ضريبة
Dhareeba
tax portal

الهيئة العامة للضرائب
General Tax Authority
State of Qatar • دولة قطر

User Manual

Meeting System for Taxpayers

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Introduction

01 | Introduction

A service that enables taxpayers to request a meeting with the General Tax Authority to discuss a matter or issue related to their tax services. The applicant is required to provide the reason for requesting the meeting and attach supporting documents. The request will then be reviewed and coordinated based on the requested meeting details.

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Target Audience

02 | Target Audience

- Large Taxpayers
- Small and Medium Taxpayers

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Cases in Which the Taxpayer Can Use the Service

03 | Cases in Which the Taxpayer Can Use the Service

A meeting request may be submitted by the taxpayer in the following cases:

1- In case of an inquiry related to tax services or tax obligations.
2- When the taxpayer wishes to follow up on a request submitted to the General Tax Authority, particularly if the request has taken longer than expected.
3- In case of an issue related to a tax service or tax procedure that requires discussion with the Authority.
4- In other cases where a meeting with the relevant department at the General Tax Authority is required.

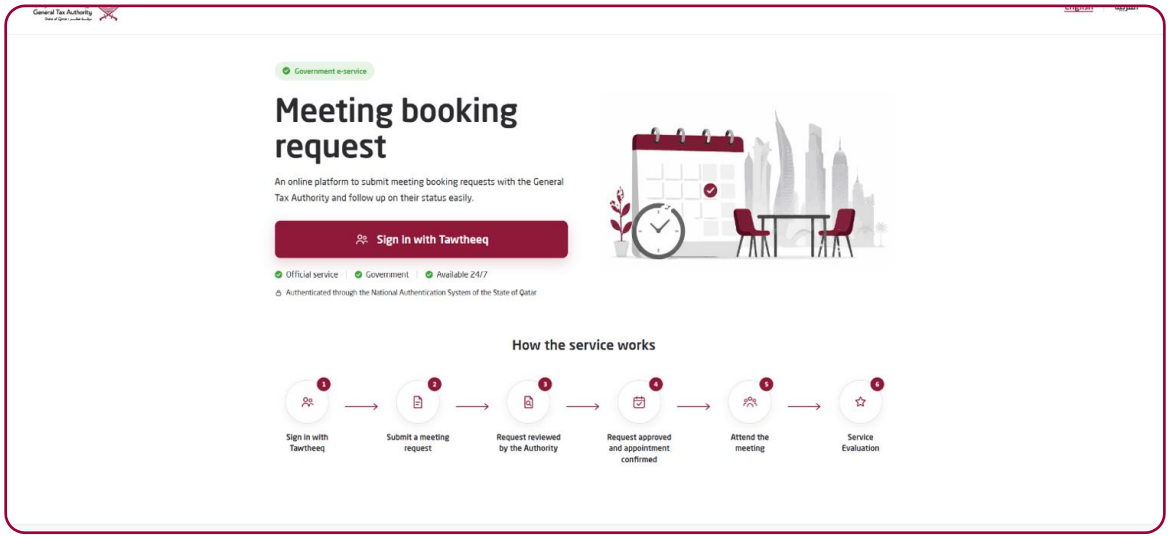
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Steps for Using the System by the Taxpayer

