



Refund of Exempted Excise Goods

User Manual

Dhareeba Tax Portal

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1

Purpose of this document



1 Purpose of this document

The purpose of this process is to allow Excise Tax registered Taxpayers, who have imported or produced any excisable goods which are exempted as per the law and paid Excise Tax on it, claim refund of such exempted excise goods.

Medical/hospital and non-medical entity/Registered Taxpayers (3rd party) both can apply for refund of exempted excise goods.

Private Entities & Other Excise Registered Taxpayers: The registered private entities and the non-medical entities will access the exempted excise goods refund form via the regular refunds tile available for all the excise registered Taxpayers. For these entities, excise registration would not be mandatory, as they won't be filing the excise tax return. This can be identified by their nature of business activities.



2

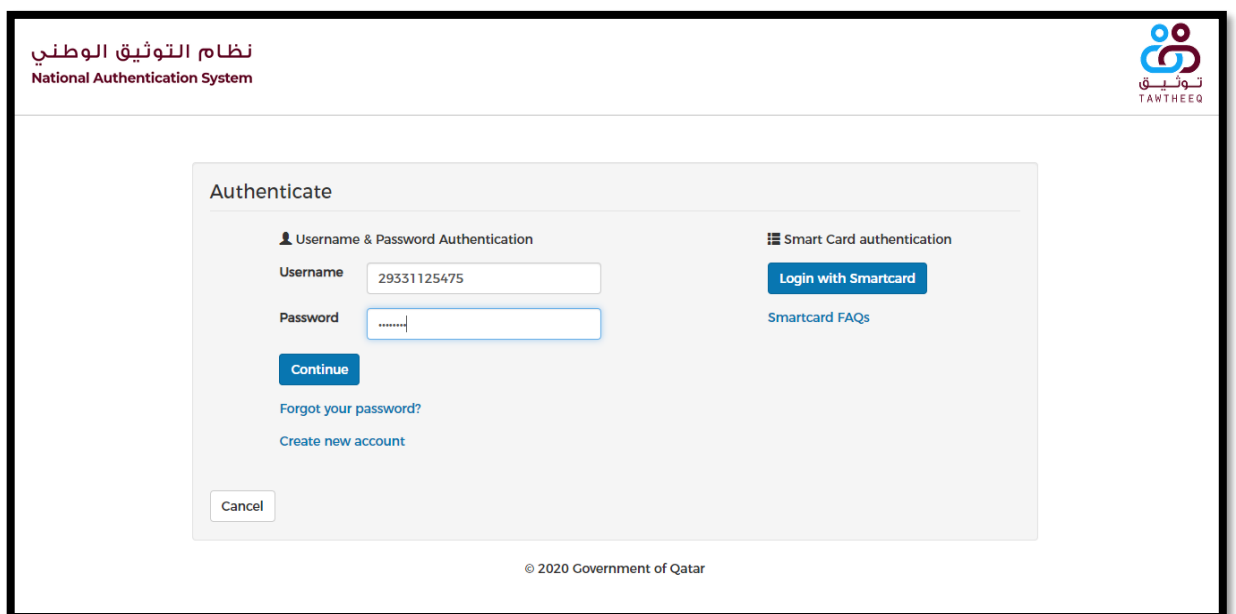
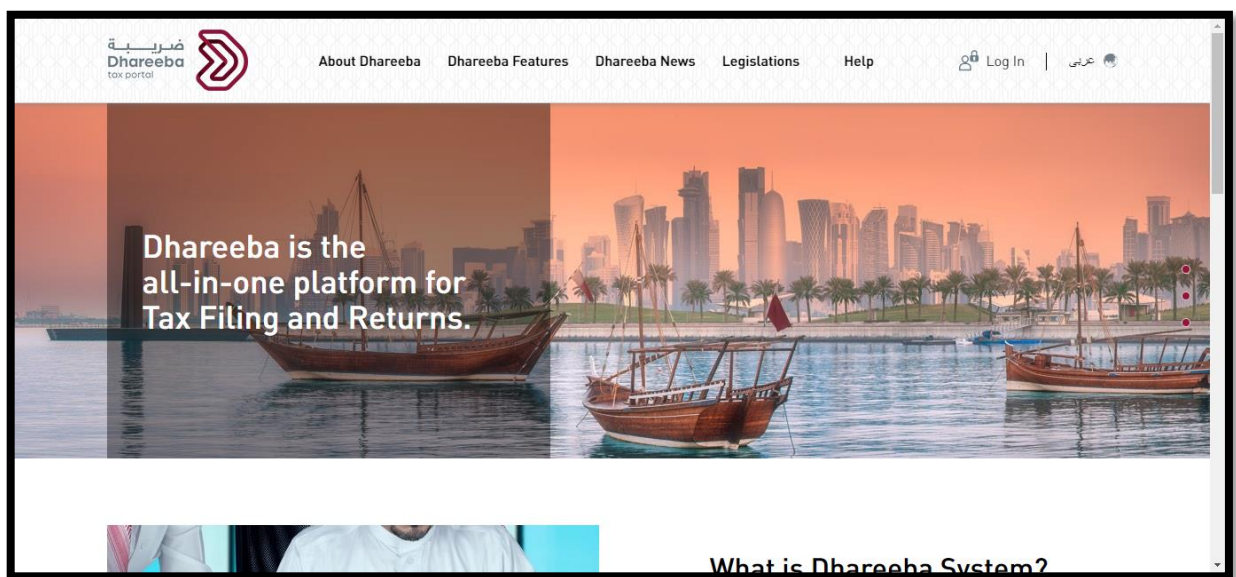
Steps to file Refund of Exempted Excise Goods



