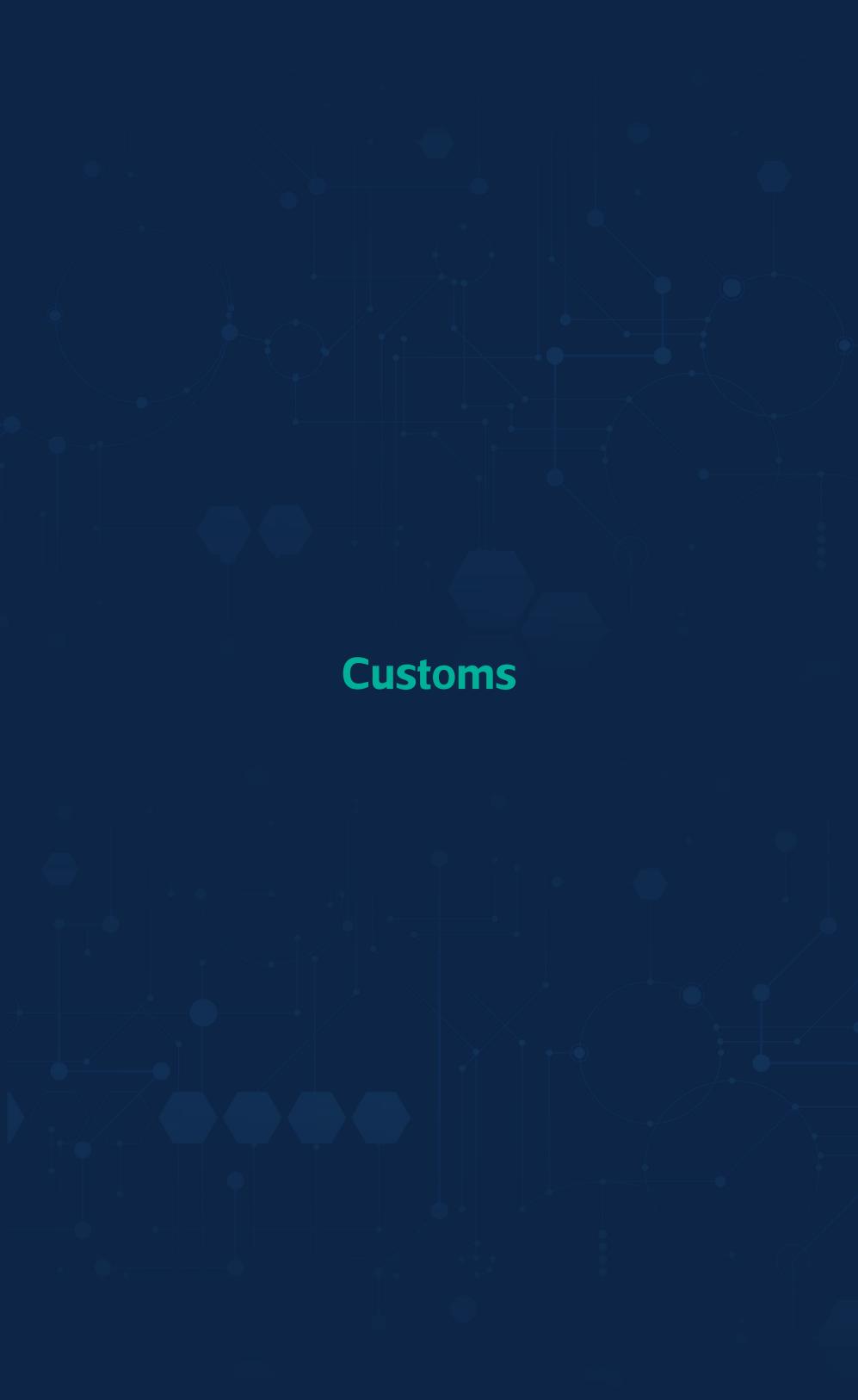
Requirements

- The request number sent to the mobile phone
- Not transferring deed ownership or notarizing the contract











Inquire about Customs Declaration

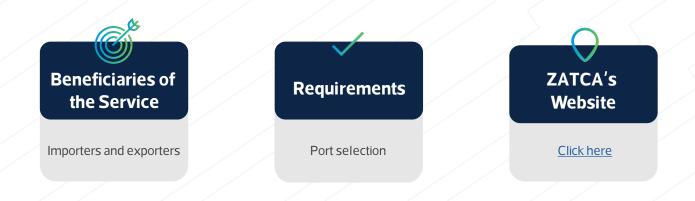
This service enables beneficiaries to identify customs declaration information, declaration details, and duties details.