Steps for Using the System by the Taxpayer

Step 1: Access the Meeting Request Service



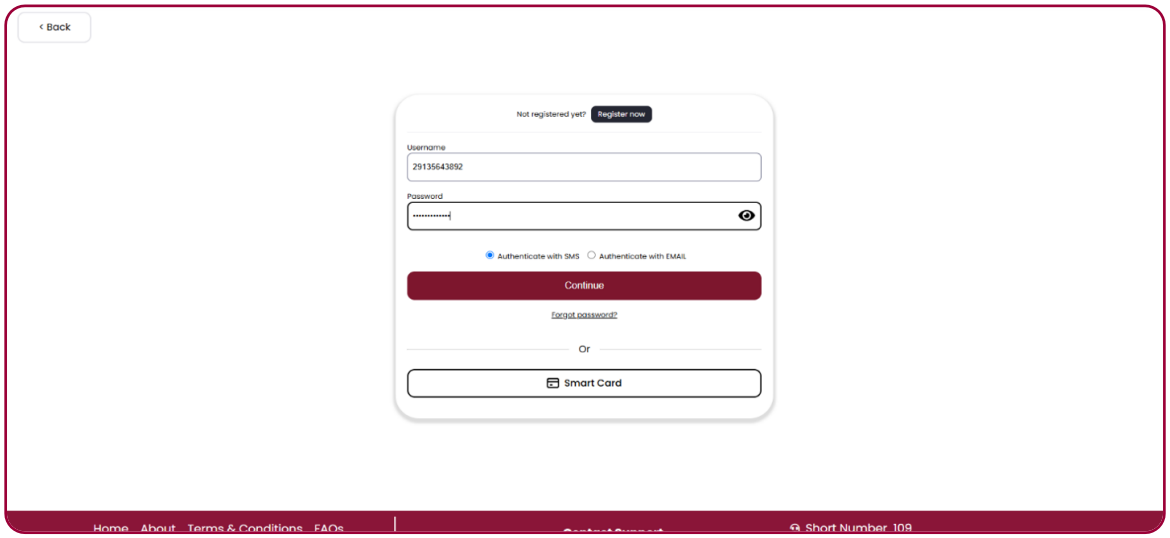
To access the Meeting Request Service:

- Click the **"Sign in with Tawtheeq"** button to proceed to the National Authentication System.

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Steps for Using the System by the Taxpayer

Step 2: Sign in through Tawtheeq



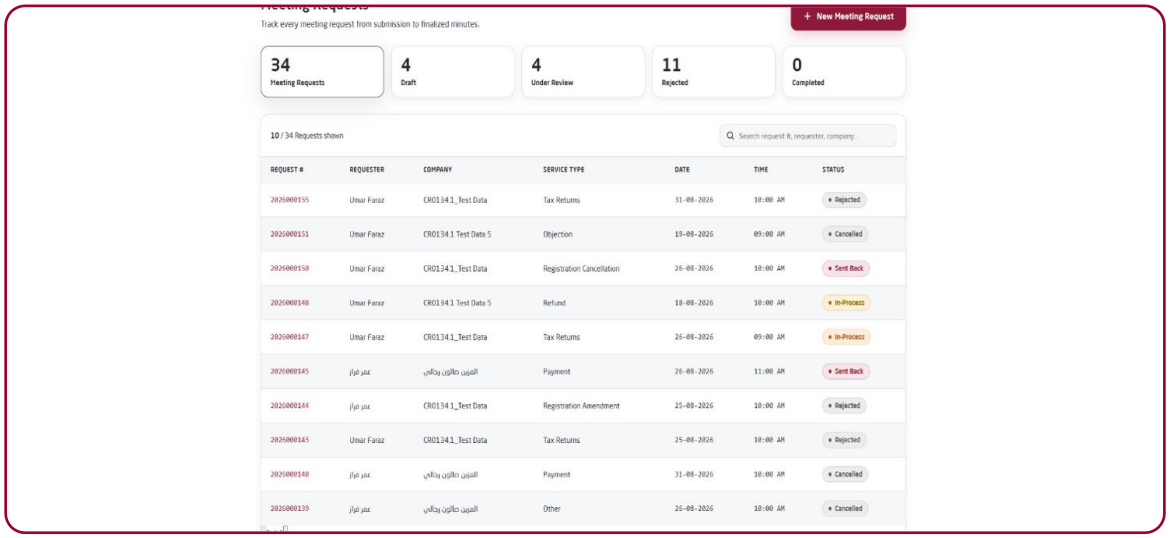
Sign in to the Meeting Request System by:

- Entering the QID and password registered in the National Authentication System (Qpass).
- Selecting the verification method then clicking the **"Continue"** button as shown in the image above.

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Steps for Using the System by the Taxpayer

Step 3: View Meeting Requests and Submit a New Meeting Request



After logging in, the user is directed to the "Meeting Requests" page, which contains a summary of all previous requests.