2 Steps to file Refund of Exempted Excise Goods

Step 1: Login Screen

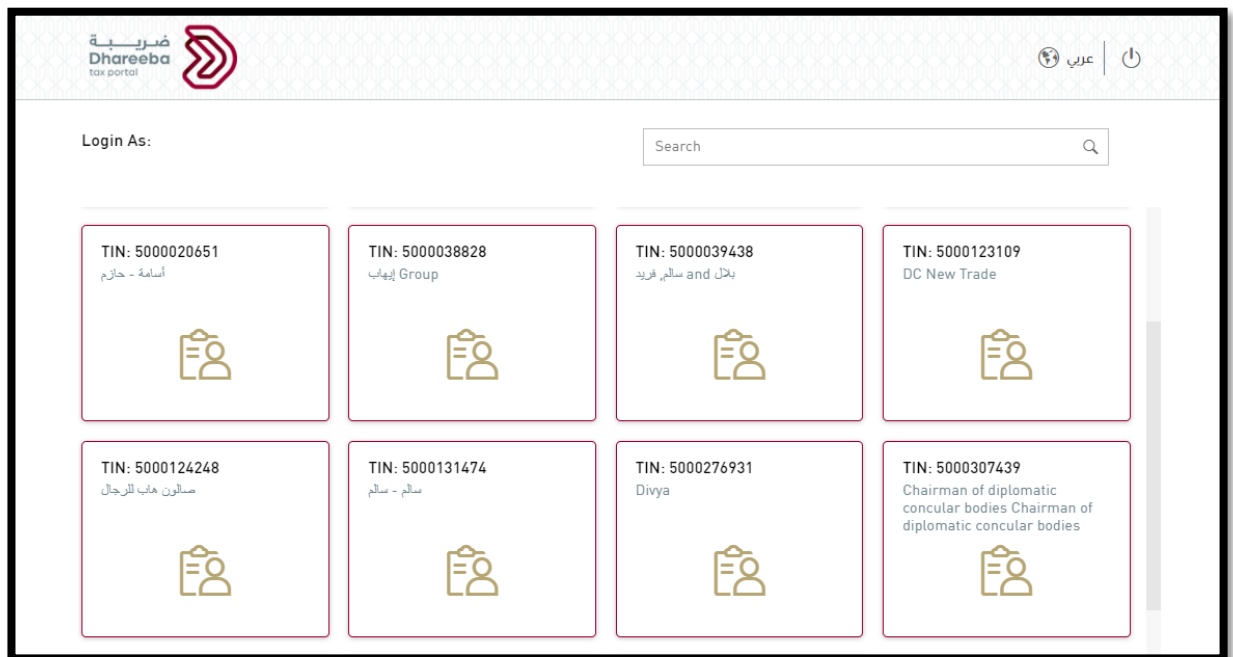
Taxpayer should login on the Dhareeba and is directed to the NAS portal where the Taxpayer should login through **QID** or **Email address** and its associated **password**, as shown below:



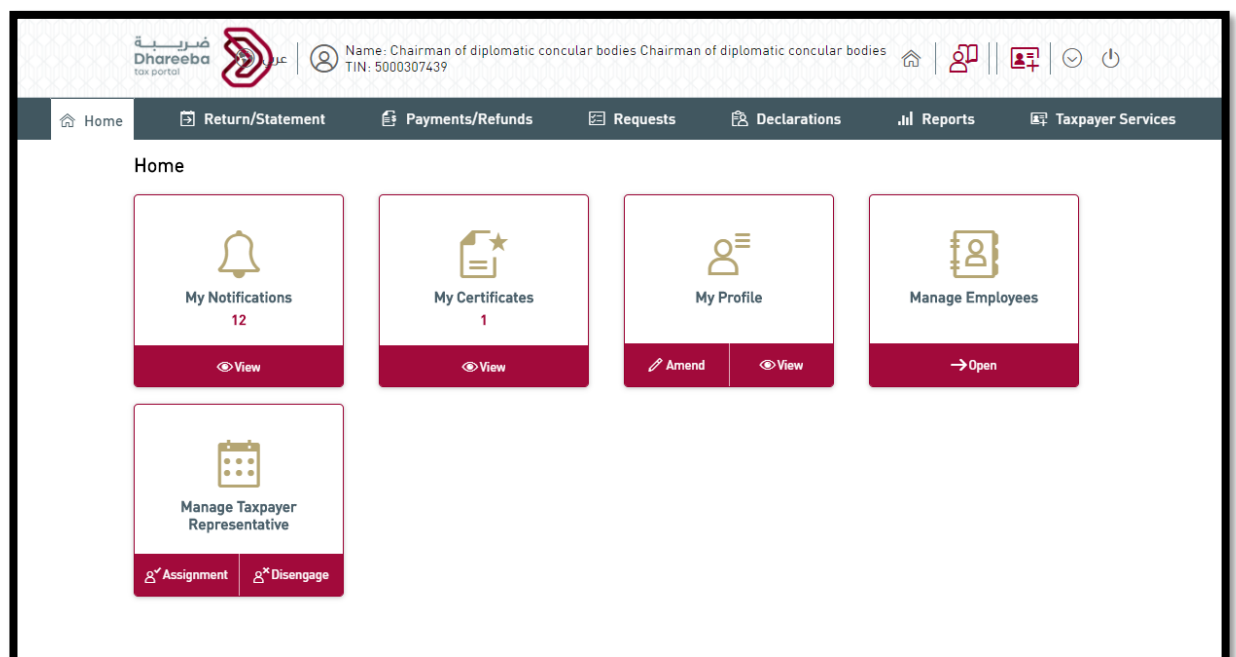


Step 2: Dashboard

After successful login, the Taxpayer will be navigated to the below screen. Taxpayer should click on the **TIN** for which the 'Refund of exempted excise goods' application must be submitted.

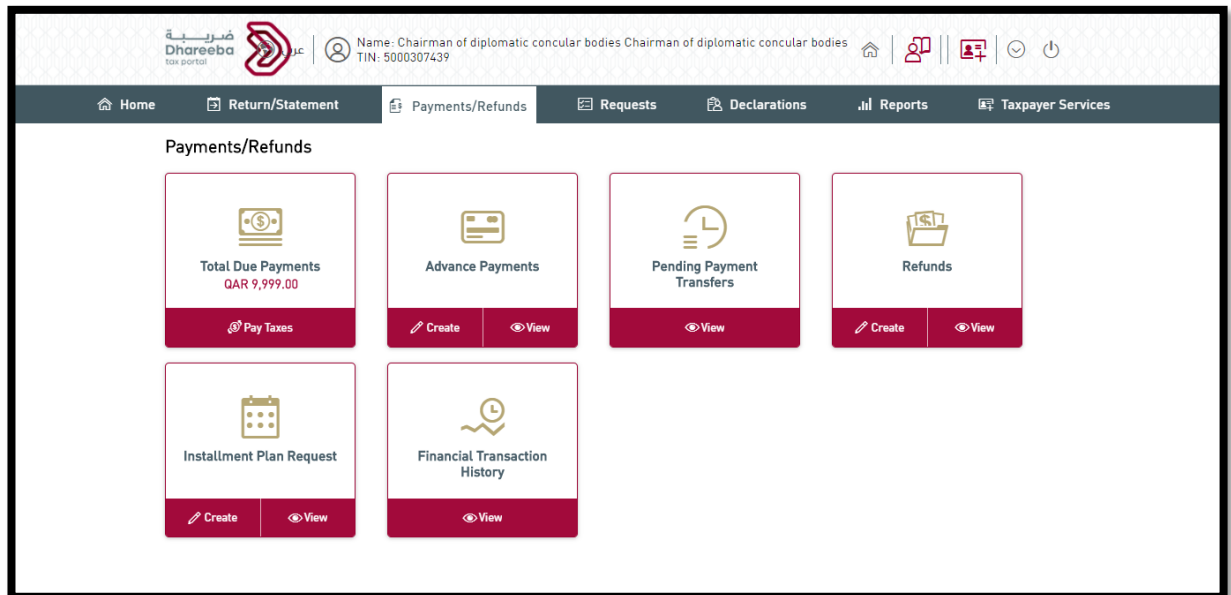


The Taxpayer will be navigated to the 'Home' tab on Dashboard.





Taxpayer should click on 'Payments/Refunds' tab and click on 'Refunds' tile.





View and Create options will be available on Refund tile.

Create: To create fresh application

View: To view the draft/submitted/in-progress application.

If user click on View button, then he should be able to check the list of all 'Refund of exempted excise goods' applications.