Fill in the required information blanks



Enter verification Code









Printing of Customs and Statistical Decelerations

This service allows beneficiaries to print a specific customs or statistical deceleration to view details such as articles and import duties.



1 🙈

Enter service



 $2 \rightarrow$







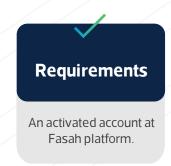
Fill in the required information blanks





Enter Verification Code

















Confirm the Arrival of Express Transport Shipments

This service is provided to the Express transport company's broker assurance of the arrival of Express transport shipment at the port after submission of their customs declarations in advance.



1 Enter service

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Fill in the required information blanks

>

4 =

Enter Verification Code



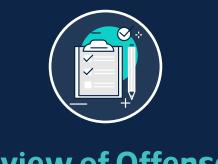














Review of Offenses

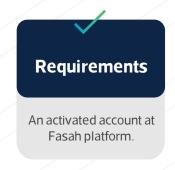
This service provides the beneficiary with an inquiry about the various types of offenses issued by the Authority (arrest warrant, fine of pledges, and fine as a result of the conviction of customs cases).



















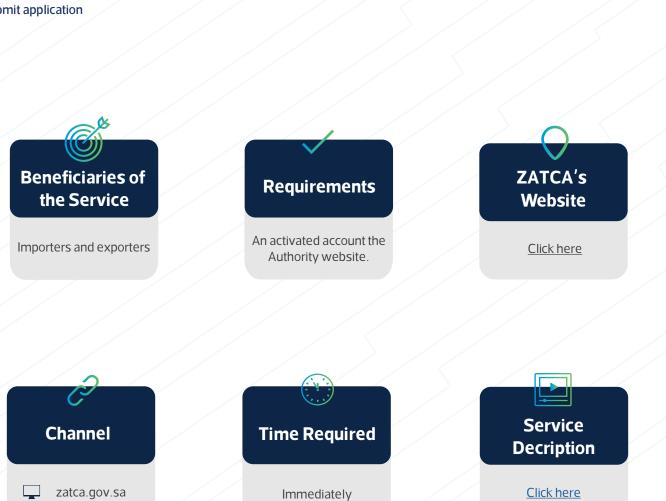




Authorized Economic Operator Program

This service provides companies and commercial establishments with an application for Operator Economic Program, which is based on the concept of partnership between the Authority and commercial establishments, promotes global supply chain security, and provides more trade facilitation benefits.









Review of the Status of Payment of Insurance Fees

This service provides the importer with a status inquiry about the request for payment of a specific customs declaration insurance fee, the fees of which include insurance items collected to be paid when their eligibility requirements are met.











Review the Value-Added Tax and Excise Tax Report

This service provides the user of the portal with a review of a report with customs and statistical declarations over a specified period at all ports, explaining the declaration fees, the value-added tax amount, and the excise tax amount.



1 Login

Login to Fasah Platform 2 _

Enter Service at the latform

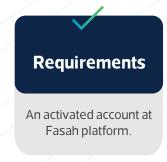
>

3

Fill in the required information blanks

Review the report













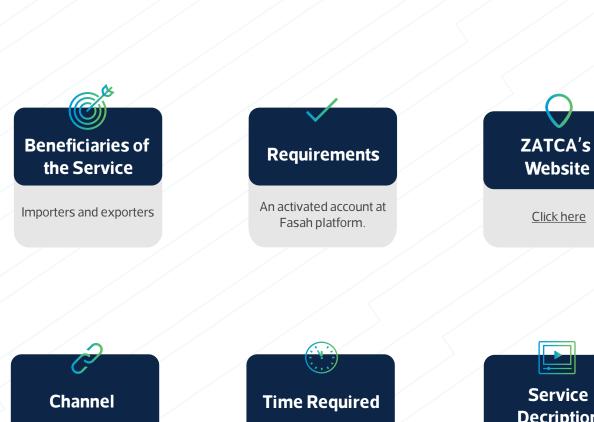




Review the Pledges

This service provides the beneficiary with a review of the pledges and their status within a specified period at all customs ports in order to take the necessary action to pay the pledges based on the status and date of the end of the pledge, including non-disposition pledges and various documentary pledges.





Immediately



zatca.gov.sa





Pledge Not to Dispose of the Dispatch

This service provides the importer with a pledge not to dispose of the dispatch in any way, except after notification by the executor of a permit released from the concerned body so that the importer can release the dispatch until the decision of the concerned body is made, which is often associated with waiting for the result of the examination of the laboratories.





Enter service







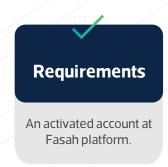






Fill in the required information blanks

















Review and Follow-up of Differences Declarations

This service provides the importer with access to a report of all customs duty differences due to it, based on which the necessary action will be taken, either by paying them or by reviewing the competent authorities.