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Steps for Using the System by the Taxpayer

Step 3: View Meeting Requests and Submit a New Meeting Request

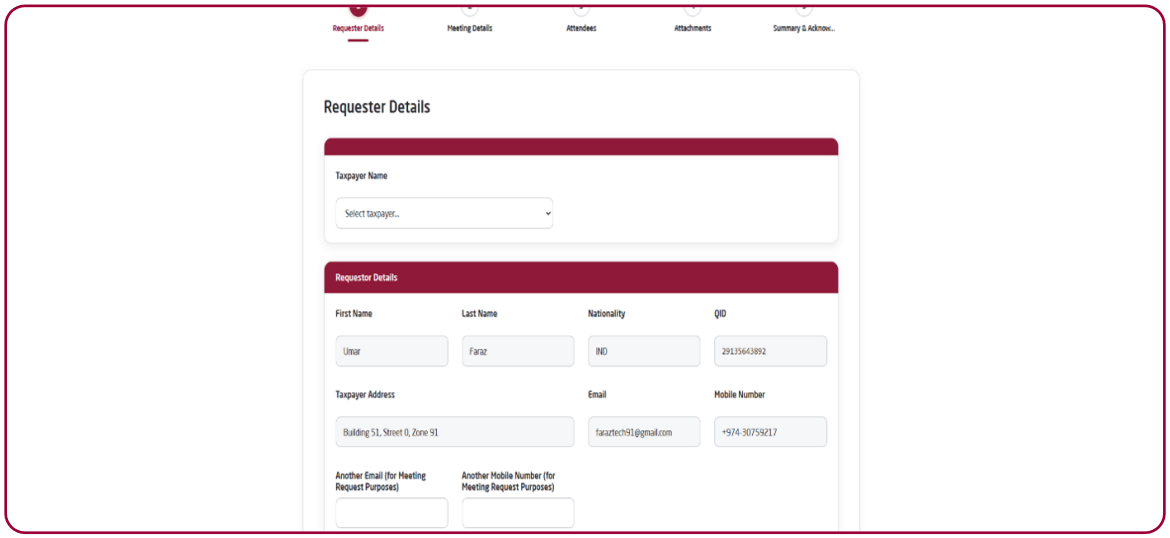
Through this page, you can:

- View the status of all previously submitted meeting requests.
- Click the **"New Meeting Request"** button to start a new request.

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Steps for Using the System by the Taxpayer

Step 4: Requester Details



After clicking the "New Meeting Request" button, the Requester Details screen is displayed. The steps include:

- Select the taxpayer name from the dropdown list.

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Steps for Using the System by the Taxpayer

Step 4: Requester Details

- After selecting the taxpayer name, the system automatically displays the requester details.
- After reviewing the information, click the **"Continue"** button to proceed to the next step.

On this page, the user must fill in the following field:

- **Taxpayer Name:** Selected from a dropdown list (mandatory).

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Steps for Using the System by the Taxpayer

Step 4: Requester Details

System-generated fields:

- First Name
- Last Name
- Nationality
- QID
- Taxpayer Address
- Email
- Mobile Number

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Steps for Using the System by the Taxpayer