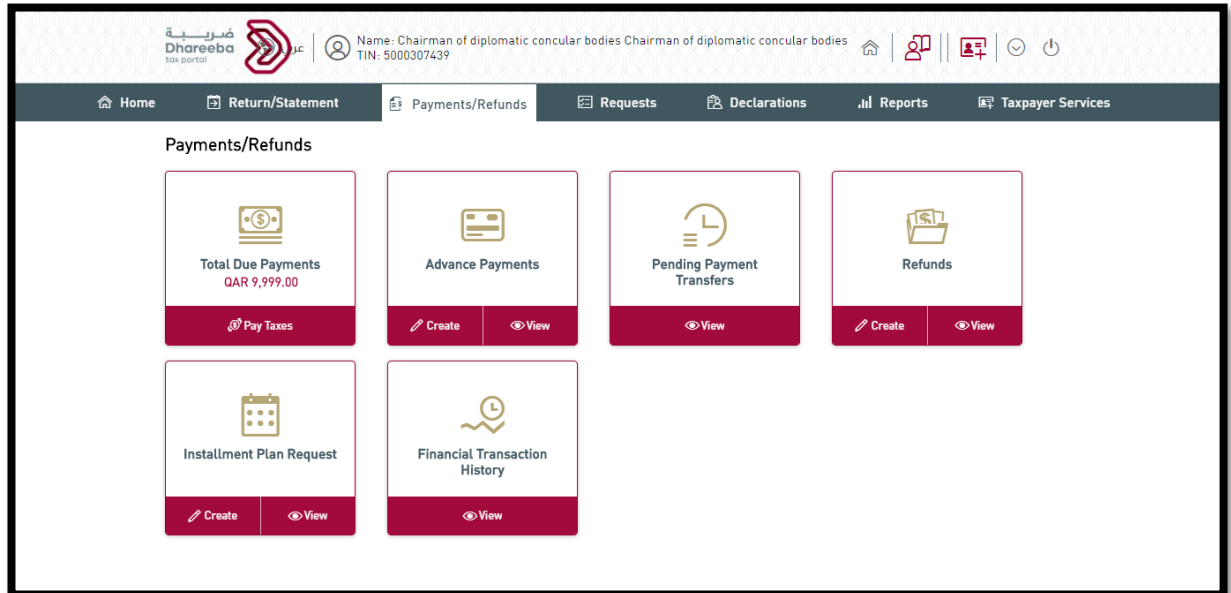
Edit Button : Taxpayer should be able to edit the form by clicking on EDIT icon.

Cancel Button : Taxpayer should be able to Cancel the form by clicking on Cancel icon.

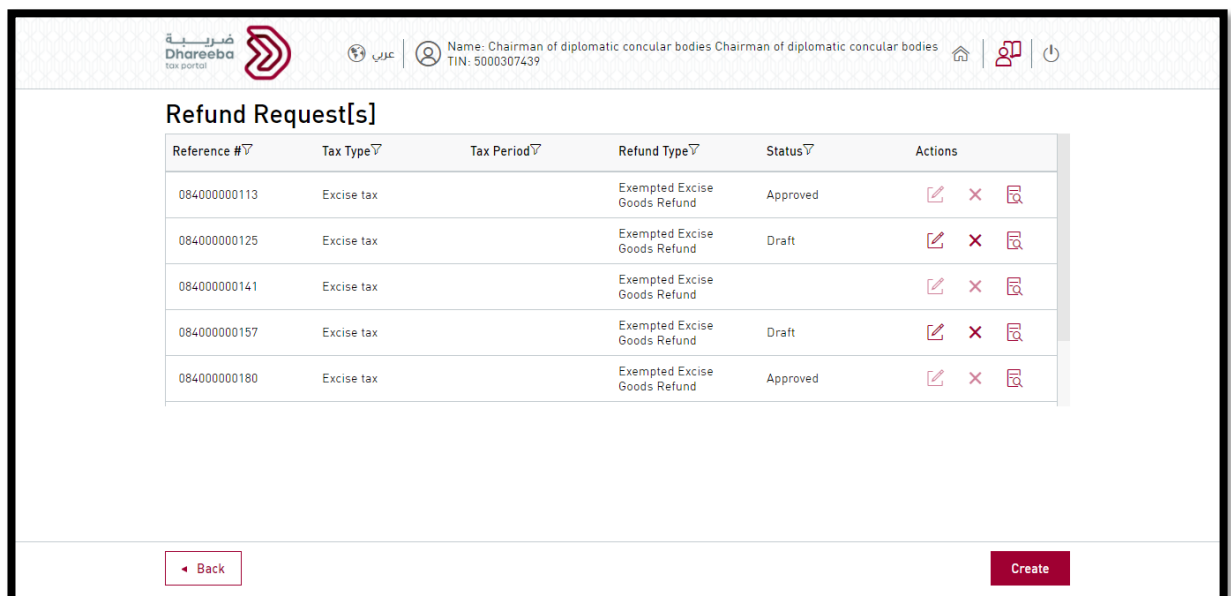
View Button : Taxpayer can check any application in view mode by clicking on View button.



To file the Refund of exempted excise goods, Taxpayer should click on **Create** Button on Refunds Tile, to proceed on next screen.



In case Taxpayer clicks on **View** button on Refunds Tile (To view the draft/submitted/in-progress application), Taxpayer can click on **create** button, to create a new Refund Application.





Step 3: Refunds Type Screen

Taxpayer must select the **Tax type** and **Refund type** from the dropdown.

Taxpayer registered for Excise Tax should select Tax Type as 'Excise Tax'. Select Refund Type as 'Exempted Excise Goods'.

Click on **Continue** button to proceed on Instructions screen.