1

Login to Fasah Platform >

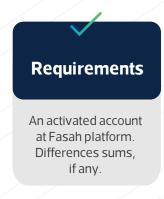
2

Enter Service at the platform

> 3

Review of differences declarations

















Review the Customs Declaration Fees

This service provides beneficiaries with Inquiry about customs declaration duties of all types (import, immediate liquidation, issued declaration, re-export, petroleum exports, issued personal, an incoming statistical, issued statistical, entry transit, exit transit, an incoming statistic of Gulf origin, an incoming statistic of Saudi origin for details of all charges due on the declaration.











Register a New Importer or Exporter

This service provides traders with registration on Fasah platform to start import and export business.

Service Steps

1 Enter service



Login to Fasah
Platform





Fill in the required information blanks





Activate the account

















Authorize a Customs Broker

This service provides the importer and exporter (individual/trader) with the authorization of a customs broker to perform customs dealings, on his behalf to follow up and complete such customs procedures. The authorization shall be made for import only or export only or both of them. The importer and exporter determine the authority of the customs broker in term of using the authorization one or several times while the individual determines the authority of the customs broker in term of use the authorization for one time only.











Login to Fasah **Platform**





Enter service at the platform











- An activated account at Fasah platform.
- Customs broker's license number.
- Authorization duration.













Printing of Import or Export Report for Customs Declarations

This service provides the beneficiary with the printing of customs or statistical declarations reports, or a specific declaration for all details of data from customs items and duties for audit or authentication purposes or uses in other dealings.

Service Steps





Enter service at the platform







Reimbursement of fees underpayment Number



Get the report





An activated account at Fasah platform.
The first (15) sheets of paper are (100) riyals, and the excess of that each sheet is (10) riyals.













Review Letters of Release and Their Balances for Restricted Goods

This service provides the beneficiary with an inquiry about letters of release and cases of restricted goods and the remaining balance for each item in the letter. Accordingly, the importer and the exporter may know whether or not to use a letter of release for the import or export of restricted goods. The importer can also Inquiry about a specific release letter or review all release letters registered to the importer at all customs ports.









Login to Fasah Platform





Enter service at the platform





Fill in the required information





importers and exporters-Customs .brokers

- An activated account at Fasah platform.
- For customs brokers:
- Required to be authorized by the trader of the release letter.
- Permit port.
- Serial number of the letter of release.
- Importer number.













Suspension of the Authorization for the Broker

This service provides the importer and exporter with the suspension of its valid authorization to a customs broker by reviewing a list of all applicable authorization as per the customs port and selecting a specific authorization for suspension.



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Enter service at the platform

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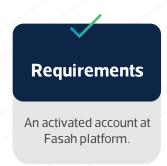
Login to Fasah Platform > 3

Fill in the required information blanks

>

Suspension of authorization

















Inquiry about the Type of Inspection for Containers

This service provides importers with verification of the number of hand-checked containers.

Service Steps

1 📚

Enter Service via Website



Login to Fasah Platform



Fill in the required information blanks



Enter Verification





- Number of the customs declaration.
- Port.
- Declaration date.













This service provides for submitting an objection request on collection decisions, Penalties and rejected refund requests.

Service Steps

Enter Service via Website





E-service









Customs Objections



Importers and exporters-individual Importers and exporters-Traders International Travelers Customs brokers



Objection note explaining the reasons for the objection Supporting documents for the objection















Inquiry about Customs Issues

This service provides you with an inquiry about customs case data and submission of a request for settlement.

Service Steps

Enter Service via Website

Fill in the required information blanks

Enter Verification Code



Importers and exporters-Traders International Travelers Customs brokers .Shipping agent



Requisition number. Identification number or commercial register.



Click here











Search for Customs Duties

This service provides the beneficiary with a search for customs duties by browsing them or by the customs item number, description, chapter, or section.

Service Steps

1 \(\approx \) Enter the page of search for customs duties



Search by: A word, a key item or a harmonized system code or a review of tariff sections and chapters

















Customs Declaration for Travelers

- This service provides you with the possibility to fill in the form of declaration of the items to be declared and to provide customs officers when entering or leaving Saudi Arabia for international travelers. These items include:
- Currencies or bearer negotiable instruments, gold bullion, precious metals, precious stones, and jewelry, with a value of up to 60,000 riyals or more, or equivalent in foreign currencies.
- Goods in commercial quantities or at a value higher than 3000 riyals.
- The goods subject to excise tax.
- Prohibited and restricted goods and items.
- The list of items to be declared for international travelers leaving Saudi Arabia is limited to the following:
- Currencies or bearer negotiable instruments, gold bullion, precious metals, precious stones, and jewelry, with a value of up to 60,000 riyals or more, or equivalent in foreign currencies.
- The Items prohibited to be exported (such as antiquities, etc.) and subsidized items.