Step 4: Requester Details

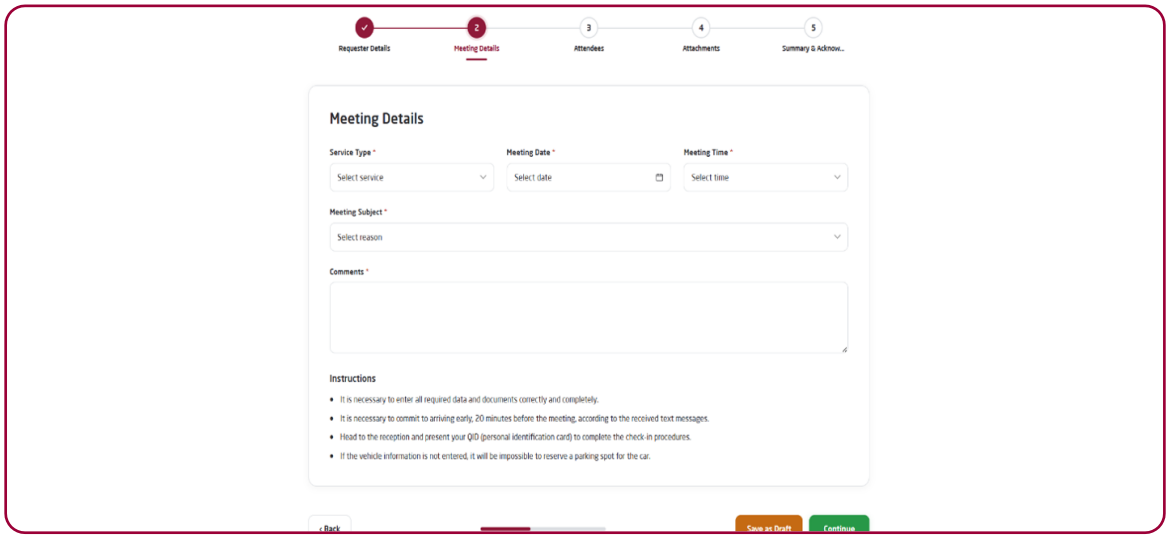
The user may also enter:

- Another Email (for Meeting Request Purposes).
- Another Mobile Number (for Meeting Request Purposes).

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Steps for Using the System by the Taxpayer

Step 5: Meeting Details



After clicking the "Continue" button in the Requester Details step, the system navigates to the Meeting Details screen.

On this page, the user must fill in the following fields:

- **Service Type:** Selected from a dropdown list (mandatory).

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Steps for Using the System by the Taxpayer

Step 5: Meeting Details

- **Meeting Date:** Selected from the available dates (mandatory).
- **Meeting Time:** Selected from the available time slots (mandatory).
- **Meeting Subject:** Selected from a dropdown list (mandatory).
- **Comments:** A brief and clear description of the meeting subject must be entered (mandatory).

Note:

The options available under **"Meeting Subject"** depend on the selected **"Service Type"**.

For example, when a registration-related service is selected, the system displays meeting subjects related to registration. Different options will be displayed when another service type is selected.

Steps for Using the System by the Taxpayer

Step 5: Meeting Details

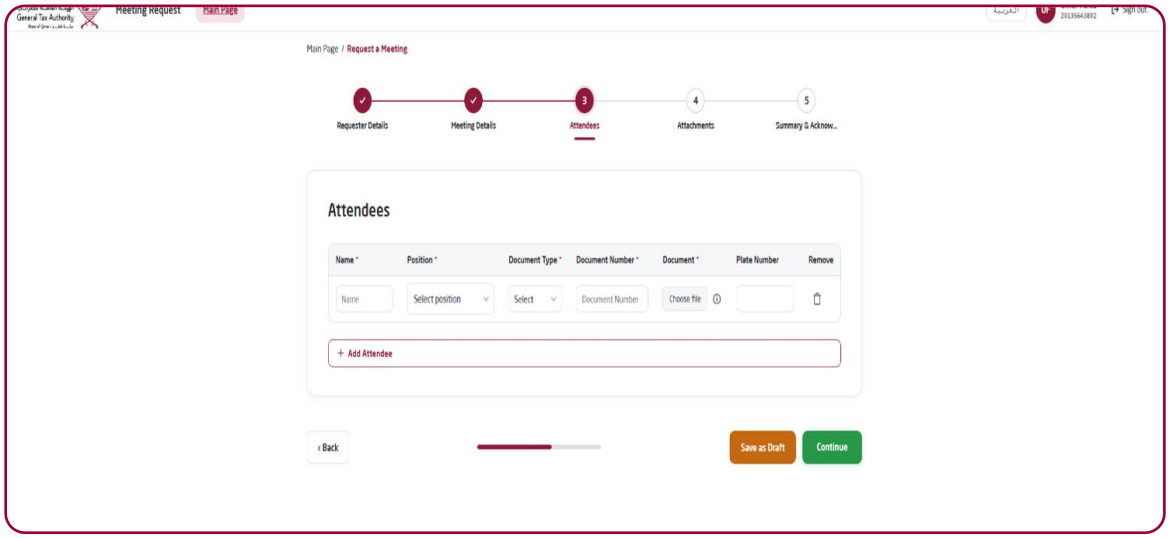
After completing the required information and reading the instructions:

- Click the **"Continue"** button to proceed to the next step.
- Click the **"Save as Draft"** button to save the request and complete it later.