Step 4: Instructions Screen

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

The screenshot shows the 'Instruction for Taxpayers' screen on the Dharaaba tax portal. The header includes the Dharaaba logo, the text 'ضريبة Dharaaba tax portal', a language selector for 'عربي', and user information: 'Name: Chairman of diplomatic consular bodies Chairman of diplomatic consular bodies' and 'TIN: 5000307439'. There are also icons for home, help, and power. The main content area is titled 'Instruction for Taxpayers' and contains a note: 'These instructions need to be read and understood before starting the Excise Tax Refund Request'. Below this is a bulleted list of instructions:

- Please ensure to provide accurate information
- The information you provide in this return will be kept strictly confidential
- It is an offence to provide false and misleading information to General Tax Authority
- Please ensure to submit all your due return before submitting the refund request.
- Please note that General Tax Authority will offset the liabilities outstanding as on the date of refund payment from the approved refund amount.

At the bottom of the screen, there are two buttons: 'Back' on the left and 'Start Now' on the right.

After clicking on ‘Start Now’ button, Taxpayer will be navigated to “Goods Detail” page.



Step 5: Goods Details

The first step of the refund form is the **Goods Details**. The taxpayer needs to provide details of the exempted goods.

Taxpayer should click on **+ Add Goods Details** and provide details for each goods type that need to be refunded.

The screenshot displays the Dhreeba tax portal interface. At the top, the header includes the Dhreeba logo, a language selector (Arabic), a user profile icon, and the text 'Name: Chairman of diplomatic consular bodies Chairman of diplomatic consular bodies' and 'TIN: 5000307439'. Below the header, the main content area is titled 'Request Number : EXEMPTED EXCISE GOODS REFUND'. A progress bar shows five steps: 1. Goods Details (active), 2. Additional Information, 3. Bank Details, 4. Summary, and 5. Declaration. The 'Goods Details' section contains a table with the following columns: Goods Type, Description, SKU Code, Quantity Exempted, Claimed Amount (QAR), and Actions. The table is currently empty, with the text 'No data' displayed below it. A green plus icon and the text '+ Add Goods Details' are located at the bottom right of the table. At the bottom of the form, there is a 'Back' button, a progress indicator showing 20% completion, a 'Save as draft' button, and a 'Continue' button.

Goods Type	Description	SKU Code	Quantity Exempted	Claimed Amount (QAR)	Actions
No data					

[+ Add Goods Details](#)

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



Taxpayer can declare details either by '**Goods Type**' or '**SKU code**.'

Taxpayers select radio button '**Goods Type**'.

SKU code will be populated automatically after Taxpayer select the Goods type, HS code, brand, Description from the dropdown.

Request Number : EXEMPTED EXCISE GOODS REFUND

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

Declare By ☒ Goods Type ☐ SKU Code

Goods Type CARBONATED DRINKS

HS Code 21069092

Brand COCACOLA CONCENTRATE

Description 1958194KIT CC G E 8UN QA

SKU Code 210690920020001001

Quantity Exempted Details

Claimed Amount (QAR)

Reason for Exemption

Type of Receiver

Receiver's TIN

Attach supporting documents

Back 20% Save

In field '**Imported (Custom Ref)/Produced (Return Ref)**': Taxpayer can select any of the 3 options from the dropdown - **Imported/Produced / Locally purchased**.

Taxpayer must enter **Return reference number**, **Date/Period**, **Date of payment**, **Exempted Quantity**, **Claimed Amount (QAR)** to proceed further as all are mandatory fields.

Taxpayer can click on **delete**  button to delete any details.

Taxpayer can click on **+** button to add additional return references.



ضريبة
Dhreeba
tax portal

عربي

Name: Chairman of diplomatic consular bodies Chairman of diplomatic consular bodies
TIN: 5000307439

Home

Logout

Power

Request Number : EXEMPTED EXCISE GOODS REFUND

1 Goods Details

2 Additional Information

3 Bank Details

4 Summary

5 Declaration

Quantity Exempted and Claimed Amount

Imported(Custom Ref)/Produced(Return Ref)	Return/Customer Reference #	Date/Period	Date of Payment	Exempted Quantity	Claimed Amount (QAR)	Actions
<div>Imported</div>			dd/MM/yyyy			X
Produced						
Locally Purchased						

Back

20%

Save

Clicking on **Save** button will save all the details and navigate to main screen of Goods Details.

ضريبة
Dhreeba
tax portal

عربي

Name: Chairman of diplomatic consular bodies Chairman of diplomatic consular bodies
TIN: 5000307439

Home

Logout

Power

Request Number : EXEMPTED EXCISE GOODS REFUND

1 Goods Details

2 Additional Information

3 Bank Details

4 Summary

5 Declaration

Quantity Exempted and Claimed Amount

Imported(Custom Ref)/Produced(Return Ref)	Return/Customer Reference #	Date/Period	Date of Payment	Exempted Quantity	Claimed Amount (QAR)	Actions
Imported	2600000000801		22/10/2020	1000	450,000.00	X
Produced	2600000000802		22/10/2020	2000	550,000.00	X
Locally Purchased	2600000000803	2019 Q1	22/10/2020	3000	650,000.00	X

Back

20%

Save



The entered details in Goods Details will be reflecting in field **'Quantity Exempted'** and **'Claimed Amount'** on the main screen of **Goods details** page.