Service Steps





Enter Service via Website





Fill in the required information blanks



Maintenance of the reference Number of

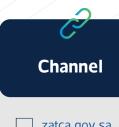




International Travelers

Requirements

- Filled declaration form
- If sums of money, financial instruments, gold bullion, precious metals, and jewelry worth up to 60,000 riyals or more are declared, official papers shall be submitted to demonstrate ownership of any goods or sums and explaining the origin of such funds and property.









Immediately



Click here



Click here





Inquiry about Offenses and Payment of Their Value

This service provides customs brokers and freight agents with Inquiry about offenses and fines owed by them or their representatives in customs branches, and the status of payment of each offense, so that the necessary measures are taken regarding the payment of such offenses in order to avoid the suspension of their customs dealings.



Enter Service via Website

Fill in the required information blanks

Enter Verification Code

















Customs Declaration Amendment

This service provides a request to amend the information of a declaration issued or received for the customs brokers to be reviewed and approved by the Authority.





Enter Service

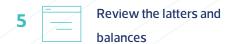


Login to Fasash **Platform**

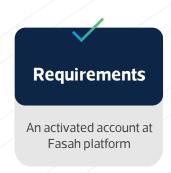


Enter Service at the plat form





















Submit an Issued Statistical Declaration

This service provides the customs broker with a statistical declaration issued via Fasah platform, where the customs broker can reuse the manifest information for export provided in advance by the shipping agent to create and provide the issued statistical declaration.







Login to Fasash Platform



Enter Service at the plat form

Customs Declaration Amendment





















Submit an Incoming Statistical Declaration

This service provides the customs broker with a statistical declaration received through a Fasah platform, as well as the possibility of receiving approval of the statistical declaration received together with the information of the fees payable and others.







Login to Fasash Platform





Enter Service at the plat form





















Provide a Transit Transport Declaration

This service provides the customs broker with the transit transport declaration through Fasah platform.

Service Steps





Login to Fasash Platform



Enter Service at the plat form





















Provide a Statistical Transit Transport Declaration

This service provides the customs broker with the statistical transit transport declaration through Fasah platform.





Enter Service via Website



Login to Fasash Platform























Provide an Issued Declaration

This service is provided via Fasah portal for customs brokers to provide export declarations electronically, where customs brokers can reuse the manifest information provided in advance by the freight forwarder, or customs broker to create and submit an issued declaration.





Enter Service via Website



Login to Fasash Platform



Fill in the required information blanks



Create a declaration

















Provide an Incoming Declaration

This service provides via Fasah portal for customs brokers the submission of import declaration electronically, as well as the possibility to receive approval of the incoming declaration along with information on the duty payable and others.







Open Declarations Data

This service provides the customs broker with a comprehensive report of all open declarations.







Enter Verification Code









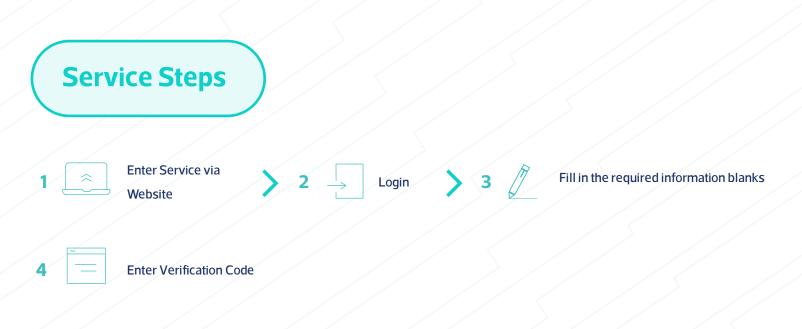


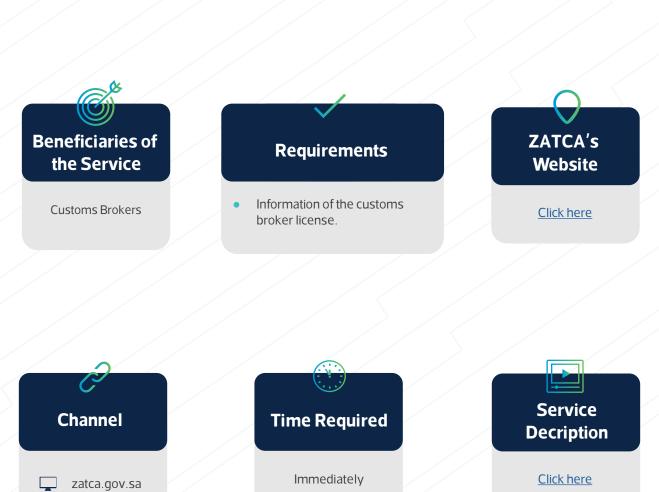




Modify Broker Mobile Number in a Port

This service allows the brokers to modify the mobile numbers within the ports so that the messages of the customs declaration are sent to them.