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Steps for Using the System by the Taxpayer

Step 6: Adding Attendee Details



After clicking the "Continue" button in the Meeting Details step, the system navigates to the Attendees screen.

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Steps for Using the System by the Taxpayer

Step 6: Adding Attendee Details

On this page, the user must fill in the following fields:

- Name (mandatory).
- Position (mandatory).
- Document Type (mandatory).
- Document Number (mandatory).
- Document (mandatory).

To add another attendee, click the **"Add Attendee"** button and enter the attendee's details.

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Steps for Using the System by the Taxpayer

Step 6: Adding Attendee Details

After completing the attendee information:

- Click the **"Continue"** button to proceed to the next step.
- Click the **"Save as Draft"** button to save the request and complete it later.

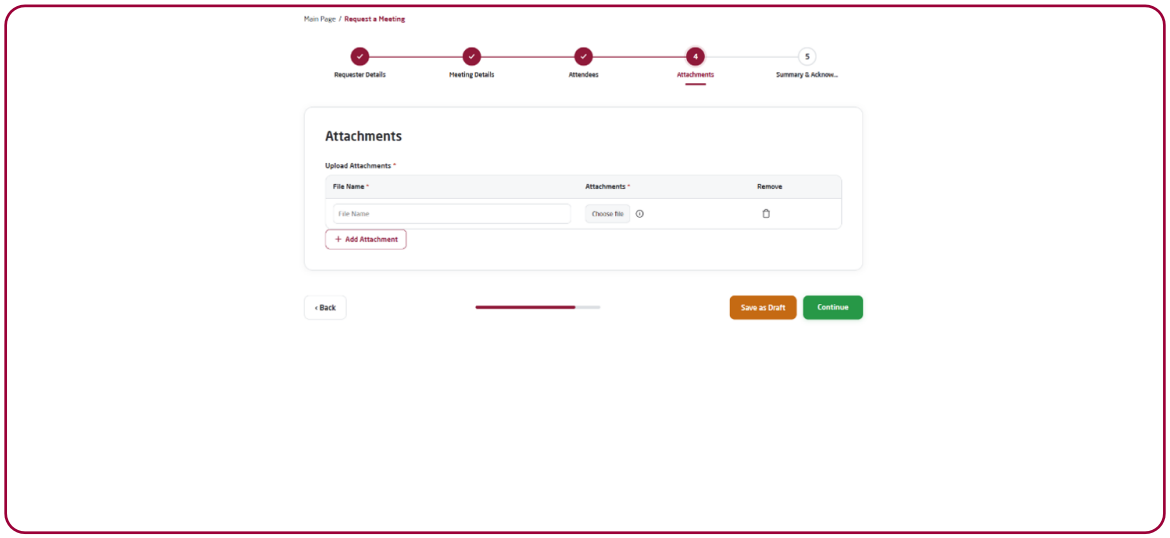
Note:

If the Plate Number is entered, a parking space will be provided for the attendee.

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Steps for Using the System by the Taxpayer

Step 7: Upload Attachments and Supporting Documents



After clicking the "Continue" button in the Attendees step, the system navigates to the Attachments screen.

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Steps for Using the System by the Taxpayer

Step 7: Upload Attachments and Supporting Documents

On this page, the user must fill in the following fields:

- File Name (mandatory).
- Attachments: Select and upload the required document (mandatory).

If more than one supporting document is required, click the **"Add Attachment"** button to add additional documents.