Request Number : EXEMPTED EXCISE GOODS REFUND

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

Declare By ☒ Goods Type ☐ SKU Code

Goods Type CARBONATED DRINKS

HS Code 21069092

Brand COCACOLA CONCENTRATE

Description 1958194KIT CC G E 8UN QA

SKU Code 210690920020001001

Quantity Exempted 6000

Claimed Amount (QAR) 1,650,000.00

Reason for Exemption

Type of Receiver

Receiver's TIN

Attach supporting documents

Back 20% Save

Then Taxpayer will select the **Reason for Exemption**, **Type of Receiver** from the dropdown and enter the **Receiver's TIN** to proceed further.

Request Number : 84000000191 EXEMPTED EXCISE GOODS REFUND

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

Declare By ☒ Goods Type ☐ SKU Code

Goods Type CARBONATED DRINKS

HS Code 21069092

Brand COCACOLA CONCENTRATE

Description 1958194KIT CC G E 8UN QA

SKU Code 210690920020001001

Quantity Exempted 6000

Claimed Amount (QAR) 1,650,000.00

Reason for Exemption Sale to Medical Institution

Type of Receiver Private Entity

Receiver's TIN 5000307400

Attach supporting documents

Back 20% Save



Taxpayer also needs to **attach** supporting document.

The screenshot shows the Dhareeba tax portal interface. At the top, the header includes the Dhareeba logo, a language selector (عربي), and user information: Name: Chairman of diplomatic consular bodies, TIN: 5000307439. The main heading is 'Request Number :84000000191' and 'EXEMPTED EXCISE GOODS REFUND'. The navigation bar has five steps: 1 Goods Details, 2 Additional Information, 3 Bank Details, 4 Summary, and 5 Declaration. The 'Goods Details' step is active. A modal titled 'Attachments' is open, displaying instructions: '1. File size should be less than 5MB' and '2. Choose only file with extension: DOC / DOCX / PDF / JPG / XLS / XLSX'. It shows one attachment: '1_IMG_20140219_181725.jpg'. Below the modal, a green progress bar indicates 20% completion, and a 'Save' button is visible.

Taxpayer should click on **Save** button after filling all the details. Details entered will appear as under. Taxpayer should click on **Continue**.

The screenshot shows the Dhareeba tax portal interface after saving the details. The header and navigation bar are the same. The 'Goods Details' step is active, and a table displays the entered information:

Goods Type	Description	SKU Code	Quantity Exempted	Claimed Amount (QAR)	Actions
CARBONATED DRINKS	1958194KIT CC G E 8UN QA	210690920020001001	6000	1,650,000.00	

Below the table, there is a green '+ Add Goods Details' button. At the bottom, a green progress bar indicates 20% completion, and buttons for 'Back', 'Save as draft', and 'Continue' are visible.



Step 6: Additional Information

Taxpayer can optionally add Additional Notes as well as Attachment (if any) as supporting documents.

In case GTA as requested additional information from the Taxpayer, then Additional Notes field becomes mandatory.

The screenshot displays the Dhareeba tax portal interface. At the top, the header includes the Dhareeba logo, the text 'ضريبة Dhareeba tax portal', a language selector for 'عربي', and user information: 'Name: Chairman of diplomatic consular bodies Chairman of diplomatic consular bodies' and 'TIN: 5000307439'. Below the header, a navigation bar shows five steps: 1. Goods Details, 2. Additional Information (current step), 3. Bank Details, 4. Summary, and 5. Declaration. The main content area is titled 'Additional Information' and contains the instruction 'Attach any supporting documents (if any)' with a document icon. Below this is a large text area labeled 'Additional Notes'. At the bottom, there is a progress bar showing 40% completion, a 'Back' button, a 'Save as draft' button, and a 'Continue' button with a right arrow.



Step 7: Bank Details

Taxpayer must select radio button Yes/No for “Do you want to keep the refund amount with the General Tax Authority, to use it against future liabilities?”

If Taxpayer clicks on **YES** button: Below screen will appear.

If Taxpayer clicks on **NO** button, Taxpayer needs to fill the following details:

Checkbox- “Use your previous Bank Account details”:

Here, in case Taxpayer does not tick the check box then he must enter **IBAN**, **Beneficiary name in English**, **Beneficiary name in Arabic** and based on the details entered, Bank Name and SWIFT/BIC code populate automatically.



Clicking **Validate** button will validate the IBAN details.

Request Number :84000000191 EXEMPTED EXCISE GOODS REFUND

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

Bank Details

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

☐ Yes ☒ No

☐ Use your previous Bank Account details

IBAN ⁱ **Validate**

Bank Name

Beneficiary Name in English

Beneficiary Name in Arabic

SWIFT/BIC Code

Proof of Bank Account ⁱ

Back 60% **Save as draft** **Continue**

After filling all the details- Taxpayer can click on **Continue** button to proceed on Bank Details screen.