Inquire about Customs Cards

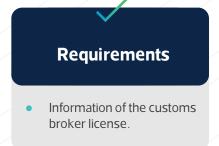
This service allows you to inquire about customs cards.

Service Steps

1 Enter Service > 2 Login > 3 Fill in the required information blanks

4 Enter Verification Code











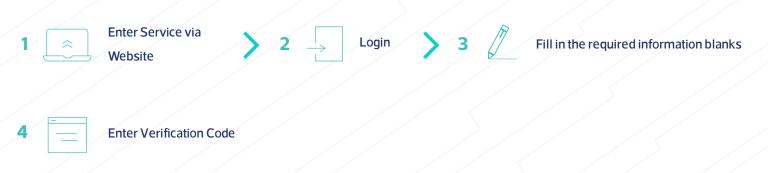


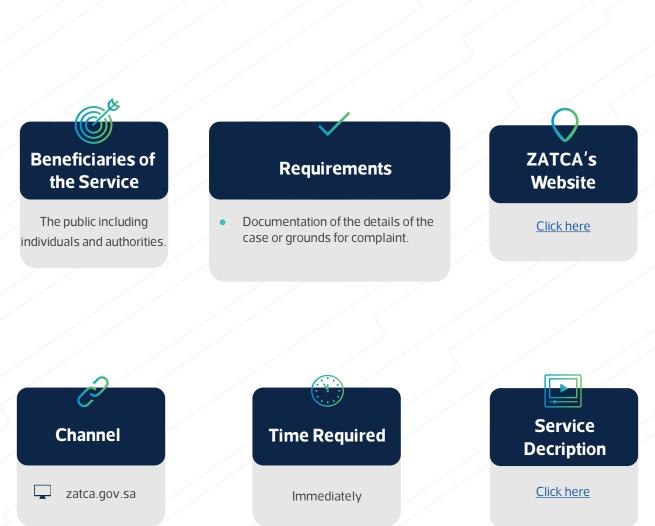




Submit a Communication of Financial or Administrative Offense

This service provides the beneficiary with communications of violations of the Authority's regulations and procedures, such as bribes, embezzlement, and financial and administrative corruption, without disclosing the identity of the beneficiary.











Inquiries and Complaints

This service allows beneficiary to submit inquiries or complaints related to the Authority's service or channels.

Direct contact via

19993









- National ID number or commercial register.
- Documentation of the details of the case or grounds for complaint.













Submit Opinions and Suggestions

This service provides the beneficiary with feedbacks, channel proposals, and services provided by the Authority.













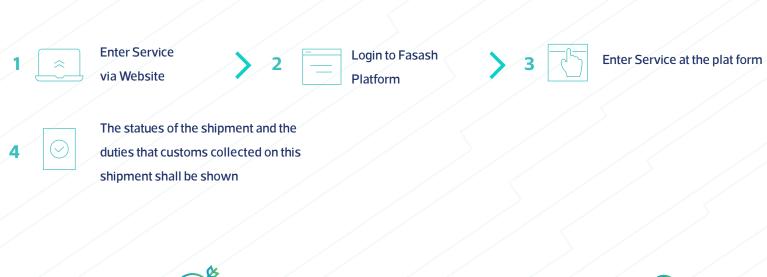






Express Transport Shipment Tracking

This service provides individual importers of global e-shop shoppers with tracking of shipments received through express carriers within Saudi Customs, using the policy number to reflect accordingly the status of the shipment and the duties collected on this shipment under the customs declaration.