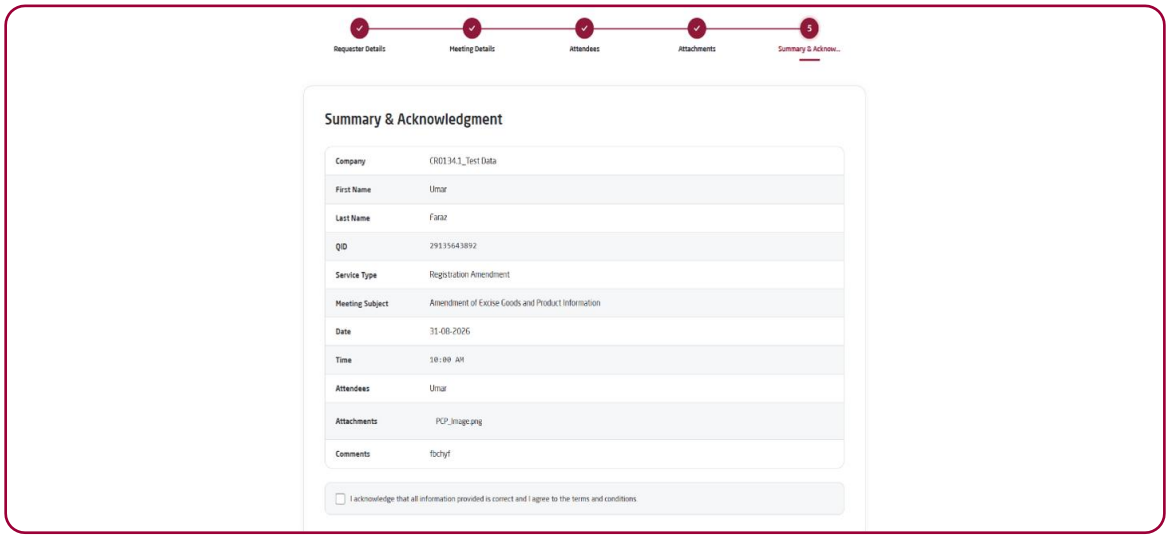
After uploading the attachments:

- Click the **"Continue"** button to proceed to the next step.
- Click the **"Save as Draft"** button to save the request and complete it later.

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Steps for Using the System by the Taxpayer

Step 8: Review the Summary and Acknowledge the Accuracy of the Information



After clicking the "Continue" button in the Attachments step, the system moves to the final screen: "Summary & Acknowledgment".

This screen includes a summary of the information entered by the taxpayer:

- Company

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Steps for Using the System by the Taxpayer

Step 8: Review the Summary and Acknowledge the Accuracy of the Information

- First Name
- Last Name
- QID
- Service Type
- Meeting Subject
- Date
- Time
- Attendees
- Attachments

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Steps for Using the System by the Taxpayer

Step 8: Review the Summary and Acknowledge the Accuracy of the Information

- Comments

After reviewing the information, confirm the following acknowledgment:

"I acknowledge that all information provided is correct and I agree to the terms and conditions".

After confirming the acknowledgment:

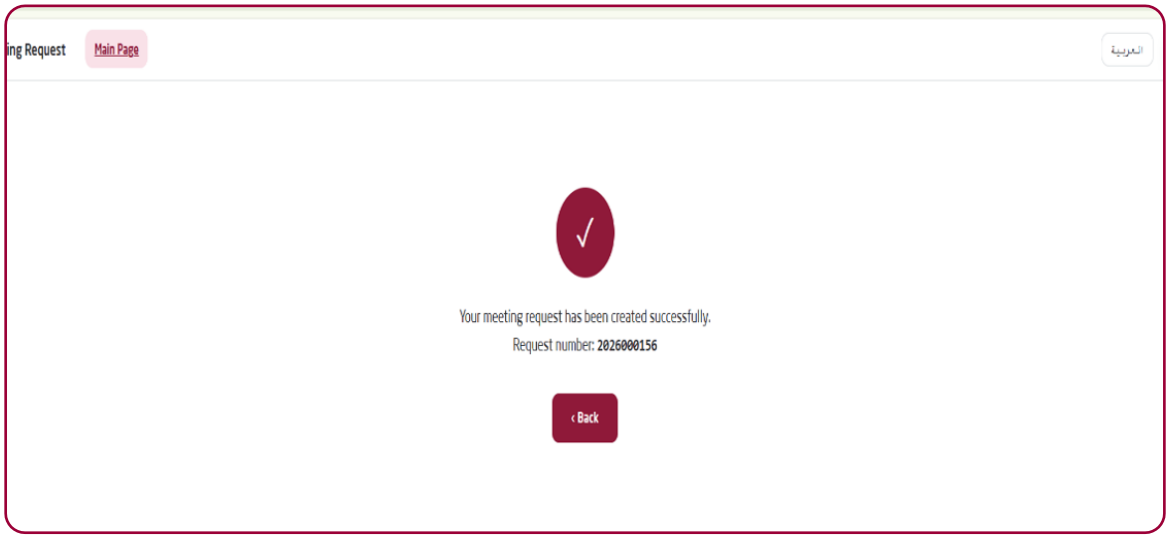
- Click the **"Submit Request"** button to submit the meeting request.