Request Number :84000000191 EXEMPTED EXCISE GOODS REFUND

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

Bank Details

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

☐ Yes ☒ No

☐ Use your previous Bank Account details

IBAN ⁱ **Validate**

Bank Name

Beneficiary Name in English

Beneficiary Name in Arabic

SWIFT/BIC Code

Proof of Bank Account ⁱ

Back 60% **Save as draft** **Continue**



Checkbox- Use your previous Bank Account details: If Taxpayer tick the checkbox for “**Use your previous Bank Account details**” then below screen appears.

Taxpayer needs to **select the IBAN** from the dropdown and based on that, the remaining fields will get populated automatically.

Request Number :84000000191 EXEMPTED EXCISE GOODS REFUND

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

Bank Details

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

☐ Yes ☒ No

☒ Use your previous Bank Account details

IBAN ⁱ

QA23QNBA353448762348972478923

Beneficiary Name in English

Beneficiary Name in Arabic

SWIFT/BIC Code

Proof of Bank Account ⁱ

Back 60% Save as draft Continue

Taxpayer needs to attach **Proof of Bank Account** as this is mandatory to proceed to next screen.

Request Number :84000000191 EXEMPTED EXCISE GOODS REFUND

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

Bank Details

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

☐ Yes ☒ No

☒ Use your previous Bank Account details

IBAN ⁱ

QA23QNBA353448762348972478923

Bank Name

dilip

Beneficiary Name in Arabic

Qatar National Bank

Proof of Bank Account ⁱ

Back 60% Save as draft Continue

Upload successful

Attachments

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

Attachments (1) +

IMG_20140219_181725(1).jpg

Close



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 he needs to update any Step detail.

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

Request Number :84000000191 EXEMPTED EXCISE GOODS REFUND

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

1. Refund Summary [EDIT](#)

Goods Type	Tax Paid (QAR)	Claimed Amount (QAR)
CARBONATED DRINKS	1650000.00	1650000.00
Total	1650000.00	1650000.00

2. Additional Information [EDIT](#)

Additional Information

Attach any supporting documents (if any)

[Back](#) 80% [Save as draft](#) [Continue](#)

Total 1650000.00 1650000.00

2. Additional Information [EDIT](#)

Additional Information

Attach any supporting documents (if any)

3. Bank Details [EDIT](#)

Do you want to keep the refund amount with the General Tax Authority, to use it against future liabilities ? No

IBAN	QA23QNBA353448762348972478923	Bank Name	dilip
Beneficiary Name in English	dilip	SWIFT/BIC Code	QNBAQAQA
Beneficiary Name in Arabic	Qatar National Bank	Proof of Bank Account	

[Back](#) 80% [Save as draft](#) [Continue](#)



Step 9: Declaration

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

Click on the 'Terms and Conditions' hyperlink.

The screenshot shows the 'Declaration' step of a 5-step process for an 'EXEMPTED EXCISE GOODS REFUND'. The user is logged in as 'Chairman of diplomatic consular bodies' with TIN: 5000307439. The request number is 84000000191. The form contains pre-populated details for 'Spars' Tyagi, a taxpayer, with an email address and a phone number. At the bottom, there are checkboxes for agreeing to terms and conditions, a progress bar at 99%, and 'Back' and 'Submit' buttons.

ضريبة
Dhareeba
tax portal

عربي

Name: Chairman of diplomatic consular bodies Chairman of diplomatic consular bodies
TIN: 5000307439

Request Number :84000000191 EXEMPTED EXCISE GOODS REFUND

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

Declaration

First Name Last Name Designation Date

Spars Tyagi Taxpayer 22/10/2020

Email Address Phone

spars@gmail.com + 974 55646913

☒ I agree with the Terms and Condition.

☒ I declare the information provide in this form is true and correct.

◀ Back 99% Submit



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: Chairman of diplomatic consular bodies Chairman of diplomatic consular bodies
TIN: 5000307439

✓

Refund Request of Exempted Excise Goods complete

Your request reference number is
84000000191 submitted on: 22/10/2020

Kindly use your reference number to track your request's status in the system and when contacting us.
This Notification confirms that we have received and your request, however this is not an approval nor a rejection of your request.
Kindly note that the General Tax Authority reserves the right to request additional documents and details concerning your request.

For any inquiry or assistance, please contact us on:

Within Qatar: 16565
Outside Qatar: +974 4406 9941

Write to us at Tax.support@gta.gov.qa or to learn more, visit Dhareeba.gov.qa

Close

www.dhareeba.gov.qa



3

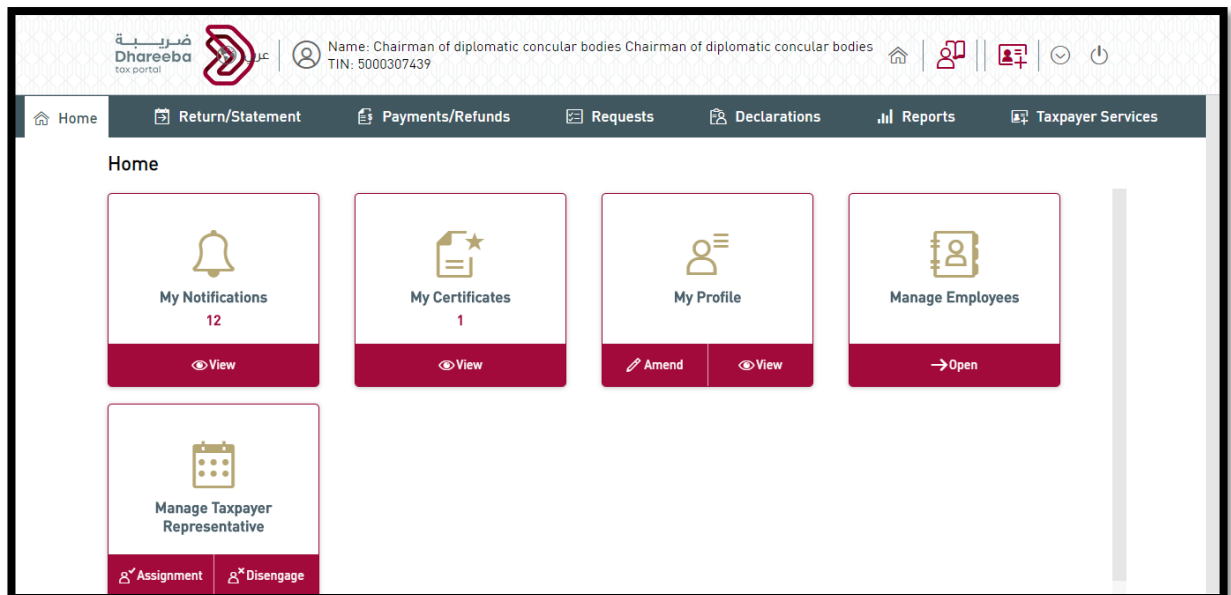
Annexure – Correspondence received by Taxpayer



3 Annexure – Correspondence received by Taxpayer

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

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





The Taxpayer should check and can download the Acknowledgements and other correspondence of 'Refund of Exempted excise goods from this screen.

<div> <div> <div>ضريبة</div> <div>Dhareeba</div> <div>tax portal</div> </div> <div> </div> <div> <div>عربي</div> <div> </div> </div> <div> <div>Name: Chairman of diplomatic consular bodies Chairman of diplomatic consular bodies</div> <div>TIN: 5000307439</div> </div> <div> </div> </div>						
10/10/2020	84000000141	Goods Refund	Exempted Excise Goods Refund Request	Excise Tax	Informative	
13/10/2020	84000000141	Exempted Excise Goods Refund	Additional Information Required - Exempted Excisable Goods Refund Request	Excise Tax	Informative	
13/10/2020	84000000141	Exempted Excise Goods Refund	Additional Information Received - Exempted Excisable Goods Refund Request	Excise Tax	Informative	
19/10/2020	94000000123	Special Refunds	Acknowledgment - Special Refunds Request	Special Entities (ET & VAT)	Informative	
20/10/2020	84000000180	Exempted Excise Goods Refund	Acknowledgment - Exempted Excisable Goods Refund Request	Excise Tax	Informative	
20/10/2020	84000000180	Exempted Excise Goods Refund	Approval of - Exempted Excisable Goods Refund Request	Excise Tax	Informative	

[◀ Back](#)

3.2 Taxpayer will receive 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 Additional Information required
3. Taxpayer will receive SMS, Email and PDF for Additional Information received
4. Taxpayer will receive SMS, Email and PDF after Approval
5. Taxpayer will receive SMS, Email and PDF for Rejection



Status of Refund of Exempted Excise Goods form

On the Taxpayer Dashboard, Taxpayer needs to click on the **View** button of the Refunds tile.

The screenshot shows the Dhareeba Tax Portal dashboard. The top navigation bar includes Home, Return/Statement, Payments/Refunds, Requests, Declarations, Reports, and Taxpayer Services. The Payments/Refunds section is active, displaying six tiles: Total Due Payments (QAR 5,027,468.00), Advance Payments, Pending Payment Transfers, Refunds, Installment Plan Request, and Financial Transaction History. Each tile has a 'Create' or 'View' button.

The Taxpayer will be navigated to below screen.

The screenshot shows the Dhareeba Tax Portal dashboard. The top navigation bar includes Home, Return/Statement, Payments/Refunds, Requests, Declarations, Reports, and Taxpayer Services. The Payments/Refunds section is active, displaying six tiles: Total Due Payments (QAR 5,027,468.00), Advance Payments, Pending Payment Transfers, Refunds, Installment Plan Request, and Financial Transaction History. Each tile has a 'Create' or 'View' button.

Reference #	Tax Type	Tax Period	Refund Type	Status	Actions
084000000113	Excise tax		Exempted Excise Goods Refund	Approved	Create X View
084000000125	Excise tax		Exempted Excise Goods Refund	Draft	Create X View
084000000157	Excise tax		Exempted Excise Goods Refund	Draft	Create X View
084000000180	Excise tax		Exempted Excise Goods Refund	Approved	Create X View

At the bottom of the screen, there is a 'Back' button and a 'Create' button.

- End of Document -