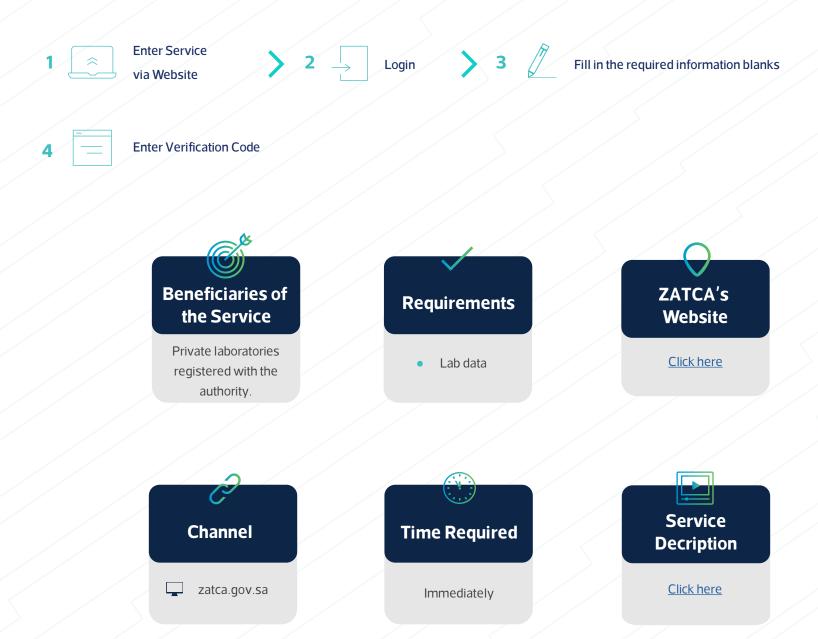






Inquiry about Insurance Fees for Private Laboratories

This service allows private laboratories to inquire about the status of due testing fees if they were registered with the authority and responsible for testing samples sent to them by the customs, based on previously sent requests for testing samples.

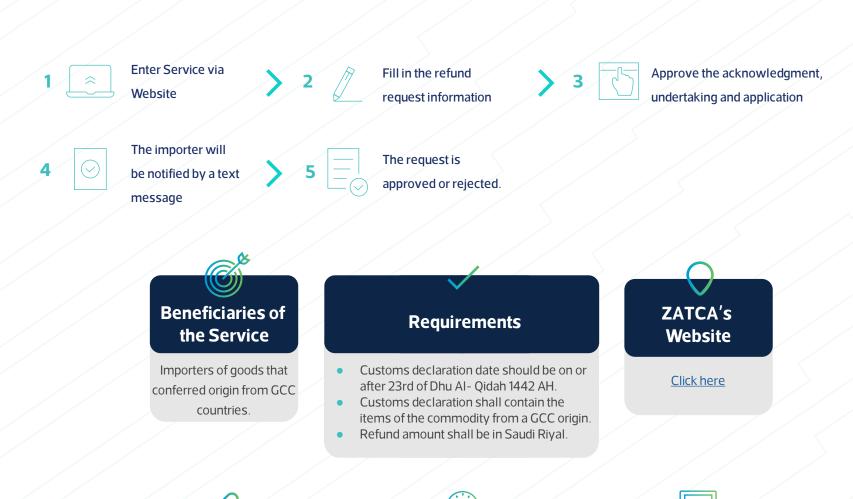






Refund Service- National Origin Rules

This service allows the importers to request customs duties refund on products that conferred origin from GCC countries.



Time Required

N/A



Channel

zatca.gov.sa

Service

Decription

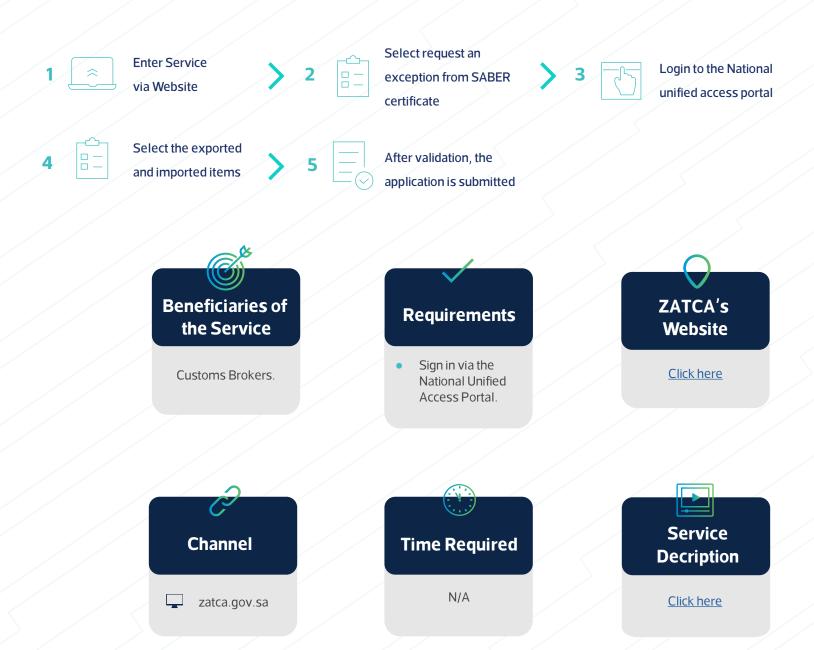
Click here





Exception from SABER Certificate

Aservice that enables the customs broker to request an exception from Saber Certificate regarding goods that have been temporarily exported matching the conformity of customs declaration with the imported item.