Or click the **"Save as Draft"** button to save the request and complete it later.

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Steps for Using the System by the Taxpayer

Step 9: Meeting Request Submission Confirmation



After clicking the "Submit Request" button and confirming the accuracy of the information, a screen will appear confirming that the request has been successfully submitted.

Steps for Using the System by the Taxpayer

Step 9: Meeting Request Submission Confirmation

This screen includes the following information:

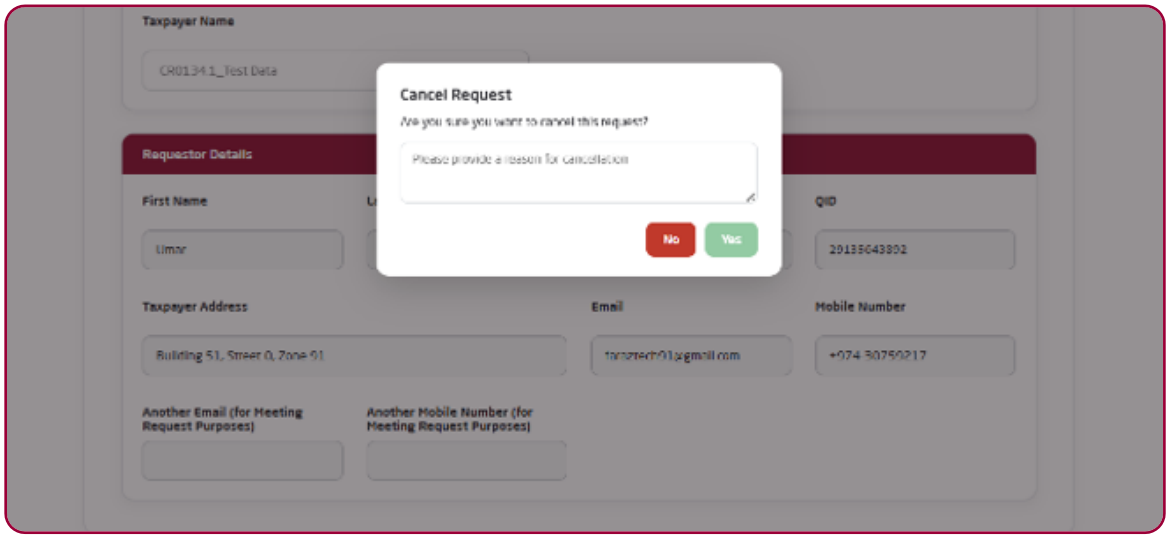
- Confirmation Message: **"Your meeting request has been created successfully".**
- Request Number: Displays the unique request number for the submitted meeting request.

The request number can be used to identify and follow up on the request through the **"Main page".**

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Steps for Using the System by the Taxpayer

Step 10: Cancel a Meeting Request



To cancel a meeting request, open the request and click the "Cancel Request" button.

A confirmation window will appear asking:

"Are you sure you want to cancel this request?"

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Steps for Using the System by the Taxpayer

Step 10: Cancel a Meeting Request

On this page, you must fill in the following field:

- **Reason for Cancellation:** Enter the reason in the **"Please provide a reason for cancellation"** field (mandatory).

After entering the reason for cancellation, you can:

- Click **"Yes"** to confirm the cancellation.
- Click **"No"** to return without cancelling the request.

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