Customs Duty Refund Request

This service allows the importers to request for customs duties refund or insurance fees refund.







General Services





Change Password

Through this service, you can change your ZATCA website log-in password after passing the authentication through OTP (one-time-password) sent to your registered mobile number.

Service Steps



Services" tab



Go to the "Amend/Registration Cancellation" tab



Select "Taxpayer Profile" Choose "Change Password"

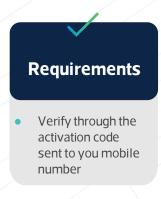


Enter new password



You will receive an OTP. Enter verification code to finalize

















Amend Contact Details

Through this service, you can change your registered e-mail address and phone number. This means that all communications from ZATCA will now be directed to the updated contact details.

Service Steps

Log into ZATCA website, and click the "General

Services" tab

Go to the "Amend/Registration Cancellation" tab

Select "Taxpayer Profile"

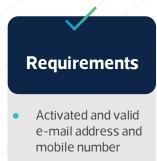


Edit e-mail address or mobile number



Activate new e-mail through authentication e-mail or receive immediate confirmation of mobile number

















In case your company is no longer eligible to pay Zakat/ Tax in Saudi Arabia, this service allows you to apply for de-registration of your TIN.

This concern deregistration of Zakat and all other tax types. This implies if you have ceased to carry on an economic activity, and/or ceased to exist as a legal entity.

Service Steps







Go to the "Amend/Registration Cancellation" tab



Select "Deregister for TIN"



reason









You will receive a notification when you TIN is deregistered from our system



All taxpayers that ceased to carry on an economic activity, and/ or ceased to exist as a legal entity in KSA.

Requirements

Cancellation of indirect taxes, if any. Determine the reasons for canceling the TIN with attaching proof.













Deregister Outlet

If your company has branches registered under one unique number, this service allows you to apply for cancellation of any branch on the ZATCA website.

Service Steps

- - Log into ZATCA website, and click the "General Services" tab

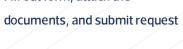
Fill out form, attach the



Go to the "Amend/Registration Cancellation" tab



Select "Deregister an Outlet" and choose the outlet to be deregistered or cancelled





All registered taxpayers that have registered additional outlets.

- No Obligation with ZATCA
- Additional proof documents that support reason for deregistration













Zakat Certification Lookup

Through this service, you can verify the validity of the Zakat certificate issued to the company.

Service Steps



Log into ZATCA website, and click the "E-services" tab



2

Select "Zakat Certification Lookup"





Enter search parameter to obtain verification



Zakat certification status will appear on your screen



Available to taxpayers and the public.

- One of the following numbers is available:
- Commercial Registration No.
- National Identification No.
- License number.
- Tax Number.
- Certificate Number.
- Company ID.













VAT Taxable Person Lookup

You can check the establishment's registration in VAT.

Service Steps

1 🔅

Enter into the Service via https://zatca.gov.sa/en/eServices/Pages/eServices_007.aspx



Enter search parameter to verify registration, and select "send"



VAT registration status will appear on your screen



Available to taxpayers and the public.

- One of the following:
- VAT account number
- Commercial Registration No
- VAT certificate number













Verify Contract Release Certificate

This is an online service to verify the contract release certificate.

Service Steps

Log into ZATCA website, and Go to the "E-service" tab and choose "General

Services".





Select "Verify Contract Release Certificate"



Enter search parameter to obtain verification

4

Zakat certification status will appear on your screen



Available to taxpayers and the public.

- TIN
- Commercial Registration
 Number
- Certificate Number













Automatic Exchange of financial accounts held by US persons is exchanged based on the Agreement between the Government of the Kingdom of Saudi Arabia and the Government of the United States of America for the Improvement of International Tax Compliance and the Implementation of the Foreign Accounts Tax Compliance Act (FATCA)

Service Steps

Visit the service link as shown below https://zatca.gov.sa/en/eServices/ Pages/eServices_054.aspx



Login into account or create a new account



You will receive a notification on your e-mail for new registrations only



Complete the process and upload the requested reports













- The financial institution must have a GIIN number obtained by registering with the Internal Revenue Service (Internal Revenue Service).
- The financial institution shall identify an authorized person as an admin user of the system.





CRS

Automatic Exchange of financial accounts information base on the Multilateral Competent Authority Agreement on Automatic Exchange of Financial Account Information.

Service Steps



Visit the service link as shown below https://zatca.gov.sa/en/eServices/ Pages/eServices_080.aspx



Log

Login into the financial institution account or create a new account





You will receive a notification on your e-mail for new registrations only





Complete the process and upload the requested reports



Saudi financial institutions and branches of foreign institutions registered in the Kingdom that maintain financial accounts of Residents who are resident for tax purposes in partner countries

Requirements

The financial institution shall identify an authorized person an admin user of the system.









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CRS 111





Country-to-Country Report

Automatic Exchange of financial information according to MULTILATERAL COMPETENT AUTHORITY AGREEMENT ON THE EXCHANGE OF COUNTRY-to-COUNTRY REPORTS based on transfer pricing bylaws ("Bylaws"). All Taxpayers in the Kingdom whom their annual consolidated revenue of the Multinational Enterprise Groups ("MNE Group") to which they belong exceeds SAR 3.2 Billion during the year immediately preceding the current Reporting Year, as reflected in the MNE Group's Consolidated Financial Statements for that preceding year.

Service Steps



Visit the service link as shown below



Log into the financial institution account or create a new account





You will receive a notification on your e-mail for new registrations only



Complete the process and upload the requested reports



Beneficiaries of the Service

Multinational Enterprise Groups ("MNE Group") to which taxpayer belong exceeds SAR 3.2 Billion during the year immediately preceding the current Reporting Year, as reflected in the MNE Group's Consolidated Financial Statements for that preceding year.

Requirements

Taxpayer must have TIN (tax identification number) and Company Identification Number obtained. Taxpayer shall identify an authorized person an admin user of the system.



Click here



zatca.gov.sa



One business day (after submission)







Service Authorization

'Service Authorization' enables you to delegate authorizations to accounting offices and tax service providers so that they can complete the company's transactions on behalf. With this service, you can delegate specific authorizations for pre-set durations to specific accounting offices or tax service providers. You can assign different responsibilities to different accounting offices.

Service Steps



Log into ZATCA website





Select "Service Authorization"





Select "Accounting Office or Service Provider" and then select the services to which you wish to delegate to them. (1) Verification number for the accounting office. (2) Specify authorization period



To complete the authorization process, the entity you wish to authorize needs to log on to their account and consent to the authorization request Request Status "Pending"

















Request for Mutual Agreement Procedure

Set out the process through which taxpayers can request assistance from ZATCA to resolve disputes arising from taxation not in accordance with the provisions of double taxation agreements. Click here to view the Taxpayer guidance

Service Steps



Send the complete request to the MAP email, MAP@ZATCA.gov.sa





In case your request is incomplete, you will receive a message at your email listing missing information and documents you should submit.

3

Once the request is complete, you will receive a message at your email stating that the request will be considered.



Targeted category is Persons covered by double tax treaties who consider that the actions of the Kingdom and/or of the other State result or will result in taxation not in accordance with the provisions of such double tax treaty.



 Submittal of the request with information and documents as required and specified in the Request for Mutual Agreement Procedure-Taxpayer Guide.













Tax Residency Certificate

This service provides tax residency certificates (TRC) for individuals residing in the Kingdom of Saudi Arabia according to the Saudi income tax regulations or the agreements to avoid double taxation of individuals with other countries and provide them an exemption from income tax. It also allows the users to inquire about the status of certificate issuance and the result of the request.



4 Request the service









Whenever you wish to inquire about anything related to ZATCA, there are various channels available to reach us. These channels will allow you to interact with knowledgeable ZATCA employees who will answer any question you might have.

Communication channels



Website for direct communications



Unified Call Center (1993)



E-mail info@zatca.gov.sa



Twitter Account @Zatca_care



(Click here)

Relationship Managers











Request Escalation to the General Secretariat of Zakat, Tax and Customs Committees

When your objection is rejected by the Zakat, Tax and Customs Authority, you can submit an objection to the Resolution Committee at the General Secretariat of Zakat, Tax and Customs Committees.

Service Steps

Register for a new case/ lawsuit through logging into GSTC website: (gstc.gov.sa)



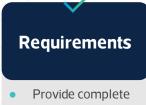
Fill in the required information and data



You will receive an e-mail response upon evaluation of the objection







information and documents





The expected date for considering escalation of the objection will be determined following the issuance of the committees' rules

! Exte

External document

This Manual has been prepared for educational and awareness only and its content is subject to mandate at any time. It is not considered in any way binding on the Zakat, Tax and Customs Authority and is not considered in any way legal advice. It cannot be relied upon as a legal reference on its own, and it is always necessary to refer to the texts of the laws contained in the applicable regulations in this regard. Every person subject to the laws of zakat, taxes and customs shall verify his legal duties and obligations, and he alone is responsible for discipline and compliance with these laws and instructions. The Zakat, Tax and Customs Authority will not be responsible in any way for any damage or loss suffered by the taxpayer as a result of his non-compliance with the instructions and applicable laws.

